Request for City Council Committee Action from the Department of Finance

Date: June 20, 2005

To: Council Member Barbara Johnson, Chair Ways and Means Committee
Subject: RFP for 2005 Resident Survey

Recommendation
That the proper City Officers be authorized to issue a Request for Proposals (RFP) for conducting a 2005 Resident Survey, contingent on PRC approval.

Previous Directives
none

Prepared or Submitted by: Nancy Hoy, Strategic and Business Planning Coordinator, 673-3258

Approved by: Patrick Born, City Financial Officer _____

John Moir, City Coordinator _____

Permanent Review Committee Approval _____ Not Applicable _____ _Pending__X__

Policy Review Group (PRG) Approval _____ Date of Approval _____ Not Applicable __X__
Note: The Policy Review Group is a committee co-chaired by the City Clerk and the City Coordinator that must review all requests related to establishing or changing enterprise policies.

Presenters in Committee: Nancy Hoy, Strategic and Business Planning Coordinator

Financial Impact (Check those that apply)

_X__ No financial impact - or - Action is within current department budget.

(If checked, go directly to Background/Supporting Information)

____ Action requires an appropriation increase to the Capital Budget

____ Action requires an appropriation increase to the Operating Budget

____ Action provides increased revenue for appropriation increase

____ Action requires use of contingency or reserves

____ Other financial impact (Explain):

____Request provided to the Budget Office when provided to the Committee Coordinator

Community Impact

City Goals: The Resident's opinions will provide feedback and insights on how well the City is performing in meeting the all of the City's goals.

- Build communities where all people feel safe and trust the City's public safety professionals and systems.
- Maintain the physical infrastructure to ensure a healthy, vital and safe City.
- Deliver consistently high quality City services at a good value to our taxpayers.
- Create an environment that maximizes economic development opportunities within Minneapolis by focusing on the City's physical and human assets.
- Foster the development and preservation of a mix of quality housing types that is available, affordable, meets current needs, and promotes future growth.
- Preserve and enhance our environmental, economic and social realms to promote a sustainable Minneapolis.
- Promote public, community and private partnerships to address disparities and to support strong, healthy families and communities.
- Strengthen City government management and enhance community engagement.

As adopted by the City Council and Mayor, January 2003 and revised April 2005.

Background/Supporting Information Attached

The City of Minneapolis is seeking to engage a professional research firm to develop and conduct a random sample telephone survey of Minneapolis residents that would measure resident opinions, perceptions, and expectations regarding City government services and priorities and the City's progress toward achieving our City Goals. This survey will be conducted mid-November 2005.

The 2005 Minneapolis Residents Survey will build off of the surveys conducted in 2001 and 2003 to measure resident opinions, perceptions, and expectations and priorities. Particular focus will be given to developing questions to assist in our business planning efforts in terms of resident priorities as well resident satisfaction with City services and completing analysis of the changes in resident opinions from the 2001, 2003 and 2005 survey results.

The intention of the resident survey process is:

1) Measure satisfaction with City services and perceptions about quality of life indicators, which serve as departmental performance measures

2) Gather information on residents' priorities, which informs citywide strategic planning and goal setting as well as departments' business planning efforts
3) Gauge residents' need for services, their expectations regarding the level of those services, and their willingness to pay for service enhancements or to pay to maintain existing services
4) Gather information about residents' knowledge of City services
5) Determine how residents currently access and prefer to access City information

Information on the 2001 and 2003 Surveys can be found on the City's web-site:
http://www.ci.minneapolis.mn.us/results-oriented-minneapolis/citizensurvey/index.asp