

El Paso - Teller County 9-1-1 Monthly Call Volume Report February-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	688	1,193	14,882	34,809	73	202	1,601	11.26	216.66	96
El Paso County SO	108	186	4,575	10,075	22	144	316	7.12	241.41	60
Teller County SO	33	23	299	646	6	10	24	1.58	271.69	16
Peterson AFB	11	45	6	128	-	1	18	2.41	49.78	5
Fort Carson ECC	144	6	238	712	-	16	31	3.58	133.98	19
Cripple Creek PD	4	12	46	129	-	1	6	3.44	193.13	10
Woodland Park PD	9	7	120	299	-	10	4	2.57	256.41	8
Monthly Totals	997	1,472	20,166		101	384	2,000			214
Monthly Total			22,635							

*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.