

## El Paso - Teller County 9-1-1 Monthly Call Volume Report May-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	1,339	1,723	23,439	90	405	4,465	20.12	187.45	96
El Paso County SO	289	306	7,300	24	434	786	6.23	189.49	60
Teller County SO	48	24	450	2	34	19	2.41	175.89	16
Peterson AFB	81	1	2	-	-	10	3.55	33.88	5
Fort Carson ECC	87	2	513	1	73	53	4.44	113.74	19
Cripple Creek PD	13	14	93	-	8	7	3.54	177.91	10
Woodland Park PD	14	10	258	-	32	15	3.41	165.88	8
<b>Monthly Totals</b>	1,871	2,080	32,055	117	986	5,355			214
<b>Monthly Total</b>			36,006						

\*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.