TO: Mayor Shaun Sipma
    Members of the City Council
FROM: Harold Stewart, City Manager
DATE: April 19, 2021
SUBJECT: Budget Amendment to Allocate Funding for a Community Survey, and Council and Management Team Facilitator

I. RECOMMENDED ACTION
   Approve the ordinance amending the 2021 Annual Budget to allocate funds to conduct a Community Satisfaction Survey, and to have a professional facilitator services for meetings with the Council and Management Team.

II. DEPARTMENT CONTACT PERSONS
    Harold Stewart, City Manager, 857-4750
    Dave Lakefield, Finance Director, 857-4774

III. DESCRIPTION
   A. Background
       In FY 2020 $60,000 was budget for professional services to do some visioning/planning with Council and Staff, and to conduct a Community Survey. Given the transition of the City Manager position and COVID, these priorities were not accomplished. Some of the money was used on other needs and the remainder was unspent and rolled over into the General Fund Reserves.

   B. Proposed Project
       The facilitation services will assist in conflict resolution, team building, visioning, and prioritizing with the Council and management team.

       The Community Survey will assist in assessing citizen satisfaction with the services the City provides, and help prioritize areas of improvement and investment.

   C. Consultant Selection
       Two quotes were obtained for the facilitator quote. Experience working with City Councils and City Staff was prioritized.

       Two quotes were obtained from companies that conduct Community Satisfaction Surveys. There are limited companies that conduct this research. Comparability to national results and cities of similar size is also desirable.

IV. IMPACT:
   A. Strategic Impact:
       Both of these services will assist in developing future strategic plans and goals of the organization.
B. **Service/Delivery Impact:**  
Facilitation will assist with prioritization of services and goals. The survey will help develop performance measures and delineate progress over future years.

C. **Fiscal Impact:**  
Amendment proposes to use General Fund Reserves

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V. **ALTERNATIVES**  
Could solicit different facilitators, possibly a local facilitator, or not use one. A survey company could be used that doesn’t specialize in Community Surveys.

VI. **TIME CONSTRAINTS**  
Facilitation needs done as part of the budget process for the Council, and as soon as possible with Staff. The Community Survey results will be needed by the end of this calendar year for incorporation into processes and policy decisions next year, and takes 3-6 months to complete.

VII. **LIST OF ATTACHMENTS**  
A. Ordinance approving the Amendment  
B. Novak Consulting Quote  
C. The Mejorando Group Quote  
D. ETC Institute Quote  
E. Polco Quote