

# SMITHVILLE BOARD OF ALDERMAN

## WORK SESSION

February 15, 2022, 5:30 p.m.  
City Hall Council Chambers and Via Videoconference

### 1. Call to Order

Mayor Boley, present, called the meeting to order at 5:29 p.m. A quorum of the Board was present: Kelly Kobylski, John Chevalier, Dan Ulledahl, Marv Atkins and Rand Smith. Dan Hartman was absent, attending the MML Legislative Conference.

Staff present: Cynthia Wagner, Anna Mitchell, Chief Jason Lockridge, Chuck Soules, Matt Denton, Stephen Larson, Jack Hendrix and Linda Drummond.

### 2. Police Facility Needs Assessment Presentation – TreanorHL

Chief Lockridge explained on June 23 the police facilities assessment RFQ was posted with a deadline of July 21. Fourteen proposals were received and reviewed by staff, Cynthia Wagner, Anna Mitchell, Captain Roetman and himself. They culled the proposals down to the top three firms and staff, along with Mayor Boley and Alderman Hartman interviewed firms ultimately choosing the TreanorHL architect firm for this project. On September 7, the Board awarded the contract to TreanorHL. Chief noted that TreanorHL was great to work with and staff is pleased with the product they have delivered.

TreanorHL representative Andrew Pitt presented the findings of the space needs assessment for the police facility.

Police Facility Space Needs Assessment & Conceptual Design

TASK 1: EVALUATION OF CURRENT CONDITIONS AND SPACE NEEDS ASSESSMENT

TASK 2: EVALUATION OF PLAN AND SITE OPTIONS

TASK 3 OPINION OF PROBABLE COSTS – ANTICIPATED BUDGETS

TASK 4: ANTICIPATED SCHEDULE AND PHASING

TASK 5: PRESENTATION AND FINAL REPORT

SPACE NEEDS: PROGRAM DEVELOPMENT

Where are you now...?

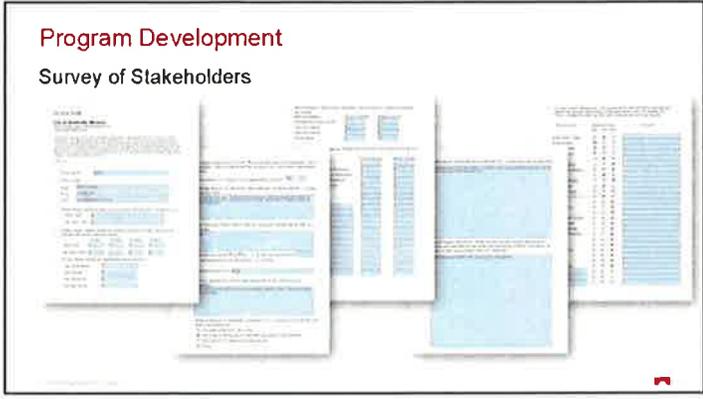
What are your goals...?

How do you work now...?

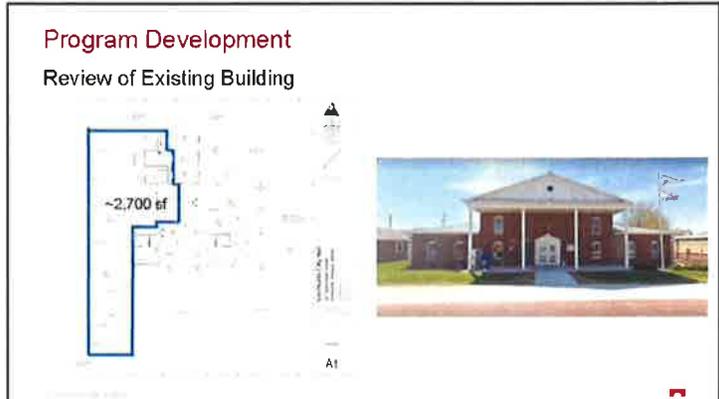
How do you want to work...?

Benchmarking and Tours

Mr. Pitts explained that the benchmarking and tours helped them to understand what the City wants and does not want. TreanorHL toured our current facility and provided a survey to staff to help them understand our existing facility and what goals we have for a new facility. He noted that the existing facility lacks the space needed for an effective Police Department. It lacks space for privacy for confidential interviews, discussions and the ability to have efficient police work. It also lacks the amenities to recruit and retain when competing against other agencies.



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### Program Development

#### Review of Population and Staffing Projections

City of Smithville: Population Projections				
Year	2010	2022	2032	2042
Population	8,425	10,997	14,494*	19,104*

Source: US Census, "Smithville 2010 Comprehensive Plan Projections"

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### Program Development

#### Review of Population and Staffing Projections

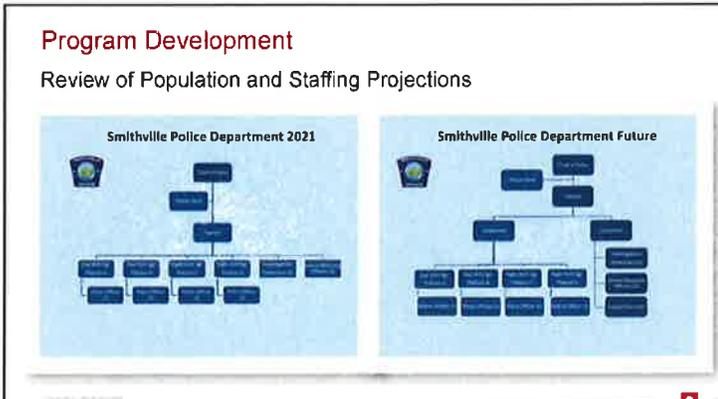
City of Smithville: Population Projections				
Year	2010	2022	2032	2042
Population	8,425	10,997	14,494*	19,104*

City of Smithville: Personnel Projections			
	2022	2032	2042
Population	10,997	14,494*	19,104*
Current Police Staffing (sworn & civilian)	20		
Staffing Ratio (FTE per 1000 residents)	1.8		
Projected Staffing (using current ratio)		26 FTE	36 FTE
Projected Staffing (using MO avg ratio)		35 FTE	48 FTE

Source: MOI model derived for 2022 from a ratio of 1.8 FTE per 1,000 residents

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### Program Development

#### Program of Spaces

Category	Item	Quantity	Area (sq ft)
Program Spaces	Admin Office	1,000	10,000
	Meeting Room	1,000	10,000
	Reception Area	1,000	10,000
	Conference Room	1,000	10,000
	Training Room	1,000	10,000
	Storage	1,000	10,000
	Restroom	1,000	10,000
	Break Room	1,000	10,000
	Public Restroom	1,000	10,000
	Unassigned	1,000	10,000
Other Building Subtotal	Subtotal	10,000	100,000
	Other Building Subtotal	10,000	100,000
	Other Building Subtotal	10,000	100,000
	Other Building Subtotal	10,000	100,000
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	Other Building Subtotal	10,000	100,000
	Other Building Subtotal	10,000	100,000

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### Program Development

#### Parking Requirement

Category	Item	Public		Staff	Total	Public	Total
		Spots	Spots				
Staff Parking	Staff	1	1	1	1	1	1
	Subtotal	40	10	50	50	50	50
Public Parking	Public	1	1	1	1	1	1
	Subtotal	40	10	50	50	50	50
<b>Total</b>							

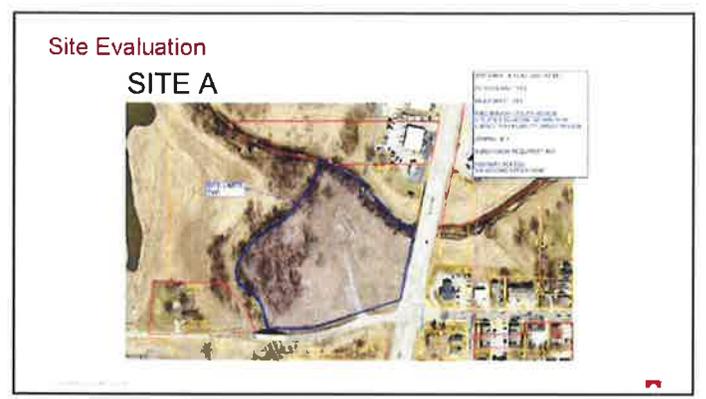
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### Program Development

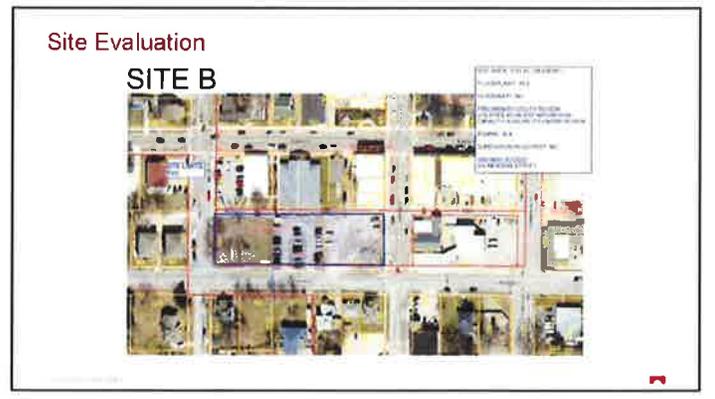
#### Site Requirement

Category	Item	Quantity	Area (sq ft)
Site Summary	Site Summary	10,000	100,000
	Site Summary	10,000	100,000
	Site Summary	10,000	100,000
	Site Summary	10,000	100,000
	Site Summary	10,000	100,000
	Site Summary	10,000	100,000
	Site Summary	10,000	100,000
	Site Summary	10,000	100,000
	Site Summary	10,000	100,000
	Site Summary	10,000	100,000
Other Building Subtotal	Other Building Subtotal	10,000	100,000
	Other Building Subtotal	10,000	100,000
	Other Building Subtotal	10,000	100,000
	Other Building Subtotal	10,000	100,000
	Other Building Subtotal	10,000	100,000
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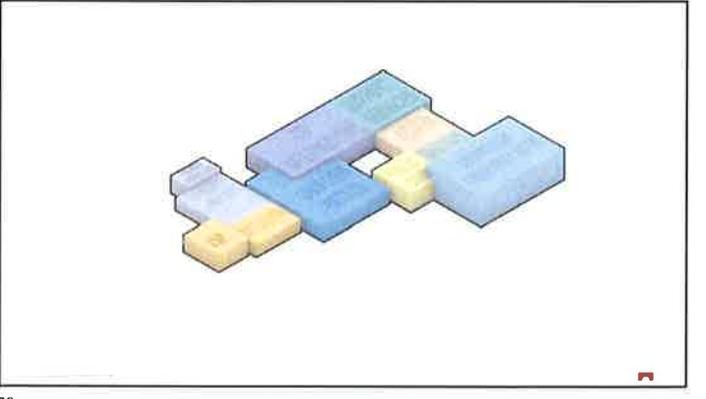
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Mr. Pitts explained that in determining the size needed for the facility they looked at the population growth for the City, they used the growth rate from the City's comprehensive plan to see where the City is today and where we are projected be in twenty years. They then looked at a staffing ratio. He explained that the Department of Justice uses a staffing ratio of a full-time equivalent (FTE) person per 1,000 residents. At this time, we are at a rate of 1.8, we have twenty staff members for our 10,460 residents. They then build that growth internally into the building size requirements.



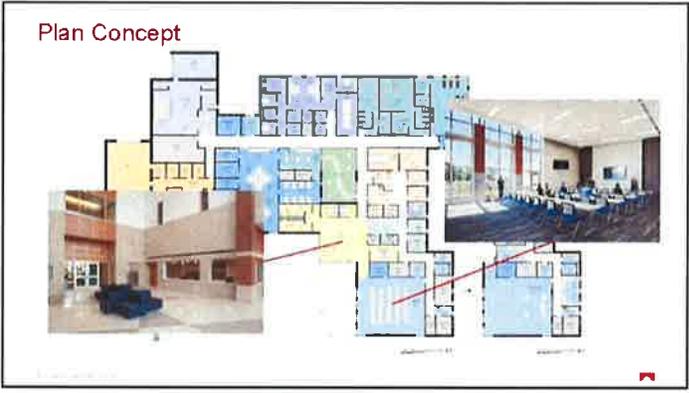
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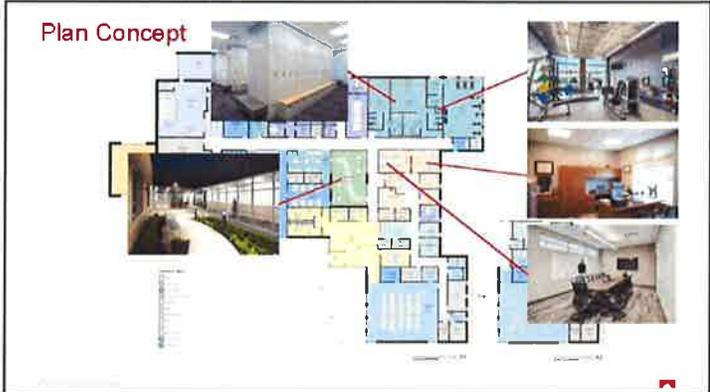
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### PROJECT / CONSTRUCTION COSTS

**Narrative of architectural materials**

- Low-maintenance exterior materials (brick, decorative CMU, etc)
- Full site development (parking carport, site amenities)
- Security requirements (physical, electronic)
- AV/IT/Data equipment
- Specialty furnishings (patrol lockers, evidence lockers, gun storage)

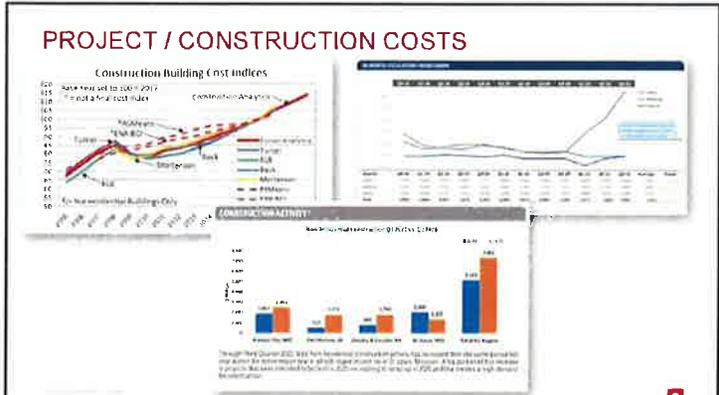
**Narrative of structural systems**

- Alternate structural systems (unknown subsurface conditions)

**Narrative of M/E/P/IT systems**

- Energy efficiency considered (VRF system)
- Emergency power requirements
- IT/Data infrastructure

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## PROJECT / CONSTRUCTION COSTS

### Construction Cost Impacts

- Prevailing Wage
- Site A requires fill as the site is in a floodplain.
- Market has experienced continued increase costs in HVAC, roofing and steel
- KC Marketing is seeing .7% escalation per month
  - Nationally ~6% escalation for 2021
  - KC has experienced higher escalation
  - Budgeted 12% for Q3/2023.

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## PROJECT / CONSTRUCTION COSTS

Police Station  
Market Construction Direct Cost Data

Item	Quantity	Unit	Cost
Foundation	10,000	sq ft	100,000
Framing	100,000	sq ft	1,000,000
Exterior	100,000	sq ft	1,000,000
Interior	100,000	sq ft	1,000,000
Mechanical	100,000	sq ft	1,000,000
Electrical	100,000	sq ft	1,000,000
Plumbing	100,000	sq ft	1,000,000
Roofing	100,000	sq ft	1,000,000
Steel	100,000	sq ft	1,000,000
<b>Project Total - Escalated to Q3 2023</b>			<b>15,718,829</b>

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## PROJECT / CONSTRUCTION COSTS

Project	Southside Police Station, Southside, MO
Building M <sup>2</sup>	25,000 sqft
System Description	1 sqft
Excavation & Foundation	29.81 /sqft
Structural Frame	32.12 /sqft
Vertical Exterior Enclosure	67.82 /sqft
Horizontal Exterior Enclosure	21.87 /sqft
Interior Construction & Finishes	62.80 /sqft
Core/shaft	0.86 /sqft
Plumbing	12.24 /sqft
HVAC	12.06 /sqft
Fire Protection	3.24 /sqft
Electrical	19.91 /sqft
Equipment & Furnishings	4.06 /sqft
Special Construction & Commission	0.50 /sqft
Owner Requirements & Permits	-25.22 /sqft
Subcontractor Contingency	12.84 /sqft
<b>Project Total - Present Day in Q3</b>	<b>481.83 /sqft</b>
Project Total - Escalated to Q1 2023	498.53 /sqft
Project Total - Escalated to Q3 2023	516.89 /sqft
Estimated Cost Q3 2023	\$ 13,718,829

\*Excludes design fees and owner soft costs

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## PROJECT / CONSTRUCTION COSTS

Item	Quantity	Unit	Cost
Foundation	10,000	sq ft	100,000
Framing	100,000	sq ft	1,000,000
Exterior	100,000	sq ft	1,000,000
Interior	100,000	sq ft	1,000,000
Mechanical	100,000	sq ft	1,000,000
Electrical	100,000	sq ft	1,000,000
Plumbing	100,000	sq ft	1,000,000
Roofing	100,000	sq ft	1,000,000
Steel	100,000	sq ft	1,000,000
<b>Project Total - Escalated to Q3 2023</b>			<b>15,718,829</b>

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Mr. Pitts concluded the construction costs, if constructed in the third quarter of 2023, puts us about \$517 a square foot, for a total of just over \$13 million. The construction cost is then added to the soft cost of the project which includes the design fees, contingency, furniture, fixtures, equipment, any potential moving expenses, bond costs, commissioning and construction testing which brings the total project cost to just shy of \$16 million.

Alderman Ulledahl noted that he was looking forward to seeing if this project is doable.

Mayor Boley asked that Mr. Pitt explain their design process for different size communities and budgets?

Mr. Pitts explained that they go off the department size and in communications with staff on projected needs. From there the size and the program of the building influences the overall cost. He noted that no project he has done has had an unlimited budget they have always had to find ways to be able to work within it.

Mayor Boley said that he noticed that they the national is 6% escalation for 2021 and it is budgeted at 12% escalation for 2023.

*KC Marketing is seeing .7% escalation per month*

- *Nationally ~6% escalation for 2021*
- *KC has experienced higher escalation*
- *Budgeted 12% for Q3/2023.*

Mr. Pitt explained that those percentage rates are factored in the actual cost.

Mayor Boley noted that it could possibly be higher if it goes up to seven or eight percent.

Alderman Smith noted that it was a thorough proposal. He said that he would like to see how we would come up with the funding.

Alderman Atkins said that funding would be his biggest concern. He said that he loved the design.

Alderman Chevalier noted that funding is important but would be curious if there were some other ways to look at cutting costs. Possibly more of a modular type designs where we could build on in phases and maybe find ways to come up with the funding easier.

Mayor Boley said that all of the corners and angles cost and maybe eliminating some of those may help get our cost down.

Alderman Kobylski agreed with Alderman Chevalier, looking to do it in phases. She thinks it is a much-needed project and hopes we can come up with the funding especially as we continue to grow.

Cynthia noted that the design studies for the Police facility and the Parks and Recreation/Public Works facility were both budgeted in 2021. Both findings help provide staff information so we are able to continue longer range planning and budgeting. Staff wanted to present this to the Board so they have the information as we start the budget development process, particularly looking at the operating budget and the long-term capital improvement needs. We do have a five-year capital improvement plan in place, but changes can be made as new items come up. Cynthia explained that over the next couple of months staff will be working on developing budget information and will bring operating budgets and capital need forward for discussion in May and also for discussion during the Board retreat.

Alderman Ulledahl asked if there are any grants available for facility construction?

Chief Lockridge explained that the Department of Agriculture does have programs that provide grants and lower rate funding for smaller rural communities that are below the poverty level, and we do not qualify.

### 3. Direction Finder Study Results Presentation – ETC Institute

Cynthia noted that the City conducted the first citizen satisfaction survey in 2019 and the Board included funds in this year’s budget to conduct the survey again. This survey provides good benchmarking information of our performance over time and how we compare to other communities in our region and nationally. Cynthia noted that we are very pleased with the results. Staff will be meeting later this week to review it and look at the areas in which we need to improve and also celebrate the successes. Staff will also be putting together information to put out on social media to outline these findings.

Ryan Murray, Assistant Director of Community Research for ETC Institute, explained that they administer these types of surveys for municipalities in the Kansas City area as well as nationwide.



### Purpose

- To objectively assess resident satisfaction with the delivery of City services
- To compare the City’s performance with residents regionally and nationally
- To analyze trends in results from 2019
- To help determine priorities for the community using Importance-Satisfaction Analysis

### Methodology

#### Survey Description

- Second Community Survey conducted for the City by ETC Institute

#### Method of Administration

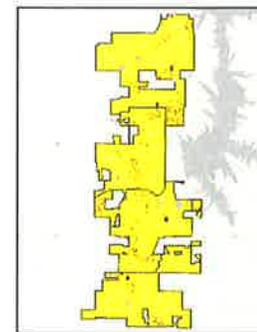
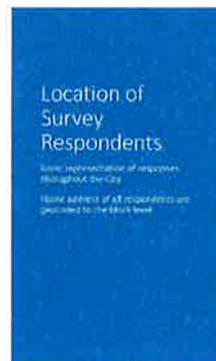
- By mail and online to a random sample of households in the City
- Each survey took approximately 15-20 minutes to complete

#### Sample Size

- Goal: 300 surveys
- Actual: 408 surveys

#### Margin of Error

- +/- 4.7% at the 95% level of confidence



2021 City of Smithville Citizen Survey

### Bottom Line Up Front

#### Residents Have a Very Positive Perception of the City

- 81% of respondents were “very satisfied” or “satisfied” with the overall quality of life in the City - **13%-point increase from 2019**
- 73% of respondents were “very satisfied” or “satisfied” with the overall quality of services provided by the City - **15%-point increase from 2019**

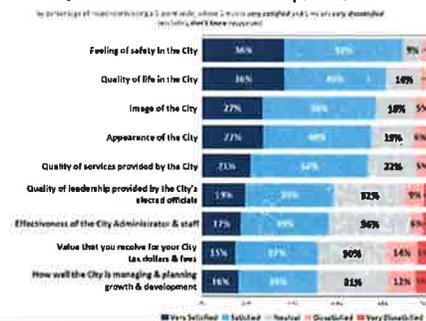
#### Satisfaction with City Services is Much Higher in Smithville Than Other Communities

- The City rated above the U.S. average in 46 of the 49 areas assessed, and significantly above the average (5% or more) in 36 of the areas
- Ratings for the overall quality of City services were 14.4%-points above the U.S. Average when accounting for Very Satisfied and Satisfied remarks

#### Priorities for Improvement

- Maintenance of major City streets
- Maintenance of neighborhood streets

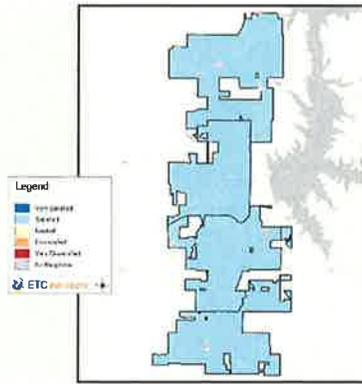
#### Q2. Level of Satisfaction With Perception Items



81% of Residents are either "Very Satisfied" or "Satisfied" with the Quality of Life in the City - only 5% are "Very Dissatisfied" or "Dissatisfied"

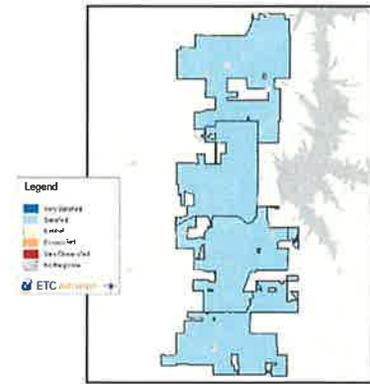
## Overall Quality of Services Provided by the City

The City is doing an excellent job of providing services equitably to all members of the community.

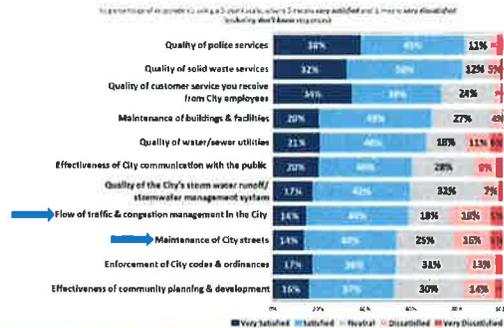


## Overall Quality of Life in the City

The City is doing an excellent job of providing services equitably to all members of the community.



### Q1. Level of Satisfaction With City Services

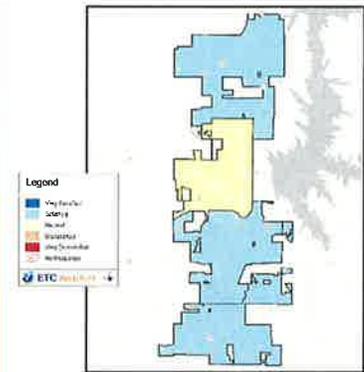


Areas with highest levels of dissatisfaction are directly related to the top priorities for improvement in 2021

## Overall Flow of Traffic and Congestion Management

The priorities for improvement include overall flow of traffic and congestion management. This map shows where residents are most satisfied with the flow of traffic and congestion management from other areas of the City that were generally satisfied with the item.

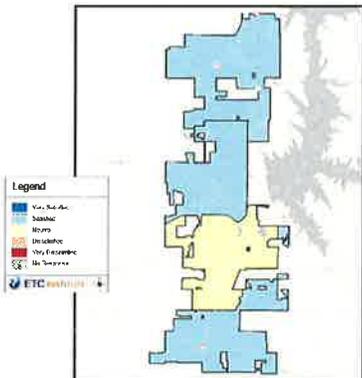
City Staff can help City residents identify areas of dissatisfaction to stream improvement efforts and focus on the areas where residents show the most concern with the delivery of the service.



## Overall Maintenance of City Streets

Top priorities for improvement include maintenance of street City streets and neighborhood streets. The map shows where residents are least satisfied with City streets that were generally satisfied with other services.

City Staff can help City residents identify areas of dissatisfaction to stream improvement efforts and focus on the areas where residents show the most concern with the delivery of the service.



### Q5. Perceptions of Safety: How Safe Do You Feel...

By percentage of respondents who selected the following response options: 1 = very safe, 2 = safe, 3 = neutral, 4 = unsafe, 5 = very unsafe (excluding don't know responses)



Residents continue to feel safe in all areas assessed with very few "unsafe" or "very unsafe" ratings.

## Trends from 2019

Results from 2019 were compared to the 2021 results to determine changes in City performance

Overall, there were 71 items that were comparable from the 2021 and 2019 survey results

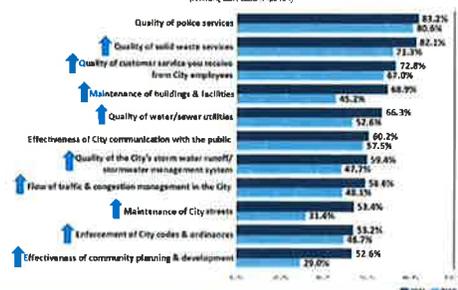
Of the 71 items that were comparable, the City saw significant increases in 54 areas (76%)

In 2021 the Parks and Recreation questions were asked differently which explains some of the significant increases in ratings

- In 2019, respondents were asked to simply rate each of the items listed
- In 2021, respondents were asked first if they had experience with the item and if so, they rated the item
- The City performed extremely well in each of the seven (7) areas that were assessed related to Parks and Recreation

### Satisfaction With City Services Trends (2021 v. 2019)

By the percentage of respondents that selected they were either very satisfied or satisfied (excluding don't know responses)



Significant Increases:

## Significant Increases from 2019

They did what they said they would do as a city service	Standard code enforcement process
Enforcing exterior maintenance of business	They were courteous & polite
Quality of water/water utilities	Maintenance of streets in your neighborhood
Snow removal on all City streets	Quality of building & permit process
As a place for play/recreation	Enforcing exterior maintenance of residential property
Quality of life in the City	Enforcing clean-up of debris on private property
As a place to retire	Availability of information about City programs & services
Enforcing mowing/cutting of weeds & tall grass on private property	As a place where you would buy your next home
Quality of the City's storm water runoff/stormwater management system	To increase quality of life
Mowing of City property	Fear of safety in the City
They gave prompt, accurate, & complete answers to questions	Quality of customer service you receive from City employees
Quality of solid waste services	As a place to live
Flow of traffic & congestion management in the City	Enforcement of City codes & ordinances

## Significant Increases from 2019

Quality of dog waste equipment*	Maintenance of backlogs & facilities
Loss of recycling for programs*	Effectiveness of community planning & development
Fees charged for recreation programs*	Maintenance of City streets
Appearance of the City	Number of walking & biking trails*
Quality of outdoor athletic fields*	Maintenance of City parks & trails
All city recreation programs*	Cleanliness of City streets & other public areas
Youth recreation programs*	They helped you resolve an issue to your satisfaction
How well the City is managing & planning growth & development	As a place to work
Appearance of City parks*	Maintenance of stormwater drainage system
Image of the City	Maintenance of the City's fire system
Maintenance of major City streets	Maintenance of bus facilities
Maintenance of sidewalks in the City	Maintenance of street sign/traffic signs
Maintenance of City parks*	Quality of services provided by the City
Maintenance of City parks & park equipment	Value that you receive for your City tax dollars & fees

Items with an asterisk (\*) were Parks and Recreation items asked differently in 2019

## Significant Decreases from 2019

There were NO significant decreases from the 2019 survey

City leaders should ensure these trends remain by doing another survey in 2023 to track performance in key areas and to ensure City initiatives are effective in swaying satisfaction

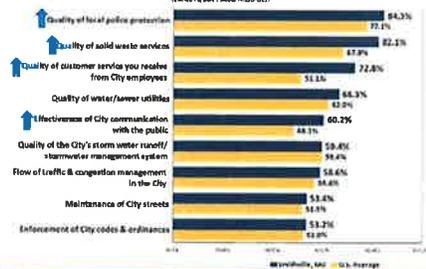
There were six (6) items that received lower ratings than in 2019—none were significant:

- Visibility of police in neighborhoods
- Quality of local police protection
- Overall efforts by the City to prevent crime
- Enforcement of local traffic laws
- Information provided through the City's social media sites

### Benchmarks: Satisfaction With City Services

#### Smithville, MO Compared to U.S. Average

By the same percentage of respondents that indicated they were either very satisfied or satisfied (excluding don't know responses)

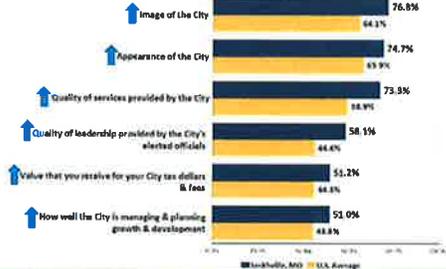


Significantly Higher

### Benchmarks: Satisfaction With Perception Items

#### Smithville, MO Compared to U.S. Average

By the same percentage of respondents that indicated they were either very satisfied or satisfied (excluding don't know responses)

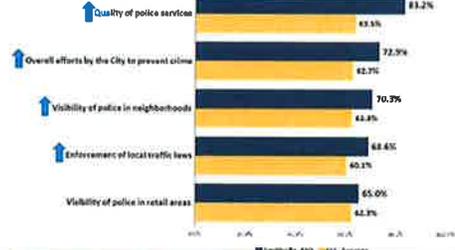


Significantly Higher

### Benchmarks: Satisfaction With Public Safety Services

#### Smithville, MO Compared to U.S. Average

By the same percentage of respondents that indicated they were either very satisfied or satisfied (excluding don't know responses)

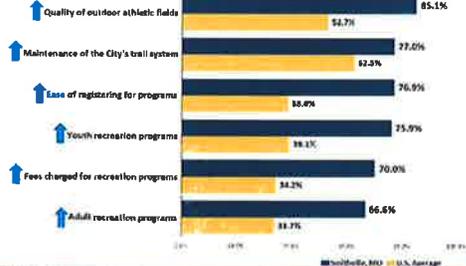


Significantly Higher

### Benchmarks: Satisfaction With Parks & Rec Amenities & Programs

#### Smithville, MO Compared to U.S. Average

By the same percentage of respondents that indicated they were either very satisfied or satisfied (excluding don't know responses)

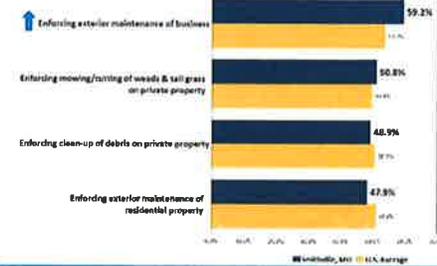


Significantly Higher

### Benchmarks: Satisfaction With Code Enforcement Services

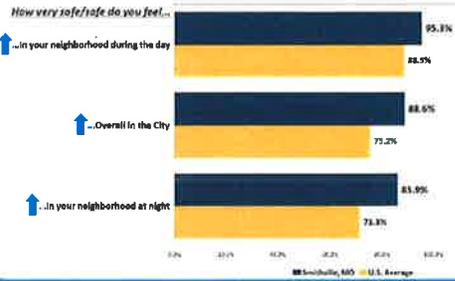
#### Smithville, MO Compared to U.S. Average

By the same percentage of respondents that indicated they were either very satisfied or satisfied (excluding don't know responses)



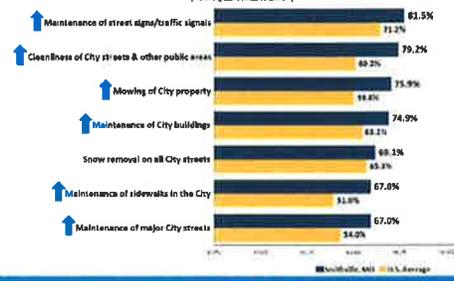
Significantly Higher

### Benchmarks: Feeling of Safety in the City Smithville, MO Compared to U.S. Average



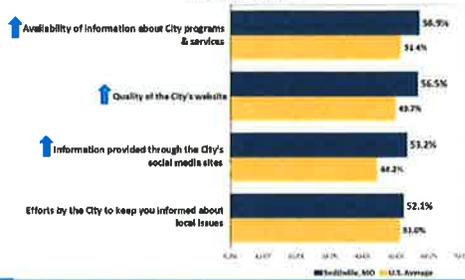
Significantly Higher:

### Benchmarks: Satisfaction With Maintenance Services Smithville, MO Compared to U.S. Average



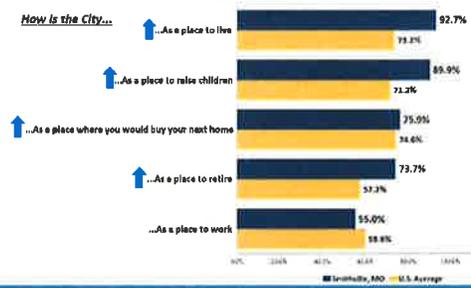
Significantly Higher:

### Benchmarks: Satisfaction With Communication Services Smithville, MO Compared to U.S. Average



Significantly Higher:

### Benchmarks: Excellent or Good Perceptions of the City Smithville, MO Compared to U.S. Average



Significantly Higher:

### Importance-Satisfaction Ratings City Maintenance Services Smithville, MO (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Maintenance of major City streets	45.6%	1	97.0%	10	0.1905	1
Maintenance of streets in your neighborhood	26.5%	2	55.2%	12	0.1182	2
Snow removal on all City streets	25.8%	3	69.1%	8	0.0797	3
Maintenance of the City's water & wastewater system	21.4%	4	64.4%	11	0.0719	4
Maintenance of sidewalks in the City	7.6%	6	67.0%	9	0.0251	5
Cleanliness of City streets & other public areas	9.5%	5	70.2%	7	0.0206	6
Maintenance of the stormwater drainage system	5.3%	8	69.6%	7	0.0155	7
Maintenance of City parks & park equipment	5.2%	7	76.0%	4	0.0122	8
Maintenance of the City's trail system	4.0%	10	77.0%	3	0.0092	9
Mowing of City property	3.1%	11	75.9%	5	0.0075	10
Maintenance of street signs/traffic signals	4.0%	9	81.5%	1	0.0074	11
Maintenance of City buildings	2.2%	12	74.9%	6	0.0053	12

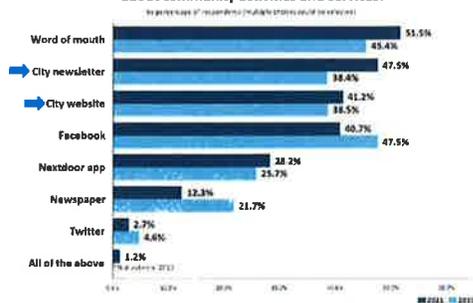
I-S Ratings: 1000 or Greater Are Considered a High Priority for Investment Over the Next Two Years.

### Importance-Satisfaction Ratings Parks & Recreation Services Smithville, MO (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Youth recreation programs	77.0%	1	75.9%	9	0.0530	1
Adult recreation programs	5.4%	7	66.6%	11	0.0180	2
Maintenance of City parks	19.1%	2	93.1%	1	0.0132	3
Maintenance of public restrooms	6.4%	5	80.2%	7	0.0127	4
Fees charged for recreation programs	3.7%	10	70.0%	10	0.0111	5
Number of walking & biking trails	14.7%	3	92.5%	3	0.0110	6
Quality of playground equipment	6.3%	6	88.5%	4	0.0072	7
Courtesy of Parks & Recreation's employees	4.6%	8	85.4%	5	0.0067	8
Quality of outdoor athletic fields	4.4%	9	85.1%	6	0.0066	9
Appearance of City parks	8.4%	4	92.8%	2	0.0060	10
Ease of registering for programs	2.5%	11	76.5%	8	0.0058	11

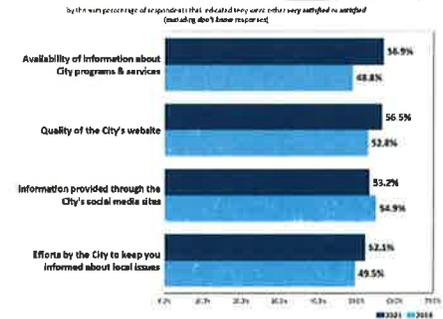
I-S Ratings: 1000 or Greater Are Considered a High Priority for Investment Over the Next Two Years.

### Q14. Which of the following are your primary sources of information about community activities and services?

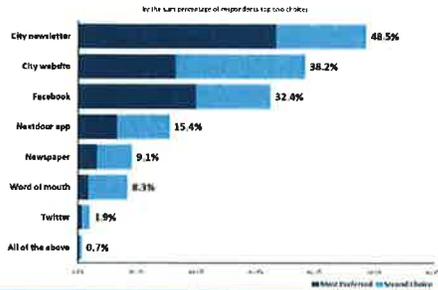


The most preferred sources don't align with where residents are likely turning first for information.

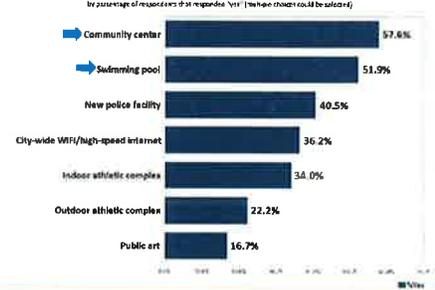
### Satisfaction With Communication Services Trends (2021 v. 2019)



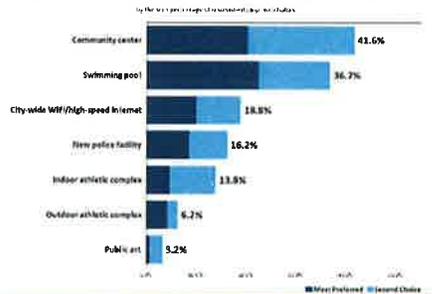
**Q15. Which methods of communication do you most prefer to use for information about community activities and services?**



**Q18. Would you be willing to pay increased taxes or fees for any of the community amenities/facilities listed below?**



**Q19. Which community amenities/facilities do you most prefer?**



# Summary

**Residents Continue to Have a Very Positive Perception of the City Satisfaction with City Services is Much Higher in Smithville Than Other Communities**

## Priorities for Improvement

- Maintenance of major City streets
- Maintenance of neighborhood streets

**To sustain these results the City should consider another survey in 2023 to continue to track trends and investments in key areas**

Mr. Murray noted that every forward-facing employee should be commended for these results. He said these are not the results that he sees frequently, he has a few northern Kansas City clients that are a little bit terrified of the results, but this was a welcome surprise. There have been ups and downs in the high-performing communities over the last couple of years especially with the pandemic. It is important that everyone knows the results and how well Smithville is doing.

Mayor Boley thanked Mr. Murray and agreed that it was great to see how well the City is doing.

Alderman Atkins asked why it is good receiving 408 replies to the survey for a community of over 10,000?

Mr. Murray explained that in order for the survey to have statistical significance, only 300 responses were required so that is why he was very pleased to receive over 400.

Alderman Atkins asked if in the world of surveys if that is a good saturation point?

Mr. Murray said that it was, and compared a larger city, Lenexa where they want to receive back 400.

Alderman Atkins asked if residents in different demographics are used for each survey?

Mr. Murray explained that they maintain those samples year after year, because some people are renters or have moved. They draw a random sample every time, so there may be a few residents that have received it prior it is very unlikely.

Cynthia noted that would be a reason to continue the survey process in future years to get the different levels of responses. Cynthia explained that over the last couple of years we have done other surveys and received good responses and ETC does the survey by self-selection.

Mr. Murray explained that with the Parks and Recreation survey that the City did we received over a thousand responses and in instances like that, the folks that are most likely to respond to the survey are going to participate in it and tell you what their opinion is. The difference with the citizen satisfaction survey is he basically strong-arms people into giving their input, meaning he make multiple follow-up attempts. They send out a paper survey in the mail that comes with a paid return envelope and also gives you the link to fill it out online. Folks still do not what to complete the survey and in order to ensure representation based on census bureau numbers according to demographics in our survey he has to continually follow-up with folks either by text message, email or mail. He explained that these results are reliable at the 95 percent level of confidence, which means if we were to do the survey a hundred times, ninety-five out of a hundred times we would get these results plus or minus about a 4.7 percent margin of error.

Alderman Chevalier noted that this should prove to people that filling out surveys are important. With the improvements we received in the survey it shows that we hear you and we are going to fix things and make things better. He said that staff did an awesome job in doing that.

Alderman Kobylski is so proud of everyone, city staff and Board members. She said that we listen, and this proves that we are trying to do what is best for our community.

Alderman Smith said that he was delighted to see the results of this, and it just tells him that we have the right people in place.

Alderman Ulledahl thanked Mr. Murray for the great job putting the presentation together so it was easy to read. He noted that it is obvious that the city has spoken and is seeing positive forward progress that we need.

**4. Adjourn**

Alderman Ulledahl moved to adjourn. Alderman Smith seconded the motion.

Ayes – 5, Noes – 0, motion carries. Mayor Boley declared the Work Session adjourned at 6:45 p.m.



Linda Drummond, City Clerk



Damien Boley, Mayor