

El Paso - Teller County 9-1-1 Monthly Call Volume Report January-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	1,024	1,500	16,868	115	208	2,496	17.36	204.35	96
El Paso County SO	229	293	5,027	29	190	452	7.49	237.27	60
Teller County SO	34	27	339	2	23	16	2.12	236.01	16
Peterson AFB	44	-	4	-	-	9	2.23	41.18	5
Fort Carson ECC	73	2	275	1	23	21	3.11	178.47	19
Cripple Creek PD	3	5	39	-	5	5	2.36	228.67	10
Woodland Park PD	14	19	117	1	18	8	2.39	177.99	8
Monthly Totals	1,421	1,846	22,669	148	467	3,007			214
Monthly Total			25,936						

*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.