



Legislation Text

File #: 19-271, **Version:** 1

Receive an Update Regarding the 2019 Resident Satisfaction Survey

BACKGROUND:

Every two years, the City of Farmers Branch conducts a citywide survey to evaluate the residents' satisfaction with City services. The consistent administering of the survey allows us to identify trends and evaluate satisfaction over time. The 2019 Resident Satisfaction Survey continued to focus open-ended questions and the development of the relationship between the importance of the services we provide and the quality of service delivery. The 2019 survey was almost exclusively completed online with over 99% of all surveys completed online.

DISCUSSION:

National Survey Research conducted the 2019 Resident Satisfaction Survey, and the results will be presented in a similar method to previous survey reports with a focus on gap and trend analysis. Council will have an opportunity to review the results from the survey, provide feedback for staff, and ask the survey provider questions.

ATTACHMENT(S):

1. 2019 Farmers Branch Resident Satisfaction Survey Presentation