



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager *Patrick Urich*

DATE: August 20, 2020

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.

COVID19 Update

Peoria Region Community-Based COVID-19 Testing Sites & Hours of Operation

- **New Hours Starting August 3:**
Wisconsin Ave./East Bluff
Location in Peoria
 - Monday through Friday: 9 AM - 4 PM
 - Saturdays: 9 AM - 1 PM
 - No longer by appointment
- **Illinois Department of Public Health Location at the Peoria Civic Center (Fulton St.)**
 - Open 7 Days Per Week: 8 AM - 4 PM
 - Open while daily supplies last

For more information, please visit:
www.pcchd.org/299

As of this writing, the State of Illinois has recorded 211,889 positive COVID19 case counts in the State. Peoria County has recorded 2,016. Cases continue to climb in many of our areas in the State and IDPH continues to request that people practice the three “w”: 1) wash your hands, 2) wear a mask, and 3) watch your distance. Free COVID19 testing is available 7 days a week in Peoria. In Peoria County, we are seeing an increase in cases in ages 19-29 and with people who have travelled.

If you are planning to travel, please educate yourself on the COVID19 status of your desired destination. Please visit

<https://www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus/travel-guidance>

For daily case counts and information, please visit the Peoria City/County Health Department website’s COVID19 page

<https://www.pcchd.org/289/COVID-19-Coronavirus>



7-27-20

Community Development-Community First Pilot Meets with Neighborhood Leaders



On Monday, July 6th, the Community Development Department, in partnership with the Peoria Police Department and the Human Resources Department, launched the Community First pilot program. The Community First pilot program offers police officer recruits the opportunity to serve as Code Enforcement Aides in the Community Development Department where they receive a community-focused introduction to Peoria.

Over the last seven weeks, the Community First Aides have learned from nonprofit agencies, faith-based leaders, emergency service providers, and community members about the strengths and

struggles of Peoria residents. This approach encourages participating police recruits to meet residents where they are and builds trust with the community while providing the recruits with knowledge of social services and other local resources that will be beneficial to their work as law enforcement officers.

Last week, the Community First Aides met with Lauren Opper of the West Central Neighborhood Association, Ron Tyler of Family Core, and Andre Allen of the Advisory Committee on Police-Community Relations.

For more information on the Community First program, please contact Assistant Director of Community Development Joe Dulin at jdulin@peoriagov.org or (309) 494-8631.



Community Development-Southside Market Begins August 22

The Southside Farmers Market series will offer fresh food access to residents of the Southside. The Market will operate on Saturdays, beginning on August 22nd and ending October 10. Hours are from 10:00 AM- 2:00 PM and the market is located at 210 S Western Avenue, Peoria, IL 61605. Fresh food vendors will accept LINK and WIC for produce.

Institutional and healthcare providers including OSF, Heartland Healthcare, and the Peoria City/County Health Department will offer services, recipes, and health activities.

This series of farmers markets stems from the Local Foods, Local Places Initiative, an Environmental Protection Agency (EPA) technical assistance program the city of Peoria received in 2019. The Southside Farmers Market is made possible through a partnership between the Community Development Department, Southside Community United for Change, Intangible Mindz LLC, and the Greater Peoria Economic Development Council.

For more information on the Southside Farmers Market, visit the Southside Market Facebook page [HERE](#)

Community Development-Tireless Project

The Tireless Project will hold its monthly collection of unwanted tires on Saturday, August 22nd. The collection site is located at JIMAX, 2000 W Clark Street, Peoria, IL 61607 and is open to city of Peoria residents only. The hours of collection are 9:00 AM-11:00 AM but may end earlier if the trailer reaches its capacity of 1,000 tires.



Please note the following restrictions to the drop-off:

- The first ten tires are collected at no cost to the customer.
- Every additional tire is \$1.00 per tire.
- The Tireless Project is limited to city of Peoria residents.
- Customers must have proof of residency in the form of a driver's license, state ID, property tax statement.
- Businesses are prohibited from participating.
- No tires with rims will be accepted.
- Only passenger and truck tires 17" or less will be accepted.
- No oversized, commercial, or agricultural tires will be accepted.

Abandoned and unwanted tires cause a nuisance and pose a risk to the health and safety of residents. Improperly discarded tires can harbor disease carrying pests such as mosquitos and rodents and contribute to blight in neighborhoods. The Tireless Project offers Peoria residents a free and responsible way to dispose of unwanted tires.

Community Development-Weekly Department Activity Report

Please see attached.

Economic Development-Business Recovery Loan Information

The goal of the new CARES ACT RLF Program, named the *Peoria Business Recovery Loan Program (RLF)*, is to provide critical gap financing to small businesses and entrepreneurs *adversely impacted by the coronavirus pandemic within the city of Peoria*. Funds provided for the new RLF were made available through EDA under the CARES Act. Key legislation was passed to allow RLF operators to deploy funds quickly, thus making capital more accessible. EDA has waived certain administrative rules to aid the deployment of this capital. Examples of the administrative waivers allow for **interest rates as low as 0%**, funding up to 100% of the project, and primary/sole-source lending.

In addition to providing individualized loans up to \$250,000, staff has developed two standardized loan products, the Business Capacity Conversion (BCC) loan and the Business Two Landlord Partnership Loan (B2LP) to deploy funds strategically and quickly. Both loan products have been designed and tailored for businesses dealing with critical financial issues under COVID-19. Businesses will be able to obtain attractive, competitive, and flexible financing with conversion features with varying interest rates,

amortization periods, deferred payments based on the shape of the recovery and their capacity to generate revenue.

The BCC and B2LP loan instruments can be used separately or together for a given project and layered with other financing provided the funding used for a given loan is not duplicated with other financing instruments. The **BCC loan is geared towards business needing working capital** and the **B2L Partnership Loan is geared for businesses and landlords partnering** via their leasing agreement to encourage repayment, reinstatement, forbearance, and/or modification of their lease.

These new funds will provide more capital for businesses adversely affected by COVID-19. The City would also have a greater capacity to support social and economically disadvantaged business enterprises. The program seeks to preserve and create jobs by making capital more accessible. **Click [THIS LINK](#) to sign up for more details.**

For more information on this and other incentives you can contact Economic Development by emailing economicdevelopment@peoriagov.org or by phone at 309 494-8640

Peoria Police Department-A Peoria Lemonade Stand Makes Global News



On Friday, August 7, 2020 just after 5pm, two 13-year olds were selling lemonade from a lemonade stand at Forrest Hill and California. Two suspects, one armed with a gun, approached the stand and took the collected money. The suspects fled the area on foot.

Moments later, PPD responded. Here's where the story took a turn. The responding officers processed the scene, gathered information, spoke with victims and witnesses, and then, bought lemonade. Enough lemonade to recoup the stolen profits.

And that's not all. The next day, one of the officers went back to visit the victims. Ofc. Saul Espinoza treated them to ice cream and friendly

conversation just to see how the young men were doing after the incident the day before.

And that's still not all. Sgt Stinson, hearing of the incident, emailed other officers advising of what happened. Officers of all ranks began putting money in an envelope to donate to the young men.

And that's still not all. Resident Officer James Hodges spoke with area pastors who wished to donate gift cards to the young men.

And that's still not all. The following Tuesday, August 12, 2020, a caravan of PPD Officers convoyed to the lemonade stand for the grand re-opening, to buy lemonade and present the donations. Public Works, a USPS Mail Carrier, kids, adults, and police all enjoyed good convo and lemonade.





As outrageous as this story is, the aftermath has received worldwide attention. From Canada and across the pond to London, California to Delaware, CNN, Fox and Friends, and local media, the story has been viral. What started out as a bad story ended with good. The Peoria community and beyond showed up

for these kiddos and we could not be prouder. Check out the video at <https://www.facebook.com/watch/?v=626806351589227>



Peoria Police Department-Police Recruit Examination Process

Last week wrapped up the Police Recruit Examination Process. Applicants came from as far as California and as near as our own backyard. The process was a success and the majority of applicants left smiling on their successful completion of the written and physical components of the exam. Actually, smiling is an understatement, they were more like ecstatic. Next up will be background checks and polygraphs just to name a few of the next steps. Be on the lookout for a new round of swearing-in new officers in months to come.

Pictured: Chief Marion and Junior Applicant Marion attempting “the wall”. Some dread it, some leap over it, some hurdle it, some heave themselves over, and some fall over. Regardless of the method – just get over it (the wall).

The Marion’s stopped by to check out the physical agility exam and during a break in applicants, well, hey, it’s never too early to begin the recruiting process!

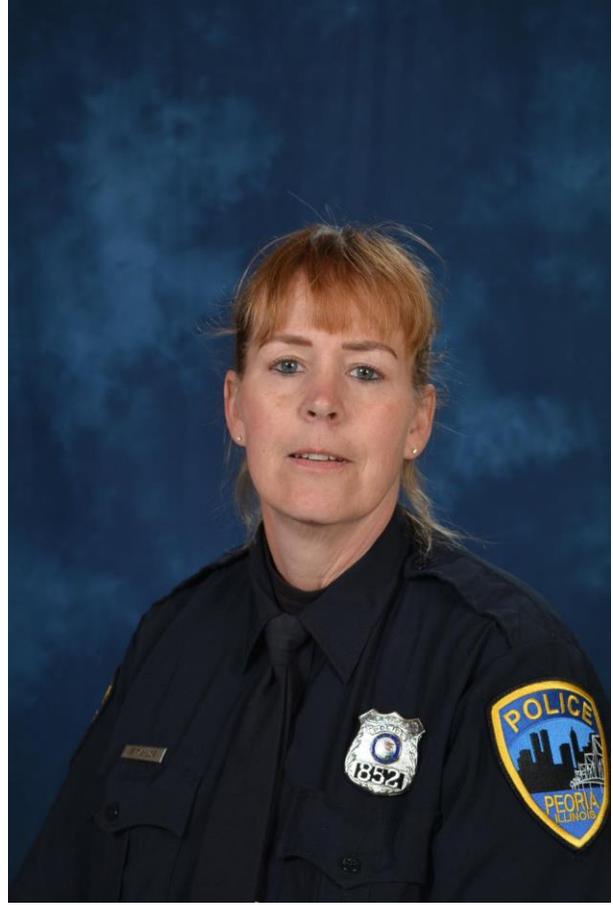


Peoria Police Department--Retirements

August brought two retirements in the Peoria Police Department. Combined, a total of 55 years of experience “hung up their hats” and left to begin the next chapter.

During his 25 years of service to our community, Officer Tim Turner served in numerous rolls including Criminal Investigations (Juvenile Detective and Violent Crimes Detective), held the collateral duty as a member of the Special Response Team (SRT) – Hostage Negotiator, and most recently in 1st shift Patrol Operations.

After serving the citizens of Peoria for 30 years, Officer Trish Taylor officially retired. Officer Taylor was the first female member of the Special Response Team (SRT), received 2 life saving awards, and several letters of commendation and appreciation.



Public Works-Mayor’s Youth Program Comes to A Close



Participants of the 2020 Mayor’s Youth Program celebrated at a closing ceremony with Senator Dave Koehler and Mayor Ardis. Over the course of the month-long program the participants worked on various projects, explored employment opportunities and met with City staff.

To view the closing ceremony video, visit the City of Peoria YouTube channel [HERE](#)

Issues Update
August 20, 2020

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

Weekly updates from Peoria Public Schools will return next week.

Reports/Agendas/Dockets

Community Development Weekly Activity Report

Please see attached.

ECC Monthly Reports/July

Please see attached.

Housing Docket for 08/25/20

Please see attached.

Peoria Cares Monthly Reports/June

Please see attached.

Planning and Zoning Agenda

Please see attached.

WEEKLY DEVELOPMENT ACTIVITY REPORT

CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT

Date: 8/19/2020

This summary document is produced on a weekly basis. It is used as an agenda for the City Development Review Board and as a transparency tool to allow the public to be aware of development in Peoria.

1. Summary Information

- **One Stop Shop** is held every Monday at 1:30 PM in City Hall. This is a free service for anyone who wants to discuss development with staff from various City departments, local utility companies, the Health Department, and CityLink.
- **Development Center Permits** can typically be issued immediately and/or do not require an extensive review period. These permits include most trade (electrical, plumbing, HVAC, etc.) permits, repair permits, new single-family residential construction, alteration/additions, and demolitions.
- Each permit application includes a self-reported value of the project. The **Total Value of Development (YTD)** is the sum of these reported values.

	This Week	YTD
One Stop Shop Customers	0	19
Development Center Permits Issued	38	1,239
Total Value of Development (YTD)	\$383,400	\$133,274,274

2. Development Review Board Projects

- The **Development Review Board** is a group of City staff, local utility representatives, and other local government agencies that review and comment on more complex development applications and cases that are required to go to a public hearing.
- A **Job** is a development application that requires multiple departments to review for compliance but does not require a public hearing or City Council review.
- A **Project** is a development application that requires multiple departments to review for compliance and requires a public hearing before a City Commission and in some cases, a final decision by the City Council.
- The **Staff Assigned** to each Job or Project is the primary contact person for any inquires.

Job/Project #	Address	Type	Description	Council District	Planner Assigned
Job 20-874	3415 N Sheridan 14-29-428-005	Commercial Addition	Addition – Christian Buehler Memorial	2	KW
Job 20-1093	330 SW Adams 18-09-258-004	Commercial Alteration	Exterior Alteration - OSF	1	JN
Job 20-1094	530 NE Glen Oak Ave 18-04-403-010	Commercial Alteration	Interior Alteration - OSF	3	KW
Job 20-1119	1017 W Lake Ave 14-20-451-011	Commercial Alteration	Solar Panels – Givisco Construction	3	KW
Job 20-1128	10808 N Honeycreek Ln 08-25-309-012	Residential Alteration	Solar Panels – Moxie Solar	5	LA
Job 20-1135	5901 W War Memorial 13-10-200-003	Commercial Alteration	Interior Alteration - OSF	5	LA

**WEEKLY DEVELOPMENT ACTIVITY REPORT
CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT**

Job 20-1136	5007 W American Prairie Dr 13-11-126-005	Commercial Alteration	Interior Alteration – Country Financial	5	LA
Job 20-1137	1017 W Main St 18-05-407-017	Commercial Alteration	Exterior Alteration – McDonald's	2	KS
Prj 20-122	1205 W Florence Ave 14-29-401-007	PZC 20-22	Special Use	2	KS
Prj 20-124	3416 N Knoxville 14-28-451-001	ZBA 3069	Fence Variance	3	KW

Additional Activity

- These projects are not subject to review by the Development Review Board.

Job/Project #	Address	Type	Description	Council District	Planner Assigned
---------------	---------	------	-------------	------------------	------------------

3. Certificates of Occupancy Issued

- **Certificates of Occupancy** are issued after the work authorized by a permit has been inspected and substantially meets all applicable codes and regulations.

Address	Type	Business Name	Council District
6035 N Knoxville	Final	Studio C	3
10627 N Sawmill	Final	NSFD	5
3202 W Boulder Point	Final	NSFD	5

4. Peoria City/County Health Department License Information

- The **Peoria City/County Health Department** licenses multiple types of food establishments. The information in this table is provided for informational purposes only.

Address	Business Name	Description	Council District
2415 N Sheridan	La Padella	Plans Received	2
1200 W Main Campustown #21 A	Jerk Hut	Plans Received	2
4100 W Willow Knolls	FujiSan Sushi – Sam's Club	Plans Received	5
4513 N Sterling	Mission BBQ	Plans Received	4
900 Arcadia	Mississippi Meats	Plans Received	3

- The following table provides contact information for the **Community Development Staff** who are typically assigned to manage development applications.

Community Development Department Staff Contact Information			
Leah Allison (LA) Senior Urban Planner	494-8667	Kimberly Smith (KS) Senior Urban Planner	494-8612
Josh Naven (JN) Senior Urban Planner	494-8657	Kerilyn Weick (KW) Senior Urban Planner	494-8606

**WEEKLY DEVELOPMENT ACTIVITY REPORT
CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT**

Craig Reid (CR) Building Inspector	494-8925		Wes Stickelmaier (WS) Building Inspections Coordinator	494-8608
Rich Storm (RS) Plumbing Inspector	494-8632		Matt Ziller (MZ) Building Inspector	494-8628

Emergency Communications Center



Monthly Report July 2020

Peoria
9-1-1

CITY OF PEORIA
EMERGENCY COMMUNICATIONS CENTER 2020 ANNUAL REPORT

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	2019 Totals
Landbased 9-1-1 Calls	1,542	1,213	1,193	1,040	1,234	1,754	1,593						9,569	21,981
Wireless 9-1-1 Calls	6,517	6,177	6,555	6,418	7,948	9,427	9,878						52,920	88,694
Text To 9-1-1 Calls	19	12	7	29	13	25	22						127	206
TOTAL 9-1-1 CALLS	8,078	7,402	7,755	7,487	9,195	11,206	11,493	0	0	0	0	0	62,616	110,881
Peoria Police Incoming Calls	8,109	7,758	8,509	8,519	10,332	12,226	11,652						67,105	104,490
Peoria Heights Police Incoming	545	553	535	512	620	774	729						4,268	7,542
Peoria Heights Lobby Calls	43	48	51	33	36	42	58						311	572
Chillicothe Police Incoming Calls	526	496	513	528	601	701	741						4,106	8,102
Chillicothe Lobby Calls	92	94	110	70	79	158	250						853	2,154
Sheriff's Police Incoming Calls	1,834	1,748	1,567	1,635	1,830	2,041	2,223						12,878	25,066
TOTAL POLICE INCOMING CALLS	11,149	10,697	11,285	11,297	13,498	15,942	15,653	0	0	0	0	0	89,521	147,926
Volunteer Fire/EMS toll free calls	12	17	18	14	26	14	23						124	161
Peoria Heights Fire Incoming Calls	29	40	21	24	27	21	47						209	285
Peoria Fire Incoming Calls	341	366	477	365	464	472	508						2,993	6,650
TOTAL FIRE INCOMING CALLS	382	423	516	403	517	507	578	0	0	0	0	0	3,326	7,096
Operator Assist Calls/Alarm Calls	802	697	856	696	841	1,000	1,017						5,909	10,968
Ambulance Incoming Calls	182	147	154	144	137	170	193						1,127	1,736
ECC Supervisor Incoming Calls	424	420	571	471	569	568	557						3,580	7,417
Richwoods Dispatcher Incoming Calls	77	81	81	72	77	133	70						591	647
Downtown Dispatcher Incoming Calls	43	38	34	34	38	84	68						339	579
Prep 2 Dispatcher Incoming Calls	1,275	1,189	1,218	1,093	1,221	1,434	1,909						9,339	11,511
C-MED Dispatcher Incoming Calls	68	54	57	51	89	88	68						475	524
County Sheriff Dispatcher Incoming Calls	176	169	160	134	157	223	257						1,276	1,958
Fire Dispatcher Incoming Calls	263	175	245	198	207	261	224						1,573	2,014
OverFlow Dispatcher Incoming Calls	12	13	9	15	17	11	5						82	127
Call Taker Incoming Calls	0	1	2	3	0	2	5						13	42
TOTAL INCOMING EXTENSION CALLS	2,338	2,140	2,377	2,071	2,375	2,804	3,163	0	0	0	0	0	17,268	24,819
TOTAL OUTGOING EXTENSION CALLS	4,568	4,270	4,417	3,987	4,662	5,747	5,767						33,418	64,140
Peoria Police Dispatches/On view	7,141	7,079	7,153	6,126	7,516	8,524	8,711						52,250	95,554
Peoria Heights Dispatched/On View	546	538	524	415	504	653	693						3,873	7,732
Chillicothe Police Dispatches/On view	538	505	415	321	398	518	645						3,340	8,377
Peoria County Sheriff Dispatches/On view	1,634	1,612	1,557	1,309	1,608	1,756	1,819						11,295	22,604
TOTAL POLICE DISPATCHES/ON VIEW	9,859	9,734	9,649	8,171	10,026	11,451	11,868	0	0	0	0	0	70,758	134,267
Air National Guard Fire Dispatches	4	9	5	1	0	6	7						32	56
Akron-Princeville Fire Dispatches	20	21	17	20	16	16	22						132	208
Brimfield Fire Dispatches	34	35	29	29	34	33	21						215	439
Chillicothe Fire Dispatches	87	111	98	98	88	116	114						712	1,236
Dunlap Fire Dispatches	41	33	36	31	24	32	33						230	440
Elmwood Fire Dispatches	9	10	14	8	6	7	10						64	150
Limestone Fire Dispatches	124	125	131	109	117	132	158						896	1,379
Logan-Trivoli Fire Dispatches	31	38	52	31	32	36	44						264	476
Peoria Fire Dispatches	1,663	1,580	1,564	1,410	1,638	1,873	1,961						11,689	20,320
Peoria Heights Fire Dispatches	66	64	75	74	66	84	99						528	902
Timber-Hollis Fire Dispatches	24	23	39	25	24	26	32						193	350
Tuscarora Fire Dispatches	12	14	18	10	9	10	7						80	110
West Peoria Fire Dispatches	47	37	38	47	56	56	59						340	554
MABAS Fire Calls	6	6	7	2	2	2	1						26	47
TOTAL FIRE DISPATCHES	2,168	2,106	2,123	1,895	2,112	2,429	2,568	0	0	0	0	0	15,401	26,667
AMT Ambulance Dispatches	1,330	1,239	1,202	1,096	1,361	1,434	1,549						9,211	15,734
APA Ambulance Dispatches	18	15	11	12	14	14	12						96	151
BYE Ambulance Dispatches	42	34	34	37	44	44	33						268	565
TOTAL AMBULANCE DISPATCHES	1,390	1,288	1,247	1,145	1,419	1,492	1,594	0	0	0	0	0	9,575	16,450
Peoria County Coroner Incoming Calls	288	295	249	229	262	252	303						1,878	2,912
Community Messaging System Call-outs	9	13	11	9	16	8	18						84	188
Telephone Trouble Reports Completed	0	0	0	0	0	0	0						0	4

CITY OF PEORIA
EMERGENCY COMMUNICATIONS CENTER 2020 ANNUAL REPORT

ETSB Equipment Trouble Reported	0	0	0	0	0	0	0						0	2
Citizen Concerns	0	2	0	0	0	1	0						3	7
CD Requests from State's Attorney's Office	34	21	19	6	9	31	26						146	322
CD Requests from FOI / Subpoena	0	1	0	1	2	6	6						16	61
CD Requests from Inner Departmental	10	4	3	10	6	2	3						38	102
Total Number of CD Requests	44	26	22	17	17	39	35	0	0	0	0	0	200	485
ILEAS Call Outs	0	0	0	0	3	0	0	0	0	0	0	0	3	0
JULIE Dig	19	19	32	21	15	36	51						193	528
Peoria Cares Cases	26	17	90	118	89	41	61						442	766
Premise Alerts	46	51	40	47	25	69	60						338	426
Sex Offender Updates	272	234	223	225	175	236	266						1,631	3,188
PAWS	141	117	167	142	208	206	162						1,143	2,144
Illinois State Police	288	302	221	135	183	258	280						1,667	0
Ameren	49	62	93	57	76	116	137						590	0

Yearly Summary

	Number of Calls	Dispatch Response Time	Police Response Time	Total Time	
PEORIA POLICE					
Urgent	19859	2.38	3.96	6.34	
Routine	17981	25.13	6.06	31.18	
Backlog	1383	35.19	6.70	41.89	
PEORIA COUNTY SHERIFF					
Urgent	2758	2.20	10.15	10.15	
Routine	4251	12.17	10.20	22.38	
Backlog	728	728.00	0.00	77.69	
	Number of Calls	Dispatch Response Time	Fire Response Time	Total Time	Average Turnout Time
PEORIA FIRE	10939	1.06	3.18	4.24	1.11

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 2020	Number of Calls	82	115	324	177	56	161	68	128	301	225	206	94	81	178	4	133	100	2433			(total min/total calls)
	Exceptions																	0				
	Dispatch Response Time	1.1	2.4	2.9	1.8	3.1	1.6	2.4	1.4	2.6	4.7	2.4	2.5	3.0	3.1	36.7	2.0	2.9	6465.1	2433	2.66	
	Police Response Time	3.6	3.2	3.0	3.3	3.0	2.6	4.6	3.8	3.3	3.7	4.4	5.0	4.6	6.3	6.3	4.7	6.4	9591.6	2433	3.94	
	Total time	4.7	5.6	5.9	5.1	6.1	4.2	7.0	5.2	5.9	8.4	6.8	7.5	7.6	9.4	43.0	6.7	9.3	16056.7	2433	6.60	
February 2020	Number of Calls	93	150	329	152	81	184	101	143	301	259	217	124	91	212	20	143	116	2716			(total min/total calls)
	Exceptions																	0				
	Dispatch Response Time	2.8	2.4	1.7	1.8	1.8	1.9	1.8	1.7	2.2	2.1	1.6	1.9	3.5	2.1	2.2	2.0	2.3	5523.0	2716	2.03	
	Police Response Time	3.1	3.6	3.3	3.0	3.8	3.5	4.4	3.8	3.2	4.2	4.3	4.9	4.9	6.1	9.7	4.3	6.8	11238.1	2716	4.14	
	Total time	5.9	6.0	5.0	4.8	5.6	5.4	6.2	5.5	5.4	6.3	5.9	6.8	8.4	8.2	11.9	6.3	9.1	16761.1	2716	6.17	
March 2020	Number of Calls	92	148	399	199	84	204	127	140	316	281	245	121	95	183	11	137	119	2901			(total min/total calls)
	Exceptions																	0				
	Dispatch Response Time	1.6	2.1	2.0	1.2	1.6	2.2	2.3	2.3	2.6	1.7	1.7	1.9	1.8	2.1	2.6	1.7	2.0	5692.6	2901	1.96	
	Police Response Time	2.8	3.1	2.9	3.2	3.3	3.2	4.1	3.2	3.4	3.5	4.4	4.4	4.7	5.6	7.9	4.4	7.4	11118.9	2901	3.83	
	Total time	4.4	5.2	4.9	4.4	4.9	5.4	6.4	5.5	6.0	5.2	6.1	6.3	6.5	7.7	10.5	6.1	9.4	16811.5	2901	5.80	
April 2020	Number of Calls	44	131	334	170	50	164	81	3	10	11	13	14	15	16	17	18	19	2294			(total min/total calls)
	Exceptions																	0				
	Dispatch Response Time	1.4	1.8	2.2	2.0	2.0	1.4	2.9	2.1	2.0	2.0	2.5	1.3	2.9	2.9	0.0	2.1	1.7	4769.5	2294	2.08	
	Police Response Time	3.1	3.0	3.0	2.8	2.8	2.9	3.7	3.7	3.3	3.5	5.1	4.4	5.4	5.4	10.0	4.2	6.0	8552.1	2294	3.73	
	Total time	4.5	4.8	5.2	4.8	4.8	4.3	6.6	5.8	5.3	5.5	7.6	5.7	8.3	8.3	10.0	6.3	7.7	13321.6	2294	5.81	
May 2020	Number of Calls	72	175	416	185	65	213	135	160	347	290	255	106	80	155	4	125	112	2895			(total min/total calls)
	Exceptions																	0				
	Dispatch Response Time	2.0	2.9	2.5	1.3	2.4	2.5	1.8	3.5	2.2	2.4	1.6	2.2	1.9	1.8	2.0	1.7	3.9	6612.4	2895	2.28	
	Police Response Time	3.3	3.4	2.7	2.7	3.2	3.2	3.9	3.4	3.2	3.6	4.8	5.0	5.7	5.8	9.5	4.7	6.5	11032.3	2895	3.81	
	Total time	5.3	6.3	5.2	4.0	5.6	5.7	5.7	6.9	5.4	6.0	6.4	7.2	7.6	7.6	11.5	6.4	10.4	17644.7	2895	6.09	
June 2020	Number of Calls	88	185	437	224	69	264	114	186	366	317	453	114	86	212	4	161	120	3400			(total min/total calls)
	Exceptions																	0				
	Dispatch Response Time	2.9	3.7	2.5	2.3	2.9	2.4	3.9	3.5	2.6	3.3	2.7	1.9	3.3	3.0	1.0	2.3	2.5	9508.2	3400	2.80	
	Police Response Time	3.9	3.7	3.1	3.1	3.3	3.5	3.6	3.8	3.4	3.8	4.5	4.9	6.2	6.6	6.8	4.6	6.7	13896.0	3400	4.09	
	Total time	6.8	7.4	5.6	5.4	6.2	5.9	7.5	7.3	6.0	7.1	7.2	6.8	9.5	9.6	7.8	6.9	9.2	23404.2	3400	6.88	
July 2020	Number of Calls	140	205	414	180	84	247	120	205	367	316	240	121	80	215	5	152	129	3220			(total min/total calls)
	Exceptions																	0				
	Dispatch Response Time	2.6	2.9	2.9	2.4	2.1	2.8	3.4	2.8	2.4	3.0	2.3	2.1	2.3	4.8	8.0	2.8	3.2	9170.4	3220	2.85	
	Police Response Time	3.3	3.3	3.6	3.5	4.0	3.6	5.0	3.7	3.7	3.9	4.9	5.1	5.1	5.8	8.3	4.4	7.3	13533.0	3220	4.20	
	Total time	5.9	6.2	6.5	5.9	6.1	6.4	8.4	6.5	6.1	6.9	7.2	7.2	7.4	10.6	16.3	7.2	10.5	22703.4	3220	7.05	

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

This report does not include on-view incidents.

City of Peoria
Emergency Communications Center

Police Department
Urgent Calls for Service
By Police District

YEAR TO DATE TOTALS AND AVERAGES	
Total Number of Calls	19859.0
Total Number of Exceptions	0.0
Average Dispatch Response Time	2.38
Average Police Response Time	3.96
Average Total Time	6.34

City of Peoria
Emergency Communications Center

Police Department
Routine Calls for Service
By Police District

	Police District	VALLEY								BLUFF			RICHWOODS								Total Calls	Calls	Average
		1	2	4	5	6	8	12	11	3	10	11	13	14	15	16	17	18	19				
January 2020	Number of Calls	58	202	277	114	94	100	112	133	264	212	219	136	88	210	6	148	147	2519		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	25.9	21.4	17.6	26.9	28.4	25.2	35.7	32.7	34.9	33.7	24.0	25.3	31.2	29.7	18.7	18.8	34.6	69286.4	2519	27.51		
	Police Response Time	4.2	5.8	5.5	5.1	8.6	5.1	7.7	5.8	5.2	6.1	6.6	6.0	8.2	9.1	13.6	5.9	8.8	16273.0	2519	6.46		
	Total time	30.1	27.2	23.1	32.0	37.0	30.3	43.4	38.5	40.1	39.8	30.6	31.3	39.4	38.8	32.3	24.7	43.4	85559.4	2519	33.97		
February 2020	Number of Calls	50	127	191	105	118	119	101	123	213	215	143	97	100	187	7	138	102	2136		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	18.3	20.5	15.4	20.2	20.9	20.1	27.2	20.3	24.5	22.2	19.8	26.7	24.3	22.6	19.4	22.0	25.5	46524.9	2136	21.78		
	Police Response Time	6.4	5.2	4.6	5.2	6.4	4.7	5.6	4.7	5.4	6.0	5.7	7.4	7.3	7.6	11.0	6.7	10.1	13019.3	2136	6.10		
	Total time	24.7	25.7	20.0	25.4	27.3	24.8	32.8	25.0	29.9	28.2	25.5	34.1	31.6	30.2	30.4	28.7	35.6	59544.2	2136	27.88		
March 2020	Number of Calls	69	123	216	138	109	103	100	128	235	235	160	102	84	198	3	115	107	2225		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	22.6	18.1	16.3	19.0	17.1	16.4	17.3	18.1	25.3	19.5	24.2	17.1	20.1	22.1	2.3	19.2	19.7	44059.6	2225	19.80		
	Police Response Time	4.9	5.5	4.2	6.0	5.0	4.5	5.0	5.3	4.7	5.5	5.9	5.9	8.2	9.0	10.5	7.1	9.1	13172.0	2225	5.92		
	Total time	27.5	23.6	20.5	25.0	22.1	20.9	22.3	23.4	30.0	25.0	30.1	23.0	28.3	31.1	12.8	26.3	28.8	57231.6	2225	25.72		
April 2020	Number of Calls	41	140	291	133	81	140	100	152	314	294	181	110	93	168	8	105	87	2438		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	15.1	20.3	19.1	22.9	15.9	20.3	17.9	24.6	22.1	23.0	19.4	26.7	17.9	17.3	2.6	19.0	16.1	49861.4	2438	20.45		
	Police Response Time	8.2	4.4	4.1	5.0	5.6	4.5	5.6	5.5	4.8	5.2	6.7	7.1	7.2	7.6	13.5	7.1	8.5	13859.0	2438	5.68		
	Total time	23.3	24.7	23.2	27.9	21.5	24.8	23.5	30.1	26.9	28.2	26.1	33.8	25.1	24.9	16.1	26.1	24.6	63720.4	2438	26.14		
May 2020	Number of Calls	42	143	322	108	85	156	117	146	328	276	218	120	93	201	4	139	133	2631		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	21.6	26.6	22.1	27.1	16.4	17.4	19.3	21.3	28.5	34.2	27.3	28.2	33.5	24.0	29.7	22.9	24.9	66906.0	2631	25.43		
	Police Response Time	4.7	4.9	4.3	4.7	4.4	4.5	6.7	5.0	4.7	5.5	5.9	6.9	8.8	7.8	16.0	7.1	8.1	15068.4	2631	5.73		
	Total time	26.3	31.5	26.4	31.8	20.8	21.9	26.0	26.3	33.2	39.7	33.2	35.1	42.3	31.8	45.7	30.0	33.0	81974.4	2631	31.16		
June 2020	Number of Calls	53	202	353	145	122	197	126	185	339	321	224	134	108	247	6	128	137	3027		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	25.6	31.3	22.9	35.4	42.9	27.0	25.5	29.9	33.3	37.5	23.4	25.9	32.9	31.1	4.2	28.2	33.6	91704.7	3027	30.30		
	Police Response Time	4.9	5.5	4.7	5.1	6.6	5.0	6.5	6.1	5.0	5.6	6.0	8.0	8.3	8.1	13.5	7.4	9.2	18601.3	3027	6.15		
	Total time	30.5	36.8	27.6	40.5	49.5	32.0	32.0	36.0	38.3	43.1	29.4	33.9	41.2	39.2	17.7	35.6	42.8	110306.0	3027	36.44		
July 2020	Number of Calls	92	243	294	148	116	147	134	178	327	326	218	130	85	267	8	169	123	3005		(total min/total calls)		
	Exceptions																		0				
	Dispatch Response Time	29.7	27.9	24.8	29.6	38.0	28.5	27.4	30.0	36.7	33.5	25.2	27.9	28.4	35.3	16.8	27.6	36.8	92000.0	3005	30.62		
	Police Response Time	5.1	5.0	4.8	5.3	6.2	6.3	6.3	5.1	5.9	6.1	6.6	7.5	7.7	8.6	7.6	7.8	9.8	19143.9	3005	6.37		
	Total time	34.8	32.9	29.6	34.9	44.2	34.8	33.7	35.1	42.6	39.6	31.8	35.4	36.1	43.9	24.4	35.4	46.6	111143.9	3005	36.99		
YEAR TO DATE TOTALS AND AVERAGES																							
																			17981				
																			0				
																			25.13				
																			6.06				
																			31.18				

City of Peoria
Emergency Communications Center

Police Department
Backlog Calls for Service
By Police District

	Police District	VALLEY								BLUFF			RICHWOODS								Total Calls	Total Minutes	Calls	Average	(total min/total calls)
		1	2	4	5	6	8	12	3	10	11	13	14	15	16	17	18	19							
January 2020	Number of Calls	0	13	12	5	6	5	6	9	29	14	15	4	3	10	0	6	6	143						
	Exceptions																		0						
	Dispatch Response Time	0.0	30.2	14.0	28.8	27.3	75.2	42.7	31.1	77.8	53.9	93.1	6.8	75.7	31.6	0.0	51.2	74.8	7514.1	143	52.55				
	Police Response Time	0.0	9.8	5.2	8.8	2.4	5.6	9.3	5.6	5.3	8.8	5.5	9.8	7.3	10.2	0.0	11.2	8.2	1021.3	143	7.14				
	Total time	0.0	40.0	19.2	37.6	29.7	80.8	52.0	36.7	83.1	62.7	98.6	16.6	83.0	41.8	0.0	62.4	83.0	8535.4	143	59.69				
February 2020	Number of Calls	3	24	3	2	1	7	5	9	11	13	7	1	3	7	1	2	7	106						
	Exceptions																		0						
	Time	46.3	28.7	19.3	13.5	0.0	1.9	38.6	49.0	18.7	33.8	15.3	7.0	34.3	25.9	54.0	32.0	33.3	2954.4	106	27.87				
	Time	6.0	8.6	0.5	4.0	2.0	8.3	3.2	6.3	7.2	7.5	4.8	15.0	2.5	7.0	10.0	20.5	8.3	757.6	106	7.15				
	Total time	52.3	37.3	19.8	17.5	2.0	10.2	41.8	55.3	25.9	41.3	20.1	22.0	36.8	32.9	64.0	52.5	41.6	3712.0	106	35.02				
March 2020	Number of Calls	0	11	9	3	0	2	13	11	7	8	6	6	4	10	1	4	7	102						
	Exceptions																		0						
	Time	0.0	13.5	12.2	36.7	0.0	11.5	21.9	11.3	15.1	61.9	38.3	26.7	22.5	23.1	43.0	54.3	26.3	2556.6	102	25.06				
	Time	0.0	10.4	7.6	1.5	0.0	2.5	4.5	6.4	3.0	4.4	4.4	5.8	6.0	17.7	0.0	9.0	8.8	737.2	102	7.23				
	Total time	0.0	23.9	19.8	38.2	0.0	14.0	26.4	17.7	18.1	66.3	42.7	32.5	28.5	40.8	43.0	63.3	35.1	3293.8	102	32.29				
April 2020	Number of Calls	2	13	3	4	0	7	6	9	16	14	6	2	5	6	1	3	4	101						
	Exceptions																		0						
	Time	9.5	30.2	16.0	15.3	0.0	6.1	6.4	27.8	15.9	33.0	54.0	1.0	20.8	16.0	54.0	18.7	25.3	2305.8	101	22.83				
	Time	5.0	10.6	2.3	7.3	0.0	8.0	2.4	5.1	4.8	4.7	6.2	8.0	8.3	11.2	16.0	10.0	3.8	665.9	101	6.59				
	Total time	14.5	40.8	18.3	22.6	0.0	14.1	8.8	32.9	20.7	37.7	60.2	9.0	29.1	27.2	70.0	28.7	29.1	2971.7	101	29.42				
May 2020	Number of Calls	2	17	8	4	5	4	11	10	10	10	7	7	5	7	0	4	5	116						
	Exceptions																		0						
	Time	27.5	19.1	7.9	13.8	2.8	5.3	32.3	11.8	75.7	35.1	46.3	50.0	46.5	24.1	0.0	12.5	31.8	3398.9	116	29.30				
	Time	11.0	13.0	3.5	6.8	12.2	7.5	5.1	7.7	3.7	5.4	7.2	8.0	9.6	8.0	0.0	10.8	10.3	918.4	116	7.92				
	Total time	38.5	32.1	11.4	20.6	15.0	12.8	37.4	19.5	79.4	40.5	53.5	58.0	56.1	32.1	0.0	23.3	42.1	4317.3	116	37.22				
June 2020	Number of Calls	6	18	34	16	2	12	25	15	78	79	26	6	10	16	10	18	371							
	Exceptions																		0						
	Time	41.7	38.9	32.4	18.1	2.5	36.7	44.9	33.3	38.6	47.8	38.7	42.4	36.6	56.5	27.7	35.3	14639.0	371	39.46					
	Time	8.2	7.3	5.3	4.3	2.0	6.0	7.5	8.1	5.9	5.1	5.8	3.7	6.2	7.6	4.4	8.6	2233.1	371	6.02					
	Total time	49.9	46.2	37.7	22.4	4.5	42.7	52.4	41.4	44.5	52.9	44.5	46.1	42.8	64.1	32.1	43.9	0.0	16872.1	371	45.48				
July 2020	Number of Calls	2	30	34	22	8	24	27	14	79	64	37	17	16	24		15	31	444						
	Exceptions																		0						
	Time	88.0	25.6	33.3	53.6	31.3	50.8	37.3	22.6	37.8	68.7	60.3	39.3	49.2	64.0		61.3	73.8	21861.2	444	49.24				
	Time	1.0	9.5	4.6	4.6	6.6	4.4	3.9	3.6	3.5	3.7	5.2	3.1	6.4	7.4		6.6	5.5	2166.6	444	4.88				
	Total time	89.0	35.1	37.9	58.2	37.9	55.2	41.2	26.2	41.3	72.4	65.5	42.4	55.6	71.4	0.0	67.9	79.3	24027.8	444	54.12				
YEAR TO DATE TOTALS AND AVERAGES																									
Total Number of Calls																	1383								
Total Number of Exceptions																	0.0								
Average Dispatch Response Time																	35.19								
Average Police Response Time																	6.70								
Average Total Time																	41.89								

City of Peoria
Emergency Communications Center

Peoria Fire Department
Fire Calls for Service
By Fire Map

	Fire Map	VALLEY				BLUFF			RICHWOODS					Total Calls	Calls	(total min/total calls) Average
		100-199	200-299	400-499	1200-1299	300-399	1000-1099	1100-1199	1300-1399	1500-1599	1600-1699	1900-1999	2000-2099			
January 2020	Number of Calls	221	180	188	84	147	137	139	194	34	137	80	54	1595		
	Dispatch Response Time	2.3	0.9	0.9	0.3	2.0	0.3	0.8	1.3	0.7	1.0	0.4	1.0	1810.0	1595	1.13
	Fire Response Time	3.6	4.1	4.2	5.3	4.0	4.6	4.7	4.6	4.3	5.0	5.7	4.7	7073.3	1595	4.43
	Total time	5.9	5.0	5.1	5.6	6.0	4.9	5.5	5.9	5.0	6.0	6.1	5.7	8883.3	1595	5.57
February 2020	Number of Calls	186	182	193	92	117	138	122	195	44	124	72	42	1507		
	Dispatch Response Time	1.1	1.0	0.9	0.5	2.0	1.0	0.6	0.9	0.5	1.6	0.8	0.4	1521.8	1507	1.01
	Fire Response Time	3.5	3.6	4.5	5.2	4.5	4.2	4.6	4.8	5.4	4.5	5.9	5.6	6712.0	1507	4.45
	Total time	4.6	4.6	5.4	5.7	6.5	5.2	5.2	5.7	5.9	6.1	6.7	6.0	8233.8	1507	5.46
March 2020	Number of Calls	190	137	202	96	123	166	103	211	36	91	68	35	1458		
	Dispatch Response Time	0.6	0.6	0.8	1.1	1.1	0.8	0.8	0.8	1.7	0.5	0.8	0.5	1161.3	1458	0.80
	Fire Response Time	3.4	3.7	4.5	4.8	4.5	4.1	4.1	4.7	4.5	4.9	6.2	5.3	6385.8	1458	4.38
	Total time	4.0	4.3	5.3	5.9	5.6	4.9	4.9	5.5	6.2	5.4	7.0	5.8	7547.1	1458	5.18
April 2020	Number of Calls	161	104	168	79	99	144	76	167	38	108	59	25	1228		
	Dispatch Response Time	1.6	0.9	0.5	1.0	0.6	2.4	1.5	0.8	0.8	0.8	0.8	0.3	1338.3	1228	1.09
	Fire Response Time	3.5	4.2	4.2	5.5	4.6	4.7	5.0	4.8	4.1	5.4	5.6	4.5	5636.1	1228	4.59
	Total time	5.1	5.1	4.7	6.5	5.2	7.1	6.5	5.6	4.9	6.2	6.4	4.8	6974.4	1228	5.68
May 2020	Number of Calls	196	173	217	84	151	146	115	193	36	105	72	52	1540		
	Dispatch Response Time	0.8	0.9	0.7	0.5	0.5	1.2	0.8	1.3	0.4	0.5	0.3	1.7	1276.9	1540	0.83
	Fire Response Time	3.5	3.8	4.5	4.5	4.3	4.5	4.7	4.7	4.6	5.0	5.3	5.1	6789.2	1540	4.41
	Total time	4.3	4.7	5.2	5.0	4.8	5.7	5.5	6.0	5.0	5.5	5.6	6.8	8066.1	1540	5.24
June 2020	Number of Calls	227	203	254	90	164	170	121	228	45	146	79	45	1772		
	Dispatch Response Time	2.3	1.8	0.9	0.9	1.0	2.6	0.9	1.0	1.0	1.0	0.3	1.9	2440.2	1772	1.38
	Fire Response Time	3.7	3.9	4.4	4.3	4.3	4.6	4.8	5.0	4.1	5.2	5.5	5.5	5.1	1772	0.00
	Total time	6.0	5.7	5.3	5.2	5.3	7.2	5.7	6.0	5.1	6.2	5.8	7.4	2445.3	1772	1.38
July 2020	Number of Calls	220	254	211	80	158	189	142	239	61	169	75	41	1839		
	Dispatch Response Time	0.6	1.1	1.2	0.4	1.5	1.9	0.7	0.9	0.2	0.9	1.0	6.6	2118.3	1839	1.15
	Fire Response Time	3.8	4.5	3.7	4.9	4.3	4.4	4.6	4.7	4.1	5.5	5.6	4.6	5.1	1839	0.00
	Total time	4.4	5.6	4.9	5.3	5.8	6.3	5.3	5.6	4.3	6.4	6.6	11.2	2123.4	1839	1.15
Total Number of Calls												10939				
Average Dispatch Response Time												1.06				

City of Peoria
Emergency Communications Center

Peoria Fire Department
Fire Calls for Service
By Fire Map

Average Fire Response Time	3.18
Average Total Time	4.24

Peoria Fire Department
Average Turn-Out Time for Each Apparatus

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Yearly Average
B1	1.2	1.3	1.1	1.2	1.4	1.3	1.0						1.21
E1	1.0	1.1	1.1	1.1	1.1	1.0	1.2						1.09
T1	1.3	1.3	1.3	1.3	1.5	1.2	1.3						1.31
E10	1.1	1.0	1.0	1.2	1.2	1.2	1.0						1.10
E12	1.3	1.5	1.1	1.1	1.0	1.1	1.1						1.17
E13	1.1	1.1	1.1	1.1	1.0	1.1	0.9						1.06
T14	1.4	1.2	1.0	1.0	1.0	1.3	1.0						1.13
E15	1.3	1.0	1.0	1.1	1.2	1.0	1.1						1.10
E16	1.1	1.1	1.2	1.2	1.1	1.3	1.1						1.16
E19	1.1	1.2	1.2	1.3	1.0	1.1	1.0						1.13
E2	1.0	1.1	1.1	1.0	1.0	1.1	1.1						1.06
E20	1.2	1.0	1.3	1.5	1.2	1.2	1.1						1.21
B3	1.1	0.9	1.1	1.3	1.0	1.0	0.9						1.04
E3	1.0	1.0	1.0	1.1	1.0	1.0	0.9						1.00
T3	1.0	0.9	0.9	0.9	1.0	1.0	0.9						0.94
E4	1.0	1.1	1.0	1.0	1.1	1.1	1.0						1.04
T4	0.8	1.0	1.1	1.1	1.2	1.0	1.2						1.06
												Department Average	1.11

City of Peoria
 Emergency Communications Center
 Peoria County Sheriff's Department
 Urgent 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 2020	Number of Calls	4	5	6	0	80	74	40	10	34	18	69		340				
	Exceptions													0				
	Dispatch Response Time	3.5	0.3	1.7	0.0	2.3	3.5	3.4	2.1	3.1	1.6	1.1		835.8			340	2.46
	Police Response Time	3.0	10.0	7.7	0.0	9.7	9.2	13.1	9.5	4.8	10.4	4.8		2865.6			340	8.43
	Total time	6.5	10.3	9.4	0.0	12.0	12.7	16.5	11.6	7.9	12.0	5.9		3701.4			340	10.89
February 2020	Number of Calls	2	4	8	1	89	103	40	11	40	56	63		417				
	Exceptions													0				
	Dispatch Response Time	2.0	3.7	1.3	1.0	1.6	2.3	1.6	1.2	2.2	2.6	1.9		840.0			417	2.01
	Police Response Time	0.0	17.0	6.5	12.0	10.8	9.0	13.8	10.0	5.2	9.7	5.2		3761.0			417	9.02
	Total time	2.0	20.7	7.8	13.0	12.4	11.3	15.4	11.2	7.4	12.3	7.1		4601.0			417	11.03
March 2020	Number of Calls	3	5	14	0	97	89	42	8	29	27	87		401				
	Exceptions													0				
	Dispatch Response Time	2.0	1.0	4.8	0.0	1.9	2.0	2.1	1.0	2.3	3.3	1.9		857.8			401	2.14
	Police Response Time	1.3	19.3	6.4	0.0	9.6	6.8	13.3	9.9	4.1	9.0	3.9		3065.4			401	7.64
	Total time	3.3	20.3	11.2	0.0	11.5	8.8	15.4	10.9	6.4	12.3	5.8		3923.2			401	9.78
April 2020	Number of Calls	0	3	8	1	78	63	28	1	28	32	75		317				
	Exceptions													0				
	Dispatch Response Time	0.0	4.3	1.3	0.0	2.1	2.7	1.6	3.0	0.7	1.6	1.4		580.8			317	1.83
	Police Response Time	0.0	17.5	7.0	10.0	8.5	8.5	11.0	13.0	4.3	9.1	3.9		2342.1			317	7.39
	Total time	0.0	21.8	8.3	10.0	10.6	11.2	12.6	16.0	5.0	10.7	5.3		2922.9			317	9.22
May 2020	Number of Calls	6	7	5	1	100	87	34	6	31	39	85		401				
	Exceptions													0				
	Dispatch Response Time	28.3	1.7	4.0	1.0	1.4	1.7	1.8	2.3	1.9	1.3	1.5		802.7			401	2.00
	Police Response Time	3.8	12.2	7.4	14.0	7.9	8.3	13.8	11.4	3.4	11.6	3.5		3064.2			401	7.64
	Total time	32.1	13.9	11.4	15.0	9.3	10.0	15.6	13.7	5.3	12.9	5.0		3866.9			401	9.64
June 2020	Number of Calls	5	1	10	0	106	100	44	6	42	38	93		445				
	Exceptions													0				
	Dispatch Response Time	7.0	2.0	8.8	0.0	1.7	2.4	2.4	1.0	2.5	2.1	1.6		990.4			445	2.23
	Police Response Time	14.5	0.0	9.6	0.0	8.7	7.5	12.1	8.2	3.3	8.0	4.2		3255.5			445	7.32
	Total time	21.5	2.0	18.4	0.0	10.4	9.9	14.5	9.2	5.8	10.1	5.8		4245.9			445	9.54
July 2020	Number of Calls	6	8	14	2	95	84	48	12	41	39	88		437				
	Exceptions													0				
	Dispatch Response Time	3.7	1.3	0.9	1.5	2.5	2.8	1.6	1.3	2.2	9.5	1.4		1197.2			437	2.74
	Police Response Time	3.0	21.1	5.6	12.0	9.5	8.9	13.6	9.9	4.7	8.6	4.0		3591.0			437	8.22
	Total time	6.7	22.4	6.5	13.5	12.0	11.7	15.2	11.2	6.9	18.1	5.4		4788.2			437	10.96
YEAR TO DATE TOTALS AND AVERAGES																		
Total Number of Calls											2758.0							
Total Number of Exceptions											0.0							
Average Dispatch Response Time											2.20							
Average Police Response Time											7.95							
Average Total Time											10.15							

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 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		
January 2020	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	44	3	14	2	117	134	55	14	24	54	98		559		
	Exceptions													0		
	Dispatch Response Time	21.1	63.7	18.8	7.5	26.7	13.2	13.9	6.6	17.0	12.4	10.9		9293.1	559	16.62
	Police Response Time	6.3	13.7	11.3	6.0	13.2	9.0	16.0	18.3	8.3	11.9	7.3		5932.3	559	10.61
	Total time	27.4	77.4	30.1	13.5	39.9	22.2	29.9	24.9	25.3	24.3	18.2		15225.4	559	27.24
February 2020	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	55	2	6	2	98	138	63	12	32	43	93		544		
	Exceptions													0		
	Dispatch Response Time	17.8	8.0	13.7	21.0	13.2	11.3	21.0	10.8	12.5	16.8	14.7		7914.3	544	14.55
	Police Response Time	6.8	24.0	5.4	19.5	12.2	8.7	18.5	12.3	7.4	12.1	6.8		5592.2	544	10.28
	Total time	24.6	32.0	19.1	40.5	25.4	20.0	39.5	23.1	19.9	28.9	21.5		13506.5	544	24.83
March 2020	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	46	3	7	3	108	128	37	6	29	31	71		469		
	Exceptions													0		
	Dispatch Response Time	11.5	11.7	8.6	5.0	8.9	10.1	10.5	11.8	7.8	5.9	8.5		4365.2	469	9.31
	Police Response Time	6.9	11.5	10.3	21.0	11.2	10.1	16.1	18.0	5.3	10.9	5.6		4582.3	469	9.77
	Total time	18.4	23.2	18.9	26.0	20.1	20.2	26.6	29.8	13.1	16.8	14.1		8947.5	469	19.08
April 2020	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	49	7	16	1	117	123	53	11	26	36	98		537		
	Exceptions													0		
	Dispatch Response Time	9.1	6.3	5.5	8.0	8.3	7.4	14.2	24.7	10.6	9.8	6.6		4766.8	537	8.88
	Police Response Time	5.7	20.8	14.4	21.0	12.6	10.9	16.0	10.5	6.6	11.9	5.8		5623.1	537	10.47
	Total time	14.8	27.1	19.9	29.0	20.9	18.3	30.2	35.2	17.2	21.7	12.4		10389.9	537	19.35
May 2020	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	67	11	21	2	123	134	70	13	63	50	128		682		
	Exceptions													0		
	Dispatch Response Time	19.6	9.0	13.0	2.0	11.2	10.0	9.2	4.7	7.9	8.0	10.5		7353.6	682	10.78
	Police Response Time	4.3	18.6	8.4	15.5	10.7	11.8	13.6	10.7	5.8	13.1	6.1		6489.7	682	9.52
	Total time	23.9	27.6	21.4	17.5	21.9	21.8	22.8	15.4	13.7	21.1	16.6		13843.3	682	20.30
June 2020	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	68	5	18	1	165	139	64	20	55	42	114		691		
	Exceptions													0		
	Dispatch Response Time	10.5	14.2	10.9	8.0	14.8	14.1	12.7	25.5	10.9	13.6	7.7		8762.4	691	12.68
	Police Response Time	4.1	20.4	9.5	0.0	12.0	11.2	15.7	19.1	6.3	15.5	6.6		7225.3	691	10.46
	Total time	14.6	34.6	20.4	8.0	26.8	25.3	28.4	44.6	17.2	29.1	14.3		15987.7	691	23.14
July 2020	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls		
	Number of Calls	46	8	31	2	193	166	68	13	73	56	113		769		
	Exceptions													0		
	Dispatch Response Time	14.0	28.9	7.4	40.0	15.5	10.2	17.2	14.5	8.2	13.2	8.6		9537.0	769	12.40
	Police Response Time	5.6	17.2	9.3	17.0	12.4	10.4	15.9	14.8	6.3	12.7	5.7		7925.9	769	10.31
	Total time	19.6	46.1	16.7	57.0	27.9	20.6	33.1	29.3	14.5	25.9	14.3		17462.9	769	22.71
YEAR TO DATE TOTALS AND AVERAGES																
Total Number of Calls														4251.0		
Total Number of Exceptions														0		
Average Dispatch Response Time														12.17		
Average Police Response Time														10.20		

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 County Sheriff's Department
Routine calls by district

Average Total Time	22.38
--------------------	-------

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

	County District	700	710	711	712	713	714	715	716	717	718	726	Other	Total Calls	Calls	(total min/total calls) Average
January 2020	Number of Calls	44	3	14	2	117	134	55	14	24	54	98		559		
	Exceptions													0		
	Dispatch Response Time	21.1	63.7	18.8	7.5	26.7	13.2	13.9	6.6	17.0	12.4	10.9		9293.1	559	16.6
	Police Response Time	6.3	13.7	11.3	6.0	13.2	9.0	16.0	18.3	8.3	11.9	7.3		5932.3	559	10.6
	Total time	27.4	77.4	30.1	13.5	39.9	22.2	29.9	24.9	25.3	24.3	18.2	0.0	15225.4	559	27.2
February 2020	Number of Calls	17	0	1	0	5	6	1	0	0	1	2		33		
	Exceptions													0		
	Dispatch Response Time	397.5	0.0	12.0	0.0	43.2	18.3	0.0	0.0	0.0	4.0	9.5		7116.3	33	215.7
	Police Response Time	25.2	0.0	0.0	0.0	13.3	11.2	0.0	0.0	0.0	12.0	5.0		584.1	33	17.7
	Total time	422.7	0.0	12.0	0.0	56.5	29.5	0.0	0.0	0.0	16.0	14.5	0.0	7702.4	33	233.4
March 2020	Number of Calls	8	0	0	1	9	2	2	0	1	1	1		25		
	Exceptions													0		
	Dispatch Response Time	421.3	0.0	0.0	0.0	10.0	7.0	9.5	0.0	0.0	9.0	1.0		3503.4	25	140.1
	Police Response Time	15.3	0.0	0.0	9.0	11.0	13.5	6.5	0.0	1.0	7.0	3.0		281.4	25	11.3
	Total time	436.6	0.0	0.0	9.0	21.0	20.5	16.0	0.0	1.0	16.0	4.0	0.0	3784.8	25	151.4
April 2020	Number of Calls	0	0	0	0	5	6	3	0	2	1	3		20		
	Exceptions													0		
	Dispatch Response Time	0.0	0.0	0.0	0.0	4.6	16.8	18.3	0.0	9.5	1.0	14.3		241.6	20	12.1
	Police Response Time	0.0	0.0	0.0	0.0	17.5	8.5	13.0	0.0	0.0	7.0	11.5		219.0	20	11.0
	Total time	0.0	0.0	0.0	0.0	22.1	25.3	31.3	0.0	9.5	8.0	25.8	0.0	460.6	20	23.0
May 2020	Number of Calls	0	0	2	0	4	5	4	0	1	4	1		21		
	Exceptions													0		
	Dispatch Response Time	0.0	0.0	20.0	0.0	36.0	4.0	0.5	0.0	2.0	11.5	75.0		329.0	21	15.7
	Police Response Time	0.0	0.0	6.5	0.0	18.0	14.3	13.3	0.0	9.0	5.0	31.0		269.7	21	12.8
	Total time	0.0	0.0	26.5	0.0	54.0	18.3	13.8	0.0	11.0	16.5	106.0	0.0	598.7	21	28.5
June 2020	Number of Calls	9	1	1	0	13	13	6	3	11	3	10		70		
	Exceptions													0		
	Dispatch Response Time	197.2	64.0	8.0	0.0	14.1	33.1	13.7	15.3	11.5	17.3	10.3		2869.9	70	41.0
	Police Response Time	42.9	0.0	6.0	0.0	10.0	6.7	24.0	2.7	2.8	10.7	7.2		896.2	70	12.8
	Total time	240.1	64.0	14.0	0.0	24.1	39.8	37.7	18.0	14.3	28.0	17.5	0.0	3766.1	70	53.8
July 2020	Number of Calls	14	0	0	0	8	10	9	0	9	5	8		63		
	Exceptions													0		
	Dispatch Response Time	391.9	0.0	0.0	0.0	29.3	17.3	32.6	0.0	3.6	17.0	20.1		6465.6	63	102.6
	Police Response Time	47.0	0.0	0.0	0.0	6.2	10.3	10.4	0.0	7.7	14.4	13.5		1153.5	63	18.3
	Total time	438.9	0.0	0.0	0.0	35.5	27.6	43.0	0.0	11.3	31.4	33.6	0.0	7619.1	63	120.9
YEAR TO DATE TOTALS AND AVERAGES																
Total Number of Calls												728.0				
Total Number of Exceptions												0				
Average Dispatch Response Time												77.69				
Average Police Response Time												13.50				
Average Total Time												91.19				

INSP	O.O	NAME	CASE #	PROPERTY ADDRESS	APPEARANCE
DF	NO	JOHN KING	20-HC-273	1319 W AIKEN AVE	REVIEW
DS	C	P&I INVESTMENTS LLC	19-HC-681	2214 N KNOXVILLE AVE	REVIEW
DS	NO	JOHN KENDALL	19-HC-255	1000 E MCCLURE AVE	REHEARING ; DEFAULT \$5,000.00
DS	NO	TERRY SCHORN	19-HC-312	1632 N PEORIA AVE	REVIEW
MZ	C	MCDONALDS CORPORATION C/O TERRY CLARK	20-HC-203	2920 NE ADAMS ST	TWO MONTH REVIEW
NR	NO	TIMOTHY & CATHERINE BEHM	20-HC-087	1224 N DOUGLAS AVE	TWO MONTH REVIEW
NR	O	JULIAN HURT	20-HC-207	1107 N FARMINGTON RD	TWO MONTH REVIEW
NR	C	4303 LYNNHURST LLC	20-HC-239	2606 W HAYES	TWO MONTH REVIEW
NR	NO	MELVIN MURRAY	20-HC-244	120 N KANE ST	TWO MONTH REVIEW
NR	NO	MOICES CONTRERAS	20-HC-198	1417 W SMITH ST	TWO MONTH REVIEW
SD	O	JUDY CRACKEL	20-HC-072	2120 W CASHMAN CT	REHEARING ; DEFAULT \$500.00
SD	NO	DENNIS SHORT	20-HC-254	2305 N ELMWOOD AVE	REVIEW
SD	C	COMMUNITY HOUSING CORP	20-HC-068	1620 H GREAT OAK RD (APT. 21)	REHEARING ; DEFAULT \$1,000.00
SD	C	COMMUNITY HOUSING CORP	19-HC-663	1620 N GREAT OAK RD (APT. 8)	REHEARING ; DEFAULT \$1,000.00
SD	NO	LISA COOK	20-HC-040	2617 W KANSAS ST	REVIEW
SD	NO	CHRISTOPHER HOYE	20-HC-115	716 W MCCLURE AVE	TRIAL-SPECIAL SETTING

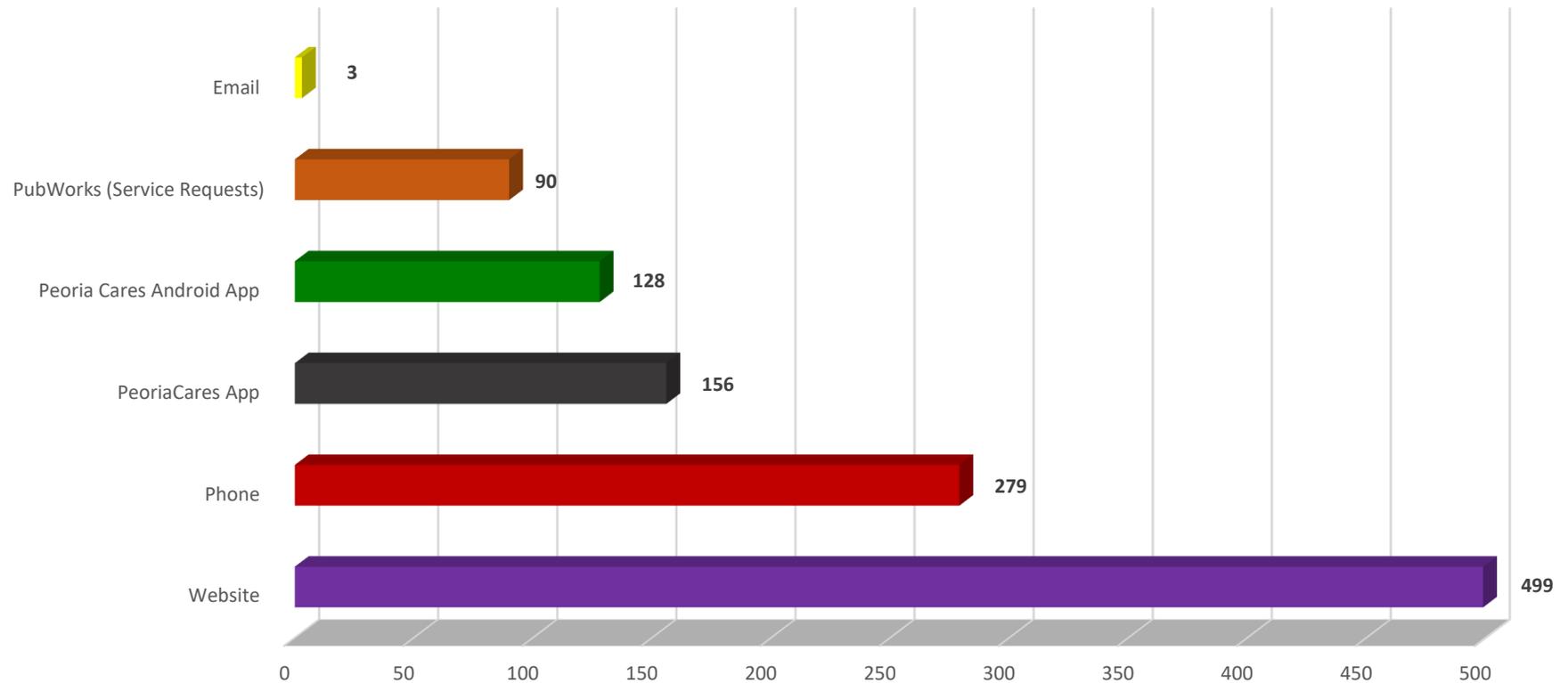
Peoria Cares



2020 Monthly Report

From: The Office of the City Manager
Presented to: City of Peoria, Mayor and Council Members
Tuesday, July 14, 2020

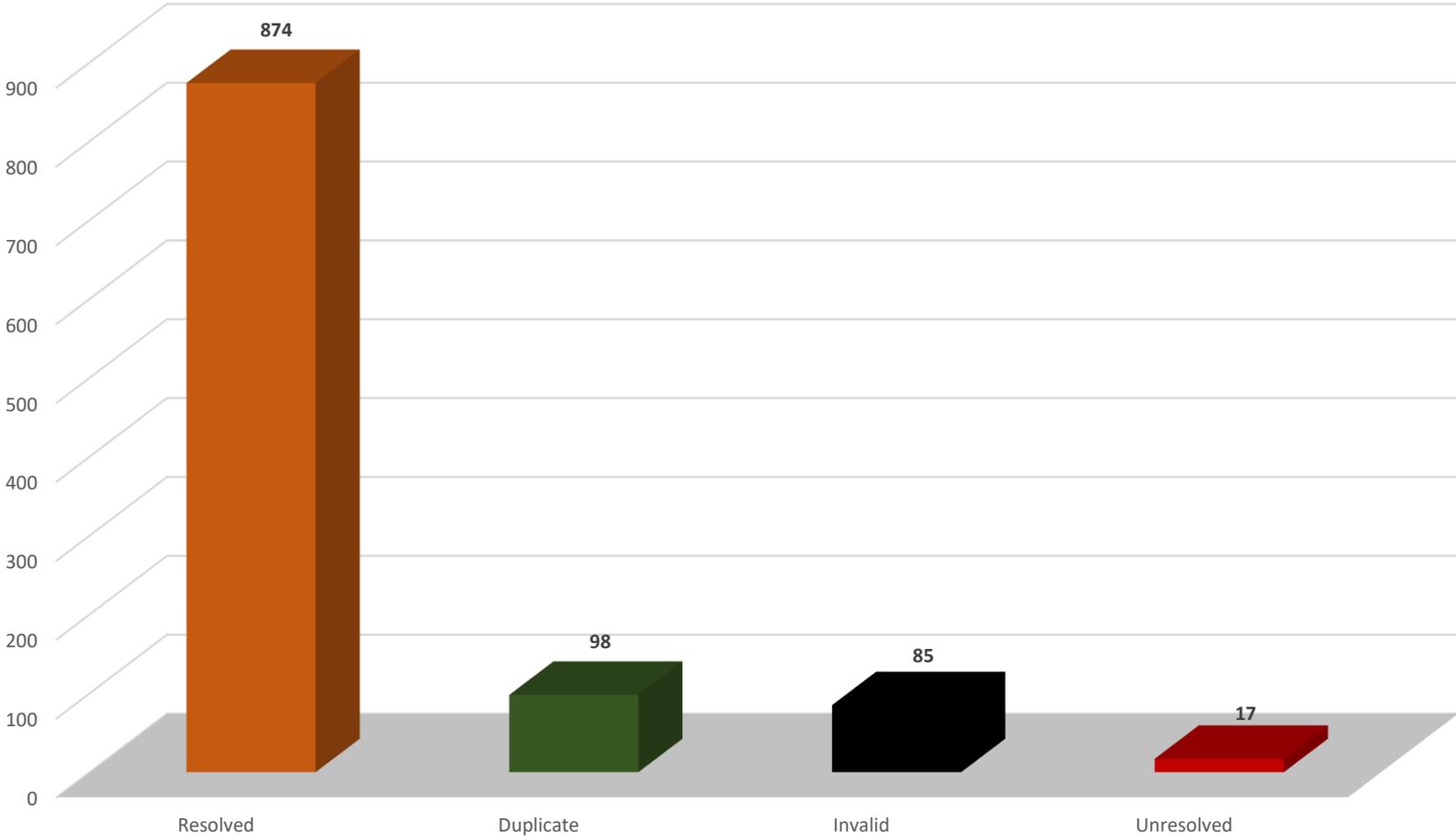
Peoria Cares Commuication Transactions During the Month of June 2020



In June, a total of 1,260 calls were received from the Peoria Cares phone line. There were 279 phone calls that generated a Peoria Cares case and 90 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 June 2020 Complaint Status



Out of the 1,074 Peoria Cares complaints, there are 18 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.





**PLANNING & ZONING COMMISSION
THURSDAY, SEPTEMBER 3, 2020
CITY HALL ROOM 400 – 1:00 P.M.**

MEETING AGENDA

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF AUGUST 6, 2020 MINUTES

4. NEW BUSINESS

Deliberations will be held at the end of each case after public comment has been closed. No public comment is allowed during deliberations.

CASE NO. Hold a Public Hearing and forward a recommendation to City Council on the request of Michael and Lorinda Slaughter to obtain a Special Use in a Class CN (Neighborhood Commercial) District, for an Assisted Living (Sober Living) Facility, with Waiver, for the property located at 2419 N Prospect Road (Parcel Identification Numbers 14-34-327-009), Peoria, IL. (Council District 3)
PZ 20-18

CASE NO. Hold a Public Hearing and forward a recommendation to City Council on the request of Laura Tobben of Farnsworth Group Inc., on behalf of Jim Burnham of Westminster Presbyterian Church to amend an existing Special Use Ordinance No. 11,550, as amended, in a Class R-1 (Single Family Residential) District, for a Church to include a Day Care Center for the property located at 1420, 1504, 1508 W Moss Avenue and 425 N Malvern Ln (Parcel Identification Numbers 18-08-133-001, 18-08-176-009, 18-08-176-010, 18-08-176-011, 18-08-176-012, 18-08-176-015, and 18-08-176-016), Peoria, IL. (Council District 2)
PZ 20-19

CASE NO. Hold a Public Hearing and forward a recommendation to City Council of the request of Brian Colgan of Colgan Carp Solutions, Inc. to obtain a Special Use in a Class I-1 (Industrial/Business Park) District for Miscellaneous Food Processing/Manufacturing (Carp Fish Processing, Packaging and Distribution), for the property located at 8606 N Pioneer Road (Parcel Identification No. 14-06-276-009), Peoria IL. (Council District 5)
PZ 20-20

CASE NO. Hold a Public Hearing and forward a recommendation to City Council on the request of Kenneth Lynch of KTL Holdings, Inc. to approve an Annexation Agreement with a request to rezone (upon annexation) from a Class R-3 (Single Family Residential) District to a Class I-1 (Industrial/Business Park) District for the property located at 9818 N Allen Road (Parcel Identification Nos. 09-31-251-008 and 09-31-251-011), Peoria IL. (Council District 5)
PZ 20-21

CASE NO. Hold a Public Hearing and forward a recommendation to City Council on the request of Mark Weston to amend the existing Special Use Ordinance 15,077 for Auto Sales in a Class C-1 (General Commercial) District to remove a condition for access restrictions for the property located at 1205 W Florence Avenue (Parcel Identification No. 14-29-401-007), Peoria, IL (Council District 2)
PZ 20-22

5. CITIZENS' OPPORTUNITY TO ADDRESS THE COMMISSION

6. ADJOURNMENT

Governor JB Pritzker's Executive Order 2020-43, issued on June 26, 2020, continues to limit any gatherings of more than fifty people. Governor JB Pritzker's Executive Order 2020-44, requires that public bodies take steps to provide video, audio, and/or telephonic access to meetings. The CDC recommends social distancing of at least six feet between persons. City Hall is now open to the public with capacity and social distancing restrictions Monday through Friday from 8 a.m. to 5:00 p.m. To comply with these recommendations and requirements, the City is implementing the following changes and restrictions for the Planning & Zoning Commission Meeting on September 3, 2020 while complying with the spirit of the Open Meetings Act:

- The Planning & Zoning Commission Meeting will be conducted in person with the members of the Commission and Community Development Staff present. Plexiglass has been installed between desks to

Inquiries: Community Development Department, (309) 494-8600 or lallison@peoriagov.org

prevent the spread of COVID-19.

- The public can physically attend the meeting, but in order to maintain social distancing guidelines there can only be 15 people from the public inside City Council Chambers at one time. There will be a wait to enter City Council Chambers once the public capacity of 15 people is met. Public comments can be made by those that are inside City Council Chambers.
- Anyone wishing to make a public comment can do so by sending those comments in writing to, Leah Allison, at lallison@peoriagov.org or via fax at 309-494-8674 no later than September 2, 2020. The email or fax should be labeled "Public Comment for September 3, 2020 Planning & Zoning Commission Meeting," and we ask that you include your name and address.
- Media will be allowed to physically attend the meeting; however, due to capacity restrictions only one person from a media outlet will be allowed inside City Council Chambers.
- Temperature screenings are required for access inside City Hall. Face coverings are required to be worn at all times inside CityHall.
- The agenda, minutes and a video for the meeting will be available online at <http://www.peoriagov.org/boards-commissions/>