Citizen Satisfaction Survey Results

The City Manager’s office has made it a strategic goal to work in many aspects throughout the City to improve communication, increase effective data-driven decision making, and increase sustainability. As a part of the strategic plan, a
direct goal is to conduct a survey every other year to receive feedback from the Citizens of Topeka in regards to their satisfaction levels of City services.

“The citizen satisfaction survey is important to get feedback on what Topekans feel about our community, both good and bad,” said City Manager Brent Trout. “The feedback allows the city to identify our strengths and find out what aspects of our city that citizens want us to improve on.”

In November of 2018, the City of Topeka contracted with the ETC Institute to administer a citizen’s satisfaction survey to assess the opinions and priorities of Topeka residents. To ensure the community was represented as a whole, a total of 3,000 surveys were mailed out to a random sample of households covering all parts of the city. To get statistically accurate data, ETC set a goal to receive 400 completed surveys. The goal was exceeded with 438 household responses, giving a 4.7% margin of error or a 95% level of confidence rate.

The data collected should be considered along with other factors such as input from City officials and City staff when making budget and policy decisions. The city has also concluded from this survey that there are areas in which the City of Topeka needs to do a better job telling their story and educating the general public.
According to the survey report, the Citizens top three priorities, in order, are:

1. Maintenance of City Streets

2. Flow of Traffic & Congestion Management

3. Enforcement of City codes & ordinances

The survey will be a great resource not only for staff but for other individuals in the community as well. The feedback we received will be a consistent tool we utilize to identify opportunities to improve on, measure trends over time and compare Topeka’s performance with other communities.

As listed on the City of Topeka webpage our mission is to provide exceptional, cost-effective services in partnership with the community, which add value and enhance the quality of life for all. We believe that conducting the survey and utilizing the feedback keeps our promise of this mission as well as the goal to build citizen satisfaction, confidence and trust in service delivery and operations management. The full survey findings can be found on the city website at:

https://www.topeka.org/citymanager/citizen-satisfaction/
Road Construction

The City of Topeka Public Works Department is kicking off construction season. Each week, the weekly report will have updates on the road construction projects in Topeka.

Construction highlights:

- Work continuing on Clarion Woods.
- Work continuing on the alley west of KS Avenue off of 1st Street.
- Work continuing on alley off of Huntoon this week.
- Localized curb replacement projects are underway.
- Work along Fairlawn near SW 29th proceeding.

Projects Starting this week:

- SE Adams (33rd to 37th) – April 1st
Mayor and City Manager Monthly News Conference

Mayor De La Isla and City Manager Trout host a monthly news conference to talk about goings on in the City of Topeka.
There have been 17 broken water mains in March with 119 breaks year to date. At this time last year there were 142 water main breaks.

TPD held a Strengthening Police and Community Partnerships meeting in District 2 on 3/25.

The Utilities Department participate in World Water Day at the Kansas Statehouse on March 21st. They spoke to attendees about water efficiency in homes.

The Street Department filled 2,461 potholes this week with 14,040 potholes filled this year.

City Manager Mobile Office

In an effort to reach out to citizens, City Manager Brent Trout is starting a mobile office. The mobile office will give citizens a chance to interact with the City Manager and share their concerns outside of city hall. The mobile office will take place once a quarter. Citizens can set up a fifteen minutes meeting by calling the City Manager’s office. Open hour timeslots will also be available for anyone wanting to drop in. The first mobile office will
take place on April 15th from 1 p.m. to 4 p.m. at Juli's Coffee and Bistro on 110 SE 8th Ave.

Citizens should contact the City Manager’s office to make a 15 minute appointment for the mobile office at 785-368-3725 or email kbaker@topeka.org

Pavement Condition Index and Performance Portal

Have you checked out the City of Topeka Performance Portal? The Performance Portal allows you to look at what the City of Topeka is doing with infrastructure, public safety and in neighborhoods - along with several other initiatives.

The City uses data based decision making for road construction. The Pavement Condition Index or PCI is used to determine the condition of...
the roads and make decisions on which roads should be repaired and what level of maintenance is needed. This keeps our streets in good condition for longer by addressing the highest needs first.

Team Up to Clean Up: East End

Team Up to Clean Up is coming to the East End neighborhood in March and April.

Check out how Team Up to Clean Up has helped other neighborhoods on the City of Topeka performance portal.

This week's updates include:
• Water Pollution Control Storm Water Inlet Cleaning.

• Meter change out program was completed 3/28.

• Public Works is installing new street signs in the East End Neighborhood.

• Property Maintenance is continuing to inspect and cite houses in East End.

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**Coming Up**

• City Council Meeting, April 2nd at 6 p.m.

• Human Relations Commission meeting on April 1 at 5:30pm.
Brent Trout

This weekly report is presented to you from the office of City Manager Brent Trout.

For other weekly reports, visit the City's website

This report was produced through our open data portal. We have several other open data portals to help connect you with the work we do, including portals that let you:

- Visualize Topeka's $270M budget
- See Topeka's expenses, one check at a time
- Navigate our major infrastructure projects
- Track departments' progress toward our goals