

El Paso - Teller County 9-1-1 Monthly Call Volume Report June-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	1,341	1,556	23,814	118	322	5,022	25.41	191.55	96
El Paso County SO	334	307	7,266	37	294	863	7.81	182.11	60
Teller County SO	51	28	380	2	31	13	2.28	211.74	16
Peterson AFB	86	1	2	-	-	7	2.74	45.87	5
Fort Carson ECC	66	3	537	3	77	55	4.81	110.63	19
Cripple Creek PD	9	14	57	-	2	15	3.54	146.55	10
Woodland Park PD	13	10	249	3	30	13	3.11	147.77	8
Monthly Totals	1,900	1,919	32,305	163	756	5,988			214
Monthly Total			36,124						

*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.