

ATTACHMENT B

2025 CARES Report

In calendar year 2025, the City created 13,440 CARES cases. The chart below reflects all cases created, including duplicate cases, by month.

2025 all new cases by month	
Jan	1375
Feb	1275
Mar	1243
Apr	1277
May	1249
Jun	988
Jul	883
Aug	887
Sep	908
Oct	1131
Nov	997
Dec	1227
Total	13440

When duplicate cases are removed (e.g., case opened to same address) 9,991 CARES cases remain. The following charts reflect the unduplicated cases created, by month and by Council district that were addressed in calendar year 2025.

2025 unduplicated new cases by month	
Jan	969
Feb	894
Mar	903
Apr	946
May	850
Jun	729
Jul	713
Aug	710
Sep	729
Oct	873
Nov	765
Dec	910
Total	9991

2025 unduplicated new cases by Council district	
1	867
2	330
3	1076
4	2534
5	1589
6	466
7	1445
8	1684
Total	9991

The following table provides a crosstabulation overview of cases opened monthly and includes Council district totals and percentages.

	D1	D2	D3	D4	D5	D6	D7	D8	Monthly Total	
Jan	113	22	108	246	179	43	115	143		969
Feb	96	34	86	203	161	63	114	137		894
Mar	93	37	82	224	165	40	101	161		903
Apr	90	26	107	262	149	40	110	162		946
May	68	24	129	190	113	33	138	155		850
Jun	52	18	85	191	100	30	123	130		729
Jul	46	34	80	170	110	37	111	125		713
Aug	51	20	70	188	109	24	123	125		710
Sep	57	20	68	222	101	30	111	120		729
Oct	77	32	89	232	143	38	129	133		873
Nov	54	30	78	195	120	37	118	133		765
Dec	70	33	94	211	139	51	152	160		910
District Total and Percentage	867, 9%	330, 3%	1,076, 11%	2,534, 25%	1,589, 16%	466, 5%	1,445, 14%	1,684, 17%		9,991

The average cycle time to resolve a CARES case for the 2025 calendar year was 17.7 days.