

# List of City Services



CITY OF  
PEORIA

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## INTRODUCTION

The City of Peoria provides a tremendous range of services to its citizens, businesses and visitors. From ensuring public safety to managing land development, taxes and other revenues are transformed into the services that make our City work.

Over a brief three-week period, individual departments have been compiling a list of these services. A “service” is defined as the performance of duties for a customer. Many resources are dedicated to ensuring services are properly delivered. These include supervision and management, scheduling, reporting, attending meetings, departmental budgeting, and interfacing with Council, among others. While each service is comprised of many tasks, this report focuses on the services themselves.

The City provides a majority of its services to external customers: individual citizens, the business community, neighborhoods, organizations, other units of government and visitors. Section 1 of this report includes these external services. Please note that the services offered by PAWS and the Emergency Communications Center are offered both within the City and to other areas in Peoria County. Section 2 outlines the City’s internal services. Many departments provide services to other departments, such as payroll, fleet maintenance and computer support. While not directly offered to citizens, these services comprise the backbone of City operations. Finally, Section 3 lists entities receiving direct funding from the City (other than federal funding). Not included are the direct services provided by Workforce Network, Peoria Public Library or the Peoria Election Commission. Internal services provided by City staff to these entities, however, are included.

Both external and internal services are organized according to one of the six core functions of local government:

- Public Safety
- Land Use
- Economy
- Infrastructure
- Neighborhoods
- Stewardship

Within each function, staff has categorized each service according to a hierarchy: Mandatory core services, core service by choice, quality of life services and community add-ons. (Please see Appendix A for a definition of each.) The department or division responsible for delivering each service is indicated in parentheses. While only one department is usually listed, services are always a result of the work of many departments. A police officer does not respond to a call with having been hire (Human Resources), dispatched (ECC), aided by his or her in-car laptop (Information Systems) and without being paid (Finance). Those services that generate revenue are written in bold; those who are supported through grants (either partially or completely) are written in italics.

It should be noted that the completion and categorization of this service list is a subjective process. Some services were likely overlooked, and some that have been included might not be considered by all readers as a service. The categorization within the hierarchy is similarly subjective and different people might come to different conclusions. Staff offers this outline simply as a starting point for discussion about which services the City should provide and at which level.

Finally, the hierarchical categorization is not a value judgment on each service. All are provided at the direction of the City Council and represent a response to a community need.

## SECTION ONE: SERVICES PROVIDED TO EXTERNAL CUSTOMERS

### Public Safety

#### Core Service – No Choice

- PS1. Respond to structural fires (Fire)
- PS2. Respond to basic life support calls (Fire)
- PS3. **Perform technical rescues (extraction, trench, water, confined space, high-angle, etc.)** (Fire)
- PS4. Educate the public on severe weather, disaster response, and disaster recovery (Fire)
- PS5. Maintain the City's Outdoor Warning Siren System (Fire)
- PS6. Coordinate/plan responses to critical events and disasters (Fire, Police, ECC)
- PS7. Interact with all agencies regarding homeland security and domestic preparedness (Fire)
- PS8. Provide marine rescue along Illinois River (Fire)
- PS9. **Mitigate hazardous materials incidents** (Fire)
- PS10. **Review installation plans for all fire protection systems** (Fire)
- PS11. Conduct complaint inspections involving fire/life safety issues (Fire)
- PS12. Issue Certificates of Occupancy (Fire, Building Inspections, PGM)
- PS13. Determine the cause and origin of all fires (Fire)
- PS14. Conduct after action review of hazardous material incidents (Fire)
- PS15. Coordinate damage reports and claims after natural disasters, including floods (Fire)
- PS16. **Review residential and commercial building plans for code compliance** (Fire, Building Inspections)
- PS17. Review non-residential site plans (Fire, Building Inspections, PW, PGM)
- PS18. Conduct special event inspection (i.e. carnivals) (Fire, Building Inspections)
- PS19. Issue zoning certificate for new residential structures (Building Inspections)
- PS20. **Conduct electrical, plumbing, mechanical and building inspections** (Building Inspections)
- PS21. **Issue building permits (i.e. mechanical, construction, swimming pool, etc.)** (Building Inspections)
- PS22. Conduct liquor license and health department inspections (Building Inspections)
- PS23. Demolish commercial structures (Building Inspections)
- PS24. **Advise commercial property owners on exterior/structural integrity** (Building Inspections)
- PS25. Inspect swimming pools/barrier requirements (Building Inspections)
- PS26. Inspect erosion control efforts (Building Inspections)
- PS27. Inspect curb cuts and sidewalks (Building Inspections)
- PS28. Conduct final zoning inspections of commercial property (Building Inspections)
- PS29. **Process rabies registrations** (PAWS)\*
- PS30. **Investigate animal bites** (PAWS)\*
- PS31. Reimburse livestock owners for kills (PAWS)\*
- PS32. **Determine dangerous animals** (PAWS)\*
- PS33. Answer 9-1-1 calls (ECC)
- PS34. Answer non-emergency and administrative telephone calls (ECC)
- PS35. Provide Emergency Medical instructions to callers (ECC)
- PS36. **Dispatch Police, Fire, EMS, Public Works, PAWS** (ECC)
- PS37. Monitor Tactical Alarms (ECC)
- PS38. Enter and Maintain LEADS/NCIC Records (ECC)

*\* The City provides these services under an intergovernmental agreement with Peoria County, which is statutorily mandated to provide these services. Other animal control services are provided to the entire County, but are not mandated services.*

- PS39. Enter and maintain sex offender LEADS (ECC)
- PS40. Perform after hour notifications (ECC)
- PS41. Activate Outdoor Warning System (ECC)
- PS42. Prepare audio CD's for State's Attorney (ECC)
- PS43. Repair and maintain the outdoor warning system (ECC - Electronic Shop)
- PS44. Respond to call for police services (Police)
- PS45. Conduct routine preventative patrol (Police)
- PS46. Serve regular and high risk (SRT) warrants (Police)
- PS47. Deploy Special Response Team (SRT) (Police)
- PS48. Register sex offenders (includes non-compliance checks and community notification) (Police)
- PS49. Release accident reports to citizens & insurance** (Police)
- PS50. Process permits for cabs, adult use** (Police)
- PS51. Process false alarm billings** (Police)
- PS52. Process subpoenas (Police)
- PS53. Expunge criminal records (Police)
- PS54. Conduct background checks for internal and external customers (Police)
- PS55. Investigate traffic crashes (Police)
- PS56. Enforce traffic and parking laws** (Police)
- PS57. Monitor and inspect City taxicabs (Police)
- PS58. Investigate crimes against persons and property (Police)
- PS59. Investigate all crimes against and involving juveniles (Police)
- PS60. Coordinate investigative efforts regarding crimes and safety to District 150 and other schools (Police)
- PS61. Investigate runaway and missing persons (Police)
- PS62. Investigate fraud cases, ID thefts, financial exploitation, any financial crime (Police)
- PS63. Conduct investigations involving narcotics, prostitution, liquor, and tobacco sales (Police)
- PS64. Track and store all items of evidence, lost/found property and abandoned property (Police)
- PS65. Respond to FOIA requests (all departments)

#### **Core Service – By Choice**

- PS66. Maintain the City's Emergency Operations Plan (Fire)
- PS67. Coordinate assistance from State and federal disaster response organizations (Fire)
- PS68. Provide Advanced Life Support services in North Peoria (Fire)
- PS69. Conduct fire and life safety inspections (Fire)
- PS70. Issue permits for fireworks, tents or air-supported structures, and open burns** (Fire)
- PS71. Implement the EMS quality assurance program (Fire)
- PS72. Conduct inspections of businesses with hazardous materials** (Fire)
- PS73. Coordinate training for the Hazardous Material Response Team (Fire)
- PS74. Advise property owners about flood prevention techniques (Fire)
- PS75. License electrical and HVAC contractors** (Building Inspections)
- PS76. Impound aggressive/biting/stray animals** (PAWS)
- PS77. Rescue sick/injured animals** (PAWS)
- PS78. Shelter and redeem impounded and unwanted animals (PAWS)
- PS79. Euthanize animals** (PAWS)
- PS80. Investigate animal cruelty** (PAWS)
- PS81. Quarantine animals** (PAWS)
- PS82. Enforce animal ordinances** (PAWS)

**PS83. Make animals available for adoption (PAWS)**

- PS84. Sterilize adopted animals (PAWS)
- PS85. Remove wild and dead animals (PAWS)
- PS86. Incinerate animal carcasses (PAWS)
- PS87. Provide 24-hour emergency animal services (PAWS)
- PS88. Administer Emergency Notification System (ECC)

**PS89. Enforce Municipal Code Violations (Police)**

- PS90. Manage and staff special events (Police)
- PS91. Coordinate multi-jurisdictional law enforcement activity (Police)
- PS92. Provide K-9 services to search, track, locate and protect (Police)
- PS93. Mediate landlord/tenant problems (Police)
- PS94. Address open air drug sales and "pattern crimes" (Police)
- PS95. Protect dignitaries (Police)
- PS96. Conduct saturation patrols at "hot spots" (Police)
- PS97. Address chronic quality of life issues (Police)
- PS98. Investigate suspicious packages and disarm explosives (Police)
- PS99. Assist local businesses in threat training (Police)
- PS100. Conduct public information campaigns (Police)
- PS101. Administer Crime Stoppers (Police)
- PS102. Liaison with media and general public (Police)
- PS103. Develop and use crime mapping technology to enhance law enforcement and public information (Police)
- PS104. Escort parades, large funerals, special events, oversize loads etc. (Police)
- PS105. Run school liaison program (Police)
- PS106. Design and implement delinquency initiatives (Police)
- PS107. Create school violence prevention initiatives (Police)
- PS108. Provide victim assistance through victim advocates (Police)*
- PS109. Participate in domestic violence task force with Peoria County sheriff's and State's Attorney (Police)*
- PS110. Investigate cybercrime and terrorism (Police)
- PS111. Coordinate efforts in reducing drugs, guns, and gang violence (Police)
- PS112. Oversee the Vehicle Impound Program (Police)**
- PS113. Conduct solicitation and prostitution details (Police)
- PS114. Conduct site approvals and monitor licensed liquor establishments (Police)

**Quality of Life Service**

- PS115. Conduct training on evacuation procedures for the business community (Fire)
- PS116. Assist in all fire prevention/public education programs (Fire)
- PS117. Spearhead the Juvenile Fire-Setters Intervention Program (Fire)
- PS118. Provide sandbags (Fire)
- PS119. Provide animal safety/violence prevention training (PAWS)
- PS120. Offer low cost spay/neuter program (PAWS)
- PS121. Participate in NEAT (PAWS)
- PS122. Prepare Crime Stoppers Citizens Award Program (Police)
- PS123. Prepare Police Day Event (Police)
- PS124. Provide K-9 public demonstrations (Police)
- PS125. Coordinate City departments to address nuisance properties (Police)
- PS126. Schedule and administer Armadillo (Police)

- PS127. Complete special projects as directed by Council (i.e. basketball hoop sweeps) (Police)
- PS128. Address chronic quality of life complaints (Police)
- PS129. Monitor City-wide cameras (Police)
- PS130. Conduct crime related training for citizens (Police)
- PS131. Register bicycles (Police)**

#### **Community Add-On**

- PS132. Make crime prevention presentations (Police)
- PS133. Provide safety training classes (Police)
- PS134. Assist with Neighborhood and Business Watch Programs (Police)
- PS135. Dispatch, by request, patrol to check on homes during citizen vacations (Police)
- PS136. Deliver Citizens Police Academy (Police)
- PS137. Coordinate Ride-Along Program (Police)

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### **Infrastructure**

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#### **Core Service – No Choice**

- In1. Collect residential refuse (thru contract) (PW)**
- In2. Collect condominium refuse (thru contract) (PW)**
- In3. Support Landfill Committee (PW)**
- In4. Manage ADA Sidewalk Program (PW)
- In5. Provide stormwater management (PW)
- In6. Manage flood plain issues, including providing information to citizens and businesses (PW)
- In7. Create Combined Sewer Overflow plan (PW)
- In8. Fulfill JULIE requests (ECC, PW)
- In9. Inspect bridges (PW)
- In10. Repair and upgrade traffic signals (PW)**
- In11. Mark and stripe pavement and parking lots (PW)**
- In12. Create and replace traffic signs (PW)
- In13. Process JULIE location requests (ECC, PW)
- In14. Repair and collect from parking meters (PW)
- In15. Maintain street lights (PW)
- In16. Repair and maintain streets (i.e. fill potholes, install guardrails, fill cracks, restore brick streets, etc.) (PW)
- In17. Trim, prune and remove trees (PW)
- In18. Remove snow from public roads and City facilities (PW)
- In19. Respond to FOIA requests (all departments)

#### **Core Service – By Choice**

- In20. Mow City-owned property (thru contract) (PW)
- In21. Collect yard waste (thru contract) (PW)
- In22. Monitor landfill operation (PW)**
- In23. Empty downtown garbage cans (thru contract) (PW)
- In24. Liaison w/ GPSD on sewer repairs (PW)
- In25. Staff Board of Local Improvements (PW)
- In26. Process special assessment rolls (PW)
- In27. Manage capital projects through completion (includes design and construction) (PW)

- In28. Oversee building demolition (PW)
- In29. Administer sidewalk programs (SINR, Participation, Schools) (PW)
- In30. Process utility permits (PW)**
- In31. Acquire and vacate Right-of-Way (PW)
- In32. Address wildcat sewer issues (PW)
- In33. Review annexation and development agreements (PW, PGM)
- In34. Review and inspect subdivisions (PW)
- In35. Offer specialized site plan review (PW)
- In36. Coordinate street addressing (PW)
- In37. Develop traffic studies, including traffic counts (PW)
- In38. Complete accident reviews (PW)
- In39. Issue heavy truck permits (PW)**
- In40. Plan and engineer traffic stripes and signs (PW)
- In41. Design and construct small drainage projects (PW)
- In42. Provide parking deck and lot maintenance (PW)
- In43. Provide special event support (PW)
- In44. Sweep streets (PW)
- In45. Seal coat residential streets (PW)
- In46. Rebuild and repair alleys (PW)
- In47. Maintain parking deck and parking lot lighting (PW)

#### Quality of Life Service

- In48. Repair curbs and sidewalks (PW)
- In49. Oversee downtown weekly litter collections (PW)
- In50. Spray for weeds along residential streets (thru contract) (PW)
- In51. Maintain public flower beds (thru contract) (PW)
- In52. Manage Mayor's Youth Corps (PW)
- In53. Offer rain barrels (PW)
- In54. Process block party requests (PW)
- In55. Issue residential and commercial driveway permits (PW)**
- In56. Assist with private property drainage problems (PW)
- In57. Offer sewer backup remediation program (PW)
- In58. Staff Traffic Commission (PW)
- In59. Establish safe walking routes (PW)
- In60. Manage parking system (thru contract) (PW)**
- In61. Issue parking lot permits (PW)**
- In62. Clean and repair storm sewers and inlets (PW)
- In63. Remove litter (PW)
- In64. Remove graffiti (PW)
- In65. Support special events (PW)
- In66. Coordinate Tree Partners Participation Program (PW)

#### Community Add-Ons

- In67. Install promotional banners (PW)**
- In68. Manage honorary street sign program (PW)
- In69. Offer free mulch to residents (PW)



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**Land Use**


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**Core Service – No Choice**

- LU1. Process zoning requests, including staffing of Zoning Commission (PGM)**
- LU2. Process planning requests (annexations, subdivisions), including staffing Planning Commission (PGM)**
- LU3. Process historic certificates of appropriateness and landmark requests, including staffing Historic Preservation Commission (PGM)**
- LU4. Process zoning appeals and variances, including staffing Zoning Board of Appeals (PGM)**
- LU5. Coordinate Site Plan Review Board (PGM)
- LU6. Process zoning certificates administratively - building permits, fences, transfer of property, group occupancies, home occupations (PGM)**
- LU7. Enforce land use ordinances (PGM)**
- LU8. Respond to FOIA inquiries (all departments)

**Core Service – By Choice**

- LU9. Coordinate 1 Stop Shop (PGM)
- LU10. Assist customers with zoning questions (PGM)
- LU11. Conduct inspections for Certificates of Occupancy (PGM)
- LU12. Assist with 2010 Census (PGM)
- LU13. Write and implement Comprehensive Plan (PGM)
- LU14. Develop plans for specific areas (i.e. Southern Gateway) (PGM)

**Quality of Life Service**

- LU15. Complete special projects as directed by Council (i.e. ad hoc committees, research, etc.) (PGM)
- LU16. Maintain department data on City Web site (PGM)
- LU17. Create maps (PGM)
- LU18. Manage Census information (PGM)
- LU19. Implement Glen Oak School Neighborhood Impact Zone (PGM)
- LU20. Coordinate street name changes (PGM)

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**Economy**


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**Core Service – No Choice**

- E1. *Manage Business Development Loan Fund* (ED)**
- E2. Administer Enterprise Zone (ED)
- E3. Administer 10 Tax Increment Finance Districts (ED)
- E4. Staff Joint Review Board (ED)
- E5. Process volume cap allocation (ED)
- E6. Review and respond to ADA complaints (EOO)
- E7. Investigate discrimination complaints (EOO)
- E8. Provide fair housing law guidance (EOO)
- E9. Respond to FOIA requests (all departments)

**Core Service – By Choice**

- E10. Advise businesses on financing options (ED)
- E11. Assist and advise businesses with local issues (ED)
- E12. Process Enterprise Zone expansions (ED)

- E13. Develop new Tax Increment Finance Districts** (ED)
- E14. Administer façade programs (Main, Southern Gateway, Wisconsin, Prospect, Sheridan Loucks) (ED)
- E15. Negotiate incentives and redevelopment agreements with businesses (ED)
- E16. Recruit developers and businesses (ED)
- E17. Purchase properties strategic to Council goals (ED)
- E18. Sell City-owned property** (ED)
- E19. Administer Spring Grove housing development (ED)
- E20. Staff Mayor's Sustainability Committee (ED)
- E21. Manage existing development projects (ED)
- E22. Market Peoria regionally and nationally (partially thru contract) (ED)
- E23. Staff Fair Housing and Employment Comm. (EOO)
- E24. Staff Mayor's Commission for the Disabled (EOO)

#### Quality of Life Service

- E25. Manage Council-directed special project areas (Riverfront, Eagleview, Sheridan-Loucks, etc.) (ED)
- E26. Coordinate Riverfront events and programming (thru contract) (ED)
- E27. Administer and staff Designated Zone Organization (ED)
- E28. Manage Renaissance Park Project (ED)
- E29. Manage events at the Gateway Building (thru contract) (ED)
- E30. Staff Renaissance Park Commission & Advisory Board (ED)
- E31. Research funding opportunities (i.e. Recovery Bonds) (ED)
- E32. Staff EDGE strategy committees (ED)
- E33. Develop minority/female businesses and workforce (EOO)
- E34. Provide guidance on employment practices (EOO)
- E35. Provide civil rights law guidance (EOO)

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### Neighborhoods

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#### Core Service – No Choice

- N1. Manage Emergency Shelter Grants* (PGM)
- N2. Process Certificates of Consistency* (PGM)
- N3. Conduct environmental assessments* (PGM)
- N4. Inspect rental property** (Code)
- N5. Register rental property** (Code)
- N6. Administer housing court* (Code)
- N7. Inspect owner-occupied housing (complaint)* (Code)
- N8. Process residential demolitions* (Code)
- N9. Process board ups* (Code)
- N10. Address chronic nuisance properties (Code, PGM, Police, PAWS)
- N11. Respond to FOIA requests (all departments)

#### Core Service – By Choice

- N12. Inspect exteriors for housing and environmental issues* (Code)
- N13. Identify, notice and remediate environmental problems (Code)
- N14. Abate rats (Code)
- N15. Abate mosquitoes (Code)

### Quality of Life Service

- N16. *Organize neighborhood cleanups (PGM)*
- N17. *Organize Mayor's Anti Litter Campaign (PGM)*
- N18. *Organize National Night Out (PGM)*
- N19. *Help develop neighborhood associations (PGM)*
- N20. *Organize Citizen's Academy (PGM)*
- N21. *Coordinate Neighborhood Watch programs (PGM)*
- N22. *Coordinate Business Watch programs (PGM)*
- N23. *Administer Alley Light Program (PGM)*
- N24. *Manage Systems Repair Program (PGM)*
- N25. *Administer Emergency Repair Program (PGM)*
- N26. *Manage Adopt-A-Ramp Wheelchair Program (PGM)*
- N27. *Oversee non-profit housing rehabilitation programs (Rebuilding Together, PCCEO, Common Place) (PGM)*
- N28. *Participate in lead partnership programs (i.e. Health Dept., PCCEO) (PGM)*
- N29. *Administer smoke detector programs (PGM)*
- N30. *Offer down payment assistance (PGM)*
- N31. *Process Public Service Grants (inc. HRC Commission support) (PGM)*
- N32. Participate in NEAT Sweeps (Code)
- N33. Manage paint program (Code)
- N34. Pick-up tires (Code)

### Community Add-On

- N35. *Offer Money Smart Week (PGM)*
- N36. *Administer neighborhood newsletter grants (PGM)*
- N37. *Administer neighborhood sign grants (PGM)*
- N38. *Coordinate participation in Regional Neighborhood Network Conference (PGM)*
- N39. *Organize Fair Housing Fair (PGM)*
- N40. *Staff FICRAC Partnership (PGM)*
- N41. Provide landlord training (PGM)
- N42. Coordinate community service workers (Code)

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## Stewardship

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### Core Service – No Choice

- S1. Set policy (Mayor/Council)
- S2. Establish annual budget (Mayor/Council)
- S3. Respond to and resolve citizen inquiries (Mayor/Council, all departments)
- S4. Provide research and information (Clerk)
- S5. Maintain official filings and recordings (Clerk)
- S6. Maintain City Codes (Clerk)
- S7. Register voters (Clerk)
- S8. Maintain and administer TIF Registry (Clerk)
- S9. Notice meetings and prepare agendas (Clerk)
- S10. Take and publish minutes (Clerk)
- S11. **Process liquor license applications and renewals (Clerk)**
- S12. Administer FOIA obligations for the whole City (Clerk)

- S13. Provide property tax information (Treasurer)
- S14. **Collect payment for taxes, fines, special assessments, licenses and permit fees** (Treasurer)
- S15. Plan, organize, integrate and control the administration of City government (City Manager)
- S16. Create and publish statute-mandated financial reports (Treasurer)
- S17. Address Council issues and inquiries (City Manager)
- S18. Serve as City Spokesperson (City Manager)
- S19. **Support and maintain Public Safety applications for City plus County, Pekin, Bartonville, Bradley and District 150** (IS)
- S20. **Support and maintain E9-1-1 / CAD Public Safety applications for City, County, Peoria Heights, Chillicothe, Bartonville and AMT** (IS)
- S21. Defend the City against litigation (Legal)
- S22. Provide Housing Hearing Officer (Legal)
- S23. **Process billings for work orders, false alarms and special assessments** (Finance)
- S24. **Issue permits for HazMat and Fire Prevention** (Finance)
- S25. **Issue Licenses for cigarette, occupational, peddlers and special events** (Finance)
- S26. **Adjudicate parking ticket complaints** (Finance)
- S27. **Process HRA taxes (including late notices and hearings)** (Finance)
- S28. Process checks for payroll and vendor payment (Finance)
- S29. **Oversee investments** (Finance)
- S30. **Dispose of surplus property** (Finance)
- S31. Respond to FOIA requests (all departments)

#### Core Service – By Choice

- S32. Coordinate commission appointments (Council)
- S33. **Issue residential parking permits** (Treasurer)
- S34. Liaison with other local governments (City Manager)
- S35. Issue news releases on City issues (road closure, snow, special events, etc.) (City Manager)
- S36. Coordinate news conferences (City Manager)
- S37. Produce Annual Report (City Manager)
- S38. Create and maintain City of Peoria's website (IS)
- S39. **Prosecute ordinance violators** (Legal)
- S40. Administer demolition court (Legal)

#### Quality of Life Service

- S41. Manage Peoria CARES program (City Manager)
- S42. Spearhead Customer Service Committee (City Manager)
- S43. Process garbage fee refunds (City Manager)
- S44. Give tours of City Hall (City Manager)
- S45. Produce Community Newsletter (City Manager)
- S46. Publish City Services Directory (City Manager)

#### Community Add-On

- S47. Coordinate proclamations (Mayor/Council)
- S48. Coordinate Sister City activities (Mayor/Council)
- S49. Coordinate Sister City activities (City Manager)

## SECTION TWO: SERVICES PROVIDED TO INTERNAL CUSTOMERS

### Public Safety

#### Core Service – No Choice

- PS1. Provide upgrade training and continuing education for firefighters (Fire)
- PS2. Supervise firefighter physical agility testing** (Fire)
- PS3. Install, repair and maintain communication systems (fixed portable, mobile, etc.) (ECC- Electronic Shop)
- PS4. Maintain radio towers & tower lights (ECC - Electronic Shop)
- PS5. Create and deliver general and specialized training (Police)
- PS6. Ensure firearms quality (Police)
- PS7. Conduct LEADS certification (Police)
- PS8. Administer annual CORE training (Police)
- PS9. Fingerprint criminal justice applicants (Police)

#### Core Service – By Choice

- PS10. Provide support services and assistance for site classes and meetings for outside agencies** (Fire)
- PS11. Maintain ILEAS and MABAS database systems** (ECC)
- PS12. Investigate all formal complaints and officer-involved shootings (Police)
- PS13. Complete controlled disposals/destruction of contraband (Police)
- PS14. Serve as Honors Board Secretary (Police)
- PS15. Implement Field Training Officer program (Police)
- PS16. Process prisoner bookings (Police)
- PS17. Assess and collect criminal intelligence (Police)
- PS18. Issue Intelligence Bulletins (Police)
- PS19. Oversee the asset forfeiture program** (Police)
- PS20. Provide on-scene evidence services (Police)
- PS21. Analyze physical evidence (Police)
- PS22. Verify the identity of all persons arrested in Peoria County through fingerprint analysis (Police)

#### Community Add-On

- PS23. Oversee training facility rental (Fire)
- PS24. Offer training for other departments** (Fire)
- PS25. Offer a resource center for books, videos and training aids (Fire)
- PS26. Serve as a regional training site for the Illinois Fire Service Institute (IFSI). (Fire)
- PS27. Deliver Council packets (Police)
- PS28. Coordinate Police Week (Police)

### Infrastructure

#### Core Service – No Choice

- In1. Implement capital improvements to City facilities (PW)
- In2. Provide janitorial services for city buildings (contract) (PW)
- In3. Provide building maintenance & repair for all City facilities (PW)
- In4. Perform vehicle & equipment repairs (PW)

- In5. Perform body damage repairs (PW)
- In6. Manage City's fueling systems (PW)
- In7. Maintain CD siren (PW)
- In8. Provide work zone barricades (PW)

#### Core Service – By Choice

- In9. Develop and support GIS maps (PW)
- In10. Survey land (PW)
- In11. Write legal descriptions (PW)
- In12. Inspect Right-of-Way (PW)
- In13. Recommend and facilitate purchase of City vehicles & equipment (PW)

#### Quality of Life Service

- In14. Liaison w/ railroads (PW)

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### Land Use

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#### Quality of Life Service

- LU1. Create and maintain GIS layer (PGM)

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### Economy

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#### Core Service – No Choice

- E1. Oversee Lawcon Grant (ED)
- E2. Process real estate exemptions (ED)
- E3. Develop affirmative action plan (EOO)
- E4. Ensure compliance with federal and state law (EOO)
- E5. Fulfill ADA regulatory mandates (i.e. accessibility) (EOO)

#### Core Service – By Choice

- E6. Offer specialized training to employees (sensitivity, conflict, harassment, etc.) (EOO)
- E7. Monitor City construction sites (EOO)
- E8. Monitor GPSD construction sites (EOO)**
- E9. Process Equal Opportunity Certifications (EOO)**

#### Quality of Life Service

- E10. Staff Stakeholders Committee (ED)
- E11. Enhance procurement diversity (EOO)

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**Stewardship**


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**Core Service – No Choice**

- S1. Provide direction to staff (Mayor/Council)
- S2. Hire and direct City Manager (Mayor/Council)
- S3. Meet Fire and Police Pension Fund fiduciary obligations/monitor portfolio (Clerk)
- S4. Calculate fire pension benefits (Clerk)
- S5. Schedule fire pension physicals (Clerk)
- S6. Certify pension documents (Clerk)
- S7. Oversee Fire Trustee elections (Clerk)
- S8. Certify and record documents (Clerk)
- S9. Execute documents (Clerk)
- S10. Certify, record and file documents (Clerk)
- S11. Enter documents officially into the record (Clerk)
- S12. Index the record (Clerk)
- S13. Digitize records (Clerk)
- S14. Restore archived records (Clerk)
- S15. Track receipts (Treasurer)
- S16. Provide checks and balances of financial records (Treasurer)
- S17. Record and reconcile all payments to the City (Treasurer)
- S18. Serve as treasurer for Police Pension Fund and Fire Pension Fund (Treasurer)
- S19. Coordinate Council agendas (City Manager)
- S20. Coordinate media inquiries (City Manager)
- S21. Support and maintain financial applications (IS)
- S22. Produce reports for internal/external use and FOIA Requests (IS)
- S23. Maintain antivirus and firewalls (IS)
- S24. Maintain internal fiber network for voice and data (IS)
- S25. Provide hardware and software support for desktops, laptops and peripherals (IS)
- S26. Support ETSB PC's/Printers at 9-1-1 centers (Peoria, Bartonville, Peoria Heights, Chillicothe) (IS)
- S27. Produce disaster recovery backups (IS)
- S28. Provide round-the-clock front line user support (IS)
- S29. Advise departments on personnel issues and employment law (HR)
- S30. Create and administer personnel policy (HR)
- S31. Administer IMRF pension (HR)
- S32. Administer unemployment benefits (HR)
- S33. Design health care plan (HR)
- S34. Interface with health care service providers (HR)
- S35. Serve as patient advocate (HR)
- S36. Negotiate contracts with bargaining units (HR)
- S37. Prepare and present arbitration cases (HR)
- S38. Manage grievance process (HR)
- S39. Manage hiring process (HR)
- S40. Conduct new employee orientation (HR)
- S41. Administer reclassifications (HR)
- S42. Create job descriptions (HR)
- S43. Provide Human Resource services to Library (HR)

- S44. Process promotions, transfers and terminations (HR)
- S45. Staff Fire/Police Commission (HR)
- S46. Process worker's compensation claims (HR)
- S47. Investigate workplace accidents (HR)
- S48. Deliver workplace safety programs (HR)
- S49. Perform Fitness-for-Duty reviews (HR)
- S50. Collect injury data (HR)
- S51. Coordinate computer training (HR)
- S52. Support and maintain Community Services/Land- Based applications (IS)
- S53. Provide electronic banking services: direct deposits, child support, etc. (IS)
- S54. Provide CAD and Police AVL/Mapping (IS)
- S55. Administer physical devices related to Public Safety Applications (IS)
- S56. Create reports for City of Peoria and 12 outside agencies (IS)
- S57. Ensure fire station alarm printing for Peoria Fire and County fire districts (IS)
- S58. Administer system security/user access (IS)
- S59. Support and maintain all network hardware and software services (IS)
- S60. Support and maintain all telecommunications hardware and software, including cellular phones (IS)
- S61. Support and maintain data and voice communications for 28 facilities (IS)
- S62. Maintain and monitor all systems 24/7/365 (IS)
- S63. Provide legal advice to City departments and City Council (Legal)
- S64. Provide legal services to Library (Legal)
- S65. Respond to IL Department of Human Rights complaints (Legal)
- S66. Prepare annual budget (Finance)
- S67. Record all financial transactions, update general ledger, complete special reports (Treasurer, Finance)
- S68. Coordinate annual audit (Finance)
- S69. Manage debt (Finance)
- S70. Conduct payroll for all employees (Finance)
- S71. Provide financial services for Library and Election Commission (Treasurer, Finance)
- S72. Manage cash accounts (Finance)
- S73. Administer purchasing ordinance (Finance)
- S74. Process purchase orders (Finance)
- S75. Drafting and review contracts and agreements (Legal)
- S76. Drafting and review of ordinances (Legal)
- S77. Manage collections (Legal)**

#### **Core Service – By Choice**

- S78. Support and maintain document and imaging management systems (IS)
- S79. Administer Section 125 benefit (HR)
- S80. Manage tuition reimbursement (HR)
- S81. Staff Labor/Management Health Care Committee (HR)
- S82. Organize annual health fair (HR)
- S83. Administer insurance programs (liability, property) (HR)
- S84. Maintain Blackberry and Intel sync server (IS)
- S85. Create and maintain specialized databases for all City departments (IS)
- S86. Prepare budgetary analysis & financial reporting (Finance)
- S87. Offer centralized services (copying, supplies) (Finance)



**Quality of Life Service**

- S88. Create employee newsletter (City Manager)
- S89. Coordinate internal/external use of City Logo (City Manager)
- S90. Coordinate optional life insurance policies (HR)
- S91. Provide HR services to Workforce Network (HR)
- S92. Create department-specific courses (HR)
- S93. Provide legal services to Workforce Network (Legal)
- S94. Provide financial services for Workforce Network (Treasurer, Finance)

### SECTION THREE: CITY-FUNDED AGENCIES AND ACTIVITIES

*The following organizations or activities receive some level of support from the City of Peoria. Three entities – the Election Commission, Public Library and Workforce Network – are technically part of the City government itself, but are funded almost exclusively by legislated mechanisms.*

#### **Core Service – No Choice**

1. Peoria City Election Commission

#### **Core Service – By Choice**

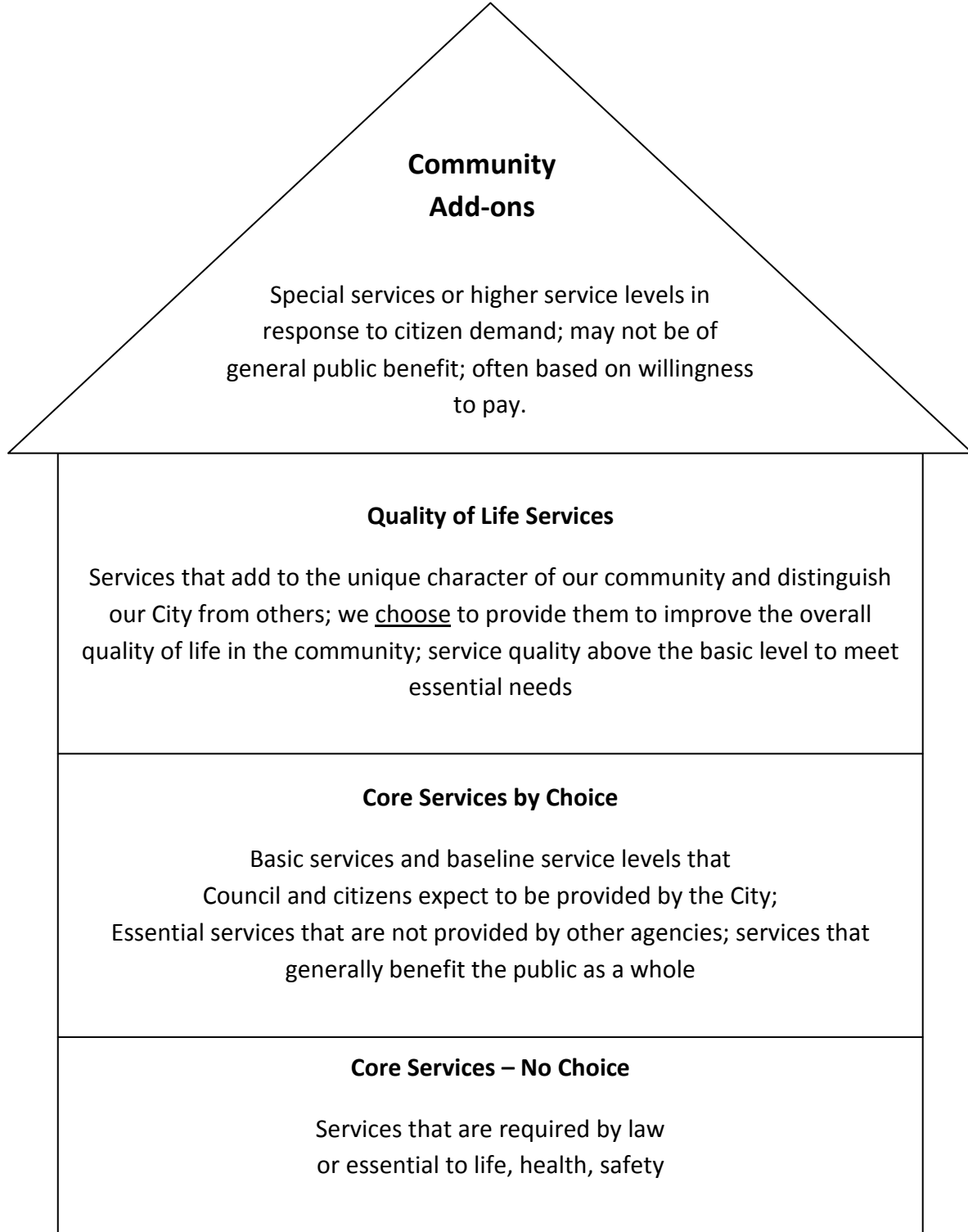
2. Peoria Area Convention and Visitors' Bureau
3. Peoria Civic Center
4. Peoria Public Library
5. Public Access Commission (for video broadcasting of City Council meetings)
6. WCBU FM (for audio broadcasting of City Council meetings)
7. Springdale Cemetery
8. Workforce Network

#### **Quality of Life Service**

9. Heartland Water
10. IHSA Basketball Tournament
11. Peoria Area Community Events (PACE)
12. Peoria City Beautiful

#### **Community Add-On**

13. Arts Partners
14. Fourth of July Show
15. "Fun 'n' the Sun" Bus Passes
16. Municipal Band

**APPENDIX A: THE HIERARCHY OF SERVICES**

## APPENDIX B: GUIDE TO ACRONYMS AND ABBREVIATIONS

### **Departments**

<b>Code</b>	Code Enforcement (a division of the Inspections Department)
<b>ECC</b>	Emergency Communications Center
<b>ED</b>	Economic Development
<b>EOO</b>	Equal Opportunity Office
<b>HR</b>	Human Resources
<b>IS</b>	Information Systems
<b>PAWS</b>	Peoria Animal Welfare Society (a division of the Inspections Department)
<b>PGM</b>	Planning and Growth Management
<b>PW</b>	Public Works

### **Core Functions**

<b>PS</b>	Public Safety
<b>In</b>	Infrastructure
<b>LU</b>	Land Use
<b>E</b>	Economy
<b>N</b>	Neighborhoods
<b>S</b>	Stewardship