

El Paso - Teller County 9-1-1

Call Volume Report

January 2019

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	3,534	1,024	14,394	34	758	3,791	19.21	214.56	96
El Paso County	937	224	4,082	16	314	477	5.47	221.79	56
Teller County	94	16	217	2	49	23	3.04	186.01	10
Peterson AFB	-	-	-	-	-	-	-	-	8
Fort Carson	158	2	290	2	61	68	5.38	166.84	16
Cripple Creek	38	-	61	-	24	27	3.71	235.12	9
Woodland Park	64	8	165	-	35	25	3.96	121.13	8
Monthly Totals	4,825	1,274	19,209	54	1,241	4,411			203
Monthly Total			25,308						

*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.