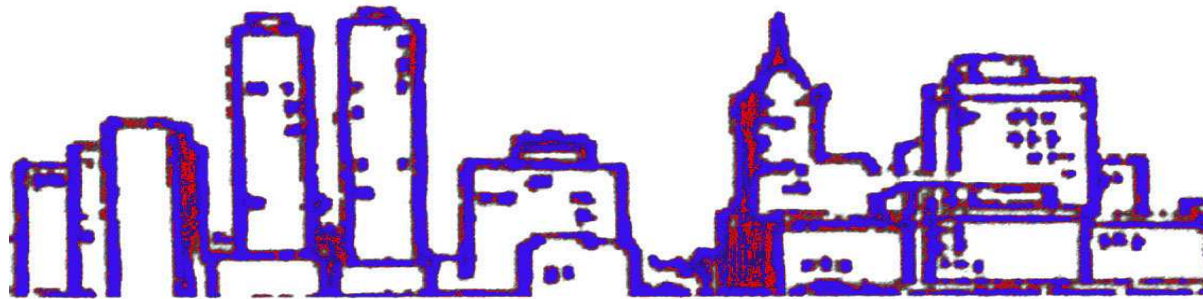


Peoria



9-1-1

Emergency Communications Center

**March
2012**

CITY OF PEORIA

EMERGENCY COMMUNICATIONS CENTER 2010 ANNUAL REPORT

[illegible]

City of Peoria
Emergency Communications Center

Police Department
Urgent Calls for Service
By Police District

January 2012	Police District	1	2	4	5	6	8	12	BLUFF			RICHWOODS							Total Calls	Calls	(total min/total calls)		
	Number of Calls	130	120	461	219	50	259	128	136	318	237	241	82	80	226	9	123	110	2929				
	Exceptions																	0	Total Minutes				
	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			Average	
	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				
	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	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Calls	(total min/total calls)		
	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	2601				
	Exceptions																		0			Total Minutes	Average
	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				
	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				
	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	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Calls	(total min/total calls)		
	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	3465				
	Exceptions																		0			Total Minutes	Average
	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				
	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				
	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
YEAR TO DATE TOTALS AND AVERAGES - 2011																							
Total Number of Calls								8995															
Total Number of Exceptions								0															
Average Dispatch Response Time								1.07															
Average Police Response Time								3.78															
Average Total Time								4.84															

City of Peoria
Emergency Communications Center

Police Department
Routine Calls for Service
By Police District

	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Calls	(total min/total calls) Average
		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		
																			Total Minutes		
	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	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls		
	Number of Calls	85	130	267	139	97	134	108	125	265	228	165	107	102	211	6	147	98	2414		
	Exceptions																		0		
																			Total Minutes		
	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
March 2012	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
	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls		
	Number of Calls	93	172	374	181	101	191	153	178	380	298	212	130	121	259	4	155	139	3141		
	Exceptions																		0		
																			Total Minutes		
	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
YEAR TO DATE TOTALS AND AVERAGES - 2011																					
Total Number of Calls									8171												
Total Number of Exceptions									0												
Average Dispatch Response Time									12.3												
Average Police Response Time									6.0												
Average Total Time									18.3												

City of Peoria
Emergency Communications Center

Police Department
Backlog Calls for Service
By Police District

January 2012		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	1	60	13	5	2	4	3	14	12	17	10	8	10	5	0	3	3	170		(total min/total calls)
	Exceptions																	0			
																			Total Minutes	Calls	Average
	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		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	7	53	11	6	3	6	6	9	13	17	6	3	3	8	0	8	6	165		(total min/total calls)
	Exceptions																		0		
																			Total Minutes	Calls	Average
		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
	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		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	4	59	8	5	6	9	10	10	21	18	9	9	4	4	0	5	8	189		(total min/total calls)
	Exceptions																		0		
																			Total Minutes	Calls	Average
		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
	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
YEAR TO DATE TOTALS AND AVERAGES - 2011																					
Total Number of Calls										524											
Total Number of Exceptions										0											
Average Dispatch Response Time										22.14											
Average Police Response Time										6.37											
Average Total Time										28.52											

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)
														Total Minutes		
	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	Fire Map	VALLEY				BLUFF			RICHWOODS					Total Calls		(total min/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			
	Number of Calls	179	70	211	46	142	124	107	189	45	99	55	31	1298		
														Total Minutes	Calls	Average
	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
March 2012	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
	Fire Map	VALLEY				BLUFF			RICHWOODS					Total Calls		(total min/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			
	Number of Calls	260	100	239	50	148	133	99	194	44	126	76	33	1502		
														Total Minutes	Calls	Average
	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
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls									4183							
Average Dispatch Response Time									0.8							
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

	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	Average
		1	4	4	1	72	98	47	12	29	39	107		414		
January 2012	Number of Calls													0		
	Exceptions															
	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	414	1.7
	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	414	6.9
	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	414	8.6
February 2012	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	5	2	6	2	76	77	43	9	23	28	80		351		
	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	351	1.4
	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	351	6.8
	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	351	8.2
March 2012	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	10	2	7	1	78	111	78	17	39	36	129		508		
	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	508	1.5
	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	508	6.8
	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	508	8.3
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls									1273							
Total Number of Exceptions									0.0							
Average Dispatch Response Time									1.5							
Average Police Response Time									6.8							
Average Total Time									8.4							

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)
		14	11	5	1	104	108	51	11	32	50	79		466			
January 2012	Number of Calls	14	11	5	1	104	108	51	11	32	50	79		466			
	Exceptions													0			
														Total Minutes			
	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			
														Total Minutes			
	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	
March 2012	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	
	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			
														Total Minutes			
	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	
YEAR TO DATE TOTALS AND AVERAGES - 2011																	
Total Number of Calls														1571			
Total Number of Exceptions														0.0			
Average Dispatch Response Time														10.1			
Average Police Response Time														9.5			
Average Total Time														19.7			

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) Average
		700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
January 2012	Number of Calls	13		1	2	12	6	6	2		2	9		53		
	Exceptions													0		
														Total Minutes		
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	9	0	1	1	5	9	5	0	1	4	4		39		
	Exceptions													0		
														Total Minutes		
	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
March 2012	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
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	11	1	1	0	9	10	6	0	8	5	8		59		
	Exceptions													0		
														Total Minutes		
	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
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls											151.0					
Total Number of Exceptions											0.0					
Average Dispatch Response Time											41.2					
Average Police Response Time											13.3					
Average Total Time											54.5					