



**OFFICE OF THE CITY MANAGER**



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

**FROM: Patrick Urich, City Manager** 

**DATE: April 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.

**Community Development Department - 2024 Great American Cleanup Scheduled for Saturday, April 27**

The 2024 Great American Cleanup is scheduled for Saturday, April 27th, 2024, from 8:00 AM – 12:00 PM. This is an annual event where neighborhoods across the city of Peoria participate in a national effort to make our communities cleaner, more connected, and more beautiful.

Neighborhood associations and homeowner associations can request a dumpster, cleanup supplies, and volunteers to help with their community cleanup online at [the Great American Cleanup page](#). There are twenty (20) dumpsters available on a first come, first serve basis.

For more information on the Great American Cleanup, please contact Neighborhood Enhancement Coordinator Kaylee Drea at 309-494-8624 or [by email](#).

**Community Development - City of Peoria Accepting Down Payment Assistance Applications**

The Down Payment Assistance Program is open and the city of Peoria is accepting applications on a rolling basis.

The Down Payment Assistance Program provides help to prospective homeowners to purchase a home in a [Qualified Census Tract](#) (QCT) within the City of Peoria.

Homebuyers purchasing a house that is currently owner-occupied are eligible for a maximum of \$5,000. Homebuyers purchasing a house that is currently a rental property are eligible for a maximum of \$10,000.

**To qualify for the Down Payment Assistance Program, applicants must:**

- Have a signed contract for a single-family home with a purchase price at or below \$125,000
- Be approved for a primary mortgage
- Have a closing company or attorney with a closing date
- Cannot owe the City any fines, fees, or taxes

Visit the [Down Payment Assistance Program page](#) to find out if your future home is in a QCT and apply or call the Development Center at 309-494-8600 for more information.

### **Peoria Fire Department –Women’s Fire Service Leadership Conference**

On Saturday, April 6, the Peoria Fire Department hosted the 2024 Fire Service Leadership Conference at the PFD Training Tower located at 7130 N Galena Rd, Peoria, IL 61615. This conference focused on bringing together women within the firefighting profession and was led by Commissioner Nance-Holt of the Chicago Fire Department. The Fire Service Women of Illinois are dedicated to education, advancement, and networking of women within the fire and emergency profession. This conference highlighted guest speakers, promotion assessment tips and tricks, as well as in-person Q& A with fire service leaders. All six (6) of the female firefighters from the PFD were in attendance.

### **Peoria Public Works- Jefferson/Adams Conversion - Median removal on Kumpf Boulevard**

Median removal work on N William Kumpf Boulevard near the intersection of SW Jefferson Avenue will begin this week. Drivers should be mindful of lane restrictions in the area. Sidewalk removal work will also begin this week near 332 SW Adams Street at the intersection of Harrison Street.

Sidewalk removal work has begun at the intersection of SW Adams Street and Hamilton Boulevard. This work is occurring in conjunction with the ongoing sidewalk work at the intersections of Liberty Street, Fulton Street, and Main Street along SW Adams Street.

Sidewalks near 100, 200, and 300 SW Adams Street, and 200 NE Adams Street are closed. Pedestrians should continue to use caution near these closures and cross the street at the next available intersection. The sidewalk work near 400 SW Adams Street at the intersection of Harrison 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

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parking. **If parking meters are bagged with “No Parking” signs, drivers should not park at those spots.**

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.

Drivers should be mindful of workers in the area and watch for no parking areas. Extra caution should be exercised in the area.

### **Peoria Public Works – Mulch Giveaway Dates**

#### **Public Works sets three dates for free mulch giveaways**

*City of Peoria and Peoria County residents can get free mulch on April 20, 27, and May 4*

The City of Peoria Department of Public Works annual free mulch giveaways will be from 8 am to 1 pm on Saturday, April 20, Saturday, April 27, and Saturday, May 4, at the Public Works Facility, 3505 N. Dries Lane.

Mulch will be available on a first-come, first-serve basis and is for City of Peoria and Peoria County residents. Staff will be available to assist in loading mulch into trucks and trailers. Anyone who would like to hand-load their mulch are encouraged to bring gloves, shovels, and containers.

There is no limit on how much residents can take. If mulch remains after the third giveaway on May 4, community members are welcome to visit the Public Works Facility for hand-loading only.

For more information about the free mulch events, contact Public Works at 309-494-8800.

#### Community Development Weekly Report

- Please see attached

ECC Monthly Report

- Please see attached

Peoria Cares Monthly Report

- Please see attached

# WEEKLY DEVELOPMENT ACTIVITY REPORT

## CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT

**Date: 04/04/2024 - 04/10/2024**

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            | 12            |
| Development Center Permits Issued | 60           | 772           |
| Total Value of Development        | \$ 3,153,206 | \$ 35,014,328 |

### 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 inquiries.

| Plan/Permit #  | Address               | Type                    | Description                              | Council District | Planner Assigned |
|----------------|-----------------------|-------------------------|--|------------------|------------------|
| COM-12151-2024 | 617 Main St           | Commercial Alteration   | Int./Ext. Alt. – Neon Bison              | 2                | JN               |
| COM-12149-2024 | 2421 N Atlantic Ave   | Commercial Alteration   | Int. Alt. – Atlantic Convenience Store   | 3                | KW               |
| COM-12126-2024 | 2421 W Townline Rd    | Commercial Alteration   | Ext. Alt. – Brewers Distribution Company | 5                | JR               |
| COM-12160-2024 | 3724 N New York Ave   | Commercial Alteration   | Cell Tower Alteration                    | 3                | KW               |
| ZBA-1802-2024  | 5608 W Beth Ct        | Zoning Board of Appeals | Major Variance                           | 4                | JR               |
| ZBA-1806-2024  | 10914 N Northtrail Dr | Zoning Board of Appeals | Major Variance                           | 5                | JR               |
| ZBA-1805-2024  | 10204 N Forrest Dr    | Zoning Board of Appeals | Minor Variance                           | 5                | JR               |

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

|                |   |                         |                         |   |    |
|----------------|---|-------------------------|-------------------------|---|----|
| SUBD-1801-2024 | Intersection of Knoxville Ave/<br>Grandridge Dr | Subdivision             | Residential Subdivision | 5 | LA |
| ZBA-1794-2024  | 8823 N Industrial Rd                            | Zoning Board of Appeals | Major Variance          | 5 | JR |

**Additional Activity**

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

| Plan/Permit #   | Address             | Type           | Description   | Council District | Planner Assigned |
|-----------------|---------------------|----------------|---|------------------|------------------|
| SIGN-12126-2024 | 7301 N Allen Rd     | Permanent Sign | Install one freestanding sign – Lexus of Peoria     | 5                | JR               |
| SIGN-12145-2024 | 4726 N Sterling Dr  | Permanent Sign | Install one freestanding sign – Country Financial   | 4                | JR               |
| SIGN-12154-2024 | 101 Liberty St      | Permanent Sign | Install one wall sign – Ardor Breads and Provisions | 2                | JN               |
| SIGN-12142-2024 | 1 Edmund St         | Permanent Sign | Install one wall sign – Biourja                     | 1                | JN               |
| SIGN-12165-2024 | 3311 N Sterling Ave | Permanent Sign | Install one wall sign – Illinois Drivers Insurance  | 1                | 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 |
|---------|------|---------------|------------------|
| -       |      |               |                  |

**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 |
| 18-18-156-018         | 2704 W Marquette St    | 1                | Private - Planned         |
| 18-17-132-024         | 931 S Shelley St       | 1                | Private - Planned         |
| 18-17-102-031         | 811 S Blaine St        | 1                | Private - Planned         |
| 18-17-131-012         | 810 S Louisa St        | 1                | City - Planned            |
| 18-04-428-003         | 606 E Pennsylvania Ave | 3                | City - Planned            |

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

**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 |
|---------|---------------|-------------|------------------|
| -       |               |             |                  |

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

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



March 2024

|  | JAN    | FEB    | MAR    | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | TOTAL  | 2023 Totals |
|--|--------|--------|--------|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|-------------|
| Landbased 9-1-1 Calls                    | 993    | 902    | 968    |     |     |     |     |     |     |     |     |     | 2,863  | 12,270      |
| Wireless 9-1-1 Calls                     | 9,264  | 8,500  | 8,933  |     |     |     |     |     |     |     |     |     | 26,697 | 118,679     |
| Text To 9-1-1 Calls                      | 34     | 38     | 23     |     |     |     |     |     |     |     |     |     | 95     | 475         |
| <b>TOTAL 9-1-1 CALLS</b>                 | 10,291 | 9,440  | 9,924  | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 29,655 | 131,424     |
| Peoria Police Incoming Calls             | 8,249  | 8,533  | 9,128  |     |     |     |     |     |     |     |     |     | 25,910 | 125,741     |
| Peoria Heights Police Incoming           | 601    | 565    | 538    |     |     |     |     |     |     |     |     |     | 1,704  | 7,615       |
| Peoria Heights Lobby Calls               | 70     | 44     | 60     |     |     |     |     |     |     |     |     |     | 174    | 840         |
| Chillicothe Police Incoming Calls        | 368    | 429    | 414    |     |     |     |     |     |     |     |     |     | 1,211  | 7,443       |
| Chillicothe Lobby Calls                  | 73     | 94     | 140    |     |     |     |     |     |     |     |     |     | 307    | 2,159       |
| Sheriff's Police Incoming Calls          | 1,581  | 1,645  | 1,907  |     |     |     |     |     |     |     |     |     | 5,133  | 22,623      |
| <b>TOTAL POLICE INCOMING CALLS</b>       | 10,942 | 11,310 | 12,187 | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 34,439 | 166,421     |
| Volunteer Fire/EMS toll free calls       | 7      | 11     | 12     |     |     |     |     |     |     |     |     |     | 30     | 124         |
| Peoria Heights Fire Incoming Calls       | 7      | 6      | 9      |     |     |     |     |     |     |     |     |     | 22     | 115         |
| Peoria Fire Incoming Calls               | 521    | 401    | 483    |     |     |     |     |     |     |     |     |     | 1,405  | 6,934       |
| <b>TOTAL FIRE INCOMING CALLS</b>         | 535    | 418    | 504    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1,457  | 7,173       |
| Operator Assist Calls/Alarm Calls        | 997    | 753    | 789    |     |     |     |     |     |     |     |     |     | 2,539  | 11,677      |
| Ambulance Incoming Calls                 | 51     | 53     | 43     |     |     |     |     |     |     |     |     |     | 147    | 639         |
| ECC Supervisor Incoming Calls            | 490    | 403    | 469    |     |     |     |     |     |     |     |     |     | 1,362  | 4,758       |
| Richwoods Dispatcher Incoming Calls      | 67     | 72     | 56     |     |     |     |     |     |     |     |     |     | 195    | 892         |
| Downtown Dispatcher Incoming Calls       | 67     | 61     | 50     |     |     |     |     |     |     |     |     |     | 178    | 1,125       |
| Prep 2 Dispatcher Incoming Calls         | 1,710  | 1,888  | 1,681  |     |     |     |     |     |     |     |     |     | 5,279  | 24,462      |
| C-MED Dispatcher Incoming Calls          | 32     | 19     | 24     |     |     |     |     |     |     |     |     |     | 75     | 993         |
| County Sheriff Dispatcher Incoming Calls | 336    | 227    | 249    |     |     |     |     |     |     |     |     |     | 812    | 4,324       |
| Fire Dispatcher Incoming Calls           | 348    | 300    | 337    |     |     |     |     |     |     |     |     |     | 985    | 4,565       |
| OverFlow/Call Taker Incoming Calls       | 63     | 91     | 101    |     |     |     |     |     |     |     |     |     | 255    | 240         |
| <b>TOTAL INCOMING EXTENSION CALLS</b>    | 3,113  | 3,061  | 2,967  | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 9,141  | 41,359      |
| <b>TOTAL OUTGOING EXTENSION CALLS</b>    | 5,125  | 4,251  | 4,350  |     |     |     |     |     |     |     |     |     | 13,726 | 54,166      |
| Peoria Police Dispatches/On view         | 9,065  | 9,303  | 10,274 |     |     |     |     |     |     |     |     |     | 28,642 | 118,641     |
| Peoria Heights Dispatched/On View        | 757    | 791    | 864    |     |     |     |     |     |     |     |     |     | 2,412  | 8,974       |
| Chillicothe Police Dispatches/On view    | 432    | 541    | 590    |     |     |     |     |     |     |     |     |     | 1,563  | 7,487       |
| Peoria County Sheriff Dispatches/On view | 2,933  | 2,637  | 2,753  |     |     |     |     |     |     |     |     |     | 8,323  | 37,408      |
| <b>TOTAL POLICE DISPATCHES/ON VIEW</b>   | 13,187 | 13,272 | 14,481 | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 40,940 | 172,510     |
| Air National Guard Fire Dispatches       | 8      | 2      | 8      |     |     |     |     |     |     |     |     |     | 18     | 67          |
| Akron-Princeville Fire Dispatches        | 28     | 26     | 34     |     |     |     |     |     |     |     |     |     | 88     | 314         |
| Brimfield Fire Dispatches                | 41     | 46     | 36     |     |     |     |     |     |     |     |     |     | 123    | 518         |
| Chillicothe Fire Dispatches              | 75     | 46     | 51     |     |     |     |     |     |     |     |     |     | 172    | 626         |
| Dunlap Fire Dispatches                   | 50     | 36     | 55     |     |     |     |     |     |     |     |     |     | 141    | 505         |
| Elmwood Fire Dispatches                  | 19     | 13     | 20     |     |     |     |     |     |     |     |     |     | 52     | 214         |

|  |       |       |       |   |   |   |   |   |   |   |   |   |       |        |
|--|-------|-------|-------|---|---|---|---|---|---|---|---|---|-------|--------|
| Limestone Fire Dispatches                  | 184   | 146   | 153   |   |   |   |   |   |   |   |   |   | 483   | 1,713  |
| Logan-Trivoli Fire Dispatches              | 47    | 39    | 46    |   |   |   |   |   |   |   |   |   | 132   | 627    |
| Peoria Fire Dispatches                     | 2,440 | 2,669 | 2,273 |   |   |   |   |   |   |   |   |   | 7,382 | 26,681 |
| Peoria Heights Fire Dispatches             | 125   | 103   | 116   |   |   |   |   |   |   |   |   |   | 344   | 1,401  |
| Timber-Hollis Fire Dispatches              | 56    | 27    | 40    |   |   |   |   |   |   |   |   |   | 123   | 530    |
| West Peoria Fire Dispatches                | 71    | 69    | 83    |   |   |   |   |   |   |   |   |   | 223   | 852    |
| MABAS Fire Calls                           | 8     | 4     | 9     |   |   |   |   |   |   |   |   |   | 21    | 57     |
| <b>TOTAL FIRE DISPATCHES</b>               | 3,152 | 3,226 | 2,924 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9,302 | 34,105 |
| AMT Ambulance Dispatches                   | 2,861 | 2,294 | 2,752 |   |   |   |   |   |   |   |   |   | 7,907 | 31,858 |
| APA Ambulance Dispatches                   | 19    | 16    | 25    |   |   |   |   |   |   |   |   |   | 60    | 233    |
| BYE Ambulance Dispatches                   | 54    | 54    | 50    |   |   |   |   |   |   |   |   |   | 158   | 664    |
| <b>TOTAL AMBULANCE DISPATCHES</b>          | 2,934 | 2,364 | 2,827 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8,125 | 32,755 |
| Peoria County Coroner Incoming Calls       | 186   | 176   | 182   |   |   |   |   |   |   |   |   |   | 544   | 1,921  |
| Community Messaging System Call-outs       | 17    | 8     | 14    |   |   |   |   |   |   |   |   |   | 39    | 196    |
| CD Requests from State's Attorney's Office | 16    | 16    | 25    |   |   |   |   |   |   |   |   |   | 57    | 132    |
| CD Requests from FOI / Subpoena            | 31    | 14    | 29    |   |   |   |   |   |   |   |   |   | 74    | 200    |
| CD Requests from Inner Departmental        | 4     | 8     | 3     |   |   |   |   |   |   |   |   |   | 15    | 54     |
| <b>Total Number of CD Requests</b>         | 51    | 38    | 57    | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 146   | 386    |
| ILEAS Call Outs                            | 0     | 0     | 0     |   |   |   |   |   |   |   |   |   | 0     | 0      |
| JULIE Dig                                  | 92    | 68    | 52    |   |   |   |   |   |   |   |   |   | 212   | 626    |
| Peoria Cares Cases/SeeClickFix             | 5     | 26    | 21    |   |   |   |   |   |   |   |   |   | 52    | 481    |
| Premise Alerts                             | 59    | 57    | 47    |   |   |   |   |   |   |   |   |   | 163   | 630    |
| PAWS                                       | 342   | 278   | 512   |   |   |   |   |   |   |   |   |   | 1,132 | 5,932  |
| Illinois State Police                      | 249   | 192   | 185   |   |   |   |   |   |   |   |   |   | 626   | 3,281  |
| Ameren                                     | 78    | 62    | 71    |   |   |   |   |   |   |   |   |   | 211   | 1,617  |

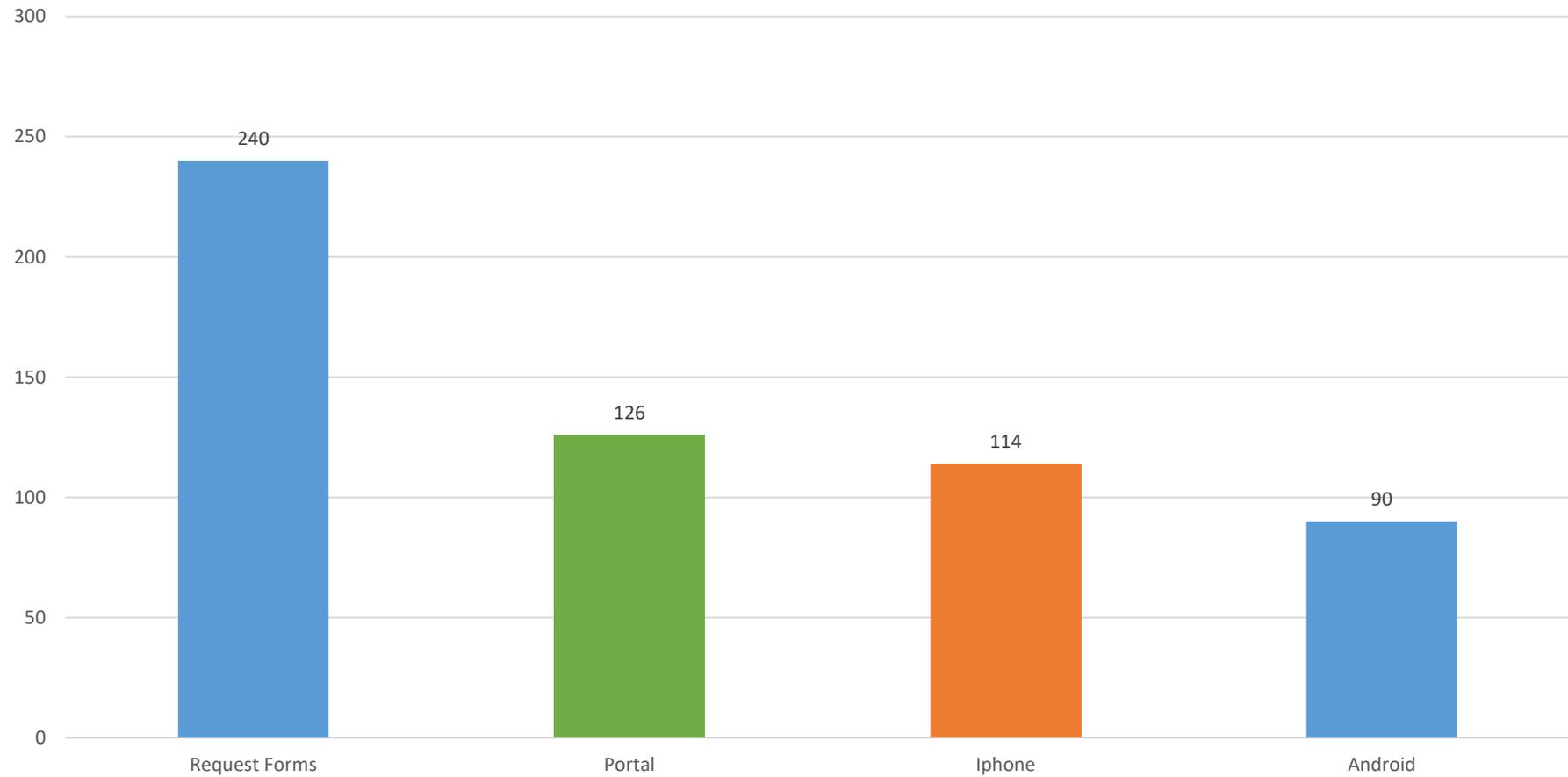
# *Peoria Cares*



## *2024 Monthly Report*

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

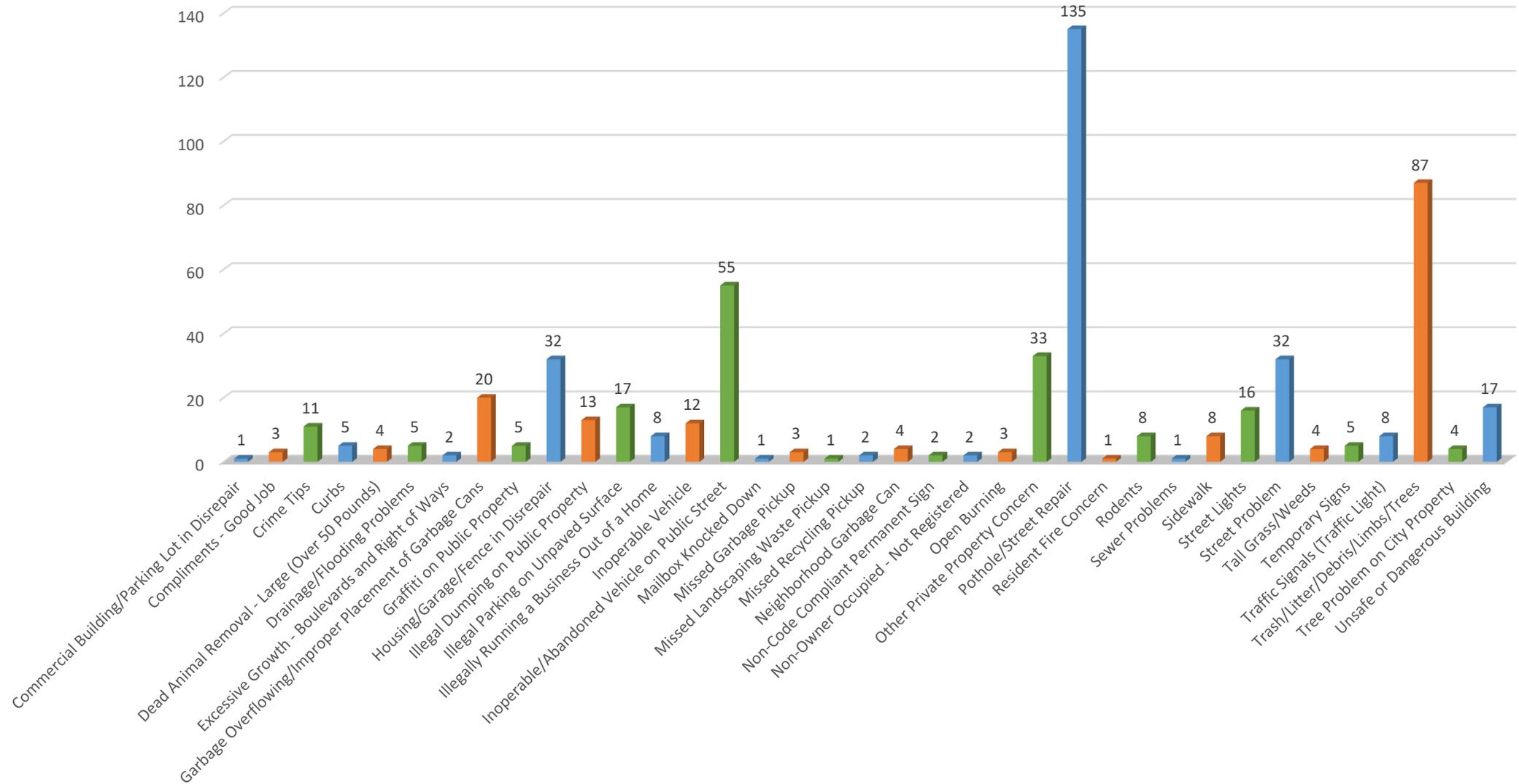
## Peoria Cares Communication Transactions During the Month of March 2024



Total number of cases received: 570



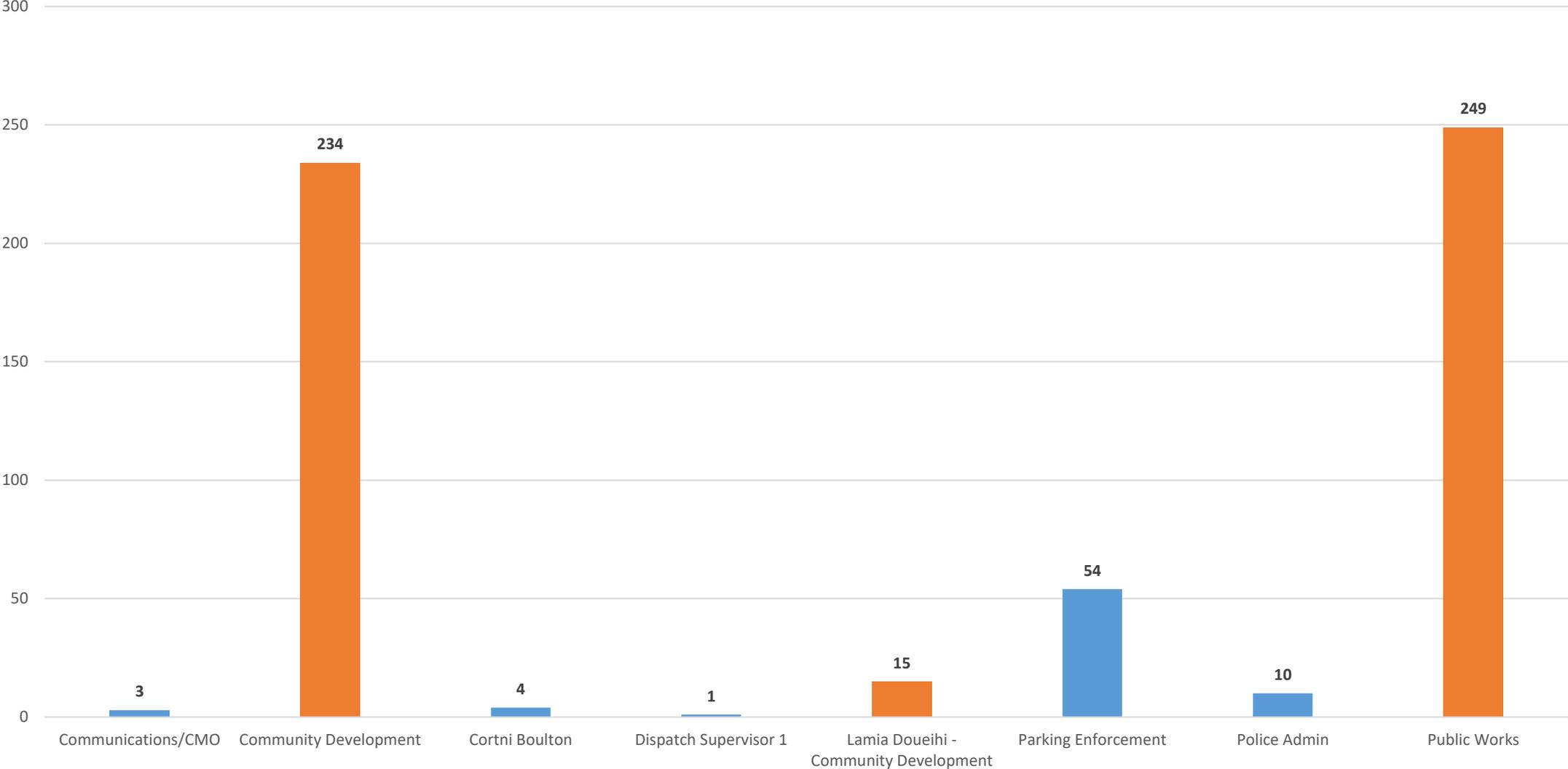
## Peoria Cares March 2024 Complaints by Category



Total number of cases received: 570



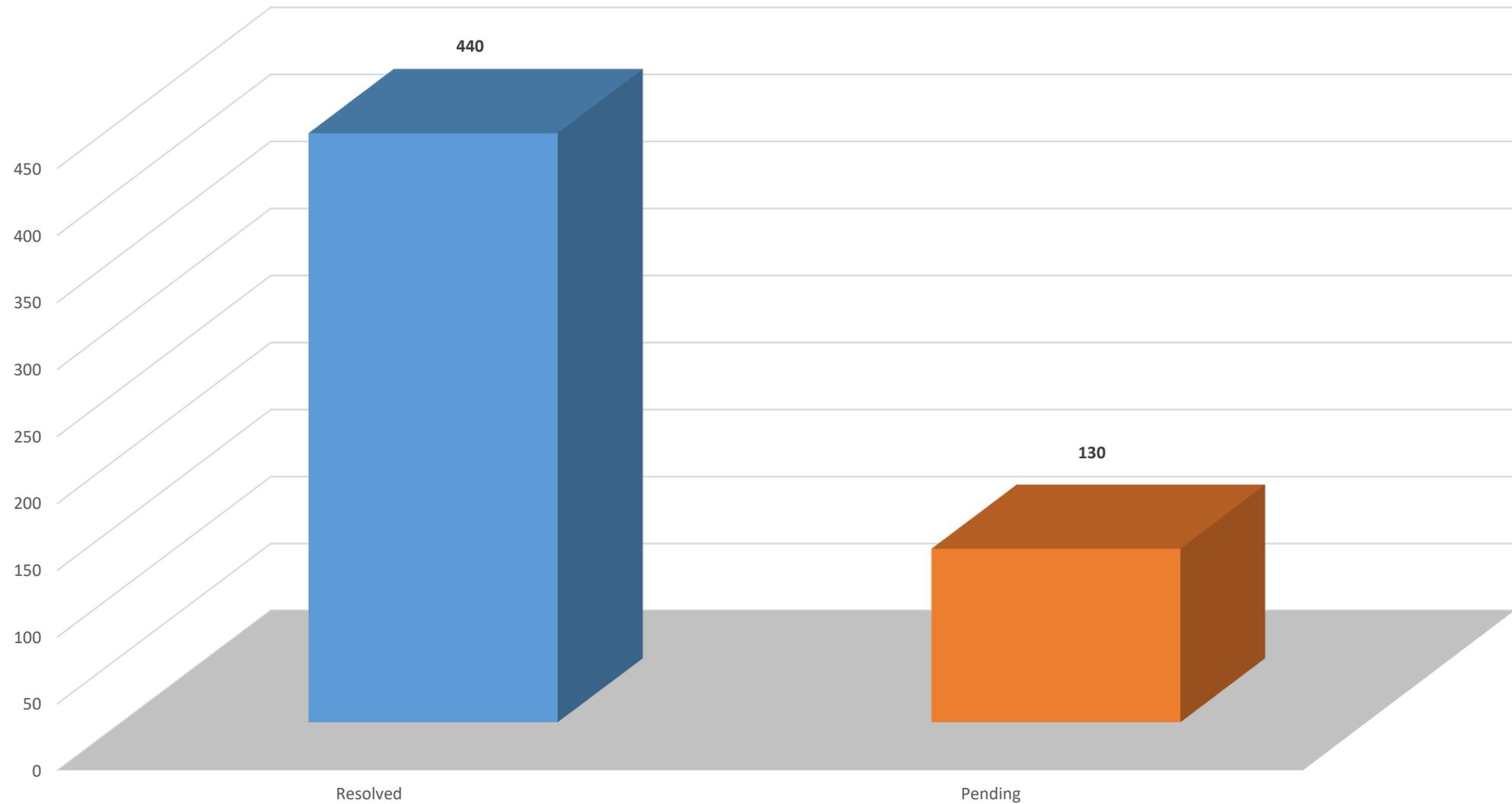
### Peoria Cares March 2024 Complaints by Department



Total number of cases received: 570



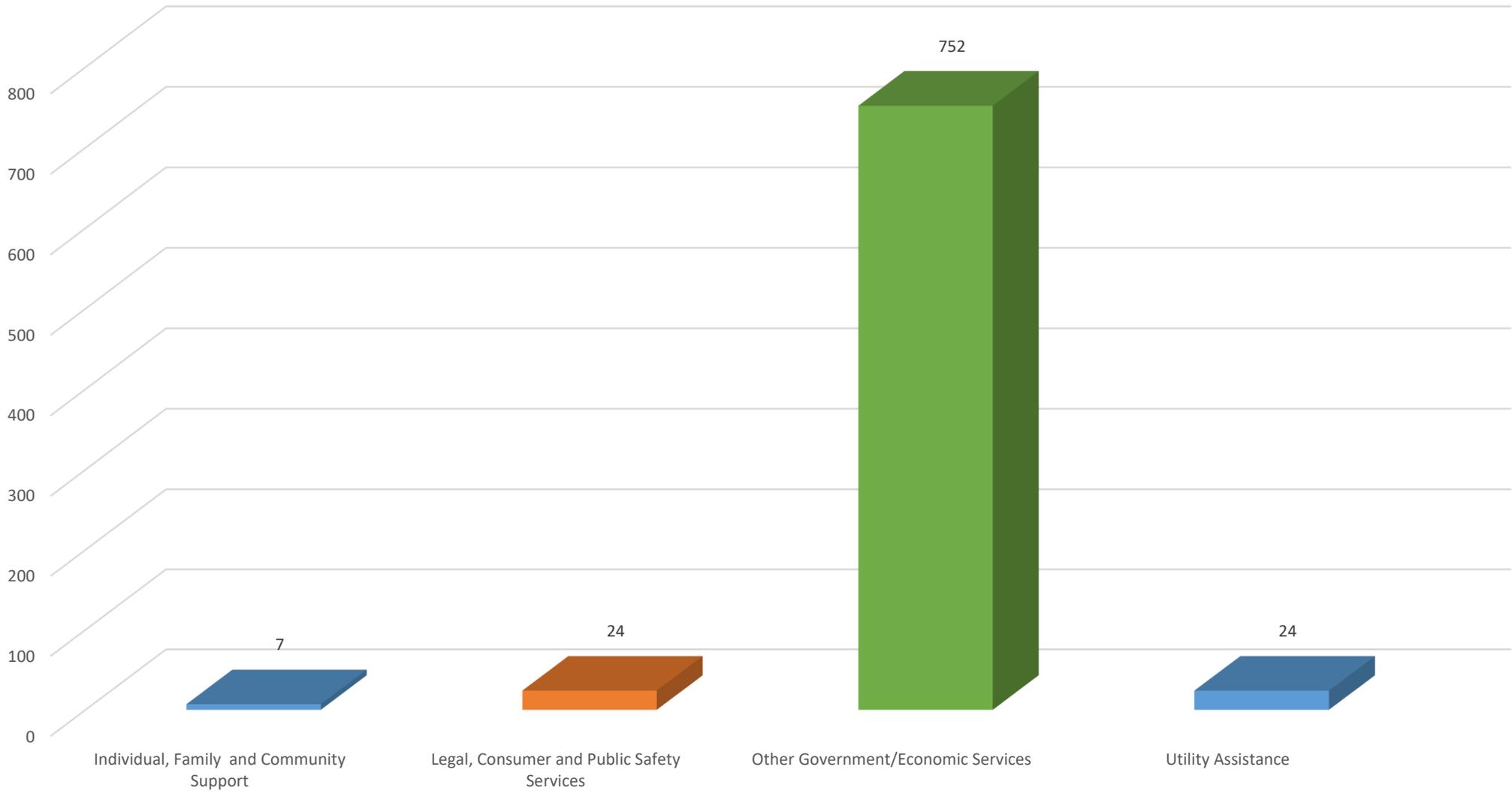
### Peoria Cares March 2024 Complaint Status (as of 4/2/24)



There are 130 pending tickets from this reporting period as of 04/02/2024.



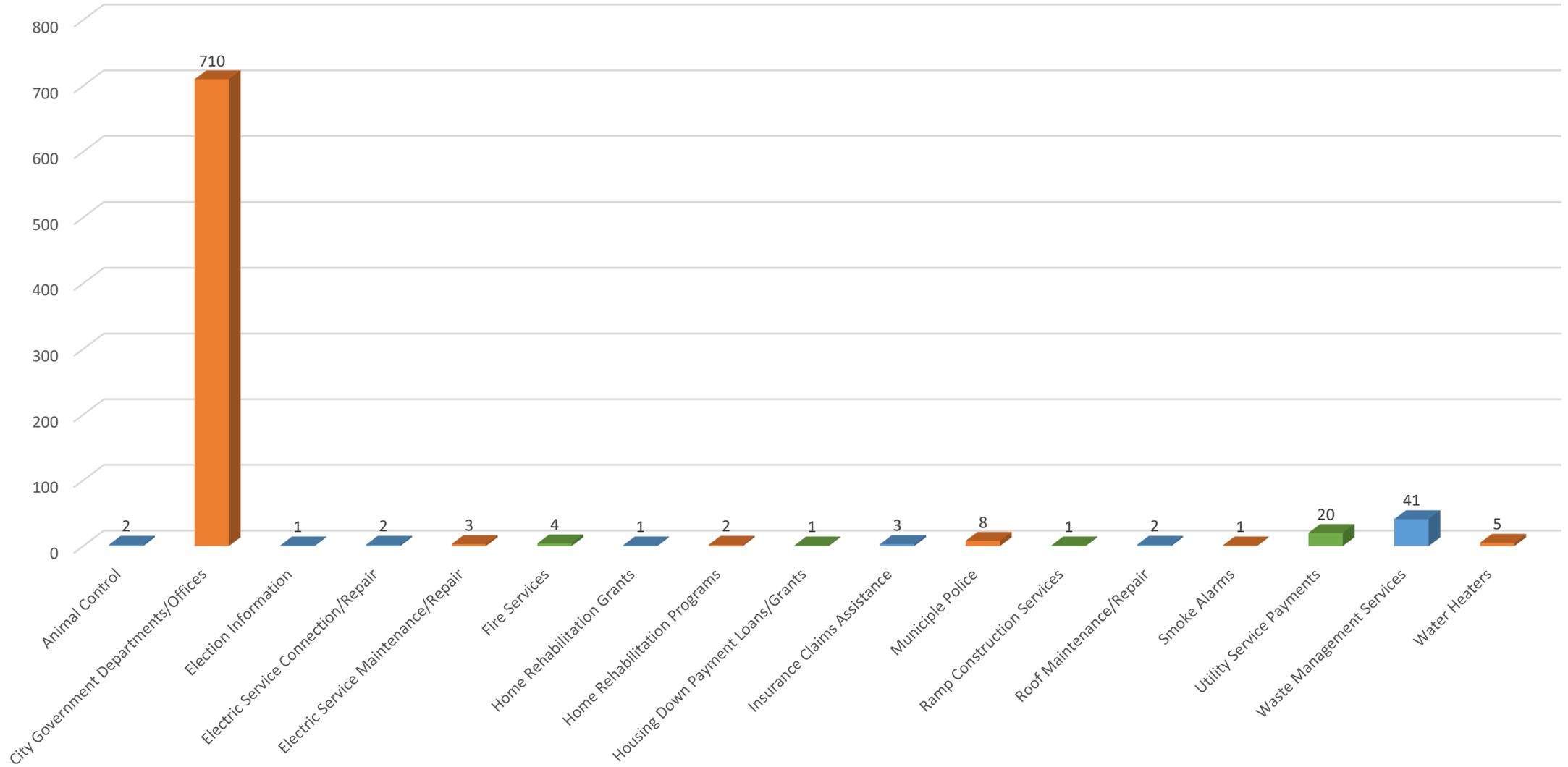
### Overall Need Category of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- March 2024



An additional 807 calls were received that did not fit the Peoria Cares case criteria.

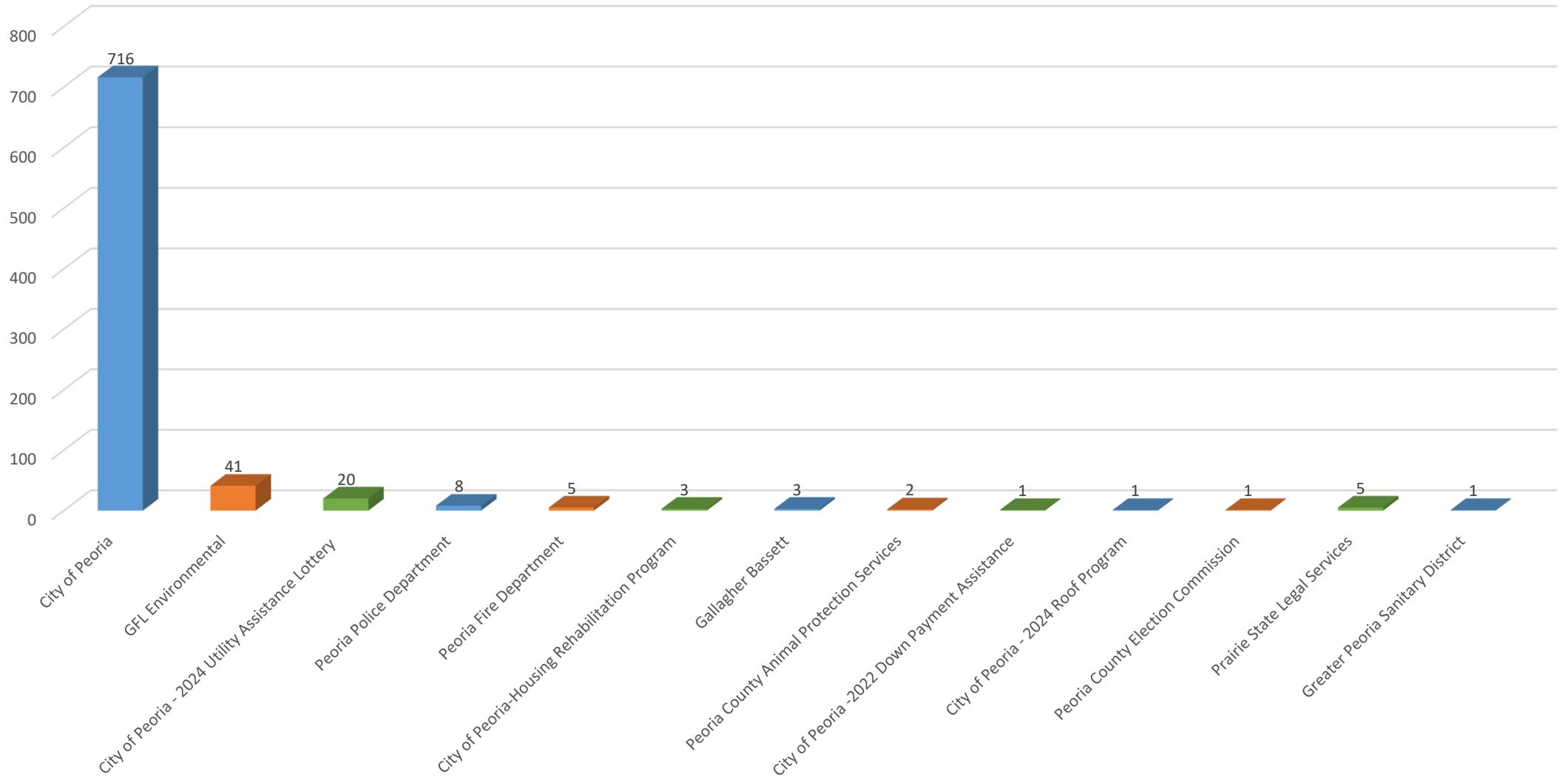


## Service Needs of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- March 2024

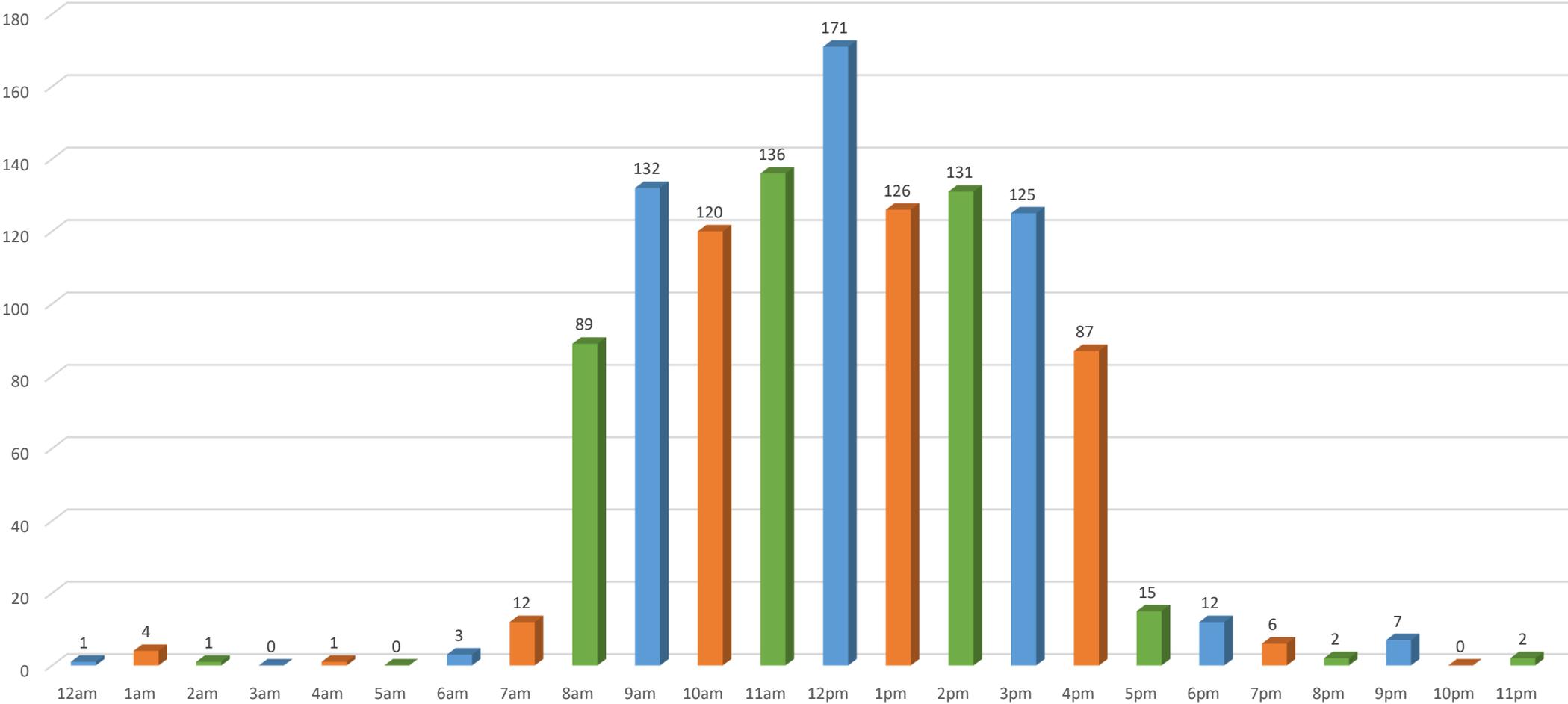


An additional 807 calls were received that did not fit the Peoria Cares case criteria.

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



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

| DATE   | N/A's       | TICKETS    | TOTAL PC    | 211 TOTAL  | DAY TOTAL   | % TICKETS     | % DAY TOTAL   |
|--------|-------------|------------|-------------|------------|-------------|---------------|---------------|
| 1-Mar  | 62          | 3          | 65          | 23         | 88          | 4.62%         | 73.86%        |
| 2-Mar  | 1           | 3          | 4           | 5          | 9           | 75.00%        | 44.44%        |
| 3-Mar  | 0           | 0          | 0           | 4          | 4           | 0.00%         | 0.00%         |
| 4-Mar  | 88          | 15         | 103         | 22         | 125         | 14.56%        | 82.40%        |
| 5-Mar  | 60          | 5          | 65          | 16         | 81          | 7.69%         | 80.25%        |
| 6-Mar  | 42          | 6          | 48          | 26         | 74          | 12.50%        | 64.86%        |
| 7-Mar  | 52          | 10         | 62          | 23         | 85          | 16.13%        | 72.94%        |
| 8-Mar  | 54          | 9          | 63          | 17         | 80          | 14.29%        | 78.75%        |
| 9-Mar  | 4           | 1          | 5           | 6          | 11          | 20.00%        | 45.45%        |
| 10-Mar | 2           | 1          | 3           | 3          | 6           | 33.33%        | 50.00%        |
| 11-Mar | 67          | 7          | 74          | 34         | 108         | 9.46%         | 68.52%        |
| 12-Mar | 62          | 5          | 67          | 24         | 91          | 7.46%         | 73.63%        |
| 13-Mar | 43          | 10         | 53          | 19         | 72          | 18.87%        | 73.61%        |
| 14-Mar | 51          | 13         | 64          | 26         | 90          | 20.31%        | 71.11%        |
| 15-Mar | 64          | 11         | 75          | 24         | 99          | 14.67%        | 75.76%        |
| 16-Mar | 6           | 1          | 7           | 10         | 17          | 14.29%        | 41.18%        |
| 17-Mar | 3           | 0          | 3           | 7          | 10          | 0.00%         | 30.00%        |
| 18-Mar | 54          | 9          | 63          | 28         | 91          | 14.29%        | 69.23%        |
| 19-Mar | 69          | 8          | 77          | 22         | 99          | 10.39%        | 77.78%        |
| 20-Mar | 56          | 10         | 66          | 26         | 92          | 15.15%        | 71.74%        |
| 21-Mar | 48          | 8          | 56          | 37         | 93          | 14.29%        | 60.22%        |
| 22-Mar | 43          | 5          | 48          | 16         | 64          | 10.42%        | 75.00%        |
| 23-Mar | 5           | 1          | 6           | 6          | 12          | 16.67%        | 50.00%        |
| 24-Mar | 1           | 0          | 1           | 6          | 7           | 0.00%         | 14.29%        |
| 25-Mar | 52          | 12         | 64          | 30         | 94          | 18.75%        | 68.09%        |
| 26-Mar | 45          | 9          | 54          | 32         | 86          | 16.67%        | 62.79%        |
| 27-Mar | 56          | 5          | 61          | 27         | 88          | 8.20%         | 69.32%        |
| 28-Mar | 42          | 8          | 50          | 23         | 73          | 16.00%        | 68.49%        |
| 29-Mar | 43          | 11         | 54          | 23         | 77          | 20.37%        | 70.13%        |
| 30-Mar | 6           | 1          | 7           | 2          | 9           | 14.29%        | 77.78%        |
| 31-Mar | 2           | 0          | 2           | 5          | 7           | 0.00%         | 28.57%        |
|        | <b>1183</b> | <b>187</b> | <b>1370</b> | <b>572</b> | <b>1942</b> | <b>14.79%</b> | <b>60.97%</b> |

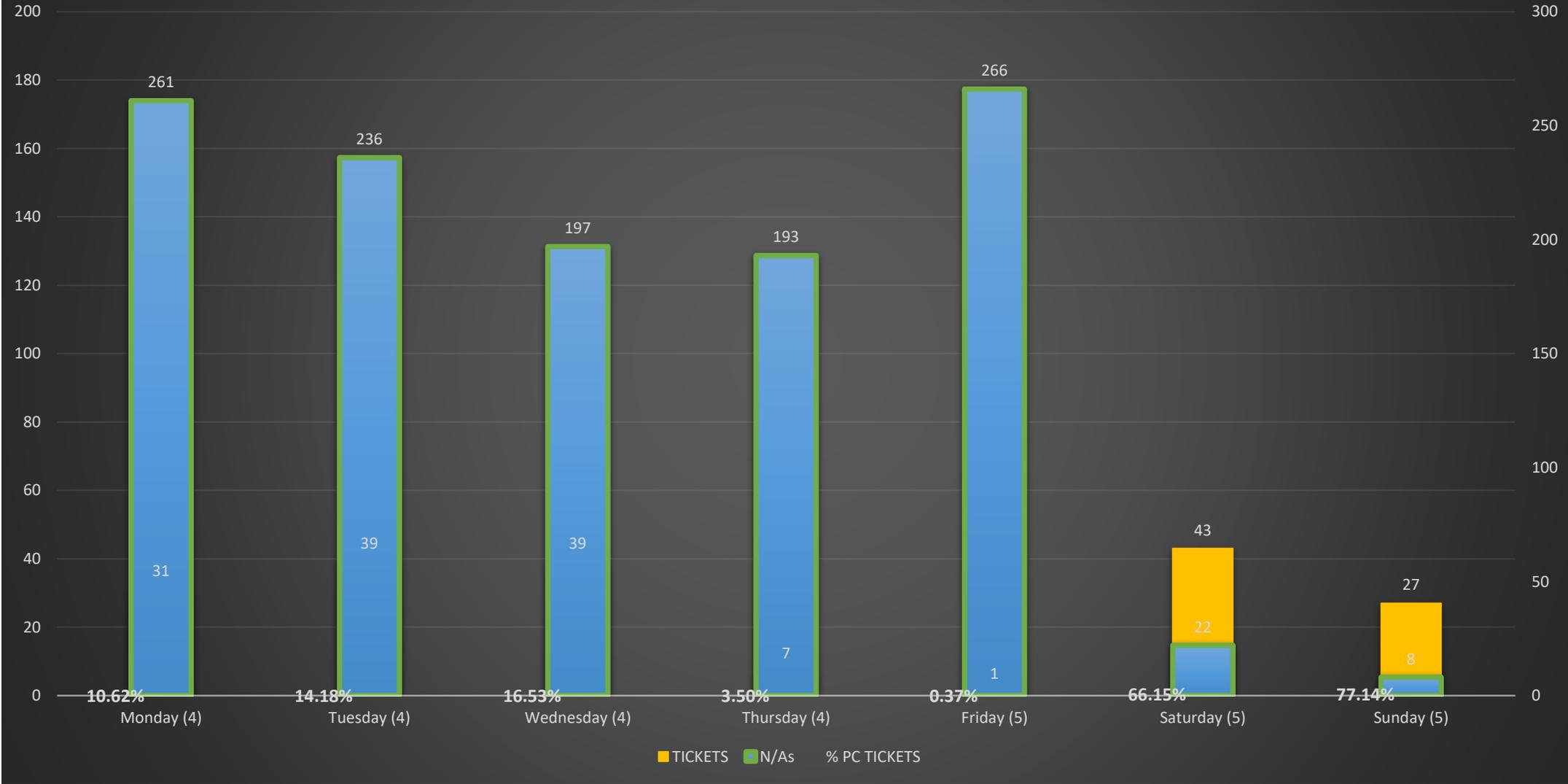
| DAY OF WEEK   | N/As | TICKETS | TOTAL PC | % PC TICKETS |
|---------------|------|---------|----------|--------------|
| Monday (4)    | 261  | 31      | 292      | 10.62%       |
| Tuesday (4)   | 236  | 39      | 275      | 14.18%       |
| Wednesday (4) | 197  | 39      | 236      | 16.53%       |
| Thursday (4)  | 193  | 7       | 200      | 3.50%        |
| Friday (5)    | 266  | 1       | 267      | 0.37%        |
| Saturday (5)  | 22   | 43      | 65       | 66.15%       |
| Sunday (5)    | 8    | 27      | 35       | 77.14%       |

- 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 - March 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.