

El Paso - Teller County 9-1-1 Call Volume Report April 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	3,937	1,001	15,251	43	665	4,480	23.41	219.35	96
El Paso County	975	247	4,198	7	345	457	5.36	214.96	56
Teller County	89	12	236	-	57	14	2.94	164.03	10
Peterson AFB	41	-	-	-	-	4	4.73	53.71	8
Fort Carson	151	5	350	-	74	69	4.94	129.48	16
Cripple Creek	19	11	46	-	21	9	3.55	198.41	9
Woodland Park	49	12	172	-	49	15	4.49	147.41	8
Monthly Totals	5,261	1,288	20,253	50	1,211	5,048			203
Monthly Total			26,802						

*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.