

City Council START Tool Results - For Discussion  
Sorted by Median Score, Then by Average Score  
November 2020

Points given by at least 4 Members  
One-half of all points allocated  
Members' highest score allocations, if not in the top rankings

PM #	Performance Measure Description	CM 1	CM 2	CM 3	CM 4	CM 5	CM 6	CM 7	Total	Average	Median
1	2.06 Achieve trust scores between 80 and 100 on a scale of 0 (Totally Disagree) to 100 (Totally Agree) as measured by the monthly Police Sentiment Survey greater than or equal to the top 10% of national benchmark cities.	3	4	5	10	2	5	15	44	6.29	5
2	3.28 Achieve an end to homelessness in Tempe as measured by Tempe's annual count.	4	5	5	10	3	7	0	34	4.86	5
3	4.11 Achieve a citywide (City and private property) 25% tree and shade canopy by 2040.	3	8	0	4	3	20	0	38	5.43	3
4	4.18 Reduce community Greenhouse Gas (GHG) emissions by 80% of 2015 levels by 2050, and achieve community carbon neutrality by 2060.	3	0	5	5	1	20	0	34	4.86	3
5	4.19 Achieve the City Council goal of carbon neutrality in municipal operations by 2050 with a strategy of 100% renewable energy by 2035.	3	0	5	5	1	20	0	34	4.86	3
6	1.22 Achieve adopted standards for Pavement Quality Index equal to a citywide average rating of 70 or higher.	2	20	5	5	0	0	0	32	4.57	2
7	3.05 Achieve a Housing Choice Voucher program optimization of either 98% of vouchers leased or 99% of available funding spent.	2	4	5	0	2	0	0	13	1.86	2
8	5.12 Achieve 100% compliance with the National Institute of Standards and Technology (NIST) Cyber Security Framework (CSF) for the protection of critical infrastructure.	1	5	0	5	2	0	0	13	1.86	1
9	3.23 Achieve ratings of "Very Satisfied" or "Satisfied" with the "Quality of Landscape maintenance along streets/sidewalks" greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey.	0	15	0	0	20	0	5	40	5.71	0
10	3.06 Achieve Quality Early Learning for Tempe children as measured by 45% of 3 and 4-year old children enrolled in quality early learning settings by 2030.	0	0	5	0	2	15	0	22	3.14	0
11	3.01 Achieve 85% on the Code Compliance Composite Score.	0	10	5	0	2	0	0	17	2.43	0
12	1.07 Achieve ratings of "Very Satisfied" or "Satisfied" with the "Quality of Local Police Services" greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey.	1	5	0	10	0	0	0	16	2.29	0
13	3.19 Achieve ratings of "Very Satisfied" or "Satisfied" with the "Value of Special Events to the City" greater than or equal to the national benchmark cities as measured in the Community Survey.	0	0	0	3	2	0	10	15	2.14	0
14	3.25 Achieve an equal pay earnings ratio for the 9th Congressional District (which is centered around Tempe) that is equal to "1" as reported by the American Association of University Women.	3	2	0	10	0	0	0	15	2.14	0
15	1.23 Achieve rating of "Very Satisfied" or "Satisfied" with the "Feeling of Safety in Parks" greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey.	3	0	10	0	1	0	0	14	2.00	0
16	2.15 Achieve ratings of "Very Satisfied" or "Satisfied" with the "feeling invited and welcomed to participate in city decision-making processes" greater than or equal to the national benchmark cities as measured in the Community Survey.	3	8	0	0	0	3	0	14	2.00	0
17	2.20 Achieve a diversity of City employees for gender and ethnicity within +/- 5% to reflect Maricopa County's population as measured in the most recent U.S. Census.	0	0	0	10	0	4	0	14	2.00	0
18	1.05 Achieve ratings for responses to "When it comes to the threat of crime, how safe do you feel in your neighborhood?" between 80 and 100 on a scale of 0 (not safe at all) to 100 (completely safe) greater than or equal to the top ten percent of national benchmark cities as measured by the monthly Police Sentiment Survey.	3	0	5	0	0	0	5	13	1.86	0
19	1.27 Achieve 100% compliance with industry standards related to the replacement or rehabilitation of infrastructure and assets.	0	0	0	0	3	0	10	13	1.86	0
20	1.25 Achieve Police Body Worn Camera video activation compliance of 90% by 2022.	1	0	0	10	1	0	0	12	1.71	0
21	4.09 Achieve a Housing Inventory Ratio for Affordable, Workforce, and Market-rate housing categories that meets the recommendations made for a three-person household in the most recent study.	3	0	5	0	3	0	0	11	1.57	0
22	1.13 Continuously meet or exceed Safe Drinking Water Act standards for water quality.	5	5	0	0	0	0	0	10	1.43	0
23	1.21 Achieve rates of zero for alcohol use and drug misuse by 10th and 12th grade students in Tempe as measured by the biennial Arizona Youth Survey.	3	0	0	0	2	0	5	10	1.43	0
24	2.02 Achieve satisfaction ratings of "Very Satisfied" or "Satisfied" with the "Quality of Customer Service" greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey.	0	0	0	10	0	0	0	10	1.43	0
25	3.10 Ensure that agencies who receive human service grants from the City achieve their performance goals related to homeless, youth, domestic violence, working poor, seniors, and individuals with disabilities.	2	0	5	3	0	0	0	10	1.43	0
26	5.01 Achieve ratings of "Very Satisfied" or "Satisfied" with the "overall level and quality of business services provided by the City of Tempe" greater than or equal to the national benchmark cities as measured in the Business Survey.	0	0	5	0	0	0	5	10	1.43	0
27	1.08 Achieve a reduction in the number of fatal and serious injury crashes to zero.	3	0	0	0	0	6	0	9	1.29	0
28	2.04 Achieve ratings of "Very Satisfied" or "Satisfied" with the "Usefulness of the City's Website" greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey.	2	0	5	0	2	0	0	9	1.29	0
29	1.31 Achieve an end to opioid abuse and misuse as measured by the percentage of "opioid abuse probable" Emergency Medical Services' calls.	3	0	0	0	0	0	5	8	1.14	0
30	3.21 Engage Tempe employers to achieve a "Veteran-Supportive" designation greater than or equal to the average of Valley cities as awarded by the Arizona Coalition for Military Families.	3	0	0	0	0	0	5	8	1.14	0
31	3.27 Achieve a Travel Time Index average at or below 1.25 along major streets during rush hour traffic with no individual segments exceeding 2.0.	1	0	5	0	2	0	0	8	1.14	0
32	4.14 Achieve an average Facilities Condition Index (FCI) less than or equal to the national benchmark standards.	0	0	0	0	3	0	5	8	1.14	0
33	5.04 Maintain highest general obligation bond (credit) ratings.	1	0	0	0	2	0	5	8	1.14	0
34	1.01 Achieve total response times to advanced life support (ALS) incidents of 6 minutes or less in 90% of calls for service.	1	0	0	0	1	0	5	7	1.00	0
35	2.25 Achieve an average ratings of "Strongly Agree" or "Agree" with the "Quality of that "City Services to Adequately Support Employee's Work-related needs" greater than or equal to 90% as measured in the Employee Survey.	2	0	0	0	0	0	5	7	1.00	0
36	3.14 Achieve accessibility in all city rights-of-way, parks, and facilities as identified in the Tempe ADA Transition Plan.	2	0	0	0	0	0	5	7	1.00	0
37	3.36 Achieve ratings of "Very Satisfied" or "Satisfied" with the "Quality of City Services" greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey.	0	0	5	0	1	0	0	6	0.86	0
38	5.02 Achieve an annual increase of new jobs that is twice Tempe's proportion of the jobs forecasted for the region, based on population.	1	0	5	0	0	0	0	6	0.86	0
39	5.13 Achieve an annual average unemployment rate that is below the average for the Greater Phoenix region as measured by the Bureau of Labor Statistics.	1	0	5	0	0	0	0	6	0.86	0
40	3.09 Achieve a rate of 65% for Tempe residents who have a post-secondary certificate, 2-year degree, or 4-year degree by 2030.	0	0	0	0	0	0	5	5	0.71	0
41	3.13 Achieve a score of 100 on the self-assessment tool for "Disability Social Inclusion" in accordance with the Tempe Disability Inclusion Plan (T-DIP) and the National Council on Disability.	0	0	0	0	0	0	5	5	0.71	0
42	4.10 PLACEHOLDER - Urban Core Vision	0	0	5	0	0	0	0	5	0.71	0
43	1.19 Achieve a 98% resolution rate for all Housing Quality Standard issues related to life, health or safety within 24 hours.	2	0	0	0	2	0	0	4	0.57	0
44	2.05 Achieve 90% ratings for Tempe's online services of "Very Satisfied" or "Satisfied" for ease of use and needs met in Customer Experience Surveys and Community Survey.	2	0	0	0	2	0	0	4	0.57	0
45	3.31 Achieve a rate of households living below the Federal Poverty level less than Maricopa County as measured by the United States Census Bureau, American Community Survey. (Exploring adjustment for college students living off-campus with ASU Poverty Center.)	2	0	0	0	2	0	0	4	0.57	0
46	3.37 PLACEHOLDER - Mental Health & Wellness	0	0	0	0	4	0	0	4	0.57	0
47	1.02 Achieve cardiac arrest survival rates greater than the national average as indicated by the American Heart Association.	1	2	0	0	0	0	0	3	0.43	0
48	1.10 Achieve ratings of "Never" and "Rarely" for those who responded that they worry about "a) getting mugged; b) being burglarized when not there; c) being attacked or threatened with a weapon; d) having car stolen or broken into; or, e) being a victim of identity theft" greater than or equal to the Gallup Poll benchmark as measured in the Community Survey.	3	0	0	0	0	0	0	3	0.43	0
49	1.11 Achieve ratings of "Very Satisfied" or "Satisfied" with the "Feeling of Safety in City Facilities" greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey and the Employee Survey.	3	0	0	0	0	0	0	3	0.43	0
50	1.29 Achieve ratings of "Strongly Agree" or "Agree" with responses of "having a better understanding of trauma associated with violence and its impact on the well-being and safety of my family" greater than or equal to 50% as measured in the CARE 7 Trauma Education and Support Services Survey.	0	0	0	0	3	0	0	3	0.43	0
51	2.13 Achieve ratings of "Strongly Agree" or "Agree" with overall levels of employee engagement and job satisfaction greater than the average of national benchmark cities as measured in the Tempe Employee Survey.	3	0	0	0	0	0	0	3	0.43	0
52	2.17 Achieve a response rate to the Tempe 311 Inbox messages (emails to 311, voicemails, emails from tempe.gov, work requests) of less than or equal to 1 business day for 90% of inquiries.	0	3	0	0	0	0	0	3	0.43	0
53	3.12 Achieve an annual Municipal Equality Index score of 100 from the Human Rights Campaign regarding the laws, policies, services, and inclusivity of Lesbian, Gay, Bisexual, Transgender, Questioning (LGBTQ) people in Tempe.	0	2	0	0	1	0	0	3	0.43	0
54	4.03 Achieve or exceed water conservation and efficiency targets for Single Family, Multifamily and Landscape customer class water use by FY 2025/26.	2	0	0	0	1	0	0	3	0.43	0

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55	4.04 Achieve or exceed Council adopted Solid Waste landfill diversion rates by the FY 25/26.	2	0	0	0	1	0	0	3	0.43	0
56	5.03 Achieve an annual increase of capital investment that is twice Tempe's proportion of the capital investment forecasted for the region, based on population.	0	0	0	0	3	0	0	3	0.43	0
57	1.04 Achieve ratings of "Very Satisfied" or "Satisfied" with the "Quality of Local Fire Services" greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey and the TFMR Customer Service Survey.	1	0	0	0	1	0	0	2	0.29	0
58	1.06 Achieve responses of "Yes" for property and violent crimes reported to police as measured by the Community Survey higher than the percentage of crime reported in the National Crime Victimization Survey (NCVS).	0	0	0	0	2	0	0	2	0.29	0
59	1.09 Achieve response ratings of "No" relating to whether or not respondents or their household members were victims of crime higher than or equal to the National Crime Victimization Survey benchmarks as measured by the Community Survey.	0	0	0	0	2	0	0	2	0.29	0
60	1.12 Achieve a clearance rate of violent cases greater than or equal to the national 5-year average for cities our population size.	0	0	0	0	2	0	0	2	0.29	0
61	2.07 Achieve a rate of 85% of counseling clients who report an "increased ability to cope" as measured by a 4 or greater on a 5-point scale.	2	0	0	0	0	0	0	2	0.29	0
62	2.21 Achieve ratings of "Very Satisfied" or "Satisfied" with the availability of information about City programs, events, services, and issues greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey.	2	0	0	0	0	0	0	2	0.29	0
63	3.16 Achieve ratings of "Very Satisfied" or "Satisfied" with the "Quality of City recreation, arts, and cultural centers" greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey.	0	0	0	0	2	0	0	2	0.29	0
64	3.17 Achieve ratings of "Very Satisfied" or "Satisfied" with the "Quality of Community Services programs" greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey.	2	0	0	0	0	0	0	2	0.29	0
65	3.20 Achieve ratings of "Very Satisfied" or "Satisfied" with "Tempe's engagement and inclusion of those living with dementia, their care partners and their families" greater than 75% as measured in the Community Survey.	2	0	0	0	0	0	0	2	0.29	0
66	3.26 Achieve a multimodal transportation system (20-minute city) where residents can walk, bicycle, or use public transit to meet all basic daily, non-work needs.	0	0	0	0	2	0	0	2	0.29	0
67	3.30 Achieve the Age-Friendly Community Designation for livability from AARP.	0	0	0	0	2	0	0	2	0.29	0
68	4.20 Achieve ratings of "Very Satisfied" or "Satisfied" with the Community Development Process greater than or equal to 90% as measured by the Community Development Process Survey.	0	0	0	0	2	0	0	2	0.29	0
69	5.14 Achieve a completion rate greater than or equal to 90% of the projects included in the approved Annual Risk Assessment and Audit Plan to ensure adequate audit coverage and risk reduction throughout the City.	0	2	0	0	0	0	0	2	0.29	0
70	1.03 Achieve total time from Tempe Fire Medical Rescue's (TFMR) contact with patient to transfer of care to the hospital for stroke and heart attack patients of less than or equal to national standards as established by the American Heart Association.	1	0	0	0	0	0	0	1	0.14	0
71	1.18 Achieve a community program participation rate per capita of Tempe youth during non-school time greater than or equal to the national standards published by the Arizona After 3 PM Afterschool Alliance.	0	0	0	0	1	0	0	1	0.14	0
72	2.03 Achieve a Tempe 311 Single Point of Contact (SPOC) resolution rate greater than or equal to the mean average as determined by the U.S. Contact Center HR and Operational Benchmarking Survey.	1	0	0	0	0	0	0	1	0.14	0
73	3.22 Achieve less than 1 occurrence of graffiti on average per 4-miles as measured by Tempe's annual graffiti audit.	0	0	0	0	1	0	0	1	0.14	0
74	4.12 Achieve a cumulative composting usage across city parks, golf courses, and right-of-ways of 2,000 yards per year.	0	0	0	0	1	0	0	1	0.14	0
75	5.07 Achieve a City employee turnover rate less than or equal to the Valley Benchmark Cities' average.	1	0	0	0	0	0	0	1	0.14	0
76	5.15 PLACEHOLDER - Diversity Supplier Program	0	0	0	0	1	0	0	1	0.14	0
77	5.16 Achieve financial inclusion indicators that are equal to or better than state level targets as measured and benchmarked annually by Tempe's Financial Inclusion Index.	0	0	0	0	1	0	0	1	0.14	0
78	1.14 Perform fire inspections of all High-Risk Occupancy facilities annually based on adopted national standards.	0	0	0	0	0	0	0	0	0.00	0
79	1.15 Achieve an Insurance Services Organization (ISO) Rating: Building Code Effectiveness Classification of 3.0 or better.	0	0	0	0	0	0	0	0	0.00	0
80	1.16 Promote access to justice by ensuring 100% compliance with all federal, state and local rules, regulations and laws regarding Court operations.	0	0	0	0	0	0	0	0	0.00	0
81	1.17 PLACEHOLDER - Community Supervision Re-Arrest Rates	0	0	0	0	0	0	0	0	0.00	0
82	1.28 Ensure the protection of rights to all participants in the criminal justice system by achieving an aggregate rating of "Very Satisfied" or "Satisfied" on 80% of the Criminal Division survey to victims of crime.	0	0	0	0	0	0	0	0	0.00	0
83	1.32 Achieve a juvenile arrest rate per capita lower than the national average.	0	0	0	0	0	0	0	0	0.00	0
84	1.33 PLACEHOLDER - Alley Quality Index (AQI)	0	0	0	0	0	0	0	0	0.00	0
85	2.08 Achieve a 98% rating of "yes" from participants who responded that they "considered their participation in therapeutic court (Mental Health and Veteran's dockets) to be a positive and beneficial experience."	0	0	0	0	0	0	0	0	0.00	0
86	2.10 Receive the Government Finance Officers' Association (GFOA) Distinguished Budget Presentation Award annually for being high-quality, accessible, and understandable.	0	0	0	0	0	0	0	0	0.00	0
87	2.11 Receive the Government Finance Officers' Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting annually for transparency and disclosure of information.	0	0	0	0	0	0	0	0	0.00	0
88	2.12 Receive the National Procurement Institute's Achievement of Excellence in Procurement Award annually for innovation, professionalism, productivity, e-procurement and leadership attributes.	0	0	0	0	0	0	0	0	0.00	0
89	2.16 Achieve a caller wait time of less than or equal to sixty seconds for 90% of calls to Tempe 311.	0	0	0	0	0	0	0	0	0.00	0
90	2.24 Achieve average review times of less than or equal to 1-business day for 95% of the reports and ideas received through the Employee View program for reports and inquiries.	0	0	0	0	0	0	0	0	0.00	0
91	2.26 Achieve a rate of 90% for public records fulfilled within 3 business days of request.	0	0	0	0	0	0	0	0	0.00	0
92	3.07 Achieve a percentage of Tempe students who score "Proficient" or "Highly Proficient" on the AzMERIT 3rd Grade English language arts assessment greater than or equal to statewide achievement goal of 72% by 2030.	0	0	0	0	0	0	0	0	0.00	0
93	3.08 Achieve a high school graduation rate of Tempe students who graduate in 4 years greater than or equal to the statewide goal of 90% by 2030.	0	0	0	0	0	0	0	0	0.00	0
94	3.29 Achieve ratings of "Very Satisfied" or "Satisfied" with the "Overall Satisfaction with Transit System in Tempe" greater than or equal to 80% as measured by the City of Tempe Transit Survey.	0	0	0	0	0	0	0	0	0.00	0
95	3.32 Achieve a 50% reduction in EMS 911 calls from patients enrolled in Patient Advocate Services program.	0	0	0	0	0	0	0	0	0.00	0
96	3.33 Achieve a culture of literacy and engagement greater than the annual average of Valley Benchmark Cities (VBC) and Maricopa County as measured by Tempe Public Library (TPL) program assessment matrix.	0	0	0	0	0	0	0	0	0.00	0
97	3.34 PLACEHOLDER - Community Health & Well-Being	0	0	0	0	0	0	0	0	0.00	0
98	3.35 Achieve platinum certification for being a well-managed, data-driven local government as measured by What Works Cities and Bloomberg Philanthropies.	0	0	0	0	0	0	0	0	0.00	0
99	4.16 PLACEHOLDER - Water Supply	0	0	0	0	0	0	0	0	0.00	0
100	5.05 Maintain General Fund unassigned fund balance at a minimum of 20% and maximum of 30% of the General Fund revenue.	0	0	0	0	0	0	0	0	0.00	0
101	5.06 Achieve a 76% rate of total money spent for goods and services through competitively generated contracts.	0	0	0	0	0	0	0	0	0.00	0
102	5.08 Achieve an aggregate rating of "Strongly Agree" or "Agree" on 85% of the Civil Division annual client satisfaction survey.	0	0	0	0	0	0	0	0	0.00	0
103	5.09 Spend or encumber 90% of annual Capital Budget funds (CIP) in the year budgeted.	0	0	0	0	0	0	0	0	0.00	0
104	5.10 Achieve revenue forecast actual variance for budget year of +/- 3.0% for local taxes and intergovernmental revenue.	0	0	0	0	0	0	0	0	0.00	0
TOTALS		100	100	100	100	100	100	100	700		