



**OFFICE OF THE CITY MANAGER**



**TO:** Honorable Mayor and Members of the City Council  
**FROM:** Patrick Urich, City Manager *Patrick Urich*  
**DATE:** October 12, 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.

**Office of the Mayor and City Council**

There will be a budget policy session in Room 400 of City Hall on Tuesday, October 31 at 6 pm. For any information pertaining to budget discussion, including handouts and presentations, please visit:

<http://www.peoriagov.org/finance-department/2016-budget-information/>

**Pick Up Peoria—Monday Lunchtime Litter Pick Up**



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

**Community Development-City of Peoria Paint Program Deadline Monday, October 16**

The 2017 City of Peoria Community Development Department will officially close the Paint Program on Monday, October 16 2017. Residents interested in applying will have until 5:00 p.m. on October 16<sup>th</sup> to apply. For more information or an application, please visit <http://appreciatepeoria.com/opportunities/>

A list of program requirements are below.

**Homeowner Guidelines**

- The City will only provide paint. The homeowner must provide labor, painting materials and other items to complete the project.
- In order to ensure a reasonable degree of quality, prep work is required. The homeowner is responsible for completing this work prior to painting. City staff are available to provide guidance and feedback in regards to prep work. Vouchers will not be issued until prep work is completed.

### **Financial Guidelines**

- Residents who are at 80% or below median income can participate in the program.

### **Property Guidelines**

- Property must be single family residential.
- Property taxes must be current.
- Property must be owner occupied. (No rental or contract for deed properties.)
- Property must be insured. Homeowner is responsible for providing proof of current homeowner's insurance.
- Property must be clear of all environmental violations

For more information, please contact Terence Acquah, Neighborhood Enhancement Coordinator, at (309) 494-8940 or [tacquah@peoriagov.org](mailto:tacquah@peoriagov.org).

### **Community Development-Regional Neighborhood Networking Conference 2017**



The 2017 Regional Neighborhood Networking Conference was held in Evansville, Indiana. Councilman Eric Turner and four Community Development Department staff members were joined by over 20 community members from the City of Peoria who attended the conference to learn about neighborhoods programs and other best practices of communities across the Midwest. Staff members that attended the conference included Code Enforcement Inspector Glenda Williams, Neighborhood Enhancement

Coordinator Terence Acquah, Code Enforcement Supervisor Ashley Elias and Assistant Community Development Director Joe Dulin. Terence Acquah, Ashley Elias and Joe Dulin were asked to present at the conference regarding the City of Peoria's Great Neighbor Appreciation Week and other successful neighborhood programs. The class was attended by over 30 individuals from cities across the

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Midwest. For more information on the Community Development Department programs, please visit [AppreciatePeoria.com](http://AppreciatePeoria.com).

Please see the attached pdf for more information.

### **Community Development--2017 Neighborhood Banquet Tickets Are Available**



Hosted by the Community Development Department, please come join us for an evening of music, food, and fun to celebrate the accomplishments of neighborhood associations, community advocates, and the community at large!

Purchase tickets [HERE](#)

Tickets may also be purchased at City Hall, 419 Fulton Street, Room 307, Peoria, Illinois 61602. Tickets are available until October 25th.

Where: Peoria Civic Center, 201 SW Jefferson Avenue, Room 400, Peoria, Illinois 61602

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When: Wednesday, November 1, 2017

Time: 6:00 PM - 8:30 PM

Free parking will be available. Please see the attached invitation for more details. For more information, please call Dakota Reed at (309) 494-8634.

### **Purchasing Department—Vendor/Contractor Roundup**

The City of Peoria is seeking qualified vendors/contractors to become suppliers of goods and services it needs. It is especially interested in identifying minority and woman owned businesses that can provide the following services.

- Plumbing
- Heating Ventilation/Air Conditioning
- Roofing
- Residential Electrical
- Concrete
- General Construction

To learn more about becoming a qualified vendor/contractor attend roundup on **Thursday, October 26, 2017**. The event will be held at the Gateway Building, 200 NE Water Street, Peoria, IL from 2:00 to 5:00 p.m.

Register on-line at <https://peoria-vendor-roundup.eventbrite.com> .

For more information, contact Chris Switzer, Purchasing Manager at 309 494 8507 or [cswitzer@peoriagov.org](mailto:cswitzer@peoriagov.org). Refreshments will be served.

### **Peoria Police Department**

Please see the attached releases regarding:

- Runaway Lyric Brown
- Missing Person Alexis Scott
- East Bluff Sunrise Run 5K

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

If you have not driven past the Peoria Public Schools Administration Building lately, I encourage you to do so soon. This week, prior to the Board of Education meeting, we unveiled a 10-foot by 20-foot vinyl mural which is installed on the front of the building. The colorful, energetic mural is the work of 25 Sterling

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Middle School students, led by art teacher Jack Clifford. The mural project was proposed by local arts advocates Doug and Eileen Leunig and coordinated by Peoria Public Schools Foundation president Cindy Morris.

Clifford's students – 7<sup>th</sup> and 8<sup>th</sup> graders and students from the Deaf and Hard of Hearing (DHH) program – have been working on the mural since September. Each student proposed ideas for the mural and then worked together to create the final design. The students took turns painting the mural and some students worked on the mural after school to finish it.



Participating in the creation and installation of a public art project such as this is a wonderful and rare opportunity for students, but it is one that we hope to replicate at every Peoria Public School building. The cost of the mural, less than \$1,000, is extraordinarily reasonable considering the impact it makes, by beautifying our buildings and their neighborhoods, and by giving Peoria Public School students the chance to showcase their skills.

If you, your business or your civic organization would like information on how you can be involved in the Peoria

Public Schools Mural Project, please call PPS Foundation president Cindy Morris at 309-713-3608.

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>

### **Development Review Board Agenda**

Please see the attached agenda.

Issues Update  
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**ECC Monthly Reports**

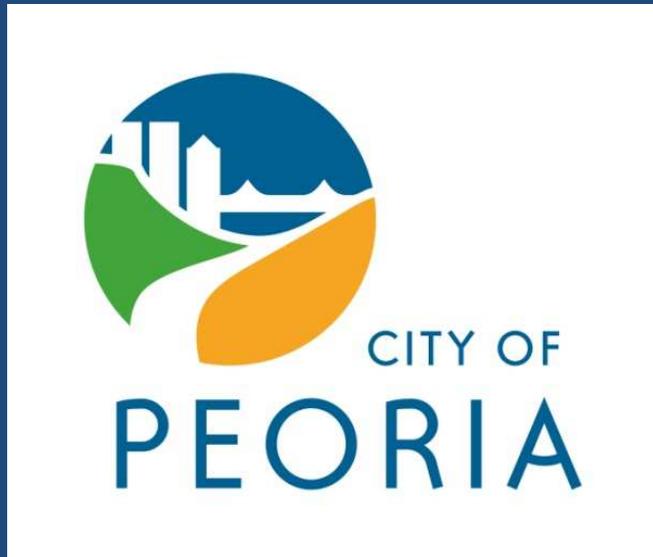
Please see the attached agenda.

**Housing Court Cases**

Please see the attached court cases for October 17.

**Peoria Cares Monthly Reports**

Please see the attached agenda



# Great Neighbor Appreciation Week: Celebrating Residents to Foster a Stronger Community

**Terence Acquah - Neighborhood Enhancement Coordinator – City of Peoria, IL**

**Ashley Elias - Code Enforcement Inspector – City of Peoria, IL**

**Joe Dulin - Assistant Community Development Director – City of Peoria, IL**

# Origins of G.N.A.W.

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- ▶ Social Media, Email and the Internet has taken a toll on neighborhood meetings and interaction.
- ▶ More rental property means less time to get to know your neighbors - transient population.
- ▶ Focus too much on the negative. Citations, Housing Cases, Demolitions, Crime, etc.
- ▶ Code Enforcement has a perception issue.

# Origins of G.N.A.W.

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*“I got up this morning, was heading out and I saw a card hanging on my front door and it was from Ashley Elias, telling me that the City of Peoria appreciates how I maintain my yard... and I just wanna say that there are days when you need a compliment and you’re not expecting one from anyone and I got that from you today. I love my yard and I do my best to try to keep it up and I just want you to know I appreciate that someone recognized that and it meant the world to me to get that card on the door this morning. Thank you again and God Bless.” – City of Peoria Resident*

# Background Info on G.N.A.W

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- Created in 2016
- Week-long celebration that recognizes the contributions, big or small, that great neighbors have given to the City of Peoria
- Different event for each day
- Annual event going forward
- Managed by the Community Development Department

# Promoting G.N.A.W.

## Litter cleanup for 'Great Neighbor Appreciation Week'

Volunteers from Peoria's Community Development Department spread out along West Nebraska Avenue between University and Wisconsin Avenues filling bags with litter in celebration of "Great Neighbor Appreciation Week" on July 14, 2017 in Peoria.



BOY PHOTO  
MATT DAYHOFF/JOURNAL STAR Raven Fuller, neighborhood enhancement coordinator for the City of Peoria, picks up litter along West Nebraska Ave. just west of North Sheridan Rd. as part of a cleanup effort Friday, July 14, 2017 celebrating "Great Neighbor Appreciation Week." Volunteers from the city's Community Development Department spread out along Nebraska between University and Wisconsin filling bags with garbage.

## Great Neighbor Appreciation Week 2017

By: Taylor Mickelberry  
Posted: Jul 06, 2017 08:49 AM CDT  
Updated: Jul 06, 2017 08:48 AM CDT



One News Page  
"Probably the fastest-access news portal in the world"

HOME WORLD SPORTS POLITICS BUSINESS PEOPLE  
Top Stories Video Live TV new Staff Stories Most Popular Front Page News

One News Page > News Videos > Great Neighbor Appreciation  
Facebook Page

### Great Neighbor Appreciation

PEOPLE  
Martin Landau  
Donald Trump  
Roger Federer  
O. J. Simpson  
Ann Coulter

CURRENT TOPICS  
Ezekiel Elliott  
Game Of Thrones  
Minneapolis  
Delta Fires

SPOTLIGHT  
Live TV

Published: about a year ago

## Latest Events...

JULY, 2017

10-15 GREAT NEIGHBOR APPRECIATION WEEK

10 FAMILY FLICKS AT GLEN OAK AMPHITHEATRE

11 CITY COUNCIL PROCLAMATION

## Latest News...



### Riverfront Market

To cap off Great Neighbor Appreciation Week, the Community Development team participated in the Riverfront Market on Saturday, July 15th.



### Litter Cleanup Campaign 7/14/17

Community Development staff, along with helpful residents, took time out of their busy Friday morning schedules to sweep the streets of any and all litter.



### Code Encouragement Door Hangers

The Community Development Department took an opportunity to step away from "Code Enforcement" and instead offered "Code Encouragement" around the community.

# Social Media

- Using social media as a tool to promote G.N.A.W has proved to be extremely effective and an easy way for people to share with us their photos and videos from the events
  - Facebook
  - Twitter
  - NextDoor
  - #AppreciatePeoria





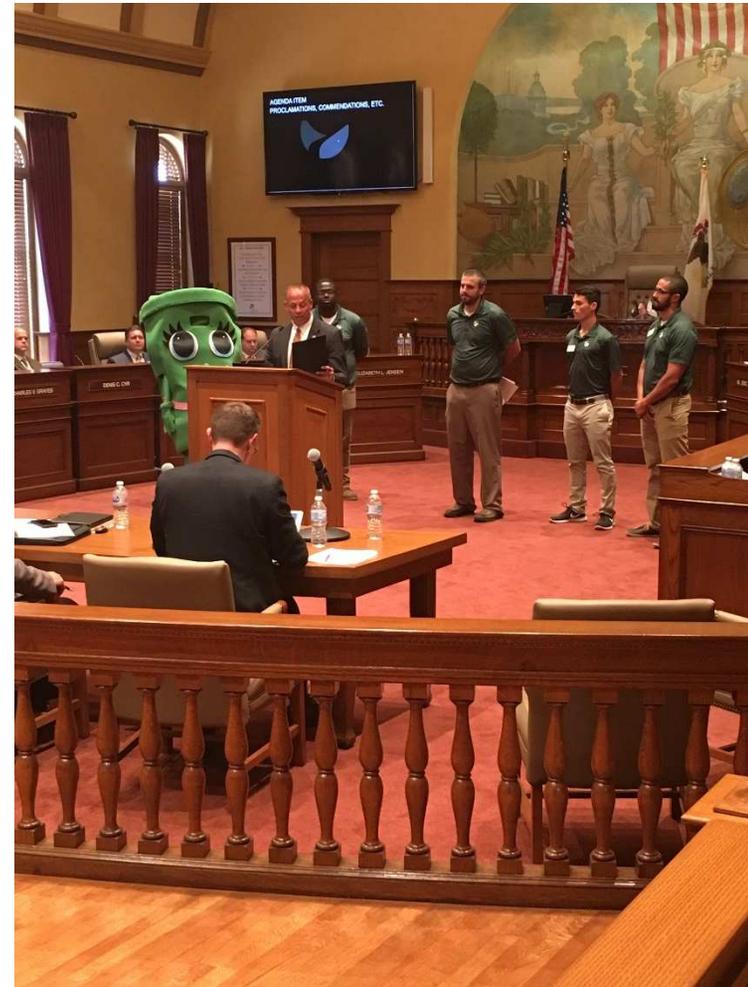
# What Are the Events?

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- Events have included:
  - City Council Proclamation
  - Launched Postcard Project
  - Coffee with Code
  - Litter Cleanups
  - Riverfront Farmer's Market
  - Code Encouragement
  - Increased Educational Awareness
  - Peoria Chiefs Baseball Game
  - Movie Night
  - Community Art Project
  - Good Neighbor Workshop

# Proclamation

- A proclamation is made by the Mayor during the City Council meeting, declaring the start of Great Neighbor Appreciation Week. Following the Mayor's proclamation and a few words from a member of the Community Development team, Councilmembers and the public in attendance get the first look at the G.N.A.W. video.





# G.N.A.W. 2017 Video

<https://www.youtube.com/watch?v=UAyJZGQo-E>

# 2017 Postcard Project

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- How it works
  - Residents are given Appreciate Peoria postcards and can draw/color on one side and briefly write why they appreciate Peoria on the other
  - The postcards are then sent out to random addresses across the city
- The purpose:
  - The goal of this project is to spread the love of Peoria around to different neighborhoods by showing that appreciation of our city comes from everyone that calls this place home

# 2017 Postcard Project

- Who participates?
  - Assisted Living Centers
  - Youth Groups
  - Neighborhood Associations
  - Schools
  - Summer Camps
  - Community Centers
  - City Hall Employees & Families
- Another great way to collect postcards was through G.N.A.W events, such as the Riverfront Market



# Coffee with Code



Coffee with Code is a casual conversation between residents and Community Development staff regarding the ins and outs of Code Enforcement and neighborhood development. This is an opportunity for residents to speak directly with their area Code Inspector and share any comments, concerns, or suggestions.

# Litter Pickup



# Riverfront Market



# Code Encouragement

- Good Job Door Hangers



# Educational Awareness

- Residential Property Maintenance
- Commercial Property Maintenance
- Tenant Education
- Proper Garbage Disposal
- Pest Control/Prevention



# Peoria Chiefs Baseball Game



Scheduled for July 13, 2016:  
**Game was rained out**

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Activities were to include:

- First pitch thrown by Raven the Recycler
- G.N.A.W. video between innings
- Games on the concourse
- Information table

# Movie Night

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Scheduled for July 10, 2017: **Rained out**

- To kick off Great Neighbor Appreciation Week 2017, a free showing of “Finding Dory” was scheduled. This family-fun event was a chance for friends and families to enjoy the summer night watching a film outside. However, severe thunderstorms forced the venue to cancel the event.



# Community Art Project



# Good Neighbor Workshop

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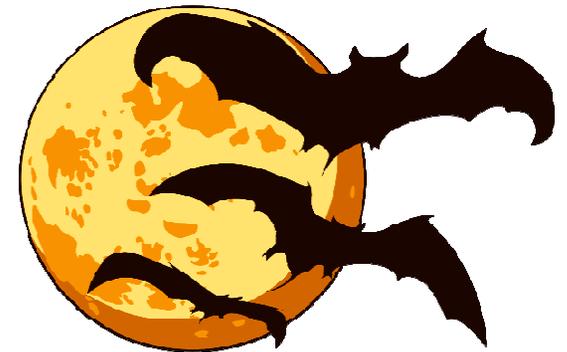
This workshop provided the opportunity for residents to connect with others and exchange ideas about what their neighborhoods are doing, as well as brainstorm new programs and initiatives with City staff members.



**What are some of the other major things we are doing to improve neighborhoods in the City of Peoria?**

# Trash or Treat

Community event that encourages picking up litter (in costume) off the streets to ensure that our community is litter-free on Halloween night. In 2017, the Community Development Department teamed up with Bradley University's Communications Department, that brought over 120 students to three different areas of the city. At each location, students were split up into groups of 5-6 with 1 staff volunteer and were assigned to a specific 8-10 block area. Students, mostly Freshmen, were also treated to a 90-minute bus tour of Peoria, which gave them a better view of the city, *off campus*. At the end of the cleanup, students and community volunteers were treated with candy for their service.



# 100 Blocks in 100 Days

Over a 100 day period from March to early June, each Code Enforcement Inspector walked door-to-door in the neighborhoods they serve, introducing themselves to the residents of the neighborhoods of Peoria. The Inspectors passed out educational flyers regarding residential property maintenance, Peoria Cares, and proper waste disposal. We want residents to understand that Code Enforcement is more than just writing tickets and telling people what they can't do, it is about maintaining property value, increasing public safety, and protecting quality of life issues.



# Tenant Education

The seminar provided an opportunity for residents to gain a better understanding of their rights and responsibilities as a tenant. City staff reviewed common misconceptions of property maintenance codes and went over frequently asked questions on the renting process in the City of Peoria. In addition to city staff, two local not-for-profits were on hand to discuss tenants legal rights and ways to improve financial literacy for those who rent.



# Community Engagement



St. Patrick's Day Parade



Home Show 2017



Christmas at the Mall



Kids Fest 2017

# Improved Code Enforcement

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- **Monthly sweep program – tires, alleys, major corridors, PW coordination**
- **Changed Abate notice to be more neighborhood friendly**
  - **Changed from sticky adhesive to door hanger**
  - **Changed from bright orange to light blue**
  - **Changed wording**
  - **Added Spanish version**
- **Created Property Maintenance Video highlighting common issues**

<https://www.youtube.com/watch?v=1ffOsfuxlCo>

# Improved Code Enforcement

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- **Increased overall division actions**
  - **2014 Total Actions – 7,940**
  - **2015 Total Actions – 14,586**
  - **2016 Total Actions – 18,704**
  - **2017 Total Actions – 19,500 (Projected)**
- **Partnership with Sherriff's office on eviction process**
  - **Place sign in property informing residents of eviction**
  - **Provide list of evictions scheduled for that week**
  - **Provide time when debris should be removed**
- **Increased grant funding for demolitions**
  - **\$800,000 Blight Reduction Grant from Illinois Hardest Hit Funds**
  - **\$150,000 From State of Illinois Abandoned Property Program**
  - **\$150,000 From State of Illinois Attorney General Grant**

# Questions?

PEORIA POLICE DEPARTMENT



***FOR IMMEDIATE RELEASE***

***October 11, 2017***

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For More Information: Contact Officer Amy Dotson – PIO – 309-494-8320

**Runaway**

**PPD Incident #17-22901**

Peoria, IL - The Peoria Police Department requests help from the public in locating a 16 year old runaway, Lyric F. Brown.

Brown is a black female, 5'7" tall, 175lbs, with brown eyes and black hair.

Please see attached photos.

If you have seen or know the whereabouts of Brown, please call the Peoria Police Department immediately at (309) 673-4521 or Crime Stoppers anonymously at (309) 673-9000.



Lyric F. Brown (16)



Lyric F. Brown (16)

PEORIA POLICE DEPARTMENT



***FOR IMMEDIATE RELEASE***

***October 11, 2017***

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For More Information: Contact Officer Amy Dotson – PIO – 309-494-8320

**Missing Person - (Update)**

**PPD Incident #17-22015**

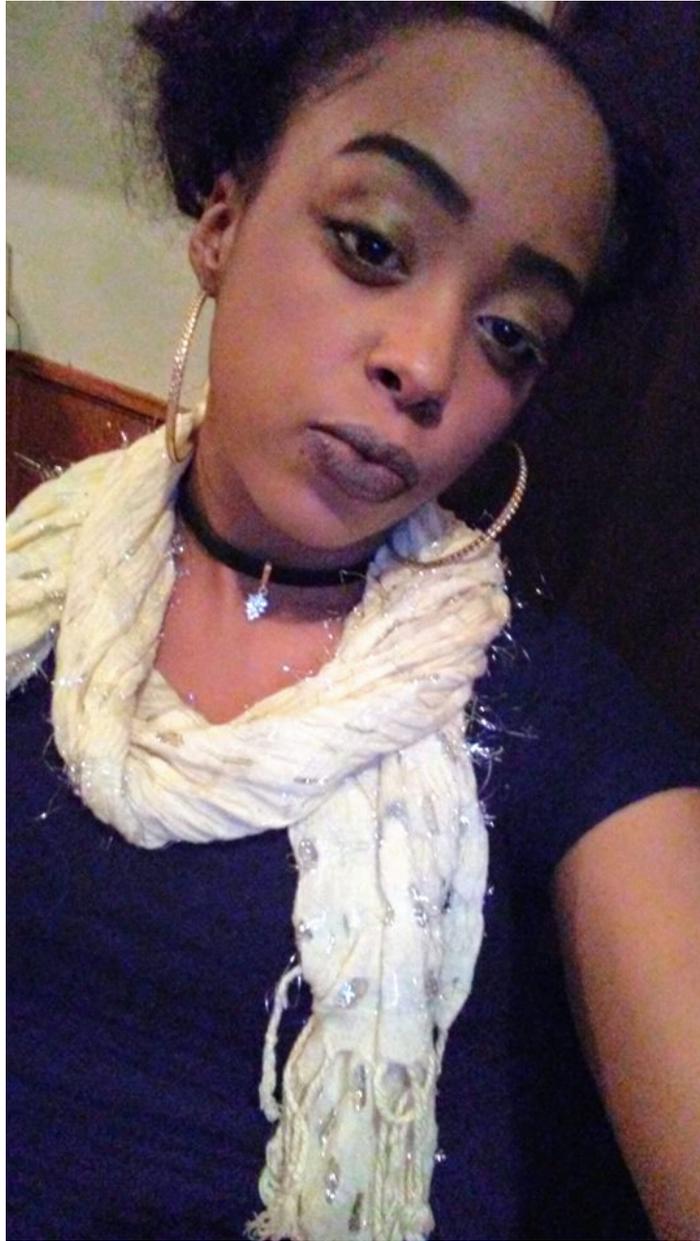
Peoria, IL - The Peoria Police Department requests help from the public in locating a missing 20 year old female, Alexis C. Scott.

Scott is a black female, 5'1" tall, 140lbs, with brown eyes and long brown hair.

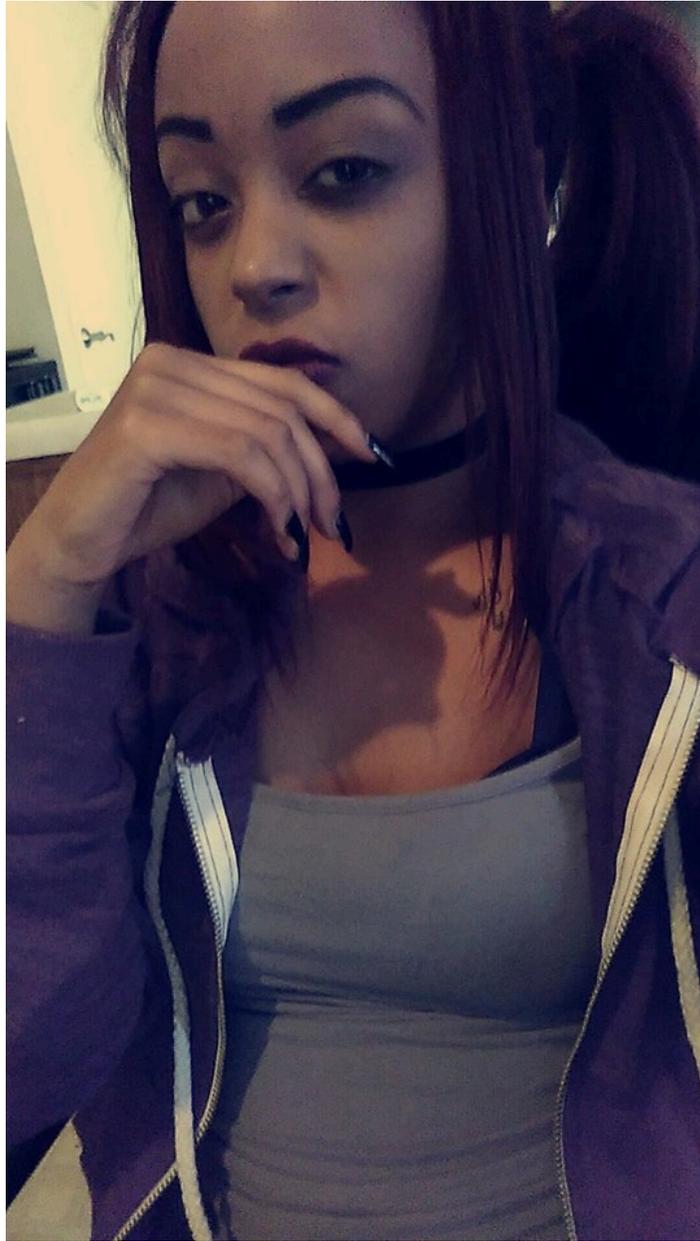
Scott was last seen on Saturday, September 23, 2017 at approximately 5am in the 100 block of West Richmond Avenue. It was originally reported that Scott was last seen wearing blue jeans with a half shirt and a pink jacket. It is now known that Scott was last seen wearing light colored blue jeans, a black zip-up hoodie with pink designs and hair pulled back into a ponytail.

Please see attached photos.

If you have seen or know the whereabouts of Scott, please call the Peoria Police Department immediately at (309) 673-4521 or Crime Stoppers anonymously at (309) 673-9000.



Alexis C. Scott (20)



Alexis C. Scott (20)

**PEORIA POLICE DEPARTMENT**



***FOR IMMEDIATE RELEASE***

October 11, 2017

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For More Information: Contact Officer Amy Dotson – PIO – 309-494-8320

**East Bluff Sunrise 5K Run**

Saturday, October 14, 2017, the East Bluff Community Center is sponsoring the 3<sup>rd</sup> annual East Bluff Sunrise 5K Run.

The race course will start in front of The East Bluff Community Center at New York and Nebraska. The race will proceed east on Nebraska, north on Wisconsin, west on Arcadia, south on Peoria, east on Illinois, north on Indiana, west on Frye, south on California, east on Illinois, north on New York to the finish line at the East Bluff Community Center.

The run is scheduled to begin at sunrise (6:52 am).

Impacted intersections include (approximately 6:30 am – 8:30 am):

- Nebraska & Peoria
- Nebraska & Wisconsin
- Arcadia & Wisconsin
- California & Arcadia
- Arcadia & Peoria
- Peoria & Frye
- Peoria & Illinois
- Illinois & California
- Illinois & Indiana

If you will be traveling in the East Bluff area during the above hours on Saturday, please allow extra time to reach your destination and be aware of increased pedestrian traffic.



**DEVELOPMENT REVIEW BOARD AGENDA**

Plans Distributed: **October 11, 2017**

Comments Due: **October 18, 2017**

**Building/Projects this Week**

17-1533	826 W MAIN ST 18-05-476-007	COMMERCIAL ALTERATIONS – CALT	Interior Remodel – Central Illinois Ballet – Council District 2 – CF/KS
17-1540	1301 W PIONEER PKY 14-05-378-001	COMMERCIAL ALTERATIONS – CALT	Interior Remodel, Restaurant – The Village Restaurant – Council District 5 – BD/JN
PROJECT 17-171	1715 W PIONEER PKY 14-05-353-001	DRB – ZONING REVIEW	REVISION – Vehicle Display Area – Sam Leman Chrysler Dodge Jeep Ram of Peoria – Council District 5 – JN
PROJECT 17-181	1623 W PIONEER PKY 14-05-353-003	ZONING BOARD OF APPEALS - VARIANCE	Variance, Fence Height – Pawprint Palace LLC – Council District 5 - JN

**Building Permits Issued**

Commercial		Residential	
New Commercial	-	New Garage	3
Commercial Alteration	2	Residential Addition	2
Commercial Demolition	-	Residential Repairs	2
Electrical	1	Electrical	5
HVAC	2	HVAC	-
Plumbing	-	Plumbing	4

**FOR YOUR INFORMATION ONLY**

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

Community Development Department

<b>Total Construction Value YTD</b>	<b>\$ 49,137,740.00</b>
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Community Development Department

Address/Location	Project Type	Public Hearing Date	CD
401 NE Monroe Avenue	Historic Preservation Commission	10/25/2017	1
256 NE Randolph Avenue	Historic Preservation Commission	10/25/2017	2
Warehouse District	PZ Commission, Text Amendment	11/02/2017	1

Peoria City/County Health Department

Address/Location	Business Name	Information Update	CD
4201 SW Adams Street	BBB's	Plan Review Received	1
319 Main Street	Azteca Mexican Restaurant	Plan Review Received	1
4412 N Rockwood Road	Portillo's Hot Dogs	Plan Review Approved	4

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

**Emergency  
Communications  
Center**



**Monthly Report  
September 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				18,528	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				62,851	89,797
Text To 9-1-1 Calls	30	36	12	21	20	21	28	21	22				211	
<b>TOTAL 9-1-1 CALLS</b>	8,334	8,169	8,601	9,257	9,892	9,769	9,568	9,202	8,798	0	0	0	81,590	115,904
Peoria Police Incoming Calls	6,994	6,538	7,745	8,467	9,253	9,079	9,542	9,579	8,891				76,088	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				22,224	30,831
<b>TOTAL POLICE INCOMING CALLS</b>	9,155	8,467	9,932	10,954	12,112	11,784	12,350	12,191	11,367	0	0	0	98,312	129,065
Volunteer Fire/EMS toll free calls	17	27	39	32	20	18	12	22	10				197	275
Peoria Fire Incoming Calls	457	445	496	566	590	623	704	793	673				5,347	7,563
<b>TOTAL FIRE INCOMING CALLS</b>	474	472	535	598	610	641	716	815	683	0	0	0	5,544	7,838
Operator Assist Calls/Alarm Calls	892	734	877	878	948	1,072	1,006	873	894				8,174	11,261
Ambulance Incoming Calls	281	245	237	255	242	257	260	259	240				2,276	3,157
ECC Supervisor Incoming Calls	601	593	602	614	640	612	611	556	639				5,468	8,488
Richwoods Dispatcher Incoming Calls	52	50	67	43	73	45	73	70	52				525	802
Downtown Dispatcher Incoming Calls	42	35	40	37	50	38	44	43	59				388	548
Prep 2 Dispatcher Incoming Calls	557	535	679	658	717	580	662	694	619				5,701	7,473
C-MED Dispatcher Incoming Calls	32	39	41	38	35	27	22	33	18				285	388
County Sheriff Dispatcher Incoming Calls	29	32	46	48	40	33	50	39	49				366	540
Fire Dispatcher Incoming Calls	57	52	67	74	65	89	87	62	90				643	898
OverFlow Dispatcher Incoming Calls	9	4	5	9	6	7	8	4	6				58	186
Call Taker Incoming Calls	1	0	9	1	0	0	0	3	0				14	22
<b>TOTAL INCOMING EXTENSION CALLS</b>	1,380	1,340	1,556	1,522	1,626	1,431	1,557	1,504	1,532	0	0	0	13,448	19,345
<b>TOTAL OUTGOING EXTENSION CALLS</b>	5,089	4,543	4,811	5,222	5,495	5,696	5,785	5,638	5,426				47,705	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				77,802	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				21,946	30,470
<b>TOTAL POLICE DISPATCHES/ON VIEW</b>	9,871	9,555	10,304	11,257	12,240	11,947	11,877	11,901	10,796	0	0	0	99,748	131,011
Air National Guard Fire Dispatches	2	5	6	5	5	7	1	1	4				36	44
Akron-Princeville Fire Dispatches	18	16	21	22	17	19	17	17	22				169	228
Brimfield Fire Dispatches	32	31	34	34	42	27	31	24	37				292	412
Dunlap Fire Dispatches	28	35	25	26	37	29	36	35	28				279	409
Elmwood Fire Dispatches	11	14	13	8	9	10	13	8	8				94	123
Limestone Fire Dispatches	139	98	101	119	122	137	127	118	101				1,062	1,383
Logan-Trivoli Fire Dispatches	28	31	52	32	35	31	38	27	38				312	391
Peoria Fire Dispatches	1,630	1,497	1,518	1,578	1,618	1,607	1,728	1,770	1,668				14,614	19,736
Timber-Hollis Fire Dispatches	29	28	19	15	41	19	23	26	34				234	307
Tuscarora Fire Dispatches	1	3	7	5	8	2	4	7	3				40	37
West Peoria Fire Dispatches	52	39	41	55	56	57	52	49	48				449	546
MABAS Fire Calls	0	3	8	7	8	5	5	3	6				45	30
<b>TOTAL FIRE DISPATCHES</b>	1,970	1,800	1,845	1,906	1,998	1,950	2,075	2,085	1,997	0	0	0	17,626	23,646
AMT Ambulance Dispatches	1,336	1,317	1,374	1,435	1,404	1,427	1,430	1,544	1,492				12,759	15,094
APA Ambulance Dispatches	15	11	13	17	10	12	12	15	20				125	195
BYE Ambulance Dispatches	51	38	50	46	43	48	39	34	56				405	541
<b>TOTAL AMBULANCE DISPATCHES</b>	1,402	1,366	1,437	1,498	1,457	1,487	1,481	1,593	1,568	0	0	0	13,289	14,682
Peoria County Coroner Incoming Calls	217	222	240	201	209	166	217	195	224				1,891	2,158
Community Messaging System Call-outs	12	15	17	10	37	13	12	18	8				142	185
Telephone Trouble Reports Completed	3	0	0	0	1	0	0	2	0				6	4
ETSB Equipment Trouble Reported	3	1	2	2	3	0	0	0	2				13	38
Citizen Concerns	1	0	0	1	2	2	2	2	0				10	12
CD Requests from State's Attorney's Office	9	30	15	25	17	30	20	26	26				198	138
CD Requests from FOI / Subpoena	1	0	0	3	2	2	5	1	3				17	57
CD Requests from Inner Departmental	8	7	15	4	4	5	6	3	14				66	63
<b>Total Number of CD Requests</b>	18	37	30	32	23	37	31	30	43	0	0	0	281	258
ILEAS Call Outs	0	0	0	0	0	0	0	0	0				0	1
JULIE Dig	53	31	37	53	38	41	66	53	65				437 <sup>45</sup>	542

## Yearly Summary

	<b>Number of Calls</b>	<b>Dispatch Response Time</b>	<b>Police Response Time</b>	<b>Total Time</b>	
<b>PEORIA POLICE</b>					
Urgent	25666.3	2.37	3.98	6.27	
Routine	24959	23.69	6.12	29.81	
Backlog	1765	36.22	7.05	43.27	
<b>PEORIA COUNTY SHERIFF</b>					
Urgent	3807	2.62	10.17	10.17	
Routine	5528	17.60	9.39	26.99	
Backlog	474	88.14	14.34	102.48	
	<b>Number of Calls</b>	<b>Dispatch Response Time</b>	<b>Fire Response Time</b>	<b>Total Time</b>	<b>Average Turnout Time</b>
<b>PEORIA FIRE</b>	14526	0.90	4.19	5.10	1.42

City of Peoria  
Emergency Communications Center

Police Department  
Urgent Calls for Service  
By Police District

Month	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Total Minutes	Calls	Average
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19				
January 2017	Number of Calls	93	126	331	180	51	216	82	113	336	231	181	88	63	216	6	106	126	2545			(total min/total calls)
	Exceptions																	0				
	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	13	293	199	201	78	57	179	8	90	112	2183.3			(total min/total calls)
	Exceptions																	0				
	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	4573.0	2183.3	2.09	
	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	8849.0	2183.3	4.05	
	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	13422.0	2183.3	6.15	
March 2017	Number of Calls	136	151	352	204	57	184	83	128	331	234	193	86	64	192	17	115	119	2646			(total min/total calls)
	Exceptions																	0				
	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			(total min/total calls)
	Exceptions																	0				
	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			(total min/total calls)
	Exceptions																	0				
	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	6.8	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			(total min/total calls)
	Exceptions																	0				
	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	5.5	7.2	5.4	5.5	6.3	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			(total min/total calls)
	Exceptions																	0				
	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				
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	
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																					
Total Number of Calls									25666.3												
Total Number of Exceptions									0.0												
Average Dispatch Response Time									2.37												
Average Police Response Time									3.98												
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	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	3	10	11	13	14	15	16	17	18	19	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	3	10	11	13	14	15	16	17	18	19	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	26.5	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																		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	29.1	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	3	10	11	13	14	15	16	17	18	19	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	29.9	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	3	10	11	13	14	15	16	17	18	19	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			(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			(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
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																						
	Total Number of Calls								24959													
	Total Number of Exceptions								0													
	Average Dispatch Response Time								23.69													
	Average Police Response Time								6.12													
	Average Total Time								29.81													

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 (total min/total calls)		
	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				
	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		
	Exceptions																						
September 2017	Number of Calls	5	32	16	10	1	10	4	9	23	27	15	6	8	10	0	4	6	186				
	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		
	Exceptions																						
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																							
																Total Number of Calls	1765						
																Total Number of Exceptions	0.0						
																Average Dispatch Response Time	36.22						
																Average Police Response Time	7.05						
																Average Total Time	43.27						

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			
	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	
	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	
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																	
												Total Number of Calls			14526		
												Average Dispatch Response Time			0.90		
												Average Fire Response Time			4.19		
												Average Total Time			5.10		

Peoria Fire Department  
Average Turn-Out Time for Each Apparatus

	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>Yearly Average</b>
B1	1.5	1.4	1.4	1.4	1.4	1.4	1.4	1.5	1.4				<b>1.42</b>
E1	1.4	1.4	1.4	1.3	1.3	1.3	1.5	1.4	1.4				<b>1.38</b>
R1	1.5	1.4	1.3	1.4	1.3	1.4	1.3	1.3	1.3				<b>1.36</b>
T1	1.7	1.6	1.4	1.4	1.6	1.5	1.8	1.6	1.5				<b>1.57</b>
E10	1.4	1.4	1.4	1.3	1.3	1.4	1.4	1.2	1.2				<b>1.33</b>
E12	1.5	1.5	1.5	1.4	1.6	1.6	1.6	1.7	1.5				<b>1.54</b>
E13	1.3	1.3	1.3	1.2	1.2	1.4	1.3	1.3	1.4				<b>1.30</b>
T14	1.5	1.5	1.5	1.5	1.6	1.4	1.5	1.5	1.5				<b>1.50</b>
E15	1.5	1.6	1.6	1.6	1.5	1.7	1.5	1.5	1.4				<b>1.54</b>
E16	1.4	1.5	1.4	1.4	1.3	1.4	1.4	1.4	1.3				<b>1.39</b>
E19	1.5	1.5	1.4	1.5	1.5	1.4	1.5	1.4	1.4				<b>1.46</b>
E2	1.4	1.5	1.5	1.6	1.5	1.6	1.6	1.5	1.4				<b>1.51</b>
R2	1.5	1.3	1.4	1.3	1.3	1.4	1.4	1.3	1.3				<b>1.36</b>
E20	1.6	1.5	1.6	1.7	1.5	1.5	1.6	1.5	1.5				<b>1.56</b>
B3	1.4	1.4	1.5	1.4	1.5	1.4	1.6	1.5	1.6				<b>1.48</b>
E3	1.3	1.3	1.3	1.2	1.3	1.4	1.3	1.3	1.3				<b>1.30</b>
T3	1.3	1.5	1.3	1.3	1.5	1.4	1.6	1.4	1.5				<b>1.42</b>
E4	1.4	1.4	1.5	1.3	1.4	1.5	1.5	1.5	1.5				<b>1.44</b>
T4	1.3	1.6	1.1	1.2	1.1	1.2	1.2	1.1	1.1				<b>1.21</b>
												Department Average	<b>1.42</b>

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	
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																	
												Total Number of Calls	3807.0				
												Total Number of Exceptions	0.0				
												Average Dispatch Response Time	2.62				
												Average Police Response Time	7.55				
												Average Total Time	10.17				

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										
January 2017	Number of Calls	58	6	5	4	114	148	31	8	23	42	106		545			(total min/total calls)	
	Exceptions													0				
	Dispatch													6428.7	545	11.80		
	Response Time	10.9	9.3	4.3	26.3	15.1	10.0	10.0	5.5	23.8	11.5	9.7						
	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													5295.0	451	11.74		
	Response Time	5.6	16.8	24.0	0.0	13.0	10.4	23.4	10.0	5.2	10.4	11.0						
	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													5518.6	524	10.53		
	Response Time	17.9	10.3	23.7	5.5	13.3	10.6	7.0	5.0	7.4	9.4	7.5						
	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													7541.7	624	12.09		
	Response Time	10.0	2.9	13.1	13.0	15.2	12.3	11.9	8.6	9.7	13.8	10.6						
	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													10629.0	732	14.52		
	Response Time	9.3	20.5	6.0	45.8	19.1	14.5	13.7	16.8	8.4	15.6	12.4						
	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													9777.6	690	14.17		
	Response Time	18.9	19.2	25.9	28.8	12.8	13.1	17.9	9.5	9.0	21.9	10.3						
	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													33343.4	655	50.91		
	Response Time	10.1	14.1	14.4	44.5	22.0	158.2	13.8	5.2	17.4	18.5	17.0						
	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		
	Number of Calls	41	9	4	4	121	182	50	11	42	61	137		662		(total min/total calls)
August 2017	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		(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
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																
	Total Number of Calls												5528.0			
	Total Number of Exceptions												0			
	Average Dispatch Response Time												17.60			
	Average Police Response Time												9.39			
	Average Total Time												26.99			

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
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															

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

This report does not include on-view incidents.

City of Peoria  
 Emergency Communications Center  
 Peoria County Sheriff's Department  
 Backlog Calls for Service by District

	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	<b>County District</b>	<b>700</b>	<b>710</b>	<b>711</b>	<b>712</b>	<b>713</b>	<b>714</b>	<b>715</b>	<b>716</b>	<b>717</b>	<b>718</b>	<b>726</b>	<b>Other</b>	<b>Total Calls</b>		
	Number of Calls	17	1	1	0	5	6	4	2	0	6	4		46		
	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
<b>Total time</b>	<b>305.2</b>	<b>73.0</b>	<b>38.0</b>	<b>0.0</b>	<b>21.2</b>	<b>56.5</b>	<b>33.0</b>	<b>29.0</b>	<b>0.0</b>	<b>19.4</b>	<b>34.8</b>	<b>0.0</b>	<b>6190.0</b>	<b>46</b>	<b>134.6</b>	

YEAR TO DATE TOTALS AND AVERAGES	
Total Number of Calls	474
Total Number of Exceptions	0.0
Average Dispatch Response Time	88.14
Average Police Response Time	14.34
Average Total Time	102.48

			HOUSING COURT 10/17/17	69 CASES				
BD	C	9:00 AM	WYMAN JEAN	HC-17-697	DETWEILLER 1723	17-Oct-17	REVIEW	
BD	NO	9:00 AM	HAYMEADOW INVESTMENTS LLC	HC-17-775	HAYMEADOW 5300 N	17-Oct-17	REVIEW	
BD	NO	9:00 AM	AU MANAGEMENT SOLUTIONS INC	HC-17-774	LAKE 2726 W	17-Oct-17	REVIEW	
BD	O	9:00 AM	MERICON INDUSTRIES INC	HC-17-804	PIONEER 8819 N	17-Oct-17	REVIEW	
BD	?	9:00 AM	FIRST CHURCH OF THE NAZARENE	HC-17-841	UNIVERSITY 5504	17-Oct-17	REVIEW	
DG	NO	9:00 AM	NATIONSTAR	HC-17-244	ANDOVER 5814	17-Oct-17	REVIEW	
DG	O	9:00 AM	RODGERS PHILLIPS/DOROTHY	HC-17-874	RICHWOODS 2407	17-Oct-17	FIRST APPEARANCE	
DG	O	9:00 AM	BUSH SYLVESTER	HC-17-508	RUSSELL 0803 W	17-Oct-17	REVIEW	
DG	O	9:00 AM	CLEARY, LOVIE, LORENZO & VERNIE	HC-17-767	SHERIDAN 2216 N	17-Oct-17	REVIEW	
DM	NO	9:00 AM	BADAWI IMAD/MYRNA	HC-17-878	RIDGECREST 5701	17-Oct-17	FIRST APPEARANCE	
DM	O	9:00 AM	WILLIMAN, BRUCE & SUSAN	HC-16-1441	SHERIDAN 1929 N	17-Oct-17	REVIEW/DEFAULT PEND \$3500	
JS	NO	9:00 AM	G & P DEVELOPMENT	HC-17-576	MORTON 0613	17-Oct-17	REVIEW	
LA	NO	9:00 AM	LARIMORE THOMAS/JOANNE	HC-17-734	ANTOINETTE 3024 W	17-Oct-17	REVIEW	
LA	NO	9:00 AM	MARIZETTS TANISHA	HC-17-733	GARDEN 1923	17-Oct-17	REVIEW	
LA	O	9:00 AM	MILLER JAMES	HC-17-865	PROCTOR 3037	17-Oct-17	FIRST APPEARANCE	
LA	O	9:00 AM	BELL JOHNNIE	HC-17-864	TONTI JOHNNIE	17-Oct-17	FIRST APPEARANCE	
LE	NO	9:00 AM	JONES, LINDA	HC-17-646	GLENDALE 1030 NE	17-Oct-17	REVIEW	
NR	NO	9:00 AM	SCHUMACHER LLOYD	HC-16-1389	BIGELOW 1302	17-Oct-17	REVIEW/DEFAULT PEND \$25,100	
NR	NO	9:00 AM	DANZ WARREN	HC-17-749	BRADLEY 1720	17-Oct-17	REVIEW	
NR	NO	9:00 AM	FMD LAND TRUST	HC-17-873	COOPER 0817	17-Oct-17	FIRST APPEARANCE	
NR	NO	9:00 AM	KEANE THOMAS/SARAH	HC-17-867	DELAWARE 2211	17-Oct-17	FIRST APPEARANCE	
NR	NO	9:00 AM	MINGUS ALBERT	HC-17-860	INIDANA 1815	17-Oct-17	FIRST APPEARANCE	
NR	NO	9:00 AM	DANZ WARREN	HC-17-736	KNOXVILLE 5207	17-Oct-17	REVIEW	
NR	NO	9:00 AM	WILMINGTON SAVINGS FUND	HC-17-866	MISSOURI 2004	17-Oct-17	FIRST APPEARANCE	
NR	NO	9:00 AM	CEBALLOS JACQUES	HC-17-856	SUMMIT 1014	17-Oct-17	FIRST APPEARANCE	
NR	NO	9:00 AM	GRAWEY BART/SCOTT	HC-17-695	THRUSH 0726 E	17-Oct-17	REVIEW	
NR	NO	9:00 AM	POWERS, ROBERT	HC-17-654	RANDOLPH 255 NE	17-Oct-17	REHEARING/DEFAULT \$500	
PM	NO	9:00 AM	B & H REAL ESTATE	HC-17-876	B & H REAL ESTATE VENTU	17-Oct-17	FIRST APPEARANCE	
PM	NO	9:00 AM	JOHN DARRYL/BOBBI	HC-17-847	CALIFORNIA 2007	17-Oct-17	FIRST APPEARANCE	
PM	O	9:00 AM	MENDEZ ALEJANDRO	HC-17-848	CASHMAN 2216	17-Oct-17	FIRST APPEARANCE	
PM	NO	9:00 AM	MOORE GARRY	HC-17-863	CENTRAL 2321	17-Oct-17	FIRST APPEARANCE	
PM	NO	9:00 AM	GAVLINSKI, PATRICK	HC-17-133	ELMWOOD 2415 N	17-Oct-17	REVIEW	
PM	O	9:00 AM	MARKS DANIELLE	HC-17-215	FORREST HILL 0810 W	17-Oct-17	REVIEW/DEFAULT PEND \$1100	
PM	O	9:00 AM	CARLSTEN RICHARD/MARY	HC-17-852	GILBERT 2113	17-Oct-17	FIRST APPEARANCE	
PM	NO	9:00 AM	ZERBONIA DANIEL	HC-17-854	GLEN 2020	17-Oct-17	FIRST APPEARANCE	

PM	NO	9:00 AM	FRELS LOUIS/JUDITH	HC-17-849	HAMILTON 2119	17-Oct-17	FIRST APPEARANCE	
PM	O	9:00 AM	PERRIN ESTATE	HC-17-853	JEFFERSON 1905 NE	17-Oct-17	FIRST APPEARANCE	
PM	NO	9:00 AM	KINGSWAY INVESTMENTS LLC	HC-16-1658	KINGSWAY 1811 W	17-Oct-17	REVIEW	
PM	O	9:00 AM	MORRIS, ANDRE'IC & DAVINA	HC-17-647	LINN 2002 N	17-Oct-17	REVIEW	
PM	NO	9:00 AM	STRONG TODD	HC-17-850	LUCKS 0608	17-Oct-17	FIRST APPEARANCE	
PM	NO	9:00 AM	WEIBLER SUSAN	HC-17-855	MADISON 1823 NE	17-Oct-17	FIRST APPEARANCE	
PM	NO	9:00 AM	DITECH FINANCIAL	HC-17-870	MAYWOOD 0603 E	17-Oct-17	FIRST APPEARANCE	
PM	NO	9:00 AM	SCHUMACHER DALE	HC-17-875	MCCLURE 1008 W	17-Oct-17	FIRST APPEARANCE	
PM	NO	9:00 AM	CONSOLIDATED PROPERTIES	HC-17-868	MCLURE 0907	17-Oct-17	FIRST APPEARANCE	
PM	O	9:00 AM	CAIN MARTIN	HC-17-851	MISSION 2932	17-Oct-17	FIRST APPEARANCE	
PM	NO	9:00 AM	CALBUR HOME LOANS	HC-17-869	NEBRASKA 0909 E	17-Oct-17	FIRST APPEARANCE	
PM	NO	9:00 AM	FRANZEN HAROLD/MARY	HC-17-872	PROSPECT 2204	17-Oct-17	FIRST APPEARANCE	
PM	NO	9:00 AM	WELLS FARGO	HC-17-726	SHERIDAN 5110 N	17-Oct-17	SERVE NEW	
PM	O	9:00 AM	HARRIS SARAH	HC-17-877	SHERWOOD 3126	17-Oct-17	FIRST APPEARANCE	
PM	NO	9:00 AM	JOHNSON RONALD/BARBARA	HC-17-871	THRUSH 0415 E	17-Oct-17	FIRST APPEARANCE	
PM	NO	9:00 AM	HEARTLAND SEED	HC-17-825	THRUSH 0814 W	17-Oct-17	REVIEW	
PM	O	9:00 AM	ROSE, KEVIN & LINDA	HC-17-018	THRUSH 1003 W	17-Oct-17	REVIEW/DEFAULT PEND \$500	
RM	C	9:00 AM	PETERSEN KELLY	HC-17-302	ADAMS 0724 SW	17-Oct-17	REHEARING/DEFAULT \$16,800	
RM	C	9:00 AM	KOERNER DALLAS	HC-17-561	ADAMS 3100 NE	17-Oct-17	REVIEW	
SCA	NO	9:00 AM	MITCHELL TRUST	HC-17-743	CENTRAL 2001	17-Oct-17	REVIEW	
SCA	NO	9:00 AM	DAVIS TODD	HC-17-746	STARR 2111	17-Oct-17	REVIEW	
SCA	NO	9:00 AM	MCGOWAN JESSIE/EMMA	HC-17-744	STARR 2121	17-Oct-17	REVIEW	
SCA	NO	9:00 AM	EVANS VELMA	HC-17-741	STARR 2207	17-Oct-17	REVIEW	
SCA	NO	9:00 AM	JONES FRANK	HC-17-758	STARR 2303	17-Oct-17	REVIEW	
SCA	NO	9:00 AM	SCHUMACHER LLOYD	HC-17-757	STARR 2307	17-Oct-17	REVIEW	
SCA	NO	9:00 AM	MCCREARY KEVIN/RITA	HC-17-756	STARR 2323	17-Oct-17	REVIEW	
SW	C	9:00 AM	ALLEN OLFIELD	HC-17-861	ADAMS 2927 SW	17-Oct-17	FIRST APPEARANCE	
SW	C	9:00 AM	SHAW CHARLES/RONALD	HC-17-857	ADAMS 3020 SW	17-Oct-17	FIRST APPEARANCE	
SW	C	9:00 AM	SHAW RONALD	HC-17-858	ADAMS 3024 SW	17-Oct-17	FIRST APPEARANCE	
SW	C	9:00 AM	ALLEN OLFIELD	HC-17-862	ADAMS 3025 SW	17-Oct-17	FIRST APPEARANCE	
SW	C	9:00 AM	LEDBETTER LYLE	HC-17-859	ADAMS 3026 SW	17-Oct-17	FIRST APPEARANCE	
SW	NO	9:00 AM	NORTEX PROPERTIES INC	HC-17-658	ADAMS 809-815 SW	17-Oct-17	REVIEW	
SW	NO	9:00 AM	NORTEX PROPERTIES INC	HC-17-659	ADAMS 817-823 SW	17-Oct-17	REVIEW	
SW	NO	9:00 AM	NORTEX PROPERTIES INC	HC-17-660	ADAMS 831-833 SW	17-Oct-17	REVIEW	
SW	C	9:00 AM	DANZ WARREN	HC-17-720	MAIN 0633	17-Oct-17	REVIEW	

# *Peoria Cares*

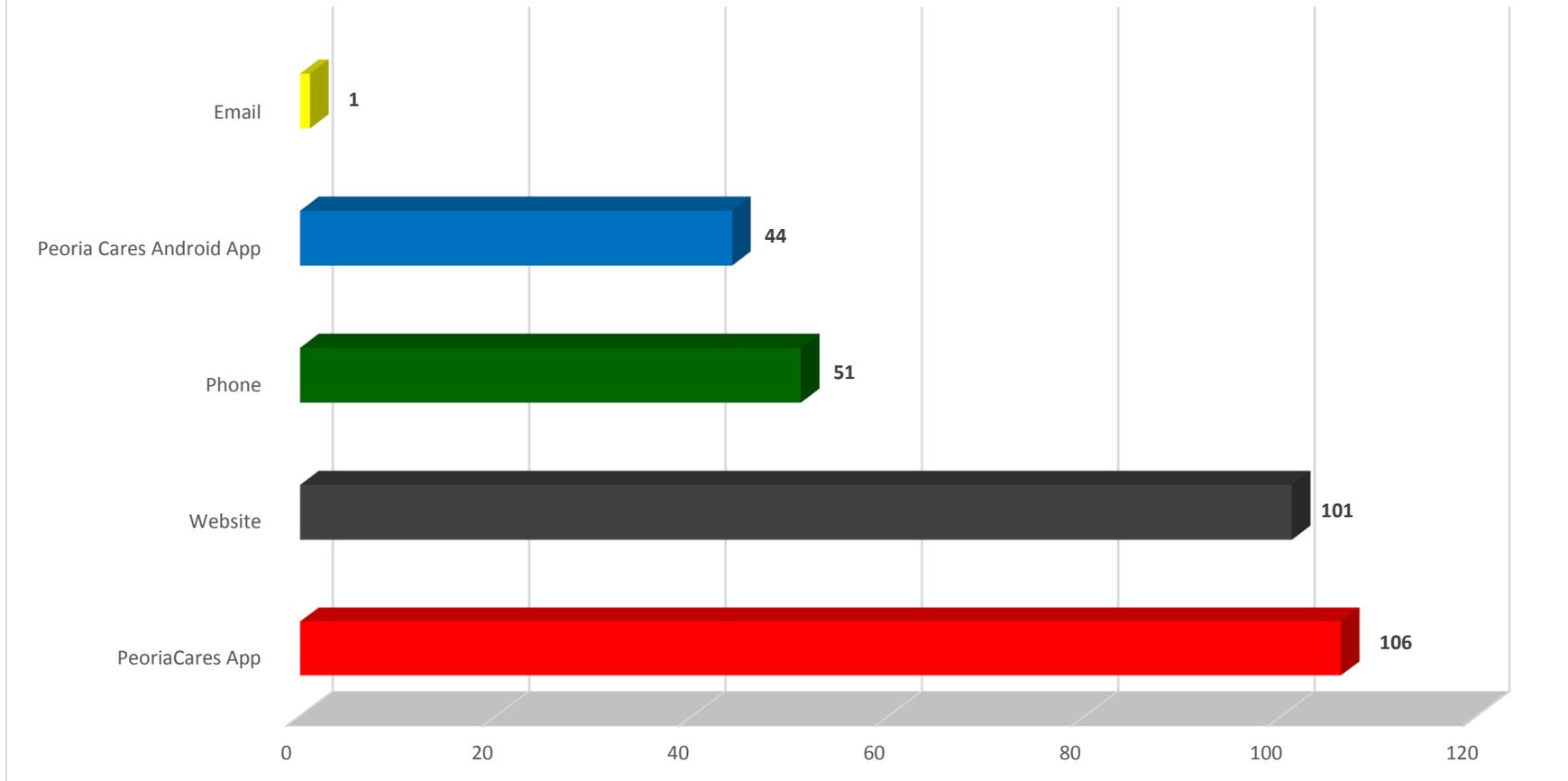


## *2017 Monthly Report*



***From: The Office of the City Manager  
Presented to: City of Peoria, Mayor and Council Members  
Tuesday, October 10, 2017***

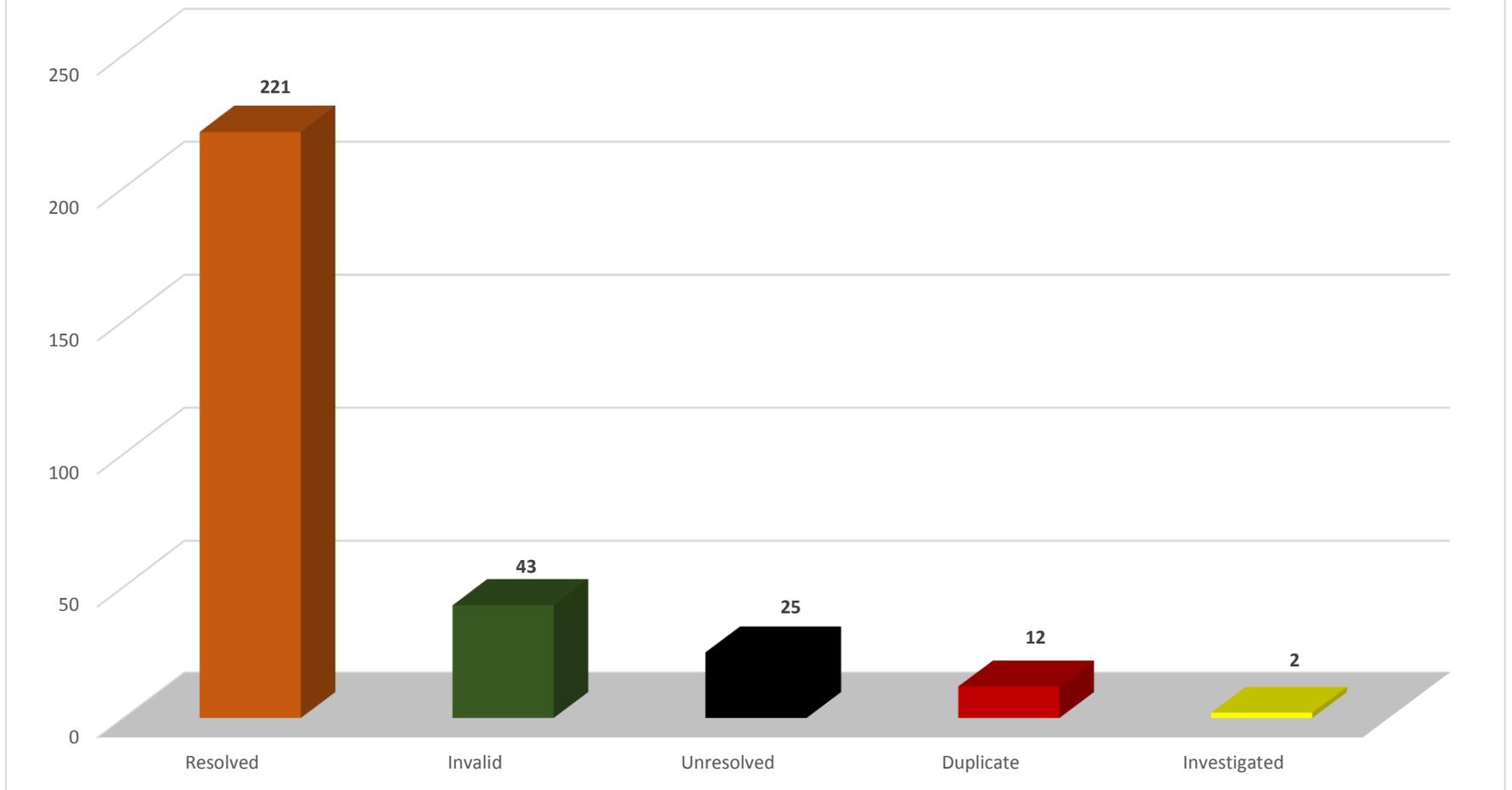
## Peoria Cares Communication Transactions During the Month of September 2017



In September, a total of 553 calls were received from the Peoria Cares phone line. There were 51 phone calls that generated a Peoria Cares case. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start to finish. Every call will always receive an optimum level of customer service; during this time period, there were calls that varied in response. A few of the citizen phone calls required, research and information gathering for other assistance offered, in the Greater Peoria Tri-County Communities.



## Peoria Cares Communication Transactions During the Month of September 2017



The 25 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.



## Peoria Cares September Complaints by Categories

