

**El Paso - Teller County 9-1-1**  
**Call Volume Report**  
**September 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	3,684	1,051	16,847	45	810	4,104	21.47	206.74	96
El Paso County	966	240	4,479	9		518	5.11	211.96	56
Teller County	113	9	327	1	74	-	3.18	149.32	10
Peterson AFB	-	-	-	-	-	-	-	-	8
Fort Carson	159	1	344	2	78	73	5.28	122.33	16
Cripple Creek	58	2	71	-	36	-	3.76	177.62	9
Woodland Park	82	6	268	-	71	-	5.46	135.62	8
<b>Monthly Totals</b>	5,062	1,309	22,336	57	1,069	4,695			203
<b>Monthly Total</b>			28,707						

\*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.