



**OFFICE OF THE CITY MANAGER**



**TO:** Honorable Mayor and Members of the City Council  
**FROM:** Patrick Urich, City Manager *Patrick Urich*  
**DATE:** March 2, 2017  
**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 –\$150,000 in grant funds**

Illinois Housing Development Authority (IHDA) announced that the City of Peoria was awarded \$150,000 in grant funds to be used for demolition in the 61605 zip code. The funds were awarded through Round 2 of IHDA’s Abandoned Property Program (APP). The funds are expected to be released later this year.

In addition to the \$150,000 award announced this week, the City and non-profit partner PCCEO were awarded \$770,000 in demolition funds through IHDA’s Blight Reduction Program (BRP) in 2016. The BRP funds have been used to demolish 3 houses to date and will fund 19 more demolitions in Census Tract 50 in 2017. The City also received \$75,000 in Round 1 of APP in 2014 and demolished 8 houses in the South Side with these funds. In total, IHDA has provided \$995,000 in demolition funding to the South Side since 2014 that will result in nearly 50 demolitions.

**Community Development-Development— Home Show**

Please see the attached information.

**Community Development - 2017 CDBG Roof Program Lottery**

The Community Development Department is currently accepting entries for the 2017 CDBG Roof Program lottery. Applicants may come to City Hall Room 300 any time during regular business hours to submit a household for the lottery by completing an entry form until March 15<sup>th</sup>. Entries will also be accepted during evening hours on March 8 from 5 to 7 pm. The lottery will take place on March 22 at 10 am. Entrants are not required to be present at the lottery. The first 18 selected entries will have one week to submit all required documentation before moving on to the next household on the list. There is a limit of one entry per household, but no limit to the total number of households that may enter the lottery. Households must meet all CDBG eligibility criteria including owning the home for at least one year, meeting HUD income limits, and having homeowners insurance. For complete eligibility, please view the application materials at <http://www.peoriagov.org/content/uploads/2012/11/2017-CDBG-Roof-Program->

Issues Update  
March 2, 2017

[Notice 1486682512\\_add.pdf](#) or contact the Community Development Department, Grants Management Division at 494-8600.

### **PADEAT—Peoria Area Diversity in Employment Action Team—Career Fair**

The 4<sup>th</sup> Annual Construction Trades Fair for Minorities and Women will be held on March 4 from 9am-noon at Woodruff Career and Technical School. Please see the attached flyer for information and registration link.

### **Public Works City Gathering Public Input for Solid Waste Collection**

The City of Peoria is asking residents to share their thoughts on potential enhancements for solid waste collection. The City of Peoria is conducting a survey focused on solid waste collection including trash, recycling, yard waste, bulky waste and other materials.

1. To give input, residents are encouraged to take the survey online, available [HERE](#)
2. If recycling or other solid waste collection services are enhanced, there may be increased costs to Peoria residents. This survey will also help gauge the public's willingness to financially support waste collection improvements.

This survey will help the City of Peoria evaluate program performance and potential upgrades to service levels for the next round of service procurement.

Initial suggestions for waste collection improvement include extending the yard waste season and increasing the frequency of recycling collection, among others.

"It's imperative that residents share feedback on solid waste collection for future decision-making," said Public Works Director Scott Reese. "We want to make sure everyone's needs are being met and that we're making Peoria both financially and environmentally sustainable."

To find out more, please email us at [GarbageCollection@PeoriaGov.org](mailto:GarbageCollection@PeoriaGov.org) or call Scott Reese at 309-494-8800.

### **Purchasing-Save the Date for the Upcoming Government Purchasing Diversity Event**

Please see the attached flyer.

### **Peoria Public Schools—Update from Superintendent Desmoulin-Kherat**

Peoria Public School students demonstrate their artistry with the medium of food at several venues this month.

Culinary Arts students from Woodruff Career and Technical Center (WCTC) competed in the Illinois Central College (ICC) Culinary Institute High School Chopped Competition the weekend of February 24 and 25. At the ICC state-of-the-art facility, the three-member WCTC team competed against teams from Dunlap

Issues Update  
March 2, 2017

High School, East Peoria Community High School, Midland High School and Pekin Community High School District 303.

In each round, teams were given identical mystery baskets with ingredients to create portions of an entrée. Teams were given five minutes to research, brainstorm and create their recipe and 30 minutes to prepare the recipe.

The WCTC team won the first round on Friday afternoon and continued to the final round on Saturday, losing to East Peoria Community High School.

WCTC Culinary Arts juniors and seniors face an even more rigorous challenge this weekend at the 16<sup>th</sup> Annual Sysco Illinois ProStart Invitational, held at McCormick Place in Chicago. Each school sends two teams: a restaurant management team and a culinary team. Two WCTC sophomores also are attending the ProStart competition to begin preparing for next year.

The two teams have been preparing for the ProStart event since November, meeting 2-3 days after school each week.

For the restaurant management competition, the five-member management team must:

- Prepare a detailed restaurant business plan.
- Present a ten-minute multi-media marketing plan, followed by a 15-minute question-and-answer session with judges.
- Participate in a 20-minute critical thinking session, solving problems such as a restaurant power outage to demonstrate their knowledge of health codes and restaurant industry standards.

For the culinary competition, each of the five-member culinary team must:

- Pass a 15-minute knife skills test.
- Perform two chicken-butcher tests and a salmon filet test
- Demonstrate a proper mise en place (a culinary term describing the correct preparation of a restaurant's physical food preparation spaces) and participate in a station set-up competition.

The main event of culinary competition requires each team to prepare a three-course meal within one hour using only two stovetop burners. Teams are barred from using electrical appliances such as blenders or food processors.

The ProStart competition is judged by professional chefs and restaurant owners, some representing prestigious Michelin-star establishments. ProStart gives our students an unparalleled opportunity to network with leaders in the restaurant industry and learn about post-secondary educational opportunities in the culinary field.

The cooking continues the weekend of March 11 when nine 5<sup>th</sup> grade students will gather at Lincoln K-8 to compete in the Sodexo Future Chefs competition. Healthy Comfort Food is the theme for the 2017 Sodexo Future Chefs competition. Each fifth-grade Future Chef is paired with a mentor-student from the Woodruff Career and Technical Center (WCTC) Culinary Arts program.

Issues Update  
March 2, 2017

The Future Chefs Challenge which is going onto its seventh year, encourages children to make healthy food choices and to show their creativity in the kitchen. This year, students from 256 school districts will be joining over 2,500 other students representing over 1,000 Sodexo-served school sites in 29 states nationally in this fun and educational challenge.

The skills of WCTC Culinary Arts students are available to the public each Thursday for lunch. In recognition of Pulaski Day on Monday, March 6, students created a special menu to salute their very own Officer "Ski," otherwise known as School Resource Officer Jim Skibinski.

**Appetizer:** Diner's Choice: Placki Ziemniaczane, a potato pancake topped with sour cream, chives and fried Polish sausage bits -- or Warrior Way Cafe house salad with ranch dressing.

**Entrée:** Gulasz, a tomato and roasted red pepper Eastern European pork goulash served over rice pilaf.

**Dessert:** A traditional Polish sweet treat – Kolackes – Jam-filled rolled cookie

For reservations, please email: [jitske.miedema-fox@psd150.org](mailto:jitske.miedema-fox@psd150.org) by noon Tuesday. Cost for lunch, which includes an appetizer, entree, side dish and dessert is \$5. Lunch is served from 11:30 a.m. to 2 p.m. and is available for dine-in or carry-out. The Warrior Way Cafe is open each Thursday that school is in session.

Please join us for lunch and delight in the outstanding culinary skills of these Peoria Public School students.

Serve Passionately,



Dr. Sharon Desmoulin-Kherat, Superintendent

**Code Violation Cases**

The list of cases for March 7 is attached.

**Development Review Board Agenda**

Please see attached.

**Downtown Advisory Commission Agenda**

Please see attached.

**Historic Preservation Commission**

Please see attached cancellation.

**Housing Court Cases**

The list of cases for March 9 is attached.

**Peoria Cares Cases**

Please see the attached report for 2016.

## Community Development – Spring Home Show

Building Inspectors and Planners from the Community Development Department staffed a booth at the 2017 Spring Home Show at the Civic Center last weekend. The Home Show was a great opportunity for Peoria residents to get answers to simple building code questions. Staff also answered multiple questions about current and planned development projects in town. This year the booth had over 800 visitors and two lucky winners of a Lowe's gift card. The Community Development Department will continue to expand community educational outreach efforts throughout 2017.





City of Peoria



**Media Release**

*Peoria Area Diversity in Employment Action Team (PADEAT)  
To Sponsor 4<sup>th</sup> Annual Women & Minority Construction Trades Career Fair*

**Peoria** – The Peoria Area Diversity in Employment Action Team, along with several community partners, will host the 4<sup>th</sup> Annual Women & Minority Construction Trades Career Fair on Saturday, March 4, 2017.

Attendees will learn about various responsibilities across the trades, as well as available apprentice schools and future employment opportunities in the area. Representatives from Police, Fire and Public Works will also be on hand to talk about employment opportunities.

Pre-registration is preferred. Register at [www. Eprismsoft.com/reg](http://www.Eprismsoft.com/reg)  
Walk-in registration is also available.

What: 4<sup>th</sup> Annual Women and Minority Construction Trades Career Fair  
When: Saturday, March 4, 2017 from 9 am-noon  
Where: Woodruff Career & Technical School, 1800 NE Perry Ave, Peoria IL  
Cost: FREE  
Pre-Register: [www.eprismsoft.com/reg](http://www.eprismsoft.com/reg)

#####

Peoria City Hall  
419 Fulton Street, Suite 207, Peoria, IL 61602  
**Phone:** (309) 494-8524 **Fax:** (309) 494-8559

# Grow your Business through Government Contracts

## A Government Purchasing Diversity Event



Please join us for this **FREE** event discussing requirements for doing business with governmental agencies, such as the City of Peoria, County of Peoria, Peoria Housing Authority, CityLink, and the Peoria Park District.

Members of these agencies and other business resources will be available for an open networking session. These governmental agencies are seeking companies that are existing or potential DBE, MBE, WBE, 8(a), Section 3, or Service-Disabled Veteran owned. Business owners will be able to get valuable information on requirements to do business with governmental agencies.

### Event Information

Date: March 8, 2017  
Time: 2:00 p.m. – 5:00 p.m.  
Location: Gateway Building  
200 Northeast Water Street, Peoria IL

### Schedule

2:00 p.m. Registration Begins  
2:15 — 2:30 p.m. Welcome  
2:30 — 3:00 p.m. Illinois PTAC at Bradley University  
(Procurement and Technical Assistance Center)  
- Services Available  
3:00 — 3:30 p.m. Peoria Housing Authority - Upcoming Opportunities  
3:30 — 5:00 p.m. Open Networking and Appetizers

**Register now  
for this  
FREE EVENT!  
APPETIZERS PROVIDED!**

**Registration** - Walk-ins Welcome, pre-registration is requested to accommodate seating.

Please contact one of the following people by March 3, 2017.

David Watkins, City of Peoria, (309) 494-8528, [dwatkins@peoriagov.org](mailto:dwatkins@peoriagov.org)

Chris Switzer, City of Peoria, (309) 494-8507, [cswitzer@peoriagov.org](mailto:cswitzer@peoriagov.org)

**Parking** - Available along Water Street at the front of the building.

**Questions** - Contact Chris Switzer or David Watkins.

Presented in conjunction with:



**BRADLEY** University  
Illinois Procurement  
Technical Assistance Center  
Turner Center for Entrepreneurship

LEGAL	CODE	DEFENDANT	PROPERTY ADDRESS	INSP.
17-CV-0140	17-881	ALEXANDER, ANIKA A.	1209 W MCBEAN ST	GW
17-CV-0139	17-1009	ANDRADA, WILMER	816 W HANSSLER PL	PM
17-CV-0141	17-612	ARCHIBALD, PAUL	1919 N ASHLEY CT	PM
17-CV-0156	17-1037	CLAYTON, JASON	1630 N NEW YORK AVE	JS
17-CV-0142	16-12594	COATS, KRISTA	1825 N INDIANA AVE	JS
17-CV-0143	16-15280	COATS, KRISTA	1825 N INDIANA AVE	JS
17-CV-0144	16-19782	COATS, KRISTA	1825 N INDIANA AVE	JS
17-CV-0145	17-828	COATS, KRISTA	1825 N INDIANA AVE	JS
17-CV-0146	17-688	COHEN, JEFF	826 W MCCLURE VAE	PM
17-CV-0147	17-1035	CONSOLIDATED PROPERTIES LLC	1718 N CALIFORNIA AVE	JS
17-CV-0148	17-1039	CONSOLIDATED PROPERTIES LLC	1703 N INDIANA AVE	JS
17-CV-0149	17-1428	DELANEY, JACCI	404 W ALBANY AVE	KG
17-CV-0150	17-1445	DIN, TSU SHIAW	421 - 427 W ALTORFER LN	NR
17-CV-0151	17-882	FLAUGHER, JEFFREY & JOAN	723 W MEADOWS PL	PM
17-CV-0152	17-1420	FLAUGHER, JEFFREY & JOAN	723 W MEADOWS PL	KG
17-CV-0153	17-517	GABBERT, REBECCA	1319 SW JEFFERSON AVE	MB
17-CV-0171	17-531	GAUDIO, JAMES	1641 W MAIN ST	DG
17-CV-0160	17-920	GEMINI PROPERTY	1017 W BRONS AVE	PM
17-CV-0078	17-512	GLORIOUS CHURCH OF GOD IN CHRIST	1911 NE JEFFERSON AVE	MB
17-CV-0154	17-818	GRSN LLC	1100 W NOWLAND AVE	PM
17-CV-0156	17-1037	HANSEN FAMILY INVESTMENT PROPERTIES, LLC C/O VERNON HANSEN	1630 N NEW YORK AVE	JS
17-CV-0155	17-861	HARDESTY ENTERPRISES	1820 W MILMAN	GW
17-CV-0172	17-203	HARRISON, KELVIN	1006 W RUSSELL ST	DG
17-CV-0157	17-1410	HAWKINS, TIFFANY	2515-2517 W STARR ST	KG
17-CV-0158	17-1041	JONES, CURTIS & CHIQUITA (UNKNOWN HEIRS & LEGATEES)	1717 N INDIANA AVE	JS
17-CV-0159	17-968	KING, EUGENE & SHIRLEY	1705 W MARTIN ST	GW
17-CV-0160	17-920	LIVEWELL INVESTMENTS	1017 W BRONS AVE	PM
17-CV-0173	17-1469	MECELMURRY, CARLOS & NORA	2600 W MARQUETTE AVE	LA
17-CV-0161	17-684	MEIER, JERRY & DEBORAH	815 W MACQUEEN AVE	PM
17-CV-0162	17-1422	NAUTH, DANIEL & PAIGE	927 W LOUCKS AVE	KG
17-CV-0163	17-1419	PAYTON, ANDREW	1224 W NOWLAND AVE	PM
17-CV-0168	17-609	PEORIA 45 LLC ATTN: DENNIS SHORT	2305 N ELMWOOD AVE	PM
17-CV-0164	17-486	PERHAY, JULIETTE	1411 N MACHIN AVE	DG
17-CV-0165	17-1430	POREMSKI, KRISTIN	204 W HANSSLER PL	KG
17-CV-0166	17-1043	PRIVATE CAPITAL ICOME FUND, LLC	1901 N PEORIA AVE	JA
17-CV-0167	17-789	SANCHEZ, STEVE	627 SPITZNAGLE AVE	MB
17-CV-0168	17-609	SHORT, DENNIS	2305 N ELMWOOD AVE	PM
17-CV-0169	17-681	SIG HOLDINGS, LLC	901 W MCCLURE AVE	PM
17-CV-0170	17-732	WEBBER, BRIAN	828 W MEADOWS PL	PM
17-CV-0139	17-1009	WILDENRADT, DANEN	816 W HANSSLER PL	PM

40 CASES TOTAL



**DEVELOPMENT REVIEW BOARD AGENDA**

Plans Distributed: March 1, 2017

Comments Due: March 8, 2017

**Building Jobs this Week**

Bldg Job #	Address	Job Type	Building Job Description
17-247	1500 NE JEFFERSON AVE 18-03-258-018	COMMERCIAL ALTERATIONS - CALT	Exterior Alteration – Council District 1 - SW/KS
17-254	8800 N ALLEN RD 14-06-201-002	COMMERCIAL ALTERATIONS - CALT	Interior Remodel – Elevate Trampoline Park – Council District 5 – BD/LA

**Projects this Week**

Project #	Address	Project Type	Project Description
17-28	10408 N CENTERWAY DR 09-29-378-005	PZ Commission - Plat Admin	Final Plat - Knoxville Crossing Extension 2 – Council District 5 - LA

**Building Permits Issued this Week**

Bldg Job #	Address	Job Type	Building Job Description
17-239	2612 HANSSLER CT 14-33-176-003	MULTI-FAMILY ALTERATION	Repair from Fire Damage – Council District 2
17-249	1002 E BEHREND'S 18-03-106-001	RESIDENTIAL DEMOLITION	Single-Family Demolition – Council District 3
17-250	1912 N CALIFORNIA 14-33-481-003	RESIDENTIAL DEMOLITION	Single-Family Demolition – Council District 3

**Certificates of Occupancy Issued this Week**

Certificates of Occupancy Issued			
Address/Location	Business Name	Date Issued	CD
10408 N. Centerway, Suite A	Potbelly's	02/24/2017	5

**For Your Information Only**

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

**Peoria City/County Health Department**

Address/Location	Business Name	Information Update	CD
315 Main Street	Riley's Cupcake and Coffee Shop	Additional Info Required Prior to Approval	1

**Community Development Department**

<b>Total Construction Value YTD</b>	<b>\$ 17,856,257.00</b>
-------------------------------------	-------------------------

	Council District 1	Council Districts 2 and 3	Council Districts 4 and 5	Mile and ½
<b>Planning Inspector</b>	Kimberly Smith	Shannon Techie	Leah Allison	Josh Naven
<b>Phone</b>	494-8612	494-8649	494-8667	494-8657
<b>E-mail</b>	<a href="mailto:ksmith@peoriagov.org">ksmith@peoriagov.org</a>	<a href="mailto:stechie@peoriagov.org">stechie@peoriagov.org</a>	<a href="mailto:lallison@peoriagov.org">lallison@peoriagov.org</a>	<a href="mailto:jnaven@peoriagov.org">jnaven@peoriagov.org</a>
<b>Building Inspector</b>	Scot Wolf	Roberto Medina	Bill Dodd	
<b>Phone</b>	494-8628	494-8623	494-8653	
<b>E-mail</b>	<a href="mailto:swolf@peoriagov.org">swolf@peoriagov.org</a>	<a href="mailto:rmedina@peoriagov.org">rmedina@peoriagov.org</a>	<a href="mailto:wdodd@peoriagov.org">wdodd@peoriagov.org</a>	
			Chris Frank	
			494-8633	
			<a href="mailto:cfrank@peoriagov.org">cfrank@peoriagov.org</a>	
			Dan Moran	
			494-8629	
			<a href="mailto:dmoran@peoriagov.org">dmoran@peoriagov.org</a>	



## **AGENDA**

### Regular Meeting

Downtown Advisory Commission

Thursday, March 9, 2017

4 p.m.

Running Central

311 SW Water Street, Community Room

Peoria, IL 61602

1. Welcome
2. Approval of Minutes from February 9, 2017 Regular Meeting
3. Introduction of Grace Elisco, Bradley University Student Liaison
4. Update on Four Points Hotel
5. Overview of Summer Riverfront Planning
  - a. Adam White – Running Central/ShaZam Racing
  - b. Nick Conrad – Peoria Park District
  - c. Cara Allen and Kaci Osbourne – Peoria Area Convention and Visitor Bureau
  - d. Susie Stockman – Peoria Area Community Events
6. Update on Riverfront Village Demolition and Park Plan
7. New Business
8. Public Comment
9. Adjournment



COMMUNITY DEVELOPMENT DEPARTMENT



## NOTICE OF CANCELLATION

### HISTORIC PRESERVATION COMMISSION

**NOTICE IS HEREBY GIVEN THAT THE REGULARLY SCHEDULED MEETING OF THE HISTORIC PRESERVATION COMMISSION FOR 8:30 AM ON WEDNESDAY, MARCH 22, 2017 HAS BEEN CANCELLED DUE TO LACK OF CASES.**

**THE NEXT REGULAR MEETING IS SCHEDULED FOR WEDNESDAY, APRIL 26, 2017.**

**IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT THE COMMUNITY DEVELOPMENT CENTER AT 494-8600.**

A handwritten signature in cursive script that reads "Shannon Techie".

---

Shannon Techie, Senior Urban Planner

Posted: February 27, 2017  
Post until: March 23, 2017

			HOUSING COURT 3/7/17	74 CASES				
DG	O	09:00 AM	PATE, TRACY	HC-16-1615	ARMSTRONG 1016 W	7-Mar-17	REVIEW	
DG	NO	09:00 AM	SCHUMACHER LLOYD	HC-16-1389	BIGELOW 1302	07-Mar-17	REVIEW	
DG	NO	09:00 AM	JENKINS, TERRI	HC-16-1541	ELLIS 1211 N	7-Mar-17	REVIEW	
DG	O	09:00 AM	BULLOCK, ROBERT & SHELLEY	HC-17-138	FRINK 1223 N	7-Mar-17	FIRST APPEARANCE	
DG	NO	09:00 AM	ELIAS JULIA	HC-16-744	GLENWOOD 1011	07-Mar-17	REVIEW	
DG	NO	09:00 AM	STEVENSON, KENNETH	HC-17-076	ORANGE 1218 N	7-Mar-17	REVIEW	
DG	NO	09:00 AM	VAN ETEN WILLIAM/GAIL	HC-17-071	SHERIDAN 1117	7-Mar-17	REVIEW	
DG	O	09:00 AM	JOHNSON, DANIEL	HC-17-086	SHERIDAN 1200 N	7-Mar-17	REVIEW	
DG	NO	09:00 AM	DIDESCH DONNA	HC-17-060	SHERIDAN 1325	7-Mar-17	REVIEW	
GW	NO	09:00 AM	WASHINGTON, KEEVIN	HC-16-1633	ADRIAN G HINTON 1009 W	7-Mar-17	REVIEW	
GW	O	09:00 AM	SIMMONS, SHELIA	HC-16-1638	ADRIAN G HINTON 1015 W	7-Mar-17	REVIEW	
GW	NO	09:00 AM	GILKESSON, FLORENCE	HC-16-1634	ADRIAN G HINTON 909 W	7-Mar-17	REVIEW	
GW	NO	09:00 AM	GILKESSON, FLORENCE	HC-16-1635	ADRIAN G HINTON 911 W	7-Mar-17	REVIEW	
GW	NO	09:00 AM	GILKESSON, FLORENCE	HC-16-1637	ADRIAN G HINTON 917 W	7-Mar-17	REVIEW	
GW	NO	09:00 AM	LIRA, GEORGETTER & MUNGUIA, JES	HC-17-090	BUTLER 1219 W	7-Mar-17	REVIEW	
GW	NO	09:00 AM	WRIGHT, ELMER	HC-16-1629	HURLBURT 1005 W	7-Mar-17	REVIEW	
GW	O	09:00 AM	JOHNSON, ROSEZONA	HC-16-1632	HURLBURT 1010 W	7-Mar-17	REVIEW	
GW	NO	09:00 AM	QUAD CITY CONSOLIDATED LLC	HC-16-1631	HURLBURT 1014 W	7-Mar-17	REVIEW	
GW	O	09:00 AM	WATSON, FRED	HC-16-1636	JOHN H GWYNN 1100 W	7-Mar-17	REVIEW	
JM	NO	09:00 AM	ZOSKY, EDMUND	HC-17-136	SHERIDAN 4218 N	7-Mar-17	FIRST APPEARANCE	
JS	NO	09:00 AM	LATTIMORE, DANIEL	HC-17-122	ARCHER 202 E	7-Mar-17	FIRST APPEARANCE	
JS	NO	09:00 AM	DANZ, WARREN	HC-17-120	ARCHER 205 E	7-Mar-17	FIRST APPEARANCE	
JS	NO	09:00 AM	ALWAN, HENRI & TERESA	HC-17-121	ARCHER 206 E	7-Mar-17	FIRST APPEARANCE	
JS	NO	09:00 AM	KAZCO ENTERPRISES INC.	HC-16-1565	BEHREND 0707 E	7-Mar-17	REHEARING/DEFAULT \$1400	
JS	O	09:00 AM	WILBURN ELNORA	HC-16-413	BIGELOW 1704	7-Mar-17	REVIEW/VAC DEFAULT \$300	
JS	O	09:00 AM	SUMMERVILLE CAROL	HC-16-533	BIGELOW 1712	7-Mar-17	REVIEW/DEFAULT PEND \$300	
JS	NO	09:00 AM	KATSCHKE, KENNETH	HC-16-1546	BIGELOW 1815 N	7-Mar-17	REVIEW	
JS	NO	09:00 AM	FIN-LAND PROPERTIES INC	HC-17-123	INDIANA 1919 N	7-Mar-17	FIRST APPEARANCE	
JS	NO	09:00 AM	CHICAGO TITLE LAND TRUST COMP	HC-17-139	MISSOURI 1708 N	7-Mar-17	FIRST APPEARANCE	
JS	NO	09:00 AM	MOORE, THOMAS & PHYLLIS	HC-17-137	MISSOURI 1811 N	7-Mar-17	FIRST APPEARANCE	
JS	NO	9:00 AM	HEIM, ROGER	HC-16-1260	NORTH 1706 N	7-Mar-17	REVIEW	
JS	NO	09:00 AM	STORTZ, DAVID	HC-17-124	REPUBLIC 611 E	7-Mar-17	FIRST APPEARANCE	
LA	O	09:00 AM	FIRZPATRICK, DAVON	HC-17-142	HOWETT 2211 W	7-Mar-17	FIRST APPEARANCE	
LA	NO	09:00 AM	JONES, WILLIAM	HC-17-140	HOWETT 2331 W	7-Mar-17	FIRST APPEARANCE	
LA	NO	9:00 AM	THIENERT, LESTER	HC-16-1288	MARQUETTE 2217 W	7-Mar-17	REVIEW	
LA	NO	09:00 AM	MCQUARRIE, HUGH	HC-17-141	MEIDROTH 3020 W	7-Mar-17	FIRST APPEARANCE	
LA	NO	09:00 AM	LEAR, GARY & ANACELI	HC-17-143	WESTMORELAND 1707 S	7-Mar-17	FIRST APPEARANCE	
LE	NO	09:00 AM	RETEGUIN, JOSE & FRANCISCO	HC-16-1589	ARCADIA 0320 E	7-Mar-17	REVIEW	

LE	NO	09:00 AM	COBRO INC.	HC-17-085	CALIFORNIA 2625 N	7-Mar-17	REVIEW	
LE	NO	09:00 AM	CONSOLIDATED PROPERTIES LLC	HC-17-084	CALIFORNIA 2705 N	7-Mar-17	REVIEW	
LE	O	09:00 AM	BURFORD LIBBY	HC-16-074	CORRINGTON 0115 E	7-Mar-17	REHEARING/DEFAULT \$500	
LE	O	09:00 AM	AGUILAR, AGUSTIN	HC-17-146	MELBOURNE 509 E	7-Mar-17	FIRST APPEARANCE	
LE	O	09:00 AM	MELTON, NOEL	HC-17-145	MELBOURNE 511 E	7-Mar-17	FIRST APPEARANCE	
LE	NO	09:00 AM	CONNOLY, TIMOTHY & JOHNETTA	HC-17-144	MISSOURI 2627 N	7-Mar-17	FIRST APPEARANCE	
LE	O	09:00 AM	FUNCHES, MAMIE	HC-16-1626	VIRGINIA 0741 E	7-Mar-17	REVIEW	
MB	NO	09:00 AM	ALLENDER, STEVE	HC-16-1468	MONROE 1518 NE	07-Mar-17	REVIEW	
MB	NO	09:00 AM	KEANE, THOMAS & SARAH	HC-16-1662	PARK 0631	7-Mar-17	REVIEW	
MB	NO	09:00 AM	MORDUE, RAY, ROBERT & BETTY	HC-16-1164	PERRY 2212 NE	7-Mar-17	REHEARING/DEFAULT \$500	
NR	O	09:00 AM	KHOURY, KHALIL & LAMIA	HC-17-125	CREIGHTON 3941 W	7-Mar-17	FIRST APPEARANCE	
NR	NO	09:00 AM	PEORIA HOUSING AUTHORITY	HC-17-126	CREIGHTON 4023 W	7-Mar-17	FIRST APPEARANCE	
NR	NO	09:00 AM	SNIFF, JAMES TRUST	HC-17-127	CREIGHTON 4111 W	7-Mar-17	FIRST APPEARANCE	
NR	NO	09:00 AM	KINGSWAY INVESTMENTS LLC	HC-16-1658	KINGSWAY 1811 W	7-Mar-17	REVIEW	
NR	O	09:00 AM	MCINTYRE, JORETTA	HC-16-1647	LEHMAN 2428 N	7-Mar-17	REVIEW	
NR	O	09:00 AM	FULCHER, THOAMS & DONNA	HC-17-128	PAGEWOOD 3708 W	7-Mar-17	FIRST APPEARANCE	
NR	O	09:00 AM	CATLIN, KELLY & SHANNON	HC-17-130	RANDWICK 6311 N	7-Mar-17	FIRST APPEARANCE	
NR	O	09:00 AM	BOND, ROBERT & TRACY	HC-17-129	WARWICK 3806 W	7-Mar-17	FIRST APPEARANCE	
PM	NO	09:00 AM	COHEN, JEFF	HC-16-1628	ALBANY 2217 W	7-Mar-17	REVIEW	
PM	NO	09:00 AM	GAVLINSKI, PATRICK	HC-17-133	ELMWOOD 2415 N	7-Mar-17	FIRST APPEARANCE	
PM	NO	09:00 AM	COHEN JEFF	HC-17-058	MACQUEEN 0727	7-Mar-17	REVIEW	
PM	NO	09:00 AM	COHEN JEFF	HC-17-056	MACQUEEN 0819	7-Mar-17	REVIEW	
PM	NO	09:00 AM	COHEN JEFF	HC-17-057	MACQUEEN 0825	7-Mar-17	REVIEW	
PM	NO	09:00 AM	COHEN, JEFF	HC-16-1656	MCCLURE 0917 W	7-Mar-17	REVIEW	
PM	NO	09:00 AM	DALEN, AARON	HC-16-1653	MCCLURE 1025 W	7-Mar-17	TO POST	
PM	NO	09:00 AM	COHEN, JEFF	HC-16-1643	NORTHCREST 2123 N	7-Mar-17	REVIEW	
PM	O	09:00 AM	LINWOOD, LEWIS	HC-17-134	NOWLAND 1011 W	7-Mar-17	FIRST APPEARANCE	
PM	NO	09:00 AM	ALLEN, SEAN & ALLEN	HC-17-132	SHERIDAN 2901 N	7-Mar-17	FIRST APPEARANCE	
PM	NO	09:00 AM	INGESOLL FAMILY TRUST	HC-17-135	THRUSH 1113 W	7-Mar-17	FIRST APPEARANCE	
PM	NO	09:00 AM	DEWITTE, MICHAEL	HC-17-131	VIRGINIA 808 W	7-Mar-17	FIRST APPEARANCE	
PM	NO	09:00 AM	COHEN, JEFF	HC-16-1645	WILLCOX 1202 W	7-Mar-17	REVIEW	
SCA	NO	09:00 AM	FEHR, DAVID	HC-17-147	COLUMBIA 411 W	7-Mar-17	FIRST APPEARANCE	
SCA	O	09:00 AM	JONES, AIRALONA	HC-17-148	COLUMBIA 412 W	7-Mar-17	FIRST APPEARANCE	
SCA	NO	09:00 AM	MESSIAH PROPERTIES LLC	HC-17-149	COLUMBIA 413 W	7-Mar-17	FIRST APPEARANCE	
SCA	NO	09:00 AM	CONSOLIDATED PROPERTIES	HC-17-150	COLUMBIA 416 W	7-Mar-17	FIRST APPEARANCE	
SCA	NO	09:00 AM	CRISS, DOROTHY	HC-17-151	COLUMBIA 417-419 W	7-Mar-17	FIRST APPEARANCE	
SCA	NO	09:00 AM	LOPOTKO, SETH	HC-17-152	COLUMBIA 501 W	7-Mar-17	FIRST APPEARANCE	

# ***Peoria Cares***



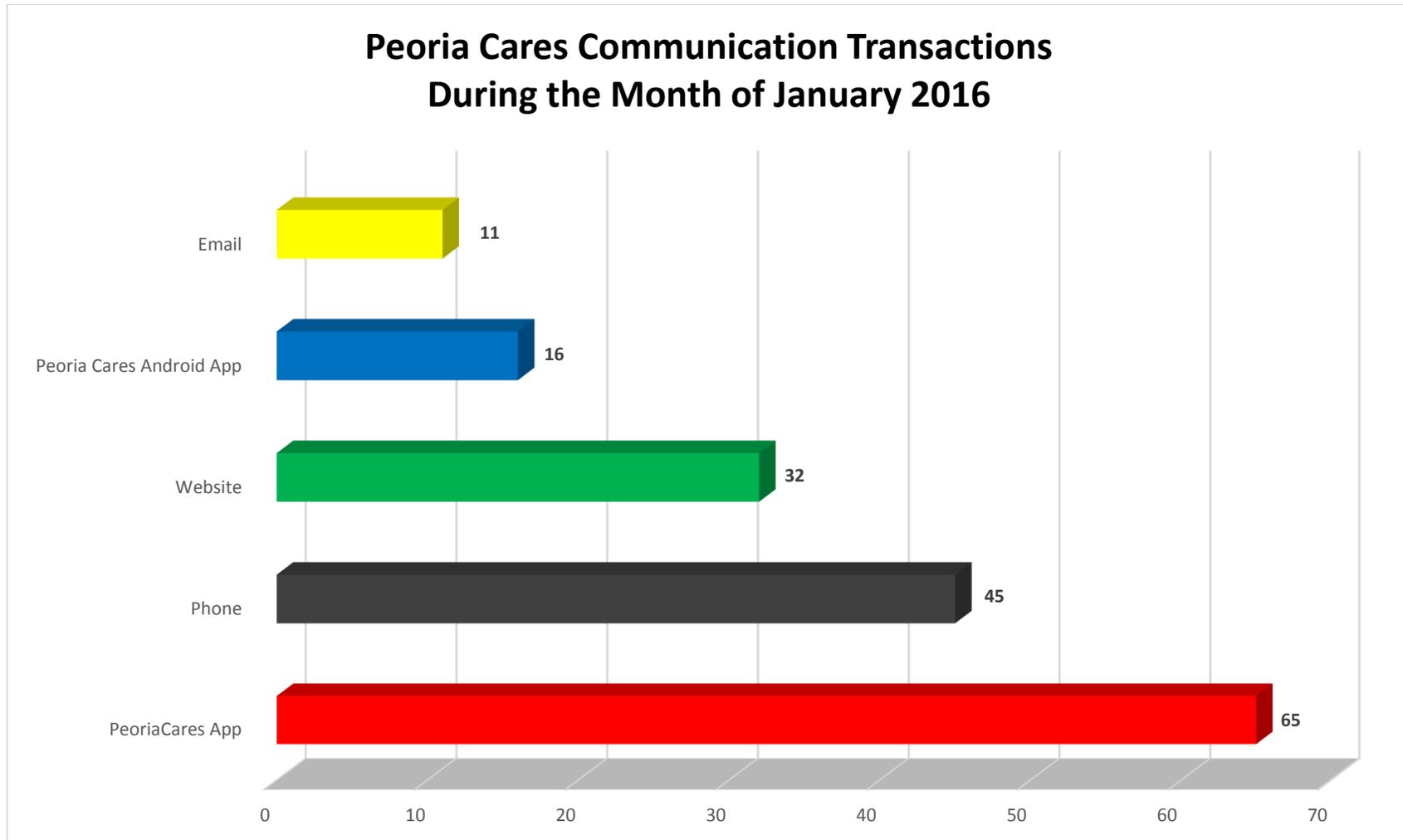
## ***2016 Year End Report***

***From: The Office of the City Manager  
Presented to: City of Peoria, Mayor and Council Members  
Tuesday, February 28, 2017***

## Table of Contents

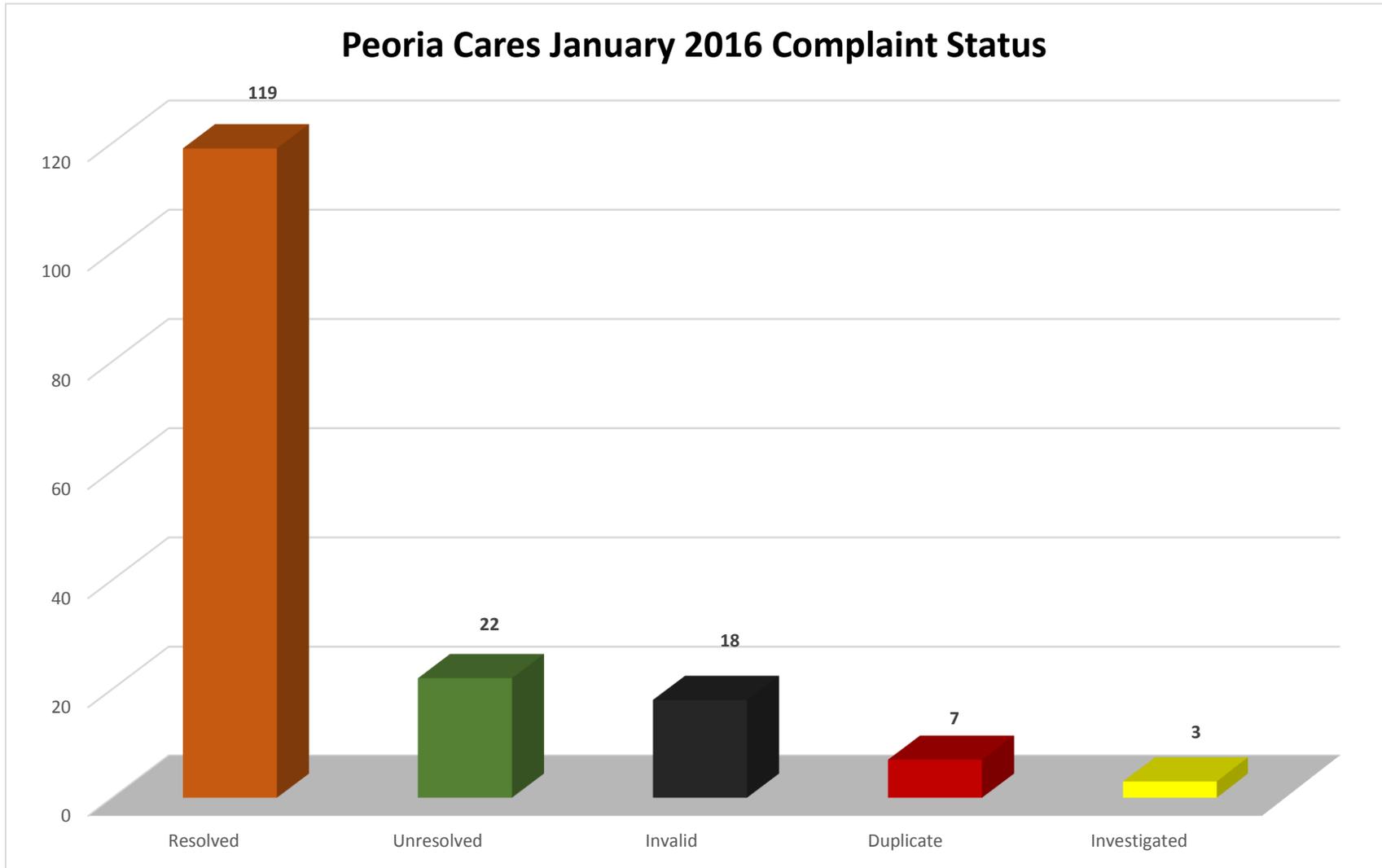
### Peoria Cares Monthly Statistical Data For:

January	1
February	4
March	7
April	10
May	13
June	16
July	19
August	22
September	25
October	28
November	31
December	34
Peoria Cares Annual Communication Transactions	37
Peoria Cares January to December 2016 Complaint Status	38
Peoria Cares 2016 Complaints by Categories	39
Peoria Cares 2016 PubWorks Data Processing	41
Peoria Cares 2016 PubWorks Service Request Statistics	42



In January, a total of 346 calls were received from the Peoria Cares phone line. There were 45 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.

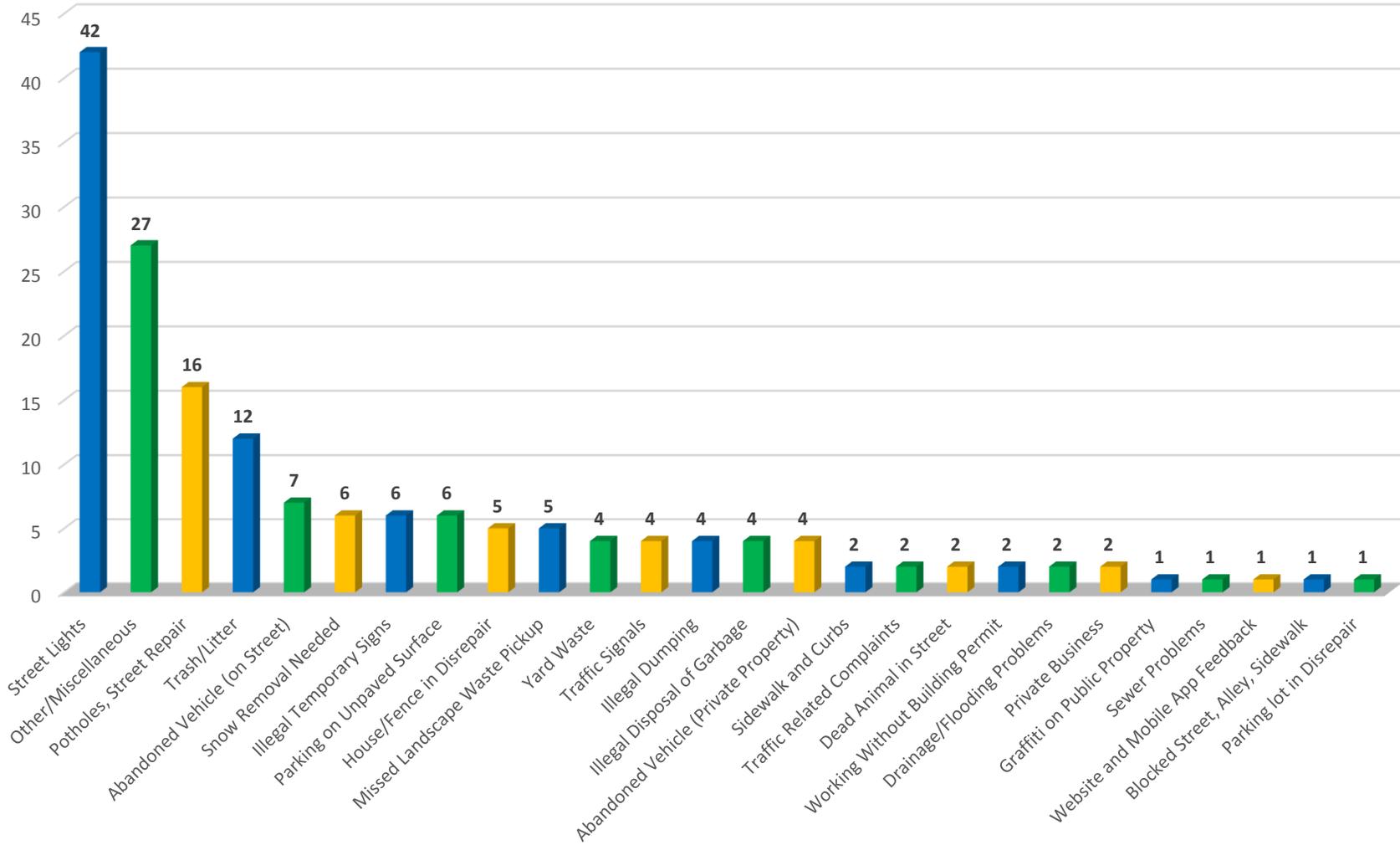


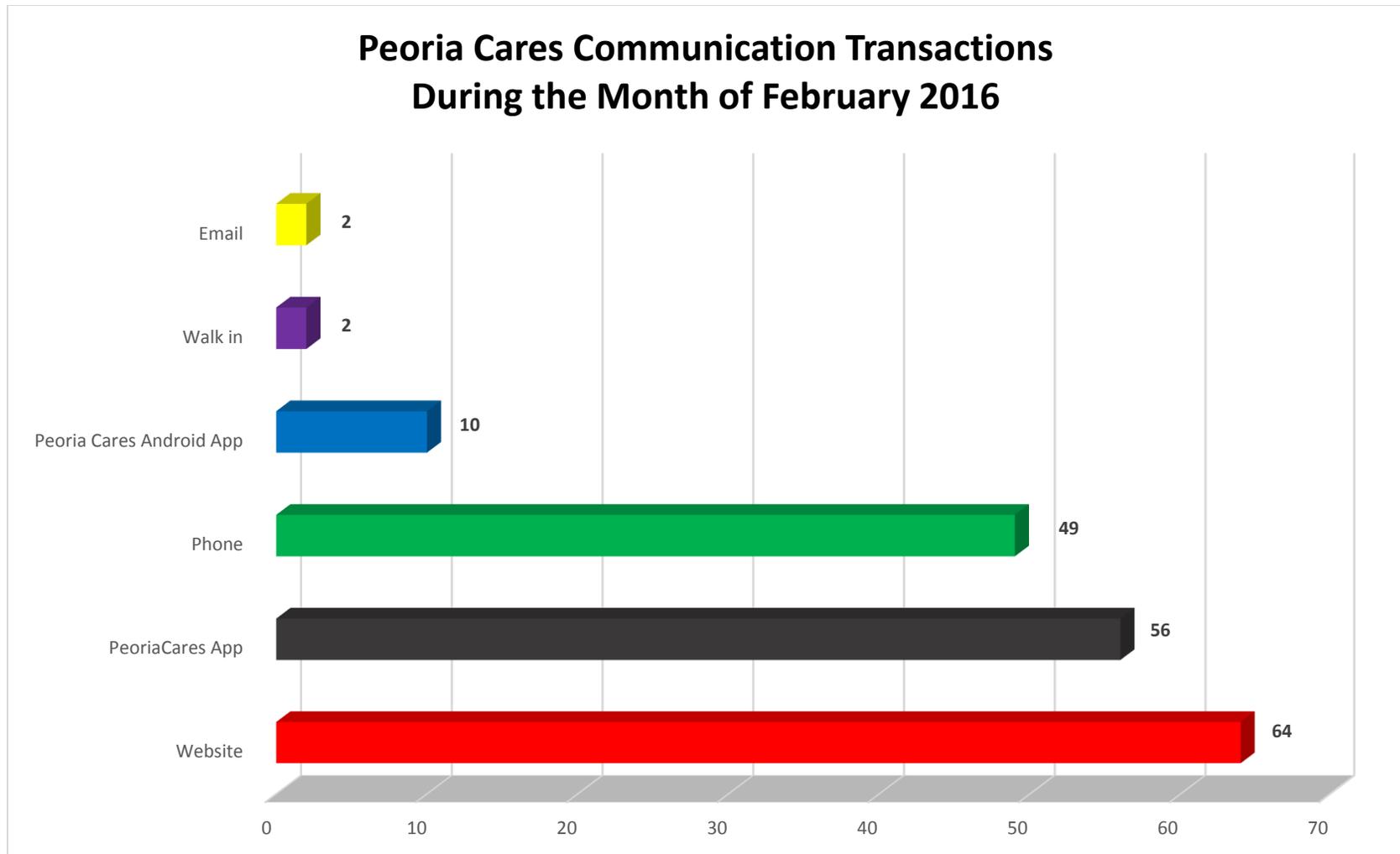


The 22 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure a minimal balance; whereby, we can quickly, respond to other citizen's needs.



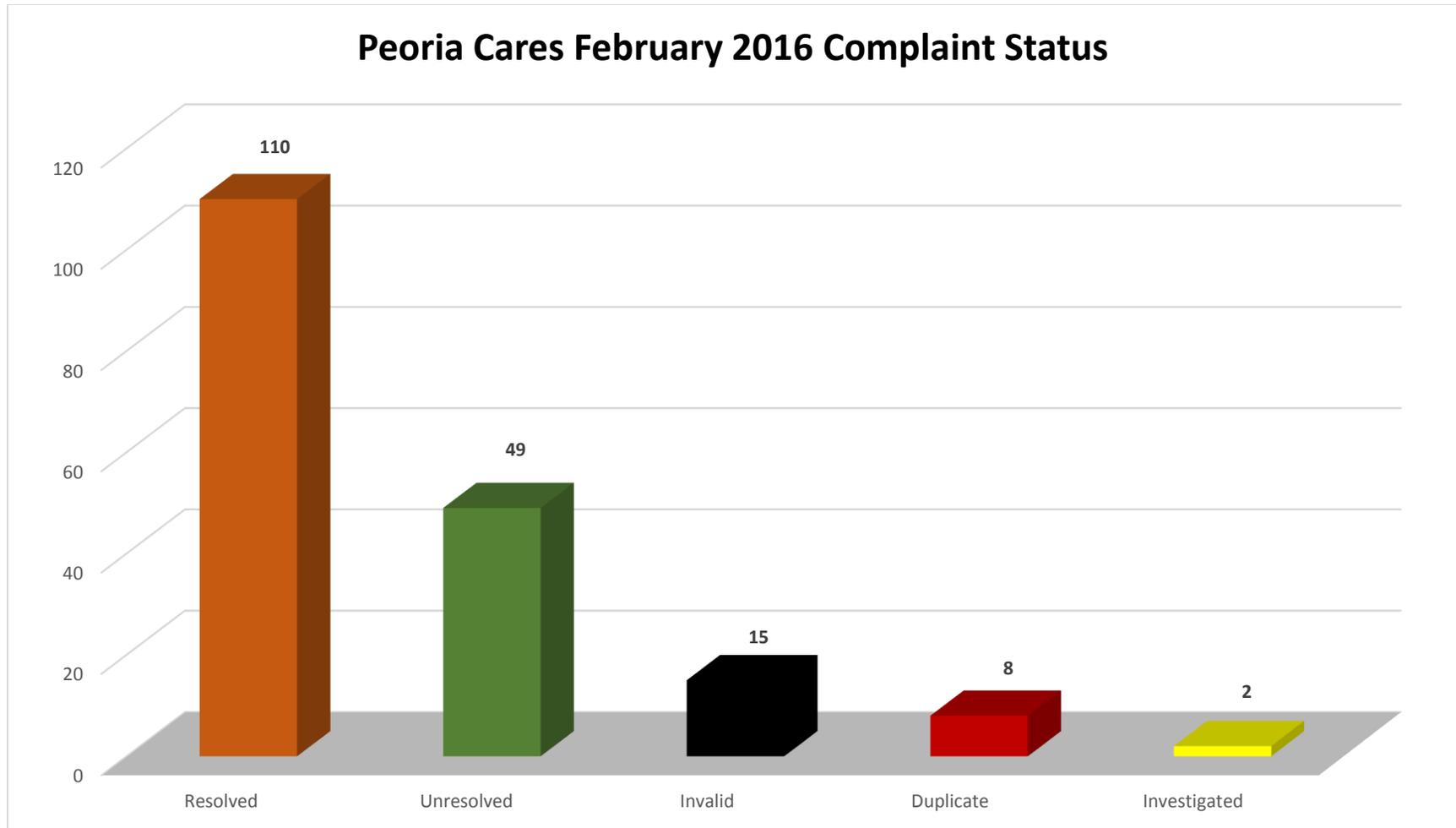
## Peoria Cares January 2016 Complaints by Categories





In February, a total of 305 calls were received from the Peoria Cares phone line. There were 49 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.

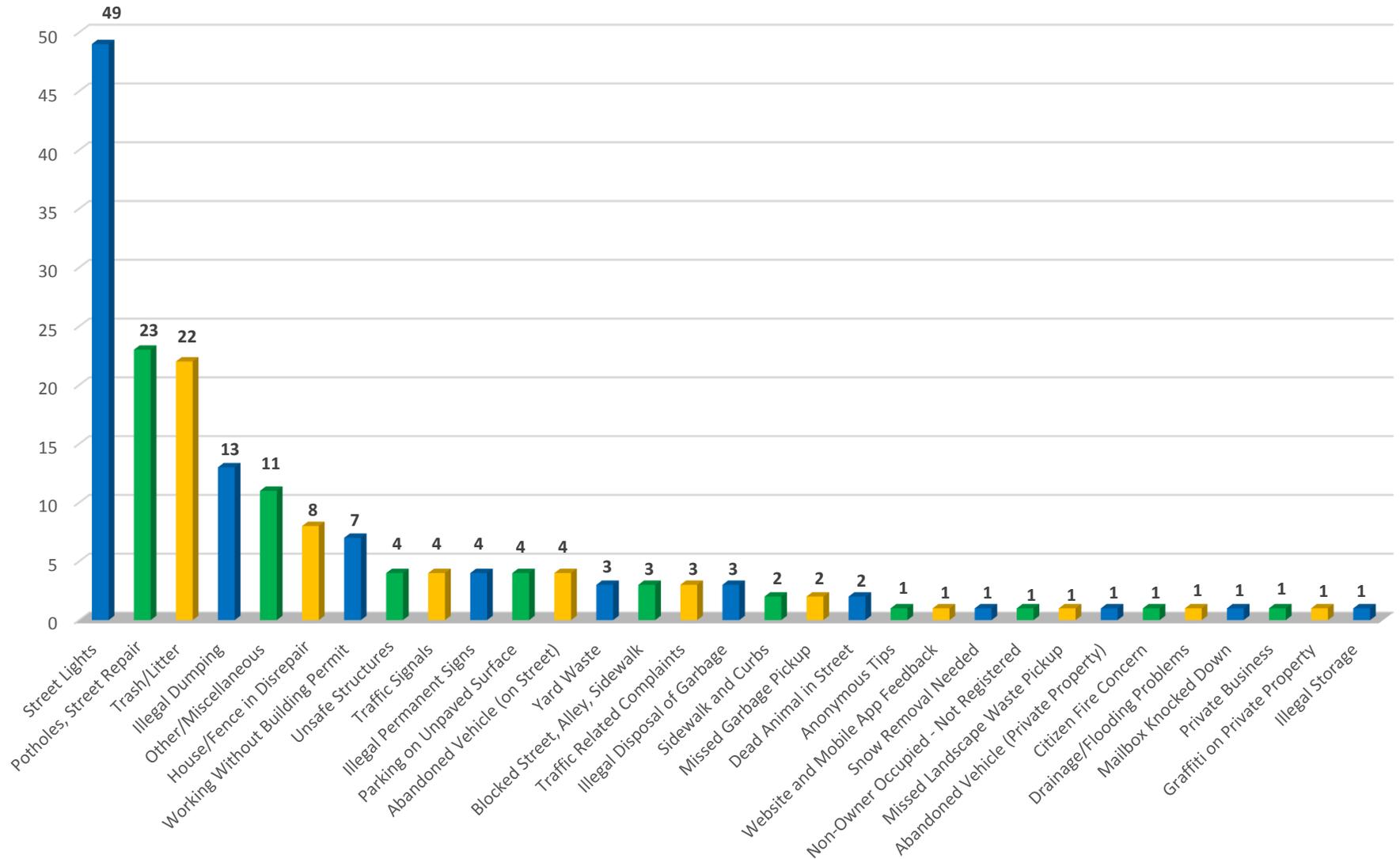


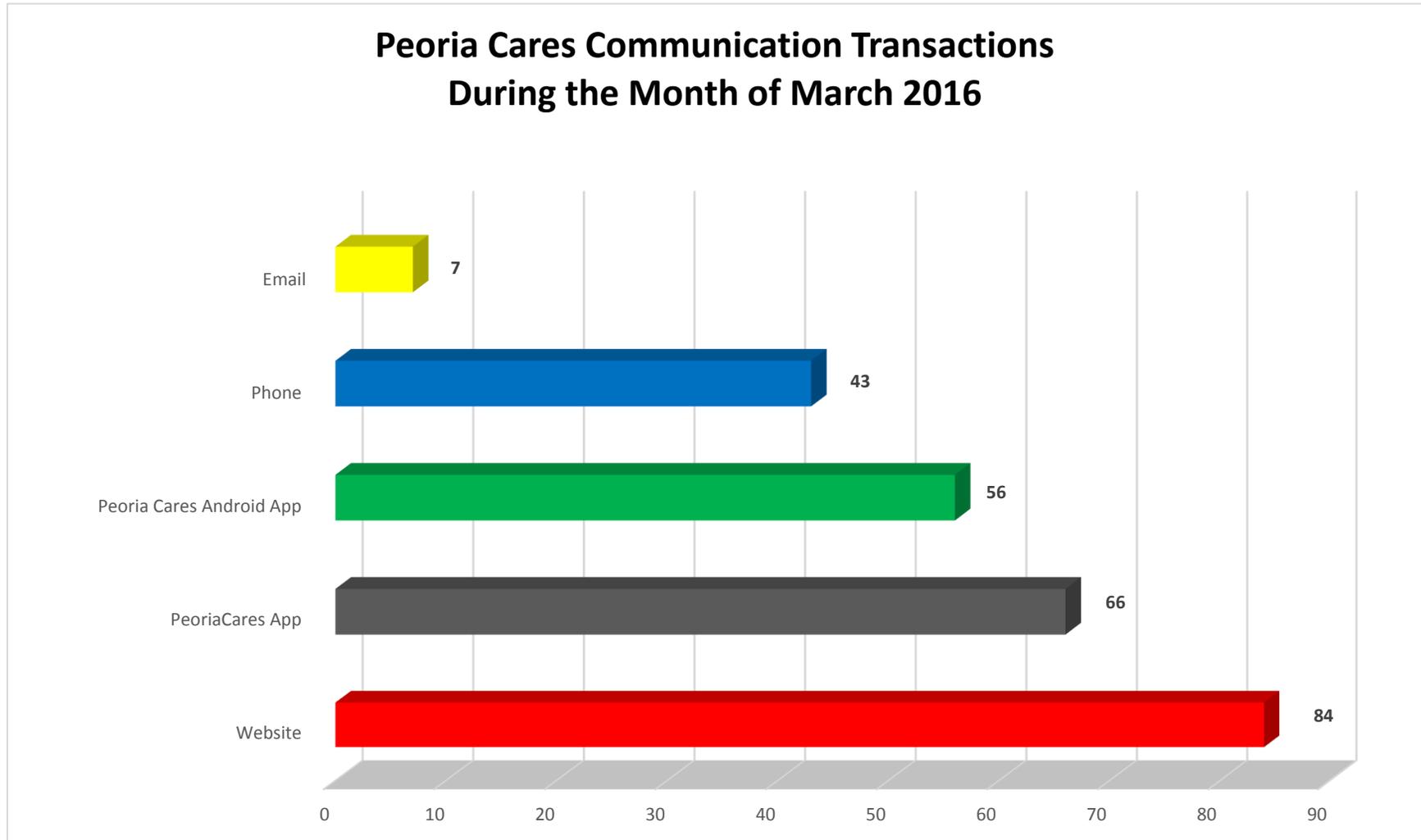


The 49 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.



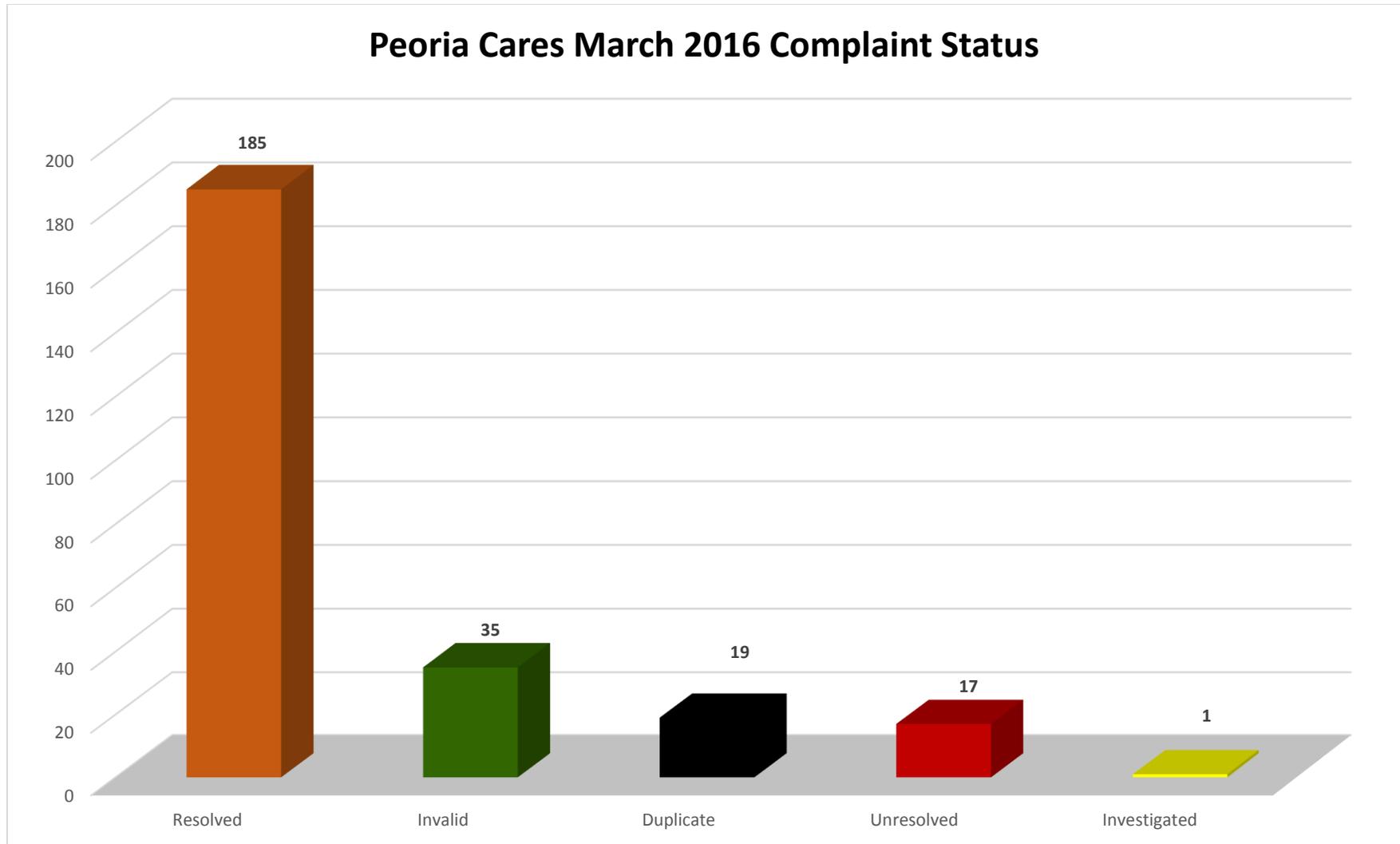
## Peoria Cares February 2016 Complaints by Categories





In March, a total of 660 calls were received from the Peoria Cares phone line. There were 43 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.

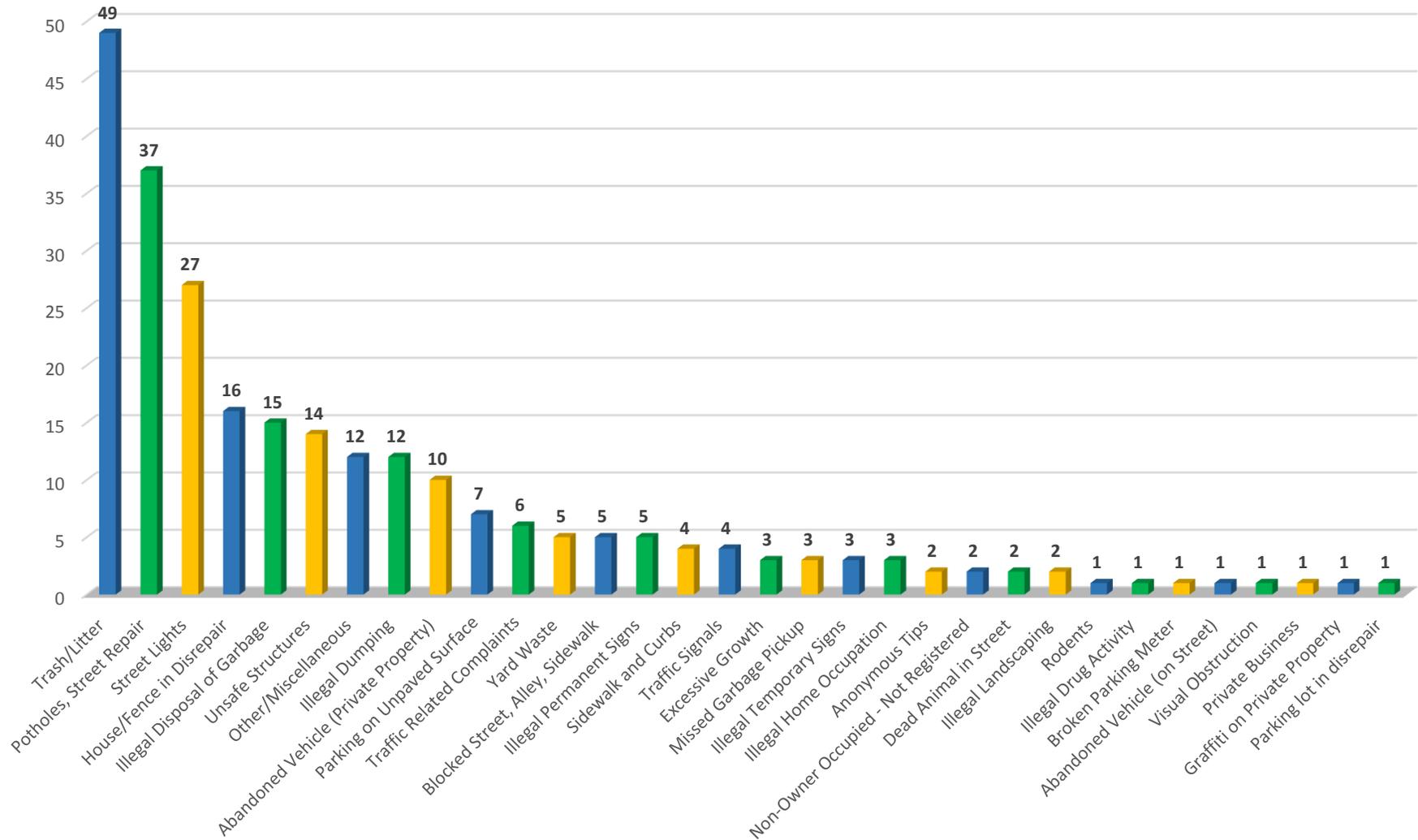


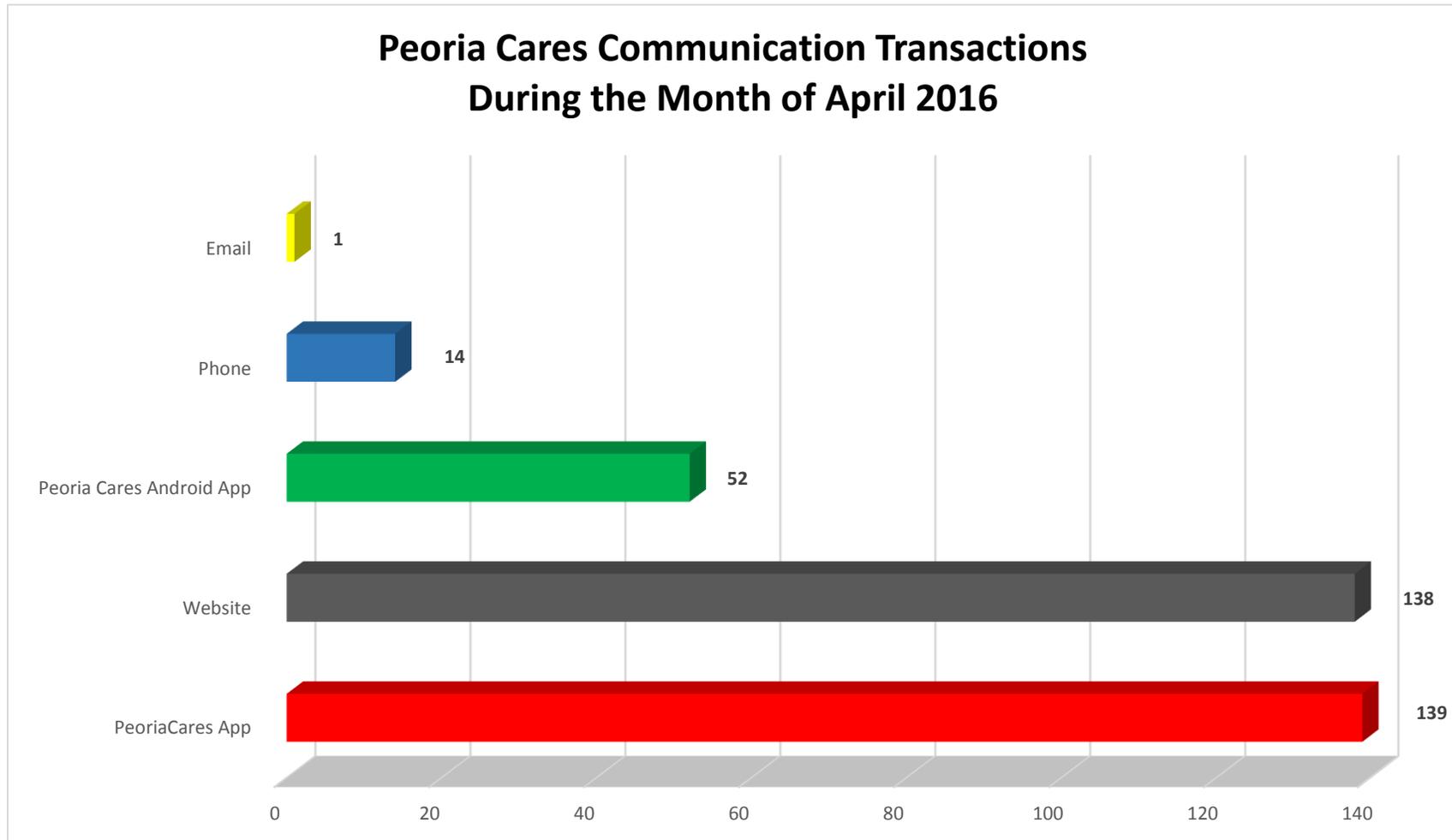


The 17 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.



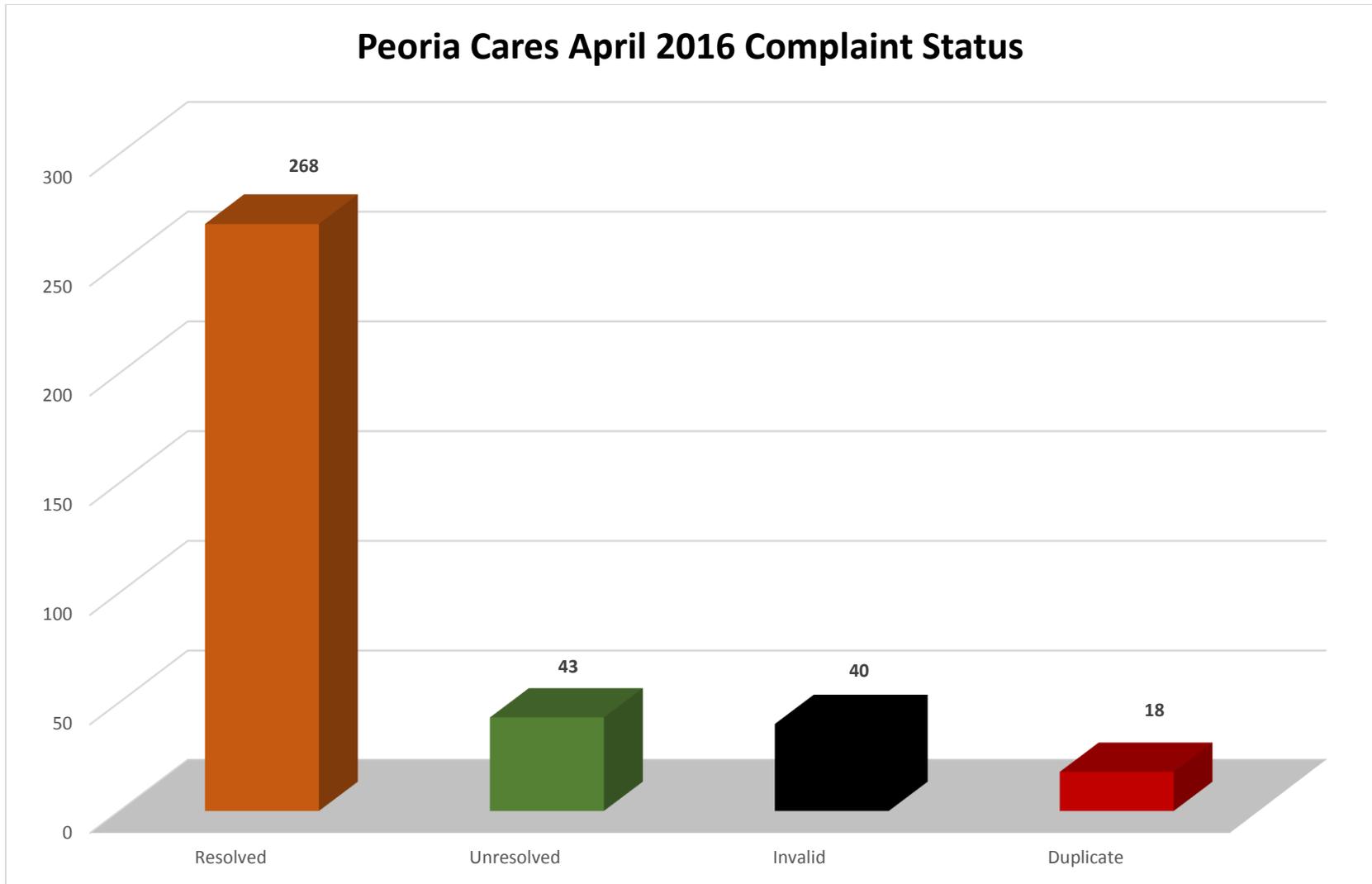
## Peoria Cares March 2016 Complaints by Categories





In April, a total of 599 calls were received from the Peoria Cares phone line. There were 14 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.

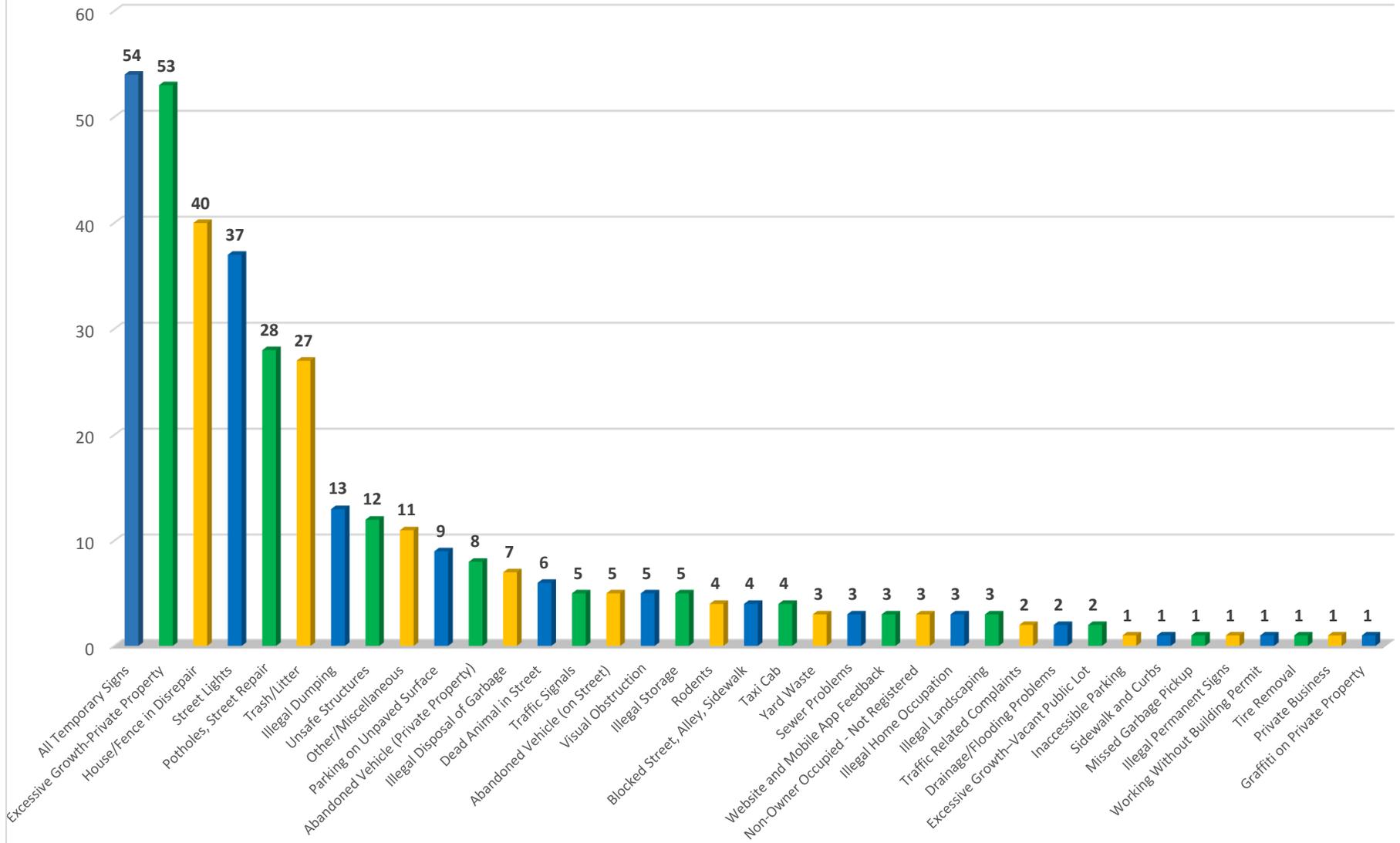


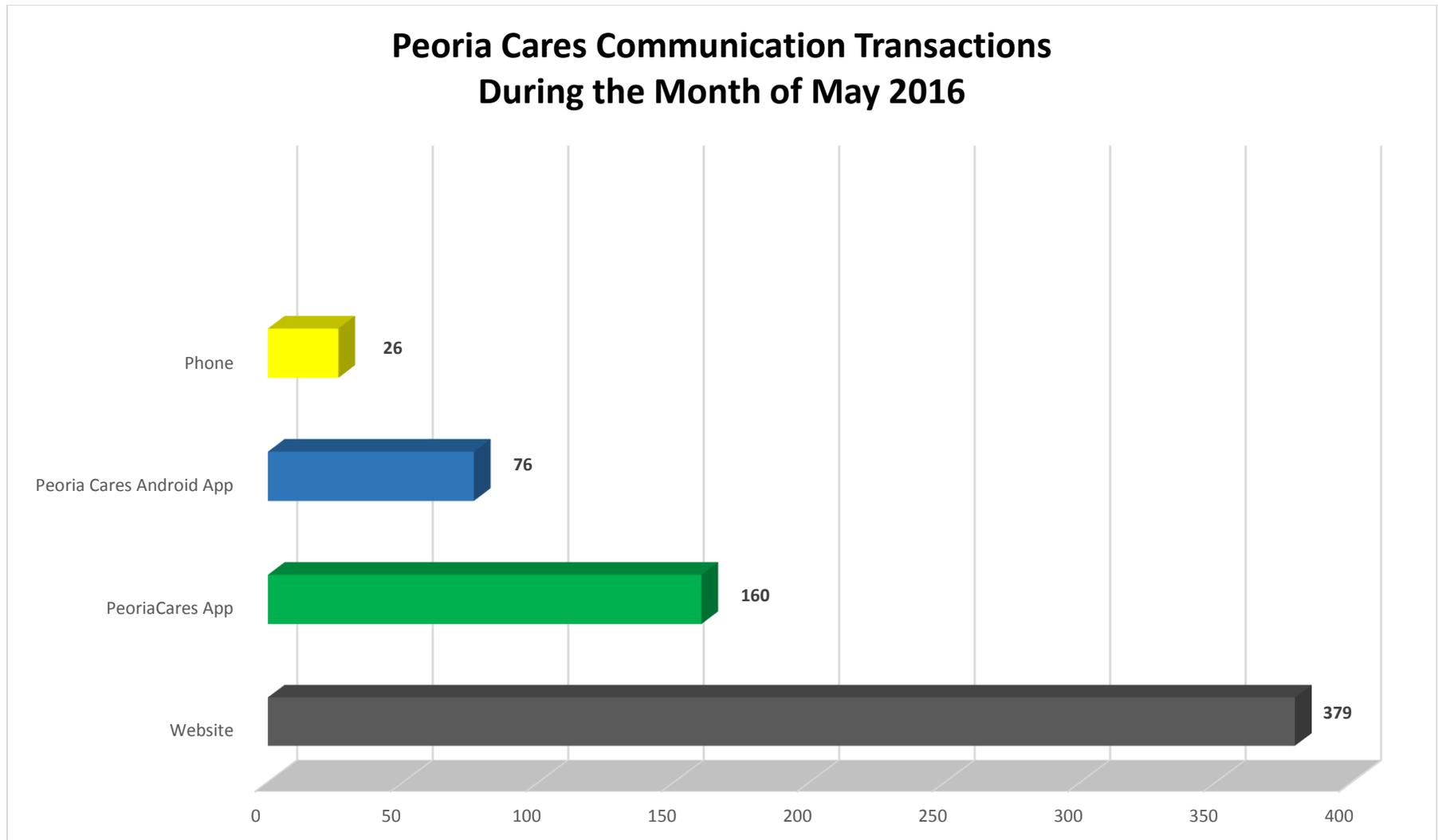


The 43 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen’s needs.



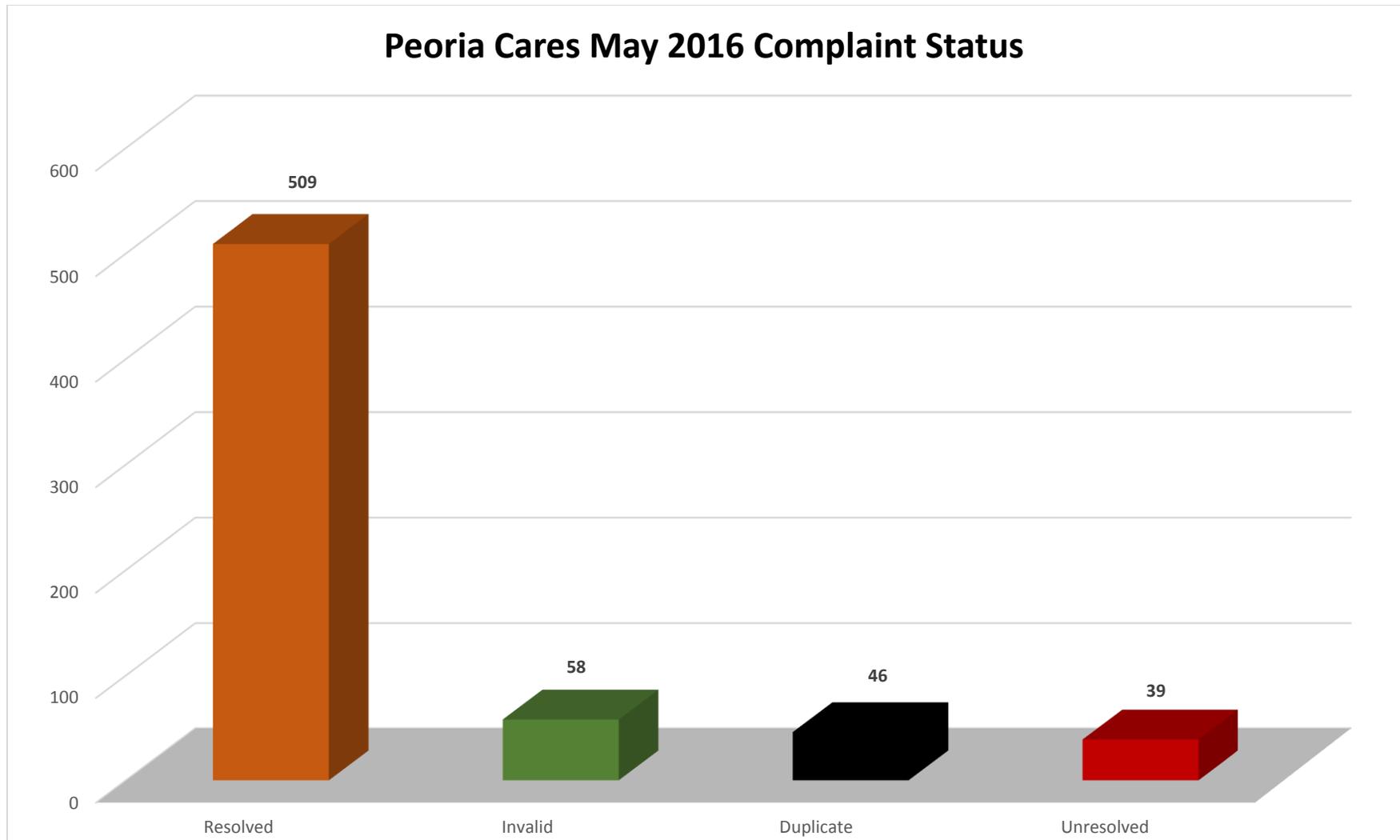
## Peoria Cares April Complaints by Categories





In May, a total of 779 calls were received from the Peoria Cares phone line. There were 26 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.

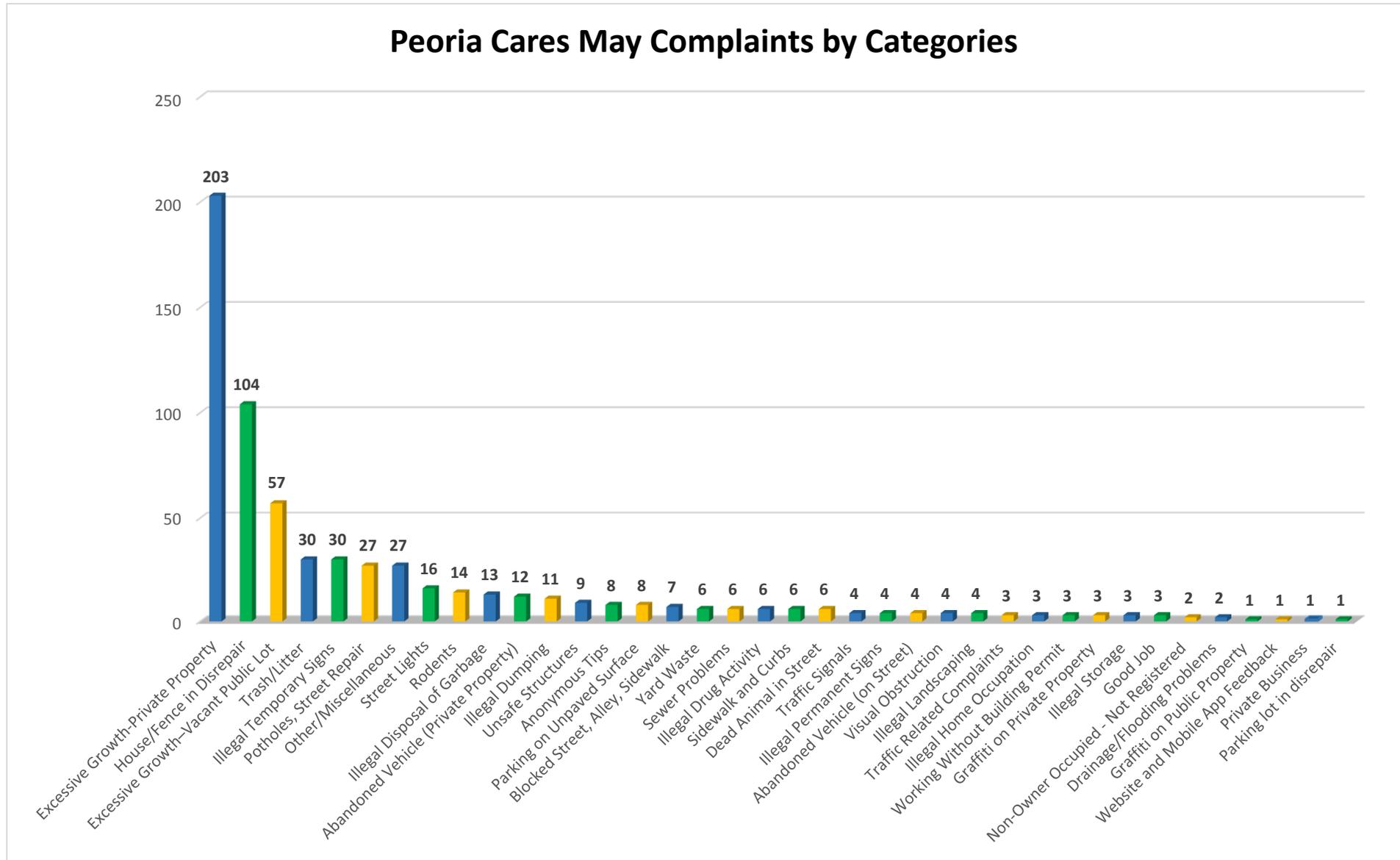


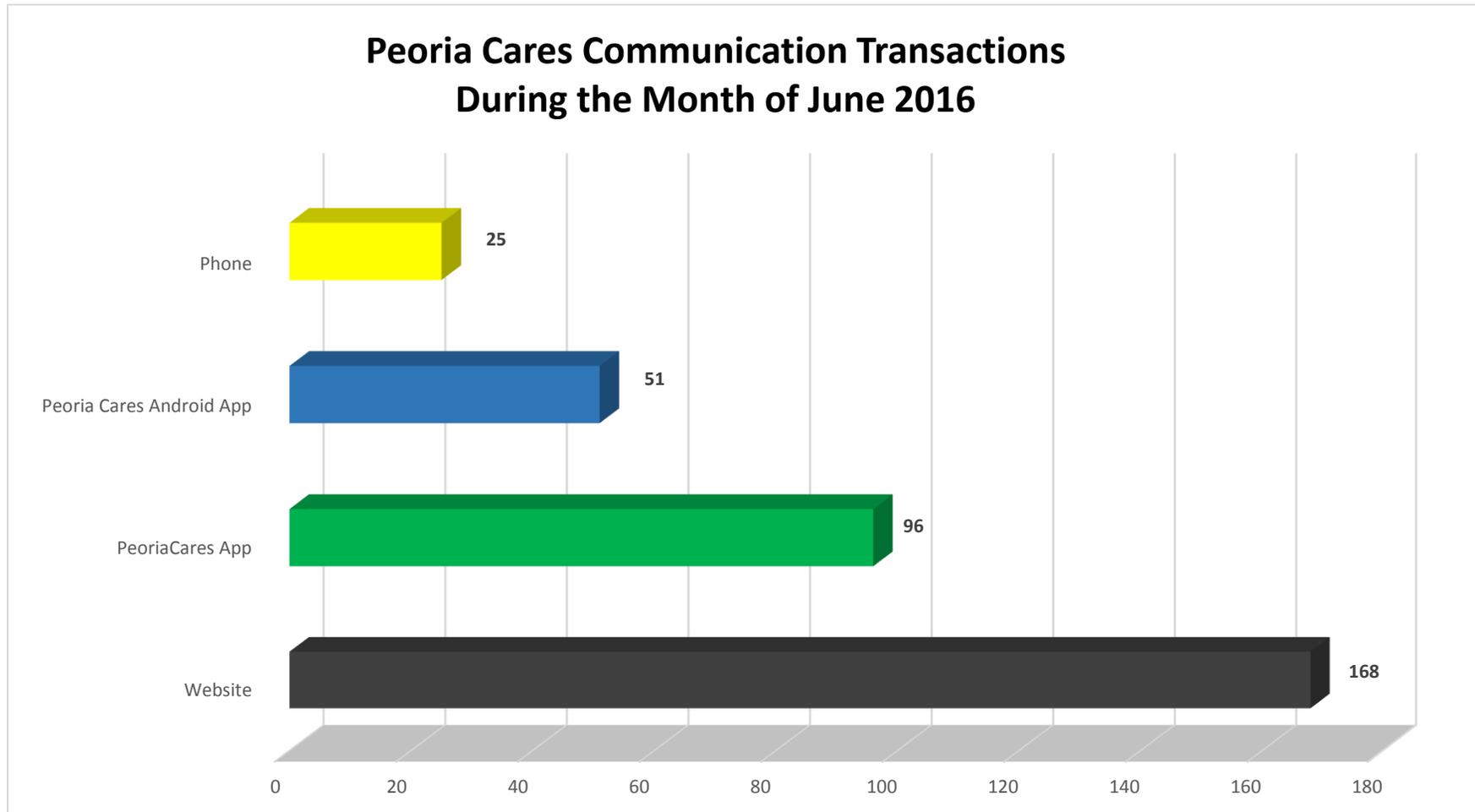


The 39 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.



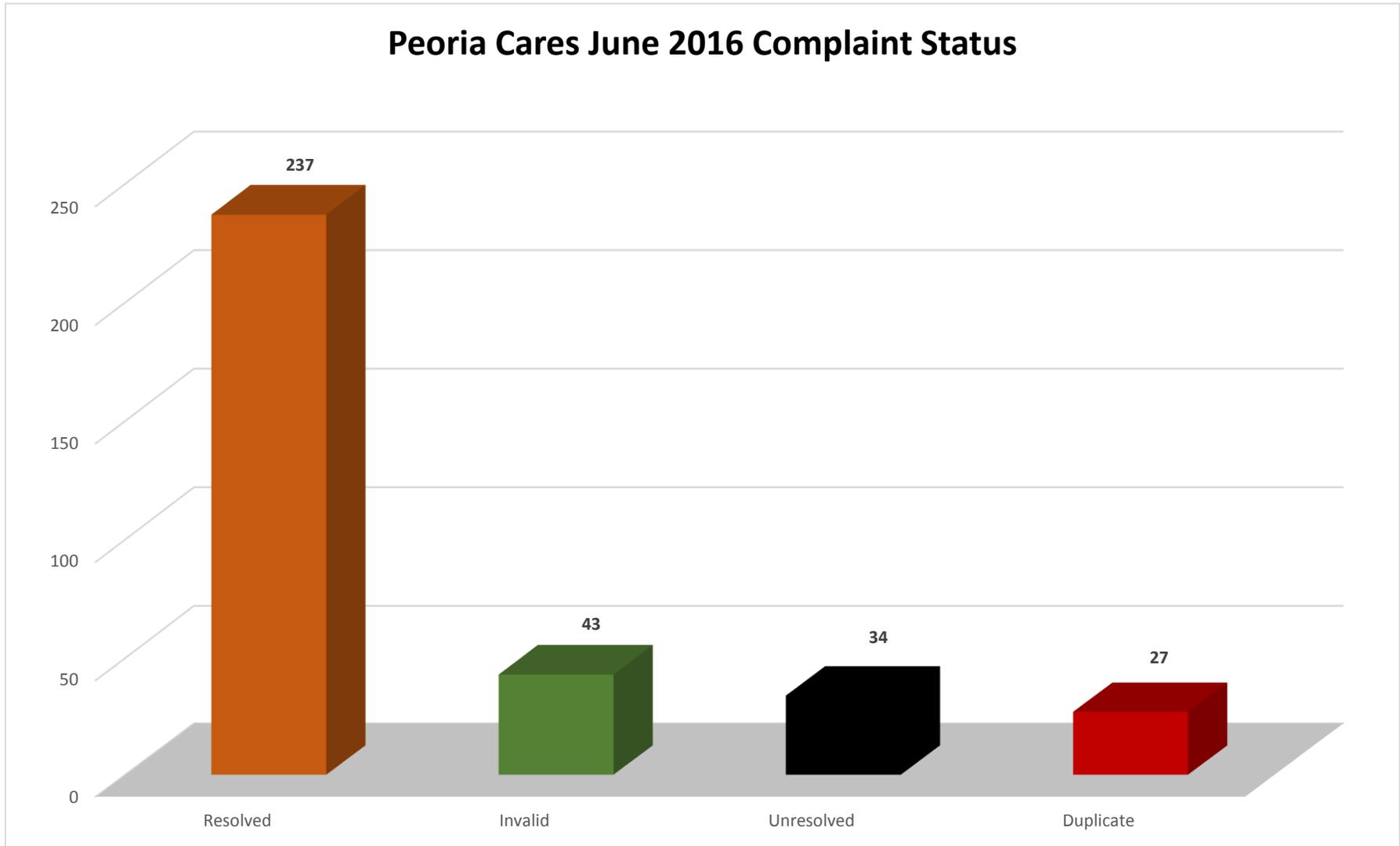
### Peoria Cares May Complaints by Categories





In June, a total of 740 calls were received from the Peoria Cares phone line. There were 25 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.

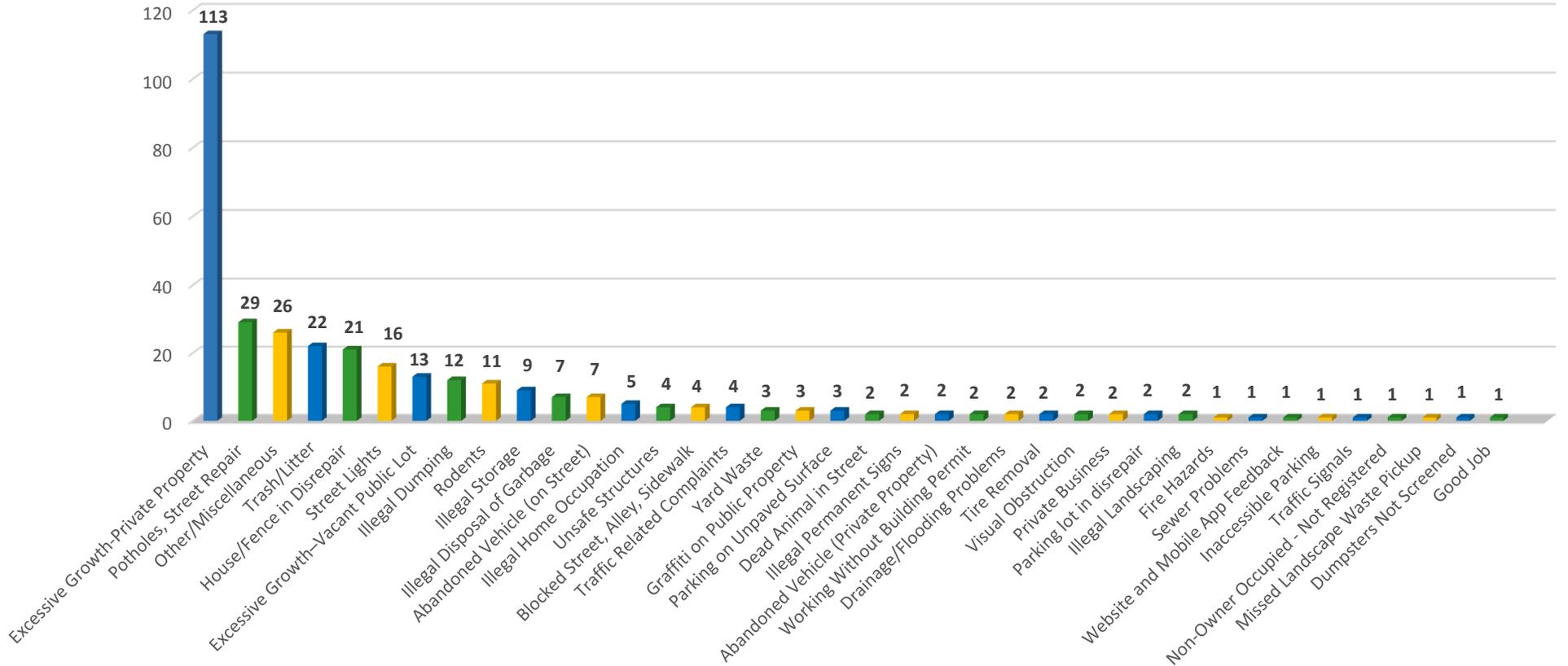


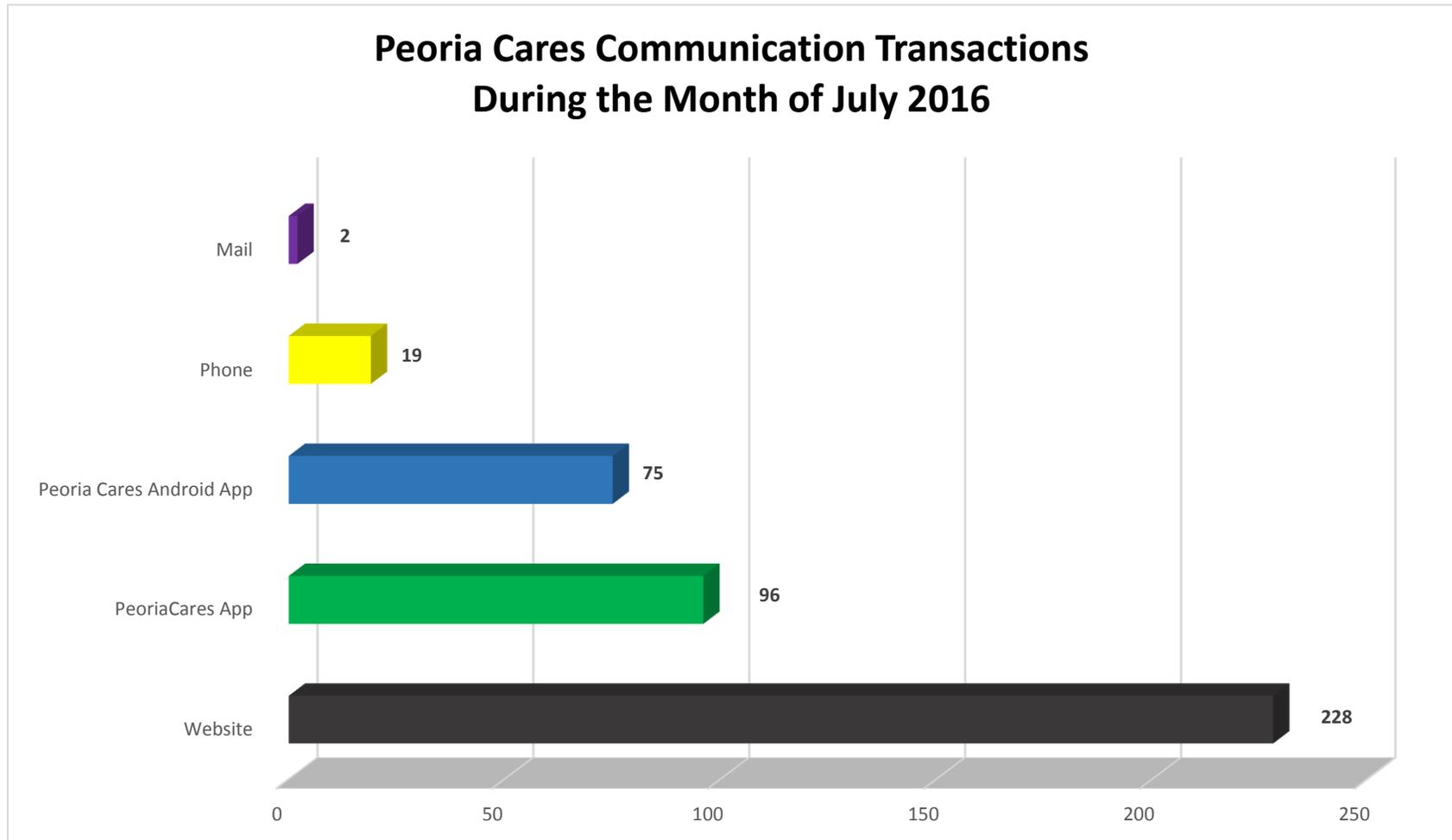


The 34 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen’s needs.



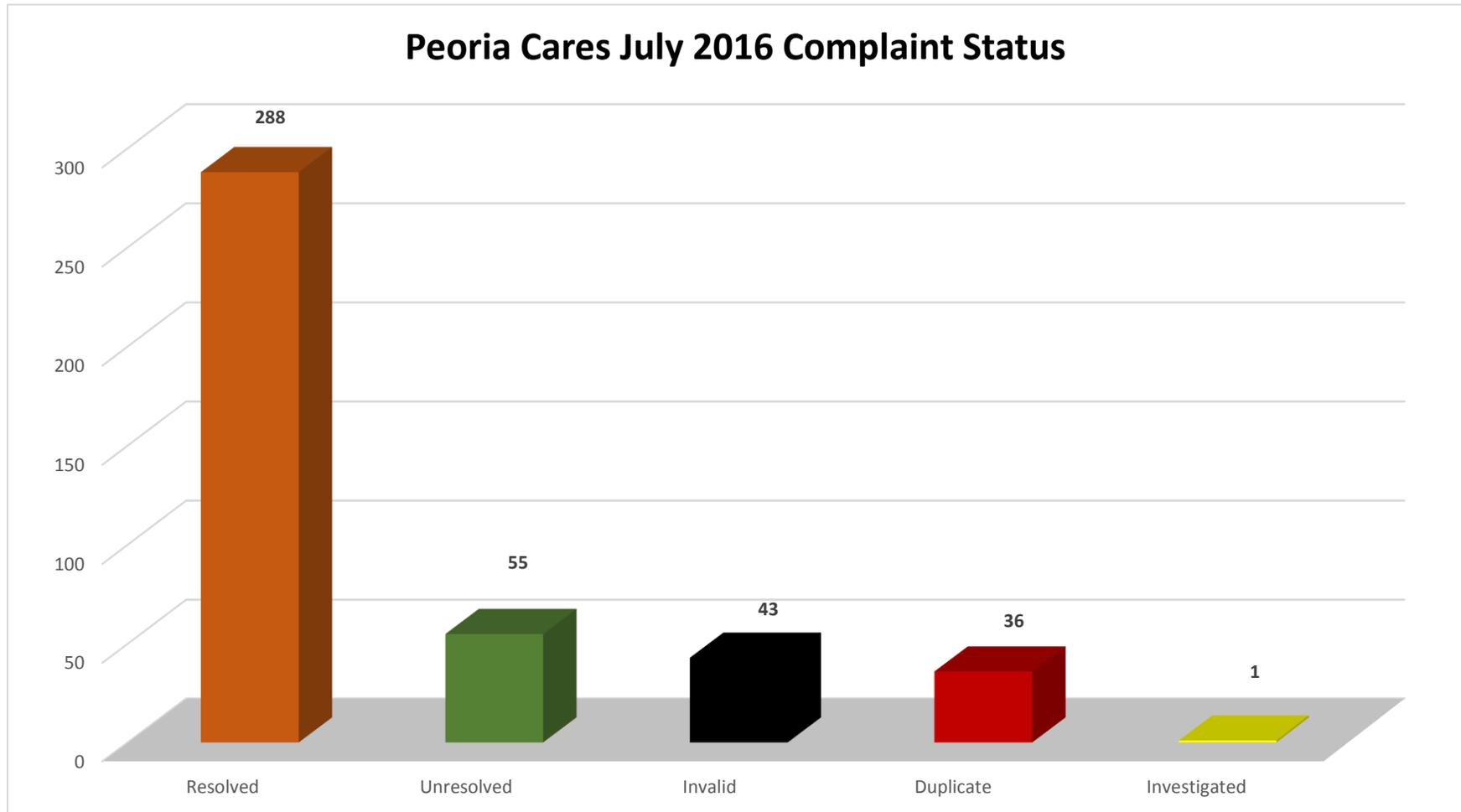
## Peoria Cares June Complaints by Categories





In July, a total of 658 calls were received from the Peoria Cares phone line. There were 19 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.

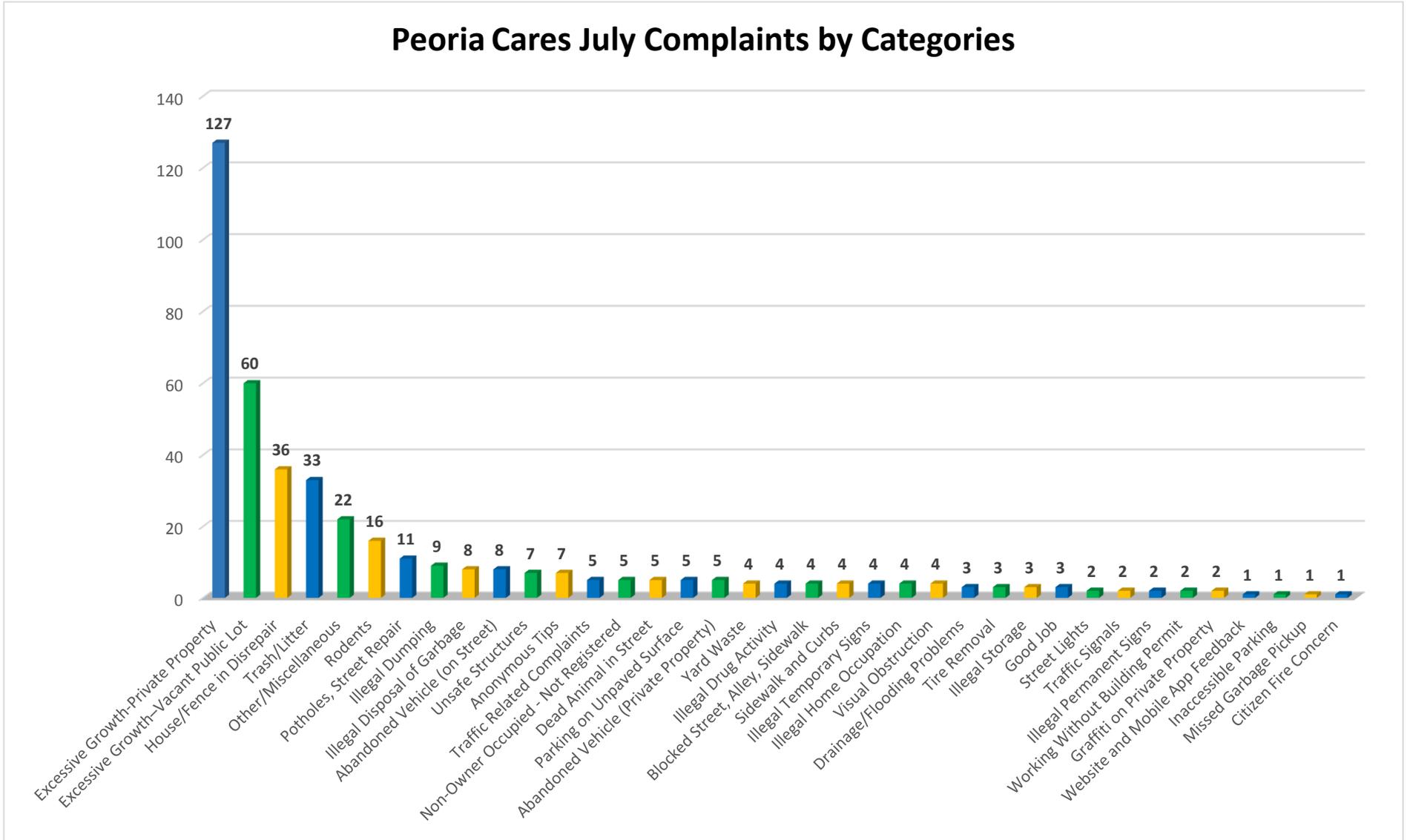


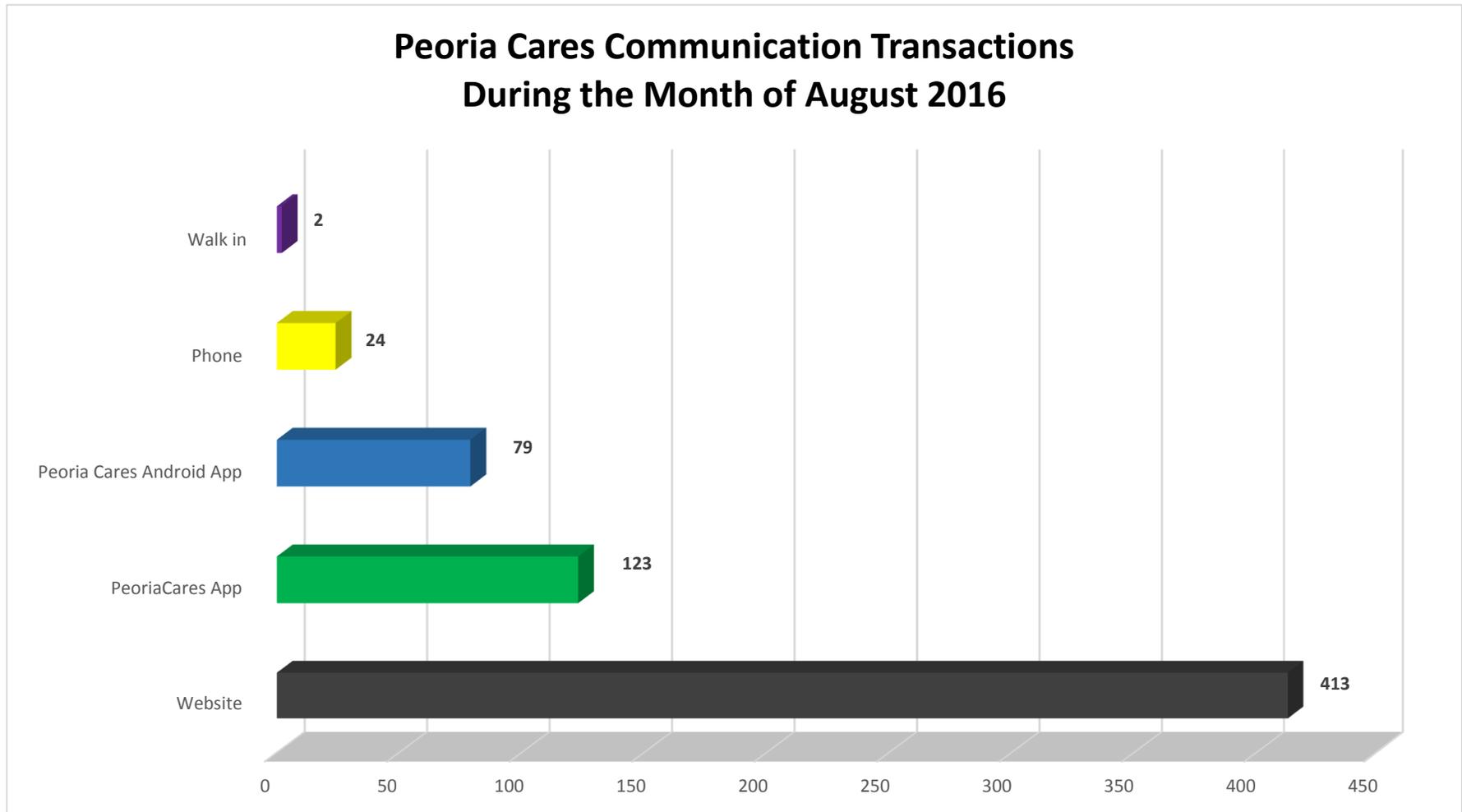


The 55 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.



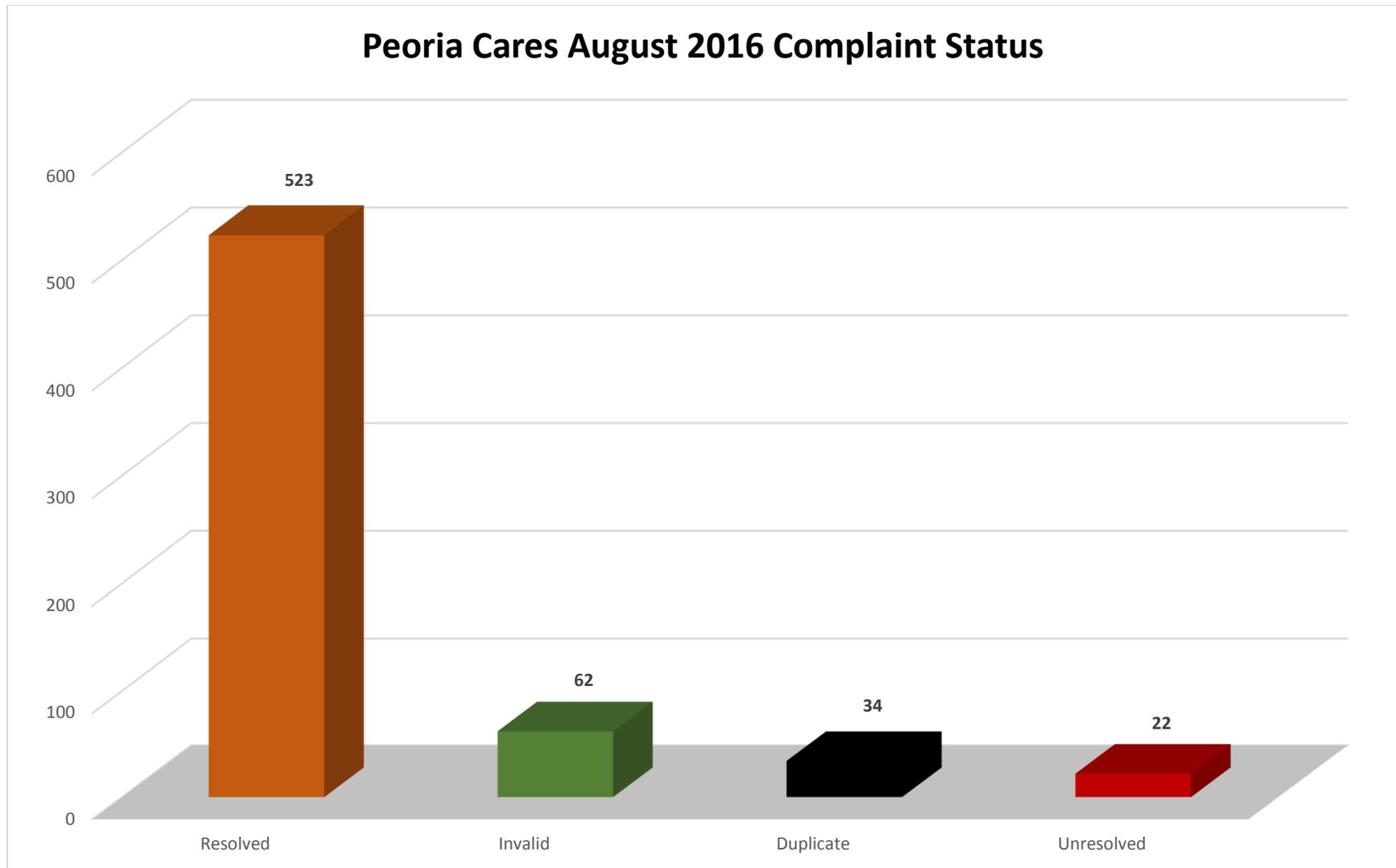
## Peoria Cares July Complaints by Categories





In August, a total of 755 calls were received from the Peoria Cares phone line. There were 24 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.

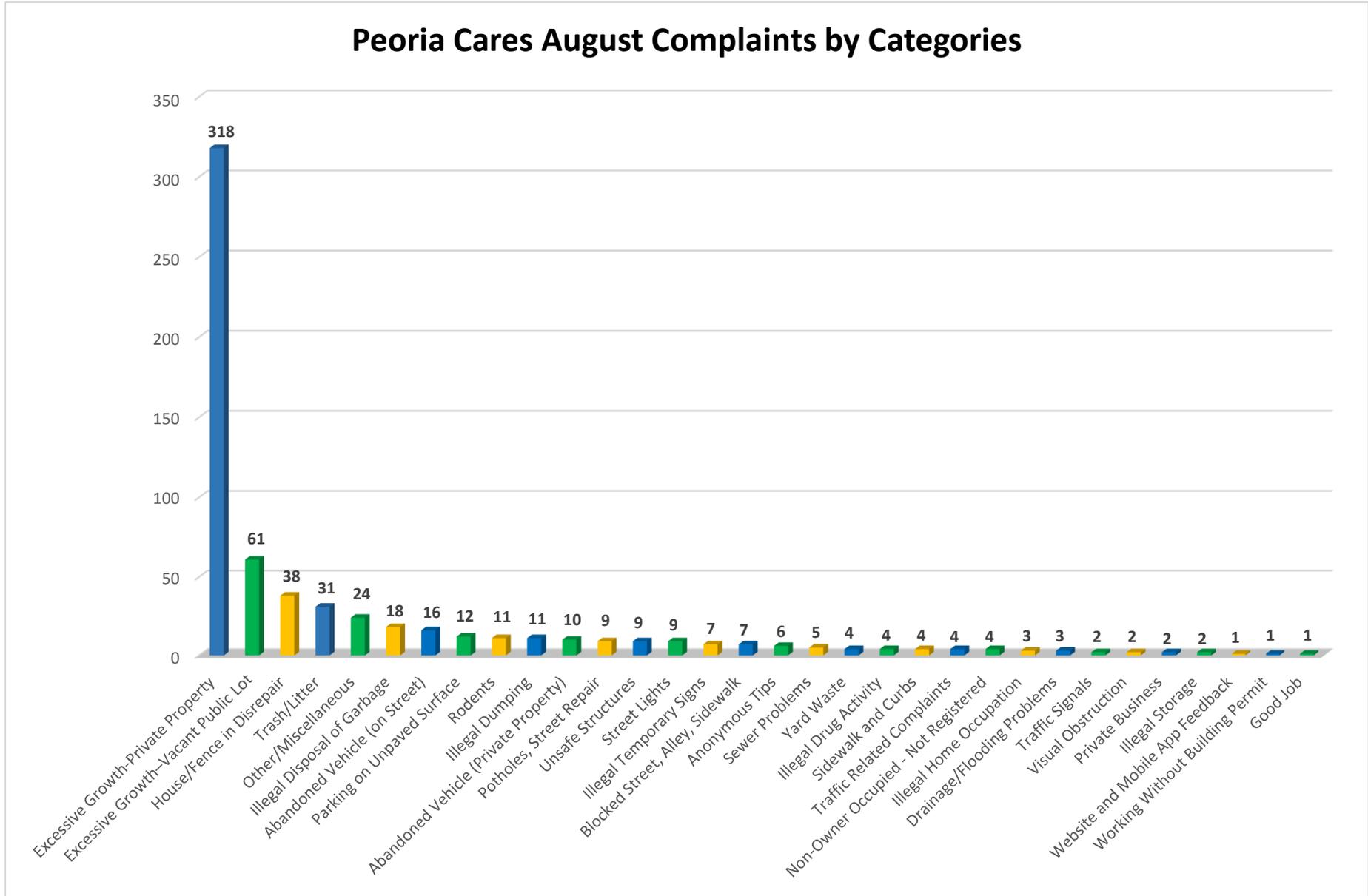


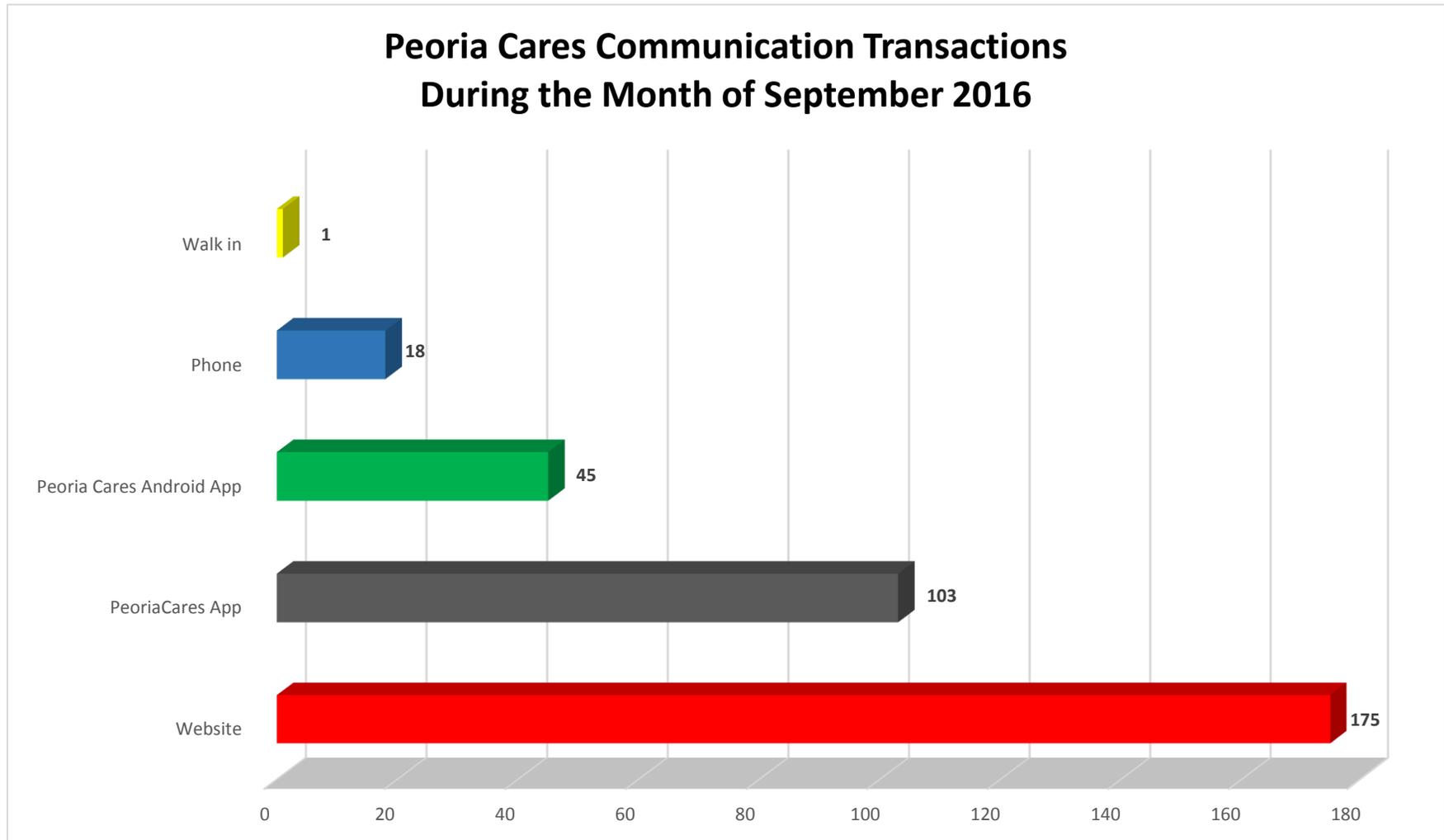


The 22 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.



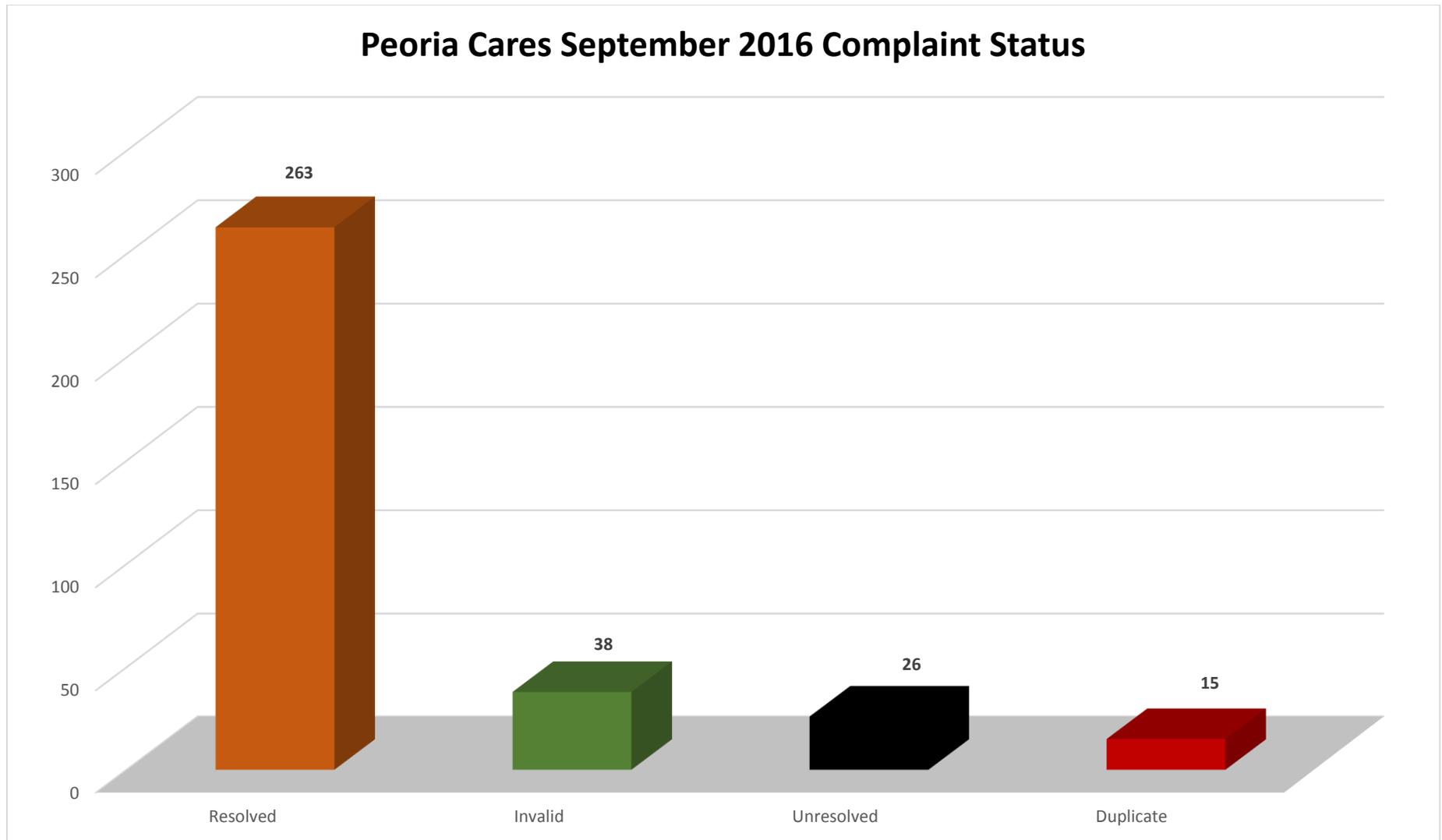
### Peoria Cares August Complaints by Categories





In September, a total of 767 calls were received from the Peoria Cares phone line. There were 18 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.

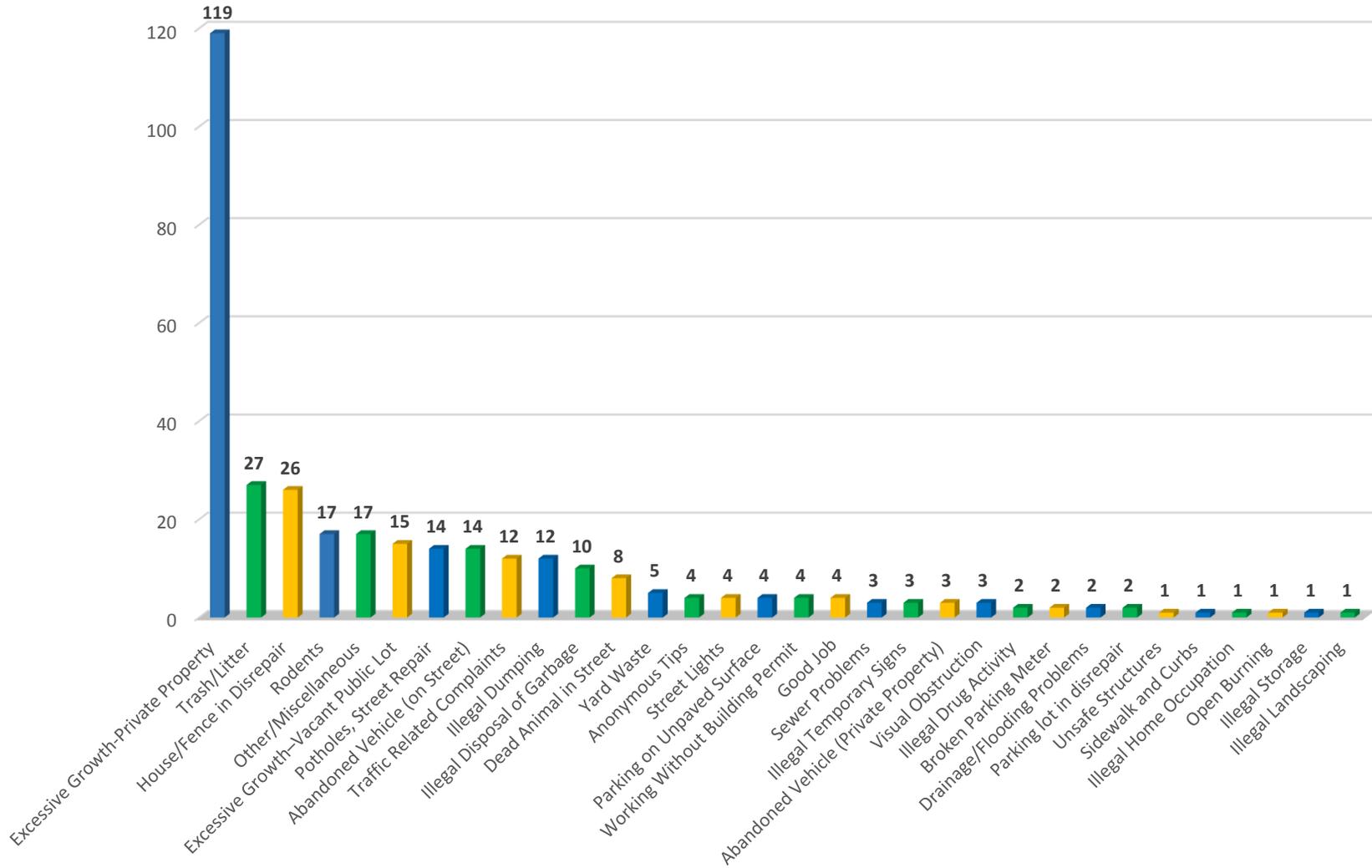




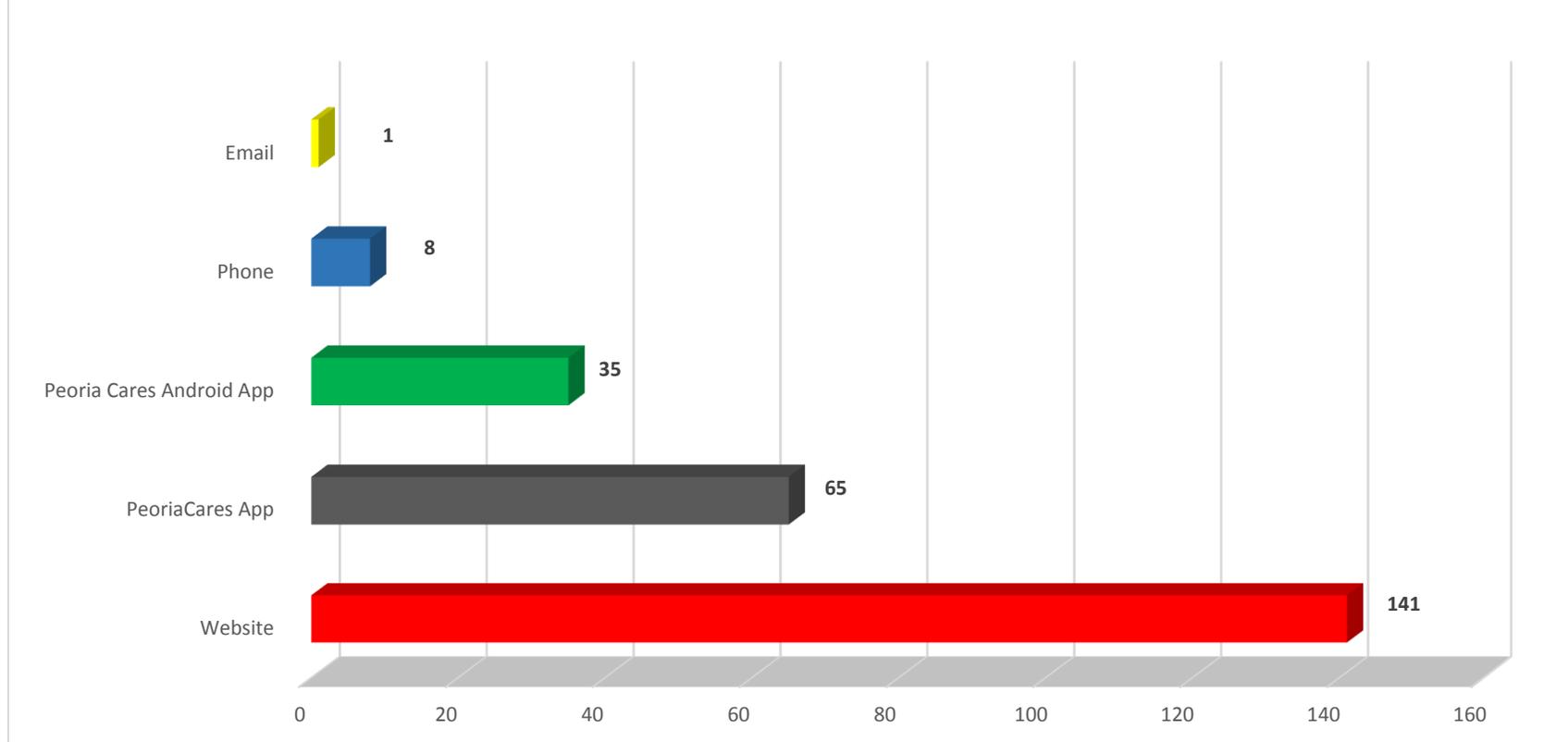
The 26 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.



### Peoria Cares September Complaints by Categories

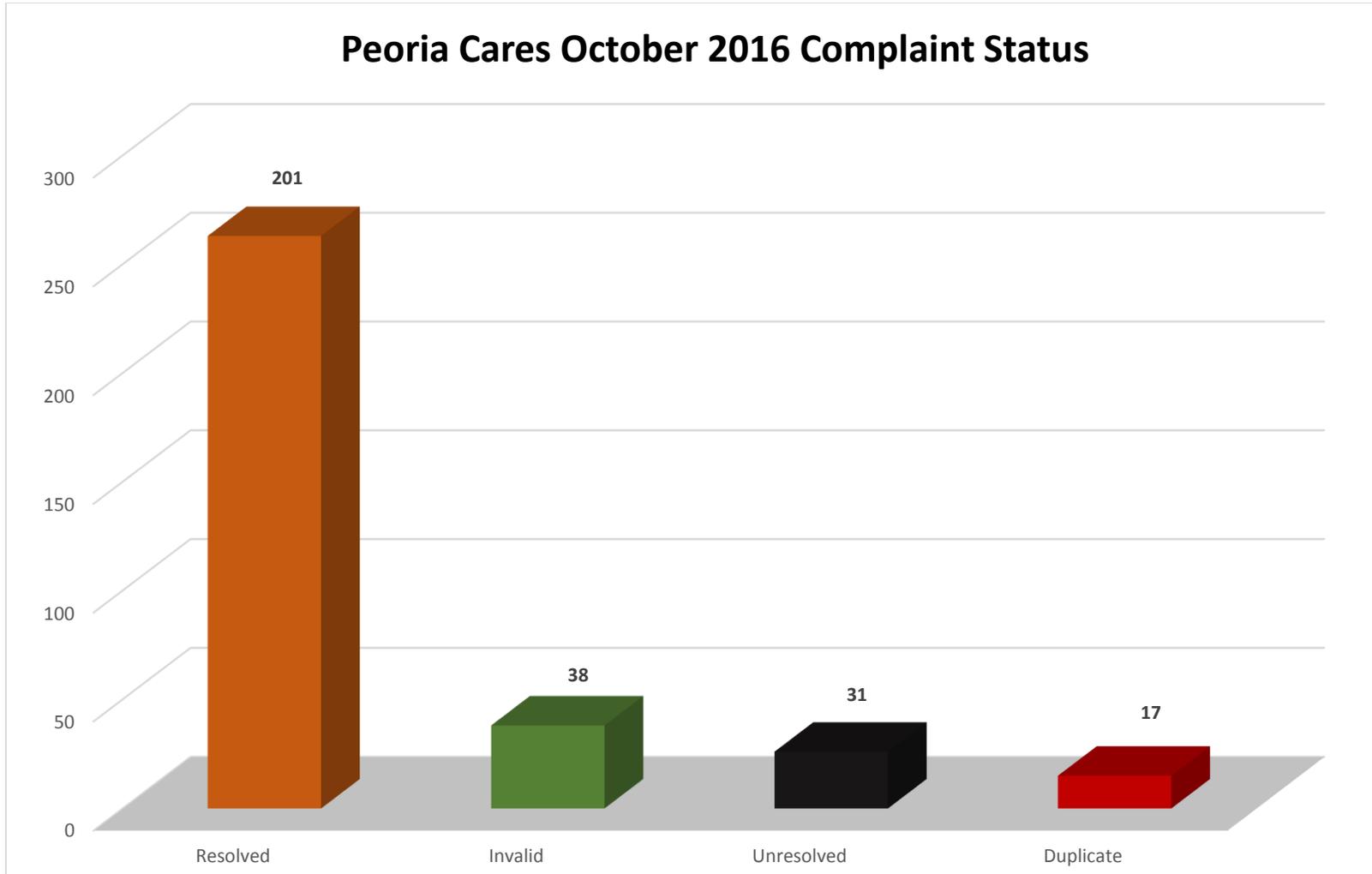


## Peoria Cares Communication Transactions During the Month of October 2016



In October, a total of 628 calls were received from the Peoria Cares phone line. There were 8 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.

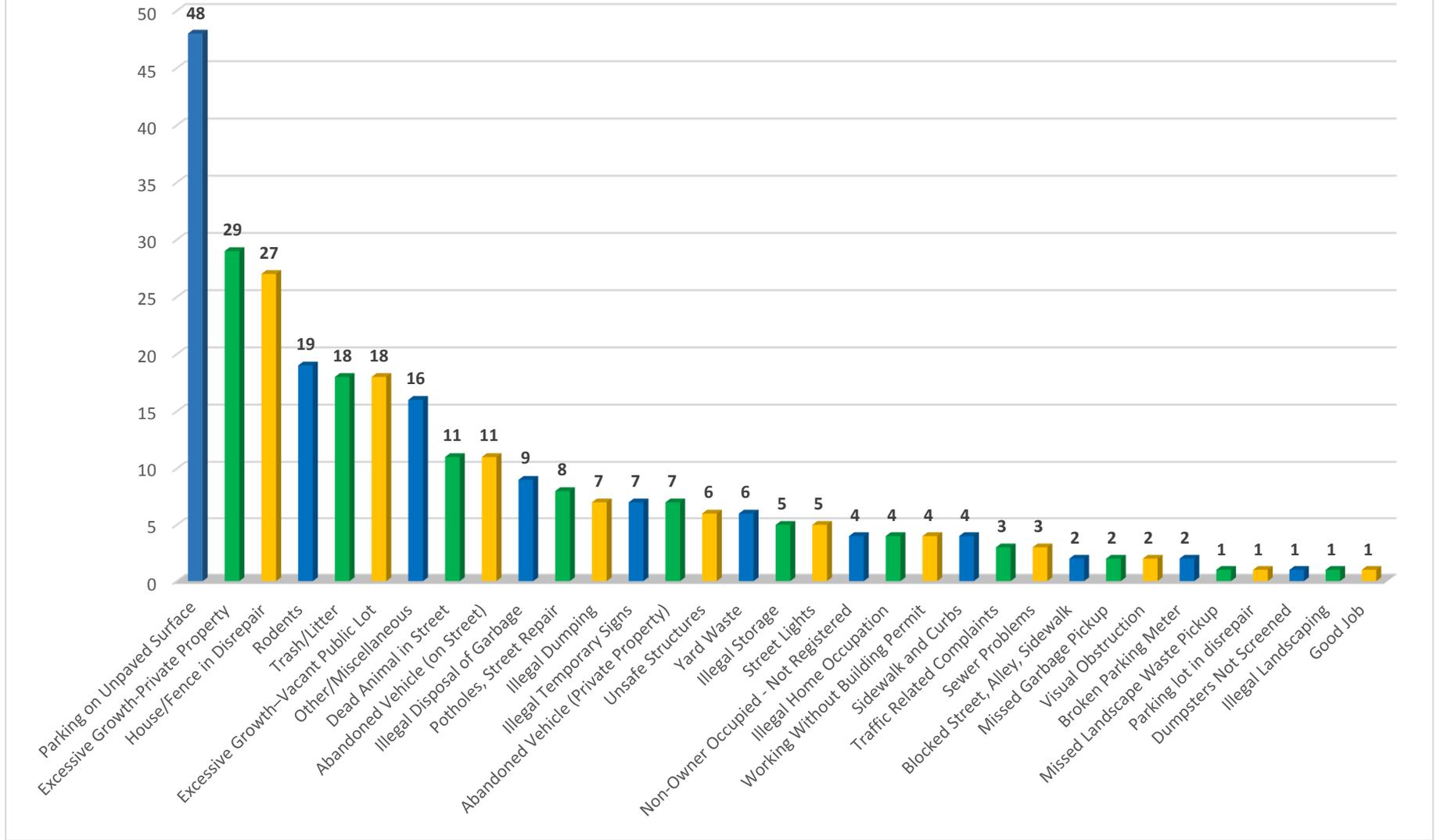


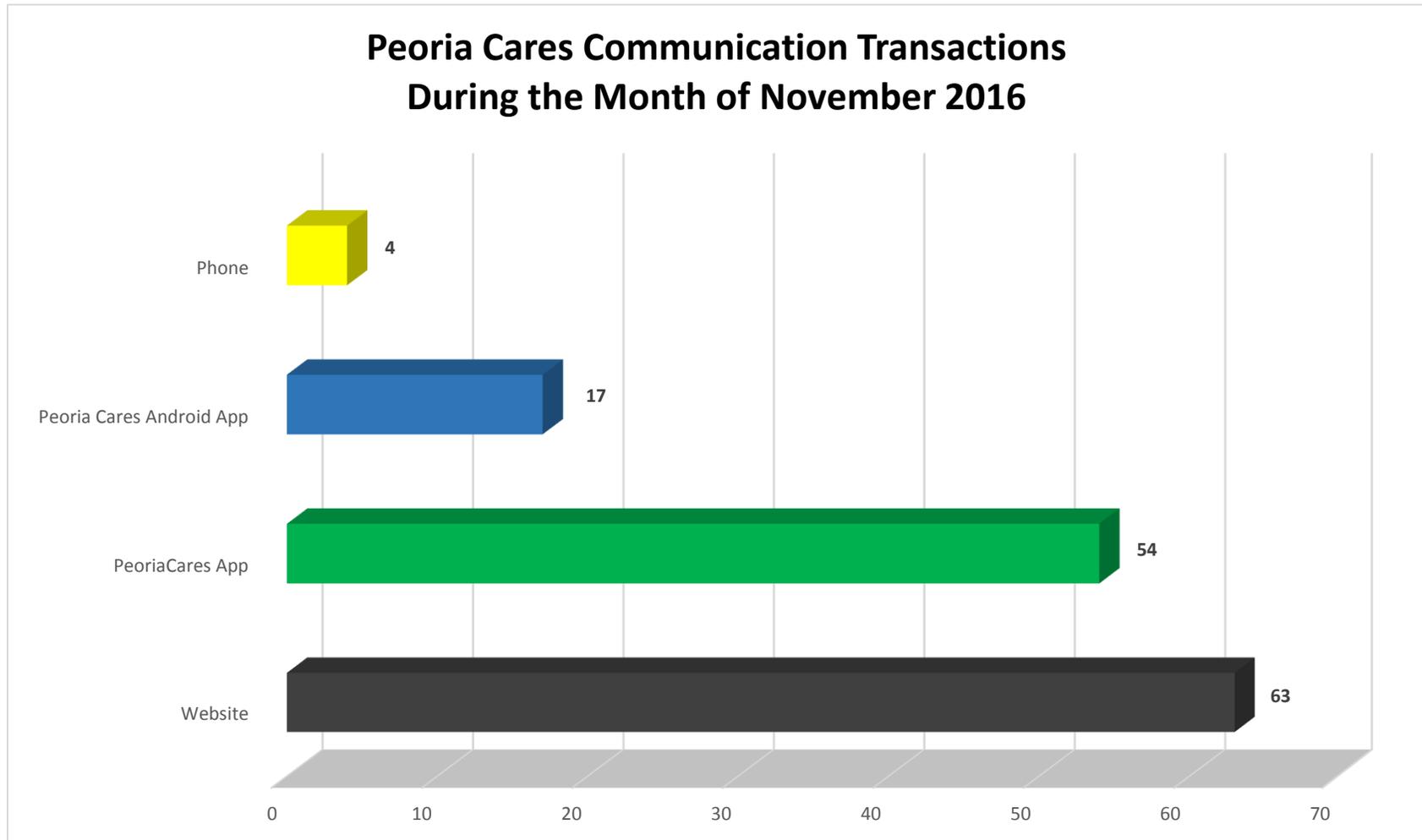


The 31 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen’s needs.



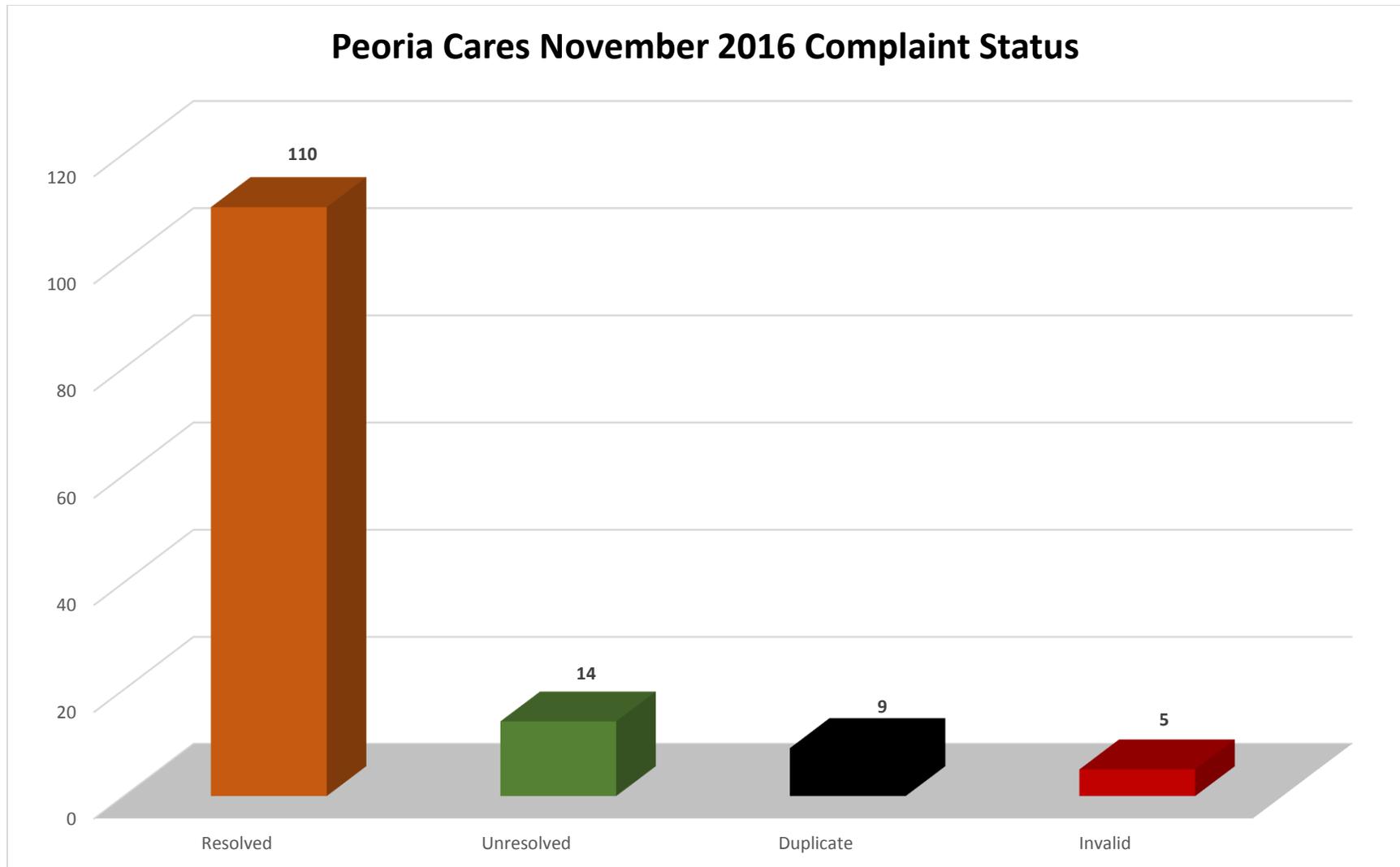
## Peoria Cares October Complaints by Categories





In November, a total of 560 calls were received from the Peoria Cares phone line. There were 4 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.

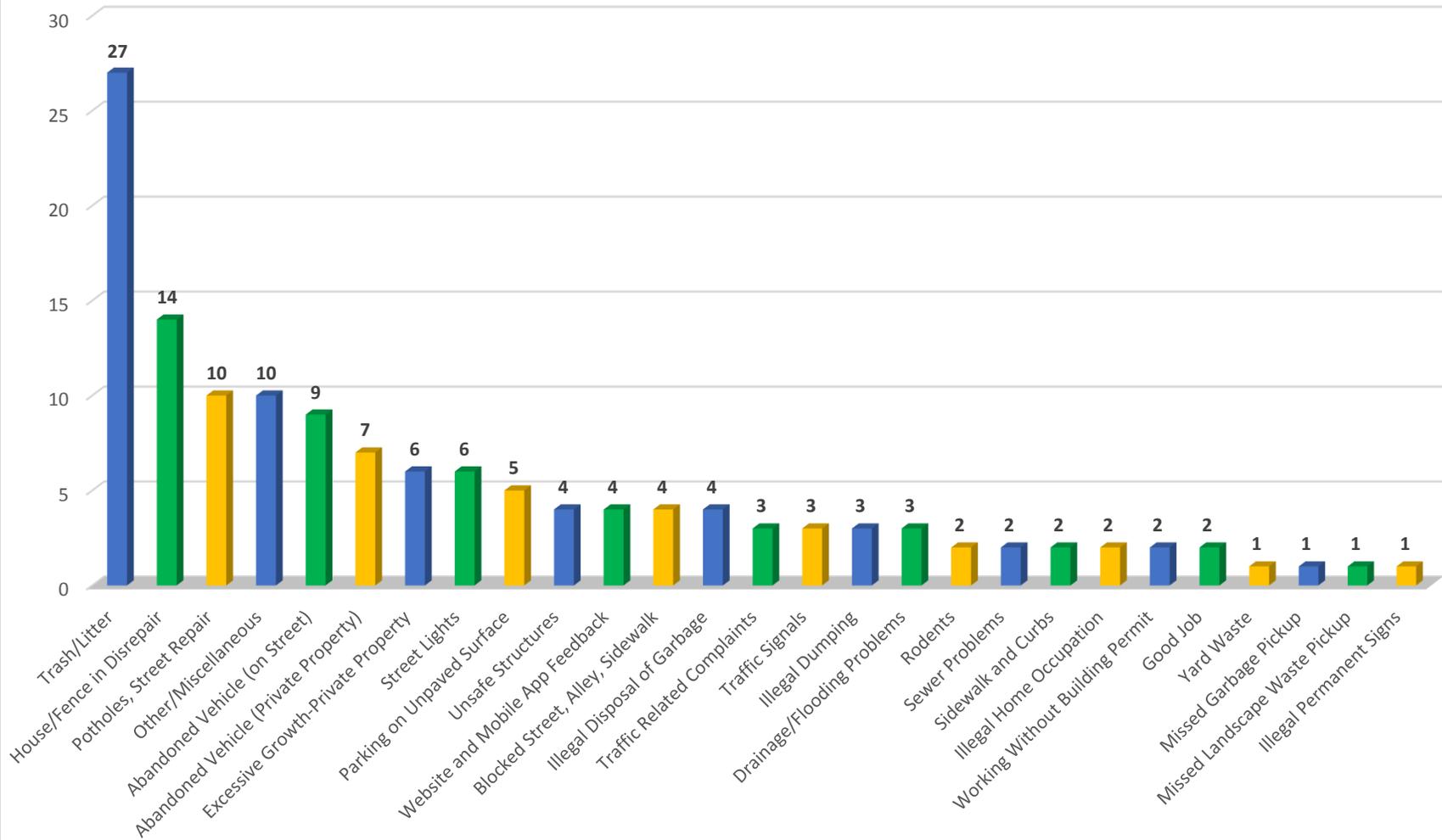




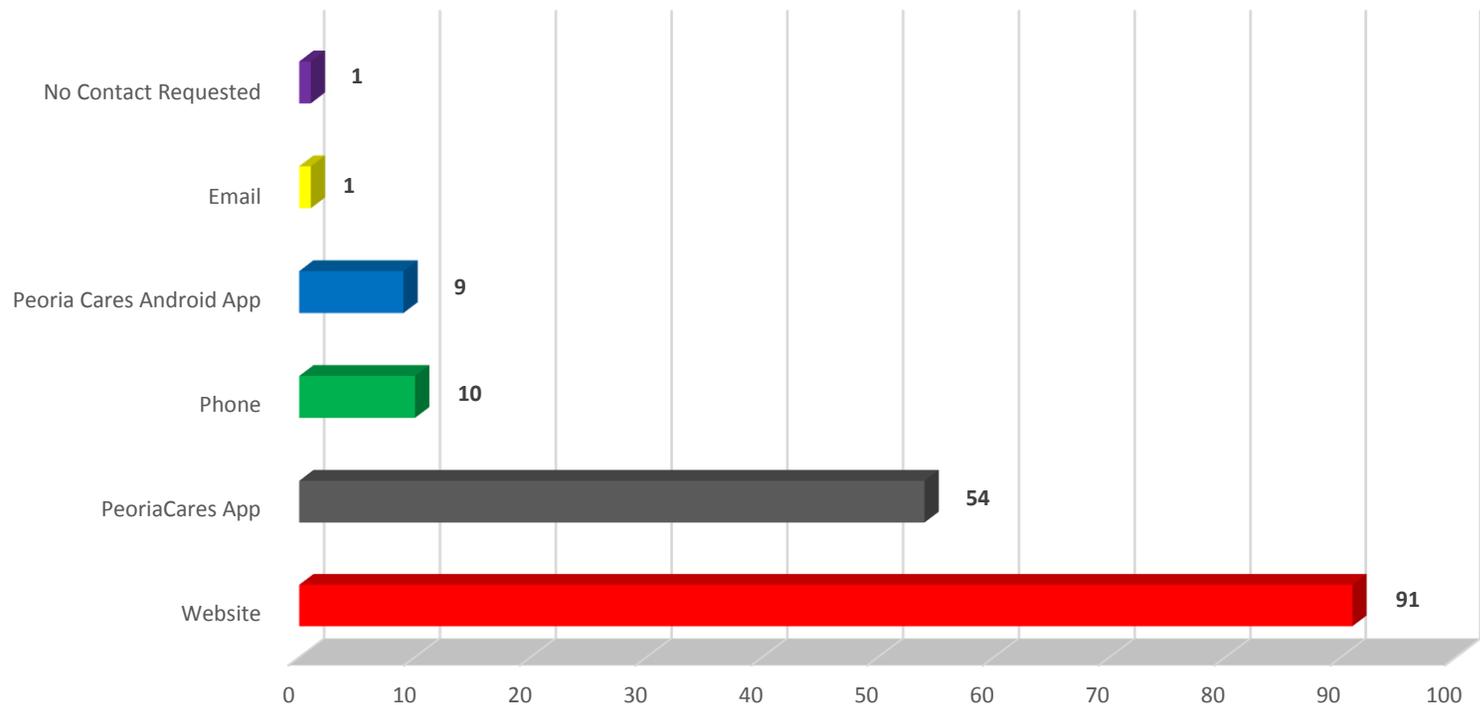
The 14 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.



### Peoria Cares November Complaints by Categories

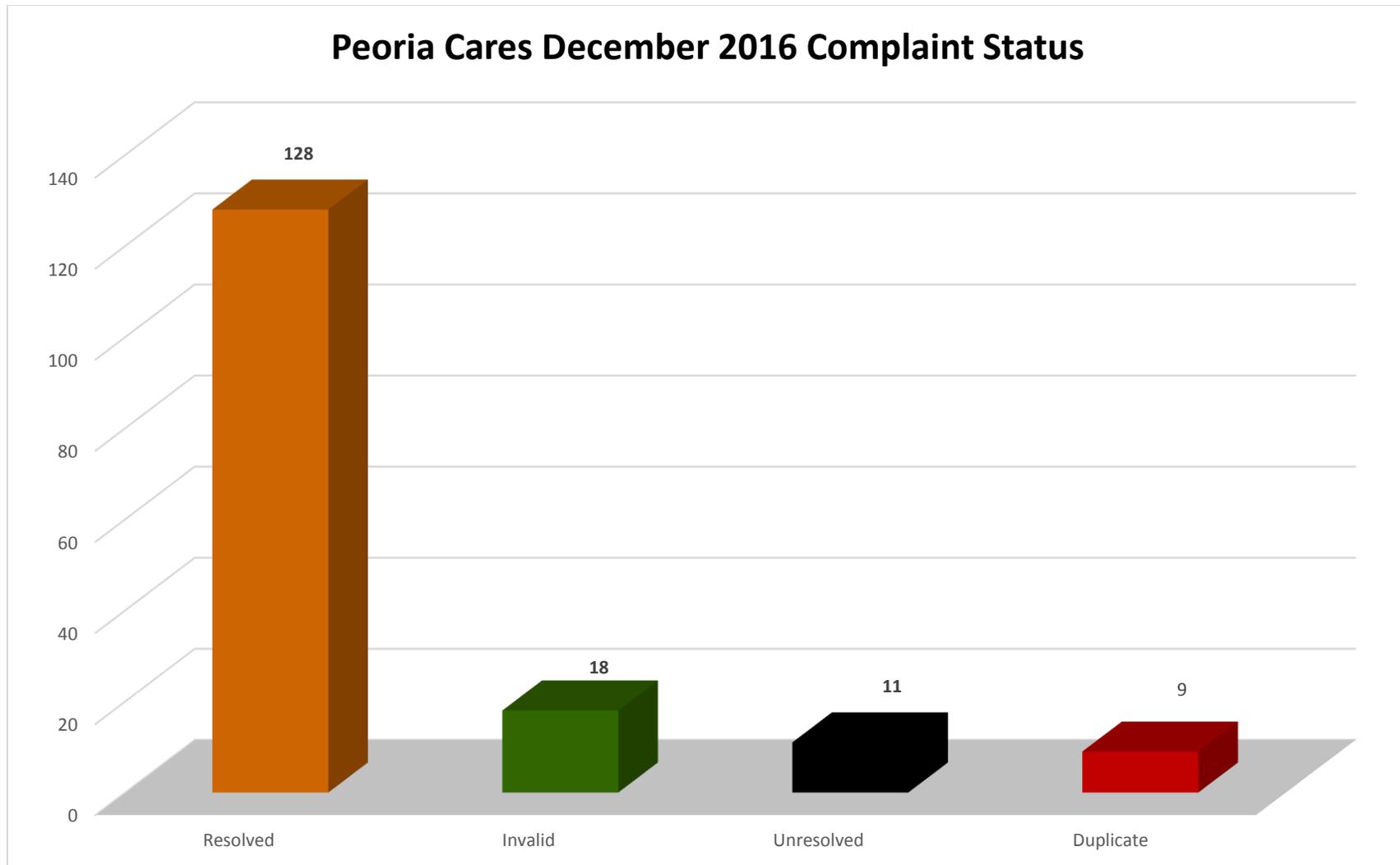


## Peoria Cares Communication Transactions During the Month of December 2016



In December, a total of 523 calls were received from the Peoria Cares phone line. There were 10 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.

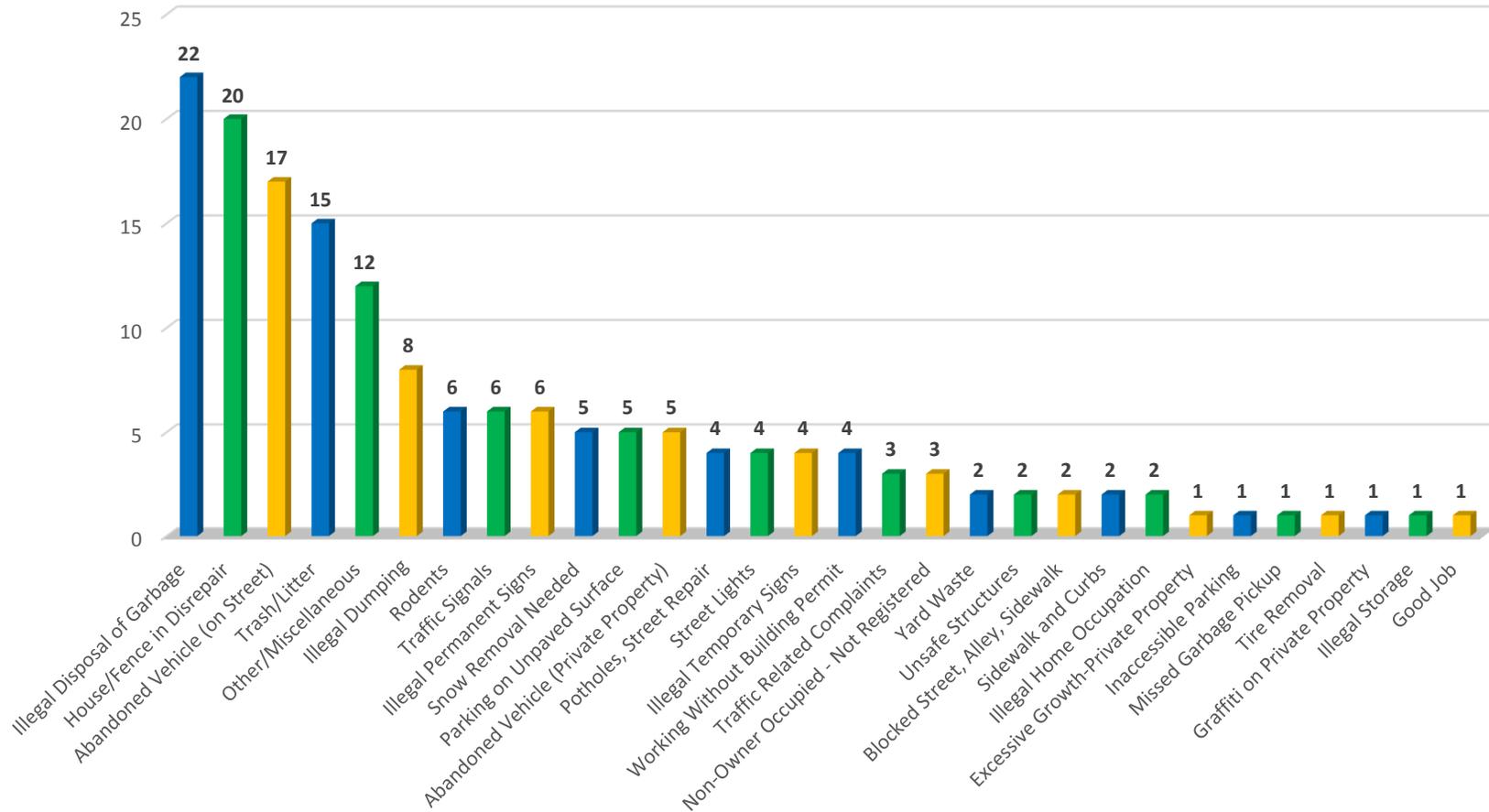


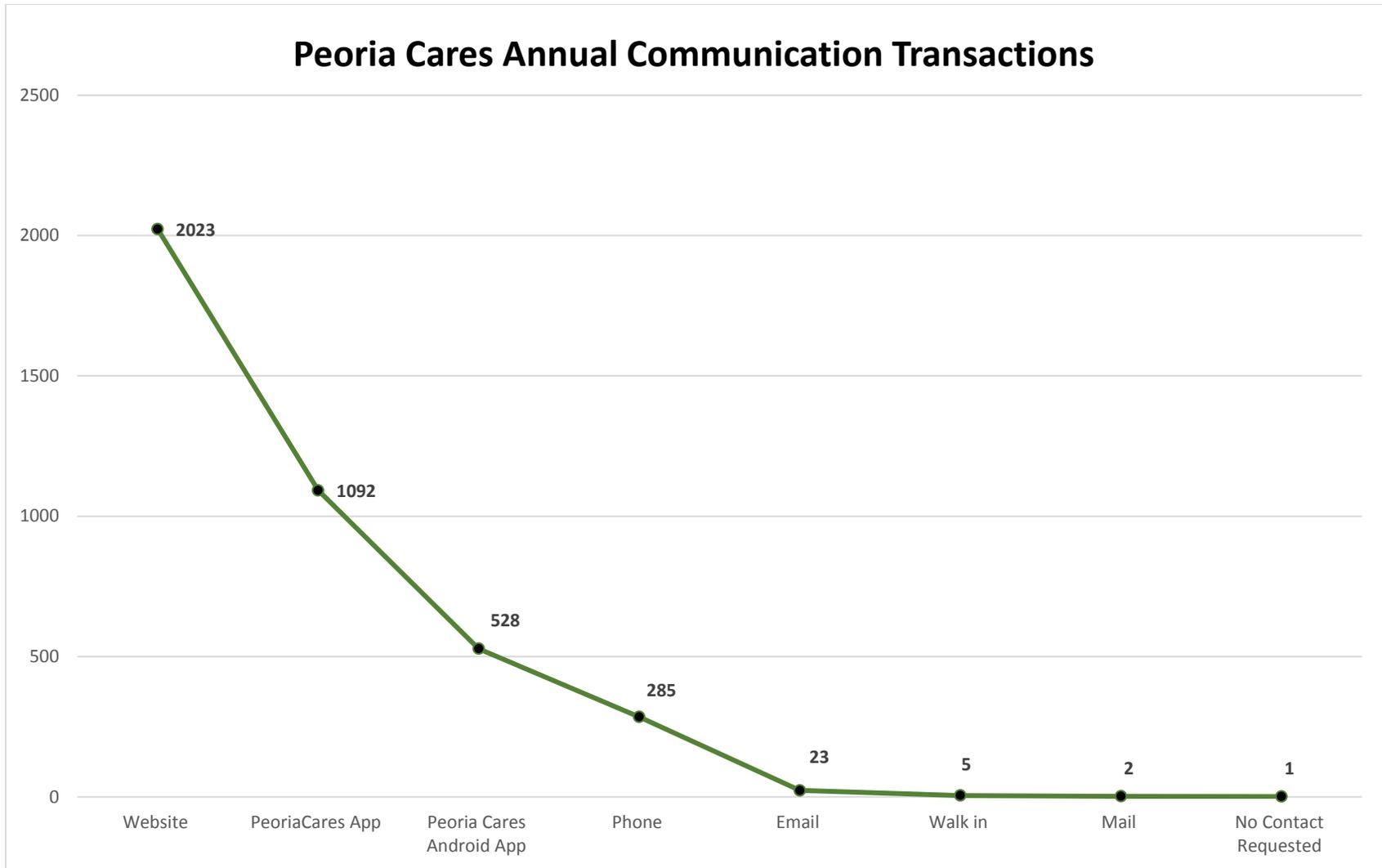


The 11 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.



## Peoria Cares December Complaints by Categories

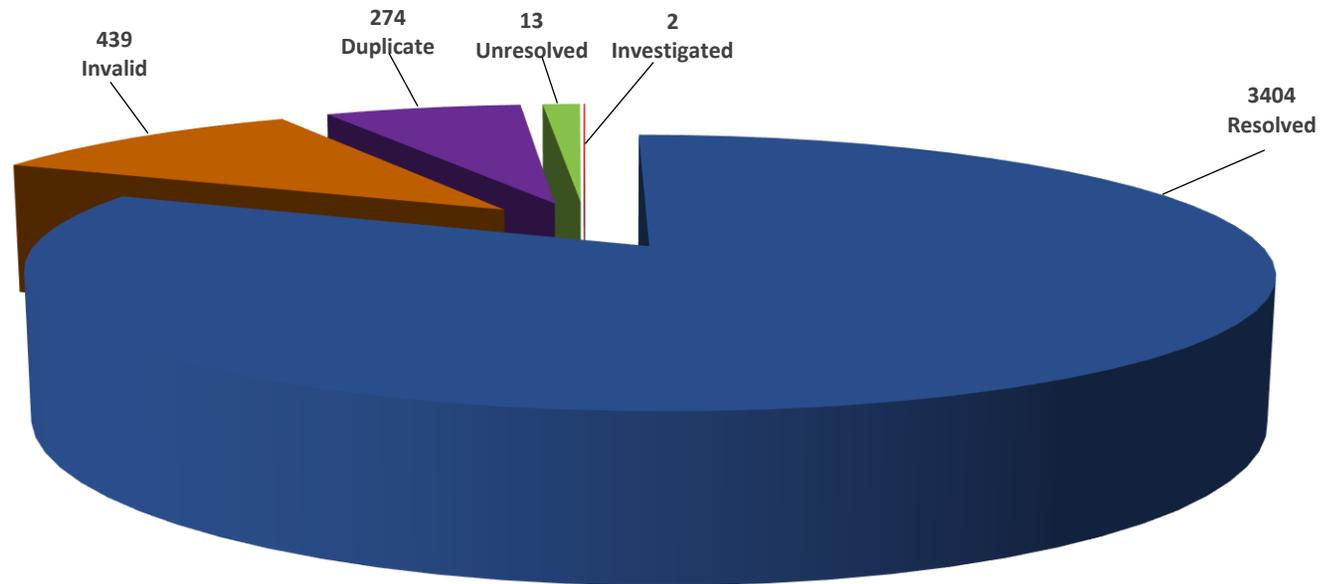




A total of 7,320 calls were received from the Peoria Cares phone line in 2016. There were 285 phone calls that generated a Peoria Cares case. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start to finish. Every call will always receive an optimum 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.



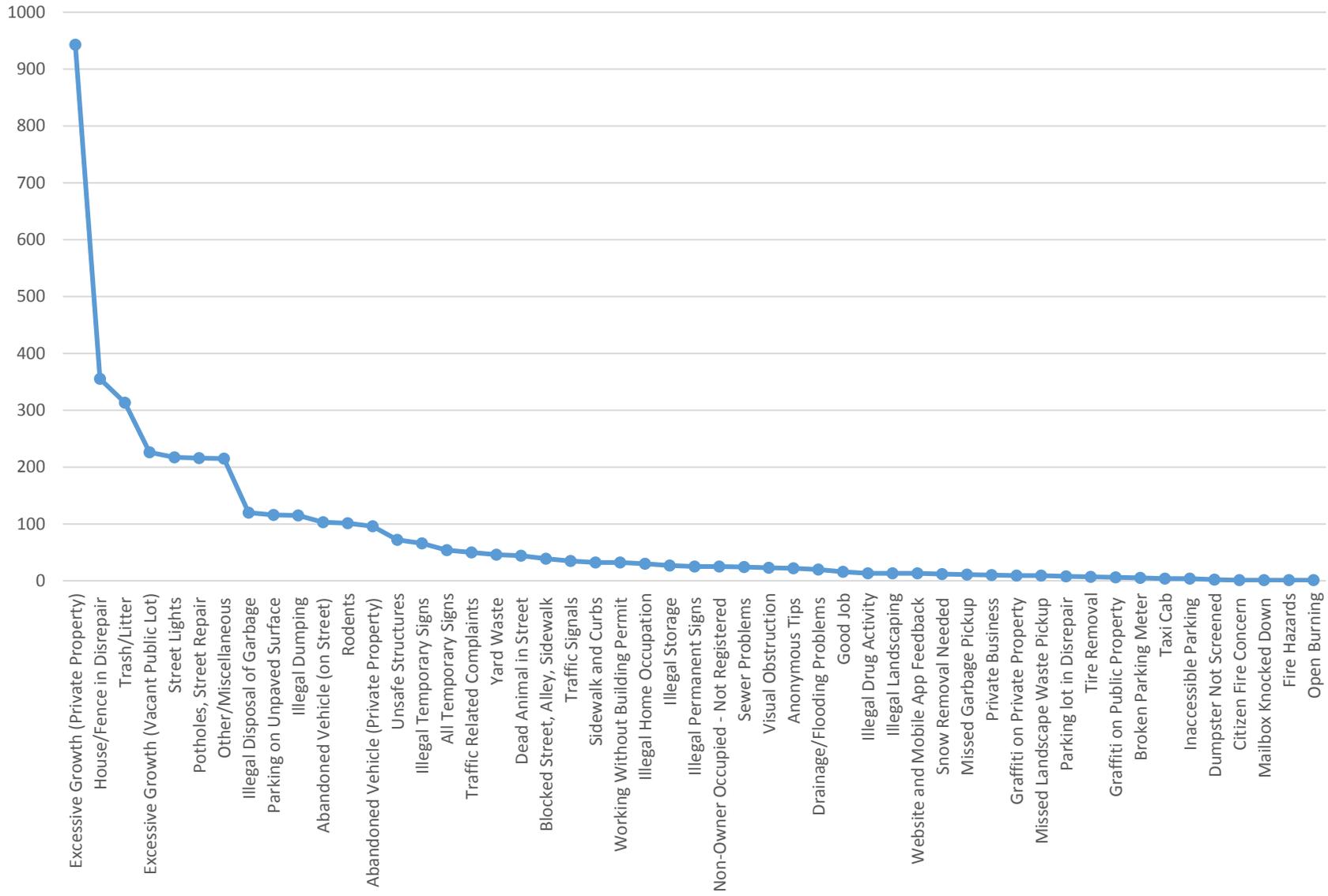
## Peoria Cares January to December 2016 Complaint Status



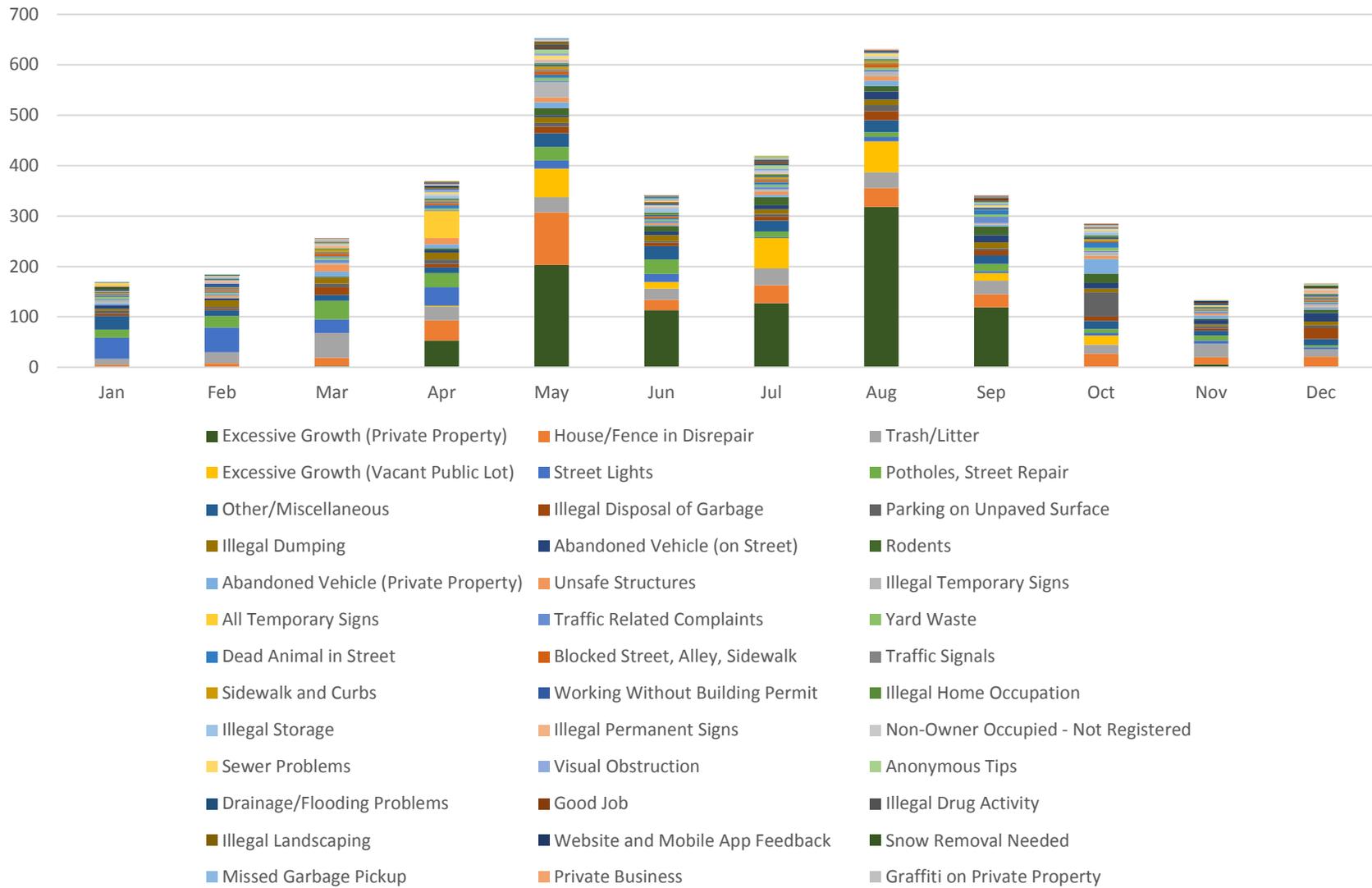
At the end of 2016, there were 13 unresolved complaints. All complaints are handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.

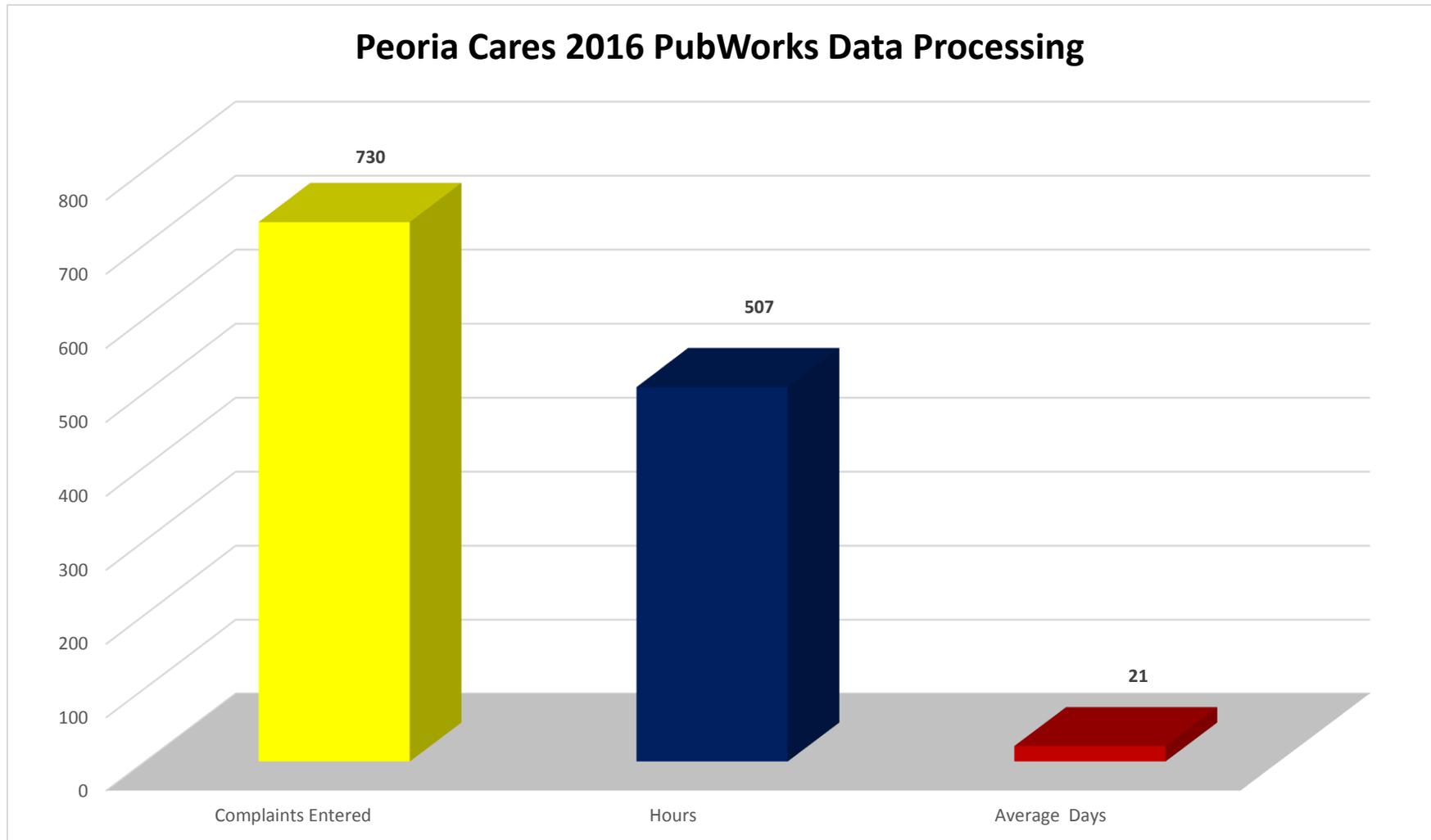


## Peoria Cares 2016 Complaints by Categories



## Peoria Cares 2016 Complaints by Categories (Cont.)





Peoria Cares street related complaints, conversed by phone and email to the Peoria Cares Liaison, were submitted through the Public Works Department's integrated system, PubWorks. The citizen's complaints were processed; allowing field representatives to expedite their operations, associated with on street parking enforcement, snow plowing, potholes, street light repairs, tree trimming in the right-of-way, sign installations/removals etc.



### Peoria Cares 2016 PubWorks Service Request Statistics

