



Roll Call Number

08-889

Agenda Item Number

39

Date May 19, 2008

APPROVING PROFESSIONAL SERVICES CONTRACT WITH ETC INSTITUTE, (ELAINE TATHAM, PRESIDENT, OLATHE, KS) FOR THE DEVELOPMENT AND IMPLEMENTATION OF THE 2008 RESIDENT SATISFACTION SURVEY AND THE SURVEY OF BUSINESSES

WHEREAS, satisfaction surveys are an important source of citywide resident input regarding city services and quality of life in Des Moines; and

WHEREAS, the City Council previously authorized four successful resident satisfaction surveys with ETC Institute in 2004, 2005, 2006, and 2007; and

WHEREAS, the City Council expressed interest in continuing the administration of the ETC Institute DirectionFinder residential satisfaction survey and survey of businesses, on an annual basis; and

WHEREAS, funds are available in the City Wide Training and Benchmarking Fund, SP720 HRS980100; and.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Des Moines, Iowa, that the attached professional services contract for the development and implementation of a resident satisfaction survey and a survey of businesses with ETC Institute, Elaine Tatham, President, 725 W Frontier Circle, Olathe, KS, is hereby approved, and the City Manager is authorized to sign the agreement on behalf of the City and to carry out its terms and conditions.

(Council Communication No. 08- 282 )

APPROVED AS TO FORM:

Moved by Vlassis to adopt.

[Signature]

Lawrence R. McDowell Deputy City Attorney

Table with columns: COUNCIL ACTION, YEAS, NAYS, PASS, ABSENT. Rows for COWNIE, COLEMAN, HENSLEY, KIERNAN, MAHAFFEY, MEYER, VLASSIS, and TOTAL.

CERTIFICATE

I, DIANE RAUH, City Clerk of said City hereby certify that at a meeting of the City Council of said City of Des Moines, held on the above date, among other proceedings the above was adopted.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my seal the day and year first above written.

[Signature] Mayor

[Signature] City Clerk