Fulton County

Legislation Details (With Text)

File #:	22-0537 **Version:** 1	**Name:**	
Type:	CM Action Item - Open & Responsible Government	**Status:**	Held
File created:	6/8/2022	**In control:**	Board of Commissioners
On agenda:	9/21/2022	**Final action:**	9/7/2022
Title:	Request approval of an Inter-Governmental Agreement in the amount of $120,000.00 with the Board of Regents of the University System of Georgia on behalf of Kennesaw State University to conduct a communitywide customer service survey to ascertain opinions on a number of issues related to County management and quality of life in support of Fulton County's Strategic Planning efforts. Effective June 1, 2022 through May 31, 2023. (HELD)		
Sponsors:			
Indexes:			
Code sections:			
Attachments:	1. KSURSF Research Consulting Agreement 2022_Fulton-County-Strategic-Planning-Survey-Report_FINAL (002)		

Date	Ver.	Action By	Action	Result
9/7/2022	1	Board of Commissioners	approve	
9/7/2022	1	Board of Commissioners	hold	Pass

Department
Strategy and Performance Management

Requested Action *(Identify appropriate Action or Motion, purpose, cost, timeframe, etc.)*
Request approval of an Inter-Governmental Agreement in the amount of $120,000.00 with the Board of Regents of the University System of Georgia on behalf of Kennesaw State University to conduct a communitywide customer service survey to ascertain opinions on a number of issues related to County management and quality of life in support of Fulton County's Strategic Planning efforts. Effective June 1, 2022 through May 31, 2023. **(HELD)**

Requirement for Board Action *(Cite specific Board policy, statute or code requirement)*
Official Code of Georgia 36-10-1 states that all contracts entered into by the County governing authority with other persons shall be in writing and entered in its minutes.

Strategic Priority Area related to this item *(If yes, note strategic priority area below)*
Open and Responsible Government

Commission Districts Affected
All Districts ☒
District 1 ☐
District 2 ☐

District 3 ☐
District 4 ☐
District 5 ☐
District 6 ☐

Is this a purchasing item?

No

Summary & Background *(First sentence includes Agency recommendation. Provide an executive summary of the action that gives an overview of the relevant details for the item.)*

Scope of Work: The Burruss Institute will oversee a resident survey for Fulton County to solicit opinions regarding Fulton County communication during COVID-19, use of services, and potential changes to service delivery. The survey instrument will be developed in conjunction with Fulton County to ensure the information gathered is useful and questionnaire design is sound. Communication will be conducted via video conference meetings, email, and phone as appropriate to meet project goals and deadlines. The survey instrument will include all relevant demographics and will be designed to take 12 minutes or less to complete. This length has been determined to be optimal for respondent participation.

The Burruss Institute will prepare a written report that highlights the findings of the residential survey. The report will include an Executive Summary, a description of the methodology, and a presentation of the results.

Survey methodology:
The combination of telephone survey and online survey approach will yield a target of 1,000 completed surveys. This will result in a 95% confidence interval with a margin of error of +/- 3.1%

Phone survey target number of completions - 700

Online survey target number of completions - 300

Wave 1: Survey invitation letters will be mailed to approximately 8,500 residents. Invitations will contain a link and a unique password for each residence. The implementation of this method will allow only that resident to complete the survey. Using this link, the respondent may also stop at any time and restart at a later time or date if desired.

Wave 2: Postcard reminders will be mailed to the same 8,500 residents.

Community Impact: The survey will assist the County in determining how customer service can be improved over the next year.

Department Recommendation: Approval of the agreement

Project Implications: Insight into the satisfaction levels of our citizens with our services as we are moving through the COVID Pandemic.

Community Issues/Concerns: No community issues or concerns identified.

Department Issues/Concerns: No departmental issues or concerns identified.

Contract Modification (*Delete this chart only if the Requested Action is for a NEW award. Simply insert the text "**New Procurement**." If the Requested Action is for a Contract Modification ((Renewal, Amendment, Change Order, Extension, Increase Spending Authority)), the chart should remain and be completed.)*

Current Contract History	BOC Item	Date	Dollar Amount
Original Award Amount			$.00
1st Renewal			$.00
2nd Renewal			$.00
Extension #1			$.00
Total Revised Amount			$.00

Contract & Compliance Information *(Provide Contractor and Subcontractor details.)*

Exhibits Attached *(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)*

Contact Information *(Type Name, Title, Agency and Phone)*

Contract Attached

Choose an item.

Previous Contracts

Choose an item.

Total Contract Value

Original Approved Amount:
Previous Adjustments:
This Request:
TOTAL:

Grant Information Summary

Amount Requested:
Match Required:
Start Date:
End Date:
Match Account $:

☐ Cash
☐ In-Kind
☐ Approval to Award
☐ Apply & Accept

Fiscal Impact / Funding Source

Funding Line 1:

100-999-1823-1160

Funding Line 2:

Key Contract Terms	
Start Date: 8/17/2022	**End Date:** 8/16/2023
Cost Adjustment:	**Renewal/Extension Terms**:

Overall Contractor Performance Rating:

Would you select/recommend this vendor again?
Yes

Report Period Start: **Report Period End:**