



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager *Patrick Urich*

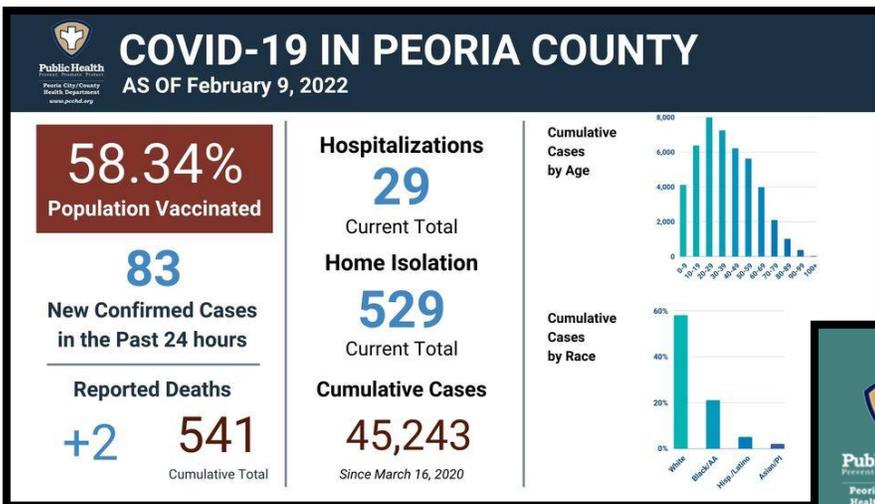
DATE: February 10, 2022

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.

COVID19 Weekly Press Briefing and Vaccine Clinic Information

The COVID19 press briefing for our region is scheduled for 2:30pm today. It is available to view on the Peoria City/County Health Department Facebook page.



Peoria City/County Health Department
Walk-In COVID-19 Vaccination Clinics

NOW OPEN WEEKENDS!
STARTING SATURDAY,
JANUARY 8

Saturdays and Sundays
9 am-5 pm

+ Monday-Friday, 8:30 am-4 pm

Ages 5+ • 1st & 2nd Doses • Boosters • Pfizer/Moderna/J&J

Peoria City/County Health Department
2116 N Sheridan Road, Peoria

For more information and daily COVID-19 updates for Peoria County, visit www.pcchd.org/289.

City Reminds Residents and Businesses to Clear Snow off Sidewalks

Snow-Covered Sidewalks Present a Danger to Pedestrians, Wheelchairs, and Those Who Push Strollers



February 10, 2022 (Peoria, IL) Many Peoria residents rely on sidewalks as a safe way to get around the City. Unfortunately, many sidewalks are still snow-covered from last week's storm. The City wants to remind businesses and residents to clear sidewalks for the safety of our community.

Following a snowfall, it is the responsibility of the residential or commercial property owner to clear sidewalks. Neglecting to clear sidewalks can result in residents having to walk in the streets, resulting in a dangerous situation for the pedestrian and persons traveling in vehicles. Superintendent of Streets Sie Maroon noted, "We're still seeing snow-covered sidewalks in the commercial corridors which creates a safety issue for pedestrians, people using wheelchairs, or others using strollers." He continued, "Please take advantage of these seasonal temperatures and clear off those sidewalks for the

safety of everyone in our community."

Under City Ordinance Number 17268, all commercial property owners, including businesses, public and private schools, hospitals, and churches must remove snow from sidewalks on the public right-of-way adjacent to their business **within 24 hours after the snow stops falling when accumulations are less than six inches and within 36 hours when accumulations are six inches or more**. If another snow event occurs, the clock is reset to the end of the most recent snow event.

Snow must be removed from the sidewalk allowing a four-foot-wide path (at a minimum) to accommodate wheelchairs and strollers. Noncompliance could result in a civil penalty of \$50.00 for sidewalks less than 200 linear feet in length or \$100.00 for sidewalks longer than 200 feet. The City may remove the snow or ice on private property when the owner fails to comply within the designated period and, in that event, will charge the costs to the property owner.

All residential sidewalks are the responsibility of the property owner. Residents are asked to be considerate of their neighbors and keep their sidewalks clear for everyone to use them. Residents

should shovel snow into their yard, not the street. Putting snow into the street is against the law because it causes dangerously slippery conditions for both motorists and pedestrians.

Weigh in on Passenger Rail from Peoria! Survey Launched on January 25



Take the survey here: <https://s.surveypplanet.com/egj49vjq>

The City, in conjunction with the Illinois Department of Transportation, has released a public survey to gauge interest in passenger rail service to Peoria. The proposed route starts in Peoria



and continues to LaSalle-Peru, Ottawa, Morris, Joliet, and ends in Chicago. The 10 question survey takes two minutes to complete and is available electronically for all who live, work, and visit Peoria.

For updates, press briefings, and presentations on the Peoria Passenger Rail Project, visit: <http://www.peoriagov.org/engagepeoria/>

Community Development-Community Development 2022 Roof Lottery Program

The City of Peoria is accepting applications for the 2022 Roof Program Lottery from **Tuesday, January 18th through Friday, February 11th**. A total of 20 households will receive a roof replacement.

Interested applicants can apply for the lottery in one of three ways:

- Online by visiting <https://portal.neighborlysoftware.com/PEORIAIL/Participant>
- In person Monday-Friday from 8 AM- Noon at City Hall, Room 203
- Call 309-494-8600 to have a City staff member mail an application

The lottery drawing will be held virtually on **Tuesday, February 15th at 10:00 am**. Applicants are not required to attend the lottery drawing, but the lottery drawing can be viewed at:

- <https://global.gotomeeting.com/join/372988845>
- [\(866\) 899-4679](tel:8668994679) or [\(571\) 317-3116](tel:5713173116) (enter access code 372-988-845)

City staff will contact the selected applicants in the days following the drawing. The list of selected households, as well as the waitlist, will be posted at <http://www.peoriagov.org/community-development/neighborhood-development-division/> (scroll down to “Home Rehabilitation Programs,” then “Roof Program”).

For more information on eligibility, please visit www.appreciatepeoria.com/opportunities.



2022 ROOF REPAIR LOTTERY

APPLY JAN 18 - FEB 11

**ONE ENTRY PER HOUSEHOLD
LOTTERY WILL BE HELD FEB 15**



For questions, please contact the Development Center at (309) 494-8600 or grants@peoriagov.org.

Peoria Police Department-Unexpected Girl Scout Cookie Visit

Over the summer months of 2020, nine-year old Brooklyn held 7 lemonade stands, but she wasn't keeping the profits to herself! She spent it on Girl Scout Cookies for others. On February, 8, she surprised Peoria Police Officers with Girl Scout Cookie delivery to show her appreciation for their hard work!



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

Like most people, our Peoria Public Schools team is looking forward to getting out and enjoying social events again, and one of our favorites is happening on Saturday, February 19 in Peoria's Warehouse District.

The Schoolhouse Open, a mini-golf pub crawl organized by the PPS Foundation will kick off at Kelleher's Irish Pub at 11 a.m. on Feb. 19. Teams of four will try their skill and luck at holes hosted by Warehouse district establishments including John S. Rhodell Brewery, the PFT office, The Bearded Owl, 8-bit Arcade, Sugar, Thyme and Dozer Park.

The team with the lowest overall score wins prizes and the prestige of being crowned the Peoria Schoolhouse Open champion. Registration begins at 10 a.m. at Kelleher's, and the awards ceremony will be at 2 p.m. at Kelleher's.

The Schoolhouse Open raises funds specifically for Peoria Public Schools middle school athletics programs. Middle school is a time of great importance developmentally for students. Having access to well-organized, consistent, competitive athletic programs can help students grow more physically healthy and grow social-emotional skills including the ability to be part of a team and how to appropriately manage the emotional aspects of winning and losing. Participating in sports helps students gain self-confidence and empathy.

The 2020 Schoolhouse Open raised \$6,000 for our middle school teams, and we hope to raise even more this year.

There is still time to register your foursome for The Schoolhouse Open. The registration fee is \$160 for a team of four, or \$40 per person. Each player receives a t-shirt and two drink tokens. The event also includes raffle prizes. To register or purchase raffle tickets, visit www.peoriaschoolhouseopen.org.

With Gratitude,



Code Docket for February 8

- Please see attached

Community Development Weekly Report

- Please see attached

ECC Report for January 2022

- Please see attached

Peoria Cares Report for January 2022

- Please see attached

<u>Inspector</u>	<u>Docket No.</u>	<u>Property Owner(s)</u>	<u>Property Address</u>
AA	22-CV-15477	KHANH & MARIA MCCORMICK DINH	631 VINE ST
AA	22-CV-15480	KENT & ARA JONES	627 FAIRHOLM AVE
AA	22-CV-15481	THE ESTATE OF HAROLD HARPER	503 MORGAN ST
AA	22-CV-15484	CONSOLIDATED PROPERTIES LLC	1421 NE MADISON AVE
AA	22-CV-15489	JOSE MONTOYA	1513 NE MONROE ST
AA	22-CV-15490	DAVID & CAROL CARLSON	2408 NE MONROE ST
AA	22-CV-15517	AMANDO RAMONS	1017 NE PERRY AVENUE
AA	22-CV-15518	EQUITY & HELP INC	811 NE PERRY AVE
AM	22-CV-15485	EMILEY POGIOLI	1125 W GILBERT AVE
DH	22-CV-15473	MYM PROPERTIES LLC	1123 N ELLIS ST
DH	22-CV-15475	BENJAMIN CAHILL	1224 N DOUGLAS ST
DH	22-CV-15476	MUIR OMNI GRAPHICS INC	917 W MAIN ST
DH	22-CV-15482	WILLIAM & WILIAM HEAVER	1404 N BROADWAY ST
DH	22-CV-15483	THOMAS & SARAH KEANE	1417 N MACHIN AVE
DH	22-CV-15488	AWF HOLDINGS LLC	503 W COLUMBIA TERR
DH	22-CV-15491	REGINALD ARMSTRONG	1312 N DOUGLAS ST
DH	22-CV-15493	ACC ENTERPRISES	711 W MAIN ST
DH	22-CV-15499	JOSE MONTOYA	1905 N MILTON CT
DH	22-CV-15516	XIAOMEI CASTRO	719 W NOWLAND AVE
DS	21-CV-15314	WARREN DANZ	1702 N PEORIA AVE
DS	22-CV-15478	SHARP PROPERTY GROUP LLC	510 E THRUSH AVE
DS	22-CV-15479	RENT PEORIA HOMES LLC	412 E ARCADIA AVE
DS	22-CV-15492	ROBERT WALLENFANG	1905 N PROSPECT RD
DS	22-CV-15494	CONSOLIDATED PROPERTIES LLC	817 E RAVINE AVE
DS	22-CV-15497	MARY WEAVER	305 E NEBRASKA AVE
DS	22-CV-15498	RHEA & JIYA INVESTMENTS LLC	1020 E NEBRASKA AVE
DS	22-CV-15503	THE ESTATE OF SUSAN WIEBLER	1825 N WISCONSIN AVE
DS	22-CV-15507	JOSE & NORMA FLORES	2001 N CALIFORNIA AVE
DS	22-CV-15508	JAMES & DIANE FOSTER	2000 N MISSOURI AVE
DS	22-CV-15509	ANDREW RECTOR	2007 N CALIFORNIA AVE
DS	22-CV-15510	DARRELL LINDSEY	2008 N CALIFORNIA AVE
DS	22-CV-15513	LIZZIE BOYD	401 E REPUBLIC ST
DS	22-CV-15514	MICHAEL ANDERSON	1919 N CALIFORNIA
DS	22-CV-15515	CONSOLIDATED PROPERTIES LLC	411 E THRUSH AVE
JS	22-CV-15486	D J MEYERS	1503 NE MADISON AVE
JS	22-CV-15487	JOHN CRISP	1518 NE MADISON AVE
KW	21-CV-15360	ALBERT HUFF	1204 FLORENCE AVE
NR	22-CV-15501	EQUITY AND HELP INC	2012 W GARDEN ST
RF	22-CV-15496	CESAR HERNANDEZ	1816 W SMITH ST
RF	22-CV-15511	UZIEL CARDENAS & MARIA GUADALUPE TRIANA SUAREZ	1407 S EASTON AVE

<u>Inspector</u>	<u>Docket No.</u>	<u>Property Owner(s)</u>	<u>Property Address</u>
SD	21-CV-15378	JERRI KEHL	1113 W WESTWOOD DR
SD	21-CV-15429	JERRI KEHL	1113 W WESTWOOD DR
SD	22-CV-15500	CHARLES & RHONDA MONTGOMERY	5412 N SHERWOOD AVE
SD	22-CV-15504	6517 LEXINGTON LLC	6517 N LEXINGTON DR
SD	22-CV-15505	BRIAN MONGE	805 W PINE HILL LN
SD	22-CV-15506	SYLVIA NATH	3812 W CARMEL AVE
SD	22-CV-15512	EDDIE HOWARD	801 W LAKE

WEEKLY DEVELOPMENT ACTIVITY REPORT

CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT

Date: 02/09/2022

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	1	4
Development Center Permits Issued	17	117
Total Value of Development (YTD)	\$2,214,755	\$ 4,969,041

2. Development Review Board Projects

- The **Development Review Board** is a group of City staff, local utility representatives, and other local government agencies that review and comment on more complex development applications and cases that are required to go to a public hearing.
- A **Job** is a development application that requires multiple departments to review for compliance but does not require a public hearing or City Council review.
- A **Project** is a development application that requires multiple departments to review for compliance and requires a public hearing before a City Commission and in some cases, a final decision by the City Council.
- The **Staff Assigned** to each Job or Project is the primary contact person for any inquires.

Job/Project #	Address	Type	Description	Council District	Planner Assigned
COM-004214-2022	916 Main St	Commercial Alteration	Int Alt – Glen Oak Towers	1	LA
COM-004232-2022	5901 W War Memorial Rd	Commercial Alteration	Int Alt – OSF Franciscan Prairie Building	5	LA
COM-004235-2022	921 W Pioneer Pkwy	Commercial Alteration	Ext & Int Alt – Drive Time	5	LA
PZ-000728-2022	10811 N Knoxville Ave	Special Use	Special Use Amendment – Church in R3	5	LA
PZ-000730-2022	5628 N Knoxville Ave	Special Use	Short Term Rental	3	KW

Additional Activity

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

**WEEKLY DEVELOPMENT ACTIVITY REPORT
CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT**

Job/Project #	Address	Type	Description	Council District	Planner Assigned
RES-004230-2022	3906 W Fiona Way	NSFD	New Single Family Dwelling	5	JH
SIGN—004224-2022	3708 N Prospect Rd	SIGN	Wall Sign – Farmer’s Insurance	3	JH
SIGN-004226-2022	4325 N Sheridan Rd Suite 9	SIGN	Wall Sign – COVID Test Site	3	JH
SIGN-004233-2022	2300 W Pioneer Pkwy	SIGN	Wall Signs – Scherer Mazda	5	JH

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
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4. 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
3415 N Sheridan Rd	Christian Buehler Memorial Home	Plans Received	2
3034 N Wisconsin	Cal-Mart N Deli	Plans Approved	3

Community Development Department Contact Information Staff who are typically assigned to manage development applications.			
Leah Allison (LA) Assistant Community Development Director	494-8667	Kerilyn Weick (KW) Senior Urban Planner	494-8606
Josh Naven (JN) Senior Urban Planner	494-8657	Julia Hertaus (JH) Urban Planner	494-8649
Rich Storm (RS) Building Safety Manager	494-8632	Issac Garcia (IG) Building Inspector	494-8921
Craig Reid (CR) Building Inspector	494-8925	Matt Ziller (MZ) Building Inspector	494-8628

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



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	2021 Totals
Landbased 9-1-1 Calls	1,158												1,158	16,545
Wireless 9-1-1 Calls	6,695												6,695	93,128
Text To 9-1-1 Calls	22												22	208
TOTAL 9-1-1 CALLS	7,875	0	0	0	0	0	0	0	0	0	0	0	7,875	109,881
Peoria Police Incoming Calls	8,362												8,362	112,696
Peoria Heights Police Incoming	457												457	6,811
Peoria Heights Lobby Calls	33												33	598
Chillicothe Police Incoming Calls	79												79	7,260
Chillicothe Lobby Calls	79												79	1,480
Sheriff's Police Incoming Calls	1,468												1,468	26,358
TOTAL POLICE INCOMING CALLS	10,478	0	0	0	0	0	0	0	0	0	0	0	10,478	155,203
Volunteer Fire/EMS toll free calls	10												10	154
Peoria Heights Fire Incoming Calls	25												25	332
Peoria Fire Incoming Calls	356												356	5,346
TOTAL FIRE INCOMING CALLS	391	0	0	0	0	0	0	0	0	0	0	0	391	5,832
Operator Assist Calls/Alarm Calls	829												829	8,427
Ambulance Incoming Calls	151												151	2,002
ECC Supervisor Incoming Calls	568												568	5,196
Richwoods Dispatcher Incoming Calls	106												106	1,065
Downtown Dispatcher Incoming Calls	97												97	1,064
Prep 2 Dispatcher Incoming Calls	1,676												1,676	1,695
C-MED Dispatcher Incoming Calls	45												45	1,331
County Sheriff Dispatcher Incoming Calls	253												253	3,140
Fire Dispatcher Incoming Calls	393												393	3,754
Overflow/Call Taker Incoming Calls	16												16	251
TOTAL INCOMING EXTENSION CALLS	3,154	0	0	0	0	0	0	0	0	0	0	0	3,154	32,496
TOTAL OUTGOING EXTENSION CALLS	4,555												4,555	57,570
Peoria Police Dispatches/On view	8,856												8,856	111,633
Peoria Heights Dispatched/On View	503												503	7,238
Chillicothe Police Dispatches/On view	466												466	8,359
Peoria County Sheriff Dispatches/On view	3,168												3,168	39,166
TOTAL POLICE DISPATCHES/ON VIEW	12,993	0	0	0	0	0	0	0	0	0	0	0	12,993	166,396
Air National Guard Fire Dispatches	5												5	63

Akron-Princeville Fire Dispatches	26													26	253
Brimfield Fire Dispatches	45													45	515
Chillicothe Fire Dispatches	44													44	605
Dunlap Fire Dispatches	31													31	489
Elmwood Fire Dispatches	23													23	183
Limestone Fire Dispatches	146													146	1,880
Logan-Trivoli Fire Dispatches	62													62	505
Peoria Fire Dispatches	2,051													2,051	23,043
Peoria Heights Fire Dispatches	113													113	1,227
Timber-Hollis Fire Dispatches	45													45	461
Tuscarora Fire Dispatches	15													15	200
West Peoria Fire Dispatches	75													75	797
MABAS Fire Calls	5													5	42
TOTAL FIRE DISPATCHES	2,686	0	0	0	0	0	0	0	0	0	0	0	0	2,686	30,263
AMT Ambulance Dispatches	2,598													2,598	28,699
APA Ambulance Dispatches	24													24	185
BYE Ambulance Dispatches	64													64	635
TOTAL AMBULANCE DISPATCHES	2,686	0	0	0	0	0	0	0	0	0	0	0	0	2,686	29,519
Peoria County Coroner Incoming Calls	305													305	2,688
Community Messaging System Call-outs	15													15	195
Telephone Trouble Reports Completed	0													0	0
CD Requests from State's Attorney's Office	15													15	306
CD Requests from FOI / Subpoena	11													11	114
CD Requests from Inner Departmental	6													6	72
Total Number of CD Requests	32	0	0	0	0	0	0	0	0	0	0	0	0	32	461
ILEAS Call Outs	0													0	1
JULIE Dig	35													35	546
Peoria Cares Cases	30													30	593
Premise Alerts	66													66	855
Sex Offender Updates	195													195	2,411
PAWS	344													344	4,316
Illinois State Police	196													196	2,945
Ameren	61													61	1,324

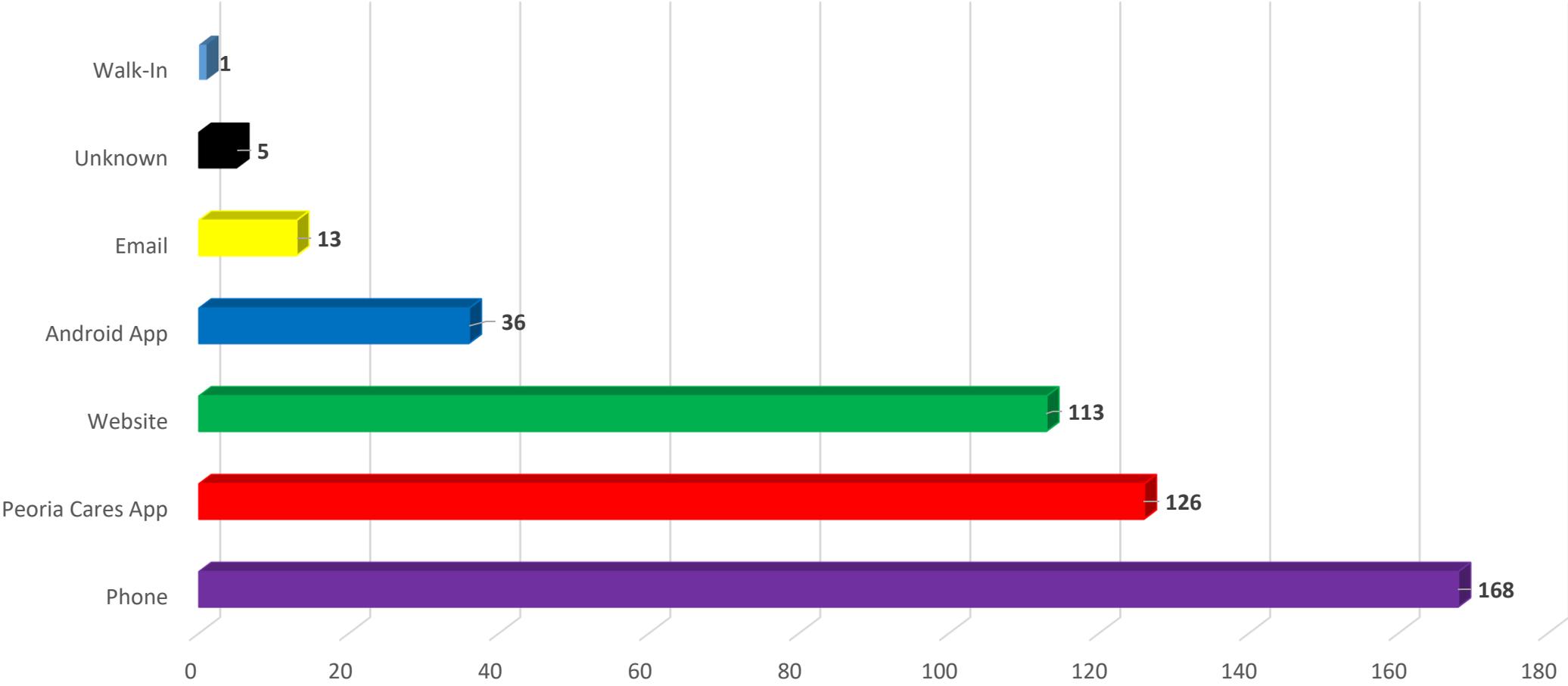
Peoria Cares



2022 Monthly Report

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

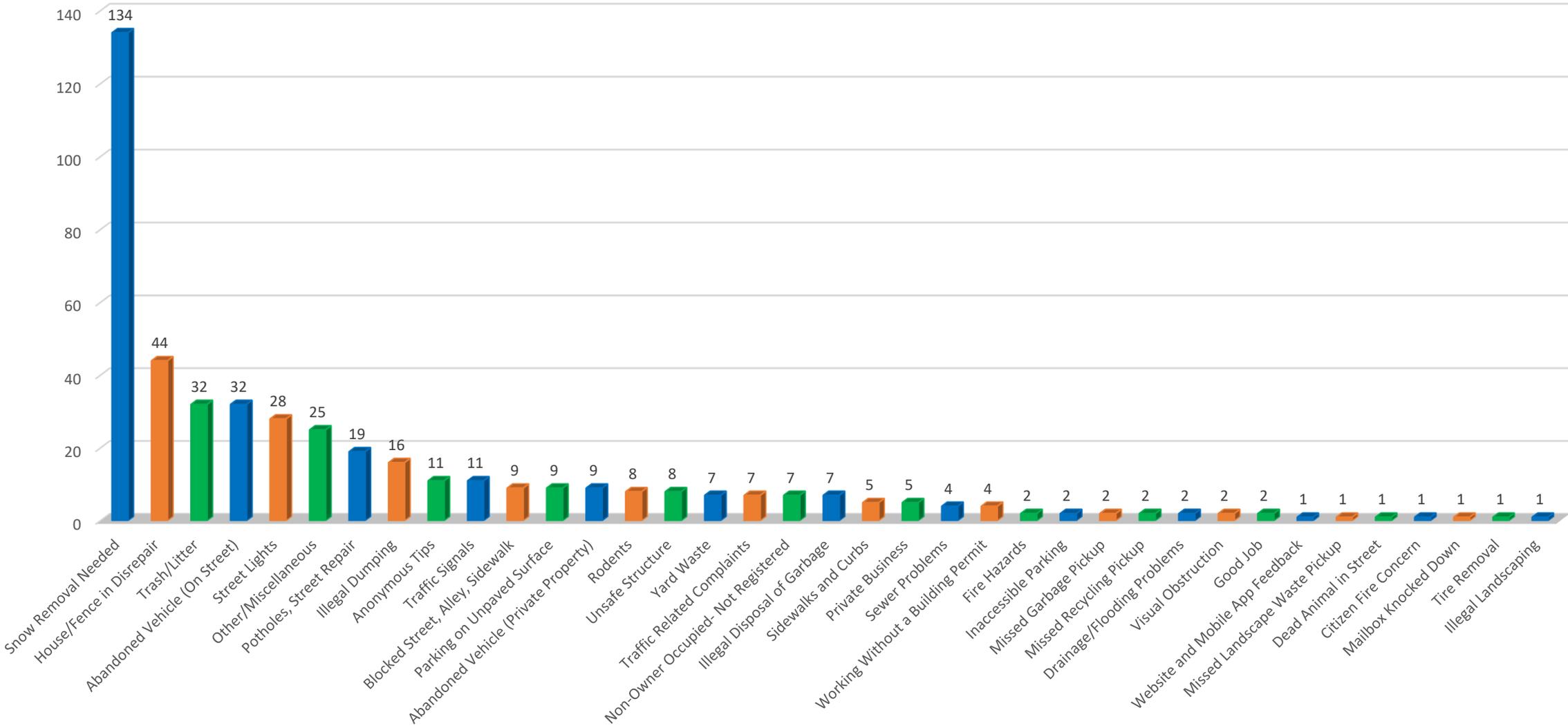
Peoria Cares Communication Transactions During the Month of January 2022



Total number of cases received: 462



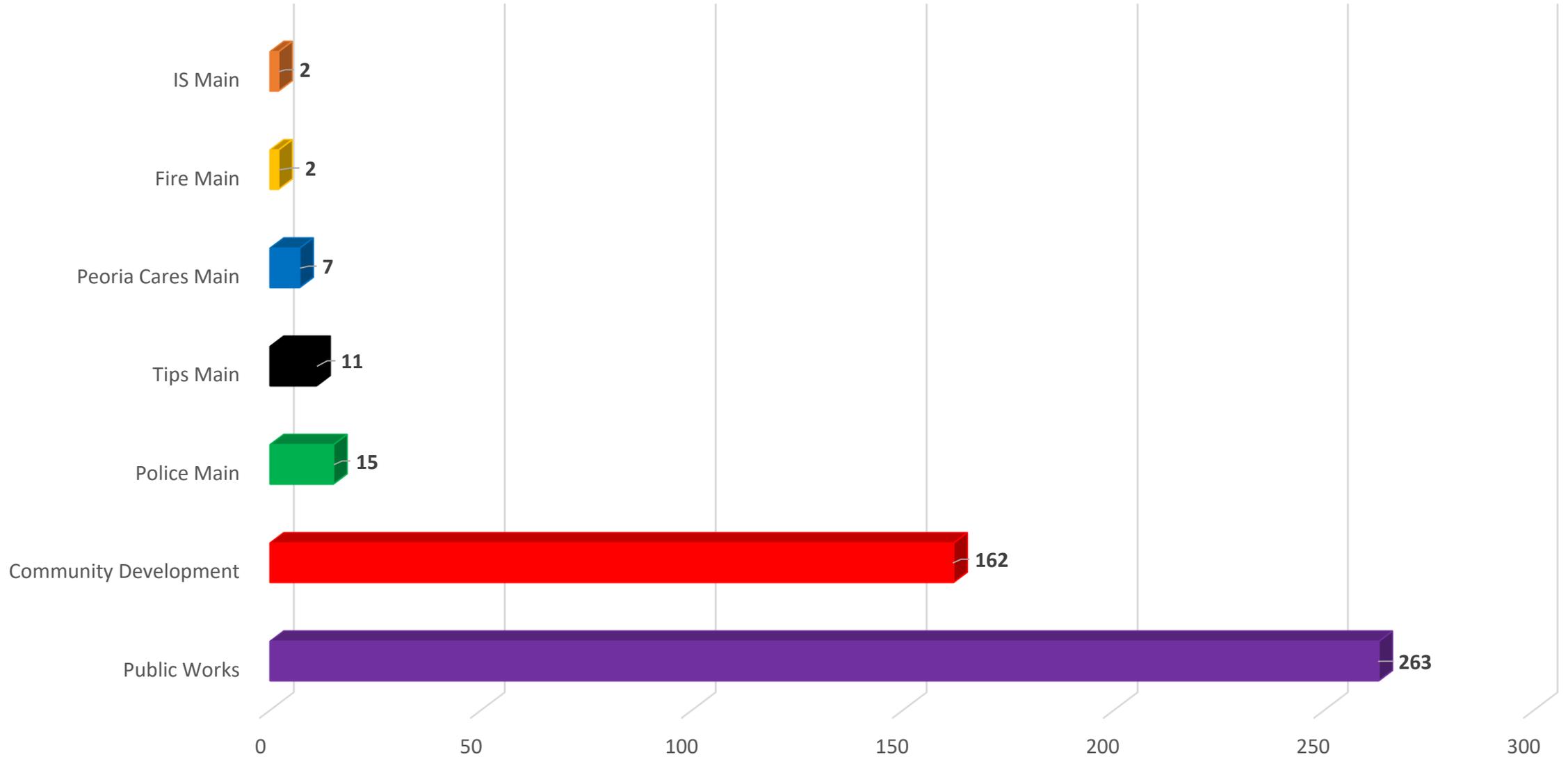
Peoria Cares January 2022 Complaints by Category



Total number of cases received: 462



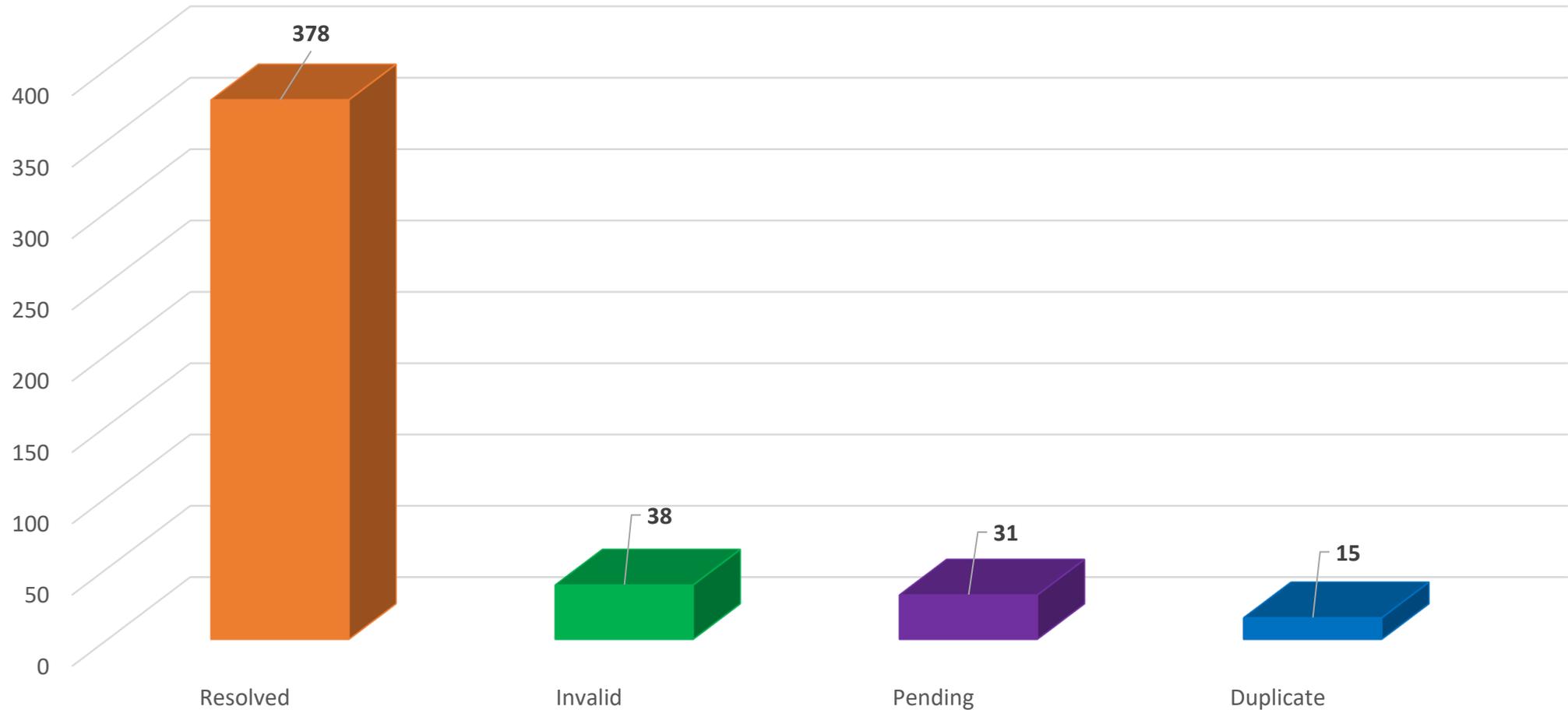
Peoria Cares January 2022 Complaints by Department



Total number of cases received: 462



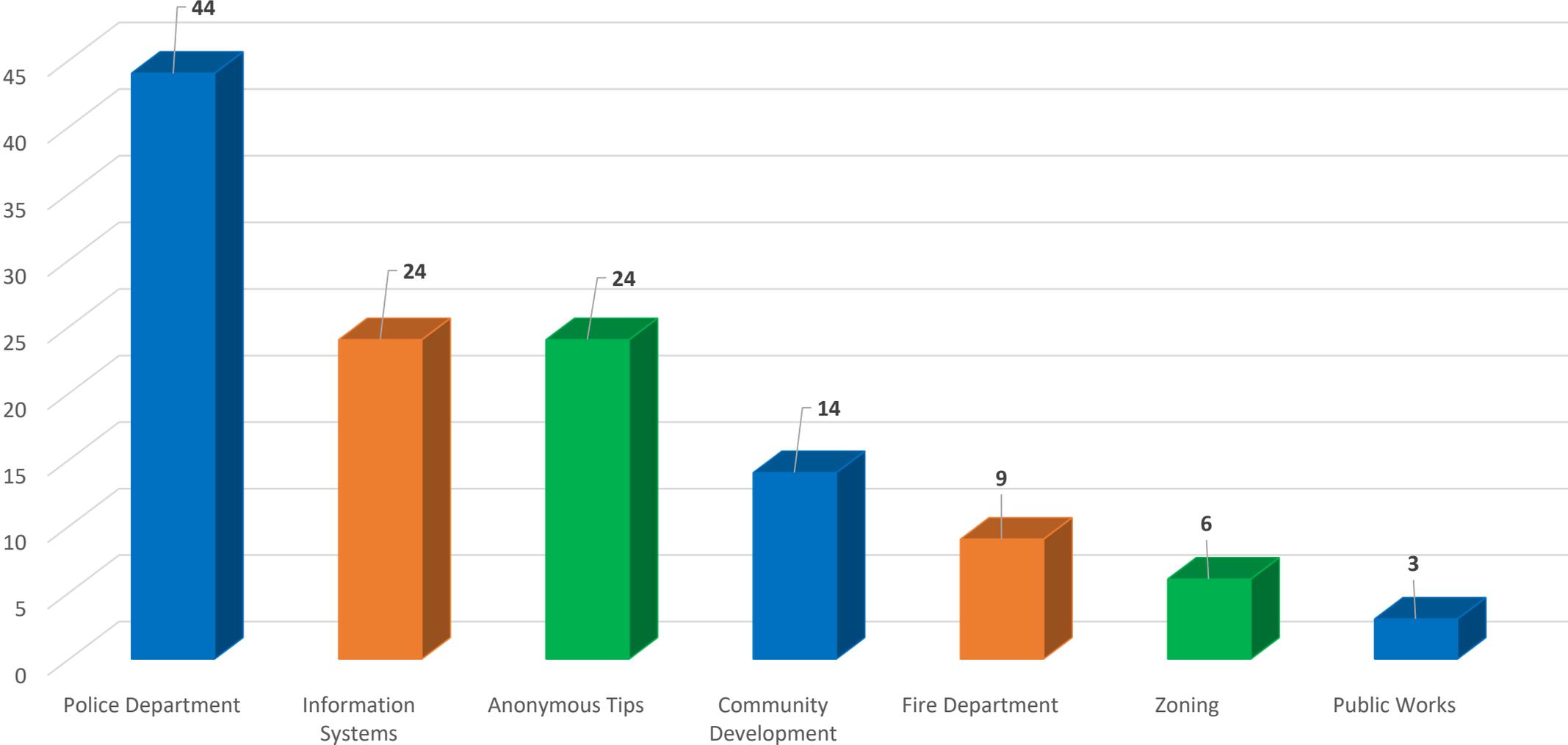
Peoria Cares January 2022 Complaint Status (as of 2/2/22)



The 31 pending cases all fall within the established 2-4 day response period expectation.



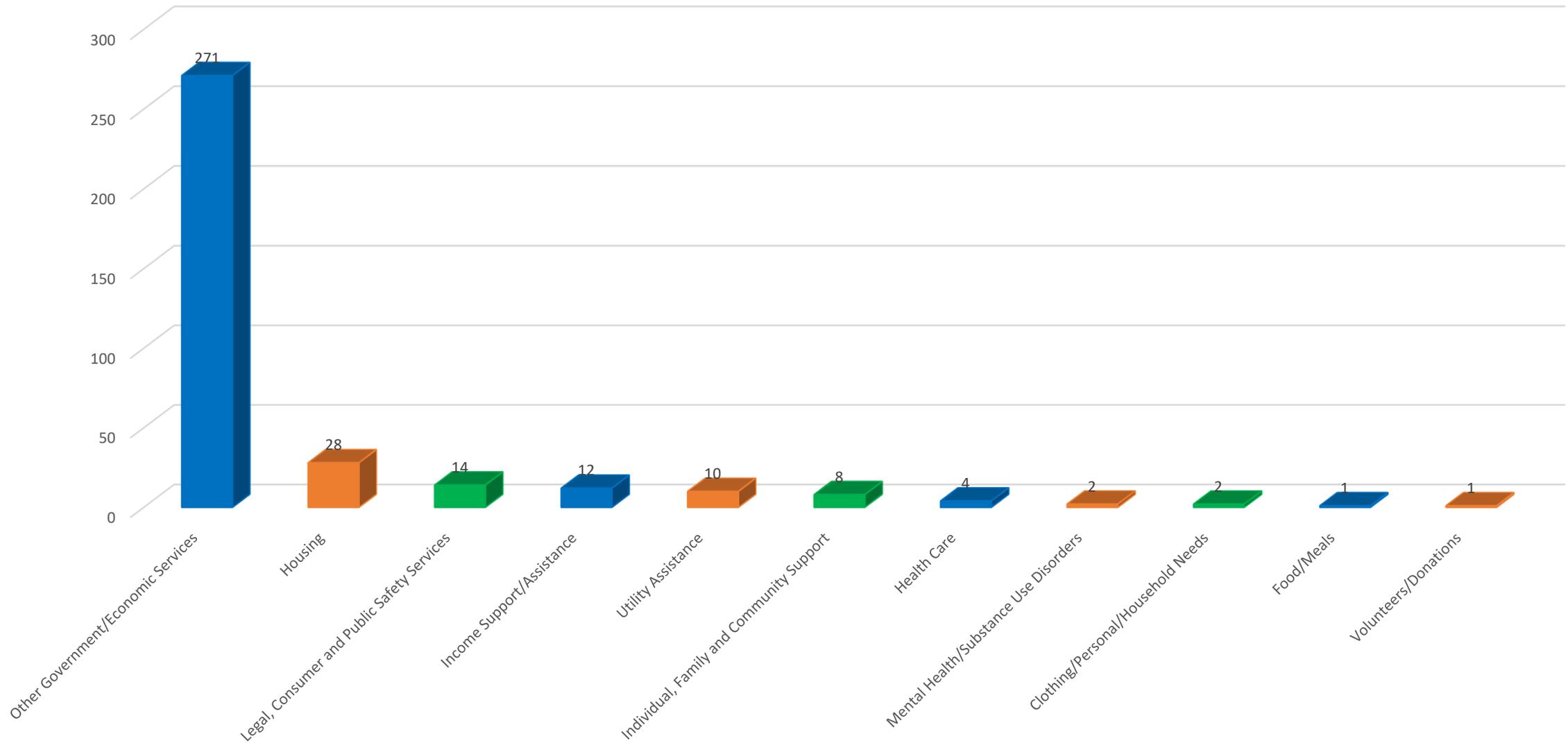
Peoria Cares Complaint Status "Pending" by Department –2020 to current



Total pending cases is 124. The earliest pending case is from 08/31/2020 and the most recent is from 1/31/2022. This includes the 31 pending cases from the current reporting period (January 2022).



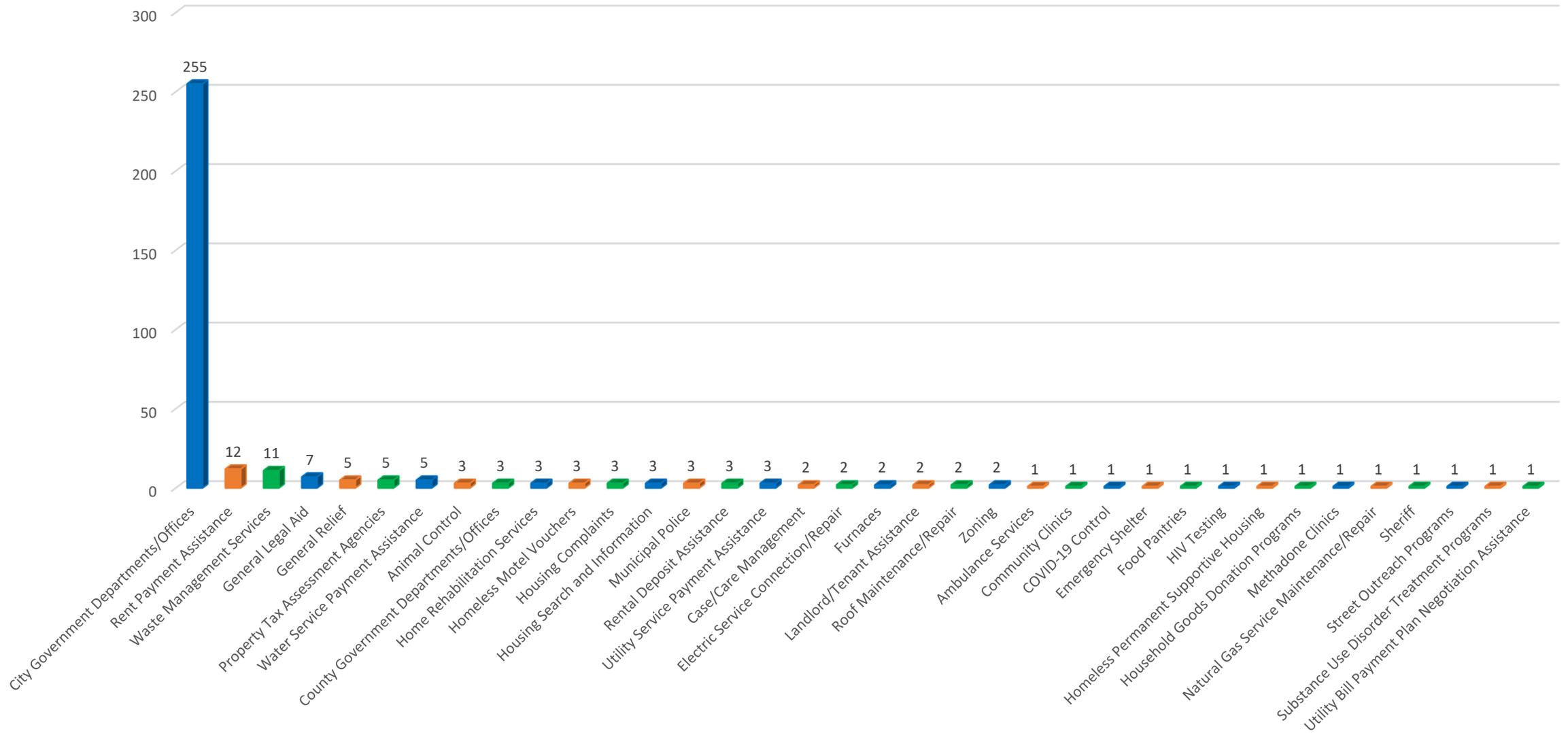
Overall Need Category of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- January 2022



An additional 353 calls were received that did not fit the Peoria Cares case criteria.



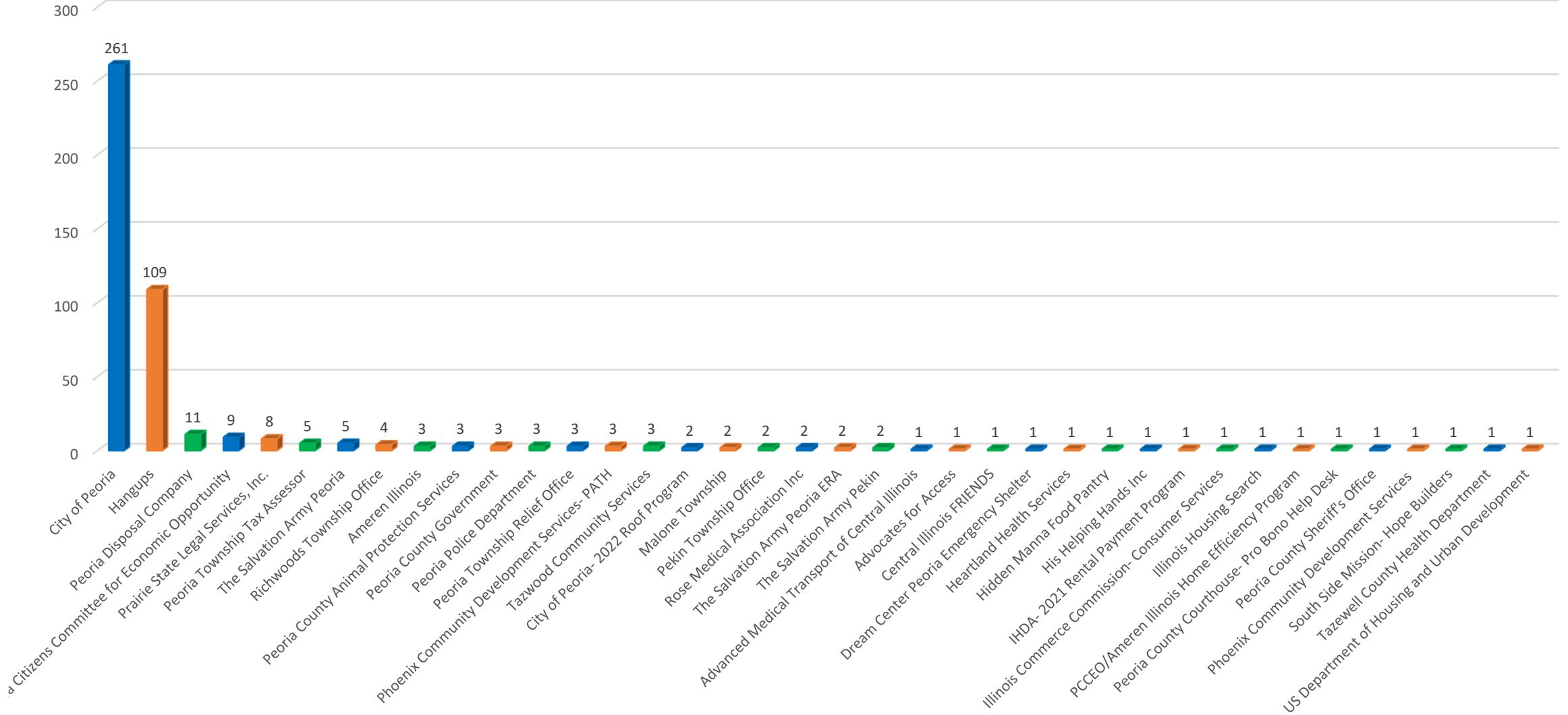
Service Needs of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- January 2022



An additional 353 calls were received that did not fit the Peoria Cares case criteria.

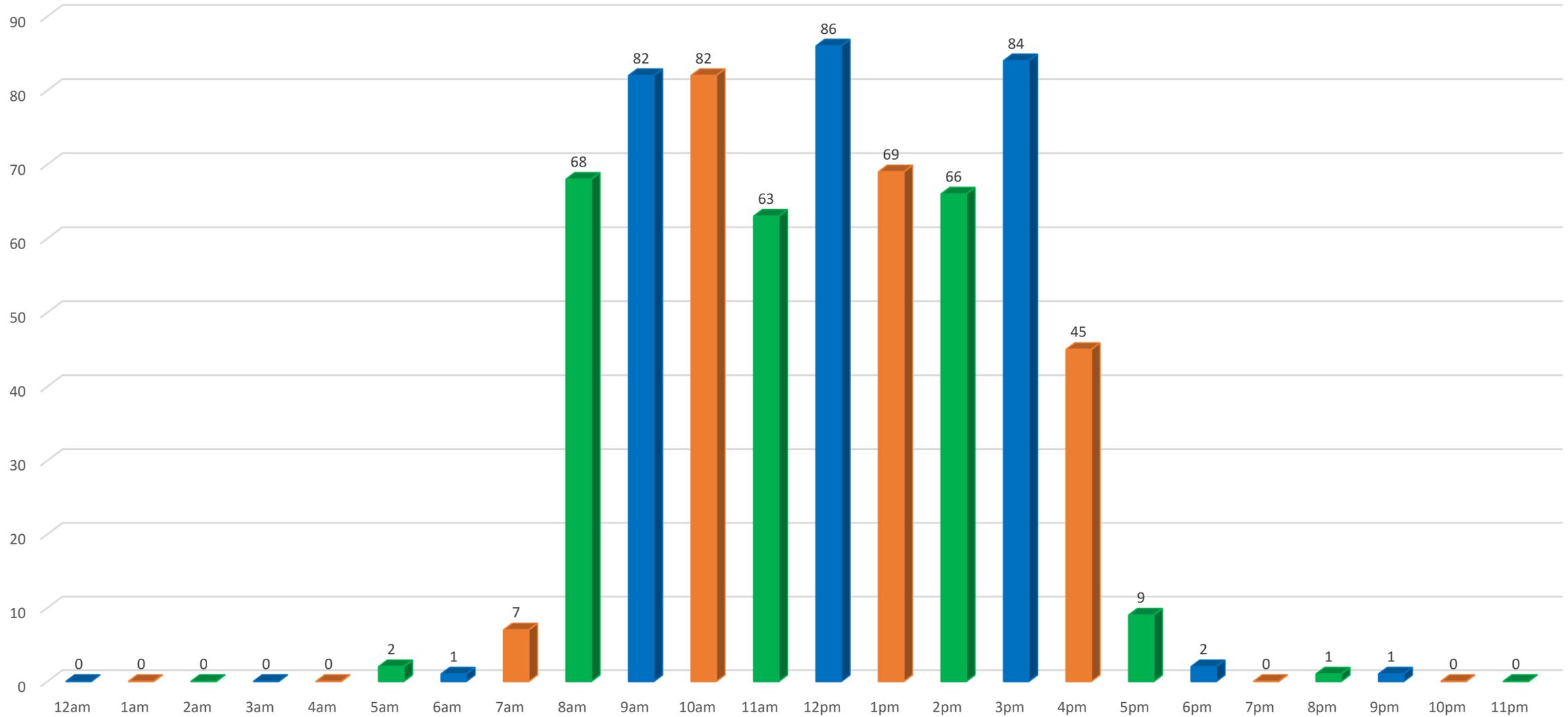


Referrals of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- January 2022



An additional 353 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 - January 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 – December 2021

DATE	N/A's	TICKETS	TOTAL PC	211 TOTAL	DAY TOTAL	% TICKETS	% DAY TOTAL
1-Jan	0	0	0	7	7	0.00%	0.00%
2-Jan	4	1	5	3	8	20.00%	62.50%
3-Jan	45	9	54	38	92	16.67%	58.70%
4-Jan	54	6	60	37	97	10.00%	61.86%
5-Jan	36	8	44	27	71	18.18%	61.97%
6-Jan	33	10	43	34	77	23.26%	55.84%
7-Jan	22	12	34	32	66	35.29%	51.52%
8-Jan	4	1	5	7	12	20.00%	41.67%
9-Jan	1	0	1	3	4	0.00%	25.00%
10-Jan	33	8	41	67	108	19.51%	37.96%
11-Jan	26	7	33	43	76	21.21%	43.42%
12-Jan	21	8	29	45	74	27.59%	39.19%
13-Jan	28	2	30	24	54	6.67%	55.56%
14-Jan	16	6	22	37	59	27.27%	37.29%
15-Jan	2	0	2	8	10	0.00%	20.00%
16-Jan	1	0	1	4	5	0.00%	20.00%
17-Jan	17	1	18	17	35	5.56%	51.43%
18-Jan	31	5	36	34	70	13.89%	51.43%
19-Jan	28	3	31	23	54	9.68%	57.41%
20-Jan	26	3	29	41	70	10.34%	41.43%
21-Jan	26	4	30	18	48	13.33%	62.50%
22-Jan	3	0	3	0	3	0.00%	100.00%
23-Jan	1	0	1	6	7	0.00%	14.29%
24-Jan	40	5	45	38	83	11.11%	54.22%
25-Jan	26	9	35	25	60	25.71%	58.33%
26-Jan	30	7	37	21	58	18.92%	63.79%
27-Jan	20	4	24	29	53	16.67%	45.28%
28-Jan	25	7	32	22	54	21.88%	59.26%
29-Jan	3	0	3	6	9	0.00%	33.33%
30-Jan	0	0	0	3	3	0.00%	0.00%
31-Jan	30	9	39	36	75	23.08%	52.00%
	632	135	767	735	1502	13.41%	45.71%

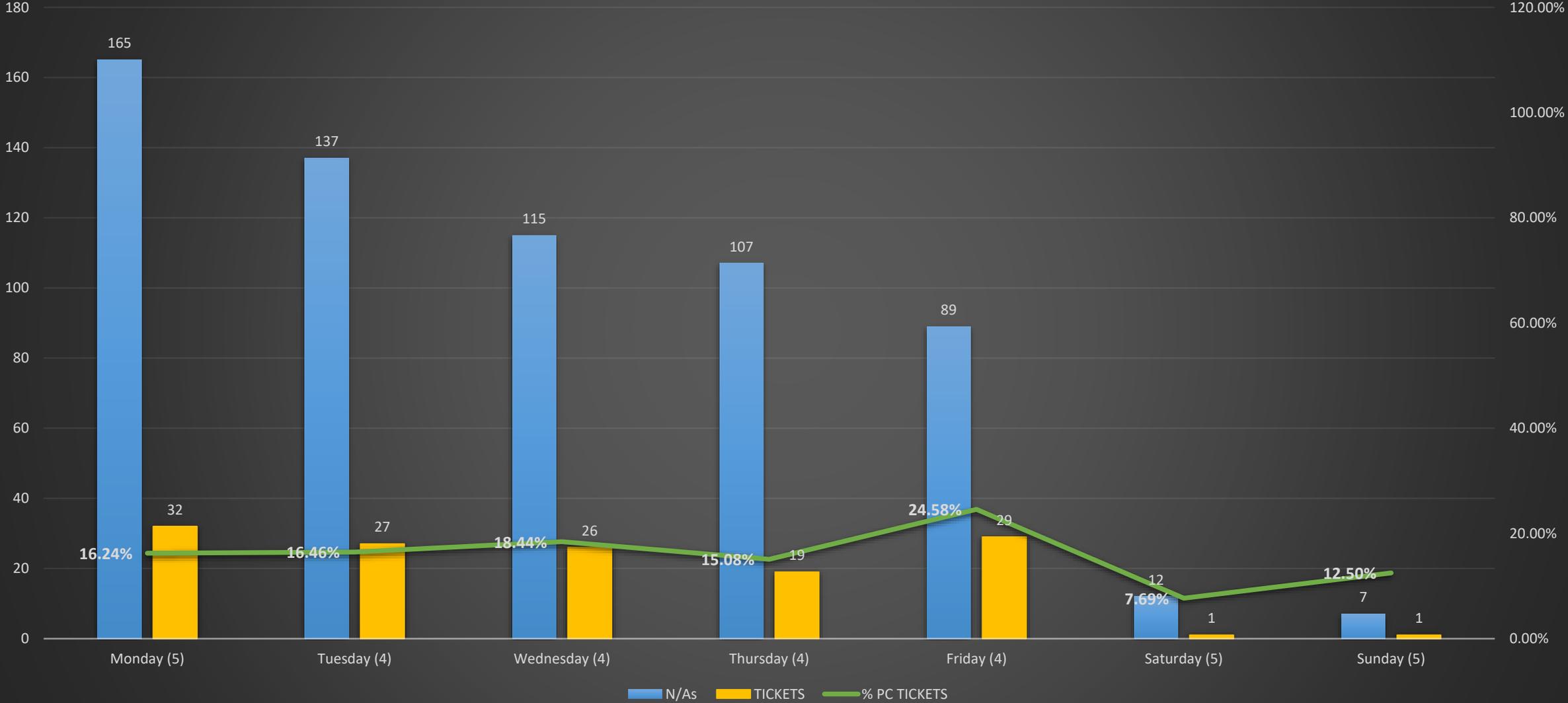
DAY OF WEEK	N/As	TICKETS	TOTAL PC	% PC TICKETS
Monday (5)	165	32	197	16.24%
Tuesday (4)	137	27	164	16.46%
Wednesday (4)	115	26	141	18.44%
Thursday (4)	107	19	126	15.08%
Friday (4)	89	29	118	24.58%
Saturday (5)	12	1	13	7.69%
Sunday (5)	7	1	8	12.50%

- 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-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 - January 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.