



## Office of the City Auditor

**Date:** June 26, 2008  
**To:** Councilwoman Sharon Sanders Brooks  
**From:** Gary White, City Auditor *Gary L. White*  
**Subject:** Citizen Satisfaction Scores – Library Users

Last year you asked us to include a question in the citizen survey to find out whether respondents visited the Kansas City, Missouri, Public Library. Almost 53 percent of the respondents said they visited the library in the past year. More respondents from the west area of the city said they had visited the library. Fewer respondents from the north area of the city said they visited the library.

You also asked us to compare the results of the library question to the 72 service-related questions in the 2007 survey. Kansas City, Missouri Public Library patrons reported higher satisfaction on 33 questions and less satisfaction on 39 questions.

Responses to the library question and comparisons between library patrons and non-patrons are shown in the attachment. If you have any questions, please contact me at 513-3320.

Attachment

cc: Mayor Mark Funkhouser  
Members of the City Council  
Wayne Cauthen, City Manager  
Kansas City, Missouri Library Board of Trustees

## Attachment

The tables below identify respondents who visited the library citywide and comparisons of how respondents who visited the library responded to the 72 service-related questions in the 2007 survey.

**Library patrons.** Almost 53 percent of the respondents to the 2007 survey said they had visited the Kansas City, Missouri, Public Library in the past year. Respondents in the north area of the city visited the library the least. (See Exhibit 1.)

Exhibit 1. 2007 Survey Responses to Question 7h. Have you been to the KCMO public library in the past year?

	Yes	No	Don't Know		
Citywide	52.6%	46.7%	0.6%		
<i>Breakdown by area of the city.</i>					
	North	South	East	West	Citywide
Yes	41.6%	52.6%	51.8%	71.7%	53.0%
No	58.4%	47.4%	48.2%	28.3%	47.0%

Note: Area breakdown excludes 26 "Don't Know" responses.

**Satisfaction comparison.** Respondents who had visited the library reported higher satisfaction on 33 of 72 service-related questions in the 2007 survey. A shaded figure indicates a significant difference in the response between those who visited the library and those who did not. (See Exhibit 2.)

Exhibit 2. Comparison of Satisfaction Between Those Who Visited the Kansas City, Missouri Public Library and Those Who Did Not

Question	Percent Responding Satisfied or Very Satisfied		
	Visited Library	Did Not Visit Library	Difference
Q1a Overall quality of police fire and ambulance services	62.9%	65.8%	-2.9%
Q1b Overall quality of city parks and recreation programs and facilities	50.0%	47.4%	2.6%
Q1c Overall maintenance of city streets, buildings and facilities	22.1%	26.4%	-4.3%
Q1d Overall quality of city water utilities	60.3%	62.3%	-2.0%
Q1e Overall enforcement of city codes/ordinances	29.1%	31.0%	-1.9%
Q1f Overall quality of customer service received from city employees	44.2%	47.3%	-3.2%
Q1g Overall effectiveness of city communication with the public	35.9%	36.7%	-0.8%
Q1h Overall quality of the city's stormwater runoff/management system	34.0%	38.0%	-4.0%
Q1i Overall quality of local public health services	36.7%	37.8%	-1.0%

Question	Percent Responding Satisfied or Very Satisfied		
	Visited Library	Did Not Visit Library	Difference
Q1j Overall flow of traffic	38.8%	38.7%	0.1%
Q1k Overall quality of Airport facilities	67.7%	61.8%	5.9%
Q1l Overall quality of city convention facilities	55.6%	48.3%	7.3%
Q3a Overall quality of services provided by the city	48.4%	52.6%	-4.2%
Q3b Overall value that you receive for city tax dollars and fees	29.3%	31.7%	-2.4%
Q3c Overall image of the city	44.7%	49.6%	-4.9%
Q3d How well the city is planning growth	39.5%	39.4%	0.1%
Q3e Overall quality of life in the city	54.4%	56.9%	-2.5%
Q3f Overall feeling of safety in the city	33.6%	38.2%	-4.6%
Q5a Quality of local police protection	54.7%	60.8%	-6.1%
Q5b The visibility of police in neighborhoods	43.0%	47.8%	-4.8%
Q5c The visibility of police in retail area	42.4%	42.3%	0.1%
Q5d The city's overall efforts to prevent crime	36.6%	39.3%	-2.7%
Q5e Enforcement of local traffic laws	46.6%	47.6%	-1.0%
Q5f Overall quality of police services	52.6%	55.1%	-2.4%
Q5g City efforts to enhance fire protection	55.6%	57.8%	-2.1%
Q5h Overall quality of local fire protection/rescue services	67.9%	68.1%	-0.2%
Q5i Quality of local ambulance service	51.7%	56.5%	-4.8%
Q5j How quickly public safety personnel respond to emergencies	49.1%	52.6%	-3.5%
Q5k Quality of animal control	32.4%	36.0%	-3.7%
Q5l The city's municipal court	25.7%	23.5%	2.2%
Q5m Maintenance of city parks	50.1%	46.7%	3.4%
Q5n Maintenance of boulevards and parkways	51.8%	48.8%	3.0%
Q5o The location of city parks	54.2%	45.7%	8.5%
Q5p Walking and biking trails in the city	34.3%	29.0%	5.3%
Q5q Maintenance of city community center	29.7%	25.7%	3.9%
Q5r City swimming pools and programs	22.0%	18.6%	3.4%
Q5s City golf courses	25.9%	21.6%	4.3%
Q5t Outdoor athletic fields	29.2%	26.4%	2.8%
Q5u The city's youth athletic programs	20.3%	18.8%	1.4%
Q5v The city's adult athletic programs	17.3%	15.3%	2.0%
Q5w Other city recreation programs	20.4%	16.4%	4.1%
Q5x Ease of registering for recreation programs	20.7%	15.1%	5.6%
Q5y Reasonableness of fees charged for recreation programs	20.9%	14.4%	6.5%
Q5z The availability of information about city programs and services	37.2%	35.0%	2.1%
Q5aa City efforts to keep you informed about local issues	37.0%	36.4%	0.6%
Q5bb The level of public involvement in local decision making	23.6%	21.7%	2.0%
Q5cc Overall quality leadership provided by elected officials	27.9%	29.0%	-1.2%
Q5dd Overall effectiveness of appointed boards and commissions	21.7%	22.5%	-0.9%

Question	Percent Responding Satisfied or Very Satisfied		
	Visited Library	Did Not Visit Library	Difference
Q5ee Overall effectiveness of the city manager and appointed staff	29.0%	27.5%	1.5%
Q6a Maintenance of city streets	22.8%	28.6%	-5.8%
Q6b Maintenance of streets in your neighborhood	35.5%	40.4%	-4.9%
Q6c The smoothness of city streets	20.5%	25.3%	-4.7%
Q6d Condition of sidewalks in the city	21.4%	23.2%	-1.9%
Q6e Maintenance of street signs	47.9%	51.0%	-3.1%
Q6f Maintenance of traffic signals	55.7%	57.7%	-2.0%
Q6g Maintenance and preservation of downtown	50.6%	41.6%	8.9%
Q6h Maintenance of city buildings	50.2%	42.1%	8.1%
Q6i Snow removal on major city streets	56.3%	57.6%	-1.2%
Q6j Snow removal on streets in residential areas	34.4%	36.0%	-1.7%
Q6k Mowing and tree trimming along city streets and public areas	40.7%	40.3%	0.5%
Q6l Overall cleanliness of city streets and other public areas	36.1%	37.0%	-0.9%
Q6m Overall quality of trash collection	62.8%	63.2%	-0.4%
Q6n Adequacy of city street lighting	57.8%	60.1%	-2.4%
Q6o Timeliness of removal of abandoned vehicles	24.9%	24.5%	0.4%
Q6p Enforcing the clean up of litter and debris on private property	20.8%	20.8%	0.0%
Q6q Enforcing the mowing and cutting of weeds on private property	21.4%	20.0%	1.4%
Q6r Enforcing the maintenance of residential property	22.1%	24.2%	-2.1%
Q6s Enforcing the exterior maintenance of business property	25.0%	24.1%	0.9%
Q6t Enforcing codes designed to protect public safety and public health	27.4%	27.7%	-0.3%
Q6u Enforcing sign regulations	26.5%	25.8%	0.6%
Q6v Enforcing and prosecuting illegal dumping	17.1%	17.7%	-0.6%
Q6w Enforcing equal opportunity among all citizens	28.8%	28.1%	0.7%