



Thank you KC!

Satisfaction with City Services reaches all-time high.

The annual Citizen Satisfaction Survey takes a good, hard look at how residents rate the City, providing City leaders with valuable input on what they're doing well and what needs improvement. Kansas City uses this data, along with resident feedback, to improve processes and better allocate resources. In 2012, the City Council adopted several indicators that rely on citizen survey data as part of their strategic priorities to help monitor improvements on their goals.

REPORT HIGHLIGHTS INCLUDE:

Citizen satisfaction with overall quality of services provided by the City is at 60%, 7% above the average for cities in Missouri/Kansas and 10% above the average for U.S. cities greater than 250K in population.

SERVICE INCREASES SINCE THE LAST CITIZEN SATISFACTION SURVEY:

- Quality of police services (+3%)
- Quality of Health Department services (+2.6%)
- Maintenance of streets, sidewalks and infrastructure (+2.4%)
- City parks and recreation programs and facilities (+2.2%)
- Effectiveness of city communication with the public (+2.1%)
- Quality of the city's 311 service (+2%)
- Quality of customer service from city employees (+1.9%)
- Quality of city water utilities (+1.8%)

SATISFACTION DECREASES SINCE THE LAST CITIZEN SATISFACTION SURVEY:

- Airport services:
 - Facility cleanliness (-5.6%)
 - Parking availability (-4.7%)
 - Parking price (-4.7%)
 - Ease of security (-3.0%)
- Quality of Animal Control (-2.3%)
- Preventing spread of infectious diseases (-6.9%)
- Mowing and Tree trimming (-3.8%)
- Sign removal (-2.1%)

COMPLETE RESULTS SURVEY RESULTS AVAILABLE ONLINE AT KCMO.GOV/SATISFACTION, AND DURING TODAY'S BUSINESS SESSION AT 1 P.M., 10TH FLOOR CITY HALL.

NEED CITY SERVICES? Call 311 or 513-1313 | Online: kcmo.gov/311 | Twitter: @kcmo311