Legislation Details (With Text)

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Title:	Presentation by ETC Institute on the 2019 Citizen Survey and Water Utilities Customer Survey.		
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Attachments:	1. City of Lee's Summit Presentation, 2. 2019 City of Lee's Summit Citizen Survey Findings Report, 3. 2019 City of Lee's Summit Water Utility Customer Satisfaction Survey Findings Report		

Date	Ver.	Action By	Action	Result
6/11/2019	1	City Council - Regular Session	presented	

Presentation by ETC Institute on the 2019 Citizen Survey and Water Utilities Customer Survey.

Issue/Request:

Presentation by ETC Institute on the 2019 Citizen Survey and Water Utilities Customer Survey.

Key Issues:

Citizen satisfaction and outstanding customer service are important outcomes for Lee's Summit. In order to remain focused on delivery of quality services, it is helpful to occasionally measure citizen satisfaction.

Background:

The City of Lee's Summit conducted citizen satisfaction surveys through ETC Institute in 2004, 2008 and 2013. Within the City's FY19 budget, funding was allocated to conduct another Citizen Survey to measure satisfaction with City services and aspects important to the quality of life within the community. By conducting such a survey, the City has now compared ratings to previous completed surveys and to regional and national benchmarks.

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