

## El Paso - Teller County 9-1-1 Monthly Call Volume Report September-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	1,444	1,567	21,504	90	736	4,489	23.36	202.48	96
El Paso County SO	378	274	5,803	16	380	622	6.32	211.12	60
Teller County SO	59	26	390	5	43	10	3.18	212.41	11
Peterson AFB	65	-	2	-	1	3	5.31	54.26	5
Fort Carson ECC	96	1	386	1	52	64	4.21	114.43	19
Cripple Creek PD	16	14	81	-	23	3	3.15	212.07	10
Woodland Park PD	30	11	305	-	73	18	3.06	121.14	8
<b>Monthly Totals</b>	2,088	1,893	28,471	112	1,308	5,209			209
<b>Monthly Total</b>			32,452						

\*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.