



PUBLIC MEETING AGENDA

Transportation Commission

MEETING DATE

Tuesday, March 9, 2021 at 7:30 a.m.

MEETING LOCATION

Join Via Cisco Webex Meeting – link below

<https://tempe.webex.com/tempe/onstage/g.php?MTID=eb3ede823dbed0195800befeef352cdbc>

Event password: 3rwYgJkCx45

United States Toll+1-408-418-9388

Access code: 187 539 6217

| AGENDA ITEM | PRESENTER | ACTION or INFORMATION |
|--|---|-----------------------|
| 1. Public Appearances The Transportation Commission welcomes public comment for items listed on this agenda. There is a three-minute time limit per citizen. | JC Porter, Commission Chair | Information |
| 2. Approval of Meeting Minutes The Commission will be asked to review and approve the February 9, 2021 meeting minutes. | JC Porter, Commission Chair | Action |
| 3. Outreach Plan for I-10 Corridor Construction Representatives from the Maricopa Association of Governments will provide an update on the public outreach during construction of the I-10 corridor/Broad Curve project. | Kim Noetzel and Jodi Rooney, Arizona Department of Transportation | Information |
| 4. Draft Parks and Recreation Master Plan Staff will present the draft Parks and Recreation Master Plan for feedback from the Commission. | Craig Hayton, Community Services | Information |
| 5. Potential Joint Meetings with Other Boards and Commissions Commission Chair JC Porter will discuss options for which Boards & Commissions to meet with and what the goals of these meetings would be. | JC Porter, Commission Chair | Action |
| 6. Upcoming Transportation Public Meetings & Announcements Staff and commission members will provide information on relevant meetings and events. | Engineering & Transportation Department Staff and Transportation Commissioners | Information |
| 7. Future Agenda Items Commission may request future agenda items. | JC Porter, Commission Chair | Information |

According to the Arizona Open Meeting Law, the Transportation Commission may only discuss matters listed on the agenda. The city of Tempe endeavors to make all public meetings accessible to persons with disabilities. With 48 hours advance notice, special assistance is available at public meetings for sight and/or hearing-impaired persons. Please call 350-4311 (voice) or for Relay Users: 711 to request an accommodation to participate in a public meeting.



Minutes
City of Tempe Meeting of the Transportation Commission
February 9, 2021

Minutes of the meeting of Tempe Transportation Commission held on Tuesday, February 9, 2021, 7:30 a.m. via Cisco Webex.

(MEMBERS) Present:

Jeremy Browning
Bobbie Cassano
Alana Chavez Langdon
Susan Conklu
John Federico
Brian Fellows
Pam Goronkin

John Christoph
Paul Hubbell
David A. King
John Kissinger
JC Porter
Peter Schelstraete
David Sokolowski

(MEMBERS) Absent:

Mary Harriman

City Staff Present:

Isaac Chavira, Interim Deputy Engineering & Transportation Director
Abel Gunn, Transportation Financial Analyst
Cathy Hollow, Traffic Engineer
Laura Kajfez, Neighborhood Services Specialist
Amanda Nelson, Public Information Officer
Marilyn DeRosa, Engineering & Transportation Director
Julian Dresang, Deputy Engineering & Transportation Director

Bonnie Richardson, Principal Planner
Vanessa Spartan, Planner II
Chase Walman, Planner II
Robert Yabes, Principal Planner
TaiAnna Yee, Public Information Officer
Sue Taaffe, Senior Management Assistant
Lauren Kuby, Councilmember

Guests Present:

Mike James
Ray Carranza

Commission Chair JC Porter called the meeting to order at 7:31 a.m.

Agenda Item 1 – Public Appearances

None

Agenda Item 2 – Minutes

JC Porter introduced the minutes of January 12, 7 a.m. meeting of the Transportation Commission and asked for a motion for approval.

Motion: Commissioner Peter Schelstraete

Second: Commissioner David A. King

Decision: Approved by Commissioners

Jeremy Browning
Bobbie Cassano
Susan Conklu
John Federico
Brian Fellows
Pam Goronkin

Paul Hubbell
David A. King
John Kissinger
JC Porter
Peter Schelstraete
David Sokolowski

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David A. King
John Kissinger
JC Porter
Peter Schelstraete
David Sokolowski

Agenda Item 3 – Country Club Way Bike and Pedestrian Improvement Project

Chase Walman and Ray Carranza provided an update on the 30% design of the Country Club Way Bicycle and Pedestrian Project. Presentation topics included:

- Project overview/history
- Project corridor
- Design
 - Watson Dr to US-60
 - Guadalupe Rd to Watson Dr
 - Western Canal to Guadalupe Rd
 - Elliot Rd to Western Canal
 - Warner Rd to Elliot Rd (ASU Research Park)
- Next steps

Discussion included cycle tracks, buffered bike lanes, safety in shared bike lanes, signage, and configuration of bike lane and vehicle parking.

Agenda Item 4 – Transportation Demand Management Study

Vanessa Spartan provided information about the Transportation Demand Management Study and Transportation Management Association Plan. Presentation topics included:

- Performance measure
- TDM and TMA definitions
- Stakeholder and public engagement
- TDM evaluation and plan
- TMA evaluation and plan
- Schedule

Discussion included incentives for businesses, public meeting and stakeholder meeting dates, ASU's TDM plan, and DTA's participation in the TMA.

Agenda Item 5 – Mobility Hubs

Vanessa Spartan presented information on mobility hubs. Presentation topics included:

- Performance measure
- Mobility hub definition
- Stakeholder and public engagement
- Demand, potential sites, amenities and designs
- Schedule

Discussion included the difference between mobility hubs and TDM, delivery devices, potential transit adjustments, timeframe, carbon footprint reduction strategies, design, and current and future demands.

Agenda Item 6 – Upcoming Transportation Public Meetings & Announcements

None

Agenda Item 7 – Future Agenda Items

The following future agenda items have been previously identified by the Commission or staff:

- March 9
 1. Outreach Plan for I-10 Corridor Construction
 2. Draft Parks and Rec. Master Plan
 3. Potential joint meetings with other boards and commissions
- April 13
 1. Long-Term Transit Fund Plan and Service Changes
 2. Transit Shelter Design
 3. ADA and sidewalk infrastructure
 4. Bike Hero
- May 11
 1. Ash/University Intersection
 2. Country Club Way Bike and Pedestrian Improvement Project
 3. Signal detection for bicycles
 4. Crosswalk signal countdown
- June 8
 1. Bike Bait Program Update
 2. Speed Enforcement
 3. Budget Update
 4. Streetcar Construction Update
- July 13
- August 10

1. 1st/Ash/Rio Roundabout Update
 2. Long-Term Transit Fund Plan and Service Changes
 3. Transit Security Update
 4. North/South Rail Spur MUP
- September 14
 1. Last mile delivery technologies
 2. Commuter Rail Study/ MAG Commuter Rail Plan
 3. AZ State Rail Plan/AZDOT Phoenix-Tucson Corridor Plan
 - October 12
 1. Annual Report
 - November 9
 1. Annual Report
 - December 14
 1. Long-Term Transit Fund Plan and Service Changes
 - TBD: BRT Study

The next meeting is scheduled for March 9, 2021.

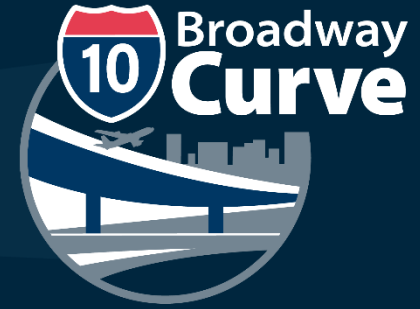
The meeting was adjourned 8:49 a.m.

Prepared by: Sue Taaffe

Reviewed by: Isaac Chavira

I-10 Broadway Curve Improvement Project:

Loop 202 to Interstate 17



Tempe Transportation Commission | March 9, 2021

ADOT



Project Recap



- First major urban reconstruction project in MAG Region
- Second-largest public-private partnership (P3) highway project procured by ADOT
- Delivering on the Region's Prop. 400 program commitments

Project Recap

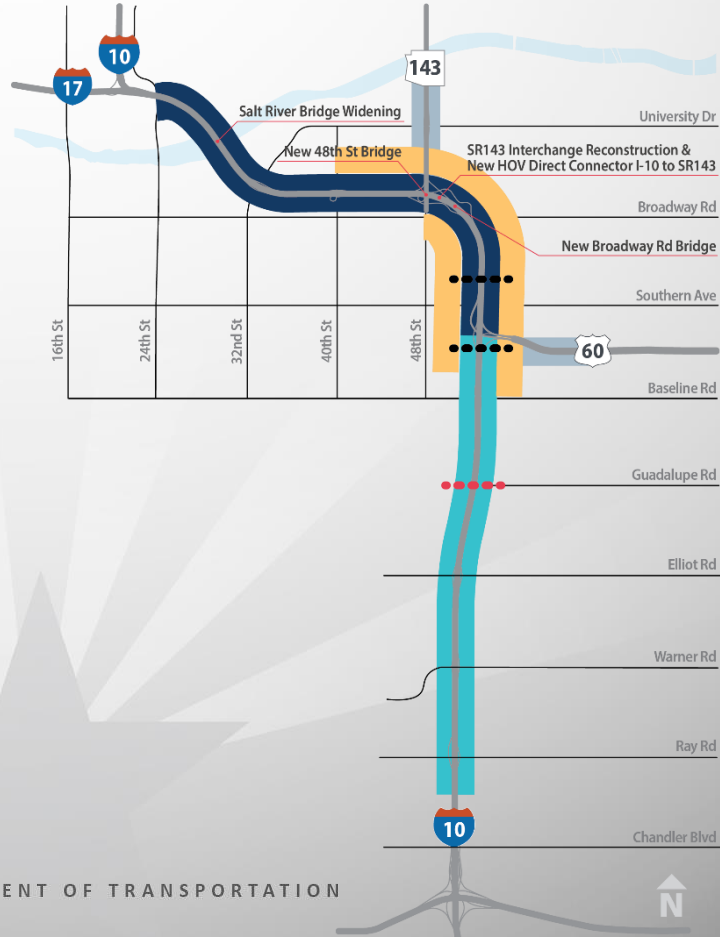


NTP 1: Jan. 11, 2021

NTP 2: Pending

The Improvements

-  Existing Freeway
-  2 HOV Lanes
+6 General Purpose Lanes
+Auxiliary Lanes
-  1 HOV Lane
+4 General Purpose Lanes
+Auxiliary Lanes
-  New Collector-Distributor Roads:
EB 48th St to Baseline Rd
WB Baseline Rd to SR143 & 40th St
-  New Lanes on SR 143 & US 60
(to connect to I-10 improvements)
-  New Pedestrian Bridges
-  Improved Sun Circle Trail Connection

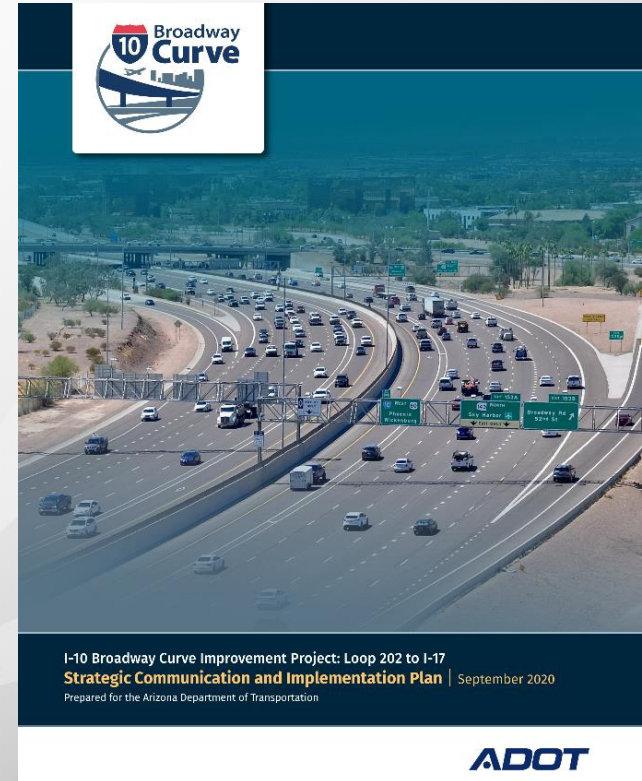


Strategic Communication and Implementation Plan

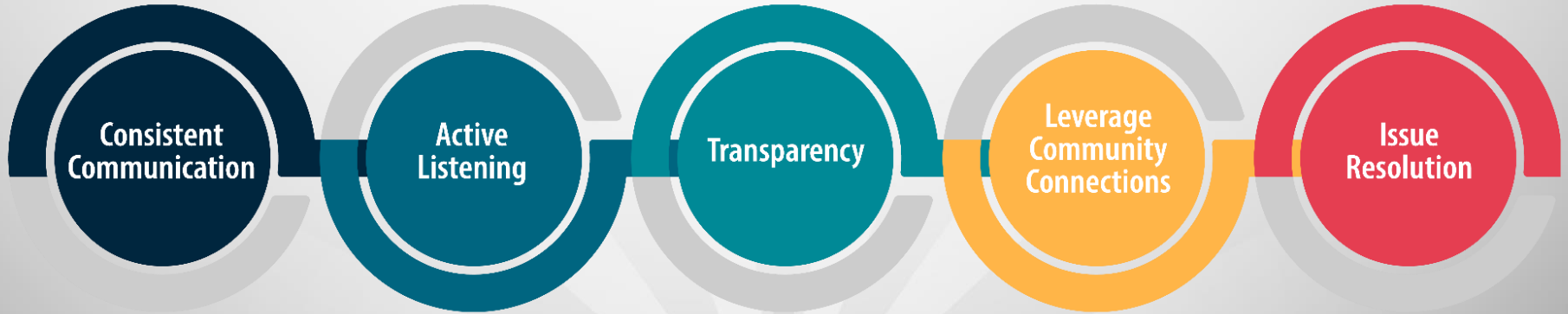
Workshops held in May 2020

Presentation of plan in September 2020

- Sets communication objectives
- Outlines strategies, tactics and tools
- Identifies metrics and measurements
- Guides implementation



Communications Foundations



Project Partner Input



Knowing Our Audiences



Some Key Stakeholders



Stakeholder Management System



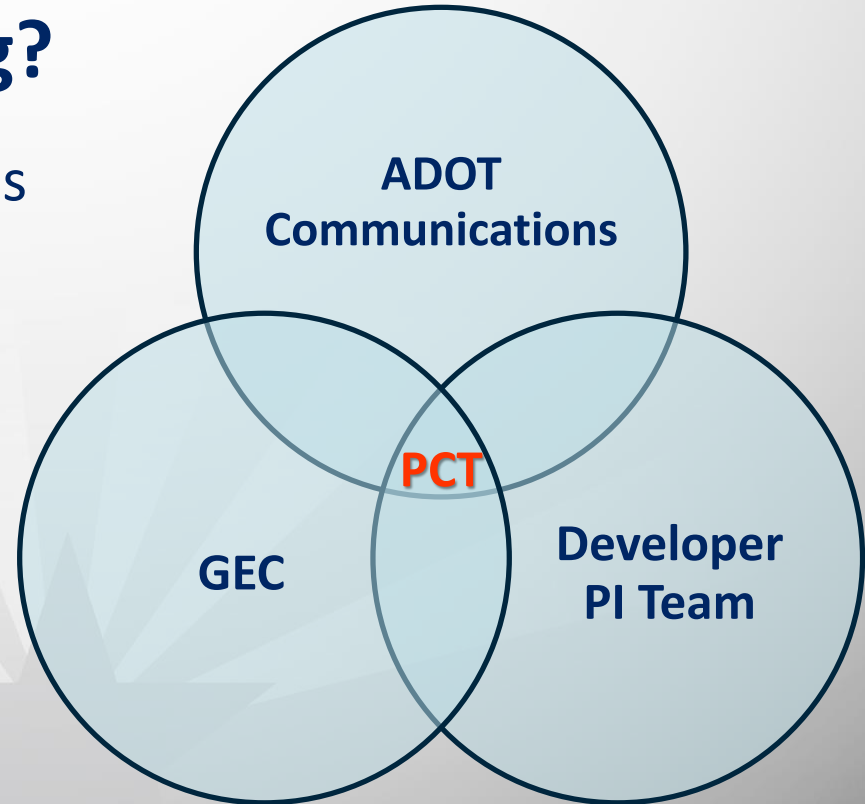
2,000+ Individuals



6,000+ businesses,
agencies, organizations

Who is communicating?

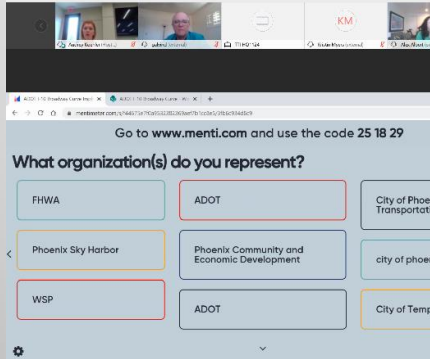
The Project Communications
Team (PCT)



PCT Responsibilities



Governments and Agencies Outreach



Project Partner Workshops Completed in Fall 2020

Curve Communications Briefings Starting spring 2021

Project TSM Meetings Starting in summer 2021

Meetings and Presentations Ongoing

Coordination with the City of Tempe

Communications:

TaiAnna Yee
Nikki Ripley

Community Development:

Chad Weaver

Economic Development:

Maria Laughner

Engineering:

Julian Dresang, P.E.

Government Relations:

Marge Zylla

Neighborhood Services:

Shauna Warner



Outreach to Businesses and Business Groups

- Major employers
- Hospitality
- Retail
- Airport
- Transit Providers
 - *Valley Metro, Phoenix, Tempe*
- Uber, Lyft, Waymo
- Taxis, Shuttles
- Tourism
- Manufacturing
- Distribution
- Freight and Logistics
- Small businesses
- Chambers of Commerce
- Industry groups



Outreach to Businesses and Business Groups



Business Forum
August 2019



Freight & Logistics Forum
March 2020

411 businesses reached
537 contacts

- 71% by phone
- 26% by email
- 3% by text/social

(as of February 2021)

Major Impacts Outreach Effort
July 2020 – June 2021

I-10 BROADWAY CURVE

The I-10 Broadway Curve Improvement Project is scheduled to start construction in 2021 and expected to take up to four years to complete. With thousands of businesses in the project area, ADOT wants to help you stay ahead of the curve.

Learn more in just 5 minutes

- Widens I 10 between Ray Road near Ahwatukee and 24th Street near I-17
- Remove and reconstruct several major interchanges including the State Route 143 access to Phoenix Sky Harbor International Airport, the 44th Street bridges and the US 60 Interchange
- Construct collector distributor roads between Baseline Road and 40th Street

ADOT

Airport Business Email Campaign
October 2020

Outreach to Residents and Communities

- Mailers
- Project website
- Mobile app
- Social media
- NextDoor
- Traffic alerts (online/email)
- Email blasts
- Project newsletters
- Community events
- Traveling exhibits
- Meetings and presentations
- Canvassing neighborhoods
- HOA outreach
- Paid advertising



Outreach to General Public and Commuters | Visitors



Public Scoping Meeting

February 2019



Public Hearing

October 2019

- Paid advertising
- Quarterly newsletter
- Project website
- Mobile app
- Social media
- Traffic alerts (online and email)
- Traveling exhibits
- Community events
- Overhead signs
- Email blasts

Curve Communication Briefings

- Monthly meetings beginning in spring 2021
- Familiarize key stakeholders with construction plans; answer questions/address concerns; provide look-ahead schedules
- Open two-way communication

Participants:

Communications/public affairs contacts representing business community, local governments, utilities, emergency responders, churches, hospitals and educational institutions

Paid Advertising Campaign with LaneTerralever

- Funding from MAG
- Runs 2021-2024
- Billboards, digital, print, broadcast and other mediums
- Bilingual

GOALS

Awareness of project

Resources to stay informed

Need and **benefits**

Goodwill

Mobile App



- iPhone and Android
- Free
- Real-time information

Social Media Listening Tool



reddit

Social Media



254,000 followers



128,000 followers



19,500 followers



10,600 followers



YouTube 2,890 subscribers



Nextdoor

**Households in 2-mile
radius of project area**

News Media



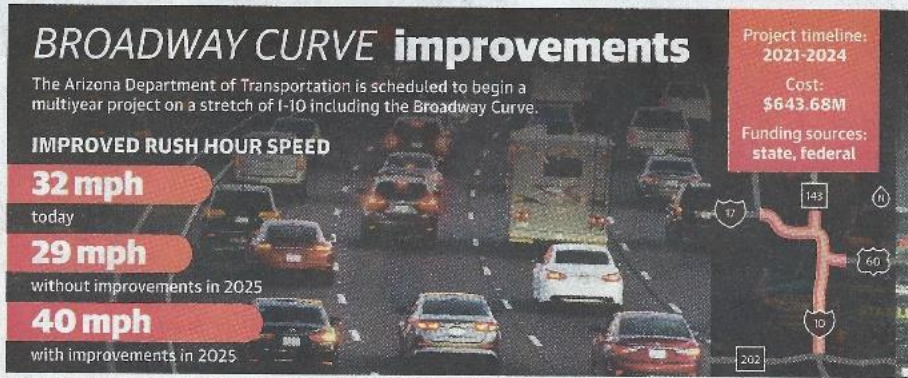
Construction to begin on stretch of I-10 in 2021

BY ALEXA D'ANGELO AND TOM BLODGETT

Hundreds of thousands of drivers traverse the Broadway Curve section of I-10 each day, and the Arizona Department of Transportation will begin construction on the 11-mile stretch of the freeway in 2021 in the region's largest freeway redevelopment project to date.

"Maricopa County, including the East Valley, continues to grow year after year," ADOT spokesperson

CONTINUED ON 14



SOURCE: ARIZONA DEPARTMENT OF TRANSPORTATION/COMMUNITY IMPACT NEWSPAPER

Stay Ahead of the Curve

Visit the project website for information and to subscribe for email updates

- **Website:** azdot.gov/I10BroadwayCurve
- **Phone:** 602.501.5505 (Bilingual)
- **Email:** BroadwayCurve@azdot.gov
- **Mail:** ADOT Communications
1655 W. Jackson St. MD 126F, Phoenix, AZ 85007

Strategic Communication & Implementation Plan | Email: KNoetzel@azdot.gov

Thank you!

Questions?



MEMORANDUM

TO: Tempe Transportation Commission
FROM: Craig Hayton, Deputy Community Services Director – Parks & Recreation
Shawn Wagner, Deputy Community Services Director – Parks & Recreation
DATE: March 9, 2021
SUBJECT: Draft Parks & Recreation Master Plan

Tempe Transportation Commission;

Tempe strives to provide its residents and visitors with valuable park and recreation experiences through a diverse offering of parks, programs, events and facilities. In order to ensure that Tempe’s parks and recreation systems and services continue to meet the needs of our community and visitors, an updated Parks and Recreation Master Plan will become the division’s comprehensive planning document, ensuring Tempe’s parks and programs benefit the community and its visitors for the next decade. Much has changed in Tempe and in the larger park and recreation field since the last Parks and Recreation Master Plan was adopted in 2001, highlighting the importance of this comprehensive planning effort. We appreciate the opportunity to provide an update at an upcoming Transportation Commission meeting. In order to maximize our time at the upcoming meeting, this memo is intended to provide general background information, allowing us to focus on Transportation Commission specific areas of interest of the draft plan during the meeting.

Planning Process

The draft Parks and Recreation Master Plan provides a system-wide approach to evaluating parks and recreation amenities, facilities and programs to develop goals, policies, guidelines and achievable strategies. It creates a 10-year roadmap for ensuring an appropriate balance of facilities, amenities and programs throughout the community. Phoenix-based PLAN*et Communities, a team that is passionate about Tempe and what the master plan will provide for the city, its residents and park users, has been the plan’s lead consultant. In addition to the consultant and project team, a Technical Advisory Committee was formed including staff within multiple city departments, as well as two members of the Parks, Recreation, Golf & Double Butte Cemetery Board, ensuring that the overall process and final plan is consistent with, and supports, other city planning efforts and strategic priorities. Additionally, because the planning approach relies on an inclusive strategy that engages stakeholders and the public in multiple ways, key partners also include City Council, boards and commissions, individual residents, park, facility, and program users, community partners and service providers. The overall planning process has included five (5) interrelated steps, identified in the following graphic, providing multiple opportunities to listen and engage with stakeholders and the public.



Draft Plan

The draft plan engages the user through an innovative format, known as a StoryMap, designed to be an interactive, online document, utilizing summarizing text, supporting images and graphs, and interactive maps. The plan is organized into nine (9) separate yet interrelated sections, providing the reader with the opportunity to move through the plan systematically or jump into specific plan sections of interest. At a high level, the plan includes background information about Tempe and its parks and recreation system in 2020, what the future could look like and how we get there. Like other recent planning efforts, guiding principles have shaped the entire process. These four (4) key guiding principles (inclusion, resilience, strategic and sustainability) provide the framework for the current, near and mid-term strategies, diplomatically guiding the city as it puts the plan into action over the next decade. The plan ends with important financial information, highlighting funding opportunities and potential costs for plan implementation.

For additional information and to view the draft plan, please visit the project's webpage:

<https://www.tempe.gov/government/community-services/parks/parks-recreation-master-plan>

Draft
Parks & Recreation
Master Plan

Tempe Transportation Commission
March 9, 2021



Tempe
Making waves in the desert

City Council Strategic Priorities



Safe & Secure
Communities



Strong Community
Connections



Quality of Life



Sustainable Growth
& Development



Financial Stability
& Vitality

3.16 Achieve ratings of "Very Satisfied" or "Satisfied" with the "Quality of City parks, recreation, arts, and cultural centers" greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey.

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.

- Plan overview
- Plan format
- Public survey
- Guiding principles
- Draft plan review
 - Plan principle
 - Plan strategies
- Next Steps & timeline
- Questions & input



Plan Overview



What is a parks & recreation master plan?

- Comprehensive, 10- year planning document
- Utilizes multiple public outreach efforts
- Evaluates & recommends
- Shapes delivery of services
- Provides guidance & policy direction
- Identifies short-term strategies to achieve long-term success



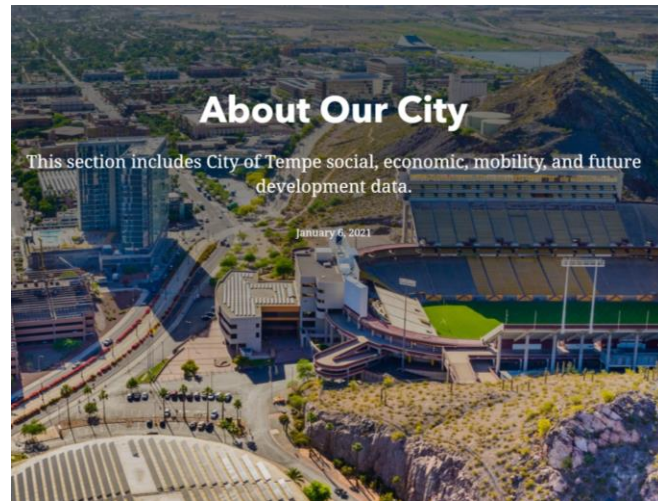


- Online, interactive & explore-able guide
- Tells the story through maps, text & media
- Engages & enhances the user experience
- Visually attractive & user friendly format
- Print option

Tempe Parks & Recreation Master Plan Update

The Tempe Parks & Recreation Master Plan Update includes Principles & Strategies to guide management, programming & development of Tempe's parks & facilities to the community. Click on any section to view or print it.

- 1 How to Use This Plan
- 2 Acknowledgements & Table of Contents
- 3 Introduction
- 4 Parks & Recreation Master Plan Process
- 5 About Our City
- 6 Our Parks and Recreation System Today
- 7 A Parks & Recreation System for Our Future
- 8 Plan Principles & Strategies
- 9 Implementation & Finance



AGE

People use different recreation facilities at different ages. Field sports, team sports, and physical challenge sports are most popular with people under age 65.

Tempe's population is younger than most jurisdictions in the Phoenix Metropolitan Area. In part, this is due to the large number of students at Arizona State University (ASU). ASU provides recreation facilities for its students, & ASU students use City parks & recreation facilities. ASU facilities are not considered in this Master Plan, but students at ASU use City facilities.



Survey: Who Took The Survey



- 1,857 surveys responses
- 77% Tempe residents
- 43% work in Tempe

63% of respondents indicated they had met new people or made new friends through their activities at City of Tempe parks and recreational facilities.

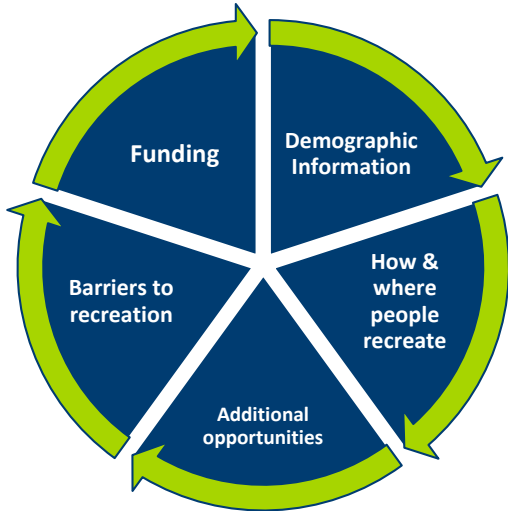


Photo by Nancy Puffer

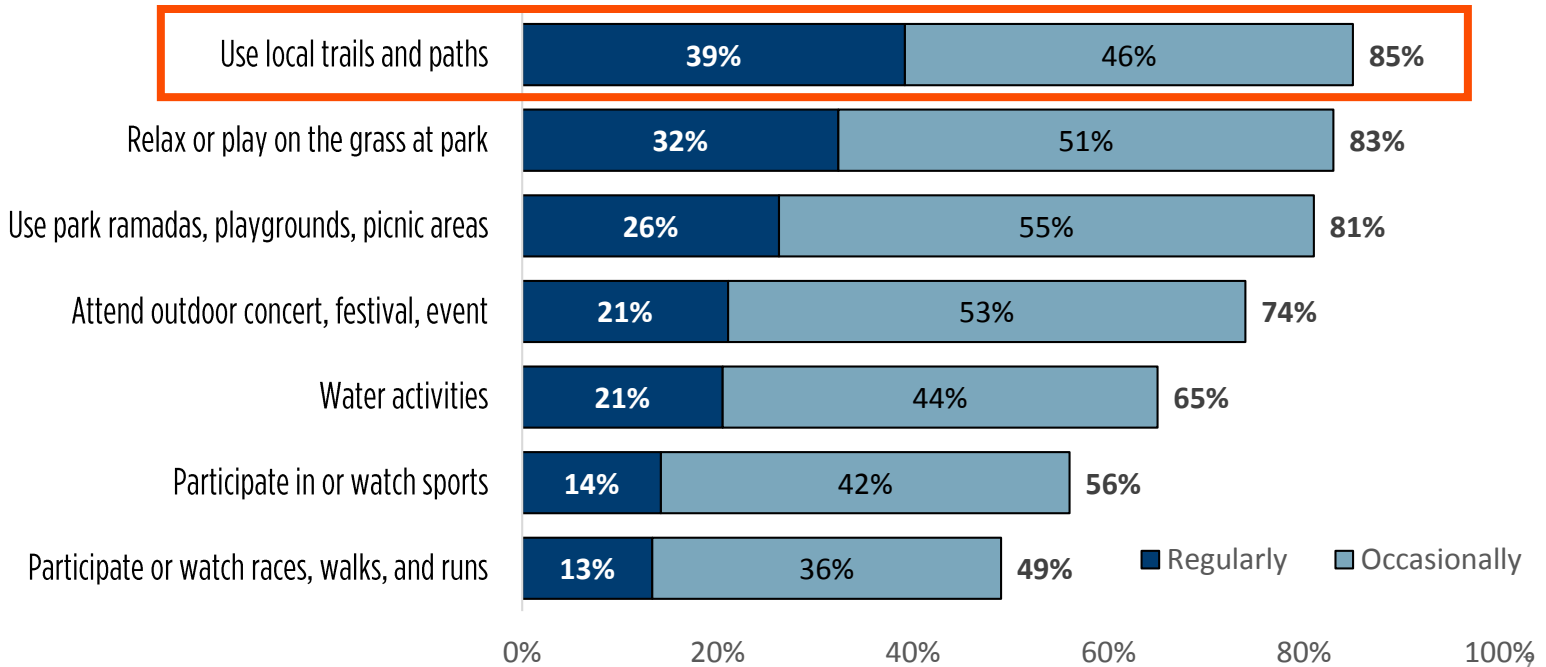


Photo by: William LeGoullon

Survey: How People Recreate



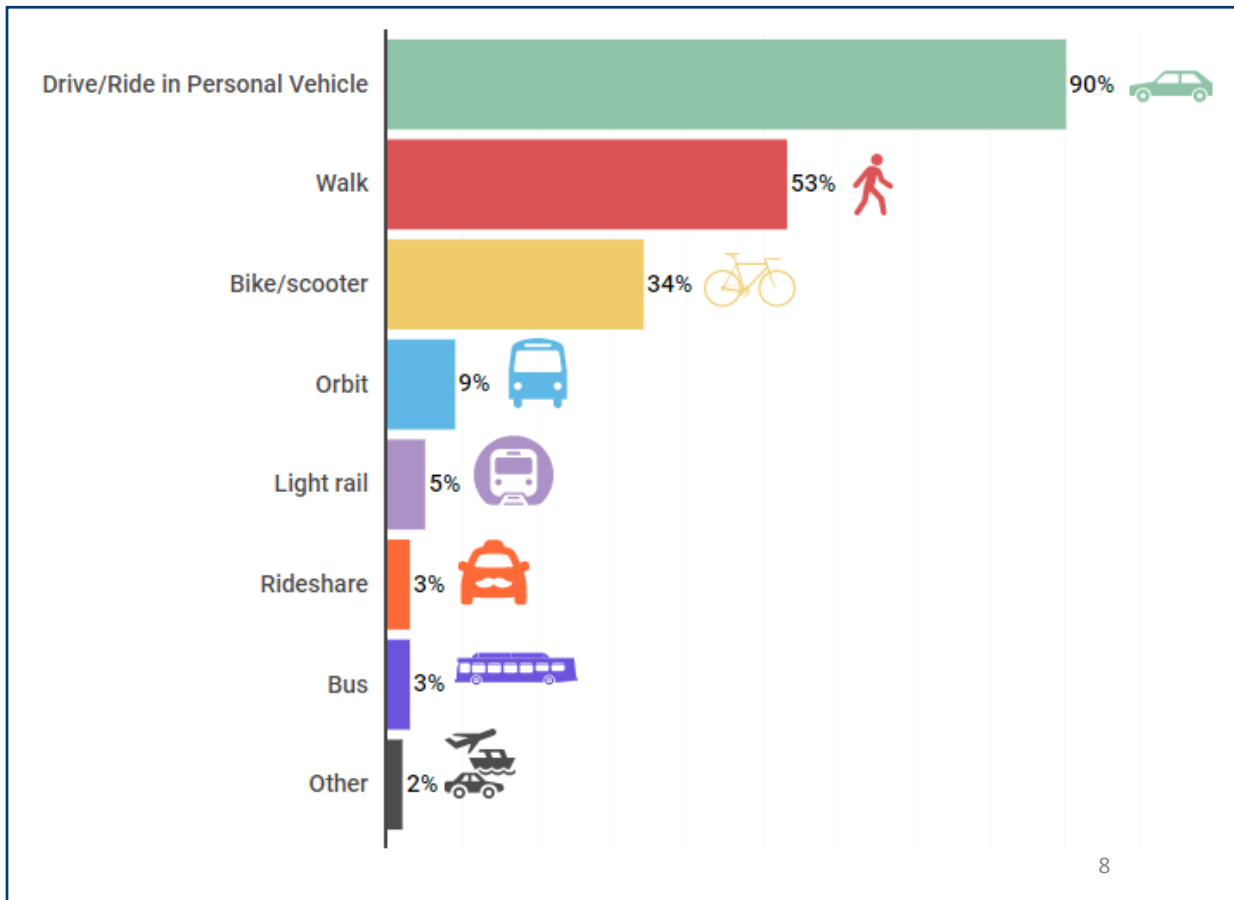
Occasional/regular use of trails or paths ranked as highest use (85%)



Survey: Transportation to P&R Activities



- Respondents allowed to provide multiple answers
- Personal vehicle use was highest (90%)
- Walking was second highest (53%)
- Public transportation totaled 17%

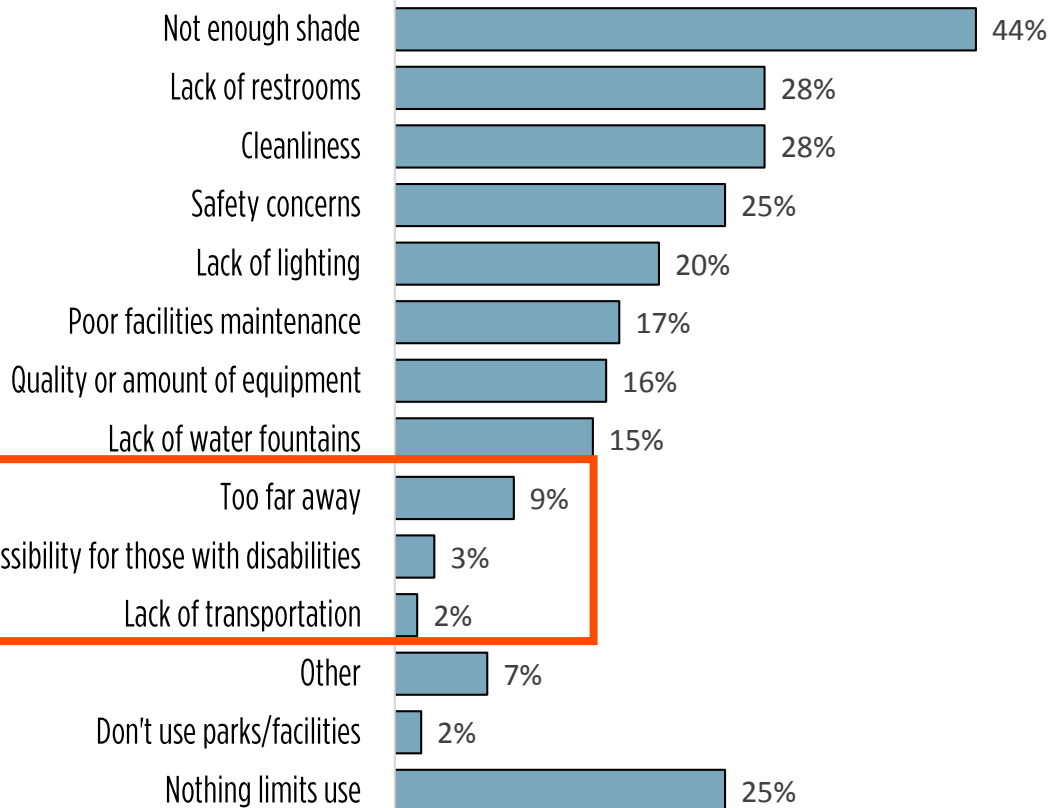


Survey: Barriers (Parks & Facilities)



Distance, accessibility & transportation accounted for 14% total

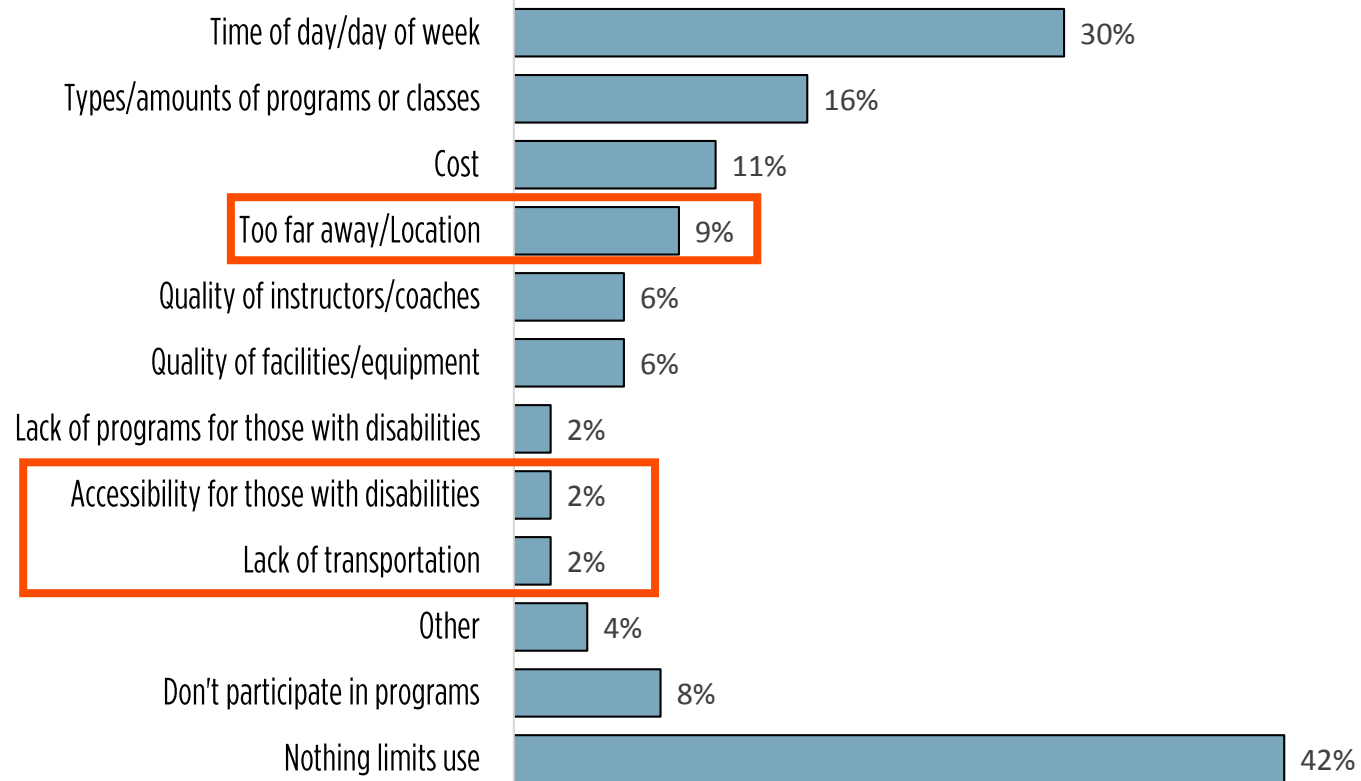
One in four (25%) report that nothing limits or prevents use



Survey: Barriers (Programs)



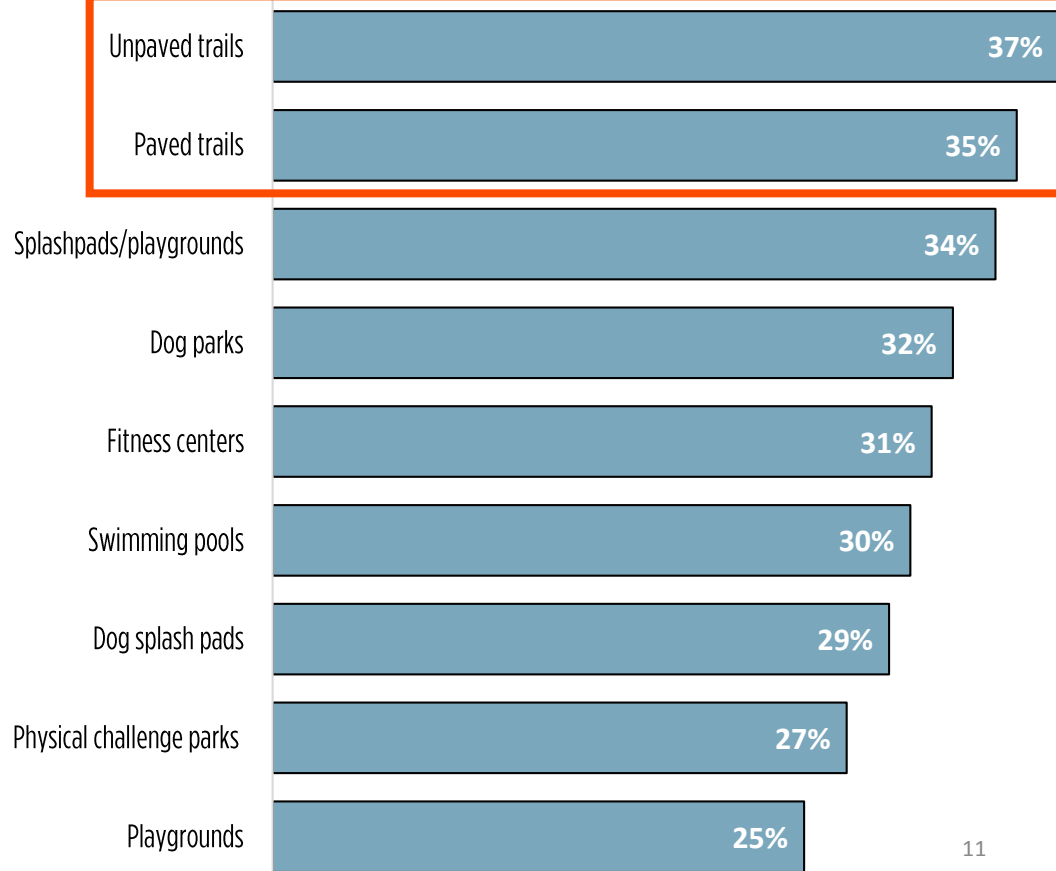
- Location, accessibility & lack of transportation accounted for 13% of total responses.
- Nothing limits use (42%)



Survey: “Needs More” Amenities



- Respondents were given the option to state “needs more” or “has enough,” as well as not selecting either for 23 different amenities
- Greatest reported need is for both unpaved (37%) and paved trails (35%)



City of Tempe Strategic Priorities

-  Financial Stability & Vitality
-  Quality of Life
-  Safe & Secure Communities
-  Strong Community Connections
-  Sustainable Growth & Development



Parks & Recreation Master Plan Guiding Principles

-  Inclusion
-  Resilience
-  Strategic
-  Sustainability





Providing community access and opportunity regardless of color, gender orientation, age, income, or ability.



Tempe welcomes you as you are.



www.tempe.gov/diversity

email: diversity@tempe.gov

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Parks and recreation facilities and programs that:

- Are connected to and integrated into the community.
- Meet the recreation needs of our diverse community.
- Are welcoming and designed for all regardless of race, income, ability, age, gender or sexual orientation.
- Are equitably distributed through the community.
- Are accessible, ADA-compliant and affordable.
- Connect the community to multiple modes and networks of transportation to easily travel throughout Tempe.

Providing community access and opportunity regardless of color, gender orientation, age, income, or ability.



Tempe welcomes you as you are.



www.tempe.gov/diversity

email: diversity@tempe.gov

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- Implement city's ADA Transition Plan.
- Expand park access by providing amenities that allow people to use various transportation modes to safely and reliably access parks.
- Ensure inclusion of parks, facilities and open spaces into the city's goal of becoming a 20-minute City is done in an equitable and inclusive way, based on neighborhood demographics, assets and density.
- Coordinate with 20-minute City efforts to provide safe, convenient, and shaded access by walking, biking and transit to and from parks. (Sustainability)



- March & early April: Boards & commissions; public meeting & survey
- April: City Council Work Study Session
- May: Finalize plan
- June: Formal plan adoption





Questions & Input

Tempe City Council

Strategic Priorities

Performance Measures



Safe & Secure
Communities



Quality of Life



Strong Community
Connections



Sustainable Growth
& Development



Financial Stability
& Vitality

The City of Tempe is deeply rooted in its commitment to be an inclusive, transparent, and high performing organization. This commitment is exemplified through the City's Strategic Plan where the Council's priorities and direction are clearly identified, measured, and available for everyone to review.

To view the City's performance online, we invite you to visit:

performance.tempe.gov

(please view through Chrome browser)

For the achievement of Council priorities, performance measures, and community impact, Data-Driven Strategy Sessions are led by the City Manager to promote community & employee driven innovation, collaboration, and organization-wide support.



To view the Tempe Accelerates schedule, we invite you to visit:

<https://www.tempe.gov/city-hall/strategic-management-and-diversity/tempe-accelerates>



City of Tempe
Strategic Management and Diversity Office
strategic_management@tempe.gov
480.350.2905

The Strategic Management and Diversity Office collaborates to advance an inclusive, innovative, and transparent organization to create a world class city for our community and our region.

City Council Priority #1

Ensuring a safe and secure community through a commitment to public safety and justice.



Safe & Secure
Communities

Performance Measures

- 1.01 Achieve total response times to advanced life support (ALS) incidents of 6 minutes or less in 90% of calls for service.
- BASELINE:** 74.73% (2016)
TARGET: 90% by 2040
CURRENT: 71.66%
- 1.02 Achieve cardiac arrest survival rates greater than the national average as indicated by the American Heart Association.
- BASELINE:** 13.64% (2016)
TARGET: >12%
CURRENT: 13.64%
- 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.
- BASELINE:** Stroke - 10 minutes 52 seconds, Heart Attack - 10 minutes (2016)
TARGET: Stroke - Less than 15 minutes, Heart Attack - Less than 10 minutes
CURRENT: Stroke - 10 minutes 33.5 seconds, Heart Attack - 7 minutes 34 seconds
- 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.
- BASELINE:** Community Survey - 91.5%, TFMR Survey - 96.97% (2016)
TARGET: >93% by 2020
CURRENT: Community Survey - 91.7%, TFMR Survey 95.6%
- 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.
- BASELINE:** 70
TARGET: >80
CURRENT: 73

- 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).
- BASELINE:** Property Crime: 73.1% (2018); Violent Crime: 77.6% (2018)
TARGET: Property Crime Reported: 65%; Violent Crime Reported: 53%
CURRENT: Property Crime Reported: 70.3%; Violent Crime Reported: 76.6%
- 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.
- BASELINE:** 81.4% (2016)
TARGET: 90% by 2022
CURRENT: 73.8%
- 1.08 Achieve a reduction in the number of fatal and serious injury crashes to zero.
- BASELINE:** Fatal - 16, Serious - 76 (2016)
TARGET: Fatal - 0, Serious - 0 by 2025
CURRENT: Fatal - 10, Serious - 87
- 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.
- BASELINE:** 92.2% - No Violent Victimization; 81.7% - No Property Victimization (2018)
TARGET: 97.9% - No Violent Victimization; 88.1% - No Property Victimization by 2021
CURRENT: 93.3% - No Violent Victimization; 79.5% - No Property Victimization
- 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.
- BASELINE:** Mugged - 66.2%, Burglarized - 44.3%, Weapon - N/A, Car - 45.4%, Identity Theft - 31.9% (2017)
TARGET: Mugged - 70%, Burglarized - 57%, Weapon - N/A, Car - 57%, Identity Theft - 30% by 2021
CURRENT: Mugged - 75.2%, Burglarized - 48.3%, Weapon - 72.1%, Car - 44.5%, Identity Theft - 39.9%
- 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.
- BASELINE:** Overall Safety - 75.3%, City Athletic and Recreational (day) - 78.1%, City Athletic and Recreational (night) - 60.6%, Tempe Public Library Complex (day) - 85.9%, Tempe Public Library Complex (night) - 72.1%, Physical Work Environment (employees) - 64.4% (2016)
TARGET: 90% by 2023
CURRENT: Overall Safety - 76.9%, City Athletic and Recreational (day) - 79.3%, City Athletic and Recreational (night) - 64.9%, Tempe Public Library Complex (day) - 85%, Tempe Public Library Complex (night) - 69.4%, Physical Work Environment (employees) - 72%

- 1.12 Achieve a clearance rate of violent cases greater than or equal to the national 5-year average for cities our population size.
BASELINE: 34.2% (2012-2016)
TARGET: 43.5% by 2019
CURRENT: 36.4%
- 1.13 Continuously meet or exceed Safe Drinking Water Act standards for water quality.
BASELINE: Meeting standards
TARGET: Meeting standards
CURRENT: Meeting standards
- 1.14 Perform fire inspections of all High-Risk Occupancy facilities annually based on adopted national standards.
BASELINE: 20.6% (FY 15/16)
TARGET: 100%
CURRENT: 50.9%
- 1.15 Achieve an Insurance Services Organization (ISO) Rating: Building Code Effectiveness Classification of 3.0 or better.
BASELINE: 3
TARGET: 3
CURRENT: 3
- 1.16 Promote access to justice by ensuring 100% compliance with all federal, state and local rules, regulations and laws regarding Court operations.
BASELINE: Under development
TARGET: Under development
CURRENT: Unavailable
- 1.17 PLACEHOLDER - Community Supervision Re-Arrest Rates
- 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.
BASELINE: 24%
TARGET: 30% by 2048
CURRENT: 16.8%
- 1.19 Achieve a 98% resolution rate for all Housing Quality Standard issues related to life, health or safety within 24 hours.
BASELINE: 90% (FY 16/17)
TARGET: 98% by 2025
CURRENT: 100%
- 1.20 RETIRED - Included in 1.29 and 1.30

- 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.
BASELINE: 24.3% Alcohol, 16.1% Marijuana (2016), Opioid - Under development
TARGET: 0%
CURRENT: 18.2% Alcohol, 18.3% Marijuana, Opioid - Unavailable
- 1.22 Achieve adopted standards for Pavement Quality Index equal to a citywide average rating of 70 or higher.
BASELINE: 59 (2016)
TARGET: 70 by 2028
CURRENT: 60
- 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.
BASELINE: Neighborhood Parks Day: 74.7%, Neighborhood Parks Night: 43.4%,
Kiwanis/Tempe Parks Day: 81%, Kiwanis/Tempe Parks Night: 51.9%, Desert Parks
Day: 69.4%, Desert Parks Night: 36%
TARGET: 88% for each park type by 2029
CURRENT: Neighborhood Parks Day: 81%, Neighborhood Parks Night: 57.3% Kiwanis/Tempe
Parks Day: 84.2%, Kiwanis/Tempe Parks Night: 59.6%, Desert Parks Day: 78.8%,
Desert Parks Night: 49.3%
- 1.24 RETIRED
- 1.25 Achieve Police Body Worn Camera video activation compliance of 90% by 2022.
BASELINE: 71% (2018)
TARGET: 90% by 2022
CURRENT: 76%
- 1.26 RETIRED - Included in 5.12
- 1.27 Achieve 100% compliance with industry standards related to the replacement or rehabilitation of infrastructure and assets.
BASELINE: Under development
TARGET: 100% by 2022
CURRENT: Unavailable
- 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.
BASELINE: Under development - Survey being revised, collecting baseline data
TARGET: 80%
CURRENT: Unavailable
- 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.
BASELINE: Available April 2021
TARGET: Available April 2021
CURRENT: Available April 2021

1.30 RETIRED

1.31 Achieve an end to opioid abuse and misuse as measured by the percentage of “opioid abuse probable” Emergency Medical Services’ calls.

BASELINE: 3.74% (2019)

TARGET: 0% by 2025

CURRENT: 2.4%

1.32 Achieve a juvenile arrest rate per capita lower than the national average.

BASELINE: 2.37%

TARGET: 1.75% by 2025

CURRENT: Unavailable

1.33 PLACEHOLDER - Alley Quality Index (AQI)



City Council Priority #2

Developing and maintaining a strong community connection by emphasizing the importance of open government, customer service and communication with community members.



Strong Community
Connections

Performance Measures

2.01 RETIRED - Included in 2.02

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.

BASELINE: 69.8% (2017)

TARGET: 82% by 2024

CURRENT: 72.7%

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.

BASELINE: 70.83% (2017)

TARGET: 75% by 2020

CURRENT: 87.53%

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.

BASELINE: 68.4% (2016)

TARGET: 71% by 2020

CURRENT: 65.2%

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.

BASELINE: Customer Experience Surveys: Under development - Technology platform for "real-time" data being determined, Community Survey: 69.2%

TARGET: 90% for both by 2025

CURRENT: 73.3%

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.

BASELINE: 60
TARGET: <80
CURRENT: 71

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.

BASELINE: 93.5% (2018)
TARGET: 85%
CURRENT: 100%

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.”

BASELINE: 100% (2017)
TARGET: 98%
CURRENT: 100%

2.09 RETIRED - Included in 2.21

2.10 Receive the Government Finance Officers’ Association (GFOA) Distinguished Budget Presentation Award annually for being high-quality, accessible, and understandable.

BASELINE: Received Award (2016)
TARGET: Receive Award
CURRENT: Received Award

2.11 Receive the Government Finance Officers’ Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting annually for transparency and disclosure of information.

BASELINE: Received Certificate (2014)
TARGET: Receive Certificate
CURRENT: Received Certificate

2.12 Receive the National Procurement Institute's Achievement of Excellence in Procurement Award annually for innovation, professionalism, productivity, e-procurement and leadership attributes.

BASELINE: Received Award (2014)

TARGET: Receive Award

CURRENT: Received Award

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.

BASELINE: Engagement: 47.2% (2016), Job Satisfaction: 78.2% (2016)

TARGET: Engagement: 32%, Job Satisfaction: 67%

CURRENT: Engagement: 58.2%, Job Satisfaction: 83.1%

2.14 RETIRED

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.

BASELINE: 46.5% (2016)

TARGET: 33%

CURRENT: 49.4%

2.16 Achieve a caller wait time of less than or equal to sixty seconds for 90% of calls to Tempe 311.

BASELINE: English - 98.93%, Spanish - 97.08% (2017)

TARGET: 90% within sixty seconds

CURRENT: English - 98.31%, Spanish - 95.13%

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.

BASELINE: 93.97% (2017)

TARGET: 90%

CURRENT: 96.47%

2.18 RETIRED - Included in 2.21

2.19 RETIRED - Included in 2.21

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.

BASELINE:

| (October 2018) | | | | | | | | |
|---------------------------------|-------------------------------|-------------------|--|----------------------------------|--------|---|-------------------|--------|
| | Male | Male | Male | Male | Male | Male | Male | Male |
| Job Category | White (not Hispanic / Latino) | Hispanic / Latino | African American (not Hispanic / Latino) | American Indian / Alaskan Native | Asian | Native Hawaiian or Other Pacific Islander | Two or More Races | Other |
| Officials / Administrators | -16% | 2% | 4% | 0% | 0% | 0% | 0% | 0% |
| Professionals | 7% | 2% | 0% | 1% | -2% | 0% | 0% | 0% |
| Technicians | 7% | 19% | 1% | -1% | -1% | 0% | 0% | 0% |
| Protective Services (sworn) | 9% | -1% | -1% | -1% | 0% | 0% | 0% | 0% |
| Protective Services (non-sworn) | 23% | 2% | -2% | -2% | 6% | 0% | -1% | 0% |
| Administrative Support | -18% | -3% | 0% | 0% | -1% | 0% | 0% | 0% |
| Skilled Craft | 18% | -12% | 1% | -2% | -1% | 0% | 0% | 0% |
| Service Maintenance | 14% | 16% | 0% | 1% | -1% | 1% | 3% | 0% |
| | Female | Female | Female | Female | Female | Female | Female | Female |
| Job Category | White (not Hispanic / Latino) | Hispanic / Latino | African American (not Hispanic / Latino) | American Indian / Alaskan Native | Asian | Native Hawaiian or Other Pacific Islander | Two or More Races | Other |
| Officials / Administrators | 8% | -2% | 4% | 0% | 1% | 0% | 0% | 0% |
| Professionals | 7% | 2% | 0% | -1% | 0% | 0% | 0% | 0% |
| Technicians | -16% | -6% | -2% | 0% | -1% | 0% | 0% | 0% |
| Protective Services (sworn) | -3% | -1% | -1% | -1% | 0% | 0% | 0% | 0% |
| Protective Services (non-sworn) | -27% | -7% | 3% | 2% | 6% | 0% | 0% | 0% |
| Administrative Support | 8% | 9% | 3% | 0% | 0% | 0% | 2% | 0% |
| Skilled Craft | -2% | -2% | 0% | 0% | 0% | 0% | 0% | 0% |
| Service Maintenance | -16% | -14% | -1% | 0% | -2% | 0% | 1% | 0% |

TARGET: Less than +/- 5% difference in each category
 CURRENT:

| | Male | Male | Male | Male | Male | Male | Male | Male |
|---------------------------------|-------------------------------|-------------------|--|----------------------------------|--------|---|-------------------|--------|
| Job Category | White (not Hispanic / Latino) | Hispanic / Latino | African American (not Hispanic / Latino) | American Indian / Alaskan Native | Asian | Native Hawaiian or Other Pacific Islander | Two or More Races | Other |
| Officials / Administrators | -2% | -5% | 3% | 2% | -2% | 0% | -1% | 0% |
| Professionals | 5% | 3% | 0% | 0% | -2% | 0% | -1% | 0% |
| Technicians | 2% | 22% | 1% | -2% | -1% | 0% | 0% | 0% |
| Protective Services (sworn) | 7% | 0% | 2% | -2% | 1% | -1% | 0% | 0% |
| Protective Services (non-sworn) | 25% | -3% | 0% | -5% | 2% | 0% | -2% | 0% |
| Administrative Support | -21% | -7% | 1% | -1% | -1% | 0% | 0% | 0% |
| Skilled Craft | 18% | -13% | 1% | -3% | -1% | -1% | 2% | 0% |
| Service Maintenance | 9% | 20% | 1% | -2% | -1% | 0% | 2% | 0% |
| | Female | Female | Female | Female | Female | Female | Female | Female |
| Job Category | White (not Hispanic / Latino) | Hispanic / Latino | African American (not Hispanic / Latino) | American Indian / Alaskan Native | Asian | Native Hawaiian or Other Pacific Islander | Two or More Races | Other |
| Officials / Administrators | 4% | -4% | 3% | 0% | 1% | 0% | 0% | 0% |
| Professionals | -9% | 3% | 1% | 0% | 0% | 0% | 1% | 0% |
| Technicians | -14% | -5% | -2% | 0% | -3% | 0% | 0% | 0% |
| Protective Services (sworn) | -3% | -1% | -1% | -1% | 0% | 0% | 0% | 0% |
| Protective Services (non-sworn) | -22% | -5% | 2% | 1% | 2% | 0% | 0% | 0% |
| Administrative Support | 11% | 11% | 2% | 0% | 0% | 1% | 3% | 0% |
| Skilled Craft | -1% | -2% | 0% | 0% | 0% | 0% | 0% | 0% |
| Service Maintenance | -17% | -13% | -1% | 0% | -2% | 0% | 0% | 0% |

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.

BASELINE: 76% (2016)

TARGET: 75%

CURRENT: 78.3%

2.22 RETIRED

2.23 RETIRED

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.

BASELINE: 88% (2018)

TARGET: 95% by 2020

CURRENT: 100%

2.25 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.

BASELINE: 51% (2016)

TARGET: 90% by 2030

CURRENT: 59.52%

2.26 Achieve a rate of 90% for public records fulfilled within 3 business days of request.

BASELINE: Under development

TARGET: 90%

CURRENT: Unavailable



City Council Priority #3

Enhancing the quality of life for all Tempe residents and workers through investment in neighborhoods, parks, the arts, human services, and city amenities, with an emphasis on equity and diversity.



Quality of Life

Performance Measures

3.01 Achieve 85% on the Code Compliance Composite Score.

BASELINE: 62.1%

TARGET: 85% by 2039

CURRENT: 65.55%

3.02 RETIRED - Included in 3.01

3.03 RETIRED - Included in 3.01

3.04 RETIRED - Included in 3.01

3.05 Achieve a Housing Choice Voucher program optimization of either 98% of vouchers leased or 99% of available funding spent.

BASELINE: Voucher Utilization - 87%, Funding Spent - 97% (2017)

TARGET: Voucher Utilization - 98%, Funding Spent - 99%

CURRENT: Voucher Utilization - 79%, Funding Spent - 96%

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.

BASELINE: 38%

TARGET: 45% by 2030

CURRENT: 49%

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.

BASELINE: 42% Proficient or Highly Proficient

TARGET: 72% Proficient or Highly Proficient by 2030

CURRENT: 45% Proficient or Highly Proficient

- 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.
BASELINE: 84% (2016)
TARGET: 90% by 2030
CURRENT: 86.59%
- 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.
BASELINE: 58.2% (2017)
TARGET: 65% by 2030
CURRENT: 58.2%
- 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.
BASELINE: 46.7% (FY 16/17)
TARGET: 100% by 2025
CURRENT: 81.7%
- 3.11 RETIRED - Included in 3.25
- 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.
BASELINE: 100 (2014)
TARGET: 100
CURRENT: 100
- 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.
BASELINE: Under development
TARGET: 100 by 2030
CURRENT: Unavailable
- 3.14 Achieve accessibility in all city rights-of-way, parks, and facilities as identified in the Tempe ADA Transition Plan.
BASELINE: 0%
TARGET: 100%
CURRENT: 0.74%
- 3.15 RETIRED - Included in 3.14

- 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.
- BASELINE:** Swimming Pools - 58.4%, Neighborhood Parks - 78.1%, Recreation/Multigenerational Centers - 76.4%, Tempe History Museum - 81.9%, Tempe Public Library - 86.7%, Tempe Center for the Arts - 82.9%
- TARGET:** 90% by 2023
- CURRENT:** Swimming Pools - 67%, Neighborhood Parks - 74.5%, Recreation/Multigenerational Centers - 79.7%, Tempe History Museum - 79.7%, Tempe Public Library - 82.8%, Tempe Center for the Arts - 81.9%
- 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.
- BASELINE:** Before & After School Programs - 73.2%, Library Services and Programs - 85%, Recreation Programs/Services - 76.9%, Tempe Center for the Arts - 79% (2014)
- TARGET:** 90% by 2023
- CURRENT:** Before & After School Programs - 66.1%, Library Services and Programs - 82.6%, Recreation Programs/Services - 74.1%, Tempe Center for the Arts - 77.3%
- 3.18 RETIRED - Included in 3.16 and 3.17
- 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.
- BASELINE:** 61.7% (2016)
- TARGET:** 80% by 2027
- CURRENT:** 68.8%
- 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.
- BASELINE:** 56.3% (2019)
- TARGET:** 75% by 2025
- CURRENT:** 53.7%
- 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.
- BASELINE:** 9 (2017)
- TARGET:** 30 by 2020
- CURRENT:** 18
- 3.22 Achieve less than 1 occurrence of graffiti on average per 4-miles as measured by Tempe's annual graffiti audit.
- BASELINE:** 2.52 occurrence per 4-miles (2016)
- TARGET:** Less than 1.0 occurrence per 4-miles by 2023
- CURRENT:** 1.3 occurrence per 4-miles

- 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.
BASELINE: 63.1% (2016)
TARGET: 81% by 2041
CURRENT: 58.6%
- 3.24 RETIRED - Included in 3.17
- 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.
BASELINE: 0.924 (2015)
TARGET: 1 by 2040
CURRENT: 0.86
- 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.
BASELINE: Under development - Currently working with ASU
TARGET: Under development - Currently working with ASU
CURRENT: Unavailable
- 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.
- | | | |
|-------------------------|------|------|
| BASELINE: (2019) | A.M. | P.M. |
| City average | 1.23 | 1.40 |
| Segments > 2.0 | 1 | 15 |
| TARGET: (2033) | A.M. | P.M. |
| City average | 1.25 | 1.25 |
| Segments > 2.0 | 0 | 0 |
| CURRENT: | A.M. | P.M. |
| City average | 1.04 | 1.09 |
| Segments > 2.0 | 0 | 0 |
- 3.28 Achieve an end to homelessness in Tempe as measured by Tempe's annual count.
BASELINE: 1,117 (2018)
TARGET: 0
CURRENT: 1,286
- 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.
BASELINE: 69% (2016)
TARGET: 80% by 2024
CURRENT: 60%
- 3.30 Achieve the Age-Friendly Community Designation for livability from AARP.
BASELINE: Under development
TARGET: Achieved
CURRENT: Under development

- 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.)
BASELINE: 21.3% (2017)
TARGET: 15% by 2030
CURRENT: 21.3%
- 3.32 Achieve a 50% reduction in EMS 911 calls from patients enrolled in Patient Advocate Services program.
BASELINE: Under development
TARGET: 50%
CURRENT: Unavailable
- 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.
BASELINE: Summer Reading Program completion rate: 55.4% (Summer Session 2018), Tempe Public Library Story Time Family Engagement Rate: 82.7% (2019), Public Computer Sessions: .60 per capita (2019), Materials usage: 3.47 per capita (FY 16/17)
TARGET: Summer Reading Program completion rate: 65.4%, Tempe Public Library Story Time Family Engagement Rate: 92.7%, Public Computer Sessions: .66 per capita, Materials usage rate: 3.81 per capita by 2025
CURRENT: Summer Reading Program completion rate: 55.4%, Tempe Public Library Story Time Family Engagement Rate: 82.7%, Public Computer Sessions: .60 per capita, Materials usage rate: 3.47 per capita
- 3.34 PLACEHOLDER - Community Health & Well-Being
- 3.35 Achieve platinum certification for being a well-managed, data-driven local government as measured by What Works Cities and Bloomberg Philanthropies.
BASELINE: Gold (2020)
TARGET: Platinum Certification by 2024
CURRENT: Gold
- 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.
BASELINE: 81.2% (2017)
TARGET: 90% by 2025
CURRENT: 81.4%
- 3.37 PLACEHOLDER - Mental Health & Wellness



City Council Priority #4

Implementing sustainable growth and development strategies to improve Tempe's environment, quality of life and economic outcomes. Tempe strives to make long-term generational investments in technology, infrastructure and public transit that create a safe, clean, equitable and healthy city.



Performance Measures

4.01 RETIRED - Included in 4.19

4.02 RETIRED - Included in 4.19

4.03 Achieve or exceed water conservation and efficiency targets for Single Family, Multifamily and Landscape customer class water use by FY 2025/26.

BASELINE: Single-Family Residential 170 GPCD, Multi-Family Residential 92 GPCD, Landscape 3,477 GPAD (2019)

TARGET: Single-Family Residential 160 GPCD, Multi-Family Residential 75 GPCD, Landscape 3,171 GPAD by FY 25/26

CURRENT: Single-Family Residential 170 GPCD, Multi-Family Residential 92 GPCD, Landscape 3,477 GPAD

4.04 Achieve or exceed Council adopted Solid Waste landfill diversion rates by the FY 25/26.

BASELINE: Residential (Single Family) - 21.7%, Commercial & Multi Family - 9.2%, Citywide - 15.1% (FY 17/18)

TARGET: Residential (Single Family) - 40%, Commercial & Multi Family - 25%, Citywide - 25% by FY 25/26

CURRENT: Residential (Single Family) - 20.9%, Commercial & Multi Family - 25.4%, Citywide - 23.4%

4.05 RETIRED

4.06 RETIRED - Included in 3.29

4.07 RETIRED - Included in 3.13

4.08 RETIRED

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.

BASELINE: Affordable - 49.3%, Workforce - 34.2%, Market-rate - 16.5% (2017)

TARGET: Affordable - 49.3%, Workforce - 34.2%, Market-rate - 16.5% by 2040

CURRENT: Affordable - 49.3%, Workforce - 34.2%, Market-rate - 16.5%

4.10 PLACEHOLDER - Urban Core Vision

- 4.11 Achieve a citywide (City and private property) 25% tree and shade canopy by 2040.
BASELINE: 13%
TARGET: 25% by 2040
CURRENT: 13.6%
- 4.12 Achieve a cumulative composting usage across city parks, golf courses, and right-of-ways of 2,000 yards per year.
BASELINE: 500 Yards
TARGET: 2,000 Yards by 2020
CURRENT: Unavailable
- 4.13 RETIRED - Included in 3.26
- 4.14 Achieve an average Facilities Condition Index (FCI) less than or equal to the national benchmark standards.
BASELINE: 14.83% (2018)
TARGET: 10% or less by 2030
CURRENT: 17%
- 4.15 RETIRED
- 4.16 PLACEHOLDER - Water Supply
- 4.17 RETIRED
- 4.18 Reduce community Greenhouse Gas (GHG) emissions by 80% of 2015 levels by 2050, and achieve community carbon neutrality by 2060.
BASELINE: 3,667,560 metric tons CO₂ (2015)
TARGET: 80% reduction by 2050, Carbon Neutral by 2060
CURRENT: 3,667,560 metric tons CO₂
- 4.19 Achieve the City Council goal of carbon neutrality in municipal operations by 2050 with a strategy of 100% renewable energy by 2035.
BASELINE: 40,670 metric tons (2015)
TARGET: Carbon neutral by 2050
CURRENT: 40,670 metric tons
- 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.
BASELINE: Under development
TARGET: 90%
CURRENT: Under development



City Council Priority #5

Maintaining long-term financial stability and vitality by focusing on economic development, business retention and generating employment to create a robust and diverse economic base.



Financial Stability
& Vitality

Performance Measures

- 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.
- BASELINE:** 80.1% (2017)
TARGET: 90% by 2019
CURRENT: 77.2%
- 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.
- BASELINE:** 2,841 (FY 17/18)
TARGET: 709 by 2019
CURRENT: 6,280
- 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.
- BASELINE:** \$81,750,000 (FY 17/18)
TARGET: \$81,218,807 by FY 19/20
CURRENT: \$190,305,234
- 5.04 Maintain highest general obligation bond (credit) ratings.
- BASELINE:** Standard & Poors and Fitch Ratings - AAA, Moody's Investor Service - Aa1 (FY 16/17)
TARGET: Standard & Poors and Fitch Ratings - AAA, Moody's Investor Service - Aaa, Annually
CURRENT: Standard & Poors and Fitch Ratings - AAA, Moody's Investor Service - Not Available
- 5.05 Maintain General Fund unassigned fund balance at a minimum of 20% and maximum of 30% of the General Fund revenue.
- BASELINE:** 40% (FY 15/16)
TARGET: General Fund unassigned fund balance of 20% to 30% of revenue
CURRENT: 43%
- 5.06 Achieve a 76% rate of total money spent for goods and services through competitively generated contracts.
- BASELINE:** 87%
TARGET: 76%, Annually
CURRENT: 88.6%

- 5.07 Achieve a City employee turnover rate less than or equal to the Valley Benchmark Cities' average.
BASELINE: 8.65% (FY 16/17)
TARGET: 8.78% by FY 18/19
CURRENT: 8.89%
- 5.08 Achieve an aggregate rating of "Strongly Agree" or "Agree" on 85% of the Civil Division annual client satisfaction survey.
BASELINE: 93.69% (2018)
TARGET: 85%
CURRENT: 93.69%
- 5.09 Spend or encumber 90% of annual Capital Budget funds (CIP) in the year budgeted.
BASELINE: 64% (FY 16/17)
TARGET: 90% by 2030
CURRENT: 67%
- 5.10 Achieve revenue forecast actual variance for budget year of +/- 3.0% for local taxes and intergovernmental revenue.
BASELINE: Local: +1.9%, Intergovernmental: +.04% (FY 15/16)
TARGET: +/- 3%
CURRENT: Local: +1.1%, Intergovernmental: -1.1%
- 5.11 RETIRED - Included in 5.10
- 5.12 Achieve 100% compliance with the National Institute of Standards and Technology (NIST) Cyber Security Framework (CSF) for the protection of critical infrastructure.
BASELINE: 68%
TARGET: 100% by 2027
CURRENT: 61%
- 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.
BASELINE: 3.1% (2017)
TARGET: Less than 10.3% (2020)
CURRENT: 10.2%
- 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.
BASELINE: 50% (FY 17/18)
TARGET: 90% by FY 20/21
CURRENT: 72.73%
- 5.15 PLACEHOLDER - Diversity Supplier Program

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.

| | Improved Status Direction | Baseline | Target | Current | Description | Data Sources |
|---------------------------------------|------------------------------|----------|--------|---------|--|--|
| Financial Assests & Income | | | | | | |
| 3.31 Poverty Rate | ↓ | 21.30% | 15% | 21.30% | Percentage of households with income below the federal poverty threshold | United States Census Bureau, American Community Survey |
| Liquid Asset Poverty Rate | ↓ | 39.20% | 39.60% | 39.20% | Percentage of households without sufficient liquid assets to subsist at the poverty level for three months in the absence of income. | https://scorecard.prosperitynow.org/ Local Outcome report |
| Asset Poverty Rate | ↓ | 34.20% | 25.20% | 34.20% | Percentage of households without sufficient net worth to subsist at the poverty level for three months in the absence of income. | https://scorecard.prosperitynow.org/ Local Outcome report |
| Households with Zero net Worth | ↓ | 23.70% | 16.50% | 23.70% | Percentage of households that have zero or negative net worth. | https://scorecard.prosperitynow.org/ Local Outcome report |
| Unbanked Households | ↓ | 7.20% | 5.40% | 7.20% | Percentage of households with neither a checking nor savings account. | https://scorecard.prosperitynow.org/ Local Outcome report |
| Underbanked Households | ↓ | 19.10% | 18.70% | 19.10% | Percentage of households that have a checking and/or a savings account; and, have used non-bank money orders, non-bank check-cashing services, non-bank remittances, payday loans, rent-to-own services, pawn shops or refund anticipation loans (RALs) in the past 12 months. | https://scorecard.prosperitynow.org/ Local Outcome report |

| | | | | | | |
|----------------------|---|-------|--------|-------|---|---|
| Income Inequality | ↓ | 0.442 | 0.4591 | 0.442 | <p>The Gini Index is a summary measure of income inequality. The Gini coefficient incorporates the detailed shares data into a single statistic, which summarizes the dispersion of income across the entire income distribution. The Gini coefficient ranges from 0, indicating perfect equality (where everyone receives an equal share), to 1, perfect inequality (where only one recipient or group of recipients receives all the income).. Higher values mean greater inequality.</p> | <p>Gini Index of Income Inequality American Community Survey https://data.census.gov/cedsci/table?q=GINI%20Temp&tid=ACSDT1Y2019.B19083&hidePreview=false 2019</p> |
| 3.25 Equal Pay Ratio | ↑ | 0.924 | 1 | 0.89 | <p>The pay gap is a comparison between women and men's typical (median) earnings by dividing women's median earnings by men's median earnings. A ratio of 1 indicates perfect equality; the higher the ratio, the greater the inequality.</p> | AAUW |

| Businesses and Jobs | | | | | | |
|--|---|-------------------|-------------------|-------------------|---|---|
| 5.13 Unemployment Rate | ↓ | 3.10% | <3.1% | 3.10% | Annual average unemployment rate of the civilian labor force. | Annual average unemployment rate of the civilian labor force. Bureau of Labor Statistics |
| Business Value by Race | ↓ | 2.7:1 | 1:01 | 2.7:1 | Ratio of the average business value, in terms of sales, receipts or revenue, of White, non-Hispanic-owned businesses to businesses owned by workers of color (Black or African-American; American Indian and Native Alaskan; Asian; Native Hawaiian and other Pacific Islander; Hispanic or Latino) | U.S. Census |
| Business Value by Gender | ↓ | 4:01 | 2.8:1 | 1.3563 | Ratio of the average business value, in terms of sales and receipts, of women-owned businesses to men-owned businesses. A ratio of 1 indicates perfect equality; the higher the ratio, the greater the inequality. | https://scorecard.prosperitynow.org/Local Outcome report |
| 5.15 Diversity Supplier Program | ↑ | Under Development | Under Development | Under Development | Under Development | Under Development |
| 3.21 Veteran-Supportive Business Designation | ↑ | 9 | 30 | 18 | Number of Tempe businesses awarded "Veteran-Supportive" designation by the Arizona Coalition for Military Families. | https://beconnectedaz.org/employers |
| Homeownership and Housing | | | | | | |
| Homeownership rate | ↑ | 40.10% | 64.80% | 40.10% | Percentage of Tempe residents who own their home. | American Community Survey |

| Health Care | | | | | | |
|---|---|--------|--------|--------|--|--|
| Uninsured Rate | ↓ | 13.00% | 12.70% | 13.00% | Percentage of the non-elderly population (under 65) without health insurance. | American Community Survey |
| Uninsured Low-Income Children | ↓ | 11.40% | 10.40% | 11.40% | Percentage of young people under 19 years of age at or below 200% of the federal poverty line without health insurance. | American Community Survey |
| Employer Provided Insurance Coverage | ↑ | 60.80% | 55.60% | 60.80% | Percentage of the non-elderly (under 65) population covered by employer-based health plans. | American Community Survey |
| Education | | | | | | |
| 3.06 Quality Pre-K Enrollment | ↑ | 38% | 45% | 38% | Percentage of Tempe three- and four- year olds enrolled in a quality preschool | Manual tabulation of Tempe pre k by calling facilities in 2016, manually totaled |
| 3.07 3rd Grade Reading Level Proficiency | ↑ | 45% | 72% | 45% | Percentage of Tempe students who score “Highly Proficient” or “Proficient” on the AzMERIT 3rd Grade English language arts assessment | |
| 3.08 High School Graduation Rate | ↑ | 84% | 90% | 86.25% | Tempe students who graduate in 4 years | Arizona Department of Education (ADE) |
| 3.09 Post-Secondary School Achievement Rate | ↑ | 58.20% | 65% | 58.20% | Tempe residents who have a post-secondary certificate, 2-year degree or 4-year degree | US Census, Arizona Board of Regents |



MEMORANDUM

TO: Tempe Transportation Commission
FROM: Isaac Chavira, Interim Deputy Engineering & Transportation Director
DATE: March 9, 2021
SUBJECT: Future Agenda Items
ITEM #: 7



PURPOSE:

The Chair will request future agenda items from the Commission members.

RECOMMENDATION OR DIRECTION REQUESTED:

This item is for information only.

- April 20
 1. Long-Term Transit Fund Plan and Service Changes
 2. Bike Hero
 3. Streetscape Transportation Enhancement Program
- May 11
 1. Country Club Way Bike and Pedestrian Improvement Project
 2. Mobility Hubs
 3. Transportation Demand Management Plan/Transportation Management Association
 4. Transit Shelter Design
- June 8
 1. Streetcar Construction Update
 2. Speed Enforcement
 3. Ash/University Intersection & 1st/Ash/Rio Roundabout Update
 4. ADA and Sidewalk Infrastructure
 5. Electrification of Buses
- July 13
- August 10
 1. Long-Term Transit Fund Plan and Service Changes
 2. Transit Security Update
 3. North/South Rail Spur MUP
 4. Budget Update
 5. Scottsdale Road Bike Lanes
- September 14
 1. Crosswalk Signal Countdown & Signal Detection for Bicycles
 2. Last mile delivery technologies
 3. Open Streets
- October 12
 1. Annual Report
 2. Commuter Rail Study/ MAG Commuter Rail Plan
 3. AZ State Rail Plan/AZDOT Phoenix-Tucson Corridor Plan
 4. Streetscape Transportation Enhancement Program
- November 9
 1. Annual Report
- December 14
 1. Long-Term Transit Fund Plan and Service Changes
 2. Mobility Hubs
 3. Transportation Demand Management Plan/Transportation Management Association
- TBD: BRT Study
- TBD: Bike Bait (once program resumes)