



# Safe and Sustainable Communities – Summary Report

Council is committed to providing a healthy and sustainable community through excellent public safety services, safe and suitable commercial and residential areas, responsible growth management, and accessible infrastructure that connects people to employment, education, recreation, and public facilities



**Strategic Plan  
Performance Report**

Outcome Measure(s)	Year	Target	Rating	Status
<p><b>Feeling of Neighborhood Safety</b></p>	FY2019 FY2016 FY2012	65% 65% 65%	89% 91% 83%	At or Above Target At or Above Target At or Above Target
<p><b>Feeling of Downtown Safety</b></p>	FY2019 FY2016 FY2012	65% 65% 65%	88% 88% 70%	At or Above Target At or Above Target At or Above Target
<p><b>Overall Appearance in Greer</b></p>	FY2019 FY2016 FY2012	65% 65% 65%	76% 78% 76%	At or Above Target At or Above Target At or Above Target
<p><b>Satisfaction with Built Environment</b></p>	FY2019 FY2016	65% 65%	62% 65%	Slightly Below Target At or Above Target
<p><b>Quality of New Development</b></p>	FY2019 FY2016 FY2012	65% 65% 65%	71% 63% 69%	At or Above Target Slightly Below Target At or Above Target
<p><b>Overall Ease of Travel</b></p>	FY2019 FY2016	65% 65%	80% 80%	At or Above Target At or Above Target
<p><b>Satisfaction with Infrastructure</b></p>	FY2019 FY2016 FY2012	65% 65% 65%	46% 40% 47%	Below Target Below Target Below Target



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Provide Reliable Public Safety Services				Year	Status
4 measures At or Above Target 2 measures At or Above Target, 2 Slightly Below Target 3 measures At or Above Target, 1 Slightly Below Target 2 measures At or Above Target, 2 Slightly Below Target				FY2018	😊 At or Above Target
				FY2017	😐 Slightly Below Target
				FY2016	😊 At or Above Target
				FY2015	😐 Slightly Below Target
Objective Measure(s)	Year	Target	Rating	Status	
<p><b>Satisfaction with Quality of Police Services</b></p>	FY2019	65%	87%	😊 At or Above Target	
	FY2016	65%	90%	😊 At or Above Target	
	FY 2012	65%	69%	😊 At or Above Target	
<p><b>Police Response Times (Top Priority Calls)</b></p>	FY2018	510	555	😊 At or Above Target	
	FY2017	510	413	😊 At or Above Target	
	FY2016	510	513	😐 Slightly Below Target	
	FY2015	510	533	😐 Slightly Below Target	
<p><b>Satisfaction with Quality of Fire Services</b></p>	FY2019	65%	94%	😊 At or Above Target	
	FY2016	65%	95%	😊 At or Above Target	
	FY 2012	65%	68%	😊 At or Above Target	
<p><b>Fire Response Times</b></p>	FY2018	50%	62%	😊 At or Above Target	
	FY2017	50%	48%	😐 Slightly Below Target	
	FY2016	50%	52%	😊 At or Above Target	
	FY2015	50%	36%	😞 Below Target	
	FY2014	50%	33%	😞 Below Target	



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Provide a Clean and Suitable Community				Year	Status
2 measures At or Above Target, 2 Below Target				FY2018	☹️ Slightly Below Target
2 measures At or Above Target, 2 Below Target				FY2017	☹️ Slightly Below Target
2 measures At or Above Target, 2 Below Target				FY2016	☹️ Slightly Below Target
2 measures At or Above Target, 3 Below Target				FY2015	☹️ Slightly Below Target
Objective Measure(s)	Year	Target	Rating	Status	
<p><b>Satisfaction with Codes Enforcement</b></p>	FY2019	65%	43%	☹️ Below Target	
	FY2016	65%	38%	☹️ Below Target	
	FY2012	65%	50%	☹️ Below Target	
<p><b>Days from Complaint to Investigation</b></p>	FY2018	3.0	2.41	😊 At or Above Target	
	FY2017	3.0	2.40	😊 At or Above Target	
	FY2016	3.0	2.45	😊 At or Above Target	
	FY2015	3.0	2.46	😊 At or Above Target	
	FY2014	3.0	2.55		
<p><b>Satisfaction with Street Cleaning</b></p>	FY2019	65%	52%	☹️ Below Target	
	FY2016	65%	47%	☹️ Below Target	
	FY2012	65%	52%	☹️ Below Target	
<p><b>Cleanliness of Greer</b></p>	FY2019	65%	78%	😊 At or Above Target	
	FY2016	65%	80%	😊 At or Above Target	
	FY2012	65%	69%	😊 At or Above Target	



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Provide Responsible Growth Management				Year	Status
2 measures Slightly Below Target, 2 Below Target 1 measure At or Above Target, 1 Slightly Below Target, 2 Below Target 2 Slightly Below Target, 1 Below Target				FY2019	⊗ Below Target
				FY2016	☹ Slightly Below Target
				FY2015	⊗ Below Target
Objective Measure(s)	Year	Target	Rating	Status	
<p><b>Preservation of Natural Areas</b></p>	FY2019	65%	48%	⊗ Below Target	
	FY2016	65%	53%	⊗ Below Target	
	FY2012	65%	56%	☹ Slightly Below Target	
<p><b>Quality of Open Space</b></p>	FY2019	65%	55%	☹ Slightly Below Target	
	FY2016	65%	61%	☹ Slightly Below Target	
<p><b>Quality of Land Use Planning</b></p>	FY2019	65%	45%	⊗ Below Target	
	FY2016	65%	55%	⊗ Below Target	
	FY2012	65%	51%	⊗ Below Target	
<p><b>Satisfaction with Affordable Quality Housing</b></p>	FY2019	65%	56%	☹ Slightly Below Target	
	FY2016	65%	60%	😊 At or Above Target	
	FY2012	65%	68%	☹ Slightly Below Target	



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Provide Safe and Accessible Infrastructure				Year	Status
2 measures Slightly Below Target, 2 Below Target 1 measure At or Above Target, 3 Below Target, 1 measure At or Above Target, 1 Slightly Below Target, 2 Below Target				FY2019 FY2016 FY2015	☹️ Below Target ☹️ Below Target 😊 Slightly Below Target
Objective Measure(s)	Year	Target	Rating	Status	
<p><b>Satisfaction with Street Repair</b></p>	FY2019 FY2016 FY2012	65% 65% 65%	30% 26% 35%	☹️ Below Target ☹️ Below Target ☹️ Below Target	
<p><b>Satisfaction with Street Lighting</b></p>	FY2019 FY2016 FY2012	65% 65% 65%	53% 49% 60%	😊 Slightly Below Target ☹️ Below Target 😊 Slightly Below Target	
<p><b>Satisfaction with Sidewalk Maintenance</b></p>	FY2019 FY2016 FY2012	65% 65% 65%	45% 45% 45%	☹️ Below Target ☹️ Below Target ☹️ Below Target	
<p><b>Satisfaction with Storm Drainage</b></p>	FY2019 FY2016 FY2012	65% 65% 65%	63% 69% 71%	😊 Slightly Below Target 😊 At or Above Target 😊 At or Above Target	