



Inter-Departmental Communication

Office of the City Auditor

Date: October 4, 2010

To: Councilman John Sharp

From: Gary L. White, City Auditor *Gary L. White*

Subject: Citizen Satisfaction Survey Results Fiscal Year 2010 – Comparison of Phone and Mail Responses

During our September 30, 2010, presentation of the first quarter fiscal year 2011 citizen survey results to the City Council, you asked for information about possible significant differences in satisfaction between phone and mail survey respondents from the fiscal year 2010 citizen survey. The attached table shows those results.

Fifty-one percent of the respondents to the fiscal year 2010 citizen survey completed the survey over the phone. Phone respondents generally expressed a higher level of satisfaction with more city services. Phone respondents gave statistically significant higher scores on 61 out of 84 questions related to city services, perceptions of the city, and feelings of safety.

If you have any questions, please contact me at 513-3320.

Attachment

cc: Mayor Mark Funkhouser
Members of the City Council
Troy M. Schulte, Interim City Manager

Kansas City Citizen Survey Results (Fiscal Year 2010) Comparing Phone and Mail Responses

All results exclude "Don't Know" responses. Results may not add to 100% due to rounding.
A shaded figure indicates a statistically significant difference between the phone and mail response.

Question	Percent Responding Satisfied/Very Satisfied	
	Phone	Mail
Q1a Overall quality of police, fire, and ambulance services	75%	72%
Q1b Quality of city parks and recreation programs and facilities	58%	54%
Q1c Overall maintenance of city streets, buildings and facilities	21%	22%
Q1d Overall quality of city water utilities	60%	56%
Q1e Overall enforcement of city codes and ordinances	37%	28%
Q1f Overall quality of customer service you receive from city employees	53%	43%
Q1g Overall effectiveness of city communication with the public	36%	30%
Q1h Overall quality of the city's stormwater runoff/stormwater management system	39%	34%
Q1i Overall quality of the city's health services	48%	40%
Q1j Overall flow of traffic	48%	48%
Q1k Overall quality of public transportation	41%	33%
Q1l Overall quality of city convention facilities	60%	51%
Q1m Overall quality of the city's 311 service	54%	44%
Q3a Overall quality of services provided by the City of Kansas City, Missouri	46%	40%
Q3b Overall value that you receive for your city tax dollars and fees	30%	23%
Q3c Overall image of the city	41%	31%
Q3d How well the city is planning growth	30%	20%
Q3e Overall quality of life in the city	52%	47%
Q3f Overall feeling of safety in the city	37%	32%
Q5a Quality of local police protection	64%	61%
Q5b The visibility of police in neighborhoods	51%	45%
Q5c The visibility of police in retail areas	50%	45%
Q5d The city's overall efforts to prevent crime	43%	35%
Q5e Enforcement of local traffic laws	55%	48%
Q5f Overall quality of police services	60%	57%
Q5g Overall quality of local fire protection and rescue services	83%	80%
Q5h Quality of local ambulance service	77%	71%
Q5i How quickly public safety personnel respond to emergencies	68%	64%
Q5j Quality of animal control	47%	37%
Q5k Maintenance of city parks	54%	51%
Q5l Maintenance of boulevards and parkways	52%	49%
Q5m The location of city parks	60%	54%
Q5n Walking and biking trails in the city	38%	35%
Q5o Maintenance of Kansas City, Missouri, community centers	49%	38%
Q5p City swimming pools and programs	35%	30%

Question	Percent Responding Satisfied/Very Satisfied	
	Phone	Mail
Q5q Outdoor athletic fields (i.e. baseball, soccer, and flag football)	43%	36%
Q5r The city's youth athletic programs	37%	29%
Q5s The city's adult athletic programs	35%	27%
Q5t Programs and activities at Kansas City, Missouri, community centers	43%	32%
Q5u Ease of registering for [Parks and Recreation] programs	42%	30%
Q5v The reasonableness of fees charged for recreation programs	41%	31%
Q5w Availability of information about city programs and services	41%	28%
Q5x City efforts to keep you informed about local issues	37%	29%
Q5y Level of public involvement in local decision making	24%	17%
Q5z Overall quality of leadership provided by the city's elected officials	19%	14%
Q5aa Overall effectiveness of appointed boards and commissions	19%	14%
Q5bb Overall effectiveness of the city manager and appointed staff	20%	14%
Q5cc How ethically the city conducts business	20%	15%
Q5dd Overall quality of the city's website	42%	32%
Q6a Maintenance of city streets	24%	22%
Q6b Maintenance of streets in your neighborhood	34%	36%
Q6c The smoothness of city streets	23%	20%
Q6d Condition of sidewalks in the city	25%	19%
Q6e Maintenance of traffic signals	59%	51%
Q6f Maintenance and preservation of downtown Kansas City, Missouri	54%	46%
Q6g Maintenance of city buildings, e.g. City Hall	54%	47%
Q6h Snow removal on major city streets during the past 12 months	53%	55%
Q6i Snow removal on residential streets during the past 12 months	33%	34%
Q6j Mowing and tree trimming along city streets and other public areas	41%	37%
Q6k Overall cleanliness of city streets and other public areas	39%	33%
Q6l Adequacy of city street lighting	58%	56%
Q6m Overall quality of trash collection services	66%	67%
Q6n Overall quality of recycling collection services	66%	67%
Q6o Overall quality of bulky item collection services	42%	36%
Q6p Overall quality of catch basin cleaning and repairs	31%	24%
Q6q Timeliness of water/sewer line break repairs	38%	31%
Q6r Enforcing the clean up of litter and debris on private property	25%	17%
Q6s Enforcing the mowing and cutting of weeds on private property	24%	16%
Q6t Enforcing the maintenance of residential property	28%	18%
Q6u Enforcing the exterior maintenance of business property	33%	23%
Q6v Enforcing codes designed to protect public safety and public health	38%	27%
Q6w Enforcing sign regulations	39%	27%
Q6x Enforcing and prosecuting illegal dumping activities	24%	16%

Question	Percent Responding Good/Excellent	
	Phone	Mail
	Q8a How would you rate Kansas City, Missouri, as a place to live?	65%
Q8b How would you rate Kansas City, Missouri, as a place to raise children?	52%	46%
Q8c How would you rate Kansas City, Missouri, as a place to work?	60%	59%

Question	Percent Responding Safe/Very Safe	
	Phone	Mail
	Q9a How safe do you feel at home during the day?	81%
Q9b How safe do you feel at home at night?	71%	69%
Q9c How safe do you feel in your neighborhood during the day?	80%	77%
Q9d How safe do you feel in your neighborhood at night?	63%	56%
Q9e How safe do you feel in city parks during the day?	64%	54%
Q9f How safe do you feel in city parks at night?	18%	9%
Q9g How safe do you feel in downtown Kansas City, Missouri, during the day?	71%	65%
Q9h How safe do you feel in downtown Kansas City, Missouri, at night?	35%	24%