	PM#	Performance Measure Description	см 1 с	м 2 с	мзс	м 4 с	М 5 С	м 6 с	M 7	Total	Average	Median
1	1.22	Achieve adopted standards for Pavement Quality Index equal to a citywide average rating of 70 or higher across all demographic categories. CS 17/18/19/20/21, BS 17/19/21 ACC 21	10	10	20	2	5	0	5	52	7.43	5
2	1.05	Achieve ratings for responses to "When it comes to the threat of crime, how safe do you feel in your neighborhood?"	10	10	20	2		0		32	7.43	3
		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	_		40			4.0	40	25	F 00	-
3	3.28	of national benchmark cities as measured by the monthly Police Sentiment Survey. CS 21  Achieve an end to homelessness in Tempe as measured by Tempe's annual count. CS 17/18/19/20/21 ACC 21	5 10	10	10	0	0 5	10	10	35 35	5.00	5
4	4.11	Achieve a citywide (City and private property) 25% tree and shade canopy by 2040. ACC 21	5	5	5	2	10	5	0	32	4.57	5
5	4.19	Achieve the City Council goal of carbon neutrality in municipal operations by 2050. ACC 21	0	5	5	0	15	5	0	30	4.29	5
6	1.23	Achieve ratings 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. CS 17/18/19/21	5	5	0	0	0	10	5	25	3.57	5
7	3.29	Achieve ratings of "Very Satisfied" or "Satisfied" with the "Overall Satisfaction with Transit System in Tempe" greater than			- 0	- 0	- 0	10		23	3.37	3
		or equal to 80% as measured by the City of Tempe Transit Survey. CS 19/20/21, BS 17/19/21	5	5	5	0	7	0	0	22	3.14	5
8	3.01	Achieve 85% on the Code Compliance Composite Score while ensuring equity across all demographic categories. CS 17/18/19/21	5	0	5	3	0	0	5	18	2.57	3
9	4.09	Achieve a Housing Inventory Ratio for Affordable, Workforce and Market-rate housing categories that meets the									2.37	J
		recommendations made for a three person household in the most recent study. CS 18/19/20/21	10	0	0	2	10	5	0	27	3.86	2
10	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. CS										
		17/18/19/20/21, BS 17/19/21 ACC 21	0	10	0	20	5	0	0	35	5.00	0
11	4.18	Achieve community carbon neutrality by 2060 with equitable outcomes. ACC 21	0	0	5	0	18	5	0	28	4.00	0
12	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. CS 19/20/21, BS 17/19/21	0	0	0	0	5	20	0	25	3.57	0
13	1.31	Achieve an end to opioid related abuse and misuse as measured by the percentage of "opioid abuse probable" Emergency	U	U	U	U	3	20	U	23	5.37	U
		Medical Services calls. CS 18/19/20/21	0	10	0	5	0	0	5	20	2.86	0
14	2.06	Achieve trust scores between 80 and 100 on a scale of 0 (totally disagree) to 100 (totally agree) across all demographic categories as measured by the monthly police sentiment survey.CS 21 ACC 21	10	0	0	0	0	10	0	20	2.86	0
15	1.01	Achieve total response times to advanced life support (ALS) incidents of 6 minutes or less in 90% of calls for service. CS 18	0	0	5	3	0	10	0	18	2.57	0
16	1.08	Achieve a reduction in the number of fatal and serious injury crashes to zero. BS 17/19/21, CS 19/20/21	5	5	0	0	5	0	0	15	2.14	0
17	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. CS 17/18/19/20/21	_	^	_	_	_	_		45	244	
18	1.27	Achieve 100% compliance with industry standards related to the replacement or rehabilitation of infrastructure and	0	0	0	5	0	0	10	15	2.14	0
	/	assets. BS 17/19/21	0	5	10	0	0	0	0	15	2.14	0
19	5.09	Spend or encumber 90% of annual Capital Budget funds (CIP) in the year budgeted.	5	5	5	0	0	0	0	15	2.14	0
20	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. CS 17/18/19/20/21	0	4	0	0	0	0	10	14	2.00	0
21	2.25	Employee Work-Related Needs - Achieve an average rating of "Strongly Agree" or "Agree" that "City Services Adequately				-		U	10		2.00	-
		Support Employee's Work-related needs" greater than or equal to 90% as measured in the Employee Survey. ES 18/20/21	0	5	0	3	0	0	5	13	1.86	0
22	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) based on the National Council on Disability priorities. CS 17/18/19/20/21	0	3	0	0	0	0	10	13	1.86	0
23	2.02	Achieve satisfaction ratings of "Very Satisfied" or "Satisfied" with the "Quality of Customer Service" greater than or equal				U	-	U	10	13	1.00	Ü
		to the top 10% of the national benchmark cities as measured in the Community Survey.	0	0	5	2	0	0	5	12	1.71	0
24	5.12	Achieve 100% compliance with the National Institute of Standards and Technology (NIST) Cybersecurity Framework (CSF) for the protection of critical infrastructure. ACC 21	0	0	0	2	0	10	0	12	1.71	0
25	2.15	Achieve ratings of "Very Satisfied" or "Satisfied" with the "feeling invited and welcomed to participate in city decision-					Ü	10			1.71	Ů
		making processes" greater than or equal to the national benchmark cities as measured in the Community Survey. CS			_	_	_					
26	3.09	17/18/19/21  Achieve a rate of 65% for Tempe residents who have a post-secondary certificate, 2-year degree or 4-year degree by	0	0	5	0	5	0	0	10	1.43	0
20	3.03	2030. CS 17/18/19/20/21	0	0	0	0	0	0	10	10	1.43	0
27	1.07	Achieve ratings of "Very Satisfied" or "Satisfied" with the "Quality of Local Police Services" greater than or equal to the	_	•		-		•		0	1.11	0
28	1.18	top 10% of the national benchmark cities as measured in the Community Survey. CS 18/21  Achieve a community program participation rate per capita of Tempe youth during non-school time greater than or equal	5	0	0	3	0	0	0	8	1.14	0
		to the national standards published by the Arizona After 3 PM Afterschool Alliance. CS 17/18/19/20/21	0	0	0	3	0	0	5	8	1.14	0
29	2.04	Achieve ratings of "Very Satisfied" or "Satisfied" with the "Usefulness of the City Website" greater than or equal to the										0
30	3.17	top 10% of the national benchmark cities as measured in the Community Survey.  Achieve ratings of "Very Satisfied" or "Satisfied" with the "Quality of Community Services programs" greater than or equal	0	0	0	3	0	0	5	8	1.14	0
30	5.17	to the top 10% of the national benchmark cities as measured in the Community Survey. CS 19/20/21	0	0	0	3	0	0	5	8	1.14	0
31	1.25	Achieve police Body Worn Camera (BWC) video activation compliance of 90% by 2022. CS 18/21	5	0	0	2	0	0	0	7	1.00	0
32	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. CS 21	5	0	0	2	0	0	0	7	1.00	0
33	1.13	Continuously meet or exceed Safe Drinking Water Act standards for water quality.	0	0	5	0	0	0	0	5	0.71	0
34	3.05	Achieve a Housing Choice Voucher (HCV) program optimization of either 98% of vouchers leased or 99% of available								_	_	
35	3.06	funding spent. CS 17/18/19/20/21 ACC 21  Achieve Quality Early Learning for Tempe children as measured by 45% of 3 and 4-year old children enrolled in quality	0	5	0	0	0	0	0	5	0.71	0
35	3.00	early learning settings across demographic categories by 2030. CS 17/18/19/20/21 ACC 21	0	0	0	5	0	0	0	5	0.71	0
36	3.10	Ensure that agencies who receive human service grants from the City achieve their performance goals related to	_		-		_		_		0 = :	-
37	3.12	homeless, youth, domestic violence, working poor, seniors and individuals with disabilities. CS 17/18/19/20/21 services and inclusivity of Lesbian, Gay, Bisexual, Transgender, Questioning (LGBTQ) people in Tempe. CS	0	0	5	0	0	0	0	5	0.71	0
	الم	17/18/19/20/21	0	0	5	0	0	0	0	5	0.71	0
38	3.25	Achieve an equal pay earnings ratio for the 9th Congressional District (which is centered around Tempe) that is equal to		_	_		_			_		
39	3.30	"1.0" as reported by the American Association of University Women. CS 18/19/20/21  Achieve the Age-Friendly Community Designation for livability from AARP. CS 18/19/20/21	<u>0</u>	0	0	0	5 0	0	0	5 5	0.71 0.71	0
40	3.31	Achieve a rate of households living below the Federal Poverty level less than Maricopa County as measured by the United	3	U	U	U	U	U	U	J	5.71	Ū
		States Census Bureau, American Community Survey. CS 18/19/20/21	0	0	0	0	5	0	0	5	0.71	0
41	3.36	Achieve ratings of "Very Satisfied" or "Satisfied" with the "Quality of City Services" greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey.	0	0	0	0	0	0	5	5	0.71	0
42	5.05	Maintain General Fund unassigned fund balance at a minimum of 20% and maximum of 30% of the General Fund	U	U	U	0	U	U	5	J	0./1	U
		revenue.	5	0	0	0	0	0	0	5	0.71	0
43	5.07	Achieve a City employee turnover rate less than or equal to the Valley Benchmark Cities' average. ES 21  Achieve a 98% resolution rate for all Housing Quality Standard issues related to life, health or safety within 24 hours. CS	0	5	0	0	0	0	0	5	0.71	0
44	1.19	Achieve a 98% resolution rate for all Housing Quality Standard issues related to life, nealth or safety within 24 hours. CS 17/18/19/20/21	0	0	0	3	0	0		3	0.50	0
45	1.04	Achieve ratings of "Very Satisfied" or "Satisfied" with the "Quality of Local Fire Services" greater than or equal to the top										
16	3.14	10% of the national benchmark cities as measured in the Community Survey and the TFMR Customer Service Survey.  Achieve accessible sidewalks, curb ramps, and crosswalks in all city rights-of-way as identified in the Tempe ADA	0	0	0	3	0	0	0	3	0.43	0
46	3.14	Transition Plan. CS 17/18/19/20/21, BS 17/19/21	0	3	0	0	0	0	0	3	0.43	0
47	3.16	Achieve ratings of "Very Satisfied" or "Satisfied" with the "Quality of City recreation, arts, and cultural centers" greater										
48	3.32	than or equal to the top 10% of the national benchmark cities as measured in the Community Survey.  Achieve a 50% reduction in EMS 911 calls from patients enrolled in Patient Advocate Services program. CS 19/20/21	0	0	0	3	0	0	0	3	0.43	0
48	4.04	Achieve or exceed Council-adopted Solid Waste landfill diversion rates by the Fiscal Year 2025/2026.	0	0	0	3	0	0	0	3	0.43	0
		, , , , , , , , , , , , , , , , , , , ,									27.0	

March   Marc													
Page			·	CM 1 C	M 2 C	МЗС	M 4 C	M 5 C	M 6 C	.M 7	Total	Average	Median
1	50	2.17		0	0	0	2	0	0	0	2	0.29	0
2	51	3.19					_				_	0.23	
17/19/19/20/21   17/19/20/21   17/19/20/21   17/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/21   18/19/20/20				0	0	0	2	0	0	0	2	0.29	0
1.	52	3.22			•		2	•	0	•	2	0.20	0
Cryst Framer particular than count in the activate face in managed in the decisions forms; CS  10. 10. 10. 10. 10. 10. 10. 10. 10. 10.	53	5.01		U	U	U		U	U			0.29	U
1													
Proposition CST/14/12/12/12   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985   1985				0	0	0	2	0	0	0	2	0.29	0
Section   Continues an examination content of signal for interview in the count of money and property of the	54	5.02			•		2	•	0	•	2	0.20	0
March   Company   March   March   Company   March   March   Company   March   Ma	55	5.03		0	U	U	2	U	U		2	0.29	U
3.3   3.5   Anthree plantament influences for larger and enhanced, about on the programment on memoral by When Who Color	33	3.03		0	0	0	2	0	0	0	2	0.29	0
March   Control   Contro	56	5.04		0	0	0	2	0	0	0	2	0.29	0
10	57	3.35											_
19   3.00   Activities treatment from Tempers Fire Medical Residual Section of the state of the protection o	F0	1.02	· ·										
Second Continues   Second Cont				U	U	U	U	U	U		U	0.00	U
Section   Continue	33	1.03											
percentage of contine reportion a soccumental in the latinous Connection Survey (IVCS) for Non-violent and s				0	0	0	0	0	0	0	0	0.00	0
## property crime types. CS 18/21    1.10	60	1.06											
10   Adhere resource starge of Nor Testing to whether an interpretation of starting the time or equal to the Ashanoid Came Vision and starting of the Starting Came Vision (S. 1972)   1.				0	0	0	0	0	0	n	n	0.00	n
Commonweigne   The Prince   Commonweigne   The Prince   Commonweigne   Commonwe	61	1.09					-					0.00	
1.10   Althewer intering of "Newer" and "Ratery" for Troote who responded that they work youth "a getting mugged, b) leving is viction of identify their "greater than or equal to the Caluly Published and their than or equal to the Caluly Published and their than or equal to the Caluly Published and their than or equal to the Caluly Published and their than or equal to the Caluly Published and their than or equal to the Caluly Published and their than or equal to the Caluly Published and their than or equal to the Caluly Published and their than or equal to the Caluly Published and their than or equal to the Caluly Published and their than or equal to the Caluly Published and their than or equal to the Caluly Published and their than or equal to the Caluly Published and their than or equal to the Caluly Published and their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or equal to the Caluly Published And their than or eq													
Burgistered within not there; c) being standard or threatment with a weapone, of having or forking in triving or significant with an expense of health professional strate and state of the faulty professional strate of the faulty professional strategy and the faulty professional strategy and strategy professional strategy profes			, .	0	0	0	0	0	0	0	0	0.00	0
Empty   Section   Control   Contro	62	1.10											
String CS 18721   String College   Statistical with the "Feeling of Safety in Cay's activated" with the "Feeling of Safety in Cay's activated for "Satisfied" with the "Feeling of Safety in Cay's activated for the Teach String College   String													
to p 50% of the national benchmark is claim as ensured in the Community Survey and the Employee Survey.  5 1,14 Profess of claims are the original of the community Survey and the Employee Survey.  5 1,14 Profess of Standard Survey and the Community Survey and the Employee Survey.  5 1,14 Profess of Standard Survey S			Survey. CS 18/21	0	0	0	0	0	0	0	0	0.00	0
112 Achieve a clearance rate of violent come case greater than or equal the national System average for cities or population	63	1.11											
Section   Sect	C4	4.10	1 1 1 1	0	0	0	0	0	0	0	0	0.00	0
1.14   Perform fire inspections of all high Risk Occupancy facilities annually based on adopted national standards.	64	1.12		0	0	0	0	0	0	0	0	0.00	0
66 1.15 Achieve a in insurance Services Organization (SO) Hasting subding Code Effectiveness Classification of 3 or 0 better. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	65	1.14	•										
### regarding Court operations.    1.17		1.15	Achieve an Insurance Services Organization (ISO) Rating: Building Code Effectiveness Classification of 3.0 or better.	0	0	0	0	0	0	0	0	0.00	0
PARACHOLOGIA: Community Supervision Revires Bates CS 1970/21   Statisfied** of "Statisfied** on 80% of the Criminal Division survey to victimal of crime."   Statisfied** on 80% of the Criminal Division survey to victimal of crime.   Statisfied** on 80% of the Criminal Division survey to victimal of crime.   Statisfied** on 80% of the Criminal Division survey to victimal of crime.   Statisfied** on 80% of the Criminal Division survey to victimal of crime.   Statisfied** on 80% of the Criminal Division survey to victimal of crime.   Statisfied** on 80% of the Criminal Division survey to victimal of crime.   Statisfied** on 80% of the Criminal Division survey to victimal of crime.   Statisfied** on 80% of 80	67	1.16											
Ensure the protection of rights to all participants in the cerninal justice system by achieving an aggregate rating of "Very Statisfied" of "Statisfied" of		4.47			Ŭ								
Satisfied**O** "Satisfied**O** and Story file**Criminal Divisions survey to victims of crime.  Achieve ratings of Travingy Agree**O** "Apreca** with response of "always 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 Control of Traving and Story (and Story 1970/1971).  Achieve a lawning and control of the Criminal Divisions survey to with violence and its impact on the well-being and safety of my family greater than or equal to 50% as measured in the Control of Traving Story (and Story 1970/1972).  Achieve a lawning story (and Story 1970/1972).  Achieve a family				U	U	0	U	0	0		U	0.00	U
with violence and its impact on the well-being and safety of my family greater than or equal to 50% as measured in the CASE 7 Trauma Education and Support Services Survey, CS 1970/21   1.32 Achieve a gluerelia arrest rate per capital lower than the national average. CS 18/19/20/21   0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	09	1.20		0	0	0	0	0	0	0	0	0.00	0
CARE 17 Inama Education and Support Services Survey, CS 19/20/21   0   0   0   0   0   0   0   0   0	70	1.29	Achieve ratings of "Strongly Agree" or "Agree" with responses of "having a better understanding of trauma associated										
1.32   Achieve a juverille arriest rate per capital lower than the national average, CS 18/19/20/21													_
PLACEHOLDER - Alley Quality (nately (pull) (nate (ACI) CS 21   Achieve a Tempera 13 lingle Point of Contact (SPCC) resolution rate greater than or equal to the mean average as determined by the U.S. Contact Center IR and Operational Benchmarking Survey.	71	1 22						_	_				
2.0.3 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 Han 40 Operational Benchmarking Survey.  2.0.5 Achieve 90% ratings for Tempe's online services of 'Very Satisfied' or "Satisfied" for ease of use and needs met in Control of the Co													
4 2.05 Achieve 90% retained by the U.S. Contact Center HR and Operational Benchmarking Survey.  4 2.05 Achieve 90% retained for Tempe's online services of Yeve Statistical or "Statistical" or "							-					0.00	
Customer Experience Surveys and Community Survey.				0	0	0	0	0	0	0	0	0.00	0
2.107	74	2.05											_
Point scale CS 17/88/19/20/21   20   0   0   0   0   0   0   0   0	75	2.07			0	0	0	0	0	0	0	0.00	0
Achieve a 98% satisfaction rate from participants in the treatment court (Mental Health and Veterans) that the experience was positive and beneficial. Cs 17/18/13/9/20/12 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	/5	2.07			0	0	0	0	0	0	0	0.00	0
2.10   Receive the Government Finance Officers' Association (GFOA) Distinguished Budget Presentation Award annually for being high-quality, accessible, and understandable.   0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	76	2.08											
being high-quality, accessible, and understandable.    Receive the Government Finance Officers' Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting annually for transparency, disclosure, and information.   Receive the National Procurement Institute's Achievement of Excellence in Procurement Award annually for innovation, productivity, e-procurement and leadership attributes.   Receive the National Procurement Institute's Achievement of Excellence in Procurement Award annually for innovation, profusionalizing, productivity, e-procurement and leadership attributes.   Receive the National Procurement Institute's Achievement of Excellence in Procurement Award annually for innovation, profusionalizing, productivity, e-procurement and leadership attributes.   Receive the National Procurement Institute's Achievement of Excellence in Procurement Award annually for innovation, profusionalizing, productivity, e-procurement and leadership attributes.   Receive the National Procurement Institute's Achievement of State of Procurement Award annually for innovation, profusional procurement and leadership attributes.   Receive the National Procurement Institute's Achieve and Institute (Procurement Award annually for innovation) procurement Award annually for innovation annual procurement and procurement a				0	0	0	0	0	0	0	0	0.00	0
2.11   Receive the Government Finance Offices? Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting annually for transparency, disclosure, and information.   0   0   0   0   0   0   0   0   0	77	2.10									0	0.00	0
Reporting annually for transparency, disclosure, and information.   0   0   0   0   0   0   0   0   0	70	2 11		U	U	0	U	0	U		U	0.00	U
Professionalism, productivity, e-procurement and leadership attributes.	78	2.11		0	0	0	0	0	0	0	0	0.00	0
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. ES 18/20/21	79	2.12	Receive the National Procurement Institute's Achievement of Excellence in Procurement Award annually for innovation,										
than the average of national benchmark cities as measured in the Tempe Employee Survey. ES 18/20/21 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0				0	0	0	0	0	0	0	0	0.00	0
2.16   Achieve a caller wait time of less than or equal to sixty seconds for 90% of calls to Tempe 311.   0	80	2.13		0	0	0	0	0	0	0	0	0.00	0
measured in the most recent U.S. Census. ES 18/20/21	81	2.16	, , , , ,		0	0	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.  2.26 Achieve a rate of 90% for public records fulfilled within 3 business days of request.  3.07 Achieve a percentage of Tempe students who score "Highly Proficient" on the AzMERIT 3rd Grade English language arts assessment greater than or equal to statewide achievement goal of 72% by 2030. CS 17/18/19/20/21  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. CS 17/18/19/20/21  3.10 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. CS 17/18/19/20/21  3.20 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. CS 19/20/21, BS 17/19/21  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. CS 18/19/20/21  3.34 PLACEHOLDER - Community Health & Welln-Being CS 18/19/20/21  3.37 PLACEHOLDER - Community Health & Welln-Being CS 18/19/20/21  3.38 Achieve or exceed water conservation and efficiency targets for Single Family, Multifamily and Landscape customer class water use by Fiscal Year 20/25/2026.  3.34 Achieve a numulative composting usage across city parks, golf courses and right-of-ways of 2,000 yards per year.  3.39 Achieve a numulative composting usage across city parks, golf courses and right-of-ways of 2,000 yards per year.  3.40 PLACEHOLDER - Wheat Leath & Wellness CS 19/20/21  3.54 Achieve an average Facilities Condition Index (FCI) less than or equal to the na													
and issues greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey.  Achieve a rate of 90% for public records fulfilled within 3 business days of request.  Achieve a percentage of Tempe students who score "Highly Proficient" or "Proficient" on the AzMERIT 3rd Grade English language arts assessment greater than or equal to statewide achievement goal of 72% by 2030. CS 17/18/19/20/21  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. CS 17/18/19/20/21  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. CS 17/18/19/20/21  Achieve a 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. CS 17/18/19/20/21  Bay 3.26 Achieve a multimodal transportation system (20-minute city) where residents can walk by close or use public transit to meet all basic daily, non-work needs. CS 19/20/21, BS 17/19/21  Bay 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. CS 18/19/20/21  Bay 3.34 PLACEHOLDER - Community Health & Well-Being CS 18/19/20/21  Bay 4.03 Achieve or exceed water conservation and efficiency targets for Single Family, Multifamily and Landscape customer class water use by Fiscal Year 2025/2026.  Bay 4.10 PLACEHOLDER - Unban Core Vision  Bay 4.11 Achieve a culture of Devance of Strongly Agree" or "Agree" with Community Development processes greater				0	0	0	0	0	0	0	0	0.00	0
2.26 Achieve a rate of 90% for public records fulfilled within 3 business days of request.  3.07 Achieve a percentage of Tempe students who score "Highly Proficient" or "Proficient" or "Prof	83	2.21		0	0	0	0	0	0	0	0	0.00	0
Achieve a percentage of Tempe students who score "Highly Proficient" or "Proficient" on the AzMERIT 3rd Grade English language arts assessment greater than or equal to statewide achievement goal of 72% by 2030. CS 17/18/19/20/21 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	84	2,26								U			
language arts assessment greater than or equal to statewide achievement goal of 72% by 2030. CS 17/18/19/20/21												00	
goal of 90% by 2030. CS 17/18/19/20/21  87 3.20			language arts assessment greater than or equal to statewide achievement goal of 72% by 2030. CS 17/18/19/20/21	0	0	0	0	0	0	0	0	0.00	0
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. CS 17/18/19/20/21 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	86	3.08	, , , , , , , , , , , , , , , , , , , ,			_	_		_			0.05	_
their care partners and their families" greater than 75% as measured in the Community Survey. CS 17/18/19/20/21 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	87	3 20		0	U	U	U	U	U	U	U	0.00	U
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. CS 19/20/21, BS 17/19/21  89 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. CS 18/19/20/21  90 3.34 PLACEHOLDER - Community Health & Well-Being CS 18/19/20/21  91 3.37 PLACEHOLDER - Mental Health & Wellness CS 19/20/21  92 4.03 Achieve or exceed water conservation and efficiency targets for Single Family, Multifamily and Landscape customer class water use by Fiscal Year 2025/2026.  93 4.10 PLACEHOLDER - Urban Core Vision  94 4.12 Achieve a cumulative composting usage across city parks, golf courses and right-of-ways of 2,000 yards per year.  95 4.14 Achieve a naverage Facilities Condition Index (FCI) less than or equal to the national benchmark standards.  96 4.16 PLACEHOLDER - Water Supply  4.20 Achieve customer satisfaction ratings of "Strongly Agree" or "Agree" with Community Development processes greater	67	3.20		0	0	0	0	0	0	0	0	0.00	0
meet all basic daily, non-work needs. CS 19/20/21, BS 17/19/21  89 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. CS 18/19/20/21  90 3.34 PLACEHOLDER - Community Health & Well-Being CS 18/19/20/21  91 3.37 PLACEHOLDER - Mental Health & Well-Being CS 18/19/20/21  92 4.03 Achieve or exceed water conservation and efficiency targets for Single Family, Multifamily and Landscape customer class water use by Fiscal Year 2025/2026.  93 4.10 PLACEHOLDER - Urban Core Vision  94 4.12 Achieve a cumulative composting usage across city parks, golf courses and right-of-ways of 2,000 yards per year.  95 4.14 Achieve an average Facilities Condition Index (FCI) less than or equal to the national benchmark standards.  96 4.16 PLACEHOLDER - Water Supply  97 4.20 Achieve customer satisfaction ratings of "Strongly Agree" or "Agree" with Community Development processes greater	88	3.26	Achieve a multimodal transportation system (20-minute city) where residents can walk, bicycle or use public transit to										
Maricopa County as measured by Tempe Public Library (TPL) program assessment matrix. CS 18/19/20/21 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0				0	0	0	0	0	0	0	0	0.00	0
90 3.34 PLACEHOLDER - Community Health & Well-Being CS 18/19/20/21 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	89	3.33		0	0	0	0	0	0		0	0.00	0
91 3.37 PLACEHOLDER - Mental Health & Wellness CS 19/20/21 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	90	3 3/1											
4.03 Achieve or exceed water conservation and efficiency targets for Single Family, Multifamily and Landscape customer class water use by Fiscal Year 2025/2026.  93 4.10 PLACEHOLDER - Urban Core Vision  94 4.12 Achieve a cumulative composting usage across city parks, golf courses and right-of-ways of 2,000 yards per year.  95 4.14 Achieve an average Facilities Condition Index (FCI) less than or equal to the national benchmark standards.  90 00 00 00 00 00 00 00 00 00 00 00 00 0													
93       4.10       PLACEHOLDER - Urban Core Vision       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0					-	-	_	-	-				
94       4.12       Achieve a cumulative composting usage across city parks, golf courses and right-of-ways of 2,000 yards per year.       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0													
95       4.14       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       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0													
96 4.16 PLACEHOLDER - Water Supply 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0													
97 4.20 Achieve customer satisfaction ratings of "Strongly Agree" or "Agree" with Community Development processes greater													
				U	J	J	J	J	J		J	0.00	
				0	0	0	0	0	0	0	0	0.00	0

City Council START Tool Results - For Discussion Sorted by Median Score, Then by Average Score November 2021 Points given by at least 4 Members

One-half of all points allocated

Members' highest score allocations, if not in the top rankings

	PM#	Performance Measure Description	CM 1	CM 2	CM 3	CM 4	CM 5	CM 6	CM 7	Total	Average	Median
98	5.06	Achieve a 76% rate of total money spent for goods and services through competitively generated contracts.	0	0	0	0	0	0	0	0	0.00	0
99	5.08	Achieve an aggregate rating of "Strongly Agree" or "Agree" on 85% of the Civil Division annual client satisfaction survey.	0	0	0	0	0	0	0	0	0.00	0
100	5.10	Achieve revenue forecast actual variance for budget year of +/- 3.0% for local taxes and intergovernmental revenue.	0	0	0	0	0	0	0	0	0.00	0
101	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. CS $18/19/20/21$	0	0	0	0	0	0	0	0	0.00	0
102	5.14	Achieve a completion rate greater than or equal to 90% of the projects included in the approved Annual Risk Assessment and Audit Plan to ensure adequate audit coverage and risk reduction throughout the City.	0	0	0	0	0	0	0	0	0.00	0
103	5.15	PLACEHOLDER - Diversity Supplier Program CS 21	0	0	0	0	0	0	0	0	0.00	0
104	5.17	PLACEHOLDER - Citywide Risk and Worker's Compensation and Liabilities	0	0	0	0	0	0	0	0	0.00	0
		TOTALS	100	100	100	100	100	100	100	700		

If the Performance Measure has been identified through one of the City's three surveys over the past three years as an "opportunity for improvement", it will be noted at the end of the Performance Measure definition with the survey initials CS (community Survey), ES (Employee Survey) and BS (Business Survey) and the year(s). For example, CS 18/19. Performance measures that have been accelerated previously are identified with the tag ACC followed by the year of acceleration (e.g. ACC 21). Some performance measures have been retired, creating gaps in the numbering.