

Department Mission Statement

ESDA is responsible for supporting the goals of the City of Peoria through three primary functions: 1) The administration and operations of the Emergency Management Division (EMD) including the City's emergency operations plan; 2) the operation of the City's 9-1-1 Emergency Communications Center (ECC) and 3) the operation of the Radio Communications Division (RCD).

Division – Emergency Management
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The Emergency Management Division coordinates the City's planning efforts for response to disasters. Activities include maintenance of the Emergency Operations Plan, coordination with other City Department and public/private sector organizations, recruitment of volunteers to supplement City resources in times of disaster, and information/education of the public. Specific efforts in FY2003 will emphasize the Peoria Hometown Security Citizens Advisory Council (PHSCAC) and Community Emergency Response Teams (CERT) for homeland security and terrorism planning purposes.

Fiscal 2002 Accomplishments

- Maintenance of the City's EOP, function annexes and hazard specific annexes.
- Application for accreditation from the Illinois Emergency Management Agency for EMA reimbursement.
- Re-certification as a StormReady Community through the National Weather Service.
- Coordination and staff support of the Tri-County Terrorism Response Coalition.
- Grant coordination and administration for the Tri-County Terrorism Response Coalition.
- Continued staff support and City's partnership in the Heart of Illinois Project Impact.
- Continued administration of the STAR grant for 377 NOAA weather radios.
- Completion of the Flood Mitigation Grant program.
- Consolidated generated power for the EOC and Radio Transmitter Site at ESDA site.

Desired Program Outcomes for 2003

- Creation of the Peoria Hometown Security Citizens Advisory Council (PHSCAC)
- Formation of Community Emergency Response Teams (CERTS) through volunteerism.
- The City's participation in a full scale exercise to test the capabilities to respond to a terrorism threat.
- Tracking of state and federal advisories on terrorism threats.
- Renewal of City's annual EMA accreditation.
- Approval of the City's Emergency Operation Plan by IEMA.
- Coordination with City departments and the private sector for emergency planning.
- Continued education and public awareness to promote a disaster resistant community.

Outcome Trends Table

	FY 2001	FY 2002	FY 2003
EMA Accredited	yes	yes	yes
Full scale exercise participation	no	yes	planned
Emergency Operations Plan updated and approved	yes	yes	planned
StormReady certified	yes	yes	yes

Activities Linked to Council Goals

Administration	Council Goals 1, 2, 3, 4, 5 ,6
Volunteer Services	Council Goals 1, 2, 5 ,6
Planning	Council Goals 1, 3, 5 ,6
Preparedness	Council Goals 2, 3, 5 ,6
Mitigation	Council Goals 2, 4, 5 ,6
Response	Council Goals 1, 2, 5 ,6
Recovery	Council Goals 1, 5 ,6
Training and Exercises	Council Goals 1, 5 ,6

Division Activities**1. Administration – Activity Cost \$171,625**

The Emergency Management Division includes the administrative office of the ESDA and processes all the paperwork for the Department. The ESDA Director and the EMD Manager are active members of several Regional and State-wide organizations that are emergency management in nature. Specific activities include:

- Answer administrative telephone calls within 3 rings.
- Process billing paperwork for the Department within 24 hours of receipt.
- Attend monthly meetings of the Tri-County Terrorism Task Force and its committees.
- Attend monthly Illinois Terrorism Task Force meetings in Springfield and submit a report to the Mayor within 48 hours.
- Attend and host 2 monthly meetings of the Heart of Illinois Project Impact.
- The ESDA Director will meet with the Communications Needs Committee to work on a county-wide strategy for emergency communications (9-1-1 and 2-way radio).

2. Volunteer Services – Activity Cost \$18,471

ESDA works with radio amateurs to provide emergency communications, severe weather spotting, damage assessment, and other volunteer activities in support of emergency management. Volunteers meet weekly for training and turn out for every severe weather event to assist. Specific activities include:

- Ensure 100% of our volunteer radio operators pass Emergency Communications Level I.
- Ensure all volunteers are 100% National Weather Service spotter trained.
- Increase our volunteer group by 5 new Radio Amateurs.
- Respond to severe weather events within 15 minutes of issuance.
- Explore emergency communications during other types of emergencies.

3. Planning – Activity Cost \$88,944

Our City has had an approved Emergency Operations Plan since the 1950's and the current Plan is required by Illinois State Statute to be submitted for approval every two years. This planning activity covers the maintenance of the Plan and the coordination to update its policies to cover the changing nature of the agencies we depend upon to assist the City in responding to an emergency or disaster. Specific activities include:

- Update the 16 Functional Annexes and 7 Hazard Specific Annexes to reflect up-to-date information.
- Coordinate the process with City Agencies to ensure 100% cooperation in an emergency.
- Identify changes in our Plan required by State Statute and ensure 100% compliance.
- Ensure that 100% of our City-owned buildings have a documented emergency procedure and that employees are trained on that procedure.
- Work with regional planning groups to ensure mutual assistance and response to large-scale disasters.
- Work with local businesses and citizen to ensure they have workable emergency plans in place.

4. Preparedness – Activity Cost \$70,050

In support of disaster preparedness ESDA disseminates disaster preparedness information to the City staff and to the citizens. ESDA staff works with City departments, community businesses and agencies to assist them in preparing their organizations to respond to a hazard threat. Specific activities include:

- Ensure that the Outdoor Warning System is 100% operational.
- Ensure that ESDA personnel and volunteers are trained to utilize the Outdoor Warning System should the need arise.
- Ensure that the Outdoor Warning System is activated when needed to warn the citizens of Peoria of an impending danger.

- Work with businesses to identify shelter areas within their buildings.
- Conduct 5 educational workshops about severe weather.
- Disseminate printed preparedness information to 2000 or more citizens every year.
- Build an auxiliary mobile communications vehicle to facilitate field operations.

5. Mitigation – Activity Cost \$28,431

Mitigation is defined as *sustained actions taken to reduce or eliminate long-term risk to people and property from hazards and their effects*. ESDA has participated in a flood buyout program to reduce the cost of damage from flooding in the City – having bought out 7 properties from the floodplain. The City of Peoria ESDA is also a founding partner in Heart of Illinois Project Impact, an Illinois not-for-profit corporation dedicated to building disaster resistance in the Tri-County region. Project Impact operates from a \$300,000 FEMA grant, taking up much of the mitigation activities that include the City. Specific activities include:

- Work with regional groups to build three safe rooms in tornado-prone areas and encourage the building of more shelters.
- Participate in 5 community education events to encourage mitigation such as impact resistant shingles, flood-proofing, and high wind resistant construction in the community.
- Print Heart of Illinois Project Impact newsletters.
- EMD Manager serves as the Executive Director of Heart of Illinois Project Impact.

6. Response – Activity Cost \$29,582

During severe weather and other hazard occurrences, the Emergency Operations Center (EOC) is activated to accommodate emergency communications, as well as, coordination of the City's response to the emergency. Specific activities include:

- Maintain an up-to-date database of agencies who can provide assistance to citizens during a disaster.
- Activate the Emergency Operations Center on a limited basis for Severe Weather events within 15 minutes of notification.
- Maintain a usable Emergency Operations Center.

7. Recovery – Activity Cost \$0

Should a disaster occur within the corporate limits of the City of Peoria, long-term recovery efforts will include State and Federal disaster assistance to affected citizens and businesses. ESDA would coordinate this assistance. The City has not needed this activity but recognizes that it is a vital part of emergency management and includes for that purpose.

- Work with Federal, State, and Local agencies to ensure the rapid and successful recovery from disaster by the community .

8. Training and Exercises – Activity Cost \$39,184

This activity works to ensure that staff and City agencies and departments are adequately trained to prepare for and respond to a disaster. This includes state sponsored training classes for the agencies and personnel effected by disaster preparedness. The City is required to hold a biennial full-scale exercise involving all City departments. Specific activities include:

- Host 3 State-sponsored emergency training courses.
- Build Citizen Emergency Response Team (CERT) by starting and participating in the Citizen Corps Council in Peoria.
- Conduct a full-scale exercise of the Emergency Operations Plan biennially.
- Conduct 3 table top exercises of functions of the Emergency Operations Plan.

Service Level Trend Table

	FY 2001	FY 2002	FY 2003
1. Administration			
Facilitated/Attended Coordination meetings	unk	unk	TBD
Maintained EMA Accreditation	yes	yes	yes
2. Volunteer Services			
Volunteer training hours	386	373	520
Volunteer activation hours			
3. Planning			
EOP update hours	unk	unk	1500
Functional Annex updates	1	2	2
Hazard-specific Annex updates	1	3	1
Site Emergency Procedures updates	1	0	1
Business and Industry planning assistance	unk	2	2
4. Preparedness			
Preparedness information distributed to public	7000	3500	5500
Preparedness information distributed to public	5	3	3
5. Mitigation			
HOI Project Impact meetings attended	36	30	28
HOI Project Impact hours	300	243	260

6. Response

EOC Comm Center activated for storm watches	17	15	5
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7. Training and Exercises

Tabletop and full scale exercises held	1	2	3
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Classes held/attended	7	12	4
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Division – Emergency Communications Center

The ECC is responsible for centralized telecommunications services between the citizens of the City of Peoria and Peoria County. The Emergency Communications Center takes pride in being a part of the City of Peoria's Public Safety Operations. The ECC is dedicated to providing a quality public service in an efficient and effective manner that responds to the needs of our citizens and businesses in order to provide a quality of life second to none in America's heartland.

Fiscal 2002 Accomplishments

- Call taking, notification and dispatch services for City of Peoria Police and Fire Departments, Advanced Medical Transport, Peoria County Sheriff and nine volunteer fire districts, two volunteer ambulance services, and after hours Peoria County Coroner notification.
- Re-vamped ECT recruitment and training program to achieve and maintain full staffing.
- Began answering Wireless 9-1-1 calls directly in September 2001.
- Public relations activities and community events, including the Citizens Police Academy.

Desired Program Outcomes for 2003

- Provide efficient and effective telecommunication and dispatching capability to respond to the needs of the citizens requiring Police, Fire, and EMS.
- Serve as the PSAP for 9-1-1 calls including law enforcement, fire and EMS, provide dispatch for Sheriff's Dept. and Limestone Fire Protection District, and notification services to nine fire and two ambulance organizations within the County as required by the PSAP agreement with the Peoria County Emergency Telephone System Board.
- Upgrade Computer Aided Dispatch System for mapping and ProQA. Upgrade Medical Priority Dispatch System providing life savings instructions to callers with medical situations.

Outcome Trends Table

	FY 2001	FY 2002	FY 2003
Answer all 9-1-1 calls within 30 seconds	n/a	n/a	n/a
Dispatch all urgent calls for service within 90 seconds	92%	92%	n/a
Answer all police and fire radio transmissions on the first transmission	n/a	n/a	n/a
Improve customer perception of the Emergency Communications Center	yes	yes	yes

Activities Linked to Council Goals

Call Taking	Council Goals 1, 2, 5 ,6
Dispatching	Council Goals 1, 2, 5 ,6
LEADS	Council Goals 1, 5
Training	Council Goals 1, 2, 5 ,6
Supervision	Council Goals 1, 2, 5 ,6
Administration	Council Goals 1, 2, 5 ,6

Division Activities**1. Call Taking – Activity Cost \$938,907**

- Answer 9-1-1 within one ring.
- Answer non-emergency and administrative telephone calls within two rings.
- Answer all calls professionally 100% of the time.

2. Dispatching – Activity Cost \$1,149,871

- Dispatch the right units to the right place at the right time 100% of the time.

3. LEADS – Activity Cost \$126,968

- Insure accurate records through audits with a goal of achieving 100% compliance each audit, which promotes officer and citizen safety.

4. Training – Activity Cost \$171,351

- Ensure 100% of the staff attends and successfully completes required training in order to successfully perform their job duties.

5. Supervision – Activity Cost \$314,396

- Ensure 100% of the policies and procedures are followed by direct supervisory oversight of employees.

6. Administration – Activity Cost \$139,349

- Answer all user agency and citizen concerns within 24 hours of receipt.
- Make Audio tapes for user agencies and Courts within 24 hours.
- Handle employee issues, equipment purchases and repairs, compile statistical data, attend meetings, communicate on issues and policies with user agencies, and return phone calls within 2 hours of receipt.

Service Level Trend Table

	FY 2001	FY 2002	FY 2003
1. Call Taking			
9-1-1 Landbased Calls	62,524	65,868	67,000
9-1-1 Wireless Calls	16,637	39,072	46,800
Incoming Non-Emergency Calls	241,283	236,340	237,000
Outgoing Calls	79,627	83,316	85,000
2. Dispatching			
Peoria Police Dispatch/OnView	170,722	181,908	185,000
Peoria Police Dispatches	11,344	12,300	13,000
AMT Dispatches	10,423	10,968	11,500
Sheriff Dispatches/OnView	40,257	38,076	40,000
County Fire	2,650	2,652	2,700
County EMS	456	456	500
3. LEADS			
LEADS Transactions	n/a	n/a	n/a
4. Training			
Evacuation Exercises	1	1	1
EMD Refresher Training Hours	340	340	340
CPR Recertification Hours	68	16	68
AED Training	0	74	74
Training School Hours	72	96	120
Supervisor Training Hours	72	72	72
LEADS Training Hours	24	74	74
5. Supervision			
Training	20%	20%	20%
Computer Files/Upkeep	20%	20%	20%
Evidence Preparation (Computer Logs/Tapes)	20%	20%	20%
Day-to-Day Personnel Issues	40%	40%	40%
Multi-Agency Notifications	20%	20%	20%

Service Level Trend Table

	FY 2001	FY 2002	FY 2003
6. Administration			
Personnel Issues	20%	20%	20%
Equipment Acquisition	10%	10%	10%
Equipment Repair	10%	10%	10%
Coordination	10%	10%	10%
Policy/Procedures	10%	10%	10%
Computer Issues	15%	15%	15%
Administrative Meetings	15%	15%	15%
Public Service Meetings	6	5	12

Division – Radio Communications
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The Radio Communications Division is responsible for the installation and maintenance of all radio equipment, the outdoor warning system, GPS/GIS, non-public safety departmental radios, PA and siren system, mobile data system computer installation and maintenance, video camera and wireless mike installation and maintenance, and technological enhancements to the radio communications for the City.

Fiscal 2002 Accomplishments

- Maintenance of Outdoor Warning System.
- Maintenance and installation of mobile radios in city vehicles.
- Maintenance and installation of Mobile data computers.
- Maintenance of mobile data computers, video camera and wireless mikes, City's fixed site radio base stations, receivers, fire station alerting system equipment, PA and siren systems in vehicles.

Desired Program Outcomes for 2003

- Annual inspection of all City-owned or leased towers for repair and maintenance.
- Provide operational supervision of outdoor warning system for preventative maintenance as well as daily operational capability.
- Provide training for technicians to keep pace with changing technology.
- Respond to and begin all repairs to base and receiver systems within two hours.
- Provide management and maintenance of 800 MHz equipment needs and utilization of the system's capabilities.
- Maintain an adequate spare parts inventory to provide needed services.
- Continue the preventive maintenance program for all fixed site radio equipment.
- Provide service to ETSB on a time/material basis.
- Keep informed on all technological changes which impact interoperability capabilities.

Outcome Trends Table

	FY 2001	FY 2002	FY 2003
All repairs to base and receiver systems begun within two hours of receiving call.	yes	yes	yes
City-owned radio equipment maintained in good working order with minimum downtime.	n/a	n/a	n/a
Technicians properly trained for the mission	yes	yes	yes

Activities Linked to Council Goals

1. Mobile	Council Goals 1
2. Portable	Council Goals 1
3. Laptop	Council Goals 1
4. OWS	Council Goals 1
5. Fixed	Council Goals 1
6. Administration/Supervision	Council Goals 1

Division Activities**1. Mobile – Activity Cost \$119,411**

- Complete install of mobile equipment within 20 hours.
- Vehicle returned to operation within one hour.
- Complete repair of mobile equipment within two hours for equipment owned and operated by the City of Peoria.

2. Portable – Activity Cost \$48,200

- Repair and maintenance process of portable communications equipment completed within one hour for equipment owned and operated by the City of Peoria.

3. Laptop – Activity Cost \$39,299

- Repair and maintain the laptop communications equipment within two hours for equipment owned and operated by the City of Peoria.

4. OWS – Activity Cost \$26,029

- Repair and maintain the outdoor warning system equipment within two hours of notification of a system issue.

5. Fixed – Activity Cost \$69,829

- Repair and maintain the fixed communications equipment within two hours of notification of a system issue. This equipment is owned by the City of Peoria and the Peoria County Emergency Telephone System Board.

6. Administration – Activity Cost \$12,325

- Answer administrative telephone calls within four rings.
- Planning and organizing work schedules.
- Attend and hold meetings in support of our mission.
- Perform the necessary paperwork associated with the administration of the Radio Communications Division.

Service Level Trend Table

	FY 2001	FY 2002	FY 2003
1. Mobile			
Vehicle Radio Install/Remove	40	50	40
Vehicle Radio Repair	400	400	400
Vehicular Radar Install/Remove	10	20	20
Vehicular Radar Repair	10	30	30
Vehicular PA Siren Install/Remove	20	130	130
Video Repair	5	30	30
2. Portable			
Portable Radio Repair	400	440	500
Radio Pager Repair	90	50	20
3. Laptop			
Mobile Data Terminal Repair	50	200	200
4. OWS			
Outdoor Warning System Maintenance	30	30	30
5. Fixed			
Fixed Site Repair	100	200	200
ETSB Fixed Site Repair	100	120	120
Communication - RT Line Repair	20	20	20
Test Equipment Repair	30	30	30

Department by Major Object

	Personnel Services	Employee Benefits	Contractual	Supplies	Total
Emergency Management	\$225,787	\$111,315	\$92,385	\$16,800	\$446,287
ECC	\$1,875,479	\$924,628	\$22,505	\$18,230	\$2,840,842
RCD	\$141,538	\$69,780	\$51,675	\$52,100	\$315,093
Total	\$2,242,804	\$1,105,723	\$166,565	\$87,130	\$3,602,222