

**El Paso - Teller County E9-1-1
Call Volume Report
June 2010**

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1		*2	*3	*4	*5	*6	*7
Colorado Springs	7137	0	13007	1595	3404	4.2	136	88
El Paso County	1994	0	962	35	52	3.5	209	35
Teller County	158	13	382	128	2	3.83	106.36	10
Fountain	180	6	228	7	15	3.64	180.02	9
Manitou Springs	87	1	74	4	10	4.49	109.91	6
Air Force Academy	53	2	5	4	15	7.78	99.24	4
Peterson AFB	77	0	5	9	8	4	78	8
Fort Carson	466	5	121	7	1	1.84	57.14	8
Cripple Creek	78	8	14	3	1	6.62	142.75	8
Woodland Park	131	5	50	7	0	6.15	137.37	7
Monthly Totals	10361	40	14848	1799	3508			183
Monthly Total			25249					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

