

Sprint Participant Testimonials

Thinking about participating in this sprint? Hearing directly from peers can offer insight into what participants found valuable and how the experience has influenced outcomes! We hope these perspectives help you decide whether this opportunity is right for you!

Challenge: A Midwestern municipality joined the sprint to test a hypothesis: that vendors were perhaps unaware of available opportunities to work with the city.

Outcome: After participating in the sprint, the city launched its survey and received approximately 300 responses! The majority of respondents were small, local businesses, offering valuable insight into this key vendor group. In fact, 26% of respondents reported they had never previously done business with the city. Based on this engagement and the usefulness of the data collected, the city has committed to administering the survey every two years.

- ***“It’s worthwhile to do it. If your relationship is not good with vendors, you will not have participation. Make sure you have the right set of questions and that you’ll do something with the information you receive. Communicate the reason behind the survey and what you plan to do with the information with the vendors.”***
 - ***“26% [of vendors] had never done business with the city. We received many calls during the survey asking for more info on doing work. The majority of respondents were small local businesses that have been in business for decades. Overwhelming positive experience from vendors!”***
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Additional quotes from other past participants:

“Our advice to other cities: do the sprint! Don’t try to reinvent the wheel, look to other agencies, use other examples as a resource.”

“If we had done this on our own, our questions would have been random, one-dimensional. This program helped us think of more sophisticated, purposeful questions. It met and exceeded any expectations I had.”