



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager *Patrick Urich*

DATE: December 13, 2019

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.

Human Resources—Debra Bush Recognized at Victory Center’s Gala and Award Ceremony



Congratulations to Debra Bush in Human Resources for receiving a community service award at the Victory Center's Gala and Award Ceremony. From the letter from Pastor Brown, "We are presenting this award as a way of saying thank you for your support and strengthening of our community. Over the past 6 years, your hard work and commitment behind the scenes, have assisted our efforts in making several thousand job seekers aware of the employment opportunities within the City of Peoria to include the Police Department, Fire Department, Dispatch, and other openings. The City of Peoria's participation in our Job and Resource Fairs demonstrates its consistent effort in diverse recruiting to low income, minority and female candidates."



Community Development-Engage with Community Development

Engage with the City of Peoria

See below for information on
the different meetings and
where & when to attend!

About the Engagement Opportunities with Community Development

Planning and Zoning Commission

The Planning and Zoning Commission will meet to discuss special use permits, zoning text amendments, and more. Suggestions from the Commission will be forwarded to Council for ultimate approval.

Questions? Contact Leah Allison at lallison@peoriagov.org, or 309.494.8667.

Public Discussion for Proposed Text Amendment for Short Term Rentals

Public discussion on the proposed text amendment to the Unified Development Code to create use and performance standards for Short Term Rentals (Case PZ 19-L). Comments will be forwarded to the Planning and Zoning Commission, which makes a recommendation to City Council.

Questions? Contact Kerilyn Weick at kweick@peoriagov.org, or 309.494.8606.

One Stop Shop

Every Monday, Community Development and various local agencies, including the Health Dept, Fire Dept, and Public Works, hold One Stop Shop, where citizens can come to seek answers to all of their development-related questions.

Questions? Contact Leah Allison at lallison@peoriagov.org, or 309.494.8667.

Dates, Times, and Locations of Engagement Opportunities

ONE STOP SHOP

Every Monday - 1:30pm
City Hall, Rm. 404 - 419 Fulton St, Fourth Flr.

PLANNING AND ZONING COMMISSION

Thurs, 12/5/2019 - 1pm
City Hall, Rm. 400 - 419 Fulton St, Fourth Flr.

PUBLIC DISCUSSION, SHORT TERM RENTALS

Mon, 12/9/2019 - 6pm
City Hall, Rm. 400 - 419 Fulton St, Fourth Flr.

For more information or for persons
with disabilities who may need assistance,
contact the person listed under each heading!

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

Peoria Public Schools and Illinois Central College have closely collaborated for decades. Since Dr. Quirk-Bailey joined ICC in 2016, we have worked very hard to form a more advanced partnership that provides a one-of-a-kind educational experience that suits the 21st century student. We have spent three years bolstering an already strong relationship into a partnership that is providing our students with a transformative learning experience.



In three years, the number of Peoria Public School students earning Early College Credits at Illinois Central College (ICC) has increased 111 percent, from 1,062 in 2016 to over 2,235 in 2019. This increase is just one reason I was thrilled to present the Community Contribution Award to Illinois Central College (ICC) president Dr. Sheila Quirk-Bailey at this week's school board meeting.

Among the other innovations the two institutions have introduced include:

- Strategic alignment and mutual support on projects such as Align Peoria, the Regional Workforce Alliance and the Regional Pathways program
- We have entered a data sharing agreement to better understand how we can serve students
- We have strengthened our Teacher Pathway at the high school level to include dual-credit Intro to American Education and psychology courses taught at PPS high schools by ICC instructor.
- We have introduced the Trio Upward Bound program to provide academic support, college preparation and experiences to 60 students from the three PPS high schools.
- An offshoot of Upward Bound, the Trio Talent Search program, provides similar services for 500 Peoria High School and Manual Academy students.
- We have worked together to build students' college readiness in math and English, and shared career pathway initiatives with high school administrators and counselors to better steer students toward in the right professional direction.

Issues Update
December 13, 2019

- With the help of a Lumina grant, PPS and ICC staff members were trained to engage community stakeholders in equity discussions.
- Manual Academy students attending Midstate College upon its closing were able to enroll in ICC's Medical Coding program to complete their certification.
- Finally, ICC was instrumental in creating the D² program, allowing PPS students to simultaneously earn a high school diploma and an Associate of Arts degree at no cost. The first D² cohort is finishing their first semester and the results are impressive.

Peoria Public Schools students are graduating prepared for college or the workforce and ready to become productive members of our community – a testament to the power and leverage of the amazing partnership between Peoria Public Schools and ICC.

Serve passionately,



Dr. Sharon Desmoulin-Kherat, Superintendent

Development Review Board Agenda

Please see attached.

ECC Monthly Reports

Please see attached.

Peoria Cares

Please see attached.



DEVELOPMENT REVIEW BOARD AGENDA

Plans Distributed: December 11, 2019
 Comments Due: December 18, 2019

Building/Projects this Week

Job/Project #	Address	Type	Description
19-1944	2120 SW ADAMS ST 18-17-254-014	COMMERICAL ALTERATION	Accessory Structure – Busey Bank – CD 1 – WS/KS
19-1949	1615 W QUEENS COURT 14-08-158-012	RESIDENTIAL ALTERATION	Solar Panels – Eagle Point Solar – CD 5 – WS/LA
19-1950	1506 W QUEENS COURT 14-08-180-007	RESIDENTIAL ALTERATION	Solar Panels – Eagle Point Solar – CD 5 – RM/LA
19-1958	10700 N ALLEN RD 09-30-40-001	COMMERCIAL ALTERATION	Solar Panels – Northwoods Church – WS/LA
19-1979	5405 N KNOXVILLE AVE 14-21-130-007	COMMERCIAL ALTERATION	Interior Alteration – OSF – WS/KW

Building Permits Issued

Commercial		Residential	
New Commercial	-	New Single-Family Dwelling	3
Commercial Alteration/Addition	8	Residential Alteration/Repairs/Additions	14
Commercial Demolition	-	New Garage	-
Electrical	7	Electrical	25
HVAC	2	HVAC	3
Plumbing	3	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 for 2019	\$ 100,631,210.00
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Certificates of Occupancy Issued

Address/Location	Business Name	Date Issued	CD
100 NE Adams St	Caterpillar	12/9/2019	
4700 N University St	Unique Gizmos	12/9/2019	

Community Development Department

Address/Location	Project Type	Information Update	CD

Peoria City/County Health Department

Address/Location	Business Name	Information Update	CD
1000 SW Adams St	Black Band Distillery	Plans received	
101 Liberty St	Ardor Bread	Plans received	

Planning Inspector	Leah Allison	Kimberly Smith	Kerilyn Weick	Josh Naven
Phone	494-8667	494-8612	494-8606	494-8657
E-mail	lallison@peoriagov.org	ksmith@peoriagov.org	kweick@peoriagov.org	jnaven@peoriagov.org
Building Inspector	Roberto Medina	Wesley Stickelmaier	Rich Storm	Matt Ziller
Phone	494-8623	494-8608	494-8632	494-8628
E-mail	rmedina@peoriagov.org	wstickelmaier@peoriagov.org	rstorm@peoriagov.org	mziller@peoriagov.org

**Emergency
Communications
Center**



**Monthly Report
November 2019**

**Peoria
9-1-1**

CITY OF PEORIA
EMERGENCY COMMUNICATIONS CENTER 2019 ANNUAL REPORT

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	2018 Totals
Landbased 9-1-1 Calls	1,866	1,656	1,911	1,956	2,145	2,234	2,473	1,536	1,567	1,541	1,485		20,370	24,476
Wireless 9-1-1 Calls	6,298	5,538	6,290	7,081	7,974	7,949	8,300	8,180	8,167	7,942	7,396		81,115	82,596
Text To 9-1-1 Calls	19	14	11	12	15	19	29	17	25	14	13		188	164
TOTAL 9-1-1 CALLS	8,183	7,208	8,212	9,049	10,134	10,202	10,802	9,733	9,759	9,497	8,894	0	101,673	107,236
Peoria Police Incoming Calls	7,016	6,422	7,389	8,076	9,272	9,582	9,926	10,401	9,919	9,589	8,385		95,977	99,351
Peoria Heights Police Incoming	609	599	576	666	653	705	732	801	649	626	437		7,053	4,526
Peoria Heights Lobby Calls	52	58	82	40	37	62	39	39	37	41	41		528	385
Chillicothe Police Incoming Calls	657	586	678	684	858	687	776	787	695	652	568		7,628	4,482
Chillicothe Lobby Calls	180	182	213	222	253	219	180	173	124	142	142		2,030	1,331
Sheriff's Police Incoming Calls	2,030	1,724	1,896	2,153	2,356	2,221	2,155	2,363	2,146	2,203	1,923		23,170	27,414
TOTAL POLICE INCOMING CALLS	10,544	9,571	10,834	11,841	13,429	13,476	13,808	14,564	13,570	13,253	11,496	0	136,386	137,489
Volunteer Fire/EMS toll free calls	18	6	16	12	13	19	19	10	9	16	13		151	157
Peoria Heights Fire Incoming Calls	31	26	22	30	21	17	25	18	24	21	24		259	357
Peoria Fire Incoming Calls	490	462	579	588	666	702	584	627	587	504	496		6,285	7,202
TOTAL FIRE INCOMING CALLS	539	494	617	630	700	738	628	655	620	541	533	0	6,695	7,716
Operator Assist Calls/Alarm Calls	932	815	863	902	926	963	965	974	912	974	907		10,133	10,049
Ambulance Incoming Calls	141	127	123	152	156	155	148	142	149	147	147		1,587	2,120
ECC Supervisor Incoming Calls	746	659	615	660	586	680	632	665	619	541	575		6,978	8,123
Richwoods Dispatcher Incoming Calls	37	52	37	57	38	34	39	72	68	73	66		573	712
Downtown Dispatcher Incoming Calls	44	32	29	28	22	26	49	80	68	57	63		498	510
Prep 2 Dispatcher Incoming Calls	723	680	823	760	688	735	901	1,250	1,324	1,241	1,237		10,362	9,303
C-MED Dispatcher Incoming Calls	36	40	19	41	26	20	29	70	78	49	70		478	449
County Sheriff Dispatcher Incoming Calls	147	105	156	179	181	162	150	176	178	179	184		1,797	1,060
Fire Dispatcher Incoming Calls	94	90	105	105	90	120	211	268	276	274	223		1,856	1,170
OverFlow Dispatcher Incoming Calls	12	4	6	11	8	7	36	10	3	18	3		118	65
Call Taker Incoming Calls	0	1	0	0	0	0	37	1	0	2	1		42	17
TOTAL INCOMING EXTENSION CALLS	1,839	1,663	1,790	1,841	1,639	1,784	2,084	2,592	2,614	2,434	2,422	0	22,702	21,409
TOTAL OUTGOING EXTENSION CALLS	5,770	5,062	5,091	5,133	5,840	5,614	5,953	5,533	5,633	5,013	4,877		59,519	66,633
Peoria Police Dispatches/On view	7,352	6,750	7,737	7,914	8,554	8,663	8,874	8,844	8,621	7,924	7,257		88,490	98,869
Peoria Heights Dispatched/On View	567	720	744	671	686	750	709	676	642	543	478		7,186	4,964
Chillicothe Police Dispatches/On view	646	628	762	746	907	807	760	825	603	580	575		7,839	5,335
Peoria County Sheriff Dispatches/On view	1,784	1,523	1,776	1,930	2,131	2,092	1,974	2,136	1,942	1,949	1,733		20,970	26,441
TOTAL POLICE DISPATCHES/ON VIEW	10,349	9,621	11,019	11,261	12,278	12,312	12,317	12,481	11,808	10,996	10,043	0	124,485	125,310
Air National Guard Fire Dispatches	5	5	3	3	2	2	6	7	3	7	9		52	68
Akron-Princeville Fire Dispatches	12	13	14	17	15	22	17	16	18	23	21		188	210
Brimfield Fire Dispatches	41	38	28	41	43	29	35	36	27	50	37		405	391
Chillicothe Fire Dispatches	110	106	87	98	105	101	109	106	119	94	114		1,149	799
Dunlap Fire Dispatches	23	26	41	27	27	35	46	36	34	58	46		399	394
Elmwood Fire Dispatches	11	14	14	14	10	9	14	13	12	14	16		141	155
Limestone Fire Dispatches	129	95	99	113	113	112	107	112	113	132	130		1,255	1,413
Logan-Trivoli Fire Dispatches	27	38	32	45	52	43	51	32	39	44	42		445	412
Peoria Fire Dispatches	1,783	1,491	1,630	1,594	1,729	1,737	1,767	1,705	1,862	1,747	1,675		18,720	20,750
Peoria Heights Fire Dispatches	89	70	77	73	75	80	85	81	81	71	54		836	502
Timber-Hollis Fire Dispatches	32	29	29	22	34	22	38	19	32	35	34		326	327
Tuscarora Fire Dispatches	3	5	7	5	9	5	7	7	17	14	19		98	72
West Peoria Fire Dispatches	49	38	48	40	48	42	65	49	47	52	29		507	639
MABAS Fire Calls	1	4	3	4	5	9	3	3	6	4	3		45	55
TOTAL FIRE DISPATCHES	2,315	1,972	2,112	2,096	2,267	2,248	2,350	2,222	2,410	2,345	2,229	0	24,566	26,187
AMT Ambulance Dispatches	1,501	1,155	1,244	1,087	1,330	1,309	1,322	1,311	1,452	1,382	1,311		14,404	17,169
APA Ambulance Dispatches	9	10	10	10	12	12	14	11	13	16	16		133	147
BYE Ambulance Dispatches	48	44	44	49	50	46	47	50	43	53	49		523	550
TOTAL AMBULANCE DISPATCHES	1,558	1,209	1,298	1,146	1,392	1,367	1,383	1,372	1,508	1,451	1,376	0	15,060	17,866
Peoria County Coroner Incoming Calls	218	288	244	233	209	219	250	256	173	245	316		2,651	2,821
Community Messaging System Call-outs	13	16	12	26	15	19	17	13	18	12	14		175	173
Telephone Trouble Reports Completed	0	0	0	0	0	0	1	2	1	0	0		4	12

CITY OF PEORIA
EMERGENCY COMMUNICATIONS CENTER 2019 ANNUAL REPORT

ETSB Equipment Trouble Reported	0	0	0	1	0	1	0	0	0	0	0	2	10	
Citizen Concerns	0	2	0	2	0	0	0	0	2	0	1	7	15	
CD Requests from State's Attorney's Office	24	31	31	25	28	28	40	18	24	29	20	298	304	
CD Requests from FOI / Subpoena	6	3	13	6	3	1	5	7	12	1	1	58	64	
CD Requests from Inner Departmental	10	9	7	16	8	6	8	5	10	6	9	94	69	
Total Number of CD Requests	40	43	51	47	39	35	53	30	46	36	30	0	450	437
ILEAS Call Outs	0	0	0	0	0	0	0	0	0	0	0	0	1	
JULIE Dig	46	47	28	40	44	50	57	51	68	48	23	502	523	
Peoria Cares Cases	98	49	73	123	78	66	39	39	43	82	19	709	195	
Premise Alerts	64	55	61	41	33	26	24	10	8	30	29	381	185	
Sex Offender Updates	258	246	316	291	269	241	280	264	252	265	247	2,929	946	
PAWS	120	113	123	156	216	242	209	284	239	152	165	2,019	0	

Yearly Summary

	Number of Calls	Dispatch Response Time	Police Response Time	Total Time	
PEORIA POLICE					
Urgent	19504	2.20	4.10	5.63	
Routine	21688	23.61	6.19	29.30	
Backlog	1828	38.04	6.96	46.49	
PEORIA COUNTY SHERIFF					
Urgent	4457	2.50	10.91	10.91	
Routine	6409	13.03	16.84	25.97	
Backlog	584	584.00	0.00	137.53	
	Number of Calls	Dispatch Response Time	Fire Response Time	Total Time	Average Turnout Time
PEORIA FIRE	18577	0.83	4.52	5.35	1.10

City of Peoria
Emergency Communications Center

Police Department
Urgent Calls for Service
By Police District

	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Calls	Average
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19			
January 2019	Number of Calls	90	161	314	175	68	152	109	123	226	216	212	95	75	219	1	107	107	2450	0	
	Exceptions																		0		
	Dispatch Response Time	1.6	1.6	1.0	1.6	1.2	1.3	3.0	1.6	3.5	2.8	2.2	1.8	1.9	2.0	0.0	2.0	2.1	4851.0	2450	1.98
	Police Response Time	2.5	3.3	3.4	3.3	3.9	3.3	4.2	4.3	3.2	3.4	4.8	4.5	5.4	6.1	12.0	4.1	7.0	9998.2	2450	4.08
	Total time	4.1	4.9	4.4	4.9	5.1	4.6	7.2	5.9	6.7	6.2	7.0	6.3	7.3	8.1	12.0	6.1	9.1	14849.2	2450	6.06
February 2019	Number of Calls	83	99	286	125	62	131	108	98	245	207	176	96	71	231	4	127	83	2232	0	
	Exceptions																		0		
	Dispatch Response Time	1.4	1.8	1.6	2.1	1.2	1.1	1.8	2.1	1.3	1.1	2.5	1.5	2.9	1.7	2.3	1.4	2.6	3764.8	2232	1.69
	Police Response Time	3.1	3.1	3.7	3.2	3.8	3.1	3.9	3.6	3.4	3.3	4.9	4.0	5.5	6.5	7.7	4.1	7.7	9283.2	2232	4.16
	Total time	4.5	4.9	5.3	5.3	5.0	4.2	5.7	5.7	4.7	4.4	7.4	5.5	8.4	8.2	10.0	5.5	10.3	13048.0	2232	5.85
March 2019	Number of Calls	130	129	357	200	71	201	102	131	266	239	223	102	83	180	2	164	119	2699	0	
	Exceptions																		0		
	Dispatch Response Time	1.2	1.2	1.5	1.2	1.3	2.3	1.8	1.5	1.5	1.6	1.9	1.3	2.3	1.6	1.0	1.0	1.4	4170.2	2699	1.55
	Police Response Time	2.5	3.3	3.1	3.4	3.3	2.9	4.1	3.8	3.6	3.6	4.9	3.7	4.8	5.9	9.5	4.6	7.0	10615.5	2699	3.93
	Total time	3.7	4.5	4.6	4.6	4.6	5.2	5.9	5.3	5.1	5.2	6.8	5.0	7.1	7.5	10.5	5.6	8.4	14785.7	2699	5.48
April 2019	Number of Calls	103	151	405	198	66	204	96	157	323	268	230	91	82	210	5	120	123	2832	0	
	Exceptions																		0		
	Dispatch Response Time	1.3	1.8	1.8	1.7	1.7	1.3	1.6	1.8	2.4	2.4	2.1	1.5	1.6	2.5	5.3	2.5	2.2	5576.1	2832	1.97
	Police Response Time	2.7	3.5	3.0	3.4	4.5	3.0	4.3	3.6	3.3	3.7	4.7	4.6	5.7	6.3	10.7	4.2	7.1	11360.1	2832	4.01
	Total time	4.0	5.3	4.8	5.1	6.2	4.3	5.9	5.4	5.7	6.1	6.8	6.1	7.3	8.8	16.0	6.7	9.3	16936.2	2832	5.98
May 2019	Number of Calls	116	157	456	203	71	252	139	160	340	303	263	123	70	228	9	148	152	3190	0	
	Exceptions																		0		
	Dispatch Response Time	1.9	3.1	2.0	3.4	1.6	1.9	2.7	2.7	2.5	2.5	1.8	1.6	3.0	2.5	2.0	2.1	2.7	7505.9	3190	2.35
	Police Response Time	3.7	3.5	3.3	3.2	2.9	2.8	4.8	3.5	3.6	3.8	4.6	4.6	5.6	5.9	11.0	4.5	6.9	12973.8	3190	4.07
	Total time	5.6	6.6	5.3	6.6	4.5	4.7	7.5	6.2	6.1	6.3	6.4	6.2	8.6	8.4	13.0	6.6	9.6	20479.7	3190	6.42
June 2019	Number of Calls	136	152	475	232	66	213	147	148	326	290	247	112	93	236	5	117	135	3130	0	
	Exceptions																		0		
	Dispatch Response Time	3.0	2.6	2.8	3.5	4.2	1.8	4.1	2.1	3.0	2.4	2.5	2.4	2.5	2.6	0.8	3.8	1.9	8630.8	3130	2.76
	Police Response Time	3.0	3.4	3.2	3.2	3.8	3.2	5.1	3.9	3.5	3.8	4.8	4.8	6.2	6.2	23.2	4.6	7.8	13159.7	3130	4.20
	Total time	6.0	6.0	6.0	6.7	8.0	5.0	9.2	6.0	6.5	6.2	7.3	7.2	8.7	8.8	24.0	8.4	9.7	21790.5	3130	6.96
July 2019	Number of Calls	117	151	377	223	65	188	130	150	357	294	257	88	62	213	6	140	153	2971	0	
	Exceptions																		0		
	Dispatch Response Time	1.9	1.7	2.0	1.6	1.5	2.2	2.6	2.3	2.3	1.8	1.8	1.9	1.6	2.9	0.7	2.6	3.0	6308.1	2971	2.12
	Police Response Time	2.8	3.2	3.3	3.0	3.6	2.9	4.8	3.6	3.5	4.2	4.8	4.7	5.7	7.0	11.2	4.4	6.6	12336.0	2971	4.15
	Total time	4.7	4.9	5.3	4.6	5.1	5.1	7.4	5.9	5.8	6.0	6.6	6.6	7.3	9.9	11.9	7.0	9.6	18644.1	2971	6.28

City of Peoria
Emergency Communications Center

Police Department
Urgent Calls for Service
By Police District

	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Total Minutes	Calls	Average
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19				
August 2019	Number of Calls	119	157	431	210	61	213	129	164	331	267	253	112	84	245	4	130	155	3065			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	2.1	2.1	2.4	2.8	1.5	2.7	4.2	2.8	2.3	1.8	1.6	1.9	3.8	3.1	0.0	1.9	3.8	7643.8	3065	2.49	
	Police Response Time	2.5	3.5	3.4	3.3	3.3	3.0	5.2	3.6	3.3	4.2	5.1	5.1	5.4	5.6	8.0	4.4	7.4	12758.7	3065	4.16	
	Total time	4.6	5.6	5.8	6.1	4.8	5.7	9.4	6.4	5.6	6.0	6.7	7.0	9.2	8.7	8.0	6.3	11.2	20402.5	3065	6.66	
September 2019	Number of Calls	114	152	461	234	66	193	120	164	405	304	224	122	102	193	2	126	158	3140			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	1.6	2.7	2.8	2.7	1.4	2.7	4.2	2.7	2.7	2.4	2.3	3.2	2.2	3.0	1.5	1.5	2.8	8242.2	3140	2.62	
	Police Response Time	2.9	3.2	3.1	3.0	3.3	3.0	4.2	4.0	3.1	3.5	5.2	4.5	5.7	6.6	7.5	4.5	7.0	12481.4	3140	3.97	
	Total time	4.5	5.9	5.9	5.7	4.7	5.7	8.4	6.7	5.8	5.9	7.5	7.7	7.9	9.6	9.0	6.0	9.8	20723.6	3140	6.60	
October 2019	Number of Calls	111	106	413	226	67	174	118	153	337	255	213	110	96	200	6	131	133	2849			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	2.2	2.8	2.6	3.3	2.2	2.0	2.2	2.0	2.9	1.9	2.9	1.2	3.4	2.8	1.8	2.2	2.0	7084.5	2849	2.49	
	Police Response Time	3.1	3.2	3.3	3.4	3.3	3.4	4.2	3.4	3.4	3.8	4.9	4.6	5.6	6.4	13.3	5.2	7.0	11817.2	2849	4.15	
	Total time	5.3	6.0	5.9	6.7	5.5	5.4	6.4	5.4	6.3	5.7	7.8	5.8	9.0	9.2	15.1	7.4	9.0	18901.7	2849	6.63	
November 2019	Number of Calls	89	101	345	195	67	151	116	135	311	261	208	117	76	171	8	136	119	2606			(total min/total calls)
	Exceptions																		0			
	Dispatch Response Time	2.4	1.9	2.0	2.3	1.7	1.7	3.0	2.3	2.2	2.5	1.8	1.7	2.2	2.6	3.0	1.8	2.9	5708.8	2606	2.19	
	Police Response Time	2.8	3.8	3.4	3.5	3.3	3.1	4.4	3.6	3.5	4.0	4.3	4.5	5.2	6.6	11.3	4.4	7.4	10820.7	2606	4.15	
	Total time	5.2	5.7	5.4	5.8	5.0	4.8	7.4	5.9	5.7	6.5	6.1	6.2	7.4	9.2	14.3	6.2	10.3	16529.5	2606	6.34	
YEAR TO DATE TOTALS AND AVERAGES																						
Total Number of Calls								19504.0														
Total Number of Exceptions								0.0														
Average Dispatch Response Time								2.20														
Average Police Response Time								4.10														
Average Total Time								5.63														

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	(total min/total calls)
		1	2	4	5	6	8	12	13	10	11	13	14	15	16	17	18	19							
January 2019	Number of Calls	51	174	176	115	94	102	93	11	234	129	183	102	80	253	6	136	100	2204						
	Exceptions																	0							
	Dispatch Response Time	15.5	12.0	10.6	16.1	17.7	11.1	10.3	15.1	16.2	15.5	15.8	15.1	19.3	20.2	4.7	16.4	17.3	33897.8	2204	15.38				
	Police Response Time	7.2	5.4	4.8	5.7	6.3	4.8	6.4	4.8	5.3	5.8	6.5	5.9	7.9	9.7	11.3	6.5	11.1	14320.5	2204	6.50				
	Total time	22.7	17.4	15.4	21.8	24.0	15.9	16.7	19.9	21.5	21.3	22.3	21.0	27.2	29.9	16.0	22.9	28.4	48218.3	2204	21.88				
February 2019	Number of Calls	64	144	159	123	84	95	88	100	213	168	170	101	75	226	4	114	100	2028						
	Exceptions																	0							
	Dispatch Response Time	12.8	15.6	16.9	20.3	16.4	14.0	19.3	20.4	22.4	18.8	18.8	17.7	22.2	26.1	6.3	22.1	26.3	40347.1	2028	19.90				
	Police Response Time	5.3	6.0	5.1	5.3	6.2	4.6	6.4	5.0	5.3	6.2	6.6	7.1	7.6	9.2	10.5	6.4	9.6	13077.4	2028	6.45				
	Total time	18.1	21.6	22.0	25.6	22.6	18.6	25.7	25.4	27.7	25.0	25.4	24.8	29.8	35.3	16.8	28.5	35.9	53424.5	2028	26.34				
March 2019	Number of Calls	72	203	256	130	109	132	101	152	261	217	171	108	109	229	7	120	105	2482						
	Exceptions																	0							
	Dispatch Response Time	24.1	14.9	13.2	25.5	18.6	18.1	25.5	18.6	24.8	23.2	16.6	22.6	20.0	21.5	12.0	18.9	24.1	50046.0	2482	20.16				
	Police Response Time	4.2	6.5	5.1	4.8	6.1	4.7	6.0	5.9	4.8	5.5	6.2	6.0	7.8	8.7	12.2	7.4	9.7	15328.5	2482	6.18				
	Total time	28.3	21.4	18.3	30.3	24.7	22.8	31.5	24.5	29.6	28.7	22.8	28.6	27.8	30.2	24.2	26.3	33.8	65374.5	2482	26.34				
April 2019	Number of Calls	83	202	301	171	97	138	105	154	301	229	196	109	115	259	3	151	133	2747						
	Exceptions																	0							
	Dispatch Response Time	18.4	19.1	16.0	32.7	29.4	16.9	27	29.2	27.0	25.1	21.6	19.9	29.3	33.5	4.0	21.8	30.1	67939.6	2747	24.73				
	Police Response Time	4.6	5.1	4.2	5.6	5.4	5.0	6.8	6.3	4.5	5.6	6.0	7.3	7.6	9.1	12.7	5.7	9.4	16520.3	2747	6.01				
	Total time	23.0	24.2	20.2	38.3	34.8	21.9	33.8	35.5	31.5	30.7	27.6	27.2	36.9	42.6	16.7	27.5	39.5	84459.9	2747	30.75				
May 2019	Number of Calls	88	235	338	153	132	148	132	162	301	301	200	131	116	264	7	158	134	3000						
	Exceptions																	0							
	Dispatch Response Time	18.8	22.2	21.1	28.2	35.3	19.6	33.6	28.1	28.3	32.9	24.5	20.3	30.3	26.1	25.9	19.8	28.5	78380.0	3000	26.13				
	Police Response Time	5.0	5.6	4.8	5.1	5.4	4.4	6.9	5.5	5.2	5.1	6.1	6.2	9.2	9.0	10.2	6.2	9.0	18157.2	3000	6.05				
	Total time	23.8	27.8	25.9	33.3	40.7	24.0	40.5	33.6	33.5	38.0	30.6	26.5	39.5	35.1	36.1	26.0	37.5	96537.2	3000	32.18				
June 2019	Number of Calls	85	234	351	153	124	197	131	168	358	268	258	124	104	257	8	158	151	3129						
	Exceptions																	0							
	Dispatch Response Time	31.2	26.9	22.1	26.3	33.0	27.6	33.7	34.6	36.4	34.9	25.3	20.5	28.4	28.0	80.4	34.3	35.7	93541.0	3129	29.89				
	Police Response Time	5.3	5.8	4.7	4.7	6.7	4.8	6.4	5.3	4.9	5.6	5.9	6.7	7.8	8.6	11.1	6.4	9.3	18815.4	3129	6.01				
	Total time	36.5	32.7	26.8	31.0	39.7	32.4	40.1	39.9	41.3	40.5	31.2	27.2	36.2	36.6	91.5	40.7	45.0	112356.4	3129	35.91				
July 2019	Number of Calls	102	230	298	150	117	148	148	170	362	287	215	130	81	261	3	160	187	3049						
	Exceptions																	0							
	Dispatch Response Time	33.3	19.1	19.4	26.0	22.4	19.4	20.9	25.5	29.7	30.2	26.2	29.9	30.9	31.0	12.0	27.5	33.1	80549.4	3049	26.42				
	Police Response Time	5.0	5.9	4.6	4.4	6.5	4.2	6.7	5.7	5.7	6.1	6.3	6.5	8.0	8.8	11.7	6.1	9.6	19005.2	3049	6.23				
	Total time	38.3	25.0	24.0	30.4	28.9	23.6	27.6	31.2	35.4	36.3	32.5	36.4	38.9	39.8	23.7	33.6	42.7	99554.6	3049	32.65				
August 2019	Number of Calls	92	232	339	168	104	164	145	154	342	277	233	121	119	234	5	145	175	3049						
	Exceptions																	0							
	Dispatch Response Time	30.4	22.3	22.5	23.3	30.0	25.4	25.3	27.2	26.4	29.7	26.9	22.8	31.4	27.0	8.8	25.7	30.5	80100.0	3049	26.27				
	Police Response Time	4.4	6.0	4.4	4.3	6.5	4.9	6.6	5.5	5.1	5.6	6.5	6.5	9.0	9.2	13.2	6.0	8.1	18468.1	3049	6.06				
	Total time	34.8	28.3	26.9	27.6	36.5	30.3	31.9	32.7	31.5	35.3	33.4	29.3	40.4	36.2	22.0	31.7	38.6	98568.1	3049	32.33				

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		
September 2019	Number of Calls	91	209	327	164	100	113	158	196	379	256	196	175	115	255	8	156	170	3068			(total min/total calls)		
	Exceptions																		0					
	Dispatch Response	22.5	22.8	25.5	29.5	33.9	30.9	25.3	26.7	26.4	34.9	29.4	25.3	29.5	27.2	13.3	33.3	34.5	86726.1	3068	28.27			
	Police Response	4.0	5.4	4.5	5.0	6.6	4.9	5.8	5.6	5.2	6.1	6.4	7.2	8.7	9.5	11.0	6.6	9.3	19180.2	3068	6.25			
	Total time	26.5	28.2	30.0	34.5	40.5	35.8	31.1	32.3	31.6	41.0	35.8	32.5	38.2	36.7	24.3	39.9	43.8	105906.3	3068	34.52			
October 2019	Number of Calls	85	198	271	136	127	138	113	156	333	233	185	149	135	259	6	136	133	2793			(total min/total calls)		
	Exceptions																		0					
	Dispatch Response	23.1	20.3	19.4	30.1	32.8	20.0	32.5	26.4	33.3	30.1	29.3	27.9	27.7	33.9	47.8	26.2	35.9	78874.5	2793	28.24			
	Police Response	5.0	5.3	5.7	5.1	6.7	4.2	5.2	5.1	5.2	5.7	7.2	7.4	8.3	8.9	12.3	6.5	8.3	17508.0	2793	6.27			
	Total time	28.1	25.6	25.1	35.2	39.5	24.2	37.7	31.5	38.5	35.8	36.5	35.3	36.0	42.8	60.1	32.7	44.2	96382.5	2793	34.51			
November 2019	Number of Calls	78	220	249	132	104	132	120	144	292	198	160	111	105	198	6	133	135	2517			(total min/total calls)		
	Exceptions																		0					
	Dispatch Response	28.4	24.1	21.7	26.5	27.4	20.8	35.6	27.7	30.7	33.7	22.9	25.6	34.1	23.7	23.5	29.1	31.4	68940.5	2517	27.39			
	Police Response	5.4	5.7	5.1	5.1	6.3	4.4	6.4	4.8	5.9	5.9	6.6	6.6	7.7	8.8	12.2	6.9	8.0	15614.9	2517	6.20			
	Total time	33.8	29.8	26.8	31.6	33.7	25.2	42.0	32.5	36.6	39.6	29.5	32.2	41.8	32.5	35.7	36.0	39.4	84555.4	2517	33.59			
YEAR TO DATE TOTALS AND AVERAGES																								
Total Number of Calls								21688																
Total Number of Exceptions								0																
Average Dispatch Response Time								23.61																
Average Police Response Time								6.19																
Average Total Time								29.30																

City of Peoria
Emergency Communications Center

Police Department
Backlog Calls for Service
By Police District

	Police District	VALLEY								BLUFF			RICHWOODS								Total Calls	Total Minutes	Calls	Average	(total min/total calls)
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19							
August 2019	Number of Calls	2	15	12	8	7	5	6	13	36	26	15	6	10	6	1	1	7	176						
	Exceptions																	0							
	Dispatch Response Time	4.0	31.7	42.5	8.1	42.0	9.2	50.0	24.6	29.7	61.6	41.4	52.0	42.3	30.5	56.0	20.0	12.7	6392.8	176	36.32				
	Police Response Time	4.0	6.8	5.8	6.8	9.3	2.5	10.8	5.3	5.9	7.2	4.8	5.7	4.7	9.8	11.0	0.0	9.9	1137.2	176	6.46				
	Total time	8.0	38.5	48.3	14.9	51.3	11.7	60.8	29.9	35.6	68.8	46.2	57.7	47.0	40.3	67.0	20.0	22.6	7530.0	176	42.78				
September 2019	Number of Calls	5	23	12	7	2	10	8	4	11	16	7	8	4	15	0	6	9	147						
	Exceptions																	0							
	Time	40.8	28.6	50.8	99.4	1.0	35.2	80.5	13.3	31.0	97.3	51.6	22.5	23.0	58.3	0.0	32.7	62.8	7385.3	147	50.24				
	Time	2.4	8.5	4.6	5.4	6.0	5.0	4.6	3.5	6.5	4.5	8.3	9.9	5.7	7.8	0.0	3.5	10.7	951.2	147	6.47				
	Total time	43.2	37.1	55.4	104.8	7.0	40.2	85.1	16.8	37.5	101.8	59.9	32.4	28.7	66.1	0.0	36.2	73.5	8336.5	147	56.71				
October 2019	Number of Calls	6	25	7	9	5	6	7	9	18	19	7	7	7	14	0	5	2	153						
	Exceptions																	0							
	Time	16.8	19.6	37.1	21.3	43.2	27.2	23.6	47.7	38.4	76.9	21.4	51.0	51.6	55.7	0.0	28.2	138.0	6233.0	153	40.74				
	Time	3.8	10.7	6.2	4.0	6.4	4.5	5.6	6.8	4.6	6.2	10.9	11.0	7.0	13.2	0.0	9.8	10.5	1186.8	153	7.76				
	Total time	20.6	30.3	43.3	25.3	49.6	31.7	29.2	54.5	43.0	83.1	32.3	62.0	58.6	68.9	0.0	38.0	148.5	7419.8	153	48.50				
November 2019	Number of Calls	1	25	11	8	1	4	6	9	16	27	8	4	11	11	0	7	6	155						
	Exceptions																	0							
	Time	3.0	24.5	17.3	28.9	83.0	19.0	50.3	42.1	29.0	62.8	36.9	24.3	23.8	50.1	0.0	23.7	11.5	5476.5	155	35.33				
	Time	14.0	7.9	8.8	5.3	0.0	6.0	7.7	4.2	6.1	8.1	5.0	9.0	6.8	9.1	0.0	9.7	5.3	1125.6	155	7.26				
	Total time	17.0	32.4	26.1	34.2	83.0	25.0	58.0	46.3	35.1	70.9	41.9	33.3	30.6	59.2	0.0	33.4	16.8	6602.1	155	42.59				
YEAR TO DATE TOTALS AND AVERAGES																									
																	Total Number of Calls	1828							
																	Total Number of Exceptions	0.0							
																	Average Dispatch Response Time	38.04							
																	Average Police Response Time	6.96							
																	Average Total Time	46.49							

City of Peoria
Emergency Communications Center

Peoria Fire Department
Fire Calls for Service
By Fire Map

	Fire Map	VALLEY				BLUFF			RICHWOODS					Total Calls	Calls	(total min/total 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 2019	Number of Calls	213	215	199	110	132	143	120	250	57	173	91	64	1767		
	Dispatch Response Time	0.9	0.7	1.1	1.0	0.6	0.5	0.7	1.0	0.6	0.3	0.8	0.5	1346.7	1767	0.76
	Fire Response Time	3.6	4.2	4.4	5.8	4.8	4.9	4.6	4.9	4.5	5.5	5.7	5.4	8367.0	1767	4.74
	Total time	4.5	4.9	5.5	6.8	5.4	5.4	5.3	5.9	5.1	5.8	6.5	5.9	9713.7	1767	5.50
	Total Minutes															
February 2019	Number of Calls	173	164	196	91	115	132	109	194	54	131	68	46	1473		
	Dispatch Response Time	0.6	0.4	0.6	0.5	0.7	1.0	0.4	0.3	0.7	0.4	1.0	0.3	818.8	1473	0.56
	Fire Response Time	3.4	3.9	4.4	5.8	4.5	4.6	4.4	4.9	4.5	5.1	5.7	5.2	6710.8	1473	4.56
	Total time	4.0	4.3	5.0	6.3	5.2	5.6	4.8	5.2	5.2	5.5	6.7	5.5	7529.6	1473	5.11
	Total Minutes															
March 2019	Number of Calls	215	170	177	123	133	131	118	223	53	144	77	42	1606		
	Dispatch Response Time	0.4	0.3	0.4	0.3	1.0	0.7	0.6	0.5	0.2	0.4	0.5	0.7	787.8	1606	0.49
	Fire Response Time	3.7	3.5	4	5.5	4.3	4.2	4.0	4.6	4.9	4.7	5.6	5.0	6972.6	1606	4.34
	Total time	4.1	3.8	4.4	5.8	5.3	4.9	4.6	5.1	5.1	5.1	6.1	5.7	7760.4	1606	4.83
	Total Minutes															
April 2019	Number of Calls	202	172	201	87	132	144	101	213	54	141	85	56	1588		
	Dispatch Response Time	1.4	0.8	0.9	0.6	0.3	0.6	1.0	0.7	1.0	0.8	1.7	1.0	1396.9	1588	0.88
	Fire Response Time	3.5	3.6	4	5	4.5	4.2	4.2	4.5	4.1	5.1	5.9	4.9	6863.1	1588	4.32
	Total time	4.9	4.4	4.9	5.6	4.8	4.8	5.2	5.2	5.1	5.9	7.6	5.9	8260.0	1588	5.20
	Total Minutes															
May 2019	Number of Calls	194	197	231	126	131	155	113	220	56	142	101	52	1718		
	Dispatch Response Time	1.4	0.8	0.8	0.4	0.7	0.6	0.8	0.7	1.0	0.5	0.9	0.4	1332.2	1718	0.78
	Fire Response Time	3.3	3.9	4.4	5.3	4.3	4.4	4.3	4.6	4.2	5.0	6.0	5.3	7662.7	1718	4.46
	Total time	4.7	4.7	5.2	5.7	5.0	5.0	5.1	5.3	5.2	5.5	6.9	5.7	8994.9	1718	5.24
	Total Minutes															
June 2019	Number of Calls	265	174	236	100	119	176	124	211	49	147	73	59	1733		
	Dispatch Response Time	0.8	1.6	1.0	1.0	0.5	0.8	1.1	1.6	0.3	0.3	0.6	0.3	1621.0	1733	0.94
	Fire Response Time	3.6	3.5	4.2	4.9	4.3	4.6	4.3	4.4	4.6	4.9	5.8	4.9	7485.3	1733	4.32
	Total time	4.4	5.1	5.2	5.9	4.8	5.4	5.4	6.0	4.9	5.2	6.4	5.2	9106.3	1733	5.25
	Total Minutes															
July 2019	Number of Calls	259	164	214	115	147	150	115	231	50	151	114	49	1759		
	Dispatch Response Time	1.1	0.5	1.1	1.1	0.9	1.6	1.2	0.6	0.3	0.8	1.1	0.7	1673.2	1759	0.95
	Fire Response Time	3.4	3.7	4.2	5.1	4.1	4.5	4.4	4.5	5.5	4.9	5.9	4.0	7679.4	1759	4.37
	Total time	4.5	4.2	5.3	6.2	5.0	6.1	5.6	5.1	5.8	5.7	7.0	4.7	9352.6	1759	5.32
	Total Minutes															

City of Peoria
Emergency Communications Center

Peoria Fire Department
Fire Calls for Service
By Fire Map

	Fire Map	VALLEY				BLUFF			RICHWOODS					Total Calls	Calls	(total min/total calls) Average
		100-199	200-299	400-499	1200-1299	300-399	1000-1099	1100-1199	1300-1399	1500-1599	1600-1699	1900-1999	2000-2099			
August 2019	Number of Calls	237	172	246	97	131	154	116	241	46	132	72	53	1697		
	Dispatch Response Time	1.8	0.6	0.6	0.5	0.6	0.7	1.0	0.8	1.9	2.3	2.2	0.7	1807.6	1697	1.07
	Fire Response Time	3.3	3.7	4	5	3.9	4.5	4.8	4.8	3.6	4.9	5.8	5.2	7310.6	1697	4.31
	Total time	5.1	4.3	4.6	5.5	4.5	5.2	5.8	5.6	5.5	7.2	8.0	5.9	9118.2	1697	5.37
September 2019	Number of Calls	261	186	220	121	137	151	159	230	44	159	113	64	1845		
	Response Time	0.9	0.7	1.1	0.6	0.8	0.6	0.5	0.3	0.1	1.3	0.6	0.3	1326.5	1845	0.72
	Time	3.4	3.6	4.2	5.2	4.1	4.5	4.4	4.9	5.2	4.9	5.6	5.0	8138.7	1845	4.41
	Total time	4.3	4.3	5.3	5.8	4.9	5.1	4.9	5.2	5.3	6.2	6.2	5.3	9465.2	1845	5.13
October 2019	Number of Calls	210	187	202	116	149	150	149	224	57	155	93	48	1740		
	Response Time	1.3	1.0	2.1	1.0	1.2	0.8	0.5	1.1	1.8	1.0	0.7	0.2	1952.2	1740	1.12
	Time	3.3	3.9	4.6	5.5	4.4	4.2	4.5	5.0	5.0	5.0	5.8	4.9	7900.2	1740	4.54
	Total time	4.6	4.9	6.7	6.5	5.6	5.0	5.0	6.1	6.8	6.0	6.5	5.1	9852.4	1740	5.66
November 2019	Number of Calls	208	177	200	120	152	153	136	221	47	116	75	46	1651		
	Response Time	0.9	0.8	1.2	1.0	0.5	0.7	1.2	1.4	0.6	0.3	0.8	1.3	1527.3	1651	0.93
	Time	10.4	3.8	4.1	5.3	4.2	4.3	4.4	4.8	5.6	5.3	5.7	5.7	8815.0	1651	5.34
	Total time	11.3	4.6	5.3	6.3	4.7	5.0	5.6	6.2	6.2	5.6	6.5	7.0	10342.3	1651	6.26
Total Number of Calls													18577			
Average Dispatch Response Time													0.83			
Average Fire Response Time													4.52			
Average Total Time													5.35			

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	Calls	Average	(total min/total calls)	
January 2019	Number of Calls	0	3	9	1	103	83	42	14	36	24	70		385				
	Exceptions													0				
															Total Minutes			
	Dispatch Response Time	0.0	1.0	1.8	1.0	3.6	2.3	2.6	3.6	2.7	3.1	1.8			1039.1	385	2.70	
	Police Response Time	0.0	19.7	6.9	0.0	9.9	9.1	14.7	8.4	4.2	11.0	4.4			3354.4	385	8.71	
	Total time	0.0	20.7	8.7	1.0	13.5	11.4	17.3	12.0	6.9	14.1	6.2			4393.5	385	11.41	
February 2019	Number of Calls	2	3	10	2	86	87	36	2	20	27	69		344				
	Exceptions													0				
															Total Minutes			
	Dispatch Response Time	2.0	2.0	1.5	1.0	2.1	3.4	2.8	4.0	1.3	2.0	1.2			775.0	344	2.25	
	Police Response Time	6.5	21.5	9.0	13.5	8.7	10.6	14.1	12.5	5.0	9.6	3.8			3018.9	344	8.78	
	Total time	8.5	23.5	10.5	14.5	10.8	14.0	16.9	16.5	6.3	11.6	5.0			3793.9	344	11.03	
March 2019	Number of Calls	4	6	5	1	77	68	41	7	32	33	83		357				
	Exceptions													0				
															Total Minutes			
	Dispatch Response Time	5.3	2.0	2.0	0.0	3.8	2.5	2.9	1.7	1.3	1.8	1.0			820.6	357	2.30	
	Police Response Time	1.3	17.6	5.0	16.0	8.7	8.5	12.1	11.7	4.4	8.7	4.2			2754.2	357	7.71	
	Total time	6.6	19.6	7.0	16.0	12.5	11.0	15.0	13.4	5.7	10.5	5.2			3574.8	357	10.01	
April 2019	Number of Calls	4	8	7	2	86	83	31	11	28	35	79		374				
	Exceptions													0				
															Total Minutes			
	Dispatch Response Time	2.3	2.2	0.8	2.0	2.4	2.3	1.3	1.3	1.4	2.5	1.8			757.2	374	2.02	
	Police Response Time	1.7	19.7	7.3	17.5	8.2	8.2	15.4	13.9	5.6	8.4	3.8			3017.6	374	8.07	
	Total time	4.0	21.9	8.1	19.5	10.6	10.5	16.7	15.2	7.0	10.9	5.6			3774.8	374	10.09	
May 2019	Number of Calls	6	4	8	0	123	91	49	10	34	34	89		448				
	Exceptions													0				
															Total Minutes			
	Dispatch Response Time	6.4	0.7	2.0	0.0	2.7	2.5	1.6	1.5	2.6	1.8	1.6			1002.2	448	2.24	
	Police Response Time	1.0	18.0	7.6	0.0	8.2	8.3	12.6	7.3	4.2	10.0	4.3			3458.6	448	7.72	
	Total time	7.4	18.7	9.6	0.0	10.9	10.8	14.2	8.8	6.8	11.8	5.9			4460.8	448	9.96	
June 2019	Number of Calls	6	4	5	3	90	77	35	13	42	45	93		413				
	Exceptions													0				
															Total Minutes			
	Dispatch Response Time	3.0	2.5	5.8	11.5	2.4	4.9	1.3	4.8	1.3	2.6	1.4			1094.5	413	2.65	
	Police Response Time	5.8	19.3	8.4	13.3	8.5	9.5	12.6	12.8	5.4	8.5	5.0			3372.1	413	8.16	
	Total time	8.8	21.8	14.2	24.8	10.9	14.4	13.9	17.6	6.7	11.1	6.4			4466.6	413	10.82	
July 2019	Number of Calls	3	5	7	1	104	86	56	15	38	45	96		456				
	Exceptions													0				
															Total Minutes			
	Dispatch Response Time	0.0	15.3	8.0	1.0	2.1	2.2	3.3	1.6	2.0	2.0	1.7			1079.1	456	2.37	
	Police Response Time	2.5	13.2	10.6	10.0	9.6	9.4	11.5	11.8	4.4	9.8	4.4			3816.1	456	8.37	
	Total time	2.5	28.5	18.6	11.0	11.7	11.6	14.8	13.4	6.4	11.8	6.1			4895.2	456	10.74	

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	Calls	Average	
August 2019	Number of Calls	2	7	6	0	106	85	47	4	39	31	100		427	(total min/total calls)		
	Exceptions													0			
																Total Minutes	
	Dispatch Response Time	6.0	1.2	1.6	0.0	1.8	2.3	2.0	2.3	1.8	4.5	2.9		1019.2		427	2.39
	Police Response Time	5.5	19.9	5.6		8.8	7.9	13.2	16.3	3.8	8.8	4.5		3344.8		427	7.83
	Total time	11.5	21.1	7.2	0.0	10.6	10.2	15.2	18.6	5.6	13.3	7.4		4364.0		427	10.22
September 2019	Number of Calls	4	3	10	2	92	82	55	8	39	36	92		423	(total min/total calls)		
	Exceptions													0			
																Total Minutes	
	Dispatch Response Time	2.3	1.3	1.1	3.0	2.4	2.2	3.2	1.3	1.3	2.5	2.4		979.2		423	2.31
	Police Response Time	2.0	44.0	8.3	17.0	8.8	9.4	14.2	10.8	5.3	9.0	4.7		3667.9		423	8.67
	Total time	4.3	45.3	9.4	20.0	11.2	11.6	17.4	12.1	6.6	11.5	7.1		4647.1		423	10.99
October 2019	Number of Calls	1	3	9	3	86	118	57	6	34	36	69		422	(total min/total calls)		
	Exceptions													0			
																Total Minutes	
	Dispatch Response Time	2.0	1.5	3.1	0.0	4.4	3.8	1.6	1.5	2.0	1.8	2.2		1246.0		422	2.95
	Police Response Time	0.0	14.0	6.3	17.0	10.5	11.3	14.0	16.2	5.8	8.4	4.3		4077.6		422	9.66
	Total time	2.0	15.5	9.4	17.0	14.9	15.1	15.6	17.7	7.8	10.2	6.5		5323.6		422	12.62
November 2019	Number of Calls	4	3	8	0	89	98	50	6	42	41	67		408	(total min/total calls)		
	Exceptions													0			
																Total Minutes	
	Dispatch Response Time	18.0	1.3	2.8	0.0	3.2	3.3	2.7	1.0	2.4	1.7	5.3		1373.1		408	3.37
	Police Response Time	6.3	15.5	6.9	0.0	9.6	8.4	14.1	16.5	4.2	10.8	4.9		3556.0		408	8.72
	Total time	24.3	16.8	9.7	0.0	12.8	11.7	16.8	17.5	6.6	12.5	10.2		4929.1		408	12.08
YEAR TO DATE TOTALS AND AVERAGES																	
														Total Number of Calls			4457.0
														Total Number of Exceptions			861.0
														Average Dispatch Response Time			2.50
														Average Police Response Time			8.40
														Average Total Time			10.91

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	Calls	(total min/total calls) Average	
January 2019	Number of Calls	52	5	17	2	119	157	62	12	46	30	83		585			
	Exceptions													0			
															Total Minutes		
	Dispatch Response Time	4.5	9.0	19.1	17.0	20.0	9.6	13.8	7.2	13.1	9.9	10.5			7238.0	585	12.37
	Police Response Time	7.9	21.3	9.1	11.5	13.3	11.0	17.0	17.1	6.0	10.4	6.2			6366.5	585	10.88
	Total time	12.4	30.3	28.2	28.5	33.3	20.6	30.8	24.3	19.1	20.3	16.7			13604.5	585	23.26
February 2019	Number of Calls	42	3	9	2	104	111	41	9	38	42	73		474			
	Exceptions													0			
															Total Minutes		
	Dispatch Response Time	13.0	15.7	22.4	6.0	17.3	9.2	15.5	14.3	7.2	13.6	12.7			6163.2	474	13.00
	Police Response Time	6.2	22.3	12.8	11.5	14.2	10.5	17.9	17.3	6.6	11.2	7.7			5280.7	474	11.14
	Total time	19.2	38.0	35.2	17.5	31.5	19.7	33.4	31.6	13.8	24.8	20.4			11443.9	474	24.14
March 2019	Number of Calls	43	3	13	2	104	141	54	8	27	43	103		541			
	Exceptions													0			
															Total Minutes		
	Dispatch Response Time	7.4	1.7	10.6	1.0	11.1	11.7	17.3	6.3	11.1	12.0	12.8			6385.9	541	11.80
	Police Response Time	4.7	16.0	11.1	20.5	11.1	10.7	16.5	14.8	6.0	12.0	7.0			5506.9	541	10.18
	Total time	12.1	17.7	21.7	21.5	22.2	22.4	33.8	21.1	17.1	24.0	19.8			11892.8	541	21.98
April 2019	Number of Calls	47	6	9	3	136	162	66	9	32	54	99		623			
	Exceptions													0			
															Total Minutes		
	Dispatch Response Time	11.4	5.6	13.1	16.7	15.5	15.0	17.1	18.0	11.5	11.0	16.3			9141.7	623	14.67
	Police Response Time	4.0	24.8	1.9	18.0	12.1	9.4	16.2	11.1	7.4	11.9	6.1			6228.7	623	10.00
	Total time	15.4	30.4	15.0	34.7	27.6	24.4	33.3	29.1	18.9	22.9	22.4			15370.4	623	24.67
May 2019	Number of Calls	48	8	21	4	181	177	73	15	31	59	107		724			
	Exceptions													0			
															Total Minutes		
	Dispatch Response Time	9.9	11.9	17.3	25.8	21.9	14.8	21.4	21.6	7.8	16.1	11.7			11950.2	724	16.51
	Police Response Time	5.2	16.0	9.7	13.0	12.6	11.3	16.2	11.4	5.6	11.7	6.3			7805.6	724	10.78
	Total time	15.1	27.9	27.0	38.8	34.5	26.1	37.6	33.0	13.4	27.8	18.0			19755.8	724	27.29
June 2019	Number of Calls	68	8	13	4	166	172	70	10	44	65	124		744			
	Exceptions													0			
															Total Minutes		
	Dispatch Response Time	16.5	17.8	15.9	28.0	15.5	15.7	22.0	32.2	17.2	11.9	18.2			12505.6	744	16.81
	Police Response Time	5.9	21.3	14.3	11.3	11.5	10.9	18.3	18.0	6.5	12.9	6.0			7916.0	744	10.64
	Total time	22.4	39.1	30.2	39.3	27.0	26.6	40.3	50.2	23.7	24.8	24.2			20421.6	744	27.45
July 2019	Number of Calls	59	10	11	1	125	155	65	16	36	62	95		635			
	Exceptions													0			
															Total Minutes		
	Dispatch Response Time	8.2	18.4	14.5	1.0	15.6	18.6	17.6	10.2	18.2	13.6	12.9			9692.4	635	15.26
	Police Response Time	5.0	18.1	9.1	25.0	12.1	12.6	15.0	12.2	6.4	14.4	7.2			7044.0	635	11.09
	Total time	13.2	36.5	23.6	26.0	27.7	31.2	32.6	22.4	24.6	28.0	20.1			16736.4	635	26.36

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	Calls	(total min/total calls) Average
		Number of Calls	Exceptions	Dispatch Response Time	Police Response Time	Total time										
August 2019	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	55	12	11	0	154	187	78	19	40	78	128		762			
													0			
														Total Minutes		
	21.4	15.0	17.0	0.0	21.9	16.4	18.5	10.1	9.3	15.8	16.4		13321.9	762	17.48	
	9.6	21.4	9.8	0.0	11.5	9.3	18.7	14.5	7.1	12.9	6.4		8246.2	762	10.82	
	31.0	36.4	26.8	0.0	33.4	25.7	37.2	24.6	16.4	28.7	22.8		21568.1	762	28.30	
September 2019	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	61	10	11	1	138	159	70	20	48	60	130		708			
													0			
														Total Minutes		
	16.3	14.0	19.9	152.0	22.3	13.2	15.0	6.6	17.7	20.3	15.6		11959.0	708	16.89	
	7.4	26.7	7.8	23.0	10.3	10.2	16.6	11.0	6.5	14.2	7.0		7326.4	708	10.35	
	23.7	40.7	27.7	175.0	32.6	23.4	31.6	17.6	24.2	34.5	22.6		19285.4	708	27.24	
October 2019	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	54	9	11	3	102	161	74	9	36	50	104		613			
													0			
														Total Minutes		
	15.9	28.1	12.8	13.3	15.5	13.2	17.2	6.3	11.6	10.3	17.7		9101.3	613	14.85	
	6.0	19.3	8.1	23.0	13.6	11.4	16.4	13.9	7.8	14.6	6.4		6893.5	613	11.25	
	21.9	47.4	20.9	36.3	29.1	24.6	33.6	20.2	19.4	24.9	24.1		15994.8	613	26.09	
November 2019	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	37	9	11	1	100	165	45	13	29	44	77		531			
													0			
														Total Minutes		
	9.8	10.3	10.6	100.0	20.6	24.3	22.4	11.3	13.9	7.8	14.6		9766.8	531	18.39	
	6.7	24.0	8.7	0.0	10.3	10.0	19.3	17.3	6.5	12.3	6.8		5586.3	531	10.52	
	16.5	34.3	19.3	100.0	30.9	34.3	41.7	28.6	20.4	20.1	21.4		15353.1	531	28.91	
YEAR TO DATE TOTALS AND AVERAGES																
Total Number of Calls													6409.0			
Total Number of Exceptions													2171			
Average Dispatch Response Time													13.03			
Average Police Response Time													16.84			
Average Total Time													25.97			

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

Month	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	Average	
	Number of Calls	Exceptions	Dispatch Response Time	Police Response Time	Total time												
January 2019	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	18	0	1	0	5	12	4	0	0	4	6		50		(total min/total calls)	
	Exceptions													0			
	Dispatch Response Time														Total Minutes		
	Police Response Time	226.4	0.0	18.0	0.0	49.2	13.9	5.5	0.0	0.0	35.5	15.8		4764.8	50	95.3	
	Total time	37.4	0.0	0.0	0.0	15.4	10.1	18.7	0.0	0.0	15.3	4.7		1035.6	50	20.7	
	263.8	0.0	18.0	0.0	64.6	24.0	24.2	0.0	0.0	50.8	20.5	0.0	5800.4	50	116.0		
February 2019	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	14	0	1	0	4	8	0	0	0	0	2		29		(total min/total calls)	
	Exceptions													0			
	Dispatch Response Time														Total Minutes		
	Police Response Time	214.2	0.0	0.0	19.8	18.6	0.0	0.0	0.0	0.0	0.0	9.5		3092.2	29	106.6	
	Total time	36.3	0.0	5.0	22.3	13.8	0.0	0.0	0.0	0.0	0.0	6.0		580.4	29	20.0	
	250.5	0.0	5.0	42.1	32.4	0.0	0.0	0.0	0.0	0.0	15.5	0.0	3672.6	29	126.6		
March 2019	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	22	2	0	0	9	8	5	0	3	3	6		58		(total min/total calls)	
	Exceptions													0			
	Dispatch Response Time														Total Minutes		
	Police Response Time	332.4	2.0	0.0	0.0	7.1	19.3	3.6	0.0	1.3	26.7	15.7		7731.3	58	133.3	
	Total time	41.9	21.0	0.0	0.0	18.9	18.9	18.4	0.0	6.0	5.3	11.0		1477.0	58	25.5	
	374.3	23.0	0.0	0.0	26.0	38.2	22.0	0.0	7.3	32.0	26.7	0.0	9208.3	58	158.8		
April 2019	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	22	1	4	0	7	7	5	0	0	2	4		52		(total min/total calls)	
	Exceptions													0			
	Dispatch Response Time														Total Minutes		
	Police Response Time	312.4	36.0	40.0	0.0	36.9	9.1	18.2	0.0	0.0	6.5	13.0		7546.8	52	145.1	
	Total time	36.5	0.0	2.3	0.0	17.8	10.6	11.0	0.0	0.0	19.0	4.8		1123.2	52	21.6	
	348.9	36.0	42.3	0.0	54.7	19.7	29.2	0.0	0.0	25.5	17.8	0.0	8670.0	52	166.7		
May 2019	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	33	1	0	0	8	5	6	1	1	5	2		62		(total min/total calls)	
	Exceptions													0			
	Dispatch Response Time														Total Minutes		
	Police Response Time	395.9	2.0	0.0	0.0	40.1	36.4	10.7	2.0	0.0	18.0	11.0		13747.7	62	221.7	
	Total time	28.8	0.0	0.0	0.0	9.2	24.0	21.6	20.0	5.0	15.3	16.5		1408.1	62	22.7	
	424.7	2.0	0.0	0.0	49.3	60.4	32.3	22.0	5.0	33.3	27.5	0.0	15155.8	62	244.4		
June 2019	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	24	0	5	0	10	11	6	1	1	2	7		67		(total min/total calls)	
	Exceptions													0			
	Dispatch Response Time														Total Minutes		
	Police Response Time	290.5	0.0	9.0	0.0	25.2	19.1	17.2	7.0	3.0	1.5	27.4		7787.1	67	116.2	
	Total time	40.2	0.0	8.0	0.0	11.9	12.1	13.7	20.0	3.0	15.0	2.0		1406.1	67	21.0	
	330.7	0.0	17.0	0.0	37.1	31.2	30.9	27.0	6.0	16.5	29.4	0.0	9193.2	67	137.2		
July 2019	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	14	0	4	0	13	6	6	0	3	8	5		59		(total min/total calls)	
	Exceptions													0			
	Dispatch Response Time														Total Minutes		
	Police Response Time	341.5	0.0	24.8	0.0	18.3	18.8	19.2	0.0	18.3	27.5	21.8		5730.0	59	97.1	
	Total time	32.4	0.0	0.0	0.0	10.2	16.5	16.4	0.0	2.7	5.8	4.0		858.1	59	14.5	
	373.9	0.0	24.8	0.0	28.5	35.3	35.6	0.0	21.0	33.3	25.8	0.0	6588.1	59	111.7		
August 2019	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls			
	Number of Calls	21	0	3	0	6	10	7	1	3	3	6		60		(total min/total calls)	
	Exceptions													0			
	Dispatch Response Time														Total Minutes		
	Police Response Time	412.4	0.0	21.3	0.0	19.2	22.0	23.0	21.0	9.7	7.0	1.0		9297.6	60	155.0	
	Total time	32.6	0.0	4.5	0.0	9.0	8.7	17.5	24.0	5.7	13.0	7.4		1086.1	60	18.1	
	445.0	0.0	25.8	0.0	28.2	30.7	40.5	45.0	15.4	20.0	8.4	0.0	10383.7	60	173.1		

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

Month	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	Average
	Number of Calls	10	0	1	0	8	5	8	0	1	5	7		45		
September 2019	Exceptions													0		
	Dispatch Response Time	367.2	0.0	17.0	0.0	26.6	25.2	30.5	0.0	11.0	42.0	19.8		4631.4	45	102.9
	Police Response Time	39.0	0.0	0.0	0.0	17.0	10.8	15.5	0.0	0.0	13.6	12.4		858.8	45	19.1
	Total time	406.2	0.0	17.0	0.0	43.6	36.0	46.0	0.0	11.0	55.6	32.2	0.0	5490.2	45	122.0
	Number of Calls	20	1	2	0	6	8	5	1	0	2	5		50		
	Exceptions													0		
October 2019	Dispatch Response Time	386.4	3.0	12.0	0.0	7.5	34.5	37.6	82.0	0.0	12.5	79.4		8768.1	50	175.4
	Police Response Time	38.7	18.0	0.0	0.0	24.5	11.1	23.0	25.0	0.0	10.0	4.7		1211.3	50	24.2
	Total time	425.1	21.0	12.0	0.0	32.0	45.6	60.6	107.0	0.0	22.5	84.1	0.0	9979.4	50	199.6
	Number of Calls	21	0	0	0	6	10	5	0	1	1	8		52		
	Exceptions													0		
	November 2019	Dispatch Response Time	370.0	0.0	0.0	0.0	34.7	36.7	12.4	0.0	2.0	5.0	15.3		8536.6	52
Police Response Time		26.5	0.0	0.0	0.0	19.8	15.5	19.0	0.0	13.0	22.0	4.0		992.3	52	19.1
Total time		396.5	0.0	0.0	0.0	54.5	52.2	31.4	0.0	15.0	27.0	19.3	0.0	9528.9	52	183.2
Number of Calls		21	0	0	0	6	10	5	0	1	1	8		52		
Exceptions														0		
Dispatch Response Time		370.0	0.0	0.0	0.0	34.7	36.7	12.4	0.0	2.0	5.0	15.3		8536.6	52	164.2
Police Response Time	26.5	0.0	0.0	0.0	19.8	15.5	19.0	0.0	13.0	22.0	4.0		992.3	52	19.1	
Total time	396.5	0.0	0.0	0.0	54.5	52.2	31.4	0.0	15.0	27.0	19.3	0.0	9528.9	52	183.2	
YEAR TO DATE TOTALS AND AVERAGES																
Total Number of Calls													584.0			
Total Number of Exceptions													0			
Average Dispatch Response Time													137.53			
Average Police Response Time													20.59			
Average Total Time													158.12			

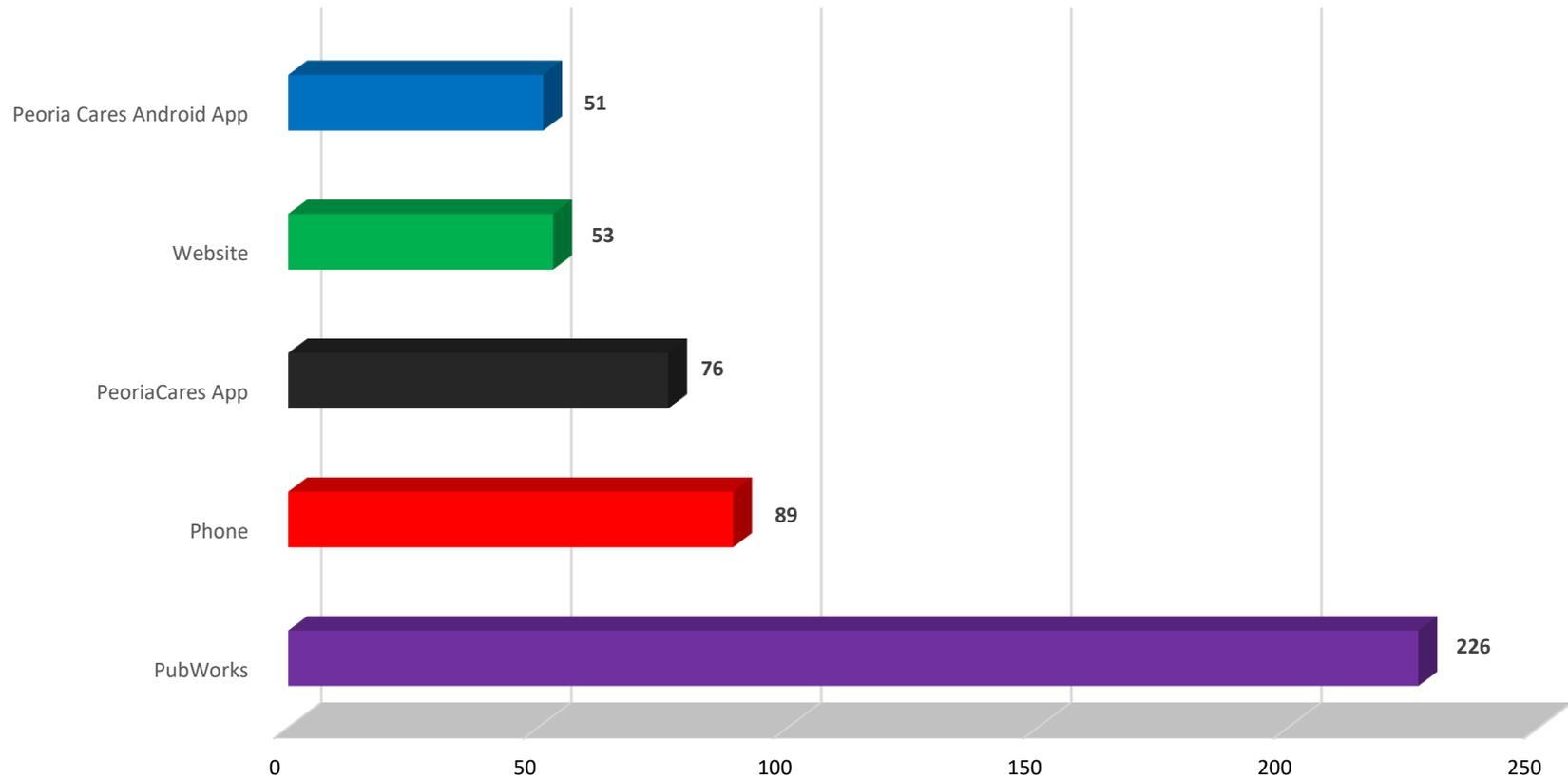
Peoria Cares



2019 Monthly Report

***From: The Office of the City Manager
Presented to: City of Peoria, Mayor and Council Members
Tuesday, December 10, 2019***

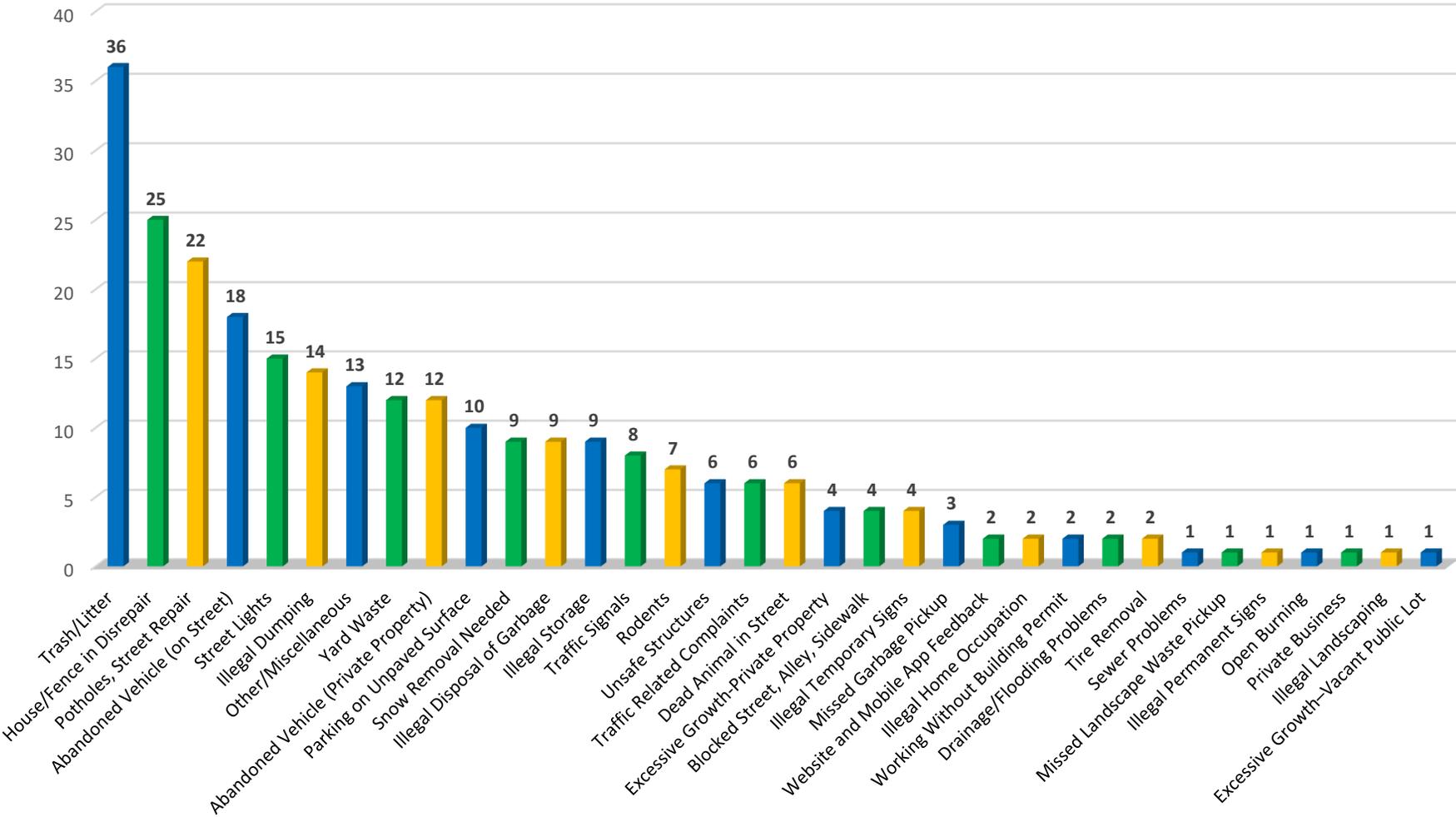
Peoria Cares Communication Transactions During the Month of November 2019



In November, a total of 692 calls were received from the Peoria Cares phone line. There were 89 phone calls that generated a Peoria Cares case and 226 phone calls that produced service requests. 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. In addition, some of the Peoria Cares phone calls required, research and information gathering for other assistance and services offered, in the Greater Peoria Tri-County Communities.



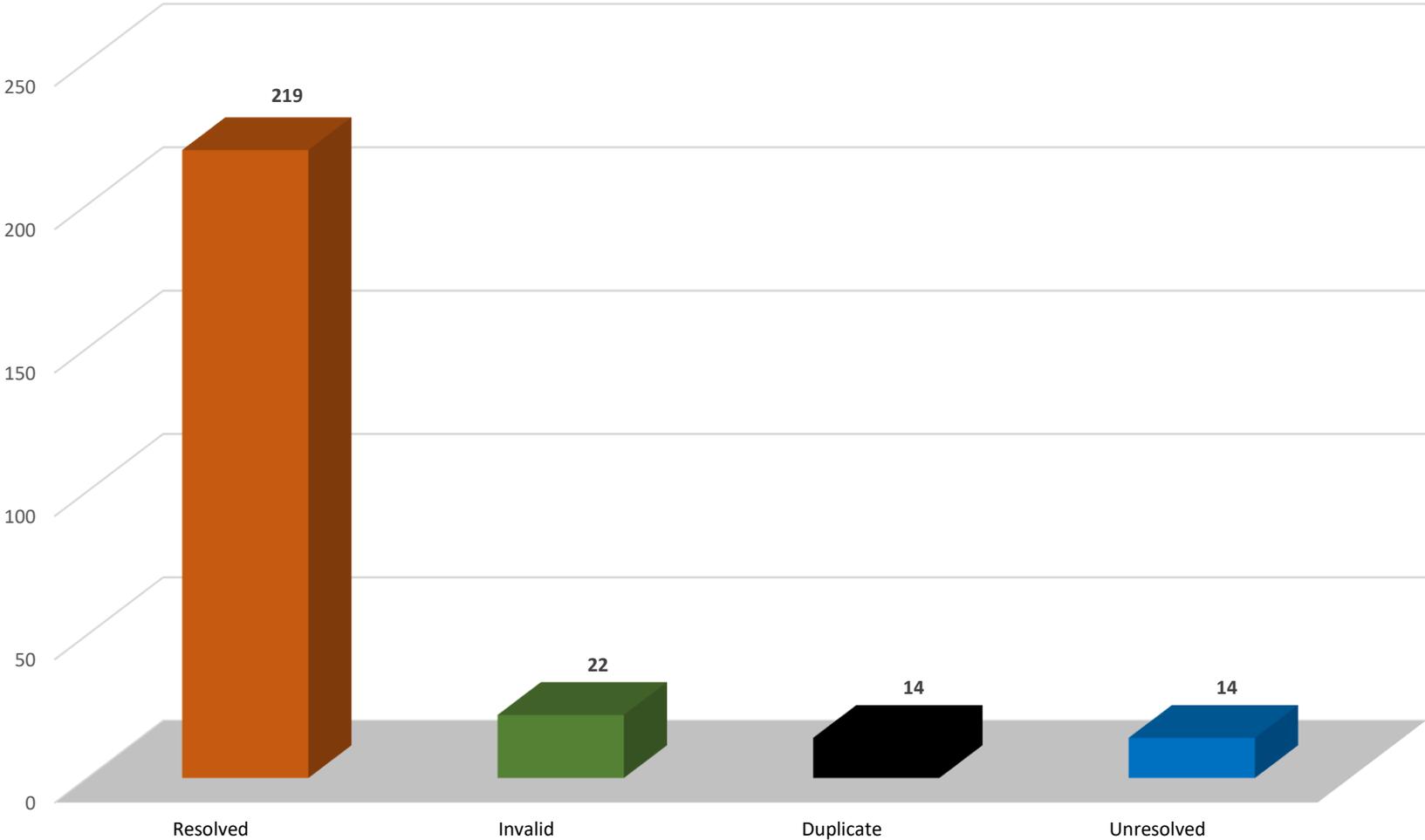
Peoria Cares November 2019 Complaints by Category



There was a total of 269 Peoria Cares Complaints that were submitted in the month of November. These complaints have been drilled down and categorized to indicate their status.



Peoria Cares November 2019 Complaint Status



Out of the 269 Peoria Cares complaints, there are 14 unresolved complaints that 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, to ensure we can quickly respond to each citizen’s needs.

