

El Paso - Teller County 9-1-1 Monthly Call Volume Report June-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	1,416	1,486	22,220	75	739	4,442	21.22	200.32	96
El Paso County SO	347	282	5,952	13	443	636	6.18	207.07	60
Teller County SO	67	16	365	3	41	19	3.04	182.41	11
Peterson AFB	54	4	2	-	-	5	4.06	39.23	5
Fort Carson ECC	93	1	384	1	68	60	3.31	105.28	19
Cripple Creek PD	14	1	99	-	31	3	3.40	158.17	10
Woodland Park PD	21	3	341	3	64	13	3.11	130.36	8
Monthly Totals	2,012	1,793	29,363	95	1,386	5,178			209
Monthly Total			33,168						

*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.