

## SNI Performance Measure Framework

***SNI PURPOSE: To build Strong Neighborhoods by developing community leadership and working collaboratively with residents to achieve the delivery of City Services and Neighborhood Priorities***

### Outcome 1: Neighborhood Priorities Delivered On-Time and On-Budget

SNI Strategic Goals	SNI Performance Measures	2004-2009 5-yr Goal	2003-2004 1-yr Target	2003-2004 Estimate	2004-2005 1-yr Target
1. Deliver quality CIP projects in SNI neighborhoods on-time and on-budget	1. % of SNI Priorities / Projects completed or on schedule within 2 months of approved baseline schedule	TBD*	85%	86%	85%
	2. % of CIP projects in SNI neighborhoods that are completed within the approved baseline budget	TBD*	90%	TBD*	90%
	3. % of top ten projects where progress is meeting or exceeding Neighborhood Advisory Committee (NAC) expectations (4 or better on a scale of 1-5)	_**	_**	_**	_**
2. Leverage Investments in Neighborhoods	1. % of Top Ten priority project funding provided by outside City funding	_***	_***	_***	_***
3. Residents will perceive that their neighborhood has improved	1. % of residents indicating that the physical condition of the neighborhood has gotten much better or somewhat better over the last two years	SNI-	60%	50%	53%
		Non-SNI-	60%	50%	47%
		Citywide-	60%	50%	47%

\* CIP performance measure baseline data to be further developed and surveys to be completed in 2004-2005.

\*\* New Performance Measure; survey being developed and baseline data collected in 2004-2005.

\*\*\* New Performance Measure; baseline data collected in 2004-2005.

# SNI Performance Measure Framework

## Outcome 2: Effective Delivery of City Services

SNI Strategic Goals	SNI Performance Measures	2005-2009 5-yr Goal	2003-2004 1-yr Target	2003-2004 Estimate	2004-2005 1-yr Target
<b>A. SAFE, ATTRACTIVE AND CAPABLE COMMUNITIES</b>					
1. Achieve safe neighborhoods	1. % of residents surveyed who perceive themselves to be "Somewhat Safe" or "Very Safe" walking in their neighborhood during the day/night:				
	SNI-	90%/70%	New Measure	83%/53%	83%/53%
	Non-SNI-	90%/70%	-	92%/74%	92%/74%
	Citywide-	90%/70%	-	90%/68%	90%/68%
	2. % change in incidents of Selected Crime Types Citywide (change in # of incidents):				
	- Gang Related Incidents		reduce # of incidents by 5 %		New Measure
	SNI-	TBD*	-	-15.9% (-40)	TBD*
	Non-SNI-	TBD*		-6.9% (-10)	TBD*
	Citywide-	TBD*		-12.6% (-50)	TBD*
	- Domestic Violence				0% change
	SNI-	TBD*	-	-15.0% (-270)	TBD*
	Non-SNI-	TBD*		-3.1% (-62)	TBD*
	Citywide-	TBD*		-8.7% (-332)	TBD*
	- Residential Burglaries				
	SNI-	TBD*	-	+4.6% (+26)	TBD*
	Non-SNI-	TBD*		+28.6% (+346)	TBD*
	Citywide-	TBD*		+20.9(+372)	TBD*
	- Strong-Arm Robbery				
	SNI-	TBD*	-	-24.4% (-42)	TBD*
	Non-SNI-	TBD*		+6.7% (+14)	TBD*
	Citywide-	TBD*		-7.3% (-28)	TBD*
	- Sexual Assault				
	SNI-	TBD*	-	-13.1% (-16)	TBD*
	Non-SNI-	TBD*		-14.9% (-34)	TBD*
	Citywide-	TBD*		-14.3% (-50)	TBD*
	- Traffic Accidents				
	SNI-	TBD*	-	-9.7% (-558)	TBD*
	Non-SNI-	TBD*		-7.5% (-780)	TBD*
	Citywide-	TBD*		-8.3% (-1338)	TBD*
	- Fire Arson				
	SNI-	TBD*	-	N/A	TBD*
	Non-SNI-	TBD*		N/A	TBD*
	Citywide-	TBD*		-16% (-35)	TBD*

\* Baseline will be established in 2004-2005.

## SNI Performance Measure Framework

### Outcome 2: Effective Delivery of City Services (Cont'd)

SNI Strategic Goals	SNI Performance Measures	2004-2009 5-yr Goal	2003-2004 1-yr Target	2003-2004 Estimate	2004-2005 1-yr Target
<b>A. SAFE, ATTRACTIVE AND CAPABLE COMMUNITIES (CONT'D)</b>					
2. Revitalize and rehabilitate uses, sites and structures in neighborhoods, commercial and industrial areas.	1. % of targeted properties in SNI areas with improved physical appearance as measured by the blight analysis (targets in parentheses)	100% (9,645)	100% (3215)	100% (3215)	100% (3215)
3. Quality living and working environment	1. % of residents that rate the overall physical condition of their neighborhood as good or excellent				
	SNI-	75%	70%	45%	45%
	Non-SNI-	75%	70%	74%	74%
	Citywide-	75%	70%	67%	67%
	2. % of residents surveyed who rate the quality of architecture and landscaping design/maintenance in new development in their neighborhood as good or better				
	SNI-	-*	New Measure	-*	-*
	Non-SNI-	-*	-*	-*	-*
	Citywide-	75%	-*	66%	70%
4. Public services to meet demands of users	1. % of residents that are satisfied or very satisfied with the quality of City services				
	SNI-	75%	75%	70%	70%
	Non-SNI-	75%	75%	74%	74%
	Citywide-	75%	75%	73%	73%

\* New Performance Measure; survey being developed and baseline data collected in 2004-2005.

## SNI Performance Measure Framework

### Outcome 2: Effective Delivery of City Services (Cont'd)

SNI Strategic Goals	SNI Performance Measures	2004-2009 5-yr Goal	2003-2004 1-yr Target	2003-2004 Estimate	2004-2005 1-yr Target
<b>B. FACILITIES &amp; ASSETS THAT ENHANCE COMMUNITY LIVABILITY</b>					
1. Improve livability of SNI neighborhoods	1. % of Neighborhood Advisory Committee (NAC) members who rate livability of SNI neighborhoods as good or excellent (4 or better on a scale of 1-5)	-*	-*	-*	-*
2. All parks and facilities will be safe, clean and well maintained	1. % of customers that rate the physical condition of parks and facilities as good or excellent				
	-parks				
	SNI-	80%	70%	67%	67%
	Non-SNI-	80%	70%	72%	72%
	Citywide-	80%	70%	71%	71%
	-public library buildings				
	SNI-	TBD**	68%	73%	73%
	Non-SNI-	TBD**	68%	75%	75%
	Citywide-	TBD**	68%	74%	74%
	-community centers				
	SNI-	TBD**	54%	54%	54%
	Non-SNI-	TBD**	54%	52%	52%
	Citywide-	TBD**	54%	53%	53%
3. Establish San Jose as a "Graffiti-Free City"	1. % of customers rating City efforts at removing graffiti as good or better	85%	80%	96%	90%
	2. % of residents rating the City at removing graffiti from buildings as good				
	SNI-	80%	65%	62%	62%
	Non-SNI-	80%	65%	56%	56%
	Citywide-	80%	65%	58%	58%
4. Improve Transportation System Safety	1. % of residents rating traffic conditions as safe while:				
	-driving				
	SNI-	81%	83%	77%	77%
	Non-SNI-	81%	83%	83%	83%
	Citywide-	81%	83%	81%	81%
	-bicycling				
	SNI-	46%	New Measure	36%	36%
	Non-SNI-	46%	-**	41%	41%
	Citywide-	46%	-**	41%	41%
	-walking				
	SNI-	73%	New Measure	69%	69%
	Non-SNI-	73%	-**	77%	77%
	Citywide-	73%	-**	75%	75%

\* New Performance Measure; survey being developed and baseline data collected in 2004-2005.

\*\* New Performance Measure; baseline data collected and goals established in 2004-2005.

# SNI Performance Measure Framework

## Outcome 2: Effective Delivery of City Services (Cont'd)

SNI Strategic Goals	SNI Performance Measures	2004-2009 5-yr Goal	2003-2004 1-yr Target	2003-2004 Estimate	2004-2005 1-yr Target
<b>B. FACILITIES &amp; ASSETS THAT ENHANCE COMMUNITY LIVABILITY (CONT'D)</b>					
5. Meet expectations of residents to mitigate adverse traffic impacts in the community	1. % of residents rating traffic impacts in their neighborhoods as "acceptable"	SNI- 75%	73%	66%	66%
		Non-SNI- 75%	73%	78%	78%
		Citywide- 75%	73%	75%	75%
6. Preserve and enhance neighborhood streetscape (street lights, landscaping, trees and sidewalks)	1. % of residents rating streetscapes in "good" or better condition	SNI- 55%	63%	53%	53%
		Non-SNI- 55%	63%	64%	64%
		Citywide- 55%	63%	61%	61%
	2. % of neighborhood street trees in "good" or better structural condition	SNI- 40%	56%	47%	46%
		Non-SNI- 40%	56%	47%	46%
		Citywide- 40%	56%	47%	46%

# SNI Performance Measure Framework

## Outcome 3: Effective Community Leadership and Partnerships with Residents

SNI Strategic Goals	SNI Performance Measures	2004-2009	2003-2004	2003-2004	2004-2005		
		5-yr Goal	1-yr Target	Estimate	1-yr Target		
1. Develop capable, connected leaders and strong neighborhood organizations	1. % of participants will develop successful community leadership behaviors	90%	80%	89%	85%		
	2. % of residents that volunteered their time to a community or government organization						
		SNI-	50%	New Measure	29%	29%	
		Non-SNI-	50%	-*	36%	36%	
		Citywide-	50%	-*	34%	34%	
2. Active business and community partnerships	1. % of residents who feel that people in their neighborhood definitely or probably share a sense of local pride.						
			SNI-	75%	70%	54%	54%
			Non-SNI-	75%	70%	64%	64%
			Citywide-	75%	70%	62%	62%
3. Support the development and implementation of neighborhood driven plans	1. % of resident-identified SNI plan priorities implemented	95%	15%	8%	10%		
4. Improve customer service to residents	1. % of residents contacting the City who say they are satisfied or very satisfied with the timeliness, courtesy and competence of City Employees						
			SNI-	83%	80%	81%	81%
			Non-SNI-	83%	80%	78%	78%
			Citywide-	83%	80%	78%	78%
5. Communicate with NACs to provide good delivery of City Services	1. % of NAC members that rate communication with City staff as good or better	-**	-**	-**	-**		

\* New Performance measure; baseline data collected by Community Survey Fall 2003.

\*\* New Performance Measure; survey being developed and baseline data collected in 2004-2005.