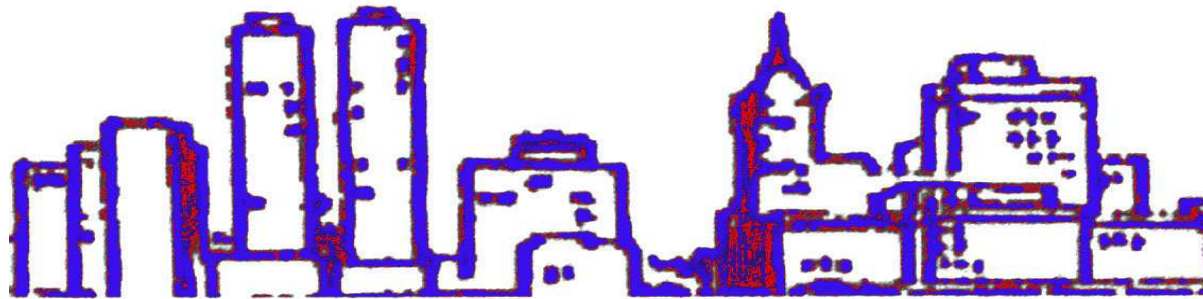


Peoria



9-1-1

Emergency Communications Center

**November
2011**

CITY OF PEORIA
EMERGENCY COMMUNICATIONS CENTER 2010 ANNUAL REPORT

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	2010 Totals
Landbased 9-1-1 Calls	2,627	2,382	2,604	3,298	2,776	3,662	4,300	2,885	2,788	2,808	2,488		32,618	37,529
Wireless 9-1-1 Calls	5,316	5,422	5,736	5,613	6,430	5,599	5,858	6,894	6,697	6,630	6,448		66,643	63,666
TOTAL 9-1-1 CALLS	7,943	7,804	8,340	8,911	9,206	9,261	10,158	9,779	9,485	9,438	8,936	0	99,261	101,195
Peoria Police Incoming Calls	7,880	7,786	8,642	8,239	10,055	10,453	10,318	9,820	9,184	9,106	7,752		99,235	112,134
Sheriff's Police Incoming Calls	3,213	3,271	3,412	2,946	3,442	3,669	3,666	3,777	3,262	3,328	31,136		65,122	43,369
TOTAL POLICE INCOMING CALLS	11,093	11,057	12,054	11,185	13,497	14,122	13,984	13,597	12,446	12,434	38,888	0	164,357	155,503
Volunteer Fire/EMS toll free calls	33	36	41	18	36	23	35	33	41	40	33		369	517
Peoria Fire Incoming Calls	685	710	715	695	920	960	1,026	957	855	798	687		9,008	10,525
TOTAL FIRE INCOMING CALLS	718	746	756	713	956	983	1,061	990	896	838	720	0	9,377	11,042
Operator Assist Calls/Alarm Calls	694	648	645	639	717	765	799	771	763	776	781		7,998	8,624
Ambulance Incoming Calls	234	238	208	216	214	275	226	194	194	171	219		2,389	2,778
ECC Supervisor Incoming Calls	1,122	1,200	946	1,093	1,932	1,073	1,064	1,073	952	1,114	1,073		12,642	14,031
Richwoods Dispatcher Incoming Calls	115	137	95	85	90	79	103	96	94	96	113		1,103	1,508
Downtown Dispatcher Incoming Calls	74	63	54	58	59	49	75	51	62	44	37		626	1,272
Prep 2 Dispatcher Incoming Calls	779	873	927	872	831	772	801	806	838	868	716		9,083	10,680
C-MED Dispatcher Incoming Calls	60	94	68	71	73	50	78	57	68	63	26		708	762
County Sheriff Dispatcher Incoming Calls	61	92	63	73	65	87	62	72	83	56	32		746	947
Fire Dispatcher Incoming Calls	358	204	185	260	255	263	285	226	245	244	198		2,723	4,057
OverFlow Dispatcher Incoming Calls	6	5	2	10	6	6	6	13	11	7	20		92	159
Call Taker Incoming Calls	0	14	1	4	0	0	2	0	4	0	3		28	13
TOTAL INCOMING EXTENSION CALLS	2,575	2,682	2,341	2,526	3,311	2,379	2,476	2,394	2,357	2,492	2,218	0	27,751	33,429
TOTAL OUTGOING EXTENSION CALLS	6,065	6,603	5,735	5,676	5,720	6,253	6,670	5,633	5,896	6,012	5,695		65,958	74,919
Peoria Police Dispatches/On view	8,587	8,326	9,174	9,781	10,654	10,733	10,898	10,352	9,666	9,719	8,677		106,567	121,222
Peoria County Sheriff Dispatches/On view	2,083	1,927	2,177	2,232	2,284	2,259	2,168	2,166	2,136	2,290	2,017		23,739	27,339
TOTAL POLICE DISPATCHES/ON VIEW	10,670	10,253	11,351	12,013	12,938	12,992	13,066	12,518	11,802	12,009	10,694	0	130,306	148,561
Air National Guard Fire Dispatches	7	11	7	4	5	5	11	6	2	0	3		61	94
Akron-Princeville Fire Dispatches	19	19	22	15	15	23	18	16	15	14	17		193	230
Brimfield Fire Dispatches	14	18	17	13	17	22	16	19	21	20	15		192	240
Dunlap Fire Dispatches	26	28	32	31	29	28	28	31	21	28	34		316	357
Elmwood Fire Dispatches	4	11	12	14	8	9	8	6	7	6	8		93	107
Limestone Fire Dispatches	99	77	98	101	85	110	109	125	109	97	118		1,128	1,218
Logan-Trivoli Fire Dispatches	32	29	23	32	21	34	32	34	25	51	37		350	368
Peoria Fire Dispatches	1,449	1,430	1,341	1,427	1,465	1,460	1,678	1,519	1,498	1,526	1,480		16,273	16,714
Timber-Hollis Fire Dispatches	26	24	23	27	26	21	24	26	27	28	29		281	276
Tuscarora Fire Dispatches	0	4	2	2	5	3	2	1	5	2	3		29	39
West Peoria Fire Dispatches	51	35	41	39	38	28	42	49	41	45	41		450	419
MABAS Fire Calls	2	4	1	0	0	2	0	3	3	2	0		17	20
MABAS EMS Calls	0	0	0	0	0	0	0	0	0	0	0		0	1
TOTAL FIRE DISPATCHES	1,729	1,690	1,619	1,705	1,714	1,745	1,968	1,835	1,774	1,819	1,785	0	19,366	20,062
AMT Ambulance Dispatches	1,091	1,087	1,081	1,097	1,141	1,150	1,312	1,181	1,160	1,156	1,171		12,627	12,300
APA Ambulance Dispatches	15	16	11	13	11	18	12	15	13	12	13		149	258
BYE Ambulance Dispatches	26	34	41	43	35	37	42	28	49	37	34		406	423
TOTAL AMBULANCE DISPATCHES	1,132	1,137	1,133	1,153	1,187	1,205	1,366	1,224	1,222	1,205	1,218	0	13,182	12,981
Peoria County Coroner Incoming Calls	173	145	145	149	125	158	169	127	141	180	181		1,693	1,662
Community Messaging System Call-outs	10	9	12	13	5	8	8	8	5	11	6		95	150
Telephone Trouble Reports Completed	0	0	0	2	4	1	0	2	1	0	3		13	39
ETSB Equipment Trouble Reported	7	17	12	10	14	9	15	10	11	16	8		129	119
Citizen Concerns	2	1	2	4	2	3	1	2	2	2	1		22	16
CD Requests from State's Attorney's Office	5	6	1	2	6	1	2	3	3	3	5		37	47
CD Requests from FOI / Subpoena	8	3	2	2	2	1	2	5	6	2	3		36	35
CD Requests from Inner Departmental	9	8	14	9	10	8	12	11	3	6	5		95	103
Total Number of CD Requests	22	17	17	13	18	0	16	19	12	11	13	0	168	185
ILEAS Call Outs	0	0	0	0	0	0	0	0	0	0	0		0	2
JULIE Dig	40	42	50	62	36	44	66	43	34	40	25		482	531

City of Peoria
Emergency Communications Center

Police Department
Urgent Calls for Service
By Police District

	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls		(total min/total calls)
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19			
January 2011	Number of Calls	149	128	364	178	58	264	98	135	274	225	212	118	82	213	4	98	110	2710	Calls	Average
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	0.6	0.8	0.9	0.7	1.0	0.7	0.5	1.6	0.9	1.3	0.9	1.0	0.8	1.3	0.0	0.8	1.2	2552.6	2710	0.9
	Police Response Time	2.4	3.5	3.3	3.0	4.0	3.1	3.6	3.4	3.1	3.5	4.7	4.4	5.4	5.5	8.8	4.5	3.4	10020.0	2710	3.7
	Total time	3.0	4.3	4.2	3.7	5.0	3.8	4.1	5.0	4.0	4.8	5.6	5.4	6.2	6.8	8.8	5.3	4.6	12572.6	2710	4.6
February 2011	Number of Calls	130	108	358	178	56	214	105	127	254	219	210	122	79	190	7	100	130	2587	Calls	Average
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	0.7	0.9	0.8	0.9	1.2	0.6	0.9	0.9	0.9	1.0	1.1	0.9	1.0	1.2	0.5	1.6	1.7	2519.1	2587	1.0
	Police Response Time	2.2	3.7	3.6	3.0	3.8	3.4	3.6	3.4	3.0	3.6	4.7	5.1	5.4	6.3	7.2	4.3	6.5	10367.2	2587	4.0
	Total time	2.9	4.6	4.4	3.9	5.0	4.0	4.5	4.3	3.9	4.6	5.8	6.0	6.4	7.5	7.7	5.9	8.2	12886.3	2587	5.0
March 2011	Number of Calls	146	157	428	216	55	280	122	170	346	264	245	85	86	199	8	102	119	3028	Calls	Average
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	0.5	0.8	1.0	0.6	0.6	0.7	1.0	0.9	0.8	1.3	0.8	0.7	0.8	1.0	0.9	0.9	1.0	2621.5	3028	0.9
	Police Response Time	2.1	3.1	3.2	2.8	2.5	3.0	3.4	3.3	2.9	3.3	4.5	4.5	4.8	6.2	8.3	4.7	5.7	10951.3	3028	3.6
	Total time	2.6	3.9	4.2	3.4	3.1	3.7	4.4	4.2	3.7	4.6	5.3	5.2	5.6	7.2	9.2	5.6	6.7	13572.8	3028	4.5
April 2011	Number of Calls	141	121	515	260	54	320	159	164	392	329	248	122	91	231	5	112	97	3361	Calls	Average
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	1.0	0.8	1.0	0.7	0.8	0.8	0.8	0.6	1.1	1.2	0.8	1.8	0.9	1.2	0.3	1.5	0.8	3309.8	3361	1.0
	Police Response Time	2.4	3.1	3.3	2.9	2.6	3.2	3.5	3.4	3.0	3.3	4.3	4.4	4.4	5.9	6.6	4.8	6.0	12226.3	3361	3.6
	Total time	3.4	3.9	4.3	3.6	3.4	4.0	4.3	4.0	4.1	4.5	5.1	6.2	5.3	7.1	6.9	6.3	6.8	15536.1	3361	4.6
May 2011	Number of Calls	146	132	578	265	62	374	154	194	421	341	267	138	111	211	4	111	137	3646	Calls	Average
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	0.7	0.9	1.3	1.4	0.8	0.9	1.4	0.9	0.8	1.1	1.0	1.3	1.2	1.1	1.0	1.3	1.2	3956.1	3646	1.1
	Police Response Time	2.1	2.7	3.1	2.6	2.9	3.1	3.1	3.2	2.8	3.3	4.5	4.8	5.3	6.1	7.0	4.9	6.2	13045.9	3646	3.6
	Total time	2.8	3.6	4.4	4.0	3.7	4.0	4.5	4.1	3.6	4.4	5.5	6.1	6.5	7.2	8.0	6.2	7.4	17002.0	3646	4.7
June 2011	Number of Calls	151	147	529	268	64	396	170	178	477	358	248	124	83	222	3	109	119	3646	Calls	Average
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	1.4	1.2	1.1	1.1	0.9	0.9	1.7	1.2	1.0	1.2	1.0	1.0	0.9	1.2	0.5	1.1	1.0	4041.2	3646	1.1
	Police Response Time	2.9	3.3	3.1	3.4	3.3	2.9	3.2	3.7	2.9	3.0	4.3	4.3	5.5	5.9	8.0	4.5	6.4	13135.6	3646	3.6
	Total time	4.3	4.5	4.2	4.5	4.2	3.8	4.9	4.9	3.9	4.2	5.3	5.3	6.4	7.1	8.5	5.6	7.4	17176.8	3646	4.7

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 2011	Police District	1	2	4	5	6	8	12	BLUFF			RICHWOODS							Total Calls	Calls	(total min/total calls) Average
	Number of Calls	192	161	549	306	77	327	160	196	486	317	268	126	99	242	6	127	131	3770		
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	0.7	1.0	1.4	1.1	1.1	1.0	1.0	1.8	1.1	1.3	1.2	1.2	1.8	1.2	0.8	2.0	1.2	4629.2		
	Police Response Time	2.4	3.3	3.1	2.8	3.1	3.1	3.8	3.0	5.5	3.4	4.6	4.7	4.9	6.3	5.6	5.0	5.4	14960.7		
Total time	3.1	4.3	4.5	3.9	4.2	4.1	4.8	4.8	6.6	4.7	5.8	5.9	6.7	7.5	6.4	7.0	6.6	19589.9	3770	5.2	
August 2011	Police District	1	2	4	5	6	8	12	BLUFF			RICHWOODS							Total Calls	Calls	(total min/total calls) Average
	Number of Calls	176	190	523	254	74	319	133	161	456	306	229	106	78	218	8	129	140	3500		
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	0.9	0.7	0.9	1.2	1.3	1.1	1.1	0.9	1.4	1.0	1.2	1.0	1.1	1.0	0.6	1.5	1.1	3786.5		
	Police Response Time	2.5	3.2	3.3	2.9	3.5	3.2	3.6	3.5	3.2	3.5	4.4	4.3	4.9	6.2	5.9	4.9	5.7	13037.3		
Total time	3.4	3.9	4.2	4.1	4.8	4.3	4.7	4.4	4.6	4.5	5.6	5.3	6.0	7.2	6.5	6.4	6.8	16823.8	3500	4.8	
September 2011	Police District	1	2	4	5	6	8	12	BLUFF			RICHWOODS							Total Calls	Calls	(total min/total calls) Average
	Number of Calls	174	125	556	234	53	322	150	176	466	299	213	101	87	197	6	95	103	3357		
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	0.9	0.9	1.2	0.8	0.7	1.1	2.3	1.0	1.1	1.3	0.9	1.1	1.0	1.5	0.5	1.2	1.1	3852.7		
	Police Response Time	2.5	3.8	3.4	3.2	3.4	3.2	3.6	3.3	3.1	3.6	4.5	3.7	6.0	6.3	8.7	4.7	6.6	12675.4		
Total time	3.4	4.7	4.6	4.0	4.1	4.3	5.9	4.3	4.2	4.9	5.4	4.8	7.0	7.8	9.2	5.9	7.7	16528.1	3357	4.9	
October 2011	Police District	1	2	4	5	6	8	12	BLUFF			RICHWOODS							Total Calls	Calls	(total min/total calls) Average
	Number of Calls	154	133	548	241	52	341	185	183	462	290	250	102	83	217	4	117	115	3477		
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	1.4	0.9	1.0	0.9	1.9	0.9	1.2	1.1	1.4	1.1	1.1	1.2	0.9	0.9	1.3	1.1	1.5	3868.8		
	Police Response Time	2.4	3.5	3.5	3.0	2.7	3.2	3.5	3.8	3.3	3.3	4.4	4.5	5.6	6.0	6.5	4.6	6.5	13169.7		
Total time	3.8	4.4	4.5	3.9	4.6	4.1	4.7	4.9	4.7	4.4	5.5	5.7	6.5	6.9	7.8	5.7	8.0	17038.5	3477	4.9	
November 2011	Police District	1	2	4	5	6	8	12	BLUFF			RICHWOODS							Total Calls	Calls	(total min/total calls) Average
	Number of Calls	118	129	469	228	51	266	128	165	381	276	242	108	89	200	5	104	132	3091		
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	0.7	1.0	0.9	0.9	1.6	0.9	0.8	1.1	1.1	0.8	0.8	1.5	0.7	1.2	1.5	1.2	1.4	3058.7		
	Police Response Time	2.2	3.5	6.7	3.0	3.1	3.2	3.4	3.7	3.4	3.5	4.5	4.6	5.0	6.1	8.3	4.2	6.9	13493.7		
Total time	2.9	4.5	7.6	3.9	4.7	4.1	4.2	4.8	4.5	4.3	5.3	6.1	5.7	7.3	9.8	5.4	8.3	16552.4	3091	5.4	
YEAR TO DATE TOTALS AND AVERAGES - 2011																					
Total Number of Calls								36173													
Total Number of Exceptions								0													
Average Dispatch Response Time								1.05													
Average Police Response Time								3.80													
Average Total Time								4.84													

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

This report does not include on-view incidents.

City of Peoria
Emergency Communications Center

Police Department
Routine Calls for Service
By Police District

	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Calls	Average
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19			
January 2011	Number of Calls	101	139	217	127	91	131	145	158	229	224	157	122	111	236	6	152	135	2481		(total min/total calls)
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	9.9	9.6	7.6	14.6	9.8	10.5	8.4	11.9	9.4	12.2	11.4	9.4	10.0	10.1	4.0	11.6	14.7	26290.5		
	Police Response Time	4.3	5.3	5.3	4.6	6.2	4.7	4.7	4.7	4.4	5.6	6.6	5.9	7.3	8.2	11.0	8.0	8.6	14715.8		
	Total time	14.2	14.9	12.9	19.2	16.0	15.2	13.1	16.6	13.8	17.8	18.0	15.3	17.3	18.3	15.0	19.6	23.3	41006.3		
February 2011	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls		(total min/total calls)
	Number of Calls	66	155	269	113	79	117	148	139	258	223	168	137	102	253	4	161	111	2503		
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	3.8	9.2	9.5	11.8	8.5	11.4	9.7	10.9	10.0	15.3	15.5	10.2	11.4	13.4	47.3	11.8	12.7	28566.7		
	Police Response Time	3.5	5.5	5.4	4.6	6.6	5.2	5.3	5.2	4.8	5.7	6.8	6.8	6.1	8.1	10.3	7.0	9.0	15115.1		
March 2011	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls		(total min/total calls)
	Number of Calls	97	182	326	145	111	185	169	173	300	278	232	111	93	198	9	159	136	2904		
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	7.6	10.6	10.0	11.7	11.2	9.2	11.2	11.4	13.5	13.2	12.7	9.9	9.5	14.4	6.1	12.6	10.1	33364.6		
	Police Response Time	3.9	5.3	5.1	4.5	6.2	4.5	5.1	5.1	4.5	4.6	6.2	6.1	7.6	7.2	10.3	8.2	8.5	16352.1		
April 2011	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls		(total min/total calls)
	Number of Calls	82	172	334	161	95	171	170	197	373	323	227	126	105	212	7	151	123	3029		
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	10.8	13.3	11.3	14.7	8.8	12.0	9.8	12.7	11.3	15.3	11.3	12.0	8.8	15.6	11.2	10.9	12.2	37060.0		
	Police Response Time	3.9	4.5	5.0	3.8	6.8	4.4	5.1	5.5	4.4	4.7	6.3	6.2	6.1	8.1	9.3	6.8	8.3	16565.6		
May 2011	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls		(total min/total calls)
	Number of Calls	88	169	396	201	111	223	210	206	417	344	212	112	120	253	8	180	146	3396		
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	7.2	12.2	10.4	13.1	9.9	14.2	12.6	17.3	13.6	16.0	16.1	12.4	15.2	12.2	8.6	14.7	12.4	45318.5		
	Police Response Time	3.4	5.3	4.6	3.9	6.8	4.4	5.0	5.4	4.1	5.2	6.1	7.1	6.5	8.5	10.6	7.7	7.4	18767.4		
June 2011	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls		(total min/total calls)
	Number of Calls	81	198	367	183	118	247	231	196	481	341	247	136	128	289	4	196	153	3596		
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	16.2	12.4	10.7	14.0	10.3	12.9	15.7	11.9	16.6	17.8	15.9	11.8	11.3	15.6	6.8	12.2	13.8	50688.2		
	Police Response Time	4.5	5.0	4.5	4.3	6.1	4.0	4.3	5.2	4.3	4.7	6.3	6.5	6.7	8.1	7.0	7.2	8.0	19486.0		
	Total time	20.7	17.4	15.2	18.3	16.4	16.9	20.0	17.1	20.9	22.5	22.2	18.3	18.0	23.7	13.8	19.4	21.8	70174.2	3596	19.5

City of Peoria
Emergency Communications Center

Police Department
Routine Calls for Service
By Police District

July 2011	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls		(total min/total calls) Average
	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	3626		
	Exceptions																		0		
	Dispatch Response Time	8.4	11.6	12.4	11.8	13.5	12.0	14.2	14.0	14.0	15.5	15.9	14.1	16.3	16.1	16.0	15.8	15.5	50642.9	3626	
August 2011	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls		(total min/total calls) Average
	Number of Calls	98	191	359	187	111	229	192	170	436	292	239	143	104	285	9	217	138	3400		
	Exceptions																		0		
	Dispatch Response Time	9.5	10.9	12.3	11.0	15.0	11.7	15.1	14.2	12.5	14.8	18.6	12.0	11.5	18.9	4.7	15.5	17.6	47493.2	3400	
September 2011	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls		(total min/total calls) Average
	Number of Calls	107	151	392	173	105	206	172	168	425	303	220	152	131	258	5	179	136	3283		
	Exceptions																		0		
	Dispatch Response Time	13.4	14.7	14.2	18.0	13.7	16.9	13.1	16.6	18.0	16.9	19.2	10.0	11.0	14.8	4.5	20.1	13.1	51471.9	3283	
October 2011	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls		(total min/total calls) Average
	Number of Calls	89	127	346	207	106	213	156	170	358	261	248	126	125	262	4	193	143	3134		
	Exceptions																		0		
	Dispatch Response Time	10.6	12.5	13.1	16.1	16.6	18.1	15.3	21.4	24.0	20.1	19.5	13.1	11.8	15.8	2.0	15.0	19.8	53709.6	3134	
November 2011	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls		(total min/total calls) Average
	Number of Calls	64	136	291	146	83	183	133	150	344	225	201	132	120	224	8	163	128	2731		
	Exceptions																		0		
	Dispatch Response Time	8.1	9.3	12.4	16.8	13.2	12.5	12.2	12.6	15.9	13.9	14.9	13.1	12.2	12.6	8.7	11.7	12.5	35924.4	2731	
YEAR TO DATE TOTALS AND AVERAGES - 2011																					
Total Number of Calls								34083													
Total Number of Exceptions								0													
Average Dispatch Response Time								13.4													
Average Police Response Time								5.8													
Average Total Time								19.2													

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

This report does not include on-view incidents.

2011

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 2011	Number of Calls	3	57	8	5	6	12	6	8	14	19	9	10	4	12	0	3	3	179		(total min/total calls)
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	56.7	13.6	14.4	27.0	10.5	5.8	27.2	5.5	23.3	26.2	45.1	72.3	15.8	36.4	0.0	5.7	3.0	4014.3	179	22.4
	Police Response Time	1.7	7.1	3.4	6.8	4.8	4.8	6.5	4.5	5.4	5.0	5.6	6.6	7.3	12.3	0.0	11.7	7.3	1153.2	179	6.4
	Total time	58.4	20.7	17.8	33.8	15.3	10.6	33.7	10.0	28.7	31.2	50.7	78.9	23.1	48.7	0.0	17.4	10.3	5167.5	179	28.9
February 2011	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls		(total min/total calls)
	Number of Calls	3	41	17	8	3	7	10	8	19	27	11	7	2	14	0	3	7	187		
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	9.0	20.8	11.8	16.0	13.0	21.4	16.4	20.6	23.1	14.8	15.8	57.9	74.0	57.2	0.0	12.3	28.3	4327.4	187	23.1
	Police Response Time	8.0	9.3	7.9	4.3	6.7	5.3	10.1	12.8	4.2	6.5	9.1	8.4	4.0	11.1	0.0	13.7	9.6	1520.5	187	8.1
March 2011	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls		(total min/total calls)
	Number of Calls	2	62	14	9	4	3	12	11	14	20	4	11	5	10	1	2	8	192		
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	6.0	21.8	27.5	54.4	21.5	18.0	13.4	17.3	23.8	34.6	33.0	25.8	26.0	12.8	1.0	51.0	7.4	4590.5	192	23.9
	Police Response Time	16.5	6.2	6.6	5.4	7.0	3.7	5.9	3.7	4.3	8.6	2.8	4.1	6.0	12.1	1.0	7.5	10.2	1246.1	192	6.5
April 2011	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls		(total min/total calls)
	Number of Calls	2	49	15	7	3	8	12	10	23	21	14	9	5	9	0	6	6	199		
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	1.0	15.2	12.1	39.6	9.0	9.0	23.0	30.7	23.9	24.6	27.9	10.3	7.2	8.4	0.0	9.0	4.5	3629.7	199	18.2
	Police Response Time	6.0	7.6	4.6	3.3	2.3	8.8	3.4	6.8	5.9	5.0	6.9	6.8	9.8	7.4	0.0	6.8	9.3	1273.3	199	6.4
May 2011	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls		(total min/total calls)
	Number of Calls	5	48	17	9	3	12	12	19	23	25	14	9	2	10	1	8	14	231		
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	6.8	17.2	28.0	11.8	23.3	16.9	31.1	24.2	25.6	25.5	19.9	24.8	2.5	12.1	1.0	10.4	35.5	4982.8	231	21.6
	Police Response Time	8.2	6.5	6.0	3.1	5.7	4.3	4.5	6.3	6.7	6.5	6.3	9.0	14.0	7.5	4.0	8.6	6.1	1472.3	231	6.4
June 2011	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls		(total min/total calls)
	Number of Calls	3	37	21	10	8	16	17	4	45	31	22	12	11	9	1	10	13	270		
	Exceptions																		0		
																			Total Minutes		
	Dispatch Response Time	19.3	24.1	14.6	19.1	7.9	17.4	12.2	38.8	22.0	19.1	15.2	18.7	22.3	32.9	23.0	29.2	34.5	5597.2	270	20.7
	Police Response Time	5.0	5.9	4.1	6.2	4.1	5.6	4.7	8.3	4.5	5.7	5.0	8.1	8.7	8.2	7.0	8.3	6.3	1544.7	270	5.7
Total	Total time	24.3	30.0	18.7	25.3	12.0	23.0	16.9	47.1	26.5	24.8	20.2	26.8	31.0	41.1	30.0	37.5	40.8	7141.9	270	26.5

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 2011	Police District	1	2	4	5	6	8	12	BLUFF			13	14	15	16	17	18	19	Total Calls	Calls	(total min/total calls) Average			
	Number of Calls	9	46	32	9	6	24	15	3	10	11	20	52	41	27	21	5	27	1			9	21	365
	Exceptions																						0	
	Total Minutes																							
August 2011	Dispatch Response Time	13.8	12.1	9.3	17.3	3.0	16.3	33.3	BLUFF			16.3	26.7	15.9	19.6	28.4	20.3	35.3	20.0	9.6	16.3	7038.0	365	19.3
	Police Response Time	3.0	7.8	4.2	4.1	4.7	3.7	4.1	6.0	3.9	4.6	6.3	6.3	4.0	8.2	6.0	5.5	5.8	1968.1	365	5.4			
	Total time	16.8	19.9	13.5	21.4	7.7	20.0	37.4	22.3	30.6	20.5	25.9	34.7	24.3	43.5	26.0	15.1	22.1	9006.1	365	24.7			
	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls					
September 2011	Number of Calls	5	56	17	10	8	7	20	11	29	21	15	11	6	13	0	6	2	237		(total min/total calls) Average			
	Exceptions																		0					
	Total Minutes																							
	Dispatch Response Time	19.6	15.8	10.9	14.1	20.3	40.3	8.6	22.9	18.8	26.9	13.2	2.1	5.8	19.6	0.0	49.8	5.5	4108.1	237	17.3			
October 2011	Police Response Time	2.3	7.3	4.9	2.5	5.9	5.2	3.8	5.9	5.1	3.8	4.3	10.5	9.0	8.5	0.0	11.7	13.0	1421.5	237	6.0			
	Total time	21.9	23.1	15.8	16.6	26.2	45.5	12.4	28.8	23.9	30.7	17.5	12.6	14.8	28.1	0.0	61.5	18.5	5529.6	237	23.3			
	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls					
	Number of Calls	6	57	23	6	6	5	4	11	13	24	11	8	6	12	0	3	5	200		(total min/total calls) Average			
November 2011	Exceptions																		0					
	Total Minutes																							
	Dispatch Response Time	6.7	18.1	17.7	16.2	3.0	3.8	14.5	39.5	23.6	29.7	21.6	33.0	10.5	35.5	0	39.0	16.4	3580.2	200	17.9			
	Police Response Time	6.3	8.0	5.6	6.8	8.7	3.8	5.0	7.5	3.7	5.4	7.0	18.4	7.6	9.0	0.0	6.3	13.8	1480.5	200	7.4			
December 2011	Total time	13.0	26.1	23.3	23.0	11.7	7.6	19.5	47.0	27.3	35.1	28.6	51.4	18.1	44.5	0.0	45.3	30.2	5060.7	200	25.3			
	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls					
	Number of Calls	3	55	14	8	4	9	10	8	20	20	8	6	3	9	0	6	8	191		(total min/total calls) Average			
	Exceptions																		0					
January 2012	Total Minutes																							
	Dispatch Response Time	7.7	16.7	24.6	25.0	46.5	4.7	10.0	23.4	24.9	23.2	21.8	22.3	17.3	16.6	0	20.6	7.5	2909.5	191	15.2			
	Police Response Time	5.0	9.2	8.8	4.3	2.0	5.7	6.3	7.9	4.1	3.5	9.9	8.5	6.3	8.3	0.0	4.2	8.0	1329.1	191	7.0			
	Total time	12.7	25.9	33.4	29.3	48.5	10.4	16.3	31.3	29.0	26.7	31.7	30.8	23.6	24.9	0.0	24.8	15.5	4238.6	191	22.2			
February 2012	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls					
	Number of Calls	2	54	13	7	3	6	7	9	16	14	5	7	5	7	0	4	9	168		(total min/total calls) Average			
	Exceptions																		0					
	Total Minutes																							
March 2012	Dispatch Response Time	14.0	23.1	55.8	64.9	14.7	9.2	66.3	31.2	19.4	36.7	40.6	14.9	11.0	25.6	0	36.3	18.1	4564.9	168	27.2			
	Police Response Time	15.0	8.2	4.6	3.7	2.7	5.0	4.9	10.1	7.3	3.7	12.3	9.0	11.6	6.0	0.0	5.0	7.9	1206.0	168	7.2			
	Total time	29.0	31.3	60.4	68.6	17.4	14.2	71.2	41.3	26.7	40.4	52.9	23.9	22.6	31.6	0.0	41.3	26.0	5770.9	168	34.4			
	YEAR TO DATE TOTALS AND AVERAGES - 2011																							
Total Number of Calls									2419															
Total Number of Exceptions									0															
Average Dispatch Response Time									20.63															
Average Police Response Time									6.59															
Average Total Time									27.22															

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 2011	Number of Calls	247	97	213	54	128	114	88	215	32	157	57	38	1440		(total min/total calls)
														Total Minutes		
	Dispatch Response Time	1.2	0.6	0.7	0.7	0.9	1.4	0.2	0.4	0.1	0.8	1.9	2.6	1255.8	1440	0.9
	Fire Response Time	3.2	3.8	4.1	5.2	3.8	4.4	4.1	4	4.6	4.5	5.8	6.2	5941.8	1440	4.1
	Total time	4.4	4.4	4.8	5.9	4.7	5.8	4.3	4.4	4.7	5.3	7.7	8.8	7197.6	1440	5.0
February 2011	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			
	Number of Calls	215	78	208	58	155	138	94	207	39	129	83	29	1433		(total min/total calls)
														Total Minutes		
	Dispatch Response Time	1.3	3.3	0.3	1.2	1.2	0.5	1.2	0.7	1.4	0.6	1.6	1.7	1495.7	1433	1.0
	Fire Response Time	3.5	3.8	4.3	5.1	4.2	4.6	3.7	4.4	4.6	4.9	5.9	5.4	6241.3	1433	4.4
March 2011	Total time	4.8	7.1	4.6	6.3	5.4	5.1	4.9	5.1	6.0	5.5	7.5	7.1	7737.0	1433	5.4
	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			
	Number of Calls	230	108	186	55	142	99	80	195	37	127	53	29	1341		(total min/total calls)
														Total Minutes		
April 2011	Dispatch Response Time	1.1	0.9	0.6	1.1	0.4	0.8	0.4	0.9	0.3	0.9	0.5	0.2	1023.5	1341	0.8
	Fire Response Time	3.0	3.5	4.1	4.6	3.7	4.3	4	4	4.1	4.5	5.6	5.2	5305.5	1341	4.0
	Total time	4.1	4.4	4.7	5.7	4.1	5.1	4.4	4.9	4.4	5.4	6.1	5.4	6329.0	1341	4.7
	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			
May 2011	Number of Calls	236	99	202	63	144	115	99	223	47	132	50	27	1437		(total min/total calls)
														Total Minutes		
	Dispatch Response Time	0.9	0.5	0.7	0.3	0.7	1.0	1.0	0.7	0.7	0.5	0.6	0.7	1040.9	1437	0.7
	Fire Response Time	3.3	3.4	3.9	5	3.8	4.5	3.8	4	4	4.6	5.5	5.5	5769.8	1437	4.0
	Total time	4.2	3.9	4.6	5.3	4.5	5.5	4.8	4.7	4.7	5.1	6.1	6.2	6810.7	1437	4.7
June 2011	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			
	Number of Calls	251	101	209	64	142	149	92	224	37	123	52	20	1464		(total min/total calls)
														Total Minutes		
	Dispatch Response Time	1.4	0.2	0.8	2.1	1.3	0.8	1.4	0.5	0.4	0.8	0.3	0.3	1352.6	1464	0.9
	Fire Response Time	3.2	3.8	4.2	4.5	3.9	4.6	4	4.2	4.3	4.1	5.7	5.4	5968.6	1464	4.1
June 2011	Total time	4.6	4.0	5.0	6.6	5.2	5.4	5.4	4.7	4.7	4.9	6.0	5.7	7321.2	1464	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	Calls	Average
	Number of 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	Total Minutes		
July 2011	Dispatch Response Time	0.6	0.7	0.7	0.5	11.0	1.8	1.1	0.8	1.9	1.7	1.0	0.5	3180.0	1670	1.9
	Fire Response Time	3.4	3.5	3.8	5.0	3.8	4.3	3.5	4.4	4.5	4.3	5.4	4.9	6706.3	1670	4.0
	Total time	4.0	4.2	4.5	5.5	14.8	6.1	4.6	5.2	6.4	6.0	6.4	5.4	9886.3	1670	5.9
August 2011	Dispatch Response Time	1.2	0.6	1.0	0.8	1.0	1.5	1.8	0.6	0.5	1.3	0.4	2.0	1583.2	1524	1.0
	Fire Response Time	3.3	3.5	3.9	4.9	3.6	4.4	4.1	4.6	4.8	4.5	4.7	5.6	6227.4	1524	4.1
	Total time	4.5	4.1	4.9	5.7	4.6	5.9	5.9	5.2	5.3	5.8	5.1	7.6	7810.6	1524	5.1
September 2011	Dispatch Response Time	0.8	1.4	0.6	1.5	0.7	0.6	0.7	0.8	0.8	0.7	0.7	3.3	1262.9	1491	0.8
	Fire Response Time	3.4	3.5	3.9	5.2	3.6	4.5	3.7	4.1	4.4	4.3	5.2	5.6	6042.8	1491	4.1
	Total time	4.2	4.9	4.5	6.7	4.3	5.1	4.4	4.9	5.2	5.0	5.9	8.9	7305.7	1491	4.9
October 2011	Dispatch Response Time	0.9	0.3	1.0	0.2	0.8	0.9	1.1	0.5	1.1	0.4	0.1	0.2	1098.6	1510	0.7
	Fire Response Time	3.5	3.6	3.9	4.8	3.8	4.2	4.4	4.3	4.3	4.1	5.0	5.4	6152.1	1510	4.1
	Total time	4.4	3.9	4.9	5.0	4.6	5.1	5.5	4.8	5.4	4.5	5.1	5.6	7250.7	1510	4.8
November 2011	Dispatch Response Time	0.8	1.1	0.8	0.4	0.8	1.3	1.8	0.5	1.0	0.4	0.2	0.1	1185.2	1460	0.8
	Fire Response Time	3.4	3.6	3.9	4.9	3.8	4.2	4.1	4.4	4.5	4.2	5.0	5.1	5953.6	1460	4.1
	Total time	4.2	4.7	4.7	5.3	4.6	5.5	5.9	4.9	5.5	4.6	5.2	5.2	7138.8	1460	4.9
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls									16224							
Average Dispatch Response Time									1.0							
Average Fire Response Time									4.1							
Average Total Time									5.1							

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														
January 2011	Exceptions													0	376	1.7
	Dispatch Response Time	3.0	1.0	1.8	0.5	1.7	2.1	1.7	0.7	1.5	2.7	1.2		655.1		
	Police Response Time	1.0	20.0	7.1	12.5	8.5	0.7	12.9	10.3	3.0	8.4	3.0		2084.6		
	Total time	4.0	21.0	8.9	13.0	10.2	2.8	14.6	11.0	4.5	11.1	4.2		2739.7		
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	2	3	9	2	77	87	33	12	32	40	79		376		
February 2011	Exceptions													0	308	1.7
	Dispatch Response Time	1.0	1.5	2.8	10.0	1.6	1.3	1.5	1.3	1.3	3.2	1.6		525.0		
	Police Response Time	4.0	17.3	2.4	4.0	9.2	8.1	13.5	6.5	3.6	9.0	3.8		2387.6		
	Total time	5.0	18.8	5.2	14.0	10.8	9.4	15.0	7.8	4.9	12.2	5.4		2912.6		
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	2	4	5	2	84	70	25	13	16	27	60		308		
March 2011	Exceptions													0	409	1.9
	Dispatch Response Time	2.3	2.0	3.0	1.0	2.1	1.8	3.1	2.0	1.1	2.0	1.1		771.5		
	Police Response Time	3.8	0.0	5.0	14.0	8.2	7.5	10.6	13.6	4.5	8.8	3.7		2968.9		
	Total time	6.1	2.0	8.0	15.0	10.3	9.3	13.7	15.6	5.6	10.8	4.8		3740.4		
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	5	1	6	2	73	100	60	9	44	36	73		409		
April 2011	Exceptions													0	382	1.6
	Dispatch Response Time	3.0		0.8		1.7	1.7	1.9	1.7	0.9	1.5	1.7		624.5		
	Police Response Time	8.2	16.0	8.5		8.6	7.0	12.5	9.1	3.3	7.5	3.7		2695.5		
	Total time	11.2	16.0	9.3	0.0	10.3	8.7	14.4	10.8	4.2	9.0	5.4		3320.0		
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	7	1	8	1	75	83	38	14	28	43	84		382		
May 2011	Exceptions													0	410	1.5
	Dispatch Response Time	19.0		0.5	1.0	1.8	1.2	1.2	0.6	0.6	1.1	1.0		616.6		
	Police Response Time	11.6	9.0	8.0	11.0	7.1	6.3	9.7	4.5	4.1	8.5	3.6		2681.2		
	Total time	30.6	9.0	8.5	12.0	8.9	7.5	10.9	5.1	4.7	9.6	4.6		3297.8		
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	7	4	8	1	90	96	51	7	34	36	76		410		
June 2011	Exceptions													0	412	1.7
	Dispatch Response Time	3.0	2.0	1.3	0.0	1.3	1.9	2.4	1.3	1.5	2.6	1.2		694.4		
	Police Response Time	1.4	17.3	5.8	22.0	7.5	8.1	12.7	4.7	3.3	7.1	3.5		2810.2		
	Total time	4.4	19.3	7.1	22.0	8.8	10.0	15.1	6.0	4.8	9.7	4.7		3504.6		
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	8	3	11	1	84	96	41	20	25	35	88		412		

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
Urgent calls for service by district

July 2011	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	(total min/total calls) Average
	Number of Calls	15	13	6	3	99	84	55	9	25	36	95		440		
	Exceptions													0		
														Total Minutes		
	Dispatch Response Time	2.2	2.5	1.0	0.5	2.1	1.4	1.1	0.9	2.3	3.5	1.5		793.1		
	Police Response Time	3.5	16.2	3.7	16.0	8.1	7.7	10.4	9.8	3.3	9.0	3.7		3200.2		
	Total time	5.7	18.7	4.7	16.5	10.2	9.1	11.5	10.7	5.6	12.5	5.2		3993.3		
August 2011	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	(total min/total calls) Average
	Number of Calls	6	6	6	1	108	69	47	8	36	33	96		416		
	Exceptions													0		
														Total Minutes		
	Dispatch Response Time	0.5	1.3	2.8	1.0	1.8	2.3	2.1	1.3	1.9	3.7	1.4		815.7		
	Police Response Time	2.8	14.7	7.0	15.0	8.5	6.1	11.5	7.5	3.5	10.6	4.0		2961.2		
	Total time	3.3	16.0	9.8	16.0	10.3	8.4	13.6	8.8	5.4	14.3	5.4		3776.9		
September 2011	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	(total min/total calls) Average
	Number of Calls	7	9	8	1	77	88	46	10	36	32	95		409		
	Exceptions													0		
														Total Minutes		
	Dispatch Response Time	3.0	3.0	0.8	5.0	1.0	1.9	1.7	0.7	1.0	2.6	1.7		669.5		
	Police Response Time	4.0	17.1	7.4	16.0	8.5	7.2	12.1	5.4	4.3	10.0	3.3		2944.1		
	Total time	7.0	20.1	8.2	21.0	9.5	9.1	13.8	6.1	5.3	12.6	5.0		3613.6		
October 2011	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	(total min/total calls) Average
	Number of Calls	5	8	10	2	89	83	46	10	33	33	96		415		
	Exceptions													0		
														Total Minutes		
	Dispatch Response Time	2.0	1.2	1.0	1.0	1.8	2.4	1.1	0.6	1.4	0.8	1.2		635.4		
	Police Response Time	5.5	17.7	9.1	18.5	7.5	7.0	10.6	6.9	3.1	7.2	3.4		2768.5		
	Total time	7.5	18.9	10.1	19.5	9.3	9.4	11.7	7.5	4.5	8.0	4.6		3403.9		
November 2011	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	(total min/total calls) Average
	Number of Calls	3	3	5	2	101	77	51	10	35	46	84		417		
	Exceptions													0		
														Total Minutes		
	Dispatch Response Time	1.5	17.5	0.5	1.0	1.5	1.5	1.6	1.5	1.2	1.0	0.8		580.3		
	Police Response Time	1.0	10.3	5.6	14.5	8.1	6.8	12.3	7.9	2.9	8.4	3.7		2937.6		
	Total time	2.5	27.8	6.1	15.5	9.6	8.3	13.9	9.4	4.1	9.4	4.5		3517.9		
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls														4394		
Total Number of Exceptions														0.0		
Average Dispatch Response Time														1.7		
Average Police Response Time														6.9		
Average Total Time														8.6		

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															
January 2011	Exceptions													0	Total Minutes	Calls	Average
	Dispatch Response Time	3.7	21.0	6.0	5.5	14.3	9.9	1.2	5.4	11.2	9.3	6.7		3672.2			
	Police Response Time	14.0	17.0	10.2	22.8	12.1	9.7	13.8	19.6	7.2	8.1	5.6		4267.1			
	Total time	17.7	38.0	16.2	28.3	26.4	19.6	15.0	25.0	18.4	17.4	12.3		7939.3			
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	12	2	6	4	66	118	56	8	32	55	65		424			
February 2011	Exceptions													0	Total Minutes	Calls	Average
	Dispatch Response Time	3.3	27.0	1.0		11.4	9.3	6.9	4.2	12.4	8.8	9.0		3835.6			
	Police Response Time	5.3	22.0	6.9		11.2	8.4	12.7	15.8	5.5	10.6	5.1		3846.7			
	Total time	8.6	49.0	7.9	0.0	22.6	17.7	19.6	20.0	17.9	19.4	14.1		7682.3			
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	15	1	8	0	91	120	51	12	28	34	61		421			
March 2011	Exceptions													0	Total Minutes	Calls	Average
	Dispatch Response Time	16.3	11.6	7.3	0.0	13.0	11.2	9.7	32.5	7.9	10.1	12.4		6182.1			
	Police Response Time	10.7	22.6	11.2	19.0	12.6	8.3	14.9	8.9	5.0	9.6	4.3		4942.8			
	Total time	27.0	34.2	18.5	19.0	25.6	19.5	24.6	41.4	12.9	19.7	16.7		11124.9			
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	27	5	13	1	93	120	66	15	34	58	85		517			
April 2011	Exceptions													0	Total Minutes	Calls	Average
	Dispatch Response Time	11.8	14.7	15.4	1.5	13.7	10.8	10.5	14.4	3.8	7.9	9.1		6795.5			
	Police Response Time	7.0	19.0	12.0	19.0	9.7	8.9	13.8	9.9	5.5	10.1	5.0		5754.0			
	Total time	18.8	33.7	27.4	20.5	23.4	19.7	24.3	24.3	9.3	18.0	14.1		12549.5			
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	41	11	7	2	140	148	71	16	44	56	103		639			
May 2011	Exceptions													0	Total Minutes	Calls	Average
	Dispatch Response Time	16.2	12.1	8.3		16.4	10.3	8.5	17.7	8.5	8.6	9.5		7366.8			
	Police Response Time	6.7	19.6	9.7		11.7	8.8	14.1	12.0	5.8	8.8	6.0		6235.4			
	Total time	22.9	31.7	18.0	0.0	28.1	19.1	22.6	29.7	14.3	17.4	15.5		13602.2			
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	32	19	11		131	165	76	20	54	48	85		641			
June 2011	Exceptions													0	Total Minutes	Calls	Average
	Dispatch Response Time	10.6	12.9	18.4	1.8	13.4	11.7	12.2	4.7	9.6	10.9	10.8		7243.0			
	Police Response Time	7.1	22.2	6.9	17.3	8.9	10.5	14.3	11.5	6.0	10.8	5.0		5992.7			
	Total time	17.7	35.1	25.3	19.1	22.3	22.2	26.5	16.2	15.6	21.7	15.8		13235.7			
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	27	9	12	4	119	141	89	11	37	73	100		622			

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
		Number of Calls														
July 2011	Exceptions													0		
	Dispatch Response Time	10.1	22.9	4.2	35.0	14.7	10.5	12.5	10.9	10.0	9.1	7.8		7575.2	685	11.1
	Police Response Time	6.1	17.3	10.2		10.6	7.6	15.8	11.5	6.2	9.7	5.3		6228.5	685	9.1
	Total time	16.2	40.2	14.4	35.0	25.3	18.1	28.3	22.4	16.2	18.8	13.1		13803.7	685	20.2
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	33	12	7	1	130	149	84	14	61	78	116		685		(total min/total calls)
August 2011	Exceptions													0		
	Dispatch Response Time	11.7	11.0	24.3	10.6	14.9	13.7	12.6	12.6	6.1	11.4	11.4		7774.0	620	12.5
	Police Response Time	7.8	13.7	7.9	23.6	9.4	9.3	15.8	8.2	5.1	10.9	6.1		5895.8	620	9.5
	Total time	19.5	24.7	32.2	34.2	24.3	23.0	28.4	20.8	11.2	22.3	17.5		13669.8	620	22.0
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	33	3	8	7	126	136	70	18	49	79	91		620		(total min/total calls)
September 2011	Exceptions													0		
	Dispatch Response Time	53.2	12.0	1.5	13.5	13.7	12.1	8.8	10.6	10.8	11.8	10.9		7894.4	592	13.3
	Police Response Time	7.7	18.0	10.4	17.5	11.0	8.8	15.3	12.4	5.2	11.6	5.9		5729.4	592	9.7
	Total time	60.9	30.0	11.9	31.0	24.7	20.9	24.1	23.0	16.0	23.4	16.8		13623.8	592	23.0
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	27	3	12	2	121	126	66	17	46	69	103		592		(total min/total calls)
October 2011	Exceptions													0		
	Dispatch Response Time	26.2	12.8	17.6		15.9	9.8	11.5	10.0	10.6	8.6	13.0		8429.5	649	13.0
	Police Response Time	7.0	20.6	8.5		11.2	8.7	15.7	8.3	5.1	9.5	4.8		5883.2	649	9.1
	Total time	33.2	33.4	26.1	0.0	27.1	18.5	27.2	18.3	15.7	18.1	17.8		14312.7	649	22.1
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	42	9	14		123	134	76	14	57	59	121		649		(total min/total calls)
November 2011	Exceptions													0		
	Dispatch Response Time	24.4	0.0	5.6	22.7	6.8	8.6	11.2	5.1	5.1	7.2	7.4		4532.8	530	8.6
	Police Response Time	8.7	24.0	8.3	18.3	11.8	8.4	14.3	13.9	6.4	10.7	5.1		5085.5	530	9.6
	Total time	33.1	24.0	13.9	41.0	18.6	17.0	25.5	19.0	11.5	17.9	12.5		9618.3	530	18.1
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	24	2	13	3	111	147	54	8	39	59	70		530		(total min/total calls)
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls										6340						
Total Number of Exceptions										0.0						
Average Dispatch Response Time										11.1						
Average Police Response Time										9.5						
Average Total Time										20.5						

City of Peoria
Emergency Communications Center
Peoria County Sheriff's Department
Backlog Calls for Service by District

	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	(total min/total calls) Average
		700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
January 2011	Number of Calls	11	1	1	1	9	11	5	1	3	2	2		47		
	Exceptions													0		
														Total Minutes		
	Dispatch Response Time	98.5	21.0	10.0	10.0	19.8	6.9	41.6	0.0	42.3	1.5	20.5		1757.5	47	37.4
	Police Response Time	21.0	21.0	0.0	17.0	10.4	5.3	17.2	18.0	5.0	20.0	11.5		602.9	47	12.8
	Total time	119.5	42.0	10.0	27.0	30.2	12.2	58.8	18.0	47.3	21.5	32.0	0.0	2360.4	47	50.2
February 2011	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	9		3		8	9	4	2		2	5		42		
	Exceptions													0		
														Total Minutes		
	Dispatch Response Time	29.8		11.0		19.4	9.8	10.0	46.0		5.0	19.6		784.6	42	18.7
	Police Response Time	26.0				13.9	10.4	10.0	3.5		8.5	4.2		523.8	42	12.5
March 2011	Total time	55.8	0.0	11.0	0.0	33.3	20.2	20.0	49.5	0.0	13.5	23.8	0.0	1308.4	42	31.2
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	7	0	3	0	6	11	8	2	2	4	9		52		
	Exceptions													0		
														Total Minutes		
	Dispatch Response Time	34.6	0.0	7.0	0.0	57.0	10.3	17.4	5.0	19.0	3.7	2.9		946.6	52	18.2
April 2011	Police Response Time	11.7	0.0	0.0	0.0	10.0	9.3	11.6	12.5	2.5	8.8	6.2		458.0	52	8.8
	Total time	46.3	0.0	7.0	0.0	67.0	19.6	29.0	17.5	21.5	12.5	9.1	0.0	1404.6	52	27.0
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	7	0	3	0	7	11	5	2	2	9	4		50		
	Exceptions													0		
														Total Minutes		
May 2011	Dispatch Response Time	116.4		26.0		6.0	23.1	10.8	6.0	15.0	7.6	18.5		1427.3	50	28.5
	Police Response Time	22.7		6.5		11.7	16.0	9.8	20.5	5.5	7.4	7.8		635.1	50	12.7
	Total time	139.1	0.0	32.5	0.0	17.7	39.1	20.6	26.5	20.5	15.0	26.3	0.0	2062.4	50	41.2
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	9	1	1		11	8	5			4	7		46		
	Exceptions													0		
June 2011														Total Minutes		
	Dispatch Response Time	137.4	6.0	9.0		17.0	15.4	2.6			10.7	10.7		1692.5	46	36.8
	Police Response Time	18.5	13.0			9.3	12.5	15.2			10.3	8.5		558.5	46	12.1
	Total time	155.9	19.0	9.0	0.0	26.3	27.9	17.8	0.0	0.0	21.0	19.2	0.0	2251.0	46	48.9
	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	12	1	4		6	13	6	1	2	8	11		64		
June 2011	Exceptions													0		
														Total Minutes		
	Dispatch Response Time	82.1	3.0	10.0	0.0	7.8	14.8	14.7	2.0	3.5	14.2	27.5		1780.7	64	27.8
	Police Response Time	21.3	21.0	4.8		8.4	9.5	27.7		8.0	10.5	8.4		828.3	64	12.9
	Total time	103.4	24.0	14.8	0.0	16.2	24.3	42.4	2.0	11.5	24.7	35.9	0.0	2609.0	64	40.8

City of Peoria
Emergency Communications Center
Peoria County Sheriff's Department
Backlog Calls for Service by District

July 2011	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	(total min/total calls) Average
	Number of Calls	14		2		8	20	9	4	6	10	9		82		
	Exceptions													0		
														Total Minutes		
	Dispatch Response Time	225.9		33.0		8.1	19.7	9.4	6.0	9.8	15.8	11.7		4118.1		
	Police Response Time	19.0				14.1	9.7	23.6	6.5	5.2	11.9	5.1		1007.3		
Total time	244.9	0.0	33.0	0.0	22.2	29.4	33.0	12.5	15.0	27.7	16.8	0.0	5125.4	82	62.5	
August 2011	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	(total min/total calls) Average
	Number of Calls	9		1		7	3	5		1	2	5		33		
	Exceptions													0		
														Total Minutes		
	Dispatch Response Time	257.8		50.0	8.6	3.7	1.8				18.5	47.2		2674.5		
	Police Response Time	20.4			11.6	3.7	24.4				12.5	4.6		330.7		
Total time	278.2	0.0	50.0	20.2	7.4	26.2	0.0	0.0	0.0	31.0	51.8	0.0	3005.2	33	91.1	
September 2011	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	(total min/total calls) Average
	Number of Calls	8		5		8	10	1	2	3	2	4		43		
	Exceptions													0		
														Total Minutes		
	Dispatch Response Time	88.3		35.2		24.0	23.2		5.0	6.0	83.0	7.0		1528.4		
	Police Response Time	12.1		5.3		13.3	8.0	11.0	2.0	10.0	16.0	3.3		399.9		
Total time	100.4	0.0	40.5	0.0	37.3	31.2	11.0	7.0	16.0	99.0	10.3	0.0	1928.3	43	44.8	
October 2011	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	(total min/total calls) Average
	Number of Calls	12		2	1	12	13	4		4	6	7		61		
	Exceptions													0		
														Total Minutes		
	Dispatch Response Time	273.8		23.5	14.0	13.7	12.7	11.3		28.0	2.5	8.7		3909.2		
	Police Response Time	21.9		13.0		16.5	14.7	22.0		8.0	10.3	9.3		924.8		
Total time	295.7	0.0	36.5	14.0	30.2	27.4	33.3	0.0	36.0	12.8	18.0	0.0	4834.0	61	79.2	
November 2011	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	(total min/total calls) Average
	Number of Calls	8	0	1	0	7	16	10	1	7	0	7		57		
	Exceptions													0		
														Total Minutes		
	Dispatch Response Time	94.0	0.0	11.0	0.0	29.0	24.6	7.2	0.0	18.3	0.0	4.1		1588.4		
	Police Response Time	18.1	0.0	0.0	0.0	15.8	11.6	16.3	1.0	6.9	0.0	4.7		686.2		
Total time	112.1	0.0	11.0	0.0	44.8	36.2	23.5	1.0	25.2	0.0	8.8	0.0	2274.6	57	39.9	
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls								577.0								
Total Number of Exceptions								0.0								
Average Dispatch Response Time								38.7								
Average Police Response Time								11.9								
Average Total Time								50.6								