



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager *Patrick Urich*

DATE: August 10, 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.

August 15 is City Hall Selfie Day



This is your chance to show your civic pride and win some fabulous prizes (including these AMAZING new stickers and buttons, courtesy of Lettering Works).



From now until Midnight, August 15, stop by Peoria's award-winning City Hall and snap a selfie.

- Post it on social media with the hashtag #cityhallselfie
- Share it to any (or all) of our social media pages
- City of Peoria facebook page (<https://www.facebook.com/peoriail/?ref=settings>)
- Twitter @cityofpeoria_il
- Instagram city_of_peoria
- We will select 10 winners at random for a fantastic Swag bag of Peoria items!
- Winners names will be posted on our facebook page by Friday, August 18 at noon.

The poster features a large orange vertical bar on the left with white text. The main title 'NASA'S 3D-PRINTED HABITAT CHALLENGE' is in large, bold, orange letters with a metallic texture, set against a background of a wireframe globe. Below the title, it says 'A NASA CENTENNIAL CHALLENGE'. At the bottom, there are logos for Bradley University, Caterpillar, Bechtel, and Brick & Mortar.

The public is welcome
to attend
August 26
from 9 a.m. – 1 p.m.
Please Register to Visit at:
bradley.edu/challenge

**NASA'S
3D-PRINTED
HABITAT
CHALLENGE**
A NASA CENTENNIAL CHALLENGE

BRADLEY University CATERPILLAR® BECHTEL BRICK & MORTAR

You are invited to attend—NASA's 3D-Printed Habitat Challenge!

Join participants from around the world on August 26 to see ideas come to life in this challenge!

Description of Challenge from www.bradley.edu/challenge

NASA's 3D-Printed Habitat Challenge **Phase 2** Structural Member is a prize competition with a \$1,100,000 total prize purse to develop the fundamental technologies necessary to manufacture an off-world habitat using mission recycled materials and/or local indigenous materials.

The goal of NASA's 3D-Printed Habitat Challenge is to foster the development of new technologies necessary to additively manufacture a habitat using local indigenous materials with, or without, recyclable materials. The Challenge is broken into three parts as described below.

- Design Competition - focused on developing innovative habitat architectural concepts that take advantage of the unique capabilities that 3D-Printing offers (completed in 2015)
- **Structural Member Competition (Phase 2)** – focuses on the core 3D-Printing fabrication technologies and materials properties needed to manufacture structural components from indigenous materials combined with recyclables, or indigenous materials alone; serves as a qualifier for participation in Phase 3
- On-Site Habitat Competition (Phase 3) – (to be announced at a later date) will focus on the 3D-Printing fabrication of a scaled habitat design, using indigenous materials combined with or without recyclables, and will have a prize purse of \$1.4 million.

Pick Up Peoria—Monday Lunchtime Litter Pick Up

Our Monday Lunchtime Litter collection continues to grow! City staff and volunteers join forces every Monday at noon to blanket the downtown and pick up litter. Many thanks to volunteers and business owners who work to keep Peoria clean! If you are interested in helping out and wanting to learn more about the campaign contact speterson@peoriagov.org or visit www.peoriagov.org/pickuppeoria



Community Development Community Development Block Grant Public Services Notice of Fund Availability

The City of Peoria is requesting public service proposals for the investment of 2018 Department of Housing and Urban Development Community Development Block Grant (CDBG) Entitlement funds. Qualified nonprofit agencies and government agencies are invited to apply.

Proposed CDBG projects and activities must serve low-income residents in the City of Peoria and be used for needs identified as a priority by the City Council as outlined in the application.

Please note that this funding process is competitive in nature and the submission of an application does not guarantee funding. Applications will be reviewed and scored by the City of Peoria's Advisory Commission on Human Resources. All awards are subject to the availability of funds and allocation by the Peoria City Council. The 2018 funds are expected to be released in the fall of 2018.

Application materials are available **beginning Friday, August 11** and can be obtained on the City of Peoria's web site at www.peoriagov.org under Community Development Department, Grants Management, CDBG Public Service forms. Please read both the application form and instructions before completing the application. Only qualified nonprofit agencies with 501(c)3 tax exempt status and government agencies are eligible. Potential applicants are also encouraged to review the federal regulations that will apply to this funding located at 24 CFR 520 and 2 CFR Part 200. Links to these materials and a handbook for subrecipients can also be found on the same section of the City's website.

It is mandatory for interested agencies to attend one of the two application training sessions. Sessions will be held on **Tuesday, August 22 at 10 am** and **Wednesday, August 30 at 2 pm**. Both sessions will take place at City Hall, Room 404 and the same information will be provided at each session. Attendance at one session is mandatory, but does not guarantee funding.

Proposals are due **Thursday, September 21 by 4:00 PM** at City Hall, 419 Fulton Street, Room 300, Peoria, IL 61602. Late, faxed, solely e-mailed, or incomplete proposals will be ineligible for funding.

Please contact Kathryn Murphy, Grants Coordinator, at 494-8607 or kmurphy@peoiagov.org with any questions prior to the submission deadline.

Peoria Police Department

Please see the attached press release regarding the following events:

- Grand Nationals
- Maka Maka Run
- Whiskey Baron 5K

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



Our Peoria Public School students return to class next week but our administrators, teachers, interventionists, social workers and psychologists have been attending professional development workshops, seminars, webinars and retreats throughout the summer.

Presenting continuing education programming in the new high-tech, 4,000 square-foot Professional Learning Center (PLC) at our Wisconsin Avenue administrative building has been a huge improvement. Even with this extra space, many Peoria Public School staff members have attended workshops and classes in their school buildings also.

Let me tell you about some of the professional development topics we offered this summer. In July, District interventionists gathered for a two-day retreat, during which time they focused on strengthening the intervention periods throughout the day, learned new writing strategies, and were provided more training with our focus on higher level learning for all classrooms. Interventionists also learned about the myOn reading system. Students can access the system at home, at a public library, or anywhere that has internet access, and myOn will also be available at any building with K-4 classrooms and some schools will offer after school reading labs for myOn access. The program assesses a student's reading level and interest areas to build a personal library.

Last week, representatives of Emory University in Atlanta visited Peoria for two days of training for classroom teachers in the Social, Emotional, and Ethical (SEE) Learning Program. Using Cognitively-Based Compassion Training (CBCT®), this innovative program coaches teachers in building awareness of how their own body language, speech and actions can affect the learning environment in their classroom and, consequently, students' classroom behavior.

Our Curriculum team conducted several workshops on Growth Mindset, which teaches children to adopt a more positive, problem-solving outlook. Our focus on building a growth mindset has been a District-wide effort for the past year. Another series of social, emotional learning workshops focused on Zones of Regulation, a method to teach students to identify their own emotional state of mind and how to adjust to avoid disruptive behavior.

Issues Update
August 10, 2017

Lindbergh Middle School faculty spent two days this week building leadership skills based on Stephen Covey's *Seven Habits of Highly Effective People*.



Many of the professional development classes honed in on specific subject areas. Physical education and social studies teachers learned about updated curricula in their respective areas. K – 5 teachers learned about Core Knowledge of Language Arts (CKLA) reading curriculum. Math teachers learned about strategies for teaching fractions, using tape diagrams for problem solving and computation strategies for grades 2 – 6.



On the technology front, teachers learned effective ways to use their classroom and school websites and the latest version of smart board software, in addition to building an online classroom for students.

That is just a partial list of the professional development opportunities offered this summer. Over 700 Peoria Public Schools staff members attended more than 160 hours of training this summer. Being an educator requires a lifelong love of learning and a dedication to bringing the best skills and most innovative thinking to the classroom. Peoria students are the beneficiaries of that commitment.

Serve Passionately,



Dr. Sharon Desmoulin-Kherat, Superintendent

Code Violation Cases

There are no code violation cases scheduled for next week. .

Development Review Board Agenda

Please see the attached agenda.

ECC Monthly Reports

Please see attached.

Housing Court Cases

There are no housing cases scheduled for next week.

Issues Update
August 10, 2017

Peoria Cares Monthly Reports

Please see attached.

PEORIA POLICE DEPARTMENT



FOR IMMEDIATE RELEASE

August 9, 2017

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

GRAND NATIONAL MOTORCYCLE PARADE

Peoria, IL – Saturday, August 12, 2017 Jay Goldberg Events will sponsor the Grand National Motorcycle Parade. The parade will begin at 10:00am at the T.T. Race Track on Cameron Lane, in Peoria County. The parade will arrive within the city limits approximately 20 minutes later entering onto Farmington Road. It will proceed to West Main, east on West Main to plain Main Street, Main Street to Adams, Adams to Hamilton and Hamilton to Water Street.

Impacted intersections include: (each intersection will be re-opened once the procession passes)

Farmington & Park Road
Farmington & West Main
Main & Maplewood
Main & University
Main & Bourland
Main & Sheridan
Main & Globe
Main & Glendale
Main & Perry
Main & Monroe
Main & Madison
Main & Jefferson
Main & Adams
Adams & Hamilton
Hamilton & Washington

If your travel plans include the above areas, please allow extra time to reach your destination.

PEORIA POLICE DEPARTMENT



FOR IMMEDIATE RELEASE

August 9, 2017

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

MAUI JIM “MAKA MAKA” RUN/WALK

Peoria, IL – The annual Maui Jim / Friendship House Race will be Thursday Aug 17th, 2017. The race will start at 6:00pm and the walkers will start at 6:10pm on Altorfer at Allen Road. The race will proceed east on Altorfer to Industrial Drive, north on Industrial Drive to Townline, U-turn at Townline and head back south on Industrial to Pioneer, take Pioneer north to Townline, U-turn at Pioneer and head back south to Altorfer, and then turn west in the driveway behind the old Shopko store, and head to finish line.

Impacted intersections include (approximately 6:00pm – 7:30pm):

- Altorfer & Allen
- Altorfer & Industrial
- Townline & Industrial
- Townline & Pioneer
- Altorfer & Harker
- 8800 Industrial

If you plan to travel in this area, please be aware of increased pedestrian traffic and allow extra time to reach your destination.

PEORIA POLICE DEPARTMENT



FOR IMMEDIATE RELEASE

August 9, 2017

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

GREENHUT MEMORIAL WHISKEY BARON 5K

Peoria, IL – Saturday, August 12, 2017 Greenhut Memorial Hall will sponsor the 2nd annual Greenhut Memorial Whiskey Baron 5K in downtown Peoria.

The run will start at 8:00am at Hamilton and Madison. The race course will be north on Hamilton to Monroe to RB Garrett, west on RB Garrett, north on Richard Allen, east on Martin Luther King Jr, north on Union, east on Moss to Douglas, north on Douglas to St. James, east on St. James to Sheridan, south on Sheridan to Moss. The runners will then travel west on Moss to Union and return to Hamilton and Madison on the same route.

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

- Jefferson & Hamilton
- Madison & Hamilton
- Monroe & Hamilton
- Monroe & Main
- Monroe & Fulton
- Monroe & WM Kumpf
- RB Garrett & Hightower
- RB Garrett & City Scape
- Garrett & Richard Allen
- MLK Jr & Union
- Moss & Union
- Moss & Sheridan
- RB Garrett & Pryor

If you plan to travel in downtown area, please be aware of increased pedestrian traffic and allow extra time to reach your destination.



DEVELOPMENT REVIEW BOARD AGENDA

Plans Distributed: August 9, 2017
 Comments Due: August 16, 2017

Building/Projects this Week

17-1008	4314 N SHERIDAN RD 14-21-355-012	COMMERCIAL ALTERATIONS – CALT	REVISION - Interior Remodel, Day Care Center – Little Minds Learning Center – Council District 3 – CF/ST
17-1159	1301 W PIONEER PKY 14-05-378-001	COMMERCIAL ALTERATIONS – CALT	Interior Remodel, Restaurant – Olympia Bar & Grill – Council District 5 – DM/JN
17-1185	1101 SW WASHINGTON ST 18-09-359-001	COMMERCIAL ALTERATIONS – CALT	Interior Remodel, Phase 4 Studio/Storage – Wahlfeld Mill Building – Council District 1 – SW/LA
17-1186	1101 SW WASHINGTON ST 18-09-359-001	COMMERCIAL ALTERATIONS – CALT	Interior Remodel, Phase 5 New Studio – Wahlfeld Mill Building – Council District 1 – SW/LA

Building Permits Issued

Commercial		Residential	
New Commercial	-	New Single-Family Dwelling	-
Commercial Alteration	4	New Deck	2
Multi-Family Alteration	-	Residential Repairs	2
Electrical	-	Electrical	7
HVAC	2	HVAC	3
Plumbing	-	Plumbing	5

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	\$ 33,731,792.00
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Peoria City/County Health Department

Address/Location	Business Name	Information Update	CD
4325 N Sheridan Road	Little Caesar’s Pizza	Plan Review Received	3

	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	ksmith@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
July 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						14,314	26,107
Wireless 9-1-1 Calls	6,241	5,981	6,519	7,047	7,661	8,180	7,479						49,108	89,797
Text To 9-1-1 Calls	30	36	12	21	20	21	28						168	
TOTAL 9-1-1 CALLS	8,334	8,169	8,601	9,257	9,892	9,769	9,568	0	0	0	0	0	63,590	115,904
Peoria Police Incoming Calls	6,994	6,538	7,745	8,467	9,253	9,079	9,542						57,618	98,234
Sheriff's Police Incoming Calls	2,161	1,929	2,187	2,487	2,859	2,705	2,808						17,136	30,831
TOTAL POLICE INCOMING CALLS	9,155	8,467	9,932	10,954	12,112	11,784	12,350	0	0	0	0	0	74,754	129,065
Volunteer Fire/EMS toll free calls	17	27	39	32	20	18	12						165	275
Peoria Fire Incoming Calls	457	445	496	566	590	623	704						3,881	7,563
TOTAL FIRE INCOMING CALLS	474	472	535	598	610	641	716	0	0	0	0	0	4,046	7,838
Operator Assist Calls/Alarm Calls	892	734	877	878	948	1,072	1,006						6,407	11,261
Ambulance Incoming Calls	281	245	237	255	242	257	260						1,777	3,157
ECC Supervisor Incoming Calls	601	593	602	614	640	612	611						4,273	8,488
Richwoods Dispatcher Incoming Calls	52	50	67	43	73	45	73						403	802
Downtown Dispatcher Incoming Calls	42	35	40	37	50	38	44						286	548
Prep 2 Dispatcher Incoming Calls	557	535	679	658	717	580	662						4,388	7,473
C-MED Dispatcher Incoming Calls	32	39	41	38	35	27	22						234	388
County Sheriff Dispatcher Incoming Calls	29	32	46	48	40	33	50						278	540
Fire Dispatcher Incoming Calls	57	52	67	74	65	89	87						491	898
OverFlow Dispatcher Incoming Calls	9	4	5	9	6	7	8						48	186
Call Taker Incoming Calls	1	0	9	1	0	0	0						11	22
TOTAL INCOMING EXTENSION CALLS	1,380	1,340	1,556	1,522	1,626	1,431	1,557	0	0	0	0	0	10,412	19,345
TOTAL OUTGOING EXTENSION CALLS	5,089	4,543	4,811	5,222	5,495	5,696	5,785						36,641	65,548
Peoria Police Dispatches/On view	7,370	7,233	7,986	8,910	9,742	9,312	9,383						59,936	100,541
Peoria County Sheriff Dispatches/On view	2,501	2,322	2,318	2,347	2,498	2,635	2,494						17,115	30,470
TOTAL POLICE DISPATCHES/ON VIEW	9,871	9,555	10,304	11,257	12,240	11,947	11,877	0	0	0	0	0	77,051	131,011
Air National Guard Fire Dispatches	2	5	6	5	5	7	1						31	44
Akron-Princeville Fire Dispatches	18	16	21	22	17	19	17						130	228
Brimfield Fire Dispatches	32	31	34	34	42	27	31						231	412
Dunlap Fire Dispatches	28	35	25	26	37	29	36						216	409
Elmwood Fire Dispatches	11	14	13	8	9	10	13						78	123
Limestone Fire Dispatches	139	98	101	119	122	137	127						843	1,383
Logan-Trivoli Fire Dispatches	28	31	52	32	35	31	38						247	391
Peoria Fire Dispatches	1,630	1,497	1,518	1,578	1,618	1,607	1,728						11,176	19,736
Timber-Hollis Fire Dispatches	29	28	19	15	41	19	23						174	307
Tuscarora Fire Dispatches	1	3	7	5	8	2	4						30	37
West Peoria Fire Dispatches	52	39	41	55	56	57	52						352	546
MABAS Fire Calls	0	3	8	7	8	5	5						36	30
TOTAL FIRE DISPATCHES	1,970	1,800	1,845	1,906	1,998	1,950	2,075	0	0	0	0	0	13,544	23,646
AMT Ambulance Dispatches	1,336	1,317	1,374	1,435	1,404	1,427	1,430						9,723	15,094
APA Ambulance Dispatches	15	11	13	17	10	12	12						90	195
BYE Ambulance Dispatches	51	38	50	46	43	48	39						315	541
TOTAL AMBULANCE DISPATCHES	1,402	1,366	1,437	1,498	1,457	1,487	1,481	0	0	0	0	0	10,128	14,682
Peoria County Coroner Incoming Calls	217	222	240	201	209	166	217						1,472	2,158
Community Messaging System Call-outs	12	15	17	10	37	13	12						116	185
Telephone Trouble Reports Completed	3	0	0	0	1	0	0						4	4
ETSB Equipment Trouble Reported	3	1	2	2	3	0	0						11	38
Citizen Concerns	1	0	0	1	2	2	2						8	12
CD Requests from State's Attorney's Office	9	30	15	25	17	30	20						146	138
CD Requests from FOI / Subpoena	1	0	0	3	2	2	5						13	57
CD Requests from Inner Departmental	8	7	15	4	4	5	6						49	63
Total Number of CD Requests	18	37	30	32	23	37	31	0	0	0	0	0	208	258
ILEAS Call Outs	0	0	0	0	0	0	0						0	1
JULIE Dig	53	31	37	53	38	41	66						319	542

Yearly Summary

	Number of Calls	Dispatch Response Time	Police Response Time	Total Time	
PEORIA POLICE					
Urgent	19548.3	2.51	4.00	6.30	
Routine	19065	23.04	6.11	29.15	
Backlog	1403	35.96	6.93	42.88	
PEORIA COUNTY SHERIFF					
Urgent	2948	2.63	7.49	10.11	
Routine	4221	13.10	9.14	22.24	
Backlog	382	77.07	13.40	90.47	
	Number of Calls	Dispatch Response Time	Fire Response Time	Total Time	Average Turnout Time
PEORIA FIRE	11100	0.89	4.24	5.15	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	13	293	199	201	78	57	179	8	90	112	2183.3			
	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	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	6.1	4.9	6.6	6.2	6.5	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			
	Exceptions																		0			(total min/total calls)
	Dispatch Response Time	1.9	2.0	2.8	1.6	1.6	1.4	3.5	1.7	2.5	2.5	1.9	1.4	1.3	2.4	2.0	1.5	2.2	5641.2	2646	2.13	
	Police Response Time	2.5	3.6	3.6	3.2	3.0	3.3	4.4	3.5	3.7	4.0	4.6	4.1	1.9	5.5	9.9	4.1	6.5	10387.0	2646	3.93	
	Total time	4.4	5.6	6.4	4.8	4.6	4.7	7.9	5.2	6.2	6.5	6.5	5.5	3.2	7.9	11.9	5.6	8.7	16028.2	2646	6.06	
April 2017	Number of Calls	126	125	423	189	60	208	108	139	407	277	223	87	88	213	14	116	115	2918			
	Exceptions																		0			(total min/total calls)
	Dispatch Response Time	1.2	2.3	1.5	3.1	4.5	1.5	3.8	1.8	1.9	2.1	1.8	1.1	2.8	2.1	2.3	2.6	2.0	6011.3	2918	2.06	
	Police Response Time	2.7	3.7	3.4	3.3	3.4	3.1	5.1	3.6	3.2	3.8	4.8	4.2	5.1	5.7	9.7	4.6	6.4	11623.7	2918	3.98	
	Total time	3.9	6.0	4.9	6.4	7.9	4.6	8.9	5.4	5.1	5.9	6.6	5.3	7.9	7.8	12.0	7.2	8.4	17635.0	2918	6.04	
May 2017	Number of Calls	136	150	452	256	75	190	143	139	436	288	229	102	87	216	6	107	138	3150			
	Exceptions																		0			(total min/total calls)
	Dispatch Response Time	1.8	2.1	2.5	2.7	1.6	3.3	6.2	3.0	2.0	2.4	2.0	3.1	2.5	2.0	1.6	1.9	2.5	7976.4	3150	2.53	
	Police Response Time	2.9	3.6	3.4	3.2	2.8	3.5	4.1	3.4	3.4	3.9	4.6	5.8	4.7	6.2	12.2	4.0	6.4	12607.4	3150	4.00	
	Total time	4.7	5.7	5.9	5.9	4.4	10.3	6.4	5.4	6.3	6.6	8.9	7.2	8.2	13.8	5.9	8.9	20583.8	3150	6.53		
June 2017	Number of Calls	92	174	433	26	54	225	122	144	454	321	243	88	71	249	8	132	125	2961			
	Exceptions																		0			(total min/total calls)
	Dispatch Response Time	2.8	2.3	2.0	3.7	1.5	2.3	2.4	1.9	2.1	2.3	2.0	1.9	2.6	3.0	5.0	2.7	1.9	6695.3	2961	2.26	
	Police Response Time	2.3	3.5	3.6	3.0	3.6	3.2	4.8	3.5	3.4	4.0	4.4	4.5	4.9	5.9	10.2	4.7	6.0	12023.2	2961	4.06	
	Total time	5.1	5.8	5.6	6.7	5.1	7.2	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			
	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

YEAR TO DATE TOTALS AND AVERAGES	
Total Number of Calls	19548.3
Total Number of Exceptions	0.0
Average Dispatch Response Time	2.51
Average Police Response Time	4.00
Average Total Time	6.30

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	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	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

YEAR TO DATE TOTALS AND AVERAGES	
Total Number of Calls	19065
Total Number of Exceptions	0
Average Dispatch Response Time	23.04
Average Police Response Time	6.11
Average Total Time	29.15

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

YEAR TO DATE TOTALS AND AVERAGES	
Total Number of Calls	1403
Total Number of Exceptions	0.0
Average Dispatch Response Time	35.96
Average Police Response Time	6.93
Average Total Time	42.88

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

YEAR TO DATE TOTALS AND AVERAGES	
Total Number of Calls	11100
Average Dispatch Response Time	0.89
Average Fire Response Time	4.24
Average Total Time	5.15

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						1.41
E1	1.4	1.4	1.4	1.3	1.3	1.3	1.5						1.37
R1	1.5	1.4	1.3	1.4	1.3	1.4	1.3						1.37
T1	1.7	1.6	1.4	1.4	1.6	1.5	1.8						1.57
E10	1.4	1.4	1.4	1.3	1.3	1.4	1.4						1.37
E12	1.5	1.5	1.5	1.4	1.6	1.6	1.6						1.53
E13	1.3	1.3	1.3	1.2	1.2	1.4	1.3						1.29
T14	1.5	1.5	1.5	1.5	1.6	1.4	1.5						1.50
E15	1.5	1.6	1.6	1.6	1.5	1.7	1.5						1.57
E16	1.4	1.5	1.4	1.4	1.3	1.4	1.4						1.40
E19	1.5	1.5	1.4	1.5	1.5	1.4	1.5						1.47
E2	1.4	1.5	1.5	1.6	1.5	1.6	1.6						1.53
R2	1.5	1.3	1.4	1.3	1.3	1.4	1.4						1.37
E20	1.6	1.5	1.6	1.7	1.5	1.5	1.6						1.57
B3	1.4	1.4	1.5	1.4	1.5	1.4	1.6						1.46
E3	1.3	1.3	1.3	1.2	1.3	1.4	1.3						1.30
T3	1.3	1.5	1.3	1.3	1.5	1.4	1.6						1.41
E4	1.4	1.4	1.5	1.3	1.4	1.5	1.5						1.43
T4	1.3	1.6	1.1	1.2	1.1	1.2	1.2						1.24
												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/total 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/total 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/total 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/total 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/total 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/total 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/total 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

YEAR TO DATE TOTALS AND AVERAGES		
Total Number of Calls		2948.0
Total Number of Exceptions		2718.7
Average Dispatch Response Time		2.63
Average Police Response Time		7.49
Average Total Time		10.11

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

	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Total Minutes	Calls	Average
		Number of Calls	Exceptions														
January 2017	Number of Calls	58	6	5	4	114	148	31	8	23	42	106		545			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	10.9	9.3	4.3	26.3	15.1	10.0	10.0	5.5	23.8	11.5	9.7		6428.7	545	11.80	
	Police Response Time	4.7	21.8	7.0	12.0	9.7	8.3	15.2	13.9	5.0	13.9	4.9		4621.2	545	8.48	
	Total time	15.6	31.1	11.3	38.3	24.8	18.3	25.2	19.4	28.8	25.4	14.6		11049.9	545	20.28	
February 2017	Number of Calls	33	5	3	0	68	146	44	11	20	38	83		451			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	5.6	16.8	24.0	0.0	13.0	10.4	23.4	10.0	5.2	10.4	11.0		5295.0	451	11.74	
	Police Response Time	3.1	26.3	2.0	0.0	10.5	7.9	17.3	10.2	4.7	11.9	5.2		3958.4	451	8.78	
	Total time	8.7	43.1	26.0	0.0	23.5	18.3	40.7	20.2	9.9	22.3	16.2		9253.4	451	20.52	
March 2017	Number of Calls	38	7	8	2	84	176	42	11	29	35	92		524			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	17.9	10.3	23.7	5.5	13.3	10.6	7.0	5.0	7.4	9.4	7.5		5518.6	524	10.53	
	Police Response Time	1.9	17.0	6.6	15.5	11.4	8.9	16.9	7.3	4.6	9.2	4.5		4458.5	524	8.51	
	Total time	19.8	27.3	30.3	21.0	24.7	19.5	23.9	12.3	12.0	18.6	12.0		9977.1	524	19.04	
April 2017	Number of Calls	48	9	11	3	121	183	52	13	34	35	115		624			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	10.0	2.9	13.1	13.0	15.2	12.3	11.9	8.6	9.7	13.8	10.6		7541.7	624	12.09	
	Police Response Time	4.1	13.3	12.1	15.5	10.4	8.1	12.3	10.8	5.8	11.0	5.4		5220.0	624	8.37	
	Total time	14.1	16.2	25.2	28.5	25.6	20.4	24.2	19.4	15.5	24.8	16.0		12761.7	624	20.45	
May 2017	Number of Calls	46	8	12	6	139	201	70	11	51	68	120		732			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	9.3	20.5	6.0	45.8	19.1	14.5	13.7	16.8	8.4	15.6	12.4		10629.0	732	14.52	
	Police Response Time	5.8	19.0	7.8	20.3	10.2	10.2	17.4	14.5	6.7	11.2	5.1		7195.0	732	9.83	
	Total time	15.1	39.5	13.8	66.1	29.3	24.7	31.1	31.3	15.1	26.8	17.5		17824.0	732	24.35	
June 2017	Number of Calls	46	11	9	5	132	200	74	18	30	47	118		690			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	18.9	19.2	25.9	28.8	12.8	13.1	17.9	9.5	9.0	21.9	10.3		9777.6	690	14.17	
	Police Response Time	7.6	21.2	11.1	6.4	11.2	9.3	15.6	12.8	7.0	10.4	4.6		6679.5	690	9.68	
	Total time	26.5	40.4	37.0	35.2	24.0	22.4	33.5	22.3	16.0	32.3	14.9		16457.1	690	23.85	
JULY 2017	Number of Calls	42	6	13	6	140	156	81	14	35	45	117		655			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	10.1	14.2	14.4	44.5	22.0	15.2	13.8	5.2	17.4	18.5	17.0		11035.9	655	16.85	
	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		6782.8	655	10.36	
	Total time	16.9	34.7	23.8	59.7	33.0	25.1	30.9	18.1	24.4	31.3	22.9		17818.7	655	27.20	

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

YEAR TO DATE TOTALS AND AVERAGES	
Total Number of Calls	4221.0
Total Number of Exceptions	0
Average Dispatch Response Time	13.10
Average Police Response Time	9.14
Average Total Time	22.24

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

YEAR TO DATE TOTALS AND AVERAGES	
Total Number of Calls	382
Total Number of Exceptions	0.0
Average Dispatch Response Time	77.07
Average Police Response Time	13.40
Average Total Time	90.47

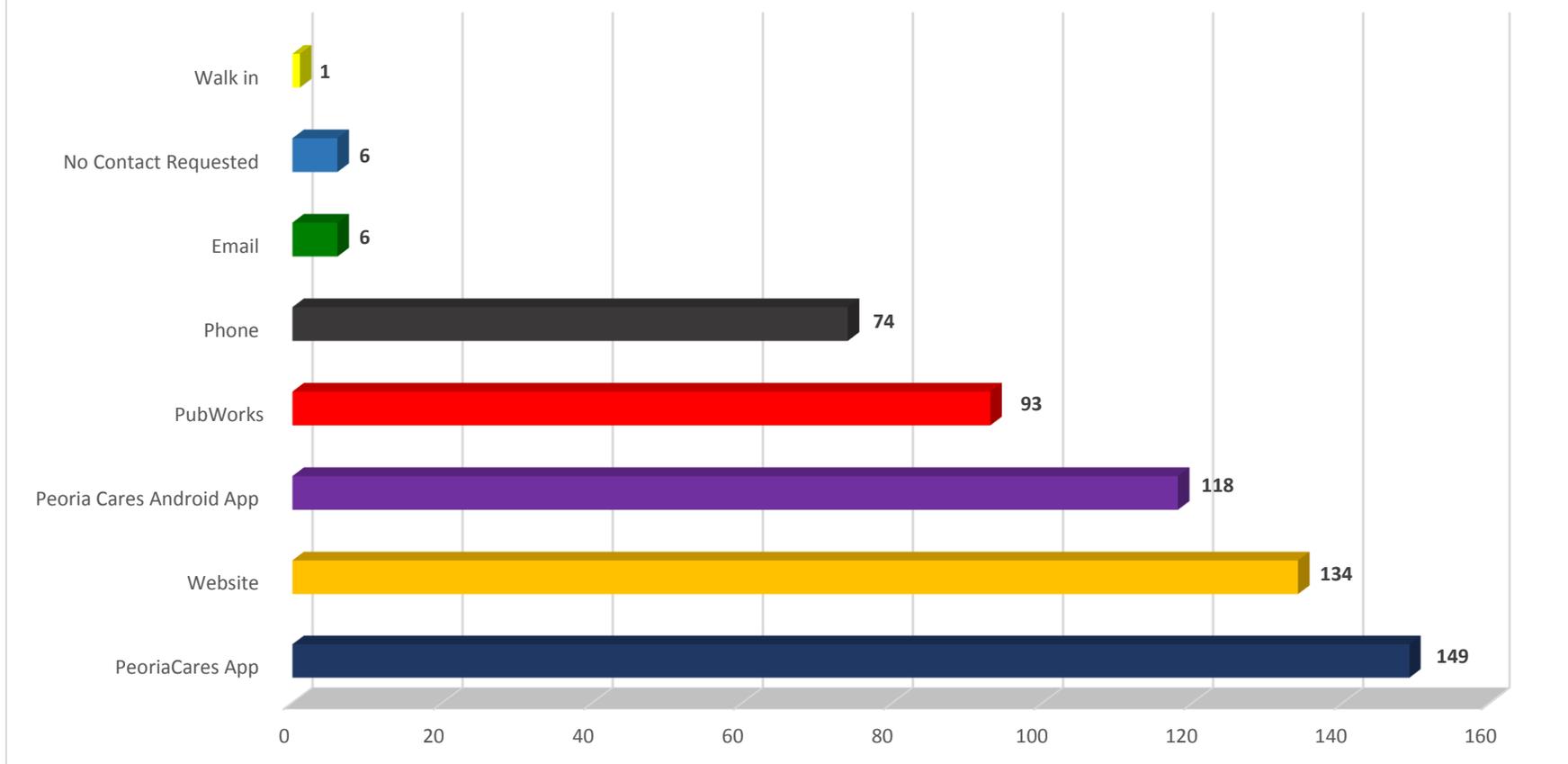
Peoria Cares



2017 Monthly Report

***From: The Office of the City Manager
Presented to: City of Peoria, Mayor and Council Members
Tuesday, July 11, 2017***

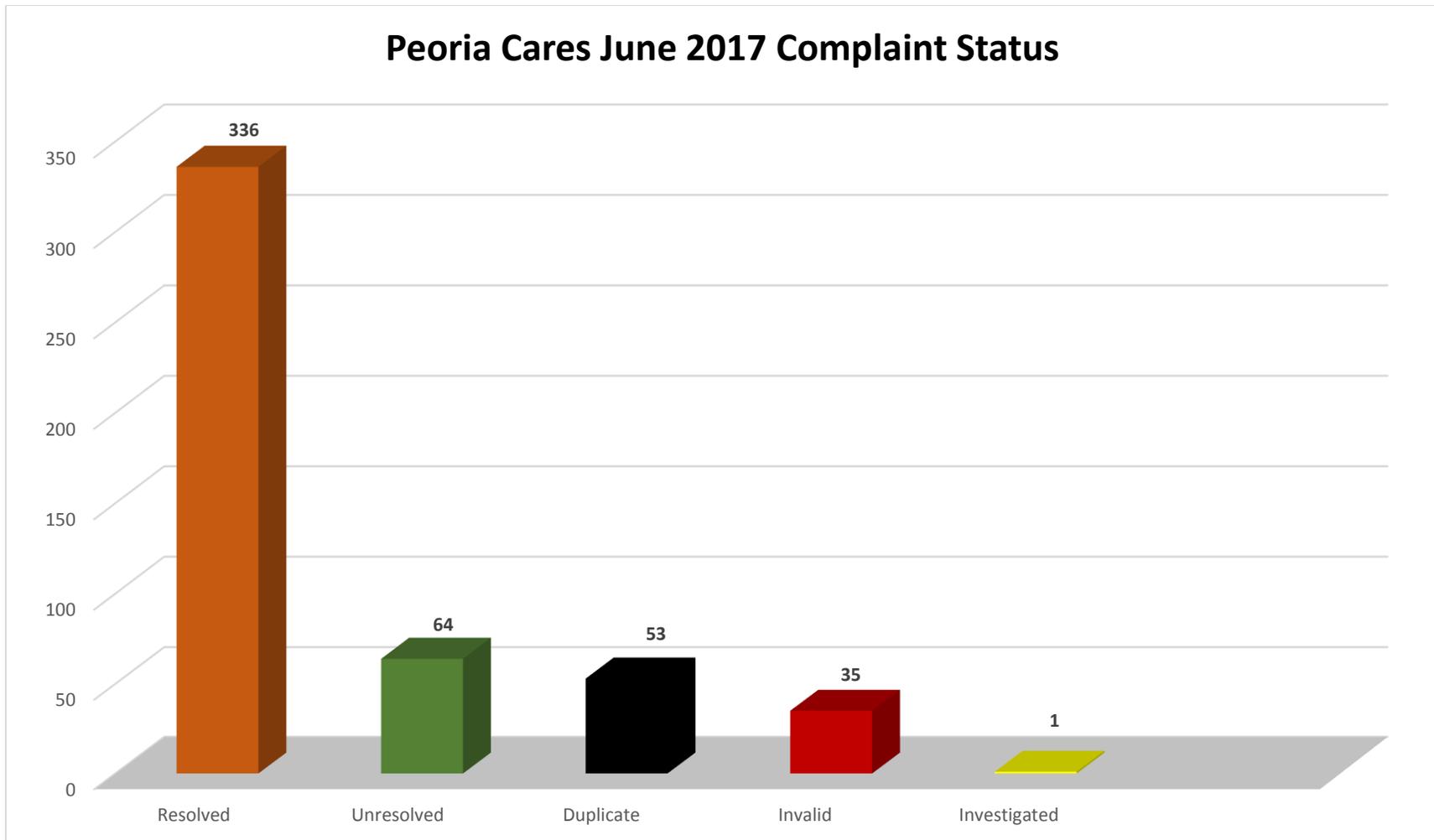
Peoria Cares Communication Transactions During the Month of June 2017



In June, a total of 877 calls were received from the Peoria Cares phone line. There were 74 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 June 2017 Complaint Status



The 64 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 June Complaints by Categories

