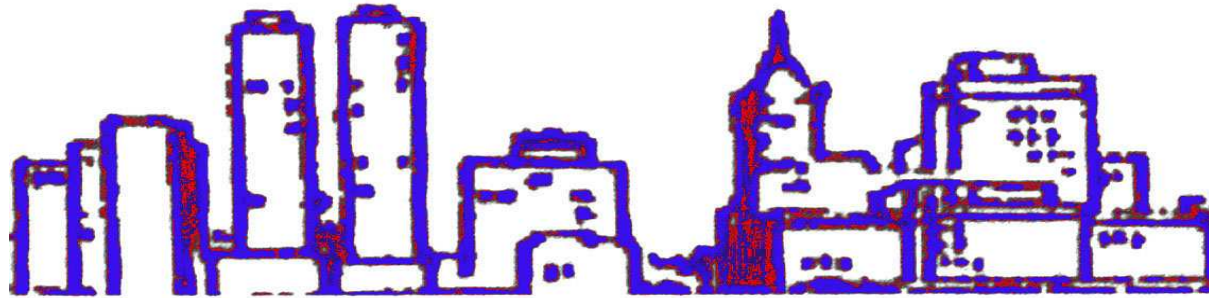


# Peoria



*9-1-1*

*Emergency Communications Center*

**June  
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	673	2,776	3,662							14,724	37,529
Wireless 9-1-1 Calls	5,316	5,422	5,736	6,599	6,430	5,599							35,102	63,666
<b>TOTAL 9-1-1 CALLS</b>	<b>7,943</b>	<b>7,804</b>	<b>8,340</b>	<b>7,272</b>	<b>9,206</b>	<b>9,261</b>	0	0	0	0	0	0	<b>49,826</b>	<b>101,195</b>
Peoria Police Incoming Calls	7,880	7,786	8,642	8,239	10,055	10,453							53,055	112,134
Sheriff's Police Incoming Calls	3,213	3,271	3,412	2,946	3,442	3,669							19,953	43,369
<b>TOTAL POLICE INCOMING CALLS</b>	<b>11,093</b>	<b>11,057</b>	<b>12,054</b>	<b>11,185</b>	<b>13,497</b>	<b>14,122</b>	0	0	0	0	0	0	<b>73,008</b>	<b>155,503</b>
Volunteer Fire/EMS toll free calls	33	36	41	18	36	23							187	517
Peoria Fire Incoming Calls	685	710	715	695	920	960							4,685	10,525
<b>TOTAL FIRE INCOMING CALLS</b>	<b>718</b>	<b>746</b>	<b>756</b>	<b>713</b>	<b>956</b>	<b>983</b>	0	0	0	0	0	0	<b>4,872</b>	<b>11,042</b>
Operator Assist Calls/Alarm Calls	694	648	645	639	717	765							4,108	8,624
Ambulance Incoming Calls	234	238	208	216	214	275							1,385	2,778
ECC Supervisor Incoming Calls	1,122	1,200	946	1,093	1,932	1,073							7,366	14,031
Richwoods Dispatcher Incoming Calls	115	137	95	85	90	79							601	1,508
Downtown Dispatcher Incoming Calls	74	63	54	58	59	49							357	1,272
Prep 2 Dispatcher Incoming Calls	779	873	927	872	831	772							5,054	10,680
C-MED Dispatcher Incoming Calls	60	94	68	71	73	50							416	762
County Sheriff Dispatcher Incoming Calls	61	92	63	73	65	87							441	947
Fire Dispatcher Incoming Calls	358	204	185	260	255	263							1,525	4,057
OverFlow Dispatcher Incoming Calls	6	5	2	10	6	6							35	159
Call Taker Incoming Calls	0	14	1	4	0	0							19	13
<b>TOTAL INCOMING EXTENSION CALLS</b>	<b>2,575</b>	<b>2,682</b>	<b>2,341</b>	<b>2,526</b>	<b>3,311</b>	<b>2,379</b>	0	0	0	0	0	0	<b>15,814</b>	<b>33,429</b>
<b>TOTAL OUTGOING EXTENSION CALLS</b>	<b>6,065</b>	<b>6,603</b>	<b>5,735</b>	<b>5,676</b>	<b>5,720</b>	<b>6,253</b>							<b>36,052</b>	<b>74,919</b>
Peoria Police Dispatches/On view	8,587	8,326	9,174	9,781	10,654	10,733							57,255	121,222
Peoria County Sheriff Dispatches/On view	2,083	1,927	2,177	2,232	2,284	2,259							12,962	27,339
<b>TOTAL POLICE DISPATCHES/ON VIEW</b>	<b>10,670</b>	<b>10,253</b>	<b>11,351</b>	<b>12,013</b>	<b>12,938</b>	<b>12,992</b>	0	0	0	0	0	0	<b>70,217</b>	<b>148,561</b>
Air National Guard Fire Dispatches	7	11	7	4	5	5							39	94
Akron-Princeville Fire Dispatches	19	19	22	15	15	23							113	230
Brimfield Fire Dispatches	14	18	17	13	17	22							101	240
Dunlap Fire Dispatches	26	28	32	31	29	28							174	357
Elmwood Fire Dispatches	4	11	12	14	8	9							58	107
Limestone Fire Dispatches	99	77	98	101	85	110							570	1,218
Logan-Trivoli Fire Dispatches	32	29	23	32	21	34							171	368
Peoria Fire Dispatches	1,449	1,430	1,341	1,427	1,465	1,460							8,572	16,714
Timber-Hollis Fire Dispatches	26	24	23	27	26	21							147	276
Tuscarora Fire Dispatches	0	4	2	2	5	3							16	39
West Peoria Fire Dispatches	51	35	41	39	38	28							232	419
MABAS Fire Calls	2	4	1	0	0	2							9	20
MABAS EMS Calls	0	0	0	0	0	0							0	1
<b>TOTAL FIRE DISPATCHES</b>	<b>1,729</b>	<b>1,690</b>	<b>1,619</b>	<b>1,705</b>	<b>1,714</b>	<b>1,745</b>	0	0	0	0	0	0	<b>10,193</b>	<b>20,062</b>
AMT Ambulance Dispatches	1,091	1,087	1,081	1,097	1,141	1,150							6,647	12,300
APA Ambulance Dispatches	15	16	11	13	11	18							84	258
BYE Ambulance Dispatches	26	34	41	43	35	37							216	423
<b>TOTAL AMBULANCE DISPATCHES</b>	<b>1,132</b>	<b>1,137</b>	<b>1,133</b>	<b>1,153</b>	<b>1,187</b>	<b>1,205</b>	0	0	0	0	0	0	<b>6,947</b>	<b>12,981</b>
Peoria County Coroner Incoming Calls	173	145	145	149	125	158							895	1,662
Community Messaging System Call-outs	10	9	12	13	5	2							51	150
Telephone Trouble Reports Completed	0	0	0	2	4	1							7	39
ETSB Equipment Trouble Reported	7	17	12	10	14	9							69	119
Citizen Concerns	2	1	2	4	2	3							14	16
CD Requests from State's Attorney's Office	5	6	1	2	6	1							21	47
CD Requests from FOI / Subpoena	8	3	2	2	2	1							18	35
CD Requests from Inner Departmental	9	8	14	9	10	8							58	103
<b>Total Number of CD Requests</b>	<b>22</b>	<b>17</b>	<b>17</b>	<b>13</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>97</b>	<b>185</b>
ILEAS Call Outs	0	0	0	0	0	0							0	2
JULIE Dig	40	42	50	62	36	44							274	531

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 2011	Number of Calls	149	128	364	178	58	264	98	135	274	225	212	118	82	213	4	98	110	2710		(total min/total calls)		
	Exceptions																		0				
	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		(total min/total calls)		
	Exceptions																		0				
	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		(total min/total calls)		
	Exceptions																		0				
	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		(total min/total calls)		
	Exceptions																		0				
	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		(total min/total calls)		
	Exceptions																		0				
	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		(total min/total calls)		
	Exceptions																		0				
	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		
<b>YEAR TO DATE TOTALS AND AVERAGES - 2011</b>																							
Total Number of Calls								18978															
Total Number of Exceptions								0															
Average Dispatch Response Time								0.99															
Average Police Response Time								3.69															
Average Total Time								4.68															

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	(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	101	139	217	127	91	131	145	158	229	224	157	122	111	236	6	152	135	2481						
	Exceptions																	0							
	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	2481	10.6				
	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	2481	5.9				
	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	2481	16.5				
February 2011	Number of Calls	66	155	269	113	79	117	148	139	258	223	168	137	102	253	4	161	111	2503						
	Exceptions																	0							
	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	2503	11.4				
	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	2503	6.0				
	Total time	7.3	14.7	14.9	16.4	15.1	16.6	15.0	16.1	14.8	21.0	22.3	17.0	17.5	21.5	57.6	18.8	21.7	43681.8	2503	17.5				
March 2011	Number of Calls	97	182	326	145	111	185	169	173	300	278	232	111	93	198	9	159	136	2904						
	Exceptions																	0							
	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	2904	11.5				
	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	2904	5.6				
	Total time	11.5	15.9	15.1	16.2	17.4	13.7	16.3	16.5	18.0	17.8	18.9	16.0	17.1	21.6	16.4	20.8	18.6	49716.7	2904	17.1				
April 2011	Number of Calls	82	172	334	161	95	171	170	197	373	323	227	126	105	212	7	151	123	3029						
	Exceptions																	0							
	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	3029	12.2				
	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	3029	5.5				
	Total time	14.7	17.8	16.3	18.5	15.6	16.4	14.9	18.2	15.7	20.0	17.6	18.2	14.9	23.7	20.5	17.7	20.5	53625.6	3029	17.7				
May 2011	Number of Calls	88	169	396	201	111	223	210	206	417	344	212	112	120	253	8	180	146	3396						
	Exceptions																	0							
	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	3396	13.3				
	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	3396	5.5				
	Total time	10.6	17.5	15.0	17.0	16.7	18.6	17.6	22.7	17.7	21.2	22.2	19.5	21.7	20.7	19.2	22.4	19.8	64085.9	3396	18.9				
June 2011	Number of Calls	81	198	367	183	118	247	231	196	481	341	247	136	128	289	4	196	153	3596						
	Exceptions																	0							
	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	3596	14.1				
	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	3596	5.4				
	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				
<b>YEAR TO DATE TOTALS AND AVERAGES - 2011</b>																									
Total Number of Calls								17909																	
Total Number of Exceptions								0																	
Average Dispatch Response Time								12.2																	
Average Police Response Time								5.7																	
Average Total Time								17.9																	

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	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				
	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	Number of Calls	3	41	17	8	3	7	10	8	19	27	11	7	2	14	0	3	7	187		(total min/total calls)		
	Exceptions																		0				
	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
	Total time	17.0	30.1	19.7	20.3	19.7	26.7	26.5	33.4	27.3	21.3	24.9	66.3	78.0	68.3	0.0	26.0	37.9	5847.9			187	31.3
March 2011	Number of Calls	2	62	14	9	4	3	12	11	14	20	4	11	5	10	1	2	8	192		(total min/total calls)		
	Exceptions																		0				
	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
	Total time	22.5	28.0	34.1	59.8	28.5	21.7	19.3	21.0	28.1	43.2	35.8	29.9	32.0	24.9	2.0	58.5	17.6	5836.6			192	30.4
April 2011	Number of Calls	2	49	15	7	3	8	12	10	23	21	14	9	5	9	0	6	6	199		(total min/total calls)		
	Exceptions																		0				
	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
	Total time	7.0	22.8	16.7	42.9	11.3	17.8	26.4	37.5	29.8	29.6	34.8	17.1	17.0	15.8	0.0	15.8	13.8	4903.0			199	24.6
May 2011	Number of Calls	5	48	17	9	3	12	12	19	23	25	14	9	2	10	1	8	14	231		(total min/total calls)		
	Exceptions																		0				
	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
	Total time	15.0	23.7	34.0	14.9	29.0	21.2	35.6	30.5	32.3	32.0	26.2	33.8	16.5	19.6	5.0	19.0	41.6	6455.1			231	27.9
June 2011	Number of Calls	3	37	21	10	8	16	17	4	45	31	22	12	11	9	1	10	13	270		(total min/total calls)		
	Exceptions																		0				
	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 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
<b>YEAR TO DATE TOTALS AND AVERAGES - 2011</b>																							
Total Number of Calls															1258								
Total Number of Exceptions															0								
Average Dispatch Response Time															21.67								
Average Police Response Time															6.59								
Average Total Time															28.26								

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 2011	Number of Calls	247	97	213	54	128	114	88	215	32	157	57	38	1440			(total min/total calls)
	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	Number of Calls	215	78	208	58	155	138	94	207	39	129	83	29	1433			(total min/total calls)
	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	
	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	
March 2011	Number of Calls	230	108	186	55	142	99	80	195	37	127	53	29	1341			(total min/total calls)
	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	4.1	4.4	4.9	4.4	5.4	6.1	5.4	6329.0	1341	4.7	
April 2011	Number of Calls	236	99	202	63	144	115	99	223	47	132	50	27	1437			(total min/total calls)
	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	
May 2011	Number of Calls	239	108	225	73	128	150	89	205	39	109	58	31	1454			(total min/total calls)
	Dispatch Response Time	1.2	0.9	1.0	0.3	0.9	1.7	1.4	0.8	0.3	0.7	0.7	1.1	1452.4	1454	1.0	
	Fire Response Time	3.3	3.6	4	4.6	3.8	4.4	4	4.2	4.4	4.4	5.3	5.4	5902.7	1454	4.1	
	Total time	4.5	4.5	5.0	4.9	4.7	6.1	5.4	5.0	4.7	5.1	6.0	6.5	7355.1	1454	5.1	
June 2011	Number of Calls	251	101	209	64	142	149	92	224	37	123	52	20	1464			(total min/total calls)
	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	
	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	
<b>YEAR TO DATE TOTALS AND AVERAGES - 2011</b>																	
Total Number of Calls											8569						
Average Dispatch Response Time											0.9						
Average Fire Response Time											4.1						
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 2011	Number of Calls	2	3	9	2	77	87	33	12	32	40	79		376		(total min/total calls)
	Exceptions													0		
	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		
February 2011	Number of Calls	2	4	5	2	84	70	25	13	16	27	60		308		(total min/total calls)
	Exceptions													0		
	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		
March 2011	Number of Calls	5	1	6	2	73	100	60	9	44	36	73		409		(total min/total calls)
	Exceptions													0		
	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		
April 2011	Number of Calls	7	1	8	1	75	83	38	14	28	43	84		382		(total min/total calls)
	Exceptions													0		
	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		
May 2011	Number of Calls	7	4	8	1	90	96	51	7	34	36	76		410		(total min/total calls)
	Exceptions													0		
	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		
June 2011	Number of Calls	8	3	11	1	84	96	41	20	25	35	88		412		(total min/total calls)
	Exceptions													0		
	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		
<b>YEAR TO DATE TOTALS AND AVERAGES - 2011</b>																
Total Number of Calls														2297		
Total Number of Exceptions														0.0		
Average Dispatch Response Time														1.7		
Average Police Response Time														6.8		
Average Total Time														8.5		

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  
 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	Total Minutes	Calls	Average	(total min/total calls)
		Number of Calls	Exceptions	Dispatch Response Time	Police Response Time	Total time												
January 2011	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				
	Exceptions													0				
	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	424	8.7		
	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	424	10.1		
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	424	18.7			
February 2011	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				
	Exceptions													0				
	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	421	9.1		
	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	421	9.1		
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	421	18.2			
March 2011	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				
	Exceptions													0				
	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	517	12.0		
	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	517	9.6		
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	517	21.5			
April 2011	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				
	Exceptions													0				
	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	639	10.6		
	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	639	9.0		
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	639	19.6			
May 2011	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				
	Exceptions													0				
	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	641	11.5		
	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	641	9.7		
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	641	21.2			
June 2011	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				
	Exceptions													0				
	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	622	11.6		
	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	622	9.6		
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	622	21.3			
<b>YEAR TO DATE TOTALS AND AVERAGES - 2011</b>																		
Total Number of Calls														3264				
Total Number of Exceptions														0.0				
Average Dispatch Response Time														10.6				
Average Police Response Time														9.5				
Average Total Time														20.1				

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

This report does not include on-view incidents.



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

	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	Average			
January 2011	Number of Calls	11	1	1	1	9	11	5	1	3	2	2		47		(total min/total calls)			
	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	Number of Calls	9		3		8	9	4	2		2	5		42		(total min/total calls)			
	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
	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
March 2011	Number of Calls	7	0	3	0	6	11	8	2	2	4	9		52		(total min/total calls)			
	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
	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
April 2011	Number of Calls	7	0	3	0	7	11	5	2	2	9	4		50		(total min/total calls)			
	Exceptions													0					
																	Total Minutes		
	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
May 2011	Number of Calls	9	1	1		11	8	5			4	7		46		(total min/total calls)			
	Exceptions													0					
																	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
June 2011	Number of Calls	12	1	4		6	13	6	1	2	8	11		64		(total min/total calls)			
	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
<b>YEAR TO DATE TOTALS AND AVERAGES - 2011</b>																			
Total Number of Calls													301.0						
Total Number of Exceptions													0.0						
Average Dispatch Response Time													27.9						
Average Police Response Time													12.0						
Average Total Time													39.9						