



Inter-Departmental Communication

Office of the City Auditor

Date: October 1, 2009

To: Mayor Mark Funkhouser

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

Subject: Citizen Satisfaction Scores – Comparing Satisfaction with Solid Waste Activities in Kansas City and Austin, Texas

During the “City That Works” session on September 29th, Public Works staff presented information regarding solid waste activities in Austin, Texas. You asked me to find out if Austin had any citizen satisfaction survey results that might be comparable with our citizen survey.

The contactor that conducts our citizen survey also conducted Austin’s 2009 citizen survey. Four questions related to solid waste activities seem comparable. The following table shows the comparable questions and the percentage of respondents indicating they were satisfied or very satisfied with the city service. Results from both surveys exclude “Don’t Know” responses.

| | Kansas City | | Austin, Texas | |
|---|--------------------|-----------------------------------|-----------------------------|---|
| | 2008 N=4,748 | FY 2010 1st Quarter N=1,135 | Spring 2009 N = 1,293 | |
| Q6m Overall quality of trash collection services | 59% | 68% | 81% | Q13a Residential garbage collection |
| Q6n Overall quality of recycling collection services | <i>new in 2010</i> | 68% | 82% | Q13c Residential curbside recycling |
| Q6o Overall quality of bulky item collection services | <i>new in 2010</i> | 45% | 71% | Q13e Bulky item pick-up/removal |
| Q6k Overall cleanliness of city street and other public areas | 33% | 38% | 66% | Q13h Cleanliness of city streets and public areas |

Sources: Kansas City, Missouri Fiscal Year 2010 First Quarter Citizen Satisfaction Results, September 1, 2009 and Austin, Texas 2009 DirectionFinder® Survey, June 2009.

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

cc: Members of the City Council
Wayne Cauthen, City Manager
Stan Harris, Director of Public Works