

El Paso - Teller County 9-1-1 Monthly Call Volume Report February-22

Agency	9-1-1 Wireline	9-1-1 VOIP	9-1-1 Wireless	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 PD	1,209	1,708	16,760	67	644	3,683	24.32	200.17	96
El Paso County SO	269	262	4,439	14	334	455	6.12	241.39	60
Teller County SO	40	22	267	3	26	12	2.16	256.31	11
Peterson AFB	35	1	1	-	-	4	4.11	36.23	5
Fort Carson ECC	65	3	305	1	51	35	3.41	124.03	19
Cripple Creek PD	12	10	56	-	13	4	2.19	270.46	10
Woodland Park PD	15	7	172	-	36	9	3.07	170.52	8
Monthly Totals	1,645	2,013	22,000	85	1,104	4,202			209
Monthly Total			25,658						

*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.