



OFFICE OF THE CITY MANAGER



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

**FROM:** Patrick Urich, City Manager *Patrick Urich*

**DATE:** July 26, 2019

**SUBJECT:** Issues Update

The following are issues related to the City for the weekly Issues Update. If there are additional items you believe should be included, please let me know.

**Community Development- Consolidated Plan Public Meetings**

The Community Development Department is beginning outreach for public input on the five-year Consolidated Plan as required by the US Department of Housing and Urban Department (HUD). This plan will outline the use of Community Development Block Grant (CDBG), HOME Investment Partnerships Program (HOME), and Emergency Solutions Grant (ESG) funds. The primary use of these funds is to create safe, decent affordable housing for low-income residents of the City of Peoria.

In addition to its Community Needs Survey, [available by clicking here \(Spanish version available via same link\)](#), the City plans to host four public meetings in neighborhoods across Peoria. **A Spanish translator will be available at the public meeting hosted by the Peoria Friendship House.** Full details follow. Any questions can be directed to Kathryn Murphy at [kmurphy@peoriagov.org](mailto:kmurphy@peoriagov.org).

**Wednesday, August 7 @ 6pm**  
PCCEO - 711 W McBean St

**Friday, August 9 @ 8:30am**  
Twin Towers - 123 SW Jefferson Ave, Room 420



# We want to hear from you!

Every five years, the City creates its Consolidated Plan, which informs how the City will spend its funds from HUD. In a typical year, the City receives about \$2.5 million from HUD.

We want to know how you think the City should spend these dollars. Attend one of the four meetings to share your voice!

**Wednesday, August 7 @ 6pm**  
PCCEO - 711 W McBean St

**Friday, August 9 @ 8:30am**  
Twin Towers- 123 SW Jefferson Ave, Room 420

**Monday, August 12 @ 6pm**  
First English Lutheran Church - 725 E Forrest Hill Ave

**Wednesday, August 14 @ 6pm - Spanish speakers available**  
Peoria Friendship House - 800 NE Madison Ave

For more information or for persons with disabilities who may need additional assistance, please contact Kathryn Murphy at [kmurphy@peoriagov.org](mailto:kmurphy@peoriagov.org), or 309.494.8607.

Issues Update  
July 26, 2019

**Monday, August 12 @ 6pm**

First English Lutheran Church - 725 E Forrest Hill Ave

**Wednesday, August 14 @ 6pm - Spanish speakers available**

Peoria Friendship House - 800 NE Madison Ave

**Peoria Police Department—Road Closures**

- Riding 4A Safer Tomorrow
- St. Jude Run Departure

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

Join the Remarkable Peoria Public Schools team

As the beginning of the school year approaches, Peoria Public School administrators are focused on adding staff to our Remarkable Team.

This week Peoria Public Schools participated in a virtual job fair for certified teachers and recent graduates pending certification. Virtual job fairs enable the District to connect with teaching applicants throughout the country.

On Thursday, August 1 from 10 a.m. to 2 p.m., we will host a Job Fair at Woodruff Career and Technical Center (WCTC). We welcome applicants for a variety of positions including bus drivers, school social workers, substitute teachers and certified teachers.

WCTC is seeking teachers for its computer coding and its barbering programs. These paraprofessional positions are wonderful opportunities for professional seeking to transition to a career in teaching and district administrators will mentor successful candidates through the certification process.

Applicants can find a list of available positions and details on requirements at [www.peoriapublicschools.org/employment](http://www.peoriapublicschools.org/employment).

Serve passionately,



Dr. Sharon Desmoulin-Kherat, Superintendent

Issues Update  
July 26, 2019

**Code Docket**

Please see attached.

**Development Review Board Agenda**

Please see attached.

**July Peoria Cares Report**

Please see attached.

PEORIA POLICE DEPARTMENT



***FOR IMMEDIATE RELEASE***

***July 25, 2019***

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For More Information: Contact Officer Amy Dotson – PIO – 309-620-2047

**Riding 4 A Safer Tomorrow**

Saturday July 27, 2019, the African American Police League and the Shawn Livingston Foundation will sponsor a bicycle ride (Riding 4 A Safer Tomorrow). The ride will start at 12pm and will begin and end at the Romain Arts and Culture Center, 919 NE Jefferson.

The ride will follow an established route through the neighborhoods of the North Valley.

If you will be traveling in this area please plan extra time to reach your destination and be aware of increased pedestrian and bicycle traffic.

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PEORIA POLICE DEPARTMENT



## ***FOR IMMEDIATE RELEASE***

***July 25, 2019***

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For More Information: Contact Officer Amy Dotson – PIO – 309-620-2047

### **St Jude Run Departure for Memphis**

Tuesday, July 30, 2019, the St Jude Runners will begin their journey to Memphis, Tennessee.

The procession will begin at 7 am from the St Jude office at 4722 N. Sheridan and continue as follows: Sheridan to Glen to Knoxville to I-74 eastbound.

The following intersections will be impacted:

- Glen & Sheridan
- Glen & Knoxville
- Lake & Knoxville
- War Memorial & Knoxville
- Forrest Hill & Knoxville
- McClure & Knoxville
- Nebraska & Knoxville
- Pennsylvania & Knoxville

Please plan extra time to reach your destination if you will be traveling in any of these areas.

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**Code Violation (CV) Hearings for  
Tuesday, August 6, 2019 at 10:30am**

City Hall, 419 Fulton St, Rm 400, Peoria, IL 61602

Page 1 of 5  
**152 Cases**

Docket No.	Inspector	Property Location	Property Owner(s)
19-CV-09322	JS	1003 W FOURTH ST	MARTHA ROSS
19-CV-09323	JS	1003 W FOURTH ST	PIE DENISE
19-CV-09324	JS	1003 W FOURTH ST	PIE DENISE
19-CV-09356	NR	1014 W CHESTER ST	JPINEILLINOIS LLC
19-CV-09293	AF	1015 NE GLEN OAK AVE	MICHAEL ROTRAMEL
19-CV-09294	AF	1015 NE GLEN OAK AVE	MICHAEL ROTRAMEL
19-CV-09315	NR	1017 W JOHNSON ST	N W WHITLEY ESTATE
19-CV-09313	NR	1018 W HURLBURT ST	HAROLD WALTERS & CHAUNCEY WALTERS
19-CV-09298	JS	1019 S SHELLEY ST	SCOTT PFLEEGER
19-CV-09299	JS	1019 S SHELLEY ST	SCOTT PFLEEGER
19-CV-08851	NR	1022 N FRINK STREET	FREDERICK E MORRIS
19-CV-09330	AB	1023 S BLAINE ST	KENT & KRISTIN BOYER
19-CV-09331	GF	1027 S GOMO CT	CAROL & ROBERT RIEKENA
19-CV-08858	GF	1031 S TONTI CIR	JOHNNIE BELL
19-CV-08861	LE	1100 S MATTHEW ST	TORETTA JOHNSON
19-CV-09351	DS	1101 E FRYE AVE	LLOYD SCHUMACHER WYANETTA JOHNSON
19-CV-09352	DS	1103 E FRYE AVE	LLOYD SCHUMACHER STEPHEN FOULKS & RALPH BURGESS
19-CV-08849	NR	1107 N FRINK ST	DEONTA MOORE
19-CV-09380	NR	1121 N GARFIELD AVE	RIVERCITY PROPERTY DEALS
19-CV-09360	LE	1127 E MELBOURNE AVE	STEVEN POPE
19-CV-08523	LE	1201 S WARREN ST	VIOLA SOUTH
19-CV-08839	SD	1204 W MILLMAN ST	WILMER ANDRADA
19-CV-09379	NR	1208 N FRINK ST	JOHN PULLEY
19-CV-08856	DF	1212 NE MADISON ST	GREG SMITH
19-CV-09385	AB	1215 S GREENLAWN AVE	BOTT PROPERTIES INC
19-CV-08837	SD	1217 W THIRD AVE	WILMER ANDRADA
19-CV-09353	NR	1300 W FREDONIA AVE	BRADLEY UNIVERSITY
19-CV-09318	NR	1307 W THIRD AVE	ANNIE MAE WOODS
19-CV-09309	JS	1308 W HOWETT ST	LARRY SILVEST
19-CV-09347	DF	1311 NE MONROE ST	NORTHSIDE HOUSING SERVICE
19-CV-09326	JS	1313 W WIDENHAM ST	TABERNACLE MISSIONARY BAPTIST CHURCH
19-CV-08844	NR	1314 N BOURLAND AVE	CHERYL & MICHAEL LIQUORI

**Code Violation (CV) Hearings for  
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Docket No.	Inspector	Property Location	Property Owner(s)
19-CV-08847	NR	1316 N UNDERHILL ST	RAYMOND L HUFF
19-CV-09317	NR	132 N WEBSTER ST	PERCY NEAL SR ESTATE
19-CV-08842	NR	1325 N BOURLAND AVE	LORD MIC, LLC
19-CV-09395	GF	1400 S KNEER AVE	DANNY BRITT
19-CV-09328	JS	1404 W ADRIAN G HINTON AVE	CARMELITA GOWER
19-CV-09327	JS	1409 W AIKEN AVE	CARMELITA GOWER
19-CV-09325	SD	1424 N SHERIDAN RD	COTTEN REAL ESTATE LLC OF PEORIA
19-CV-09393	SD	1424 N SHERIDAN RD	COTTEN REAL ESTATE LLC OF PEORIA
19-CV-09284	SD	1504 N LINN ST	THE UNKNOWN HEIRS AND LEGATEES OF LLOYD A SCHUMACHER
19-CV-09391	TD	1509 W MARGARET AVE	MARK WHITBY
19-CV-08853	DF	1511 NE GLENDALE AVE	VERNOR WARR III
19-CV-09336	AY	1513 S LIVINGSTON ST	JOHN KING
19-CV-09321	AB	1517 W MARTIN ST	OLGA & ROGELIO HERNANDEZ
19-CV-08822	AY	1531 W MILLMAN ST	ANTHONY WILLIAMS
19-CV-08857	SD	1539 W BUTLER ST	THE UNKNOWN HEIRS AND LEGATEES OF LLOYD A SCHUMACHER
19-CV-09310	NR	1608 W COLUMBIA TER	ENGINEERED HOMES
19-CV-09300	SD	1613 N WISCONSIN AVE	LARRY & DEBRA HILL
19-CV-09301	SD	1613 N WISCONSIN AVE	LARRY & DEBRA HILL
19-CV-08852	AM	1623 N PEORIA AVE	MARLON YOUNG
19-CV-09396	JS	1713 W STARR ST	EDDIE WILLIAMS
19-CV-09302	GF	1714 S LIVINGSTON ST	JOAQUIN ROMERO
19-CV-09342	GF	1719 S FARADAY AVE	JOHN SHAUGHNESSY ESTATE
19-CV-09394	SD	1814 N MISSOURI AVE	THE UNKNOWN HEIRS AND LEGATEES OF GREG SMITH
19-CV-09339	SD	1819 W HOWETT ST	THE UNKNOWN HEIRS AND LEGATEES OF GREG SMITH
19-CV-08846	AM	1824 N PEORIA AVE	TAI THONG
19-CV-08836	SD	1830 S LARAMIE ST	REJUVENATE PEORIA LLC
19-CV-09359	LE	1904 W MINERS DR	HAZURUL ANUAR & EMELIA MALEK
19-CV-09362	TD	1917 N MILTON CT	LYNNE ANN DAVIS-JOHNSON
19-CV-08859	DS	1919 N KNOXVILLE AVE	MUSTAFA ALSALEH
19-CV-09361	TD	1919 N MILTON CT	LYNNE ANN DAVIS-JOHNSON
19-CV-09350	AB	1921 W MALONE ST	JASON CLAYTON
19-CV-08783	AY	1923 W GARDEN ST	TANISHA MARIZETTS
19-CV-08833	LE	200 N MACARTHUR HWY	MACARTHUR PLAZA INVESTMENTS LLC
19-CV-08827	DS	2008 N CALIFORNIA AVE	2019 CASTLE LLC

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19-CV-09304	AF	207 E MCCLURE AVE	MARK MONROE
19-CV-09303	GF	2107 W BUTLER ST	MICHAEL ELKINS & TINA TUMMILLO
19-CV-08417	KW	2110 W NEWMAN PARKWAY	LISA WADE
19-CV-08854	AM	2117 N PROSPECT RD	RAVIKUMAR PATEL
19-CV-09341	GF	2125 W LINCOLN AVE	JESSIE MCGOWAN
19-CV-09355	GF	2131 W ANN ST	ADEL MINA
19-CV-08841	DS	218 E THRUSH AVE	THOMAS RECAR
19-CV-09290	GF	2201 W ANN ST	RICHARD & TRUDY EGGERS
19-CV-09354	GF	2201 W ANN ST	RICHARD & TRUDY EGGERS
19-CV-09308	SD	2204 W PROCTOR ST	DALE SCHUMACHER
19-CV-09305	AB	2205 W MALONE ST	JORGE MONTOYA
19-CV-08832	TD	2208 N LEHMAN RD	NICOLE ALLEN
19-CV-09289	GF	2314 W ANN ST	WILLIE DEAN ESTATE JR
19-CV-09288	GF	2406 W ANN ST	LEROY DAVIS
19-CV-09338	DS	2411 N FLORA AVE	KEITH COLEMAN JONATHAN KAZENSE
19-CV-09286	GF	2411 W PROCTOR ST	CHRISTINA LANDIS
19-CV-09287	GF	2411 W PROCTOR ST	CHRISTINA LANDIS
19-CV-09332	GF	2513 W HOWETT ST	PATRICIA FULLER
19-CV-09292	NR	2517 W LATROBE ST	THE UNKNOWN HEIRS AND LEGATEES OF GREG SMITH
19-CV-09349	AF	2608 N KNOXVILLE AVE	JOHN HEFFERNAN
19-CV-09307	DS	2616 N BIGELOW ST	JOSEPH & ELIZABETH GREENWALD
19-CV-09357	LA	2702 NE MADISON AVE	CONSOLIDATED PROPERTIES LLC
19-CV-08533	NR	2825 W ANN ST, UNIT 2E	LINCOLN TERRACE LLP
19-CV-08570	NR	2825 W ANN ST, UNIT 2E	LINCOLN TERRACE LLP
19-CV-08586	NR	2825 W ANN ST, UNIT 2E	LINCOLN TERRACE LLP
19-CV-08590	NR	2825 W ANN ST, UNIT 2E	LINCOLN TERRACE LLP
19-CV-08632	NR	2825 W ANN ST, UNIT 2E	LINCOLN TERRACE LLP
19-CV-08670	NR	2825 W ANN ST, UNIT 2E	LINCOLN TERRACE LLP
19-CV-08698	NR	2825 W ANN ST, UNIT 2E	LINCOLN TERRACE LLP
19-CV-08708	NR	2825 W ANN ST, UNIT 2E	LINCOLN TERRACE LLP
19-CV-09377	DF	2903 W MONTANA ST	DELORES TEUFEL
19-CV-08829	TD	2907 N SHERIDAN RD	ROBERT GRUBBS ESTATE MARILYN HENNING

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**152 Cases**

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19-CV-09337	TD	2934 N GALE AVE	VIP INVESTMENTS OF PEORIA LLC
19-CV-08828	TD	3003 N SHERIDAN RD	THE UNKNOWN HEIRS AND LEGATEES OF MERCI PETERSEN
19-CV-09375	DF	3008 W MEIDROTH ST	GLEN STALLINGS
19-CV-08835	SD	3012 W KRAUSE AVE	GREG SMITH
19-CV-09384	AF	3020 N INDIANA AVE	DIVINA & ANTHONY SCHMIDT
19-CV-09291	NR	3024 W ANTOINETTE ST	JOANNE & THOMAS LARIMORE
19-CV-08848	JS	3026 W LARCHMONT LN	LUCILLE JACKSON & MOLLY HOSEA HELEN WALKER ESTATE
19-CV-09376	DF	3027 W MONTANA ST	CJD PROPERTIES INC
19-CV-08866	DS	304 W MCCLURE AVE	PEAK ODELL I LLC
19-CV-09319	NR	312 S CHARLTON ST	ARIANA & PETRIKA BINO
19-CV-09316	NR	314 S STEUBENVILLE AVE	JOSE J GARCIA
19-CV-08152	KW	314 S WESTERN AVE	JCT INC
19-CV-08926	DF	319 MARY ST	DORIAN LASAINE
19-CV-08830	SD	326 S STEUBENVILLE AVE	WILMER ANDRADA
19-CV-09295	TD	3317 W GREENWOOD PL	LAKEVIEW LOAN SERVICING LLC
19-CV-08464	JS	3549 W SAYMORE LN	CHARLES FAULKNER
19-CV-08843	JS	3608 N STERLING AVE	DRAKE FELTS
19-CV-08845	JS	3618 N STERLING AVE	DOMINIQUE ALEXANDRE
19-CV-09381	LE	3716 W VERNER DR	ROSALIND & ROBERT LINDSEY
19-CV-09382	LE	3716 W VERNER DR	ROSALIND & ROBERT LINDSEY
19-CV-09373	DS	400 E ARCADIA AVE	JEFF COHEN
19-CV-09348	DS	4037 W BRIGHTON AVE	QI ZHU
19-CV-08834	TD	405 W MCCLURE AVE	AMBER SLEETH
19-CV-09383	AF	419 E PARIS AVE	PEORIA HOUSING AUTHORITY
19-CV-09364	DF	503 MORGAN ST	HAROLD HARPER
19-CV-09343	JS	507 S WESTERN AVE	MORAD ABDALLAH
19-CV-09329	DS	514 W GIFT AVE	JEFFREY CAHO
19-CV-08863	DS	514 W MCCLURE AVE	NICOLE & DAVID GALLAGHER
19-CV-09392	DS	519 W WILCOX AVE	DELLA CREECH
19-CV-08860	DS	600 E ARCHER AVE	KEVIN & TABITHA BEAVERS
19-CV-09372	AF	606 E WILLCOX AVE	ROBERT JR & VEVERLY SMITH RENEE BURTON O'BRIEN & ANTONIO SLEDGE
19-CV-09378	LA	606 HOMESTEAD AVE	ROBERT & TERESA LACH

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<b>Docket No.</b>	<b>Inspector</b>	<b>Property Location</b>	<b>Property Owner(s)</b>
19-CV-09340	LE	609 W WINDERMERE CT	MICHAEL JOHNS & DANE JOHNS
19-CV-09320	AF	617 E PARIS AVE	GIVING CENTER
19-CV-08838	TD	620 W HANSSLER PL	CAMNICK LLC
19-CV-09387	DS	6319 N UPLAND TER	SANTONIO JOHNSON
19-CV-09388	DS	6331 N UPLAND TERRACE	ROBERT WEI
19-CV-08571	JS	728 W PINE HILL LN	FIRST NATIONAL BANK OF PEORIA
19-CV-09374	DS	7503 N OXFORD PL	LELAND DEEHRING
19-CV-09306	TD	7814 N SOMMER ST	SONNY PHAM
19-CV-09285	SD	809 NE MONROE ST	G & D DEVELOPMENT CORP
19-CV-09363	AB	815 S MATTHEW ST	JOHN & LILIANE JOHNSON
19-CV-09389	TD	826 W MACQUEEN AVE	PHILLIP BOSTICK ESTATE C/O SHYLA BOSTICK
19-CV-09390	TD	826 W MACQUEEN AVE	PHILLIP BOSTICK ESTATE C/O SHYLA BOSTICK
19-CV-09124	TD	832 W BRONS AVE	GRSN LLC
19-CV-09333	TD	832 W BRONS AVE	GRSN LLC
19-CV-09334	TD	832 W BRONS AVE	GRSN LLC
19-CV-09335	TD	901 W ELEANOR PL	TYTESHA SEEGER
19-CV-09311	NR	906 W AIKEN ST	KRISTANN JACKSON
19-CV-09314	NR	910 W SMITH ST	DAVID M KIRKSEY
19-CV-08855	SD	915 S WARREN ST	WILMER ANDRADA
19-CV-09312	NR	921 W HURLBURT ST	KRISTANN JACKSON
19-CV-09296	AF	926 E ELMHURST AVE	RYAN ALEXANDER
19-CV-09297	AF	926 E ELMHURST AVE	RYAN ALEXANDER



**DEVELOPMENT REVIEW BOARD AGENDA**

Plans Distributed: July 24, 2019  
 Comments Due: July 31, 2019

**Building/Projects this Week**

Job/Project #	Address	Type	Description
19-1246	10405 N JULIET CT 09-29-352-002	COMMERCIAL ALTERATION	Interior Alteration—Fresenius Kidney Care— Council District 5 – WS/KW
19-1247	11021 N NORTHTRAIL DR 09-29-151-011	RESIDENTIAL ALTERATION	Exterior Alteration –Legacy Solar– Council District 5 – RM/KW
19-1262	2903 W WESSEX DR 09-30-155-008	RESIDENTIAL ALTERATION	Exterior Alteration—Legacy Solar– Council District 5 – WS/KW
Pr 19-121	6116 N FROSTWOOD PKY 1314278002	GROUP OCCUPANCY	Family Care Facility – Council District 4 – KW
Pr 19-122	4636 W ANDOVER DR 1314429001	GROUP OCCUPANCY	Family Care Facility – Council District 4 – KW
Pr 19-123	4202 N ROCHELLE 1325227004	GROUP OCCUPANCY	Family Care Facility – Council District 4 – KW
Pr 19-124	3226 N SHERWOOD AVE 1429452007	GROUP OCCUPANCY	Family Care Facility – Council District 2 – KW
Pr 19-125	521 W CLYBOURN 1409351015	GROUP OCCUPANCY	Family Care Facility – Council District 3 – KW
Pr 19-126	3421 W LUCERNE 1325256008	GROUP OCCUPANCY	Family Care Facility – Council District 4 – KW
Pr 19-127	5619 STONEWOOD 1314478003	GROUP OCCUPANCY	Family Care Facility – Council District 4 – KW
Pr 19-128	4200 W CARROUSEL 1313159004	GROUP OCCUPANCY	Family Care Facility – Council District 4 – KW
Pr 19-129	5421 N NOTTINGHAM 1419127007	GROUP OCCUPANCY	Family Care Facility – Council District 4 – KW
Pr 19-130	2110 NEWMAN PKY	GROUP OCCUPANCY	Family Care Facility – Council District 2 – KW

**Building Permits Issued**

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

<b>Planning Inspector</b>	Leah Allison	Kimberly Smith	Kerilyn Weick	Josh Naven
<b>Phone</b>	494-8667	494-8612	494-8606	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:kweick@peoriagov.org">kweick@peoriagov.org</a>	<a href="mailto:jnaven@peoriagov.org">jnaven@peoriagov.org</a>
<b>Building Inspector</b>	Roberto Medina	Wesley Stickelmaier	Rich Storm	Matt Ziller
<b>Phone</b>	494-8623	494-8608	494-8632	494-8628
<b>E-mail</b>	<a href="mailto:rmedina@peoriagov.org">rmedina@peoriagov.org</a>	<a href="mailto:wstickelmaier@peoriagov.org">wstickelmaier@peoriagov.org</a>	<a href="mailto:rstorm@peoriagov.org">rstorm@peoriagov.org</a>	<a href="mailto:mziller@peoriagov.org">mziller@peoriagov.org</a>



**DEVELOPMENT REVIEW BOARD AGENDA**

Plans Distributed: May 9, 2018

Comments Due: May 16, 2018

Community Development Department

<b>Total Construction Value for 2018</b>	<b>\$ 51,309,730.00</b>
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**Certificates of Occupancy Issued**

Address/Location	Business Name	Date Issued	CD
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Community Development Department

Address/Location	Project Type	Information Update	CD
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Peoria City/County Health Department

Address/Location	Business Name	Information Update	CD
1024 MAIN ST	JR'S Kitchen	Plans Received	2
301 MACARTHUR HWY	Que for You	Plans Received	1

<b>Planning Inspector</b>	Leah Allison	Kimberly Smith	Kerilyn Weick	Josh Naven
<b>Phone</b>	494-8667	494-8612	494-8606	494-8657
<b>E-mail</b>	<a href="mailto:lallison@peoriagov.org">lallison@peoriagov.org</a>	<a href="mailto:kismith@peoriagov.org">kismith@peoriagov.org</a>	<a href="mailto:kweick@peoriagov.org">kweick@peoriagov.org</a>	<a href="mailto:jnaven@peoriagov.org">jnaven@peoriagov.org</a>
<b>Building Inspector</b>	Roberto Medina	Wesley Stickelmaier	Rich Storm	Matt Ziller
<b>Phone</b>	494-8623	494-8608	494-8632	494-8628
<b>E-mail</b>	<a href="mailto:rmedina@peoriagov.org">rmedina@peoriagov.org</a>	<a href="mailto:wstickelmaier@peoriagov.org">wstickelmaier@peoriagov.org</a>	<a href="mailto:rstorm@peoriagov.org">rstorm@peoriagov.org</a>	<a href="mailto:mziller@peoriagov.org">mziller@peoriagov.org</a>

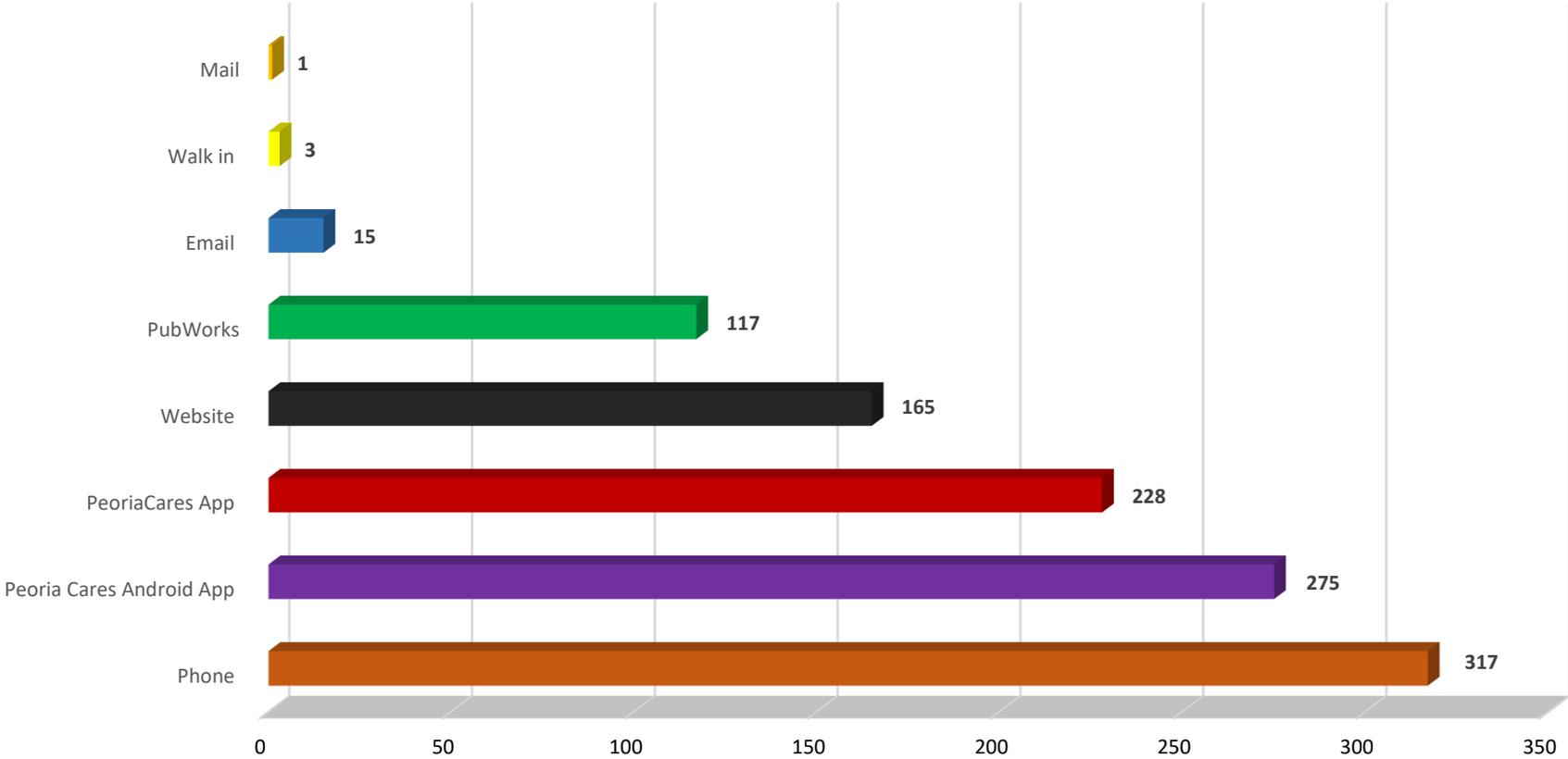
# *Peoria Cares*



## *2019 Monthly Report*

***From: The Office of the City Manager  
Presented to: City of Peoria, Mayor and Council Members  
Tuesday, July 23, 2019***

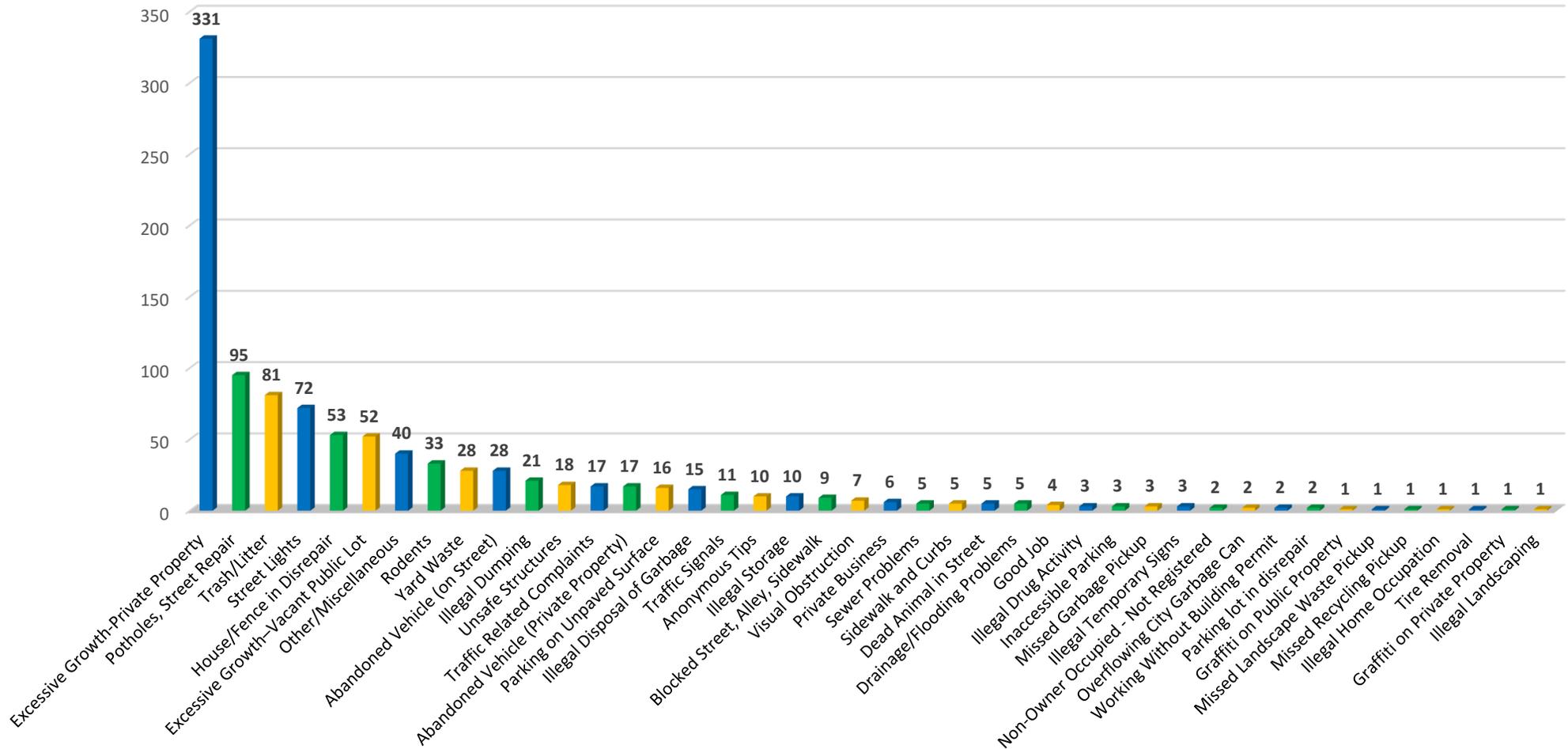
# Peoria Cares Communication Transactions During the Month of June 2019



In June, a total of 1,305 calls were received from the Peoria Cares phone line. There were 165 phone calls that generated a Peoria Cares case and 117 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.



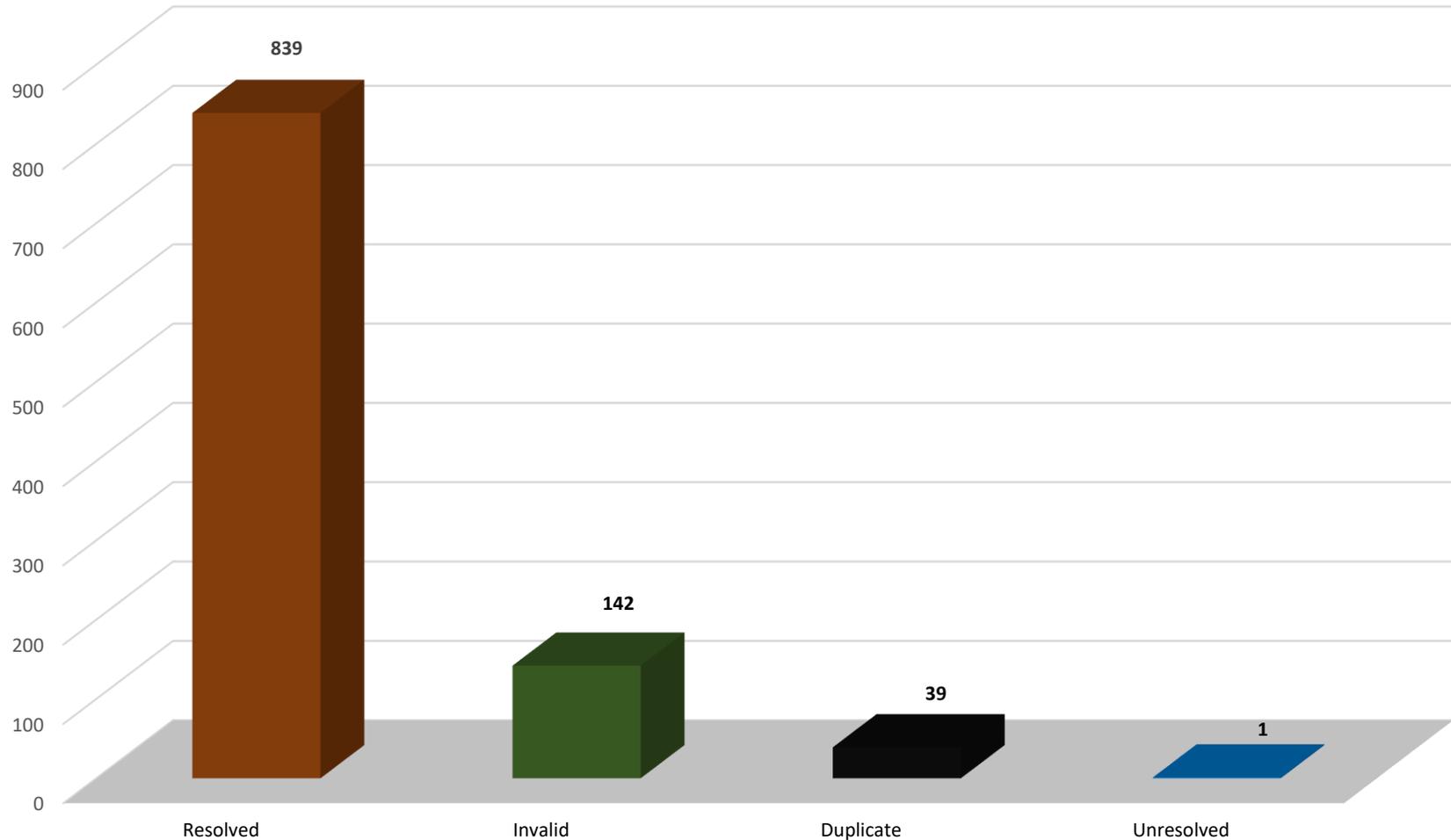
## Peoria Cares June 2019 Complaints by Category



There was a total of 1,021 Peoria Cares complaints that were submitted in the month of June. These complaints have been drilled down and categorized to indicate their status.



## Peoria Cares June 2019 Complaint Status



Out of the 1,021 Peoria Cares complaints, there is one unresolved complaint that 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, to ensure we can quickly respond to each citizen's needs.

