



# City of Olathe

## COUNCIL AGENDA ITEM

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**MEETING DATE:** 5/21/2024

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**FOCUS AREA:** CMO

**STAFF CONTACT:** Nolan Sunderman/John Page

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

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**TITLE:**

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

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**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.

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**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.

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**ACTION NEEDED:**

Approval of contract renewal with ETC Institute.

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**ATTACHMENT(S):**

- A. Contract
- B. CER