



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager *Patrick Urich*

DATE: November 15, 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.

Community Development- City Hall-O-Ween



On Thursday, d hot chocolate, Halloween punch, popcorn, and a photo booth.

This event offered the general public a great opportunity to meet the people who provide service to the residents of Peoria on a daily basis.

Thank you to everyone at City Hall who worked to make this year's City Hall-O-Ween a success! POctober 31st, City Hall hosted the Second Annual City Hall-O-Ween. Offices and common areas were decorated and City staff handed out candy to over 300 trick-or-treaters. In addition to candy, citizens were offerearticipating offices included:

the Treasurer's Office, Accounts Receivable, Fire, Purchasing, Accounts Payable, Legal, City Manager's Office, Development Center, Community Development, Human Resources, and the City Clerk's Office.

For more information on City Hall-O-Ween, please check out www.appreciatepeoria.com!



Issues Update
November 15, 2019



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

Trash Or Treat - Community Development will partner with Bradley's Clean Up Crew as volunteers assist in litter clean-up with elementary students, educating those who participate in Halloween Trick-or-Treating to be mindful of discarding candy wrappers in the City's streets and neighborhoods.

Questions? Contact Megan Nguyen at mnguyen@peoriagov.org, or 309.494.8622.

100 Blocks in 100 Days - Code Enforcement is taking to the streets in a new way, with inspectors walking 100 blocks in 100 days, knocking on doors to introduce themselves and their work with the City. Residents can speak directly to their inspector and share suggestions, comments, and concerns.

Questions? Contact Ashely Elias at aelias@peoriagov.org, or 309.494.8929.

Planning and Zoning Commission & Zoning Board of Appeals Meetings - The Planning and Zoning Commission will meet to discuss special use permits, zoning code changes, and more. The Zoning Board of Appeals will meet to discuss variances and more.

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

Southside Farmers Markets - Grab your harvest vegetables! As an outgrowth of the Local Foods, Local Places initiative, a variety of community partners and the City are organizing a series of farmers markets on the Southside this November to begin to work toward alternative health and food access and food system approaches.

Questions? Contact Sara Maillacheruvu at smallacheruvu@peoriagov.org, or 309.494.8649.

Human Resources Commission Meetings - At the first Human Resources Commission (HRC) meeting, applicants for CDBG Public Service funding will present about the program and Commissioners will ask questions of the applicants. At the second HRC meeting, funding amounts for applicants for CDBG public service will be discussed.

Questions? Contact Kathryn Murphy at kmurphy@peoriagov.org, or 309.494.8607.

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

- 100 BLOCKS IN 100 DAYS**
Starts Tues, 9/3/2019, continues for 100 days
Citywide
- TRASH OR TREAT**
Fri, 11/1/2019 - 11am
Whittier Primary School - 1619 W Fredonia Ave
- ONE STOP SHOP**
Every Monday (save Nov 11) - 1:30pm
City Hall, Rm. 400 - 419 Fulton St, Fourth Flr. Rm. 404
- PLANNING & ZONING COMMISSION**
Thurs, 11/7/2019 - 1pm
City Hall, Rm. 400 - 419 Fulton St, Fourth Flr. Rm. 400
- HUMAN RESOURCES COMMISSION - MEETING 1**
Fri, 11/1/2019 - 8:30am
City Hall, Rm. 400 - 419 Fulton St, Fourth Flr. Rm. 404
- SOUTHSIDE FARMERS MARKET**
Sat, 11/9/2019 - 9am - 1pm
Old Aldi/Save-A-Lot parking lot - 210 S Western Ave

- ZONING BOARD OF APPEALS**
Thurs, 11/14/2019 - 1pm
City Hall, Rm. 400 - 419 Fulton St, Fourth Flr. Rm. 400
- HUMAN RESOURCES COMMISSION - MEETING 2**
Fri, 11/15/2019 - 8:30am
City Hall, Rm. 404 - 419 Fulton St, Fourth Flr. Rm. 404
- SOUTHSIDE FARMERS MARKET**
Sat, 11/16/2019 - 9am - 1pm
Old Aldi/Save-A-Lot parking lot - 210 S Western Ave
- SOUTHSIDE FARMERS MARKET**
Sat, 11/23/2019 - 9am - 1pm
Old Aldi/Save-A-Lot parking lot - 210 S Western Ave

For additional information or for persons with disabilities who may need additional assistance, contact the person listed under each heading or go to www.appreciatepeoria.com!

Peoria Fire Department-Eagle Scout

David Fogerty has completed his Eagle Scout and presented it to the department on Tuesday, November 12. David researched and built the doll house sized ventilation houses that can be used to demonstrate how ventilation tactics can affect the fire flow paths throughout a building. We all know the deadly consequences of being caught in a fire flow path and the necessity to train our members on this. David has put a tremendous amount of work in to complete this project. It has not only been the building of the houses, but the large amount of paperwork and procedures that go along with an Equal Scout project. We congratulate him on the completion of his work.



Peoria Police-Trick or Treat with the Peoria Police 2019



Friday, October 25, 2019 Peoria Police celebrated the 5th annual Trick or Treat with Peoria Police! FIVE YEARS already! The event was switched from the usual Saturday before Halloween to Friday and boy did we see a lot of little trick or treaters, 1,346 to be approximate – of course we may have missed a goblin or a few! Hard to say the most popular costume that night, but superheroes, police officers, and princesses were a plenty!



Peoria Police-Citizen Police Academy



Peoria Police Department is one week away from wrapping up the 2019 Citizen Police Academy. With one class away from graduation, adult students have taken a guided tour through the inner workings of the police department. Instruction has included a welcome message from the Chief, presentations given by the Criminal Investigations Division, Special Investigations Division, Patrol Operations and K-9, as well as interactive learning from EOD (the bomb unit), a re-enacted crime scene, active shooter training complete with paintball simunitions used by students, SRT demos with hands-on learning, and simulated scenario training to be topped off with putting everything together in a state of the art simulator at ICC North. After completing all this, the

students will engage in more advanced and actual simulated police calls using police officers and cadets as role players. Graduation is November 20, 2019. The PPD greatly appreciates the time, effort, and interest students have invested in the PPD.



Issues Update
November 15, 2019

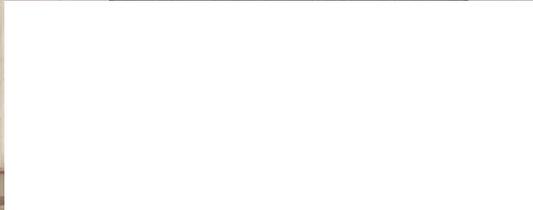


Issues Update
November 15, 2019

Peoria Police Department--Pink Partner Award

Peoria Police Department was honored October 24, 2019 with the Pink Partner Award at the annual Pink Promise Survivor Fashion Show and Luncheon held at the Par-A-Dice Hotel.

The Pink Promise Award is presented annually to a group or organization who goes above and beyond to share the Komen mission in their community and has shown dedication to the mission of Susan G. Komen Memorial--to end breast cancer forever.



Issues Update
November 15, 2019



Dr. Sharon Desmoulin-Kherat, Superintendent

Development Review Board Agenda

Please see attached.

ECC Monthly Reports

Please see attached.

Housing Docket

Please see attached.

Peoria Cares Monthly Reports

Please see attached.



DEVELOPMENT REVIEW BOARD AGENDA

Plans Distributed: **November 13, 2019**

Comments Due: **November 20, 2019**

Building/Projects this Week

Job/Project #	Address	Type	Description
19-1759	6715 BIG HOLLOW RD 13-12-353-003	COMMERCIAL ALTERATION	Interior Alteration – Auto Owners Insurance – CD 4 – WS/KS
19-1760	7915 N HALE AVE 14-05-451-011	COMMERCIAL ALTERATION	Interior Alteration – DHL – CD 5 – RM/LA
19-1762	5409 N KNOXVILLE AVE 14-21-103-014	COMMERCIAL ALTERATION	Interior Alteration – Proctor – CD 3 – WS/KW
19-1763	1800 N KNOXVILLE AVE 18-04-211-003	COMMERCIAL ALTERATION	Interior Alteration – OSF – CD 3 – RM/KW
19-1790	7815 N KNOXVILLE AVE 14-08-226-025	COMMERCIAL ALTERATION	Interior Alteration – CIBM Bank – CD 5 – RM/LA
19-1792	2326 MARKS PLACE 09-19-454-008	RESIDENTIAL ALTERATION	Solar Panels – Solar Ready Solutions – CD 5 – WS/LA
19-1793	10905 N HIGHCREST LN 09-29-154-019	RESIDENTIAL ALTERATION	Solar Panels – Solar Ready Solutions – CD 5 – RM/LA
19-1794	2112 W GERALD DR 09-30-478-005	RESIDENTIAL ALTERATION	Solar Panels – Solar Ready Solutions – CD 5 – RM/LA
19-1795	4028 W HEARTHWOOD DR 08-25-305-018	RESIDENTIAL ALTERATION	Solar Panels – Solar Ready Solutions – CD 5 – WS/LA
19-1796	10937 N JASON DR 09-30-277-013	RESIDENTIAL ALTERATION	Solar Panels – Solar Ready Solutions – CD 5 – RM/LA
19-1797	2020 W CASECREEK DR 09-30-481-007	RESIDENTIAL ALTERATION	Solar Panels – Solar Ready Solutions – CD 5 – WS/LA
19-1798	5404 W TIMBEREDGE DR 13-14-354-002	RESIDENTIAL ALTERATION	Solar Panels – Solar Ready Solutions – CD 4 – MZ/KS
19-1799	11010 N CRESTPOINT LN 09-29-180-006	RESIDENTIAL ALTERATION	Solar Panels – Solar Ready Solutions – CD 5 – CR/LA
19-1800	3724 W THISTLE LN 08-25-380-003	RESIDENTIAL ALTERATION	Solar Panels – Solar Ready Solutions – CD 5 – MZ/KS
19-1801	3210 W BOULDER POINT 08-25-229-002	RESIDENTIAL ALTERATION	Solar Panels – Solar Ready Solutions – CD 5 – CR/LA
19-1802	5525 W RACHAEL DR 13-15-479-011	RESIDENTIAL ALTERATION	Solar Panels – Solar Ready Solutions – CD 5 – WS/LA
19-1803	11107 N STILLWATER DR 09-29-157-012	RESIDENTIAL ALTERATION	Solar Panels – Solar Ready Solutions – CD 5 – MZ/LA
19-1804	2213 W KENFIELD CT 09-31-202-019	RESIDENTIAL ALTERATION	Solar Panels – Solar Ready Solutions – CD 5 – WS/LA

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



DEVELOPMENT REVIEW BOARD AGENDA

Plans Distributed: November 13, 2019

Comments Due: November 20, 2019

19-1816 5015 W AMERICAN PRAIRIE DR COMMERCIAL Interior Alteration – Vet Clinic – CD 5 – WS/LA
 13-11-126-005 ALETERATION

Building Permits Issued

Commercial		Residential	
New Commercial	1	New Single-Family Dwelling	1
Commercial Alteration/Addition	2	Residential Alteration/Repairs/Additions	2
Commercial Demolition	-	New Garage	-
Electrical	2	Electrical	4
HVAC	1	HVAC	24
Plumbing	3	Plumbing	2

FOR YOUR INFORMATION ONLY

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

Community Development Department

Total Construction Value for 2019	\$ 92,003,710.00
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Certificates of Occupancy Issued

Address/Location	Business Name	Date Issued	CD
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Community Development Department

Address/Location	Project Type	Information Update	CD
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Peoria City/County Health Department

Address/Location	Business Name	Information Update	CD
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Planning Inspector	Leah Allison	Kimberly Smith	Kerilyn Weick	Josh Naven
Phone	494-8667	494-8612	494-8606	494-8657
E-mail	lallison@peoriagov.org	kismith@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
July to October
2019**

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			18,885	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			73,719	82,596
Text To 9-1-1 Calls	19	14	11	12	15	19	29	17	25	14			175	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	0	0	92,779	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			87,592	99,351
Peoria Heights Police Incoming	609	599	576	666	653	705	732	801	649	626			6,616	4,526
Peoria Heights Lobby Calls	52	58	82	40	37	62	39	39	37	41			487	385
Chillicothe Police Incoming Calls	657	586	678	684	858	687	776	787	695	652			7,060	4,482
Chillicothe Lobby Calls	180	182	213	222	253	219	180	173	124	142			1,888	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			21,247	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	0	0	124,890	137,489
Volunteer Fire/EMS toll free calls	18	6	16	12	13	19	19	10	9	16			138	157
Peoria Heights Fire Incoming Calls	31	26	22	30	21	17	25	18	24	21			235	357
Peoria Fire Incoming Calls	490	462	579	588	666	702	584	627	587	504			5,789	7,202
TOTAL FIRE INCOMING CALLS	539	494	617	630	700	738	628	655	620	541	0	0	6,162	7,716
Operator Assist Calls/Alarm Calls	932	815	863	902	926	963	965	974	912	974			9,226	10,049
Ambulance Incoming Calls	141	127	123	152	156	155	148	142	149	147			1,440	2,120
ECC Supervisor Incoming Calls	746	659	615	660	586	680	632	665	619	541			6,403	8,123
Richwoods Dispatcher Incoming Calls	37	52	37	57	38	34	39	72	68	73			507	712
Downtown Dispatcher Incoming Calls	44	32	29	28	22	26	49	80	68	57			435	510
Prep 2 Dispatcher Incoming Calls	723	680	823	760	688	735	901	1,250	1,324	1,241			9,125	9,303
C-MED Dispatcher Incoming Calls	36	40	19	41	26	20	29	70	78	49			408	449
County Sheriff Dispatcher Incoming Calls	147	105	156	179	181	162	150	176	178	179			1,613	1,060
Fire Dispatcher Incoming Calls	94	90	105	105	90	120	211	268	276	274			1,633	1,170
OverFlow Dispatcher Incoming Calls	12	4	6	11	8	7	36	10	3	18			115	65
Call Taker Incoming Calls	0	1	0	0	0	0	37	1	0	2			41	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	0	0	20,280	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			54,642	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			81,233	98,869
Peoria Heights Dispatched/On View	567	720	744	671	686	750	709	676	642	543			6,708	4,964
Chillicothe Police Dispatches/On view	646	628	762	746	907	807	760	825	603	580			7,264	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			19,237	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	0	0	114,442	125,310
Air National Guard Fire Dispatches	5	5	3	3	2	2	6	7	3	7			43	68
Akron-Princeville Fire Dispatches	12	13	14	17	15	22	17	16	18	23			167	210
Brimfield Fire Dispatches	41	38	28	41	43	29	35	36	27	50			368	391
Chillicothe Fire Dispatches	110	106	87	98	105	101	109	106	119	94			1,035	799
Dunlap Fire Dispatches	23	26	41	27	27	35	46	36	34	58			353	394
Elmwood Fire Dispatches	11	14	14	14	10	9	14	13	12	14			125	155
Limestone Fire Dispatches	129	95	99	113	113	112	107	112	113	132			1,125	1,413
Logan-Trivoli Fire Dispatches	27	38	32	45	52	43	51	32	39	44			403	412
Peoria Fire Dispatches	1,783	1,491	1,630	1,594	1,729	1,737	1,767	1,705	1,862	1,747			17,045	20,750
Peoria Heights Fire Dispatches	89	70	77	73	75	80	85	81	81	71			782	502
Timber-Hollis Fire Dispatches	32	29	29	22	34	22	38	19	32	35			292	327
Tuscarora Fire Dispatches	3	5	7	5	9	5	7	7	17	14			79	72
West Peoria Fire Dispatches	49	38	48	40	48	42	65	49	47	52			478	639
MABAS Fire Calls	1	4	3	4	5	9	3	3	6	4			42	55
TOTAL FIRE DISPATCHES	2,315	1,972	2,112	2,096	2,267	2,248	2,350	2,222	2,410	2,345	0	0	22,337	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			13,093	17,169
APA Ambulance Dispatches	9	10	10	10	12	12	14	11	13	16			117	147
BYE Ambulance Dispatches	48	44	44	49	50	46	47	50	43	53			474	550
TOTAL AMBULANCE DISPATCHES	1,558	1,209	1,298	1,146	1,392	1,367	1,383	1,372	1,508	1,451	0	0	13,684	17,866
Peoria County Coroner Incoming Calls	218	288	244	233	209	219	250	256	173	245			2,335	2,821
Community Messaging System Call-outs	13	16	12	26	15	19	17	13	18	12			161	173
Telephone Trouble Reports Completed	0	0	0	0	0	0	1	2	1	0			4	12
ETSB Equipment Trouble Reported	0	0	0	1	0	1	0	0	0	0			2	10

CITY OF PEORIA
EMERGENCY COMMUNICATIONS CENTER 2019 ANNUAL REPORT

Citizen Concerns	0	2	0	2	0	0	0	0	2	0			6	15
CD Requests from State's Attorney's Office	24	31	31	25	28	28	40	18	24	29			278	304
CD Requests from FOI / Subpoena	6	3	13	6	3	1	5	7	12	1			57	64
CD Requests from Inner Departmental	10	9	7	16	8	6	8	5	10	6			85	69
Total Number of CD Requests	40	43	51	47	39	35	53	30	46	36	0	0	420	437
ILEAS Call Outs	0	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			479	523
Peoria Cares Cases	98	49	73	123	78	66	39	39	43	82			690	195
Premise Alerts	64	55	61	41	33	26	24	10	8	30			352	185
Sex Offender Updates	258	246	316	291	269	241	280	264	252	265			2,682	946
PAWS	120	113	123	156	216	242	209	284	239	152			1,854	0

Yearly Summary

	Number of Calls	Dispatch Response Time	Police Response Time	Total Time	
PEORIA POLICE					
Urgent	19504	2.20	4.09	5.78	
Routine	21688	23.61	6.19	29.80	
Backlog	1828	38.04	6.96	46.49	
PEORIA COUNTY SHERIFF					
Urgent	4049	2.42	10.79	10.79	
Routine	6409	13.28	15.64	25.68	
Backlog	532	532.00	0.00	134.87	
		Dispatch Response Time	Fire Response Time	Total Time	Average Turnout Time
PEORIA FIRE	16926	0.83	4.44	5.26	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																				
	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																				
	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	14	15	16	17	18	19	2699	0	
	Exceptions																				
	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																				
	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																				
	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																				
	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																				
	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

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

This report does not include on-view incidents.

City of Peoria
Emergency Communications Center

Police Department
Urgent Calls for Service
By Police District

	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	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			
																				Total Minutes		
	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			
																				Total Minutes		
	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			
																				Total Minutes		
	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		
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								4.09														
Average Total Time								5.78														

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	3	10	11	13	14	15	16	17	18	19							
January 2019	Number of Calls	51	174	176	115	94	102	93	112	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	142	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

Month	Police District	VALLEY						BLUFF			RICHWOODS						Total Calls	Total Minutes	Calls	Average				
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17					18	19		
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			
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								29.80																

City of Peoria
Emergency Communications Center

Police Department
Backlog Calls for Service
By Police District

Month	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							
January 2019	Number of Calls	2	23	8	15	3	11	10	5	15	24	16	7	13	11	0	9	13	185						
	Exceptions																	0							
	Dispatch Response Time	20.0	16.0	22.1	9.1	7.0	8.9	31.3	23.0	29.9	35.5	31.2	23.4	47.0	44.0	0.0	52.6	39.2	5309.7	185	28.70				
	Police Response Time	4.5	8.3	7.4	3.8	13.0	7.2	4.3	5.7	8.2	6.7	5.8	13.1	11.5	8.0	0.0	8.7	9.5	1413.4	185	7.64				
	Total time	24.5	24.3	29.5	12.9	20.0	16.1	35.6	28.7	38.1	42.2	37.0	36.5	58.5	52.0	0.0	61.3	48.7	6723.1	185	36.34				
February 2019	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	153						
	Exceptions	3	29	13	13	0	7	3	6	19	16	12	8	8	7	1	7	1	0						
	Dispatch Response Time	41.7	15.0	18.3	36.2	0.0	14.3	28.0	126.2	31.4	41.4	33.1	63.1	51.7	80.0	2.0	27.6	68.0	5607.7	153	36.65				
	Police Response Time	12.7	9.9	5.9	6.3	0.0	3.7	7.7	4.3	6.9	7.0	5.3	5.3	8.1	10.0	14.0	5.8	0.0	1097.1	153	7.17				
	Total time	54.4	24.9	24.2	42.5	0.0	18.0	35.7	130.5	38.3	48.4	38.4	68.4	59.8	90.0	16.0	33.4	68.0	6704.8	153	43.82				
March 2019	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	166						
	Exceptions	4	14	8	19	1	17	9	6	20	14	9	12	3	19	0	7	4	0						
	Dispatch Response Time	26.0	32.1	15.3	41.5	4.0	27.2	32.2	44.5	41.4	42.2	13.7	38.6	2.0	27.3	0.0	49.7	25.5	5467.4	166	32.94				
	Police Response Time	4.8	9.4	4.4	4.9	9.0	5.0	6.6	6.7	4.8	8.4	6.6	6.2	8.0	6.9	0.0	8.2	10.3	1073.8	166	6.47				
	Total time	30.8	41.5	19.7	46.4	13.0	32.2	38.8	51.2	46.2	50.6	20.3	44.8	10.0	34.2	0.0	57.9	35.8	6541.2	166	39.40				
April 2019	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	154						
	Exceptions	5	25	13	14	1	6	5	7	15	21	9	5	2	11	3	3	9	0						
	Dispatch Response Time	48.0	40.0	17.6	96.5	1.0	6.3	41.0	85.1	61.4	40.3	42.0	34.0	121.5	39.5	6.0	15.0	57.2	7229.9	154	46.95				
	Police Response Time	5.5	5.7	4.1	5.5	20.0	4.3	5.8	9.7	4.8	5.9	19.3	5.8	3.0	7.0	5.0	17.0	6.0	1044.6	154	6.78				
	Total time	53.5	45.7	21.7	102.0	21.0	10.6	46.8	94.8	66.2	46.2	61.3	39.8	124.5	46.5	11.0	32.0	63.2	8274.5	154	53.73				
May 2019	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	193						
	Exceptions	2	37	12	15	3	9	5	9	25	13	20	10	6	8	0	7	12	0						
	Dispatch Response Time	119.0	24.3	57.3	35.1	41.0	10.2	56.0	26.4	47.8	47.2	36.2	41.5	78.5	13.8	0.0	43.1	19.8	7151.9	193	37.06				
	Police Response Time	1.5	7.8	3.8	5.4	2.3	10.3	7.8	5.8	5.8	8.5	8.1	5.3	7.0	8.4	0.0	7.6	10.5	1367.9	193	7.09				
	Total time	120.5	32.1	61.1	40.5	43.3	20.5	63.8	32.2	53.6	55.7	44.3	46.8	85.5	22.2	0.0	50.7	30.3	8519.8	193	44.14				
June 2019	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	188						
	Exceptions	3	19	13	16	3	9	13	9	28	18	17	6	12	11	4	7		0						
	Dispatch Response Time	23.3	25.3	21.5	85.8	49.0	68.3	64.9	22.9	42.3	94.2	36.8	41.2	76.3	32.2	15.0	18.0		9223.0	188	49.06				
	Police Response Time	9.7	10.1	7.1	6.9	8.0	5.0	6.9	8.4	5.7	5.2	8.5	6.7	8.6	7.8	7.0	9.4		1378.7	188	7.33				
	Total time	33.0	35.4	28.6	92.7	57.0	73.3	71.8	31.3	48.0	99.4	45.3	47.9	84.9	40.0	22.0	27.4	0.0	10601.7	188	56.39				
July 2019	Number of Calls	1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19	313						
	Exceptions	4	33	28	6	3	15	23	19	46	43	26	11	12	20	8	16		0						
	Dispatch Response Time	98.3	23.0	16.5	22.5	50.7	17.1	59.9	44.7	35.1	40.6	38.7	30.4	23.7	43.1	70.0	42.3		11469.0	313	36.64				
	Police Response Time	5.0	10.3	5.8	4.7	18.0	4.8	7.0	6.0	4.2	4.2	6.0	6.4	12.4	7.4	7.5	7.0		2020.5	313	6.46				
	Total time	103.3	33.3	22.3	27.2	68.7	21.9	66.9	50.7	39.3	44.8	44.7	36.8	36.1	50.5	77.5	49.3	0.0	13489.5	313	43.10				

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

This report does not include on-view incidents.

City of Peoria
Emergency Communications Center

Police Department
Backlog Calls for Service
By Police District

	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
August 2019	Number of Calls	2	15	12	8	7	5	6	13	36	26	15	6	10	6	1	1	7	176		(total min/total calls)
	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		(total min/total calls)
	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		(total min/total calls)
	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
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	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 2019	Number of Calls	213	215	199	110	132	143	120	250	57	173	91	64	1767			(total min/total calls)	
	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		
February 2019	Number of Calls	173	164	196	91	115	132	109	194	54	131	68	46	1473			(total min/total calls)	
	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		
March 2019	Number of Calls	215	170	177	123	133	131	118	223	53	144	77	42	1606			(total min/total calls)	
	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		
April 2019	Number of Calls	202	172	201	87	132	144	101	213	54	141	85	56	1588			(total min/total calls)	
	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		
May 2019	Number of Calls	194	197	231	126	131	155	113	220	56	142	101	52	1718			(total min/total calls)	
	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		
June 2019	Number of Calls	265	174	236	100	119	176	124	211	49	147	73	59	1733			(total min/total calls)	
	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		
July 2019	Number of Calls	259	164	214	115	147	150	115	231	50	151	114	49	1759			(total min/total calls)	
	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		

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	
	Total Minutes																
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	
	Total Minutes																
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	
	Total Minutes																
Total Number of Calls													16926				
Average Dispatch Response Time													0.83				
Average Fire Response Time													4.44				
Average Total Time													5.26				

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/hotal 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
YEAR TO DATE TOTALS AND AVERAGES																	
Total Number of Calls												4049.0					
Total Number of Exceptions												861.0					
Average Dispatch Response Time												2.42					
Average Police Response Time												8.37					
Average Total Time												10.79					

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	52	5	17	2	119	157	62	12	46	30	83			
January 2019	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	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	Number of Calls	Exceptions	Dispatch Response Time	Police Response Time	Total time	Number of Calls	Exceptions	Dispatch Response Time		
August 2019	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	55	12	11	0	154	187	78	19	40	78	128		762		
	Exceptions													0		
	Dispatch Response Time	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
	Police Response Time	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
	Total time	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	61	10	11	1	138	159	70	20	48	60	130		708		
	Exceptions													0		
	Dispatch Response Time	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
	Police Response Time	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
	Total time	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	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	54	9	11	3	102	161	74	9	36	50	104		613		
	Exceptions													0		
	Dispatch Response Time	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
	Police Response Time	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
	Total time	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
YEAR TO DATE TOTALS AND AVERAGES																
Total Number of Calls														6409.0		
Total Number of Exceptions														2152		
Average Dispatch Response Time														13.28		
Average Police Response Time														15.64		
Average Total Time														25.68		

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		(total min/total calls)	
	Number of Calls	18	0	1	0	5	12	4	0	0	4	6		50			
	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		(total min/total calls)	
	Number of Calls	14	0	1	0	4	8	0	0	0	0	2		29			
	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		(total min/total calls)	
	Number of Calls	22	2	0	0	9	8	5	0	3	3	6		58			
	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		(total min/total calls)	
	Number of Calls	22	1	4	0	7	7	5	0	0	2	4		52			
	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		(total min/total calls)	
	Number of Calls	33	1	0	0	8	5	6	1	1	5	2		62			
	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		(total min/total calls)	
	Number of Calls	24	0	5	0	10	11	6	1	1	2	7		67			
	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		(total min/total calls)	
	Number of Calls	14	0	4	0	13	6	6	0	3	8	5		59			
	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		(total min/total calls)	
	Number of Calls	21	0	3	0	6	10	7	1	3	3	6		60			
	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			
	Exceptions													0		
														Total Minutes		
September 2019	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
October 2019	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	20	1	2	0	6	8	5	1	0	2	5		50		
	Exceptions													0		
															Total Minutes	
	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
YEAR TO DATE TOTALS AND AVERAGES																
Total Number of Calls														532.0		
Total Number of Exceptions														0		
Average Dispatch Response Time														134.87		
Average Police Response Time														20.74		
Average Total Time														155.61		

INSP	O.O	NAME	CASE #	PROPERTY ADDRESS	APPEARANCE
DS	O	JEFFRAY FLATT	19-HC-542	1115 E BEHREND'S AVE	REVIEW
DS	C	STEVE'S MIDWEST RENTALS INC	19-HC-560	2410 N DELAWARE ST	REVIEW
DS	NO	THOMAS & JENNIFER HAMM	19-HC-623	1203 E FRYE AVE	FIRST APPEARANCE
DS	NO	ROBERT HORSLEY	19-HC-465	1031 NE GLEN OAK AVE	REVIEW
DS	C	COTTON REAL ESTATE LLC OF PEORIA	19-HC-518	609 E ILLINOIS AVE	REVIEW
DS	C	WINTERBERRY GROUP LLC	19-HC-519	714 E ILLINOIS AVE	REVIEW
DS	NO	ROBERT KELCH & ANTHONY BOLDGETT	19-HC-627	1814 N INDIANA AVE	FIRST APPEARANCE
DS	NO	HAROLD & JUNE SIMMONS	19-HC-400	2007 N INDIANA	REVIEW
DS	C	4303 LYNHURST 2 LLC	19-HC-630	707 E NEBRASKA AVE	FIRST APPEARANCE
DS	C	MG PROPERTY MANAGEMENT LLC	19-HC-628	1000 E NEBRASKA AVE	FIRST APPEARANCE
DS	NO	TERRY SCHORN	19-HC-312	1632 N PEORIA AVE	REVIEW
DS	NO	TIMOTHY & CATHERINE BEHM	19-HC-629	2111 N PROSPECT RD	FIRST APPEARANCE
DS	C	BANK OF AMERICA & CARRINGTON MORTGAGE SERVICES	19-HC-450	2141 N PROSPECT RD	REHEARING ; DEFAULT \$500.00 10/1/19
DS	O	LEONARDO GARCIA	19-HC-530	306 E REPUBLIC ST	REVIEW
DS	O	DARRELL & SHONDA SLEDGE	19-HC-401	311 E REPUBLIC ST	REVIEW
DS	C	GANESH	19-HC-533	807 E REPUBLIC	REVIEW
DS	NO	KENT & ARA JONES	19-HC-474	316 E THRUSH AVE	REVIEW
DS	C	GANESH LIMITED PARTNERSHIP	19-HC-432	724 E THRUSH AVE	REVIEW
JS	NO	JOHN L KING SR	19-HC-611	1319 W AIKEN AVE	FIRST APPEARANCE
JS	NO	TODD DAVIS	19-HC-394	1917 W ANTOINETTE ST	REVIEW
JS	NO	OSCAR SILVA	19-HC-391	1413 S ARAGO ST	REVIEW
JS	NO	OSCAR SILVA	19-HC-392	1407 S ARAGO ST	REVIEW
JS	NO	PEYTON, JULIUS & DOLLIE	18-HC-482	1406 W BUTLER	REVIEW
JS	C	BOTT PROPERTIES INC	19-HC-625	304 S CHARLTON ST	FIRST APPEARANCE
JS	NO	WILLIAM R. STEENBERGEN	19-HC-388	910 S GOMO	REVIEW
JS	NO	WILLIE & SHONTE SIMMONS	19-HC-443	1618 S GRISWOLD ST	REVIEW
JS	C	GIL JOHNSON & ACCLAIM CLEANING & RESTORATION SERVICES	19-HC-599	3117 SW JEFFERSON AVE	FIRST APPEARANCE
JS	O	RONALD BELCHER	19-HC-289	3206 SW JEFFERSON AVE	REVIEW
JS	NO	VALERIE YOUNGER	19-HC-603	1213 W JOHN H GWYNN JR AVE	FIRST APPEARANCE
JS	NO	EUGENE GATHERS	19-HC-604	1015 W JOHNSON ST	FIRST APPEARANCE
JS	NO	MITCHELL TRUST	19-HC-626	2700 W MARQUETTE AVE	FIRST APPEARANCE
JS	NO	PETER & JANE SCHMIDT	19-HC-606	2114 PROCTOR ST	FIRST APPEARANCE
JS	NO	LYLE AUMENT	19-HC-399	3024 W SEIBOLD ST	FIRST APPEARANCE
JS	NO	DAVID WILLIAMS	19-HC-612	937 S SUMNER AVE	FIRST APPEARANCE
JS	NO	WILLIAM & SONDRAGHAN	19-HC-436	2904 W TREWYN AVE	REVIEW
JS	NO	GREGG SMITH	19-HC-423	1108 S WESTERN AVE	REVIEW

LA	C	PEORIA 45 LLC	19-HC-305	2511 NE ADAMS ST	REVIEW
LA	O	TINA SMITH	19-HC-600	606 FAIRHOLM AVE	FIRST APPEARANCE
LA	C	LINDA JONES	19-HC-608	633 HARVARD ST	FIRST APPEARANCE
LA	C	ROBERT & TERESA LACH	19-HC-610	608 HOMESTEAD AVE	FIRST APPEARANCE
LA	NO	JEFFREY & MELINDA PIERCE	19-HC-299	1115 NE JEFFERSON AVE, APT 5	REVIEW
LA	NO	JEFFREY & MELINDA PIERCE	19-HC-296	1115 NE JEFFERSON AVE, APT 6	REVIEW
LA	NO	JEFFREY & MELINDA PIERCE	19-HC-297	1115 NE JEFFERSON AVE, APT 10	REVIEW
LA	NO	PATRICK MADIGAN	19-HC-386	1307 NE MONROE ST	REVIEW; DEFAULT \$200.00 PENDING
LA	C	WINTERBERRY GROUP LLC	19-HC-598	620 SPITZNAGLE AVE	FIRST APPEARANCE
LA	C	PEORIA 45 LLC	19-HC-301	626 VINE ST	REVIEW
LE	NO	STEVE & LINDA RADFORD	19-HC-614	5009 N ENDRES AVE	FIRST APPEARANCE
LE	O	JIMMIE & JESSICA WAGNER	19-HC-563	109 E GIFT AVE	FIRST APPEARANCE
LE	NO	CECIL DAVIS	19-HC-231	400 E MELBOURNE AVE	REVIEW
LE	NO	LARRY THOMPSON	19-HC-473	409 E MELBOURNE AVE	REVIEW
LE	O	REEVE WASHKUHNN	19-HC-582	6415 N TAMMARACK LN	FIRST APPEARANCE
LE	C	CMH PROPERTIES, LLC; ATTN: CHRISTOPHER HARTMAN	19-HC-487	6516 N UNIVERSITY ST, UNIT #503	REVIEW
MZ	NO	COMFORT LAND TRUST	19-HC-609	514 N MAIN ST	FIRST APPEARANCE
MZ	NO	MAGED ELSAYEGH & HANAN BAKILA	19-HC-615	511 N SPRING ST	FIRST APPEARANCE
MZ	NO	DENNIS & LINDA TOMPKINS	19-HC-597	3802 N UNIVERSITY	FIRST APPEARANCE
MZ	C	BURGER KING; TRUST 10-31019-9	19-HC-491	435 S WESTERN AVE	REVIEW
MZ	C	FOX HILLS INVESTMENT LLC	19-HC-493	1102 S WESTERN AVE	REVIEW
NR	C	LIVEWELL INVESTMENTS LLC	19-HC-537	1116 N INSTITUTE PL	REVIEW
NR	NO	CAMERON DOBBINS	19-HC-270	1301 N NORTH ST	REVIEW
NR	C	WELLS FARGO BANK, NA	19-HC-601	1015 N SUMMIT BLVD	FIRST APPEARANCE
NR	O	REDMOND WEST LLC	19-HC-607	1216 N UNDERHILL ST	FIRST APPEARANCE
RM	C	MACARTHUR PLAZA INVESTMENTS LLC	18-HC-385	200 N MACARTHUR	REVIEW; \$20,500 FINE PENDING
SD	NO	DANIEL & LEAH LATTIMORE	19-HC-624	1715 N BESTOR ST	FIRST APPEARANCE
SD	NO	JOHN ENKLE	19-HC-631	1809 N BIGELOW ST	FIRST APPEARANCE
SD	O	COURI ADKISSON	19-HC-620	1609 W CIRCLE RD	FIRST APPEARANCE
SD	NO	ED EDEM	19-HC-464	419 W COLUMBIA TER	REVIEW
SD	NO	WEBER, GARY	19-HC-033	714 EUREKA	REVIEW
SD	NO	BRIAN FIRMAND	19-HC-418	2042 N GALE AVE	REVIEW
SD	NO	CHRIS TILLMAN	19-HC-616	1414 W GILBERT AVE	FIRST APPEARANCE
SD	C	UPGRADE	19-HC-622	1720 N GREAT OAK RD (1713 HICKORY PL)	FIRST APPEARANCE
SD	O	DAVID RYBOLT	19-HC-602	1013 W HANSSLER PL	FIRST APPEARANCE
SD	C	CHRIS RENNER PROPERTIES INC	19-HC-072	2612 N HANSSLER	REVIEW

SD	O	FERNANDO VERZANEZ	19-HC-575	1513 N LINN ST	REVIEW
SD	O	THOMAS, ANEYSHIA	19-HC-023	2001 N LINN	REVIEW
SD	NO	BONNIE WILLIAMS	19-HC-578	613 W LOUCKS AVE	REVIEW
SD	C	SMALLPLEX INVESTMENTS LLC	19-HC-526	905 W MACQUEEN AVE	REVIEW
SD	C	ALL NATIONS PENTECOSTAL OF JESUS CHRIST	18-HC-848	901 NE MADISON	REVIEW
SD	NO	SANTANDER BANK, N.A.	19-HC-057	1610 NE MADISON	REVIEW
SD	NO	MARY JACKSON	19-HC-342	1805 W MARTIN ST	REVIEW
SD	C	LEXINGTON HILLS I APARTMENTS LLC C/O MONGE PROPERTY MANAGEMENT CO	19-HC-621	OAKCREST DR 3401 W (3432 W OAKCREST UNIT 1B)	FIRST APPEARANCE
SD	C	LEXINGTON HILLS I APARTMENTS LLC C/O MONGE PROPERTY MANAGEMENT CO	19-HC-613	OAKCREST DR 3401 W (3432 W OAKCREST UNIT 2B)	FIRST APPEARANCE
SD	C	LEXINGTON HILLS I APARTMENTS LLC C/O MONGE PROPERTY MANAGEMENT CO	19-HC-618	OAKCREST DR 3401 W (3432 W OAKCREST UNIT 3B)	FIRST APPEARANCE
SD	C	LEXINGTON HILLS I APARTMENTS LLC C/O MONGE PROPERTY MANAGEMENT CO	19-HC-619	OAKCREST DR 3401 W (3432 W OAKCREST UNIT 3C)	FIRST APPEARANCE
SD	C	LEXINGTON HILLS I APARTMENTS LLC C/O MONGE PROPERTY MANAGEMENT CO	19-HC-617	OAKCREST DR 3401 W (3432 W OAKCREST UNIT 3D)	FIRST APPEARANCE
SD	NO	HEIGHTS BANK	19-HC-034	805 NE PERRY	REVIEW
SD	NO	BASKIN, JOHN	19-HC-035	807 NE PERRY	REVIEW
SD	NO	MONTOYA, JOSE	19-HC-056	1033 NE PERRY	REVIEW
SD	NO	PATTERSON, KENNETH	18-HC-694	2606 N STERLING	REVIEW
SD	NO	SMITH, WAYNE	18-HC-1028	1800 N UNIVERSITY	REVIEW
WS	NO	KROGER LIMITED PARTNERSHIP	19-HC-045	901 W LAKE	REVIEW

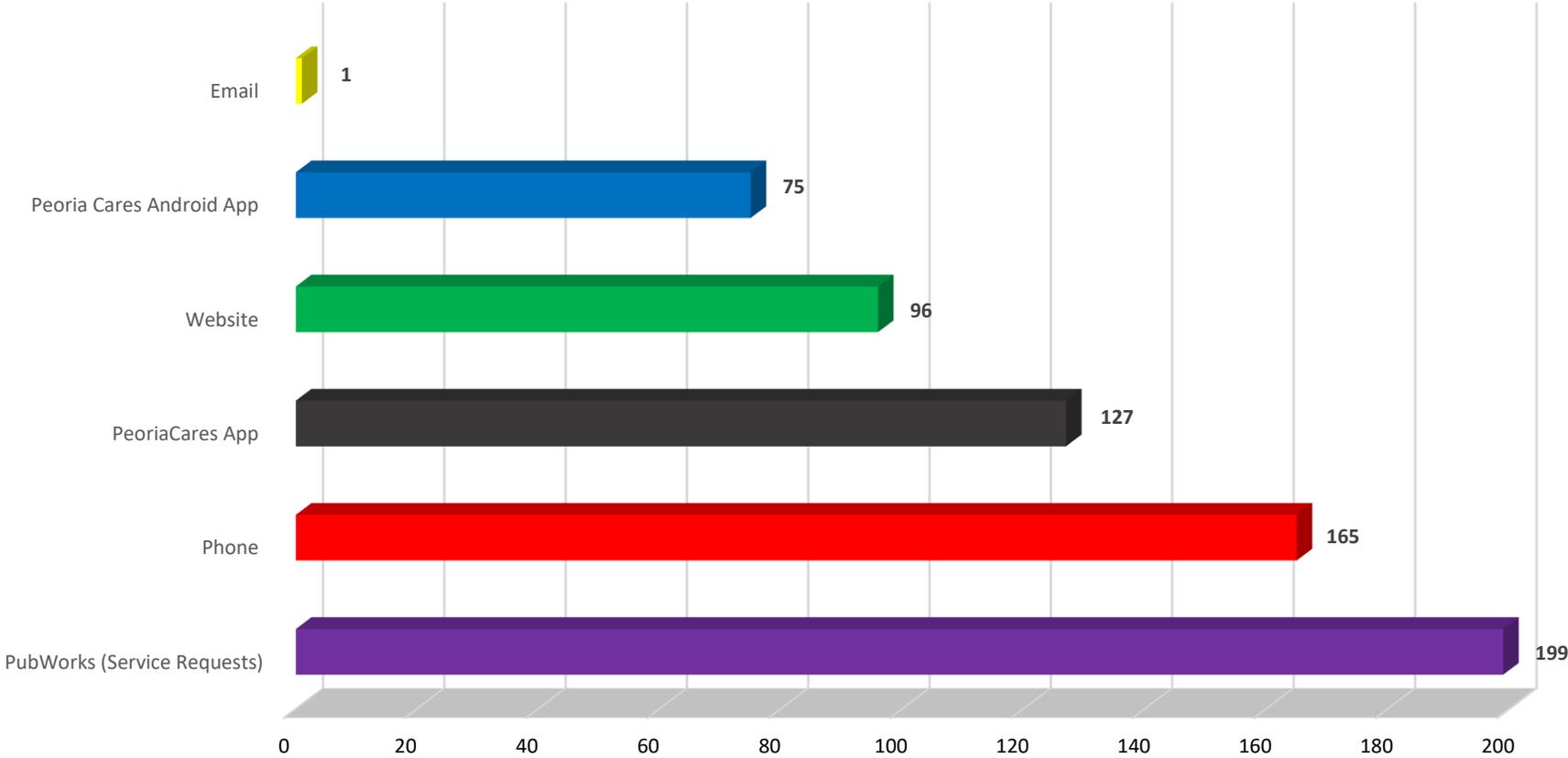
Peoria Cares



2019 Monthly Report

***From: The Office of the City Manager
Presented to: City of Peoria, Mayor and Council Members
Tuesday, November 12, 2019***

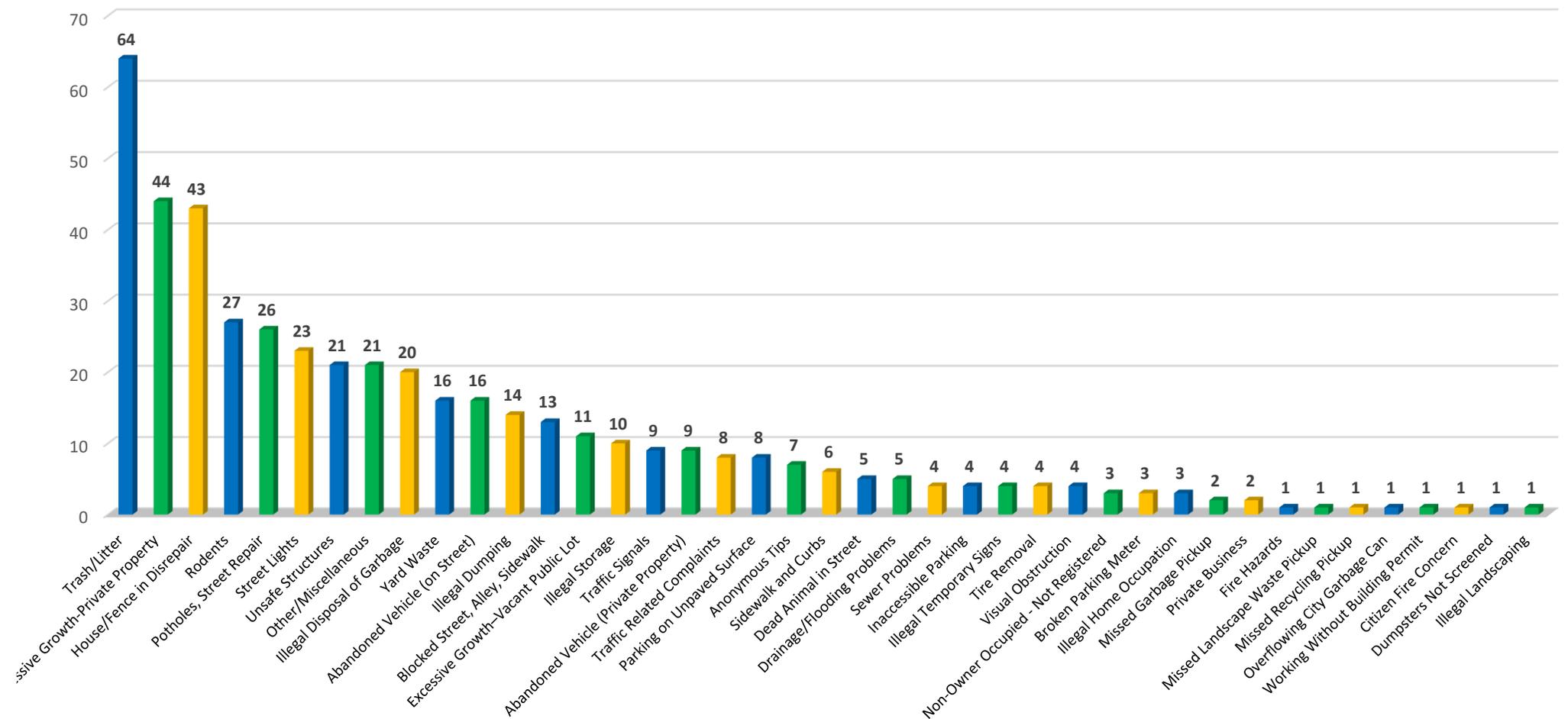
Peoria Cares Communication Transactions During the Month of October 2019



In October, a total of 927 calls were received from the Peoria Cares phone line. There were 165 phone calls that generated a Peoria Cares case and 199 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.



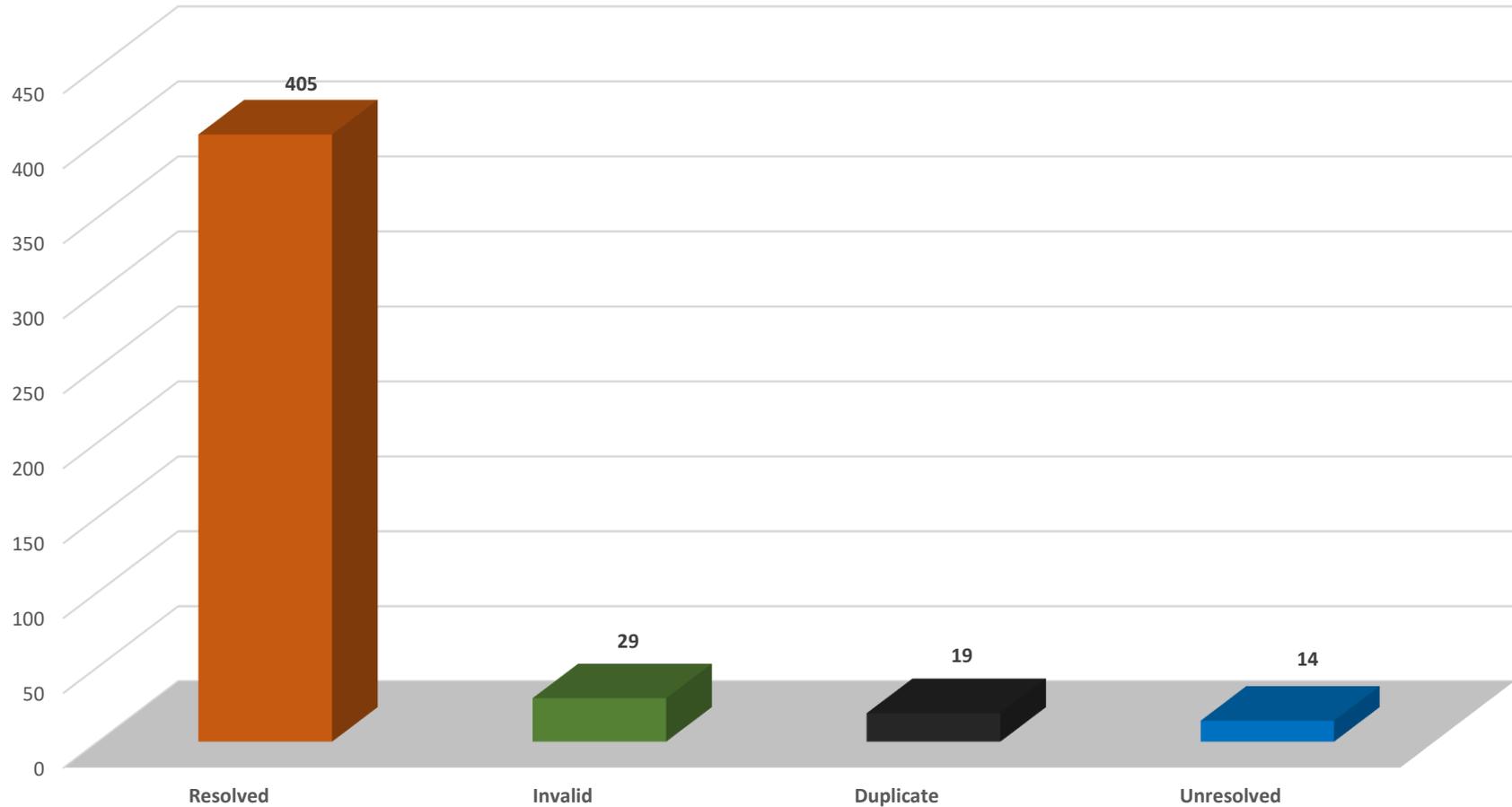
Peoria Cares October 2019 Complaints by Category



There was a total of 467 Peoria Cares complaints that were submitted in the month of October. These complaints have been drilled down and categorized to indicate their status.



Peoria Cares October 2019 Complaint Status



Out of the 467 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.

