



OFFICE OF THE CITY MANAGER

**Memorandum**

**To:** Mayor Jim Ardis  
Members of the Peoria City Council

**From:** Henry Holling, Interim City Manager

**Date:** June 4, 2009

**Re:** List of City Services

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As the City Council begins to discuss ways of approaching the FY2010 budget, staff is preparing a tool that we hope will help in the deliberations. When citizens think about the City and its services, they often think in very large segments: "police," "fire," "roads," etc. Each of these large segments, however, is comprised of a set of individual services.

Each City department has been asked to catalog their services, using the FY2009 budget book as an organizing principle for divisions and activities. The final list will be organized into the Core Functions of Local Government: Public Safety, Infrastructure, Economy, Neighborhoods, Land Use and Stewardship. For this exercise, a service is defined as something provided either to a citizen/visitor/business or to another department. Staff has differentiated between tasks (those steps that go into providing a service, such as supervision, paying bills, scheduling, etc.) and the service itself. However, many of the City's internal departments such as Finance and Human Resources provide a wide range of services directly to other departments, thereby indirectly to citizens. Hence, "budget oversight," for example, is a service provided by Finance but not by the Police Department.

In addition to cataloging services, staff is also categorizing services into one of four groups:

- **Core Service (No Choice):** Services that are required by law or essential to life, health, safety.
- **Core Service (By Choice):** Basic services and baseline service levels that Council and citizens expect to be provided by the City; essential services that are not provided by other agencies; services that generally benefit the public as a whole.

- **Quality of Life Services:** Services that add to the unique character of our community and distinguish our City from others; we choose to provide them to improve the overall quality of life in the community; service quality above the basic level to meet essential needs.
- **Community Add-Ons:** Special services or higher service levels in response to citizen demand; may not be of general public benefit; often based on willingness to pay.

Staff intends to provide this list of categorized service to Council at its June 23, 2009 regular meeting. The list will also be available to the public on the City's website and at any budget open houses. The goal is for the service list to be a useful tool in making decisions regarding budget priorities.

# Hierarchy of Services

## **Community Add-ons**

Special services or higher service levels  
in response to citizen demand;  
may not be of general public benefit;  
often based on willingness to pay

## **Quality of Life Services**

Services that add to the unique character of our community  
and distinguish our City from others; we choose to provide  
them to improve the overall quality of life in the community;  
service quality above the basic level to meet essential needs

## **Core Services by Choice**

Basic services and baseline service levels that  
Council and citizens expect to be provided by the City;  
essential services that are not provided by other agencies;  
services that generally benefit the public as a whole

## **Core Services – No Choice**

Services that are required by law  
or essential to life, health, safety