ARIZONA

VALLEY

BENCHMARK

◄ CITIES ►

FY 2016-17 Trend Report

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Photos courtesy of the City of Phoenix and the City of Scottsdale

VALLEY BENCHMARK CITIES EXECUTIVE SUMMARY

Last updated on 2018-03-13

The purpose of the Valley Benchmark Cities initiative is to improve local government performance in Arizona by working collaboratively to identify and share resources, best practices, and common demographic, financial, and performance information to better understand the complex and diverse operations of the 11 participating cities (Avondale, Chandler, Gilbert, Glendale, Goodyear, Mesa, Peoria, Phoenix, Scottsdale, Surprise, and Tempe). Annually, since FY 2013-14, the Valley Benchmark Cities initiative publishes a report to share 21 Valley-wide measures with city leadership and the public. This report includes measures in the following service categories: Demographics, Fire Services, Police Services; Library Services; Parks and Recreation Services; Water, Sewer, and Trash Services; Finance and Administration Services.

There are two notable changes in the FY 2016-17 Trend Report:

First, the report has moved away from individual community trends to a report based upon regional trends using the maximum, minimum, median, and average of the 11 cities' data. The definition of each metric is listed beneath the chart title. Notes detailing the regional trends identified and explanations of what caused any changes are included beneath the chart for each measure. Each city's individual data can be found in the Appendix.

The report utilizes annual population estimates provided by the Maricopa Association of Governments (MAG). In 2017, at the request of Valley Benchmark Cities, MAG revised the adopted municipal populations for FY 2010 – FY 2016 in order to reflect the 2015 Special Census counts in select cities as well as revisions to collected residential completions and revised county-level estimates. This resulting series allows for consistency in historical trends. This adjustment had an impact on any measures calculated per resident or per 1,000 residents. All values in the FY 2016-17 report are accurate based on current MAG estimates, but may not match values published in prior trend reports.
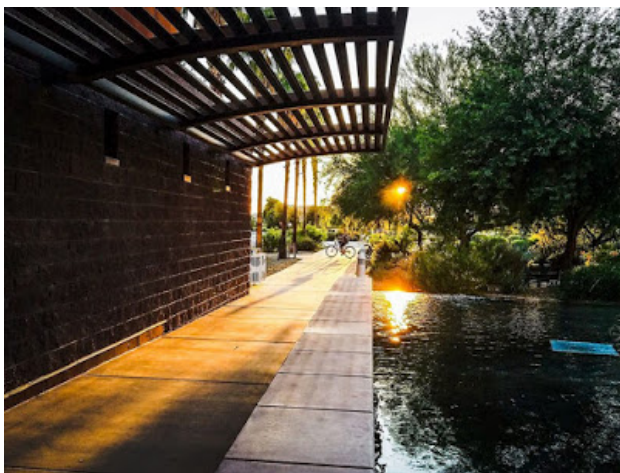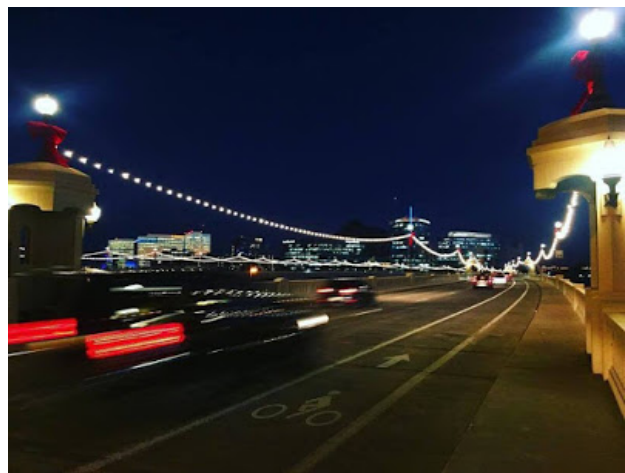

Photo courtesy of City of Avondale

Photo courtesy of the City of Scottsdale

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1 – VALLEY BENCHMARK CITIES DEMOGRAPHICS

The trends tracked for this section are Population Percent Change, Median Household Income and Poverty Rates. All of the influencing factors applied in FY 2013-14, FY 2014-15, and FY 2015-16 remain the same for this report. Last updated on 2018-03-13

INFLUENCING FACTORS

Access to Developable Land: Certain cities are able to pursue a strategy of population and development growth because they are able to acquire undeveloped land. This acquisition can be done through annexation of unincorporated land, or through developing unused land within existing city boundaries.

Tourism and National Recognition: The extent to which a city is nationally recognized (rather than regionally) as a resort or tourism destination might impact population trends or cost of living.

Natural Environment and Cultural Attractions: Communities that offer more cultural and recreational activities, or attractions that are unique and native to that city, may see a greater number of people wishing to reside in those communities.

Economic Health: The economic activity in a community, measured by jobs, job growth, and average salary, impacts the resilience of a community and is tied to the fiscal health of its government.

Cost of Living: The average home value, cost of transportation, and cost of consumer goods affect desirability of a community for potential residents.

Citizen Initiatives: Services and amenities can vary across jurisdictions based on voter-approved initiatives such as arts and culture, athletics, transportation, parks, preservation, and public safety.

*Photo courtesy of the City of Glendale

Population Percent Change

Percent change of total residents in each community from year to year, FY 2013–14 through FY 2016–17
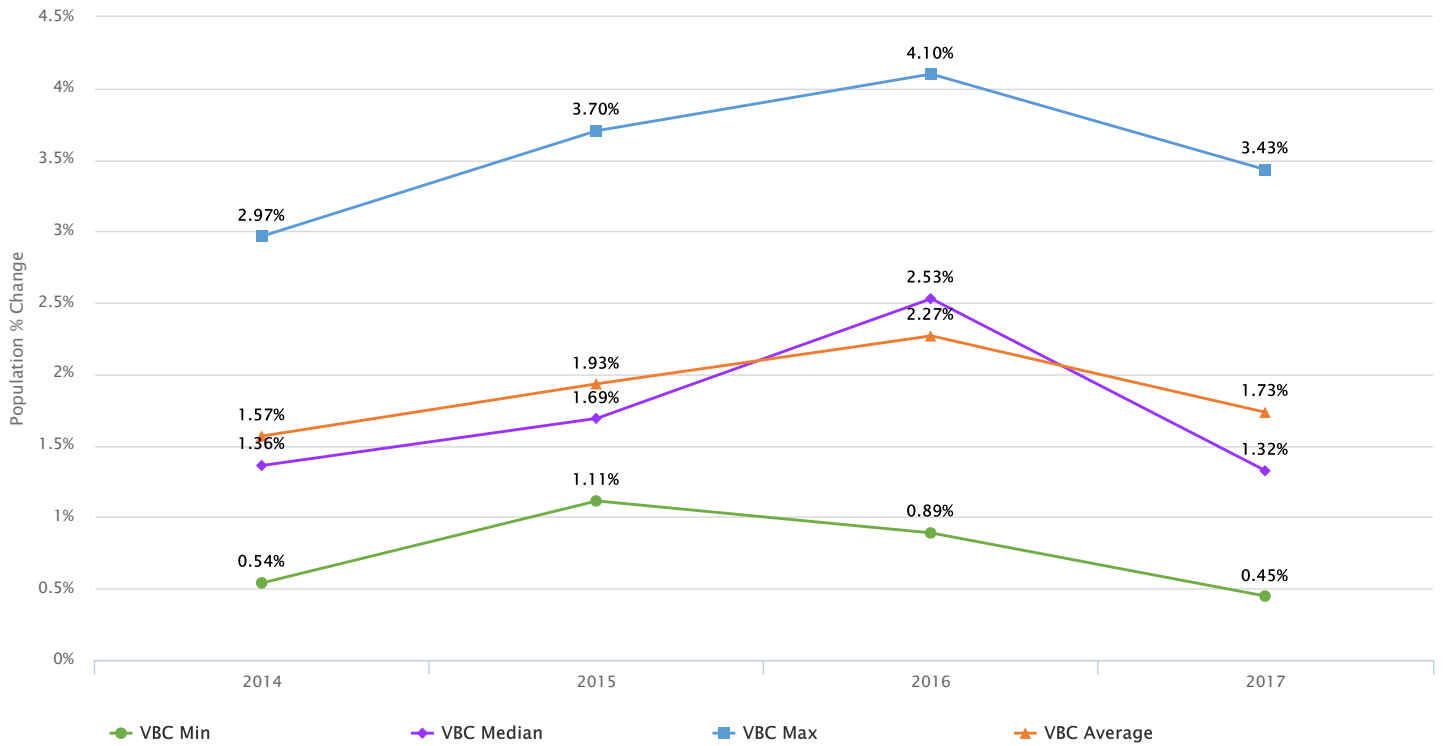
Populations across the Valley are rising, though currently at slightly lower rates than prior years. Peaks may reflect margin of error due to the nature of population estimates rather than any meaningful trend. In addition, as the population of the Valley increases, the base upon which percentage change is calculated increases, so the percent rate of population increase will likely decrease over time.

Median Household Income

Median household income for each community
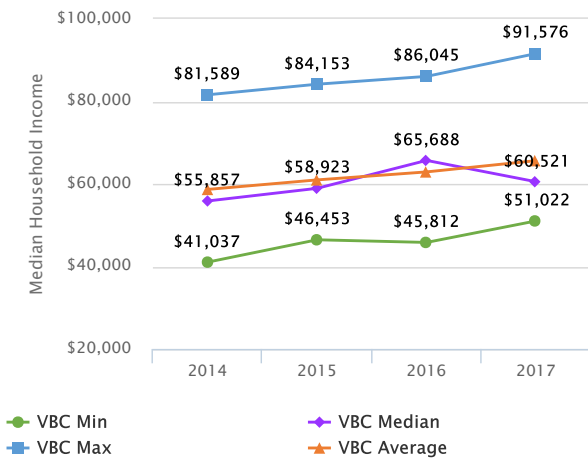
Poverty

Percentage of residents in each community whose income falls below poverty line
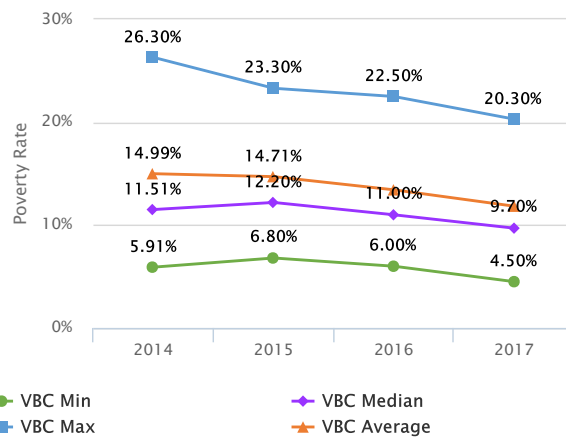
Median household income is rising and poverty is falling across the region, continuing the trend of the last four years. Some variations in the data may be the result of margin of error due to small sample sizes for individual cities.

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2 – VALLEY BENCHMARK CITIES FIRE SERVICES

The trends tracked for this section are Top Priority Fire Response Times and Fire Calls for Service per Resident. All of the influencing factors applied in FY 2013-14, FY 2014-15, and FY 2015-16 remain the same for this report. Last updated on 2018-03-13

INFLUENCING FACTORS

Facilities and Staff Composition: The number of fire stations and firefighters available at any given time and available specialties such as HazMat, Technical Rescue, Wildland Fires, aviation rescues, etc. may impact response times.

**Risk of Fire Activity:** Residential density, aged infrastructure, composition of building types, and number of large impact developments (i.e., stadiums, convention centers, airports, etc.) in the community influence fire services and management.

Community Characteristics: The geographic size and density of the development, as well as the built environment within the community, impacts areas service needs - i.e., a rural community with more land area may have increased response times and limited number of calls, whereas a densely populated community with older buildings and infrastructure may have a higher number of calls with a lower response time.

Demand and Type of Calls: The type and priority of calls received (e.g., high priority such as cardiac arrest) also impacts response time and resources needed.

Local Service Standards: Any special operating standard or target may affect department outcomes.

Community Education and Engagement: The extent to which residents are aware of the Fire Code and take precautions and the amount of department involvement in the community are also influencing factors.

Automatic and Mutual Aid Agreements: These partnerships are designed to assure that the closest appropriate fire department resources are deployed in emergencies, no matter the jurisdictional boundaries. In addition to automatic aid, mutual aid agreements provide additional assistance that may be dispatched from a neighboring agency.

*Photo courtesy of the City of Peoria, AZ

Top Priority Fire Response Times

Average length of time for a fire apparatus to arrive on scene for a top priority call, measured in minutes and seconds
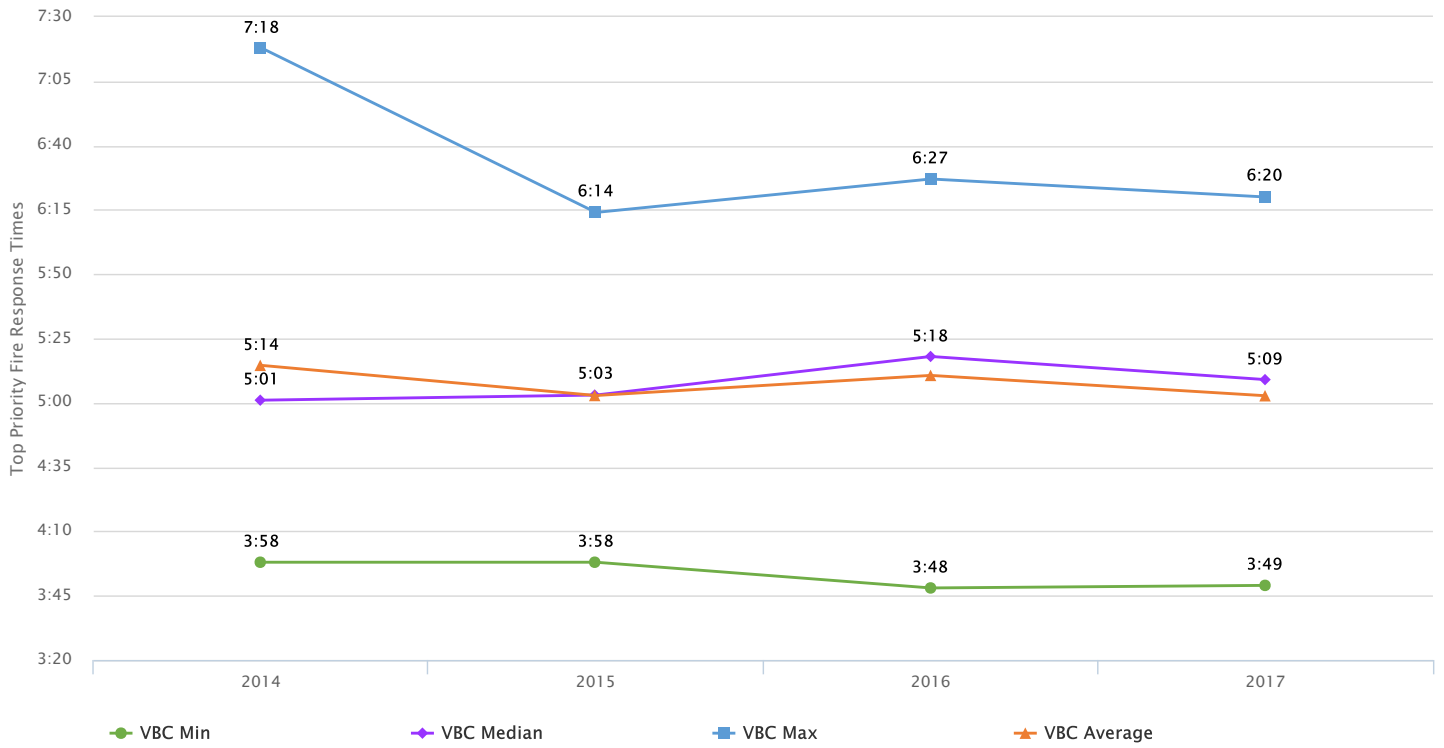
Since FY 2013-14, Fire response times have generally decreased as a whole amongst the Valley Benchmark Cities. This overall decrease may be attributed to new fire stations being constructed by a number of municipalities. A few cities experienced increases in response times due to new developments being constructed in outlying areas.

Fire Calls for Service per Resident

All dispatched fire department calls for both fire and emergency medical services
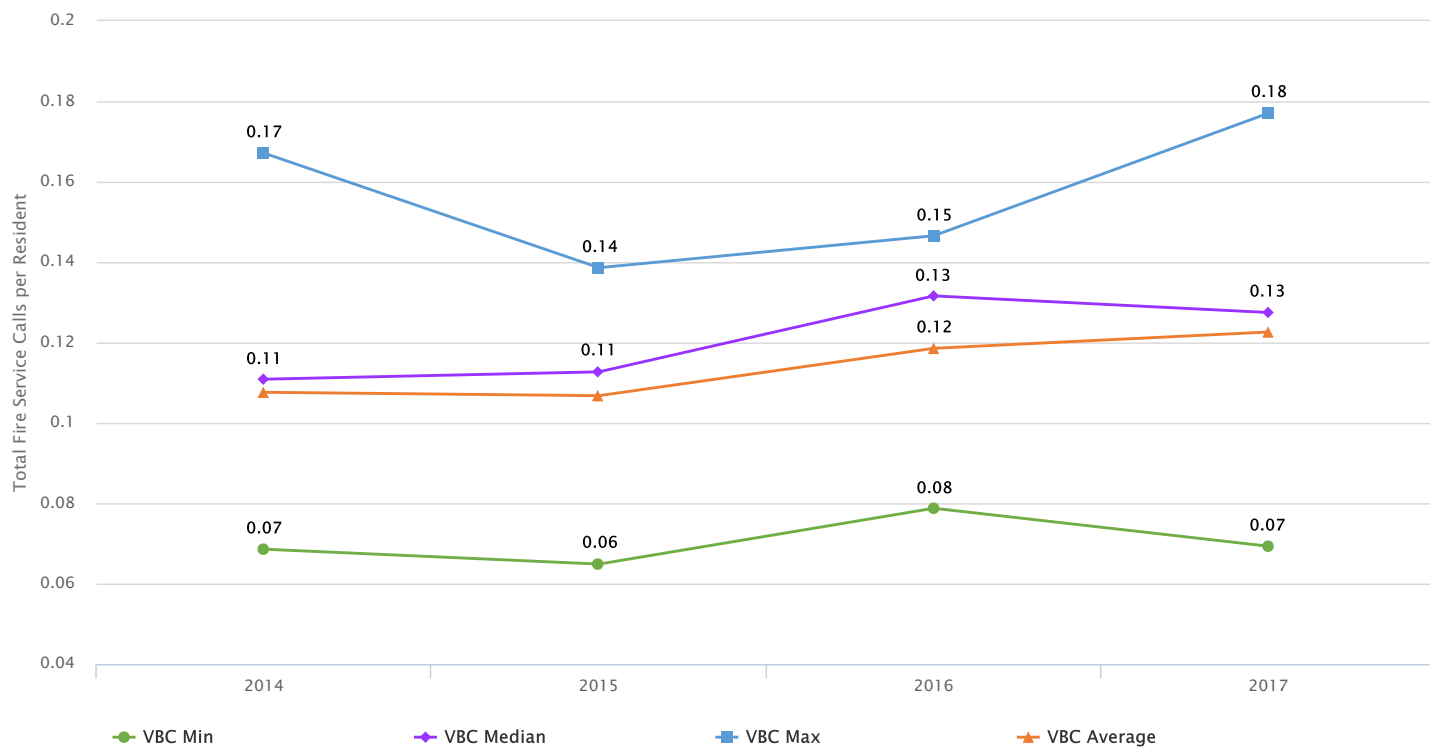
Since FY 2013-14, fire calls per resident have generally increased as a whole amongst the Valley Benchmark Cities. Much of this increase is due to a higher volume of medical calls, not property fires. Some residents are responsible for multiple calls to the fire department. Some services are dispatched without citizen initiation. Fire service calls are not related to fire response time.

3 – VALLEY BENCHMARK CITIES POLICE SERVICES

The trends tracked for this section are Police Response Times, Total Police Calls per Resident, Officer and Citizen Initiated Calls per Resident, Violent Crime Rate per 1,000 Residents, Property Crime Rate per 1,000 Residents, Violent Crime Clearance Rate, and Property Crime Clearance Rate. All of the influencing factors applied in FY 2013-14, FY 2014-15, and FY 2015-16 remain the same for this report. Last updated on 2018-03-13

INFLUENCING FACTORS

Community Characteristics: The geographic size, diversity of landscape, and developed environment of a community can impact the amount and type of areas a police department needs to serve.

Impact of Non-Residents: Visitors to a particular city who do not maintain a formal residence impact the need for public safety services. These visitors could be seasonal residents, commuters from neighboring cities, tourists, or students not counted in population figures.

Citizen Engagement with Police: Police services are influenced by the extent to which police officers are involved in the community and residents are aware of the services provided by the department. In many communities, police forces utilize civilian staff to provide additional resources and support in the community.

Demographics: This factor considers the socioeconomic status of community residents, along with race, gender, age, and economic health of the community as potential predictors of demand for police services.

Deployment Strategies: How police resources are utilized within a community can vary based on multiple community factors. For example, some agencies place an emphasis on non-sworn roles in police support that can offset the cost of more traditional sworn officer positions.

*Photo courtesy of the city of Gilbert, AZ

Police Response Times

Average length of time it takes for police to arrive after a top priority call is received, measured in minutes and seconds

Police Response Times

	2014	2015	2016	2017
VBC Max	6:26	6:41	7:01	6:38
VBC Average	5:06	5:09	5:11	5:05
VBC Median	4:44			4:52
VBC Min	3:48	3:30	3:15	3:28
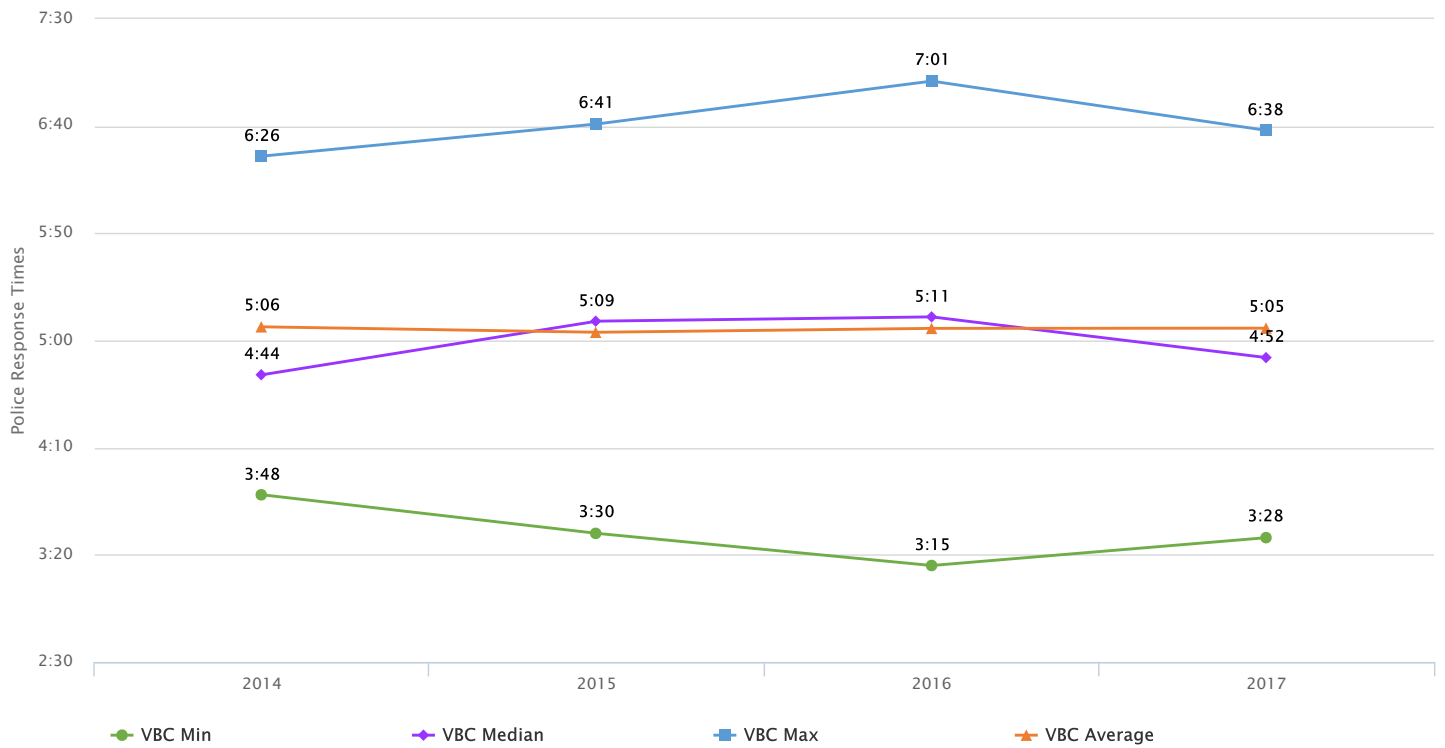
Trend data suggests that on average response times have remained relatively stable over the past three years. Annual variations seem to affect the average, minimum, and maximum, possibly due to higher than average vacancy rates within the patrol officer ranks across the region. Includes time from call receipt by the dispatching agency to arrival.

Total Police Calls per Resident

Number of officer and citizen initiated calls dispatched per resident
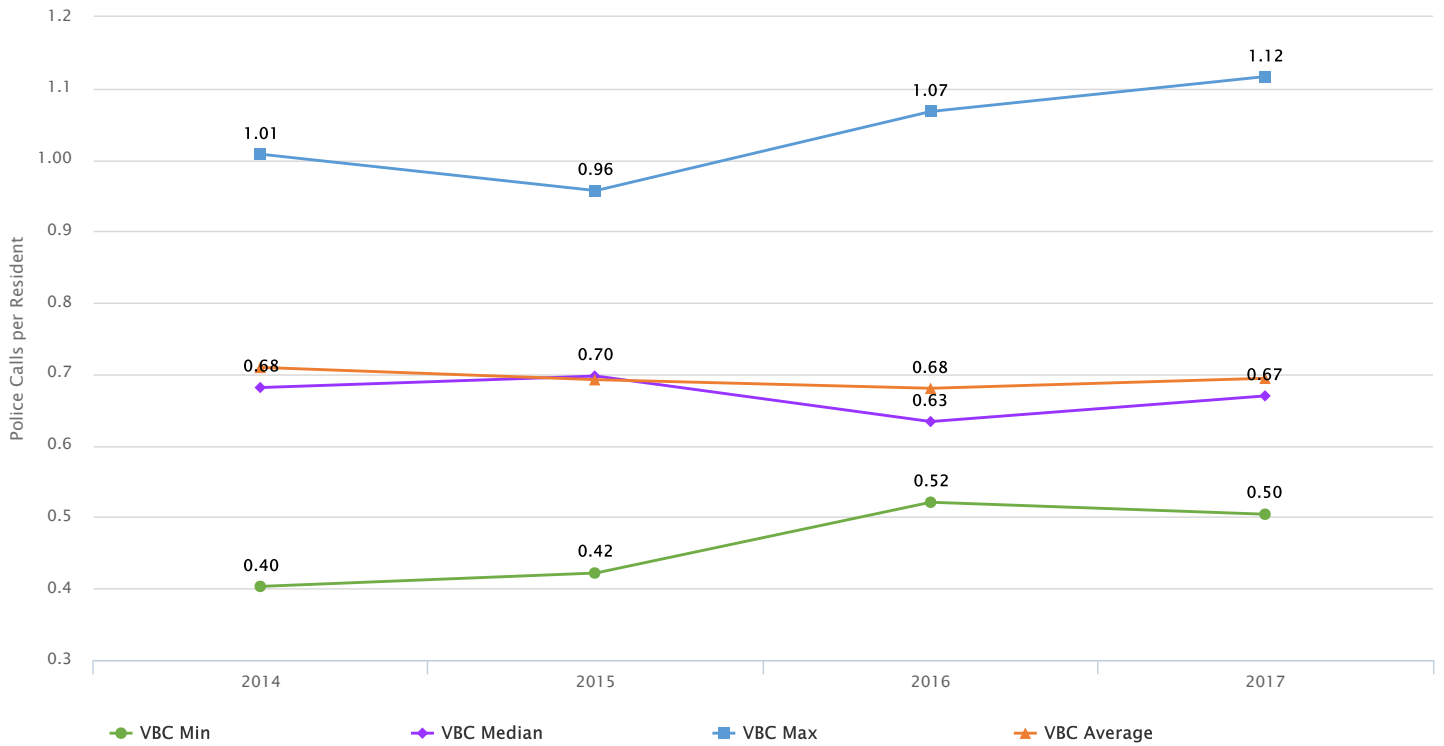
Total calls per resident is trending up annually, which may be a result of increases in community policing "eyes and ears" efforts; however, recent population adjustments appear to be the driving factor.

Officer Initiated Police Calls per Resident
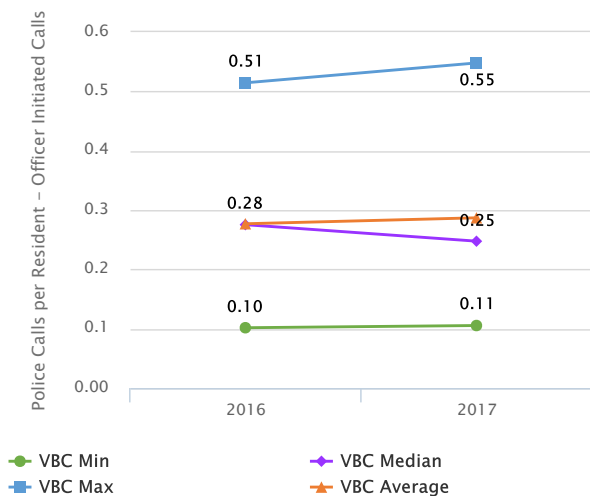
Citizen Initiated Police Calls per Resident
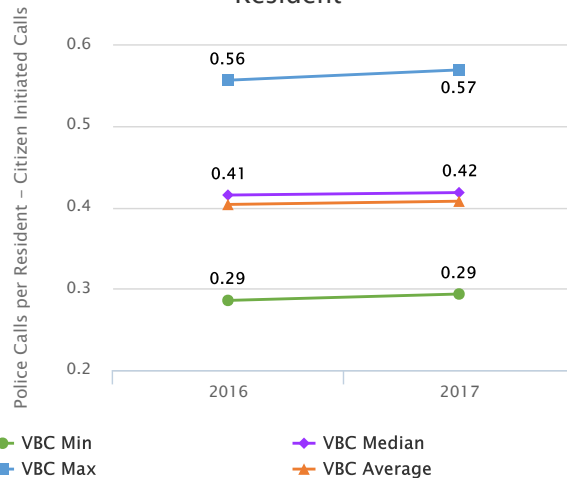
Officer initiated and citizen initiated calls provides some insight into the ability for certain cities to take a more proactive policing approach rather than a reactive response approach as seen in increasing ratios of officer initiated citizen initiated calls. Staffing levels, deployment practices, and community policing efforts likely have an impact on the individual cities results.

Violent Crime Rate per 1,000 Residents

Number of reported violent crimes per 1,000 residents

Year	VBC Max	VBC Average	VBC Median	VBC Min
2014	6.28	2.38	2.38	0.85
2015	5.79	2.85	1.93	0.90
2016	5.94	2.81	1.95	0.74
2017	6.78	2.86	2.86	0.81

Legend: VBC Min, VBC Median, VBC Max, VBC Average

Property Crime Rate per 1,000 Residents

Number of reported property crimes per 1,000 residents

Year	VBC Max	VBC Average	VBC Median	VBC Min
2014	58.33	31.71	25.39	15.20
2015	56.64	30.15	23.70	14.85
2016	54.36	22.67	22.67	13.60
2017	53.38	23.85	23.85	13.67

Legend: VBC Min, VBC Median, VBC Max, VBC Average

Average violent and property crime rates have remained relatively stable over the trend period, with a slight upward trend in violent crime per 1,000 residents and a slight downward trend in property crime per 1,000 residents. Some variation is noted in the average, maximum, and minimum year over year, which may be explained by growth in population and patrol efforts.

Violent Crime Clearance Rates

Clearance rates include cases cleared by arrest or exceptional means

Year	VBC Max	VBC Median	VBC Average	VBC Min
2014	72.00%	48.80%	48.80%	36.10%
2015	61.00%	44.00%	44.00%	32.00%
2016	65.00%	50.07%	47.00%	29.00%
2017	64.00%	48.23%	48.23%	27.00%

Legend: VBC Min, VBC Median, VBC Max, VBC Average

Property Crime Clearance Rates

Clearance rates include cases cleared by arrest or exceptional means

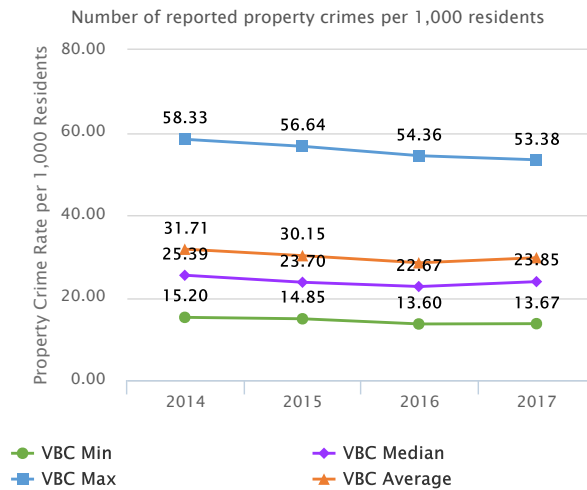| Year	VBC Max	VBC Median	VBC Average	VBC Min
2014	29.50%	21.40%	19.50%	6.00%
2015	33.00%	20.00%	20.00%	10.00%
2016	30.00%	21.00%	21.00%	11.82%
2017	30.64%	17.00%	17.00%	12.39%

Legend: VBC Min, VBC Median, VBC Max, VBC Average

Violent crime clearance rates and property crime clearance rates both show a slight downward trend indicating a lower percentage of cases cleared on average. However, as with other police indicators, regional staffing shortages may be a driving factor for the slight shift. Clearance rates include cases "cleared by arrest," or "submitted to prosecutor" and cases "cleared exceptional." Clearance rates are calculated by dividing the number of crimes that are cleared via a charge being assessed by the total number of crimes reported in a given year. Considering the special complexity of some cases, some charges will be included outside of the year when the crime occurred. Our definition of a clearance rate is consistent with the definition of the Federal Bureau of Investigation.

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4 – VALLEY BENCHMARK CITIES LIBRARY SERVICES

The trend tracked for this section was the Average Hours Libraries are Open per Week. All of the influencing factors applied in FY 2013-14, FY 2014-15, and FY 2015-16 remain the same for this report. Last updated on 2018-03-13

INFLUENCING FACTORS

County Policy for Library Reciprocal Borrowers Program: Exchange among library branches and between cities allows for greater access to materials that citizens request and reduces costs of new materials. Residents of Maricopa County may obtain a library card from any county or municipal library.

Population / Library Patrons and Customer Demand: Local population and number of people using library materials and facilities drive the demand for library availability.

*Photo courtesy of the City of Surprise, AZ

Average Hours Libraries are Open per Week

	2014	2015	2016	2017
VBC Max	64	64	66	66
VBC Median	55	54	55	55
VBC Average	52	51	53	53
VBC Min	35	36	37	37

Legend: VBC Min, VBC Median, VBC Max, VBC Average
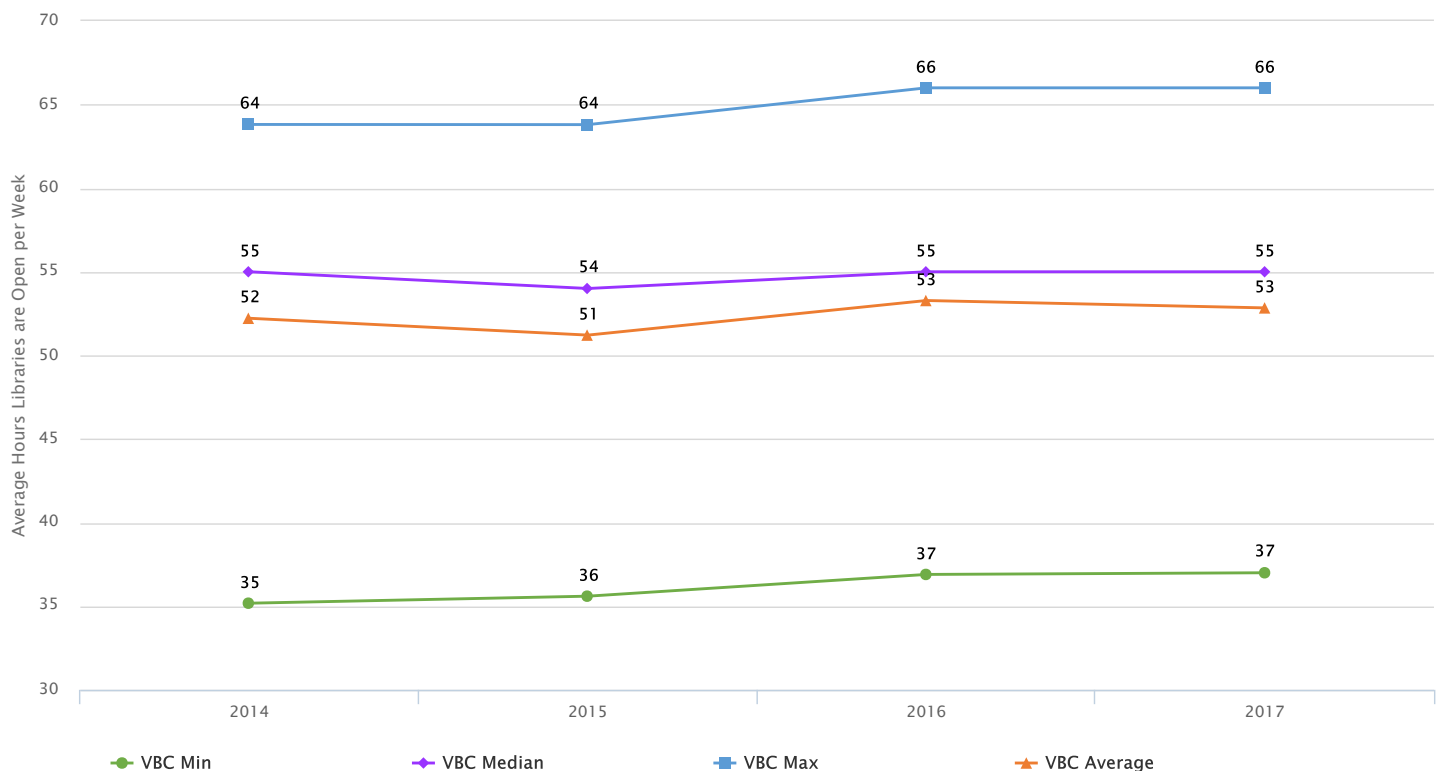
The number of hours a library is open is influenced by whether it is operated by the municipality or Maricopa County. Hours at Valley libraries have remained relatively static, with only minor fluctuations over the last four years. Average weekly hours city libraries are open for operation is a calculation of the total number of public service hours divided by the number of branches and 52 weeks.

5 – VALLEY BENCHMARK CITIES PARKS & RECREATION SERVICES

The trends tracked for this section include Park Acreage by Type, Total Park Acreage for Public Use per 1,000 Residents, and Miles of Trails per 1,000 residents. All of the influencing factors applied in FY 2013-14, FY 2014-15, and FY 2015-16 remain the same for this report. Last updated on 2018-03-13

INFLUENCING FACTORS

Services Offered by Private Sector: At times, recreation programs, parks, trails, and pools are offered by private organizations, such as homeowner associations. The availability and quality of private programs and amenities influences the extent which cities consider offering similar programs and amenities.

Customer Feedback: Feedback from the community is vital to understanding what services are desired and what the community values most in parks and recreation services.

Social Demographics: The socioeconomic and demographic make-up of a community can influence recreation centers and other amenities. Communities with larger low-income populations have a higher demand for low-cost or free recreation programs, public pools, and recreation centers for people of all ages.

Geography/Open Space Recreation Areas: Geography helps shape how cities define recreational activities and what amenities are offered. Individuals who live closer to outdoor recreation areas than developed municipal parks influence the demand for parks in a city. If recreation exists in close proximity for citizens, such as preserves, trails and open spaces, their need to visit a developed park is diminished, which influences developed park acreage.

*Photo courtesy of the City of Mesa, AZ

Park Acreage per 1,000 Residents
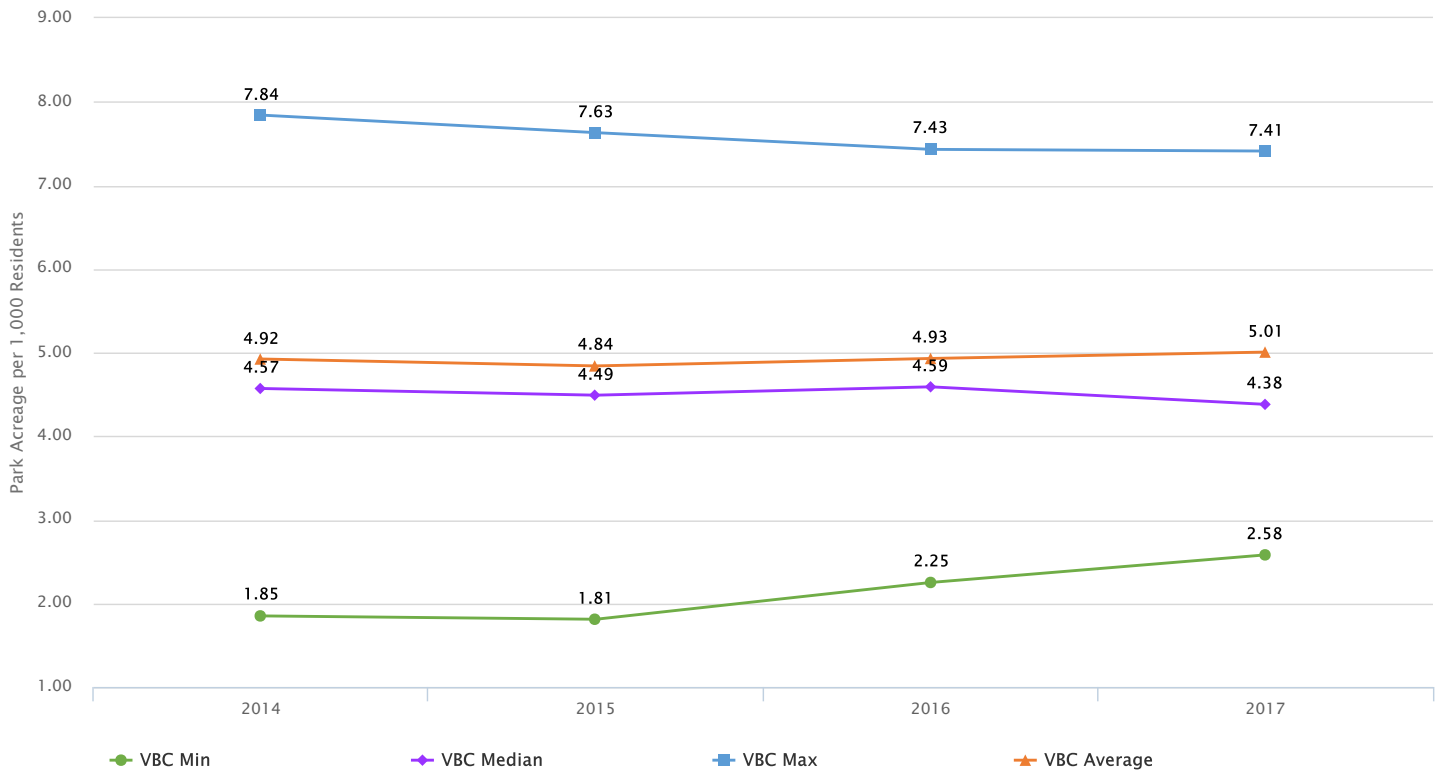
The average park acreage among VBC cities indicates an increase from FY 2014 through FY 2017. As population continues to increase and communities approach full build-out, this trend is expected to continue stabilizing.

Park acreage includes developed park acreage, planned park acreage, golf course acreage, and stadium acreage. Natural preserve acreage, applicable to Avondale (73 total acres), Gilbert (182), Glendale (1,185), Peoria (1,074), Phoenix (41,440), Scottsdale (30,165), and Tempe (321), is not included.

Public Park Acreage – Developed

Improved space that is municipally owned, developed, maintained and open to the public

Public Park Acreage – Planned

Planned space that is municipally owned and is not currently open to the public

Public Park Acreage – Golf Course

Park Acreage for Public Use – Golf Course Acreage

	2014	2015	2016	2017
VBC Max	765	765	765	765
VBC Average	256	256	256	186
VBC Median	182	182	182	90
VBC Min	0	0	0	0
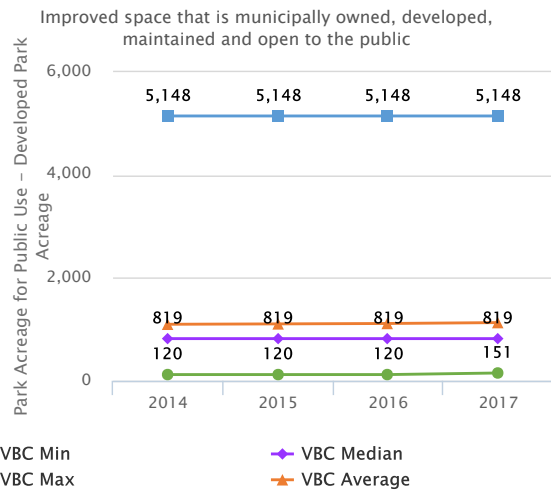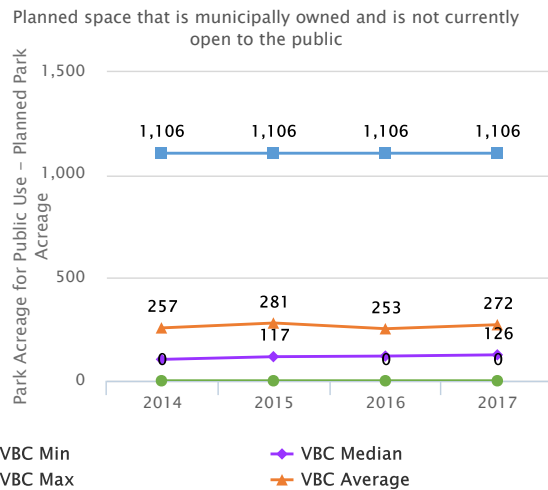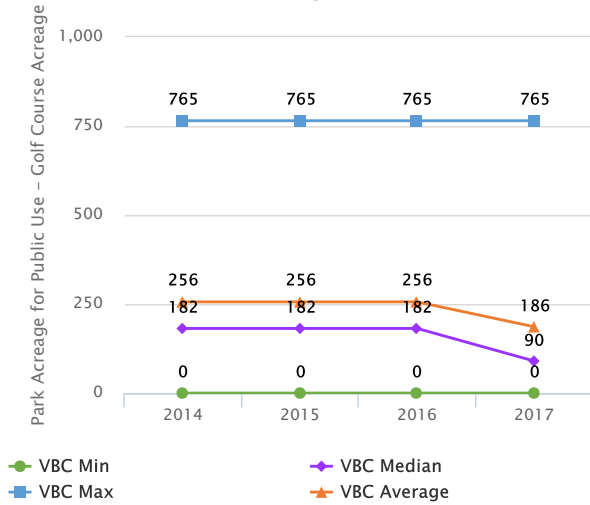
Public Park Acreage – Stadiums

Park Acreage for Public Use – Stadium Acreage

	2014	2015	2016	2017
VBC Max	205	205	205	205
VBC Average	56	56	46	52
VBC Median	34	34	19	30
VBC Min	0	0	0	0
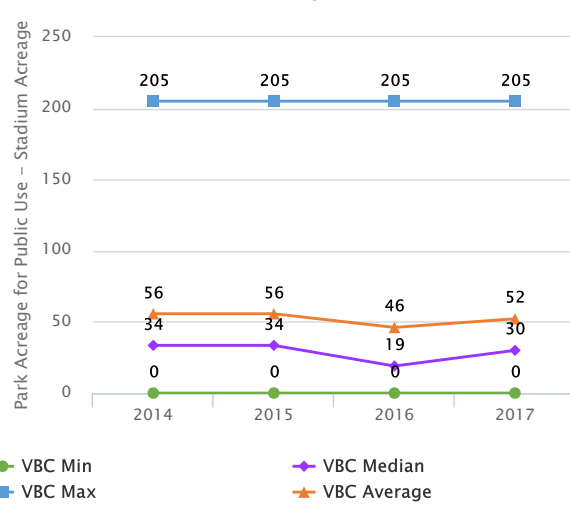
Miles of Trails per 1,000 Residents

Aggregate number of municipally owned miles of bike, walking or hiking trails

	2014	2015	2016	2017
VBC Max	0.73	0.73	0.79	0.79
VBC Average	0.18	0.19	0.20	0.20
VBC Median	0.12	0.14	0.16	0.16
VBC Min	0.00	0.02	0.02	0.02
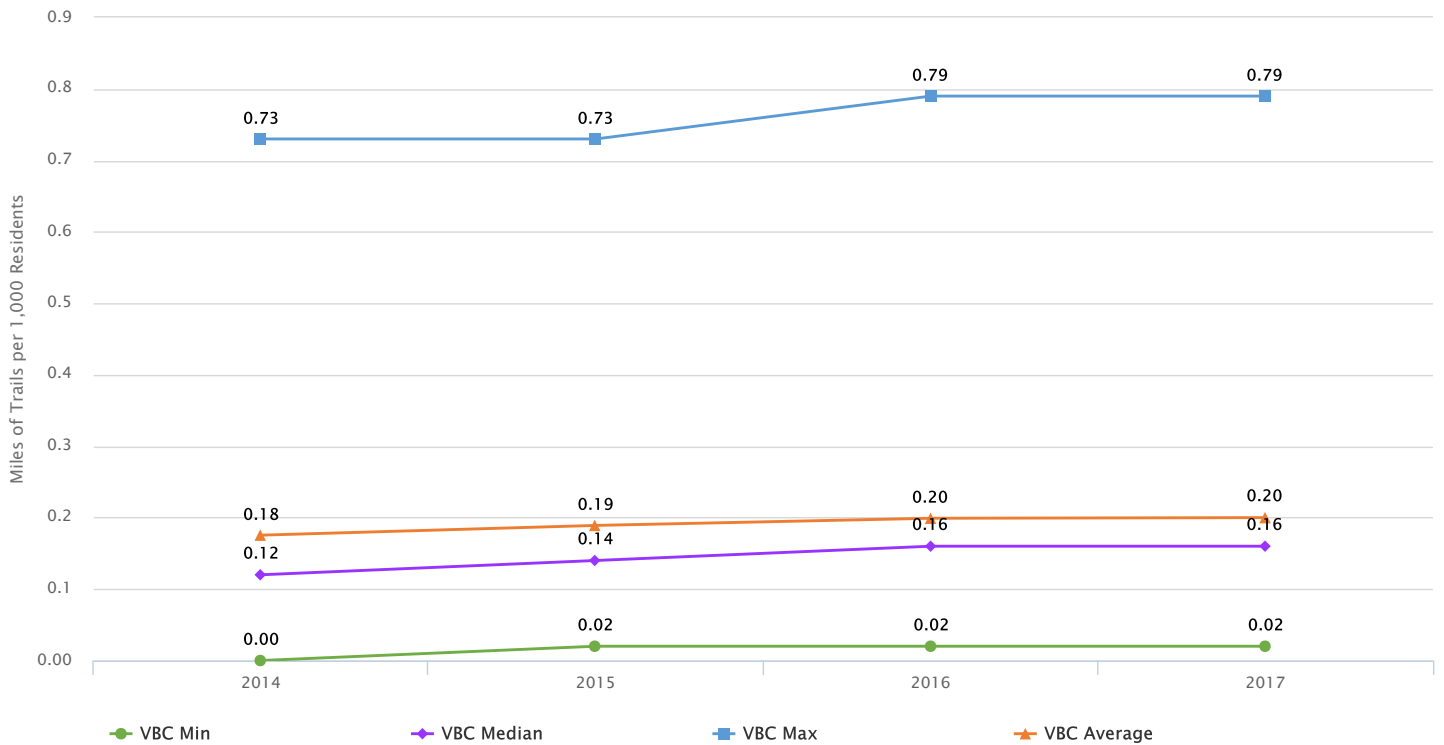
The average miles of trails per 1,000 residents has remained relatively stable among VBC cities from 2014 through 2017. As population continues to increase and communities approach full build-out, this trend is expected to continue stabilizing. Miles of trails includes only those trails separated from the roadway and also includes miles of trails in preserves.

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6 - VALLEY BENCHMARK CITIES WATER, SEWER & TRASH SERVICES

The trends tracked for this section are Typical Monthly Bill for Water (both High and Low Use), Typical Monthly Bill for Sewer (both High and Low Use), and Percent of Residential Waste Diverted to Recycling. All of the influencing factors applied in FY 2013-14, FY 2014-15, and FY 2015-16 remain the same for this report. Last updated on 2018-03-13

INFLUENCING FACTORS

Drinking Water Source: The water source (ground water or surface water, e.g., Salt River Project or Central Arizona Project) impacts costs of production due to different treatment requirements. Environmental conditions, seasonal demands, and the number of independent water supply and distribution systems also affect treatment costs.

Service Area: The size and conditions of the geographic area serviced, the elevation gain, and the number and density of customers affects water, sewer, and trash costs.

Conservation Programs: Programs and rate structures can provide incentives or disincentives for water consumption, waste reduction, and recycling.

Facilities: The size of the facility, technology used, and ownership of the facility (joint/shared or local) impacts the cost of water, landfills, and recycling centers provided to customers.

Density: Size and type of residential, agricultural, and commercial properties influences water consumption and trash tonnage collected.

Irrigation or Use of Reclaimed Water: Consumption can be impacted if customers use water from separate irrigation districts for landscape watering.

Type of Services: The type of services included in collection fees vary by community and affect trash tonnage; e.g., uncontained and bulk trash collection.

*Photo courtesy of the City of Goodyear, AZ

Typical Combined Monthly Bill for Water & Sewer (Higher Use)

VBC Max: 2014 $160, 2015 $160, 2016 $171, 2017 $195
VBC Average: 2014 $101, 2015 $105, 2016 $112, 2017 $113
VBC Median: 2014 $101, 2016 $112, 2017 $113
VBC Min: 2014 $71, 2015 $68, 2016 $70, 2017 $70

Legend: VBC Min, VBC Median, VBC Max, VBC Average
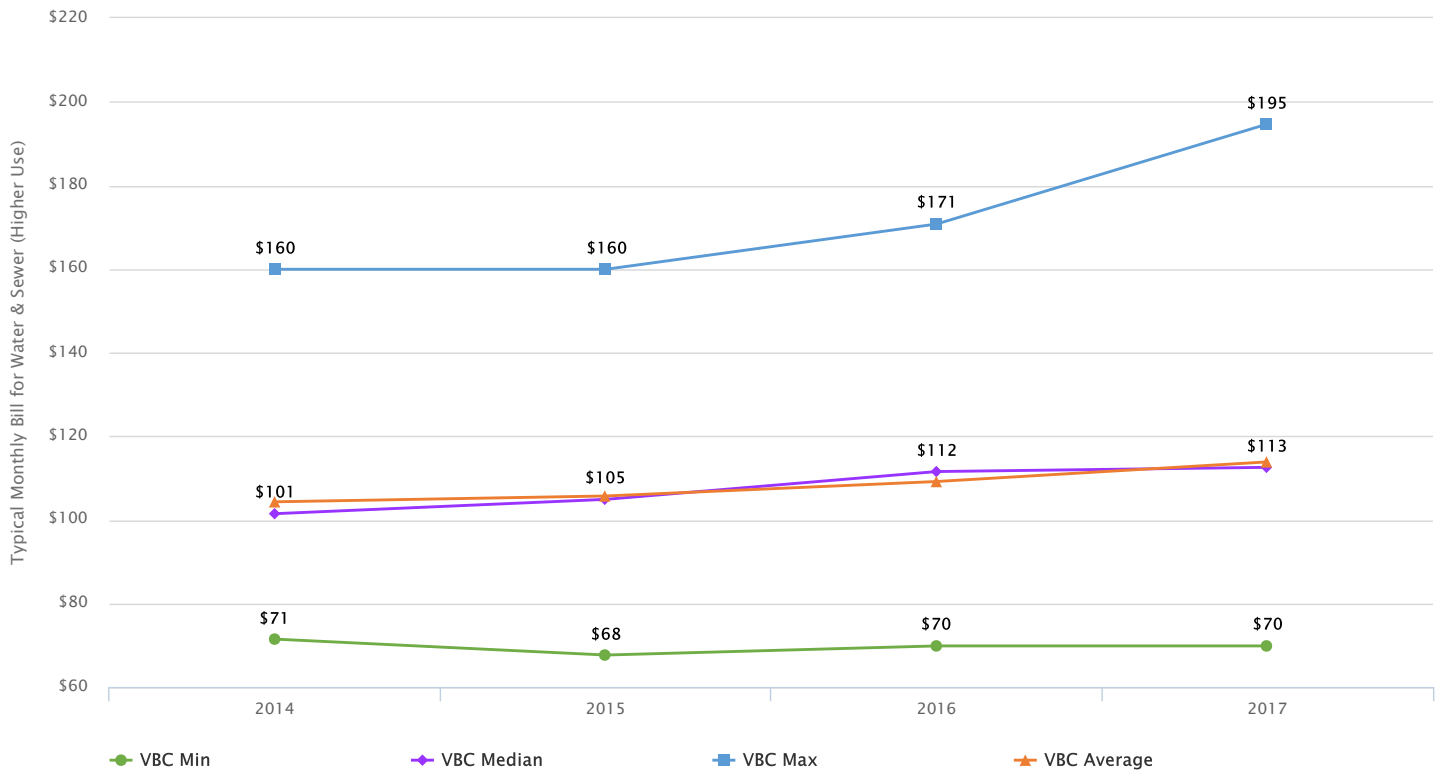
Typical Combined Monthly Bill for Water & Sewer (Lower Use)

VBC Max: 2014 $96, 2015 $94, 2016 $100, 2017 $112
VBC Average: 2014 $62, 2015 $64, 2016 $65, 2017 $68
VBC Median: 2014 $57, 2015 $57, 2016 $61, 2017 $61
VBC Min: 2014 $49, 2015 $49, 2016 $50, 2017 $50

Legend: VBC Min, VBC Median, VBC Max, VBC Average
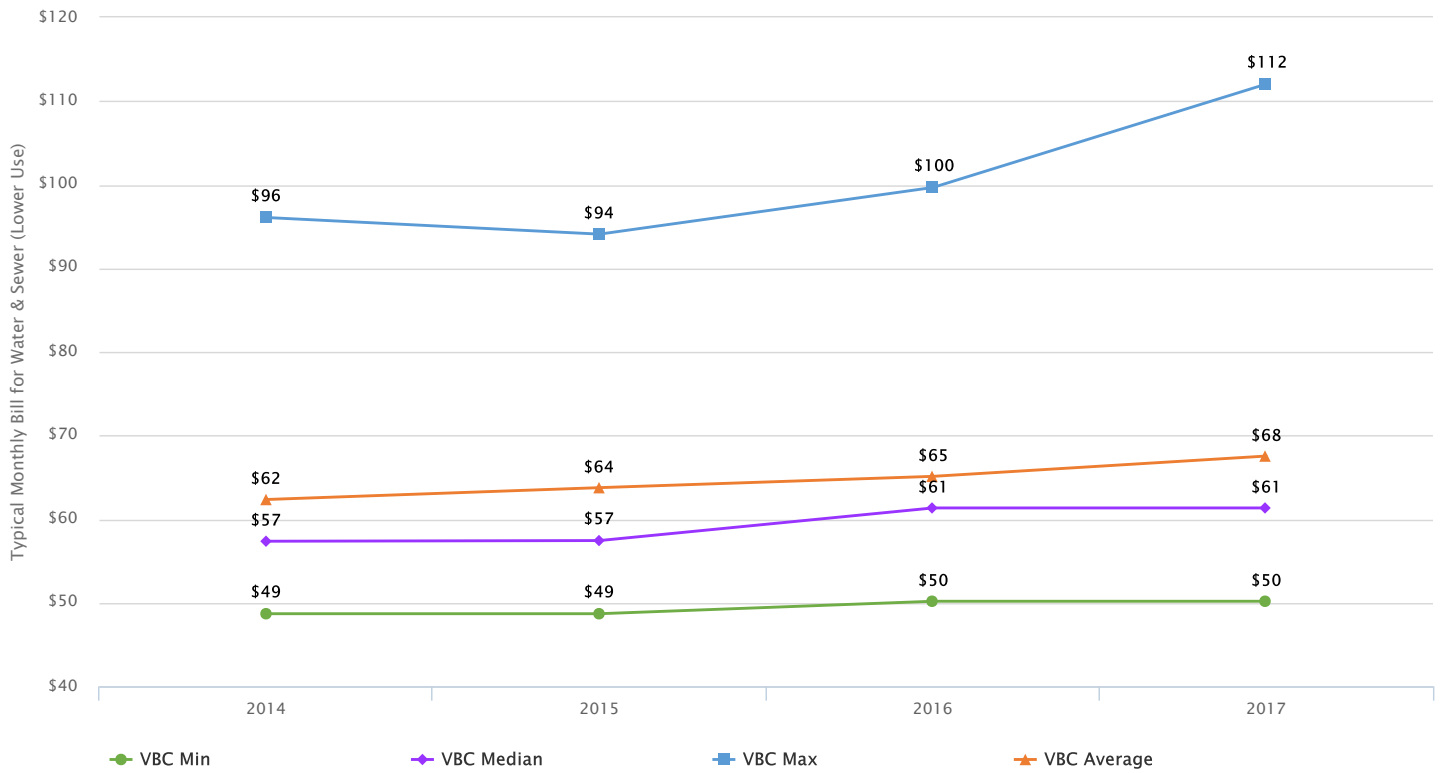
Water and sewer rates are set individually by each community and have many variables. This chart does not compare the average or typical customer in each community; but rather visualizes what the monthly bill would be for a customer with the same meter size and water usage. Because rates differ based on higher or lower water use, both charts are provided to reflect the range of customers serviced. Please note that even customers with the same water usage may have different sewer rates because of variation between how each community calculates those charges. The higher use is calculated using the equivalent of a 1" meter with water use of 17,000 gallons and sewer flow of 12,000 gallons. The lower use is calculated using the equivalent of a 3/4" meter with water use of 9,000 gallons and sewer flow of 8,000 gallons.

Percent of Single Family Residential Waste Diverted through Recycling
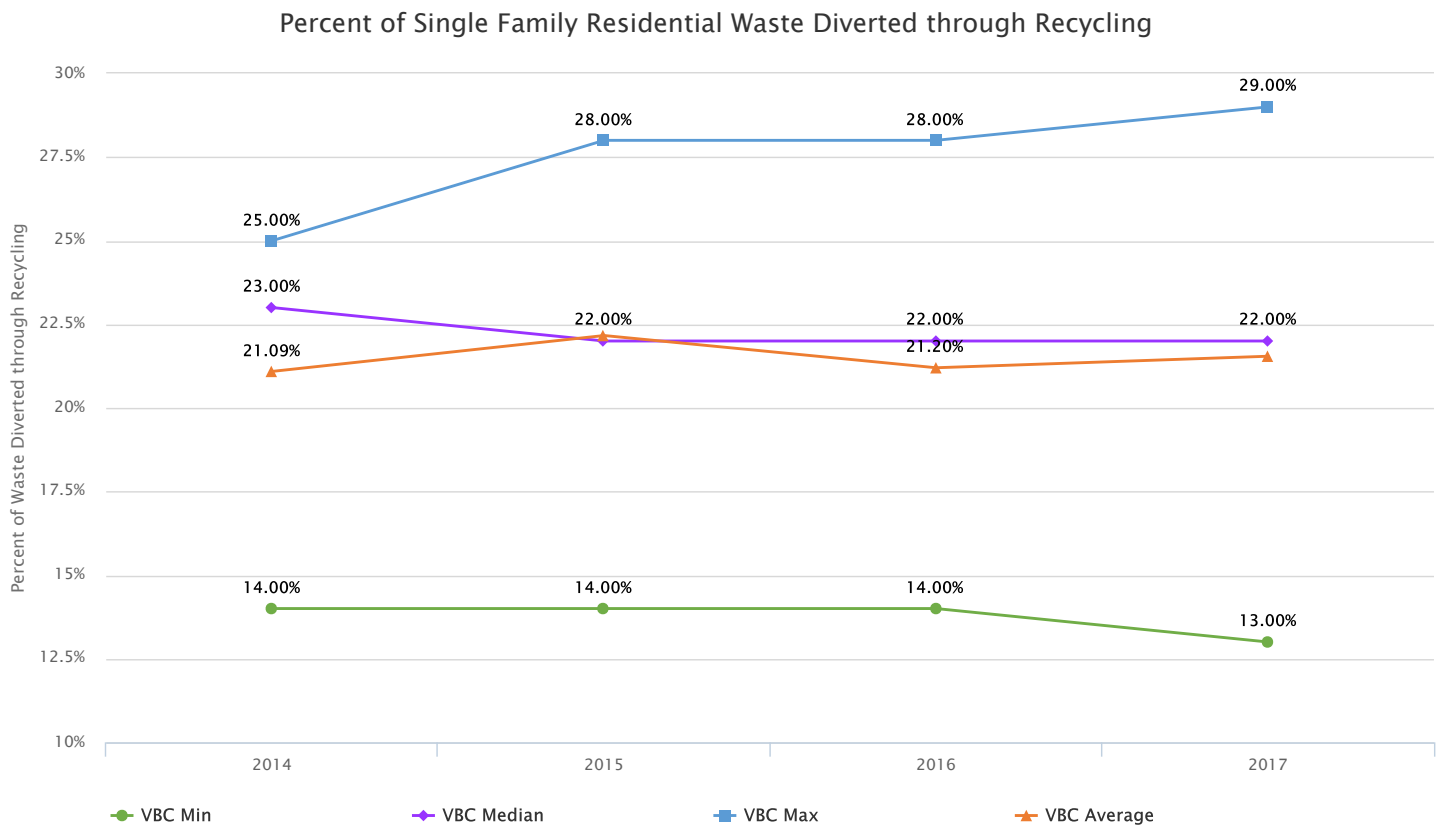
Waste diversion is the prevention and reduction of landfilled waste through the recycling of collected residential waste. Diversion rate is calculated by dividing the recycling tonnage by the total waste and recycling tonnage combined, or total tonnage collected. Since FY 2014, cities have diverted about 22% of single family residential waste through recycling each year. The Environmental Protection Agency reports the national recycling rate at about 35%. The national average includes yard trimmings, food, wood, rubber, leather and textiles to the total rate diverted. Most Valley cities do not include these in their recycling calculations. Many Valley cities have also set goals to increase their recycling rates.

7 – VALLEY BENCHMARK CITIES FINANCE & ADMINISTRATION SERVICES

The trends tracked for this section are each city's Full Time Equivalents per 1,000 Residents and most recent Bond Rating. All of the influencing factors applied in FY 2013-14, FY 2014-15, and FY 2015-16 remain the same for this report. Last updated on 2018-03-13

INFLUENCING FACTORS

Population: As a city's population increases, so too do the demands for service and corresponding staffing levels. Cities with a larger population base are often able to generate more revenue to support these services, providing increased flexibility for unique or enhanced programs. In addition to a city's resident population, a community's non-resident daytime population can influence the amount and level of services required.

Service Methods: Staffing levels between cities are influenced by the fact that certain services may be performed by internal staff in some municipalities and provided by contract in other cities.

Regional Responsibilities: Some cities (primarily Phoenix) have regional responsibilities that require additional staffing. Examples includes Sky Harbor Airport, combined water and wastewater treatment and Phoenix Convention Center.

Paying for Service Delivery: Over the course of time, cities have made decisions to provide enhanced levels of services than are normally provided. For example, some cities use a Primary Property Tax to provide additional operating funds, while others do not.

Financial Health: The fiscal health of a community can be difficult to summarize with one measure, but a commonly accepted approach is to compare bond ratings. Since rating agencies look for acceptable financial practices, consistent revenue streams, expenditure control, cash reserves, socioeconomic composition of the community, and value of the tax base, a high bond rating is an indicator of financial health.

*Photo courtesy of Chandler, AZ

Full Time Equivalent per 1,000 Residents

Number of FTEs
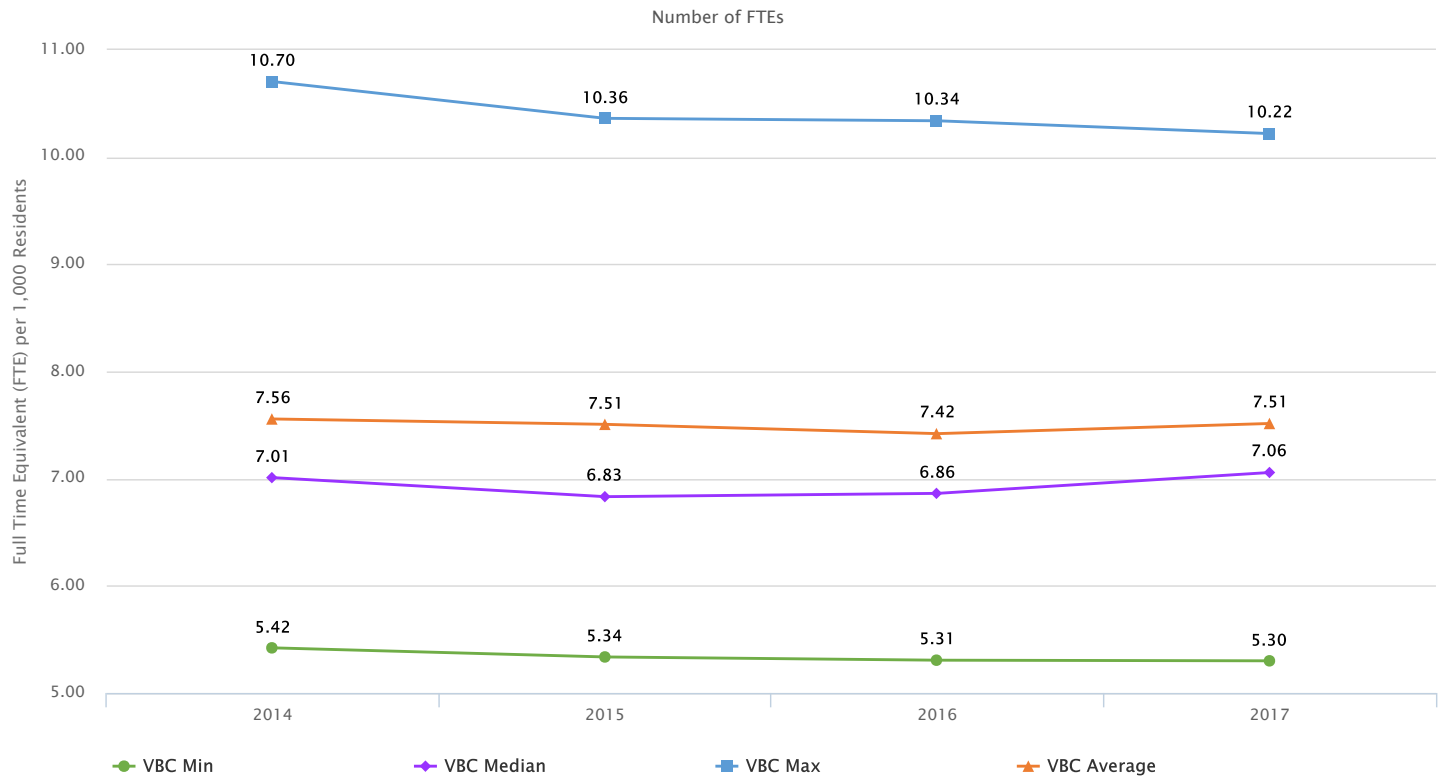
FTE per 1,000 residents has remained relatively stable. Minor fluctuations occur due to employee attrition and population change.

FY15/16 Bond Rating

General Obligation Bond Rating of each city
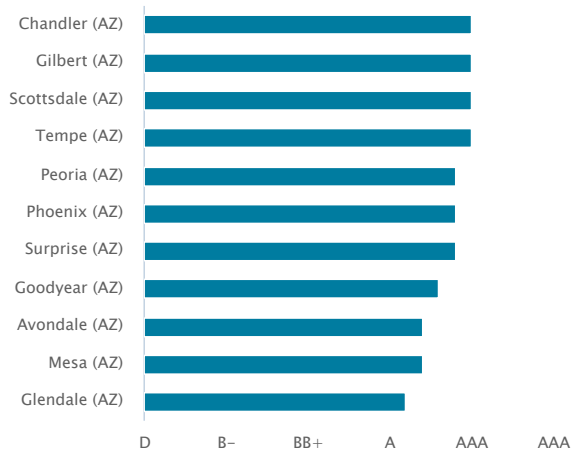
FY16/17 Bond Rating

General Obligation Bond Rating of each city

Bond ratings are stable or increasing year over year for all Valley-area cities. Cities reported highest bond rating regardless of rating agency.

Appendix

Population				
	FY 2013-14	**FY 2014-15**	**FY 2015-16**	**FY 2016-17**
Avondale	78,500	79,500	80,600	81,600
Chandler	242,200	245,200	251,400	257,900
Gilbert	228,400	233,900	240,300	246,400
Glendale	233,600	236,200	238,300	239,900
Goodyear	72,900	75,600	78,700	81,400
Mesa	459,000	466,500	473,800	481,300
Peoria	159,000	162,100	167,000	171,600
Phoenix	1,511,600	1,536,000	1,560,000	1,579,300
Scottsdale	227,100	233,500	239,500	242,500
Surprise	124,200	126,300	128,400	130,100
Tempe	170,800	173,900	179,000	179,800
Source	Population estimates from Arizona Office of Employment and Population Statistics and Maricopa Association of Governments.			

Median Household Income				
	FY 2013-14	**FY 2014-15**	**FY 2015-16**	**FY 2016-17**
Avondale	$51,206	$55,664	$54,686	$58,404
Chandler	$71,545	$73,062	$75,562	$75,369
Gilbert	$81,589	$84,153	$86,045	$91,576
Glendale	$41,037	$46,453	$45,812	$51,022
Goodyear	$72,219	$69,883	$73,164	$73,960
Mesa	$47,561	$47,675	$49,177	$52,393
Peoria	$59,377	$66,371	$66,308	$68,882
Phoenix	$46,601	$47,929	$48,452	$52,062
Scottsdale	$69,690	$73,387	$75,346	$81,381
Surprise	$55,857	$58,923	$65,688	$60,521
Tempe	$48,565	$47,118	$51,688	$56,365
Source	United States Census Bureau, American Community Survey, 1-Year estimates.			

Poverty (% of Population Below Federal Poverty Level)				
	FY 2013-14	**FY 2014-15**	**FY 2015-16**	**FY 2016-17**
Avondale	19.09	19.30	16.20	14.40
Chandler	10.41	10.40	9.20	7.10
Gilbert	5.91	6.80	6.00	5.00
Glendale	26.30	21.00	22.50	16.40
Goodyear	10.78	12.10	9.00	4.50
Mesa	16.64	15.10	17.20	16.80
Peoria	11.51	9.20	7.00	7.70
Phoenix	23.60	23.30	22.30	20.30
Scottsdale	9.32	9.10	11.00	8.00
Surprise	10.48	12.20	7.30	9.70
Tempe	21.54	23.30	20.00	20.30
Source	United States Census Bureau, American Community Survey, 1-Year estimates.			

Top Priority Fire Response Times				
	FY 2013-14	**FY 2014-15**	**FY 2015-16**	**FY 2016-17**
Avondale	7:18	6:14	6:12	6:09
Chandler	3:58	3:58	3:48	3:49
Gilbert	4:57	4:59	5:18	5:09
Glendale	4:30	4:44	5:01	4:49
Goodyear	5:52	5:03	6:27	6:20
Mesa	5:01	5:05	5:18	5:09
Peoria	5:56	5:34	5:46	5:31
Phoenix	4:48	4:48	4:29	4:08
Scottsdale	5:26	5:25	4:32	4:37
Surprise	5:47	5:28	5:50	5:34
Tempe	4:07	4:13	4:16	4:15
Source	Self-reported by participating Valley Cities			

Fire Calls for Service per Resident				
	FY 2013-14	**FY 2014-15**	**FY 2015-16**	**FY 2016-17**
Avondale	0.08	0.12	0.13	0.13
Chandler	0.09	0.09	0.10	0.10
Gilbert	0.07	0.08	0.08	0.08
Glendale	0.17	0.12	0.09	0.12
Goodyear	0.07	0.06	0.09	0.07
Mesa	0.13	0.12	0.14	0.14
Peoria	0.09	0.10	0.14	0.14
Phoenix	0.11	0.11	0.13	0.13
Scottsdale	0.12	0.14	0.15	0.15
Surprise	0.11	0.09	0.13	0.13
Tempe	0.14	0.13	0.13	0.18
Source	Self-reported by participating Valley Cities			

Police Response Times				
	FY 2013-14	**FY 2014-15**	**FY 2015-16**	**FY 2016-17**
Avondale	4:32	3:42	3:30	3:44
Chandler	6:15	6:21	6:09	6:06
Gilbert	4:18	4:22	4:11	4:29
Glendale	4:42	5:09	5:22	4:31
Goodyear	4:05	3:30	3:15	4:28
Mesa	3:48	4:00	3:36	3:28
Peoria	6:26	6:41	7:01	6:38
Phoenix	5:32	5:50	6:12	6:26
Scottsdale	5:25	5:12	5:11	4:52
Surprise	4:44	4:36	5:03	4:59
Tempe	6:23	6:19	6:32	6:22
Source	Self-reported by participating Valley Cities			

Total Police Calls per Resident				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	0.68	0.70	0.63	0.67
Chandler	0.60	0.57	0.58	0.61
Gilbert	0.80	0.72	0.75	0.72
Glendale	0.59	0.75	0.77	0.80
Goodyear	0.89	0.65	0.58	0.68
Mesa	0.55	0.63	0.63	0.61
Peoria	0.64	0.60	0.52	0.50
Phoenix	0.40	0.42	0.53	0.54
Scottsdale	1.01	0.96	1.07	1.12
Surprise	0.75	0.76	0.67	0.67
Tempe	0.89	0.86	0.75	0.73
Source	Self-reported by participating Valley Cities			

Police Calls per Resident - Officer Initiated Calls				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	N/A	N/A	0.21	0.24
Chandler	N/A	N/A	0.16	0.19
Gilbert	N/A	N/A	0.46	0.43
Glendale	N/A	N/A	0.28	0.27
Goodyear	N/A	N/A	0.28	0.35
Mesa	N/A	N/A	0.28	0.25
Peoria	N/A	N/A	0.20	0.18
Phoenix	N/A	N/A	0.10	0.11
Scottsdale	N/A	N/A	0.51	0.55
Surprise	N/A	N/A	0.36	0.35
Tempe	N/A	N/A	0.19	0.24
Source	Self-reported by participating Valley Cities. Note: N/A – Specific data point not collected for the selected year (cities provided only total number of calls).			

Police Calls per Resident - Citizen Initiated Calls				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	N/A	N/A	0.42	0.43
Chandler	N/A	N/A	0.41	0.42
Gilbert	N/A	N/A	0.29	0.29
Glendale	N/A	N/A	0.49	0.53
Goodyear	N/A	N/A	0.31	0.32
Mesa	N/A	N/A	0.35	0.36
Peoria	N/A	N/A	0.32	0.32
Phoenix	N/A	N/A	0.43	0.43
Scottsdale	N/A	N/A	0.55	0.57
Surprise	N/A	N/A	0.31	0.31
Tempe	N/A	N/A	0.56	0.49
Source	Self-reported by participating Valley Cities. Note: N/A – Specific data point not collected for the selected year (cities provided only total number of calls).			

Violent Crime Rate per 1,000 Residents				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	2.57	3.44	3.46	2.86
Chandler	2.38	1.93	1.95	2.16
Gilbert	0.85	0.90	0.74	0.81
Glendale	3.88	4.12	3.96	5.02
Goodyear	1.29	1.47	1.82	3.81
Mesa	3.93	4.54	4.16	4.26
Peoria	1.60	1.48	1.69	2.05
Phoenix	6.28	5.79	5.94	6.78
Scottsdale	1.49	1.58	1.81	1.52
Surprise	1.20	1.57	1.31	1.04
Tempe	4.86	4.59	4.03	5.02
Source	Calendar year FBI Uniform Crime Reporting (UCR) crime data			

Property Crime Rate per 1,000 Residents				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	46.61	38.11	38.41	39.98
Chandler	24.36	23.70	21.45	23.85
Gilbert	15.20	14.85	13.60	13.67
Glendale	58.33	56.64	54.36	53.38
Goodyear	23.54	20.96	22.67	25.34
Mesa	28.14	27.93	25.13	23.30
Peoria	24.09	19.91	20.17	21.68
Phoenix	39.75	38.05	34.91	37.07
Scottsdale	25.39	23.10	22.26	23.50
Surprise	17.07	21.86	16.99	19.13
Tempe	46.38	46.50	42.69	45.29
Source	Calendar year FBI Uniform Crime Reporting (UCR) crime data			

Violent Crime Clearance Rates (%)				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	54%	38%	35%	42%
Chandler	42%	39%	46%	48%
Gilbert	69%	61%	59%	62%
Glendale	38%	38%	30%	34%
Goodyear	49%	44%	55%	54%
Mesa	48%	48%	50%	48%
Peoria	62%	60%	57%	57%
Phoenix	36%	33%	29%	27%
Scottsdale	61%	58%	52%	51%
Surprise	72%	58%	65%	64%
Tempe	39%	32%	38%	35%
Source	Self-reported by participating Valley Cities			

Property Crime Clearance Rates (%)				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	22%	20%	17%	14%
Chandler	17%	18%	22%	17%
Gilbert	22%	25%	25%	23%
Glendale	6%	10%	19%	17%
Goodyear	21%	17%	16%	14%
Mesa	30%	33%	29%	31%
Peoria	21%	21%	21%	18%
Phoenix	17%	17%	16%	14%
Scottsdale	23%	27%	30%	26%
Surprise	24%	21%	24%	26%
Tempe	13%	12%	12%	12%
Source	Self-reported by participating Valley Cities			

Number of Library Branches				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	2	2	2	2
Chandler	4	4	4	4
Gilbert	2	2	2	2
Glendale	3	3	3	3
Goodyear	1	1	1	1
Mesa	4	4	4	4
Peoria	2	2	2	2
Phoenix	17	17	17	17
Scottsdale	5	5	5	5
Surprise	2	2	2	2
Tempe	1	1	1	1
Source	Self-reported by participating Valley Cities			

Average Hours Libraries are Open per Week				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	52	44	50	44
Chandler	59	59	59	59
Gilbert	55	55	55	55
Glendale	35	36	37	37
Goodyear	48	48	48	48
Mesa	58	54	60	60
Peoria	64	64	66	66
Phoenix	48	48	48	48
Scottsdale	60	60	62	62
Surprise	40	40	40	40
Tempe	56	56	61	62
Source	Self-reported by participating Valley Cities			

Park Acreage per 1,000 Residents				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	2.31	2.28	2.25	3.39
Chandler	6.37	6.30	6.14	5.99
Gilbert	1.85	1.81	3.31	3.25
Glendale	4.49	4.44	4.40	4.38
Goodyear	6.68	6.50	6.49	7.24
Mesa	5.96	5.96	6.03	5.26
Peoria	3.83	3.75	3.76	4.02
Phoenix	4.57	4.49	4.59	4.37
Scottsdale	7.84	7.63	7.43	7.41
Surprise	2.70	2.66	2.61	2.58
Tempe	7.55	7.42	7.21	7.17
Source	Self-reported by participating Valley Cities			

Park Acreage for Public Use - Developed Park Acreage				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	120	120	120	151
Chandler	976	996	1,007	1,023
Gilbert	423	423	423	423
Glendale	819	819	819	819
Goodyear	210	210	210	210
Mesa	1,758	1,807	1,883	1,941
Peoria	353	360	360	445
Phoenix	5,148	5,148	5,148	5,148
Scottsdale	975	975	975	975
Surprise	226	231	231	231
Tempe	1,070	1,070	1,070	1,070
Source	Self-reported by participating Valley Cities			

Park Acreage for Public Use - Natural Preserve Area Acreage				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	73	73	73	73
Chandler	0	0	0	0
Gilbert	182	182	182	182
Glendale	1,185	1,185	1,185	1,185
Goodyear	0	0	0	0
Mesa	0	0	0	0
Peoria	406	406	406	1,074
Phoenix	41,292	41,292	41,440	41,440
Scottsdale	30,165	30,165	30,165	30,165
Surprise	0	0	0	0
Tempe	321	321	321	321
Source	Self-reported by participating Valley Cities			

Park Acreage for Public Use - Planned Park Acreage			
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	61	61	45	126
Chandler	332	312	302	285
Gilbert	0	0	337	378
Glendale	104	104	104	104
Goodyear	240	244	244	371
Mesa	801	801	475	458
Peoria	130	130	120	120
Phoenix	1,106	1,106	1,106	1,106
Scottsdale	40	40	40	40
Surprise	14	9	9	9
Tempe	0	0	0	0
Source	Self-reported by participating Valley Cities			

Park Acreage for Public Use - Golf Course Acreage			
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	0	0	0	0
Chandler	236	236	236	236
Gilbert	0	0	0	0
Glendale	90	90	90	90
Goodyear	0	0	0	0
Mesa	143	143	143	143
Peoria	0	0	0	0
Phoenix	595	595	595	595
Scottsdale	765	765	765	765
Surprise	0	0	0	0
Tempe	220	220	220	220
Source	Self-reported by participating Valley Cities			

Park Acreage for Public Use - Stadium Acreage			
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	0	0	0	0
Chandler	0	0	0	0
Gilbert	0	0	0	0
Glendale	37	37	37	37
Goodyear	8	8	8	8
Mesa	30	30	30	30
Peoria	125	125	125	125
Phoenix	56	56	56	56
Scottsdale	0	0	0	17
Surprise	96	96	96	96
Tempe	205	205	205	205
Source	Self-reported by participating Valley Cities			

Miles of Trails per 1,000 Residents				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	0.00	0.14	0.19	0.19
Chandler	0.03	0.05	0.05	0.05
Gilbert	0.17	0.17	0.16	0.16
Glendale	0.20	0.20	0.20	0.20
Goodyear	0.10	0.09	0.09	0.09
Mesa	0.12	0.13	0.13	0.13
Peoria	0.16	0.17	0.17	0.16
Phoenix	0.28	0.28	0.29	0.31
Scottsdale	0.73	0.73	0.52	0.79
Surprise	0.03	0.02	0.02	0.02
Tempe	0.11	0.10	0.10	0.10
Source	Self-reported by participating Valley Cities			

Typical Monthly Bill for Water (Higher Use)				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	$57.16	$58.16	$58.16	$63.88
Chandler	$57.16	$43.27	$43.47	$43.47
Gilbert	$40.67	$40.67	$40.67	$40.67
Glendale	$61.88	$61.88	$61.88	$61.88
Goodyear	$70.34	$58.15	$65.96	$86.73
Mesa	$77.65	$72.25	$77.35	$82.73
Peoria	$66.02	$63.55	$66.02	$68.03
Phoenix	$63.85	$66.15	$69.56	$69.56
Scottsdale	$66.45	$65.45	$66.45	$66.45
Surprise	$63.25	$80.10	$86.75	$93.93
Tempe	$64.48	$63.26	$64.48	$64.48
Source	Scottsdale analysis of Valley Cities rates			

Typical Monthly Bill for Sewer (Higher Use)				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	$44.29	$44.29	$44.29	$48.66
Chandler	$26.35	$24.17	$26.35	$26.35
Gilbert	$30.78	$30.78	$30.78	$30.78
Glendale	$51.92	$51.92	$51.92	$51.92
Goodyear	$104.78	$101.77	$104.78	$107.94
Mesa	$49.17	$49.49	$51.99	$54.60
Peoria	$33.73	$33.58	$33.73	$34.16
Phoenix	$38.55	$48.53	$49.52	$49.52
Scottsdale	$34.56	$34.06	$34.56	$34.56
Surprise	$24.78	$24.78	$24.78	$24.78
Tempe	$47.18	$46.10	$47.18	$47.18
Source	Scottsdale analysis of Valley Cities rates			

Typical Monthly Bill for Water (Lower Use)				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	$22.18	$23.18	$23.18	$25.47
Chandler	$24.51	$24.51	$24.51	$24.51
Gilbert	$24.35	$24.35	$24.35	$24.35
Glendale	$33.18	$33.18	$33.18	$33.18
Goodyear	$32.50	$26.72	$30.31	$40.59
Mesa	$46.63	$40.58	$42.63	$44.74
Peoria	$33.20	$32.49	$33.20	$34.12
Phoenix	$24.10	$24.74	$27.98	$27.98
Scottsdale	$34.15	$33.65	$34.15	$34.15
Surprise	$33.79	$42.77	$46.33	$50.15
Tempe	$33.16	$34.20	$33.16	$33.16
Source	Scottsdale analysis of Valley Cities rates			

Typical Monthly Bill for Sewer (Lower Use)				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	$31.61	$31.61	$31.61	$34.58
Chandler	$26.35	$24.17	$26.35	$26.35
Gilbert	$25.82	$25.82	$25.82	$25.82
Glendale	$37.68	$37.68	$37.68	$37.68
Goodyear	$69.35	$67.36	$69.35	$71.44
Mesa	$43.53	$34.41	$36.15	$37.96
Peoria	$25.37	$24.86	$25.37	$25.80
Phoenix	$26.04	$32.69	$33.35	$33.35
Scottsdale	$24.04	$23.54	$24.04	$24.04
Surprise	$24.78	$24.78	$24.78	$24.78
Tempe	$28.71	$28.00	$28.72	$28.72
Source	Scottsdale analysis of Valley Cities rates			

Percent of Single Family Residential Waste Diverted through Recycling (%)				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	18%	19%	16%	19%
Chandler	25%	27%	27%	25%
Gilbert	17%	21%	22%	22%
Glendale	14%	14%	14%	13%
Goodyear	25%	25%	24%	23%
Mesa	23%	26%	22%	22%
Peoria	23%	23%	23%	29%
Phoenix	20%	20%	16%	16%
Scottsdale	24%	28%	28%	28%
Surprise	23%	22%	22%	21%
Tempe	20%	19%	19%	19%
Source	Self-reported by participating Valley Cities			

Full Time Equivalent (FTE) per 1,000 Residents				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	6.32	6.38	6.29	6.44
Chandler	6.59	6.67	6.50	6.40
Gilbert	5.42	5.34	5.31	5.30
Glendale	6.82	7.31	7.31	7.38
Goodyear	7.01	6.83	6.75	6.73
Mesa	8.08	8.13	7.82	7.91
Peoria	7.02	6.62	6.86	6.95
Phoenix	9.84	9.63	9.20	9.09
Scottsdale	10.70	10.36	10.34	10.22
Surprise	6.02	6.18	6.26	6.61
Tempe	9.30	9.12	8.97	9.06
Source	Self-reported by participating Valley Cities			

Bond Rating (most recent General Obligation Bond Rating)				
	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Avondale	AA	AA	AA-	AAA
Chandler	AAA	AAA	AAA	AAA
Gilbert	AA+	AAA	Aaa	AAA
Glendale	BBB+	BBB+	A+	A+
Goodyear	AA	AA	AA	AA
Mesa	AA-	AA-	AA-	AA-
Peoria	AA+	AA+	AA+	AAA
Phoenix	AA+	AA+	AA+	AA+
Scottsdale	AAA	AAA	AAA	AAA
Surprise	AA-	AA	AA+	AA+
Tempe	AAA	AAA	AAA	AAA
Source	Self-reported by participating Valley Cities			

Acknowledgements

Contributions to this report were made by the following individuals: