

El Paso - Teller County 9-1-1 Monthly Call Volume Report December-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	819	1,492	16,862	245,695	113	222	1,797	11.13	227.45	96
El Paso County SO	139	270	5,102	70,096	25	162	402	7.32	246.04	60
Teller County SO	27	23	239	4,434	4	9	8	1.57	304.84	16
Peterson AFB	9	49	13	709	-	-	10	2.20	89.96	5
Fort Carson ECC	52	4	223	4,028	-	19	21	3.34	134.31	19
Cripple Creek PD	1	8	44	875	-	6	1	2.28	212.93	10
Woodland Park PD	8	7	161	2,219	3	17	6	3.09	193.15	8
Monthly Totals	1,055	1,853	22,644		145	435	2,245			214
Monthly Total			25,552							

*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.