

**El Paso - Teller County 9-1-1
Monthly Call Volume Report
February-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	931	1,328	15,742	121	213	2,285	16.32	199.96	96
El Paso County SO	151	269	4,494	19	183	371	7.12	245.82	60
Teller County SO	32	21	299	9	21	11	2.55	231.21	16
Peterson AFB	53	-	2	-	1	9	3.34	51.85	5
Fort Carson ECC	59	2	263	1	32	15	3.66	171.47	19
Cripple Creek PD	7	4	42	-	4	2	3.54	213.98	10
Woodland Park PD	4	12	121	-	10	8	3.49	215.28	8
Monthly Totals	1,237	1,636	20,963	150	464	2,701			214
Monthly Total			23,836						

*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.