



**OFFICE OF THE CITY MANAGER**



**TO:** Honorable Mayor and Members of the City Council

**FROM:** Patrick Urich, City Manager *Patrick Urich*

**DATE:** May 31, 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 -Local Food, Local Places**



The Local Foods, Local Places workshop took place May 22 – 23. The thirty-plus attendees helped create a food and sustainability plan focused on the South Side of Peoria. Prior to the workshop, individuals toured a pop-up of 1312 SW Adams as a “community engagement center”/healthy living hub, with a grocery store, cultural center, nursing station, and more. Any questions can be directed to

Sara Maillacheruvu at [smailacheruvu@peoriagov.org](mailto:smailacheruvu@peoriagov.org).



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

# SLIDE into SUMMER READING



**FREE!**

**FREE!**

## Slide into Summer Reading Kick Off Party!

**Saturday, June 1st**  
11 am - 1 pm

**Lakeview Public Library**  
1137 W Lake Ave, Peoria

This 7-week Peoria Public Library program gives families the opportunity to read and participate together. Reading through the summer helps children maintain and improve reading skills and encourages lifelong readers and library users.

<b>Free Hot Dogs!</b>	<b>Meet Daniel Tiger!</b>	<b>Craft Activities!</b>	<b>Music!</b>
<b>Giveaways!</b>	<b>Inflatable Slides!</b>	<b>Free Ice Skating!</b>	<b>&amp; Much More!</b>



For more information [alignpeoria.org](http://alignpeoria.org)

Serve passionately,

Dr. Sharon Desmoulin-Kherat, Superintendent

Issues Update  
May 31, 2019

**Development Review Board Agenda**

Please see attached.

**ECC Monthly Reports**

Please see attached.

**Housing Cases**

Please see attached.

**Peoria Cares Monthly Reports**

Please see attached.



**DEVELOPMENT REVIEW BOARD AGENDA**

Plans Distributed: May 29, 2019

Comments Due: June 5, 2019

**Building/Projects this Week**

Job/Project #	Address	Type	Description
19-884	5001 BIG HOLLOW RD 14-19-176-029	COMMERCIAL ALTERATION	Interior Remodel—Party City—Council District 4—RM/KW
19-891	2503 N UNIVERSITY ST 14-32-180-024	COMMERCIAL ALTERATION	Add/Replace Cell Towers—US Cellular – Council District 2 – WS/KW
19-893	3021 W LAKE AVE 14-19-352-001	NSFD	NSFD – Lake Avenue Cottages – Council District 4 – WS/KW
19-908	2205 W MINERS DR 09-30-205-023	RESIDENTIAL ALTERATION	Solar Panels – Summit Solar – Council District 5 – WS/KW
Pr 19-73	5019 W HOLIDAY DR 13-11-327-012	SPECIAL USE AMENDMENT	Special Use amendment to increase the size of a menu board from 30 sq ft. to 46.29 sq. ft and height from 5 feet to 6 feet, 2 inches—LA

**Building Permits Issued**

Commercial		Residential	
New Commercial	-	New Single-Family Dwelling	-
Commercial Alteration	-	Residential Alteration/Repairs	2
Commercial Demolition	-	New Garage	-
Electrical	-	Electrical	4
HVAC	-	HVAC	6
Plumbing	1	Plumbing	3

**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**

<b>Total Construction Value for 2018</b>	<b>\$ 41,025,400.00</b>
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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
1419 Folkers Ave.	Food Pantry	PLANS RECEIVED	1

Planning Inspectors		Building Inspectors		
Leah Allison	Kerilyn Weick	Wes Stickelmaier	Roberto Medina	Scot Wolf
494-8667	494-8606	494-8608	494-8623	494-8628
<a href="mailto:lallison@peoriagov.org">lallison@peoriagov.org</a>	<a href="mailto:kweick@peoriagov.org">kweick@peoriagov.org</a>	<a href="mailto:wstickelmaier@peoriagov.org">wstickelmaier@peoriagov.org</a>	<a href="mailto:rmedina@peoriagov.org">rmedina@peoriagov.org</a>	<a href="mailto:swolf@peoriagov.org">swolf@peoriagov.org</a>

**Emergency  
Communications  
Center**



**Monthly Report  
MARCH**

**Peoria  
9-1-1**

CITY OF PEORIA  
EMERGENCY COMMUNICATIONS CENTER 2018 ANNUAL REPORT

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	2018 Totals
Landbased 9-1-1 Calls	1,866	1,656	1,911	1,956									7,389	24,476
Wireless 9-1-1 Calls	6,298	5,538	6,290	7,081									25,207	82,596
Text To 9-1-1 Calls	19	14	11	12									56	164
<b>TOTAL 9-1-1 CALLS</b>	8,183	7,208	8,212	9,049	0	0	0	0	0	0	0	0	32,652	107,236
Peoria Police Incoming Calls	7,016	6,422	7,389	8,076									28,903	99,351
Peoria Heights Police Incoming	609	599	576	666									2,450	4,526
Peoria Heights Lobby Calls	52	58	82	40									232	385
Chillicothe Police Incoming Calls	657	586	678	684									2,605	4,482
Chillicothe Lobby Calls	180	182	213	222									797	1,331
Sheriff's Police Incoming Calls	2,030	1,724	1,896	2,153									7,803	27,414
<b>TOTAL POLICE INCOMING CALLS</b>	10,544	9,571	10,834	11,841	0	0	0	0	0	0	0	0	42,790	137,489
Volunteer Fire/EMS toll free calls	18	6	16	12									52	157
Peoria Heights Fire Incoming Calls	31	26	22	30									109	357
Peoria Fire Incoming Calls	490	462	579	588									2,119	7,202
<b>TOTAL FIRE INCOMING CALLS</b>	539	494	617	630	0	0	0	0	0	0	0	0	2,280	7,716
Operator Assist Calls/Alarm Calls	932	815	863	902									3,512	10,049
Ambulance Incoming Calls	141	127	123	152									543	2,120
ECC Supervisor Incoming Calls	746	659	615	660									2,680	8,123
Richwoods Dispatcher Incoming Calls	37	52	37	57									183	712
Downtown Dispatcher Incoming Calls	44	32	29	28									133	510
Prep 2 Dispatcher Incoming Calls	723	680	823	760									2,986	9,303
C-MED Dispatcher Incoming Calls	36	40	19	41									136	449
County Sheriff Dispatcher Incoming Calls	147	105	156	179									587	1,060
Fire Dispatcher Incoming Calls	94	90	105	105									394	1,170
OverFlow Dispatcher Incoming Calls	12	4	6	11									33	65
Call Taker Incoming Calls	0	1	0	0									1	17
<b>TOTAL INCOMING EXTENSION CALLS</b>	1,839	1,663	1,790	1,841	0	0	0	0	0	0	0	0	7,133	21,409
<b>TOTAL OUTGOING EXTENSION CALLS</b>	5,770	5,062	5,091	5,133									21,056	66,633
Peoria Police Dispatches/On view	7,352	6,750	7,737										21,839	98,869
Peoria Heights Dispatched/On View	567	720	744										2,031	4,964
Chillicothe Police Dispatches/On view	646	628	283										1,557	5,335
Peoria County Sheriff Dispatches/On view	1,784	1,523	1,776										5,083	26,441
<b>TOTAL POLICE DISPATCHES/ON VIEW</b>	10,349	9,621	10,540	0	0	0	0	0	0	0	0	0	30,510	125,310
Air National Guard Fire Dispatches	5	5	3										13	68
Akron-Princeville Fire Dispatches	12	13	14										39	210
Brimfield Fire Dispatches	41	38	28										107	391
Chillicothe Fire Dispatches	110	106	87										303	799
Dunlap Fire Dispatches	23	26	41										90	394
Elmwood Fire Dispatches	11	14	14										39	155
Limestone Fire Dispatches	129	95	99										323	1,413
Logan-Trivoli Fire Dispatches	27	38	32										97	412
Peoria Fire Dispatches	1,783	1,491	1,630										4,904	20,750
Peoria Heights Fire Dispatches	89	70	77										236	502
Timber-Hollis Fire Dispatches	32	29	29										90	327
Tuscarora Fire Dispatches	3	5	7										15	72
West Peoria Fire Dispatches	49	38	48										135	639
MABAS Fire Calls	1	4	3	4									12	55
<b>TOTAL FIRE DISPATCHES</b>	2,315	1,972	2,112	4	0	0	0	0	0	0	0	0	6,403	26,187
AMT Ambulance Dispatches	1,501	1,155	1,244										3,900	17,169
APA Ambulance Dispatches	9	10	10										29	147
BYE Ambulance Dispatches	48	44	44										136	550
<b>TOTAL AMBULANCE DISPATCHES</b>	1,558	1,209	1,298	0	0	0	0	0	0	0	0	0	4,065	17,866
Peoria County Coroner Incoming Calls	218	288	244	233									983	2,821
Community Messaging System Call-outs	13	16	12	26									67	173
Telephone Trouble Reports Completed	0	0	0	0									0	12
ETSB Equipment Trouble Reported	0	0	0	1									1	10
Citizen Concerns	0	2	0	2									4	15
CD Requests from State's Attorney's Office	24	31	31	25									111	304

CITY OF PEORIA  
EMERGENCY COMMUNICATIONS CENTER 2018 ANNUAL REPORT

CD Requests from FOI / Subpoena	6	3	13	6									28	64
CD Requests from Inner Departmental	10	9	7	16									42	69
<b>Total Number of CD Requests</b>	40	43	51	47	0	0	0	0	0	0	0	0	181	437
ILEAS Call Outs	0	0	0	0	0	0	0	0	0	0	0	0	0	1
JULIE Dig	46	47	28	40									161	523
Peoria Cares Cases	98	49	73	123									343	195
Premise Alerts	64	55	61	41									221	185
Sex Offender Updates	258	246	316	291									1,111	946

## Yearly Summary

	<b>Number of Calls</b>	<b>Dispatch Response Time</b>	<b>Police Response Time</b>	<b>Total Time</b>	
<b>PEORIA POLICE</b>					
Urgent	7381	1.74	4.06	5.79	
Routine	6714	18.48	13.10	24.85	
Backlog	504	32.76	7.09	39.86	
<b>PEORIA COUNTY SHERIFF</b>					
Urgent	1086	2.42	10.82	10.82	
Routine	1600	12.39	10.73	23.13	
Backlog	137	137.00	0.00	111.74	
	<b>Number of Calls</b>	<b>Dispatch Response Time</b>	<b>Fire Response Time</b>	<b>Total Time</b>	<b>Average Turnout Time</b>
<b>PEORIA FIRE</b>	4846	0.60	4.54	5.15	1.20

City of Peoria  
Emergency Communications Center

Police Department  
Urgent Calls for Service  
By Police District

	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Total Minutes	Calls	Average
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19				
January 2019	Number of Calls	90	161	314	175	68	152	109	123	226	216	212	95	75	219	1	107	107	2450			(total min/total calls)
	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			(total min/total calls)
	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			(total min/total calls)
	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
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																						
Total Number of Calls		7381.0																				
Total Number of Exceptions		0.0																				
Average Dispatch Response Time		1.74																				
Average Police Response Time		4.06																				
Average Total Time		5.79																				

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  
Routine Calls for Service  
By Police District

	Police District	VALLEY							BLUFF			RICHWOODS							Total Calls	Total Minutes	Calls	Average
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19				
January 2019	Number of Calls	51	174	176	115	94	102	93	112	234	193	183	102	80	253	6	136	100	2204		(total min/total calls)	
	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		(total min/total calls)	
	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		(total min/total calls)	
	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	
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																						
Total Number of Calls		6714																				
Total Number of Exceptions		0																				
Average Dispatch Response Time		18.48																				
Average Police Response Time		13.10																				
Average Total Time		24.85																				

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				
January 2019	Number of Calls	2	23	8	15	3	11	10	5	15	24	16	7	13	11	0	9	13	185		(total min/total calls)	
	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			
	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			
	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			
February 2019	Number of Calls	3	29	13	13	0	7	3	6	19	16	12	8	8	7	1	7	1	153		(total min/total calls)	
	Exceptions																		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			
	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			
	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			
March 2019	Number of Calls	4	14	8	5	1	17	9	6	20	14	9	12	3	16	17	7	4	166		(total min/total calls)	
	Exceptions																		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			
	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			
	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			
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																						
Total Number of Calls																		504				
Total Number of Exceptions																		0.0				
Average Dispatch Response Time																		32.76				
Average Police Response Time																		7.09				
Average Total Time																		39.86				

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

This report does not include on-view incidents.

City of Peoria  
Emergency Communications Center

Peoria Fire Department  
Fire Calls for Service  
By Fire Map

	Fire Map	VALLEY				BLUFF			RICHWOODS					Total Calls	Total Minutes	Calls	Average (total min/total calls)
		100-199	200-299	400-499	1200-1299	300-399	1000-1099	1100-1199	1300-1399	1500-1599	1600-1699	1900-1999	2000-2099				
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	
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	
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 Number of Calls													4846				
Average Dispatch Response Time													0.60				
Average Fire Response Time													4.54				
Average Total Time													5.15				

Peoria Fire Department  
Average Turn-Out Time for Each Apparatus

	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>Yearly Average</b>
B1	1.2	1.2	1.2										<b>1.20</b>
E1	1.2	1.3	1.2										<b>1.23</b>
T1	1.4	1.4	1.2										<b>1.33</b>
E10	1.0	1.2	0.9										<b>1.03</b>
E12	1.4	1.2	1.3										<b>1.30</b>
E13	1.1	1.1	0.9										<b>1.03</b>
T14	1.5	1.7	1.2										<b>1.47</b>
E15	1.6	1.4	1.4										<b>1.47</b>
E16	1.2	1.1	1.1										<b>1.13</b>
E19	1.2	1.1	1.1										<b>1.13</b>
E2	1.3	1.1	1.1										<b>1.17</b>
E20	0.8	1.3	1.4										<b>1.17</b>
B3	1.3	1.3	1.2										<b>1.27</b>
E3	1.1	0.9	0.9										<b>0.97</b>
T3	1.4	1.1	1.0										<b>1.17</b>
E4	1.2	1.2	1.1										<b>1.17</b>
T4	1.3	1.1	1.2										<b>1.20</b>
												Department Average	<b>1.20</b>

City of Peoria  
Emergency Communications Center

Peoria County Sheriff's Department  
Urgent calls for service by district

	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	Average
January 2019	Number of Calls	0	3	9	1	103	83	42	14	36	24	70		385		(total min/total calls)
	Exceptions													0		
	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		(total min/total calls)
	Exceptions													0		
	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		(total min/total calls)
	Exceptions													0		
	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
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																
Total Number of Calls													1086.0			
Total Number of Exceptions													0.0			
Average Dispatch Response Time													2.42			
Average Police Response Time													8.40			
Average Total Time													10.82			

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

	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Total Minutes	Calls	Average
January 2019	Number of Calls	52	5	17	2	119	157	62	12	46	30	83		585			(total min/total calls)
	Exceptions													0			
	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			(total min/total calls)
	Exceptions													0			
	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			(total min/total calls)
	Exceptions													0			
	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	
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																	
Total Number of Calls												1600.0					
Total Number of Exceptions												0					
Average Dispatch Response Time												12.39					
Average Police Response Time												10.73					
Average Total Time												23.13					

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
January 2019	Number of Calls	18	0	1	0	5	12	4	0	0	4	6		50		(total min/total calls)
	Exceptions													0		
	Dispatch 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
	Police Response 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
	Total time	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	Number of Calls	14	0	1	0	4	8	0	0	0	0	2		29		(total min/total calls)
	Exceptions													0		
	Dispatch 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
	Police Response 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
	Total time	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	Number of Calls	22	2	0	0	9	8	5	0	3	3	6		58		(total min/total calls)
	Exceptions													0		
	Dispatch 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
	Police Response 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
	Total time	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
<b>YEAR TO DATE TOTALS AND AVERAGES</b>																
Total Number of Calls											137.0					
Total Number of Exceptions											0					
Average Dispatch Response Time											111.74					
Average Police Response Time											22.06					
Average Total Time											133.80					

INSP	O.O	NAME	CASE #	PROPERTY ADDRESS	APPEARANCE
AM	C	SHORT LLC	HC-18-996	901 E ARCADIA	REVIEW
AM	NO	RENT PEORIA HOMES, LLC	HC-19-046	203 E ARCHER	REVIEW
AM	NO	GALYN CLARK	19-HC-237	1028 E BEHREND'S AVE	REVIEW
AM	NO	UPGRADE DEVELOPMENT GROUP	HC-19-140	1713 HICKORY PL APT 7	REVIEW
AM	O	ILABEN PATEL	19-HC-252	707 E ILLINOIS AVE	FIRST APPEARANCE
AM	NO	SANDRA GULICK	19-HC-235	712 E ILLINOIS AVE	REVIEW
AM	NO	COHEN, JEFF	HC-19-092	1605 N INDIANA	REVIEW
AM	NO	LUDWIG, RONALD	HC-18-755	1633 N INDIANA	REVIEW
AM	NO	HARRIS, VICKIE	HC-19-012	1108 E KANSAS	REVIEW
AM	C	CONSOLIDATED PROPERTIES, LLC	19-HC-253	2401 N MARYLAND AVE	FIRST APPEARANCE
AM	NO	SHERRIE EDMONDS	19-HC-254	900 E MCCLURE AVE	FIRST APPEARANCE
AM	O	KARLA GLUCK-MUNSON	19-HC-256	1629 N MISSOURI AVE	FIRST APPEARANCE
AM	NO	JEFFERSON, SAMUEL	HC-18-1031	606 E PENNSYLVANIA	REVIEW
AM	NO	LARRY HANSEN	19-HC-233	1823 N PEORIA AVE	REVIEW
JS	C	LINCOLN TERRACE, LLC	19-HC-150	2825 W ANN ST, APT 2E	REVIEW
JS	NO	MADIGAN, PATRICK & KELLY	19-HC-196	2710 W ANTOINETTE ST	REVIEW
JS	NO	PEYTON, JULIUS & DOLLIE	HC-18-482	1406 W BUTLER	REHEARING/DEF. PEND. \$500
JS	NO	SALGADO MELGOZA, JOSE	HC-18-980	1603 W HOWETT	REVIEW
JS	O	BRIDGEMAN, KIEVIN	19-HC-151	1800 W HOWETT ST	REVIEW
JS	NO	RUSSELL, JASON	19-HC-141	1812 W KETTELLE ST	REVIEW
JS	NO	RSS WFCM2015C27-IL MPH LLC	HC-19-126	2317 W MARTIN LUTHER KING	REVIEW
JS	NO	JOHN KING	19-HC-274	1215 S MATTHEW	FIRST APPEARANCE
JS	O	BARKER, VIRGINIA	19-HC-194	318 W NEBRASKA AVE	REVIEW
JS	NO	BAILEY, SCOTT	19-HC-179	2919 W SEIBOLD ST	REVIEW
JS	C	PEORIA HOUSING AUTHORITY	HC-19-077	2737 W TREWYN #134	REVIEW
JS	C	PEORIA HOUSING AUTHORITY	HC-19-078	2737 W TREWYN #139	REVIEW
JS	C	PEORIA HOUSING AUTHORITY	19-HC-276	2725 W TREWYN AVE, APT 168	FIRST APPEARANCE
JS	NO	CRAYTON, JERRY & SARAH	19-HC-168	3817 W VINTON AVE	REVIEW
JS	NO	LINCOLN TERRACE, LLC	HC-19-118	2801 2803 W WISWALL	REVIEW
LA	C	LINCOLN TERRACE, LLC	HC-18-920	2825 W ANN #3D	REVIEW; DEFAULT PENDING \$1,500.00
LA	NO	BOBBI & TAMMIE DAVIS	19-HC-244	1008 NE GLENDALE AVE	FIRST APPEARANCE
LA	NO	KENT BOYER	19-HC-280	1205 NE GLENDALE AVE	FIRST APPEARANCE
LA	NO	UNKNOWN HEIRS OF HAROLD/MARY FRANZEN	HC-18-808	1608 S GRISWOLD	REVIEW

LA	NO	RATHMEL, JEFFREY	19-HC-160	513 ALEXANDER AVE	REVIEW
LA	NO	SCOTT BAILEY	19-HC-279	1707 NE JEFFERSON AVE	FIRST APPEARANCE
LA	C	RENT PEORIA HOMES, LLC	19-HC-200	1617 NE MADISON	REVIEW
LA	O	MINERVA & ELIZABETH CISNEROS	19-HC-278	3004 NE MADISON AVE	FIRST APPEARANCE
LA	C	IMMEDIATE REALTY INC	19-HC-106	2604 NE MADISON AVE	REVIEW
LA	O	CHAQUAWANA YOUNG-JONES	19-HC-251	1510 NE PERRY AVE	FIRST APPEARANCE
LA	NO	RICHARD MAJORS	19-HC-111	1103 NE ROCK ISLAND AVE	REVIEW
LA	O	ROGERS, JOHN	HC-17-759	2301 STARR	REVIEW
LA	NO	SCHUMACHER, DALE	19-HC-189	709 VINE ST	REVIEW
LA	C	GONZALEZ, IGNACIO	HC-19-011	1612 S WESTMORELAND	REVIEW *NEW OWNER
LA	C	LINCOLN TERRACE, LLC	HC-18-918	2800-2856 S WISWALL #2828	REVIEW; DEFAULT PENDING \$1,500.00
LA	C	COMMUNITY HOUSING CORPORATION	HC-18-904	2914 W WISWALL	REVIEW
LE	O	KRAUSE, KRISTI & BEHM, SANDRA	19-HC-167	4628 W ANDOVER DR	REVIEW
LE	NO	ADEL MINA	19-HC-201	2131 W ANN ST	REVIEW
LE	NO	TAMMY OLIVER	19-HC-232	3926 N ASHTON AVE	REVIEW
LE	NO	SOUTH, LISA	HC-19-131	4109 N ASHTON AVE	REVIEW
LE	O	RACHEL SEVER	19-HC-246	3202 W BIRKSHIRE DR	FIRST APPEARANCE
LE	O	FAYE DOUGLAS	19-HC-257	607 E CORRINGTON AVE	FIRST APPEARANCE
LE	O	DANIEL BRUMMITT	19-HC-285	2912 W GREENBRIER LN	FIRST APPEARANCE
LE	NO	HEARN, EMMET	HC-18-815	4006 N HARMON	REVIEW
LE	C	BORDEAUX ENTERPRISES, LLC	HC-18-550	5250 N KNOXVILLE	REVIEW
LE	NO	JOEL STEPHENS	HC-17-978	1408 NE MADISON	REVIEW/DEFAULT PENDING \$1,000.00
LE	NO	MILAM, TRACY	HC-19-070	720 E MAYWOOD	REVIEW/NEW OWNER
LE	O	KETRA SHELTON & DARREN CROSS SR.	HC-19-006	405 E MCCLURE	REVIEW
LE	NO	JOHN KENDALL	19-HC-255	1000 E MCCLURE AVE	FIRST APPEARANCE
LE	O	ZHANG, LI	HC-19-080	5200 N MERRIMAC	DEFAULT \$1,000; <b>REHEARING</b>
LE	NO	RALPH & CHERYL BARNETT	19-HC-284	4212 N PATRICIA CT	FIRST APPEARANCE
LE	NO	WARREN DANZ	19-HC-266	728 W PINE HILL LN	FIRST APPEARANCE
LE	NO	FLEMMING, ROGER	HC-19-021	4709 N RIDGELAWN	DEFAULT \$100.00; <b>REHEARING</b>
LE	O	SMITH, JARRELL	HC-19-018	2716 N SPRINGDALE	REVIEW
LE	NO	RISBY, SAMUEL	19-HC-177	500 E VIRGINIA AVE	REVIEW
LE	O	MICHAEL & DANE JOHNS	19-HC-265	609 W WYNDER-MERE CT	FIRST APPEARANCE
NR	C	CORNERSTONE REAL PROPERTIES, LLC	19-HC-250	609 W ARMSTRONG AVE	FIRST APPEARANCE
NR	NO	TODD KOLLAR	19-HC-183	1605 W AYRES AVE	REVIEW
NR	C	B CUBED INVESTMENTS, LLC	19-HC-247	829 W COLUMBIA TER	FIRST APPEARANCE

NR	NO	MICHAEL BAKER & MELODY GRIEVES	19-HC-248	1319 W COLUMBIA TER	FIRST APPEARANCE
NR	NO	MORGAN, SCOTT	HC-18-975	1224 N FLORA	REVIEW
NR	NO	MILTON SMITH & ABBY LIPPER	19-HC-249	1100 N GLENWOOD AVE	FIRST APPEARANCE
NR	NO	CAMERON DOBBINS	19-HC-270	1301 N NORTH ST	FIRST APPEARANCE
NR	NO	JOHN VALLIAN	19-HC-271	1302 N NORTH ST	FIRST APPEARANCE
NR	NO	BRIDGET TACKMAN	19-HC-272	1304 N NORTH ST	FIRST APPEARANCE
NR	NO	HONG NGUYEN & HUNG NGUYEN	19-HC-269	1311 N NORTH ST	FIRST APPEARANCE
NR	NO	MONICA FREDERICKS	19-HC-275	1313 N NORTH ST	FIRST APPEARANCE
NR	NO	ROGER MCKENNA	19-HC-273	1314 N NORTH ST	FIRST APPEARANCE
NR	NO	CHRISTOPHER & MELEA SNYDER	HC-18-891	1414 N SHERIDAN	REVIEW
NR	C	LINCOLN TERRACE, LLC	HC-18-916	800-818 S WISWALL #2854	REVIEW; DEFAULT PENDING \$1,500.00
NR	C	LINCOLN TERRACE, LLC	HC-18-911	800-818 S WISWALL #2907	REVIEW; DEFAULT PENDING \$1,500.00
NR	C	LINCOLN TERRACE, LLC	HC-18-924	800-818 S WISWALL #2919	REVIEW; DEFAULT PENDING \$1,500.00
NR	C	LINCOLN TERRACE, LLC	HC-18-917	800-818 S WISWALL #2921	REVIEW; DEFAULT PENDING \$1,500.00
SD	NO	MACK, BRYAN	HC-18-758	411 CAROLINE	REVIEW
SD	C	AWF HOLDING C/O ANTHONY FREIDT	19-HC-262	503 W COLUMBIA TER	FIRST APPEARANCE
SD	C	AWF HOLDING C/O ANTHONY FREIDT	19-HC-277	1205 N FRINK ST	FIRST APPEARANCE
SD	NO	SCHUMACHER, DALE	19-HC-142	925 S GREENLAWN ST	REVIEW
SD	C	PEORIA 45, LLC	19-HC-148	935 S GREENLAWN ST	REVIEW
SD	NO	COHEN, JEFF	HC-18-994	1620 NE MADISON	REVIEW
SD	NO	MIRAMONTES, JENNIFER	HC-18-586	822 NE MADISON	REVIEW/DEF. PEND. \$100
SD	O	LOVETT, RUTH	HC-18-057	1100 NE MADISON	REVIEW
SD	NO	LOVETT, RUTH	HC-18-597	1102 NE MADISON	REVIEW
SD	O	CHRIS & RUTH LOVETT	HC-18-607	1104 NE MADISON	REVIEW
SD	NO	HAMRICK, FRANKI	HC-18-645	1518 NE MADISON	REVIEW
SD	NO	SANTANDER BANK, N.A.	HC-19-057	1610 NE MADISON	REVIEW
SD	C	RENT PEORIA HOMES LLC	HC-18-857	1618 NE MADISON	REVIEW
SD	NO	SMITH, GREGORY	19-HC-146	1706 N NORTH ST	REVIEW
SD	C	SALEM AND BROTHERS ENTERPRISE, INC	HC-19-052	1106 NE PERRY	REVIEW
SD	NO	SMITH, GREGORY	19-HC-190	1927 W PROCTOR ST	REVIEW
SD	C	REJUVENATE PEORIA LLC	19-HC-264	1413 N SHERIDAN RD	FIRST APPEARANCE
SD	C	COTTEN REAL ESTATE LLC OF PEORIA	19-HC-261	1424 N SHERIDAN RD	FIRST APPEARANCE
SD	NO	SMITH, GREGORY	19-HC-147	810 S WESTERN AVE	REVIEW
TD	NO	DANIEL ASHLEY & LORI DENSBERGER	19-HC-283	2912 N AVALON PL	FIRST APPEARANCE
TD	NO	FORKELL, FAITH	HC-18-840	1809 N BIGELOW	REVIEW

TD	O	GESTRINE, RICHARD	HC-18-1029	2139 N BIGELOW	REVIEW
TD	O	WILLMAN, BRUCE	HC-18-620	1615 N BROADWAY	REVIEW
TD	NO	NGUYEN, HUNG DAT & HONG THI	HC-18-1022	700 702 W ELEANOR	REVIEW
TD	NO	DANIELLE MARKS	19-HC-281	810 W FORREST HILL AVE	FIRST APPEARANCE
TD	NO	HARVEY, RANDY	HC-19-141	1018 W GIFT AVE	REVIEW
TD	O	BUGG, MELISSA	HC-18-413	1513 W GILBERT	REVIEW
TD	NO	FEUCHTER, JAMES & DIANE	HC-18-988	2114 W GILBERT	REVIEW
TD	NO	KEITH COLEMAN & JONATHAN KAZENSE	19-HC-260	2111 N HAMPTON CT	FIRST APPEARANCE
TD	C	CHRIS RENNER PROPERTIES INC	HC-19-072	2612 N HANSSLER	REVIEW
TD	O	MICHELE MEYERS	19-HC-258	2825 N INSTITUTE PL	FIRST APPEARANCE
TD	O	JOY STONE	19-HC-245	2702 W KANSAS ST	FIRST APPEARANCE
TD	NO	JEFF COHEN	19-HC-282	2410 N LEHMAN RD	FIRST APPEARANCE
TD	NO	UPGRADE DEVELOPMENT GROUP	HC-19-100	1819 N LEHMAN RD. APT. 117	REVIEW
TD	NO	PERSSON, MAGNUS	HC-19-044	610 W LOUCKS	REVIEW
TD	O	ARRENDONDO, ISABEL	19-HC-240	816 W MACQUEEN AVE	REVIEW
TD	NO	SLEETH, AMBER	19-HC-166	405 W MCCLURE AVE	REVIEW
TD	NO	SIMMONS, HAROLD	HC-19-029	504 W MCCLURE	REVIEW
TD	NO	WALTER & SALLY STRODE	HC-18-193	613 W MCCLURE	REVIEW
TD	NO	HOOVER, TREVELYN	HC-19-103	1005 W MCCLURE	REVIEW
TD	O	PRISCILLA HARRISON	19-HC-259	2009 N NORTH ST	FIRST APPEARANCE
TD	NO	GATHERS, EUGENE	HC-18-1011	821 W RICHMOND	REVIEW
TD	O	HODGES, ALICE	HC-18-990	1814 N SHERIDAN	REVIEW
TD	NO	SCHMIDT, DANIEL	19-HC-164	2223 N SHERIDAN RD	REVIEW
TD	C	RUSSELL, JASON	19-HC-163	1128 W THRUSH AVE	REVIEW
TD	O	SAMEER, AHMED	HC-18-717	616 W WILLCOX	REVIEW
WS	NO	RASHID, FLOYD	19-HC-153	2428 N KNOXVILLE AVE	REVIEW
WS	C	JCT, INC.	19-HC-154	2434 N KNOXVILLE AVE	REVIEW
WS	C	MT HAWLEY COURT LP	19-HC-267	7815 N KNOXVILLE AVE STE 8	FIRST APPEARANCE
WS	NO	MIDWEST LAND TRUST CO DAVID SCHIESEL	19-HC-268	3013 3033 N STERLING AVE	FIRST APPEARANCE

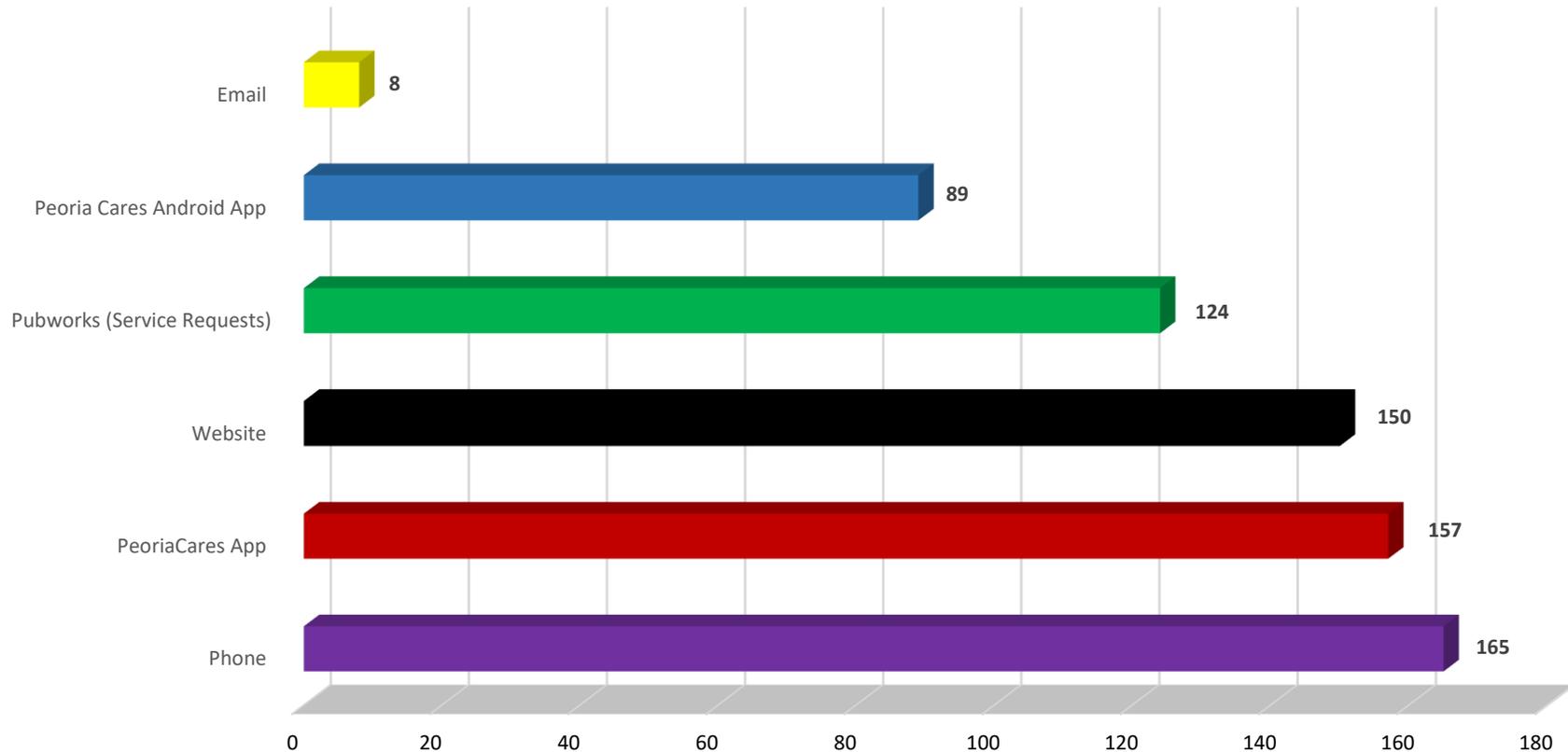
# *Peoria Cares*



## *2019 Monthly Report*

*From: The Office of the City Manager*  
*Presented to: City of Peoria, Mayor and Council Members*  
*Tuesday, May 28, 2019*

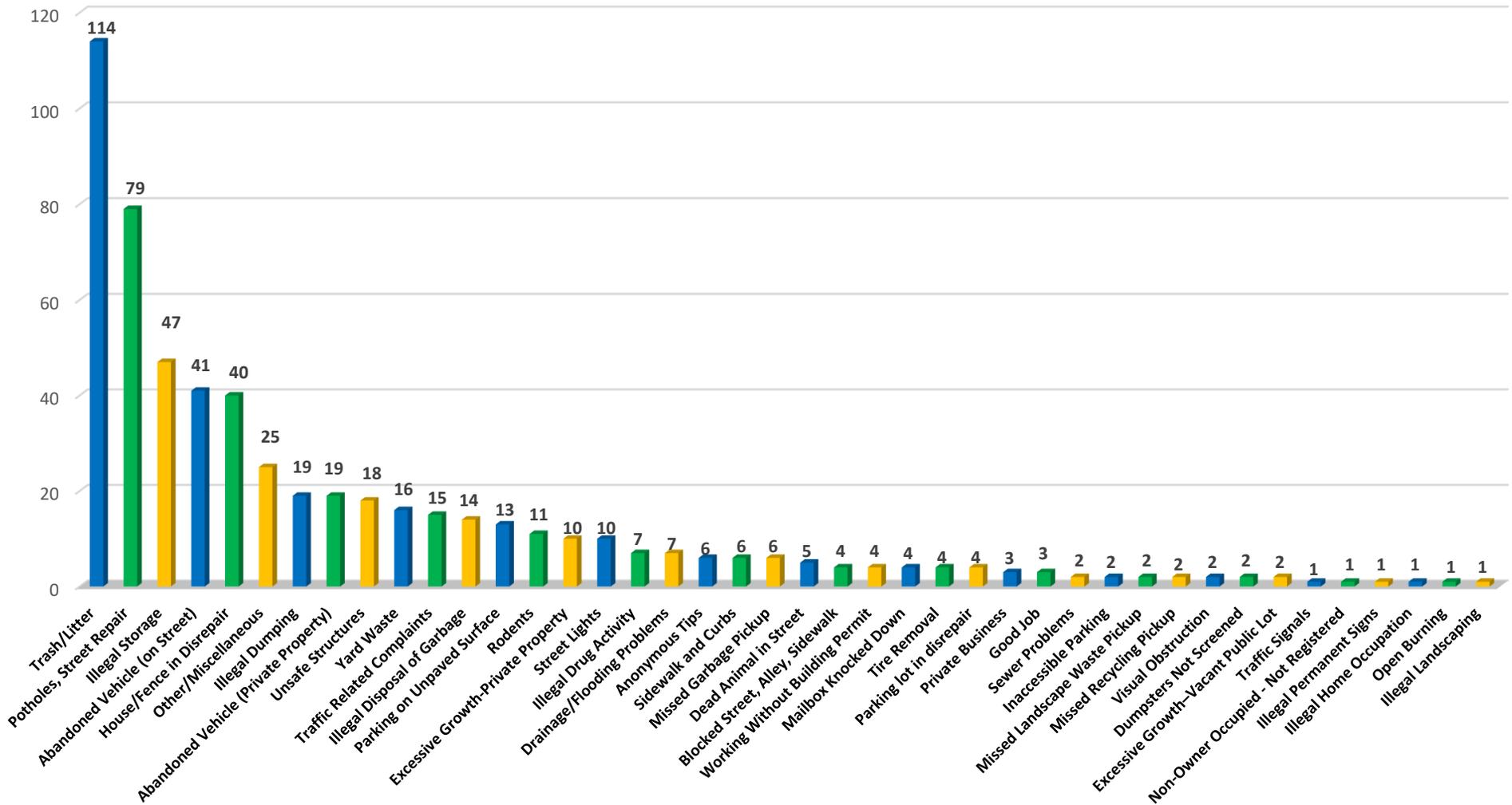
## Peoria Cares Communication Transactions During the Month of April 2019



In April, a total of 1,155 calls were received from the Peoria Cares phone line. There were 165 phone calls that generated a Peoria Cares case and 124 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.



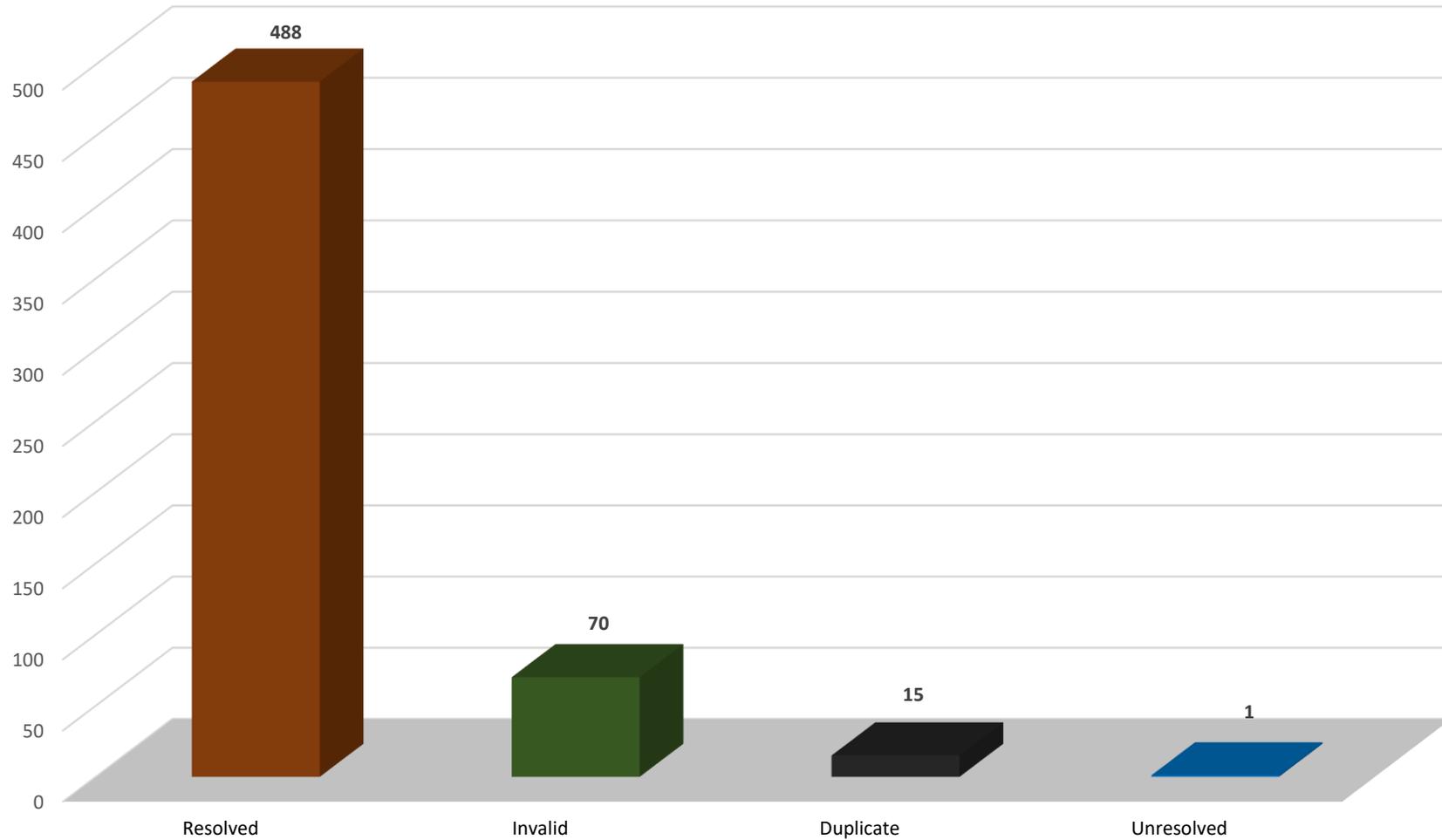
## Peoria Cares April 2019 Complaints by Category



There was a total of 574 Peoria Cares complaints that were submitted in the month of April. These complaints have been drilled down and categorized to indicate their status.



## Peoria Cares April 2019 Complaint Status



Out of the 574 Peoria Cares complaints, there are one 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.

