

El Paso - Teller County 9-1-1 Monthly Call Volume Report May-25

Agency	9-1-1 Wireline	9-1-1 VOIP	9-1-1 Wireless	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs PD	948	1,353	18,339	138	194	2,343	13.46	208.05	96
El Paso County SO	225	296	5,544	48	210	455	6.55	220.05	60
Teller County SO	49	25	354	7	23	17	2.14	219.01	16
Peterson AFB	29	30	3	-	-	12	2.33	87.75	5
Fort Carson ECC	38	2	307	7	37	20	2.42	162.60	19
Cripple Creek PD	6	7	39	-	2	4	2.39	172.62	10
Woodland Park PD	14	17	194	1	25	11	3.21	121.08	8
Monthly Totals	1,309	1,730	24,780	201	491	2,862			214
Monthly Total			27,819						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *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.