



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager *Patrick Urich*

DATE: March 8, 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 Department—Golden Shovel Awards

On Tuesday, April 9th, the City of Peoria will present the inaugural Golden Shovel Awards during the City Council meeting at 6:00p.m. This award recognizes citizens and neighborhood associations that have done an exceptional job removing snow from their sidewalks. Currently, there is no ordinance requiring residential snow removal on sidewalks and the Golden Shovel award will recognize those who go above and beyond to clear their sidewalks for themselves and others. The nominated citizen or association must be located in Peoria, Illinois.

To make a Golden Shovel nomination, please visit www.AppreciatePeoria.com. Paper nominations may be dropped off at City Hall, 419 Fulton Street, room 300, Monday through Friday from 8:00 a.m. – 5:00 p.m.

Nominations are due by Friday, March 29th at 5:00 p.m.

2019 Golden Shovel Awards Presentation

Tuesday, April 9th– Peoria City Council Meeting – 6:00 p.m.
Peoria City Hall, 419 Fulton St. (Room 400), Peoria, IL 61602

Please direct any questions to Josiah Williams, Neighborhood Enhancement Coordinator, 309-434-8636, jdwilliams@peoriagov.org



GOLDEN SHOVEL AWARDS

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Tuesday, April 9 - 6:00PM
Peoria City Hall, 419 Fulton St.
(Award Ceremony during the Peoria City Council Meeting)

To make a Golden Shovel nomination, please visit www.AppreciatePeoria.com. Paper nominations may be dropped off at City Hall, 419 Fulton St, room 300, Monday through Friday from 8:00AM-5:00PM. Nominations are due by 5:00p.m. on Friday, March 29th.

**APPRECIATE
PEORIA**

Peoria Fire Department

The Fire Prevention Bureau, T4 & E4 knocked on at least 45 doors, installed 8 smoke alarms, 6 CO alarms and checked 15 homes for smoke/CO functionality in the 1600, 1700 & 1800 blocks of Martin & Kettelle St. Please check the Peoria Fire Department facebook pages for photos.

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

Celebrating achievements of PPS students and staff

Every day, Peoria Public School students and staff members celebrate achievements. Some victories may be barely noticeable but truly life-altering – the second-grade student who cracks the code of reading comprehension or a middle-school student who successfully masters self-regulation, one of five Social Emotional Learning (SEL) core competencies.

Other achievements are more public and this week I offer congratulations on some recent accomplishments by students and staff.

Two Peoria Public School students competed in the IHSA State Speech tournament. Manual Academy senior Tyra Johnson, competed in the Prose Reading, placing 5th and in the Poetry Reading events. Richwoods High School senior Lily Mura competed in the Impromptu Speaking event.

The Woodruff Career and Technical Center (WCTC) Culinary Arts restaurant management team, placed first in the Illinois Restaurant Association ProStart Tournament. This is the second year in a row the WCTC Restaurant Management team, coached by Chefs Jitske Miedema and Kevin Roecker, have taken the top prize in Illinois. The team advances to the national tournament in May in Washington D.C. Team members are Gabriel Hernandez, Peoria High School, Timia Weldy, Richwoods High School, and Keshawna Sledge, Richwoods High School. Each student won a \$20,000 college scholarship.

Congratulations also to the Richwoods High School Swim and Dive Team and Coach Lynn Thompson on their 2019 IHSA Sectional Championship. Six team members advanced to the IHSA State Finals: Blake Torrey, Jared Aviles, Jacob Greenan, Zack Dollman, Yohan Bopearatchy and Daniel Matlock.

At last week's board meeting we recognized the top-scoring readers in the district's winter break Accelerated Reader (AR) competition. Our primary school winners for participation and percentage of students passing AR tests with over 85 percent were Charter Oak, Kellar and Whittier. The middle school winners were Von Steuben, Mark Bills and Washington Gifted. Harrison, Lincoln and Trewyn were the top scoring K-8 schools.

We also recognize recent achievements of PPS staff members.

Mrs. Diane Hines, a staff member at Knoxville Center for Student Success (KCSS), was recently inducted into the African American Hall of Fame Museum.

Issues Update
March 8, 2019

Lindbergh Middle School Principal Sue Malahy was one of eight Illinois finalists for the Golden Apple Awards for Excellence in Leadership. The Golden Apple Award for Excellence in Leadership honors exemplary performance in school leadership by a principal or head of school who has had a significant and sustained positive impact on the school, created a culture of inclusivity, and delivered dramatic student growth.

Finally, six Peoria Public School teachers recently earned National Board Certification, a rigorous and challenging professional accomplishment. Congratulations to Dee Hagen, Katie Hobin and Susan Martin, all of Northmoor Primary School, Ashley Naleway and Beth Perce, Rolling Acres Middle School, and Jolyon Morton, Peoria High School.

Kudos to our remarkable students and staff!

Serve Passionately,

A handwritten signature in blue ink that reads "Sharon Desmoulin-Kherat". The signature is written in a cursive style.

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.

Peoria Cares Annual Report

Please see attached.



DEVELOPMENT REVIEW BOARD AGENDA

Plans Distributed: March 6, 2019
 Comments Due: March 13, 2019

Building/Projects this Week

Job/Project #	Address	Type	Description
19-307	1601 W GIFT AVE 14-32-153-018	COMMERCIAL ADDITION	Replacing Antennas-AT&T -Council District 2-WS/KW
19-314	330 SW WATER ST 18-09-411-003	COMMERCIAL ALTERATION	Interior Remodel-Element Building –Council District 1 –SW/KW
19-317	2200 W WAR MEMORIAL DR 14-19-451-007	COMMERCIAL ALTERATION	Interior Remodel – Room Place – Council District 4 – WS/KW
18-185	4115 W PARTRIDGE WAY 13-12-353-007	NEW COMMERCIAL	New Construction – Taco Bell – Council District 4 – WS/KW
Project 19-13	1328 W CIRCLE RD 14-32-132-005	PLANNING & ZONING COMMISSION	Amend Special Use – Sober Living Facility – Council District 2 – KP/LA

Building Permits Issued

Commercial		Residential	
New Commercial	1	New Single-Family Dwelling	0
Commercial Alteration	2	Residential Alteration/Repairs	3
Commercial Demolition	-	New Garage	0
Electrical	2	Electrical	6
HVAC	1	HVAC	6
Plumbing	2	Plumbing	10

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	\$ 16,249,000.00
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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
839 W MOSS AVE	Historic Preservation Commission	Public Hearing on 03/27/2019	2

Peoria City/County Health Department

Address/Location	Business Name	Information Update	CD
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Planning Inspectors		Building Inspectors			
Leah Allison	Kerilyn Weick	Wes Stickelmaier	Roberto Medina	Scot Wolf	Kenny Preston
494-8667	494-8606	494-8608	494-8623	494-8628	494-8629
lallison@peoriagov.org	kweick@peoriagov.org	wstickelmaier@peoriagov.org	rmedina@peoriagov.org	swolf@peoriagov.org	kpreston@peoriagov.org

Peoria Cares



2018 Year End Report

From: The Office of the City Manager

Presented to: City of Peoria, Mayor and Council Members

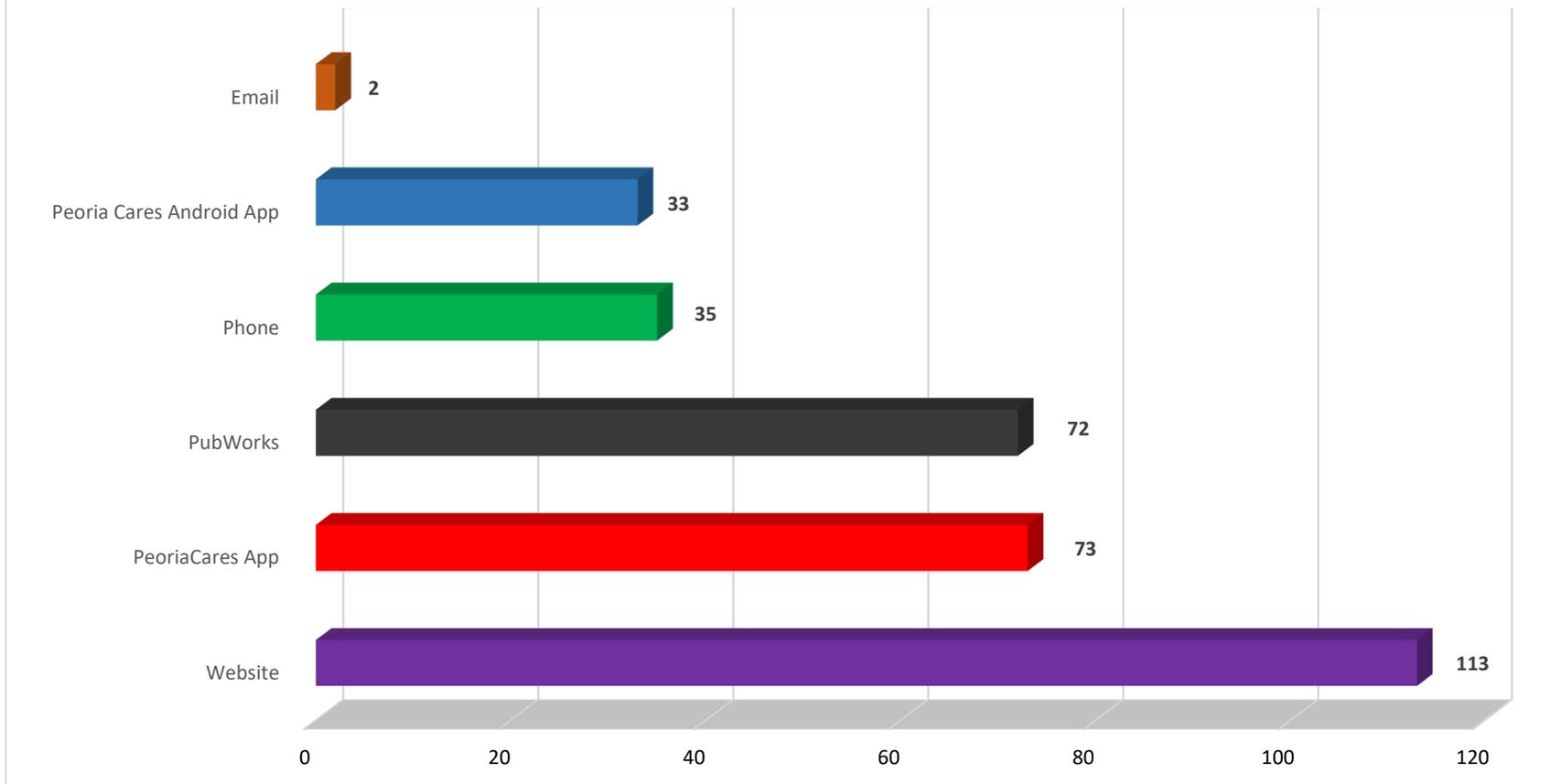
Tuesday, February 26, 2019

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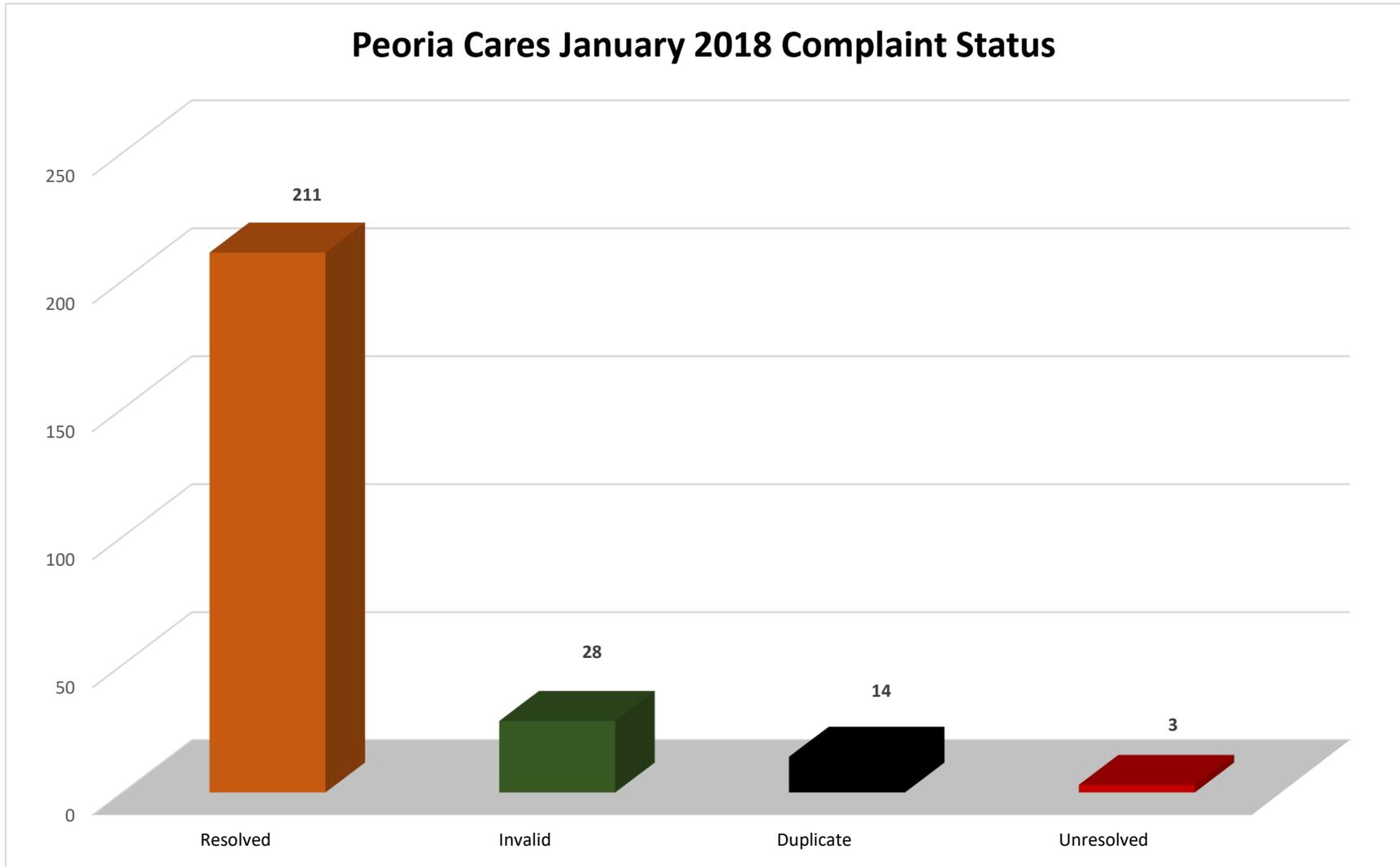
January	1
February	4
March	7
April	10
May	13
June	16
July	19
August	22
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October	28
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Peoria Cares Communication Transactions During the Month of January 2018



In January, a total of 683 calls were received from the Peoria Cares phone line. There were 35 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.

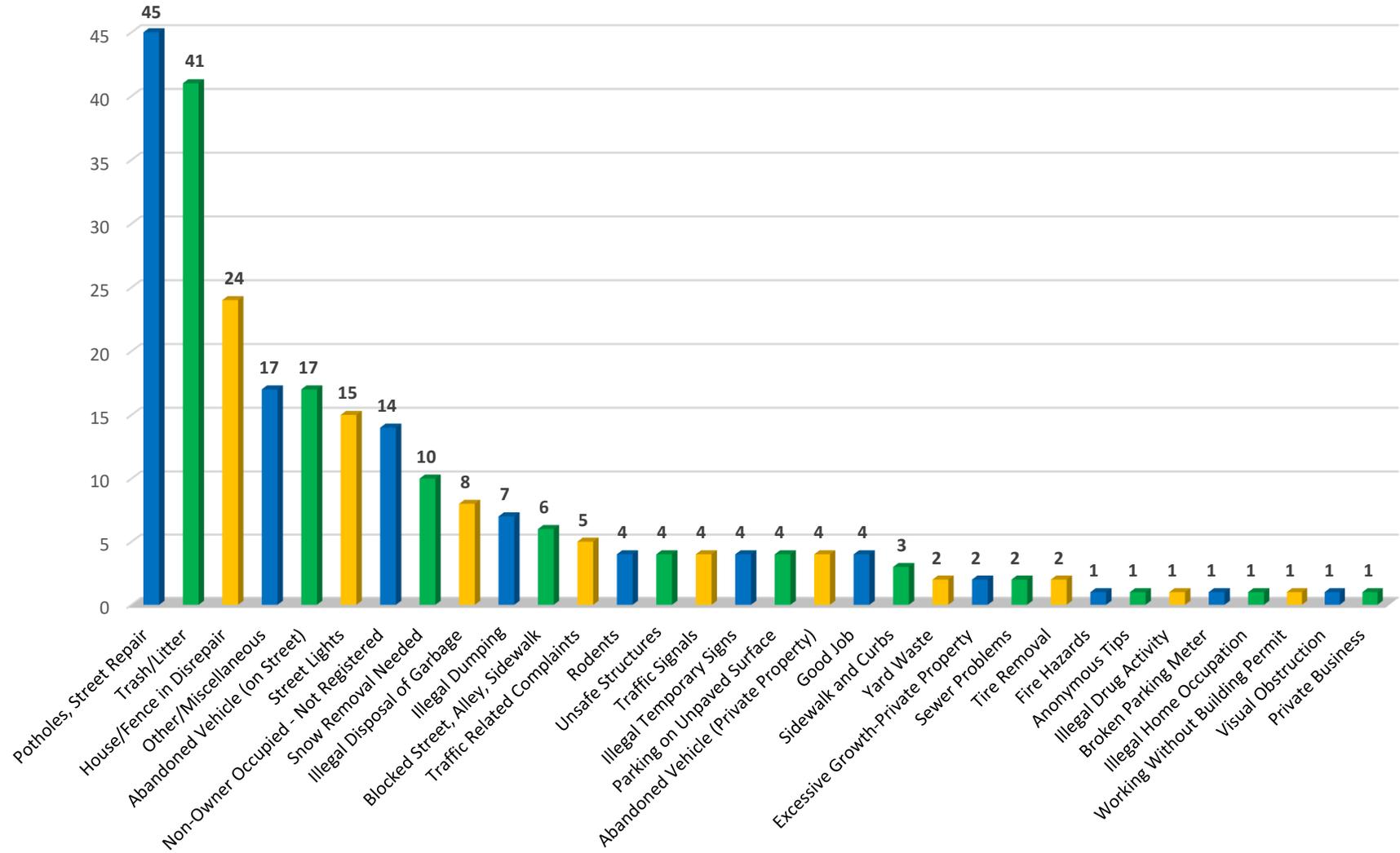




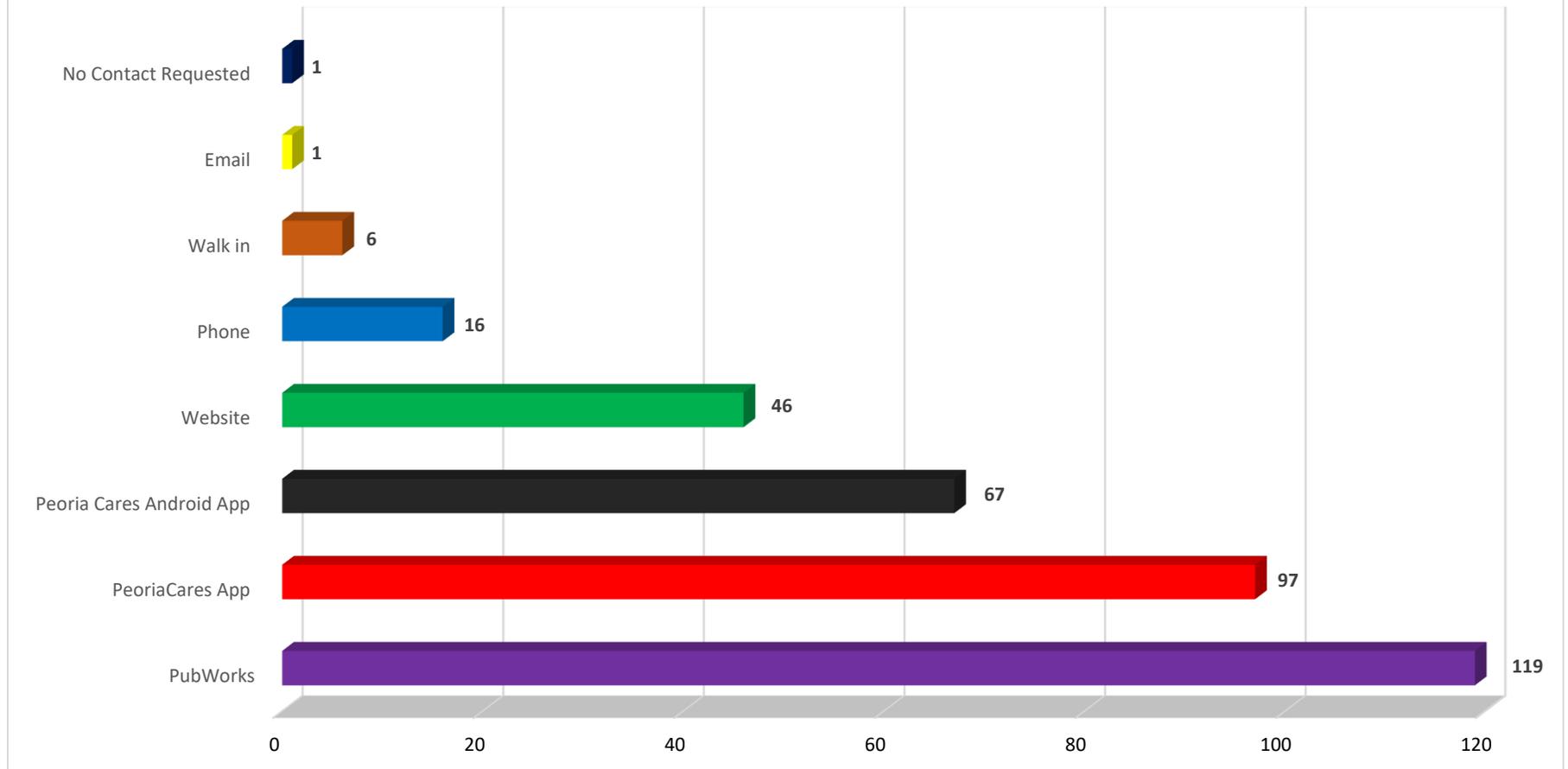
The three unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure a minimal balance; whereby, we can quickly, respond to other citizen’s needs.



Peoria Cares January 2018 Complaints by Category

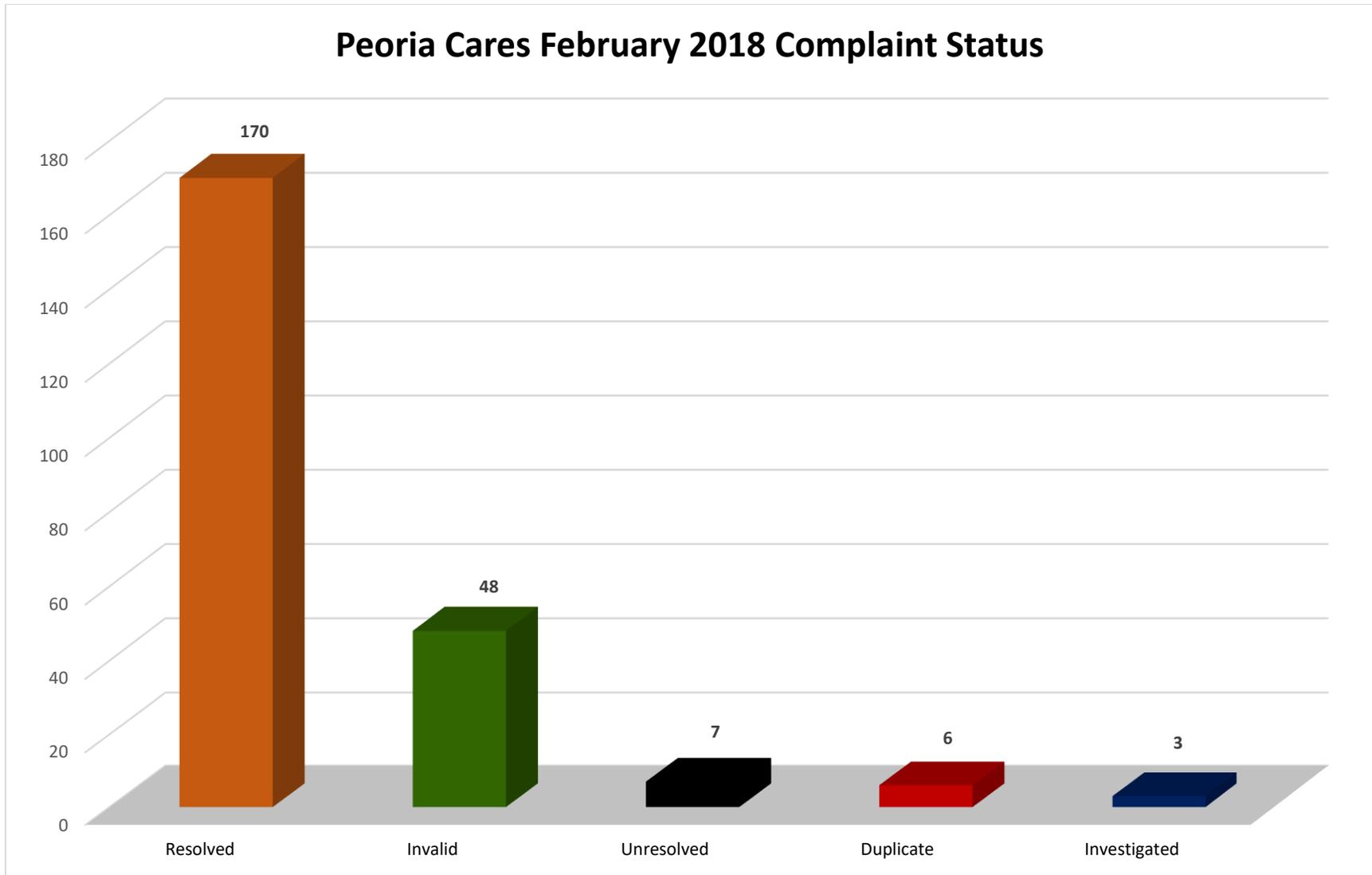


Peoria Cares Communication Transactions During the Month of February 2018



In February, a total of 773 calls were received from the Peoria Cares phone line. There were 16 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.

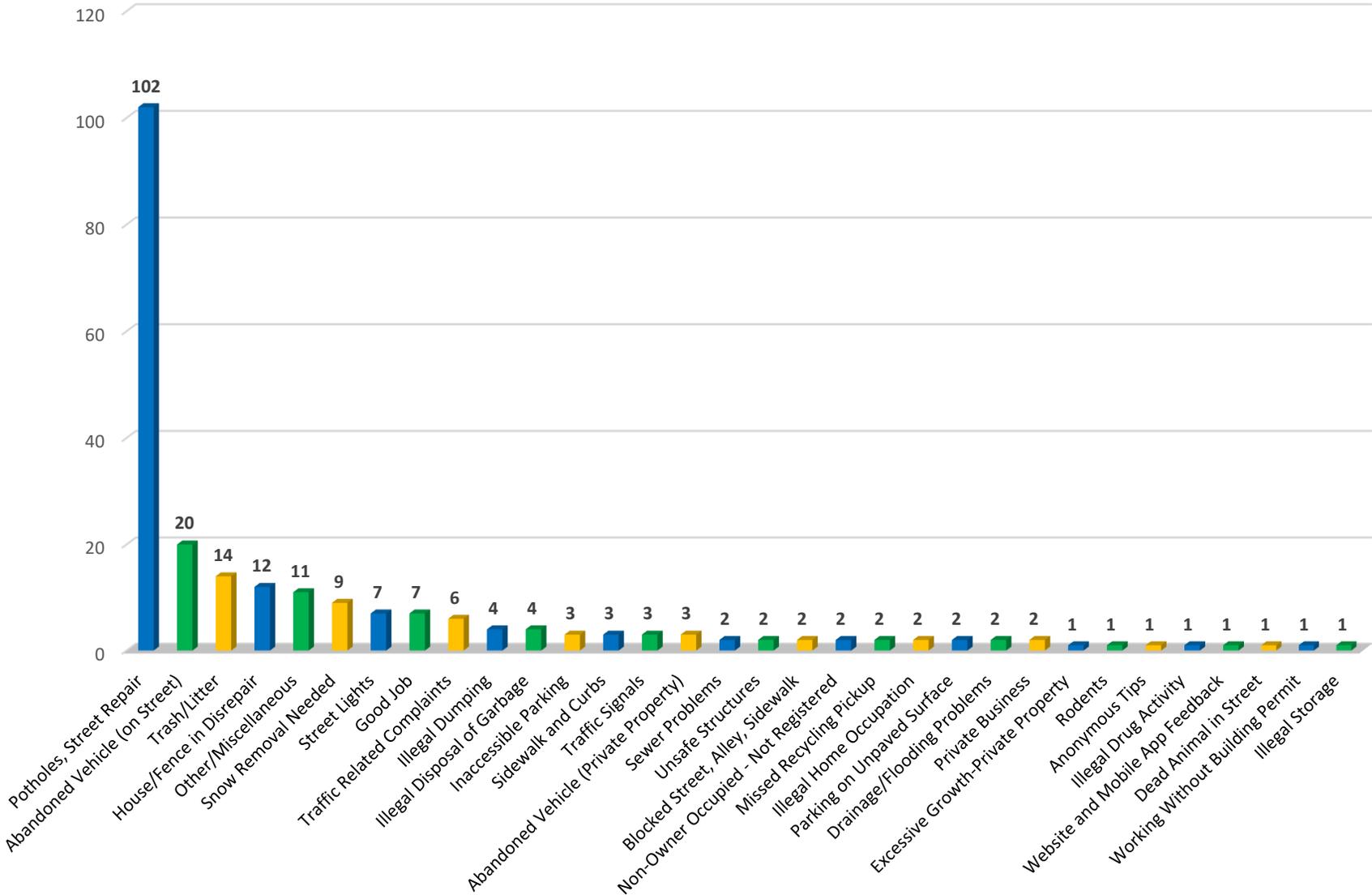


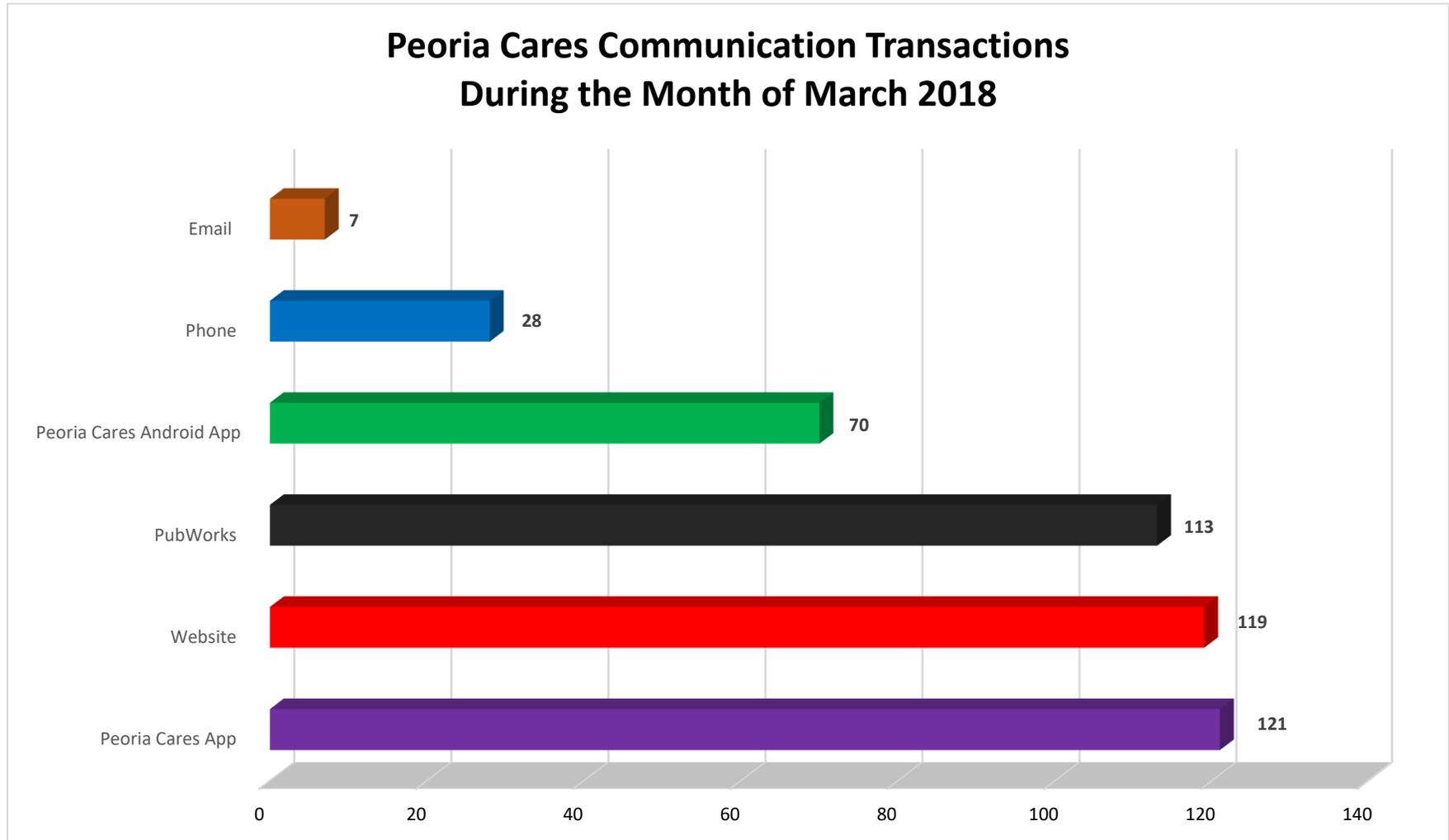


The seven unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen’s needs.



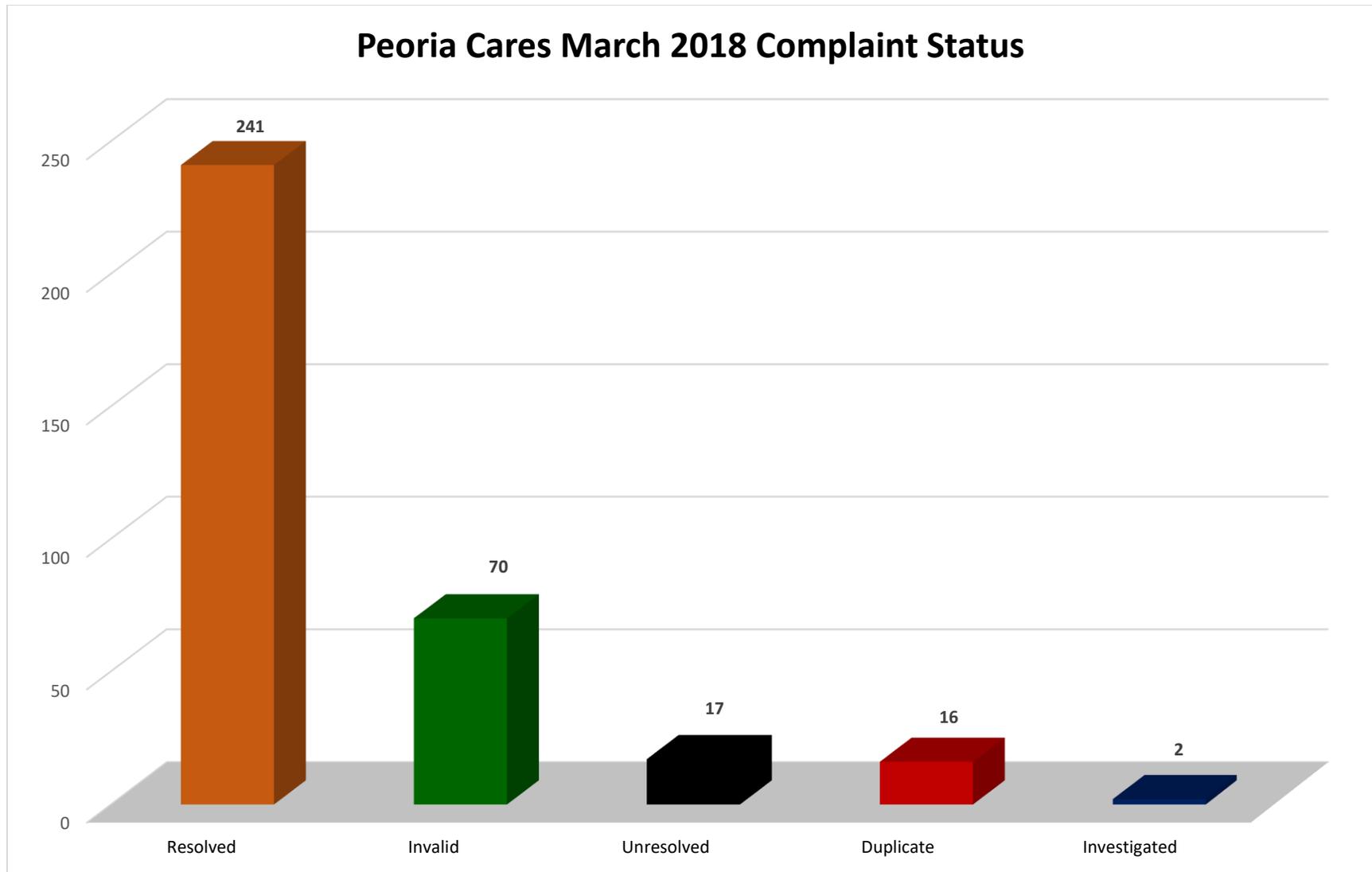
Peoria Cares February 2018 Complaints by Categories





In March, a total of 788 calls were received from the Peoria Cares phone line. There were 28 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.

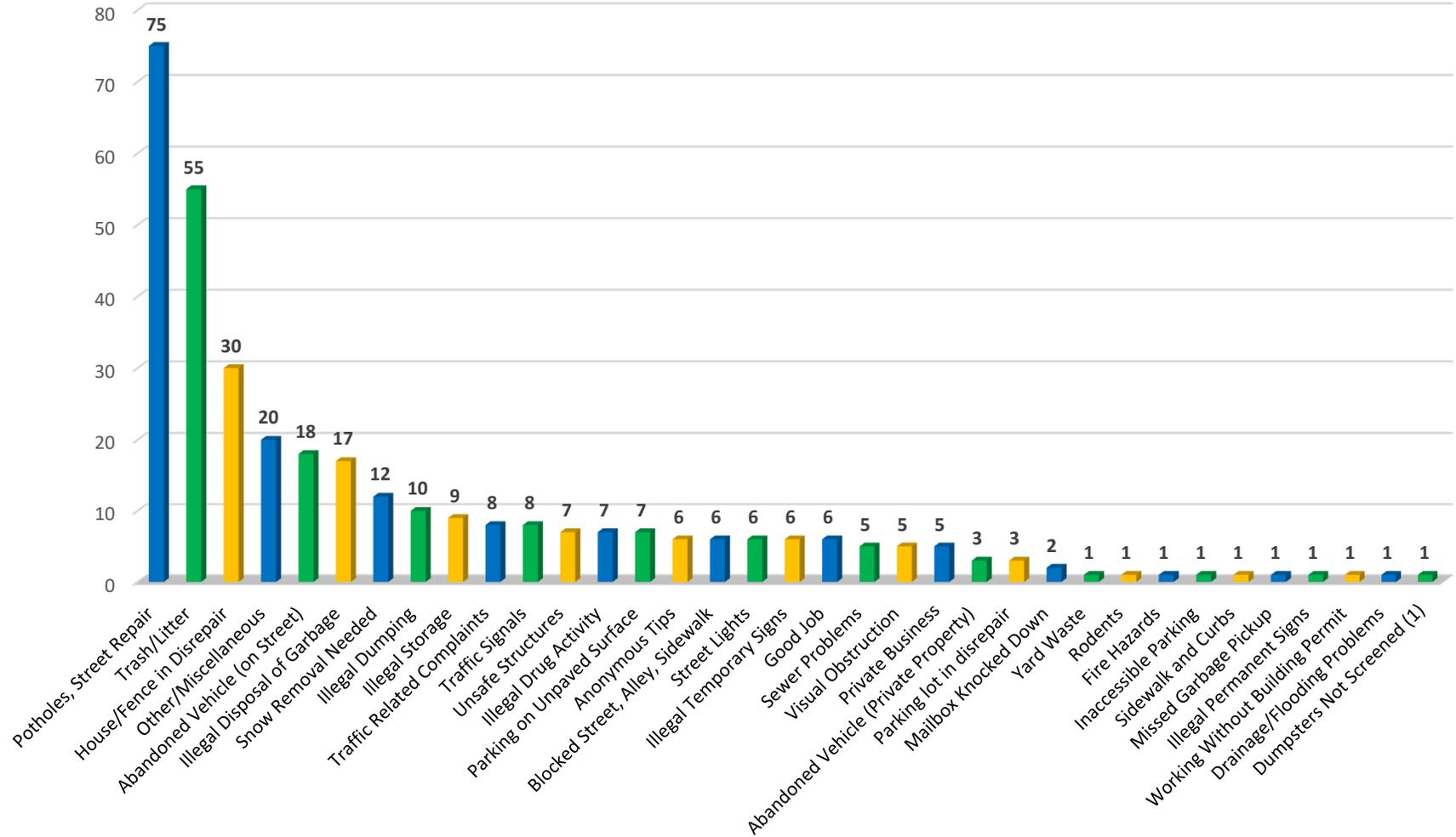


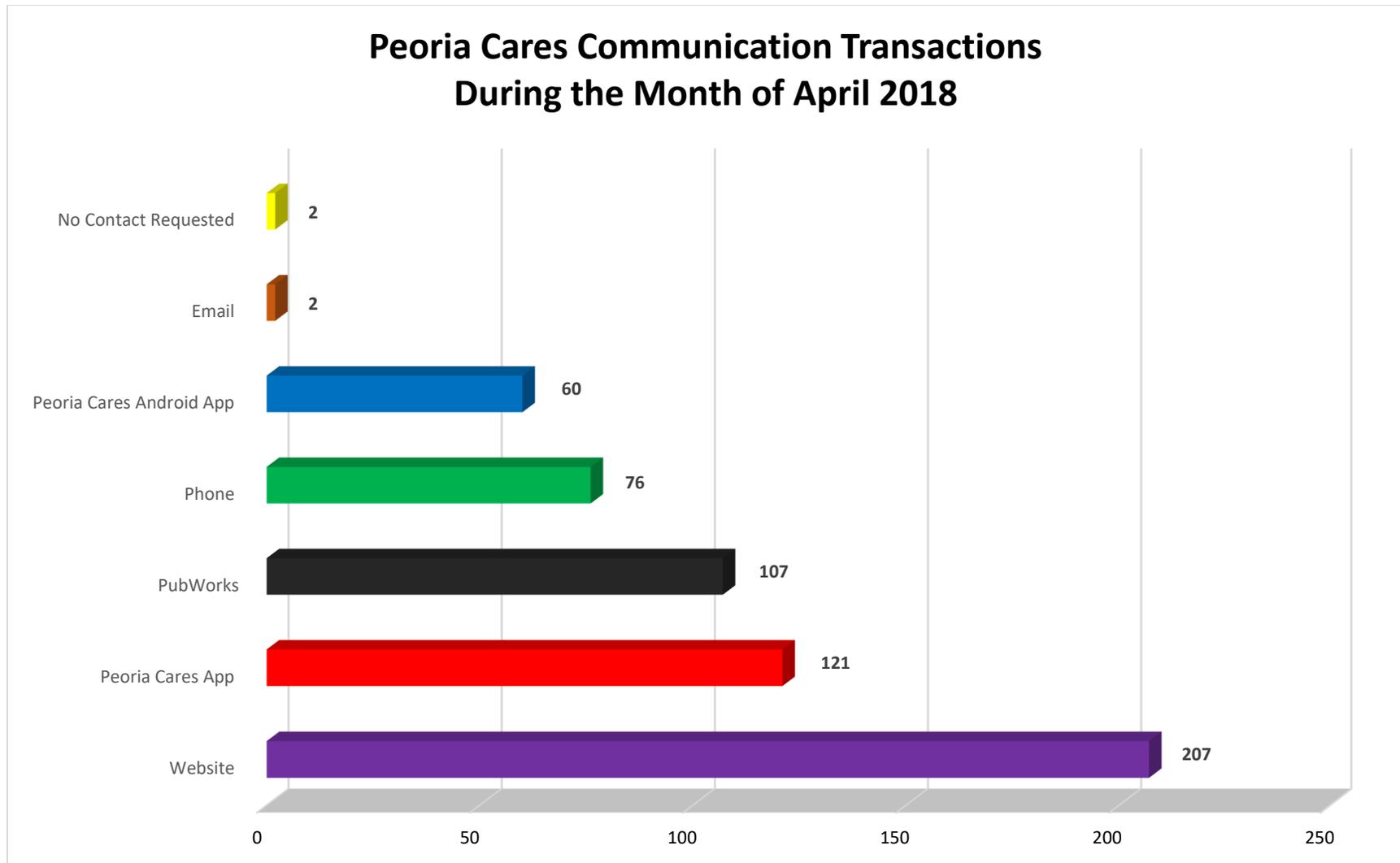


The 17 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.



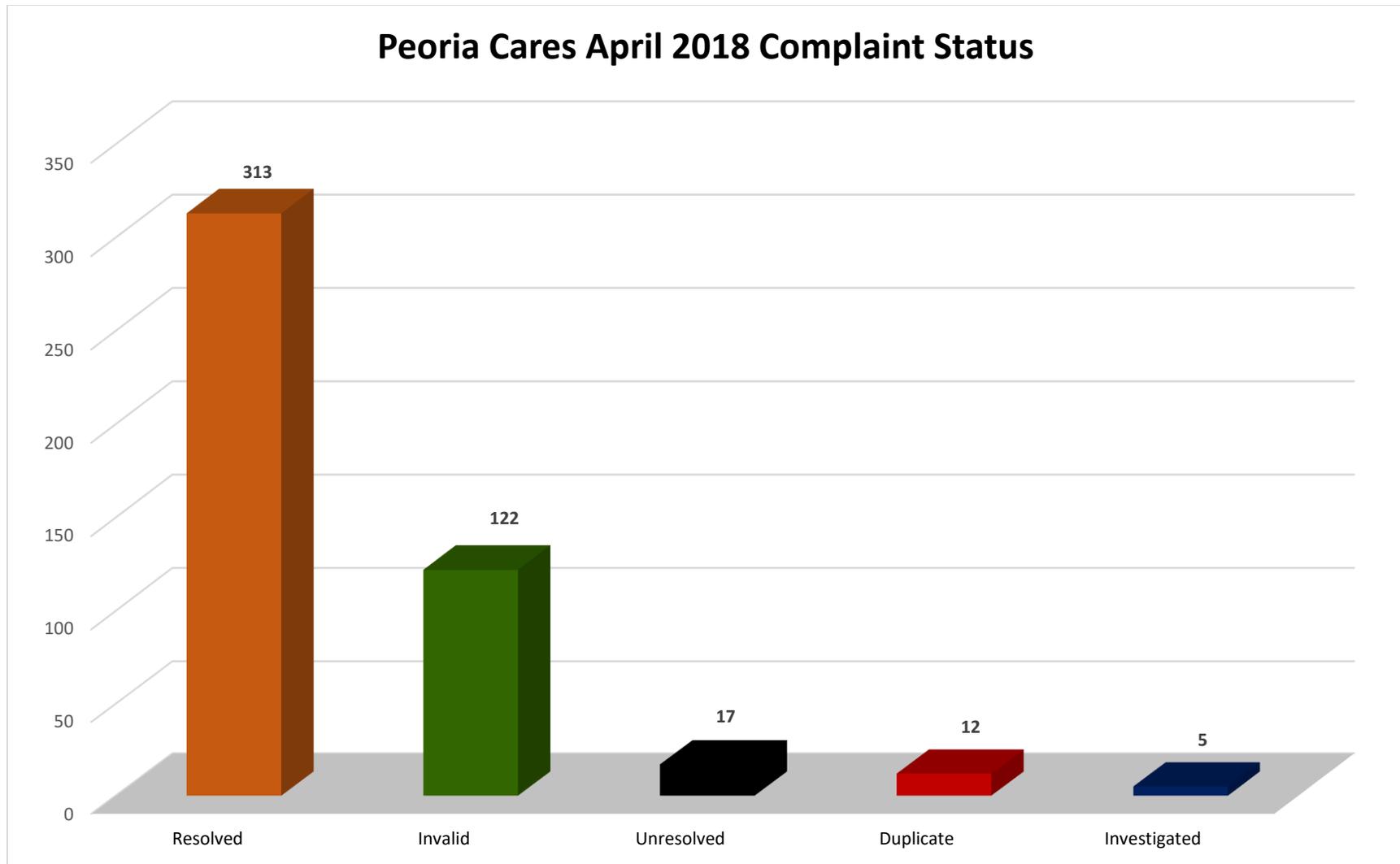
Peoria Cares March 2018 Complaints by Categories





In April, a total of 630 calls were received from the Peoria Cares phone line. There were 76 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.

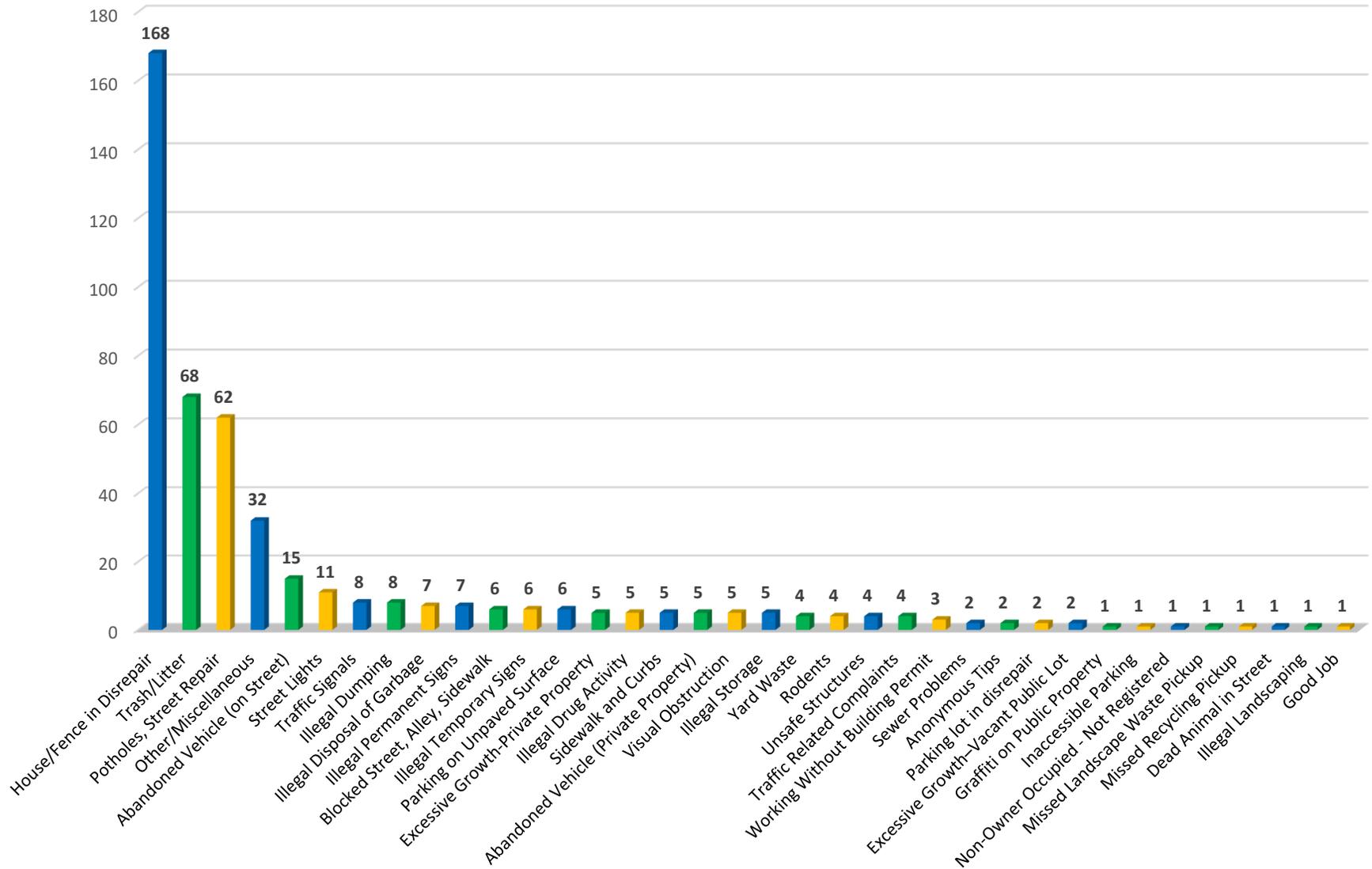


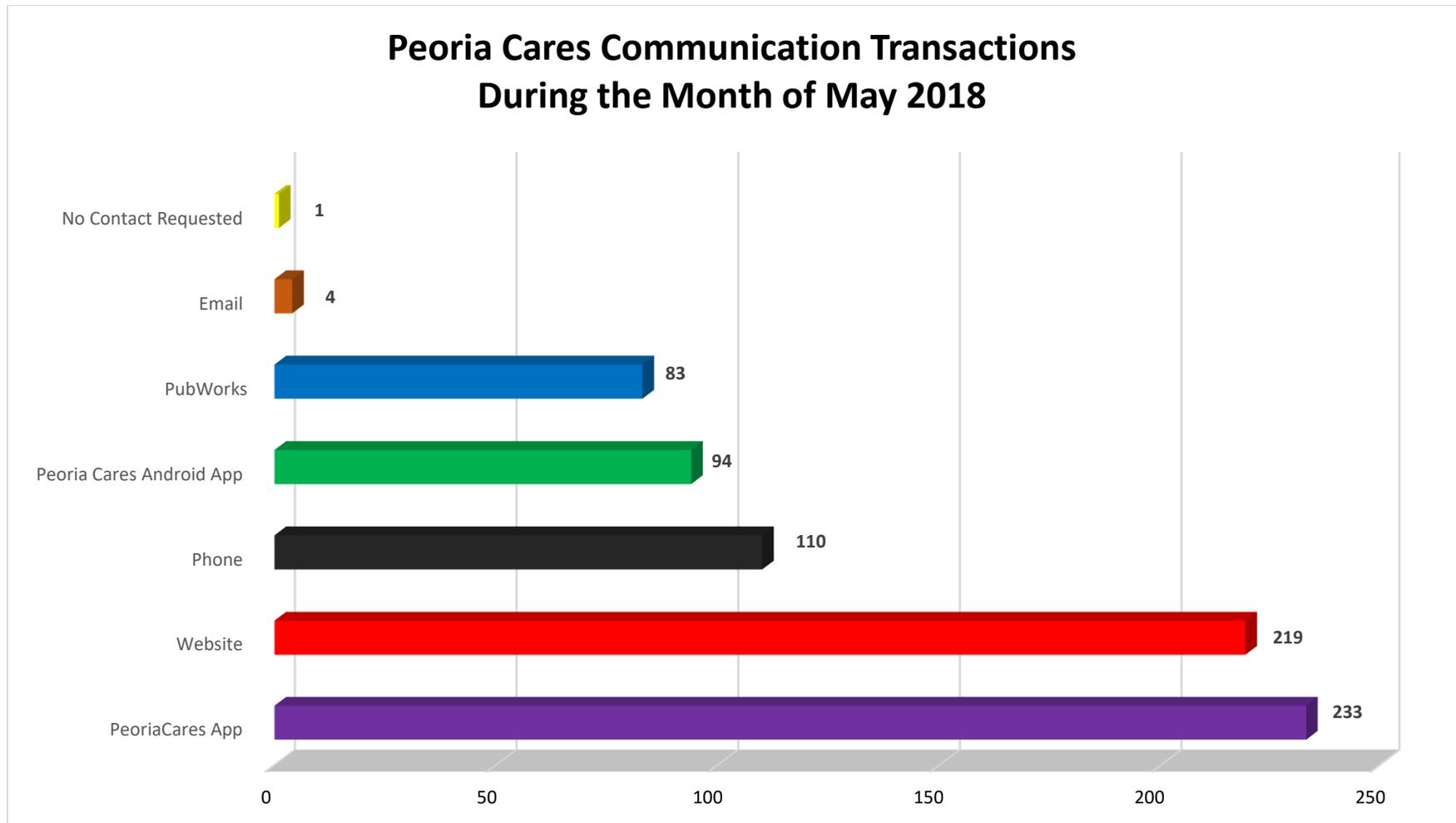


The 17 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.



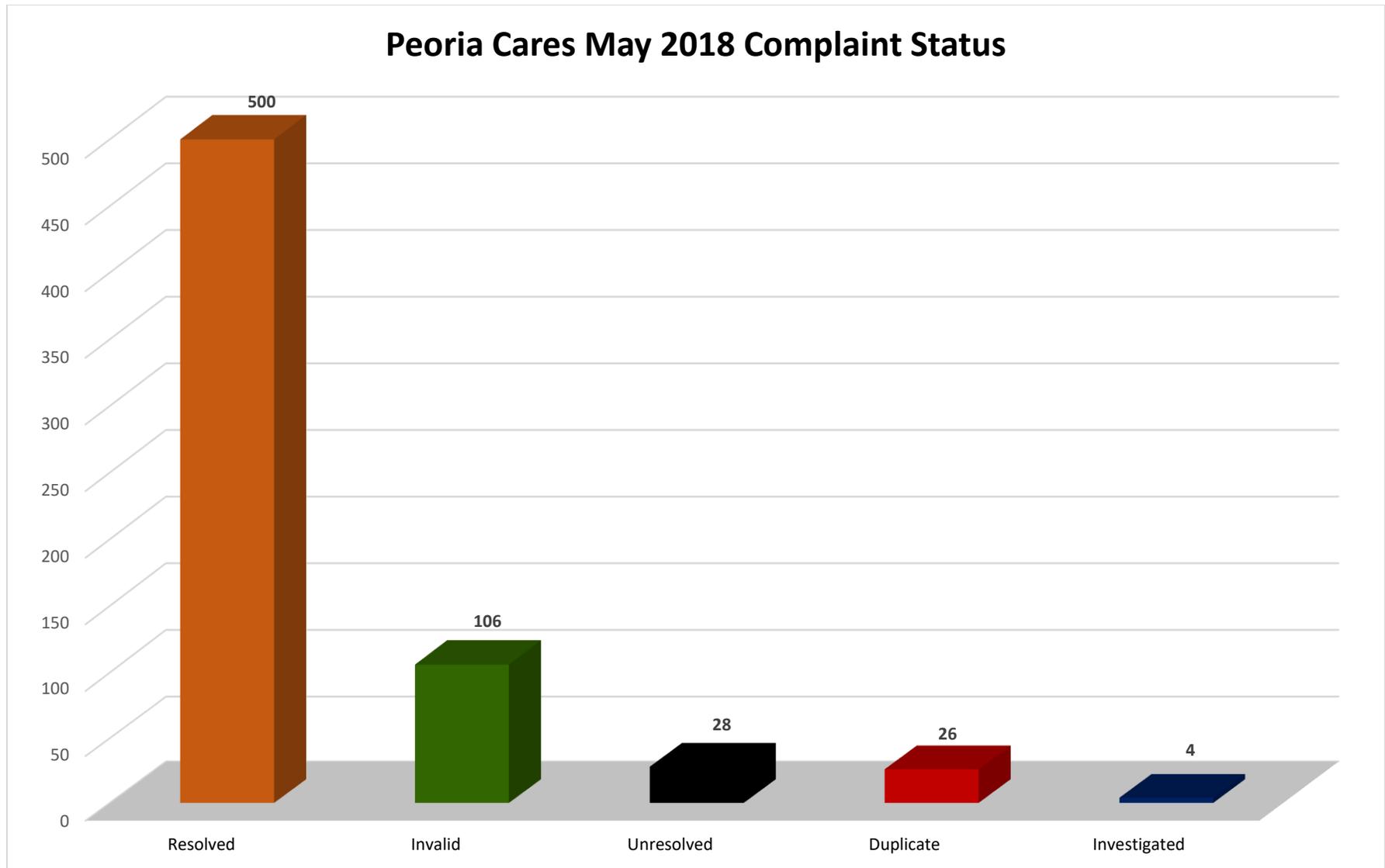
Peoria Cares April 2018 Complaints by Categories





In May, a total of 820 calls were received from the Peoria Cares phone line. There were 110 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.

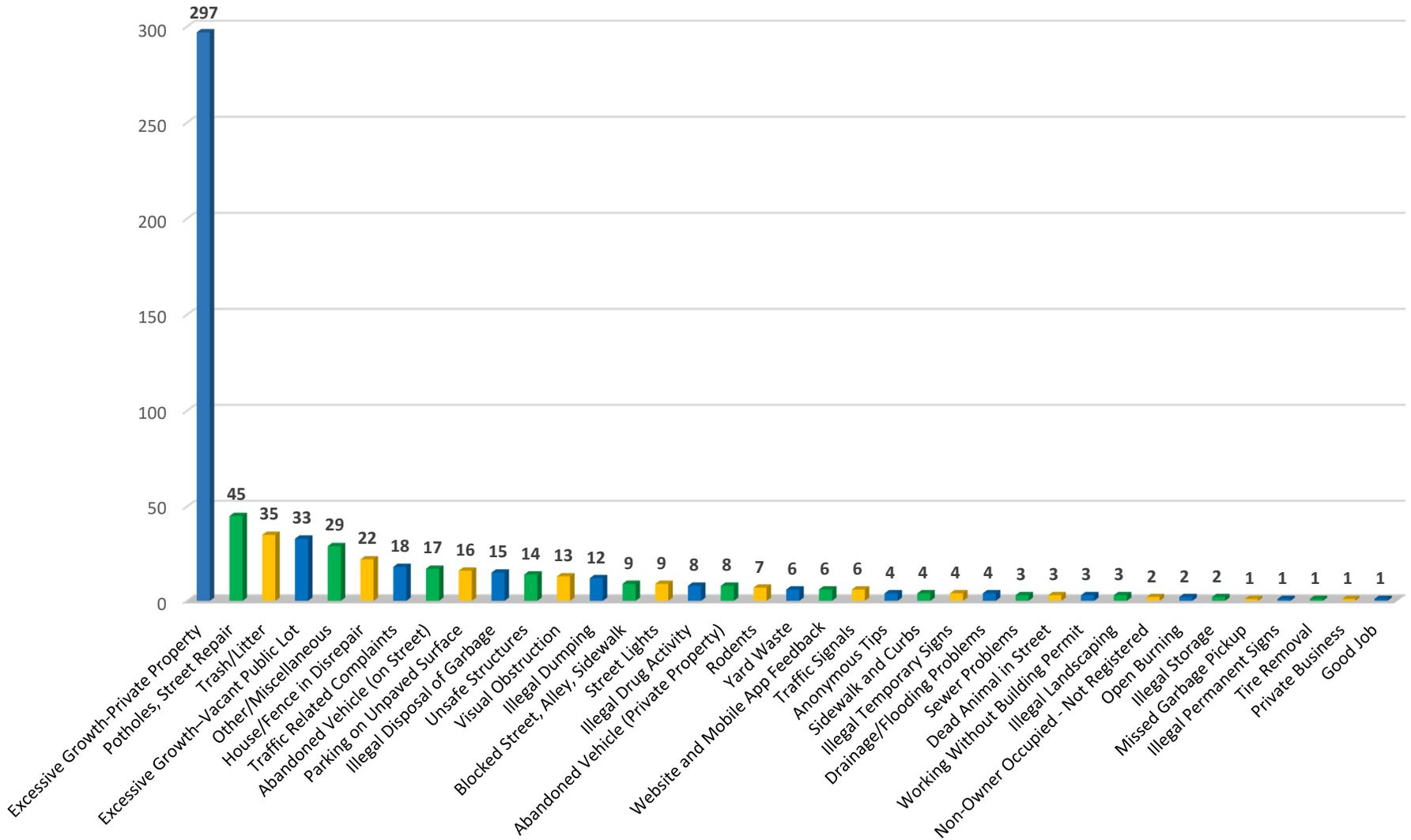




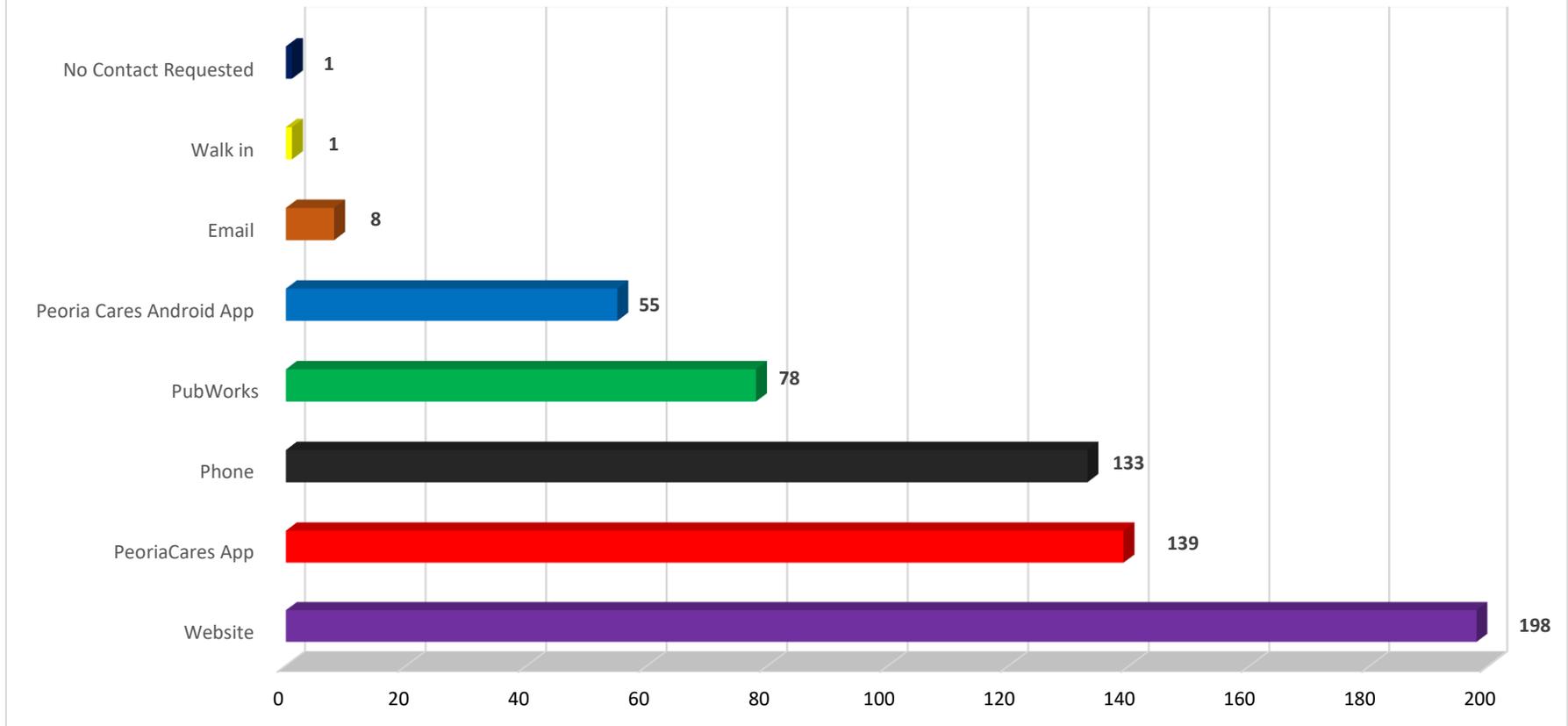
The 28 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.



Peoria Cares May 2018 Complaints by Category

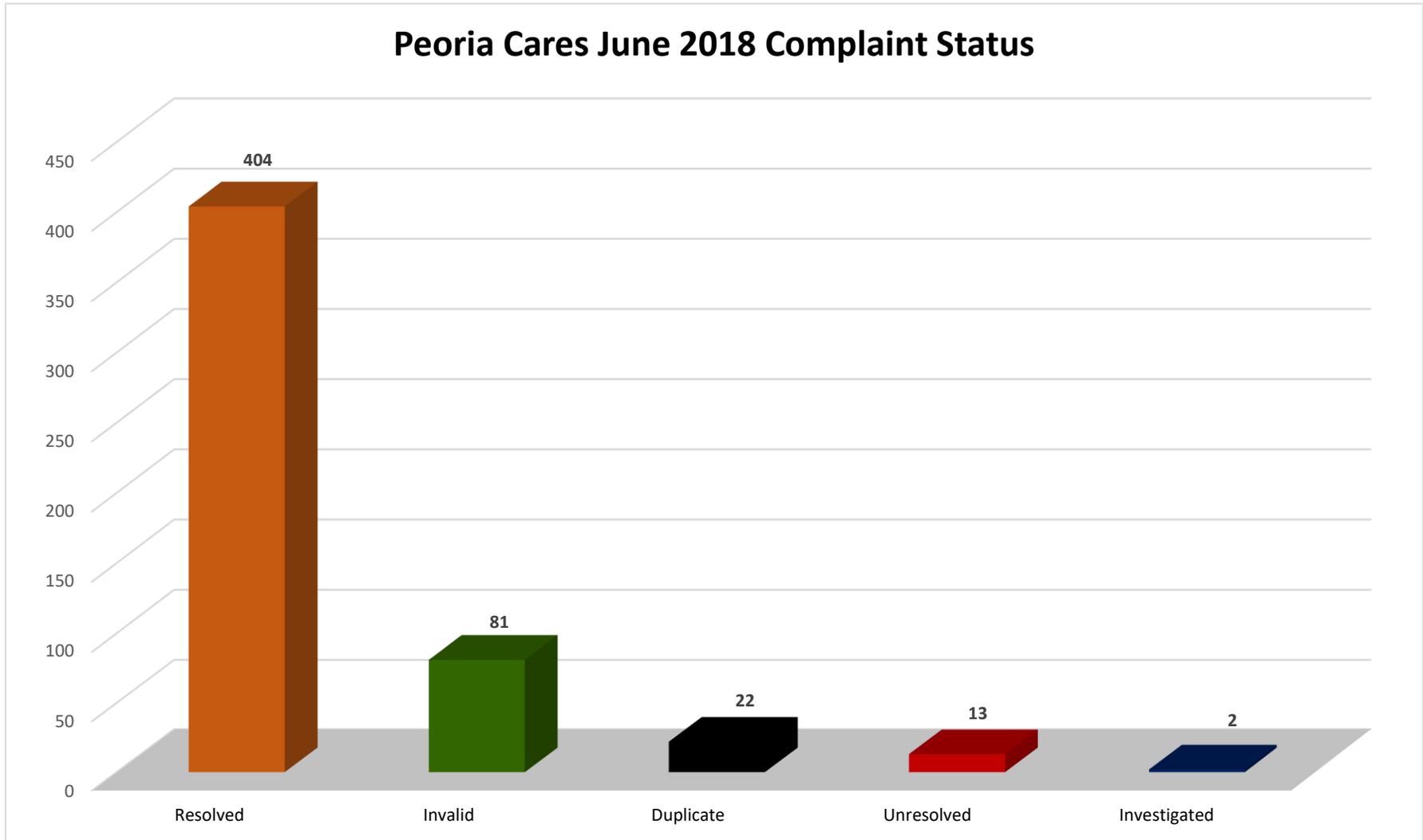


Peoria Cares Communication Transactions During the Month of June 2018



In June, a total of 790 calls were received from the Peoria Cares phone line. There were 133 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.

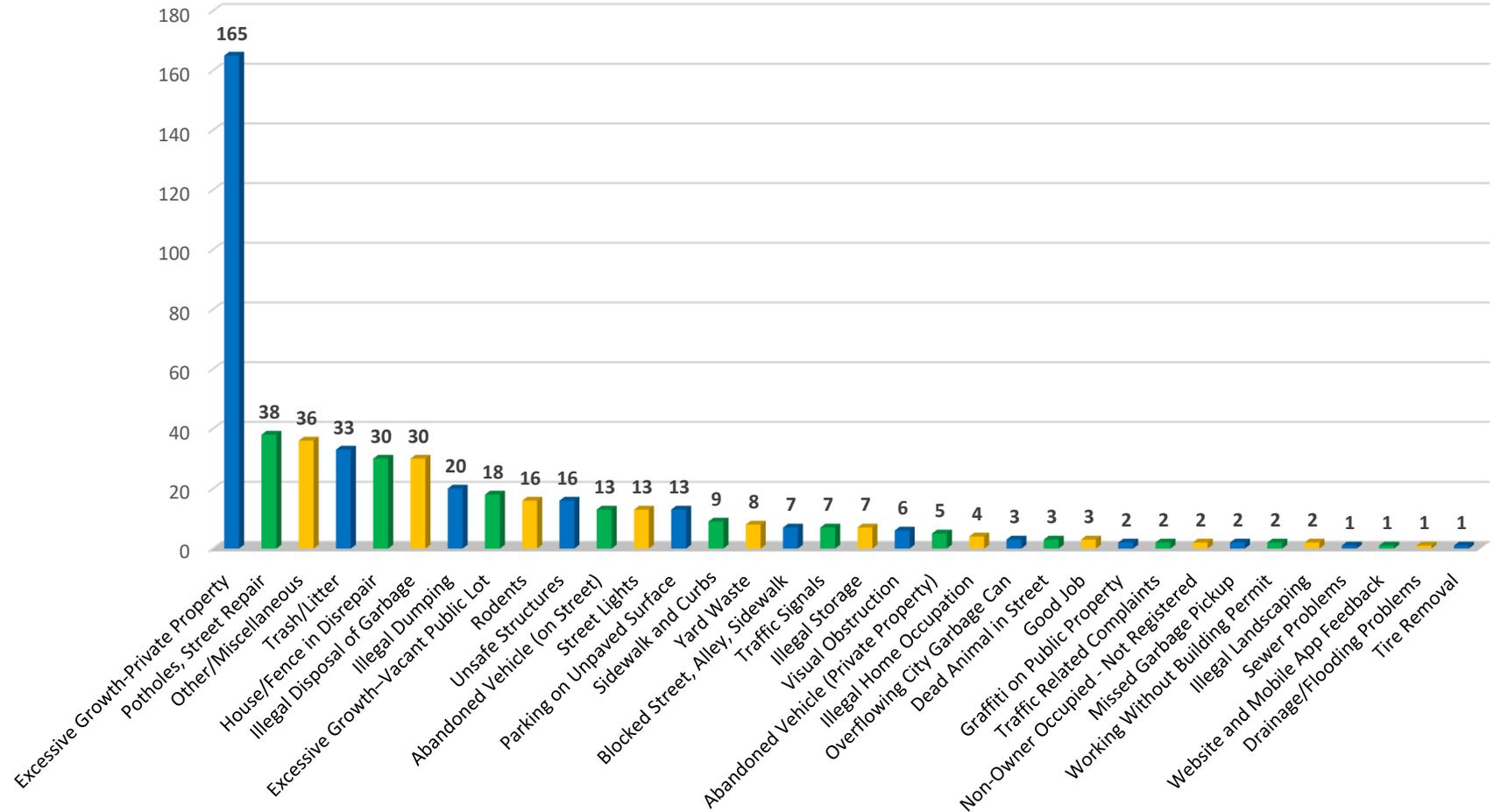


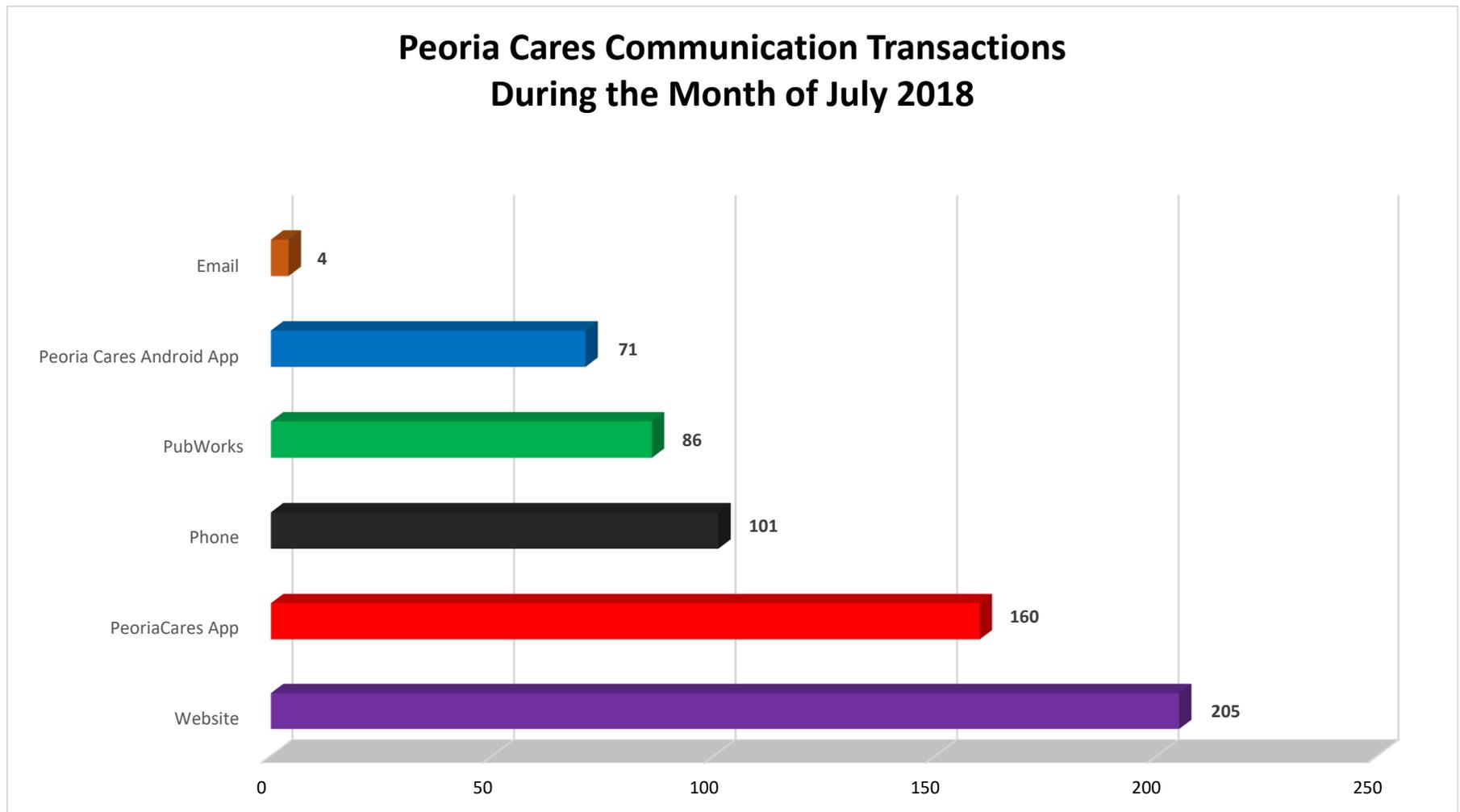


The 13 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen’s needs.



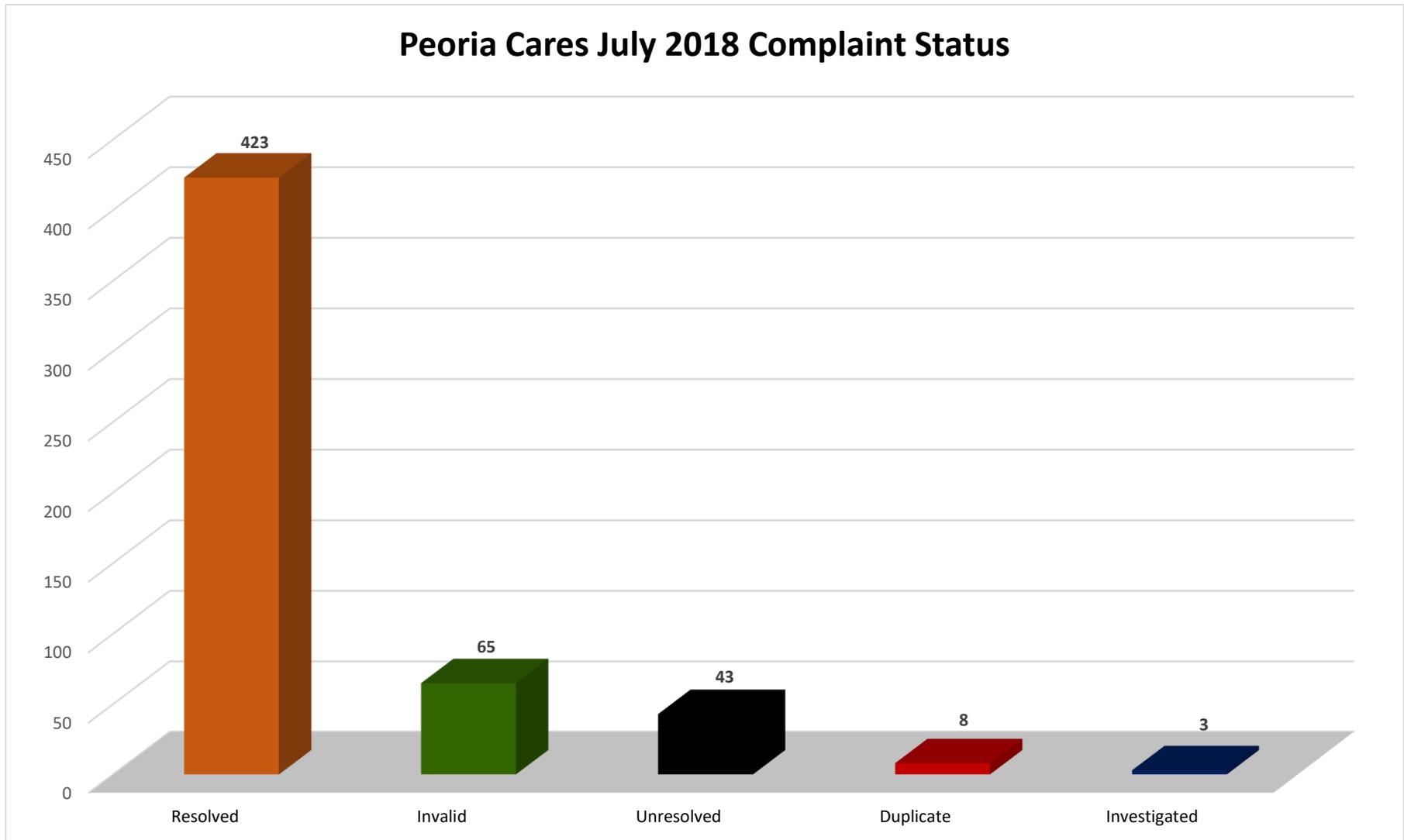
Peoria Cares June 2018 Complaints by Category





In July, a total of 704 calls were received from the Peoria Cares phone line. There were 101 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.

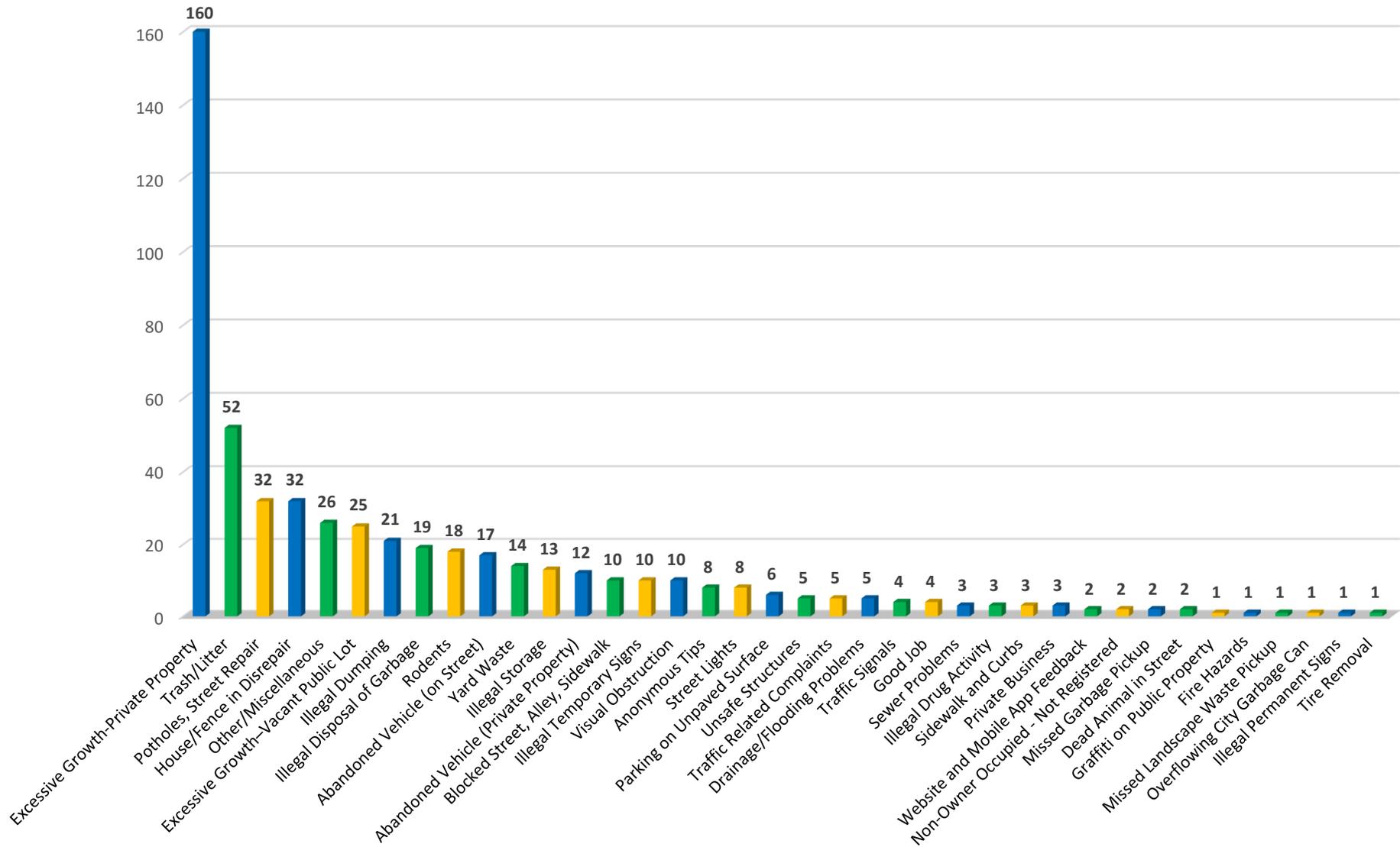


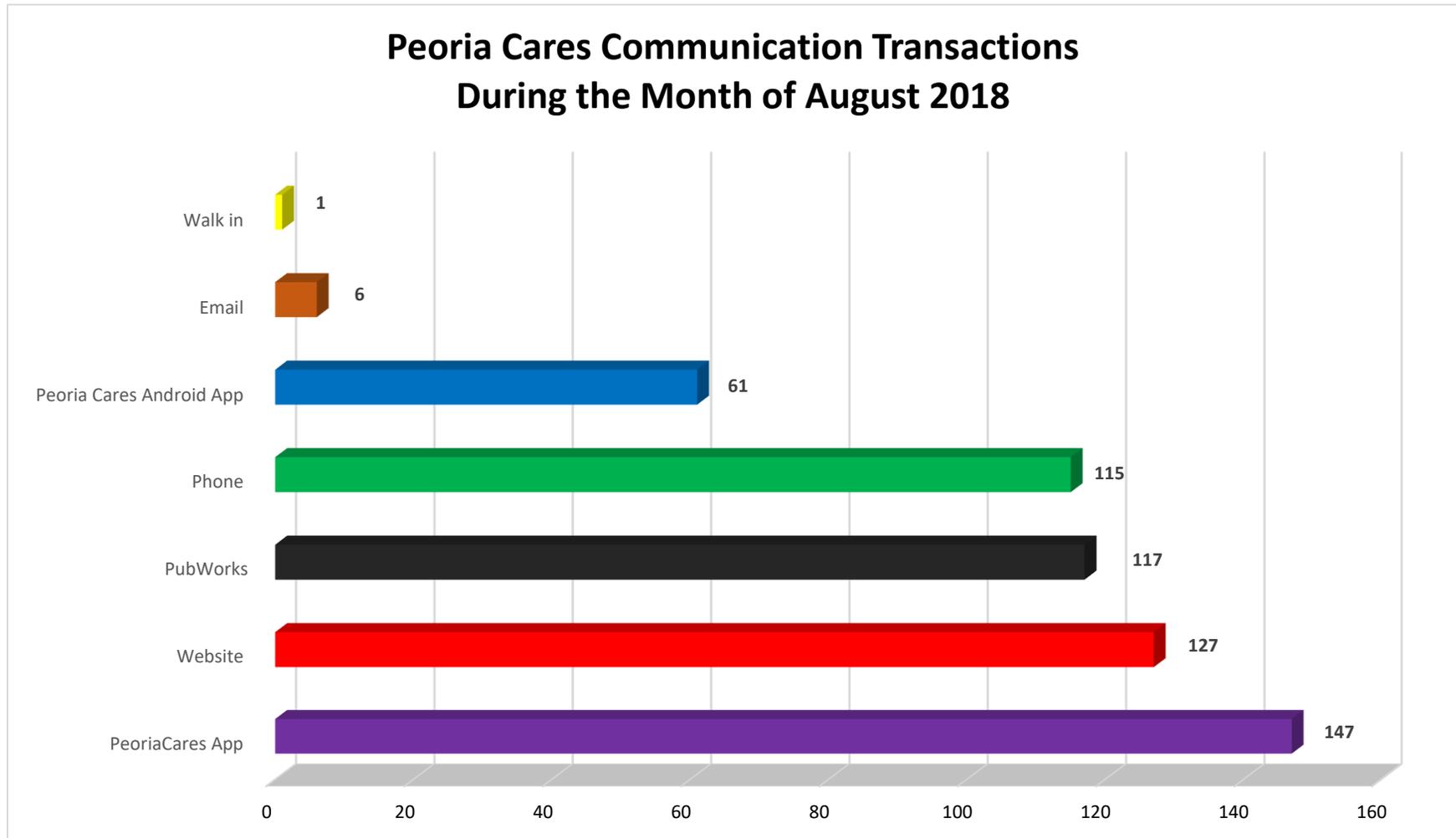


The 43 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.



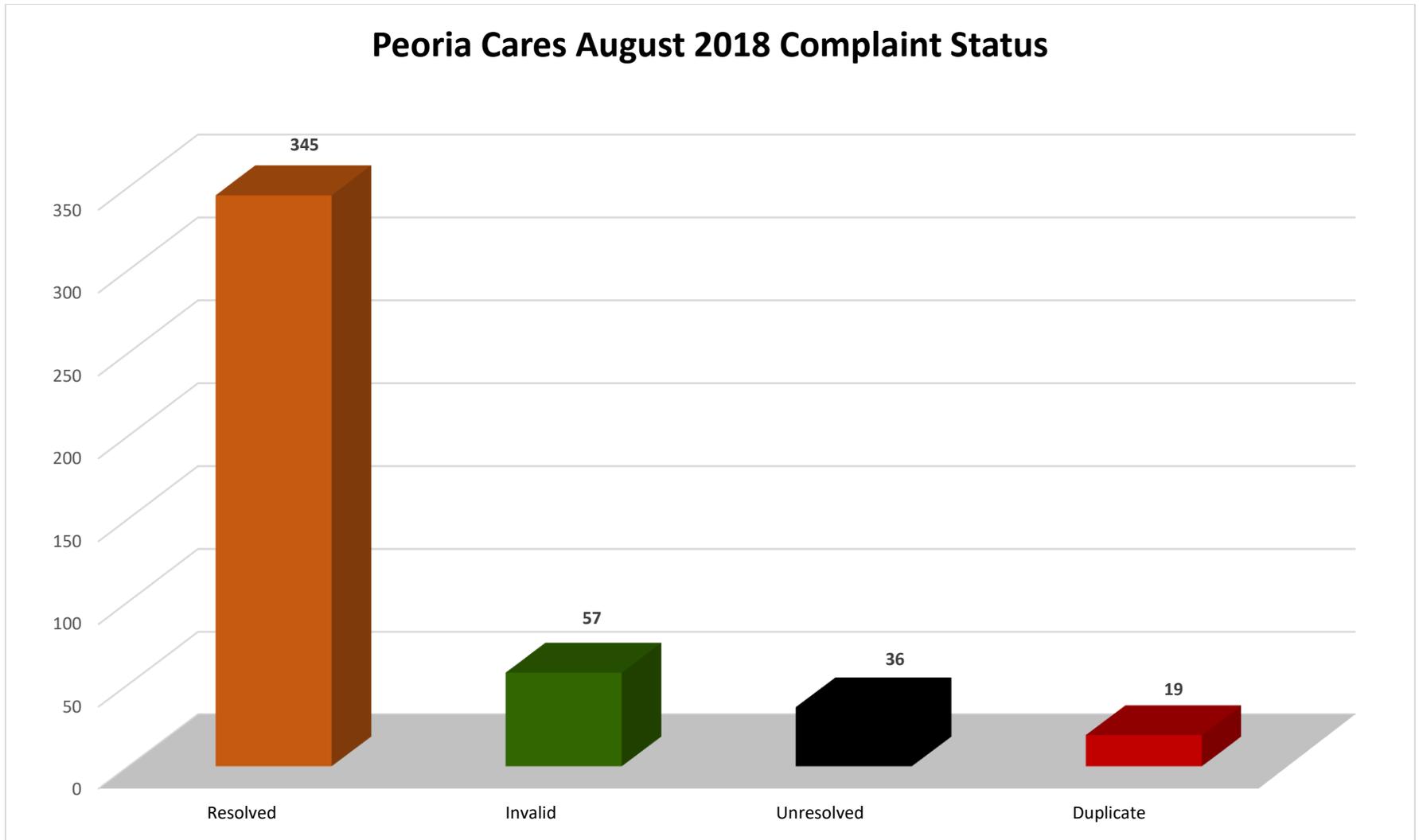
Peoria Cares July 2018 Complaints by Category





In August, a total of 769 calls were received from the Peoria Cares phone line. There were 115 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.

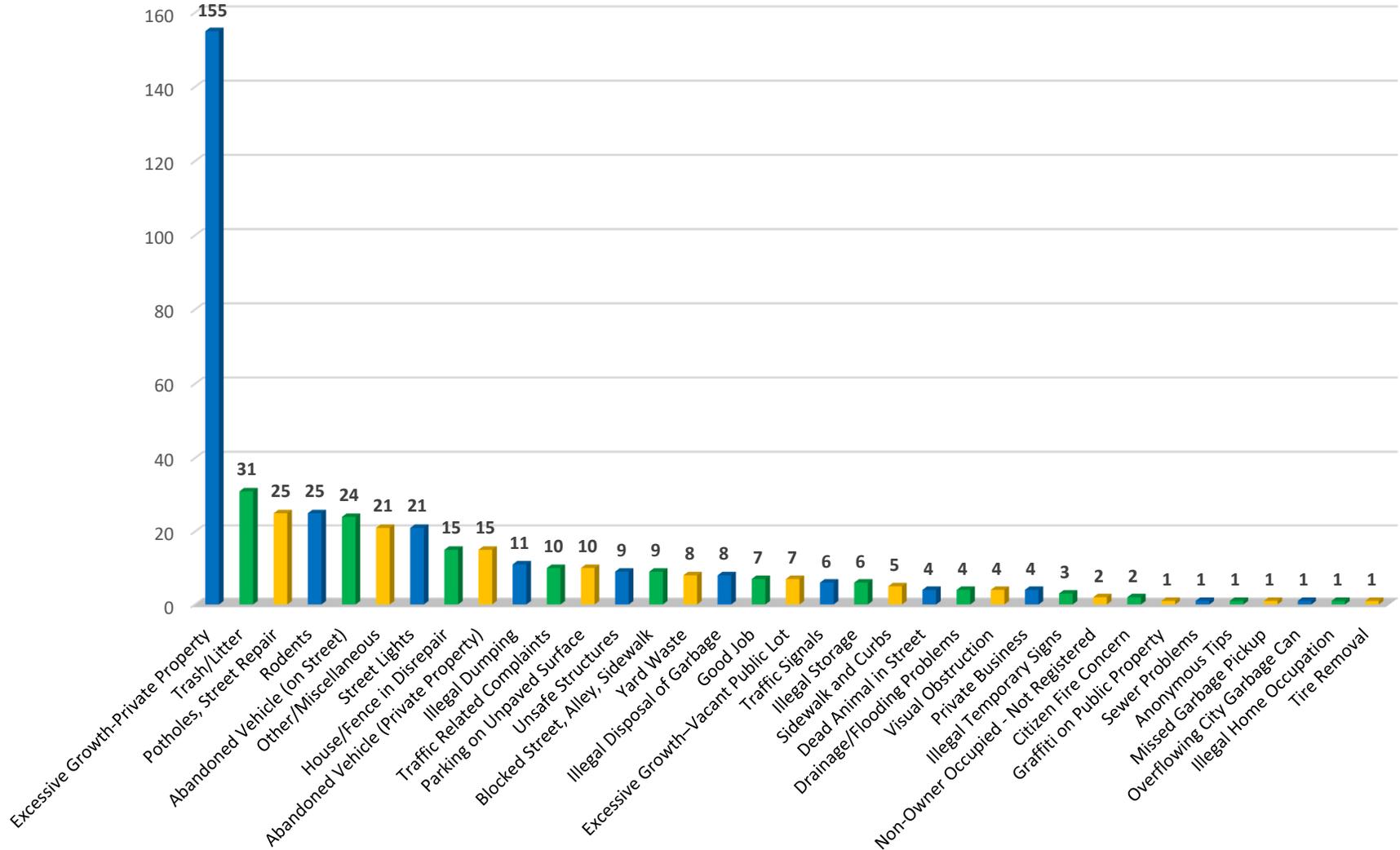




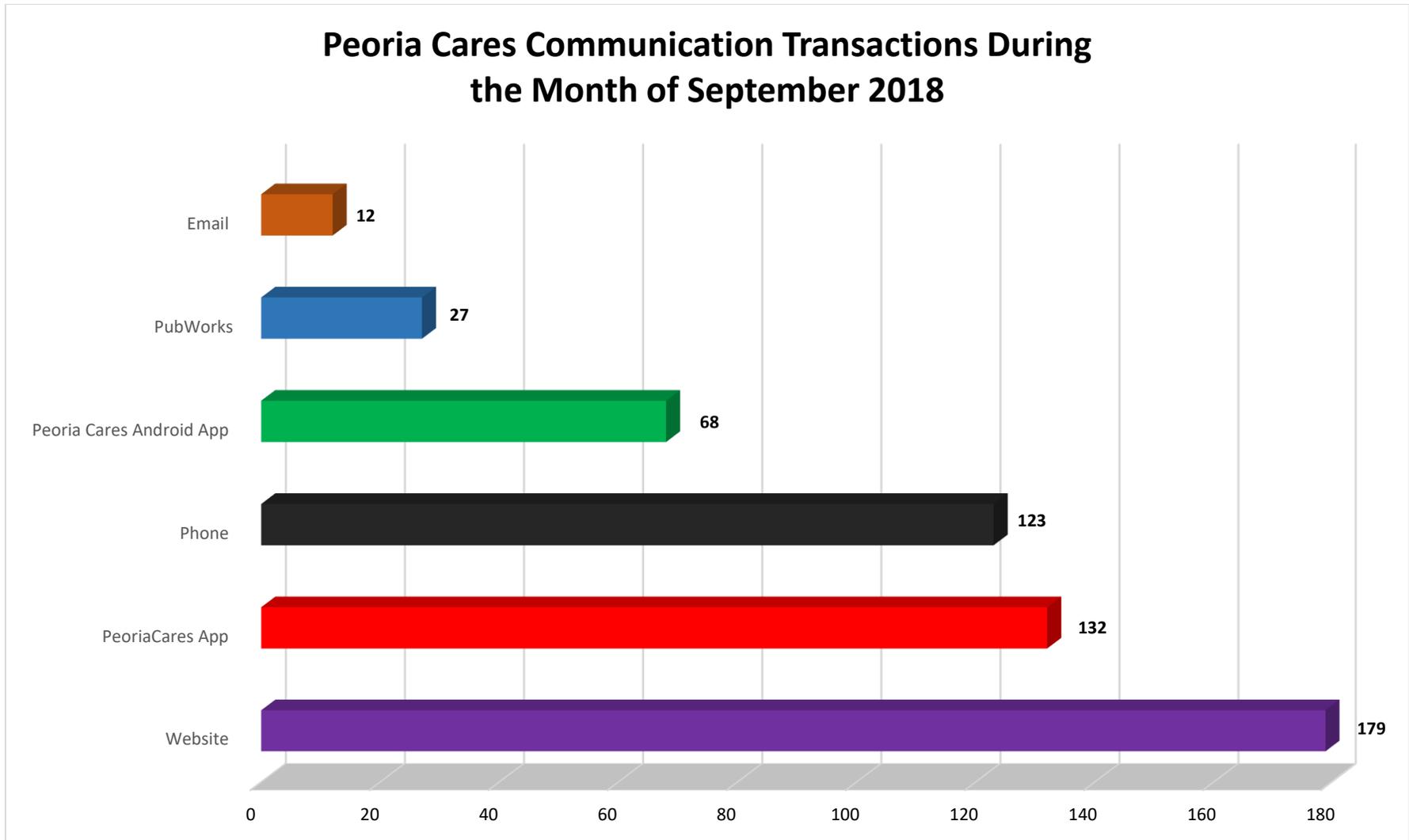
The 36 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen’s needs.



Peoria Cares August 2018 Complaints by Category

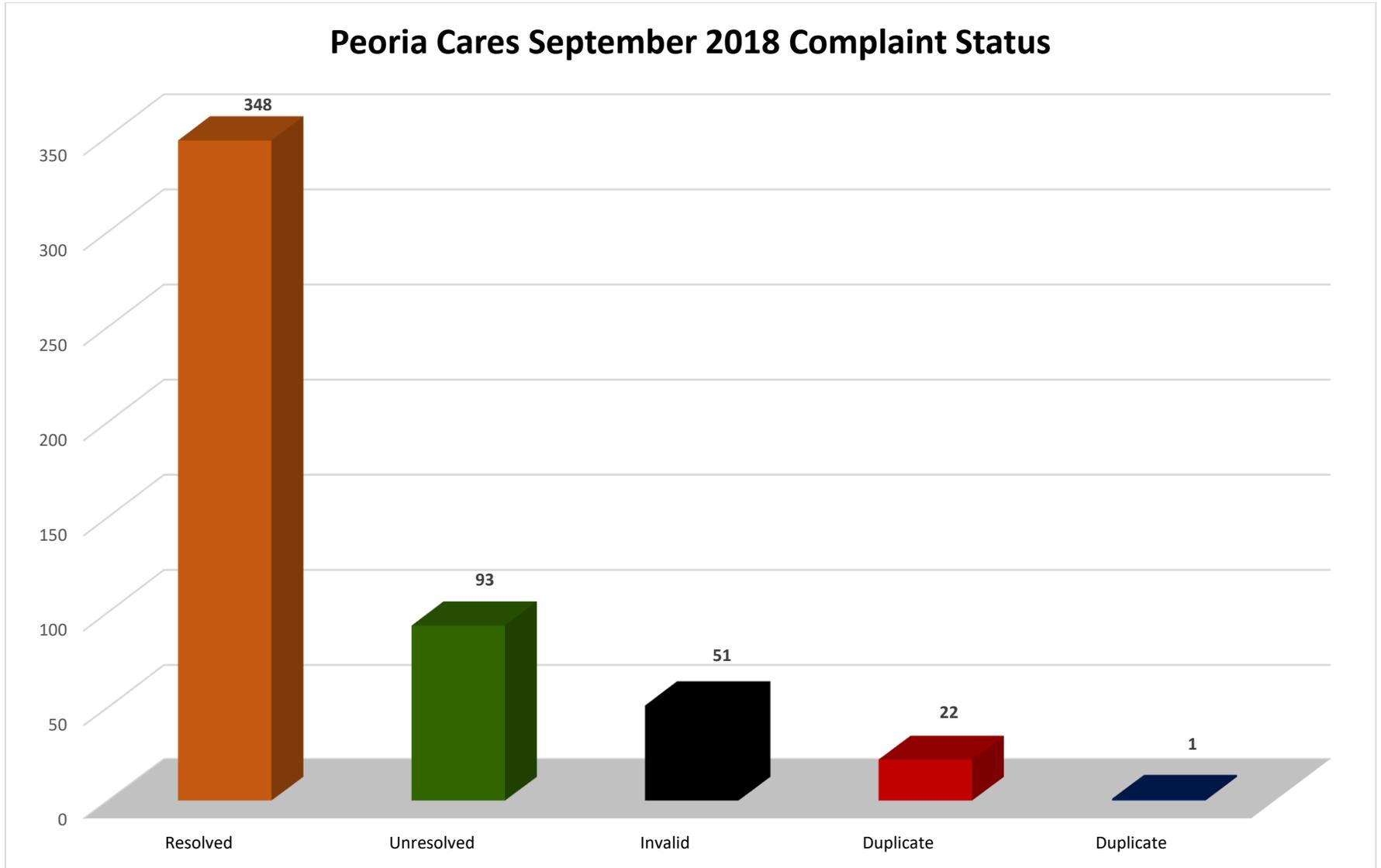


Peoria Cares Communication Transactions During the Month of September 2018



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.

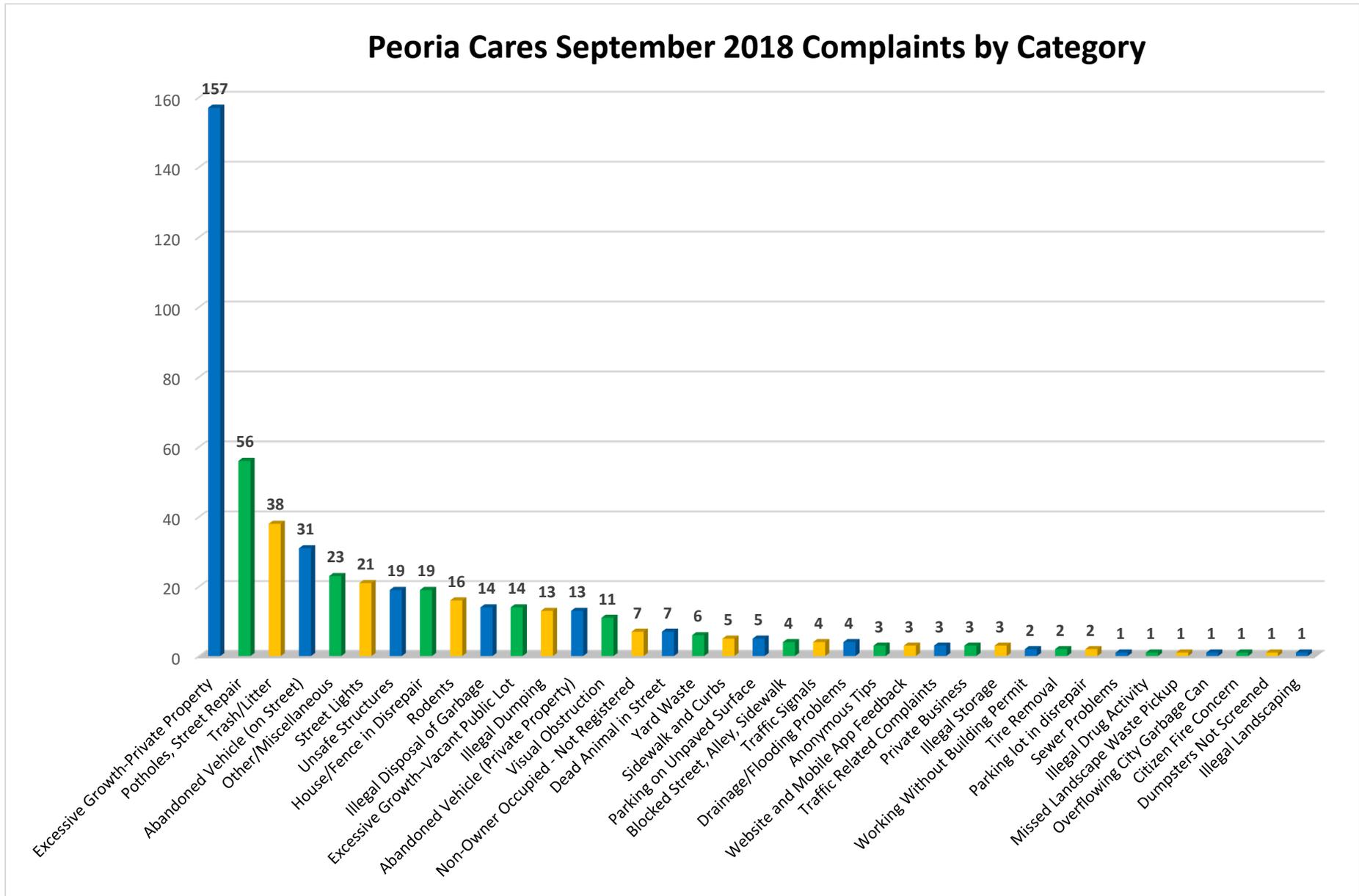




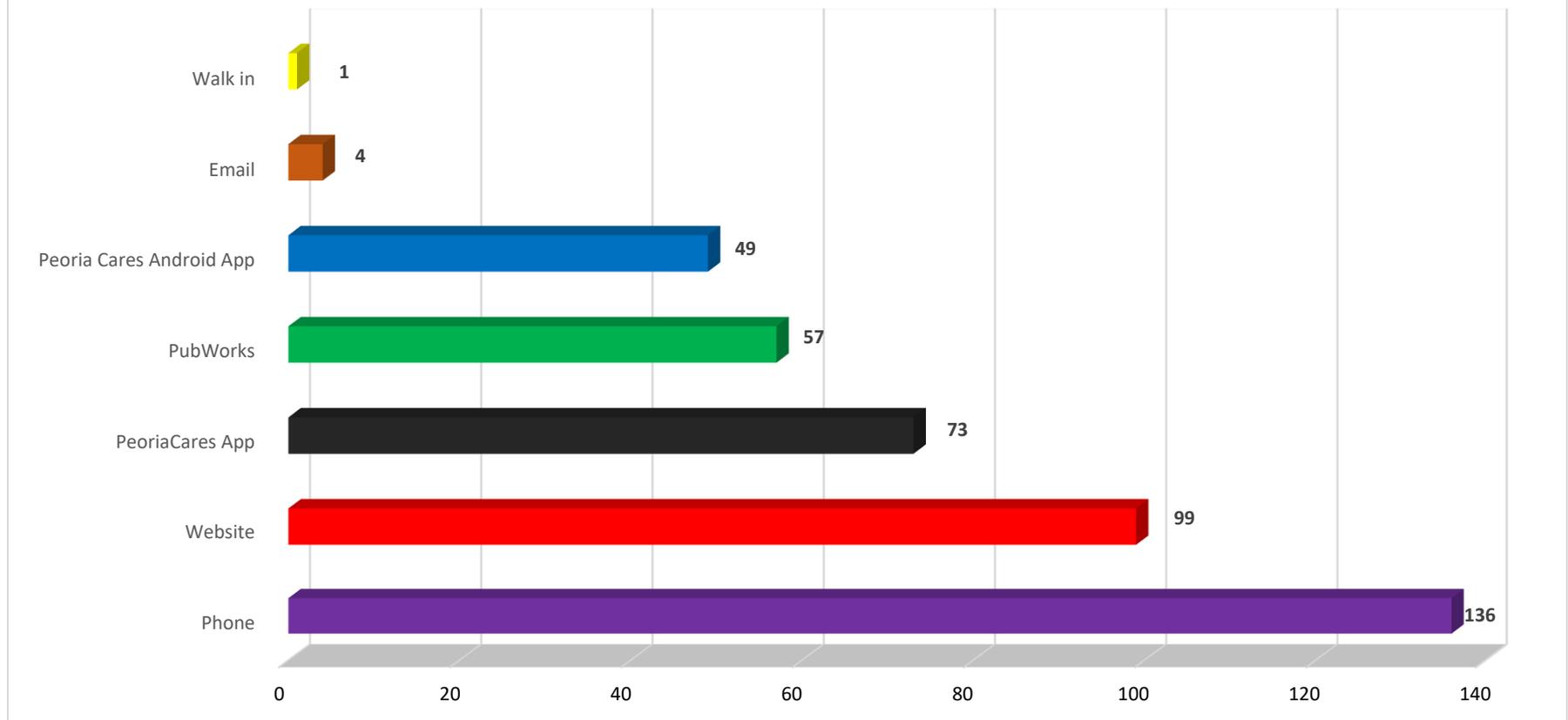
The 93 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen’s needs.



Peoria Cares September 2018 Complaints by Category

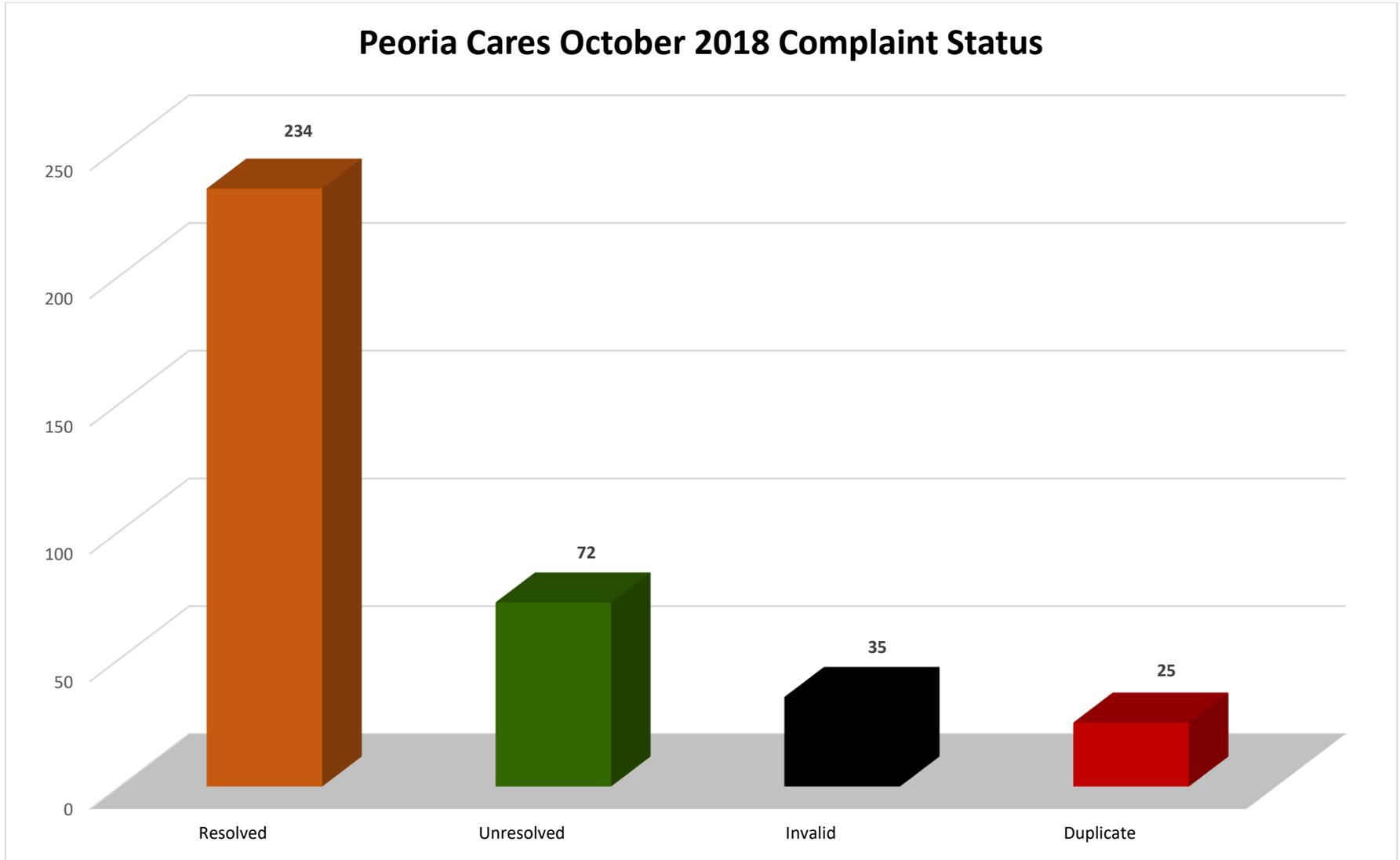


Peoria Cares Communication Transactions During the Month of October 2018



In October, a total of 980 calls were received from the Peoria Cares phone line. There were 136 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.

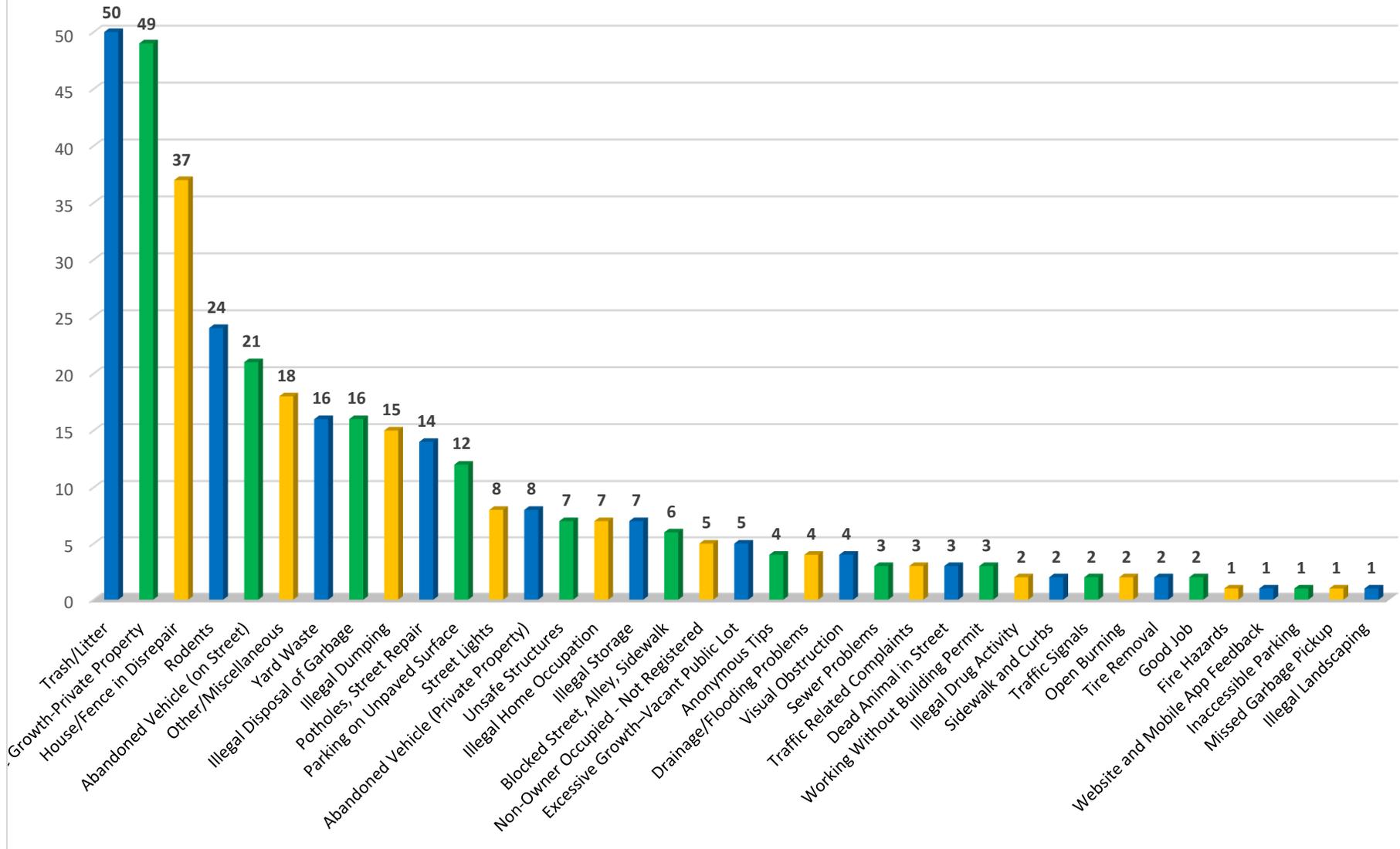




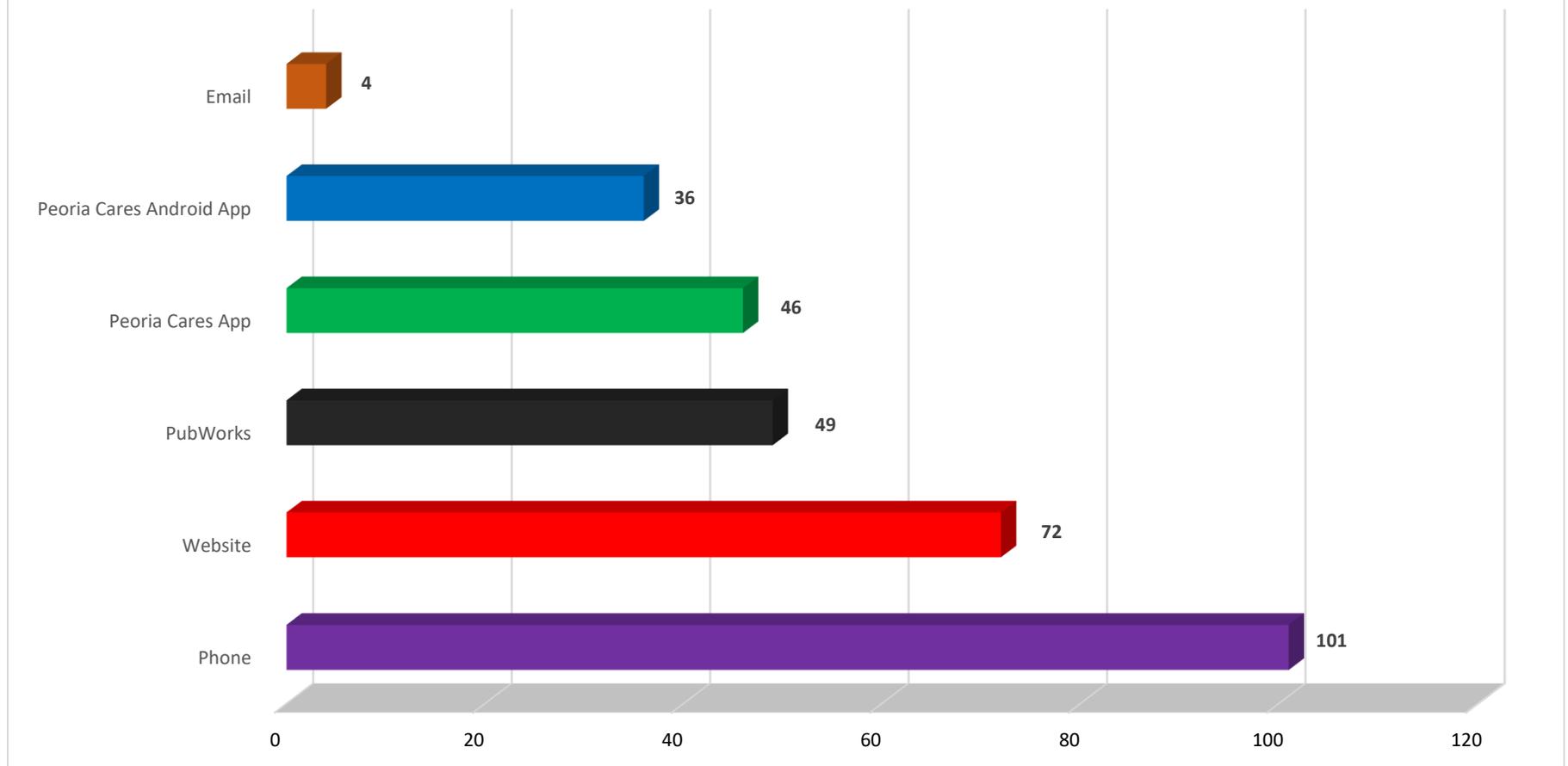
The 72 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen’s needs.



Peoria Cares October 2018 Complaints by Category

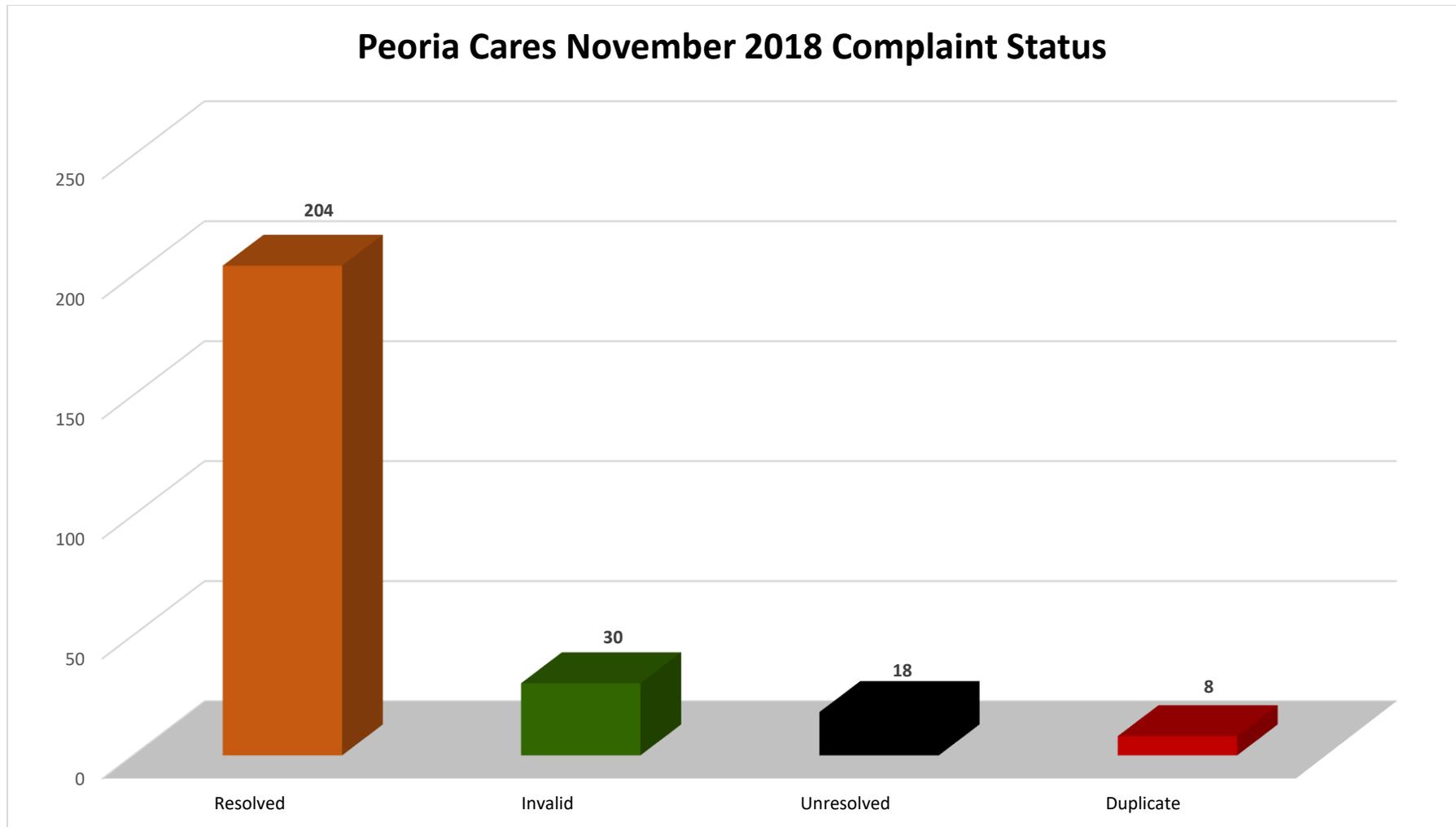


Peoria Cares Communication Transactions During the Month of November 2018



In November, a total of 795 calls were received from the Peoria Cares phone line. There were 101 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.

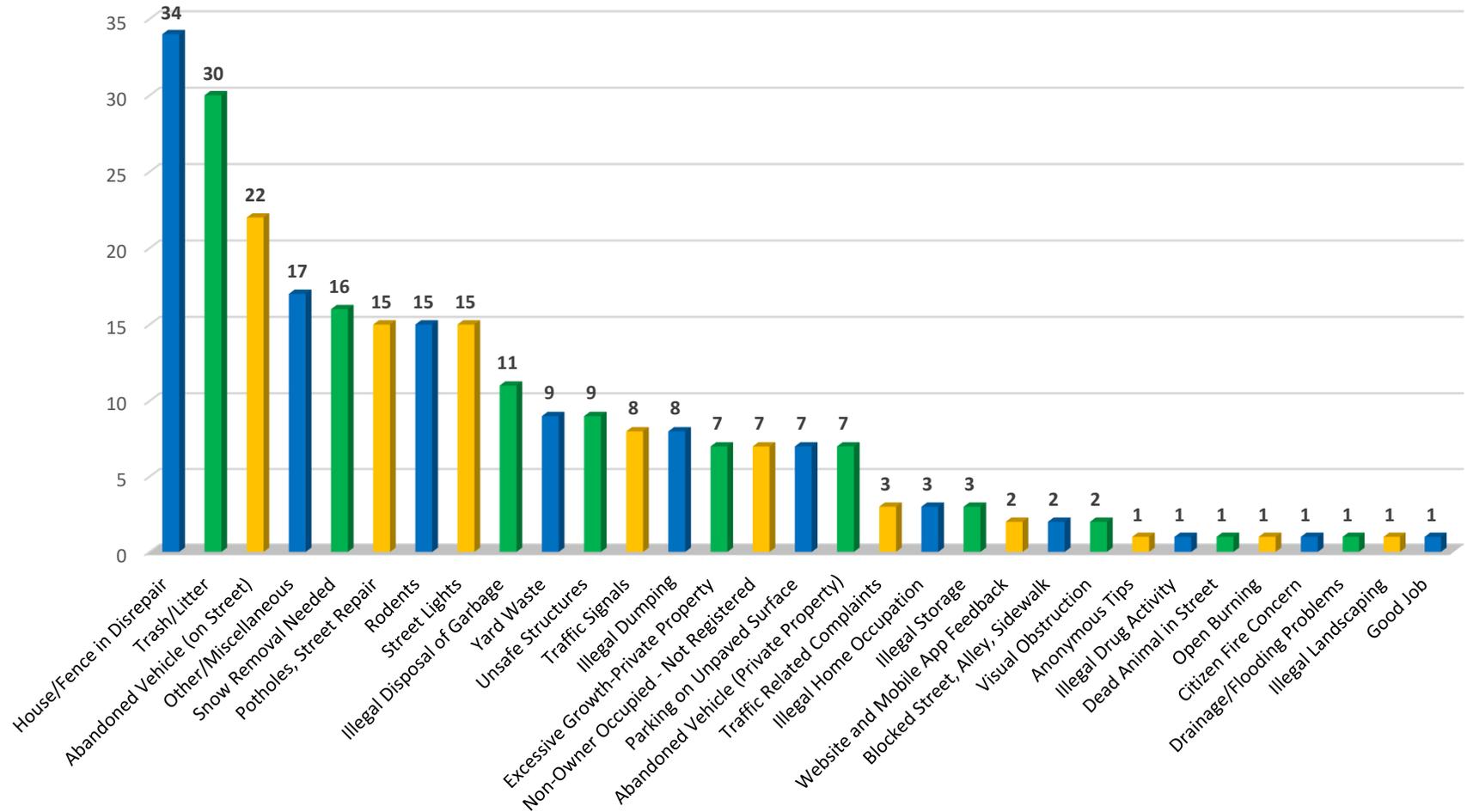


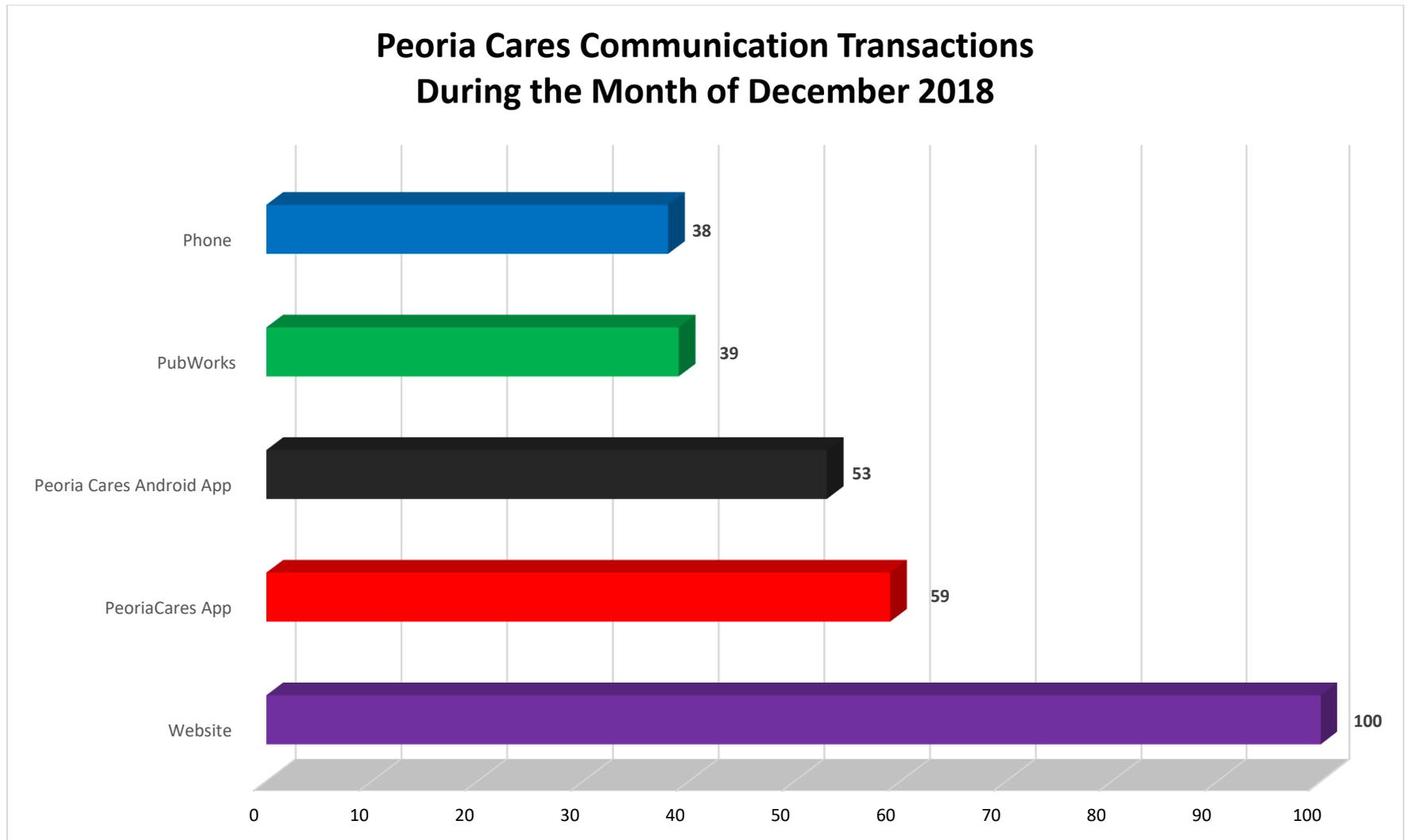


The 18 unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.



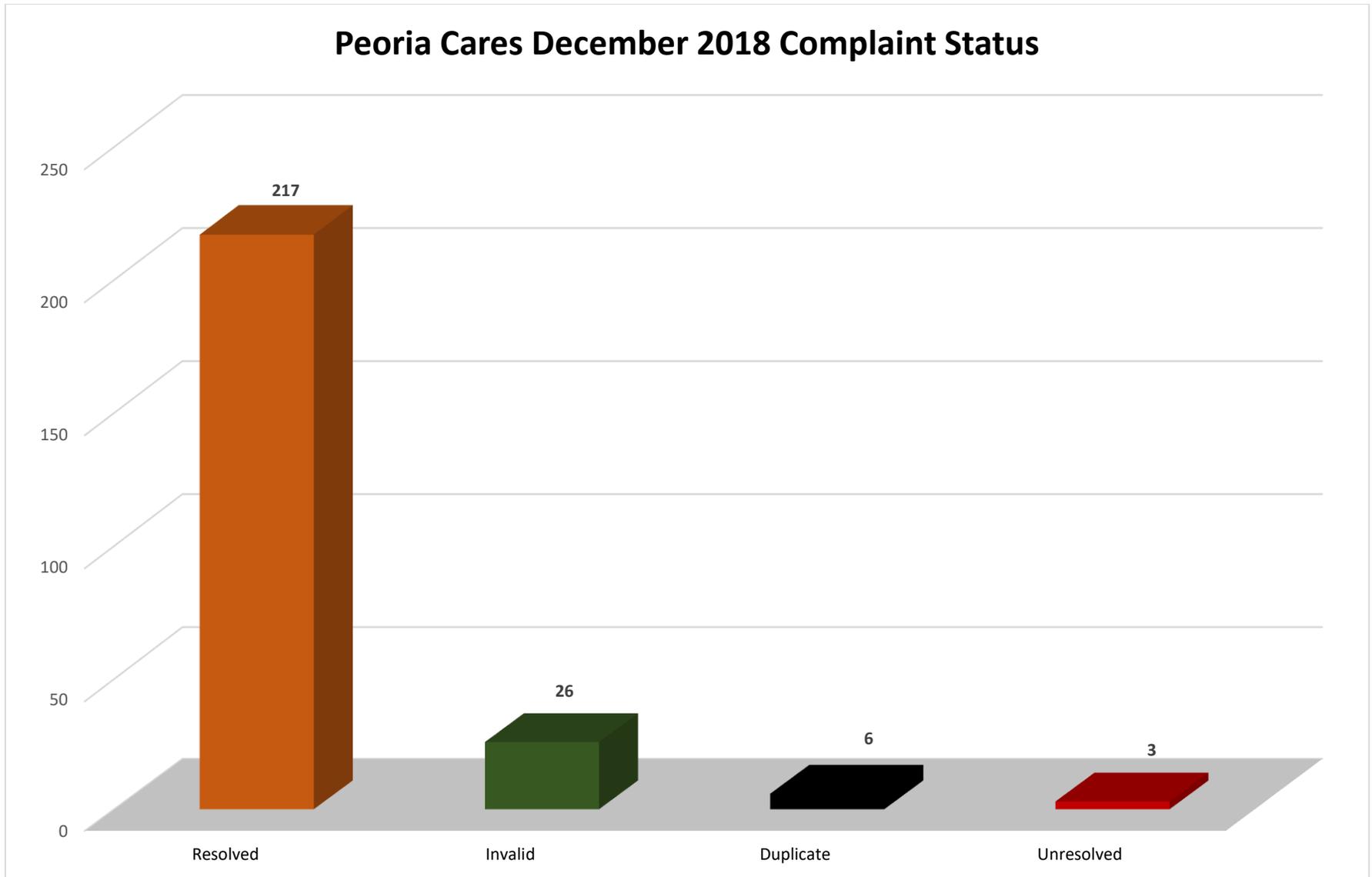
Peoria Cares November 2018 Complaints by Category





In December, a total of 795 calls were received from the Peoria Cares phone line. There were 38 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.

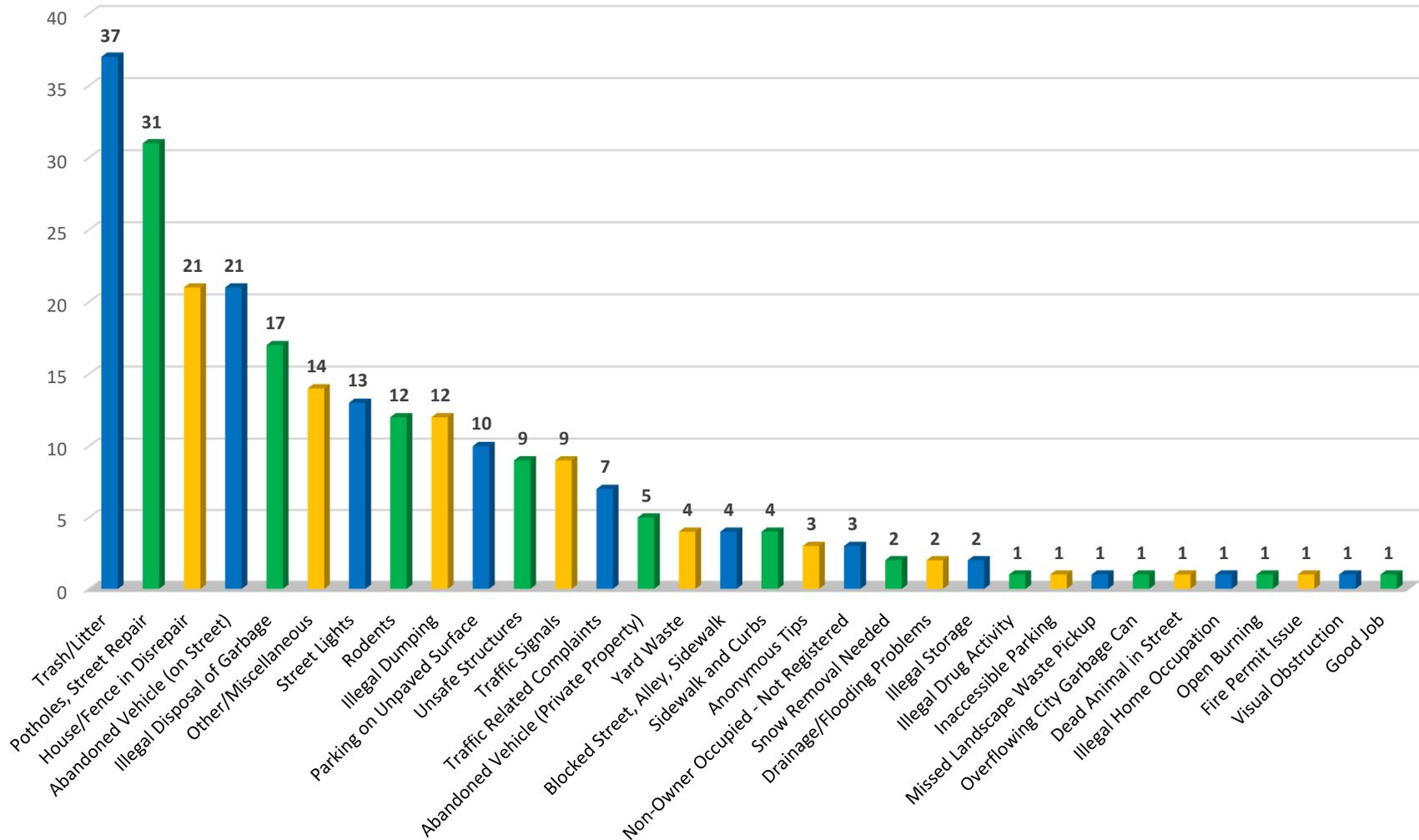


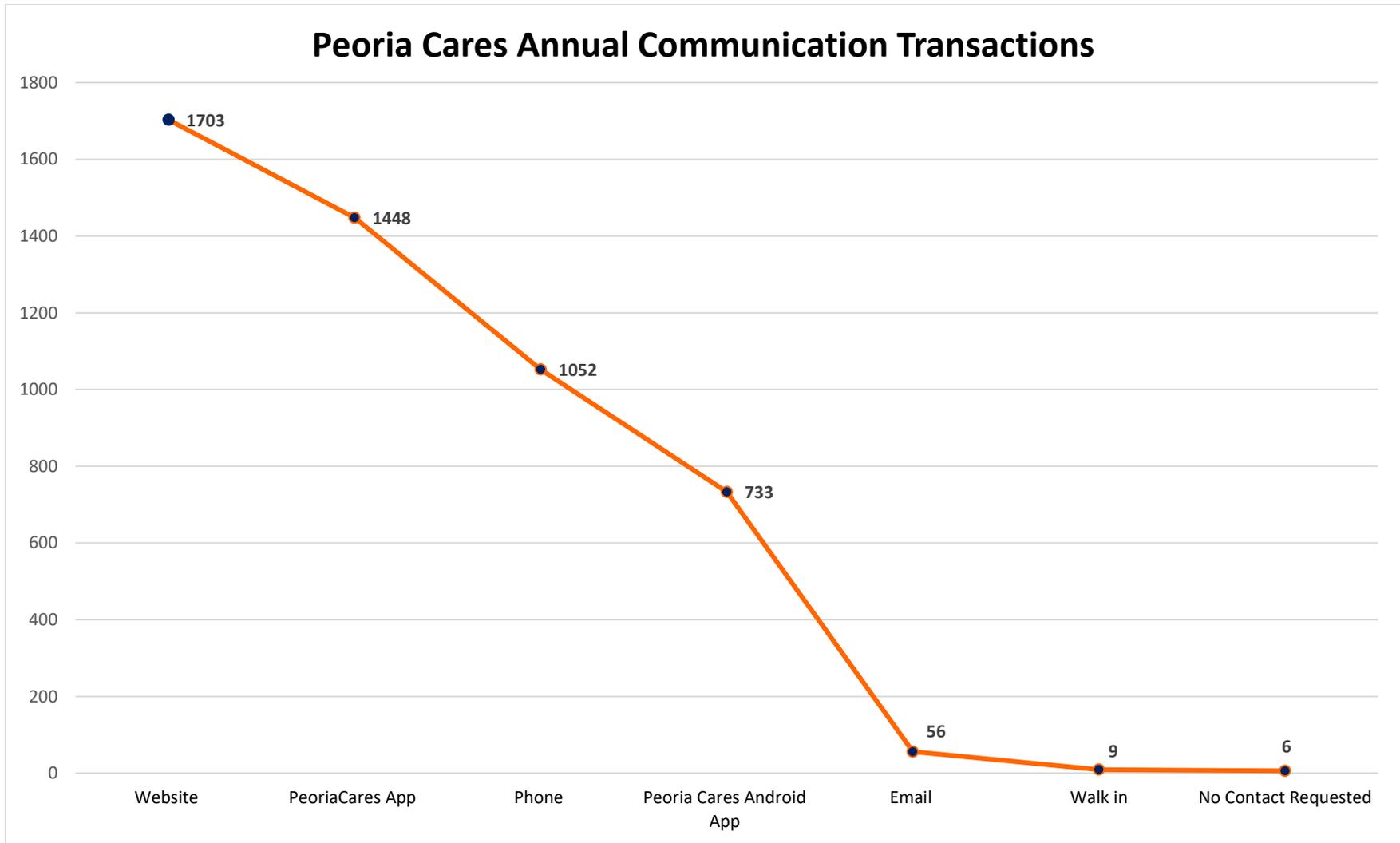


The three unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen’s needs.



Peoria Cares December 2018 Complaints by Category

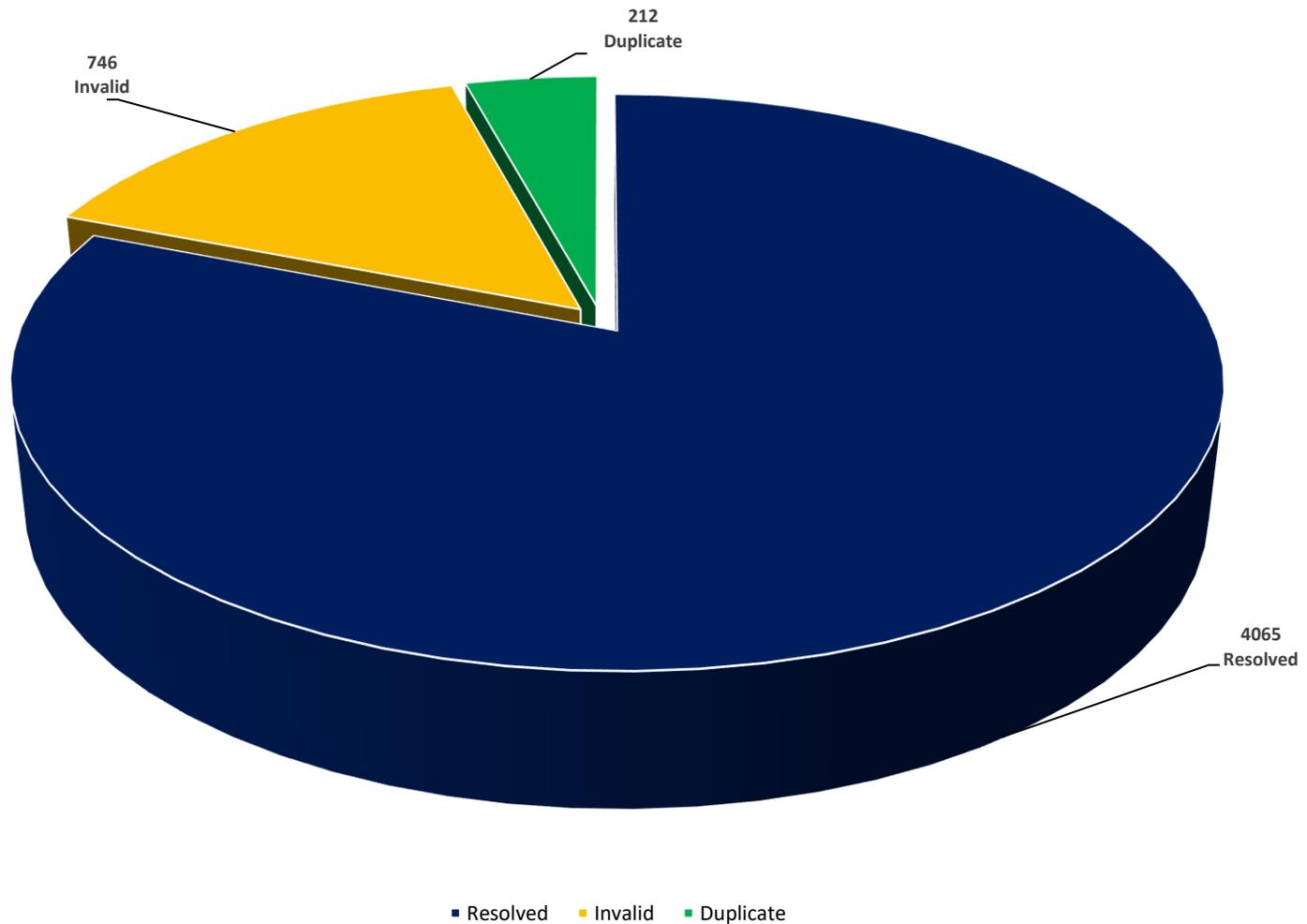




A total of 9,336 calls were received from the Peoria Cares phone line in 2018. There were 1,052 phone calls that generated a Peoria Cares case. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start to finish. Every call will always receive an optimum 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.



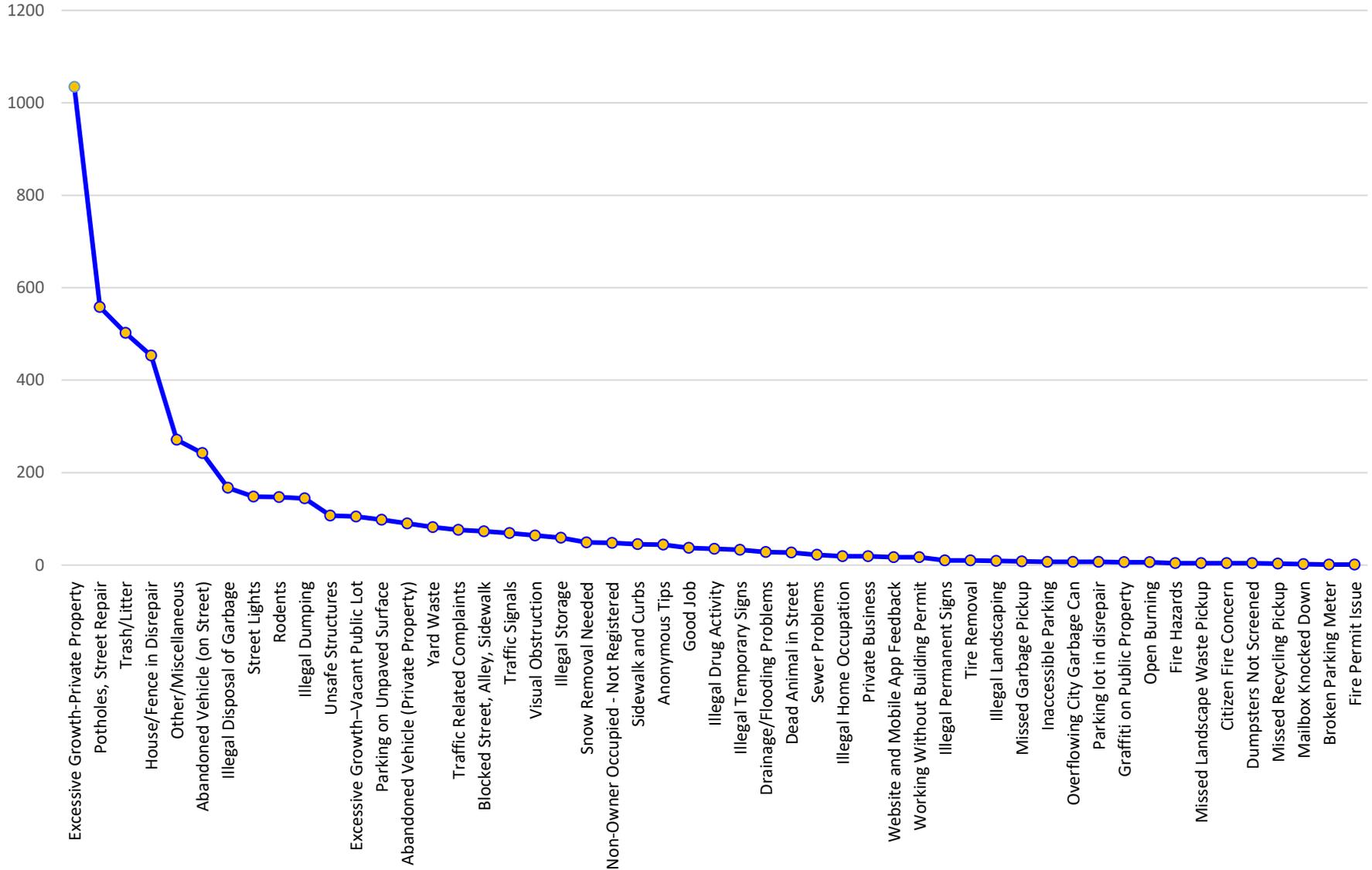
Peoria Cares January to December 2018 Complaint Status



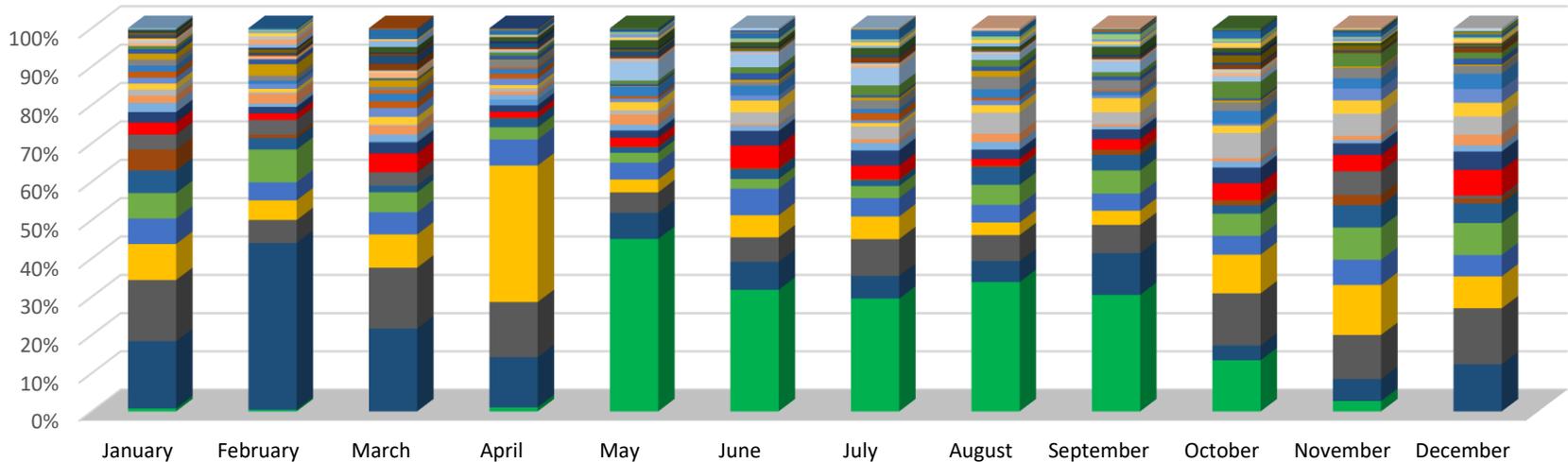
At the end of 2018, there were zero unresolved complaints. All complaints are handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen’s needs.



Peoria Cares 2018 Complaints by Categories



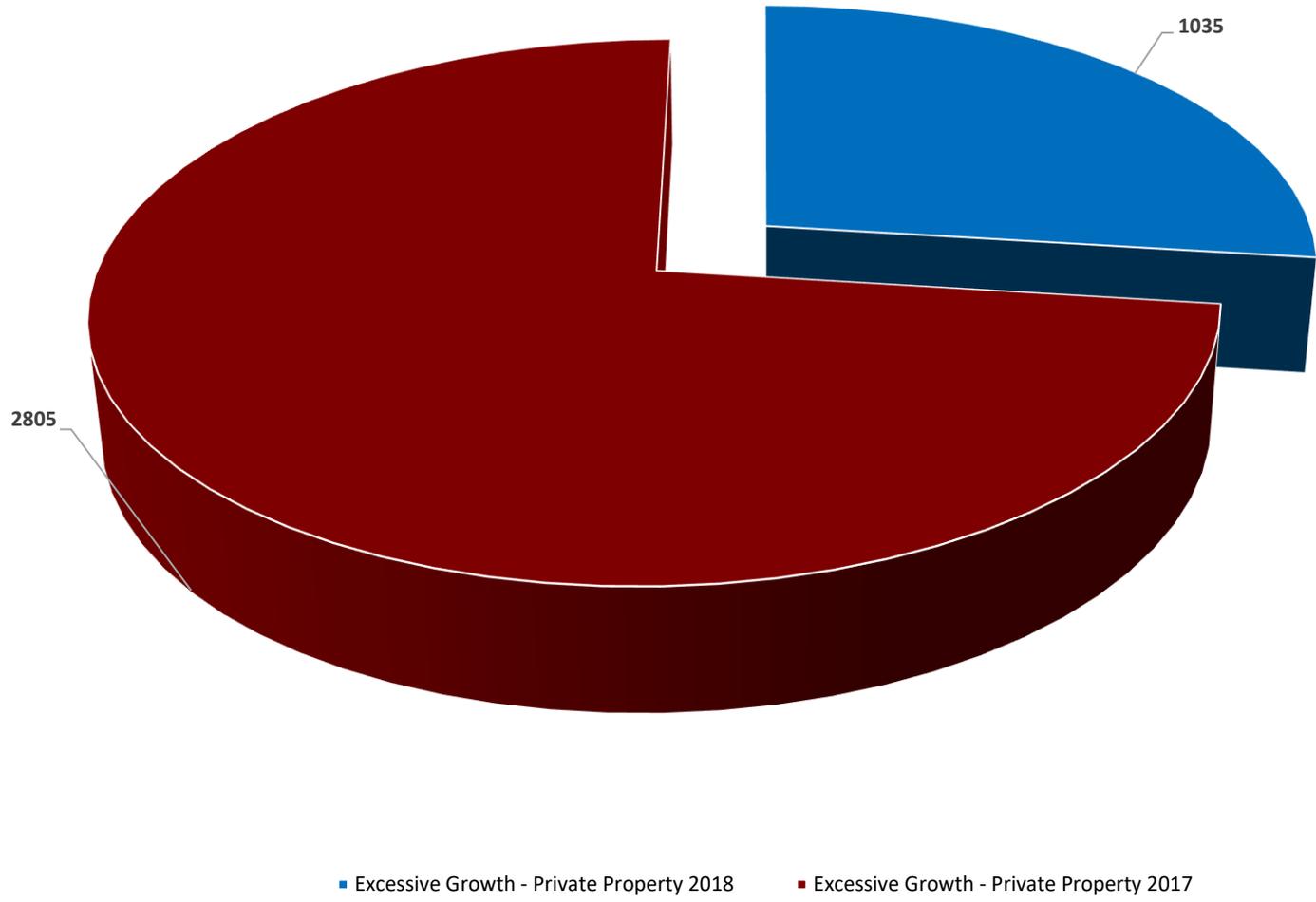
Peoria Cares 2018 Complaints by Categories (Cont.)



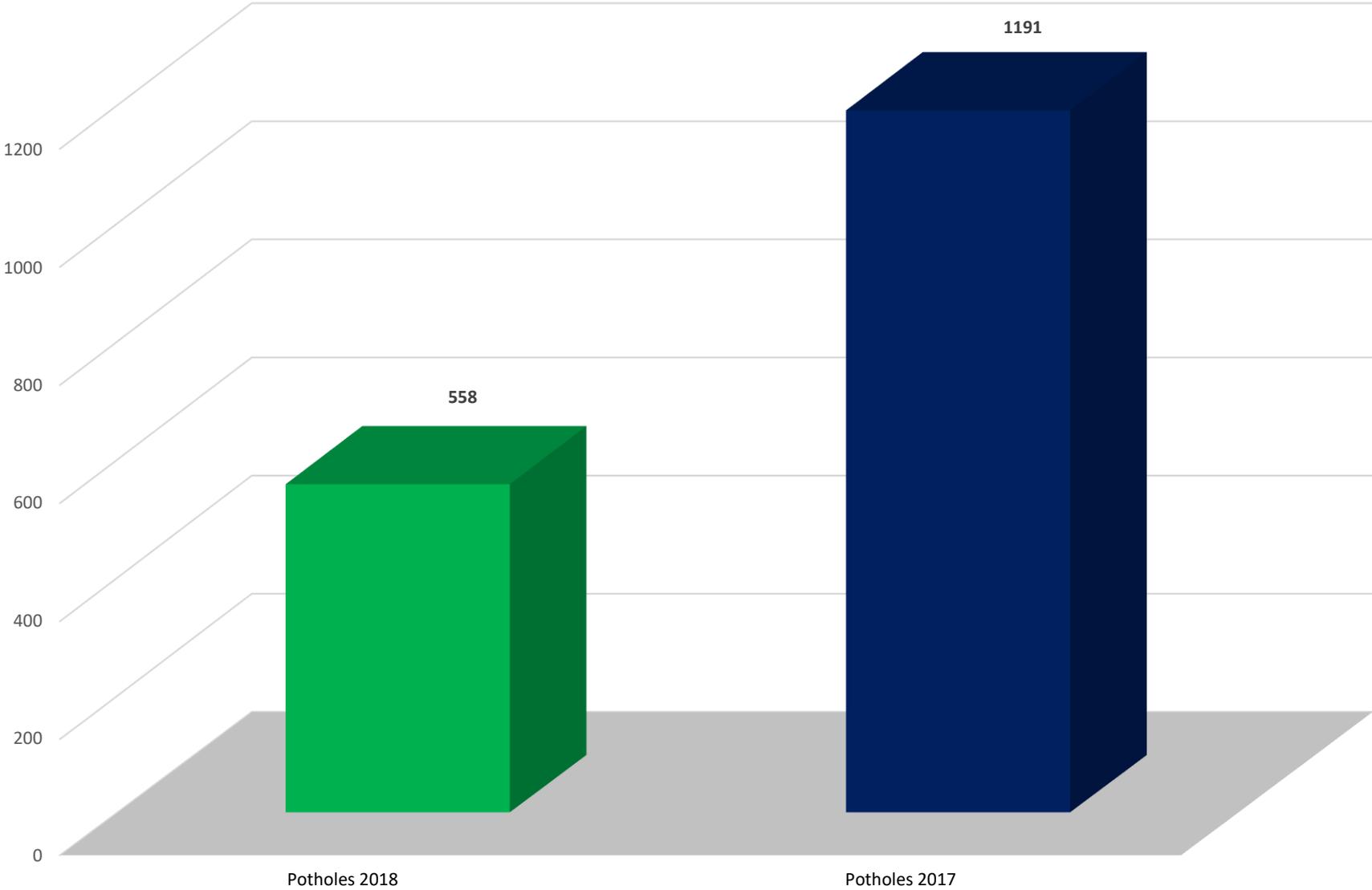
- | | | | |
|--|---------------------------------|-----------------------------------|---------------------------------------|
| ■ Excessive Growth-Private Property | ■ Potholes, Street Repair | ■ Trash/Litter | ■ House/Fence in Disrepair |
| ■ Other/Miscellaneous | ■ Abandoned Vehicle (on Street) | ■ Street Lights | ■ Non-Owner Occupied - Not Registered |
| ■ Snow Removal Needed | ■ Illegal Disposal of Garbage | ■ Illegal Dumping | ■ Illegal Permanent Signs |
| ■ Blocked Street, Alley, Sidewalk | ■ Traffic Related Complaints | ■ Rodents | ■ Unsafe Structures |
| ■ Traffic Signals | ■ Illegal Temporary Signs | ■ Parking on Unpaved Surface | ■ Parking Lot in Disrepair |
| ■ Abandoned Vehicle (Private Property) | ■ Good Job | ■ Sidewalk and Curbs | ■ Yard Waste |
| ■ Excessive Growth-Vacant Public Lot | ■ Sewer Problems | ■ Tire Removal | ■ Fire Hazards |
| ■ Missed Garbage Pickup | ■ Anonymous Tips | ■ Illegal Drug Activity | ■ Mailbox Knocked Down |
| ■ Broken Parking Meter | ■ Illegal Home Occupation | ■ Working Without Building Permit | ■ Visual Obstruction |
| ■ Private Business | ■ Inaccessible Parking | ■ Missed Recycling Pickup | ■ Drainage/Flooding Problems |
| ■ Website and Mobile App Feedback | ■ Dead Animal in Street | ■ Illegal Storage | ■ Dumpsters Not Screened |
| ■ Graffiti on Public Property | ■ Missed Landscape Waste Pickup | ■ Illegal Landscaping | ■ Open Burning |
| ■ Overflowing City Garbage Can | ■ Citizen Fire Concern | ■ Fire Permit Issued | |



Highest Category of Peoria Cares Complaints Comparison



Highest Category of Peoria Cares Complaints Comparison (Cont.)



Peoria Cares Phone Calls from 2017 to 2018 Comparison

