



OFFICE OF THE CITY MANAGER



TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager *Patrick Urich*

DATE: April 10, 2025

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.

Peoria Fire Department to Celebrate 150 Years of Service on April 29

The Peoria Fire Department is proud to announce its 150th anniversary. To commemorate this milestone, the public is invited to join in the celebration at an open house on Tuesday, April 29, 2025, from 11 a.m.–2 p.m. at Peoria Fire Central, 505 NE Monroe.

The open house will feature station tours, refreshments, and an opportunity to engage with Peoria’s firefighters. Guests will enjoy food, cake, and beverages while exploring the rich history and traditions of the fire service. The event will also include remarks from Fire Chief Sollberger, who will reflect on the department’s evolution and impact on the community.

The poster features a central circular logo with 'PEORIA FIRE DEPARTMENT' around the top edge, '150 Years' in the center, and '1875-2025' on a banner below. The background is a collage of historical photos. At the bottom left is the Peoria Fire Department logo, and at the bottom right is the City of Peoria logo. Text on the right side of the poster lists event details.

OPEN HOUSE

- DATE: April 29
- TIME: 11 a.m.-2 p.m.
- WHERE: Peoria Fire Central House (505 NE Monroe St.)

The Peoria Fire Department traces its roots to December 22, 1845, when the City Council first recognized the city’s volunteer firefighters. Over the years, the department grew, acquiring its first fire engine on September 10, 1846. On March 9, 1875, the Peoria City Council formally established a paid, career fire department, appointing Orrin Norton as the first Fire Chief.

Throughout its history, the Peoria Fire Department has courageously battled some of the most devastating fires, including:

- August 1, 1881 – Woolmer’s Distillery explosion and fire, claiming 11 lives.
- November 12, 1911 – The six-story National Hotel fire, a total loss of one of Illinois’ finest hotels.
- March 22, 1929 – Peoria Market fire, where two firefighters and one civilian lost their lives.
- November 23, 1959 – Arion Hotel fire, resulting in four fatalities.
- July 9, 1987 – The 12-story Lehmann Building fire in downtown Peoria, a total loss.

These incidents, along with many others, highlight the bravery and commitment of Peoria’s firefighters throughout the years.

The open house is an opportunity for community members to connect with their local fire service, gain valuable fire safety knowledge, and recognize the dedication of those who have served the community over the years.

Joint Commission on Racial Justice & Equity Program Set for May 1

The Peoria City/County Joint Commission on Racial Justice & Equity will host its annual State of the Commission program on May 1, 2025, at ART Inc., 919 NE Jefferson Ave. in Peoria.

Doors open at 6 p.m., with the program running from 6:30-8 p.m. Heavy hors d’oeuvres, desserts, and beverages will be provided. There is no cost to attend, but RSVPs are recommended at https://bit.ly/commissionRSVP_2025.

The commission will present its highlights from 2024 and plans for 2025. Copies of the new 2024 annual report will be available. Members of the public are welcome and encouraged to attend.

Peoria Mayor Rita Ali and Peoria County Board Chairman James Dillon will present opening remarks. The program will include a town hall style question-and-answer panel featuring commission members and local officials.

JOINT COMMISSION ON RACIAL JUSTICE & EQUITY

STATE OF THE COMMISSION

Learn about the impact the Commission made in the community in 2024 – and what it has in store for 2025!

**THURSDAY
MAY 1, 2025** **PROGRAM
6:30 PM-8 PM**

**Join us at ART Inc.,
919 NE Jefferson Ave.
Doors Open at 6 PM**

RSVP at bit.ly/commissionRSVP_2025

The Joint Commission on Racial Justice & Equity was launched in 2021 to address racially-based disparities in the city of Peoria and Peoria County, and to accelerate efforts to institutionalize racial justice and equity within county and city government and advance its adoption across the community.

For more information on the commission, visit <https://www.peoriacounty.gov/1089>.

Community Development to Host Coffee with Code on Wednesday, April 30

The Community Development Department is inviting neighbors to Coffee with Code on Wednesday, April 30 from 4 p.m.-6 p.m. The open house event will be held at the Peoria Public Library Main Library at 107 NE Monroe St. in the lower-level auditorium.

Coffee with Code allows residents and community members to meet their code enforcement inspector, talk to their neighbors, and learn more about Community Development’s grant opportunities. For more information, please contact Kaylee Drea, Community Development Engagement Manager [by email](#) or by calling 309-494-8624.

Community Development – Great American Cleanup Scheduled for Saturday, April 26

The 2025 Great American Cleanup is scheduled for Saturday, April 26, from 8 a.m.–12 p.m. 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 20 dumpsters available on a first-come, first-served basis.

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

Peoria Police Department – Sgt. Scott Goforth Retires

On April 4, after more than 27 years of dedicated service, Sgt. Scott Goforth retired from the Peoria Police Department. The city of Peoria thanks Sgt. Goforth for his service.



Peoria Police Department Celebrates Three Promotions

On April 4, Lt. Matt Lane, Sgt. James Hodges, and Sgt. Brittany Martzluf were promoted to new ranks in front of their families, friends, and fellow officers at the Peoria Police Department.



Peoria Public Works – Free Mulch Giveaway Days Set for April 19, April 26

The city of Peoria Department of Public Works’ annual free mulch giveaway days will held be on Saturday, April 19 and Saturday, April 26, from 8 a.m. to 1 p.m. at the Public Works Facility, 3505 N. Dries Lane.

Mulch will be available for city of Peoria and Peoria County residents on a first-come, first-served basis. There is no limit on the amount of mulch that can be taken. Staff will be available to load mulch into trucks and trailers, and hand-loading will also be available.

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

Peoria Public Works – Jefferson/Adams Conversion Project Update

Sidewalk removal work is starting at the southwest corner of SW Harrison Street and SW Jefferson Avenue. Sidewalks near 400 SW Jefferson Avenue are closed to pedestrian traffic.

The sidewalk work at the southeast corner of SW Jefferson and Harrison Street has been completed. Sidewalks at this corner have been reopened to pedestrian traffic.

Sidewalk work continues at the following intersections:

- The southwest corner of SW Jefferson Avenue and Liberty Street.

- The northwest corner of SW Adams Street and N William Kumpf Boulevard.
- The northeast corner of SW Adams Street and N William Kumpf Boulevard.

As a reminder, when sidewalks are closed, pedestrians should use caution in the area and cross the street at the next available intersection.

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 in 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 Municipal Band Seeking New Instrumentalists, Vocalists for 2025 Season

The Peoria Municipal Band is seeking new instrumentalists and vocalists to perform during their 2025 summer season. Auditions will be conducted in early May.

Instrumentalists for the 2025 summer season are being sought as both full- and part-time members. Musicians must have graduated from high school and possess strong sight-reading skills. The

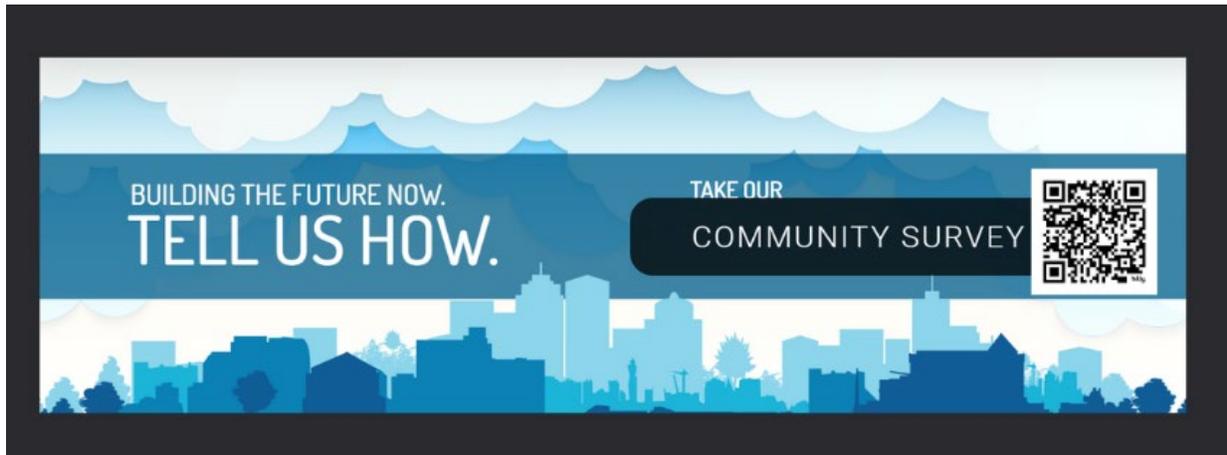
audition consists principally of scales and sight-reading.

Vocalists should be high school graduates and have experience in solo singing. Vocalists may perform literature from the classical repertoire, as well as that of the opera and musical theater. Auditions consist of two solo songs and the National Anthem by memory. To receive an application form and arrange an audition, contact [David Vroman via email](#).

The Peoria Municipal Band is one of the leading community performing ensembles, performing for thousands of people each summer at their concerts in the Warehouse District and in the Glen Oak Amphitheater.



Peoria Public Library – Community Survey Open Until End of April



Peoria Public Library would like a word. From you.

Please help the library with strategic planning by taking a Community Survey – open now through the end of April. Click on [this link](#) and take a few minutes to express how you use the library and how you would *like* to use it.

Peoria Public Schools – Assistant Principal Appreciation Week and Upcoming Events

As we embrace the vibrant month of April, I want to take a moment to recognize and celebrate a remarkable group of leaders who make a tremendous difference in our schools every day—our assistant principals.

This week marks Assistant Principal Appreciation Week, and I invite you to join me in honoring the dedication, leadership, and compassion of our 25 amazing assistant principals. They serve as the vital link between teachers, students, and families, tirelessly working behind the scenes to foster a safe, welcoming, and successful learning environment. Please take a moment this week to express your gratitude to your school’s assistant principal for all the ways they support our students and staff.

In addition to this celebration, I’m excited to share some upcoming events and opportunities: Kindergarten Round-Up will take place on Saturday, April 26, from 10 a.m. to 1 p.m. at the Peoria Zoo. This is a wonderful opportunity for families to meet their child’s future teacher, explore a real school bus, connect with community resources, and enjoy a free visit to the zoo.

Children who are 5 years old on or before September 1 are eligible for kindergarten enrollment. Additionally, children who turn 5 by October 31 may be considered for early entrance to kindergarten. Please note that early entrance applications are due this Friday, April 11. For more details and the enrollment application, visit our website: [Early Entrance Information](#). We are thrilled to welcome new families into our school community and look forward to working together to support all students from day one.

Lastly, don’t miss the chance to witness the incredible talent at Richwoods High School! Join us for the Spring Musical, "Bring It On," showcasing the journey of cheerleading and friendship.

Issues Update
April 10, 2025

Catch the show on Thursday, Friday, or Saturday at 7 p.m. Tickets are \$15 for adults and \$10 for students at the door.

Thank you for your continued support and engagement in our school community!

With gratitude,

A handwritten signature in black ink, reading "Sharon Desmoulin-Kherat". The signature is written in a cursive style with a large initial 'S'.

Dr. Sharon Desmoulin-Kherat, Ed.D

Community Development Weekly Report

- See attached

ECC March Monthly Report

- See attached

Peoria Cares March Monthly Report

- See attached

WEEKLY DEVELOPMENT ACTIVITY REPORT

CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT

Date: 04/03/2025 – 04/09/2025

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	32
Development Center Permits Issued	44	688
Total Value of Development	\$645,398	\$83,516,484

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 738-2025	2412 N Sheridan Rd	Commercial Alteration	Roof Repair – Coopers Express	2	KW
COM 739-2025	823 NE Jefferson Ave	Commercial Alteration	Certificate of Occupancy – El Habanero Campechano Inc	3	KW
COM 741-2025	7014, 7020, 7024, 7030, 7034 N Stalworth Dr	Commercial Accessory Structure	EV Chargers – Summershade Apartments	4	JR
RES 749-2025	2716 W Woods Edge Dr	New Residential	New Single-Family Home (Lot 23)	4	JR

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
-	-	-	-	-	-

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
14-34-359-004	1912 N Maryland Ave	3	Side Lot Program

Properties Demolished			
Parcel Number	Address	Council District	Ownership Type and Reason
18-17-301-010	1305 S Greenlawn Ave	1	City - Planned
18-08-266-003	1008 W Adrian G Hinton Ave	1	City - Planned
18-17-326-003	2814 SW Jefferson Ave	1	City - Planned
18-08-251-012	1118 W Fourth Ave	1	City - Planned

5. Peoria City/County Health Department License Information

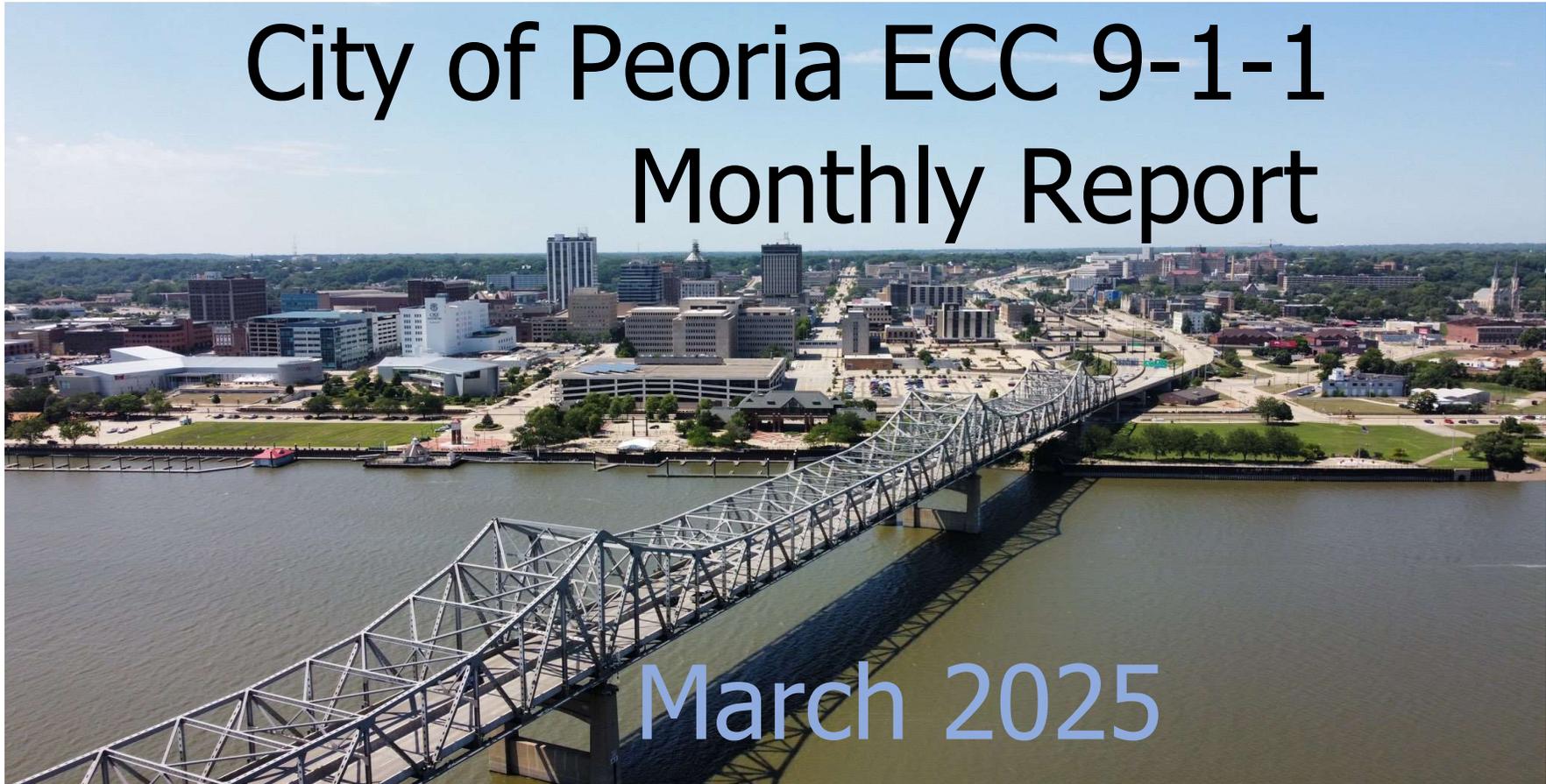
- The **Peoria City/County Health Department** licenses multiple types of food establishments. The information in this table is provided for informational purposes only

Address	Business Name	Description	Council District
2200 W War Memorial Dr	Sputacular	Plans Approved	4
Commissary is in Pekin	Nate Dawgs Mobile Truck	Plans Received	2
915 N Elmwood	Bradely University Student Center	Plans Received	2

WEEKLY DEVELOPMENT ACTIVITY REPORT
CITY OF PEORIA – COMMUNITY DEVELOPMENT DEPARTMENT

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

City of Peoria ECC 9-1-1 Monthly Report



March 2025

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	2024 Totals
Landbased 9-1-1 Calls	1,388	1,259	1,325										3,972	12,939
Wireless 9-1-1 Calls	7,903	7,016	8,455										23,374	112,945
Text To 9-1-1 Calls	43	54	77										174	549
TOTAL 9-1-1 CALLS	9,334	8,329	9,857	0	0	0	0	0	0	0	0	0	27,520	126,433
Peoria Police Incoming Calls	8,514	8,047	9,286										25,847	117,530
Peoria Heights Police Incoming	487	506	472										1,465	6,915
Peoria Heights Lobby Calls	36	47	29										112	641
Chillicothe Police Incoming Calls	400	345	520										1,265	5,831
Chillicothe Lobby Calls	65	58	105										228	1,401
Sheriff's Police Incoming Calls	2,020	1,943	2,191										6,154	22,674
TOTAL POLICE INCOMING CALLS	11,522	10,946	12,603	0	0	0	0	0	0	0	0	0	35,071	154,992
Volunteer Fire/EMS toll free calls	2	8	5										15	93
Peoria Heights Fire Incoming Calls	11	1	3										15	84
Peoria Fire Incoming Calls	412	438	480										1,330	6,307
TOTAL FIRE INCOMING CALLS	425	447	488	0	0	0	0	0	0	0	0	0	1,360	6,484
Operator Assist Calls/Alarm Calls	854	824	915										2,593	10,503
Ambulance Incoming Calls	63	69	94										226	640
ECC Supervisor Incoming Calls	417	461	513										1,391	5,582
Richwoods Dispatcher Incoming Calls	60	64	76										200	856
Downtown Dispatcher Incoming Calls	77	169	97										343	756
Prep 2 Dispatcher Incoming Calls	1,328	1,373	1,375										4,076	21,214
C-MED Dispatcher Incoming Calls	54	57	52										163	498
County Sheriff Dispatcher Incoming Calls	283	302	521										1,106	3,529
Fire Dispatcher Incoming Calls	472	564	507										1,543	4,031
OverFlow/Call Taker Incoming Calls	5	12	21										38	489
TOTAL INCOMING EXTENSION CALLS	2,696	3,002	3,162	0	0	0	0	0	0	0	0	0	8,860	36,955
TOTAL OUTGOING EXTENSION CALLS	3,750	3,546	4,010										11,306	55,643
Peoria Police Dispatches/On view	9,468	8,471	10,148										28,087	125,268
Peoria Heights Dispatched/On View	751	667	786										2,204	9,806
Chillicothe Police Dispatches/On view	628	628	806										2,062	7,077
Peoria County Sheriff Dispatches/On view	3,316	2,980	3,534										9,830	34,521
TOTAL POLICE DISPATCHES/ON VIEW	14,163	12,746	15,274	0	0	0	0	0	0	0	0	0	42,183	176,672
Air National Guard Fire Dispatches	6	4	4										14	62
Akron-Princeville Fire Dispatches	27	22	25										74	376
Brimfield Fire Dispatches	31	39	58										128	459
Chillicothe Fire Dispatches	64	69	76										209	716
Dunlap Fire Dispatches	67	51	56										174	631
Elmwood Fire Dispatches	22	14	23										59	210

Limestone Fire Dispatches	154	138	179										471	1,876
Logan-Trivoli Fire Dispatches	36	69	57										162	563
Peoria Fire Dispatches	2,650	2,199	2,455										7,304	29,220
Peoria Heights Fire Dispatches	109	94	119										322	1,213
Timber-Hollis Fire Dispatches	51	36	72										159	474
West Peoria Fire Dispatches	64	66	69										199	756
MABAS Fire Calls	5	4	10										19	53
TOTAL FIRE DISPATCHES	3,286	2,805	3,203	0	9,294	36,609								
AMT Ambulance Dispatches	3,193	2,746	2,939										8,878	33,478
APA Ambulance Dispatches	19	16	9										44	276
BYE Ambulance Dispatches	69	59	62										190	667
TOTAL AMBULANCE DISPATCHES	3,281	2,821	3,010	0	9,112	34,421								
Peoria County Coroner Incoming Calls	165	178	168										511	1,977
Community Messaging System Call-outs	24	46	54										124	209
CD Requests from State's Attorney's Office	17	15	18										50	236
CD Requests from FOI / Subpoena	17	21	31										69	270
CD Requests from Inner Departmental	5	12	8										25	84
Total Number of CD Requests	39	48	57	0	144	590								
ILEAS Call Outs	0	0	0	0	0	0	0	0	0	0	0	0	0	0
JULIE Dig	29	42	30										101	846
SeeClickFix	16	23	49										88	388
Premise Alerts	41	61	24										126	504
PAWS	354	286	540										1,180	5,560
Illinois State Police	187	182	227										596	2,926
Ameren	58	60	108										226	1,060

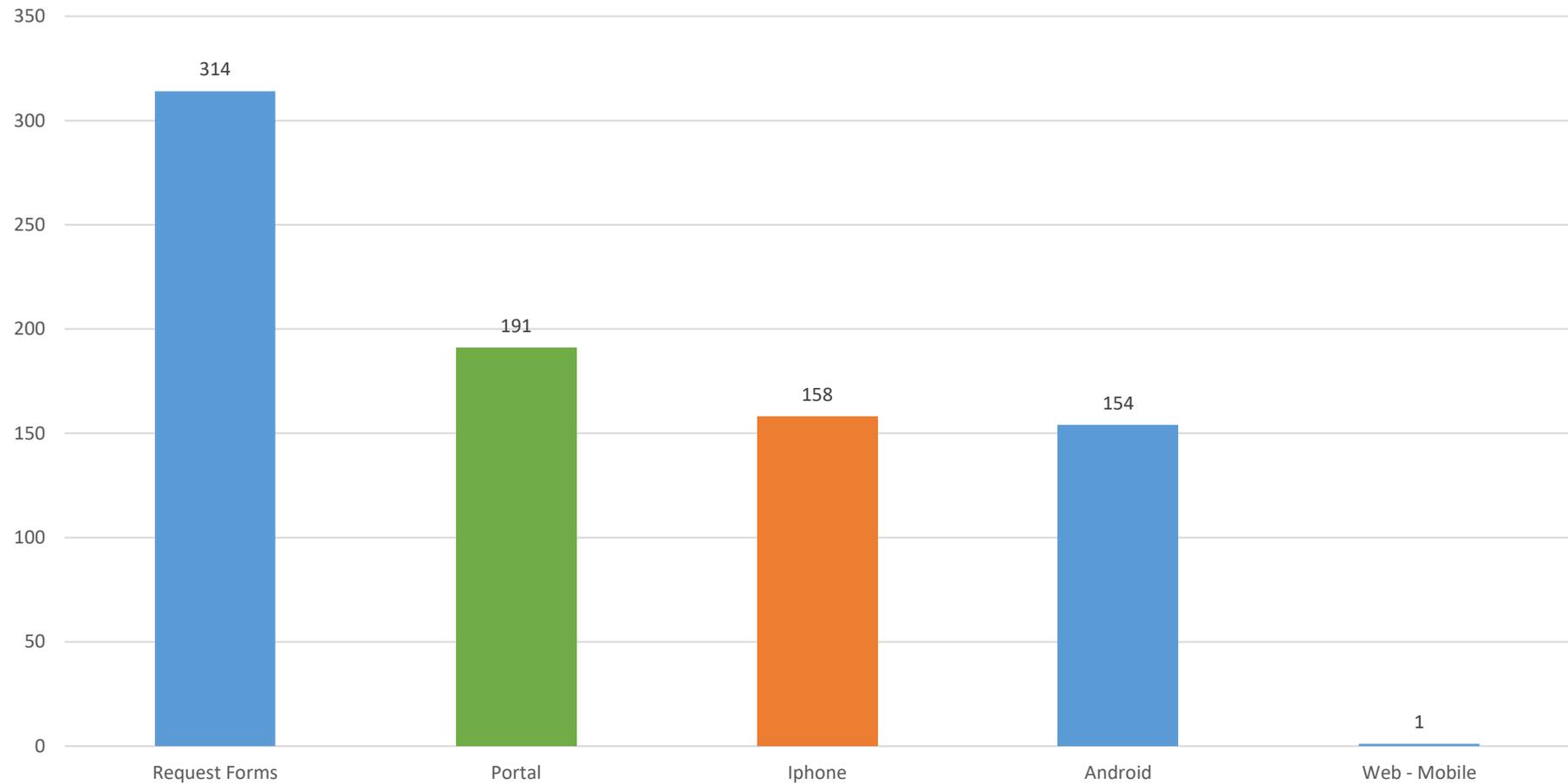
Peoria Cares



2025 Monthly Report

***From: The Office of the City Manager
Presented to: City of Peoria, Mayor and Council Members
March 2025***

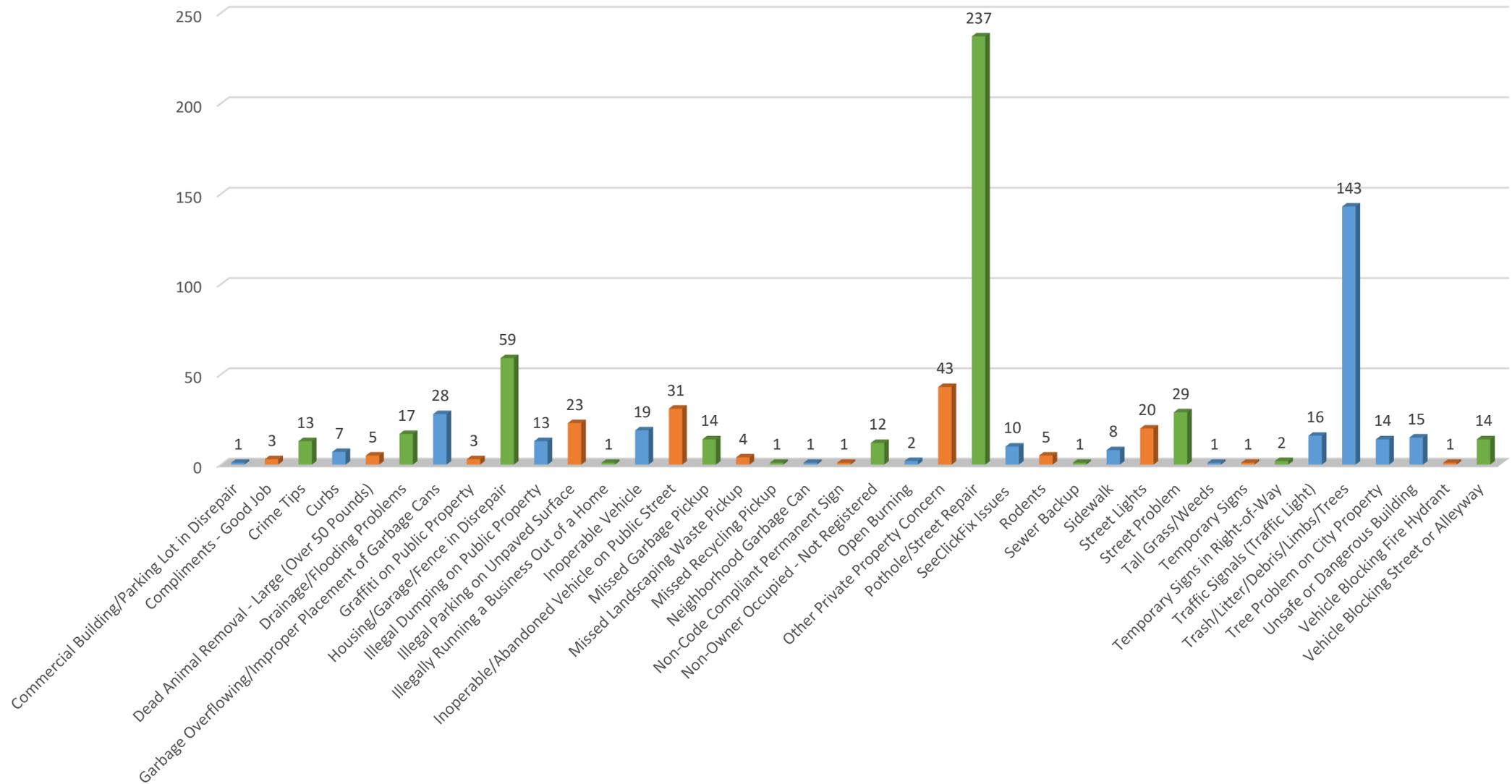
Peoria Cares Communication Transactions During the Month of March 2025



Total number of cases received: 818



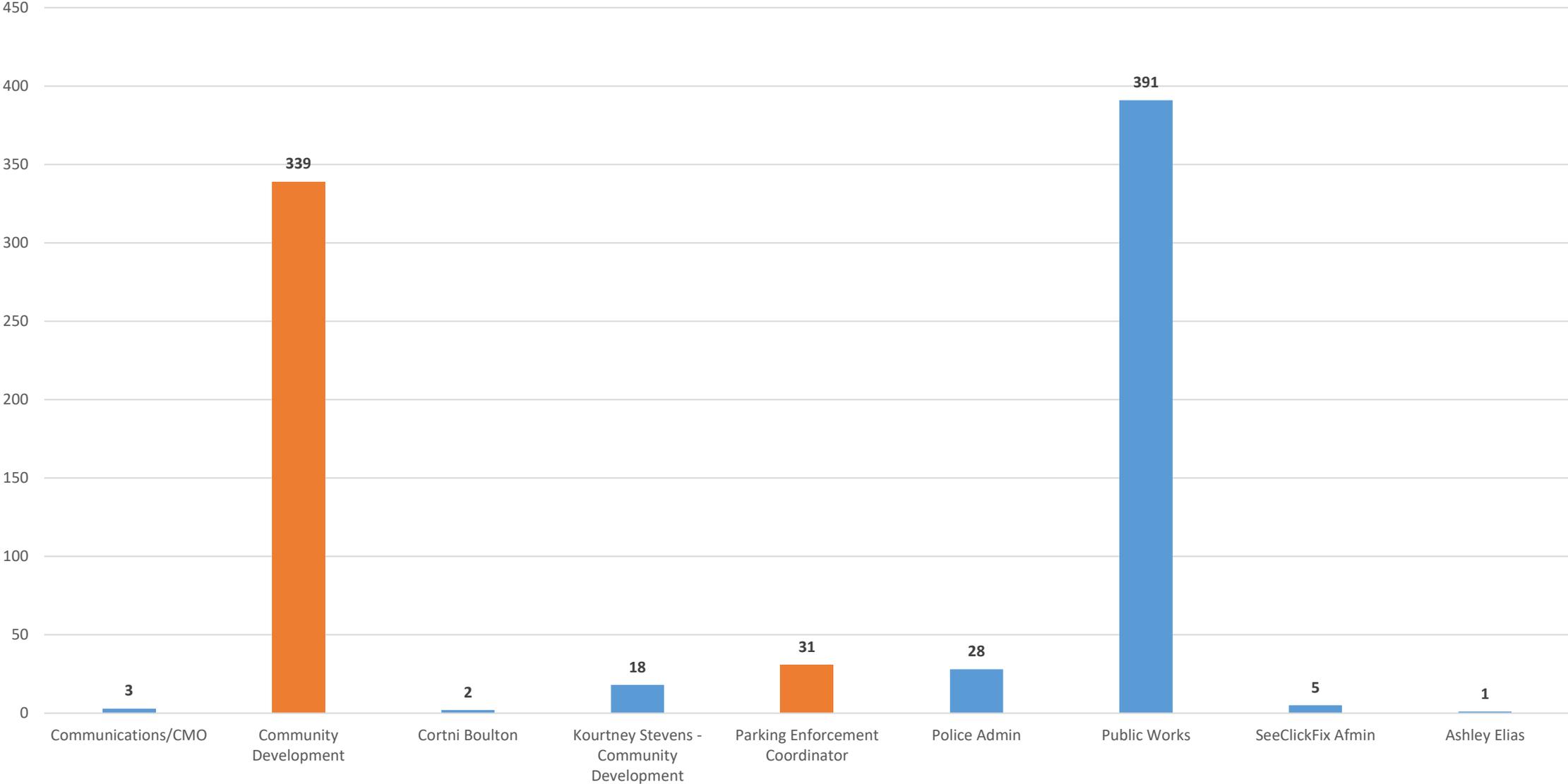
Peoria Cares March 2025 Complaints by Category



Total number of cases received: 818



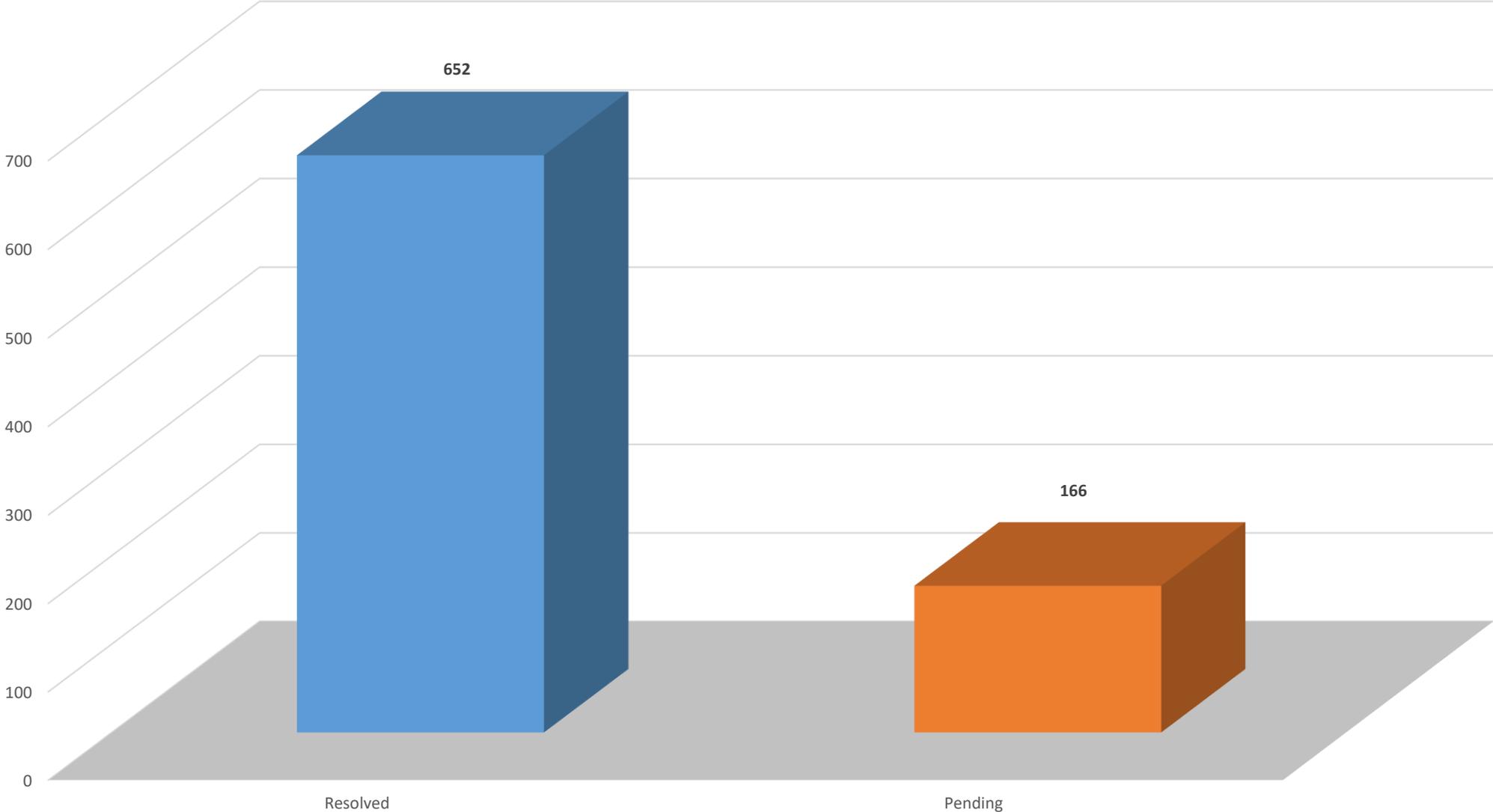
Peoria Cares March 2025 Complaints by Department



Total number of cases received: 818



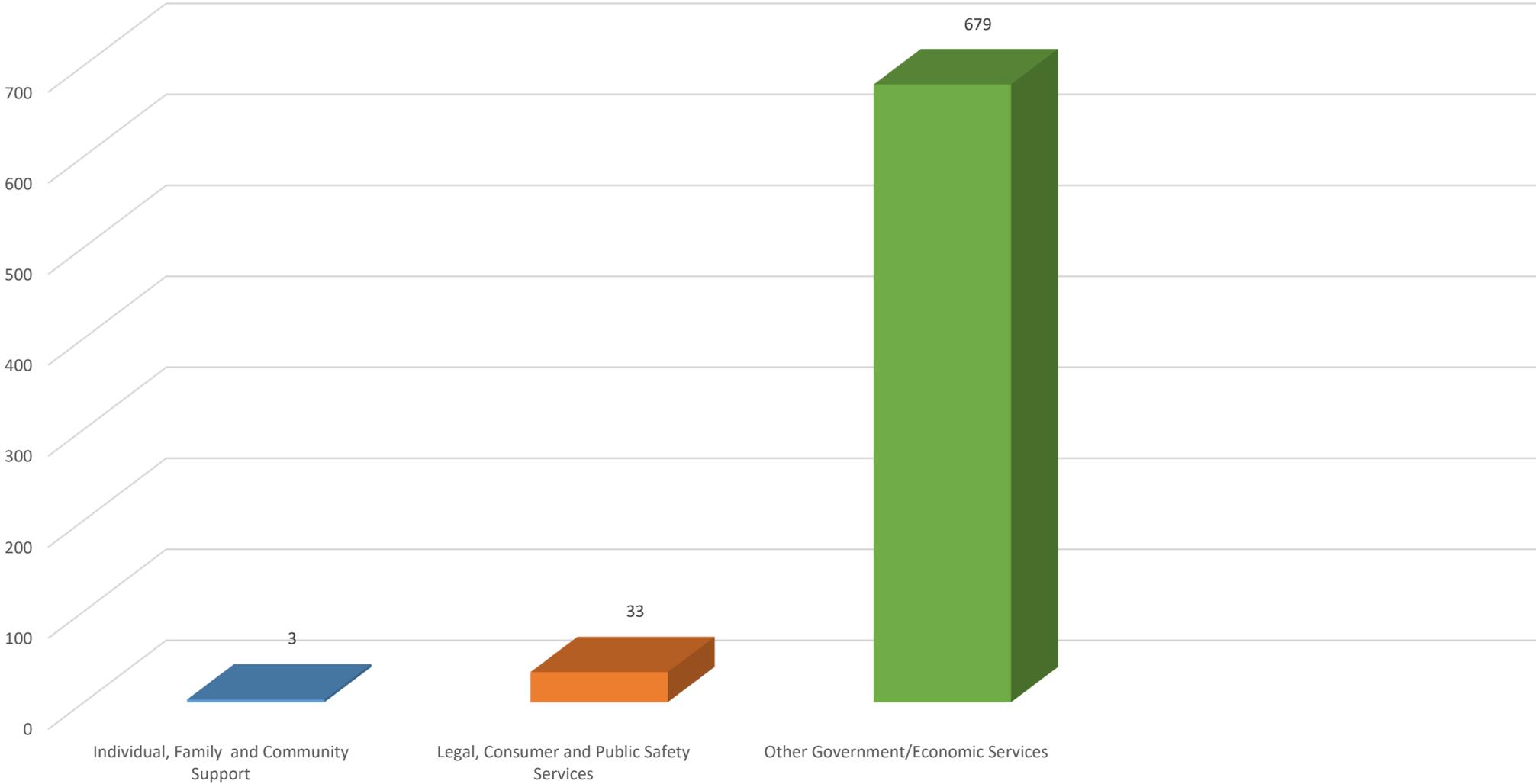
Peoria Cares March 2025 Complaint Status (as of 4/4/25)



There are 166 pending tickets from this reporting period as of 04/04/2025.



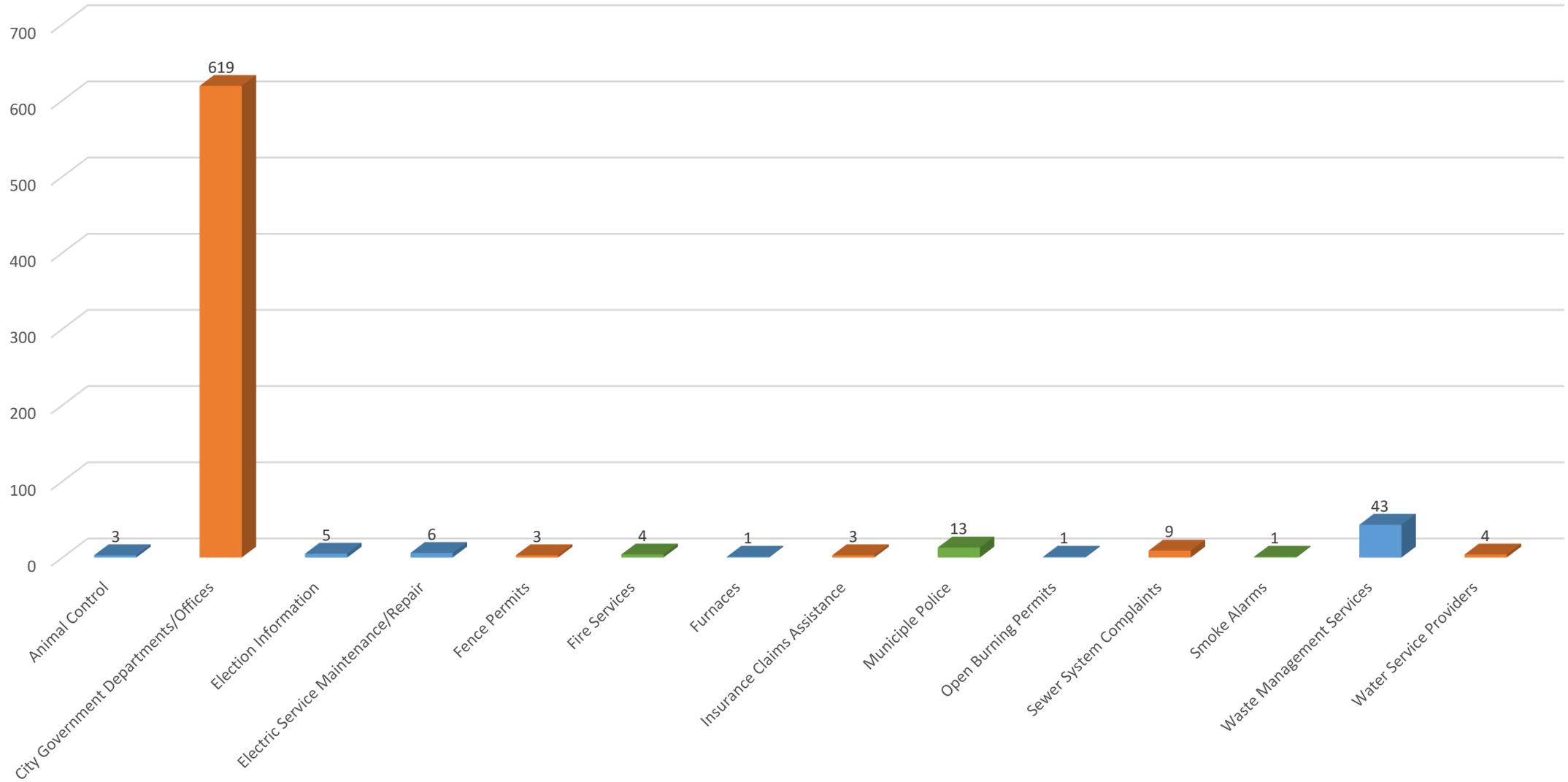
Overall Need Category of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- March 2025



An additional 715 calls were received that did not fit the Peoria Cares case criteria.

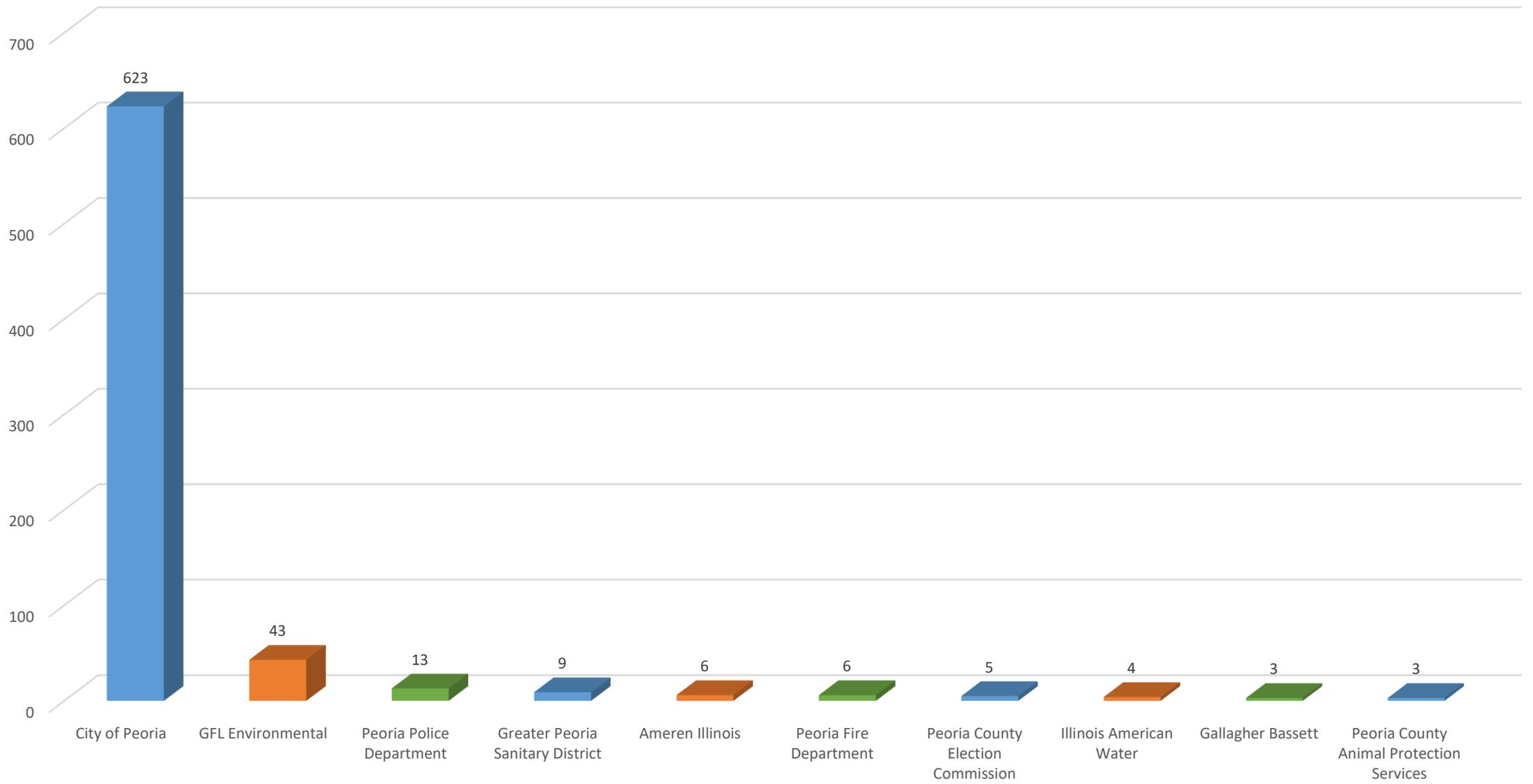


Service Needs of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- March 2025

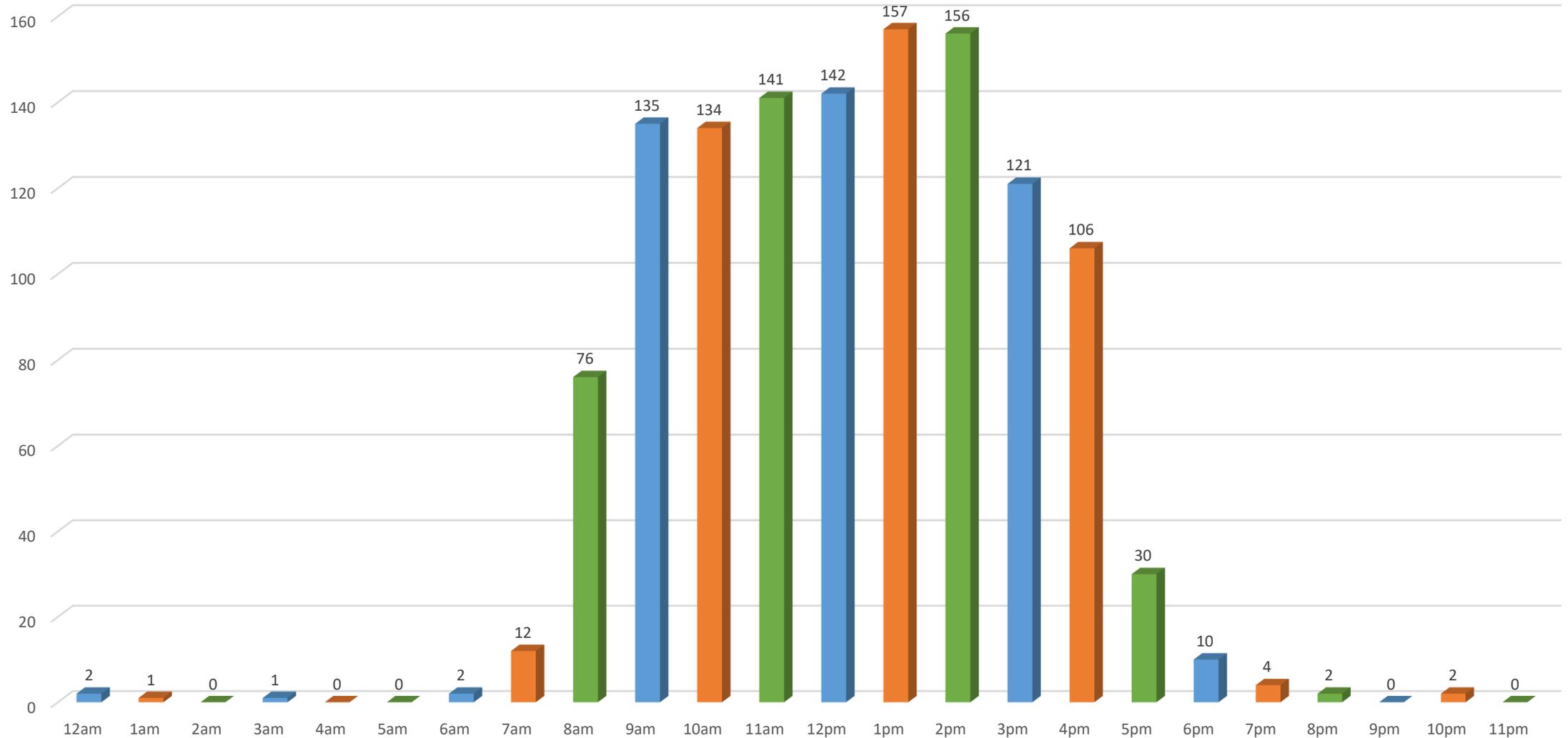


An additional 715 calls were received that did not fit the Peoria Cares case criteria.

Referrals of Peoria Cares Calls Not Resulting in a Peoria Cares Ticket- March 2025



Peoria Cares Calls by Time of Day - March 2025



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 2025

DATE	N/A's	TICKETS	TOTAL PC	211 TOTAL	DAY TOTAL	% TICKETS	% DAY TOTAL
1-Mar	6	1	7	10	17	14.29%	41.18%
2-Mar	2	0	2	0	2	0.00%	100.00%
3-Mar	51	4	55	31	86	7.27%	63.95%
4-Mar	53	13	66	27	93	19.70%	70.97%
5-Mar	60	7	67	25	92	10.45%	72.83%
6-Mar	59	9	68	34	102	13.24%	66.67%
7-Mar	55	9	64	21	85	14.06%	75.29%
8-Mar	3	2	5	9	14	40.00%	35.71%
9-Mar	1	0	1	1	2	0.00%	50.00%
10-Mar	59	30	89	18	107	33.71%	83.18%
11-Mar	71	12	83	25	108	14.46%	76.85%
12-Mar	63	11	74	28	102	14.86%	72.55%
13-Mar	49	15	64	18	82	23.44%	78.05%
14-Mar	57	19	76	21	97	25.00%	78.35%
15-Mar	3	2	5	6	11	40.00%	45.45%
16-Mar	0	0	0	3	3	0.00%	0.00%
17-Mar	55	9	64	32	96	14.06%	66.67%
18-Mar	51	9	60	15	75	15.00%	80.00%
19-Mar	56	3	59	21	80	5.08%	73.75%
20-Mar	57	7	64	18	82	10.94%	78.05%
21-Mar	52	10	62	19	81	16.13%	76.54%
22-Mar	9	0	9	8	17	0.00%	52.94%
23-Mar	2	1	3	2	5	33.33%	60.00%
24-Mar	85	12	97	41	138	12.37%	70.29%
25-Mar	32	10	42	31	73	23.81%	57.53%
26-Mar	59	11	70	21	91	15.71%	76.92%
27-Mar	64	11	75	25	100	14.67%	75.00%
28-Mar	48	9	57	30	87	15.79%	65.52%
29-Mar	5	1	6	5	11	16.67%	54.55%
30-Mar	1	0	1	3	4	0.00%	25.00%
31-Mar	66	10	76	26	102	13.16%	74.51%
	1234	237	1471	574	2045	15.39%	64.46%

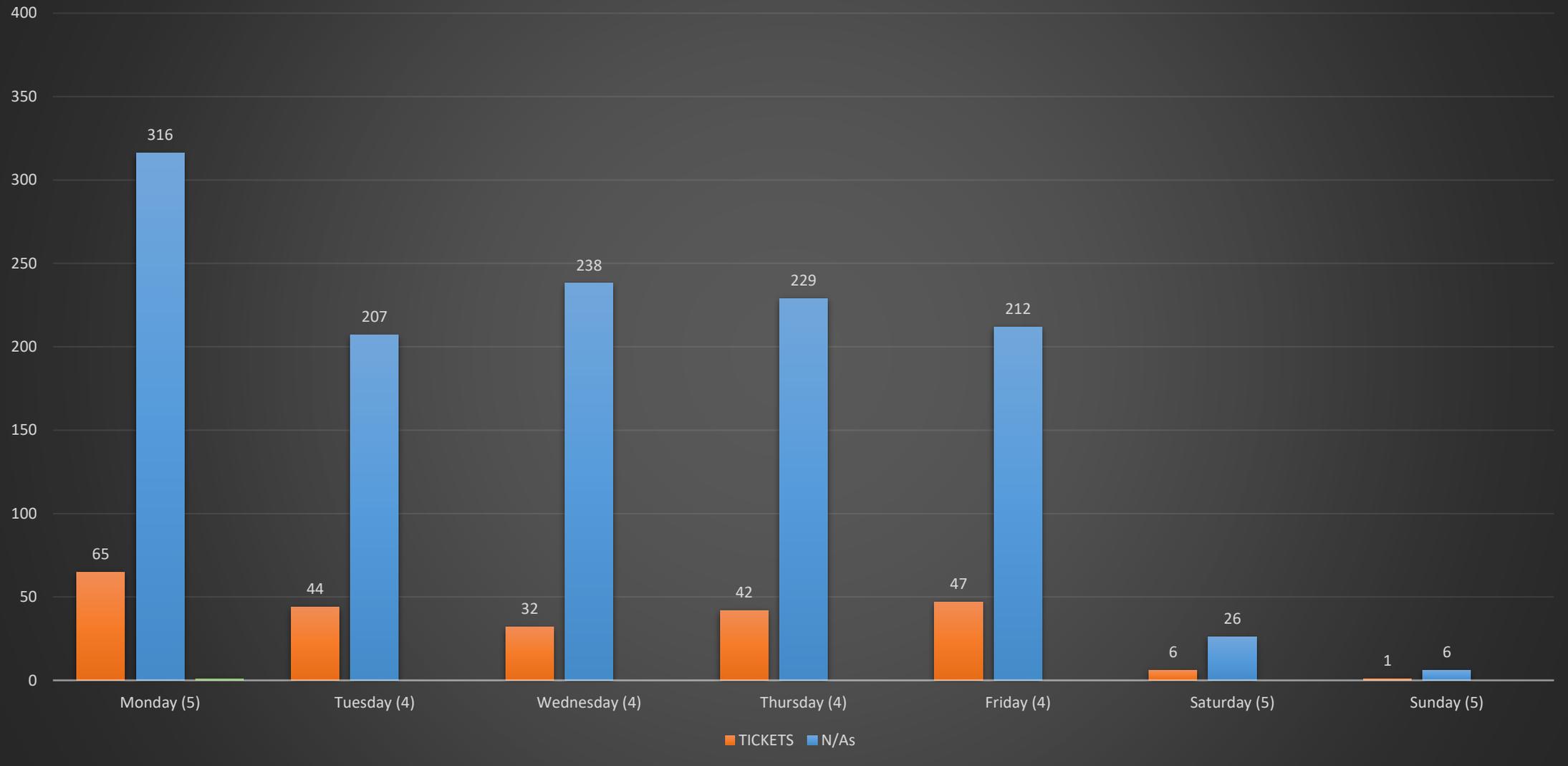
DAY OF WEEK	N/As	TICKETS	TOTAL PC	% PC TICKETS
Monday (5)	316	65	381	17.06%
Tuesday (4)	207	44	251	17.53%
Wednesday (4)	238	32	270	11.85%
Thursday (4)	229	42	271	15.50%
Friday (4)	212	47	259	18.15%
Saturday (5)	26	6	32	18.75%
Sunday (5)	6	1	7	14.29%

- 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 2025



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.

