

El Paso - Teller County 9-1-1

Monthly Call Volume Report

June-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	792	1,536	19,087	116,196	134	254	2,246	14.24	206.06	96
El Paso County SO	119	304	6,155	34,006	65	201	491	9.02	216.78	60
Teller County SO	18	25	391	2,038	2	26	12	1.56	240.94	16
Fort Carson ECC	64	7	393	2,458	2	15	33	3.59	133.21	19
Cripple Creek PD	9	6	104	467	-	12	7	2.34	201.68	10
Woodland Park PD	6	15	164	941	-	19	7	2.45	151.75	8
Monthly Totals	1,008	1,893	26,294		203	527	2,796			209
Monthly Total			29,195							

*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.