



TO: Mayor
Members of the City Council

FROM: Harold Stewart, City Manager

DATE: April 1, 2024

SUBJECT: 2023 Citizen Satisfaction Survey Report and Presentation.

I. RECOMMENDED ACTION

No action required.

II. DEPARTMENT CONTACT PERSONS

Harold Stewart, City Manager 857-4750

III. DESCRIPTION

Background

The consultant, The ETC Institute, has concluded the 2023 Citizen Satisfaction Survey and will be presenting the report to the City Council. This is the second survey completed, with the first being conducted in 2021, and allows staff and Council to compare results and measure effectiveness of policy decisions and investments. It is the goal of staff to use these results to develop goals and priorities for service delivery as part of the FY 2025 and FY 2026 Budgets.

Jason Morado from The ETC Institute will review the survey results and how it compares with other communities they conduct survey work for (as of the writing of the memo and preparation of the Council packet staff does not have a copy of the presentation). Staff will then provide a presentation outlining key findings and observations from the survey. Staff's presentation will not provide specific recommendations or proposed changes at this time, but will prepare more specific recommendations for Council consideration as part of the FY 2025 Budget development process.

IMPACT:

Strategic Impact:

Data from the survey will assist Council and Staff in developing strategic strategies for the community and the organization.

Service/Delivery Impact:

Impacts will occur as Council and Staff implement changes and adaptations resulting from the survey findings.

Fiscal Impact:

Fiscal impact will be determined through the upcoming budget process.

V. CITY COUNCIL ASPIRATIONS

The implementation of survey results potentially impacts all Council aspirations.

VI. ALTERNATIVES

N/A

VII. TIME CONSTRAINTS

No time constraints.

VIII. LIST OF ATTACHMENTS

- A. Copy of the Staff PowerPoint presentation
- B. Copy of the 2023 Minot Survey Report
- C. Copy of the Minot Survey Comments