



## Legislation Text

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**File #:** 21-278, **Version:** 1

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**ACTION REQUESTED:**

Communication from the City Manager and Corporation Counsel with a Request to APPROVE a CONTRACT with ADVANCED MEDICAL TRANSPORT (AMT) for PEORIA CARES CALL MANAGEMENT, and Reaffirm Action Taken at the MAY 11, 2021, City Council Meeting.

**BACKGROUND:** On May 11, 2021 the City Council approved Ordinance No. 17,849 - amending the City of Peoria 2021 Revised Annual Budget relating to the general fund, in the amount of \$75,000 for the expansion and improvement of Peoria Cares Call Management.

The Council Communication for that Ordinance (21-106) had a contract with AMT to operate the call management, attached. The Council voted to adopt the Ordinance to revise the budget but did not take a vote to approve the contract, although it was implied by the discussion and vote to amend the budget. For clarity, staff is asking for retroactive approval of the AMT contract.

**FINANCIAL IMPACT:** The annual cost will be up to \$75,000 with these hours.

**NEIGHBORHOOD CONCERNS:** The transition should not be apparent to people calling the number.

**IMPACT IF APPROVED:** Improved service and extended hours.

**IMPACT IF DENIED:** We continue to have limited support of phone calls made to Peoria Cares

**ALTERNATIVES:** Stop accepting phone calls in real time, take messages and call back and redirect people to using the phone app, website and other communication options.

**EEO CERTIFICATION NUMBER:** 00108-220630

**WHICH OF THE GOALS IDENTIFIED IN THE COUNCIL'S 2017 - 2032 STRATEGIC PLAN DOES THIS RECOMMENDATION ADVANCE?**

1. Financially Sound City

**WHICH CRITICAL SUCCESS FACTOR(S) FROM THE COMPREHENSIVE PLAN DOES THIS RECOMMENDATION IMPLEMENT?**

1. Have an efficient government.

**DEPARTMENT:** City Manager's Office

