

Tempe 311 – Continues to Receive Positive Satisfaction Ratings from Customers

Responding to each interaction with courtesy, respect, and the right knowledge

Fun Facts – Did you know that in 2022 Tempe 311 received 73,933 calls and were able to resolve 81% of those calls without transferring the caller? And of those calls 97% were answered in less than sixty-seconds? That same year, Tempe 311 also responded to 3,337 emails within 24 hours.

Tempe 311 has three performance measures that work toward the City’s strategic priorities:

[311 First Call Resolution Rate](#)

[311 Caller Wait Time](#)

[311 Email Response Times in One Business Day or Less](#)

The Tempe 311 team has continued to achieve the target performance for all three of the performance measures for the last 17 consecutive months. This could explain why the community satisfaction survey says that of the respondents who contacted Tempe 311 in 2022, 46% were “Very Satisfied” with how courteous and respectful the call taker was, 38% were “Satisfied” by the ability of the call taker to answer their questions, 40% were “Satisfied” with the hours of service that Tempe 311 is available, and 36% were “Satisfied” that the call taker helped them resolve an issue to their satisfaction. Overall, how easy Tempe 311 “One Call to City Hall” is to use was listed as seventh out of the 10 areas with the largest increases in satisfaction from 2021 to 2022.

Tempe 311 is an eight-member team comprised of Customer Relations Specialists, Lead Customer Relations Specialist, and Supervisor reporting to the Mayor/City Council Chief of Staff. Team members largely work remotely to share information on an array of City programs and services, including:

- Bulk Trash & Green Organics
- Code Compliance Violation Map
- Facility Directory
- Library Hours
- Recycling & Solid Waste Schedule
- Reporting Encampments
- Submit Service Requests

Tempe 311 is often the first and possibly only contact a resident, business or visitor may have with the City. Available online, by phone, or by downloading the Tempe 311 app, residents, businesses and visitors may contact Tempe 311 to request services, report issues, book facilities or receive information about the City.

Tempe 311 Team Members: Tanya Chavez, Kim Moncayo, Desiree Bembury, Meshia Burnett, Rodrigo Ferrer Rodriguez, Eric Fiallos, Sharlene McNeil, Samantha Taurisano.

For more information about this article, contact the Strategic Management and Innovation Office at strategic_management_innovation@tempe.gov or Kimberly Sotelo at (480) 350-2913.

