

Issues Update
May 6, 2022

TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager 

DATE: May 6, 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.

Free Mulch Still Available



The city of Peoria Public Works Department had a successful free mulch event on April 30 with 166 vehicles filling up on mulch. Please note that mulch is still available for handloading at the Lester D. Bergsten Public Works Facility, 3505 N. Dries Lane, Monday – Friday from 8am-4pm. Mulch will be available on a first-come, first-serve basis.

Economic Development Department Launches RISE Program



The City of Peoria Economic Development Department launched a new program on May 1 designed to help Peoria-based businesses. The RISE (Recovery, Income, Startup, Expansion) Program is intended to provide financial assistance to businesses that were distressed by the impact of COVID-19.

Funded through the American Recovery Act funding, businesses can apply for up to \$50,000 in four categories: Recovery, Income, Startup, Expansion of business efforts. Businesses seeking to activate a commercial space or expand staff or team members are examples of eligible uses of this funding.

Businesses may apply for RISE from Monday, May 2, 2022, through 5:00 pm, Friday, June 10, 2022. Application and eligibility information may be found on [the Economic Development Department's website](#).

A video of the press conference may be found on the [City of Peoria YouTube channel](#).

Community Development –Community Cleanup at Sheridan Triangle

The Community Development Department hosted a Community Cleanup ‘Pop-Up’ event at Sheridan Triangle at 2624 N Sheridan Rd on Wednesday, April 27th. Staff and community volunteers picked up over 20 bags of trash. For more information on future community cleanup events, please contact Neighborhood Enhancement Coordinator Kaylee Drea at 309-494-8624 or kdrea@peoriagov.org.



Community Development-2022 Neighborhood Mini Grant Program Application Open

On Monday, May 2nd, the City of Peoria launched a Neighborhood Mini Grant Program funded through the 2021 American Rescue Plan Act. This program will be offered in 2022 and 2023 to provide neighborhood and homeowner associations with an opportunity to engage community members and improve neighborhood through outreach efforts, events, and projects.

The City of Peoria will fund four neighborhood projects in each of the five council districts, totaling 20 projects each year. The application period began at 8:00 AM on Monday, May 2nd, and ends at 5:00 PM on Friday, June 10th. Applications will be reviewed by a panel of volunteer community members and City staff who will review and score the applications to determine funding.

For more information, please contact Neighborhood Enhancement Coordinator Kaylee Drea at 309-494-8624 or kdrea@peoriagov.org.



NEIGHBORHOOD MINI GRANT PROGRAM

**APPLY ONLINE
MAY 2 - JUNE 10**



Neighborhood associations, homeowner associations, and other community groups welcome to apply

Maximum of \$5,000 per project

Eligible projects include (but are NOT limited to) placemaking, new events, public art, benches, and outreach efforts

For more information, visit www.appreciatepeoria.com/assistance or contact Associate Neighborhood Enhancement Coordinator Lamia Doueihi at 309.494.8637 or ldoueihi@peoriagov.org

Community Development Director Joe Dulin Invited as Featured Speaker for the Center for Community Progress

On Thursday, April 28th, Community Development Director Joe Dulin was a featured speaker for the Center of Community Progress’s webinar “Strengthening Community Relationships to Achieve Equitable Code Enforcement.”

Director Dulin’s presentation “Code Enforcement-Engagement and Education Before Enforcement”, focused on the importance of educating the community on city ordinances through department engagement efforts and special events. Director Dulin spoke on the division’s numerous successful code programs that work with residents to curb violations before they happen while emphasizing that every person in our community can contribute to a healthier and more positive Peoria.

Director Dulin highlighted innovative programs including “Coffee with Code”, “100 Blocks in 100 Days”, “Great Neighbor Appreciation Week”, and the “Community First Program”.

The Center for Community Progress is the leading national, nonprofit resource for urban, suburban, and rural communities seeking to address the full cycle of property revitalization. Approximately 300 people registered from cities and organizations across the United States to hear Director Dulin speak about the City of Peoria Code Enforcement Division

For any questions or additional information, please contact Director of Community Development Joe Dulin at 309-494-8631 or jdulin@peoriagov.org.

Peoria Police Department-



A big thanks to the employees at Mission BBQ for providing a terrific lunch for 1st, 2nd and 3rd shift PPD officers at Substation 2 today (5/3/22). It was their way of saying thanks to our officers.



Peoria Police Department-Receive a Gift of Art

This beautiful painting was created by 10-year old Ava Villarreal and delivered to the Peoria Police Department on Tuesday, May 3, 2022.



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

On Wednesday, May 4, Dr. Sharon Desmoulin-Kherat delivered her annual State of the Schools address to a packed audience of more than 275 attendees at the Four Points Sheraton ballroom.

The theme of this year's program was: Doing Things Differently for Different Outcomes.

Please review the different elements of the State of the Schools program below. Thank you to the Peoria Chamber of Commerce for hosting this event once again!

[Click here to view Dr. Kherat's State of the Schools speech.](#)

[Click here to view the slides from the State of the Schools Presentation.](#)

[Click here for the State of the Schools pamphlet.](#)

[Watch the Student Highlight video of Peoria High and Woodruff student Alexis Henderson](#) about her work experience at Sous Chef grocery store.

[Watch the Student Highlight video of Richwoods and Woodruff student Maia Cervantes](#) about her work at PIPCO Industries.

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[Watch the Student Highlight video of Peoria High student Justus Omowumi](#) taking Advanced Placement courses.

[Watch the video of Max Shaffer and Kamaria Morris](#), two students from the D2 Diploma-Degree program.

Lastly, check out these upcoming events held by Peoria Public Schools at the end of the school year!

Saturday, May 7: Whittier 125 Years event,
Noon to 2 p.m. at Whittier Primary

Thursday, May 12: PPS Foundation
Appreciation reception

Tuesday, May 10: School Resource Officer
Appreciation Day

Saturday, May 14: Final Middle School
Speech Competition, 8 a.m. to 1 p.m. at
Manual High School

Wednesday, May 11: School Nurse
Appreciation Day

Thursday, May 19: Jamieson Graduation
Ceremony

Wednesday, May 11: Manual Signing
Ceremony for Caterpillar E4Life students, 1
p.m. at Manual High School

Saturday, May 21: High School Graduation
Day

With Gratitude,



Dr. Sharon Desmoulin-Kherat
Superintendent

Community Development Monthly Report

- Please see attached

CV Docket for May 10

- Please see attached

Emergency Communications Center Monthly Report

- Please see attached

Peoria Cares Monthly Report

- Please see attached

Date: 5/4/2022

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	2	20
Development Center Permits Issued	27	491
Total Value of Development	\$ 442,423	\$ 57,521,374

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-4774-2022	1822 W War Memorial Dr	Accessory Structure	Storage Shed – Red Roof Inn	2	KW

Additional Activity

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

Job/Project #	Address	Type	Description	Council District	Planner Assigned
RES-4786-2022	11310 N Copper Creek Pt	NSFD	NSFD	5	BE
RES-4807-2022	10510 Butterfly Dr	NSFD	NSFD	5	BE

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
2105 NE Jefferson Ave	Commercial	GPMT	1

4. Land Bank Activity

- The **City Land Bank** acquires properties to hold for future development, it transfers properties to new owners when possible, and it demolishes unsafe and abandoned structures to reduce blight in the community.

Properties Acquired			
Parcel Number	Address	Council District	Received Through
None			

Properties Transferred to New Owner			
Parcel Number	Address	Council District	Transferred Through
18-04-432-010	612 NE Glendale Ave	1	Side Lot Program
18-04-182-010	1310 N Bigelow St	2	Quit Claim Deed

Properties Demolished			
Parcel Number	Address	Council District	Ownership Type and Reason
18-03-187-005	1412 NE Madison Ave	1	City - Planned
18-18-283-015	1201 S Western Ave	1	Private - Emergency

5. 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
5901 N Prospect Ave Suite 101A	Real Smooth Foods	Plans Approved	3
1223 W. Main (18-05-405-021)	Loaded Mediterranean & More	Plans Received	2

Community Development Department Contact Information

Staff who are typically assigned to manage development applications.

Leah Allison (LA)
Asst. Director of Com. Dev.
494-8667

Josh Naven (JN)
Senior Urban Planner
494-8657

Kerilyn Weick (KW)
Senior Urban Planner
494-8606

Julia Hertaus (JH)
Urban Planner
494-8649

Blake Eggleston (BE)
Urban Planner
494-8612

Rich Storm (RS)
Building Safety Manager
494-8632

Matt Ziller (MZ)
Building Inspector
494-8628

Craig Reid (CR)
Building Inspector
494-8925

Issac Garcia (IG)
Building Inspector
494-8921

David Miller (DM)
Electrical Inspector
494-8923

<u>Inspector</u>	<u>Docket No.</u>	<u>Property Owner(s)</u>	<u>Property Address</u>
AA	22-CV-15829	DARLENE ANDERSON	2522 NE MONROE ST
AA	22-CV-15837	ANNIE BELL JACKSON	521 VAN BUREN ST
AA	22-CV-15896	EMILY STEIN	535 HOMESTEAD AVE
AA	22-CV-15897	RONALD BEEM	534 HOMESTEAD AVE
AA	22-CV-15967	4303 LLC	2536 NE MONROE ST
AA	22-CV-15975	DOROTHY EVANS	2302 NE PERRY AVE
AA	22-CV-15976	ARA JONES	525 FAIRHOLM AVE
AA	22-CV-15992	MARCELLUS CHAPMAN	2705 NE ADAMS ST
AA	22-CV-16018	DEANNA DECKER	522 HOMESTEAD AVE
AW	22-CV-15832	CW ASSETS LLC	413 E ARCHER AVE
AW	22-CV-15860	RUBY WILLIAMS	418 E PARIS AVE
AW	22-CV-15987	PATTY BARTLEY	1205 E MELBOURNE AVE
AW	22-CV-15991	MICHAEL MCNARY	2110 N MARYLAND AVE
BE	22-CV-15901	MYIRA PROPERTIES LLC	2226 N ELLIS ST
BE	22-CV-15957	MICHAEL STEWART	1107 W PURTSCHER DR
BE	22-CV-15998	JERRI KEHL	1113 W WESTWOOD DR
BE	22-CV-16020	SFR3-040 LLC	321 W ARCADIA AVE
DF	22-CV-15840	MAURICE COBIGE	436 S WESTERN AVE
DF	22-CV-15869	DJ MEYERS	1503 NE MADISON AVE
DF	22-CV-15999	TURPIN LLC	1420 NE GLENDALE AVE
DF	22-CV-16015	TURPIN LLC	1710 NE MONROE ST
DH	22-CV-15624	PAUL WILSON	1105 N GLENWOOD AVE
DH	22-CV-15784	PAUL WILSON & ISAAC WILSON	1105 N GLENWOOD AVE
DH	22-CV-15863	SAM MACH	1106 N FRINK ST
DS	22-CV-15826	ROSANNA PAIZ	2001 N PEORIA AVE
DS	22-CV-15835	EDWARD SCHIMMELPFENNIG & RHEA & JIYA INVESTMENTS	1700 N CALIFORNIA AVE
DS	22-CV-15841	DESSEAN WYATT	902 S SUMNER AVE
DS	22-CV-15842	FOREVER HOMES LLC	906 S SUMNER AVE
DS	22-CV-15843	CRYSTAL SHERMAN	909 S LOUISA ST
DS	22-CV-15849	ROBERT MUHAMMAD	907 S BLAINE ST
DS	22-CV-15850	MARISELA RIVERA & ISRAEL RIVERA	906 S GREENLAWN AVE
DS	22-CV-15851	LIBERTY UNITED LOVE MINISTRIES	1211 S BLAINE ST
DS	22-CV-15852	ALLEN MOORE	1209 S MATTHEW ST
DS	22-CV-15853	CLEAR VISION LLC	1209 S WARREN ST
DS	22-CV-15895	ABW LLC	1018 E NEBRASKA AVE
DS	22-CV-15961	EQUITY REAL ESTATE INC	521 E THRUSH AVE
DS	22-CV-15962	LATONYA GUDE	601 E KANSAS ST
DS	22-CV-15983	JOSE JR	702 E REPUBLIC ST
DS	22-CV-15984	JOSE JR	702 E REPUBLIC ST
DS	22-CV-15996	JOSE JR	216 E THRUSH AVE
DS	22-CV-16009	DARREN WEEKS	1018 E KANSAS ST
DS	22-CV-16010	PATRICK GAVLINSKI	1008 E KANSAS ST
DS	22-CV-16012	NOEL PROPERTIES LLC	1316 N BOURLAND AVE
DS	22-CV-16013	NORMA FLORES	1834 N CALIFORNIA AVE
JS	22-CV-15871	DAVID RILEY	2206 W MALONE AVE
JS	22-CV-15872	DAVID RILEY	1541 W BUTLER ST
JS	22-CV-15873	DAVID RILEY	1616 N DELAWARE ST
JS	22-CV-15874	DAVID RILEY	1310 W MILLMAN

<u>Inspector</u>	<u>Docket No.</u>	<u>Property Owner(s)</u>	<u>Property Address</u>
JS	22-CV-15875	DAVID RILEY	5833 N MACKINAC DR
JS	22-CV-15876	DAVID RILEY	1535 S EASTON AVE
JS	22-CV-15877	DAVID RILEY	2508 W GARDEN ST
JS	22-CV-15878	DAVID RILEY	1303 S STANLEY ST
JS	22-CV-15879	DAVID RILEY	1409 S FARADAY AVE
JS	22-CV-15880	DAVID RILEY	1539 S EASTON AVE, PEORIA
JS	22-CV-15881	DAVID RILEY	1204 W MILLMAN ST
JS	22-CV-15882	DAVID RILEY	1402 S FARADAY AVE
JS	22-CV-15902	LORD MIC LLC	3409 ROYAL DR
JS	22-CV-15903	LORD MIC LLC	1205 N ELLIS ST
JS	22-CV-15904	LORD MIC LLC	607 LAVELLE ST
JS	22-CV-15905	LORD MIC LLC	1514 W KETTELLE ST
JS	22-CV-15906	LORD MIC LLC	1612 S LIVINGSTON ST
JS	22-CV-15907	LORD MIC LLC	1402 NE JEFFERSON AVE
JS	22-CV-15908	D J MEYERS	1913 W MARTIN ST
JS	22-CV-15909	D J MEYERS	2132 W HOWETT ST
JS	22-CV-15910	D J MEYERS	926 S GREENLAWN AVE
JS	22-CV-15911	D J MEYERS	1514 W SMITH ST
JS	22-CV-15912	D J MEYERS	2115 W ANTOINETTE ST
JS	22-CV-15913	D J MEYERS	1503 NE MADISON AVE
JS	22-CV-15914	D J MEYERS	1503 NE MADISON AVE
JS	22-CV-15915	D J MEYERS	1827 W GARDEN ST
JS	22-CV-15916	D J MEYERS	1603 NE JEFFERSON AVE
JS	22-CV-15917	D J MEYERS	1221 W BUTLER ST
JS	22-CV-15918	D J MEYERS	703 FAIRHOLM AVE
JS	22-CV-15919	D J MEYERS	624 ALEXANDER AVE
JS	22-CV-15920	D J MEYERS	1830 N LINN ST
JS	22-CV-15921	D J MEYERS	2005 W MARQUETTE ST
JS	22-CV-15922	D J MEYERS	2011 W MARQUETTE ST
JS	22-CV-15928	DIAMOND HANDS CAPITAL LLC	1102 W GEORGE ST
JS	22-CV-15929	DIAMOND HANDS CAPITAL LLC	1929 W LINCOLN AVE
JS	22-CV-15930	DIAMOND HANDS CAPITAL LLC	904 S SUMNER AVE
JS	22-CV-15931	DIAMOND HANDS CAPITAL LLC	3215 SW JEFFERSON AVE
JS	22-CV-15932	DIAMOND HANDS CAPITAL LLC	2810 W TREWYN AVE
JS	22-CV-15933	DIAMOND HANDS CAPITAL LLC	311 EVANS ST
JS	22-CV-15934	ABW PROPERTIES LLC	1910 W MARQUETTE ST
JS	22-CV-15935	ABW PROPERTIES LLC	1818 W MILLMAN ST
JS	22-CV-15936	ABW PROPERTIES LLC	1307 W BUTLER ST
JS	22-CV-15937	ABW PROPERTIES LLC	2009 W ANTOINETTE ST
JS	22-CV-15938	B & L REAL ESTATE INVESTMENTS LLC	2517 W STARR ST
JS	22-CV-15940	B & L REAL ESTATE INVESTMENTS LLC	1105 S BLAINE ST
JS	22-CV-15941	B & L REAL ESTATE INVESTMENTS LLC	1514 W AIKEN
JS	22-CV-15977	BIG GATES AUTO	3026 SW ADAMS ST
JS	22-CV-15978	REJUVENATE PEORIA LLC	401 E RAVINE AVE
JS	22-CV-15979	REJUVENATE PEORIA LLC	813 NE MADISON AVE
JS	22-CV-15980	REJUVENATE PEORIA LLC	319 W RICHMOND AVE
JS	22-CV-16027	NOEL 2020 PROPERTIES LLC	1316 N BOURLAND AVE
JS	22-CV-16028	SANDY CREEK CORPORATION	717 W WINDOM ST # A, B, E, F
JS	22-CV-16029	SCOTT LEWIS HOMES INC	824 W MOSS AVE #2
MZ	22-CV-15965	ZACH LEROY	7209 NORTH ALLEN ROAD
MZ	22-CV-15966	CHIP HOLLINGSWORTH	7209 NORTH ALLEN ROAD
MZ	22-CV-15989	ZACH LEROY	7209 NORTH ALLEN ROAD
NR	22-CV-15838	KELLEY RUBINI	1208 W ANN ST

<u>Inspector</u>	<u>Docket No.</u>	<u>Property Owner(s)</u>	<u>Property Address</u>
NR	22-CV-15839	CJD PROPERTIES INC	1703 W KETTELE ST
NR	22-CV-15854	633 HOLDINGS LLC	212 E OAK CLIFF CT
NR	22-CV-15890	MIGUEL ESPINOZA	1410 W KETTELE AVE
NR	22-CV-15894	HELEN BROWN	951 S SHELLEY ST
NR	22-CV-15923	SAMANTHA J MUTCHLER	202 SW CENTER ST
NR	22-CV-15924	SAMANTHA J MUTCHLER	202 SW CENTER ST
NR	22-CV-15926	RONALD E HAZELMAN	1103 W LINCOLN AVE
NR	22-CV-15972	BENJAMIN BARAJAS & CHARLES E BELLEMEY TRUST	2607 W HAYES ST
NR	22-CV-15973	CATHERINE & TIMOTHY BEHM	2050 N GALE AVE
NR	22-CV-16001	GREGORY L HIGHTOWER JR	1417 W WIDENHAM ST
NR	22-CV-16002	PEORIA PROPERTIES 2020 LLC	1319 W WIDENHAM ST
NR	22-CV-16003	RHEA & JIYA INVESTMENTS LLC	734 S WESTERN AVE
NR	22-CV-16008	ABW PROPERTIES LLC	1512 W AIKEN AVE
NR	22-CV-16014	CHRIS MARK & MYM PROPERTIES	709 S MATTHEW ST
RF	22-CV-15824	RHEA & JIYA INVESTMENTS LLC	3006 W KRAUSE AVE
RF	22-CV-15825	GARY MORRIS	1421 S LIVINGSTON ST
RF	22-CV-15828	DAVID GRAHAM	1606 S WESTMORELAND AVE
RF	22-CV-15831	MICHAEL YOUNG	1924 S STANLEY ST
RF	22-CV-15865	THE ESTATE OF TERRY BENNETT	2400 W LINCOLN AVE
RF	22-CV-15866	RICHARD MAJORS	2010 W MILLMAN ST
RF	22-CV-15887	DARRELL HUGHES	1915 W PROCTOR
RF	22-CV-15888	OKPARA LP	1911 W PROCTOR
RF	22-CV-15899	JUANA CASTILLO	1606 S GRISWOLD
RF	22-CV-15939	NOEL 2020 PROPERTIES LLC	2300 W MARQUETTE
RF	22-CV-15997	WILLIAM PROVENCHER	2919 W ANN
RF	22-CV-16004	DENNIS AUSTRIA	1306 S ARAGO
RF	22-CV-16005	SHAMAR ERVIN	3019 W TREWYN
RF	22-CV-16006	BENTAL MANAGEMENT LLC	2017 W MALONE
SD	22-CV-16019	ANGELITO CAPATI	VACANT LOT BY 1515 W LUTHY

City of Peoria ECC 9-1-1 Monthly Report April 2022



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	2021 Totals
Landbased 9-1-1 Calls	1,158	993	1,276	1,208									4,635	16,545
Wireless 9-1-1 Calls	6,695	5,787	7,443	6,945									26,870	93,128
Text To 9-1-1 Calls	22	24	41	18									105	208
TOTAL 9-1-1 CALLS	7,875	6,804	8,760	8,171	0	0	0	0	0	0	0	0	31,610	109,881
Peoria Police Incoming Calls	8,362	7,594	8,878	8,495									33,329	112,696
Peoria Heights Police Incoming	457	502	504	582									2,045	6,811
Peoria Heights Lobby Calls	33	41	37	41									152	598
Chillicothe Police Incoming Calls	79	352	463	492									1,386	7,260
Chillicothe Lobby Calls	79	142	14	142									377	1,480
Sheriff's Police Incoming Calls	1,468	1,486	1,578	1,554									6,086	26,358
TOTAL POLICE INCOMING CALLS	10,478	10,117	11,474	11,306	0	0	0	0	0	0	0	0	43,375	155,203
Volunteer Fire/EMS toll free calls	10	9	13	21									53	154
Peoria Heights Fire Incoming Calls	25	14	18	11									68	332
Peoria Fire Incoming Calls	356	342	430	455									1,583	5,346
TOTAL FIRE INCOMING CALLS	391	365	461	487	0	0	0	0	0	0	0	0	1,704	5,832
Operator Assist Calls/Alarm Calls	829	800	921	782									3,332	8,427
Ambulance Incoming Calls	151	125	152	139									567	2,002
ECC Supervisor Incoming Calls	568	391	359	366									1,684	5,196
Richwoods Dispatcher Incoming Calls	106	66	109	79									360	1,065
Downtown Dispatcher Incoming Calls	97	90	79	70									336	1,064
Prep 2 Dispatcher Incoming Calls	1,676	1,653	1,745	1,576									6,650	1,695
C-MED Dispatcher Incoming Calls	45	44	68	132									289	1,331
County Sheriff Dispatcher Incoming Calls	253	257	259	292									1,061	3,140
Fire Dispatcher Incoming Calls	393	422	334	328									1,477	3,754
OverFlow/Call Taker Incoming Calls	16	26	26	22									90	251
TOTAL INCOMING EXTENSION CALLS	3,154	2,949	2,979	2,865	0	0	0	0	0	0	0	0	11,947	32,496
TOTAL OUTGOING EXTENSION CALLS	4,555	4,229	4,595	3,974									17,353	57,570
Peoria Police Dispatches/On view	8,856	7,653	9,364	8,968									34,841	111,633
Peoria Heights Dispatched/On View	503	527	582	619									2,231	7,238
Chillicothe Police Dispatches/On view	466	386	498	564									1,914	8,359
Peoria County Sheriff Dispatches/On view	3,168	2,619	3,046	2,927									11,760	39,166
TOTAL POLICE DISPATCHES/ON VIEW	12,993	11,185	13,490	13,078	0	0	0	0	0	0	0	0	50,746	166,396
Air National Guard Fire Dispatches	5	9	2	5									21	63

Akron-Princeville Fire Dispatches	26	19	17	33									95	253
Brimfield Fire Dispatches	45	31	33	30									139	515
Chillicothe Fire Dispatches	44	35	45	41									165	605
Dunlap Fire Dispatches	31	32	37	28									128	489
Elmwood Fire Dispatches	23	16	15	6									60	183
Limestone Fire Dispatches	146	139	175	156									616	1,880
Logan-Trivoli Fire Dispatches	62	47	54	42									205	505
Peoria Fire Dispatches	2,051	1,741	1,945	1,870									7,607	23,043
Peoria Heights Fire Dispatches	113	101	98	112									424	1,227
Timber-Hollis Fire Dispatches	45	25	31	34									135	461
Tuscarora Fire Dispatches	15	11	23	14									63	200
West Peoria Fire Dispatches	75	57	60	67									259	797
MABAS Fire Calls	5	2	3	3									13	42
TOTAL FIRE DISPATCHES	2,686	2,265	2,538	2,441	0	0	0	0	0	0	0	0	9,930	30,263
AMT Ambulance Dispatches	2,598	2,164	2,404	2,334									9,500	28,699
APA Ambulance Dispatches	24	15	12	29									80	185
BYE Ambulance Dispatches	64	36	42	43									185	635
TOTAL AMBULANCE DISPATCHES	2,686	2,215	2,458	2,406	0	0	0	0	0	0	0	0	9,765	29,519
Peoria County Coroner Incoming Calls	305	145	126	139									715	2,688
Community Messaging System Call-outs	15	20	30	15									80	195
Telephone Trouble Reports Completed	0	0	0	0									0	0
CD Requests from State's Attorney's Office	15	15	25	20									75	306
CD Requests from FOI / Subpoena	11	8	10	9									38	114
CD Requests from Inner Departmental	6	7	7	10									30	72
Total Number of CD Requests	32	30	42	39	0	0	0	0	0	0	0	0	143	461
ILEAS Call Outs	0	0	0	0									0	1
JULIE Dig	35	37	39	46									157	546
Peoria Cares Cases	30	32	46	60									168	593
Premise Alerts	66	35	44	57									202	855
Sex Offender Updates	195	187	220	241									843	2,411
PAWS	344	392	262	213									1,211	4,316
Illinois State Police	196	237	155	166									754	2,945
Ameren	61	59	83	57									260	1,324

Peoria Cares

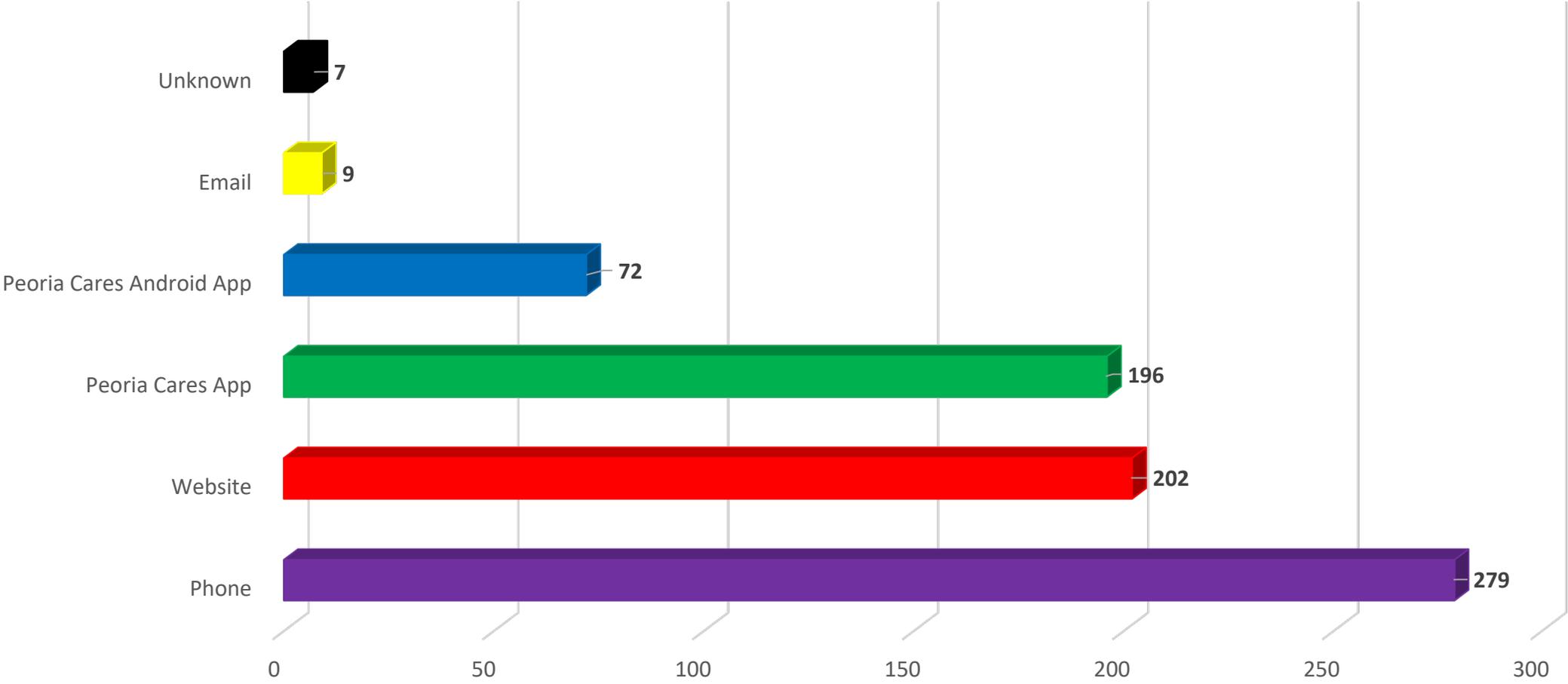


2022 Monthly Report



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

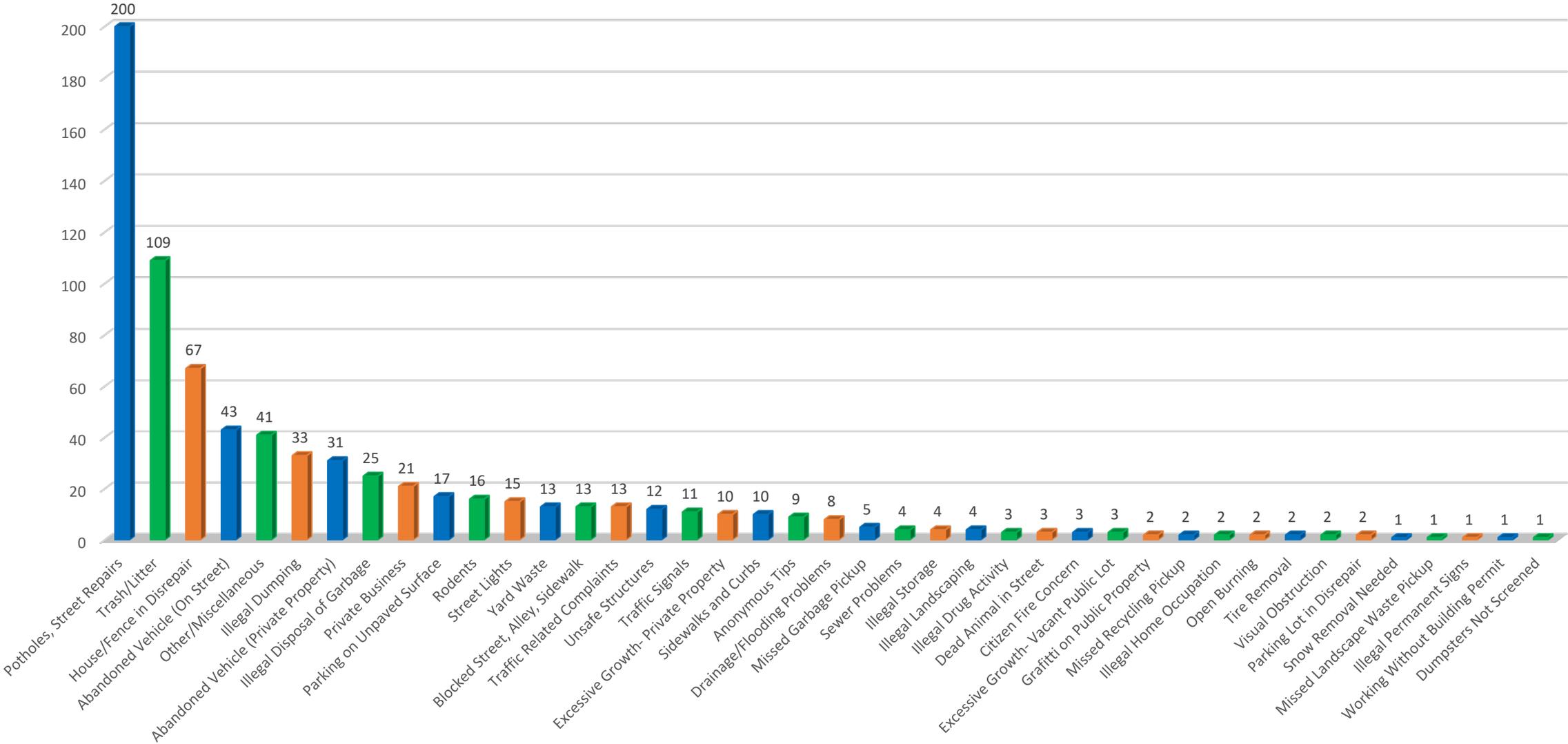
Peoria Cares Communication Transactions During the Month of April 2022



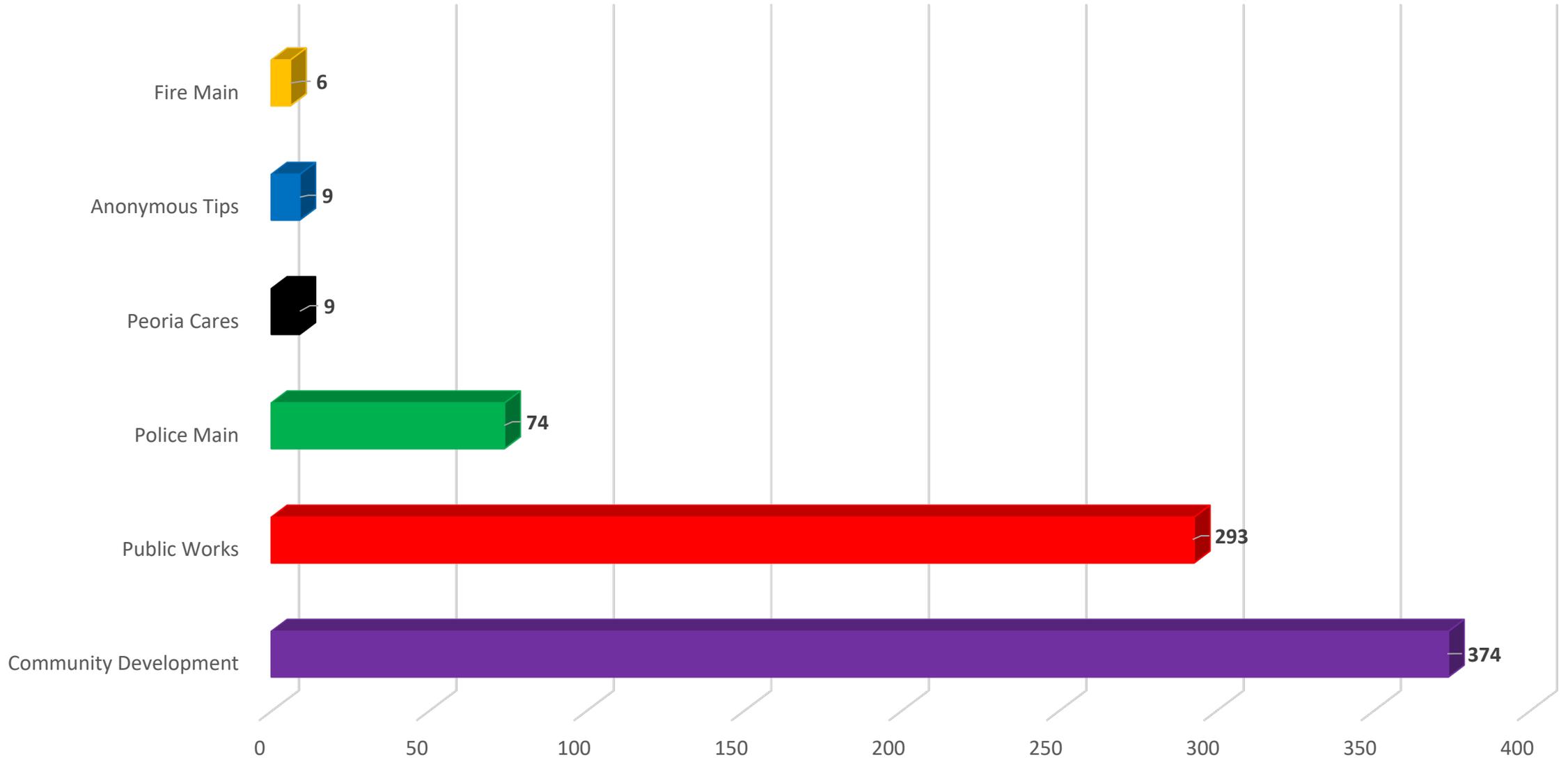
Total number of cases received: 765



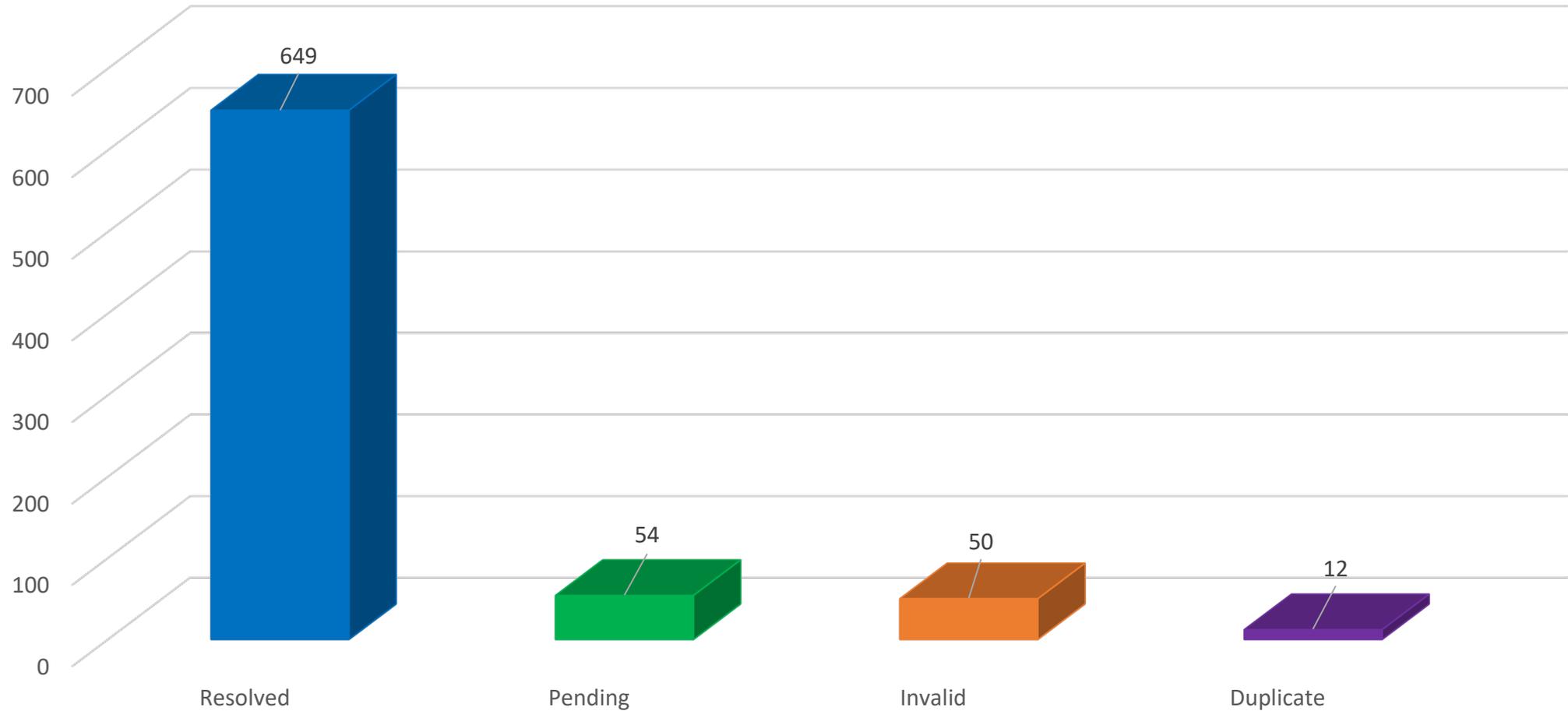
Peoria Cares April 2022 Complaints by Category



Peoria Cares April 2022 Complaints by Department



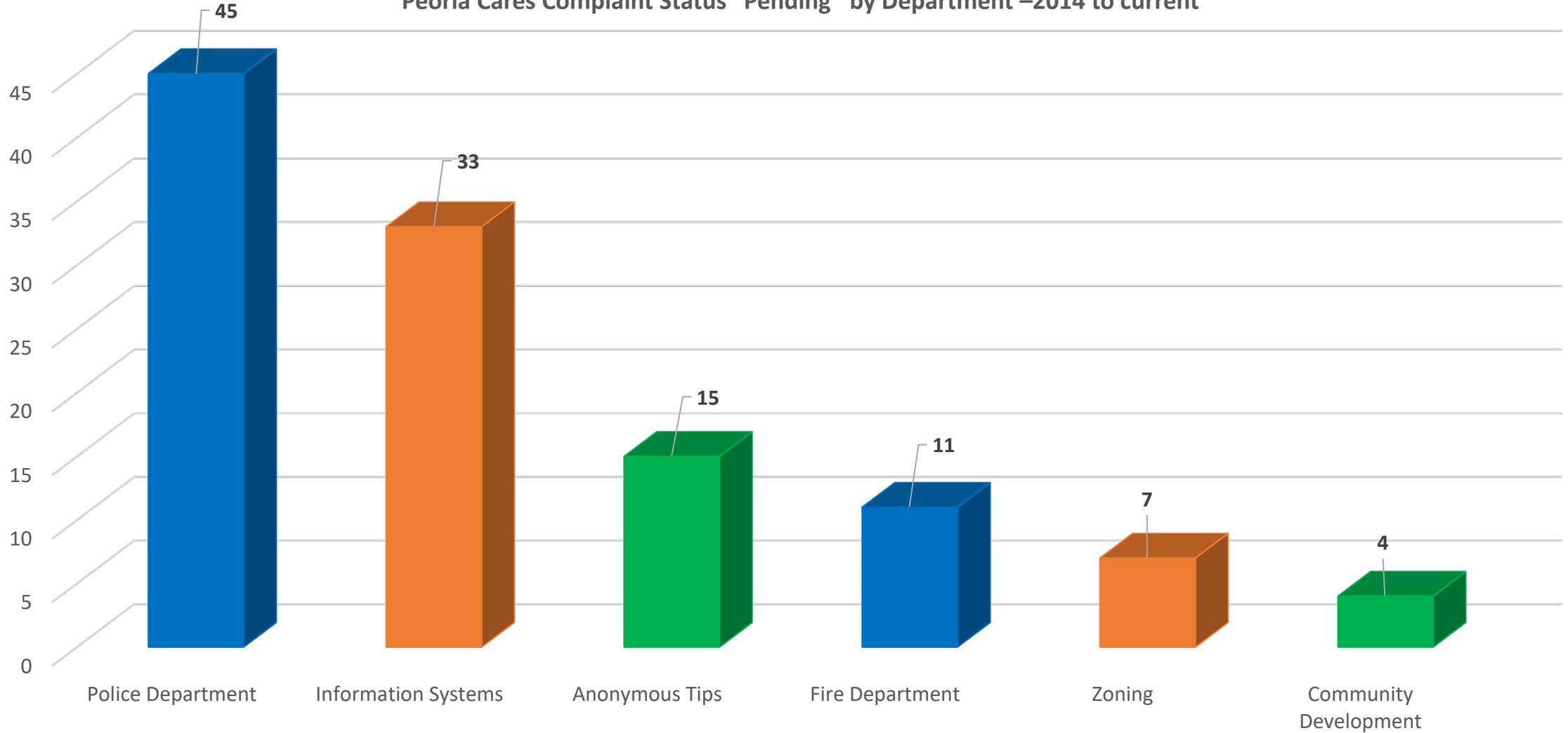
Peoria Cares April 2022 Complaint Status (as of 5/4/22)



The 54 pending cases all fall within the established 2-4 day response period expectation.



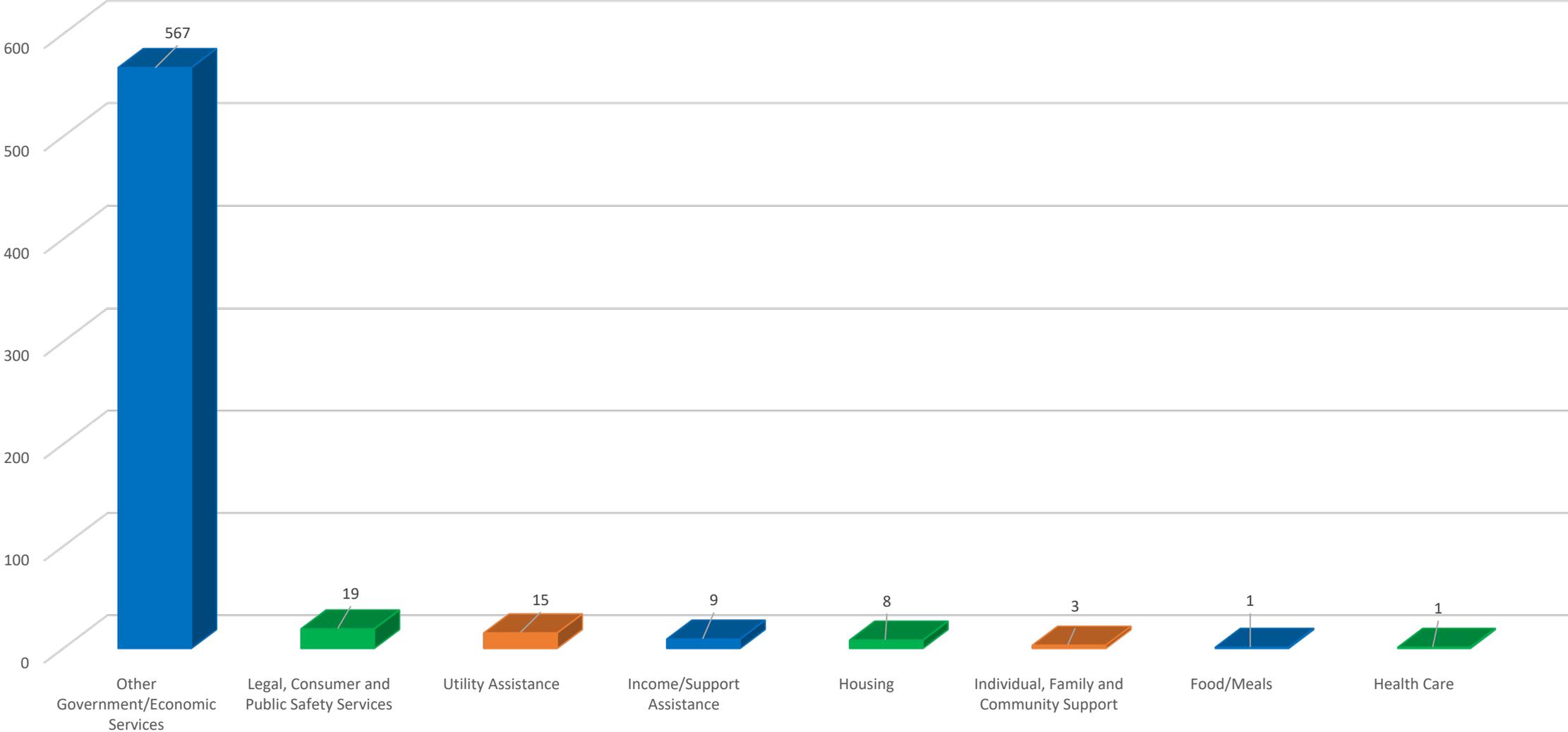
Peoria Cares Complaint Status "Pending" by Department –2014 to current



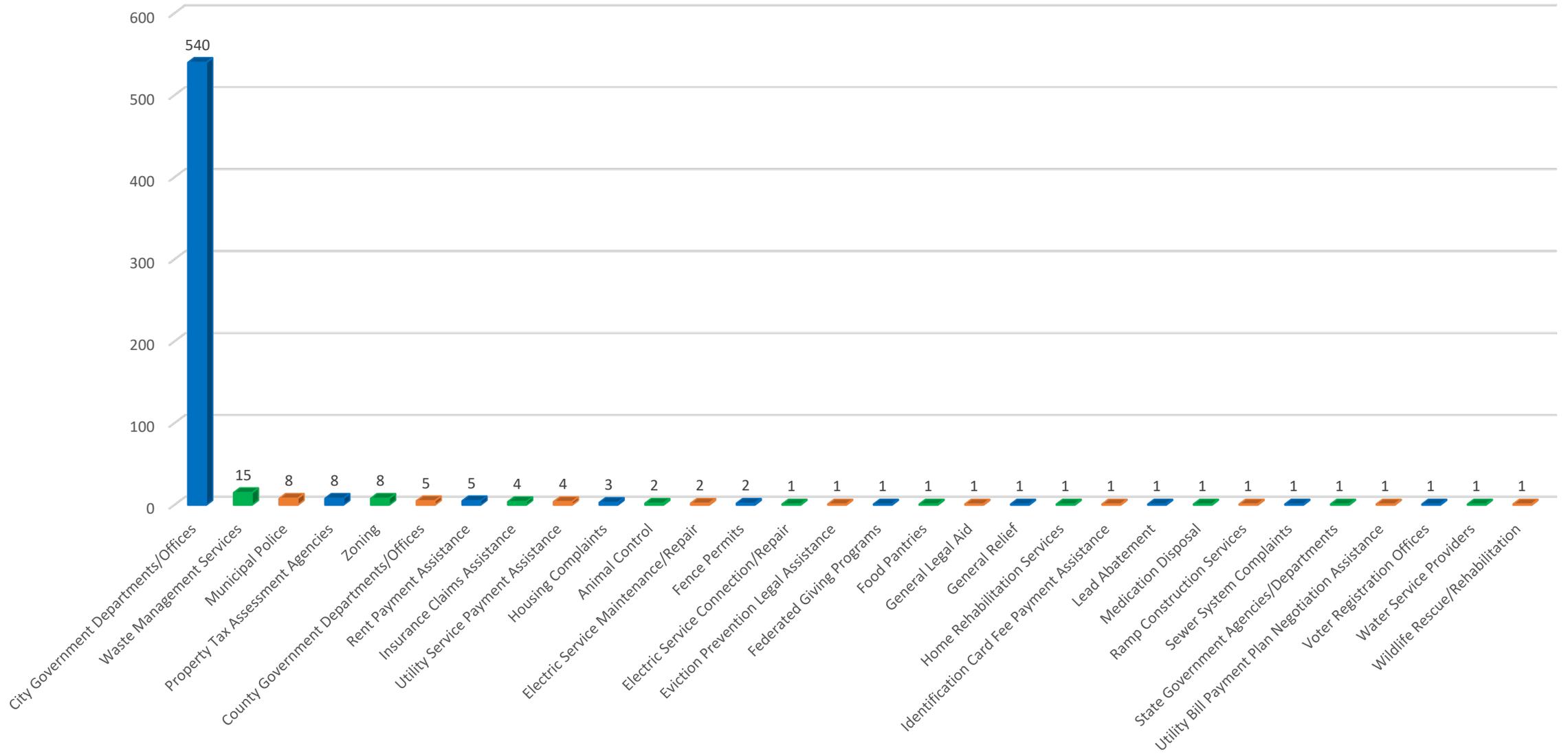
Total pending cases is 115. The earliest pending case is from 06/09/2014 and the most recent is from 4/30/2022. This includes the 54 pending cases from the current reporting period (April 2022).



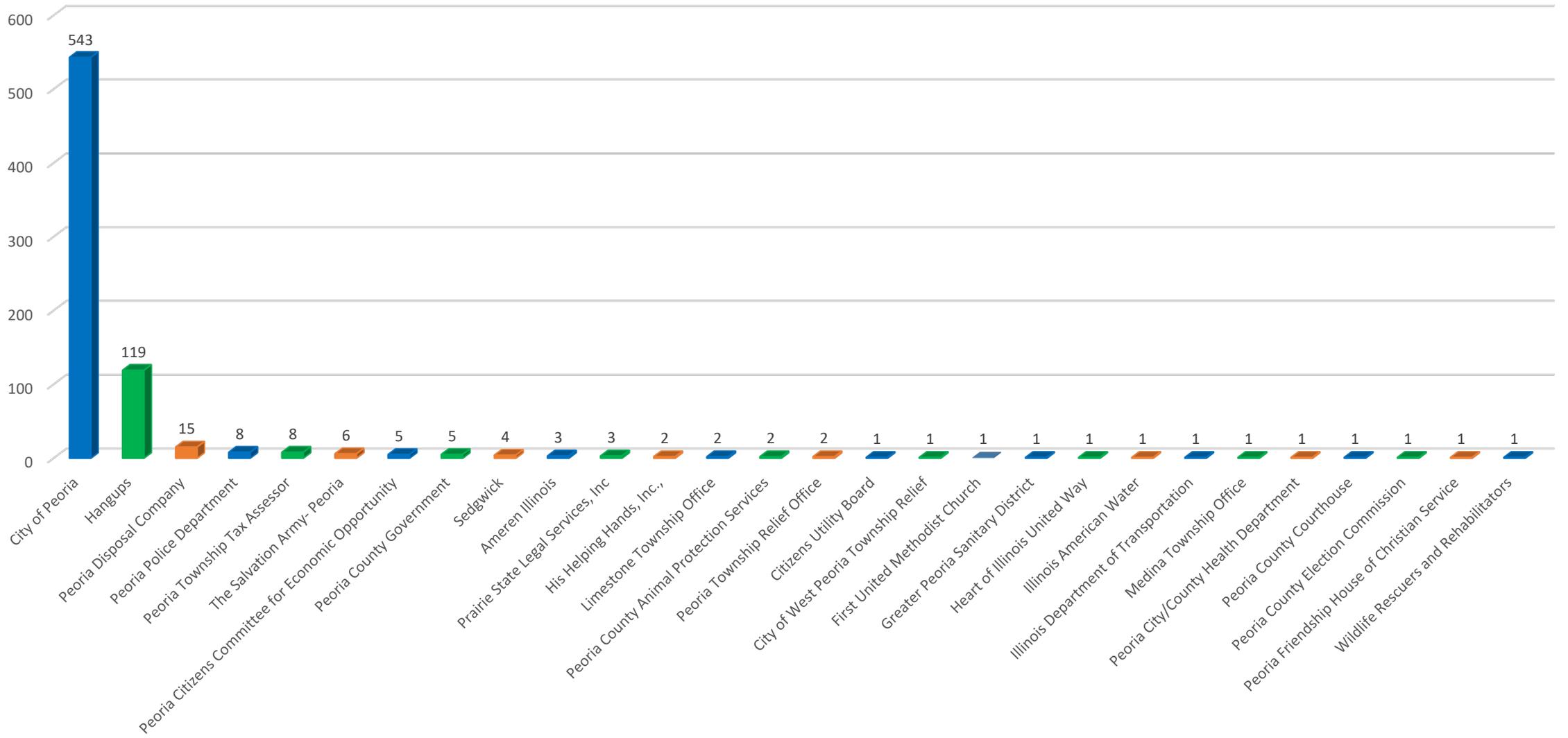
Overall Need Category of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- April 2022



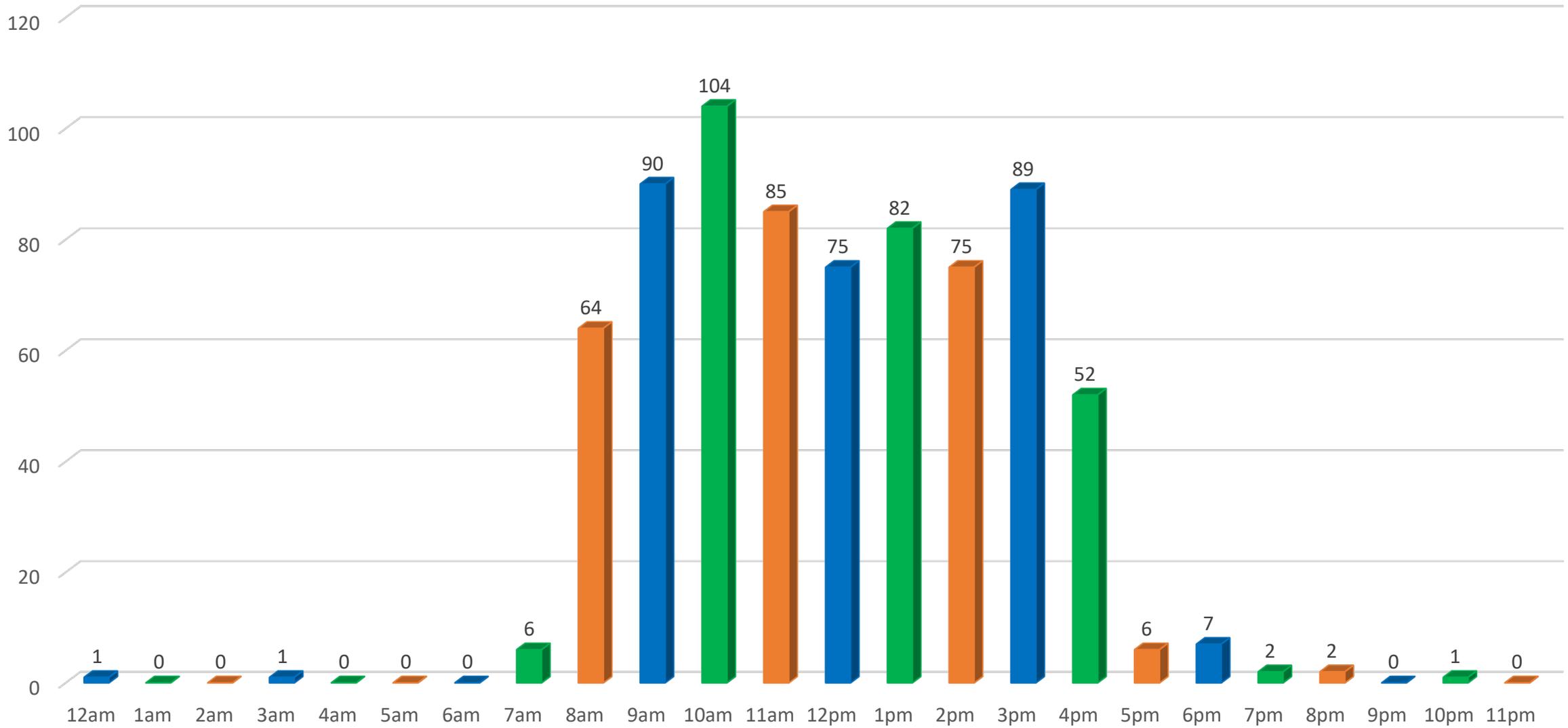
Service Needs of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- April 2022



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



Peoria Cares Calls by Time of Day – April 2022



Peoria Cares Calls by Day of Week – April 2022

DATE	N/A's	TICKETS	TOTAL PC	211 TOTAL	DAY TOTAL	% TICKETS	% DAY TOTAL
1-Apr	29	19	48	20	68	39.58%	70.59%
2-Apr	4	2	6	6	12	33.33%	50.00%
3-Apr	2	0	2	5	7	0.00%	28.57%
4-Apr	40	17	57	30	87	29.82%	65.52%
5-Apr	33	12	45	31	76	26.67%	59.21%
6-Apr	46	15	61	20	81	24.59%	75.31%
7-Apr	21	11	32	17	49	34.38%	65.31%
8-Apr	38	6	44	21	65	13.64%	67.69%
9-Apr	2	0	2	13	15	0.00%	13.33%
10-Apr	2	2	4	4	8	50.00%	50.00%
11-Apr	39	13	52	33	85	25.00%	61.18%
12-Apr	24	11	35	16	51	31.43%	68.63%
13-Apr	30	16	46	19	65	34.78%	70.77%
14-Apr	31	8	39	32	71	20.51%	54.93%
15-Apr	28	10	38	12	50	26.32%	76.00%
16-Apr	8	0	8	3	11	0.00%	72.73%
17-Apr	0	0	0	1	1	0.00%	0.00%
18-Apr	40	9	49	17	66	18.37%	74.24%
19-Apr	31	18	49	45	94	36.73%	52.13%
20-Apr	39	7	46	21	67	15.22%	68.66%
21-Apr	44	9	53	25	78	16.98%	67.95%
22-Apr	31	9	40	22	62	22.50%	64.52%
23-Apr	3	0	3	7	10	0.00%	30.00%
24-Apr	0	0	0	4	4	0.00%	0.00%
25-Apr	35	13	48	32	80	27.08%	60.00%
26-Apr	33	19	52	27	79	36.54%	65.82%
27-Apr	34	11	45	16	61	24.44%	73.77%
28-Apr	42	6	48	19	67	12.50%	71.64%
29-Apr	33	6	39	27	66	15.38%	59.09%
30-Apr	1	1	2	5	7	50.00%	28.57%
	743	250	993	550	1543	22.19%	55.54%

DAY OF WEEK	N/As	TICKETS	TOTAL PC	% PC TICKETS
Monday (4)	154	52	206	25.24%
Tuesday (4)	121	60	181	33.15%
Wednesday (4)	149	49	198	24.75%
Thursday (4)	138	34	172	19.77%
Friday (5)	159	50	209	23.92%
Saturday (5)	18	3	21	14.29%
Sunday (4)	4	2	6	33.33%

- 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.



Peoria Cares Call Totals by Day of Week - April 2022

