

## 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:** 74.72% (2016)
  - TARGET:** 90% by 2040
  - CURRENT:** 76.22%
- 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 52 seconds, Heart Attack - 10 minutes
- 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:** Community Survey - 93% by 2017
  - CURRENT:** Community Survey - 92.5%
- 1.05 Achieve ratings for responses to "When it comes to the threat of crime, how safe do you feel in your neighborhood?" between 8 and 10 on a scale of 0 (not safe at all) to 10 (completely safe) greater than or equal to the top ten percent of national benchmark cities as measured by the monthly Police Sentiment Survey.
- BASELINE:** Under development
  - TARGET:** Under development
  - CURRENT:** Under development

- 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: 79.3%; Violent Crime Reported: 78.5%
- 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:** 75.8%
- 1.08 Achieve a reduction in the number of fatal and serious injury crashes to zero.
- BASELINE:** Fatal - 16, Serious - 76  
**TARGET:** Fatal - 0, Serious - 0 by 2025  
**CURRENT:** Fatal - 16, Serious - 63
- 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:** 93.6% - No Violent Victimization; 74.6% - 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 - 45.04%, Identity Theft - 31.9% (2017)  
**TARGET:** Mugged - 70%, Burglarized - 57%, Weapon - N/A, Car - 57%, Identity Theft - 30% by 2021  
**CURRENT:** Mugged - 67.8%, Burglarized - 39.5%, Weapon - 67.7%, Car - 39.1%, Identity Theft - 35.8%
- 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% (2016)  
**TARGET:** 90% by 2023  
**CURRENT:** Overall Safety - 73.7%, City Athletic and Recreational (day) - 81.9%, City Athletic and Recreational (night) - 67.2%, Tempe Public Library Complex (day) - 87.2%, Tempe Public Library Complex (night) - 71.7%

- 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:** 34.2%
- 1.13 Achieve or exceed Safe Drinking Water Act compliance regulations for water quality 100% of the time.  
**BASELINE:** Meeting Regulations  
**TARGET:** 100%  
**CURRENT:** Unavailable
- 1.14 Perform fire inspections of all High-Risk Occupancy facilities annually based on adopted national standards.  
**BASELINE:** 20.6%  
**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  
**BASELINE:** Under development  
**TARGET:** Under development  
**CURRENT:** Under development
- 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:** 24%
- 1.19 Achieve a 98% resolution rate for all Housing Quality Standard issues related to life, health or safety within 24 hours.  
**BASELINE:** 90% (2017)  
**TARGET:** 98% by 2025  
**CURRENT:** 90%
- 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:** 21.8% Alcohol, 21.8% 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:** 59
- 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: 76.6%, Neighborhood Parks Night: 50.3% Kiwanis/Tempe Parks Day: 77.8%, Kiwanis/Tempe Parks Night: 53.2%, Desert Parks Day: 71%, Desert Parks Night: 40.6%
- 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:** 1
- 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 PLACEHOLDER - Trauma support for victims of crime and persons experiencing crisis.  
**BASELINE:** Under development  
**TARGET:** Under development  
**CURRENT:** Unavailable

1.30 PLACEHOLDER - Service rate for victims of crime and persons experiencing crisis.

**BASELINE:** Under development

**TARGET:** Under development

**CURRENT:** Unavailable

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:** 3.74%

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

**BASELINE:** 2.37%

**TARGET:** 1.75% by 2025

**CURRENT:** Unavailable

