

City Council Priority #2

Developing and maintaining a strong community connection by emphasizing the importance of open government, customer service and communication with community members.



Strong Community
Connections

Performance Measures

2.01 RETIRED - Included in 2.02

2.02 Achieve satisfaction ratings of "Very Satisfied" or "Satisfied" with the "Quality of Customer Service" greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey.

BASELINE: 69.8% (2017)

TARGET: 82% by 2024

CURRENT: 70.7%

2.03 Achieve a Tempe 311 Single Point of Contact (SPOC) resolution rate greater than or equal to the mean average as determined by the U.S. Contact Center HR and Operational Benchmarking Survey.

BASELINE: 70.83%

TARGET: 75% by 2020

CURRENT: 80.35%

2.04 Achieve ratings of "Very Satisfied" or "Satisfied" with the "Usefulness of the City's Website" greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey.

BASELINE: 68.4% (2016)

TARGET: 71% by 2020

CURRENT: 61.9%

2.05 Achieve 90% ratings for Tempe's online services of "Very Satisfied" or "Satisfied" for ease of use and needs met in Customer Experience Surveys and Community Survey.

BASELINE: Customer Experience Surveys: Under development - Technology platform for "real-time" data being determined, Community Survey: 69.2%

TARGET: 90% for both by 2025

CURRENT: 70.3%

2.06 Achieve trust scores between 8 and 10 on a scale of 0 (Totally Disagree) to 10 (Totally Agree) as measured by the monthly Police Sentiment Survey greater than or equal to the top 10% of national benchmark cities.

BASELINE: Under development

TARGET: Under development

CURRENT: Under development

2.07 Achieve a rate of 85% of counseling clients who report an “increased ability to cope” as measured by a 4 or greater on a 5-point scale.

BASELINE: 93.5% (2018)

TARGET: 85%

CURRENT: 97.2%

2.08 Achieve a 98% rating of “yes” from participants who responded that they “considered their participation in therapeutic court (Mental Health and Veteran’s dockets) to be a positive and beneficial experience.”

BASELINE: 100% (2017)

TARGET: 98%

CURRENT: 98%

2.09 RETIRED - Included in 2.21

2.10 Receive the Government Finance Officers’ Association (GFOA) Distinguished Budget Presentation Award annually for being high-quality, accessible, and understandable.

BASELINE: Received Award (2015)

TARGET: Receive Award

CURRENT: Received Award

2.11 Receive the Government Finance Officers’ Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting annually for transparency and disclosure of information.

BASELINE: Received Certificate (2014)

TARGET: Receive Certificate

CURRENT: Received Certificate

- 2.12 Receive the National Procurement Institute's Achievement of Excellence in Procurement Award annually for innovation, professionalism, productivity, e-procurement and leadership attributes.
- BASELINE:** Received Award (2014)
TARGET: Receive Award
CURRENT: Received Award
- 2.13 Achieve ratings of "Strongly Agree" or "Agree" with overall levels of employee engagement and job satisfaction greater than the average of national benchmark cities as measured in the Tempe Employee Survey.
- BASELINE:** Engagement: 47.2% (2016), Job Satisfaction: 78.2% (2016)
TARGET: Engagement: 32%, Job Satisfaction: 67%
CURRENT: Engagement: 50.8%, Job Satisfaction: 79.7%
- 2.14 RETIRED
- 2.15 Achieve ratings of "Very Satisfied" or "Satisfied" with the "feeling invited and welcomed to participate in city decision-making processes" greater than or equal to the national benchmark cities as measured in the Community Survey.
- BASELINE:** 46.5% (2016)
TARGET: 34%
CURRENT: 45.3%
- 2.16 Achieve a caller wait time of less than or equal to sixty seconds for 90% of calls and 96% of calls within ninety seconds to Tempe 311.
- BASELINE:** English - 98.93%, Spanish - 97.08% within sixty seconds, Under development within ninety seconds
TARGET: 90% within sixty seconds, 96% within ninety seconds
CURRENT: English - 99.1%, Spanish - 97.91% within sixty seconds, Under development within ninety seconds
- 2.17 Achieve a response rate to the Tempe 311 Inbox messages (emails to 311, voicemails, emails from tempe.gov, work requests) of less than or equal to 1 business day for 90% of inquiries.
- BASELINE:** 93.97% (2017)
TARGET: 90%
CURRENT: 98%
- 2.18 RETIRED - Included in 2.21
- 2.19 RETIRED - Included in 2.21

2.20 Achieve a diversity of City employees for gender and ethnicity within +/- 5% to reflect Maricopa County's population as measured in the most recent U.S. Census.

BASELINE:

(October 2018)								
	Male	Male	Male	Male	Male	Male	Male	Male
Job Category	White (not Hispanic / Latino)	Hispanic / Latino	African American (not Hispanic / Latino)	American Indian / Alaskan Native	Asian	Native Hawaiian or Other Pacific Islander	Two or More Races	Other
Officials / Administrators	-16%	2%	4%	0%	0%	0%	0%	0%
Professionals	7%	2%	0%	1%	-2%	0%	0%	0%
Technicians	7%	19%	1%	-1%	-1%	0%	0%	0%
Protective Services (sworn)	9%	-1%	-1%	-1%	0%	0%	0%	0%
Protective Services (non-sworn)	23%	2%	-2%	-2%	6%	0%	-1%	0%
Administrative Support	-18%	-3%	0%	0%	-1%	0%	0%	0%
Skilled Craft	18%	-12%	1%	-2%	-1%	0%	0%	0%
Service Maintenance	14%	16%	0%	1%	-1%	1%	3%	0%
	Female	Female	Female	Female	Female	Female	Female	Female
Job Category	White (not Hispanic / Latino)	Hispanic / Latino	African American (not Hispanic / Latino)	American Indian / Alaskan Native	Asian	Native Hawaiian or Other Pacific Islander	Two or More Races	Other
Officials / Administrators	8%	-2%	4%	0%	1%	0%	0%	0%
Professionals	-7%	2%	0%	-1%	0%	0%	0%	0%
Technicians	-16%	-6%	-2%	0%	-1%	0%	0%	0%
Protective Services (sworn)	-3%	-1%	-1%	-1%	0%	0%	0%	0%
Protective Services (non-sworn)	-27%	-7%	3%	2%	6%	0%	0%	0%
Administrative Support	8%	9%	3%	0%	0%	0%	2%	0%
Skilled Craft	-2%	-2%	0%	0%	0%	0%	0%	0%
Service Maintenance	-16%	-14%	-1%	0%	-2%	0%	1%	0%

TARGET: Less than +/- 5% difference in each category
 CURRENT:

	Male	Male	Male	Male	Male	Male	Male	Male
Job Category	White (not Hispanic / Latino)	Hispanic / Latino	African American (not Hispanic / Latino)	American Indian / Alaskan Native	Asian	Native Hawaiian or Other Pacific Islander	Two or More Races	Other
Officials / Administrators	-1%	-3%	2%	0%	0%	0%	0%	0%
Professionals	6%	3%	0%	1%	-3%	0%	0%	0%
Technicians	1%	22%	1%	-1%	-1%	0%	1%	0%
Protective Services (sworn)	7%	-1%	0%	-1%	1%	0%	0%	0%
Protective Services (non-sworn)	19%	-2%	-2%	-2%	2%	0%	-1%	0%
Administrative Support	-18%	-3%	0%	0%	-1%	0%	0%	0%
Skilled Craft	17%	-13%	1%	-2%	-1%	0%	2%	0%
Service Maintenance	8%	20%	1%	1%	-1%	1%	4%	0%
	Female	Female	Female	Female	Female	Female	Female	Female
Job Category	White (not Hispanic / Latino)	Hispanic / Latino	African American (not Hispanic / Latino)	American Indian / Alaskan Native	Asian	Native Hawaiian or Other Pacific Islander	Two or More Races	Other
Officials / Administrators	1%	-4%	5%	0%	1%	0%	0%	0%
Professionals	-9%	3%	1%	-1%	-1%	0%	0%	0%
Technicians	-14%	-5%	-2%	0%	-2%	0%	1%	0%
Protective Services (sworn)	-3%	-1%	-1%	-1%	0%	0%	0%	0%
Protective Services (non-sworn)	-17%	-3%	2%	1%	2%	0%	0%	0%
Administrative Support	9%	9%	0%	0%	0%	1%	2%	0%
Skilled Craft	-2%	-2%	0%	0%	0%	0%	0%	0%
Service Maintenance	-16%	-13%	-1%	0%	-2%	0%	1%	0%

2.21 Achieve ratings of "Very Satisfied" or "Satisfied" with the availability of information about City programs, events, services, and issues greater than or equal to the top 10% of the national benchmark cities as measured in the Community Survey.

BASELINE: 76% (2016)

TARGET: 75% by 2017

CURRENT: 78%

2.22 RETIRED

2.23 RETIRED

2.24 Achieve average review times of less than or equal to 1-business day for 95% of the reports and ideas received through the Employee View program for reports and inquiries.

BASELINE: 100% (2019)

TARGET: 95% by 2020

CURRENT: 100%

2.25 Achieve average ratings of "Strongly Agree" or "Agree" with the "Quality of City Services to Support Employee's Work-related needs" greater than or equal to 90% as measured in the Employee Survey.

BASELINE: 51% (2016)

TARGET: 90% by 2030

CURRENT: 44.7%

2.26 Achieve a rate of 90% for public records fulfilled within 3 business days of request.

BASELINE: Under development

TARGET: 90%

CURRENT: Unavailable

