



County of El Dorado

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Legislation Text

File #: 19-1652, **Version:** 1

Child Support Services recommending the Board approve and authorize the continuation of perpetual agreement 3270 with SurveyMonkey, for a subscription amount of \$37 per month, for a website membership subscription.

FUNDING: State/Federal Funding.

DISCUSSION / BACKGROUND

Pursuant to Section 4.5 of Board of Supervisors Policy C-17, departments are required to obtain authorization from the Board of Supervisors to utilize any contract that does not have a stated contract term on an annual basis. Child Support Services initially received Board approval to accept the terms of use with SurveyMonkey to initiate a subscription in the amount of \$37.00 per month on August 28, 2018. That subscription automatically renews at the end of each monthly billing cycle until cancelled.

The Department utilizes SurveyMonkey for in-house informal staff surveys as well as customer service surveys to query our program participants about the quality of service they have received. This paid version of the survey tool allows us to download and sort survey responses using Excel.

ALTERNATIVES

The Department would have to return to using the free version of SurveyMonkey which does not provide the ability to download, sort or analyze the survey responses from our customers.

PRIOR BOARD ACTION

Prior year Board approval - Legistar file #18-1194.

OTHER DEPARTMENT / AGENCY INVOLVEMENT

County Counsel

CAO RECOMMENDATION / COMMENTS

It is recommended that the Board approve this item.

FINANCIAL IMPACT

N/A

CLERK OF THE BOARD FOLLOW UP ACTIONS

N/A

STRATEGIC PLAN COMPONENT

Customer Service

CONTACT

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