



**REQUEST FOR COMMISSION ACTION**  
**CITY OF INDEPENDENCE**  
**February 11, 2021**

**Department** Administration

**Director Approval** Kelly Passauer

**AGENDA ITEM** Consider authorizing the City Manager to sign an engagement letter with Tanner LLC to create and analyze the results of a citizen satisfaction survey.

**SUMMARY RECOMMENDATION** City staff recommends approval.

**BACKGROUND** Recently, Tanner LLC facilitated a planning retreat with the Commission and City staff. At the retreat one of the Intention Statements that was identified was “Communication” which included a citizen survey as a measure of success. In addition, we are now at a midpoint after adoption of the strategic plan. As you may recall, a citizen satisfaction survey was part of the initial strategic plan process. We are now at the midpoint of the five-year strategic plan and it is time to conduct another citizen satisfaction survey. The fees for Tanner LLC to create and analyze the survey are \$7,250. There will also be additional printing and mailing costs associated with distributing the survey.

**SUGGESTED MOTION** I move to authorize the City Manager to sign an engagement letter with Tanner LLC to create and analyze the results of a citizen satisfaction survey.

**SUPPORTING DOCUMENTS** Engagement Letter from Tanner LLC



Tanner LLC  
Key Bank Tower at City Creek  
36 South State Street, Suite 600  
Salt Lake City, Utah 84111-1400  
Telephone 801.532.7444  
Fax 801.532.4911  
www.tannerco.com

February 5, 2021

Dear Kelly:

It was a pleasure chatting with you this week, and I look forward to the opportunity to assist in evaluating resident sentiments through the creation and distribution of a citizen satisfaction survey. I hope you will find these services to be a great benefit to Independence.

Our goal is to provide creation and analysis of a citizen survey, and to provide recommendations on possible next steps regarding those analytical findings. Your organization's management is responsible for making all management decisions and performing all management functions; for designating an individual with suitable skill, knowledge, or experience to oversee the services we will provide; and for evaluating the adequacy and results of those services and accepting responsibility for them.

Services shall include:

- 1) Facilitation of a survey design meeting with your team.
- 2) Creation of a citizen satisfaction survey for both online and paper formats.
- 3) High-level consultation on the distribution of the survey.
- 4) Analysis of the survey results, including a high-level summary report highlighting key trends and outlining recommendations on next steps.
- 5) A presentation to the City Commission outlining the survey process, results, and recommendations.

Based on this scope, fees for this engagement will not exceed \$7,250. Invoices will be prepared and presented as we progress through the project. \$2,000 will be billed upon commencing the engagement. All invoices are due and payable upon receipt. Fees for any additional services will be discussed and approved by you in advance of services being performed.

I look forward to working together and am excited to be involved in this process. Please sign below to accept the initial terms of this engagement.

Respectfully,

*Mackey Smith*

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Mackey Smith, Sr. Strategy Consultant, Tanner LLC

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Kelly Passauer, City Manager, City of Independence, Kansas