



Office of the City Auditor

Date: April 14, 2008
To: Councilman Russ Johnson
From: Gary White, City Auditor *Gary White*
Subject: Citizen Satisfaction Scores Related to Citizen Experience with 3-1-1

On April 10th, you asked me to compare citizen satisfaction scores between respondents that report calling 3-1-1 in the past year versus those that did not. The results that are attached include all questions concerning satisfaction with individual city services

Generally, respondents who did not call 3-1-1 were more satisfied with city services. However, almost 52 percent of respondents who called 3-1-1 were satisfied or very satisfied with the quality of customer service received from city employees compared to about 44 percent of respondents who did not call 3-1-1. Thirty-eight percent of respondents who called 3-1-1 were satisfied or very satisfied with the availability of information about city programs and services compared to about 36 percent of respondents who did not call 3-1-1.

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
Rich Noll, Assistant City Manager
Earnest Rouse, Director, 3-1-1 Action Center

Question	Respondents that called 3-1-1	Respondents that did not call 3-1-1
Q5j How quickly public safety personnel respond to emergencies	50.1%	50.9%
Q5k Quality of animal control	30.5%	35.4%
Q5l The city's municipal court	21.0%	25.9%
Q5m Maintenance of city parks	46.4%	49.2%
Q5n Maintenance of boulevards and parkways	50.5%	50.4%
Q5o The location of city parks	51.0%	50.0%
Q5p Walking and biking trails in the city	29.5%	32.6%
Q5q Maintenance of city community centers	24.6%	29.0%
Q5r City swimming pools and programs	18.7%	21.0%
Q5s City golf courses	21.0%	24.9%
Q5t Outdoor athletic fields (i.e. baseball, soccer, and flag football)	22.5%	29.7%
Q5u The city's youth athletic programs	15.7%	20.9%
Q5v The city's adult athletic programs	12.8%	17.6%
Q5w Other city recreation programs, such as classes, trips, and special events	15.1%	19.6%
Q5x Ease of registering for recreation programs	17.1%	18.3%
Q5y The reasonableness of fees charged for recreation programs	16.3%	18.3%
Q5z The availability of information about city programs and services	38.2%	35.5%
Q5aa City efforts to keep you informed about local issues	36.4%	36.8%
Q5bb The level of public involvement in local decision making	21.0%	23.3%
Q5cc Overall quality of leadership provided by the city's elected officials	27.1%	28.9%
Q5dd Overall effectiveness of appointed boards and commissions	18.8%	23.2%
Q5ee Overall effectiveness of the city manager and appointed staff	29.3%	28.0%
Q6a Maintenance of city streets	23.4%	26.2%
Q6b Maintenance of streets in your neighborhood	35.1%	38.7%
Q6c The smoothness of city streets	20.4%	23.5%
Q6d Condition of sidewalks in the city	14.9%	24.7%
Q6e Maintenance of street signs	45.3%	50.7%
Q6f Maintenance of traffic signals	54.0%	57.6%
Q6g Maintenance and preservation of downtown Kansas City, Missouri	46.2%	46.4%
Q6h Maintenance of city buildings, such as city hall	47.1%	46.1%
Q6i Snow removal on major city streets during the past 12 months	56.1%	57.2%
Q6j Snow removal on streets in residential areas during the past 12 months	33.7%	35.6%
Q6k Mowing and tree trimming along city streets and public areas	37.5%	41.6%

Attachment

About a fourth of those surveyed (1,030) said “yes,” they called 3-1-1 in the last year. Three-fourths (3,029) said “no.” Thirty-two (0.8%) said “don’t know” when asked this question. Below, we compared satisfaction between those responding “yes” and those responding “no.”

Percent of respondents who were satisfied/very satisfied with. . . .

Question	Respondents that called 3-1-1	Respondents that did not call 3-1-1
Q1a Overall quality of police, fire and ambulance services	62.9%	64.8%
Q1b Overall quality of city parks and recreation programs and facilities	44.4%	50.3%
Q1c Overall maintenance of city streets, buildings and facilities	20.3%	25.4%
Q1d Overall quality of city water utilities	58.0%	62.4%
Q1e Overall enforcement of city codes and ordinances	23.8%	32.1%
Q1f Overall quality of customer service you receive from city employees	51.7%	43.6%
Q1g Overall effectiveness of city communication with the public	35.7%	36.5%
Q1h Overall quality of the city's stormwater runoff/management system	31.7%	37.3%
Q1i Overall quality of local public health services	34.1%	38.3%
Q1j Overall flow of traffic	37.3%	39.2%
Q1k Overall quality of airport facilities	64.0%	65.3%
Q1l Overall quality of city convention facilities	47.7%	53.7%
Q3a Overall quality of services provided by the city of Kansas City, Missouri	46.9%	51.6%
Q3b Overall value that you receive for your city tax dollars and fees	26.3%	31.8%
Q3c Overall image of the city	41.5%	49.0%
Q3d How well the city is planning growth	33.5%	41.5%
Q3e Overall quality of life in the city	49.9%	57.6%
Q3f Overall feeling of safety in the city	29.8%	37.8%
Q5a Quality of local police protection	54.5%	58.7%
Q5b The visibility of police in neighborhoods	37.1%	48.1%
Q5c The visibility of police in retail areas	37.7%	44.0%
Q5d The city's overall efforts to prevent crime	34.8%	38.9%
Q5e Enforcement of local traffic laws	41.0%	49.2%
Q5f Overall quality of police services	49.6%	55.2%
Q5g City efforts to enhance fire protection	54.7%	57.4%
Q5h Overall quality of local fire protection and rescue services	68.5%	67.8%
Q5i Quality of local ambulance service	52.4%	54.4%

Question	Respondents that called 3-1-1	Respondents that did not call 3-1-1
Q6i Overall cleanliness of city streets and other public areas	30.1%	38.7%
Q6m Overall quality of trash collection services	62.8%	63.1%
Q6n Adequacy of city street lighting	59.0%	58.8%
Q6o Timeliness of removal of abandoned cars from public property	21.9%	25.7%
Q6p Enforcing the clean up of litter and debris on private property	15.3%	22.6%
Q6q Enforcing the mowing and cutting of weeds on private property	15.0%	22.7%
Q6r Enforcing the maintenance of residential property	18.2%	24.8%
Q6s Enforcing the exterior maintenance of business property	22.0%	25.5%
Q6t Enforcing codes designed to protect public safety and public health	23.6%	28.9%
Q6u Enforcing sign regulations	22.3%	27.5%
Q6v Enforcing and prosecuting illegal dumping activities	11.8%	19.3%
Q6w Enforcing equal opportunity among all citizens	25.5%	29.5%