

El Paso - Teller County 9-1-1 Call Volume Report August 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	4,253	1,135	18,071	36	826	4,424	21.46	204.55	96
El Paso County	1,137	238	4,619	15	387	509	5.18	209.87	56
Teller County	171	16	363	1	74	21	2.78	175.33	10
Peterson AFB	2	-	-	-	-	-	4.5	43.12	8
Fort Carson	162	2	394	1	84	78	5.11	128.89	16
Cripple Creek	63	2	86	-	25	16	3.88	230.41	9
Woodland Park	79	3	260	-	53	20	5.04	123.24	8
Monthly Totals	5,867	1,396	23,793	53	1,449	5,068			203
Monthly Total			31,056						

*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.