

El Paso - Teller County 9-1-1 Monthly Call Volume Report July-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	1,439	1,588	23,514	79	877	4,325	19.39	205.33	96
El Paso County SO	395	301	6,738	20	447	781	7.05	206.17	60
Teller County SO	85	24	483	1	53	18	3.30	187.09	11
Peterson AFB	50	-	2	-	-	5	5.22	47.34	5
Fort Carson ECC	82	5	447	5	77	65	4.19	103.26	19
Cripple Creek PD	20	8	109	1	25	7	3.15	231.46	10
Woodland Park PD	18	6	249	1	51	9	4.13	140.41	8
Monthly Totals	2,089	1,932	31,542	107	1,530	5,210			209
Monthly Total			35,563						

*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.