Legislation Details (With Text)

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Title:	Presentation: 2022 Water Utilities Customer Survey by the ETC Institute.		
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Attachments:	1. Presentation, 2. Overall Water Survey 2022 Results		

Date	Ver.	Action By	Action	Result
8/16/2022	1	City Council - Regular Session	presented	

Presentation: 2022 Water Utilities Customer Survey by the ETC Institute.

Issue/Request:
Presentation: 2022 Water Utilities Customer Survey by the ETC Institute.

Key Issues:
Outstanding customer service is an important outcome for Lee's Summit Water Utilities. In order to remain focused on the delivery of exceptional service, it is helpful to regularly measure customer satisfaction.

Background:
Water Utilities last conducted a customer satisfaction survey through ETC Institute in 2019. Within the utility's FY22 budget, funding was allocated to conduct another customer survey to measure satisfaction with services provided by the utility. By conducting such a survey, the utility has now compared ratings to previous completed surveys and to regional and national benchmarks.

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