

El Paso - Teller County 9-1-1 Monthly Call Volume Report January-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	807	1,365	15,874	18,046	91	207	1,791	10.28	222.04	96
El Paso County SO	152	254	4,800	5,206	21	171	332	6.49	236.20	60
Teller County SO	38	16	237	291	-	13	10	1.57	304.55	16
Peterson AFB	6	52	8	66	-	-	17	2.28	47.90	5
Fort Carson ECC	66	2	256	324	-	12	16	3.22	143.51	19
Cripple Creek PD	1	4	62	67	-	4	5	2.31	236.18	10
Woodland Park PD	9	9	145	163	1	7	3	3.19	197.83	8
Monthly Totals	1,079	1,702	21,382		113	414	2,174			214
Monthly Total			24,163							

*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.