

El Paso - Teller County 9-1-1 Monthly Call Volume Report May-26

Agency	9-1-1 Wireline	9-1-1 VOIP	9-1-1 Wireless	Year-To-Date / PSAP	9-1-1 Text Message	Call Transfers	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*2A	*3	*4	*5	*6	*7	*8
Colorado Springs PD	883	1,362	18,371	94,781	133	240	1,300	13.55	210.52	96
El Paso County SO	138	268	5,530	27,428	38	194	445	6.58	224.03	60
Teller County SO	11	12	288	1,604	2	20	9	1.48	252.10	16
Fort Carson ECC	63	3	349	1,994	2	16	21	3.58	147.56	19
Cripple Creek PD	2	12	51	348	-	5	5	2.20	243.74	10
Woodland Park PD	12	6	125	756	1	15	9	2.39	167.29	8
Monthly Totals	1,109	1,663	24,714		176	490	1,789			209
Monthly Total			27,486							

*1- Calls received from wireline devices. *2- Calls received from wireless/VoIP devices *2A YTD *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.