

El Paso - Teller County 9-1-1 Call Volume Report March 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	3,973	1,132	15,531	63	785	4,361	23:41	220.36	96
El Paso County	1,180	279	5,286	99	295	816	10.11	207.54	56
Teller County	133	19	291	2	77	25	295	147.58	10
Peterson AFB	86	-	-	-	2	-	5.12	49.53	8
Fort Carson	147	1	396	-	83	73	4.96	123.24	16
Cripple Creek	31	4	68	-	27	11	3.95	171.87	9
Woodland Park	63	6	154	-	47	18	4.34	178.44	8
Monthly Totals	5,613	1,441	21,726	164	1,316	5,304			203
Monthly Total			28,780						

*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.