

**Emergency
Communications
Center**



**Monthly Report
September 2018**

**Peoria
9-1-1**

CITY OF PEORIA
EMERGENCY COMMUNICATIONS CENTER 2018 ANNUAL REPORT

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	2017 Totals
Landbased 9-1-1 Calls	2,090	1,775	2,026	2,034	2,129	2,171	2,095	2,264	2,059				18,643	24,615
Wireless 9-1-1 Calls	6,227	5,502	6,198	6,392	7,826	8,041	7,774	7,800	7,411				63,171	81,634
Text To 9-1-1 Calls	15	11	24	16	16	20	14	9	7				132	250
TOTAL 9-1-1 CALLS	8,332	7,288	8,248	8,442	9,971	10,232	9,883	10,073	9,477	0	0	0	81,946	106,499
Peoria Police Incoming Calls	7,548	6,960	8,002	8,132	9,583	8,964	9,391	8,977	8,472				76,029	99,504
Peoria Heights Police Incoming	0	0	0	0	0	755	672	665	670				2,762	0
Peoria Heights Lobby Calls						53	43	44	32				172	
Chillicothe Police Incoming Calls	0	0	0	0	0	226	741	731	768				2,466	0
Chillicothe Lobby Calls						219	198	168	203				788	
Sheriff's Police Incoming Calls	2,376	2,244	2,433	2,354	2,657	2,447	2,351	2,348	2,130				21,340	29,459
TOTAL POLICE INCOMING CALLS	9,924	9,204	10,435	10,486	12,240	12,664	13,396	12,933	12,275	0	0	0	103,557	128,963
Volunteer Fire/EMS toll free calls	12	13	17	12	11	15	14	11	11				116	245
Peoria Heights Fire Incoming Calls	0	0	0	0	0	52	46	52	57				207	0
Peoria Fire Incoming Calls	608	490	565	580	760	635	642	718	616				5,614	6,984
TOTAL FIRE INCOMING CALLS	620	503	582	592	771	702	702	781	684	0	0	0	5,937	7,229
Operator Assist Calls/Alarm Calls	914	754	801	741	856	922	870	893	802				7,553	10,931
Ambulance Incoming Calls	255	203	264	208	157	147	150	136	134				1,654	3,040
ECC Supervisor Incoming Calls	648	629	629	685	638	737	664	749	708				6,087	7,359
Richwoods Dispatcher Incoming Calls	54	53	89	68	78	69	60	54	59				584	728
Downtown Dispatcher Incoming Calls	48	29	50	52	43	46	59	38	42				407	512
Prep 2 Dispatcher Incoming Calls	562	535	752	729	956	911	886	770	864				6,965	7,530
C-MED Dispatcher Incoming Calls	32	23	45	31	39	44	40	51	53				358	356
County Sheriff Dispatcher Incoming Calls	26	32	44	36	50	98	115	125	151				677	454
Fire Dispatcher Incoming Calls	46	62	94	89	103	98	112	140	117				861	877
OverFlow Dispatcher Incoming Calls	0	0	4	11	8	3	0	7	9				42	69
Call Taker Incoming Calls	0	1	0	0	0	1	0	1	0				3	16
TOTAL INCOMING EXTENSION CALLS	1,416	1,364	1,707	1,701	1,915	2,007	1,936	1,935	2,003	0	0	0	15,984	17,901
TOTAL OUTGOING EXTENSION CALLS	5,443	4,610	5,046	5,007	5,940	6,259	6,326	6,124	5,704				50,459	63,151
Peoria Police Dispatches/On view	7,157	6,152	7,804	7,532	9,852	9,059	9,286	8,884	9,303				75,029	100,678
Peoria Heights Dispatched/On View	0	0	0	0	0	723	768	803	637				2,931	
Chillicothe Police Dispatches/On view	0	0	0	0	0	901	850	837	822				3,410	
Peoria County Sheriff Dispatches/On view	1,938	1,976	2,188	2,000	2,506	2,544	2,646	2,420	2,325				20,543	28,444
TOTAL POLICE DISPATCHES/ON VIEW	9,095	8,128	9,992	9,532	12,358	11,603	11,932	11,304	11,628	0	0	0	95,572	129,122
Air National Guard Fire Dispatches	5	4	6	5	4	9	7	6	4				50	47
Akron-Princeville Fire Dispatches	18	19	16	17	20	11	13	28	20				162	226
Brimfield Fire Dispatches	49	41	34	22	29	29	27	29	21				281	405
Chillicothe Fire Dispatches	0	0	0	0	0	115	115	121	130				481	0
Dunlap Fire Dispatches	25	43	39	40	37	31	28	29	29				301	395
Elmwood Fire Dispatches	18	13	14	6	15	11	14	6	10				107	124
Limestone Fire Dispatches	111	101	122	132	130	115	132	100	109				1,052	1,466
Logan-Trivoli Fire Dispatches	29	44	46	45	36	35	26	28	25				314	426
Peoria Fire Dispatches	1,886	1,525	1,667	1,678	1,786	1,724	1,828	1,865	1,786				15,745	19,783
Peoria Heights Fire Dispatches	0	0	0	0	0	69	80	79	73				301	0
Timber-Hollis Fire Dispatches	26	31	26	27	32	31	28	25	33				259	319
Tuscarora Fire Dispatches	4	4	9	6	4	5	7	7	8				54	52
West Peoria Fire Dispatches	59	58	46	57	59	56	52	52	64				503	620
MABAS Fire Calls	2	5	6	9	5	8	4	3	2				44	59
TOTAL FIRE DISPATCHES	2,232	1,888	2,031	2,044	2,157	2,249	2,361	2,378	2,314	0	0	0	19,654	23,922
AMT Ambulance Dispatches	1,507	1,245	1,404	1,375	1,515	1,424	1,519	1,569	1,531				13,089	17,249
APA Ambulance Dispatches	13	8	10	10	16	9	9	20	15				110	173
BYE Ambulance Dispatches	60	44	49	38	53	46	49	38	33				410	561
TOTAL AMBULANCE DISPATCHES	1,580	1,297	1,463	1,423	1,584	1,479	1,577	1,627	1,579	0	0	0	13,609	17,983
Peoria County Coroner Incoming Calls	287	251	296	244	211	267	223	156	194				2,129	2,554
Community Messaging System Call-outs	12	13	9	12	15	19	13	28	11				132	173
Telephone Trouble Reports Completed	0	0	1	2	2	0	2	2	1				10	9
ETSB Equipment Trouble Reported	0	2	0	2	2	2	0	0	1				9	16

CITY OF PEORIA
EMERGENCY COMMUNICATIONS CENTER 2018 ANNUAL REPORT

Citizen Concerns	0	5	2	1	1	2	0	1	1				13	13
CD Requests from State's Attorney's Office	31	17	11	16	30	26	27	47	23				228	260
CD Requests from FOI / Subpoena	9	5	11	2	3	9	4	2	10				55	27
CD Requests from Inner Departmental	6	4	0	3	4	10	8	4	7				46	78
Total Number of CD Requests	46	26	22	21	37	45	39	53	40	0	0	0	329	365
ILEAS Call Outs	0	0	1	0	0	0	0	0	0	0	0	0	1	0
JULIE Dig	63	35	30	28	47	60	50	48	39				400	595

Yearly Summary

	Number of Calls	Dispatch Response Time	Police Response Time	Total Time	
PEORIA POLICE					
Urgent	25416	4.99	3.91	8.90	
Routine	25096	22.64	9.46	28.57	
Backlog	65.4	35.54	4.54	40.08	
PEORIA COUNTY SHERIFF					
Urgent	3805	1.94	9.57	9.57	
Routine	5767	15.55	9.90	25.44	
Backlog	10	984.00	1487.90	85.84	
	Number of Calls	Dispatch Response Time	Fire Response Time	Total Time	Average Turnout Time
PEORIA FIRE	13980	0.90	4.33	5.23	1.37

City of Peoria
Emergency Communications Center

Police Department
Urgent 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 2018	Number of Calls	100	121	303	185	68	238	108	148	299	219	223	109	73	219	5	100	109	2627				
	Exceptions																		0				
	Dispatch Response Time	1.7	3.2	2.6	2.1	1.4	2.4	2.4	1.8	4.4	1.9	1.5	2.5	2.4	2.6	5.0	1.5	1.3	6325.5	2627	2.41		
	Police Response Time	2.9	3.4	3.3	3.2	4.1	2.9	4.3	3.8	3.5	3.7	4.8	4.7	4.5	5.6	9.6	3.8	6.8	10452.7	2627	3.98		
	Total time	4.6	6.6	5.9	5.3	5.5	5.3	6.7	5.6	7.9	5.6	6.3	7.2	6.9	8.2	14.6	5.3	8.1	16778.2	2627	6.39		
February 2018	Number of Calls	73	113	251	133	69	162	71	97	250	207	191	100	69	173	4	110	84	2157				
	Exceptions																		0				
	Dispatch Response Time	2.3	1.3	1.4	2.1	1.1	1.2	1.8	2.6	1.4	2.1	1.5	3.2	2.2	1.3	0.5	1.4	3.7	3830.5	2157	1.78		
	Police Response Time	2.9	3.4	3.2	3.3	3.4	3.1	4.4	3.3	3.6	3.8	4.6	4.5	6.2	6.0	10.5	3.9	6.1	8671.7	2157	4.02		
	Total time	5.2	4.7	4.6	5.4	4.5	4.3	6.2	5.9	5.0	5.9	6.1	7.7	8.4	7.3	11.0	5.3	9.8	12502.2	2157	5.80		
March 2018	Number of Calls	101	144	344	185	71	226	86	116	317	231	225	101	81	203	1	124	93	2649				
	Exceptions																		0				
	Dispatch Response Time	1.2	1.7	2.3	1.2	1.3	2.1	3.1	2.2	1.6	2.2	1.9	2.6	2.0	1.7	1.0	2.0	1.9	5106.2	2649	1.93		
	Police Response Time	2.6	3.0	3.5	3.2	4.4	2.9	4.1	3.4	3.3	3.9	4.8	4.1	4.5	5.8	10.0	4.3	6.6	10345.4	2649	3.91		
	Total time	3.8	4.7	5.8	4.4	5.7	5.0	7.2	5.6	4.9	6.1	6.7	6.7	6.5	7.5	11.0	6.3	8.5	15451.6	2649	5.83		
April 2018	Number of Calls	93	136	360	173	72	201	103	128	344	263	213	97	75	227	5	133	106	2729				
	Exceptions																		0				
	Dispatch Response Time	1.0	1.2	2.0	1.8	1.1	2.3	1.8	2.4	1.7	2.6	1.8	1.5	1.6	2.3	2.0	1.2	1.6	5100.5	2729	1.87		
	Police Response Time	2.6	3.3	3.0	3.3	3.4	3.0	4.1	3.7	3.4	3.4	4.8	4.2	4.2	5.9	9.2	4.1	6.0	10457.5	2729	3.83		
	Total time	3.6	4.5	5.0	5.1	4.5	5.3	5.9	6.1	5.1	6.0	6.6	5.7	5.8	8.2	11.2	5.3	7.6	15558.0	2729	5.70		
May 2018	Number of Calls	114	169	452	220	71	263	142	147	429	317	233	99	80	233	3	121	134	3227				
	Exceptions																		0				
	Dispatch Response Time	2.2	2.8	2.4	2.0	1.3	2.1	2.0	2.3	1.8	1.9	2.8	1.8	2.0	1.8	1.5	1.4	2.0	6741.9	3227	2.09		
	Police Response Time	3.0	3.5	3.4	2.9	3.0	3.2	4.2	3.5	3.0	3.5	4.8	4.4	4.8	5.7	7.7	4.0	6.4	12301.1	3227	3.81		
	Total time	5.2	6.3	5.8	4.9	4.3	5.3	6.2	5.8	4.8	5.4	7.6	6.2	6.8	7.5	9.2	5.4	8.4	19043.0	3227	5.90		
June 2018	Number of Calls	127	178	425	213	87	222	120	171	365	307	217	105	75	252	6	101	125	3096				
	Exceptions																		0				
	Dispatch Response Time	2.4	1.7	2.3	2.0	2.9	1.8	2.0	1.7	2.0	2.8	2.3	2.5	1.8	1.7	1.0	1.9	2.0	6556.0	3096	2.12		
	Police Response Time	3.0	3.3	3.3	3.3	2.7	3.2	4.1	3.1	3.3	3.9	5.1	3.9	5.3	5.9	9.8	3.9	6.2	12071.2	3096	3.90		
	Total time	5.4	5.0	5.6	5.3	5.6	5.0	6.1	4.8	5.3	6.7	7.4	6.4	7.1	7.6	10.8	5.8	8.2	18627.2	3096	6.02		
July 2018	Number of Calls	121	153	395	238	73	229	130	116	384	265	273	90	88	203	5	125	145	3033				
	Exceptions																		0				
	Dispatch Response Time	1.4	2.6	2.7	1.7	1.2	2.9	3.3	2.1	2.4	1.3	2.1	2.4	2.3	2.0	2.5	2.1	2.9	6821.9	3033	2.25		
	Police Response Time	3.2	3.3	3.3	3.0	2.8	2.9	4.1	3.8	3.2	3.5	4.5	4.6	4.6	5.7	6.6	4.2	6.3	11584.1	3033	3.82		
	Total time	4.6	5.9	6.0	4.7	4.0	5.8	7.4	5.9	5.6	4.8	6.6	7.0	6.9	7.7	9.1	6.3	9.2	18406.0	3033	6.07		

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

August 2018	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Total Minutes	Calls	Average
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19				
	Number of Calls	122	145	399	259	74	250	115	170	402	282	204	91	77	210	4	121	123	3048			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	2.1	1.6	2.4	1.4	2.9	2.6	1.8	3.2	201.0	1.6	2.1	2.4	2.2	1.7	5.7	2.3	2.2	86422.1	3048	28.35	
	Police Response Time	5.8	3.0	3.0	3.0	3.2	2.8	4.4	4.0	3.6	3.7	4.8	4.4	5.9	6.2	8.7	4.0	6.7	12208.8	3048	4.01	
	Total time	7.9	4.6	5.4	4.4	6.1	5.4	6.2	7.2	204.6	5.3	6.9	6.8	8.1	7.9	14.4	6.3	8.9	98630.9	3048	32.36	
September 2018	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Total Minutes	Calls	Average
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19				
	Number of Calls	110	102	391	198	79	210	115	130	341	308	243	102	95	201	2	113	110	2850			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	1.3	1.3	2.0	1.8	1.8	1.6	1.8	2.2	2.8	2.1	2.5	2.2	2.0	2.4	0.5	2.3	2.9	6071.0	2850	2.13	
	Police Response Time	2.5	3.5	3.2	3.4	3.7	2.9	4.4	3.4	3.4	3.8	4.9	4.8	4.5	5.7	10.0	4.2	7.0	11253.6	2850	3.95	
	Total time	3.8	4.8	5.2	5.2	5.5	4.5	6.2	5.6	6.2	5.9	7.4	7.0	6.5	8.1	10.5	6.5	9.9	17324.6	2850	6.08	
YEAR TO DATE TOTALS AND AVERAGES																						
Total Number of Calls		25416.0																				
Total Number of Exceptions		0.0																				
Average Dispatch Response Time		4.99																				
Average Police Response Time		3.91																				
Average Total Time		8.90																				

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

Month	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 2018	Number of Calls	73	142	250	134	110	145	87	146	218	202	179	124	94	225	8	127	95	2359	0					
	Exceptions																	0							
	Dispatch Response Time	23.0	15.0	17.5	24.2	20.0	14.0	19.6	18.2	24.2	21.1	19.7	18.7	12.1	23.1	6.0	17.0	16.2	45483.0	2359	19.28				
	Police Response Time	4.3	5.1	5.0	4.3	5.8	4.9	6.0	5.2	5.3	5.4	6.5	6.8	6.4	8.5	9.6	7.2	7.9	14002.7	2359	5.94				
	Total time	27.3	20.1	22.5	28.5	25.8	18.9	25.6	23.4	29.5	26.5	26.2	25.5	18.5	31.6	15.6	24.2	24.1	59485.7	2359	25.22				
February 2018	Number of Calls	58	146	178	117	85	130	80	116	228	192	168	91	82	198	6	110	110	2095	0					
	Exceptions																	0							
	Dispatch Response Time	16.4	18.1	12.6	18.4	20.8	17.6	14.9	11.5	14.4	19.2	15.4	12.7	19.6	18.8	15.3	14.9	14.6	33950.3	2095	16.21				
	Police Response Time	4.4	5.4	4.4	4.3	5.8	4.2	6.5	6.1	4.9	6.1	6.2	6.7	6.6	8.9	11.8	6.8	8.3	12571.4	2095	6.00				
	Total time	20.8	23.5	17.0	22.7	26.6	21.8	21.4	17.6	19.3	25.3	21.6	19.4	26.2	27.7	27.1	21.7	22.9	46521.7	2095	22.21				
March 2018	Number of Calls	79	221	284	184	120	175	123	126	302	208	197	104	104	230	10	137	141	2745	0					
	Exceptions																	0							
	Dispatch Response Time	18.0	16.2	14.9	22.4	22.6	22.7	27.1	17.0	25.8	20.4	23.9	19.6	14.9	18.4	20.6	22.1	17.1	55723.1	2745	20.30				
	Police Response Time	5.0	4.6	4.6	5.6	5.8	4.7	6.0	5.1	5.3	5.3	6.4	6.9	6.9	8.8	11.7	7.2	8.8	16414.7	2745	5.98				
	Total time	23.0	20.8	19.5	28.0	28.4	27.4	33.1	22.1	31.1	25.7	30.3	26.5	21.8	27.2	32.3	29.3	25.9	72137.8	2745	26.28				
April 2018	Number of Calls	73	195	287	131	97	159	128	149	282	260	204	142	76	217	3	136	128	2667	0					
	Exceptions																	0							
	Dispatch Response Time	31.4	23.7	19.5	23.5	28.3	19.0	25.7	23.7	24.9	26.3	25.3	19.6	24.4	22.6	23.0	18.3	24.5	62432.3	2667	23.41				
	Police Response Time	4.5	5.9	4.8	5.4	6.0	5.2	6.7	5.4	5.0	5.2	5.6	6.1	6.9	8.1	12.3	7.2	9.3	15894.2	2667	5.96				
	Total time	35.9	29.6	24.3	28.9	34.3	24.2	32.4	29.1	29.9	31.5	30.9	25.7	31.3	30.7	35.3	25.5	33.8	78326.5	2667	29.37				
May 2018	Number of Calls	100	238	349	182	119	201	160	159	4.1	321	230	142	115	279	6	171	142	2918.1	0					
	Exceptions																	0							
	Dispatch Response Time	24.0	36.2	24.0	28.0	23.9	23.8	28.9	31.8	23.9	28.4	26.1	21.6	18.2	24.4	27.5	17.3	20.3	74986.8	2918.1	25.70				
	Police Response Time	4.8	4.9	4.7	5.0	5.9	4.8	5.7	5.7	5.1	5.3	5.8	6.0	7.6	8.3	14.2	7.2	8.0	17232.0	2918.1	5.91				
	Total time	28.8	41.1	28.7	33.0	29.8	28.6	34.6	37.5	29.0	33.7	31.9	27.6	25.8	32.7	41.7	24.5	28.3	92218.8	2918.1	31.60				
June 2018	Number of Calls	95	239	324	205	128	169	185	166	374	266	213	129	104	302	9	142	168	3218	0					
	Exceptions																	0							
	Dispatch Response Time	22.6	24.5	20.4	26.3	25.2	18.1	21.5	20.8	22.7	33.7	19.7	20.3	29.7	29.1	23.0	25.1	29.2	78541.0	3218	24.41				
	Police Response Time	4.3	5.0	5.2	4.7	5.7	5.2	6.0	6.4	4.4	5.6	6.8	6.3	6.7	8.1	12.1	7.0	8.3	19069.2	3218	5.93				
	Total time	26.9	29.5	25.6	31.0	30.9	23.3	27.5	27.2	27.1	39.3	26.5	26.6	36.4	37.2	35.1	32.1	37.5	97610.2	3218	30.33				
July 2018	Number of Calls	86	274	332	167	119	202	152	141	380	251	212	141	131	270	10	145	143	3156	0					
	Exceptions																	0							
	Dispatch Response Time	27.8	19.4	21.9	34.0	29.7	22.3	22.2	25.9	24.7	22.9	24.5	21.0	25.0	21.4	7.1	20.3	20.7	74036.9	3156	23.46				
	Police Response Time	4.1	4.6	4.4	4.2	5.2	4.3	6.4	5.4	5.0	5.5	6.1	6.4	7.4	8.2	12.4	6.5	9.4	18067.0	3156	5.72				
	Total time	31.9	24.0	26.3	38.2	34.9	26.6	28.6	31.3	29.7	28.4	30.6	27.4	32.4	29.6	19.5	26.8	30.1	92103.9	3156	29.18				

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

Month	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Total Minutes	Calls	Average
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19				
August 2018	Number of Calls	93	235	291	184	123	176	132	151	403	265	237	139	117	255	12	152	146	3111			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	16.3	18.8	23.5	25.6	27.3	23.9	27.8	27.0	28.6	27.6	27.2	23.1	36.3	29.2	18.2	28.3	24.9	81139.3	3111		26.08
	Police Response Time	4.1	5.1	4.2	4.7	6.2	4.5	5.8	6.4	5.1	5.6	5.9	6.3	7.7	7.9	9.9	7.0	8.0	18032.9	3111		5.80
	Total time	20.4	23.9	27.7	30.3	33.5	28.4	33.6	33.4	33.7	33.2	33.1	29.4	44.0	37.1	28.1	35.3	32.9	99172.2	3111		31.88
September 2018	Number of Calls	76	182	318	159	121	164	129	158	318	237	198	117	110	242	13	136	149	2827			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	18.3	17.5	20.0	29.1	24.6	21.3	29.3	27.5	29.3	24.8	28.0	19.7	29.3	25.4	26.2	21.3	31.7	70531.6	2827		24.95
	Police Response Time	4.7	5.2	5.0	5.3	6.2	5.1	7.0	6.1	5.6	5.4	5.8	7.0	7.8	8.1	12.9	7.1	8.3	17405.9	2827		6.16
	Total time	23.0	22.7	25.0	34.4	30.8	26.4	36.3	33.6	34.9	30.2	33.8	26.7	37.1	33.5	39.1	28.4	40.0	87937.5	2827		31.11
YEAR TO DATE TOTALS AND AVERAGES																						
Total Number of Calls		25096																				
Total Number of Exceptions		0																				
Average Dispatch Response Time		22.64																				
Average Police Response Time		9.46																				
Average Total Time		28.57																				

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

Month	Police District	VALLEY								BLUFF			RICHWOODS							Total Calls	Total Minutes	Calls	Average
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19					
January 2018	Number of Calls	3	26	20	8	5	6	6	8	17	10	13	7	6	15	1	2	3	156				
	Exceptions																		0				
	Dispatch Response Time	27.0	20.3	25.9	42.3	23.8	57.8	40.2	21.9	54.8	43.9	18.4	18.0	31.2	30.0	22.0	21.0	15.0	4829.4	156	30.96		
	Police Response Time	4.3	10.8	4.4	4.0	3.8	8.2	8.2	4.9	5.6	5.9	7.5	5.0	5.2	7.8	3.0	3.5	11.7	1050.3	156	6.73		
	Total time	31.3	31.1	30.3	46.3	27.6	66.0	48.4	26.8	60.4	49.8	25.9	23.0	36.4	37.8	25.0	24.5	26.7	5879.7	156	37.69		
February 2018	Number of Calls	3	20	8	7	3	11	6	11	11	16	11	6	2	9	0	2	4	130				
	Exceptions																		0				
	Dispatch Response Time	1.3	24.5	13.4	42.0	19.5	34.6	27.5	7.9	22.3	33.3	25.2	23.3	6.5	46.1	0.0	30.5	44.3	3447.3	130	26.52		
	Police Response Time	7.3	8.3	3.4	4.3	1.3	5.0	9.6	5.2	5.2	6.8	11.8	4.6	17.0	6.3	0.0	5.0	6.3	868.2	130	6.68		
	Total time	8.6	32.8	16.8	46.3	20.8	39.6	37.1	13.1	27.5	40.1	37.0	27.9	23.5	52.4	0.0	35.5	50.6	4315.5	130	33.20		
March 2018	Number of Calls	2	22	6	3	2	3	3	6	12	18	6	3	1	7	0	7	8	109				
	Exceptions																		0				
	Dispatch Response Time	142.0	10.3	15.8	72.3	11.0	17.3	9.3	19.5	47.9	26.0	97.0	74.3	98.0	22.7	0.0	39.6	16.0	3550.9	109	32.58		
	Police Response Time	1.5	9.5	4.4	6.0	11.0	3.7	4.0	6.4	3.9	8.4	7.4	7.0	3.0	7.6	0.0	7.1	6.9	764.4	109	7.01		
	Total time	143.5	19.8	20.2	78.3	22.0	21.0	13.3	25.9	51.8	34.4	104.4	81.3	101.0	30.3	0.0	46.7	22.9	4315.3	109	39.59		
April 2018	Number of Calls	3	14	12	3	5	8	7	7	14	18	20	2	5	12	1	7	6	144				
	Exceptions																		0				
	Dispatch Response Time	6.0	29.8	10.2	14.7	22.6	32.1	30.7	68.1	39.2	59.4	30.5	4.5	18.6	27.8	30.0	27.6	25.8	4704.7	144	32.67		
	Police Response Time	7.0	7.1	8.4	3.7	6.0	12.7	10.1	8.2	3.8	6.7	6.4	8.0	11.3	7.8	15.0	13.4	8.2	1117.9	144	7.76		
	Total time	13.0	36.9	18.6	18.4	28.6	44.8	40.8	76.3	43.0	66.1	36.9	12.5	29.9	35.6	45.0	41.0	34.0	5822.6	144	40.43		
May 2018	Number of Calls	1	26	20	5	4	12	14	10	22	25	11	6	2	17	1	2	4	182				
	Exceptions																		0				
	Dispatch Response Time	78.0	21.3	44.1	23.8	20.5	15.5	51.1	19.1	34.4	38.8	27.1	19.0	14.5	28.9	4.0	92.5	47.3	5844.6	182	32.11		
	Police Response Time	0.0	9.8	5.9	2.5	7.5	4.5	4.6	10.6	5.2	7.1	5.1	8.0	3.5	7.0	20.0	7.0	9.3	1232.9	182	6.77		
	Total time	78.0	31.1	50.0	26.3	28.0	20.0	55.7	29.7	39.6	45.9	32.2	27.0	18.0	35.9	24.0	99.5	56.6	7077.5	182	38.89		
June 2018	Number of Calls	6	25	39	9	2	8	25	15	33	37	19	12	10	21	4	15	14	294				
	Exceptions																		0				
	Dispatch Response Time	61.0	20.3	26.2	85.1	14.0	34.1	31.3	30.4	61.3	41.4	32.9	31.3	34.7	54.0	22.5	18.9	28.8	11013.6	294	37.46		
	Police Response Time	4.3	5.5	6.0	6.9	5.5	4.0	6.1	6.7	4.1	5.7	3.8	8.2	6.0	7.5	12.5	6.4	5.8	1716.9	294	5.84		
	Total time	65.3	25.8	32.2	92.0	19.5	38.1	37.4	37.1	65.4	47.1	36.7	39.5	40.7	61.5	35.0	25.3	34.6	12730.5	294	43.30		
July 2018	Number of Calls	5	24	30	13	1	21	14	23	81	53	48	15	11	28	2	9	27	405				
	Exceptions																		0				
	Dispatch Response Time	18.8	22.2	28.7	35.0	1.0	19.9	65.0	38.7	35.1	28.0	34.1	36.2	54.9	25.0	7.5	28.8	49.2	13575.2	405	33.52		
	Police Response Time	6.8	5.8	4.7	6.1	0.0	4.5	6.8	5.2	4.1	3.9	5.8	5.8	5.8	7.9	8.3	15.0	5.8	4.3	405	0.01		
	Total time	25.6	28.0	33.4	41.1	1.0	24.4	71.8	43.9	39.2	31.9	39.9	42.0	60.7	32.9	15.8	43.8	55.0	13579.5	405	33.53		

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	(total min/total calls) Average
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19			
August 2018	Number of Calls	5	35	10	13	7	14	13	14	24	8	22	10	7	14	1	11	9	217		
	Exceptions																		0		
	Dispatch Response Time	54.0	13.6	9.1	43.8	46.3	36.9	28.8	38.4	35.5	12.8	56.4	24.0	100.4	46.6	1.0	82.6	35.8	8181.3	217	37.70
	Police Response Time	4.8	7.3	4.6	5.8	3.7	5.1	4.2	6.9	5.4	4.8	9.2	6.9	5.5	7.4	20.0	7.8	9.7	4.3	217	0.02
	Total time	58.8	20.9	13.7	49.6	50.0	42.0	33.0	45.3	40.9	17.6	65.6	30.9	105.9	54.0	21.0	90.4	45.5	8185.6	217	37.72
September 2018	Number of Calls	3	25	10	13	3	6	9	6	26	14	17	11	8	14	0	4	8	177		
	Exceptions																		0		
	Dispatch Response Time	7.5	22.9	21.2	113.4	41.3	68.7	57.9	33.0	67.0	93.2	55.5	20.8	82.8	47.0	0.0	79.0	73.5	9979.9	177	56.38
	Police Response Time	28.0	8.7	2.6	7.3	6.0	3.0	9.1	5.0	5.5	3.8	6.5	7.0	6.1	6.1	0.0	9.0	6.8	4.3	177	0.02
	Total time	35.5	31.6	23.8	120.7	47.3	71.7	67.0	38.0	72.5	97.0	62.0	27.8	88.9	53.1	0.0	88.0	80.3	9984.2	177	56.41
YEAR TO DATE TOTALS AND AVERAGES																					
Total Number of Calls																			1814		
Total Number of Exceptions																			0.0		
Average Dispatch Response Time																			35.54		
Average Police Response Time																			4.54		
Average Total Time																			40.08		

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

Month	Fire Map	VALLEY				BLUFF			RICHWOODS					Total Calls	Total Minutes	Calls	Average (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				
August 2018	Number of Calls	341	145	273	67	145	190	141	219	53	136	91	47	1848			
	Dispatch Response Time	1.0	1.0	0.7	0.3	2.6	1.5	1.1	0.7	1.0	0.5	1.7	0.5	1966.8	1848	1.06	
	Fire Response Time	3.6	3.6	4	5.2	4.1	4.1	4.4	4.4	4.6	5.4	5.7	5.2	7888.8	1848	4.27	
	Total time	4.6	4.6	4.7	5.5	6.7	5.6	5.5	5.1	5.6	5.9	7.4	5.7	9855.6	1848	5.33	
	Fire Map	VALLEY				BLUFF			RICHWOODS								
September 2018	Number of Calls	323	146	232	65	158	194	112	226	40	139	95	52	1782			
	Dispatch Response Time	1.1	0.7	0.7	0.9	0.9	1.6	0.9	0.7	0.7	0.6	0.5	0.5	1574.9	1782	0.88	
	Fire Response Time	3.5	3.8	4.1	5.0	4.0	4.3	4.1	5.0	4.4	5.1	5.5	5.0	7684.3	1782	4.31	
	Total time	4.6	4.5	4.8	5.9	4.9	5.9	5.0	5.7	5.1	5.7	6.0	5.5	9259.2	1782	5.20	
	Fire Map	VALLEY				BLUFF			RICHWOODS								
Total Number of Calls													13980				
Average Dispatch Response Time													0.90				
Average Fire Response Time													4.33				
Average Total Time													5.23				

City of Peoria
Emergency Communications Center

Peoria County Sheriff's Department
Urgent calls for service by district

Month	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	Average
January 2018	Number of Calls	3	16	5	1	98	96	39	13	28	26	101		426		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	3.0	1.4	2.0	0.0	2.4	2.5	1.5	1.5	1.7	2.3	1.3		833.3	426	1.96
	Police Response Time	1.0	10.5	6.2	11.0	8.1	7.1	10.9	7.4	5.6	9.5	4.1		3027.6	426	7.11
	Total time	4.0	11.9	8.2	11.0	10.5	9.6	12.4	8.9	7.3	11.8	5.4		3860.9	426	9.06
February 2018	Number of Calls	2	10	9	0	79	79	43	6	27	36	97		388		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	3.5	2.2	1.3	0.0	3.3	2.5	2.1	0.8	2.0	3.0	1.9		940.3	388	2.42
	Police Response Time	2.5	12.8	6.3	0.0	9.3	7.3	12.9	9.6	5.3	9.1	4.6		3030.3	388	7.81
	Total time	6.0	15.0	7.6	0.0	12.6	9.8	15.0	10.4	7.3	12.1	6.5		3970.6	388	10.23
March 2018	Number of Calls	1	6	11	1	90	86	40	11	23	36	85		390		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	3.0	2.4	1.9	0.0	1.6	2.0	2.9	1.4	1.4	2.2	2.0		767.1	390	1.97
	Police Response Time	2.0	18.8	7.1	15.0	7.8	7.9	10.9	8.8	4.0	9.3	3.8		2871.9	390	7.36
	Total time	5.0	21.2	9.0	15.0	9.4	9.9	13.8	10.2	5.4	11.5	5.8		3639.0	390	9.33
April 2018	Number of Calls	3	5	9	0	104	75	43	13	30	33	100		415		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	1.0	1.8	0.6	0.0	1.7	2.4	2.3	1.8	3.3	2.4	2.2		894.7	415	2.16
	Police Response Time	1.5	18.7	8.0	0.0	8.1	8.4	9.2	14.3	4.0	9.3	3.5		3000.8	415	7.23
	Total time	2.5	20.5	8.6	0.0	9.8	10.8	11.5	16.1	7.3	11.7	5.7		3895.5	415	9.39
May 2018	Number of Calls	4	2	10	0	120	119	41	7	41	47	108		499		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	1.7	2.5	1.6	0.0	2.1	2.0	1.6	1.0	4.3	1.8	1.2		980.9	499	1.97
	Police Response Time	3.8	6.5	8.5	0.0	8.1	9.0	13.1	11.0	4.0	9.2	3.9		3787.9	499	7.59
	Total time	5.5	9.0	10.1	0.0	10.2	11.0	14.7	12.0	8.3	11.0	5.1		4768.8	499	9.56
June 2018	Number of Calls	4	10	5	1	94	81	35	8	36	47	91		412		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	4.0	2.9	1.8	0.0	1.8	3.3	1.6	2.4	1.5	2.7	1.7		901.3	412	2.19
	Police Response Time	4.3	19.2	7.4	22.0	7.5	8.3	12.4	9.8	3.4	10.3	4.3		3155.7	412	7.66
	Total time	8.3	22.1	9.2	22.0	9.3	11.6	14.0	12.2	4.9	13.0	6.0		4057.0	412	9.85
July 2018	Number of Calls	5	6	10	4	106	99	37	11	42	45	90		455		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	3.2	1.2	1.1	2.5	1.9	2.2	2.0	0.9	1.6	2.0	2.0		884.5	455	1.94
	Police Response Time	8.0	17.0	7.3	14.7	7.1	8.3	10.4	13.7	4.8	8.7	4.2		3354.7	455	7.37
	Total time	11.2	18.2	8.4	17.2	9.0	10.5	12.4	14.6	6.4	10.7	6.2		4239.2	455	9.32

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

	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	Average <small>(total min/total calls)</small>	
August 2018	Number of Calls	3	12	7	4	92	95	36	13	32	49	87		430			
	Exceptions													0			
	Dispatch Response Time	5.3	1.6	3.5	1.5	2.4	3.1	2.5	1.3	1.0	2.3	1.5		963.0	430	2.24	
	Police Response Time	1.0	16.3	5.6	18.7	6.9	8.1	12.7	6.5	4.3	8.6	4.2		3183.0	430	7.40	
	Total time	6.3	17.9	9.1	20.2	9.3	11.2	15.2	7.8	5.3	10.9	5.7		4146.0	430	9.64	
September 2018	Number of Calls	7	2	4	2	99	71	44	12	24	40	85		390			
	Exceptions													0			
	Dispatch Response Time	1.9	5.0	1.0	14.0	2.7	1.4	3.8	0.8	1.6	5.4	1.5		980.7	390	2.51	
	Police Response Time	1.9	17.0	6.7	19.5	7.9	7.6	11.1	5.8	4.2	8.6	4.4		2811.6	390	7.21	
	Total time	3.8	22.0	7.7	33.5	10.6	9.0	14.9	6.6	5.8	14.0	5.9		3792.3	390	9.72	
YEAR TO DATE TOTALS AND AVERAGES																	
														Total Number of Calls			3805.0
														Total Number of Exceptions			0.0
														Average Dispatch Response Time			1.94
														Average Police Response Time			7.42
														Average Total Time			9.57

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

	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	Average	
January 2018	Number of Calls	46	6	10	1	108	149	54	6	25	36	71		512	(total min/total calls)		
	Exceptions													0			
															Total Minutes		Average
	Dispatch Response Time	11.1	10.8	14.0	22.0	18.1	13.5	9.8	19.3	8.3	16.1	10.9			6909.7	512	13.50
	Police Response Time	4.7	21.2	8.2	12.0	10.2	8.6	13.8	14.5	4.5	10.3	6.0			4561.9	512	8.91
	Total time	15.8	32.0	22.2	34.0	28.3	22.1	23.6	33.8	12.8	26.4	16.9			11471.6	512	22.41
February 2018	Number of Calls	56	6	6	3	90	136	51	15	25	39	61		488	(total min/total calls)		
	Exceptions													0			
															Total Minutes		Average
	Dispatch Response Time	15.5	18.0	24.0	7.0	18.4	12.1	12.2	8.7	12.0	10.1	15.4			6828.6	488	13.99
	Police Response Time	7.8	18.8	8.6	16.0	12.2	9.3	19.6	12.6	4.3	14.3	5.6			5207.4	488	10.67
	Total time	23.3	36.8	32.6	23.0	30.6	21.4	31.8	21.3	16.3	24.4	21.0			12036.0	488	24.66
March 2018	Number of Calls	67	6	9	4	113	168	68	8	32	50	99		624	(total min/total calls)		
	Exceptions													0			
															Total Minutes		Average
	Dispatch Response Time	27.9	27.2	10.4	40.5	11.7	15.9	14.4	14.3	11.1	9.6	13.6			9556.6	624	15.32
	Police Response Time	3.7	17.8	8.0	19.0	12.2	10.4	16.5	14.1	4.8	11.6	5.4			6131.5	624	9.83
	Total time	31.6	45.0	18.4	59.5	23.9	26.3	30.9	28.4	15.9	21.2	19.0			15688.1	624	25.14
April 2018	Number of Calls	59	3	12	1	106	142	46	7	38	47	92		553	(total min/total calls)		
	Exceptions													0			
															Total Minutes		Average
	Dispatch Response Time	7.8	6.5	18.1	8.0	21.2	15.2	7.3	19.0	12.6	13.8	19.3			8482.3	553	15.34
	Police Response Time	3.6	24.3	10.8	18.0	11.1	8.3	12.2	16.0	5.3	11.8	6.3			4796.9	553	8.67
	Total time	11.4	30.8	28.9	26.0	32.3	23.5	19.5	35.0	17.9	25.6	25.6			13279.2	553	24.01
May 2018	Number of Calls	62	9	19	2	136	188	65	15	49	75	111		731	(total min/total calls)		
	Exceptions													0			
															Total Minutes		Average
	Dispatch Response Time	12.6	14.2	13.9	2.0	14.7	18.1	16.9	9.3	9.4	17.8	16.8			11477.5	731	15.70
	Police Response Time	4.7	20.4	6.8	20.5	10.1	9.5	16.6	10.7	5.5	13.6	6.2			7022.0	731	9.61
	Total time	17.3	34.6	20.7	22.5	24.8	27.6	33.5	20.0	14.9	31.4	23.0			18499.5	731	25.31
June 2018	Number of Calls	63	13	15	2	131	186	74	16	41	71	98		710	(total min/total calls)		
	Exceptions													0			
															Total Minutes		Average
	Dispatch Response Time	16.7	37.2	19.7	11.0	18.3	16.0	14.6	10.1	11.3	14.1	9.3			10844.3	710	15.27
	Police Response Time	5.4	14.4	7.5	16.0	11.1	12.4	16.1	12.8	7.8	13.1	6.8			7744.9	710	10.91
	Total time	22.1	51.6	27.2	27.0	29.4	28.4	30.7	22.9	19.1	27.2	16.1			18589.2	710	26.18
July 2018	Number of Calls	62	14	15	3	139	211	68	14	55	65	115		761	(total min/total calls)		
	Exceptions													0			
															Total Minutes		Average
	Dispatch Response Time	13.0	20.4	27.1	21.7	17.7	17.4	18.5	13.9	17.3	18.3	12.5			12726.0	761	16.72
	Police Response Time	6.2	18.6	11.2	18.5	11.5	11.1	14.1	10.1	7.3	12.3	6.0			7800.1	761	10.25
	Total time	19.2	39.0	38.3	40.2	29.2	28.5	32.6	24.0	24.6	30.6	18.5			20526.1	761	26.97

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

	County District													Total Calls	Total Minutes	Calls	Average	
		700	710	711	712	713	714	715	716	717	718	726	Other					
August 2018	Number of Calls	52	14	19	0	140	196	57	10	42	69	97		696				
	Exceptions													0			(total min/total calls)	
	Dispatch Response Time	19.6	21.3	11.6	0.0	16.4	14.3	16.9	12.8	12.8	19.9	10.9		10695.9	696	15.37		
	Police Response Time	6.4	16.3	10.3	0.0	11.2	10.3	17.0	11.7	7.4	12.6	5.9		7182.0	696	10.32		
	Total time	26.0	37.6	21.9	0.0	27.6	24.6	33.9	24.5	20.2	32.5	16.8		17877.9	696	25.69		
September 2018	Number of Calls	68	13	13	4	133	173	63	18	39	57	111		692				
	Exceptions													0			(total min/total calls)	
	Dispatch Response Time	15.5	15.6	10.7	24.3	22.1	17.4	18.4	7.2	29.2	16.1	19.4		12941.3	692	18.70		
	Police Response Time	6.5	15.0	7.2	26.8	10.9	10.6	14.8	12.5	6.6	10.4	6.7		6872.6	692	9.93		
	Total time	22.0	30.6	17.9	51.1	33.0	28.0	33.2	19.7	35.8	26.5	26.1		19813.9	692	28.63		
Total Number of Calls												5767.0						
Total Number of Exceptions												0						
Average Dispatch Response Time												15.55						
Average Police Response Time												9.90						
Average Total Time												25.44						

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 2018	Number of Calls	46	6	10	1	108	149	54	6	25	36	71		512		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	11.1	10.8	14.0	22.0	18.1	13.5	9.8	19.3	8.3	16.1	10.9		6909.7			512	13.5
	Police Response Time	4.7	21.2	8.2	12.0	10.2	8.6	13.8	14.5	4.5	10.3	6.0		4561.9			512	8.9
	Total time	15.8	32.0	22.2	34.0	28.3	22.1	23.6	33.8	12.8	26.4	16.9	0.0	11471.6			512	22.4
February 2018	Number of Calls	12	0	1	0	2	11	4	1	2	4	7		44		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	156.0	0.0	0.0	0.0	1.5	21.9	5.8	26.0	34.0	11.5	38.9		2551.4			44	58.0
	Police Response Time	20.0	0.0	0.0	0.0	18.5	10.6	20.7	2.0	11.0	8.8	10.5		609.1			44	13.8
	Total time	176.0	0.0	0.0	0.0	20.0	32.5	26.5	28.0	45.0	20.3	49.4	0.0	3160.5			44	71.8
March 2018	Number of Calls	19	1	0	0	10	6	5	0	1	3	7		52		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	267.7	0.0	0.0	0.0	9.2	34.8	5.6	0.0	57.0	3.7	30.6		5697.4			52	109.6
	Police Response Time	31.4	10.0	0.0	0.0	10.6	13.7	15.2	0.0	0.0	13.0	4.7		942.7			52	18.1
	Total time	299.1	10.0	0.0	0.0	19.8	48.5	20.8	0.0	57.0	16.7	35.3	0.0	6640.1			52	127.7
April 2018	Number of Calls	9	0	1	0	2	9	6	0	2	2	4		35		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	253.5	0.0	26.0	0.0	36.0	83.7	14.8	0.0	24.0	23.5	14.0		3372.6			35	96.4
	Police Response Time	31.4	0.0	0.0	0.0	9.0	17.9	12.2	0.0	3.0	12.0	2.0		572.9			35	16.4
	Total time	284.9	0.0	26.0	0.0	45.0	101.6	27.0	0.0	27.0	35.5	16.0	0.0	3945.5			35	112.7
May 2018	Number of Calls	12	2	3	0	12	10	6	1	0	5	7		58		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	375.5	8.5	40.3	0.0	22.3	7.9	6.0	1.0	0.0	37.8	14.6		5318.7			58	91.7
	Police Response Time	26.5	19.0	9.3	0.0	9.7	9.9	17.2	15.0	0.0	12.2	2.3		794.6			58	13.7
	Total time	402.0	27.5	49.6	0.0	32.0	17.8	23.2	16.0	0.0	50.0	16.9	0.0	6113.3			58	105.4
June 2018	Number of Calls	18	0	2	0	11	20	5	1	3	5	14		79		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	561.2	0.0	12.5	0.0	34.0	25.1	7.0	18.0	0.7	19.4	28.1		11548.1			79	146.2
	Police Response Time	33.4	0.0	16.5	0.0	16.3	9.8	15.7	0.0	5.0	4.7	5.0		1196.5			79	15.1
	Total time	594.6	0.0	29.0	0.0	50.3	34.9	22.7	18.0	5.7	24.1	33.1	0.0	12744.6			79	161.3
July 2018	Number of Calls	22	1	5	0	23	21	7	1	2	11	15		108		(total min/total calls)		
	Exceptions													0				
	Dispatch Response Time	414.6	26.0	40.8	0.0	28.8	20.6	18.4	46.0	20.0	22.2	9.7		11050.7			108	102.3
	Police Response Time	33.2	30.0	4.5	0.0	13.5	14.1	11.9	17.0	5.0	9.8	6.2		1700.6			108	15.7
	Total time	447.8	56.0	45.3	0.0	42.3	34.7	30.3	63.0	25.0	32.0	15.9	0.0	12751.3			108	118.1

City of Peoria
Emergency Communications Center

Peoria County Sheriff's Department
Backlog Calls for Service by District

Month	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Total Minutes	Calls	Average
August 2018	Number of Calls	18	0	2	0	11	8	3	0	3	3	5		53			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	33.1	0.0	10.0	0.0	22.6	31.3	7.7	0.0	31.3	2.7	49.6			1487.9	53	28.1
	Police Response Time	32.2	0.0	21.0	0.0	8.2	5.7	13.0	0.0	9.3	6.0	7.4			879.3	53	16.6
	Total time	65.3	0.0	31.0	0.0	30.8	37.0	20.7	0.0	40.6	8.7	57.0	0.0		2367.2	53	44.7
September 2018	Number of Calls	16	0	0	0	7	10	1	0	3	1	5		43			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	308.3	0.0	0.0	0.0	6.9	15.0	24.0	0.0	3.3	5.0	57.2			5456.0	43	126.9
	Police Response Time	33.8	0.0	0.0	0.0	9.7	9.0	15.0	0.0	18.5	6.0	7.8			814.2	43	18.9
	Total time	342.1	0.0	0.0	0.0	16.6	24.0	39.0	0.0	21.8	11.0	65.0	0.0		6270.2	43	145.8
Total Number of Calls												984.0					
Total Number of Exceptions												1488					
Average Dispatch Response Time												85.84					
Average Police Response Time												15.26					
Average Total Time												101.10					