



Office of the City Manager

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

**FROM: Patrick Urich, City Manager** 

**DATE: June 22, 2012**

**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.

**DAVID TUTTLE, ECC MANAGER ATTENDS NATIONAL EMERGENCY NUMBER ASSOCIATION 9-1-1 CONFERENCE.** David Tuttle, ECC Manager, attended the National Emergency Number Association's 9-1-1 Conference June 10-13. During this training he was able to attend sessions pertaining to 9-1-1 and public safety communications. The hot topic this year is working to get "text to 9-1-1" technology in place to assist not only the general public but those individuals who are hearing and speaking impaired. Both AT & T and Verizon Wireless have recently announced their plans to have "text to 9-1-1" systems in place by the middle of 2013. David attended training on quality assurance for 9-1-1 telecommunicators, Next Generation 9-1-1 system considerations, Technology in the dispatch center, Social Media and 9-1-1, Visual Disabilities in the dispatch center and others. David also attended the trade show and met with vendors concerning fire station alerting, next generation 9-1-1 equipment, radio systems and others. All travel expenses for David to attend this event were paid for by the Peoria County Emergency Telephone System Board.

**HEART OF ILLINOIS SUSTAINABILITY CONSORTIUM (HISC).** The Planning and Growth Management Department staff met with the Tri County Regional Planning Commission Heart of Illinois Sustainability Consortium (HISC) ViTAL Economy Team along with community stakeholders to begin identifying and documenting issues, challenges, and opportunities for underserved populations of the region. The goal of HISC is to coordinate existing community resources and develop regional economic development strategies.

**MAY 2012 CRIME STATISTICS REPORT.** The May 2012 Crime Statistics Report is included in this week's Issues Update for your review. **(Electronic Copy Only)**

**CUSTOMER SERVICE COORDINATOR SELECTED.** The City Manager's Office is pleased to announce that Maria Ruan has been selected as the next Customer Service Coordinator. The Customer Service Coordinator position manages the PeoriaCARES hotline, plans and executes customer service initiatives for City staff, and manages the City Hall Welcome Desk program. Maria has been a 9-1-1 dispatcher with the City of Peoria since 2007. As a telecommunicator, Maria helps people solve problems every day and is very knowledgeable about City and community services. Maria's first day will be Monday, July 16, 2012. Welcome aboard!