



OFFICE OF THE CITY MANAGER



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

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

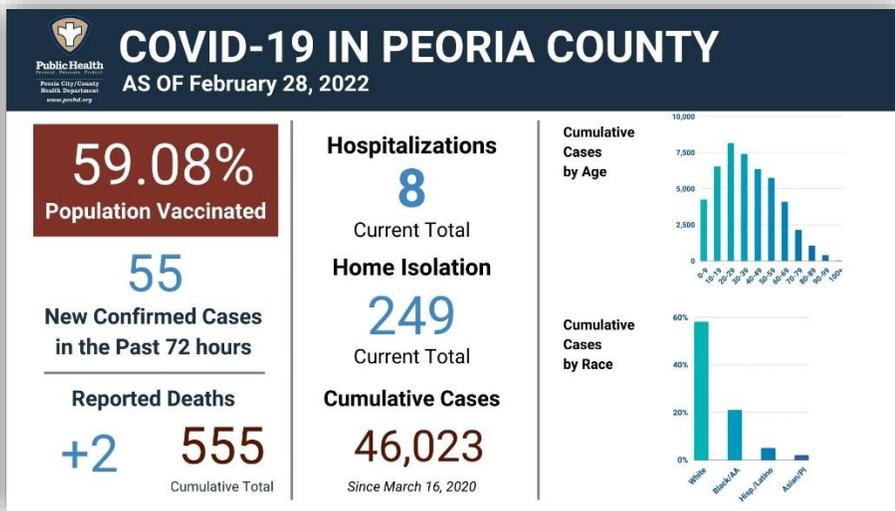
**DATE:** March 3, 2022

**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.

**COVID19 Numbers and Weekly Briefing Information**

Final regularly scheduled infographic posted Feb. 28



For information on #COVID19 testing, vaccines, and boosters, please visit [the Peoria City/County Health Department website](#).

**February 28, 2022**

Issues Update  
March 3, 2022

### **Peoria City/County Health Department---COVID19 Update**

February 28 was the last regularly scheduled infographic posting, as:

- our total number of cases continues to decline following the omicron surge
- the availability of at-home rapid tests
- easing of mitigations at the state and federal levels

Much of the information that has been posted, such as vaccination rates and deaths, is available on the **Illinois Department of Public Health (IDPH)** website: <https://dph.illinois.gov/covid19.html>

The **CDC** also recently released a COVID-19 Community Levels tool. County levels can be low, medium, or high and are determined by looking at hospital beds being used, hospital admissions, and the total number of new COVID-19 cases in an area. You can find this resource at <https://bit.ly/3stZpet>.

In addition, the Peoria City/County Health Department will continue to post surveillance reports for COVID-19. These reports show disease trends over time and are posted at [www.pcchd.org](http://www.pcchd.org).

### **Community Development-Public Comment Requested on 2021 Consolidated Annual Performance and Evaluation Plan**

The Community Development Department's Grant Division will hold two virtual public hearings on Wednesday, March 9 at 9 AM and 5:30 PM in room 404 of Peoria City Hall, 419 Fulton Street.

The purpose of the hearings is 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 2021 program year.

The public hearings are open to the public and residents are encouraged to attend. Please call (309) 494-8607 if you need an interpreter or any additional accommodations to participate in the public hearings.

In addition to the public hearings, a 15-day public comment period for the CAPER will be held from Friday, March 4 through Saturday, March 19. A copy of the draft CAPER will also be available for review at the City of Peoria Community Development Department, City Hall Room 203, from 8:00 am to 12:00 pm. A copy of the draft is also available online at <http://www.peoriagov.org/community-development/neighborhood-development-division/> under "Publications."

Comments may also be delivered to Kathryn Murphy, Community Development Department, 419 Fulton Street, Room 203 Peoria, IL 61602 or [kmurphy@peoriagov.org](mailto:kmurphy@peoriagov.org).

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

Eight Peoria-area business and civic leaders spent Tuesday morning shadowing Peoria Public Schools principals, part of a PPS Foundation effort to facilitate relationships between community members and school principals and show up-close the multi-faceted job of a PPS principal.

Principals conducted walk-through tours of classrooms, giving guests a chance to observe how teachers organize lessons, differentiate instruction, and manage 20 or more students.

The visits also gave principals and visitors an opportunity to discuss potential collaborative efforts, including participating in career days and field trips for students.



Thank you to the following Peoria citizens for participating in the morning's event:

- Andre Allen, Director of Student Affairs, Diversity, Equity and Including at Methodist College of Peoria and Peoria City Councilman, 4th District, visited Richwoods High School
- Peoria Police Chief Eric Echevarria visited Whittier Primary School.
- Joshua Gunn, President and CEO of the Peoria Area Chamber of Commerce and CEO Council visited Sterling Middle School

Issues Update  
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- Tom Hammerton, President of OSF Healthcare Foundation, visited Kellar Primary School
- Dr. Keith Knepp, President and CEO of Unity Point Health visited Rolling Acres Middle School.
- Carol Merna, CEO of the Center for Prevention of Abuse, visited Dr. Maude A. Sanders Primary School
- John Morris, President and CEO of The Peoria Riverfront Museum, visited Lincoln K-8 School
- Becky Rossman, CEO of Peoria Community Against Violence, visited Roosevelt Magnet School.

Visits like this also leave a strong impression on students. When students see community leaders visit their school and participate in school events, they see that the larger community has an investment in their well-being.

The Peoria Public Schools Foundation coordinates several programs to facilitate community-school connections including Adopt-A-School, Horizons career education for middle school students and See It, Be It career education for primary grades. To learn more about these programs, visit [www.ppsfoundation.org](http://www.ppsfoundation.org).

Serve passionately,



Dr. Sharon Desmoulin-Kherat

**Community Development Weekly Report**

- Please see attached

**ECC Monthly Report**

- Please see attached

**Housing Court Cases for March 8**

- Please see attached

**Peoria Cares Report**

- Please see attached

# WEEKLY DEVELOPMENT ACTIVITY REPORT

## CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT

**Date: 03/02/2022**

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	3	8
Development Center Permits Issued	23	189
Total Value of Development (YTD)	\$529,681	\$ 7,714,877

### 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-004344-2022	8917 N Allen Rd	Commercial Alteration	Int Alt – TBD Retail Tenant	5	LA
COM-004373-2022	7618 N State Route 91	Commercial Alteration	Int Alt – Furniture Row	5	LA
COM-004376-2022	4712 N University St	Commercial Alteration	Int Alt – Dog Haus	3	KW
COM-004377-2022	1701 W Garden St	Commercial Alteration	Int Alt – Heartland Health Clinic	1	LA
MULT-004378-2022	1522 W Fredonia Ave	Multi-Family Alteration	Int Alt – Sigma Fi Epsilon	2	KW
RES-004349-2022	4713 W Gladstone Pl	Solar Voltaic	Ground Mounted Solar – AMP Electrical Services	4	JN

# WEEKLY DEVELOPMENT ACTIVITY REPORT

## CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT

### Additional Activity

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

Job/Project #	Address	Type	Description	Council District	Planner Assigned
RES-004379-2022	3251 W St Charles PI	NSFD	New Single Family Dwelling	5	LA
SIGN-004345-2022	4538 N Brandywine Dr	SIGN	Wall & Freestanding Signs – Verlo	4	JH
SIGN-004371-2022	7920 N Sommer St	SIGN	Wall Signs – The House Barbell Club	5	JH
SIGN-004375-2022	800 SW Adams St	SIGN	Wall Sign – Edward Jones	1	JH
SIGN-004380-2022	4815 N Rockwood Rd	SIGN	Wall Sign – Sherwin Williams	4	JH

### 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
1500 NE Jefferson St	Rocky's Market	Plans Received	1
7023 NE Skyline Dr	Apostolic Christian Skylines	Plans Received & Approved	3
841 W Main St Suite E	Chablay's LLC	Plans Received	2

### Community Development Department Contact Information

Staff who are typically assigned to manage development applications.

Leah Allison (LA) Assistant Community Development Director	494-8667		Kerilyn Weick (KW) Senior Urban Planner	494-8606
Josh Naven (JN) Senior Urban Planner	494-8657		Julia Hertaus (JH) Urban Planner	494-8649
Blake Eggleston (BE) Urban Planner	494-8612			
Rich Storm (RS) Building Safety Manager	494-8632		Issac Garcia (IG) Building Inspector	494-8921
Craig Reid (CR) Building Inspector	494-8925		Matt Ziller (MZ) Building Inspector	494-8628

# City of Peoria ECC 9-1-1 Monthly Report February 2022



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	2021 Totals
Landbased 9-1-1 Calls	1,158	993											2,151	16,545
Wireless 9-1-1 Calls	6,695	5,787											12,482	93,128
Text To 9-1-1 Calls	22	24											46	208
<b>TOTAL 9-1-1 CALLS</b>	7,875	6,804	0	0	0	0	0	0	0	0	0	0	14,679	109,881
Peoria Police Incoming Calls	8,362	7,594											15,956	112,696
Peoria Heights Police Incoming	457	502											959	6,811
Peoria Heights Lobby Calls	33	41											74	598
Chillicothe Police Incoming Calls	79	352											431	7,260
Chillicothe Lobby Calls	79	142											221	1,480
Sheriff's Police Incoming Calls	1,468	1,486											2,954	26,358
<b>TOTAL POLICE INCOMING CALLS</b>	10,478	10,117	0	0	0	0	0	0	0	0	0	0	20,595	155,203
Volunteer Fire/EMS toll free calls	10	9											19	154
Peoria Heights Fire Incoming Calls	25	14											39	332
Peoria Fire Incoming Calls	356	342											698	5,346
<b>TOTAL FIRE INCOMING CALLS</b>	391	365	0	0	0	0	0	0	0	0	0	0	756	5,832
Operator Assist Calls/Alarm Calls	829	800											1,629	8,427
Ambulance Incoming Calls	151	125											276	2,002
ECC Supervisor Incoming Calls	568	391											959	5,196
Richwoods Dispatcher Incoming Calls	106	66											172	1,065
Downtown Dispatcher Incoming Calls	97	90											187	1,064
Prep 2 Dispatcher Incoming Calls	1,676	1,653											3,329	1,695
C-MED Dispatcher Incoming Calls	45	44											89	1,331
County Sheriff Dispatcher Incoming Calls	253	257											510	3,140
Fire Dispatcher Incoming Calls	393	422											815	3,754
Overflow/Call Taker Incoming Calls	16	26											42	251
<b>TOTAL INCOMING EXTENSION CALLS</b>	3,154	2,949	0	0	0	0	0	0	0	0	0	0	6,103	32,496
<b>TOTAL OUTGOING EXTENSION CALLS</b>	4,555	4,229											8,784	57,570
Peoria Police Dispatches/On view	8,856	7,653											16,509	111,633
Peoria Heights Dispatched/On View	503	527											1,030	7,238
Chillicothe Police Dispatches/On view	466	386											852	8,359
Peoria County Sheriff Dispatches/On view	3,168	2,619											5,787	39,166
<b>TOTAL POLICE DISPATCHES/ON VIEW</b>	12,993	11,185	0	0	0	0	0	0	0	0	0	0	24,178	166,396
Air National Guard Fire Dispatches	5	9											14	63

Akron-Princeville Fire Dispatches	26	19											45	253
Brimfield Fire Dispatches	45	31											76	515
Chillicothe Fire Dispatches	44	35											79	605
Dunlap Fire Dispatches	31	32											63	489
Elmwood Fire Dispatches	23	16											39	183
Limestone Fire Dispatches	146	139											285	1,880
Logan-Trivoli Fire Dispatches	62	47											109	505
Peoria Fire Dispatches	2,051	1,741											3,792	23,043
Peoria Heights Fire Dispatches	113	101											214	1,227
Timber-Hollis Fire Dispatches	45	25											70	461
Tuscarora Fire Dispatches	15	11											26	200
West Peoria Fire Dispatches	75	57											132	797
MABAS Fire Calls	5	2											7	42
<b>TOTAL FIRE DISPATCHES</b>	2,686	2,265	0	0	0	0	0	0	0	0	0	0	4,951	30,263
AMT Ambulance Dispatches	2,598	2,164											4,762	28,699
APA Ambulance Dispatches	24	15											39	185
BYE Ambulance Dispatches	64	36											100	635
<b>TOTAL AMBULANCE DISPATCHES</b>	2,686	2,215	0	0	0	0	0	0	0	0	0	0	4,901	29,519
Peoria County Coroner Incoming Calls	305	145											450	2,688
Community Messaging System Call-outs	15	20											35	195
Telephone Trouble Reports Completed	0	0											0	0
CD Requests from State's Attorney's Office	15	15											30	306
CD Requests from FOI / Subpoena	11	8											19	114
CD Requests from Inner Departmental	6	7											13	72
<b>Total Number of CD Requests</b>	32	30	0	0	0	0	0	0	0	0	0	0	62	461
ILEAS Call Outs	0	0											0	1
JULIE Dig	35	37											72	546
Peoria Cares Cases	30	32											62	593
Premise Alerts	66	35											101	855
Sex Offender Updates	195	187											382	2,411
PAWS	344	392											736	4,316
Illinois State Police	196	237											433	2,945
Ameren	61	59											120	1,324

INSP	O.O	PROPERTY OWNER	CASE #	ENERGOV #	PROPERTY ADDRESS	APPEARANCE
AM	NO	FAYE DOUGLAS	21-HC-260	014813-2021	607 E CORRINGTON AVE	REVIEW
AM	OO	GREGORY DOTHARD	22-HC-109	00069-2022	335 N EL VISTA AVE	FIRST APPEARANCE
AM	NO	DOUGLAS OPPE	22-HC-116	000781-2022	3319 N FINNELL AVE	FIRST APPEARANCE
AM	NO	PAULA HOWE	22-HC-117	000785-2022	3520 N FINNELL AVE	FIRST APPEARANCE
AM	OO	AMANDA BOHLANDER	22-HC-129	000866-2022	919 W HANSSLER PL	FIRST APPEARANCE
AM	OO	SETH M SMITH	22-HC-128	000860-2022	1116 W HANSSLER PL	FIRST APPEARANCE
AM	OO	CELENA STENSON	22-HC-104	000623-2022	2311 N IDAHO ST	FIRST APPEARANCE
AM	C	PREMIER ASPEN BLUFF PEORIA LLC	22-HC-025	025057-2021	2626 N LAVALLE CT	REVIEW
AM	C	ASPEN BLUFF LP	21-HC-437	018894-2021	2629 N LAVALLE CT 1N	REVIEW
AM	C	ADEL MINA	21-HC-339	016774-2021	617 W LOUCKS AVE	REVIEW
AM	C	BELLA IL INC	22-HC-111	000689-2022	2123 N MACHIN AVE	FIRST APPEARANCE
AM	NO	JEFF COHEN	22-HC-022	024950-2021	711 W MACQUEEN AVE	REVIEW
AM	C	EQUITY AND HELP INC	22-HC-056	025347-2022	823 W MCCLURE AVE	REVIEW
AM	OO	PETER SMART	22-HC-119	000791-2022	2604 W OVERHILL RD	FIRST APPEARANCE
AM	OO	BRIAN FITCHPATRICK	22-HC-115	000775-2022	2031 W RICHWOODS BLVD	FIRST APPEARANCE
AM	NO	HENRI ALWAN	22-HC-120	000795-2022	1115 N UNIVERSITY ST	FIRST APPEARANCE
DF	C	MARHES ENTERPRISES, LLC	21-HC-632	023227-2021	408 NE GLENDALE AVE	REVIEW
DF	OO	ESTATE OF BERNICE BURNEY	22-HC-098	000573-2022	1601 NE JEFFERSON AVE	FIRST APPEARANCE
DF	NO	DJ MEYERS	22-HC-099	000577-2022	1603 NE JEFFERSON AVE	FIRST APPEARANCE
DF	C	NR DEED LLC	22-HC-090	000343-2022	1216 NE MADISON AVE	FIRST APPEARANCE
DF	OO	PEGGY L CARRUTHERS	22-HC-092	000417-2022	1713 NE MADISON AVE	FIRST APPEARANCE
DF	OO	SARAH "KATHY" NASH	21-HC-468	019757-2021	3325 NE MADISON AVE	REVIEW
DF	C	BT PROPERTIES OF VERMILION COUNTY LLC	22-HC-132	000898-2022	515 MARY ST	FIRST APPEARANCE
DF	OO	STEPHANIE MCNAIR	22-HC-134	000900-2022	1519 NE MONROE ST	FIRST APPEARANCE
DF	C	TCO PROPERTIES LLC	22-HC-094	000469-2022	605 NE ROCK ISLAND AVE	FIRST APPEARANCE
DF	C	MARHES ENTERPRISES LLC	21-HC-606	022666-2021	710 SPALDING AVE	REVIEW
DF	C	MARHES ENTERPRISES LLC	21-HC-605	022665-2021	714 SPALDING AVE	REVIEW
DF	NO	WARREN E DANZ	21-HC-699	024466-2021	404 WAYNE ST	REVIEW
DS	OO	ALAN WAITHE	22-HC-110	000670-2022	618 E ARCHER AVE	FIRST APPEARANCE
DS	C	RHEA & JIYA INVESTMENTS LLC	22-HC-126	000848-2022	1021 E BEHREND'S AVE	FIRST APPEARANCE
DS	C	RHEA & JIYA INVESTMENTS LLC	21-HC-671	023753-2021	717 E BEL AIRE CT	REVIEW
DS	C	MANNIES PROPERTIES LLC	22-HC-091	000370-2022	1701 N CALIFORNIA AVE	FIRST APPEARANCE
DS	C	CONSOLIDATED PROPERTIES	21-HC-662	023604-2021	2211 N ELLIS AVE	REVIEW
DS	C	EQUITY AND HELP INC	22-HC-125	000844-2022	2411 N ELLIS ST	FIRST APPEARANCE
DS	C	CONSOLIDATED PROPERTIES LLC	21-HC-580	022203-2021	1822 N GALE AVE	REVIEW
DS	NO	PATRICK ROBINSON	22-HC-101	000583-2022	1509 NE GLENDALE AVE	FIRST APPEARANCE
DS	OO	VERNOR S WARR III	22-HC-100	000582-2022	1511 NE GLENDALE AVE	FIRST APPEARANCE
DS	NO	JANET MORRIS	22-HC-093	000448-2022	721 E KANSAS ST	FIRST APPEARANCE
DS	C	PEORIA 45 LLC	22-HC-107	000642-2022	1831 N LINN ST	FIRST APPEARANCE
DS	NO	JESSIE MCGOWAN	22-HC-131	000897-2022	1514 NE MONROE ST	FIRST APPEARANCE
DS	NO	OLIVER PARKS	22-HC-060	025382-2022	800 E NEBRASKA	REVIEW
DS	NO	JOHN PINK	22-HC-133	000899-2022	1822 N NEW YORK AVE	FIRST APPEARANCE
DS	NO	ARAVINDHA KARTHIK CHELAPPA	22-HC-096	000511-2022	1912 N NORTH ST	FIRST APPEARANCE

DS	NO	ROBERT WALLENFANG	22-HC-038	025145-2021	1905 N PROSPECT RD	DISMISSED - UNABLE TO SERVE
DS	OO	SHAMIKA GRIFFITH	21-HC-140	014477-2021	404 E REPUBLIC ST	REVIEW OF OWNERSHIP/FORECLOSURE
DS	C	SHORT LLC	21-HC-565	021830-2021	2322 N SHERIDAN RD	REVIEW
DS	OO	SERGIO MEDINA	22-HC-097	000570-2022	1802 N WISCONSIN AVE	FIRST APPEARANCE
IG	C	301 PEORIA LLC	22-HC-113	000736-2022	312 SW JEFFERSON AVE	FIRST APPEARANCE
MZ	NO	RONALD LIGHTBODY	21-HC-518	020910-2021	1118 W LINCOLN AVE	REVIEW
MZ	C	CARY HIGHTOWER	21-HC-572	022052-2021	1827 N NEW YORK AVE	REVIEW
MZ	C	ASSOCIATED BANK	21-HC-443	019186-2021	2609 N SHERIDAN RD	PETITION FOR REHEARING
MZ	NO	PETER ARGO	21-HC-612	022699-2021	2617 N SHERIDAN RD	REVIEW
MZ	C	JUDAH INTERNATIONAL MINISTRIES	19-HC-343	011627-2020	1500 S STANLEY ST	REVIEW
MZ	C	JARED BENCKENDORF	21-HC-482	020137-2021	1014 N SUMMIT BLVD	REVIEW
MZ	C	A2Z REAL ESTATE LLC C/O ZACHARY MALOOF	22-HC-012	024744-2021	2615 N UNIVERSITY ST	REVIEW
MZ	NO	FLOYD RASHID	22-HC-130	000879-2022	1213 N NORTH ST	FIRST APPEARANCE
NR	OO	JULIE HARRIS	22-HC-124	000831-2022	1303 S BLAINE ST	FIRST APPEARANCE
NR	C	PEORIA HOUSING AUTHORITY	22-HC-095	000470-2022	916 W BUTLER ST	FIRST APPEARANCE
NR	C	RENT PEORIA HOMES	22-HC-049	000002-2022	1533 W BUTLER ST	REVIEW
NR	C	LANDMARK APARTMENTS ASSOCIATES	22-HC-122	000826-2022	501 W DR MARTIN LUTHER KING DR #8	FIRST APPEARANCE
NR	C	PEORIA 45 LLC	19-HC-303	013781-2021	1416 S GRISWOLD	REVIEW
NR	C	RHEA & JIYA INVESTMENTS LLC	22-HC-121	000824-2022	1604 S STANLEY ST	FIRST APPEARANCE
NR	C	LINCOLN TERRACE LLP	22-HC-123	000827-2022	2907 S WISWALL CT	FIRST APPEARANCE
SD	C	SALEM BROTHERS INC	21-HC-324	016314-2021	1808 N CALIFORNIA AVE	REVIEW
SD	OO	EDWIN BRUGGEMAN	22-HC-048	000006-2022	2416 N CENTRAL AVE	REVIEW
SD	NO	EDWIN BRUGGEMAN	22-HC-078	025486-2022	2418 N CENTRAL AVE	REVIEW
SD	OO	WILSON DOUGLAS	21-HC-698	024457-2021	5105 N CHERILL ST	REVIEW
SD	OO	AARON WALLENFANG	22-HC-105	000631-2022	600 E FORREST HILL AVE	FIRST APPEARANCE
SD	C	CONSOLIDATED PROPERTIES LLC	22-HC-106	000632-2022	602 E FORREST HILL AVE	FIRST APPEARANCE
SD	OO	JUSTIN DENTON	22-HC-102	000584-2022	5531 N HAMILTON RD	FIRST APPEARANCE
SD	OO	SAMUEL CLAY	21-HC-480	020095-2021	704 E LASALLE ST	REVIEW
SD	C	HAYDEN LAKE LLC C/O CARLOS JAVELERA	22-HC-114	000758-2022	7217 N UNIVERSITY ST	FIRST APPEARANCE
SD	OO	MICHAEL MEADOR	22-HC-103	000586-2022	4209 N WYCLIFFE RD	FIRST APPEARANCE

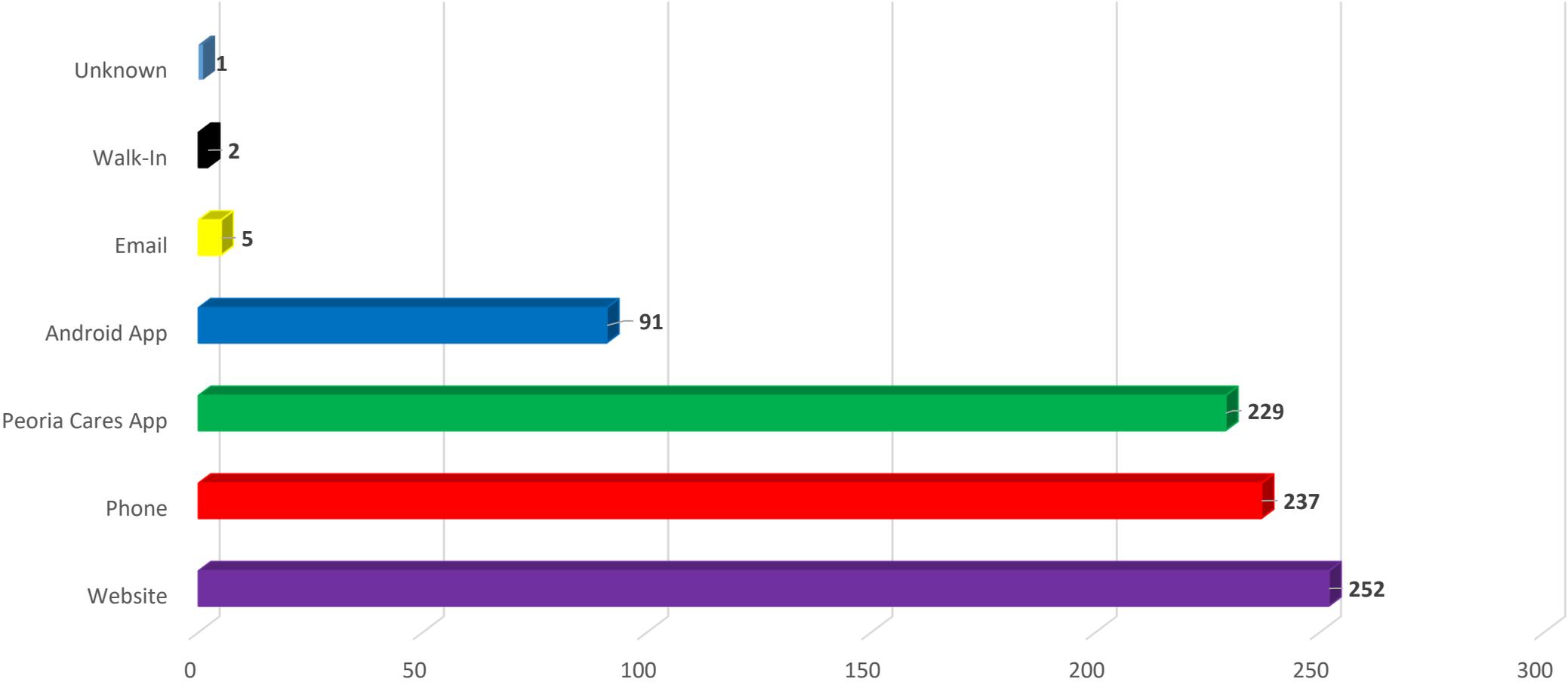
# *Peoria Cares*



## *2022 Monthly Report*

***From: The Office of the City Manager  
Presented to: City of Peoria, Mayor and Council Members  
February 2022***

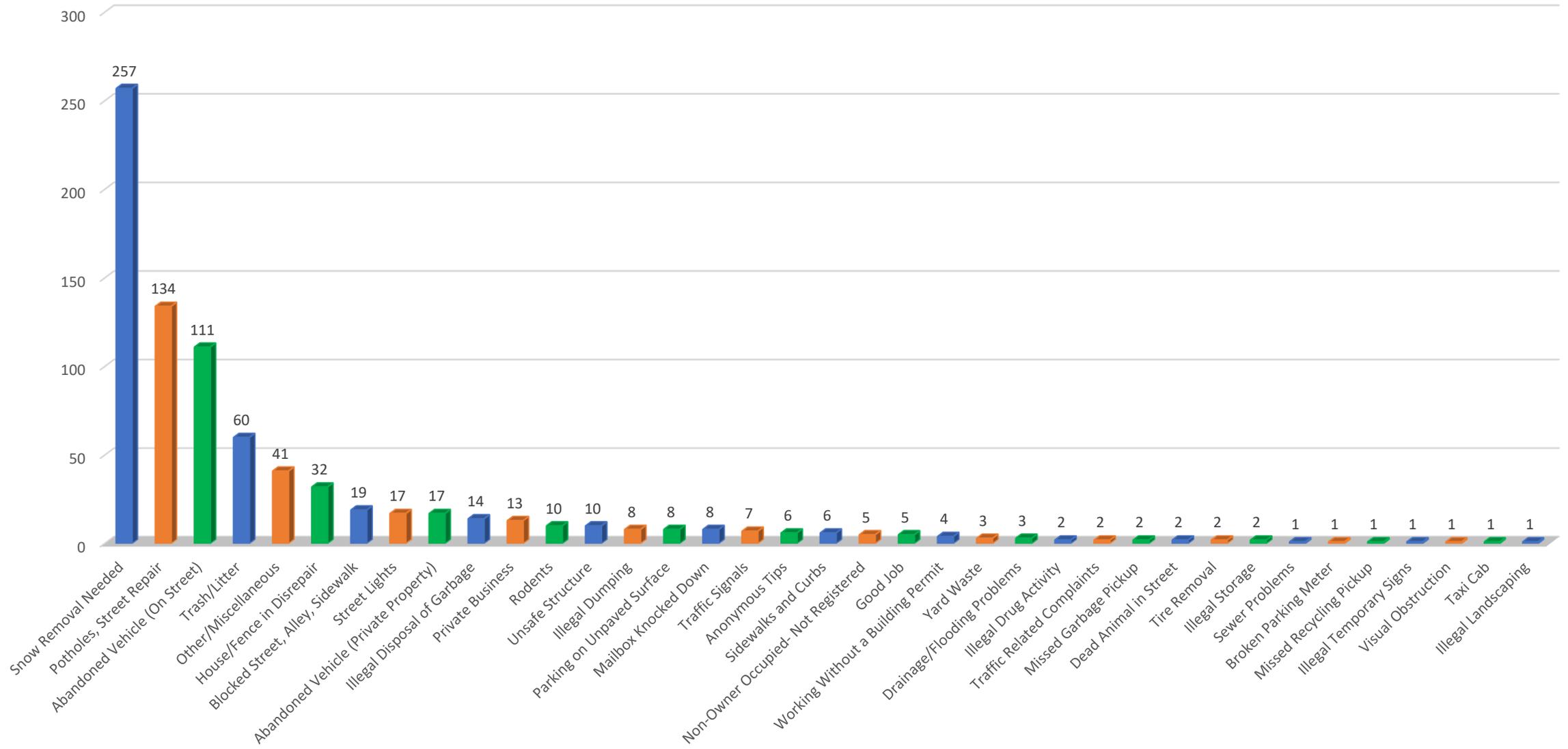
# Peoria Cares Communication Transactions During the Month of February 2022



Total number of cases received: 817



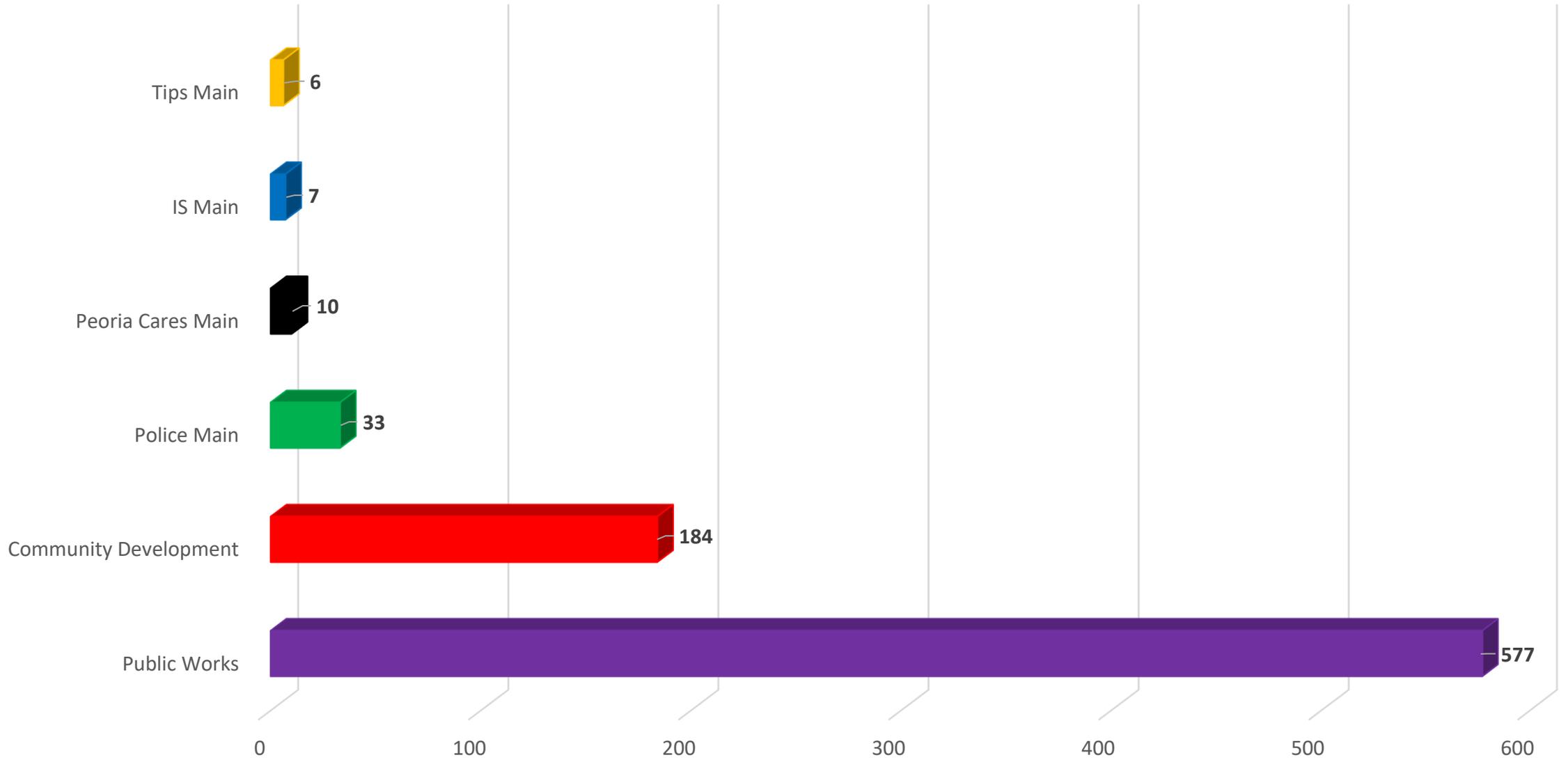
## Peoria Cares February 2022 Complaints by Category



Total number of cases received: 817



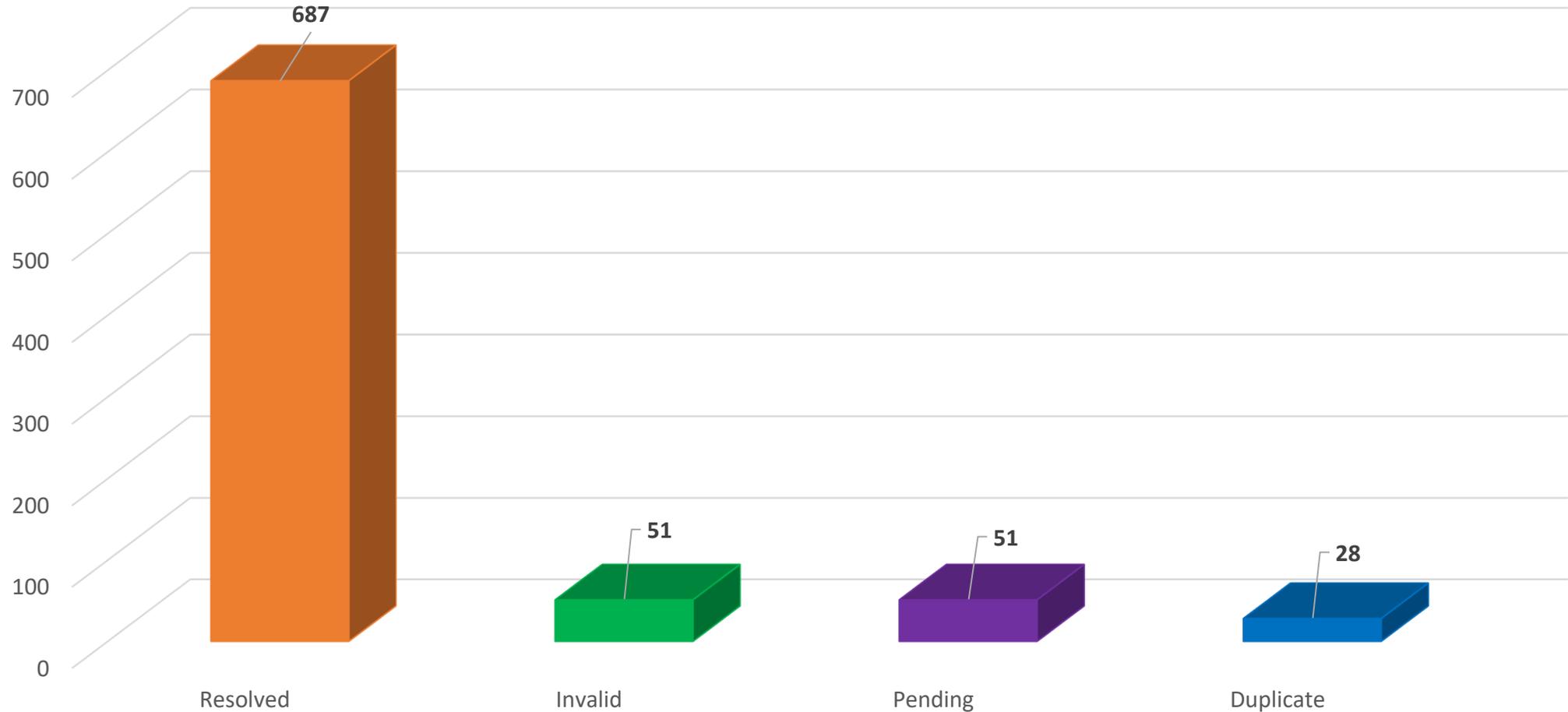
# Peoria Cares February 2022 Complaints by Department



Total number of cases received: 817



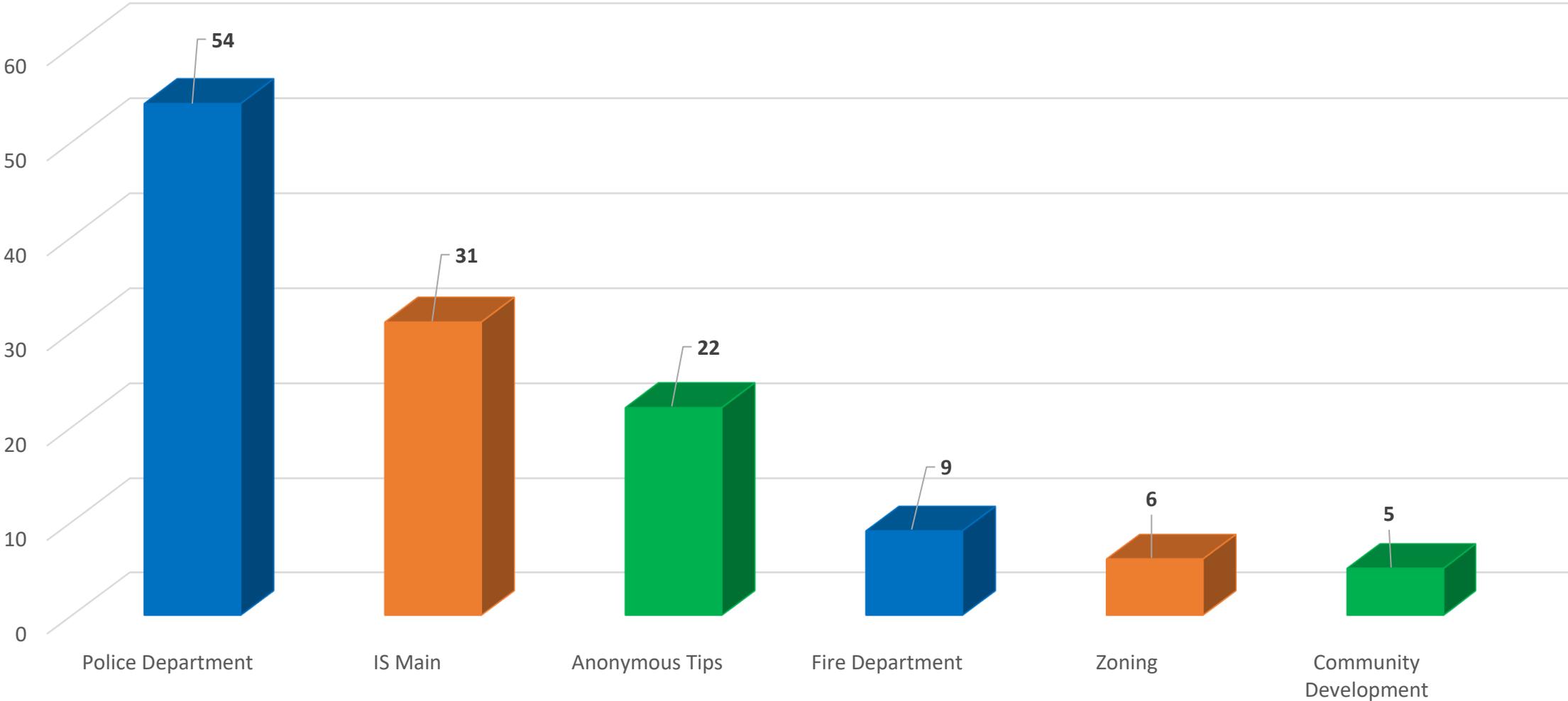
## Peoria Cares February 2022 Complaint Status (as of 3/3/22)



The -- pending cases all fall within the established 2-4 day response period expectation.



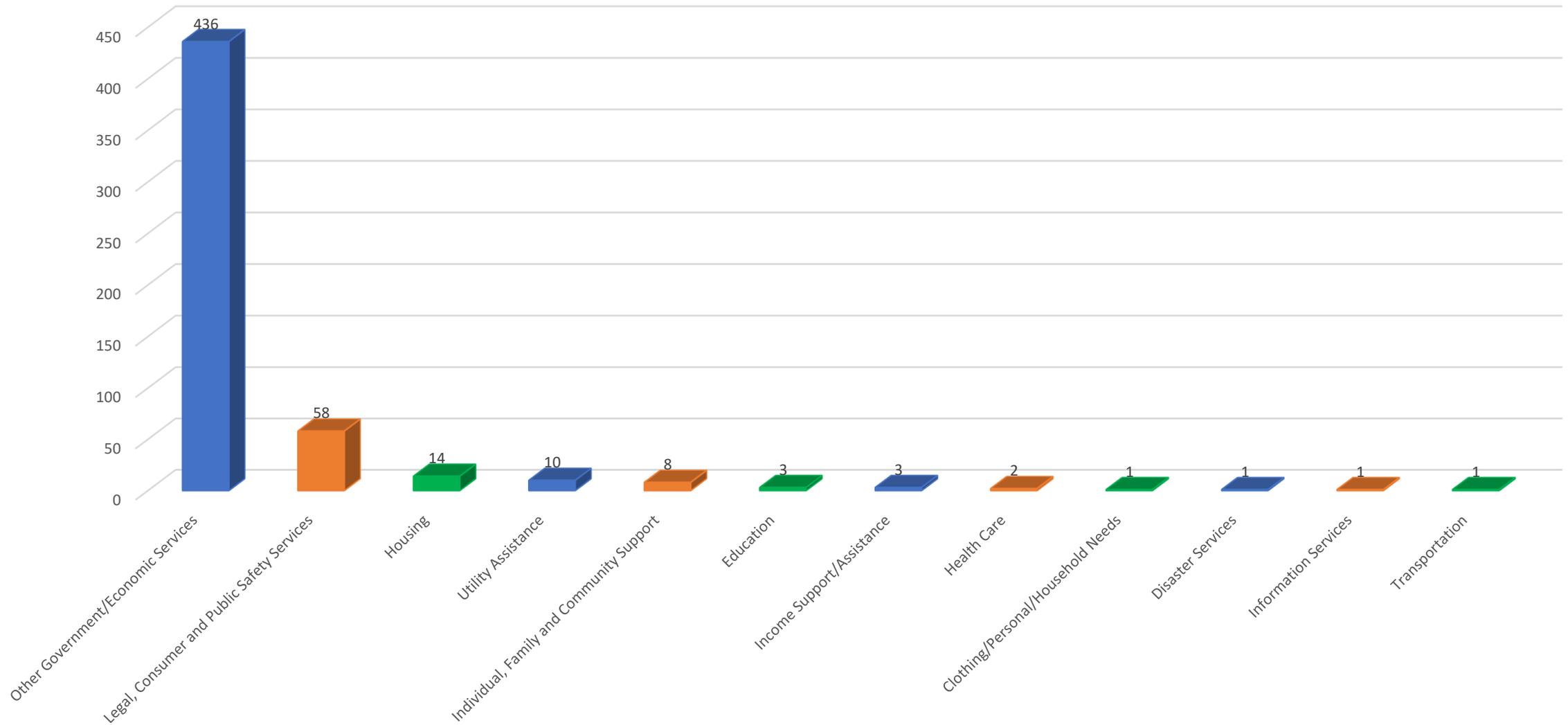
# Peoria Cares Complaint Status "Pending" by Department –2020 to current



Total pending cases is 128. The earliest pending case is from 06/09/2014 and the most recent is from 2/28/2022. This includes the 51 pending cases from the current reporting period (February 2022).



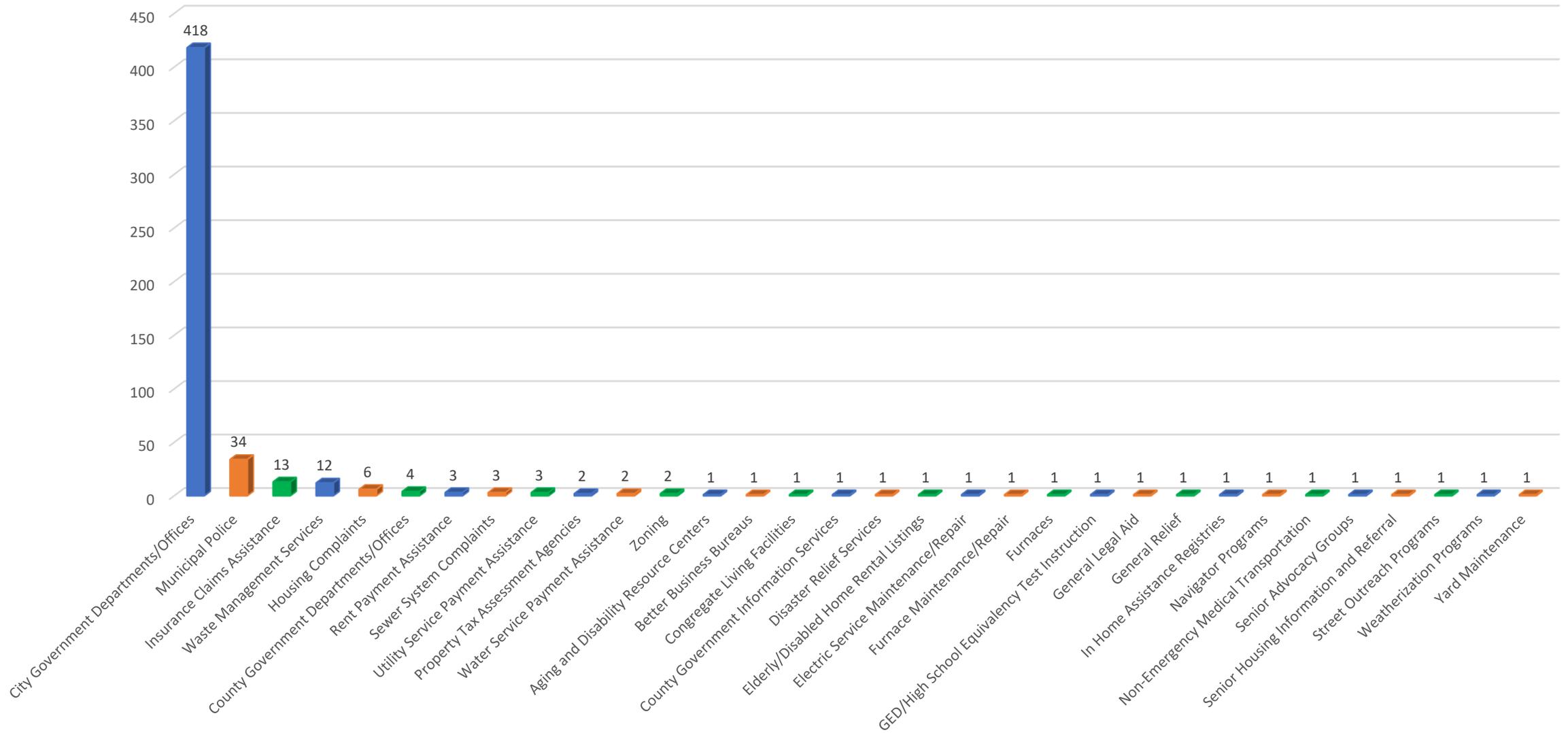
## Overall Need Category of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- February 2022



An additional 538 calls were received that did not fit the Peoria Cares case criteria.



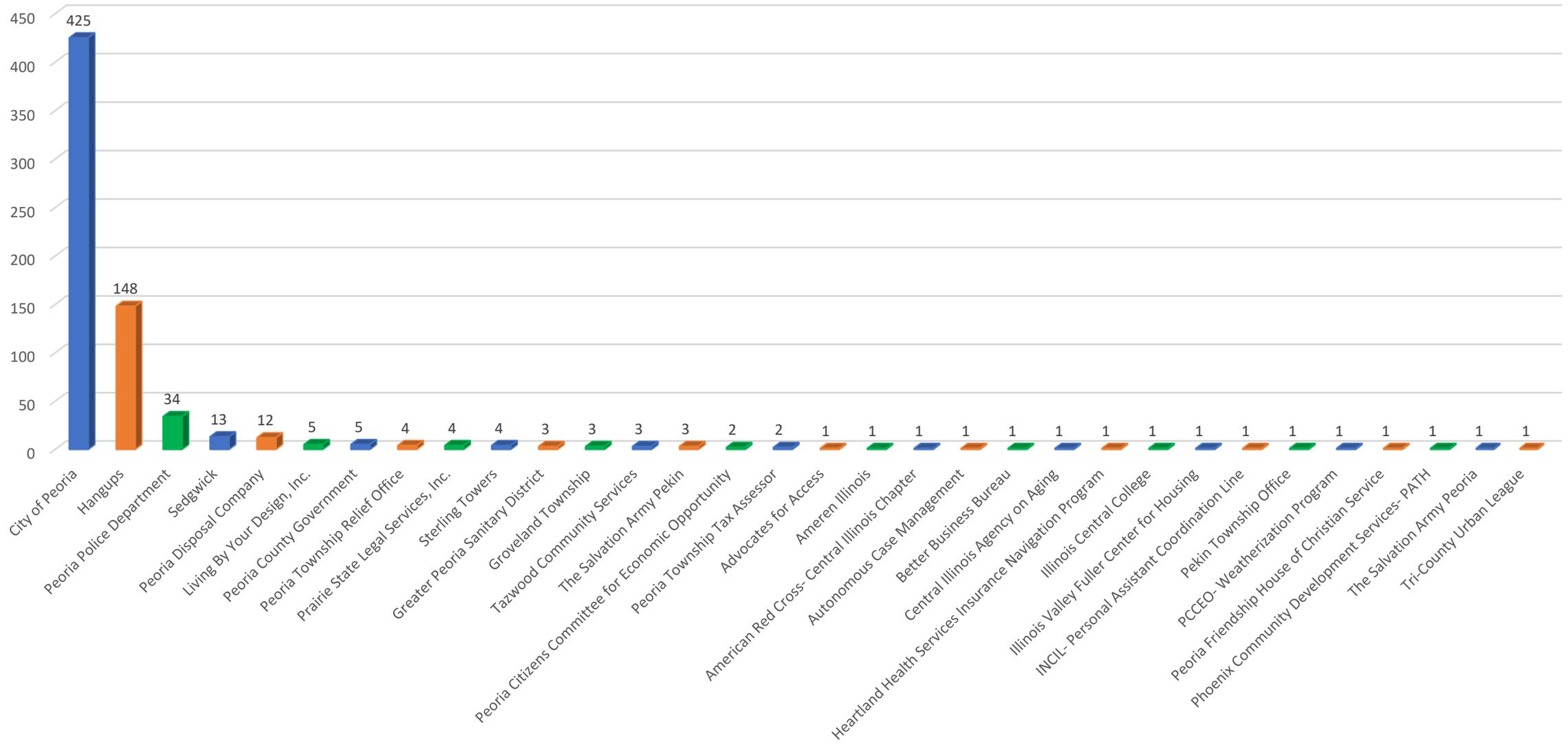
## Service Needs of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- February 2022



An additional 538 calls were received that did not fit the Peoria Cares case criteria.

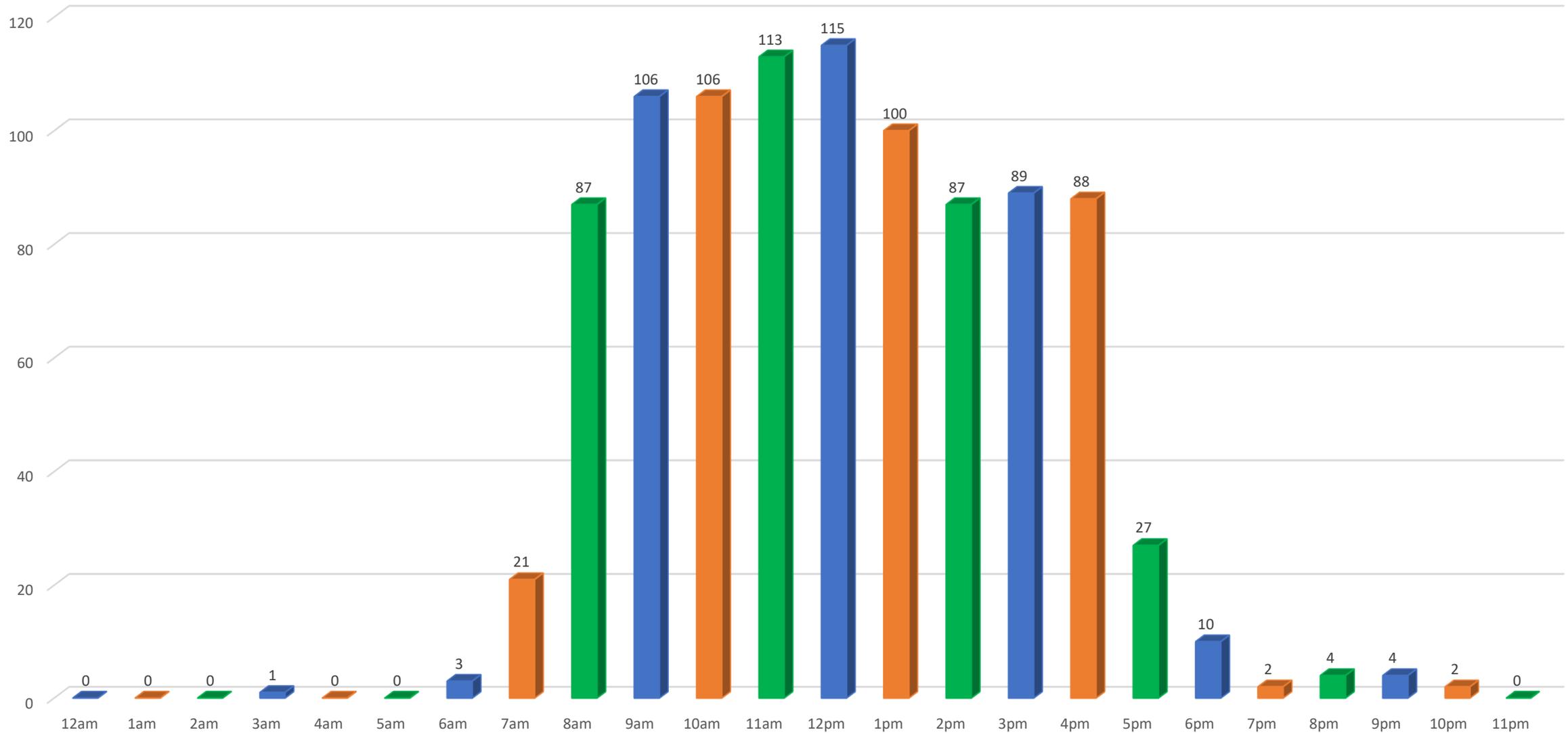


## Referrals of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- February 2022



An additional 538 calls were received that did not fit the Peoria Cares case criteria. 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 - February 2022

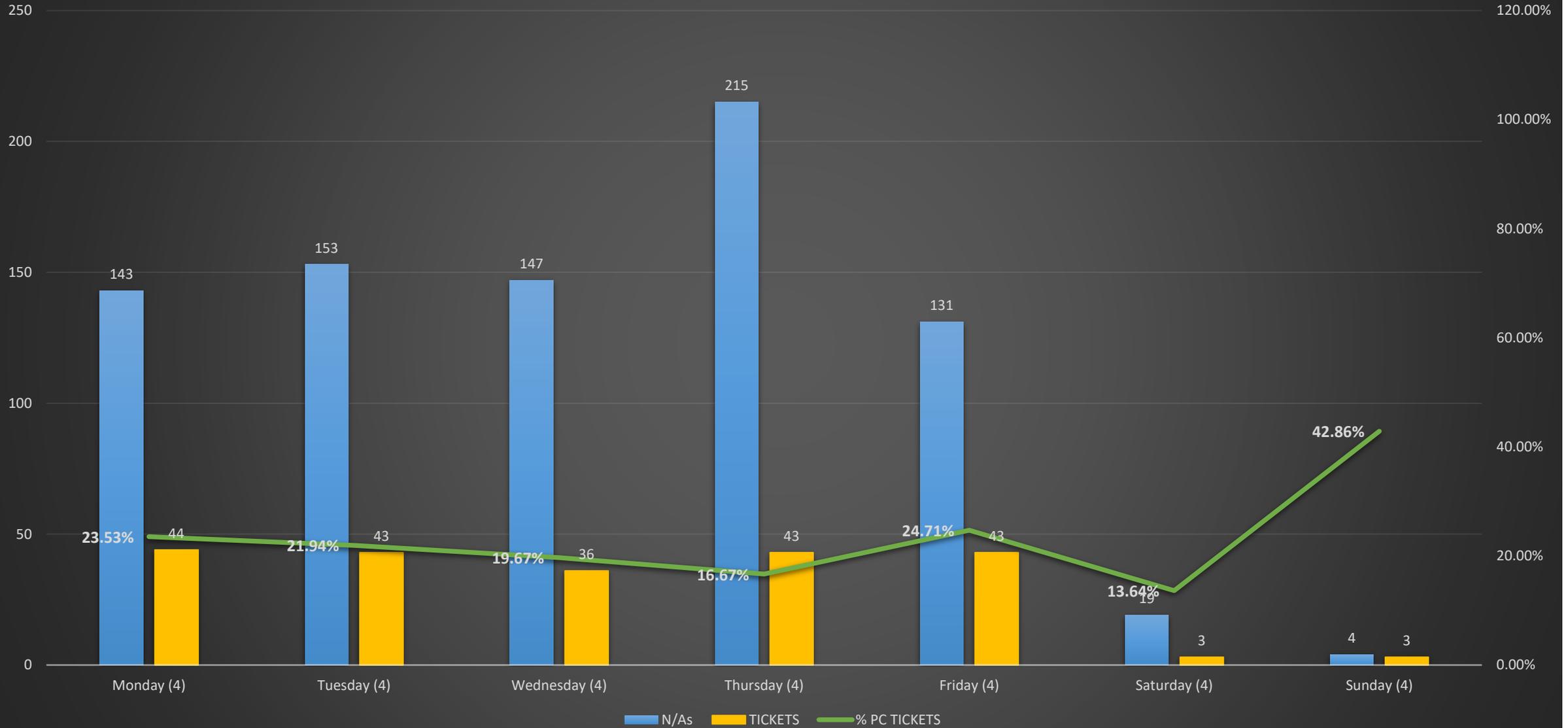


Return calls are made the same business day to each citizen if their call is missed during operational hours or the next business day if it comes in after hours/weekend hours.





## Peoria Cares Call Totals by Day of Week - February 2022



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.