



City Manager Report

The City of OKLAHOMA CITY

NO: 1907

DATE: DECEMBER 6, 2022

TO: THE MAYOR AND MEMBERS OF THE CITY COUNCIL

SUBJECT: COUNCIL PRIORITY UPDATE – UPHOLD HIGH STANDARDS FOR ALL CITY SERVICES

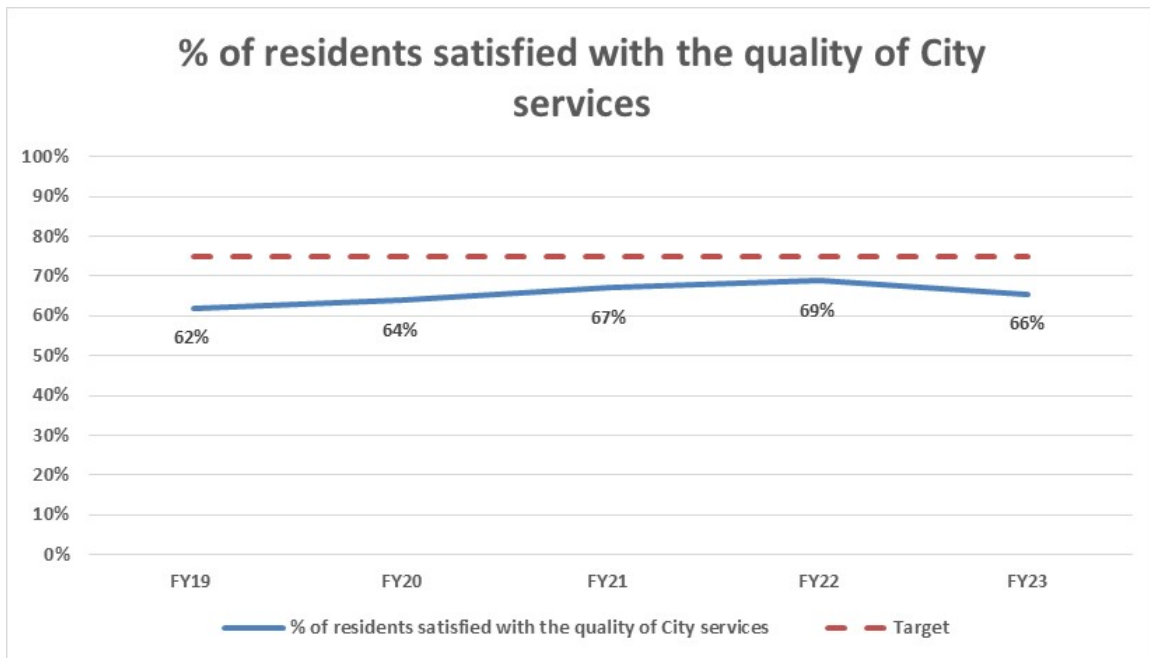
The City of Oklahoma City develops strategic business plans for all departments through the Leading for Results initiative. A critical component of the planning process is the identification by City Council of their top priorities. Progress indicators (performance measures) are developed for each priority to demonstrate the City's progress in proactively addressing the areas identified by Council. The current Council Priorities were approved by Council on January 31, 2017 (Agenda Item IX.J.).

City Council has requested regular reporting on the established priorities:

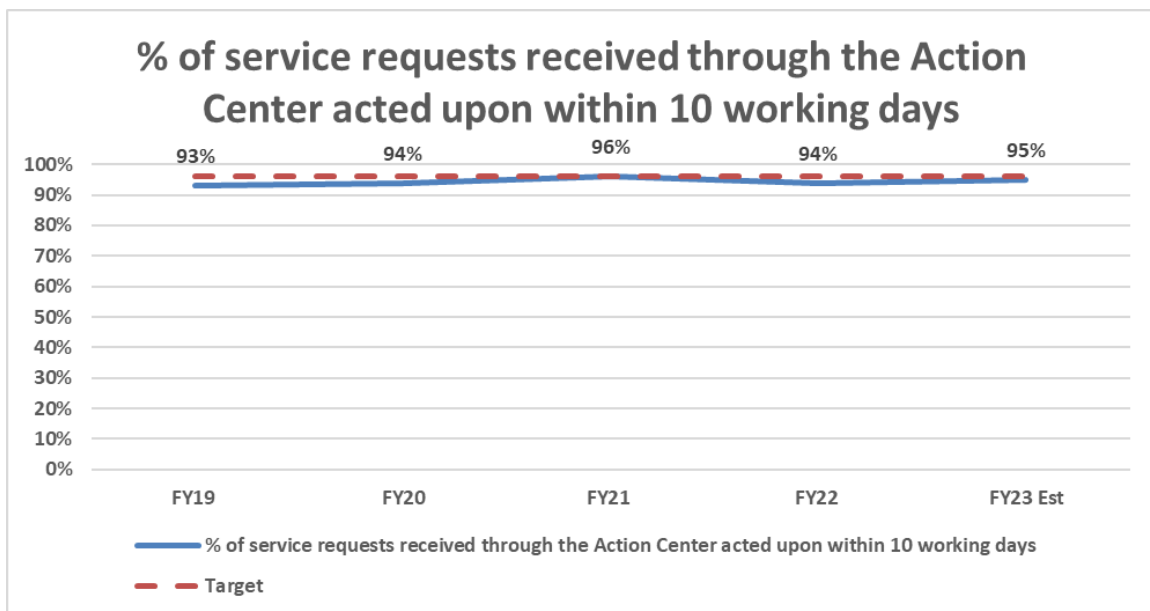
- Promote safe, secure and thriving neighborhoods
- Develop a transportation system that works for all residents
- Maintain strong financial management
- Enhance recreation opportunities and community wellness
- Encourage a robust local economy
- Uphold high standards for all city services
- Continue to pursue social and criminal justice initiatives

This report will summarize performance for the Progress Indicators identified for Council's priority to "Uphold high standards for all city services." This priority is defined as "City services have a direct and immediate impact on residents and are essential to the quality of life in our city. The interactions residents have with City employees influences opinions of City government and the value they receive for the taxes and fees they pay. Maintaining high standards for City services is essential to maintaining the positive reputation Oklahoma City has and helps make Oklahoma City an attractive place for individuals and businesses. With a commitment to providing quality customer service, we will continue to follow best practices in achieving and exceeding expectations for effective service delivery."

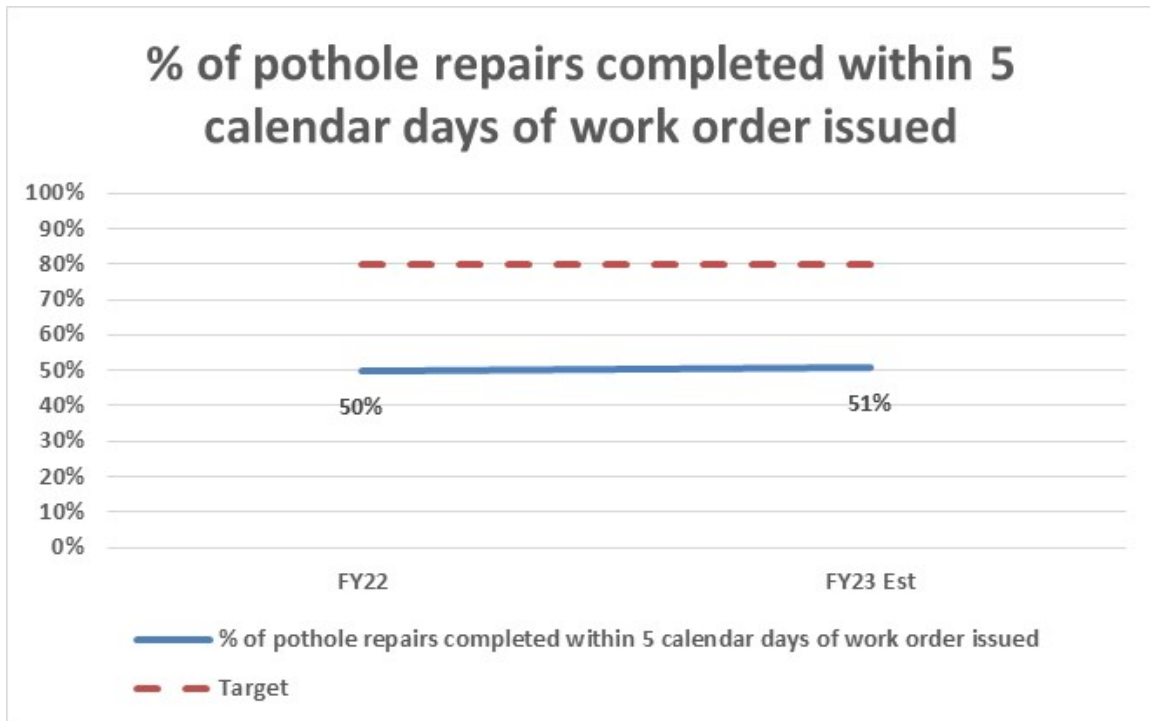
Progress Indicators



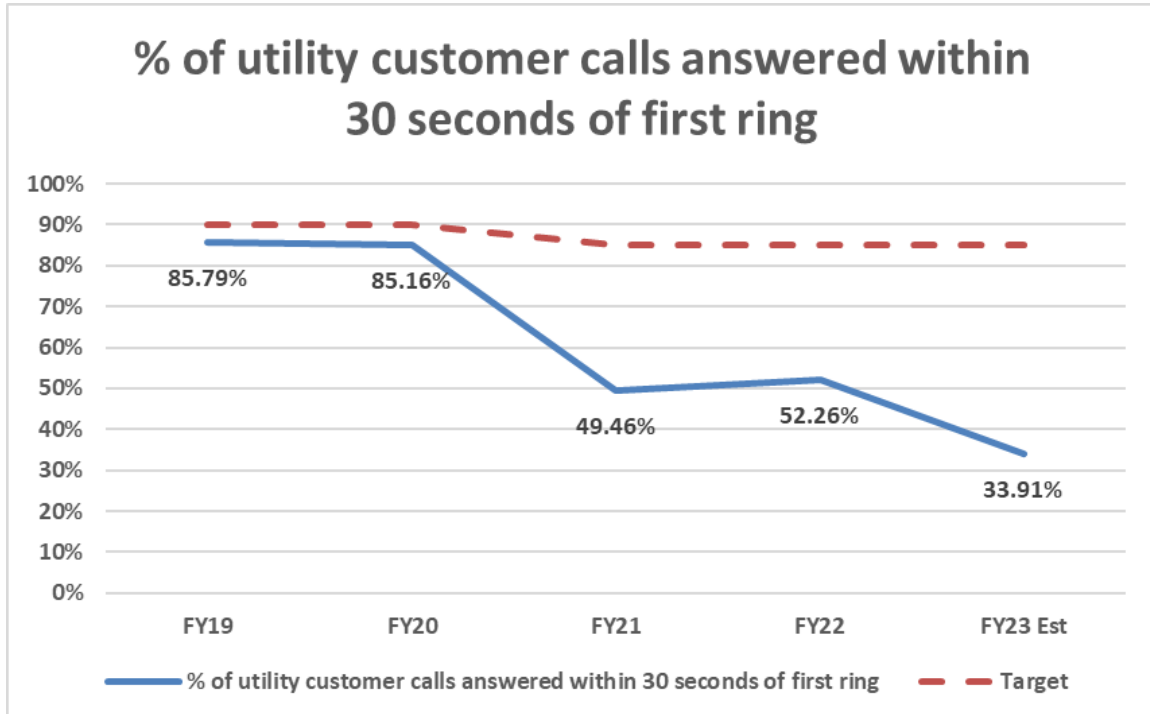
The 2022 Resident Survey results were presented to Council on October 11th.



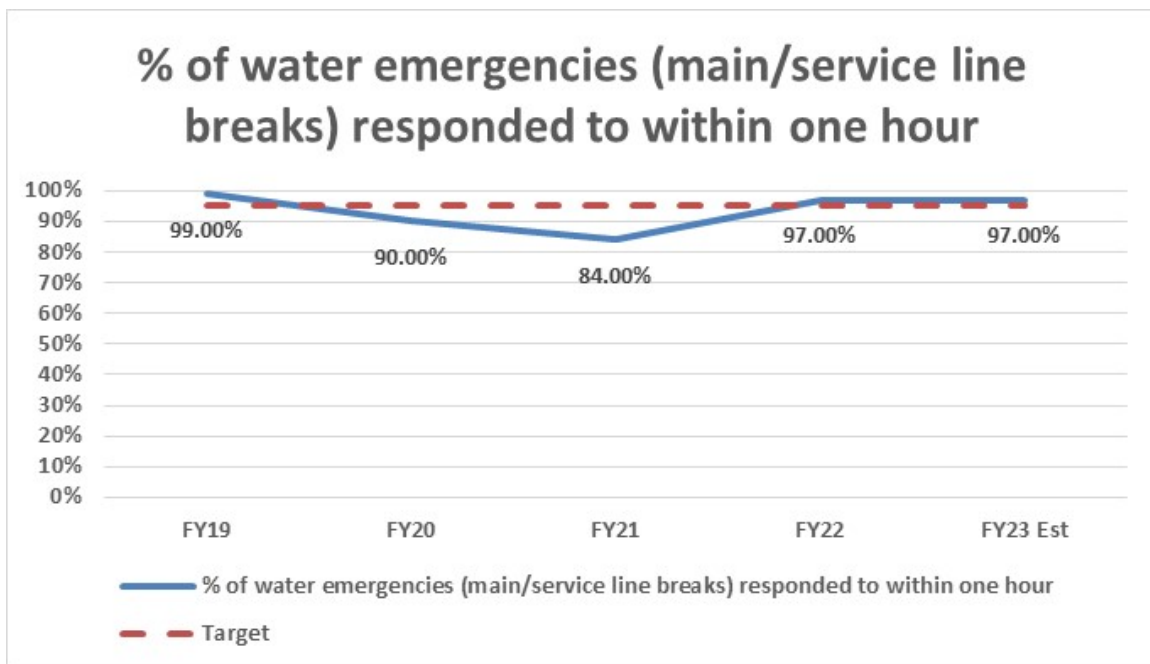
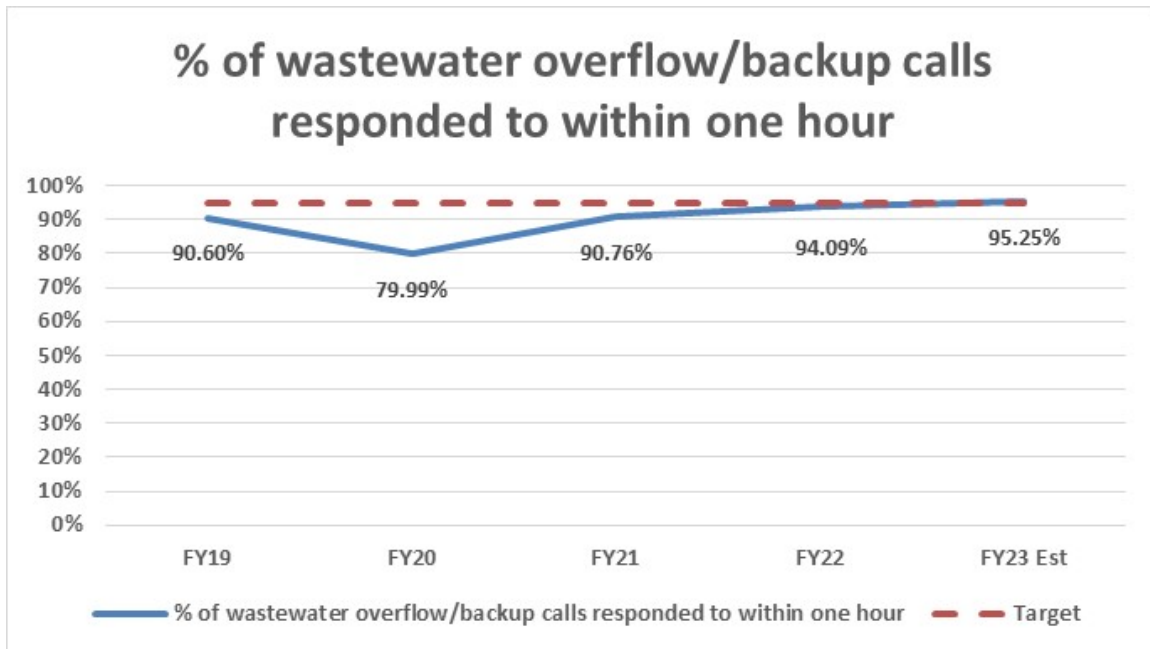
Departments are doing an excellent job over the past five years responding quickly to resident requests made through the Action Center.



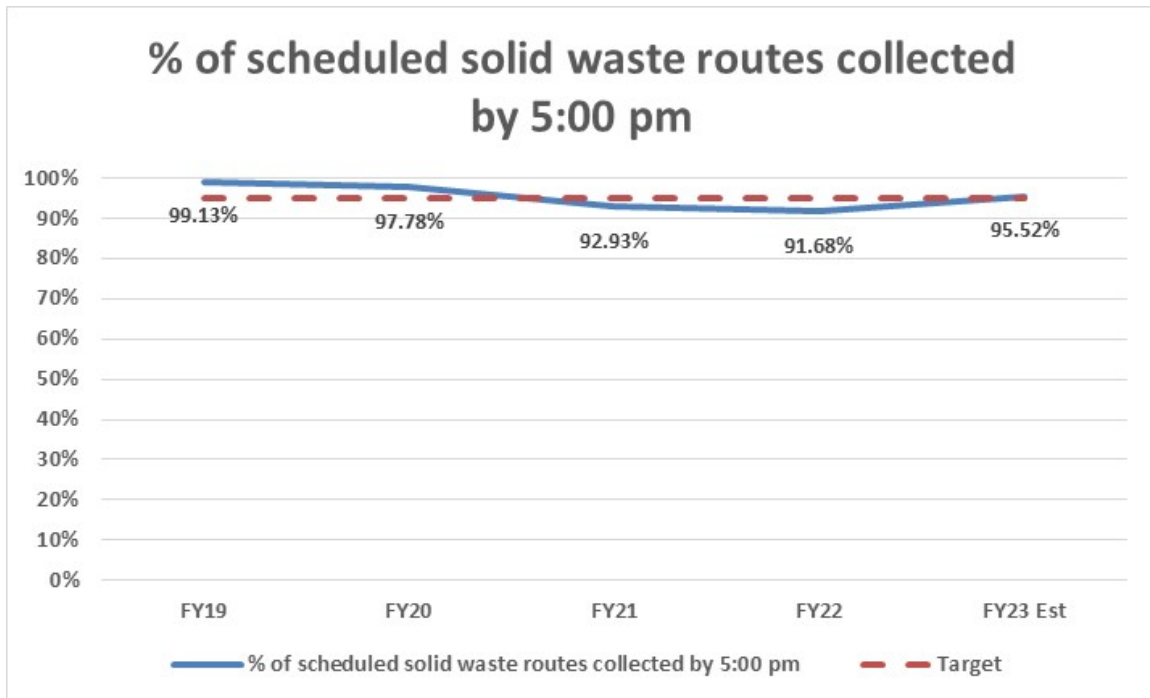
Public Works added four Crew Worker positions to the Pothole Patching Program for FY23 to improve response times. As Better Streets Safer City paving projects are completed the number of potholes is expected to decrease.



Customer Service is working towards having the ongoing average 14 CSR vacancies filled and fully trained. Having less tenured customer services reps, complex calls, and increased utilization of translation services has increased handle time and impacted reaching our measure goal.



Emergency response is an integral part of the Line Maintenance Division core services. Continuous improvements have led to meeting and exceeding our LFR goals for emergency response.



Contractor has increased staffing and acquired additional trucks to assist in meeting goal. Solid Waste has been working to decrease vacancies to ensure continued achievement of measure.

At the December 6th Council meeting, Utilities Director Chris Browning, Public Works Director Eric Wenger, and Public Information & Marketing Director Kristy Yager will be available to answer any questions.

Respectfully submitted,

Craig Freeman
City Manager