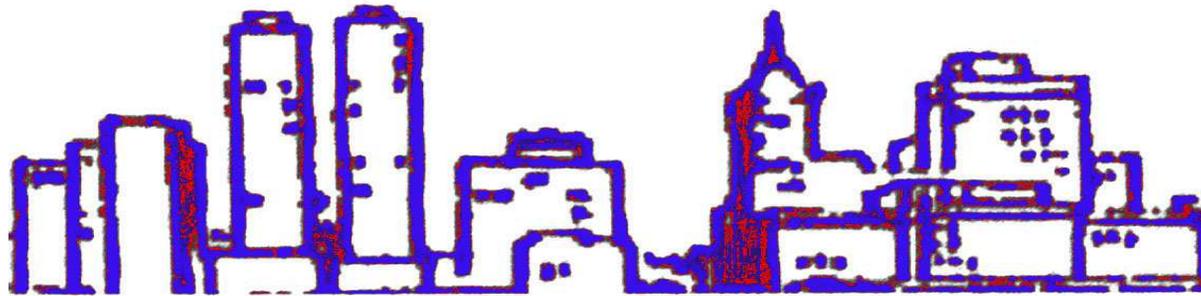


Peoria



9-1-1

Emergency Communications Center

**July
2012**

CITY OF PEORIA
EMERGENCY COMMUNICATIONS CENTER 2010 ANNUAL REPORT

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	2011 Totals
Landbased 9-1-1 Calls	2,626	2,380	2,811	2,618	2,982	2,825	3,041						19,283	35,181
Wireless 9-1-1 Calls	6,403	5,752	7,255	6,704	7,657	7,497	7,766						49,034	73,249
TOTAL 9-1-1 CALLS	9,029	8,132	10,066	9,322	10,639	10,322	10,807	0	0	0	0	0	68,317	108,430
Peoria Police Incoming Calls	7,800	7,275	9,314	9,607	9,939	9,643	9,963						63,541	106,963
Sheriff's Police Incoming Calls	3,368	3,083	4,672	3,516	3,824	3,422	3,670						25,555	40,267
TOTAL POLICE INCOMING CALLS	11,168	10,358	13,986	13,123	13,763	13,065	13,633	0	0	0	0	0	89,096	147,230
Volunteer Fire/EMS toll free calls	13	23	15	27	30	32	42						182	394
Peoria Fire Incoming Calls	635	565	818	801	986	887	943						5,635	9,683
TOTAL FIRE INCOMING CALLS	648	588	833	828	1,016	919	985	0	0	0	0	0	5,817	10,077
Operator Assist Calls/Alarm Calls	711	588	773	719	771	788	908						5,258	8,703
Ambulance Incoming Calls	200	193	227	212	230	214	238						1,514	2,605
ECC Supervisor Incoming Calls	1,051	1,001	1,141	967	1,113	1,059	1,032						7,364	13,645
Richwoods Dispatcher Incoming Calls	72	101	69	69	106	98	134						649	1,208
Downtown Dispatcher Incoming Calls	33	58	39	51	55	63	77						376	668
Prep 2 Dispatcher Incoming Calls	734	766	709	727	878	733	925						5,472	9,888
C-MED Dispatcher Incoming Calls	35	72	39	33	72	96	49						396	761
County Sheriff Dispatcher Incoming Calls	20	44	39	28	51	44	43						269	821
Fire Dispatcher Incoming Calls	181	259	219	233	192	145	226						1,455	2,968
OverFlow Dispatcher Incoming Calls	8	10	7	13	15	7	10						70	97
Call Taker Incoming Calls	3	1	0	1	1	2	0						8	28
TOTAL INCOMING EXTENSION CALLS	2,137	2,312	2,262	2,122	2,483	2,247	2,496	0	0	0	0	0	16,059	30,084
TOTAL OUTGOING EXTENSION CALLS	6,189	5,219	5,331	5,023	5,831	7,883	8,163						43,639	72,020
Peoria Police Dispatches/On view	9,315	8,412	10,016	9,607	10,872	10,800	11,029						70,051	115,226
Peoria County Sheriff Dispatches/On view	2,155	1,932	2,302	2,133	2,286	2,308	2,464						15,580	25,766
TOTAL POLICE DISPATCHES/ON VIEW	11,470	10,344	12,318	11,740	13,158	13,108	13,493	0	0	0	0	0	85,631	140,992
Air National Guard Fire Dispatches	10	4	7	6	8	6	7						48	67
Akron-Princeville Fire Dispatches	25	9	32	12	26	19	14						137	214
Brimfield Fire Dispatches	28	12	27	15	16	14	22						134	205
Dunlap Fire Dispatches	31	28	29	29	36	26	33						212	348
Elmwood Fire Dispatches	10	9	11	9	16	9	11						75	100
Limestone Fire Dispatches	88	96	124	102	111	104	147						772	1,213
Logan-Trivoli Fire Dispatches	34	20	40	33	26	41	37						231	377
Peoria Fire Dispatches	1,381	1,305	1,514	1,435	1,573	1,590	1,659						10,457	17,689
Timber-Hollis Fire Dispatches	34	16	29	32	27	34	33						205	308
Tuscarora Fire Dispatches	4	3	5	1	6	2	3						24	31
West Peoria Fire Dispatches	49	36	50	48	44	46	56						329	483
MABAS Fire Calls	1	1	1	2	3	3	3						14	19
MABAS EMS Calls	0	0	0	0	0	0	0						0	0
TOTAL FIRE DISPATCHES	1,695	1,539	1,869	1,724	1,892	1,894	2,025	0	0	0	0	0	12,624	21,035
AMT Ambulance Dispatches	1,143	1,064	1,235	1,175	1,336	1,345	1,378						8,676	13,745
APA Ambulance Dispatches	21	8	17	11	19	12	12						100	168
BYE Ambulance Dispatches	42	35	37	30	36	31	40						251	436
TOTAL AMBULANCE DISPATCHES	1,206	1,107	1,289	1,216	1,391	1,388	1,430	0	0	0	0	0	9,027	14,349
Peoria County Coroner Incoming Calls	163	155	180	91	219	168	252						1,228	1,888
Community Messaging System Call-outs	16	15	15	10	9	11	15						91	110
Telephone Trouble Reports Completed	2	0	0	0	3	1	2						8	13
ETSB Equipment Trouble Reported	12	2	6	4	4	6	7						41	138
Citizen Concerns	1	3	2	1	1	2	1						11	24
CD Requests from State's Attorney's Office	32	29	9	10	6	2	3						91	43
CD Requests from FOI / Subpoena	1	0	3	6	1	6	3						20	36
CD Requests from Inner Departmental	11	10	7	11	14	10	10						73	103
Total Number of CD Requests	44	39	19	27	21	18	16	0	0	0	0	0	184	182
ILEAS Call Outs	0	0	0	0	0	0	1	0	0	0	0		1	1
JULIE Dig	30	46	34	34	34	50	55						283	534

City of Peoria
Emergency Communications Center

Police Department
Urgent Calls for Service
By Police District

	Police District	VALLEY						BLUFF			RICHWOODS						Total Calls	Total Minutes	Calls	Average		
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17					18	19
January 2012	Number of Calls	130	120	461	219	50	259	128	136	318	237	241	82	80	226	9	123	110	2929			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	1.0	0.9	1.1	0.9	0.9	1.0	1.0	0.9	1.5	1.3	1.0	0.7	1.6	1.4	4.4	1.3	0.6	3290.0	2929	1.1	
	Police Response Time	2.5	3.8	3.5	3.2	4.3	3.0	3.6	3.4	3.0	3.5	4.5	3.9	5.2	6.1	9.6	4.7	6.8	11405.4	2929	3.9	
	Total time	3.5	4.7	4.6	4.1	5.2	4.0	4.6	4.3	4.5	4.8	5.5	4.6	6.8	7.5	14.0	6.0	7.4	14695.4	2929	5.0	
February 2012	Number of Calls	118	105	389	179	55	223	107	160	282	239	215	80	71	171	7	109	91	2601			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	0.9	1.1	1.1	0.9	0.8	0.7	0.5	0.9	1.4	0.9	1.1	0.8	0.8	1.0	0.8	1.2	1.0	2573.9	2601	1.0	
	Police Response Time	1.7	4.1	3.5	2.8	2.8	3.0	3.6	3.2	3.1	3.4	4.7	3.8	5.2	6.1	8.3	4.2	5.5	9644.0	2601	3.7	
	Total time	2.6	5.2	4.6	3.7	3.6	3.7	4.1	4.1	4.5	4.3	5.8	4.6	6.0	7.1	9.1	5.4	6.5	12217.9	2601	4.7	
March 2012	Number of Calls	156	147	567	253	67	290	135	178	433	336	247	95	74	218	12	129	128	3465			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	1.0	1.0	0.9	1.2	0.6	1.1	0.6	0.9	1.2	1.4	1.0	0.8	2.0	1.2	1.0	1.2	1.2	3760.3	3465	1.1	
	Police Response Time	2.9	3.5	3.2	3.1	3.4	3.0	3.6	3.4	3.0	3.5	4.8	4.5	5.8	5.7	4.8	4.5	6.0	12920.6	3465	3.7	
	Total time	3.9	4.5	4.1	4.3	4.0	4.1	4.2	4.3	4.2	4.9	5.8	5.3	7.8	6.9	5.8	5.7	7.2	16680.9	3465	4.8	
April 2012	Number of Calls	116	127	538	225	64	304	127	213	386	314	192	100	92	227	3	108	122	3258			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	0.9	0.7	0.9	1.1	0.6	0.7	0.7	1.0	1.1	0.7	0.8	1.1	0.6	1.1	0.0	1.0	1.5	2982.0	3258	0.9	
	Police Response Time	2.1	3.3	3.3	3.1	3.8	3.1	3.5	3.4	3.4	3.2	4.7	4.7	5.6	5.7	4.5	4.0	6.5	12227.1	3258	3.8	
	Total time	3.0	4.0	4.2	4.2	4.4	3.8	4.2	4.4	4.5	3.9	5.5	5.8	6.2	6.8	4.5	5.0	8.0	15209.1	3258	4.7	
May 2012	Number of Calls	175	151	615	276	71	301	138	191	470	339	254	98	91	203	5	139	119	3636			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	0.9	0.8	0.9	1.5	1.3	1.1	1.7	1.4	1.4	1.2	1.0	1.5	1.5	1.6	0.5	1.2	0.9	4374.7	3636	1.2	
	Police Response Time	2.7	3.3	3.4	3.2	3.7	3.4	4.9	3.5	3.2	3.6	4.4	4.6	4.7	6.3	7.4	4.6	6.5	14025.1	3636	3.9	
	Total time	3.6	4.1	4.3	4.7	5.0	4.5	6.6	4.9	4.6	4.8	5.4	6.1	6.2	7.9	7.9	5.8	7.4	18399.8	3636	5.1	
June 2012	Number of Calls	168	128	581	240	71	316	134	192	491	296	236	96	73	238	4	127	115	3506			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	1.1	1.3	1.0	2.1	1.6	0.8	1.4	1.4	1.5	1.2	1.0	0.9	1.6	1.0	1.0	1.4	1.5	4382.2	3506	1.2	
	Police Response Time	2.8	3.2	3.1	3.2	3.5	3.2	4.0	3.9	3.3	3.8	5.8	4.4	4.6	6.1	9.8	4.8	6.6	13725.3	3506	3.9	
	Total time	3.9	4.5	4.1	5.3	5.1	4.0	5.4	5.3	4.8	5.0	6.8	5.3	6.2	7.1	10.8	6.2	8.1	18107.5	3506	5.2	

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
Urgent Calls for Service
By Police District

July 2012	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Calls	Average
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19			
	Number of Calls	192	127	575	280	66	300	158	178	515	300	291	120	81	246	6	118	111	3664		(total min/total calls)
	Exceptions																		0		
	Dispatch Response Time	1.3	1.2	1.0	1.1	0.9	1.3	1.0	1.3	1.2	0.9	1.4	0.9	0.8	1.3	0.8	2.2	1.1	4298.3	3664	1.2
	Police Response Time	2.9	3.5	3.2	3.3	3.4	3.2	3.9	3.7	3.7	3.6	5.0	4.3	5.1	5.7	8.3	4.5	6.3	14276.4	3664	3.9
	Total time	4.2	4.7	4.2	4.4	4.3	4.5	4.9	5.0	4.9	4.5	6.4	5.2	5.9	7.0	9.1	6.7	7.4	18574.7	3664	5.1
YEAR TO DATE TOTALS AND AVERAGES - 2011																					
Total Number of Calls																					23059
Total Number of Exceptions																					0
Average Dispatch Response Time																					1.11
Average Police Response Time																					3.82
Average Total Time																					4.93

City of Peoria
Emergency Communications Center

Police Department
Routine Calls for Service
By Police District

	Police District	VALLEY								BLUFF			RICHWOODS								Total Calls	Total Minutes	Calls	Average	(total min/total calls)			
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19										
January 2012	Number of Calls	86	153	276	128	113	148	127	136	300	258	188	106	105	226	1	156	109	2616									
	Exceptions																		0									
	Dispatch Response Time	9.6	11.1	10.7	7.8	10.6	10.4	14.9	10.7	10.7	10.3	15.0	10.3	8.3	10.1		10.2	12.0	28392.5	2616	10.9							
	Police Response Time	4.6	6.0	5.2	5.1	8.1	4.5	4.8	5.7	4.7	5.3	6.6	6.7	6.4	8.3	7.0	8.0	7.5	15716.4	2616	6.0							
	Total time	14.2	17.1	15.9	12.9	18.7	14.9	19.7	16.4	15.4	15.6	21.6	17.0	14.7	18.4	7.0	18.2	19.5	44108.9	2616	16.9							
February 2012	Number of Calls	85	130	267	139	97	134	108	125	265	228	165	107	102	211	6	147	98	2414									
	Exceptions																		0									
	Dispatch Response Time	10.5	10.7	8.0	11.4	9.4	10.4	8.8	14.8	12.2	11.9	11.3	9.1	10.9	9.7	10.7	13.3	12.3	26277.5	2414	10.9							
	Police Response Time	3.9	5.6	5.9	5.1	7.3	4.5	5.3	5.0	4.9	5.5	6.6	5.6	7.7	7.2	7.8	7.4	8.2	14335.7	2414	5.9							
	Total time	14.4	16.3	13.9	16.5	16.7	14.9	14.1	19.8	17.1	17.4	17.9	14.7	18.6	16.9	18.5	20.7	20.5	40613.2	2414	16.8							
March 2012	Number of Calls	93	172	374	181	101	191	153	178	380	298	212	130	121	259	4	155	139	3141									
	Exceptions																		0									
	Dispatch Response Time	8.9	12.6	13.7	15.1	17.4	13.5	14.7	13.8	20.6	17.3	18.4	12.2	12.1	15.6	9.8	12.9	14.2	47880.4	3141	15.2							
	Police Response Time	4.4	6.0	5.0	4.7	6.2	4.7	5.8	5.7	5.0	5.3	6.9	5.8	6.7	8.2	9.5	7.9	8.8	18704.2	3141	6.0							
	Total time	13.3	18.6	18.7	19.8	23.6	18.2	20.5	19.5	25.6	22.6	25.3	18.0	18.8	23.8	19.3	20.8	23.0	66584.6	3141	21.2							
April 2012	Number of Calls	66	126	395	168	87	206	128	193	374	292	226	99	103	196	9	169	133	2970									
	Exceptions																		0									
	Dispatch Response Time	9.4	11.0	15.2	15.6	13.5	16.3	14.2	15.4	16.1	16.3	13.5	12.5	14.3	14.6	8.2	14.4	12.5	43527.2	2970	14.7							
	Police Response Time	4.7	6.0	5.0	4.9	5.7	4.6	4.9	5.6	4.6	5.2	5.6	5.8	6.9	8.2	15.7	7.1	6.9	16671.3	2970	5.6							
	Total time	14.1	17.0	20.2	20.5	19.2	20.9	19.1	21.0	20.7	21.5	19.1	18.3	21.2	22.8	23.9	21.5	19.4	60198.5	2970	20.3							
May 2012	Number of Calls	80	155	457	205	128	221	197	187	444	348	236	129	131	222	8	186	149	3483									
	Exceptions																		0									
	Dispatch Response Time	11.7	13.4	13.0	1.5	11.5	14.6	12.0	14.3	14.9	15.9	16.0	13.6	13.3	15.8	9.8	13.4	13.7	46539.4	3483	13.4							
	Police Response Time	3.9	5.1	4.9	5.5	7.1	4.7	5.6	5.5	4.6	5.2	5.9	6.2	8.0	8.0	8.7	7.3	8.4	20087.8	3483	5.8							
	Total time	15.6	18.5	17.9	7.0	18.6	19.3	17.6	19.8	19.5	21.1	21.9	19.8	21.3	23.8	18.5	20.7	22.1	66627.2	3483	19.1							
June 2012	Number of Calls	84	168	398	160	132	211	155	178	428	344	231	159	133	263	5	144	131	3324									
	Exceptions																		0									
	Dispatch Response Time	11.5	14.0	12.0	14.2	14.7	14.8	15.4	15.1	18.2	20.2	19.1	15.8	12.8	17.9	27.4	17.0	17.1	53401.9	3324	16.1							
	Police Response Time	4.2	6.2	5.1	5.4	5.4	4.6	5.5	6.2	5.2	5.0	6.3	6.3	6.7	8.6	8.4	7.2	8.0	19610.0	3324	5.9							
	Total time	15.7	20.2	17.1	19.6	20.1	19.4	20.9	21.3	23.4	25.2	25.4	22.1	19.5	26.5	35.8	24.2	25.1	73011.9	3324	22.0							

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

July 2012	Police District	VALLEY								BLUFF			RICHWOODS								Total Calls	Calls	Average
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19					
	Number of Calls	101	195	369	152	115	237	170	209	438	286	261	136	106	228	6	159	152	3320		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	14.9	13.7	12.2	14.0	16.6	13.5	15.4	16.0	21.3	18.2	21.9	10.9	19.3	17.7	15.2	15.0	20.1	55222.4	3320	16.6		
	Police Response Time	4.5	5.8	5.1	4.7	6.4	4.4	5.8	5.2	5.0	5.7	6.7	6.8	7.0	8.7	9.3	7.5	7.4	19625.8	3320	5.9		
	Total time	19.4	19.5	17.3	18.7	23.0	17.9	21.2	21.2	26.3	23.9	28.6	17.7	26.3	26.4	24.5	22.5	27.5	74848.2	3320	22.5		
YEAR TO DATE TOTALS AND AVERAGES - 2011																							
Total Number of Calls									21268														
Total Number of Exceptions									0														
Average Dispatch Response Time									14.0														
Average Police Response Time									5.9														
Average Total Time									19.8														

City of Peoria
Emergency Communications Center

Police Department
Backlog Calls for Service
By Police District

	Police District	VALLEY						BLUFF			RICHWOODS						Total Calls	Calls	Average				
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17				18	19		
January 2012	Number of Calls	1	60	13	5	2	4	3	14	12	17	10	8	10	5	0	3	3	170		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	10.0	17.4	14.5	2.2	42.5	13.8	51.3	9.0	8.2	16.8	74.8	8.3	13.8	31.4	0.0	27.0	23.3	3317.9			170	19.5
	Police Response Time	2.0	8.7	8.0	4.6	0.0	10.8	3.3	4.7	5.3	6.6	6.0	5.1	10.7	6.2	0.0	7.0	8.0	1229.5			170	7.2
	Total time	12.0	26.1	22.5	6.8	42.5	24.6	54.6	13.7	13.5	23.4	80.8	13.4	24.5	37.6	0.0	34.0	31.3	4547.4			170	26.7
February 2012	Number of Calls	7	53	11	6	3	6	6	9	13	17	6	3	3	8	0	8	6	165		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	6.6	22.5	10.2	21.5	5.7	20.3	22.8	7.9	24.2	17.2	68.8	31.3	118.0	31.0	0.0	10.9	21.3	3757.4			165	22.8
	Police Response Time	6.4	5.7	4.0	8.3	6.0	4.5	8.0	3.7	4.2	5.9	7.7	5.0	6.7	8.0	0.0	7.1	13.5	1005.0			165	6.1
	Total time	13.0	28.2	14.2	29.8	11.7	24.8	30.8	11.6	28.4	23.1	76.5	36.3	124.7	39.0	0.0	18.0	34.8	4762.4			165	28.9
March 2012	Number of Calls	4	59	8	5	6	9	10	10	21	18	9	9	4	4	0	5	8	189		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	17.5	17.0	34.6	24.4	29.0	19.7	5.9	28.6	30.6	30.7	58.1	29.2	23.0	29.3	0.0	21.0	12.5	4563.2			189	24.1
	Police Response Time	4.8	6.5	2.9	3.4	4.2	5.2	7.5	6.7	4.3	4.0	5.6	5.6	8.3	8.0	0.0	11.8	6.4	1095.4			189	5.8
	Total time	22.3	23.5	37.5	27.8	33.2	24.9	13.4	35.3	34.9	34.7	63.7	34.8	31.3	37.3	0.0	32.8	18.9	5658.6			189	29.9
April 2012	Number of Calls	2	52	22	7	1	8	9	5	16	20	3	4	5	7	1	4	8	174		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	31.0	15.2	15.5	5.0	9.0	11.0	4.6	32.6	22.3	33.2	24.3	3.8	28.0	23.7	86.0	8.8	19.9	3225.0			174	18.5
	Police Response Time	4.5	8.9	6.5	3.0	1.0	6.0	6.1	7.7	6.9	6.2	4.3	7.5	7.8	11.4	13.0	9.8	10.0	1306.5			174	7.5
	Total time	35.5	24.1	22.0	8.0	10.0	17.0	10.7	40.3	29.2	39.4	28.6	11.3	35.8	35.1	99.0	18.6	29.9	4531.5			174	26.0
May 2012	Number of Calls	8	56	23	10	13	5	20	10	29	20	10	12	6	18	0	7	10	257		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	11.8	17.8	15.6	22.6	8.1	22.4	11.2	25.1	26.8	34.6	30.6	6.3	18.0	27.4	0.0	5.0	14.0	4995.3			257	19.4
	Police Response Time	6.0	9.0	4.3	4.3	8.4	9.0	5.9	8.7	6.3	5.7	4.4	6.5	8.2	7.7	0.0	16.7	7.0	1846.5			257	7.2
	Total time	17.8	26.8	19.9	26.9	16.5	31.4	17.1	33.8	33.1	40.3	35.0	12.8	26.2	35.1	0.0	21.7	21.0	6841.8			257	26.6
June 2012	Number of Calls	5	67	43	9	8	15	33	17	58	28	22	15	8	12	0	12	17	369		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	28.8	12.8	17.3	15.0	17.8	18.7	27.6	20.1	31.9	21.8	21.8	14.1	34.3	43.6	0.0	17.4	18.6	8030.2			369	21.8
	Police Response Time	1.6	5.9	3.6	3.4	4.7	4.8	4.2	7.8	5.2	5.7	6.1	8.5	10.6	6.1	0.0	10.6	6.8	2093.2			369	5.7
	Total time	30.4	18.7	20.9	18.4	22.5	23.5	31.8	27.9	37.1	27.5	27.9	22.6	44.9	49.7	0.0	28.0	25.4	10123.4			369	27.4

City of Peoria
Emergency Communications Center

Police Department
Backlog Calls for Service
By Police District

July 2012	Police District	VALLEY								BLUFF			RICHWOODS								Total Calls	Calls	Average
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19					
	Number of Calls	6	41	25	28	11	12	24	24	72	36	36	13	13	17	2	21	22	403		(total min/total calls)		
	Exceptions																		0				
																				Total Minutes			
Dispatch Response Time	15.5	14.6	13.6	19.3	19.2	12.0	31.6	24.1	32.4	33.3	26.4	28.2	20.8	37.0	24.5	16.3	35.8	10190.9	403	25.3			
Police Response Time	7.6	6.3	6.7	4.4	11.3	4.3	3.3	5.3	3.5	4.9	5.8	11.7	6.6	10.2	5.5	6.9	6.8	2330.9	403	5.8			
Total time	23.1	20.9	20.3	23.7	30.5	16.3	34.9	29.4	35.9	38.2	32.2	39.9	27.4	47.2	30.0	23.2	42.6	12521.8	403	31.1			
YEAR TO DATE TOTALS AND AVERAGES - 2011																							
Total Number of Calls											1727												
Total Number of Exceptions											0												
Average Dispatch Response Time											21.64												
Average Police Response Time											6.47												
Average Total Time											28.10												

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
		100-199	200-299	400-499	1200-1299	300-399	1000-1099	1100-1199	1300-1399	1500-1599	1600-1699	1900-1999	2000-2099			
January 2012	Number of Calls	221	104	186	73	128	106	107	211	34	115	60	38	1383		(total min/total calls)
	Dispatch Response Time	0.5	0.8	0.7	0.3	0.7	1.0	1.1	0.5	2.2	0.4	0.2	1.5	954.4	1383	0.7
	Fire Response Time	3.4	3.6	4.2	5.6	3.9	4.2	4.1	4.4	4.9	4.5	6.1	5.5	5886.4	1383	4.3
	Total time	3.9	4.4	4.9	5.9	4.6	5.2	5.2	4.9	7.1	4.9	6.3	7.0	6840.8	1383	4.9
February 2012	Number of Calls	179	70	211	46	142	124	107	189	45	99	55	31	1298		(total min/total calls)
	Dispatch Response Time	1.5	0.6	0.5	0.4	0.8	0.8	1.2	0.7	0.3	0.5	0.6	0.4	1016.3	1298	0.8
	Fire Response Time	3.4	3.4	3.7	4.8	4.1	4.5	3.7	4.4	4.6	4.6	5.5	5.3	5345.0	1298	4.1
	Total time	4.9	4.0	4.2	5.2	4.9	5.3	4.9	5.1	4.9	5.1	6.1	5.7	6361.3	1298	4.9
March 2012	Number of Calls	260	100	239	50	148	133	99	194	44	126	76	33	1502		(total min/total calls)
	Dispatch Response Time	1.5	0.7	0.6	1.4	2.0	1.3	0.8	0.7	0.8	0.4	1.4	0.8	1575.7	1502	1.0
	Fire Response Time	3.2	3.5	3.9	5	3.7	4	4	4.4	4.8	4.2	5.7	5.5	6048.4	1502	4.0
	Total time	4.7	4.2	4.5	6.4	5.7	5.3	4.8	5.1	5.6	4.6	7.1	6.3	7624.1	1502	5.1
April 2012	Number of Calls	215	90	199	80	155	143	102	190	46	113	64	31	1428		(total min/total calls)
	Dispatch Response Time	0.6	1.6	0.6	0.4	0.8	0.6	0.5	0.5	0.3	0.4	0.5	2.5	948.7	1428	0.7
	Fire Response Time	3.3	3.8	3.8	4.8	3.8	4.4	3.9	4.1	4.8	4.7	5.8	5.3	5874.1	1428	4.1
	Total time	3.9	5.4	4.4	5.2	4.6	5.0	4.4	4.6	5.1	5.1	6.3	7.8	6822.8	1428	4.8
May 2012	Number of Calls	232	111	243	59	154	155	100	230	49	122	58	32	1545		(total min/total calls)
	Dispatch Response Time	1.4	0.3	0.4	1.1	0.5	0.9	1.2	1.1	2.8	0.6	1.5	0.2	1413.5	1545	0.9
	Fire Response Time	3.2	3.5	3.8	4.8	3.7	3.9	3.6	4.3	4.2	4.3	5.9	4.8	6087.0	1545	3.9
	Total time	4.6	3.8	4.2	5.9	4.2	4.8	4.8	5.4	7.0	4.9	7.4	5.0	7500.5	1545	4.9
June 2012	Number of Calls	266	100	256	76	147	132	103	230	40	117	69	32	1568		(total min/total calls)
	Dispatch Response Time	0.6	1.1	0.5	1.5	0.6	1.4	0.8	1.0	0.4	0.7	0.8	0.2	1256.5	1568	0.8
	Fire Response Time	3.2	3.4	4	4.7	4.1	4.4	4.2	4.3	4.9	4.3	5.6	6.5	6471.0	1568	4.1
	Total time	3.8	4.5	4.5	6.2	4.7	5.8	5.0	5.3	5.3	5.0	6.4	6.7	7727.5	1568	4.9

City of Peoria
Emergency Communications Center

Peoria Fire Department
Fire Calls for Service
By Fire Map

July 2012	Fire Map	VALLEY				BLUFF			RICHWOODS				Total 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	1654		(total min/total calls)
	Number of Calls	297	118	265	82	153	160	94	222	49	116	54	44	1654		
														Total Minutes	Calls	Average
	Dispatch Response Time	0.8	0.7	0.6	0.2	1.5	1.0	1.0	1.2	1.0	0.6	0.7	0.8	1437.1	1654	0.9
	Fire Response Time	3.3	3.5	3.8	4.9	3.9	4.2	3.8	4.5	4.3	4.4	5.5	4.8	6656.1	1654	4.0
	Total time	4.1	4.2	4.4	5.1	5.4	5.2	4.8	5.7	5.3	5.0	6.2	5.6	8093.2	1654	4.9
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls										10378						
Average Dispatch Response Time										0.8						
Average Fire Response Time										4.1						
Average Total Time										4.9						

Peoria Fire Department
Average Turn-Out Time for Each Apparatus
2012

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Yearly Average
B1	1.3	1.3	1.3	1.2	1.4	1.3	1.3						1.30
E1	1.4	1.3	1.3	1.4	1.3	1.4	1.4						1.36
R1	1.4	1.5	1.3	1.3	1.3	1.3	1.4						1.36
T1	1.6	1.4	1.6	1.4	1.5	1.6	1.6						1.53
E10	1.5	1.5	1.3	1.3	1.3	1.2	1.3						1.34
E12	1.3	1.3	1.4	1.3	1.4	1.4	1.4						1.36
E13	1.4	1.3	1.4	1.2	1.3	1.2	1.3						1.30
T14	1.6	1.5	1.5	1.5	1.4	1.6	1.5						1.51
E15	1.7	1.6	1.5	1.4	1.5	1.6	1.5						1.54
E16	1.4	1.4	1.4	1.3	1.3	1.4	1.4						1.37
E19	1.8	1.6	1.7	1.6	1.6	1.6	1.5						1.63
E2	1.5	1.4	1.3	1.3	1.3	1.3	1.3						1.34
R2	1.4	1.3	1.4	1.3	1.3	1.3	1.4						1.34
E20	1.7	1.7	1.6	1.5	1.3	1.6	1.6						1.57
B3	1.6	1.6	1.5	1.5	1.4	1.6	1.7						1.56
E3	1.3	1.4	1.2	1.3	1.3	1.2	1.2						1.27
T3	1.5	1.5	1.5	1.4	1.3	1.4	1.4						1.43
E4	1.5	1.3	1.3	1.3	1.3	1.3	1.4						1.34
T4	1.5	1.3	1.3	1.5	1.3	1.2	1.4						1.36

City of Peoria
Emergency Communications Center
Peoria County Sheriff's Department
Urgent calls for service by district

	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	Average
January 2012	Number of Calls	1	4	4	1	72	98	47	12	29	39	107		414		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	4.0	2.0	2.3	2.0	2.2	1.4	1.9	1.2	2.0	1.7	1.3		685.9		
	Police Response Time	0.0	15.3	3.8	21.0	7.4	7.5	12.3	7.4	3.5	8.6	3.7		2864.9		
	Total time	4.0	17.3	6.1	23.0	9.6	8.9	14.2	8.6	5.5	10.3	5.0		3550.8		
February 2012	Number of Calls	5	2	6	2	76	77	43	9	23	28	80		351		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	5.0	1.0	1.2	0.0	1.0	1.6	1.8	0.9	1.1	1.5	1.1		474.2		
	Police Response Time	11.5	15.0	5.3	10.0	7.3	6.6	12.3	8.0	3.0	8.0	3.7		2392.2		
	Total time	16.5	16.0	6.5	10.0	8.3	8.2	14.1	8.9	4.1	9.5	4.8		2866.4		
March 2012	Number of Calls	10	2	7	1	78	111	78	17	39	36	129		508		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	3.0	1.5	0.3	1.0	2.2	1.4	2.4	1.7	1.0	1.1	1.0		786.8		
	Police Response Time	6.1	15.0	8.7	15.0	7.8	7.1	11.5	6.4	2.7	8.0	3.7		3439.8		
	Total time	9.1	16.5	9.0	16.0	10.0	8.5	13.9	8.1	3.7	9.1	4.7		4226.6		
April 2012	Number of Calls	6	6	6	3	93	100	46	6	30	33	103		432		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	2.3	0.8	1.0	1.0	1.3	1.5	1.1	1.5	2.2	1.5	1.0		576.6		
	Police Response Time	2.4	13.2	5.2	15.0	8.2	6.0	10.6	6.8	3.0	8.5	3.2		2760.9		
	Total time	4.7	14.0	6.2	16.0	9.5	7.5	11.7	8.3	5.2	10.0	4.2		3337.5		
May 2012	Number of Calls	7	5	3	3	99	83	56	12	34	47	92		441		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	3.4	1.3	1.0	0.5	1.6	1.7	2.0	0.8	2.2	1.3	0.9		674.6		
	Police Response Time	4.8	10.5	6.7	11.3	8.5	5.6	9.5	6.0	3.5	6.5	4.3		2870.5		
	Total time	8.2	11.8	7.7	11.8	10.1	7.3	11.5	6.8	5.7	7.8	5.2		3545.1		
June 2012	Number of Calls	4	8	10	4	97	102	45	8	28	55	96		457		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	0.3	4.6	0.9	2.0	1.8	2.3	1.4	0.6	1.5	1.1	0.9		720.9		
	Police Response Time	1.0	11.8	4.4	12.5	7.7	6.4	9.3	8.9	3.5	8.9	3.5		3005.3		
	Total time	1.3	16.4	5.3	14.5	9.5	8.7	10.7	9.5	5.0	10.0	4.4		3726.2		

City of Peoria
Emergency Communications Center

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

County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	Average
July 2012	7	3	10	2	124	89	77	15	42	40	81		490		(total min/total calls)
Exceptions													0		
Dispatch Response Time	8.5	2.7	1.9	3.0	1.8	1.7	1.8	2.2	1.2	1.9	1.5		886.6	490	1.8
Police Response Time	1.2	17.3	9.9	11.5	7.2	6.3	12.0	4.9	3.6	7.0	3.6		3356.1	490	6.8
Total time	9.7	20.0	11.8	14.5	9.0	8.0	13.8	7.1	4.8	8.9	5.1		4242.7	490	8.7
YEAR TO DATE TOTALS AND AVERAGES - 2011															
Total Number of Calls													3093		
Total Number of Exceptions													0.0		
Average Dispatch Response Time													1.5		
Average Police Response Time													6.7		
Average Total Time													8.2		

City of Peoria
Emergency Communications Center
Peoria County Sheriff's Department
Routine calls by district

Month	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Total Minutes	Calls	Average	(total min/total calls)
		Number of Calls	Exceptions	Dispatch Response Time	Police Response Time	Total time												
January 2012	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls				
	Number of Calls	14	11	5	1	104	108	51	11	32	50	79		466				
	Exceptions													0				
	Dispatch Response Time	9.8	23.7	10.6	12.0	11.9	9.8	11.0	6.5	16.5	10.5	8.9		5147.5	466	11.0		
	Police Response Time	6.9	11.4	10.2	16.0	12.7	9.7	15.3	15.4	4.4	12.2	7.1		4918.8	466	10.6		
	Total time	16.7	35.1	20.8	28.0	24.6	19.5	26.3	21.9	20.9	22.7	16.0		10066.3	466	21.6		
February 2012	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls				
	Number of Calls	31	4	3	4	89	91	44	8	37	50	99		460				
	Exceptions													0				
	Dispatch Response Time	7.7	4.8	18.3	5.7	9.2	8.4	9.0	1.6	11.6	4.2	7.0		3659.8	460	8.0		
	Police Response Time	6.1	20.0	11.0	17.0	10.7	6.8	14.2	12.1	5.3	9.4	5.9		3913.0	460	8.5		
	Total time	13.8	24.8	29.3	22.7	19.9	15.2	23.2	13.7	16.9	13.6	12.9		7572.8	460	16.5		
March 2012	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls				
	Number of Calls	26	7	5	1	145	146	67	13	57	73	105		645				
	Exceptions													0				
	Dispatch Response Time	27.7	22.9	1.5	1.0	11.5	12.7	11.2	4.4	7.5	11.5	8.5		7377.8	645	11.4		
	Police Response Time	7.4	21.3	9.0	18.0	10.6	9.3	13.3	17.8	5.5	10.1	6.7		6176.1	645	9.6		
	Total time	35.1	44.2	10.5	19.0	22.1	22.0	24.5	22.2	13.0	21.6	15.2		13553.9	645	21.0		
April 2012	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls				
	Number of Calls	26	7	8	0	134	141	57	16	54	53	76		572				
	Exceptions													0				
	Dispatch Response Time	14.4	8.2	5.4	0.0	13.8	10.9	7.8	12.8	8.2	10.2	9.4		6208.3	572	10.9		
	Police Response Time	5.2	24.2	9.2		9.9	8.9	14.6	15.8	5.8	10.7	5.6		5350.6	572	9.4		
	Total time	19.6	32.4	14.6	0.0	23.7	19.8	22.4	28.6	14.0	20.9	15.0		11558.9	572	20.2		
May 2012	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls				
	Number of Calls	19	10	5	2	174	170	80	16	56	74	103		709				
	Exceptions													0				
	Dispatch Response Time	18.5	24.3	30.0	32.5	12.3	11.3	14.1	14.3	8.8	14.2	12.1		9017.4	709	12.7		
	Police Response Time	7.6	16.6	8.4	11.0	11.4	8.4	14.7	14.1	4.9	10.7	5.7		6840.9	709	9.6		
	Total time	26.1	40.9	38.4	43.5	23.7	19.7	28.8	28.4	13.7	24.9	17.8		15858.3	709	22.4		
June 2012	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls				
	Number of Calls	31	13	6	3	142	129	64	17	42	68	98		613				
	Exceptions													0				
	Dispatch Response Time	12.8	12.3	4.0	13.7	16.5	13.6	9.2	5.5	10.3	9.9	8.1		7301.1	613	11.9		
	Police Response Time	5.6	20.6	7.3	13.5	10.6	8.6	13.1	6.5	5.1	9.7	5.4		5492.2	613	9.0		
	Total time	18.4	32.9	11.3	27.2	27.1	22.2	22.3	12.0	15.4	19.6	13.5		12793.3	613	20.9		

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	Total Minutes	Calls	Average	
	Number of Calls	29	17	8	4	144	150	99	19	50	57	83					660
Exceptions														0			
Dispatch Response Time	13.6	7.8	22.4	28.3	16.3	10.8	12.9	2.8	8.1	12.0	7.9		7861.6	660	11.9		
Police Response Time	8.2	14.5	9.5	15.3	11.6	10.0	13.8	7.1	6.0	12.6	4.9		6717.9	660	10.2		
Total time	21.8	22.3	31.9	43.6	27.9	20.8	26.7	9.9	14.1	24.6	12.8		14579.5	660	22.1		
YEAR TO DATE TOTALS AND AVERAGES - 2011																	
Total Number of Calls													4125				
Total Number of Exceptions													0.0				
Average Dispatch Response Time													11.1				
Average Police Response Time													9.5				
Average Total Time													20.7				

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

	County District												Total Calls	Total Minutes	Calls	Average	
		700	710	711	712	713	714	715	716	717	718	726					Other
January 2012	Number of Calls	13		1	2	12	6	6	2		2	9		53			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	127.2		28.0	2.5	6.3	7.7	8.0	2.0		2.5	29.2		2128.2	53	40.2	
	Police Response Time	22.2			11.5	10.9	8.0	12.8	23.0		14.5	4.0		678.2	53	12.8	
	Total time	149.4	0.0	28.0	14.0	17.2	15.7	20.8	25.0	0.0	17.0	33.2	0.0	2806.4	53	53.0	
February 2012	Number of Calls	9	0	1	1	5	9	5	0	1	4	4		39			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	172.4	0.0	49.0	39.0	4.8	4.6	1.8	0.0	15.0	20.3	31.8		1937.4	39	49.7	
	Police Response Time	19.2	0.0	0.0	35.0	14.8	8.8	8.3	0.0	10.0	12.3	3.3		474.9	39	12.2	
	Total time	191.6	0.0	49.0	74.0	19.6	13.4	10.1	0.0	25.0	32.6	35.1	0.0	2412.3	39	61.9	
March 2012	Number of Calls	11	1	1	0	9	10	6	0	8	5	8		59			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	134.2	1.0	47.0	0.0	8.7	8.1	8.2	0.0	7.4	21.4	12.1		1995.7	59	33.8	
	Police Response Time	19.7	36.0	13.0		15.8	10.0	16.5	0.0	12.1	10.6	14.9		875.9	59	14.8	
	Total time	153.9	37.0	60.0	0.0	24.5	18.1	24.7	0.0	19.5	32.0	27.0	0.0	2871.6	59	48.7	
April 2012	Number of Calls	9	0	2	0	10	17	7	1	1	5	8		60			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	204.2	0.0	0.0	0.0	30.6	10.4	38.5	53.0	3.0	0.8	15.5		2774.1	60	46.2	
	Police Response Time	21.9	0.0	11.5	0.0	11.7	10.6	12.7	0.0	0.0	14.2	7.3		735.6	60	12.3	
	Total time	226.1	0.0	11.5	0.0	42.3	21.0	51.2	53.0	3.0	15.0	22.8	0.0	3509.7	60	58.5	
May 2012	Number of Calls	8	0	1	0	15	9	6	0	3	9	8		59			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	240.3	0.0	11.0	0.0	24.1	19.6	27.0	0.0	5.0	24.4	13.3		2974.3	59	50.4	
	Police Response Time	20.5	0.0	15.0	0.0	10.8	8.0	17.0	0.0	3.7	8.6	6.4		654.7	59	11.1	
	Total time	260.8	0.0	26.0	0.0	34.9	27.6	44.0	0.0	8.7	33.0	19.7	0.0	3629.0	59	61.5	
June 2012	Number of Calls	10	4	4	0	17	18	6	0	5	3	7		74			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	219.9	7.5	28.5	0.0	9.1	18.3	9.7	0.0	21.0	62.3	5.3		3214.3	74	43.4	
	Police Response Time	14.9	31.7	3.0	0.0	15.5	8.2	16.8	0.0	2.4	14.0	5.4		891.5	74	12.0	
	Total time	234.8	39.2	31.5	0.0	24.6	26.5	26.5	0.0	23.4	76.3	10.7	0.0	4105.8	74	55.5	

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	Total Minutes	Calls	Average
	Number of Calls	16	4	5		17	18	9		4	6	20				
Exceptions														0		
Dispatch Response Time	123.7	28.0	36.4		25.0	22.1	7.3		2.5	26.8	21.7			3766.5	99	38.0
Police Response Time	18.7	16.8	12.6		12.5	8.4	15.4		3.8	9.5	5.4			1111.9	99	11.2
Total time	142.4	44.8	49.0	0.0	37.5	30.5	22.7	0.0	6.3	36.3	27.1	0.0		4878.4	99	49.3
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls													443.0			
Total Number of Exceptions													0.0			
Average Dispatch Response Time													43.1			
Average Police Response Time													12.4			
Average Total Time													55.5			

July 2012