

El Paso - Teller County 9-1-1 Monthly Call Volume Report August-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	1,400	1,510	23,022	70	773	4,391	19.27	199.06	96
El Paso County SO	368	293	6,573	16	479	734	7.06	206.41	60
Teller County SO	82	42	379	-	51	16	2.29	212.44	11
Peterson AFB	52	2	3	-	-	4	5.24	55.29	5
Fort Carson ECC	109	4	415	3	43	76	3.18	110.39	19
Cripple Creek PD	7	2	95	-	27	7	3.32	227.18	10
Woodland Park PD	35	14	309	1	59	16	3.21	143.30	8
Monthly Totals	2,053	1,867	30,796	90	1,432	5,244			209
Monthly Total			34,716						

*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.