



**OFFICE OF THE CITY MANAGER**



**TO: Honorable Mayor and Members of the City Council**

**FROM: Patrick Urich, City Manager** *Patrick Urich*

**DATE: October 11, 2013**

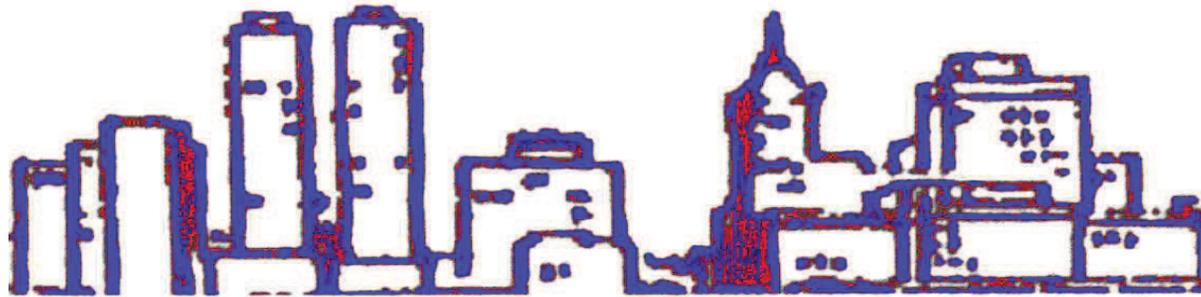
**SUBJECT: Issues Update**

The following is a report related to the City for the weekly Issues Update. If there are additional items you believe should be included, please let me know.

**Emergency Communications Center Report: September 2013**

Attached is the ECC report for the month of September 2013.

# Peoria



*9-1-1*

*Emergency Communications Center*

**2013**

**September**

CITY OF PEORIA  
EMERGENCY COMMUNICATIONS CENTER 2013 ANNUAL REPORT

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	2012 Totals
Landbased 9-1-1 Calls	2,438	2,342	2,502	2,577	2,892	2,877	2,788	2,696	2,278				23,390	32,951
Wireless 9-1-1 Calls	5,870	5,066	6,172	6,394	6,888	6,847	6,877	7,007	5,956				57,077	81,689
<b>TOTAL 9-1-1 CALLS</b>	<b>8,308</b>	<b>7,408</b>	<b>8,674</b>	<b>8,971</b>	<b>9,780</b>	<b>9,724</b>	<b>9,665</b>	<b>9,703</b>	<b>8,234</b>	0	0	0	<b>80,467</b>	<b>114,640</b>
Peoria Police Incoming Calls	7,259	5,976	7,022	8,081	8,800	9,171	8,949	8,696	7,693				71,647	105,636
Sheriff's Police Incoming Calls	2,630	2,513	2,913	3,066	3,286	3,283	3,217	3,420	2,889				27,217	41,450
<b>TOTAL POLICE INCOMING CALLS</b>	<b>9,889</b>	<b>8,489</b>	<b>9,935</b>	<b>11,147</b>	<b>12,086</b>	<b>12,454</b>	<b>12,166</b>	<b>12,116</b>	<b>10,582</b>	0	0	0	<b>98,864</b>	<b>147,086</b>
Volunteer Fire/EMS toll free calls	40	19	12	47	33	40	38	47	44				320	337
Peoria Fire Incoming Calls	659	619	640	769	947	865	818	876	788				6,981	9,414
<b>TOTAL FIRE INCOMING CALLS</b>	<b>699</b>	<b>638</b>	<b>652</b>	<b>816</b>	<b>980</b>	<b>905</b>	<b>856</b>	<b>923</b>	<b>832</b>	0	0	0	<b>7,301</b>	<b>9,751</b>
Operator Assist Calls/Alarm Calls	723	695	759	835	920	834	813	842	768				7,189	9,368
Ambulance Incoming Calls	227	196	206	231	179	218	194	176	226				1,853	2,626
ECC Supervisor Incoming Calls	993	847	877	946	1,069	930	835	777	906				8,180	12,097
Richwoods Dispatcher Incoming Calls	87	89	95	90	104	106	91	131	99				892	1,164
Downtown Dispatcher Incoming Calls	62	62	61	62	71	66	62	50	58				554	678
Prep 2 Dispatcher Incoming Calls	649	728	767	819	852	711	745	755	763				6,789	9,179
C-MED Dispatcher Incoming Calls	75	55	58	68	58	45	79	56	50				544	620
County Sheriff Dispatcher Incoming Calls	52	32	39	57	54	36	74	37	33				414	511
Fire Dispatcher Incoming Calls	140	87	65	107	123	88	96	90	88				884	2,477
OverFlow Dispatcher Incoming Calls	8	6	6	8	8	13	15	12	11				87	114
Call Taker Incoming Calls	3	10	5	2	5	2	7	0	1				35	11
<b>TOTAL INCOMING EXTENSION CALLS</b>	<b>2,069</b>	<b>1,916</b>	<b>1,973</b>	<b>2,159</b>	<b>2,344</b>	<b>1,997</b>	<b>2,004</b>	<b>1,908</b>	<b>2,009</b>	0	0	0	<b>18,379</b>	<b>26,851</b>
<b>TOTAL OUTGOING EXTENSION CALLS</b>	<b>3,182</b>	<b>2,444</b>	<b>4,768</b>	<b>6,038</b>	<b>6,599</b>	<b>6,024</b>	<b>6,124</b>	<b>6,316</b>	<b>5,550</b>				<b>47,045</b>	<b>78,747</b>
Peoria Police Dispatches/On view	5,440	7,430	8,100	8,826	9,637	9,637	9,507	9,479	8,554				76,610	114,893
Peoria County Sheriff Dispatches/On view	1,871	1,859	2,066	2,370	2,562	2,420	2,646	2,680	2,412				20,886	25,973
<b>TOTAL POLICE DISPATCHES/ON VIEW</b>	<b>7,311</b>	<b>9,289</b>	<b>10,166</b>	<b>11,196</b>	<b>12,199</b>	<b>12,057</b>	<b>12,153</b>	<b>12,159</b>	<b>10,966</b>	0	0	0	<b>97,496</b>	<b>140,866</b>
Air National Guard Fire Dispatches	2	4	5	2	17	6	4	6	2				48	66
Akron-Princeville Fire Dispatches	18	12	24	22	17	17	14	31	24				179	226
Brimfield Fire Dispatches	20	20	29	29	20	20	28	27	30				223	245
Dunlap Fire Dispatches	30	24	31	36	34	31	27	27	34				274	356
Elmwood Fire Dispatches	28	10	14	18	17	16	7	8	5				123	129
Limestone Fire Dispatches	96	92	96	120	107	111	94	100	133				949	1,299
Logan-Trivoli Fire Dispatches	39	36	39	29	41	34	26	35	24				303	408
Peoria Fire Dispatches	1,508	1,328	1,446	1,558	1,716	1,535	1,555	1,599	1,486				13,731	18,098
Timber-Hollis Fire Dispatches	37	22	37	33	29	32	26	29	24				269	344
Tuscarora Fire Dispatches	4	3	2	3	2	4	4	3	1				26	42
West Peoria Fire Dispatches	57	40	38	42	48	51	45	41	44				406	543
MABAS Fire Calls	4	1	7	4	10	6	2	2	2				38	29
MABAS EMS Calls	0	0	0	0	0	0	0	0	0				0	0
<b>TOTAL FIRE DISPATCHES</b>	<b>1,843</b>	<b>1,592</b>	<b>1,768</b>	<b>1,896</b>	<b>2,058</b>	<b>1,863</b>	<b>1,832</b>	<b>1,908</b>	<b>1,809</b>	0	0	0	<b>16,531</b>	<b>21,756</b>
AMT Ambulance Dispatches	1,192	1,075	1,193	1,241	1,421	1,204	1,311	1,320	1,193				11,150	14,998
APA Ambulance Dispatches	16	18	17	13	11	17	7	27	17				143	166
BYE Ambulance Dispatches	46	40	43	40	36	43	38	39	35				360	445
<b>TOTAL AMBULANCE DISPATCHES</b>	<b>1,254</b>	<b>1,133</b>	<b>1,253</b>	<b>1,294</b>	<b>1,468</b>	<b>1,264</b>	<b>1,356</b>	<b>1,386</b>	<b>1,245</b>	0	0	0	<b>11,653</b>	<b>15,609</b>
Peoria County Coroner Incoming Calls	222	174	234	225	104	206	191	222	167				1,745	2,236
Community Messaging System Call-outs	10	9	16	22	6	14	19	16	16				128	162
Telephone Trouble Reports Completed	1	3	3	2	0	1	4	0	1				15	12
ETSB Equipment Trouble Reported	6	9	5	7	5	7	9	5	6				59	86
Citizen Concerns	2	0	0	0	0	0	0	5	5				12	17
CD Requests from State's Attorney's Office	6	12	11	4	3	8	3	8	4				59	157
CD Requests from FOI / Subpoena	5	1	1	5	3	3	5	1	3				27	34
CD Requests from Inner Departmental	16	15	14	4	6	5	14	8	9				91	108
<b>Total Number of CD Requests</b>	<b>27</b>	<b>28</b>	<b>26</b>	<b>13</b>	<b>12</b>	<b>16</b>	<b>22</b>	<b>17</b>	<b>16</b>	0	0	0	<b>177</b>	<b>299</b>
ILEAS Call Outs	0	0	0	0	0	0	0	0	0				0	1
JULIE Dig	61	20	37	55	66	56	47	47	45				434	501

## Yearly Summary

	<b>Number of Calls</b>	<b>Dispatch Response Time</b>	<b>Police Response Time</b>	<b>Total Time</b>	
<b>PEORIA POLICE</b>					
Urgent	26963	0.99	3.84	4.38	
Routine	25693	13.89	6.06	19.95	
Backlog	2025	19.95	6.95	26.90	
<b>PEORIA COUNTY SHERIFF</b>					
Urgent	3638	1.62	7.24	8.85	
Routine	4797	10.90	9.03	19.94	
Backlog	527	38.87	12.12	50.99	
	<b>Number of Calls</b>	<b>Dispatch Response Time</b>	<b>Fire Response Time</b>	<b>Total Time</b>	<b>Average Turnout Time</b>
<b>PEORIA FIRE</b>	13713	0.72	4.21	4.94	1.47

City of Peoria  
Emergency Communications Center

Police Department  
Urgent 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 2013	Number of Calls	125	86	408	192	46	212	120	135	322	238	220	94	72	209	8	95	116	2698		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	0.8	0.6	1.1	0.7	0.8	0.7	0.5	0.7	1.2	0.8	1.0	0.5	0.8	1.0	2.4	1.1	0.8	2401.4			2698	0.9
	Police Response Time	2.2	3.0	3.5	3.0	3.5	3.1	3.4	3.3	3.4	3.4	4.9	4.5	5.4	6.0	6.0	4.1	7.0	10506.0			2698	3.9
	Total time	3.0	3.6	4.6	3.7	4.3	3.8	3.9	4.0	4.6	4.2	5.9	5.0	6.2	7.0	8.4	5.2	7.8	12907.4			2698	4.8
	Exceptions																					0	
February 2013	Number of Calls	117	80	358	167	32	165	103	133	255	211	161	76	67	203	3	87	101	2319		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	0.8	0.9	0.7	0.6	0.7	1.1	0.6	0.9	1.2	0.8	0.8	1.0	0.8	1.3	0.5	0.9	1.0	2079.7			2319	0.9
	Police Response Time	2.1	3.5	3.2	3.4	3.6	3.0	3.6	3.4	3.8	3.5	5.0	4.7	4.5	6.7	8.0	4.4	6.4	9256.8			2319	4.0
	Total time	2.9	4.4	3.9	4.0	4.3	4.1	4.2	4.3	5.0	4.3	5.8	5.7	5.3	8.0	8.5	5.3	7.4	11336.5			2319	4.9
	Exceptions																					0	
March 2013	Number of Calls	138	110	401	211	62	219	123	130	338	247	228	84	70	186	6	121	121	2795		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	0.6	0.6	1.0	0.8	0.8	0.8	1.1	1.0	0.9	1.0	0.9	0.5	1.2	1.1	2.3	1.1	0.9	2551.5			2795	0.9
	Police Response Time	2.1	3.2	3.4	3.1	3.0	3.2	3.7	3.5	3.5	3.3	4.6	4.4	5.4	6.4	4.5	4.4	6.7	10811.2			2795	3.9
	Total time	2.7	3.8	4.4	3.9	3.8	4.0	4.8	4.5	4.4	4.3	5.5	4.9	6.6	7.5	6.8	5.5	7.6	13362.7			2795	4.8
	Exceptions																					0	
April 2013	Number of Calls	126	133	443	260	47	260	140	150	402	258	235	101	80	209	11	93	125	3073		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	0.7	0.8	0.7	1.5	0.7	0.8	1	1.2	0.8	0.9	1.0	1.2	1.1	1.0	0.2	1.1	1.0	2892.1			3073	0.9
	Police Response Time	2.3	3.1	3.3	3.1	2.7	3.4	3.7	3.3	3.0	3.1	4.6	4.0	5.3	5.8	7.5	4.5	6.9	11484.4			3073	3.7
	Total time	3.0	3.9	4.0	4.6	3.4	4.2	4.7	4.5	3.8	4.0	5.6	5.2	6.4	6.8	7.7	5.6	7.9	14376.5			3073	4.7
	Exceptions																					0	
May 2013	Number of Calls	133	165	578	258	69	268	141	176	479	296	239	143	67	260	5	121	106	3504		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	0.9	0.9	1.0	1.0	0.7	0.9	1.2	0.8	1.0	0.9	0.9	1.3	2.3	1.3	0.5	1.8	1.0	3668.5			3504	1.0
	Police Response Time	2.2	3.5	3.0	3.2	4.1	3.1	3.8	3.6	3.1	3.2	4.3	4.3	5.2	6.2	7.8	4.8	6.7	13077.9			3504	3.7
	Total time	3.1	4.4	4.0	4.2	4.8	4.0	5.0	4.4	4.1	4.1	5.2	5.6	7.5	7.5	8.3	6.6	7.7	16746.4			3504	4.8
	Exceptions																					0	
June 2013	Number of Calls	145	149	488	243	56	283	127	163	433	286	215	110	82	200	8	120	105	3213		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	0.8	1.0	1.0	1.2	0.8	0.8	1.8	1.3	1.0	0.9	0.9	1.3	1.1	1.2	1.0	1.0	1.0	3346.4			3213	1.0
	Police Response Time	2.5	3.1	3.3	3.1	3.9	3.0	3.5	3.2	3.2	3.4	4.6	4.9	4.9	6.5	6.5	4.6	7.1	12158.9			3213	3.8
	Total time	3.3	4.1	4.3	4.3	4.7	3.8	5.3	4.5	4.2	4.3	5.5	6.2	6.0	7.7	7.5	5.6	8.1	15505.3			3213	4.8
	Exceptions																					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  
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				
July 2013	Number of Calls	130	154	500	253	52	298	132	142	424	276	246	91	81	176	8	116	121	3200			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	1.1	1.1	0.8	1.0	0.7	0.7	1.1	0.9	0.9	1.4	1.3	0.9	1.1	1.3	1.0	0.6	1.1	3181.7	3200	1.0	
	Police Response Time	2.5	3.7	2.9	3.0	3.2	2.9	3.6	3.5	3.0	3.2	4.9	4.5	5.4	6.3	6.0	4.8	7.4	11923.1	3200	3.7	
	Total time	3.6	4.8	3.7	4.0	3.9	3.6	4.7	4.4	3.9	4.6	6.2	5.4	6.5	7.6	7.0	5.4	8.5	15104.8	3200	4.7	
August 2013	Number of Calls	143	150	538	229	57	258	139	168	384	298	261	101	80	206	7	133	120	3272			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	1.1	1.3	1.1	1.7	0.8	1.1	1.4	0.9	1.2	0.9	1.0	1.1	1.3	0.9	0.8	1.1	1.2	3695.0	3272	1.1	
	Police Response Time	2.4	3.4	3.1	3.3	3.4	3.0	4.1	3.4	3.4	3.2	6.2	5.2	5.0	6.5	5.5	4.8	6.3	12960.1	3272	4.0	
	Total time	3.5	4.7	4.2	5.0	4.2	4.1	5.5	4.3	4.6	4.1	7.2	6.3	6.3	7.4	6.3	5.9	7.5	16655.1	3272	5.1	
September 2013	Number of Calls	82	139	447	236	71	234	154	137	352	277	219	101	67	179	7	100	87	2889			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	0.8	0.7	0.7	0.8	0.7	1.1	1.3	0.8	1.0	1.3	1.2	1.5	1.3	1.7	1.8	0.8	1.0	2978.9	2889	1.0	
	Police Response Time	2.7	3.2	2.9	3.5	3.4	3.1	3.9	3.3	3.7	3.5	5.3	4.9	5.0	6.2	8.7	4.3	6.8	11262.8	2889	3.9	
	Total time	3.5	3.9	3.6	4.3	4.1	4.2	5.2	4.1	4.7	4.8	6.5	6.4	6.3	7.9	10.5	5.1	7.8	14241.7	2889	4.9	
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																						
Total Number of Calls								26963														
Total Number of Exceptions								0														
Average Dispatch Response Time								0.99														
Average Police Response Time								3.84														
Average Total Time								4.38														

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

	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 2013	Number of Calls	64	149	255	129	100	103	143	123	272	219	198	122	92	192	6	164	122	2453			(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	7.0	13.3	10.6	10.4	12.2	9.0	13.4	8.7	10.3	10.9	13.5	10.9	10.7	14.1	1.5	9.1	11.9	27443.9				2453	11.2
	Police Response Time	4.3	5.8	5.5	5.5	5.6	4.9	5.9	5.6	5.5	5.6	6.6	7.6	7.1	8.2	9.2	7.8	9.2	15489.4				2453	6.3
	Total time	11.3	19.1	16.1	15.9	17.8	13.9	19.3	14.3	15.8	16.5	20.1	18.5	17.8	22.3	10.7	16.9	21.1	42933.3				2453	17.5
February 2013	Number of Calls	64	137	203	108	85	110	113	103	246	165	146	111	76	186	3	151	99	2106			(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	7.5	13.4	9.5	11.7	9.8	10.7	10.4	6.5	16.3	10.5	14.0	11.7	12.9	14.4	0.7	15.6	12.7	25721.4				2106	12.2
	Police Response Time	5.3	6.8	5.1	5.1	8.9	5.2	6.8	5.2	5.2	4.8	7.0	7.3	7.7	8.7	10.0	6.6	9.2	13533.7				2106	6.4
	Total time	12.8	20.2	14.6	16.8	18.7	15.9	17.2	11.7	21.5	15.3	21.0	19.0	20.6	23.1	10.7	22.2	21.9	39255.1				2106	18.6
March 2013	Number of Calls	75	147	269	115	99	155	120	132	269	217	187	117	89	217	5	163	130	2506			(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	7.7	10.0	9.4	14.1	11.8	12.1	13.1	10.6	14.9	14.0	12.5	10.2	9.5	14.5	4.0	11.3	15.0	30593.4				2506	12.2
	Police Response Time	4.0	6.2	5.1	4.7	7.0	4.1	5.7	5.1	4.9	5.0	6.0	7.1	7.7	8.5	11.4	7.8	9.6	15271.5				2506	6.1
	Total time	11.7	16.2	14.5	18.8	18.8	16.2	18.8	15.7	19.8	19.0	18.5	17.3	17.2	23.0	15.4	19.1	24.6	45864.9				2506	18.3
April 2013	Number of Calls	87	165	338	147	102	178	121	132	400	242	173	144	105	192	3	183	134	2846			(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	10.0	10.8	11.0	15.8	14.1	14.0	12.5	15.8	15.8	9.5	14.3	11.1	10.8	12.8	9.0	11.8	14.1	36579.6				2846	12.9
	Police Response Time	3.9	4.8	5.3	4.9	7.4	4.9	5.6	5.5	4.5	4.4	6.1	6.8	7.8	8.0	9.3	7.9	7.8	16446.7				2846	5.8
	Total time	13.9	15.6	16.3	20.7	21.5	18.9	18.1	21.3	20.3	13.9	20.4	17.9	18.6	20.8	18.3	19.7	21.9	53026.3				2846	18.6
May 2013	Number of Calls	77	186	359	165	112	162	147	172	439	288	228	154	117	259	10	179	132	3186			(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	15.0	12.6	14.9	16.2	14.5	17.6	12.2	13.3	15.5	16.0	20.3	19.5	17.1	17.9	22.1	18.7	13.4	51094.7				3186	16.0
	Police Response Time	3.9	5.2	4.6	5.0	5.9	5.2	4.3	5.3	5.2	4.9	5.7	6.3	7.6	8.5	10.9	8.0	8.2	18468.7				3186	5.8
	Total time	18.9	17.8	19.5	21.2	20.4	22.8	16.5	18.6	20.7	20.9	26.0	25.8	24.7	26.4	33.0	26.7	21.6	69563.4				3186	21.8
June 2013	Number of Calls	96	182	401	155	124	216	163	179	429	333	265	141	109	233	6	189	175	3396			(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	14.1	13.9	12.1	14.4	16.1	17.0	14.9	14.1	14.9	15.2	20.6	16.6	15.8	15.2	21.6	17.8	15.4	52294.4				3396	15.4
	Police Response Time	4.8	5.7	4.7	4.9	6.1	5.0	5.3	5.4	5.0	5.1	6.4	6.1	7.1	8.9	6.8	7.2	9.3	20085.4				3396	5.9
	Total time	18.9	19.6	16.8	19.3	22.2	22.0	20.2	19.5	19.9	20.3	27.0	22.7	22.9	24.1	28.4	25.0	24.7	72379.8				3396	21.3

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

	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					
July 2013	Number of Calls	85	176	344	216	116	213	170	173	405	313	262	122	112	251	11	166	148	3283		(total min/total calls)		
	Exceptions																		0				
																			Total Minutes				
	Dispatch Response Time	10.2	12.3	12.0	18.5	12.5	16.7	16.6	12.7	16.3	14.5	17.8	17.3	14.1	15.7	15.1	12.6	17.7	49493.4	3283	15.1		
	Police Response Time	4.5	5.9	4.9	4.5	8.4	4.5	5.8	5.5	4.7	5.0	6.0	8.0	7.8	8.6	8.2	7.8	9.2	19744.2	3283	6.0		
Total time	14.7	18.2	16.9	23.0	20.9	21.2	22.4	18.2	21.0	19.5	23.8	25.3	21.9	24.3	23.3	20.4	26.9	69237.6	3283	21.1			
August 2013	Number of Calls	96	128	340	178	106	175	179	188	387	297	201	141	131	246	6	192	130	3121		(total min/total calls)		
	Exceptions																		0				
																			Total Minutes				
	Dispatch Response Time	11.1	13.5	13.6	19.1	17.8	16.6	14.1	14.1	17.4	13.8	15.4	14.5	16.4	14.7	5.2	17.8	18.7	48400.6	3121	15.5		
	Police Response Time	4.8	6.3	4.8	5.3	5.7	4.3	6.1	5.2	4.5	4.9	5.4	7.2	8.0	8.4	14.4	7.0	9.1	18294.0	3121	5.9		
Total time	15.9	19.8	18.4	24.4	23.5	20.9	20.2	19.3	21.9	18.7	20.8	21.7	24.4	23.1	19.6	24.8	27.8	66694.6	3121	21.4			
September 2013	Number of Calls	93	128	347	166	88	179	154	152	342	257	163	136	106	205	5	155	120	2796		(total min/total calls)		
	Exceptions																		0				
																			Total Minutes				
	Dispatch Response Time	12.2	12.8	10.6	16.9	12.0	12.3	12.9	16.4	17.0	14.6	18.2	13.2	14.0	20.5	8.0	13.9	12.2	40666.7	2796	14.5		
	Police Response Time	4.2	5.5	5.0	4.7	7.0	4.2	6.1	6.2	5.5	6.9	6.4	7.5	7.7	8.3	10.8	9.6	8.9	17704.6	2796	6.3		
Total time	16.4	18.3	15.6	21.6	19.0	16.5	19.0	22.6	22.5	21.5	24.6	20.7	21.7	28.8	18.8	23.5	21.1	58371.3	2796	20.9			
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																							
Total Number of Calls																					25693		
Total Number of Exceptions																					0		
Average Dispatch Response Time																					13.9		
Average Police Response Time																					6.1		
Average Total Time																					20.0		

City of Peoria  
Emergency Communications Center

Police Department  
Backlog 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 2013	Number of Calls	10	55	13	8	4	6	8	10	17	11	11	4	7	7	0	4	3	178			
	Exceptions																		0			
	Dispatch Response Time	19.7	15.3	18.1	17.6	4.0	9.2	12.3	10.4	10.4	17.2	19.1	10.3	7.0	58.9		11.3	3.0	2821.0	178	15.8	
	Police Response Time	4.3	10.0	7.3	8.9	6.0	5.4	6.0	3.3	7.5	6.4	8.5	8.3	7.3	4.7		8.5	8.0	1363.1	178	7.7	
	Total time	24.0	25.3	25.4	26.5	10.0	14.6	18.3	13.7	17.9	23.6	27.6	18.6	14.3	63.6	0.0	19.8	11.0	4184.1	178	23.5	
February 2013	Number of Calls	5	45	11	5	6	5	4	9	21	15	8	3	9	10	1	5	4	166			
	Exceptions																		0			
	Dispatch Response Time	35.4	14.9	8.2	19.3	14.3	55.2	4.0	10.0	19.8	17.9	48.5	23.7	12.7	14.0	19.0	28.8	55.0	3282.7	166	19.8	
	Police Response Time	17.2	8.7	8.7	5.8	5.3	8.2	4.3	7.7	6.7	7.7	5.5	8.7	6.3	8.8	12.0	13.6	7.0	1340.5	166	8.1	
	Total time	52.6	23.6	16.9	25.1	19.6	63.4	8.3	17.7	26.5	25.6	54.0	32.4	19.0	22.8	31.0	42.4	62.0	4623.2	166	27.9	
March 2013	Number of Calls	2	38	16	9	3	4	6	5	12	13	15	3	6	7	2	3	4	148			
	Exceptions																		0			
	Dispatch Response Time	7.5	20.2	11.6	24.4	0.7	1.5	10.2	7.8	13.5	36.2	22.3	61.7	7.0	1.7	5.0	4.0	22.0	2612.2	148	17.7	
	Police Response Time	4.3	8.7	6.4	4.8	4.3	4.8	12.4	7.0	6.1	4.8	7.2	14.3	8.0	6.6	7.0	6.7	7.3	1070.3	148	7.2	
	Total time	11.8	28.9	18.0	29.2	5.0	6.3	22.6	14.8	19.6	41.0	29.5	76.0	15.0	8.3	12.0	10.7	29.3	3682.5	148	24.9	
April 2013	Number of Calls	6	67	22	9	3	7	9	14	25	19	13	10	8	12	1	11	7	243			
	Exceptions																		0			
	Dispatch Response Time	18.3	26.6	11.0	20.0	3.0	25.7	22.3	21.9	24.8	19.4	21.2	10.1	8.0	15.0	11.0	15.0	6.9	4843.7	243	19.9	
	Police Response Time	7.4	8.8	7.1	4.6	6.0	4.6	4.3	6.6	4.6	3.9	3.5	7.0	4.6	8.0	3.0	6.6	12.0	1609.9	243	6.6	
	Total time	25.7	35.4	18.1	24.6	9.0	30.3	26.6	28.5	29.4	23.3	24.7	17.1	12.6	23.0	14.0	21.6	18.9	6453.6	243	26.6	
May 2013	Number of Calls	11	44	16	10	5	11	8	19	36	19	12	13	5	11	1	9	7	237			
	Exceptions																		0			
	Dispatch Response Time	32.5	14.0	10.3	16.8	22.2	24.9	9.8	27.8	30.1	29.9	13.4	7.1	47.8	14.4		59.7	39.4	5413.1	237	22.8	
	Police Response Time	4.2	8.7	4.9	6.2	7.0	4.1	6.5	7.1	4.9	3.9	5.0	7.1	8.6	11.5	2.0	6.6	8.4	1528.9	237	6.5	
	Total time	36.7	22.7	15.2	23.0	29.2	29.0	16.3	34.9	35.0	33.8	18.4	14.2	56.4	25.9	2.0	66.3	47.8	6942.0	237	29.3	
June 2013	Number of Calls	4	40	44	15	5	7	21	16	35	36	17	8	7	10	1	5	5	276			
	Exceptions																		0			
	Dispatch Response Time	75.8	16.4	15.9	21.7	5.0	9.7	27.3	48.9	18.4	19.4	22.7	27.5	17.0	19.5	2.0	90.4	4.4	6171.2	276	22.4	
	Police Response Time	6.5	10.2	5.7	4.1	7.0	3.1	5.9	5.4	4.2	6.1	6.2	3.1	5.0	7.6	13.0	9.2	5.3	1706.6	276	6.2	
	Total time	82.3	26.6	21.6	25.8	12.0	12.8	33.2	54.3	22.6	25.5	28.9	30.6	22.0	27.1	15.0	99.6	9.7	7877.8	276	28.5	

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  
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					
July 2013	Number of Calls	9	54	60	14	9	10	20	13	56	46	28	5	11	18		15	20	388		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	25.9	24.2	12.4	16.0	6.8	8.8	7.1	44.3	15.6	25.0	23.2	8.4	19.7	23.3		11.9	34.4	7592.8			388	19.6
	Police Response Time	5.1	8.0	4.4	2.0	5.0	4.8	5.2	9.1	3.3	4.6	5.0	9.2	7.4	11.1		7.1	7.1	2197.3			388	5.7
	Total time	31.0	32.2	16.8	18.0	11.8	13.6	12.3	53.4	18.9	29.6	28.2	17.6	27.1	34.4	0.0	19.0	41.5	9790.1			388	25.2
August 2013	Number of Calls	8	50	15	9	3	9	6	9	26	18	10	9	4	9	1	4	6	196		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	10.9	20.8	3.7	32.1	0.3	17.2	42.5	22.3	11.5	30.9	16.3	14.3	46.0	7.8	32.0	11.3	5.2	3592.5			196	18.3
	Police Response Time	3.0	7.0	6.1	8.4	4.7	2.8	9.4	11.1	7.1	5.5	6.8	5.7	7.0	6.5	0.0	10.0	8.8	1318.9			196	6.7
	Total time	13.9	27.8	9.8	40.5	5.0	20.0	51.9	33.4	18.6	36.4	23.1	20.0	53.0	14.3	32.0	21.3	14.0	4911.4			196	25.1
September 2013	Number of Calls	4	51	14	6	7	8	8	12	19	14	15	8	5	11	0	4	7	193		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	13.5	17.0	12.5	18.7	33.0	3.5	25.1	17.9	15.7	54.5	15.9	23.8	65.2	28.6	0.0	57.5	33.9	4480.9			193	23.2
	Police Response Time	4.5	9.9	8.4	6.0	7.8	5.0	6.5	6.8	4.9	10.1	5.9	9.5	8.8	6.8	0.0	7.8	11.8	1536.3			193	8.0
	Total time	18.0	26.9	20.9	24.7	40.8	8.5	31.6	24.7	20.6	64.6	21.8	33.3	74.0	35.4	0.0	65.3	45.7	6017.2			193	31.2
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																							
Total Number of Calls																		2025					
Total Number of Exceptions																		0					
Average Dispatch Response Time																		19.95					
Average Police Response Time																		6.95					
Average Total Time																		26.90					

City of Peoria  
Emergency Communications Center

Peoria Fire Department  
Fire Calls for Service  
By Fire Map

	Fire Map	VALLEY				BLUFF			RICHWOODS					Total Calls	Total Minutes	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 2013	Number of Calls	250	70	232	78	149	169	104	200	60	106	71	41	1530			(total min/total calls)
	Dispatch Response Time	0.5	0.9	0.4	1.2	0.7	0.6	0.5	0.6	1.3	0.6	0.6	0.3	948.6	1530	0.6	
	Fire Response Time	3.4	3.6	4.2	5.2	3.8	4.4	4	4.4	5.1	4.7	5.7	5.3	6514.0	1530	4.3	
	Total time	3.9	4.5	4.6	6.4	4.5	5.0	4.5	5.0	6.4	5.3	6.3	5.6	7462.6	1530	4.9	
February 2013	Number of Calls	230	83	186	44	146	110	93	185	33	122	55	37	1324			(total min/total calls)
	Dispatch Response Time	0.5	0.5	0.5	0.4	0.4	1.8	0.6	0.4	2.3	0.2	0.5	1.3	829.2	1324	0.6	
	Fire Response Time	3.4	3.7	4.3	5.5	4	4	4	4.5	4.6	4.7	5.3	5.0	5561.1	1324	4.2	
	Total time	3.9	4.2	4.8	5.9	4.4	5.8	4.6	4.9	6.9	4.9	5.8	6.3	6390.3	1324	4.8	
March 2013	Number of Calls	240	77	205	53	149	131	111	203	39	122	72	36	1438			(total min/total calls)
	Dispatch Response Time	0.9	0.3	0.5	0.5	0.6	1.2	0.7	0.7	1.9	1.0	0.8	0.3	1099.0	1438	0.8	
	Fire Response Time	3.5	3.6	4.1	5.4	3.8	4.7	3.9	4.5	4.4	4.6	6.2	5.5	6149.4	1438	4.3	
	Total time	4.4	3.9	4.6	5.9	4.4	5.9	4.6	5.2	6.3	5.6	7.0	5.8	7248.4	1438	5.0	
April 2013	Number of Calls	275	109	228	69	174	157	90	209	40	111	67	33	1562			(total min/total calls)
	Dispatch Response Time	0.6	1.0	0.8	0.3	0.6	0.6	1.5	0.3	1.8	0.5	1.2	0.4	1094.5	1562	0.7	
	Fire Response Time	3.4	3.5	4.2	4.9	3.8	4.5	4.1	4.5	4.9	4.5	5.7	5.8	6558.2	1562	4.2	
	Total time	4.0	4.5	5.0	5.2	4.4	5.1	5.6	4.8	6.7	5.0	6.9	6.2	7652.7	1562	4.9	
May 2013	Number of Calls	340	110	249	59	174	164	107	214	39	153	62	52	1723			(total min/total calls)
	Dispatch Response Time	0.5	0.9	0.5	0.3	1.0	0.7	0.6	0.6	0.4	0.6	0.5	0.5	1057.0	1723	0.6	
	Fire Response Time	3.5	3.9	3.9	5.1	3.7	4.3	4	4.2	4	4.8	5.3	5.7	7082.2	1723	4.1	
	Total time	4.0	4.8	4.4	5.4	4.7	5.0	4.6	4.8	4.4	5.4	5.8	6.2	8139.2	1723	4.7	
June 2013	Number of Calls	286	100	219	61	138	152	110	198	46	131	51	28	1520			(total min/total calls)
	Dispatch Response Time	0.8	1.0	0.5	0.9	1.4	1.3	0.8	0.4	5.3	0.3	0.4	0.7	1374.3	1520	0.9	
	Fire Response Time	3.4	3.8	4.3	4.7	3.8	4.5	4	4.5	5.7	4.6	5.9	5.7	6445.5	1520	4.2	
	Total time	4.2	4.8	4.8	5.6	5.2	5.8	4.8	4.9	11.0	4.9	6.3	6.4	7819.8	1520	5.1	
July 2013	Number of Calls	300	91	251	66	125	143	86	221	49	114	62	26	1534			(total min/total calls)
	Dispatch Response Time	0.7	0.6	0.7	0.5	0.9	0.6	0.6	0.7	2.6	0.7	0.9	0.8	1161.7	1534	0.8	
	Fire Response Time	3.6	3.6	4.1	4.7	3.8	4.3	4.2	4.6	5.2	4.7	5.8	5.1	6497.4	1534	4.2	
	Total time	4.3	4.2	4.8	5.2	4.7	4.9	4.8	5.3	7.8	5.4	6.7	5.9	7659.1	1534	5.0	

City of Peoria  
Emergency Communications Center

Peoria Fire Department  
Fire Calls for Service  
By Fire Map

	Fire Map	VALLEY				BLUFF			RICHWOODS				Total Calls	Total Minutes	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
August 2013	Number of Calls	261	106	269	61	166	156	95	226	48	116	53	31	1588			(total min/total calls)
	Dispatch Response Time	0.6	1.1	1.0	1.5	0.5	1.4	1.0	0.5	0.8	0.4	0.9	0.5	1291.1	1588	0.8	
	Fire Response Time	3.6	3.5	4.1	5.1	3.8	4.6	4.2	4.4	4.1	4.9	5.5	5.6	6696.7	1588	4.2	
	Total time	4.2	4.6	5.1	6.6	4.3	6.0	5.2	4.9	4.9	5.3	6.4	6.1	7987.8	1588	5.0	
September 2013	Number of Calls	284	77	204	69	159	134	91	199	49	135	57	36	1494			(total min/total calls)
	Dispatch Response Time	0.7	1.1	0.4	1.4	0.7	0.5	1.0	0.8	0.9	0.4	0.4	0.4	1025.5	1494	0.7	
	Fire Response Time	3.6	3.6	4	5.5	3.9	4.4	4	4.2	4.3	4.8	5.8	4.8	6266.7	1494	4.2	
	Total time	4.3	4.7	4.4	6.9	4.6	4.9	5.0	5.0	5.2	5.2	6.2	5.2	7292.2	1494	4.9	
<b>YEAR TO DATE TOTALS AND AVERAGES - 2011</b>																	
Total Number of Calls												13713					
Average Dispatch Response Time												0.7					
Average Fire Response Time												4.2					
Average Total Time												4.9					

Peoria Fire Department  
Average Turn-Out Time for Each Apparatus  
2013

	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>Yearly Average</b>
B1	1.5	1.5	1.6	1.4	1.5	1.5	1.5	1.5	1.5				<b>1.50</b>
E1	1.6	1.4	1.5	1.4	1.5	1.5	1.4	1.6	1.5				<b>1.49</b>
R1	1.5	1.3	1.4	1.4	1.4	1.4	1.4	1.4	1.5				<b>1.41</b>
T1	1.6	1.6	1.5	1.7	1.6	1.7	1.8	1.7	1.6				<b>1.64</b>
E10	1.6	1.4	1.4	1.4	1.4	1.4	1.3	1.3	1.4				<b>1.40</b>
E12	1.4	1.5	1.5	1.5	1.5	1.2	1.5	1.4	1.3				<b>1.42</b>
E13	1.3	1.2	1.3	1.2	1.3	1.3	1.3	1.2	1.3				<b>1.27</b>
T14	1.7	1.6	1.5	1.7	1.6	1.6	1.7	1.7	1.7				<b>1.64</b>
E15	1.6	1.6	1.7	1.6	1.7	1.6	1.4	1.6	1.5				<b>1.59</b>
E16	1.5	1.5	1.4	1.5	1.4	1.4	1.5	1.5	1.5				<b>1.47</b>
E19	1.7	1.6	1.7	1.6	1.5	1.7	1.4	1.6	1.6				<b>1.60</b>
E2	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.4	1.5				<b>1.49</b>
R2	1.4	1.3	1.4	1.3	1.3	1.3	1.4	1.3	1.3				<b>1.33</b>
E20	1.7	1.6	1.6	1.7	1.7	1.5	1.5	1.5	1.6				<b>1.30</b>
B3	1.7	1.6	1.5	1.5	1.6	1.4	1.6	1.5	1.6				<b>1.56</b>
E3	1.4	1.3	1.3	1.3	1.4	1.2	1.3	1.3	1.2				<b>1.30</b>
T3	1.6	1.5	1.5	1.5	1.6	1.5	1.5	1.5	1.5				<b>1.52</b>
E4	1.4	1.5	1.6	1.5	1.5	1.5	1.4	1.3	1.4				<b>1.46</b>
T4	1.5	1.4	1.4	1.4	1.4	1.5	1.6	1.7	1.5				<b>1.49</b>
												Department Average	<b>1.47</b>

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 2013	Number of Calls	10	3	10	2	83	92	46	8	25	39	85		403		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	2.8	2.3	3.8	1.0	2.0	1.5	2.5	1.3	1.9	1.4	1.2		708.4			403	1.8
	Police Response Time	4.7	17.0	5.6	13.0	8.0	8.7	10.3	11.3	4.4	8.6	3.9		2985.5			403	7.4
	Total time	7.5	19.3	9.4	14.0	10.0	10.2	12.8	12.6	6.3	10.0	5.1		3693.9			403	9.2
February 2013	Number of Calls	5	3	8	0	77	90	48	6	26	35	60		358		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	2.3	0.7	2.4	0.0	1.6	1.7	1.8	0.3	0.9	1.8	1.1		549.6			358	1.5
	Police Response Time	3.0	13.0	5.4	0.0	9.9	7.9	9.7	7.2	3.3	8.4	3.9		2693.1			358	7.5
	Total time	5.3	13.7	7.8	0.0	11.5	9.6	11.5	7.5	4.2	10.2	5.0		3242.7			358	9.1
March 2013	Number of Calls	3	6	4		90	90	53	6	22	29	71		374		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	1.0	1.2	0.7		1.5	1.1	1.4	0.5	1.1	1.4	0.9		452.9			374	1.2
	Police Response Time	9.0	18.5	7.8		7.9	7.9	10.8	10.8	5.0	10.6	3.8		2915.6			374	7.8
	Total time	10.0	19.7	8.5	0.0	9.4	9.0	12.2	11.3	6.1	12.0	4.7		3368.5			374	9.0
April 2013	Number of Calls	8	11	8	1	68	94	69	8	29	37	69		402		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	6.3	1.0	1.6	1.0	2.6	1.7	1.8	0.9	1.3	2.1	1.0		727.6			402	1.8
	Police Response Time	2.7	16.1	7.2	18.0	7.1	6.9	10.8	8.6	2.7	8.1	3.3		2825.4			402	7.0
	Total time	9.0	17.1	8.8	19.0	9.7	8.6	12.6	9.5	4.0	10.2	4.3		3553.0			402	8.8
May 2013	Number of Calls	6	5	11	3	93	99	53	13	28	28	84		423		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	2.0	0.5	1.7	1.0	1.8	3.9	1.9	1.1	0.9	0.9	0.9		830.7			423	2.0
	Police Response Time	2.6	14.2	4.8	11.0	8.0	6.1	8.8	6.2	4.0	7.8	3.5		2691.7			423	6.4
	Total time	4.6	14.7	6.5	12.0	9.8	10.0	10.7	7.3	4.9	8.7	4.4		3522.4			423	8.3
June 2013	Number of Calls	8	3	14	2	90	94	50	12	28	39	75		415		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	1.3	2.0	1.5	1.0	1.8	2.0	1.3	2.4	1.6	1.8	2.0		748.2			415	1.8
	Police Response Time	9.5	16.7	7.0	6.5	7.1	9.0	13.4	8.7	2.4	9.8	3.9		3238.4			415	7.8
	Total time	10.8	18.7	8.5	7.5	8.9	11.0	14.7	11.1	4.0	11.6	5.9		3986.6			415	9.6

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 2013	Number of Calls	7	4	9	1	97	86	55	11	41	35	89		435		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	1.6	0.5	0.6		1.3	1.3	2.7	1.2	0.8	1.4	1.1		597.4			435	1.4
	Police Response Time	4.9	15.0	8.3	15.0	7.9	8.0	11.8	6.3	3.7	8.7	3.5		3124.3			435	7.2
	Total time	6.5	15.5	8.9	15.0	9.2	9.3	14.5	7.5	4.5	10.1	4.6		3721.7			435	8.6
August 2013	Number of Calls	6	3	10	0	93	78	53	14	36	42	85		420		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	2.3	2.0	0.6	0.0	1.0	1.5	1.8	0.9	1.6	1.0	1.5		570.9			420	1.4
	Police Response Time	3.0	11.3	6.3	0.0	8.6	7.1	10.9	7.1	3.5	7.6	4.0		2930.8			420	7.0
	Total time	5.3	13.3	6.9	0.0	9.6	8.6	12.7	8.0	5.1	8.6	5.5		3501.7			420	8.3
September 2013	Number of Calls	3	4	5	0	91	69	51	12	32	52	89		408		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	9.5	0.7	9.8		1.6	1.0	2.6	0.9	2.1	1.4	1.4		702.9			408	1.7
	Police Response Time	2.0	19.0	7.5		8.0	7.6	10.8	12.5	3.2	7.7	3.5		2887.0			408	7.1
	Total time	11.5	19.7	17.3	0.0	9.6	8.6	13.4	13.4	5.3	9.1	4.9		3589.9			408	8.8
<b>YEAR TO DATE TOTALS AND AVERAGES - 2011</b>																		
														Total Number of Calls			3638	
														Total Number of Exceptions			0.0	
														Average Dispatch Response Time			1.6	
														Average Police Response Time			7.2	
														Average Total Time			8.9	

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	Calls	Average
January 2013	Number of Calls	28	6	5	1	94	109	46	13	31	33	73		439		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	10.2	16.2	7.5		11.7	9.7	10.1	4.9	6.4	3.0	7.7		3965.2	439	9.0
	Police Response Time	4.4	18.3	7.0	17.0	10.3	10.1	14.1	11.5	4.5	9.4	5.4		3996.1	439	9.1
	Total time	14.6	34.5	14.5	17.0	22.0	19.8	24.2	16.4	10.9	12.4	13.1		7961.3	439	18.1
February 2013	Number of Calls	33	11	6	1	88	126	46	9	25	50	92		487		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	2.8	16.6	28.0	42.0	11.4	12.3	11.8	13.3	10.6	9.5	12.7		5608.9	487	11.5
	Police Response Time	7.7	16.3	10.8	17.0	9.6	7.7	14.7	10.4	5.9	10.3	6.1		4323.7	487	8.9
	Total time	10.5	32.9	38.8	59.0	21.0	20.0	26.5	23.7	16.5	19.8	18.8		9932.6	487	20.4
March 2013	Number of Calls	22	8	4	2	94	121	59	8	36	39	97		490		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	7.8	15.9	7.3	8.0	13.9	13.1	5.4	9.7	10.4	13.9	7.5		5275.9	490	10.8
	Police Response Time	7.5	20.9	6.5	14.0	10.6	10.9	12.1	9.0	5.3	11.0	5.6		4650.4	490	9.5
	Total time	15.3	36.8	13.8	22.0	24.5	24.0	17.5	18.7	15.7	24.9	13.1		9926.3	490	20.3
April 2013	Number of Calls	31	18	5	3	112	139	52	9	32	49	92		542		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	9.3	9.8	2.6	5.7	13.6	9.4	8.0	12.6	13.3	12.2	9.5		5751.4	542	10.6
	Police Response Time	5.3	15.1	12.8	24.0	11.1	9.5	14.0	9.7	5.6	10.3	6.3		5214.6	542	9.6
	Total time	14.6	24.9	15.4	29.7	24.7	18.9	22.0	22.3	18.9	22.5	15.8		10966.0	542	20.2
May 2013	Number of Calls	6	5	11	3	93	99	53	13	28	28	84		423		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	2.0	0.5	1.7	1.0	1.8	3.9	1.9	1.1	0.9	0.9	0.9		830.7	423	2.0
	Police Response Time	2.6	14.2	4.8	11.0	8.0	6.1	8.8	6.2	4.0	7.8	3.5		2691.7	423	6.4
	Total time	4.6	14.7	6.5	12.0	9.8	10.0	10.7	7.3	4.9	8.7	4.4		3522.4	423	8.3
June 2013	Number of Calls	34	6	6	1	132	149	71	16	44	73	116		648		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	14.8	20.7	2.4	102.0	18.3	12.9	16.5	12.5	14.1	7.6	13.9		9240.6	648	14.3
	Police Response Time	10.1	17.0	12.0	0.0	11.5	9.8	15.3	11.3	6.9	10.0	5.9		6480.7	648	10.0
	Total time	24.9	37.7	14.4	102.0	29.8	22.7	31.8	23.8	21.0	17.6	19.8		15721.3	648	24.3

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	
July 2013	Number of Calls	26	6	8	4	120	152	98	9	33	58	121		635		(total min/total calls)	
	Exceptions													0			
															<b>Total Minutes</b>		
	Dispatch Response Time	8.3	4.7	13.5	8.8	15.1	12.2	15.6	1.0	7.7	8.3	10.2			7561.1	635	11.9
	Police Response Time	3.6	20.4	8.0	14.0	10.2	9.6	13.9	11.7	7.0	9.5	5.2			5897.9	635	9.3
	Total time	11.9	25.1	21.5	22.8	25.3	21.8	29.5	12.7	14.7	17.8	15.4			13459.0	635	21.2
August 2013	Number of Calls	30	10	12	3	91	134	76	20	45	64	104		589		(total min/total calls)	
	Exceptions													0			
															<b>Total Minutes</b>		
	Dispatch Response Time	26.5	20.4	25.8	14.5	16.9	17.5	12.1	18.9	8.8	11.6	16.0			9335.0	589	15.8
	Police Response Time	6.0	11.3	10.2	17.0	11.8	8.4	12.5	13.7	5.8	9.8	5.6			5360.4	589	9.1
	Total time	32.5	31.7	36.0	31.5	28.7	25.9	24.6	32.6	14.6	21.4	21.6			14695.4	589	24.9
September 2013	Number of Calls	38	12	7	2	113	97	62	17	49	56	91		544		(total min/total calls)	
	Exceptions													0			
															<b>Total Minutes</b>		
	Dispatch Response Time	7.8	11.1	11.7	1.0	14.2	11.3	12.4	15.3	16.6	9.1	11.9			6649.0	544	12.2
	Police Response Time	8.0	17.3	9.4	14.0	10.3	9.2	14.7	11.8	6.2	8.9	6.2			5140.1	544	9.4
	Total time	15.8	28.4	21.1	15.0	24.5	20.5	27.1	27.1	22.8	18.0	18.1			11789.1	544	21.7
<b>YEAR TO DATE TOTALS AND AVERAGES - 2011</b>																	
														Total Number of Calls			4797
														Total Number of Exceptions			0.0
														Average Dispatch Response Time			10.9
														Average Police Response Time			9.0
														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	Average			
January 2013	Number of Calls	9	1			5	13	4	1	2	3	9		47		(total min/total calls)			
	Exceptions													0					
																	Total Minutes		
	Dispatch Response Time	76.3	2.0			19.2	12.1	16.0	38.0	1.0	11.7	19.3					1254.8	47	26.7
	Police Response Time	19.9	13.0			16.4	8.5	6.3	21.0	10.0	6.7	5.8					523.1	47	11.1
	Total time	96.2	15.0	0.0	0.0	35.6	20.6	22.3	59.0	11.0	18.4	25.1	0.0				1777.9	47	37.8
February 2013	Number of Calls	11				5	6	9	1	4	2	9		47		(total min/total calls)			
	Exceptions													0					
																	Total Minutes		
	Dispatch Response Time	129.9				5.0	27.2	13.9		7.3	29.5	12.3					1941.1	47	41.3
	Police Response Time	22.6				8.3	4.8	21.3	25.0	5.5	13.0	10.1					674.5	47	14.4
	Total time	152.5	0.0	0.0	0.0	13.3	32.0	35.2	25.0	12.8	42.5	22.4	0.0				2615.6	47	55.7
March 2013	Number of Calls	14		2		8	11	6		3	2	10		56		(total min/total calls)			
	Exceptions													0					
																	Total Minutes		
	Dispatch Response Time	136.7		34.5		18.6	11.0	25.0		11.3	7.0	15.8					2608.5	56	46.6
	Police Response Time	17.0				10.9	9.5	17.7		6.7	15.0	10.6					692.0	56	12.4
	Total time	153.7	0.0	34.5	0.0	29.5	20.5	42.7	0.0	18.0	22.0	26.4	0.0				3300.5	56	58.9
April 2013	Number of Calls	6	1	4	19	11	4	4	0	0	0	4		53		(total min/total calls)			
	Exceptions													0					
																	Total Minutes		
	Dispatch Response Time	105.7	0.0	0.0	20.0	12.4	9.2	31.5	9.8	0.0	0.0	10.3					1354.6	53	25.6
	Police Response Time	26.5	1.0	9.0	9.2	12.0	7.3	7.7	0.0	0.0	0.0	9.0					598.8	53	11.3
	Total time	132.2	1.0	9.0	29.2	24.4	16.5	39.2	9.8	0.0	0.0	19.3	0.0				1953.4	53	36.9
May 2013	Number of Calls	11	2	1		8	13	10		3		4		52		(total min/total calls)			
	Exceptions													0					
																	Total Minutes		
	Dispatch Response Time	34.3	23.0	10.0	0.0	16.8	25.1	17.6	0.0	0.0	12.3	10.3					1111.2	52	21.4
	Police Response Time	21.1	23.0	1.0	0.0	10.4	13.4	19.1	0.0	0.0	10.3	5.5					749.5	52	14.4
	Total time	55.4	46.0	11.0	0.0	27.2	38.5	36.7	0.0	0.0	22.6	15.8	0.0				1860.7	52	35.8
June 2013	Number of Calls	15		4		7	16	8	1	6	6	10		73		(total min/total calls)			
	Exceptions													0					
																	Total Minutes		
	Dispatch Response Time	144.5		17.0		8.7	5.6	14.6	60.0	13.8	3.2	8.3					2747.8	73	37.6
	Police Response Time	19.1		3.0		11.8	9.5	12.3	1.0	8.5	6.0	6.3					782.5	73	10.7
	Total time	163.6	0.0	20.0	0.0	20.5	15.1	26.9	61.0	22.3	9.2	14.6	0.0				3530.3	73	48.4

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
July 2013	Number of Calls	16	1	1	1	15	22	5	2	7	10	9		89			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	178.5	11.0	3.0	123.0	16.3	14.5	8.6	21.5	2.7	13.7	13.1		3916.3	89	44.0	
	Police Response Time	21.1	0.0	0.0	11.0	8.2	11.3	9.3	9.5	6.6	10.2	3.9		969.0	89	10.9	
	Total time	199.6	11.0	3.0	134.0	24.5	25.8	17.9	31.0	9.3	23.9	17.0	0.0	4885.3	89	54.9	
August 2013	Number of Calls	14	1	4	1	8	6	9	2	3	11	7		66			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	156.6	11.0	35.8	7.0	19.1	4.7	7.6	11.0	45.7	14.6	11.7		3004.6	66	45.5	
	Police Response Time	15.1	36.0	0.0	15.0	10.0	10.5	15.0	7.5	3.3	13.4	8.1		769.4	66	11.7	
	Total time	171.7	47.0	35.8	22.0	29.1	15.2	22.6	18.5	49.0	28.0	19.8	0.0	3774.0	66	57.2	
September 2013	Number of Calls	9	1	2	1	5	6	6	2	6	3	3		44			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	211.6	50.0	20.0	6.0	19.2	16.3	29.8	25.0	28.8	1.0	31.0		2691.8	44	61.2	
	Police Response Time	20.4		11.5	13.0	6.7	7.8	20.2	11.5	5.0	16.0	6.0		540.1	44	12.3	
	Total time	232.0	50.0	31.5	19.0	25.9	24.1	50.0	36.5	33.8	17.0	37.0	0.0	3231.9	44	73.5	
<b>YEAR TO DATE TOTALS AND AVERAGES - 2011</b>																	
Total Number of Calls														527			
Total Number of Exceptions														0.0			
Average Dispatch Response Time														38.9			
Average Police Response Time														12.1			
Average Total Time														51.0			