

Summary of Benchmarking Data

- ★ Stars indicate key measures for benchmarking
- ↑ 42 Arrows indicate if the City of Tacoma's data is higher, equal, or lower than the peer city average

General

Jurisdiction	San Antonio, TX	Portland, OR	Scottsdale, AZ	Tacoma, WA	Fort Collins, CO	Savannah, GA	Bellevue, WA	Spokane, WA	Federal Way, WA	Peer Average	All Participants Average
Residential Population	1,327,407	585,845	217,965	199,600	148,700	139,491	124,600	209,525	91,933	338,341	139,195
Expenditures											
General Fund Operating Expenditures	\$894,865,155		\$206,989,913	\$169,411,000	\$83,563,943	\$141,598,147	\$171,640,025		\$43,549,637	\$244,516,831	\$131,328,733
★ Per 1,000	\$674,145		\$949,647	\$848,753	\$561,963	\$1,015,106	\$1,377,528		\$473,711	\$842,979	
All Funds Total Expenditures	\$2,169,520,155		\$539,920,633	\$957,664,000	\$362,659,591	\$284,224,100	\$518,727,136		\$87,762,913	\$702,925,504	
Per 1,000	\$1,634,405		\$2,477,098	\$4,797,916	\$2,438,867	\$2,037,580	\$4,163,139		\$954,640	\$2,643,378	
Revenue											
Property	\$245,560,519	\$193,726,152	\$25,510,031	\$51,066,542	\$17,098,465	\$55,616,500	\$31,666,855	\$36,990,000	\$9,923,000	\$74,128,674	
Per 1,000	\$184,993	\$330,678	\$117,037	\$255,844	\$114,986	\$398,710	\$254,148	\$176,542	\$107,937	\$215,653	
Sales	\$221,837,083	\$0	\$100,481,564	\$39,939,522	\$67,900,900	\$40,163,000	\$39,479,919	\$29,230,000	\$12,411,000	\$61,271,443	
Per 1,000	\$167,121	\$0	\$460,999	\$200,098	\$456,630	\$287,925	\$316,853	\$139,506	\$135,000	\$240,459	
Business and Occupation	\$31,051,849	\$0	\$0	\$27,388,660	\$0	\$3,895,000	\$20,319,484	\$0	\$0	\$9,183,888	
Per 1,000	\$23,393	\$0	\$0	\$137,218	\$0	\$27,923	\$163,078	\$0	\$0	\$39,068	
Utilities	\$296,453,099	\$77,396,471	\$12,604,524	\$58,034,473	\$10,362,667	\$13,527,770	\$27,364,929	\$62,070,000	\$7,616,187	\$62,825,569	
Per 1,000	\$223,332	\$132,111	\$57,828	\$290,754	\$69,688	\$96,980	\$219,622	\$296,241	\$82,845	\$163,267	
All Other	\$123,247,558	\$223,154,453	\$100,229,479	\$18,887,450	\$16,843,877	\$59,300,250	\$64,556,130	\$14,022,740	\$13,602,701	\$70,427,182	
Per 1,000	\$92,848	\$380,910	\$459,842	\$94,627	\$113,274	\$425,119	\$518,107	\$66,926	\$147,963	\$255,513	
Total Revenue	\$918,150,108	\$494,277,076	\$238,825,598	\$195,316,647	\$112,205,909	\$172,502,520	\$183,387,317	\$142,312,740	\$43,552,888	\$277,836,756	
★ Per 1,000	\$691,687	\$843,699	\$1,095,706	\$978,540	\$754,579	\$1,236,657	\$1,471,808	\$679,216	\$473,746	\$913,960	
Personnel											
Total hours paid to all local government staff jurisdiction-wide	23,734,795	17,685,922	5,408,114	6,661,772		633,961				10,824,913	
Jurisdiction Staff FTEs	11,411	8,503	2,600	3,203		305			319	4,390	
Per 1000 Population	8.6	14.5	11.9	8.1		2.2			3.5	8.1	
Census Data											
Population, percent change, April 1, 2010 to July 1, 2012	4.20%	3.30%	2.80%	1.80%	3.20%	4.20%	3.30%		2.90%	3%	
Bachelor's degree or higher, percent of persons age 25+, 2007-2011	23.90%	42.00%	52.20%	24.30%	51.50%	24.40%	60.70%	29.20%	25.40%	37%	
Median value of owner-occupied housing units, 2007-2011	\$111,900	\$292,800	\$430,500	\$239,200	\$242,300	\$145,400	\$555,100	\$165,500	\$280,300	\$273,667	
Per capita money income in the past 12 months (2011 dollars), 2007-2011	\$22,333	\$30,631	\$51,276	\$26,096	\$28,081	\$20,322	\$46,943	\$23,869	\$26,514	\$30,674	
Median household income, 2007-2011	\$43,961	\$50,177	\$71,816	\$49,232	\$51,446	\$35,623	\$84,503	\$41,466	\$55,846	\$53,786	
Persons below poverty level, percent, 2007-2011	19.20%	16.80%	7.40%	17.10%	17.20%	25.50%	6.60%	18.60%	15.40%	15.98%	
Land area in square miles, 2010	\$ 461	\$ 133	\$ 184	\$ 50	\$ 54	\$ 103	\$ 32	\$ 59	\$ 22	\$122	
Persons per square mile, 2010	2,879.80	4,375.20	1,182.00	3,990	2,652.80	1,321.20	3,827.70	3,526.20	4,011.90	\$3,085	
2012 Unemployment Rate - BLS											

Police Services

Jurisdiction	San Antonio, TX	Portland, OR	Scottsdale, AZ	Tacoma, WA	Fort Collins, CO	Savannah, GA	Bellevue, WA	Spokane, WA	Federal Way, WA	Peer Average	All Participants Average
Service Population for Police Services	1,327,407	585,485	217,965	199,600	148,700	271,544	124,600	209,525	91,933	352,973	122,787
Population Density	2,851	4,038	1,181	3,204	2,655	637	3,882			2,635	2,158
Personnel											
Budgeted Sworn Staff	2,375		413	339	193	664	178			694	337
Per 1,000	1.79		1.89 ↓	1.70	1.30	2.45	1.43			1.76	
Total Budgeted Police Staff (including Civilians)	2,992		676	375	288	931	219		165	807	445
★ Per 1,000	2.25		3.10 ↓	1.88	1.94	3.43	1.76		1.79	2.31	
Expenditures											
Personnel Expenditures (Salary + Benefits + OT) ALL Police Staff	\$255,084,069		\$77,165,555	\$44,247,456	\$26,473,186	\$53,171,947	\$24,752,046		\$14,750,353	\$70,806,373	\$30,243,076
Per FTE	\$85,255		\$114,218 ↑	\$117,993	\$91,921	\$57,113	\$113,023		\$89,396	\$95,560	
Total Expenditures Charged to the Police Dept (Personnel + Other)	\$307,255,992		\$87,202,862	\$71,973,966	\$32,574,593	\$64,312,389	\$34,352,529		\$21,796,943	\$88,495,611	\$39,614,290
★ Per 1,000	\$231,471		\$400,077 ↑	\$360,591	\$219,062	\$236,840	\$275,702		\$237,096	\$280,120	\$271,911
Per FTE	\$0	\$0	\$86,357 ↑	\$156,078	\$101,622	\$329,772	\$156,562		\$132,103	\$120,312	\$135,893
Personnel Expenditures as a % of Total Expenditures	83.02%		88.49% ↓	61.48%	81.27%	82.68%	72.05%		67.67%	76.67%	86.06%
Police Responses and Crime Rate											
Dispatched Police Calls	1,218,609	201,951	210,394	70,936	55,382	165,428		149,828	53,789	265,790	106,486
Per 1,000	918	345	965 ↓	355	372	609				594	876
Per FTE			301 ↓	168	264	1,017				438	437
Police-initiated actions		164,376	116,015	45,364	43,149	312,987		53,731		122,604	49,682
Total Police Responses		366,327	326,409	116,300	98,531	478,415		203,559		264,924	132,165
★ Per 1,000		626	1,498 ↓	583	663	1,762		972	585	955	1,506
Per FTE			466.95 ↓	276.06	469.51	2,940.97				1,038.37	750.46
Expenses Per Police Response			\$267.16 ↑	\$618.86	\$330.60	\$134.43				\$337.76	\$255.71
Top-Priority Calls as a % of Total Police Calls	0.51%	32.55%	0.23% ↑	52.54%	0.51%	1.60%				14.66%	15.89%
★ UCR Violent Offenses per 1000 Population		5.12	1.73 ↓	7.72	2.05	3.23				3.97	3.00
★ UCR Property Offenses per 1000 Population		54.08	28.08 ↑	61.14	27.23	30.66				40.24	32.53
★ UCR Offenses Total Per 1000 Population		59.20	29.81 ↑	68.86	29.28	33.89				44.21	35.74

Fire Services

Jurisdiction	San Antonio, TX	Portland, OR	Scottsdale, AZ	Tacoma, WA	Savannah, GA	Bellevue, WA	Spokane, WA*	Federal Way, WA	Peer Average	All Participants Average
Residential population of area served	1,327,513	585,845	217,965	217,660	139,491	146,533	209,525	91,933	367,058	150,210
Population Density - Fire Suppression	2,766	3,854	1,178	3,023	1,354	3,950			2,688	2,004
Equipment										
Ladder Trucks	20	9	1	4	5	2			7	
Pumper Trucks/Engines	51	30	14	13	14	9			22	
Quints/Combinations			3	3	1				2	
Ambulances	41			5		9			18	
Other	4	37	9	4	4	-			10	
Total	116	76	27	29	24	20			49	35
Per 1,000	0.09	0.13	0.12	0.13	0.17	0.14			0.13	0.23
Staffing Minimums										
Minimum staffing per Ladder trucks	4	4		3	3	4			4	3
Minimum staffing per Pumper trucks/engines	4	4		3	3	3			3	3
Minimum staffing per Quints/combinations	N/A			3	4	N/A			4	3
Minimum staffing per Ambulances	2			2		2			2	2
Personnel										
Total number of budgeted Fire and EMS employees	1,816	747	258	345	330	239			623	209
Per 1,000	1.37	1.28	1.18	1.59	2.37	1.63			1.57	
Expenditures										
Personnel Expenditures for Fire and EMS	\$203,238,866	\$91,075,068	\$25,202,909	\$42,827,457	\$21,172,567	\$30,805,409			\$69,053,713	\$24,764,718
Per FTE	\$111,916	\$121,921	\$97,686	\$124,138	\$64,159	\$128,893			\$108,119	
Other Operating Expenditures	\$23,289,482	\$95,391,981	\$2,320,435	\$3,124,441	\$3,937,823	\$3,035,971			\$21,850,022	\$7,219,907
Operating expenditures (general) for Fire and EMS										
Total Expenditures for Fire and EMS	\$226,528,348	\$186,467,049	\$27,523,344	\$45,951,898	\$25,110,390	\$33,841,380			\$90,903,735	\$29,290,617
Per 1,000	\$170,641	\$318,287	\$126,274	\$211,118	\$180,014	\$230,947			\$206,214	\$174,961
Personnel Expenditures as a Percentage of Total Expense	90%	49%	92%	93%	84%	91%			83.11%	
Per FTE	\$124,740	\$249,621	\$106,680	\$133,194	\$76,092	\$141,596			\$138,654	
Revenue										
Revenue generated by fire services	\$27,048,805	\$2,882,000	\$2,537,229	\$23,165,170	\$471,929	\$16,139,718			\$12,040,808	\$6,028,017
Fire and EMS responses										
Residential Structure Fire Incidents	722	609	99	280	358	97			361	208
Per 1,000	0.54	1.04	0.45	1.29	2.57	0.66			1.09	1.12
Non-Structure Fire Incidents	176	1,285	289	788	653	197			565	289
Total Fire Incidents	1,040	2,005	402	1,140	1,090	314	729		960	443
Per 1,000	0.8	3.4	1.8	5.24	7.8	2.1	3.5		3.53	4.5
Number of BLS-Responses		-		13,600		8,851			7,484	11,669
Number of ALS-Responses		49,632		13,192		4,999			22,608	18,525
Total EMS-Responses	132,079	49,632	17,818	26,792		13,850			48,034	16,389
Per 1,000	99.49	84.72	81.75	123.09		94.52			96.71	109.11

* 2011 data

Street Services

Jurisdiction	San Antonio, TX	Portland, OR	Scottsdale, AZ	Tacoma, WA	Fort Collins, CO	Savannah, GA	Bellevue, WA	Spokane, WA*	Federal Way, WA	Peer Average
Service Population	1,327,407	585,845	217,965	199,600	148,700	139,491	124,600	209,525	91,933	338,341
Weather										
Number of days with freezing and/or snow conditions	21	41	0 ↓	23	133		43			44
Snow and Ice Control-Total Expenditures		\$162,796		\$800,370	\$1,150,806		\$620,384			\$683,589
Streets and Conditions										
Total-Number of Lane Miles (Paved and Unpaved)	12,171	4,842	3,033	2,174	2,214	1,531	942			3,844
★ Paved Lane Miles Assessed as Satisfactory as % of Paved Lane Miles		56%	85% ↓	23%	84%		94%			68%
Rehabilitation Expenditures										
Road Rehab Expenditures by City (Paved and Unpaved)	\$50,596,923	\$12,280,795	\$4,737,923	\$3,446,988	\$9,150,974	\$1,791,446	\$4,421,041			\$12,346,584
Amount Paid to Contractors (Paved and Unpaved)	\$24,604,139	\$0	\$3,868,573	\$0	\$0	\$0	\$3,957,176			\$4,632,841
Total Road Rehab Expenditures	\$75,201,062	\$12,280,795	\$8,606,496	\$3,446,988	\$9,150,974	\$1,791,446	\$8,378,217			\$16,979,425
★ <i>Per Lane Mile</i>	\$6,179	\$2,536	\$2,837 ↓	\$1,585	\$4,133	\$1,170	\$4,692	\$1,144		\$3,035
Number of Potholes Repaired	11,431	9,475	1,837	20,934	10,007		495			9,030
Expenditures for pothole repair		\$704,738	\$18,046	\$621,046	\$149,763	\$61,600	\$37,933			265,521

* 2011 data

Library

Jurisdiction	San Antonio, TX	Scottsdale, AZ	Tacoma, WA	Peoria, AZ	McAllen, TX	Surprise, AZ	Livermore, CA	Spokane, WA	Peer Average
Service Population	1,756,153	217,965	199,600	156,780	133,978	117,517	82,400	209,525	359,240
Library Use									
Library facility descriptors. -Number of facilities	27	5	8	2	3	2	3		7
★ Service Population Per Library Facility	65,043	43,593 ↑	25,085	78,390	44,659	58,759	27,467		48,999
Library Facilities per 100 Square Miles	2	3 ↑	16	1	6	2	11		6
Average hours of operation per week-Central Library	70	68 ↓	54	66	74	68	63		66
Average hours of operation per week-All Branch Libraries	56	60 ↓	40	66	132	10	24		55
Total annual circulation for library facilities	6,977,444	3,395,061	1,919,097	1,462,753	737,625	1,358,813	941,873	2,013,748	2,350,802
★ Per 1,000	3,973	15,576 ↑	9,615	9,330	5,506	11,563	11,430	9,611	9,575
Total patrons entering the facilities in the reporting period	5,344,016	1,518,705	743,388	651,166	942,982	629,628	511,696	940,120	1,410,213
Per 1,000	3,043	6,968 ↓	3,724	4,153	7,038	5,358	6,210	4,487	5,123
Per Facility	197,927	303,741 ↓	92,924	325,583	314,327	314,814	170,565		245,697
Expenditures									
Total operating and maintenance expenditures	\$31,107,004	\$8,558,890	\$6,455,797	\$2,889,162		\$2,040,952	\$3,874,297		\$9,154,350
Per Facility	\$1,152,111	\$1,711,778 ↑	\$806,975	\$1,444,581		\$1,020,476	\$1,291,432		\$1,237,892
★ Per 1,000	\$17,713	\$39,267 ↑	\$32,344	\$18,428		\$17,367	\$47,018		\$28,690
Personnel									
Library FTEs - Paid Staff		130.03	116.1	34.41		25.16	41.20		69.39
Per Facility		26.01 ↑	14.52	17.20		12.58	13.73		16.81
Per 1,000		0.60 ↑	0.58	0.22		0.21	0.50		0.42
Library FTEs - Volunteers	11.68	20.28 ↓	-	5.15		1.70	14.28		8.85
Per 1,000	0.01	0.09 ↓	-	0.03		0.01	0.17		0.05