

## El Paso - Teller County 9-1-1 Monthly Call Volume Report April-21

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	1,351	1,404	18,982	55	604	3,222	16.34	197.41	96
El Paso County SO	439	273	5,499	22	354	579	6.06	213.34	60
Teller County SO	53	16	280	2	18	9	3.18	207.33	11
Peterson AFB	42	2	1	-	-	2	5.20	51.17	5
Fort Carson ECC	80	3	348	1	62	61	3.41	118.29	19
Cripple Creek PD	8	7	72	-	11	2	2.14	242.08	10
Woodland Park PD	13	12	245	-	45	9	3.31	183.06	8
<b>Monthly Totals</b>	1,986	1,717	25,427	80	1,094	3,884			209
<b>Monthly Total</b>			29,130						

\*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.