



## Superior Public Services

Public services have a direct relation to the quality of life of a community. It is not only *what* is delivered, but *how* it is delivered that makes Peoria a community of distinction. Peoria delivers services in a responsive, reliable, safe, compassionate and strategic manner. Superior public services provide an increased sense of safety and security for residents, uncompromising integrity in core municipal services, as well as greater overall satisfaction for citizens, businesses, and visitors alike.

The City of Peoria continually strives to provide the highest quality public services to all its customers, regardless of where they are located within the community. The Superior Public Services Theme addresses the city's commitment to service, operational values and expectations, and the quality and distribution of public services throughout the City.

## PURPOSE

*To provide superior levels of public facilities and services in a responsible, reliable, safe, and compassionate manner. In order to sustain existing households and businesses and to accommodate future population and employment growth, public facilities and services will need to be strategically located, and regularly improved, expanded, and maintained.*

### 7.1 COMMITMENT TO SERVICE

The city of Peoria is comprised of more than 1,100 full-time employees who are dedicated to providing the very best service to Peoria's citizens, businesses, and visitors in the most cost effective and efficient means possible. Our employees adhere to clearly articulated values and principles and strive to stay on top of the numerous professions that make up the disciplines of today's modern full-service city.

The men and women who make up the city's diverse workforce are proud to maintain the highest levels of honesty and integrity, and are focused on data driven service delivery to assure prompt, thorough, courteous service. City services are accredited by professional associations and agencies, which assures the highest level of management and technical competency and adherence to nationally recognized 'best practices.'

#### Fiscal Approach

The City has an important responsibility to its citizens to carefully account for public funds, to manage its finances wisely, and to plan for the adequate funding of services desired by the public. The City's financial goals are broad, fairly timeless statements of the financial position the City seeks to attain. The City's overall financial goals are:

- To deliver quality services in an affordable, efficient, and cost-effective basis, providing full value for each dollar.
- To maintain an adequate financial base to sustain a sufficient level of municipal services, thereby preserving the quality of life in the City of Peoria.
- To have the ability to withstand local and regional economic fluctuations, to adjust to changes in the service requirements of our community, and to respond to changes in Federal and State priorities and funding as they affect the City's residents.
- To maintain a high bond credit rating to ensure the City's access to the bond markets and to provide assurance to the City's taxpayers that the City government is well managed and financially sound.

Achieving these goals not only helps the City to enhance its financial health, it also enhances the image and credibility of the City with the public, bond rating agencies, and investors. The City achieves these goals through its strict adherence to fiscal management policies.



## City of Peoria Core Values

“The City of Peoria team members share a commitment to provide quality service for our community.”

**P** *Professional*

Continually reviewing my own behavior and questioning whether what I do is consistent with the City’s and my profession’s values. Maintaining the highest levels of confidentiality and honoring legal restrictions on political activity.

**E** *Ethical*

Being honest and objective in performing my duties and deciding all matters on the merits, free from improper influences. Being guided by principle and conscience and the desire to do the “right thing”.

**O** *Open*

Communicating truthfully and completely with others, supporting diversity and treating others with respect. Participating positively in the community.

**R** *Responsive*

Responding to all internal and external customers in a prompt, efficient, friendly and patient manner.

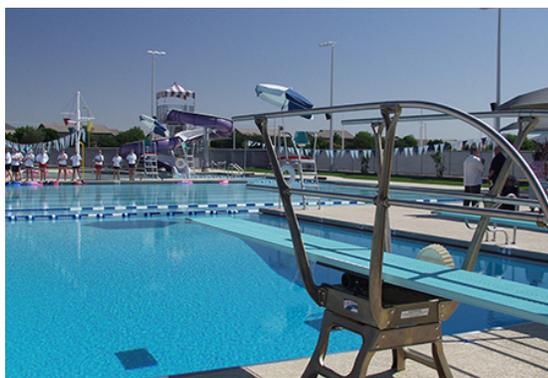
**I** *Innovative*

Seeking out opportunities to contribute to the daily and future work of the City in ways that are new and creative.

**A** *Accountable*

Observing both the letter and the spirit of laws and rules. Engaging only in appropriate personal and professional conduct in all matters.

## 7.2 MUNICIPAL OPERATIONS AND FACILITIES



Public facilities and buildings support the day-to-day operations that keep the City running efficiently. Many of Peoria’s public facilities and buildings are located within the Municipal Complex in Old Town, including:

- City Hall,
- City Council Chambers,
- Main Library,
- Development and Community Services Building,
- Public Safety Administration Building, and
- Municipal Court Building

Together, these comprise a majority of Peoria’s departments and offices, such as the Mayor, City Council, and City Manager’s offices; as well as the Clerk’s Office, Human Resources, Economic Development Services, Development and Engineering, Planning and Community Development, Community Services, Public Works, and Police departments. In addition to the City offices located in the Municipal Complex, Peoria maintains the Municipal Operations Center (MOC) located near Pioneer Community Park.

The Municipal Operations Center provides space for several sections in the Public Works Department—Field Operations, Streets and Drainage, Solid Waste, Signs and Striping, Meter Services, Parks and Right-of-Way, Transit, and Fleet and Inventory Control.

Aside from municipal office, the City of Peoria also operates a number of community recreational facilities including:

- The Peoria Sports Complex,
- Peoria Community Center,
- Rio Vista Recreation Center,
- Sunrise Mountain Library,
- Peoria Center for the Performing Arts, and
- More than 30 parks



Lastly, the City owns and operates a number of other community and municipal facilities including:

- Pinnacle Peak Public Safety Complex
- Fire Stations
- Water Treatment Plants,
- Water Reclamation Facilities, along with
- Various wells, reservoirs, and booster stations.

Peoria has always sought to meet and exceed the needs and expectations of its citizens and visitors, which is reflected in the quality, attractiveness, and efficiency of these public buildings and facilities. Collectively, they represent the special qualities of the city and they play a vital role in shaping community life as well. As the city continues to grow, Peoria will seek to remain as a community of distinction, that provides exemplary community services to its residents, businesses and visitors in the most efficient and cost-effective manner.



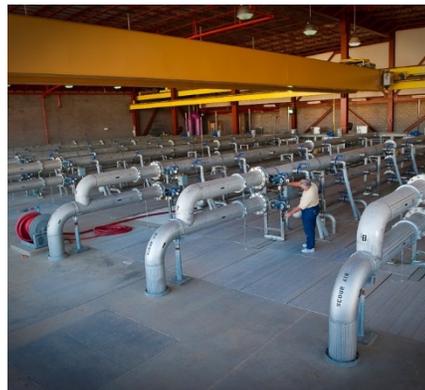
## 7.3 UTILITIES

Public utilities are an essential function of daily life for both residents and businesses. Public utilities include potable water, wastewater, and solid waste services. Providing these services enhances the overall quality of life by offering cheaper, cleaner, and more efficient methods of delivering water and disposing of waste. In Peoria, the Water Services Department is responsible for managing water resources, as well as distributing and maintaining public utilities.



### Water Resources

In a dry, arid environment, water is a limited resource. Water resources in Arizona are managed by the Arizona Department of Water Resources (ADWR), which divides the state into five Active Management Areas (AMAs). Peoria is within the Phoenix AMA, and as such, must comply with the Assured Water Supply Program to evaluate the availability of a 100-year water supply. The ADWR has approved the City's Designation of Assured Water Supply.





The City of Peoria maintains a diversified water portfolio, comprised of surface water from the Central Arizona Project (CAP) and Salt River Project (SRP), recovered ground water from approximately 30 wells, as well as reclaimed water from three wastewater treatment plants. The Principles of Sound Water Management is the City’s guiding policy document for managing these water resources, meeting state standards, and effectively supplying water to residents and businesses. The City also adopted the Integrated Utility Master Plan in 2015 to guide utility infrastructure expansions as Peoria continues to grow.

## Principles of Sound Water Management

The Principles of Sound Water Management was adopted by City Council, and contains guiding policies for long-term water resource management for the City. They are:

- **Regulatory Compliance.** Assures Peoria complies with federal, state, and local water regulations, including the Assured Water Supply Program.
- **Water Quality.** Establishes measures to supply safe drinking water for residents, including standards for water treatment facilities and measures for treated wastewater that is adequate for reclamation, including standards for water reclamation facilities.
- **Water Conservation.** Focuses on education and innovation to reduce water demand, which in turn provides flexibility in water supply.
- **Water Acquisition.** Ensures Peoria maintains a sustainable water supply to meet current and future demand. The policy requires the City to prepare a Water Resource Master Plan every five years that projects water demand over 30 years and identifies potential acquisition opportunities.
- **Water Reclamation.** Expands reclaimed water usage where appropriate to conserve quality drinking water for personal consumption.



- **Land Use Water Management.** Establishes measures to assess and evaluate major amendments to the General Plan that may impact Peoria’s water resources.
- **Infrastructure.** Identifies the necessary infrastructure to use Peoria’s water resources and maximize the benefit to residents and businesses. This infrastructure is planned across two master plans intended to be updated every five years. These include the Integrated Water Utilities Master Plan and Strategic Technology Master Plan.
- **Funding.** Manages the policies and fiscal resources required for effectively providing water services.
- **Central Arizona Project.** Provides the policy framework for partnering and working with the Central Arizona Project Conservation District.
- **Salt River Project.** Provides the policy framework for partnering and working with the Salt River Valley Water Users Association.
- **Central Arizona Groundwater Replenishment District.** Provides the policy framework for partnering and working with the Central Arizona Groundwater Replenishment District.
- **Private Water Companies.** Oversees that each private water company provides adequate, safe, and quality water to their customers and meets the City’s standards.
- **Recharge and Recovery.** Identifies strategies for maximizing recharge and recovery of reclaimed water, including constructing or purchasing additional underground storage capacity.
- **Redundancy.** Requires a redundancy of both surface water and groundwater resources to mitigate issues with water quality, infrastructure failure, or other interruptions in service.
- **Drought Planning.** Peoria maintains a Drought Contingency Plan to establish policies that can be implemented to mitigate the effects of future drought or other instances of water deficiencies.
- **Regional influence of Water Policy.** Requires the City to participate and demonstrate leadership in regional and state-wide organizations.

## Integrated Utility Master Plan

Peoria's Integrated Utility Master Plan is the City's guide for future utility infrastructure investments for projected buildout through the year 2040. This plan includes capital projects for potable water, wastewater, and reclaimed water infrastructure totaling over \$762 million through 2025. The Peoria General Plan is intended to support the recommendations and the securing of funding for the capital projects identified in the Integrated Utility Master Plan.

### *Potable Water*

Potable water is derived from surface water and ground water that is treated for human consumption. The average U.S. resident consumes approximately 100 gallons of water per day through various activities, including running faucets, flushing toilets, taking showers, running dishwashers, and doing laundry. The City of Peoria maintains three water treatment plants that treat and deliver water to customers, with a total capacity of 27million gallons per day (MGD). These three water treatment plants are:

- Greenway Water Treatment Plant
- Pyramid Peak Water Treatment Plant (joint ownership with the City of Glendale)
- Quintero Water Treatment Plant

The Pyramid Peak Water Treatment Plant is currently under construction to expand treatment capacity, which will bring the total capacity of all of the treatment plants to 40 MGD. To serve future customers, the Integrated Utility Master Plan identifies an additional 7 MGD of potable water capacity from surface water and underground wells.

### *Wastewater*

Wastewater is used water from households, businesses, and industries that drains into the sewer system. This includes water from sinks, showers, toilets, dishwashers, and washing machines, and may include debris, such as food scraps, human waste, soaps, chemicals, and other debris poured down drains. Dumping this water directly into the natural environment can be extremely harmful to both the ecosystem and human health. Therefore, wastewater is sent to treatment facilities where it is treated before it is released back into the natural environment. When treated properly, this water can be recharged in underground aquifers and reclaimed for a future non-potable use, such as irrigation and landscaping. This practice helps sustain the natural environment, as well as Peoria's assured water supply by conserving and reusing the City's water resources.

The City of Peoria owns and operates three wastewater reclamation facilities, with the total capacity to treat 16.25 MGD of wastewater. These facilities are:

- Butler Water Reclamation Facility
- Beardsley Water Reclamation Facility
- Jomax Water Reclamation Facility

To meet future demand, the Integrated Water Utility Master Plan recommends two new water reclamation facilities to increased capacity by 15 MGD.





## 7.4 STORMWATER MANAGEMENT

Stormwater is rainwater, runoff, and other drainage that discharges into a local body of water or onto the ground. Typically, stormwater is filtered back into the soil and replenishes underground aquifers or flows into streams and rivers as part of the natural hydrologic system. However, when rain falls on impervious surfaces in developed areas, such as streets, stormwater must be directed into storm drains and sewers to avoid flooding. This artificial conveyance of stormwater can have impacts on water quality as the water runoff collects debris and chemicals and can disturb the natural hydrologic system. The City of Peoria manages this stormwater runoff through the Stormwater Management Program.

### Stormwater Management Program

The Stormwater Management Program satisfies federal and state requirements for an Arizona Pollutant Discharge Elimination System Permit. This permit is issued by the Arizona Department of Environmental Quality (ADEQ) to reduce pollutant discharge from small municipal separate storm sewer systems (MS4s) to the maximum extent practicable. Peoria's Stormwater Management Program is implemented by the six minimum control measures, each with associated best management practices that guide compliance with state and federal requirements for MS4s. The six minimum control measures are:

- **Public Education and Outreach.** Involves distributing public education and outreach on the impacts of stormwater discharge to increase public knowledge and awareness. The best management practices for this measure include producing educational materials, holding education events, and producing electronic resources.
- **Public Involvement and Participation.** Seeks and engages active participation from the public in events and programs with the opportunity to help shape implementation measures. The best management practices include organizing public participation opportunities, regional coordination, and an annual Stormwater Management Plan review.
- **Illicit Discharge Detection and Elimination Program.** Addresses illicit and non-stormwater discharges into Peoria's storm drain system by detecting and eliminating the source. The best management practices include stormwater system mapping, monitoring, inspections, and enforcement.
- **Construction Activity Stormwater Runoff Control.** Prevents or reduces pollutants in stormwater from construction. The best management practices include construction plan review and permitting, educational material for construction activity, and construction activity stormwater runoff control training.
- **Post-Construction Stormwater Management in New Development and Redevelopment.** Requires new development and redevelopment that discharge stormwater into Peoria's MS4 to design, install, and maintain stormwater controls that reduce or eliminate pollutants from the site. The best management practices include civil engineering inspection, post construction stormwater control inventory, as well as post construction management educational materials and training.
- **Pollution Prevention and Good Housekeeping.** Prevents or reduces pollutants in stormwater runoff from municipal buildings, facilities, and activities to protect water quality. The best management practices include education and training, inspection and maintenance, as well as individual practices for specific municipal facilities, such as the Municipal Operations Center, Greenway Water Treatment Plant, and the Peoria Sports Complex.

## Floodplain Management

Various parts of Peoria are subject to flooding during major storm events, including areas along washes, rivers and drainage ways. The extent of local flood hazards is anticipated to increase as a result of climate change and extreme weather conditions. The goals and policies within this chapter are designed to minimize damage and risk associated with these conditions. Accordingly, Peoria will maintain a comprehensive floodplain management program that contains an overall strategy of programs, projects, and measures aimed at reducing the adverse impacts of flood hazards on the community.

## 7.5 SOLID WASTE AND RECYCLLING

Maintaining solid waste services is critical to protecting life and safety for Peoria residents and ensuring the City is well kept as an attractive community. Solid waste includes the items from households, businesses, and industries that are disposed of on a daily basis, including both hazardous and non-hazardous materials, as well as recyclables. The City of Peoria collects this waste and delivers it to landfills and recycling centers outside the City. Purchasing items with recycled content and selecting products that last longer are common ways to reduce waste. As part of the Peoria's sustainability efforts to reduce the effect on the environment, recycling is offered citywide to Peoria residential homeowners within city limits.



## 7.6 STREET MAINTENANCE

The City takes pride in serving the community through preventative maintenance efforts on the paved and unpaved roadways, traffic signals, street lights, signs, storm drains, and pavement markings. In addition to these maintenance services, the city administers the Adopt-A-Street program, Street Light Infill Program and the Stormwater Pollution Prevention Program.



Street lights located on the public right-of-way and in neighborhoods are owned and operated by the City of Peoria. Our technicians repair and maintain approximately 16,000 street lights within the city, excluding lights within privately maintained neighborhoods.



## 7.7 PUBLIC SAFETY

A sense of safety and security is often one of the top quality-of-life indicators in a community. The City recognizes that safety concerns, both real and perceived, have a major impact on the health, economic viability, and quality of life of the community. Peoria is dedicated to creating a safe city for residents and visitors, which is achieved through exemplary fire, emergency medical, and law enforcement services. Refer to **Figure 8** for location of proposed and existing public safety facilities.

### Police Department

The Peoria Police Department consists of approximately 300 employees, and is a member of the Commission on Accreditation for Law Enforcement. The department provides law enforcement personnel, investigates criminal incidents and traffic accidents, enforces traffic safety laws, and prevents crime. There are two police stations within the City, one at the Municipal Complex in Old Town Peoria and the other along Pinnacle Peak Road.

The Peoria Police Department consists of the following divisions:

- **Police Administration.** The Office of the Police Chief is responsible for the overall management direction and support of the Police Department.
- **Patrol Services.** Patrol Services is responsible for partnering with the community to provide professional, responsible and proactive law enforcement. Activities include responding to calls, crime analysis and strategic planning.
- **Criminal Investigations.** Criminal Investigations is responsible for investigating criminal offenses, following up with victims of crime and working with other agencies to address social and criminal offenses.
- **Community Relations.** The Community Relations division is focused on improving quality of life by creating safer neighborhoods. Activities include the animal control program, community referral services and crime prevention and educational activities.
- **Special Operations Support.** Special Operations Support is responsible for the School Resource Officer Program, traffic enforcement, accident investigation and reconstruction, special investigations related to gang and drug concerns and the Tactical Enforcement Unit (SWAT).
- **Personnel and Training Services.** Personnel and Training Services is responsible for recruitment and background investigations, firearms training and weapons inventory and Police personnel training.





- **Communications / 911 Call Center.** Communications/911 Call Center is responsible for answering and dispatching calls for service and processing warrants in the computer aided dispatch system.
- **Administrative Support Services.** Administrative Support Services is responsible for the department's payroll, budget/financial management, grant administration, fleet, equipment and technology, property and evidence standards and compliance and records management.

In addition to crime prevention efforts, the Police Department facilitates several community relations programs. Examples of these programs include the following:



- **Citizens Ride Along Program.** Allows citizens to ride with a Peoria patrol officer under controlled conditions to gain insight into the Department's day-to-day activities and functions.
- **Coffee with a Cop.** Provides an opportunity for community members to ask police officers questions and discuss community issues in a neutral, informal space to help build relationships.
- **Citizens Police Academy.** Is a twelve-week course for citizens to learn about the Police Department's responsibilities in keeping the City safe, including gang awareness, DUI investigation, and many other law enforcement tasks.



In addition to these services, the Police Department is taking steps in enhancing community policing through redeployment of a bike unit, homeless outreach events, and a Municipal Repeat Offender Program. These community relations programs create an important interaction between the Peoria Police Department and community members to educate the public and create a stronger relationship with residents.

### ***Crime Prevention through Environmental Design***



Crime Prevention through Environmental Design (CPTED) is a multi-disciplinary approach for reducing crime through urban and environmental design. Strategies for CPTED aim to reduce victimization, deter criminal activities, and build a sense of community among residents, thereby fostering a safe environment. The City will continue to include the Police Department in the review of development projects to promote the implementation of the CPTED principles.



## Fire and Medical Services

The Peoria Fire-Medical Department provides fire protection and emergency services to residents. The department is staffed by 195 personnel and services 179 square miles within the city. Currently, there are eight fire stations located throughout the City that the department uses for operations. Because of the continued projected growth, the City will regularly review and update the Capital Improvement Program to fund new fire station locations to serve a growing and changing population, along with maintain service response times.

The Peoria Fire-Medical Department consists of four divisions:

- **Fire Administration Division.** Provides leadership, long-range planning, budget development, financial management, personnel, payroll, contracts administration, interdepartmental coordination, grants, project management, and general customer service, in order to ensure the efficient daily operations of the Fire Department.
- **Fire Prevention Division.** Provides inspection services, plan review, issuance of permits, fire code enforcement, fire cause investigations, internal safety investigations, citizen safety awareness programs, public fire education, public information services, and fire department community relations events.
- **Fire Training Division.** Maintains and ensures the safety of operational duties and members of department staff through quality training, education and experience. The EMS administration includes supply acquisition, EMS training, Paramedic certification, and ambulance transportation coordination.
- **Fire Operations Division.** Provides fire protection, emergency medical services, and technical rescue, as well as the delivery of continuing education in fire suppression and rescue, and supervisory and managerial development. The Operations Division currently staffs eight pumper trucks with paramedic capabilities and two ladder trucks with fire support and technical rescue capabilities (i.e. swift water, trench, confined space and high angle rescue).





## Emergency Management

The City's is susceptible to a number of natural and man-made hazards. For example, wildfires can be ignited from lightning strikes during monsoon storms, and heavy flooding can occur from torrential rain. Preparing for disasters and having pre-planned policies to coordinate a strategic response is not only important for government agencies, but also for local residents and businesses. Preparedness ensures that government agencies, residents, and businesses have the necessary equipment and resources to stay safe during a disaster and to survive without regular services (such as water and electricity) during the following phase of recovery.

The goal and supporting policies within this chapter are designed to ensure that the City of Peoria is ready to respond to protect lives and property during an emergency.

## Energy Resources

Peoria energy supply largely comes from nonrenewable resources owned and operated by utility suppliers. The electricity provided by these suppliers helps support the functions of the City and the everyday lives of the residents in Peoria and businesses in the City. Because they are primarily nonrenewable resources, there is a finite supply.

As Peoria's population is projected to significantly increase by 2040, the City's total energy demand will be increasing dramatically. It will be important for Peoria to look for opportunities to diversify its energy sources to include renewable energy sources to provide for a more resilient and stable energy system.

## Technology

Technological innovations are continuously changing the way people communicate and live. With the rapidly pace of technological changes, it is nearly impossible to predict what may emerge over the next 10-20 years. Even still, Peoria strives to remain nimble enough to evaluate and adopt new technologies as appropriate to enhance communication with the community and provide more convenient and cost-effective services.



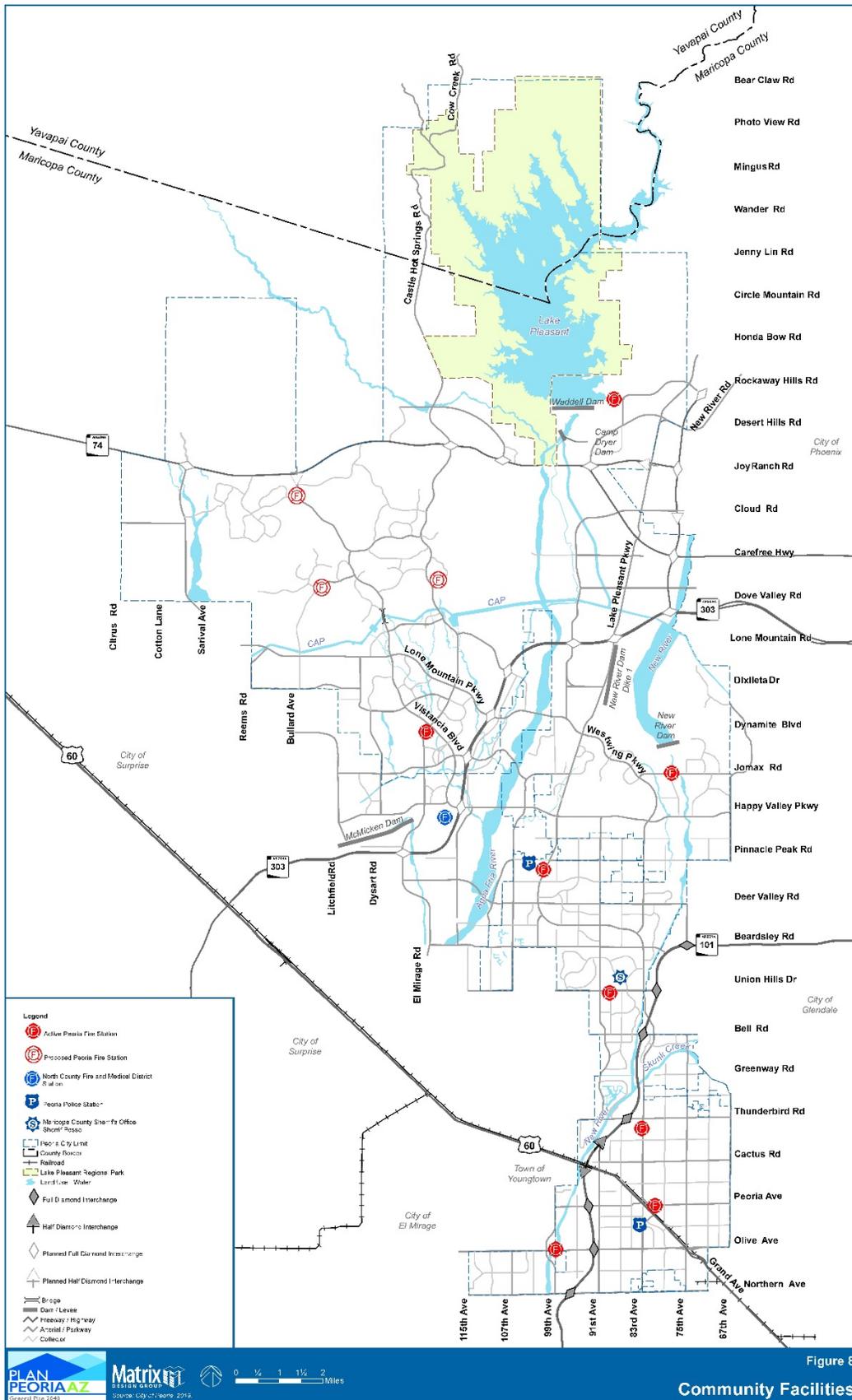
One avenue for exploration is for the City of Peoria to explore new ways to give everyone the chance to stay informed and provide feedback. Being transparent and accountable is essential for maintaining community trust and successfully implementing programs that improve resident's quality of life. The City currently utilizes a multi-platform approach to disseminating information and communicating with residents and businesses. This approach has already resulted in increased citizen involvement in public planning and the decision-making process. Looking towards the next horizon, the City will continue to seek new and creative methods, tools, and technologies to listen to concerns, build positive relationships, engage with and support the community.

Newer technologies should also be considered if they offer faster and more convenient ways for residents to access city services. For example, the City is utilizing a web-based service that allows anyone to report issues that need to be addressed, such as a street light being out. Continuing to increase access to this service through multiple interfaces and reporting formats can improve the responsiveness of the service as well as the user experience. This may be challenging when retrofitting and adding new technology or capacity on older systems and structures; however, these are important opportunities for consideration when it comes to pursuing innovation and technological advancements.



# PLAN PEORIAAZ

General Plan 2040





## 7.8 GOALS AND POLICIES

### GOALS

1. **Responsive:** Every day, Peoria provides responsive services that are timely, available and accessible.
2. **Reliable:** Dedicated, well-trained and well equipped staff provide Peoria residents with reliable services.
3. **Safe:** Peoria services focus upon community safety.
4. **Compassionate:** Peoria delivers services in a caring, engaging, and ethical manner reflecting our compassion for the people we serve.
5. **Strategic:** Peoria is known for innovation and solution oriented problem solving through use of technology and strategic planning.
6. **Municipal Operations:** Operate and function in a sustainable manner, and use public revenues and resources judiciously to deliver professional, superior-quality services.
7. **Utilities:** Ensure utility services are available to all Peoria residents and businesses, and constructed in a manner that minimizes their impacts on surrounding communities while maximizing efficiency.
8. **Water:** Ensure the highest level of water quality, source reliability, and customer service at the lowest possible cost for customers.
9. **Wastewater System:** To meet the needs of existing and future development, safely collect generated wastewater from residents and businesses using the best available technology and most cost effective means of treatment.
10. **Solid Waste and Recycling:** Minimize the generation of solid waste, increase recycling, and provide for the collection and disposal of solid waste.
11. **Stormwater and Floodplain Management:** Management of the City's stormwater and floodplain management systems are done in the most safe, effective and efficient manner to accommodate existing and future development, prevent property damage due to flooding, and improve environmental quality.
12. **Police and Fire:** Provide exceptional police protection services, and coordinated fire protection and emergency medical services to promote a safe, secure, and healthy community.
13. **Proactively Prepared:** Proactively prepare for future emergencies and disasters to minimize property damage, protect and save lives, and recover as a resilient community.
14. **Air Quality.** Improve regional air quality through regulatory compliance, policies and programs that minimize air pollution.
15. **Technology:** Encourage state-of-the-art technology and telecommunication services throughout the city to connect Peoria locally, regionally, nationally, and globally.

## **POLICIES**

### ***Commitment to Service***

- CS-1** The City shall review and incorporate best practices to maintain accreditation of its various agencies such as, but not limited to American Public Works Association (APWA), Commission on Accreditation for Law Enforcement (CALEA), Commission on Fire Accreditation International Agency (CFAI), and Commission for Accreditation Park and Recreation Agencies (CAPRA).
- CS-2** The City shall continue to be responsible stewards of taxpayer dollars while providing exceptional core services to meet the demands of existing and future residents and businesses.
- CS-3** The City shall continue to use technology to enhance the performance of internal City operations and the delivery of public services.
- CS-4** The City shall, through a combination of improvement fees, development requirements, and other funding mechanisms to ensure that new development pays its fair share of providing new public facilities and services and/or the costs of expanding/upgrading existing facilities and services impacted by new development (e.g. water, wastewater, and stormwater drainage).
- CS-5** The City shall maintain and implement: 1) the use of modern and cost-effective technologies and best management practices; and 2) compatibility with current land use policy.
- CS-6** The City shall continually evaluate their service delivery method in a strategic manner to ensure the services provided are responsive, reliable, and safe using tools and technology that best administer the citizen request.
- CS-7** To honor its commitment to compassion, the City shall evaluate new, expanded and/or reduced services to understand its impact or ability to service Peoria's most vulnerable population.

### ***Municipal Operations and Facilities***

- MO-1** The City shall give high priority in capital improvement programming to funding rehabilitation or replacement of critical infrastructure that has reached the end of its useful life or has capacity constraints.
- MO-2** Develop practices to reduce utility, fuel, and related procurement costs and minimize environmental impacts through process, technological, and behavioral changes to demonstrate City leadership in sustainable practices and improve operational efficiencies.
- MO-3** Promote the clustering of public and quasi-public facilities (e.g., schools, parks, libraries, and community centers), the joint-use of these facilities, and agreements for sharing costs and operational responsibilities among public service providers.
- MO-4** When making decisions about where to build new community facilities, the City shall give preference to locations that are accessible to an existing public transit line or ensure that public transit links are extended to the new locations.



- MO-5** Ensure that public facilities, such as water storage and treatment plants, transfer stations, maintenance facilities, and pumping stations are located, designed, and maintained so that noise, light, glare, or odors associated with these facilities will not adversely affect nearby land uses. The City shall require these facilities to be screened from neighboring residential properties as appropriate.
- MO-6** Monitor expected impacts of climate on the city's infrastructure and services and make appropriate adaptive facility and service modifications and upgrades to increase resiliency.
- MO-7** Require municipal buildings to be of high-quality construction and design to set an example for private development through the use of Leadership in Energy and Environmental Design (LEED) methods and certifications.
- MO-8** When evaluating additional infrastructure, facilities and services, consideration shall be given to the resources required to maintain and operate the new asset in its intended condition on-going including eventual life-cycle replacement.

### *Utility Services*

#### Water Services

- WS-1** Continue to plan and manage the City's water supplies, quality, and infrastructure for long-term reliability and efficiency and conserve water supplies through proactive measures to increase water conservation and lower water consumption.
- WS-2** Continue to provide the highest level of water services in a cost effective manner by utilizing cost-effective technology in water treatment, and facility operations.
- WS-3** Collaborate on multi-jurisdictional and regional water planning and conservation efforts.
- WS-4** Expand water efficiency and conservation programs for City operations and for the residential, commercial, and industrial sectors.
- WS-5** Expand the use of alternative sources of water for potable and non-potable uses, including rainwater, gray water, reclaimed water, effluent, and stormwater.

#### Wastewater

- WW-1** Maintain the highest level of service in the City's wastewater collection and disposal system to meet the needs of existing and future development.
- WW-2** Continue to plan and manage City's use of reclaimed water to ensure the highest and best use of this resource.
- WW-3** Implement and regularly update programs to ensure compliance with applicable regulations.

### **Solid Waste and Recycling**

- SWR-1** The City will develop an action plan to reduce contamination in curbside recycling while further exploring alternate markets for recycled material.
- SWR-2** Reduce municipal solid and hazardous waste by incorporating a variety of strategies to minimize what is taken to the landfill.
- SWR-3** Explore efforts to increase the City's environmental stewardship by partnering with adjacent communities, private sector and agencies to maintain an integrated approach to solid waste management.
- SWR-4** Continue to educate residents and businesses on the financial, ecological, and personal health benefits associated with recycling, and properly disposing of electronics and hazardous materials, including chemical, biological and pharmaceutical products.
- SWR-5** Continue to reduce the hazardous waste impacts on landfills and water supplies through hazardous waste collections for residents.
- SWR-6** Continue to examine routes, vehicles, operational locations and disposal sites as the municipality grows in order to optimize time and resources and incur minimal costs.

### **Stormwater & Floodplain Management**

- SFM-1** Expand and maintain the city's major stormwater drainage facilities to accommodate the needs of existing and planned development.
- SFM-2** Identify and correct problems of localized flooding. Where practical and economical, the City shall upgrade existing drainage facilities as necessary.
- SFM-3** Encourage "green infrastructure" design and Low Impact Development (LID) techniques for stormwater management in public and private new development and redevelopment, and in roadway projects.
- SFM-4** Ensure grading on construction projects does not result unwanted pollution being conveyed into the city's storm drainage systems.
- SFM-5** Continue to educate residents and businesses regarding common stormwater pollution causes and increase compliance in protecting the quality of the stormwater runoff.
- SFM-6** New development shall be to be designed to prevent the diversion of stormwater onto neighboring parcels.
- SFM-7** New and expanded stormwater drainage facilities shall be designed to enhance the neighborhood or business by integrating such facilities into adjacent passive and active recreational areas.

### ***Public Safety***



### Police Department

- PD-1** Promote policing strategies that support community partnerships and problem-solving techniques that build public trust and proactively address public safety issues.
- PD-2** Maintain and consider new department programs that support residents and businesses in their efforts to prevent crime and improve neighborhood safety.
- PD-3** Coordinate with school representatives to maintain and further develop programs, services, and strategies that keep children, at-risk youth, and teens involved in positive activities.
- PD-4** Collaborate with youth organizations, faith-based organizations, and community centers to provide recreation and after-school programs that deter children and young adults from crime and foster a greater sense of civic engagement.
- PD-5** Partner with local schools, parent-teacher organizations, and community centers to educate residents (especially children and seniors) about cyber security.
- PD-6** Continue to include the Police Department in the review of development projects to promote the implementation of Crime Prevention Through Environmental Design (CPTED) principles.
- PD-7** Ensure police department facilities and staff are strategically placed to provide optimum response times throughout the community and invest in technology that enhances the City's ability to deliver services more efficiently and cost-effectively.
- PD-8** The City shall maintain and implement programs that address conditions that foster crime or the fear of crime, such as blight, litter, graffiti, illegal dumping, and abandoned vehicles.
- PD-9** The City shall coordinate with community organizations to develop and maintain a comprehensive system of services to alleviate homelessness, panhandling, and related public safety concerns.

### Fire and Medical Services

- FMS-1** The City shall seek recognition by the Center for Public Safety Excellence by improving the service of the Peoria Fire-Medical Department.
- FMS-2** The City shall maintain optimum staffing levels for sworn, civilian, and support staff, in order to provide quality fire protection and emergency medical services to the community, and ensure that firefighters and paramedics have access to state-of-the-art training and professional development opportunities.
- FMS-3** The City shall ensure that growth and development does not outpace the expansion of Fire-Medical Department staffing and the development of strategically located and fully equipped fire stations.
- FMS-4** The City shall ensure that new fire stations are strategically placed to provide optimum response times throughout the community and invest in technology that enhances the City's ability to deliver emergency medical response, fire-rescue, and fire protection services more efficiently and cost-effectively.
- FMS-5** The City shall continue to include the Fire Department in the review of development proposals to ensure projects adequately address fire access and building standards, and shall regularly review

and adopt newer fire and building codes as appropriate.

### **Emergency Management**

- EM-1** The City shall provide public education to promote citizen awareness and preparedness for self-action in case of a major disaster or emergency.
- EM-2** The City shall encourage all residents to prepare and maintain emergency kits with enough supplies to be self-sufficient for three to seven days.
- EM-3** The City shall coordinate with local and regional jurisdictions, schools and colleges, businesses, and community organizations to conduct emergency and disaster preparedness exercises that test operational and emergency response plans.
- EM-4** The City shall maintain and implement a Comprehensive management Plan that outlines the City's responsibilities in emergencies, and coordination procedures for the response and recovery efforts of City Departments, local energy providers, and local, State, and Federal agencies.
- EM-5** The City shall maintain flexibility to address new issues, respond and change to conditions as necessary.
- EM-6** The City shall maintain and regularly upgrade its mass communications systems to effectively notify people during disasters and emergencies by using current communication technologies.
- EM-7** The City shall continue to participate in mutual aid agreements to ensure adequate resources, facilities, and other support for emergency response.

### **Energy Resources**

- ER-1** Coordinate with energy providers in the siting and design of gas and electric facilities to minimize environmental, aesthetic, and safety impacts and with regulators and providers to regularly monitor, evaluate, and maintain safety of facilities.
- ER-2** Continue to work closely with energy providers to ensure that adequate electricity and natural gas services are available for existing and newly developing areas.
- ER-3** Encourage utility providers to provide efficient, reliable, affordable, and state-of-the-art service, and shall promote technological improvements and upgrading of utility services.
- ER-4** Explore and promote programs that increase the use of clean alternative energy and enhance environmental quality.
- ER-5** All new electric utility lines constructed as part of new development projects are required to be installed underground if 69KV or less, and transformers are pad-mounted.



- ER-6** Encourage energy providers to maintain and repair gas pipelines and electric utility lines, both overhead and underground) to ensure reliable service and limit service disruptions. For example, keep providers informed of upcoming roadway or other public projects that provide opportunities to inspect or repair underground utility lines.
- ER-7** Work with utility companies to utilize easements and utility corridors for use as public or private open space, trails, or other compatible passive recreational uses.

### *Air Quality*

- AQ-1** Select right-sized vehicles for municipal operations use and explore opportunities for the city to increase the use of alternative fuels in fleet vehicles.
- AQ-2** Continue to encourage trip reduction actions and incentives by employers.
- AQ-3** Improve air quality and promote walking and bicycling by shading hard surfaces, such as sidewalks, bike paths, parking lots, and streets with large canopy trees and man-made shade structures.
- AQ-4** Encourage providing charging stations for electric vehicles for use by the public at city facilities and within large retail, commercial and employment areas.
- AQ-5** Communicate information about fireplace use restrictions on no burn days and High Pollution Advisory (HPA) days.
- AQ-6** Continue to enforce and expand the city dust control ordinances to reduce plant allergens, along with encourage vacant lot stabilization and dust control requirements for construction projects.

### *Technology*

- TS-1** The City shall work with service providers to ensure access to and availability of a wide range of state-of-the-art telecommunication systems and services for households, businesses, institutions, public spaces, and public agencies throughout the city.
- TS-2** Encourage compatible co-location of telecommunication facilities.
- TS-3** Promote the installation of state-of-the-art internal telecommunications technologies in new planned developments and office and commercial developments and for use in public buildings.
- TS-4** Support the development of internet-connected informational kiosks in public places and streetscapes.
- TS-5** Continue to expand and upgrade the fiber optic telecommunications network and encourage the installation of public use wireless network “hot spots” throughout the city.

