



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council
FROM: Patrick Urich, City Manager *Patrick Urich*
DATE: December 8, 2017
SUBJECT: Issues Update

The following are issues related to the City for the weekly Issues Update. If there are additional items you believe should be included, please let me know.

City of Peoria Participates in Illinois Bicentennial Flag Raising Ceremony



On Monday, December 4, the City of Peoria joined municipalities around the state to kick off a year long celebration of the State of Illinois Bicentennial. The Mayor raised the Bicentennial flag, following the reading of a Proclamation. He was joined by Councilmembers Jensen and Riggerbach, Dr. Tim Cundiff, the Peoria Riverfront Museum liaison to the Illinois Bicentennial Committee and local historian, Norm Kelly. The Bicentennial flag will be taken down on the 200th Birthday of the state—December 3, 2018.

2017 Neighborhood Leadership Awards

The City of Peoria will honor the 2017 Neighborhood Leadership Awards recipients at the City Council Meeting on Tuesday, December 12, 2017. These awards pay tribute to contributions by local leaders and businesses who work hard to uplift neighborhoods and improve our community.

This year's winners include:

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Mayor's Award: Willa Lucas A person whose efforts over a number of years has resulted in a positive change physically or socially in the quality of life in their neighborhood and the city.

Ted Bannon "Brick" Award: Todd Davis A person who engages civic leaders (i.e., City Council, business and community stakeholders) in the completion of specific neighborhood improvement projects.

Richard "Fuzzy" Lenz Award: Jessie McGowan A behind-the-scenes person who personally assists neighbors with no expectation of recognition or reward.

Business Award: Headz Up Barber Shop A business that has demonstrated a commitment to improving the community.

Pride in Peoria Award: Lueshand Nunn & James Bryson Individuals, groups, or organizations that have made a significant contribution to improve the Peoria environment.

Youth Award: Anthony Foster Presented to a youth under the age of 18 who has worked with adults and peers toward improving their community.

Grass Roots Award: Girls Light Our Way Individuals, groups, or organizations that have created an organic movement to positively effect change in the community.

A public reception to recognize and celebrate these neighborhood advocates and leaders will be held at 5:00 p.m. in City Hall on the 3rd floor, prior to the City Council meeting.

For more information on this event, please contact Assistant Community Development Director Joe Dulin at 309.494-8631.

Economic Development Department—Small Business Saturday Report from the National Federation of Independent Business and American Express

Please see attached

Peoria Police Department-Opioid Epidemic Update

On December 7, 2017, the Peoria Police Department held a press conference to provide updates on the current opioid epidemic in our community. The slides from that press conference are included in this report.

Peoria Police Department-Santa Cause 5K

Santa Cause 5K. The event will start at the Limelight Eventplex, 8102 North University. Runners will proceed south on University, west on Altorfer, north on Industrial. Turn around at Townline and proceed south on Industrial to Pioneer. Turn around at Townline and proceed south on Pioneer, south on Industrial, east on Altorfer, north on University to the Limelight Eventplex.

The 5K will begin at 8:00 am.

There will also be a kids fun run that will start at 9:00 am. The kids run will follow the same route as the 5K; however, only go ½ mile on Altorfer and return to the Limelight.

Impacted intersections include (approximately 8:00 am – 9:30 am):

- Limelight & University
- Altorfer & University
- Altorfer & Harker
- Altorfer & Maui Jim Entrance
- Altorfer & Industrial
- Industrial & Townline
- Pioneer & Townline

If you will be traveling in the area of the Santa Cause 5K, please allow extra time to reach your destination and be aware of increased pedestrian traffic – and lots of red Santa suits!

Public Works-Council Approves Stormwater Utility Ordinance

New utility will serve as a dedicated funding stream for wet weather needs

PEORIA, Ill.—City Council has approved a stormwater utility ordinance. The new utility will apply to all Peoria properties (residential, commercial and tax-exempt) and will be used to fund wet weather maintenance and projects. Peoria is not alone. Other Illinois communities including Morton, Eureka, Bloomington, Normal, Champaign and more have also approved a dedicated utility for stormwater maintenance.

1. A stormwater utility is an enterprise fund created to finance wet weather management, similar to the utilities that exist for water, sewer, electricity and other services.
2. The utility will be based on the amount of impervious surface area on each property. This rate method is considered to be most fair and equitable as impervious surface area corresponds to the amount of stormwater runoff each property contributes to the system.
3. For the first year of implementation, each billing unit will be set at \$3 per 1,000 square feet of impervious area. The average home in Peoria has 2,600 square feet of impervious area, making the average fee roughly \$8 per month.

4. Property owners will be able to apply for credits if they are able to successfully manage runoff on their property. A manual detailing credits and incentives will be available prior to properties receiving their first bill.

The City of Peoria currently has a backlog of over 400 stormwater-related issues that need to be addressed. The stormwater utility will provide funding to address these projects (like erosion, failing culverts and blocked inlets) before they worsen into emergencies that pose a risk to public safety. The stormwater utility will also help Peoria maintain the green infrastructure being installed to address the combined sewer overflows.

“The stormwater utility will be a game-changer for Peoria,” said Public Works Director Scott Reise. “We will now have the adequate funding we need to responsibly manage wet weather.”

Stormwater management was previously funded through sewer funds and the city’s General Fund, which meant that it competed with other important priorities such as roads, fire and police needs. The utility is expected to go into effect in summer 2018. Property owners can expect on-going communications about the new utility.

Please learn more by visiting OneWaterPeoria.com or emailing aklopfenstein@peoriagov.org . For media: please contact Andrea Klopfenstein, aklopfenstein@peoriagov.org or 309-494-8816.

Peoria Public Schools – Update from Superintendent Dr. Sharon Desmoulin-Kherat

Exploring STEM and comics at Saturday University

76 Peoria Public Schools 3rd and 6th grade students are enrolled in Saturday University. Saturday University meets from 9 a.m. to noon 20 Saturdays between October and April.

This past weekend, the Saturday University students spent the morning at the Peoria Riverfront Museum learning about engineering careers including watching *Dream Big Engineering Our World* in the iMax theater. The film by filmmaker Greg MacGillivray explores the human ingenuity behind the world’s large and small engineering marvels and reveals what motivates engineers to create better lives for people.



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When a field trip is not scheduled, students attending Saturday University spend the morning at Glen Oak Community Learning Center participating in a variety of small group activities, online learning activities and in one-on-one tutoring with PPS teachers and volunteers from Bradley University and Caterpillar Inc. In this initial year of Saturday University, 3rd and 6th grade programs are offered with specific goals. Third-grade students are working on getting reading and math skills up to or surpassing grade level expectations. Sixth-grade students are focused on building math skills so that they will be ready to tackle first-year algebra in 8th grade. The long-term goal is to add programs for additional grades each year. Saturday University projects engage students in problem-solving activities and the online components are accessible to students at home as well.

Saturday University volunteers work with students one-on-one and in small groups. Having access to professionals from the community is so valuable to students. Guest speakers, including engineers and artists, bring real-world perspectives to Saturday University students.

Comics and cartooning are a staple for Saturday mornings and Saturday University is no exception. The Saturday University curriculum includes a software program called Comic Life. This innovative program uses children's natural attraction to comics and graphic novels to strengthen reading and writing skills, enhance lessons across the curriculum, both as a collaborative activity or as an individual project. Comic Life can be used to reinforce lessons in history when students investigate and can visualize dress, architecture, culture and everyday life of historic eras. Similarly, the combination of images and text makes the program a useful tool for science research projects.

Along with the Comic Life software, Peoria artist J.M. Hunter will work with Saturday University students to create their own comics about academic subjects and career goals.

Serve Passionately,



Dr. Sharon Desmoulin-Kherat, Superintendent

Code Violation Cases

Please click on the link below for the most updated listing of upcoming cases.

<https://www.quicketsolutions.com/peoria/docket>

Downtown Advisory Commission Agenda

Please see the attached agenda

Development Review Board Agenda

Please see the attached agenda.

ECC Monthly Reports

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Please see the attached report.

Housing Court Cases

Attached are the upcoming housing court cases.

SMALL BUSINESS | NOV
SATURDAY® | 25

FOUNDING PARTNER 

NFIB
The Voice of Small Business®

CONTACTS:

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An Estimated Four-in-Ten (43%) American Adults Shopped or Dined Small on Small Business Saturday®¹

Consumers also showed their love for online small businesses on the day²

New York, NY [November 27, 2017] – As Small Business Saturday closed out its eighth year on Saturday, November 25th, shoppers provided an encouraging boost to small businesses at the start to the holiday shopping season.

According to data from the *2017 Small Business Saturday Consumer Insights Survey*, released today by the [National Federation of Independent Business](#) (NFIB) and American Express, an estimated 108 million consumers reported shopping or dining at local independently-owned businesses.

“Year after year, Small Business Saturday receives remarkable support from shoppers and communities nationwide,” said Elizabeth Rutledge, executive vice president of Global Advertising and Media at American Express. “In year eight, it’s encouraging to see Small Business Saturday continue to gain momentum as more people recognize the benefits that independently-owned businesses bring to their neighborhoods—and our country as a whole.”

The *Small Business Saturday Consumer Insights Survey* also found that 70% of U.S. consumers are aware of Small Business Saturday. In addition to support on Main Streets, shoppers turned out for online small businesses – with 35% reporting that they Shopped Small® online on November 25 alone.

The *2017 Small Business Saturday 50-State Survey*, also released today by the NFIB and American Express, showed 73% of consumers who reportedly Shopped Small at independently-owned retailers and restaurants on Small Business Saturday did so with friends or family. The most reported reason for

¹2017 *Small Business Saturday Consumer Insights Survey* projections are based on current U.S. Census estimates of the U.S. adult population, age 18 years and over

² 2017 *Small Business Saturday Consumer Insights Survey*

consumers aware of the day to shop and dine at small, independently-owned businesses was to support their community (64%).

Further insights from the *2017 Small Business Saturday 50-State Survey* include the following:

- Shoppers made Small Business Saturday an all-day affair, as 58% of those who participated in the day reported shopping or dining at more than one small, independently-owned retailer or restaurant on Small Business Saturday this year.
- On a national level, nearly half (48%) of consumers who participated in Small Business Saturday reported visiting a small business that they had not previously been to on Small Business Saturday.
- Relative to the national average, shoppers in Colorado, Hawaii, and Vermont reported pet stores as the type of small business frequented the most; while shoppers in Illinois, Massachusetts, and New York reported visiting a bakery the most; and shoppers in Georgia, Idaho, Texas reported visiting spas, nail salons or hair salons the most.

Full results of the survey and an interactive infographic with state by state breakouts can be found [here](#).

At the local level, Small Business Saturday is fueled each year by grassroots activities organized by Neighborhood Champions— small businesses, business associations, local Chambers of Commerce, and other community organizers that rally their communities to celebrate Small Business Saturday. This year, more than 7,200 Neighborhood Champions (a 7% increase from 2016) across all 50 states, Washington, D.C. and some U.S. territories — engaging an estimated 2.2 million small businesses — celebrated Small Business Saturday on November 25th, showing their love and appreciation for small businesses through activities such as shopping passport programs, pop-up holiday markets, sleigh rides and a Shop Small sand sculpture.

Through the Small Business Saturday Coalition, more than 575 organizations helped spread the Shop Small message this year, an 18% increase over last year. The Coalition, led by Women Impacting Public Policy (WIPP), was created in 2011 to help amplify Small Business Saturday and is comprised of national, state and local associations that help coordinate activities for Small Business Saturday with consumers and small business owners.

“Small Business Saturday has become an incredibly important day for small businesses across the nation,” said NFIB CEO and president Juanita Duggan. “We are very proud to be a part of this program and to be able to show how valuable small businesses are to local communities, whether on Main Street or online. Partnering with American Express is a great honor and we look forward to Small Business Saturday each year.”

Elected Officials across the U.S. Encourage Communities to Shop Small

- Elected officials in all 50 states and Washington, D.C. championed Small Business Saturday.
- A total of 239 federal officials and agencies showed support for Small Business Saturday through posts on Facebook and Twitter.
- The United States Senate unanimously passed a resolution designating November 25th, 2017, as Small Business Saturday.
- 653 city proclamations in support of Small Business Saturday were issued by mayors and other elected officials covering all 50 states and Washington, D.C.

- 11 unique public service announcements encouraging the public to Shop Small were recorded by government officials across the nation.

Communities and Supporters Contribute To Success in Year Eight

In addition to the Neighborhood Champion Program and the Small Business Saturday Coalition, corporations, consumers and businesses across the country brought their communities together for Small Business Saturday. For example:

- American Express enlisted the support of Corporate Supporters to help drive excitement for Small Business Saturday. Nearly 100 companies, including [Grubhub](#), [Etsy](#), [Ace Hardware](#), [FTD](#), [Square](#) and [Liberty Mutual Insurance](#) came together to promote Small Business Saturday and the Shop Small movement.
- Small business owners successfully used the Shop Small Studio nearly 105,000 times for customizable and ready-to-use marketing materials and/or merchandise to help promote their businesses on Small Business Saturday, up 23% from 2016. As part of a new pilot program, downloadable marketing materials were offered in Spanish and 15% of Studio visitors requested assets in Spanish.
- From the first of November through the 25th, there were more than 605,000 social media posts combined on Facebook, Instagram and Twitter about Small Business Saturday and/or the Shop Small Movement, and nearly 177,000 were posted on November 25th alone. Posts included consumers showing-off their favorite small businesses, business owners hosting events with promotions and activities taking place on Small Business Saturday, as well as government officials, celebrities and artists showing their support for the day and their favorite small businesses.

Shop Small All Year Round

The benefits of Small Business Saturday reach beyond just one day. According to the *2017 Small Business Saturday Consumer Insights Survey*, 84% of consumers who are aware of Small Business Saturday said the day makes them want to Shop Small all year long, not just during the holiday season.³ Consumers can continue to find small businesses in their community by visiting [ShopSmallNow.com](#). In addition to products and services, American Express offers the below resources for small businesses year-round:

- [OPEN Forum](#)[®] – A platform that combines content and community to deliver advice to small business owners. This is where small business owners come together to help each other get unstuck on issues like expanding their business, marketing and more complex topics like expense management.
- [American Express](#)[®] [Merchant Marketing Corner](#) – An online hub where American Express[®] Card-accepting merchants have access to free online advertising, Shop Small Map inclusion, signage and marketing materials.

Mark your calendar for Small Business Saturday 2018, which will be celebrated on Nov 24!

About Small Business Saturday

November 25th was the eighth annual Small Business Saturday. Dedicated to supporting the diverse range of local businesses that help to create jobs, boost the economy, and enhance neighborhoods

³ From October 2017 Small Business Saturday Consumer Insights Survey, conducted prior to Small Business Saturday.

around the country, Small Business Saturday was created by American Express in 2010 in response to small business owners' most pressing need: getting more customers. Learn more at and connect with us on ShopSmall.com, [instagram.com/shopsmall](https://www.instagram.com/shopsmall), [facebook.com/SmallBusinessSaturday](https://www.facebook.com/SmallBusinessSaturday).

About NFIB

NFIB is the nation's leading [small business association](#), with offices in Washington, D.C., and all 50 states. Founded in 1943 as a nonprofit, nonpartisan organization, NFIB gives small and independent business owners a voice in shaping the public policy issues that affect their business. NFIB's powerful network of grassroots activists sends their views directly to state and federal lawmakers through our unique member-only ballot, thus playing a critical role in supporting America's free enterprise system. NFIB's mission is to promote and protect the right of our members to own, operate and grow their businesses. More information about NFIB is available online at www.NFIB.com/news.

About the Small Business Saturday 50-State Survey

Morning Consult, on behalf of American Express and the National Federation of Independent Businesses (NFIB), from November 25-26, conducted the *2017 Small Business Saturday 50-State Survey*, among a national sample of 10,000 Americans aware of Small Business Saturday. The data cited are estimated based on self-reported data from this survey and do not reflect actual receipts or sales. Morning Consult used a statistical technique called multilevel regression and post stratification (MRP) to construct state-level estimates from the national survey data. The state level estimates were weighted to approximate a target state level sample based on age, gender, and education. The interviews were conducted online in English, results from the national survey have a margin of error of plus or minus 1 percentage point, and the state-level margins of error vary by state (typically 2 percentage points to 5 percentage points).

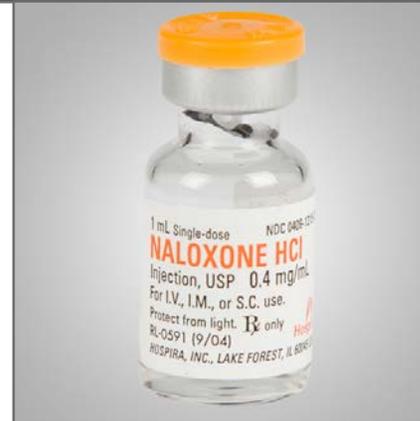
About the Small Business Saturday Consumer Insights Survey

The *Small Business Saturday Consumer Insights Survey* was conducted by Teneo among a nationally representative sample of 2,160 U.S. adults 18 years of age or older. The sample was collected using an email invitation and an online survey. The study gathered self-reported data and does not reflect actual receipts or sales. It was conducted anonymously on November 26, 2017. The survey has an overall margin of error of +/- 2.1%, at the 95% level of confidence. Projections are based on the current U.S. Census estimates of the U.S. adult population, age 18 years and over. The survey was commissioned by American Express and the National Federation of Independent Businesses (NFIB).

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OPIOID EPIDEMIC

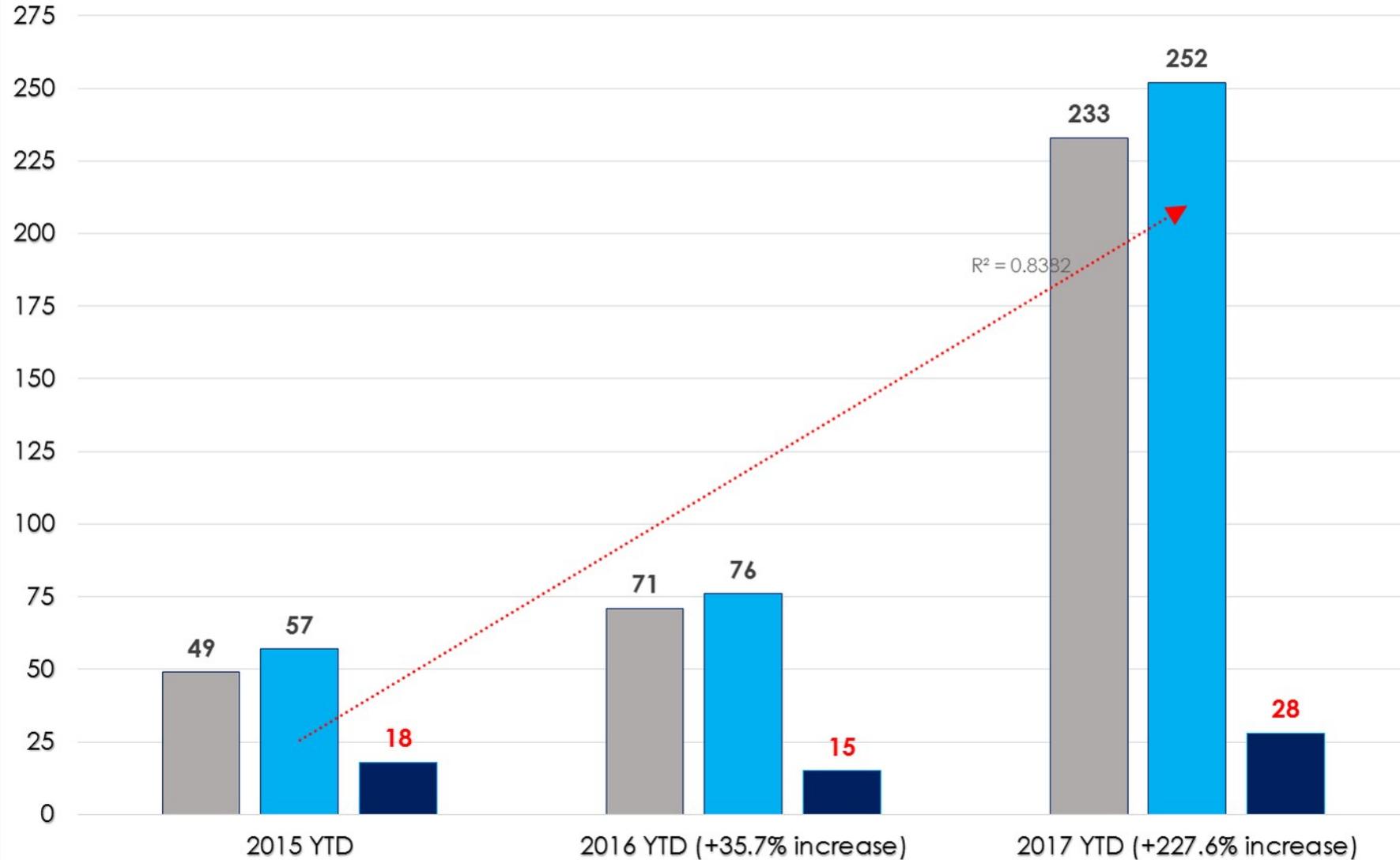
PEORIA, IL



YEAR TO DATE Opioid Based Overdoses (2015-2017)

Jan 1st - Dec 7th

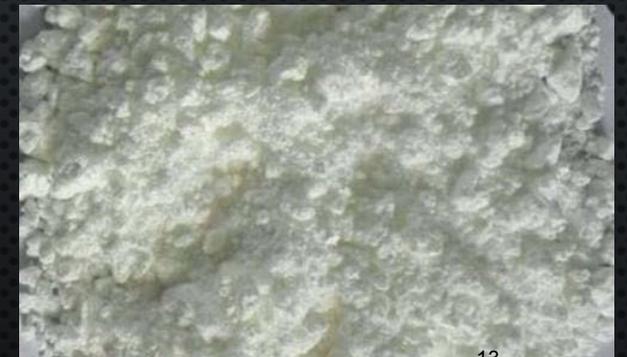
Legend: O.D. Incidents (Grey), O.D. Victims (Blue), O.D. DEATH (Dark Blue), Linear (O.D. Incidents) (Red Dotted Line with Arrow)





WARNING: COCAINE LACED WITH FENTANYL

- On 12/05/17, the Peoria Police Department responded to two incidents involving three overdose deaths attributed to a substance purported to be cocaine that was in fact a fentanyl composition. It is unknown at this time if the fentanyl was intentionally mixed with cocaine or if it was an accidental composition. However, it is clear that users who overdosed on the substance intended to purchase and consume cocaine.
- One of the incidents involved a specific fentanyl compound, Methoxyacetyl Fentanyl, that in its natural form resembles crack cocaine.



Methoxyacetyl Fentanyl (Generic image)

WHAT IS FENTANYL ?



- Fentanyl is a powerful and fast acting synthetic opioid that is 100 times more potent than morphine.
- On the left is a lethal dose of heroin, equivalent to about 30 milligrams; on the right is a 3-milligram dose of fentanyl, enough to kill an average-sized adult male.

LOCAL RESOURCES & TREATMENT CENTERS

Illinois Institute for Addiction Recovery

5409 N. Knoxville, Peoria, IL 61614

309-691-1055

800-522-3784

addictionrecov.org

Gateway Foundation

2200 Lake Victoria Dr.

Springfield, IL 62703

24 hour help line: 877-505-HOPE (4673).

Teen Challenge- Men's Division

309-673-3716

teenchallengepeoria.org

Human Service Center

Admissions: 309-671-8040



DEVELOPMENT REVIEW BOARD AGENDA

Plans Distributed: December 6, 2017

Comments Due: December 13, 2017

Building/Projects this Week

17-1682	4100 W WILLOW KNOLLS RD 13-12-302-003	COMMERCIAL ALTERATIONS – CALT	REVISION – Exterior and Interior Remodel – Sam’s Club – Council District 5 – BD/JN
17-1738	8400 N ORANGE PRAIRIE RD 13-02-300-007	COMMERCIAL ALTERATIONS – CALT	REVISION – New Building, Expansion of Use – Louisville Slugger Sports Complex – Council District 5 – BD/JN

Building Permits Issued

Commercial		Residential	
New Commercial	-	New Single-Family Dwelling	2
Commercial Alteration	2	Residential Addition	1
Commercial Demolition	-	Residential Repairs	1
Electrical	1	Electrical	4
HVAC	2	HVAC	7
Plumbing	-	Plumbing	2

FOR YOUR INFORMATION ONLY

The following information was provided by the **Community Development Department** and the **Peoria City/County Health Department**. This section is not intended for your review; the intent is to provide additional information.

Community Development Department

Total Construction Value YTD	\$ 67,102,708.00
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	Council District 1	Council District 2	Council District 3	Council District 4	Council District 5
Planning Inspector	Leah Allison	Kimberly Smith	Shannon Techie	Josh Naven	Josh Naven
Phone	494-8667	494-8612	494-8649	494-8657	494-8657
E-mail	lallison@peoriagov.org	kismith@peoriagov.org	stechie@peoriagov.org	jnaven@peoriagov.org	jnaven@peoriagov.org
Building Inspector	Roberto Medina	Chris Frank	Roberto Medina	Chris Frank	Bill Dodd
Phone	494-8623	494-8633	494-8623	494-8633	494-8653
E-mail	rmedina@peoriagov.org	cfrank@peoriagov.org	rmedina@peoriagov.org	cfrank@peoriagov.org	wdodd@peoriagov.org
	Scot Wolf (Downtown & Warehouse District Only)				
	494-8628				
	swolf@peoriagov.org				



AGENDA

Regular Meeting

Downtown Advisory Commission

Thursday, December 14, 2017

4 p.m.

WTVP

101 State Street, 1st Floor

Peoria, IL 61602

1. Welcome
2. Introduction of New Commissioners
3. Approval of Minutes from November 9, 2017 Regular Meeting
4. Presentation by Jerry Kolb, COO of WTVP and Susan Hoffman, Executive Director of the Peoria Symphony Orchestra
5. Presentation from Renee Charles, Spokesperson and Executive Director of Public Relations for Bradley University, on Bradley's New Community Partnership Initiatives
6. Update on the Downtown Wayfinding and Signage study
7. Update on Downtown Population Survey
8. New Business
9. Public Comment
10. Adjournment

			HOUSING COURT 12/12/17	57 CASES				
BD	C	9:00 AM	KELLOG CONDO ASSOC	HC-17-894	WILLOW KNOLLS 3119	12-Dec-17	REVIEW	
CF	NO	9:00 AM	MICHAEL & JANICE FIRMAND TRUST	HC-17-793	KNOXVILLE 1801 N	12-Dec-17	REVIEW/VAC DEFAULT \$2000	
CF	C	9:00 AM	OBERLANDER JOYCE	HC-17-911	UNIVERSITY 2417	12-Dec-17	REHEARING/DEFAULT \$700	
DG	NO	9:00 AM	NATIONSTAR	HC-17-244	ANDOVER 5814	12-Dec-17	REVIEW	
DG	O	9:00 AM	SWAROOP GOVIND	HC-17-1058	BRIANS 11717	12-Dec-17	FIRST APPEARANCE	
DG	O	9:00 AM	BERARDI JOHN	HC-17-1056	HAMILTON 5628	12-Dec-17	FIRST APPEARANCE	
DG	O	9:00 AM	SHARMA ANJU/RAVI	HC-17-1059	SCOTTS 11702	12-Dec-17	FIRST APPEARANCE	
DG	O	9:00 AM	COOPER DERRICH/STEPHANIE	HC-17-1046	WARWICK 2215	12-Dec-17	FIRST APPEARANCE	
DG	O	9:00 AM	NEWMAN NICHOLE	HC-17-1057	WESTERN 5704 N	12-Dec-17	FIRST APPEARANCE	
DM	C	9:00 AM	FOX HILLS INVESTMENTS	HC-16-866	MAIN 0633	12-Dec-17	REVIEW/DEFAULT PEND \$4200	
JM	NO	9:00 AM	MOORE GARRY	HC-17-863	CENTRAL 2321	12-Dec-17	REVIEW	
JM	NO	9:00 AM	MADRIGAL JUAN	HC-17-1052	CENTRAL 2326	12-Dec-17	FIRST APPEARANCE	
JM	NO	9:00 AM	ANDERSON J MICHAEL/PAMELA	HC-17-964	FLINT 2710	12-Dec-17	REHEARING/DEFAULT \$1500	
JM	O	9:00 AM	TAYOR DEVIN	HC-17-1049	GALE 1810	12-Dec-17	FIRST APPEARANCE	
JM	NO	9:00 AM	OEIRUA PORTFOLIO	HC-17-985	GALE 2401	12-Dec-17	REVIEW	
JM	NO	9:00 AM	BOUILLON MICAH	HC-17-677	GIFT 0617 W	12-Dec-17	FIRST APPEARANCE	
JM	O	9:00 AM	FOREMAN BRENDA	HC-17-1053	GIFT 0907 W	12-Dec-17	FIRST APPEARANCE	
JM	O	9:00 AM	HAROLD BREITENBACH ESTATE	HC-17-1050	GIFT 0915 W	12-Dec-17	FIRST APPEARANCE	
JM	NO	9:00 AM	FEDERAL NATIONAL MORT	HC-17-1042	HANSSLER 1015	12-Dec-17	REVIEW	
JM	NO	9:00 AM	FEDERAL NATL MORTGAGE ASSOC	HC-17-1042	HANSSLER 1015 W	12-Dec-17	FIRST APPEARANCE	
JM	NO	9:00 AM	PEORIA 45 LLC	HC-17-668	LINN 1831 N	12-Dec-17	REVIEW/DEFAULT PEND \$19,800	
JM	NO	9:00 AM	DITECH FINANCIAL	HC-17-870	MAYWOOD 0603 E	12-Dec-17	REVIEW	
JM	O	9:00 AM	FOLEY, TRAVIS	HC-17-649	NEBRASKA 1123 W	12-Dec-17	REHEARING/DEFAULT \$1500	
JM	O	9:00 AM	WHITBY ROGER	HC-17-946	NOWLAND 0916	12-Dec-17	REVIEW	
JM	NO	9:00 AM	JD PROPERTIES	HC-17-1044	NOWLAND 1123	12-Dec-17	FIRST APPEARANCE	
JM	O	9:00 AM	HARRIS SARAH	HC-17-877	SHERWOOD 3126	12-Dec-17	REVIEW	
JM	NO	9:00 AM	HEARTLAND SEED	HC-17-825	THRUSH 0814 W	12-Dec-17	REVIEW	
JM	O	9:00 AM	ROSE, KEVIN & LINDA	HC-17-018	THRUSH 1003 W	12-Dec-17	REVIEW/DEFAULT PEND \$500	
JM	NO	9:00 AM	COTTON REAL ESTATE	HC-17-1043	VALLEY 1703	12-Dec-17	FIRST APPEARANCE	
JM	O	9:00 AM	WHITE VALDA	HC-17-1054	VIRGINIA 0827 W	12-Dec-17	FIRST APPEARANCE	
JM	NO	9:00 AM	SALISBURY RICHARD	HC-17-1061	WISCONSIN 2202	12-Dec-17	FIRST APPEARANCE	
LA	NO	9:00 AM	MARIZETTS TANISHA	HC-17-733	GARDEN 1923	12-Dec-17	REVIEW/DEFAULT PEND \$1500	
LE	NO	9:00 AM	GILKESSON, FLORENCE	HC-16-1634	ADRIAN HINTON 0909 W	12-Dec-17	REVIEW	
LE	NO	9:00 AM	DICKERSON KIM	HC-17-1060	BUTLER 1541	12-Dec-17	FIRST APPEARANCE	
LE	NO	9:00 AM	JONES KENT/ARA	HC-17-1047	MADISON 2417 NE	12-Dec-17	FIRST APPEARANCE	
LE	NO	9:00 AM	JONES KENT/ARA	HC-17-1048	MADISON 2419 NE	12-Dec-17	FIRST APPEARANCE	
LE	NO	9:00 AM	OWENS LINDA	HC-17-1062	MILLMAN 1616	12-Dec-17	FIRST APPEARANCE	

LE	O	9:00 AM	LAWSON ROBERT ESTATE	HC-17-1063	MILLMAN 1700	12-Dec-17	FIRST APPEARANCE	
LE	NO	9:00 AM	BECKWITH LYNDA	HC-17-1055	MONROE 1505 NE	12-Dec-17	FIRST APPEARANCE	
NR	NO	9:00 AM	PARKS ALICE/JAMES	HC-17-1045	BRADLEY 1108	12-Dec-17	FIRST APPEARANCE	
NR	O	9:00 AM	DARCEY LAMBERT EST	HC-17-636	CORNHILL 0410	12-Dec-17	TO POST	
NR	NO	9:00 AM	JONES, LINDA	HC-17-646	GLENDALE 1030 NE	12-Dec-17	REVIEW	
NR	NO	9:00 AM	ILLINI PROPERTY GROUP LLC	HC-17-979	GLENDALE 1505 NE	12-Dec-17	REVIEW	
NR	NO	9:00 AM	PULLEY JOHN	HC-17-980	GLENDALE 1507 NE	12-Dec-17	REVIEW	
NR	O	9:00 AM	BONHAM VANCE/EULA	HC-17-637	MADISON 1709 NE	12-Dec-17	TO POST	
NR	NO	9:00 AM	MEIER JERRY/DEBORAH	HC-17-1051	MARYLAND 2116	12-Dec-17	FIRST APPEARANCE	
NR	NO	9:00 AM	BELLEMEY KATHY	HC-17-939	MONROE 1600 NE	12-Dec-17	REVIEW	
RM	O	9:00 AM	EDWARD P. MULLANE III TRUST	HC-17-673	WILLOW 925 W	12-Dec-17	REVIEW	
RM	C	9:00 AM	PETERSEN KELLY	HC-17-302	ADAMS 0724 SW	12-Dec-17	REVIEW/VAC DEFAULT \$16,800	
RM	C	9:00 AM	UNES LEONARD/EILEEN	HC-17-821	PERRY 1224 NE	12-Dec-17	REVIEW	
RM	NO	9:00 AM	SOSSUSVLEI LLC	HC-17-803	SHERIDAN 3833 N	12-Dec-17	REVIEW/DEFAULT PEND \$19,600	
SCA	O	9:00 AM	GRAY/PARROTT	HC-16-1227	LYDIA 1539 S	12-Dec-17	REVIEW/DEFAULT PEND \$500	
ST	C	9:00 AM	DENNHARDT TODD	HC-17-982	SHERIDAN 1021/1025	12-Dec-17	FIRST APPEARANCE	
SW	NO	9:00 AM	BALKINS INC	HC-17-779	ADAMS 1701 NE	12-Dec-17	REHEARING/DEFAULT \$1000	
SW	C	9:00 AM	SHAW CHARLES/RONALD	HC-17-857	ADAMS 3020 SW	12-Dec-17	REVIEW	
SW	C	9:00 AM	LEDBETTER LYLE	HC-17-859	ADAMS 3026 SW	12-Dec-17	REVIEW	
SW	NO	9:00 AM	TCF INDUSTRIES INC.	HC-17-724	JEFFERSON 1200 SW	12-Dec-17	REVIEW	
SW	NO	9:00 AM	VCNA PRAIRIE ILLINOIS INC	HC-17-781	WASHINGTON 2026 SW	12-Dec-17	REVIEW	

Emergency Communications Center



**Peoria
9-1-1**

Monthly Report November 2017

CITY OF PEORIA
EMERGENCY COMMUNICATIONS CENTER 2017 ANNUAL REPORT

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	2016 Totals
Landbased 9-1-1 Calls	2,063	2,152	2,070	2,189	2,211	1,568	2,061	2,111	2,103	2,164	1,887		22,579	26,107
Wireless 9-1-1 Calls	6,241	5,981	6,519	7,047	7,661	8,180	7,479	7,070	6,673	6,556	5,841		75,248	89,797
Text To 9-1-1 Calls	30	36	12	21	20	21	28	21	22	16	16		243	
TOTAL 9-1-1 CALLS	8,334	8,169	8,601	9,257	9,892	9,769	9,568	9,202	8,798	8,736	7,744	0	98,070	115,904
Peoria Police Incoming Calls	6,994	6,538	7,745	8,467	9,253	9,079	9,542	9,579	8,891	8,361	7,628		92,077	98,234
Sheriff's Police Incoming Calls	2,161	1,929	2,187	2,487	2,859	2,705	2,808	2,612	2,476	2,530	2,233		26,987	30,831
TOTAL POLICE INCOMING CALLS	9,155	8,467	9,932	10,954	12,112	11,784	12,350	12,191	11,367	10,891	9,861	0	119,064	129,065
Volunteer Fire/EMS toll free calls	17	27	39	32	20	18	12	22	10	17	18		232	275
Peoria Fire Incoming Calls	457	445	496	566	590	623	704	793	673	588	515		6,450	7,563
TOTAL FIRE INCOMING CALLS	474	472	535	598	610	641	716	815	683	605	533	0	6,682	7,838
Operator Assist Calls/Alarm Calls	892	734	877	878	948	1,072	1,006	873	894	919	873		9,966	11,261
Ambulance Incoming Calls	281	245	237	255	242	257	260	259	240	267	228		2,771	3,157
ECC Supervisor Incoming Calls	601	593	602	614	640	612	611	556	639	660	587		6,715	8,488
Richwoods Dispatcher Incoming Calls	52	50	67	43	73	45	73	70	52	69	74		668	802
Downtown Dispatcher Incoming Calls	42	35	40	37	50	38	44	43	59	48	36		472	548
Prep 2 Dispatcher Incoming Calls	557	535	679	658	717	580	662	694	619	633	620		6,954	7,473
C-MED Dispatcher Incoming Calls	32	39	41	38	35	27	22	33	18	25	22		332	388
County Sheriff Dispatcher Incoming Calls	29	32	46	48	40	33	50	39	49	30	27		423	540
Fire Dispatcher Incoming Calls	57	52	67	74	65	89	87	62	90	83	96		822	898
OverFlow Dispatcher Incoming Calls	9	4	5	9	6	7	8	4	6	5	5		68	186
Call Taker Incoming Calls	1	0	9	1	0	0	0	3	0	0	2		16	22
TOTAL INCOMING EXTENSION CALLS	1,380	1,340	1,556	1,522	1,626	1,431	1,557	1,504	1,532	1,553	1,469	0	16,470	19,345
TOTAL OUTGOING EXTENSION CALLS	5,089	4,543	4,811	5,222	5,495	5,696	5,785	5,638	5,426	5,411	4,828		57,944	65,548
Peoria Police Dispatches/On view	7,370	7,233	7,986	8,910	9,742	9,312	9,383	9,432	8,434	8,082	7,547		93,431	100,541
Peoria County Sheriff Dispatches/On view	2,501	2,322	2,318	2,347	2,498	2,635	2,494	2,469	2,362	2,302	2,014		26,262	30,470
TOTAL POLICE DISPATCHES/ON VIEW	9,871	9,555	10,304	11,257	12,240	11,947	11,877	11,901	10,796	10,384	9,561	0	119,693	131,011
Air National Guard Fire Dispatches	2	5	6	5	5	7	1	1	4	5	3		44	44
Akron-Princeville Fire Dispatches	18	16	21	22	17	19	17	17	22	18	17		204	228
Brimfield Fire Dispatches	32	31	34	34	42	27	31	24	37	35	32		359	412
Dunlap Fire Dispatches	28	35	25	26	37	29	36	35	28	57	24		360	409
Elmwood Fire Dispatches	11	14	13	8	9	10	13	8	8	9	5		108	123
Limestone Fire Dispatches	139	98	101	119	122	137	127	118	101	156	124		1,342	1,383
Logan-Trivoli Fire Dispatches	28	31	52	32	35	31	38	27	38	33	33		378	391
Peoria Fire Dispatches	1,630	1,497	1,518	1,578	1,618	1,607	1,728	1,770	1,668	1,713	1,638		17,965	19,736
Timber-Hollis Fire Dispatches	29	28	19	15	41	19	23	26	34	18	32		284	307
Tuscarora Fire Dispatches	1	3	7	5	8	2	4	7	3	2	6		48	37
West Peoria Fire Dispatches	52	39	41	55	56	57	52	49	48	48	53		550	546
MABAS Fire Calls	0	3	8	7	8	5	5	3	6	3	3		51	30
TOTAL FIRE DISPATCHES	1,970	1,800	1,845	1,906	1,998	1,950	2,075	2,085	1,997	2,097	1,970	0	21,693	23,646
AMT Ambulance Dispatches	1,336	1,317	1,374	1,435	1,404	1,427	1,430	1,544	1,492	1,498	1,413		15,670	15,094
APA Ambulance Dispatches	15	11	13	17	10	12	12	15	20	19	14		158	195
BYE Ambulance Dispatches	51	38	50	46	43	48	39	34	56	53	37		495	541
TOTAL AMBULANCE DISPATCHES	1,402	1,366	1,437	1,498	1,457	1,487	1,481	1,593	1,568	1,570	1,464	0	16,323	14,682
Peoria County Coroner Incoming Calls	217	222	240	201	209	166	217	195	224	202	209		2,302	2,158
Community Messaging System Call-outs	12	15	17	10	37	13	12	18	8	11	10		163	185
Telephone Trouble Reports Completed	3	0	0	0	1	0	0	2	0	1	1		8	4
ETSB Equipment Trouble Reported	3	1	2	2	3	0	0	0	2	1	1		15	38
Citizen Concerns	1	0	0	1	2	2	2	2	0	1	2		13	12
CD Requests from State's Attorney's Office	9	30	15	25	17	30	20	26	26	17	29		244	138
CD Requests from FOI / Subpoena	1	0	0	3	2	2	5	1	3	4	4		25	57
CD Requests from Inner Departmental	8	7	15	4	4	5	6	3	14	5	5		76	63
Total Number of CD Requests	18	37	30	32	23	37	31	30	43	26	38	0	345	258
ILEAS Call Outs	0	0	0	0	0	0	0	0	0	0	0		0	1
JULIE Dig	53	31	37	53	38	41	66	53	65	67	41		545	542

Yearly Summary

	Number of Calls	Dispatch Response Time	Police Response Time	Total Time	
PEORIA POLICE					
Urgent	31244	2.29	4.03	6.28	
Routine	30244	23.83	6.10	29.94	
Backlog	2014	36.94	20.91	57.85	
PEORIA COUNTY SHERIFF					
Urgent	4685	2.65	10.28	10.28	
Routine	6763	16.79	9.49	26.28	
Backlog	575	87.45	14.99	102.44	
		Dispatch Response Time	Fire Response Time	Total Time	Average Turnout Time
PEORIA FIRE	19584	0.90	4.29	5.12	1.43

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	
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18					19
January 2017	Number of Calls	93	126	331	180	51	216	82	113	336	231	181	88	63	216	6	106	126	2545			
	Exceptions																		0			(total min/total calls)
	Dispatch Response Time	1.9	1.4	2.0	1.2	2.0	2.9	1.8	1.9	2.2	1.9	1.6	2.0	2.8	2.5	0.5	1.1	1.5	4990.5	2545	1.96	
	Police Response Time	2.8	3.9	3.4	3.3	3.0	3.4	4.1	3.8	3.3	3.4	4.4	5.1	5.0	6.3	12.2	4.2	6.3	10251.6	2545	4.03	
	Total time	4.7	5.3	5.4	4.5	5.0	6.3	5.9	5.7	5.5	5.3	6.0	7.1	7.8	8.8	12.7	5.3	7.8	15242.1	2545	5.99	
February 2017	Number of Calls	75	123	300	168	53	166	80	103	293	199	201	78	57	179	8	90	112	2285			
	Exceptions																		0			(total min/total calls)
	Dispatch Response Time	2.5	2.1	1.9	1.5	1.4	1.5	1.5	1.2	3.1	2.2	2.3	2.9	2.0	2.0	5.8	1.3	1.7	4695.0	2285	2.05	
	Police Response Time	2.3	3.6	3.2	3.0	3.0	3.6	4.6	3.7	3.5	4.0	4.6	4.7	5.0	5.8	10.9	4.2	6.6	9225.3	2285	4.04	
	Total time	4.8	5.7	5.1	4.5	4.4	5.1	6.1	4.9	6.6	6.2	6.9	7.6	7.0	7.8	16.7	5.5	8.3	13920.3	2285	6.09	
March 2017	Number of Calls	136	151	352	204	57	184	83	128	331	234	193	86	64	192	17	115	119	2646			
	Exceptions																		0			(total min/total calls)
	Dispatch Response Time	1.9	2.0	2.8	1.6	1.6	1.4	3.5	1.7	2.5	2.5	1.9	1.4	1.3	2.4	2.0	1.5	2.2	5641.2	2646	2.13	
	Police Response Time	2.5	3.6	3.6	3.2	3.0	3.3	4.4	3.5	3.7	4.0	4.6	4.1	1.9	5.5	9.9	4.1	6.5	10387.0	2646	3.93	
	Total time	4.4	5.6	6.4	4.8	4.6	4.7	7.9	5.2	6.2	6.5	6.5	5.5	3.2	7.9	11.9	5.6	8.7	16028.2	2646	6.06	
April 2017	Number of Calls	126	125	423	189	60	208	108	139	407	277	223	87	88	213	14	116	115	2918			
	Exceptions																		0			(total min/total calls)
	Dispatch Response Time	1.2	2.3	1.5	3.1	4.5	1.5	3.8	1.8	1.9	2.1	1.8	1.1	2.8	2.1	2.3	2.6	2.0	6011.3	2918	2.06	
	Police Response Time	2.7	3.7	3.4	3.3	3.4	3.1	5.1	3.6	3.2	3.8	4.8	4.2	5.1	5.7	9.7	4.6	6.4	11623.7	2918	3.98	
	Total time	3.9	6.0	4.9	6.4	7.9	4.6	8.9	5.4	5.1	5.9	6.6	5.3	7.9	7.8	12.0	7.2	8.4	17635.0	2918	6.04	
May 2017	Number of Calls	136	150	452	256	75	190	143	139	436	288	229	102	87	216	6	107	138	3150			
	Exceptions																		0			(total min/total calls)
	Dispatch Response Time	1.8	2.1	2.5	2.7	1.6	3.3	6.2	3.0	2.0	2.4	2.0	3.1	2.5	2.0	1.6	1.9	2.5	7976.4	3150	2.53	
	Police Response Time	2.9	3.6	3.4	3.2	2.8	3.5	4.1	3.4	3.4	3.9	4.6	5.8	4.7	6.2	12.2	4.0	6.4	12607.4	3150	4.00	
	Total time	4.7	5.7	5.9	5.9	4.4	10.3	6.4	5.4	6.3	6.6	8.9	7.2	8.2	13.8	5.9	8.9	20583.8	3150	6.53		
June 2017	Number of Calls	92	174	433	26	54	225	122	144	454	321	243	88	71	249	8	132	125	2961			
	Exceptions																		0			(total min/total calls)
	Dispatch Response Time	2.8	2.3	2.0	3.7	1.5	2.3	2.4	1.9	2.1	2.3	2.0	1.9	2.6	3.0	5.0	2.7	1.9	6695.3	2961	2.26	
	Police Response Time	2.3	3.5	3.6	3.0	3.6	3.2	4.8	3.5	3.4	4.0	4.4	4.5	4.9	5.9	10.2	4.7	6.0	12023.2	2961	4.06	
	Total time	5.1	5.8	5.6	6.7	5.1	7.2	5.4	5.5	6.3	6.4	6.4	6.4	7.5	8.9	15.2	7.4	7.9	18718.5	2961	6.32	
July 2017	Number of Calls	133	133	504	242	54	282	122	130	386	292	237	92	91	201	6	121	119	3145			
	Exceptions																		0			(total min/total calls)
	Dispatch Response Time	2.2	2.1	6.3	2.9	3.0	1.7	4.4	2.0	2.0	2.1	2.5	2.6	3.1	2.5	3.0	3.4	2.7	9639.3	3145	3.06	
	Police Response Time	3.0	3.2	3.5	3.5	3.7	3.3	4.4	3.3	3.0	3.6	5.0	4.4	5.0	6.0	10.0	5.0	6.2	12394.6	3145	3.94	
	Total time	5.2	5.3	9.8	6.4	6.7	5.0	8.8	5.3	5.0	5.7	7.5	7.0	8.1	8.5	13.0	8.4	8.9	22033.9	3145	7.01	

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

	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 2017	Number of Calls	124	151	446	200	73	248	132	141	422	313	235	95	90	214	4	106	145	3139	0		(total min/total calls)
	Exceptions																					
	Dispatch Response Time	1.9	1.8	2.7	1.5	1.6	2.0	2.3	2.1	2.1	1.8	1.9	2.8	2.1	3.0	1.3	2.9	2.3	6863.3	3139	2.19	
	Police Response Time	2.7	3.8	3.5	3.4	2.9	3.7	4.9	3.8	3.1	3.5	4.7	4.4	4.8	6.0	9.0	3.9	6.5	12495.6	3139	3.98	
Total time	4.6	5.6	6.2	4.9	4.5	5.7	7.2	5.9	5.2	5.3	6.6	7.2	6.9	9.0	10.3	6.8	8.8	19358.9	3139	6.17		
September 2017	Number of Calls	110	153	380	210	67	228	120	124	376	296	248	98	87	230	6	133	113	2979	0		(total min/total calls)
	Exceptions																					
	Dispatch Response Time	1.3	2.4	2.4	3.3	3.0	1.4	2.5	2.0	1.7	2.6	1.9	2.9	2.2	2.9	2.7	1.7	2.4	6719.5	2979	2.26	
	Police Response Time	2.3	2.9	3.4	3.3	3.3	3.2	3.9	3.8	3.2	3.4	4.9	5.2	4.5	5.9	7.8	4.3	6.1	11562.5	2979	3.88	
Total time	3.6	5.3	5.8	6.6	6.3	4.6	6.4	5.8	4.9	6.0	6.8	8.1	6.7	8.8	10.5	6.0	8.5	18282.0	2979	6.14		
October 2017	Number of Calls	105	124	391	229	58	196	115	112	343	317	226	101	89	220				2877	0		(total min/total calls)
	Exceptions																					
	Dispatch Response Time	2.0	2.0	2.3	1.7	1.6	1.9	3.3	3.5	2.0	2.1	3.2	1.5	2.2	1.9	6.8	3.1	2.6	6563.3	2877	2.28	
	Police Response Time	2.3	3.8	3.4	3.2	2.9	3.3	5.1	4.0	3.5	3.8	4.8	4.5	5.7	5.8	11.0	4.0	6.3	11662.5	2877	4.05	
Total time	4.3	5.8	5.7	4.9	4.5	5.2	8.4	7.5	5.5	5.9	8.0	6.0	7.9	7.7	17.8	7.1	8.9	18225.8	2877	6.34		
November 2017	Number of Calls	94	96	355	163	70	154	96	134	335	267	221	88	82	212	4	106	122	2599	0		(total min/total calls)
	Exceptions																					
	Dispatch Response Time	1.7	1.7	1.7	1.7	2.6	2.5	2.9	2.0	2.1	1.7	1.5	4.0	1.6	2.2	1.0	1.8	1.7	5157.7	2599	1.98	
	Police Response Time	2.8	3.6	3.4	3.1	2.6	3.2	4.2	3.7	7.5	3.4	4.7	4.8	4.5	6.0	9.5	3.9	6.0	11600.7	2599	4.46	
Total time	4.5	5.3	5.1	4.8	5.2	5.7	7.1	5.7	9.6	5.1	6.2	8.8	6.1	8.2	10.5	5.7	7.7	16758.4	2599	6.45		
YEAR TO DATE TOTALS AND AVERAGES																						
Total Number of Calls																		31244.0				
Total Number of Exceptions																		0.0				
Average Dispatch Response Time																		2.29				
Average Police Response Time																		4.03				
Average Total Time																		6.28				

City of Peoria
Emergency Communications Center

Police Department
Routine Calls for Service
By Police District

	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Total Minutes	Calls	Average
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19				
January 2017	Number of Calls	72	150	267	121	82	113	107	99	255	205	178	88	107	217	3	108	102	2274			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	26.0	18.8	14.6	20.0	18.8	16.3	25.6	24.4	23.0	22.9	20.8	14.8	16.4	20.0	5.0	14.1	19.8	44765.0	2274	19.69	
	Police Response Time	6.1	6.8	4.9	4.2	5.1	5.7	7.4	6.2	5.4	6.6	7.0	8.0	6.5	9.1	11.7	8.1	8.9	14911.5	2274	6.56	
	Total time	32.1	25.6	19.5	24.2	23.9	22.0	33.0	30.6	28.4	29.5	27.8	22.8	22.9	29.1	16.7	22.2	28.7	59676.5	2274	26.24	
February 2017	Number of Calls	71	142	223	104	84	109	96	1.4	297	243	163	83	67	179	7	117	99	2085.4			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	16.9	20.6	15.6	21.6	18.8	22.1	19.9	12.0	29.3	25.8	16.9	13.8	11.9	18.1	17.3	14.6	9.9	41483.8	2085.4	19.89	
	Police Response Time	5.0	6.1	5.1	5.0	5.5	5.8	5.7	5.4	5.3	5.3	6.6	6.8	6.7	8.6	10.0	7.1	8.4	12750.3	2085.4	6.11	
	Total time	21.9	26.7	20.7	26.6	24.3	27.9	25.6	17.4	34.6	31.1	23.5	20.6	18.6	26.7	27.3	21.7	18.3	54234.1	2085.4	26.01	
March 2017	Number of Calls	96	218	255	159	94	131	100	125	284	228	197	129	110	195	9	134	120	2584			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	20.1	23.9	15.8	24.7	21.2	19.5	19.2	16.5	26.3	22.4	16.4	17.9	16.2	21.9	30.5	19.3	18.1	52827.4	2584	20.44	
	Police Response Time	4.2	7.6	5.8	4.3	6.1	5.1	7.1	6.2	4.9	5.5	6.8	8.2	7.0	8.8	14.1	7.2	8.4	16577.9	2584	6.42	
	Total time	24.3	31.5	21.6	29.0	27.3	24.6	26.3	22.7	31.2	27.9	23.2	26.1	23.2	30.7	44.6	26.5	26.5	69405.3	2584	26.86	
April 2017	Number of Calls	74	189	312	149	105	154	123	130	382	297	202	120	99	204	6	149	147	2842			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	21.7	30.8	19.0	30.8	29.9	20.9	24.0	26.8	31.9	32.3	16.6	18.3	20.3	26.2	13.7	21.4	23.0	72072.7	2842	25.36	
	Police Response Time	4.3	5.6	5.2	4.4	6.4	5.6	6.0	5.4	5.0	5.8	6.0	6.5	6.6	8.1	12.0	5.8	8.7	16774.5	2842	5.90	
	Total time	26.0	36.4	24.2	35.2	36.3	30.0	32.2	36.9	38.1	22.6	24.8	26.9	34.3	25.7	27.2	31.7		88847.2	2842	31.26	
May 2017	Number of Calls	76	198	362	180	108	187	194	3	10	11	13	14	15	16	17	18	19	3277			(total min/total calls)
	Exceptions								161	423	334	225	139	125	224	2	183	156	0			
	Dispatch Response Time	25.3	25.4	21.6	29.1	25.6	23.4	28.4	25.2	34.8	30.0	19.4	27.0	20.3	24.3	1.0	21.2	24.6	85274.9	3277	26.02	
	Police Response Time	4.8	5.4	5.5	4.5	5.7	5.7	5.6	5.2	4.6	5.0	6.2	7.2	7.2	8.0	12.0	6.7	7.9	19026.2	3277	5.81	
	Total time	30.1	30.8		33.6	31.3	34.0	30.4	39.4	35.0	25.6	34.2	27.5	32.3	13.0	27.9	32.5		104301.1	3277	31.83	
June 2017	Number of Calls	87	218	322	184	111	174	138	132	434	306	194	148	99	221	6	136	147	3057			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	20.0	22.5	18.0	24.3	27.3	24.2	23.5	19.9	33.5	31.9	24.2	16.9	25.6	20.9	24.7	22.8	20.3	74905.9	3057	24.50	
	Police Response Time	5.4	5.6	5.0	4.3	6.6	5.7	5.7	4.9	5.0	6.0	6.0	7.1	6.9	8.0	10.4	7.0	9.0	18258.9	3057	5.97	
	Total time	25.4	28.1		28.6	33.9	29.2	24.8	38.5	37.9	30.2	24.0	32.5	28.9	35.1	29.8	29.3		93164.8	3057	30.48	
July 2017	Number of Calls	84	188	281	156	89	185	158	117	392	299	198	150	96	199	8	182	164	2946			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	20.2	26.1	22.3	26.3	32.0	26.9	28.6	19.8	23.9	25.5	28.8	23.0	27.2	27.1	25.5	24.8	25.9	74747.6	2946	25.37	
	Police Response Time	5.2	5.2	4.7	4.7	6.3	5.0	7.0	6.0	5.0	5.7	6.2	6.7	7.3	8.0	13.2	7.0	8.1	17659.7	2946	5.99	
	Total time	25.4	31.3	27.0	31.0	38.3	31.9	35.6	25.8	28.9	31.2	35.0	29.7	34.5	35.1	38.7	31.8	34.0	92407.3	2946	31.37	

City of Peoria
Emergency Communications Center

Police Department
Routine Calls for Service
By Police District

	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Total Minutes	Calls	Average		
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19						
August 2017	Number of Calls	95	211	299	142	118	208	125	128	415	303	215	125	111	299	12	133	168	3107	0		(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	25.3	24.1	22.6	26.6	24.5	29.7	25.4	23.3	26.3	29.7	24.6	23.2	22.9	27.6	26.8	25.8	22.2	79628.7	3107		25.63		
	Police Response Time	4.1	5.2	5.5	5.1	6.2	4.8	6.9	6.3	4.3	5.8	7.4	7.2	7.5	8.4	11.3	6.8	8.5	19099.3	3107		6.15		
	Total time	29.4	29.3	28.1	31.7	30.7	34.5	32.3	29.6	30.6	35.5	32.0	30.4	30.4	36.0	38.1	32.6	30.7	98728.0	3107		31.78		
September 2017	Number of Calls	77	179	284	161	101	169	128	143	345	269	196	122	114	228	9	138	124	2787	0		(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	22.6	22.0	26.6	36.6	26.6	27.1	30.3	20.7	27.7	25.1	26.5	19.2	29.8	26.2	10.1	25.2	27.4	73411.9	2787		26.34		
	Police Response Time	5.6	5.6	4.9	5.0	6.3	4.9	7.3	6.4	5.0	6.1	5.6	7.0	7.0	8.7	11.1	7.3	8.5	17204.6	2787		6.17		
	Total time	28.2	27.6	31.5	41.6	32.9	32.0	37.6	27.1	32.7	31.2	32.1	26.2	36.8	34.9	21.2	32.5	35.9	90616.5	2787		32.51		
October 2017	Number of Calls	88	170	296	173	126	154	99	132	359	226	186	109	15	16	17	18	19	2731	0		(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	23.0	28.3	22.6	30.6	25.4	26.7	25.3	25.2	30.9	28.6	24.9	15.9	26.3	27.3	27.9	20.5	20.3	70487.8	2731		25.81		
	Police Response Time	5.3	5.7	5.1	4.3	5.3	6.0	6.4	5.2	5.0	5.5	6.5	7.0	7.2	8.5	13.6	7.3	7.6	16429.0	2731		6.02		
	Total time	28.3	34.0	27.7	34.9	30.7	32.7	31.7	30.4	35.9	34.1	31.4	22.9	33.5	35.8	41.5	27.8	27.9	86916.8	2731		31.83		
November 2017	Number of Calls	68	150	260	137	116	167	121	142	277	253	168	98	92	221	5	158	121	2554	0		(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	25.3	17.8	16.5	25.1	20.2	21.8	30.4	19.3	24.5	26.9	23.0	18.7	21.5	32.6	8.3	26.2	15.4	59037.8	2554		23.12		
	Police Response Time	4.7	5.2	5.2	4.2	5.6	5.5	7.1	5.0	5.1	5.7	6.1	6.8	7.8	8.5	13.4	7.1	7.9	15451.0	2554		6.05		
	Total time	30.0	23.0	21.7	29.3	25.8	27.3	37.5	24.3	29.6	32.6	29.1	25.5	29.3	41.1	21.7	33.3	23.3	74488.8	2554		29.17		
YEAR TO DATE TOTALS AND AVERAGES																								
	Total Number of Calls																				30244			
	Total Number of Exceptions																				0			
	Average Dispatch Response Time																				23.83			
	Average Police Response Time																				6.10			
	Average Total Time																				29.94			

City of Peoria
Emergency Communications Center

Police Department
Backlog Calls for Service
By Police District

	VALLEY								BLUFF			RICHWOODS							Total Calls	Total Minutes	Calls	Average (total min/total calls)
	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19				
January 2017	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	125			
	Exceptions	2	31	7	8	2	5	7	6	12	11	8	5	5	8	0	3	5	0			
	Dispatch Response Time	112.5	21.8	9.2	49.6	67.0	46.2	10.3	23.7	29.9	54.6	52.5	16.4	33.4	67.9	0.0	18.3	36.8	4351.8	125	34.81	
	Police Response Time	4.0	9.3	6.7	7.3	3.0	7.2	6.3	7.6	5.1	5.5	4.0	3.6	8.5	10.0	9.5	0.0	18.3	919.0	125	7.35	
	Total time	116.5	31.1	15.9	56.9	70.0	53.4	16.6	31.3	35.0	60.1	56.5	20.0	41.9	77.9	9.5	18.3	55.1	5270.8	125	42.17	
February 2017	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	129			
	Exceptions	5	27	13	4	3	5	4	4	10	11	13	6	4	9	0	4	7	0			
	Dispatch Response Time	16.2	20.2	14.6	44.5	25.7	26.0	13.0	20.0	62.1	62.2	51.1	14.6	22.0	29.3	0.0	16.0	25.2	3982.5	129	30.87	
	Police Response Time	3.5	7.7	10.8	9.3	2.7	6.4	8.8	14.3	4.2	8.0	7.5	6.7	5.3	9.0	0.0	10.3	6.3	990.7	129	7.68	
	Total time	19.7	27.9	25.4	53.8	28.4	32.4	21.8	34.3	66.3	70.2	58.6	21.3	27.3	38.3	0.0	26.3	31.5	4973.2	129	38.55	
March 2017	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	126			
	Exceptions	2	24	14	5	3	6	2	12	19	15	7	3	3	7	1	1	2	0			
	Dispatch Response Time	33.5	22.5	22.4	68.4	11.7	12.2	39.5	14.0	46.4	32.0	64.0	17.0	22.0	37.6	29.0	6.0	13.0	3868.7	126	30.70	
	Police Response Time	3.0	10.5	3.7	17.0	9.7	6.0	4.5	5.4	6.6	8.5	7.0	6.7	5.0	5.1	0.0	11.0	8.0	933.4	126	7.41	
	Total time	36.5	33.0	26.1	85.4	21.4	18.2	44.0	19.4	53.0	40.5	71.0	23.7	27.0	42.7	29.0	17.0	21.0	4802.1	126	38.11	
April 2017	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	166			
	Exceptions	3	30	8	8	5	8	10	6	21	20	6	3	6	10	0	8	14	0			
	Dispatch Response Time	61.0	16.3	16.4	62.6	37.6	34.0	27.7	21.2	61.6	52.2	32.8	40.3	7.8	83.5	0.0	11.6	52.3	6530.3	166	39.34	
	Police Response Time	5.7	9.7	12.3	5.4	10.5	9.5	4.4	5.0	4.3	7.6	6.8	5.0	8.8	7.9	0.0	5.9	10.3	1273.5	166	7.67	
	Total time	66.7	26.0	28.7	68.0	48.1	43.5	32.1	26.2	65.9	59.8	39.6	45.3	16.6	91.4	0.0	17.5	62.6	7803.8	166	47.01	
May 2017	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	183			
	Exceptions	0	35	17	15	6	3	9	7	21	20	14	6	9	9	0	6	6	0			
	Dispatch Response Time	0.0	23.3	38.9	46.2	52.2	11.7	69.2	7.4	62.6	45.7	41.9	34.3	39.7	42.2	0.0	18.8	12.3	7137.4	183	39.00	
	Police Response Time	0.0	8.1	5.4	4.6	5.3	9.7	3.6	10.4	5.5	4.6	6.1	8.7	8.2	6.4	0.0	19.5	6.2	1241.1	183	6.78	
	Total time	0.0	31.4	44.3	50.8	57.5	21.4	72.8	17.8	68.1	50.3	48.0	43.0	47.9	48.6	0.0	38.3	18.5	8378.5	183	45.78	
June 2017	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	290			
	Exceptions	8	23	39	7	4	8	23	15	52	43	19	2	6	21	0	7	13	0			
	Dispatch Response Time	55.8	27.5	22.6	21.3	98.3	29.3	30.9	32.9	50.4	58.1	30.3	2.0	34.3	27.7	0.0	18.8	43.3	11122.0	290	38.35	
	Police Response Time	4.0	8.6	4.3	2.0	2.7	6.4	7.6	5.8	4.4	6.2	6.5	6.0	6.7	7.6	0.0	9.1	8.6	1741.5	290	6.01	
	Total time	59.8	36.1	26.9	23.3	101.0	35.7	38.5	38.7	54.8	64.3	36.8	8.0	41.0	35.3	0.0	27.9	51.9	12863.5	290	44.36	
July 2017	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	384			
	Exceptions	3	36	36	11	4	11	17	15	63	53	29	16	18	31	0	14	27	0			
	Dispatch Response Time	9.7	23.3	49.8	20.2	17.0	25.8	51.1	23.7	40.1	30.9	29.3	37.1	37.3	61.0	0.0	47.4	56.7	14823.1	384	38.60	
	Police Response Time	2.7	7.1	4.3	3.6	5.0	4.7	4.3	4.8	5.1	3.7	6.0	8.7	5.0	9.0	0.0	6.9	6.7	2152.0	384	5.60	
	Total time	12.4	30.4	54.1	23.8	22.0	30.5	55.4	28.5	45.2	34.6	35.3	45.8	42.3	70.0	0.0	54.3	63.4	16975.1	384	44.21	

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

	VALLEY								BLUFF			RICHWOODS						Total Calls	Total Minutes	Calls	Average	
	Police District	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18					19
August 2017	Number of Calls	1	36	9	9	2	4	10	12	24	21	12	6	6	7	0	11	6	176		(total min/total calls)	
	Exceptions																		0			
	Dispatch Response Time	29.0	23.5	39.4	79.2	62.0	47.8	36.7	17.2	66.8	15.7	39.6	17.7	47.2	80.0	0.0	56.9	42.8	7071.2	176	40.18	
	Police Response Time	1.0	10.5	7.3	5.0	5.5	2.0	5.6	8.0	4.7	7.6	8.7	4.3	5.8	7.0	0.0	18.8	9.5	1410.9	176	8.02	
	Total time	30.0	34.0	46.7	84.2	67.5	49.8	42.3	25.2	71.5	23.3	48.3	22.0	53.0	87.0	0.0	75.7	52.3	8482.1	176	48.19	
September 2017	Number of Calls	5	32	16	10	1	10	4	9	23	27	15	6	8	10	0	4	6	186		(total min/total calls)	
	Exceptions																		0			
	Dispatch Response Time	21.2	23.8	17.3	57.0	13.0	17.0	59.3	71.5	32.1	28.3	37.7	30.8	89.7	34.3	0.0	29.0	23.8	6350.2	186	34.14	
	Police Response Time	5.2	9.8	6.0	4.0	5.0	4.4	5.7	9.0	5.8	6.0	7.7	3.5	6.8	10.6	0.0	4.8	7.2	1283.1	186	6.90	
	Total time	26.4	33.6	23.3	61.0	18.0	21.4	65.0	80.5	37.9	34.3	45.4	34.3	96.5	44.9	0.0	33.8	31.0	7633.3	186	41.04	
October 2017	Number of Calls	3	30	13	6	1	8	4	7	18	14	2	5	7	5	0	8	1	132		(total min/total calls)	
	Exceptions																		0			
	Dispatch Response Time	26.0	25.8	21.1	30.7	89.0	34.5	37.0	37.7	100.5	58.0	17.5	22.4	98.0	13.4	0.0	15.1	15.0	5744.2	132	43.52	
	Police Response Time	10.3	8.0	1538.0	3.3	13.0	5.6	14.0	12.3	5.3	7.5	7.5	6.0	8.1	17.0	0.0	5.9	1.0	20919.9	132	158.48	
	Total time	36.3	33.8	1559.1	34.0	102.0	40.1	51.0	50.0	105.8	65.5	25.0	28.4	106.1	30.4	0.0	21.0	16.0	26664.1	132	202.00	
November 2017	Number of Calls	2	24	8	6	3	1	7	8	14	7	15	6	2	5	0	6	3	117		(total min/total calls)	
	Exceptions																		0			
	Dispatch Response Time	69.5	19.2	33.6	35.7	14.0	7.0	14.3	37.4	57.6	46.0	50.4	40.5	7.5	36.6	0.0	50.2	50.0	4307.7	117	36.82	
	Police Response Time	24.0	10.0	5.1	4.2	5.0	1.0	9.6	6.8	9.3	8.6	4.9	14.5	2.0	12.8	0.0	3.7	7.0	953.7	117	8.15	
	Total time	93.5	29.2	38.7	39.9	19.0	8.0	23.9	44.2	66.9	54.6	55.3	55.0	9.5	49.4	0.0	53.9	57.0	5261.4	117	44.97	
YEAR TO DATE TOTALS AND AVERAGES																						
																Total Number of Calls	2014					
																Total Number of Exceptions	0.0					
																Average Dispatch Response Time	36.94					
																Average Police Response Time	20.91					
																Average Total Time	57.85					

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 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		Total Minutes	Calls	Average
January 2017	Number of Calls	249	122	241	76	139	157	102	215	54	143	72	43	1613			
	Dispatch Response Time	0.6	0.5	0.5	0.3	0.7	0.9	0.7	0.7	0.6	0.6	2.0	1.1	1123.7	1613	0.70	
	Fire Response Time	3.5	3.9	4.2	5.4	3.6	4.7	4.4	4.2	5.0	4.6	6.0	5.7	6964.9	1613	4.32	
	Total time	4.1	4.4	4.7	5.7	4.3	5.6	5.1	4.9	5.6	5.2	8.0	6.8	8088.6	1613	5.01	
February 2017	Number of Calls	242	133	215	81	108	145	88	181	42	159	67	26	1487			
	Dispatch Response Time	0.8	1.0	0.6	0.3	0.9	0.7	2.1	0.8	1.2	0.7	0.5	0.2	1208.6	1487	0.81	
	Fire Response Time	3.3	3.9	3.8	5.3	3.9	4.5	4.3	4.4	5.0	4.6	5.8	5.7	6290.3	1487	4.23	
	Total time	4.1	4.9	4.4	5.6	4.8	5.2	6.4	5.2	6.2	5.3	6.3	5.9	7498.9	1487	5.04	
March 2017	Number of Calls	284	125	208	58	117	123	103	196	34	139	75	34	1496			
	Dispatch Response Time	1.1	0.8	1.2	0.3	0.8	1.3	1.0	0.5	0.8	0.7	1.3	0.6	1376.3	1496	0.92	
	Fire Response Time	3.4	4.0	4.0	4.9	4.0	4.2	4.1	4.2	4.9	4.6	5.3	6.6	6239.8	1496	4.17	
	Total time	4.5	4.8	5.2	5.2	4.8	5.5	5.1	4.7	5.7	5.3	6.6	7.2	7616.1	1496	5.09	
April 2017	Number of Calls	255	108	239	74	137	143	120	191	47	158	76	31	1579			
	Dispatch Response Time	0.5	1.1	0.7	0.5	0.7	1.9	1.3	0.9	0.8	0.8	0.5	0.4	1360.5	1579	0.86	
	Fire Response Time	3.4	3.9	3.9	5.5	3.8	4.2	4.0	4.4	4.9	4.6	6.2	5.1	6655.3	1579	4.21	
	Total time	3.9	5.0	4.6	6.0	4.5	6.1	5.3	5.3	5.7	5.4	6.7	5.5	8015.8	1579	5.08	
May 2017	Number of Calls	258	111	235	79	117	156	97	222	62	148	85	39	1609			
	Dispatch Response Time	1.2	0.5	0.6	1.2	0.8	1.1	1.0	0.8	0.9	0.9	1.8	3.2	1607.5	1609	1.00	
	Fire Response Time	3.4	4.2	3.9	5.2	4.1	4.5	4.1	4.3	4.7	4.5	5.9	5.2	6866.4	1609	4.27	
	Total time	4.6	4.7	4.5	6.4	4.9	5.6	5.1	5.1	5.6	5.4	7.7	8.4	8473.9	1609	5.27	
June 2017	Number of Calls	275	102	227	73	117	167	130	204	52	128	77	48	1600			
	Dispatch Response Time	0.7	0.7	1.1	0.6	1.1	1.4	1.3	0.9	0.8	0.8	0.6	1.1	1515.5	1600	0.95	
	Fire Response Time	3.7	4.0	4.2	5.1	4.1	4.2	4.3	4.3	5.0	4.5	5.7	6.6	6960.2	1600	4.35	
	Total time	4.4	4.7	5.3	5.7	5.2	5.6	5.6	5.2	5.8	5.3	6.3	7.7	8475.7	1600	5.30	
July 2017	Number of Calls	307	138	268	68	122	153	121	210	39	133	113	44	1716			
	Dispatch Response Time	0.9	1.1	0.9	1.8	1.0	0.6	2.3	1.0	0.9	1.1	0.4	0.5	1742.4	1716	1.02	
	Fire Response Time	3.4	4.1	4.1	5.1	3.8	4.2	4.0	4.3	4.2	4.6	5.8	5.9	7239.0	1716	4.22	
	Total time	4.3	5.2	5.0	6.9	4.8	4.8	6.3	5.3	5.1	5.7	6.2	6.4	8981.4	1716	5.23	

City of Peoria
Emergency Communications Center

Peoria Fire Department
Fire Calls for Service
By Fire Map

	Fire Map	VALLEY				BLUFF			RICHWOODS					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		(total min/total calls)		
August 2017	Number of Calls	320	131	247	84	155	166	129	229	43	144	84	26	1758			
	Dispatch Response Time	0.6	0.8	1.2	0.9	1.5	1.0	0.8	0.5	0.5	1.2	2.3	0.3	1680.3	1758	0.96	
	Fire Response Time	3.4	3.7	4.0	5.3	3.7	4.3	4.2	4.1	5.0	4.6	5.5	5.2	7248.5	1758	4.12	
	Total time	4.0	4.5	5.2	6.2	5.2	5.3	5.0	4.6	5.5	5.8	7.8	5.5	8928.8	1758	5.08	
September 2017	Number of Calls	308	130	237	87	166	141	108	222	39	133	61	36	1668			
	Dispatch Response Time	1.2	0.4	1.1	0.7	0.9	0.8	0.7	1.0	0.5	0.6	0.6	1.8	1503.7	1668	0.90	
	Fire Response Time	3.5	3.8	4.1	0.7	3.9	4.3	3.8	4.4	4.7	4.4	5.5	5.7	6554.7	1668	3.93	
	Total time	4.7	4.2	5.2	1.4	4.8	5.1	4.5	5.4	5.2	5.0	6.1	7.5	8058.4	1668	4.83	
September 2017	Number of Calls	308	130	237	87	166	141	108	222	39	133	61	36	1668			
	Dispatch Response Time	1.2	0.4	1.1	0.7	0.9	0.8	0.7	1.0	0.5	0.6	0.6	1.8	1503.7	1668	0.90	
	Fire Response Time	3.5	3.8	4.1	0.7	3.9	4.3	3.8	4.4	4.7	4.4	5.5	5.7	6554.7	1668	3.93	
	Total time	4.7	4.2	5.2	1.4	4.8	5.1	4.5	5.4	5.2	5.0	6.1	7.5	8058.4	1668	4.83	
October 2017	Number of Calls	315	136	239	78	156	154	124	205	39	150	85	35	1716			
	Dispatch Response Time	1.0	1.0	1.2	1.3	0.7	0.9	0.8	0.6	1.3	0.8	1.1	0.9	1604.9	1716	0.94	
	Fire Response Time	3.3	3.7	4.2	4.8	4.0	4.5	10.1	4.1	5.1	4.9	5.2	5.4	7895.7	1716	4.60	
	Total time	4.3	4.7	5.4	6.1	4.7	5.4	10.9	4.7	6.4	5.7	6.3	6.3	9500.6	1716	5.54	
November 2017	Number of Calls	290	134	222	74	145	143	124	233	51	136	84	38	1674			
	Response Time	0.7	0.8	1.0	1.1	0.7	1.2	1.1	0.8	0.4	0.7	0.9	1.1	1442.5	1674	0.86	
	Time	3.3	3.7	4.2	5.5	4.0	4.2	4.0	4.5	6.1	4.5	5.6	5.6	7123.6	1674	4.26	
	Total time	4.0	4.5	5.2	6.6	4.7	5.4	5.1	5.3	6.5	5.2	6.5	6.7	8566.1	1674	5.12	
YEAR TO DATE TOTALS AND AVERAGES																	
												Total Number of Calls	19584				
												Average Dispatch Response Time	0.90				
												Average Fire Response Time	4.29				
												Average Total Time	5.12				

Peoria Fire Department
Average Turn-Out Time for Each Apparatus

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Yearly Average
B1	1.5	1.4	1.4	1.4	1.4	1.4	1.4	1.5	1.4	1.5	1.4		1.43
E1	1.4	1.4	1.4	1.3	1.3	1.3	1.5	1.4	1.4	1.4	1.4		1.38
R1	1.5	1.4	1.3	1.4	1.3	1.4	1.3	1.3	1.3	1.2	1.1		1.32
T1	1.7	1.6	1.4	1.4	1.6	1.5	1.8	1.6	1.5	1.7	1.6		1.58
E10	1.4	1.4	1.4	1.3	1.3	1.4	1.4	1.2	1.2	1.3	1.4		1.34
E12	1.5	1.5	1.5	1.4	1.6	1.6	1.6	1.7	1.5	1.6	1.6		1.55
E13	1.3	1.3	1.3	1.2	1.2	1.4	1.3	1.3	1.4	1.3	1.4		1.31
T14	1.5	1.5	1.5	1.5	1.6	1.4	1.5	1.5	1.5	1.5	1.5		1.50
E15	1.5	1.6	1.6	1.6	1.5	1.7	1.5	1.5	1.4	1.7	1.7		1.57
E16	1.4	1.5	1.4	1.4	1.3	1.4	1.4	1.4	1.3	1.4	1.4		1.39
E19	1.5	1.5	1.4	1.5	1.5	1.4	1.5	1.4	1.4	1.4	1.5		1.45
E2	1.4	1.5	1.5	1.6	1.5	1.6	1.6	1.5	1.4	1.4	1.4		1.49
R2	1.5	1.3	1.4	1.3	1.3	1.4	1.4	1.3	1.3	1.3	1.4		1.35
E20	1.6	1.5	1.6	1.7	1.5	1.5	1.6	1.5	1.5	1.5	1.6		1.55
B3	1.4	1.4	1.5	1.4	1.5	1.4	1.6	1.5	1.6	1.5	1.4		1.47
E3	1.3	1.3	1.3	1.2	1.3	1.4	1.3	1.3	1.3	1.3	1.3		1.30
T3	1.3	1.5	1.3	1.3	1.5	1.4	1.6	1.4	1.5	1.6	1.4		1.44
E4	1.4	1.4	1.5	1.3	1.4	1.5	1.5	1.5	1.5	1.6	1.5		1.46
T4	1.3	1.6	1.1	1.2	1.1	1.2	1.2	1.1	1.1	1.2	1.4		1.23
												Department Average	1.43

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		
January 2017	Number of Calls	2	5	8	2	83	91	40	14	26	32	98		401		(total min/hotal calls)
	Exceptions													0		
	Dispatch Response Time	4.0	1.4	1.2	1.0	2.2	3.5	3.3	1.4	1.6	1.7	1.9		961.5	401	2.40
	Police Response Time	15.0	17.3	7.5	12.0	7.9	8.2	12.1	8.3	4.4	8.5	3.2		2902.6	401	7.24
	Total time	19.0	18.7	8.7	13.0	10.1	11.7	15.4	9.7	6.0	10.2	5.1		3864.1	401	9.64
February 2017	Number of Calls	5	5	4	2	91	76	48	13	17	37	102		400		(total min/hotal calls)
	Exceptions													0		
	Dispatch Response Time	4.3	5.8	1.7	1.0	2.7	3.8	2.2	1.9	1.3	1.6	2.7		1080.8	400	2.70
	Police Response Time	8.3	17.5	7.0	12.0	7.2	8.7	12.2	10.2	4.4	8.9	3.8		3007.3	400	7.52
	Total time	12.6	23.3	8.7	13.0	9.9	12.5	14.4	12.1	5.7	10.5	6.5		4088.1	400	10.22
March 2017	Number of Calls	5	6	7	0	80	89	35	11	22	29	80		364		(total min/hotal calls)
	Exceptions													0		
	Dispatch Response Time	2.8	4.8	0.8	0.0	1.8	2.5	2.2	0.4	2.6	2.2	1.2		713.3	364	1.96
	Police Response Time	0.0	14.8	5.4	0.0	8.1	8.6	12.6	11.4	3.7	8.6	3.6		2725.2	364	7.49
	Total time	2.8	19.6	6.2	0.0	9.9	11.1	14.8	11.8	6.3	10.8	4.8		3438.5	364	9.45
April 2017	Number of Calls	4	10	8	0	104	93	37	11	27	39	116		449		(total min/hotal calls)
	Exceptions													0		
	Dispatch Response Time	1.3	1.4	4.2		2.8	2.8	3.2	2.6	2.9	2.0	1.7		1104.9	449	2.46
	Police Response Time	6.0	14.0	6.3		7.6	6.9	12.6	11.7	3.6	7.5	3.6		3048.7	449	6.79
	Total time	7.3	15.4	10.5	0.0	10.4	9.7	15.8	14.3	6.5	9.5	5.3		4153.6	449	9.25
May 2017	Number of Calls	7	8	8	5	120	100	43	10	18	35	106		460		(total min/hotal calls)
	Exceptions													0		
	Dispatch Response Time	7.5	2.3	3.2	4.0	2.7	2.6	2.5	1.9	0.8	2.1	2.9		1222.3	460	2.66
	Police Response Time	3.7	18.7	5.9	14.8	7.8	8.2	12.6	10.1	4.1	9.3	4.0		3518.8	460	7.65
	Total time	11.2	21.0	9.1	18.8	10.5	10.8	15.1	12.0	4.9	11.4	6.9		4741.1	460	10.31
June 2017	Number of Calls	5	8	4	3	97	96	50	13	24	31	105		436		(total min/hotal calls)
	Exceptions													0		
	Dispatch Response Time	4.0	2.6	1.8	1.0	3.6	4.2	2.7	1.5	1.7	2.5	2.3		1317.7	436	3.02
	Police Response Time	5.6	19.5	8.0	10.3	8.8	7.3	13.0	5.2	5.3	10.2	4.4		3424.3	436	7.85
	Total time	9.6	22.1	9.8	11.3	12.4	11.5	15.7	6.7	7.0	12.7	6.7		4742.0	436	10.88
JULY 2017	Number of Calls	2	9	6	2	115	100	35	7	25	33	104		438		(total min/hotal calls)
	Exceptions													0		
	Dispatch Response Time	5.0	3.1	1.4		4.6	3.7	2.7	0.8	1.6	2.0	2.4		1401.0	438	3.20
	Police Response Time	1.5	18.4	13.8	11.0	8.1	9.3	12.9	8.0	4.2	7.2	4.4		3442.6	438	7.86
	Total time	6.5	21.5	15.2	11.0	12.7	13.0	15.6	8.8	5.8	9.2	6.8		4843.6	438	11.06

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		
August 2017	Number of Calls	5	4	4	1	114	85	41	12	28	37	96		427		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	1.6	1.3	0.8	2.0	3.0	2.0	2.4	2.8	2.1	2.5	2.7		1072.9	427	2.51
	Police Response Time	3.6	16.0	4.8	12.0	7.9	7.2	11.9	8.3	5.4	9.0	4.2		3100.7	427	7.26
	Total time	5.2	17.3	5.6	14.0	10.9	9.2	14.3	11.1	7.5	11.5	6.9		4173.6	427	9.77
September 2017	Number of Calls	4	10	10	2	105	93	40	12	28	34	94		432		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	2.0	3.6	2.7	1.0	2.2	3.6	2.1	4.0	4.3	2.4	1.9		1151.4	432	2.67
	Police Response Time	1.0	9.7	6.6	25.0	9.9	8.4	15.0	8.3	5.0	9.8	4.0		3586.5	432	8.30
	Total time	3.0	13.3	9.3	26.0	12.1	12.0	17.1	12.3	9.3	12.2	5.9		4737.9	432	10.97
October 2017	Number of Calls	11	12	10	4	105	101	43	13	48	51	98		496		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	15.3	1.9	1.3	3.3	2.6	2.3	3.6	1.4	2.4	3.1	1.5		1315.9	496	2.65
	Police Response Time	3.1	16.3	5.6	23.0	7.8	7.8	14.5	16.3	4.9	9.1	4.4		3950.4	496	7.96
	Total time	18.4	18.2	6.9	26.3	10.4	10.1	18.1	17.7	7.3	12.2	5.9		5266.3	496	10.62
November 2017	Number of Calls	4	2	9	0	96	87	37	7	25	33	82		382		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	12.3	2.0	5.7	0.0	1.9	4.8	3.1	1.0	1.7	2.9	2.1		1136.6	382	2.98
	Police Response Time	6.0	12.5	7.8	0.0	9.1	8.9	12.5	6.9	5.7	9.1	3.9		3040.5	382	7.96
	Total time	18.3	14.5	13.5	0.0	11.0	13.7	15.6	7.9	7.4	12.0	6.0		4177.1	382	10.93
YEAR TO DATE TOTALS AND AVERAGES																
													Total Number of Calls	4685.0		
													Total Number of Exceptions	0.0		
													Average Dispatch Response Time	2.65		
													Average Police Response Time	7.63		
													Average Total Time	10.28		

City of Peoria
Emergency Communications Center
Peoria County Sheriff's Department
Routine calls by district

Month	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Total Minutes	Calls	Average		
		Number of Calls	Exceptions	Dispatch Response Time	Police Response Time	Total time	Number of Calls	Exceptions	Dispatch Response Time	Police Response Time	Total time	Number of Calls	Exceptions	Dispatch Response Time				Police Response Time	Total time
January 2017	Number of Calls	58	6	5	4	114	148	31	8	23	42	106		545			(total min/total calls)		
	Exceptions													0					
	Dispatch Response Time	10.9	9.3	4.3	26.3	15.1	10.0	10.0	5.5	23.8	11.5	9.7		6428.7	545	11.80			
	Police Response Time	4.7	21.8	7.0	12.0	9.7	8.3	15.2	13.9	5.0	13.9	4.9		4621.2	545	8.48			
	Total time	15.6	31.1	11.3	38.3	24.8	18.3	25.2	19.4	28.8	25.4	14.6		11049.9	545	20.28			
February 2017	Number of Calls	33	5	3	0	68	146	44	11	20	38	83		451			(total min/total calls)		
	Exceptions													0					
	Dispatch Response Time	5.6	16.8	24.0	0.0	13.0	10.4	23.4	10.0	5.2	10.4	11.0		5295.0	451	11.74			
	Police Response Time	3.1	26.3	2.0	0.0	10.5	7.9	17.3	10.2	4.7	11.9	5.2		3958.4	451	8.78			
	Total time	8.7	43.1	26.0	0.0	23.5	18.3	40.7	20.2	9.9	22.3	16.2		9253.4	451	20.52			
March 2017	Number of Calls	38	7	8	2	84	176	42	11	29	35	92		524			(total min/total calls)		
	Exceptions													0					
	Dispatch Response Time	17.9	10.3	23.7	5.5	13.3	10.6	7.0	5.0	7.4	9.4	7.5		5518.6	524	10.53			
	Police Response Time	1.9	17.0	6.6	15.5	11.4	8.9	16.9	7.3	4.6	9.2	4.5		4458.5	524	8.51			
	Total time	19.8	27.3	30.3	21.0	24.7	19.5	23.9	12.3	12.0	18.6	12.0		9977.1	524	19.04			
April 2017	Number of Calls	48	9	11	3	121	183	52	13	34	35	115		624			(total min/total calls)		
	Exceptions													0					
	Dispatch Response Time	10.0	2.9	13.1	13.0	15.2	12.3	11.9	8.6	9.7	13.8	10.6		7541.7	624	12.09			
	Police Response Time	4.1	13.3	12.1	15.5	10.4	8.1	12.3	10.8	5.8	11.0	5.4		5220.0	624	8.37			
	Total time	14.1	16.2	25.2	28.5	25.6	20.4	24.2	19.4	15.5	24.8	16.0		12761.7	624	20.45			
May 2017	Number of Calls	46	8	12	6	139	201	70	11	51	68	120		732			(total min/total calls)		
	Exceptions													0					
	Dispatch Response Time	9.3	20.5	6.0	45.8	19.1	14.5	13.7	16.8	8.4	15.6	12.4		10629.0	732	14.52			
	Police Response Time	5.8	19.0	7.8	20.3	10.2	10.2	17.4	14.5	6.7	11.2	5.1		7195.0	732	9.83			
	Total time	15.1	39.5	13.8	66.1	29.3	24.7	31.1	31.3	15.1	26.8	17.5		17824.0	732	24.35			
June 2017	Number of Calls	46	11	9	5	132	200	74	18	30	47	118		690			(total min/total calls)		
	Exceptions													0					
	Dispatch Response Time	18.9	19.2	25.9	28.8	12.8	13.1	17.9	9.5	9.0	21.9	10.3		9777.6	690	14.17			
	Police Response Time	7.6	21.2	11.1	6.4	11.2	9.3	15.6	12.8	7.0	10.4	4.6		6679.5	690	9.68			
	Total time	26.5	40.4	37.0	35.2	24.0	22.4	33.5	22.3	16.0	32.3	14.9		16457.1	690	23.85			
July 2017	Number of Calls	42	6	13	6	140	156	81	14	35	45	117		655			(total min/total calls)		
	Exceptions													0					
	Dispatch Response Time	10.1	14.1	14.4	44.5	22.0	158.2	13.8	5.2	17.4	18.5	17.0		33343.4	655	50.91			
	Police Response Time	6.8	20.5	9.4	15.2	11.0	9.9	17.1	12.9	7.0	12.8	5.9		6783.4	655	10.36			
	Total time	16.9	34.6	23.8	59.7	33.0	168.1	30.9	18.1	24.4	31.3	22.9		40126.8	655	61.26			

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	Total Minutes	Calls	Average	(total min/total calls)
August 2017	Number of Calls	41	9	4	4	121	182	50	11	42	61	137		662				
	Exceptions													0				
	Dispatch Response Time	20.9	12.2	15.5	28.5	15.6	15.7	31.2	17.4	10.4	24.2	19.0		12155.1	662	18.36		
	Police Response Time	6.6	23.3	12.8	19.0	11.5	9.2	15.4	18.3	6.7	13.2	7.8		6799.9	662	10.27		
	Total time	27.5	35.5	28.3	47.5	27.1	24.9	46.6	35.7	17.1	37.4	26.8		18955.0	662	28.63		
September 2017	Number of Calls	32	10	8	4	119	172	63	19	38	55	125		645				
	Exceptions													0				
	Dispatch Response Time	14.2	8.3	8.0	6.3	16.3	13.3	15.5	20.4	19.8	10.6	13.2		9203.4	645	14.27		
	Police Response Time	7.2	10.3	5.6	18.0	12.7	9.7	14.7	20.2	5.7	10.4	6.9		6590.9	645	10.22		
	Total time	21.4	18.6	13.6	24.3	29.0	23.0	30.2	40.6	25.5	21.0	20.1		15794.3	645	24.49		
October 2017	Number of Calls	57	5	7	6	139	184	65	14	32	62	91		662				
	Exceptions													0				
	Dispatch Response Time	10.9	17.0	12.8	25.2	15.7	15.0	18.8	15.1	14.8	14.9	14.0		9994.2	662	15.10		
	Police Response Time	6.8	19.2	7.9	13.5	10.0	10.4	15.5	11.8	6.8	13.3	5.2		6611.6	662	9.99		
	Total time	17.7	36.2	20.7	38.7	25.7	25.4	34.3	26.9	21.6	28.2	19.2		16605.8	662	25.08		
November 2017	Number of Calls	54	4	10	1	107	150	53	16	32	55	91		573				
	Exceptions													0				
	Dispatch Response Time	9.3	2.3	16.8	2.0	11.7	11.2	12.0	17.9	17.2	8.7	9.2		6401.8	573	11.17		
	Police Response Time	8.0	21.7	9.2	0.0	9.8	10.4	17.1	16.1	6.6	10.9	5.3		5676.3	573	9.91		
	Total time	17.3	24.0	26.0	2.0	21.5	21.6	29.1	34.0	23.8	19.6	14.5		12078.1	573	21.08		
YEAR TO DATE TOTALS AND AVERAGES																		
	Total Number of Calls												6763.0					
	Total Number of Exceptions												0					
	Average Dispatch Response Time												16.79					
	Average Police Response Time												9.49					
	Average Total Time												26.28					

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		
January 2017	Number of Calls	13	0	1	0	5	7	2	0	0	4	2		34		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	280.6	0.0	1.0	0.0	34.2	8.0	5.0	0.0	0.0	15.5	2.0		3951.8	34	116.2
	Police Response Time	24.3	0.0	7.0	0.0	17.3	8.8	29.0	0.0	0.0	18.7	1.0		605.8	34	17.8
	Total time	304.9	0.0	8.0	0.0	51.5	16.8	34.0	0.0	0.0	34.2	3.0	0.0	4557.6	34	134.0
February 2017	Number of Calls	7	0	0	0	2	8	3	1	0	0	2		23		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	346.1	0.0	0.0	0.0	20.0	12.8	15.3	4.0	0.0	0.0	23.5		2662.0	23	115.7
	Police Response Time	21.6	0.0	0.0	0.0	25.0	9.0	20.7	11.0	0.0	0.0	5.5		357.3	23	15.5
	Total time	367.7	0.0	0.0	0.0	45.0	21.8	36.0	15.0	0.0	0.0	29.0	0.0	3019.3	23	131.3
March 2017	Number of Calls	11	1	0	0	6	7	3	1	1	2	6		38		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	198.0	115.0	0.0	0.0	13.5	30.3	17.0	9.0	33.0	1.0	3.7		2703.3	38	71.1
	Police Response Time	15.4	24.0	0.0	0.0	15.8	7.5	16.3	21.0	8.0	9.0	4.8		465.4	38	12.2
	Total time	213.4	139.0	0.0	0.0	29.3	37.8	33.3	30.0	41.0	10.0	8.5	0.0	3168.7	38	83.4
April 2017	Number of Calls	8	1	3	0	5	14	3	0	2	4	2		42		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	282.1	20.0	19.7	0.0	12.6	26.6	7.0	0.0	28.0	12.5	46.0		2990.3	42	71.2
	Police Response Time	16.1	2.0	12.0	0.0	20.3	13.9	11.0	0.0	11.5	18.0	5.5		601.9	42	14.3
	Total time	298.2	22.0	31.7	0.0	32.9	40.5	18.0	0.0	39.5	30.5	51.5	0.0	3592.2	42	85.5
May 2017	Number of Calls	10	0	3	0	17	13	4	0	7	6	7		67		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	211.7	0.0	29.3	0.0	19.1	17.0	3.3	0.0	28.0	12.3	13.4		3127.4	67	46.7
	Police Response Time	26.9	0.0	0.3	0.0	12.0	9.0	14.3	0.0	5.0	8.6	5.7		774.6	67	11.6
	Total time	238.6	0.0	29.6	0.0	31.1	26.0	17.6	0.0	33.0	20.9	19.1	0.0	3902.0	67	58.2
June 2017	Number of Calls	13	1	2	0	22	16	3	0	4	3	13		77		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	326.0	39.0	50.0	0.0	28.4	27.1	36.7	0.0	8.0	17.3	18.6		5871.2	77	76.2
	Police Response Time	33.0	23.0	7.0	0.0	9.0	7.2	19.5	0.0	5.0	13.0	5.6		969.5	77	12.6
	Total time	359.0	62.0	57.0	0.0	37.4	34.3	56.2	0.0	13.0	30.3	24.2	0.0	6840.7	77	88.8
July 2017	Number of Calls	6	3	5	0	30	18	9	1	4	3	22		101		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	163.8	19.3	61.2	0.0	33.8	38.3	26.4	1.0	102.8	11.7	24.2		4267.4	101	42.3
	Police Response Time	20.7	18.5	20.7	0.0	8.9	8.5	17.9	0.0	0.0	12.0	3.8		983.9	101	9.7
	Total time	184.5	37.8	81.9	0.0	42.7	46.8	44.3	1.0	102.8	23.7	28.0	0.0	5251.3	101	52.0

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		
August 2017	Number of Calls	19	1	0	0	6	7	3	0	2	4	4		46		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	307.2	18.0	0.0	0.0	32.7	4.0	1.0	0.0	2.5	6.8	37.0		6262.2	46	136.1
	Police Response Time	27.5	21.0	0.0	0.0	14.3	7.3	19.7	0.0	6.5	16.5	5.7		841.3	46	18.3
	Total time	334.7	39.0	0.0	0.0	47.0	11.3	20.7	0.0	9.0	23.3	42.7	0.0	7103.5	46	154.4
September 2017	Number of Calls	17	1	1	0	5	6	4	2	0	6	4		46		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	278.6	29.0	38.0	0.0	12.0	52.0	16.0	20.0	0.0	8.4	20.3		5410.8	46	117.6
	Police Response Time	26.6	44.0	0.0	0.0	9.2	4.5	17.0	9.0	0.0	11.0	14.5		779.2	46	16.9
	Total time	305.2	73.0	38.0	0.0	21.2	56.5	33.0	29.0	0.0	19.4	34.8	0.0	6190.0	46	134.6
October 2017	Number of Calls	15	0	2	0	5	15	6	0	0	5	4		52		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	247.2	0.0	0.5	0.0	35.4	19.9	14.0	0.0	0.0	17.2	12.3		4403.7	52	84.7
	Police Response Time	25.1	0.0	15.0	0.0	15.0	10.0	23.4	0.0	0.0	23.0	2.5		896.9	52	17.2
	Total time	272.3	0.0	15.5	0.0	50.4	29.9	37.4	0.0	0.0	40.2	14.8	0.0	5300.6	52	101.9
November 2017	Number of Calls	19	1	6	0	5	6	5	0	1	2	4		49		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	193.0	13.0	15.7	0.0	28.0	13.7	13.6	0.0	17.0	2.5	7.3		4115.6	49	84.0
	Police Response Time	30.7	16.0	5.3	0.0	9.5	21.2	9.3	0.0	5.0	13.5	6.5		910.3	49	18.6
	Total time	223.7	29.0	21.0	0.0	37.5	34.9	22.9	0.0	22.0	16.0	13.8	0.0	5025.9	49	102.6
YEAR TO DATE TOTALS AND AVERAGES																
														Total Number of Calls	575	
														Total Number of Exceptions	0.0	
														Average Dispatch Response Time	87.45	
														Average Police Response Time	14.99	
														Average Total Time	102.44	