OFFICE OF THE CITY MANAGER

TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager

DATE: March 8, 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 Department—Golden Shovel Awards

On Tuesday, April 9th, the City of Peoria will present the inaugural Golden Shovel Awards during the City Council meeting at 6:00p.m. This award recognizes citizens and neighborhood associations that have done an exceptional job removing snow from their sidewalks. Currently, there is no ordinance requiring residential snow removal on sidewalks and the Golden Shovel award will recognize those who go above and beyond to clear their sidewalks for themselves and others. The nominated citizen or association must be located in Peoria, Illinois.

To make a Golden Shovel nomination, please visit www.AppreciatePeoria.com. Paper nominations may be dropped off at City Hall, 419 Fulton Street, room 300, Monday through Friday from 8:00 a.m. – 5:00 p.m.

Nominations are due by Friday, March 29th at 5:00 p.m.

2019 Golden Shovel Awards Presentation
Tuesday, April 9th – Peoria City Council Meeting – 6:00 p.m.
Peoria City Hall, 419 Fulton St. (Room 400), Peoria, IL 61602

Please direct any questions to Josiah Williams, Neighborhood Enhancement Coordinator, 309-434-8636, jdwilliams@peoriagov.org
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**Tuesday, April 9 - 6:00PM**

**Peoria City Hall, 419 Fulton St.**

**(Award Ceremony during the Peoria City Council Meeting)**

To make a Golden Shovel nomination, please visit www.AppreciatePeoria.com. Paper nominations may be dropped off at City Hall, 419 Fulton St, room 300, Monday through Friday from 8:00AM-5:00PM. Nominations are due by 5:00p.m. on Friday, March 29th.
**Peoria Fire Department**

The Fire Prevention Bureau, T4 & E4 knocked on at least 45 doors, installed 8 smoke alarms, 6 CO alarms and checked 15 homes for smoke/CO functionality in the 1600, 1700 & 1800 blocks of Martin & Kettelle St. Please check the Peoria Fire Department facebook pages for photos.

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

Celebrating achievements of PPS students and staff

Every day, Peoria Public School students and staff members celebrate achievements. Some victories may be barely noticeable but truly life-altering – the second-grade student who cracks the code of reading comprehension or a middle-school student who successfully masters self-regulation, one of five Social Emotional Learning (SEL) core competencies.

Other achievements are more public and this week I offer congratulations on some recent accomplishments by students and staff.

Two Peoria Public School students competed in the IHSA State Speech tournament. Manual Academy senior Tyra Johnson, competed in the Prose Reading, placing 5th and in the Poetry Reading events. Richwoods High School senior Lily Mura competed in the Impromptu Speaking event.

The Woodruff Career and Technical Center (WCTC) Culinary Arts restaurant management team, placed first in the Illinois Restaurant Association ProStart Tournament. This is the second year in a row the WCTC Restaurant Management team, coached by Chefs Jitske Miedema and Kevin Roecker, have taken the top prize in Illinois. The team advances to the national tournament in May in Washington D.C. Team members are Gabriel Hernandez, Peoria High School, Timia Weldy, Richwoods High School, and Keshawna Sledge, Richwoods High School. Each student won a $20,000 college scholarship.

Congratulations also to the Richwoods High School Swim and Dive Team and Coach Lynn Thompson on their 2019 IHSA Sectional Championship. Six team members advanced to the IHSA State Finals: Blake Torrey, Jared Aviles, Jacob Greenan, Zack Dollman, Yohan Bopearatchy and Daniel Matlock.

At last week’s board meeting we recognized the top-scoring readers in the district’s winter break Accelerated Reader (AR) competition. Our primary school winners for participation and percentage of students passing AR tests with over 85 percent were Charter Oak, Kellar and Whittier. The middle school winners were Von Steuben, Mark Bills and Washington Gifted. Harrison, Lincoln and Trewyn were the top scoring K-8 schools.

We also recognize recent achievements of PPS staff members.

Mrs. Diane Hines, a staff member at Knoxville Center for Student Success (KCSS), was recently inducted into the African American Hall of Fame Museum.
Lindbergh Middle School Principal Sue Malahy was one of eight Illinois finalists for the Golden Apple Awards for Excellence in Leadership. The Golden Apple Award for Excellence in Leadership honors exemplary performance in school leadership by a principal or head of school who has had a significant and sustained positive impact on the school, created a culture of inclusivity, and delivered dramatic student growth.

Finally, six Peoria Public School teachers recently earned National Board Certification, a rigorous and challenging professional accomplishment. Congratulations to Dee Hagen, Katie Hobin and Susan Martin, all of Northmoor Primary School, Ashley Naleway and Beth Perce, Rolling Acres Middle School, and Jolyon Morton, Peoria High School.

Kudos to our remarkable students and staff!

Serve Passionately,

Dr. Sharon Desmoulin-Kherat, Superintendent

Code Violation Cases

Please click on the link below for the most updated listing of upcoming cases.

https://www.quicketsolutions.com/peoria/docket

Development Review Board Agenda

Please see attached.

Peoria Cares Annual Report

Please see attached.
DEVELOPMENT REVIEW BOARD AGENDA

Plans Distributed: March 6, 2019
Comments Due: March 13, 2019

Building/Projects this Week

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Building Permits Issued

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<td>Plumbing</td>
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FOR YOUR INFORMATION ONLY

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

Community Development Department

Total Construction Value for 2018: $16,249,000.00

Certificates of Occupancy Issued

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<th>Business Name</th>
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Peoria City/County Health Department

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From: The Office of the City Manager
Presented to: City of Peoria, Mayor and Council Members
Tuesday, February 26, 2019
# Table of Contents

**Peoria Cares Monthly Statistical Data For:**

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**Peoria Cares Annual Communication Transactions**

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<td>Peoria Cares January to December 2018 Complaint Status</td>
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<td>Peoria Cares 2018 Complaints by Categories</td>
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<td>Highest Category of Peoria Cares Complaints Comparison</td>
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<td>Peoria Cares Phone Calls from 2017 to 2018 Comparison</td>
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In January, a total of 683 calls were received from the Peoria Cares phone line. There were 35 phone calls that generated a Peoria Cares case. The cases were timely disseminated to the appropriate City Department(s) that handled the complaint from start to finish. As every call is certainly welcomed and will always receive an optimum level of customer satisfaction; during this time period, there were calls that varied in nature. A few of the citizen phone calls required, research and information gathering for other assistance offered, in the Greater Peoria Tri-County Communities.
The three unresolved Peoria Cares complaints, 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, and to ensure a minimal balance; whereby, we can quickly, respond to other citizen’s needs.
Peoria Cares January 2018 Complaints by Category

- Potholes, Street Repair: 45 complaints
- Trash/Litter: 41 complaints
- Abandoned Vehicle (on Street): 24 complaints
- Abandoned Vehicle: 17 complaints
- Non-Owner Occupied House/Other/Miscellaneous: 17 complaints
- Street Lights: 15 complaints
- Illegal Dumping: 10 complaints
- Snow Removal Needed: 8 complaints
- Illegal Disposal of Garbage: 7 complaints
- Blocked Street, Alley, Sidewalk: 6 complaints
- Rodents: 5 complaints
- Unsafe Structures: 4 complaints
- Traffic Signals: 4 complaints
- Illegal Temporary Slip: 4 complaints
- Parking on Unpaved Surface: 4 complaints
- Good Job: 3 complaints
- Sidewalk and Curb: 2 complaints
- Yard Waste: 2 complaints
- Sewer Problems: 2 complaints
- Excessive Growth: 1 complaint
- Tire Removal: 1 complaint
- Fire Hazards: 1 complaint
- Anonymous Tips: 1 complaint
- Illegal Parking Meter: 1 complaint
- Illegal Home Occupancy Permit: 1 complaint
- Working Without Building Permit: 1 complaint
- Vocal Obscuration: 1 complaint
- Private Business: 1 complaint
In February, a total of 773 calls were received from the Peoria Cares phone line. There were 16 phone calls that generated a Peoria Cares case. 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. A few of the citizen phone calls required, research and information gathering for other assistance offered, in the Greater Peoria Tri-County Communities.
The seven unresolved Peoria Cares complaints, 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, and to ensure we can quickly respond to citizen’s needs.
Peoria Cares February 2018 Complaints by Categories
In March, a total of 788 calls were received from the Peoria Cares phone line. There were 28 phone calls that generated a Peoria Cares case. 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. A few of the citizen phone calls required, research and information gathering for other assistance offered, in the Greater Peoria Tri-County Communities.
The 17 unresolved Peoria Cares complaints, 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, and to ensure we can quickly respond to citizen’s needs.
Peoria Cares March 2018 Complaints by Categories

- Potholes, Street Repair: 75
- Trash Litter: 55
- House/Fence in Disrepair: 30
- Other/Miscellaneous: 20
- Abandoned Vehicle (on Street): 18
- Illegal Disposal of Garbage: 17
- Snow Removal: 12
- Armed/Motorized: 10
- Parking or Dara: 9
- Traffic Signals: 8
- Illegal Drug Activity: 8
- Anonymous Tips: 7
- Sidewalk: 7
- Illegal Temporary Signs: 6
- Good Job: 6
- Sewer Obstruction: 6
- Private Business: 5
- Parking Lot in Disrepair: 5
- Mailbox Knocked Down: 3
- Yard Waste: 3
- Rodents: 2
- Fire Hazards: 1
- Inaccessible Parking/Access: 1
- Sidewalk and Curbs: 1
- Illegal Permanent Signs: 1
- Working Without Building Permit: 1
- Drainage/Flooding Problems: 1
- Dumpsters Not Screened: 1
In April, a total of 630 calls were received from the Peoria Cares phone line. There were 76 phone calls that generated a Peoria Cares case. 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. A few of the citizen phone calls required, research and information gathering for other assistance offered, in the Greater Peoria Tri-County Communities.
The 17 unresolved Peoria Cares complaints, 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, and to ensure we can quickly respond to citizen’s needs.
In May, a total of 820 calls were received from the Peoria Cares phone line. There were 110 phone calls that generated a Peoria Cares case. 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. A few of the citizen phone calls required, research and information gathering for other assistance offered, in the Greater Peoria Tri-County Communities.
The 28 unresolved Peoria Cares complaints, 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, and to ensure we can quickly respond to citizen’s needs.
Peoria Cares May 2018 Complaints by Category
In June, a total of 790 calls were received from the Peoria Cares phone line. There were 133 phone calls that generated a Peoria Cares case. 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. A few of the citizen phone calls required, research and information gathering for other assistance offered, in the Greater Peoria Tri-County Communities.
The 13 unresolved Peoria Cares complaints, 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, and to ensure we can quickly respond to citizen’s needs.
In July, a total of 704 calls were received from the Peoria Cares phone line. There were 101 phone calls that generated a Peoria Cares case. 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. A few of the citizen phone calls required, research and information gathering for other assistance offered, in the Greater Peoria Tri-County Communities.
The 43 unresolved Peoria Cares complaints, 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, and to ensure we can quickly respond to citizen’s needs.
Peoria Cares July 2018 Complaints by Category
In August, a total of 769 calls were received from the Peoria Cares phone line. There were 115 phone calls that generated a Peoria Cares case. 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. A few of the citizen phone calls required, research and information gathering for other assistance offered, in the Greater Peoria Tri-County Communities.
The 36 unresolved Peoria Cares complaints, 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, and to ensure we can quickly respond to citizen’s needs.
Peoria Cares August 2018 Complaints by Category
In September, a total of 809 calls were received from the Peoria Cares phone line. There were 123 phone calls that generated a Peoria Cares case. 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. A few of the citizen phone calls required, research and information gathering for other assistance offered, in the Greater Peoria Tri-County Communities.
The 93 unresolved Peoria Cares complaints, 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, and to ensure we can quickly respond to citizen’s needs.
Peoria Cares September 2018 Complaints by Category

- Excessive Growth: 157
- Private Property: 56
- Potholes: 38
- Street Lights: 31
- Street Trees: 23
- Street Repair: 21
- Trash / Litter: 19
- Other: 16
- Unsafe Structures: 14
- Rodents: 14
- House / Fence in Disrepair: 13
- Illegal Disposal of Garbage: 13
- Violent / Vandalism: 11
- Illegal Dumping: 11
- Curbs / Blockages: 11
- Electrical Issues: 7
- Water Issues: 7
- Yard Waste: 6
- Vehicle: 5
- Sidewalks: 4
- Ramps: 4
- Abandoned Vehicle: 3
- Graffiti: 3
- Sidewalks in Disrepair: 3
- Parking on Unpaved: 3
- Animal in Street: 2
- Website: 2
- Missing Signs: 2
- Inadequate Maintenance: 2
- Illegible Signage: 2
- Dead Animal: 1
- Overgrown: 1
- Inadequate Parking: 1
- Mailbox Placement: 1
- Overgrown Yard: 1
- Discarded Trash: 1
- Other: 1
- Erosion: 1
- Illegal Dumping: 1
- Litter: 1
- Property Maintenance: 1
- Graffiti: 1
- Erosion: 1
In October, a total of 980 calls were received from the Peoria Cares phone line. There were 136 phone calls that generated a Peoria Cares case. 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. A few of the citizen phone calls required, research and information gathering for other assistance offered, in the Greater Peoria Tri-County Communities.
The 72 unresolved Peoria Cares complaints, 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, and to ensure we can quickly respond to citizen’s needs.
Peoria Cares October 2018 Complaints by Category
In November, a total of 795 calls were received from the Peoria Cares phone line. There were 101 phone calls that generated a Peoria Cares case. 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. A few of the citizen phone calls required, research and information gathering for other assistance offered, in the Greater Peoria Tri-County Communities.
The 18 unresolved Peoria Cares complaints, 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, and to ensure we can quickly respond to citizen’s needs.
Peoria Cares November 2018 Complaints by Category
In December, a total of 795 calls were received from the Peoria Cares phone line. There were 38 phone calls that generated a Peoria Cares case. 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. A few of the citizen phone calls required, research and information gathering for other assistance offered, in the Greater Peoria Tri-County Communities.
The three unresolved Peoria Cares complaints, 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, and to ensure we can quickly respond to citizen’s needs.
Peoria Cares December 2018 Complaints by Category

- Trash/Litter: 37
- Potholes, Street Repair: 31
- House/Fence in Disrepair: 21
- Illegal Dumping: 21
- Abandoned Vehicle (on street): 17
- Street Lights: 14
- Rodents: 13
- Illegal Disposal of Garbage: 12
- Parking on Unpaved Surface: 12
- Unsafe Structures: 10
- Traffic Signals: 9
- Traffic Related Complaints: 9
- Abandoned Vehicle (Private Property): 7
- Blocked Street, Alley, Sidewalk: 5
- Sidewalk and Curbs: 4
- Abandoned - Not Registered: 4
- Snow Removal Needed: 4
- Problems: 3
- Snow Storage: 3
- Illegal Drug Activity: 2
- Inaccessible Parking: 2
- Overflowing Curb: 2
- Missed Landscape: 1
- Dead Animal in Street: 1
- Illegal Home Occupation: 1
- Open Burning: 1
- Fire Permit Issue: 1
- Visual Obstruction: 1
- Good Job: 1
A total of 9,336 calls were received from the Peoria Cares phone line in 2018. There were 1,052 phone calls that generated a Peoria Cares case. 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. A few of the citizen phone calls required, research and information gathering for other assistance offered, in the Greater Peoria Tri-County Communities.
At the end of 2018, there were zero unresolved complaints. All complaints are handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen’s needs.
Peoria Cares 2018 Complaints by Categories (Cont.)

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Highest Category of Peoria Cares Complaints Comparison

- Excessive Growth - Private Property 2018
- Excessive Growth - Private Property 2017

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Highest Category of Peoria Cares Complaints Comparison (Cont.)

- Potholes 2018: 558
- Potholes 2017: 1191
Peoria Cares Phone Calls from 2017 to 2018 Comparison

- 2017: 663 calls
- 2018: 1052 calls

Researched & Compiled By: ShamRA Robinson