

El Paso - Teller County 9-1-1 Monthly Call Volume Report April-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	761	1,392	17,237	74,165	123	183	1,625	13.22	211.39	96
El Paso County SO	131	262	5,186	21,492	54	178	412	8.14	225.39	60
Teller County SO	23	10	268	1,293	2	17	8	1.47	269.70	16
Peterson AFB	71	46	31	352	-	2	29	9.42	75.94	5
Fort Carson ECC	71	18	334	1,579	-	11	16	3.48	149.82	19
Cripple Creek PD	2	6	50	283	-	8	1	2.11	207.16	10
Woodland Park PD	9	10	122	613	2	9	2	2.37	168.16	8
Monthly Totals	1,068	1,744	23,228		181	408	2,093			214
Monthly Total			26,040							

*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.