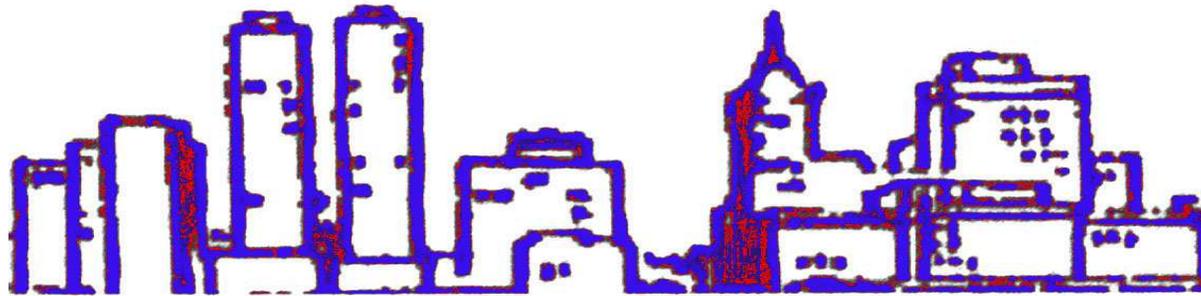


Peoria



9-1-1

Emergency Communications Center

January

2013

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												2,438	32,951
Wireless 9-1-1 Calls	5,870												5,870	81,689
TOTAL 9-1-1 CALLS	8,308	0	8,308	114,640										
Peoria Police Incoming Calls	2,630												2,630	105,636
Sheriff's Police Incoming Calls	7,259												7,259	41,450
TOTAL POLICE INCOMING CALLS	9,889	0	9,889	147,086										
Volunteer Fire/EMS toll free calls	40												40	337
Peoria Fire Incoming Calls	659												659	9,414
TOTAL FIRE INCOMING CALLS	699	0	699	9,751										
Operator Assist Calls/Alarm Calls	723												723	9,368
Ambulance Incoming Calls	227												227	2,626
ECC Supervisor Incoming Calls	993												993	12,097
Richwoods Dispatcher Incoming Calls	87												87	1,164
Downtown Dispatcher Incoming Calls	62												62	678
Prep 2 Dispatcher Incoming Calls	649												649	9,179
C-MED Dispatcher Incoming Calls	75												75	620
County Sheriff Dispatcher Incoming Calls	52												52	511
Fire Dispatcher Incoming Calls	140												140	2,477
OverFlow Dispatcher Incoming Calls	8												8	114
Call Taker Incoming Calls	3												3	11
TOTAL INCOMING EXTENSION CALLS	2,069	0	2,069	26,851										
TOTAL OUTGOING EXTENSION CALLS	3,182												3,182	78,747
Peoria Police Dispatches/On view	5,440												5,440	114,893
Peoria County Sheriff Dispatches/On view	1,871												1,871	25,973
TOTAL POLICE DISPATCHES/ON VIEW	7,311	0	7,311	140,866										
Air National Guard Fire Dispatches	2												2	66
Akron-Princeville Fire Dispatches	18												18	226
Brimfield Fire Dispatches	20												20	245
Dunlap Fire Dispatches	30												30	356
Elmwood Fire Dispatches	28												28	129
Limestone Fire Dispatches	96												96	1,299
Logan-Trivoli Fire Dispatches	39												39	408
Peoria Fire Dispatches	1,508												1,508	18,098
Timber-Hollis Fire Dispatches	37												37	344
Tuscarora Fire Dispatches	4												4	42
West Peoria Fire Dispatches	57												57	543
MABAS Fire Calls	4												4	29
MABAS EMS Calls	0												0	0
TOTAL FIRE DISPATCHES	1,843	0	1,839	21,756										
AMT Ambulance Dispatches	1,192												1,192	14,998
APA Ambulance Dispatches	16												16	166
BYE Ambulance Dispatches	46												46	445
TOTAL AMBULANCE DISPATCHES	1,254	0	1,254	15,609										
Peoria County Coroner Incoming Calls	222												222	2,236
Community Messaging System Call-outs	10												10	162
Telephone Trouble Reports Completed	1												1	12
ETSB Equipment Trouble Reported	6												6	86
Citizen Concerns	2												2	17
CD Requests from State's Attorney's Office	6												6	157
CD Requests from FOI / Subpoena	5												5	34
CD Requests from Inner Departmental	16												16	108
Total Number of CD Requests	27	0	27	299										
ILEAS Call Outs	0												0	1
JULIE Dig	61												61	501

City of Peoria
Emergency Communications Center

Police Department
Urgent Calls for Service
By Police District

January 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	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			
YEAR TO DATE TOTALS AND AVERAGES - 2011																								
								Total Number of Calls															2698	
								Total Number of Exceptions															0	
								Average Dispatch Response Time															0.89	
								Average Police Response Time															3.89	
								Average Total Time															4.78	

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

1 00 January 2013	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Calls	Average <small>(total min/total calls)</small>
	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	2453		
	Exceptions																		0		
	Dispatch Response Time																		Total Minutes		
	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
YEAR TO DATE TOTALS AND AVERAGES - 2011																					
Total Number of Calls								2453													
Total Number of Exceptions								0													
Average Dispatch Response Time								11.2													
Average Police Response Time								6.3													
Average Total Time								17.5													

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

This report does not include on-view incidents.

City of Peoria
Emergency Communications Center

Police Department
Backlog Calls for Service
By Police District

January 2013	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Calls	Average <small>(total min/total calls)</small>
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19			
	Number of Calls	10	55	13	8	4	6	8	10	17	11	11	4	7	7	0	4	3	178		
	Exceptions																		0		
																		Total Minutes	Calls	Average	
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	
YEAR TO DATE TOTALS AND AVERAGES - 2011																					
Total Number of Calls															178						
Total Number of Exceptions															0						
Average Dispatch Response Time															15.85						
Average Police Response Time															7.66						
Average Total Time															23.51						

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

Peoria Fire Department
Fire Calls for Service
By Fire Map

January 2013	Fire Map	VALLEY				BLUFF			RICHWOODS				Total Calls			
		100-199	200-299	400-499	1200-1299	300-399	1000-1099	1100-1199	1300-1399	1500-1599	1600-1699	1900-1999	2000-2099	1530		(total min/total calls)
	Number of Calls	250	70	232	78	149	169	104	200	60	106	71	41	1530		
														Total Minutes	Calls	Average
	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
YEAR TO DATE TOTALS AND AVERAGES - 2011																
												Total Number of Calls			1530	
												Average Dispatch Response Time			0.6	
												Average Fire Response Time			4.3	
												Average Total Time			4.9	

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	Total Minutes	Calls	Average
January 2013	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
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls													403			
Total Number of Exceptions													0.0			
Average Dispatch Response Time													1.8			
Average Police Response Time													7.4			
Average Total Time													9.2			

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

This report does not include on-view incidents.

City of Peoria
Emergency Communications Center

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	28	6	5	1	94	109	46	13	31	33	73		439	
Exceptions													0		
													Total Minutes	Calls	Average
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
YEAR TO DATE TOTALS AND AVERAGES - 2011															
Total Number of Calls													439		
Total Number of Exceptions													0.0		
Average Dispatch Response Time													9.0		
Average Police Response Time													9.1		
Average Total Time													18.1		

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
 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	9	1			5	13	4	1	2	3	9				
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	
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls													47			
Total Number of Exceptions													0.0			
Average Dispatch Response Time													26.7			
Average Police Response Time													11.1			
Average Total Time													37.8			

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

This report does not include on-view incidents.