



**OFFICE OF THE CITY MANAGER**



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

**FROM: Patrick Urich, City Manager** 

**DATE: December 7, 2023**

**SUBJECT: Issues Update**

The following are issues related to the City for the weekly Issues Update. Please let me know if there are additional items you believe should be included.

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

On Thursday, November 30th, Community Development Director Joe Dulin was invited as a featured speaker for the Center of Community Progress’s webinar “Dealing with Vacant Buildings and Lots as a Resident”.

The webinar focused on what residents can do to address vacant properties in their community. Director Dulin spoke on how the Code Enforcement Division puts education and engagement first before following up with effective enforcement to address vacant properties in Peoria.

He spoke about the division’s numerous successful code programs that work with community members to stop violations from happening in the first place and stressed that we are all a team in making a healthier and more positive Peoria. He highlighted innovative programs such as the Bi-Weekly Community Cleanups, Great Neighbor Appreciation Week, and Coffee with Code.



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. Residents registered from cities and organizations across the United States to hear Director Dulin speak about the City of Peoria Code Enforcement Division.

For more information, please contact Community Development Director Joe Dulin [by email](#) or by calling 309-494-8631.

### **Community Development - City of Peoria Partners with Ampion Renewable Energy to Provide Savings on Electric Bills**

The city of Peoria is partnering with [Ampion Renewable Energy](#) to provide an opportunity for income-eligible community members to sign up for a cost-saving community solar program.

#### **How It Works**



This community solar program allows program participants to save money on their electric bill. There is no cost to sign up and participants do not need to purchase or install solar panels.

Program participants are matched to a solar farm. The electricity produced from the solar farm is sent to the grid, increasing the amount of energy available to the community. Ameren Illinois will then apply renewable energy credits to the participant's utility

bill each month according to the amount of electricity generated. The renewable energy credits could save customers up to 10% off their electric bill.

#### **Who Is Eligible**

Applicants must be city of Peoria residents receiving ongoing public assistance. Applicants will be asked to provide proof of benefits. Please find a list of qualifying benefits below:

- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Temporary Assistance for Needy Families (TANF)

## How To Apply

Interested community members can [sign up online](#) from their own devices. Applicants will be asked for their Ameren account number, meter number, and proof of benefits.

For more information, contact Ampion Renewable Energy by [visiting their website](#) or by calling (800) 277-3631.

## Peoria Police Department –

### Future PPD Officer, Monday, December 4, 2023



Young Tytan who celebrated his 7th birthday this week recently paid a visit to PPD Headquarters with some company. Tytan wants to be a police officer when he grows up, so he was treated to a tour of the department and got to sit in the “Big Chair.”



**Peoria Police Department - Shopping Good Time, Tuesday, December 5, 2023**

Officers with the Peoria Police Department’s Neighborhood Services Unit (NSU) purchased eight shopping carts full of Christmas toys Tuesday, December 5, 2023, from the Allen Road Walmart Store for the upcoming Holiday with Heroes event on December 18, 2023.



**Peoria Public Works - MacArthur Highway Improvement Public Meeting – December 14**

The city of Peoria Department of Public Works will host a public meeting at 6 pm on Thursday, December 14 at the George Washington Carver Community Center, 710 W Percy Baker Jr. Ave., for the proposed roadway improvement project on MacArthur Highway from Jefferson Avenue to 4<sup>th</sup> Street. The public’s input is sought to determine the proposed bicyclist accommodations, on-street parking, and other design aspects. The roadway is to be resurfaced, along with possible curb and gutter, and sidewalk reconstruction. Exhibits will be available, and the meeting will include discussions on project funding, schedule, and design.

**Peoria Cares Monthly Report**

- Please see attached

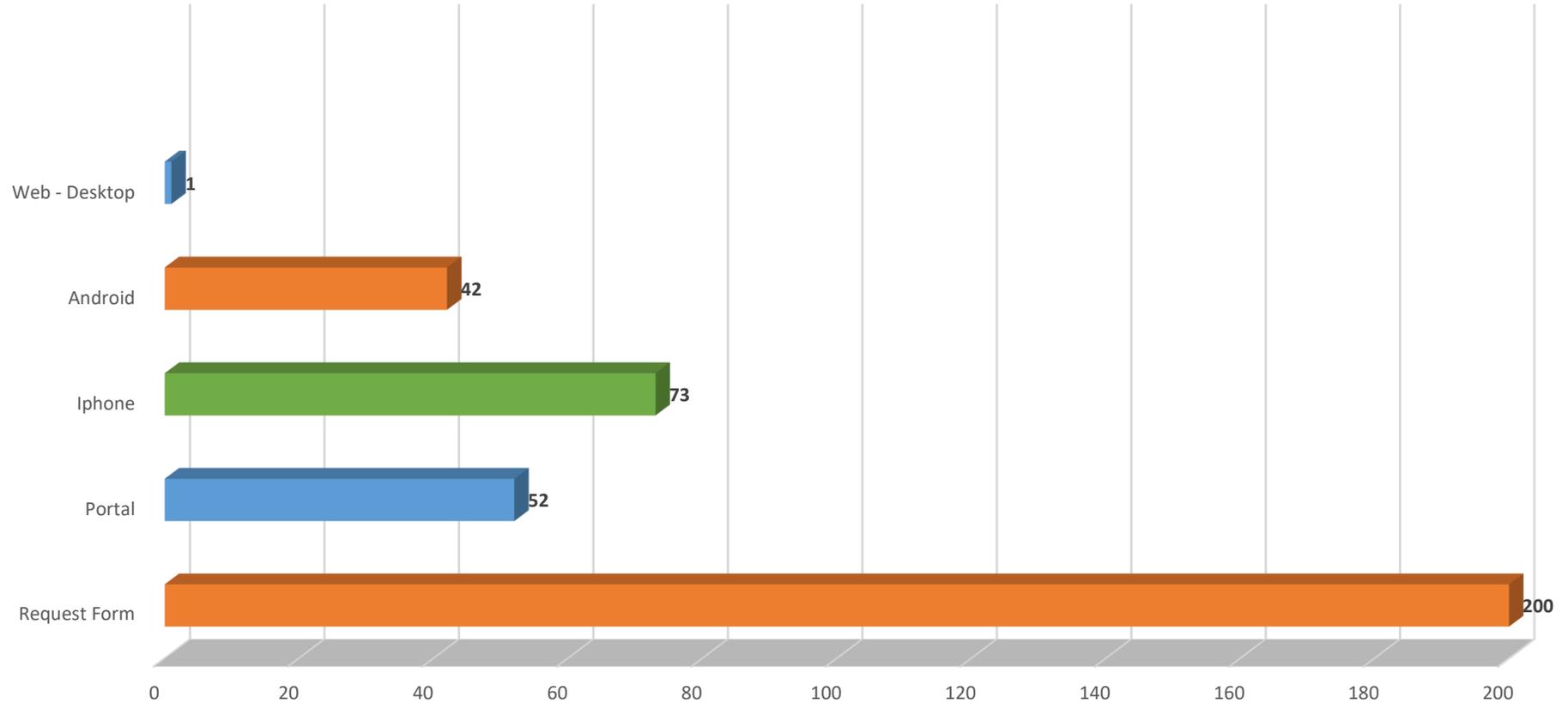
# *Peoria Cares*



## *2023 Monthly Report*

***From: The Office of the City Manager  
Presented to: City of Peoria, Mayor and Council Members  
November 2023***

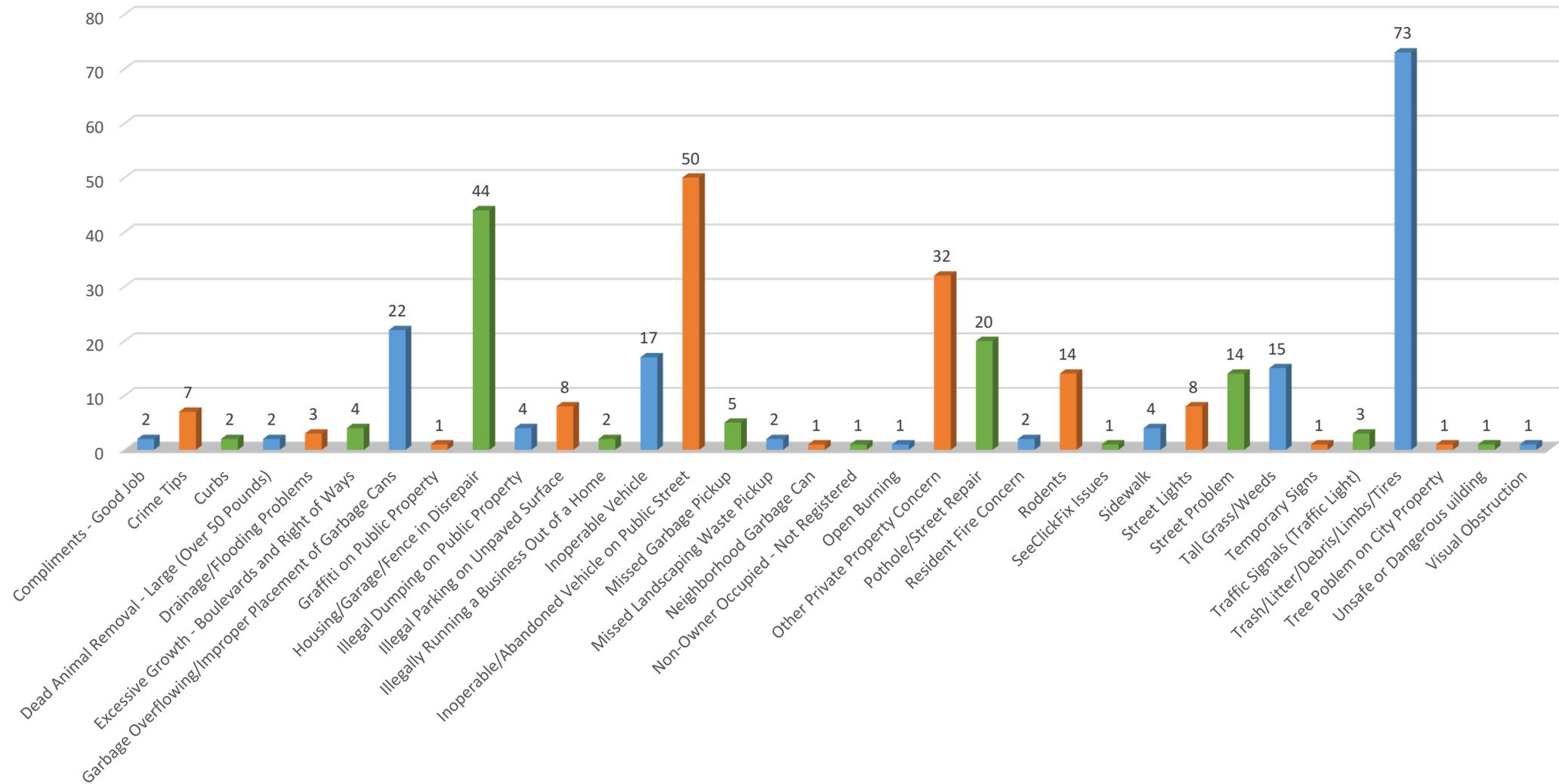
## Peoria Cares Communication Transactions During the Month of November 2023



Total number of cases received: 368



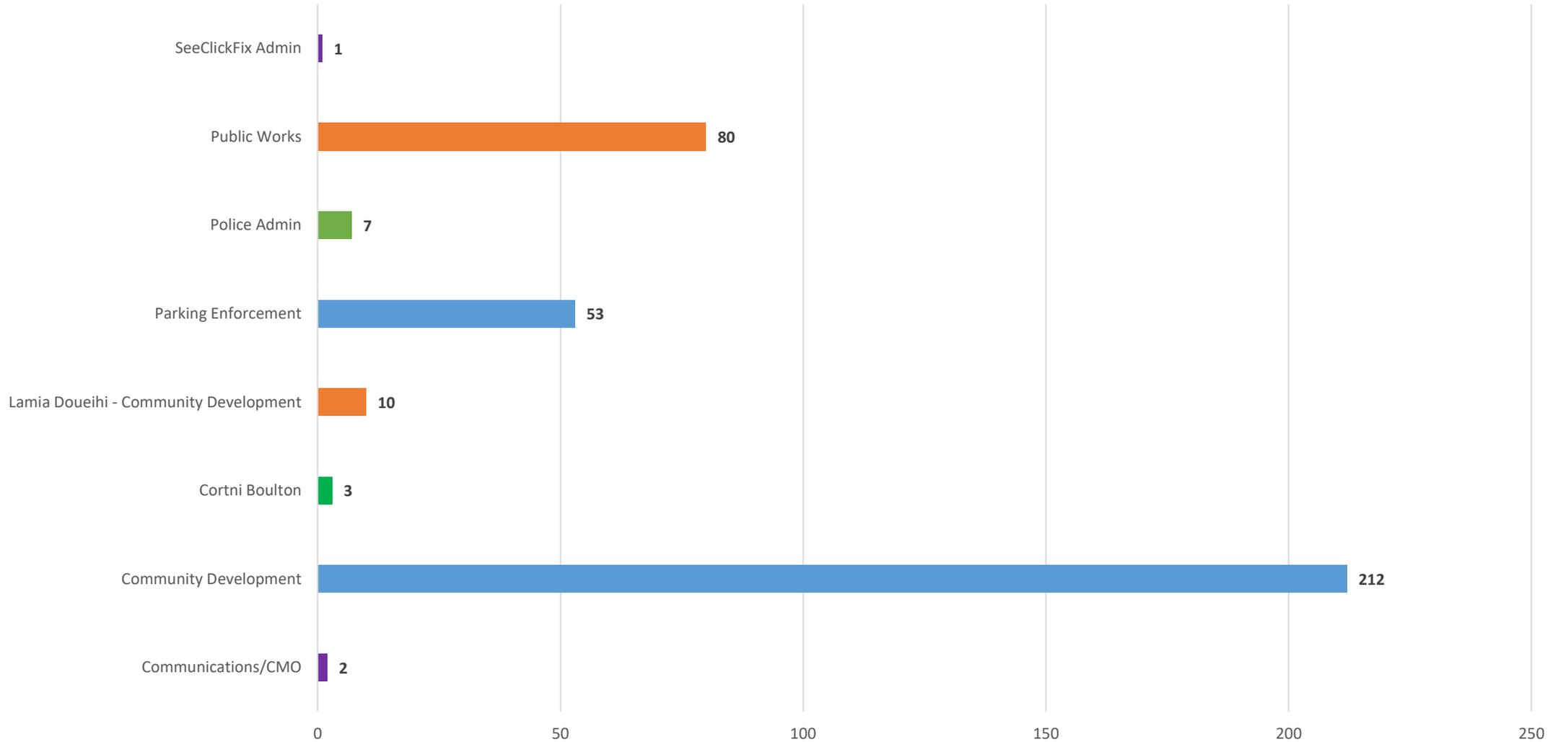
## Peoria Cares November 2023 Complaints by Category



Total number of cases received: 368



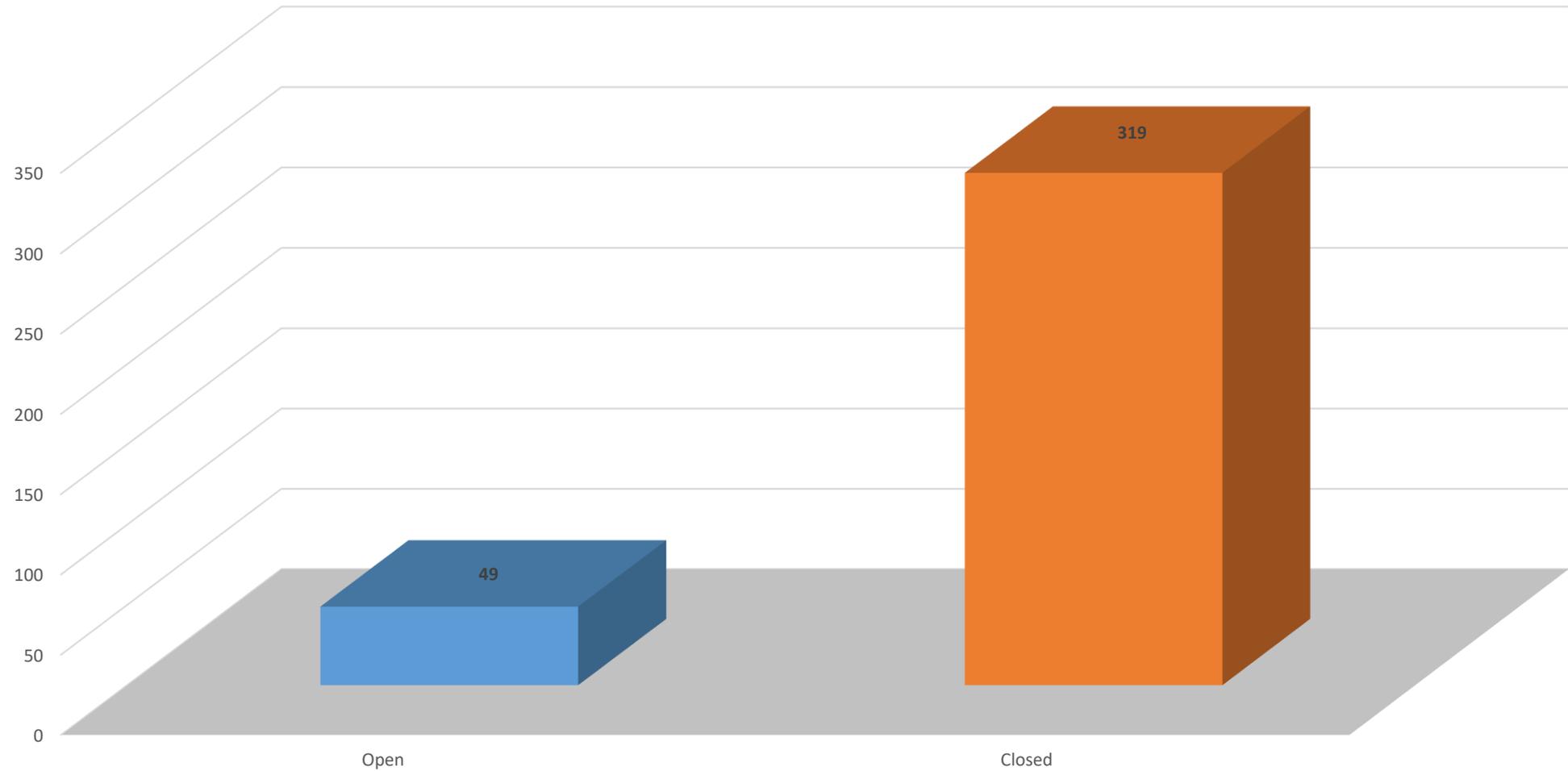
## Peoria Cares November 2023 Complaints by Department



Total number of cases received: 368



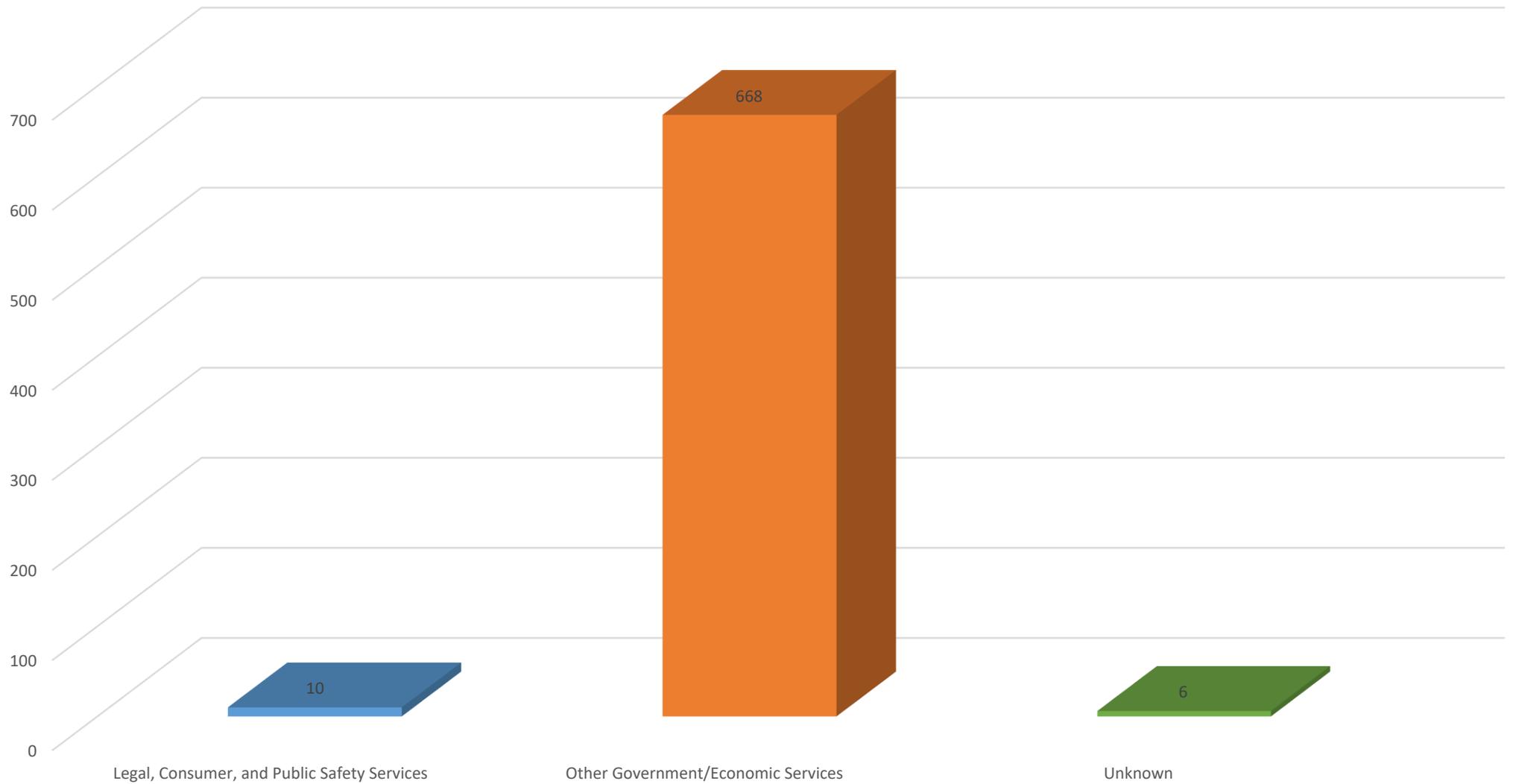
### Peoria Cares November 2023 Complaint Status (as of 12/05/23)



There are 49 pending tickets from this reporting period as of 12/05/2023.



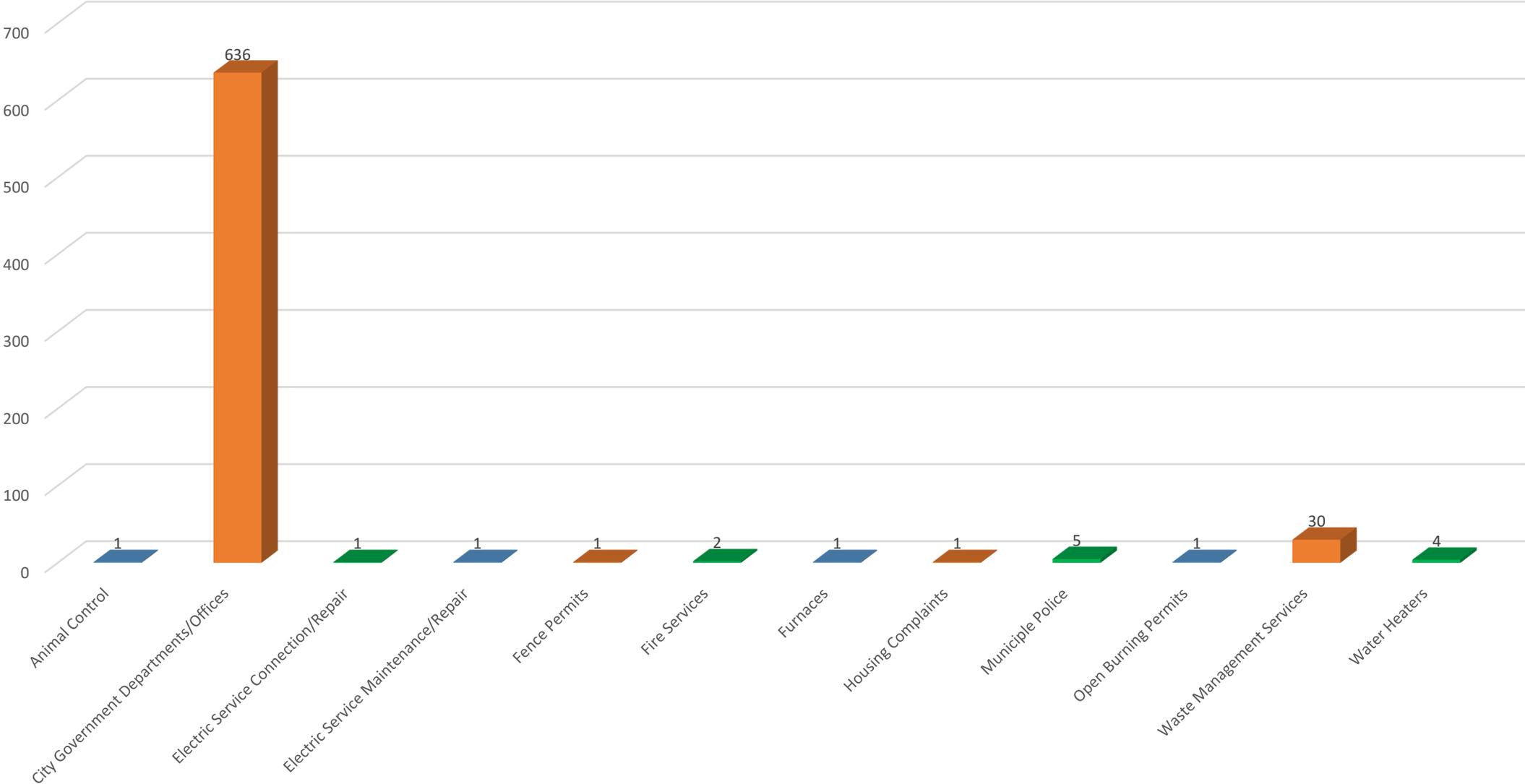
### Overall Need Category of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- November 2023



An additional 684 calls were received that did not fit the Peoria Cares case criteria.

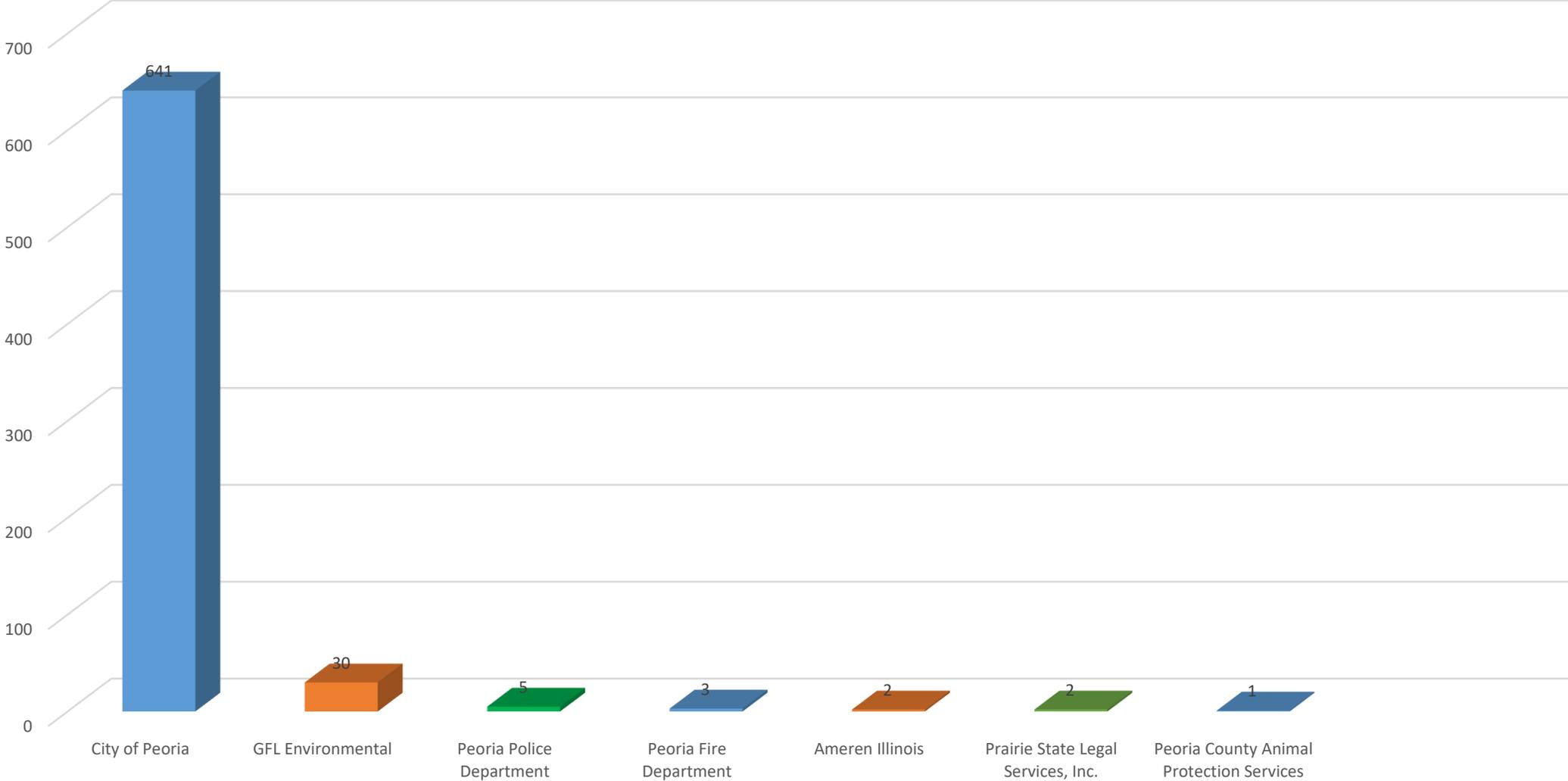


### Service Needs of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- November 2023

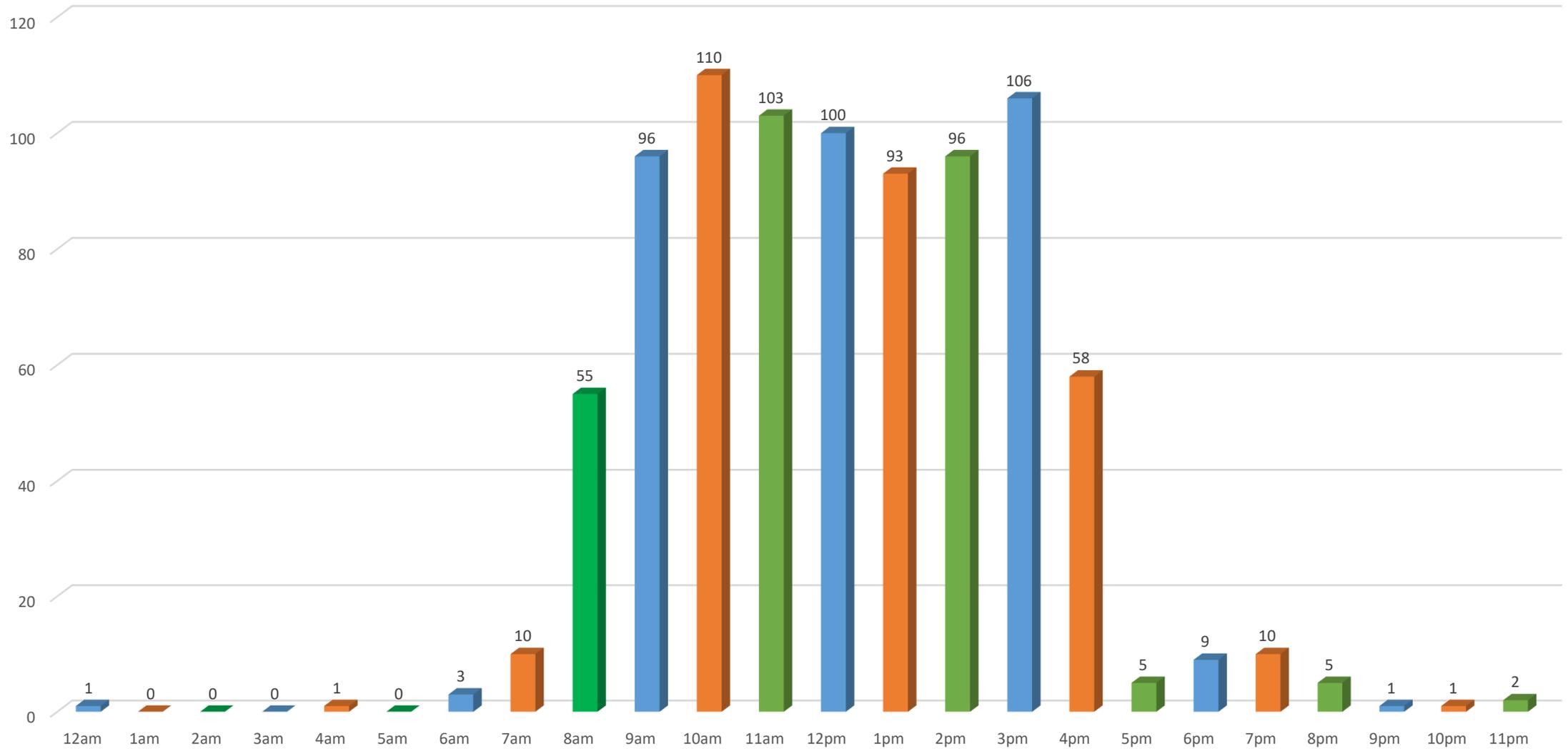


An additional 684 calls were received that did not fit the Peoria Cares case criteria.

### Referrals of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- November 2023



## Peoria Cares Calls by Time of Day - November 2023



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 – November 2023

DATE	N/A's	TICKETS	TOTAL PC	211 TOTAL	DAY TOTAL	% TICKETS	% DAY TOTAL
1-Nov	33	9	42	35	77	21.43%	49.41%
2-Nov	46	6	52	33	85	11.54%	67.53%
3-Nov	41	8	49	36	85	16.33%	57.65%
4-Nov	10	1	11	9	20	9.09%	55.00%
5-Nov	2	0	2	5	7	0.00%	28.57%
6-Nov	62	4	66	45	111	6.06%	59.46%
7-Nov	37	10	47	34	81	21.28%	58.02%
8-Nov	51	10	61	25	86	16.39%	70.93%
9-Nov	38	7	45	26	71	15.56%	63.38%
10-Nov	27	6	33	38	71	18.18%	46.48%
11-Nov	7	0	7	15	22	0.00%	31.82%
12-Nov	1	2	3	9	12	66.67%	25.00%
13-Nov	47	9	56	47	103	16.07%	54.37%
14-Nov	34	8	42	42	84	19.05%	50.00%
15-Nov	41	17	58	34	92	29.31%	63.04%
16-Nov	35	9	44	31	75	20.45%	58.67%
17-Nov	44	8	52	30	82	15.38%	63.41%
18-Nov	9	0	9	12	21	0.00%	42.86%
19-Nov	2	0	2	8	10	0.00%	20.00%
20-Nov	39	9	48	45	93	18.75%	51.61%
21-Nov	31	3	34	24	58	8.82%	58.62%
22-Nov	34	4	38	21	59	10.53%	64.41%
23-Nov	2	0	2	2	4	0.00%	50.00%
24-Nov	23	2	25	12	37	8.00%	67.57%
25-Nov	6	2	8	9	17	25.00%	47.06%
26-Nov	3	1	4	12	16	25.00%	25.00%
27-Nov	35	5	40	40	80	12.50%	50.00%
28-Nov	31	6	37	30	67	16.22%	55.22%
29-Nov	52	4	56	28	84	7.14%	66.67%
30-Nov	42	9	51	30	81	17.65%	62.96%
	<b>865</b>	<b>159</b>	<b>1024</b>	<b>767</b>	<b>1791</b>	<b>15.08%</b>	<b>52.16%</b>

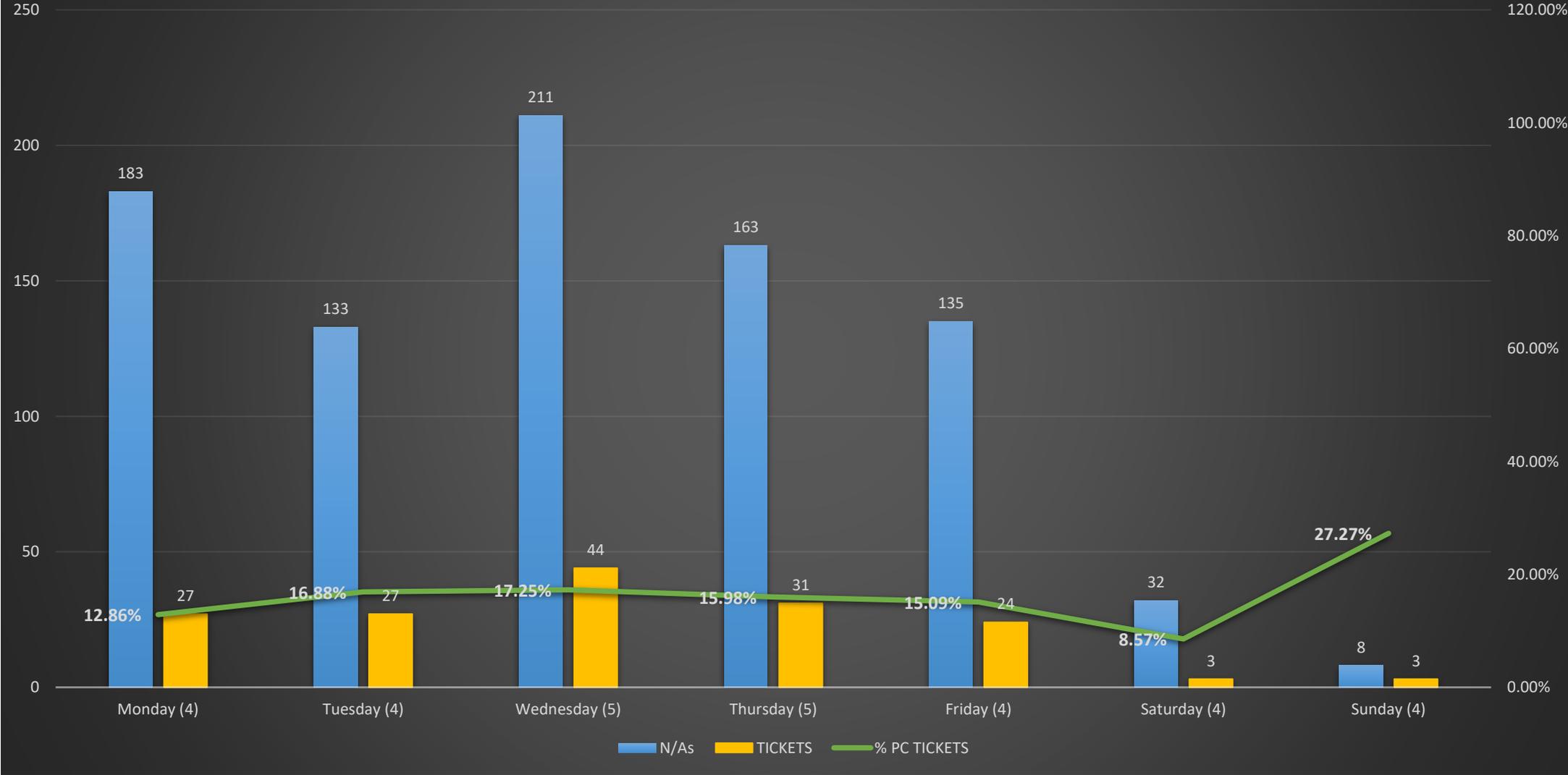
DAY OF WEEK	N/As	TICKETS	TOTAL PC	% PC TICKETS
Monday (4)	183	27	210	12.86%
Tuesday (4)	133	27	160	16.88%
Wednesday (5)	211	44	255	17.25%
Thursday (5)	163	31	194	15.98%
Friday (4)	135	24	159	15.09%
Saturday (4)	32	3	35	8.57%
Sunday (4)	8	3	11	27.27%

- 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-ins, 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 - November 2023



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