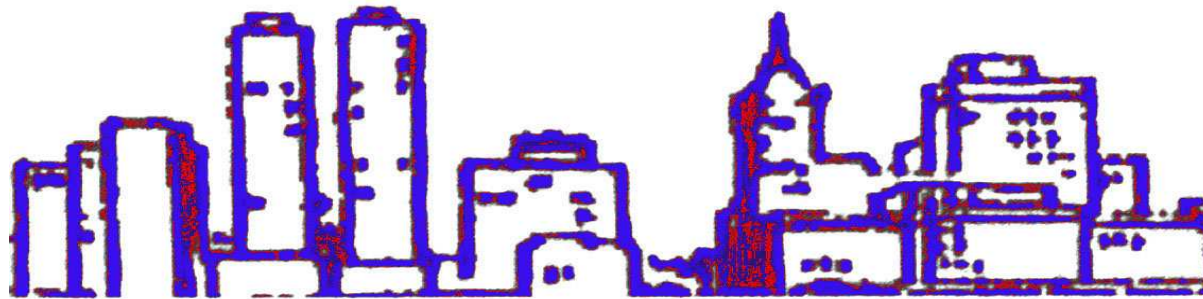


# *Peoria*



## *9-1-1*

### *Emergency Communications Center*

**April  
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									8,286	37,529
Wireless 9-1-1 Calls	5,316	5,422	5,736	6,599									23,073	63,666
<b>TOTAL 9-1-1 CALLS</b>	7,943	7,804	8,340	7,272	0	0	0	0	0	0	0	0	31,359	101,195
Peoria Police Incoming Calls	7,880	7,786	8,642	8,239									32,547	112,134
Sheriff's Police Incoming Calls	3,213	3,271	3,412	2,946									12,842	43,369
<b>TOTAL POLICE INCOMING CALLS</b>	11,093	11,057	12,054	11,185	0	0	0	0	0	0	0	0	45,389	155,503
Volunteer Fire/EMS toll free calls	33	36	41	18									128	517
Peoria Fire Incoming Calls	685	710	715	695									2,805	10,525
<b>TOTAL FIRE INCOMING CALLS</b>	718	746	756	713	0	0	0	0	0	0	0	0	2,933	11,042
Operator Assist Calls/Alarm Calls	694	648	645	639									2,626	8,624
Ambulance Incoming Calls	234	238	208	216									896	2,778
ECC Supervisor Incoming Calls	1,122	1,200	946	1,093									4,361	14,031
Richwoods Dispatcher Incoming Calls	115	137	95	85									432	1,508
Downtown Dispatcher Incoming Calls	74	63	54	58									249	1,272
Prep 2 Dispatcher Incoming Calls	779	873	927	872									3,451	10,680
C-MED Dispatcher Incoming Calls	60	94	68	71									293	762
County Sheriff Dispatcher Incoming Calls	61	92	63	73									289	947
Fire Dispatcher Incoming Calls	358	204	185	260									1,007	4,057
OverFlow Dispatcher Incoming Calls	6	5	2	10									23	159
Call Taker Incoming Calls	0	14	1	4									19	13
<b>TOTAL INCOMING EXTENSION CALLS</b>	2,575	2,682	2,341	2,526	0	0	0	0	0	0	0	0	10,124	33,429
<b>TOTAL OUTGOING EXTENSION CALLS</b>	6,065	6,603	5,735	5,676									24,079	74,919
Peoria Police Dispatches/On view	8,587	8,326	9,174	9,781									35,868	121,222
Peoria County Sheriff Dispatches/On view	2,083	1,927	2,177	2,232									8,419	27,339
<b>TOTAL POLICE DISPATCHES/ON VIEW</b>	10,670	10,253	11,351	12,013	0	0	0	0	0	0	0	0	44,287	148,561
Air National Guard Fire Dispatches	7	11	7	4									29	94
Akron-Princeville Fire Dispatches	19	19	22	15									75	230
Brimfield Fire Dispatches	14	18	17	13									62	240
Dunlap Fire Dispatches	26	28	32	31									117	357
Elmwood Fire Dispatches	4	11	12	14									41	107
Limestone Fire Dispatches	99	77	98	101									375	1,218
Logan-Trivoli Fire Dispatches	32	29	23	32									116	368
Peoria Fire Dispatches	1,449	1,430	1,341	1,427									5,647	16,714
Timber-Hollis Fire Dispatches	26	24	23	27									100	276
Tuscarora Fire Dispatches	0	4	2	2									8	39
West Peoria Fire Dispatches	51	35	41	39									166	419
MABAS Fire Calls	2	4	1	0									7	20
MABAS EMS Calls	0	0	0	0									0	1
<b>TOTAL FIRE DISPATCHES</b>	1,729	1,690	1,619	1,705	0	0	0	0	0	0	0	0	6,736	20,062
AMT Ambulance Dispatches	1,091	1,087	1,081	1,097									4,356	12,300
APA Ambulance Dispatches	15	16	11	13									55	258
BYE Ambulance Dispatches	26	34	41	43									144	423
<b>TOTAL AMBULANCE DISPATCHES</b>	1,132	1,137	1,133	1,153	0	0	0	0	0	0	0	0	4,555	12,981
Peoria County Coroner Incoming Calls	173	145	145	149									612	1,662
Community Messaging System Call-outs	10	9	12	13									44	150
Telephone Trouble Reports Completed	0	0	0	0									0	39
ETSB Equipment Trouble Reported	7	17	12	10									46	119
Citizen Concerns	2	1	2	4									9	16
CD Requests from State's Attorney's Office	5	6	1	2									14	47
CD Requests from FOI / Subpoena	8	3	2	2									15	35
CD Requests from Inner Departmental	9	8	14	9									40	103
<b>Total Number of CD Requests</b>	22	17	17	13	0	0	0	0	0	0	0	0	69	185
ILEAS Call Outs	0	0	0	0									0	2
JULIE Dig	40	42	50	62									194	531

City of Peoria  
Emergency Communications Center

Police Department  
Urgent Calls for Service  
By Police District

	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Calls	(total min/total 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		
	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		
	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		
	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		
	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
YEAR TO DATE TOTALS AND AVERAGES - 2011																					
Total Number of Calls									11686												
Total Number of Exceptions									0												
Average Dispatch Response Time									0.94												
Average Police Response Time									3.74												
Average Total Time									4.68												

City of Peoria  
Emergency Communications Center

Police Department  
Routine Calls for Service  
By Police District

January 2011	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls		
	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	Calls	Average	
	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	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls		
	Number of Calls	66	155	269	113	79	117	148	139	258	223	168	137	102	253	4	161	111	2503		(total min/total calls)
	Exceptions																	0	Total Minutes	Calls	Average
	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	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls		
	Number of Calls	97	182	326	145	111	185	169	173	300	278	232	111	93	198	9	159	136	2904		(total min/total calls)
	Exceptions																	0	Total Minutes	Calls	Average
	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	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	Total Calls		
	Number of Calls	82	172	334	161	95	171	170	197	373	323	227	126	105	212	7	151	123	3029		(total min/total calls)
	Exceptions																	0	Total Minutes	Calls	Average
	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
YEAR TO DATE TOTALS AND AVERAGES - 2011																					
Total Number of Calls								10917													
Total Number of Exceptions								0													
Average Dispatch Response Time								11.4													
Average Police Response Time								5.8													
Average Total Time								17.2													

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		
	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
YEAR TO DATE TOTALS AND AVERAGES - 2011																					
Total Number of Calls										757											
Total Number of Exceptions										0											
Average Dispatch Response Time										21.93											
Average Police Response Time										6.87											
Average Total Time										28.79											

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		(total min/total calls)
		100-199	200-299	400-499	1200-1299	300-399	1000-1099	1100-1199	1300-1399	1500-1599	1600-1699	1900-1999	2000-2099	1433		
	Number of Calls	215	78	208	58	155	138	94	207	39	129	83	29	Total Minutes	Calls	Average
	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		(total min/total calls)
		100-199	200-299	400-499	1200-1299	300-399	1000-1099	1100-1199	1300-1399	1500-1599	1600-1699	1900-1999	2000-2099	1341		
	Number of Calls	230	108	186	55	142	99	80	195	37	127	53	29	Total Minutes	Calls	Average
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		(total min/total calls)
		100-199	200-299	400-499	1200-1299	300-399	1000-1099	1100-1199	1300-1399	1500-1599	1600-1699	1900-1999	2000-2099	1437		
April 2011	Number of Calls	236	99	202	63	144	115	99	223	47	132	50	27	Total Minutes	Calls	Average
	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
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls									5651							
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
		2	3	9	2	77	87	33	12	32	40	79		376		
January 2011	Number of Calls													0		
	Exceptions															
	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	376	1.7
	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	376	5.5
	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	376	7.3
February 2011	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		
	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	308	1.7
	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	308	7.8
	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	308	9.5
March 2011	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		
	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	409	1.9
	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	409	7.3
	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	409	9.1
April 2011	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		
	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	382	1.6
	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	382	7.1
	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	382	8.7
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls									1475							
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

January 2011	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	Average
	Number of Calls	12	2	6	4	66	118	56	8	32	55	65		424		
	Exceptions													0		
														Total Minutes		
	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	424	18.7	
February 2011	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	Average
	Number of Calls	15	1	8	0	91	120	51	12	28	34	61		421		
	Exceptions													0		
														Total Minutes		
	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	421	18.2	
March 2011	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	Average
	Number of Calls	27	5	13	1	93	120	66	15	34	58	85		517		
	Exceptions													0		
														Total Minutes		
	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	517	21.5	
April 2011	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	Average
	Number of Calls	41	11	7	2	140	148	71	16	44	56	103		639		
	Exceptions													0		
														Total Minutes		
	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	639	19.6	
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls														2001		
Total Number of Exceptions														0.0		
Average Dispatch Response Time														10.1		
Average Police Response Time														9.4		
Average Total Time														19.5		



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	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		(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	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		(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
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		(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
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		(total min/total calls)
	Exceptions													0		
														Total Minutes		
April 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
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls										191.0						
Total Number of Exceptions										0.0						
Average Dispatch Response Time										25.7						
Average Police Response Time										11.7						
Average Total Time										37.4						