



MEMORANDUM

To: Mayor and City Council

From: Vicki Chiavetta, Deputy City Manager

Date: October 11, 2022

Re: Citizen Survey Results Presentation.

2040: Sustainable City Government

Introduction:

The City of Coppel recently completed a citizen survey to identify what facilities, services and programs residents consider to be most important to them, and to understand how successful the City is in those areas. The survey ran for four weeks, from August 15 to September 9. The City received 1,966 responses to the survey. The consultant, Ron Gailey with OnPointe Insights, will present the findings of the survey to the Council and community.

Background:

The City has conducted citizen surveys to obtain input regarding satisfaction levels with City services, facilities, and programs since 1994. Information from the survey is used to identify not only what is most important to the residents, but also how satisfied the respondents are with what the City is doing. This allows the City to focus on areas for improvement and assists in strategic and budget planning.

For this survey, a Request for Proposal was issued in the spring and six proposals were received. An evaluation team reviewed and rated the proposals and selected Onpointe Insights to conduct the 2022 survey. The survey was closed on September 9th and the results analyzed in preparation for this presentation.

Benefit to the Community:

A citizen satisfaction survey allows residents an opportunity to share their opinions and feelings about how the City is meeting service expectations. Included in the survey were several open ended questions to allow for specific comments and feedback from residents.

Legal Review: N/A

Fiscal Impact: N/A

Recommendation: N/A