

El Paso - Teller County 9-1-1

Monthly Call Volume Report

September-26

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	599	1,379	18,629	181,485	129	209	2,414	16.33	205.73	96
El Paso County SO	182	270	5,876	53,939	61	184	486	8.45	231.49	60
Teller County SO	25	23	328	3,295	4	27	12	1.55	246.51	16
Fort Carson ECC	80	6	362	3,693	-	20	15	3.47	136.32	19
Cripple Creek PD	9	4	77	723	1	6	3	2.58	197.33	10
Woodland Park PD	13	17	185	1,682	-	17	14	2.56	167.43	8
Monthly Totals	908	1,699	25,457		195	463	2,944			209
Monthly Total			28,064							

*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.