

El Paso - Teller County 9-1-1

Monthly Call Volume Report

July-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	775	1,439	20,971	139,381	173	255	2,511	16.42	196.62	96
El Paso County SO	117	281	6,943	41,347	80	217	628	9.31	220.38	60
Teller County SO	22	16	392	2,468	7	32	15	1.54	244.69	16
Fort Carson ECC	47	11	361	2,877	2	34	24	6.17	118.35	19
Cripple Creek PD	3	10	55	535	-	6	4	2.22	239.80	10
Woodland Park PD	8	22	255	1,226	3	24	12	2.37	152.52	8
Monthly Totals	972	1,779	28,977		265	568	3,194			209
Monthly Total			31,728							

*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.