

El Paso - Teller County 9-1-1 Monthly Call Volume Report May-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	1,409	1,472	20,316	70	750	3,736	17.04	202.18	96
El Paso County SO	381	292	5,834	25	454	632	6.33	213.33	60
Teller County SO	77	23	350	4	43	13	3.47	181.27	11
Peterson AFB	41	2	1	-	1	2	5.13	40.31	5
Fort Carson ECC	97	2	377	3	86	54	3.13	121.51	19
Cripple Creek PD	20	4	86	-	32	2	2.37	236.19	10
Woodland Park PD	20	12	241	1	47	26	4.12	186.07	8
Monthly Totals	2,045	1,807	27,205	103	1,413	4,465			209
Monthly Total			31,057						

*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.