

El Paso - Teller County 9-1-1 Monthly Call Volume Report April-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	961	1,464	17,128	117	202	2,632	18.33	209.55	96
El Paso County SO	183	266	4,766	37	232	403	7.18	230.71	60
Teller County SO	45	27	301	9	15	19	2.02	267.04	16
Peterson AFB	65	5	3	-	-	11	2.14	64.32	5
Fort Carson ECC	35	7	329	3	30	32	2.40	175.50	19
Cripple Creek PD	12	8	44	-	5	-	1.59	201.82	10
Woodland Park PD	25	15	134	2	21	4	8.04	171.52	8
Monthly Totals	1,326	1,792	22,705	168	505	3,101			214
Monthly Total			25,823						

*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.