

El Paso - Teller County 9-1-1 Monthly Call Volume Report October-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	1,408	1,664	21,768	72	841	4,907	25.31	200.24	96
El Paso County SO	376	297	5,911	8	478	668	6.14	214.08	60
Teller County SO	69	27	393	4	58	17	3.36	216.19	11
Peterson AFB	79	2	1	-	-	5	5.39	31.44	5
Fort Carson ECC	72	7	360	-	74	44	3.26	129.14	19
Cripple Creek PD	8	17	82	-	20	3	3.04	273.35	10
Woodland Park PD	18	12	290	-	64	6	4.21	137.29	8
Monthly Totals	2,030	2,026	28,805	84	1,535	5,650			209
Monthly Total			32,861						

*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.