



**OFFICE OF THE CITY MANAGER**



**TO:** Honorable Mayor and Members of the City Council  
**FROM:** Patrick Urich, City Manager *Patrick Urich*  
**DATE:** August 2, 2013  
**SUBJECT:** Issues Update

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

**Introduction of the Peoria Police Department Resident Officer Program**

Attached is a memorandum from the Police Department introducing the Resident Officer Program.

**Emergency Communications Center Report: July 2013**

Attached is the EEC report for the month of July 2013.

**PEORIA POLICE DEPARTMENT  
UNIFORMED OPERATIONS DIVISION  
FIRST SHIFT PATROL**



TO: Captain Lisa M. Snow  
FROM: Lieutenant Earnest McCall  
SUBJECT: **Resident Officer Draft Memo**  
DATE: July 31, 2013

**Introduction of the Peoria Police Department Resident Officer Program**

**PURPOSE**

To provide a unique and individualized police service to citizens in an at-risk neighborhood by a Resident Police Officer who lives and works in the neighborhood. The Resident Officer will utilize necessary resources to improve the quality of life, enabling the citizens to take ownership of the neighborhood, build a mutual trust, and to foster community self sufficiency.

**PROCEDURE**

The Resident Officer is assigned to the Uniformed Operations Division, within the Neighborhood Services Unit, which also includes the Neighborhood Services Specialist and the Nuisance Abatement Officer. The Neighborhood Services Lieutenant commands the Unit and assists the Resident Officer in identifying strategies to achieve goals and objectives.

**A. Goals and Objectives**

The ultimate goal for the Resident Officer is to empower and equip the neighborhood residents toward self sufficiency.

- Work closely with neighborhood residents to develop a mutual trust to help reduce crime and improve the quality of life.
- Organizing/participating in youth activities.
- Serve as a mentor/role model.
- Coordinate with City departments, social agencies, and other organizations to solve those problems.

**B. Identifying a Neighborhood**

The Peoria Police Department will have the final determination as to Resident Officers' locations and boundaries. Resident Officer Neighborhoods will be subject to periodic review to determine the need for continuation of the program, a change in boundaries, or the need for additional resources.

Determining factors include but are not limited to:

- Crime patterns that have not dissipated and/or continued quality of life issues.
- Proliferation of nuisance properties, vacant properties, or problem landlords.
- The community's ability to be self sufficient and carry on successfully without the assistance of a Resident Officer.
- Other factors as identified by the Department.

## **RESPONSIBILITIES AND REQUIREMENTS**

### **Departmental Responsibilities – Property/Supplies/Equipment**

#### **The Department shall provide the following:**

- Suitable residence.
- Utilities (gas, electric, sewer, water).
- Home security system.
- Cell phone.
- Squad car (fully marked).
- Police bicycle (including certification training).
- Computer with internet access.
- Color printer.
- A yard sign identifying the officer's name and cell number.
- Repairs to the home and property that are necessary due to normal wear and tear.

#### Resident Officer Responsibilities - Property

#### **The Resident Officer shall be responsible for the following:**

- Pay television and internet service (i.e. cable, satellite, etc.).
- Moving expenses.
- Routine cleaning and maintenance of the home and property (including lawn mowing, leaf raking, snow shoveling, etc.).

#### ***Resident Officer – Operational Requirements:***

- Be flexible in shift and off days to address neighborhood needs or functions. Changes in days off shall be entered into On-Duty after the Resident Officer requests those changes through his/her supervisor.
- Set an example for the neighborhood, maintaining the interior and exterior in such a way that exceeds community standards. The home should serve as a model to the community.
- Make a point to visit every residence and tenant in the neighborhood presenting them with a letter of introduction and a business card. The Resident Officer shall be familiar with which houses are rentals and the property owner's contact

information. Resident Officers shall be cognizant of who moves into and out of the neighborhood, promptly introducing themselves to new residents.

- Be accessible and accommodating, to the extent that is practicable, on a 24-hour basis. Issues may arise requiring your attention during what would otherwise be considered as Off-duty time. Community residents will be encouraged to stop by the R.O. residence when they need to speak with the officer or for other official purposes.
- Stay in contact with the Department as well as the community by checking and responding to e-mails, text messages, and voice messages in an expeditious manner. Resident Officers are encouraged to communicate through common social media resources such as Facebook, Twitter, etc.
- Establish benchmarks and formulate goals using input from the neighborhood and the Department to produce monthly and annual reports. Those stats, combined with input from community meetings, should be used to analyze the continuous and changing needs of the neighborhood.
- Establish effective neighborhood associates to serve as a liaison between neighbors, businesses, and organizations that will help identify and solve problems.
- Conduct landlord/property manager meetings to brief them on problem properties or problem tenants.
- Actively participate in school, civic and Neighborhood Association functions, as well as coordinate events like cookouts and picnics, even at the Officer's residence.
- Work closely with the Nuisance Abatement Officer and Neighborhood Services Specialist in starting Neighborhood Watch groups and Neighborhood Associations, and communicate and coordinate with the other Resident Officers frequently.

## **REPORTING**

### Monthly Reports

Resident Officers are required to provide a monthly activity report which shall give an overview of all activities relative to achieving the goals of the program. This report shall be submitted no later than the 10<sup>th</sup> day of the next month.

### E-Mail Calendar

Citizens will be able to contact the resident officer via his/her City e-mail account, Facebook, Twitter, etc. Officers are to become fully familiar with the email system including the calendar function.

## Annual Survey

Each Resident Officer is responsible for a yearly neighborhood survey which will help identify the current needs of the community. The report will include a door-to-door survey of all households within your neighborhood boundaries. The report will identify current needs as well as identify what has already been accomplished. The report shall outline achieved goals and objectives.

## Contacts

It is essential that the Resident Officer be familiar with those persons and agencies he/she will interact with on a regular basis. Many of them will help you accomplish specific goals and needs within the assigned neighborhood. The following is a brief sample of the types of contacts that a Resident Officer will need:

- Peoria Housing Authority – Section 8 Housing
- Nuisance Abatement Officer & Neighborhood Services Specialist
- Code Enforcement
- Social Service Agencies (including the Don't Shoot Service Coordinator)
- Target Offender Unit
- Multi-County Enforcement Group (MEG)
- Juvenile Unit – School Liaison Officer & District 150

### **Resident officer selected for 520 W. Armstrong (2<sup>nd</sup> District)**

Officer Ryan Winkle, Badge # 1074  
Neighborhood Services Unit

Seven year veteran of the P.P.D.  
Special Response Team member  
Field Training officer

Contact Info:  
309-303-9062 (Cell)  
309-303-9062 (Text)  
[rwinkle@peoriagov.org](mailto:rwinkle@peoriagov.org)

### **Resident Officers Supervisors**

Sgt. Douglas Hopwood, Badge # 914  
Uniformed Operations Division/Neighborhood Services Unit

Contact info:  
309-494-8201 (office)  
[dhopwood@peoriagov.org](mailto:dhopwood@peoriagov.org)

Lt. Earnest McCall Jr., Badge #968  
Uniformed Operations Division/Neighborhood Services Unit

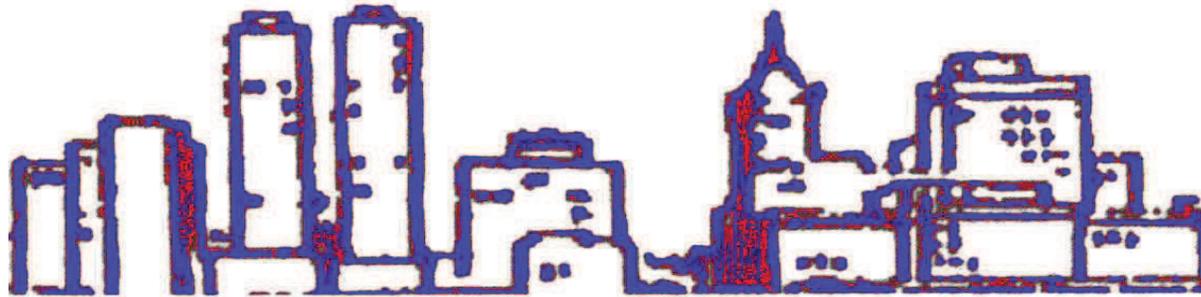
Contact info:  
309-303-9071 (Cell)  
309-494-8226 (office)  
[emccall@peoriagov.org](mailto:emccall@peoriagov.org)

**Boundaries for 2<sup>nd</sup> District Resident officer:**

University to North St and Main to I-74  
Boundary Map Attached

\*\*Officer Carey Hightower has been selected to be the second Resident Officer. He will move in to the residence located at 1839 N. Wisconsin as soon as renovations to the apartment are completed.

# Peoria



*9-1-1*

*Emergency Communications Center*

**2013**

**July**

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						18,416	32,951
Wireless 9-1-1 Calls	5,870	5,066	6,172	6,394	6,888	6,847	6,877						44,114	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>	0	0	0	0	0	62,530	114,640
Peoria Police Incoming Calls	7,259	5,976	7,022	8,081	8,800	9,171	8,949						55,258	105,636
Sheriff's Police Incoming Calls	2,630	2,513	2,913	3,066	3,286	3,283	3,217						20,908	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>	0	0	0	0	0	76,166	147,086
Volunteer Fire/EMS toll free calls	40	19	12	47	33	40	38						229	337
Peoria Fire Incoming Calls	659	619	640	769	947	865	818						5,317	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>	0	0	0	0	0	5,546	9,751
Operator Assist Calls/Alarm Calls	723	695	759	835	920	834	813						5,579	9,368
Ambulance Incoming Calls	227	196	206	231	179	218	194						1,451	2,626
ECC Supervisor Incoming Calls	993	847	877	946	1,069	930	835						6,497	12,097
Richwoods Dispatcher Incoming Calls	87	89	95	90	104	106	91						662	1,164
Downtown Dispatcher Incoming Calls	62	62	61	62	71	66	62						446	678
Prep 2 Dispatcher Incoming Calls	649	728	767	819	852	711	745						5,271	9,179
C-MED Dispatcher Incoming Calls	75	55	58	68	58	45	79						438	620
County Sheriff Dispatcher Incoming Calls	52	32	39	57	54	36	74						344	511
Fire Dispatcher Incoming Calls	140	87	65	107	123	88	96						706	2,477
OverFlow Dispatcher Incoming Calls	8	6	6	8	8	13	15						64	114
Call Taker Incoming Calls	3	10	5	2	5	2	7						34	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>	0	0	0	0	0	14,462	26,851
<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>						35,179	78,747
Peoria Police Dispatches/On view	5,440	7,430	8,100	8,826	9,637	9,637	9,507						58,577	114,893
Peoria County Sheriff Dispatches/On view	1,871	1,859	2,066	2,370	2,562	2,420	2,646						15,794	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>	0	0	0	0	0	74,371	140,866
Air National Guard Fire Dispatches	2	4	5	2	17	6	4						40	66
Akron-Princeville Fire Dispatches	18	12	24	22	17	17	14						124	226
Brimfield Fire Dispatches	20	20	29	29	20	20	28						166	245
Dunlap Fire Dispatches	30	24	31	36	34	31	27						213	356
Elmwood Fire Dispatches	28	10	14	18	17	16	7						110	129
Limestone Fire Dispatches	96	92	96	120	107	111	94						716	1,299
Logan-Trivoli Fire Dispatches	39	84	39	29	41	34	26						292	408
Peoria Fire Dispatches	1,508	1,328	1,446	1,558	1,716	1,535	1,555						10,646	18,098
Timber-Hollis Fire Dispatches	37	22	37	33	29	32	26						216	344
Tuscarora Fire Dispatches	4	3	2	3	2	4	4						22	42
West Peoria Fire Dispatches	57	40	38	42	48	51	45						321	543
MABAS Fire Calls	4	1	7	4	10	6	2						34	29
MABAS EMS Calls	0	0	0	0	0	0	0						0	0
<b>TOTAL FIRE DISPATCHES</b>	<b>1,843</b>	<b>1,640</b>	<b>1,768</b>	<b>1,896</b>	<b>2,058</b>	<b>1,863</b>	<b>1,832</b>	0	0	0	0	0	12,866	21,756
AMT Ambulance Dispatches	1,192	1,075	1,193	1,241	1,421	1,204	1,311						8,637	14,998
APA Ambulance Dispatches	16	18	17	13	11	17	7						99	166
BYE Ambulance Dispatches	46	40	43	40	36	43	38						286	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>	0	0	0	0	0	9,022	15,609
Peoria County Coroner Incoming Calls	222	174	234	225	104	206	191						1,356	2,236
Community Messaging System Call-outs	10	9	16	22	6	14	19						96	162
Telephone Trouble Reports Completed	1	3	3	2	0	1	4						14	12
ETSB Equipment Trouble Reported	6	9	5	7	5	7	9						48	86
Citizen Concerns	2	0	0	0	0	0	0						2	17
CD Requests from State's Attorney's Office	6	12	11	4	3	8	3						47	157
CD Requests from FOI / Subpoena	5	1	1	5	3	3	5						23	34
CD Requests from Inner Departmental	16	15	14	4	6	5	14						74	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>	0	0	0	0	0	144	299
ILEAS Call Outs	0	0	0	0	0	0	0						0	1
JULIE Dig	61	20	37	55	66	56	47						342	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	20802	0.96	3.82	4.24	
Routine	19776	13.57	6.05	19.62	
Backlog	1636	19.71	6.84	26.55	
<b>PEORIA COUNTY SHERIFF</b>					
Urgent	2810	1.64	7.30	8.94	
Routine	3664	10.01	8.96	18.97	
Backlog	417	34.74	12.17	46.90	
	<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>	10631	0.71	4.22	4.93	1.47

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 2013	Number of Calls	125	86	408	192	46	212	120	135	322	238	220	94	72	209	8	95	116	2698	0	2698	0.9
	Exceptions																					
	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	
February 2013	Number of Calls	117	80	358	167	32	165	103	133	255	211	161	76	67	203	3	87	101	2319	0	2319	0.9
	Exceptions																					
	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	
March 2013	Number of Calls	138	110	401	211	62	219	123	130	338	247	228	84	70	186	6	121	121	2795	0	2795	0.9
	Exceptions																					
	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	
April 2013	Number of Calls	126	133	443	260	47	260	140	150	402	258	235	101	80	209	11	93	125	3073	0	3073	0.9
	Exceptions																					
	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	
May 2013	Number of Calls	133	165	578	258	69	268	141	176	479	296	239	143	67	260	5	121	106	3504	0	3504	1.0
	Exceptions																					
	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	
June 2013	Number of Calls	145	149	488	243	56	283	127	163	433	286	215	110	82	200	8	120	105	3213	0	3213	1.0
	Exceptions																					
	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	

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 2013	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					
	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		
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																							
Total Number of Calls																					20802		
Total Number of Exceptions																					0		
Average Dispatch Response Time																					0.96		
Average Police Response Time																					3.82		
Average Total Time																					4.24		

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					
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

July 2013	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	85	176	344	216	116	213	170	173	405	313	262	122	112	251	11	166	148	3283		(total min/total calls)	
	Exceptions																		0			
																				<b>Total Minutes</b>		<b>Average</b>
	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	
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																						
Total Number of Calls																				19776		
Total Number of Exceptions																				0		
Average Dispatch Response Time																				13.6		
Average Police Response Time																				6.0		
Average Total Time																				19.6		

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 2013	Number of Calls	10	55	13	8	4	6	8	10	17	11	11	4	7	7	0	4	3	178	178	(total min/total calls)		
	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	166	(total min/total calls)		
	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	148	(total min/total calls)		
	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	243	(total min/total calls)		
	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	237	(total min/total calls)		
	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	276	(total min/total calls)		
	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

July 2013	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	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	
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																					
Total Number of Calls												1636									
Total Number of Exceptions												0									
Average Dispatch Response Time												19.71									
Average Police Response Time												6.84									
Average Total Time												26.55									

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 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

City of Peoria  
Emergency Communications Center

Peoria Fire Department  
Fire Calls for Service  
By Fire Map

July 2013	Fire Map	VALLEY				BLUFF			RICHWOODS				Total Calls	Calls	(total min/total 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			1534
	Number of Calls	300	91	251	66	125	143	86	221	49	114	62	26	1534		
														Total Minutes		
	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
<b>YEAR TO DATE TOTALS AND AVERAGES - 2011</b>																
Total Number of Calls										10631						
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						<b>1.50</b>
E1	1.6	1.4	1.5	1.4	1.5	1.5	1.4						<b>1.47</b>
R1	1.5	1.3	1.4	1.4	1.4	1.4	1.4						<b>1.40</b>
T1	1.6	1.6	1.5	1.7	1.6	1.7	1.8						<b>1.64</b>
E10	1.6	1.4	1.4	1.4	1.4	1.4	1.3						<b>1.41</b>
E12	1.4	1.5	1.5	1.5	1.5	1.2	1.5						<b>1.44</b>
E13	1.3	1.2	1.3	1.2	1.3	1.3	1.3						<b>1.27</b>
T14	1.7	1.6	1.5	1.7	1.6	1.6	1.7						<b>1.63</b>
E15	1.6	1.6	1.7	1.6	1.7	1.6	1.4						<b>1.60</b>
E16	1.5	1.5	1.4	1.5	1.4	1.4	1.5						<b>1.46</b>
E19	1.7	1.6	1.7	1.6	1.5	1.7	1.4						<b>1.60</b>
E2	1.5	1.5	1.5	1.5	1.5	1.5	1.5						<b>1.50</b>
R2	1.4	1.3	1.4	1.3	1.3	1.3	1.4						<b>1.34</b>
E20	1.7	1.6	1.6	1.7	1.7	1.5	1.5						<b>1.30</b>
B3	1.7	1.6	1.5	1.5	1.6	1.4	1.6						<b>1.56</b>
E3	1.4	1.3	1.3	1.3	1.4	1.2	1.3						<b>1.31</b>
T3	1.6	1.5	1.5	1.5	1.6	1.5	1.5						<b>1.53</b>
E4	1.4	1.5	1.6	1.5	1.5	1.5	1.4						<b>1.49</b>
T4	1.5	1.4	1.4	1.4	1.4	1.5	1.6						<b>1.46</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
	Number of Calls	7	4	9	1	97	86	55	11	41	35	89			
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
<b>YEAR TO DATE TOTALS AND AVERAGES - 2011</b>															
Total Number of Calls													2810		
Total Number of Exceptions													0.0		
Average Dispatch Response Time													1.6		
Average Police Response Time													7.3		
Average Total Time													8.9		

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	Calls	Average	(total min/total calls)
		Number of Calls	28	6	5	1	94	109	46	13	31	33	73				
January 2013	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	33	11	6	1	88	126	46	9	25	50	92		487			
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	22	8	4	2	94	121	59	8	36	39	97		490			
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	31	18	5	3	112	139	52	9	32	49	92		542			
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	6	5	11	3	93	99	53	13	28	28	84		423			
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	34	6	6	1	132	149	71	16	44	73	116		648			
	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		
	Number of Calls	26	6	8	4	120	152	98	9	33	58	121		635	
Exceptions													0		
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
<b>YEAR TO DATE TOTALS AND AVERAGES - 2011</b>															
Total Number of Calls													3664		
Total Number of Exceptions													0.0		
Average Dispatch Response Time													10.0		
Average Police Response Time													9.0		
Average Total Time													19.0		

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				
	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				
	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				
	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				
	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				
	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				
	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	
	Number of Calls	16	1	1	1	15	22	5	2	7	10	9					89
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	
<b>YEAR TO DATE TOTALS AND AVERAGES - 2011</b>																	
Total Number of Calls													417				
Total Number of Exceptions													0.0				
Average Dispatch Response Time													34.7				
Average Police Response Time													12.2				
Average Total Time													46.9				