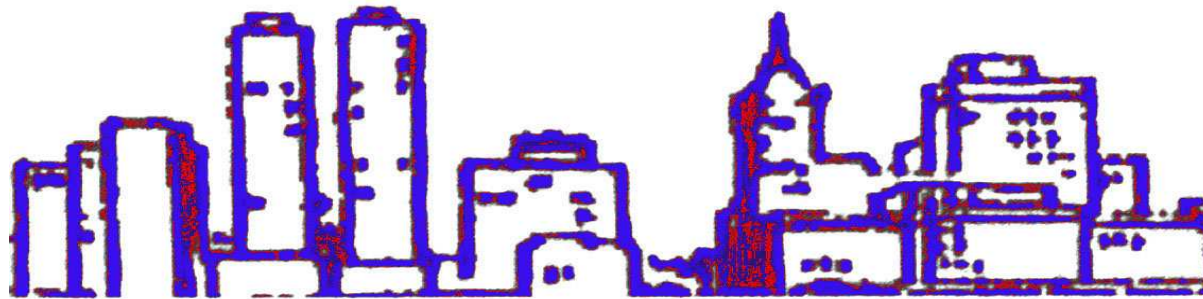


Peoria



9-1-1

Emergency Communications Center

**March
2012**

CITY OF PEORIA

[illegible]

City of Peoria
Emergency Communications Center

Police Department
Urgent Calls for Service
By Police District

| January 2012 | 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 | 130 | 120 | 461 | 219 | 50 | 259 | 128 | 136 | 318 | 237 | 241 | 82 | 80 | 226 | 9 | 123 | 110 | 2929 | | | |
| | Exceptions | | | | | | | | | | | | | | | | | | 0 | | | |
| | | | | | | | | | | | | | | | | | | | | | | Total Minutes |
| | Dispatch Response Time | 1.0 | 0.9 | 1.1 | 0.9 | 0.9 | 1.0 | 1.0 | 0.9 | 1.5 | 1.3 | 1.0 | 0.7 | 1.6 | 1.4 | 4.4 | 1.3 | 0.6 | 3290.0 | | | |
| | Police Response Time | 2.5 | 3.8 | 3.5 | 3.2 | 4.3 | 3.0 | 3.6 | 3.4 | 3.0 | 3.5 | 4.5 | 3.9 | 5.2 | 6.1 | 9.6 | 4.7 | 6.8 | 11405.4 | | | |
| Total time | 3.5 | 4.7 | 4.6 | 4.1 | 5.2 | 4.0 | 4.6 | 4.3 | 4.5 | 4.8 | 5.5 | 4.6 | 6.8 | 7.5 | 14.0 | 6.0 | 7.4 | 14695.4 | 2929 | 5.0 | | |
| February 2012 | Police District | VALLEY | | | | | | | BLUFF | | | RICHWOODS | | | | | | | | Total Calls | 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 | 2601 | | | |
| | Exceptions | | | | | | | | | | | | | | | | | | 0 | | | |
| | | | | | | | | | | | | | | | | | | | | Total Minutes | | |
| | Dispatch Response Time | 0.9 | 1.1 | 1.1 | 0.9 | 0.8 | 0.7 | 0.5 | 0.9 | 1.4 | 0.9 | 1.1 | 0.8 | 0.8 | 1.0 | 0.8 | 1.2 | 1.0 | 2573.9 | | | |
| | Police Response Time | 1.7 | 4.1 | 3.5 | 2.8 | 2.8 | 3.0 | 3.6 | 3.2 | 3.1 | 3.4 | 4.7 | 3.8 | 5.2 | 6.1 | 8.3 | 4.2 | 5.5 | 9644.0 | | | |
| Total time | 2.6 | 5.2 | 4.6 | 3.7 | 3.6 | 3.7 | 4.1 | 4.1 | 4.5 | 4.3 | 5.8 | 4.6 | 6.0 | 7.1 | 9.1 | 5.4 | 6.5 | 12217.9 | 2601 | 4.7 | | |
| March 2012 | Police District | VALLEY | | | | | | | BLUFF | | | RICHWOODS | | | | | | | | Total Calls | 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 | 3465 | | | |
| | Exceptions | | | | | | | | | | | | | | | | | | 0 | | | |
| | | | | | | | | | | | | | | | | | | | | Total Minutes | | |
| | Dispatch Response Time | 1.0 | 1.0 | 0.9 | 1.2 | 0.6 | 1.1 | 0.6 | 0.9 | 1.2 | 1.4 | 1.0 | 0.8 | 2.0 | 1.2 | 1.0 | 1.2 | 1.2 | 3760.3 | | | |
| | Police Response Time | 2.9 | 3.5 | 3.2 | 3.1 | 3.4 | 3.0 | 3.6 | 3.4 | 3.0 | 3.5 | 4.8 | 4.5 | 5.8 | 5.7 | 4.8 | 4.5 | 6.0 | 12920.6 | | | |
| Total time | 3.9 | 4.5 | 4.1 | 4.3 | 4.0 | 4.1 | 4.2 | 4.3 | 4.2 | 4.9 | 5.8 | 5.3 | 7.8 | 6.9 | 5.8 | 5.7 | 7.2 | 16680.9 | 3465 | 4.8 | | |
| YEAR TO DATE TOTALS AND AVERAGES - 2011 | | | | | | | | | | | | | | | | | | | | | | |
| Total Number of Calls | | | | | | | | 8995 | | | | | | | | | | | | | | |
| Total Number of Exceptions | | | | | | | | 0 | | | | | | | | | | | | | | |
| Average Dispatch Response Time | | | | | | | | 1.07 | | | | | | | | | | | | | | |
| Average Police Response Time | | | | | | | | 3.78 | | | | | | | | | | | | | | |
| Average Total Time | | | | | | | | 4.84 | | | | | | | | | | | | | | |

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 2012 | Number of Calls | 86 | 153 | 276 | 128 | 113 | 148 | 127 | 136 | 300 | 258 | 188 | 106 | 105 | 226 | 1 | 156 | 109 | 2616 | | (total min/total calls) |
| | Exceptions | | | | | | | | | | | | | | | | | | 0 | | |
| | | | | | | | | | | | | | | | | | | | Total Minutes | | |
| | Dispatch Response Time | 9.6 | 11.1 | 10.7 | 7.8 | 10.6 | 10.4 | 14.9 | 10.7 | 10.7 | 10.3 | 15.0 | 10.3 | 8.3 | 10.1 | | 10.2 | 12.0 | 28392.5 | 2616 | 10.9 |
| | Police Response Time | 4.6 | 6.0 | 5.2 | 5.1 | 8.1 | 4.5 | 4.8 | 5.7 | 4.7 | 5.3 | 6.6 | 6.7 | 6.4 | 8.3 | 7.0 | 8.0 | 7.5 | 15716.4 | 2616 | 6.0 |
| | Total time | 14.2 | 17.1 | 15.9 | 12.9 | 18.7 | 14.9 | 19.7 | 16.4 | 15.4 | 15.6 | 21.6 | 17.0 | 14.7 | 18.4 | 7.0 | 18.2 | 19.5 | 44108.9 | 2616 | 16.9 |
| February 2012 | 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 | 85 | 130 | 267 | 139 | 97 | 134 | 108 | 125 | 265 | 228 | 165 | 107 | 102 | 211 | 6 | 147 | 98 | 2414 | | |
| | Exceptions | | | | | | | | | | | | | | | | | | 0 | | |
| | | | | | | | | | | | | | | | | | | | Total Minutes | | |
| | Dispatch Response Time | 10.5 | 10.7 | 8.0 | 11.4 | 9.4 | 10.4 | 8.8 | 14.8 | 12.2 | 11.9 | 11.3 | 9.1 | 10.9 | 9.7 | 10.7 | 13.3 | 12.3 | 26277.5 | 2414 | 10.9 |
| | Police Response Time | 3.9 | 5.6 | 5.9 | 5.1 | 7.3 | 4.5 | 5.3 | 5.0 | 4.9 | 5.5 | 6.6 | 5.6 | 7.7 | 7.2 | 7.8 | 7.4 | 8.2 | 14335.7 | 2414 | 5.9 |
| March 2012 | Total time | 14.4 | 16.3 | 13.9 | 16.5 | 16.7 | 14.9 | 14.1 | 19.8 | 17.1 | 17.4 | 17.9 | 14.7 | 18.6 | 16.9 | 18.5 | 20.7 | 20.5 | 40613.2 | 2414 | 16.8 |
| | 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 | 93 | 172 | 374 | 181 | 101 | 191 | 153 | 178 | 380 | 298 | 212 | 130 | 121 | 259 | 4 | 155 | 139 | 3141 | | |
| | Exceptions | | | | | | | | | | | | | | | | | | 0 | | |
| | | | | | | | | | | | | | | | | | | | Total Minutes | | |
| | Dispatch Response Time | 8.9 | 12.6 | 13.7 | 15.1 | 17.4 | 13.5 | 14.7 | 13.8 | 20.6 | 17.3 | 18.4 | 12.2 | 12.1 | 15.6 | 9.8 | 12.9 | 14.2 | 47880.4 | 3141 | 15.2 |
| March 2012 | Police Response Time | 4.4 | 6.0 | 5.0 | 4.7 | 6.2 | 4.7 | 5.8 | 5.7 | 5.0 | 5.3 | 6.9 | 5.8 | 6.7 | 8.2 | 9.5 | 7.9 | 8.8 | 18704.2 | 3141 | 6.0 |
| | Total time | 13.3 | 18.6 | 18.7 | 19.8 | 23.6 | 18.2 | 20.5 | 19.5 | 25.6 | 22.6 | 25.3 | 18.0 | 18.8 | 23.8 | 19.3 | 20.8 | 23.0 | 66584.6 | 3141 | 21.2 |
| YEAR TO DATE TOTALS AND AVERAGES - 2011 | | | | | | | | | | | | | | | | | | | | | |
| Total Number of Calls | | | | | | | | | 8171 | | | | | | | | | | | | |
| Total Number of Exceptions | | | | | | | | | 0 | | | | | | | | | | | | |
| Average Dispatch Response Time | | | | | | | | | 12.3 | | | | | | | | | | | | |
| Average Police Response Time | | | | | | | | | 6.0 | | | | | | | | | | | | |
| Average Total Time | | | | | | | | | 18.3 | | | | | | | | | | | | |

City of Peoria
Emergency Communications Center

Police Department
Backlog Calls for Service
By Police District

| January 2012 | Police District | 1 | 2 | 4 | 5 | 6 | 8 | 12 | BLUFF | | | RICHWOODS | | | | | | | | Total Calls | Calls | (total min/total calls) Average |
|---|------------------------|--------|------|------|------|------|------|------|-------|------|-------|-----------|------|-------|------|-----|------|--------|--------|---------------|-------|------------------------------------|
| | Number of Calls | 1 | 60 | 13 | 5 | 2 | 4 | 3 | 3 | 10 | 11 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 170 | | | |
| | Exceptions | | | | | | | | | | | | | | | | | | 0 | | | |
| | | | | | | | | | | | | | | | | | | | | Total Minutes | | |
| | Dispatch Response Time | 10.0 | 17.4 | 14.5 | 2.2 | 42.5 | 13.8 | 51.3 | 9.0 | 8.2 | 16.8 | 74.8 | 8.3 | 13.8 | 31.4 | 0.0 | 27.0 | 23.3 | 3317.9 | | | |
| Police Response Time | 2.0 | 8.7 | 8.0 | 4.6 | 0.0 | 10.8 | 3.3 | 4.7 | 5.3 | 6.6 | 6.0 | 5.1 | 10.7 | 6.2 | 0.0 | 7.0 | 8.0 | 1229.5 | 170 | 7.2 | | |
| | Total time | 12.0 | 26.1 | 22.5 | 6.8 | 42.5 | 24.6 | 54.6 | 13.7 | 13.5 | 23.4 | 80.8 | 13.4 | 24.5 | 37.6 | 0.0 | 34.0 | 31.3 | 4547.4 | 170 | 26.7 | |
| February 2012 | Police District | VALLEY | | | | | | | BLUFF | | | RICHWOODS | | | | | | | | Total Calls | 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 | 165 | | | |
| | Exceptions | 7 | 53 | 11 | 6 | 3 | 6 | 6 | 9 | 13 | 17 | 6 | 3 | 3 | 8 | 0 | 8 | 6 | 0 | | | |
| | | | | | | | | | | | | | | | | | | | | Total Minutes | | |
| | Dispatch Response Time | 6.6 | 22.5 | 10.2 | 21.5 | 5.7 | 20.3 | 22.8 | 7.9 | 24.2 | 17.2 | 68.8 | 31.3 | 118.0 | 31.0 | 0.0 | 10.9 | 21.3 | 3757.4 | | | |
| | Police Response Time | 6.4 | 5.7 | 4.0 | 8.3 | 6.0 | 4.5 | 8.0 | 3.7 | 4.2 | 5.9 | 7.7 | 5.0 | 6.7 | 8.0 | 0.0 | 7.1 | 13.5 | 1005.0 | | | |
| | Total time | 13.0 | 28.2 | 14.2 | 29.8 | 11.7 | 24.8 | 30.8 | 11.6 | 28.4 | 23.1 | 76.5 | 36.3 | 124.7 | 39.0 | 0.0 | 18.0 | 34.8 | 4762.4 | 165 | | |
| March 2012 | Police District | VALLEY | | | | | | | BLUFF | | | RICHWOODS | | | | | | | | Total Calls | 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 | 189 | | | |
| | Exceptions | 4 | 59 | 8 | 5 | 6 | 9 | 10 | 10 | 21 | 18 | 9 | 9 | 4 | 4 | 0 | 5 | 8 | 0 | | | |
| | | | | | | | | | | | | | | | | | | | | Total Minutes | | |
| | Dispatch Response Time | 17.5 | 17.0 | 34.6 | 24.4 | 29.0 | 19.7 | 5.9 | 28.6 | 30.6 | 30.7 | 58.1 | 29.2 | 23.0 | 29.3 | 0.0 | 21.0 | 12.5 | 4563.2 | | | |
| | Police Response Time | 4.8 | 6.5 | 2.9 | 3.4 | 4.2 | 5.2 | 7.5 | 6.7 | 4.3 | 4.0 | 5.6 | 5.6 | 8.3 | 8.0 | 0.0 | 11.8 | 6.4 | 1095.4 | | | |
| | Total time | 22.3 | 23.5 | 37.5 | 27.8 | 33.2 | 24.9 | 13.4 | 35.3 | 34.9 | 34.7 | 63.7 | 34.8 | 31.3 | 37.3 | 0.0 | 32.8 | 18.9 | 5658.6 | 189 | | |
| YEAR TO DATE TOTALS AND AVERAGES - 2011 | | | | | | | | | | | | | | | | | | | | | | |
| Total Number of Calls | | | | | | | | | | | 524 | | | | | | | | | | | |
| Total Number of Exceptions | | | | | | | | | | | 0 | | | | | | | | | | | |
| Average Dispatch Response Time | | | | | | | | | | | 22.14 | | | | | | | | | | | |
| Average Police Response Time | | | | | | | | | | | 6.37 | | | | | | | | | | | |
| Average Total Time | | | | | | | | | | | 28.52 | | | | | | | | | | | |

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 | 1383 | | |
| January 2012 | | | | | | | | | | | | | | Total Minutes | | |
| | Dispatch Response Time | 0.5 | 0.8 | 0.7 | 0.3 | 0.7 | 1.0 | 1.1 | 0.5 | 2.2 | 0.4 | 0.2 | 1.5 | 954.4 | 1383 | 0.7 |
| | Fire Response Time | 3.4 | 3.6 | 4.2 | 5.6 | 3.9 | 4.2 | 4.1 | 4.4 | 4.9 | 4.5 | 6.1 | 5.5 | 5886.4 | 1383 | 4.3 |
| | Total time | 3.9 | 4.4 | 4.9 | 5.9 | 4.6 | 5.2 | 5.2 | 4.9 | 7.1 | 4.9 | 6.3 | 7.0 | 6840.8 | 1383 | 4.9 |
| | | | | | | | | | | | | | | | | |
| February 2012 | 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 | 1298 | | |
| | | | | | | | | | | | | | | Total Minutes | | |
| | Dispatch Response Time | 1.5 | 0.6 | 0.5 | 0.4 | 0.8 | 0.8 | 1.2 | 0.7 | 0.3 | 0.5 | 0.6 | 0.4 | 1016.3 | 1298 | 0.8 |
| | Fire Response Time | 3.4 | 3.4 | 3.7 | 4.8 | 4.1 | 4.5 | 3.7 | 4.4 | 4.6 | 4.6 | 5.5 | 5.3 | 5345.0 | 1298 | 4.1 |
| March 2012 | Total time | 4.9 | 4.0 | 4.2 | 5.2 | 4.9 | 5.3 | 4.9 | 5.1 | 4.9 | 5.1 | 6.1 | 5.7 | 6361.3 | 1298 | 4.9 |
| | | | | | | | | | | | | | | | | |
| | 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 | 1502 | | |
| | | | | | | | | | | | | | | Total Minutes | | |
| | Dispatch Response Time | 1.5 | 0.7 | 0.6 | 1.4 | 2.0 | 1.3 | 0.8 | 0.7 | 0.8 | 0.4 | 1.4 | 0.8 | 1575.7 | 1502 | 1.0 |
| | Fire Response Time | 3.2 | 3.5 | 3.9 | 5 | 3.7 | 4 | 4 | 4.4 | 4.8 | 4.2 | 5.7 | 5.5 | 6048.4 | 1502 | 4.0 |
| | Total time | 4.7 | 4.2 | 4.5 | 6.4 | 5.7 | 5.3 | 4.8 | 5.1 | 5.6 | 4.6 | 7.1 | 6.3 | 7624.1 | 1502 | 5.1 |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| YEAR TO DATE TOTALS AND AVERAGES - 2011 | | | | | | | | | | | | | | | | |
| Total Number of Calls | | | | | | | | | 4183 | | | | | | | |
| Average Dispatch Response Time | | | | | | | | | 0.8 | | | | | | | |
| 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 |
|---|------------------------|------|------|-----|------|------|-----|------|------|-----|------|-----|-------|-------------|-------|---------|
| | | 1 | 4 | 4 | 1 | 72 | 98 | 47 | 12 | 29 | 39 | 107 | | 414 | | |
| January 2012 | Number of Calls | | | | | | | | | | | | | 0 | | |
| | Exceptions | | | | | | | | | | | | | | | |
| | Dispatch Response Time | 4.0 | 2.0 | 2.3 | 2.0 | 2.2 | 1.4 | 1.9 | 1.2 | 2.0 | 1.7 | 1.3 | | 685.9 | 414 | 1.7 |
| | Police Response Time | 0.0 | 15.3 | 3.8 | 21.0 | 7.4 | 7.5 | 12.3 | 7.4 | 3.5 | 8.6 | 3.7 | | 2864.9 | 414 | 6.9 |
| | Total time | 4.0 | 17.3 | 6.1 | 23.0 | 9.6 | 8.9 | 14.2 | 8.6 | 5.5 | 10.3 | 5.0 | | 3550.8 | 414 | 8.6 |
| | | | | | | | | | | | | | | | | |
| February 2012 | County District | 700 | 710 | 711 | 712 | 713 | 714 | 715 | 716 | 717 | 718 | 726 | Other | Total Calls | | |
| | Number of Calls | 5 | 2 | 6 | 2 | 76 | 77 | 43 | 9 | 23 | 28 | 80 | | 351 | | |
| | Exceptions | | | | | | | | | | | | | 0 | | |
| | Dispatch Response Time | 5.0 | 1.0 | 1.2 | 0.0 | 1.0 | 1.6 | 1.8 | 0.9 | 1.1 | 1.5 | 1.1 | | 474.2 | 351 | 1.4 |
| | Police Response Time | 11.5 | 15.0 | 5.3 | 10.0 | 7.3 | 6.6 | 12.3 | 8.0 | 3.0 | 8.0 | 3.7 | | 2392.2 | 351 | 6.8 |
| | Total time | 16.5 | 16.0 | 6.5 | 10.0 | 8.3 | 8.2 | 14.1 | 8.9 | 4.1 | 9.5 | 4.8 | | 2866.4 | 351 | 8.2 |
| March 2012 | County District | 700 | 710 | 711 | 712 | 713 | 714 | 715 | 716 | 717 | 718 | 726 | Other | Total Calls | | |
| | Number of Calls | 10 | 2 | 7 | 1 | 78 | 111 | 78 | 17 | 39 | 36 | 129 | | 508 | | |
| | Exceptions | | | | | | | | | | | | | 0 | | |
| | Dispatch Response Time | 3.0 | 1.5 | 0.3 | 1.0 | 2.2 | 1.4 | 2.4 | 1.7 | 1.0 | 1.1 | 1.0 | | 786.8 | 508 | 1.5 |
| | Police Response Time | 6.1 | 15.0 | 8.7 | 15.0 | 7.8 | 7.1 | 11.5 | 6.4 | 2.7 | 8.0 | 3.7 | | 3439.8 | 508 | 6.8 |
| | Total time | 9.1 | 16.5 | 9.0 | 16.0 | 10.0 | 8.5 | 13.9 | 8.1 | 3.7 | 9.1 | 4.7 | | 4226.6 | 508 | 8.3 |
| YEAR TO DATE TOTALS AND AVERAGES - 2011 | | | | | | | | | | | | | | | | |
| Total Number of Calls | | | | | | | | | 1273 | | | | | | | |
| Total Number of Exceptions | | | | | | | | | 0.0 | | | | | | | |
| Average Dispatch Response Time | | | | | | | | | 1.5 | | | | | | | |
| Average Police Response Time | | | | | | | | | 6.8 | | | | | | | |
| Average Total Time | | | | | | | | | 8.4 | | | | | | | |

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 |
|---|------------------------|------|------|------|------|------|------|------|------|------|------|------|-------|-------------|-------|-------------------------|
| | | 14 | 11 | 5 | 1 | 104 | 108 | 51 | 11 | 32 | 50 | 79 | | 466 | | |
| January 2012 | Number of Calls | | | | | | | | | | | | | 0 | | (total min/total calls) |
| | Exceptions | | | | | | | | | | | | | | | |
| | Dispatch Response Time | 9.8 | 23.7 | 10.6 | 12.0 | 11.9 | 9.8 | 11.0 | 6.5 | 16.5 | 10.5 | 8.9 | | 5147.5 | 466 | 11.0 |
| | Police Response Time | 6.9 | 11.4 | 10.2 | 16.0 | 12.7 | 9.7 | 15.3 | 15.4 | 4.4 | 12.2 | 7.1 | | 4918.8 | 466 | 10.6 |
| | Total time | 16.7 | 35.1 | 20.8 | 28.0 | 24.6 | 19.5 | 26.3 | 21.9 | 20.9 | 22.7 | 16.0 | | 10066.3 | 466 | 21.6 |
| | | | | | | | | | | | | | | | | |
| February 2012 | County District | 700 | 710 | 711 | 712 | 713 | 714 | 715 | 716 | 717 | 718 | 726 | Other | Total Calls | | |
| | Number of Calls | 31 | 4 | 3 | 4 | 89 | 91 | 44 | 8 | 37 | 50 | 99 | | 460 | | (total min/total calls) |
| | Exceptions | | | | | | | | | | | | | 0 | | |
| | Dispatch Response Time | 7.7 | 4.8 | 18.3 | 5.7 | 9.2 | 8.4 | 9.0 | 1.6 | 11.6 | 4.2 | 7.0 | | 3659.8 | 460 | 8.0 |
| | Police Response Time | 6.1 | 20.0 | 11.0 | 17.0 | 10.7 | 6.8 | 14.2 | 12.1 | 5.3 | 9.4 | 5.9 | | 3913.0 | 460 | 8.5 |
| | Total time | 13.8 | 24.8 | 29.3 | 22.7 | 19.9 | 15.2 | 23.2 | 13.7 | 16.9 | 13.6 | 12.9 | | 7572.8 | 460 | 16.5 |
| March 2012 | County District | 700 | 710 | 711 | 712 | 713 | 714 | 715 | 716 | 717 | 718 | 726 | Other | Total Calls | | |
| | Number of Calls | 26 | 7 | 5 | 1 | 145 | 146 | 67 | 13 | 57 | 73 | 105 | | 645 | | (total min/total calls) |
| | Exceptions | | | | | | | | | | | | | 0 | | |
| | Dispatch Response Time | 27.7 | 22.9 | 1.5 | 1.0 | 11.5 | 12.7 | 11.2 | 4.4 | 7.5 | 11.5 | 8.5 | | 7377.8 | 645 | 11.4 |
| | Police Response Time | 7.4 | 21.3 | 9.0 | 18.0 | 10.6 | 9.3 | 13.3 | 17.8 | 5.5 | 10.1 | 6.7 | | 6176.1 | 645 | 9.6 |
| | Total time | 35.1 | 44.2 | 10.5 | 19.0 | 22.1 | 22.0 | 24.5 | 22.2 | 13.0 | 21.6 | 15.2 | | 13553.9 | 645 | 21.0 |
| YEAR TO DATE TOTALS AND AVERAGES - 2011 | | | | | | | | | | | | | | | | |
| Total Number of Calls | | | | | | | | | | | | | | 1571 | | |
| Total Number of Exceptions | | | | | | | | | | | | | | 0.0 | | |
| Average Dispatch Response Time | | | | | | | | | | | | | | 10.1 | | |
| Average Police Response Time | | | | | | | | | | | | | | 9.5 | | |
| Average Total Time | | | | | | | | | | | | | | 19.7 | | |

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 2012 | Number of Calls | 13 | | 1 | 2 | 12 | 6 | 6 | 2 | | 2 | 9 | | 53 | | (total min/total calls) |
| | Exceptions | | | | | | | | | | | | | 0 | | |
| | | | | | | | | | | | | | | Total Minutes | | |
| | Dispatch Response Time | 127.2 | | 28.0 | 2.5 | 6.3 | 7.7 | 8.0 | 2.0 | | 2.5 | 29.2 | | 2128.2 | 53 | 40.2 |
| | Police Response Time | 22.2 | | | 11.5 | 10.9 | 8.0 | 12.8 | 23.0 | | 14.5 | 4.0 | | 678.2 | 53 | 12.8 |
| | Total time | 149.4 | 0.0 | 28.0 | 14.0 | 17.2 | 15.7 | 20.8 | 25.0 | 0.0 | 17.0 | 33.2 | 0.0 | 2806.4 | 53 | 53.0 |
| February 2012 | County District | 700 | 710 | 711 | 712 | 713 | 714 | 715 | 716 | 717 | 718 | 726 | Other | Total Calls | | |
| | Number of Calls | 9 | 0 | 1 | 1 | 5 | 9 | 5 | 0 | 1 | 4 | 4 | | 39 | | (total min/total calls) |
| | Exceptions | | | | | | | | | | | | | 0 | | |
| | | | | | | | | | | | | | | Total Minutes | | |
| | Dispatch Response Time | 172.4 | 0.0 | 49.0 | 39.0 | 4.8 | 4.6 | 1.8 | 0.0 | 15.0 | 20.3 | 31.8 | | 1937.4 | 39 | 49.7 |
| | Police Response Time | 19.2 | 0.0 | 0.0 | 35.0 | 14.8 | 8.8 | 8.3 | 0.0 | 10.0 | 12.3 | 3.3 | | 474.9 | 39 | 12.2 |
| March 2012 | Total time | 191.6 | 0.0 | 49.0 | 74.0 | 19.6 | 13.4 | 10.1 | 0.0 | 25.0 | 32.6 | 35.1 | 0.0 | 2412.3 | 39 | 61.9 |
| | County District | 700 | 710 | 711 | 712 | 713 | 714 | 715 | 716 | 717 | 718 | 726 | Other | Total Calls | | |
| | Number of Calls | 11 | 1 | 1 | 0 | 9 | 10 | 6 | 0 | 8 | 5 | 8 | | 59 | | (total min/total calls) |
| | Exceptions | | | | | | | | | | | | | 0 | | |
| | | | | | | | | | | | | | | Total Minutes | | |
| | Dispatch Response Time | 134.2 | 1.0 | 47.0 | 0.0 | 8.7 | 8.1 | 8.2 | 0.0 | 7.4 | 21.4 | 12.1 | | 1995.7 | 59 | 33.8 |
| March 2012 | Police Response Time | 19.7 | 36.0 | 13.0 | | 15.8 | 10.0 | 16.5 | 0.0 | 12.1 | 10.6 | 14.9 | | 875.9 | 59 | 14.8 |
| | Total time | 153.9 | 37.0 | 60.0 | 0.0 | 24.5 | 18.1 | 24.7 | 0.0 | 19.5 | 32.0 | 27.0 | 0.0 | 2871.6 | 59 | 48.7 |
| YEAR TO DATE TOTALS AND AVERAGES - 2011 | | | | | | | | | | | | | | | | |
| Total Number of Calls | | | | | | | | | | | 151.0 | | | | | |
| Total Number of Exceptions | | | | | | | | | | | 0.0 | | | | | |
| Average Dispatch Response Time | | | | | | | | | | | 41.2 | | | | | |
| Average Police Response Time | | | | | | | | | | | 13.3 | | | | | |
| Average Total Time | | | | | | | | | | | 54.5 | | | | | |