



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager *Patrick Urich*

DATE: March 13, 2020

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.

COVID-19 Updates and Information

The Peoria City/County Health Department (PCCHD) website, along with the CDC, continue to be the main resources for public information for the COVID-19 situation. On the PCCHD website you will find information on best practices in prevention, school closings, contact information for the Illinois Department of Public Health and a link to the CDC. This page is updated frequently.

The public is also invited to watch the daily press briefings from the Peoria City/Health Department at 4:00 pm on their Facebook page. These daily briefings (from Mon-Fri) are intended to give the public and press the most updated information available.

Residents can also call 2-1-1 with any questions that they have regarding COVID-19

PCCHD website <https://www.pcchd.org/289/COVID-19-Coronavirus>

CDC website <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

PCCHD Facebook Page <https://www.facebook.com/PeoriaHealthDepartment/>

Community Development-Annual Report

The Community Development Department's 2019 Annual Report is now available. This report highlights the Department's new projects and activities, existing programs and yearly productivity. Booklet style copies can be picked up at the Development Center in Room 203 of City Hall, 419 Fulton Street, Peoria, IL 61605 starting March 10, 2020. Please view the electronic version <http://appreciatepeoria.com/year-in-review/>

Community Development-Engagement Opportunities

Engage with the City of Peoria

CAPER Public Hearings - Voice your views on the City of Peoria's Consolidated Annual Performance and Evaluation Report (CAPER). The CAPER covers Community Development Block Grant, HOME Investment Partnership Grant, Emergency Solutions Grant, and associated activities from the 2019 program year.

Questions? Contact Kathryn Murphy at kmurphy@peoriagov.org, or 309.494.8607.

Roof Program Application Help Session - The first 20 selected entries in the roof lottery must submit an application with all the required documentation by 5:00 pm on Friday, March 6th. An application help session will be held to answer questions and assist applicants in the process.

Questions? Contact Cassie Belter at cbelter@peoriagov.org, or 309.494.8935.

HUD Consolidated Plan Public Hearing: Results of Community Needs Survey - The City will present the results of the Community Needs Survey and details of the goals included in the 2020-2024 HUD Consolidated Plan.

Questions? Contact Kathryn Murphy at kmurphy@peoriagov.org, or 309.494.8607.

2020 Neighborhood Reception - The public is invited to an evening of entertainment, refreshments, and fun, which will celebrate the accomplishments of neighborhood associations and community advocates who have worked diligently alongside their neighbors, the City, and the community at-large to improve the quality of life in their communities. Awards in a variety of areas will be given out at the event.

Questions? Contact Kaylee Drea at kdrea@peoriagov.org, or 309.494.8624.

Human Resources Commission (HRC), Planning & Zoning Commission (PZC), Historic Preservation Commission (HPC), and Zoning Board of Appeals (ZBA) Meetings - The HRC, PZC, HPC, and ZBA will each meet to oversee aspects of Community Development functions, including but not limited to, respectively, grant allocations, planning cases, historic district cases, and variance applications.

Questions? Contact Cassie Belter for HRC at cbelter@peoriagov.org, or 309.494.8935.

For PZC and ZBA, contact Leah Allison at lallison@peoriagov.org, or 309.494.8667.

One Stop Shop - Every Monday, Community Development and local agencies, including the Health Dept, Fire Dept, and Public Works convene to answer all development-related questions.

Questions? Contact Leah Allison at lallison@peoriagov.org, or 309.494.8667.

Dates, Times, and Locations of Engagement Opportunities

ONE STOP SHOP

Every Monday - 1:30pm
City Hall, Rm. 400 - 419 Fulton St, Fourth Flr. Rm. 404

ROOF PROGRAM HELP SESSION

Tue, 3/3/2020 - 5:30pm
City Hall, Rm. 307 - 419 Fulton St. Third Flr. Rm 307

HUD CONSOLIDATED PLAN PUBLIC HEARING

Weds, 3/4/2020 - 5:30pm
PCCEO - 711 W McBean St

HUD CONSOLIDATED PLAN PUBLIC HEARING

Thurs, 3/5/2020 - 5:30pm
First English Lutheran Church - 725 E Forrest Hill

ZONING BOARD OF APPEALS

Thurs, 3/12/2020 - 1pm
City Hall, Rm. 400 - 419 Fulton St, Fourth Flr. Rm. 400

SPECIAL MEETING - HISTORIC PRESVN. CMSN.

Fri, 3/14/2020 - 3pm
City Hall, Rm. 400 - 419 Fulton St, Fourth Flr. Rm. 400

CAPER PUBLIC HEARING #1

Mon, 3/16/2020 - 8:30am
City Hall, Rm. 404 - 419 Fulton St, Fourth Flr. Rm 404

CAPER PUBLIC HEARING #2

Weds, 3/18/2020 - 5:30pm
Peoria Health Dept. - 2116 N Sheridan Rd. Rm. 125

2020 NEIGHBORHOOD RECEPTION

Thurs, 3/19/2020 - 6pm
St. Paul's Episcopal Church - 3601 N North Street

HUMAN RESOURCES COMMISSION

Fri, 3/20/2020 - 8:30am
City Hall, Rm. 404 - 419 Fulton St, Fourth Flr. Rm. 404

For more information or for persons with disabilities who may need assistance, contact the person listed under each heading or go to AppreciatePeoria.com!

Community Development-HUD CAPER Comment Period and Public Hearings

There will be two hearings to obtain views and opinions from the public on the draft City of Peoria Consolidated Annual Performance and Evaluation Report (CAPER) covering the Community Development Block Grant (CDBG), HOME Investment Partnership Grant, Emergency Solutions Grant (ESG) and associated activities performed during the 2019 program year. The first will be held on Monday, March 16, 2020 at City Hall, 419 Fulton Street, Room 404 (4th Floor) at 8:30 AM and the second will be held on Wednesday, March 18, 2020 at the Peoria City/County Health Department, 2116 N Sheridan Road, Community Room #125 at 5:30 PM. A draft copy of the CAPER is available at the following locations during regular business hours: City of Peoria Community Development Center, City Hall Room 203; and Peoria Public Library Main Branch, 107 NE Monroe. Copies are also available on the Grants Management page under “Publications,” then “Plans:” <http://www.peoriagov.org/community-development/neighborhood-development-division/>. Public comments will be accepted until March 23.

Written comments should be sent to the Community Development Department, Attn: Kathryn Murphy, at 419 Fulton Street, Room 203, Peoria, IL 61602 or via email to kmurphy@peoriagov.org.

Community Development-Consolidated Plan Public Comment

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Public comments will be accepted until March 23 for the HUD Consolidated Plan, Citizen Participation Plan, and Analysis of Impediments. The Consolidated Plan provides an overview of the activities that will be conducted with 2020-2024 grant funding through the Community Development Block Grant (CDBG), HOME Investment Partnership, and Emergency Solutions Grant (ESG). Draft copies of the Consolidated Plan, the Citizen Participation Plan, and the Analysis of Impediments are available at the following locations during regular business hours: City of Peoria Community Development Center, City Hall Room 203; and Peoria Public Library Main Branch, 107 NE Monroe. Copies are also available on the Grants Management page under “Publications,” then “Plans:” <http://www.peoriagov.org/community-development/neighborhood-development-division/>

Written comments should be sent to the Community Development Department, Attn: Kathryn Murphy, at 419 Fulton Street, Room 203, Peoria, IL 61602 or via email to kmurphy@peoriagov.org.

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

This week Roosevelt Magnet School and Harrison Community Learning Center hosted Open House events to introduce families to each school’s Full-Service Community School programs. The programs kicked off in January, funded by a \$3.5 million Department of Education grant. Full-service Community School programs are designed to improve students’ academic outcomes by not only providing tutoring during the school day and after-school activities, but by providing much-needed services for students’ families and the school community. This week’s Open House events brought families into Roosevelt and Harrison to showcase Peoria Public Schools community partners which are vital to the program’s success. For example:

Issues Update
March 13, 2020

- Goodwill Industries, recently awarded a Peoria Public Schools Community Contribution Award for its work helping prepare high school students for employment opportunities, had an Open House booth to help parents take advantage of those same programs.
- PCCEO's table gave parents information on its ongoing programs like Head Start, housing assistance and food bank, but also taught parents about the importance of the upcoming 2020 census in bringing resources to Peoria's southside.
- Illinois Central College (ICC) representatives showed parents how to take advantage of continuing and adult education. According to the most recent U.S. Census data, about one-quarter of adults in 61605 have no high school diploma and another 40 percent have no education beyond high school.
- PPS employee Terri Berg, representing the 6099 Round Table, staffed tables laden with new and gently used clothing and shoes, personal hygiene and household products.

Each week Roosevelt and Harrison's Full-Service Community School programs provide GED and financial literacy services, job training and referrals to Peoria Public Schools Wraparound Center. Students enrolled in the after-school program receive tutoring, field trips, sports, academic enrichment from 4-H STEM and the Illinois Math Academy and activities including drama, salsa and zumba, board games and art.

The Full-Service Community Schools project is an exciting endeavor for Peoria Public Schools. In an area of our city where nearly 50 percent of residents live below the poverty level, Full-Service Community Schools is building a collaborative of agencies dedicated to bringing positive, life-enhancing services that will impact multiple generations.

Serve passionately,



Dr. Sharon Desmoulin-Kherat, Superintendent

Community Development Activity Report

Please see attached.

Peoria Cares Year-End Report

Please see attached.

WEEKLY DEVELOPMENT ACTIVITY REPORT

CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT

Date: 3/11/2020

This summary document is produced on a weekly basis. It is used as an agenda for the City Development Review Board and as a transparency tool to allow the public to be aware of development in Peoria.

1. Summary Information

- **One Stop Shop** is held every Monday at 1:30 PM in City Hall. This is a free service for anyone who wants to discuss development with staff from various City departments, local utility companies, the Health Department, and CityLink.
- **Development Center Permits** can typically be issued immediately and/or do not require an extensive review period. These permits include most trade (electrical, plumbing, HVAC, etc.) permits, repair permits, new single-family residential construction, alteration/additions, and demolitions.
- Each permit application includes a self-reported value of the project. The **Total Value of Development (YTD)** is the sum of these reported values.

	This Week	YTD
One Stop Shop Customers	0	11
Development Center Permits Issued	18	366
Total Value of Development (YTD)	\$5,555,000	\$48,211,570

2. Development Review Board Projects

- The **Development Review Board** is a group of City staff, local utility representatives, and other local government agencies that review and comment on more complex development applications and cases that are required to go to a public hearing.
- A **Job** is a development application that requires multiple departments to review for compliance but does not require a public hearing or City Council review.
- A **Project** is a development application that requires multiple departments to review for compliance and requires a public hearing before a City Commission and in some cases, a final decision by the City Council.
- The **Staff Assigned** to each Job or Project is the primary contact person for any inquires.

Job/Project #	Address	Type	Description	Council District	Planner Assigned
Job 20-234	2410 W Marks PI 09-19-454-005	Residential Alteration	Solar Panels Eagle Point Solar	5	LA
Job 20-296	843 W Glen Ave 14-20-276-054	Commercial Alteration	Interior Alteration Donlan Sudholt Dental	3	LA
Job 20-340	2216 W Earl Ct 09-31-207-001	Residential Alteration	Solar Panels Revolution Energy Systems	5	LA
Job 20-342	3112 W Saddle Creek Dr 08-25-278-024	Residential Alteration	Solar Panels Eagle Point Solar	5	LA
Job 20-346	5038 N Big Hollow Rd 14-19-177-024	Commercial Alteration	Interior Alteration Xfinity	4	KS

**WEEKLY DEVELOPMENT ACTIVITY REPORT
CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT**

Job 20-351	11118 N Saddlehorn Way 08-25-278-004	Residential Alteration	Solar Panels Eagle Point Solar	5	LA
Job 20-369	3504 N Prospect Rd 14-27-403-014	Commercial Alteration	Interior Alteration Mezcal and Miel	3	LA
Project 20-42	4241 N Boulevard Ave	Planning and Zoning Commission	Map Amendment (Rezoning)	3	LA
Project 20-43	14-17-100-014 Expo Gardens	Planning and Zoning Commission	Minor Subdivision Plat Expo Gardens	4	KS

3. Certificates of Occupancy Issued

- **Certificates of Occupancy** are issued after the work authorized by a permit has been inspected and substantially meets all applicable codes and regulations.

Address	Business Name	Council District
1102 S Western Ave	Mr. Pizza and Subs Deli Mart	1

4. Peoria City/County Health Department License Information

- The **Peoria City/County Health Department** licenses multiple types of food establishments. The information in this table is provided for informational purposes only.

Address	Business Name	Description	Council District
7301 N Radnor Rd	Weaver's Fresh Food and Drink	Plans received	5
500 Hamilton Blvd	Four Points Sheraton Banquet Kitchen	Plans received	1

- The following table provides contact information for the **Community Development Staff** who are typically assigned to manage development applications.

Community Development Department Staff Contact Information			
Leah Allison (LA) Senior Urban Planner	494-8667	Kimberly Smith (KS) Senior Urban Planner	494-8612
Josh Naven (JN) Senior Urban Planner	494-8657	Kerilyn Weick (KW) Senior Urban Planner	494-8606
Sara Maillacheruvu (SM) Urban Planner	494-8649	Wes Stickelmaier (WS) Building Inspections Coordinator	494-8608
Roberto Medina (RM) Building Inspector	494-8623	Matt Ziller (MZ) Building Inspector	494-8628
Craig Reid (CR) Building Inspector	494-8925	Rich Storm (RS) Plumbing Inspector	494-8632

Peoria Cares



2019 Year End Report

From: The Office of the City Manager

Presented to: City of Peoria, Mayor and Council Members

Tuesday, March 10, 2020

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Peoria Cares Division

Peoria Cares Main Office Phone: 309.494.CARE (2273)

FACTS OF INTEREST:

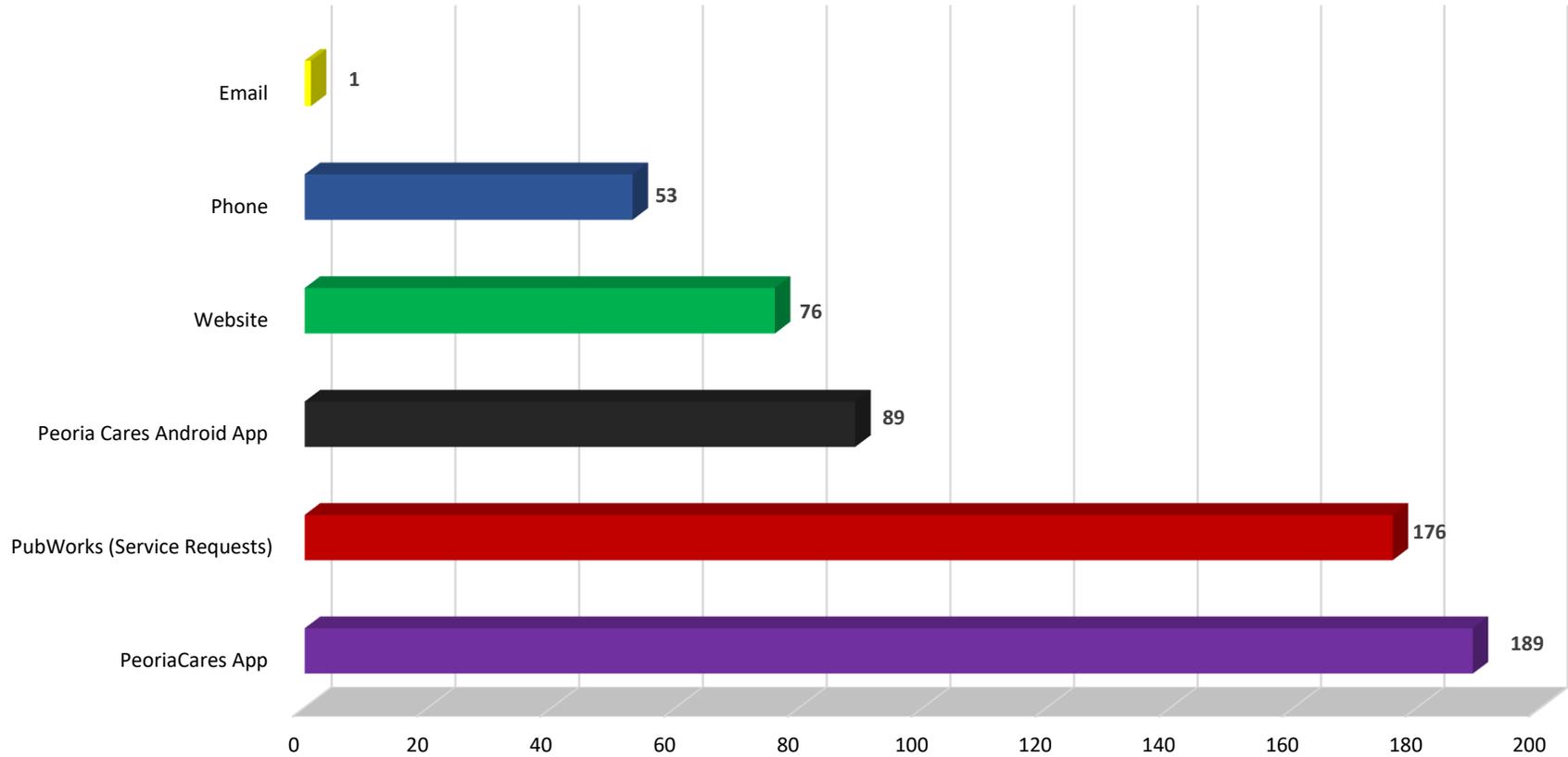
There is one employee that works for the Peoria Cares Division, as a division of the City Manager’s Office. There are also two administrative assistants under the Administrative Division that provide their assistance to Peoria Cares calls when necessary. The Management Analyst (City Manager) and administrative staff are dedicated to providing the following:

- Citizens of Peoria are viewed as our “customers” and we strive to treat them in a manner that is courteous, efficient, and respectful. Peoria Cares is the concierge for the city. We believe in connecting our customers with the best resources through knowledge and understanding.
- Process requests for services that the City of Peoria provides. Nevertheless, if there is an emergency, we advise citizens to immediately dial 9-1-1.

OTHER KEY OPERATIONAL FACTS INVOLVED:

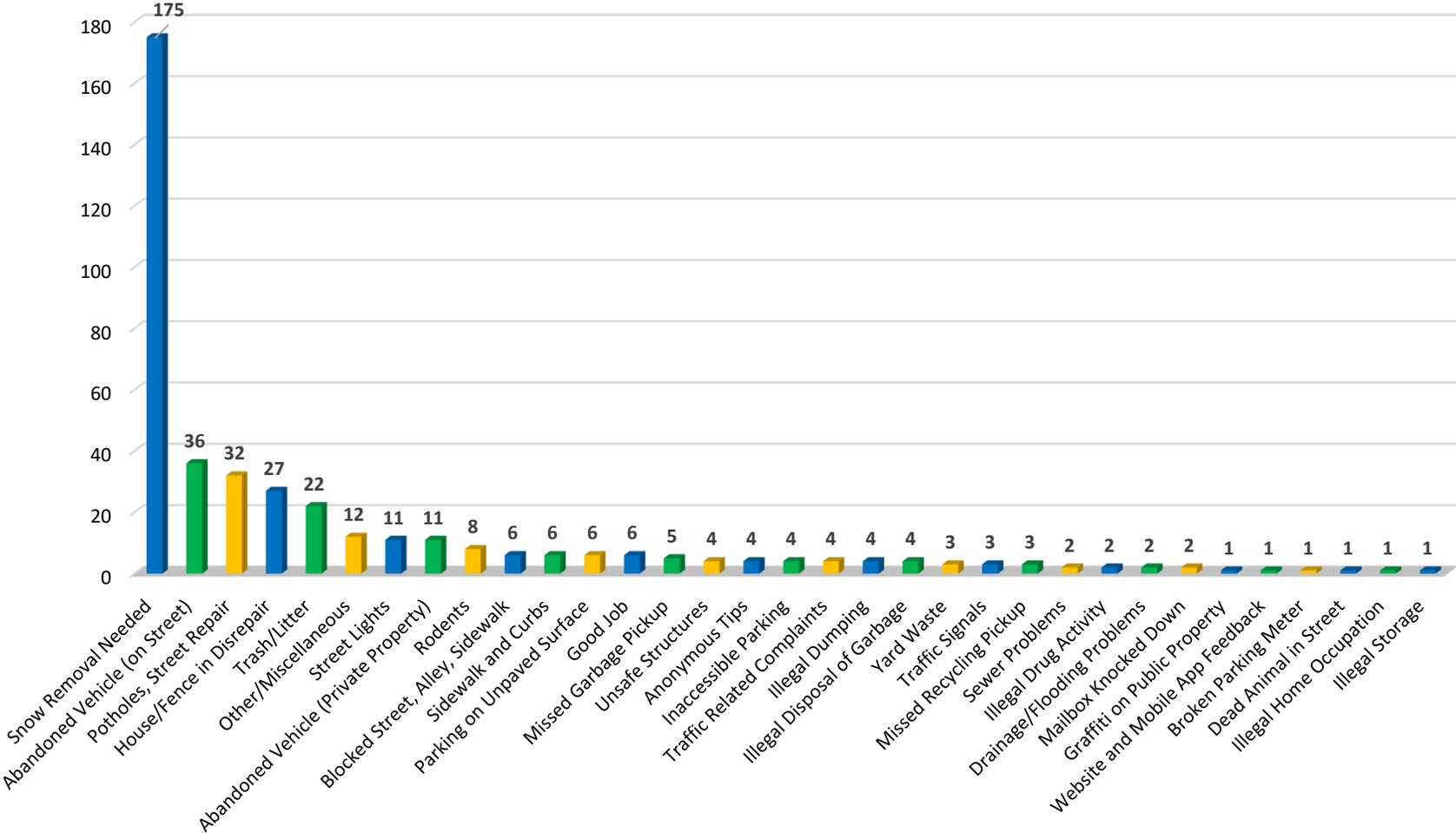
- Peoria Cares offers a technology-based application, which allows citizens to submit concerns for suspected violations in their neighborhoods, such as tall grass, housing violations, illegal dumping, graffiti, potholes, streetlights, and more.
- There are various ways to submit a case, citizens may call 309.494.CARE (2273), email peoriacares@peoriagov.org, submit a Peoria Cares Case online at <http://www.peoriagov.org/peoria-cares-ureport/>, or download the free app, by simply visiting the App Store or Google Play and search for “Peoria Cares.”
- Hours of operation are from 8:00 a.m. – 5:00 p.m., Monday through Friday, with the exception of official City observed holidays. We will respond promptly to any messages or requests left after hours.
- Peoria Cares Reports are provided at City Council Meetings on a routine monthly basis.

Peoria Cares Communication Transactions During the Month of January 2019



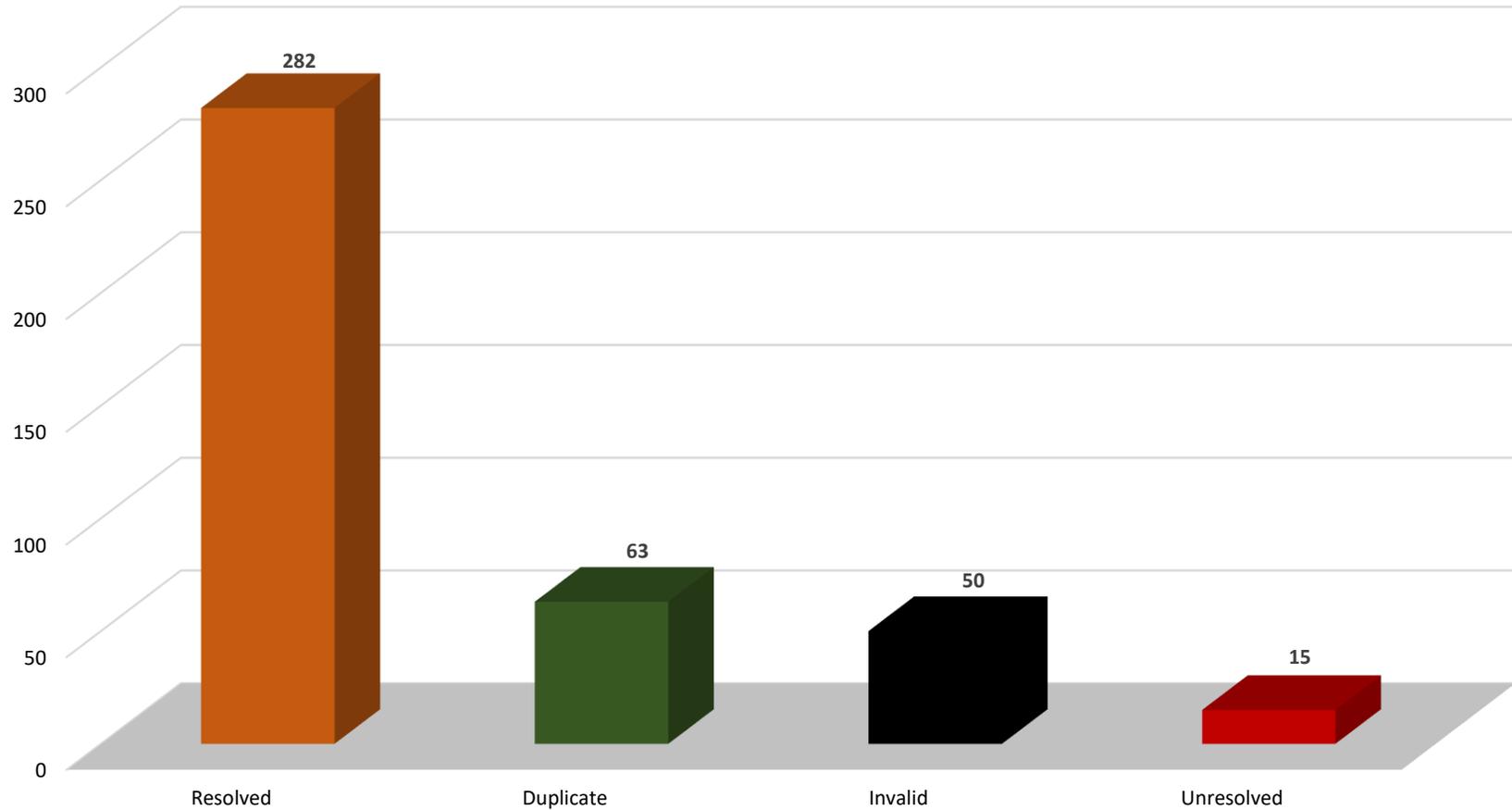
In January, a total of 1,175 calls were received from the Peoria Cares phone line. There were 53 phone calls that generated a Peoria Cares case and 176 phone calls that produced service requests. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start 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 citizen phone calls required, research and information gathering for other assistance offered, in the Greater Peoria Tri-County Communities.

Peoria Cares January 2019 Complaints by Category



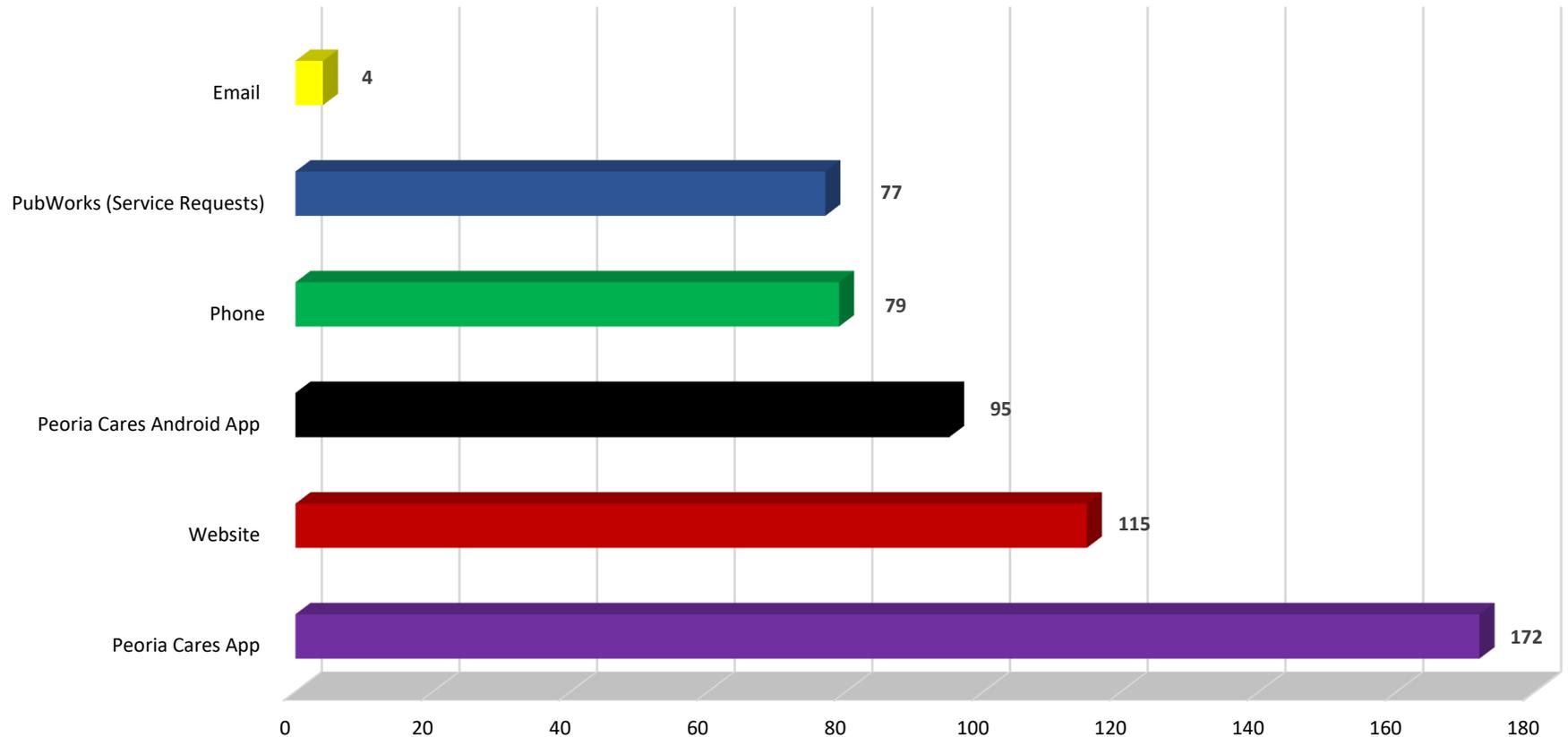
There was a total of 410 Peoria Cares complaints that were submitted in the month of January. These complaints have been drilled down and categorized to indicate their status.

Peoria Cares January 2019 Complaint Status



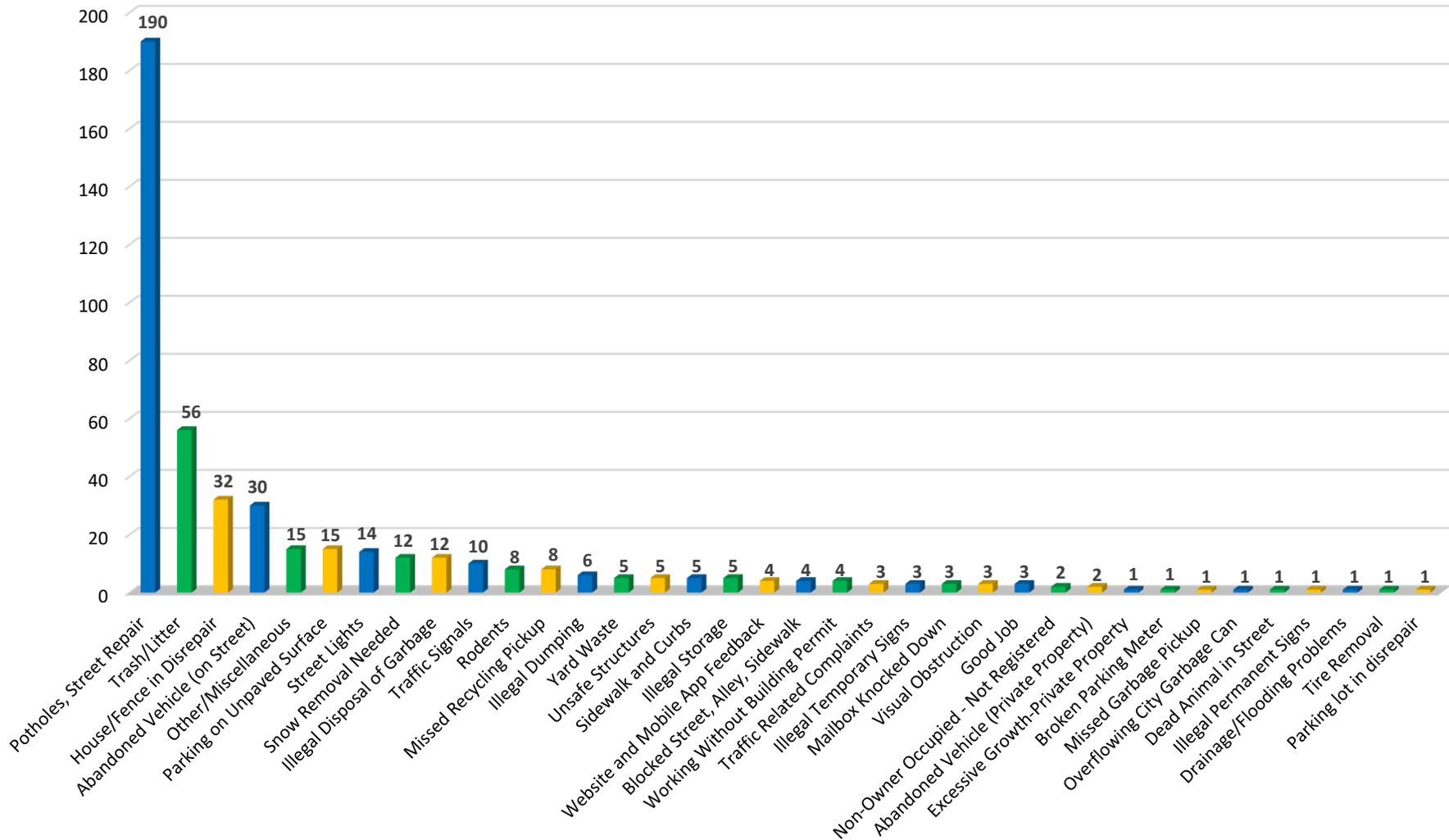
Out of the 410 Peoria Cares complaints, there are 15 unresolved complaints that will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, to ensure we can quickly respond to each citizen's needs.

Peoria Cares Transactions During the Month of February 2019



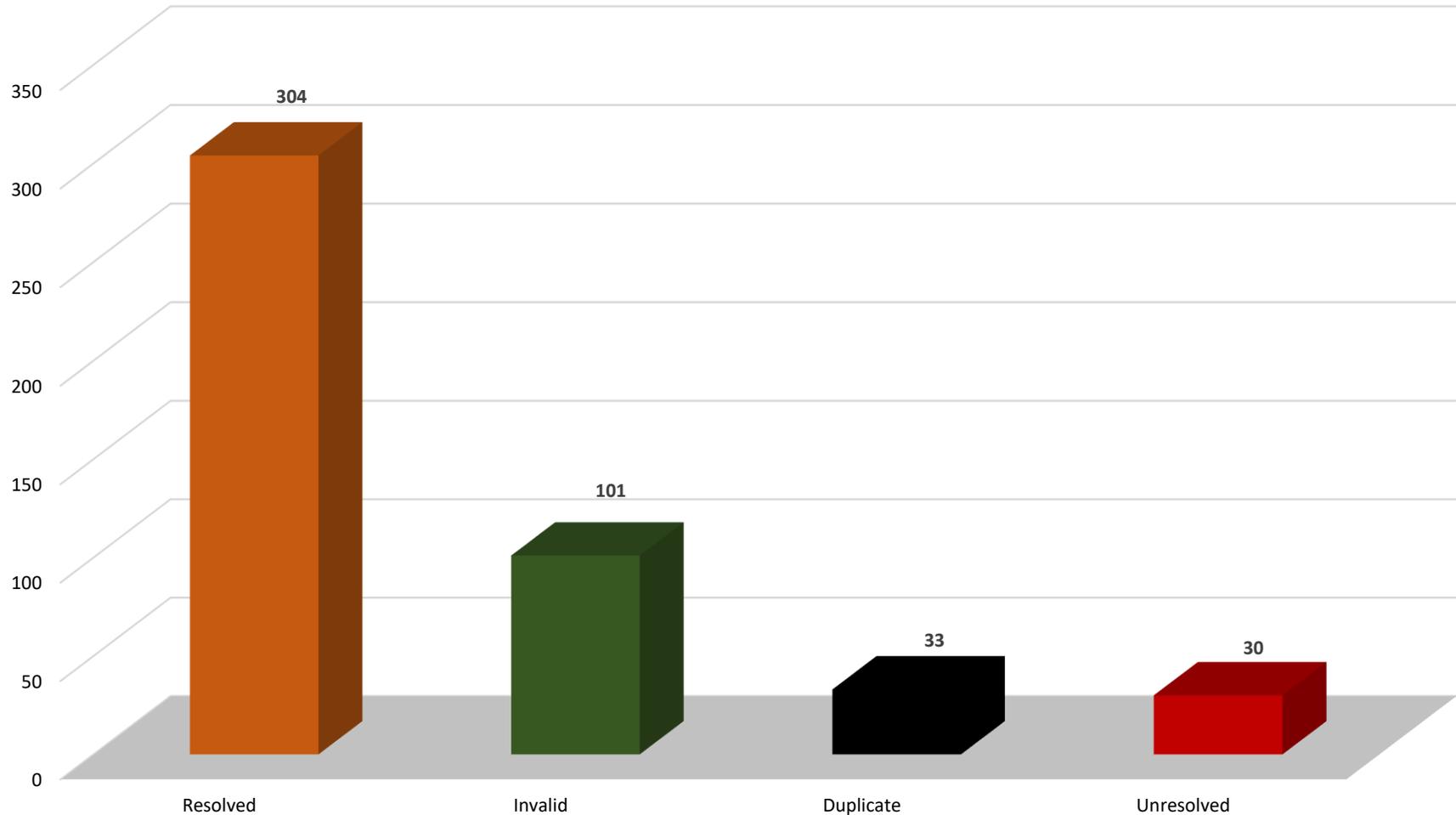
In February, a total of 896 calls were received from the Peoria Cares phone line. There were 79 phone calls that generated a Peoria Cares case and 77 phone calls that produced service requests. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start 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 February 2019 Complaints by Category



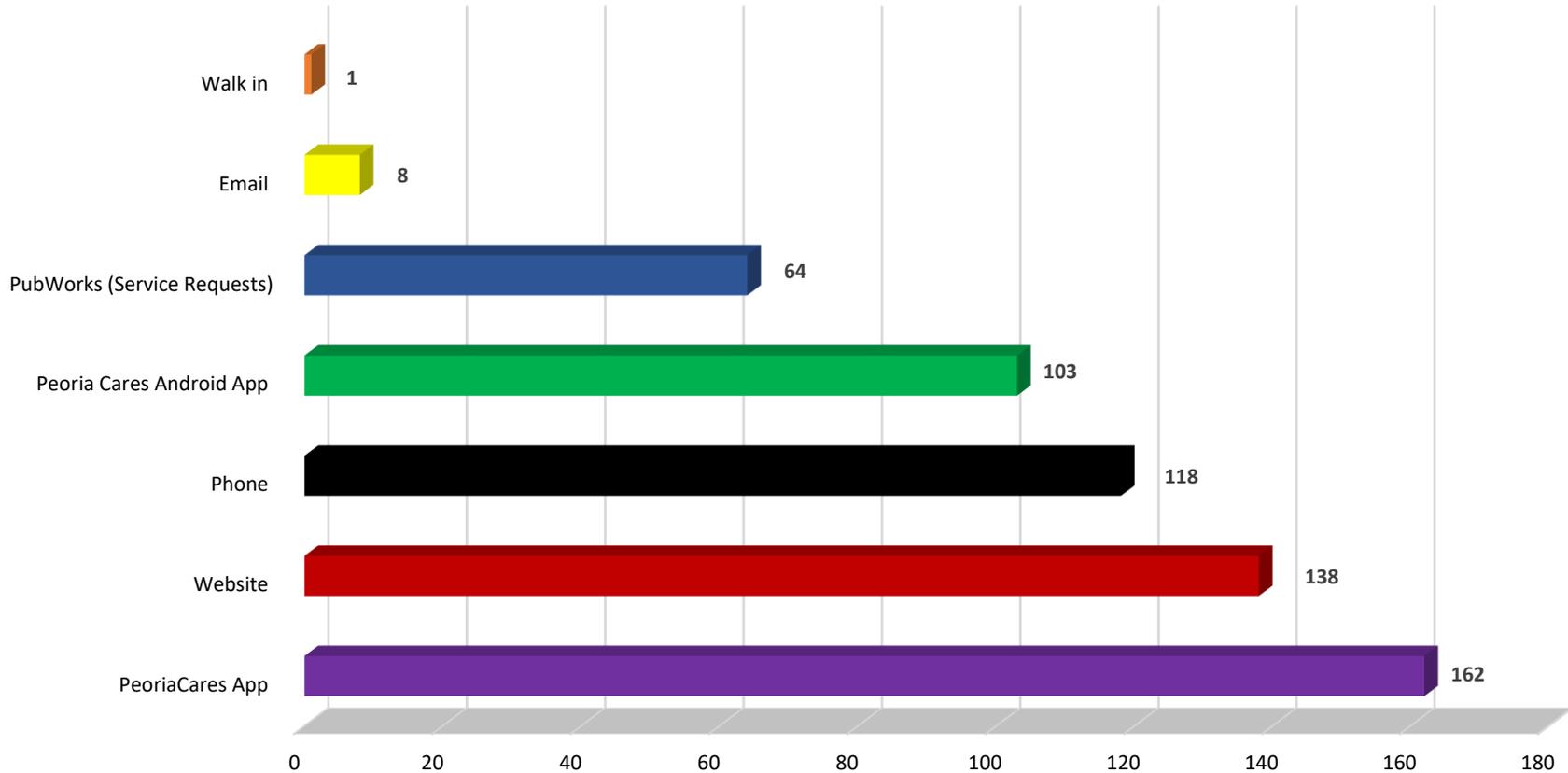
There was a total of 468 Peoria Cares complaints that were submitted in the month of February. These complaints have been drilled down and categorized to indicate their status.

Peoria Cares February 2019 Complaint Status



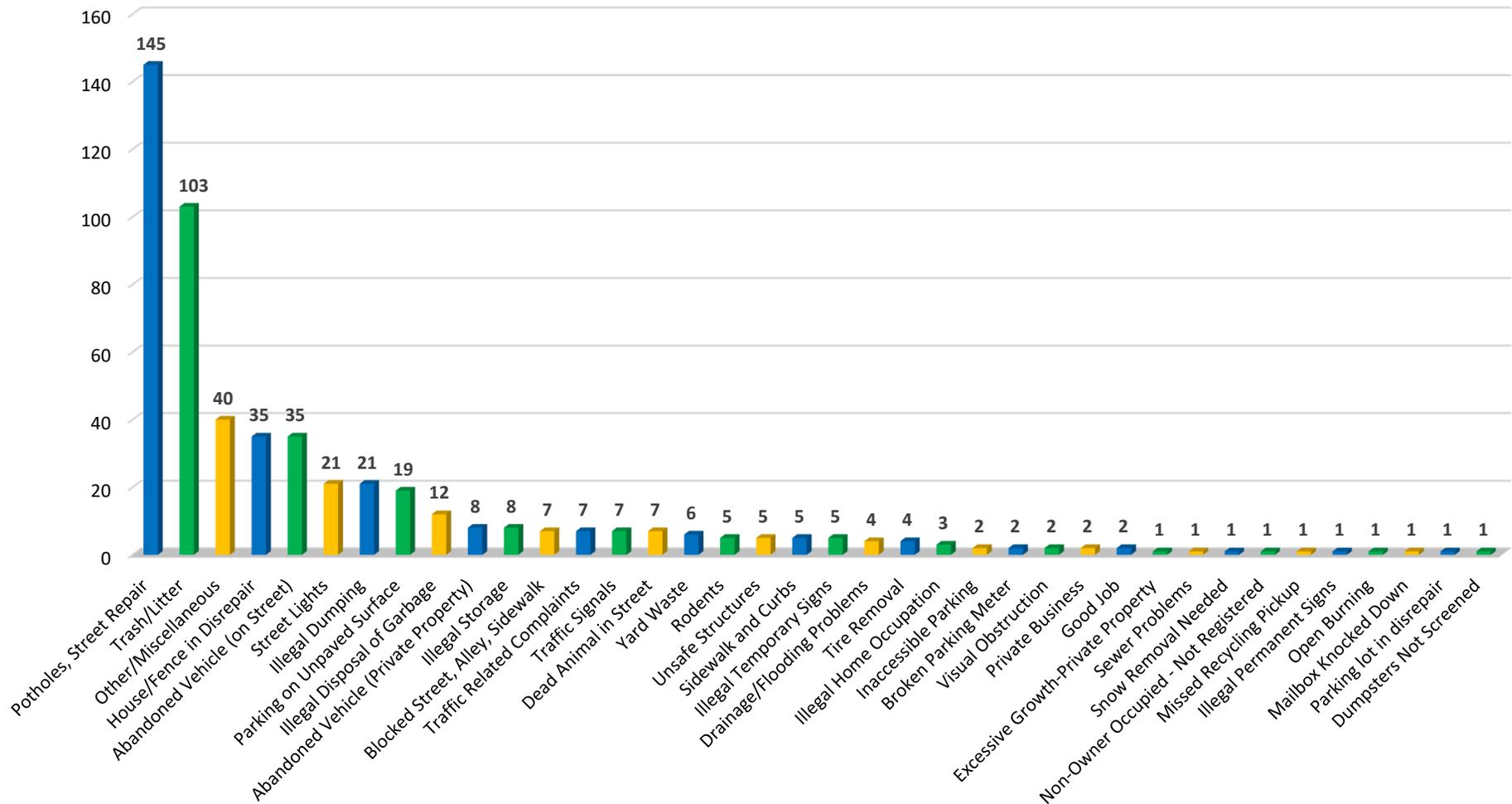
Out of the 468 Peoria Cares complaints, there are 30 unresolved complaints that will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, to ensure we can quickly respond to each citizen's needs.

Peoria Cares Communication Transactions During the Month of March 2019



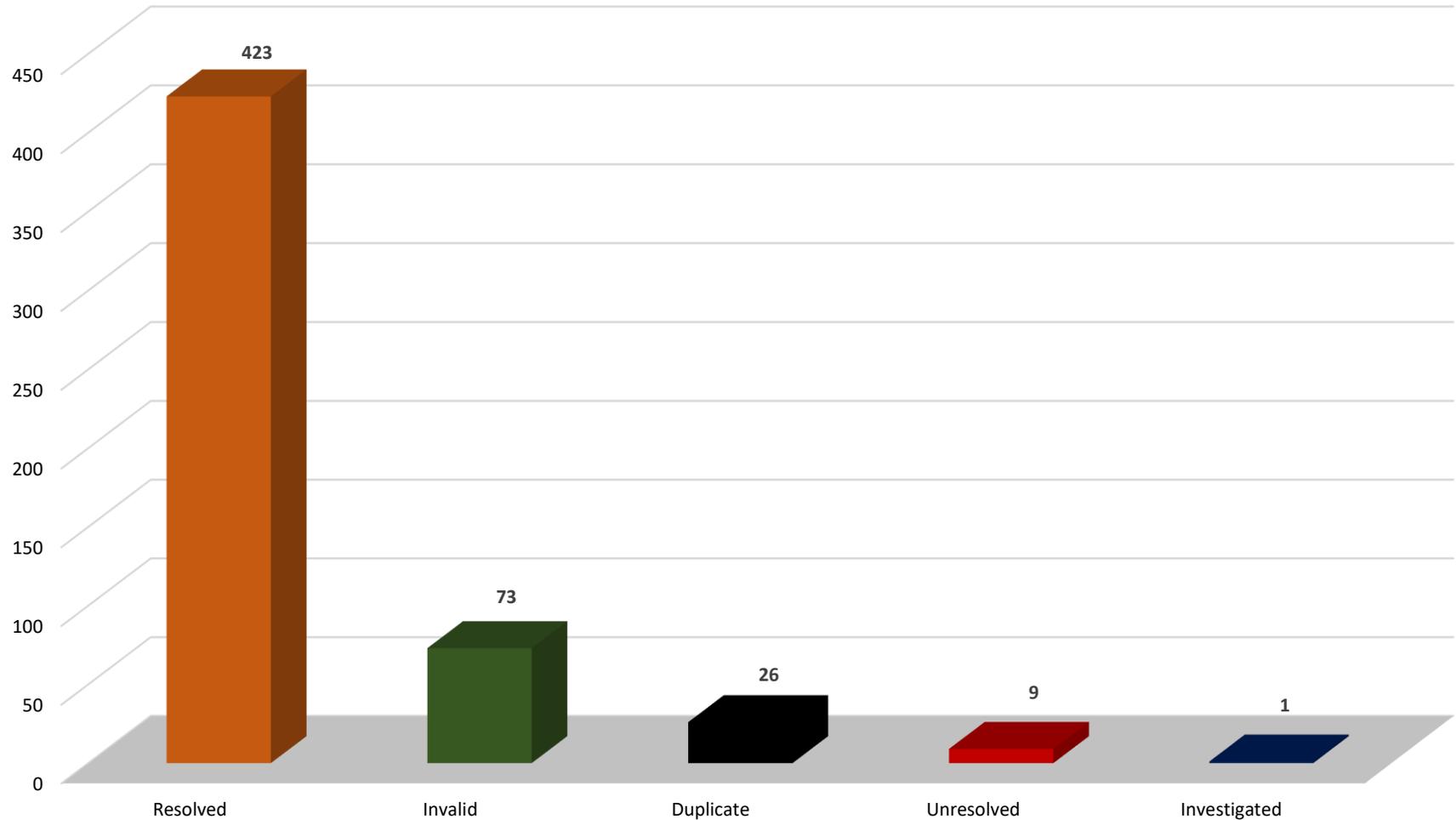
In March, a total of 966 calls were received from the Peoria Cares phone line. There were 118 phone calls that generated a Peoria Cares case and 64 phone calls that produced service requests. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start to 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 March 2019 Complaints by Category



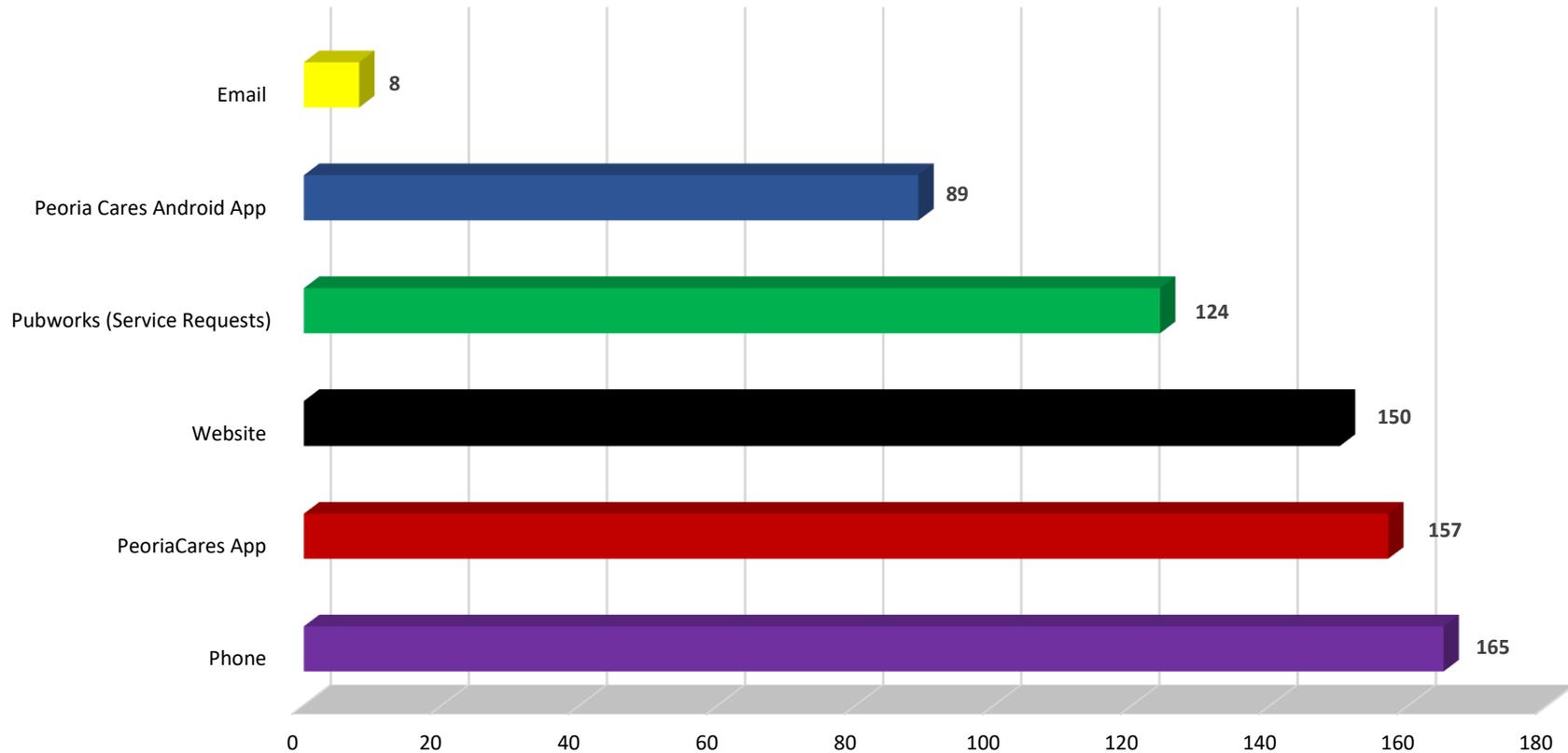
There was a total of 532 Peoria Cares complaints that were submitted in the month of March. These complaints have been drilled down and categorized to indicate their status.

Peoria Cares March 2019 Complaint Status



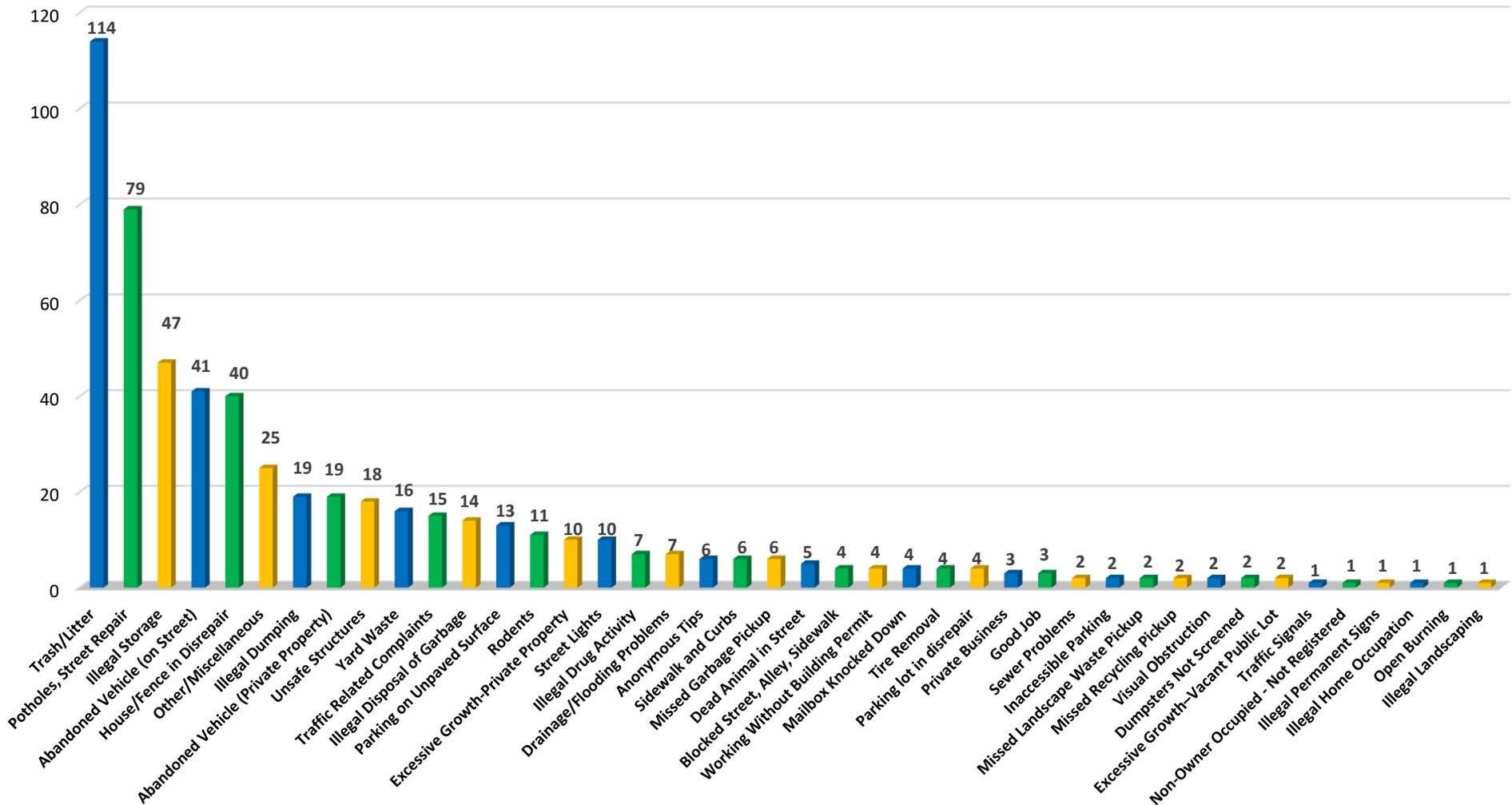
Out of the 532 Peoria Cares complaints, there are nine unresolved complaints that will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, to ensure we can quickly respond to each citizen's needs.

Peoria Cares Communication Transactions During the Month of April 2019



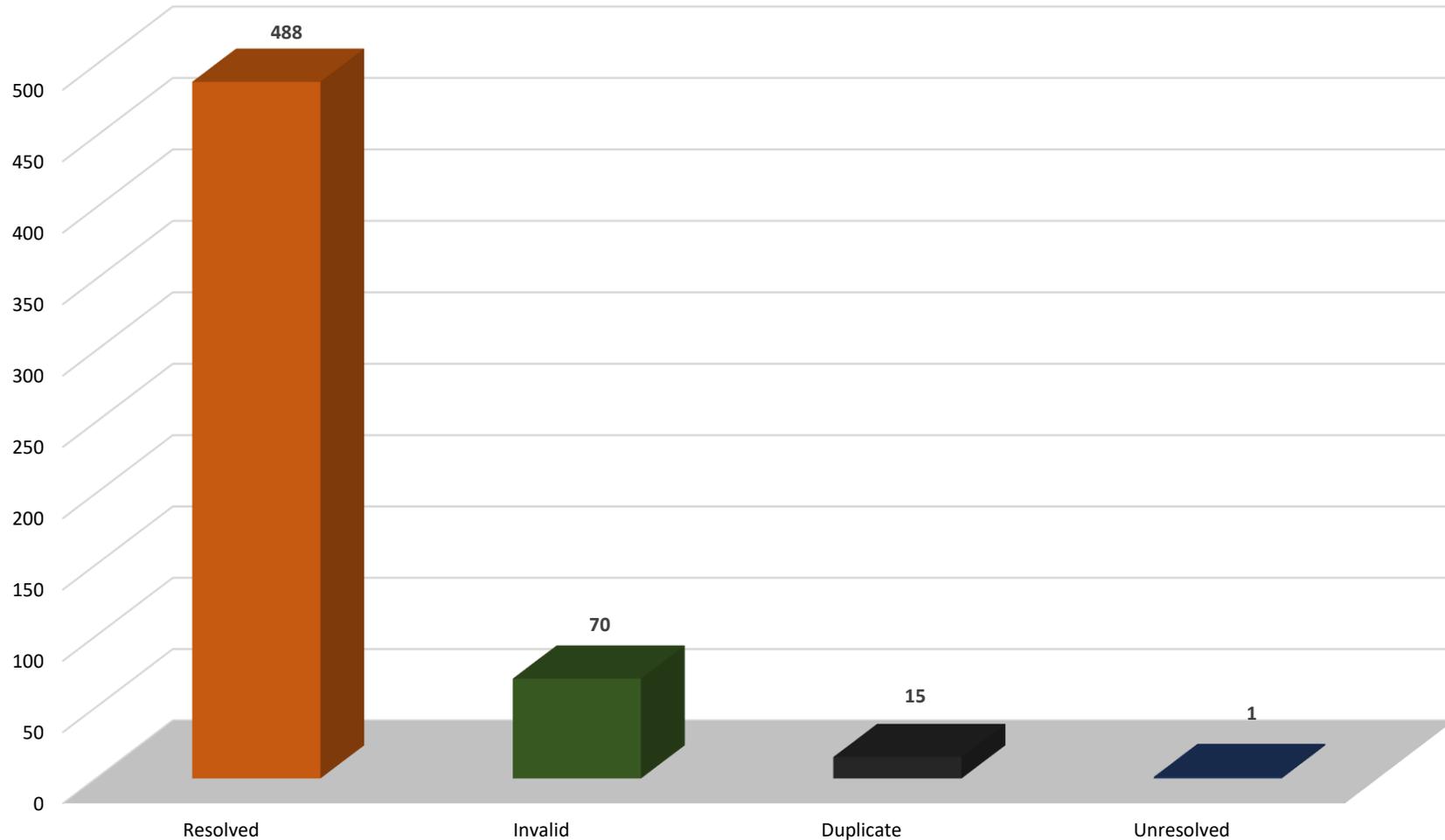
In April, a total of 1,155 calls were received from the Peoria Cares phone line. There were 165 phone calls that generated a Peoria Cares case and 124 phone calls that produced service requests. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start 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 April 2019 Complaints by Category



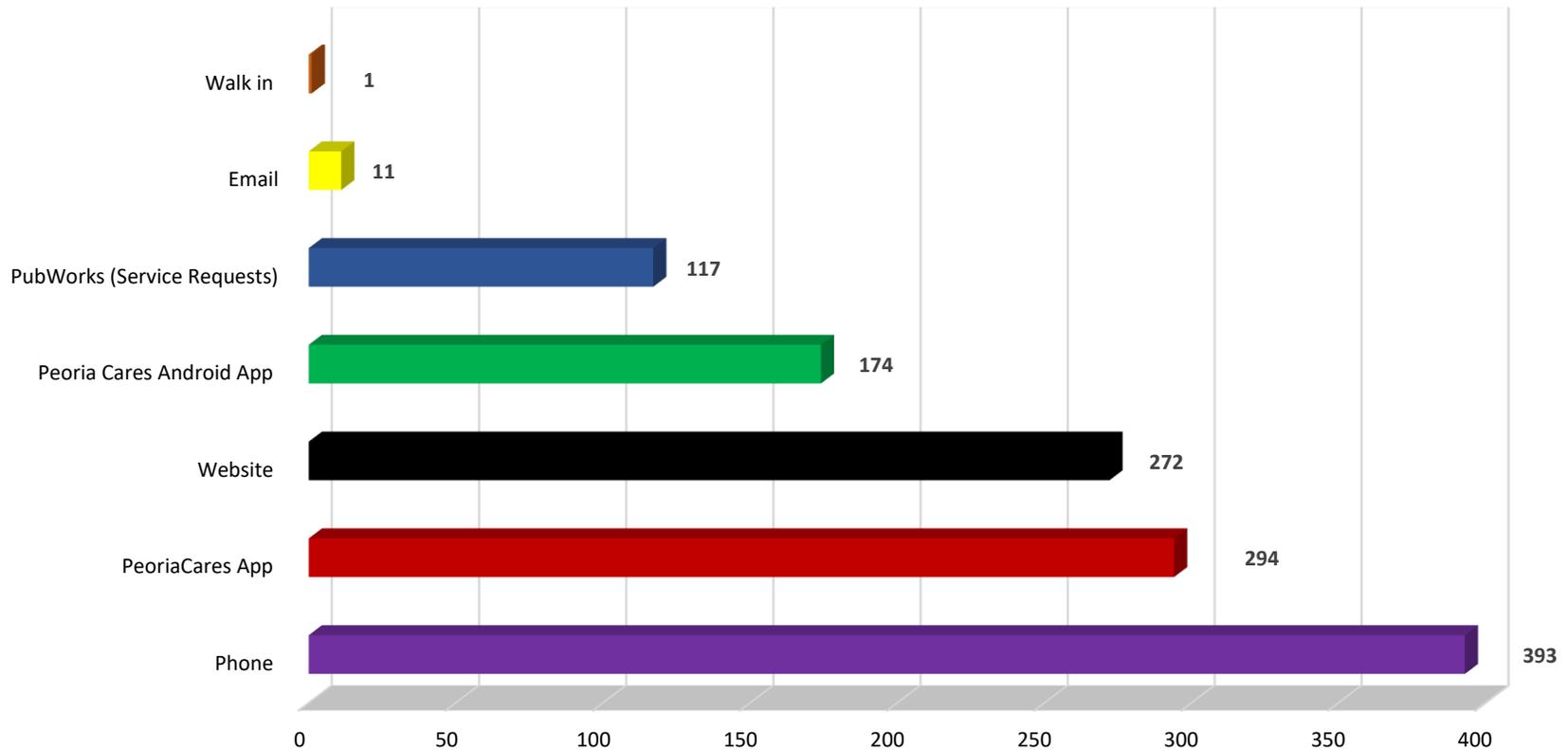
There was a total of 574 Peoria Cares complaints that were submitted in the month of April. These complaints have been drilled down and categorized to indicate their status.

Peoria Cares April 2019 Complaint Status



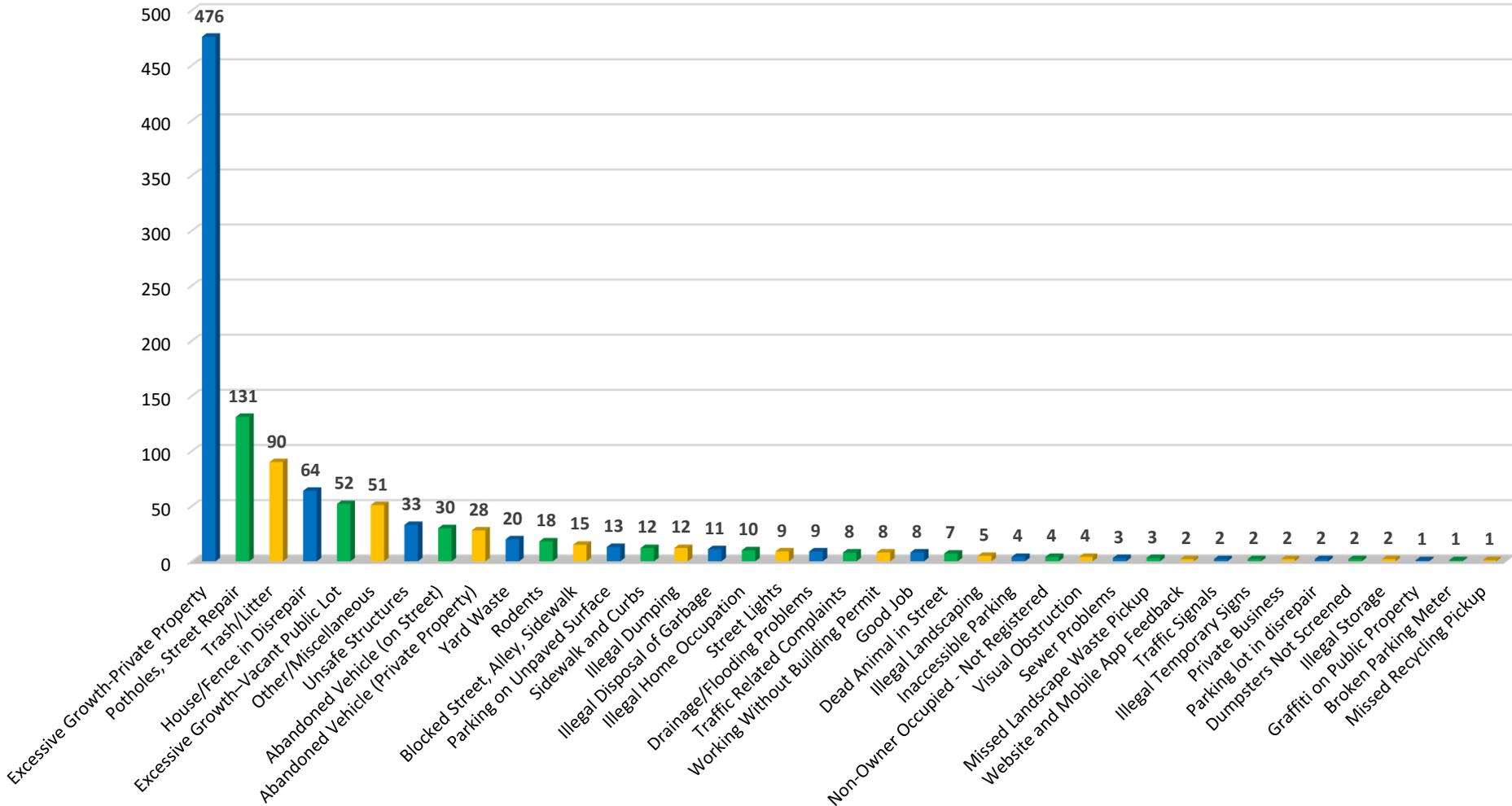
Out of the 574 Peoria Cares complaints, there are one unresolved complaint that will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, to ensure we can quickly respond to each citizen's needs.

Peoria Cares Communication Transactions During the Month of May 2019



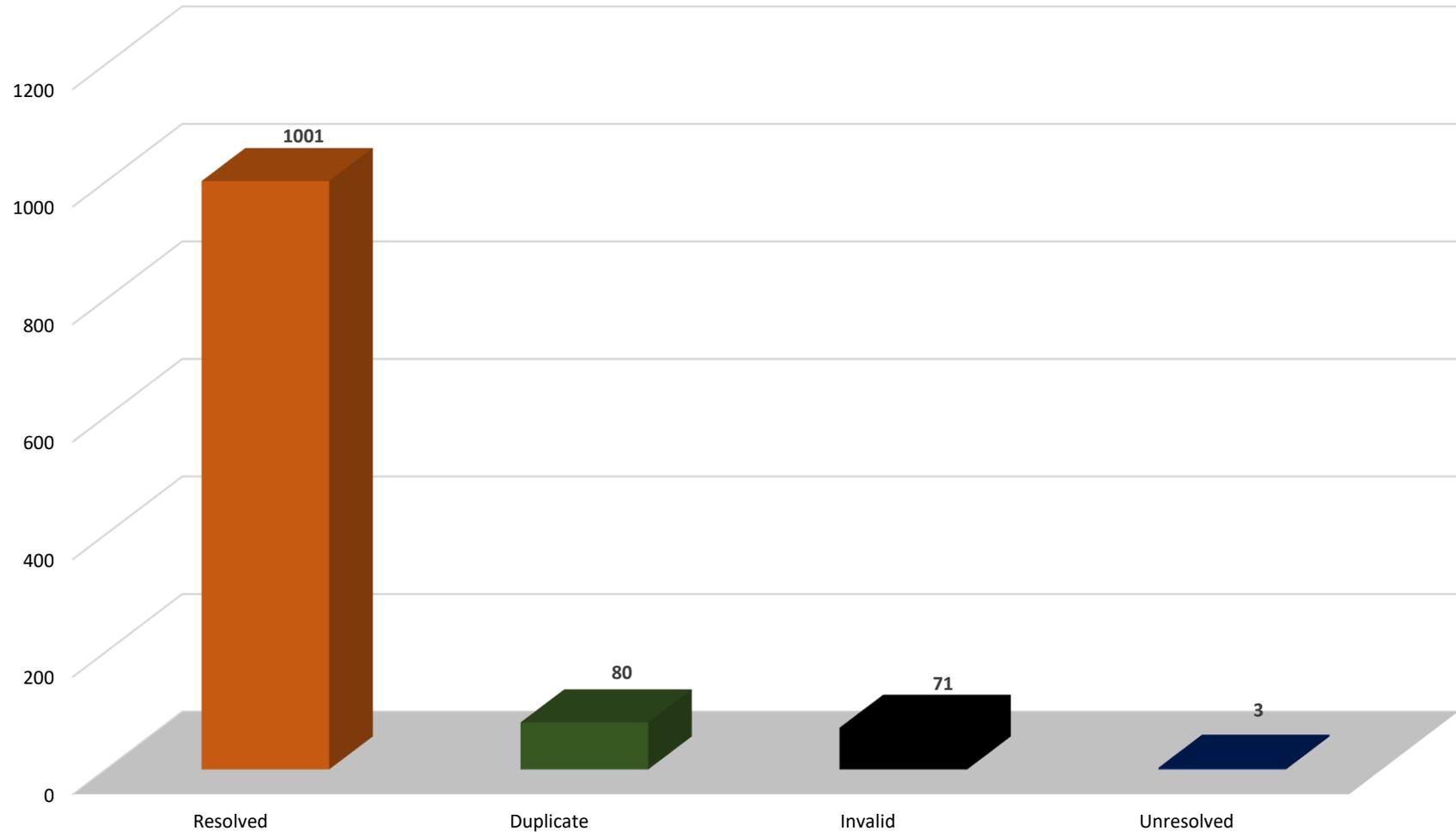
In May, a total of 1,332 calls were received from the Peoria Cares phone line. There were 393 phone calls that generated a Peoria Cares case and 117 phone calls that produced service requests. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start 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 May 2019 Complaints by Category



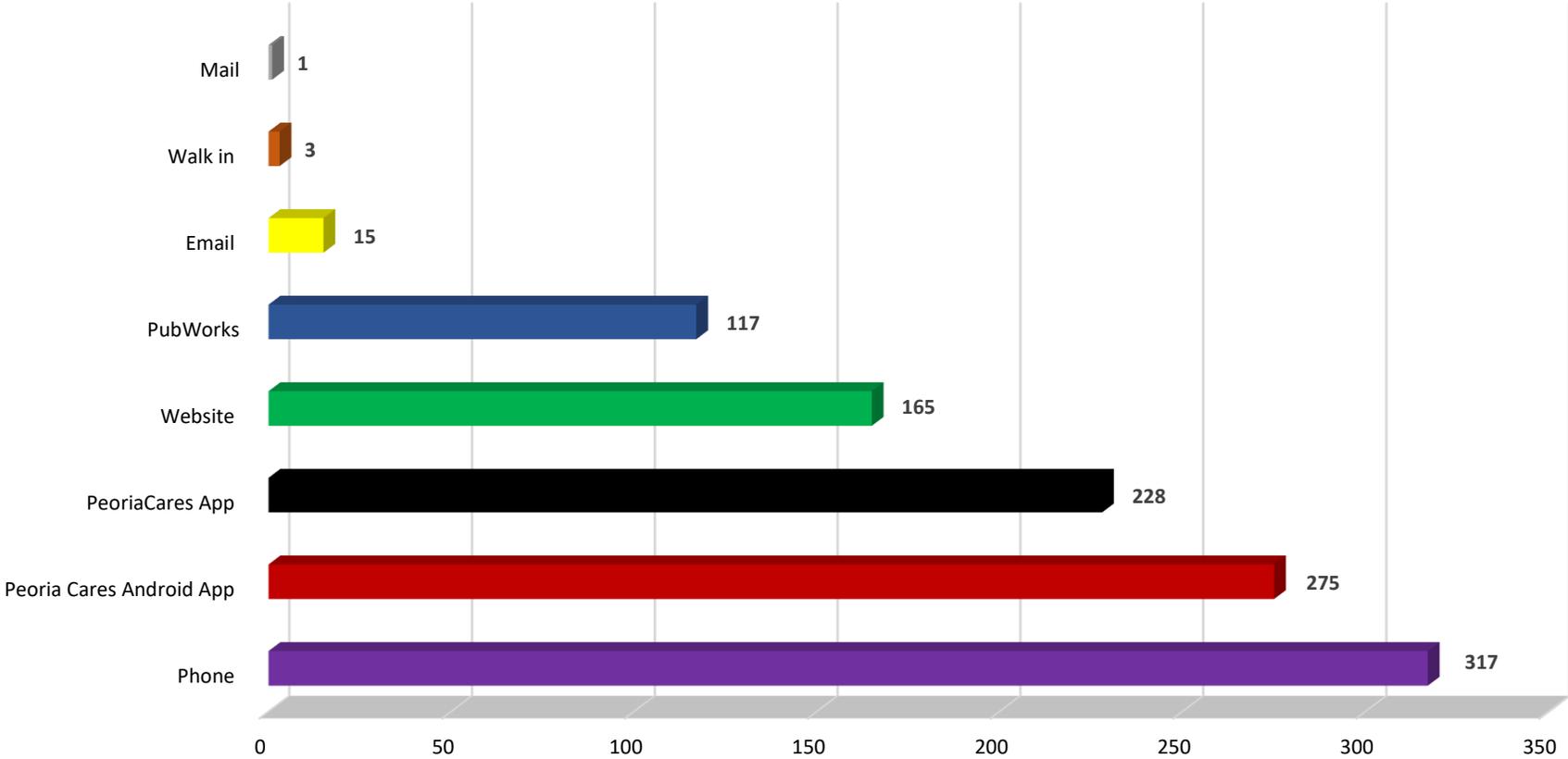
There was a total of 1,155 Peoria Cares complaints that were submitted in the month of May. These complaints have been drilled down and categorized to indicate their status.

Peoria Cares May 2019 Complaint Status



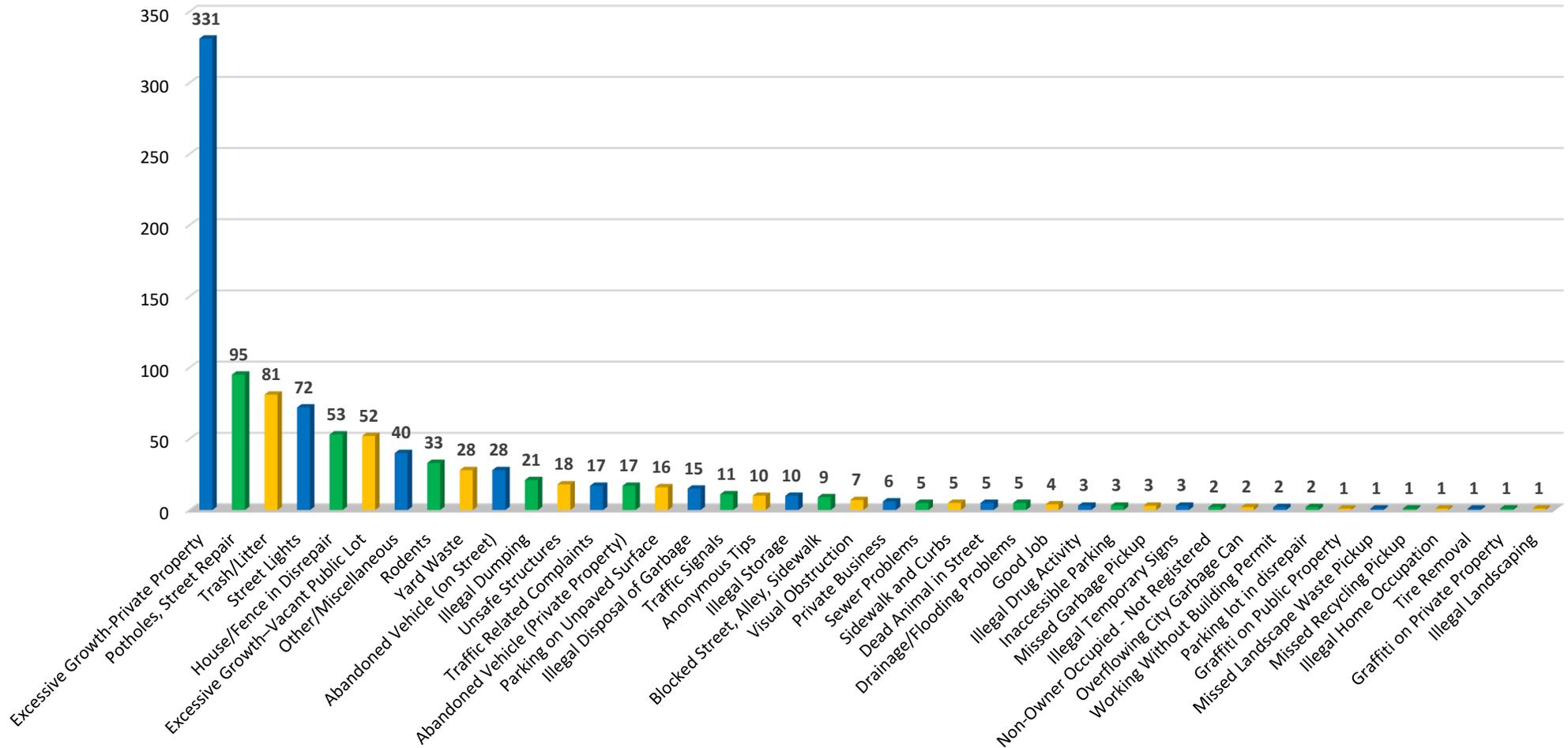
Out of the 1,155 Peoria Cares complaints, there are three unresolved complaints that will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, to ensure we can quickly respond to each citizen's needs.

Peoria Cares Communication Transactions During the Month of June 2019



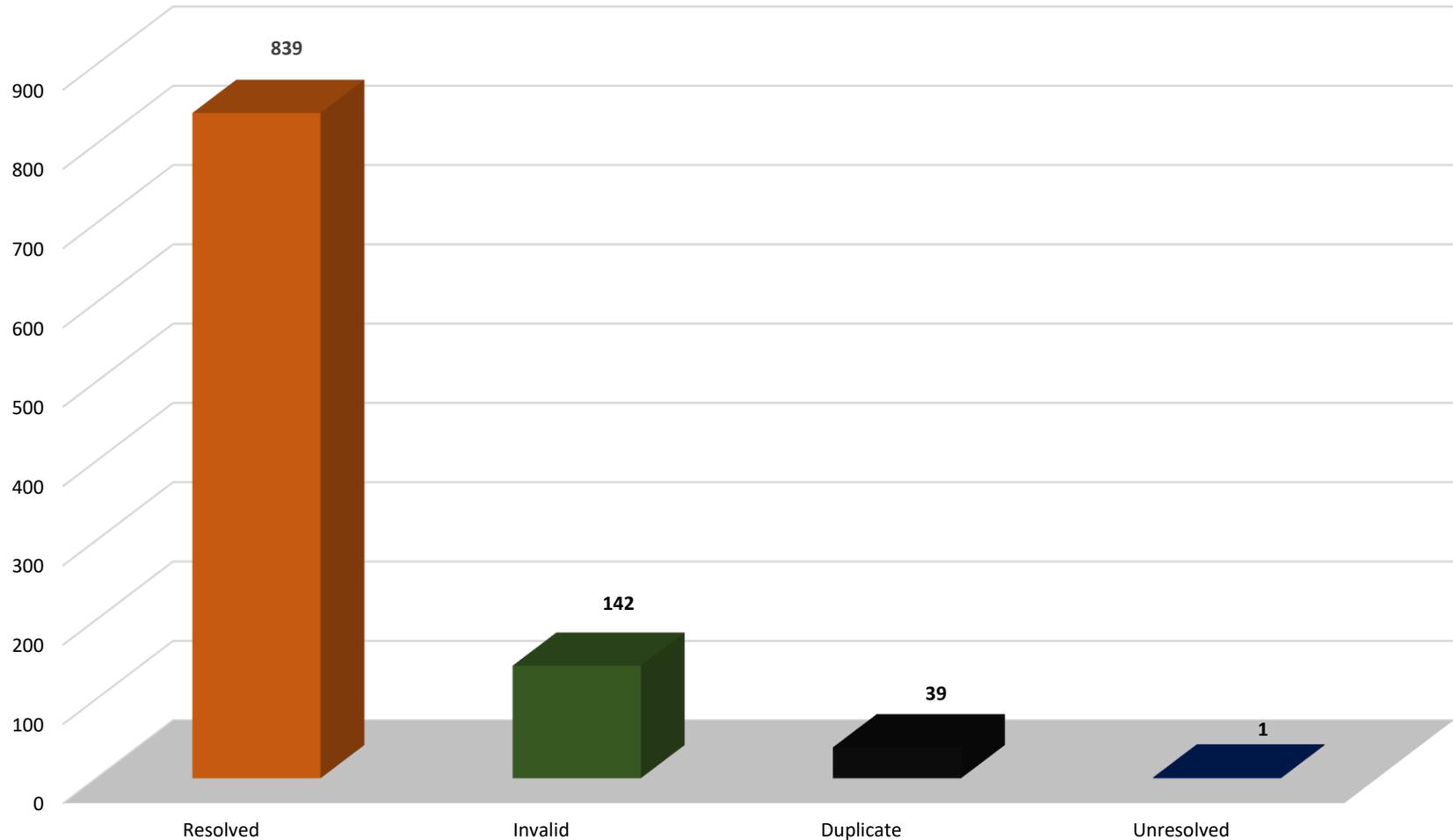
In June, a total of 1,305 calls were received from the Peoria Cares phone line. There were 165 phone calls that generated a Peoria Cares case and 117 phone calls that produced service requests. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start 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



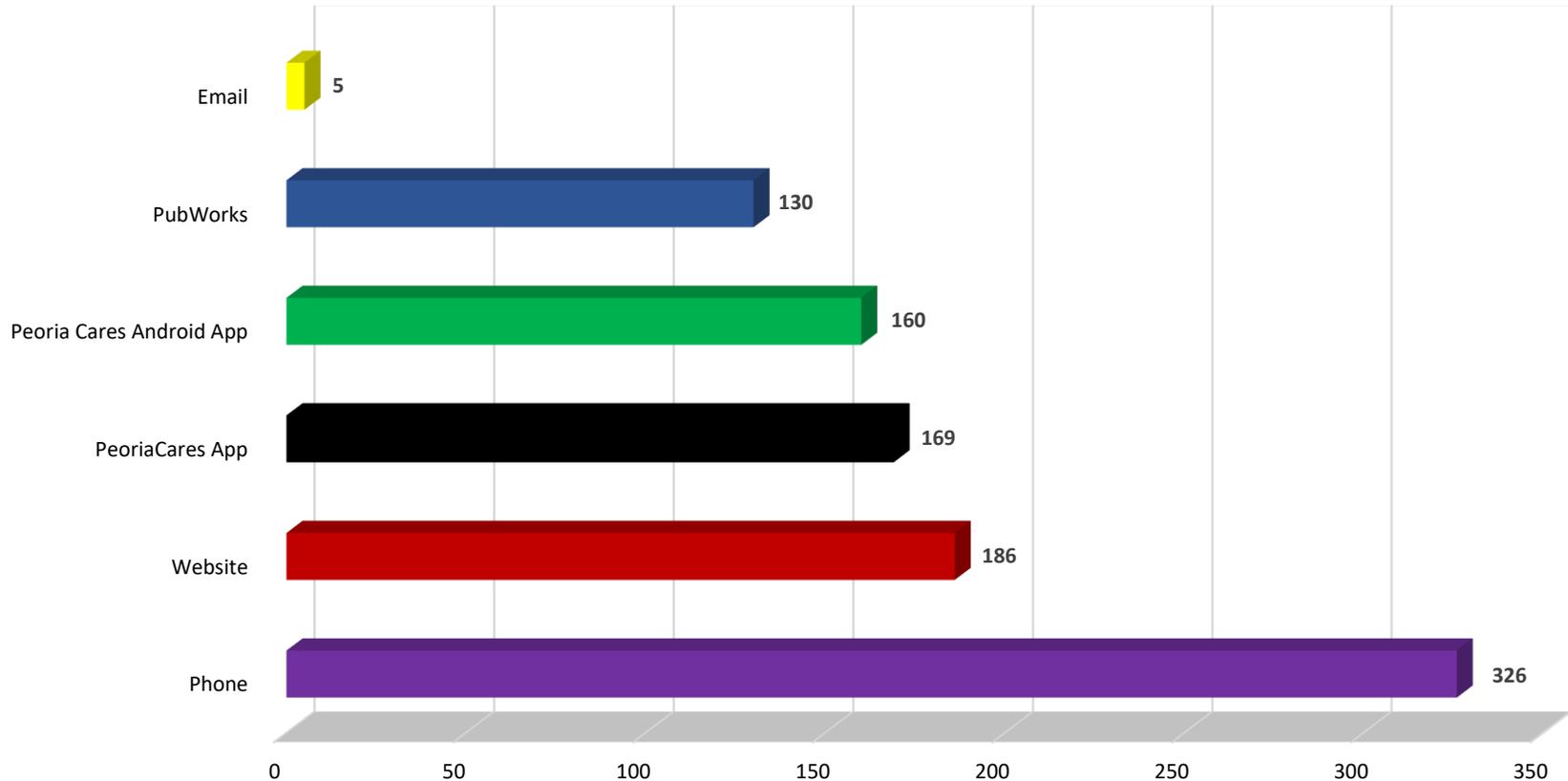
There was a total of 1,021 Peoria Cares complaints that were submitted in the month of June. These complaints have been drilled down and categorized to indicate their status.

Peoria Cares June 2019 Complaint Status



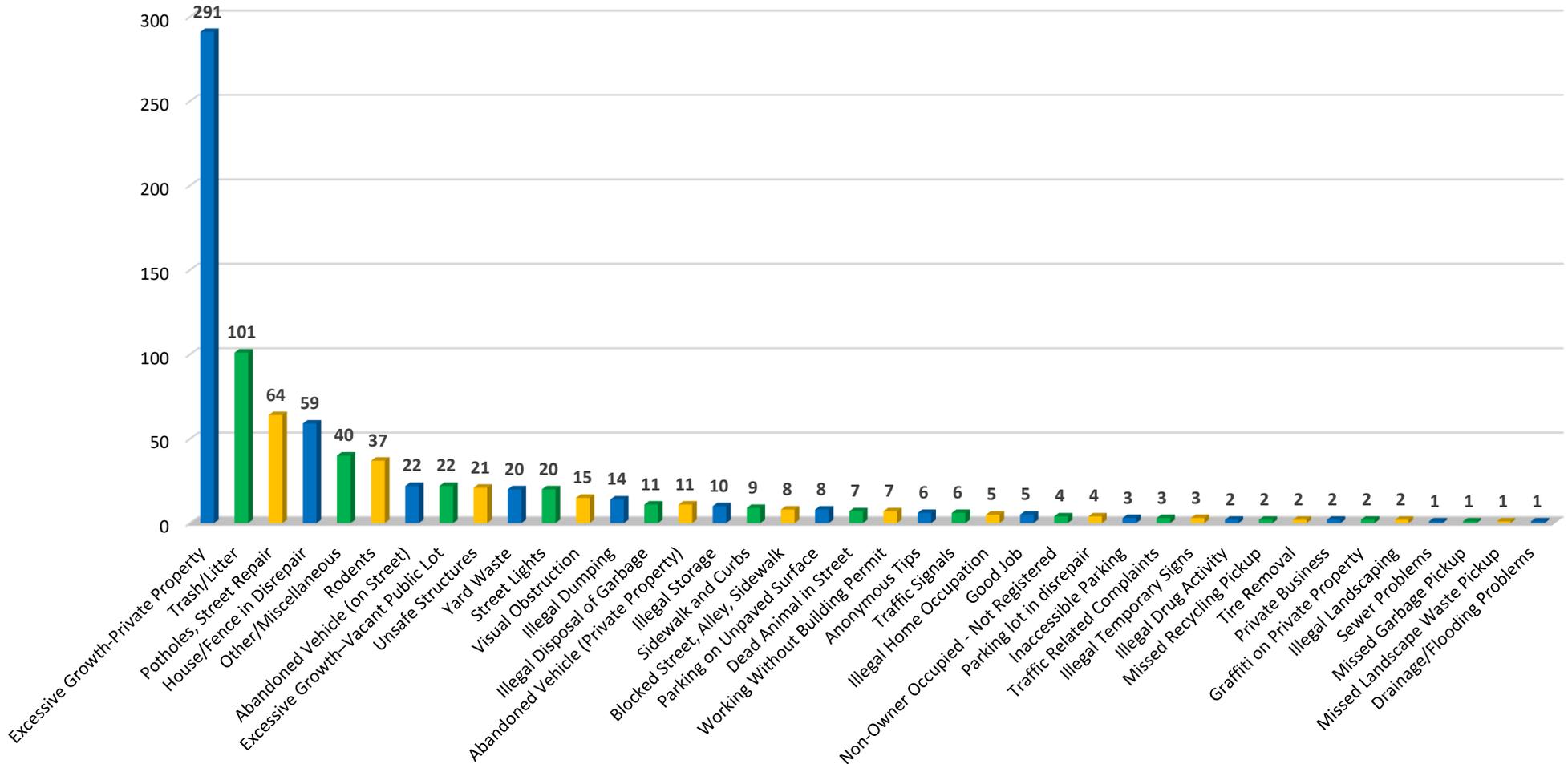
Out of the 1,021 Peoria Cares complaints, there is one unresolved complaint that will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, to ensure we can quickly respond to each citizen's needs.

Peoria Cares Communication Transactions During the Month of July 2019



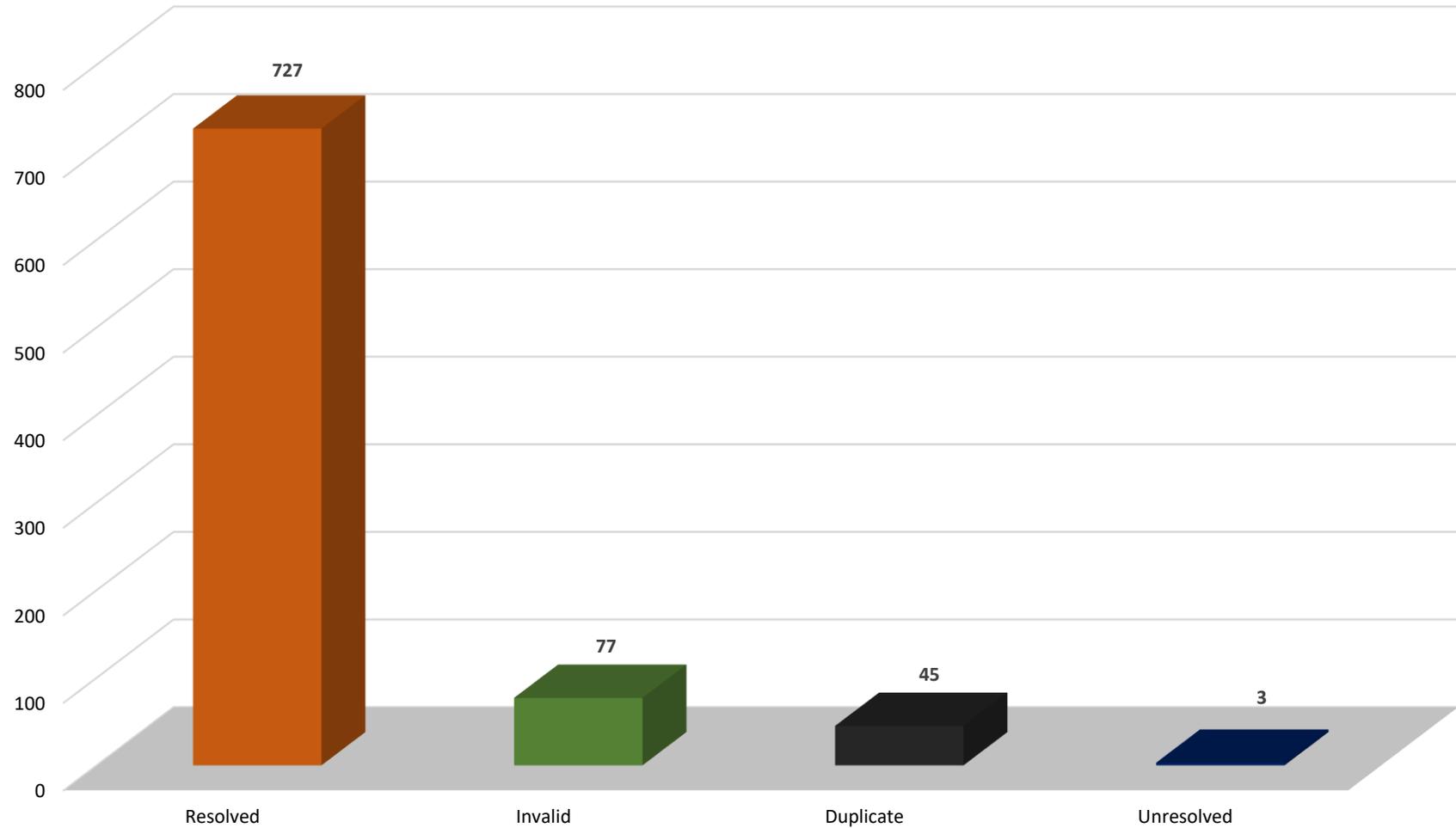
In July, a total of 1,388 calls were received from the Peoria Cares phone line. There were 326 phone calls that generated a Peoria Cares case and 130 phone calls that produced service requests. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start 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 July 2019 Complaints by Category



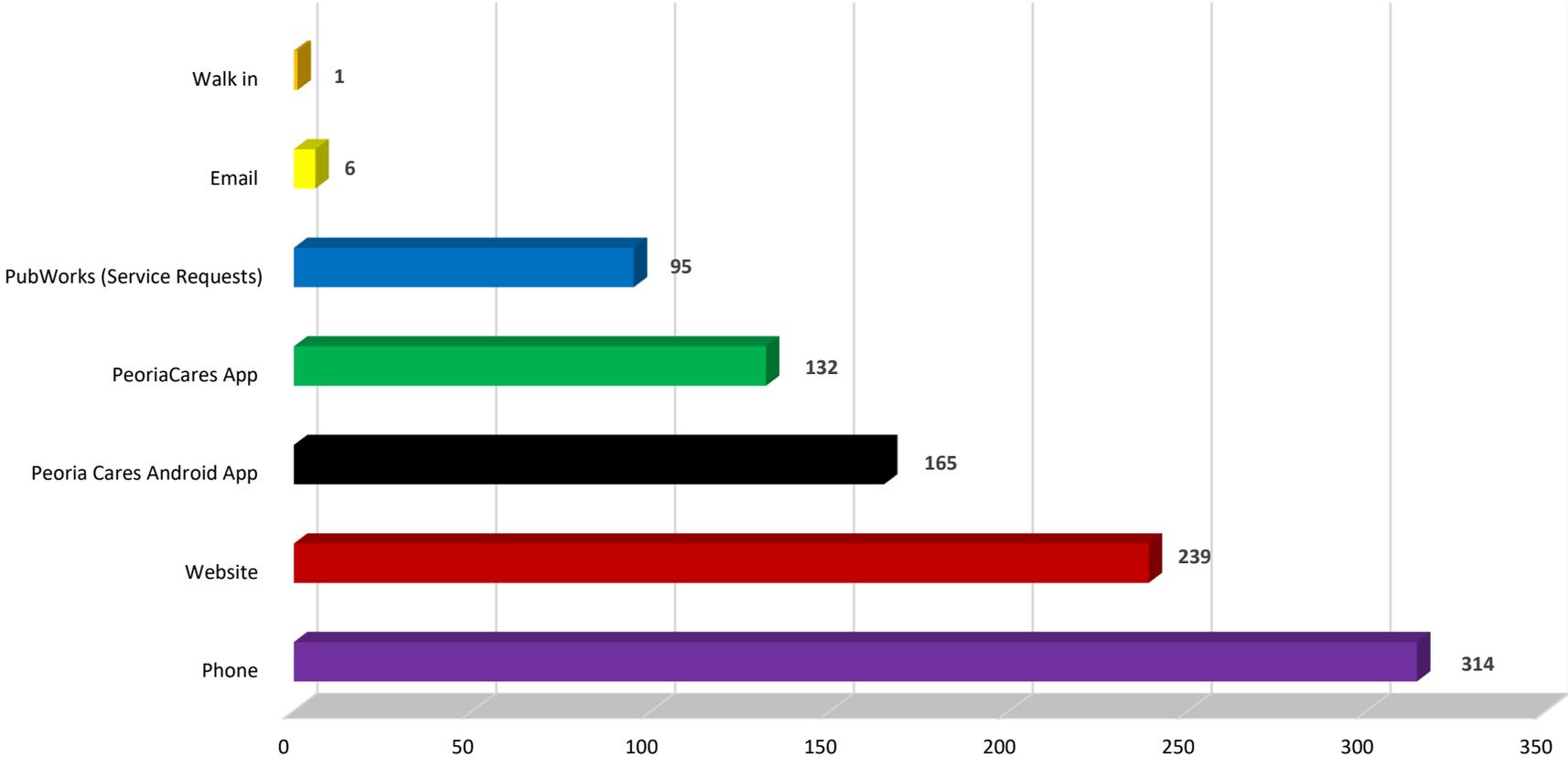
There was a total of 852 Peoria Cares complaints that were submitted in the month of July. These complaints have been drilled down and categorized to indicate their status.

Peoria Cares July 2019 Complaint Status



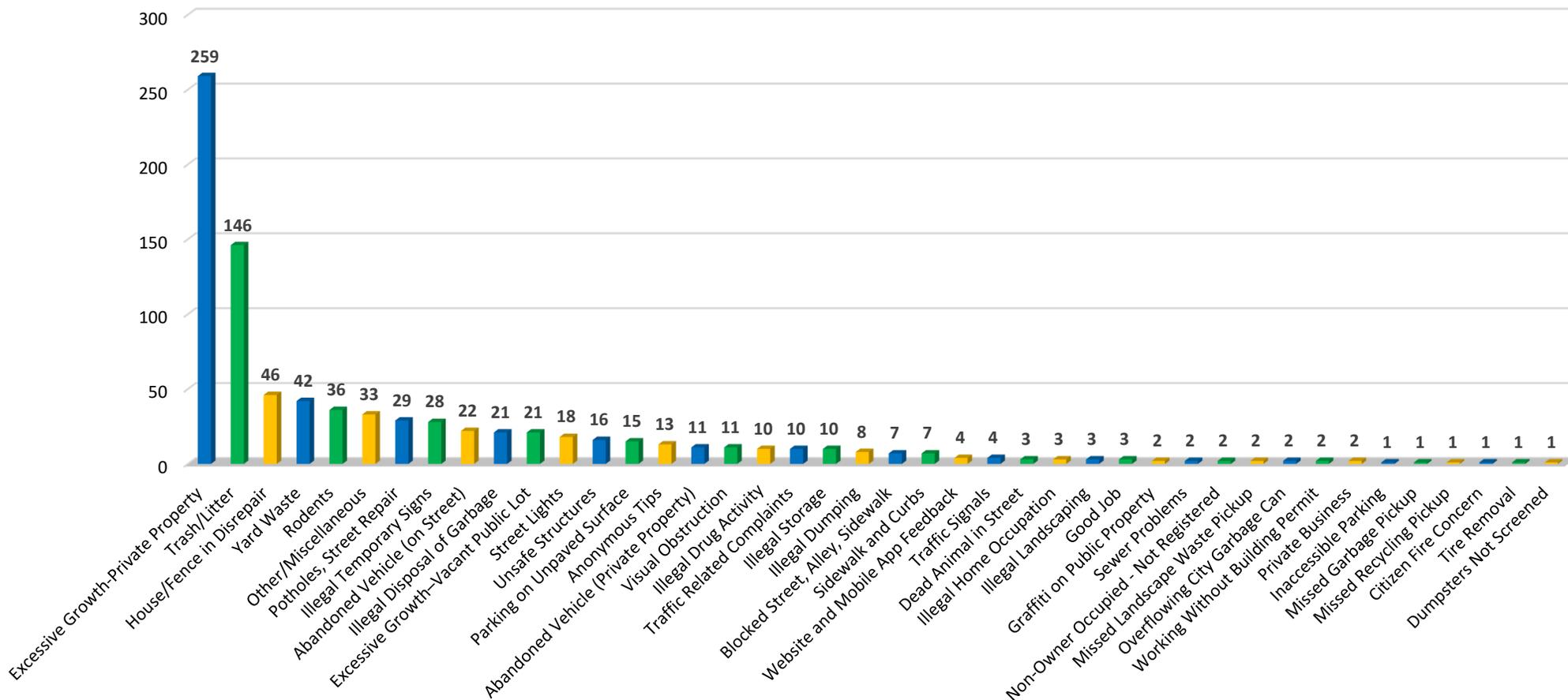
Out of the 852 Peoria Cares complaints, there is one unresolved complaint that will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, to ensure we can quickly respond to each citizen's needs.

Peoria Cares Communication Transactions During the Month of August 2019



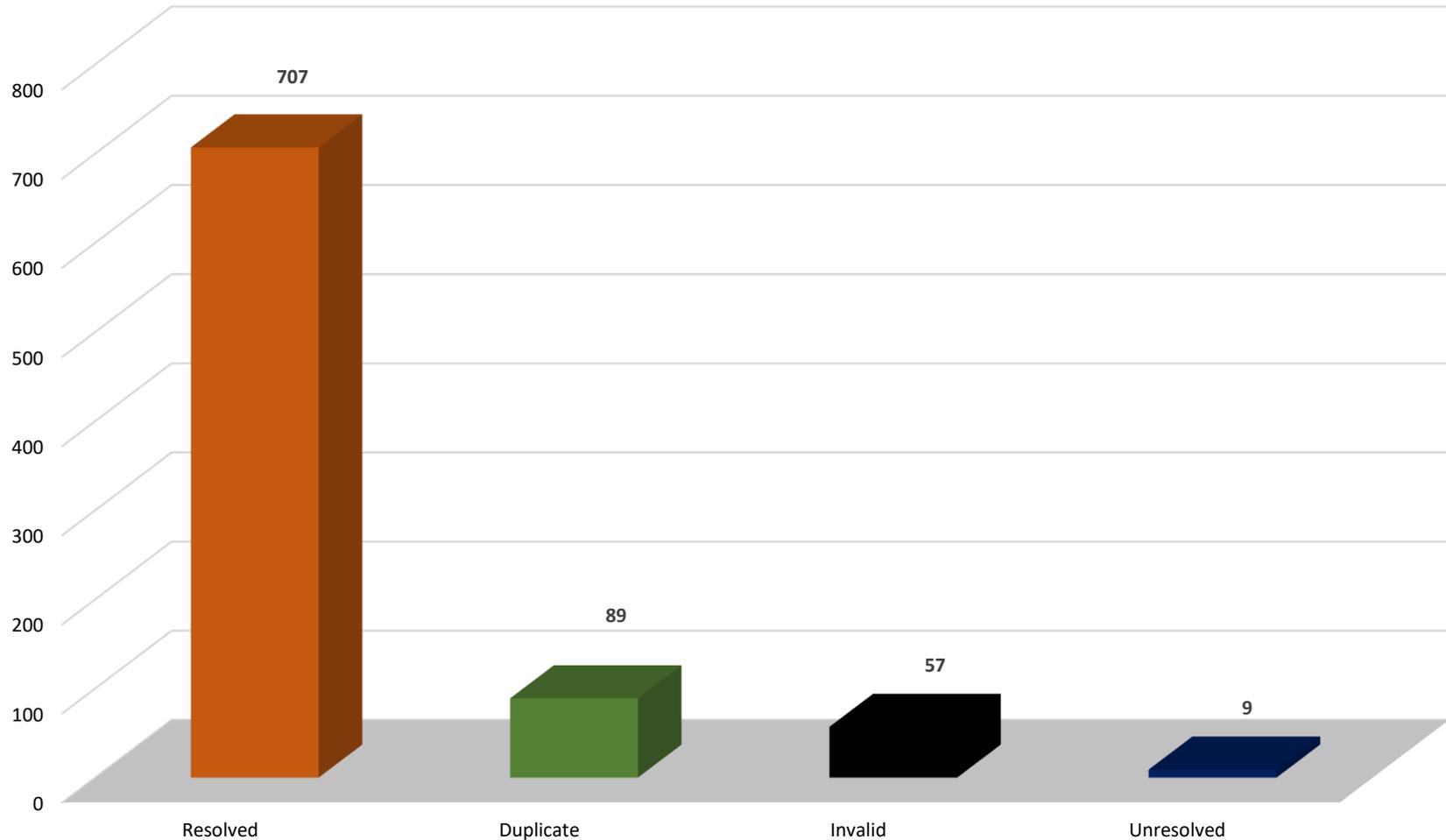
In August, a total of 1,174 calls were received from the Peoria Cares phone line. There were 314 phone calls that generated a Peoria Cares case and 95 phone calls that produced service requests. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start 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 August 2019 Complaints by Category



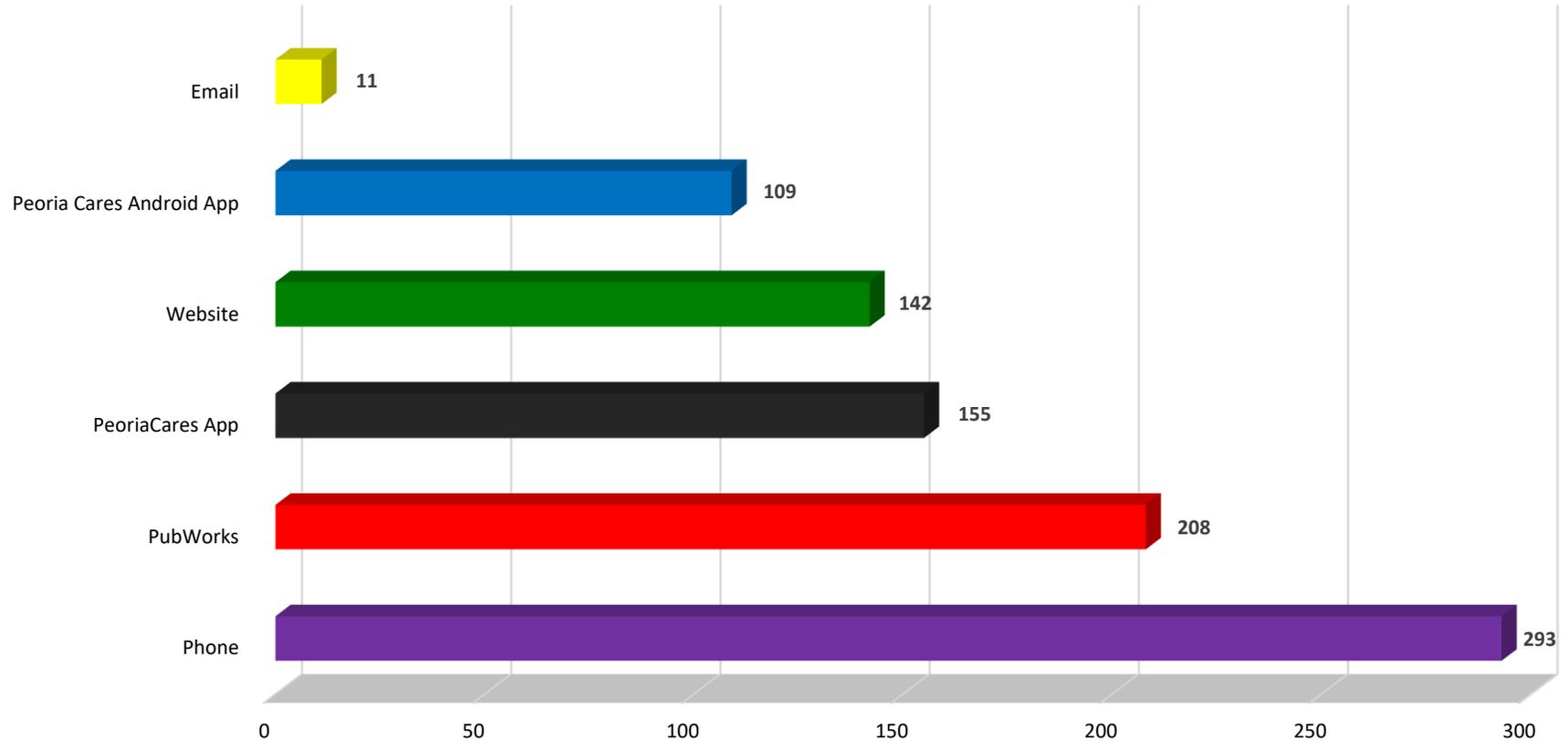
There was a total of 862 Peoria Cares complaints that were submitted in the month of August. These complaints have been drilled down and categorized to indicate their status.

Peoria Cares August 2019 Complaint Status



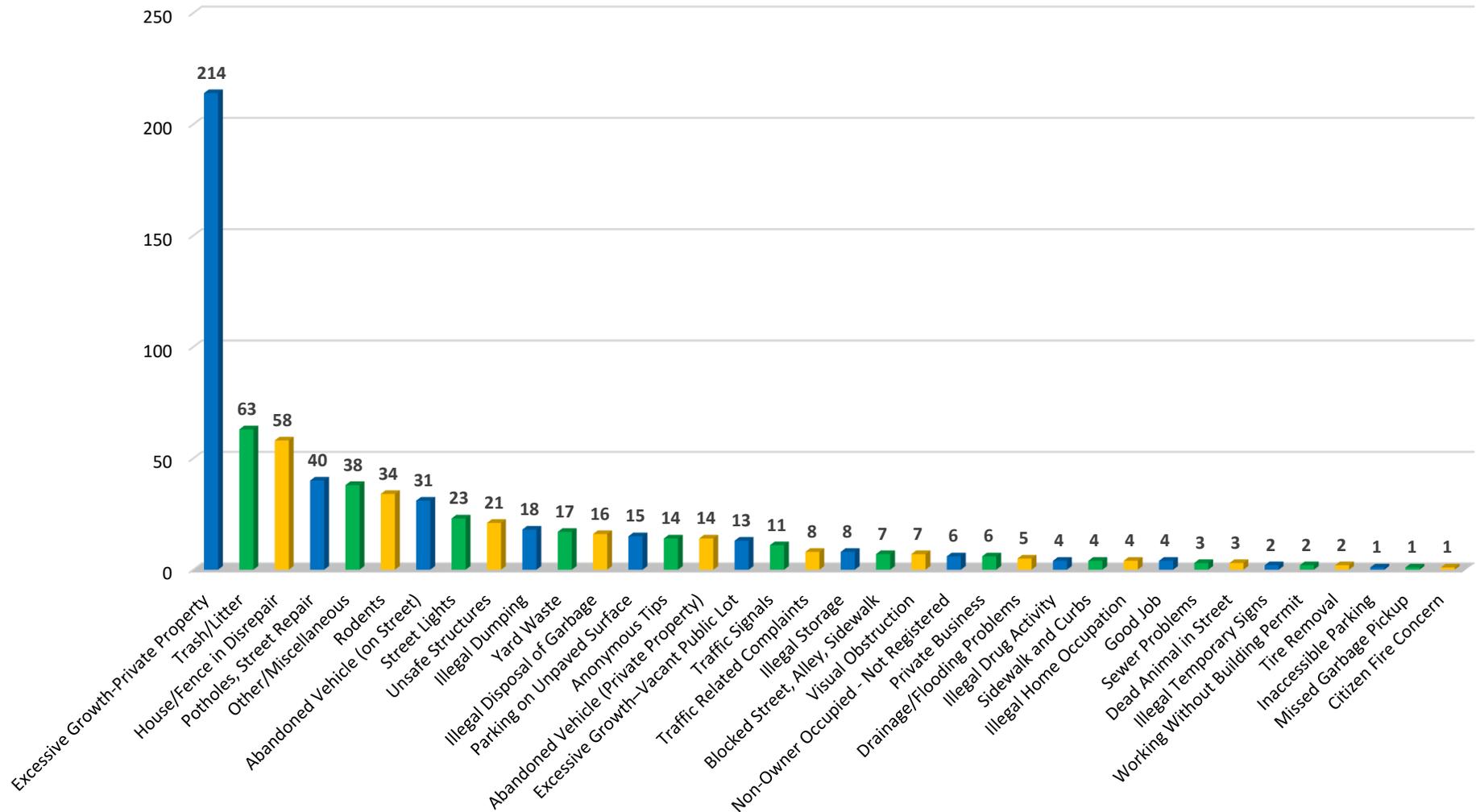
Out of the 862 Peoria Cares complaints, there are nine unresolved complaints that will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, to ensure we can quickly respond to each citizen's needs.

Peoria Cares Communicatin Transactions During the Month of September 2019



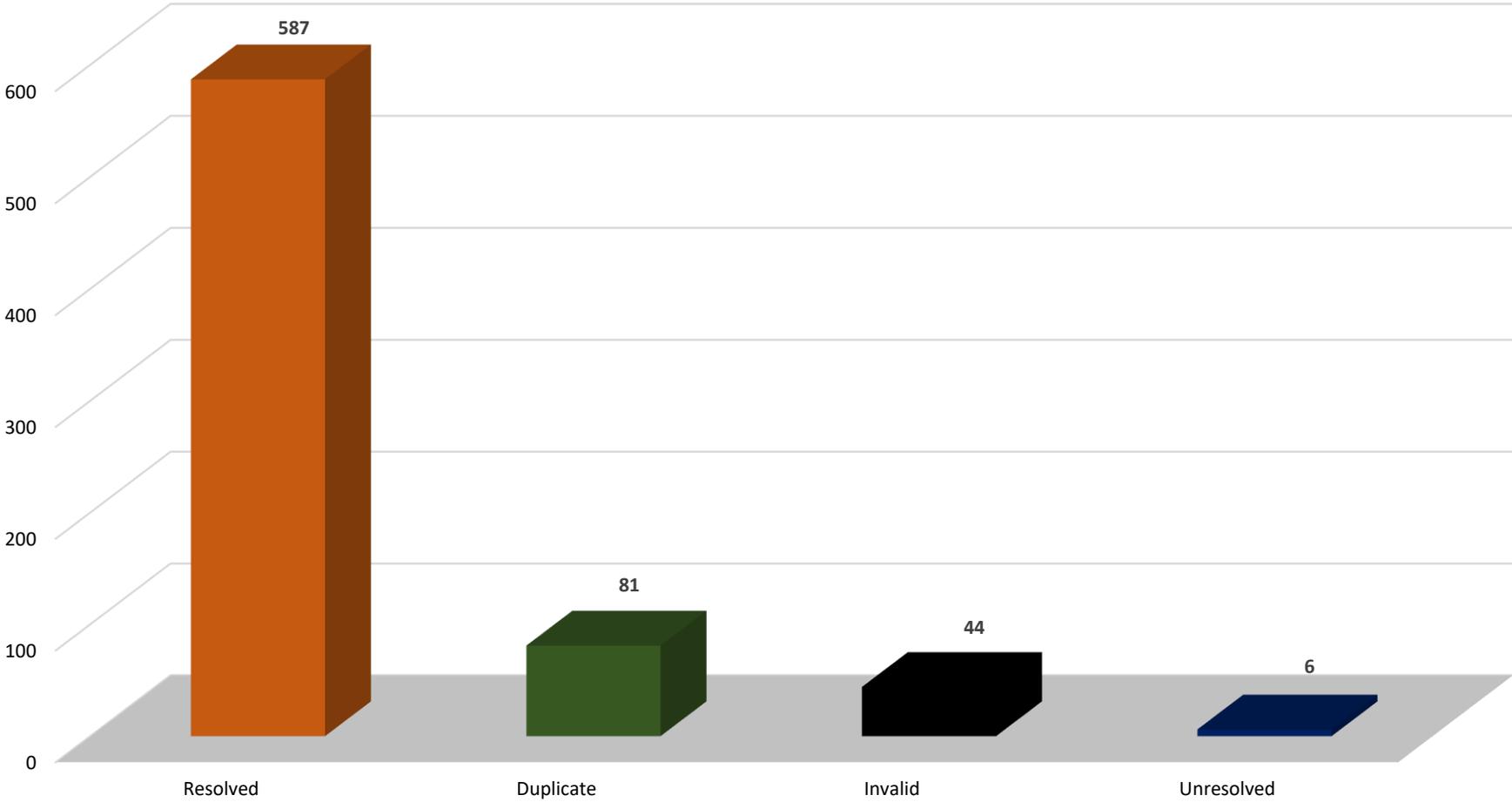
In September, a total of 1,093 calls were received from the Peoria Cares phone line. There were 293 phone calls that generated a Peoria Cares case and 208 phone calls that produced service requests. The cases were sent to the appropriate City Department(s). Each department handled the complaint from 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 September 2019 Complaints by Category



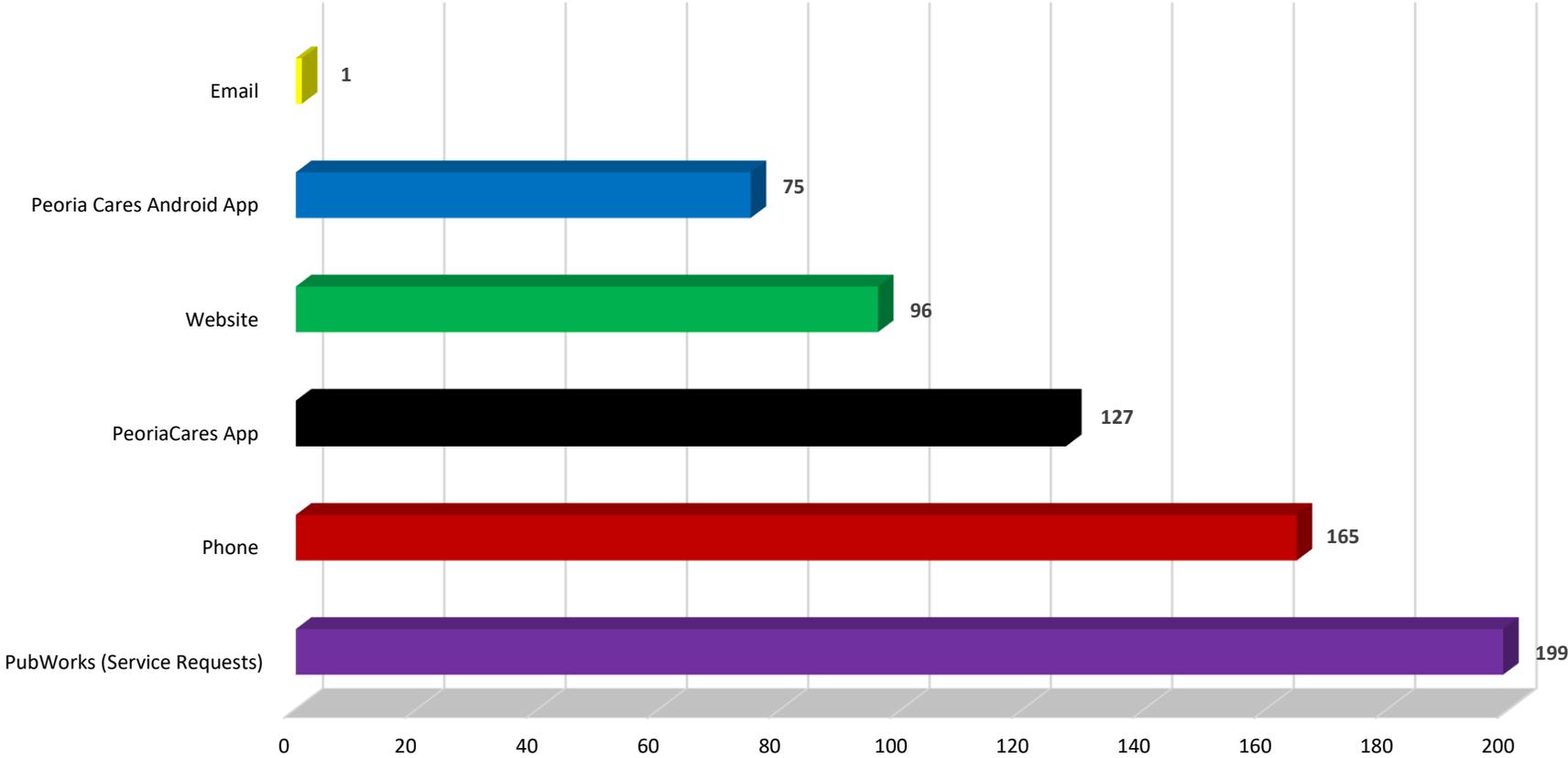
There was a total of 718 Peoria Cares complaints that were submitted in the month of September. These complaints have been drilled down and categorized to indicate their status.

Peoria Cares September 2019 Complaint Status



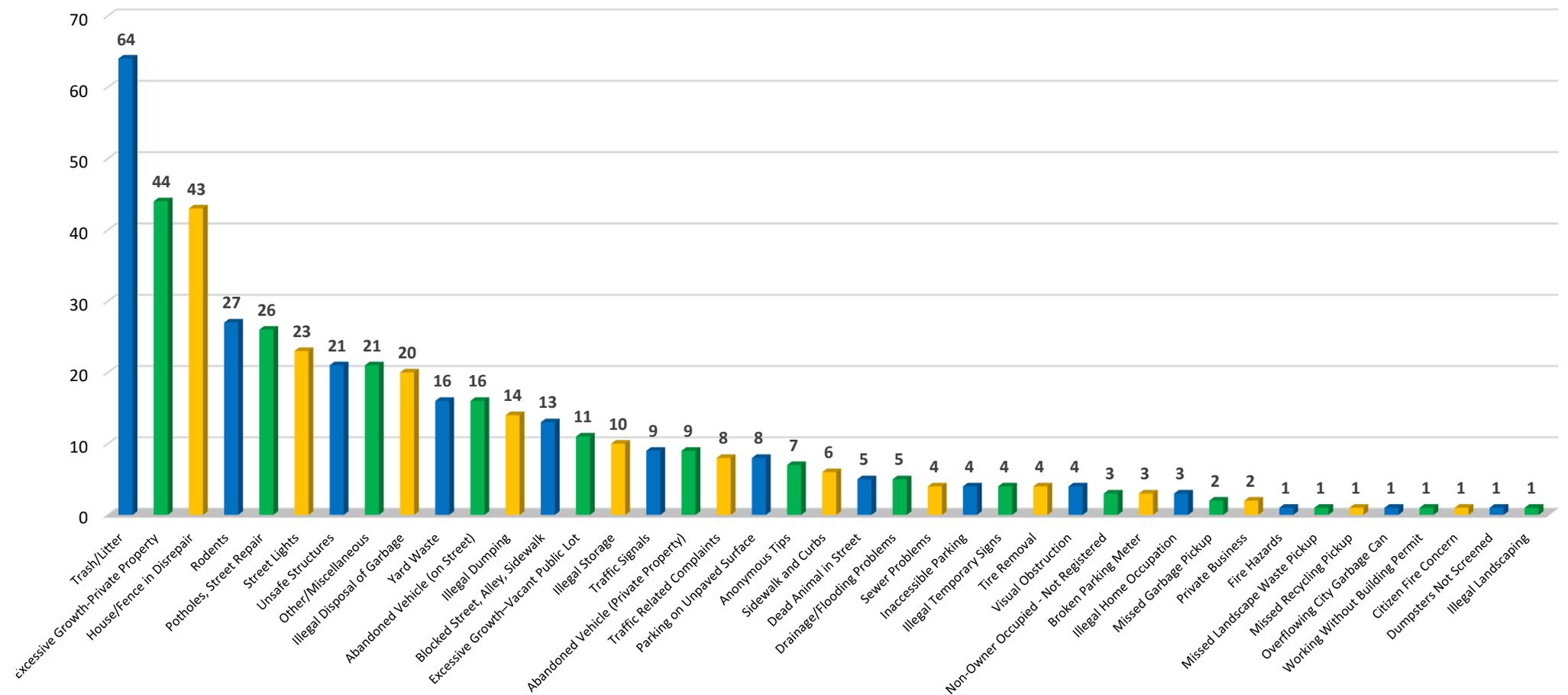
Out of the 718 Peoria Cares complaints, there are six unresolved complaints that will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, to ensure we can quickly respond to each citizen’s needs.

Peoria Cares Communication Transactions During the Month of October 2019



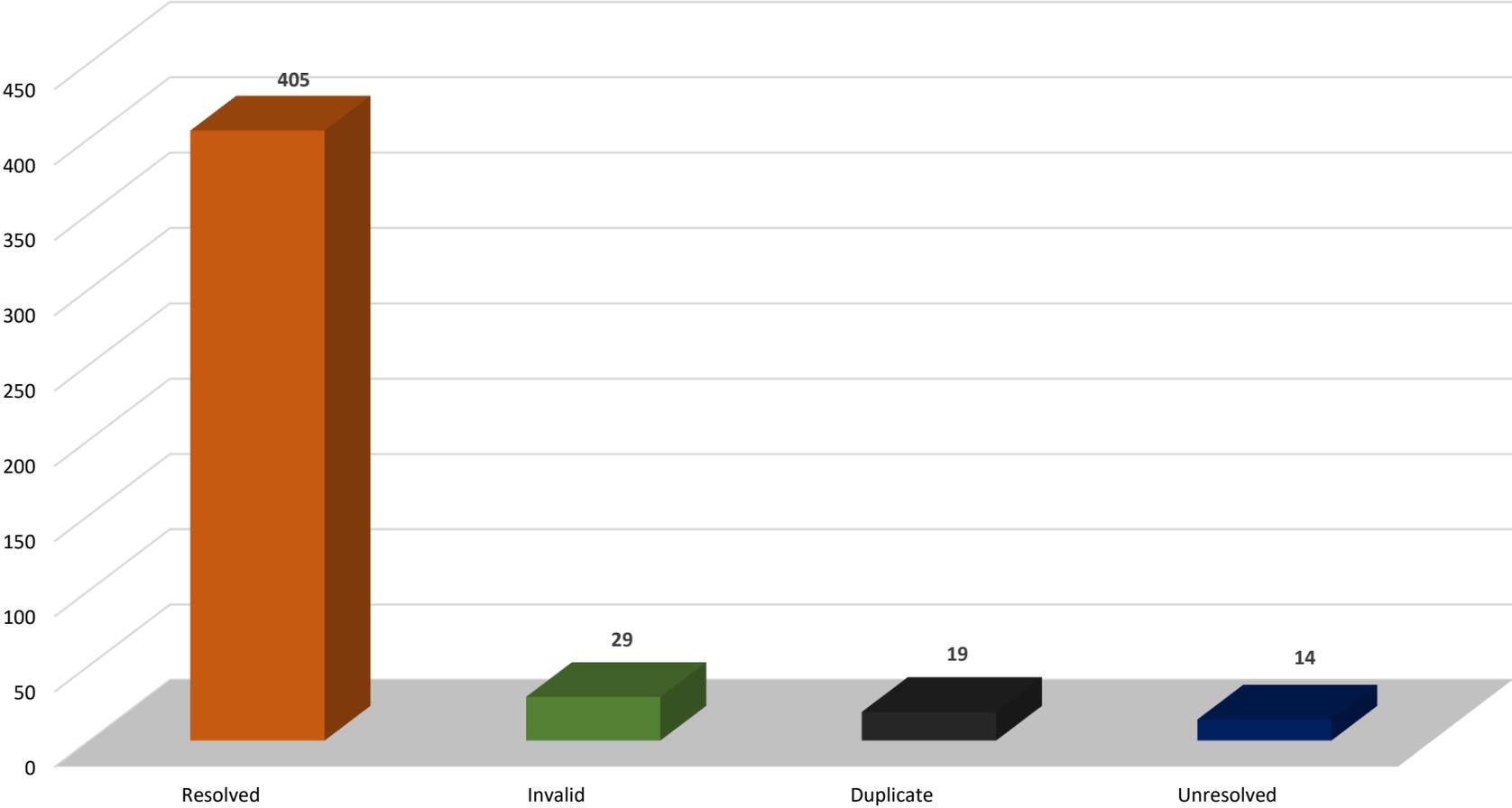
In October, a total of 927 calls were received from the Peoria Cares phone line. There were 165 phone calls that generated a Peoria Cares case and 199 phone calls that produced service requests. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start 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 October 2019 Complaints by Category



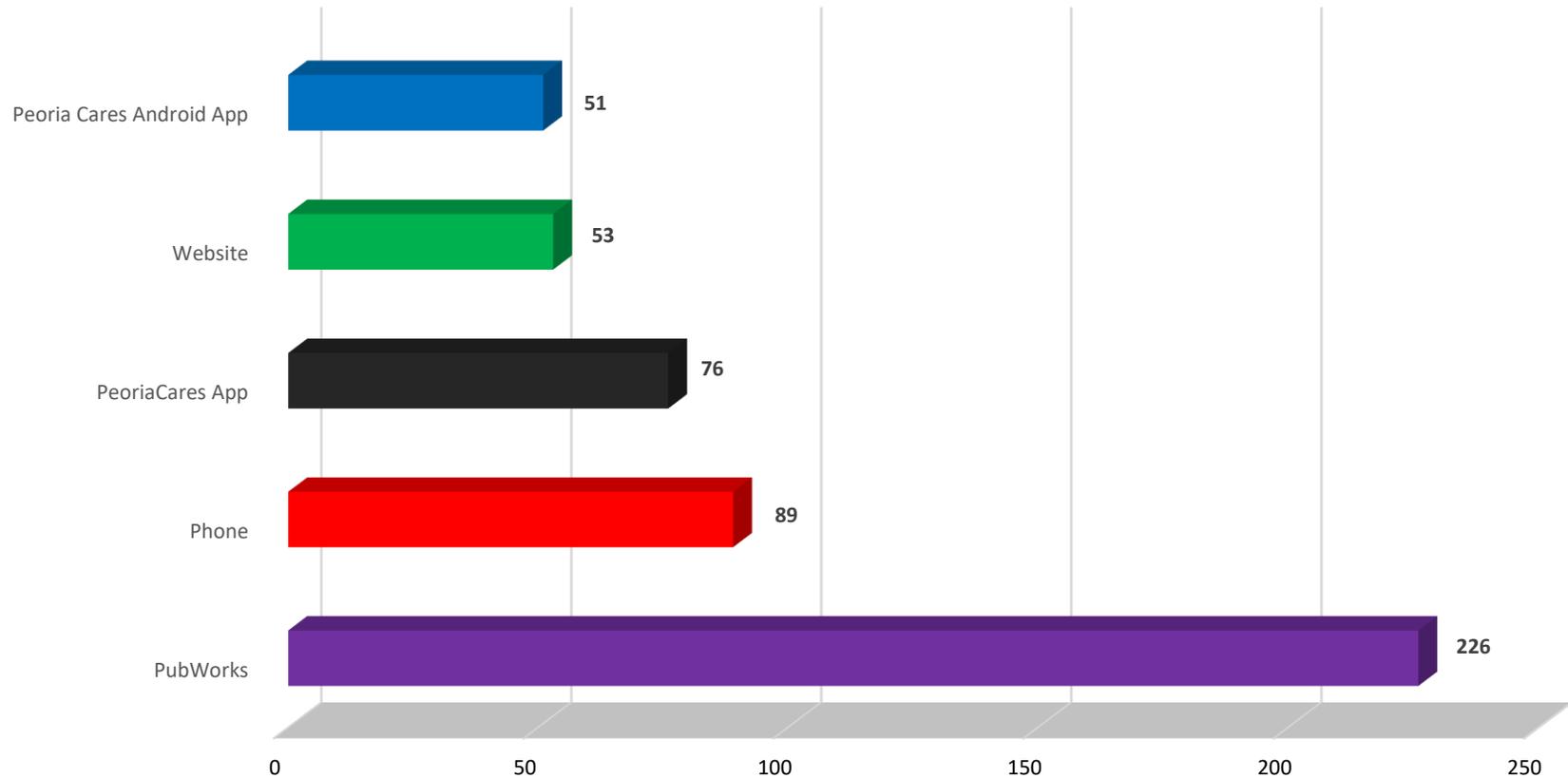
There was a total of 467 Peoria Cares complaints that were submitted in the month of October. These complaints have been drilled down and categorized to indicate their status.

Peoria Cares October 2019 Complaint Status



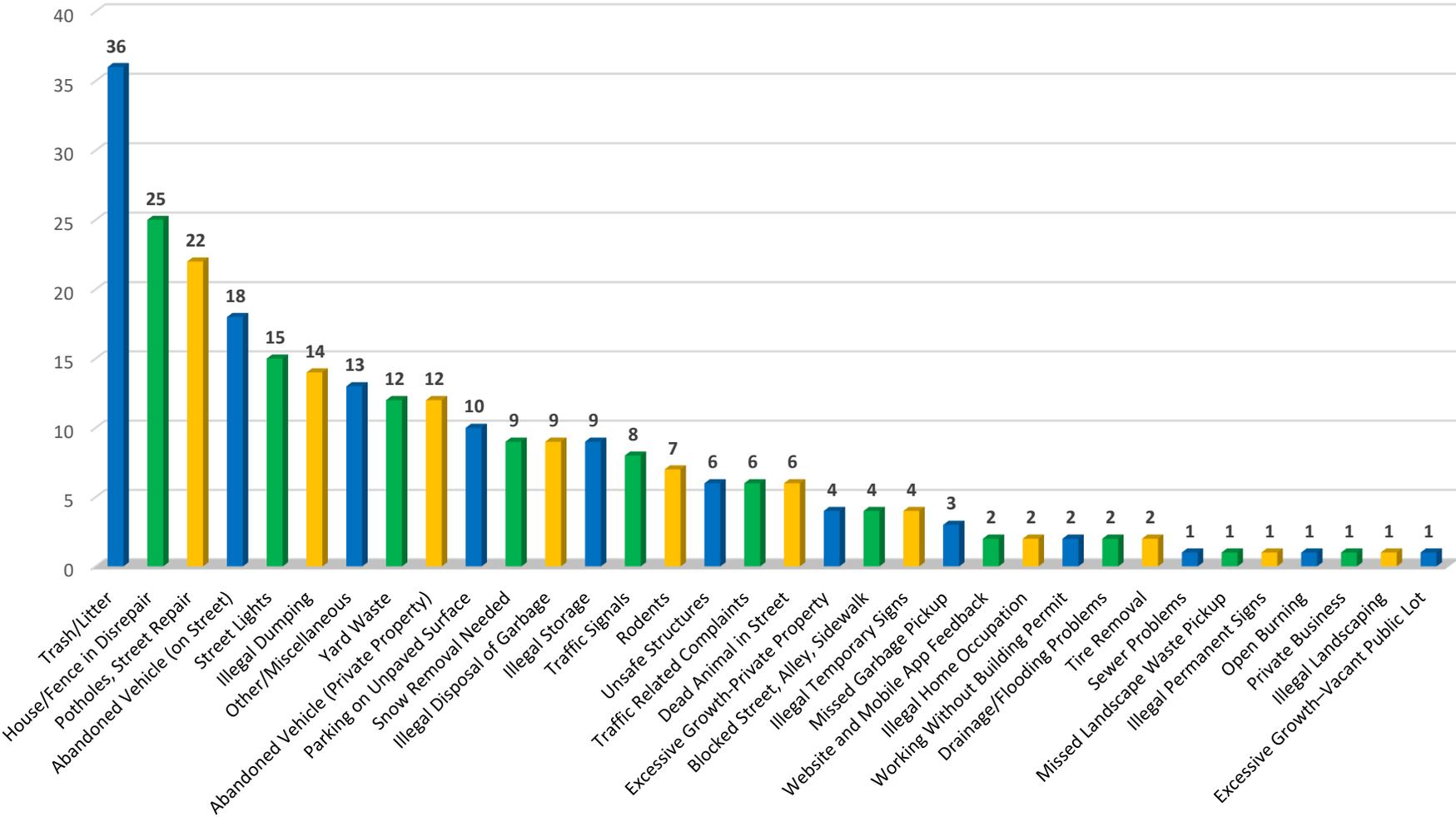
Out of the 467 Peoria Cares complaints, there are 14 unresolved complaints that will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, to ensure we can quickly respond to each citizen’s needs.

Peoria Cares Communication Transactions During the Month of November 2019



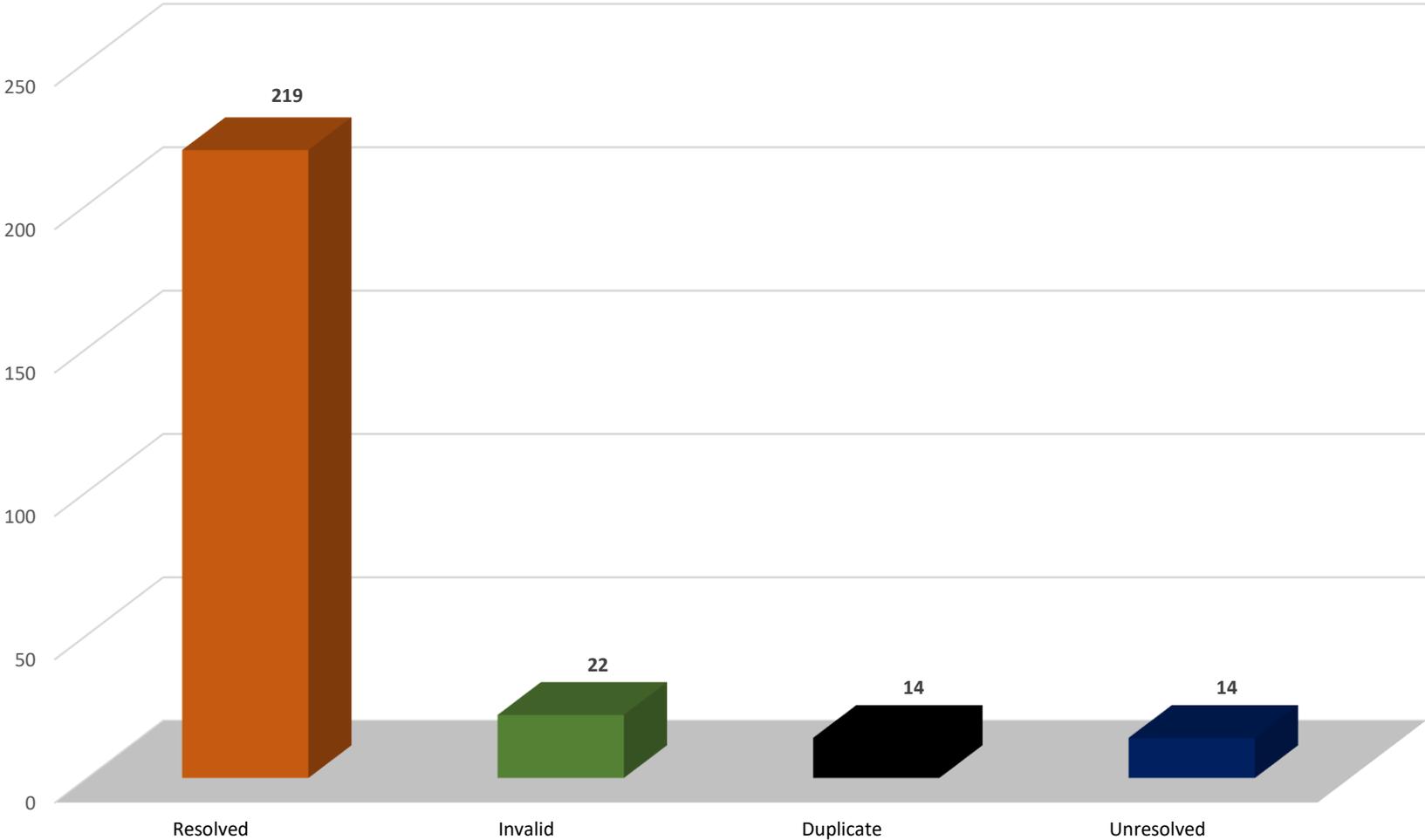
In November, a total of 692 calls were received from the Peoria Cares phone line. There were 89 phone calls that generated a Peoria Cares case and 226 phone calls that produced service requests. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start 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 November 2019 Complaints by Category



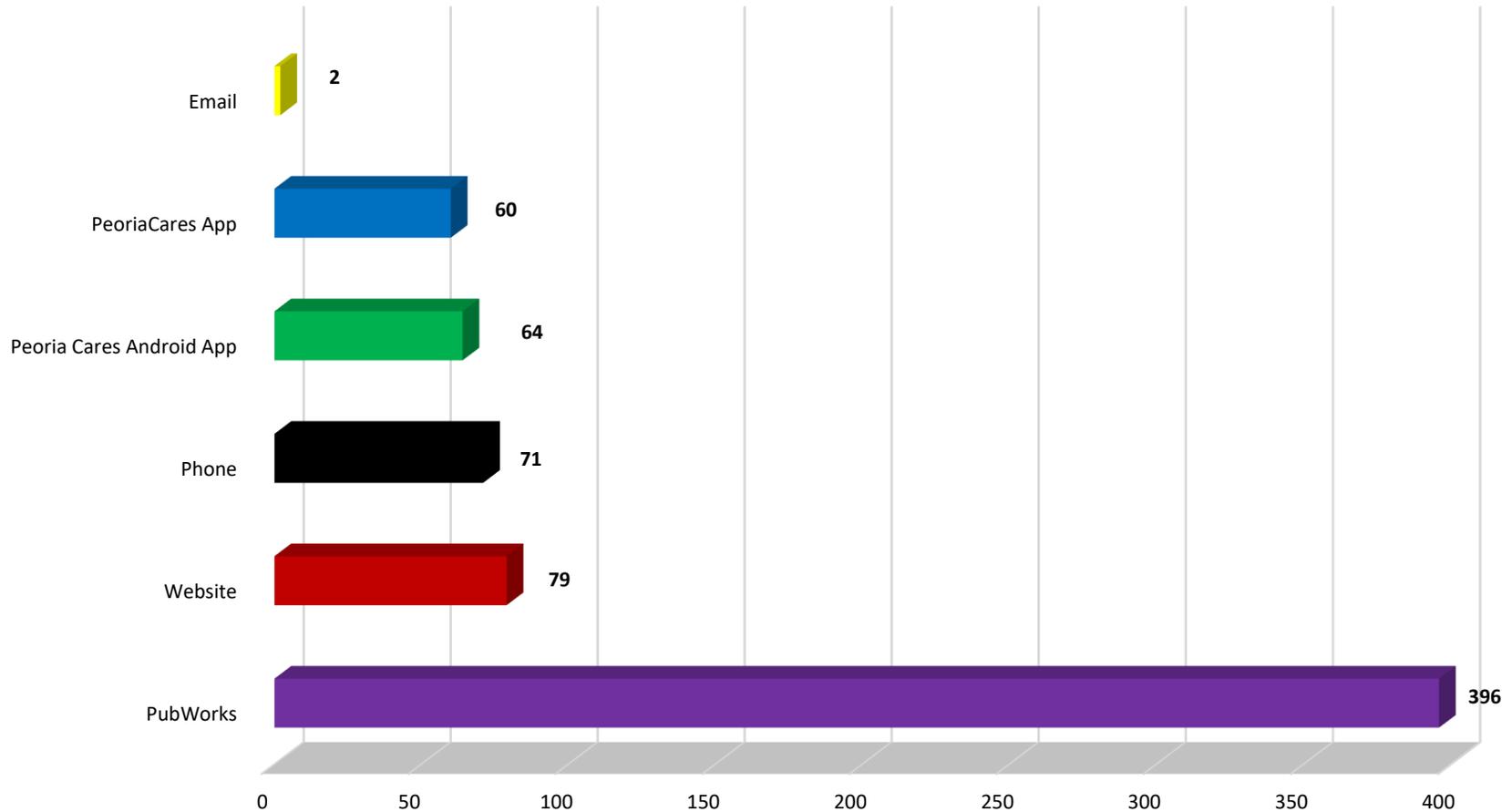
There was a total of 269 Peoria Cares Complaints that were submitted in the month of November. These complaints have been drilled down and categorized to indicate their status.

Peoria Cares November 2019 Complaint Status



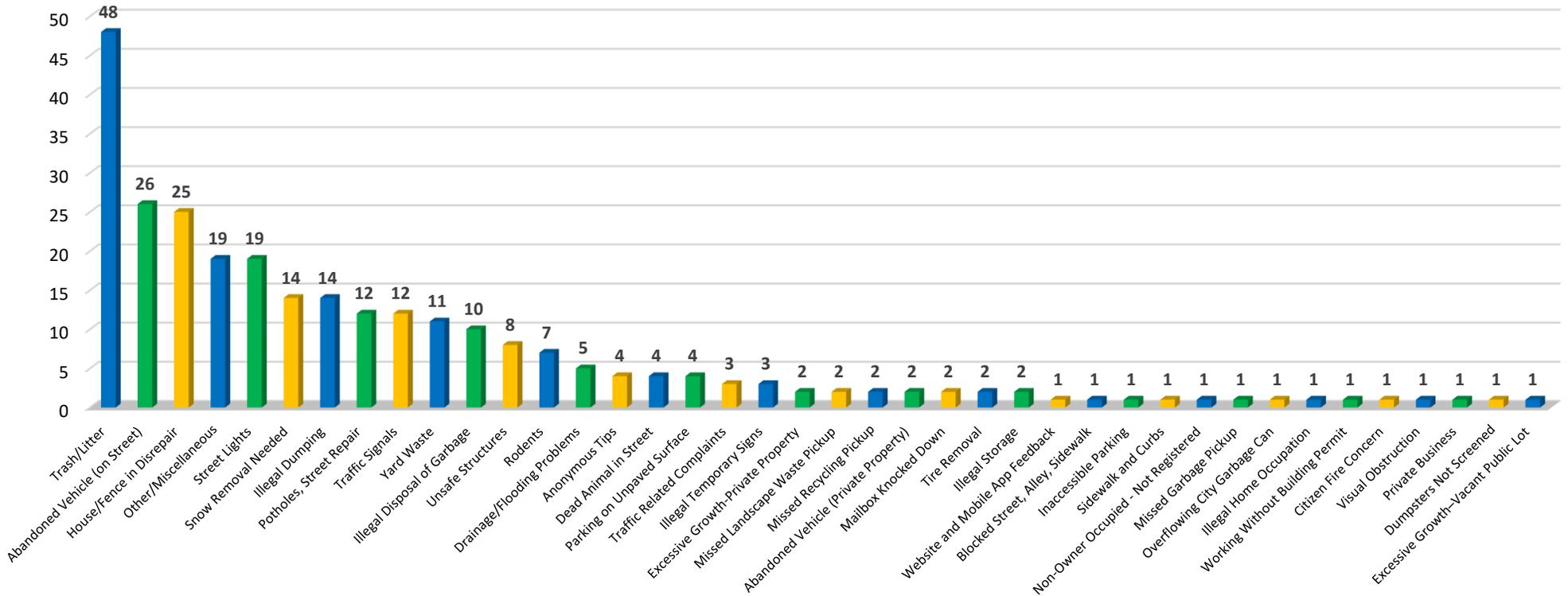
Out of the 269 Peoria Cares complaints, there are 14 unresolved complaints that will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, to ensure we can quickly respond to each citizen’s needs.

Peoria Cares Transactions During the Month of December 2019



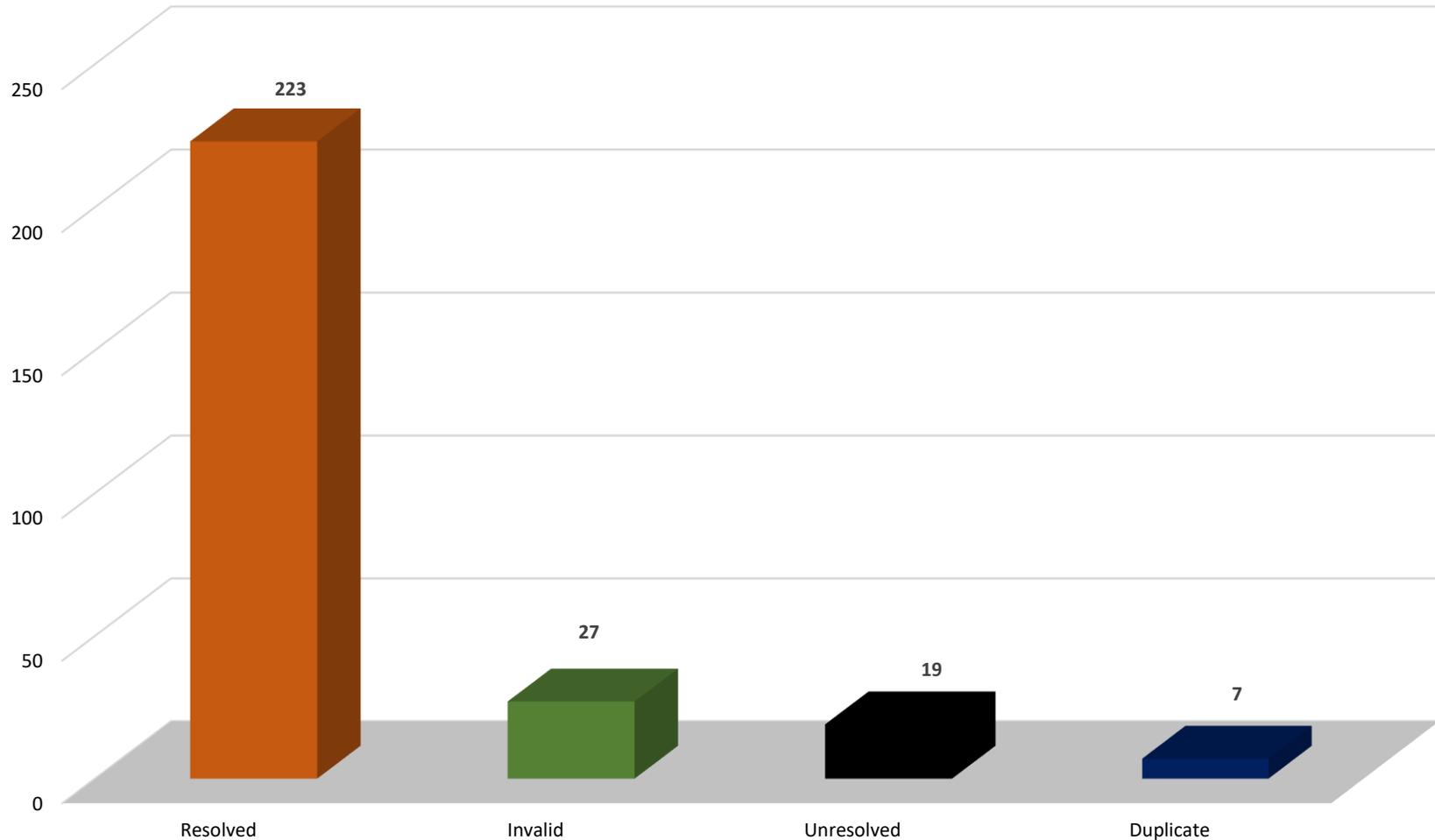
In December, a total of 689 calls were received from the Peoria Cares phone line. There were 71 phone calls that generated a Peoria Cares case and 396 phone calls that produced service requests. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start 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 December 2019 Complaints by Category



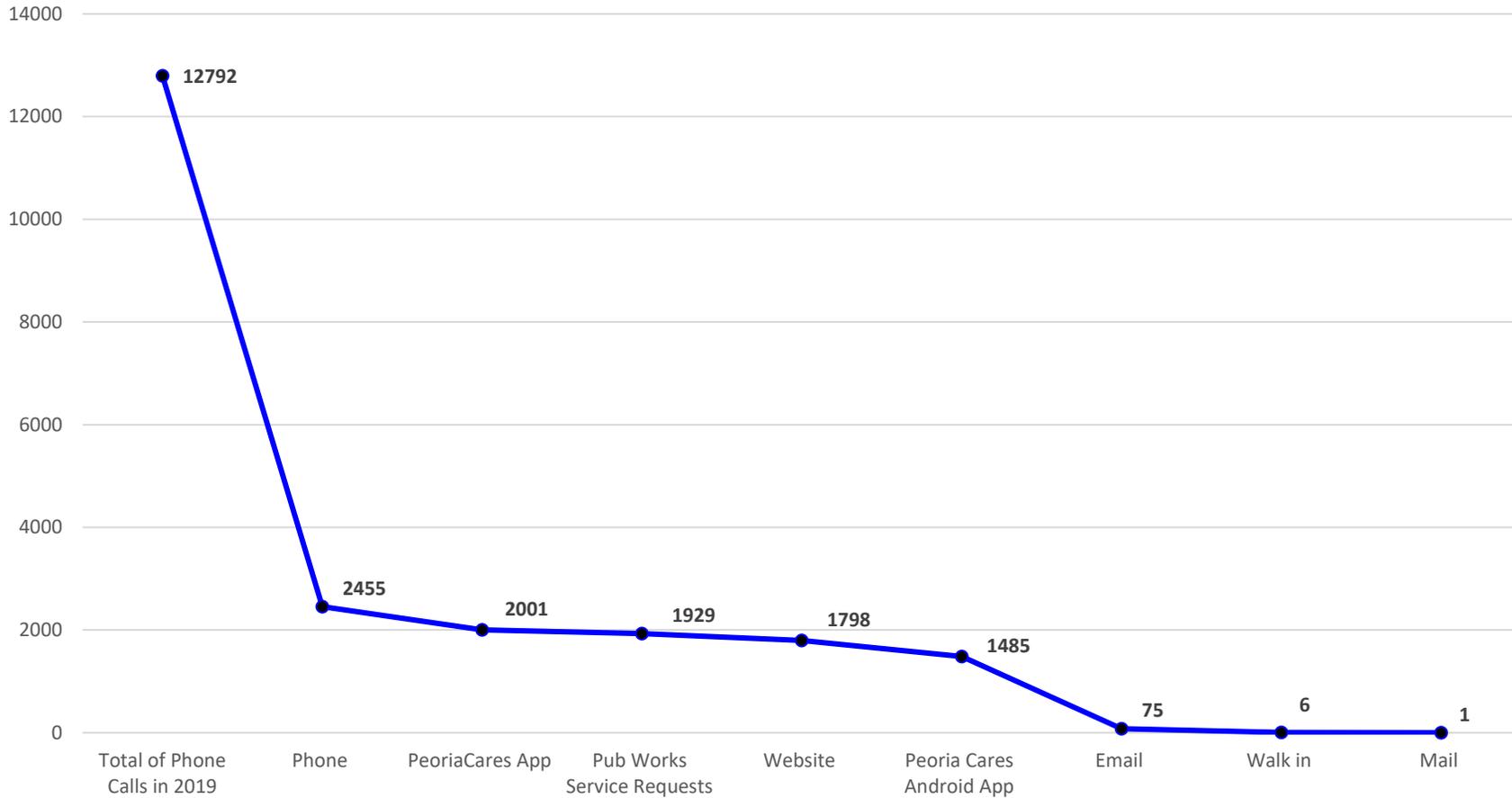
There was a total of 267 Peoria Cares complaints that were submitted in the month of December. These complaints have been drilled down and categorized to indicate their status.

Peoria Cares December 2019 Complaint Status



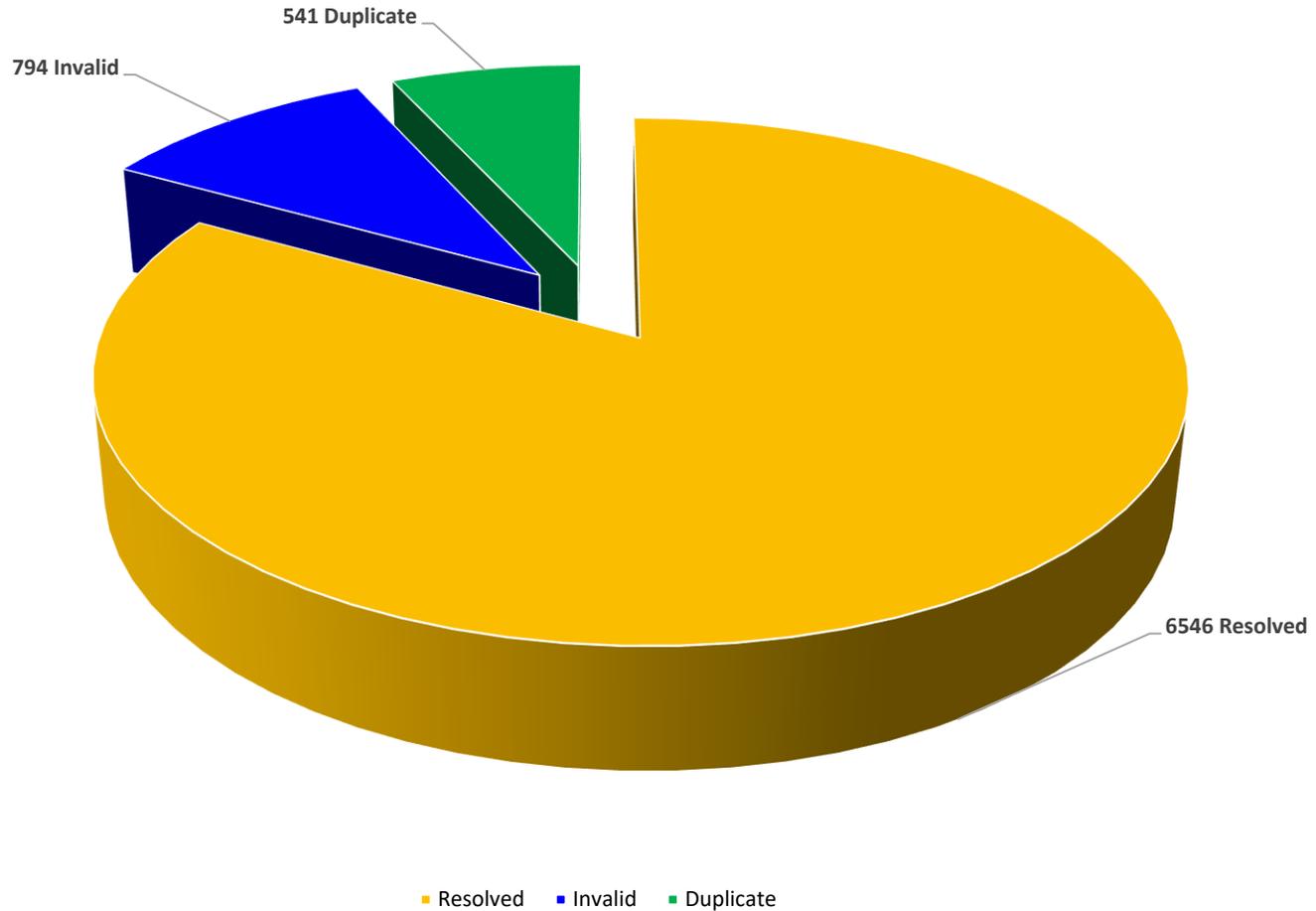
Out of the 267 Peoria Cares complaints, there are 19 unresolved complaints that will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, to ensure we can quickly respond to each citizen's needs.

Peoria Cares Annual Communications Transactions



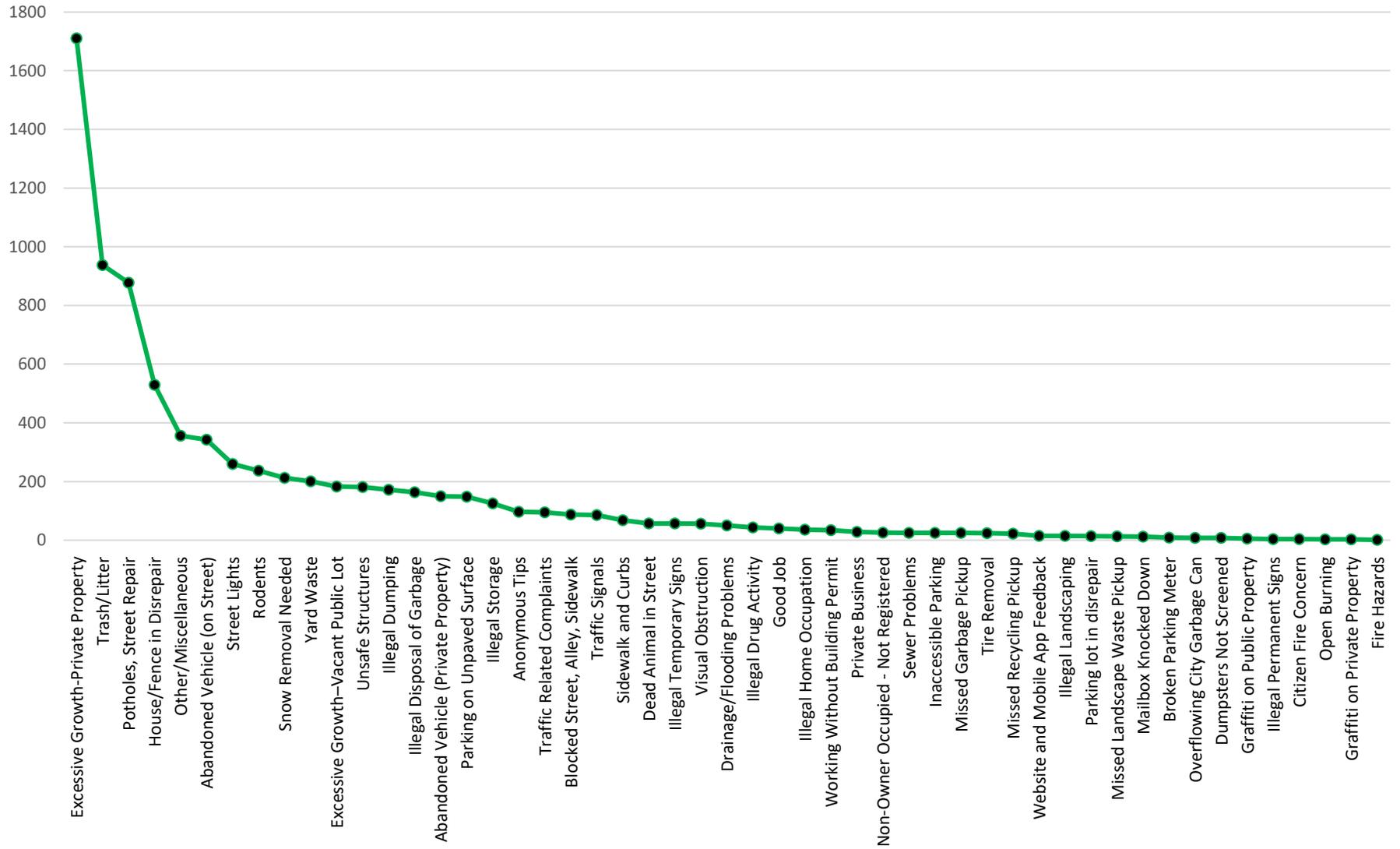
A total of 12,792 calls were received from the Peoria Cares phone line in 2019. There were 2,455 phone calls that generated Peoria Cares cases and 1,929 calls that produced service requests. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start to finish. Every call will always receive an optimum level of customer service; during this time period, there were calls that varied in response. 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 2019 Complaint Status

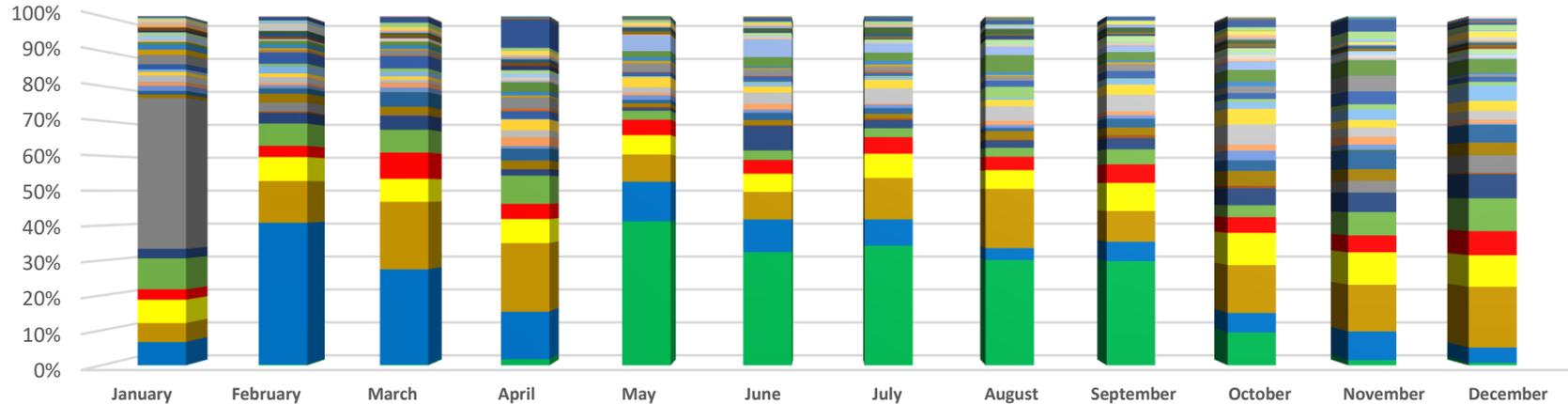


At the end of 2019, there were zero unresolved complaints in the Peoria Cares system. All unresolved cases from Peoria Cares have a resolution, through a department led process. All complaints are handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.

Peoria Cares 2019 Complaints by Categories

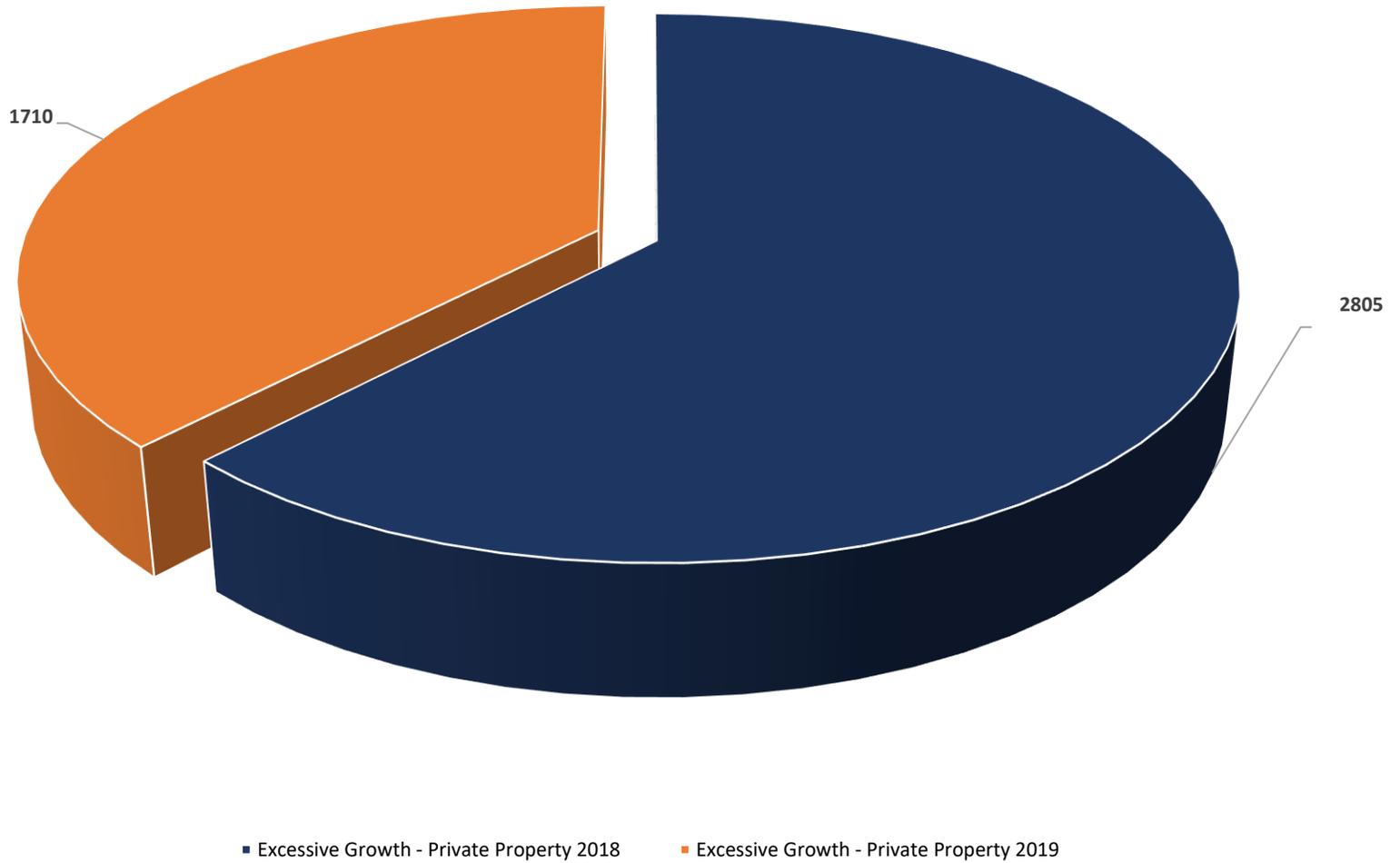


Peoria Cares 2019 Complaints by Categories (Cont.)

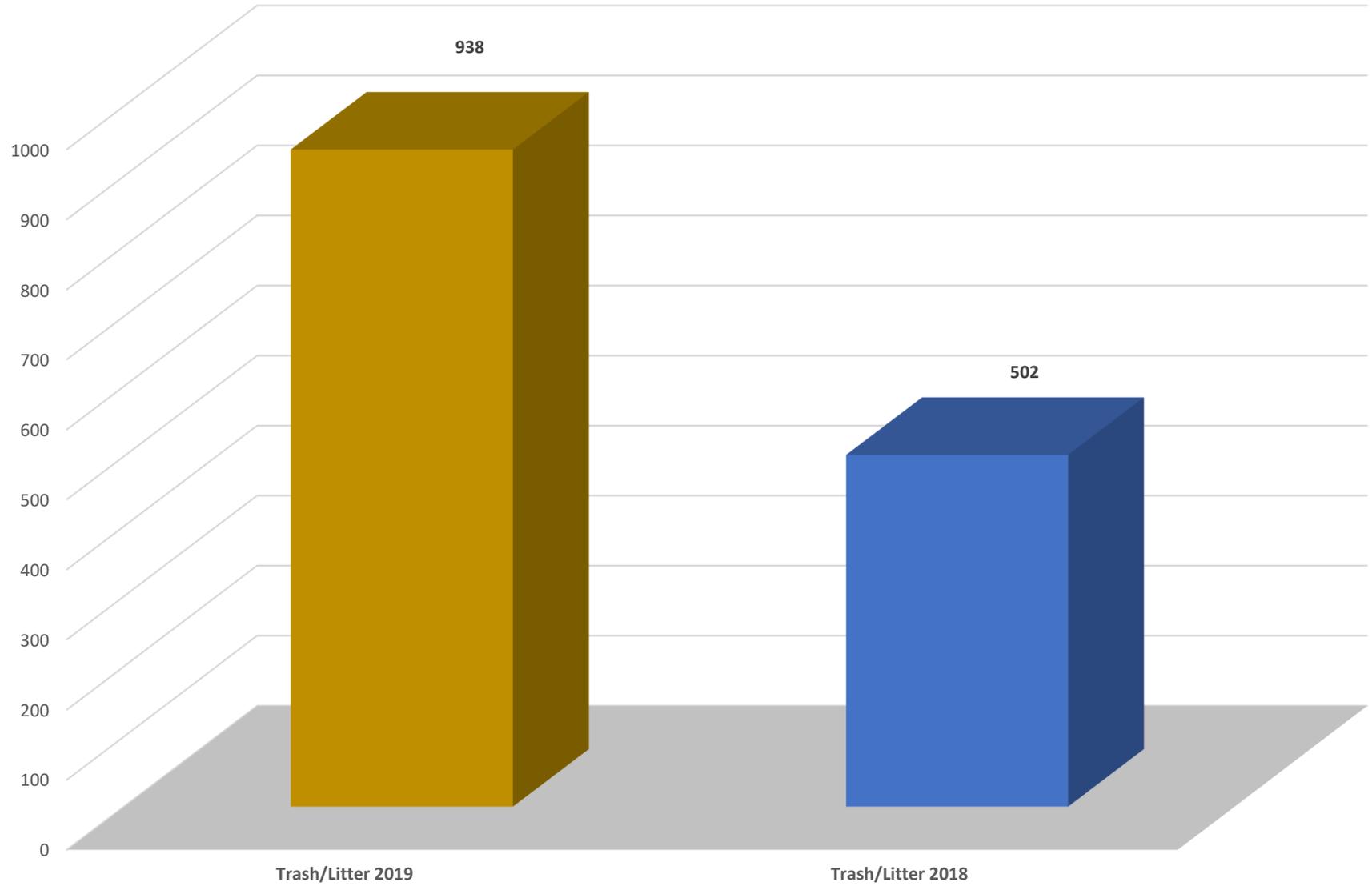


- | | | |
|------------------------------------|-------------------------------------|--------------------------------------|
| Excessive Growth-Private Property | Potholes, Street Repair | Trash/Litter |
| House/Fence in Disrepair | Other/Miscellaneous | Abandoned Vehicle (on Street) |
| Street Lights | 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 |
| Graffiti on Private Property | Missed Landscape Waste Pickup | Illegal Landscaping |
| Open Burning | Overflowing City Garbage Can | Citizen Fire Concern |
| Fire Permit Issued | | |

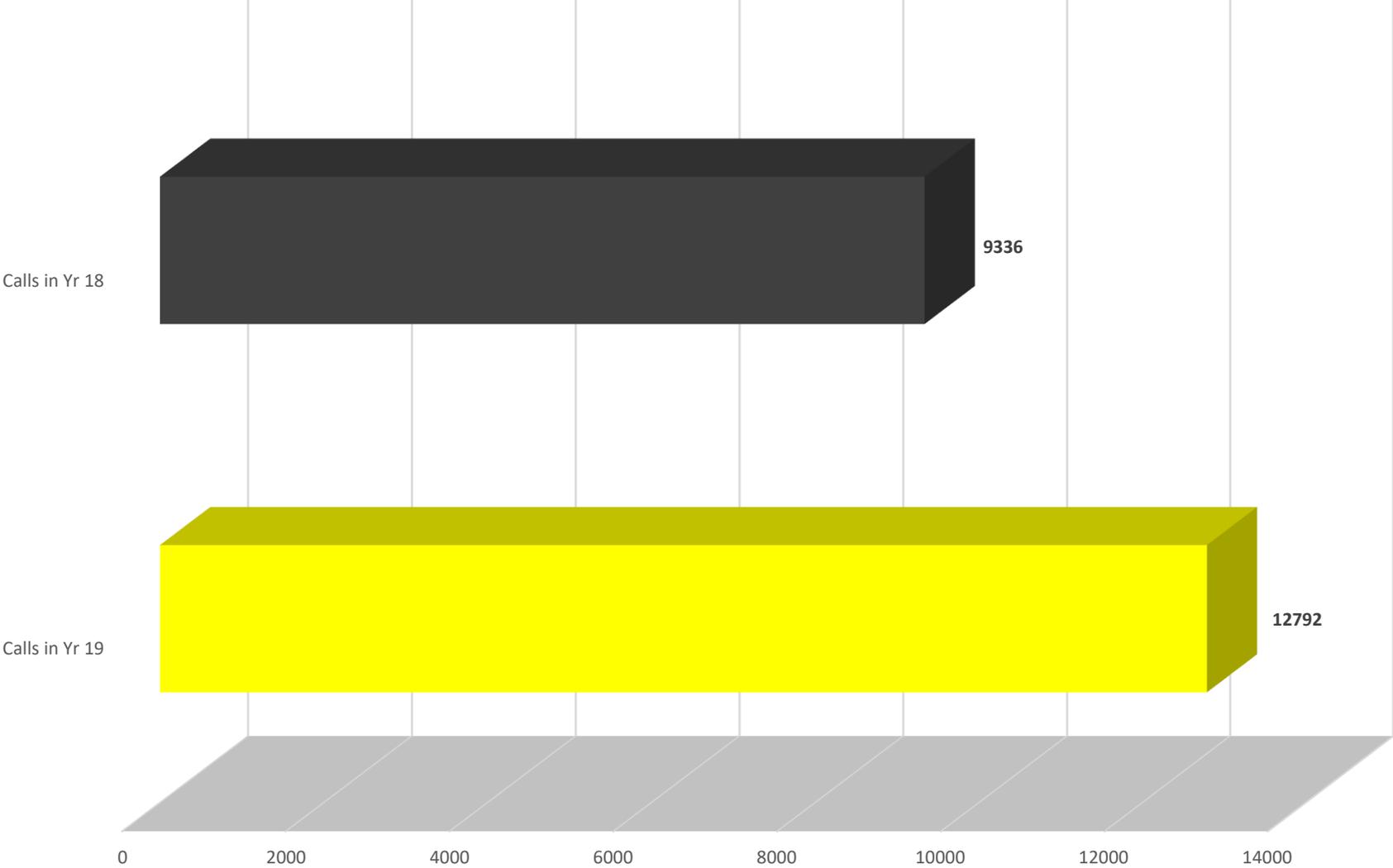
Highest Category of Peoria Cares Complaints Comparison



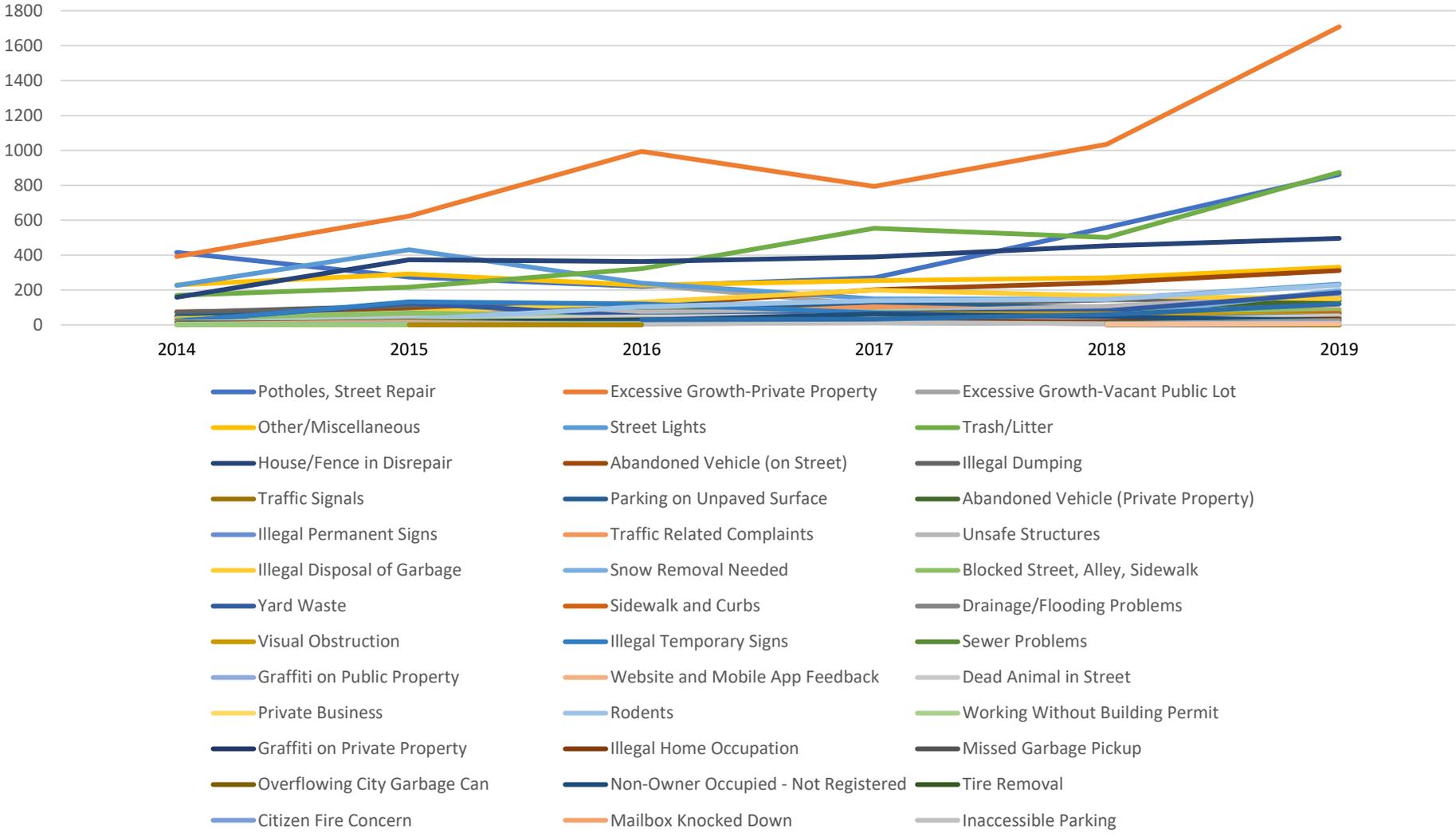
Highest Category of Peoria Cares Complaints Comparison (Cont.)



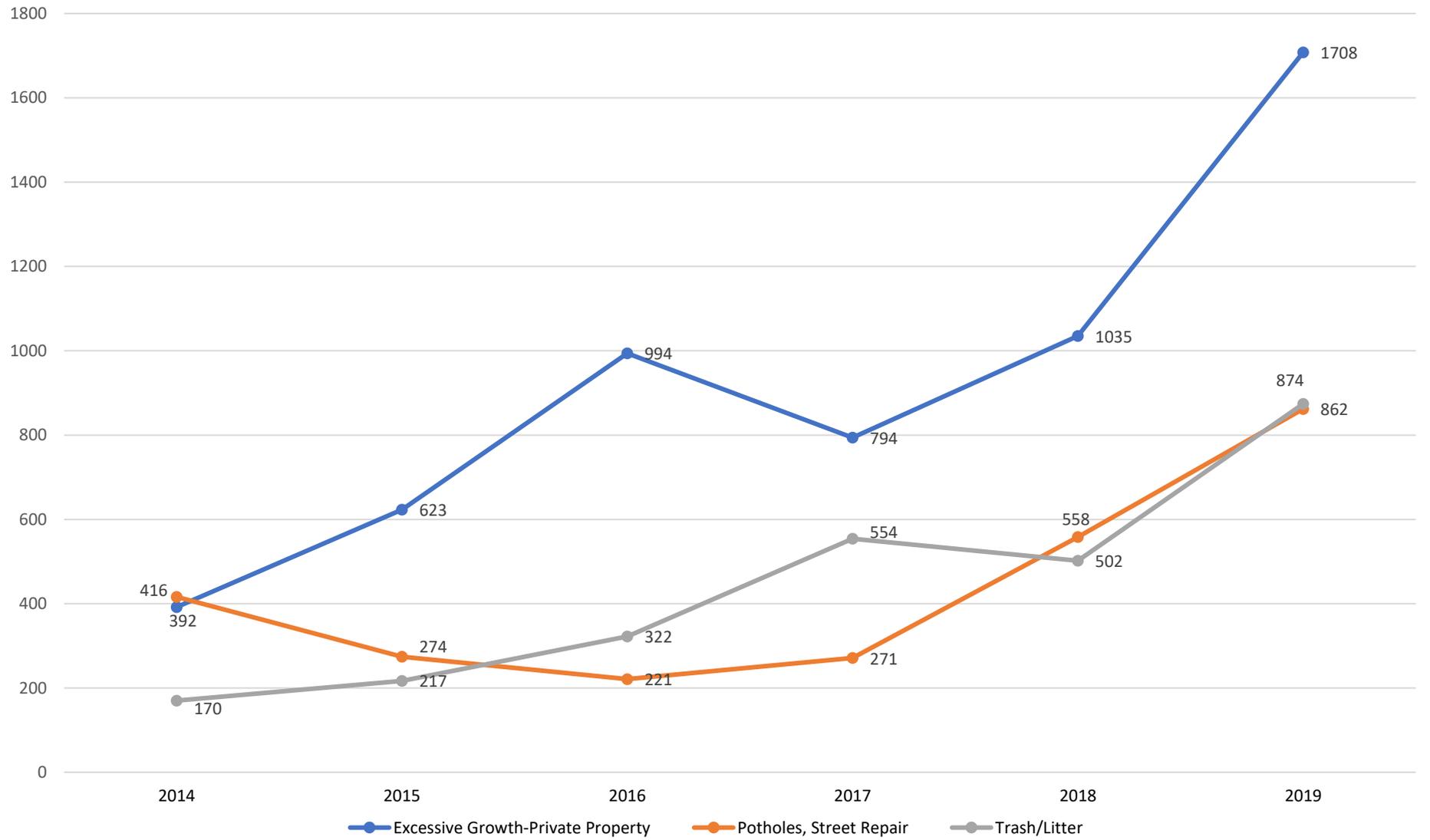
Peoria Cares Phone Calls from 2018 to 2019 Comparison



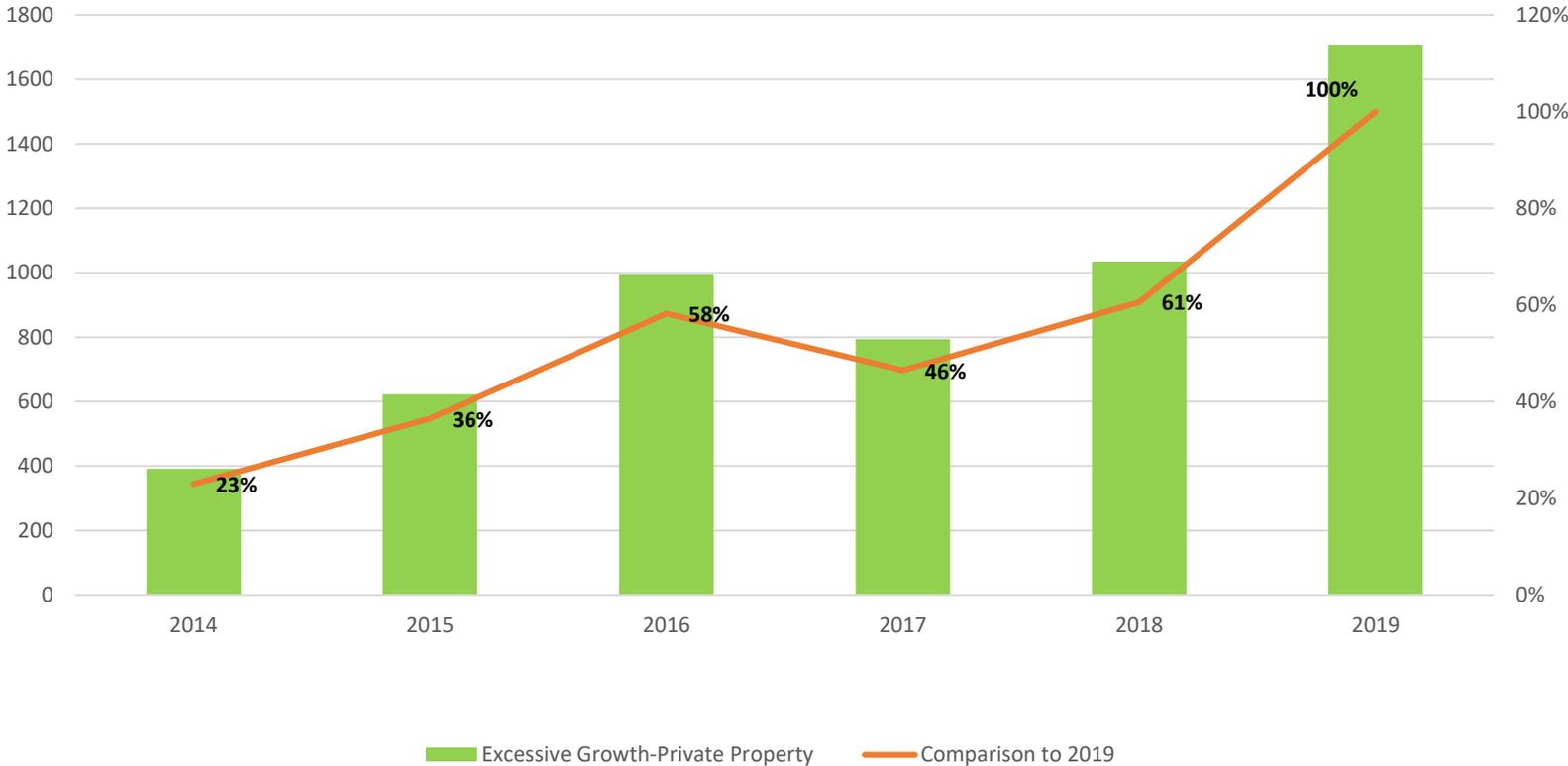
Peoria Cares Environmental Call Types



Peoria Cares Top Three Environmental Call Types

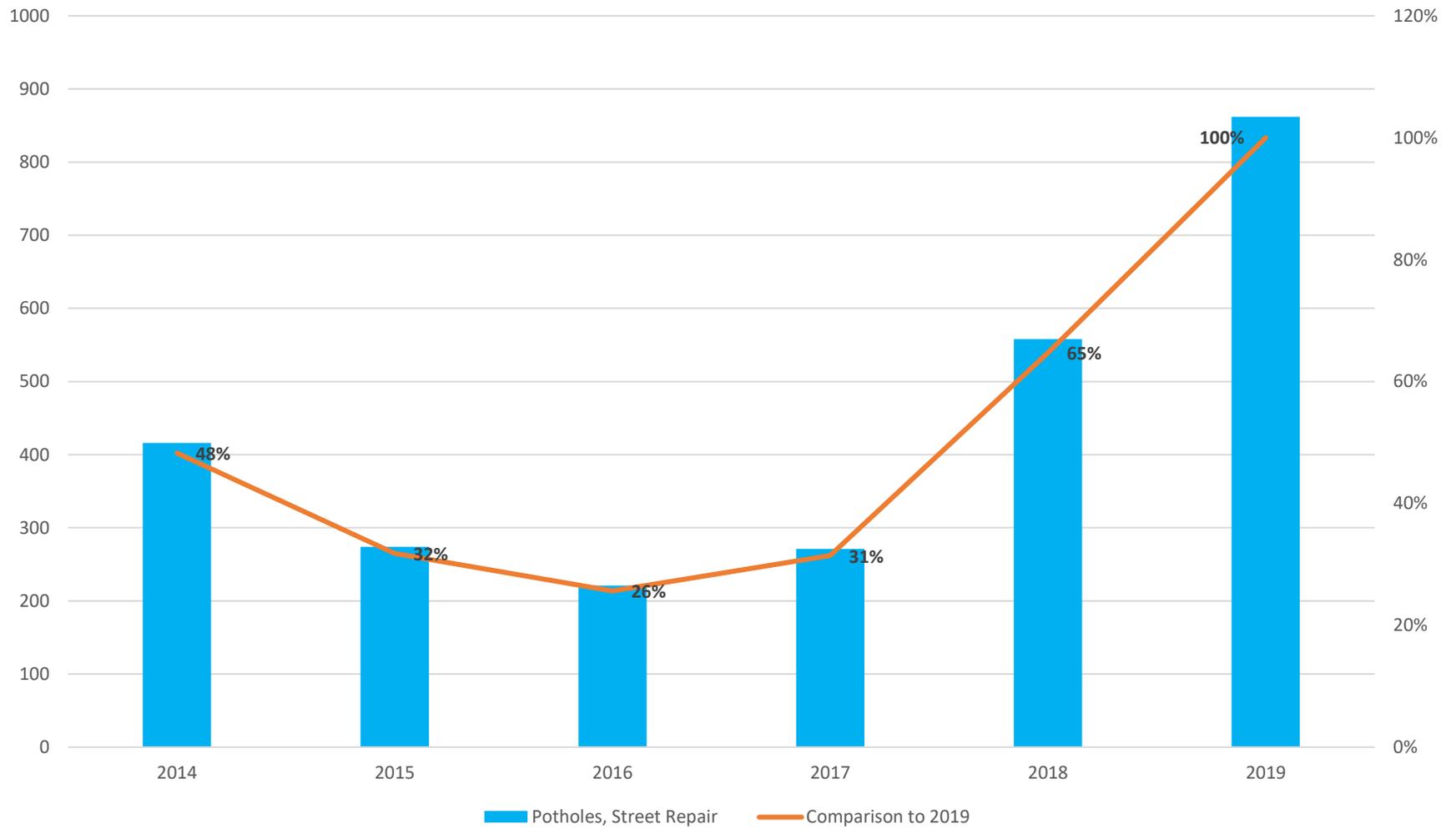


Peoria Cares Comparison by Percentage to 2019

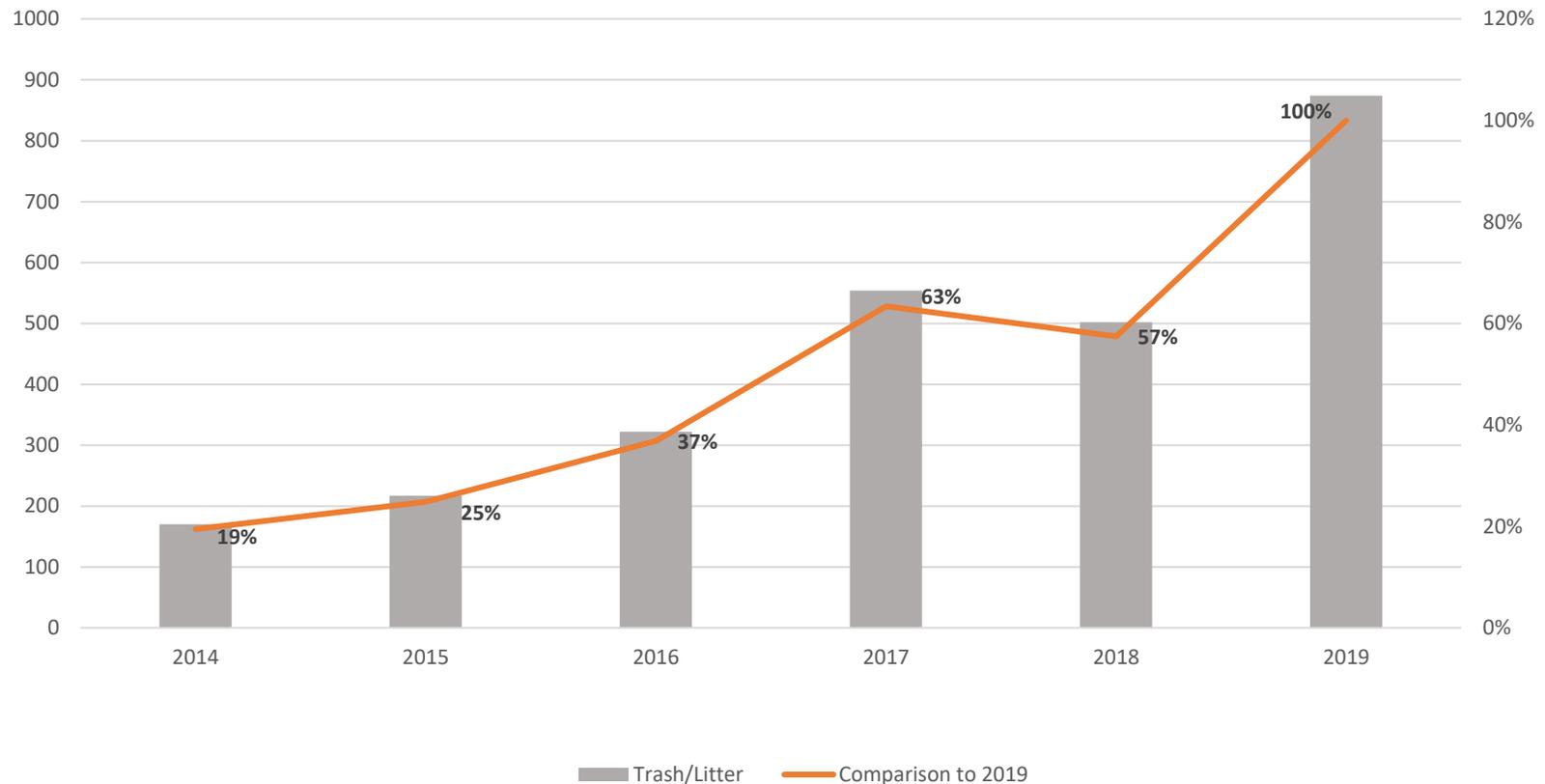


On August 27, 2018, Community Development closed the Code Enforcement front desk and transferred to an automated call system. This current system directs citizens to utilize Peoria Cares, to a much greater extent. Callers may press 1 to speak to a Peoria Cares representative. Also, citizens are encouraged to submit their complaint(s) online through the City of Peoria website. This transition supports the rise in Peoria Cares complaints in 2019. Previously, most of the code related complaints went directly to Community Development and they were not tracked through the Peoria Cares system.

Peoria Cares Comparison by Percentage to 2019



Peoria Cares Comparison by Percentage to 2019



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