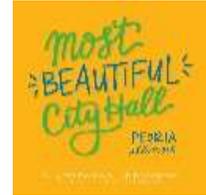**OFFICE OF THE CITY MANAGER**

TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager

DATE: January 25, 2019

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.

Information Systems—Monthly Newsletter
January 28th is National Data Privacy Day
In the past year, we saw a significant number of data beaches impacting the privacy of individuals. According to the Privacy Rights Clearinghouse, in 2018, 807 publicly disclosed breaches exposed 1.4 billion records. While this is a decrease from 2017's 2 billion records exposed, the problem remains enormous because so many websites, social media outlets, and devices contain our information.

With January 28th being National Data Privacy Day, take some time to consider what types of personal information you should be protecting, and how to do so in a few different ways.

See attached for additional information.

Community Development-City to Hold Lottery for CDBG Roof Program Applications

20 available openings for 2019

On February 13, the City of Peoria will hold a lottery for the available funds in the 2019 Community Development Block Grant (CDBG) Roof Program. This annual program assists low income homeowners who are unable to afford needed roof repairs. There are 20 openings for the roof program this year.

Beginning Monday, January 28 at 8:00 a.m., interested applicants may come to City Hall, 419 Fulton Street, Room 300 during regular business hours from 8:00 a.m. to 12:30 p.m. and 1:30

pm to 4:30 p.m. to submit a household for the lottery by completing an entry form. The lottery closes on Friday, February 8 at 4:30 p.m. Entry forms may only be submitted in person.

The lottery drawing will be held on Wednesday, February 13 at 11:00 a.m. in City Hall, Room 400. Entrants are not required to be present. All entrants will be contacted via phone or mail by staff members in the days following the drawing.

The first 20 selected entries in the lottery will have one week to submit an application with all the required documentation. If the appropriate documentation is not submitted within the week, city staff will contact the next household on the list. There is a limit of one entry per household.

To be eligible for the program, households must have an adjusted gross income at or below 80% of the area median income by household size, as calculated by HUD. The current income limit for a household of four people is $60,950.

Applicants must also meet all other CDBG eligibility requirements including owning the home for at least one year, passing an interior and exterior inspection, and having active homeowners insurance. For complete eligibility, please view the application materials at http://www.peoriagov.org/content/uploads/2019/01/2019-roof-program-notice_1547593486_add.pdf

For questions, please contact the Community Development Grants Management Division at 494-8600.

Peoria Public Schools – Update from Superintendent Dr. Sharon Desmoulin-Kherat

Evidence-Based Funding is filling a variety of needs in Peoria Public Schools. First and foremost, it continues to serve as the catalyst and inspiration to elevate the learning journey. This includes providing supports to schools that are interested in implementing a student-focused and career-focused vision, expanding technology, hiring social-emotional teacher aides and raising starting salaries of teachers.

Peoria Public Schools has a goal of being one-to-one, where a computer or tablet is provided for every student. Thanks to Evidence-Based Funding (EBF), the district is much closer to that goal. As we prepare our students for the 21st Century, a critical skill is the ability to use multimedia.

Providing more academic and social-emotional supports in the classroom for students is also important for our district. Peoria Public Schools invested EBF dollars into hiring 13 Social Emotional teacher aides at the elementary and middle schools. The SEL aides assist with de-escalating students so that they can get back on track and access more instruction.

A third need EBF helped fill is raising the starting salaries of teachers, which will increase by 15.2%, from $35,902 to $41,375, next year. EBF is also instrumental in making it possible for our district to fund a number of teacher recruitment initiatives, such as bonuses, referrals and exceptional placements to help offset the national teacher shortage problem. Like many school districts, Peoria Public Schools has been affected by the teacher shortage, in part, because the starting salary lagged behind similar-sized districts. About 37 vacancies currently exist.

EBF has helped Peoria Public Schools begin to improve its financial position and invest in innovative and meaningful instructional strategies that will help prepare students for productive and prosperous lives. For us, this is a very welcome change.

Serve Passionately,

Dr. Sharon Desmoulin-Kherat, Superintendent

Code Violation Cases

Please click on the link below for the most updated listing of upcoming cases.

https://www.quicketsolutions.com/peoria/docket

Peoria Cares Monthly Reports

Please see attached

January 28th is National Data Privacy Day

Safeguard your data and your privacy!

Information Services Department
www.peoriagov.org

From the desk of Sam Rivera, Chief Information Officer

In the past year, we saw a significant number of data breaches impacting the privacy of individuals. According to the Privacy Rights Clearinghouse, in 2018, 807 publicly disclosed breaches exposed 1.4 billion records. While this is a decrease from 2017's 2 billion records exposed, the problem remains enormous because so many websites, social media outlets, and devices contain our information.

With January 28th being National Data Privacy Day, take some time to consider what types of personal information you should be protecting, and how to do so in a few different ways.

General Personally Identifiable Information
Personally identifiable information or (PII) can be any data that identifies you as a specific individual. This information should be kept private and not shared with others. Examples of PII include your Social Security Number, or your name in combination with your date or place of birth.

Recommendations: Be aware of what you post publically or submit through applications or services. Consider with whom you share your PII, and give extra scrutiny and consideration as to whether you really need to share this information. If someone contacts you requesting PII through email, social media, or a phone call, do not provide the information. If it is a phone call that you think is legitimate, hang up and call the organization back through a publicly listed telephone number so you can verify the caller is who they say they are.

Information About Your Location
Giving out your location when away from home on social media is a privacy risk. This practice can result in your home being targeted for burglary. Additionally, your family and friends may be targeted by scammers seeking financial assistance on your behalf to help with a non-existent "travel emergency." Three popular methods of this type of location sharing are geotagging (adding a location tag to a social media post or picture), posting a photo in which the background can be easily identified (like Times Square or the Eiffel tower), or "checking in" at a business.

Allowing apps to use your phone's location services has its own privacy concerns, as the app is likely recording or using that data, and may automatically add geotagging to social media interactions in that app as a result!

Recommendations: Customize your location settings to minimize sharing your location with websites and applications, especially on your mobile devices. You can geotag social media posts, pictures, or videos after returning from vacation, going out to eat, or that business trip. Also, check the privacy settings of apps to make sure they don't need access to your location. At a minimum, ensure your social media settings are set to only show your posts and profile to friends.

Security Questions and Social Media
Security questions are a way to authenticate your identity and are an extra layer of security on accounts, which makes it extra important to not post these answers on social media. Posting a picture or writing a post about your first car's make and model, or color of your car, childhood address, favorite ice cream flavor, mother's maiden name, or elementary school is a bad idea. These are common security questions and by posting this information, you give away the answers, allowing cybercriminals to potentially access your accounts.

Recommendations: When on social media, be aware of what you post (including pictures!) and how it relates to the security questions you selected for your various accounts.

Website/Application Privacy Settings and Permission
All websites and applications have privacy settings. These settings help you control what others are allowed to see, as well as manage your online experience. You should be familiar with these privacy settings and customize them to protect your information. Additionally, when creating an account on a website or application and agreeing to their services, understand what you are giving them permission to do with the data you provide.

Take Responsibility:
Protecting your privacy starts with you. Website owners, websites, and service providers have a responsibility to protect your privacy. However, it is up to you to understand the privacy settings on social media, online accounts, and your devices. Knowing these settings, you will be able to customize them for greater security.

Take ownership of your privacy and read privacy policies and end user license agreements on websites (including social media), and update your settings whenever new privacy features are available.

For More Information:
Privacy Rights Clearinghouse
National Cybersecurity Alliance

MS-ISAC
Multi-State Information
Sharing & Analysis Center
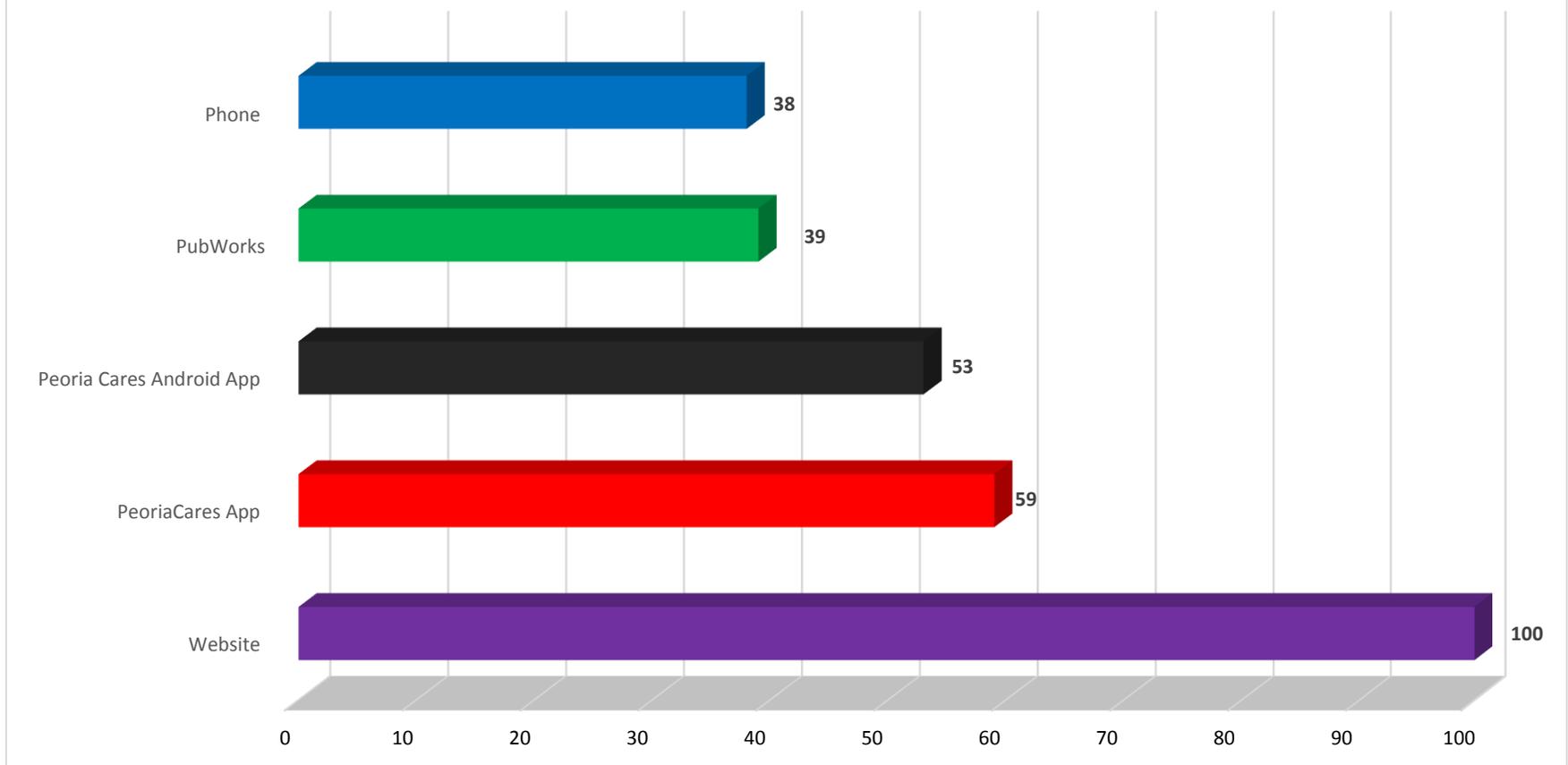
STOP | THINK
CONNECT

Peoria Cares

2018 Monthly Report

From: The Office of the City Manager
Presented to: City of Peoria, Mayor and Council Members
*Tuesday, January 22, 2019*

Peoria Cares Communication Transactions
During the Month of December 2018

In December, a total of 795 calls were received from the Peoria Cares phone line. There were 38 phone calls that generated a Peoria Cares case. The cases were sent to the appropriate City Department(s). Each department handled the complaint from start to finish. Every call will always receive an optimum level of customer service; during this time period, there were calls that varied in response. A few of the citizen phone calls required, research and information gathering for other assistance offered, in the Greater Peoria Tri-County Communities.

Peoria Cares December 2018 Complaint Status
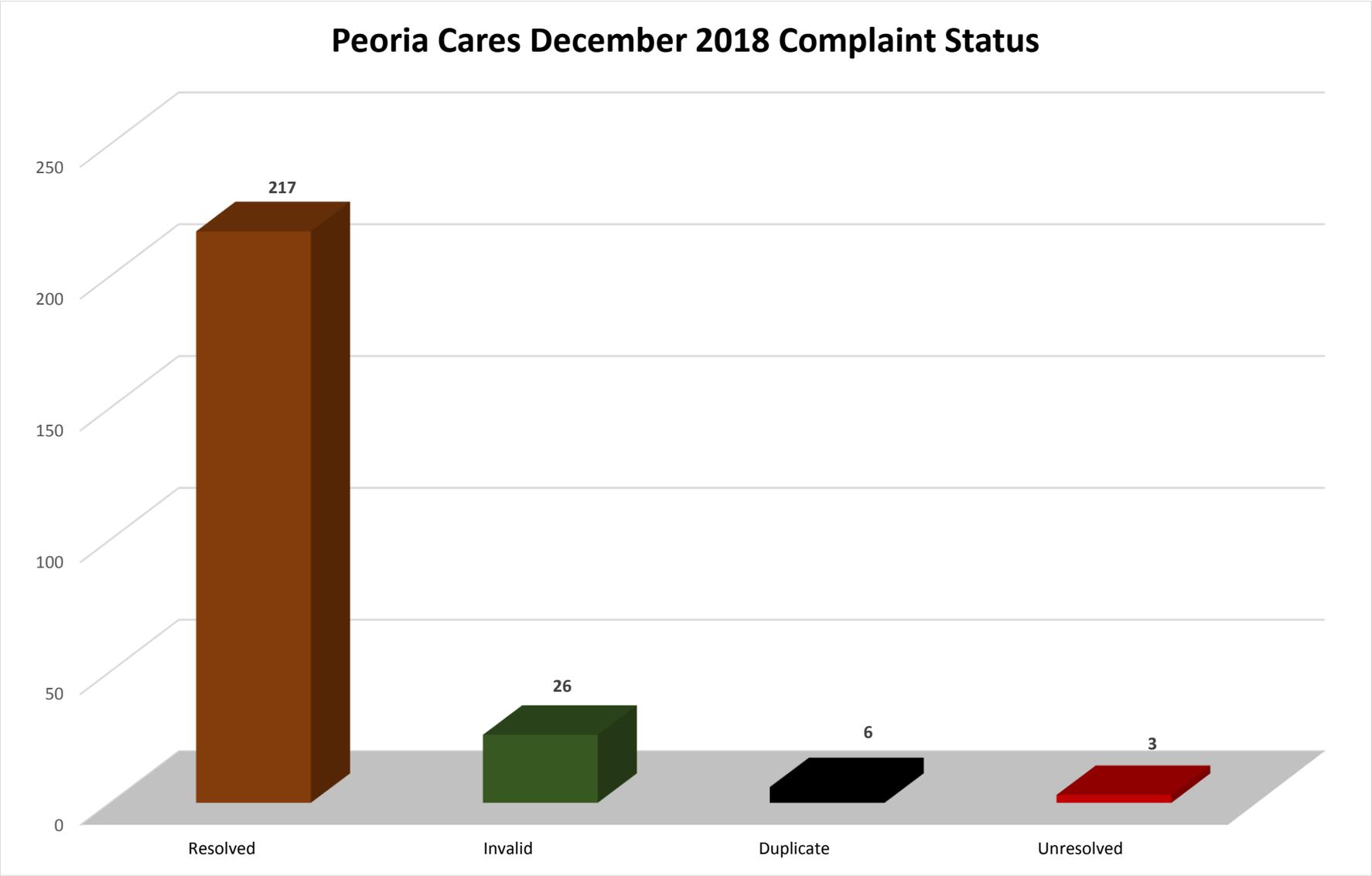
The three unresolved Peoria Cares complaints, will be handled in a time sensitive manner, by its respective department(s). Each month, our goal is to follow-up with all departments unresolved complaints, and to ensure we can quickly respond to citizen's needs.

Peoria Cares December 2018 Complaints by Category