

El Paso - Teller County 9-1-1 Monthly Call Volume Report August-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	1,193	1,597	21,313	117	332	3,646	22.13	210.45	96
El Paso County SO	257	366	6,207	33	305	586	7.54	212.55	60
Teller County SO	50	27	374	-	40	18	2.37	198.98	16
Peterson AFB	65	-	2	-	-	5	2.41	49.74	5
Fort Carson ECC	215	3	351	1	77	87	3.22	95.85	19
Cripple Creek PD	5	6	44	-	3	-	3.74	193.61	10
Woodland Park PD	20	17	239	-	34	13	3.33	166.98	8
Monthly Totals	1,805	2,016	28,530	151	791	4,355			214
Monthly Total			32,351						

*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.