

El Paso - Teller County 9-1-1

Monthly Call Volume Report

August-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	734	1,403	19,360	160,878	125	263	2,274	14.58	200.18	96
El Paso County SO	122	304	5,838	47,611	38	164	424	7.47	228.59	60
Teller County SO	23	15	413	2,919	12	20	15	1.58	230.64	16
Fort Carson ECC	62	6	300	3,245	-	13	18	4.42	124.82	19
Cripple Creek PD	4	12	82	633	1	9	7	2.38	225.47	10
Woodland Park PD	7	9	225	1,467	-	14	5	2.11	162.17	8
Monthly Totals	952	1,749	26,218		176	483	2,743			209
Monthly Total			28,919							

*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.