

SPECIAL WORK SESSION OF CITY COUNCIL  
CITY OF EXCELSIOR SPRINGS  
EXCELSIOR SPRINGS, MISSOURI  
JANUARY 17, 2006

The City Council of the City of Excelsior Springs, Missouri met in a Special Work Session at 5:00 pm, Tuesday, January 17, 2006 in the Council Chambers of the Hall of Waters Building to hear discussions regarding the City of Excelsior Springs' 2005 Direction Finder Survey conducted by the ETC Institute. The meeting was called to order by Mayor R. D. "Sonny" Parker.

Roll Call of Members: Present: Mayor Parker, Mayor Pro-Tem Fousek, Councilwoman Fines  
Councilman Hartman and Councilman Taylor

Absent: None

Present Representing the City: City Manager Hennen  
Fire Chief Bill Stewart  
Public Works Director Rex Brinker  
Finance Director Steve Marriott

ETC SURVEY: (Tape A1-A1337)

City Manager Hennen advised the Council that this survey had been utilized in preparing the 2005/2006 fiscal year budget. He then introduced Ms. Karen Falk, Senior Project Manager of the ETC Institute.

Ms. Falk advised the Council that this survey was conducted to aid the city in its direction for making decisions. Ms. Falk then presented charts and maps to cover the following items:

- I. Methodology: 535 Households were contacted during June of 2005 either by mail or phone in the survey. A benchmark analysis was presented comparing Excelsior Springs to other communities. A map was shown to indicate location of respondents.
- II. Demographics: Ages of household occupants and do you own/rent your residence (89% owned their home.) Graphs were shown indicating overall satisfaction with city services such as fire, water, police, sewer, city services, streets, park and recreation, etc. It was shown that "city services" needed the most emphasis. A graph showed degree of satisfaction with items that influence perception residents have of the City.
- III. City Maintenance: Percent of satisfaction with various aspects of city maintenance.
- IV. Parks and Recreation: Percent of satisfaction with various aspects of Parks and Recreation.
- V. Public Safety: Percent of satisfaction with various aspects of Public Safety...Fire and Emergency Services that are most important to residents, support services provided by Police which are most important to residents, enforcement of crime prevention services, level of concern for various types of crimes.
- VI. Other Issues: Would residents like to pay water and tax bills with a credit card, source of information residents currently use to get information regarding the City, have you used the City's website, perceived importance of amenities to quality of life and the level of trust residents have in local officials.

Ms. Falk then presented color-coded maps showing level of satisfaction among residents in various sections of the City. Ms. Falk further stated that she would be available if members of the Council had questions regarding this survey at a later time. The City Manager stated print-outs of this survey would be made available to the Council.

ATTEST:

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R. D. "SONNY" PARKER, MAYOR

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FRANCES SMITH, CITY CLERK