



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager 

DATE: September 8, 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.

Community Development - Applications for Violence Prevention Funding Now Available

The city of Peoria has received funding through the American Rescue Plan or Violence Prevention programming. Applications are now open and will close at 2:00 PM on Friday, September 9th. This grant provides funding for programming focused on place-based efforts and supportive services to prevent crime and promote neighborhood safety.

Applications are available to not-for-profits, 501(c)3 organizations, and government agencies to provide violence prevention programs for City of Peoria residents. The minimum funding request is \$50,000 and the maximum funding request is \$250,000.

Programs must meet the criteria of one of five priority areas: Thriving Neighborhoods, Empowered Youth & Young Adult, Restorative & Resilience, Intervention, or Violence Reduction. All programs must be evidence-based and have measurable results.

The Violence Prevention Program is funded through the American Rescue Plan. Eligible applications will be reviewed by the Community Development Block Grant (CDBG) Public Services Advisory Commission and agencies will be notified of funding decisions following City Council approval.

More information, including detailed program guidelines and a recorded application session, is available at www.peoriagov.org/community-development.

For application questions, please contact the city of Peoria Community Development Department at grants@peoriagov.org or by calling (309) 494-8600.

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For other questions, please contact Associate Grants Coordinator Irina Riggerbach at iriggerbach@peoriagov.org or 309-494-8629.

Community Development - 2022 Housing Rehabilitation Program Application Open

On Wednesday, August 24, applications opened for the 2022 Housing Rehabilitation Program. Developed by the Community Development Department, this program provides a 50/50 matching grant with up to \$15,000 of assistance to property owners of single-family residential properties within Qualified Census Tracts (QCT) for exterior building and site improvements.

The purpose of the 2022 Housing Rehabilitation Program is to increase the owner-occupancy rate within the census tract, improve the outward appearance of homes, and increase property values.

To qualify for assistance, the homeowner must be located within a QCT and the total household income must be at or below 120% of the area median income by household size. Applicants must have homeowner's insurance, be current on their property taxes, cannot owe any fees or fines to the City of Peoria, and cannot have any environmental code violations.

To determine if a property is in a QCT, please visit www.appreciatepeoria.com and select "Qualifying Census Tracts" from the dropdown menu under "Neighborhoods" on the toolbar at the top of the page.

To view income qualification requirements, please visit the "Grants Management" section on the Community Development page at peoriagov.org. Go to the section titled "Applications & Forms". Alternatively, you can click on this link to apply:

<http://www.peoriagov.org/community-development/neighborhood-development-division/>

Applications, along with a brief training recording, are available at the above link. Applications will be accepted and reviewed until the funds are exhausted.

For more information, please contact Project Coordinator Lane Andrews at 309-494-8636 or landrews@peoriagov.org.

Peoria Public Works—Seal coating road projects to begin Thursday throughout the City

The 2022 Seal Coating Project will begin today (Thursday, Sept. 8), on various City streets. These pavement improvements are scheduled to be completed by Friday, September 16, weather permitting.

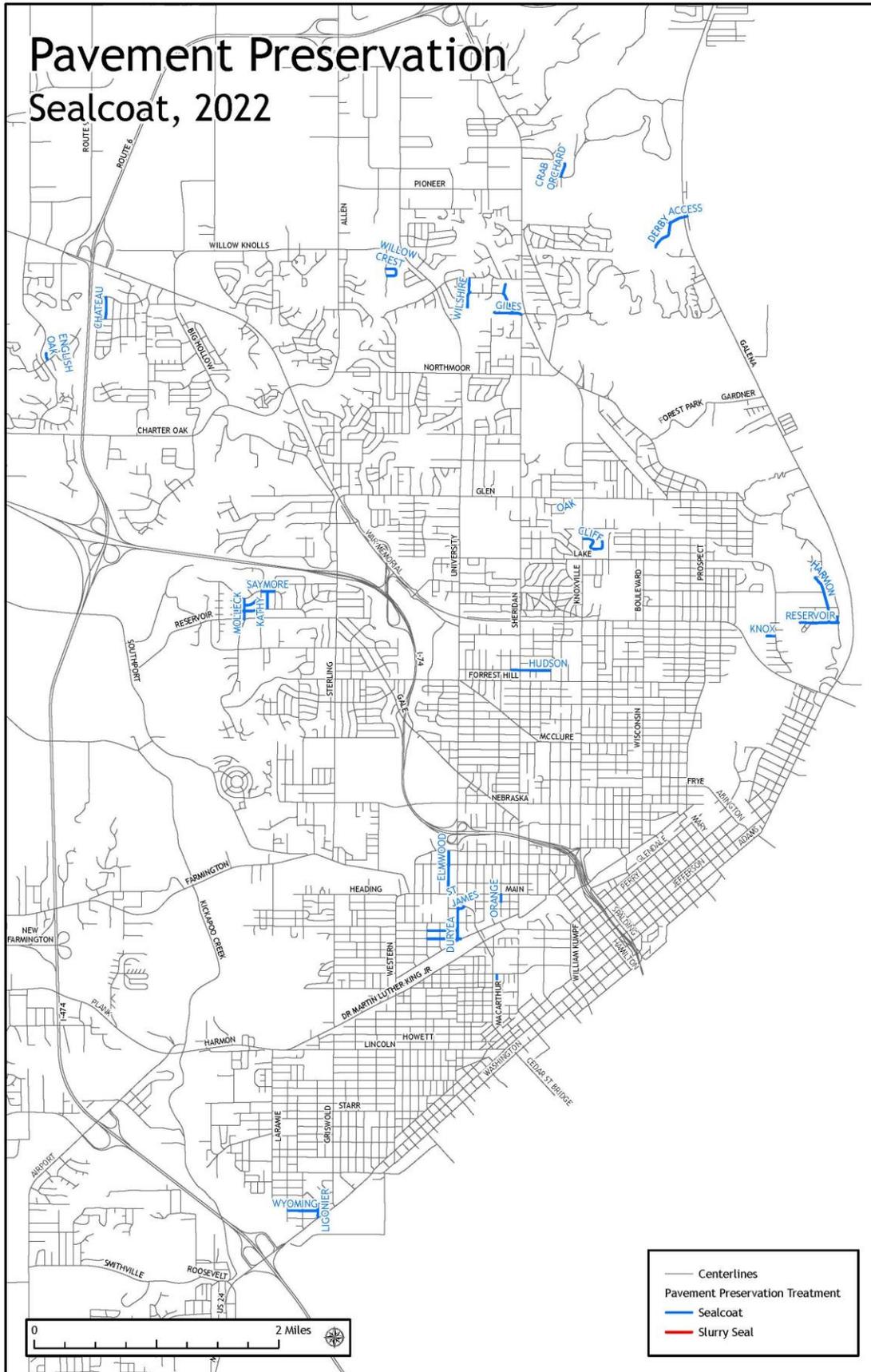
Residents directly impacted by the project will be notified with a door hanger 24 to 48 hours in advance of the work. When notified, residents will be asked to remove all vehicles parked on the

streets. **No parking areas will remain in effect until the project has been completed and the no parking signs have been removed.** No parking and other traffic signs will be placed on selected streets and residents may be required to find alternative, off-street parking.

During the process, driveways may have limited access for 30 minutes. Emergency vehicles will have access at all times.

Seal coating protects and prolongs the life expectancy of the pavement's surface. The work will be performed on both sides of the road with the entire road being closed for a few hours.

This work is part of the Public Works Department's 2022 Pavement Preservation Program. The City appreciates the public's patience while these roadway treatments are applied to extend the life of the pavement.



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

A program for Peoria Public Schools students that began by serving students at one school is celebrating its 10th Anniversary this year and now serves nearly every school in the district.

The Snack Pack program began as a ministry of Glen Oak Christian Church to serve students of nearby Glen Oak Community Learning Center. In 2012, Glen Oak CLC principal Katie Cobb noticed that some students were saving their breakfast bars on Friday to take home for the weekend. Cobb, now principal at Valeska Hinton Early Childhood Education Center, and a member of the church, and her mother, retired teacher Kathy Cobb, read about a weekend Snack Pack program in Woodford County and, with the help of congregation volunteers, decided to replicate the idea.

The first week of the program, they thought about 90 students would request Snack Packs. Instead, they got 266 requests, and by the end of the school year they were sending 600 Snack Packs home each week.

Each year has grown since then the program has grown. Now, they receive a truckload of food from the Midwest Food Bank. Other churches including First Federated Church and University Methodist Church, as well as organizations like Church Women United and Rotary Club of Peoria North and many more, are involved through financial donations, donations of food and the work of volunteers.

Each Snack Pack contains food that young children can access themselves like breakfast bars, toaster pastries, individually packaged apple sauce and fruit cups and cheese and cracker packets. Some foods requiring minimal preparation, like ramen noodles or individual macaroni and cheese bowls, also are included. Many students are home alone during the weekend while parents work and must feed themselves and their siblings.

Volunteers gather on Thursday to pack the individual paper bag Snack Packs, and then pack those into boxes. The boxes are delivered to schools on Thursday and students take them home on Friday. [This video tells the story of the Snack Pack program.](#)

If your civic organization or faith community would like to become involved or donate to the Snack Pack program, please contact the Peoria Public Schools Foundation at 309-713-3608 or email foundation@psd150.org.

Happy 10th Anniversary and Thank You, Peoria Snack Pack program!

With Gratitude,



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Code Violation Docket

- Please see attached

Community Development Weekly Report

- Please see attached

Housing Docket

- Please see attached

ECC Monthly Report

- Please see attached

Peoria Cares Monthly Report

- Please see attached

Inspector	Docket No.	Property Owner(s)	Property Address
AA	22-CV-17369	JONTOYA JONES	1705 W MARTIN ST
AA	22-CV-17393	ADOLFO MARTINEZ BRETADO	1418 W SMITH ST
AA	22-CV-17394	GEORGIA JOHNSON	1609 W SMITH ST
AA	22-CV-17395	VINCENT FROSIG	1524 W AIKEN AVE
AA	22-CV-17398	B & L REAL ESTATE INVESTMENTS LLC	1514 W AIKEN AVE
AA	22-CV-17399	MAREEZ BARSOUM	1512 W AIKEN AVE
AA	22-CV-17400	ROSHMORE DEVELOPMENT INC	1510 W AIKEN AVE
AA	22-CV-17401	KENDALL ANDERSON	1040 S WARREN ST
AA	22-CV-17404	JAVIER HIRALDO	1539 W BUTLER ST
AA	22-CV-17405	DAVID RILEY	1541 W BUTLER ST
AA	22-CV-17407	ROGER ALEXANDER	806 S SUMNER AVE
AA	22-CV-17408	CHAD BERRY	810 S LOUISA ST
AA	22-CV-17409	CARY HIGHTOWER	906 S MATTHEW ST
AA	22-CV-17410	QUINTARUS ROBINSON	916 S HELEN ST
AA	22-CV-17455	ROSSOLILLE XUHUNG	1540 W KETTELLE ST
AA	22-CV-17456	NSB INVESTMENTS LLC TRUST: SERIES	1310 W JOHN H GWYNN JR AVE
AA	22-CV-17542	WILLIE HERRON	2801 SW JEFFERSON AVE
AA	22-CV-17543	CLEAR VISION LLC	1209 S WARREN ST
AA	22-CV-17544	BRADLEY KAUFMANN	1414 W GARDEN ST
AA	22-CV-17545	EBONI MCNAIR	2827 SW JEFFERSON AVE
AA	22-CV-17546	ACCLAIM CLEANING & RESTORATION SERVICES LLC	2825 SW JEFFERSON AVE
AA	22-CV-17548	JUAN RIVERA	1302 W KETTELLE ST
AA	22-CV-17549	EIGHT ONE INVESTMENTS LLC SERIES SEP	1503 W MILLMAN ST
AW	22-CV-17321	JOSEPH FRIERI	219 E THRUSH AVE
AW	22-CV-17362	HENRI ALWAN	206 E ARCHER AVE
AW	22-CV-17373	FJR REALTY LLC	321 E FRYE AVE
AW	22-CV-17374	DEBORAH FANER	1900 N DECHMAN AVE
AW	22-CV-17447	RHEA & JIYA INVESTMENTS LLC	1021 E BEHREND'S AVE
AW	22-CV-17495	AVIV NARWANI	217 W COLUMBIA TER
AW	22-CV-17503	MAGEB ABBAS	2300 N KNOXVILLE AVE
AW	22-CV-17505	MAGEB ABBAS	2300 N KNOXVILLE AVE
AW	22-CV-17510	TINA STORY	422 E ARCADIA AVE
AW	22-CV-17515	RHEA & JIYA INVESTMENTS LLC	1700 N CALIFORNIA AVE
AW	22-CV-17523	MARK MONROE	216 E ARCADIA AVE
BE	22-CV-17417	JOSHUA YAKLE	2240 N SHERIDAN RD
BE	22-CV-17528	JOSHUA YAKLE	2240 N SHERIDAN RD
BE	22-CV-17530	PHILMORE HUGHES	210 W RICHMOND AVE
BE	22-CV-17554	FREDRIC NATHAN	312 W MCCLURE AVE
CT	22-CV-17328	WILLIE SIMMONS JR	2719 W EDWARDS ST
CT	22-CV-17347	ABW PROPERTIES LLC	2009 W ANTOINETTE ST
CT	22-CV-17366	CURTIS LINDSAY	2000 W MARTIN LUTHER KING JR DR
CT	22-CV-17383	DEMARCO SCROGGINS	2100 W HOWETT ST
CT	22-CV-17448	TONI-LYNN BENNETT	1923 W LINCOLN AVE
CT	22-CV-17463	RHEA & JIYA INVESTMENTS LLC	2112 W LINCOLN AVE
CT	22-CV-17504	RHEA & JIYA INVESTMENTS LLC	2401 W ANN ST
CT	22-CV-17506	ISAAC HUMES	2337 W LINCOLN AVE
DF	22-CV-17339	TIM BAIETTO	1405 NE ADAMS ST
DF	22-CV-17340	JAY RAND	503 CORNHILL ST
DF	22-CV-17341	TIMOTHY WASSON	1411 NE ADAMS ST
DF	22-CV-17358	SARA NASH	3325 NE MADISON AVE
DF	22-CV-17359	NEW CHICAGO INVESTMENTS LLC	3008 NE MADISON AVE
DF	22-CV-17376	MATHEW INDIANO	331 NE PERRY AVE
DF	22-CV-17386	BREWER-SUMRELL INVESTMENT REALTY LLC	1406 NE PERRY AVE
DF	22-CV-17433	DAVID CHRISTOPHER	519 HOMESTEAD AVE
DF	22-CV-17480	THE ESTATE OF BURNEY BERNICE	1601 NE JEFFERSON AVE
DF	22-CV-17484	BARATELLI ILLINOIS PROPERTIES LLC	1100 NE GLENDALE AVE

Inspector	Docket No.	Property Owner(s)	Property Address
DH	22-CV-17331	RENT PEORIA HOMES LLC	1123 N ELLIS ST
DH	22-CV-17333	MARK ROSSIE	1225 N ORANGE ST
DH	22-CV-17350	ARA JONES & KENT JONES	1314 N BROADWAY ST
DH	22-CV-17351	KENT JONES & ARA JONES	1314 N BROADWAY ST
DH	22-CV-17352	HANSSEN FAMILY INVESTMENT PROPERTIES LLC	1022 N ELLIS ST
DH	22-CV-17354	ZACHARY LARSON	1419 N BROADWAY ST
DH	22-CV-17355	JESUS PEREZ	1415 N BROADWAY ST
DH	22-CV-17356	FIONNA LARCOM	1216 N ORANGE ST
DH	22-CV-17367	SOUAD GHANTOUS	816 W COLUMBIA TER
DH	22-CV-17368	REDEED LLC	1407 N BOURLAND AVE
DH	22-CV-17382	VP FOR BUSINESS AFFAIRS BRADLEY UNIVERSITY	1522 W FREDONIA AVE
DH	22-CV-17384	R & G MANAGEMENT SERVICES LLC	1639 W MAIN ST
DH	22-CV-17429	ACC ENTERPRISES	715 W MAIN ST
DH	22-CV-17430	JOHN MARC EVERLY SR	1007 N SHERIDAN RD
DH	22-CV-17452	ROCKHOPPER INVESTMENTS LLC	900 W MOSS AVE
DH	22-CV-17453	ROCKHOPPER INVESTMENTS LLC	900 W MOSS AVE
DH	22-CV-17481	DOUGLAS ELLIS	2627 W MOSS AVE
DH	22-CV-17483	FREDERICK MORRIS	1022 N FRINK ST
DH	22-CV-17533	JOSHUA TREE ASSOCIATES LLC	4005 W COURTLAND ST
DH	22-CV-17534	4303 LYNHURST 2 LLC	1217 N ORANGE ST
DH	22-CV-17535	SOUAD GHANTOUS	1819 W BRADLEY AVE
DH	22-CV-17536	BELL & BELLA PROPERTIES LLC	820 W WINDOM ST
DS	22-CV-17317	AZZE SANANY	3026 N GALE AVE
DS	22-CV-17334	STANISLAS AJODHA	2117 W FORREST HILL AVE
DS	22-CV-17336	THE ESTATE OF NORA GRANDSON	3140 N FINNELL AVE
DS	22-CV-17426	WILLIAM HEAVER	1933 W FORREST HILL AVE
DS	22-CV-17473	STACY GRAVES	2146 W HARPER TER
JR	22-CV-17422	COTTEN REAL ESTATE LLC OF PEORIA	538 HOMESTEAD AVE
JR	22-CV-17425	ROBERT LACH	606 W HOMESTEAD AVE
JR	22-CV-17440	RHEA & JIYA INVESTMENTS LLC	510 SPITZNAGLE AVE
JR	22-CV-17492	DOROTHY LAARVELD	405 FAIRHOLM AVE
JR	22-CV-17494	CHRISTOPHER MELTON JR	3122 NE MADISON AVE
JR	22-CV-17551	RONALD BEEM	534 HOMESTEAD AVE
JR	22-CV-17553	MATTHEW SEYMOUR	526 FAIRHOLM AVE
JS	22-CV-16547	JOSEPH FRIERI	1205 N SHERIDAN RD
JS	22-CV-17158	SANDIA SALON SPA	4701 N UNIVERSITY ST
JS	22-CV-17159	SANDIA SALON SPA	4701 N UNIVERSITY ST
JS	22-CV-17389	VIRGINIA MARSH	607 E MCCLURE AVE
JS	22-CV-17421	ZUHAIR MADANAT	1709 W SHERMAN AVE
JS	22-CV-17539	CHRIS GEZZER	303 W COLUMBIA TER
JS	22-CV-17552	SCOTT LEWIS HOMES INC	824 W MOSS AVE UNIT 2
MH	22-CV-17325	SHORT LLC	608 W GIFT AVE
MH	22-CV-17326	RHEA & JIYA INVESTMENTS LLC	1719 N VALLEY AVE
MH	22-CV-17378	AMERITECH-IL	2315 N KNOXVILLE AVE
MH	22-CV-17380	SCOTT SIMONSEN	923 W MCCLURE AVE
MH	22-CV-17390	JOSEPH DOWNARD	904 W VIRGINIA AVE
MH	22-CV-17418	RHEA & JIYA INVESTMENTS LLC	1819 N BIGELOW ST
MH	22-CV-17420	TERESA LEGG	809 W MCCLURE AVE
MH	22-CV-17442	JR HOLDINGS 2022 LLC	903 W MCCLURE AVE
MH	22-CV-17446	MANDALAY PARTNERS LLC	N MANDALAY DR
MH	22-CV-17477	FAMILY LEASE LLC	900 W VIRGINIA AVE
MH	22-CV-17478	JOSEPH DOWNARD	904 W VIRGINIA AVE
MH	22-CV-17479	JASMINA VUKICH	908 W VIRGINIA AVE
MH	22-CV-17487	ANDREA HORNER	916 W VIRGINIA AVE
MH	22-CV-17496	LARRY JOHNSON	922 W VIRGINIA AVE
MH	22-CV-17497	THOMAS HAMM	1018 W VIRGINIA AVE

Inspector	Docket No.	Property Owner(s)	Property Address
MH	22-CV-17498	DANNIS BENNETT	1020 W VIRGINIA AVE
MH	22-CV-17502	THOMAS JONES	2614 N UNIVERSITY ST
MH	22-CV-17526	LETTIE SCHMITT	502 W MELBOURNE AVE
MH	22-CV-17527	DONNA MOTLEY	811 W THRUSH AVE
MH	22-CV-17558	MARLON HERRON	903 W VIRGINIA AVE
RF	22-CV-17318	DAVID WEBER	522 W WESTWOOD DR
RF	22-CV-17319	LIMOSA LLC	407 W CLARA AVE
RF	22-CV-17323	ROBERT DAVIS	2428 W MALONE AVE
RF	22-CV-17343	MATTHEW NIXON	2500 W LATROBE ST
RF	22-CV-17397	QUAD CITY CONSOLIDATED LLC	5520 N RENWOOD AVE
RF	22-CV-17414	THE NV EMPIRE LLC	2214 W MARQUETTE ST
RF	22-CV-17415	MARIO VELASCO	2318 W MARQUETTE ST
RF	22-CV-17416	JANELL BUSHONG	2327 W GARDEN ST
RF	22-CV-17432	JUANA CASTILLO	1608 S GRISWOLD ST
RF	22-CV-17434	LONGWOOD CAPITAL INVESTMENTS	4003 SW ADAMS ST
RF	22-CV-17435	SAMAHA ESTATES LLC TRUST: SERIES 2021	2513 W MARQUETTE ST
RF	22-CV-17457	DERODE CARUTH	1609 S EASTON AVE
RF	22-CV-17459	MIREYA MELLA	3031 W MALONE ST
RF	22-CV-17468	BT LIMITED LLC	2009 W GARDEN ST
RF	22-CV-17469	EDDIE WALTON	2012 W MARQUETTE ST
RF	22-CV-17475	CLEAR VISION LLC	2621 W MALONE ST
RF	22-CV-17512	RHEA & JIYA INVESTMENTS LLC	1026 S WESTMORELAND AVE
RF	22-CV-17513	NOEL 2020 PROPERTIES LLC	2300 W MARQUETTE ST
RF	22-CV-17514	I T TAYLOR	2313 W GARDEN ST
RF	22-CV-17516	JORGE MONTOYA	2323 W GARDEN ST
RF	22-CV-17517	JR HOLDINGS 2022 LLC	2330 W ANTOINETTE ST
RF	22-CV-17520	RONALD LUDWIG SR	2421 W GARDEN ST
RF	22-CV-17521	LUCY ESPARZA	2427 W GARDEN ST
RF	22-CV-17538	TEKIA CHILDS	1319 S ARAGO ST
RF	22-CV-17564	ROBERT HALLMAN JR	2905 W MALONE ST
SD	22-CV-17147	PAUL WILSON & ISAAC WILSON	1105 N GLENWOOD AVE
SD	22-CV-17148	PAUL WILSON	1105 N GLENWOOD AVE
SD	22-CV-17149	ISAAC WILSON & PAUL WILSON	1105 N GLENWOOD AVE
TW	22-CV-17335	MINA BISHARA	1103 E FRYE AVE
TW	22-CV-17337	MIREYA MELLA	1101 E FRYE AVE
TW	22-CV-17338	CARLOTTA DOUGLAS	1107 E FRYE AVE
TW	22-CV-17345	ROBERTA CARTER	6130 N JAYAR DR
TW	22-CV-17346	FJR REALTY LLC	2606 N KNOXVILLE AVE
TW	22-CV-17464	ROBBIE CRISS	714 E GIFT AVE
TW	22-CV-17489	JEFFREY HECKMAN	1022 E GIFT AVE
TW	22-CV-17508	RSB09 PROPERTIES LLC	903 E MCCLURE AVE
TW	22-CV-17561	DEBBIE JONES	3923 N COLUMBUS AVE

Date: 9/07/2022

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	0	41
Development Center Permits Issued	28	1,258
Total Value of Development	\$ 1,219,346	\$ 107,403,752

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.
- Items listed below with the prefixes HPC, PZC or ZBA in the first column are considered **Plans**. **Plans** are development applications that require multiple departments to review for compliance and include a public hearing before a City Commission; in some cases, **Plans** may also require a final decision by the City Council.
- All other items listed below are **Building Permits**. **Building Permits** are development applications that require multiple departments to review for compliance but do not require a public hearing or City Council review.
- The **Staff Assigned** to each item is the primary contact person for any inquiries.

Plan/Permit #	Address	Type	Description	Council District	Planner Assigned
COM-5930-2022	2321 N Wisconsin Ave	Commercial Alteration	Int. Alt. – Genoa Healthcare	3	KW
COM-5932-2022	221 NE Glen Oak Ave	Commercial Alteration	Int. Alt. – Unity Point Open Heart Office	2	KW
COM-5933-2022	530 NE Glen Oak Ave	Commercial Alteration	Int. Alt. – OSK SFMC Micro Lab	3	KW
COM-5934-2022	530 NE Glen Oak Ave	Commercial Alteration	Int. Alt. – OSK SFMC Medi-Park Pharmacy	3	KW
COM-5942-2022	3504 N Prospect Rd	Commercial Alteration	Int. Alt. – River City Grill	3	KW
COM-5960-2022	504 NE Glen Oak Ave	New Commercial	OSF Tunnel	3	KW

COM-5970-2022	321 Main St	Commercial Alteration	Int. Alt. – Bee – J Properties	2	JN
COM-5971-2022	3511 N Dries Ln	Commercial Alteration	Cell Tower Upgrade – Verizon	2	KW
COM-5986-2022	907 W Sher Moor St	Commercial Accessory Structure	Dumpster Enclosure – Apartments	5	BE
RES-5928-2022	822 W Ridge Rd	Solar Voltaic	Roof Mounted Solar	3	KW
RES-5944-2022	2834 W Sheffield Dr	Solar Voltaic	Roof Mounted Solar	1	JN
RES-5947-2022	6865 N Fox Point Dr	Solar Voltaic	Roof Mounted Solar	5	BE
RES-5952-2022	229 W Vail Ct	Solar Voltaic	Roof Mounted Solar	5	BE
RES-5958-2022	436 W Lakewood Ave	Solar Voltaic	Roof Mounted Solar	3	KW
RES-5963-2022	4008 W Wildberry Ct	Solar Voltaic	Roof Mounted Solar	5	BE
RES-5976-2022	1711 N Linn St	Solar Voltaic	Roof Mounted Solar	2	KW
RES-5990-2022	812 W Butterfield Dr	Solar Voltaic	Roof Mounted Solar	5	BE
HPC-1063-2022	903 W Moss Ave	Historic Preservation Commission	Certificate of Appropriateness – Remove/Replace Fence	2	KW

Additional Activity

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

Plan/Permit #	Address	Type	Description	Council District	Planner Assigned
SIGN-5966-2022	923 W Millman St	Permanent Sign	Sign Package – Webster School	1	JN
SIGN-5986-2022	4314 N Sheridan Rd	Permanent Sign	1 Wall Sign – BDGP Head Start Learning Center	3	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
4100 W Willow Knolls Dr	Commercial	Ollie's Bargain Outlet	4

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
-	-	-	-

Properties Transferred to New Owner			
Parcel Number	Address	Council District	Transferred Through
-	-	-	-

Properties Demolished			
Parcel Number	Address	Council District	Ownership Type and Reason
-	-	-	-

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
2441 N Knoxville Ave [2412 N Sheridan Rd]	Mason’s Express	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

City of Peoria ECC 9-1-1 Monthly Report August 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	1,045	1,133	1,021	845					8,679	16,545
Wireless 9-1-1 Calls	6,695	5,787	7,443	6,945	8,003	8,674	9,007	8,764					61,318	93,128
Text To 9-1-1 Calls	22	24	41	18	13	16	15	21					170	208
TOTAL 9-1-1 CALLS	7,875	6,804	8,760	8,171	9,061	9,823	10,043	9,630	0	0	0	0	70,167	109,881
Peoria Police Incoming Calls	8,362	7,594	8,878	8,495	9,405	10,037	9,417	10,045					72,233	112,696
Peoria Heights Police Incoming	457	502	504	582	662	657	573	580					4,517	6,811
Peoria Heights Lobby Calls	33	41	40	68	47	44	54	41					368	598
Chillicothe Police Incoming Calls	79	352	463	492	705	607	609	577					3,884	7,260
Chillicothe Lobby Calls	79	82	101	149	126	161	142	142					982	1,480
Sheriff's Police Incoming Calls	1,468	1,486	1,578	1,554	1,787	1,864	1,760	1,924					13,421	26,358
TOTAL POLICE INCOMING CALLS	10,478	10,057	11,564	11,340	12,732	13,370	12,555	13,309	0	0	0	0	95,405	155,203
Volunteer Fire/EMS toll free calls	10	9	13	21	12	15	12	12					104	154
Peoria Heights Fire Incoming Calls	25	14	18	11	9	21	10	4					112	332
Peoria Fire Incoming Calls	356	342	430	455	489	497	436	585					3,590	5,346
TOTAL FIRE INCOMING CALLS	391	365	461	487	510	533	458	601	0	0	0	0	3,806	5,832
Operator Assist Calls/Alarm Calls	829	800	921	782	891	983	842	868					6,916	8,427
Ambulance Incoming Calls	151	125	152	139	142	130	73	70					982	2,002
ECC Supervisor Incoming Calls	568	391	359	366	406	438	387	425					3,340	5,196
Richwoods Dispatcher Incoming Calls	106	66	109	79	114	100	83	117					774	1,065
Downtown Dispatcher Incoming Calls	97	90	79	70	144	95	111	91					777	1,064
Prep 2 Dispatcher Incoming Calls	1,676	1,653	1,745	1,576	2,027	1,942	1,631	1,750					14,000	1,695
C-MED Dispatcher Incoming Calls	45	44	68	132	120	73	80	70					632	1,331
County Sheriff Dispatcher Incoming Calls	253	257	259	292	416	364	284	370					2,495	3,140
Fire Dispatcher Incoming Calls	393	422	334	328	387	419	326	431					3,040	3,754
OverFlow/Call Taker Incoming Calls	16	26	26	22	50	63	35	35					273	251
TOTAL INCOMING EXTENSION CALLS	3,154	2,949	2,979	2,865	3,664	3,494	2,937	3,289	0	0	0	0	25,331	32,496
TOTAL OUTGOING EXTENSION CALLS	4,555	4,229	4,595	3,974	4,808	5,117	4,770	4,916					36,964	57,570
Peoria Police Dispatches/On view	8,856	7,653	9,364	8,968	10,389	10,690	10,138	10,741					76,799	111,633
Peoria Heights Dispatched/On View	503	527	582	619	617	639	703	617					4,807	7,238
Chillicothe Police Dispatches/On view	466	386	498	564	811	701	728	720					4,874	8,359
Peoria County Sheriff Dispatches/On view	3,168	2,619	3,046	2,927	3,229	3,008	3,007	2,996					24,000	39,166
TOTAL POLICE DISPATCHES/ON VIEW	12,993	11,185	13,490	13,078	15,046	15,038	14,576	15,074	0	0	0	0	110,480	166,396
Air National Guard Fire Dispatches	5	9	2	5	5	5	6	6					43	63

Akron-Princeville Fire Dispatches	26	19	17	33	36	25	24	22					202	253
Brimfield Fire Dispatches	45	31	33	30	35	43	40	39					296	515
Chillicothe Fire Dispatches	44	35	45	41	61	62	52	65					405	605
Dunlap Fire Dispatches	31	32	37	28	44	41	41	42					296	489
Elmwood Fire Dispatches	23	16	15	6	21	9	9	18					117	183
Limestone Fire Dispatches	146	139	175	156	193	142	150	139					1,240	1,880
Logan-Trivoli Fire Dispatches	62	47	54	42	37	42	31	45					360	505
Peoria Fire Dispatches	2,051	1,741	1,945	1,870	2,069	2,130	2,134	2,219					16,159	23,043
Peoria Heights Fire Dispatches	113	101	98	112	103	98	113	80					818	1,227
Timber-Hollis Fire Dispatches	45	25	31	34	39	36	25	33					268	461
Tuscarora Fire Dispatches	15	11	23	14	21	24	10	16					134	200
West Peoria Fire Dispatches	75	57	60	67	79	69	73	79					559	797
MABAS Fire Calls	5	2	3	3	3	1	0	3					20	42
TOTAL FIRE DISPATCHES	2,686	2,265	2,538	2,441	2,746	2,727	2,708	2,806	0	0	0	0	20,917	30,263
AMT Ambulance Dispatches	2,598	2,164	2,404	2,334	2,606	2,564	2,572	2,651					19,893	28,699
APA Ambulance Dispatches	24	15	12	29	21	24	20	21					166	185
BYE Ambulance Dispatches	64	36	42	43	50	41	47	43					366	635
TOTAL AMBULANCE DISPATCHES	2,686	2,215	2,458	2,406	2,677	2,629	2,639	2,715	0	0	0	0	20,425	29,519
Peoria County Coroner Incoming Calls	305	145	126	139	137	137	144	142					1,275	2,688
Community Messaging System Call-outs	15	20	30	15	21	16	17	12					146	195
Telephone Trouble Reports Completed	0	0	0	0	0	0	0	0					0	0
CD Requests from State's Attorney's Office	15	15	25	20	18	20	13	15					141	306
CD Requests from FOI / Subpoena	11	8	10	9	11	9	6	8					72	114
CD Requests from Inner Departmental	6	7	7	10	11	5	9	6					61	72
Total Number of CD Requests	32	30	42	39	40	34	28	29	0	0	0	0	274	461
ILEAS Call Outs	0	0	0	0	0	0	0	0					0	1
JULIE Dig	35	37	39	46	42	52	66	57					374	546
Peoria Cares Cases	30	32	46	60	83	118	91	96					556	593
Premise Alerts	66	35	44	57	53	52	39	61					407	855
Sex Offender Updates	195	187	220	241	232	219	188	234					1,716	2,411
PAWS	344	392	262	213	242	279	256	329					2,317	4,316
Illinois State Police	196	237	155	166	243	194	136	146					1,473	2,945
Ameren	61	59	83	57	79	117	104	87					647	1,324

INSP	O.O	PROPERTY OWNER	CASE #	ENERGOV #	PROPERTY ADDRESS	APPEARANCE
AA	NO	JOHN L KING	22-HC-570	004021-2022	1533 W BUTLER ST	FIRST APPEARANCE
AA	C	DALLAS ENTERPRISES LLC	22-HC-393	005163-2022	1524 S FARADAY AVE	REVIEW
AA	OO	JOE MCNEAR	22-HC-551	008521-2022	1405 W HOWETT ST	FIRST APPEARANCE
AA	OO	LARRY G SILVEST	22-HC-577	008483-2022	1308 W HOWETT ST	FIRST APPEARANCE
AA	NO	HEIDI TAYLOR	22-HC-578	008482-2022	1318 W HOWETT ST	FIRST APPEARANCE
AA	NO	LORIE ISABELES	22-HC-579	008481-2022	1301 W HOWETT ST	FIRST APPEARANCE
AA	NO	MARIA SANCHEZ	22-HC-580	008480-2022	1300 W HOWETT ST	FIRST APPEARANCE
AA	OO	IRMA HORN	22-HC-581	008507-2022	1310 W HOWETT ST	FIRST APPEARANCE
AA	NO	ANNA HINTON	22-HC-221	001879-2022	2620 W HUMBOLDT ST	PETITION FOR REHEARING
AA	OO	CANDY NORWOOD	22-HC-553	008527-2022	1809 W LINCOLN AVE	FIRST APPEARANCE
AA	C	CJD PROPERTIES	22-HC-159	001309-2022	2502 W MALONE ST	PETITION FOR REHEARING
AA	C	SAMAHA ESTATES LLC	22-HC-140 & 22-HC-370	000942-2022	2513 W MARQUETTE ST	REVIEW
AA	NO	ROBERT & CAROL RIEKENA	22-HC-344	003461-2022	922 S TONTI CIR	REVIEW
AW	NO	DEAN MCCUISTION	22-HC-589	007832-2022	303 E ARCADIA AVE	FIRST APPEARANCE
AW	OO	THREE KINGS HERITAGE GROUP LLC	21-HC-412	018332-2021	307 E ARCADIA AVE	REVIEW
AW	NO	TIMOTHY J GROOM	22-HC-583	008041-2022	404 E ARCADIA AVE	FIRST APPEARANCE
AW	NO	SAMANTHA ESTATES LLC	21-HC-629	023209-2021	202 E ARCHER	REVIEW
AW	C	SFR3 050 LLC	22-HC-467	005310-2022	320 E ARCHER AVE	REVIEW
AW	OO	ESTEBAN CERON	22-HC-390	005314-2022	318 E ARCHER AVE	REVIEW
AW	NO	STEPHEN PARTIN	22-HC-258	002712-2022	1105 E BEHREND'S AVE	REVIEW
AW	OO	ANDREA GREGG	21-HC-677	023846-2021	524 E FRYE AVE	REVIEW
AW	NO	DARREN WEEKS	22-HC-247	002619-2022	1018 E KANSAS ST	REVIEW
AW	NO	SAMUEL CLAY	22-HC-375	004765-2022	702 E LASALLE ST	REVIEW
AW	NO	JOHN KING	22-HC-325	003196-2022	1708 N LINN ST	REVIEW
AW	OO	SHERRIE L EDMONDS	22-HC-324	003195-2022	900 E MCCLURE AVE	REVIEW
AW	C	JOHN & JOCELYN SMITH	21-HC-029	012260-2020	2219 N NORTH ST	REVIEW
AW	NO	STEVEN MILLER	21-HC-516	020783-2021	1908 N PEORIA AVE	REVIEW
AW	OO	MANDI KEATING	21-HC-390	017787-2021	2209 N PEORIA AVE	PETITION FOR REHEARING
AW	OO	DENNIS KALLVY	22-HC-554	008135-2022	259 NE RANDOLPH AVE	FIRST APPEARANCE
AW	NO	PHILMORE HUGHES & MARLO HUGHES	21-HC-679	023925-2021	210 W RICHMOND AVE	REVIEW
AW	C	PEORIA PROPERTIES 2020 LLC	22-HC-334	003313-2022	117 E THRUSH AVE	REVIEW
AW	NO	TIMOTHY GROOM	22-HC-308	003059-2022	410 E THRUSH AVE	REVIEW
DF	C	MARHES ENTERPRISES, LLC	21-HC-632	023227-2021	408 NE GLENDALE AVE	REVIEW OF DEMOLITION
DF	OO	MICHAEL D PAINE	22-HC-463	006645-2022	3025 NE MADISON AVE	REVIEW
DF	NO	DORIAN LASAINE	22-HC-457	006282-2022	319 MARY ST	REVIEW

DF	NO	LUCY ESPARZA	22-HC-548	002985-2022	1000 W MCCLURE AVE	FIRST APPEARANCE
DF	NO	BRIAN RUSSELL	21-HC-461	012721-2021	1001 NE MONROE ST	REVIEW
DF	NO	KIRK MCCUNE	22-HC-582	008518-2022	2414 NE MONROE ST	FIRST APPEARANCE
DF	OO	ROBIN COPELAND	22-HC-493	007019-2022	502 NE MONROE ST	REVIEW
DF	NO	MELISSA A TREJO	22-HC-259	002716-2022	613 MORTON ST	REVIEW
DF	OO	GERARDO CASTRO	22-HC-403	005059-2022	640 PARK AVE	REVIEW
DF	OO	LOUIS BROWN	22-HC-408	004966-2022	630 PARK AVE	REVIEW
DF	OO	ALLEN G BARBER	22-HC-409	004964-2022	628 PARK AVE	REVIEW
DF	NO	MICHAEL DEWITTE	22-HC-469	006572-2022	710 NE PERRY AVE	REVIEW
DF	C	MARHES ENTERPRISES LLC	21-HC-606	022666-2021	710 SPALDING AVE	REVIEW OF DEMOLITION
DF	C	MARHES ENTERPRISES LLC	21-HC-605	022665-2021	714 SPALDING AVE	REVIEW OF DEMOLITION
DS	NO	BRIAN MONGE	22-HC-549	003138-2022	2913 N AVALON PL	FIRST APPEARANCE
DS	OO	DOUGLAS CROWE	22-HC-486	007146-2022	1301 W BARKER AVE	REVIEW
DS	C	RENT PEORIA HOMES LLC	22-HC-386	004939-2022	1319 N BOURLAND	REVIEW
DS	C	GLORIOUS DAY PROPERTIES	22-HC-556	008183-2022	1310 N BROADWAY ST	FIRST APPEARANCE
DS	NO	JEFFREY GRAVES	22-HC-064	025411-2022	1801 N BROADWAY ST	REVIEW
DS	NO	TODD DAVIS	22-HC-320	003155-2022	815 W BRONS AVE	REVIEW
DS	NO	MITCHELL HOERR	21-HC-376	017660-2021	906 W COLUMBIA TER	PETITION FOR REHEARING
DS	C	HOLLOWAY HOLDINGS LLC	22-HC-277	002912-2022	1711 N DOUGLAS ST	PETITION FOR REHEARING
DS	NO	DANIEL M ARMICH	22-HC-595	009061-2022	909 N DOUGLAS ST	FIRST APPEARANCE
DS	NO	JONATHAN ALLEN	22-HC-278	002917-2022	1420 N DOUGLAS ST	REVIEW
DS	NO	WILFRED TOY	22-HC-552	008530-2022	1217 N ELLIS ST	FIRST APPEARANCE
DS	C	SOUTH BIMINI LLC	22-HC-550	008511-2022	1107 W GILBERT AVE	FIRST APPEARANCE
DS	OO	YASHICA BROWN	22-HC-148	001100-2022	1604 N GREAT OAK CT	PETITION FOR REHEARING
DS	NO	JEFF COHEN	22-HC-423	006143-2022	3633 N LEROY AVE	REVIEW
DS	C	PREMIER ASPEN BLUFF PEORIA INC	22-HC-429	005358-2022	3604 W MARENGO DR 2M	REVIEW
DS	C	EQUITY AND HELP INC	22-HC-056	025347-2022	823 W MCCLURE AVE	REVIEW
DS	NO	ROBERT KEITH MIDDLETON & MARY ANN W MIDDLETON FAMILY TRUST	22-HC-547	006166-2022	1514 W MOSS AVE	FIRST APPEARANCE
DS	NO	JUDITH WILLIAMS	22-HC-401	005076-2022	3330 W OVERBROOK DR	REVIEW
DS	NO	JESUS CRUZ MONTEJANO	22-HC-431	005523-2022	1212 N SHERIDAN RD	REVIEW
DS	C	ILLINOIS ESTATES LLC, TRUST: SHERIDAN	22-HC-555	008164-2022	1111 N SHERIDAN RD	FIRST APPEARANCE
DS	NO	GILBERTO VAZQUEZ GARCIA	22-HC-557	008170-2022	1105 N SHERIDAN RD	FIRST APPEARANCE
DS	NO	MICHAEL DORSEY	22-HC-558	008167-2022	1107 N SHERIDAN RD	FIRST APPEARANCE
DS	NO	DONNA L DIDESCH	22-HC-559	008192-2022	1325 N SHERIDAN RD	FIRST APPEARANCE
DS	NO	JOSE DIAZ	22-HC-560	008191-2022	1313 N SHERIDAN RD	FIRST APPEARANCE
DS	NO	ANTWYNE WEEKS	22-HC-561	008190-2022	1314 N SHERIDAN RD	FIRST APPEARANCE
DS	NO	PHILLIP R MOORE TRUST	22-HC-562	008189-2022	1311 N SHERIDAN RD	FIRST APPEARANCE
DS	OO	JOSE DIAZ	22-HC-563	008188-2022	1309 N SHERIDAN RD	FIRST APPEARANCE

DS	NO	JOSE DIAZ	22-HC-564	008186-2022	1303 N SHERIDAN RD	FIRST APPEARANCE
DS	C	FORTUNE USA INC	22-HC-568	008193-2022	1310 N SHERIDAN RD	FIRST APPEARANCE
DS	C	CONSOLIDATED PROPERTIES LLLC SERIES NP	22-HC-584	008095-2022	1102 N SHERIDAN RD	FIRST APPEARANCE
DS	C	CONSOLIDATED PROPERTIES LLC	22-HC-585	008086-2022	1100 N SHERIDAN RD	FIRST APPEARANCE
DS	C	GOOD NEWS MISSIONARY CHURCH	22-HC-586	008098-2022	1110 N SHERIDAN RD	FIRST APPEARANCE
DS	NO	TRISTAN FARIA	22-HC-587	008101-2022	1113 N SHERIDAN RD	FIRST APPEARANCE
DS	C	COTTEN REAL ESTATE LLC OF PEORIA	22-HC-590	007698-2022	1424 N SHERIDAN RD	FIRST APPEARANCE
DS	OO	EDGAR VILLEGAS	22-HC-592	007753-2022	1414 N SHERIDAN RD	FIRST APPEARANCE
DS	OO	RONDALE LUNDY	22-HC-593	007696-2022	1419 N SHERIDAN RD	FIRST APPEARANCE
DS	NO	JOSEPH FRIERI	22-HC-442	005631-2022	1205 N SHERIDAN RD	REVIEW
DS	NO	LOUIE AGUINA CRUZ	22-HC-594	009058-2022	719 W ST JAMES ST	FIRST APPEARANCE
DS	NO	TERESA ALWAN	22-HC-205	001703-2022	1119 N UNIVERSITY ST	REVIEW
IG	C	ST AUGUSTINE COMMUNITY FUND INC	22-HC-332	003305-2022	1301 NE GLENDALE AVE	REVIEW
IG	OO	FLORENCE GILKESSON	22-HC-353	003813-2022	912 W JOHN H GWYNN JR AVE	REVIEW
MZ	C	JUDAH INTERNATIONAL MINISTRIES	19-HC-343	011627-2020	1500 S STANLEY ST	REVIEW
NR	NO	KENDALL CRAYTON	22-HC-460	006451-2022	4022 W BRIGHTON AVE	REVIEW
NR	C	GROVE OF PEORIA LLC	22-HC-382	004866-2022	1506 W CANDLE TREE 202	DISMISS-FINE PAID
NR	C	GROVE OF PEORIA LLC	22-HC-381	004865-2022	1506 W CANDLE TREE 203	DISMISS-FINE PAID
NR	NO	CARLOS SALEM	21-HC-472	019864-2021	6205 N DEVONSHIRE DR	REVIEW
NR	NO	MARTA L VIDAL	22-HC-576	008365-2022	4723 N EDGEWOOD DR	FIRST APPEARANCE
NR	OO	RAN TRUST	22-HC-572	008383-2022	2815 W EUGENIE AVE	FIRST APPEARANCE
NR	NO	DAVID JOSEPH	22-HC-573	008381-2022	2704 W EUGENIE AVE	FIRST APPEARANCE
NR	NO	PAUL MEYER	22-HC-566	008341-2022	2628 W FARRELLY AVE	FIRST APPEARANCE
NR	OO	NATHAN ROBERTSON	22-HC-565	008355-2022	3334 W GREENWOOD PL	FIRST APPEARANCE
NR	NO	ROGER FLEMMING SR	22-HC-575	008370-2022	3409 W GREENWOOD PL	FIRST APPEARANCE
NR	NO	WILLARD PLOTKIN	22-HC-588	006031-2022	4817 N KNOXVILLE AVE	FIRST APPEARANCE
NR	C	JOSHUA FULLER	21-HC-648	023424-2021	5512 N MERRIMAC AVE	REVIEW
NR	NO	WARREN DANZ	22-HC-400	005168-2022	248 E OAK CLIFF CT	REVIEW
NR	NO	TRAVIS & JEANNA KELLEY	22-HC-569	008361-2022	4714 N RIDGELAWN PL	FIRST APPEARANCE
NR	NO	DAVID JOSEPH	22-HC-571	008387-2022	2607 W SCENIC DR	FIRST APPEARANCE
NR	OO	CHARLOTTE SMITH	22-HC-574	008379-2022	3213 W SYLVAN LN	FIRST APPEARANCE
NR	C	HAYDEN LAKE LLC	22-HC-114	000758-2022	7217 N UNIVERSITY ST	REVIEW
NR	C	HAYDEN LAKE LLC	22-HC-485	007162-2022	7217 N UNIVERSITY ST	REVIEW
NR	C	BELLA IL INC	22-HC-183	001485-2022	1204 E VIRGINIA AVE	PETITION FOR REHEARING
NR	OO	LUCINDA EWING	22-HC-478	007242-2022	4913 N WATERFORD PL	REVIEW

SD	C	RHEA & JIYA INVESTMENTS LLC	22-HC-126	000848-2022	1021 E BEHREND'S AVE	PETITION FOR REHEARING
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	WILLIAM BEACHLER	22-HC-567	008209-2022	701 E FORREST HILL AVE	FIRST APPEARANCE
SD	C	HANSSSEN FAMILY INVESTMENT PROPERTIES LLC	22-HC-591	007702-2022	1204 E MCCLURE AVE	FIRST APPEARANCE
SD	NO	MARILYN DOERR MERKEL	22-HC-031	025018-2021	3908 N PROSPECT RD	REVIEW
SD	NO	WILLIAM A ROBISON	22-HC-351	003736-2022	2217 N PROSPECT RD	REVIEW
SD	C	SFR3-040 LLC	22-HC-249	002623-2022	2636 N PROSPECT RD	REVIEW
SD	NO	TODD DAVIS	22-HC-149	001158-2022	1015 E REPUBLIC ST	REVIEW
SD	C	SFR3-040 LLC	22-HC-152	019862-2021	237 W VIRGINIA	REVIEW

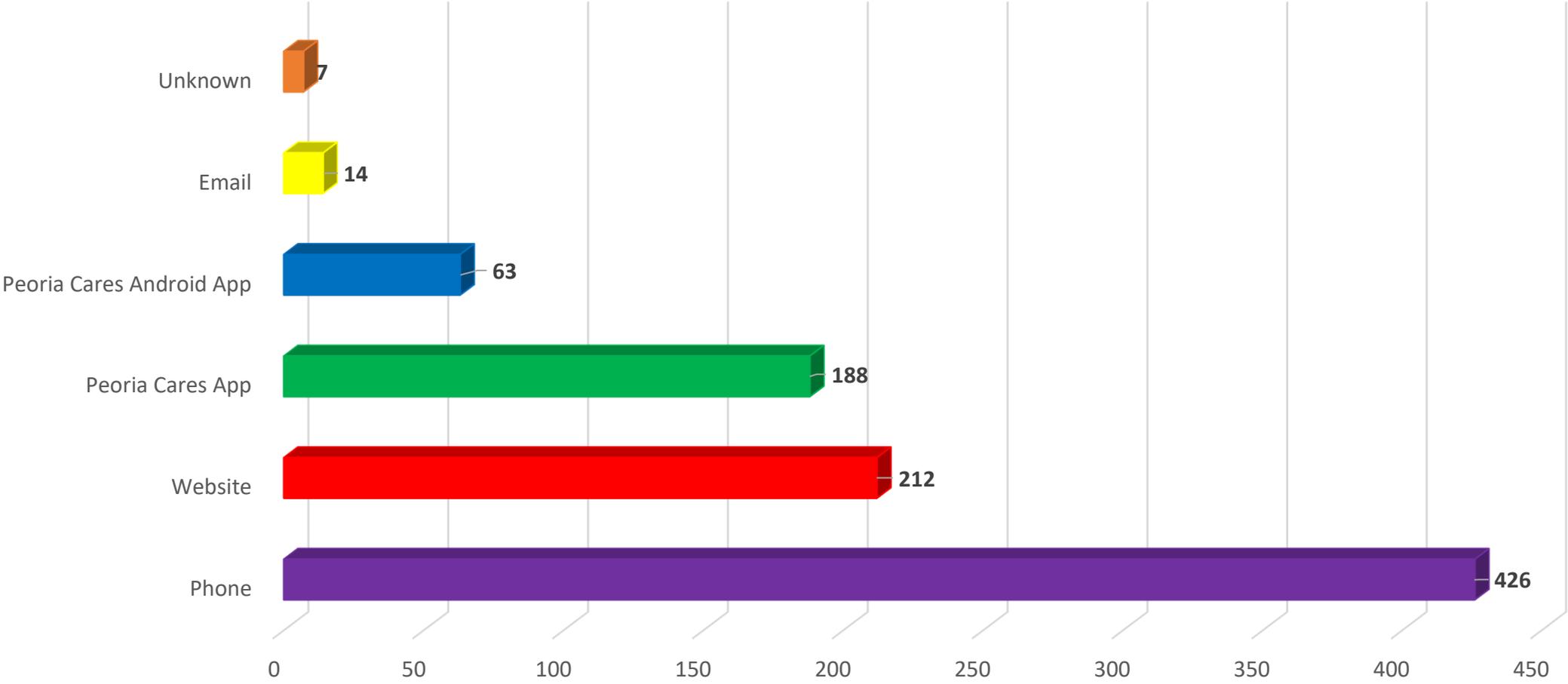
Peoria Cares



2022 Monthly Report

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

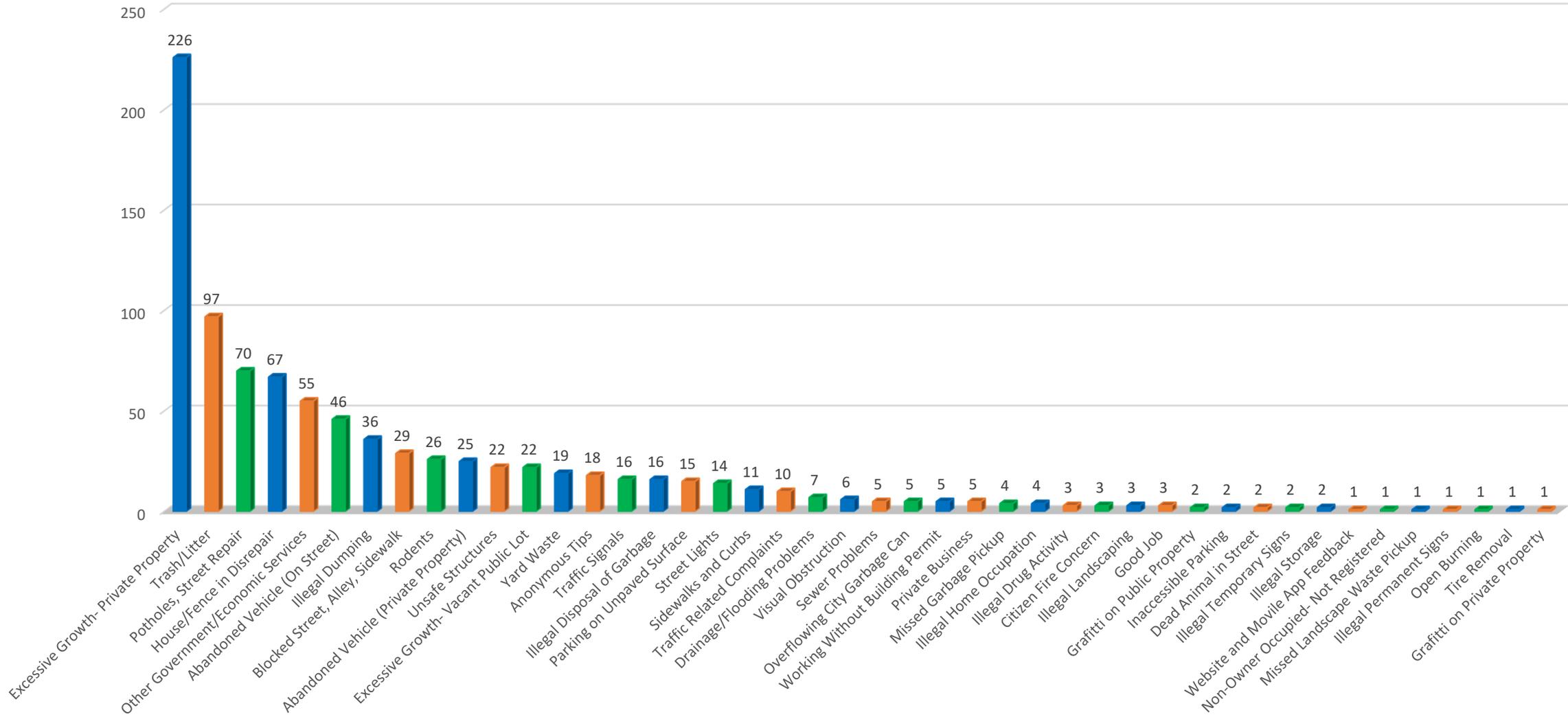
Peoria Cares Communication Transactions During the Month of August 2022



Total number of cases received: 910



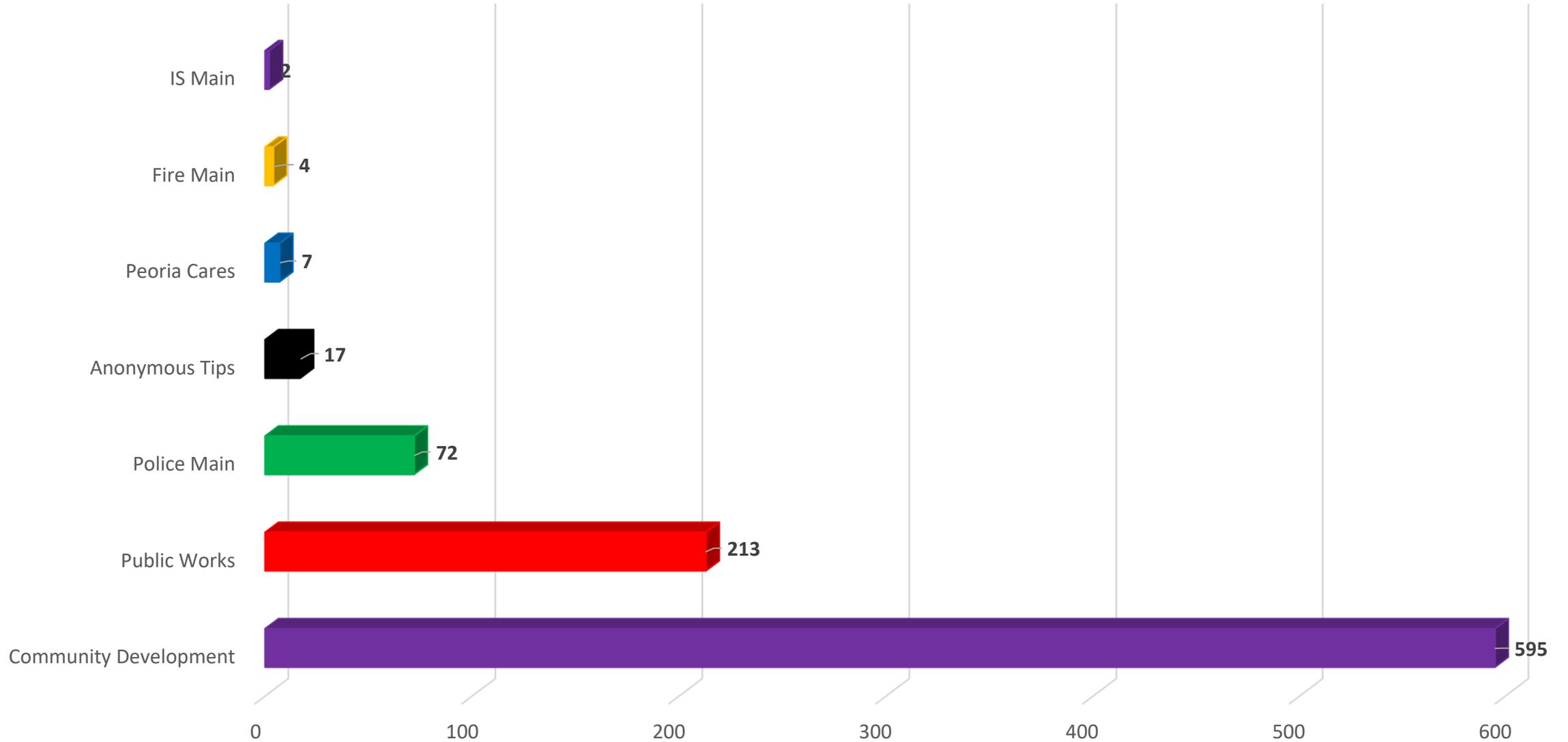
Peoria Cares August 2022 Complaints by Category



Total number of cases received: 910



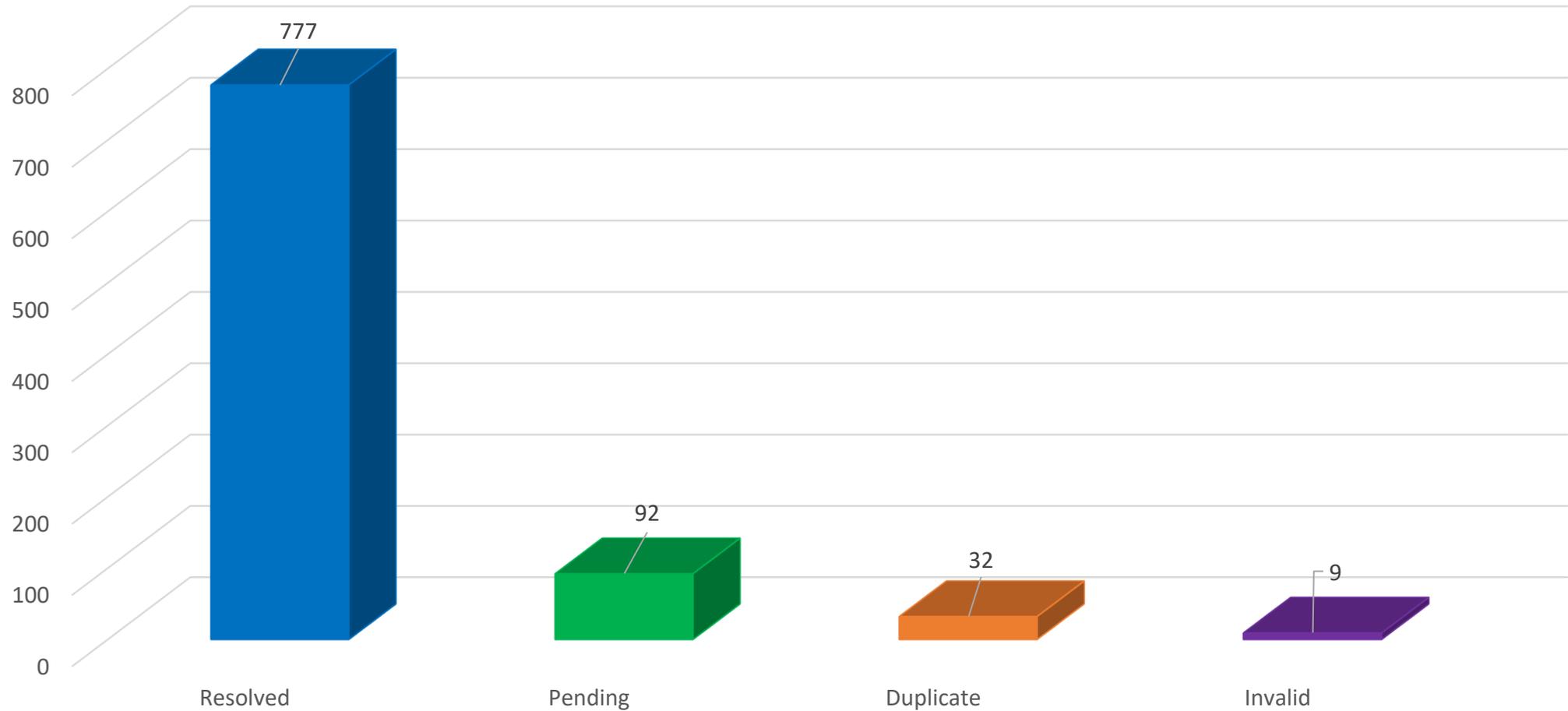
Peoria Cares August 2022 Complaints by Department



Total number of cases received: 910



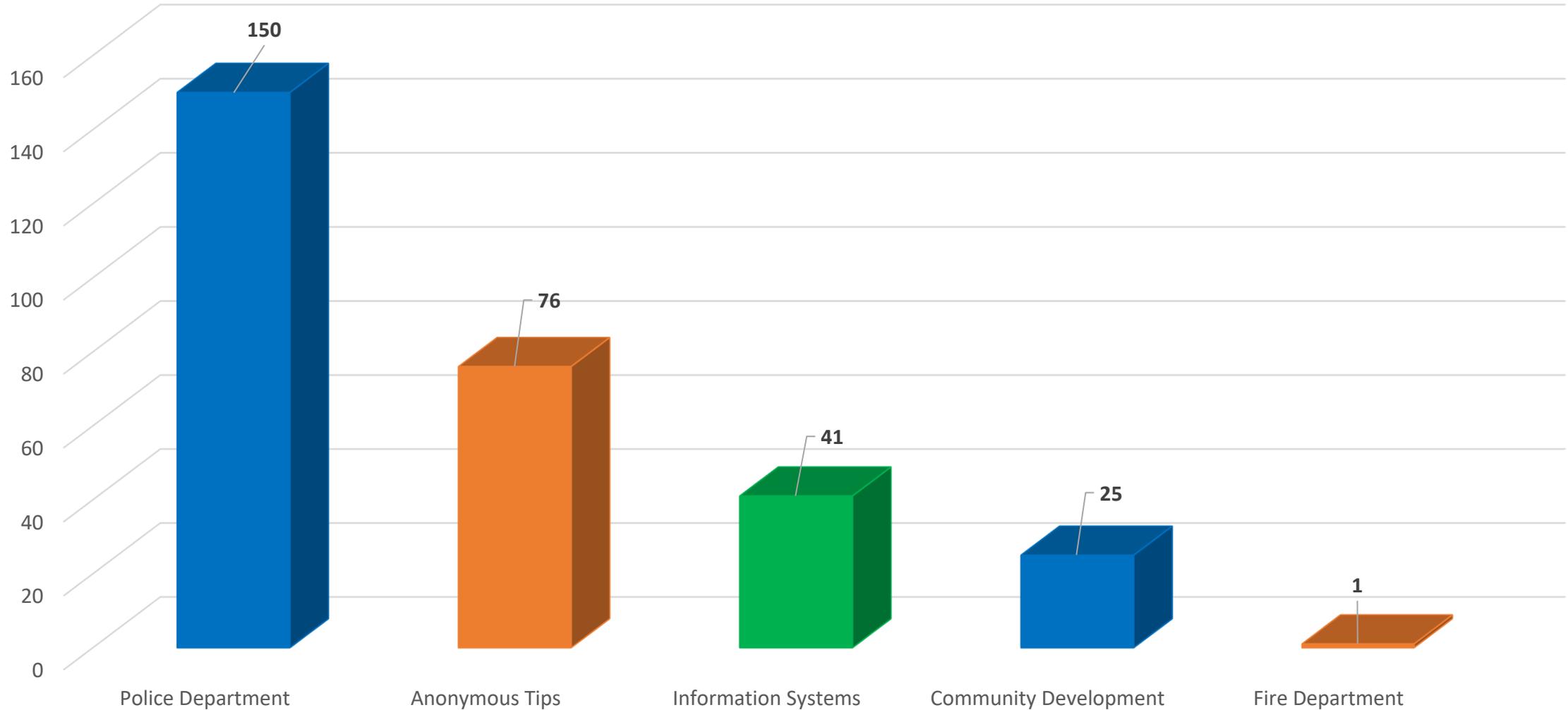
Peoria Cares August 2022 Complaint Status (as of 9/6/22)



There are 92 pending tickets from this reporting period as of 9/6/2022.



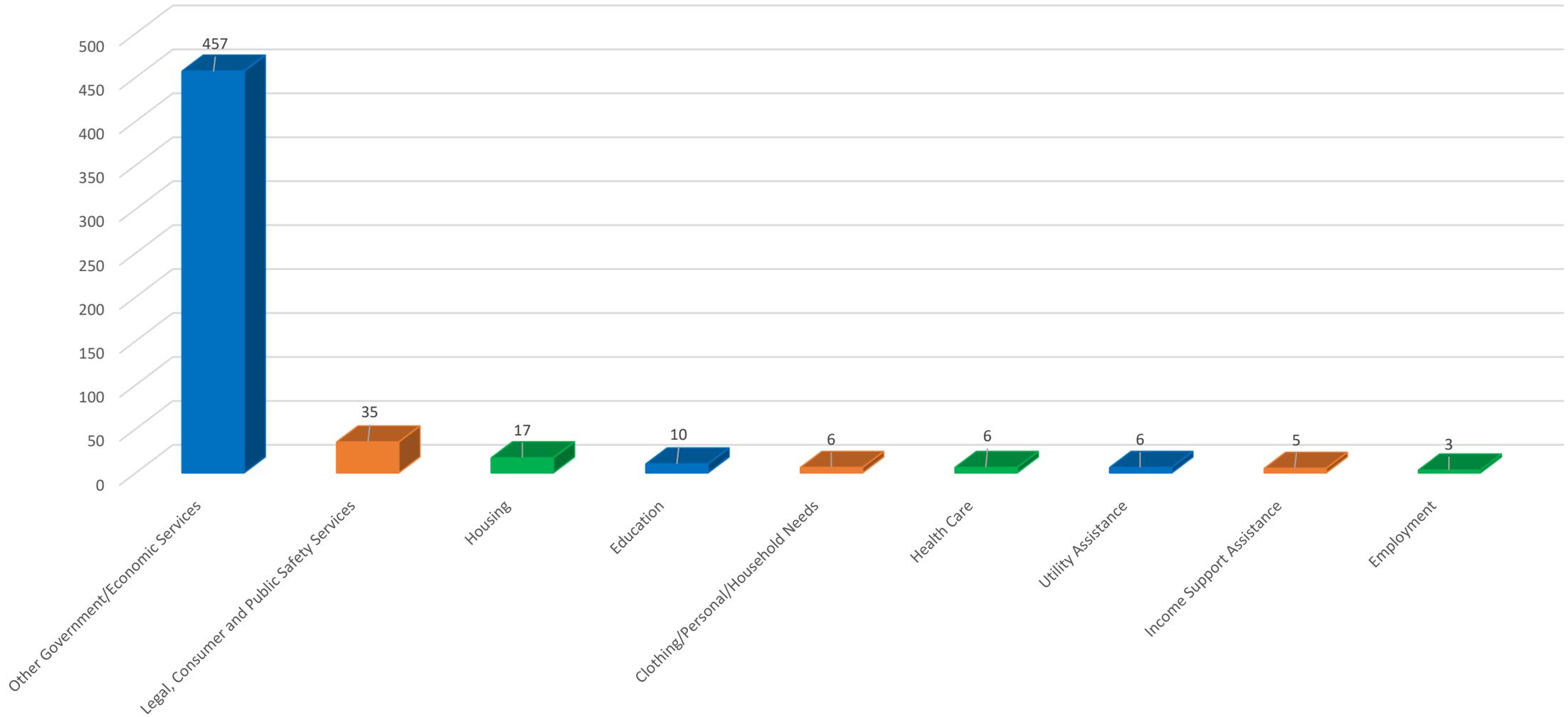
Peoria Cares Complaint Status "Pending" by Department –2020 through August 2022



Total pending cases is 293. The earliest pending case is from 02/7/2021 and the most recent is from 8/31/2022. This includes the 92 pending cases from the current reporting period (August 2022).



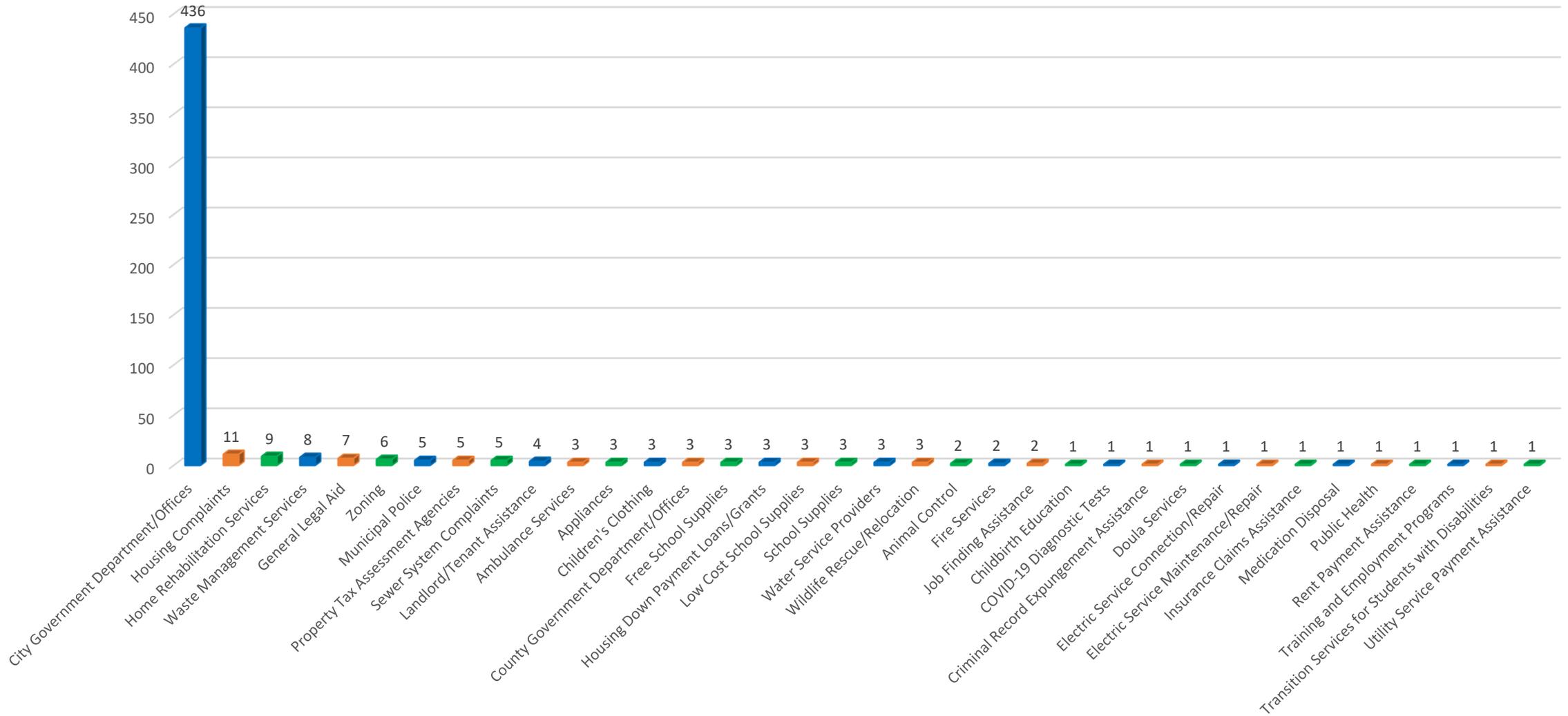
Overall Need Category of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- August 2022



An additional 672 calls were received that did not fit the Peoria Cares case criteria.

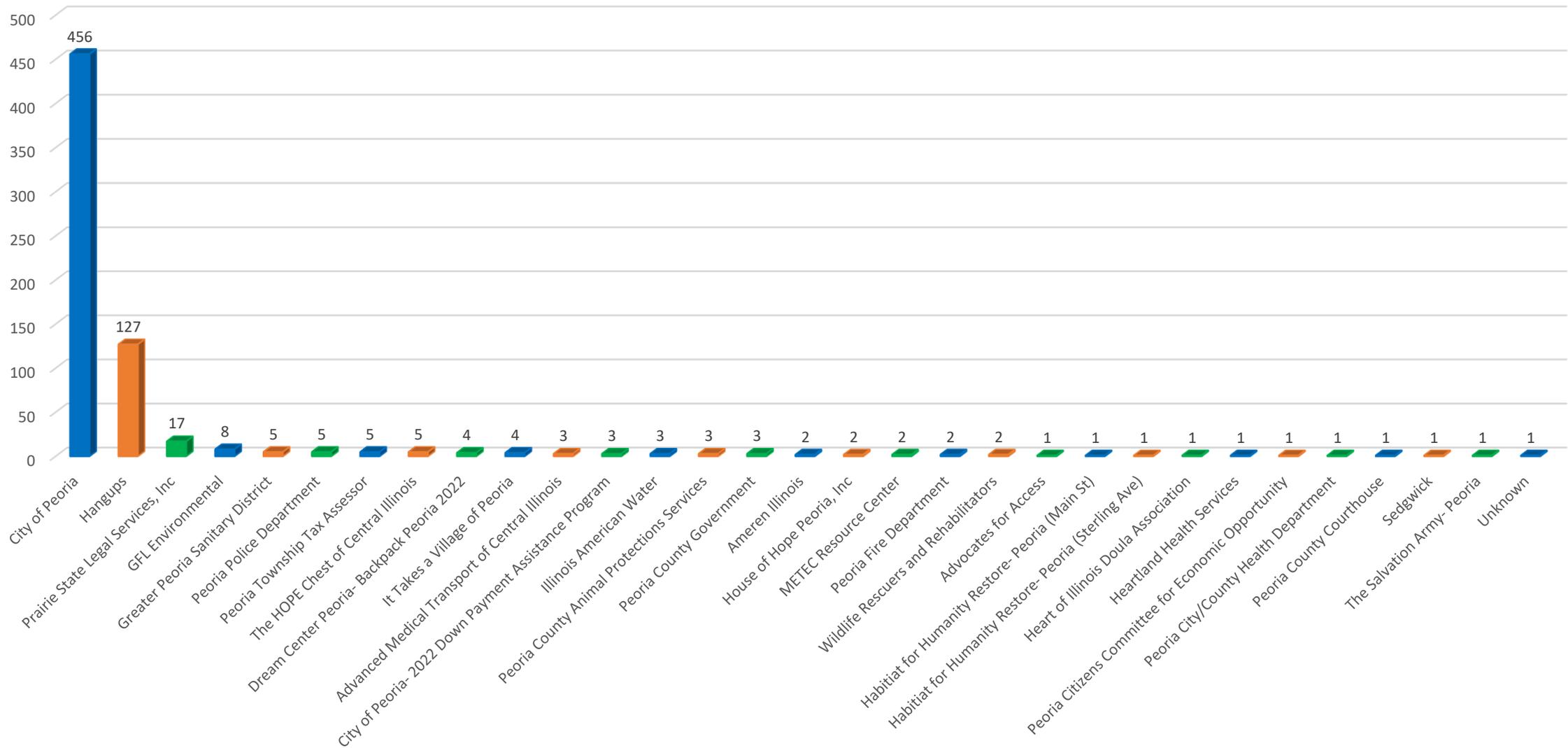


Service Needs of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- August 2022



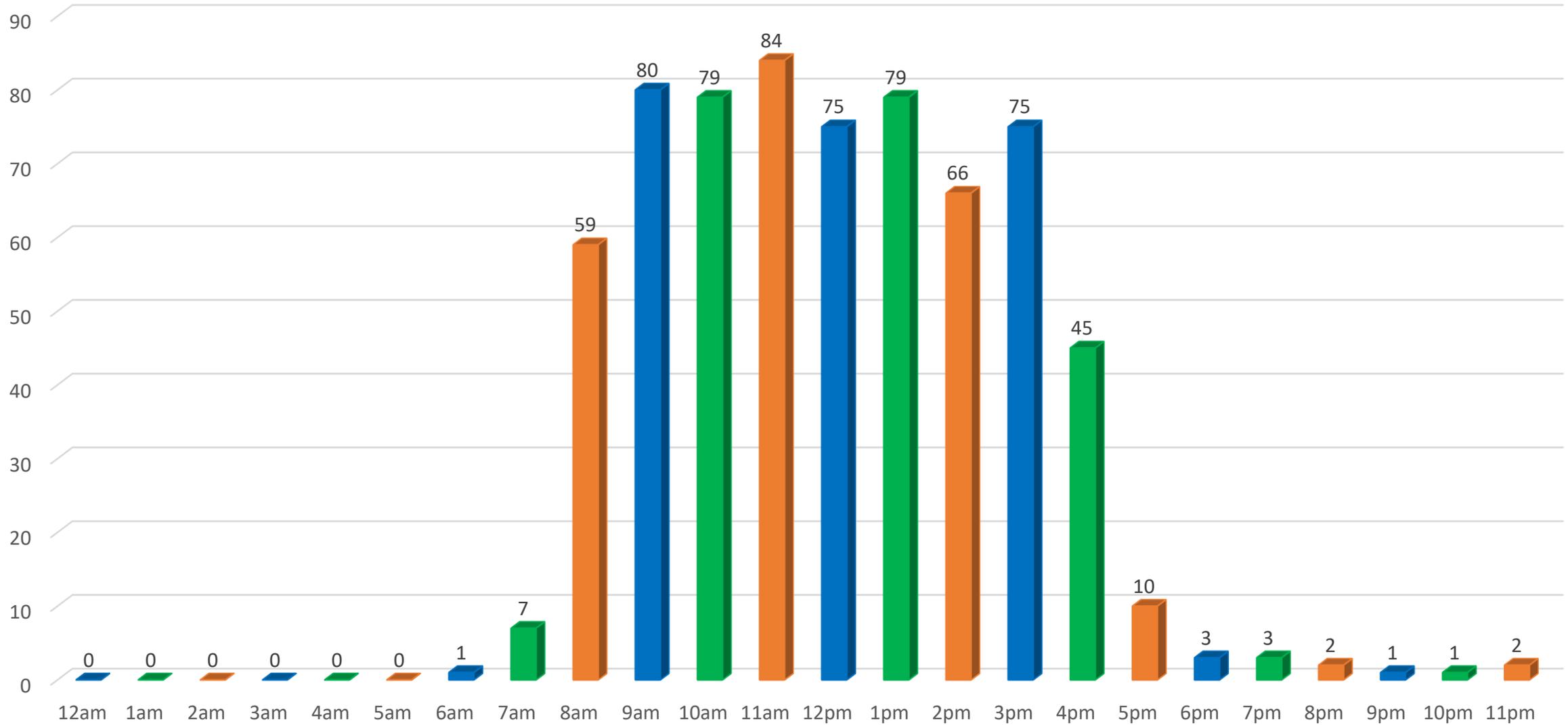
An additional 672 calls were received that did not fit the Peoria Cares case criteria.

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



An additional 672 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 – August 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 Calls by Day of Week – August 2022

DATE	N/A's	TICKETS	TOTAL PC	211 TOTAL	DAY TOTAL	% TICKETS	% DAY TOTAL
1-Aug	24	15	39	54	93	38.46%	41.94%
2-Aug	46	9	55	42	97	16.36%	56.70%
3-Aug	32	11	43	39	82	25.58%	52.44%
4-Aug	35	20	55	37	92	36.36%	59.78%
5-Aug	39	10	49	30	79	20.41%	62.03%
6-Aug	4	0	4	5	9	0.00%	44.44%
7-Aug	1	0	1	4	5	0.00%	20.00%
8-Aug	49	30	79	52	131	37.97%	60.31%
9-Aug	27	13	40	35	75	32.50%	53.33%
10-Aug	40	21	61	41	102	34.43%	59.80%
11-Aug	34	15	49	34	83	30.61%	59.04%
12-Aug	26	11	37	18	55	29.73%	67.27%
13-Aug	3	0	3	6	9	0.00%	33.33%
14-Aug	5	0	5	2	7	0.00%	71.43%
15-Aug	24	22	46	36	82	47.83%	56.10%
16-Aug	24	23	47	37	84	48.94%	55.95%
17-Aug	24	19	43	39	82	44.19%	52.44%
18-Aug	41	7	48	26	74	14.58%	64.86%
19-Aug	24	11	35	27	62	31.43%	56.45%
20-Aug	2	1	3	2	5	0.00%	60.00%
21-Aug	0	0	0	1	1	0.00%	0.00%
22-Aug	46	24	70	47	117	34.29%	59.83%
23-Aug	38	21	59	32	91	35.59%	64.84%
24-Aug	25	10	35	27	62	28.57%	56.45%
25-Aug	34	15	49	29	78	30.61%	62.82%
26-Aug	25	13	38	28	66	34.21%	57.58%
27-Aug	2	0	2	3	5	0.00%	40.00%
28-Aug	1	0	1	6	7	0.00%	14.29%
29-Aug	35	21	56	39	95	37.50%	58.95%
30-Aug	28	17	45	37	82	37.78%	54.88%
31-Aug	28	13	41	26	67	31.71%	61.19%
	766	372	1138	841	1979	24.50%	52.21%

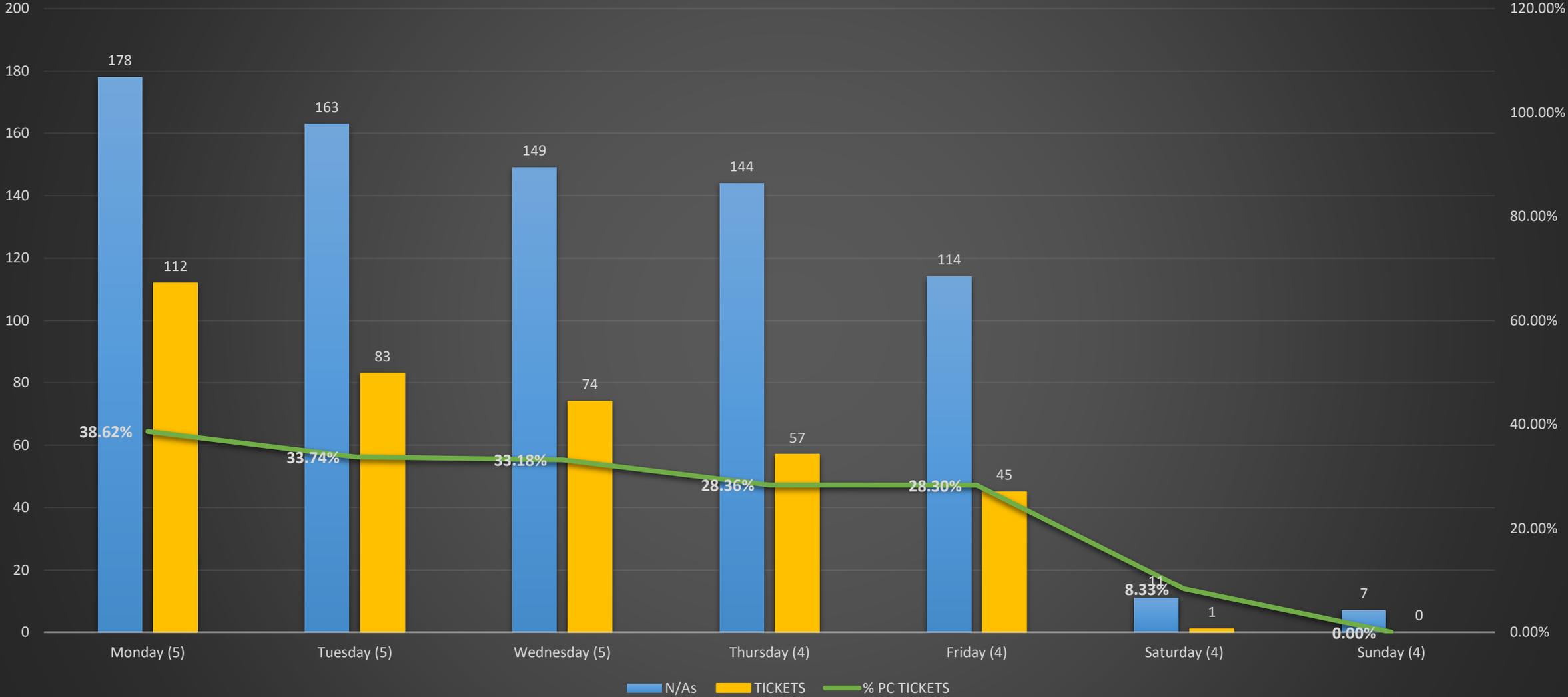
DAY OF WEEK	N/As	TICKETS	TOTAL PC	% PC TICKETS
Monday (5)	178	112	290	38.62%
Tuesday (5)	163	83	246	33.74%
Wednesday (5)	149	74	223	33.18%
Thursday (4)	144	57	201	28.36%
Friday (4)	114	45	159	28.30%
Saturday (4)	11	1	12	8.33%
Sunday (4)	7	0	7	0.00%

- 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 - August 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.