



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager 

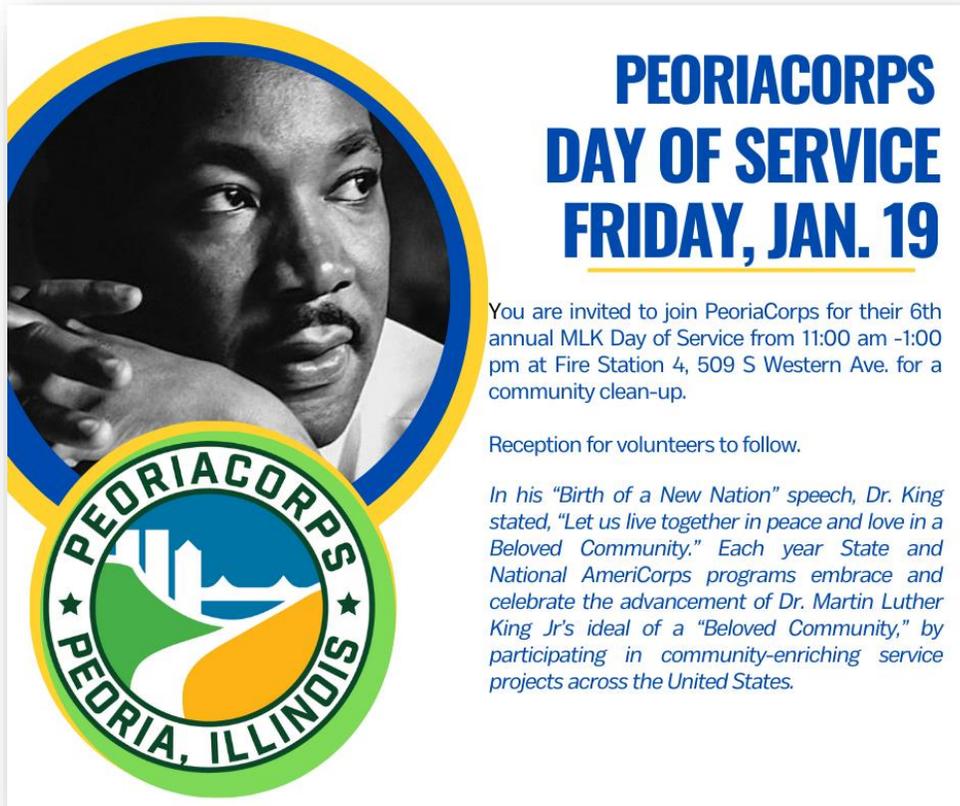
DATE: January 11, 2024

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.

**Please note: City offices will be closed on Monday, January 15 for the Dr. Martin Luther King Junior Day holiday.**

**PeoriaCorps to host Martin Luther King Jr. Day of Service Projects**

A promotional poster for PeoriaCorps Day of Service. It features a circular portrait of Dr. Martin Luther King Jr. on the left, with a PeoriaCorps logo overlaid at the bottom. The logo is a circular emblem with a green border, containing a stylized landscape with a blue sky, green hills, and a yellow sun, with the text "PEORIA, ILLINOIS" around the bottom. To the right of the portrait, the text "PEORICORPS DAY OF SERVICE FRIDAY, JAN. 19" is written in large, bold, blue letters. Below this, there is a paragraph of text inviting volunteers to a community clean-up at Fire Station 4, 509 S Western Ave. on Friday, Jan. 19, from 11:00 am to 1:00 pm. A reception for volunteers will follow. A quote from Dr. King's "Birth of a New Nation" speech is also included, emphasizing the "Beloved Community" ideal.

**PEORICORPS  
DAY OF SERVICE  
FRIDAY, JAN. 19**

You are invited to join PeoriaCorps for their 6th annual MLK Day of Service from 11:00 am -1:00 pm at Fire Station 4, 509 S Western Ave. for a community clean-up.

Reception for volunteers to follow.

*In his "Birth of a New Nation" speech, Dr. King stated, "Let us live together in peace and love in a Beloved Community." Each year State and National AmeriCorps programs embrace and celebrate the advancement of Dr. Martin Luther King Jr's ideal of a "Beloved Community," by participating in community-enriching service projects across the United States.*

PeoriaCorps, the city of Peoria’s six-month AmeriCorps-based personal and career development service program, will host a MLK Day of Service on Friday, January 19<sup>th</sup> from 11:00 AM to 1:00 PM in the 500-1200 blocks of South Western Avenue. The public is invited to participate in the community clean-up, held in honor of Dr. Martin Luther King Jr.’s life and legacy and in the AmeriCorps’ theme of “Building a Beloved Community.” Volunteers are invited to join City staff and meet at Fire Station Four, 509 S. Western Avenue at 11:00 AM to pick up supplies. Volunteers are also invited to a reception immediately following the clean-up, which will be held in the PeoriaCorps offices, 813 SW Washington Street. Members of PeoriaCorps identified this busy corridor in the City’s first district, which has seen recent investment, including a new Fire Station and infrastructure improvements.

PeoriaCorps will also collaborate with volunteers from the Carver Center, the Dream Center Peoria, and Boys & Girls Clubs of Greater Peoria, Inc., to host mini clean-ups between January 16 – 24. The mini clean-ups will last between 10-15 minutes, will engage 10-25 youth and staff volunteers at each organization, and will allow for PeoriaCorps members to share the message of volunteerism, community action, and community engagement with area youth.

In his “Birth of a New Nation” speech, given on April 7, 1957, Dr. King stated, “Let us live together in peace and love in a Beloved Community.” Each year State and National AmeriCorps programs embrace and celebrate the advancement of Dr. Martin Luther King Jr’s ideal of a “Beloved Community,” by participating in community-enriching service projects across the United States.



For additional information, contact PeoriaCorps at 309-494-8844.

**City of Peoria Warming Centers Open**

The National Weather Service Office in Lincoln, Illinois has announced that temperatures will be below normal next week with single-digit temperatures throughout our region. Warming stations are available at the Peoria Police Department Lobby and Fire Stations throughout Peoria.

- Peoria Police Department Lobby, 600 SW Adams Street, Monday-Friday from 9 AM- 5 PM
- All Peoria Fire Department Locations, 7 AM – 7PM. Please note that any persons using these locations will have to leave during an active call.
- Community members should also contact the Heart of Illinois United Way 2-1-1 Service (dial 2-1-1 or 309-999-4029) for support and assistance in a variety of categories.

### City Accepting Applications for 2024 Roof Program Lottery

The city of Peoria will be accepting applications for the 2024 Roof Program Lottery from Tuesday, January 16<sup>th</sup> through Friday, February 9<sup>th</sup>. This program helps low-income homeowners to finance needed roof repairs.

#### To qualify, applicants must:

- Own their home and have current homeowners’ insurance
- Be current on property taxes and cannot owe the city any fines or fees
- Be at or below the income limit for the household size

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 Roof Program Lottery will be accepted from **Tuesday, January 16<sup>th</sup> at 8:00 AM through Friday, February 9<sup>th</sup> at 5:00 PM.** There is a limit of one entry per household. Applying to the Roof Program Lottery does not guarantee assistance.

There are three ways to enter the Roof Program Lottery.

- Online: Visit the [Roof Program Lottery page](#)
- Call: (309) 494-8629
- 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, February 13<sup>th</sup> at 10:00 AM.**

You can attend the lottery through your computer, tablet, or smartphone by visiting this link: <https://meet.goto.com/930278829>. Those without computer access can call in to the

meeting by dialing calling 1-866-899-4679 and typing in the access code: 930-278-829 to enter the meeting.

You do not need to attend the lottery to be selected. 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 at 309-494-8600 or [by email](#).

# 2024 ROOF PROGRAM LOTTERY



**APPLY JANUARY 16 - FEBRUARY 9**

✓ Must be a homeowner

✓ Must be at or below income limit for household size

✓ Cannot have any outstanding code violations

✓ Cannot owe City money

✓ Must have current homeowners' insurance

Apply online at [www.peoriagov.org/225](http://www.peoriagov.org/225) or call 309-494-8600

Household Size	1	2	3	4	5
Maximum Income	\$50,600	\$57,800	\$65,050	\$72,250	\$78,050

Virtual lottery on February 13th at 10:00 AM

### **2024 Down Payment Assistance Program Application Open**

The Down Payment Assistance Program is still accepting applications. This program will provide homebuyers within Qualifying Census Tracts (QCTs) down payment assistance of either \$5,000 or up to 10% of the purchase price of a single-family home purchase at or below \$125,000 with a primary mortgage.

To qualify for assistance, the homebuyer must have a signed contract for the home, an approved primary mortgage, and a closing date. The homebuyer must agree to own and live in the home for at least two years following closing and they may not owe any fees or fines to the

City. When an applicant is selected, the assistance payment will be sent directly to the closing company or the closing attorney.

To view whether a property is in a QCT, please visit the [Searchable Qualified Census Tract Map](#). Type the address in the top left corner and include "Peoria, Illinois" and the zip code. Click "Color QCT Qualified Tracts" and if the address is within the purple boundary, it is within a QCT.

Applications will be reviewed and funded on a first come, first served basis until the funds are exhausted. Applications may be found [on the City's website](#).

For all questions, please contact the City of Peoria Land Bank at 309-494-8600 or [by email](#).

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

**Charting Remarkable Futures**

Career Pathways @ Peoria Public Schools

**PPS has  
15 Career Pathways!**

**These pathways offer students  
job skills beyond  
high school!**

**Students can enroll in:**

- Construction
- Welding
- Autobody
- HVAC
- Barbering
- Hair Braiding
- Culinary Arts
- Nail Technology
- Cosmetology
- Emergency Services
- Health Occupations
- Fire Science
- Criminal Justice
- Renewable Energy
- Cyber Security

**Go to [www.psd150.org/pathways](http://www.psd150.org/pathways) to learn more!**

With Gratitude,

Dr. Sharon Desmoulin-Kherat, Superintendent

Issues Update  
January 11, 2024

#### Community Development Weekly Report

- Please see attached

#### ECC Monthly Report

- Please see attached

#### Peoria Cares Monthly Report

- Please see attached
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# WEEKLY DEVELOPMENT ACTIVITY REPORT

## CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT

**Date: 01/01/2024 - 01/10/2024**

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 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	0
Development Center Permits Issued	100	100
Total Value of Development	\$ 2,380,479	\$ 2,380,479

### 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
COM-11369-2024	1325 NE Bond St	New Commercial	New construction – CSO Control Structure	1	JN
COM-11352-2024	7210 N University St	Commercial Alteration	Ext. Alt. – Ameren High Pressure Gas Station	5	JR
COM-11393-2024	2520 N Sterling Ave	Commercial Alteration	Int./Ext. Alt. – Sterling Convenient Store	1	JN
PZ-1690-2024		Planning & Zoning Commission	Text Amendment – Short Term Rentals	All	JN
PZ-1686-2024	4125 N Sheridan Rd	Planning & Zoning Commission	Amend Special Use Shopping Center to add Tobacco or Alternative Nicotine Product Sales Use	3	KW
PZ-1684-2024	3415 N Sheridan Rd	Planning & Zoning Commission	Amend Special Use Assisted Living Facility for Building Addition and Parking Lot Expansion – Buehler Homes	2	KW

# WEEKLY DEVELOPMENT ACTIVITY REPORT

## CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT

### Additional Activity

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

Plan/Permit #	Address	Type	Description	Council District	Planner Assigned
SIGN-11387-2024	4307 N Sterling Ave	Permanent Sign	Install 1 off-premise freestanding multiple message sign – Sonic	4	JR
SIGN-11399-2024	1922 N Wisconsin Ave	Permanent Sign	Install one wall sign – Smaks Beauty Supply Install one wall sign – Da Catch	3	KW
SIGN-11405-2024	4304 N Sheridan Rd	Permanent Sign	Install one wall sign and window/door vinyl - Employbridge	3	KW

### 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
-			

### 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
Various	74 Properties	1, 2, 3	Quit Claim from County Trustee

Properties Transferred to New Owner			
Parcel Number	Address	Council District	Transferred Through
18-18-232-011	1914 W Ann St	1	Side Lot Program
18-04-226-022	501 E Ravine Ave	3	Side Lot Program
14-35-154-011	525 Homestead Ave	3	Side Lot Program

Properties Demolished			
Parcel Number	Address	Council District	Ownership Type and Reason
14-33-181-003	117 W McClure Ave	2	City - Planned

### 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
-			

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

**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 Rose (JR)**  
*Urban Planner*  
494-8649

**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



# City of Peoria ECC 9-1-1 Monthly Report December 2023



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	2022 Totals
Landbased 9-1-1 Calls	887	709	984	997	1,271	1,196	1,060	1,004	1,048	1,202	1,009	903	12,270	12,292
Wireless 9-1-1 Calls	7,970	7,845	8,304	9,418	11,569	11,551	10,936	10,260	10,390	11,127	10,009	9,300	118,679	95,268
Text To 9-1-1 Calls	38	17	43	27	30	43	54	30	66	44	61	22	475	309
<b>TOTAL 9-1-1 CALLS</b>	8,895	8,571	9,331	10,442	12,870	12,790	12,050	11,294	11,504	12,373	11,079	10,225	131,424	107,869
Peoria Police Incoming Calls	8,026	7,381	8,441	8,619	10,557	10,294	16,948	18,785	9,965	9,513	8,585	8,627	125,741	107,610
Peoria Heights Police Incoming	544	523	532	460	687	643	893	1,037	552	616	528	600	7,615	6,662
Peoria Heights Lobby Calls	44	50	60	57	44	65	136	146	50	70	59	59	840	574
Chillicothe Police Incoming Calls	376	408	493	550	661	657	1,021	1,255	563	569	476	414	7,443	5,781
Chillicothe Lobby Calls	76	98	140	183	222	181	325	484	123	111	114	102	2,159	1,475
Sheriff's Police Incoming Calls	1,659	1,391	1,521	1,579	1,836	2,002	2,927	3,260	1,751	1,806	1,560	1,331	22,623	20,276
<b>TOTAL POLICE INCOMING CALLS</b>	10,725	9,851	11,187	11,448	14,007	13,842	22,250	24,967	13,004	12,685	11,322	11,133	166,421	142,378
Volunteer Fire/EMS toll free calls	8	5	17	10	7	12	10	14	5	6	10	20	124	150
Peoria Heights Fire Incoming Calls	4	7	9	7	6	10	20	24	8	13	3	4	115	153
Peoria Fire Incoming Calls	350	360	360	454	472	538	982	1,312	474	463	645	524	6,934	5,253
<b>TOTAL FIRE INCOMING CALLS</b>	362	372	386	471	485	560	1,012	1,350	487	482	658	548	7,173	5,556
Operator Assist Calls/Alarm Calls	751	738	856	783	861	916	1,521	1,665	909	975	830	872	11,677	10,164
Ambulance Incoming Calls	44	45	43	45	55	42	78	67	45	59	59	57	639	1,231
ECC Supervisor Incoming Calls	353	300	337	370	371	343	451	509	439	412	449	424	4,758	4,830
Richwoods Dispatcher Incoming Calls	78	53	59	70	87	57	106	143	61	57	55	66	892	1,138
Downtown Dispatcher Incoming Calls	75	80	97	72	102	107	163	126	86	59	90	68	1,125	1,127
Prep 2 Dispatcher Incoming Calls	1,482	1,553	1,609	1,576	2,303	2,662	2,467	2,917	2,099	2,254	1,977	1,563	24,462	20,484
C-MED Dispatcher Incoming Calls	85	96	104	98	118	150	124	55	40	52	25	46	993	988
County Sheriff Dispatcher Incoming Calls	385	380	397	329	443	389	333	517	304	284	270	293	4,324	3,933
Fire Dispatcher Incoming Calls	429	421	508	423	351	358	448	455	374	301	247	250	4,565	4,607
OverFlow/Call Taker Incoming Calls	22	5	24	17	18	13	22	9	20	20	47	23	240	344
<b>TOTAL INCOMING EXTENSION CALLS</b>	2,909	2,888	3,135	2,955	3,793	4,079	4,114	4,731	3,423	3,439	3,160	2,733	41,359	37,451
<b>TOTAL OUTGOING EXTENSION CALLS</b>	4,333	3,815	4,042	4,312	4,939	4,886	4,762	4,976	4,600	4,715	4,561	4,225	54,166	55,030
Peoria Police Dispatches/On view	8,937	8,348	9,011	9,182	10,979	10,887	11,165	10,551	10,679	10,068	9,611	9,223	118,641	113,215
Peoria Heights Dispatched/On View	694	690	617	627	764	839	809	742	794	881	750	767	8,974	7,375
Chillicothe Police Dispatches/On view	563	568	633	711	793	693	664	617	595	581	496	573	7,487	7,772
Peoria County Sheriff Dispatches/On view	2,782	2,693	2,933	3,074	3,324	3,435	3,362	3,480	3,212	3,147	3,119	2,847	37,408	35,925
<b>TOTAL POLICE DISPATCHES/ON VIEW</b>	12,976	12,299	13,194	13,594	15,860	15,854	16,000	15,390	15,280	14,677	13,976	13,410	172,510	164,287
Air National Guard Fire Dispatches	4	10	3	6	4	4	7	2	3	8	11	5	67	61
Akron-Princeville Fire Dispatches	27	16	33	24	22	23	21	28	27	31	40	22	314	310
Brimfield Fire Dispatches	48	22	46	63	40	51	49	34	33	43	45	44	518	454
Chillicothe Fire Dispatches	41	39	45	47	53	54	59	51	54	57	53	73	626	614
Dunlap Fire Dispatches	42	35	37	51	35	43	34	45	54	46	42	41	505	483
Elmwood Fire Dispatches	19	8	10	23	17	31	19	15	22	20	23	7	214	187

Limestone Fire Dispatches	141	119	150	134	146	145	138	161	134	138	162	145	1,713	1,817
Logan-Trivoli Fire Dispatches	48	53	43	55	56	47	45	49	50	55	67	59	627	560
Peoria Fire Dispatches	2,103	1,959	2,090	2,062	2,312	2,241	2,272	2,366	2,365	2,397	2,202	2,312	26,681	24,953
Peoria Heights Fire Dispatches	102	117	119	109	130	113	133	114	113	118	119	114	1,401	1,221
Timber-Hollis Fire Dispatches	31	36	53	40	42	50	37	51	38	47	45	60	530	423
West Peoria Fire Dispatches	58	72	65	76	74	81	87	72	57	72	65	73	852	863
MABAS Fire Calls	3	5	3	6	4	6	0	5	6	9	4	6	57	44
<b>TOTAL FIRE DISPATCHES</b>	<b>2,667</b>	<b>2,491</b>	<b>2,697</b>	<b>2,696</b>	<b>2,935</b>	<b>2,889</b>	<b>2,901</b>	<b>2,993</b>	<b>2,956</b>	<b>3,041</b>	<b>2,878</b>	<b>2,961</b>	<b>34,105</b>	<b>32,196</b>
AMT Ambulance Dispatches	2,492	2,428	2,533	2,475	2,784	2,625	2,754	2,818	2,796	2,716	2,625	2,812	31,858	30,435
APA Ambulance Dispatches	24	8	17	12	19	14	14	22	24	28	33	18	233	248
BYE Ambulance Dispatches	54	35	47	65	59	63	56	44	60	52	62	67	664	578
<b>TOTAL AMBULANCE DISPATCHES</b>	<b>2,570</b>	<b>2,471</b>	<b>2,597</b>	<b>2,552</b>	<b>2,862</b>	<b>2,702</b>	<b>2,824</b>	<b>2,884</b>	<b>2,880</b>	<b>2,796</b>	<b>2,720</b>	<b>2,897</b>	<b>32,755</b>	<b>31,261</b>
Peoria County Coroner Incoming Calls	171	150	143	151	171	147	133	171	168	168	168	180	1,921	1,983
Community Messaging System Call-outs	13	16	18	21	24	21	18	12	16	14	8	15	196	214
Telephone Trouble Reports Completed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CD Requests from State's Attorney's Office	10	3	2	8	22	18	24	15	10	8	5	7	132	217
CD Requests from FOI / Subpoena	8	11	15	18	18	17	21	22	8	16	25	21	200	140
CD Requests from Inner Departmental	6	5	7	3	4	4	5	6	3	3	3	5	54	74
<b>Total Number of CD Requests</b>	<b>24</b>	<b>19</b>	<b>24</b>	<b>29</b>	<b>44</b>	<b>39</b>	<b>50</b>	<b>43</b>	<b>21</b>	<b>27</b>	<b>33</b>	<b>33</b>	<b>386</b>	<b>431</b>
ILEAS Call Outs	0	0	0	0	0	0	0	0	0	0	0	0	0	0
JULIE Dig	47	41	49	41	32	66	71	53	51	58	52	65	626	626
Peoria Cares Cases/SeeClickFix	76	51	41	39	53	25	71	38	41	22	13	11	481	835
Premise Alerts	61	47	51	66	57	71	50	44	33	45	50	55	630	610
Sex Offender Updates	181	184	229	188	214	236	215	255	296				1,998	2,465
PAWS	326	374	360	468	704	512	548	752	528	428	500	432	5,932	4,227
Illinois State Police	258	233	260	332	391	327	415	206	214	199	275	171	3,281	2,199
Ameren	120	111	126	153	248	271	226	94	59	87	50	72	1,617	1,177

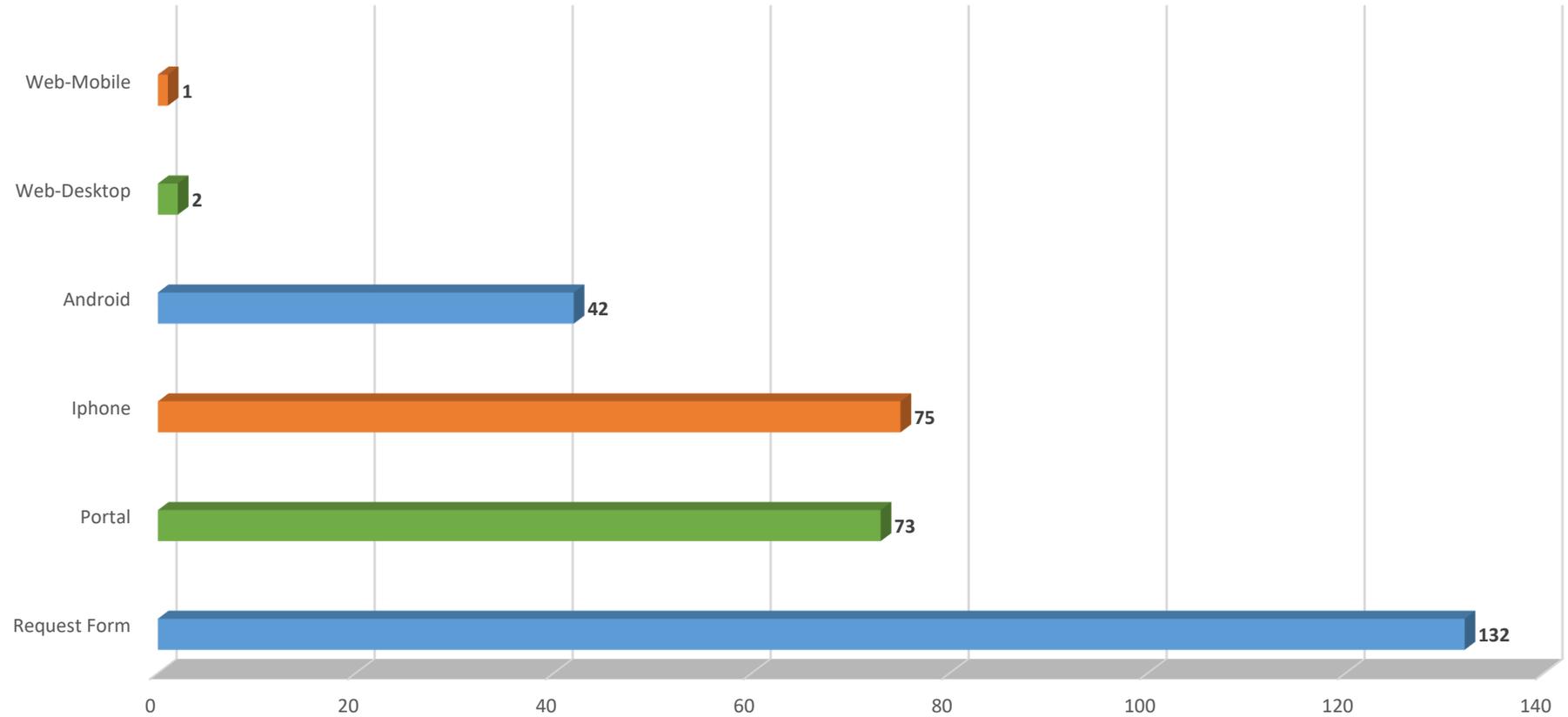
# *Peoria Cares*



## *2023 Monthly Report*

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

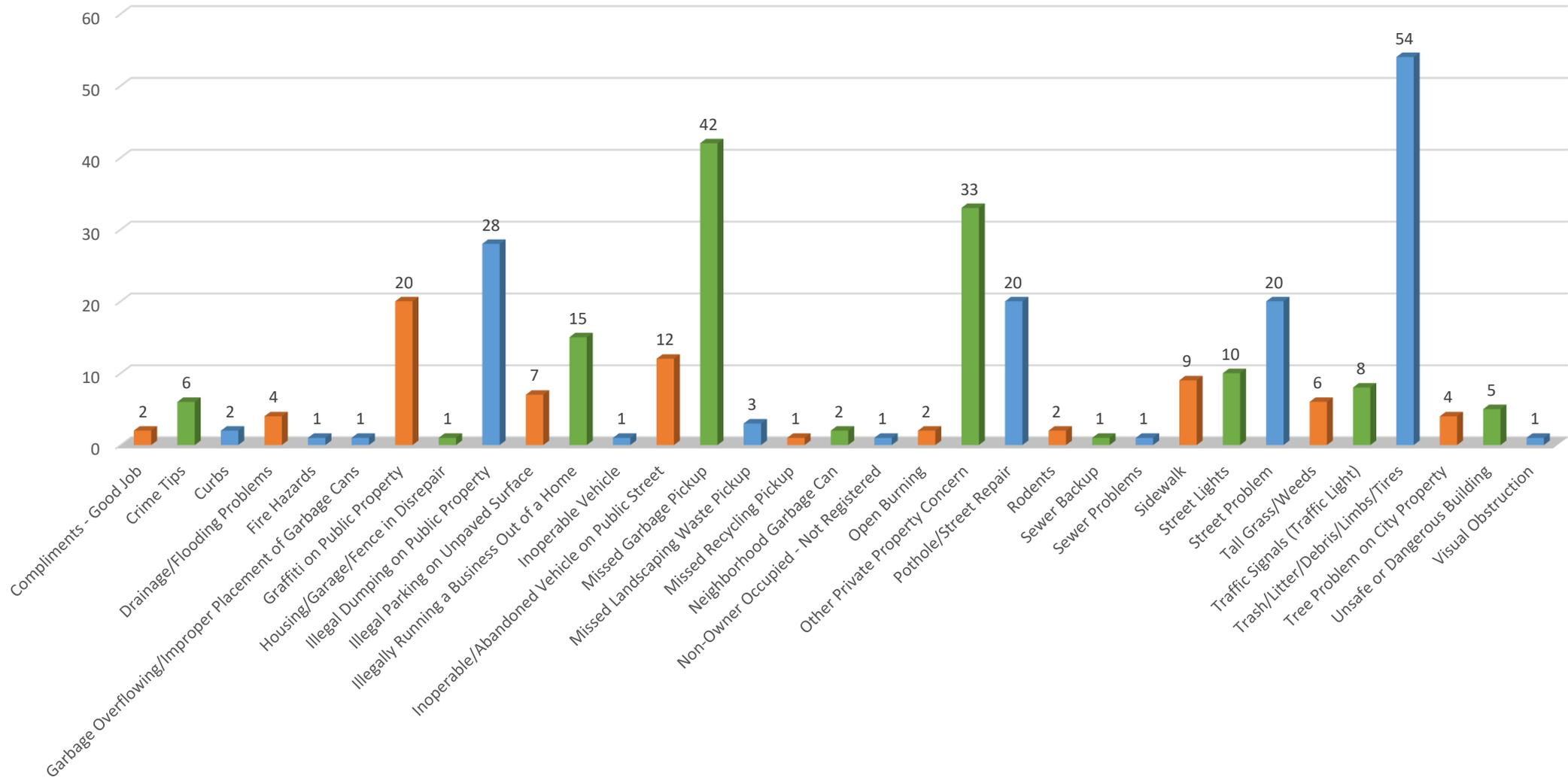
## Peoria Cares Communication Transactions During the Month of December 2023



Total number of cases received: 325



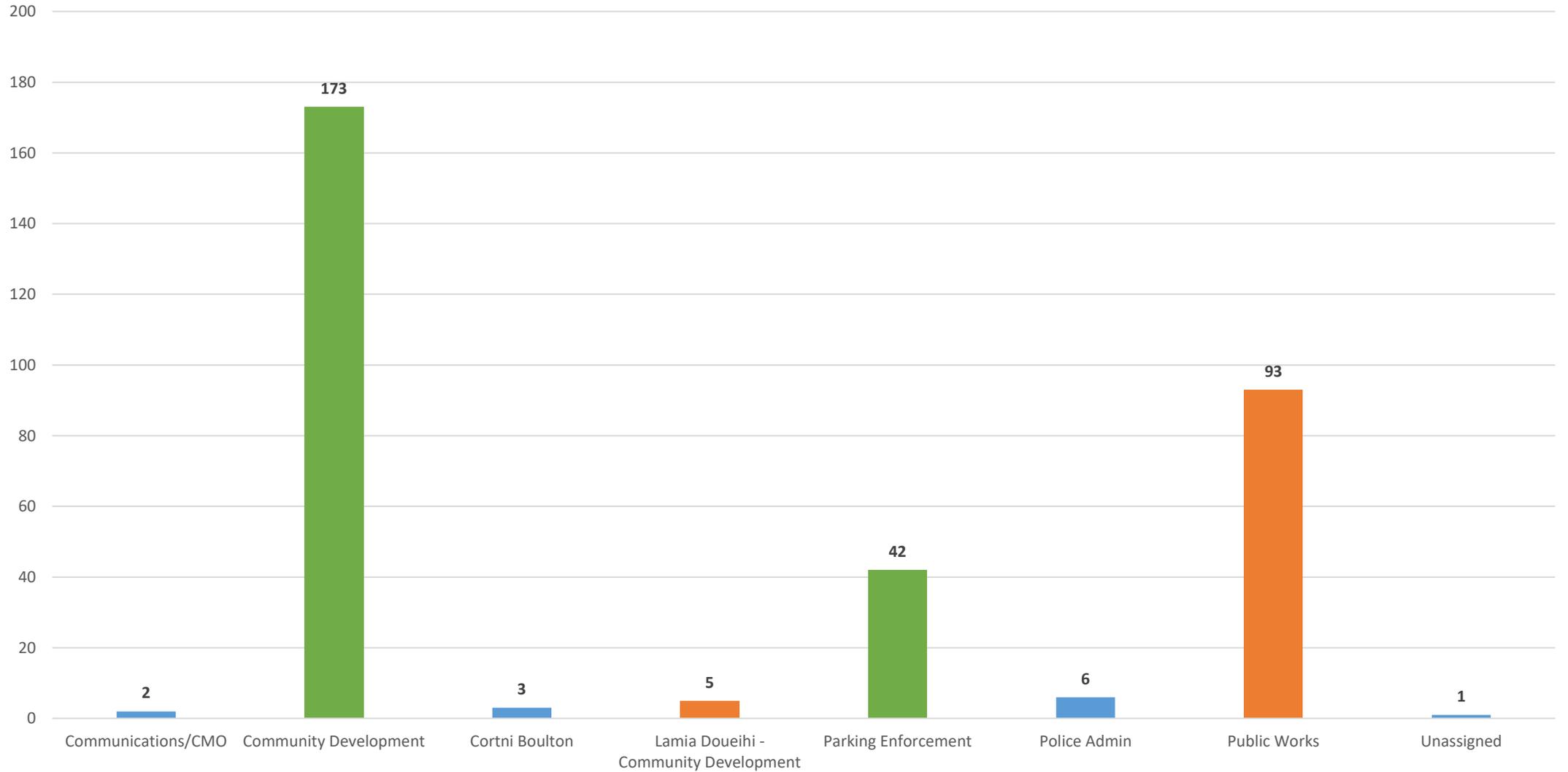
## Peoria Cares December 2023 Complaints by Category



Total number of cases received: 325



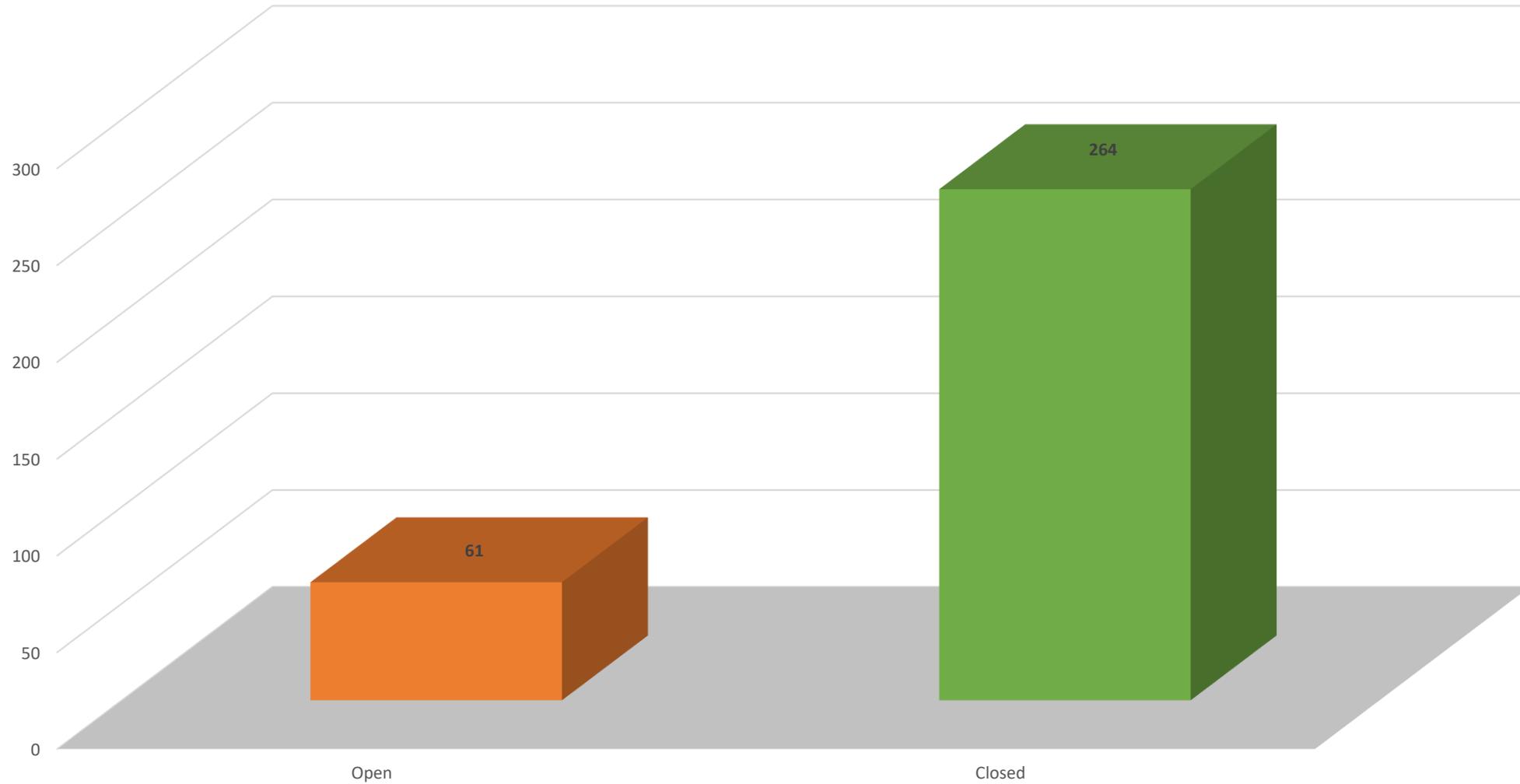
### Peoria Cares December 2023 Complaints by Department



Total number of cases received: 325



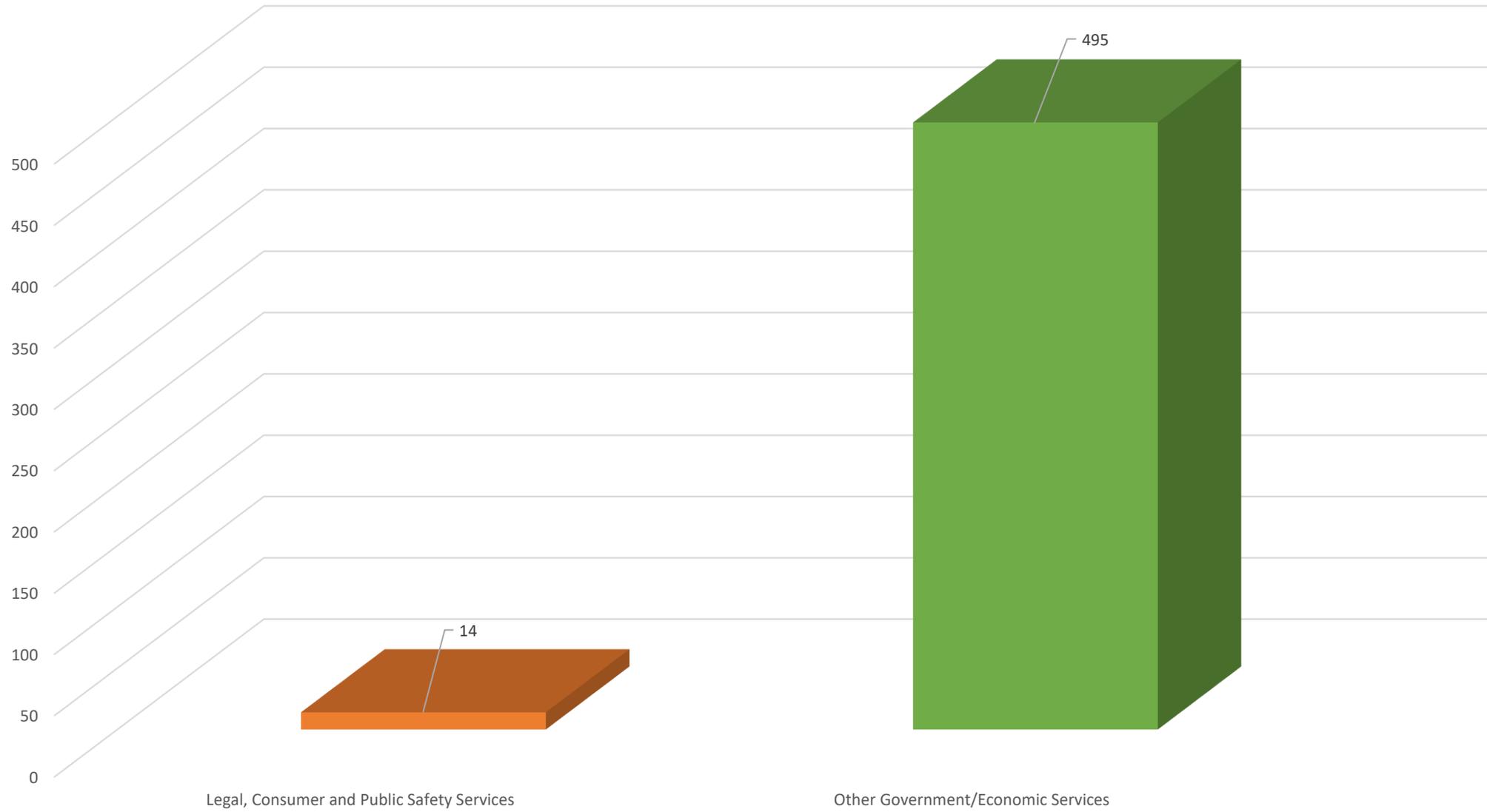
Peoria Cares December 2023 Complaint Status (as of 01/04/2024)



There are 61 pending tickets from this reporting period as of 01/04/2023.



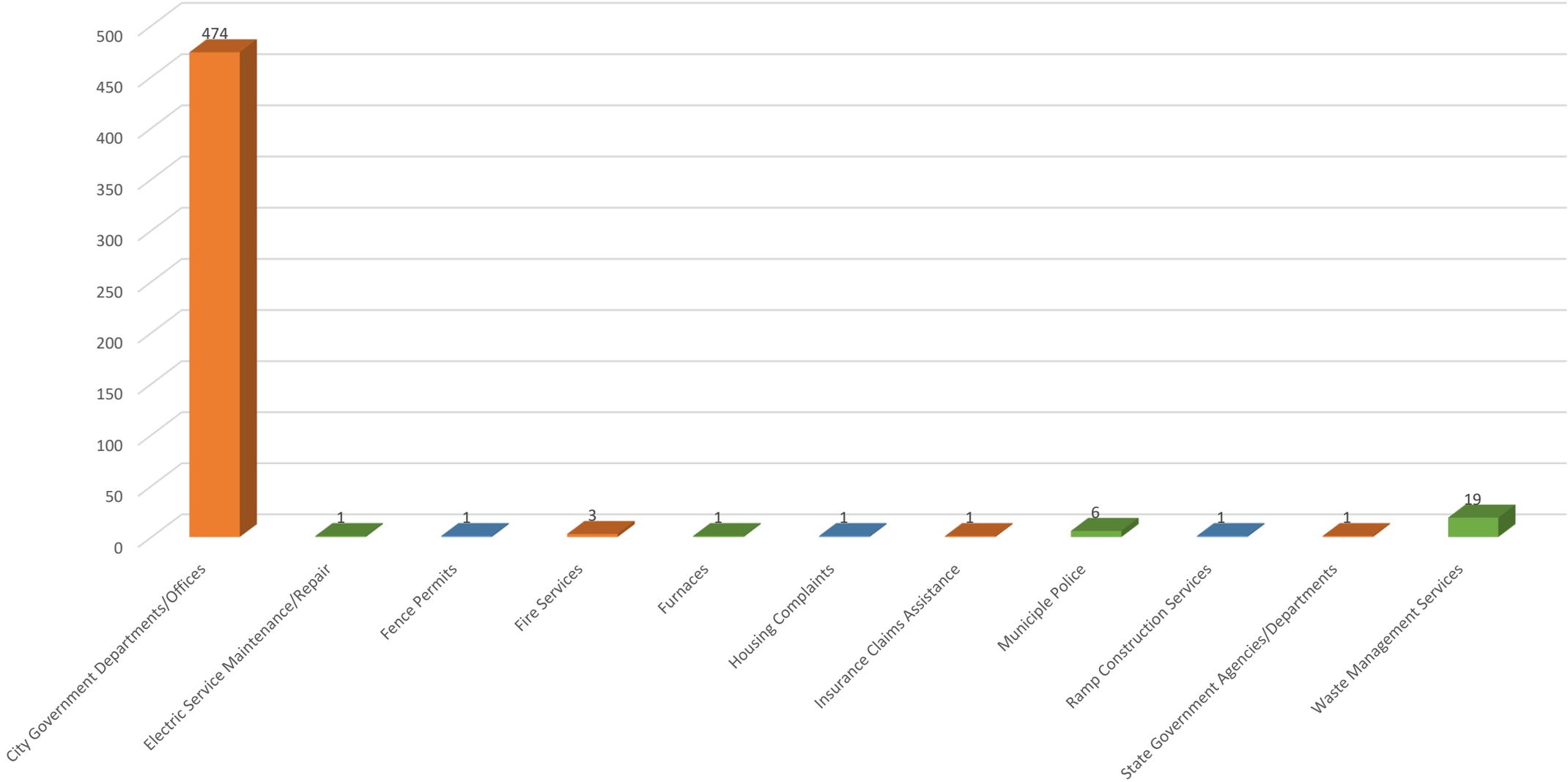
### Overall Need Category of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- December 2023



An additional 509 calls were received that did not fit the Peoria Cares case criteria.

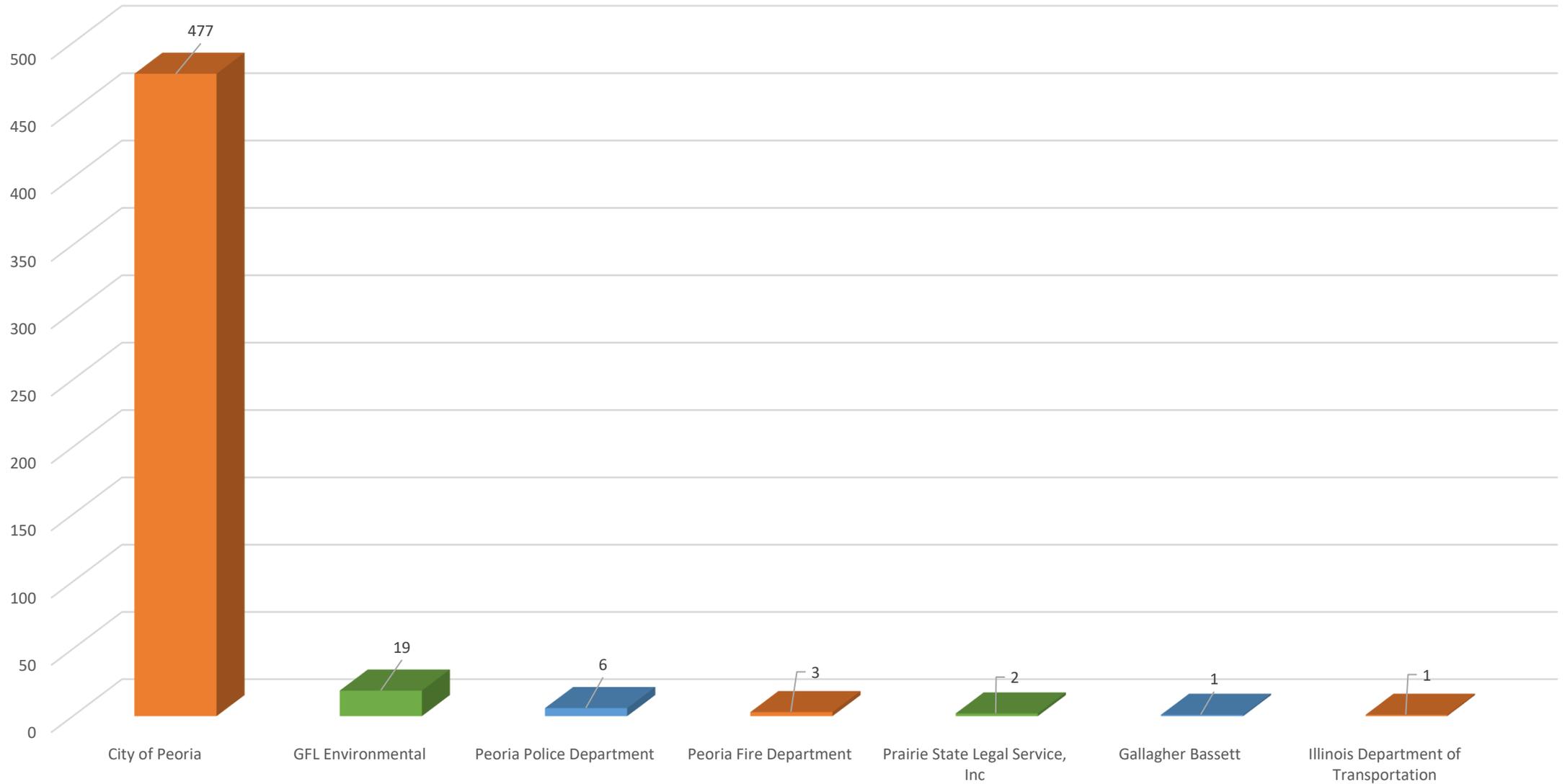


### Service Needs of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- December 2023

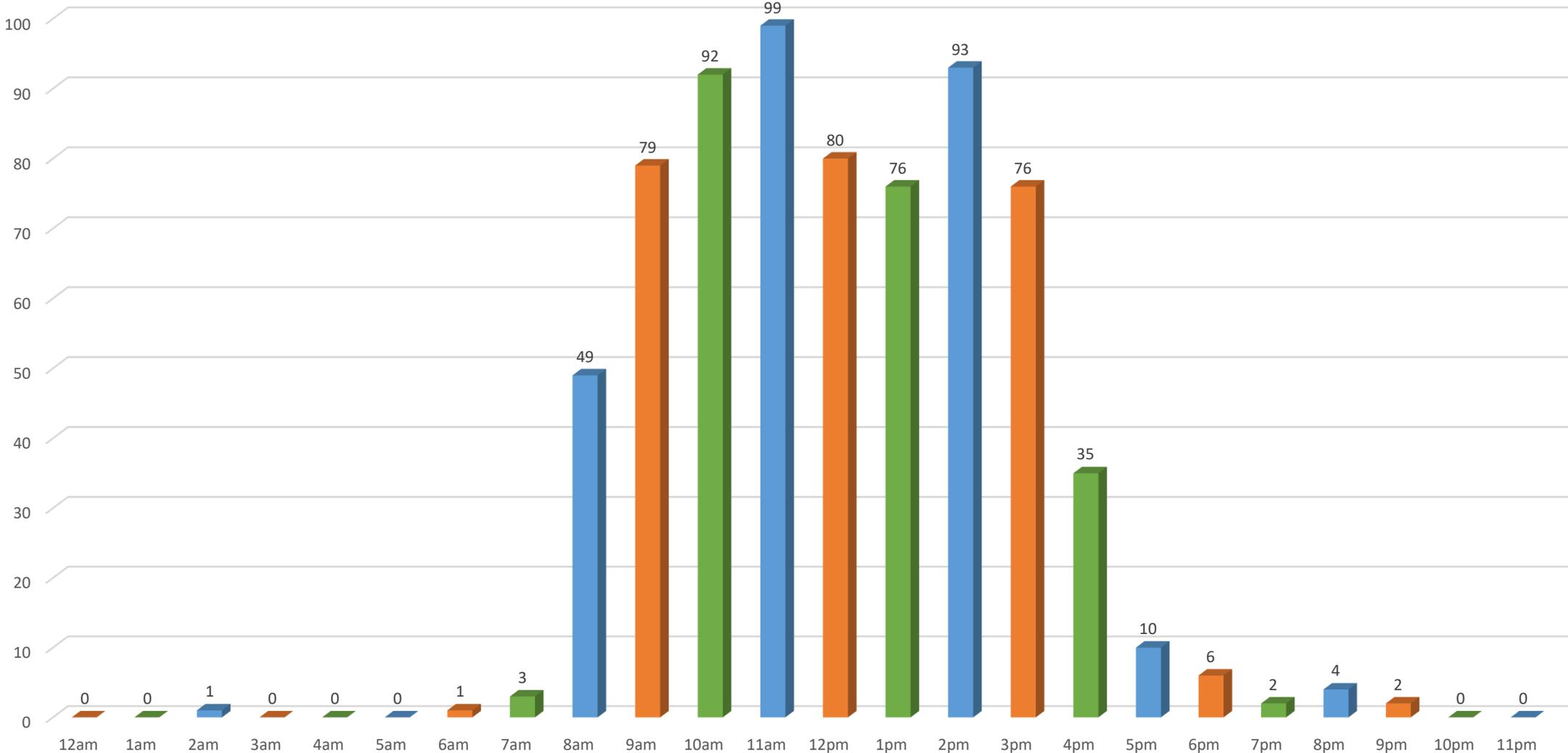


An additional 509 calls were received that did not fit the Peoria Cares case criteria.

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



# Peoria Cares Calls by Time of Day - December 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 – December 2023

DATE	N/A's	TICKETS	TOTAL PC	211 TOTAL	DAY TOTAL	% TICKETS	% DAY TOTAL
1-Dec	52	2	54	33	87	3.70%	900.00%
2-Dec	1	1	2	4	6	50.00%	2.30%
3-Dec	3	0	3	8	11	0.00%	27.27%
4-Dec	41	4	45	44	89	8.89%	50.56%
5-Dec	35	10	45	27	72	22.22%	62.50%
6-Dec	42	0	42	32	74	0.00%	56.76%
7-Dec	44	5	49	36	85	10.20%	57.65%
8-Dec	31	6	37	27	64	16.22%	57.81%
9-Dec	2	2	4	7	11	50.00%	36.36%
10-Dec	2	0	2	2	4	0.00%	50.00%
11-Dec	38	8	46	36	82	17.39%	56.10%
12-Dec	30	6	36	31	67	16.67%	53.73%
13-Dec	37	3	40	39	79	7.50%	50.63%
14-Dec	31	4	35	28	63	11.43%	55.56%
15-Dec	29	9	38	33	71	23.68%	53.52%
16-Dec	1	1	2	9	11	50.00%	18.18%
17-Dec	1	0	1	1	2	0.00%	50.00%
18-Dec	48	5	53	33	86	9.43%	61.63%
19-Dec	18	6	24	30	54	25.00%	44.44%
20-Dec	28	8	36	45	81	22.22%	44.44%
21-Dec	23	7	30	31	61	23.33%	49.18%
22-Dec	17	2	19	18	37	10.53%	51.35%
23-Dec	4	0	4	7	11	0.00%	36.36%
24-Dec	3	0	3	9	12	0.00%	25.00%
25-Dec	0	0	0	3	3	0.00%	0.00%
26-Dec	32	4	36	23	59	11.11%	61.02%
27-Dec	39	8	47	18	65	17.02%	72.31%
28-Dec	42	6	48	27	75	12.50%	64.00%
29-Dec	33	5	38	28	66	13.16%	57.58%
30-Dec	4	0	4	5	9	0.00%	44.44%
31-Dec	1	0	1	1	2	0.00%	50.00%
	<b>712</b>	<b>112</b>	<b>824</b>	<b>675</b>	<b>1499</b>	<b>13.94%</b>	<b>74.22%</b>

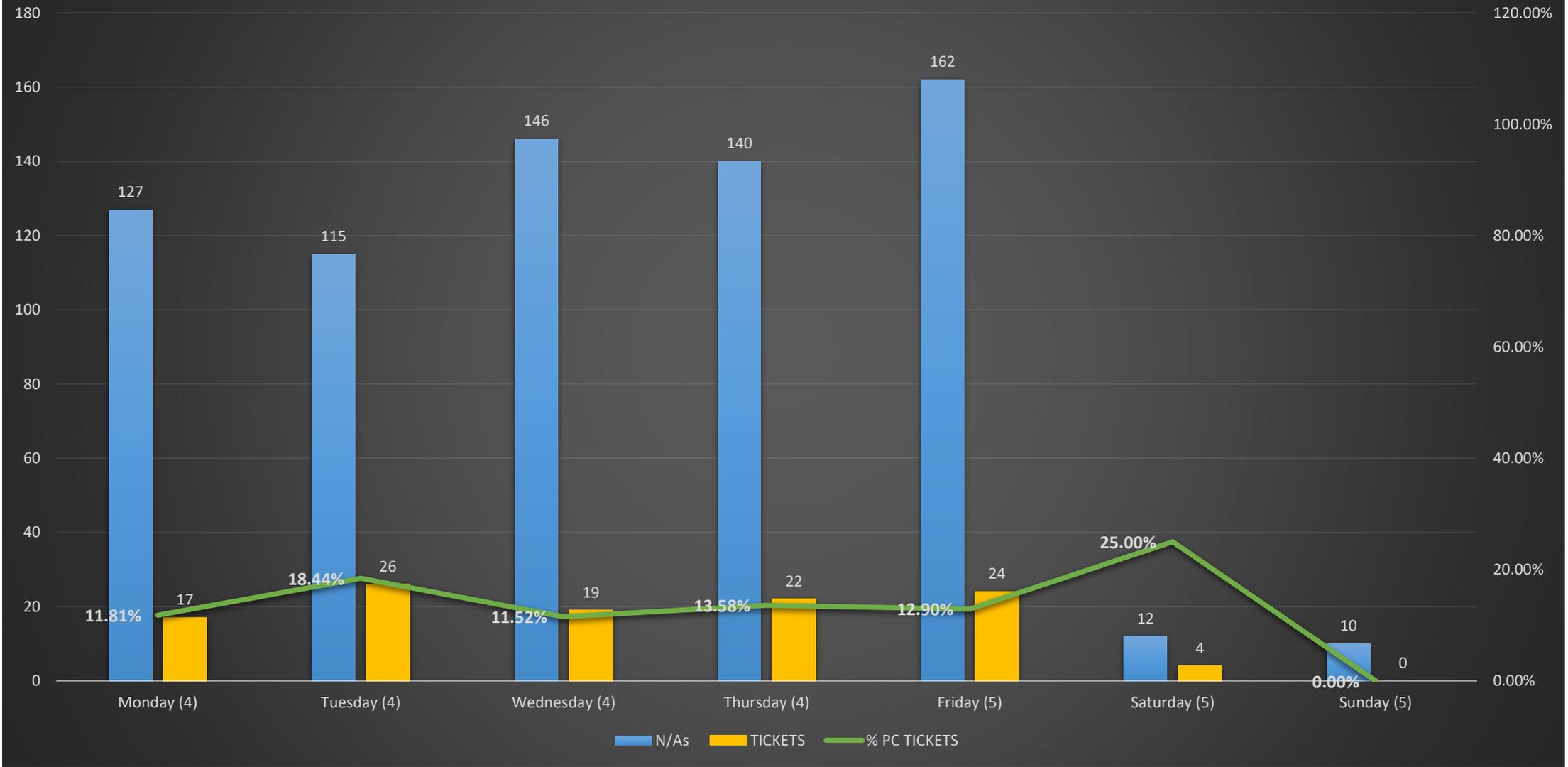
DAY OF WEEK	N/As	TICKETS	TOTAL PC	% PC TICKETS
Monday (4)	127	17	144	11.81%
Tuesday (4)	115	26	141	18.44%
Wednesday (4)	146	19	165	11.52%
Thursday (4)	140	22	162	13.58%
Friday (5)	162	24	186	12.90%
Saturday (5)	12	4	16	25.00%
Sunday (5)	10	0	10	0.00%

- 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-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 - December 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.