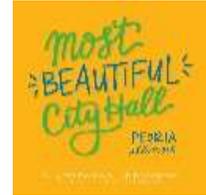




OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager 

DATE: May 11, 2018

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.

Riverfront Master Plan Meeting May 15

A public kickoff meeting will be held on Tuesday, May 15th at the Gateway Building, 200 NE Water Street, to announce the next phase of the planning study for the downtown riverfront area. City staff and partners will take public comments and suggestions, and also ask for involvement with the study's Community Advisory Group. The meeting, held in open house format, will allow for informal comments, questions, and discussion from 5:00 P.M. until 7:00 P.M. It will also include a formal presentation about the study beginning at 5:30 P.M.

For more information about this meeting or the study in general, contact: Mr. George Ghareeb, P.E., Terra Engineering, Ltd. 401 Main Street Suite 1560, Peoria, IL 61602, Telephone (309) 999-0123.

The Gateway Building is accessible to disabled individuals. Individuals with special needs should notify Mr. Ghareeb, at least 5 days in advance of the meeting, at the address and phone number above.

Peoria Police Department-Shooting Reports

Please see attached.

Peoria Police Department-Event Road Closures

- Race for the Cure
- Police Memorial Service

Peoria Cares Monthly Reports

Please see attached.

Public Works-APWA Award for Folkers Avenue

On Friday, May 4th, the City of Peoria received an award from the American Public Works Association, Illinois Chapter, for the 2017 Folkers Avenue Reconstruction Project (Fremont Street to Latrobe Street). The award was specifically for the overall Transportation Roadway Project, less than \$5 million. This project was completed during the summer months in 2017, so as not to hinder Trewyn School while school was in session. Two blocks of a combined sewer system were converted to a Separated Storm System, as well as incorporated many green infrastructure elements. A ribbon cutting was held on Tuesday, August 15th, 2017. The Public Works Department has provided a glimpse into how the award-winning Project progressed by posting a slideshow on the City's website: http://www.peoriagov.org/content/uploads/2012/11/Folkers-Slideshow-Completed-Project_1520267479_add.pdf



From left to right, Mike Guerra, P.E., City of Pekin/IL-APWA Chapter President; Stephen Letsky, P.E., Peoria Public Works, Jason Heinekamp, P.E., Terra Engineering, and George Ghareeb, PE, Terra Engineering.

Stephen Letsky managed Terra Engineering's design of the Project, along with City Engineer Bill Lewis. Public Works acquired summer interns from Bradley University and a 2017 Richwoods High School graduate, training them in the ways of Civil Engineering and construction oversight. Mr. Letsky operated as the field engineer with these interns throughout the summer. The two Bradley University interns will go on to graduate in May 2018, both moving on to full-time careers, one with the Illinois Highway Toll Authority and the other to Blattner Energy. The young gentleman who graduated from Richwoods High

Issues Update
May 11, 2018

School in 2017 has gone on to Missouri University to further study in the ways of Civil Engineering. These interns have learned many aspects of construction from our dedicated Public Works staff.

Public Works

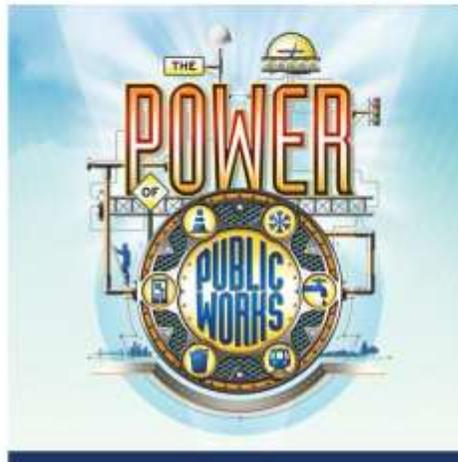
- Mulch Giveaway

Public Works-Save The Date for the Open House

- Press release attached



SAVE THE DATE
National Public
Works Week
Open House
*
Department of
Public Works



We would like to extend an invitation to you and members of your family to attend our Annual Open House on **Thursday, May 24, 2018** from **4:00 p.m. - 7:00 p.m.** at 3505 N. Dries Lane, Peoria, IL 61604. Mark your calendars and stay tuned



i-team-City to Host Lecture on Tactical Urbanism

Grand plans have the power to capture our imagination and help us to see the potential of the place we live, but what can community members do today to help turn these shared visions for a better future into reality? From adding bike lanes to creating small park spaces, efforts known as “tactical urbanism” have been uniting advocates within cities to make sustainable long-term change through small-scale, tactical moves.

On May 17, the City of Peoria’s Innovation Team (i-team) will host guest lecturer Tony Garcia at the Peoria Riverfront Museum. Garcia, a Principal at Streets Plans Collaborative, will introduce the principles of tactical urbanism, as well as the steps needed to successfully implement small-scale neighborhood improvement projects.

With support from Bloomberg Philanthropies, the Peoria i-team works to solve problems in new ways to deliver better results for residents. Recently, the city council directed the i-team to investigate economic development on the neighborhood scale. The i-team found that communities need both a shared vision for the future of their neighborhood and short-term, incremental steps that they can take now in order to build momentum towards positive long-term change. The lecture will introduce ways to use an incremental approach and grassroots energy to plan and implement neighborhood improvement projects that can improve the vitality and economic productivity of neighborhoods.

WHAT: *A Lecture on Tactical Urbanism: Short-Term Action for Long-Term Change*

WHEN: May 17, 2018, 6PM

WHERE: The Peoria Riverfront Museum Auditorium (222 Southwest Washington St. Peoria, IL, 61602)

COST: FREE *Register at bit.ly/tacticalurbanismpeoria*



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

This week we celebrated National Teacher Appreciation Week. Peoria Public Schools are striving to bring innovation to our students' education. This would be impossible with the dedication and support of our outstanding classroom teachers.

As we bring the current academic year to a close, my team and I are looking forward with anticipation. As I mentioned in last week's State of the School remarks, we want to create for students an environment where they want to learn and can naturally discover their true passions. With this model, achievement is the result of discovering the individual talents of each child – in other words, redefining ready.

Our Redefining Ready goals for 2018-2019 are:

- Bring each student to grade-level math, reading and writing skills by third grade
- Provide social emotional supports for all students
- Provide rigorous learning and student engagement in all areas, and
- Provide innovative learning opportunities for all students, both in and outside the classroom.

To achieve these goals, we are prioritizing social emotional learning (SEL) and academic supports to reflect schools' level of need and concurrently, aligning Title I, Title II, IDEA and district financial resources to meet those needs.

The Peoria Public Schools team has developed the implementation plan to bring students to grade level in math, reading and writing by grade three. Her plan provides training for teachers, coaches, tutors and interventionists in guided reading, strategy groups, literature circles, writing strategies and reading recovery, the most widely-researched reading intervention tool available to educators. We also will expand training in the Ortin Gillingham method of intervention.

Through these efforts PPS will adjust our current academic and SEL structure to provide optimum learning opportunities to ensure students have math, writing and reading skills on grade level by third grade, according to Dr. Sandra Wilson, Peoria Public Schools Superintendent of Curriculum and Assesment.

Much of the training and professional development our staff receives to achieve these goals happens in the summer months. The PPS Administration Building classrooms are in use daily during the summer months while classroom teachers, interventionists and administrators build their knowledge to bring innovation to our classrooms. So as 2017-2018 winds down, we are energized and ready to begin making 2018-2019 a year of dynamic innovation.

Serve Passionately,



Dr. Sharon Desmoulin-Kherat, Superintendent

Code Violation Cases

Issues Update
May 11, 2018

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

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

Development Review Board

Please see attached.

ECC Monthly Reports

Please see attached.

Housing Court Cases

Please see attached.

Planning and Zoning Commission Agenda

Please see attached.

OSF CAREER DAY AT GOODWILL

APRIL 12

EVENT HELD AT GOODWILL COMMONS
2319 E. War Memorial Dr., Peoria, IL 61614

9AM - NOON & 1PM - 4PM

▶ During the session you will learn about their great entry level career opportunities as well as creating an OSF online profile for application. Some open careers at OSF include: Dietary, Housekeeping, Environmental Services, Retail, Patient Care Services (non-RN), Guest Services, Transport, SPD, PLC, Telemetry & more.

LEARNING SESSIONS

Sessions begin promptly on the hour.

- 9AM
- 10AM
- 11AM
- 1PM
- 2PM
- 3PM

The Goodwill computer lab will be open for application assistance after each informational session.



goodwill

www.goodwillpeo.org | (309) 682-1113 |   

FIND A JOB WITH THE STATE OF ILLINOIS

THURSDAY • APRIL 19, 2018

This 3hr. workshop
starts at **9:30A.M.**

*Please arrive 15 minutes early.

EVENT HELD AT:

**PEKIN EMPLOYMENT SERVICES CENTER
3245 Court St. Pekin, IL 61554**

WHO WILL BENEFIT FROM THE WORKSHOP?

Anyone interested in employment opportunities with the state of Illinois. Immediate openings are available with IDOR, DCFS, IDOT and many other agencies.

WHAT WILL BE COVERED:

- Conducting a successful job search with the State of Illinois
- An overview of Illinois Department of revenue job opportunities
- Completing the Examining/Employment Application (CM100)

*Be sure to bring
your resume &
dress appropriately.*



Hosted by Goodwill & IDES

www.goodwillpeo.org • (309) 682-1113



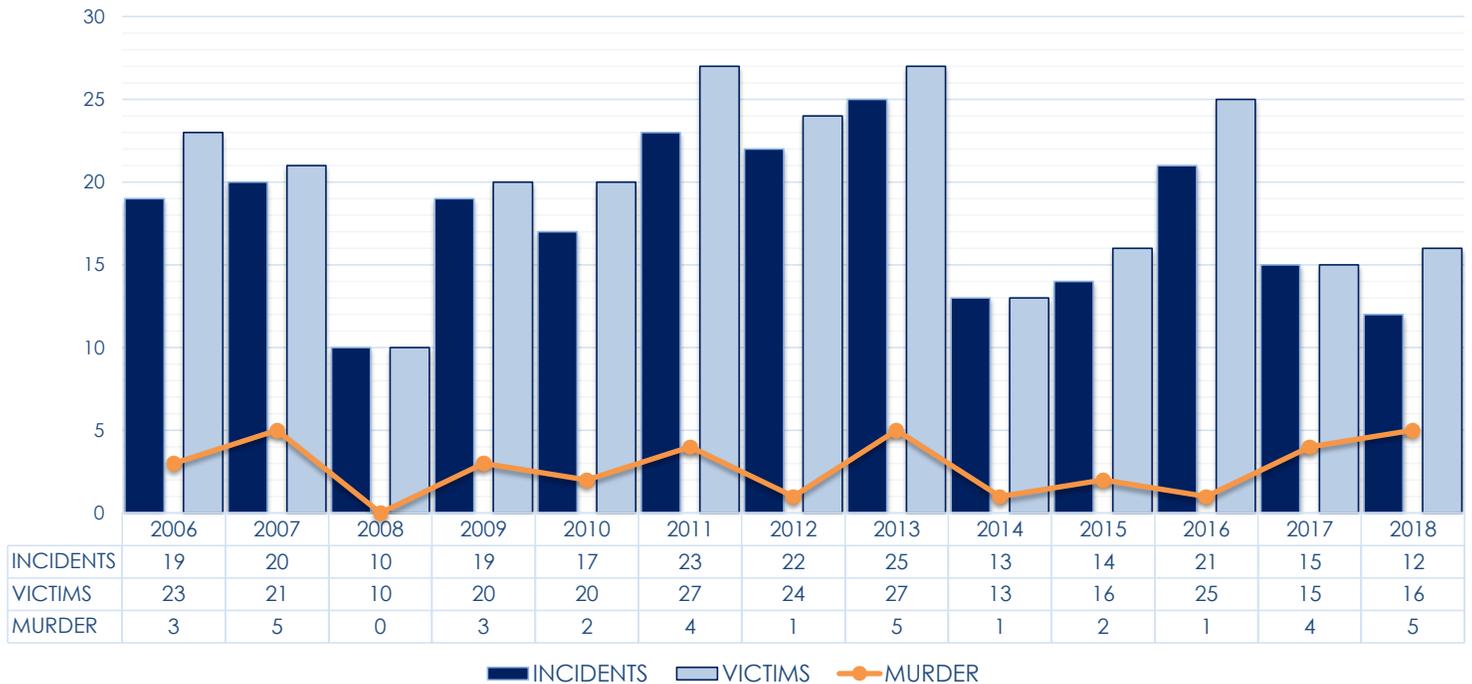
PEORIA POLICE DEPARTMENT



SHOOTINGS: Thru APRIL of Each Year (2018)

TYPE	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
MURDER BY GUNFIRE	3	5	0	3	2	4	1	5	1	2	1	4	5
SHOOTING INCIDENTS	19	20	10	19	17	23	22	25	13	14	21	15	12
SHOOTING VICTIMS (include Murder)	23	21	10	20	20	27	24	27	13	16	25	15	16
PERCENT CHG FM YR TO YR (GSV)		-9%	-52%	100%	0%	35%	-11%	13%	-52%	23%	56%	-40%	7%
SEIZED GUNS (CRIMINAL)						73	81	52	58	53	79	101	69
Citizen Calls "Shots Fired" (City Wide)	369	327	271	273	225	342	378	241	182	182	158	130	142
ShotSpotter Alerts Phase 1 (B)									115	70	63	60	111
ShotSpotter Alerts Phase 2 (B)											57	62	90
% AVG of ShotSpotter Alerts Where a Citizen Called 911 (Zones only)									24.2%	30.0%	28.9%	31.8%	18.2%

SHOOTINGS



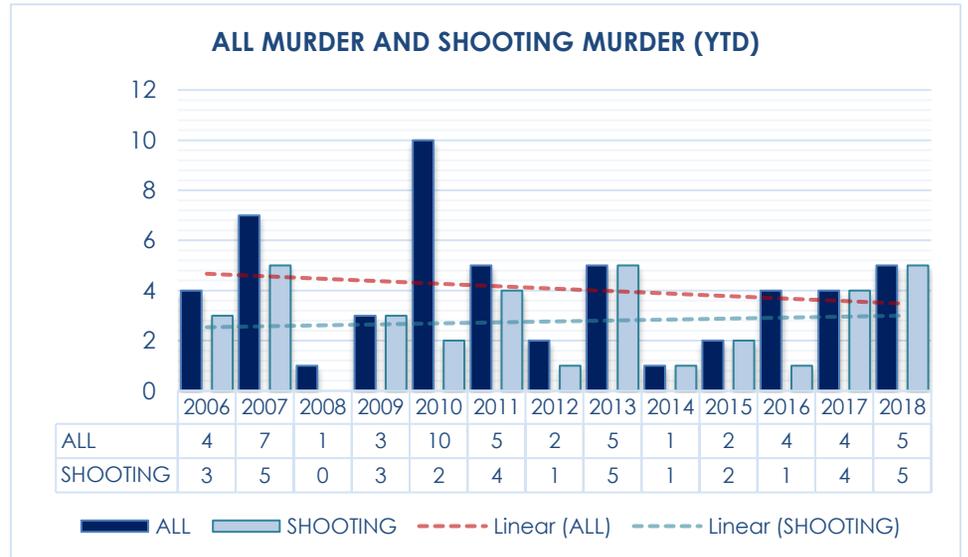
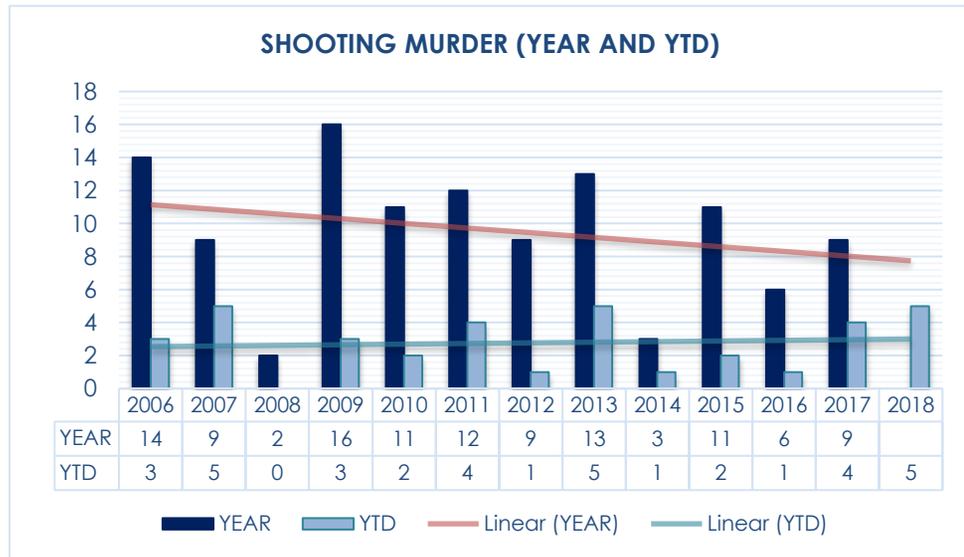
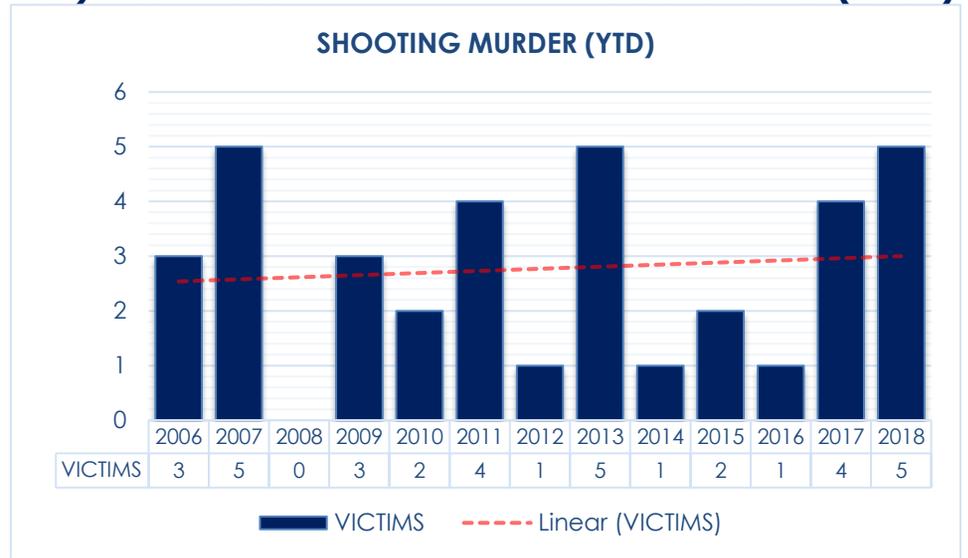
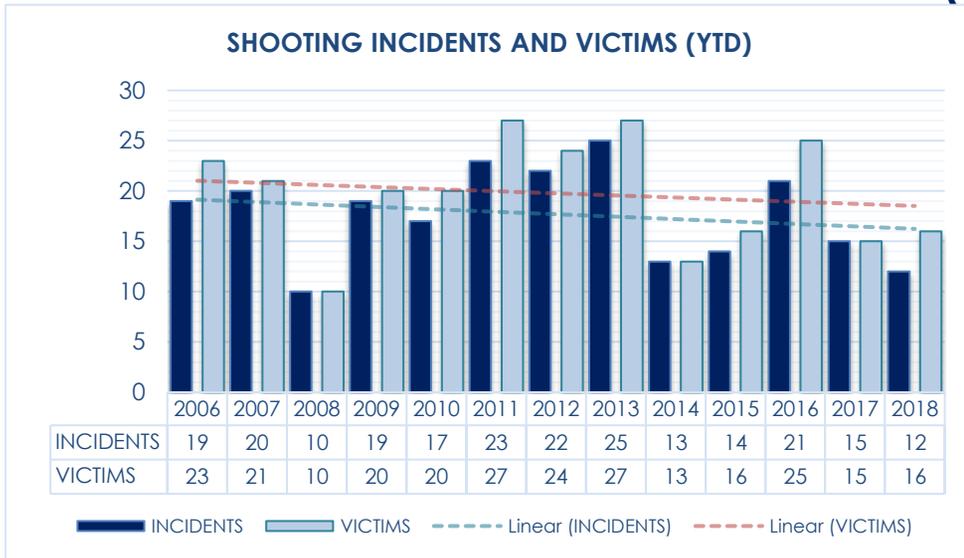
(A) Victim: Person coming into direct contact with the firearm's projectile, e.g., bullet, buckshot, etc. Person shot does not include accidental, air-gun, or self-inflicted. Does not include Justifiable Homicide.

(B) ShotSpotter Alerts Phase 1 initiated (11/19/2013) and Phase II (05/21/2015). Includes only those alerts where citizens do not call 911.

Police to report "shots fired". Counts include unauthorized gunfire only. Does not include duplicate alerts, fireworks, automobile backfire, etc.

PEORIA POLICE DEPARTMENT, PEORIA IL

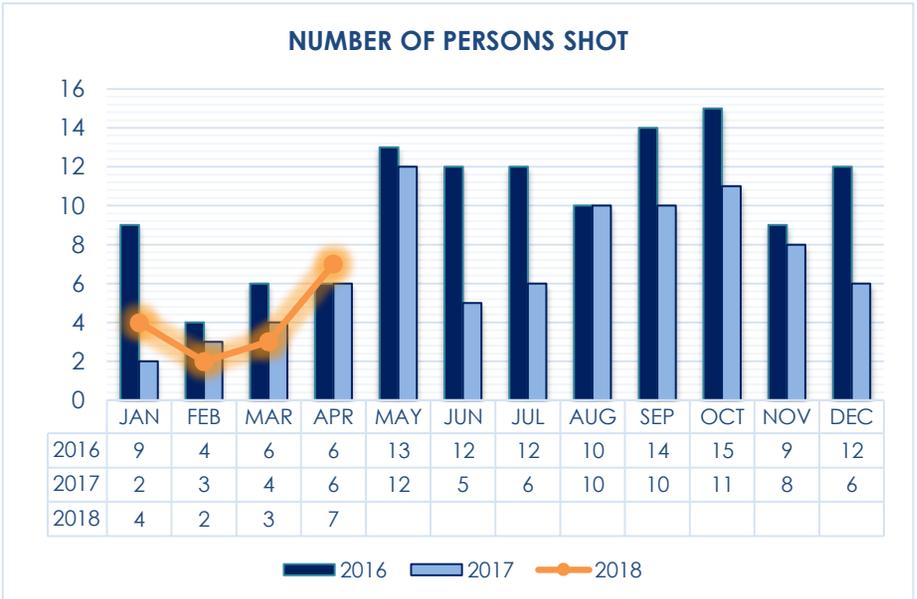
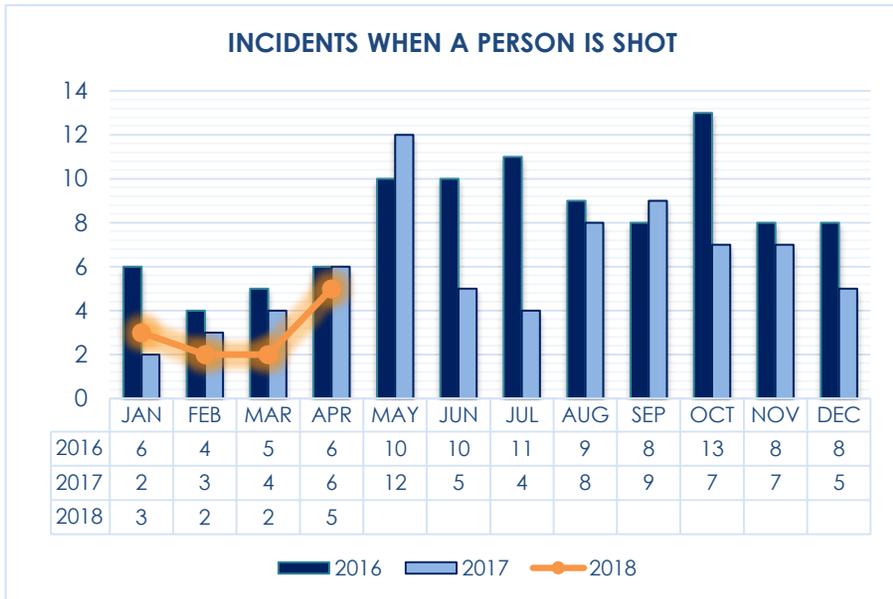
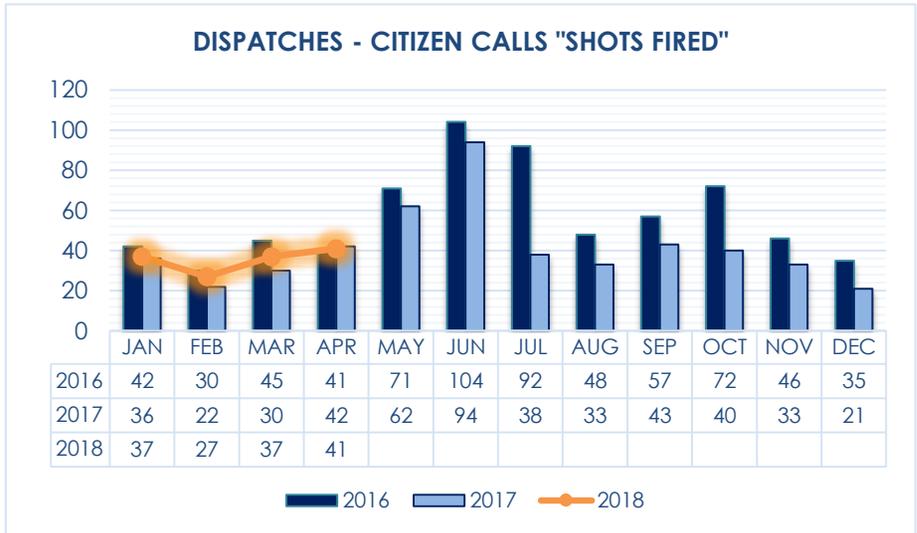
(Cont.) SHOOTINGS - Thru APRIL of Each Year (2018)



Shootings : Does not include accidental, air-gun, or self-inflicted. Does not include Justifiable Homicide by Firearm.

Victim: Person coming into direct contact with the firearm's projectile, e.g., bullet, buckshot, etc.

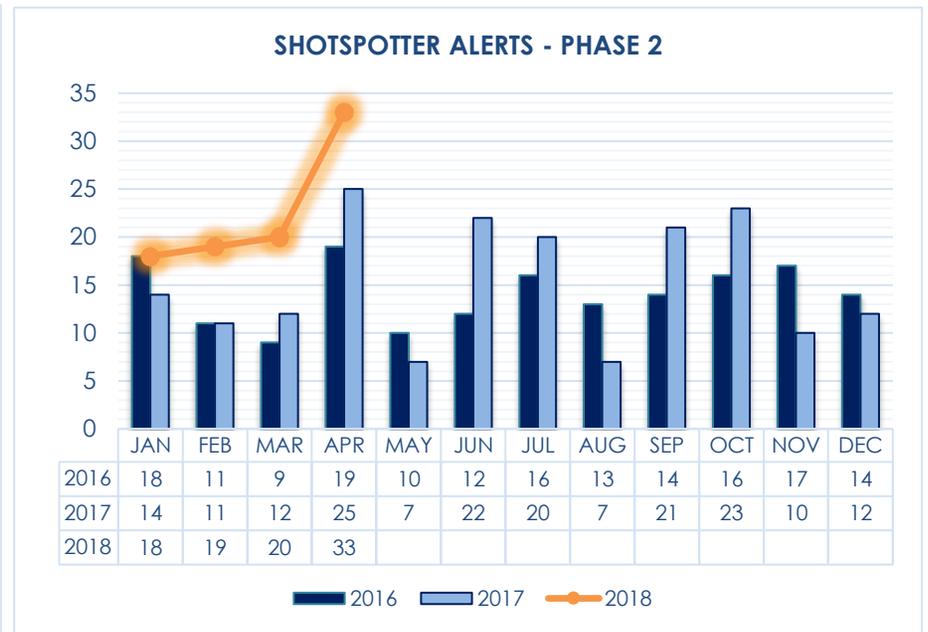
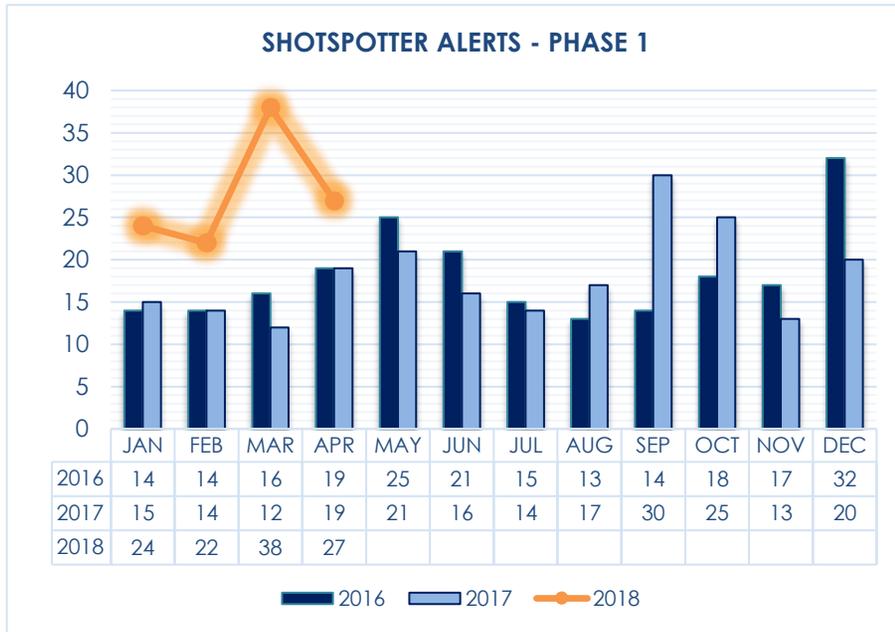
(Cont.) SHOOTINGS - Thru APRIL of Each Year (2018)



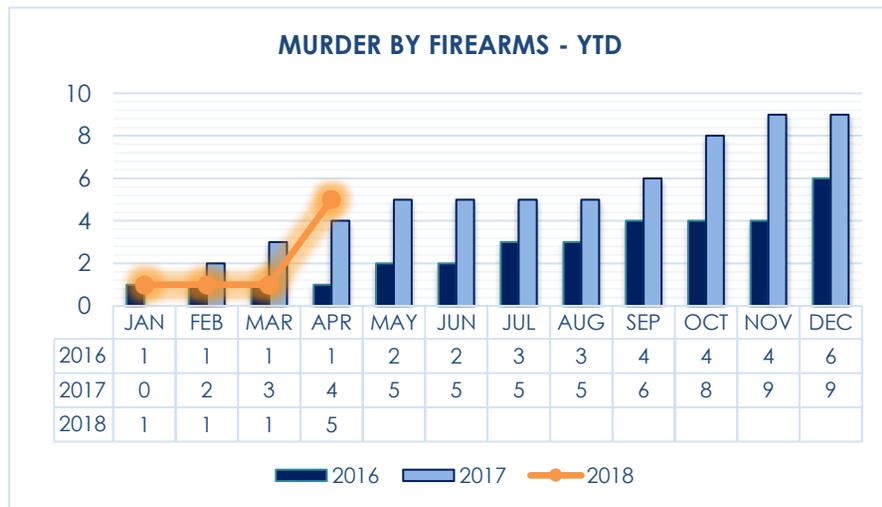
Shootings: Does not include accidental, air-gun, or self-inflicted. Does not include Justifiable Homicide by Firearm

Victim : Person coming into direct contact with the firearm's projectile, e.g., bullet, buckshot, etc.

(Cont.) SHOOTINGS - Thru APRIL of Each Year (2018)



ShotSpotter Alerts Phase 1 initiated (11/19/2013), Phase 2 (05/21/2015). Includes only those ShotSpotter Alerts where citizens do not call Police to report "Shots Fired". Counts include unauthorized gunfire only. Does not include duplicate alerts, fireworks, automobile backfire, etc.

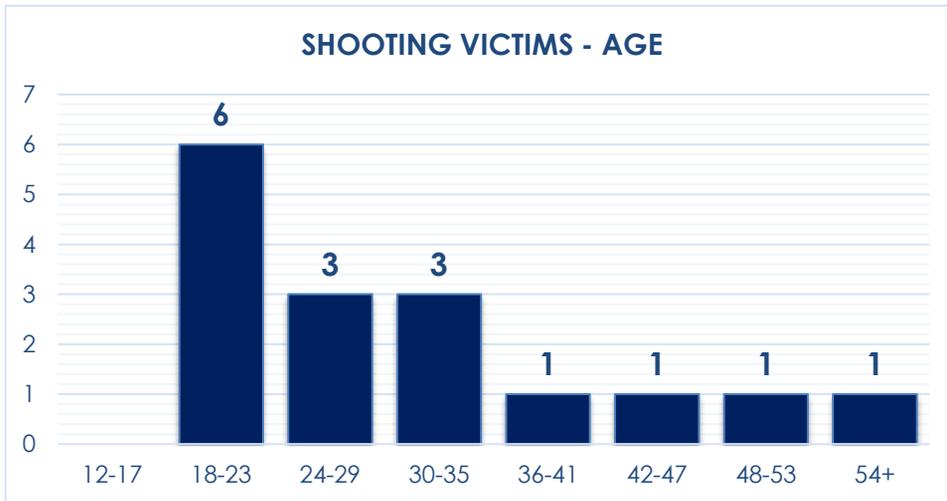


2018 - MURDER BY FIREARMS

- 1.) JAN 10 / 2104 W. MALONE / KAMRY HARRIS, M/22.
- 2.) APR 7 / 2734 W. WYOMING / JOHN BELL III, M/24.
- 3.) APR 8 / 1821 W. BRADLEY / NASJAY MURRY, F/18.
- 4.) APR 8 / 1821 W. BRADLEY / ANTHONY POLNITZ, M/22.
- 5.) APR 30 / 1004 W. VIRGINIA / RONALD HARRIS, M/49.

16 YEAR TO DATE SHOOTING VICTIMS

(Cont.) SHOOTINGS - Thru APRIL of 2018

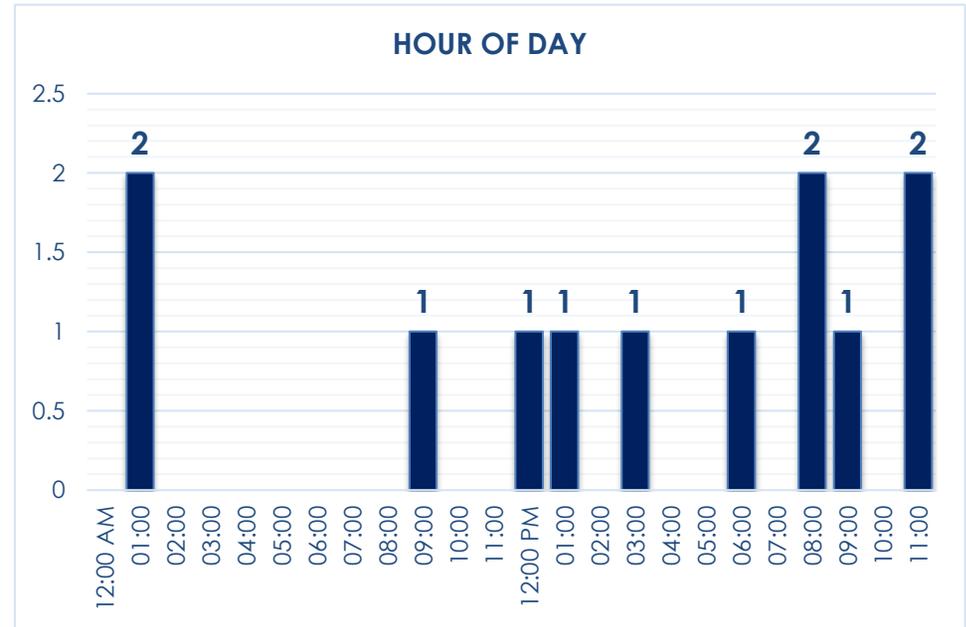
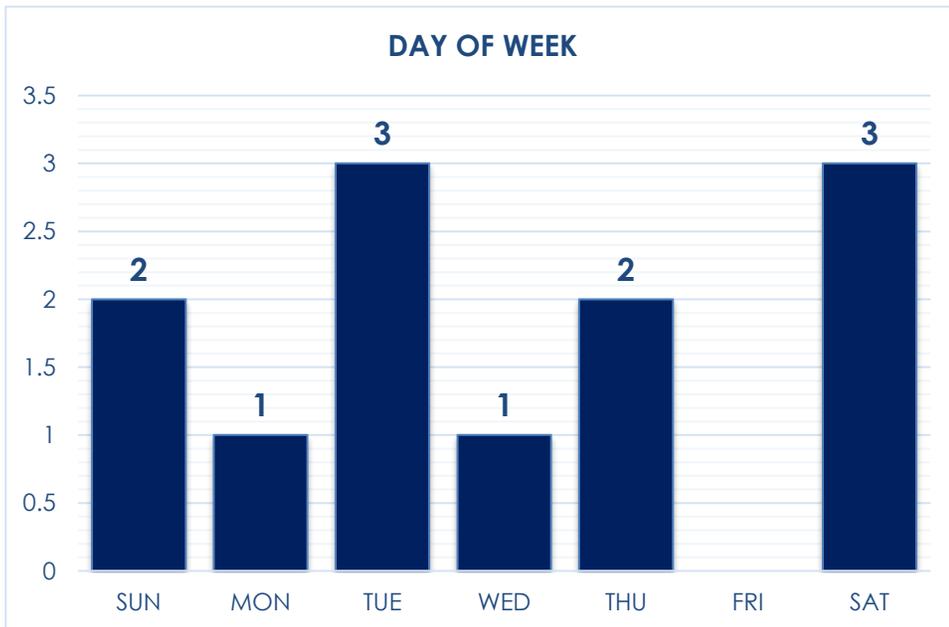
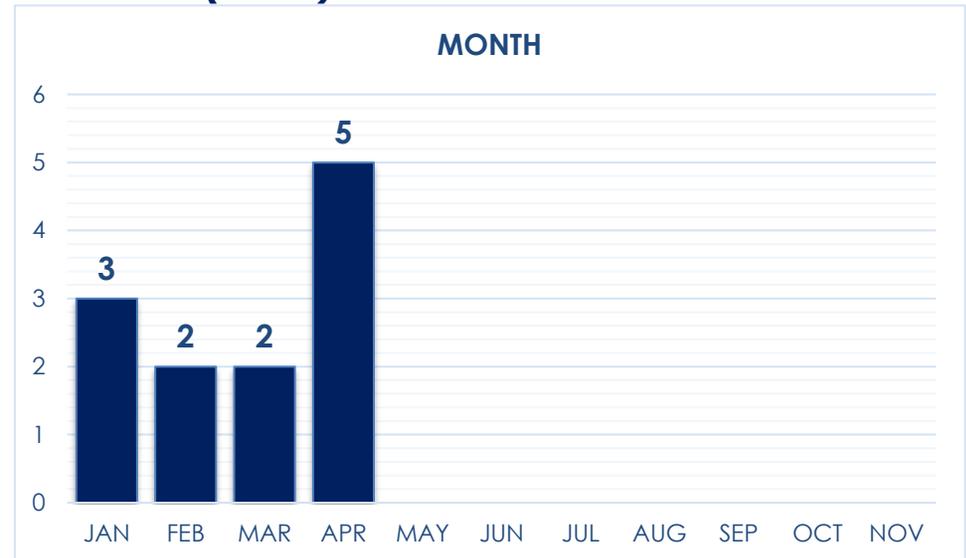


Shootings : Do not include accidental, air-gun, or self-inflicted. Does not include Justifiable Homicide by Firearm

Victim : Person coming into direct contact with the firearm's projectile, e.g., bullet, buckshot, etc.

12 YEAR TO DATE SHOOTING INCIDENTS

(Cont.) SHOOTINGS - Thru APRIL of 2018



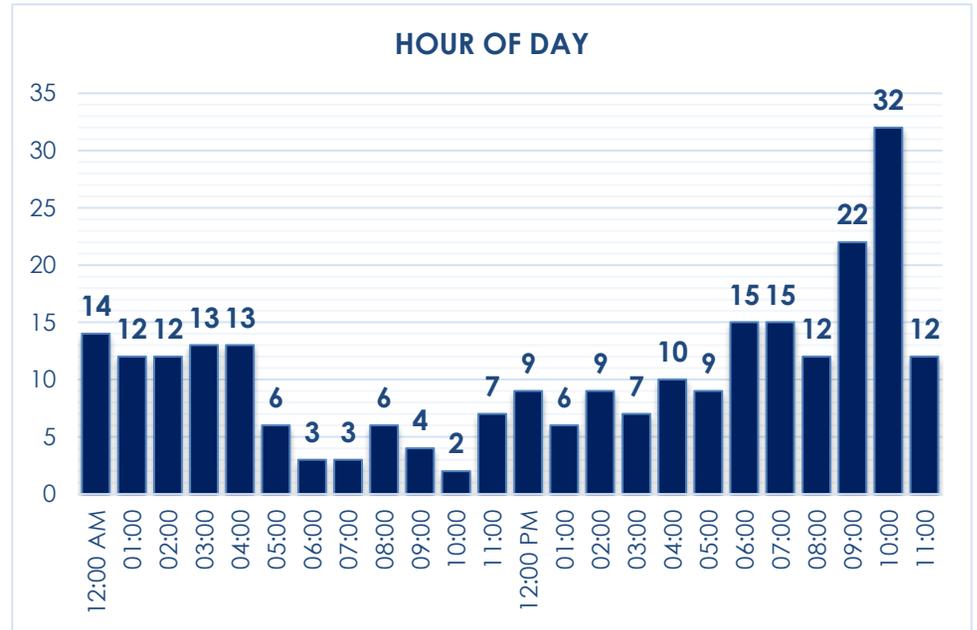
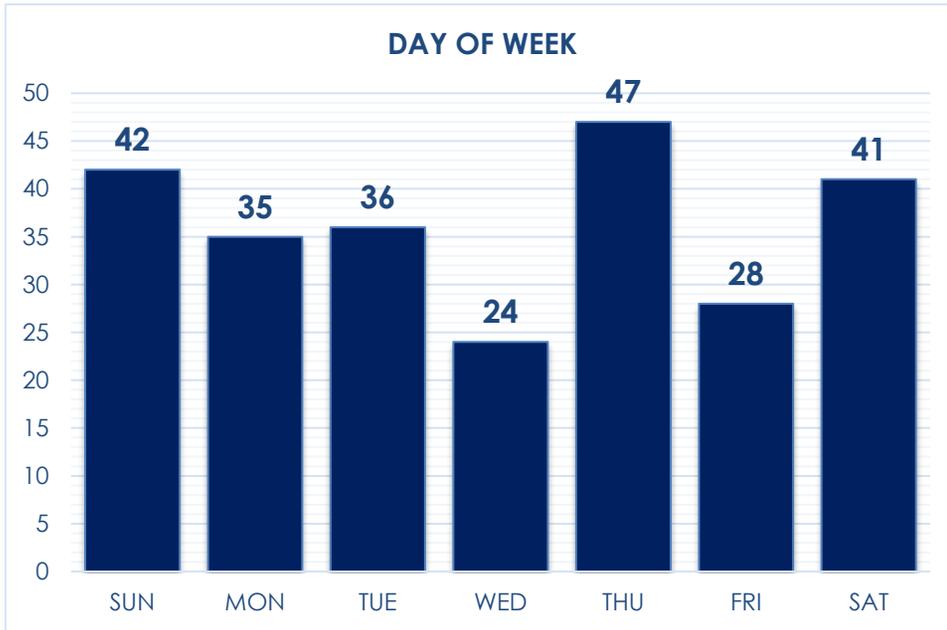
Shootings : Does not include accidental, air-gun, or self-inflicted. Does not include Justifiable Homicide by Firearm

Victim : Person coming into direct contact with the firearm's projectile, e.g., bullet, buckshot, etc.

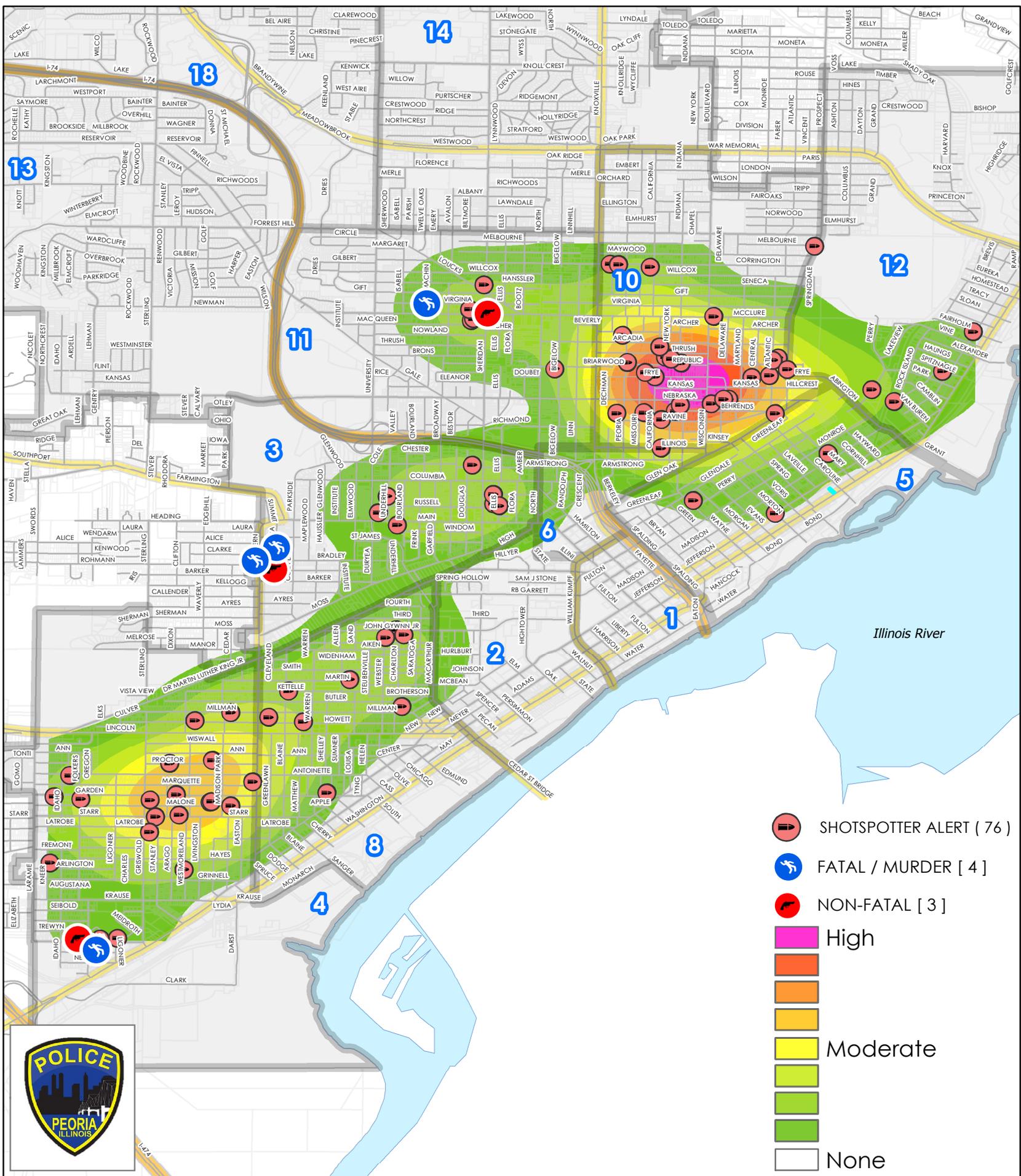
253 YEAR TO DATE SHOTSPOTTER ALERTS

AVERAGE # OF SHOTSPOTTER ALERTS PER DAY:

2.11



***Shotspotter alerts include all "shots fired" alerts except duplicated alerts that occur at the same time/location. The statistical count on this page is for temporal analysis only and will be NOT equal to the number of ShotSpotter alerts on page 4. Does not include NYE or July 4th alerts.



CITY OF PEORIA - SHOOTING VICTIMS & SHOTSPOTTER ALERTS HOTSPOT-PIN MAP / APRIL 2018

Query: [CRIMEVIEW - SHOOTINGS DO NOT INCLUDE ACCIDENTAL, SELF-INFLICTED, OR JUSTIFIABLE HOMICIDE; SHOTSPOTTER ALERTS]
 Dates: 04/01/2018 - 04/30/2018



PEORIA POLICE DEPARTMENT



FOR IMMEDIATE RELEASE

May 9, 2018

For More Information: Contact Officer Amy Dotson – PIO – 309-620-2047

Race for the Cure

The Susan G. Komen Foundation is sponsoring Race for the Cure at the Metro Centre on Saturday, May 12th, 2018. This event is expected to draw 25,000 participants and spectators.

The race will start at 8:00 am and the walk will start at 8:05 am. The event is expected to conclude at approximately 10:30 am.

Expect delays at the following intersections:

- University & Lake
- University & Metro Center
- University & Glen
- University & Fish House
- University & Shenandoah
- University & Austin
- University & Daytona
- University & Holly Hedges
- University & Northmoor
- Northmoor & Briarwood
- Northmoor & Knoll-Aire
- Fairmont & Briarwood
- Oakglen & Briarwood
- Fairmont & Austin
- Isabell & Shenandoah
- Glen & Sheridan
- Glen & Sherwood
- Glen & Isabell
- Glen & Nelson
- Isabell & Hampshire

There will be no parking in the Metro Centre parking lot or the PNC parking lot.

If you plan to travel in the area of the Metro Centre, please allow extra time to reach your destination and be aware of significant pedestrian traffic.

PEORIA POLICE DEPARTMENT



FOR IMMEDIATE RELEASE

May 9, 2018

For More Information: Contact Officer Amy Dotson – Public Information Officer – 309-620-2047

National Police Week: May 13 – May 19, 2018

Next week honors those law enforcement officers who gave the ultimate sacrifice and pays special recognition to those continuing to serve. The Peoria Police Department invites the public to participate in honoring our heroes, those who serve and those who died in the line of duty.

The Peoria Police Department Memorial Service will be held on Wednesday, May 16, 2018 at 12pm to honor our fallen officers. The Memorial Service will be held outside City Hall at 419 Fulton Street, Peoria, Illinois. In the event of inclement weather, the service will be held inside the atrium of Civic Center.



DEPARTMENT OF PUBLIC WORKS
MEDIA RELEASE

Contact: Sie Maroon
Asst. Public Works Director/Operations
309/494-8800

FOR IMMEDIATE RELEASE
Date: Thursday, May 10, 2018

MEDIA RELEASE

FREE MULCH GIVEAWAY EVENT

(Peoria, IL) – The City of Peoria Public Works Department will be hosting a one day only, free Mulch Giveaway event on Saturday, May 19th, from 8:00a.m. to 12:00n at the Lester D. Bergsten Public Works Facility located at 3505 N. Dries Lane. Mulch will be available, while supplies last, on a first-come, first-serve basis.

This one-day event is for City of Peoria residents only. Residents may hand shovel mulch into small vehicles or trucks. Staff will be available to assist with loading. Additional mulch, if available, may be available for hand loading only after the May 19th event.

For more information, contact Public Works at 309/494-8800.

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DEPARTMENT OF PUBLIC WORKS
MEDIA RELEASE

Contact: (309) 494-8800

FOR IMMEDIATE RELEASE

Date: May 9, 2018

MEDIA RELEASE

(Peoria) - The Department of Public Works invites you and your family and friends to attend our Annual Open House on **Thursday, May 24, 2018 from 4:00 p.m. – 7:00 p.m.** at 3505 N. Dries Lane, Peoria, IL 61604.

We will have hot dogs and lots of other goodies, face painting and balloon artists, a bouncy house, and a host of big trucks and equipment to view, along with lots of exciting activities planned. You won't want to miss it! Hope to see you there!

If you have any questions, please feel free to contact our office at (309) 494-8800 during normal business hours, Monday—Friday, between 8:00 a.m. - 4:30 p.m.

###



DEVELOPMENT REVIEW BOARD AGENDA

Plans Distributed: May 9, 2018
 Comments Due: May 16, 2018

Building/Projects this Week

Job/Project #	Address	Type	Description
18-606	8629 N KNOXVILLE AVE 14-05-278-008	COMMERCIAL ADDITION	Addition and Interior Remodel – Cefcu – Council District 5 – BD/JN
18-619	900 MAIN ST 18-04-379-018	COMMERCIAL ALTERATIONS	Interior Remodel – Unity Point, Behavior Health – Council District 1 – SW/LA
18-625	5001 N BIG HOLLOW RD 14-19-176-029	COMMERCIAL ALTERATIONS	Exterior Alteration and Interior Remodel – Target – Council District 4 – CF/JN
18-634	603 E WAR MEMORIAL DR 14-28-278-020	COMMERCIAL ALTERATIONS	Exterior Alteration and Interior Remodel – South Side Mission – Council District 3 – RM/ST
PROJECT 18-74	905 NE ADAMS ST 18-03-359-027	ZONING BOARD OF APPEALS	Variances, Parking Setback, Front Yard Landscaping, and Parking Lot Perimeter Landscaping – Mid-Illinois Companies – Council District 1 – LA
PROJECT 18-75	1825 N NEW YORK AVE 18-04-226-015	PZ COMMISSION	Special Use, Neighborhood Youth Center – Law’n Order Academy – Council District 3 – ST

Building Permits Issued

Commercial		Residential	
Commercial Addition	1	New Single-Family Dwelling	-
Commercial Alteration	3	Residential Addition	2
Commercial Demolition	-	Residential Alteration	4
Electrical	-	Electrical	7
HVAC	1	HVAC	7
Plumbing	2	Plumbing	-

Certificates of Occupancy Issued

Address/Location	Business Name	Date Issued	CD
5114 W Holiday Drive	Gander Outdoors	05/09/2018	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 for 2018	\$ 19,670,317.00
------------------------------------------	-------------------------

Community Development Department

Address/Location	Project Type	Information Update	CD
3030 W Marquette Avenue	PZ Commission – Rezoning	Public Hearing on 06/07/2018	1
1010 NE Glen Oak Avenue	HPC – Administrative C of A	Replace Shingles	3

	Council District 1	Council District 2	Council District 3	Council District 4	Council District 5
Planning Inspector	Leah Allison	Kimberly Smith	Shannon Techie	Josh Naven	Josh Naven
Phone	494-8667	494-8612	494-8649	494-8657	494-8657
E-mail	llallison@peoriagov.org	ksmith@peoriagov.org	stechie@peoriagov.org	jnaven@peoriagov.org	jnaven@peoriagov.org
Building Inspector	Roberto Medina	Chris Frank	Roberto Medina	Chris Frank	Bill Dodd
Phone	494-8623	494-8633	494-8623	494-8633	494-8653
E-mail	rmedina@peoriagov.org	cfrank@peoriagov.org	rmedina@peoriagov.org	cfrank@peoriagov.org	wdodd@peoriagov.org
	Scot Wolf (Downtown & Warehouse District Only)				
	494-8628				
	swolf@peoriagov.org				
					21

Emergency Communications Center



Monthly Report April 2018

Peoria
9-1-1

CITY OF PEORIA
EMERGENCY COMMUNICATIONS CENTER 2018 ANNUAL REPORT

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	2017 Totals
Landbased 9-1-1 Calls	2,090	1,775	2,026	2,034									7,925	24,615
Wireless 9-1-1 Calls	6,227	5,502	6,198	6,392									24,319	81,634
Text To 9-1-1 Calls	15	11	24	16									66	250
TOTAL 9-1-1 CALLS	8,332	7,288	8,248	8,442	0	0	0	0	0	0	0	0	32,310	106,499
Peoria Police Incoming Calls	7,548	6,960	8,002	8,132									30,642	99,504
Sheriff's Police Incoming Calls	2,376	2,244	2,433	2,354									9,407	29,459
TOTAL POLICE INCOMING CALLS	9,924	9,204	10,435	10,486	0	0	0	0	0	0	0	0	40,049	128,963
Volunteer Fire/EMS toll free calls	12	13	17	12									54	245
Peoria Fire Incoming Calls	608	490	565	580									2,243	6,984
TOTAL FIRE INCOMING CALLS	620	503	582	592	0	0	0	0	0	0	0	0	2,297	7,229
Operator Assist Calls/Alarm Calls	914	754	801	741									3,210	10,931
Ambulance Incoming Calls	255	203	264	208									930	3,040
ECC Supervisor Incoming Calls	648	629	629	685									2,591	7,359
Richwoods Dispatcher Incoming Calls	54	53	89	68									264	728
Downtown Dispatcher Incoming Calls	48	29	50	52									179	512
Prep 2 Dispatcher Incoming Calls	562	535	752	729									2,578	7,530
C-MED Dispatcher Incoming Calls	32	23	45	31									131	356
County Sheriff Dispatcher Incoming Calls	26	32	44	36									138	454
Fire Dispatcher Incoming Calls	46	62	94	89									291	877
OverFlow Dispatcher Incoming Calls	0	0	4	11									15	69
Call Taker Incoming Calls	0	1	0	0									1	16
TOTAL INCOMING EXTENSION CALLS	1,416	1,364	1,707	1,701	0	0	0	0	0	0	0	0	6,188	17,901
TOTAL OUTGOING EXTENSION CALLS	5,443	4,610	5,046	5,007									20,106	63,151
Peoria Police Dispatches/On view	7,157	6,152	7,804	7,532									28,645	100,678
Peoria County Sheriff Dispatches/On view	1,938	1,976	2,188	2,000									8,102	28,444
TOTAL POLICE DISPATCHES/ON VIEW	9,095	8,128	9,992	9,532	0	0	0	0	0	0	0	0	36,747	129,122
Air National Guard Fire Dispatches	5	4	6	5									20	47
Akron-Princeville Fire Dispatches	18	19	16	17									70	226
Brimfield Fire Dispatches	49	41	34	22									146	405
Dunlap Fire Dispatches	25	43	39	40									147	395
Elmwood Fire Dispatches	18	13	14	6									51	124
Limestone Fire Dispatches	111	101	122	132									466	1,466
Logan-Trivoli Fire Dispatches	29	44	46	45									164	426
Peoria Fire Dispatches	1,886	1,525	1,667	1,678									6,756	19,783
Timber-Hollis Fire Dispatches	26	31	26	27									110	319
Tuscarora Fire Dispatches	4	4	9	6									23	52
West Peoria Fire Dispatches	59	58	46	57									220	620
MABAS Fire Calls	2	5	6	9									22	59
TOTAL FIRE DISPATCHES	2,232	1,888	2,031	2,044	0	0	0	0	0	0	0	0	8,195	23,922
AMT Ambulance Dispatches	1,507	1,245	1,404	1,375									5,531	17,249
APA Ambulance Dispatches	13	8	10	10									41	173
BYE Ambulance Dispatches	60	44	49	38									191	561
TOTAL AMBULANCE DISPATCHES	1,580	1,297	1,463	1,423	0	0	0	0	0	0	0	0	5,763	17,983
Peoria County Coroner Incoming Calls	287	251	296	244									1,078	2,554
Community Messaging System Call-outs	12	13	9	12									46	173
Telephone Trouble Reports Completed	0	0	1	2									3	9
ETSB Equipment Trouble Reported	0	2	0	2									4	16
Citizen Concerns	0	5	2	1									8	13
CD Requests from State's Attorney's Office	31	17	11	16									75	260
CD Requests from FOI / Subpoena	9	5	11	2									27	27
CD Requests from Inner Departmental	6	4	0	3									13	78
Total Number of CD Requests	46	26	22	21	0	0	0	0	0	0	0	0	115	365
ILEAS Call Outs	0	0	1	0	0	0	0	0	0	0	0	0	1	0
JULIE Dig	63	35	30	28									156	595

Yearly Summary

	Number of Calls	Dispatch Response Time	Police Response Time	Total Time	
PEORIA POLICE					
Urgent	10162	2.00	3.93	5.93	
Routine	9866	19.80	13.91	25.77	
Backlog	539	30.68	7.05	37.73	
PEORIA COUNTY SHERIFF					
Urgent	1619	2.13	9.50	9.50	
Routine	2177	14.54	9.52	24.06	
Backlog	643	69.35	14.31	83.66	
	Number of Calls	Dispatch Response Time	Fire Response Time	Total Time	Average Turnout Time
PEORIA FIRE	5048	0.83	4.32	5.15	1.44

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 2018	Number of Calls	100	121	303	185	68	238	108	148	299	219	223	109	73	219	5	100	109	2627			
	Exceptions																		0			(total min/total calls)
	Dispatch Response Time	1.7	3.2	2.6	2.1	1.4	2.4	2.4	1.8	4.4	1.9	1.5	2.5	2.4	2.6	5.0	1.5	1.3	6325.5	2627	2.41	
	Police Response Time	2.9	3.4	3.3	3.2	4.1	2.9	4.3	3.8	3.5	3.7	4.8	4.7	4.5	5.6	9.6	3.8	6.8	10452.7	2627	3.98	
	Total time	4.6	6.6	5.9	5.3	5.5	5.3	6.7	5.6	7.9	5.6	6.3	7.2	6.9	8.2	14.6	5.3	8.1	16778.2	2627	6.39	
February 2018	Number of Calls	73	113	251	133	69	162	71	97	250	207	191	100	69	173	4	110	84	2157			
	Exceptions																		0			(total min/total calls)
	Dispatch Response Time	2.3	1.3	1.4	2.1	1.1	1.2	1.8	2.6	1.4	2.1	1.5	3.2	2.2	1.3	0.5	1.4	3.7	3830.5	2157	1.78	
	Police Response Time	2.9	3.4	3.2	3.3	3.4	3.1	4.4	3.3	3.6	3.8	4.6	4.5	6.2	6.0	10.5	3.9	6.1	8671.7	2157	4.02	
	Total time	5.2	4.7	4.6	5.4	4.5	4.3	6.2	5.9	5.0	5.9	6.1	7.7	8.4	7.3	11.0	5.3	9.8	12502.2	2157	5.80	
March 2018	Number of Calls	101	144	344	185	71	226	86	116	317	231	225	101	81	203	1	124	93	2649			
	Exceptions																		0			(total min/total calls)
	Dispatch Response Time	1.2	1.7	2.3	1.2	1.3	2.1	3.1	2.2	1.6	2.2	1.9	2.6	2.0	1.7	1.0	2.0	1.9	5106.2	2649	1.93	
	Police Response Time	2.6	3.0	3.5	3.2	4.4	2.9	4.1	3.4	3.3	3.9	4.8	4.1	4.5	5.8	10.0	4.3	6.6	10345.4	2649	3.91	
	Total time	3.8	4.7	5.8	4.4	5.7	5.0	7.2	5.6	4.9	6.1	6.7	6.7	6.5	7.5	11.0	6.3	8.5	15451.6	2649	5.83	
April 2018	Number of Calls	93	136	360	173	72	201	103	128	344	263	213	97	75	227	5	133	106	2729			
	Exceptions																		0			(total min/total calls)
	Dispatch Response Time	1.0	1.2	2.0	1.8	1.1	2.3	1.8	2.4	1.7	2.6	1.8	1.5	1.6	2.3	2.0	1.2	1.6	5100.5	2729	1.87	
	Police Response Time	2.6	3.3	3.0	3.3	3.4	3.0	4.1	3.7	3.4	3.4	4.8	4.2	4.2	5.9	9.2	4.1	6.0	10457.5	2729	3.83	
	Total time	3.6	4.5	5.0	5.1	4.5	5.3	5.9	6.1	5.1	6.0	6.6	5.7	5.8	8.2	11.2	5.3	7.6	15558.0	2729	5.70	
YEAR TO DATE TOTALS AND AVERAGES																						
	Total Number of Calls																	10162.0				
	Total Number of Exceptions																	0.0				
	Average Dispatch Response Time																	2.00				
	Average Police Response Time																	3.93				
	Average Total Time																	5.93				

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 2018	Number of Calls	73	142	250	134	110	145	87	146	218	202	179	124	94	225	8	127	95	2359			(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	23.0	15.0	17.5	24.2	20.0	14.0	19.6	18.2	24.2	21.1	19.7	18.7	12.1	23.1	6.0	17.0	16.2	45483.0	2359	19.28			
	Police Response Time	4.3	5.1	5.0	4.3	5.8	4.9	6.0	5.2	5.3	5.4	6.5	6.8	6.4	8.5	9.6	7.2	7.9	14002.7	2359	5.94			
	Total time	27.3	20.1	22.5	28.5	25.8	18.9	25.6	23.4	29.5	26.5	26.2	25.5	18.5	31.6	15.6	24.2	24.1	59485.7	2359	25.22			
February 2018	Number of Calls	58	146	178	117	85	130	80	116	228	192	168	91	82	198	6	110	110	2095			(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	16.4	18.1	12.6	18.4	20.8	17.6	14.9	11.5	14.4	19.2	15.4	12.7	19.6	18.8	15.3	14.9	14.6	33950.3	2095	16.21			
	Police Response Time	4.4	5.4	4.4	4.3	5.8	4.2	6.5	6.1	4.9	6.1	6.2	6.7	6.6	8.9	11.8	6.8	8.3	12571.4	2095	6.00			
	Total time	20.8	23.5	17.0	22.7	26.6	21.4	17.6	19.3	25.3	21.6	19.4	26.2	27.7	27.1	21.7	22.9	46521.7	2095	22.21				
March 2018	Number of Calls	79	221	284	184	120	175	123	126	302	208	197	104	104	230	10	137	141	2745			(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	18.0	16.2	14.9	22.4	22.6	22.7	27.1	17.0	25.8	20.4	23.9	19.6	14.9	18.4	20.6	22.1	17.1	55723.1	2745	20.30			
	Police Response Time	5.0	4.6	4.6	5.6	5.8	4.7	6.0	5.1	5.3	5.3	6.4	6.9	6.9	8.8	11.7	7.2	8.8	16414.7	2745	5.98			
	Total time	23.0	20.8	19.5	28.0	28.4	33.1	22.1	31.1	25.7	30.3	26.5	21.8	27.2	32.3	29.3	25.9	72137.8	2745	26.28				
April 2018	Number of Calls	73	195	287	131	97	159	128	149	282	260	204	142	76	217	3	136	128	2667			(total min/total calls)		
	Exceptions																		0					
	Dispatch Response Time	31.4	23.7	19.5	23.5	28.3	19.0	25.7	23.7	24.9	26.3	25.3	19.6	24.4	22.6	23.0	18.3	24.5	62432.3	2667	23.41			
	Police Response Time	4.5	5.9	4.8	5.4	6.0	5.2	6.7	5.4	5.0	5.2	5.6	6.1	6.9	8.1	12.3	7.2	9.3	15894.2	2667	5.96			
	Total time	35.9	29.6	24.3	28.9	34.3	24.2	32.4	29.1	29.9	31.5	30.9	25.7	31.3	30.7	35.3	25.5	33.8	78326.5	2667	29.37			
YEAR TO DATE TOTALS AND AVERAGES																								
Total Number of Calls																					9866			
Total Number of Exceptions																					0			
Average Dispatch Response Time																					19.80			
Average Police Response Time																					13.91			
Average Total Time																					25.77			

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 2018	Number of Calls	3	26	20	8	5	6	6	8	17	10	13	7	6	15	1	2	3	156	0		
	Exceptions																		0			
	Dispatch Response Time	27.0	20.3	25.9	42.3	23.8	57.8	40.2	21.9	54.8	43.9	18.4	18.0	31.2	30.0	22.0	21.0	15.0	4829.4	156	30.96	
	Police Response Time	4.3	10.8	4.4	4.0	3.8	8.2	8.2	4.9	5.6	5.9	7.5	5.0	5.2	7.8	3.0	3.5	11.7	1050.3	156	6.73	
	Total time	31.3	31.1	30.3	46.3	27.6	66.0	48.4	26.8	60.4	49.8	25.9	23.0	36.4	37.8	25.0	24.5	26.7	5879.7	156	37.69	
February 2018	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	130	0		
	Exceptions	3	20	8	7	3	11	6	11	11	16	11	6	2	9	0	2	4	0			
	Dispatch Response Time	1.3	24.5	13.4	42.0	19.5	34.6	27.5	7.9	22.3	33.3	25.2	23.3	6.5	46.1	0.0	30.5	44.3	3447.3	130	26.52	
	Police Response Time	7.3	8.3	3.4	4.3	1.3	5.0	9.6	5.2	5.2	6.8	11.8	4.6	17.0	6.3	0.0	5.0	6.3	868.2	130	6.68	
	Total time	8.6	32.8	16.8	46.3	20.8	39.6	37.1	13.1	27.5	40.1	37.0	27.9	23.5	52.4	0.0	35.5	50.6	4315.5	130	33.20	
March 2018	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	109	0		
	Exceptions	2	22	6	3	2	3	3	6	12	18	6	3	1	7	0	7	8	0			
	Dispatch Response Time	142.0	10.3	15.8	72.3	11.0	17.3	9.3	19.5	47.9	26.0	97.0	74.3	98.0	22.7	0.0	39.6	16.0	3550.9	109	32.58	
	Police Response Time	1.5	9.5	4.4	6.0	11.0	3.7	4.0	6.4	3.9	8.4	7.4	7.0	3.0	7.6	0.0	7.1	6.9	764.4	109	7.01	
	Total time	143.5	19.8	20.2	78.3	22.0	21.0	13.3	25.9	51.8	34.4	104.4	81.3	101.0	30.3	0.0	46.7	22.9	4315.3	109	39.59	
April 2018	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	144	0		
	Exceptions	3	14	12	3	5	8	7	7	14	18	20	2	5	12	1	7	6	0			
	Dispatch Response Time	6.0	29.8	10.2	14.7	22.6	32.1	30.7	68.1	39.2	59.4	30.5	4.5	18.6	27.8	30.0	27.6	25.8	4704.7	144	32.67	
	Police Response Time	7.0	7.1	8.4	3.7	6.0	12.7	10.1	8.2	3.8	6.7	6.4	8.0	11.3	7.8	15.0	13.4	8.2	1117.9	144	7.76	
	Total time	13.0	36.9	18.6	18.4	28.6	44.8	40.8	76.3	43.0	66.1	36.9	12.5	29.9	35.6	45.0	41.0	34.0	5822.6	144	40.43	
Total Number of Calls																		539				
Total Number of Exceptions																		0.0				
Average Dispatch Response Time																		30.68				
Average Police Response Time																		7.05				
Average Total Time																		37.73				

City of Peoria
Emergency Communications Center

Peoria Fire Department
Fire Calls for Service
By Fire Map

	Fire Map	VALLEY				BLUFF			RICHWOODS					Total Calls	(total min/total calls) Total Minutes Calls Average		
		100-199	200-299	400-499	1200-1299	300-399	1000-1099	1100-1199	1300-1399	1500-1599	1600-1699	1900-1999	2000-2099				
January 2018	Number of Calls	333	144	238	82	165	155	117	273	40	180	84	53	1864			
	Dispatch Response Time	0.7	0.8	1.2	0.9	0.5	0.9	1.9	0.4	0.7	0.5	0.3	1.8	1499.8	1864	0.80	
	Fire Response Time	3.4	4.1	4.1	5.9	4.3	4.6	4.1	4.8	5.5	4.7	6.1	5.6	8270.0	1864	4.44	
	Total time	4.1	4.9	5.3	6.8	4.8	5.5	6.0	5.2	6.2	5.2	6.4	7.4	9769.8	1864	5.24	
February 2018	Number of Calls	244	114	213	65	114	120	118	224	38	141	83	38	1512			
	Dispatch Response Time	0.6	0.9	1.0	0.6	0.6	0.5	0.7	0.7	0.8	0.9	0.8	0.2	1100.1	1512	0.73	
	Fire Response Time	3.6	4.3	4.2	5.3	4.0	4.5	4.0	4.9	5.2	4.4	5.7	5.5	6673.4	1512	4.41	
	Total time	4.2	5.2	5.2	5.9	4.6	5.0	4.7	5.6	6.0	5.3	6.5	5.7	7773.5	1512	5.14	
March 2018	Number of Calls	242	126	225	73	151	132	144	236	46	155	88	51	1669			
	Dispatch Response Time	0.8	1.1	1.2	1.0	1.2	0.8	0.4	0.5	1.5	0.5	0.3	1.4	1381.9	1669	0.83	
	Fire Response Time	3.2	3.7	3.8	5.6	4.0	4.3	3.8	4.5	4.8	4.8	5.5	4.9	6983.9	1669	4.18	
	Total time	4.0	4.8	5.0	6.6	5.2	5.1	4.2	5.0	6.3	5.3	5.8	6.3	8365.8	1669	5.01	
April 2018	Number of Calls	268	141	257	76	128	151	138	190	40	152	79	52	1672			
	Dispatch Response Time	0.8	0.5	0.5	0.4	3.2	1.4	1.0	1.1	1.1	0.8	0.6	0.2	1635.2	1672	0.98	
	Fire Response Time	3.3	3.6	4.2	5.4	3.9	4.4	4.0	4.2	4.1	5.1	5.6	5.7	7075.8	1672	4.23	
	Total time	4.1	4.1	4.7	5.8	7.1	5.8	5.0	5.3	5.2	5.9	6.2	5.9	8711.0	1672	5.21	
Total Number of Calls												5048					
Average Dispatch Response Time												0.83					
Average Fire Response Time												4.32					
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	1.5	1.3	1.8									1.53
E1	1.6	1.5	1.4	1.6									1.53
R1	1.3	1.3	1.2	1.1									1.23
T1	1.8	1.8	1.5	1.5									1.65
E10	1.4	1.4	1.2	1.1									1.28
E12	1.5	1.8	1.5	1.7									1.63
E13	1.5	1.6	1.1	1.2									1.35
T14	1.4	1.5	1.4	1.3									1.40
E15	1.5	1.7	1.8	2.3									1.83
E16	1.5	1.4	1.1	1.2									1.30
E19	1.4	1.4	1.3	1.1									1.30
E2	1.3	1.4	1.4	1.2									1.33
R2	1.4	1.2	1.1	1.1									1.20
E20	1.6	1.5	1.5	1.4									1.50
B3	1.5	1.5	1.3	1.4									1.43
E3	1.5	1.5	1.3	1.5									1.45
T3	1.5	1.4	1.9	1.9									1.68
E4	1.5	1.6	1.2	1.3									1.40
T4	1.4	1.5	1.3	1.7									1.48
												Department Average	1.44

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			
		Number of Calls															
January 2018	Number of Calls	3	16	5	1	98	96	39	13	28	26	101		426			
	Exceptions													0			
	Dispatch Response Time	3.0	1.4	2.0	0.0	2.4	2.5	1.5	1.5	1.7	2.3	1.3		833.3	426	1.96	
	Police Response Time	1.0	10.5	6.2	11.0	8.1	7.1	10.9	7.4	5.6	9.5	4.1		3027.6	426	7.11	
	Total time	4.0	11.9	8.2	11.0	10.5	9.6	12.4	8.9	7.3	11.8	5.4		3860.9	426	9.06	
February 2018	Number of Calls	2	10	9	0	79	79	43	6	27	36	97		388			
	Exceptions													0			
	Dispatch Response Time	3.5	2.2	1.3	0.0	3.3	2.5	2.1	0.8	2.0	3.0	1.9		940.3	388	2.42	
	Police Response Time	2.5	12.8	6.3	0.0	9.3	7.3	12.9	9.6	5.3	9.1	4.6		3030.3	388	7.81	
	Total time	6.0	15.0	7.6	0.0	12.6	9.8	15.0	10.4	7.3	12.1	6.5		3970.6	388	10.23	
March 2018	Number of Calls	1	6	11	1	90	86	40	11	23	36	85		390			
	Exceptions													0			
	Dispatch Response Time	3.0	2.4	1.9	0.0	1.6	2.0	2.9	1.4	1.4	2.2	2.0		767.1	390	1.97	
	Police Response Time	2.0	18.8	7.1	15.0	7.8	7.9	10.9	8.8	4.0	9.3	3.8		2871.9	390	7.36	
	Total time	5.0	21.2	9.0	15.0	9.4	9.9	13.8	10.2	5.4	11.5	5.8		3639.0	390	9.33	
April 2018	Number of Calls	3	5	9	0	104	75	43	13	30	33	100		415			
	Exceptions													0			
	Dispatch Response Time	1.0	1.8	0.6	0.0	1.7	2.4	2.3	1.8	3.3	2.4	2.2		894.7	415	2.16	
	Police Response Time	1.5	18.7	8.0	0.0	8.1	8.4	9.2	14.3	4.0	9.3	3.5		3000.8	415	7.23	
	Total time	2.5	20.5	8.6	0.0	9.8	10.8	11.5	16.1	7.3	11.7	5.7		3895.5	415	9.39	
YEAR TO DATE TOTALS AND AVERAGES																	
	Total Number of Calls												1619.0				
	Total Number of Exceptions												0.0				
	Average Dispatch Response Time												2.13				
	Average Police Response Time												7.38				
	Average Total Time												9.50				

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 2018	Number of Calls	46	6	10	1	108	149	54	6	25	36	71		512			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	11.1	10.8	14.0	22.0	18.1	13.5	9.8	19.3	8.3	16.1	10.9		6909.7	512	13.50	
	Police Response Time	4.7	21.2	8.2	12.0	10.2	8.6	13.8	14.5	4.5	10.3	6.0		4561.9	512	8.91	
	Total time	15.8	32.0	22.2	34.0	28.3	22.1	23.6	33.8	12.8	26.4	16.9		11471.6	512	22.41	
February 2018	Number of Calls	56	6	6	3	90	136	51	15	25	39	61		488			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	15.5	18.0	24.0	7.0	18.4	12.1	12.2	8.7	12.0	10.1	15.4		6828.6	488	13.99	
	Police Response Time	7.8	18.8	8.6	16.0	12.2	9.3	19.6	12.6	4.3	14.3	5.6		5207.4	488	10.67	
	Total time	23.3	36.8	32.6	23.0	30.6	21.4	31.8	21.3	16.3	24.4	21.0		12036.0	488	24.66	
March 2018	Number of Calls	67	6	9	4	113	168	68	8	32	50	99		624			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	27.9	27.2	10.4	40.5	11.7	15.9	14.4	14.3	11.1	9.6	13.6		9556.6	624	15.32	
	Police Response Time	3.7	17.8	8.0	19.0	12.2	10.4	16.5	14.1	4.8	11.6	5.4		6131.5	624	9.83	
	Total time	31.6	45.0	18.4	59.5	23.9	26.3	30.9	28.4	15.9	21.2	19.0		15688.1	624	25.14	
April 2018	Number of Calls	59	3	12	1	106	142	46	7	38	47	92		553			(total min/total calls)
	Exceptions													0			
	Dispatch Response Time	7.8	6.5	18.1	8.0	21.2	15.2	7.3	19.0	12.6	13.8	19.3		8482.3	553	15.34	
	Police Response Time	3.6	24.3	10.8	18.0	11.1	8.3	12.2	16.0	5.3	11.8	6.3		4796.9	553	8.67	
	Total time	11.4	30.8	28.9	26.0	32.3	23.5	19.5	35.0	17.9	25.6	25.6		13279.2	553	24.01	
Total Number of Calls												2177.0					
Total Number of Exceptions												0					
Average Dispatch Response Time												14.54					
Average Police Response Time												9.52					
Average Total Time												24.06					

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 2018	Number of Calls	46	6	10	1	108	149	54	6	25	36	71		512		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	11.1	10.8	14.0	22.0	18.1	13.5	9.8	19.3	8.3	16.1	10.9		6909.7	512	13.5
	Police Response Time	4.7	21.2	8.2	12.0	10.2	8.6	13.8	14.5	4.5	10.3	6.0		4561.9	512	8.9
	Total time	15.8	32.0	22.2	34.0	28.3	22.1	23.6	33.8	12.8	26.4	16.9	0.0	11471.6	512	22.4
February 2018	Number of Calls	12	0	1	0	2	11	4	1	2	4	7		44		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	156.0	0.0	0.0	0.0	1.5	21.9	5.8	26.0	34.0	11.5	38.9		2551.4	44	58.0
	Police Response Time	20.0	0.0	0.0	0.0	18.5	10.6	20.7	2.0	11.0	8.8	10.5		609.1	44	13.8
	Total time	176.0	0.0	0.0	0.0	20.0	32.5	26.5	28.0	45.0	20.3	49.4	0.0	3160.5	44	71.8
March 2018	Number of Calls	19	1	0	0	10	6	5	0	1	3	7		52		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	267.7	0.0	0.0	0.0	9.2	34.8	5.6	0.0	57.0	3.7	30.6		5697.4	52	109.6
	Police Response Time	31.4	10.0	0.0	0.0	10.6	13.7	15.2	0.0	0.0	13.0	4.7		942.7	52	18.1
	Total time	299.1	10.0	0.0	0.0	19.8	48.5	20.8	0.0	57.0	16.7	35.3	0.0	6640.1	52	127.7
April 2018	Number of Calls	9	0	1	0	2	9	6	0	2	2	4		35		(total min/total calls)
	Exceptions													0		
	Dispatch Response Time	253.5	0.0	26.0	0.0	36.0	83.7	14.8	0.0	24.0	23.5	14.0		3372.6	35	96.4
	Police Response Time	31.4	0.0	0.0	0.0	9.0	17.9	12.2	0.0	3.0	12.0	2.0		572.9	35	16.4
	Total time	284.9	0.0	26.0	0.0	45.0	101.6	27.0	0.0	27.0	35.5	16.0	0.0	3945.5	35	112.7
Total Number of Calls													643			
Total Number of Exceptions													0.0			
Average Dispatch Response Time													69.35			
Average Police Response Time													14.31			
Average Total Time													83.66			

HOUSING COURT DOCKET**5.15.2018****54 CASES**

AM	C	9:00 AM	EAST BLUFF NEIGHBORHOOD HOUSING	HC-18-224	ARCHER 401 E
AM	O	9:00 AM	MARKUM BERTIS/ROSEMARY	HC-17-1074	ELLINGTON 304 E
AM	O	9:00 AM	WALLENFANG, AARON	HC-18-221	FORREST HILL 600 E
AM	NO	9:00 AM	HAWKINS, NELLIE & JUDITH	HC-18-070	INDIANA 3026 N
AM	O	9:00 AM	BROWN, SANDRA	HC-18-311	KANSAS 814 E
AM	NO	9:00 AM	PEORIA 45, LLC	HC-18-098	MAYWOOD 315 E
AM	O	9:00 AM	GATLEY, RICHARD	HC-17-678	MAYWOOD 918 E
AM	NO	9:00 AM	RANDLE AUNDRES	HC-18-019	PEORIA 1822 N
AM	O	9:00 AM	GRIFFITH, SHAMIKA	HC-18-300	REPUBLIC 404 E
AM	NO	9:00 AM	MARTINEZ, STEVEN	HC-18-312	REPUBLIC 708 E
AM	NO	9:00 AM	GARCIA, SUSANA	HC-18-308	THRUSH 419 E
JS	NO	9:00 AM	DEWITTE, MICHAEL	HC-18-197	GALE 3525 N
JS	NO	9:00 AM	ZERBONIA, DANIEL	HC-17-0854	GLEN 2020
JS	O	9:00 AM	BERARDI JOHN	HC-17-1056	HAMILTON 5628
JS	O	9:00 AM	EATON, ANTHONY & MAUREEN	HC-17-626	SHERWOOD 5936 N
JS	O	9:00 AM	RAMANJINAPPA, MALYA & GAYATHRI	HC-18-097	WHITE FIR 7020 N
LA	NO	9:00 AM	JONES KENT/ARA	HC-17-1047	MADISON 2417 NE
LA	NO	9:00 AM	JONES KENT/ARA	HC-17-1048	MADISON 2419 NE
LE	C	9:00 AM	SANCTION COMMUNITY OUTREACH	HC-17-1029	MARTIN 1828 W
LE	NO	9:00 AM	HENLEY ANNETTE/CLARENCE	HC-17-1026	SARATOGA 0127 N
NR	NO	9:00 AM	DECOURSEY, ROBERT & TINA	HC-17-928	BARKER 1406
NR	C	9:00 AM	JUBILEE HOMES, INC	HC-18-310	BOURLAND 1406 N
NR	NO	9:00 AM	SMITH GREG	HC-18-081	COLUMBIA TERRACE 0514
NR	O	9:00 AM	ROBINSON JOE	HC-18-038	ELLIS 1100
NR	O	9:00 AM	ESMERALDA ESTRADA & DAVID VENEGAS	HC-18-297	NORTH 1319
NR	O	9:00 AM	DIAZ JOSE	HC-17-1034	SHERIDAN 1309
NR	NO	9:00 AM	PRECIADO, DEMETRIO	HC-18-309	SHERIDAN 1322 N
NR	O	9:00 AM	STINNETT, CONRAD	HC-17-807	UNDERHILL 1027 N
RM	NO	9:00 AM	SHREVE, LUTHER	HC-18-234	ADAMS 2709 NE
RM	C	9:00 AM	CPO GROUP	HC-17-712	MAIN 0741 W
SCA	O	9:00 AM	DAVIS JIMMIE/KARMA	HC-17-759	STARR 2301
SD	NO	9:00 AM	BETTER BANKS	HC-18-289	HANSSLER 135 W
SD	NO	9:00 AM	JOHNSON, JESSICA	HC-18-266	MARGARET 1517 W
SW	C	9:00 AM	SHAW CHARLES/RONALD	HC-17-857	ADAMS 3020/3024 SW
TD	NO	9:00 AM	HINRICHS DULCIE/KENNETH	HC-17-887	AVALON 2904

TD	NO	9:00 AM	SHARP PROPERTY GROUP	HC-18-229	BIGELOW 2008 N
TD	NO	9:00 AM	WOOD, MIKE	HC-17-171	BRONS 917 W
TD	NO	9:00 AM	ADELL VONNIE/ROBERT	HC-17-974	DOUGLAS 1613
TD	O	9:00 AM	BECK FELTON	HC-17-951	EASTON 3013
TD	NO	9:00 AM	RINGENBERG, STEVEN	HC-18-181	IDAHO 2001 N
TD	NO	9:00 AM	COHEN, JEFF	HC-18-295	MCCLURE 1016 W
TD	O	9:00 AM	HUMPHREY, KENNETH	HC-18-206	MCCLURE 1126 W
TD	NO	9:00 AM	MCREYNOLDS, BRYAN	HC-18-277	MCCLURE 714 W
TD	O	9:00 AM	RANDLE, MARY	HC-18-276	MCCLURE 716 W
TD	NO	9:00 AM	MUNGUIA, MARCUS	HC-18-259	MCCLURE 724 W
TD	NO	9:00 AM	MAY, LARRY	HC-18-279	MCCLURE 818 W
TD	NO	9:00 AM	COHEN, JEFF	HC-18-243	MCCLURE 903 W
TD	NO	9:00 AM	FRICKE, LYLE	HC-18-238	MCCLURE 909 W
TD	NO	9:00 AM	GROOM, TIMOTHY	HC-18-241	MCCLURE 913 W
TD	NO	9:00 AM	COHEN, JEFF	HC-18-240	MCCLURE 917 W
TD	O	9:00 AM	SHIVERS DENISE	HC-17-707	NEBRASKA 1010 W
TD	O	9:00 AM	FOLEY, TRAVIS	HC-17-649	NEBRASKA 1123 W
TD	O	9:00 AM	RALPH GAUWITZ ESTATE	HC-17-963	NOWLAND 1211 W
TD	O	9:00 AM	WHITE, VALDA	HC-18-261	VIRGINIA 827 W

15-May-18	REVIEW
15-May-18	Review
15-May-18	REVIEW
15-May-18	REHEARING / DEFAULT \$300
15-May-18	FIRST APPEARANCE
15-May-18	REVIEW
15-May-18	FIRST APPEARANCE
15-May-18	FIRST APPEARANCE
15-May-18	REVIEW
15-May-18	REVIEW
15-May-18	REVIEW
15-May-18	REHEARING/DEFAULTED \$1,500
15-May-18	REHEARING / DEFAULT \$500
15-May-18	REVIEW
15-May-18	FIRST APPEARANCE
15-May-18	REVIEW
15-May-18	FIRST APPEARANCE
15-May-18	REVIEW
15-May-18	REVIEW
15-May-18	REVIEW/DEFAULT PEND \$500
15-May-18	REVIEW
15-May-18	REVIEW
15-May-18	REVIEW
15-May-18	REVIEW
15-May-18	REVIEW

15-May-18	REVIEW
15-May-18	REVIEW
15-May-18	REHEARING/DEFAULT \$600
15-May-18	REVIEW
15-May-18	REVIEW /DEFAULT PENDING \$1500
15-May-18	REVIEW
15-May-18	REVIEW

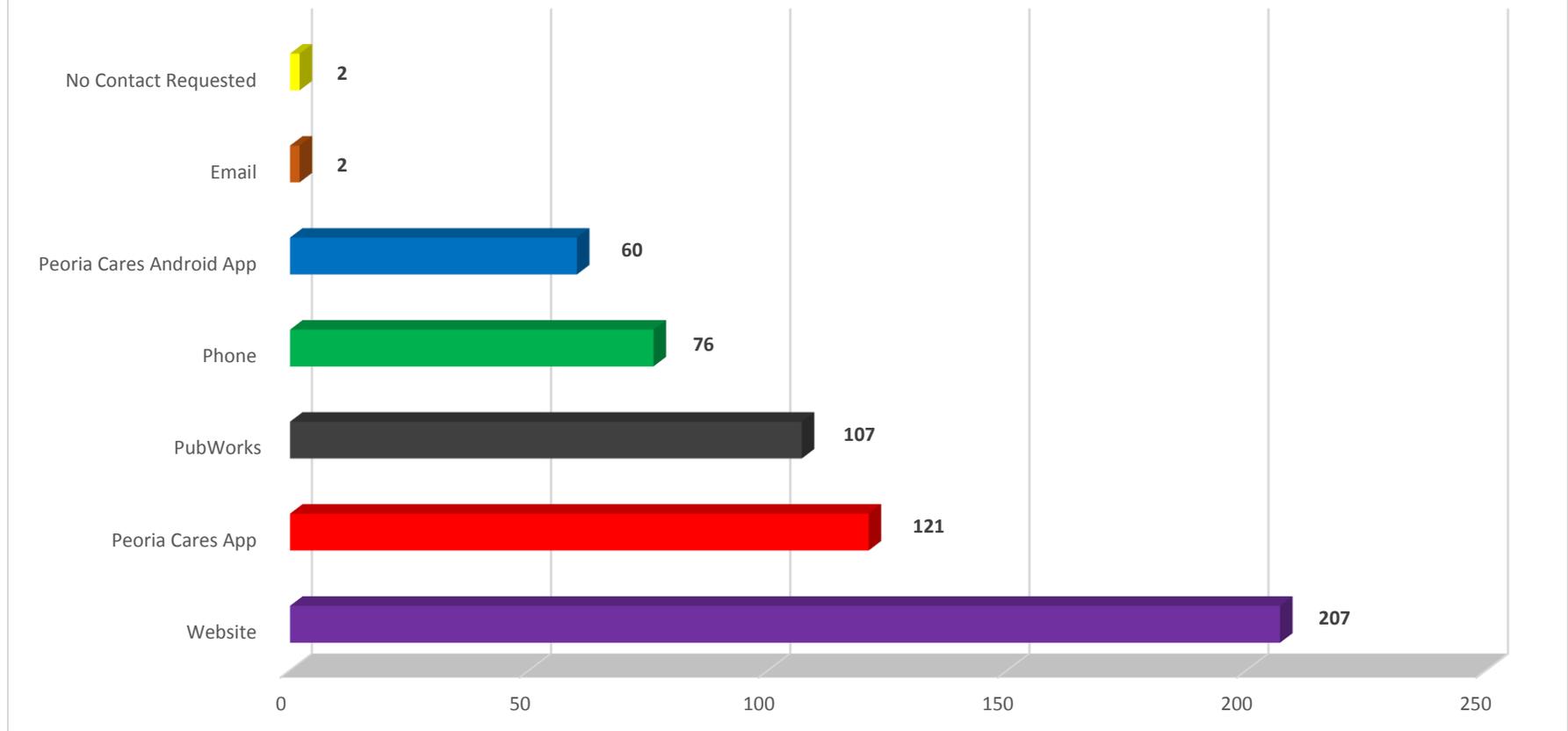
Peoria Cares



2018 Monthly Report

***From: The Office of the City Manager
Presented to: City of Peoria, Mayor and Council Members
Tuesday, May 8, 2018***

Peoria Cares Communication Transactions During the Month of April 2018

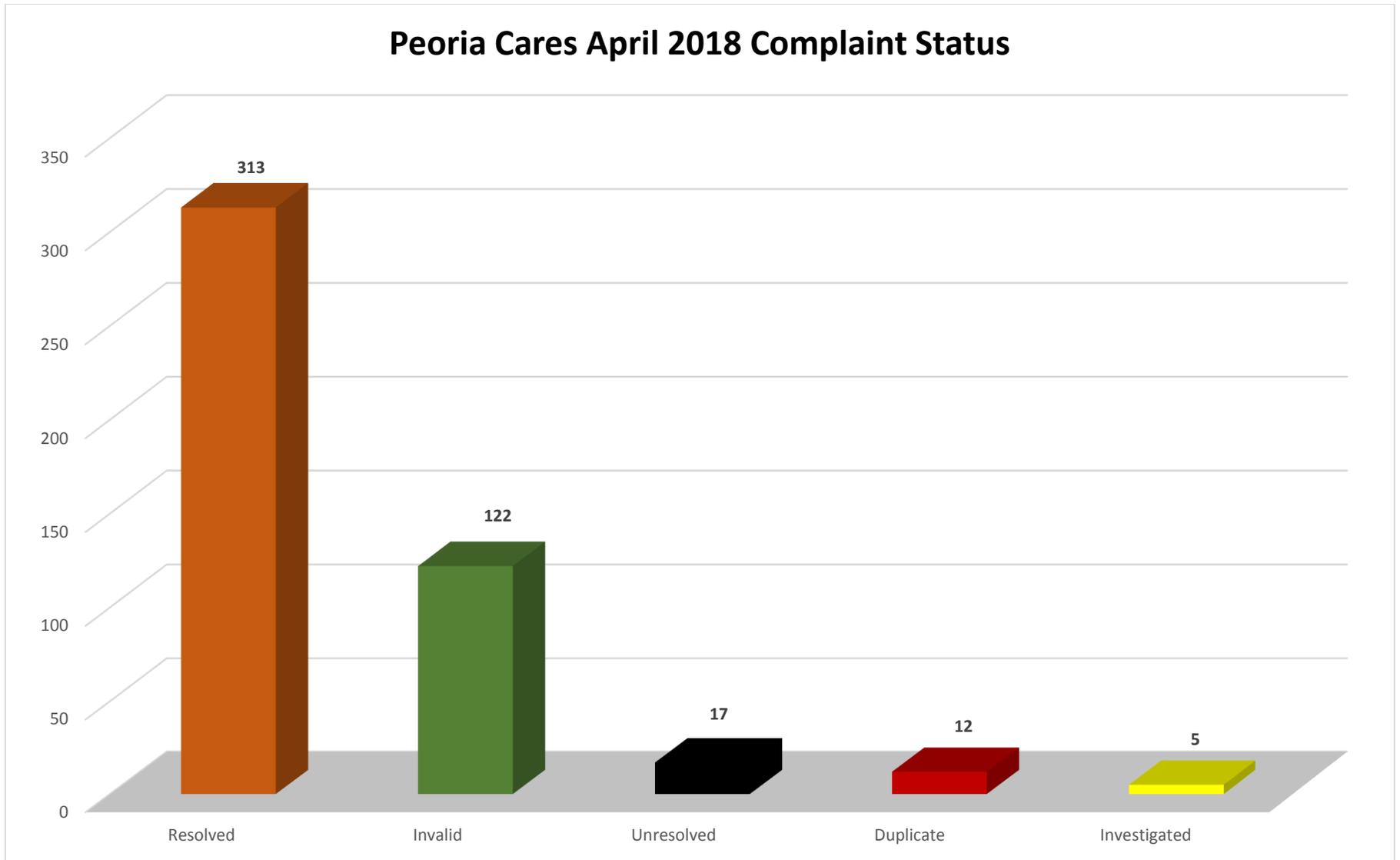


In April, a total of 630 calls were received from the Peoria Cares phone line. There were 76 phone calls that generated a Peoria Cares case. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start to finish. Every call will always receive an optimum 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.

*Please note, March PubWorks information is provided at the end of this monthly report.



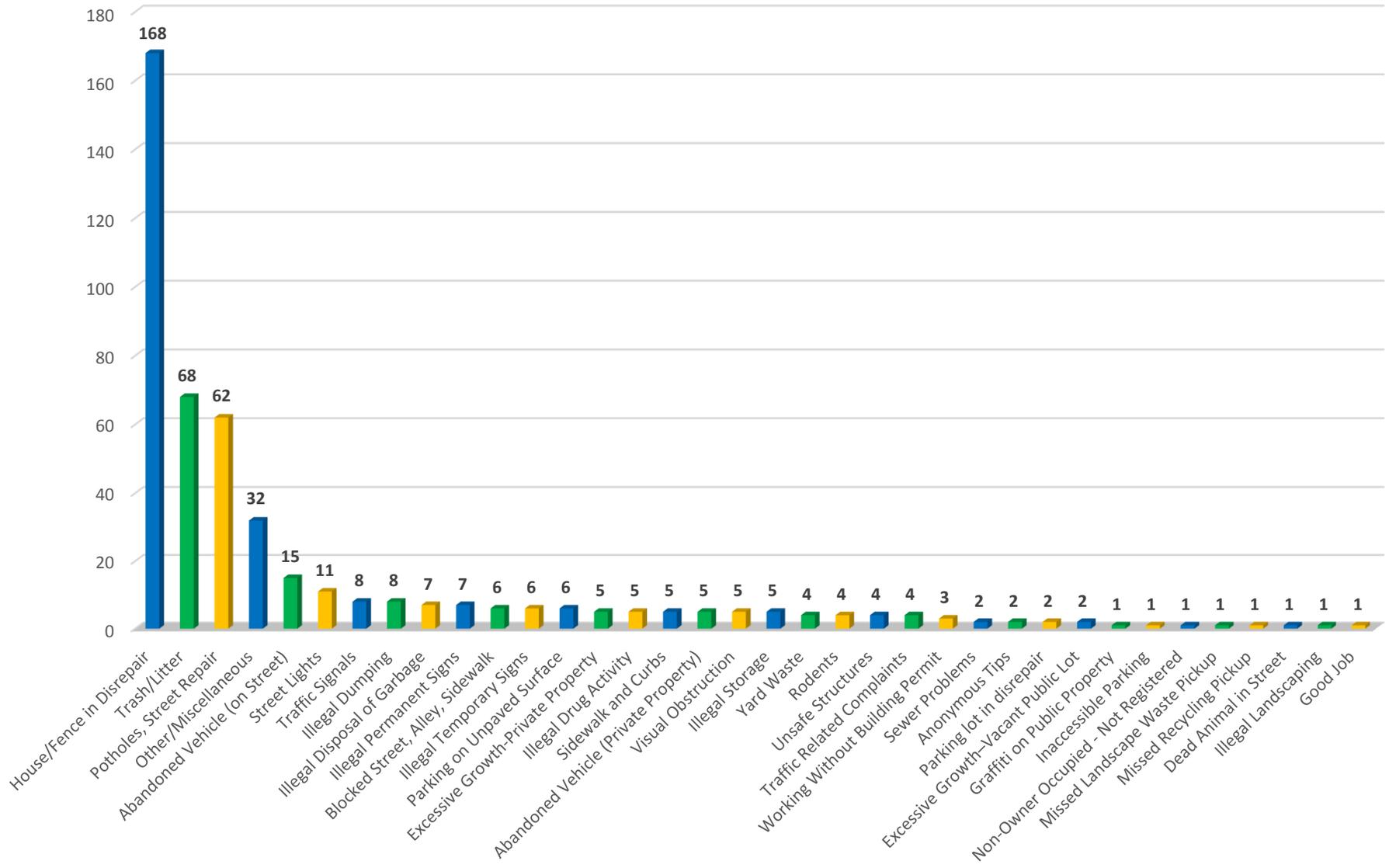
Peoria Cares April 2018 Complaint Status



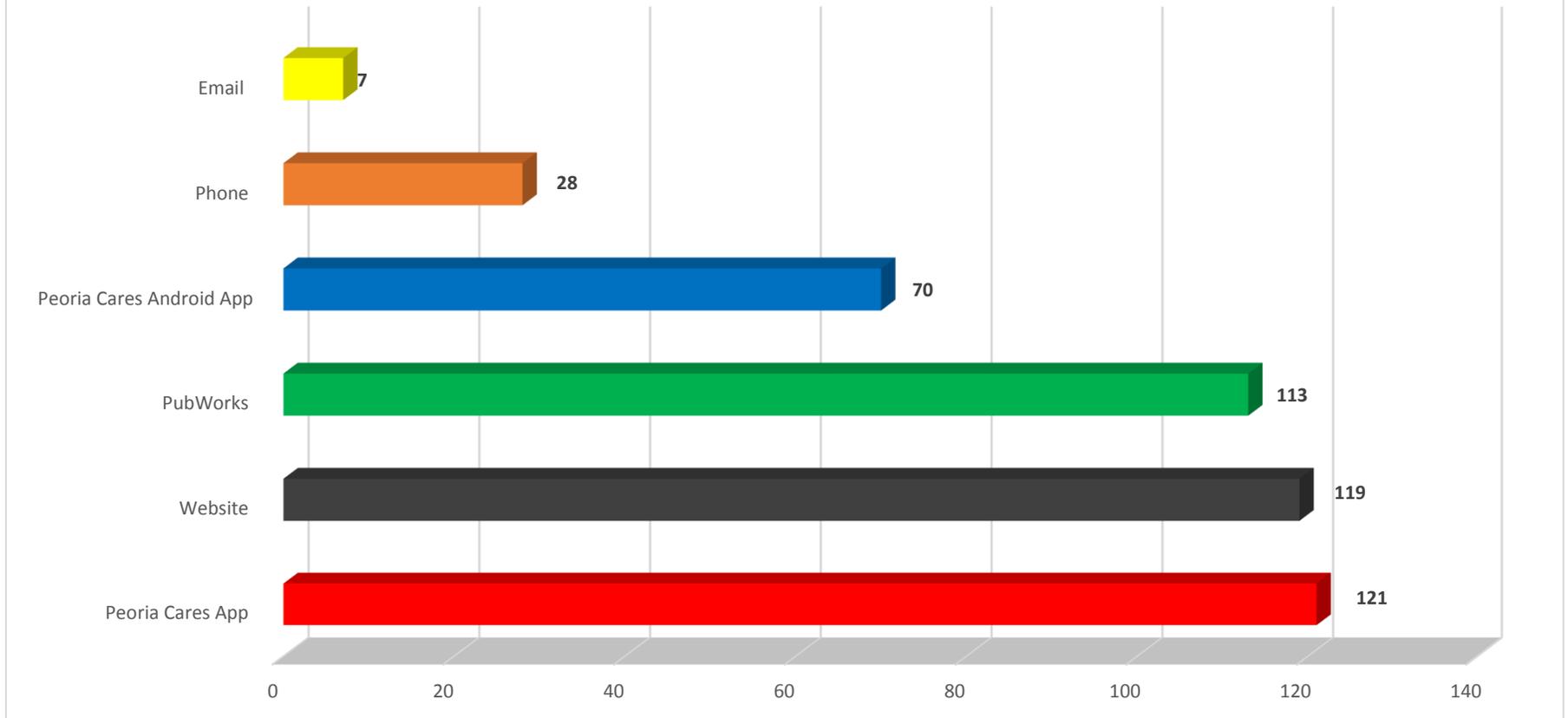
The 17 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen’s needs.



Peoria Cares April Complaints by Categories



Peoria Cares Communication Transactions During the Month of March 2018



In March, a total of 788 calls were received from the Peoria Cares phone line. There were 28 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.

