| | | Points given by at least 4 Members | Sorted by Median Score |
| --- | --- | --- | --- |
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| | | Members' highest score allocations not in the top rankings | |

| | PM # | Performance Measure Short Description | CM 1 | CM 2 | CM 3 | CM 4 | CM 5 | CM 6 | CM 7 | Total | Median | Average |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | 3.28 | **Ending Homelessness** Achieve an end to homelessness in Tempe as measured by Tempe's annual count. | 0 | 8 | 5 | 5 | 10 | 0 | 2 | 30 | 5 | 4.29 |
| 2 | 1.22 | **Pavement Quality Index** Achieve adopted standards for Pavement Quality Index equal to a citywide average rating of 70 or higher across all demographic categories. | 20 | 0 | 4 | 0 | 3 | 10 | 2 | 39 | 3 | 5.57 |
| 3 | 1.23 | **Feeling of Safety in Parks** 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. | 0 | 5 | 2 | 0 | 3 | 5 | 5 | 20 | 3 | 2.86 |
| 4 | 4.09 | **Housing Inventory Ratio** Achieve a Housing Inventory Ratio for Affordable, Workforce, and Market/Luxury -rate housing categories that meets the recommendations made for a three-person household in the most recent study. | 0 | 5 | 0 | 5 | 3 | 5 | 2 | 20 | 3 | 2.86 |
| 5 | 1.07 | **Police Services Satisfaction** 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. | 0 | 5 | 2 | 0 | 2 | 5 | 3 | 17 | 2 | 2.43 |
| 6 | 3.36 | **Quality of City Services** 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 | 3 | 0 | 7 | 5 | 2 | 17 | 2 | 2.43 |
| 7 | 4.11 | **Tree Coverage** Achieve a citywide (City and private property) 25% tree and shade canopy by 2040. | 20 | 5 | 3 | 0 | 0 | 0 | 1 | 29 | 1 | 4.14 |
| 8 | 3.06 | **Quality Pre-K Enrollment** Achieve Quality Early Learning for Tempe children as measured by 45% of 3 and 4-year old children enrolled in quality early learning settings across demographic categories by 2030. | 0 | 0 | 2 | 10 | 1 | 5 | 0 | 18 | 1 | 2.57 |
| 9 | 3.13 | **Disability Social Inclusion** 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 | 2 | 10 | 1 | 0 | 1 | 14 | 1 | 2.00 |
| 10 | 1.05 | **Feeling of Safety in Your Neighborhood** 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. | 20 | 0 | 0 | 0 | 3 | 0 | 5 | 28 | 0 | 4.00 |
| 11 | 2.04 | **City Website Satisfaction** 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. | 0 | 0 | 3 | 0 | 0 | 20 | 3 | 26 | 0 | 3.71 |
| 12 | 3.08 | **High School Graduation Rate** 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 | 20 | 1 | 0 | 2 | 23 | 0 | 3.29 |
| 13 | 5.07 | **Employee Turnover** Achieve a City employee turnover rate less than or equal to the Valley Benchmark Cities' average. | 20 | 0 | 3 | 0 | 0 | 0 | 0 | 23 | 0 | 3.29 |
| 14 | 1.18 | **Kid Zone Participation** 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 | 2 | 20 | 0 | 0 | 0 | 22 | 0 | 3.14 |
| 15 | 3.29 | **Transportation System Satisfaction** Achieve a ratings of "Very Satisfied" or "Satisfied" with the "Overall Satisfaction with Transit System in Tempe" greater than or equal to 80% for both riders and non-riders as measured by the City of Tempe Transportation Survey. | 20 | 0 | 0 | 0 | 2 | 0 | 0 | 22 | 0 | 3.14 |

Points given by at least 4 Members — **Sorted by Median Score**
Total one-half of all points allocated — **Then, Sorted by Average Score**
Members' highest score allocations not in the top rankings

| | PM # | Performance Measure Short Description | CM 1 | CM 2 | CM 3 | CM 4 | CM 5 | CM 6 | CM 7 | Total | Median | Average |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 16 | 1.34 | **CARE 7 Mobile Crisis Response Rate** Achieve a 97% response rate by CARE 7 Mobile Crisis Unit as measured by public safety calls for service. | 0 | 5 | 5 | 0 | 0 | 0 | 2 | 12 | 0 | 1.71 |
| 17 | 3.05 | **Subsidized Housing Funding Usage** Achieve a Housing Choice Voucher program optimization of either 98% of vouchers leased or 99% of available funding spent. | 0 | 5 | 0 | 0 | 2 | 5 | 0 | 12 | 0 | 1.71 |
| 18 | 4.03 | **Water Conservation and Efficiency** Achieve or exceed water conservation and efficiency targets for Single Family, Multifamily and Landscape customer class water use by FY 2025/26. | 0 | 5 | 0 | 0 | 4 | 0 | 3 | 12 | 0 | 1.71 |
| 19 | 2.02 | **Customer Service Satisfaction** 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 | 5 | 0 | 0 | 3 | 0 | 3 | 11 | 0 | 1.57 |
| 20 | 3.23 | **Right of Way Landscape Maintenance** 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 | 0 | 10 | 0 | 1 | 0 | 0 | 11 | 0 | 1.57 |
| 21 | 3.25 | **Equal Pay Ratio** 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. | 0 | 0 | 0 | 5 | 0 | 5 | 1 | 11 | 0 | 1.57 |
| 22 | 1.01 | **Fire Response Time** Achieve total response times to advanced life support (ALS) incidents of 6 minutes or less in 90% of calls for service. | 0 | 5 | 2 | 0 | 0 | 0 | 3 | 10 | 0 | 1.43 |
| 23 | 1.21 | **Youth Alcohol Marijuana & Opioid Usage Rate** 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. | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 10 | 0 | 1.43 |
| 24 | 2.06 | **Police Trust Score** Achieve trust scores between 80 and 100 on a scale of 0 (Totally Disagree) to 100 (Totally Agree) across the demographic categories as measured by the monthly Police Sentiment Survey. | 0 | 0 | 3 | 0 | 2 | 0 | 5 | 10 | 0 | 1.43 |
| 25 | 3.21 | **Veteran-Supportive Community Designation** 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. | 0 | 5 | 0 | 5 | 0 | 0 | 0 | 10 | 0 | 1.43 |
| 26 | 1.13 | **Safe Drinking Water** Continuously meet or exceed Safe Drinking Water Act standards for water quality. | 0 | 0 | 0 | 0 | 7 | 0 | 2 | 9 | 0 | 1.29 |
| 27 | 2.03 | **311 First-Call Resolution Rate** 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. | 0 | 0 | 3 | 0 | 1 | 5 | 0 | 9 | 0 | 1.29 |
| 28 | 3.35 | **Data-Driven Governance** Achieve platinum certification for being a well-managed, data-driven local government as measured by What Works Cities and Bloomberg Philanthropies. | 0 | 0 | 3 | 0 | 4 | 0 | 2 | 9 | 0 | 1.29 |
| 29 | 4.16 | **Groundwater Supply** Achieve groundwater production capacity to meet an average demand of 43 million gallons per day | 0 | 5 | 0 | 0 | 2 | 0 | 2 | 9 | 0 | 1.29 |
| 30 | 1.12 | **Violent Cases Clearance Rate** Achieve a clearance rate of violent cases greater than or equal to the national 5-year average for cities our population size. | 0 | 4 | 3 | 0 | 1 | 0 | 0 | 8 | 0 | 1.14 |
| 31 | 1.19 | **Housing Quality Standards** Achieve a 98% resolution rate for all Housing Quality Standard issues related to life, health or safety within 24 hours. | 0 | 0 | 0 | 5 | 3 | 0 | 0 | 8 | 0 | 1.14 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 32 | 2.25 | **Employee Work-Related Needs** Achieve an average ratings of "Strongly Agree" or "Agree" that "City Services Adequately Support Employee's Work-related needs" greater than or equal to 90% as measured in the Employee Survey. | 0 | 0 | 0 | 5 | 0 | 0 | 3 | 8 | 0 | 1.14 |
| 33 | 1.32 | **Youth Safety and Juvenile Crime** Achieve a juvenile arrest rate per capita lower than the national average. | 0 | 0 | 0 | 5 | 2 | 0 | 0 | 7 | 0 | 1.00 |
| 34 | 3.12 | **Municipal Equality Index** 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 | 0 | 5 | 0 | 0 | 0 | 2 | 7 | 0 | 1.00 |
| 35 | 3.27 | **Traffic Delay Reduction** 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. | 0 | 0 | 0 | 0 | 2 | 5 | 0 | 7 | 0 | 1.00 |
| 36 | 4.18 | **Community Carbon Neutrality** Achieve community carbon neutrality by 2060 with equitable outcomes. | 0 | 5 | 0 | 0 | 1 | 0 | 1 | 7 | 0 | 1.00 |
| 37 | 1.04 | **Fire Services Satisfaction** 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 Tempe Fire Medical Rescue Customer Service Survey. | 0 | 3 | 1 | 0 | 0 | 0 | 2 | 6 | 0 | 0.86 |
| 38 | 1.33 | **Alley Quality Index** Achieve an Alley Quality Index score equal to a citywide average rating of 4.5 on a 5.0 scale. | 0 | 0 | 2 | 0 | 2 | 0 | 2 | 6 | 0 | 0.86 |
| 39 | 3.19 | **Value of Special Events** 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 | 0 | 0 | 5 | 1 | 6 | 0 | 0.86 |
| 40 | 4.10 | **Urban Core Vision** Under Development | 0 | 0 | 0 | 0 | 1 | 5 | 0 | 6 | 0 | 0.86 |
| 41 | 4.19 | **Municipal Carbon Neutrality** Achieve the City Council goal of carbon neutrality in municipal operations by 2050 with a strategy of 100% renewable energy by 2035. | 0 | 5 | 0 | 0 | 0 | 0 | 1 | 6 | 0 | 0.86 |
| 42 | 1.08 | **High Severity Traffic Crashes** Achieve a reduction in the number of fatal and serious injury crashes to zero. | 0 | 3 | 0 | 0 | 0 | 0 | 2 | 5 | 0 | 0.71 |
| 43 | 1.27 | **City Infrastructure and Assets** Achieve 100% compliance with industry standards related to the replacement or rehabilitation of infrastructure and assets. | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 5 | 0 | 0.71 |
| 44 | 2.26 | **Public Records Request Fulfillment Rate** Achieve a rate of 90% for public records fulfilled within 3 business days of request. | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 5 | 0 | 0.71 |
| 45 | 3.01 | **Property Code Enforcement** Achieve 85% on the Code Compliance Assessment Score while ensuring equity across all demographic categories. | 0 | 0 | 0 | 0 | 2 | 0 | 3 | 5 | 0 | 0.71 |
| 46 | 3.22 | **Graffiti Removal** Achieve less than 1 occurrence of graffiti on average per 4-miles as measured by Tempe's annual graffiti audit. | 0 | 0 | 3 | 0 | 0 | 0 | 2 | 5 | 0 | 0.71 |
| 47 | 3.26 | **20 Minute City** Achieve a percentage of dwellings where residents can utilize a multimodal transportation system (walk, bicycle, or use public transit) to meet all basic daily, non-work needs within 20-minute city criteria. | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 5 | 0 | 0.71 |
| 48 | 3.31 | **Poverty Rate** 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. | 0 | 3 | 0 | 0 | 2 | 0 | 0 | 5 | 0 | 0.71 |
| 49 | 3.34 | **Community Health and Well-Being** Achieve health and wellbeing of the community indicated by the Cantril Self-Anchoring Striving Scale with increases in the category of thriving and decreases in the categories of struggling and suffering as measured by the Community Survey. | 0 | 0 | 0 | 0 | 2 | 0 | 3 | 5 | 0 | 0.71 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 50 | 5.01 | **Quality of Business Services** 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 | 0 | 0 | 1 | 0 | 4 | 5 | 0 | 0.71 |
| 51 | 5.03 | **Capital Investment Created** 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 | 2 | 0 | 1 | 0 | 2 | 5 | 0 | 0.71 |
| 52 | 5.04 | **Bond Rating** Maintain highest general obligation bond (credit) ratings. | 0 | 0 | 3 | 0 | 1 | 0 | 1 | 5 | 0 | 0.71 |
| 53 | 5.12 | **Cybersecurity** Achieve 100% compliance with the National Institute of Standards and Technology (NIST) Cyber Security Framework (CSF) for the protection of critical infrastructure. | 0 | 0 | 4 | 0 | 1 | 0 | 0 | 5 | 0 | 0.71 |
| 54 | 5.13 | **Unemployment Rate** Achieve an annual average unemployment rate that is below the average for the Greater Phoenix region as measured by the Bureau of Labor Statistics. | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 5 | 0 | 0.71 |
| 55 | 5.16 | **Tempe Financial Inclusion Index** 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 | 0 | 5 | 0 | 5 | 0 | 0.71 |
| 56 | 1.31 | **Addressing Opioids** Achieve an end to opioid abuse and misuse as measured by the percentage of "opioid abuse probable" Emergency Medical Services' calls. | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 4 | 0 | 0.57 |
| 57 | 2.16 | **311 Caller Wait Time** Achieve a caller wait time of less than or equal to sixty seconds for 90% of calls to Tempe 311. | 0 | 0 | 3 | 0 | 1 | 0 | 0 | 4 | 0 | 0.57 |
| 58 | 3.16 | **City Recreation Arts and Cultural Centers** 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 | 3 | 0 | 1 | 0 | 0 | 4 | 0 | 0.57 |
| 59 | 3.30 | **Age-Friendly Community Designation** Achieve the Age-Friendly Community Designation for livability from AARP. | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 4 | 0 | 0.57 |
| 60 | 3.33 | **Culture of Literacy and Engagement** 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 | 1 | 0 | 3 | 4 | 0 | 0.57 |
| 61 | 4.20 | **Customer Satisfaction with Community Development Processes** Achieve customer satisfaction ratings of "Strongly Agree" or "Agree" with the Community Development Processes greater than or equal to 90% as measured by the Community Development Process Survey. | 0 | 0 | 0 | 0 | 1 | 0 | 3 | 4 | 0 | 0.57 |
| 62 | 5.02 | **New Jobs Created** Achieve an annual increase of new jobs that is twice Tempe's proportion of the jobs forecasted for the region, based on population. | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 4 | 0 | 0.57 |
| 63 | 1.11 | **Feeling Safe in City Facilities** 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. | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0.43 |
| 64 | 2.20 | **Employee Vertical Diversity** 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 | 0 | 0 | 0 | 3 | 3 | 0 | 0.43 |
| 65 | 3.07 | **3rd Grade Reading Level Proficiency** 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 | 1 | 0 | 2 | 3 | 0 | 0.43 |
| 66 | 4.04 | **Solid Waste Landfill Diversion** Achieve or exceed Council adopted Solid Waste landfill diversion rates by the FY 2025/26. | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 3 | 0 | 0.43 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 67 | 1.25 | **Police Body Cameras** Achieve Police Body Worn Camera video activation compliance of 90% by 2022. | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 0.29 |
| 68 | 2.15 | **Feeling Invited to Participate in City Decisions** 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. | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0.29 |
| 69 | 3.09 | **Post Secondary School Achievement Rate** 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 | 2 | 2 | 0 | 0.29 |
| 70 | 5.09 | **CIP Funds Spent or Encumbered** Spend or encumber 90% of annual Capital Budget funds (CIP) in the year budgeted. | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0.29 |
| 71 | 1.02 | **Cardiac Arrest Survival Rate** Achieve cardiac arrest survival rates greater than the national average as indicated by the American Heart Association. | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0.14 |
| 72 | 2.13 | **Employee Engagement** 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. | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0.14 |
| 73 | 2.17 | **311 Email Response Times** 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 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0.14 |
| 74 | 3.14 | **ADA Transition Plan** Achieve accessibility in all city rights-of-way, parks, and facilities as identified in the Tempe ADA Transition Plan. | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0.14 |
| 75 | 3.17 | **Community Services Programs** 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. | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0.14 |
| 76 | 3.20 | **Dementia-Friendly Community Designation** 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. | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0.14 |
| 77 | 4.21 | **Park Eco-System Health** Under Development | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0.14 |
| 78 | 1.03 | **Patient Transfer of Care** Achieve total time from Tempe Fire Medical Rescue (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. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| 79 | 1.06 | **Crime Reporting** Achieve responses of "Yes" relating to crimes reported to police (as measured by the Community Survey) higher than the percentage of crime reported as documented in the National Crime Victimization Survey (NCVS) for both violent and property crime types. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| 80 | 1.09 | **Victim of Crime** 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 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| 81 | 1.10 | **Worry About Being a Victim** 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. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |

Points given by at least 4 Members
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Sorted by Median Score
Then, Sorted by Average Score

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|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 82 | 1.14 | **High Risk Fire Inspections** Perform fire inspections of all High-Risk Occupancy facilities annually based on adopted national standards. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| 83 | 1.15 | **Insurance Services Organization Rating** 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 | 0.00 |
| 84 | 1.16 | **Municipal Court Compliance** 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 | 0.00 |
| 85 | 1.17 | **Community Supervision Re-Arrest Rates** Under Development | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| 86 | 1.28 | **Criminal Division** 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 | 0.00 |
| 87 | 1.29 | **Breaking Cycle of Violence** 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 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| 88 | 2.05 | **Online Service Satisfaction Rate** 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. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| 89 | 2.07 | **Counseling Service Referral Rate** 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. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| 90 | 2.08 | **Treatment Court Satisfaction** Achieve a 98% satisfaction rate from participants in the treatment court (Mental Health and Veterans) that the experience was positive and beneficial. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| 91 | 2.10 | **Budget Presentation Award** 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 | 0.00 |
| 92 | 2.11 | **Financial Reporting Award** 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 | 0.00 |
| 93 | 2.12 | **Procurement Award** 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 | 0.00 |
| 94 | 2.21 | **Satisfaction with Availability of City Information** 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. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| 95 | 3.10 | **Human Service Grants Performance Rate** 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. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| 96 | 3.32 | **Patient Advocate Services** 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 | 0.00 |
| 97 | 4.12 | **Composting** Achieve a cumulative composting usage across city parks, golf courses, and rights-of-way of 2,000 yards per year. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| 98 | 4.14 | **Facilities Conditions Index** Achieve an average Facilities Condition Index (FCI) less than or equal to the national benchmark standards. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 99 | 5.05 | **General Fund Unassigned Fund Balance** 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 | 0.00 |
| 100 | 5.06 | **Competitively Generated Contract Spread** 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 | 0.00 |
| 101 | 5.08 | **Civil Division Annual Survey** 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 | 0.00 |
| 102 | 5.10 | **Revenue Forecast Variance** 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 | 0.00 |
| 103 | 5.14 | **Audit Completion Rate** Achieve a completion rate greater than or equal to 90% 80% 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| 104 | 5.15 | **Diversity Supplier Program** Under Development | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| 105 | 5.17 | **Citywide Risk and Worker's Compensation and Liabilities** Under Development | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| | | TOTALS | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 700 | | |