

El Paso - Teller County 9-1-1 Monthly Call Volume Report January-23

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	1,103	1,637	19,296	98	579	4,194	25.12	199.56	96
El Paso County SO	285	260	5,351	21	348	559	6.42	225.65	60
Teller County SO	28	22	279	1	21	19	2.88	228.95	16
Peterson AFB	63	2	2	-	-	7	3.44	50.79	5
Fort Carson ECC	79	4	321	-	40	36	4.77	118.88	19
Cripple Creek PD	3	4	63	-	7	-	3.24	203.87	10
Woodland Park PD	13	13	176	-	15	8	3.54	163.31	8
Monthly Totals	1,574	1,942	25,488	120	1,010	4,823			214
Monthly Total			29,004						

*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.