

El Paso - Teller County 9-1-1 Monthly Call Volume Report July-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	975	1,448	20,386	97	260	2,859	17.14	208.88	96
El Paso County SO	152	317	5,958	41	225	455	7.34	233.02	60
Teller County SO	40	17	363	4	30	15	1.57	269.73	16
Peterson AFB	8	54	5	-	-	15	2.28	81.40	5
Fort Carson ECC	62	3	299	1	16	37	3.21	119.37	19
Cripple Creek PD	5	13	90	-	7	8	3.28	184.65	10
Woodland Park PD	6	19	218	2	28	9	3.14	191.27	8
Monthly Totals	1,248	1,871	27,319	145	566	3,398			214
Monthly Total			30,438						

*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.