



Agenda Item: Discussion Item
Title: 2019 Customer Satisfaction Survey

Recommended Council MOTION: n/a

Administrative or Policy Goal:

In early 2019, the City Manager’s office contracted with the Wyoming Survey Analysis Center to conduct a community wide citizen survey. Many municipalities use citizen surveys as a tool to gather input from residents on a wide variety of topics of interest for the community. Information gathered in the surveys assists in with delivery of service, improved communications, strategic planning and budget development. Simply put, surveys are a way for us to get to know our customers (i.e. our residents and visitors) better and, in turn, improve or enhance our services to better meet their needs.

Since 2006, the City of Laramie has conducted a four citizen surveys. Each survey asks similar and often identical questions. This allows us to track improvement over time.

Wyoming Survey Analysis Center Research Scientists Bistra Anatchkova and Michael Dorssom will present the results of the 2019 Survey during the August 13, 2019 work session.

Responsible Staff:

City Manager, Janine Jordan, x5226
Grant Analyst, Sarah Reese, x5201

Attachment: Resolution 2017-61