



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council

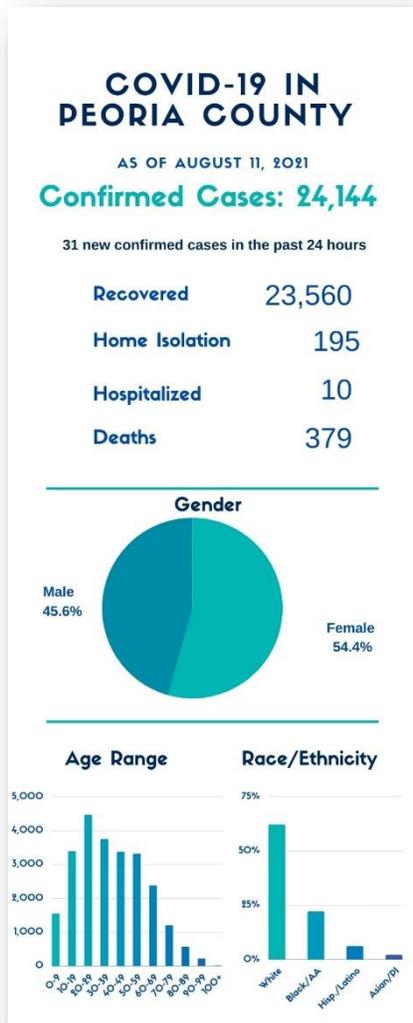
FROM: Patrick Urich, City Manager *Patrick Urich*

DATE: August 11, 2021

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 Daily Numbers Return**



Beginning this week the COVID-19 cases for our community will be posted on the City of Peoria [Facebook page](#), the Peoria County Facebook page and the Peoria City/County Health Department Facebook page. These numbers will be reported Monday-Friday.

### **City Manager's Office—Seeking Public Input for Coronavirus Rescue Plan Funds**

The Federal Government has allocated \$350 Billion for state and local governments of the \$1.9 trillion American Rescue Plan. Over the next two years, the City of Peoria will receive \$47,089,976 in Coronavirus State and Local Fiscal Recovery Funds (FRF). Last month, the City received the first \$23,544,988. The City Council voted in June to use \$10,301,585 of the FRF to eliminate the need to issue working cash bonds in 2021, and to curtail furloughs for affected non-union employees. \$36,788,391 remains to be obligated by December 31, 2024.

Congress outlined specific funding objectives:

- **Support urgent COVID-19 response efforts** to continue to decrease the spread of the virus and bring the pandemic under control.
- **Replace lost public sector revenue** to strengthen support for vital public services and help retain jobs
- **Support immediate economic stabilization** for households and businesses
- **Address systemic public health and economic challenges** that have contributed to the inequal impact of the pandemic

Within these objectives, Congress and the Treasury Department outlined several areas of allowable expenditures:

- **Support Public Health Response**
- **Address Negative Economic Impacts**
- **Replace Public Sector Revenue Loss**
- **Premium Pay for Workers**
- **Water and Sewer Infrastructure**
- **Broadband Infrastructure**

Since the pandemic has disproportionately impacted low-income families and communities of color, the FRF provides for additional flexibility for equity-focused services:

- Additional flexibility for the hardest-hit communities and families to address health disparities, invest in housing, address educational disparities, and promote healthy childhood environments
- Broadly applicable to Qualified Census Tracts, other disproportionately impacted areas, and when provided by Tribal governments

There are specific prohibited uses of the funds:

- Changes that reduce net tax revenue
- Extraordinary payments into a pension fund
- Rainy day fund deposits
- Funding debt service

**Take the survey today! To access the survey and learn more, visit**  
<http://www.peoriagov.org/engagepeoria/>

**City Manager’s Office—Masks Required in City Buildings**



On August 3, 2021, based on guidance from the Peoria City/County Health Department, CDC, and IDPH, new COVID-19 protocols were issued for staff and visitors to City buildings.

As of July 28, 2021, Peoria County entered the *substantial transmission level* for the spread of COVID-19 (“COVID”). Surrounding communities have also entered into substantial or high transmission levels. Peoria County’s positivity rate has generally increased daily since July 1, 2021, when the rate was at 1.0% compared to August 1, 2021, when Peoria County’s positivity rate was reported at 5.33%.

You can view Illinois’ COVID community transmission data at the following link: <https://www.dph.illinois.gov/COVID19/community-transmission>

On August 3, the City reissued COVID19 protocols for all staff and visitors to City buildings. You can access the protocols [HERE](#)

**Advisory Committee on Police-Community Relations to Host Virtual Townhall**

Residents interested in learning more about the Advisory Committee on Police-Community Relations should attend their August Virtual Townhall, scheduled from 6:00 pm-7:00 pm on August 26. This month’s featured guest will include Chief Eric Echevarria. Chief Echevarria was sworn in on July 30 as

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the City of Peoria Police Chief. Before coming to Peoria, Chief Echevarria served the Elgin Police Department for over 20 years, working in the Operations Bureau, Special Investigations, Major Investigations, and Resident Officer program.

The purpose of this meeting is to provide an opportunity for residents to provide ideas and feedback to the committee and to talk to the Chief. The meeting will be in ZOOM format, but there will also be a phone number available for those who do not have internet access. For those who only want to watch the meeting, it will be posted on the City of Peoria YouTube channel (cityofpeoriatv).

This Committee advises the Chief of Police, the Mayor, and the City Council on matters to improve police-community relations. As a committee that provides independent means of communication and assistance between the citizens of Peoria and the Peoria Police Department, engaging with residents is one of the top priorities for this volunteer-run group.

**To virtually attend the August 26 townhall**, please email Christina Kirby at [ckirby@peoriagov.org](mailto:ckirby@peoriagov.org) by noon on August 26. You will be provided with further instruction after receipt of that email. You can also call 309.494.8335.

If you are unable to attend but would like a public comment to be read into the record, please email Ms. Kirby at the above email address by noon on August 26. Public comments will be read into the record at the end of the meeting. Please note that comments will be limited to five minutes. The meeting will conclude at 7:00 p.m. Any comments not read at this meeting will be read at the following meeting.

Additional information on the Advisory Committee on Police-Community Relations can be found on the City's website <http://www.peoriagov.org/boards-commissions/>

### **Community Development-2022 CDBG Public Services Application Open**

The application period for 2022 Community Development Block Grant (CDBG) Public Services funding is open until 3:00 PM on Friday, September 3rd.

This funding is available to not-for-profits, 501(c)3 organizations, and government agencies to provide services to low- and moderate-income residents of the City of Peoria. Eligible applications will be reviewed by the CDBG Public Services Advisory Commission, and agencies will be notified of funding decisions following City Council approval.

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The City of Peoria receives CDBG funding each year from the U.S. Department of Housing and Urban Development (HUD). Up to 15% of the annual funding amount can be used to fund public services programs serving low- and moderate-income persons.

To learn about program eligibility, access the application, or view materials from the application training sessions, please visit [The Community Development webpage](#) and click on “Applications & Forms,” > “CDBG Public Services.”

For other questions, please contact Grants Coordinator Cassie Belter at [cbelter@peoriagov.org](mailto:cbelter@peoriagov.org) or 309-369-2060.

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

We have all learned during the past 15 months the importance of face-to-face, personal contact, whether with family, in business and in the classroom.



Research studies demonstrate the positive impact home visits by teachers and administrators can have on student attendance, classroom behavior, academic achievement and parental involvement. After a year of virtual and hybrid learning, home visits are even more important.

This week, teachers, administrators, counselors and other staff members are out visiting students’ home as part of the 2021 Because We Care initiative, an annual campaign from Peoria Public Schools leading up to the school year. Despite record-breaking heat and a few downpours, teams of school staff members are visiting the homes of students to remind parents that school starts next week. The visits help school staff determine whether families have specific needs related to the school year such as accessing school supplies, uniforms or technology or making sure their student’s physicals and immunizations are up to date.



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As the new school year begins, it is vital that we repair learning for our students after the tumult of the past 16 months. Establishing strong relationships with parents and caretakers will help our students move forward after a challenging year.

With Gratitude,

A handwritten signature in blue ink that reads "Sharon Desmoulin-Kherat". The signature is fluid and cursive, with the first name being the most prominent.

Dr. Sharon Desmoulin-Kherat  
Superintendent

#### Community Development Weekly Report

- Please see attachment

#### July Peoria Cares Report

- Please see attachment

# WEEKLY DEVELOPMENT ACTIVITY REPORT

## CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT

**Date: 8/11/2021**

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           | 1          | 31            |
| Development Center Permits Issued | 22         | 836           |
| Total Value of Development (YTD)  | \$ 795,842 | \$ 47,626,033 |

### 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 |
|-----------------|----------------------|-----------------------|-------------------------------|------------------|------------------|
| COM-003186-2021 | 8000 N Harker Rd     | Commercial Alteration | Other – Foundation            | 5                | LA               |
| COM-003182-2021 | 2145 N Knoxville Ave | New Construction      | New Car Wash – Tommy Car Wash | 2                | KW               |
| PZ-000465-2021  | 1314 N Sheridan Rd   | Special Use           | Short-term Rental             | 2                | KW               |
| PZ-000474-2021  | 1310 E Dickison Ln   | Annexation            | Farmland                      | 5                | LA               |

#### Additional Activity

- These projects are not subject to review by the Development Review Board.

| Job/Project # | Address | Type | Description | Council District | Planner Assigned |
|---------------|---------|------|-------------|------------------|------------------|
|---------------|---------|------|-------------|------------------|------------------|

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

|                  |                      |      |  |   |    |
|------------------|----------------------|------|--|---|----|
| SIGN-003196-2021 | 1217 W Glen Ave      | Sign | Wall signs & freestanding – Tommy Car Wash   | 3 | GW |
| SIGN-003197-2021 | 1700 NE Adams St     | Sign | Wall Sign/Rooftop – Obrien Steel             | 2 | GW |
| SIGN-003225-2021 | 5036 N Big Hollow Rd | Sign | Freestanding sign – Starbucks                | 4 | GW |
| SIGN-003208-2021 | 2613 N Knoxville Ave | Sign | Freestanding sign– Law Office of Damon Young | 2 | GW |

**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 | Type | Business Name | Council District |
|---------|------|---------------|------------------|
|---------|------|---------------|------------------|

**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 |
|-----------------------------|--------------------|----------------|------------------|
| 456 Fulton Street Suite 162 | Honey Sugar’s Café | Plans Received | 1                |
| 3300 W Willow Knolls Rd     | Tea Room 3300      | Plans Approved | 5                |

| <b>Community Development Department Contact Information</b>          |          |   |          |
|--|----------|---|----------|
| Staff who are typically assigned to manage development applications. |          |   |          |
| Leah Allison (LA)<br>Senior Urban Planner                            | 494-8667 | Kerilyn Weick (KW)<br>Senior Urban Planner          | 494-8606 |
| Josh Naven (JN)<br>Senior Urban Planner                              | 494-8657 | Rich Storm (RS)<br>Building Inspections Coordinator | 494-8632 |
| Craig Reid (CR)<br>Building Inspector                                | 494-8925 | Matt Ziller (MZ)<br>Building Inspector              | 494-8628 |
|  |          | Glen Wetterow (GW)<br>Urban Planner                 | 494-8649 |

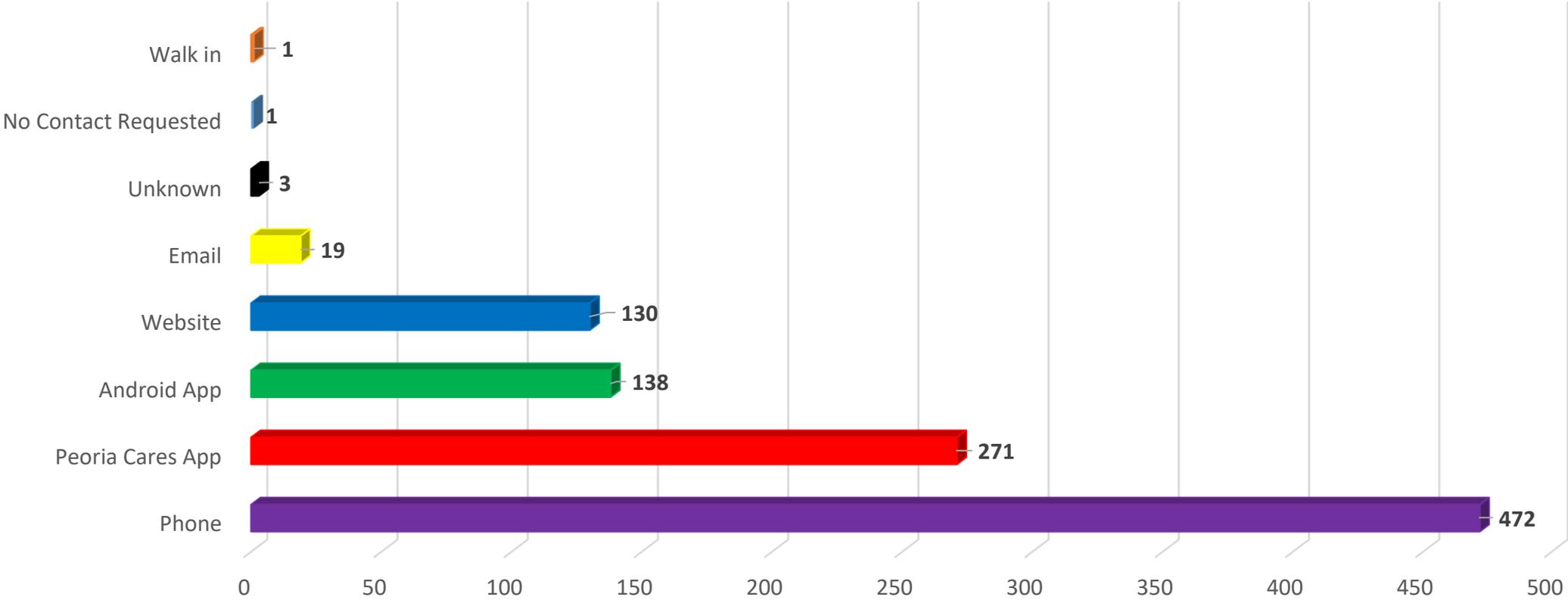
# *Peoria Cares*



## *2021 Monthly Report*

***From: The Office of the City Manager  
Presented to: City of Peoria, Mayor and Council Members  
Tuesday, July --, 2021***

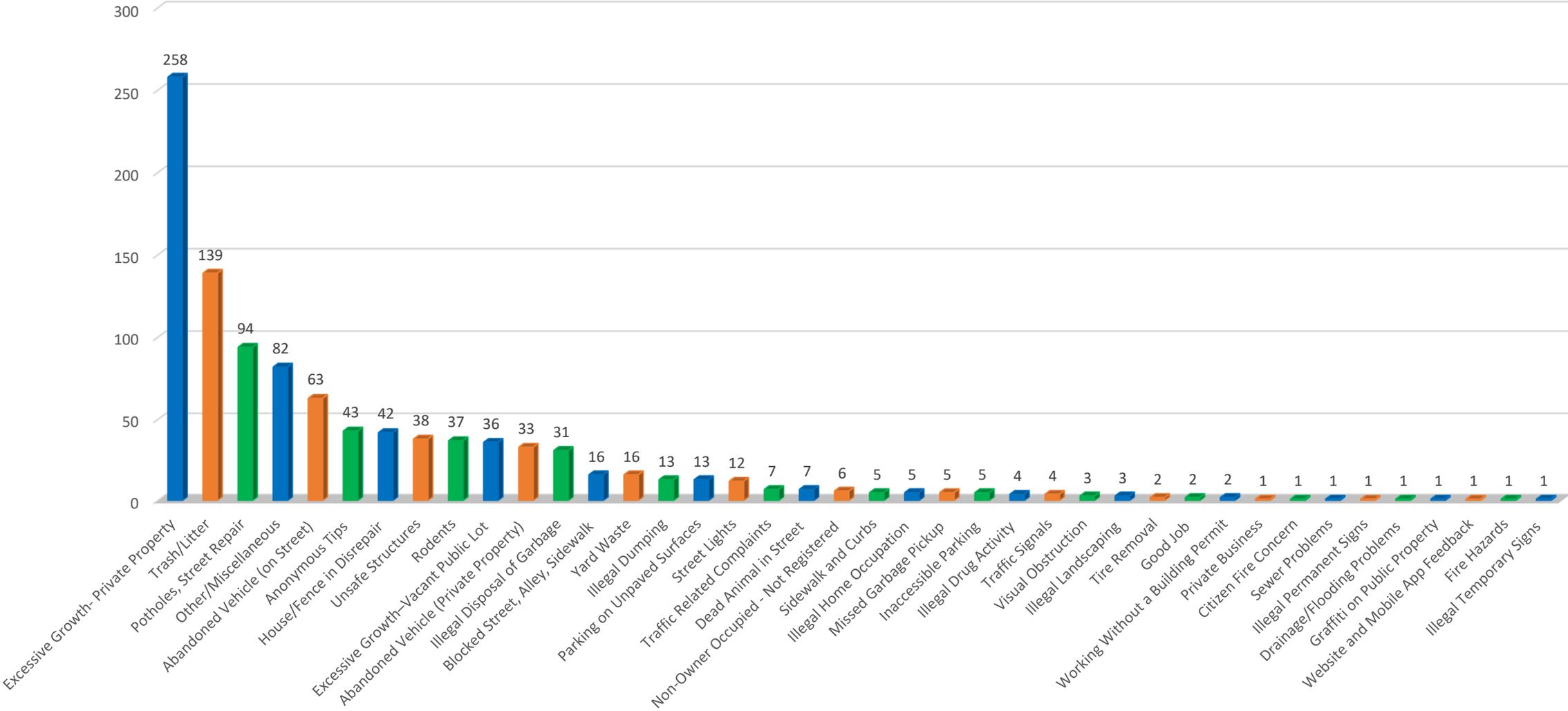
# Peoria Cares Communication Transactions During the Month of July 2021



In July, a total of 1,035 Peoria Cares cases were completed. The cases were sent to the appropriate City Department(s) and each department handled the complaint from start to finish. Each call always receives an optimum level of customer service. 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.



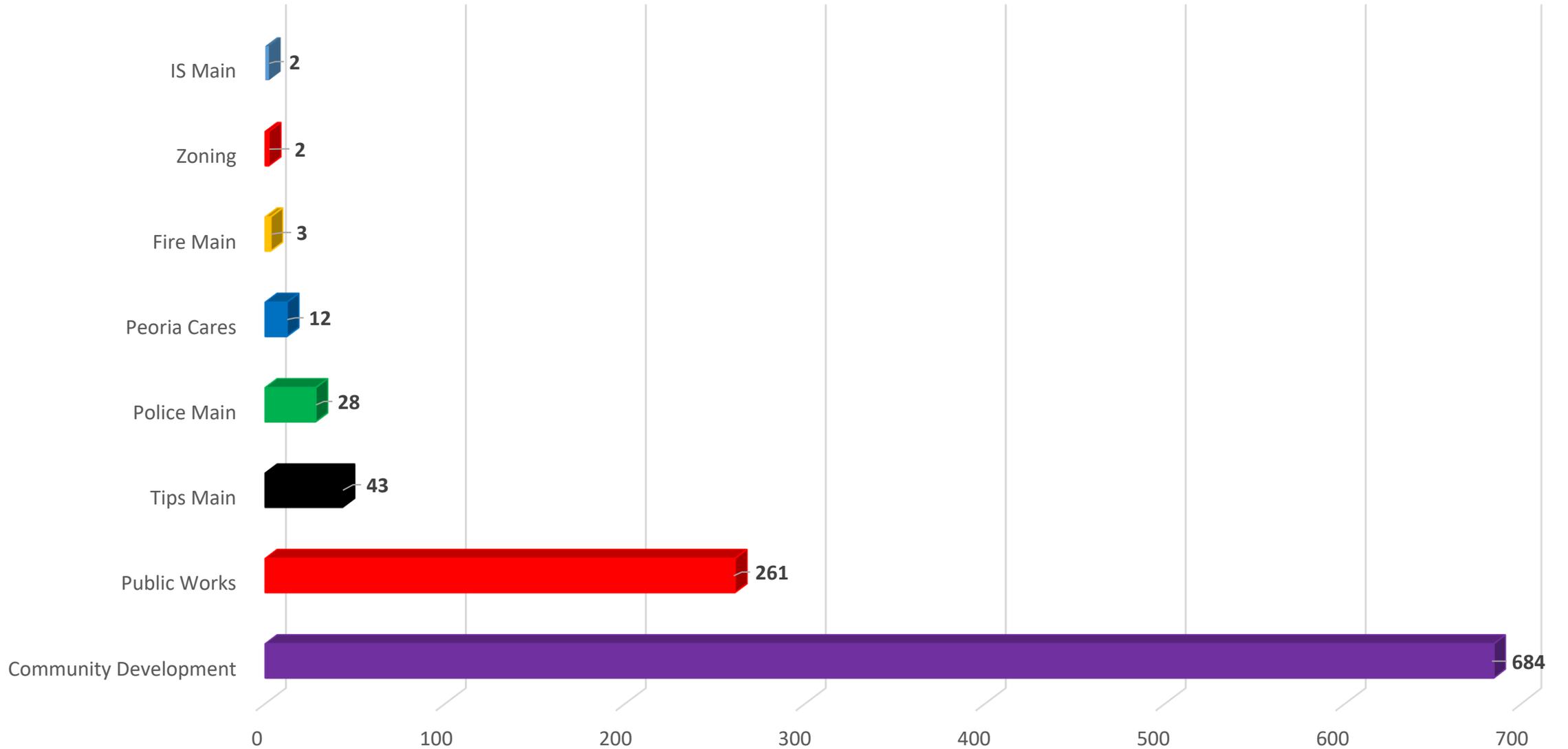
# Peoria Cares July 2021 Complaints by Category



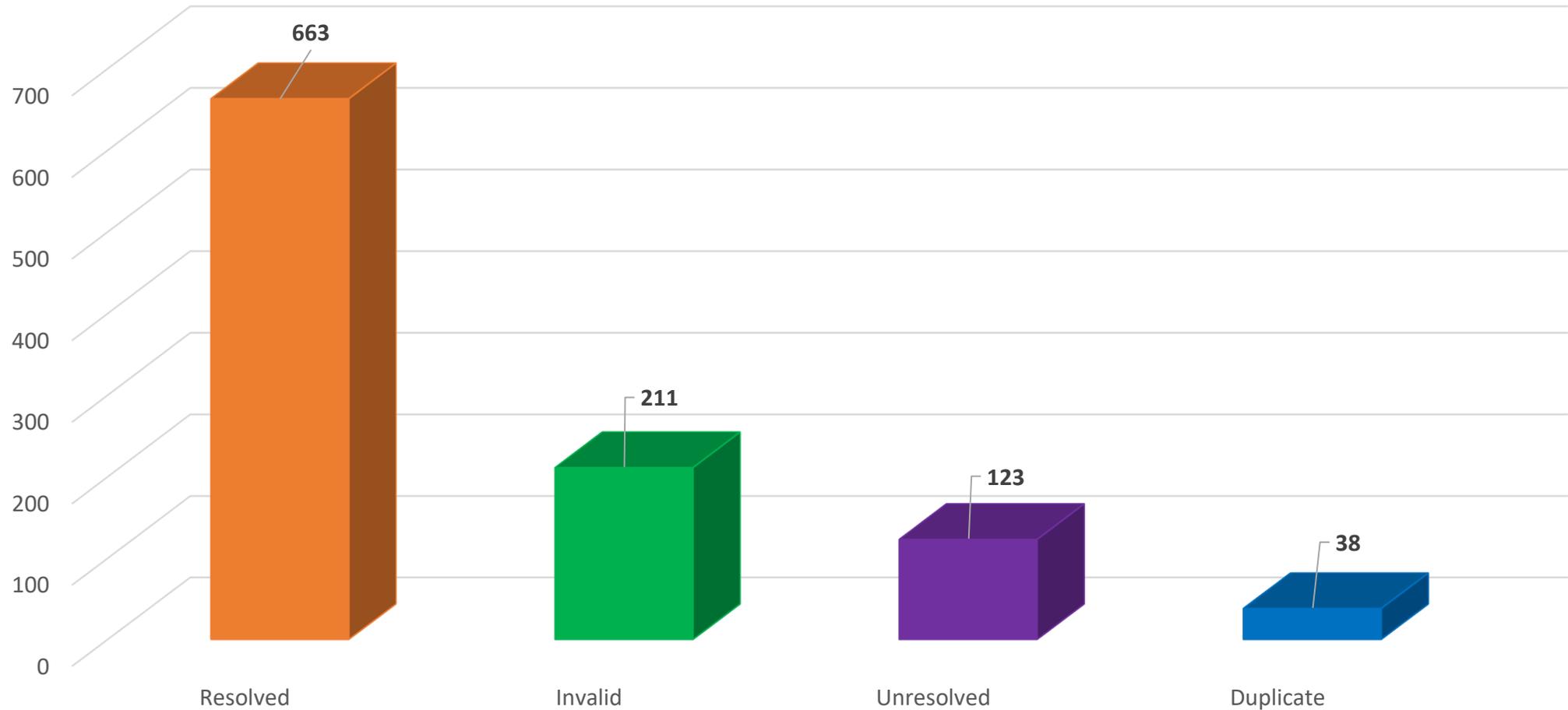
There was a total of 1,035 Peoria Cares complaints that were submitted in the month of July. These complaints have been categorized to indicate their status.



# Peoria Cares July 2021 Complaints by Department



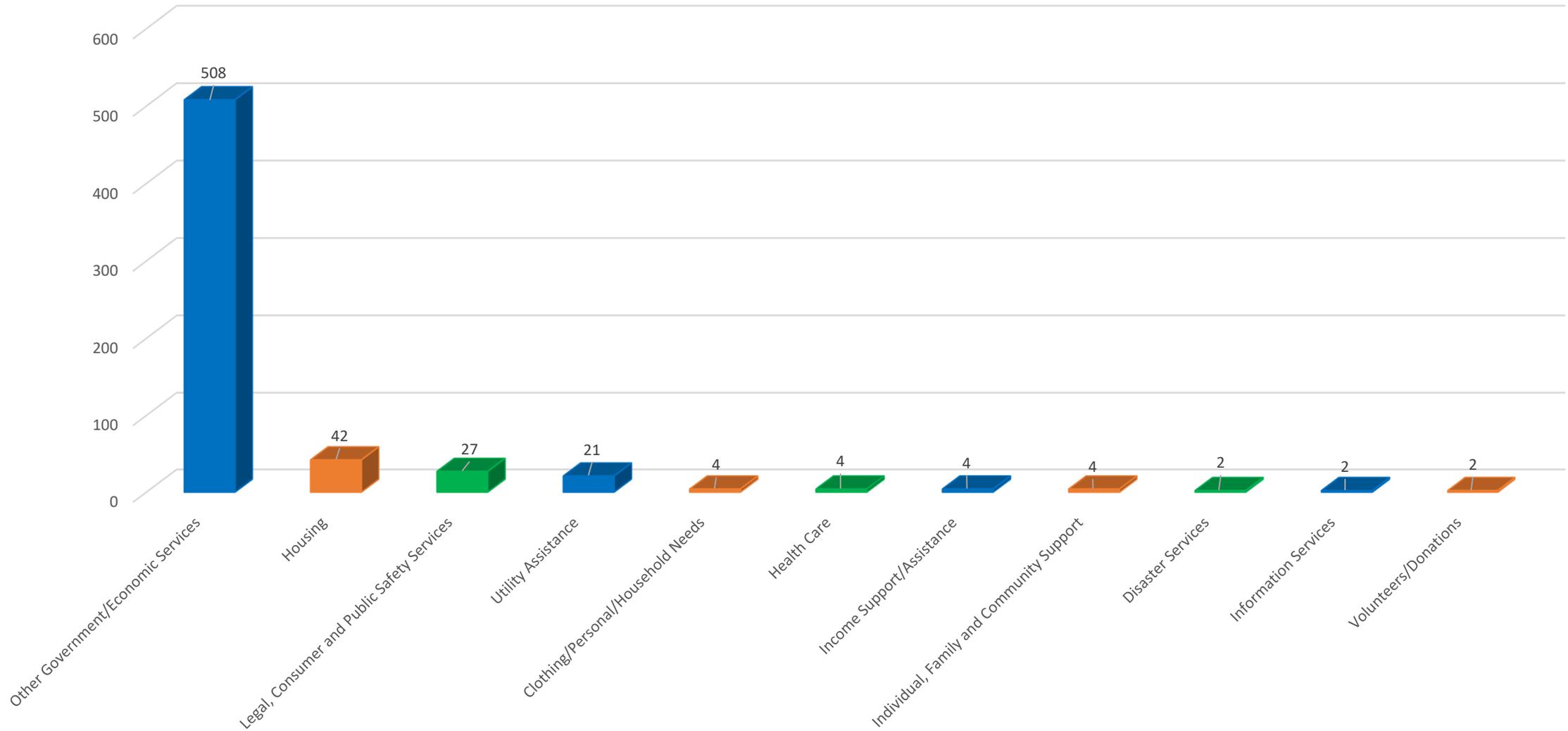
## Peoria Cares July 2021 Complaint Status (as of 8/2/21)



Out of the 1,035 Peoria Cares complaints, there are 123 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.



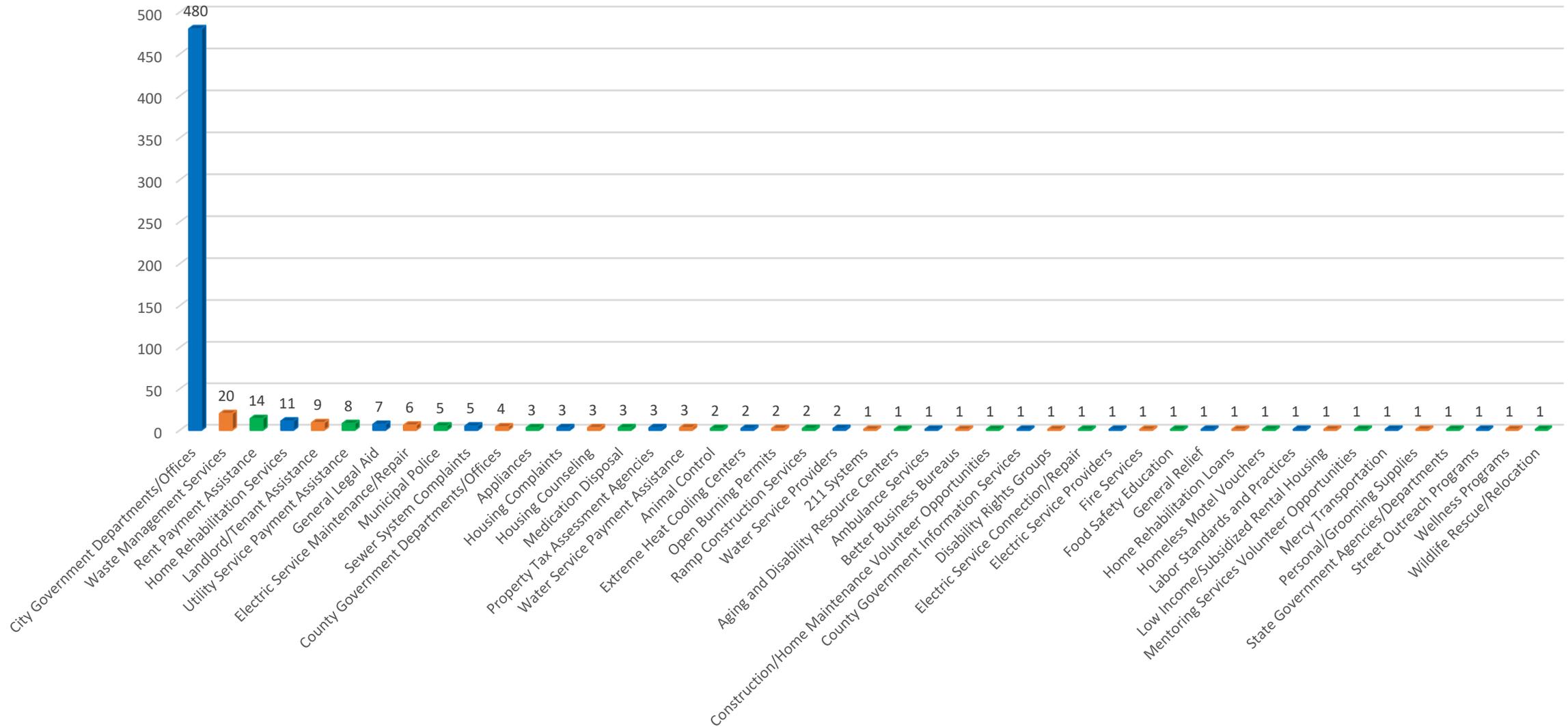
## Overall Need Category of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- July 2021



Outside of the 1,035 Peoria Cares tickets in July, 919 calls were handled outside of the Peoria Cares system. Of those, citizens were directed to another organization or company that could handle their complaint properly. Return calls are made the same business day to each citizen if their call is missed during operational hours or the next business day if it comes in after hours/weekend hours.



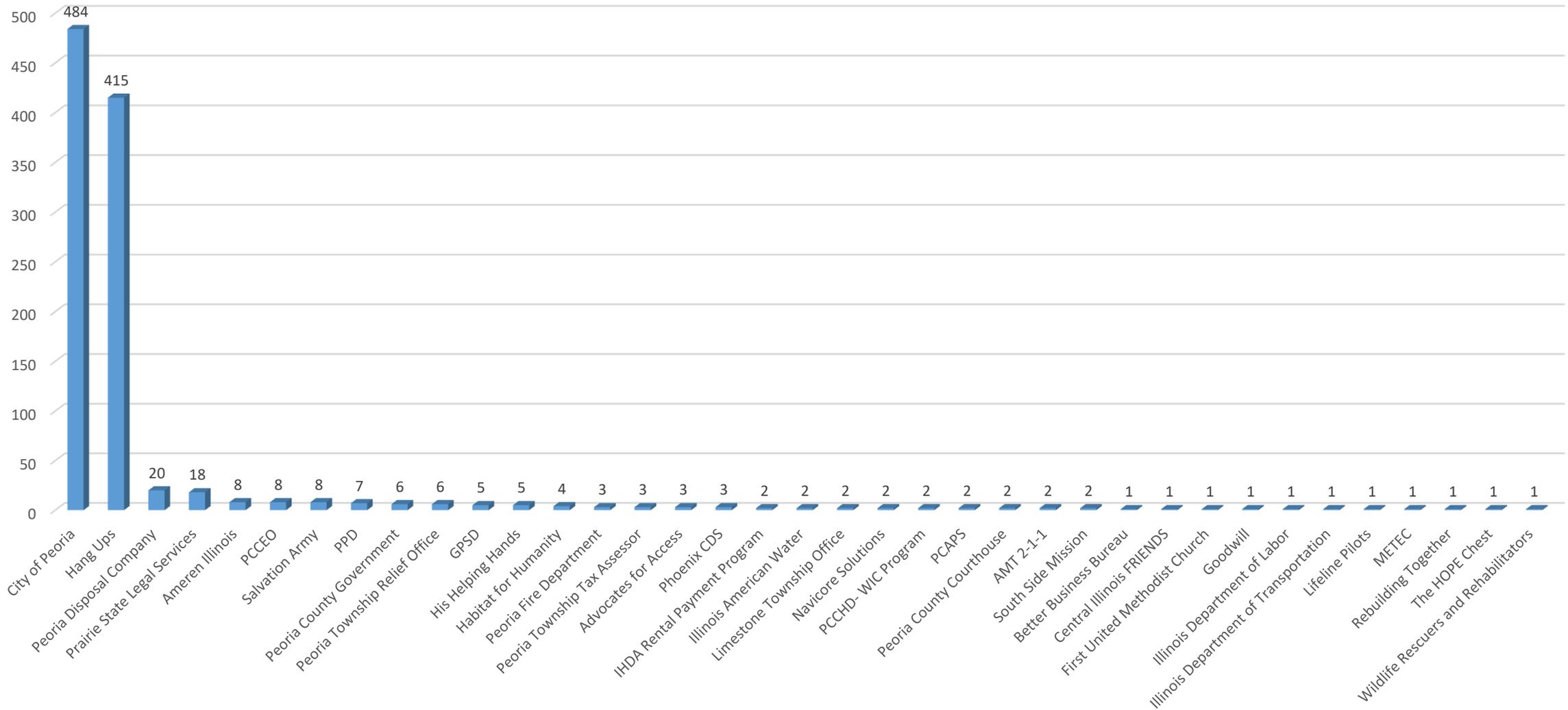
## Service Needs of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- July 2021



Outside of the 1,035 Peoria Cares tickets in July, 919 calls were handled outside of the Peoria Cares system. Of those, citizens were directed to another organization or company that could handle their complaint properly. Return calls are made the same business day to each citizen if their call is missed during operational hours or the next business day if it comes in after hours/weekend hours.



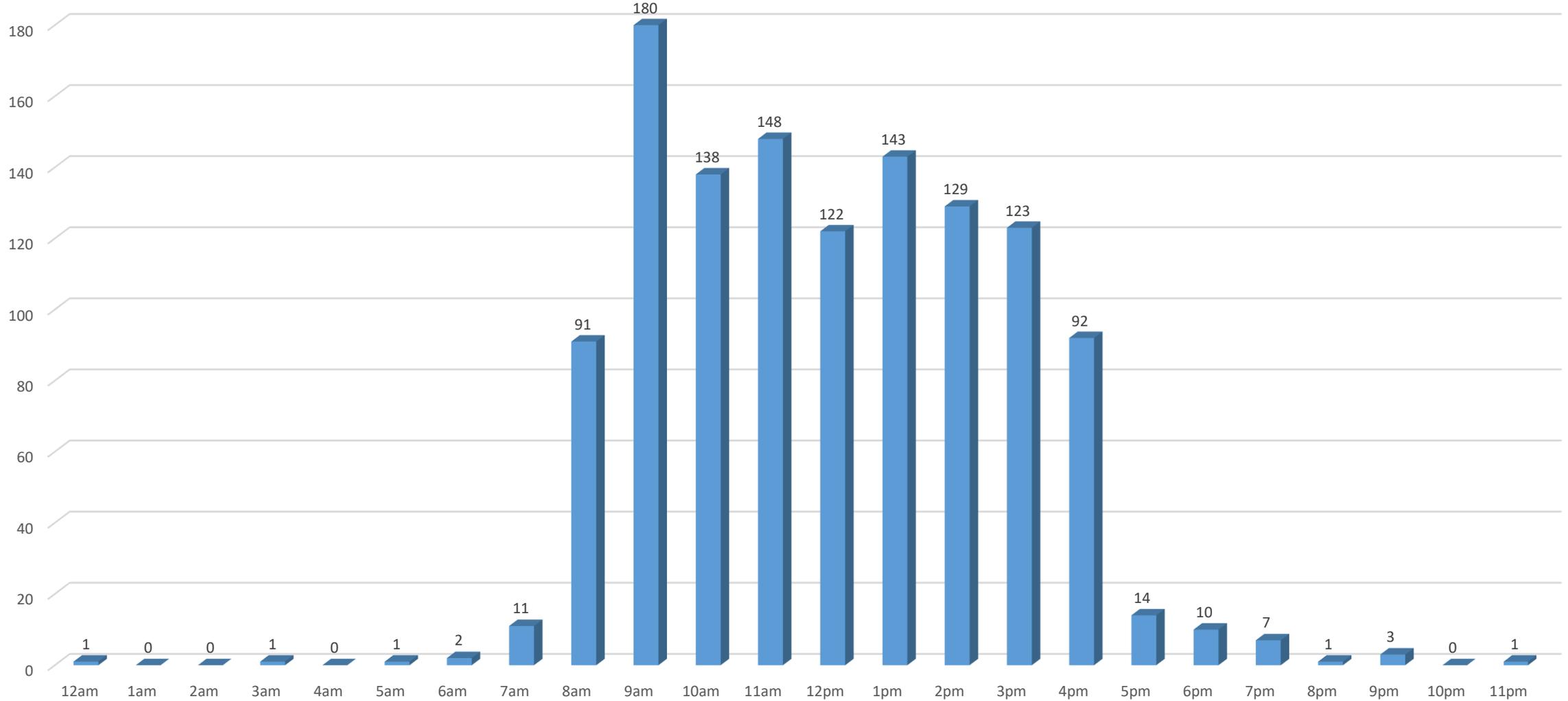
## Service Referrals of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket - July 2021



Outside of the 1,035 Peoria Cares tickets in July, 919 calls were handled outside of the Peoria Cares system. Of those, citizens were directed to another organization or company that could handle their complaint properly. Return calls are made the same business day to each citizen if their call is missed during operational hours or the next business day if it comes in after hours/weekend hours. A hang up means contact was not made on the original call and a Peoria Cares staff was unable to reach the citizen upon a return call.



## Peoria Cares Calls by Time of Day - July 2021



Return calls are made the same business day to each citizen if their call is missed during operational hours or the next business day if it comes in after hours/weekend hours.



## Peoria Cares Calls by Day of Week – July 2021

| DATE   | N/A's      | TICKETS    | TOTAL PC    | 211 TOTAL  | DAY TOTAL   | % TICKETS     | % DAY TOTAL   |
|--------|------------|------------|-------------|------------|-------------|---------------|---------------|
| 29-Jun | 38         | 19         | 57          | 31         | 88          | 33.33%        | 64.77%        |
| 30-Jun | 28         | 19         | 47          | 46         | 93          | 40.43%        | 50.54%        |
| 1-Jul  | 38         | 18         | 56          | 27         | 83          | 32.14%        | 67.47%        |
| 2-Jul  | 31         | 26         | 57          | 26         | 83          | 45.61%        | 68.67%        |
| 3-Jul  | 1          | 0          | 1           | 9          | 10          | 0.00%         | 10.00%        |
| 4-Jul  | 2          | 0          | 2           | 4          | 6           | 0.00%         | 33.33%        |
| 5-Jul  | 23         | 8          | 31          | 12         | 43          | 25.81%        | 72.09%        |
| 6-Jul  | 38         | 25         | 63          | 22         | 85          | 39.68%        | 74.12%        |
| 7-Jul  | 28         | 29         | 57          | 30         | 87          | 50.88%        | 65.52%        |
| 8-Jul  | 29         | 14         | 43          | 46         | 89          | 32.56%        | 48.31%        |
| 9-Jul  | 44         | 20         | 64          | 21         | 85          | 31.25%        | 75.29%        |
| 10-Jul | 0          | 1          | 1           | 3          | 4           | 100.00%       | 25.00%        |
| 11-Jul | 1          | 0          | 1           | 9          | 10          | 0.00%         | 10.00%        |
| 12-Jul | 49         | 20         | 69          | 44         | 113         | 28.99%        | 61.06%        |
| 13-Jul | 52         | 24         | 76          | 30         | 106         | 31.58%        | 71.70%        |
| 14-Jul | 43         | 17         | 60          | 39         | 99          | 28.33%        | 60.61%        |
| 15-Jul | 33         | 5          | 38          | 33         | 71          | 13.16%        | 53.52%        |
| 16-Jul | 32         | 8          | 40          | 26         | 66          | 20.00%        | 60.61%        |
| 17-Jul | 4          | 0          | 4           | 12         | 16          | 0.00%         | 25.00%        |
| 18-Jul | 0          | 0          | 0           | 4          | 4           | 0.00%         | 0.00%         |
| 19-Jul | 31         | 15         | 46          | 43         | 89          | 32.61%        | 51.69%        |
| 20-Jul | 30         | 13         | 43          | 32         | 75          | 30.23%        | 57.33%        |
| 21-Jul | 42         | 17         | 59          | 27         | 86          | 28.81%        | 68.60%        |
| 22-Jul | 36         | 11         | 47          | 31         | 78          | 23.40%        | 60.26%        |
| 23-Jul | 29         | 14         | 43          | 26         | 69          | 32.56%        | 62.32%        |
| 24-Jul | 3          | 1          | 4           | 7          | 11          | 25.00%        | 36.36%        |
| 25-Jul | 4          | 0          | 4           | 5          | 9           | 0.00%         | 44.44%        |
| 26-Jul | 43         | 22         | 65          | 49         | 114         | 33.85%        | 57.02%        |
| 27-Jul | 44         | 21         | 65          | 35         | 100         | 32.31%        | 65.00%        |
| 28-Jul | 50         | 14         | 64          | 39         | 103         | 21.88%        | 62.14%        |
| 29-Jul | 39         | 9          | 48          | 19         | 67          | 18.75%        | 71.64%        |
| 30-Jul | 51         | 18         | 69          | 33         | 102         | 26.09%        | 67.65%        |
| 31-Jul | 3          | 1          | 4           | 6          | 10          | 25.00%        | 40.00%        |
|        | <b>919</b> | <b>409</b> | <b>1328</b> | <b>826</b> | <b>2154</b> | <b>26.79%</b> | <b>52.79%</b> |

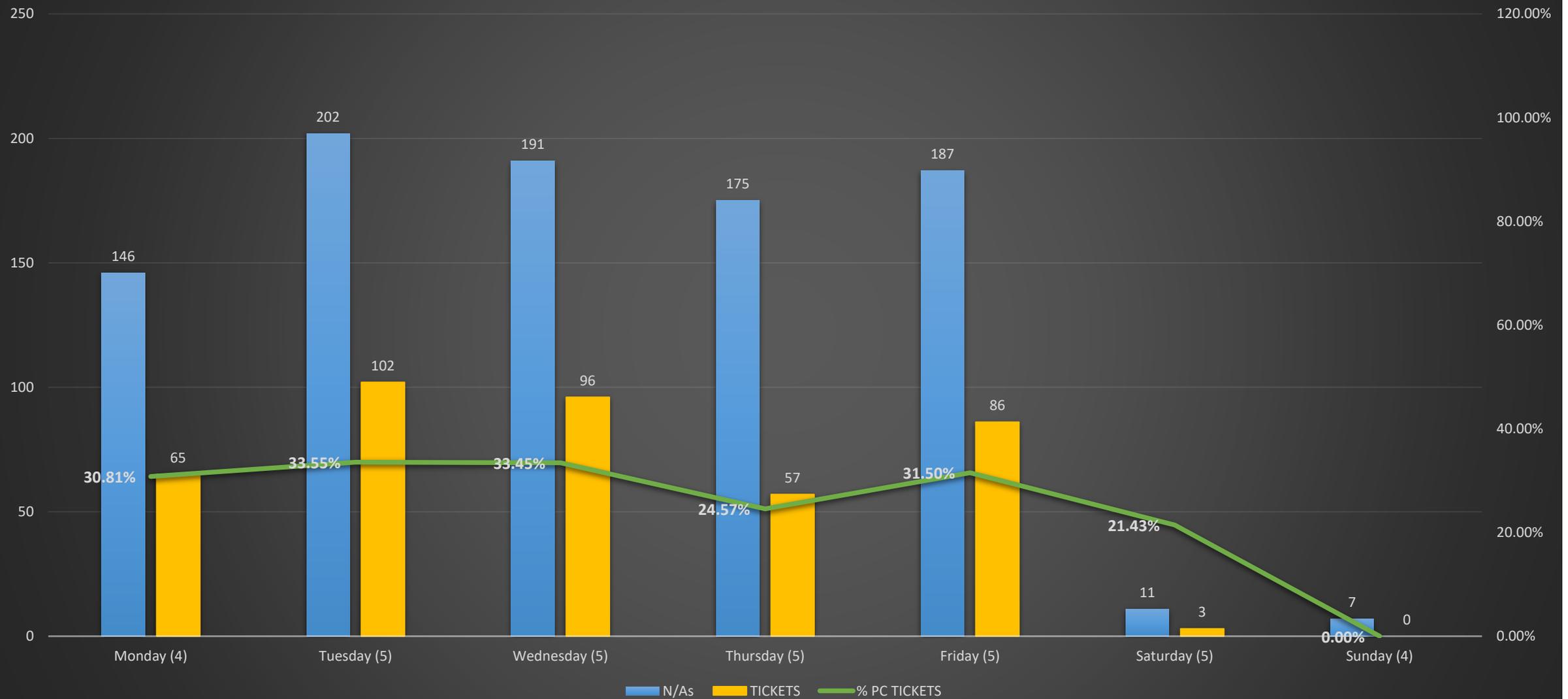
| DAY OF WEEK   | N/As | TICKETS | TOTAL PC | % PC TICKETS |
|---------------|------|---------|----------|--------------|
| Monday (4)    | 146  | 65      | 211      | 30.81%       |
| Tuesday (5)   | 202  | 102     | 304      | 33.55%       |
| Wednesday (5) | 191  | 96      | 287      | 33.45%       |
| Thursday (5)  | 175  | 57      | 232      | 24.57%       |
| Friday (5)    | 187  | 86      | 273      | 31.50%       |
| Saturday (5)  | 11   | 3       | 14       | 21.43%       |
| Sunday (4)    | 7    | 0       | 7        | 0.00%        |

- N/A's are calls that came in on the Peoria Cares line that did not result in a Peoria Cares ticket
- % Tickets refers to the percentage of tickets that were created from the calls that came in on the Peoria Cares line
- % Day Total is the percentage of calls that came through on the Peoria Cares line versus the rest of the Call Center's phone calls.



These numbers only reflect phone calls; they do not include emails, walk-in's, or website submissions. Those numbers are reflected in earlier slides. Some phone calls result in multiple Peoria Cares tickets.

## Peoria Cares Call Totals by Day of Week - July 2021



These numbers only reflect phone calls; they do not include emails, walk-in's, or website submissions. Those numbers are reflected in earlier slides. Some phone calls result in multiple Peoria Cares tickets.

