

El Paso - Teller County 9-1-1 Monthly Call Volume Report March-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	834	1,365	17,767	54,775	147	221	1,809	11.45	218.26	96
El Paso County SO	157	252	5,429	15,913	30	178	403	8.06	226.23	60
Teller County SO	37	25	284	992	3	23	7	1.56	294.84	16
Peterson AFB	23	48	5	204	-	-	13	2.54	50.68	5
Fort Carson ECC	90	8	346	1,156	2	14	27	3.59	126.50	19
Cripple Creek PD	4	19	73	225	-	9	6	2.56	218.44	10
Woodland Park PD	10	10	153	472	1	15	6	2.48	221.06	8
Monthly Totals	1,155	1,727	24,057		183	460	2,271			214
Monthly Total			26,939							

*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.