

**MERRIAM CITY COUNCIL AGENDA  
CITY HALL  
9001 WEST 62<sup>ND</sup> STREET  
April 12, 2021  
7:00 P.M.**

**This is a virtual meeting.  
The public may participate by joining the meeting at:**

**If you require any accommodation (i.e. qualified interpreter, large print, reader, hearing assistance) in order to attend this meeting, please notify the Administrative Office at 913-322-5500 no later than 24 hours prior to the beginning of the meeting.**

<https://us02web.zoom.us/j/87121805375?pwd=czJGZ1QrT3JyK0xUOHZhTmxFSWhsUT09>

1-346-248-7799

Webinar ID: 871 2180 5375

Passcode: 861705

**I. CALL TO ORDER - PLEDGE OF ALLEGIANCE**

**II. ROLL CALL**

**III. PUBLIC ITEMS**

In response to COVID-19 and remote City Council meetings, the public comment process that normally occurs during the City Council meeting has temporarily changed. Members of the public are still encouraged to share comments about matters that may or may not appear on the agenda by the following process below:

Submit public comment to the City Clerk at [jpinnick@merriam.org](mailto:jpinnick@merriam.org) by 6 p.m. on the date of the meeting; comments are limited to 500 words; must include "Public Comment" in the subject line; commenters must include their name and their address. Late submissions, submissions without "Public Comment" in the subject line; and comments without name and address will not be read into the public record. In accordance with the *Governing Body Rules of Procedure*, the City reserves the right to refuse Public Comments that are personal, impertinent or slanderous.

**IV. CONSENT AGENDA**

All items listed under the heading are considered to be routine by the City Council and may be enacted by one motion. There will be no separate discussion of these items unless a Councilmember so requests, in which case that item will be removed from the Consent Agenda and considered separate.

1. Consider approval of the minutes of the City Council meeting held March 22, 2021.

2. Consider approval of the purchase of one E26 R-Series Bobcat Compact Excavator.

## **V. MAYOR'S REPORT**

1. 1<sup>st</sup> Quarter 2021 Employee Service Awards.
2. Proclamation declaring May 2021 as *Bike Month*.
3. Confirm the appointment of Shawn McConnell to the Planning Commission for the term expiring December 31, 2023.
4. Confirm the appointment of Jennifer Jones-Lacy as Assistant City Administrator.
5. Fire Department Annual Report.

## **VI. COUNCIL ITEMS**

1. ETC Business Survey Presentation.
2. Consider approval of an agreement with Johnson County for Enforcement of County Health Order.
3. CIP Update.

## **VII. STAFF ITEMS**

## **VIII. EXECUTIVE SESSION**

## **IX. ADJOURNMENT**

Respectfully submitted,

*Juliana Pinnick*

City Clerk

**MERRIAM CITY COUNCIL MINUTES  
CITY HALL  
9001 WEST 62<sup>ND</sup> STREET  
March 22, 2021  
7:00 P.M.**

**This was a virtual meeting held via Zoom.**

**I. CALL TO ORDER - PLEDGE OF ALLEGIANCE**

Mayor Sissom called the meeting to order at 7:00 pm. Council and staff said the Pledge of Allegiance.

**II. ROLL CALL**

Scott Diebold  
Chris Evans Hands  
Bruce Kaldahl  
Brian Knaff  
David Neal  
Bob Pape  
Jason Silvers  
Whitney Yadrich

Staff present via Zoom meeting: Chris Engel, City Administrator; Ryan Denk, City Attorney; Jim MacDonald, Public Works Director; Jenna Gant, Communication and Public Engagement Manager; Darren McLaughlin, Police Chief; Stephanie Thompson Human Resource Manager; Bryan Dyer, Community Development Director; Donna Oliver, Finance Director; Anna Slocum, Parks and Recreation Director and Juli Pinnick, City Clerk.

**III. PUBLIC ITEMS**

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No Public Comments were submitted.

#### **IV. CONSENT AGENDA**

All items listed under the heading are considered to be routine by the City Council and may be enacted by one motion. There will be no separate discussion of these items unless a Councilmember so requests, in which case that item will be removed from the Consent Agenda and considered separate.

1. Consider approval of the minutes of the City Council meeting held March 8, 2021.

**COUNCILMEMBER PAPE MOVED THAT THE COUNCIL APPROVE CONSENT AGENDA ITEM 1. COUNCILMEMBER HANDS SECONDED AND THE MOTION WAS UNANIMOUSLY APPROVED.**

#### **V. MAYOR'S REPORT**

1. Proclamation declaring Merriam as SevenDays Supportive City.

Mayor Sissom read the Proclamation.

#### **VI. PLANNING COMMISSION**

1. Consider approval of an ordinance adopting the 2040 Comprehensive Plan.

Community Development Director Bryan Dyer provided the background on this item.

The process to update Merriam's Comprehensive Land Use Plan began over two years ago with development of a formal request for proposals (RFPs) in early 2019.

The plan, through its development, adoption, and implementation, focuses on establishing a clear vision for the future of Merriam and appropriate goals, strategies, and other activities to achieve that vision. The RFP requested that this planning project address the following tasks:

- Engage the community and stakeholders through a dynamic and compelling outreach strategy that includes both residents and the business community
- Establish a clear vision, shared by the Planning Commission, Governing Body and the community's residents and other stakeholders for the future of Merriam
- Satisfy the requirements of K.S.A. 12-747 for adoption of a long-term comprehensive plan

In February 2019, the City received numerous qualified proposals from outside firms, which were considered by an ad hoc Firm Selection Group. This concluded with the hiring of Confluence.

The planning process began in July 2019. Despite a series of setbacks and delays due to the COVID-19 pandemic, the planning process was able to stay on track and successfully transition into a completely online format. Many hours and hard work were committed to this effort for the community's benefit.

Planning activities included:

- Key Stakeholder Interviews
- A Community Survey
- A Project Website
- An Interactive Website
- Eight CPAC Meetings
- Two Public Workshops/Open Houses
- Three Joint PC/CC Workshop Meetings

Members of the Confluence team presented an overview of the process and changes to the Comp Plan.

### **Confluence - Project Approach**

The planning process proposed by Confluence outlined a four phase planning approach, with specific tasks to be completed in each phase to develop a new comprehensive plan for the City. A comprehensive plan analyzes the existing conditions of a place and identify, what is working well and what could be improved upon.

A core responsibility of the comprehensive plan is to create a unified vision for the future of a community. Public engagement is an important step in outlining a vision for Merriam in the year 2040. Community involvement also helps create buy-in that makes plan implementation easier and more effective. Confluence utilized a mixture of public participation and feedback, research on best practices and expert analysis to identify goals, priorities and action items to implement the community's vision for 2040.

The Merriam Comprehensive Plan 2040 is a comprehensive land use plan document that addresses the city's long-term planning requirements per K.S.A. 12-747; and a document that is designed to assist the Governing Body in its efforts to allocate city resources.

The Comprehensive Plan Advisory Committee (CPAC) consisted of 16 members with representatives from neighborhoods, businesses, downtown, the Planning Commission and City Council. The Advisory Committee met regularly over the last two-years to provide feedback and direction to the update process. The plan recognizes the members of the Merriam City Council, Planning Commission and

CPAC who participated in the plan's creation.

The plan changes include future land use recommendations for the property west of Knox Avenue, between W. 47<sup>th</sup> Street and W. 9<sup>th</sup> Street, which is one of the last, largely undeveloped properties within Merriam. The site is under multiple ownerships and contains several homes. Due to its location, it is ideal for residential land use, but so far has not attracted attention for development. Currently zoned R-1, Single Family Residential, a single-home subdivision may be the most palatable development option for the surrounding property owners and, if financially feasible would be welcomed by the city. However, a well designed and attractive townhome or rowhouse development may also be appropriate for all or a portion of this property.

Any request for rezoning to allow for this type of development should be processed as a Planned Unit Development so that very specific site and building design standards can be established to ensure the style and design of the development is attractive and compatible with the surrounding single-family neighborhood.

Councilmember Silvers commented that he disagrees with this medium density classification, especially if it were a rowhouse development up to three stories, as he does not feel this would be in line with the surrounding neighborhood.

Other changes include a change to Goal 1 – Increase the amount of diversity of available housing units. This change would consider revising the zoning code to allow for increased density in single family areas. Revisions could include the creating a smaller lot single family zoning district, allowing accessory dwelling units, etc.

The final proposed change includes support for the new proposed Johnson County Library relocation to the Community Center campus.

Statutory requirements included in the Comprehensive Plan were reviewed. The proposed plan meets all statutory requirements.

The transportation and mobility portion of the plan includes recommendations to improve traffic safety by reconfiguring thoroughfares. Increasing safety can be accomplished by lane reallocation, improving traffic signals, add/improve sidewalks and street crossings and improve pedestrian/bicycle crossings at I-35. The final recommendation for transportation was to partner with Johnson County to improve transit amenities and services including micro-transit.

Plan recommendations for sustainable development include floodplain management, green infrastructure, tree cover, permeable surfaces, reducing waste and recycling, alternative energy and retrofitting sustainability. Supporting an equitable quality of life for Merriam residents includes housing for all

backgrounds, equitable city services and environmental justice which calls for floodplain management of certain areas of the city. Regional cooperation with Johnson County and other entities and planning or future mobility and transportation systems will further support sustainable development.

At their March 3, 2021 meeting, the Planning Commission conducted a public hearing on the draft Merriam Comprehensive Plan 2040. (The latest draft of the plan can be reviewed at [www.merriam2040.org](http://www.merriam2040.org)) The Commission received no public comments and closed the public hearing. The Commission then unanimously approved Resolution No. 2021-01 adopting the Merriam Comprehensive Plan 2040 and recommended the City Council adopt said comprehensive plan.

Councilmember Neal voiced concern over traffic lane reconfigurations that may cause additional traffic in residential streets. He supports additional studies on traffic patterns prior to any changes occurring.

**COUNCILMEMBER HANDS MOVED THAT THE COUNCIL CONCUR WITH THE RECOMMENDATION OF THE PLANNING COMMISSION AND APPROVE AN ORDINANCE ADOPTING THE 2040 COMPREHENSIVE PLAN AS THE COMPREHENSIVE PLAN FOR THE CITY OF MERRIAM AND AUTHORIZE THE MAYOR TO SIGN THE EFFECTUATING ORDINANCE. COUNCILMEMBER PAPE SECONDED AND THE MOTION WAS UNANIMOUSLY APPROVED.**

## VII. COUNCIL ITEMS

1. Consider approval of serving alcohol and waiving caterer's license fee for Concert in the Courtyard and Merriam Drive Live.

Parks and Recreation Director Anna Slocum provided the background for this item.

In January 2016, staff sought direction on investigating the possibility of allowing the sale of alcoholic beverages during select Parks and Recreation events. In March 2016, City Council approved an ordinance amending Chapter 5 – 191 and 192 to allow the local license tax of \$500 every two years to be waived when used solely for a City Council approved event sponsored and funded by the City of Merriam. The caterers license is limited and noted on the face. If the caterer desires to operate within Merriam for other catering purposes, they are required to pay the license tax and receive an unrestricted caterer's license.

Staff is seeking approval to serve alcohol at two events in 2021 and waive the license tax as allowed per ordinance. The events are: Concert in the

Courtyard, a new event, to be held at Merriam Community Center on August 20 from 6:30 – 8:30 p.m. and Merriam Drive Live on October 2, 2021 from 1 – 6 p.m. at Merriam Marketplace. Staff is hopeful that by these dates, with proper precautions, outdoor events and gatherings will be allowed. Monitoring of the current pandemic and state restrictions will determine the ultimate decision to proceed with events as the events near.

**COUNCILMEMBER PAPE MOVED THAT THE COUNCIL APPROVE WAIVING THE CATERER'S LICENSE FEE FOR CONCERT IN THE COURTYARD AND MERRIAM DIVE LIVE, TWO CITY SPONSORED AND FUNDED EVENTS. COUNCILMEMBER HANDS SECONDED.**

Councilmember Silvers commented that the motion did not include serving alcohol.

**COUNCILMEMBER PAPE AMENDED HIS MOTION TO INCLUDE "SERVING ALCOHOL" COUNCILMEMBER HANDS SECONDED AND THE MOTION WAS UNANIMOUSLY APPROVED.**

2. Consider approval of an ordinance authorizing the sale, consumption and possession of alcoholic liquor during certain Parks and Recreation Special Events.

Parks and Recreation Director Anna Slocum provided the background for this item.

Merriam Drive Live debuted in 2018 as a new event in downtown Merriam. The goal of the event is to provide an opportunity to build community among residents as well as provide an example of how the land at 5701 Merriam Drive could be utilized. Although the weather has been less than desirable, event organizers implemented a weather plan that has proved successful for the enthusiastic attendees. The event was cancelled in 2020, there is hope that the event, with proper precautions, can be held in 2021.

This year, the event is scheduled for Saturday, October 2 from 1 p.m. – 6 p.m. featuring the rescheduled Turkey Creek Festival 5K to start the day, a variety of musical performances, children's activities, cornhole tournament, yard games, food trucks and a Kansas licensed caterer serving beer and wine. In order for beer and wine to be sold and participants not be confined to a specific space, an ordinance is required to allow the sale, consumption and possession of alcoholic liquor on streets and sidewalks within the boundaries permitted. The boundaries, outlined in Exhibit A, would be as follows: west edge of the Farmers' Market Pavilion; east edge of the Irene B. French Community Center; 57<sup>th</sup> Street on the north end and 58<sup>th</sup> Street on the south end. The boundaries of the area will be clearly marked by signs and a map of the area will be posted where the sale of alcohol occurs.



**COUNCILMEMBER PAPE MOVED THAT THE COUNCIL APPROVE AN ORDINANCE AUTHORIZING THE SALE, CONSUMPTION AND POSSESSION OF ALCOHOL DURING CERTAIN PARKS AND RECREATION SPECIAL EVENTS. COUNCILMEMBER HANDS SECONDED AND THE MOTION WAS UNANIMOUSLY APPROVED.**

3. ETC Citizen Survey Results Presentation.

City Administrator Chris Engel presented the 2021 Citizen Survey results.

Councilmember Neal asked about the comparison cities which included Kansas City, Missouri, and if ETC, the survey company could provide a comparison of Johnson County cities only as he felt including Kansas City, Missouri was possibly not an equitable comparison.

Mr. Engel explained that the ETC uses a comparison of cities in the Midwest region as well as nationwide and have used the comparison of these cities in all the past years surveys. He will inquire with ETC to see if they can provide an additional comparison to just cities in Johnson County.

While there were a few areas that the survey numbers dropped slightly from 2018, the satisfaction of residents overall exceed the regional and national averages.

4. Monthly Finance Report.

Finance Director Donna Oliver present the Finance Report for the month of February.

5. Community Development Update – No Community Development update.

**VIII. STAFF ITEMS**

**IX. EXECUTIVE SESSION - Zoom session**

**COUNCILMEMBER PAPE MOVED THAT THE COUNCIL RECESS INTO EXECUTIVE SESSION TO DISCUSS THE CITY ADMINISTRATORS PERFORMANCE REVIEW AND CONTRACT, AS JUSTIFIED BY K.S.A. 75-4319(B)(1), WHICH ALLOWS THE CITY COUNCIL TO RECESS INTO EXECUTIVE SESSION TO DISCUSS PERSONNEL MATTERS OF NON-ELECTED PERSONNEL. PRESENT WILL BE THE GOVERNING BODY AND HUMAN RESOURCES MANAGER. THE OPEN SESSION WILL RESUME IN**

**THE REGULAR ZOOM SESSION AT 9:00 PM. COUNCILMEMBER HANDS SECONDED AND THE MOTION WAS UNANIMOUSLY APPROVED.**

*(The meeting resumed in the regular Zoom session at 9:03 pm)*

**COUNCILMEMBER PAPE MOVED THAT THE COUNCIL DIRECT THE MAYOR TO MEET WITH THE CITY ADMINISTRATOR TO PRESENT HIS ANNUAL EVALUATION AS WAS PROPOSED IN EXECUTIVE SESSION. COUNCILMEMBER HANDS SECONDED AND THE MOTION WAS UNANIMOUSLY APPROVED.**

**X. ADJOURNMENT**

**THERE BEING NO FURTHER BUSINESS TO COME BEFORE THE COUNCIL, COUNCILMEMBER HANDS MOVED TO ADJOURN AT 9:09 PM. COUNCILMEMBER PAPE SECONDED AND THE MOTION WAS UNANIMOUSLY APPROVED.**

Respectfully submitted,

*Juliana Pinnick*

City Clerk



## AGENDA ITEM INFORMATION FORM

**AGENDA ITEM:** Consider approval of one E26 R-Series Bobcat Compact Excavator

**SUBMITTED BY:** Jim MacDonald, Public Works Director

**MEETING DATE:** April 12, 2021

### PROJECT BACKGROUND/DESCRIPTION:

The 2021 budget approved the replacement of one compact excavator for the Public Works Department. The current excavator was purchased in 2005 and is showing signs of diminished capacity and is experiencing above average breakdowns.

Staff was able to demo several different excavator manufactures to see what fit our department usage best, the Bobcat excavator performed very well in side by side test and functionality.

The City of Merriam will be purchasing this equipment through the National Association of State Procurement Officials (NASPO) to receive the lowest price through the State of Kansas Government Contract. Municipalities save money on equipment purchased through NASPO contracts due to large volume purchasing. They encourage ethical standards in buying and promote uniform public purchasing laws and simplified standards of specifications.

### CITY COUNCIL GOALS AND OBJECTIVES

2.1 Improve the utilization of technology to increase efficiency

### FINANCIAL IMPACT

**Amount of Contract:** \$31,230.98

**Amount Budgeted:** \$45,000.00

**Funding Source/Account #:** 222-3010-430-74-10 Public Works Equipment Reserve Fund

### SUPPORTING DOCUMENTS

Bobcat Product Quotation

### ACTION NEEDED/STAFF RECOMMENDATION

Staff is requesting Council approval to purchase one E26 R-Series Bobcat Compact Excavator in the amount of \$31,230.98



# Bobcat

## Product Quotation

Quotation Number: HMM-26002

Date: 2021-03-18 15:14:05

Customer Name/Address:	Bobcat Delivering Dealer	ORDER TO BE PLACED WITH: Contract Holder/Manufacturer
<b>CITY OF MERRIAM</b> Attn: ROSS	<b>K.C. Bobcat,Olathe,KS</b> <b>1220 S HAMILTON CIRCLE</b> <b>OLATHE KS 66061-5371</b>	<b>Clark Equipment Co dba Bobcat</b> <b>Company</b> <b>250 E Beaton Dr</b> <b>West Fargo, ND 58078</b>
<b>MERRIAM, KS 66061</b> Phone: (913) 322-5575	Phone: (913) 829-4600 Fax: (913) 829-1552	Phone: 701-241-8719 Fax: 855-608-0681 Contact: Heather Messmer Heather.Messmer@doosan.com

Description	Part No	Qty	Price Ea.	Total
<b>E26 R-Series Bobcat Compact</b> <b>Excavator</b> "24.8 HP Tier 4 Arm - Long Auto-Idle Auxiliary Hydraulics, Boom Mounted Flush Face Quick Couplers Boom Swing Canopy <ul style="list-style-type: none"> <li>Includes: Cup Holder, Retractable Seat Belt</li> <li>Roll Over Protective Structure (ROPS)- Meets Requirements of ISO 12117-2:2008</li> <li>Tip Over Protective Structure (TOPS) - Meets Requirements of ISO 12117:2000</li> <li>Falling Object Protective Structure (FOPS) - Meets Requirements of ISO 10262</li> </ul> Control Console Locks Control Pattern Selector Valve (ISO/STD)	M5555	1	\$27,211.10	\$27,211.10
				Minimal Tail Swing Dozer Blade with Float Engine/Hydraulic Monitor with Shutdown Fingertip Auxiliary Hydraulic Control Fingertip Boom Swing Control Horn Hydraulic Joystick Controls Rubber Track Spark Arrestor Muffler Telematics - Machine IQ Two-Speed Travel, with Auto-Shift Vandalism Protection Work Lights X-Change (Attachment Mounting System) Warranty: 2 years, or 2000 hours whichever occurs first"
<b>P60 Performance Package</b> Long Arm	M5555-P06-P60	1	\$1,362.20	\$1,362.20
<b>C21 Comfort Package</b> Open Canopy Deluxe Instrument Panel with Keyless Start	M5555-P07-C21	1	\$764.40	\$764.40
12" MX2 XCHG TEETH	7333230	1	\$519.08	\$519.08
16" MX2 XCHG TEETH	7333245	1	\$543.40	\$543.40
24" MX2 XCHG TEETH	7333260	1	\$630.80	\$630.80
<b>Total of Items Quoted</b>				<b>\$31,030.98</b>
<b>Dealer P.D.I.</b>				<b>\$200.00</b>
<b>Dealer Assembly Charges</b>				<b>\$0.00</b>
<b>Quote Total - US dollars</b>				<b>\$31,230.98</b>

Notes:

**\*\*Prices per the NASPO KS CONTRACT**

**\*Terms Net 30 Days. Credit cards accepted.**

**\*FOB Destination within the 48 Contiguous States.**

**\*Delivery: 60 to 90 days from ARO.**

**\*Please include a Tax Exempt Certificate with order placed.**

**\*TID# 38-0425350**

**\*Orders Must be Placed With: Clark Equipment dba Bobcat Company, Govt Sales, 250 E Beaton Drive, West Fargo, ND 58078.**

Prices & Specifications are subject to change. Please call before placing an order. Applies to factory ordered units only.

**ORDER ACCEPTED BY:**

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**DATED**

\_\_\_\_\_  
**PRINT NAME AND TITLE**

\_\_\_\_\_  
**PURCHASE ORDER #**

**SHIP TO ADDRESS:** \_\_\_\_\_

**BILL TO ADDRESS (if different than Ship To):** \_\_\_\_\_





## **1<sup>st</sup> Quarter 2021 Employee Service Awards**

### 25 Years of Service

Todd Allen - Police Department

### 5 Years of Service

Matthew Hirsch – Police Department

# PROCLAMATION

*Designating the Month of May 2021 as **Bike Month** in the City of Merriam, Kansas*

*WHEREAS, Bike Month was established as a national celebration in 1956 and is supported by the League of American Bicyclists ; and*

*WHEREAS, he designation is meant to showcase the many benefits of bicycling and encourage more people to give biking a try; and*

*WHEREAS, May is also the time of year for people to celebrate Bike to Work Week from May 17 to May 23, 2021 as well as Bike to Work Day on May 21, 2021 ; and*

*WHEREAS, bicycling offers an opportunity to invest in more equitable access to key resources for communities and households without a car; and*

*WHEREAS, investing in connected and protected bike lanes and related facilities can be beneficial for local businesses ; and*

*WHEREAS, bicycling has not only been shown to be an effective form of physically-distant active transportation during the COVID-19 pandemic, but also as a means of improving mental health and*

*WHEREAS, greater support for biking policies, plans, and projects will be an integral part of addressing climate change ;*

*NOW, THEREFORE, I, Ken Sissom, by the virtue of the authority vested in me as the Mayor of Merriam, Kansas, do hereby proclaim the month of May 2021 as*

***“Bike Month”***

*in the City of Merriam, Proclaimed this 12<sup>th</sup> day of April , 2021.*



*Ken Sissom, Mayor*

*ATTEST:*



*Juliana Pinnick, City Clerk*





Board, Commission and Committee Volunteer Application

Date: 3/24/2021

Board/Commission (Check All that Apply)

- Planning Commission, Board of Zoning Appeals, Board of Structure Appeals, Parks & Recreation Board, Tree Board, Public Art Committee, Other Committee:

Contact Information

Name: Shawn McConnell, Home Phone: , Address: 8323 W. 61st Street, Mobile Phone: , Email:

Employment Information

- Employed, Retired, Other

Name of Employer: Block + Veatch, Position: Sr. Network Engineer, Product or Service Rendered by Employer: Engineering Services, Please provide a brief description of work duties/responsibilities: Design & Implement Network Infrastructure for Electric Power Companies around the world.

Related Experience

Related Education/Certification/Licenses/Other:

Past Related Work/Experience/Skills: 20 years of Construction Experience, served as City Councilman from 2004-2007

Other

Why do you wish to serve on this board or commission? I was asked. As a 3rd generation resident of Merriam I feel I have a good amount of historical perspective.

Please list any previous volunteer experience: Merriam Tree board, Board of Zoning Appeals, Merriam City Council.



**JENNIFER  
JONES-LACY**

**Chris Engel, City Administrator  
9001 W. 62<sup>nd</sup> Street  
Merriam, KS 66202**

Dear Mr. Engel,

It is with great enthusiasm that I submit my application materials for the Assistant City Administrator position with the City of Merriam. After learning more about the organization, I believe I have both the skills and the leadership qualities you are looking for in this position. My dedication to public service, creative problem solving and open communication align well with the Merriam Way and I think I would be an excellent fit!

As the Assistant City Administrator and Finance Director in Roeland Park, I oversee the City's finances, community development, city communication and code enforcement. In addition, I serve as liaison to many committees including MARC's First Tier Suburbs and Community for All Ages committees, the Roeland Park Community Foundation Board, the Racial Equity Committee, Planning Commission, and more. As a trusted leader, I am often tasked with implementing Council directives or new processes as I consistently deliver a solid product while gaining buy-in along the way. For example, I led the City's effort to achieve gold-level status as a Community for All Ages, engaging the Sustainability Committee, Council and staff through the process. I'm continuing this effort by working to develop a universal design incentive program for the City.

While serving as the Assistant City Administrator in Tonganoxie, I managed the administrative responsibilities of the City. I functioned as the HR Director, Financial Manager, Public Information Officer, City Clerk, Risk Manager, Contract Manager, website editor, analyst, the list goes on! While challenging, I have proven that I can handle any project that comes my way, juggle multiple projects, and that I adapt well to change.

I am accustomed to making recommendations to improve a city's processes and better serve citizens. In Roeland Park I initiated an investment program for the City's idle funds which has earned the City on average, \$109,000 in additional interest income per year. In Tonganoxie, I led a process to select new employee health benefits and analyzed several options, saving the City approximately \$50,000 annually. In my previous position with the City of Kansas City, Missouri, I developed and managed a centralized volunteer program to professionalize and coordinate the management of volunteers for the Parks Department. I also developed the first park and community center recycling program, earning grant funds to make it possible. All of these initiatives remain in place today.

Thank you for your time. Please contact me with any questions you may have, and I look forward to hearing from you.

Sincerely,

Jennifer Jones-Lacy

# JENNIFER JONES-LACY

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## PROFESSIONAL EXPERIENCE

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### Assistant City Administrator/Finance Director, City of Roeland Park, KS

October 2014 – present

- **Financial Management:** Manage the annual audit process; oversee City financials and provide quarterly reports to Council; provide ongoing management and monitoring of economic development incentives including CID, TDD, and TIF.
- **Budget Development:** In conjunction with the City Administrator, prepare and manage the \$13 million annual budget, including developing mid-year and long-range revenue forecasts and expenditure projections, and building the budget document.
- **Staff Supervision:** Supervise two full time Neighborhood Services employees and one part-time management intern. Also oversee contracted PIO and manage city communications.
- **Planning & Development:** Oversee the development and implementation of the 2020 comprehensive plan update, supervise the building official and construction permitting, staff the planning commission and oversee development application processes.
- **Capital Improvement Planning:** Develop the long-range capital budget and plan for capital maintenance, improvements and equipment replacement in conjunction with the City Administrator and Department Heads.
- **Program Development & Administration:** Shepherded the citizen-led Strategic Plan process to final adoption by Council; developed and implemented several Council initiated objectives including Paid Parental Leave, the Property Tax Assistance Program, the Neighbors Helping Neighbors Program, the Compost Bin Rebate Program and the implementation of Dynamhex emissions tracking software.
- **Acting Administrator:** Serve as acting administrator in the City Administrator's absence.

### Assistant City Administrator, City of Tonganoxie, KS

September 2012 – September 2014

- **Human Resource Management:** Managed employee benefits, led the City through the procurement of a new health benefits plan, reviewed and worked with HR attorney on employee grievances, and managed payroll.
- **Administrative Management:** Oversaw the administrative functions of the City including finance, risk management, contract and records management, utility billing and customer service.
- **Staff Supervision:** Supervised three full and one part-time staff members.
- **Communication & Social Media:** Served as Public Information Officer and managed City website, and external communications.
- **Change Management:** Oversaw the implementation of several structural changes including outsourcing payroll, new City website and online payment system, re-codification and online publication of the City's municipal code, implementation of new Utility Billing Software, and the process of moving from a City of the Third Class to one of the Second.
- **Acting Administrator:** Served as acting administrator in the City Administrator's absence

# JENNIFER JONES-LACY

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Special Project Manager, Parks & Recreation Dept, City of Kansas City, MO

November 2010 – September 2012

- **Program Development:** Developed the department's first centralized volunteer program, trained staff, and managed volunteers as well as their placement and screening for the department.
- **Grant Management:** Managed all federal, state and foundational grants for the department as well as secured more than \$1 million in grant funding.
- **Team Leadership:** Led a team of executive staff through the agency re-accreditation process.
- **Environmental Stewardship:** Secured grant funding and developing a pilot program to begin recycling in three Kansas City parks and eight community centers.
- **Contract Management:** Managed various contracts and cooperative agreements with partner organizations.

Management & Budget Analyst, City of Kansas City, MO

July 2007 – October 2010

- **Project Management:** Directed several high-level projects including the City's public safety radio upgrades, the Employee Suggestion Program, and the annual budget production process.
- **Budget Preparation & Analysis:** Tracked and analyzed key cost drivers and prepared the annual budgets for multiple City departments.
- **Personnel & Recruitment:** Analyzed and made recommendations on departmental personnel requests, assisted with recruitment, interviews, and selection for various positions with the City.
- **Grant Compliance & Communication:** Administered the City's Federal Grant (ARRA) reporting process, website, external communication, and presented to Council on grant progress.

L.P. Cookingham Management Fellow, City of Kansas City, MO

June 2006 – July 2007

# JENNIFER JONES-LACY

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## PROFESSIONAL AFFILIATIONS & AWARDS

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- Certificate of Achievement in Financial Reporting, Government Finance Officers Association (GFOA) – FY 2014 – FY 2019
- Distinguished Budget Presentation Award, GFOA – FY 2019 and FY 2020, first time awarded in City history
- Roe Cup – Employee Recognition Award December 2020
- Competent Communicator – Toast Masters International
- Member, International City Manager’s Association (ICMA)
- Member, Kansas Association of City Managers (KACM)
- Member, GFOA
- Member, Eastern Kansas GFOA
- Member, Midwest Public Risk Financial Advisory Committee
- Member, Roesland Elementary Site Council

## EDUCATION

---

**Master’s in Public Administration** **May, 2006**  
Public Management & Public Policy Emphasis  
University of Missouri-Columbia

**Bachelors in Journalism** **May 2004**  
Broadcast Sequence  
University of Missouri-Columbia

## REFERENCES – AVAILABLE UPON REQUEST

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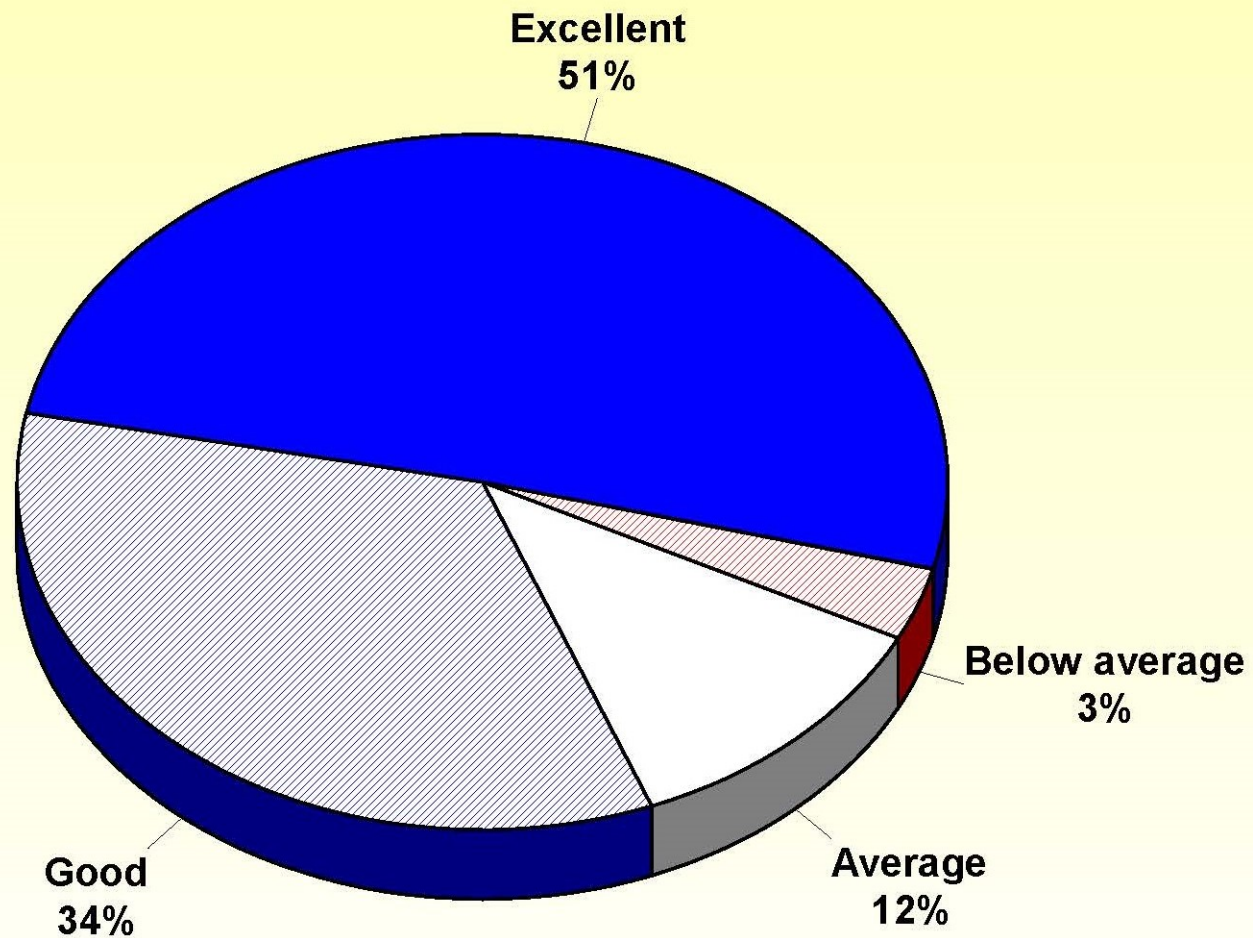
# 2021 Business Survey



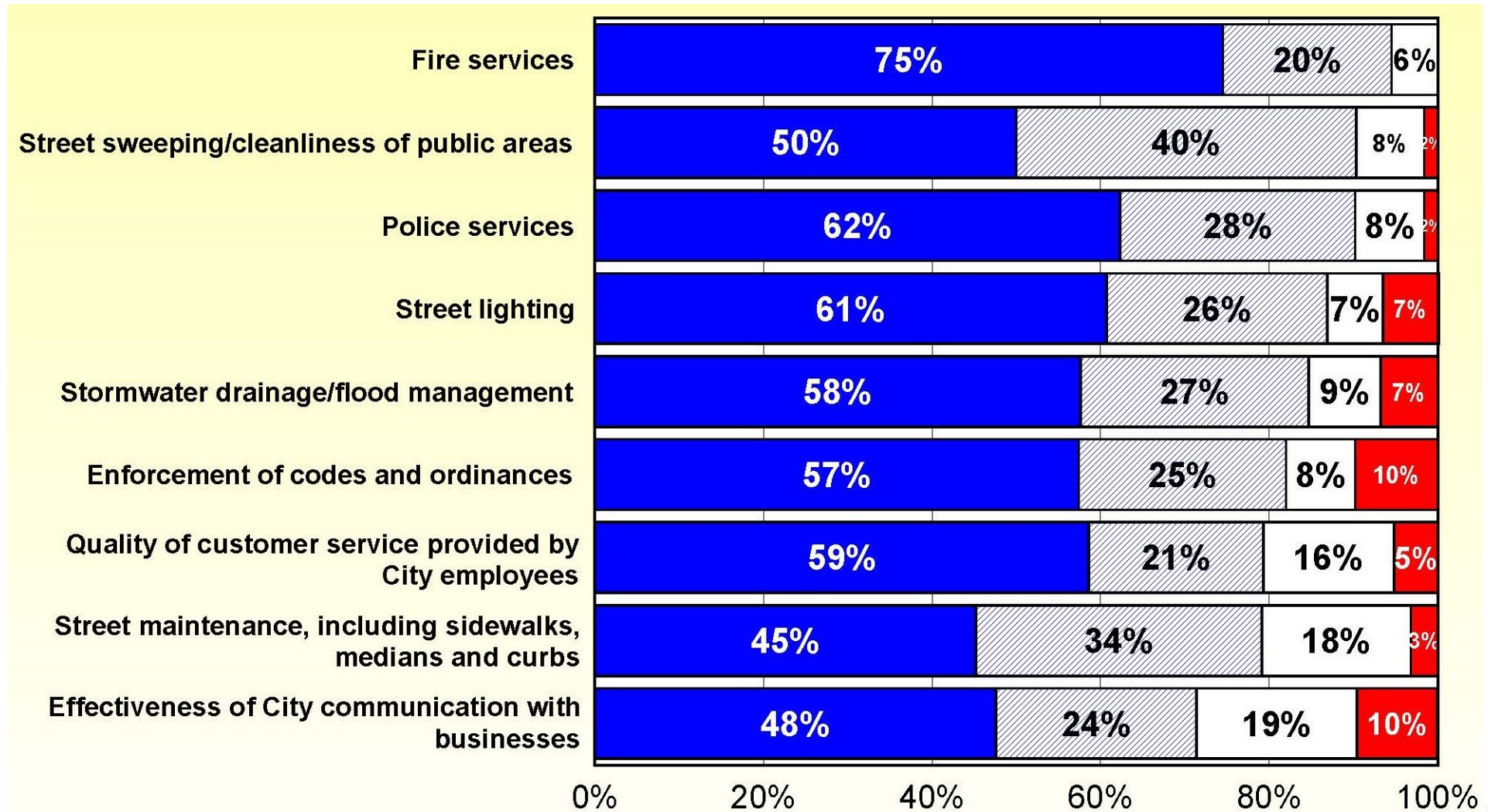
# METHODOLOGY

- Survey administered to all registered businesses by mail and online by ETC Institute
- 64 businesses completed the survey
- The margin of error is +/- 12.2% at the 95% level of confidence

# OVERALL RATING AS A PLACE TO DO BUSINESS

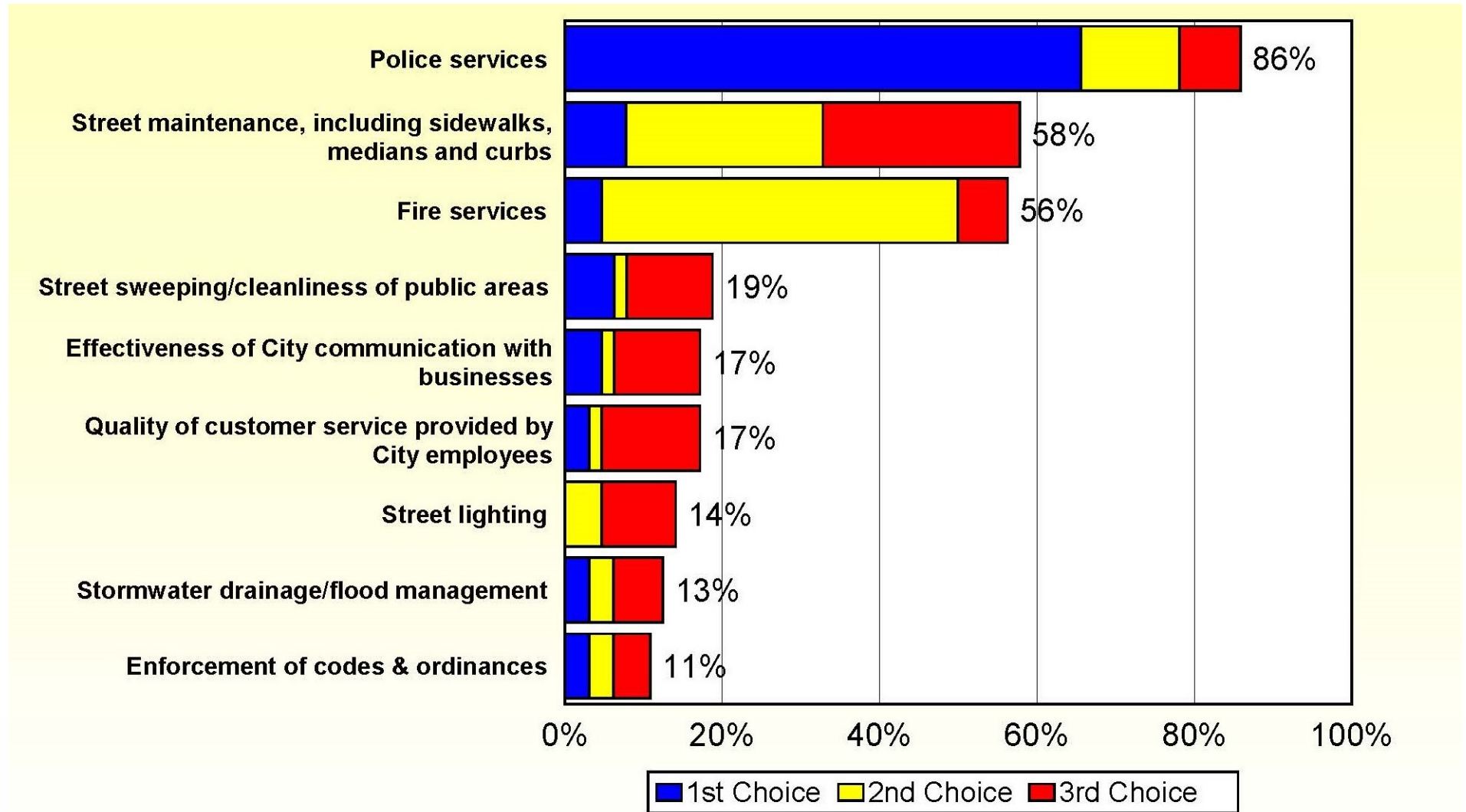


# SATISFACTION WITH THE FOLLOWING

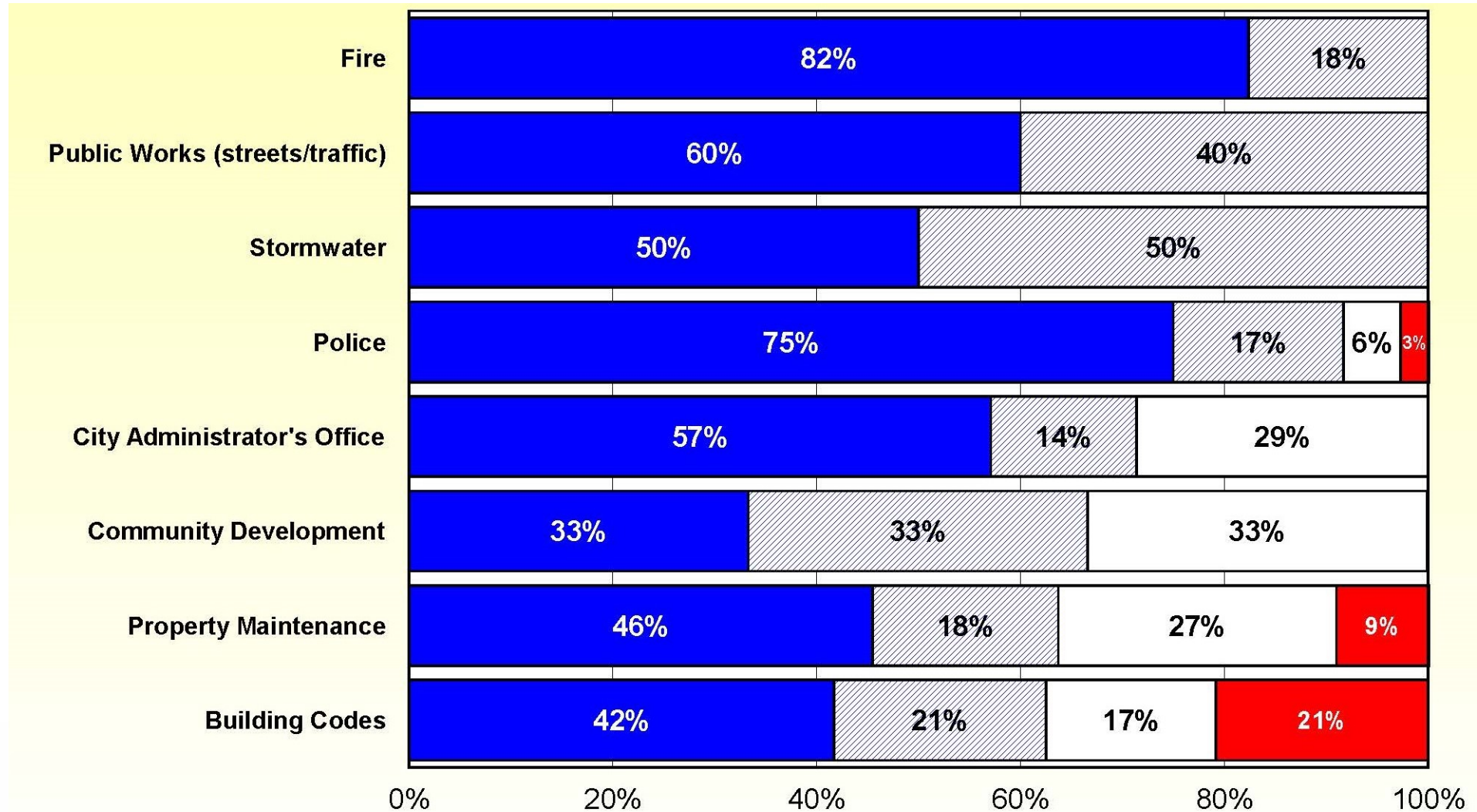




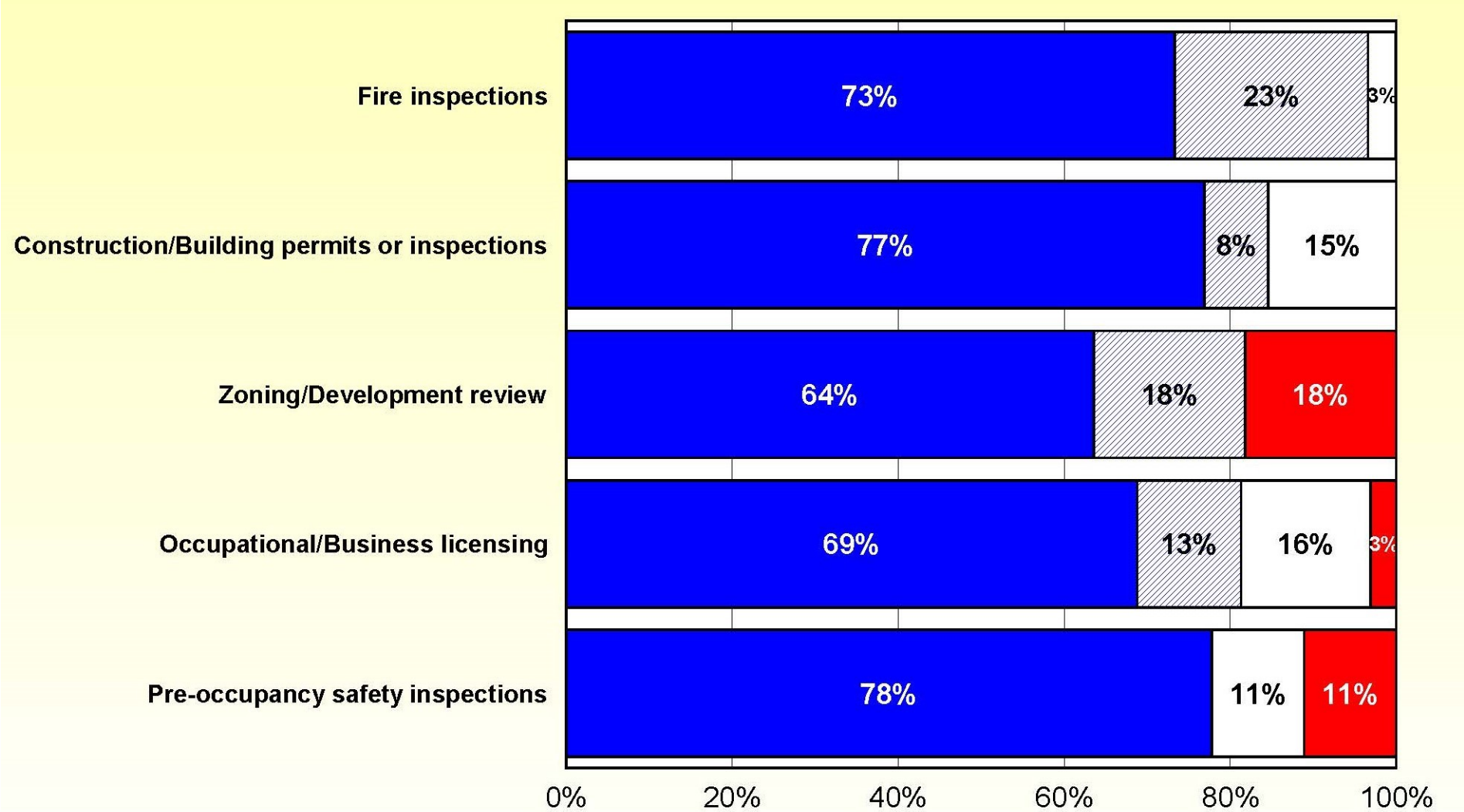
# THREE MOST IMPORTANT SERVICES TO YOUR BUSINESS



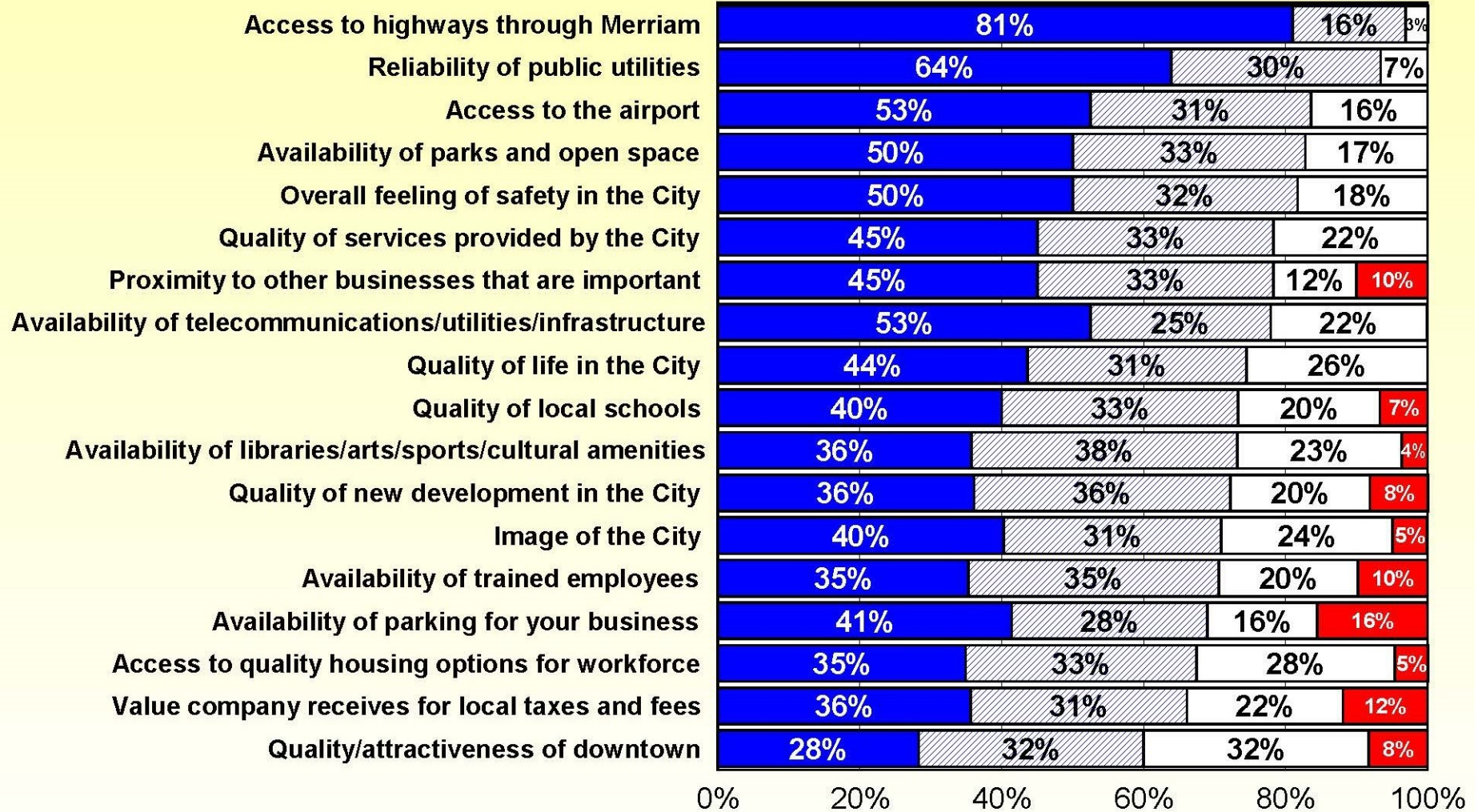
# CITY'S PERFORMANCE BY DEPARTMENT



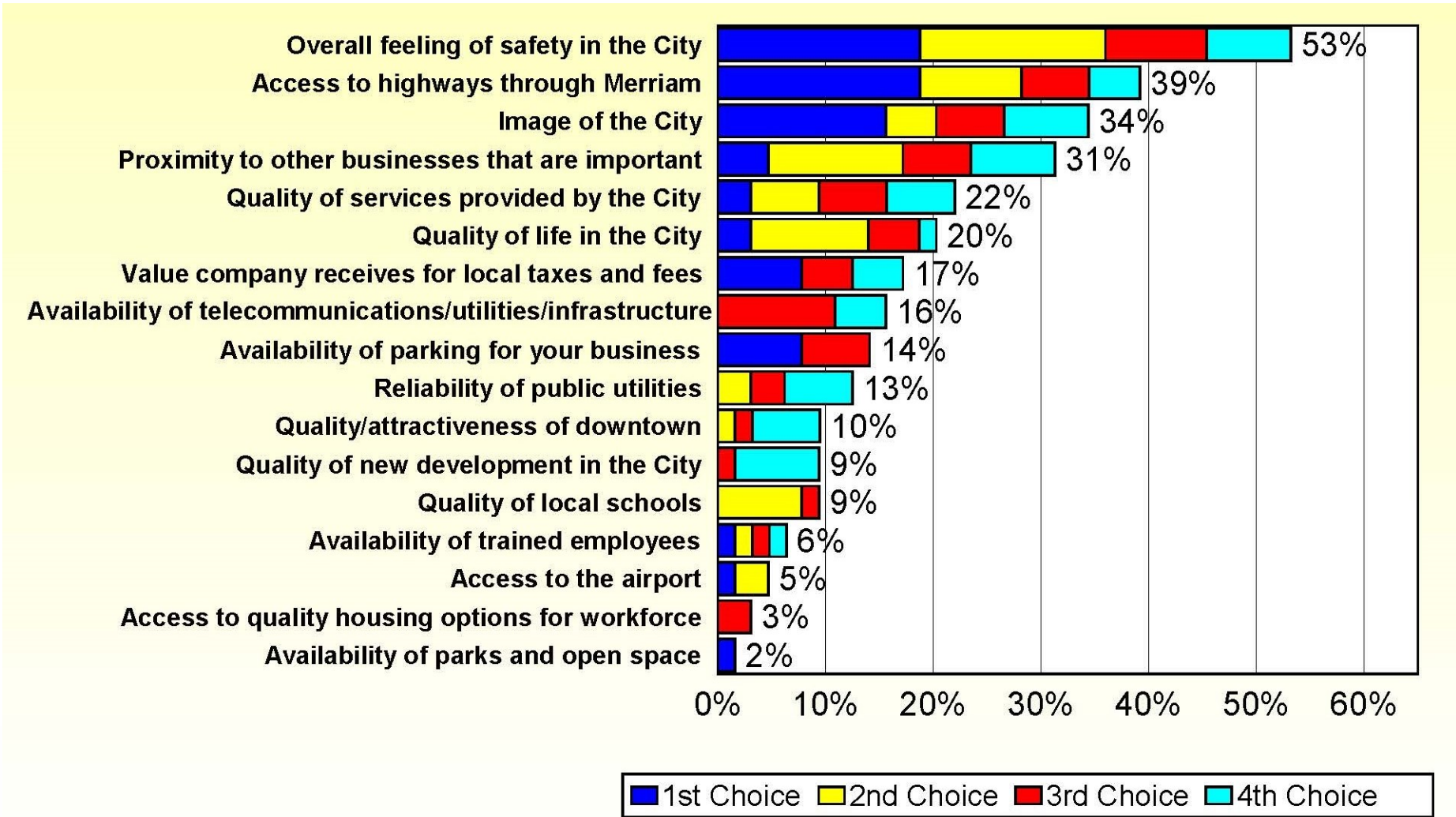
# RATE THE FOLLOWING SERVICES



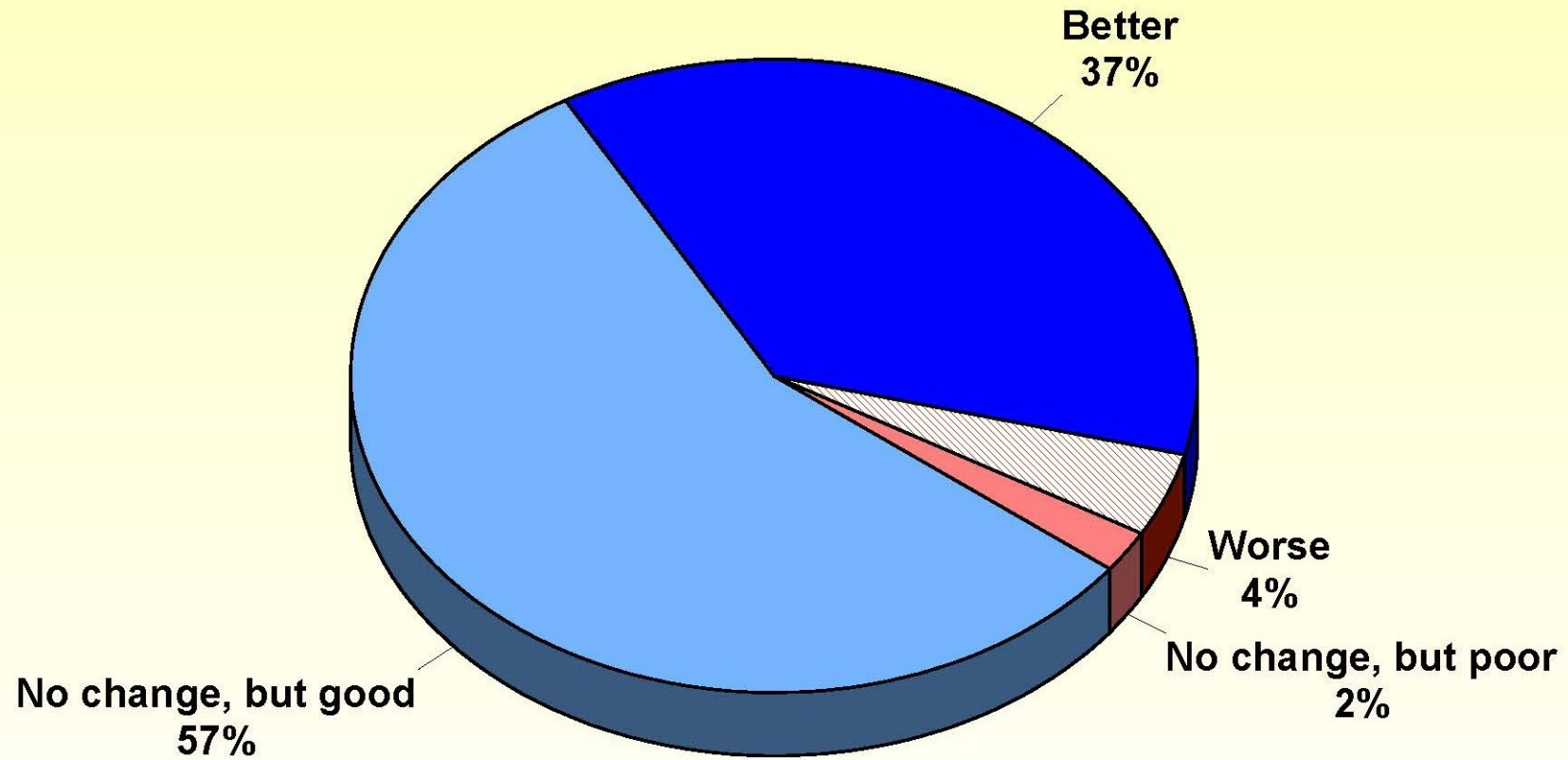
# SATISFACTION WITH PERCEPTIONS OF MERRIAM



# MOST IMPORTANT ITEMS TO KEEP YOU IN MERRIAM

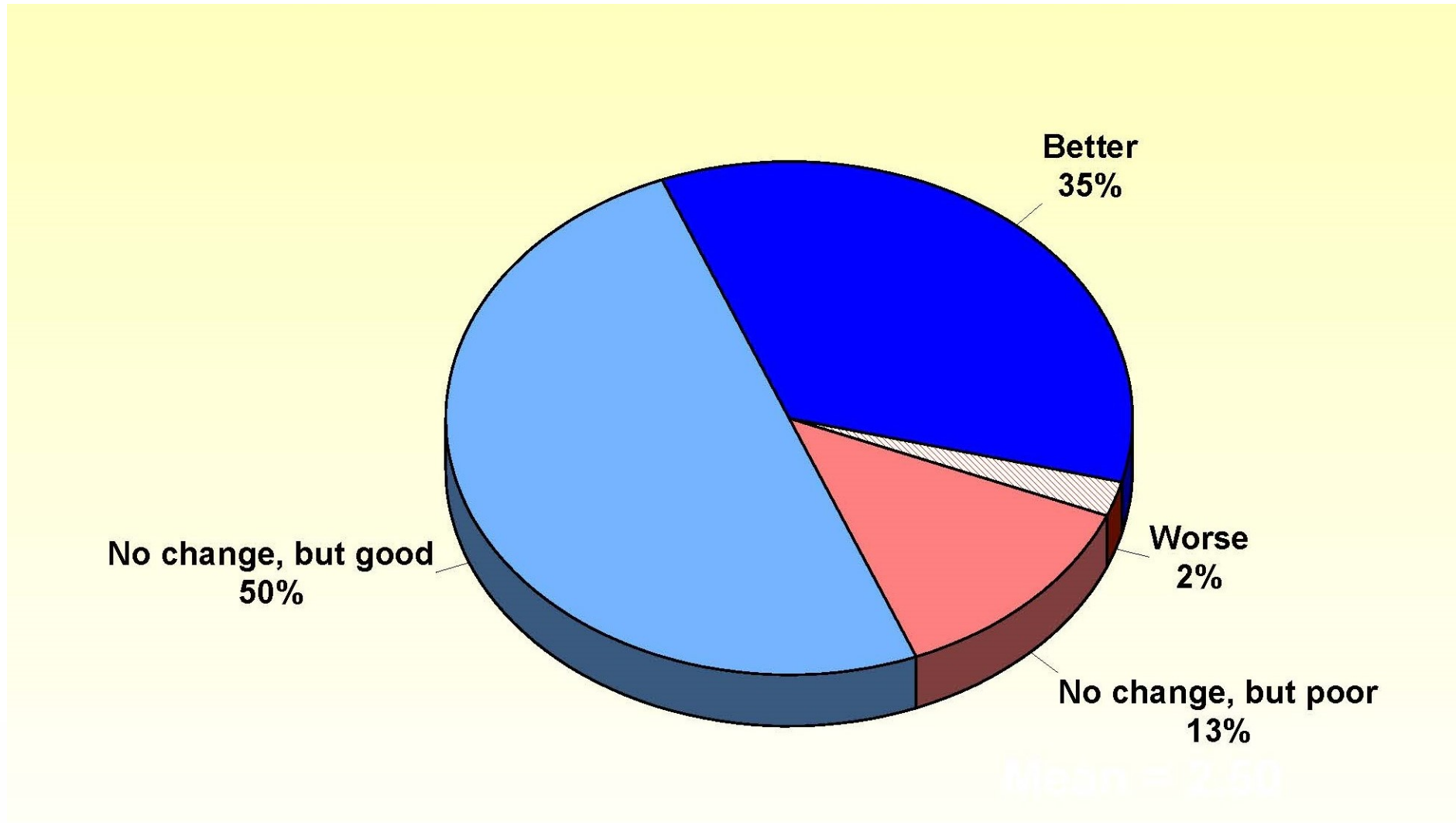


# OVERALL BUSINESS ATMOSPHERE VS 5 YRS AGO

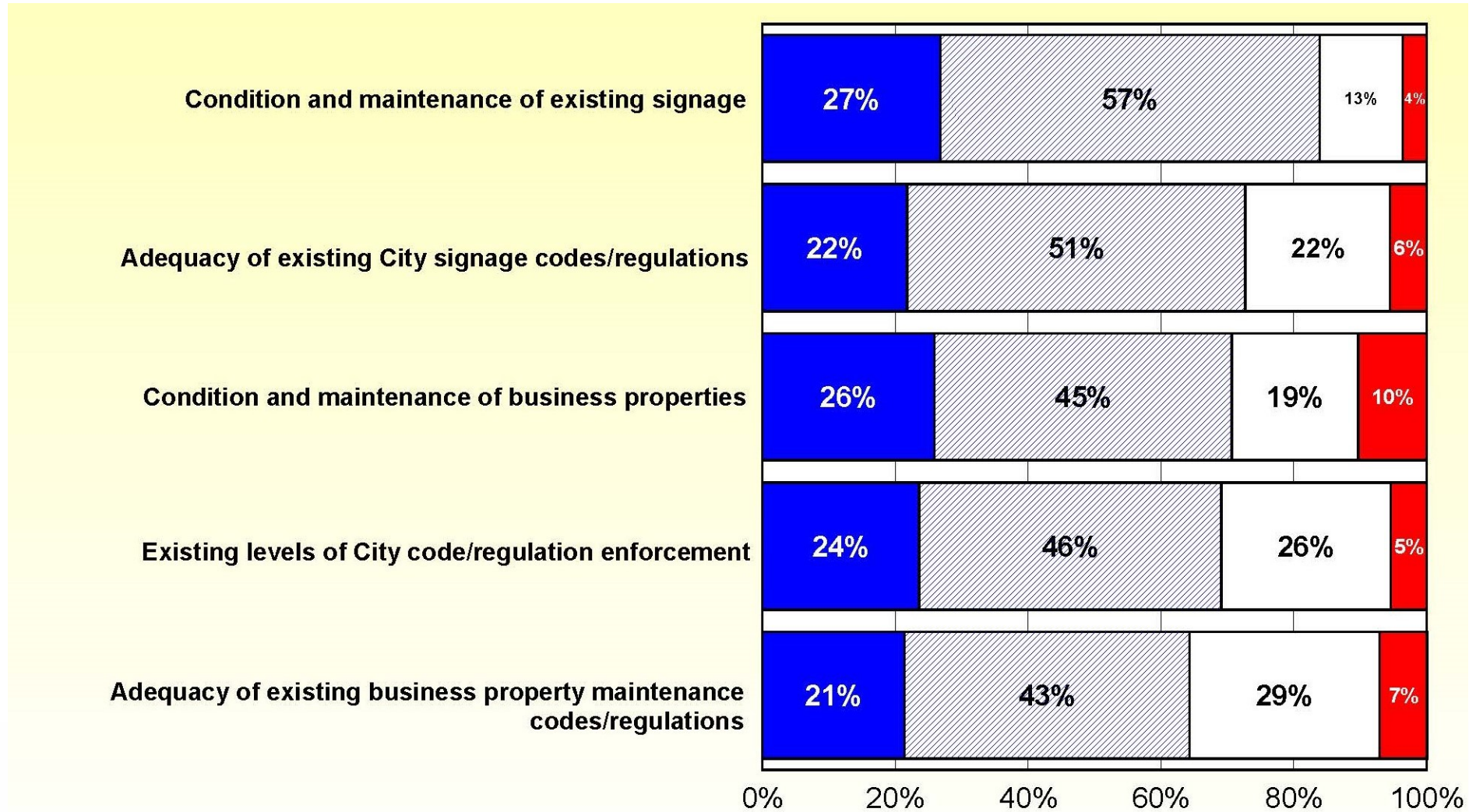


Mean = 2.50

# DOWNTOWN BUSINESS ATMOSPHERE VS 5 YRS AGO

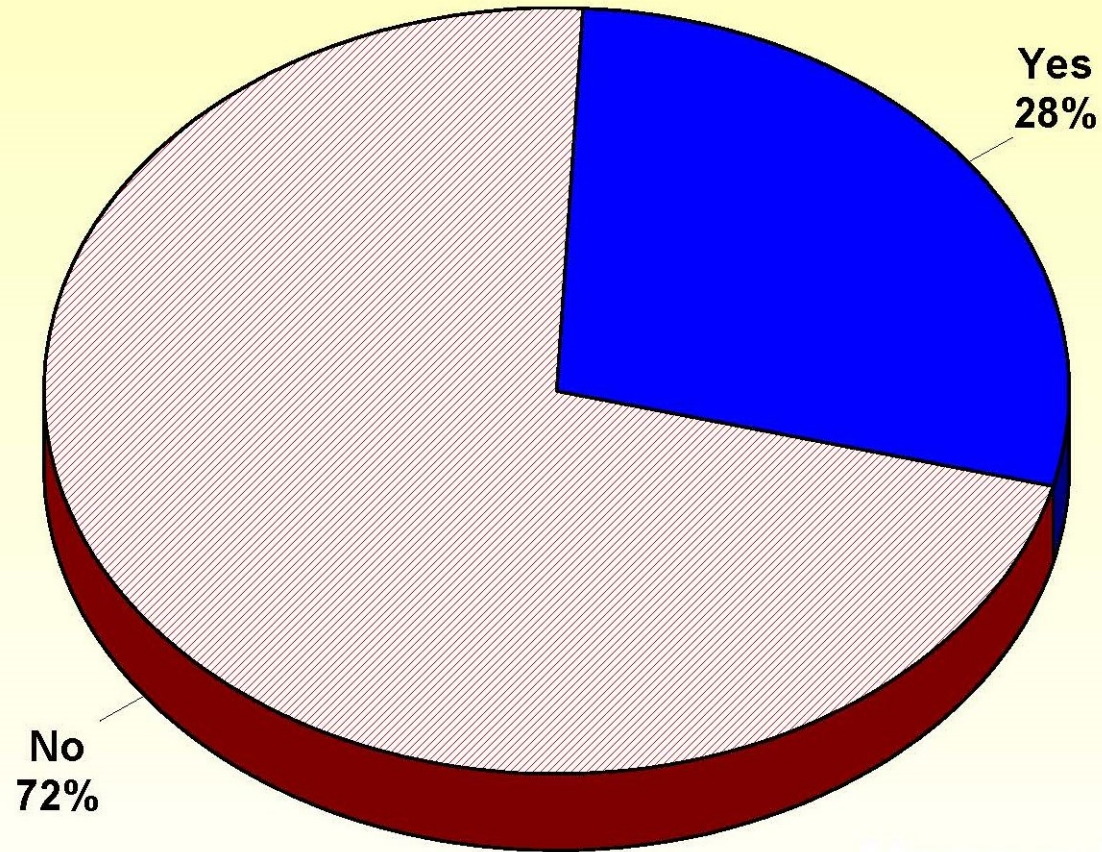


# SATISFACTION WITH CODES AND REGULATIONS



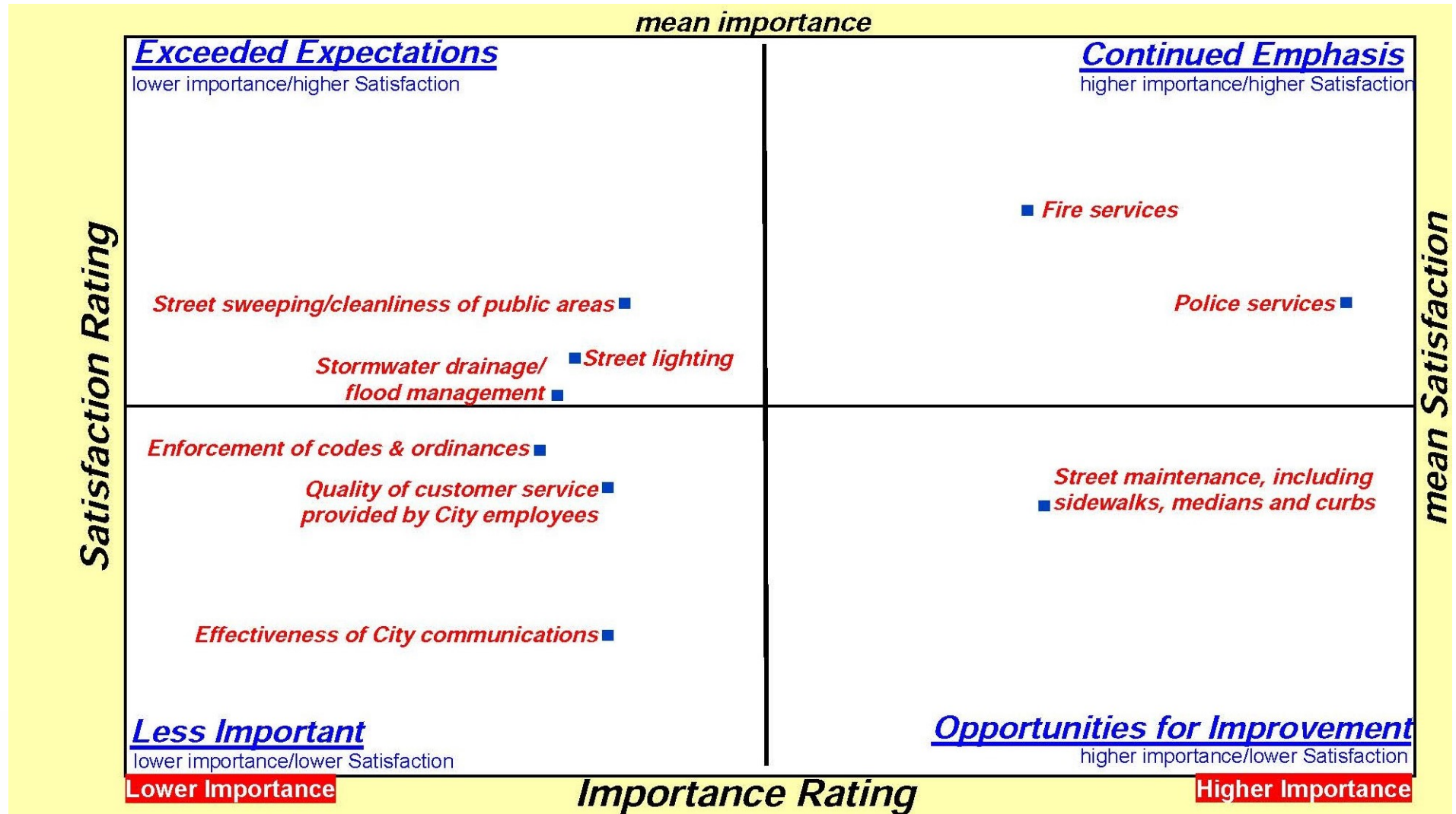


# ANY BARRIERS TO YOUR GROWTH IN MERRIAM



Mean = 2.50

# OPPORTUNITIES



# Questions?



# City of Merriam Business Survey

## Findings Report

*...helping organizations make better decisions since 1982*

# 2021

**Submitted to the City of Merriam, Kansas**

by:  
ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**February 2021**



**ETC**  
I N S T I T U T E

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# 2021 City of Merriam Business Survey

## Executive Summary

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### Purpose and Methodology

ETC Institute conducted a survey of businesses for the City of Merriam during January and February 2021. The purpose of the survey was to identify the importance of various issues to businesses and to identify expansion/retention plans of businesses in the future. This is the first business survey ETC Institute has conducted for the City of Merriam.

The survey was administered by mail and online to all businesses in the City. A total of 64 businesses completed the survey. The results for 64 businesses have a precision of at least +/- 12.2% at the 95% level of confidence.

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts depicting the overall results of the survey,
- Importance-Satisfaction analysis used to determine priority actions for the City,
- tables that show the results of the survey,
- a copy of the survey instrument.

### Respondent Profile

**Business Sector:** Respondents were asked to indicate, from a list of 12 possible descriptors, which one best describes their business/organization's sector. Twenty-seven percent (27%) of respondents indicated their business is in the automotive sector, 12% are in the manufacturers/wholesalers/distributors sector, 11% are in the health care/education/social services sector, 9% are in the retail sector (not food service), 8% are in the trade contractor sector, 5% are in the retail food service sector, 3% are in the motels/hotels/RV parks sector, 3% are in the arts/entertainment/recreation sector, 2% are in the professional services sector, 2% are in the utilities sector, 2% are in the finance/insurance/real estate sector, and the remaining 17% are in various other sectors.

**Length of Time Business has Been Located in the City of Merriam:** Respondents were asked to indicate how many years their business has been located in Merriam. Nearly half (47%) indicated they have been in the City of Merriam for 21 years or more, 22% have been in Merriam between 11 and 20 years, 10% have been in Merriam between 6 and 10 years, and 22% have been in Merriam 5 years or less.

**Own or Rent/Lease Facility:** Respondents were asked to indicate whether they own or rent/lease their facility. Sixty-one percent (61%) of respondents indicated they own their facility, and 39% rent/lease their facility.

**Number of Employees:** Respondents were asked to indicate how many employees their company employs at the location where the survey was received. When asked about full-time workers, 66% of respondents indicated they have fewer than 10 employees, 13% have between 10 and 19 employees, 11% have between 20 and 49 employees, and 10% have 50 or more employees. When asked about part-time workers, 75% indicated they have no more than 4 employees, 9% have between 5 and 9 employees, 13% have between 10 and 19 employees, and 4% have 20 or more employees.

**Anticipated Organizational Change Over the Next 12 Months:** Forty-two percent (42%) of the businesses surveyed indicated their business/organization does not plan to take any of the actions listed over the next 12 months.

Forty percent (40%) of businesses indicated they are planning to hire additional staff in Merriam over the next 12 months, 21% plan to expand/renovate in Merriam, 10% plan to relocate to another location outside Merriam, 4% plan to relocate to another location in Merriam, 4% plan to downsize, and 2% of businesses indicated they plan to close their business in the next 12 months.

## Major Findings

**Perceptions of Doing Business in the City of Merriam:** Overall, 85% of respondents indicated the City of Merriam is either an “excellent” (51%) or “good” (34%) place to do business. When asked to rate their satisfaction with various perceptions of the City, 97% were either “very satisfied” or “satisfied” with access to highways, 94% were satisfied with the reliability of public utilities, 84% were satisfied with access to the airport, 83% were satisfied with the availability of parks and open space, 82% were satisfied with their overall feeling of safety in the City, and 78% were satisfied with the quality of services provided by the City. Businesses were least satisfied with the quality/attractiveness of downtown (60%).

**Reasons to do Business in the City of Merriam:** Respondents were asked to indicate which items would have the most impact on their decision to keep their business in the City of Merriam for the next 10 years. Based on the sum of their top four choices, the items having the most impact include: 1) overall feeling of safety in the City, 2) access to highways, 3) image of the City, 4) proximity to other businesses that are important, and 5) quality of services provided by the City.

**Rating City Services:** Ninety-five percent (95%) of businesses indicated they were either “very satisfied” or “satisfied” with Fire services, 90% were satisfied with street sweeping/cleanliness of public areas, and 90% were satisfied with Police services. Police services (86%), street maintenance, including sidewalks, medians and curbs (58%), and Fire services (56%) were the three most important city services to businesses in Merriam.

**Rating the Workforce:** Businesses gave “excellent” or “good” ratings for the education/technical skills of workers (63%), the stability of the workforce (61%), the quality of workers (61%), and the availability of workers (54%).

**Interaction With Department Staff:** Respondents were asked to indicate whether their business had interacted with staff of various departments in the City of Merriam during the past year. Those who had interacted with staff were then asked to rate the department’s performance. All businesses

(100%) that interacted with the Fire Department during the past year rated the department as “excellent” or “good.” Other departments that were given “excellent” or “good” ratings by businesses include: Public Works (streets/traffic) (100%), Stormwater (100%), and Police (92%).

**Interaction With Various Areas/Services:** Respondents were asked to indicate whether their business had contact with five different areas/services in the City of Merriam during the past year. Those who had contact with the area/service were then asked to rate the City’s performance. Areas that were given “excellent” or “good” ratings by businesses include: fire Inspections (96%), construction/building permits or inspections (85%), and zoning/development review (82%)

## Additional Findings

- Forty-one percent (41%) of businesses indicated their company’s future plans have been altered because of the COVID-19 pandemic. When asked to describe the impact that the pandemic has had upon their business, two-thirds (67%) indicated it has had “significant” or “moderate” impact.
- More than three-fourths (76%) of respondents indicated they are “very likely” or “likely” to recommend the City of Merriam as a business location to friends, family, co-workers, colleagues, and other business.
- Most of the respondents (94%) described the overall business atmosphere in the City of Merriam as “better” or having “no change, but good” compared to five years ago.
- Sixty-eight percent (68%) of respondents described the cost of doing business in the City of Merriam as “average.” Fourteen percent (14%) described the cost of doing business as “low” or “extremely low,” and 18% described the cost as “high.”

## Investment Priorities

**Recommended Priorities.** In order to help identify investment priorities, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance respondents placed on City services and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services in the future. The City should prioritize investments in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 2 of this report.

**Overall Priorities for the City by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major service that is recommended as the top priority for investment in order to raise overall satisfaction ratings is listed below:

- Street maintenance, including sidewalks, medians and curbs (I-S Rating=0.1214)



The table below shows the Importance-Satisfaction rating for all major categories of City services that were rated.

<b>Importance-Satisfaction Rating</b>						
<b>City of Merriam Business Survey</b>						
<b><u>OVERALL</u></b>						
<b>Category of Service</b>	<b>Most Important %</b>	<b>Most Important Rank</b>	<b>Satisfaction %</b>	<b>Satisfaction Rank</b>	<b>Importance-Satisfaction Rating</b>	<b>I-S Rating Rank</b>
<i><b>High Priority (IS .10-.20)</b></i>						
Street maintenance, including sidewalks, medians and curbs	58%	2	79%	8	0.1214	1
<i><b>Medium Priority (IS &lt;.10)</b></i>						
Police services	86%	1	90%	3	0.0859	2
Effectiveness of City communications with businesses	17%	5	72%	9	0.0482	3
Quality of customer service provided by City employees	17%	6	80%	7	0.0344	4
Fire services	56%	3	95%	1	0.0282	5
Enforcement of codes and ordinances	11%	9	82%	6	0.0196	6
Street sweeping/cleanliness of public areas	19%	4	90%	2	0.0188	7
Stormwater drainage/flood management	13%	8	85%	5	0.0188	8
Street lighting	14%	7	87%	4	0.0183	9

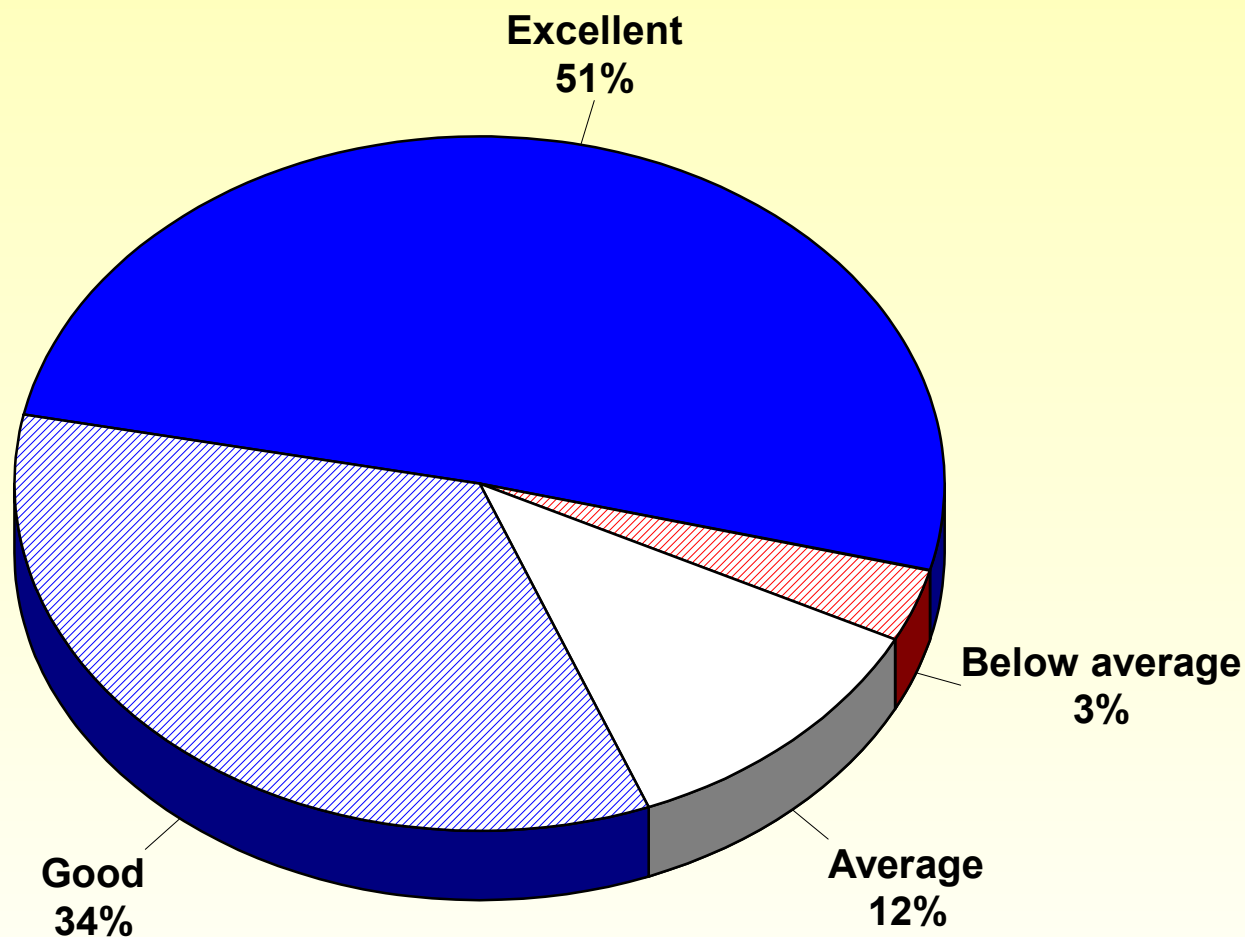
# **Section 1**

## ***Charts and Graphs***

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# Q1. How would you rate the City of Merriam overall as a place to do business?

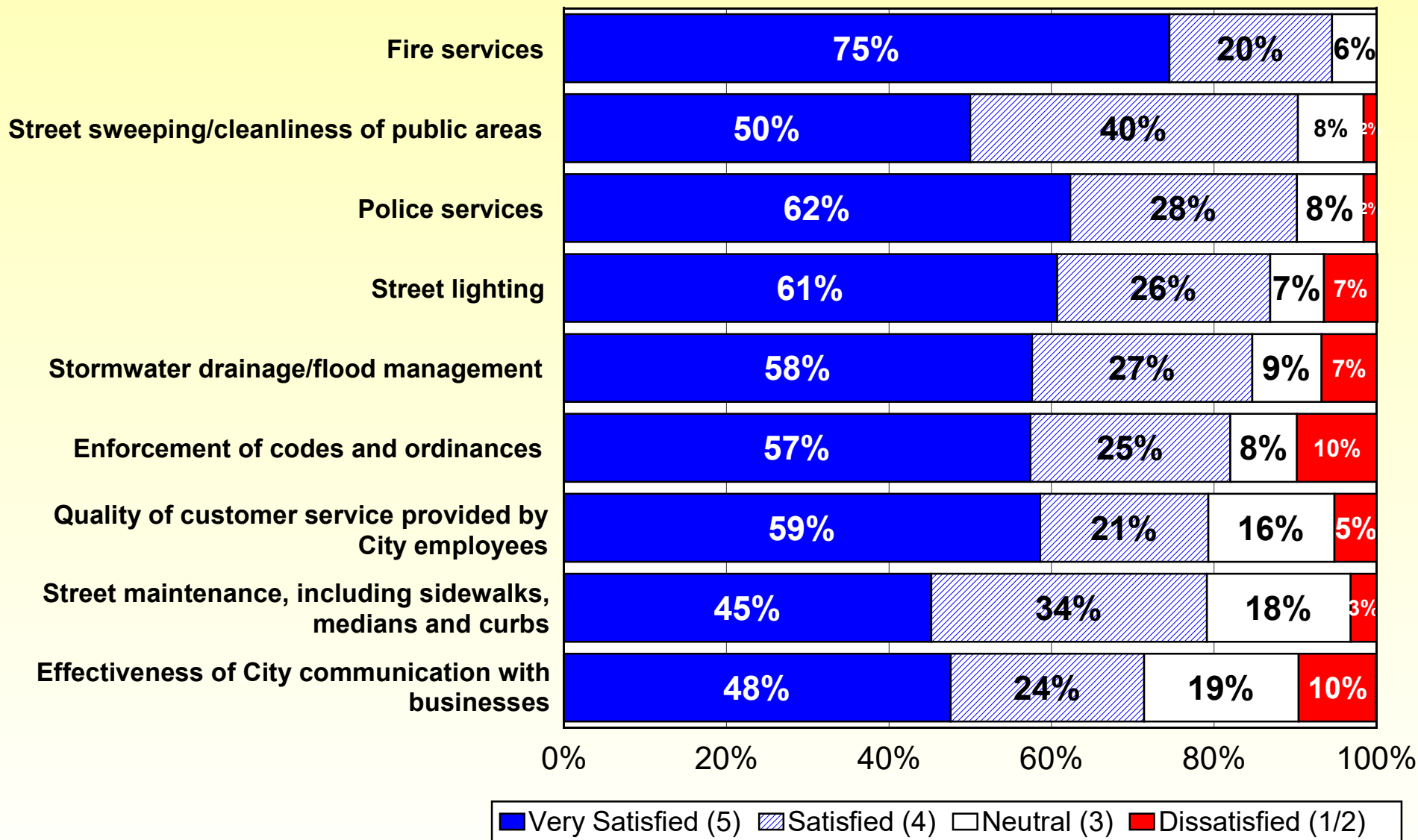
by percentage of businesses surveyed (excluding "don't know")



Source: ETC Institute (2021)

# Q2. Please rate your satisfaction with the following:

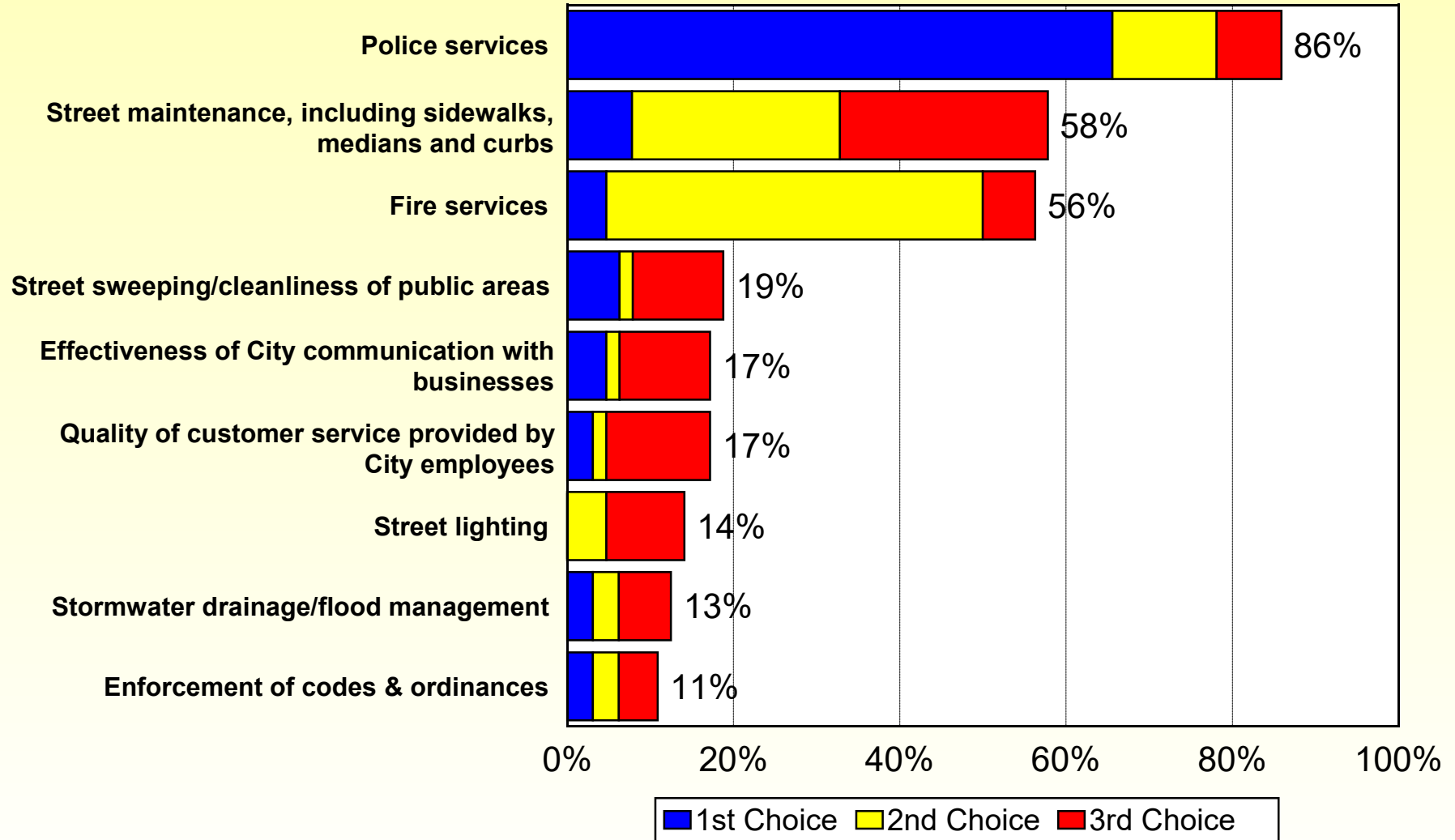
by percentage of businesses surveyed (excluding "don't know")



Source: ETC Institute (2021)

# Q3. Which THREE of these City services are most important to your business?

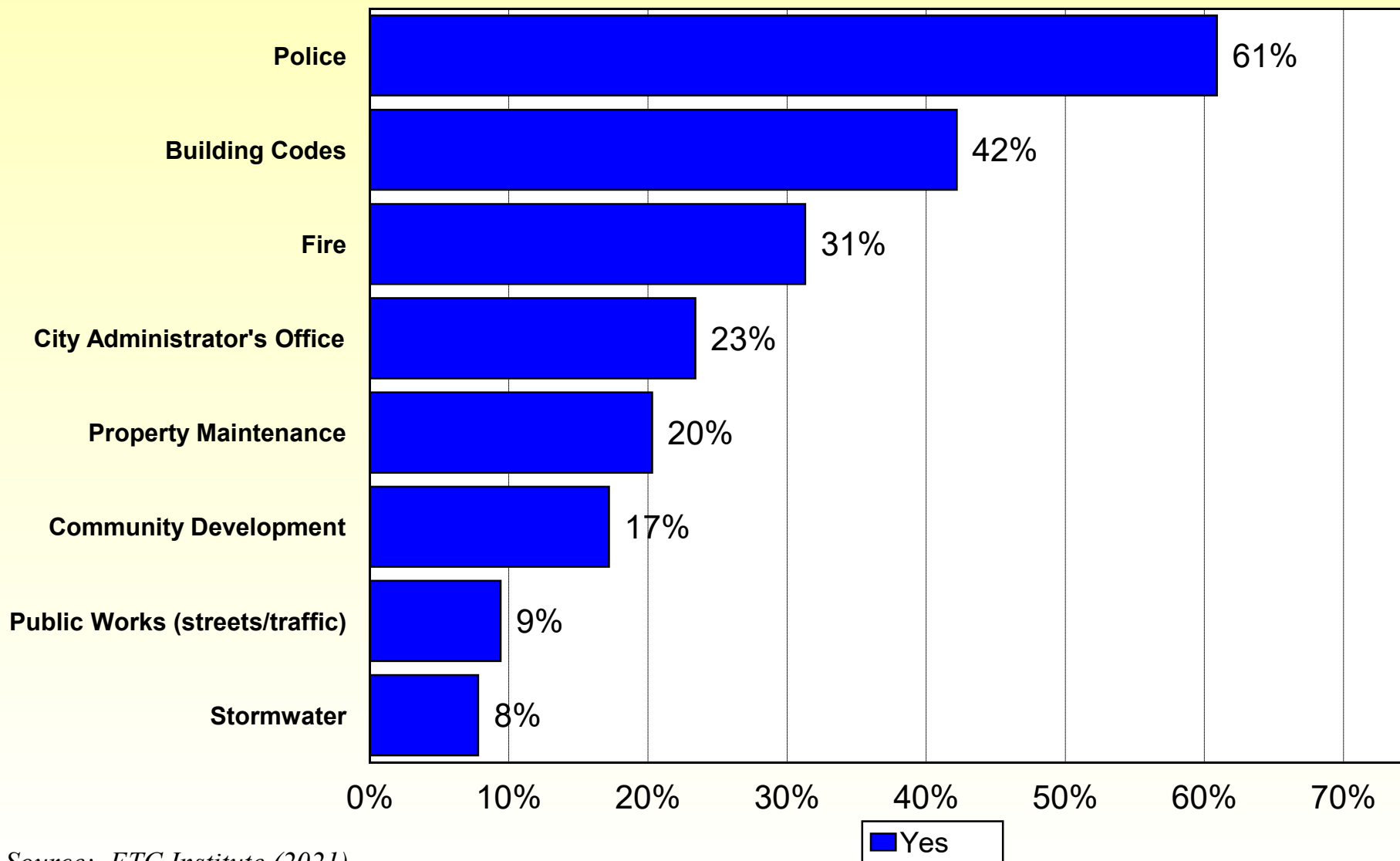
by percentage of businesses that selected the item as one of their top three choices  
(excluding "none chosen")



Source: ETC Institute (2021)

# Q4[1]. Has your business interacted with City staff from the following areas during the past year?

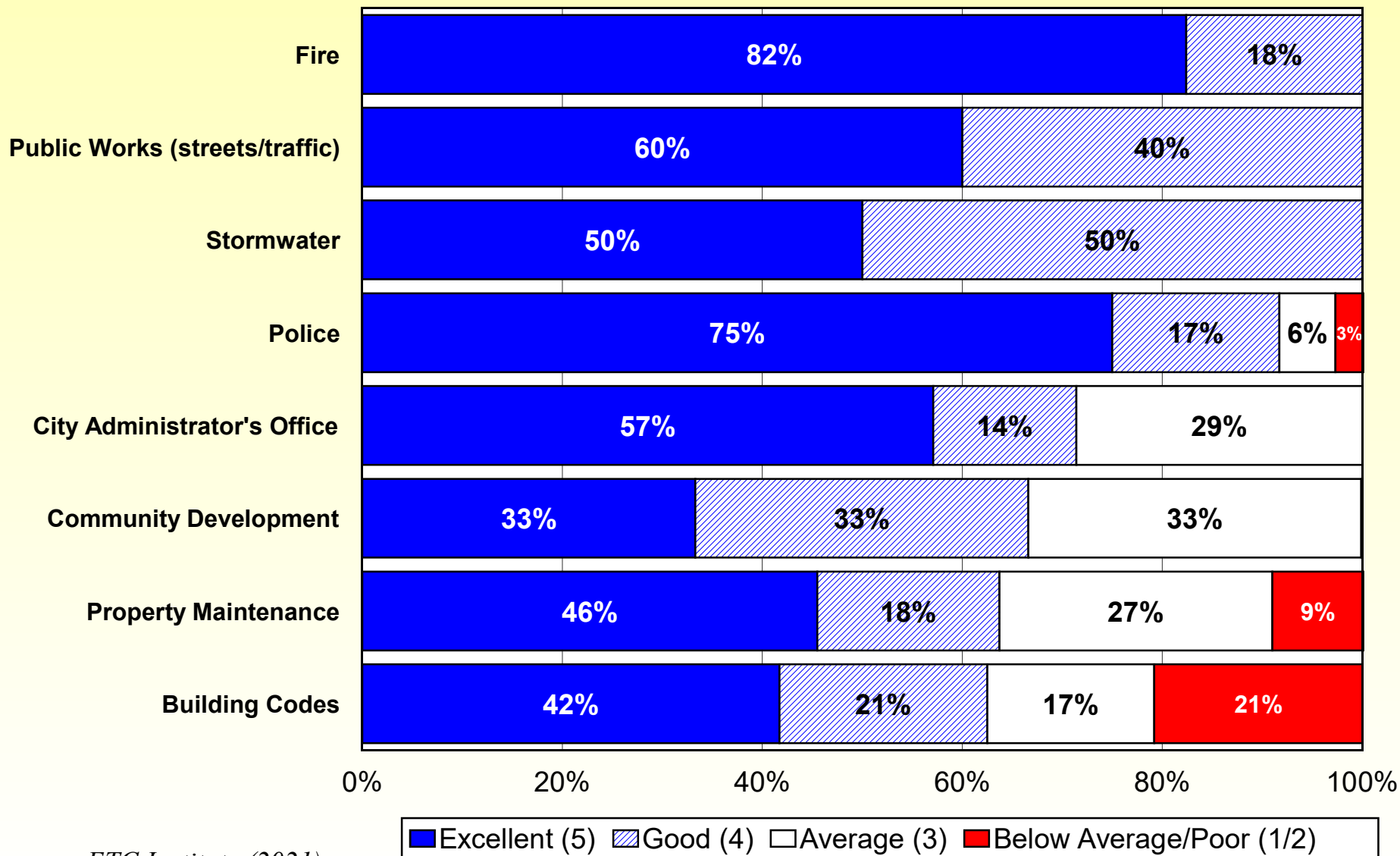
by percentage of businesses that answered "yes"



Source: ETC Institute (2021)

# Q4[2]. Please rate the City's performance in the following departments:

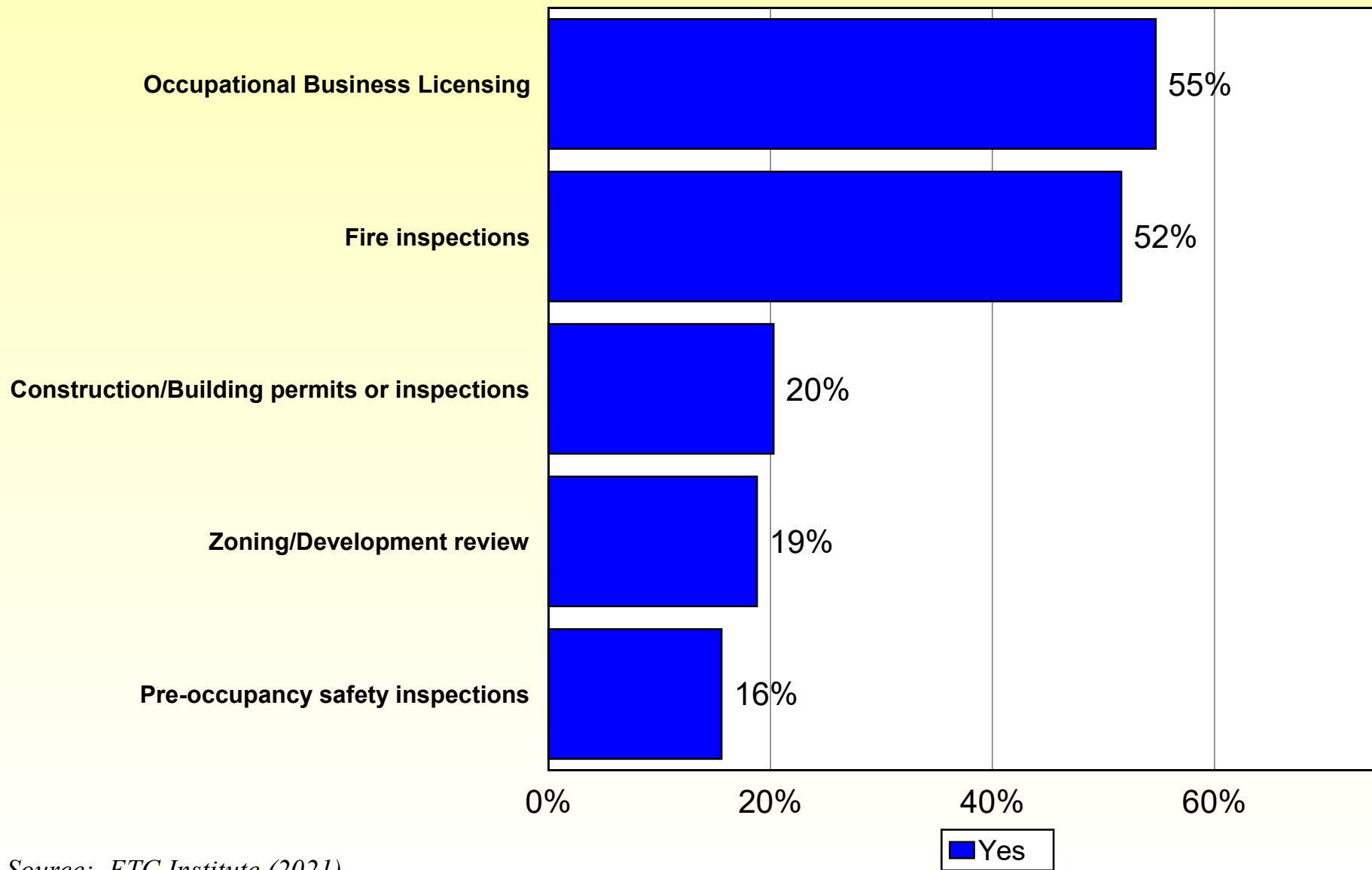
by percentage of businesses that have interacted with City staff during the past year (excluding "don't know")



Source: ETC Institute (2021)

# Q5[1]. Has your business interacted with the following City of Merriam departments during the past year?

by percentage of businesses that answered "yes"

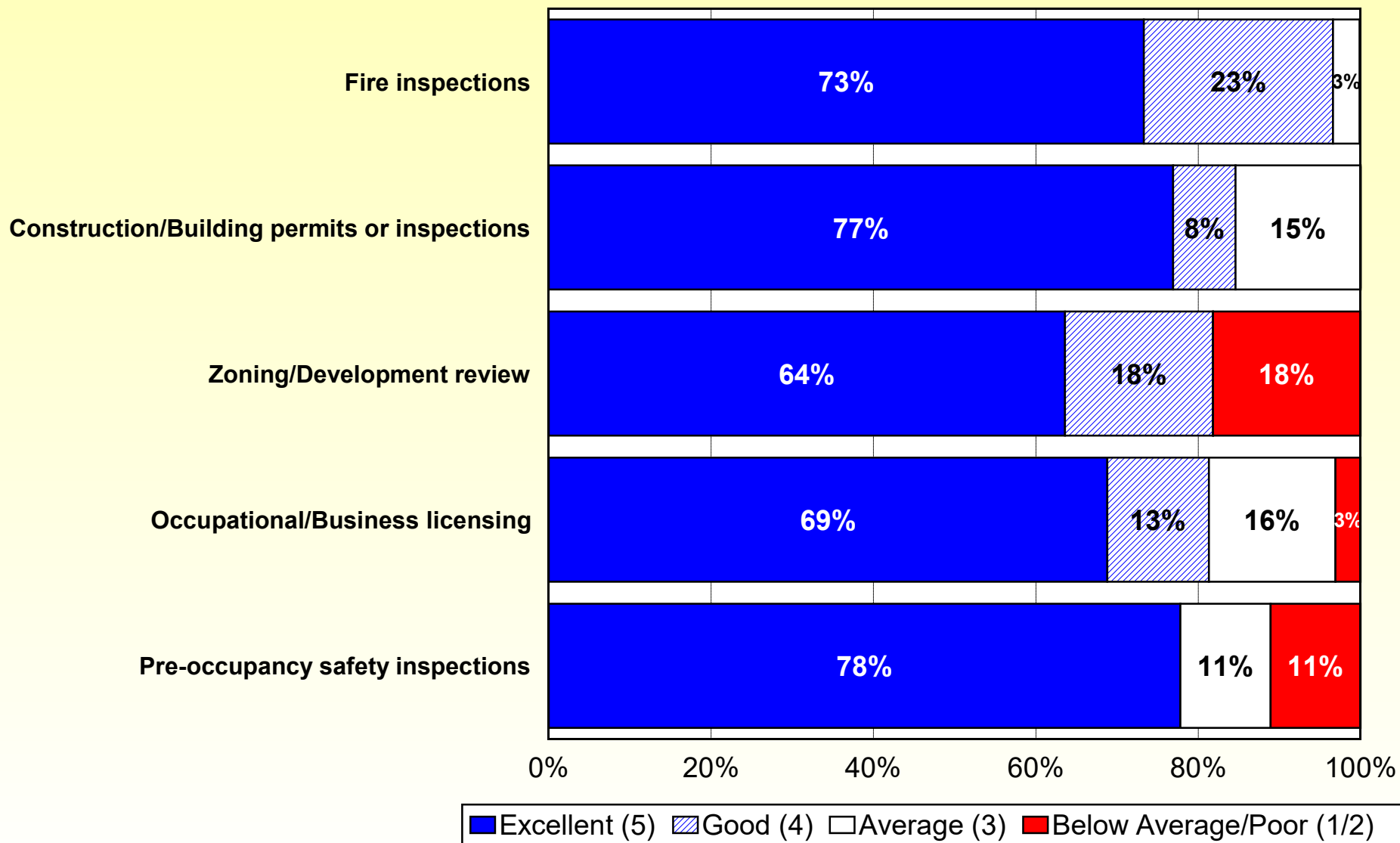


Source: ETC Institute (2021)



# Q5[2]. Please rate the following City services:

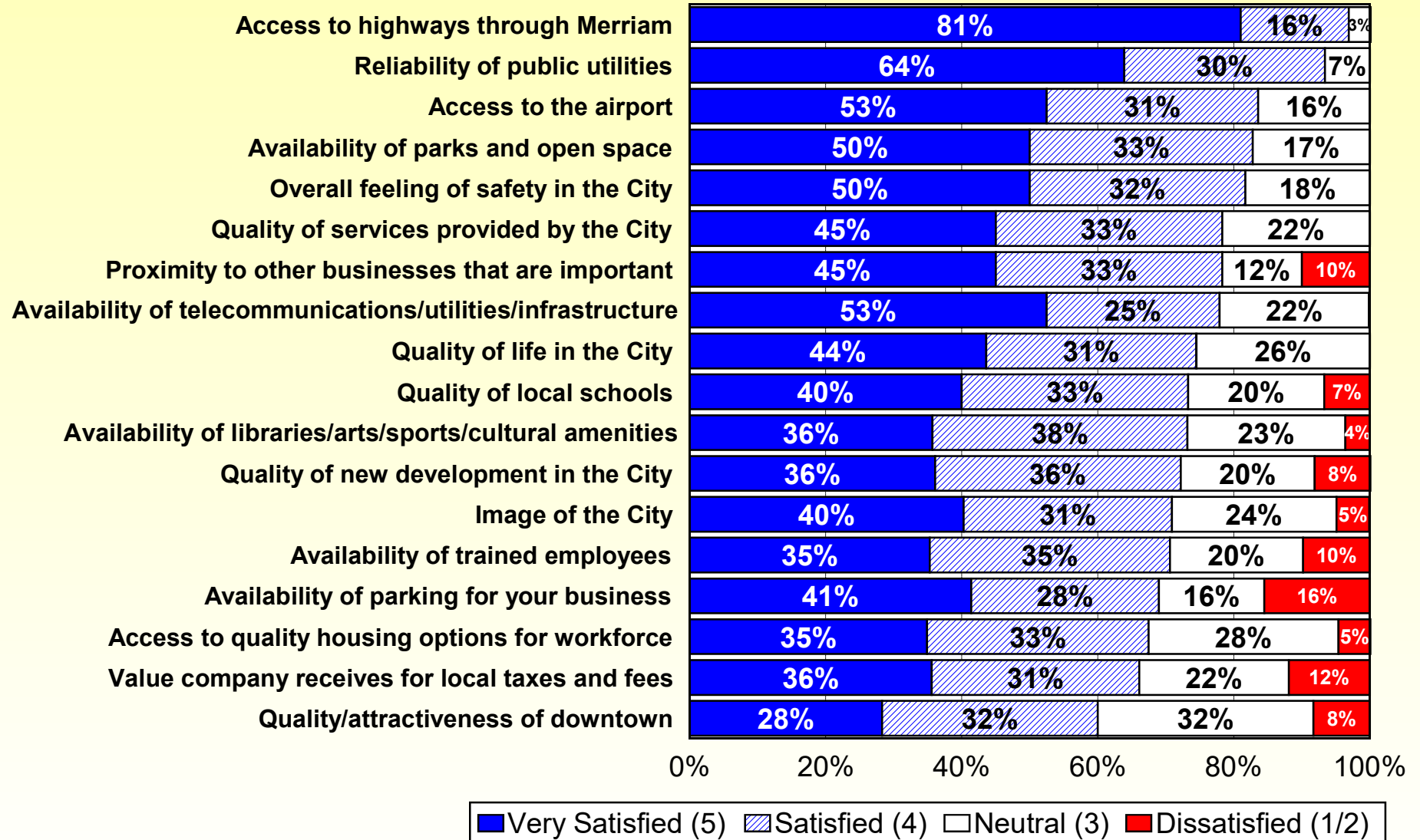
by percentage of businesses that have interacted with the department during the past year  
(excluding "don't know")



Source: ETC Institute (2021)

# Q7. Satisfaction With Perceptions of the City of Merriam

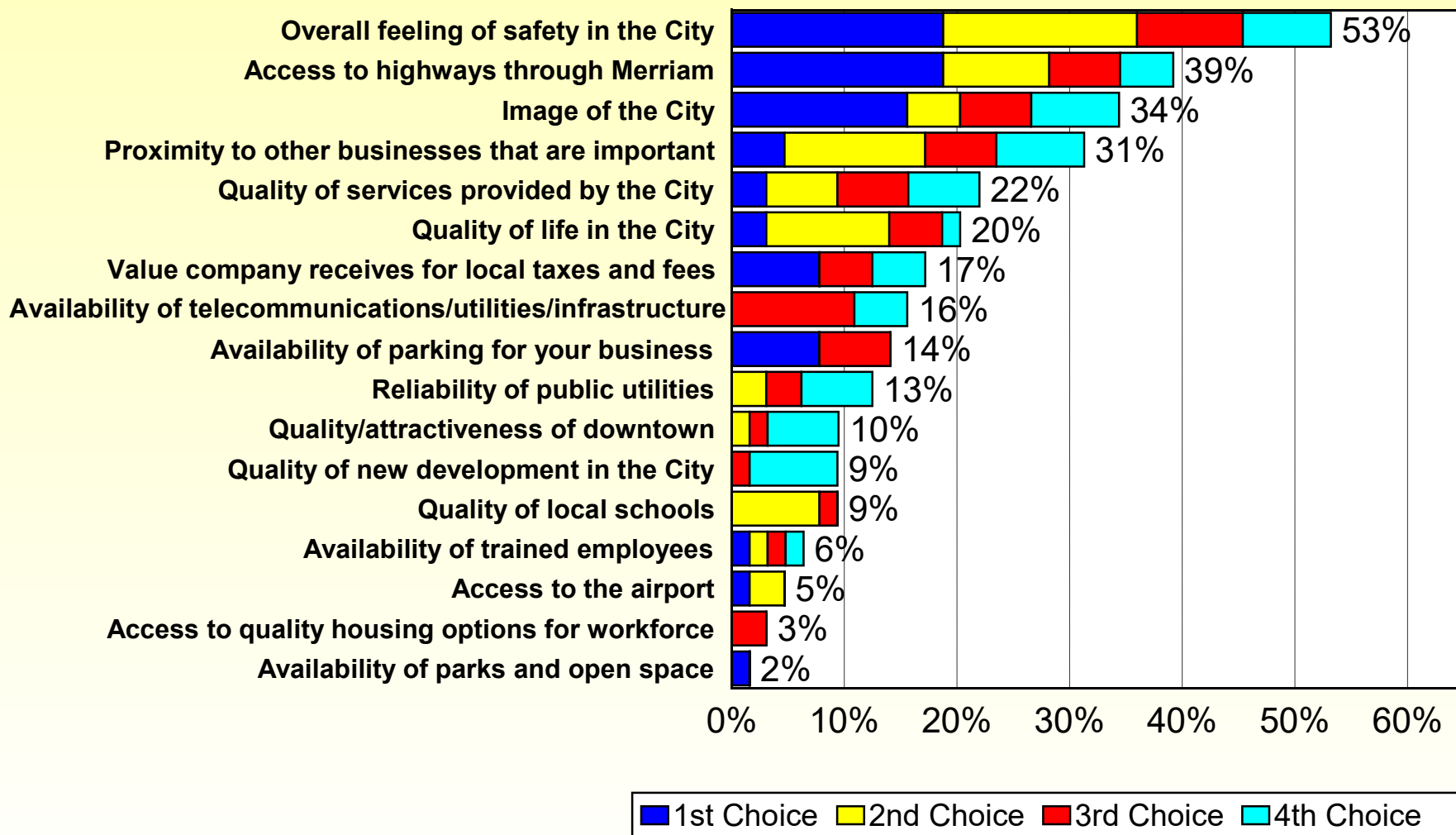
by percentage of businesses surveyed (excluding “don't know”)



Source: ETC Institute (2021)

# Q8. Which FOUR of these items will have the most impact on your decision to stay in the City of Merriam for the next 10 years?

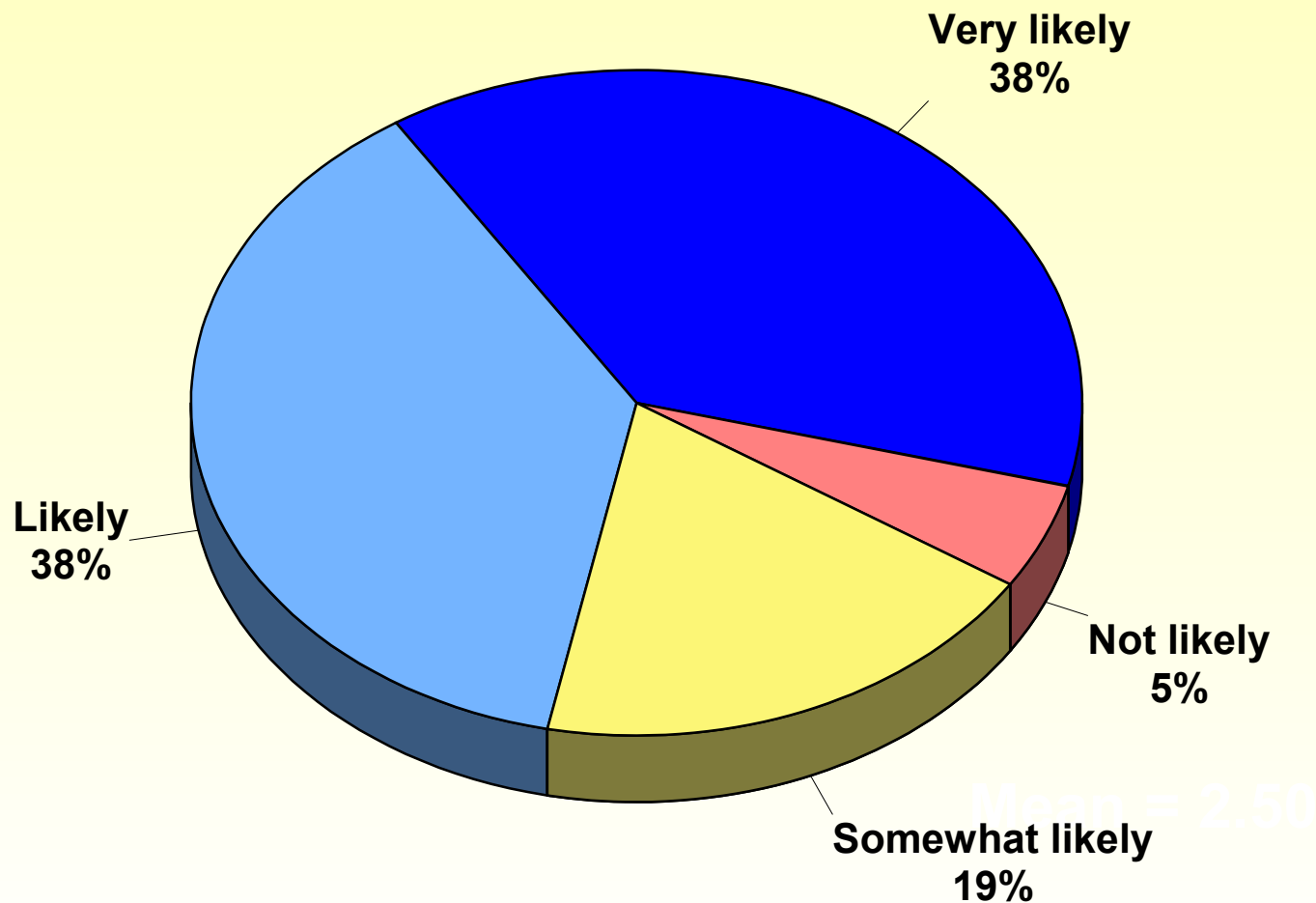
by percentage of businesses that selected the item as one of their top four choices



Source: ETC Institute (2021)

# Q9. Likelihood of Recommending the City of Merriam as a Business Location to Friends, Family, Co-Workers, Colleagues, and Other Businesses

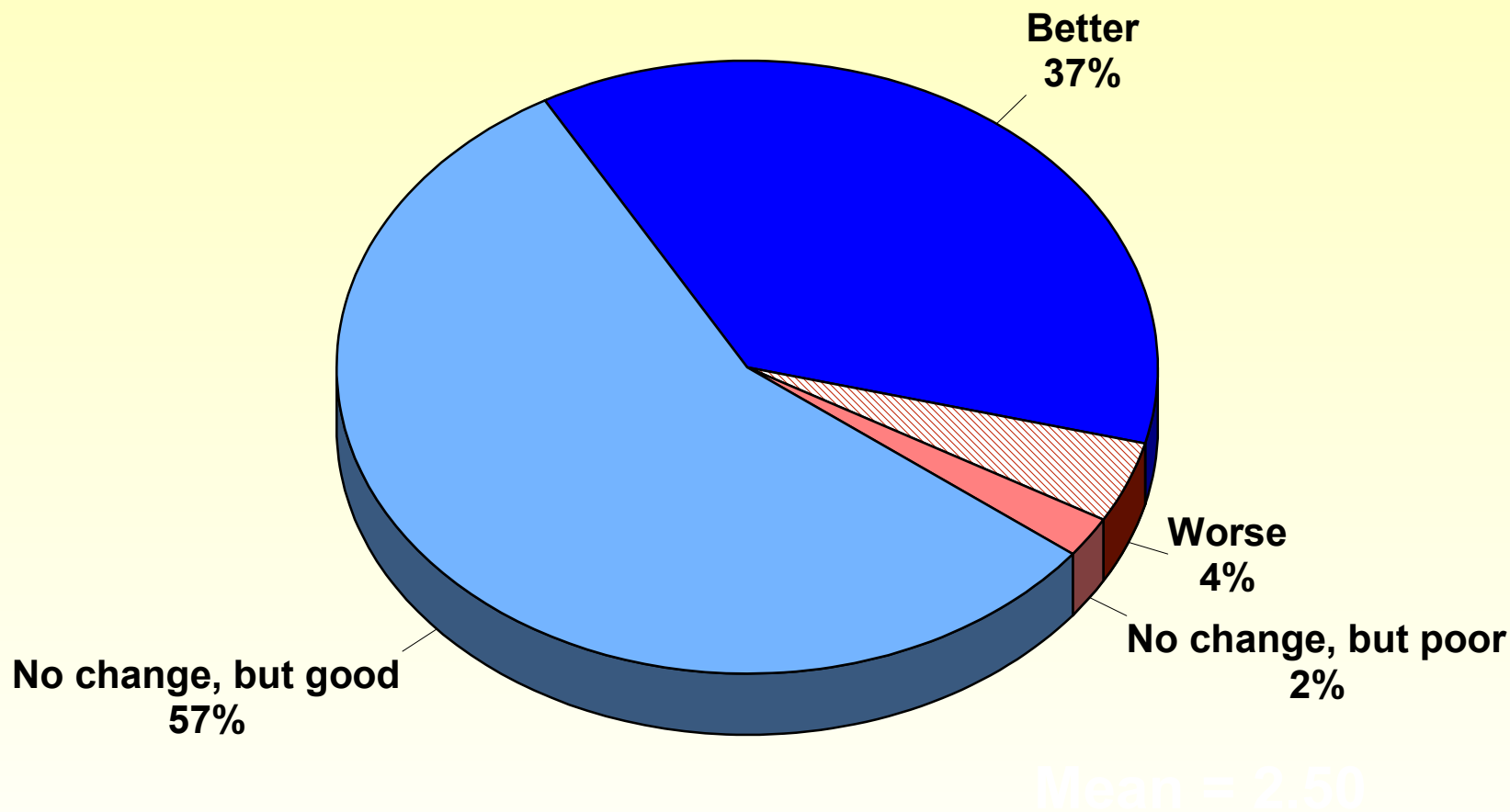
by percentage of businesses surveyed (excluding "don't know")



Source: ETC Institute (2021)

# Q10. Overall Business Atmosphere in the City of Merriam Today Compared to Five Years Ago

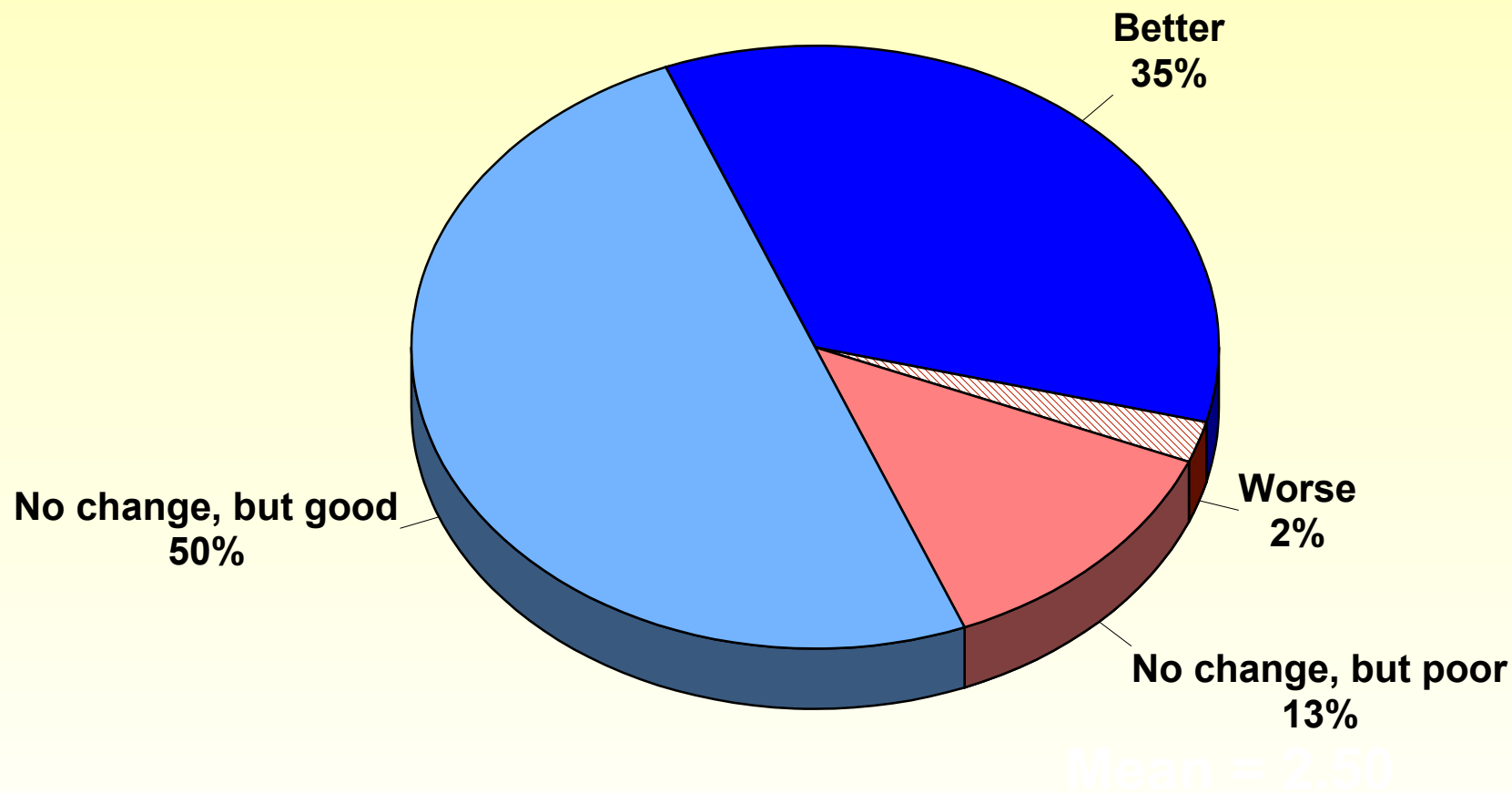
by percentage of businesses surveyed (excluding "don't know/unsure")



Source: ETC Institute (2021)

# Q11. Downtown Business Atmosphere in the City of Merriam Today Compared to Five Years Ago

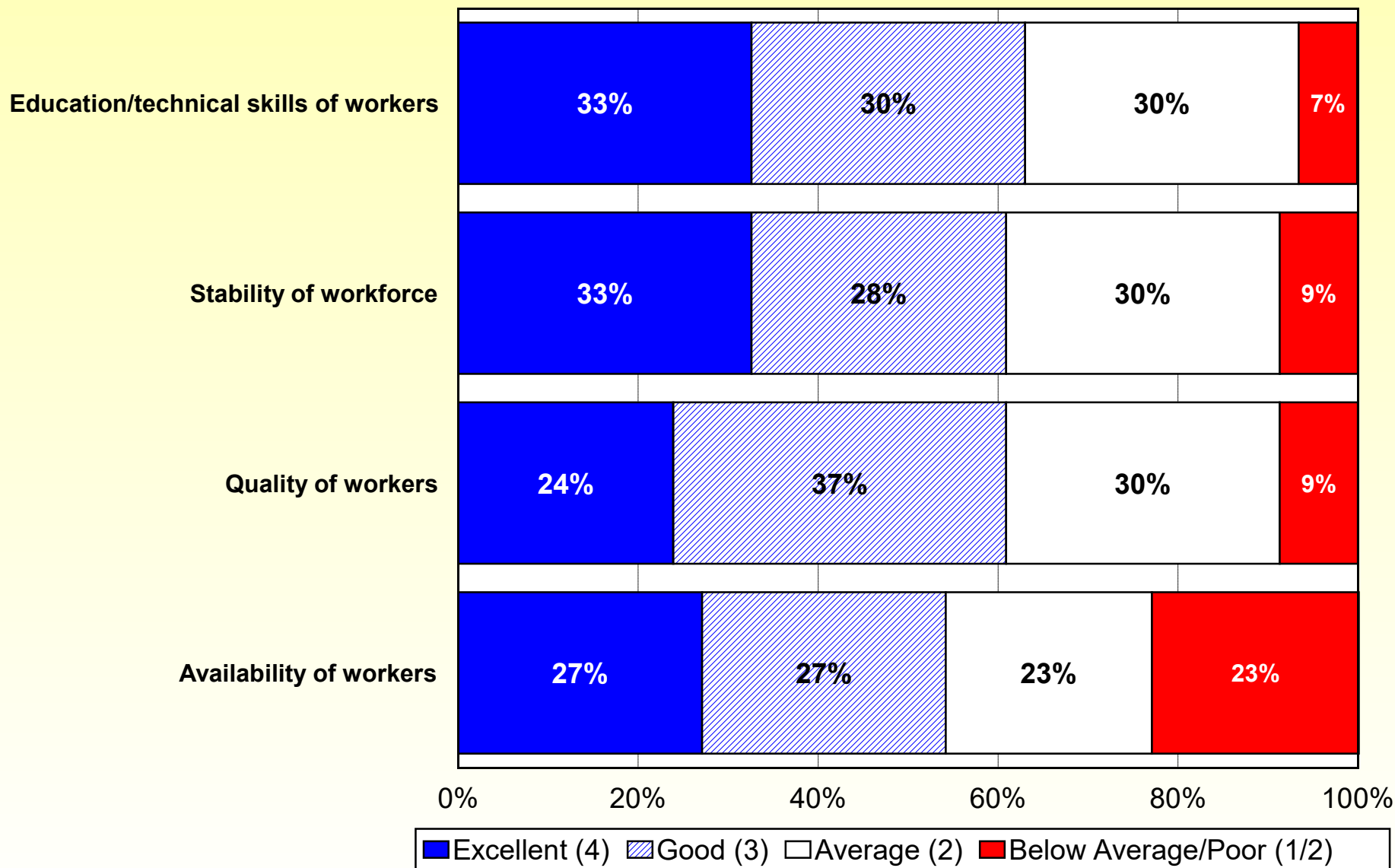
by percentage of businesses surveyed (excluding "don't know/unsure")



Source: ETC Institute (2021)

# Q14. Ratings of the Workforce in the City of Merriam

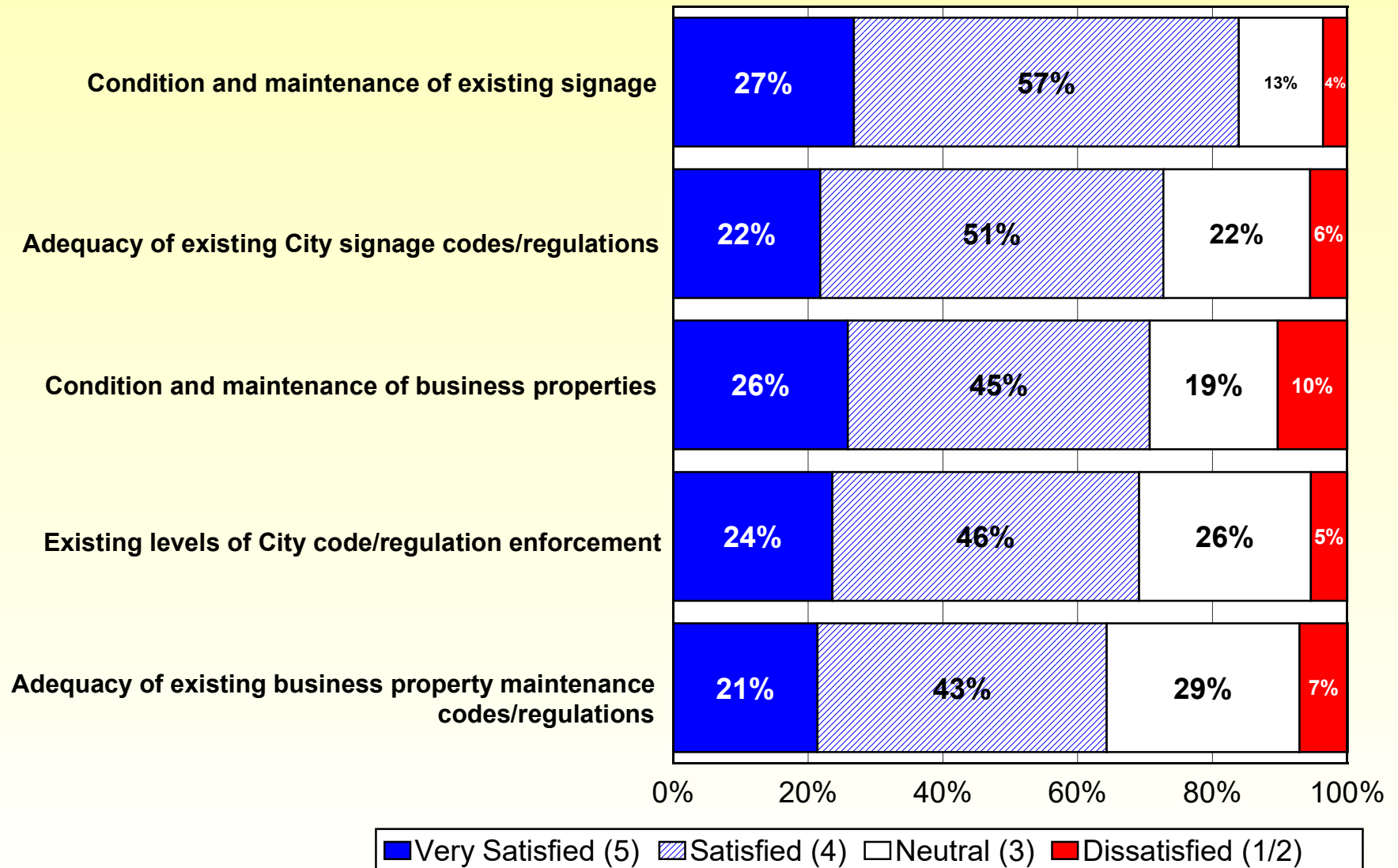
by percentage of businesses surveyed (excluding "don't know")



Source: ETC Institute (2021)

# Q15. Satisfaction With the Following Codes and Regulations

by percentage of businesses surveyed (excluding "don't know")

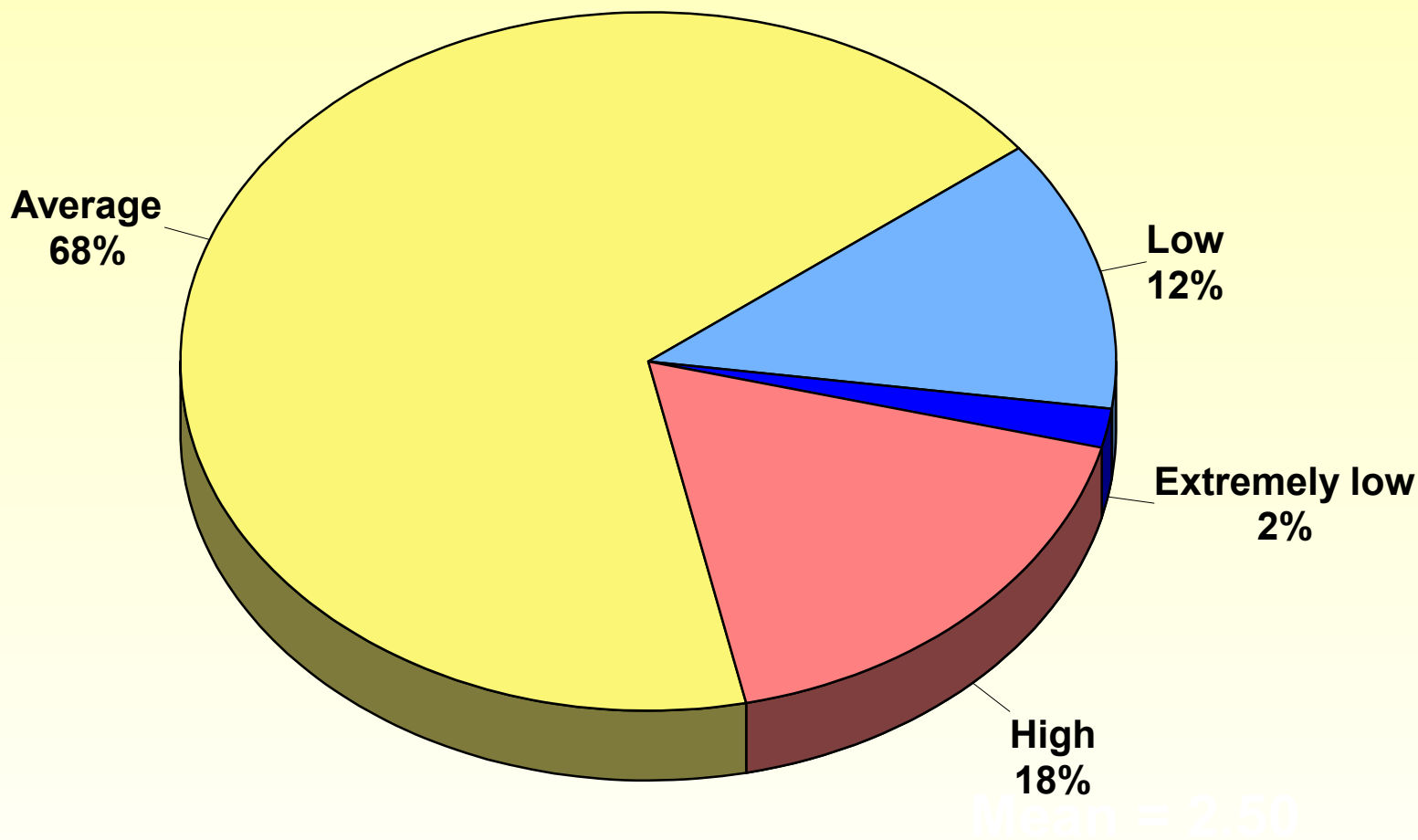


Source: ETC Institute (2021)



# Q16. How would you best describe the cost of doing business in the City Merriam?

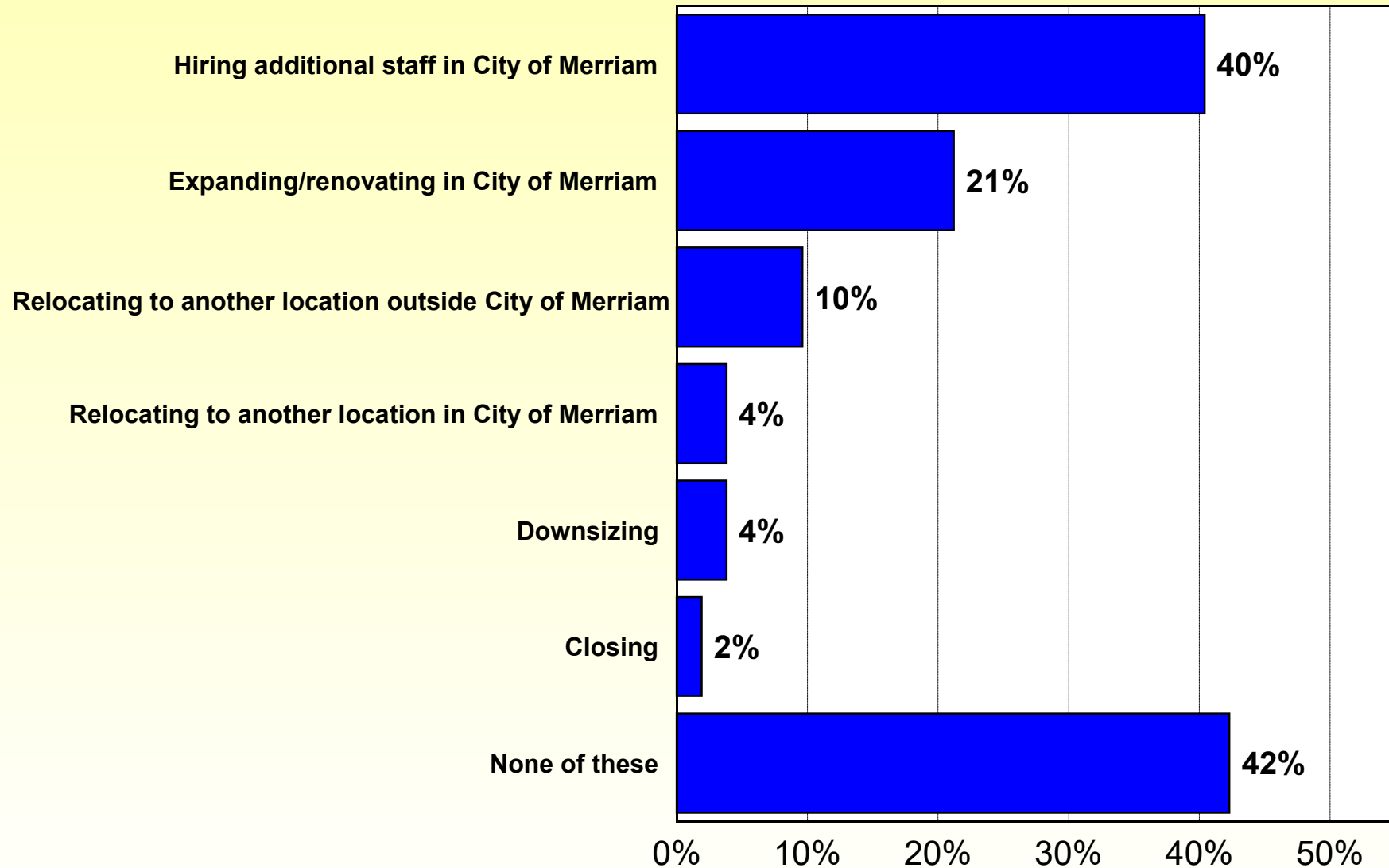
by percentage of businesses surveyed (excluding "don't know")



Source: ETC Institute (2021)

# Q17. In the next 12 months, is your business considering any of the following?

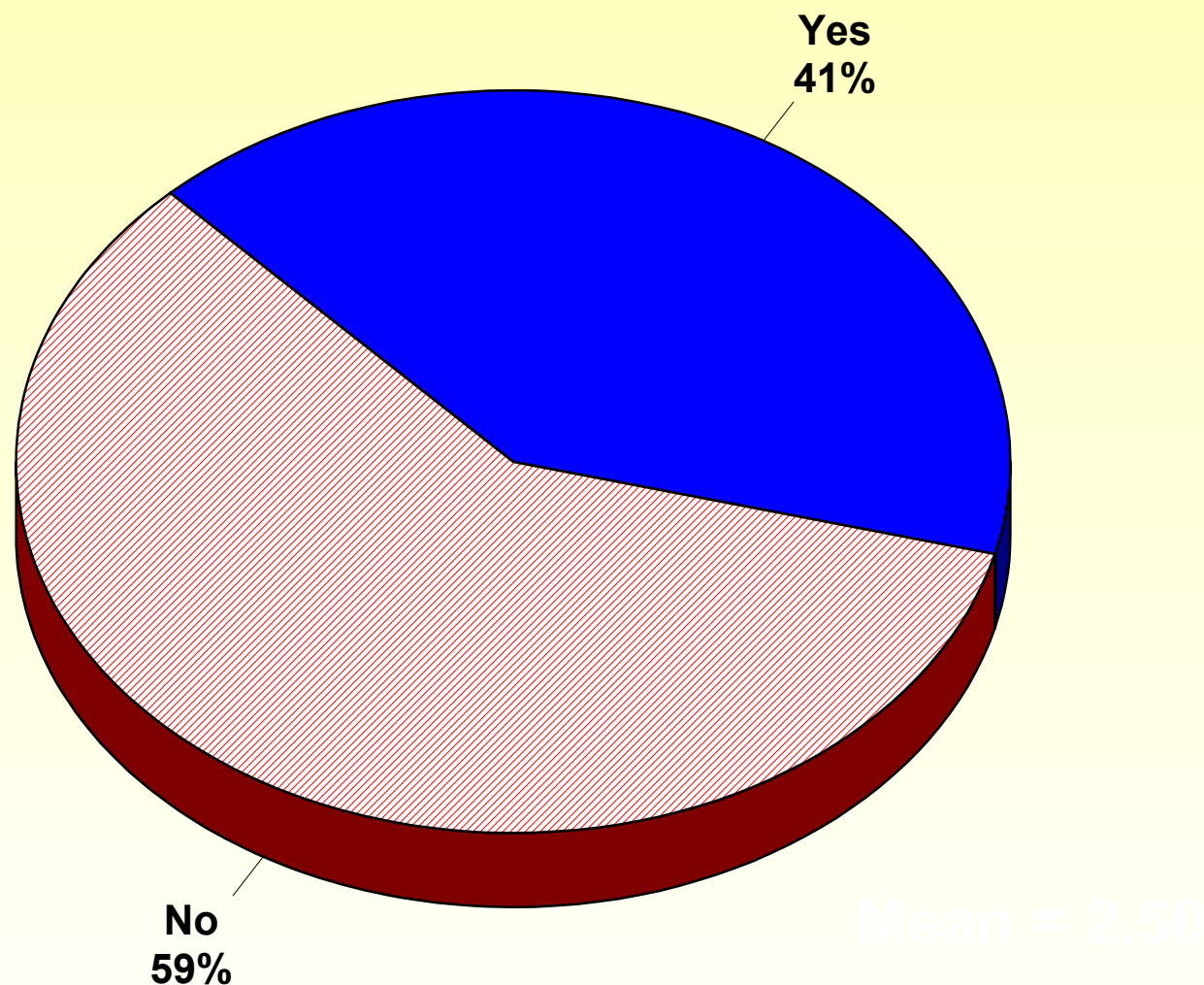
by percentage of businesses surveyed (multiple selections could be made)



Source: ETC Institute (2021)

# Q18. Have your company's future plans been altered because of the COVID-19 pandemic?

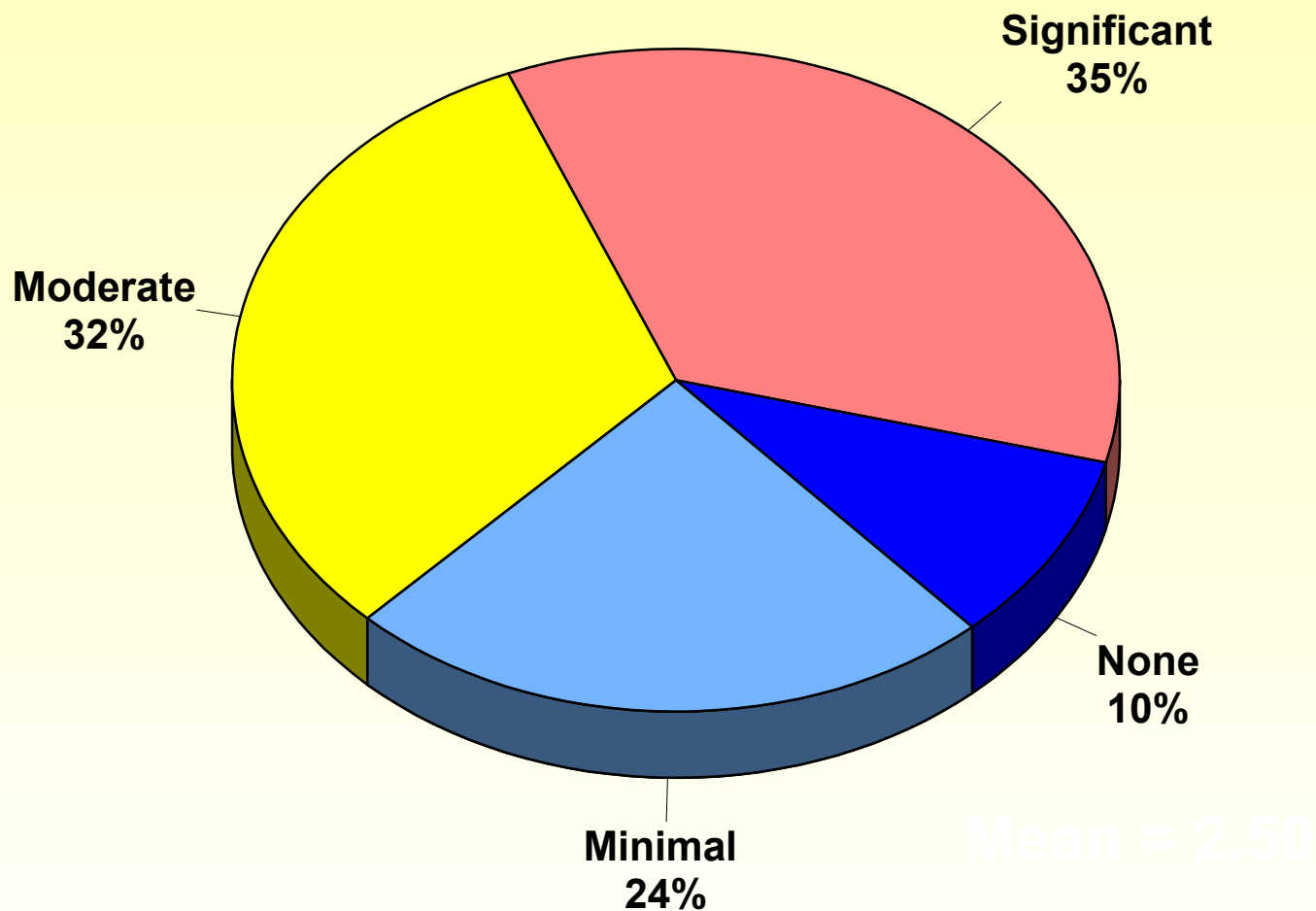
by percentage of businesses surveyed (excluding "don't know")



Source: ETC Institute (2021)

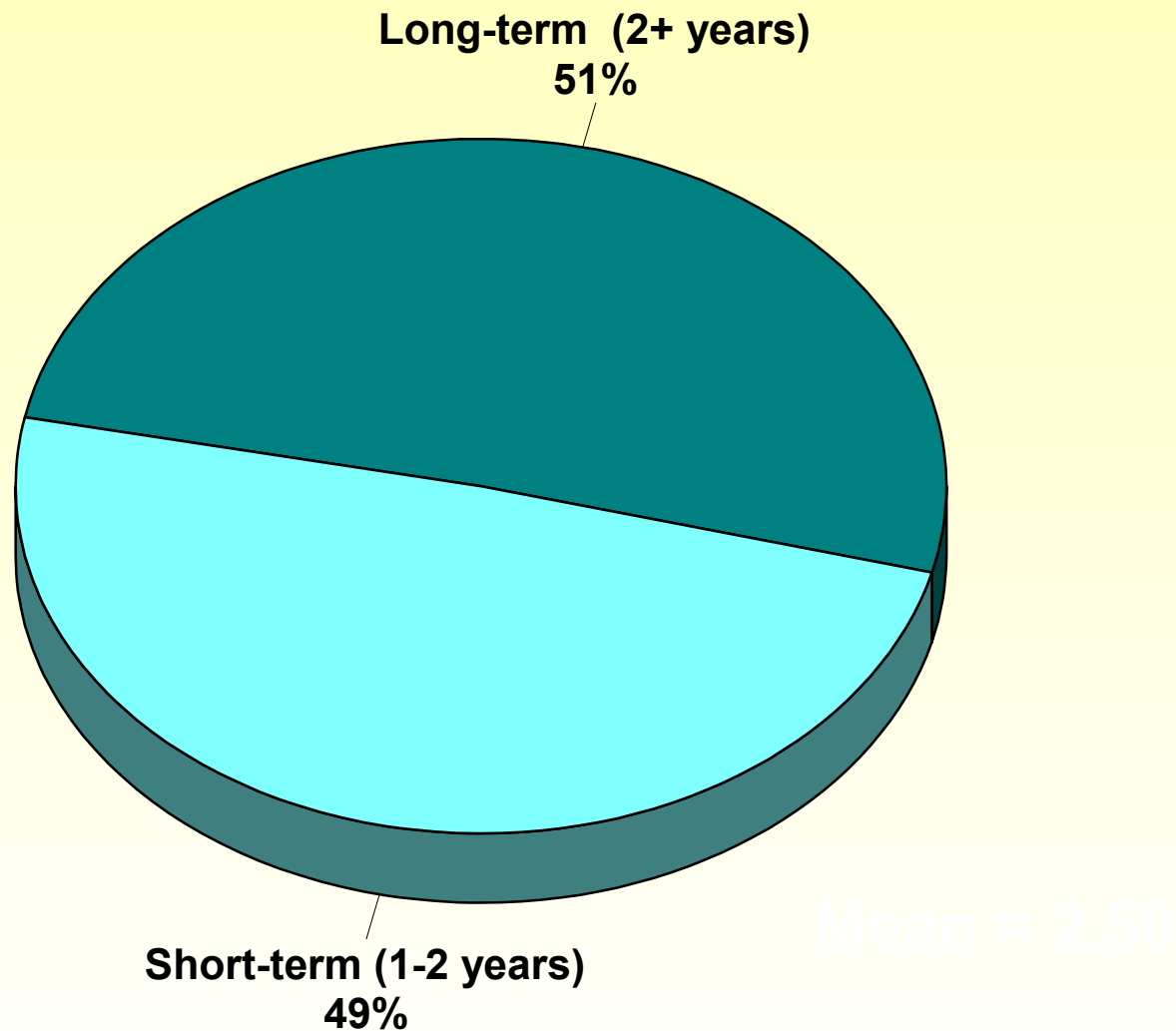
# Q19. What best describes the impact that the COVID-19 pandemic has had upon your business?

by percentage of businesses surveyed (excluding "not provided")



Source: ETC Institute (2021)

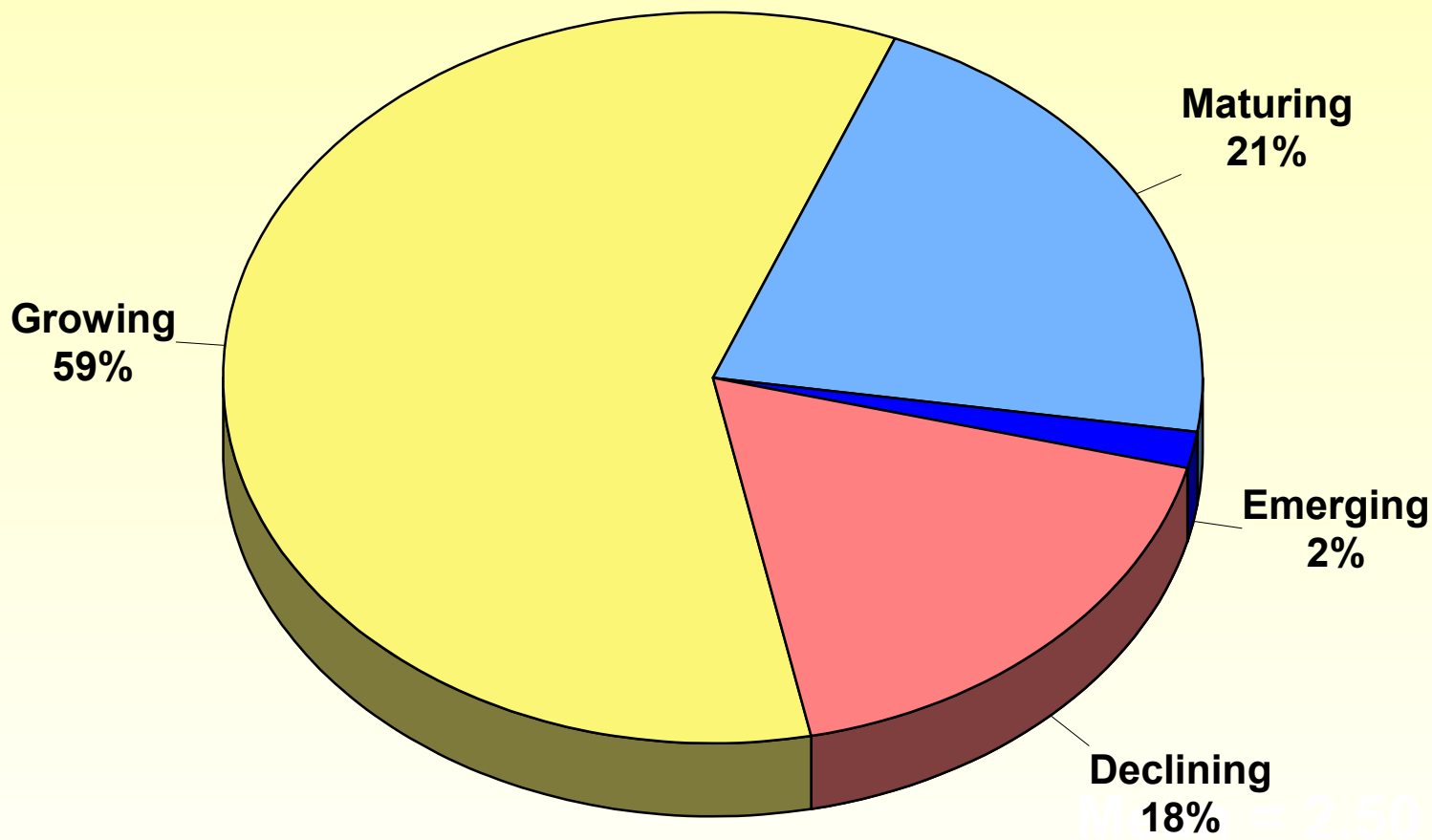
# Q20. What best describes how long the COVID-19 pandemic will have an impact upon the economy of Merriam?



Source: ETC Institute (2021)

# Q21. Where is your company's primary product/service in its life cycle?

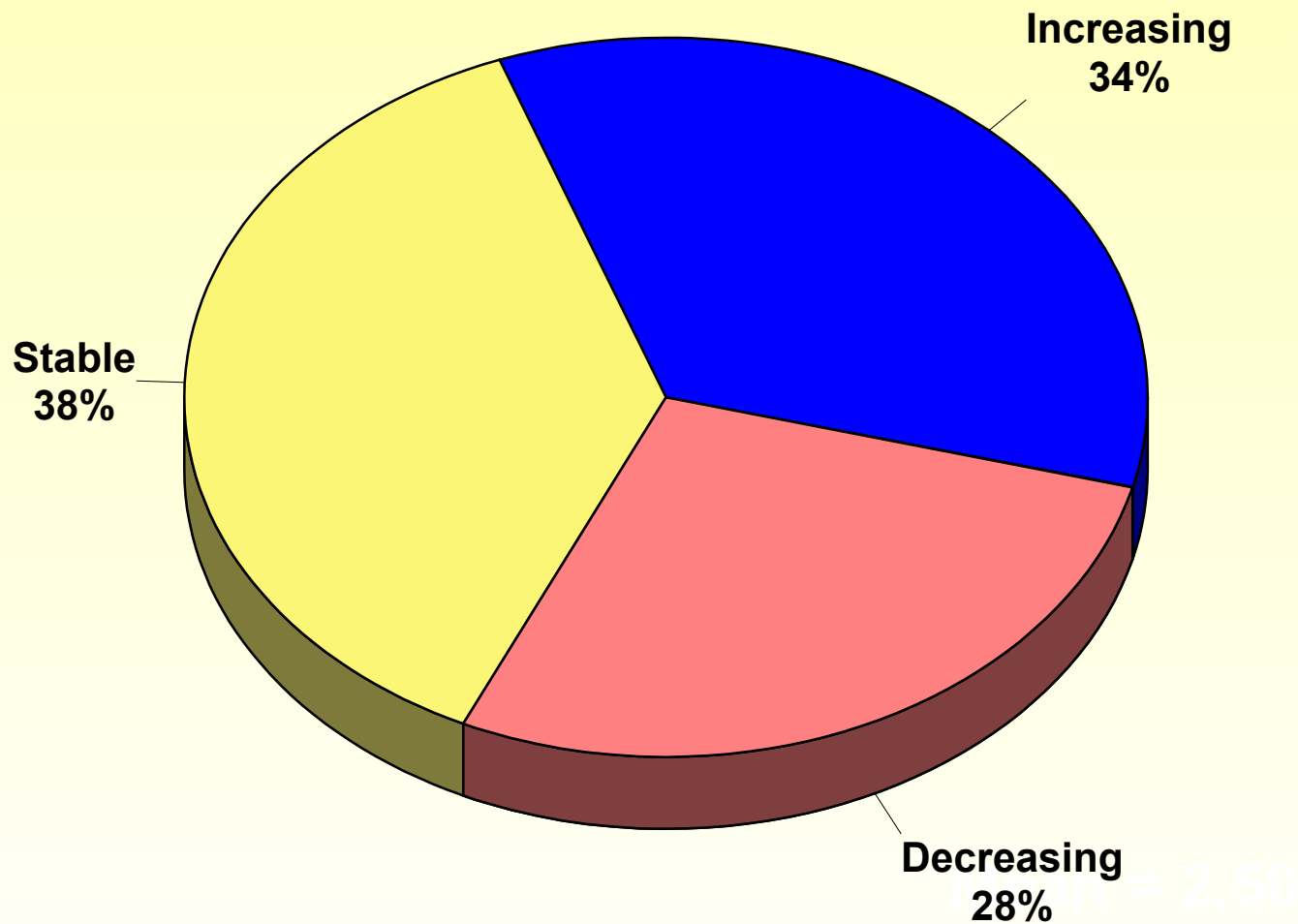
by percentage of businesses surveyed (excluding "not provided")



Source: ETC Institute (2021)

# Q22. What best describes your company's total sales?

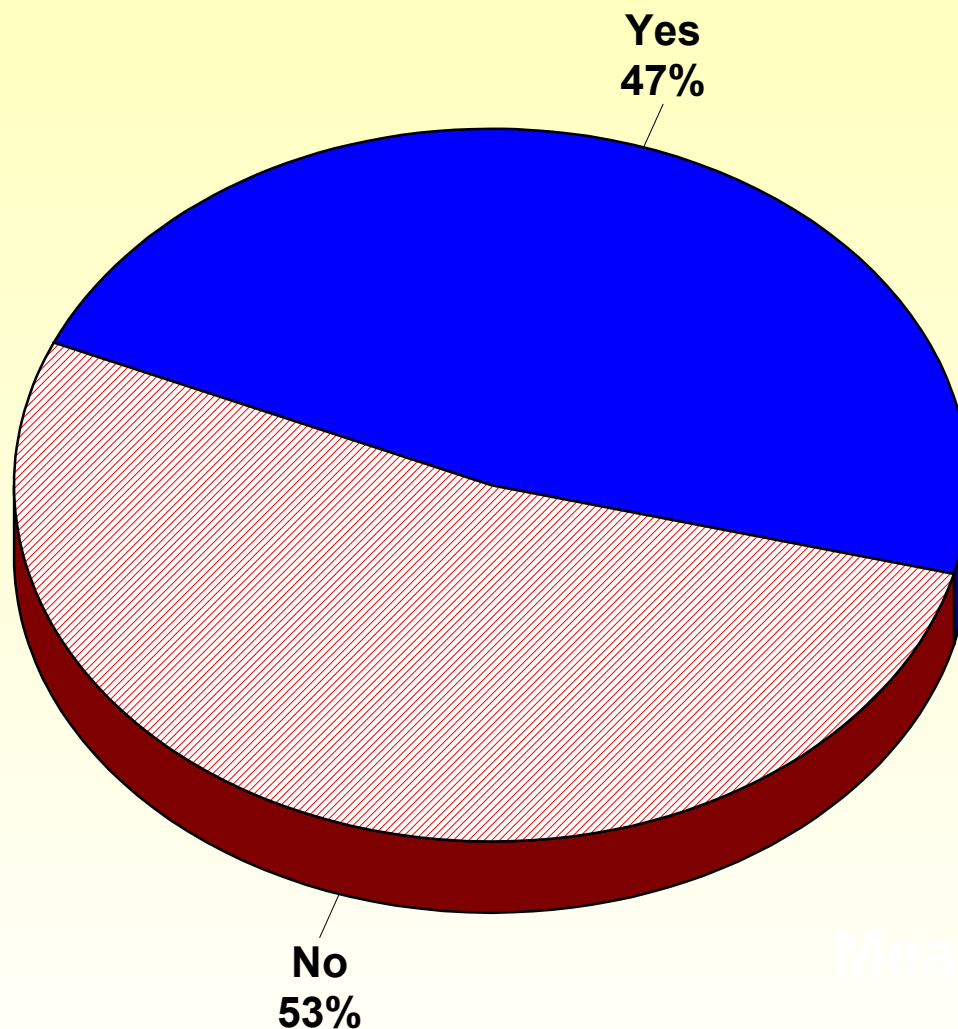
by percentage of businesses surveyed (excluding "not provided")



Source: ETC Institute (2021)

# Q23. Are new products/services anticipated for your company in the next 2 years?

by percentage of businesses surveyed (excluding "not provided")

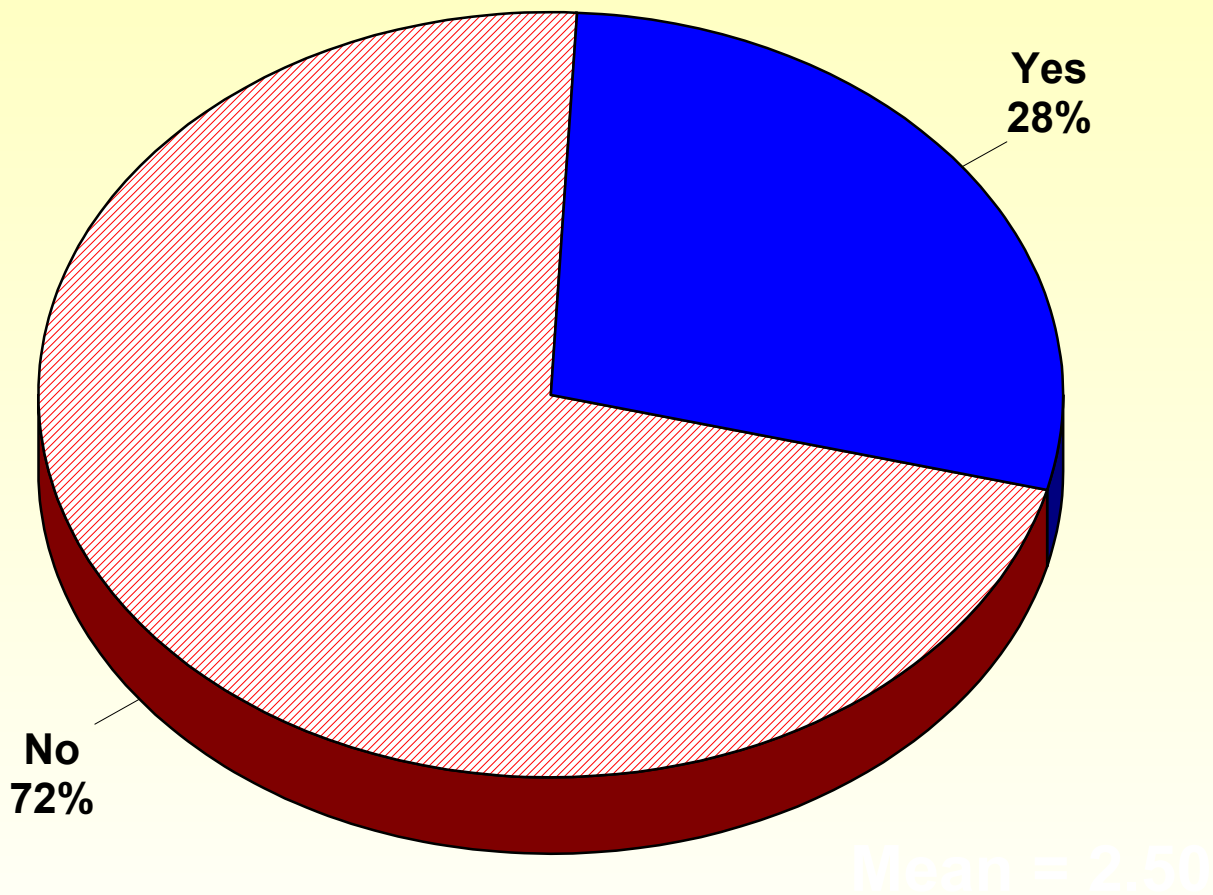


Source: ETC Institute (2021)



# Q24. Are there any barriers to your company's growth in Merriam?

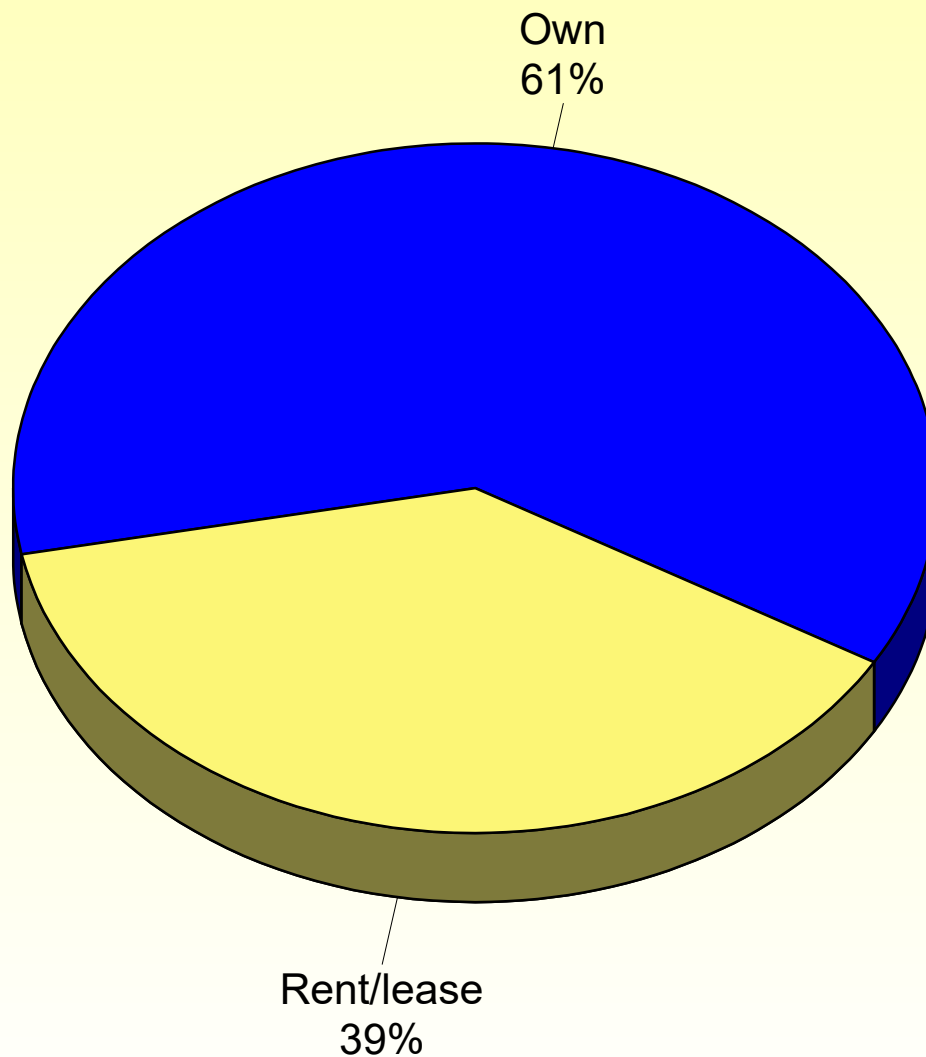
by percentage of businesses surveyed (excluding "not provided")



Source: ETC Institute (2021)

# Q26. Does your business own or rent/lease the facility where your business is located?

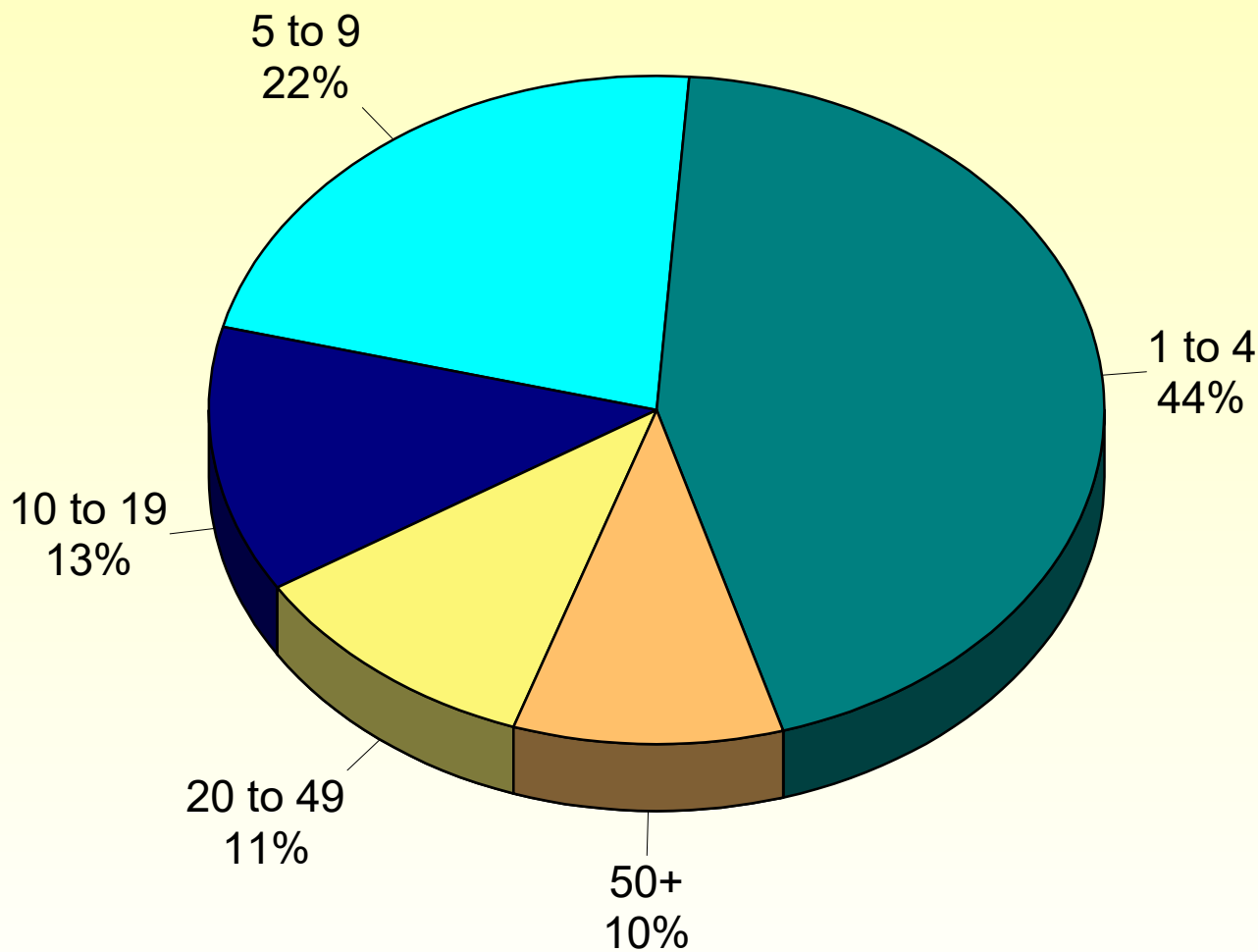
by percentage of businesses surveyed (excluding "don't know")



Source: ETC Institute (2021)

# Q27[1]. How many full-time employees does your business currently employ in the City of Merriam?

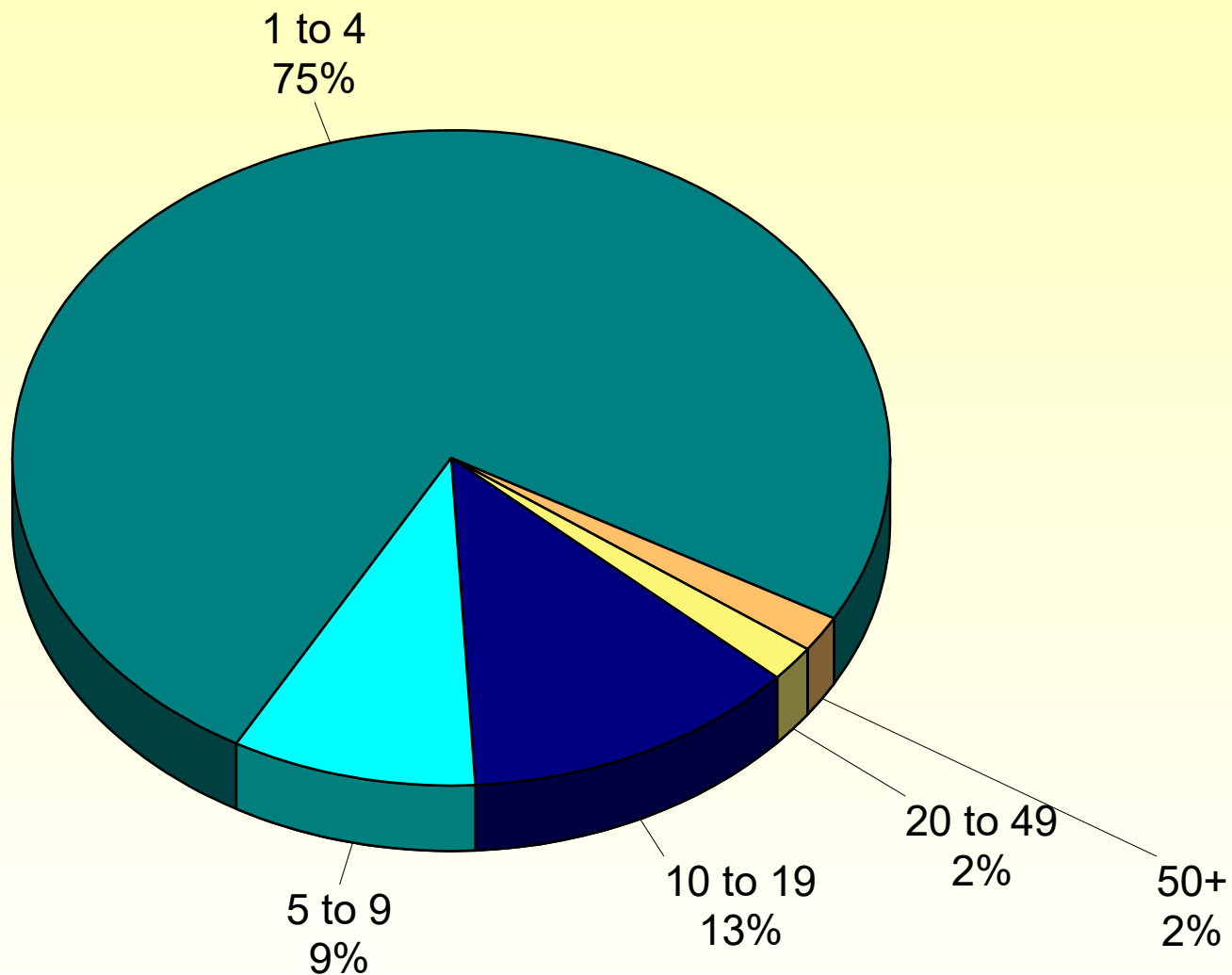
by percentage of businesses surveyed (excluding "not provided")



Source: ETC Institute (2021)

# Q27[2]. How many part-time employees does your business currently employ in the City of Merriam?

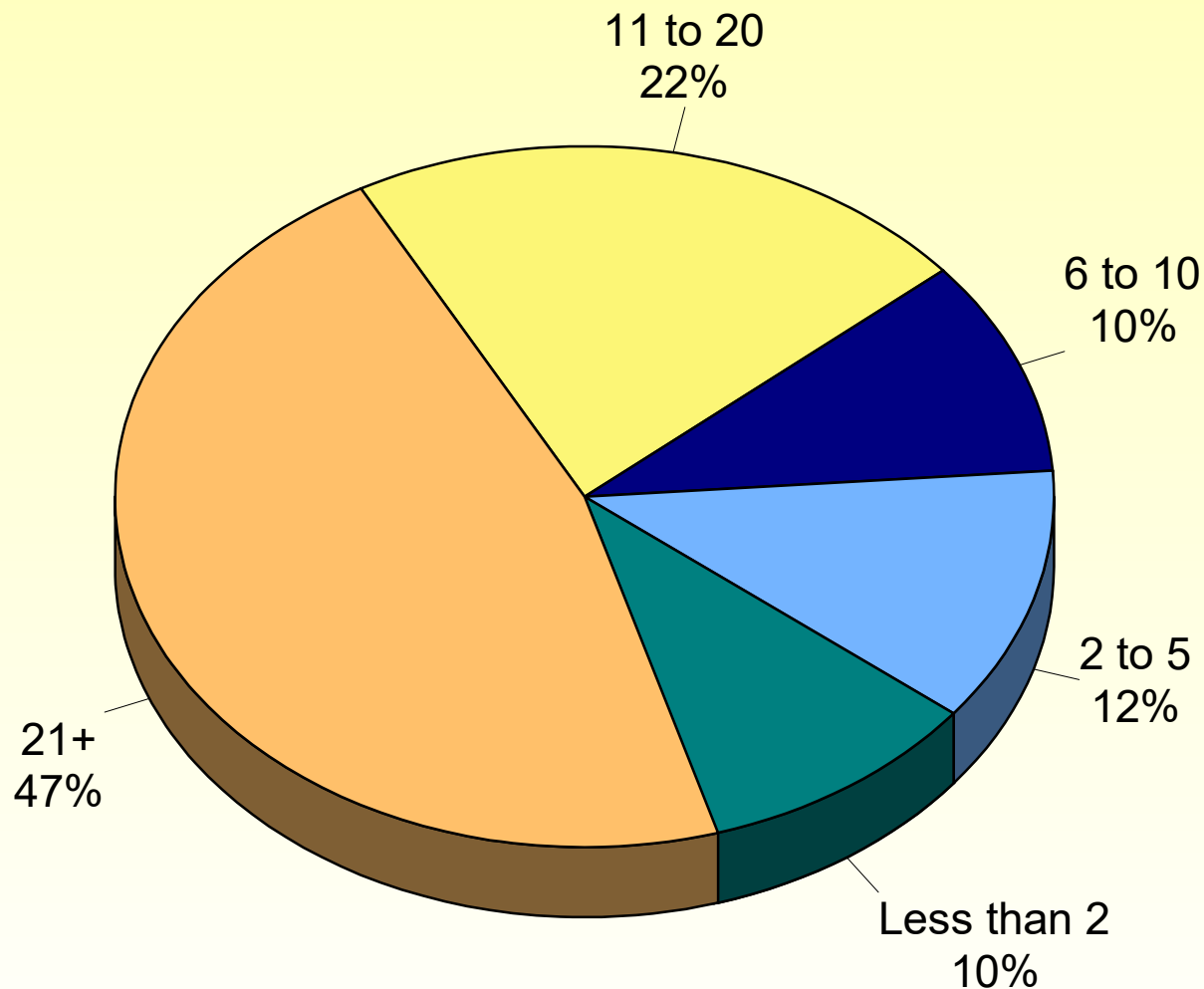
by percentage of businesses surveyed (excluding "not provided")



Source: ETC Institute (2021)

# Q28. How many years has your business been in the City of Merriam?

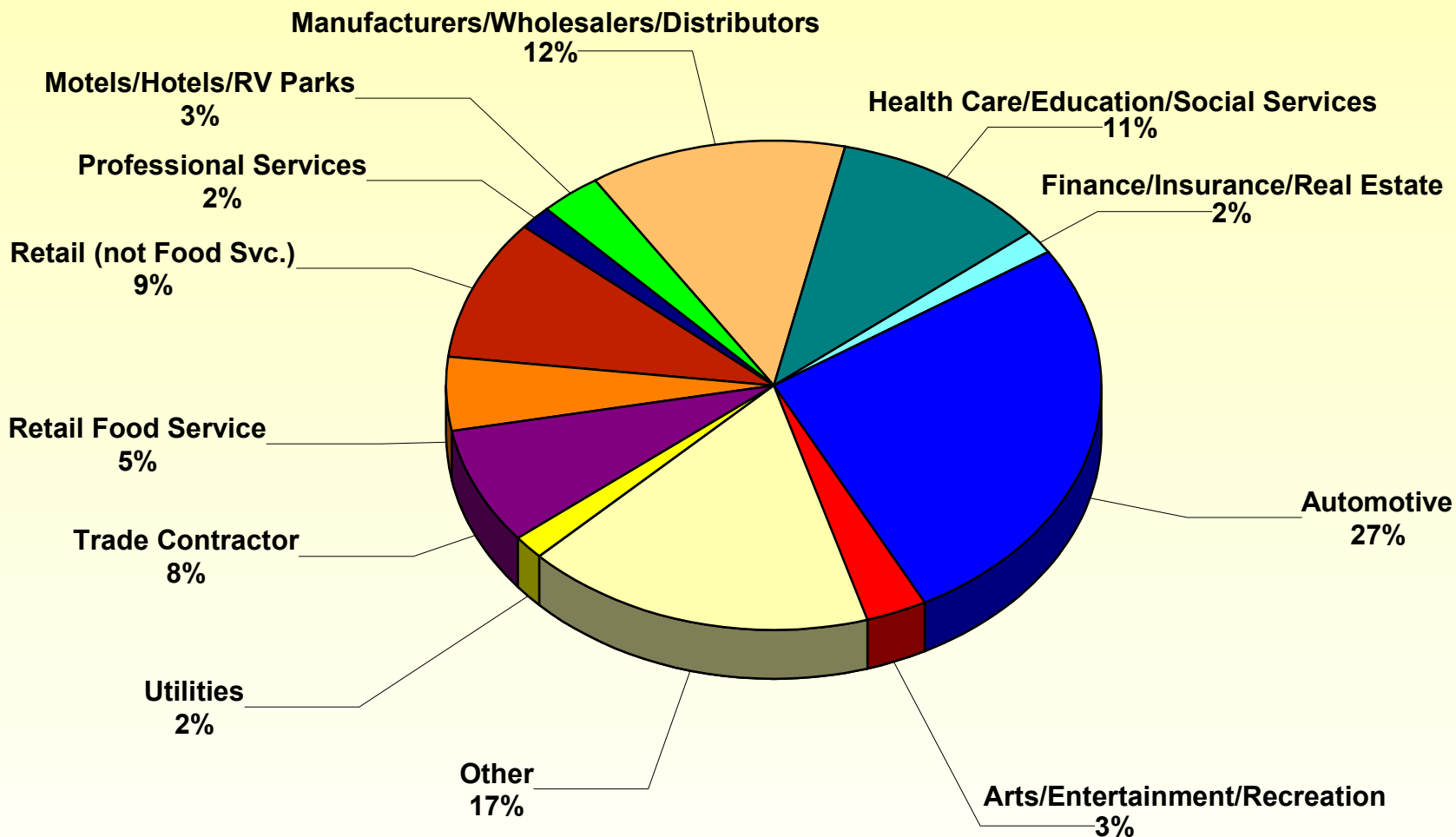
by percentage of businesses surveyed (excluding "not provided")



Source: ETC Institute (2021)

# Q29. Which of the following best describes your business/organization's sector?

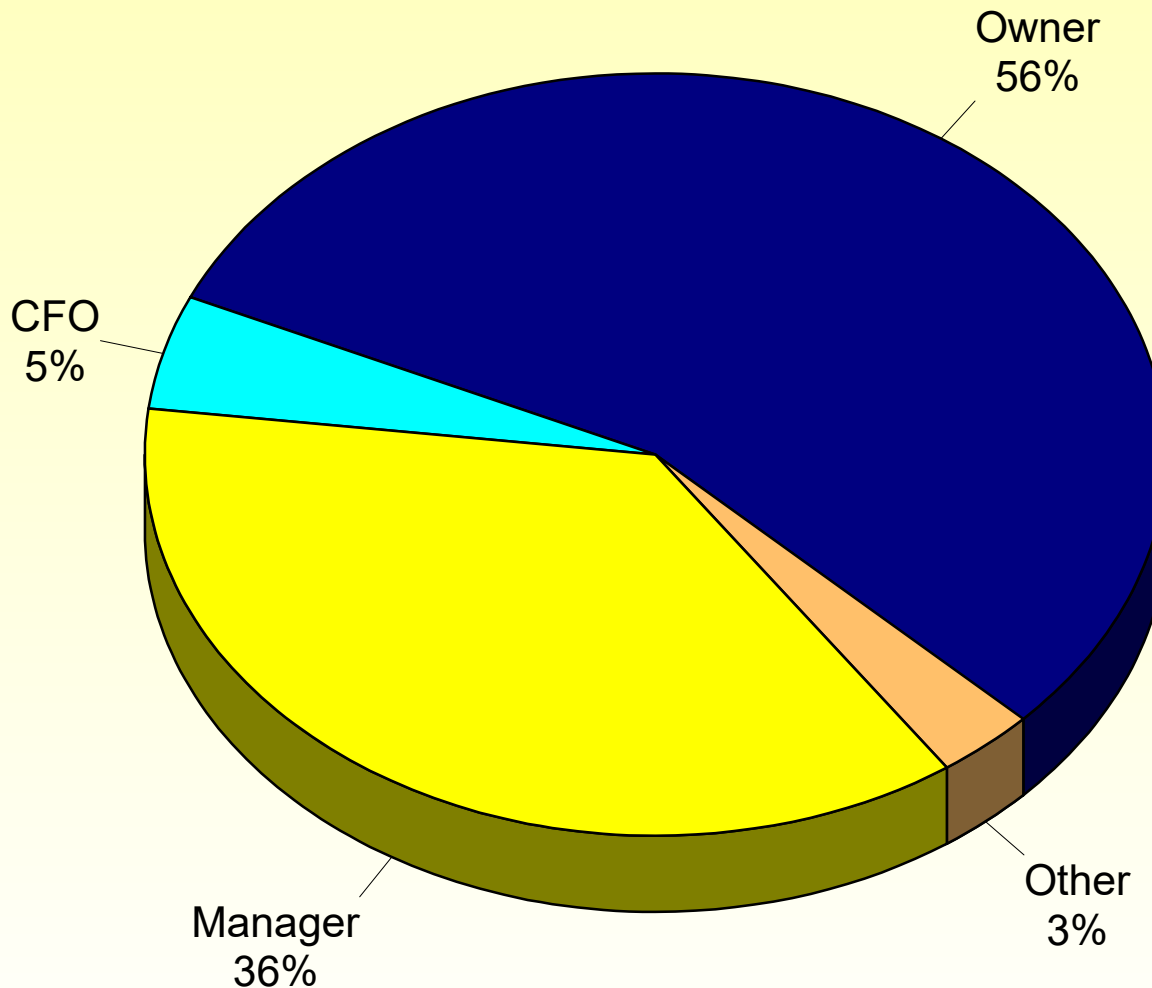
by percentage of businesses surveyed



Source: ETC Institute (2021)

# Q30. Which of the following best describes your position with your business?

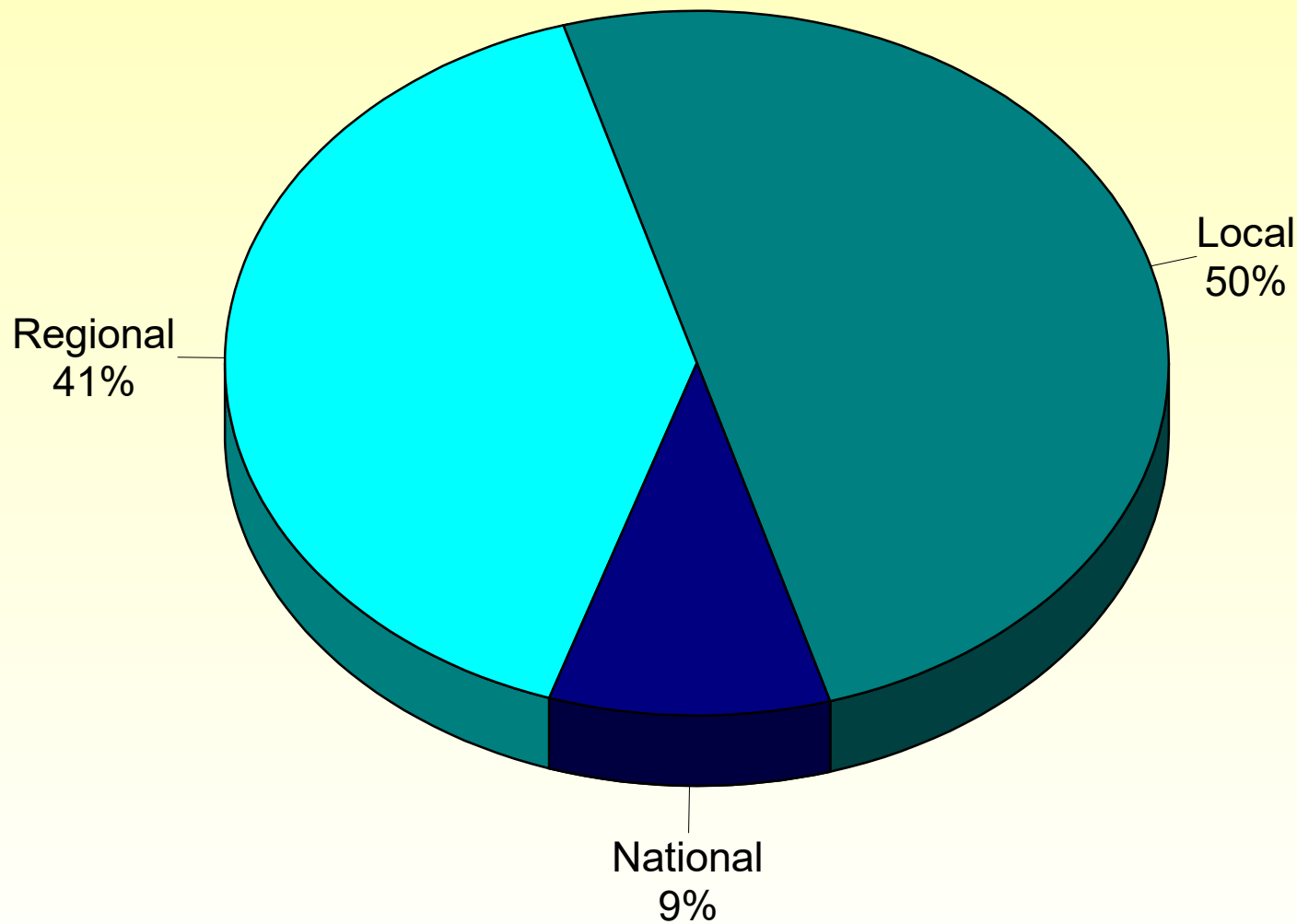
by percentage of businesses surveyed (excluding "not provided")



Source: ETC Institute (2021)

# Q31. What best describes your company's primary market?

by percentage of businesses surveyed



Source: ETC Institute (2021)



## **Section 2**

# ***Importance-Satisfaction Analysis***

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# Importance-Satisfaction Analysis

## City of Merriam, Kansas

### Overview

Today, community officials have limited resources which need to be targeted to activities that are of the most benefit to their customers. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to customers; and (2) to target resources toward those services where customers are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services to businesses. This sum is then multiplied by 1 minus the percentage of businesses that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation.** Businesses were asked to identify the major categories of service they thought were most important. Approximately fifty-eight percent (57.8%) rated "*street maintenance, including sidewalks, medians and curbs*" as the most important.

With regard to satisfaction, "*street maintenance, including sidewalks, medians and curbs*" was ranked eighth overall, with 79% rating it as a "4" or a "5" on a 5-point scale excluding, "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 57.8% was multiplied by 21% (1-0.79). This calculation yielded an I-S rating of **0.1214**, which was ranked first out of nine major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the businesses select an item as one of their top three choices and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the businesses were positively satisfied with the delivery of the service
- if none (0%) of the businesses selected the service as one of the three most important areas.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ( $IS \geq 0.20$ )
- Increase Current Emphasis ( $0.10 \leq IS < 0.20$ )
- Maintain Current Emphasis ( $IS < 0.10$ )

The results for the City of Merriam Business Survey is provided on the following page.

# Importance-Satisfaction Rating

## City of Merriam Business Survey

### OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
Street maintenance, including sidewalks, medians and curbs	58%	2	79%	8	0.1214	1
<i>Medium Priority (IS &lt;.10)</i>						
Police services	86%	1	90%	3	0.0859	2
Effectiveness of City communications with businesses	17%	5	72%	9	0.0482	3
Quality of customer service provided by City employees	17%	6	80%	7	0.0344	4
Fire services	56%	3	95%	1	0.0282	5
Enforcement of codes and ordinances	11%	9	82%	6	0.0196	6
Street sweeping/cleanliness of public areas	19%	4	90%	2	0.0188	7
Stormwater drainage/flood management	13%	8	85%	5	0.0188	8
Street lighting	14%	7	87%	4	0.0183	9

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important to their business.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5, with "5" being very satisfied and "1" being very dissatisfied.

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## Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

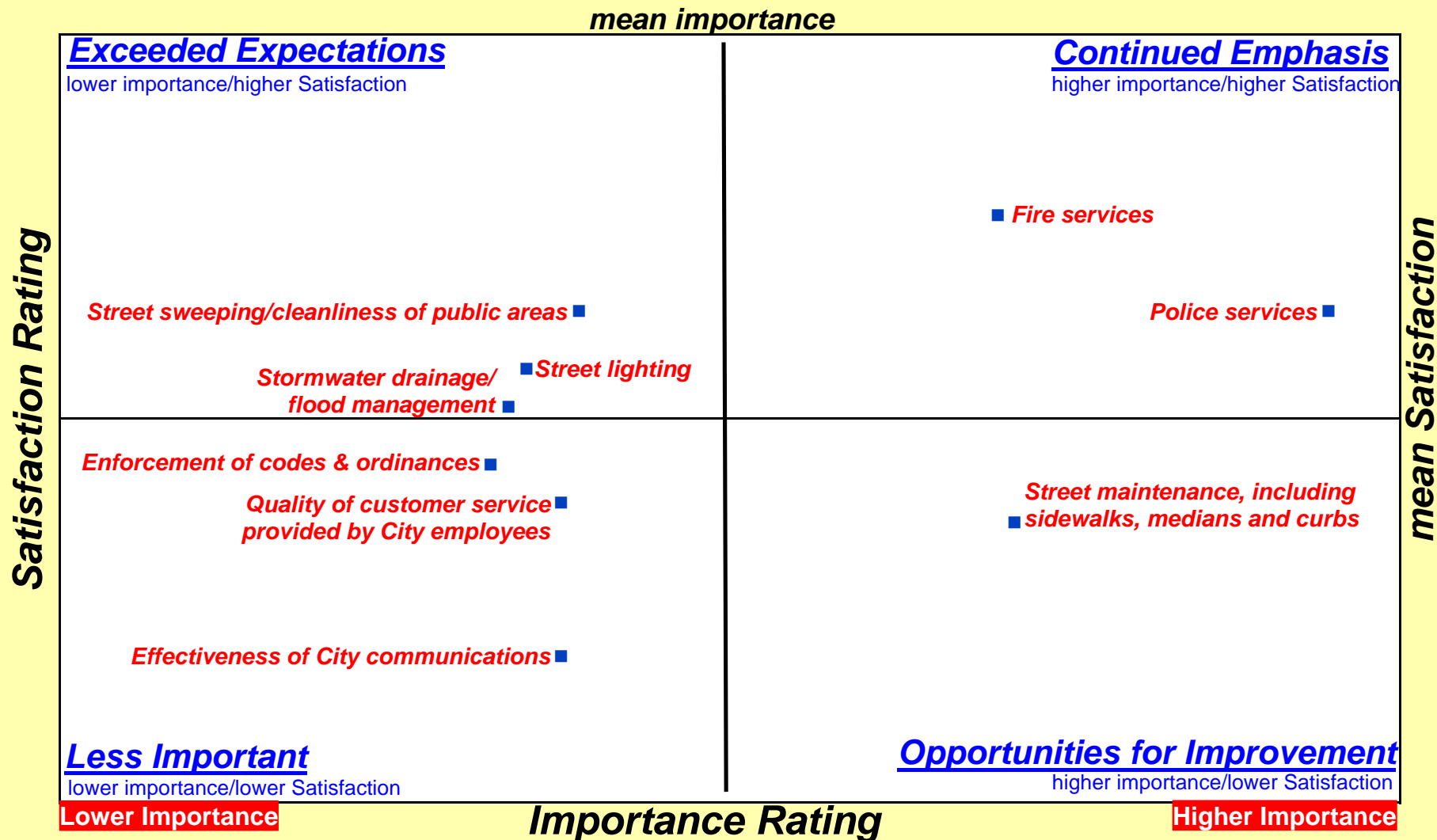
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that businesses have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as businesses expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to businesses. This area does not significantly affect overall satisfaction with City services because the items are less important to businesses. The agency should maintain current levels of emphasis on items in this area.

A matrix chart showing the results for the City of Merriam Business Survey is provided on the following page.

# 2021 City of Merriam Business Survey Importance-Satisfaction Assessment Matrix

## -Overall-

(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2021)

## **Section 3**

### ***Tabular Data***

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**Q1. How would you rate the City of Merriam overall as a place to do business?**

Q1. How would you rate City of Merriam overall as a place to do business	Number	Percent
Excellent	30	46.9 %
Good	20	31.3 %
Average	7	10.9 %
Below average	2	3.1 %
Don't know	5	7.8 %
Total	64	100.0 %

**WITHOUT "DON'T KNOW"**

**Q1. How would you rate the City of Merriam overall as a place to do business? (without "don't know")**

Q1. How would you rate City of Merriam overall as a place to do business	Number	Percent
Excellent	30	50.8 %
Good	20	33.9 %
Average	7	11.9 %
Below average	2	3.4 %
Total	59	100.0 %



**Q2. Please rate your satisfaction with the following services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to how they affect your business' ability to operate.**

(N=64)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Police services	59.4%	26.6%	7.8%	1.6%	0.0%	4.7%
Q2-2. Fire services	64.1%	17.2%	4.7%	0.0%	0.0%	14.1%
Q2-3. Street maintenance, including sidewalks, medians & curbs	43.8%	32.8%	17.2%	3.1%	0.0%	3.1%
Q2-4. Street lighting	57.8%	25.0%	6.3%	6.3%	0.0%	4.7%
Q2-5. Street sweeping/ cleanliness of public areas	48.4%	39.1%	7.8%	1.6%	0.0%	3.1%
Q2-6. Stormwater drainage/flood management	53.1%	25.0%	7.8%	4.7%	1.6%	7.8%
Q2-7. Enforcement of codes & ordinances	54.7%	23.4%	7.8%	4.7%	4.7%	4.7%
Q2-8. Effectiveness of City communication with businesses	46.9%	23.4%	18.8%	6.3%	3.1%	1.6%
Q2-9. Quality of customer service provided by City employees	53.1%	18.8%	14.1%	4.7%	0.0%	9.4%

**WITHOUT "DON'T KNOW"**

**Q2. Please rate your satisfaction with the following services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to how they affect your business' ability to operate. (without "don't know")**

(N=64)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Police services	62.3%	27.9%	8.2%	1.6%	0.0%
Q2-2. Fire services	74.5%	20.0%	5.5%	0.0%	0.0%
Q2-3. Street maintenance, including sidewalks, medians & curbs	45.2%	33.9%	17.7%	3.2%	0.0%
Q2-4. Street lighting	60.7%	26.2%	6.6%	6.6%	0.0%
Q2-5. Street sweeping/cleanliness of public areas	50.0%	40.3%	8.1%	1.6%	0.0%
Q2-6. Stormwater drainage/flood management	57.6%	27.1%	8.5%	5.1%	1.7%
Q2-7. Enforcement of codes & ordinances	57.4%	24.6%	8.2%	4.9%	4.9%
Q2-8. Effectiveness of City communication with businesses	47.6%	23.8%	19.0%	6.3%	3.2%
Q2-9. Quality of customer service provided by City employees	58.6%	20.7%	15.5%	5.2%	0.0%

**Q3. Which THREE of the City services listed in Question 2 are MOST IMPORTANT to your business?**

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Police services	42	65.6 %
Fire services	3	4.7 %
Street maintenance, including sidewalks, medians & curbs	5	7.8 %
Street sweeping/cleanliness of public areas	4	6.3 %
Stormwater drainage/flood management	2	3.1 %
Enforcement of codes & ordinances	2	3.1 %
Effectiveness of City communication with businesses	3	4.7 %
Quality of customer service provided by City employees	2	3.1 %
None chosen	1	1.6 %
Total	64	100.0 %

**Q3. Which THREE of the City services listed in Question 2 are MOST IMPORTANT to your business?**

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Police services	8	12.5 %
Fire services	29	45.3 %
Street maintenance, including sidewalks, medians & curbs	16	25.0 %
Street lighting	3	4.7 %
Street sweeping/cleanliness of public areas	1	1.6 %
Stormwater drainage/flood management	2	3.1 %
Enforcement of codes & ordinances	2	3.1 %
Effectiveness of City communication with businesses	1	1.6 %
Quality of customer service provided by City employees	1	1.6 %
None chosen	1	1.6 %
Total	64	100.0 %

**Q3. Which THREE of the City services listed in Question 2 are MOST IMPORTANT to your business?**

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Police services	5	7.8 %
Fire services	4	6.3 %
Street maintenance, including sidewalks, medians & curbs	16	25.0 %
Street lighting	6	9.4 %
Street sweeping/cleanliness of public areas	7	10.9 %
Stormwater drainage/flood management	4	6.3 %
Enforcement of codes & ordinances	3	4.7 %
Effectiveness of City communication with businesses	7	10.9 %
Quality of customer service provided by City employees	8	12.5 %
None chosen	4	6.3 %
Total	64	100.0 %

**SUM OF TOP 3 CHOICES**

**Q3. Which THREE of the City services listed in Question 2 are MOST IMPORTANT to your business? (top 3)**

<u>Q3. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Police services	55	85.9 %
Fire services	36	56.3 %
Street maintenance, including sidewalks, medians & curbs	37	57.8 %
Street lighting	9	14.1 %
Street sweeping/cleanliness of public areas	12	18.8 %
Stormwater drainage/flood management	8	12.5 %
Enforcement of codes & ordinances	7	10.9 %
Effectiveness of City communication with businesses	11	17.2 %
Quality of customer service provided by City employees	11	17.2 %
None chosen	1	1.6 %
Total	187	

**Q4. Please indicate whether your business has interacted with City staff from the areas listed below during the past year.**

(N=64)

	Yes	No
Q4-1. Building Codes	42.2%	57.8%
Q4-2. Property Maintenance	20.3%	79.7%
Q4-3. Community Development	17.2%	82.8%
Q4-4. City Administrator's Office	23.4%	76.6%
Q4-5. Police	60.9%	39.1%
Q4-6. Fire	31.3%	68.8%
Q4-7. Public Works (streets/traffic)	9.4%	90.6%
Q4-8. Stormwater	7.8%	92.2%

**Q4. If "YES," please rate their performance in that area.**

(N=49)

	Excellent	Good	Average	Below average	Poor	Don't know
Q4-1. Building Codes	37.0%	18.5%	14.8%	11.1%	7.4%	11.1%
Q4-2. Property Maintenance	38.5%	15.4%	23.1%	0.0%	7.7%	15.4%
Q4-3. Community Development	27.3%	27.3%	27.3%	0.0%	0.0%	18.2%
Q4-4. City Administrator's Office	53.3%	13.3%	26.7%	0.0%	0.0%	6.7%
Q4-5. Police	69.2%	15.4%	5.1%	2.6%	0.0%	7.7%
Q4-6. Fire	70.0%	15.0%	0.0%	0.0%	0.0%	15.0%
Q4-7. Public Works (streets/traffic)	50.0%	33.3%	0.0%	0.0%	0.0%	16.7%
Q4-8. Stormwater	40.0%	40.0%	0.0%	0.0%	0.0%	20.0%

**WITHOUT "DON'T KNOW"**

**Q4. If "YES," please rate their performance in that area. (without "don't know")**

(N=49)

	Excellent	Good	Average	Below average	Poor
Q4-1. Building Codes	41.7%	20.8%	16.7%	12.5%	8.3%
Q4-2. Property Maintenance	45.5%	18.2%	27.3%	0.0%	9.1%
Q4-3. Community Development	33.3%	33.3%	33.3%	0.0%	0.0%
Q4-4. City Administrator's Office	57.1%	14.3%	28.6%	0.0%	0.0%
Q4-5. Police	75.0%	16.7%	5.6%	2.8%	0.0%
Q4-6. Fire	82.4%	17.6%	0.0%	0.0%	0.0%
Q4-7. Public Works (streets/traffic)	60.0%	40.0%	0.0%	0.0%	0.0%
Q4-8. Stormwater	50.0%	50.0%	0.0%	0.0%	0.0%

**Q5. Please indicate whether your business has interacted with the City of Merriam during the past year related to the following services.**

(N=64)

	Yes	No
Q5-1. Zoning/Development review	18.8%	81.3%
Q5-2. Pre-occupancy safety inspections	15.6%	84.4%
Q5-3. Construction/Building permits or inspections	20.3%	79.7%
Q5-4. Fire inspections	51.6%	48.4%
Q5-5. Occupational/Business licensing	54.7%	45.3%

**Q5. If "YES," please rate their performance in that area.**

(N=46)

	Excellent	Good	Average	Below average	Poor	Don't know
Q5-1. Zoning/ Development review	58.3%	16.7%	0.0%	0.0%	16.7%	8.3%
Q5-2. Pre-occupancy safety inspections	70.0%	0.0%	10.0%	10.0%	0.0%	10.0%
Q5-3. Construction/ Building permits or inspections	76.9%	7.7%	15.4%	0.0%	0.0%	0.0%
Q5-4. Fire inspections	66.7%	21.2%	3.0%	0.0%	0.0%	9.1%
Q5-5. Occupational/ Business licensing	62.9%	11.4%	14.3%	2.9%	0.0%	8.6%

**WITHOUT "DON'T KNOW"**

**Q5. If "YES," please rate their performance in that area. (without "don't know")**

(N=46)

	Excellent	Good	Average	Below average	Poor
Q5-1. Zoning/Development review	63.6%	18.2%	0.0%	0.0%	18.2%
Q5-2. Pre-occupancy safety inspections	77.8%	0.0%	11.1%	11.1%	0.0%
Q5-3. Construction/Building permits or inspections	76.9%	7.7%	15.4%	0.0%	0.0%
Q5-4. Fire inspections	73.3%	23.3%	3.3%	0.0%	0.0%
Q5-5. Occupational/Business licensing	68.8%	12.5%	15.6%	3.1%	0.0%



**Q6. Is there an area or service you wish the City would provide, which is not currently being provided to your business? If so, please explain.**

- Business Development, Banking
- Curb, parking. Promote in magazine, contact us.
- Dead trees blocking across from entrance.
- I wish we cut get an special rate for being non profit organization
- More drive by's by the police would be appreciated. Skateboarders have been using the parking lot and dock area.

**Q7. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following in the City of Merriam.**

(N=64)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Image of City	39.1%	29.7%	23.4%	4.7%	0.0%	3.1%
Q7-2. Quality of life in City	37.5%	26.6%	21.9%	0.0%	0.0%	14.1%
Q7-3. Quality of services provided by City	42.2%	31.3%	20.3%	0.0%	0.0%	6.3%
Q7-4. Overall value your company receives for your local taxes & fees	32.8%	28.1%	20.3%	7.8%	3.1%	7.8%
Q7-5. Overall feeling of safety in City	46.9%	29.7%	17.2%	0.0%	0.0%	6.3%
Q7-6. Quality of new development in City	34.4%	34.4%	18.8%	7.8%	0.0%	4.7%
Q7-7. Quality of local schools	28.1%	23.4%	14.1%	4.7%	0.0%	29.7%
Q7-8. Availability of parking for your business	37.5%	25.0%	14.1%	6.3%	7.8%	9.4%
Q7-9. Access to quality housing options for your workforce	23.4%	21.9%	18.8%	3.1%	0.0%	32.8%
Q7-10. Availability of trained employees	28.1%	28.1%	15.6%	6.3%	1.6%	20.3%
Q7-11. Access to highways through Merriam	79.7%	15.6%	3.1%	0.0%	0.0%	1.6%
Q7-12. Access to the airport	50.0%	29.7%	15.6%	0.0%	0.0%	4.7%
Q7-13. Proximity to other businesses that are important to your business	42.2%	31.3%	10.9%	7.8%	1.6%	6.3%
Q7-14. Reliability of public utilities	60.9%	28.1%	6.3%	0.0%	0.0%	4.7%

**Q7. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following in the City of Merriam.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-15. Availability of libraries, arts, sports, & cultural amenities (quality of life)	31.3%	32.8%	20.3%	3.1%	0.0%	12.5%
Q7-16. Availability of telecommunications, utilities, & other infrastructure	48.4%	23.4%	20.3%	0.0%	0.0%	7.8%
Q7-17. Availability of parks & open space	45.3%	29.7%	15.6%	0.0%	0.0%	9.4%
Q7-18. Quality/ attractiveness of Downtown	26.6%	29.7%	29.7%	7.8%	0.0%	6.3%

**WITHOUT "DON'T KNOW"**

**Q7. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following in the City of Merriam. (without "don't know")**

(N=64)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Image of City	40.3%	30.6%	24.2%	4.8%	0.0%
Q7-2. Quality of life in City	43.6%	30.9%	25.5%	0.0%	0.0%
Q7-3. Quality of services provided by City	45.0%	33.3%	21.7%	0.0%	0.0%
Q7-4. Overall value your company receives for your local taxes & fees	35.6%	30.5%	22.0%	8.5%	3.4%
Q7-5. Overall feeling of safety in City	50.0%	31.7%	18.3%	0.0%	0.0%
Q7-6. Quality of new development in City	36.1%	36.1%	19.7%	8.2%	0.0%
Q7-7. Quality of local schools	40.0%	33.3%	20.0%	6.7%	0.0%
Q7-8. Availability of parking for your business	41.4%	27.6%	15.5%	6.9%	8.6%
Q7-9. Access to quality housing options for your workforce	34.9%	32.6%	27.9%	4.7%	0.0%
Q7-10. Availability of trained employees	35.3%	35.3%	19.6%	7.8%	2.0%
Q7-11. Access to highways through Merriam	81.0%	15.9%	3.2%	0.0%	0.0%
Q7-12. Access to the airport	52.5%	31.1%	16.4%	0.0%	0.0%
Q7-13. Proximity to other businesses that are important to your business	45.0%	33.3%	11.7%	8.3%	1.7%
Q7-14. Reliability of public utilities	63.9%	29.5%	6.6%	0.0%	0.0%
Q7-15. Availability of libraries, arts, sports, & cultural amenities (quality of life)	35.7%	37.5%	23.2%	3.6%	0.0%
Q7-16. Availability of telecommunications, utilities, & other infrastructure	52.5%	25.4%	22.0%	0.0%	0.0%
Q7-17. Availability of parks & open space	50.0%	32.8%	17.2%	0.0%	0.0%
Q7-18. Quality/attractiveness of Downtown	28.3%	31.7%	31.7%	8.3%	0.0%

**Q8. Which FOUR of the items listed in Question 7 will have the MOST IMPACT on your decision to stay in the City of Merriam for the next 10 years?**

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Image of City	10	15.6 %
Quality of life in City	2	3.1 %
Quality of services provided by City	2	3.1 %
Overall value your company receives for your local taxes & fees	5	7.8 %
Overall feeling of safety in City	12	18.8 %
Availability of parking for your business	5	7.8 %
Availability of trained employees	1	1.6 %
Access to highways through Merriam	12	18.8 %
Access to the airport	1	1.6 %
Proximity to other businesses that are important to your business	3	4.7 %
Availability of parks & open space	1	1.6 %
<u>None chosen</u>	<u>10</u>	<u>15.6 %</u>
Total	64	100.0 %

**Q8. Which FOUR of the items listed in Question 7 will have the MOST IMPACT on your decision to stay in the City of Merriam for the next 10 years?**

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Image of City	3	4.7 %
Quality of life in City	7	10.9 %
Quality of services provided by City	4	6.3 %
Overall feeling of safety in City	11	17.2 %
Quality of local schools	5	7.8 %
Availability of trained employees	1	1.6 %
Access to highways through Merriam	6	9.4 %
Access to the airport	2	3.1 %
Proximity to other businesses that are important to your business	8	12.5 %
Reliability of public utilities	2	3.1 %
Quality/attractiveness of Downtown	1	1.6 %
<u>None chosen</u>	<u>14</u>	<u>21.9 %</u>
Total	64	100.0 %

**Q8. Which FOUR of the items listed in Question 7 will have the MOST IMPACT on your decision to stay in the City of Merriam for the next 10 years?**

Q8. 3rd choice	Number	Percent
Image of City	4	6.3 %
Quality of life in City	3	4.7 %
Quality of services provided by City	4	6.3 %
Overall value your company receives for your local taxes & fees	3	4.7 %
Overall feeling of safety in City	6	9.4 %
Quality of new development in City	1	1.6 %
Quality of local schools	1	1.6 %
Availability of parking for your business	4	6.3 %
Access to quality housing options for your workforce	2	3.1 %
Availability of trained employees	1	1.6 %
Access to highways through Merriam	4	6.3 %
Proximity to other businesses that are important to your business	4	6.3 %
Reliability of public utilities	2	3.1 %
Availability of telecommunications, utilities, & other infrastructure	7	10.9 %
Quality/attractiveness of Downtown	1	1.6 %
None chosen	17	26.6 %
Total	64	100.0 %

**Q8. Which FOUR of the items listed in Question 7 will have the MOST IMPACT on your decision to stay in the City of Merriam for the next 10 years?**

Q8. 4th choice	Number	Percent
Image of City	5	7.8 %
Quality of life in City	1	1.6 %
Quality of services provided by City	4	6.3 %
Overall value your company receives for your local taxes & fees	3	4.7 %
Overall feeling of safety in City	5	7.8 %
Quality of new development in City	5	7.8 %
Availability of trained employees	1	1.6 %
Access to highways through Merriam	3	4.7 %
Proximity to other businesses that are important to your business	5	7.8 %
Reliability of public utilities	4	6.3 %
Availability of telecommunications, utilities, & other infrastructure	3	4.7 %
Quality/attractiveness of Downtown	4	6.3 %
None chosen	21	32.8 %
Total	64	100.0 %

**SUM OF TOP 4 CHOICES****Q8. Which FOUR of the items listed in Question 7 will have the MOST IMPACT on your decision to stay in the City of Merriam for the next 10 years? (top 4)**

Q8. Sum of top 4 choices	Number	Percent
Image of City	22	34.4 %
Quality of life in City	13	20.3 %
Quality of services provided by City	14	21.9 %
Overall value your company receives for your local taxes & fees	11	17.2 %
Overall feeling of safety in City	34	53.1 %
Quality of new development in City	6	9.4 %
Quality of local schools	6	9.4 %
Availability of parking for your business	9	14.1 %
Access to quality housing options for your workforce	2	3.1 %
Availability of trained employees	4	6.3 %
Access to highways through Merriam	25	39.1 %
Access to the airport	3	4.7 %
Proximity to other businesses that are important to your business	20	31.3 %
Reliability of public utilities	8	12.5 %
Availability of telecommunications, utilities, & other infrastructure	10	15.6 %
Availability of parks & open space	1	1.6 %
Quality/attractiveness of Downtown	6	9.4 %
None chosen	10	15.6 %
Total	204	

**Q9. Thinking generally about the City of Merriam, how likely would you be to recommend the City of Merriam as a business location to friends, family, co-workers, colleagues, and other businesses?**

Q9. How likely would you be to recommend City of Merriam as a business location to friends, family, co-workers, colleagues, & other businesses

	Number	Percent
Very likely	22	34.4 %
Likely	22	34.4 %
Somewhat likely	11	17.2 %
Not likely	3	4.7 %
Don't know	6	9.4 %
Total	64	100.0 %

**WITHOUT "DON'T KNOW"**

**Q9. Thinking generally about the City of Merriam, how likely would you be to recommend the City of Merriam as a business location to friends, family, co-workers, colleagues, and other businesses? (without "don't know")**

Q9. How likely would you be to recommend City of Merriam as a business location to friends, family, co-workers, colleagues, & other businesses

	Number	Percent
Very likely	22	37.9 %
Likely	22	37.9 %
Somewhat likely	11	19.0 %
Not likely	3	5.2 %
Total	58	100.0 %



**Q10. Which of the following best describes the overall business atmosphere in the City of Merriam today, compared to five years ago?**

Q10. What best describes overall business atmosphere in City of Merriam today compared to five years ago	Number	Percent
Better	17	26.6 %
No change, but good	26	40.6 %
No change, but poor	1	1.6 %
Worse	2	3.1 %
Don't know/unsure	18	28.1 %
Total	64	100.0 %

**WITHOUT "DON'T KNOW/UNSURE"**

**Q10. Which of the following best describes the overall business atmosphere in the City of Merriam today, compared to five years ago? (without "don't know/unsure")**

Q10. What best describes overall business atmosphere in City of Merriam today compared to five years ago	Number	Percent
Better	17	37.0 %
No change, but good	26	56.5 %
No change, but poor	1	2.2 %
Worse	2	4.3 %
Total	46	100.0 %

**Q11. Which of the following best describes the Downtown business atmosphere in the City of Merriam today, compared to five years ago?**

Q11. What best describes Downtown business atmosphere in City of Merriam today compared to five years ago

	Number	Percent
Better	16	25.0 %
No change, but good	23	35.9 %
No change, but poor	6	9.4 %
Worse	1	1.6 %
Don't know/unsure	18	28.1 %
Total	64	100.0 %

**WITHOUT "DON'T KNOW/UNSURE"**

**Q11. Which of the following best describes the Downtown business atmosphere in the City of Merriam today, compared to five years ago? (without "don't know/unsure")**

Q11. What best describes Downtown business atmosphere in City of Merriam today compared to five years ago

	Number	Percent
Better	16	34.8 %
No change, but good	23	50.0 %
No change, but poor	6	13.0 %
Worse	1	2.2 %
Total	46	100.0 %

**Q12. What are the community's strengths as a place to do business?**

- Access to City Corridor, proximity to I-35 and other Brand, Big Box stores.
- Access to freeway.
- Access to highway and a great spot compared to other communities.
- Access to highways
- Advent Health and those improvements
- AFFORDABLE
- City easy to work with.
- Clean atmosphere
- Clean organized cool shops, location.
- Close to my home.
- Ease of licensing done, start up.
- Easy access to I-35 and I-635.
- Good people, close to the highway.
- Good tax base for size.
- Highway access
- Highway access, large business located here.
- Highways
- I love the Merriam PD.
- Location
- Location
- Location
- Location within the KC Metro.
- Plenty of flexibility for new small business. Reasonably low property and business taxes, easy highway access.
- Proximity to everything needed to run our business
- Safe, clean community. The landscaping and hanging baskets are beautiful. The parks and walking trails are well maintained and great along the creek.
- Supports work from home and self employed citizens as well.
- Surrounding businesses are great to work with and very knowledgeable in their respective industries.
- The police
- There are a lot of industrial type businesses in Merriam. This is very important to us as a business and the vendors we work with. Keeping these trade type businesses in the area is very important to us.
- Very central location, favorable to new businesses.

**Q13. What are the community's weaknesses as a place to do business?**

- Access to the new community center for low income people and for non profit organizations
- Business at 9205 W 58th parks their customers cars on the street waiting to be serviced for days. This street and parking should be for short term parking-not extended. The owner of our building said it has always been an issue that the city does not enforce.
- City spends too much money on art, library, parking garage, pool and community center.
- Community is good, out of space.
- Continue to make sure that common sense measures are used when enforcing codes and ordinances on businesses. Safety- continue to monitor and control thieves in the area.
- Downtown
- Having the downtown area in a flood zone. Nothing will ever happen until it is taken out. The flood zone lowers property values and makes selling property very difficult. There could be such great opportunity in the downtown again.
- High crime
- High property taxes and increases quickly.
- Infrastructure, real estate, scale of development, sheer size, expand current outfit, land availability.
- Lack of options for homeless. Pan handling at I13 and other corridors. Overall aesthetics.
- Merriam Lane storefronts not appealing.
- Not a feeling of relationship with the City employees.
- Possibly parking, trees that are ugly on the highway. These are dying and look awful.
- Promotions-no grocery stores. Too many car dealerships.
- Shawnee Mission Parkway and Antioch- dead zone, old parking lot of Kmart is horrible.
- Small footprint, relatively poor demographics.
- Small residential area.
- Taxes!
- The stupid train noise.
- There is no longer a grocery store at Merriam Town Center. Our community needs a grocery store, bank and coffee shop at Merriam Town Center.

**Q14. Please rate the workforce in the City of Merriam in the following areas.**

(N=64)

	Excellent	Good	Average	Below average	Poor	Don't know
Q14-1. Availability of workers	20.3%	20.3%	17.2%	14.1%	3.1%	25.0%
Q14-2. Quality of workers	17.2%	26.6%	21.9%	6.3%	0.0%	28.1%
Q14-3. Stability of workforce	23.4%	20.3%	21.9%	4.7%	1.6%	28.1%
Q14-4. Education/technical skills of workers	23.4%	21.9%	21.9%	3.1%	1.6%	28.1%

**WITHOUT "DON'T KNOW"**

**Q14. Please rate the workforce in the City of Merriam in the following areas. (without "don't know")**

(N=64)

	Excellent	Good	Average	Below average	Poor
Q14-1. Availability of workers	27.1%	27.1%	22.9%	18.8%	4.2%
Q14-2. Quality of workers	23.9%	37.0%	30.4%	8.7%	0.0%
Q14-3. Stability of workforce	32.6%	28.3%	30.4%	6.5%	2.2%
Q14-4. Education/technical skills of workers	32.6%	30.4%	30.4%	4.3%	2.2%

**Q15. Using a scale of 1 to 5, where a 5 is "Very Satisfied" and a 1 is "Very Dissatisfied," please rate your satisfaction with the following City codes and regulations.**

(N=64)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Condition & maintenance of existing signage	23.4%	50.0%	10.9%	3.1%	0.0%	12.5%
Q15-2. Condition & maintenance of business properties	23.4%	40.6%	17.2%	7.8%	1.6%	9.4%
Q15-3. Adequacy of existing City signage codes & regulations	18.8%	43.8%	18.8%	4.7%	0.0%	14.1%
Q15-4. Adequacy of existing business property maintenance codes & regulations	18.8%	37.5%	25.0%	4.7%	1.6%	12.5%
Q15-5. Existing levels of City code & regulation enforcement	20.3%	39.1%	21.9%	3.1%	1.6%	14.1%

**WITHOUT "DON'T KNOW"**

**Q15. Using a scale of 1 to 5, where a 5 is "Very Satisfied" and a 1 is "Very Dissatisfied," please rate your satisfaction with the following City codes and regulations. (without "don't know")**

(N=64)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Condition & maintenance of existing signage	26.8%	57.1%	12.5%	3.6%	0.0%
Q15-2. Condition & maintenance of business properties	25.9%	44.8%	19.0%	8.6%	1.7%
Q15-3. Adequacy of existing City signage codes & regulations	21.8%	50.9%	21.8%	5.5%	0.0%
Q15-4. Adequacy of existing business property maintenance codes & regulations	21.4%	42.9%	28.6%	5.4%	1.8%
Q15-5. Existing levels of City code & regulation enforcement	23.6%	45.5%	25.5%	3.6%	1.8%

**Q16. How would you best describe the cost of doing business in the City of Merriam?**

Q16. How would you best describe cost of doing business in City of Merriam	Number	Percent
Extremely low	1	1.6 %
Low	7	10.9 %
Average	38	59.4 %
High	10	15.6 %
Don't know	8	12.5 %
Total	64	100.0 %

**WITHOUT "DON'T KNOW"**

**Q16. How would you best describe the cost of doing business in the City of Merriam? (without "don't know")**

Q16. How would you best describe cost of doing business in City of Merriam	Number	Percent
Extremely low	1	1.8 %
Low	7	12.5 %
Average	38	67.9 %
High	10	17.9 %
Total	56	100.0 %

**Q17. In the next 12 months, is your business considering any of the following?**

Q17. What is your business considering doing in next 12 months	Number	Percent
Expanding/renovating in City of Merriam	11	17.2 %
Hiring additional staff in City of Merriam	21	32.8 %
Relocating to another location in City of Merriam	2	3.1 %
Relocating to another location outside City of Merriam	5	7.8 %
Downsizing	2	3.1 %
Closing	1	1.6 %
None of these	22	34.4 %
<u>Don't know</u>	<u>12</u>	<u>18.8 %</u>
Total	76	

**WITHOUT "DON'T KNOW"**

**Q17. In the next 12 months, is your business considering any of the following? (without "don't know")**

Q17. What is your business considering doing in next 12 months	Number	Percent
Expanding/renovating in City of Merriam	11	21.2 %
Hiring additional staff in City of Merriam	21	40.4 %
Relocating to another location in City of Merriam	2	3.8 %
Relocating to another location outside City of Merriam	5	9.6 %
Downsizing	2	3.8 %
Closing	1	1.9 %
<u>None of these</u>	<u>22</u>	<u>42.3 %</u>
Total	64	



**Q18. Have your company's future plans been altered because of the Covid-19 pandemic?**

Q18. Have your company's future plans been altered because of Covid-19 Pandemic	Number	Percent
Yes	25	39.1 %
No	36	56.3 %
Don't know	3	4.7 %
Total	64	100.0 %

**WITHOUT "DON'T KNOW"**

**Q18. Have your company's future plans been altered because of the Covid-19 pandemic? (without "don't know")**

Q18. Have your company's future plans been altered because of Covid-19 Pandemic	Number	Percent
Yes	25	41.0 %
No	36	59.0 %
Total	61	100.0 %

**Q19. What best describes the impact that the Covid-19 pandemic has had upon your business?**

Q19. What best describes impact that Covid-19 Pandemic has had upon your business	Number	Percent
Significant	22	34.4 %
Moderate	20	31.3 %
Minimal	15	23.4 %
None	6	9.4 %
Not provided	1	1.6 %
Total	64	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q19. What best describes the impact that the Covid-19 pandemic has had upon your business? (without "not provided")**

Q19. What best describes impact that Covid-19 Pandemic has had upon your business	Number	Percent
Significant	22	34.9 %
Moderate	20	31.7 %
Minimal	15	23.8 %
None	6	9.5 %
Total	63	100.0 %

**Q20. What best describes how long the Covid-19 Pandemic will have an impact upon the economy of Merriam?**

Q20. What best describes how long Covid-19 Pandemic will have an impact upon economy of Merriam	Number	Percent
Long-term (2+ years)	30	46.9 %
Short-term (1-2 years)	29	45.3 %
Not provided	5	7.8 %
Total	64	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q20. What best describes how long the Covid-19 Pandemic will have an impact upon the economy of Merriam? (without "not provided")**

Q20. What best describes how long Covid-19 Pandemic will have an impact upon economy of Merriam	Number	Percent
Long-term (2+ years)	30	50.8 %
Short-term (1-2 years)	29	49.2 %
Total	59	100.0 %

**Q21. Where is your company's primary product/service in its life cycle?**

Q21. Where is your company's primary product/service in its life cycle	Number	Percent
Emerging	1	1.6 %
Maturing	13	20.3 %
Growing	36	56.3 %
Declining	11	17.2 %
Not provided	3	4.7 %
Total	64	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q21. Where is your company's primary product/service in its life cycle? (without "not provided")**

Q21. Where is your company's primary product/service in its life cycle	Number	Percent
Emerging	1	1.6 %
Maturing	13	21.3 %
Growing	36	59.0 %
Declining	11	18.0 %
Total	61	100.0 %

**Q22. What best describes your company's total sales?**

Q22. What best describes your company's total sales	Number	Percent
Increasing	21	32.8 %
Stable	23	35.9 %
Decreasing	17	26.6 %
Not provided	3	4.7 %
Total	64	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q22. What best describes your company's total sales? (without "not provided")**

Q22. What best describes your company's total sales	Number	Percent
Increasing	21	34.4 %
Stable	23	37.7 %
Decreasing	17	27.9 %
Total	61	100.0 %

**Q23. Are new products/services anticipated for your company in the next TWO (2) years?**

Q23. Are new products/services anticipated for your company in next two years	Number	Percent
Yes	28	43.8 %
No	31	48.4 %
Not provided	5	7.8 %
Total	64	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q23. Are new products/services anticipated for your company in the next TWO (2) years? (without "not provided")**

Q23. Are new products/services anticipated for your company in next two years	Number	Percent
Yes	28	47.5 %
No	31	52.5 %
Total	59	100.0 %

**Q24. Are there any barriers to your company's growth in Merriam?**

Q24. Are there any barriers to your company's growth in Merriam	Number	Percent
Yes	16	25.0 %
No	41	64.1 %
Not provided	7	10.9 %
Total	64	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q24. Are there any barriers to your company's growth in Merriam? (without "not provided")**

Q24. Are there any barriers to your company's growth in Merriam	Number	Percent
Yes	16	28.1 %
No	41	71.9 %
Total	57	100.0 %

**Q24a. If "Yes," what are the barriers to your company's growth in Merriam?**

Q24a. What are the barriers to your company's growth in Merriam	Number	Percent
Parking	1	6.7 %
Dead zone and quiet on Shawnee Mission Parkway	1	6.7 %
Maxed out property use wise	1	6.7 %
Need more parking	1	6.7 %
Restrictions due to Covid	1	6.7 %
Limiting parking	1	6.7 %
Decreased spending of local residents due to their decreased income	1	6.7 %
Parking, size of our building	1	6.7 %
We rely on bigger businesses like grocery stores to attract customers to ours	1	6.7 %
Need larger location	1	6.7 %
Covid	1	6.7 %
Access to finance option, local banks	1	6.7 %
Zoning, unwilling to change	1	6.7 %
Physical space	1	6.7 %
City won't let us enlarge our building	1	6.7 %
Total	15	100.0 %

**Q25. What can the city do to help make your business successful?**

- Allow us to expand into residential.
- Any kind of no fee advertising or promotion and better partnership
- Be progressive.
- Better traffic control.
- Bonds and grants, business diversity. More jobs that are central to Merriam. If people work here they are more likely to do business here.
- Communication
- Consider community parking areas for people to use and be able to car pool to work!
- Continue to work with us and grow together as things start opening more later this year.
- Continued support from local businesses to do business with each other versus businesses who do not have an office within the city limits.
- Fill in the pothole in front of our building and fix the potholes and curb. Thank you.
- Fix the parking lot around Pegahs.
- Go back in time and move railroad.
- Keep panhandlers and homeless in check. Keep Code Enforcement high on commercial properties to keep up appearance. Find grants for small businesses to help them expand and grow in Merriam. Get a tenant in the old Kmart or tear down the building.
- Keep the roads clear and keep businesses open
- Lower real estate taxes
- make it easier to renovate business buildings
- More police presence, drive by's
- Nothing, they are doing excellent.
- Occupancy licensing should be mailed with more notice. We received late notice only and never the first notice. Control of panhandling and resources for those in need in our community.
- Panhandling is getting excessive. Makes customers uneasy.
- Parking garages
- Promotions and advertisings. Let us enlarge our building.
- Put a grocery store, bank and coffee shop inside Merriam Town Center.
- Quicker turn around of massage therapist licenses. Promote massage licensure to be state license instead of city (it is limiting for our therapists and hard to get them).
- Renovate some areas like neighboring cities and bring in more retail in vacant areas.
- Signs
- Stop spending money that I don't have.
- The damage is done. Covid restrictions have impacted retail business too much. Local governments have overstepped peoples rights to conduct business as they see fit. Labeling businesses as essential or non essential, when every business is essential to the owner, employees, and their families. Threatening fines to people for not following ordinances that are not constitutional is a great way to deter customers.
- We are out of property to park.

**Q26. Does your business own or rent/lease the facility where your business is located?**

Q26. Does your business own or rent/lease the facility where your business is located	Number	Percent
Own	38	59.4 %
Rent/lease	24	37.5 %
Don't know	2	3.1 %
Total	64	100.0 %

**WITHOUT "DON'T KNOW"**

**Q26. Does your business own or rent/lease the facility where your business is located? (without "don't know")**

Q26. Does your business own or rent/lease the facility where your business is located	Number	Percent
Own	38	61.3 %
Rent/lease	24	38.7 %
Total	62	100.0 %

**Q27. How many full time employees does your business currently employ in the City of Merriam?**

Q27. Number of full time employees	Number	Percent
1-4	28	43.8 %
5-9	14	21.9 %
10-19	8	12.5 %
20-49	7	10.9 %
50+	6	9.4 %
Not provided	1	1.6 %
Total	64	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q27. How many full time employees does your business currently employ in the City of Merriam? (without "not provided")**

Q27. Number of full time employees	Number	Percent
1-4	28	44.4 %
5-9	14	22.2 %
10-19	8	12.7 %
20-49	7	11.1 %
50+	6	9.5 %
Total	63	100.0 %

**Q27. How many part time employees does your business currently employ in the City of Merriam?**

Q27. Number of part time employees	Number	Percent
1-4	42	65.6 %
5-9	5	7.8 %
10-19	7	10.9 %
20-49	1	1.6 %
50+	1	1.6 %
Not provided	8	12.5 %
Total	64	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q27. How many part time employees does your business currently employ in the City of Merriam? (without "not provided")**

Q27. Number of part time employees	Number	Percent
1-4	42	75.0 %
5-9	5	8.9 %
10-19	7	12.5 %
20-49	1	1.8 %
50+	1	1.8 %
Total	56	100.0 %

**Q28. How many years has your business been in the City of Merriam?**

Q28. How many years has your business been in City of Merriam	Number	Percent
Less than 2	6	9.4 %
2-5	7	10.9 %
6-10	6	9.4 %
11-20	13	20.3 %
21+	28	43.8 %
Not provided	4	6.3 %
Total	64	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q28. How many years has your business been in the City of Merriam? (without "not provided")**

Q28. How many years has your business been in City of Merriam	Number	Percent
Less than 2	6	10.0 %
2-5	7	11.7 %
6-10	6	10.0 %
11-20	13	21.7 %
21+	28	46.7 %
Total	60	100.0 %

**Q29. Which of the following best describes your business/organization's sector?**

Q29. Which following best describes your business/ organization's sector	Number	Percent
Arts/Entertainment/Recreation	2	3.1 %
Automotive (Dealer, Repair, Maintenance, etc.)	17	26.6 %
Finance/Insurance/Real Estate	1	1.6 %
Health Care/Education/Social Services	7	10.9 %
Manufacturers/Wholesalers/Distributors	8	12.5 %
Motels/Hotels/RV Parks	2	3.1 %
Professional Services (Law, Consulting, Architecture, Engineering, etc.)	1	1.6 %
Retail (not Food Service)	6	9.4 %
Retail Food Service	3	4.7 %
Trade Contractor (Electrician, Plumber, Landscaping Contractor, etc.)	5	7.8 %
Utilities	1	1.6 %
Other	11	17.2 %
Total	64	100.0 %

**Q29-12. Other**

Q29-12. Other	Number	Percent
Property management	2	16.7 %
Security Services	1	8.3 %
Apartments	1	8.3 %
Admin/sales office	1	8.3 %
Concrete supplier	1	8.3 %
Massage therapy	1	8.3 %
Funeral	1	8.3 %
Commercial General Contractor	1	8.3 %
Hair salon	1	8.3 %
Transportation	1	8.3 %
Non profit	1	8.3 %
Total	12	100.0 %



**Q30. Which of the following best describes your position with your business?**

Q30. Which following best describes your position with your business	Number	Percent
Owner	35	54.7 %
CFO	3	4.7 %
Manager	23	35.9 %
Other	2	3.1 %
Not provided	1	1.6 %
Total	64	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q30. Which of the following best describes your position with your business? (without "not provided")**

Q30. Which following best describes your position with your business	Number	Percent
Owner	35	55.6 %
CFO	3	4.8 %
Manager	23	36.5 %
Other	2	3.2 %
Total	63	100.0 %

**Q30-4. Other**

Q30-4. Other	Number	Percent
CEO	1	50.0 %
Trustee	1	50.0 %
Total	2	100.0 %

**Q31. What best describes your company's primary market?**

Q31. What best describes your company's primary market	Number	Percent
Local	32	50.0 %
Regional	26	40.6 %
National	6	9.4 %
Total	64	100.0 %

## **Section 4**

# ***Survey Instrument***

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**MERRIAM**

*Just right.*

January 2021

Dear Merriam Business:

The City of Merriam needs your help! We are conducting our first-ever survey of all Merriam businesses to gather your opinion and feedback on City programs and services. Your response will help us learn how we can better support our business community.

The City conducts a similar citizen survey every three years to establish benchmarks for our community and track our progress. We are looking forward to adding the voice of our business owners to this process.

We also recognize COVID-19 has had a significant impact on our community over the past year, and all of us are having to make choices about how we invest resources. Your feedback – through this survey – will help guide City leaders as they evaluate current initiatives and plan for the future of Merriam.

**Please return your completed survey in the next week using the postage-paid envelope provided. You can also fill out the survey online at [merriambusinesssurvey.org](https://merriambusinesssurvey.org).** The survey data will be compiled and analyzed by ETC Institute, which is one of the nation's leading firms in the field of local government research. The firm will present the results to the City later this spring, and a complete final report will be available online. Your survey responses will remain confidential.

If you have any questions, please contact Merriam Assistant City Administrator Meredith Hauck at 913-322-5515 or [mhauck@merriam.org](mailto:mhauck@merriam.org).

Thank you in advance for your participation!

Sincerely,

**Ken Sissom**  
**Mayor**



# 2021 City of Merriam Business Survey

Thank you for taking time to complete this important survey. We recognize COVID-19 has had a significant impact on our community over the past year, and all of us are having to make choices about how we invest resources. Your feedback through this survey will help guide City leaders as they evaluate current initiatives and plan for the future of Merriam. Please contact Meredith Hauck, Assistant City Administrator, at 322-5515 with questions.

## Part 1: City Service Delivery

1. How would you rate the City of Merriam overall as a place to do business?

- (1) Excellent       (3) Average       (5) Poor  
 (2) Good       (4) Below average       (9) Don't know

2. Please rate your satisfaction with the following services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to how they affect your business' ability to operate.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Police services	5	4	3	2	1	9
2. Fire services	5	4	3	2	1	9
3. Street maintenance, including sidewalks, medians and curbs	5	4	3	2	1	9
4. Street lighting	5	4	3	2	1	9
5. Street sweeping/cleanliness of public areas	5	4	3	2	1	9
6. Stormwater drainage/flood management	5	4	3	2	1	9
7. Enforcement of codes and ordinances	5	4	3	2	1	9
8. Effectiveness of City communication with businesses	5	4	3	2	1	9
9. Quality of customer service provided by City employees	5	4	3	2	1	9

3. Which THREE of the City services listed in Question 2 are MOST IMPORTANT to your business?  
 [Write in your answers below using the numbers from the list in Question 2.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

4. Please indicate whether your business has interacted with City staff from the areas listed below during the past year. And if "Yes," please rate their performance in that area.

Type of Staff/Department	Have you had contact with staff in this area?		Excellent	Good	Average	Below Average	Poor	Don't Know
1. Building Codes	Yes	No	5	4	3	2	1	9
2. Property Maintenance	Yes	No	5	4	3	2	1	9
3. Community Development	Yes	No	5	4	3	2	1	9
4. City Administrator's Office	Yes	No	5	4	3	2	1	9
5. Police	Yes	No	5	4	3	2	1	9
6. Fire	Yes	No	5	4	3	2	1	9
7. Public Works (streets/traffic)	Yes	No	5	4	3	2	1	9
8. Stormwater	Yes	No	5	4	3	2	1	9

5. Please indicate whether your business has interacted with the City of Merriam during the past year related to the following services. If "Yes," please rate the city's performance in that area.

Type/Area of Contact	Have you had this type of contact with the City?		Excellent	Good	Average	Below Average	Poor	Don't Know
	Yes	No						
1. Zoning/Development review	Yes	No	5	4	3	2	1	9
2. Pre-occupancy safety inspections	Yes	No	5	4	3	2	1	9
3. Construction/Building permits or inspections	Yes	No	5	4	3	2	1	9
4. Fire inspections	Yes	No	5	4	3	2	1	9
5. Occupational/Business licensing	Yes	No	5	4	3	2	1	9

6. Is there an area or service you wish the city would provide, which is not currently being provided to your business? If so, please explain.
- 

**Part 2: Perceptions of the City**

7. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following in the City of Merriam.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Image of the City	5	4	3	2	1	9
02. Quality of life in the City	5	4	3	2	1	9
03. Quality of services provided by the City	5	4	3	2	1	9
04. Overall value your company receives for your local taxes and fees	5	4	3	2	1	9
05. Overall feeling of safety in the City	5	4	3	2	1	9
06. Quality of new development in the City	5	4	3	2	1	9
07. Quality of local schools	5	4	3	2	1	9
08. Availability of parking for your business	5	4	3	2	1	9
09. Access to quality housing options for your workforce	5	4	3	2	1	9
10. Availability of trained employees	5	4	3	2	1	9
11. Access to highways through Merriam	5	4	3	2	1	9
12. Access to the airport	5	4	3	2	1	9
13. Proximity to other businesses that are important to your business	5	4	3	2	1	9
14. Reliability of public utilities	5	4	3	2	1	9
15. Availability of libraries, arts, sports, and cultural amenities (quality of life)	5	4	3	2	1	9
16. Availability of telecommunications, utilities, and other infrastructure	5	4	3	2	1	9
17. Availability of parks and open space	5	4	3	2	1	9
18. Quality/attractiveness of downtown	5	4	3	2	1	9

8. Which FOUR of the items listed in Question 7 will have the MOST IMPACT on your decision to stay in the City of Merriam for the next 10 years? [Write in your answers below using the numbers from the list in Question 7.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_

9. **Thinking generally about the City of Merriam, how likely would you be to recommend the City of Merriam as a business location to friends, family, co-workers, colleagues, and other businesses?**

- \_\_\_\_(1) Very likely                      \_\_\_\_ (3) Somewhat likely                      \_\_\_\_ (5) Not likely at all  
 \_\_\_\_ (2) Likely                              \_\_\_\_ (4) Not likely                              \_\_\_\_ (9) Don't know

10. **Which of the following best describes the overall business atmosphere in the City of Merriam today, compared to five years ago?**

- \_\_\_\_ (1) Better                              \_\_\_\_ (3) No change, but poor                      \_\_\_\_ (9) Don't know/Unsure  
 \_\_\_\_ (2) No change, but good                      \_\_\_\_ (4) Worse

11. **Which of the following best describes the downtown business atmosphere in the City of Merriam today, compared to five years ago?**

- \_\_\_\_ (1) Better                              \_\_\_\_ (3) No change, but poor                      \_\_\_\_ (9) Don't know/Unsure  
 \_\_\_\_ (2) No change, but good                      \_\_\_\_ (4) Worse

12. **What are the community's strengths as a place to do business?**

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13. **What are the community's weaknesses as a place to do business?**

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**Part 3: Workforce Issues**

14. **Please rate the workforce in the City of Merriam in the following areas.**

	Excellent	Good	Average	Below Average	Poor	Don't Know
1. The availability of workers	5	4	3	2	1	9
2. The quality of workers	5	4	3	2	1	9
3. The stability of the workforce	5	4	3	2	1	9
4. The education/technical skills of workers	5	4	3	2	1	9

**Part 4: Codes and Regulations**

15. **Using a scale of 1 to 5, where a 5 is "Very Satisfied" and a 1 is "Very Dissatisfied," please rate your satisfaction with the following city codes and regulations.**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The condition and maintenance of existing signage	5	4	3	2	1	9
2. The condition and maintenance of business properties	5	4	3	2	1	9
3. The adequacy of existing City signage codes and regulations	5	4	3	2	1	9
4. The adequacy of existing business property maintenance codes and regulations	5	4	3	2	1	9
5. Existing levels of City code and regulation enforcement	5	4	3	2	1	9

**16. How would you best describe the cost of doing business in the City of Merriam?**

- (1) Extremely low       (3) Average       (5) Extremely high  
 (2) Low       (4) High       (9) Don't know

**Part 5: Future Plans**

**17. In the next 12 months, is your business considering any of the following? [Check all that apply.]**

- (1) Expanding/Renovating in the City of Merriam       (5) Downsizing  
 (2) Hiring additional staff in the City of Merriam       (6) Closing  
 (3) Relocating to another location in the City of Merriam       (7) None of these  
 (4) Relocating to another location outside the City of Merriam       (9) Don't know

**18. Have your company's future plans been altered because of the Covid-19 pandemic?**

- (1) Yes       (2) No       (9) Don't know

**19. What best describes the impact that the Covid-19 pandemic has had upon your business?**

- (1) Significant       (2) Moderate       (3) Minimal       (4) None

**20. What best describes how long the Covid-19 pandemic will have an impact upon the economy of Merriam?**

- (1) Long-term (2+ years)       (2) Short-term (1-2 years)

**21. Where is your company's primary product/service in its life cycle?**

- (1) Emerging       (2) Maturing       (3) Growing       (4) Declining

**22. What best describes your company's total sales?**

- (1) Increasing       (2) Stable       (3) Decreasing

**23. Are new products/services anticipated for your company in the next TWO (2) years?**

- (1) Yes       (2) No

**24. Are there any barriers to your company's growth in Merriam?       (1) Yes       (2) No**

**24a. If "Yes," what are they?** \_\_\_\_\_

**25. What can the city do to help make your business successful?**

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**Part 6. Demographics**

**26. Does your business own or rent/lease the facility where your business is located?**

\_\_\_(1) Own     \_\_\_(2) Rent/Lease     \_\_\_(9) Don't know

**27. How many people does your business currently employ in the City of Merriam?**

Total # Full Time: \_\_\_     Total # Part Time: \_\_\_

**28. How many years has your business been in the City of Merriam?**     \_\_\_ years

**29. Which of the following best describes your business/organization's sector? [Choose only one.]**

- |  |   |
|--|---|
| ___(01) Arts/Entertainment/Recreation  | ___(08) Retail (NOT Food Service)   |
| ___(02) Automotive (Dealer, Repair, Maintenance, etc.)                           | ___(09) Retail Food Service   |
| ___(03) Finance/Insurance/Real Estate  | ___(10) Trade Contractor (Electrician, Plumber, Landscaping Contractor, etc.) |
| ___(04) Health Care/Education/Social Services                                    | ___(11) Utilities   |
| ___(05) Manufacturers/Wholesalers/Distributors                                   | ___(12) Other: _____  |
| ___(06) Motels/Hotels/RV Parks   |   |
| ___(07) Professional Services (Law, Consulting, Architecture, Engineering, etc.) |   |

**30. Which of the following best describes your position with your business?**

\_\_\_(1) Owner     \_\_\_(2) CFO     \_\_\_(3) Manager     \_\_\_(4) Other: \_\_\_\_\_

**31. What best describes your company's primary market?**

\_\_\_(1) Local     \_\_\_(2) Regional     \_\_\_(3) National     \_\_\_(4) International

**This concludes the survey. Thank you for your time!**  
Please return your completed survey in the enclosed return-reply envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The address information printed to the right will ONLY be used to help identify areas with specific needs. Thank you.

# City of Merriam

# Business Survey

## Benchmarking Analysis: National Comparisons

*...helping organizations make better decisions since 1982*

# 2021

**Submitted to the City of Merriam, Kansas**

by:  
ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**April 2021**



**ETC**  
INSTITUTE

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# Benchmarking Summary Report

## Merriam, Kansas

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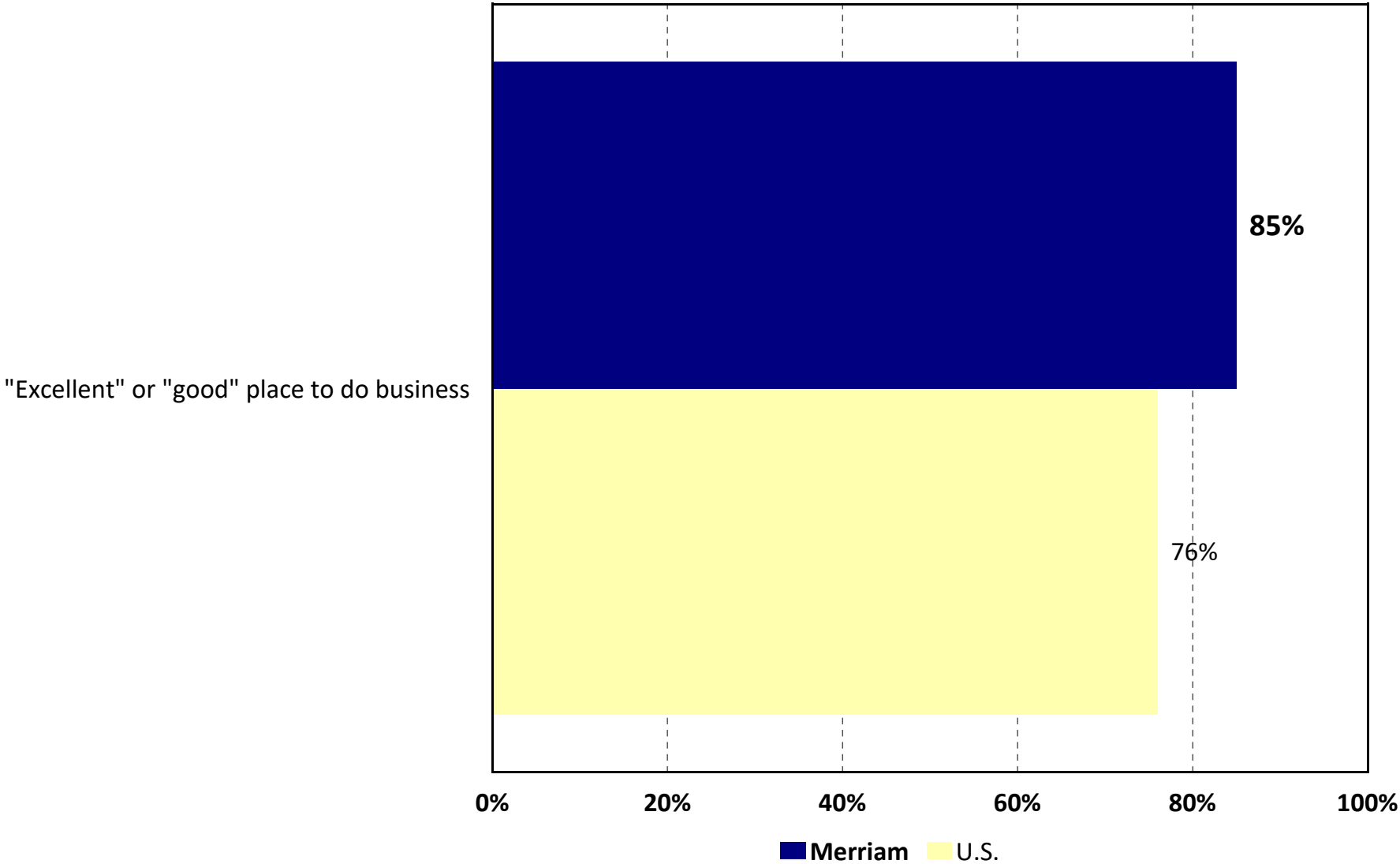
### Overview

**National Benchmarks.** The charts on the following pages show how the overall results for Merriam compare to the national averages based on the survey that was administered by ETC Institute during the winter of 2021 to a random sample of 1,145 businesses in the U.S. The City of Merriam's results are shown in the charts as a blue bar and the U.S. averages are shown as a yellow bar.

# Overall Opinion of the City as a Place to Do Business

## Merriam vs. the U.S.

by percentage of businesses that rated the City as "excellent" or "good"

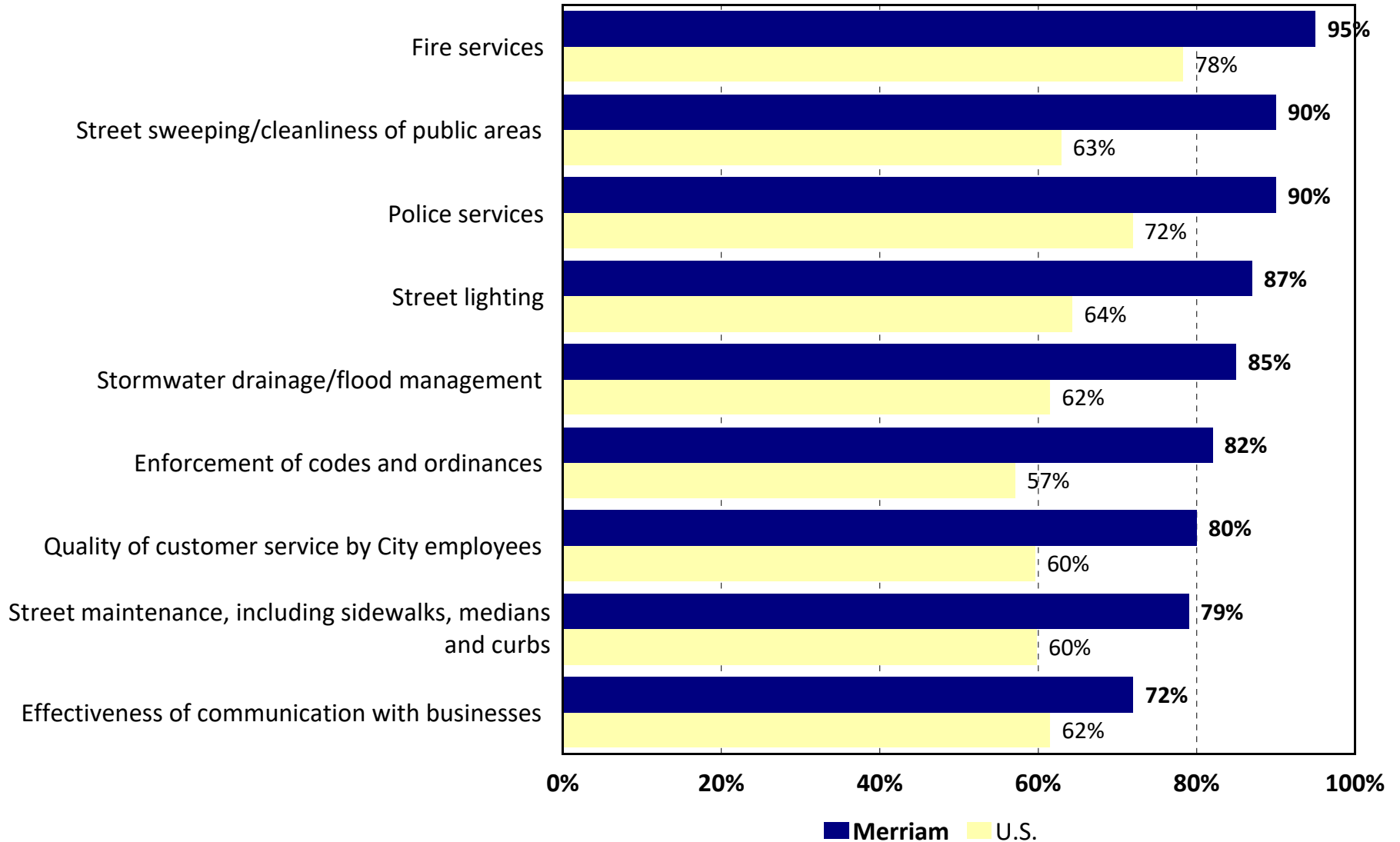


Source: ETC Institute (2021)

# Satisfaction With City Services

## Merriam vs. the U.S.

by percentage of businesses that were "very satisfied" or "satisfied"

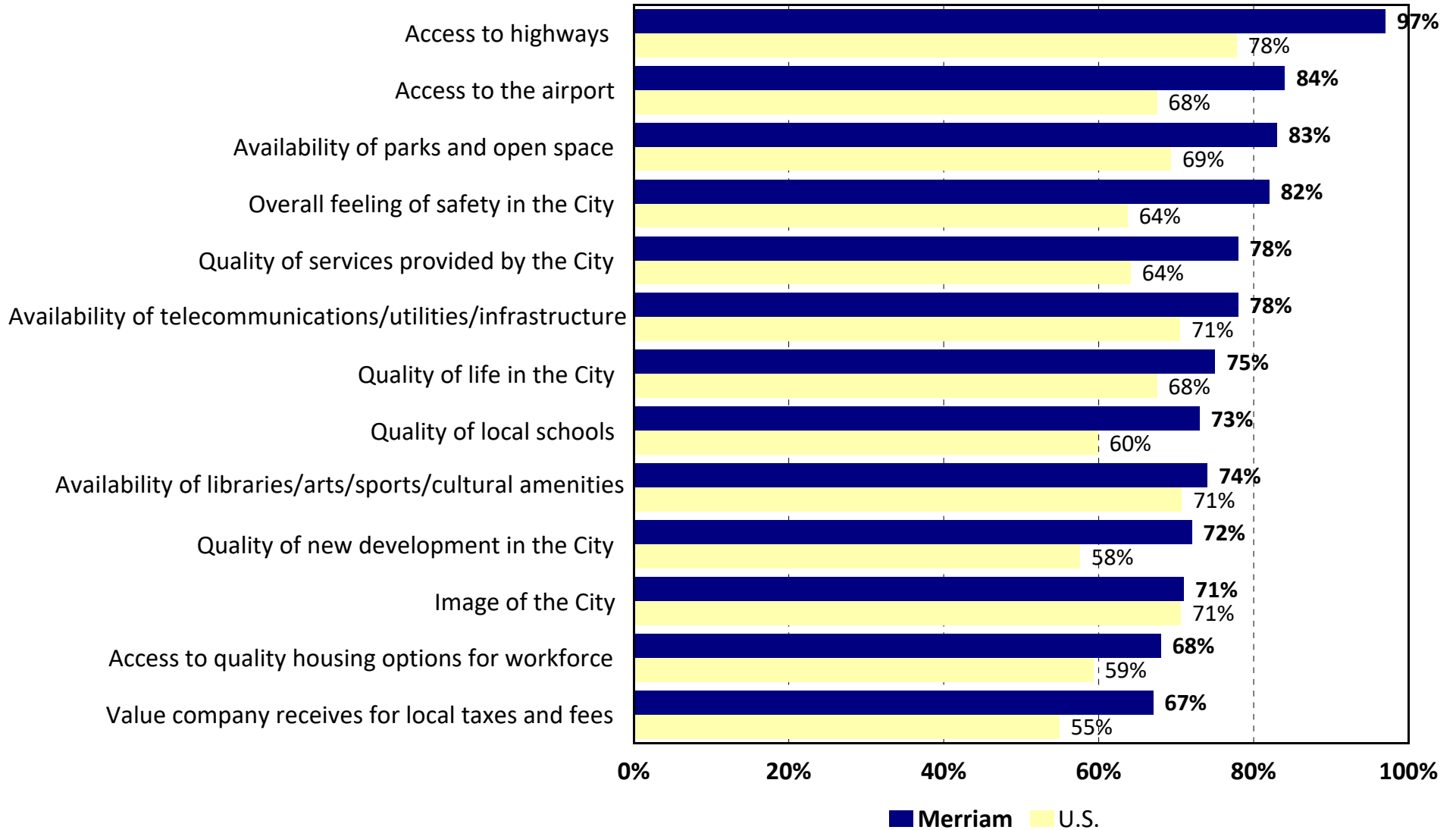


Source: ETC Institute (2021)

# Satisfaction With Perceptions of the City

## Merriam vs. the U.S.

by percentage of businesses that were "very satisfied" or "satisfied"

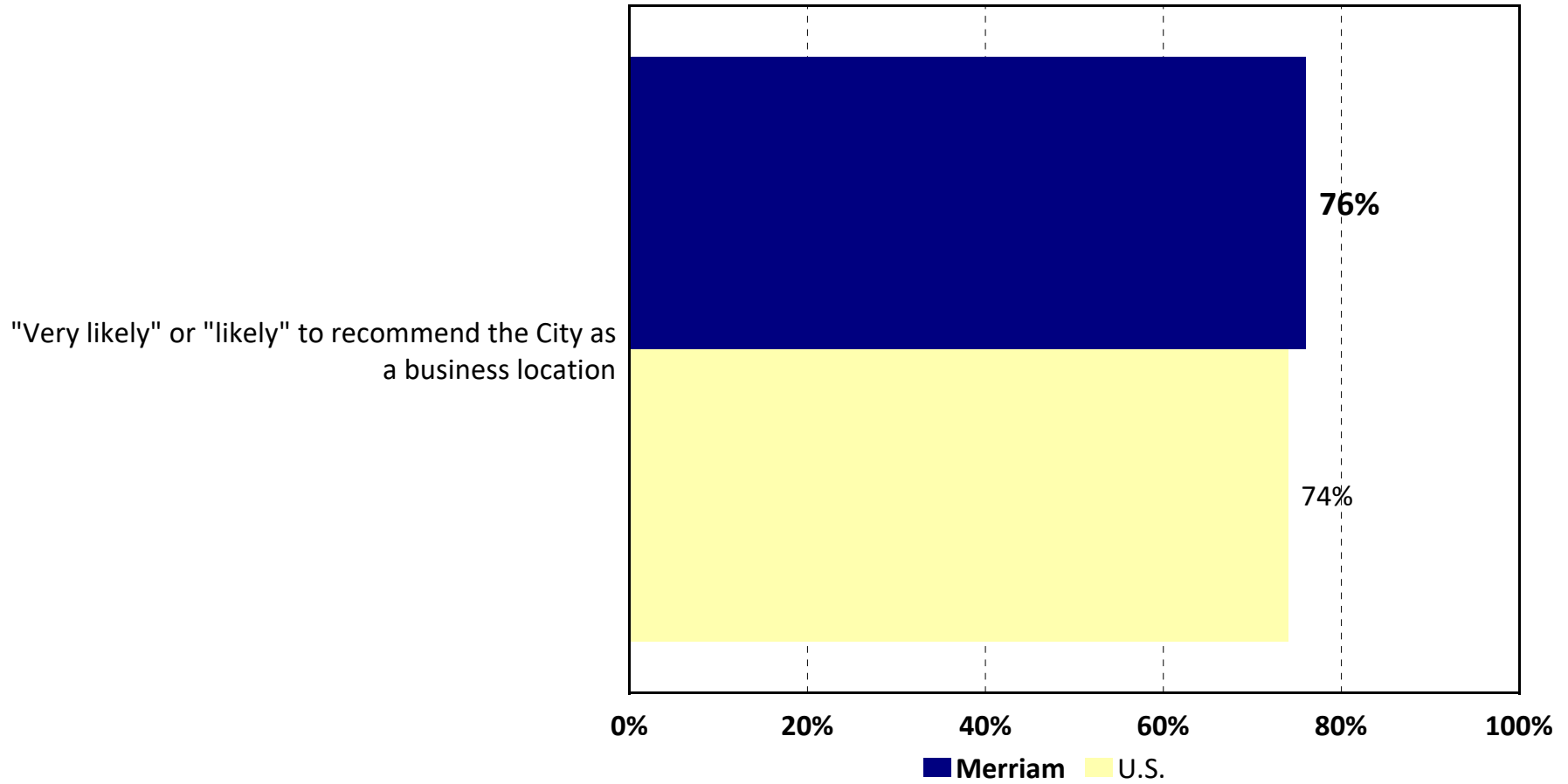


Source: ETC Institute (2021)

# Likelihood of Recommending the City as a Business Location to Friends, Family, Co-Workers, Colleagues, and Other Businesses

## Merriam vs. the U.S.

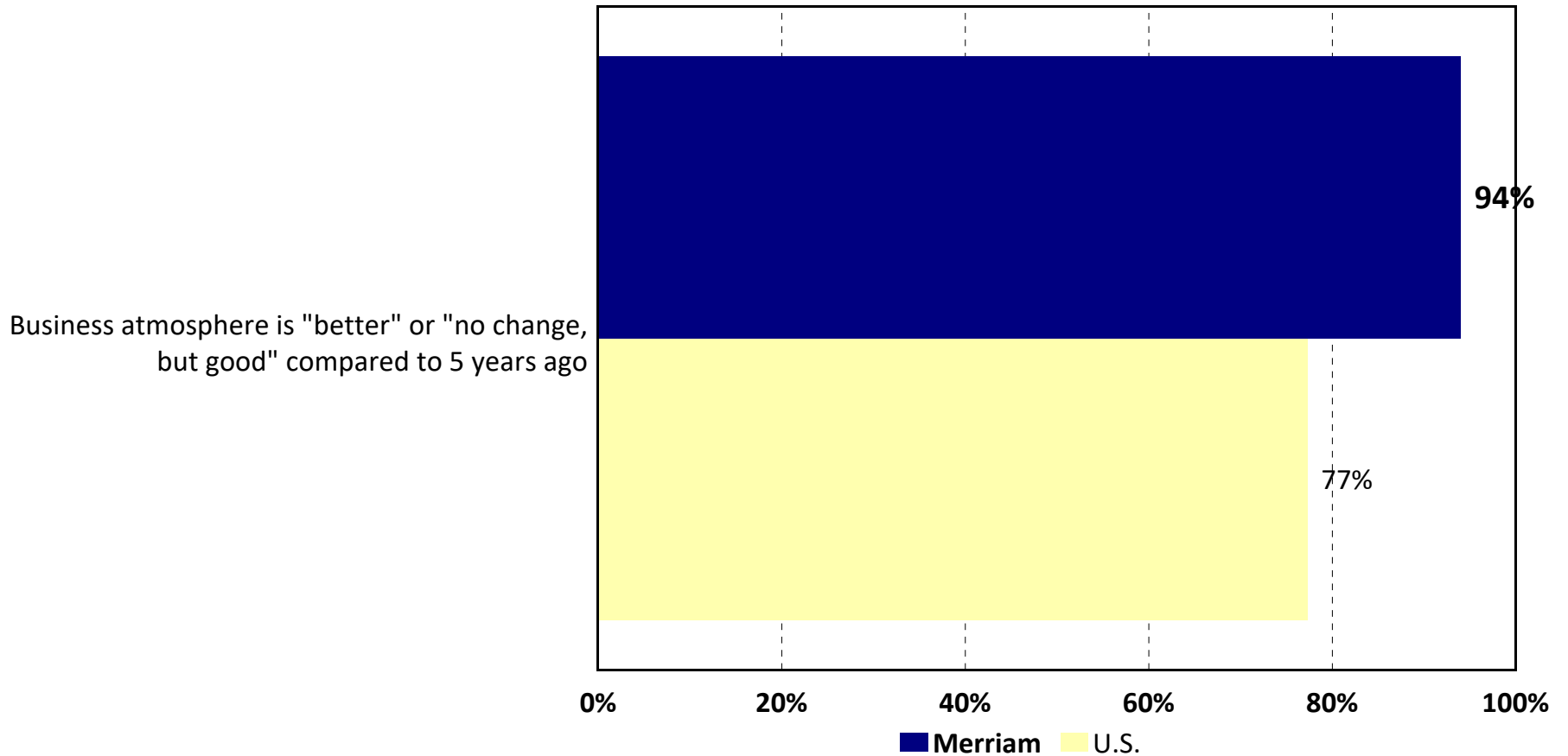
by percentage of businesses that were "very likely" or "likely"



Source: ETC Institute (2021)

# Overall Business Atmosphere in the City Today Compared to Five Years Ago Merriam vs. the U.S.

by percentage of businesses that gave a rating of "better" or "no change, but good" (excluding "don't know")



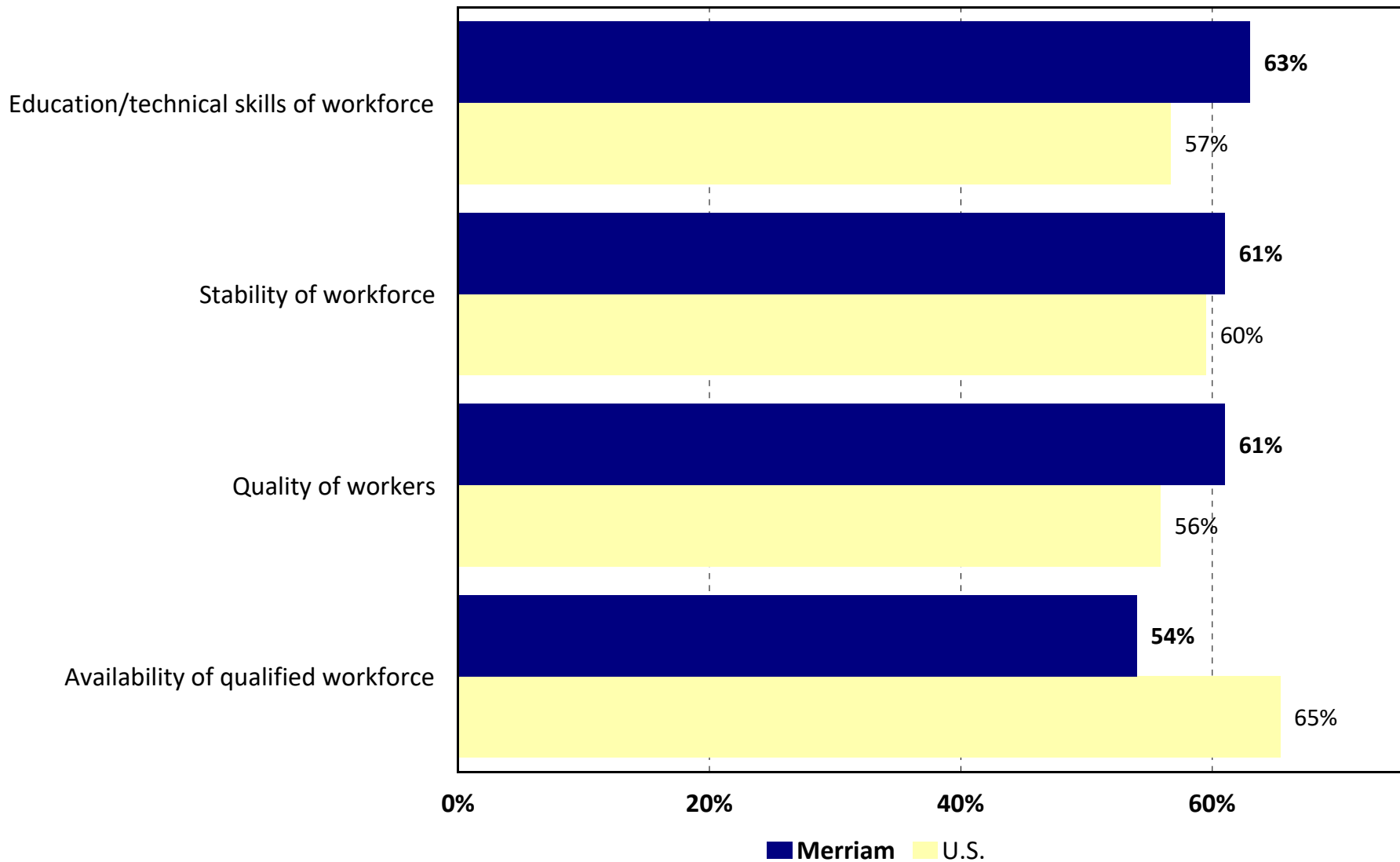
Source: ETC Institute (2021)



# Ratings of the Workforce

## Merriam vs. the U.S.

by percentage of businesses that rated the item as "excellent" or "good"

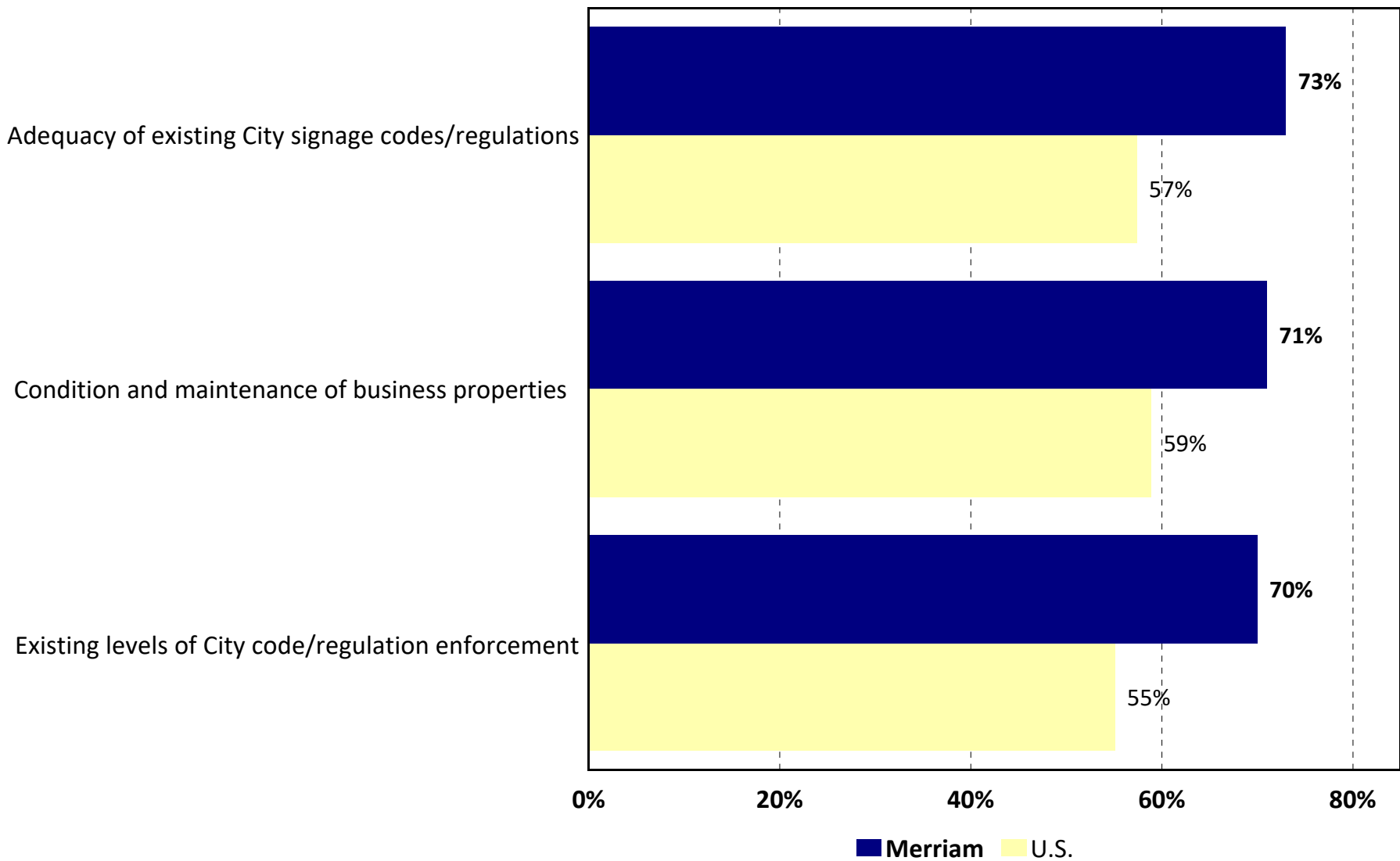


Source: ETC Institute (2021)

# Satisfaction With Codes and Regulations

## Merriam vs. the U.S.

by percentage of businesses that were "very satisfied" or "satisfied"

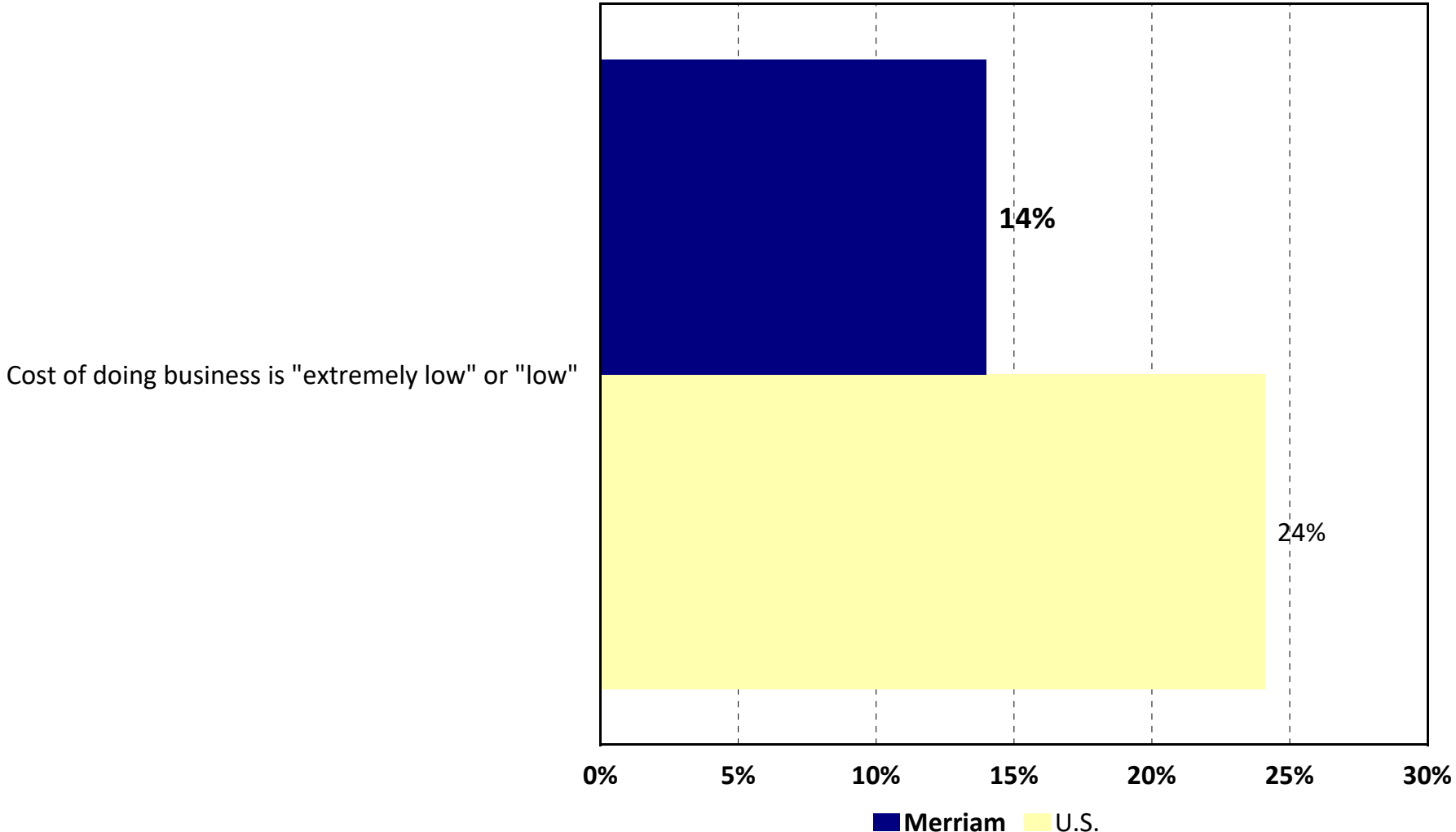


Source: ETC Institute (2021)

# How Businesses Describe the Cost of Doing Business in Their Community

## Merriam vs. the U.S.

by percentage of businesses that described the cost of doing business as "extremely low" or "low"

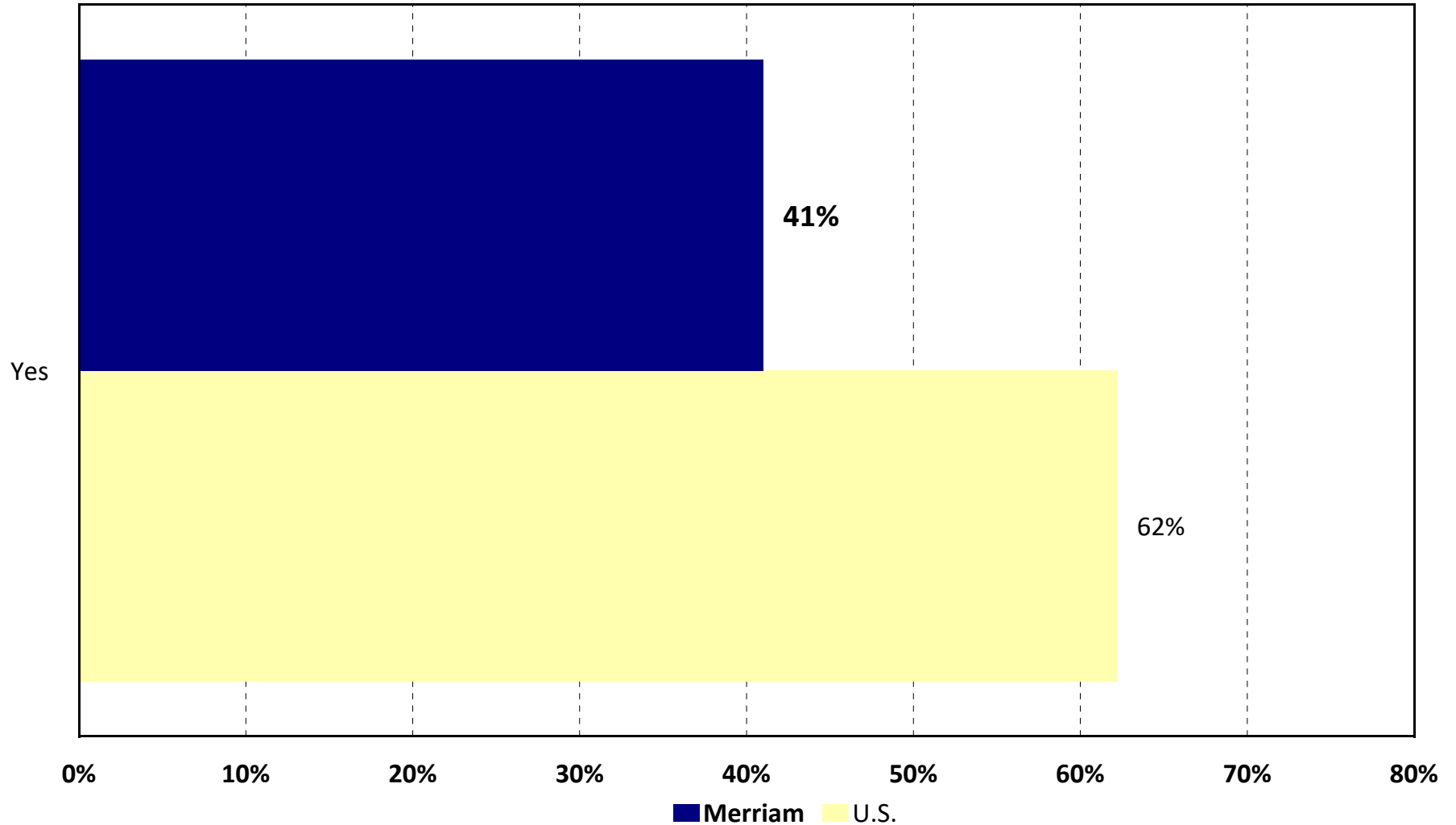


Source: ETC Institute (2021)

# Have your company's future plans been altered because of the COVID-19 pandemic?

## Merriam vs. the U.S.

by percentage of businesses that answered "yes"

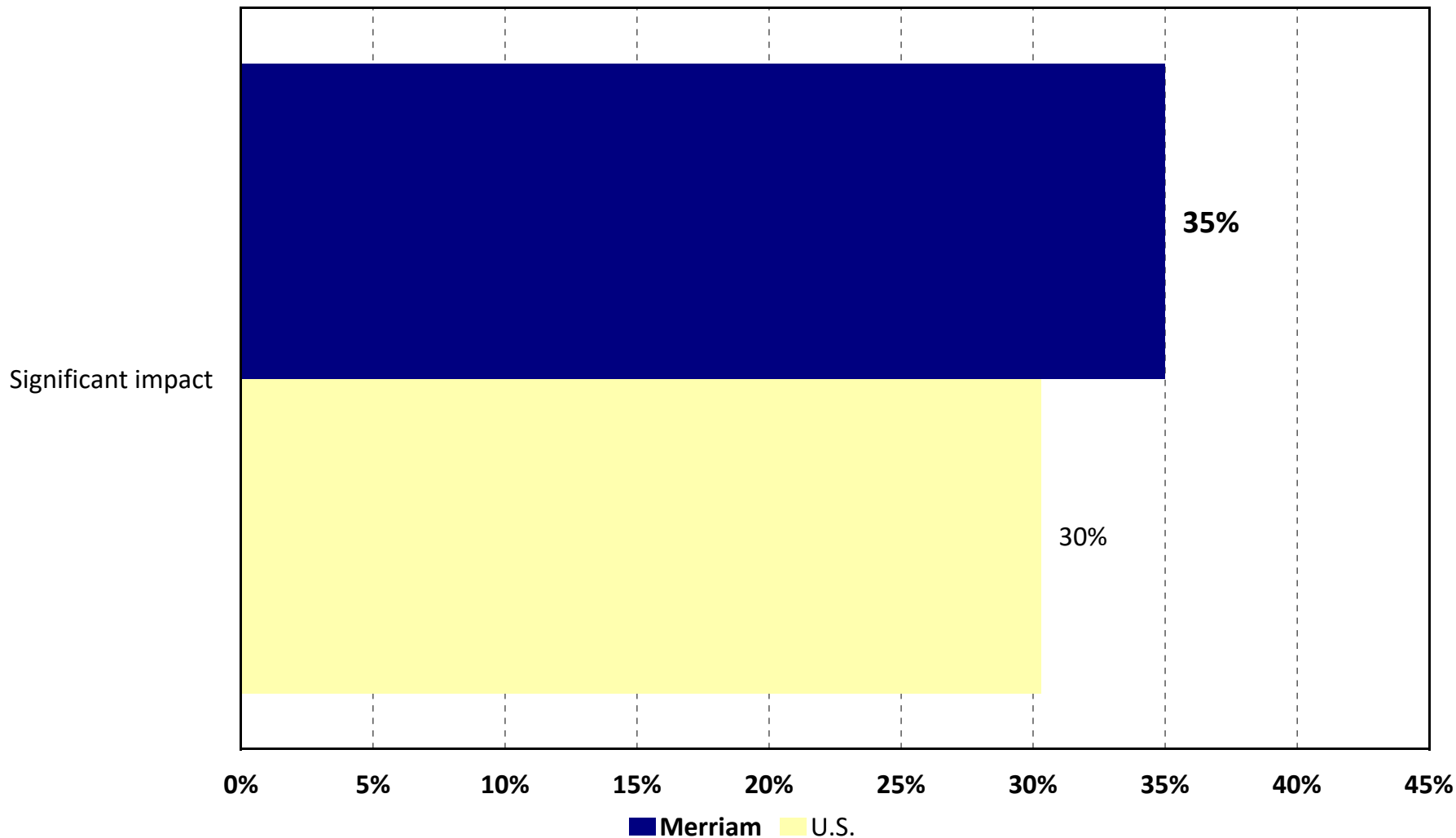


Source: ETC Institute (2021)

ETC Institute (2021)

# Impact That COVID-19 Pandemic Has Had Upon Businesses Merriam vs. the U.S.

by percentage of businesses that answered "significant"



Source: ETC Institute (2021)

ETC Institute (2021)



## AGENDA ITEM INFORMATION FORM

**AGENDA ITEM:** Agreement with Johnson County for Enforcement of County Health Order

**SUBMITTED BY:** Chris Engel, City Administrator

**MEETING DATE:** April 12, 2021

### PROJECT BACKGROUND/DESCRIPTION:

On November 13, 2020, the Board of County Commissioners (BOCC), sitting as the Johnson County Board of Public Health, adopted Johnson County Board of Public Health Order No. 002-20 (the "Original Health Order"). Among other things, the Original Health Order established certain social distancing requirements and limitations on gatherings for individuals, businesses, and activities. The Original Health Order became effective in all of Johnson County on November 16, 2020, and remained in effect through March 31, 2021.

The Original Health Order was issued by the County pursuant to statutory authority and would generally be enforced by the district attorney. But, there has been concern over the DA's ability to enforce such rules given the backlog of cases pending in district court. However, the BOCC does have the power to enforce certain "resolutions" by prosecution in the Johnson County Codes Court. So, on November 19, 2020, the County adopted Resolution No. 108-20 establishing noncompliance with health orders as a violation of County Code.

However, due to the city's home rule authority, there is question as to whether the County can enforce its own resolutions in Johnson County Codes Court, absent an agreement with the city to allow for that enforcement. Accordingly, the County requested cities approve an agreement allowing for County enforcement of the Original Health Order. That Agreement (the "Original Agreement") was approved by City Council on December 14, 2020.

On March 25, 2021, the County issued a new Public Health Order of the Johnson County Local Health Officer (the "New Health Order"). The New Health Order does not contain a mass gathering limitation, but does include social distancing requirements and also includes a face-mask requirement. The New Health Order is effective through April 30, 2021, unless otherwise amended, revoked or replaced.

As the Original Agreement only allowed for County enforcement of the Original Health Order, a new agreement as to the New Health Order is presented tonight to the City Council for consideration and approval (the "New Agreement"). The New Agreement is substantially similar to the Original Agreement, and merely updates the Original Agreement to reflect the terms of the New Health Order. As with the Original Agreement:

- The County, and not the City, will be responsible for enforcement of the New Health Order within the City limits. The City agrees to reasonably cooperate with the County in the sharing of information related to enforcement, and to also assist in educating its citizens as to the requirements of the New Health Order.
- The New Agreement is limited only to the New Health Order. No other orders would be covered by this New Agreement (there are not currently any in effect, but if there should be, the County and the City could amend the New Agreement appropriately).

Either party can terminate the New Agreement at any time, if deemed in the best interests of the City or County.

**CITY COUNCIL GOALS AND OBJECTIVES**

n/a

**FINANCIAL IMPACT**

**Amount of Request/Contract:**   n/a  

**Amount Budgeted:**   n/a  

**Funding Source/Account #:**   n/a  

**SUPPORTING DOCUMENTS**

- Government Enforcement Services Agreement for Johnson County Local Health Officer Orders and County Board of Health Orders

**ACTION NEEDED/STAFF RECOMMENDATION**

Recommend approval of Government Enforcement Services Agreement for Johnson County Local Health Officer Orders and County Board of Health Orders

**GOVERNMENT ENFORCEMENT SERVICES AGREEMENT  
FOR JOHNSON COUNTY LOCAL HEALTH OFFICER ORDERS AND COUNTY  
BOARD OF HEALTH ORDERS**

**by and between:**

**JOHNSON COUNTY, KANSAS**

**and**

**THE CITY OF MERRIAM, KANSAS**

This Agreement made and entered into this \_\_\_\_\_ day of April, 2021, by and between **Johnson County, Kansas** ("County") and the **City of Merriam, Kansas** ("City").

WITNESSETH:

**WHEREAS**, County and City ("Parties") desire to protect the health and safety of their citizens; and

**WHEREAS**, the Local Health Officer is appointed by Johnson County pursuant to K.S.A. 65-201 and, is directed and authorized by statute to act to prevent the spread of any infectious, contagious, or communicable disease; and

**WHEREAS**, pursuant to K.S.A. 65-201, the Board of County Commissioners of Johnson County, Kansas acts as the County Board of Health for Johnson County; and

**WHEREAS**, pursuant to K.S.A. 65-119, the Local Health Officer and the County Board of Health are charged with exercising and maintaining supervision over infectious or contagious disease within Johnson County; and

**WHEREAS**, pursuant to K.S.A. 65-201, as amended by Kansas Senate Bill No. 40 (2021), the Johnson County Local Health Officer may propose, and the County Board of Health may issue, certain health orders in furtherance of these objectives; and

**WHEREAS**, on March 25, 2021, the Johnson County Board of County Commissioners, sitting as the Johnson County Board of Public Health, adopted a certain Public Health Order of the Johnson County Local Health Officer (the "Health Order"); and

**WHEREAS**, the County had previously adopted Resolution 108-20 on November 19, 2020, establishing noncompliance with the Health Order as a violation of the Johnson County Code; and

**WHEREAS**, pursuant to K.S.A. 19-101d, the Board of County Commissioners has the power to enforce all resolutions passed pursuant to county home rule powers, and noncompliance with the Health Order may be prosecuted in Johnson County Codes Court



and violations shall incur fines pursuant to Johnson County Code Part II, Chapter I, Section 1-7 and Part II, Chapter II, Article IX; and

**WHEREAS**, Resolution 108-20 is effective within all of the unincorporated areas of Johnson County, Kansas, and within any cities whose governing bodies have agreed to contract with the County for such services; and

**WHEREAS**, County and City are authorized to enter into an agreement for services pursuant to K.S.A. 12-2908; and

**WHEREAS**, County and City deem it in the interest of public health and safety to enforce the Health Order within the corporate city limits of City.

**NOW, THEREFORE**, in consideration of the mutual promises and covenants recited herein, the parties do agree as follows:

1. The County shall provide enforcement of the Health Order within the city limits of City, pursuant to Resolution 108-20. Amendments to the Health Order or other health orders issued by the Johnson County Board of Public Health or the Johnson County Local Health Officer may be included in this Agreement if the City agrees in writing to include those specific orders. The Parties agree that the form and scope of the City's subsequent agreement to include amendments to the Health Order or other health orders within the scope of this Agreement will be as authorized by the City's governing body in its sole discretion.
2. All expenses necessary to the operation of said enforcement shall be paid and provided for by the County. Notwithstanding the foregoing, nothing in this Agreement shall be construed so as to require County to pay for any of City's expenses incurred during any investigation, prosecution, or assistance in enforcement of the Health Order.
3. The County and City shall each designate a liaison as the point of contact under this Agreement.
4. By entering into this Agreement, the governing body of the City has consented to the County exercising local legislation and administration limited to the enforcement of the Health Order within the corporate limits of the City, such that at the time of this Agreement, the Agreement does not infringe upon the City's home rule powers, pursuant to Article 12, Section 5 of the Kansas Constitution and K.S.A. 19-101a(4).
5. The City consents to the County's jurisdiction to prosecute violations of the Health Order that occur within the City's corporate boundaries in the Johnson County Court, pursuant to Johnson County Code Part II, Chapter I, Section 1-7 and Part II, Chapter II, Article IX. The City shall defer all prosecutorial decisions to the County and fines collected as a result of said

prosecutorial efforts shall be retained by the County and the City shall make no claim or demand for any portion of any fines collected by the County as a result of enforcement activity within the corporate boundaries of the City.

6. The City agrees to aid County in educating and promoting awareness of the Health Order within its city limits. The City further agrees to aid County in reporting, investigating, and testifying as to the noncompliance of the Health Order. The Parties agree that the City retains the sole, discretionary authority to decide what "aid", "educating", "promoting awareness", "reporting", "investigating" to provide to County. Prior to County issuing a citation within City's city limits, County will have a general expectation that City will have provided records and documentation sufficient to support a determination by County to issue a citation. In recognition of the varying circumstances that may occur on these matters, the City and County may enter into separate related agreements or memoranda of understanding. Also, the City and County may confer to arrive at other informal written or unwritten approaches to determine processes to coordinate with one another to effectuate this Agreement.
7. The following terms and conditions shall cover how the parties will handle records matters that are likely to arise within this Agreement:
  - A. City shall be responsible for responding to Kansas Open Records Act ("KORA") requests received by City. County shall be responsible for responding to KORA requests received by County.
  - B. When the County files a uniform complaint and notice to appear in County Codes Court and a defendant or a defendant's legal counsel completes a discovery request, County would ultimately be responsible for completing the discovery request response, but would rely upon assistance from City to ensure that all documents responsive to the discovery request could be provided in a timely fashion. County would gather and prepare to distribute to the defendant any documents County would possess that may be responsive to the request pursuant to state law, which may include but not be limited to records generated by City. County will also contact City to request that City provide County any and all records that may be responsive to the discovery request, which would also include any potentially exculpatory evidence. City would expeditiously locate such records and would not unreasonably withhold any such records, but would instead provide the documents as soon as practicable. County would then deliver the records responsive to the discovery request to the defendant or the defendant's legal counsel.

8. Either party to this Agreement shall have the right to terminate this Agreement upon notice to the other as set forth hereinafter. Written notice of termination issued on lawful authority of the terminating party shall be given in writing and termination shall become effective upon the non-terminating party's receipt of such notice of termination. Notice shall be sent to:

COUNTY: Director of Department of Health and Environment  
Health Services Building  
11875 S. Sunset Drive, Suite #300  
Olathe, KS 66061

and Johnson County Legal Department  
Attn: Chief Counsel  
111 S. Cherry Street, Suite 3200  
Olathe, Kansas 66061

CITY: City of Merriam, Kansas  
Attn: City Administrator  
9001 West 62<sup>nd</sup> Street  
Merriam, Kansas 66202

9. The right of the County and the City to enter into this Agreement is subject to the provisions of the cash Basis Law (K.S.A. 10-1112 and 10-1113), the Budget Law (K.S.A. 79-2935), and all other laws of the State of Kansas. This Agreement shall be construed and interpreted so as to ensure that the County and the City shall at all times stay in conformity with such laws, and as a condition of this Agreement either party reserves the right to unilaterally sever, modify, or terminate this Agreement at any time if, in the opinion of its legal counsel, the Agreement may be deemed to violate the terms of such laws.
10. That certain previous Government Enforcement Services Agreement for Johnson County Local Health Officer Order and County Board of Health Orders dated December 14, 2020, is hereby terminated and shall be of no further force or effect.
11. This Agreement contains the entire agreement between the parties relating to the subject matter hereto. No amendment, waiver or modification of this Agreement shall be effective unless reduced to writing and signed by the authorized officers of each of the parties hereto, except to the extent this Agreement would authorize supplemental documents in conjunction with this Agreement, as described within Section 7 of this Agreement.

12. In the event that any provision of this Agreement is held to be unenforceable, the remaining provisions shall continue in full force and effect.
13. This Agreement shall become effective upon signature of approval of both parties and upon compliance of City with the provisions indicated within Section 5 of this Agreement, and shall continue in force and effect until terminated by either party as provided in Section 8 or Section 9 of this Agreement.
14. This Agreement may be executed in any number of counterparts, each of which when executed and delivered shall constitute a duplicate original, but all counterparts together shall constitute a single agreement.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.

**JOHNSON COUNTY, KANSAS**

**CITY OF MERRIAM, KANSAS**

By: \_\_\_\_\_  
Ed Eilert, Chairman

By: \_\_\_\_\_  
Ken Sissom, Mayor

**APPROVED AS TO FORM:**

**APPROVED AS TO FORM:**

By: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Title: Assistant County Counselor

By: \_\_\_\_\_  
Ryan Denk, City Attorney

**ATTEST:**

**ATTEST:**

By: \_\_\_\_\_  
Lynda Sader, Deputy County Clerk

By: \_\_\_\_\_  
Juliana Pinnick, City Clerk



## INTEROFFICE MEMORANDUM

**TO:** MAYOR AND CITY COUNCIL  
**FROM:** JIM MACDONALD, PUBLIC WORKS DIRECTOR  
**SUBJECT:** APRIL UPDATE  
**DATE:** April 12, 2021

### HIGHLIGHTS

#### **2021 Street Improvements program**

East Frontage Road- 67<sup>th</sup> to 75<sup>th</sup> St CARS project, 2021 Mill and Overlay Program, 2021 Sidewalk Maintenance/Repair Program.

- Staff met with the J.M. Fahey, Affinis Engineering on March 29<sup>th</sup> to discuss project scope and scheduling.
- Projected start date for East Frontage Road is April 26<sup>th</sup>
- Open house style public meeting was held on April 1<sup>st</sup> at 5:30pm at the Merriam Community Center.

#### **West Vernon Place PES**

- Notice to proceed was given to BHC Engineering on March 12<sup>th</sup>
- Staff attended kick off meeting on March 29<sup>th</sup> to deliver past PES and discuss project objectives.

#### **2018 Johnson Drive project West City Limits to Kessler**

- Contractor finished up warranty issues for the 2-year bond, replacing cracked sidewalk along Johnson Drive west of I-35

Capital Improvement Active Project List

Last Updated 4/6/2021

PROJECT NAME	FUNDING SOURCES	BUDGETED CONSTRUCTION COST	ACTUAL CONSTRUCTION COST	STATUS	DESIGN CONSULTANT	PUBLIC MEETING #1	PUBLIC MEETING #2	PUBLIC MEETING #3	ENGINEER'S ESTIMATE	BID OPENING	AWARD AT COUNCIL	CONTRACTOR	CONTRACT AMOUNT	NOTICE TO PROCEED	PROJECTED SUBSTANT COMPLETION DATE
2020															
East Frontage Road Improvements 67th to 75th	CARS/Sp. Sales Tax Street/Stormwater	\$1,549,000		Awarded	Affinis	4/1/21			\$1,343,617.50	2/17/21	3/9/21	J.M Fahey	\$1,046,464.35		
Sidewalk Maintenance/Repair Program	CIP Maintenance Program	\$150,000		Awarded	Affinis	4/1/21			\$177,700.00	2/17/21	3/9/21	J.M Fahey	\$206,234.00		
West Vernon Place PES	CIP Maintenance Program	\$50,000		Awarded	BHC Engineering						3/9/21	BHC Engineering	\$49,682	3/12/21	



# CIP

Capital Improvement Program

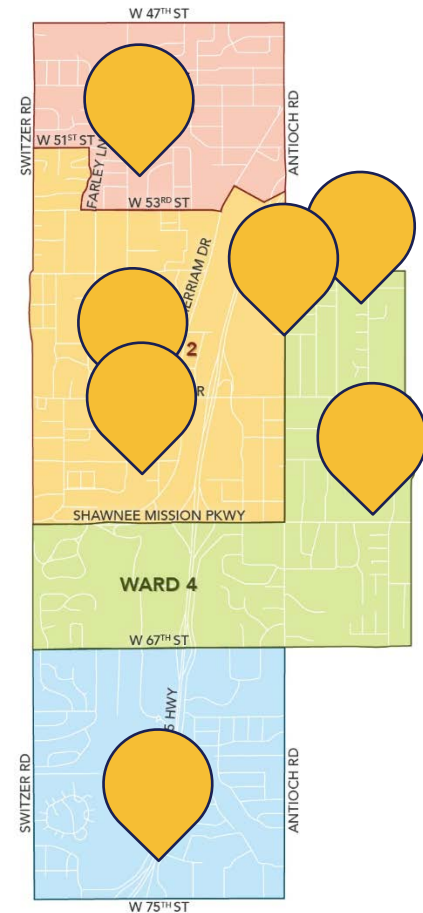


# 2021 Street Improvements Program

## TIMELINE 2021

### UPDATES

- ▶ East Frontage Road – 67<sup>th</sup> to 75<sup>th</sup> St. CARS project; 2021 Mill and Overlay Program; 2021 Sidewalk Maintenance/Repair Program.
  - ▶ Staff met with J.M Fahey and Affinis Engineering on March 29 to discuss project scope and scheduling.
  - ▶ Projected start date for E. Frontage Road is April 26.
  - ▶ Open house style public meeting was held on April 1 at the Merriam Community Center.





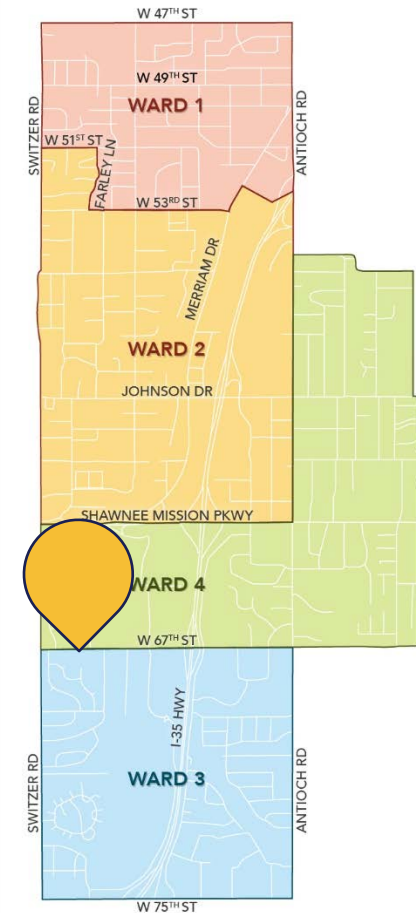
# West Vernon Place PES

## TIMELINE 2021

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### UPDATES

- ▶ Gave BHC Engineering notice to proceed on March 12.
- ▶ Staff attended a kick-off meeting on March 29 to deliver past PES and discuss project objectives.

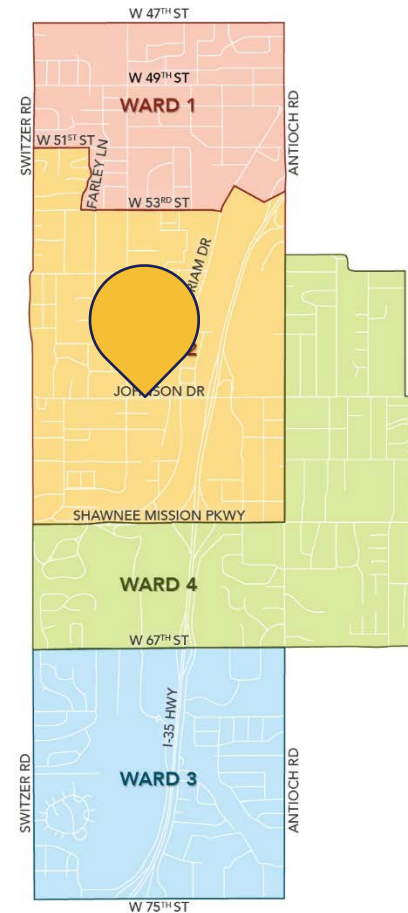


# 2018 Johnson Drive Project

## TIMELINE **Completed**

### UPDATES

- ▶ Johnson Drive Project – West City Limits to Kessler Lane
  - ▶ The contractor finished warranty issues for the two-year bond, replacing cracked sidewalk along Johnson Drive west of I-35.



# Questions?

## Staff Contact:

**Jim MacDonald**

913-322-5571

[jmacdonald@merriam.org](mailto:jmacdonald@merriam.org)



**CITY OF MERRIAM PARK AND RECREATION  
ADVISORY BOARD MEETING MINUTES  
Tuesday, March 23, 2021  
6:00PM**

**Roll Call**

The March meeting of the Merriam Parks & Recreation Advisory Board was called to order at 6:00 pm, by Chairperson Staci Chivetta. Board members in attendance included: Billy Croan, Kathy Stull, LaVera Howard, Evan Quinley and Christopher Leitch. Staff members in attendance included: Anna Slocum, Director; and Nicole Ritter, Customer Service Representative. Due to COVID-19 gathering restrictions, other staff did not attend. Nancy Hupp, representing the Merriam Parks, Recreation and Community Center Foundation was in attendance. Katie Leary and Tony Scott notified staff of their absence.

**Public Comments**

There were no public comments.

**Approval of Meeting Minutes**

Billy Croan had concerns regarding the wording "climate change" in the Chatlain Park project discussion section of the February minutes. He suggested the phrasing is changed to "seasonal changes" to better describe his concern with the equipment. Christopher Leitch made a motion to approve the minutes noting the wording change. Billy Croan seconded the motion, which passed unanimously.

**Staff Reports**

**Director's Report**

COMMUNITY CENTER UPDATE

- Bask is lit, but it is not operating correctly. There is a flicker that should not be occurring. The equipment to correct this issue has been ordered. Palmer Electric will be installing the same controller panel used in the trellis lighting. There is also a section on the parking structure piece that is not lit. The artist is working with the fabricator and the electrician to solve this issue. The goal is to have "Bask" and the trellis on the same lighting schedule.
- The warning system on the headache bar has been installed but the stickers that actually provide the warning were not delivered. In addition, the bar on the lower level is too big and will not allow a handicap accessible van to enter. A new bar has been ordered along with replacement stickers.
- The current health order will expire on March 31. This order provides gathering restrictions along with other operational restrictions. With limited insight on what might be changing, staff will closely monitor BOCC meetings. If changes are allowed, the plan is to announce a date that the changes will be implemented. This will provide staff time to make appropriate adjustments. For example, if gathering limits are greater than 50 outdoors we would need to announce a date when we begin accepting reservations to allow equal access for all patrons.
- Michael Lincoln has been hired as the Aquatics Coordinator. He was an internal candidate as a head lifeguard who has been employed at the MAC since he was 15.

Interviews are occurring for the Fitness Coordinator position. Anne Glosenger has been hired as the daytime Facility Attendant. There have been several interviews conducted for Fitness Attendants, currently staff is planning to bring four additional staff onboard. Cole completed an orientation on Friday for several aquatic staff. He continues to interview and promote aquatic positions. Compared to the neighboring facilities who are struggling to hire lifeguards, staff to work throughout the winter and retain certification which is a head start over seasonal pools this year.

- Staff is working to promote corporate memberships. This month there have been two additional request applications submitted. Merriam Highlights is in the process of being delivered to all businesses, there is information in that publication about corporate memberships. The new website allows for business to “apply” online for this membership from their office. Information has been provided to all businesses when they renew their business licenses.

#### MONTHLY COMMUNITY CENTER MEMBERSHIP REPORT

- There were 70 memberships purchased in February this is 112 less than January. While on the surface could appear troubling there are several renewals that occur in January that skew the comparison. The true comparison will occur in February 2022. The sale of summer memberships will begin in April. This will add another comparison opportunity but will be kept separate from annual comparisons.
- The visit comparison report is included in the packet. February visits were down 57 from January with three less days. Through the first two months' visits are 50% of the total visits of 2020 which is a positive trend. In reviewing preliminary visit reports for March, visits continue to increase with the pool opening on March 1. The single highest day increased over January and daily visit sales held steady with January. Insurance visits held steady in February compared to January. The first PeerFit visits have been recorded and there have been additional requests in March.

#### TIM MURPHY ART GALLERY REPORT

- Included in the packet is the evaluation of the Heartland Artist Exhibition. The goal of this event is that registrations cover the expense of the awards. Because this event has a community event aspect it is not intended that the fees cover reception and other miscellaneous expenses normally associated with the event.
  - Billy Croan inquired as how this program would be classified as part of the revenue guideline established in 2020. The contest part of the even would be considered Value-Added where the reception would classify as Essential.
- Also included in the packet is an evaluation of the Heartland Artists Workshop. This event is designed that fees collected does cover expenses. As the report reflects, this event made a slight profit. Overall the evaluation by participants thought it was a great event. There is a concern that the windows on the west side causes the room to be too bright at times. Staff is evaluating options to this issue that do not take away from the lighting design aspect of the overall building.

### FARMERS' MARKET UPDATE

Included in the packet is the most recent layout of approved for the 2021 season which includes two new vendors. With the spacing requirements of COVID, there is only one stall available. If the restrictions are lifted, staff will work to fill the remaining stalls either with season vendors or daily vendors.

### **New Business**

No new business to discuss.

### **Other Business**

#### WATERFALL PARK / BROWN PARK UPDATE

- The soccer goals from Waterfall Park have been temporarily moved to Brown Park. The fields at Waterfall needed to be reseeded. Moving the goals allowed staff the ability to accommodate a rental request. The goals will be moved back once grass has matured.
- The We-Go-Swing was approved by City Council. Demolition of the existing structure is scheduled to begin March 29. Staff anticipates the project to be completed by late Spring. On Thursday, April 1 there will be a project meeting with McConnell, Athco and Public Works to ensure all parties can evaluate the existing concrete pad and the nuances of the project.

#### WEBSITE PREVIEW / UPDATE

- The new website launched last week. The main page is easy to navigate and Parks and Recreation services are listed in multiple locations in an effort to simplify navigation. There is still some mapping required to ensure that if on the Parks Events page, only Park events are listed. This upgrade has a form integration module that allows for patrons to complete and submit forms directly from the website without having to first download the form and then send in an email.
- JOCO library announced last week they awarded the design contract for the Antioch Branch to Dake Wells Architecture. The next step is to select a construction manager. According to a schedule released as part of this announcement, design will occur in 2021, construction in 2022 and opening in 2023. There should be an updated timeline in April to include the public engagement plan.

### **Other Business**

LaVera Howard made a motion to adjourn. Christopher Leitch seconded. The meeting adjourned at 7:00 p.m.

## **CITY COUNCIL SUGGESTED MOTIONS FOR YOUR CONSIDERATION**

### **CONSENT AGENDA**

- 1. Move that the council approve Consent Agenda Items 1-2.**

### **MAYOR'S REPORT**

- 1. No motion.**
- 2. No motion.**
- 3. Move that the council confirm the appointment of Shawn McConnell to the Planning Commission for the term expiring December 31, 2023.**
- 4. Move that the council confirm the appointment of Jennifer Jones-Lacy as Assistant City Administrator.**
- 5. No motion.**

### **COUNCIL ITEMS**

- 1. No motion**
- 2. Move that the council approve the Government Enforcement Services Agreement for Johnson County Local Health Officer Orders and County Board of Health Orders.**
- 3. No motion.**

### **EXECUTIVE SESSION**

- 1. Move that the council recess into Executive Session to discuss a personnel matter regarding non-elected personnel, as justified by K.S.A. 75-4319(b)(1), which allows the city council to recess into executive session to discuss personnel matters of non-elected personnel. Present will be the Governing Body, City Attorney, City Administrator, and Human Resource Manager. The open meeting will resume in the regular Zoom session at \_\_\_\_\_ pm. \_\_\_\_\_**