



# City of Olathe

## COUNCIL AGENDA ITEM

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**MEETING DATE:** 2/19/2019

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**DEPARTMENT:** Resource Management

**STAFF CONTACT:** Dianna Wright/Ed Foley

**SUBJECT:** Presentation by ETC Institute on the results of the 2018 DirectionFinder Survey

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**ITEM DESCRIPTION:**

Presentation by ETC Institute on the results of the 2018 DirectionFinder Survey

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**SUMMARY:**

The DirectionFinder Survey was designed to objectively assess community priorities and satisfaction with the delivery of City services. It has been administered annually since 2000. The survey was administered to Olathe households by mail with a follow-up by telephone.

Chris Tatham of ETC Institute will present the results of the 2018 survey.

An analysis of areas that saw significant changes from 2017 to 2018 is attached for your review.

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**FINANCIAL IMPACT:**

The DirectionFinder Survey helps guide resource allocation decisions both in the short-term and long-term. Several of the measures developed from this survey are used to develop performance measures for the organization. Annual results allow departments to better utilize resources and guides budgetary decisions.

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**ACTION NEEDED:**

Receive the presentation.

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**ATTACHMENT(S):**

Analysis of Significant Changes from 2017-2018