



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council
FROM: Patrick Urich, City Manager *Patrick Urich*
DATE: January 3, 2014
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.

Extreme Cold Weather Forecasted

Extreme cold weather, combined with a snowstorm, is predicted to hit Peoria this weekend. Please read the attached media release which includes information about the weather conditions and locations of City facilities which will be open as warming centers.

Emergency Communications Center Report: December 2013

Attached is the ECC Report for the month of December.



OFFICE OF THE CITY MANAGER



Media Release

Extreme Cold Temperatures Forecasted

Contact: Christopher Setti, Assistant City Manager
csetti@peoriagov.org
309-494-8618 (work) or 309-472-6291 (cell)

Peoria – Extreme cold weather, combined with a snowstorm, is predicted to hit Peoria this weekend. The forecasted high temperature for Monday is 7 degrees below zero with overnight lows of 15 to 20 below zero. Strong, gusty winds on Monday and Tuesday will make for wind chills of between 25 and 35 below zero. Additionally, the National Weather Service has warned of considerable snow fall starting Saturday night and extending through Sunday night. Locally, Peoria can expect between 4 and 6 inches of snow. Windy conditions will result in blowing snow and difficult travel conditions.

Given the extreme temperatures and dangerous road conditions, all residents are urged to avoid being outside on Monday if at all possible. “This is a serious weather event,” says Mayor Jim Ardis. “Peoria is used to snow and cold temperatures, but nothing quite like this. It makes sense to stay indoors unless you absolutely have to go outside. Also, it’s important for all of us to check on our family, friends and neighbors, especially the elderly or infirmed. Call 9-1-1 if there is an emergency. You can also call the Police Department’s non-emergency number at 673-4521 for other issues.”

The National Weather Service provides the following advice: “If you must be outside, dress warmly in multiple layers, and limit the amount of exposed skin. Frostbite can occur in as little as 10 minutes, and hypothermia will be a serious threat for people that must be outside for an extended period of time. Should your furnace fail, do not use ovens or outdoor grills to warm your home, as they can cause carbon monoxide poisoning or fires. Go to a friend or family member's home, or check with your local municipality to see if they have warming shelters established. Be sure to know how to turn off your water supply should the pipes burst. Animals should be brought to an indoor shelter.”

In response to the forecast, the City of Peoria will make all of its Fire Stations, as well as the lobby of the Police Department headquarters, available as warming centers. A list of these locations can be found below. Additionally, the City Council chambers at City Hall (419 Fulton Street, Room 400) will be open to citizens between 8 a.m. and 5 p.m. The Red Cross is on standby to open temporary warming centers. Other community organizations and churches may also open their doors to the public. Please monitor local media for a list of potential locations.

City street crews will be treating and plowing primary and residential streets throughout the event. However, at extremely low temperatures, road salt is ineffective. Combined with blowing snow, even primary roads may remain snow packed into Monday and Tuesday. Please use extreme caution when driving. Snowfall is predicted to be worse farther south, with up to 12 inches around Springfield. If travelling, please be prepared. The Illinois Emergency Management Agency recommends that you equip your vehicle with an emergency supply kit to keep you safe in case you are stranded along the road. A vehicle preparedness kit should include a cell phone and charger, flashlight, extra batteries, first-aid kit, snack foods and water, blankets, extra warm clothing, gloves and hats, sand or kitty litter, shovel, windshield scraper, booster cables, flares or reflectors, windshield washer fluid, and a tool kit. Additionally, always keep your gas tank at least two-thirds full to help prevent the vehicle’s fuel line from freezing.

A slide deck from the National Weather Service is attached with additional information.

City Facilities Open as Warming Centers

Fire Central
505 NE Monroe St.

Fire Station #10
3316 N. Wisconsin Ave.

Fire Station #15
717 W. Detweiller Dr.

Fire Station #3
1204 W. Armstrong Ave.

Fire Station #11
1025 W. Florence Ave.

Fire Station #16
2105 W. Northmoor Rd.

Fire Station #4
2711 Sw Jefferson Ave.

Fire Station #12
3004 Ne Adams St.

Fire Station #19
5719 Frostwood Pkwy.

Fire Station #8
832 W. Hurlburt St.

Fire Station #13
2114 W. Richwoods Blvd.

Fire Station #20
2020 W. Wilhelm Rd.

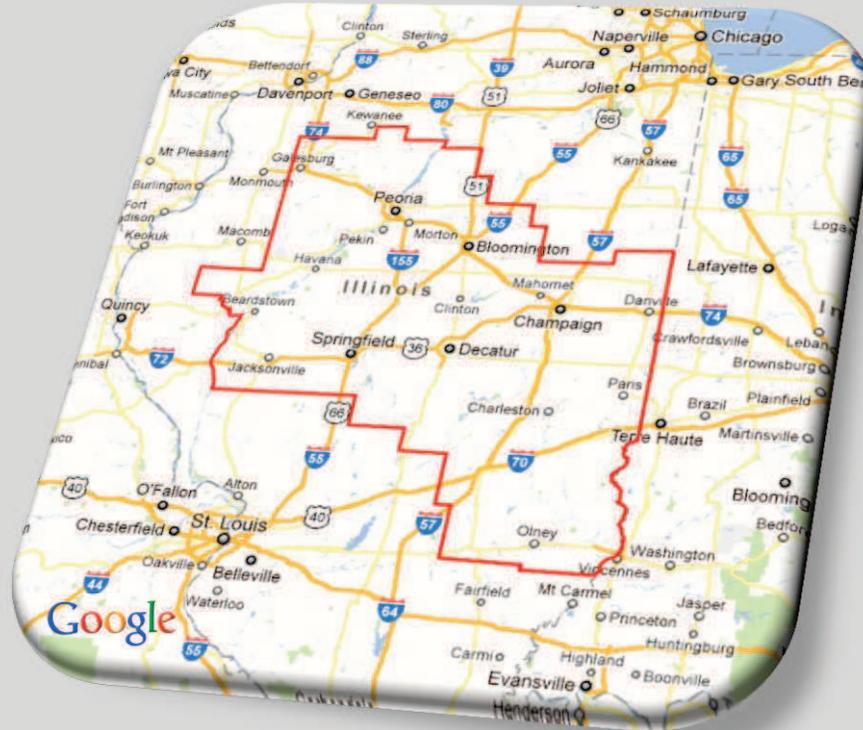
Police Headquarters (Lobby)
600 SW Adams

City Hall (Room 400; 8 am – 5 pm)
419 Fulton St.



Conference Call

Winter Storm for 1/5 & Bitter Cold 1/6-7



National Weather Service Central Illinois

http://www.crh.noaa.gov/ilx/?n=dss_main

Email: ILXspotter@noaa.gov

Phone: 217-732-2871





Winter Storm Conference Call

Highlights

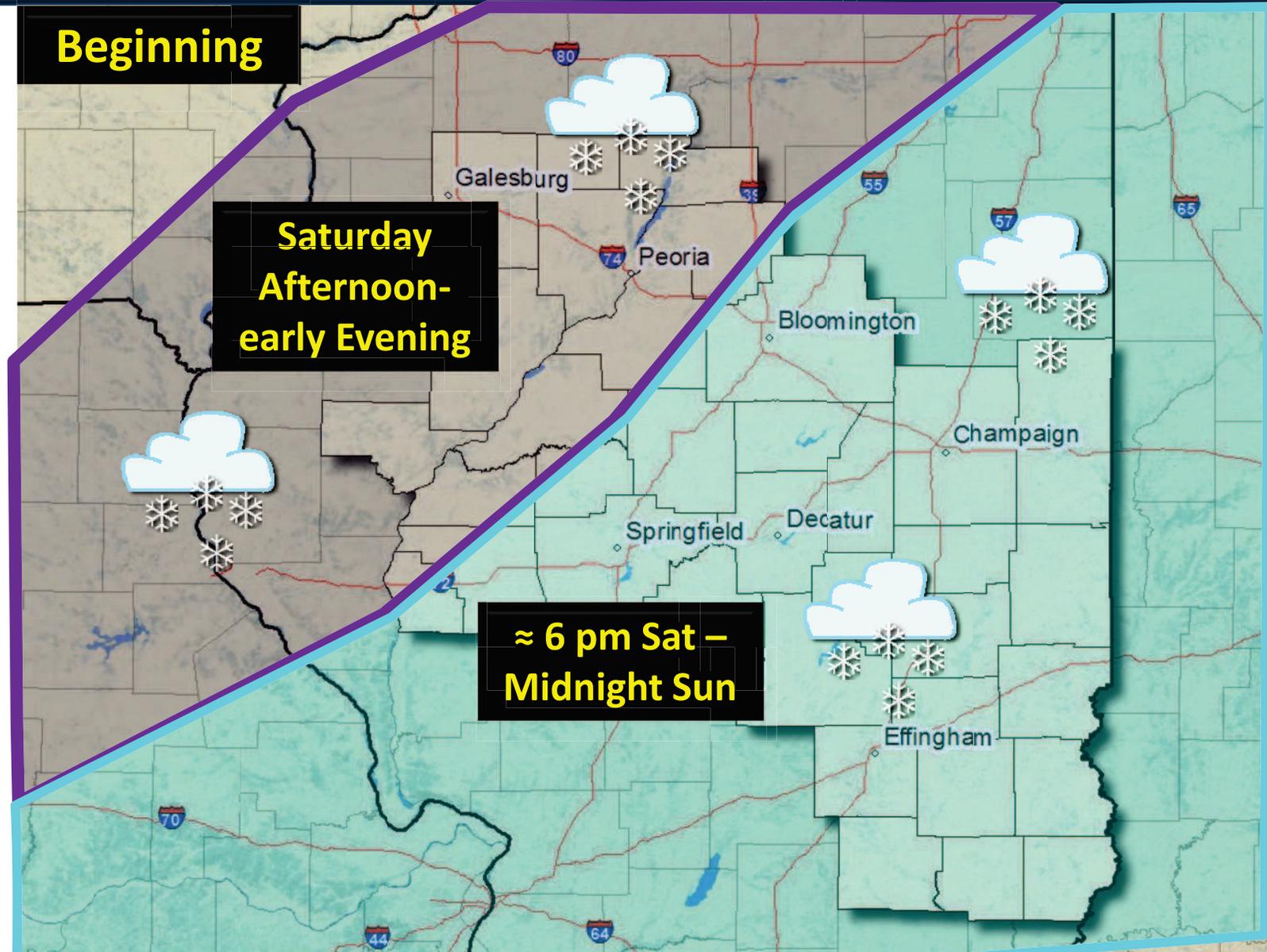


What	Where	When	Impacts
Significant snow possible & <i>blowing/drifted near blizzard conditions</i>	Much of central and southeast IL	Saturday night into Sunday	<u>Current forecast:</u> 6-10" possible southeast of I-55 3-6" near mid Illinois River Valley
Arctic Air Mass invades the region...again	All of central and southeast IL	Sunday night into Tuesday	Wind chills 15 below to 30 below zero Sunday night Wind chills of 20 below to 35 below common Monday into Tuesday



Winter Storm Conference Call

Snow: Timing





Winter Storm Conference Call

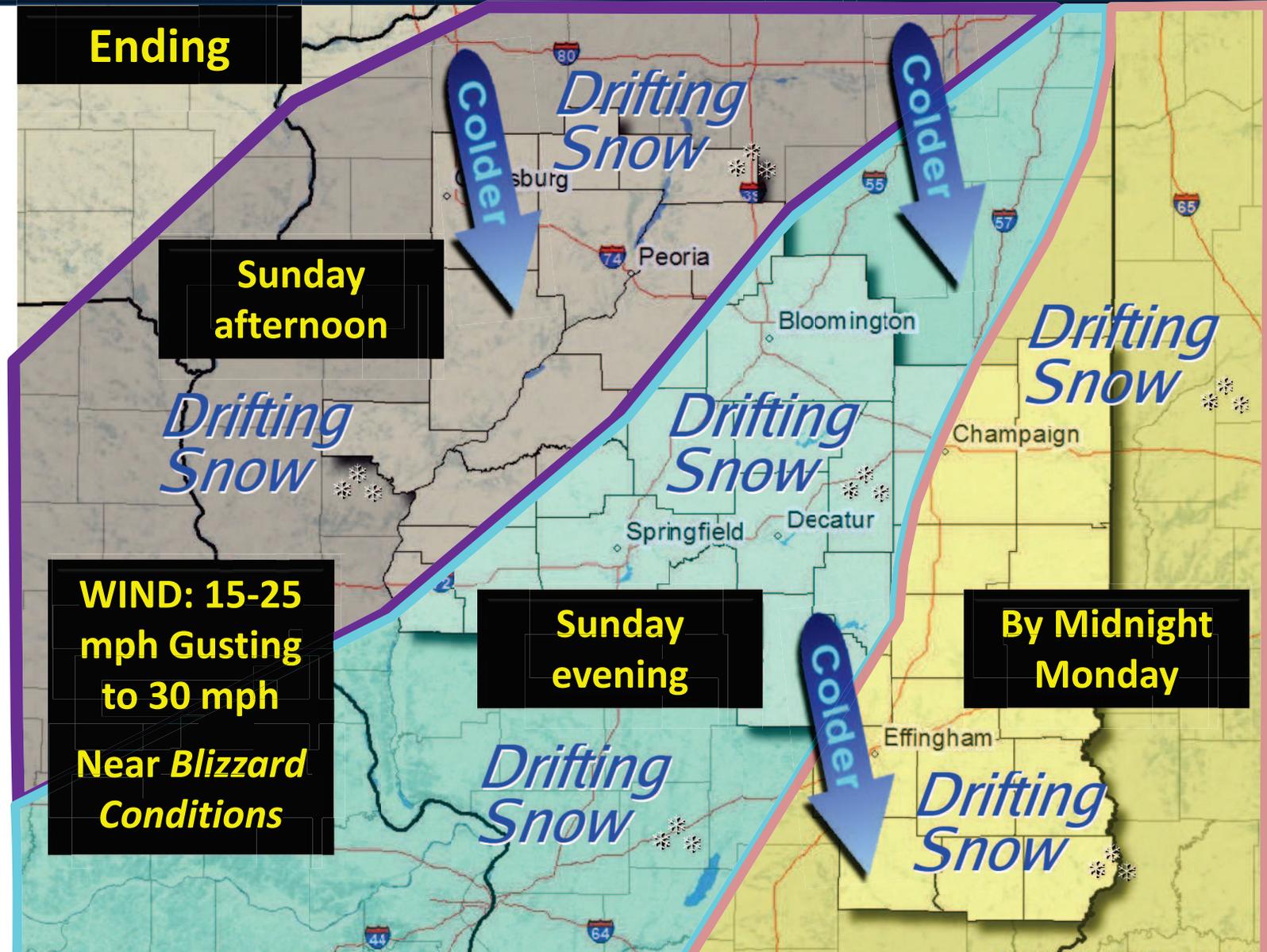
Snow: Timing





Winter Storm Conference Call

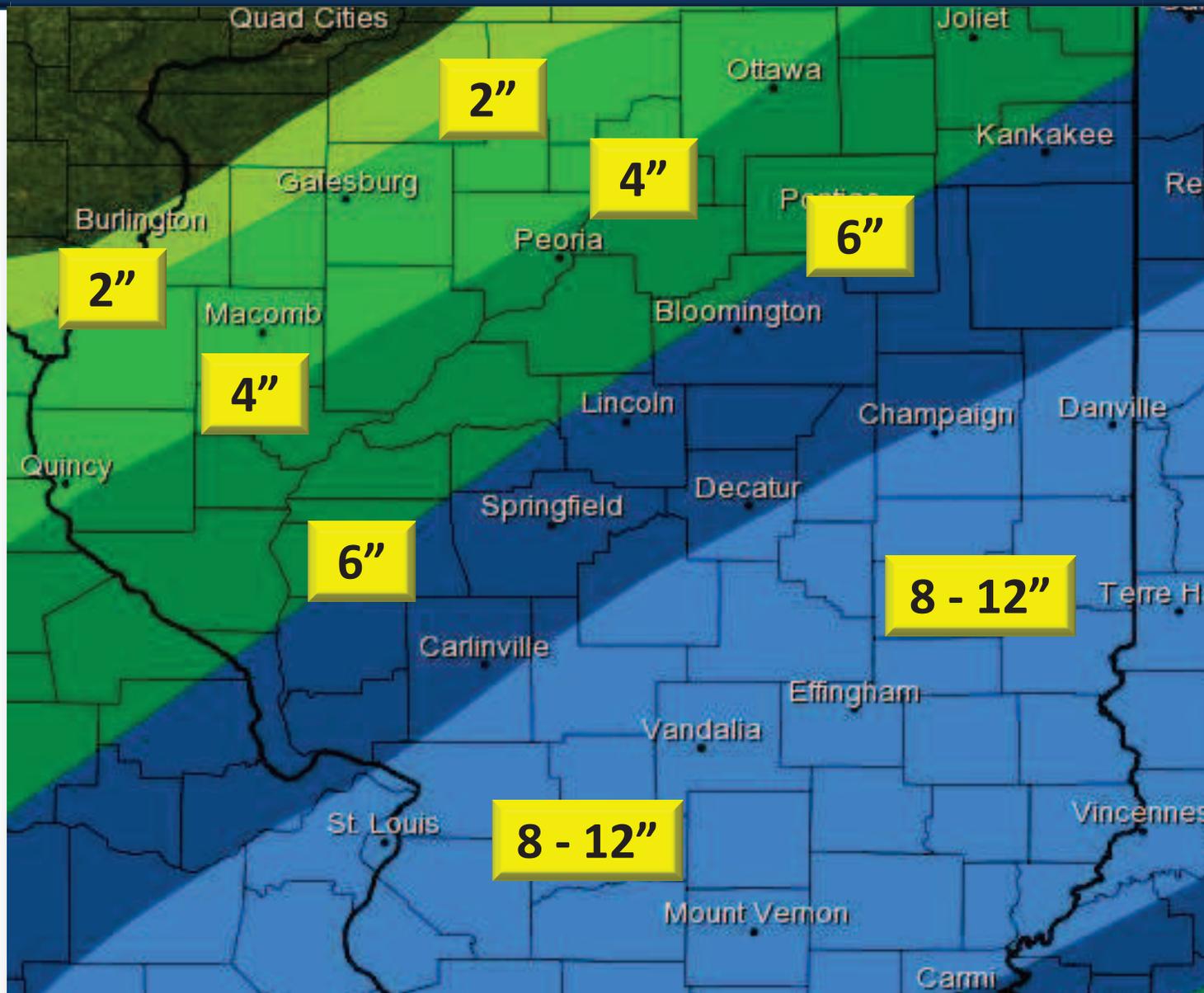
Snow: Timing





Winter Storm Conference Call

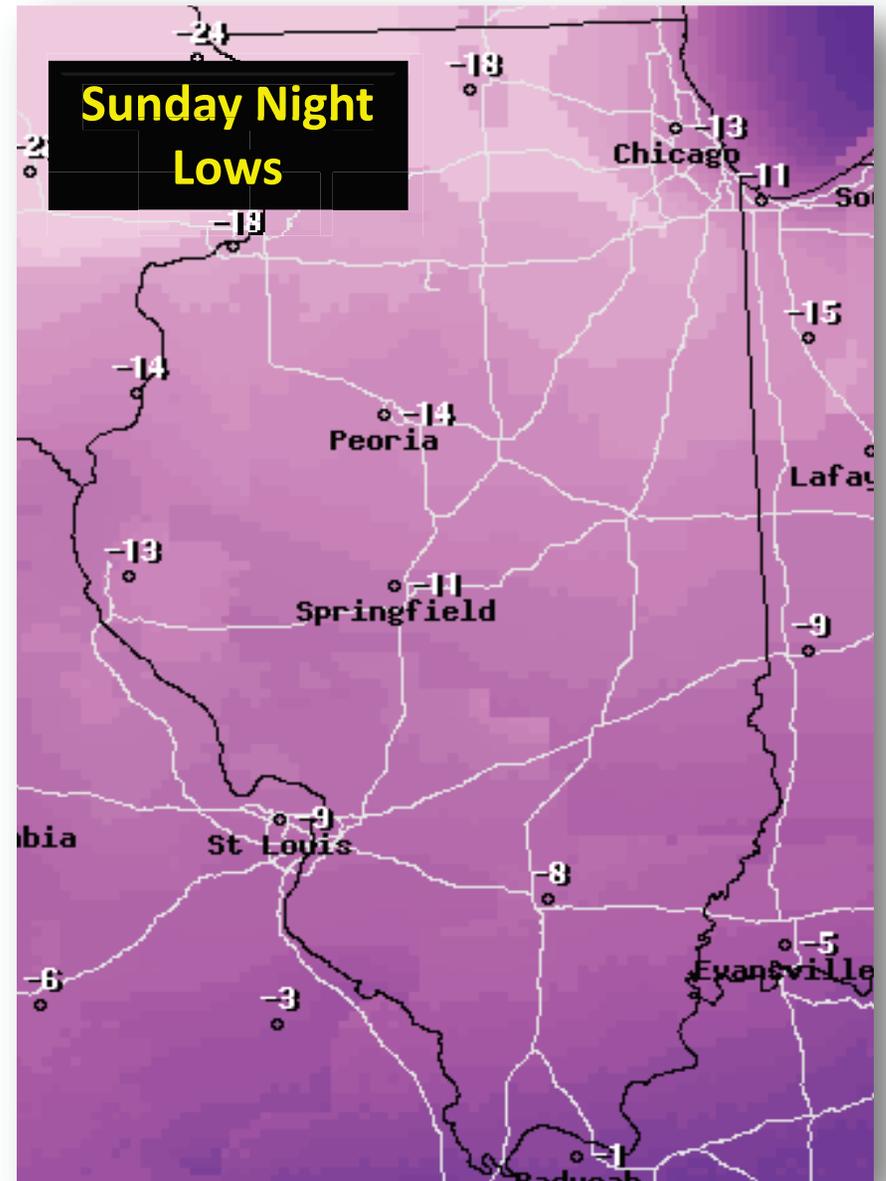
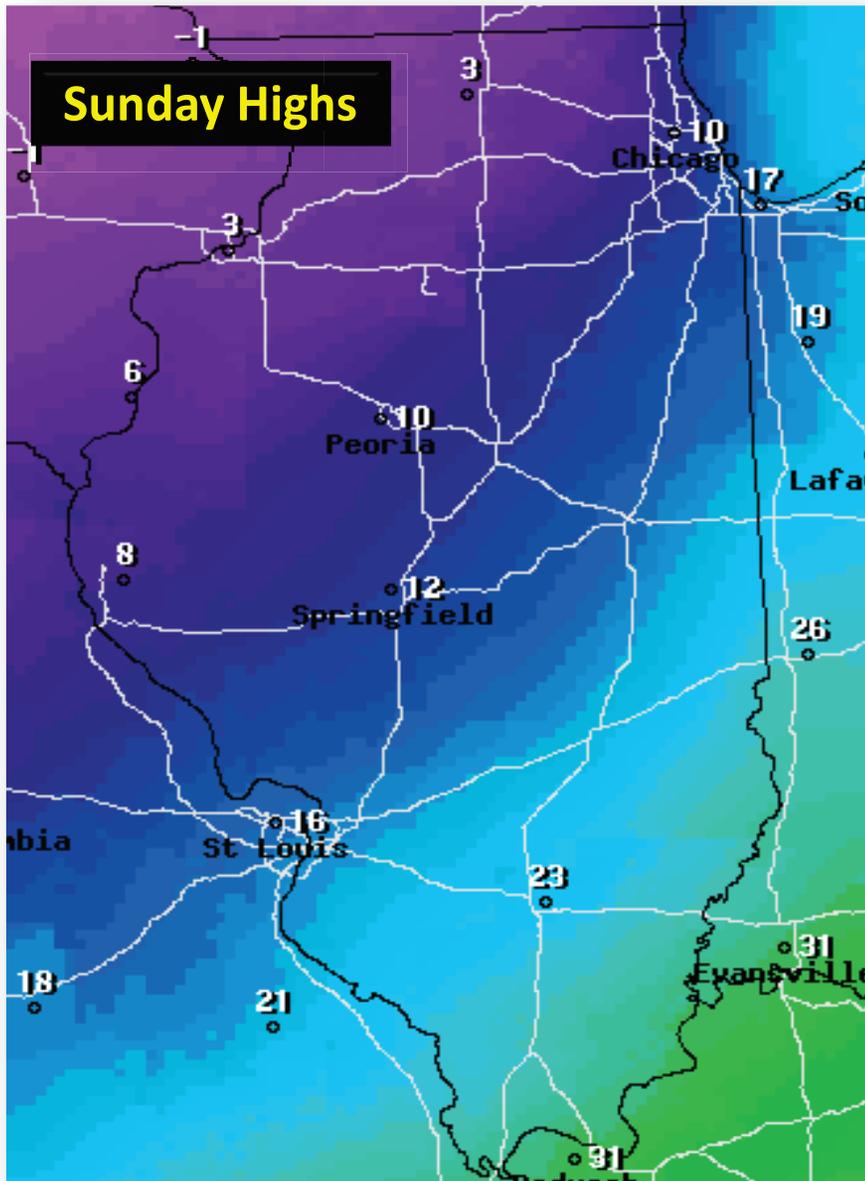
Snow: Total Accumulation by late Sunday Evening





Winter Storm Conference Call

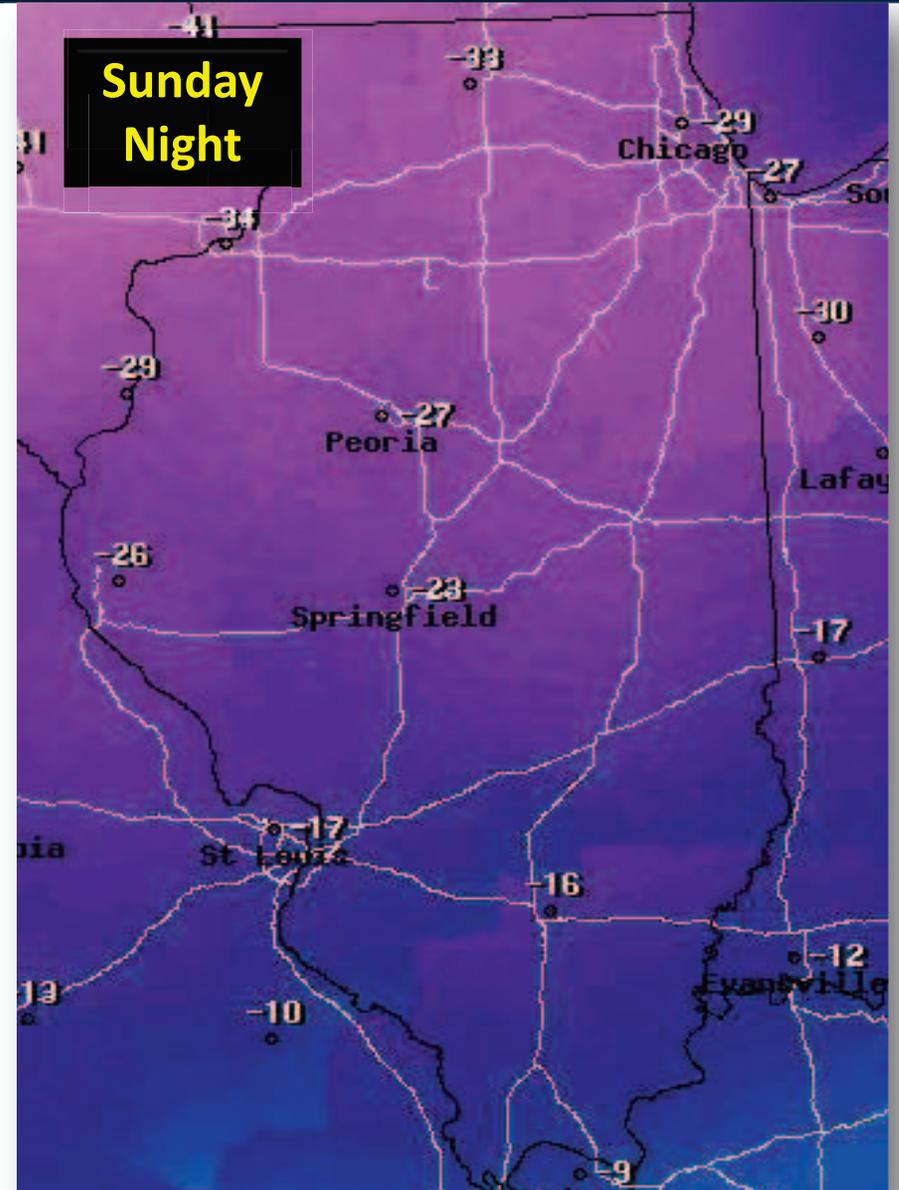
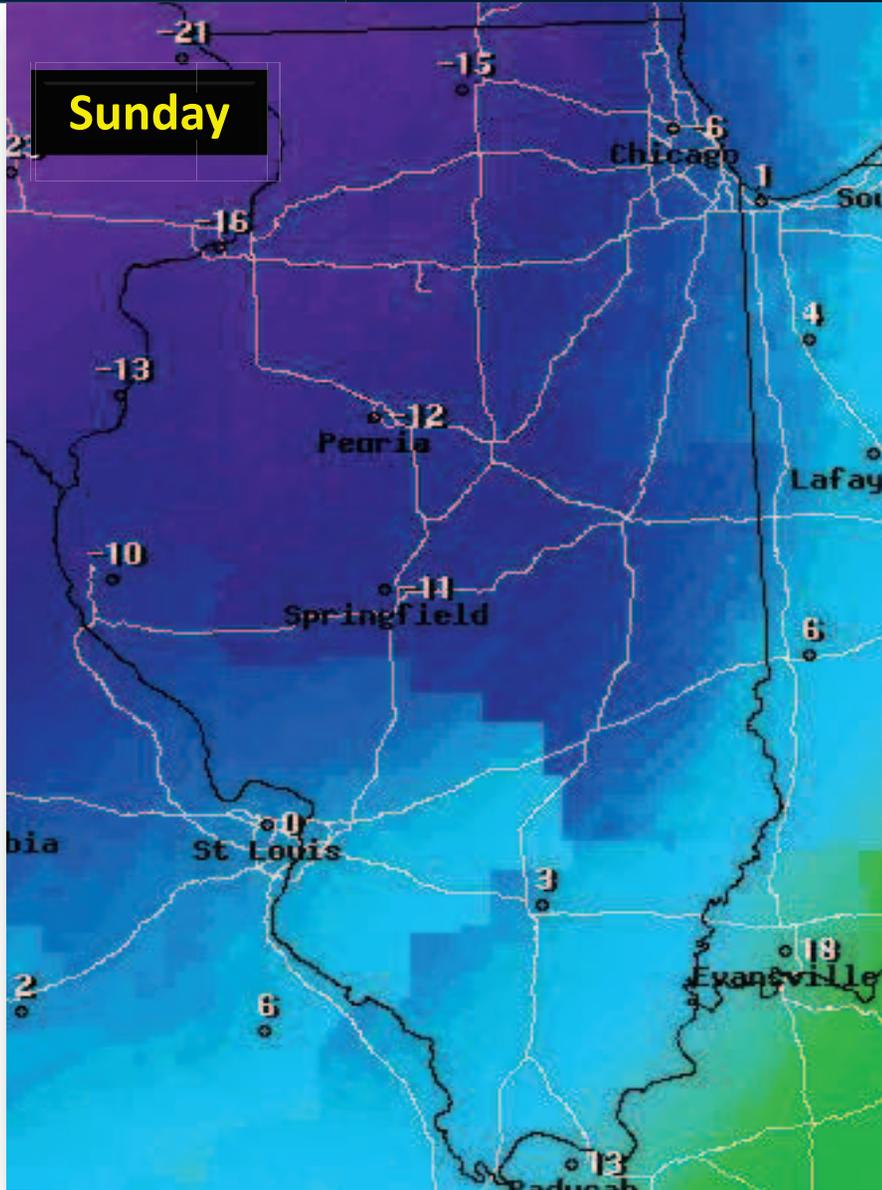
Temperatures: Sunday & Sunday Night





Winter Storm Conference Call

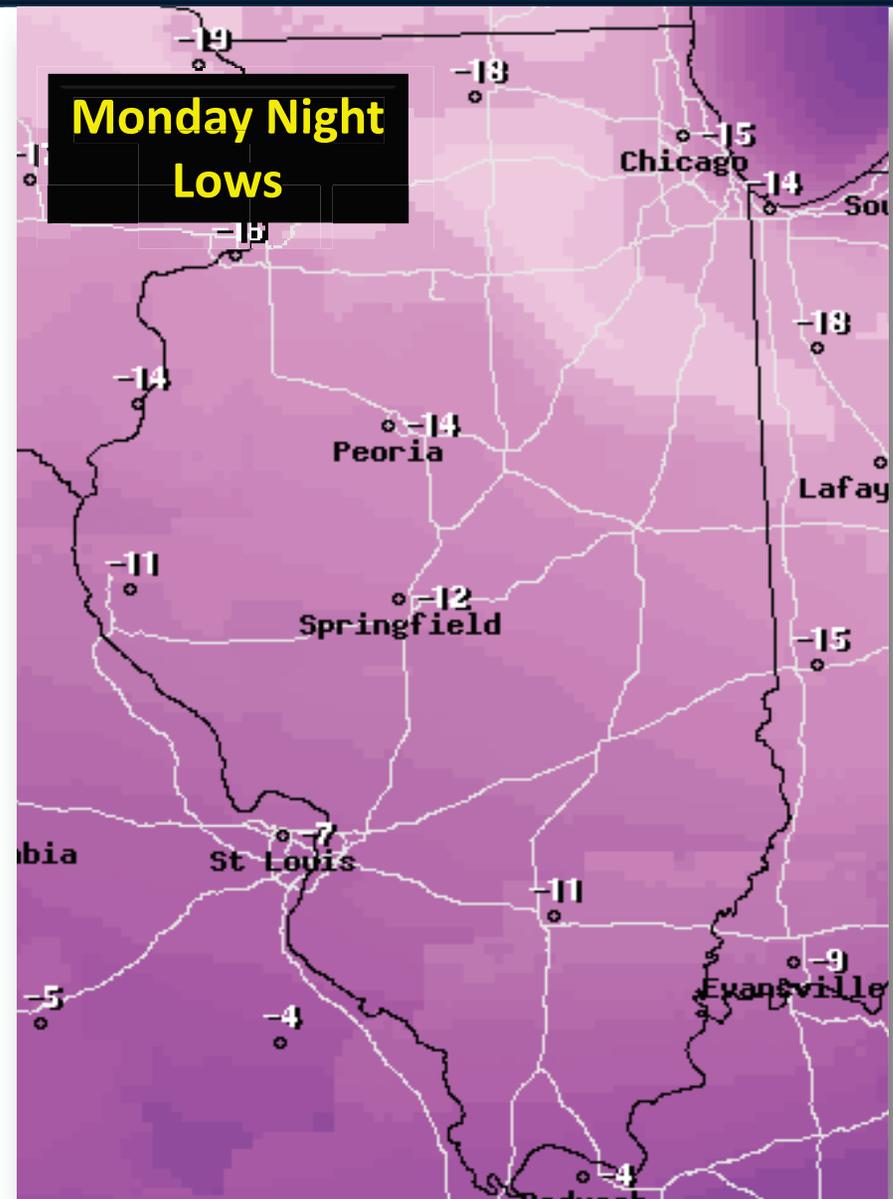
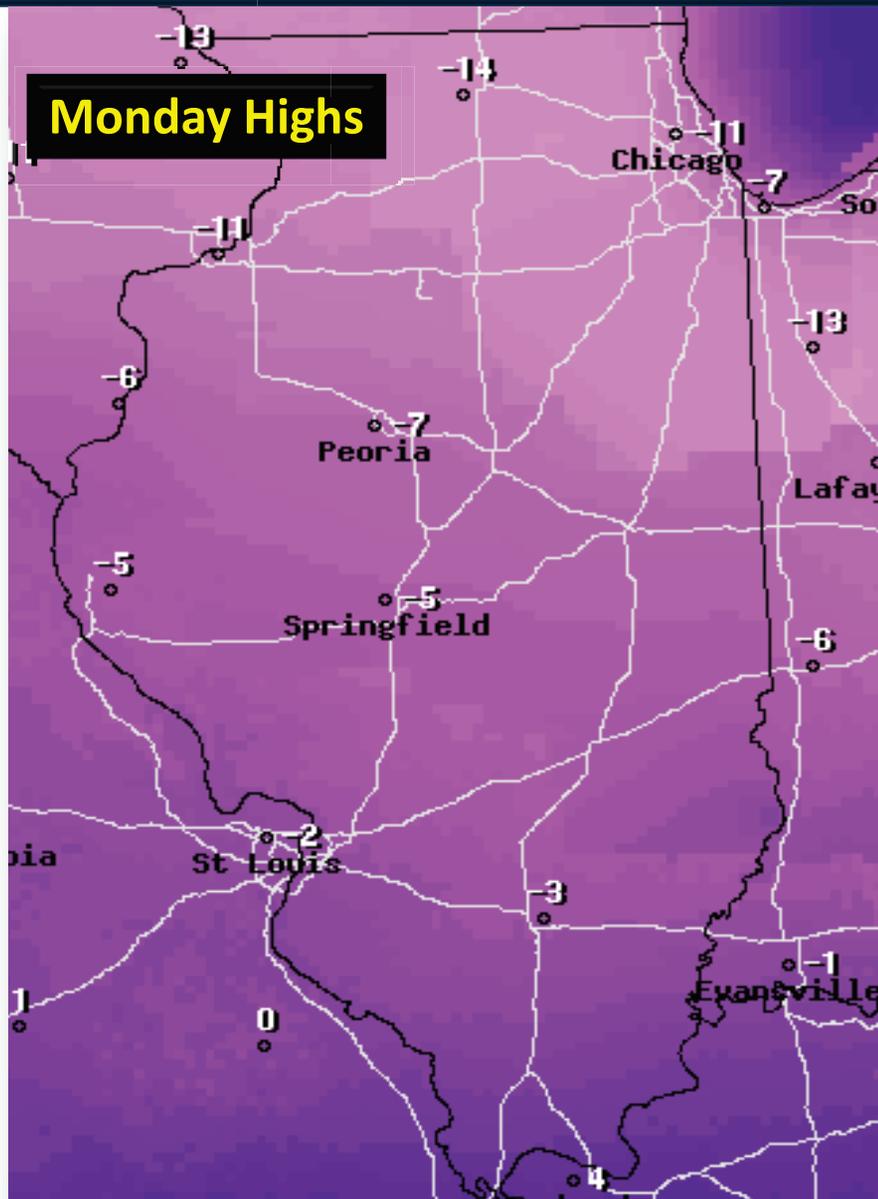
Wind Chill: Sunday & Sunday Night





Winter Storm Conference Call

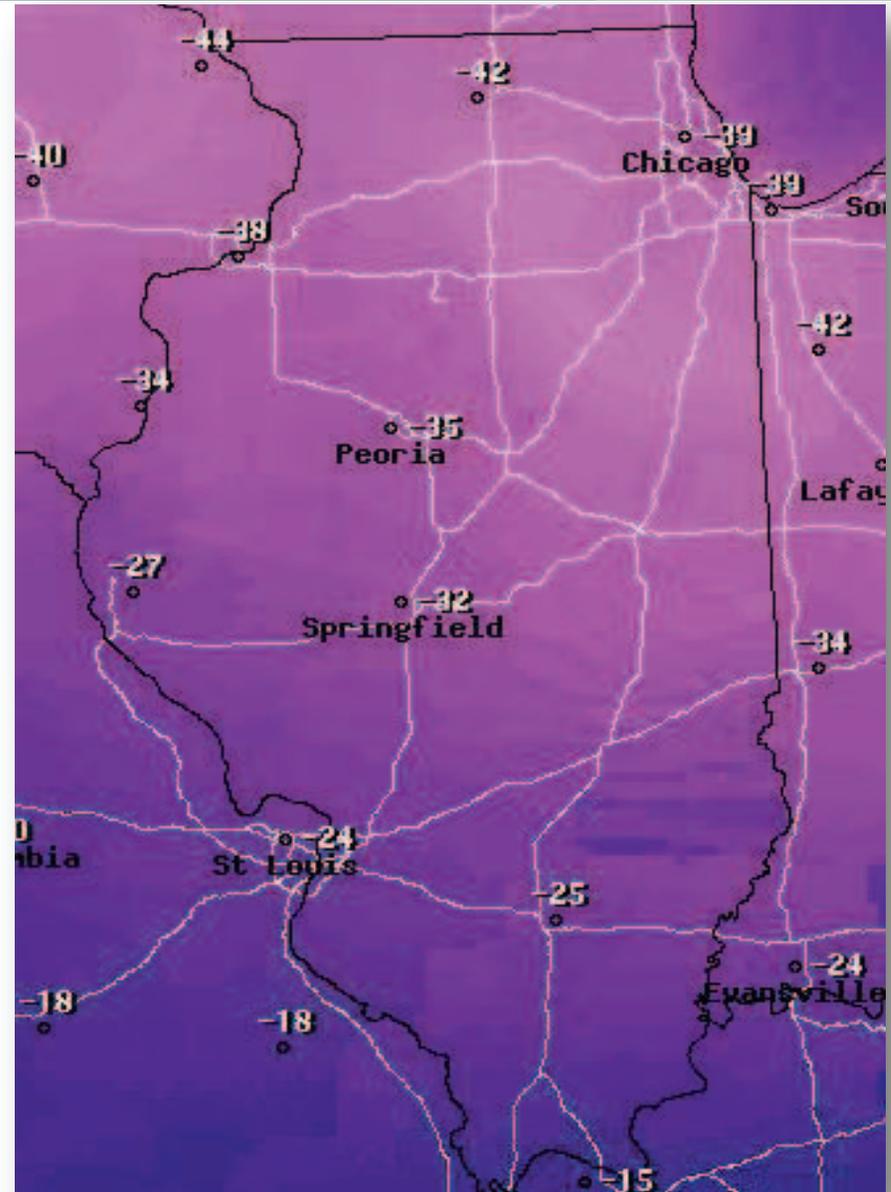
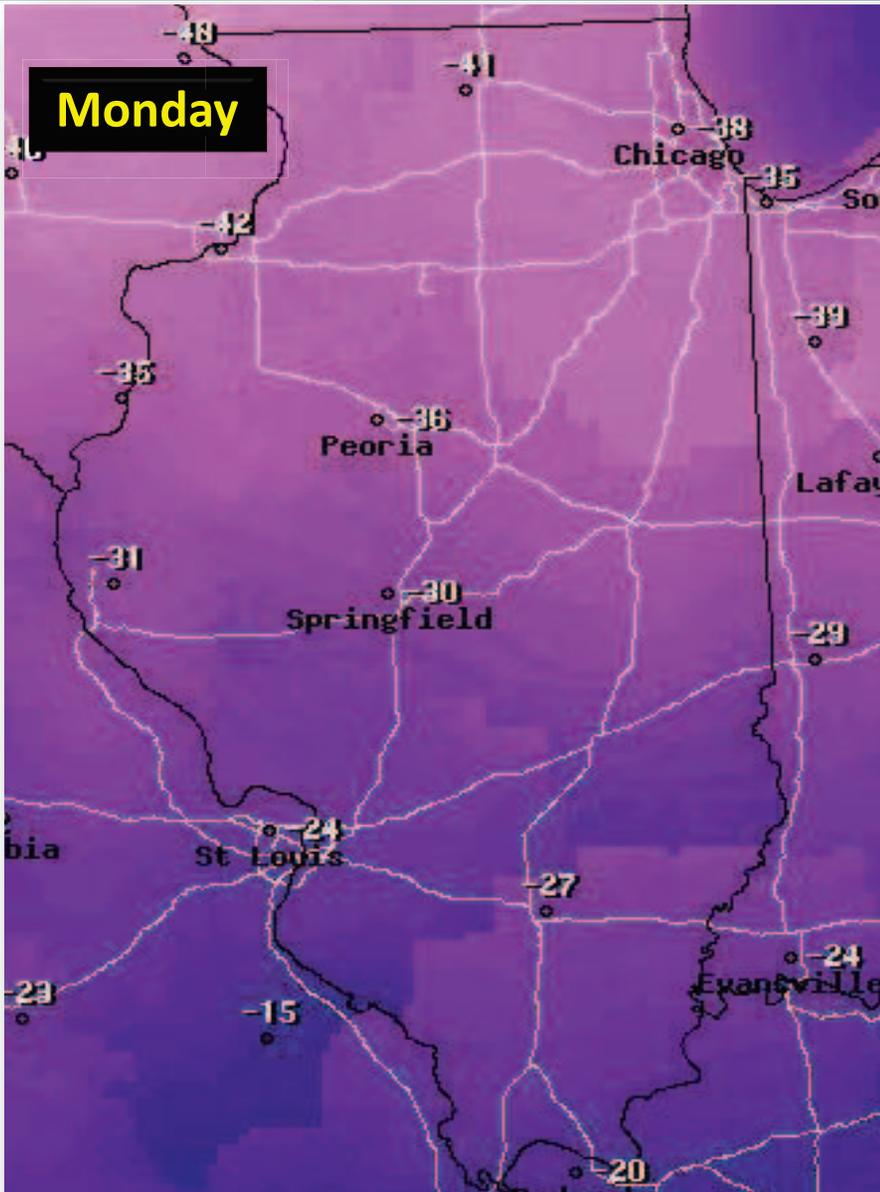
Temperatures: Monday & Monday Night





Winter Storm Conference Call

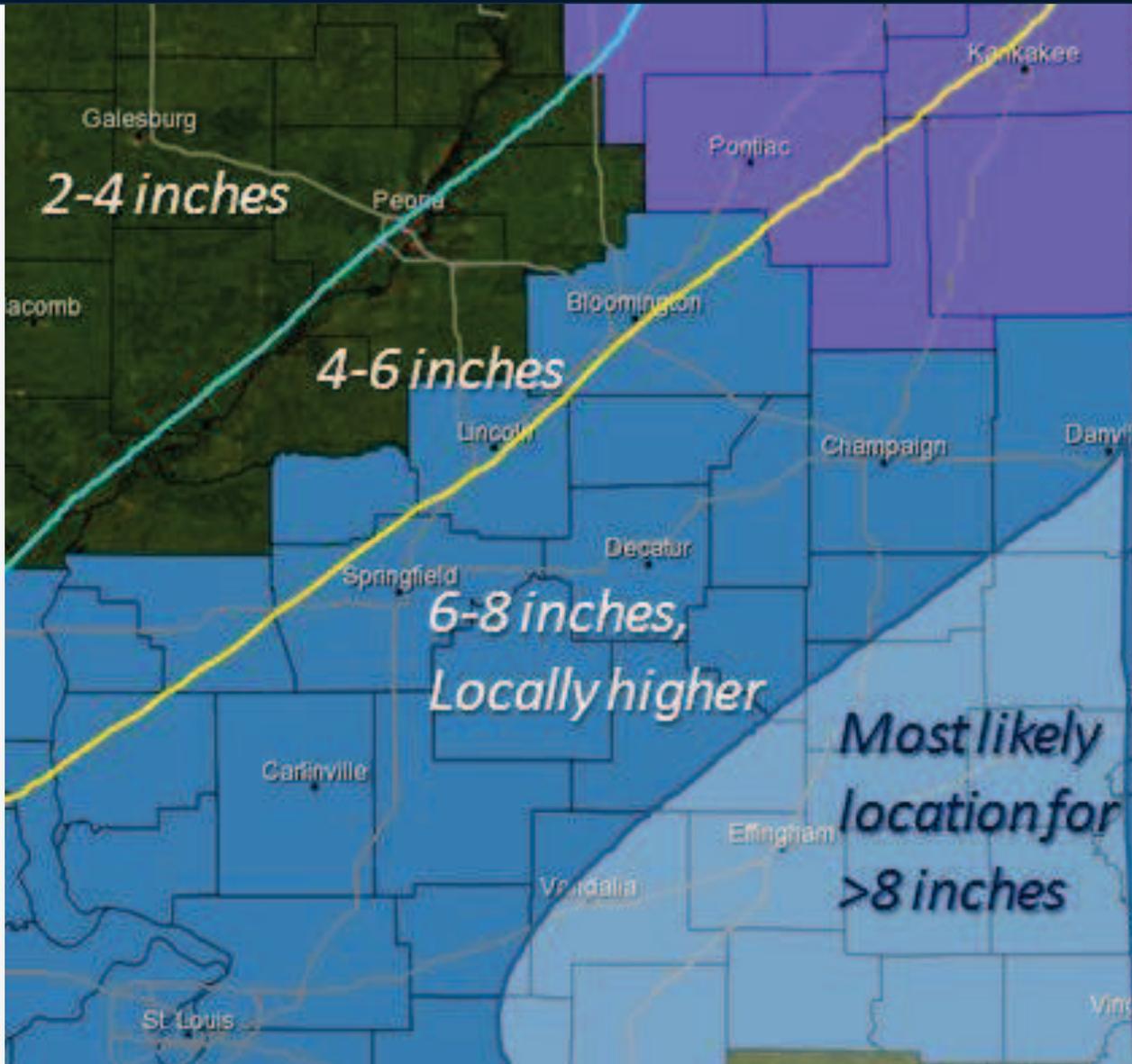
Wind Chill: Monday & Monday Night





Winter Storm Conference Call

Storm Summary



Winter Storm Info

Winter Storm Watch for areas in blue, from Saturday evening to Sunday evening

Several inches of snow, near blizzard conditions by Sunday afternoon

Cold Weather Info

Dangerous cold Sunday night to Tuesday – temperatures below zero, wind chills 25-40 below!

**Emergency
Communications
Center**



**Peoria
9-1-1**

**Monthly Report
December 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	2,342	2,502	2,577	2,892	2,877	2,788	2,696	2,278	2,358	2,119	2,124	29,991	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	6,146	5,843	5,687	74,753	81,689
TOTAL 9-1-1 CALLS	8,308	7,408	8,674	8,971	9,780	9,724	9,665	9,703	8,234	8,504	7,962	7,811	104,744	114,640
Peoria Police Incoming Calls	7,259	5,976	7,022	8,081	8,800	9,171	8,949	8,696	7,693	7,581	7,059	6,533	92,820	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	2,816	2,664	2,367	35,064	41,450
TOTAL POLICE INCOMING CALLS	9,889	8,489	9,935	11,147	12,086	12,454	12,166	12,116	10,582	10,397	9,723	8,900	127,884	147,086
Volunteer Fire/EMS toll free calls	40	19	12	47	33	40	38	47	44	68	21	39	448	337
Peoria Fire Incoming Calls	659	619	640	769	947	865	818	876	788	736	632	668	9,017	9,414
TOTAL FIRE INCOMING CALLS	699	638	652	816	980	905	856	923	832	804	653	707	9,465	9,751
Operator Assist Calls/Alarm Calls	723	695	759	835	920	834	813	842	768	964	927	972	10,052	9,368
Ambulance Incoming Calls	227	196	206	231	179	218	194	176	226	175	187	185	2,400	2,626
ECC Supervisor Incoming Calls	993	847	877	946	1,069	930	835	777	906	983	1,085	883	11,131	12,097
Richwoods Dispatcher Incoming Calls	87	89	95	90	104	106	91	131	99	81	115	78	1,166	1,164
Downtown Dispatcher Incoming Calls	62	62	61	62	71	66	62	50	58	65	50	60	729	678
Prep 2 Dispatcher Incoming Calls	649	728	767	819	852	711	745	755	763	815	713	636	8,953	9,179
C-MED Dispatcher Incoming Calls	75	55	58	68	58	45	79	56	50	44	37	51	676	620
County Sheriff Dispatcher Incoming Calls	52	32	39	57	54	36	74	37	33	73	48	61	596	511
Fire Dispatcher Incoming Calls	140	87	65	107	123	88	96	90	88	111	76	104	1,175	2,477
OverFlow Dispatcher Incoming Calls	8	6	6	8	8	13	15	12	11	9	12	15	123	114
Call Taker Incoming Calls	3	10	5	2	5	2	7	0	1	0	0	0	35	11
TOTAL INCOMING EXTENSION CALLS	2,069	1,916	1,973	2,159	2,344	1,997	2,004	1,908	2,009	2,181	2,136	1,888	24,584	26,851
TOTAL OUTGOING EXTENSION CALLS	3,182	2,444	4,768	6,038	6,599	6,024	6,124	6,316	5,550	5,948	5,537	5,610	64,140	78,747
Peoria Police Dispatches/On view	5,440	7,430	8,100	8,826	9,637	9,637	9,507	9,479	8,554	8,404	7,272	6,882	99,168	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	2,397	2,360	2,058	27,701	25,973
TOTAL POLICE DISPATCHES/ON VIEW	7,311	9,289	10,166	11,196	12,199	12,057	12,153	12,159	10,966	10,801	9,632	8,940	126,869	140,866
Air National Guard Fire Dispatches	2	4	5	2	17	6	4	6	2	3	7	9	67	66
Akron-Princeville Fire Dispatches	18	12	24	22	17	17	14	31	24	19	20	16	234	226
Brimfield Fire Dispatches	20	20	29	29	20	20	28	27	30	23	26	44	316	245
Dunlap Fire Dispatches	30	24	31	36	34	31	27	27	34	32	31	27	364	356
Elmwood Fire Dispatches	28	10	14	18	17	16	7	8	5	9	5	13	150	129
Limestone Fire Dispatches	96	92	96	120	107	111	94	100	133	100	116	105	1,270	1,299
Logan-Trivoli Fire Dispatches	39	36	39	29	41	34	26	35	24	29	18	21	371	408
Peoria Fire Dispatches	1,508	1,328	1,446	1,558	1,716	1,535	1,555	1,599	1,486	1,561	1,436	1,587	18,315	18,098
Timber-Hollis Fire Dispatches	37	22	37	33	29	32	26	29	24	24	16	24	333	344
Tuscarora Fire Dispatches	4	3	2	3	2	4	4	3	1	1	4	3	34	42
West Peoria Fire Dispatches	57	40	38	42	48	51	45	41	44	30	42	44	522	543
MABAS Fire Calls	4	1	7	4	10	6	2	2	2	0	1	1	40	29
MABAS EMS Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL FIRE DISPATCHES	1,843	1,592	1,768	1,896	2,058	1,863	1,832	1,908	1,809	1,831	1,722	1,894	21,976	21,756
AMT Ambulance Dispatches	1,192	1,075	1,193	1,241	1,421	1,204	1,311	1,320	1,193	1,270	1,139	1,219	14,778	14,998
APA Ambulance Dispatches	16	18	17	13	11	17	7	27	17	15	17	14	189	166
BYE Ambulance Dispatches	46	40	43	40	36	43	38	39	35	33	28	53	474	445
TOTAL AMBULANCE DISPATCHES	1,254	1,133	1,253	1,294	1,468	1,264	1,356	1,386	1,245	1,318	1,184	1,286	15,441	15,609
Peoria County Coroner Incoming Calls	222	174	234	225	104	206	191	222	167	212	225	219	2,401	2,236
Community Messaging System Call-outs	10	9	16	22	6	14	19	16	16	23	27	11	189	162
Telephone Trouble Reports Completed	1	3	3	2	0	1	4	0	1	3	0	1	19	12
ETSB Equipment Trouble Reported	6	9	5	7	5	7	9	5	6	5	8	3	75	86
Citizen Concerns	2	0	0	0	0	0	0	5	5	3	4	1	20	17
CD Requests from State's Attorney's Office	6	12	11	4	3	8	3	8	4	10	3	0	72	157
CD Requests from FOI / Subpoena	5	1	1	5	3	3	5	1	3	6	6	2	41	34
CD Requests from Inner Departmental	16	15	14	4	6	5	14	8	9	9	5	3	108	108
Total Number of CD Requests	27	28	26	13	12	16	22	17	16	25	14	5	221	299
ILEAS Call Outs	0	0	0	0	0	0	0	0	0	0	0	0	0	1
JULIE Dig	61	20	37	55	66	56	47	47	45	42	56	85	617	501

Yearly Summary

	Number of Calls	Dispatch Response Time	Police Response Time	Total Time	
PEORIA POLICE					
Urgent	35519	0.99	3.92	4.55	
Routine	33271	13.73	6.16	19.89	
Backlog	2498	19.64	7.06	26.70	
PEORIA COUNTY SHERIFF					
Urgent	4747	1.65	7.51	9.16	
Routine	6260	10.86	9.04	19.90	
Backlog	671	36.47	12.29	45.01	
	Number of Calls	Dispatch Response Time	Fire Response Time	Total Time	Average Turnout Time
PEORIA FIRE	18258	0.73	4.25	4.98	1.48

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
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
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
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
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
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

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

Month	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	
October 2013	Number of Calls	109	146	445	225	53	269	133	132	374	279	271	107	61	209	6	121	119	3059			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	0.6	1.4	0.8	0.9	2.4	1.1	1.0	1.1	1.2	1.1	0.9	0.8	1.0	1.0	0.7	1.1	1.5	3200.6	3059	1.0	
	Police Response Time	2.2	3.3	3.4	3.4	3.3	3.4	4.1	3.7	3.5	3.4	5.0	4.7	4.7	6.3	8.7	4.2	6.8	12211.3	3059	4.0	
	Total time	2.8	4.7	4.2	4.3	5.7	4.5	5.1	4.8	4.7	4.5	5.9	5.5	5.7	7.3	9.4	5.3	8.3	15411.9	3059	5.0	
November 2013	Number of Calls	84	136	374	227	45	208	101	161	295	227	200	105	78	216	8	110	141	2716			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	1.2	1.3	0.9	0.8	0.9	0.6	1.0	1.3	0.6	0.9	1.4	0.8	1.4	1.4	2.6	0.9	1.3	2731.4	2716	1.0	
	Police Response Time	2.8	4.0	3.2	3.0	2.8	3.6	4.5	3.9	3.6	3.8	4.6	4.0	5.8	6.6	13.0	5.1	7.2	11437.0	2716	4.2	
	Total time	4.0	5.3	4.1	3.8	3.7	4.2	5.5	5.2	4.2	4.7	6.0	4.8	7.2	8.0	15.6	6.0	8.5	14168.4	2716	5.2	
December 2013	Number of Calls	96	122	395	203	51	201	104	151	292	230	261	105	73	244	8	115	130	2781			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	0.8	1.2	0.9	0.7	0.6	0.8	1.7	1.0	1.3	0.9	1.1	0.8	0.8	1.1	0.5	1.2	0.9	2783.5	2781	1.0	
	Police Response Time	2.8	4.2	3.4	3.2	3.9	3.2	4.6	3.6	3.5	3.9	5.0	5.1	5.5	6.7	8.8	4.4	6.8	11894.1	2781	4.3	
	Total time	3.6	5.4	4.3	3.9	4.5	4.0	6.3	4.6	4.8	4.8	6.1	5.9	6.3	7.8	9.3	5.6	7.7	14677.6	2781	5.3	
YEAR TO DATE TOTALS AND AVERAGES																						
Total Number of Calls									35519													
Total Number of Exceptions									0													
Average Dispatch Response Time									0.99													
Average Police Response Time									3.92													
Average Total Time									4.55													

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

Month	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	85	176	344	216	116	213	170	173	405	313	262	122	112	251	11	166	148	3283			(total min/total calls)		
	Exceptions																		0					
	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					
	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					
	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			
October 2013	Number of Calls	79	142	283	140	99	155	153	139	334	233	202	140	112	214	12	213	155	2805			(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	12.9	14.5	12.2	16.3	18.5	14.6	14.7	14.1	16.1	12.9	14.1	8.8	16.8	15.0	19.6	13.1	15.3	40068.1	2805	14.3			
	Police Response Time	4.8	6.3	5.5	4.0	7.7	4.5	7.3	6.1	5.1	5.6	6.4	6.6	7.8	9.1	12.7	7.7	8.5	17970.9	2805	6.4			
	Total time	17.7	20.8	17.7	20.3	26.2	19.1	22.0	20.2	21.2	18.5	20.5	15.4	24.6	24.1	32.3	20.8	23.8	58039.0	2805	20.7			
November 2013	Number of Calls	78	110	256	132	93	119	116	122	274	218	180	113	124	216	9	157	135	2452			(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	8.8	9.9	11.1	13.9	12.0	14.0	12.8	12.4	17.4	15.2	18.4	11.1	12.0	15.0	32.3	15.7	15.1	34401.0	2452	14.0			
	Police Response Time	5.2	5.9	5.4	4.4	5.8	5.9	5.9	5.3	5.7	5.5	6.8	6.8	7.2	8.5	13.7	8.6	8.7	15720.3	2452	6.4			
	Total time	14.0	15.8	16.5	18.3	17.8	19.9	18.7	17.7	23.1	20.7	25.2	17.9	19.2	23.5	46.0	24.3	23.8	50121.3	2452	20.4			
December 2013	Number of Calls	47	136	235	128	94	164	106	125	206	168	221	113	79	212	4	154	129	2321			(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	9.6	7.7	7.8	10.9	8.3	13.5	12.4	9.3	14.8	10.7	10.5	11.7	11.6	13.0	5.8	15.1	13.8	26487.9	2321	11.4			
	Police Response Time	5.2	6.1	5.1	4.9	6.2	5.3	7.0	5.7	5.4	4.9	7.6	7.5	8.1	8.4	10.5	9.4	9.1	15353.1	2321	6.6			
	Total time	14.8	13.8	12.9	15.8	14.5	18.8	19.4	15.0	20.2	15.6	18.1	19.2	19.7	21.4	16.3	24.5	22.9	41841.0	2321	18.0			
YEAR TO DATE TOTALS AND AVERAGES																								
Total Number of Calls								33271																
Total Number of Exceptions								0																
Average Dispatch Response Time								13.7																
Average Police Response Time								6.2																
Average Total Time								19.9																

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	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	10	55	13	8	4	6	8	10	17	11	11	4	7	7	0	4	3	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			(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			(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			(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			(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			(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

	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	
October 2013	Number of Calls	5	50	12	12	4	4	11	4	17	12	6	3	4	11	0	8	9	172		(total min/total calls)	
	Exceptions																	0				
	Dispatch Response Time	15.6	20.5	14.0	26.0	14.8	12.3	26.0	5.3	24.3	20.9	17.0	38.0	37.3	4.4	0.0	30.6	20.0	3500.9	172	20.4	
	Police Response Time	16.4	7.4	6.0	5.0	5.0	5.0	6.5	4.3	6.3	6.7	11.4	6.3	11.8	8.7	0.0	5.9	7.0	1240.6	172	7.2	
	Total time	32.0	27.9	20.0	31.0	19.8	17.3	32.5	9.6	30.6	27.6	28.4	44.3	49.1	13.1	0.0	36.5	27.0	4741.5	172	27.6	
November 2013	Number of Calls	0	36	7	4	1	8	6	14	20	12	11	6	3	19	0	3	6	156		(total min/total calls)	
	Exceptions																	0				
	Dispatch Response Time	0.0	21.2	16.1	10.5	20.0	6.3	35.5	20.9	27.3	3.7	16.1	13.2	37.0	18.2	0.0	14.7	33.3	3041.3	156	19.5	
	Police Response Time	0.0	7.2	6.6	6.3	4.0	6.0	6.7	7.7	5.2	6.3	5.9	7.8	7.0	8.0	0.0	12.5	10.3	1094.2	156	7.0	
	Total time	0.0	28.4	22.7	16.8	24.0	12.3	42.2	28.6	32.5	10.0	22.0	21.0	44.0	26.2	0.0	27.2	43.6	4135.5	156	26.5	
December 2013	Number of Calls	3	28	9	4	8	1	12	4	13	17	5	5	10	11	3	5	7	145		(total min/total calls)	
	Exceptions																	0				
	Dispatch Response Time	13.7	19.8	10.0	23.8	10.3	16.0	16.6	7.0	13.9	21.8	13.8	7.0	16.7	24.0	3.7	11.0	15.6	2367.9	145	16.3	
	Police Response Time	7.0	10.3	7.4	4.0	6.7	4.0	8.3	4.5	6.2	5.4	6.0	7.5	10.5	7.2	8.0	9.5	12.5	1150.3	145	7.9	
	Total time	20.7	30.1	17.4	27.8	17.0	20.0	24.9	11.5	20.1	27.2	19.8	14.5	27.2	31.2	11.7	20.5	28.1	3518.2	145	24.3	
YEAR TO DATE TOTALS AND AVERAGES																						
Total Number of Calls																		2498				
Total Number of Exceptions																		0				
Average Dispatch Response Time																		19.64				
Average Police Response Time																		7.06				
Average Total Time																		26.70				

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

	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	
October 2013	Number of Calls	270	82	215	68	160	128	102	243	48	131	71	30	1548			(total min/total calls)
	Dispatch Response Time	0.7	0.3	0.6	1.9	0.5	0.8	2.2	0.4	0.2	0.4	1.7	1.0	1188.5	1548	0.8	
	Fire Response Time	3.5	3.4	4	4.7	3.7	4.2	3.9	4.8	4.6	5.1	5.9	5.7	6576.0	1548	4.2	
	Total time	4.2	3.7	4.6	6.6	4.2	5.0	6.1	5.2	4.8	5.5	7.6	6.7	7764.5	1548	5.0	
November 2013	Number of Calls	237	86	196	70	151	139	109	184	34	115	57	45	1423			(total min/total calls)
	Dispatch Response Time	1.2	0.6	0.3	0.9	0.5	0.5	0.3	0.8	2.2	0.9	1.0	0.3	1031.5	1423	0.7	
	Fire Response Time	3.7	3.3	4	5.1	4.2	4.6	4.3	4.9	4.9	4.9	5.5	5.3	6227.7	1423	4.4	
	Total time	4.9	3.9	4.3	6.0	4.7	5.1	4.6	5.7	7.1	5.8	6.5	5.6	7259.2	1423	5.1	
December 2013	Number of Calls	250	94	207	83	151	119	106	254	37	130	99	44	1574			(total min/total calls)
	Dispatch Response Time	0.8	0.4	0.5	0.4	0.4	0.5	1.2	1.4	0.8	0.7	0.7	2.1	1259.3	1574	0.8	
	Fire Response Time	3.7	3.5	4.2	5.4	3.9	4.6	4.3	4.8	4.7	4.7	6.3	5.5	7033.5	1574	4.5	
	Total time	4.5	3.9	4.7	5.8	4.3	5.1	5.5	6.2	5.5	5.4	7.0	7.6	8292.8	1574	5.3	
YEAR TO DATE TOTALS AND AVERAGES - 2011																	
Total Number of Calls											18258						
Average Dispatch Response Time											0.7						
Average Fire Response Time											4.3						
Average Total Time											5.0						

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

	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	Average		
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
October 2013	Number of Calls	2	5	4	2	82	75	30	14	33	46	68		361		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time		1.8	1.7	3.0	1.9	1.6	3.7	1.7	1.5	1.1	1.6		641.3			361	1.8
	Police Response Time	6.5	15.3	8.5	7.0	7.9	6.6	11.3	6.5	3.3	8.1	3.7		2443.4			361	6.8
	Total time	6.5	17.1	10.2	10.0	9.8	8.2	15.0	8.2	4.8	9.2	5.3		3084.7			361	8.5
November 2013	Number of Calls	6	4	6	1	78	88	40	11	29	40	83		386		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	1.6	7.0	0.3	0.0	1.6	1.7	2.9	0.8	1.8	1.0	1.1		622.1			386	1.6
	Police Response Time	4.5	15.3	7.2	14.0	7.6	6.3	11.8	3.3	3.7	42.8	4.0		3952.2			386	10.2
	Total time	6.1	22.3	7.5	14.0	9.2	8.0	14.7	4.1	5.5	43.8	5.1		4574.3			386	11.9
December 2013	Number of Calls	4	6	6	0	78	82	48	6	28	41	63		362		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	6.0	5.0	0.8		2.2	2.0	2.7	0.2	1.0	0.8	1.3		667.9			362	1.8
	Police Response Time	1.3	12.8	7.6		8.8	8.2	13.3	6.2	3.4	8.1	4.7		2885.4			362	8.0
	Total time	7.3	17.8	8.4	0.0	11.0	10.2	16.0	6.4	4.4	8.9	6.0		3553.3			362	9.8
YEAR TO DATE TOTALS AND AVERAGES - 2013																		
														Total Number of Calls	4747			
														Total Number of Exceptions	0.0			
														Average Dispatch Response Time	1.6			
														Average Police Response Time	7.5			
														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

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			
															Total Minutes		
	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			
															Total Minutes		
	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			
															Total Minutes		
	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
October 2013	Number of Calls	23	4	9	2	91	132	66	9	35	41	98		510		(total min/total calls)	
	Exceptions													0			
															Total Minutes		
	Dispatch Response Time	9.2	10.8	15.7	32.5	14.1	11.5	12.3	3.0	15.8	9.3	8.2			5838.9	510	11.4
	Police Response Time	4.8	11.7	9.3	16.5	9.9	8.6	11.0	7.9	4.4	12.2	4.9			4241.5	510	8.3
	Total time	14.0	22.5	25.0	49.0	24.0	20.1	23.3	10.9	20.2	21.5	13.1			10080.4	510	19.8
November 2013	Number of Calls	30	5	5	2	113	121	60	6	38	42	68		490		(total min/total calls)	
	Exceptions													0			
															Total Minutes		
	Dispatch Response Time	14.0	10.0	27.8	1.0	16.9	9.0	9.8	6.5	10.5	8.8	8.9			5610.5	490	11.5
	Police Response Time	7.3	21.8	8.0	17.0	10.9	9.1	15.8	11.8	5.1	9.3	5.0			4678.0	490	9.5
	Total time	21.3	31.8	35.8	18.0	27.8	18.1	25.6	18.3	15.6	18.1	13.9			10288.5	490	21.0
December 2013	Number of Calls	23	4	5	2	73	129	59	9	35	53	71		463		(total min/total calls)	
	Exceptions													0			
															Total Minutes		
	Dispatch Response Time	6.4	29.5	11.2	1.5	10.1	10.8	9.7	9.4	7.9	4.7	9.5			4311.7	463	9.3
	Police Response Time	2.6	18.8	6.3	22.5	9.9	9.1	14.7	18.0	5.6	10.4	6.2			4324.8	463	9.3
	Total time	9.0	48.3	17.5	24.0	20.0	19.9	24.4	27.4	13.5	15.1	15.7			8636.5	463	18.7

YEAR TO DATE TOTALS AND AVERAGES - 2011

Total Number of Calls	6260
Total Number of Exceptions	0.0
Average Dispatch Response Time	10.9
Average Police Response Time	9.0
Average Total Time	19.9

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	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												Total Calls	Total Minutes	Calls	Average			
		700	710	711	712	713	714	715	716	717	718	726					Other		
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
October 2013	Number of Calls	8	0	0	0	3	9	6	0	2	5	7		40			(total min/total calls)		
	Exceptions													0					
	Dispatch Response Time	58.9	0.0	0.0	0.0	37.3	38.3	9.3	0.0	13.5	15.8	15.9		1200.9				40	30.0
	Police Response Time	18.8	0.0	0.0	0.0	8.7	9.2	12.0	0.0	8.5	16.8	7.0		481.3				40	12.0
	Total time	77.7	0.0	0.0	0.0	46.0	47.5	21.3	0.0	22.0	32.6	22.9	0.0	1682.2				40	42.1
November 2013	Number of Calls	14	1	0	0	8	9	5	3	0	7	4		51			(total min/total calls)		
	Exceptions													0					
	Dispatch Response Time	75.7	25.0	0.0	0.0	24.9	7.3	10.2	9.7	0.0	8.8	6.8		1518.6				51	29.8
	Police Response Time	18.3	11.0	0.0	0.0	18.3	15.6	17.6	0.7	0.0	8.2	10.5		743.5				51	14.6
	Total time	94.0	36.0	0.0	0.0	43.2	22.9	27.8	10.4	0.0	17.0	17.3	0.0	2262.1				51	44.4
December 2013	Number of Calls	14	0	2	0	12	6	5	2	3	6	3		53			(total min/total calls)		
	Exceptions													0					
	Dispatch Response Time	67.2		6.5		12.9	10.5	24.4	7.0	4.7	13.3	27.0		1482.5				53	28.0
	Police Response Time	22.1		8.5		4.9	12.7	13.8	14.0	3.0	6.5	7.0		627.4				53	11.8
	Total time	89.3	0.0	15.0	0.0	17.8	23.2	38.2	21.0	7.7	19.8	34.0	0.0	2109.9				53	39.8
YEAR TO DATE TOTALS AND AVERAGES - 2013																			
													Total Number of Calls			671			
													Total Number of Exceptions			0.0			
													Average Dispatch Response Time			36.5			
													Average Police Response Time			12.3			
													Average Total Time			45.0			