

**El Paso - Teller County 9-1-1  
Monthly Call Volume Report  
July-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	1,504	1,601	23,272	101	313	4,746	28.24	207.55	96
El Paso County SO	259	353	7,028	36	342	671	7.41	200.14	60
Teller County SO	75	42	480	5	51	21	2.76	203.54	16
Peterson AFB	5	-	78	-	-	3	2.45	55.87	5
Fort Carson ECC	101	-	407	5	95	43	4.14	125.65	19
Cripple Creek PD	2	8	58	-	6	3	3.52	154.85	10
Woodland Park PD	11	9	258	-	41	11	3.54	154.89	8
<b>Monthly Totals</b>	1,957	2,013	31,581	147	848	5,498			214
<b>Monthly Total</b>			35,551						

\*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.