



City of Olathe

Legislation Details (With Text)

File #:	G24-4378		
Type:	Council Consent	Status:	Passed
File created:	5/3/2024	In control:	City Council
On agenda:	5/21/2024	Final action:	5/21/2024
Title:	Consideration of contract renewal with ETC Institute for quarterly citizen satisfaction surveys.		
Sponsors:	Nolan Sunderman		
Indexes:			
Code sections:			
Attachments:	1. A. Contract, 2. B. CER		

Date	Ver.	Action By	Action	Result
5/21/2024	3	City Council	approved	Pass

FOCUS AREA: CMO

STAFF CONTACT: Nolan Sunderman/John Page

SUBJECT: Consideration of contract renewal with ETC Institute for quarterly citizen satisfaction surveys.

TITLE:
Consideration of contract renewal with ETC Institute for quarterly citizen satisfaction surveys.

SUMMARY:
The City of Olathe has utilized ETC Institute to provide community engagement survey for over 25 years. ETC Institute is the sole source for historical community data specifically to the City of Olathe. This data is crucial in providing benchmarking data on the City’s growth and change. More specifically, the quarterly citizen satisfaction survey demonstrates City employees’ execution of setting the standard for excellence in public service.

Staff recommends a four (4) year contract renewal with ETC Institute and the establishment of ETC Institute as a sole source for the quarterly citizen satisfaction survey.

FINANCIAL IMPACT:
Estimated annual expenditures are \$41,280.20. Estimated expenditures for four (4) years are \$165,120.80 and will come from the general operating fund.

ACTION NEEDED:
Approval of contract renewal with ETC Institute.

ATTACHMENT(S):
A. Contract
B. CER