

The City of Peoria uses performance data as a tool for improving service delivery for our citizens. Below is a selected set of indicators that, when looked at together, provide a snapshot of the health and well being of the City. The measures selected are aligned with the City Council's 24-month Policy Goals and contain a mix of indicators of citizen satisfaction from the National Citizen Survey and from various department outcome measures.



**Performance Trend**

- **Green:** Meets target or shows a significant trend of improvement
- **Yellow:** Not meeting target but showing stable or improving performance
- **Red:** Not meeting target and showing little or no progress

**COUNCIL GOAL: Community Building: Preserve or Expand our Quality of Life**

<i>Desired Outcomes</i>	FY2010 Actual	FY2011 Actual	FY2012 Estimate	FY2013 Target	Performance Trend
1. Violent crimes per 1000/population	2.02	1.82	TBD	2.00	
2. Property crimes per 1000/population	30.96	30.16	TBD	31.00	
3. % of residents rating the overall quality of life in Peoria as good or excellent^	83%	83%	83%	85%	
4. Patrol Response times to critical emergencies from dispatch to arrival	4:13	4:22	4:27	4:30	
5. % of residents rating their neighborhood as good or excellent place to live^	80%	80%	80%	85%	
6. Residents overall satisfaction with Parks and Recreation in Peoria^	77%	77%	77%	80%	
7. Compliance with all Water and Wastewater system regulations	100%	100%	100%	100%	
8. % of residents rating traffic flow on major streets as good or excellent^	36%	36%	36%	40%	

**COUNCIL GOAL: Enhance Current Services: Financial and Operational Excellence**

<i>Desired Outcomes</i>	FY2010 Actual	FY2011 Actual	FY2012 Estimate	FY2013 Target	Performance Trend
1. % of residents rating the value of services received for the taxes paid as good or excellent^	56%	56%	56%	65%	
2. City General Obligation Bond Ratings (S&P/Moody's/Fitch)	AA+/Aa1/ AA+	AA+/Aa1/A A+	AA+/Aa1/ AA+	AA+/Aa1/ AA+	
3. City Water and Wastewater Bond Ratings	AA/Aa3/ AA	AA/Aa3/ AA	AA/Aa3/ AA	AA/Aa3/ AA	

**COUNCIL GOAL: Preserve our Natural Environment**

<i>Desired Outcomes</i>	FY2010 Actual	FY2011 Actual	FY2012 Estimate	FY2013 Target	Performance Trend
1. % of residents rating the overall quality of Peoria's natural environment as good or excellent^	57%	57%	57%	60%	
2. Residential diversion rate (recycling)	25%	24.6%	26%	30%	
3. Preserved or developed Parks, Trails and Open Space acres per 1000/population	8.18	8.44	8.50	8.50	

**COUNCIL GOAL: Total Planning**

<i>Desired Outcomes</i>	FY2010 Actual	FY2011 Actual	FY2012 Estimate	FY2013 Target	Performance Trend
1. % of residents rating the overall quality of development in Peoria as good or excellent^	69%	69%	69%	75%	
2. % of residents saying Peoria is heading in the right direction (good or excellent response)^	62%	62%	69%	75%	

**COUNCIL GOAL: Economic Development**

Performance metrics have been selected and reported on based on the Economic Development Implementation Strategy (EDIS) approved by Council in FY11.

<i>Desired Outcomes</i>	FY2010 Actual	FY2011 Actual	FY2012 Estimate	FY2013 Target	Performance Trend
1. Number of qualified prospects meeting Council stated Business attraction criteria	NA	11	15	15	
2. Number of businesses contacted (retention or expansion)	NA	114	175	360	
3. % of City's assessed valuation that is classified as commercial/industrial	17.6%	17.3%	25%	25%	
4. Total number of small business seminars and events hosted by the city	6	25	17	12	
5. % of residents rating the overall quality of business and service establishments as good or excellent^	68%	68%	68%	70%	

**COUNCIL GOAL: Leadership and Image**

<i>Desired Outcomes</i>	FY2010 Actual	FY2011 Actual	FY2012 Estimate	FY2013 Target	Performance Trend
1. % of residents rating Peoria's overall image or reputation as good or excellent^	65%	65%	65%	70%	
2. % of residents rating Peoria's Public Information Services as good or excellent^	68%	68%	68%	70%	
3. % of residents rating Peoria's Sense of Community as good or excellent^	54%	54%	54%	60%	
4. % of residents rating the quality of Peoria's Public Schools as good or excellent^	75%	75%	75%	75%	

^Citizen Survey Rating - The city conducts a Citizen Survey once every two years. Next survey will be conducted in Fall of 2012.