

**El Paso - Teller County 9-1-1  
Monthly Call Volume Report  
March-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	1,068	1,503	18,510	129	226	2,923	18.22	201.65	96
El Paso County SO	168	276	5,457	78	192	465	8.23	235.45	60
Teller County SO	49	22	326	11	17	20	1.52	227.20	16
Peterson AFB	54	1	4	-	-	7	2.35	56.25	5
Fort Carson ECC	59	4	313	2	46	16	2.46	171.08	19
Cripple Creek PD	6	8	36	1	3	3	1.58	200.88	10
Woodland Park PD	12	12	135	-	22	4	3.39	176.62	8
<b>Monthly Totals</b>	1,416	1,826	24,781	221	506	3,438			214
<b>Monthly Total</b>			28,023						

\*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.