

El Paso - Teller County 9-1-1 Call Volume Report July 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	4,151	1,089	19,523	39	872	5,261	25.43	210.36	96
El Paso County	1,199	307	5,379	14	479	679	6.12	204.56	56
Teller County	131	28	406	6	108	-	3.06	157.42	10
Peterson AFB	-	-	-	-	-	-			0
Fort Carson	214	4	423	-	112	80	4.75	115.04	16
Cripple Creek	52	11	70	-	40	-	3.98	163.59	9
Woodland Park	60	9	222	-	61	-	3.79	142.34	8
Monthly Totals	5,807	1,448	26,023	59	1,672	6,020			195
Monthly Total			33,278						

*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.