



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager *Patrick Urich*

DATE: December 6, 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.

**Applications Open for Art on Display in Suite 207 of City Hall**

In 2021, the Public Arts Advisory Commission received a request from Mayor Ali to assist in accepting artwork to be displayed by Peoria-artists. After months of work, the Commission passed a policy in December 2021 to provide for the exhibit of artwork to be on display for one year in City Hall. January 2022 was the inaugural exhibit and featured six local artists displaying two-dimensional artwork. The work of nine artists is currently on display and will be up through January 2025.

Applications are now open for next year’s exhibit. Qualified applicants must reside in or have a studio in Peoria. The artwork must be two-dimensional, framed, and have a hanging system. For a complete list of requirements and to view current and past exhibiting artists, please visit [peoriagov.org/ArtworkOnDisplay](http://peoriagov.org/ArtworkOnDisplay). Applications will close at 5:00 pm on Friday, January 17, 2025.



Interested applicants will need to include:

- A completed application – located on the [city of Peoria website](http://city of Peoria website).
- Include an artist statement, biography, and high-resolution photographs (jpg preferred)

A complete list of current and past artists can be found on the [website](#).

Please direct any questions to Stacy Peterson, [speterson@peoriagov.org](mailto:speterson@peoriagov.org) or 309-494-8560.

### **Peoria Public Works – Jefferson/Adams Conversion Update**

Sidewalk work at the northwest corner of the Main Street and SW Adams Street intersection, near 100 SW Adams Street, and at the northeast corner of the Harrison Street and SW Adams Street intersection, near 335 SW Adams Street, is nearing completion. Work is expected to be completed in the coming weeks.

The sidewalk work at the northeast corner of the Liberty Street and SW Adams Street intersection, near 300 Liberty Street, has been completed.

Lane and parking restrictions remain in effect along SW Adams Street. On-street parking restrictions are marked. Drivers should look for unbagged, available parking meters for on-street parking. If parking meters are bagged with “No Parking” signs, drivers should not park at those spots. Parking at bagged parking meters will result in a ticket and vehicle removal at the owner’s expense.

Additional parking, lane, and sidewalk restrictions will be forthcoming as the Adams Street and Jefferson Avenue One-Way to Two-Way (OWTW) Conversion Project progresses.

### **Peoria Public Schools – Peoria Promise Scholarship Program**

I wanted to share an amazing opportunity that has the potential to transform the lives of our students—the Peoria Promise scholarship program. This program provides tuition reimbursement to eligible students who choose to attend Illinois Central College (ICC).

Peoria Promise offers reimbursement for up to 12 credit hours per semester for classes completed with a grade of C or higher. Students can receive 50% to 100% reimbursement based on their Expected Family Contribution (EFC) score on the FAFSA. It’s a last-dollar program, meaning scholarships and financial aid are applied first.

To be eligible for this program, students must meet the following criteria:

1. Reside in Peoria or West Peoria for at least four years.
2. Graduate high school or obtain a GED.
3. Complete the Free Application for Federal Student Aid (FAFSA) at <https://studentaid.gov/>
4. Apply to ICC.
5. Apply for Peoria Promise at [www.peoriapromise.org](http://www.peoriapromise.org).

The Peoria Promise application process is quick and simple—it takes less than 10 minutes! Just log in with your ICC credentials, follow the guided steps, and hit submit. We urge you not to miss this opportunity. Peoria Promise presents an incredible chance for our students to invest in their future with reduced financial stress.

Issues Update  
Dec. 6, 2024

Don't miss out—the deadline to apply is May 15!

Please spread the word and encourage those who qualify to take advantage of this opportunity.

With gratitude,

A handwritten signature in cursive script, appearing to read "Sharon Desmoulin-Kherat".

Dr. Sharon Desmoulin-Kherat, Ed.D

#### Community Development Weekly Report

- See attached

#### Housing Docket

- See attached

#### Peoria Cares November Monthly Report

- See attached

# WEEKLY DEVELOPMENT ACTIVITY REPORT

## CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT

**Date: 11/28/2024 - 12/04/2024**

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 virtually. We also offer an in-person option the first Monday of each month at Distillery Labs at 201 SW Adams St. This is a free service for anyone who wants to discuss development with staff from various city departments, local utility companies, the Peoria County 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	73
Development Center Permits Issued	45	3267
Total Value of Development	\$966,801	\$ 158,501,782

### 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 inquires.

Plan/Permit #	Address	Type	Description	Council District	Planner Assigned
-					

#### Additional Activity

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

Plan/Permit #	Address	Type	Description	Council District	Planner Assigned
RES-14809-2024	3204 W St. Charles Pl	New Single Family Home	NSFD	5	JN

### 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
-			

# WEEKLY DEVELOPMENT ACTIVITY REPORT

## CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT

#### 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
18-05-228-027	1821 N Sheridan Rd	2	Private - Planned
18-08-386-008	1306 W Millman St	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
-			

Community Development Department Contact Information	
Staff who are typically assigned to manage development applications.	
<b>Leah Allison (LA)</b> <i>Asst. Director of Com. Dev.</i> 494-8667	<b>Rich Storm (RS)</b> <i>Building Safety Manager</i> 494-8632
<b>Josh Naven (JN)</b> <i>Senior Urban Planner</i> 494-8657	<b>Matt Ziller (MZ)</b> <i>Building Inspector</i> 494-8628
<b>Kerilyn Weick (KW)</b> <i>Senior Urban Planner</i> 494-8606	<b>Craig Reid (CR)</b> <i>Building Inspector</i> 494-8925
<b>Julia Rose (JR)</b> <i>Urban Planner</i> 494-8649	<b>Issac Garcia (IG)</b> <i>Building Inspector</i> 494-8921
<b>Nolan Meyer (NM)</b> <i>Urban Planner</i> 494-8612	

INSP	O.O	PROPERTY OWNER	CASE #	ENERGOV #	PROPERTY ADDRESS	APPEARANCE
AA	C	MAJOR LEAGUE GARAGE LLC	24-HC-768	120451-2024	3561/3563 SW ADAMS ST	REVIEW
AA	NO	LEVI CHABLE DE LA CRUZ	24-HC-693	118742-2024	1925 W ANN ST	REVIEW
AA	C	INFINITY PROPERTIES GROUP LLC	24-HC-797	120710-2024	2315 W ANN ST	FIRST APPEARANCE
AA	C	MITCHELL TRUST	24-HC-646	116798-2024	3021 W ANTOINETTE ST	REVIEW
AA	NO	LABERTHA TUCKER & AG LLC	23-HC-088	019844-2023	2510 W DR MARTIN LUTHER KING JR DR	REVIEW
AA	NO	LABERTHA TUCKER & AG LLC	23-HC-089	019847-2023	2514 W DR MARTIN LUTHER KING JR DR	REVIEW
AA	C	LANDMARK APARTMENTS ASSOCIATES	24-HC-766	120322-2024	525 W DR MARTIN LUTHER KING JR DR,	REVIEW
AA	OO	JOSE ORJALES	23-HC-632	070615-2023	1304 S EASTON AVE	REVIEW
AA	C	PERENNIAL QUARTERS LLC	24-HC-337	109964-2024	1604 S GRISWOLD ST	REVIEW
AA	C	LANDMARK APARTMENTS ASSOCIATES	24-HC-394	111057-2024	721 N HIGHTOWER ST, #1C	REVIEW
AA	C	LANDMARK APARTMENTS ASSOCIATES	24-HC-700	117834-2024	715 N HIGHTOWER ST, UNIT 3A	REVIEW
AA	C	LANDMARK APARTMENTS ASSOCIATES	24-HC-795	120502-2024	521 W HILLYER PL, UNIT 1	FIRST APPEARANCE
AA	NO	KENNETH NGWA	24-HC-323	109906-2024	1803 W HOWETT ST	REVIEW
AA	NO	DARREN WEEKS	24-HC-701	117793-2024	2404 W HOWETT ST	REVIEW
AA	OO	JOE MCNEAR	22-HC-551	008521-2022	1405 W HOWETT ST	REVIEW
AA	C	RENT PEORIA HOMES LLC	24-HC-805	120899-2024	1014 W HURLBURT ST	FIRST APPEARANCE
AA	NO	ISAIAH THORTON	24-HC-348	110018-2024	3106 SW JEFFERSON AVE	REVIEW
AA	C	BT PROPERTIES OF VERMILION COUNTY LLC	22-HC-838	016326-2022	1312 W JOHN H GWYNN JR AVE	REVIEW
AA	C	301KRA605 EQUITY & HELP INC TRUST	24-HC-602	116409-2024	3014 W KRAUSE AVE	REVIEW
AA	OO	CHARLES BOHM	23-HC-639	071347-2023	2203 W KRAUSE AVE	REVIEW
AA	C	EDWIN MISIGARO MARANATHA FELLOWSHIP CENTER	24-HC-025	091982-2023	3031 W LATROBE ST	REVIEW
AA	C	EQUITY & HELP INC TRUST	24-HC-598	116367-2024	2727 W LINCOLN AVE	REVIEW
AA	NO	KENNETH NGWA	24-HC-356	110078-2024	2522 W MALONE ST	REVIEW
AA	C	BELLA IL INC	24-HC-796	120632-2024	2713 W MALONE ST	FIRST APPEARANCE
AA	NO	KENNETH NGWA	24-HC-341	109971-2024	2424 W MARQUETTE ST	REVIEW
AA	C	GREENWOOD APARTMENTS 22 LLC	24-HC-690	118715-2024	127 N MCREYNOLDS CT	REVIEW
AA	C	4303 LYNHURST 2 LLC	24-HC-706	119104-2024	2813 W MEIDROTH ST	REVIEW
AA	NO	CHARLES FOSTER	24-HC-480	113527-2024	3024 W MEIDROTH ST	REVIEW
AA	NO	CHRISTOPHER WHITE	24-HC-377	109901-2024	1606 W MILLMAN ST	REVIEW
AA	NO	KENNETH NGWA	24-HC-357	110081-2024	2113 W PROCTOR ST	REVIEW
AA	C	B CUBED INVESTMENTS LLC	24-HC-718	119200-2024	805 S SHELLEY ST	REVIEW
AA	NO	KENNETH NGWA	24-HC-335	109962-2024	1922 S STANLEY ST	REVIEW
AA	NO	KENNETH NGWA	24-HC-351	110031-2024	806 S SUMNER AVE	REVIEW
AA	C	BLUSKYE PROPERTIES LLC	24-HC-711	119262-2024	1042 S TONTI CIR	REVIEW
AA	C	GREENWOOD APARTMENTS 22 LLC	24-HC-185	101145-2024	101 N VILLAGE GREEN CT	REVIEW
AA	C	GREENWOOD APARTMENTS 22 LLC	24-HC-645	116658-2024	115 N VILLAGE GREEN CT	REVIEW
AA	C	YOUNG HOMES & SERVICES LLC	24-HC-798	120712-2024	1712 S WESTMORELAND AVE	FIRST APPEARANCE
AA	NO	TREMAYNE BRANCH	24-HC-794	120469-2024	1801 W WIDENHAM ST	FIRST APPEARANCE
AA	OO	JAMES GUSTAFSON	24-HC-799	120782-2024	1527 W WIDENHAM ST	FIRST APPEARANCE
AA	NO	MARIA ALFARO	24-HC-809	120944-2024	1521 W WIDENHAM ST	FIRST APPEARANCE
AA	OO	PAMELA WOODSON	23-HC-249	027527-2023	2208 W WISWALL ST	REVIEW

AW	NO	GUSTATVO CARACHURI	24-HC-367	110298-2024	3423 NE ADAMS ST	REVIEW
AW	NO	GARY L WEBER	24-HC-439	112413-2024	714 EUREKA ST	REVIEW
AW	C	LONEBRIDGE OHIO LLC	23-HC-547	054964-2023	920 NE GLENDALE AVE	REVIEW
AW	NO	JEFFREY A PIERCE	24-HC-431	112169-2024	1121 NE MADISON AVE	REVIEW
AW	C	PHOENIX PROPERTIES INC	24-HC-793	120415-2024	1823 NE MADISON AVE	FIRST APPEARANCE
AW	C	EQUITY AND HELP INC	24-HC-445	112531-2024	2216 NE MONROE ST	REVIEW
AW	NO	ROBBIE J CRISS JR	24-HC-678	118475-2024	1401 NE MONROE ST	REVIEW
AW	C	B CUBED INVESTMENTS LLC	24-HC-613	116671-2024	1708 NE MONROE ST	REVIEW
AW	C	B CUBED INVESTMENTS LLC	24-HC-614	116673-2024	1005 NE MONROE ST	REVIEW
AW	OO	STEPHANIE MCNAIR N/K/A STEPHANIE CAHO	24-HC-800	120840-2024	1519 NE MONROE ST	FIRST APPEARANCE
AW	NO	ISAIAH GUERRERO	24-HC-801	120869-2024	1600 NE MONROE ST	FIRST APPEARANCE
AW	NO	JOHN KING	24-HC-537	114897-2024	411 MORGAN ST	REVIEW
AW	C	B CUBED INVESTMENTS LLC	24-HC-621	116901-2024	616 MORTON ST	REVIEW
AW	OO	HAZEL MARTIN	24-HC-285	106498-2024	406 MORTON ST	PETITION FOR REHEARING
AW	OO	LOUIS BROWN	23-HC-762	089730-2023	630 PARK AVE	REVIEW
AW	C	WALO PROPERTIES INC	24-HC-531	114816-2024	1416 NE PERRY AVE	REVIEW
AW	OO	KEITH MINOR	24-HC-542	115135-2024	521 PHELPS ST	REVIEW
AW	NO	LETICIA VICENTE	24-HC-820	121133-2024	2117 N PROSPECT RD	FIRST APPEARANCE
AW	C	B CUBED INVESTMENTS LLC	24-HC-611	116591-2024	237 NE ROCK ISLAND AVE	REVIEW
AW	C	B CUBED INVESTMENTS LLC	24-HC-622	116902-2024	705 VORIS ST	REVIEW
DF	OO	DIANE HINES	24-HC-792	115891-2024	700 CAROLINE ST	FIRST APPEARANCE
DF	C	B CUBED INVESTMENTS LLC	24-HC-666	118195-2024	501 W NEBRASKA AVE	REVIEW
DF	OO	VIRGINIA ROBERTSON	24-HC-822	121168-2024	1001 E NEBRASKA AVE	FIRST APPEARANCE
DF	OO	RICKKA MCGOWAN	23-HC-690	081526-2023	2112 N NORTH ST	REVIEW
DF	NO	GEORGE MANIAS	24-HC-262	105632-2024	2000 N PEORIA AVE	REVIEW
DF	NO	CHANEL JOHNSON	24-HC-532	114817-2024	811 E REPUBLIC ST	REVIEW
DF	OO	JOHN MARSHALL	24-HC-030	093431-2023	911 E REPUBLIC ST	REVIEW
DF	C	PHOENIX PROPERTIES INC	22-HC-871	017705-2022	1825 N WISCONSIN AVE	REVIEW
DS	OO	WALTER VANCE	23-HC-210	024714-2023	1121 W ARMSTRONG AVE	REVIEW
DS	NO	TIMOTHY GROOM	24-HC-658	117892-2024	1009 W ARMSTRONG AVE	REVIEW
DS	NO	PAUL BASSO	24-HC-810	120968-2024	1905 N ASHLEY CT	FIRST APPEARANCE
DS	C	ST STEPHEN PROTOMARTYR PROJECT INC	24-HC-112	098666-2024	3432 W BASKIN RDG	REVIEW
DS	NO	MARILUZ CRUZ SANTANA	24-HC-682	118585-2024	1404 N BESTOR ST	REVIEW
DS	OO	SOUAD GHANTOUS ESTATE	24-HC-589	116308-2024	1716 W BRADLEY AVE	REVIEW
DS	NO	IBRAHIM GHANTOUS	24-HC-605	116416-2024	1820 W BRADLEY AVE	REVIEW
DS	OO	GENEVIEVE SAXTON	24-HC-811	120976-2024	1804 W BRADLEY AVE	FIRST APPEARANCE
DS	NO	EDWIN COLLINS	24-HC-508	114088-2024	1627 N DOUGLAS ST	REVIEW
DS	C	NORA LEE GRANDSON ESTATE	24-HC-813	121033-2024	3140 N FINNELL AVE	FIRST APPEARANCE
DS	OO	MAGED ELSAYEGH	24-HC-486	113703-2024	1701 W FREDONIA AVE	REVIEW
DS	NO	SAM K MACH	24-HC-106	098289-2024	1106 N FRINK ST	REVIEW

DS	C	MCCLURE CAPITAL PARTNERS LLC	24-HC-313	109697-2024	1218 N FRINK ST	REVIEW
DS	C	PEORIA PORTFOLIO I-IV APTS, L.P.	24-HC-803	120879-2024	2401 N GALE AVE, UNIT V10	FIRST APPEARANCE
DS	C	PEORIA PORTFOLIO I-IV APTS, L.P.	24-HC-802	120877-2024	2401 N GALE AVE, UNIT V9	FIRST APPEARANCE
DS	OO	RONALD GAYLES	24-HC-454	112633-2024	2223 W HUDSON ST	PETITION FOR REHEARING
DS	C	PARKWOOD COMMONS LLC	24-HC-049	094179-2023	1819 N LEHMAN DR, #18	REVIEW
DS	C	PARKWOOD COMMONS LLC	23-HC-750	088720-2023	1819 N LEHMAN RD, #16	REVIEW
DS	NO	TEWODROS NEGUSSE	24-HC-108	098328-2024	1403 N MACHIN AVE	REVIEW
DS	C	B CUBED INVESTMENTS LLC	24-HC-663	118068-2024	708 W MACQUEEN AVE	REVIEW
DS	OO	THE ROBERT KEITH MIDDLETON and MARY ANN W	24-HC-550	115663-2024	1514 W MOSS AVE	REVIEW
DS	C	BOLTON LLC	24-HC-139	099789-2024	815 W NEBRASKA AVE	REVIEW
DS	NO	LAVEINE BIRDIT	24-HC-672	118324-2024	1107 W NEBRASKA AVE	REVIEW
DS	C	EQUITY & HELP INC TRUST	24-HC-676	118369-2024	1118 N ORANGE ST	REVIEW
DS	OO	MARK ROSE	23-HC-048	018912-2022	224 NE RANDOLPH AVE	REVIEW
DS	OO	NEIL SLOWINSKI	22-HC-687	009308-2022	1306 N SHERIDAN RD	REVIEW
DS	NO	ROSA ROGERIO CARRANZA	24-HC-475	113422-2024	2008 N SHERIDAN RD	REVIEW
DS	OO	JASON PARKER	24-HC-167	100781-2024	3310 N STERLING AVE	REVIEW
DS	C	SOUAD GHANTOUS ESTATE	24-HC-107	098325-2024	1027 N UNIVERSITY ST	REVIEW
DS	C	BRUCE WOOD ESTATE	24-HC-816	121072-2024	2714 N VICTORIA AVE	FIRST APPEARANCE
DS	C	R & W APARTMENTS LLC	24-HC-812	121032-2024	2511 W WARDCLIFFE DR, UNIT F	FIRST APPEARANCE
DS	NO	SOUAD GHANTOUS ESTATE	24-HC-576	116077-2024	818 N WESTERN AVE	REVIEW
DS	NO	ROBERT MORRIS	24-HC-818	121118-2024	1625 W WILLCOX AVE	FIRST APPEARANCE
DS	OO	TOONESSE WILLIAMS	24-HC-817	121073-2024	3007 N WILSON DR	FIRST APPEARANCE
DS	C	WOODLANDS APARTMENTS HOLDINGS LLC	24-HC-707	119385-2024	3306 W WOODHILL LN, UNIT F	REVIEW
GF	NO	RYAN & AUTUMN SMITH	24-HC-585	116224-2024	11102 N OAKWOOD DR	REVIEW
IG	C	HOUSE OF WORSHIP CHURCH	24-HC-819	121121-2024	1321 W LINCOLN AVE	FIRST APPEARANCE
IG	NO	RAYMOND BECKER	23-HC-131	019591-2023	401 SW MADISON AVE	REVIEW
IG	C	B CUBED INVESTMENTS LLC	24-HC-712	119496-2024	422 S WESTERN AVE	REVIEW
SD	OO	KENYA DELAROCHE	24-HC-703	118960-2024	405 E ARCHER AVE	REVIEW
SD	C	HANDYMAN AT HOME NFP	24-HC-716	119127-2024	3029 N ATLANTIC ST	REVIEW
SD	OO	TIMOTHY WORLEY	24-HC-815	121057-2024	3704 W CARMEL AVE	FIRST APPEARANCE
SD	OO	JOSEPH REINHOLDT	23-HC-729	085990-2023	4019 N COLUMBUS AVE	REVIEW
SD	C	B CUBED INVESTMENTS LLC	24-HC-593	116327-2024	1205 E CORRINGTON AVE	REVIEW
SD	NO	ANGELA H EERTMOED	24-HC-705	118977-2024	3821 N DAYTON AVE	REVIEW
SD	C	EQUITY & HELP INC TRUST	24-HC-160	100550-2024	417 E EMBERT PL	REVIEW
SD	OO	JOHNNY MCGEE JR	24-HC-808	120932-2024	304 E FORREST HILL AVE	FIRST APPEARANCE
SD	C	B CUBED INVESTMENTS LLC	24-HC-592	116322-2024	909 E GIFT AVE	REVIEW
SD	OO	JAMES THORNE	24-HC-462	112741-2024	2330 E GRANDVIEW AVE	REVIEW
SD	NO	JAMES STICKELMAIER	23-HC-638	071490-2023	1321 E LONDON AVE	REVIEW
SD	C	B CUBED INVESTMENTS LLC	24-HC-804	120882-2024	1612 N NORTH ST	FIRST APPEARANCE
SD	C	LIFE'S PATH HOLDING LLC	24-HC-814	121046-2024	231 E OAK CLIFF CT, UNIT 3	FIRST APPEARANCE

SD	NO	JOSHUA LOVELESS	24-HC-821	121134-2024	2605 N PROSPECT RD	FIRST APPEARANCE
SD	OO	JUSTIN MCGOWN	24-HC-806	120928-2024	1425 E TRIPP AVE	FIRST APPEARANCE
SD	OO	CAROLYN DANIELS	23-HC-069	019495-2023	210 W VIRGINIA AVE	REVIEW
SD	C	EQUITY & HELP INC TRUST	24-HC-583	116200-2024	820 E VIRGINIA AVE	REVIEW
SD	NO	GALDIS VELASQUEZ ABREGO	24-HC-135	099597-2024	1021 E VIRGINIA AVE	REVIEW
SD	NO	SAMUEL L RISBY	24-HC-669	118207-2024	500 E VIRGINIA AVE	REVIEW
SD	OO	CAROL A JAMES ESTATE	24-HC-719	119497-2024	1121 E WILLCOX AVE	REVIEW
SD	NO	VIRGINIA MATOUSEK	24-HC-807	120930-2024	1506 E WILSON AVE	FIRST APPEARANCE

# *Peoria Cares*

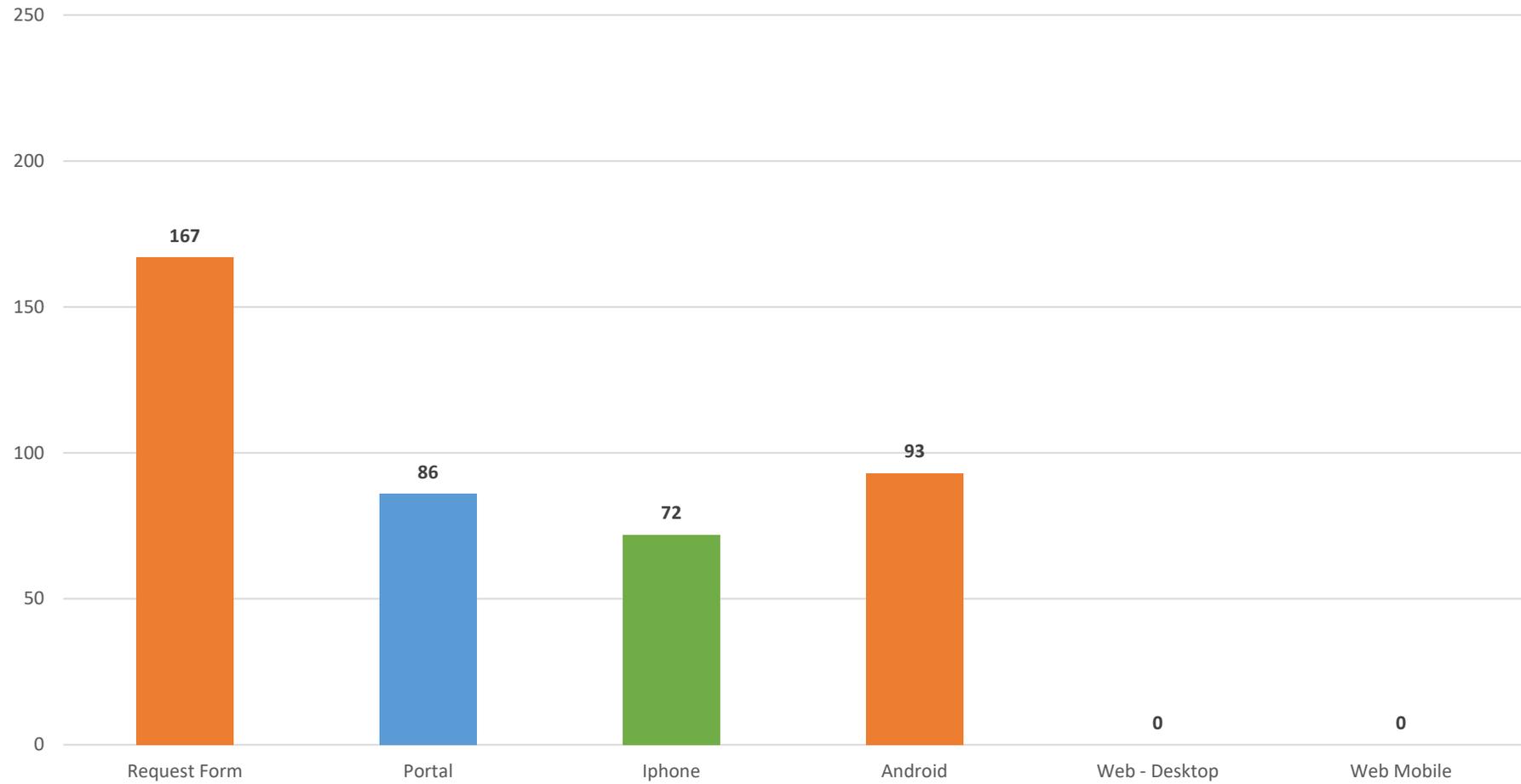


## *2024 Monthly Report*



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

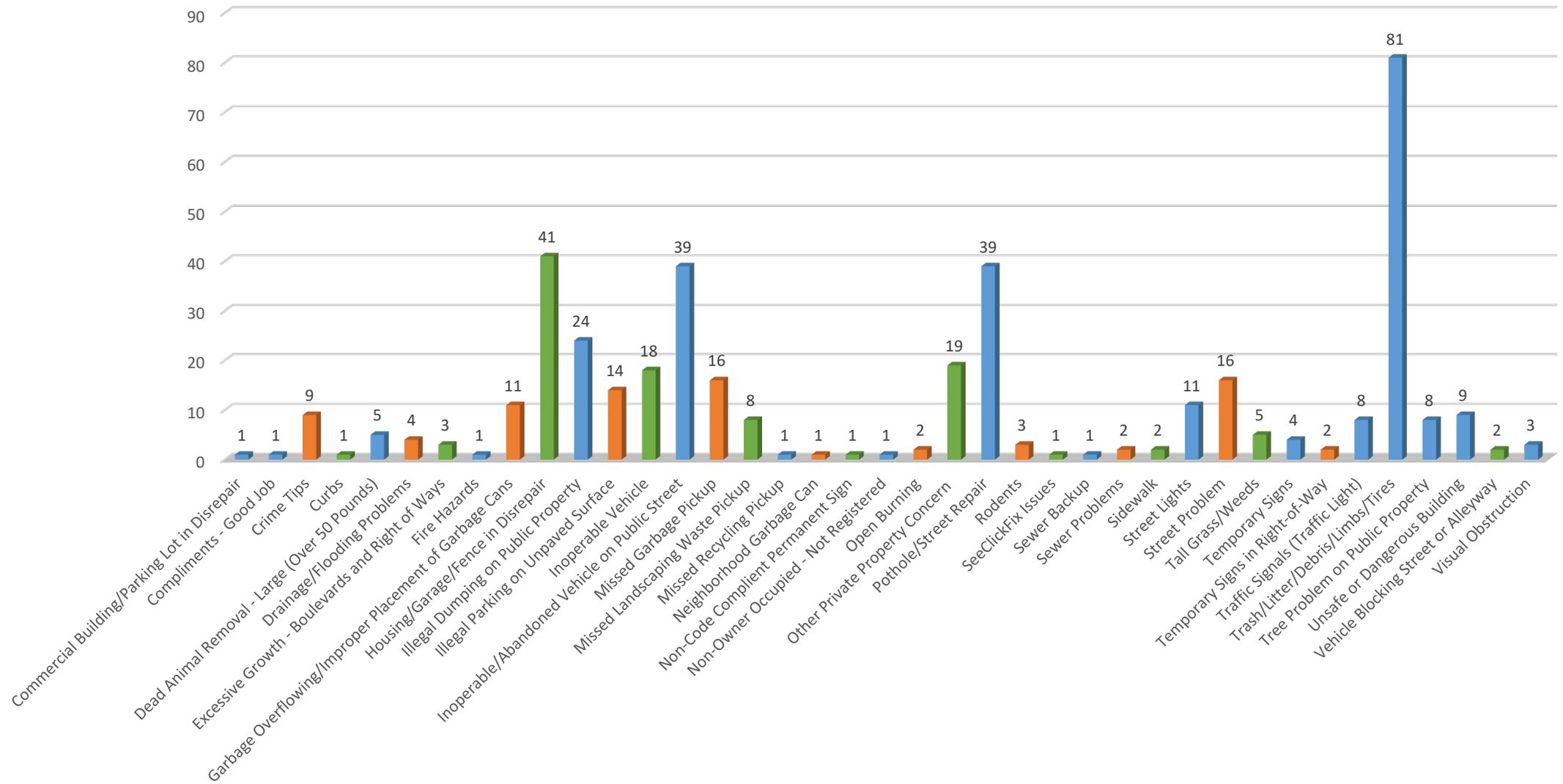
## Peoria Cares Communication Transactions During the Month of November 2024



Total number of cases received: 418



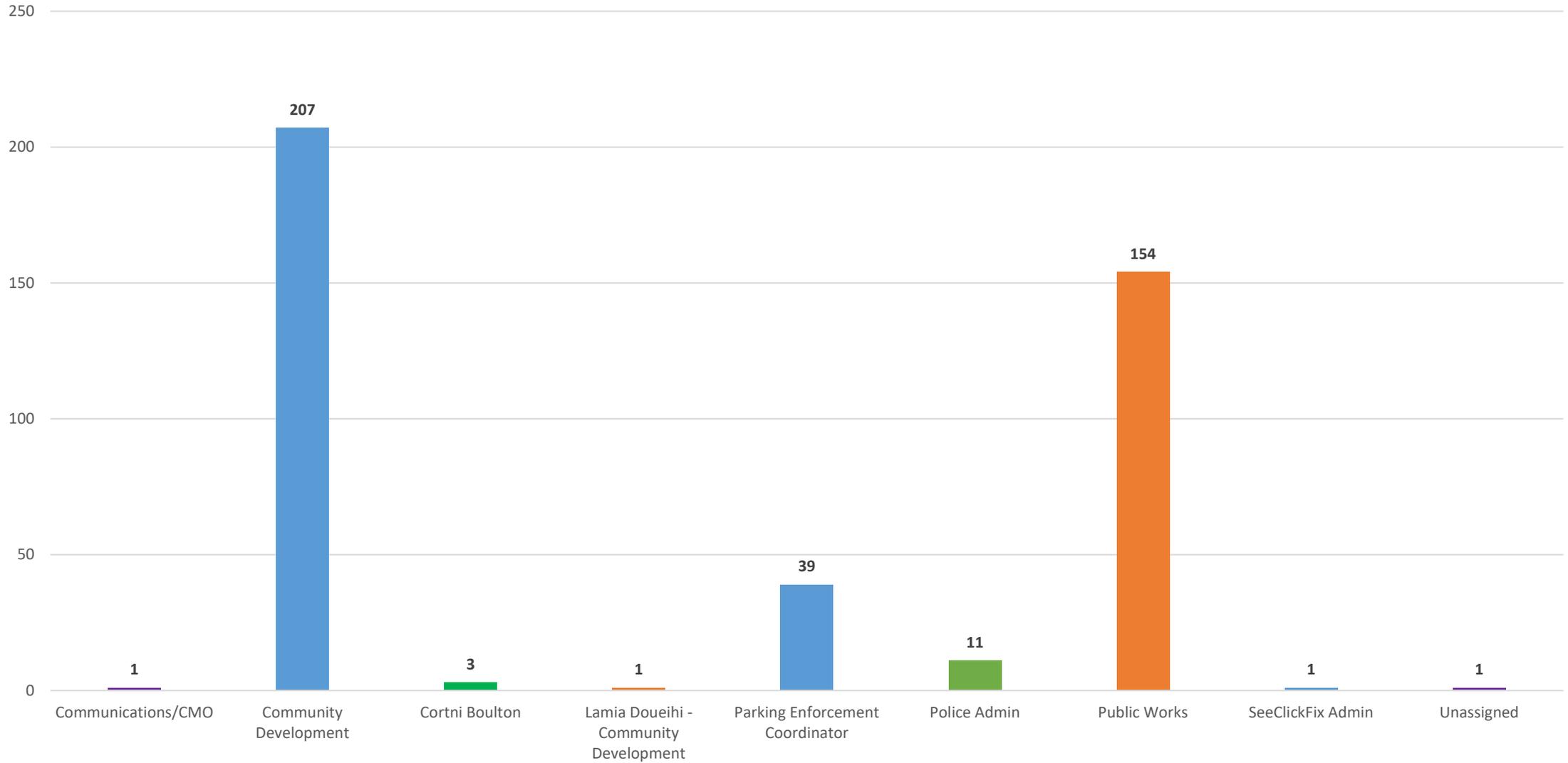
## Peoria Cares November 2024 Complaints by Category



Total number of cases received: 418



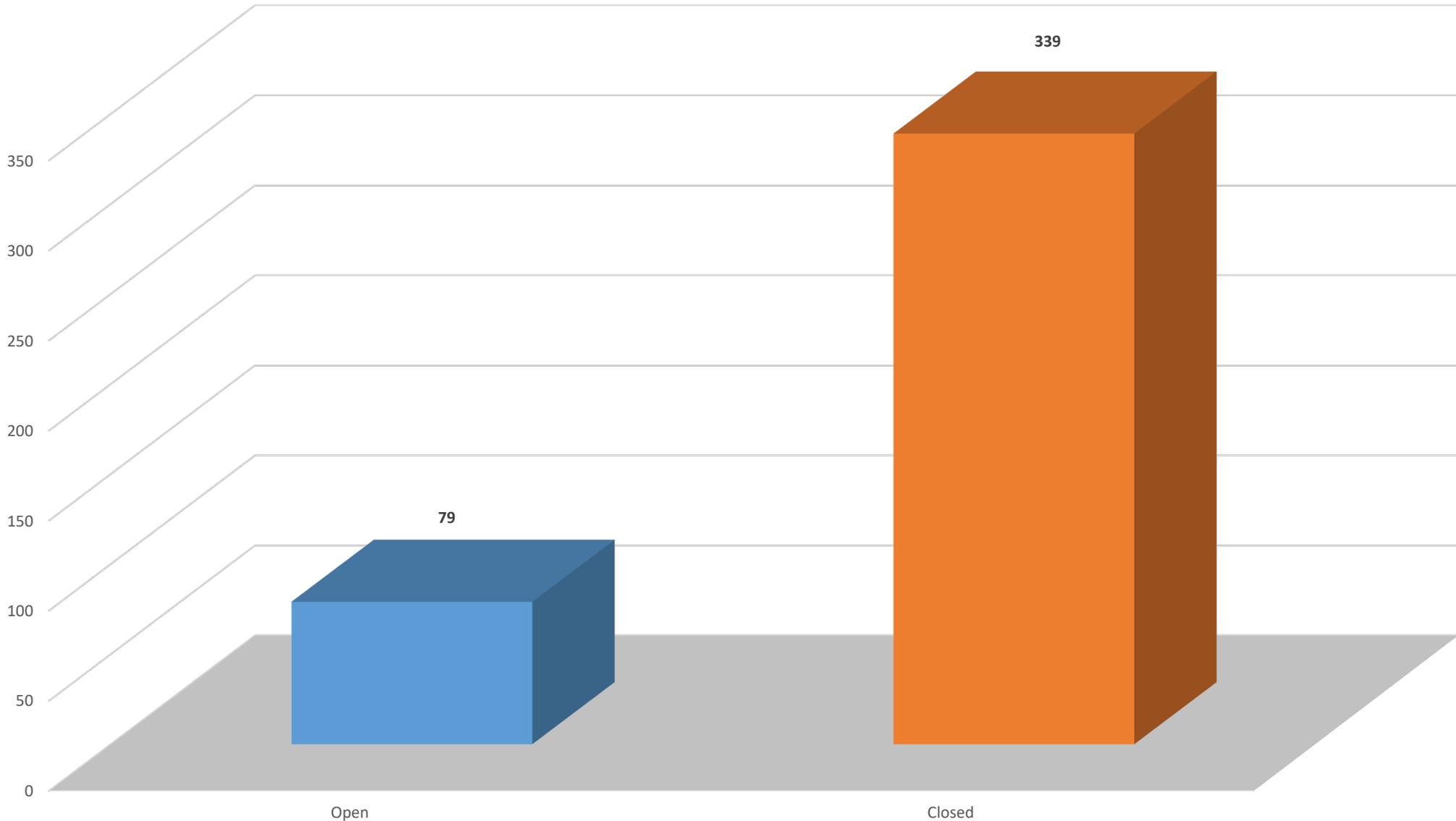
### Peoria Cares November 2024 Complaints by Department



Total number of cases received: 418



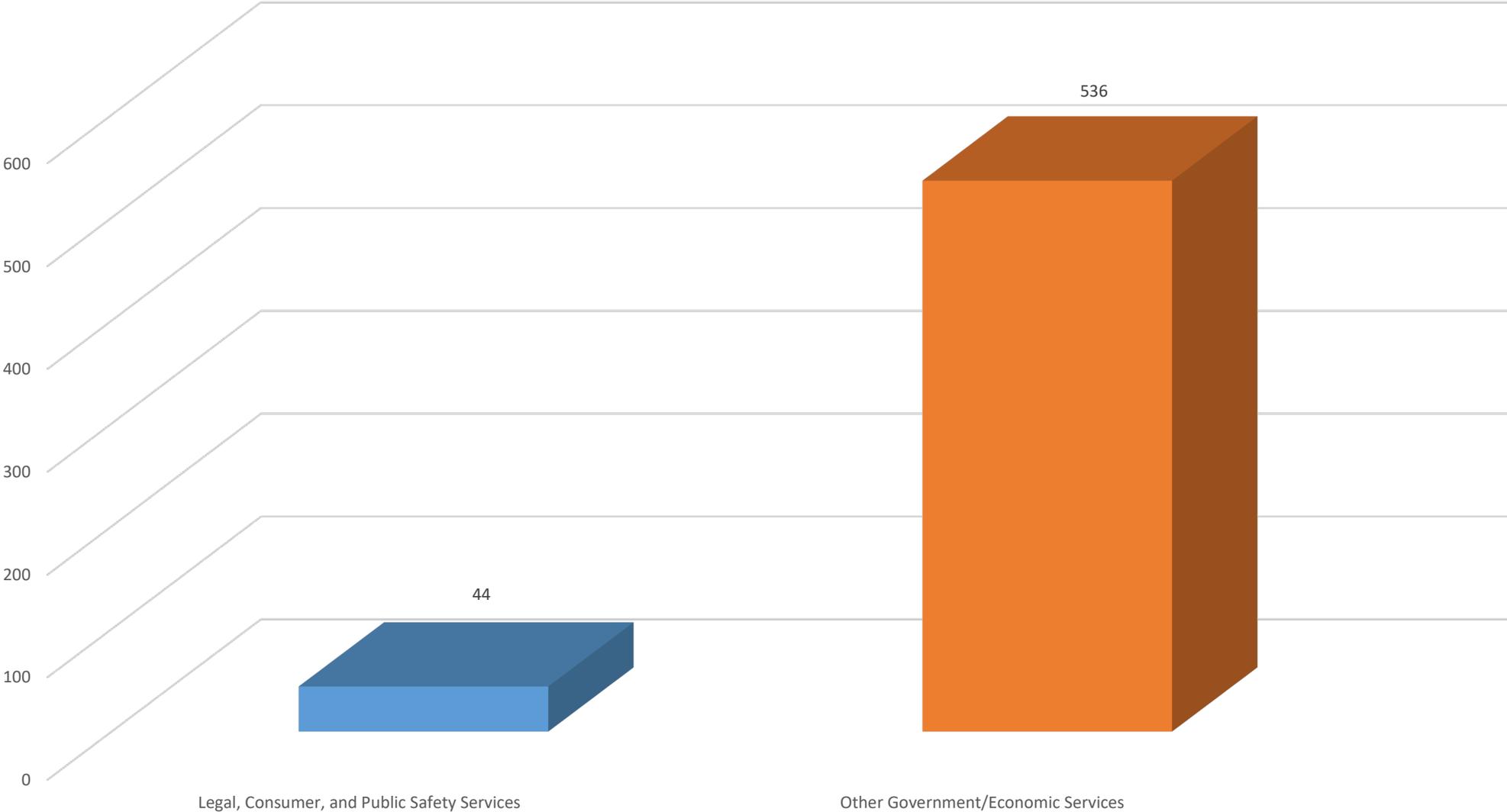
Peoria Cares November 2024 Complaint Status (as of 12/05/24)



There are 79 pending tickets from this reporting period as of 12/05/2024.



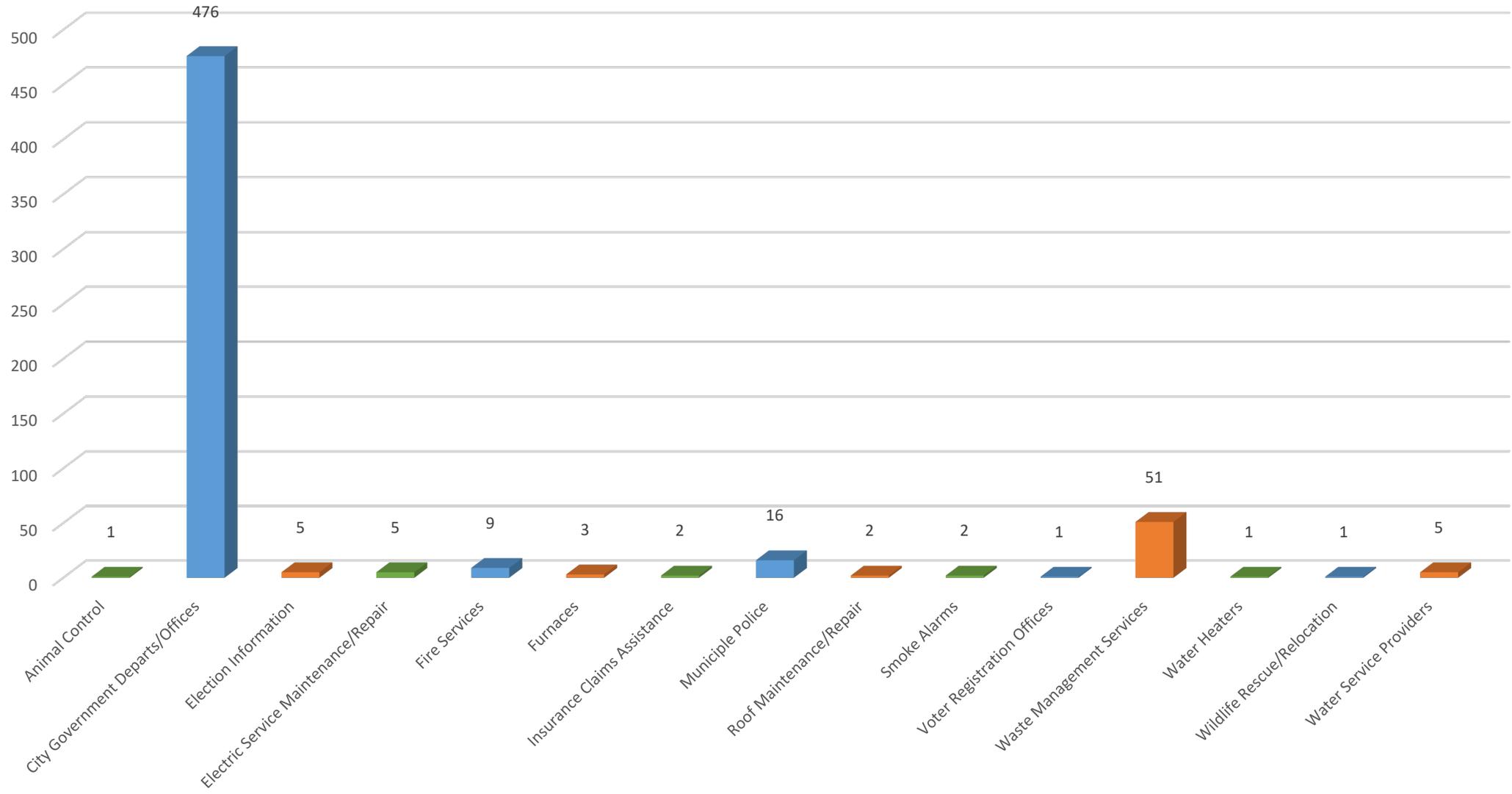
### Overall Need Category of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- November 2024



An additional 580 calls were received that did not fit the Peoria Cares case criteria.

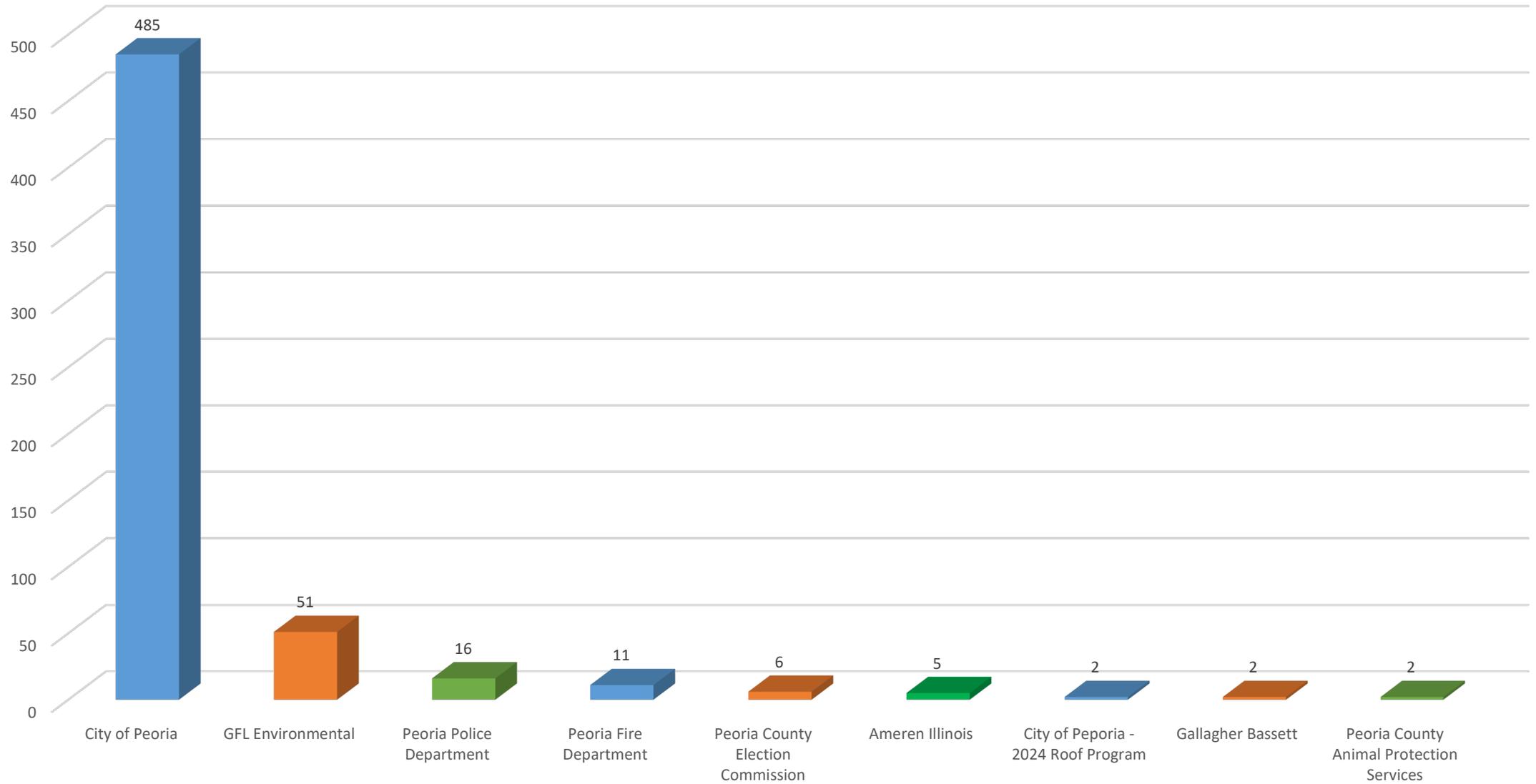


### Service Needs of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- November 2024

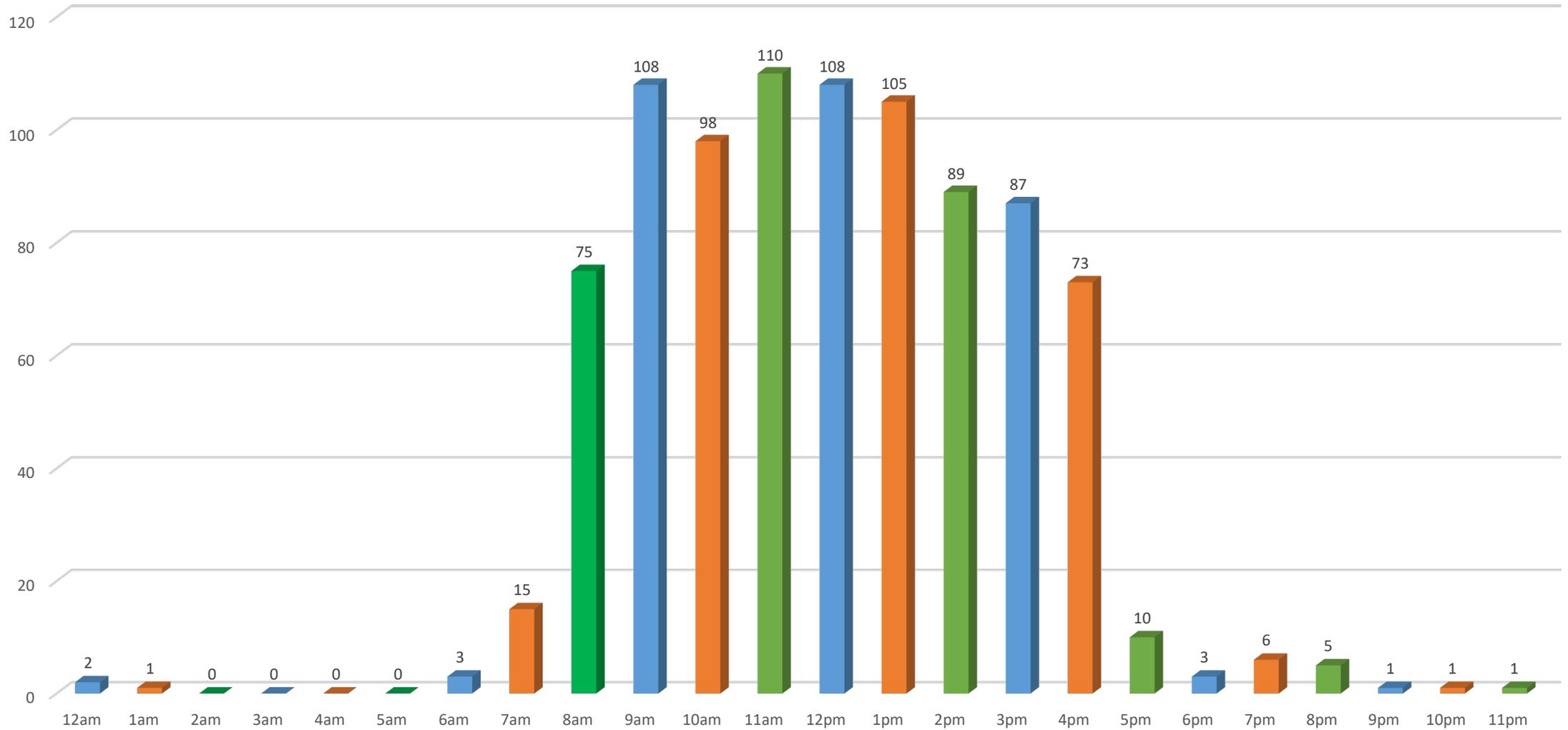


An additional 580 calls were received that did not fit the Peoria Cares case criteria.

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



## Peoria Cares Calls by Time of Day - November 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 – November 2024

DATE	N/A's	TICKETS	TOTAL PC	211 TOTAL	DAY TOTAL	% TICKETS	% DAY TOTAL
1-Nov	37	5	42	35	77	11.90%	54.55%
2-Nov	3	0	3	5	8	0.00%	3.90%
3-Nov	1	0	1	1	2	0.00%	50.00%
4-Nov	54	5	59	37	96	8.47%	61.46%
5-Nov	44	7	51	47	98	13.73%	52.04%
6-Nov	62	5	67	35	102	7.46%	65.69%
7-Nov	56	6	62	27	89	9.68%	69.66%
8-Nov	40	8	48	31	79	16.67%	60.76%
9-Nov	3	2	5	4	9	40.00%	55.56%
10-Nov	2	0	2	7	9	0.00%	22.22%
11-Nov	31	7	38	33	71	18.42%	53.52%
12-Nov	50	4	54	26	80	7.41%	67.50%
13-Nov	51	5	56	33	89	8.93%	62.92%
14-Nov	49	3	52	34	86	5.77%	60.47%
15-Nov	28	9	37	23	60	24.32%	61.67%
16-Nov	10	0	10	11	21	0.00%	47.62%
17-Nov	2	1	3	5	8	33.33%	37.50%
18-Nov	47	5	52	65	117	9.62%	44.44%
19-Nov	47	6	53	37	90	11.32%	58.89%
20-Nov	53	13	66	30	96	19.70%	68.75%
21-Nov	33	7	40	40	80	17.50%	50.00%
22-Nov	39	4	43	34	77	9.30%	55.84%
23-Nov	1	3	4	10	14	75.00%	28.57%
24-Nov	2	0	2	9	11	0.00%	18.18%
25-Nov	46	6	52	39	91	11.54%	57.14%
26-Nov	41	4	45	29	74	8.89%	60.81%
27-Nov	42	10	52	16	68	19.23%	76.47%
28-Nov	2	0	2	2	4	0.00%	50.00%
29-Nov	21	8	29	11	40	27.59%	72.50%
30-Nov	6	1	7	11	18	14.29%	38.89%
	<b>903</b>	<b>134</b>	<b>1037</b>	<b>727</b>	<b>1764</b>	<b>14.34%</b>	<b>52.25%</b>

DAY OF WEEK	N/As	TICKETS	TOTAL PC	% PC TICKETS
Monday (4)	178	23	201	11.44%
Tuesday (4)	182	21	203	10.34%
Wednesday (4)	208	33	241	13.69%
Thursday (4)	140	16	156	10.26%
Friday (5)	165	34	199	17.09%
Saturday (5)	23	6	29	20.69%
Sunday (4)	7	1	8	12.50%

- 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 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.

