OFFICE OF THE CITY MANAGER

TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager

DATE: October 1, 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.

LIVE COVID-19 UPDATE THURSDAY, OCTOBER 1, at 3:30 pm
Community Development- COVID-19 Small Business and Household Assistance Programs Update

As part of the federal CARES Act, the City of Peoria received Community Development Block Grant – Coronavirus (CDBG-CV) funding to help our community “prevent, prepare for, or respond to COVID-19.” This funding helped support a Small Business Assistance Program and a Household Assistance Program through the Community Development Department.

The Small Business Assistance Program received applications from 56 eligible businesses who will receive up to $7,500 or $15,000 depending on the size and nature of the business to assist with rent, mortgage, and utility costs. Thirty-three of those businesses have already received their funding. Sixteen businesses are in the process of receiving their funding, and seven are in the approval process.

Nearly 1,100 applications were received for the Household Assistance Program, which helps renters and homeowners with up to six months or $5,000 of rent/mortgage and utility payments. Due to limited funding, only sixty households are able to be assisted. Five households have already received their complete funding; twenty-six are in the process of receiving their funding; eight have been approved for funding; and nineteen are in the approval process.

The application period for these programs has expired. For information on other assistance programs in the Peoria area, please visit www.211hoi.org or call 2-1-1- or (309) 999-4029.

For more information about COVID-19 assistance programs, please visit www.appreciatepeoria.com/covid19-assistance or contact Cassie Belter, Grants Coordinator, at (309) 369-2060 or cbelter@peoriagov.org.

Community Development--Thank you to our Community First Staff

On Wednesday, September 30th, the Community First Code Aides had their last day in the Community Development Department. Community Development staff celebrated the success of the pilot program and wished the police recruits good luck in their future endeavors with a socially distanced picnic at Laura Bradley Park with pizza and Chef and the Baker’s cupcakes. Chief Marion stopped in to talk with the Community First Aides before they head off to the police academy.

Since the pilot program began in July 2020, the Community First Code Aides have been carrying out limited code enforcement activities and meeting with
local nonprofit agencies, neighborhood leaders, and residents throughout Peoria to encourage police recruits to meet residents where they are, build trust, and provide the recruits with knowledge of social service agencies and other local resources in the area.

The Community First pilot program aims to expose law enforcement recruits to the issues facing our neighborhoods and the strengths and struggles of Peoria residents to encourage better future engagement and relationships with the community.

For more information, please contact Assistant Director Joe Dulin at (309) 494-8631 or jdulin@peoriagov.org.

Economic Development— Incentives Enhance the viability of projects!

The City of Peoria focuses the use of incentives on the development and revitalization of property and the establishment, growth, and retention of businesses. The incentives program is also designed to support a larger set of economic priorities in the City Strategy to grow residency, grow incomes & jobs, improve the quality of neighborhoods and grow property values. And more distantly to support the City’s additional strategic priorities to improve multi-modal transportation and reduce crime.

Our Incentives operate with both state and federal incentives some of which we include in the City of Peoria Incentive Handbook. We frequently have an active role in the administration of non-city incentives or they are often initiate access to these incentives. However, the City of Peoria Incentive Guidebook is not a comprehensive look at every possible available incentive from those bodies and there are often temporary opportunities such as grants that will not be specifically referenced.

The below is a list of available incentives:

- Opportunity Zones
- Foreign Trade Zone
- Tax Increment Financing District
- Façade Programs
- Historic Tax Credit Program
- Revolving Loan Fund
- Enterprise Zone
- Special Service Areas and Special Assessments
- Tri-County River Valley Development Authority (TRVDA) Bonds
- Business Development Districts (BDD) and Hospitality Improvement Zones (HIZ)

For more information on the Incentives Handbook you can contact Economic Development via email @ economicdevelopment@peoriagov.org or by phone at 309 494-8640
Peoria Police Department- Halloween Safety Tips and IDPH Halloween Guidelines

- see attached

Public Works—Public Works Returns 400 + Carts for Recycling

The Peoria Public Works Department has sent hundreds of bruised and battered City trash carts for return to their manufacturer for recycling. The carts are City owned assets and looked after—just like any other piece of Peoria property.

Under an agreement with the manufacturer, carts that fall under a 10 year warranty and meet a certain set of criteria could be eligible for a replacement credit. Others damaged beyond repair could be redeemed for a nominal rebate.

“This is a value for our trash customers,” said Public Works Director, Rick Powers. “This warranty and recycling program allows us to carry out the program responsibly as it preserves taxpayer dollars and recycles the damaged plastic that would otherwise go into a landfill.”

On Tuesday, September 29, Public Works submitted more than 400 carts for recycling. Under the contract, the carts were cleaned and emptied, disassembled and stacked neatly for transport. The manufacturer covered freight and shipping costs back to their facility for processing. This is the first wave of carts the City has returned.

Have a Damaged Cart?
Residents who have a damaged cart can request repairs or a replacement via the peoriapicksup.com/ ‘Need a Trash Cart’ button. The City’s cart technician manages these requests and is able to make repairs efficiently and oftentimes onsite.
Marrieca Page, 4th grade teacher at Dr. Maude A. Sanders Primary School has been named Illinois State Board of Education (ISBE) Teacher of the Year for the 20-county West Central Region. Page was named Peoria Public Schools Donald M. Phares Classroom Teacher of the Year in August. She is now in the running for the 2021 Illinois Teacher of the Year – the state’s highest honor for exemplary educators.

Page has taught 4th grade at Dr. Maude A. Sanders Primary School since 2011. She previously taught 7th and 8th grade English Language Arts (ELA) at Trewyn School. She has a B.S. in Elementary Education from Bradley University, and M.Ed. from both Concordia University and Indiana Wesleyan University. She has been a Grow Your Own Mentor and worked extensively to provide mentoring, professional development and support to colleagues throughout Peoria Public Schools.

According to Dan Hiles, principal of Dr. Maude A. Sanders Primary School, “Mrs. Page shows an incredible depth of knowledge across all content areas as evidenced by clear learning objectives and carefully scaffolded instruction. What really makes her instruction stand out though is her ability to make it exciting and relatable to her students. Mrs. Page is not just known for instructional prowess with students, her ability to reach parents and staff through professional development is well known, too.”

“Having my students achieve academic success is very important, however, having my students feel safe, nurtured and loved is even more important.” Page explained. “This approach to teaching engages each student, regardless of ability, because I focus on each student as an individual with different backgrounds and cultures. I strive each day to be intentional in how I interact with my students, so they leave our class feeling better about themselves as a student, and as a person.”

The Illinois State Teacher of the Year will be announced on October 21 at the ISBE virtual board meeting. We are so proud of Mrs. Page – she is a remarkable representative of Peoria Public Schools and we wish her all the luck as she vies for the top teaching honors in the state.

Serve passionately,

Dr. Sharon Desmoulin-Kherat, Superintendent
Issues Update
October 1, 2020

**Community Development Weekly Report**

Please see attached.

**Peoria Cares Monthly Report**

Please see attached.
Halloween Guidance

As we enter fall, families are starting to plan for the upcoming holiday season, starting with Halloween. Because some of the traditional ways to celebrate this holiday do not allow for proper social distancing, the Illinois Department of Public Health (IDPH) is providing the following guidance to allow for safe Halloween celebrations. Trick-or-treating events need to incorporate social distancing, masking, and proper handwashing, as well as adherence to event size limitations. For this year, it would be safest to plan special events at home, using social media and other meeting platforms to connect with family and friends. However, for those who choose to celebrate in person IDPH is offering the following guidance. Please reference your local health department, village/city, or county information for guidance or policies specific to your location as well. The Centers for Disease Control and Prevention (CDC) offers additional guidance, available at https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/holidays.html#halloween.

As a reminder, if you think you could have COVID-19 or may have been exposed to someone with COVID-19, you should not participate in in-person Halloween festivities and should not give out candy to trick-or-treaters. Individuals at increased risk for severe illness should not attend in-person Halloween gatherings.

Neighborhood trick-or-treating

1) As an alternative to door-to-door trick-or-treating, anyone who would like to distribute treats should leave individually wrapped candy or treats on a table, on their front walkways, sidewalks, or any outdoor space that allows for at least 6 feet of social distance from the door. The individually wrapped candy should be spread out so each piece is not touching another. Anyone distributing candy or treats should wash their hands properly for at least 20 seconds before placing the candy on the table and when replenishing.

2) All individuals participating in trick-or-treating, including those passing out candy should maintain social distance of at least 6 feet and wear proper face coverings. A costume mask, such as those worn for Halloween, is not a substitute for a face covering. If face coverings are worn under costume masks, please ensure this does not create breathing problems, and if so, discard the costume mask.

3) Only household members should trick-or-treat together, and they should maintain 6-foot social distance from other trick-or-treaters at all times. Mixed household trick-or-treaters are discouraged.

4) Alcohol-based hand sanitizer should be carried and used frequently.

5) Candy collected during trick-or-treating should not be consumed until after handwashing. As always, a parent/guardian should check all candy to make sure it is wrapped and should discard unwrapped candy.
6) And, of course, practice good dental hygiene as well.

7) Outdoor areas are preferred for trick-or-treating. Enclosed indoor areas, like apartment buildings, present greater risk of transmission. Open doors and windows as appropriate to promote increased ventilation.

**Alternatives to Trick-or-Treating**

Trunk or treat events are considered a higher risk activity and are discouraged. An alternative activity involves trick-or-treating in a large parking lot or other outdoor setting with adherence to social distancing. Tables are pre-set up with participants allowed to parade with a parent/guardian while maintaining at least 6-feet social distancing and wearing proper face coverings at all times. A limited number of people should staff the event, keeping tables replenished and monitoring social distancing. Proper handwashing should be performed before candy is consumed.

1. Recruit a set number of table sponsors.
2. Create a timed entry schedule to figure out what the attendance limit will be.
3. Create a map of where tables will be with plenty of space between.
4. Advertise with information about reserved time slots, social distancing, and mask wearing.
5. Package candies or favors in treat bags for easy distribution.
6. Create signage to direct the flow of foot traffic.
7. Draw markers on the ground to indicate 6 feet for social distancing.
8. Mask up and enjoy!

**Other Halloween Activities and Events**

**Haunted Houses, Forests, or Walks**

- **Halloween haunted houses are currently not allowed** in Restore Illinois Phase 4 Guidelines. Instead consider open-air, one-way haunted forests or haunted walks where social distancing of 6 feet or greater and appropriate masking is enforced. If screaming is anticipated, even greater social distancing is advised to lower the risk of spreading respiratory viruses.

**Pumpkin Patches, Orchard Visits, and Hayrides**

- Visitors to these locations should use hand sanitizer before handling the produce. Cloth face coverings and social distancing should be enforced.
- Hayrides should not exceed 50% capacity with parties spaced at least six feet apart. Best practice is for hayrides to be limited to members of the same household. Participants should wear a mask to keep your nose and mouth covered at all times when around people who don’t live in your household.

**Fall Festival Events**

- Avoid attending fall festivals outside your community if you live in an area with community spread of COVID-19.

**Social Gatherings, Costume Parties in Adult Settings, Halloween Parties at Bars**

- Large gatherings with more people are considered higher risk than smaller group gatherings, and must adhere to event size limitations.
- Indoor parties or gatherings with attendees who are not adhering to social distancing (staying at least 6 feet apart), wearing masks, handwashing, or otherwise participating in prevention behaviors will result in a higher risk for transmission of the virus that causes COVID-19 illness. These types of gatherings are strongly discouraged.
• Use of alcohol or drugs can impair judgement and result in increased risky behaviors.
• Gathering with groups of people who routinely do not adhere to prevention measures or those who travel from areas with increased community transmission will increase the risk for others at the party or gathering.
• The more time you spend at a gathering, the closer the contact, the more people, the higher your risk of exposure to COVID-19.
• For more information, refer to IDPH’s Small Social Gathering Safety Tips

Día de los Muertos
It is possible to take a lower risk approach to many of the traditional activities associated with Día de los Muertos that may put you at increased risk of exposure to COVID-19. Events and activities to honor deceased loved ones should be held outdoors, and participants should wear masks and maintain 6-feet social distancing. Avoid having large dinner parties. Smaller gatherings with local friends or family, held outdoors, where social distancing of 6 feet or more can be maintained, will have less risk of COVID-19 transmission. (See IDPH guidance on hosting gatherings.) Consider preparing and sharing traditional family recipes with family and neighbors in a way that doesn’t involve contact with others, such as individual servings in separate dishes. Avoid large indoor gatherings with singing or chanting.

After the Celebration
If you participated in higher-risk activities or think that you may have been exposed during your celebration, take extra precautions for 14 days after the event to help protect others. You should:
• Stay home as much as possible.
• Avoid being around people at increased risk for severe illness from COVID-19.
• Consider getting tested for COVID-19.

If you develop symptoms consistent with COVID-19, such as fever, cough, or shortness of breath, or if you test positive for COVID-19, immediately contact the host and others who attended the event or celebration you attended. Contact your health care provider and follow the CDC-recommended steps for what to do if you become sick, and follow the public health recommendations for community-related exposure.

If you are tested for COVID-19, stay home while waiting for your test results. If you have been diagnosed with COVID-19, a public health worker will contact you to check on your health and ask you who you have been in contact with and where you’ve spent time in order to identify other people (contacts) who may have been infected. Your information will be confidential.

If you are the host of an event and are notified by an attendee that they have symptoms or have tested positive for COVID-19, please contact your local health department for additional guidance.

If you are notified that you were a close contact of someone who tested positive for COVID-19
• Stay home for 14 days from the last time you had contact with that person.
• Monitor for symptoms of COVID-19.
• Get information about COVID-19 testing if you feel sick.

Stay safe this Halloween!
Halloween Safety Tips

**Trick or treat hours for the entire City of Peoria for 2020 shall be from 5pm to 8pm on Saturday, October 31, 2020.**

*Please also refer to the Illinois Department of Health Halloween Guidance*

**Costumes:**

- Should be flame resistant
- Avoid masks which can become hot and impair vision. Instead, try using face paint.
  - IDPH recommends appropriate face covering to help stop the spread of COVID-19. Costume masks are not the same as face coverings.
- Add reflective tape to costumes and trick or treat bags.
- Wear light colored clothing.
- Use a flashlight.
- Swords, knives and such should be made from a flexible material such as cardboard.
- **Real looking guns should never be used.**

**Trick or Treating:**

- Avoid trick or treating alone. Trick or treat with other household members or with a trusted adult.
- Adults should accompany small children and know the planned route of older children.
- Never cross the street between parked cars, always use cross walks or cross at the corner.
- Use sidewalks. If sidewalks are not available, stay to the side of the road and walk facing traffic.
- Always look both ways before crossing the street.
- Walk, do not run, from house to house.
- Visit only homes with porch lights on.
- Accept treats at the sidewalk, walkway, or front door – NEVER go inside.
- DO NOT accept rides from strangers.
- Do not eat candy until you get home and an adult is able to inspect the candy. Adults should throw away any unwrapped candy. Homemade treats should not be accepted from strangers.
- Alcohol based hand sanitizer should be carried and used frequently.
Allowing Trick or Treaters:

- If you are welcoming trick or treaters, leave your porch light light on.
- Do not hand out unwrapped or homemade candy.
- Restrain household pets.
- Alternative to door-to-door trick or treating (*per IDPH Halloween Guidance*)
  - Leave individually wrapped candy/treats on table, front walkways, sidewalks or any outdoor space that allows at least 6’ of social distance from the front door
  - Individually wrapped candy should be spread apart so each piece is not touching another
  - Person providing candy should wash their hands for at least 20 seconds before placing candy on table or replenishing the supply
  - All participants handing out candy should maintain social distance of at least 6’ and wear proper face coverings

Motorists:

- Be aware of excited children about the streets and sidewalks. Exercise extreme caution when driving in the early evening hours, including while backing from driveways.
- Do not wear any type of mask while driving that could restrict your vision.
- Adults: If attending a party where alcohol is served, have a designated driver.

The men and women of PPD wish you a fun, safe, and Happy Halloween!

Additional recommendations for Halloween 2020 can be found in the Illinois Department of Health Halloween Guidance: [https://www.dph.illinois.gov/covid19/community-guidance/halloween-guidance](https://www.dph.illinois.gov/covid19/community-guidance/halloween-guidance)
Date: 9/30/2020

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.

<table>
<thead>
<tr>
<th></th>
<th>This Week</th>
<th>YTD</th>
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</thead>
<tbody>
<tr>
<td>One Stop Shop Customers</td>
<td>1</td>
<td>22</td>
</tr>
<tr>
<td>Development Center Permits Issued</td>
<td>65</td>
<td>1,469</td>
</tr>
<tr>
<td><strong>Total Value of Development (YTD)</strong></td>
<td>$ 480,000</td>
<td>$ 140,280,089</td>
</tr>
</tbody>
</table>

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 inquiries.

<table>
<thead>
<tr>
<th>Job/Project #</th>
<th>Address</th>
<th>Type</th>
<th>Description</th>
<th>Council District</th>
<th>Planner Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job 20-1388</td>
<td>4909 N Glen Park Pl 14-20-153-026</td>
<td>Commercial Alteration</td>
<td>Int Alt - Soderstrom Skin Institute</td>
<td>4</td>
<td>KS</td>
</tr>
<tr>
<td>Job 20-1390</td>
<td>5805 N Knoxville 14-16-376-003</td>
<td>New Commercial</td>
<td>New Construction - Donovan Park</td>
<td>3</td>
<td>KW</td>
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<tr>
<td>Job 20-1391</td>
<td>4921 N Glen Park Pl 14-20-153-038</td>
<td>Commercial Alteration</td>
<td>Int Alt - PTC Real Estate</td>
<td>4</td>
<td>KS</td>
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<tr>
<td>Job 20-1393</td>
<td>6816 N Frostwood Pky 13-11-484-005</td>
<td>Commercial Alteration</td>
<td>Ext Alt - Hallmark</td>
<td>4</td>
<td>KS</td>
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<tr>
<td>Job 20-1394</td>
<td>815 Pioneer Pky 14-05-476-037</td>
<td>Commercial Alteration</td>
<td>Int Alt - Social Security</td>
<td>5</td>
<td>LA</td>
</tr>
</tbody>
</table>
### WEEKLY DEVELOPMENT ACTIVITY REPORT
CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT

<table>
<thead>
<tr>
<th>Job/Project #</th>
<th>Address</th>
<th>Type</th>
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<th>Planner Assigned</th>
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</thead>
<tbody>
<tr>
<td>Job 20-1395</td>
<td>800 SW Adams St</td>
<td>Commercial Alteration</td>
<td>Int/Ext Alt - Baldovin Construction</td>
<td>1</td>
<td>KS</td>
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<tr>
<td></td>
<td>18-09-330-012</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Job 20-1400</td>
<td>9910 Orange Prairie</td>
<td>New Commercial</td>
<td>New Construction - Big Dog Speedway</td>
<td>5</td>
<td>LA</td>
</tr>
<tr>
<td></td>
<td>08-35-100-038</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Job 20-1413</td>
<td>1106 N Maplewood Ave</td>
<td>Residential Alteration</td>
<td>Solar Panel - Moxie Solar</td>
<td>2</td>
<td>KS</td>
</tr>
<tr>
<td></td>
<td>18-05-304-018</td>
<td></td>
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### Additional Activity
- These projects are not subject to review by the Development Review Board.

<table>
<thead>
<tr>
<th>Job/Project #</th>
<th>Address</th>
<th>Type</th>
<th>Description</th>
<th>Council District</th>
<th>Planner Assigned</th>
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</thead>
<tbody>
<tr>
<td>Job 20-1348</td>
<td>4614 N University St</td>
<td>Commercial Alteration</td>
<td>Cell Tower Upgrade - T-Mobile</td>
<td>3</td>
<td>KW</td>
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<tr>
<td></td>
<td>14-20-401-006</td>
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<td>Job 20-1384</td>
<td>4700 University St</td>
<td>Sign</td>
<td>T-Mobile</td>
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<td>14-20-401-023</td>
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<td>Job 20-1385</td>
<td>3708 N Prospect Rd</td>
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<td>T-Mobile</td>
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<td></td>
<td>14-27-255-009</td>
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<td>Job 20-1403</td>
<td>1102 S Western Ave</td>
<td>Sign</td>
<td>Food Mart</td>
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<td></td>
<td>18-17-156-002</td>
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<td></td>
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<tr>
<td>Job 20-1396</td>
<td>8905 N Allen Rd</td>
<td>Sign</td>
<td>KFC</td>
<td>5</td>
<td>LA</td>
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<tr>
<td></td>
<td>14-06-126-009</td>
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<td></td>
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<td>Job 20-1401</td>
<td>4200 N Sterling Ave</td>
<td>Sign</td>
<td>Splish Splash Car Wash</td>
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<td>KS</td>
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<tr>
<td></td>
<td>14-30-128-004</td>
<td></td>
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### 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.

<table>
<thead>
<tr>
<th>Address</th>
<th>Type</th>
<th>Business Name</th>
<th>Council District</th>
</tr>
</thead>
<tbody>
<tr>
<td>401 SW Water Suite 5</td>
<td>Final</td>
<td>US Army Offices</td>
<td>1</td>
</tr>
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</table>

### 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.

<table>
<thead>
<tr>
<th>Address</th>
<th>Business Name</th>
<th>Description</th>
<th>Council District</th>
</tr>
</thead>
<tbody>
<tr>
<td>2626 N Sheridan Rd</td>
<td>Cuco’s Tacos</td>
<td>Restaurant</td>
<td>2</td>
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</table>

- 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
<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leah Allison (LA)</td>
<td>Senior Urban Planner</td>
<td>494-8667</td>
</tr>
<tr>
<td>Josh Naven (JN)</td>
<td>Senior Urban Planner</td>
<td>494-8657</td>
</tr>
<tr>
<td>Craig Reid (CR)</td>
<td>Building Inspector</td>
<td>494-8925</td>
</tr>
<tr>
<td>Rich Storm (RS)</td>
<td>Plumbing Inspector</td>
<td>494-8632</td>
</tr>
<tr>
<td>Kimberly Smith (KS)</td>
<td>Senior Urban Planner</td>
<td>494-8612</td>
</tr>
<tr>
<td>Kerilyn Weick (KW)</td>
<td>Senior Urban Planner</td>
<td>494-8606</td>
</tr>
<tr>
<td>Wes Stickelmaier (WS)</td>
<td>Building Inspections Coordinator</td>
<td>494-8608</td>
</tr>
<tr>
<td>Matt Ziller (MZ)</td>
<td>Building Inspector</td>
<td>494-8628</td>
</tr>
</tbody>
</table>
From: The Office of the City Manager
Presented to: City of Peoria, Mayor and Council Members
Tuesday, September 22, 2020
In August, a total of 1,188 calls were received from the Peoria Cares phone line. There were 250 phone calls that generated a Peoria Cares case and 119 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.
There was a total of 652 Peoria Cares complaints that were submitted in the month of August. These complaints have been drilled down and categorized to indicate their status.
Out of the 712 Peoria Cares complaints, there were zero unresolved complaints. Each month, our goal is to follow-up with all departments unresolved complaints, to ensure we can quickly respond to each citizen’s needs.