

**ATTACHMENT ONE
CITY COUNCIL OUTCOME MEASURES**

Community Services

FY 2012

FY 2013

- Average Police Response Times:
 - Priority E Calls
 - Priority 1 Calls
 - Priority 2 Calls
 - Priority 3 Calls
 - Priority 4 Calls
- Sworn Officers per 1000 Population
- Violent Crimes per 1000 Population
- Sworn Firefighters per 1000 Population
- Fire Response Times:
 - % of Time a Multi-Unit Response of at Least 17 Personnel Arrives in 10:30 Minutes / Seconds from the Time of the 911 Call Receipt in Fire Dispatch
 - % of Time the First-Due Unit Arrives in 7:30 Minutes/Seconds from the Time of the 911 Call Receipt in Fire Dispatch)
 - % of Time Ambulance Response Time Complies with Citywide Standards
- Lifeguards per 1000 Population
- Ratio of Drowning Incidents to Beach Attendance at Guarded Beaches
- Annual Park and Recreation Program Attendance:
 - Adult Programs
 - Youth Programs
- Recreation Center Hours per Week
- Aquatics Program Hours per Week (during season)
- Annual Library Circulation per 1,000 Population
- Total Library Hours per Week:
 - Central Library
 - Branch Libraries
- Annual Library Program Attendance:
 - Adult Programs
 - Youth Programs
- Number of Library Patrons Signed Up to Use the Internet at Library Computers
- Number of Homeless Individuals Assisted in Winter Shelter Program
- Annual Creation of New Affordable Housing Units
- Percent of Code Enforcement Cases Acted on Within 30 Days

**ATTACHMENT ONE
CITY COUNCIL OUTCOME MEASURES**

Infrastructure Maintenance and Expansion

FY 2012 FY 2013

- Percent of Programmed Capital Improvement Projects Completed Of:
 - Total Funded Projects (Excluding Public Utilities)
 - Total Funded Deferred Capital Projects
 - Total Funded Public Utilities Projects
- Percent of CIP Projects Completed On Time and Under Budget
- Average Number of Days from Bid of CIP Project to Contract Award
- Average Number of Days from Time of Award to Start Construction
- Miles of Streets Resurfaced / Slurry-Sealed
- Miles of Streets Overlaid
- Miles of Bike Lanes Completed
- Average Cycle Time to Repair / Replace A Streetlight
- Percent of Potholes Repaired in 3 Days or Less
- Percent of Storm Drain Structures Cleaned Annually
- Number of Water Main/Pipeline Breaks
- Number of Storm Drain/Pipeline Breaks
- Average Cycle Time to Repair / Replace Sewer Mains
- Average Cycle Time to Repair / Replace Water Mains
- Sanitary Sewer Overflows/Amount of Overflow

Business and Economic Development

FY 2012 FY 2013

- Number of New Businesses Permitted
- Number of New Jobs Created by Sector:
 - Military
 - Manufacturing
 - Tourism
 - International Trade
 - Technology
- Private Sector Investment Dollars Generated by Economic Development Programs / Jobs Created
- Number of Enterprise Zone Vouchers Issued
- Average Cycle Time for Completing Plans Review
- Average Cycle Time for Completing Development Inspections
- Average Number of Days from Purchasing and Contracting RFP Issuance to Contract Award
- Percent of Contracts, Based on Total Dollar Value, Awarded to SBLE's (Including Minority and Woman-Owned Businesses)
- Conventions Booked and Held Annually
- Annual Convention Center Visitors
- TOT Revenue Generated Annually
- Number of City Processes That Can Be Completed On-Line
- Number of City Forms That Can Be Completed and Submitted On- Line

**ATTACHMENT ONE
CITY COUNCIL OUTCOME MEASURES**

<i>Environment and Sustainability</i>		
	FY 2012	FY 2013
- Tons of Household Hazardous Waste Diverted from Landfill		
- Tons of Recyclable Materials Diverted from Landfill		
- Average Waste Disposal per 1000 Population		
- Tons of Solid Waste Disposed at Landfill		
- Landfill Compaction Level		
- Number of Acres of Parks and Open Space per 1000 Population		
- Percentage and Frequency of Streets Swept		
- Average Gallons of Water Used per Day per 1000 Population		
- Average Gallons of Recycled Water Used Annually		
- Number of Users of All-Electric Vehicle Car-Share Pilot Program (Car2Go)		
- Percent Reduction of Carbon Footprint of City's Fleet		

<i>Efficient and Effective Government</i>		
	FY 2012	FY 2013
- General Fund Lease Revenue Bond Ratings		
- Public Utility Bond Ratings:		
Water		
Wastewater		
- Percent of Charter 39 Reports Issued On Time In Conformance With City Charter Requirements		
- General Fund Reserves (as a % of Total General Fund Revenues) Compared to Goal		
- Public Liability Reserves Compared to Goal		
- Workers Compensation Reserves Compared to Goal		
- Debt Capacity Ratio (General Fund Backed Debt Service as a % of General Fund Revenue)		
- Ratio of City Monetary Benefits from Audit Activities to Audit Costs		
- Annual Savings from Managed Competition/Outsourcing Processes		
- Annual Savings/Cost Avoidance from City- Wide Volunteerism		