



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager 

DATE: October 18, 2018

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.

Public Works--StraightForward Call Center Update

Public Works hired the call center at the end of May to help field stormwater utility calls. Through October 11, the call center has fielded 4,133 calls requiring 22, 631 minutes to handle. 2,348 of the calls have been regarding stormwater utility billing.

Peoria office has handled 73% of the calls since the beginning of the project. Originally the call center was staffing all of the stormwater utility calls in Peoria. Due to changes in StraightForward's operation they needed to reduce staff in Peoria and brought on the Sauk City, Wisconsin office. Currently Peoria staff are prioritized higher to receive the calls first, however based on the other programs Peoria staff are supporting the Sauk team seems to be more available to answer stormwater utility calls. In September Peoria fielded 30% of the stormwater utility calls and Sauk City fielded the rest.

Public Works staff is working with Straightforward to see what can be done to get more calls answered in Peoria. Straightforward has committed to training three additional people in the Peoria office to answer stormwater utility calls. The additional resources will be ready for calls on October 17.

After October 17, there will be 6 call center staff in Peoria and 4 call center staff in Sauk City trained to answer stormwater utility calls.

Through September 30 we have spent \$14,462.78 on the call center.

Community Development-Vendor/Contractor Educational Information Session



On Thursday, October 11th, 2018, First District Councilwoman Denise Moore and the City of Peoria Community Development Department held an educational session for vendors and contractors about bidding in the City of Peoria at the Minority Business Development Center. Topics covered included: vendor applications, bid registration, electronic information, purchasing ordinances, bidding results, sealed bids, pre-bid meetings requests for proposals (RFP's) and more.

For more information on this informational session, please contact Assistant Director Joe Dulin at 309-494-8631 or jdulin@peoriagov.org.

Community Development Department Continues “100 Blocks in 100 Days”

Program Builds Relationships and Educates Residents on Neighborhood Improvement

Earlier this month, the City of Peoria Community Development Department launched the second annual “100 Blocks in 100 Days” initiative. Over a 100-day period, each Code Enforcement Inspector will be walking door-to-door to introduce themselves to the residents. By the end of November, staff will have covered over 100 blocks throughout the City of Peoria.

The “100 Blocks in 100 Days” initiative will provide residents with the opportunity to speak directly to their Code Enforcement Inspectors and will also allow them to share suggestions, comments, and concerns about their neighborhood. This program not only promotes building relationships with city staff, but also illustrates that while Code Enforcement Inspectors do write tickets, they also educate residents on how their work impacts maintaining property values, increasing public safety, and protecting quality of life.

For more information, please visit AppreciatePeoria.com or contact Code Enforcement Supervisor Ashley Elias at 309-494-8929 or aehlias@peoriagov.org.

Peoria Police Department

- Trick or Treat with the Peoria Police Department



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

Wraparound Center hosts ribbon cutting ceremony

On Wednesday, October 24, Peoria Public Schools and its community partners will celebrate the Wraparound Center with a ribbon cutting ceremony at 1:30 p.m.

The Wraparound Center began providing services to Peoria citizens in August. Located at Trewyn School, it's in the heart of one of the city's biggest areas of need – the 61605 zip code. This is the second-poorest zip code in Illinois and the 48th poorest zip code in the U.S. The Wraparound Center is a one-stop-shop providing supports and services to help residents confront the daunting challenges they face. By bringing the services of Peoria's social service agencies to their neighborhood, we help empower Peoria families.

The Wraparound Center is an outgrowth of the District's Social, Emotional Learning (SEL) program. In 2016 Peoria Public Schools began devoting resources to SEL for our students. Under the direction of SEL Director Derrick Booth, the district adopted a curriculum focusing on five competencies required for social and emotional health: self-awareness, self-management or regulation, social awareness, relationship skills and responsible decision-making. Social emotional development is about strengthening one's self-concept and building resistance. SEL is embedded in lessons that cover curiosity, courage, hope, confidence, friendship, belonging, kindness and more.

Issues Update
October 18, 2018

Please take the time to [view this video on The Wraparound Center](#) and mark your calendar to join us for the ribbon cutting on October 24 at 1:30 p.m. It will be a wonderful opportunity to tour the facility, visit the community partners who make up the Wraparound Center's network, and hear about the vital supports and services the Wraparound Center offers our community.

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

Please see attached.

Peoria Cares Monthly Reports

Please see attached.



DEVELOPMENT REVIEW BOARD AGENDA

Plans Distributed: **October 17, 2018**

Comments Due: **October 24, 2018**

Building/Projects this Week

Job/Project #	Address	Type	Description
18-1582	6513 N GALENA 14-15-200-006	COMMERCIAL ADDITION	Addition – P&P Press – Council District 3 – RM/KG
18-1590	6017 N KNOXVILLE 14-16-376-003	NEW COMMERCIAL	Pavilion – Donovan Park – Council District 3 – RM/KG
18-1591	1200 W MAIN 18-05-451-018	COMMERCIAL ALTERATION	Interior Remodel – CVS – Council District 2 – CF/KG
18-1597	5901 W WAR MEMORIAL 13-10-200-003	COMMERCIAL ALTERATION	Interior Remodel – OSF – Council District 2 – CF/KG
18-1604	5003 N UNIVERSITY 14-20-179-039	NEW COMMERCIAL	New ATM – Commerce Bank – Council District 4 – CF/KG
PROJECT 18-159	5512 N WESTERN AVE 14-17-353-016	ZONING BOARD OF APPEALS	Variance – Driveway – 5512 N Western Ave – Council District 4 - LA
PROJECT 18-160	1808 W MOSS AVE 18-08-156-002	ZONING BOARD OF APPEALS	Variance – Height Variance for Accessory Structure – 1808 W Moss Ave – Council District 2 - LA

Building Permits Issued

Commercial		Residential	
New Commercial	-	New Single-Family Dwelling	1
Commercial Alteration	5	Residential Alteration/Repairs	6
Commercial Demolition	-	New Garage	-
Electrical	8	Electrical	9
HVAC	3	HVAC	3
Plumbing	2	Plumbing	2

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	\$ 80,055,000.00
--	-------------------------

Certificates of Occupancy Issued

Address/Location	Business Name	Date Issued	CD
------------------	---------------	-------------	----

Community Development Department

Address/Location	Project Type	Information Update	CD
7301 N Allen Road	Subdivision - Administrative	Plans Received	5

	Planning Inspectors		Building Inspectors		
Name	Leah Allison	Kerilyn Gallagher	Chris Frank	Roberto Medina	Scot Wolf
Phone	494-8667	494-8606	494-8633	494-8623	494-8628
E-mail	ll Allison@peoriagov.org	kgallagher@peoriagov.org	cfrank@peoriagov.org	rmedina@peoriagov.org	swolf@peoriagov.org



DEVELOPMENT REVIEW BOARD AGENDA

Plans Distributed: May 9, 2018

Comments Due: May 16, 2018

Peoria City/County Health Department

Address/Location	Business Name	Information Update	CD
1414 S Livingston St	Logan Center for Student Success	Plans Received	1
7723 University	Casa Amigos	Plans Received	5
8807 N Knoxville	Rumberger To Go	Plans Received	5
1200 Main St	Little Raven Eatery	Plans Received	2
4712 N University	Pregame Pub and Grill	Plans Received	3

	Council District 1	Council District 2	Council District 3	Council District 4	Council District 5
Planning Inspector	Leah Allison	Kimberly Smith	Shannon Techie	Josh Naven	Josh Naven
Phone	494-8667	494-8612	494-8649	494-8657	494-8657
E-mail	lallison@peoriagov.org	kismith@peoriagov.org	stechie@peoriagov.org	jnaven@peoriagov.org	jnaven@peoriagov.org
Building Inspector	Roberto Medina	Chris Frank	Roberto Medina	Chris Frank	Bill Dodd
Phone	494-8623	494-8633	494-8623	494-8633	494-8653
E-mail	rmedina@peoriagov.org	cfrank@peoriagov.org	rmedina@peoriagov.org	cfrank@peoriagov.org	wdodd@peoriagov.org
	Scot Wolf (Downtown & Warehouse District Only)				
	494-8628				6
	swolf@peoriagov.org				

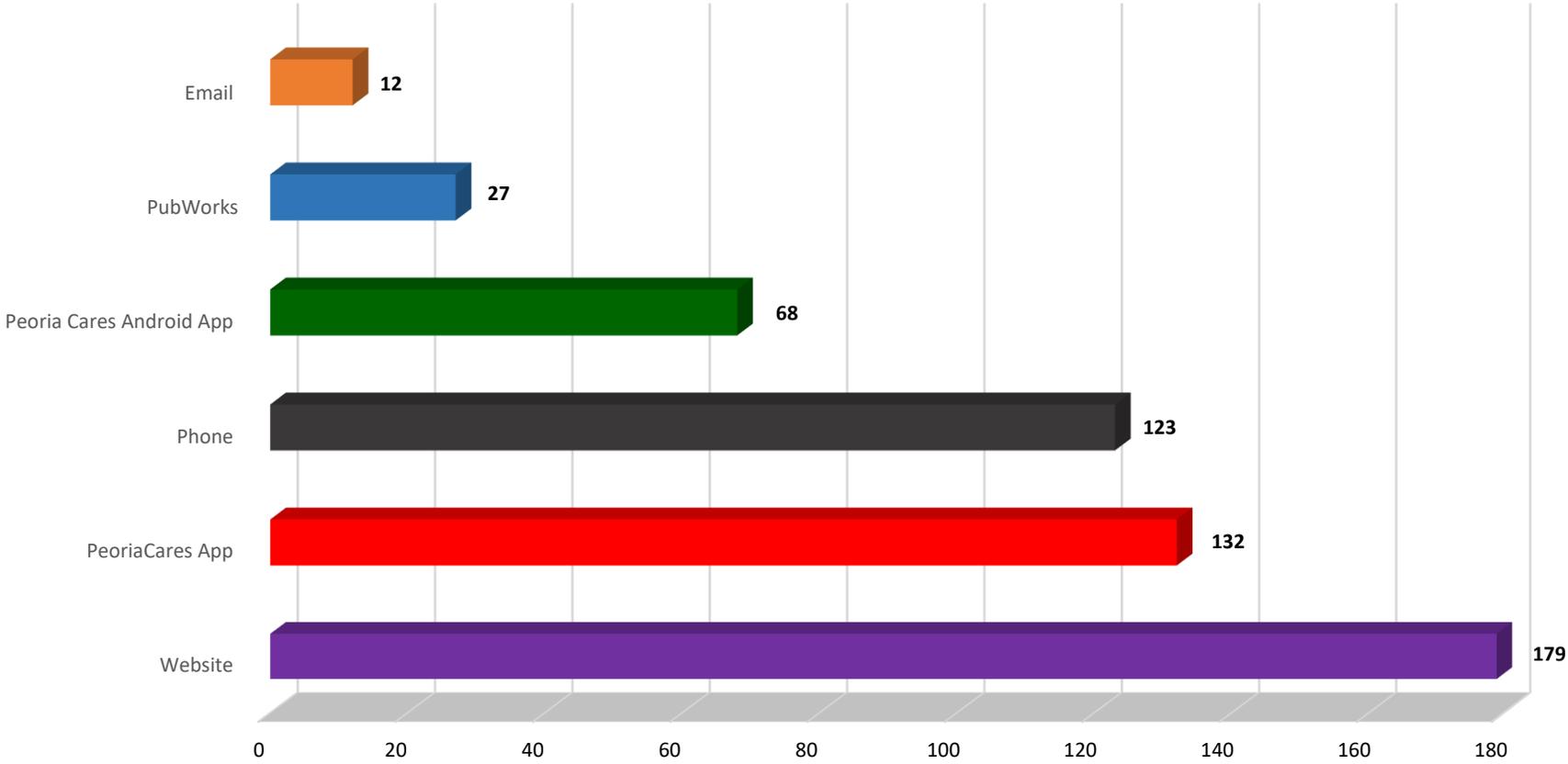
Peoria Cares



2018 Monthly Report

***From: The Office of the City Manager
Presented to: City of Peoria, Mayor and Council Members
Tuesday, October 9, 2018***

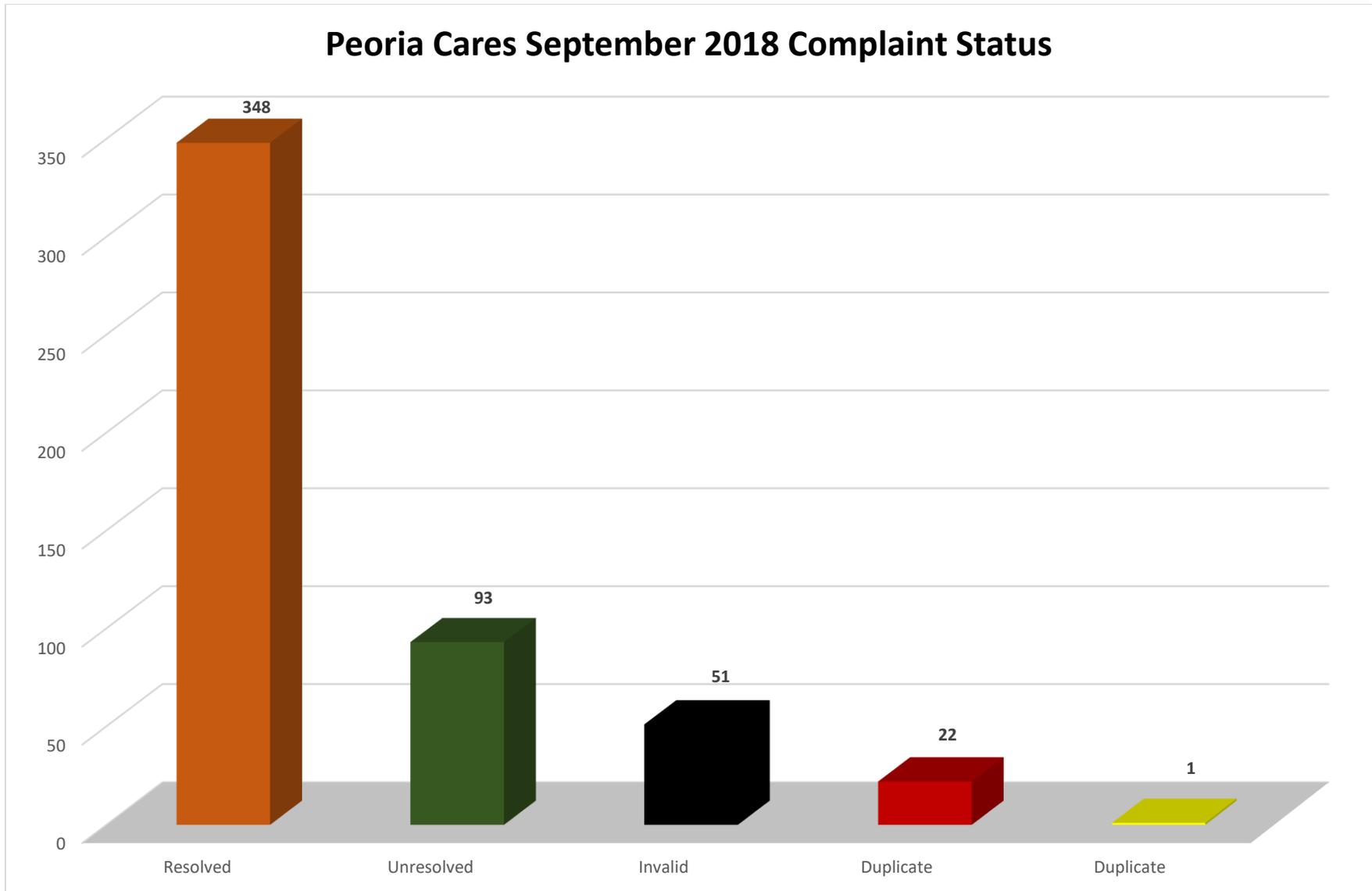
Peoria Cares Communication Transactions During the Month of September 2018



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.



Peoria Cares September 2018 Complaint Status



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

