

**El Paso - Teller County 9-1-1
Monthly Call Volume Report
June-25**

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	861	1,256	19,473	127	223	2,286	14.02	210.08	96
El Paso County SO	164	271	5,738	50	183	456	7.11	222.67	60
Teller County SO	25	22	389	5	29	18	1.59	215.27	16
Peterson AFB	11	47	7	-	-	11	2.36	73.07	5
Fort Carson ECC	54	5	282	-	26	21	2.24	139.64	19
Cripple Creek PD	1	6	66	-	6	3	2.57	210.66	10
Woodland Park PD	6	14	170	-	19	4	3.10	143.66	8
Monthly Totals	1,122	1,621	26,125	182	486	2,799			214
Monthly Total			28,868						

*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.