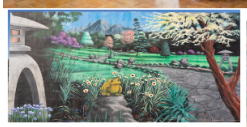
Glendale - 2020/2021 Report

Jul 01, 2020 - Jun 30, 2021










Demographics 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 the 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 the desirability of a community for potential residents.

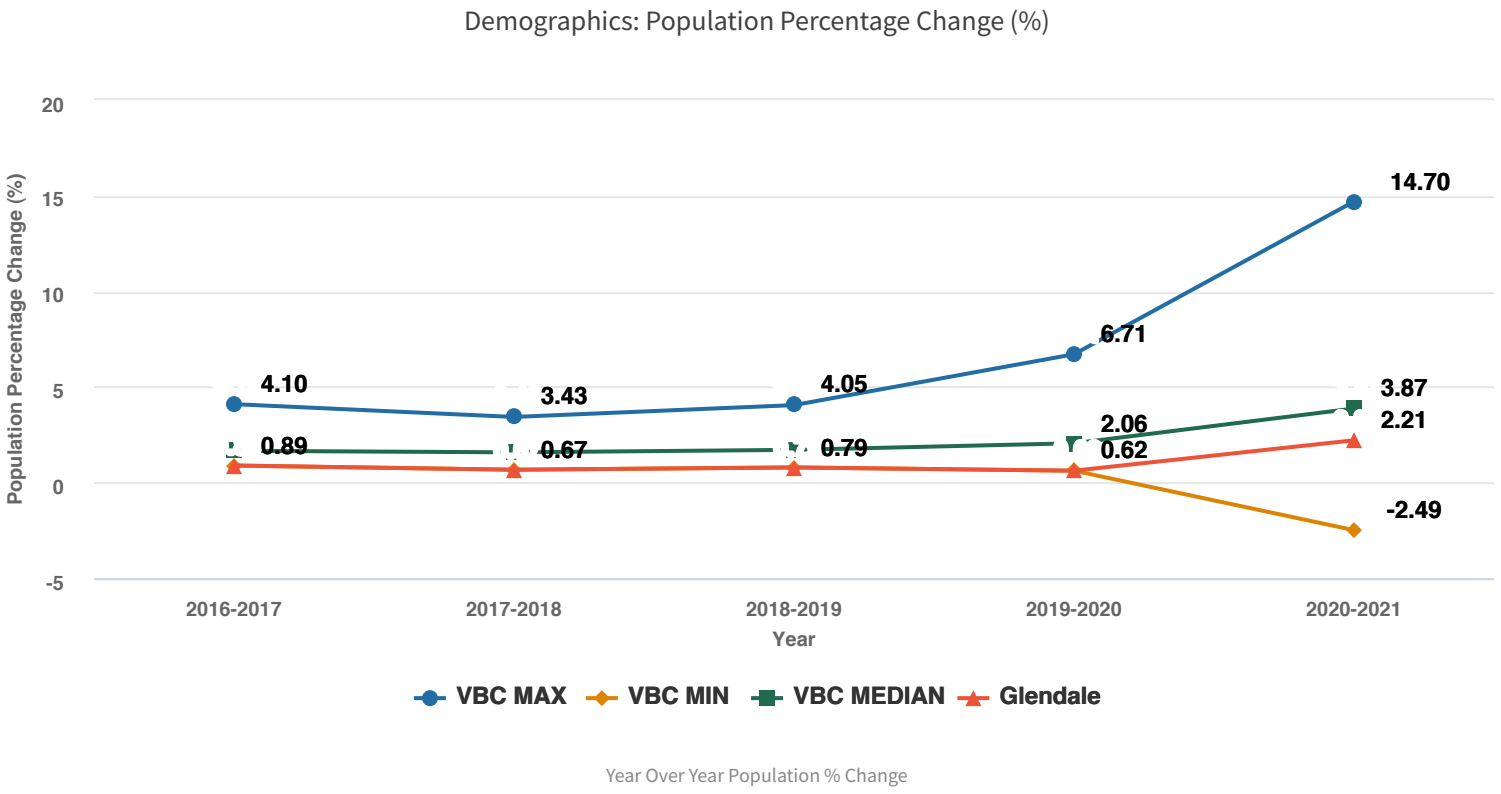
Citizen Initiatives: Services and amenities can vary across jurisdictions based on voter-approved initiatives such as arts and culture, athletics, transportation, parks, preservation, and public safety.

**Note: Valley Benchmark Communities uses the MAG annual population estimates for per capita calculations. Those estimates use the latest decennial census counts as a starting point, and include any mid-decade censuses that have been conducted, as well. Prior to the release of the Census 2020 population counts, the estimates were based on Census 2010 housing counts and occupancy information, with adjustments made to account for the special censuses some municipalities conducted in 2015. The population estimates starting in 2020 are based on Census 2020 counts. Due to changes in occupancy characteristics throughout the decade, it is common for the originally published estimate in the Census year (2020) to differ from the final Census counts. Mid-decade counts may also introduce some irregularities. For these reasons, the originally published estimates for the decade-end years may not be consistent with estimates derived after Census 2020.*

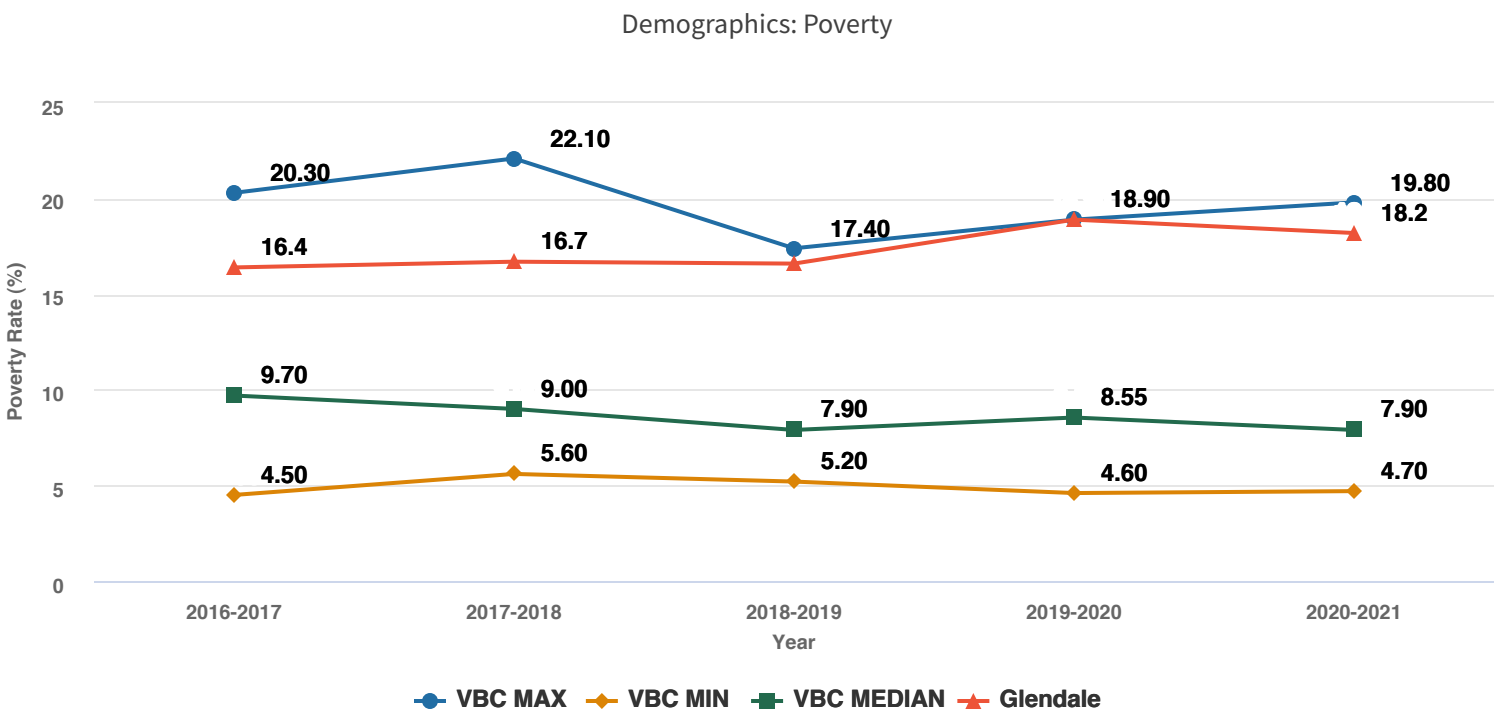
Populations across the Valley continue to increase, with the median reaching its highest rate of increase in FY 2019-20. In FY 2020-2021 one city had a 9% growth rate increase, while one city showed a rate increase of 0%. The general growth rate for cities settled around 1-2%.

As the population of a city increases, the base upon which percentage change is calculated increases, so the rate of population increase will likely decline and stabilize long-term.

Population numbers are provided by the Maricopa Association of Governments.



Year Over Year Population % Change

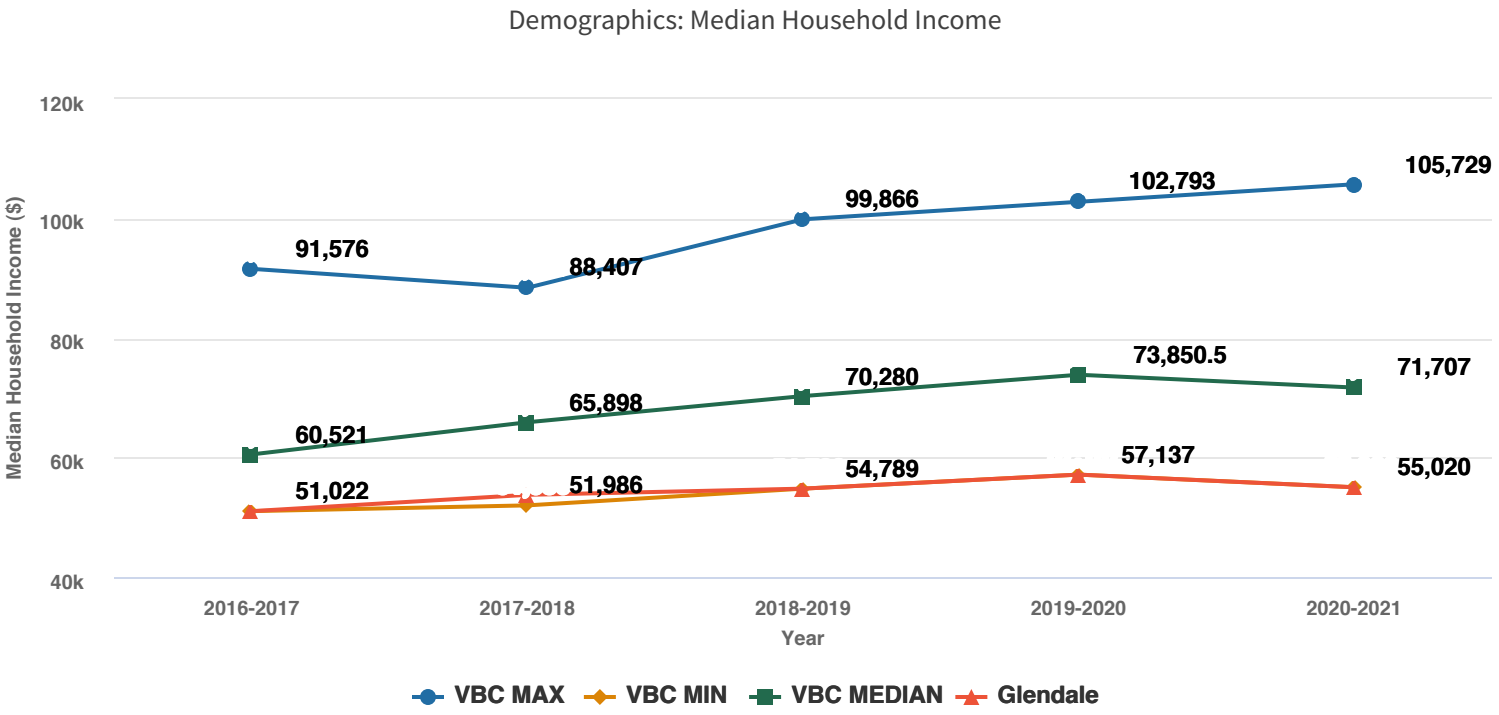


Tracks the Percentage of Residents Whose Income Falls Below the Poverty Line

Median Household Income (above) has been on the rise with a steady increase across the valley since FY 2017-18. The Median Poverty Rate (below) has simultaneously fallen by about 1% annually until FY 2019-20 brought a 0.9% median increase in households living in poverty, and the first average increase in poverty among the eleven Valley Benchmark Cities since FY 2013-14. This increase seems to have stopped as the median average has fallen by .10% suggesting a period of stabilization to follow.

Some variations in the data may be the result of a margin of error due to small sample sizes for individual cities.

Median Household Income and Poverty Rates provided by the United States Census.



Median Household Income for Each Community.

Fire Medical Services 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, aging infrastructure, the composition of building types, and the number of large impact developments (e.g. stadiums, convention centers, airports, etc.) in the community influence fire services and management.

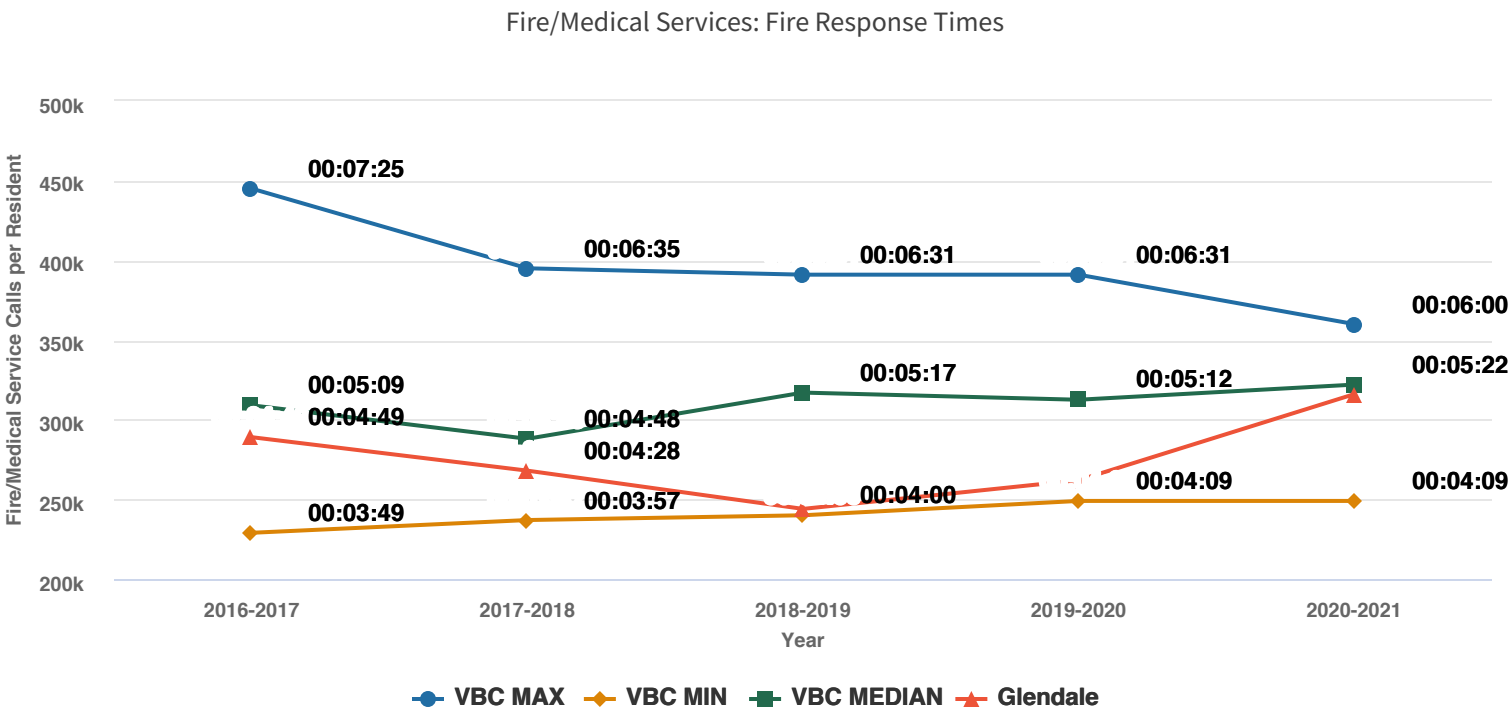
Community Characteristics: The geographic size and density of development and the built environment within a community impacts its service needs. For example, a rural community with more land area may have increased response times and fewer calls, whereas a densely populated community with older buildings 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.

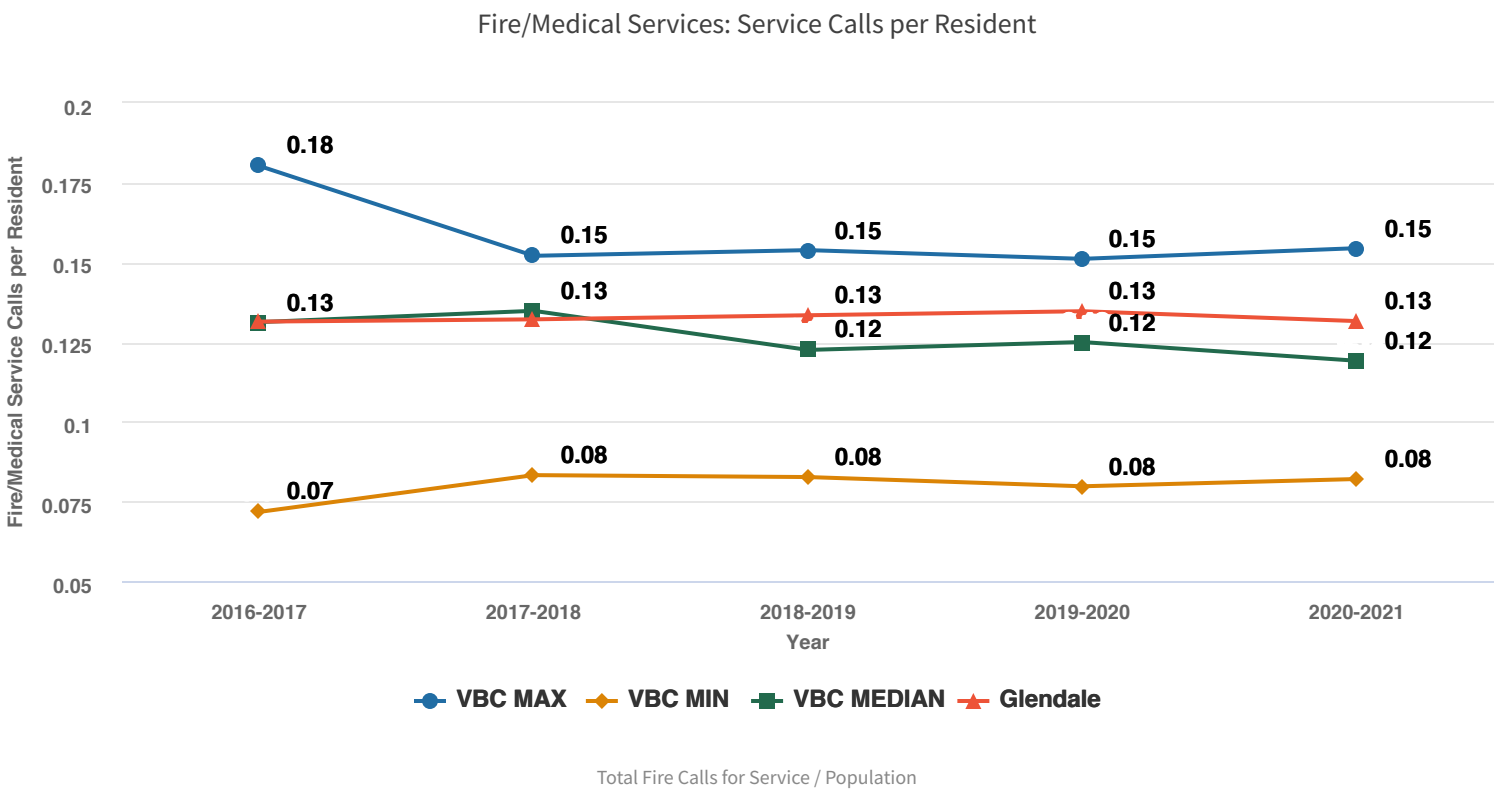
Automatic and Mutual Aid Agreements: These partnerships are designed to assure that the closest appropriate fire department resources are deployed in emergencies, no matter the jurisdictional boundaries. In addition to automatic aid, mutual aid agreements provide additional assistance that may be dispatched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



Fire Response Times Measured in Minutes

Since FY 2013-14, Fire Response Times have generally decreased (improved) among the Valley Benchmark Cities. This overall decrease may be attributed to new fire stations being constructed by a number of municipalities. In FY 2018-19, a few cities experienced increases in response times due to new developments being constructed in outlying areas and increased demand for service. In FY 2019-20, most cities saw a slight increase in response times. While in FY 2020-21 there was an increase in response times which can be attributed to staff turnover/training with an influx of firefighters entering and leaving at this time.

Fire Response Times do not account for dispatch time, whereas Police Response Times are measured from the moment the call is received.



Total Fire Calls for Service / Population

Since FY 2013-14, fire calls per resident have generally maintained an upward trend among Valley Benchmark Cities. Much of this increase is due to a higher volume of medical calls. In FY 2019-20, most cities saw a slight decrease in per capita fire/medical calls with these figures remaining stable for FY 2020-21.

The formula for Calls per Resident is: Total Fire Calls for Service / Population




CITY OF SURPRISE
ANIMAL CONTROL

POLICE
POLICE

Police Services 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.

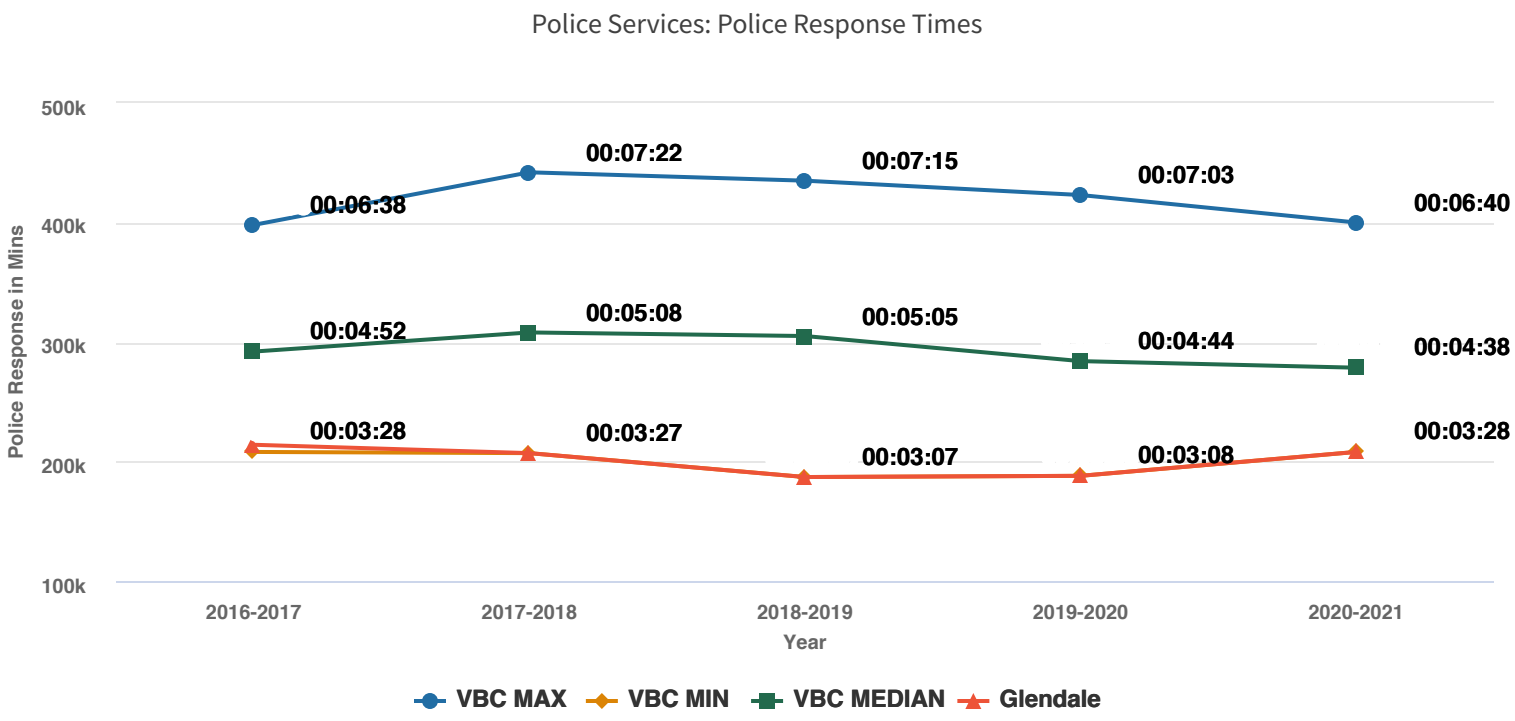
Impact of Non-Residents: Visitors to a particular city who do not maintain a formal residence impact the need for public safety services. These visitors could be seasonal residents, commuters from neighboring cities, tourists, or students not counted in population figures.

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.

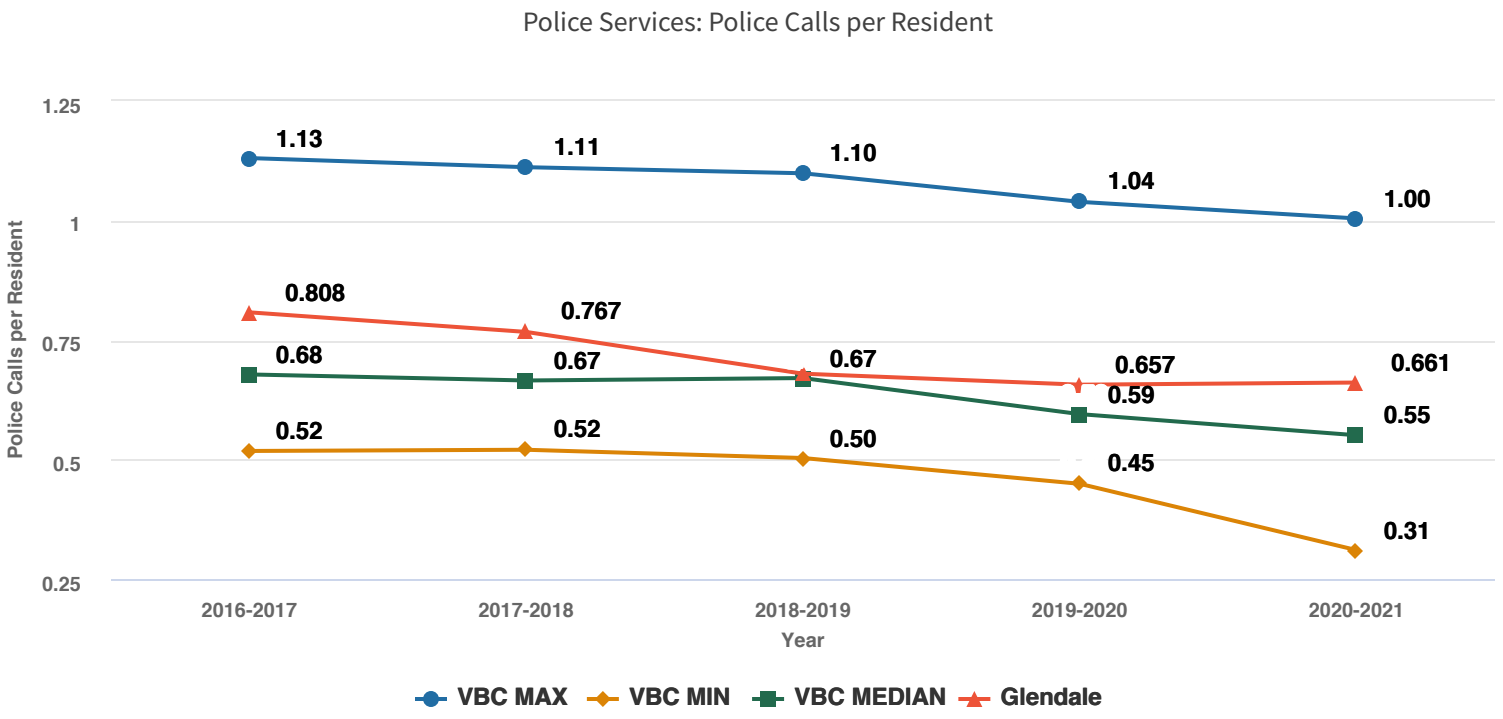
**Note: Due to Queen Creek's Police Department being created on January 11th, 2022 they are not represented in this year's trend report in our police services section.*



Police Response Times Measured in Minutes

Trend data shows that Top Priority Response Times have fluctuated for most cities within a 20-30 second variance over the past three years. The majority of cities decreased (improved) their response times with an average VBC decrease of 35 secs per response per city in FY2020-21. Annual variations are possible due to higher-than-average vacancy rates within the patrol officer ranks across the region.

Police Response Times are measured from the moment the call is received whereas Fire Response Times do not account for dispatch time.

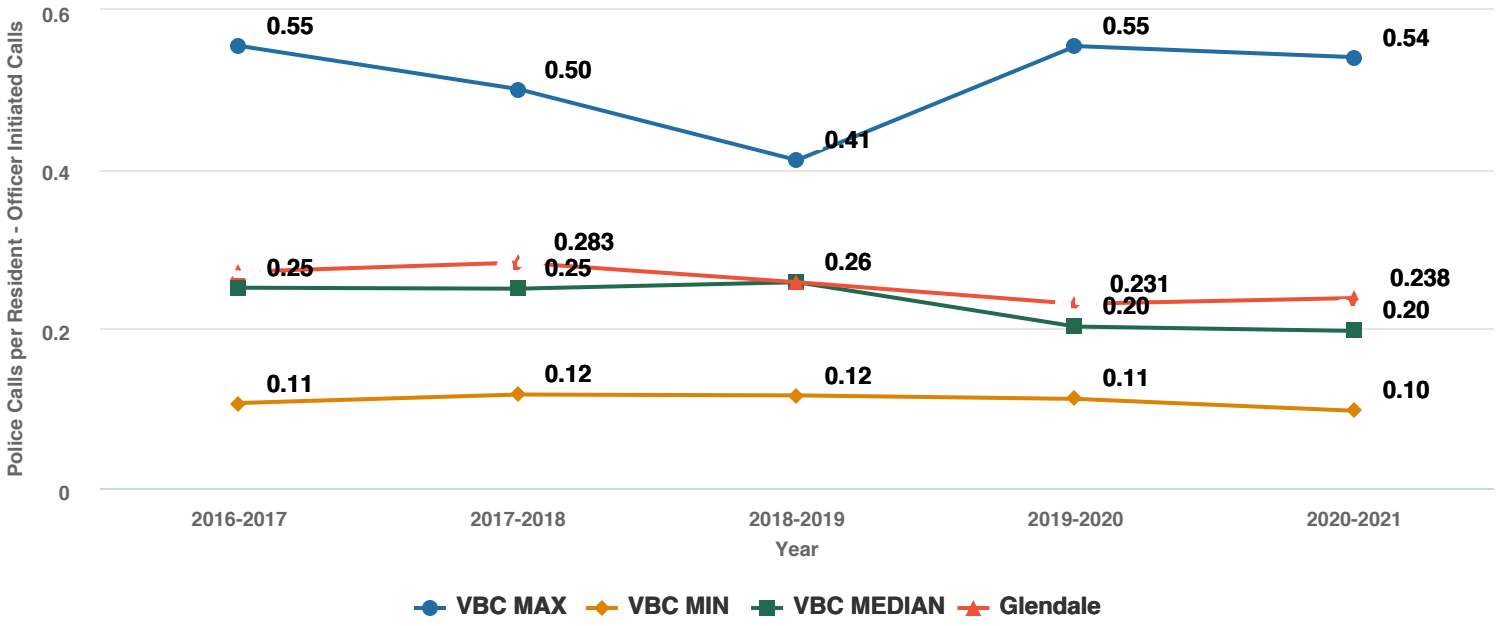


Tracks the Number of Officer and Citizen Initiated Calls Dispatched per Resident.

Total Police Calls per Resident for almost all cities have held steady or maintained a slight decline over the past four years. Variation in individual city data may be related to population changes and community policing “eyes and ears” efforts.

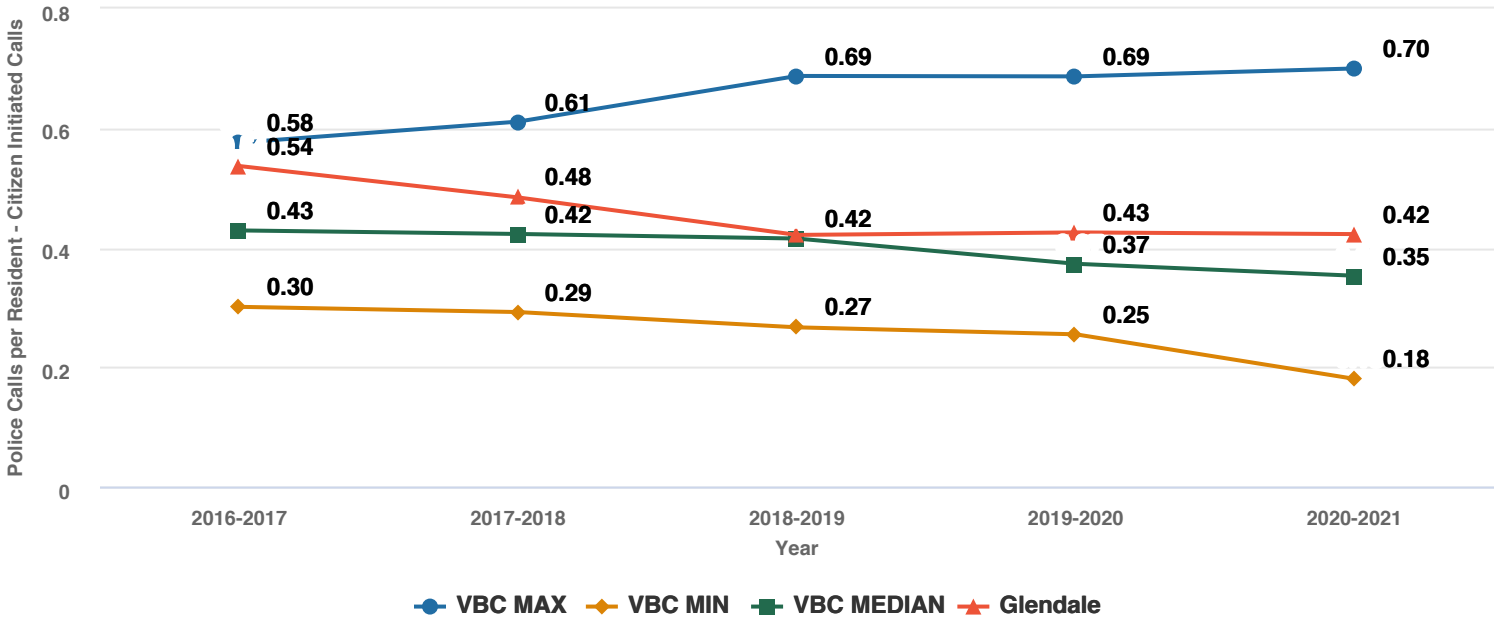
The formula for Calls per Resident is: Total Police Calls / Population

Police Services: Officer Initiated Calls per Resident

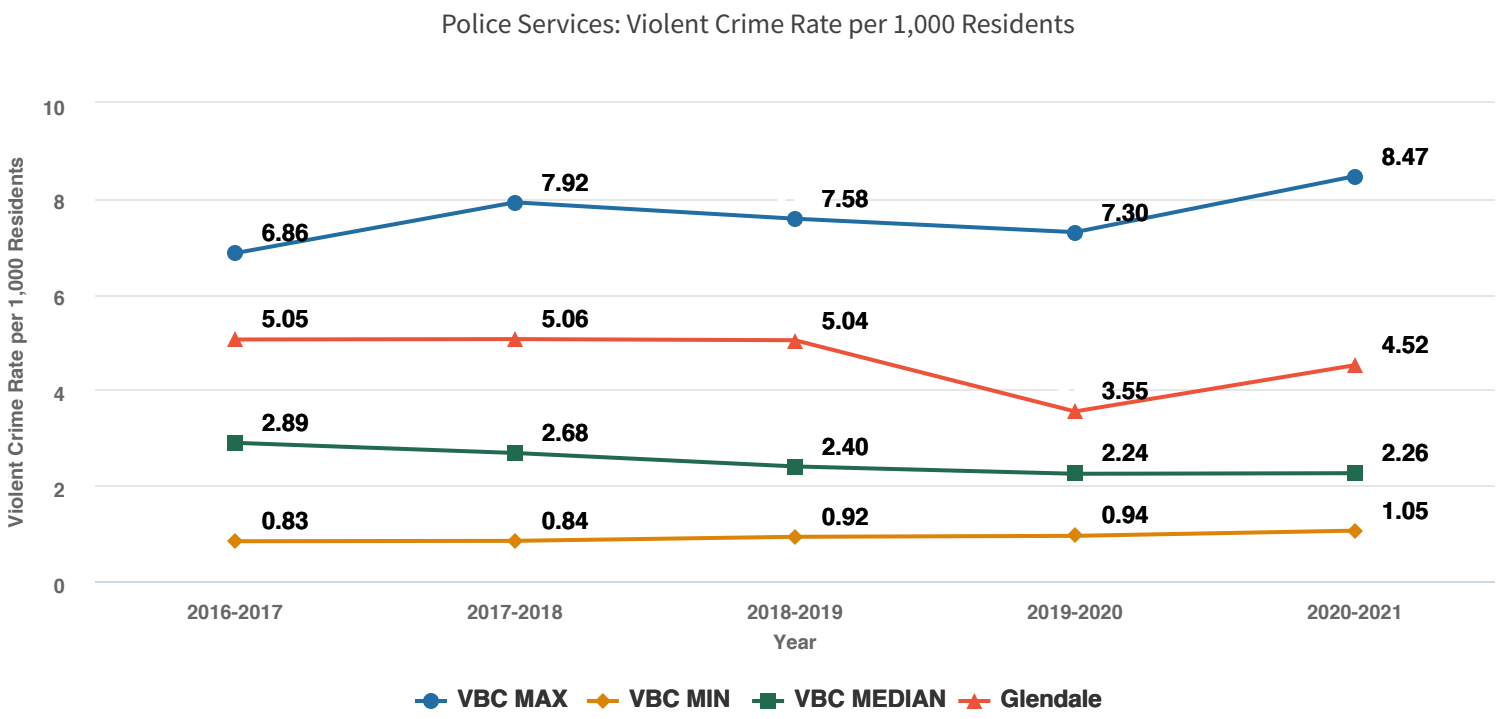


Police Calls - Officer Initiated Calls / Population

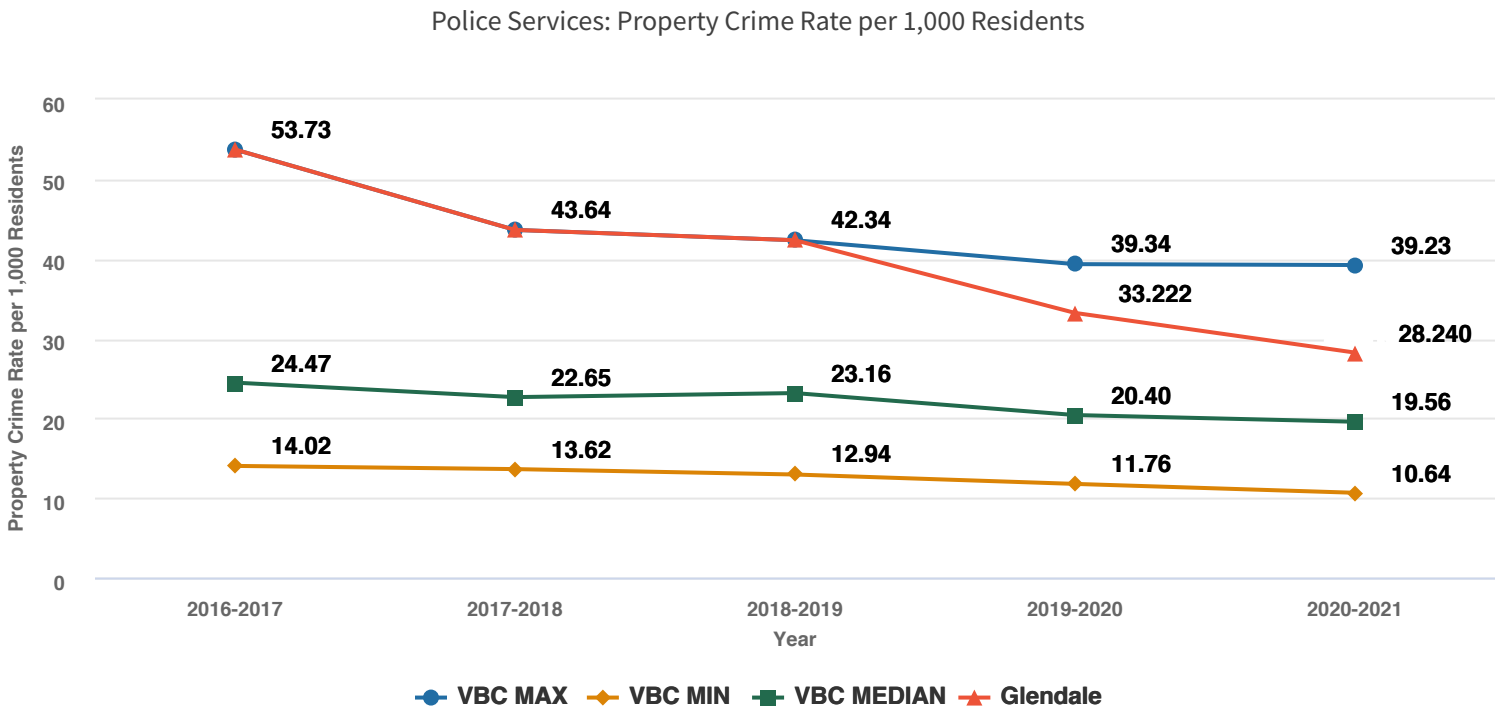
Police Services: Citizen Initiated Calls per Resident



Police Calls - Citizen Initiated Calls / Population

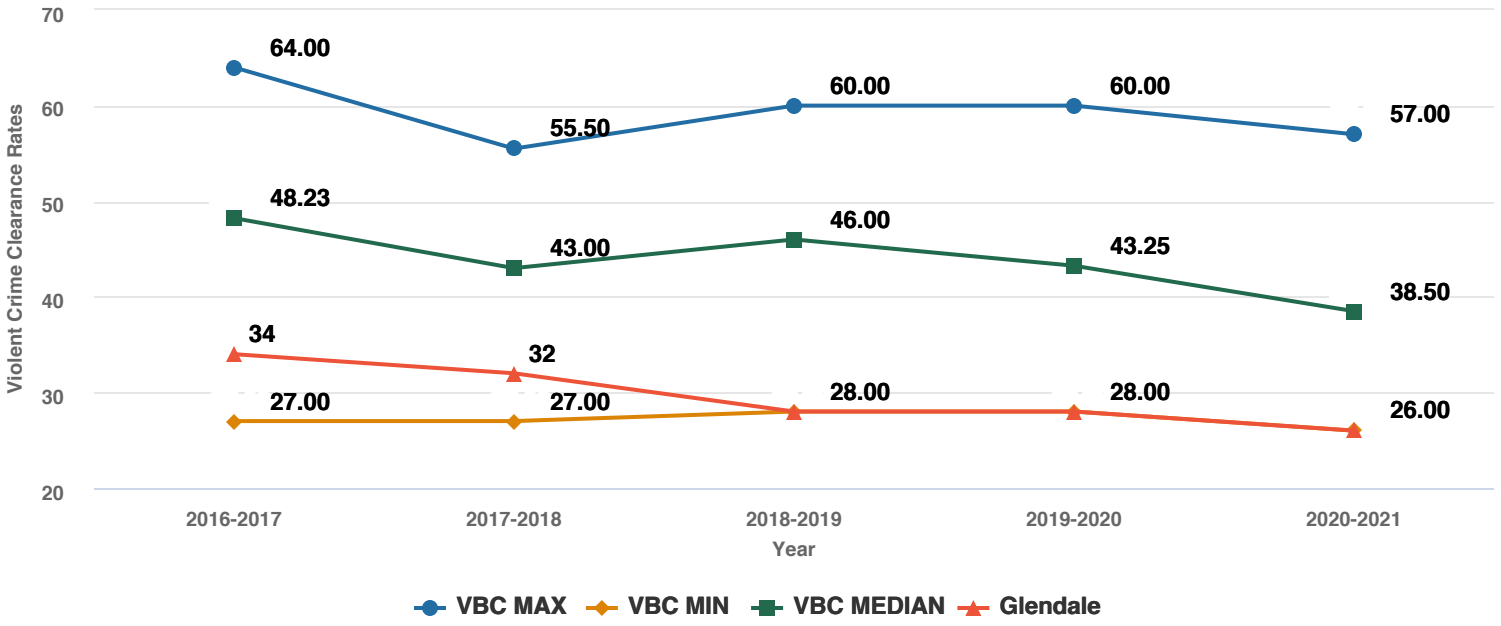


The Number of Reported Violent Crimes per 1,000 Residents.



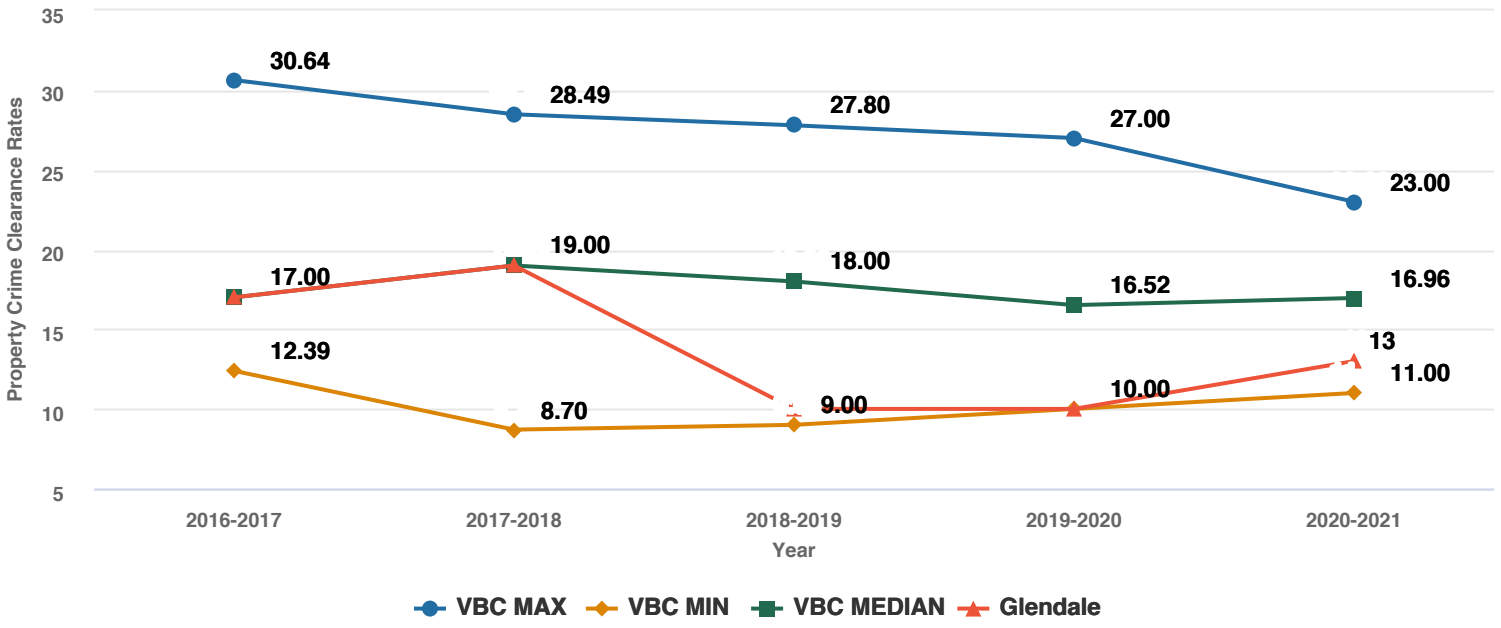
The Number of Reported Property Crimes per 1,000 Residents.

Police Services: Violent Crime Clearance Rates



Clearance Rates Include Cases Cleared by Arrest or Exceptional Means.

Police Services: Property Crime Clearance Rates



Clearance Rates Include Cases Cleared by Arrest or Exceptional Means.

Violent crime clearance rates and property crime clearance rates both show an overall downward trend, and both rates are at their lowest on average across the Valley Benchmark Cities since FY 2013-14. This indicates a lower percentage of cases cleared on average and likely is not affected by the changes in the total number of cases. As with other police indicators, regional staffing shortages may be a driving factor for the slight shift.

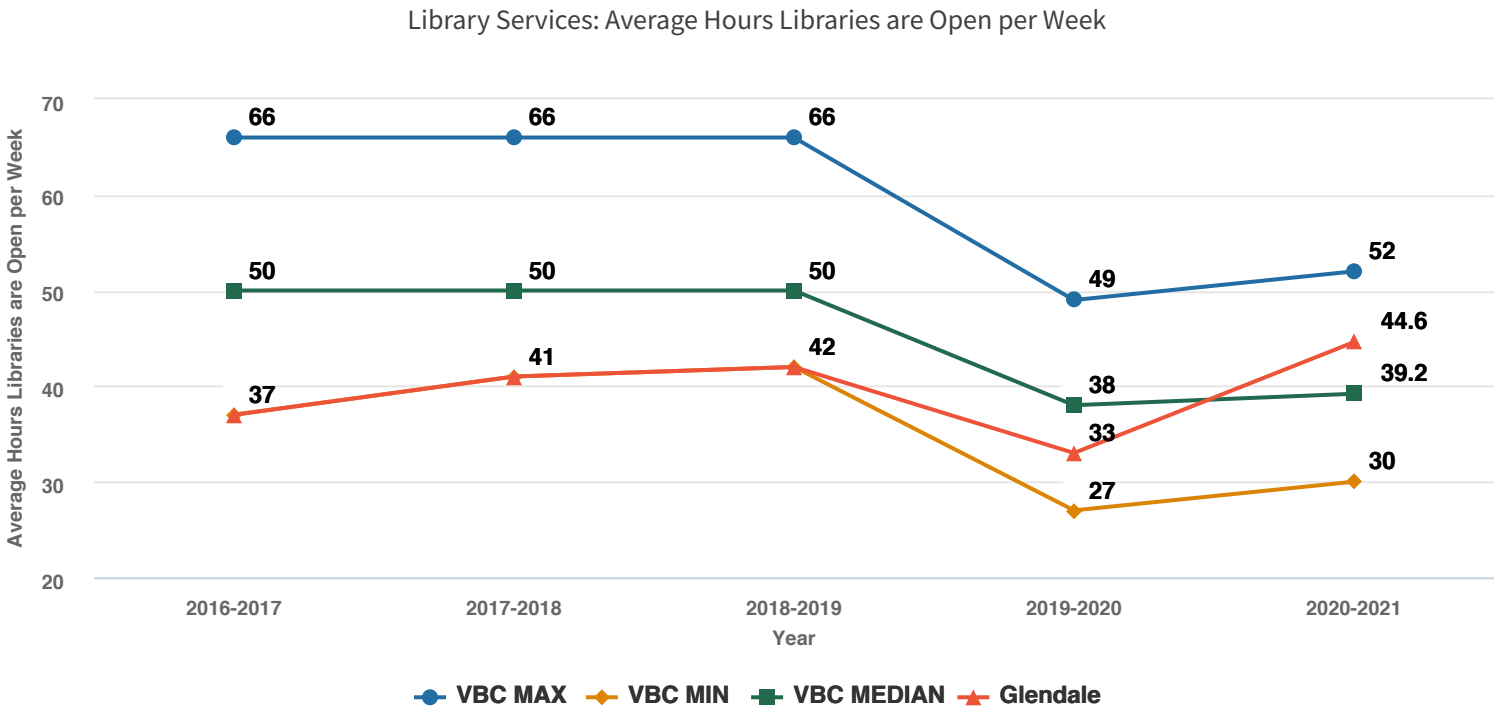
In FY 2020-21, Property crime clearance rates have a range of 12% (between 11-23%) and seem to be narrowing toward an average of 17%.

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.

Library Services 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.

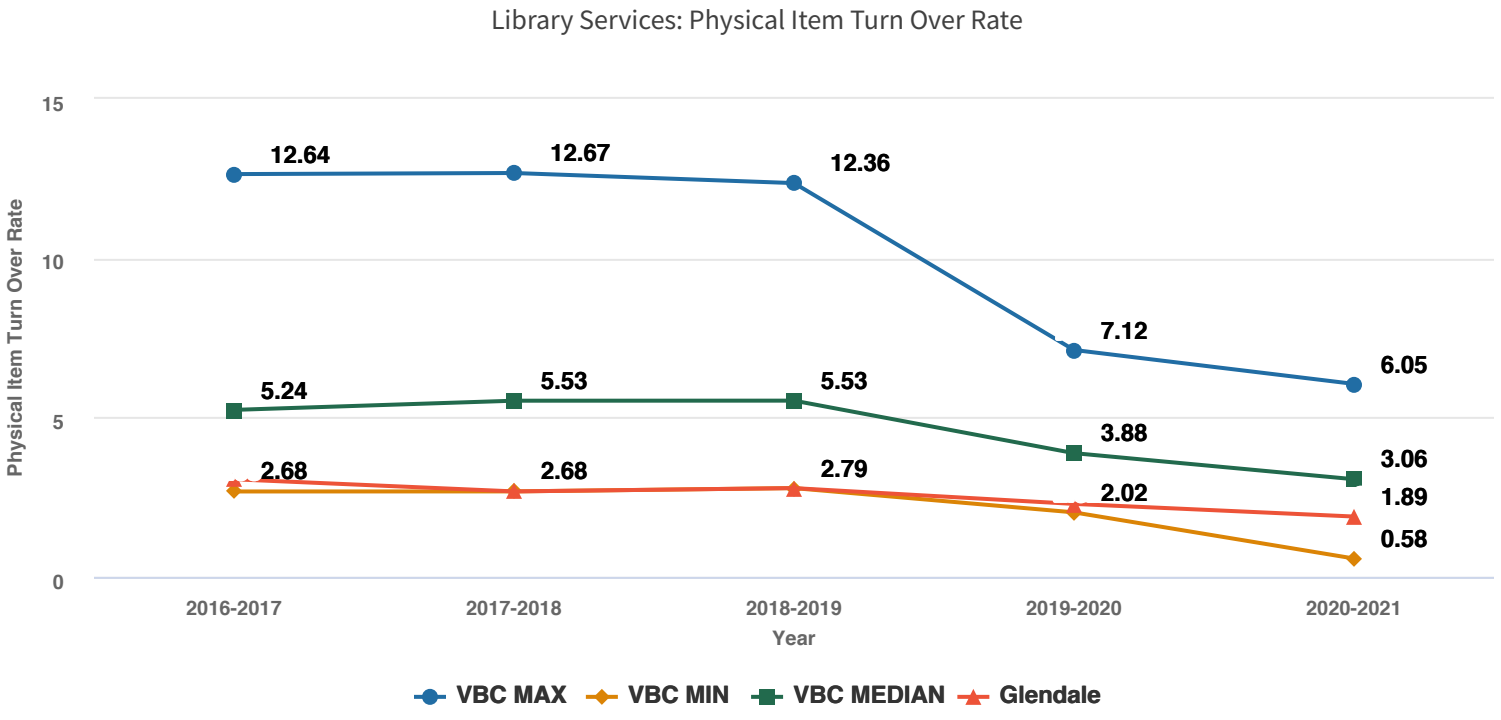


Public Service Hours / Number of Branches / 52 Weeks

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 five years.

In FY 2019-20, Library Hours were drastically reduced by the COVID-19 pandemic, requiring many facilities to close their doors. During this time, many libraries continued providing services via drive-through or lobby-only borrowing, as well as through virtual events. The values above only account for those hours during which the library was fully open for normal operations. In FY 2020-21, one can see the slow reopening of libraries in the post-pandemic recovery period.

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.

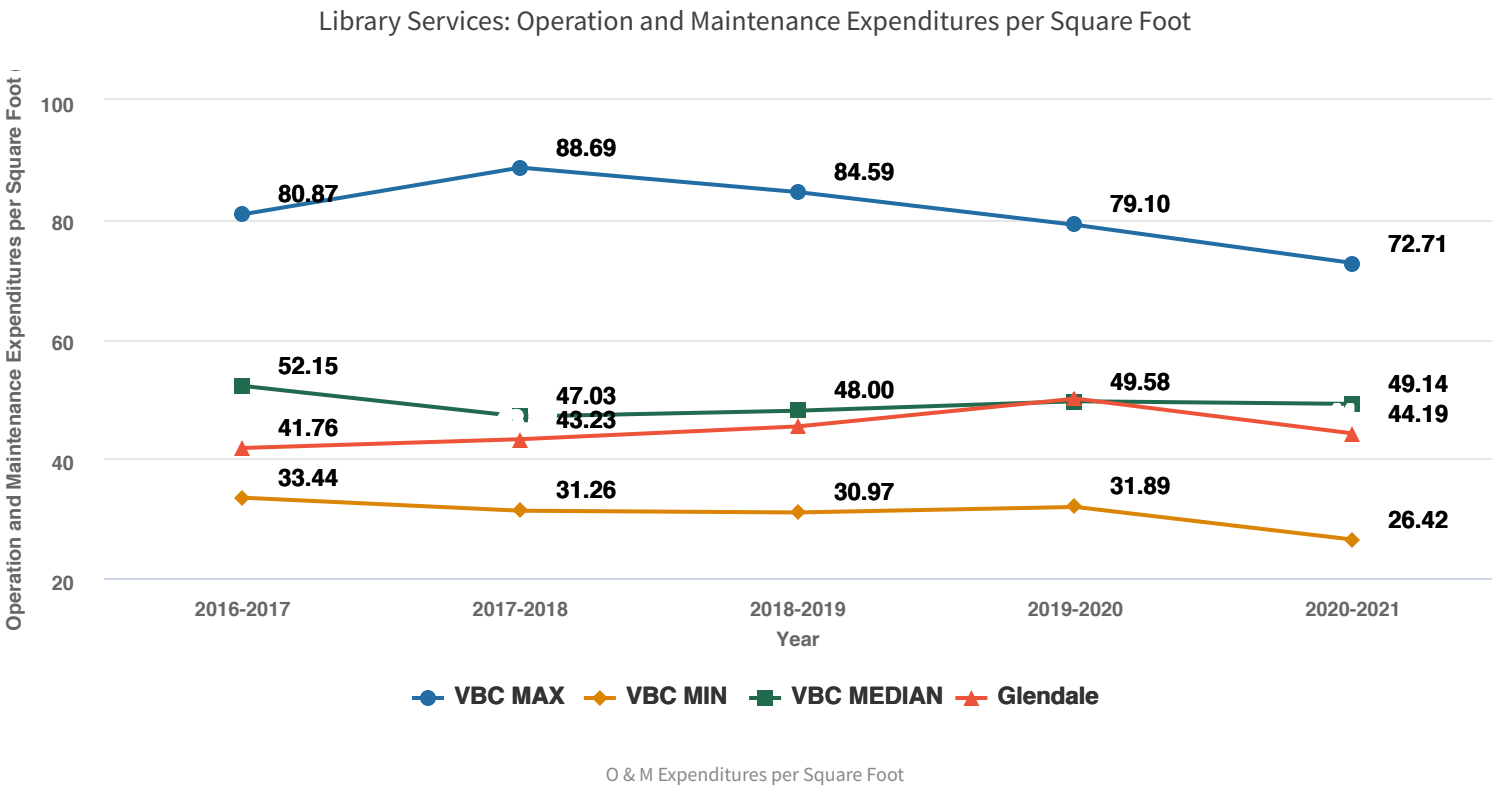


Number of Physical Items Borrowed/Number of Physical Items Available

Physical Item Turnover represents the number of items checked out over the fiscal year relative to the number of items available. Turnover rates can fluctuate up and down based on the number of physical items you have in your collection. This number may be greater than 1 if items are checked out repeatedly.

Since 2016, turnover has generally remained steady, but FY 2019-20 saw a decline across 9 cities as a result of the COVID-19 related library closures. This decline has continued through FY 2020-21.

The formula for Physical Item Turnover Rate is: (Number of physical items borrowed) / (Total physical items available)

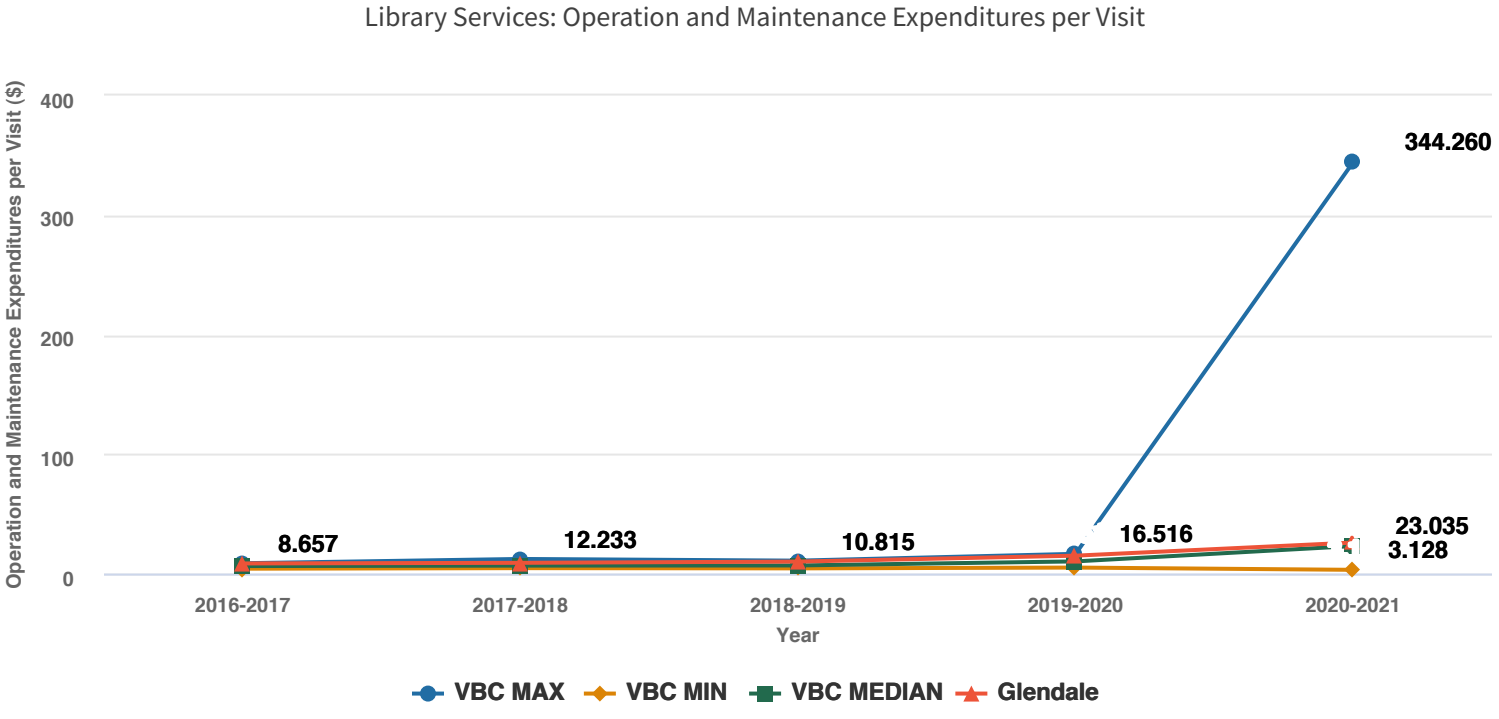


O&M Expenditures per Square Foot have been relatively stable since 2016. Over that same period, however, O&M Expenditures per Visit appear to be gradually increasing across the valley. This is likely due to an increase in electronic borrowing and a decrease in physical visits. Both of these trends are reflected in almost all Valley Benchmark Cities since 2016.

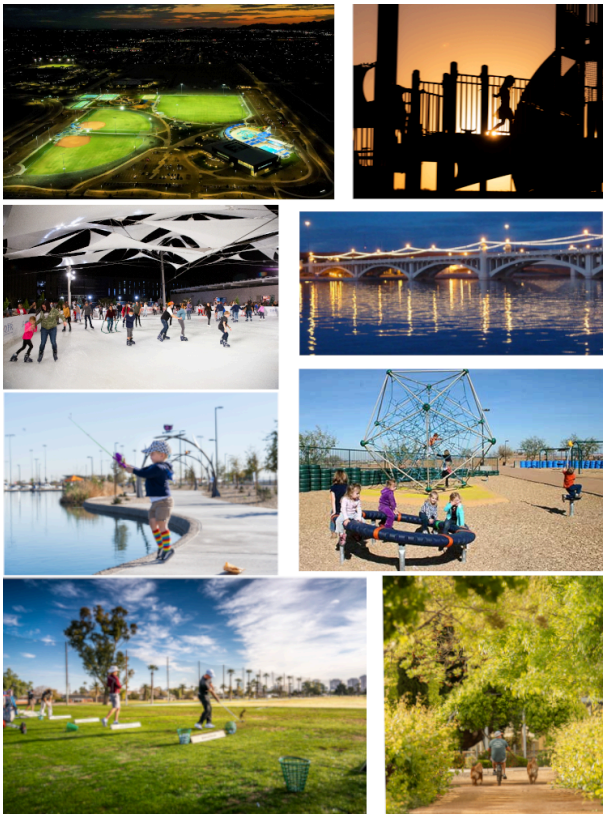
In FY 2017-18, City of Phoenix O&M Expenditures increased significantly due to the reconstruction of Burton Barr Central Library and the replacement of damaged items after the library had a severe flooding incident.

In FY 2019-20, the City of Surprise O&M Expenditures per square foot decreased substantially due to the new Asante Library, a 10,000 square foot addition that opened in February 2020 and then halted operations in mid-March due to the pandemic.

In FY 2020-21 the City of Phoenix experienced a massive drop in visits due to the COVID-19 pandemic and flooding causing library closures.



Total O&M Expenditures / Number of Total Library Visits



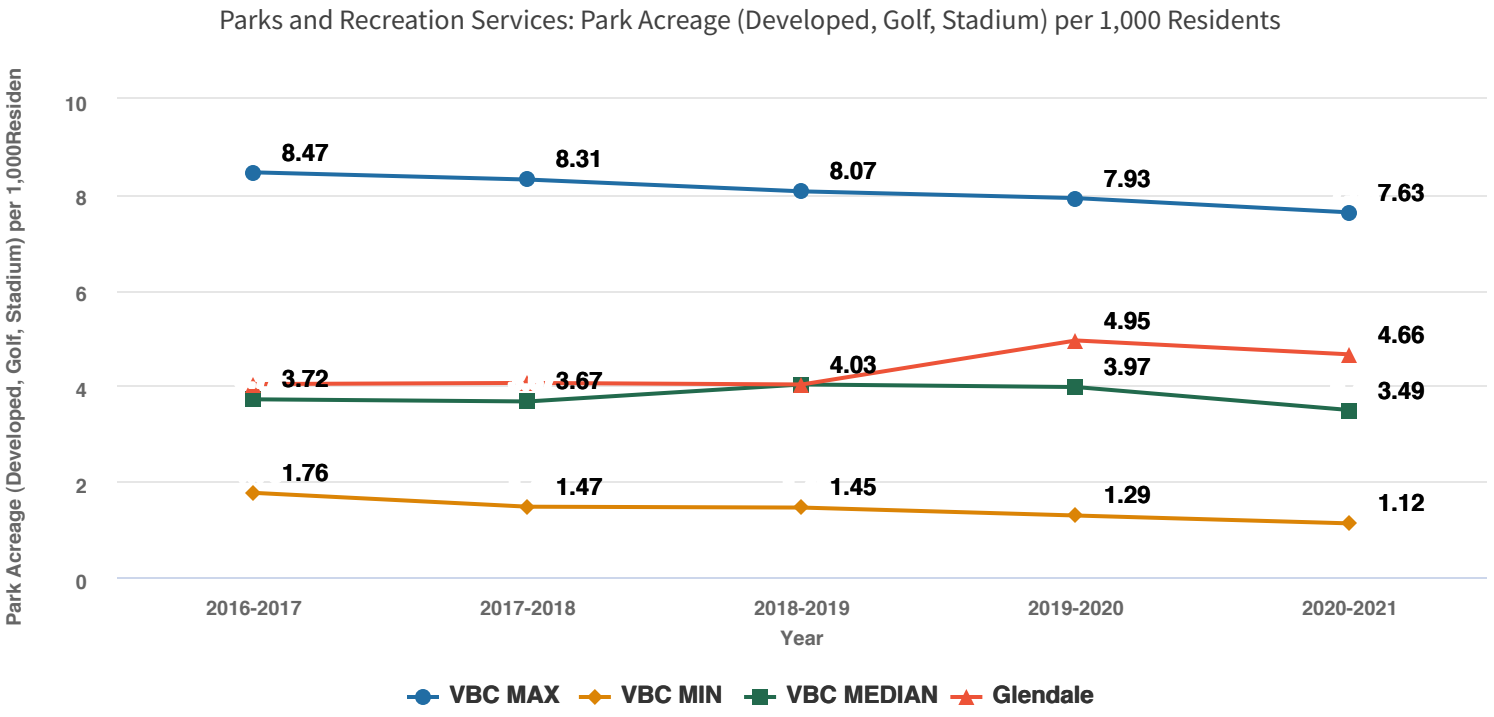
Parks and Recreation Services Influencing Factors

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 influence the extent to 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.

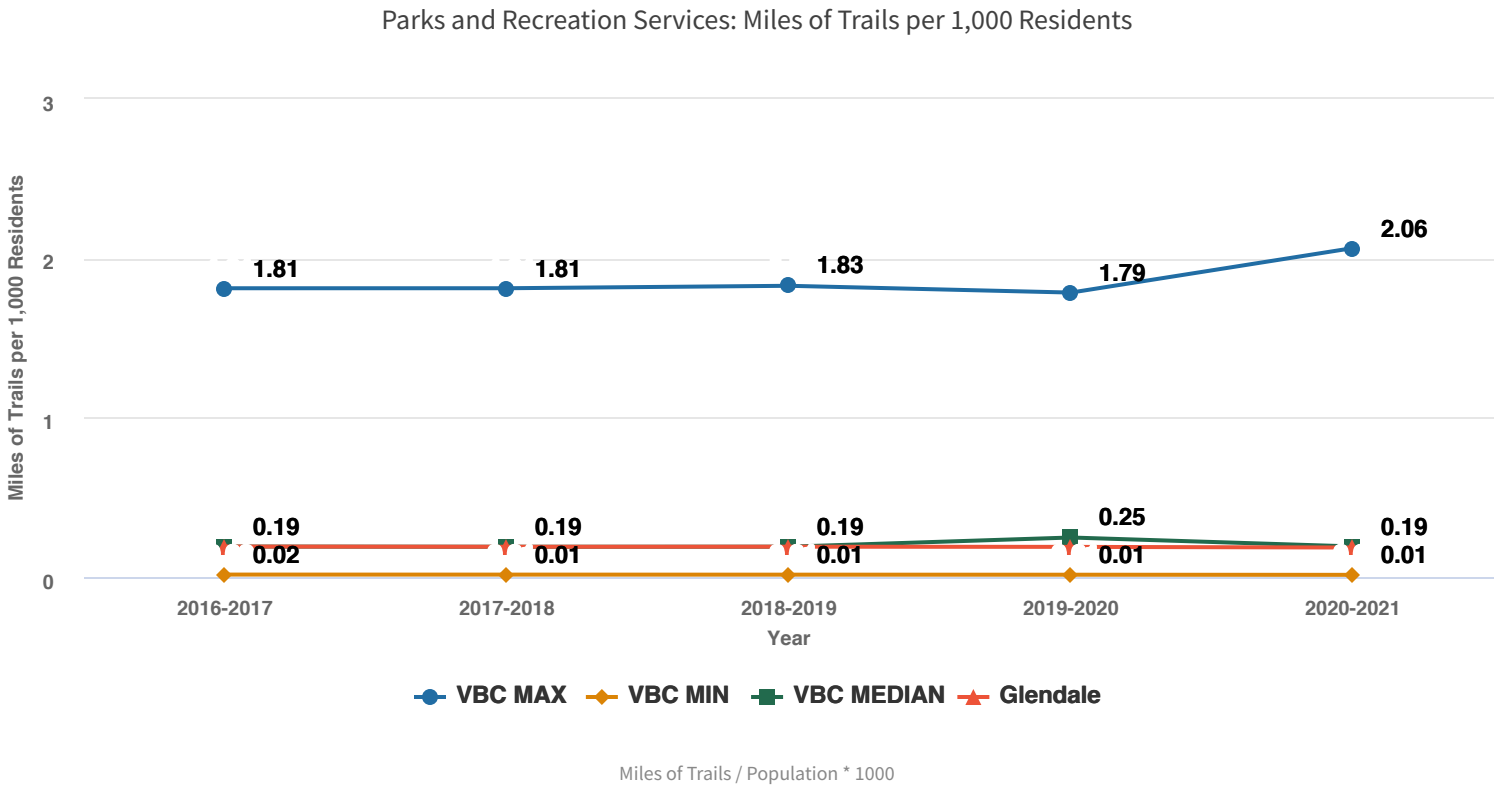
Geography/Open Space Recreation Areas: Geography helps shape how cities define recreational activities and what amenities are offered. Individuals who live closer to outdoor recreation areas than developed municipal parks influence the demand for parks in a city. If recreation exists in close proximity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



(Park Acreage for Public Use - Developed Park Acreage + Park Acreage for Public Use - Golf Course Acreage + Park Acreage for Public Use - Stadium Acreage) / (Population) * 1000

Park acreage has not seen significant change among VBC cities since FY 2014. There is a slight downward trend in park acreage per 1,000 residents among some cities due to population growth. As the population continues to increase and communities approach full build-out, this trend is expected to stabilize.

Park acreage includes developed park acreage, golf course acreage, and stadium acreage. Natural preserve acreage, applicable to Avondale (130 total acres), Gilbert (182), Glendale (1,112), Peoria (1,133), Phoenix (36,243), Scottsdale (30,560), and Tempe (321), is not included. Planned park acreage is also not included.



Miles of Trails / Population * 1000

The average miles of trails per 1,000 residents has remained relatively stable among VBC cities from FY 2014-15 through FY 2019-20. Changes to this trend may occur when an individual municipality adds and opens new trails, as observed in FY 2019 -20 when the City of Scottsdale opened 10 miles of a new hiking trail from their local preserve which provided an upward trend. This trend continues in FY2020-21 as Scottsdale continues to increase its preserved trails.

A community's geography influences its ability to add miles of trails. As the population continues to increase and communities approach full build-out, this trend is expected to continue stabilizing. Miles of trails include only those trails separated from the roadway and also include miles of trails in preserves.

The formula for Miles of Trails per 1,000 Residents is: Miles of Trails / Population * 1000


ALUM PUMPS

Water, Sewer, and Trash Services Influencing Factors

Drinking Water Source: The water source (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 affect 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, technology used, and ownership of the facility (joint/shared or local) impact the cost of water, landfills, and recycling centers provided to customers.

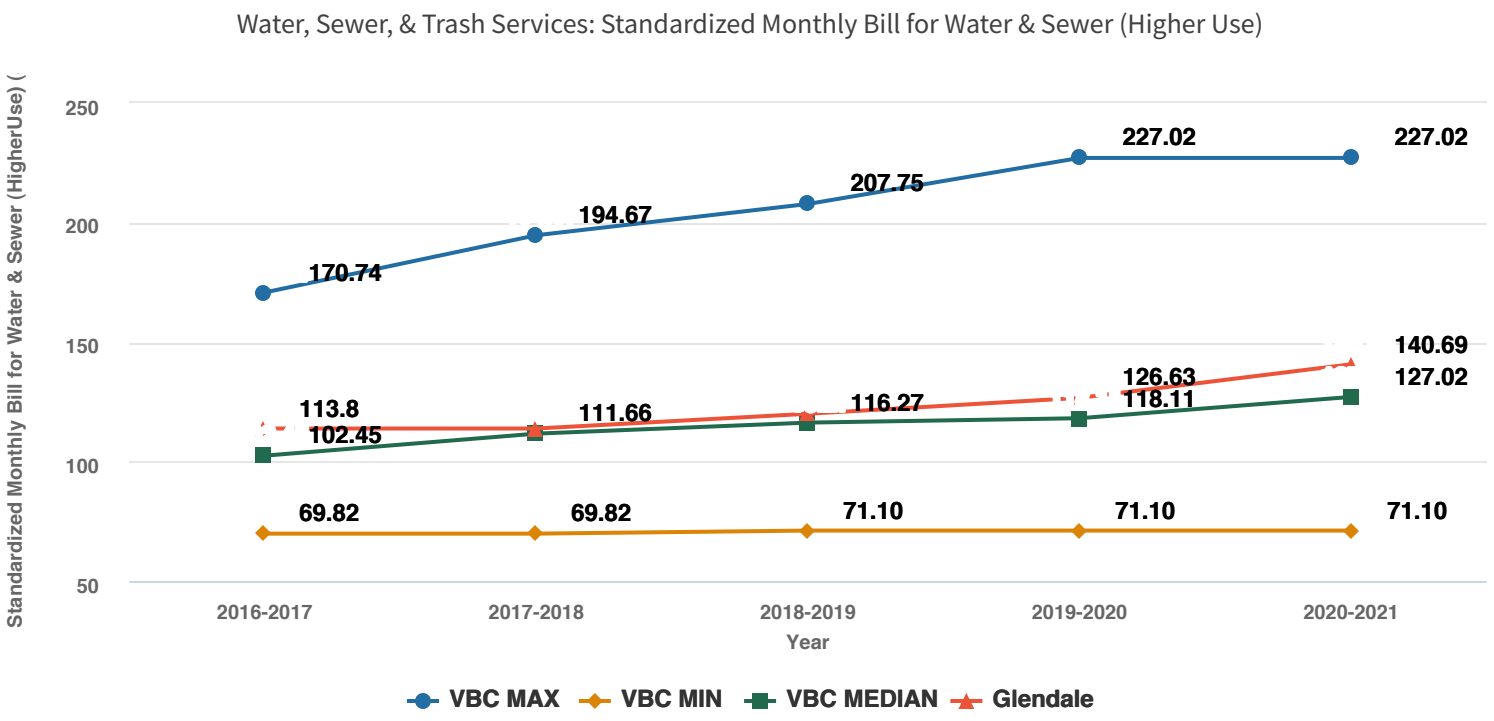
Density: The size and type of residential, agricultural, and commercial properties influence water consumption and trash tonnage collected.

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

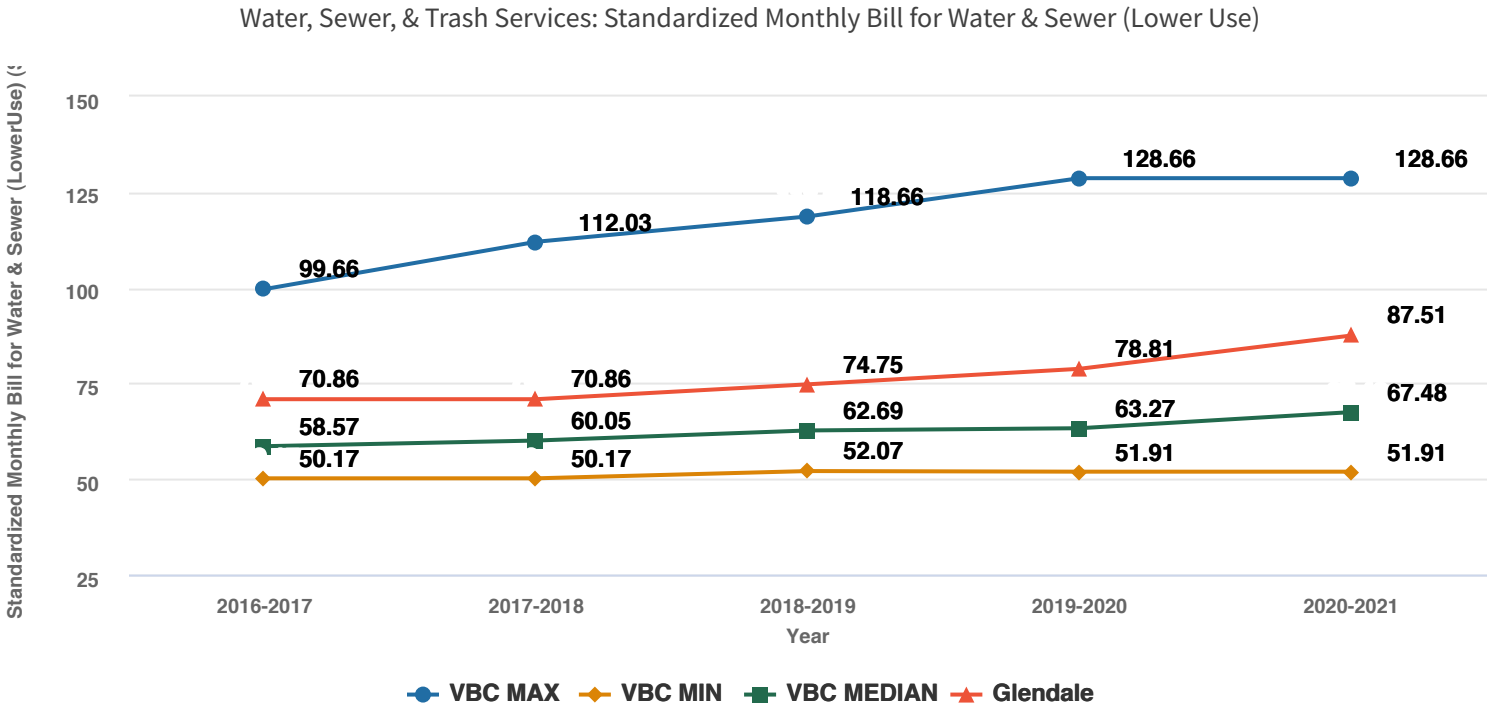
Type of Services: The types of services included in collection fees vary by community and affect trash tonnage; e.g. uncontained and bulk trash collection.

Consumer Behavior: Consumer behaviors surrounding recyclable products are constantly changing. These changes can impact waste streams, and consequently impact supply and demand in the recycling market. For example, as residents and businesses do more communicating, reading, and shopping online, recycling in the form of paper mail, newspaper, magazine, and correspondence have declined, while cardboard recycling from online shopping has increased.

Market Rates: The market for recycled materials impacts the production and net cost of recycling in a city. Historically, foreign nations have been the primary consumers of recycled materials, but changes in recycling requirements and acceptable commodities are affecting the amount of household waste diverted to recycling.



Assumes Single-Family Residential Water Use 17,000 Gallons on 1 Meter and Sewer Use 12,000 gallons. Taxes Not Included. Rates are for Municipal Water Providers Only.

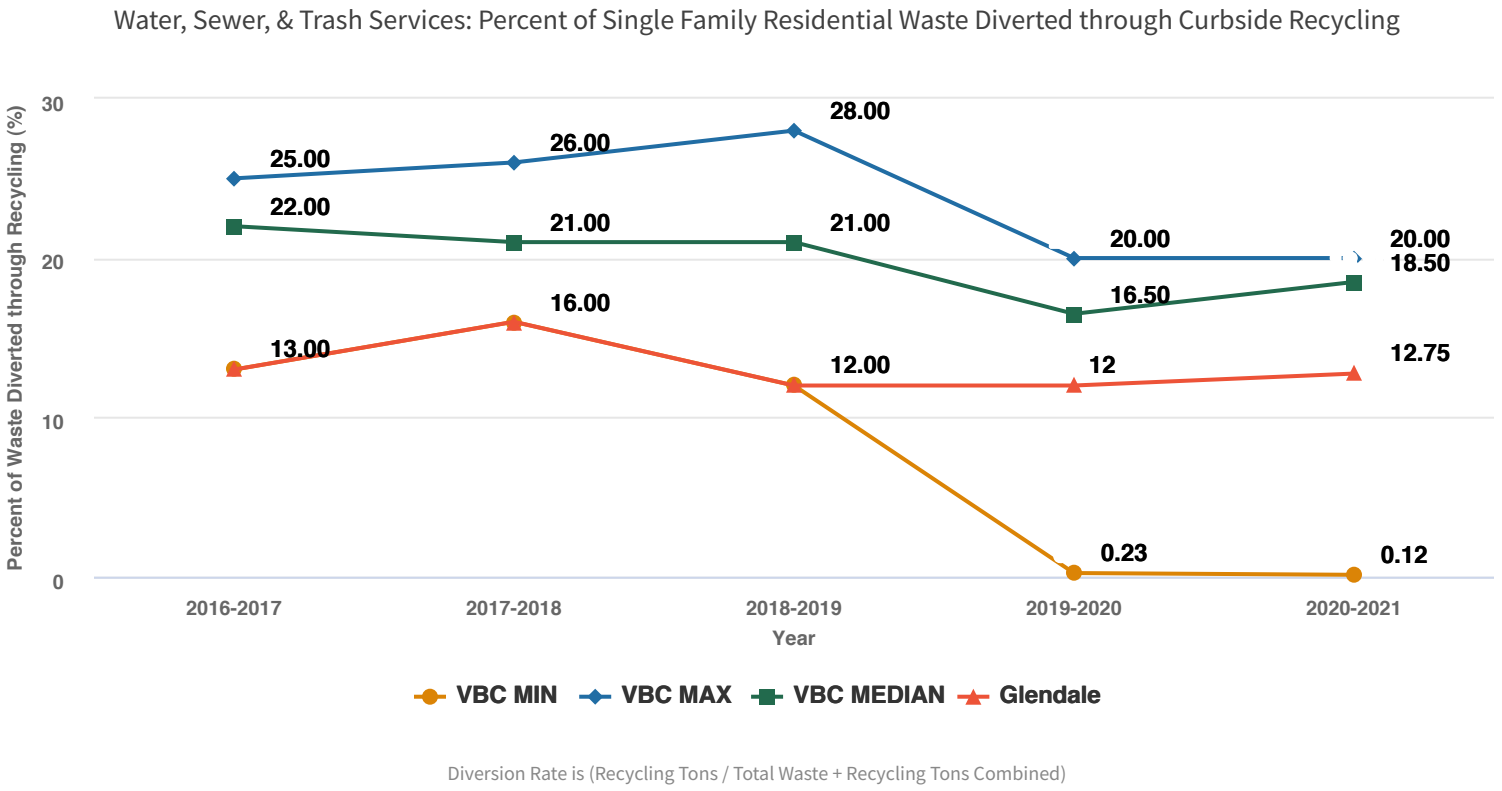


Assumes Single-Family Residential Water Use 9,000 gallons on 3/4" Meter and Sewer Use 8,000 gallons. Taxes Not Included. Rates are for Municipal Water Providers Only.

Water and sewer combined monthly rates for both higher and lower use continue to increase gradually and steadily for cities throughout the region.

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 standardized 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.

Even customers with the same water usage may have different sewer rates because of variations in 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.



Diversion Rate is (Recycling Tons / Total Waste + Recycling Tons Combined)

Waste diversion is the prevention and reduction of landfilled waste through the recycling of collected residential waste. The diversion rate is calculated by dividing the recycling tonnage by the total waste and recycling tonnage combined, or the total tonnage collected.

Since FY 2013-14, cities have diverted about 22% of single-family residential waste through recycling each year. In FY 2019-20, four cities ceased or reduced their recycling services, resulting in a significant drop in the recycling rates shown in the charts. The reduction was caused in large part by a decline in market rates for recycled materials in 2018.

An additional blow was dealt when the Salt River Pima Indian Community's Republic Services recycling plant burned down in October 2019. This plant provided 100% of the City of Scottsdale's recycling services, and 60% of the City of Mesa's, and its loss significantly increased the number of recyclables sent to landfills in these cities.

The remaining cities showed slight declines in their service levels, and declines are expected to continue across all cities as they seek innovative solutions to waste reduction and diversion.

The City of Buckeye is not included in this metric as while they collect recycling (8,222 tons in FY2020-2021) it is not recycled.


SURPRISE


City
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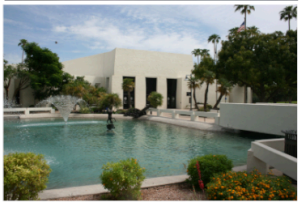
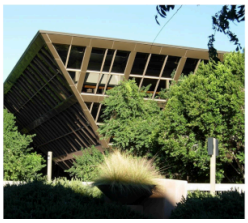




Finance and Administration Services Influencing Factors

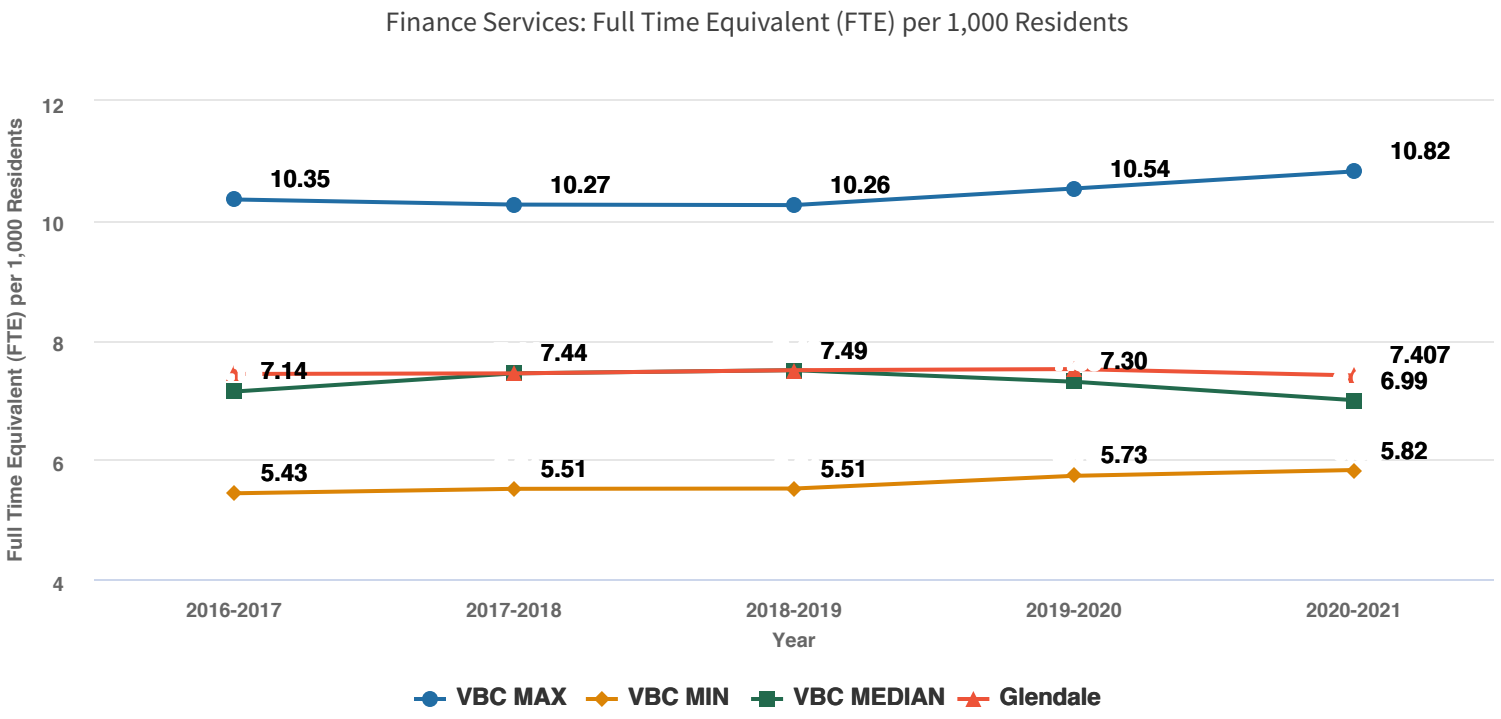
Population: As a city's population increases, so do the demands for service and corresponding staffing levels. Cities with a larger population are often able to generate more revenue to support these services, providing increased flexibility for unique or enhanced programs. In addition to a city's resident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

Service Methods: Staffing levels are influenced by whether services are performed by internal staff or provided by contract, which can vary between cities.

Regional Responsibilities: Some cities (primarily Phoenix) have regional responsibilities that require additional staffing. Examples include Sky Harbor Airport and Phoenix Convention Center.

Paying for Service Delivery: Over time, cities have decided to enhance or improve certain services, thus requiring additional revenue sources. For example, some cities use a Primary Property Tax to generate additional operating funds.

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. A high bond rating is an indicator of financial health, since rating agencies look for acceptable financial practices, consistent revenue streams, expenditure control, healthy fund balance reserves, the socioeconomic composition of the community, and the value of the tax base.



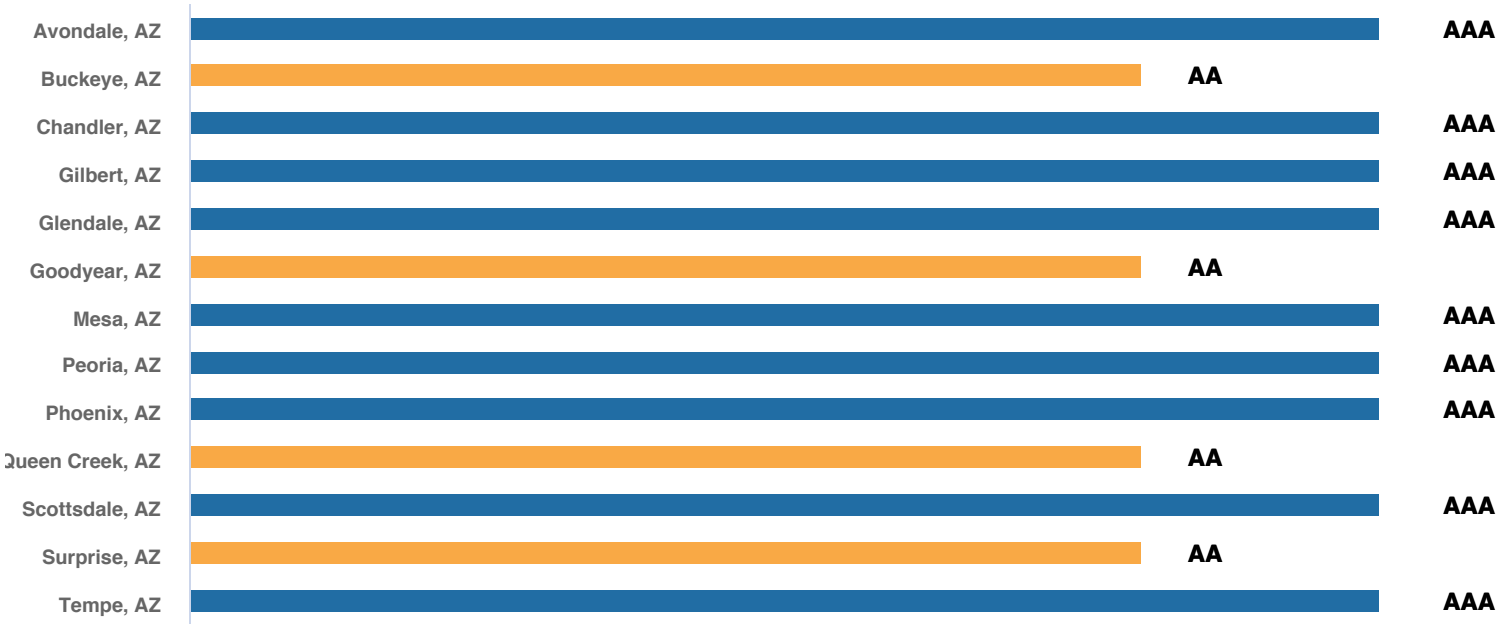
Total FTE for Fiscal Year / Population * 1000

FTE per 1,000 Residents has remained relatively stable, with a few exceptions. In FY 2019-20, two Valley Benchmark Communities saw significant increases of 1.37 and .63 FTE per 1,000 Residents. In FY 2020-21, our communities saw decreases of .7 and .3 FTE per 1,000 Residents.

Despite these exceptions, the great majority of annual fluctuations are minor and are likely due to employee attrition and population change.

The formula for FTE per 1,000 Residents is: Total FTE for Fiscal Year / (Population / 1000)

Valley Benchmark Communities 2021 Bond Ratings



The bond rating of one Valley city reduced from AA+ to AA in FY 2019-20. Bond ratings for all other Valley-area cities are stable or increasing year over year. All are rated AA or higher.

Cities report the highest bond rating regardless of the rating agency. Bond ratings range between D and AAA.


QUEEN CREEK
PEORIA
GLENDALE
SURPRISE
MAG
BUCKEYE
SCOTTSDALE
GOODYEAR
GILBERT
TEMPE
ASU
MESA
PHOENIX
CHANDLER
AVONDALE
MARICOPA COUNTY

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ll photos used in this report were provided by the Valley Benchmark Communities.

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