



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager 

DATE: February 15, 2024

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 - City of Peoria Launches Non-Profit Capital Program

The city of Peoria will be accepting applications for the Non-Profit Capital Program from Monday, February 12th at 9:00 AM through Friday, March 8th at 2:00 PM. This program supports local non-profits that serve low-income community members in Peoria.

The Non-Profit Capital Program is made possible by the American Rescue Plan Act. Application requests must be between \$50,000 and \$75,000.

Program funds must be used for capital expenses for the organization. Examples of eligible projects include:

- Structural improvements, such as a roof replacement
- Installation of a major mechanical system
- Purchase of vans to transport clients
- Other major structural needs

Program funds cannot be used for ongoing operating costs or maintenance costs. Examples of ineligible projects include:

- Purchasing land or buildings
- Purchasing construction equipment
- Staff expenses
- Office furnishings or supplies

How to Apply

Applications for the Non-Profit Capital Program will be accepted from **Monday, February 12th through Friday, March 8th at 2:00 PM.**

Interested nonprofits may apply online at the [Non-Profit Capital Program page](#). Applications will be reviewed by the CDBG Public Services Advisory Commission and applicants will be notified of the funding decision following City Council approval.

For more information, please contact the Grants Division at 309-494-8600 or [by email](#).

Community Development - City of Peoria is Launching Utility Assistance Program Lottery

The city of Peoria is accepting applications for the Utility Assistance Program Lottery from Monday, February 19th through Friday, March 8th at 2:00 PM. This program pays overdue gas and electric bills for residents who are at risk of having their power disconnected when shut-offs resume in the spring. The city will make payments directly to Ameren Illinois to pay for any delinquent amount owed plus one current month's bill up to \$5,000 per household.

To qualify, applicants:

- Must have overdue gas and electric bills with Ameren Illinois
- Must be at or below the income limit for the household size
- Cannot be receiving LIHEAP assistance or other ongoing utility assistance
- Cannot live in multi-family public housing units

Household Size	1	2	3	4	5	6
Maximum Income	\$50,600	\$57,800	\$65,050	\$72,050	\$78,050	\$83,850

How to Apply

Applications for the 2024 Utility Assistance Program Lottery will be accepted from **Monday, February 19th through Friday, March 8th at 2:00 PM.**

There are three ways to enter the Utility Assistance Program Lottery.

- Online: Visit the [Utility Assistance Program page](#)
- Call: (309) 494-8600
- In-Person: Visit City Hall, 419 Fulton Street, Room 203, Peoria, IL 61602 (Monday – Friday; 8:00 AM – 12:00 PM)

Lottery Information

The lottery will be held online via GoToMeeting on **Tuesday, March 12th at 10:00 AM**. You do not need to attend the lottery to be selected. You can attend the lottery through your computer, tablet, or smartphone by visiting this link: <https://meet.goto.com/CityPZC/utility-assistance-lottery> and typing in the access code: 681-269-069.

All applicants will be contacted by City staff in the days following the drawing. The list of selected applicants, including the waitlist, will be posted online.

For questions, please contact the Development Center or grants@peoriagov.org

UTILITY ASSISTANCE LOTTERY



ACCEPTING APPLICATIONS FEBRUARY 19 - MARCH 8

Assistance available up to \$5,000 for households with overdue electric and gas bills

- Must have overdue gas and electric bills with Ameren Illinois
- Cannot be receiving LIHEAP assistance or other ongoing utility assistance

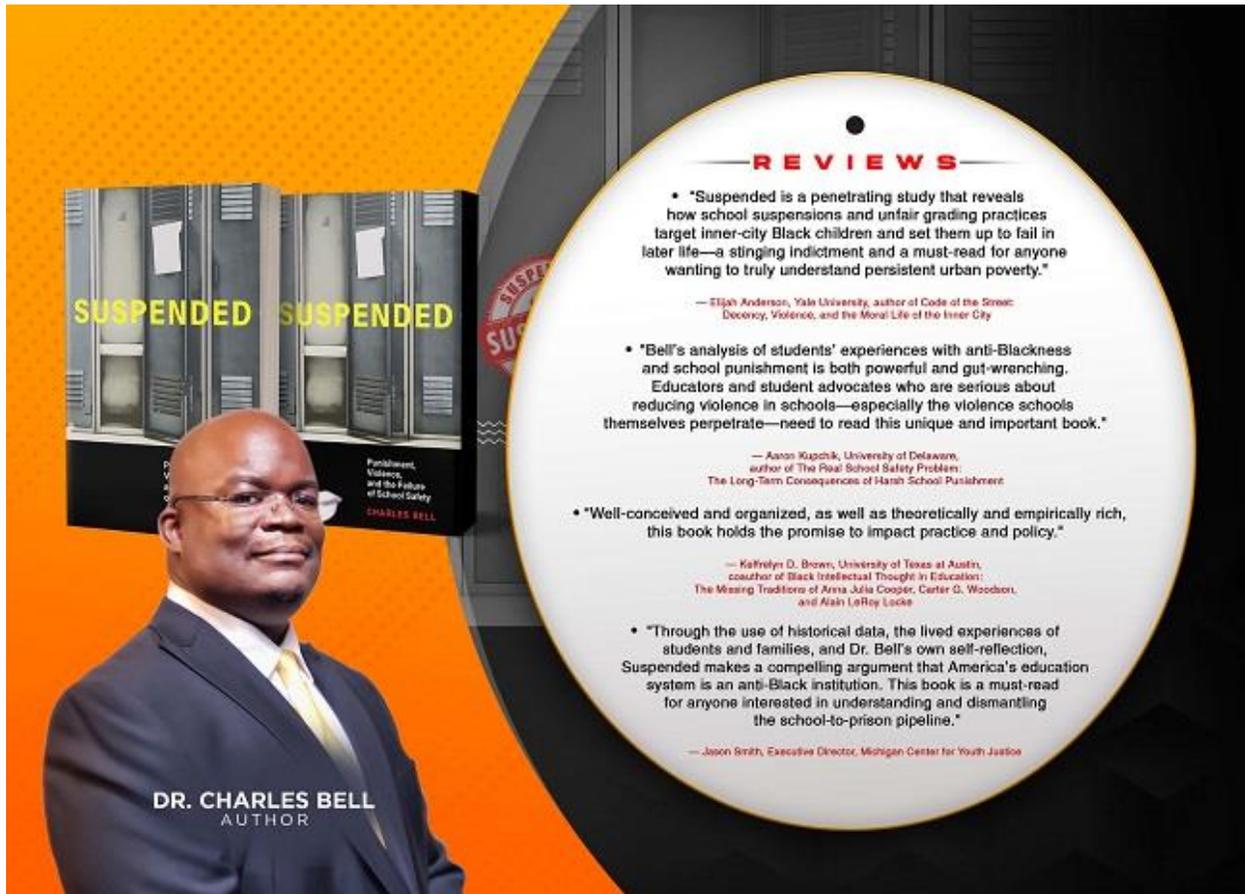
Lottery will be held virtually on Tuesday, March 12 at 10 AM

Household Size	1	2	3	4	5	6
Maximum Income	\$50,600	\$57,800	\$65,050	\$72,050	\$78,050	\$83,850

APPLY TODAY:

- ▶ **Online at www.peoriagov.org/1004/utility-assistance-program**
- ▶ **Call 309.494.8600**
- ▶ **Visit Peoria City Hall, 419 Fulton St, Room 203 (Monday - Friday; 8 AM - 12 PM)**

Peoria Public Library – Black History Month | Dr. Charles Bell Event on February 17



With so many school shootings nationwide and other violence in our schools today, Peoria Public Library is tapping into an important discussion on this topic with the help of expert researcher Dr. Charles Bell, author of *Suspended: Punishment, Violence and the Failure of School Safety*.

Dr. Bell, a researcher and expert witness in state and federal school punishment cases who is working on school safety projects with the National Center for School Safety and the CDC, will lead an in-depth discussion on how out-of-school suspensions, restraint and other school safety measures impact students.

Event Details:

Saturday, Feb. 17 ~ 1PM at Lincoln Branch, 1312 W. Lincoln Ave.

Free and open to all.

For more information, visit the Library's [Facebook event page](#).

Peoria Public Schools - Recognizing National School Resource Officer Appreciation Day



National School Resource Officer Appreciation Day is Thursday, February 15th. On this day and every day, I am proud of the 41 resource officers who comprise the only in-house school safety team in Illinois. From making regular home visits to teaching students how to work through conflict, our SROs serve as protectors, mentors, and informal counselors to the over 13,000 students they serve. Each officer plays a valuable role in maintaining the safety of Peoria Public Schools and the Greater Peoria area. Please join me in celebrating our remarkable school resource officers!

With gratitude,

A handwritten signature in black ink that reads "Sharon Desmoulin-Kherat".

Dr. Sharon Desmoulin-Kherat, Ed. D

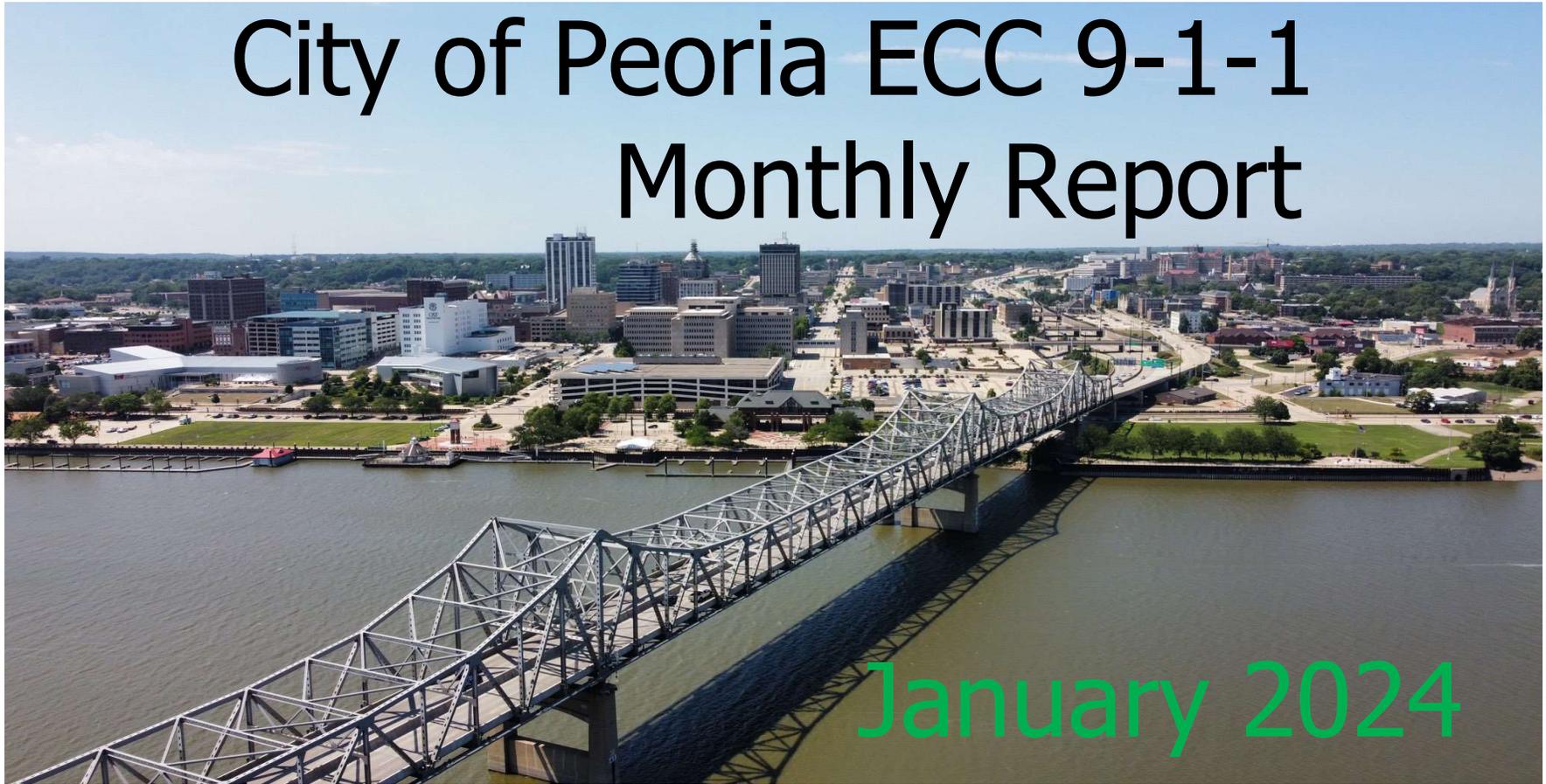
Code Docket

- Please see attached
ECC Monthly Report
- Please see attached
Peoria Cares Monthly Report
- Please see attached

<u>Inspector</u>	<u>Docket No.</u>	<u>Property Owner(s)</u>	<u>Property Address</u>
AA	24-CV-23254	JOHN KING SR	2005 W MALONE ST
AA	24-CV-23255	CASH JM	1009 W GEORGE ST
AA	24-CV-23256	JUDY CORNELISON	1017 W GEORGE ST
AA	24-CV-23257	BHAM BUYERS LLC	1413 W ANN ST
AA	24-CV-23258	FOREVER LLC	906 S SUMNER AVE
AA	24-CV-23259	DAYSHONNAH LOVEJOY	2821 SW JEFFERSON AVE
AA	24-CV-23260	BELLA INC	1509 W SMITH ST
AA	24-CV-23261	TABERNACLE BAPTIST CHURCH	1313 W WIDENHAM ST
AA	24-CV-23262	MARY MILLS	1209 S MATTHEW ST
AA	24-CV-23263	MATELINE CARRIGAN	1010 S SHELLEY ST
AA	24-CV-23287	RONALD L LUDWIG SR	1410 SOUTH WESTERN AVENUE
AA	24-CV-23290	RON LUDWIG	2209 WEST HUMBOLDT STREET
AA	24-CV-23291	RON LUDWIG	2209 WEST HUMBOLDT STREET
AA	24-CV-23292	OKPARA LP	1114 W GEORGE ST
AA	24-CV-23293	JAVION YOUNGER	1103 W GEORGE ST
AA	24-CV-23296	RON LUDWIG	2209 W HUMBOLDT ST
AW	24-CV-23302	ZEEBORRIS LLC	728 E KANSAS
BE	24-CV-23246	B CUBED LLC	1908 N NORTH ST
BE	24-CV-23247	MICHAEL MCNARY	1609 N LINN ST
DF	23-CV-23067	CARMIC MANAGEMENT LLC	807 NE PERRY AVE
DF	24-CV-23251	CYNTHIA FELIZ GARCIA	1422 NE GLENDALE AVE
DF	24-CV-23277	CYNTHIA M GARCIA	1422 NE GLENDALE AVE
DF	24-CV-23280	HAROLD HARPER SR	2604 NE MADISON AVE
DM	23-CV-23002	THOMAS HIRSTEIN	2134 N PROSPECT RD
DM	23-CV-23154	JANICE HEAVER	3116 N GALE AVE
DM	24-CV-23264	KANIKA HENDRICKS	3401 W RICHWOODS BLVD
DM	24-CV-23265	ETHAN DAVIS	1308 N DOUGLAS ST
DM	24-CV-23266	REGINALD ARMSTRONG	1312 N DOUGLAS ST
DM	24-CV-23267	REGINALD ARMSTRONG	1312 N DOUGLAS ST
DM	24-CV-23274	SAUL NARANJO	2010 N LEHMAN RD
DS	24-CV-23281	WILLIAM SR	1018 N SHERIDAN RD
DS	24-CV-23283	MARK SHORT	1326 N BOURLAND AVE
DS	24-CV-23284	CLIFFORD BLACK	1100 N GLENWOOD AVE
DS	24-CV-23318	PAUL MARSCHALL	1113 N FRINK ST
JS	23-CV-20268	WOODLANDS APARTMENTS HOLDINGS LLC	3300 W WOODHILL LN
JS	23-CV-23029	SALEM BROTHERS INC	2807 N UNIVERSITY ST
JS	23-CV-23030	SALEM BROTHERS INC	1905 N NORTH ST
JS	23-CV-23031	SALEM BROTHERS INC	407 E NEBRASKA AVE
JS	23-CV-23032	SALEM BROTHERS ENTERPRISES INC	511 W MCCLURE AVE
JS	23-CV-23033	SALEM BROTHERS ENTERPRISES INC	804 NE PERRY AVE
JS	23-CV-23034	SALEM BROTHERS ENTERPRISES INC	708 NE GLENDALE AVE
JS	23-CV-23035	SALEM BROTHERS ENTERPRISES INC	717 NE PERRY AVE
JS	23-CV-23036	SALEM BROTHERS ENTERPRISES INC	800 NE PERRY AVE

<u>Inspector</u>	<u>Docket No.</u>	<u>Property Owner(s)</u>	<u>Property Address</u>
JS	24-CV-23208	TARA CALKINS	303 E NEBRASKA AVE
JS	24-CV-23209	TARA CALKINS	303 E NEBRASKA AVE
JS	24-CV-23319	MICHAEL BOURSCHEIDT	1206 E MCCLURE AVE
KW	23-CV-22938	HENRY WESLEY	1201 NE MADISON AVE
MH	24-CV-23249	SFR3-080 LLC	1622 N MACHIN AVE
NR	24-CV-23250	ROBBIE R ALEXANDER	125 E CHERRY RIDGE RD
RF	23-CV-23062	STEVEN SMITH	2311 W MILLMAN
RF	24-CV-23269	LIFESTYLE GLOBAL SOLUTIONS LLC	1013 S GREENLAWN
RF	24-CV-23270	SANDRA LASHLEY	1839 S ARAGO
RF	24-CV-23271	ROBERT PARKER III	1600 S IDAHO
RF	24-CV-23275	MCCLURE CAPITAL PARTNERS LLC	2919 W AUGUSTANA
RF	24-CV-23304	DANIEL POTTS	2716 W MARQUETTE
RF	24-CV-23312	PF TRANSPORTATION LLC	2825 W FREMONT
RF	24-CV-23315	KAREN CROWDER	2722 W HUMBOLDT
RF	24-CV-23316	CHARLES WALLS III	2315 W WISWALL
		GARY WEBER	
		JENNIFER LEGGINS	
SD	24-CV-23300	ERNEST GRAY	539 E LAWNSDALE AVE
SD	24-CV-23301	VIRGINIA MARSH	607 E MCCLURE AVE
TW	24-CV-23307	CHRISTOPHER PONISKE	1513 E ROUSE AVE
TW	24-CV-23308	JENNA CHANCE	1718 E MAPLE RIDGE DR

City of Peoria ECC 9-1-1 Monthly Report



January 2024

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	2023 Totals
Landbased 9-1-1 Calls	993												993	12,270
Wireless 9-1-1 Calls	9,264												9,264	118,679
Text To 9-1-1 Calls	34												34	475
TOTAL 9-1-1 CALLS	10,291	0	0	0	0	0	0	0	0	0	0	0	10,291	131,424
Peoria Police Incoming Calls	8,249												8,249	125,741
Peoria Heights Police Incoming	601												601	7,615
Peoria Heights Lobby Calls	70												70	840
Chillicothe Police Incoming Calls	368												368	7,443
Chillicothe Lobby Calls	73												73	2,159
Sheriff's Police Incoming Calls	1,581												1,581	22,623
TOTAL POLICE INCOMING CALLS	10,942	0	0	0	0	0	0	0	0	0	0	0	10,942	166,421
Volunteer Fire/EMS toll free calls	7												7	124
Peoria Heights Fire Incoming Calls	7												7	115
Peoria Fire Incoming Calls	521												521	6,934
TOTAL FIRE INCOMING CALLS	535	0	0	0	0	0	0	0	0	0	0	0	535	7,173
Operator Assist Calls/Alarm Calls	997												997	11,677
Ambulance Incoming Calls	51												51	639
ECC Supervisor Incoming Calls	490												490	4,758
Richwoods Dispatcher Incoming Calls	67												67	892
Downtown Dispatcher Incoming Calls	67												67	1,125
Prep 2 Dispatcher Incoming Calls	1,710												1,710	24,462
C-MED Dispatcher Incoming Calls	32												32	993
County Sheriff Dispatcher Incoming Calls	336												336	4,324
Fire Dispatcher Incoming Calls	348												348	4,565
OverFlow/Call Taker Incoming Calls	63												63	240
TOTAL INCOMING EXTENSION CALLS	3,113	0	0	0	0	0	0	0	0	0	0	0	3,113	41,359
TOTAL OUTGOING EXTENSION CALLS	5,125												5,125	54,166
Peoria Police Dispatches/On view	9,065												9,065	118,641
Peoria Heights Dispatched/On View	757												757	8,974
Chillicothe Police Dispatches/On view	432												432	7,487
Peoria County Sheriff Dispatches/On view	2,933												2,933	37,408
TOTAL POLICE DISPATCHES/ON VIEW	13,187	0	0	0	0	0	0	0	0	0	0	0	13,187	172,510
Air National Guard Fire Dispatches	8												8	67
Akron-Princeville Fire Dispatches	28												28	314
Brimfield Fire Dispatches	41												41	518
Chillicothe Fire Dispatches	75												75	626
Dunlap Fire Dispatches	50												50	505
Elmwood Fire Dispatches	19												19	214

Limestone Fire Dispatches	184													184	1,713
Logan-Trivoli Fire Dispatches	47													47	627
Peoria Fire Dispatches	2,440													2,440	26,681
Peoria Heights Fire Dispatches	125													125	1,401
Timber-Hollis Fire Dispatches	56													56	530
West Peoria Fire Dispatches	71													71	852
MABAS Fire Calls	8													8	57
TOTAL FIRE DISPATCHES	3,152	0	0	0	0	0	0	0	0	0	0	0	0	3,152	34,105
AMT Ambulance Dispatches	2,861													2,861	31,858
APA Ambulance Dispatches	19													19	233
BYE Ambulance Dispatches	54													54	664
TOTAL AMBULANCE DISPATCHES	2,934	0	0	0	0	0	0	0	0	0	0	0	0	2,934	32,755
Peoria County Coroner Incoming Calls	186													186	1,921
Community Messaging System Call-outs	17													17	196
CD Requests from State's Attorney's Office	16													16	132
CD Requests from FOI / Subpoena	31													31	200
CD Requests from Inner Departmental	4													4	54
Total Number of CD Requests	51	0	0	0	0	0	0	0	0	0	0	0	0	51	386
ILEAS Call Outs	0													0	0
JULIE Dig	92													92	626
Peoria Cares Cases/SeeClickFix	5													5	481
Premise Alerts	59													59	630
Sex Offender Updates														0	1,998
PAWS	342													342	5,932
Illinois State Police	249													249	3,281
Ameren	78													78	1,617

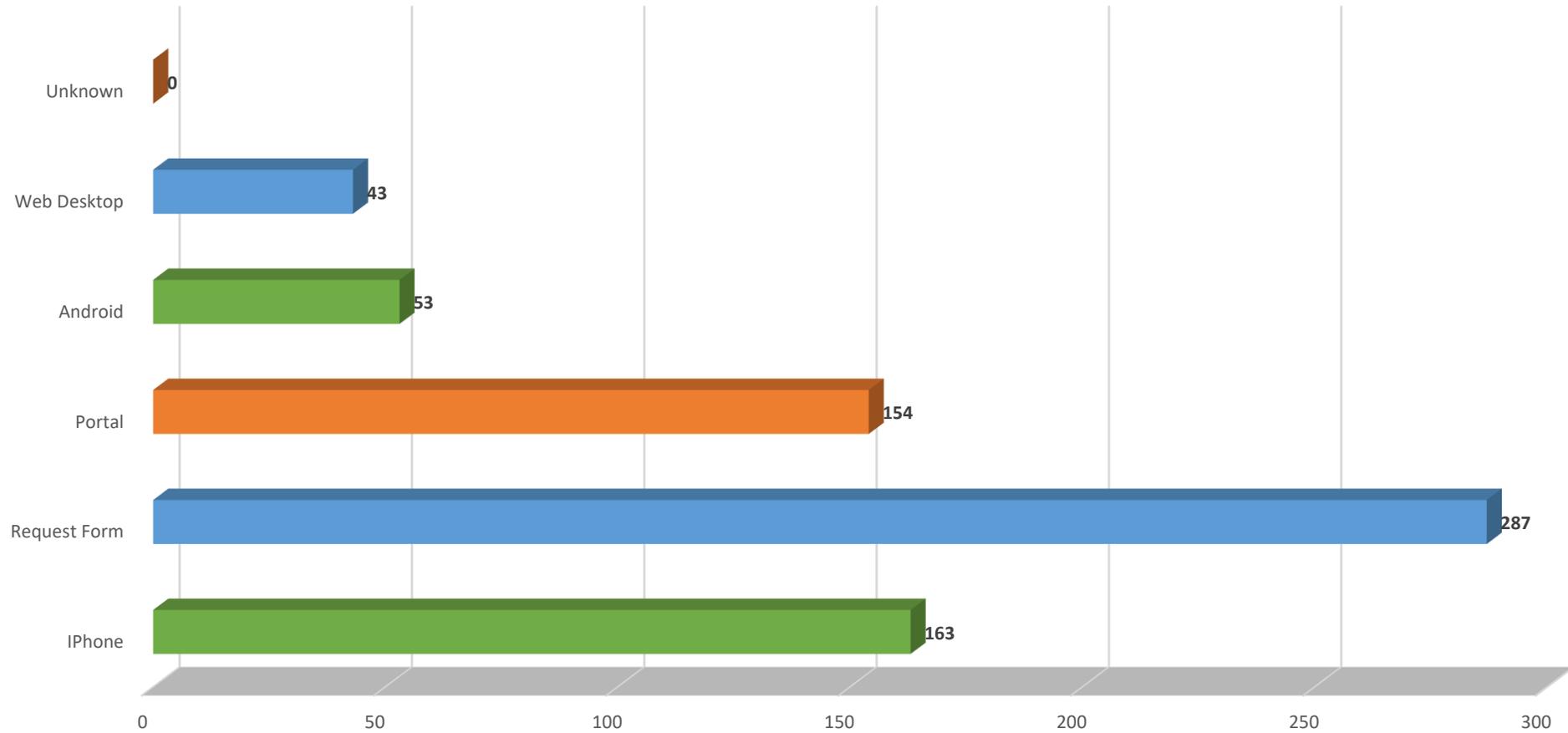
Peoria Cares



2024 Monthly Report

***From: The Office of the City Manager
Presented to: City of Peoria, Mayor and Council Members
January 2024***

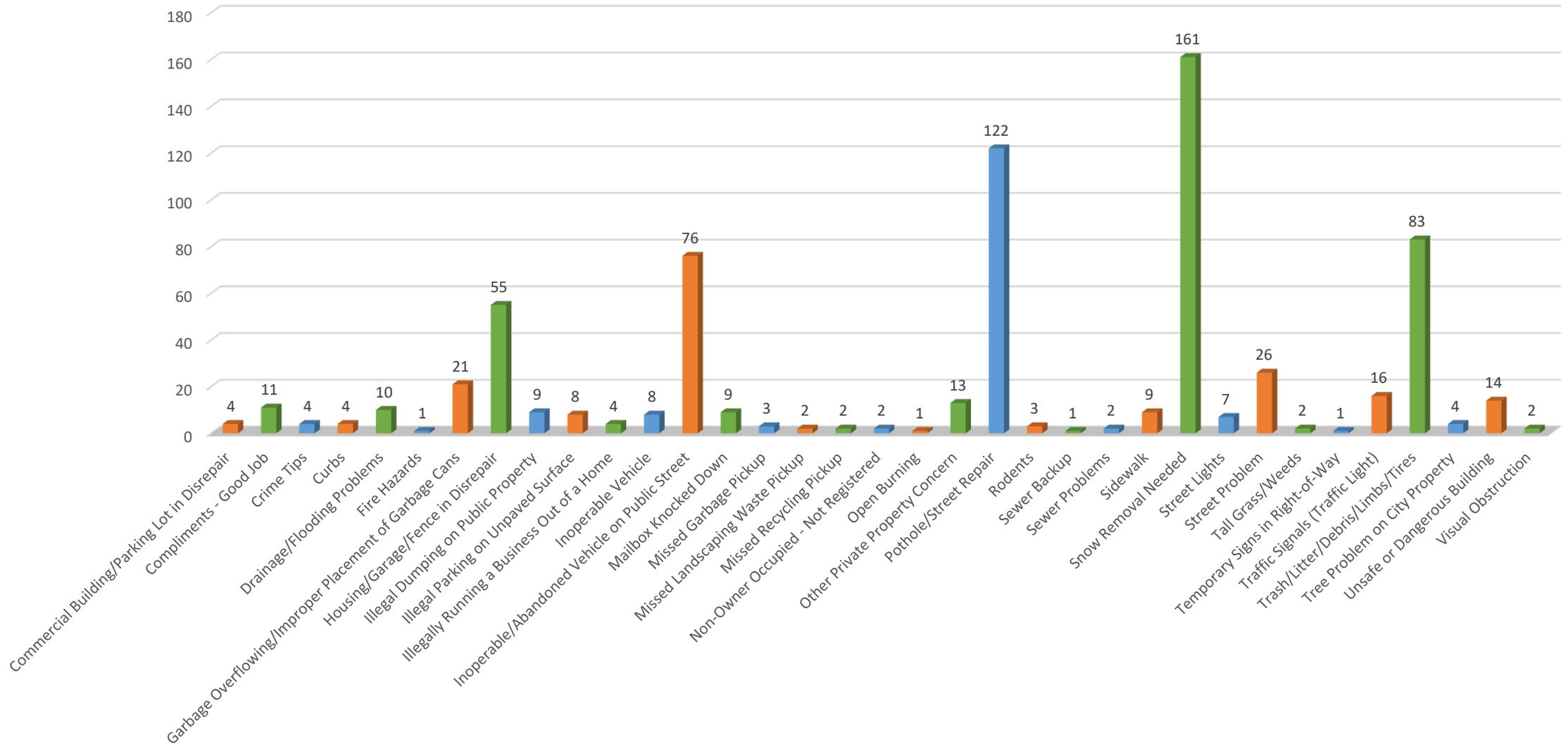
Peoria Cares Communication Transactions During the Month of January 2024



Total number of cases received: 700



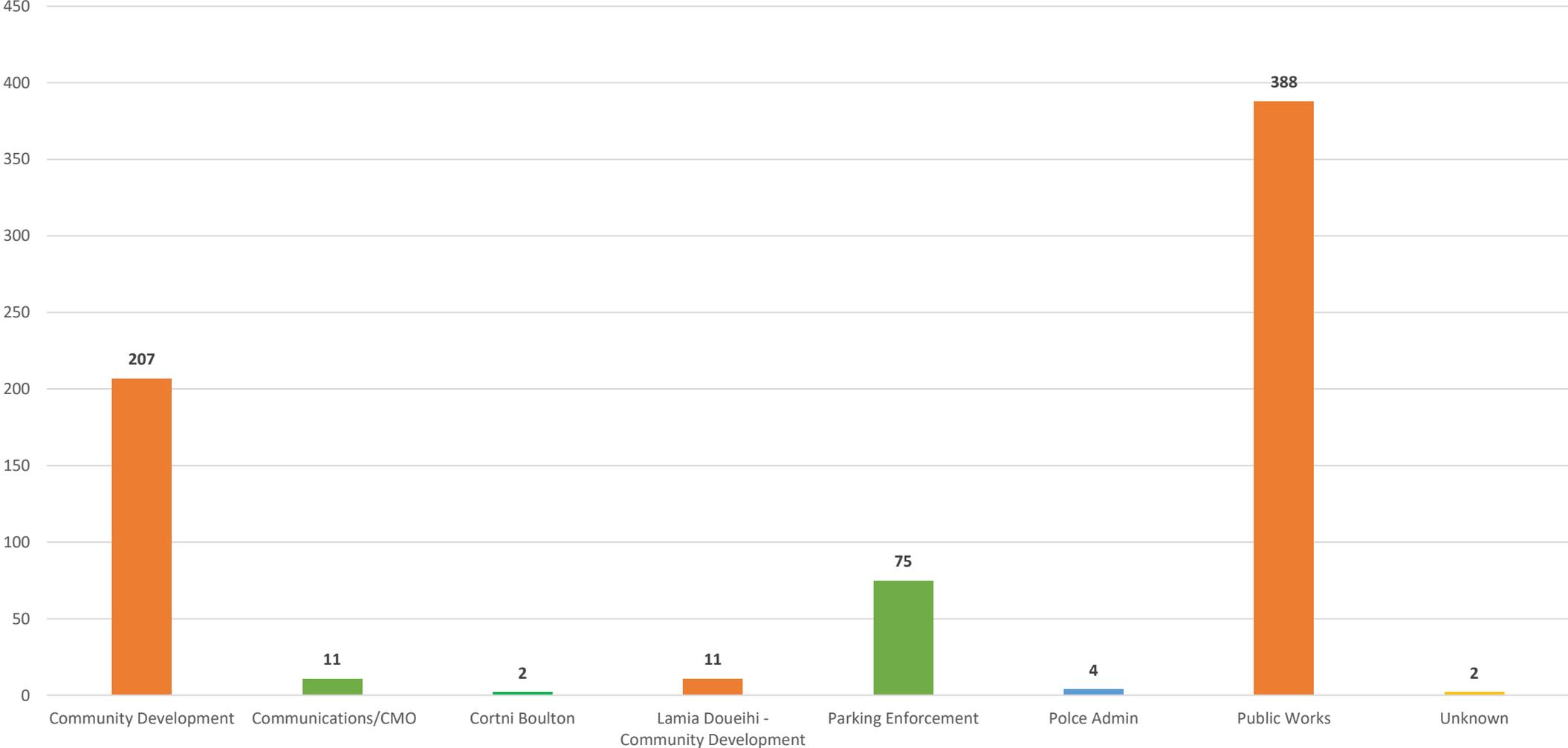
Peoria Cares January 2024 Complaints by Category



Total number of cases received: 700



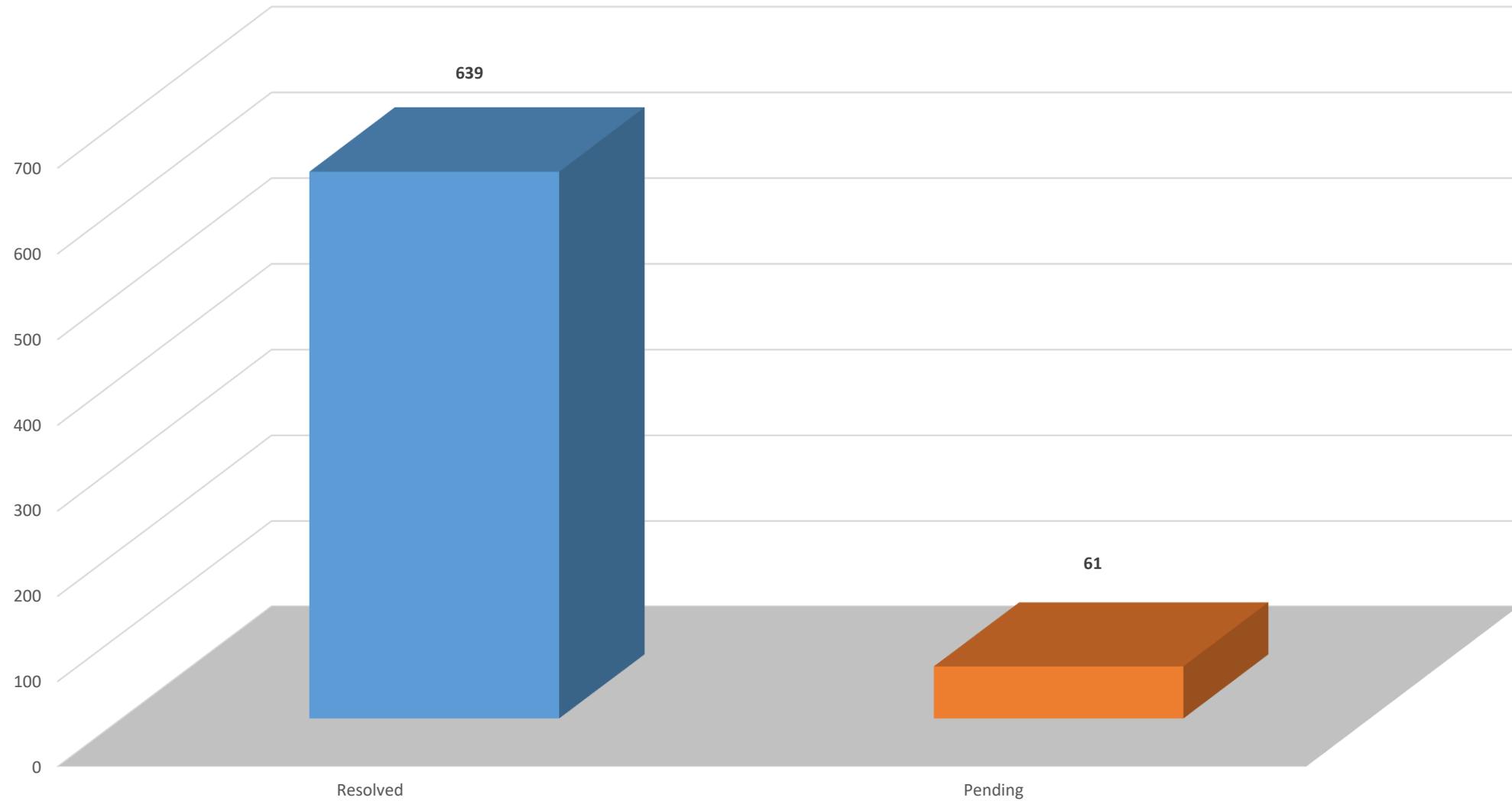
Peoria Cares January 2024 Complaints by Department



Total number of cases received: 700



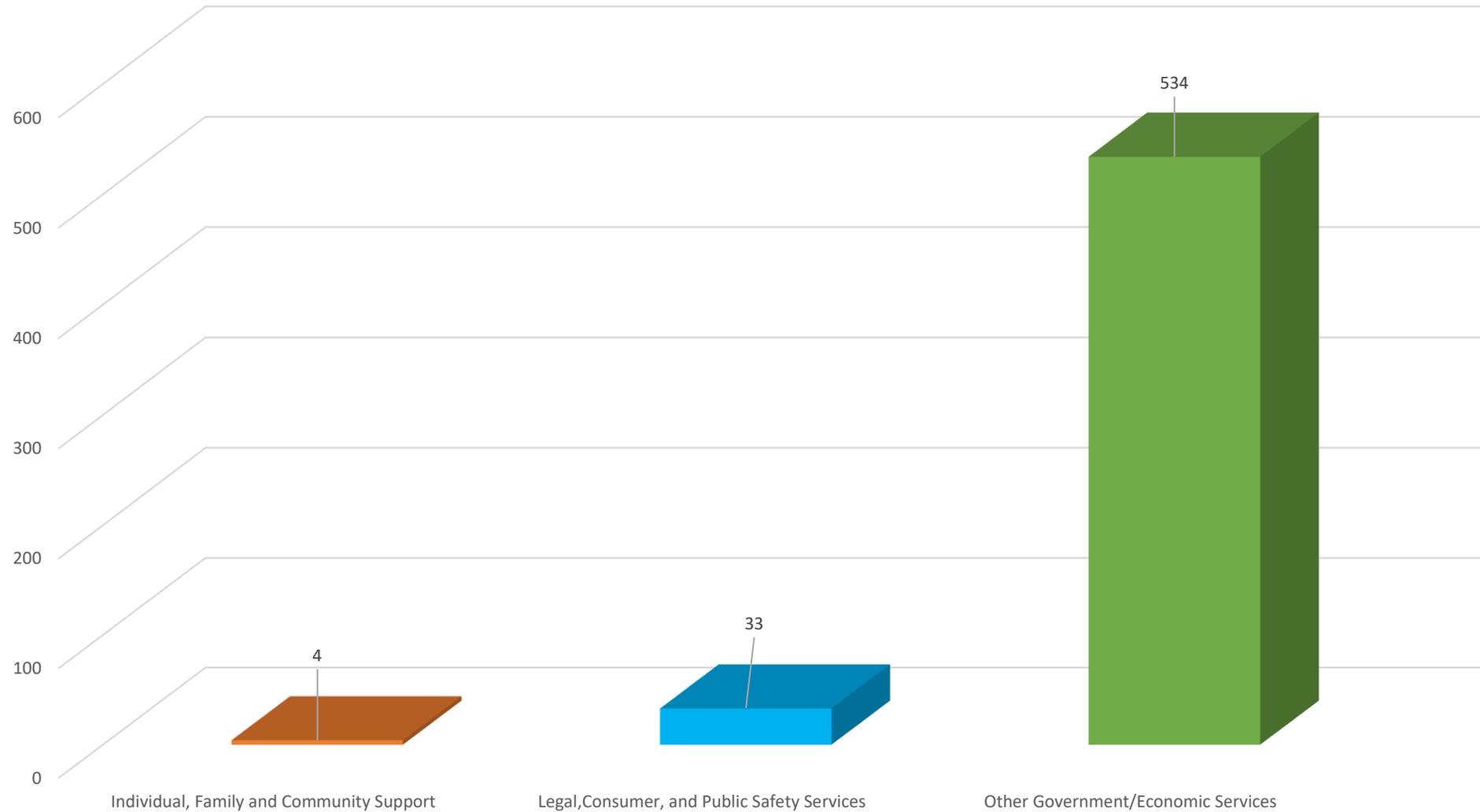
Peoria Cares January 2024 Complaint Status (as of 02/07/2024)



There are 61 pending tickets from this reporting period as of 02/07/2024.



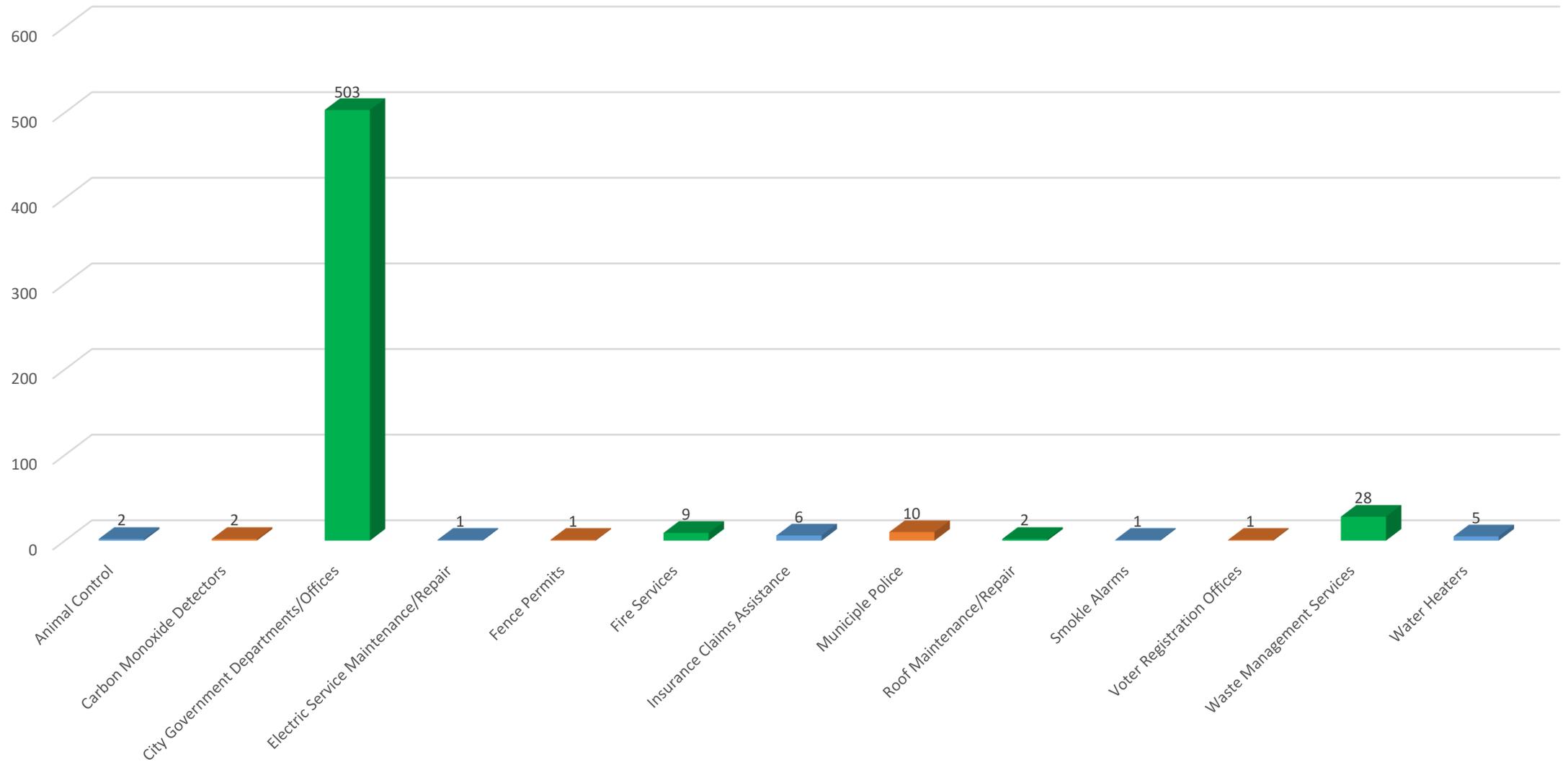
Overall Need Category of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- January 2024



An additional 571 calls were received that did not fit the Peoria Cares case criteria.

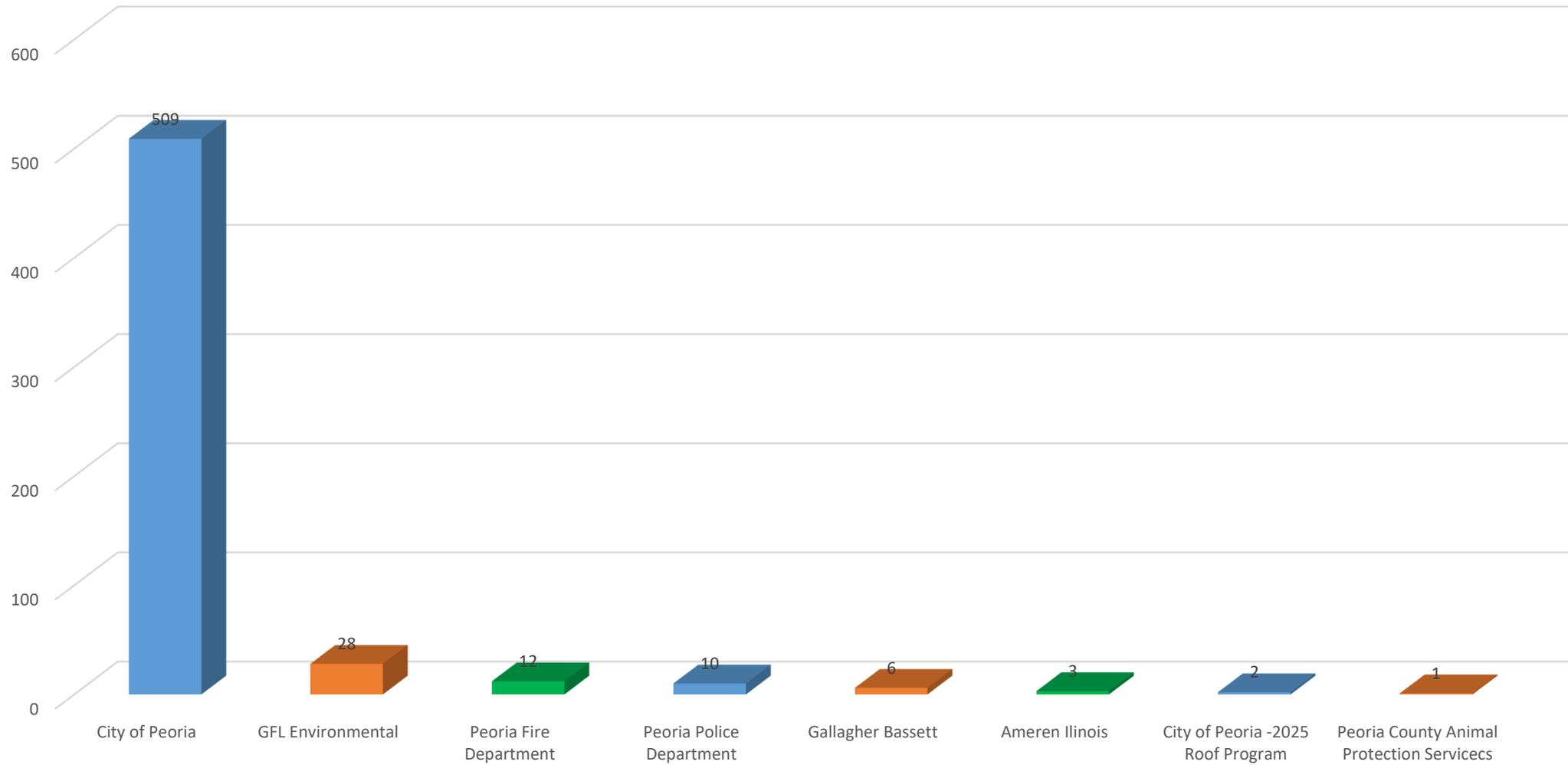


Service Needs of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- January 2024

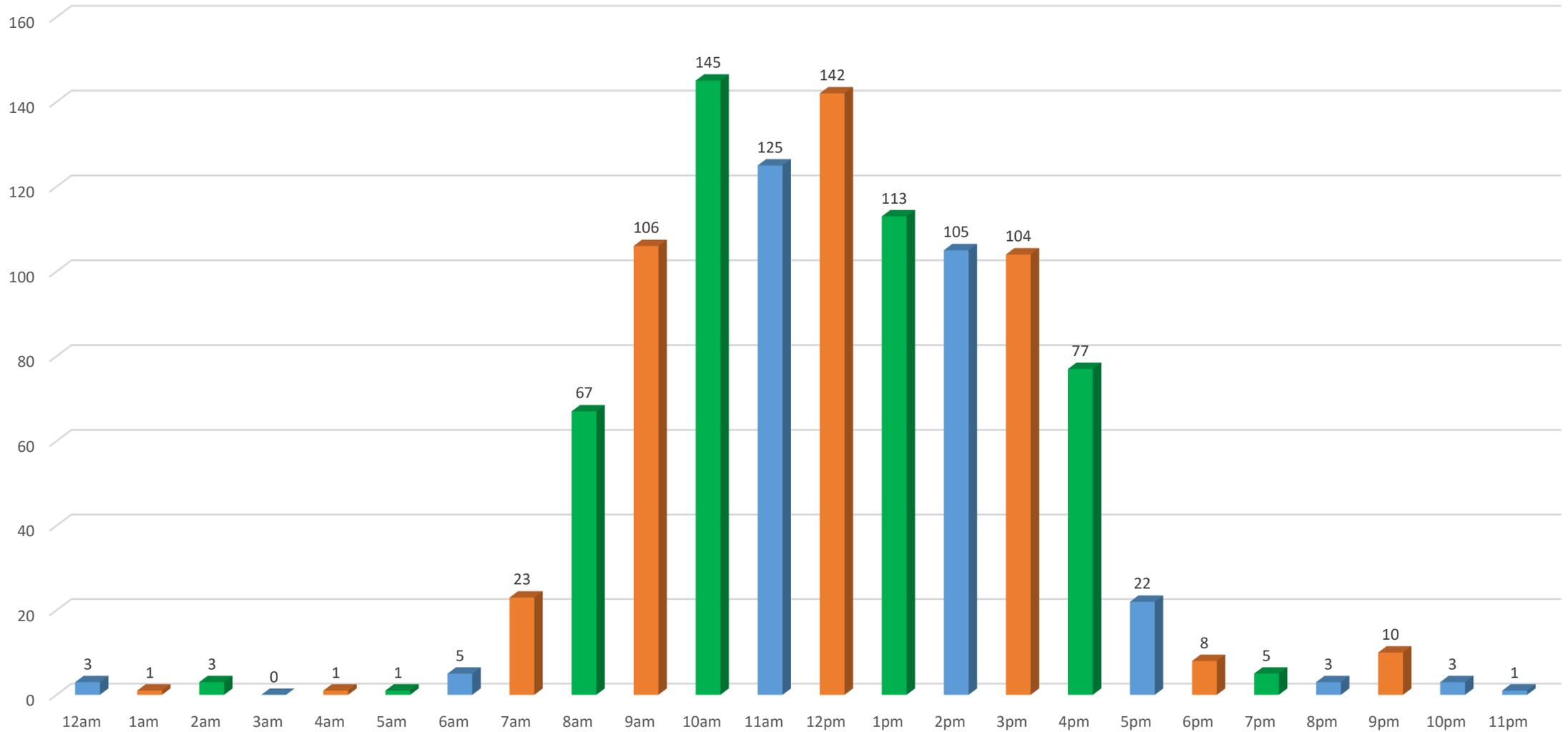


An additional 571 calls were received that did not fit the Peoria Cares case criteria.

Referrals of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- January 2024



Peoria Cares Calls by Time of Day - January 2024



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 – January 2024

DATE	N/A's	TICKETS	TOTAL PC	211 TOTAL	DAY TOTAL	% TICKETS	% DAY TOTAL
1-Jan	5	0	5	5	10	0.00%	50.00%
2-Jan	48	6	54	59	113	11.11%	47.79%
3-Jan	22	7	29	24	53	24.14%	54.72%
4-Jan	41	5	46	29	75	10.87%	61.33%
5-Jan	36	5	41	31	72	12.20%	56.94%
6-Jan	5	0	5	6	11	0.00%	45.45%
7-Jan	3	1	4	1	5	25.00%	80.00%
8-Jan	43	5	48	43	91	10.42%	52.75%
9-Jan	38	14	52	28	80	26.92%	65.00%
10-Jan	89	26	115	38	153	22.61%	75.16%
11-Jan	36	7	43	33	76	16.28%	56.58%
12-Jan	46	10	56	27	83	17.86%	67.47%
13-Jan	11	6	17	11	28	35.29%	60.71%
14-Jan	6	1	7	15	22	14.29%	31.82%
15-Jan	25	6	31	26	57	19.35%	54.39%
16-Jan	45	12	57	34	91	21.05%	62.64%
17-Jan	43	14	57	44	101	24.56%	56.44%
18-Jan	50	6	56	34	90	10.71%	62.22%
19-Jan	38	7	45	37	82	15.56%	54.88%
20-Jan	6	2	8	7	15	25.00%	53.33%
21-Jan	3	0	3	10	13	0.00%	23.08%
22-Jan	40	26	66	48	114	39.39%	57.89%
23-Jan	55	10	65	30	95	15.38%	68.42%
24-Jan	59	11	70	40	110	15.71%	63.64%
25-Jan	56	13	69	25	94	18.84%	73.40%
26-Jan	50	13	63	32	95	20.63%	66.32%
27-Jan	5	3	8	7	15	37.50%	53.33%
28-Jan	4	2	6	6	12	33.33%	50.00%
29-Jan	69	16	85	34	119	18.82%	71.43%
30-Jan	54	10	64	37	101	15.63%	63.37%
31-Jan	42	9	51	33	84	17.65%	60.71%
	1073	253	1326	834	2160	18.58%	58.10%

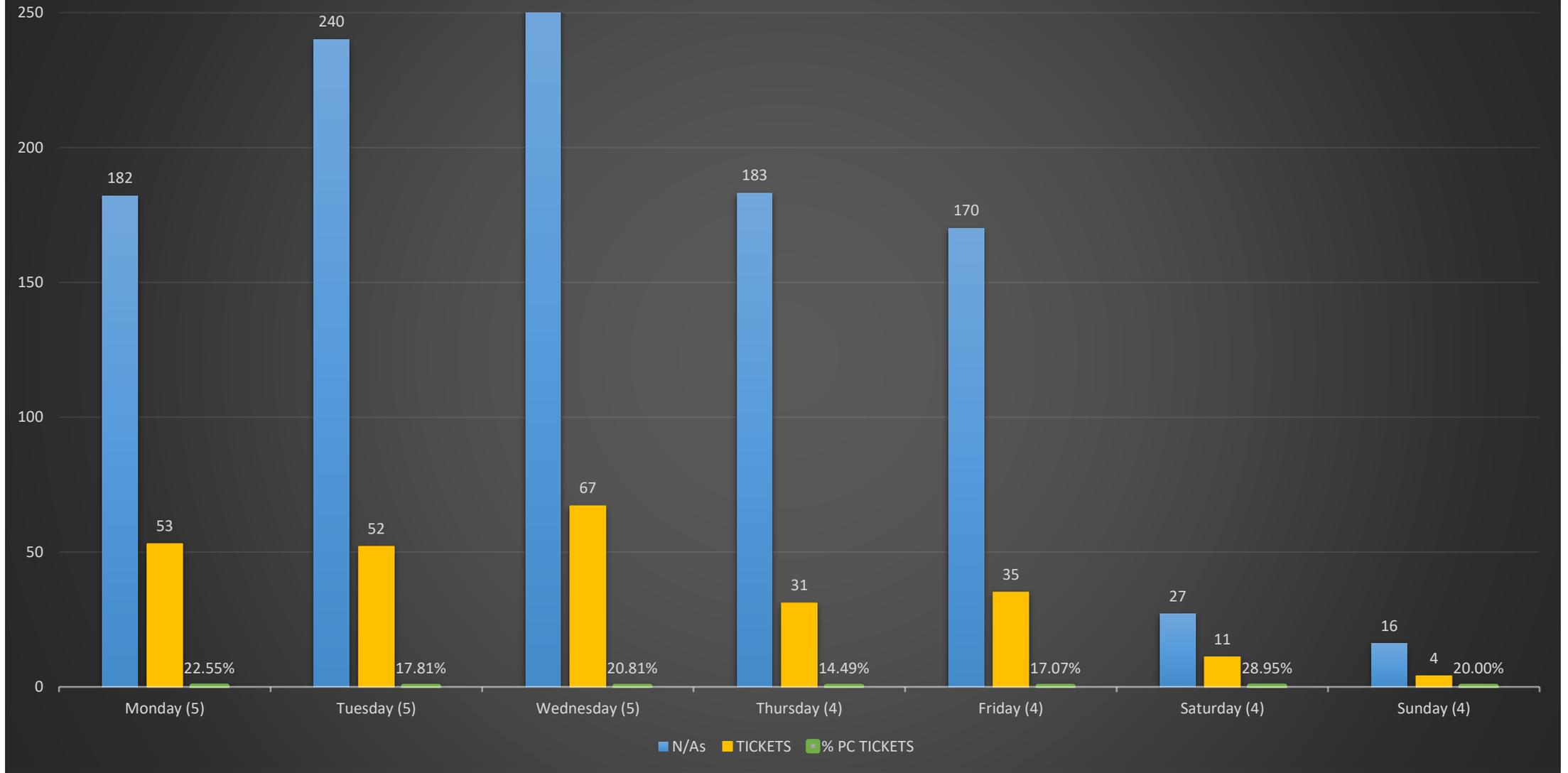
DAY OF WEEK	N/As	TICKETS	TOTAL PC	% PC TICKETS
Monday (5)	182	53	235	22.55%
Tuesday (5)	240	52	292	17.81%
Wednesday (5)	255	67	322	20.81%
Thursday (4)	183	31	214	14.49%
Friday (4)	170	35	205	17.07%
Saturday (4)	27	11	38	28.95%
Sunday (4)	16	4	20	20.00%

- 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-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 - January 2024



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.