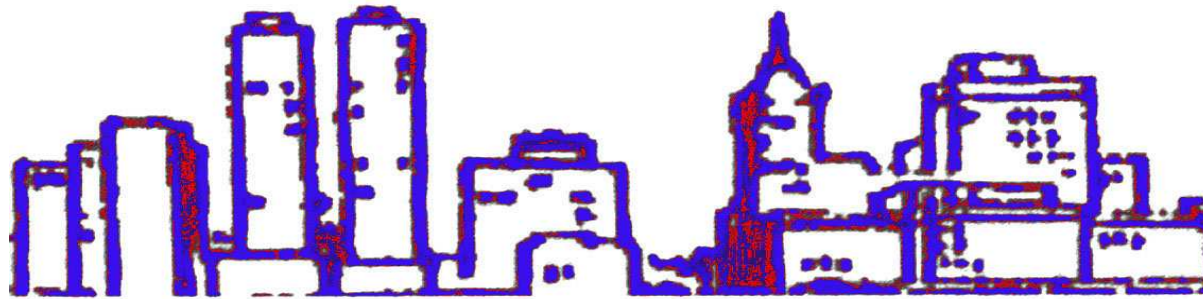


# *Peoria*



## *9-1-1*

### *Emergency Communications Center*

**May  
2011**

## CITY OF PEORIA

|                                            | JAN    | FEB    | MAR    | APR    | MAY    | JUN | JUL | AUG | SEP | OCT | NOV | DEC | TOTAL  | 2010 Totals |
|--------------------------------------------|--------|--------|--------|--------|--------|-----|-----|-----|-----|-----|-----|-----|--------|-------------|
| Landbased 9-1-1 Calls                      | 2,627  | 2,382  | 2,604  | 673    | 2,776  |     |     |     |     |     |     |     | 11,062 | 37,529      |
| Wireless 9-1-1 Calls                       | 5,316  | 5,422  | 5,736  | 6,599  | 6,430  |     |     |     |     |     |     |     | 29,503 | 63,666      |
| TOTAL 9-1-1 CALLS                          | 7,943  | 7,804  | 8,340  | 7,272  | 9,206  | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 40,565 | 101,195     |
| Peoria Police Incoming Calls               | 7,880  | 7,786  | 8,642  | 8,239  | 10,055 |     |     |     |     |     |     |     | 42,602 | 112,134     |
| Sheriff's Police Incoming Calls            | 3,213  | 3,271  | 3,412  | 2,946  | 3,442  |     |     |     |     |     |     |     | 16,284 | 43,369      |
| TOTAL POLICE INCOMING CALLS                | 11,093 | 11,057 | 12,054 | 11,185 | 13,497 | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 58,886 | 155,503     |
| Volunteer Fire/EMS toll free calls         | 33     | 36     | 41     | 18     | 36     |     |     |     |     |     |     |     | 164    | 517         |
| Peoria Fire Incoming Calls                 | 685    | 710    | 715    | 695    | 920    |     |     |     |     |     |     |     | 3,725  | 10,525      |
| TOTAL FIRE INCOMING CALLS                  | 718    | 746    | 756    | 713    | 956    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 3,889  | 11,042      |
| Operator Assist Calls/Alarm Calls          | 694    | 648    | 645    | 639    | 717    |     |     |     |     |     |     |     | 3,343  | 8,624       |
| Ambulance Incoming Calls                   | 234    | 238    | 208    | 216    | 214    |     |     |     |     |     |     |     | 1,110  | 2,778       |
| ECC Supervisor Incoming Calls              | 1,122  | 1,200  | 946    | 1,093  | 1,932  |     |     |     |     |     |     |     | 6,293  | 14,031      |
| Richwoods Dispatcher Incoming Calls        | 115    | 137    | 95     | 85     | 90     |     |     |     |     |     |     |     | 522    | 1,508       |
| Downtown Dispatcher Incoming Calls         | 74     | 63     | 54     | 58     | 59     |     |     |     |     |     |     |     | 308    | 1,272       |
| Prep 2 Dispatcher Incoming Calls           | 779    | 873    | 927    | 872    | 831    |     |     |     |     |     |     |     | 4,282  | 10,680      |
| C-MED Dispatcher Incoming Calls            | 60     | 94     | 68     | 71     | 73     |     |     |     |     |     |     |     | 366    | 762         |
| County Sheriff Dispatcher Incoming Calls   | 61     | 92     | 63     | 73     | 65     |     |     |     |     |     |     |     | 354    | 947         |
| Fire Dispatcher Incoming Calls             | 358    | 204    | 185    | 260    | 255    |     |     |     |     |     |     |     | 1,262  | 4,057       |
| OverFlow Dispatcher Incoming Calls         | 6      | 5      | 2      | 10     | 6      |     |     |     |     |     |     |     | 29     | 159         |
| Call Taker Incoming Calls                  | 0      | 14     | 1      | 4      | 0      |     |     |     |     |     |     |     | 19     | 13          |
| TOTAL INCOMING EXTENSION CALLS             | 2,575  | 2,682  | 2,341  | 2,526  | 3,311  | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 13,435 | 33,429      |
| TOTAL OUTGOING EXTENSION CALLS             | 6,065  | 6,603  | 5,735  | 5,676  | 5,720  |     |     |     |     |     |     |     | 29,799 | 74,919      |
| Peoria Police Dispatches/On view           | 8,587  | 8,326  | 9,174  | 9,781  | 10,654 |     |     |     |     |     |     |     | 46,522 | 121,222     |
| Peoria County Sheriff Dispatches/On view   | 2,083  | 1,927  | 2,177  | 2,232  | 2,284  |     |     |     |     |     |     |     | 10,703 | 27,339      |
| TOTAL POLICE DISPATCHES/ON VIEW            | 10,670 | 10,253 | 11,351 | 12,013 | 12,938 | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 57,225 | 148,561     |
| Air National Guard Fire Dispatches         | 7      | 11     | 7      | 4      | 5      |     |     |     |     |     |     |     | 34     | 94          |
| Akron-Princeville Fire Dispatches          | 19     | 19     | 22     | 15     | 15     |     |     |     |     |     |     |     | 90     | 230         |
| Brimfield Fire Dispatches                  | 14     | 18     | 17     | 13     | 17     |     |     |     |     |     |     |     | 79     | 240         |
| Dunlap Fire Dispatches                     | 26     | 28     | 32     | 31     | 29     |     |     |     |     |     |     |     | 146    | 357         |
| Elmwood Fire Dispatches                    | 4      | 11     | 12     | 14     | 8      |     |     |     |     |     |     |     | 49     | 107         |
| Limestone Fire Dispatches                  | 99     | 77     | 98     | 101    | 85     |     |     |     |     |     |     |     | 460    | 1,218       |
| Logan-Trivoli Fire Dispatches              | 32     | 29     | 23     | 32     | 21     |     |     |     |     |     |     |     | 137    | 368         |
| Peoria Fire Dispatches                     | 1,449  | 1,430  | 1,341  | 1,427  | 1,465  |     |     |     |     |     |     |     | 7,112  | 16,714      |
| Timber-Hollis Fire Dispatches              | 26     | 24     | 23     | 27     | 26     |     |     |     |     |     |     |     | 126    | 276         |
| Tuscarora Fire Dispatches                  | 0      | 4      | 2      | 2      | 5      |     |     |     |     |     |     |     | 13     | 39          |
| West Peoria Fire Dispatches                | 51     | 35     | 41     | 39     | 38     |     |     |     |     |     |     |     | 204    | 419         |
| MABAS Fire Calls                           | 2      | 4      | 1      | 0      | 0      |     |     |     |     |     |     |     | 7      | 20          |
| MABAS EMS Calls                            | 0      | 0      | 0      | 0      | 0      |     |     |     |     |     |     |     | 0      | 1           |
| TOTAL FIRE DISPATCHES                      | 1,729  | 1,690  | 1,619  | 1,705  | 1,714  | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 8,450  | 20,062      |
| AMT Ambulance Dispatches                   | 1,091  | 1,087  | 1,081  | 1,097  | 1,141  |     |     |     |     |     |     |     | 5,497  | 12,300      |
| APA Ambulance Dispatches                   | 15     | 16     | 11     | 13     | 11     |     |     |     |     |     |     |     | 66     | 258         |
| BYE Ambulance Dispatches                   | 26     | 34     | 41     | 43     | 35     |     |     |     |     |     |     |     | 179    | 423         |
| TOTAL AMBULANCE DISPATCHES                 | 1,132  | 1,137  | 1,133  | 1,153  | 1,187  | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 5,742  | 12,981      |
| Peoria County Coroner Incoming Calls       | 173    | 145    | 145    | 149    | 125    |     |     |     |     |     |     |     | 737    | 1,662       |
| Community Messaging System Call-outs       | 10     | 9      | 12     | 13     | 5      |     |     |     |     |     |     |     | 49     | 150         |
| Telephone Trouble Reports Completed        | 0      | 0      | 0      | 0      | 0      |     |     |     |     |     |     |     | 0      | 39          |
| ETSB Equipment Trouble Reported            | 7      | 17     | 12     | 10     | 14     |     |     |     |     |     |     |     | 60     | 119         |
| Citizen Concerns                           | 2      | 1      | 2      | 4      | 2      |     |     |     |     |     |     |     | 11     | 16          |
| CD Requests from State's Attorney's Office | 5      | 6      | 1      | 2      | 6      |     |     |     |     |     |     |     | 20     | 47          |
| CD Requests from FOI / Subpoena            | 8      | 3      | 2      | 2      | 2      |     |     |     |     |     |     |     | 17     | 35          |
| CD Requests from Inner Departmental        | 9      | 8      | 14     | 9      | 10     |     |     |     |     |     |     |     | 50     | 103         |
| Total Number of CD Requests                | 22     | 17     | 17     | 13     | 18     | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 87     | 185         |
| ILEAS Call Outs                            | 0      | 0      | 0      | 0      | 0      |     |     |     |     |     |     |     | 0      | 2           |
| JULIE Dig                                  | 40     | 42     | 50     | 62     | 36     |     |     |     |     |     |     |     | 230    | 531         |

City of Peoria  
Emergency Communications Center

Police Department  
Urgent Calls for Service  
By Police District

|                                         | Police District        | VALLEY |     |     |     |     |     |     | BLUFF |     |     | RICHWOODS |     |     |     |     |     |     | Total Calls   |       | (total min/total calls) |
|-----------------------------------------|------------------------|--------|-----|-----|-----|-----|-----|-----|-------|-----|-----|-----------|-----|-----|-----|-----|-----|-----|---------------|-------|-------------------------|
|                                         |                        | 1      | 2   | 4   | 5   | 6   | 8   | 12  | 3     | 10  | 11  | 13        | 14  | 15  | 16  | 17  | 18  | 19  |               |       |                         |
| January 2011                            | Number of Calls        | 149    | 128 | 364 | 178 | 58  | 264 | 98  | 135   | 274 | 225 | 212       | 118 | 82  | 213 | 4   | 98  | 110 | 2710          | Calls | Average                 |
|                                         | Exceptions             |        |     |     |     |     |     |     |       |     |     |           |     |     |     |     |     |     | 0             |       |                         |
|                                         |                        |        |     |     |     |     |     |     |       |     |     |           |     |     |     |     |     |     | Total Minutes |       |                         |
|                                         | Dispatch Response Time | 0.6    | 0.8 | 0.9 | 0.7 | 1.0 | 0.7 | 0.5 | 1.6   | 0.9 | 1.3 | 0.9       | 1.0 | 0.8 | 1.3 | 0.0 | 0.8 | 1.2 | 2552.6        | 2710  | 0.9                     |
|                                         | Police Response Time   | 2.4    | 3.5 | 3.3 | 3.0 | 4.0 | 3.1 | 3.6 | 3.4   | 3.1 | 3.5 | 4.7       | 4.4 | 5.4 | 5.5 | 8.8 | 4.5 | 3.4 | 10020.0       | 2710  | 3.7                     |
|                                         | Total time             | 3.0    | 4.3 | 4.2 | 3.7 | 5.0 | 3.8 | 4.1 | 5.0   | 4.0 | 4.8 | 5.6       | 5.4 | 6.2 | 6.8 | 8.8 | 5.3 | 4.6 | 12572.6       | 2710  | 4.6                     |
| February 2011                           | Number of Calls        | 130    | 108 | 358 | 178 | 56  | 214 | 105 | 127   | 254 | 219 | 210       | 122 | 79  | 190 | 7   | 100 | 130 | 2587          | Calls | Average                 |
|                                         | Exceptions             |        |     |     |     |     |     |     |       |     |     |           |     |     |     |     |     |     | 0             |       |                         |
|                                         |                        |        |     |     |     |     |     |     |       |     |     |           |     |     |     |     |     |     | Total Minutes |       |                         |
|                                         | Dispatch Response Time | 0.7    | 0.9 | 0.8 | 0.9 | 1.2 | 0.6 | 0.9 | 0.9   | 0.9 | 1.0 | 1.1       | 0.9 | 1.0 | 1.2 | 0.5 | 1.6 | 1.7 | 2519.1        | 2587  | 1.0                     |
|                                         | Police Response Time   | 2.2    | 3.7 | 3.6 | 3.0 | 3.8 | 3.4 | 3.6 | 3.4   | 3.0 | 3.6 | 4.7       | 5.1 | 5.4 | 6.3 | 7.2 | 4.3 | 6.5 | 10367.2       | 2587  | 4.0                     |
|                                         | Total time             | 2.9    | 4.6 | 4.4 | 3.9 | 5.0 | 4.0 | 4.5 | 4.3   | 3.9 | 4.6 | 5.8       | 6.0 | 6.4 | 7.5 | 7.7 | 5.9 | 8.2 | 12886.3       | 2587  | 5.0                     |
| March 2011                              | Number of Calls        | 146    | 157 | 428 | 216 | 55  | 280 | 122 | 170   | 346 | 264 | 245       | 85  | 86  | 199 | 8   | 102 | 119 | 3028          | Calls | Average                 |
|                                         | Exceptions             |        |     |     |     |     |     |     |       |     |     |           |     |     |     |     |     |     | 0             |       |                         |
|                                         |                        |        |     |     |     |     |     |     |       |     |     |           |     |     |     |     |     |     | Total Minutes |       |                         |
|                                         | Dispatch Response Time | 0.5    | 0.8 | 1.0 | 0.6 | 0.6 | 0.7 | 1.0 | 0.9   | 0.8 | 1.3 | 0.8       | 0.7 | 0.8 | 1.0 | 0.9 | 0.9 | 1.0 | 2621.5        | 3028  | 0.9                     |
|                                         | Police Response Time   | 2.1    | 3.1 | 3.2 | 2.8 | 2.5 | 3.0 | 3.4 | 3.3   | 2.9 | 3.3 | 4.5       | 4.5 | 4.8 | 6.2 | 8.3 | 4.7 | 5.7 | 10951.3       | 3028  | 3.6                     |
|                                         | Total time             | 2.6    | 3.9 | 4.2 | 3.4 | 3.1 | 3.7 | 4.4 | 4.2   | 3.7 | 4.6 | 5.3       | 5.2 | 5.6 | 7.2 | 9.2 | 5.6 | 6.7 | 13572.8       | 3028  | 4.5                     |
| April 2011                              | Number of Calls        | 141    | 121 | 515 | 260 | 54  | 320 | 159 | 164   | 392 | 329 | 248       | 122 | 91  | 231 | 5   | 112 | 97  | 3361          | Calls | Average                 |
|                                         | Exceptions             |        |     |     |     |     |     |     |       |     |     |           |     |     |     |     |     |     | 0             |       |                         |
|                                         |                        |        |     |     |     |     |     |     |       |     |     |           |     |     |     |     |     |     | Total Minutes |       |                         |
|                                         | Dispatch Response Time | 1.0    | 0.8 | 1.0 | 0.7 | 0.8 | 0.8 | 0.8 | 0.6   | 1.1 | 1.2 | 0.8       | 1.8 | 0.9 | 1.2 | 0.3 | 1.5 | 0.8 | 3309.8        | 3361  | 1.0                     |
|                                         | Police Response Time   | 2.4    | 3.1 | 3.3 | 2.9 | 2.6 | 3.2 | 3.5 | 3.4   | 3.0 | 3.3 | 4.3       | 4.4 | 4.4 | 5.9 | 6.6 | 4.8 | 6.0 | 12226.3       | 3361  | 3.6                     |
|                                         | Total time             | 3.4    | 3.9 | 4.3 | 3.6 | 3.4 | 4.0 | 4.3 | 4.0   | 4.1 | 4.5 | 5.1       | 6.2 | 5.3 | 7.1 | 6.9 | 6.3 | 6.8 | 15536.1       | 3361  | 4.6                     |
| May 2011                                | Number of Calls        | 146    | 132 | 578 | 265 | 62  | 374 | 154 | 194   | 421 | 341 | 267       | 138 | 111 | 211 | 4   | 111 | 137 | 3646          | Calls | Average                 |
|                                         | Exceptions             |        |     |     |     |     |     |     |       |     |     |           |     |     |     |     |     |     | 0             |       |                         |
|                                         |                        |        |     |     |     |     |     |     |       |     |     |           |     |     |     |     |     |     | Total Minutes |       |                         |
|                                         | Dispatch Response Time | 0.7    | 0.9 | 1.3 | 1.4 | 0.8 | 0.9 | 1.4 | 0.9   | 0.8 | 1.1 | 1.0       | 1.3 | 1.2 | 1.1 | 1.0 | 1.3 | 1.2 | 3956.1        | 3646  | 1.1                     |
|                                         | Police Response Time   | 2.1    | 2.7 | 3.1 | 2.6 | 2.9 | 3.1 | 3.1 | 3.2   | 2.8 | 3.3 | 4.5       | 4.8 | 5.3 | 6.1 | 7.0 | 4.9 | 6.2 | 13045.9       | 3646  | 3.6                     |
|                                         | Total time             | 2.8    | 3.6 | 4.4 | 4.0 | 3.7 | 4.0 | 4.5 | 4.1   | 3.6 | 4.4 | 5.5       | 6.1 | 6.5 | 7.2 | 8.0 | 6.2 | 7.4 | 17002.0       | 3646  | 4.7                     |
| YEAR TO DATE TOTALS AND AVERAGES - 2011 |                        |        |     |     |     |     |     |     |       |     |     |           |     |     |     |     |     |     |               |       |                         |
| Total Number of Calls                   |                        |        |     |     |     |     |     |     | 15332 |     |     |           |     |     |     |     |     |     |               |       |                         |
| Total Number of Exceptions              |                        |        |     |     |     |     |     |     | 0     |     |     |           |     |     |     |     |     |     |               |       |                         |
| Average Dispatch Response Time          |                        |        |     |     |     |     |     |     | 0.97  |     |     |           |     |     |     |     |     |     |               |       |                         |
| Average Police Response Time            |                        |        |     |     |     |     |     |     | 3.71  |     |     |           |     |     |     |     |     |     |               |       |                         |
| Average Total Time                      |                        |        |     |     |     |     |     |     | 4.68  |     |     |           |     |     |     |     |     |     |               |       |                         |

Urgent-3 min or less  
Routine-30 min or less  
Backlog-60 min or less

This report does not include on-view incidents.

City of Peoria  
Emergency Communications Center

Police Department  
Routine Calls for Service  
By Police District

| January 2011                            |                        | VALLEY |      |      |      |      |      |       | BLUFF |      |      | RICHWOODS |      |      |      |      |      |      |               |       |         |
|-----------------------------------------|------------------------|--------|------|------|------|------|------|-------|-------|------|------|-----------|------|------|------|------|------|------|---------------|-------|---------|
|                                         | Police District        | 1      | 2    | 4    | 5    | 6    | 8    | 12    | 3     | 10   | 11   | 13        | 14   | 15   | 16   | 17   | 18   | 19   | Total Calls   |       |         |
|                                         | Number of Calls        | 101    | 139  | 217  | 127  | 91   | 131  | 145   | 158   | 229  | 224  | 157       | 122  | 111  | 236  | 6    | 152  | 135  | 2481          |       |         |
|                                         | Exceptions             |        |      |      |      |      |      |       |       |      |      |           |      |      |      |      |      | 0    |               |       |         |
|                                         |                        |        |      |      |      |      |      |       |       |      |      |           |      |      |      |      |      |      | Total Minutes | Calls | Average |
|                                         | Dispatch Response Time | 9.9    | 9.6  | 7.6  | 14.6 | 9.8  | 10.5 | 8.4   | 11.9  | 9.4  | 12.2 | 11.4      | 9.4  | 10.0 | 10.1 | 4.0  | 11.6 | 14.7 | 26290.5       | 2481  | 10.6    |
| February 2011                           | Police District        | 1      | 2    | 4    | 5    | 6    | 8    | 12    | 3     | 10   | 11   | 13        | 14   | 15   | 16   | 17   | 18   | 19   | Total Calls   |       |         |
|                                         | Number of Calls        | 66     | 155  | 269  | 113  | 79   | 117  | 148   | 139   | 258  | 223  | 168       | 137  | 102  | 253  | 4    | 161  | 111  | 2503          |       |         |
|                                         | Exceptions             |        |      |      |      |      |      |       |       |      |      |           |      |      |      |      |      | 0    |               |       |         |
|                                         |                        |        |      |      |      |      |      |       |       |      |      |           |      |      |      |      |      |      | Total Minutes | Calls | Average |
|                                         | Dispatch Response Time | 3.8    | 9.2  | 9.5  | 11.8 | 8.5  | 11.4 | 9.7   | 10.9  | 10.0 | 15.3 | 15.5      | 10.2 | 11.4 | 13.4 | 47.3 | 11.8 | 12.7 | 28566.7       | 2503  | 11.4    |
|                                         | Police Response Time   | 3.5    | 5.5  | 5.4  | 4.6  | 6.6  | 5.2  | 5.3   | 5.2   | 4.8  | 5.7  | 6.8       | 6.8  | 6.1  | 8.1  | 10.3 | 7.0  | 9.0  | 15115.1       | 2503  | 6.0     |
| March 2011                              | Police District        | 1      | 2    | 4    | 5    | 6    | 8    | 12    | 3     | 10   | 11   | 13        | 14   | 15   | 16   | 17   | 18   | 19   | Total Calls   |       |         |
|                                         | Number of Calls        | 97     | 182  | 326  | 145  | 111  | 185  | 169   | 173   | 300  | 278  | 232       | 111  | 93   | 198  | 9    | 159  | 136  | 2904          |       |         |
|                                         | Exceptions             |        |      |      |      |      |      |       |       |      |      |           |      |      |      |      |      | 0    |               |       |         |
|                                         |                        |        |      |      |      |      |      |       |       |      |      |           |      |      |      |      |      |      | Total Minutes | Calls | Average |
|                                         | Dispatch Response Time | 7.6    | 10.6 | 10.0 | 11.7 | 11.2 | 9.2  | 11.2  | 11.4  | 13.5 | 13.2 | 12.7      | 9.9  | 9.5  | 14.4 | 6.1  | 12.6 | 10.1 | 33364.6       | 2904  | 11.5    |
|                                         | Police Response Time   | 3.9    | 5.3  | 5.1  | 4.5  | 6.2  | 4.5  | 5.1   | 5.1   | 4.5  | 4.6  | 6.2       | 6.1  | 7.6  | 7.2  | 10.3 | 8.2  | 8.5  | 16352.1       | 2904  | 5.6     |
| April 2011                              | Police District        | 1      | 2    | 4    | 5    | 6    | 8    | 12    | 3     | 10   | 11   | 13        | 14   | 15   | 16   | 17   | 18   | 19   | Total Calls   |       |         |
|                                         | Number of Calls        | 82     | 172  | 334  | 161  | 95   | 171  | 170   | 197   | 373  | 323  | 227       | 126  | 105  | 212  | 7    | 151  | 123  | 3029          |       |         |
|                                         | Exceptions             |        |      |      |      |      |      |       |       |      |      |           |      |      |      |      |      | 0    |               |       |         |
|                                         |                        |        |      |      |      |      |      |       |       |      |      |           |      |      |      |      |      |      | Total Minutes | Calls | Average |
|                                         | Dispatch Response Time | 10.8   | 13.3 | 11.3 | 14.7 | 8.8  | 12.0 | 9.8   | 12.7  | 11.3 | 15.3 | 11.3      | 12.0 | 8.8  | 15.6 | 11.2 | 10.9 | 12.2 | 37060.0       | 3029  | 12.2    |
|                                         | Police Response Time   | 3.9    | 4.5  | 5.0  | 3.8  | 6.8  | 4.4  | 5.1   | 5.5   | 4.4  | 4.7  | 6.3       | 6.2  | 6.1  | 8.1  | 9.3  | 6.8  | 8.3  | 16565.6       | 3029  | 5.5     |
| May 2011                                | Police District        | 1      | 2    | 4    | 5    | 6    | 8    | 12    | 3     | 10   | 11   | 13        | 14   | 15   | 16   | 17   | 18   | 19   | Total Calls   |       |         |
|                                         | Number of Calls        | 88     | 169  | 396  | 201  | 111  | 223  | 210   | 206   | 417  | 344  | 212       | 112  | 120  | 253  | 8    | 180  | 146  | 3396          |       |         |
|                                         | Exceptions             |        |      |      |      |      |      |       |       |      |      |           |      |      |      |      |      | 0    |               |       |         |
|                                         |                        |        |      |      |      |      |      |       |       |      |      |           |      |      |      |      |      |      | Total Minutes | Calls | Average |
|                                         | Dispatch Response Time | 7.2    | 12.2 | 10.4 | 13.1 | 9.9  | 14.2 | 12.6  | 17.3  | 13.6 | 16.0 | 16.1      | 12.4 | 15.2 | 12.2 | 8.6  | 14.7 | 12.4 | 45318.5       | 3396  | 13.3    |
|                                         | Police Response Time   | 3.4    | 5.3  | 4.6  | 3.9  | 6.8  | 4.4  | 5.0   | 5.4   | 4.1  | 5.2  | 6.1       | 7.1  | 6.5  | 8.5  | 10.6 | 7.7  | 7.4  | 18767.4       | 3396  | 5.5     |
| YEAR TO DATE TOTALS AND AVERAGES - 2011 |                        |        |      |      |      |      |      |       |       |      |      |           |      |      |      |      |      |      |               |       |         |
| Total Number of Calls                   |                        |        |      |      |      |      |      | 14313 |       |      |      |           |      |      |      |      |      |      |               |       |         |
| Total Number of Exceptions              |                        |        |      |      |      |      |      | 0     |       |      |      |           |      |      |      |      |      |      |               |       |         |
| Average Dispatch Response Time          |                        |        |      |      |      |      |      | 11.8  |       |      |      |           |      |      |      |      |      |      |               |       |         |
| Average Police Response Time            |                        |        |      |      |      |      |      | 5.7   |       |      |      |           |      |      |      |      |      |      |               |       |         |
| Average Total Time                      |                        |        |      |      |      |      |      | 17.5  |       |      |      |           |      |      |      |      |      |      |               |       |         |

Urgent-3 min or less  
Routine-30 min or less  
Backlog-60 min or less

This report does not include on-view incidents.

2011

City of Peoria  
Emergency Communications Center

Police Department  
Backlog Calls for Service  
By Police District

| January 2011                            |                        | VALLEY |      |      |      |      |      |      | BLUFF |       |      | RICHWOODS |      |      |      |     |      |      |               |               |                         |         |
|-----------------------------------------|------------------------|--------|------|------|------|------|------|------|-------|-------|------|-----------|------|------|------|-----|------|------|---------------|---------------|-------------------------|---------|
|                                         | Police District        | 1      | 2    | 4    | 5    | 6    | 8    | 12   | 3     | 10    | 11   | 13        | 14   | 15   | 16   | 17  | 18   | 19   | Total Calls   |               |                         |         |
|                                         | Number of Calls        | 3      | 57   | 8    | 5    | 6    | 12   | 6    | 8     | 14    | 19   | 9         | 10   | 4    | 12   | 0   | 3    | 3    | 179           |               | (total min/total calls) |         |
|                                         | Exceptions             |        |      |      |      |      |      |      |       |       |      |           |      |      |      |     |      |      | 0             |               |                         |         |
|                                         |                        |        |      |      |      |      |      |      |       |       |      |           |      |      |      |     |      |      | Total Minutes | Calls         | Average                 |         |
|                                         | Dispatch Response Time | 56.7   | 13.6 | 14.4 | 27.0 | 10.5 | 5.8  | 27.2 | 5.5   | 23.3  | 26.2 | 45.1      | 72.3 | 15.8 | 36.4 | 0.0 | 5.7  | 3.0  | 4014.3        | 179           | 22.4                    |         |
|                                         | Police Response Time   |        |      |      |      |      |      |      |       |       |      |           |      |      |      |     |      |      |               |               |                         |         |
|                                         | Time                   | 1.7    | 7.1  | 3.4  | 6.8  | 4.8  | 4.8  | 6.5  | 4.5   | 5.4   | 5.0  | 5.6       | 6.6  | 7.3  | 12.3 | 0.0 | 11.7 | 7.3  | 1153.2        | 179           | 6.4                     |         |
|                                         | Total time             | 58.4   | 20.7 | 17.8 | 33.8 | 15.3 | 10.6 | 33.7 | 10.0  | 28.7  | 31.2 | 50.7      | 78.9 | 23.1 | 48.7 | 0.0 | 17.4 | 10.3 | 5167.5        | 179           | 28.9                    |         |
| February 2011                           |                        | VALLEY |      |      |      |      |      |      | BLUFF |       |      | RICHWOODS |      |      |      |     |      |      |               |               |                         |         |
|                                         | Police District        | 1      | 2    | 4    | 5    | 6    | 8    | 12   | 3     | 10    | 11   | 13        | 14   | 15   | 16   | 17  | 18   | 19   | Total Calls   |               | (total min/total calls) |         |
|                                         | Number of Calls        | 3      | 41   | 17   | 8    | 3    | 7    | 10   | 8     | 19    | 27   | 11        | 7    | 2    | 14   | 0   | 3    | 7    | 187           |               |                         |         |
|                                         | Exceptions             |        |      |      |      |      |      |      |       |       |      |           |      |      |      |     |      |      | 0             |               |                         |         |
|                                         |                        |        |      |      |      |      |      |      |       |       |      |           |      |      |      |     |      |      |               | Total Minutes | Calls                   | Average |
|                                         | Dispatch Response Time | 9.0    | 20.8 | 11.8 | 16.0 | 13.0 | 21.4 | 16.4 | 20.6  | 23.1  | 14.8 | 15.8      | 57.9 | 74.0 | 57.2 | 0.0 | 12.3 | 28.3 | 4327.4        | 187           | 23.1                    |         |
|                                         | Police Response Time   | 8.0    | 9.3  | 7.9  | 4.3  | 6.7  | 5.3  | 10.1 | 12.8  | 4.2   | 6.5  | 9.1       | 8.4  | 4.0  | 11.1 | 0.0 | 13.7 | 9.6  | 1520.5        | 187           | 8.1                     |         |
|                                         | Total time             | 17.0   | 30.1 | 19.7 | 20.3 | 19.7 | 26.7 | 26.5 | 33.4  | 27.3  | 21.3 | 24.9      | 66.3 | 78.0 | 68.3 | 0.0 | 26.0 | 37.9 | 5847.9        | 187           | 31.3                    |         |
| March 2011                              |                        | VALLEY |      |      |      |      |      |      | BLUFF |       |      | RICHWOODS |      |      |      |     |      |      |               |               |                         |         |
|                                         | Police District        | 1      | 2    | 4    | 5    | 6    | 8    | 12   | 3     | 10    | 11   | 13        | 14   | 15   | 16   | 17  | 18   | 19   | Total Calls   |               | (total min/total calls) |         |
|                                         | Number of Calls        | 2      | 62   | 14   | 9    | 4    | 3    | 12   | 11    | 14    | 20   | 4         | 11   | 5    | 10   | 1   | 2    | 8    | 192           |               |                         |         |
|                                         | Exceptions             |        |      |      |      |      |      |      |       |       |      |           |      |      |      |     |      |      | 0             |               |                         |         |
|                                         |                        |        |      |      |      |      |      |      |       |       |      |           |      |      |      |     |      |      |               | Total Minutes | Calls                   | Average |
|                                         | Dispatch Response Time | 6.0    | 21.8 | 27.5 | 54.4 | 21.5 | 18.0 | 13.4 | 17.3  | 23.8  | 34.6 | 33.0      | 25.8 | 26.0 | 12.8 | 1.0 | 51.0 | 7.4  | 4590.5        | 192           | 23.9                    |         |
|                                         | Police Response Time   | 16.5   | 6.2  | 6.6  | 5.4  | 7.0  | 3.7  | 5.9  | 3.7   | 4.3   | 8.6  | 2.8       | 4.1  | 6.0  | 12.1 | 1.0 | 7.5  | 10.2 | 1246.1        | 192           | 6.5                     |         |
|                                         | Total time             | 22.5   | 28.0 | 34.1 | 59.8 | 28.5 | 21.7 | 19.3 | 21.0  | 28.1  | 43.2 | 35.8      | 29.9 | 32.0 | 24.9 | 2.0 | 58.5 | 17.6 | 5836.6        | 192           | 30.4                    |         |
| April 2011                              |                        | VALLEY |      |      |      |      |      |      | BLUFF |       |      | RICHWOODS |      |      |      |     |      |      |               |               |                         |         |
|                                         | Police District        | 1      | 2    | 4    | 5    | 6    | 8    | 12   | 3     | 10    | 11   | 13        | 14   | 15   | 16   | 17  | 18   | 19   | Total Calls   |               | (total min/total calls) |         |
|                                         | Number of Calls        | 2      | 49   | 15   | 7    | 3    | 8    | 12   | 10    | 23    | 21   | 14        | 9    | 5    | 9    | 0   | 6    | 6    | 199           |               |                         |         |
|                                         | Exceptions             |        |      |      |      |      |      |      |       |       |      |           |      |      |      |     |      |      | 0             |               |                         |         |
|                                         |                        |        |      |      |      |      |      |      |       |       |      |           |      |      |      |     |      |      |               | Total Minutes | Calls                   | Average |
|                                         | Dispatch Response Time | 1.0    | 15.2 | 12.1 | 39.6 | 9.0  | 9.0  | 23.0 | 30.7  | 23.9  | 24.6 | 27.9      | 10.3 | 7.2  | 8.4  | 0.0 | 9.0  | 4.5  | 3629.7        | 199           | 18.2                    |         |
|                                         | Police Response Time   | 6.0    | 7.6  | 4.6  | 3.3  | 2.3  | 8.8  | 3.4  | 6.8   | 5.9   | 5.0  | 6.9       | 6.8  | 9.8  | 7.4  | 0.0 | 6.8  | 9.3  | 1273.3        | 199           | 6.4                     |         |
|                                         | Total time             | 7.0    | 22.8 | 16.7 | 42.9 | 11.3 | 17.8 | 26.4 | 37.5  | 29.8  | 29.6 | 34.8      | 17.1 | 17.0 | 15.8 | 0.0 | 15.8 | 13.8 | 4903.0        | 199           | 24.6                    |         |
| May 2011                                |                        | VALLEY |      |      |      |      |      |      | BLUFF |       |      | RICHWOODS |      |      |      |     |      |      |               |               |                         |         |
|                                         | Police District        | 1      | 2    | 4    | 5    | 6    | 8    | 12   | 3     | 10    | 11   | 13        | 14   | 15   | 16   | 17  | 18   | 19   | Total Calls   |               | (total min/total calls) |         |
|                                         | Number of Calls        | 5      | 48   | 17   | 9    | 3    | 12   | 12   | 19    | 23    | 25   | 14        | 9    | 2    | 10   | 1   | 8    | 14   | 231           |               |                         |         |
|                                         | Exceptions             |        |      |      |      |      |      |      |       |       |      |           |      |      |      |     |      |      | 0             |               |                         |         |
|                                         |                        |        |      |      |      |      |      |      |       |       |      |           |      |      |      |     |      |      |               | Total Minutes | Calls                   | Average |
|                                         | Dispatch Response Time | 6.8    | 17.2 | 28.0 | 11.8 | 23.3 | 16.9 | 31.1 | 24.2  | 25.6  | 25.5 | 19.9      | 24.8 | 2.5  | 12.1 | 1.0 | 10.4 | 35.5 | 4982.8        | 231           | 21.6                    |         |
|                                         | Police Response Time   | 8.2    | 6.5  | 6.0  | 3.1  | 5.7  | 4.3  | 4.5  | 6.3   | 6.7   | 6.5  | 6.3       | 9.0  | 14.0 | 7.5  | 4.0 | 8.6  | 6.1  | 1472.3        | 231           | 6.4                     |         |
|                                         | Total time             | 15.0   | 23.7 | 34.0 | 14.9 | 29.0 | 21.2 | 35.6 | 30.5  | 32.3  | 32.0 | 26.2      | 33.8 | 16.5 | 19.6 | 5.0 | 19.0 | 41.6 | 6455.1        | 231           | 27.9                    |         |
| YEAR TO DATE TOTALS AND AVERAGES - 2011 |                        |        |      |      |      |      |      |      |       |       |      |           |      |      |      |     |      |      |               |               |                         |         |
| Total Number of Calls                   |                        |        |      |      |      |      |      |      |       | 988   |      |           |      |      |      |     |      |      |               |               |                         |         |
| Total Number of Exceptions              |                        |        |      |      |      |      |      |      |       | 0     |      |           |      |      |      |     |      |      |               |               |                         |         |
| Average Dispatch Response Time          |                        |        |      |      |      |      |      |      |       | 21.86 |      |           |      |      |      |     |      |      |               |               |                         |         |
| Average Police Response Time            |                        |        |      |      |      |      |      |      |       | 6.77  |      |           |      |      |      |     |      |      |               |               |                         |         |
| Average Total Time                      |                        |        |      |      |      |      |      |      |       | 28.62 |      |           |      |      |      |     |      |      |               |               |                         |         |

Urgent-3 min or less  
Routine-30 min or less  
Backlog-60 min or less

This report does not include on-view incidents.

2011

City of Peoria  
Emergency Communications Center

Peoria Fire Department  
Fire Calls for Service  
By Fire Map

|                                         | Fire Map               | VALLEY  |         |         |           | BLUFF   |           |           | RICHWOODS |           |           |           |           | Total Calls   | Calls | Average |
|-----------------------------------------|------------------------|---------|---------|---------|-----------|---------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|---------------|-------|---------|
|                                         | Number of Calls        | 100-199 | 200-299 | 400-499 | 1200-1299 | 300-399 | 1000-1099 | 1100-1199 | 1300-1399 | 1500-1599 | 1600-1699 | 1900-1999 | 2000-2099 | Total Minutes |       |         |
| January 2011                            |                        |         |         |         |           |         |           |           |           |           |           |           |           |               |       |         |
|                                         | Dispatch Response Time | 1.2     | 0.6     | 0.7     | 0.7       | 0.9     | 1.4       | 0.2       | 0.4       | 0.1       | 0.8       | 1.9       | 2.6       | 1255.8        | 1440  | 0.9     |
|                                         | Fire Response Time     | 3.2     | 3.8     | 4.1     | 5.2       | 3.8     | 4.4       | 4.1       | 4         | 4.6       | 4.5       | 5.8       | 6.2       | 5941.8        | 1440  | 4.1     |
|                                         | Total time             | 4.4     | 4.4     | 4.8     | 5.9       | 4.7     | 5.8       | 4.3       | 4.4       | 4.7       | 5.3       | 7.7       | 8.8       | 7197.6        | 1440  | 5.0     |
|                                         |                        |         |         |         |           |         |           |           |           |           |           |           |           |               |       |         |
| February 2011                           |                        |         |         |         |           |         |           |           |           |           |           |           |           |               |       |         |
|                                         | Dispatch Response Time | 1.3     | 3.3     | 0.3     | 1.2       | 1.2     | 0.5       | 1.2       | 0.7       | 1.4       | 0.6       | 1.6       | 1.7       | 1495.7        | 1433  | 1.0     |
|                                         | Fire Response Time     | 3.5     | 3.8     | 4.3     | 5.1       | 4.2     | 4.6       | 3.7       | 4.4       | 4.6       | 4.9       | 5.9       | 5.4       | 6241.3        | 1433  | 4.4     |
|                                         | Total time             | 4.8     | 7.1     | 4.6     | 6.3       | 5.4     | 5.1       | 4.9       | 5.1       | 6.0       | 5.5       | 7.5       | 7.1       | 7737.0        | 1433  | 5.4     |
|                                         |                        |         |         |         |           |         |           |           |           |           |           |           |           |               |       |         |
| March 2011                              |                        |         |         |         |           |         |           |           |           |           |           |           |           |               |       |         |
|                                         | Dispatch Response Time | 1.1     | 0.9     | 0.6     | 1.1       | 0.4     | 0.8       | 0.4       | 0.9       | 0.3       | 0.9       | 0.5       | 0.2       | 1023.5        | 1341  | 0.8     |
|                                         | Fire Response Time     | 3.0     | 3.5     | 4.1     | 4.6       | 3.7     | 4.3       | 4         | 4         | 4.1       | 4.5       | 5.6       | 5.2       | 5305.5        | 1341  | 4.0     |
|                                         | Total time             | 4.1     | 4.4     | 4.7     | 5.7       | 4.1     | 5.1       | 4.4       | 4.9       | 4.4       | 5.4       | 6.1       | 5.4       | 6329.0        | 1341  | 4.7     |
|                                         |                        |         |         |         |           |         |           |           |           |           |           |           |           |               |       |         |
| April 2011                              |                        |         |         |         |           |         |           |           |           |           |           |           |           |               |       |         |
|                                         | Dispatch Response Time | 0.9     | 0.5     | 0.7     | 0.3       | 0.7     | 1.0       | 1.0       | 0.7       | 0.7       | 0.5       | 0.6       | 0.7       | 1040.9        | 1437  | 0.7     |
|                                         | Fire Response Time     | 3.3     | 3.4     | 3.9     | 5         | 3.8     | 4.5       | 3.8       | 4         | 4         | 4.6       | 5.5       | 5.5       | 5769.8        | 1437  | 4.0     |
|                                         | Total time             | 4.2     | 3.9     | 4.6     | 5.3       | 4.5     | 5.5       | 4.8       | 4.7       | 4.7       | 5.1       | 6.1       | 6.2       | 6810.7        | 1437  | 4.7     |
|                                         |                        |         |         |         |           |         |           |           |           |           |           |           |           |               |       |         |
| May 2011                                |                        |         |         |         |           |         |           |           |           |           |           |           |           |               |       |         |
|                                         | Dispatch Response Time | 1.2     | 0.9     | 1.0     | 0.3       | 0.9     | 1.7       | 1.4       | 0.8       | 0.3       | 0.7       | 0.7       | 1.1       | 1452.4        | 1454  | 1.0     |
|                                         | Fire Response Time     | 3.3     | 3.6     | 4       | 4.6       | 3.8     | 4.4       | 4         | 4.2       | 4.4       | 4.4       | 5.3       | 5.4       | 5902.7        | 1454  | 4.1     |
|                                         | Total time             | 4.5     | 4.5     | 5.0     | 4.9       | 4.7     | 6.1       | 5.4       | 5.0       | 4.7       | 5.1       | 6.0       | 6.5       | 7355.1        | 1454  | 5.1     |
|                                         |                        |         |         |         |           |         |           |           |           |           |           |           |           |               |       |         |
| YEAR TO DATE TOTALS AND AVERAGES - 2011 |                        |         |         |         |           |         |           |           |           |           |           |           |           |               |       |         |
| Total Number of Calls                   |                        |         |         |         |           |         |           |           | 7105      |           |           |           |           |               |       |         |
| Average Dispatch Response Time          |                        |         |         |         |           |         |           |           | 0.9       |           |           |           |           |               |       |         |
| Average Fire Response Time              |                        |         |         |         |           |         |           |           | 4.1       |           |           |           |           |               |       |         |
| Average Total Time                      |                        |         |         |         |           |         |           |           | 5.0       |           |           |           |           |               |       |         |

City of Peoria  
Emergency Communications Center

Peoria County Sheriff's Department  
Urgent calls for service by district

| January 2011                            | County District        | 700  | 710  | 711  | 712  | 713 | 714  | 715  | 716  | 717  | 718 | 726 | Other  | Total Calls   | Calls | (total min/total calls)<br>Average |
|-----------------------------------------|------------------------|------|------|------|------|-----|------|------|------|------|-----|-----|--------|---------------|-------|------------------------------------|
|                                         | Number of Calls        | 2    | 3    | 9    | 2    | 77  | 87   | 33   | 12   | 32   | 40  | 79  |        | 376           |       |                                    |
|                                         | Exceptions             |      |      |      |      |     |      |      |      |      |     |     |        | 0             |       |                                    |
|                                         |                        |      |      |      |      |     |      |      |      |      |     |     |        | Total Minutes |       |                                    |
|                                         | Dispatch Response Time | 3.0  | 1.0  | 1.8  | 0.5  | 1.7 | 2.1  | 1.7  | 0.7  | 1.5  | 2.7 | 1.2 |        | 655.1         |       |                                    |
|                                         | Police Response Time   | 1.0  | 20.0 | 7.1  | 12.5 | 8.5 | 0.7  | 12.9 | 10.3 | 3.0  | 8.4 | 3.0 |        | 2084.6        |       |                                    |
| Total time                              | 4.0                    | 21.0 | 8.9  | 13.0 | 10.2 | 2.8 | 14.6 | 11.0 | 4.5  | 11.1 | 4.2 |     | 2739.7 | 376           | 7.3   |                                    |
| February 2011                           | County District        | 700  | 710  | 711  | 712  | 713 | 714  | 715  | 716  | 717  | 718 | 726 | Other  | Total Calls   | Calls | (total min/total calls)<br>Average |
|                                         | Number of Calls        | 2    | 4    | 5    | 2    | 84  | 70   | 25   | 13   | 16   | 27  | 60  |        | 308           |       |                                    |
|                                         | Exceptions             |      |      |      |      |     |      |      |      |      |     |     |        | 0             |       |                                    |
|                                         |                        |      |      |      |      |     |      |      |      |      |     |     |        | Total Minutes |       |                                    |
|                                         | Dispatch Response Time | 1.0  | 1.5  | 2.8  | 10.0 | 1.6 | 1.3  | 1.5  | 1.3  | 1.3  | 3.2 | 1.6 |        | 525.0         |       |                                    |
|                                         | Police Response Time   | 4.0  | 17.3 | 2.4  | 4.0  | 9.2 | 8.1  | 13.5 | 6.5  | 3.6  | 9.0 | 3.8 |        | 2387.6        |       |                                    |
| Total time                              | 5.0                    | 18.8 | 5.2  | 14.0 | 10.8 | 9.4 | 15.0 | 7.8  | 4.9  | 12.2 | 5.4 |     | 2912.6 | 308           | 9.5   |                                    |
| March 2011                              | County District        | 700  | 710  | 711  | 712  | 713 | 714  | 715  | 716  | 717  | 718 | 726 | Other  | Total Calls   | Calls | (total min/total calls)<br>Average |
|                                         | Number of Calls        | 5    | 1    | 6    | 2    | 73  | 100  | 60   | 9    | 44   | 36  | 73  |        | 409           |       |                                    |
|                                         | Exceptions             |      |      |      |      |     |      |      |      |      |     |     |        | 0             |       |                                    |
|                                         |                        |      |      |      |      |     |      |      |      |      |     |     |        | Total Minutes |       |                                    |
|                                         | Dispatch Response Time | 2.3  | 2.0  | 3.0  | 1.0  | 2.1 | 1.8  | 3.1  | 2.0  | 1.1  | 2.0 | 1.1 |        | 771.5         |       |                                    |
|                                         | Police Response Time   | 3.8  | 0.0  | 5.0  | 14.0 | 8.2 | 7.5  | 10.6 | 13.6 | 4.5  | 8.8 | 3.7 |        | 2968.9        |       |                                    |
| Total time                              | 6.1                    | 2.0  | 8.0  | 15.0 | 10.3 | 9.3 | 13.7 | 15.6 | 5.6  | 10.8 | 4.8 |     | 3740.4 | 409           | 9.1   |                                    |
| April 2011                              | County District        | 700  | 710  | 711  | 712  | 713 | 714  | 715  | 716  | 717  | 718 | 726 | Other  | Total Calls   | Calls | (total min/total calls)<br>Average |
|                                         | Number of Calls        | 7    | 1    | 8    | 1    | 75  | 83   | 38   | 14   | 28   | 43  | 84  |        | 382           |       |                                    |
|                                         | Exceptions             |      |      |      |      |     |      |      |      |      |     |     |        | 0             |       |                                    |
|                                         |                        |      |      |      |      |     |      |      |      |      |     |     |        | Total Minutes |       |                                    |
|                                         | Dispatch Response Time | 3.0  |      | 0.8  |      | 1.7 | 1.7  | 1.9  | 1.7  | 0.9  | 1.5 | 1.7 |        | 624.5         |       |                                    |
|                                         | Police Response Time   | 8.2  | 16.0 | 8.5  |      | 8.6 | 7.0  | 12.5 | 9.1  | 3.3  | 7.5 | 3.7 |        | 2695.5        |       |                                    |
| Total time                              | 11.2                   | 16.0 | 9.3  | 0.0  | 10.3 | 8.7 | 14.4 | 10.8 | 4.2  | 9.0  | 5.4 |     | 3320.0 | 382           | 8.7   |                                    |
| May 2011                                | County District        | 700  | 710  | 711  | 712  | 713 | 714  | 715  | 716  | 717  | 718 | 726 | Other  | Total Calls   | Calls | (total min/total calls)<br>Average |
|                                         | Number of Calls        | 7    | 4    | 8    | 1    | 90  | 96   | 51   | 7    | 34   | 36  | 76  |        | 410           |       |                                    |
|                                         | Exceptions             |      |      |      |      |     |      |      |      |      |     |     |        | 0             |       |                                    |
|                                         |                        |      |      |      |      |     |      |      |      |      |     |     |        | Total Minutes |       |                                    |
|                                         | Dispatch Response Time | 19.0 |      | 0.5  | 1.0  | 1.8 | 1.2  | 1.2  | 0.6  | 0.6  | 1.1 | 1.0 |        | 616.6         |       |                                    |
|                                         | Police Response Time   | 11.6 | 9.0  | 8.0  | 11.0 | 7.1 | 6.3  | 9.7  | 4.5  | 4.1  | 8.5 | 3.6 |        | 2681.2        |       |                                    |
| Total time                              | 30.6                   | 9.0  | 8.5  | 12.0 | 8.9  | 7.5 | 10.9 | 5.1  | 4.7  | 9.6  | 4.6 |     | 3297.8 | 410           | 8.0   |                                    |
| YEAR TO DATE TOTALS AND AVERAGES - 2011 |                        |      |      |      |      |     |      |      |      |      |     |     |        |               |       |                                    |
| Total Number of Calls                   |                        |      |      |      |      |     |      |      |      | 1885 |     |     |        |               |       |                                    |
| Total Number of Exceptions              |                        |      |      |      |      |     |      |      |      | 0.0  |     |     |        |               |       |                                    |
| Average Dispatch Response Time          |                        |      |      |      |      |     |      |      |      | 1.7  |     |     |        |               |       |                                    |
| Average Police Response Time            |                        |      |      |      |      |     |      |      |      | 6.8  |     |     |        |               |       |                                    |
| Average Total Time                      |                        |      |      |      |      |     |      |      |      | 8.5  |     |     |        |               |       |                                    |

City of Peoria  
Emergency Communications Center

Peoria County Sheriff's Department  
Routine calls by district

|                                         | County District        | 700             | 710  | 711  | 712  | 713  | 714  | 715  | 716  | 717  | 718  | 726  | Other | Total Calls   | Calls | Average | (total min/total calls) |
|-----------------------------------------|------------------------|-----------------|------|------|------|------|------|------|------|------|------|------|-------|---------------|-------|---------|-------------------------|
|                                         |                        | Number of Calls |      |      |      |      |      |      |      |      |      |      |       |               |       |         |                         |
| January 2011                            | Number of Calls        | 12              | 2    | 6    | 4    | 66   | 118  | 56   | 8    | 32   | 55   | 65   |       | 424           |       |         |                         |
|                                         | Exceptions             |                 |      |      |      |      |      |      |      |      |      |      |       | 0             |       |         |                         |
|                                         |                        |                 |      |      |      |      |      |      |      |      |      |      |       | Total Minutes |       |         |                         |
|                                         | Dispatch Response Time | 3.7             | 21.0 | 6.0  | 5.5  | 14.3 | 9.9  | 1.2  | 5.4  | 11.2 | 9.3  | 6.7  |       | 3672.2        | 424   | 8.7     |                         |
|                                         | Police Response Time   | 14.0            | 17.0 | 10.2 | 22.8 | 12.1 | 9.7  | 13.8 | 19.6 | 7.2  | 8.1  | 5.6  |       | 4267.1        | 424   | 10.1    |                         |
|                                         | Total time             | 17.7            | 38.0 | 16.2 | 28.3 | 26.4 | 19.6 | 15.0 | 25.0 | 18.4 | 17.4 | 12.3 |       | 7939.3        | 424   | 18.7    |                         |
| February 2011                           | County District        | 700             | 710  | 711  | 712  | 713  | 714  | 715  | 716  | 717  | 718  | 726  | Other | Total Calls   |       |         |                         |
|                                         | Number of Calls        | 15              | 1    | 8    | 0    | 91   | 120  | 51   | 12   | 28   | 34   | 61   |       | 421           |       |         |                         |
|                                         | Exceptions             |                 |      |      |      |      |      |      |      |      |      |      |       | 0             |       |         |                         |
|                                         |                        |                 |      |      |      |      |      |      |      |      |      |      |       | Total Minutes |       |         |                         |
|                                         | Dispatch Response Time | 3.3             | 27.0 | 1.0  |      | 11.4 | 9.3  | 6.9  | 4.2  | 12.4 | 8.8  | 9.0  |       | 3835.6        | 421   | 9.1     |                         |
|                                         | Police Response Time   | 5.3             | 22.0 | 6.9  |      | 11.2 | 8.4  | 12.7 | 15.8 | 5.5  | 10.6 | 5.1  |       | 3846.7        | 421   | 9.1     |                         |
| March 2011                              | Total time             | 8.6             | 49.0 | 7.9  | 0.0  | 22.6 | 17.7 | 19.6 | 20.0 | 17.9 | 19.4 | 14.1 |       | 7682.3        | 421   | 18.2    |                         |
|                                         | County District        | 700             | 710  | 711  | 712  | 713  | 714  | 715  | 716  | 717  | 718  | 726  | Other | Total Calls   |       |         |                         |
|                                         | Number of Calls        | 27              | 5    | 13   | 1    | 93   | 120  | 66   | 15   | 34   | 58   | 85   |       | 517           |       |         |                         |
|                                         | Exceptions             |                 |      |      |      |      |      |      |      |      |      |      |       | 0             |       |         |                         |
|                                         |                        |                 |      |      |      |      |      |      |      |      |      |      |       | Total Minutes |       |         |                         |
|                                         | Dispatch Response Time | 16.3            | 11.6 | 7.3  | 0.0  | 13.0 | 11.2 | 9.7  | 32.5 | 7.9  | 10.1 | 12.4 |       | 6182.1        | 517   | 12.0    |                         |
| April 2011                              | Police Response Time   | 10.7            | 22.6 | 11.2 | 19.0 | 12.6 | 8.3  | 14.9 | 8.9  | 5.0  | 9.6  | 4.3  |       | 4942.8        | 517   | 9.6     |                         |
|                                         | Total time             | 27.0            | 34.2 | 18.5 | 19.0 | 25.6 | 19.5 | 24.6 | 41.4 | 12.9 | 19.7 | 16.7 |       | 11124.9       | 517   | 21.5    |                         |
|                                         | County District        | 700             | 710  | 711  | 712  | 713  | 714  | 715  | 716  | 717  | 718  | 726  | Other | Total Calls   |       |         |                         |
|                                         | Number of Calls        | 41              | 11   | 7    | 2    | 140  | 148  | 71   | 16   | 44   | 56   | 103  |       | 639           |       |         |                         |
|                                         | Exceptions             |                 |      |      |      |      |      |      |      |      |      |      |       | 0             |       |         |                         |
|                                         |                        |                 |      |      |      |      |      |      |      |      |      |      |       | Total Minutes |       |         |                         |
| May 2011                                | Dispatch Response Time | 11.8            | 14.7 | 15.4 | 1.5  | 13.7 | 10.8 | 10.5 | 14.4 | 3.8  | 7.9  | 9.1  |       | 6795.5        | 639   | 10.6    |                         |
|                                         | Police Response Time   | 7.0             | 19.0 | 12.0 | 19.0 | 9.7  | 8.9  | 13.8 | 9.9  | 5.5  | 10.1 | 5.0  |       | 5754.0        | 639   | 9.0     |                         |
|                                         | Total time             | 18.8            | 33.7 | 27.4 | 20.5 | 23.4 | 19.7 | 24.3 | 24.3 | 9.3  | 18.0 | 14.1 |       | 12549.5       | 639   | 19.6    |                         |
|                                         | County District        | 700             | 710  | 711  | 712  | 713  | 714  | 715  | 716  | 717  | 718  | 726  | Other | Total Calls   |       |         |                         |
|                                         | Number of Calls        | 32              | 19   | 11   |      | 131  | 165  | 76   | 20   | 54   | 48   | 85   |       | 641           |       |         |                         |
|                                         | Exceptions             |                 |      |      |      |      |      |      |      |      |      |      |       | 0             |       |         |                         |
| May 2011                                |                        |                 |      |      |      |      |      |      |      |      |      |      |       | Total Minutes |       |         |                         |
|                                         | Dispatch Response Time | 16.2            | 12.1 | 8.3  |      | 16.4 | 10.3 | 8.5  | 17.7 | 8.5  | 8.6  | 9.5  |       | 7366.8        | 641   | 11.5    |                         |
|                                         | Police Response Time   | 6.7             | 19.6 | 9.7  |      | 11.7 | 8.8  | 14.1 | 12.0 | 5.8  | 8.8  | 6.0  |       | 6235.4        | 641   | 9.7     |                         |
|                                         | Total time             | 22.9            | 31.7 | 18.0 | 0.0  | 28.1 | 19.1 | 22.6 | 29.7 | 14.3 | 17.4 | 15.5 |       | 13602.2       | 641   | 21.2    |                         |
| YEAR TO DATE TOTALS AND AVERAGES - 2011 |                        |                 |      |      |      |      |      |      |      |      |      |      |       |               |       |         |                         |
| Total Number of Calls                   |                        |                 |      |      |      |      |      |      |      |      |      | 2642 |       |               |       |         |                         |
| Total Number of Exceptions              |                        |                 |      |      |      |      |      |      |      |      |      | 0.0  |       |               |       |         |                         |
| Average Dispatch Response Time          |                        |                 |      |      |      |      |      |      |      |      |      | 10.4 |       |               |       |         |                         |
| Average Police Response Time            |                        |                 |      |      |      |      |      |      |      |      |      | 9.5  |       |               |       |         |                         |
| Average Total Time                      |                        |                 |      |      |      |      |      |      |      |      |      | 19.9 |       |               |       |         |                         |



City of Peoria  
Emergency Communications Center  
Peoria County Sheriff's Department  
Backlog Calls for Service by District

|                                         | County District        | 700   | 710  | 711  | 712  | 713  | 714  | 715  | 716  | 717   | 718  | 726  | Other | Total Calls   | Calls | (total min/total calls)<br>Average |
|-----------------------------------------|------------------------|-------|------|------|------|------|------|------|------|-------|------|------|-------|---------------|-------|------------------------------------|
|                                         |                        | 700   | 710  | 711  | 712  | 713  | 714  | 715  | 716  | 717   | 718  | 726  | Other | Total Calls   |       |                                    |
| January 2011                            | Number of Calls        | 11    | 1    | 1    | 1    | 9    | 11   | 5    | 1    | 3     | 2    | 2    |       | 47            |       |                                    |
|                                         | Exceptions             |       |      |      |      |      |      |      |      |       |      |      |       | 0             |       |                                    |
|                                         |                        |       |      |      |      |      |      |      |      |       |      |      |       | Total Minutes |       |                                    |
|                                         | Dispatch Response Time | 98.5  | 21.0 | 10.0 | 10.0 | 19.8 | 6.9  | 41.6 | 0.0  | 42.3  | 1.5  | 20.5 |       | 1757.5        | 47    | 37.4                               |
|                                         | Police Response Time   | 21.0  | 21.0 | 0.0  | 17.0 | 10.4 | 5.3  | 17.2 | 18.0 | 5.0   | 20.0 | 11.5 |       | 602.9         | 47    | 12.8                               |
|                                         | Total time             | 119.5 | 42.0 | 10.0 | 27.0 | 30.2 | 12.2 | 58.8 | 18.0 | 47.3  | 21.5 | 32.0 | 0.0   | 2360.4        | 47    | 50.2                               |
| February 2011                           | County District        | 700   | 710  | 711  | 712  | 713  | 714  | 715  | 716  | 717   | 718  | 726  | Other | Total Calls   |       |                                    |
|                                         | Number of Calls        | 9     |      | 3    |      | 8    | 9    | 4    | 2    |       | 2    | 5    |       | 42            |       |                                    |
|                                         | Exceptions             |       |      |      |      |      |      |      |      |       |      |      |       | 0             |       |                                    |
|                                         |                        |       |      |      |      |      |      |      |      |       |      |      |       | Total Minutes |       |                                    |
|                                         | Dispatch Response Time | 29.8  |      | 11.0 |      | 19.4 | 9.8  | 10.0 | 46.0 |       | 5.0  | 19.6 |       | 784.6         | 42    | 18.7                               |
|                                         | Police Response Time   | 26.0  |      |      |      | 13.9 | 10.4 | 10.0 | 3.5  |       | 8.5  | 4.2  |       | 523.8         | 42    | 12.5                               |
| March 2011                              | Total time             | 55.8  | 0.0  | 11.0 | 0.0  | 33.3 | 20.2 | 20.0 | 49.5 | 0.0   | 13.5 | 23.8 | 0.0   | 1308.4        | 42    | 31.2                               |
|                                         | County District        | 700   | 710  | 711  | 712  | 713  | 714  | 715  | 716  | 717   | 718  | 726  | Other | Total Calls   |       |                                    |
|                                         | Number of Calls        | 7     | 0    | 3    | 0    | 6    | 11   | 8    | 2    | 2     | 4    | 9    |       | 52            |       |                                    |
|                                         | Exceptions             |       |      |      |      |      |      |      |      |       |      |      |       | 0             |       |                                    |
|                                         |                        |       |      |      |      |      |      |      |      |       |      |      |       | Total Minutes |       |                                    |
|                                         | Dispatch Response Time | 34.6  | 0.0  | 7.0  | 0.0  | 57.0 | 10.3 | 17.4 | 5.0  | 19.0  | 3.7  | 2.9  |       | 946.6         | 52    | 18.2                               |
| April 2011                              | Police Response Time   | 11.7  | 0.0  | 0.0  | 0.0  | 10.0 | 9.3  | 11.6 | 12.5 | 2.5   | 8.8  | 6.2  |       | 458.0         | 52    | 8.8                                |
|                                         | Total time             | 46.3  | 0.0  | 7.0  | 0.0  | 67.0 | 19.6 | 29.0 | 17.5 | 21.5  | 12.5 | 9.1  | 0.0   | 1404.6        | 52    | 27.0                               |
|                                         | County District        | 700   | 710  | 711  | 712  | 713  | 714  | 715  | 716  | 717   | 718  | 726  | Other | Total Calls   |       |                                    |
|                                         | Number of Calls        | 7     | 0    | 3    | 0    | 7    | 11   | 5    | 2    | 2     | 9    | 4    |       | 50            |       |                                    |
|                                         | Exceptions             |       |      |      |      |      |      |      |      |       |      |      |       | 0             |       |                                    |
|                                         |                        |       |      |      |      |      |      |      |      |       |      |      |       | Total Minutes |       |                                    |
| May 2011                                | Dispatch Response Time | 116.4 |      | 26.0 |      | 6.0  | 23.1 | 10.8 | 6.0  | 15.0  | 7.6  | 18.5 |       | 1427.3        | 50    | 28.5                               |
|                                         | Police Response Time   | 22.7  |      | 6.5  |      | 11.7 | 16.0 | 9.8  | 20.5 | 5.5   | 7.4  | 7.8  |       | 635.1         | 50    | 12.7                               |
|                                         | Total time             | 139.1 | 0.0  | 32.5 | 0.0  | 17.7 | 39.1 | 20.6 | 26.5 | 20.5  | 15.0 | 26.3 | 0.0   | 2062.4        | 50    | 41.2                               |
|                                         | County District        | 700   | 710  | 711  | 712  | 713  | 714  | 715  | 716  | 717   | 718  | 726  | Other | Total Calls   |       |                                    |
|                                         | Number of Calls        | 9     | 1    | 1    |      | 11   | 8    | 5    |      |       | 4    | 7    |       | 46            |       |                                    |
|                                         | Exceptions             |       |      |      |      |      |      |      |      |       |      |      |       | 0             |       |                                    |
| May 2011                                |                        |       |      |      |      |      |      |      |      |       |      |      |       | Total Minutes |       |                                    |
|                                         | Dispatch Response Time | 137.4 | 6.0  | 9.0  |      | 17.0 | 15.4 | 2.6  |      |       | 10.7 | 10.7 |       | 1692.5        | 46    | 36.8                               |
|                                         | Police Response Time   | 18.5  | 13.0 |      |      | 9.3  | 12.5 | 15.2 |      |       | 10.3 | 8.5  |       | 558.5         | 46    | 12.1                               |
|                                         | Total time             | 155.9 | 19.0 | 9.0  | 0.0  | 26.3 | 27.9 | 17.8 | 0.0  | 0.0   | 21.0 | 19.2 | 0.0   | 2251.0        | 46    | 48.9                               |
| YEAR TO DATE TOTALS AND AVERAGES - 2011 |                        |       |      |      |      |      |      |      |      |       |      |      |       |               |       |                                    |
| Total Number of Calls                   |                        |       |      |      |      |      |      |      |      | 237.0 |      |      |       |               |       |                                    |
| Total Number of Exceptions              |                        |       |      |      |      |      |      |      |      | 0.0   |      |      |       |               |       |                                    |
| Average Dispatch Response Time          |                        |       |      |      |      |      |      |      |      | 27.9  |      |      |       |               |       |                                    |
| Average Police Response Time            |                        |       |      |      |      |      |      |      |      | 11.8  |      |      |       |               |       |                                    |
| Average Total Time                      |                        |       |      |      |      |      |      |      |      | 39.7  |      |      |       |               |       |                                    |