



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council
FROM: Patrick Urich, City Manager *Patrick Urich*
DATE: November 9, 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.

PLEASE NOTE: City offices will be closed on Friday, November 10 in observance of Veterans Day.

Office of the Mayor and City Council

Special City Council Meeting Scheduled for Saturday, November 11. There will be a special council meeting on Saturday, November 11 at 8:30 am in room 404 of City Hall, 419 Fulton Street. The agenda may be found [HERE](#)

Pick Up Peoria—Monday Lunchtime Litter Pick Up



Lunchtime litter collection continues this Monday at noon, City Hall. Grabbers, vests, buckets will be provided.

Residential Yard Waste Collection Ending The Week Of Dec. 4

Leaf and yard waste collection from the City will be ending soon. The final week of yard waste collection will be Monday, Dec. 4 through Friday, Dec. 8. Yard Waste will be picked up at the curb **on your normal trash collection day**, and should consist of acceptable materials such as grass, leaves, tree limbs and/or brush. Yard Waste collection will resume on **Monday, April 2, 2018.**

A few reminders about yard waste preparation:

- Garbage cans must be marked “Yard Waste Only”
- City of Peoria roll out containers (35, 65 or 95 gallon) may also be used for yard waste, but must be marked accordingly
- **Personal** containers must be marked and should not exceed 45 gallons
- Limbs and brush must be in an approved container **OR** bundled not to exceed 5-feet in length weighing no more than 50 lbs.
- Paper yard waste bags may **not** exceed 30 lbs.
- Yard waste cannot be mixed with regular garbage

Any cans, bags or bundles which do not meet the above requirements will **not** be collected. PDC will **not** remove yard waste after the designated trash collection day the week of December 4th through December 8th.

For more information, please contact Peoria Disposal at (309) 674-5176, extension 1 or visit their website at www.pdcarea.com.

Economic Development—Shop Local and WIN!

Shop Local and Win!
Friday, November 24-Sunday, November 26

take a selfie!
#GrowPeoriaCounty

Win Gift Cards!

Paola won by visiting the Peoria Riverfront Museum!

Logos for participating businesses: Moon Dancer, lit. on fire used books, LANDMARK, Landmark, PEORIA RIVERFRONT MUSEUM, Bullpen, LUMBER ARTIFACTS, Tim's ACE Interiors, RABER PACKING CO., RESTORATION, and many more!

Shop local this holiday season! Post a selfie of you and your friends shopping November 24-26 at local stores within Peoria County with the #GrowPeoriaCounty and you'll be entered to win \$100 worth of gift cards from local businesses. For more information, contact Leslie McKnight, PhD at [309-494-8651](tel:309-494-8651) or lmcknight@peoriagov.org.

Public Works-North Hale Ave Road Closure

Please see the attached release.

Purchasing-Vendor/Contractor Roundup

On October 26, 2017, the Purchasing and Equal Opportunity Managers, hosted a “vendor/contractor roundup” at the Gateway Building. The managers discussed the City’s procurement process, current, and future bid opportunities. Program managers from the Community Development Department reviewed the opportunities available within the City’s rehabilitation programs. They were particularly interested in meeting minority contractors that could perform services such as roofing, HVAC and general construction. However, this effort was hindered by the low turnout of minority businesses.

The attendees were also introduced to the new Director of the Peoria Office of the Illinois Procurement Technical Assistance Center (PTAC) and were encouraged to contact her if they were interested in learning about doing business with the state and federal government.

Peoria Police Department—Veterans Day Parade

Saturday November 11th, 2017, Quiet Pride MC will sponsor the annual Veterans Day Parade. The parade is scheduled to begin at 10:00am. The parade route will proceed south on Monroe from Bryan to Main, left on Main to Adams, where it will disband at the WW II Memorial at the Courthouse Plaza. Floats will be parked on Hamilton between Jefferson and Adams during the memorial ceremony which will start at 11:00am.

Impacted intersections include (approximately 10:00am –12:00pm):

- Monroe & Wayne
- Monroe & Hancock
- Monroe & Bryan
- Monroe & Spalding
- Monroe & Fayette
- Monroe & Hamilton
- Monroe & Main
- Main & Madison
- Main & Jefferson
- Main & Adams
- Jefferson & Hamilton
- Adams & Hamilton
- Washington & Hamilton
- Bryan & Jefferson

If you will be traveling in the downtown area, please plan extra time to reach your destination and be cautious of increased pedestrian traffic.

Peoria Police Department-Police Scenario Training

Chief Jerry Mitchell hosted Simulated Police Scenario Training on Saturday, November 4. Invited were members of the community, as well as two councilpersons. The idea is to create realistic police scenarios (in a controlled environment with simunitions aka not real guns) while having the citizens act as police and police act as role players. The goal is to gain perspective into the split second decisions that must be made based on officer observations. The participants deemed the event a success and enjoyed being put

into the situations that our officers face as part of their daily work.



Peoria Public Schools –no update this week

Code Violation Cases

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

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

Development Review Board Agenda

Please see the attached agenda.

Emergency Communications Center Monthly Reports

Please see the attached reports

Housing Court Cases

Please see the attached court cases for November 14. Please note: there will be no housing court on

Issues Update
November 9, 2017

Nov. 21



DEPARTMENT OF PUBLIC WORKS
MEDIA RELEASE

Contact: Sie Maroon
Asst. Public Works Director
(309) 494-8850

FOR IMMEDIATE RELEASE
Date: November 8, 2017

MEDIA RELEASE
N. HALE AVENUE CLOSURE

MONDAY, NOVEMBER 13TH THROUGH FRIDAY, NOVEMBER 24TH

(Peoria) - Monday, November 13th, N. Hale Avenue will be closed beginning at 7:00 a.m. between W. MacTavish Road and W. Bird Boulevard for road repairs. The closure is expected to last approximately two weeks, until after Thanksgiving, weather permitting. The work will be performed by the City of Peoria.

Motorists are encouraged to use detoured routes as posted. For more information, contact Sie Maroon at 494-8850.

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DEVELOPMENT REVIEW BOARD AGENDA

Plans Distributed: November 8, 2017
Comments Due: November 15, 2017

Building/Projects this Week

17-1660	7600 N ACADEMIC DR 13-10-201-002	COMMERCIAL ALTERATIONS – CALT	Plumbing Remodel – Methodist College of Nursing – Council District 5 – BM/JN
17-1672	1017 W LAKE AVE 14-20-451-011	COMMERCIAL ALTERATIONS – CALT	Interior Remodel and Building Addition – Peoria Park District – Council District 3 – RM/ST
17-1682	4100 W WILLOW KNOLLS RD 13-12-302-003	COMMERCIAL ALTERATIONS – CALT	Exterior and Interior Remodel – Sam’s Club – Council District 5 – BD/JN
17-1687	7308 N UNIVERSITY 14-08-159-017	COMMERCIAL ALTERATIONS – CALT	Interior Remodel – Windsor Square Cooking School – DM/JN
PROJECT 17-194	3415 N SHERIDAN RD 14-29-428-002	PZ COMMISSION – SPECIAL USE	Amend Special Use, Building Expansion – Christian Buehler Memorial Home – Council District 2 – KS

Building Permits Issued

Commercial		Residential	
New Commercial	-	New Single-Family Dwelling	2
Commercial Alteration	4	Residential Addition	1
Commercial Demolition	-	Residential Demolition	1
Electrical	2	Electrical	3
HVAC	1	HVAC	-
Plumbing	2	Plumbing	4

Certificates of Occupancy Issued

Address/Location	Business Name	Date Issued	CD
401 SW Water Street, Suite 205, 207, 209	Securitas	11/01/2017	1
3663 N Meadowbrook Road	Uftring Auto Group	11/02/2017	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	\$ 62,736,228.00
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Peoria City/County Health Department

Address/Location	Business Name	Information Update	CD
2205 SW Washington Street	Dreams	Plan Review Received	1
4201 SW Adams Street	BBB’s	Plan Review Approved	1
1227 SW Adams Street	Casa De Arte	Plan Review Approved	1
319 Main Street	Azteca Mexican Restaurant	Plan Review Approved	1
1605 S Griswold Street	N/A	Cease and Desist Notice	1
1212 W Bradley Avenue	Pop Ups Gourmet Popcorn	Plan Review Received	2

	Council District 1	Council Districts 2	Council District 3	Council Districts 4 and 5
Planning Inspector	Leah Allison	Kimberly Smith	Shannon Techie	Josh Naven
Phone	494-8667	494-8612	494-8649	494-8657
E-mail	lallison@peoriagov.org	kismith@peoriagov.org	stechie@peoriagov.org	jnaven@peoriagov.org
Building Inspector	Scot Wolf	Chris Frank	Chris Frank	Bill Dodd
Phone	494-8628	494-8633	494-8633	494-8653
E-mail	swolf@peoriagov.org	cfrank@peoriagov.org	cfrank@peoriagov.org	wdodd@peoriagov.org
		Roberto Medina	Roberto Medina	Dan Moran
		494-8623	494-8623	494-8629
		rmedina@peoriagov.org	rmedina@peoriagov.org	dmoran@peoriagov.org

**Emergency
Communications
Center**



**Monthly Report
October 2017**

**Peoria
9-1-1**

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			20,692	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			69,407	89,797
Text To 9-1-1 Calls	30	36	12	21	20	21	28	21	22	16			227	
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	0	0	90,326	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			84,449	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			24,754	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	0	0	109,203	129,065
Volunteer Fire/EMS toll free calls	17	27	39	32	20	18	12	22	10	17			214	275
Peoria Fire Incoming Calls	457	445	496	566	590	623	704	793	673	588			5,935	7,563
TOTAL FIRE INCOMING CALLS	474	472	535	598	610	641	716	815	683	605	0	0	6,149	7,838
Operator Assist Calls/Alarm Calls	892	734	877	878	948	1,072	1,006	873	894	919			9,093	11,261
Ambulance Incoming Calls	281	245	237	255	242	257	260	259	240	267			2,543	3,157
ECC Supervisor Incoming Calls	601	593	602	614	640	612	611	556	639	660			6,128	8,488
Richwoods Dispatcher Incoming Calls	52	50	67	43	73	45	73	70	52	69			594	802
Downtown Dispatcher Incoming Calls	42	35	40	37	50	38	44	43	59	48			436	548
Prep 2 Dispatcher Incoming Calls	557	535	679	658	717	580	662	694	619	633			6,334	7,473
C-MED Dispatcher Incoming Calls	32	39	41	38	35	27	22	33	18	25			310	388
County Sheriff Dispatcher Incoming Calls	29	32	46	48	40	33	50	39	49	30			396	540
Fire Dispatcher Incoming Calls	57	52	67	74	65	89	87	62	90	83			726	898
OverFlow Dispatcher Incoming Calls	9	4	5	9	6	7	8	4	6	5			63	186
Call Taker Incoming Calls	1	0	9	1	0	0	0	3	0	0			14	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	0	0	15,001	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			53,116	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			85,884	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			24,248	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	0	0	110,132	131,011
Air National Guard Fire Dispatches	2	5	6	5	5	7	1	1	4	5			41	44
Akron-Princeville Fire Dispatches	18	16	21	22	17	19	17	17	22	18			187	228
Brimfield Fire Dispatches	32	31	34	34	42	27	31	24	37	35			327	412
Dunlap Fire Dispatches	28	35	25	26	37	29	36	35	28	57			336	409
Elmwood Fire Dispatches	11	14	13	8	9	10	13	8	8	9			103	123
Limestone Fire Dispatches	139	98	101	119	122	137	127	118	101	156			1,218	1,383
Logan-Trivoli Fire Dispatches	28	31	52	32	35	31	38	27	38	33			345	391
Peoria Fire Dispatches	1,630	1,497	1,518	1,578	1,618	1,607	1,728	1,770	1,668	1,713			16,327	19,736
Timber-Hollis Fire Dispatches	29	28	19	15	41	19	23	26	34	18			252	307
Tuscarora Fire Dispatches	1	3	7	5	8	2	4	7	3	2			42	37
West Peoria Fire Dispatches	52	39	41	55	56	57	52	49	48	48			497	546
MABAS Fire Calls	0	3	8	7	8	5	5	3	6	3			48	30
TOTAL FIRE DISPATCHES	1,970	1,800	1,845	1,906	1,998	1,950	2,075	2,085	1,997	2,097	0	0	19,723	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			14,257	15,094
APA Ambulance Dispatches	15	11	13	17	10	12	12	15	20	19			144	195
BYE Ambulance Dispatches	51	38	50	46	43	48	39	34	56	53			458	541
TOTAL AMBULANCE DISPATCHES	1,402	1,366	1,437	1,498	1,457	1,487	1,481	1,593	1,568	1,570	0	0	14,859	14,682
Peoria County Coroner Incoming Calls	217	222	240	201	209	166	217	195	224	202			2,093	2,158
Community Messaging System Call-outs	12	15	17	10	37	13	12	18	8	11			153	185
Telephone Trouble Reports Completed	3	0	0	0	1	0	0	2	0	1			7	4
ETSB Equipment Trouble Reported	3	1	2	2	3	0	0	0	2	1			14	38
Citizen Concerns	1	0	0	1	2	2	2	2	0	1			11	12
CD Requests from State's Attorney's Office	9	30	15	25	17	30	20	26	26	17			215	138
CD Requests from FOI / Subpoena	1	0	0	3	2	2	5	1	3	4			21	57
CD Requests from Inner Departmental	8	7	15	4	4	5	6	3	14	5			71	63
Total Number of CD Requests	18	37	30	32	23	37	31	30	43	26	0	0	307	258
ILEAS Call Outs	0	0	0	0	0	0	0	0	0	0			0	1
JULIE Dig	53	31	37	53	38	41	66	53	65	67			504	542

Yearly Summary

	Number of Calls	Dispatch Response Time	Police Response Time	Total Time	
PEORIA POLICE					
Urgent	28645	2.35	3.99	6.27	
Routine	27690	23.91	6.11	30.02	
Backlog	1897	36.95	22.19	59.14	
PEORIA COUNTY SHERIFF					
Urgent	4303	2.62	10.22	10.22	
Routine	6190	17.35	9.45	26.80	
Backlog	526	87.79	14.63	102.42	
	Number of Calls	Dispatch Response Time	Fire Response Time	Total Time	Average Turnout Time
PEORIA FIRE	17910	0.90	4.20	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	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	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	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	5	128	118	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		
YEAR TO DATE TOTALS AND AVERAGES																						
Total Number of Calls																					28645.0	
Total Number of Exceptions																					0.0	
Average Dispatch Response Time																					2.35	
Average Police Response Time																					3.99	
Average Total Time																					6.27	

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	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	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	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	161	423	334	225	139	125	224	2	183	156	3277			(total min/total calls)
	Exceptions																		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	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	91	219	7	144	152	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		
YEAR TO DATE TOTALS AND AVERAGES																						
Total Number of Calls									27690													
Total Number of Exceptions									0													
Average Dispatch Response Time									23.91													
Average Police Response Time									6.11													
Average Total Time									30.02													

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	
YEAR TO DATE TOTALS AND AVERAGES																						
																Total Number of Calls			1897			
																Total Number of Exceptions			0.0			
																Average Dispatch Response Time			36.95			
																Average Police Response Time			22.19			
																Average Total Time			59.14			

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	Total Minutes	Calls	Average
		100-199	200-299	400-499	1200-1299	300-399	1000-1099	1100-1199	1300-1399	1500-1599	1600-1699	1900-1999	2000-2099				
August 2017	Number of Calls	320	131	247	84	155	166	129	229	43	144	84	26	1758			(total min/total calls)
	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			(total min/total calls)
	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			(total min/total calls)
	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			(total min/total calls)
	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	
YEAR TO DATE TOTALS AND AVERAGES																	
												Total Number of Calls	17910				
												Average Dispatch Response Time	0.90				
												Average Fire Response Time	4.20				
												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			1.43
E1	1.4	1.4	1.4	1.3	1.3	1.3	1.5	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			1.34
T1	1.7	1.6	1.4	1.4	1.6	1.5	1.8	1.6	1.5	1.7			1.58
E10	1.4	1.4	1.4	1.3	1.3	1.4	1.4	1.2	1.2	1.3			1.33
E12	1.5	1.5	1.5	1.4	1.6	1.6	1.6	1.7	1.5	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			1.30
T14	1.5	1.5	1.5	1.5	1.6	1.4	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			1.56
E16	1.4	1.5	1.4	1.4	1.3	1.4	1.4	1.4	1.3	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			1.45
E2	1.4	1.5	1.5	1.6	1.5	1.6	1.6	1.5	1.4	1.4			1.50
R2	1.5	1.3	1.4	1.3	1.3	1.4	1.4	1.3	1.3	1.3			1.35
E20	1.6	1.5	1.6	1.7	1.5	1.5	1.6	1.5	1.5	1.5			1.55
B3	1.4	1.4	1.5	1.4	1.5	1.4	1.6	1.5	1.6	1.5			1.48
E3	1.3	1.3	1.3	1.2	1.3	1.4	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			1.44
E4	1.4	1.4	1.5	1.3	1.4	1.5	1.5	1.5	1.5	1.6			1.46
T4	1.3	1.6	1.1	1.2	1.1	1.2	1.2	1.1	1.1	1.2			1.21
												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			
														Total Minutes	Calls	Average	
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	
September 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	
YEAR TO DATE TOTALS AND AVERAGES																	
												Total Number of Calls			4303.0		
												Total Number of Exceptions			0.0		
												Average Dispatch Response Time			2.62		
												Average Police Response Time			7.59		
												Average Total Time			10.22		

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														
January 2017	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	58	6	5	4	114	148	31	8	23	42	106		545			
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	33	5	3	0	68	146	44	11	20	38	83		451			
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	38	7	8	2	84	176	42	11	29	35	92		524			
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	48	9	11	3	121	183	52	13	34	35	115		624			
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	46	8	12	6	139	201	70	11	51	68	120		732			
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	46	11	9	5	132	200	74	18	30	47	118		690			
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	42	6	13	6	140	156	81	14	35	45	117		655			
	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

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			
August 2017	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	41	9	4	4	121	182	50	11	42	61	137		662			(total min/total calls)
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	32	10	8	4	119	172	63	19	38	55	125		645			(total min/total calls)
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	57	5	7	6	139	184	65	14	32	62	91		662			(total min/total calls)
	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		
YEAR TO DATE TOTALS AND AVERAGES																	
													Total Number of Calls	6190.0			
													Total Number of Exceptions	0			
													Average Dispatch Response Time	17.35			
													Average Police Response Time	9.45			
													Average Total Time	26.80			

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
YEAR TO DATE TOTALS AND AVERAGES																
	Total Number of Calls												526			
	Total Number of Exceptions												0.0			
	Average Dispatch Response Time												87.79			
	Average Police Response Time												14.63			
	Average Total Time												102.42			

			HOUSING COURT 11/14/17	70 CASES				
BD	C	9:00 AM	BRE/ESA PROPERTIES	HC-17-973	BRANDYWINE 4306	14-Nov-17	FIRST APPEARANCE	
BD	NO	9:00 AM	AU MANAGEMENT SOLUTIONS	HC-17-774	LAKE 2726 W	14-Nov-17	REVIEW	
BD	C	9:00 AM	PRAIRIE PLAINS LLC	HC-17-944	SCRIMSHAW 8914	14-Nov-17	REVIEW	
BD	C	9:00 AM	PRAIRIE PLAINS LLC	HC-17-945	SCRIMSHAW 8926	14-Nov-17	REVIEW	
BM	C	9:00 AM	QUINTERO JUAN	HC-17-831	ADAMS 3206 NE	14-Nov-17	REVIEW	
DG	NO	9:00 AM	NATIONSTAR	HC-17-244	ANDOVER 5814	14-Nov-17	REVIEW	
DG	NO	9:00 AM	COHEN, LESLIE & MELISSA	HC-17-028	HIGH POINT 0551 E	14-Nov-17	REVIEW	
DG	O	9:00 AM	LYONS LULA	HC-17-981	KNOLL CREST 635	14-Nov-17	FIRST APPEARANCE	
DG	C	9:00 AM	RASHID FLOYD/JANELLE	HC-17-591	KNOXVILLE 7417	14-Nov-17	REVIEW	
DM	C	9:00 AM	FOX HILLS INVESTMENTS	HC-16-866	MAIN 0633	14-Nov-17	REVIEW/DEFAULT PEND \$4200	
DM	O	9:00 AM	WILLIMAN, BRUCE & SUSAN	HC-16-1441	SHERIDAN 1929 N	14-Nov-17	REVIEW/DEFAULT PEND \$3500	
LA	NO	9:00 AM	MARIZETTS TANISHA	HC-17-733	GARDEN 1923	14-Nov-17	REVIEW/DEFAULT PEND \$1500	
LA	NO	9:00 AM	RENFRO	HC-17-397	GARDEN 2211	14-Nov-17	REVIEW/DEFAULT PEND \$300	
LA	NO	9:00 AM	FORD ADAM/SHAWNA	HC-17-971	LINCOLN 1915	14-Nov-17	FIRST APPEARANCE	
LA	NO	9:00 AM	BELLEMEY KATHY	HC-17-970	MARTIN 1913	14-Nov-17	FIRST APPEARANCE	
LA	O	9:00 AM	DIAZ/MUNGUIA	HC-17-431	MILLMAN 1510 W	14-Nov-17	REVIEW	
LE	NO	9:00 AM	GILKESSON, FLORENCE	HC-16-1634	ADRIAN HINTON 0909 W	14-Nov-17	REVIEW	
LE	O	9:00 AM	BOLLMAN DALE/BARBARA	HC-17-546	GLEN OAK 1134 NE	14-Nov-17	REVIEW	
LE	O	9:00 AM	DAVISON ROBERT / PEGGY	HC-11-248	MOSS 1401 W	14-Nov-17	REVIEW (DEF PEND)	
NR	NO	9:00 AM	CONSOLIDATED PROPERTIES	HC-17-914	BEHREND 0806 E	14-Nov-17	REVIEW	
NR	NO	9:00 AM	DANZ WARREN	HC-17-749	BRADLEY 1720	14-Nov-17	REVIEW	
NR	NO	9:00 AM	NOLAN, DILLON	HC-17-535	EUREKA 0520	14-Nov-17	REVIEW	
NR	NO	9:00 AM	JONES, LINDA	HC-17-646	GLENDALE 1030 NE	14-Nov-17	REVIEW	
NR	NO	9:00 AM	ILLINI PROPERTY GROUP LLC	HC-17-979	GLENDALE 1505 NE	14-Nov-17	FIRST APPEARANCE	
NR	NO	9:00 AM	PULLEY JOHN	HC-17-980	GLENDALE 1507 NE	14-Nov-17	FIRST APPEARANCE	
NR	NO	9:00 AM	DANZ WARREN	HC-17-736	KNOXVILLE 5207	14-Nov-17	REVIEW	
NR	NO	9:00 AM	MARTINEZ, ANA & LEONARDO	HC-16-1372	LASALLE 0716 E	14-Nov-17	REVIEW	
NR	NO	9:00 AM	CRISS DOROTHY	HC-17-977	MADISON 1011 NE	14-Nov-17	FIRST APPEARANCE	
NR	NO	9:00 AM	STEPHENS RANDY/VALERIE	HC-17-978	MADISON 1408 NE	14-Nov-17	FIRST APPEARANCE	
NR	NO	9:00 AM	TODD MATTHEW/KIMBERLY	HC-17-972	MADISON 3025 NE	14-Nov-17	FIRST APPEARANCE	
NR	NO	9:00 AM	ELDERZI GEORGE/MARIE	HC-17-879	MAIN 1419 W	14-Nov-17	REVIEW	
NR	O	9:00 AM	VECCO, GERALD	HC-16-1491	MOSS 0724 W	14-Nov-17	REVIEW	
NR	O	9:00 AM	ALEXANDER ANTUAN	HC-17-321	PERRY 1312 NE	14-Nov-17	REVIEW	
NR	O	9:00 AM	MORENO, SILVIA & EUSEBIA	HC-16-1301	PHelps 0602	14-Nov-17	REVIEW	
NR	O	9:00 AM	CASSIDY BERNADINE	HC-17-694	REPUBLIC 0717 E	14-Nov-17	REVIEW	
NR	O	9:00 AM	EDWARD P. MULLANE III TRUST	HC-17-673	WILLOW 925 W	14-Nov-17	REVIEW	

PM	O	9:00 AM	JOHNSON CARL	HC-17-975	BESTOR 1708	14-Nov-17	FIRST APPEARANCE	
PM	NO	9:00 AM	PEORIA 45	HC-17-976	BRONS 0929	14-Nov-17	FIRST APPEARANCE	
PM	NO	9:00 AM	WITT, DANIEL	HC-17-810	BRONS 1016 W	14-Nov-17	REVIEW	
PM	O	9:00 AM	MENDEZ ALEJANDRO	HC-17-848	CASHMAN 2216	14-Nov-17	REVIEW	
PM	NO	9:00 AM	MOORE GARRY	HC-17-863	CENTRAL 2321	14-Nov-17	REVIEW	
PM	O	9:00 AM	DOROTHY JOHNSON ESTATE	HC-17-920	CIRCLE 1511	14-Nov-17	REVIEW	
PM	NO	9:00 AM	ADELL VONNIE/ROBERT	HC-17-974	DOUGLAS 1613	14-Nov-17	FIRST APPEARANCE	
PM	O	9:00 AM	CARLSTEN RICHARD/MARY	HC-17-852	GILBERT 2113	14-Nov-17	REVIEW	
PM	NO	9:00 AM	ZERBONIA DANIEL	HC-17-854	GLEN 2020	14-Nov-17	REVIEW	
PM	O	9:00 AM	PERRIN ESTATE	HC-17-853	JEFFERSON 1905 NE	14-Nov-17	REVIEW	
PM	O	9:00 AM	STONE, JOY	HC-17-820	KANSAS 2702 W	14-Nov-17	REVIEW	
PM	O	9:00 AM	MORRIS, ANDRE'IC & DAVINA	HC-17-647	LINN 2002 N	14-Nov-17	REVIEW	
PM	NO	9:00 AM	CONSOLIDATED PROPERTIES	HC-17-818	LOUCKS 718 W	14-Nov-17	REVIEW	
PM	NO	9:00 AM	MEIER JERRY/DEBORAH	HC-17-935	MACQUEEN 0815	14-Nov-17	REVIEW	
PM	NO	9:00 AM	DITECH FINANCIAL	HC-17-870	MAYWOOD 0603 E	14-Nov-17	REVIEW	
PM	NO	9:00 AM	SCHUMACHER DALE	HC-17-875	MCCLURE 1008 W	14-Nov-17	REVIEW	
PM	NO	9:00 AM	COHEN JEFF	HC-17-922	MCCLURE 1018 W	14-Nov-17	REVIEW	
PM	O	9:00 AM	CAIN MARTIN	HC-17-851	MISSION 2932	14-Nov-17	REVIEW	
PM	NO	9:00 AM	KINGDOM FIRST PROP	HC-17-969	RICE 1108	14-Nov-17	FIRST APPEARANCE	
PM	NO	9:00 AM	WELLS FARGO	HC-17-726	SHERIDAN 5110 N	14-Nov-17	SERVE NEW	
PM	O	9:00 AM	HARRIS SARAH	HC-17-877	SHERWOOD 3126	14-Nov-17	REVIEW	
PM	NO	9:00 AM	COTTEN REAL ESTATE	HC-17-564	THRUSH 0312 E	14-Nov-17	REVIEW	
PM	NO	9:00 AM	RAND/GOMEZ	HC-17-823	THRUSH 0719 W	14-Nov-17	REVIEW	
PM	NO	9:00 AM	HEARTLAND SEED	HC-17-825	THRUSH 0814 W	14-Nov-17	REVIEW	
PM	O	9:00 AM	ROSE, KEVIN & LINDA	HC-17-018	THRUSH 1003 W	14-Nov-17	REVIEW/DEFAULT PEND \$500	
PM	NO	9:00 AM	MACK RAMONA/KEITH	HC-17-630	VICTORIA 2708	14-Nov-17	REVIEW	
RM	C	9:00 AM	PETERSEN KELLY	HC-17-302	ADAMS 0724 SW	14-Nov-17	REVIEW/VAC DEFAULT \$16,800	
RM	C	9:00 AM	CPO GROUP	HC-17-712	MAIN 0741 W	14-Nov-17	REVIEW/DEFAULT PEND \$500	
RM	C	9:00 AM	KICKAPOO CORP	HC-17-899	MCCLURE 1214 E	14-Nov-17	REVIEW	
RM	C	9:00 AM	UNES LEONARD/EILEEN	HC-17-821	PERRY 1224 NE	14-Nov-17	REVIEW	
SCA	O	9:00 AM	GRAY/PARROTT	HC-16-1227	LYDIA 1539 S	14-Nov-17	REHEARING/DEFAULT \$500	
SCA	NO	9:00 AM	DAVIS, CASSANDRA	HC-17-762	MACQUEEN 716 W	14-Nov-17	REVIEW	
SCA	NO	9:00 AM	CONSOLIDATED PROPERTIES	HC-17-961	RICHMOND 0211	14-Nov-17	REVIEW	
SW	C	9:00 AM	LEDBETTER LYLE	HC-17-859	ADAMS 3026 SW	14-Nov-17	REVIEW	
SW	NO	9:00 AM	TCF INDUSTRIES INC.	HC-17-724	JEFFERSON 1200 SW	14-Nov-17	REVIEW	