

El Paso - Teller County 9-1-1 Call Volume Report July 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	4,199	1,096	18,101	51	781	4,794	23.59	202.58	96
El Paso County	1,107	262	4,889	14	413	518	5.66	203.15	56
Teller County	181	23	462	2	114	-	3.04	131.56	10
Peterson AFB	-	-	-	-	-	-	-	-	8
Fort Carson	151	-	399	-	102	75	5.15	124.51	16
Cripple Creek	59	1	73	-	15	-	3.63	199.66	9
Woodland Park	58	11	296	-	57	-	5.32	196.32	8
Monthly Totals	5,755	1,393	24,220	67	1,482	5,387			203
Monthly Total			31,368						

*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.