

## El Paso - Teller County 9-1-1 Monthly Call Volume Report October-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	834	1,445	18,541	207,244	105	223	2,158	11.33	217.35	96
El Paso County SO	168	280	5,446	58,758	32	199	448	7.23	239.53	60
Teller County SO	26	21	241	3,831	7	15	7	1.56	287.93	16
Peterson AFB	15	43	-	605	-	-	9	2.12	38.56	5
Fort Carson ECC	68	1	238	3,424	-	10	30	3.27	167.50	19
Cripple Creek PD	3	14	78	732	-	4	7	3.55	234.82	10
Woodland Park PD	28	13	157	1,881	-	11	15	2.42	171.69	8
<b>Monthly Totals</b>	1,142	1,817	24,701		144	462	2,674			214
<b>Monthly Total</b>			27,660							

\*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.