

El Paso - Teller County 9-1-1 Monthly Call Volume Report August-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	971	1,399	19,761	165,197	86	239	2,388	13.25	212.92	96
El Paso County SO	219	301	6,096	46,860	19	219	511	7.22	232.04	60
Teller County SO	32	33	347	3,218	10	22	12	1.54	241.85	16
Peterson AFB	14	48	7	498	-	-	18	2.43	55.14	5
Fort Carson ECC	64	2	260	2,799	1	19	25	3.33	152.34	19
Cripple Creek PD	8	13	76	544	-	9	4	3.14	197.47	10
Woodland Park PD	9	10	214	1,511	-	11	5	3.16	177.61	8
Monthly Totals	1,317	1,806	26,761		116	519	2,963			214
Monthly Total			29,884							

*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.