El Paso - Teller County 9-1-1
Monthly Call Volume Report
October-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	707	1,538	17,913	201,643	158	227	2,166	14.56	193.20	96
El Paso County SO	138	246	5,624	59,947	43	162	401	7.49	231.45	60
Teller County SO	37	15	319	3,666	7	23	9	1.55	260.30	16
Fort Carson ECC	64	4	363	4,124	5	17	20	3.26	140.05	19
Cripple Creek PD	5	3	77	808	-	3	9	2.44	194.94	10
Woodland Park PD	5	12	195	1,894	1	24	8	2.35	164.87	8
Monthly Totals	956	1,818	24,491		214	456	2,613			209
Monthly Total			27,265							

*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.