

El Paso - Teller County 9-1-1 Call Volume Report June 2018

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,992	1,045	17,767	40	901	4,593	24.17	201.23	96
El Paso County	1,062	247	5,022	10	354	545	6.54	185.63	56
Teller County	219	30	545	1	190	-	3.28	122.93	10
Peterson AFB	-	-	-	-	-	-	-	-	8
Fort Carson	122	4	418	-	125	58	5.63	123.7	16
Cripple Creek	37	2	84	-	30	-	3.87	165.78	9
Woodland Park	69	8	235	-	32	-	4.31	135.73	8
Monthly Totals	5,501	1,336	24,071	51	1,632	5,196			203
Monthly Total			30,908						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP
 *5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls in Seconds. *7- Average time on line with caller in Seconds.
 *8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.