

# El Paso - Teller County 9-1-1

## Call Volume Report

February 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	3,573	1,034	13,475	34	579	3,671	19.54	216.53	96
El Paso County	919	211	3,606	7	326	438	5.21	219.87	56
Teller County	86	7	268	4	71	-	3.19	173.37	10
Peterson AFB	-	-	-	-	-	-	0	0	8
Fort Carson	143	4	348	1	93	70	5.32	134.48	16
Cripple Creek	26	5	43	-	11		3.81	237.87	9
Woodland Park	49	11	120	-	27	-	4.4	131.88	8
<b>Monthly Totals</b>	4,796	1,272	17,860	46	1,107	4,179			203
<b>Monthly Total</b>			23,928						

\*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.