

**Illinois Department of Public Health
COVID-19 Hotline
Request for Proposal**

Attachment A: Historical Call Volumes

| Day | Date | # live inquiries | #IVR | Special Circumstance |
|-----------------|-------------|-------------------------|-------------|-----------------------------|
| Sunday | 3/29/2020 | 298 | 181 | Weekend |
| Monday | 3/30/2020 | 564 | 349 | |
| Tuesday | 3/31/2020 | 456 | 283 | |
| Wednesday | 4/1/2020 | 436 | 304 | |
| Thursday | 4/2/2020 | 424 | 272 | |
| Friday | 4/3/2020 | 401 | 243 | |
| Saturday | 4/4/2020 | 338 | 238 | Weekend |
| Sunday | 4/5/2020 | 240 | 179 | Weekend |
| Monday | 4/6/2020 | 495 | 306 | |
| Tuesday | 4/7/2020 | 344 | 243 | |
| Wednesday | 4/8/2020 | 311 | 236 | |
| Thursday | 4/9/2020 | 324 | 190 | |
| Friday | 4/10/2020 | 283 | 103 | |
| Saturday | 4/11/2020 | 258 | 126 | Weekend |
| Sunday | 4/12/2020 | 150 | 94 | Easter Sunday |
| Monday | 4/13/2020 | 317 | 163 | |
| Tuesday | 4/14/2020 | 271 | 131 | |
| Wednesday | 4/15/2020 | 257 | 114 | |
| Thursday | 4/16/2020 | 258 | 135 | |
| Friday | 4/17/2020 | 295 | 160 | |
| Saturday | 4/18/2020 | 254 | 128 | Weekend |
| Sunday | 4/19/2020 | 174 | 108 | Weekend |
| Monday | 4/20/2020 | 378 | 164 | |
| Tuesday | 4/21/2020 | 259 | 148 | |
| Wednesday | 4/22/2020 | 312 | 163 | |
| Thursday | 4/23/2020 | 368 | 176 | |
| Friday | 4/24/2020 | 374 | 171 | |
| Saturday | 4/25/2020 | 211 | 138 | Weekend |
| Sunday | 4/26/2020 | 189 | 95 | Weekend |
| Monday | 4/27/2020 | 357 | 148 | |
| Tuesday | 4/28/2020 | 272 | 163 | |
| Wednesday | 4/29/2020 | 312 | 134 | |
| Thursday | 4/30/2020 | 292 | 139 | |
| Friday | 5/1/2020 | 312 | 140 | |
| Saturday | 5/2/2020 | 200 | 131 | Weekend |
| Sunday | 5/3/2020 | 156 | 86 | Weekend |
| Monday | 5/4/2020 | 414 | 152 | |
| Tuesday | 5/5/2020 | 271 | 124 | |
| Wednesday | 5/6/2020 | 294 | 144 | |

| Day | Date | # live inquiries | #IVR | Special Circumstance |
|-----------------|-----------|------------------|-----------|----------------------|
| Thursday | 5/7/2020 | 312 | 133 | |
| Friday | 5/8/2020 | 278 | 115 | |
| Saturday | 5/9/2020 | 164 | 92 | Weekend |
| Sunday | 5/10/2020 | 122 | 46 | Weekend |
| Monday | 5/11/2020 | 154 | 53 | |
| Tuesday | 5/12/2020 | 373 | 117 | |
| Wednesday | 5/13/2020 | 309 | 95 | |
| Thursday | 5/14/2020 | 298 | 76 | |
| Friday | 5/15/2020 | 323 | 101 | |
| Saturday | 5/16/2020 | 178 | 57 | Weekend |
| Sunday | 5/17/2020 | 109 | 42 | Weekend |
| Monday | 5/18/2020 | 418 | 115 | |
| Tuesday | 5/19/2020 | 329 | 105 | |
| Wednesday | 5/20/2020 | 303 | 71 | |
| Thursday | 5/21/2020 | 277 | 76 | |
| Friday | 5/22/2020 | 309 | 72 | |
| Saturday | 5/23/2020 | 165 | 55 | Weekend |
| Sunday | 5/24/2020 | 106 | 47 | Weekend |
| Monday | 5/25/2020 | 170 | 72 | |
| Tuesday | 5/26/2020 | 328 | 84 | |
| Wednesday | 5/27/2020 | 252 | 73 | |
| Thursday | 5/28/2020 | 273 | 53 | |
| Friday | 5/29/2020 | 289 | 60 | |
| Saturday | 5/30/2020 | 161 | 33 | Weekend |
| Sunday | 5/31/2020 | 103 | 28 | Weekend |
| Monday | 6/1/2020 | 256 | 36 | |
| Tuesday | 6/2/2020 | 325 | 44 | |
| Wednesday | 6/3/2020 | 312 | 68 | |
| Thursday | 6/4/2020 | 280 | 40 | |
| Friday | 6/5/2020 | 230 | 40 | |
| Saturday | 6/6/2020 | 83 | 19 | Weekend |
| Sunday | 6/7/2020 | 79 | 34 | Weekend |
| Monday | 6/8/2020 | 262 | 41 | |
| Tuesday | 6/9/2020 | 200 | 42 | |
| Wednesday | 6/10/2020 | 211 | 40 | |
| Thursday | 6/11/2020 | 207 | 36 | |
| Friday | 6/12/2020 | 243 | 54 | |
| Saturday | 6/13/2020 | 94 | 32 | Weekend |
| Sunday | 6/14/2020 | 75 | 31 | Weekend |
| Monday | 6/15/2020 | 260 | 59 | |
| Tuesday | 6/16/2020 | 243 | 45 | |
| Wednesday | 6/17/2020 | 205 | 23 | |
| Thursday | 6/18/2020 | 204 | 38 | |

| Day | Date | # live inquiries | #IVR | Special Circumstance |
|-----------------|-----------|------------------|------------|----------------------|
| Friday | 6/19/2020 | 177 | 40 | |
| Saturday | 6/20/2020 | 120 | 34 | Weekend |
| Sunday | 6/21/2020 | 63 | 18 | Weekend |
| Monday | 6/22/2020 | 267 | 45 | |
| Tuesday | 6/23/2020 | 221 | 53 | |
| Wednesday | 6/24/2020 | 251 | 48 | |
| Thursday | 6/25/2020 | 274 | 73 | |
| Friday | 6/26/2020 | 274 | 76 | |
| Saturday | 6/27/2020 | 142 | 48 | Weekend |
| Sunday | 6/28/2020 | 115 | 38 | Weekend |
| Monday | 6/29/2020 | 368 | 85 | |
| Tuesday | 6/30/2020 | 337 | 102 | |
| Wednesday | 7/1/2020 | 336 | 113 | |
| Thursday | 7/2/2020 | 421 | 120 | |
| Friday | 7/3/2020 | 365 | 104 | |
| Saturday | 7/4/2020 | 110 | 79 | Holiday Weekend |
| Sunday | 7/5/2020 | 181 | 88 | Holiday Weekend |
| Monday | 7/6/2020 | 556 | 160 | |
| Tuesday | 7/7/2020 | 483 | 146 | |
| Friday | 7/10/2020 | 430 | 160 | |
| Saturday | 7/11/2020 | 248 | 112 | Weekend |
| Sunday | 7/12/2020 | 209 | 94 | Weekend |
| Monday | 7/13/2020 | 470 | 158 | |