

El Paso - Teller County 9-1-1 Monthly Call Volume Report March-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	1,312	1,762	18,696	74	689	4,350	27.21	205.08	96
El Paso County SO	286	262	4,860	19	337	476	6.37	227.19	60
Teller County SO	71	23	340	3	44	12	2.14	208.33	11
Peterson AFB	64	3	6	-	-	5	4.48	40.24	5
Fort Carson ECC	79	4	335	3	70	33	3.20	123.36	19
Cripple Creek PD	16	13	81	-	26	4	3.26	228.14	10
Woodland Park PD	15	11	189	-	29	16	3.04	156.05	8
Monthly Totals	1,843	2,078	24,507	99	1,195	4,896			209
Monthly Total			28,428						

*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.