

Protocol and Sister Cities

Mission Statement

The Protocol and Sister Cities Office serves as the primary point of contact for international visitors and manages the sister cities program. The office is committed to promoting global understanding and international opportunities for the citizens, businesses and organizations of Phoenix.

Key Services

Provide assistance and advice on matters of protocol; provide international exchange opportunities to Phoenix citizens; promote cross-cultural awareness through events and activities; coordinate outbound and inbound Sister City delegations.

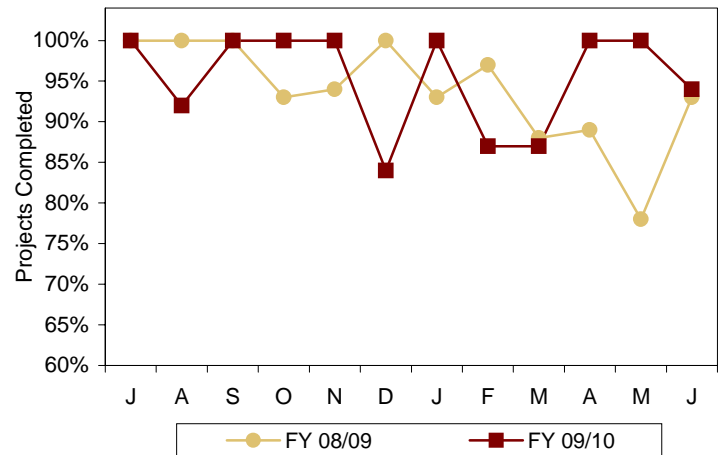
Percentage of Projects Completed

Target: 80% **YTD Completed: 96%**

Goal:
Conduct a variety of events, activities and exchanges that promote the Sister Cities' program.

Target:
80% of events completed on the board approved Master Calendar

Significance:
Measure the effectiveness of the Phoenix Sister Cities program by conducting a variety of events, activities, meetings & exchanges monthly.



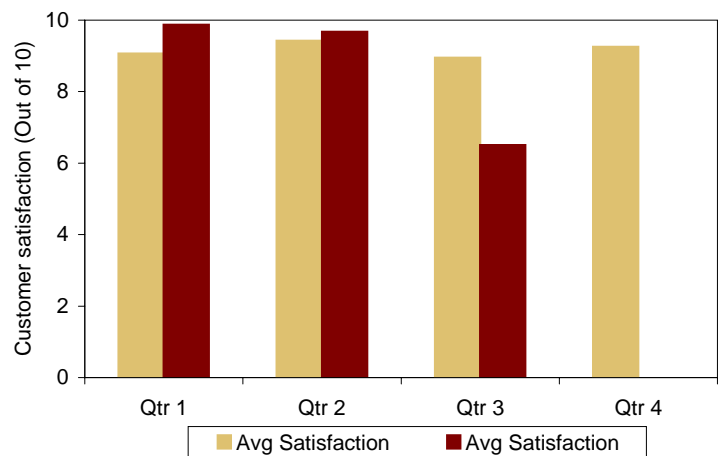
Customer Satisfaction

Target: 8 **YTD Average: 9**

Goal:
Conduct events, activities and exchanges of a high standard as measured by both internal and external customers.

Target:
8 or higher on a scale of 1 to 10 (10 being most satisfied)

Significance:
Measures the level of internal and external customer satisfaction of the Phoenix Sister Cities program including events, activities and exchanges. Forth quarter information for FY 09/10 was inadvertently posted last month and is now corrected.



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