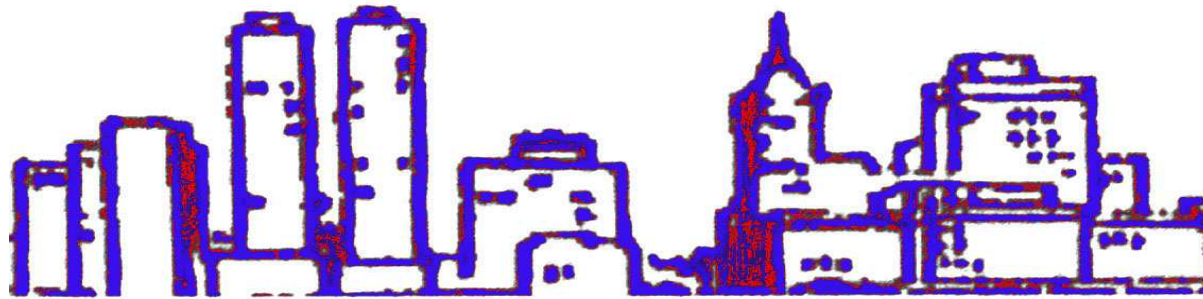


Peoria



9-1-1

Emergency Communications Center

**May
2011**

CITY OF PEORIA

EMERGENCY COMMUNICATIONS CENTER 2010 ANNUAL REPORT

[illegible]

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
May 2011	Number of Calls	146	132	578	265	62	374	154	194	421	341	267	138	111	211	4	111	137	3646		
	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
YEAR TO DATE TOTALS AND AVERAGES - 2011																					
Total Number of Calls									15332												
Total Number of Exceptions									0												
Average Dispatch Response Time									0.97												
Average Police Response Time									3.71												
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

January 2011		VALLEY							BLUFF			RICHWOODS									
	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	101	139	217	127	91	131	145	158	229	224	157	122	111	236	6	152	135	2481		
	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
February 2011	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
		VALLEY							BLUFF			RICHWOODS									
	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)
March 2011	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	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
		VALLEY							BLUFF			RICHWOODS									
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	97	182	326	145	111	185	169	173	300	278	232	111	93	198	9	159	136	2904		
	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
May 2011		VALLEY							BLUFF			RICHWOODS									
	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	Calls	Average
	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	
YEAR TO DATE TOTALS AND AVERAGES - 2011																					
Total Number of Calls								14313													
Total Number of Exceptions								0													
Average Dispatch Response Time								11.8													
Average Police Response Time								5.7													
Average Total Time								17.5													

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

This report does not include on-view incidents.

2011

City of Peoria
Emergency Communications Center

Police Department
Backlog 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	Calls	(total min/total calls) Average	
	Number of Calls	3	57	8	5	6	12	6	8	14	19	9	10	4	12	0	3	3	179			
	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	Total Minutes		
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			
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			
February 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	187			
	Exceptions	3	41	17	8	3	7	10	8	19	27	11	7	2	14	0	3	7	0	Total Minutes		Calls
	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		
	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		
	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		
	March 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	192			
Exceptions		2	62	14	9	4	3	12	11	14	20	4	11	5	10	1	2	8	0	Total Minutes	Calls	
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			
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			
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			
April 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	199			
	Exceptions	2	49	15	7	3	8	12	10	23	21	14	9	5	9	0	6	6	0	Total Minutes	Calls	
	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		
	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		
	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		
	May 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	231			
Exceptions		5	48	17	9	3	12	12	19	23	25	14	9	2	10	1	8	14	0	Total Minutes	Calls	
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			
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			
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			
YEAR TO DATE TOTALS AND AVERAGES - 2011																						
Total Number of Calls										988												
Total Number of Exceptions										0												
Average Dispatch Response Time										21.86												
Average Police Response Time										6.77												
Average Total Time										28.62												

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

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	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
	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)
														Total Minutes		
	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
April 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
May 2011	Number of Calls	239	108	225	73	128	150	89	205	39	109	58	31	1454		(total min/total calls)
														Total Minutes		
	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
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls									7105							
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

January 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	2	3	9	2	77	87	33	12	32	40	79		376		
	Exceptions													0		
														Total Minutes		
	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	376	7.3	
February 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	2	4	5	2	84	70	25	13	16	27	60		308		
	Exceptions													0		
														Total Minutes		
	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	308	9.5	
March 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	1	6	2	73	100	60	9	44	36	73		409		
	Exceptions													0		
														Total Minutes		
	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	409	9.1	
April 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	1	8	1	75	83	38	14	28	43	84		382		
	Exceptions													0		
														Total Minutes		
	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	382	8.7	
May 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	4	8	1	90	96	51	7	34	36	76		410		
	Exceptions													0		
														Total Minutes		
	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	410	8.0	
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls														1885		
Total Number of Exceptions														0.0		
Average Dispatch Response Time														1.7		
Average Police Response Time														6.8		
Average Total Time														8.5		

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	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	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			
														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	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	
March 2011	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	
	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			
														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	517	12.0	
April 2011	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	
	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			
														Total Minutes			
May 2011	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	
	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			
May 2011														Total Minutes			
	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	
YEAR TO DATE TOTALS AND AVERAGES - 2011																	
Total Number of Calls												2642					
Total Number of Exceptions												0.0					
Average Dispatch Response Time												10.4					
Average Police Response Time												9.5					
Average Total Time												19.9					

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		
May 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
YEAR TO DATE TOTALS AND AVERAGES - 2011																
Total Number of Calls										237.0						
Total Number of Exceptions										0.0						
Average Dispatch Response Time										27.9						
Average Police Response Time										11.8						
Average Total Time										39.7						