

Performance *Spotlight*

Department Mission

To provide responsible fiscal stewardship and professional financial management with integrity, accountability, and exceptional customer service.

DEPARTMENT FUNCTIONS

Finance Administration

Finance Administration is responsible for the overall leadership and management of the Finance Department while coordinating operations, facilitating financial planning, managing the city's short-term and long-term debt, helping coordinate the financing of city projects, and providing management with current financial information.

Financial Services

Financial Services is responsible for providing accurate and timely financial information to the public, bondholders, grantors, auditors, city council, and management. Services include:

- ✓ **Financial Reporting**
- ✓ **Payroll**
- ✓ **Accounts Payable**
- ✓ **Special Assessments**
- ✓ **Grant Accounting**
- ✓ **Accounts Receivable**
- ✓ **Financial Information System**

Materials Management

Materials Management serves as the city's purchasing and contracting agent and acquires and stocks needed supplies, equipment and services for all city departments.

Sales Tax and Business Licensing

Sales Tax and Licensing administers the sales tax code to ensure compliance through issuing and collecting sales tax permit licenses and fees, collecting sales taxes, conducting audits of businesses, and inspecting business establishments to insure proper licensing.

Revenue Administration

Revenue Administration manages all operations of the Revenue Division and provides professional services to the city's utility operations and the citizens of Peoria.

Treasury

Treasury is responsible for cash and investment management, banking relations and debt management.

Key Outcome Measures Finance Department

- ❖ Bond Ratings for General Obligation, MDA and Revenue Bonds
- ❖ 100% compliance with City's Investment Policy
- ❖ Maintain unqualified audit opinion and award of GFOA Certificate of Achievement in Financial Reporting
- ❖ 100% compliance with the Principles of Sound Financial Management
- ❖ Customer Service Survey Ratings

Billing and Collections

Billing and Collections is responsible for generating and distributing billing statements, providing customer service, maintaining customer information, and collecting delinquent amounts due to the city.

Meter Services

Meter Services is responsible for accurately reading water meters each month to ensure timely and correct utility billing.

Customer Service

Customer Service is responsible for collecting water, wastewater and solid waste user fees, processing sales tax and business license applications and tax returns, depositing daily cash receipts, initiating new utility service and termination of service, initiating service orders, meter installations, repairs and replacements, investigating water leaks and customer complaints, and assisting customers in person and over the telephone.



Performance Spotlight

Department Mission

To preserve and enhance the City of Peoria's assets and resources for future generations through sustainable practices, and quality service, operation and maintenance of the City's infrastructure and facilities.

DEPARTMENT FUNCTIONS

PUBLIC WORKS

Public Works Administration

The Public Works administrative division develops, manages, and provides overall management direction and support for the City's Public Works Functions.

Solid Waste/Recycling

The Solid Waste Division provides curbside collection service for household refuse, recyclables, bulk items, and refuse collection services for our commercial and multi-family customers.

Streets and Storm Drain

The Streets and Storm Drain Divisions are responsible for the overall management of the following programs:

- ✓ **Signals and Street Lights**
- ✓ **Signing and Striping**
- ✓ **Pavement Maintenance**
- ✓ **Street Sweeping**
- ✓ **Storm Water Management**

Fleet Maintenance

The Fleet Maintenance division is responsible for maintaining and managing the City's vehicle and equipment inventory.

Facilities

The Facilities divisions are responsible for operating and/or maintaining all City buildings, grounds and appurtenances and planning for system and equipment replacements. Service areas include:

- ✓ **Custodial**
- ✓ **Building Maintenance**
- ✓ **Technical and Utility Management**

Transit

The Transit Division is responsible for providing on-call transportation services throughout the City to facilitate ADA and non-ADA citizen travel to medical appointments, social activities and shopping.

Key Outcome Measures Public Works

- ❖ Residential Recycling Diversion Rate
- ❖ % of pavement surfaces graded at 70% or better
- ❖ Maintain City's fleet "in-service" at 95% or better
- ❖ 100% compliance with all storm drain requirements

DEPARTMENT FUNCTIONS

UTILITIES

Utilities Administration

The Utilities Administration division is responsible for providing overall management direction and support to the City's Utilities functions.

Field Operations

Field Operations includes the operation and maintenance of the water distribution, wastewater collection system, wells, reservoirs, booster stations, wastewater lift stations, and utility locating and marking services. Divisions include:

- ✓ **Water Production**
- ✓ **Water Distribution**
- ✓ **Blue Stake**
- ✓ **Wastewater Collection**

Key Outcome Measures Utilities

- ❖ Experience no service delivery interruptions
- ❖ 100% compliance with all water and wastewater regulations

Water Resources and Environmental

The Water Resources and Environmental division is responsible for managing the City's water resource portfolio and ensuring the City meets Federal, State and Local compliance regulations for water, wastewater, storm water and air quality

- ✓ **Water Resources and Conservation**
- ✓ **Water Supply**
- ✓ **Environmental (Recycling) Services**
- ✓ **Water Environmental Programs**
- ✓ **Wastewater Industrial Users**

Treatment Plant Operations

The Treatment Plant Operations division is responsible for customer service, operational support and overall management of treatment plant operations. The City currently operates and maintains the following treatment facilities:

- ✓ **Greenway Water Treatment Plant**
- ✓ **Quintero Treatment Plant**
- ✓ **Beardsley Water Reclamation Facility**
- ✓ **Jomax Water Reclamation Facility**
- ✓ **Butler Water Reclamation Facility**



Performance *spotlight*

Department Mission

To implement and support the Council Goals through leading and coordinating internal and external services; local, regional and national coalition building; and advocacy on behalf of the City.

DEPARTMENT FUNCTIONS

City Manager's Office

The City Manager's office provides management direction and leadership for the organization, aligns service delivery with community needs, Council priorities and organizational goals, advances community relations and civic engagement and implements Council's priorities.

Mayor and Council Support

Mayor and Council Support activities include providing quality constituent services through conducting research and analysis, facilitating communication for the elected officials, and briefing elected on intergovernmental issues.

Intergovernmental Affairs Office

The Intergovernmental Affairs Office is responsible for coordinating the activities related to research, analysis, lobbying, and tracking of legislative initiatives, serves as the conduit for information on regional planning activities to the mayor and council members, and leads political initiatives for projects of interest, such as supporting Luke Air Force base, for the City.

Key Outcome Measures City Manager's Office

- ❖ % of residents rating Peoria's sense of community as good or excellent
- ❖ % of residents rating the value of services received for the taxes paid as good or excellent
- ❖ % of residents saying Peoria is heading in the right direction