

El Paso - Teller County 9-1-1 Call Volume Report June 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	4,090	1,006	17,269	34	716	4,855	24.15	216.52	96
El Paso County	876	211	3,803	5	354	458	5.26	219.65	56
Teller County	126	13	378	1	87	-	3.14	153.98	10
Peterson AFB	-	-	-	-	-	-			0
Fort Carson	196	-	450	2	111	80	4.65	108.32	16
Cripple Creek	45	6	47	-	13	-	3.87	211.5	9
Woodland Park	73	1	228	-	49	-	4.2	121.52	8
Monthly Totals	5,406	1,237	22,175	42	1,330	5,393			195
Monthly Total			28,818						

*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.