

El Paso - Teller County 9-1-1 Monthly Call Volume Report September-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 | 865 | 1,436 | 18,752 | 186,424 | 118 | 225 | 2,025 | 12.43 | 220.46 | 96 |
| El Paso County SO | 163 | 271 | 5,533 | 52,864 | 33 | 240 | 417 | 7.26 | 241.06 | 60 |
| Teller County SO | 32 | 20 | 273 | 3,543 | 1 | 22 | 10 | 2.52 | 266.50 | 16 |
| Peterson AFB | 3 | 41 | 5 | 547 | - | - | 12 | 2.63 | 74.97 | 5 |
| Fort Carson ECC | 50 | 5 | 263 | 3,117 | 2 | 20 | 26 | 3.14 | 147.51 | 19 |
| Cripple Creek PD | 9 | 6 | 78 | 637 | - | 3 | 9 | 3.29 | 217.55 | 10 |
| Woodland Park PD | 8 | 11 | 153 | 1,683 | 1 | 24 | 5 | 2.37 | 183.88 | 8 |
| Monthly Totals | 1,130 | 1,790 | 25,057 | | 155 | 534 | 2,504 | | | 214 |
| Monthly Total | | | 27,977 | | | | | | | |

*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.