



**OFFICE OF THE CITY MANAGER**



**TO: Honorable Mayor and Members of the City Council**

**FROM: Patrick Urich, City Manager** 

**DATE: January 12, 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.

**PLEASE NOTE: City offices will be closed on Monday, January 15 in observance of Dr. Martin Luther King, Jr. Day. Offices will re-open on Tuesday, January 16 at 8 am. One Stop Shop will resume on Monday, January 22.**

**Community Development-Code Violation Notification System**

The City of Peoria Community Development Department has launched a new Code Enforcement notification system for property owners. Property owners that sign up for the notification system will be notified via text message and/or email the same day an ABATE or work order has been issued at their property.

To sign up for the notification system, visit [www.PeoriaCodeViolations.com](http://www.PeoriaCodeViolations.com). Property owners will register using the Parcel ID number. Parcel ID numbers can be found by following the instructions listed on the website. Once registered, a text message and/or email will be sent to the phone number/email address associated with the property when an ABATE or work order has been issued at a property.

Compliance continues to be the main goal of the Code Enforcement Division and this new software should serve as a valuable tool for property owners. The Code Enforcement Division will continue to instill to all homeowners and our landlord community the importance of being proactive, holding their tenants accountable and monitoring their own property. Owners will receive a notice on the same day their property is found to have environmental violations allowing them to remediate the problem in a more timely fashion helping to reduce blight in neighborhoods and maintain property values. This notification service is not intended to be relied upon to ensure a property is free of code violations and not receiving a text message or email is not a defense for having the violation. Certain work orders will be completed on a priority or emergency basis. In addition, repeat offenders are subject to citations based on current Department policy.

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On occupied structures, the ABATE notice serves as notice of an environmental violation. Owners have five days to correct the violation before a work order is issued. On vacant properties, property owners are responsible for proactively making sure environmental violations do not exist. Previously, no notice was given to the vacant property owner before a work order was executed by the City of Peoria contractor, as none is required per City code. By signing up for the new system, vacant property owners will receive a notice that a work order is issued allowing the owner to potentially correct the violation before the City of Peoria contractor.

### **Town Hall Meetings-Grocery Store Attraction and Alternative Healthy Food Strategies Discussion**

Council Members Denise Moore (District 1) and Tim Riggerbach (District 3) will hold a series of town hall meetings on Saturday, January 13, 2018 to discuss community efforts to attract new grocery stores and to develop alternative healthy food strategies for the East Bluff and Southside areas due to the closing announcement of two Kroger stores in Peoria.

The meetings will be held at the following Peoria locations:

- 10:00 a.m.-11:00 a.m., Manual High School Library, 811 S Griswold
- 11:30 a.m.-12:30 p.m., East Bluff Community Center, 512 Kansas
- 1:00 p.m.-2:00 p.m., Peoria Public Library, Lower Level 2 Auditorium, 107 NE Monroe

For question or more information, contact Leslie L. McKnight, PhD, City Manager's Office, 309-494-8651, or [llmcknight@peoriagov.org](mailto:llmcknight@peoriagov.org)

### **Information Systems Monthly Newsletter**

January 28th is National Data Privacy Day, an educational initiative focused on raising awareness among businesses and individuals about the importance of protecting the privacy of personal information. With more and more information being collected by companies, websites, and social media, this is something everyone should consider. Please see the attachment for more information.

### **Peoria Police Department-Dr. Martin Luther King Freedom March**

Please see the attached release regarding Monday's Freedom March.

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

As I have written in recent months, Peoria Public School (PPS) administrators and Board of Education members are focused on the formidable challenge of reducing the district's budget while providing world-class education which prepares our students to succeed.

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To be successful these adjustments must be made with the knowledge, input and support of parents and staff members. Parents' concerns convinced us to reject a proposal to adjust primary, middle and secondary school-day schedules to reduce transportation costs. Ongoing plans to alter Professional Learning Community (PLC) time generated a proposal which has the support of high school teachers and did not affect primary and middle schools. Academic Instructional Officer (AIO) Dr. Sandra Wilson presented the proposal to the board on January 8. Wilson and PPS high school AIO Thomas Welsh are speaking with each high school PTO over the next week.

If approved by the Board of Education on January 22, the proposed change for PPS High Schools during the 2018-2019 school year will include:

- Core teachers (math, science, social studies and language arts) begin teaching a sixth course in place of current PLC period. With a few exceptions, this will mean that most teachers will teach six courses daily.
- All teachers will keep a daily prep period, per contract.
- Students will be dismissed one hour early one day each week.
- Teachers will meet for one 60-minute PLC each week.
- Both core and non-core teachers will participate.
- Monthly after-school Professional Development (PD) meeting may also be used for PLCs.
- SIP Days may also be used for PLC collaboration.
- There will be no changes to monthly faculty meetings.

It is estimated that this proposal will save the district approximately \$750,000, up from the \$500,000 expected savings in the initial PLC plan presented to parents and staff in November.

As we move forward, among the details the PLC committee will manage this spring, include:

- Student academic support and activities during early release time
- Required district framework for PLCs, providing flexibility to meet the various needs of each school
- Which day of the week will be used for PLCs that is most helpful for students, families and staff
- The best utilization of time following students' early dismissal

High school PTO discussions this week suggested that this plan could have strong positive implications for students and their families, including:

- Opportunities for part-time jobs and internships.
- Opportunities for study tables and extra-curricular activities staffed by support staff or volunteers.
- Families in which high school students are responsible for after-school supervision of younger siblings may benefit from the extra weekly hour.

The PLC concept and its benefits to educators is strongly supported by research. According to a study release by the U.S. Dept. of Education, "For staff, being part of a professional learning community reduces teacher isolation, increases commitment to the mission and goals of the school, creates shared

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responsibility for the total development of students, creates powerful learning that defines good teaching and classroom practice, and enhances understanding of course content and teacher roles.”

Welsh suggests that offering PLC time to non-core faculty, which includes languages, fine arts and career-technical areas, is another advantage to this proposal.

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.

### **Housing Court Cases**

Please see attached.

### **Peoria Cares Monthly Reports**

Please see attached.

# National Data Privacy Day, January 28<sup>th</sup>



*City of Peoria Information Systems Department*

## **From the desk of Sam Rivera – Chief Information Officer**

January 28<sup>th</sup> is National Data Privacy Day, an educational initiative focusing on raising awareness among businesses and individuals about the importance of protecting the privacy of personal information. With more and more information being collected by companies, websites, and social media, this is something everyone should consider.

To understand the importance of Data Privacy day, it is vital to understand Personally Identifiable Information (PII) and exactly what privacy is. PII is any combination of data points that can lead to the identification of a specific individual (you). This can mean things such as your name or email address, but most times PII refers to “sensitive PII” such as Social Security, driver’s license, state identification, or financial account numbers. Sensitive PII can also exist if PII is combined with another piece of information about you such as a birthdate, medical information, or even passwords. The more pieces of data combined about an individual, the more valuable and sensitive the body of information becomes.

Privacy is often considered to be the concept of confidentiality, which is keeping information secret from those that should not see it. While that is an aspect of privacy, often called “need to know,” privacy is much more. Privacy is a larger concept centering on you as the individual to whom the information refers. It is about your rights to access, correct, and control the information that another entity has about you.

### **Privacy Rights:**

Organizations that honor your privacy will not only protect confidentiality, but should follow a set of principles related to how they manage your information, including:

- Not collecting more information than they need to conduct their business with you;
- Informing you of what they will do with the information that they collect and not doing more with it than they have promised;
- Retaining the information for only as long as it is needed and then properly destroying the information;
- Not sharing your information with others without your permission, except as required by law;
- Allowing you to review and correct information if necessary.

To understand your privacy rights it is essential that you read the privacy policies of any organization to whom you provide information, especially PII. This includes websites, health

care providers, insurance companies, and financial institutions. If you do not agree with how they intend to protect your privacy, consider not using their service.

### **Privacy is a Shared Responsibility:**

While organizations and websites have a responsibility to protect your privacy, which most will outline in their privacy policy, this is also your responsibility. Social media users are especially susceptible to privacy concerns. Individuals voluntarily place enormous amounts of information about themselves, their friends, and associates, on social media. It is critical that everyone is aware of the information they post on social media services, such as Facebook, LinkedIn, Snapchat, and Twitter. This awareness is not limited to what you post about yourself, but what you post about others as well!

### **Identity Theft Protection:**

Despite many organizations best efforts in handling and using your private information properly, the countless breaches of PII by cyber criminals in the past few years have resulted in the exposure of information about millions of people. One reaction to such breaches can be to provide credit monitoring for one year. This is a very short amount of time to have such a protection. Those that have stolen the information, or those to whom they have passed it on, may hold it for much longer than a year before using it to steal your identity, commit credit card fraud, or worse in your name. If you have been a victim of a breach, check out some of the [FTC's resources](#) on starting a credit freeze to protect yourself.

If you are considering Identity Theft protection services, research the firms that you are considering engaging and ensure you understand the services they will and will not provide. Also, read their privacy policies, because for them to deliver these services you must provide them with varying amounts of PII.

Protecting privacy is both your responsibility and that of those individuals and organizations that have information about you. Do everything in your power to be aware of how you personally can compromise your privacy and hold those organizations that you engage with accountable for their management, or mismanagement, of your personal information.

### **For More Information:**

[US-CERT Data Privacy Day Events](#)

[Online Trust Alliance Data Privacy & Protection website.](#)

[Stay Safe Online website.](#) National Cyber Security Alliance

[Forbes, Data Privacy Day: Easy Tips to Protect Your Privacy](#)



*The information provided in the MS-ISAC Monthly Security Tips Newsletter is intended to increase the security awareness of an organization's end users and to help them behave in a more secure manner within their work environment. While some of the tips may relate to maintaining a home computer, the increased awareness is intended to help improve the organization's overall cyber security posture. This is especially critical if employees access their work network from their home computer. Organizations have permission and are encouraged to brand and redistribute this newsletter in whole for educational, non-commercial purposes.*

*Disclaimer: These links are provided because they have information that may be useful. The Center for Internet Security (CIS) does not warrant the accuracy of any information contained in the links and neither endorses nor intends to promote the advertising of the resources listed herein. The opinions and statements contained in such resources are those of the author(s) and do not necessarily represent the opinions of CIS.*

PEORIA POLICE DEPARTMENT



## ***FOR IMMEDIATE RELEASE***

***January 11, 2018***

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For More Information: Contact Officer Amy Dotson – PIO – 309-494-8320

### **Martin Luther King March**

Monday January 15, 2018, the King Holiday Committee of Peoria will sponsor their annual Martin Luther King Freedom March. The march will start at 1:30 pm.

The march will begin at Garrett Center, 824 North Duryea, proceed south to Moss Avenue, west on Moss Avenue, south on Western and west on Martin to Mt. Zion Baptist Church at 305 S. Madison Park Terrace.

The following intersections will be impacted (approximately 1:30 pm - 2:45 pm):

- Duryea & St. James
- Duryea & Bradley
- Duryea & Moss
- Moss & Glenwood
- Moss & Cooper
- Western & Moss
- MLK & Western

If you will be traveling in the above areas on Monday during these times, please allow extra time to reach your destination and be aware of increased pedestrian traffic.



**DEVELOPMENT REVIEW BOARD AGENDA**

Plans Distributed: January 10, 2018

Comments Due: January 17, 2018

**Building/Projects this Week**

18-6	5805 N Knoxville 14-16-376-003	COMMERCIAL ADDITION – CADD	Addition and Interior Remodel – Cyd’s – Council District 3 – CF/LA
18-7	5901 N Prospect 14-16-452-040	COMMERCIAL ALTERATIONS- CALT	Interior Remodel – Harvest Café – Council District 3 – CF/LA
18-13	905 W Main 18-05-408-020	COMMERCIAL ALTERATIONS- CALT	Exterior and Interior Remodel – PCM+Design Architects – Council District 2 – CF/KS
18-17	1910 NE Jefferson 18-03-276-035	NEW COMMERCIAL- NCOM	New Construction – Cook Party Rentals – Council District 1 – SW/LA
18-26	240 SW Jefferson 18-09-255-001	COMMERCIAL ALTERATIONS- CALT	Interior Remodel – Associated Bank – Council District 1 – SW/LA
18-27	2200 W War Memorial 14-19-451-007	COMMERCIAL ALTERATIONS- CALT	Interior Remodel – The Room Place – Council District 4 – CF/JN
Project 17-166	Orange Prairie Road 08-35-300-030	PZ COMMISSION PLAT ADMIN	REVISION- Preliminary Plat – Bhavani Subdivision (Phase 1) Council District 5 - JN
Project 18-6	4400 Brandywine 14-19-477-007	PZ COMMISSION- SPECIAL USE	SU Multi-Story Mini Storage & Vehicle Rental – Council District 4 - JN

**Building Permits Issued**

Commercial		Residential	
New Commercial	1	New Single-Family Dwelling	-
Commercial Alteration	4	Residential Demolition	1
Commercial Demolition	-	Residential Repairs/Alterations	2
Electrical	1	Electrical	3
HVAC	1	HVAC	2
Plumbing	-	Plumbing	2

**Certificates of Occupancy Issued**

Address/Location	Business Name	Date Issued	CD
1301 W Pioneer Parkway	Olympia Bar and Grill	1/4/2018	5

	Council District 1	Council District 2	Council District 3	Council District 4	Council District 5
<b>Planning Inspector</b>	Leah Allison	Kimberly Smith	Shannon Techie	Josh Naven	Josh Naven
<b>Phone</b>	494-8667	494-8612	494-8649	494-8657	494-8657
<b>E-mail</b>	<a href="mailto:llallison@peoriagov.org">llallison@peoriagov.org</a>	<a href="mailto:ksmith@peoriagov.org">ksmith@peoriagov.org</a>	<a href="mailto:stechie@peoriagov.org">stechie@peoriagov.org</a>	<a href="mailto:jnaven@peoriagov.org">jnaven@peoriagov.org</a>	<a href="mailto:jnaven@peoriagov.org">jnaven@peoriagov.org</a>
<b>Building Inspector</b>	Roberto Medina	Chris Frank	Roberto Medina	Chris Frank	Bill Dodd
<b>Phone</b>	494-8623	494-8633	494-8623	494-8633	494-8653
<b>E-mail</b>	<a href="mailto:rmedina@peoriagov.org">rmedina@peoriagov.org</a>	<a href="mailto:cfrank@peoriagov.org">cfrank@peoriagov.org</a>	<a href="mailto:rmedina@peoriagov.org">rmedina@peoriagov.org</a>	<a href="mailto:cfrank@peoriagov.org">cfrank@peoriagov.org</a>	<a href="mailto:wdodd@peoriagov.org">wdodd@peoriagov.org</a>
	Scot Wolf (Downtown & Warehouse District Only)				
	494-8628				
	<a href="mailto:swolf@peoriagov.org">swolf@peoriagov.org</a>				8



**DEVELOPMENT REVIEW BOARD AGENDA**

Plans Distributed: January 10, 2018

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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

<b>Total Construction Value for 2018</b>	<b>\$ 668,500.00</b>
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Peoria City/County Health Department

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

## HOUSING COURT 1/16/18 61 CASES

AM	NO	9:00 AM	MADRIGAL JUAN	HC-17-1052	CENTRAL 2326	16-Jan-18	REVIEW	
AM	NO	9:00 AM	KEANE THOMAS/SARAH	HC-17-867	DELAWARE 2211	16-Jan-18	REVIEW	
AM	NO	9:00 AM	HOLLEY DON	HC-18-036	KNOXVILLE 2214	16-Jan-18	FIRST APPEARANCE	
AM	O	9:00 AM	GLUCK-MUNSON KARLA	HC-17-990	MISSOURI 1629	16-Jan-18	TO POST	
AM	O	9:00 AM	MAUSHARD GERALD/LAURA	HC-18-031	PROSPECT 2718	16-Jan-18	FIRST APPEARANCE	
AM	NO	9:00 AM	SALISBURY RICHARD	HC-17-1061	WISCONSIN 2202	16-Jan-18	REVIEW	
BD	NO	9:00 AM	AU MANAGEMENT SOLUTIONS	HC-17-774	LAKE 2726 W	16-Jan-18	REVIEW	
BD	NO	9:00 AM	ILLINOIS NATIONAL BANK	HC-17-516	SHERIDAN 2400	16-Jan-18	REVIEW	
JS	O	9:00 AM	WAND/UTech	HC-18-037	DAYTONA 1920	16-Jan-18	FIRST APPEARANCE	
JS	O	9:00 AM	MILLER ESTATE	HC-18-027	FINNELL 3612	16-Jan-18	FIRST APPEARANCE	
JS	NO	9:00 AM	COHEN, LESLIE & MELISSA	HC-17-028	HIGH POINT 0551 E	16-Jan-18	REVIEW	
JS	C	9:00 AM	RASHID FLOYD/JANELLE	HC-17-591	KNOXVILLE 7417	16-Jan-18	REVIEW	
LA	NO	9:00 AM	MAXWELL TONY	HC-18-023	ARAGO 1309	16-Jan-18	FIRST APPEARANCE	
LA	NO	9:00 AM	CONTRERAS TINA/MOICES	HC-18-012	FREMONT 2501	16-Jan-18	FIRST APPEARANCE	
LA	NO	9:00 AM	MCCOY/ANDERSON	HC-17-994	GARDEN 2427	16-Jan-18	REVIEW	
LA	NO	9:00 AM	SMITH EDWARD	HC-16-048	GARDEN 2805	16-Jan-18	FIRST APPEARANCE	
LA	NO	9:00 AM	BERRY CHAD	HC-18-033	HOWETT 1915	16-Jan-18	FIRST APPEARANCE	
LA	O	9:00 AM	SCOTT BESSIE	HC-17-881	KETTELLE 2011	16-Jan-18	REVIEW	
LA	O	9:00 AM	MITCHELL/MORRIS	HC-18-013	KRAUSE 2908	16-Jan-18	FIRST APPEARANCE	
LA	O	9:00 AM	BRISBIN ESTATE	HC-18-034	LIGONIER 1604	16-Jan-18	FIRST APPEARANCE	
LA	NO	9:00 AM	HARDESTY ENTERPRISES	HC-18-026	LINCOLN 1917	16-Jan-18	FIRST APPEARANCE	
LA	NO	9:00 AM	HARDESTY ENTERPRISES	HC-18-024	LINCOLN 1921	16-Jan-18	FIRST APPEARANCE	
LA	NO	9:00 AM	HARDESTY ENTERPRISES	HC-18-025	LINCOLN 1925	16-Jan-18	FIRST APPEARANCE	
LA	NO	9:00 AM	HARDY CHARLES	HC-18-022	LINCOLN 1929	16-Jan-18	FIRST APPEARANCE	
LA	NO	9:00 AM	PEORIA 45	HC-18-011	LYDIA 1604	16-Jan-18	FIRST APPEARANCE	
LA	NO	9:00 AM	ALLENDER STEVE ESTATE	HC-18-021	MONROE 1518	16-Jan-18	FIRST APPEARANCE	
LA	NO	9:00 AM	MORRIS CARRIE	HC-16-046	PROCTOR 2324	16-Jan-18	FIRST APPEARANCE	
LA	NO	9:00 AM	RAYFORD ELOISE	HC-16-047	TREWYN 2813	16-Jan-18	FIRST APPEARANCE	
LE	NO	9:00 AM	GILKESSON, FLORENCE	HC-16-1634	ADRIAN HINTON 0909 W	16-Jan-18	REVIEW	
LE	O	9:00 AM	SIMMONS SHEILA	HC-17-1021	ADRIAN HINTON 1015	16-Jan-18	REVIEW	
LE	NO	9:00 AM	SCHUMACHER LLOYD	HC-18-035	AIKEN 1520	16-Jan-18	FIRST APPEARANCE	
LE	NO	9:00 AM	MCCONNELL THERESA	HC-17-1028	BUTLER 1710	16-Jan-18	REVIEW	
LE	NO	9:00 AM	JENKINS MELVIN	HC-18-040	GREENLAWN 0805 S	16-Jan-18	FIRST APPEARANCE	
LE	O	9:00 AM	MCNEAR JOE	HC-17-918	HOWETT 1405	16-Jan-18	REVIEW	
LE	O	9:00 AM	WASHINGTON COURI	HC-17-1065	HURLBURT 1010	16-Jan-18	REVIEW	
LE	O	9:00 AM	MONTGOMERY CALVIN/GERTHA	HC-17-1018	MADISON 1418 NE	16-Jan-18	REVIEW	
LE	NO	9:00 AM	LEWIS PAULA	HC-18-029	PERRY 1011 NE	16-Jan-18	FIRST APPEARANCE	
LE	NO	9:00 AM	HENLEY ANNETTE/CLARENCE	HC-17-1026	SARATOGA 0127 N	16-Jan-18	REVIEW	

NR	NO	9:00 AM	CONSOLIDATED PROPERTIES	HC-17-914	BEHREND 0806 E	16-Jan-18	REVIEW	
NR	NO	9:00 AM	JOHNSON BARBARA	HC-17-913	CALIFORNIA 1622	16-Jan-18	Rehearing	
NR	O	9:00 AM	BODDIE OSCAR	HC-18-043	COLUMBIA TERRACE 0423	16-Jan-18	FIRST APPEARANCE	
NR	O	9:00 AM	ROBINSON JOE	HC-18-038	ELLIS 1100	16-Jan-18	FIRST APPEARANCE	
NR	O	9:00 AM	SCALZITTI-SANDERS COLLIER	HC-18-039	ELLIS 1104/06	16-Jan-18	FIRST APPEARANCE	
NR	NO	9:00 AM	CONTRERAS TINA/MOICES	HC-18-041	ELLIS 1105	16-Jan-18	FIRST APPEARANCE	
NR	O	9:00 AM	CAMACHO BARTOLO/MARGARITA	HC-18-042	ELLIS 1109	16-Jan-18	FIRST APPEARANCE	
NR	NO	9:00 AM	BOUCHER ROBERT	HC-18-044	ELLIS 1112	16-Jan-18	FIRST APPEARANCE	
NR	NO	9:00 AM	G & P DEVELOPMENT	HC-16-045	ELLIS 1113	16-Jan-18	FIRST APPEARANCE	
NR	NO	9:00 AM	WIEBLER SUSAN	HC-171019	FAIRHOLM 0701	16-Jan-18	REVIEW	
NR	NO	9:00 AM	BURROUGHS ROBERT	HC-17-829	GLENDALE 1110 NE	16-Jan-18	REVIEW	
NR	NO	9:00 AM	CONSOLIDATED PROPERTIES	HC-18-028	LINN 1714	16-Jan-18	FIRST APPEARANCE	
NR	O	9:00 AM	STINNETT, CONRAD	HC-17-807	UNDERHILL 1027 N	16-Jan-18	REVIEW/DEFAULT PENDING \$500	
RM	C	9:00 AM	PETERSEN KELLY	HC-17-302	ADAMS 0724 SW	16-Jan-18	REVIEW/REHEARING	
SD	NO	9:00 AM	ANDERSON J MICHAEL/PAMELA	HC-17-964	FLINT 2710	16-Jan-18	REVIEW / FINE PENDING \$1500	
SD	NO	9:00 AM	COTTON REAL ESTATE	HC-17-1043	VALLEY 1703	16-Jan-18	REVIEW	
TD	NO	9:00 AM	MINA ADEL	HC-18-030	MACHIN 1801	16-Jan-18	FIRST APPEARANCE	
TD	NO	9:00 AM	HUD	HC-17-1032	MACQUEEN 0909	16-Jan-18	REVIEW	
TD	NO	9:00 AM	MCKNIGHT ENTERPRISES	HC-18-032	MCCLURE 0821	16-Jan-18	FIRST APPEARANCE	
TD	NO	9:00 AM	WELLS FARGO	HC-17-726	SHERIDAN 5110 N	16-Jan-18	REVIEW	
TD	O	9:00 AM	ROSE, KEVIN & LINDA	HC-17-018	THRUSH 1003 W	16-Jan-18	REVIEW/DEFAULT PEND \$500	

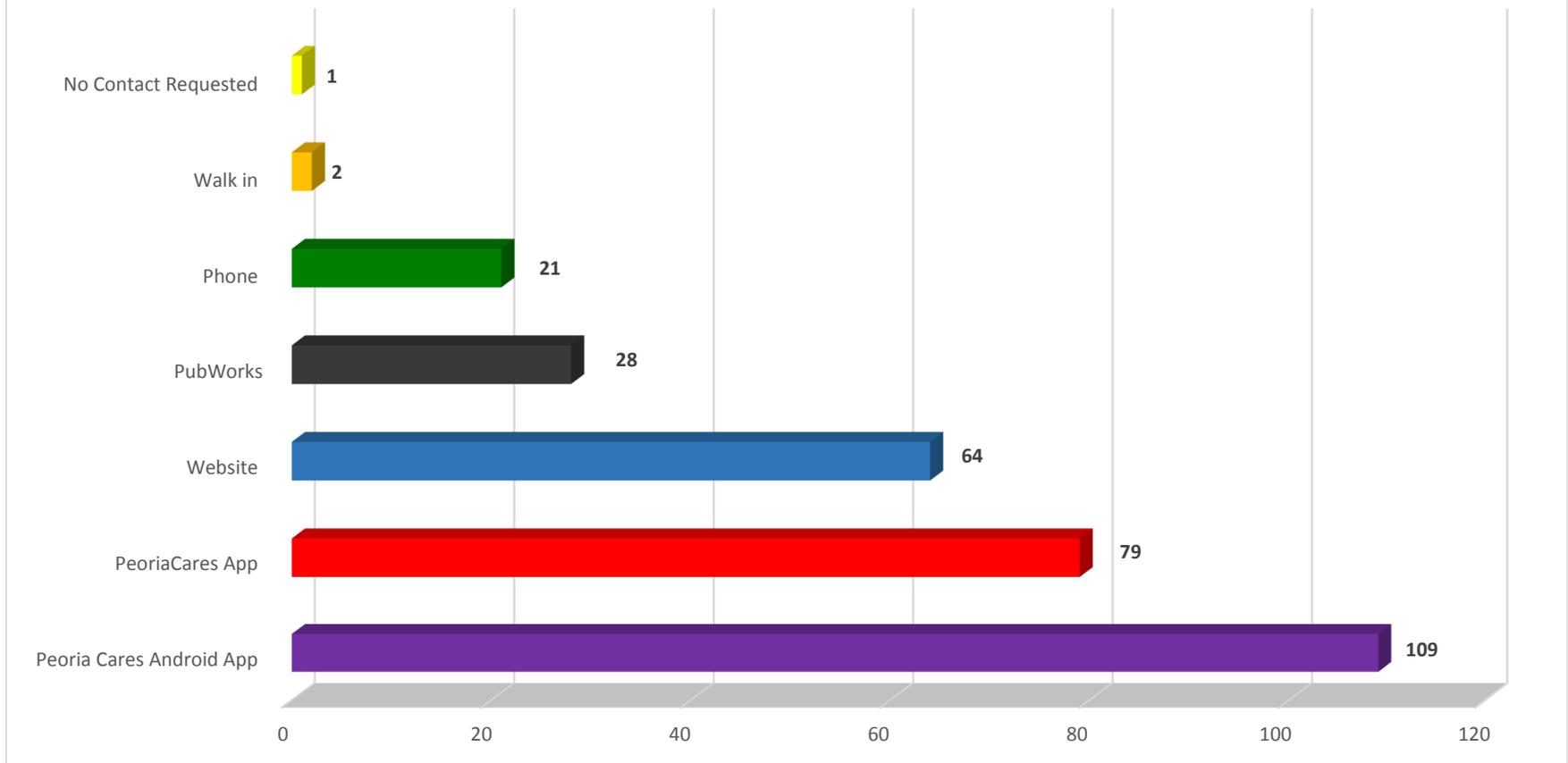
# *Peoria Cares*



## *2018 Monthly Report*

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

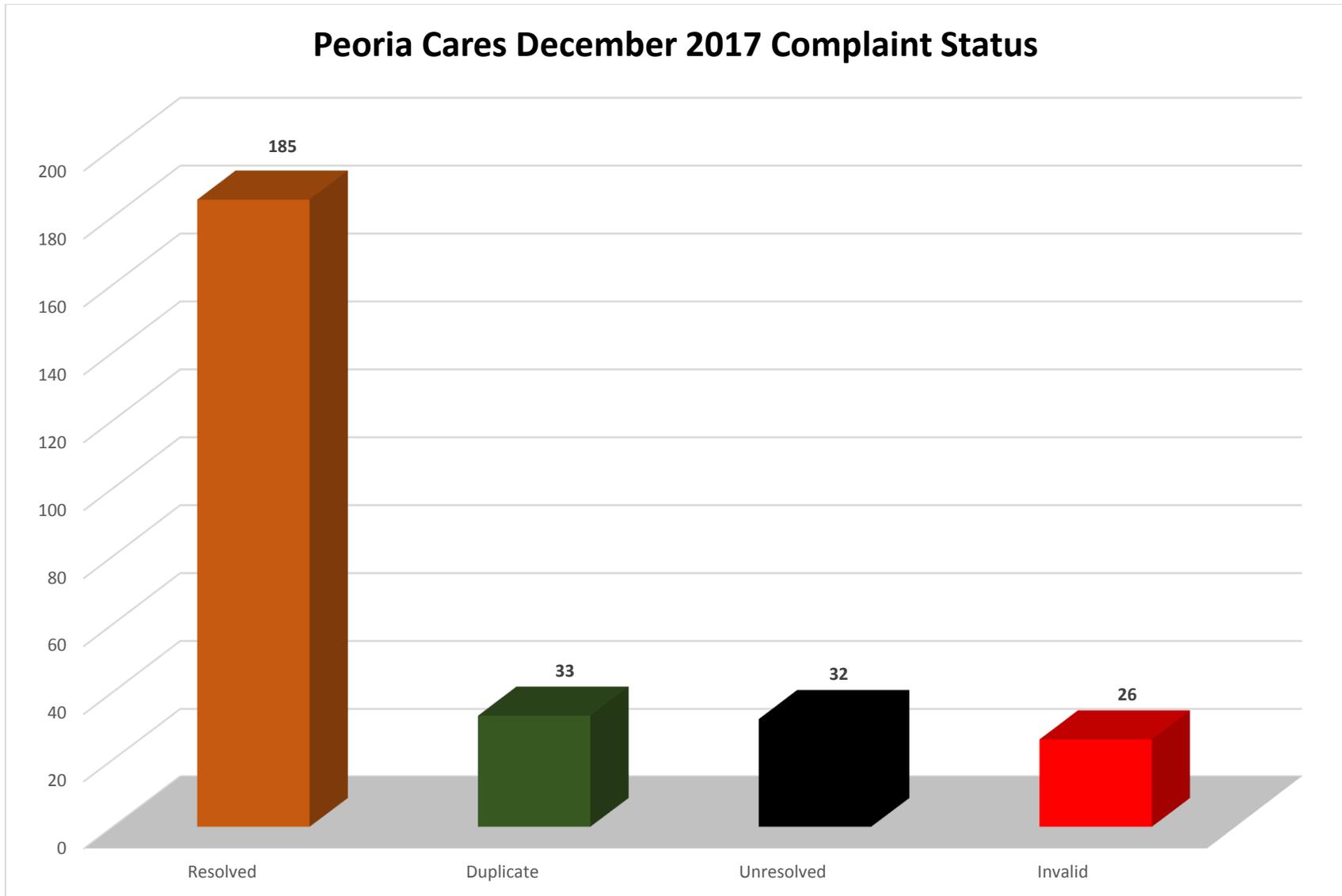
## Peoria Cares Communication Transactions During the Month of December 2017



In December, a total of 543 calls were received from the Peoria Cares phone line. There were 21 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 December 2017 Complaint Status



The 32 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

