Legislation Details (With Text)

File #:	2023-5945	**Name:**	
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Title:	Presentation: Citizen Survey Overview & Kickoff		
Sponsors:			
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Attachments:	1. Presentation, 2. Cover Letter, 3. Survey		

Date	Ver.	Action By	Action	Result

Presentation: Citizen Survey Overview & Kickoff

Issue/Request:
ETC Institute is preparing to conduct the 2024 Citizen Survey. This survey looks at resident satisfaction with City services and programs. The survey also allows us to compare those satisfaction levels with our previous results and regional comparators. Ryan Murray from ETC will present an overview of how the survey is conducted, how we are publicizing the survey to support participation, and how the Council can help spread the word and encourage residents to take part.

Background:
The City of Lee's Summit conducted citizen satisfaction surveys through ETC Institute in 2004, 2008, 2013, 2019. Within the City's FY24 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 will have comparative ratings to previous completed surveys and to regional and national benchmarks.

Ryan Murray, ETC Institute