

## El Paso - Teller County 9-1-1 Monthly Call Volume Report November-25

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	709	1,288	17,281	226,522	76	194	1,807	11.25	219.75	96
El Paso County SO	246	263	5,318	64,585	24	167	466	7.40	236.42	60
Teller County SO	31	15	268	4,145	8	16	15	2.12	268.35	16
Peterson AFB	3	27	3	638	-	-	10	2.33	41.81	5
Fort Carson ECC	62	2	261	3,749	1	22	18	3.36	165.28	19
Cripple Creek PD	6	9	75	822	-	6	5	2.41	221.60	10
Woodland Park PD	3	9	150	2,043	-	19	5	3.11	180.94	8
<b>Monthly Totals</b>	1,060	1,613	23,356		109	424	2,326			214
<b>Monthly Total</b>			26,029							

\*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.