

**El Paso - Teller County 9-1-1
Monthly Call Volume Report
February-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	1,073	1,485	18,384	67	504	3,959	24.12	194.65	96
El Paso County SO	274	261	5,000	28	311	544	7.24	223.55	60
Teller County SO	41	15	241	-	14	18	2.45	164.87	16
Peterson AFB	63	1	1	-	1	5	3.74	72.44	5
Fort Carson ECC	70	6	296	5	34	34	4.15	116.58	19
Cripple Creek PD	9	3	74	-	1	2	3.65	197.85	10
Woodland Park PD	16	25	151	-	11	17	3.44	167.96	8
Monthly Totals	1,546	1,796	24,147	100	876	4,579			214
Monthly Total			27,489						

*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.