



2024 City of Columbia Community Survey GIS Maps by Ward

Presented to the
City of Columbia, MO

December 2024



ETC
INSTITUTE

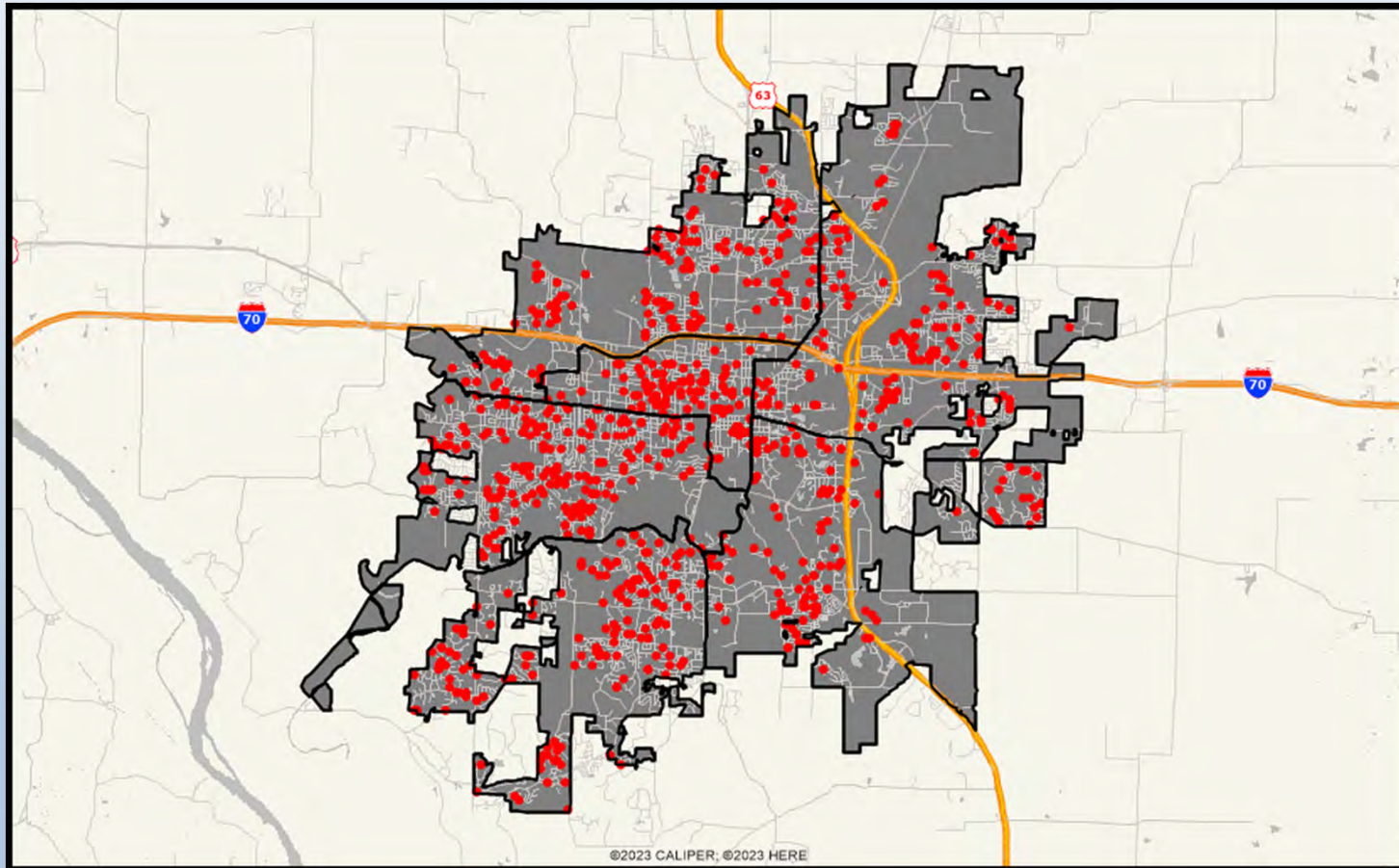
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Ward. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

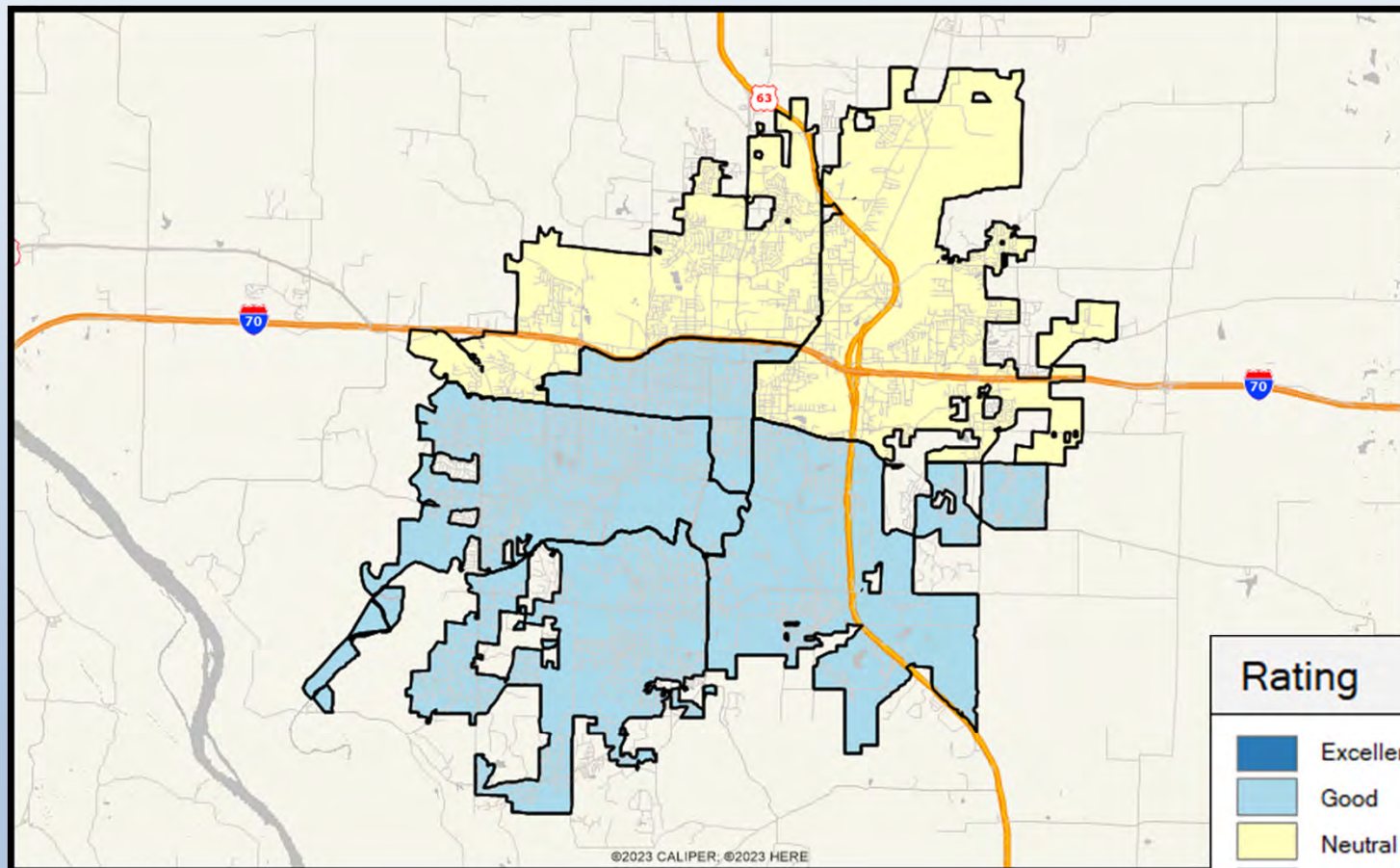
When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

Location of Respondents (Boundaries by Ward)



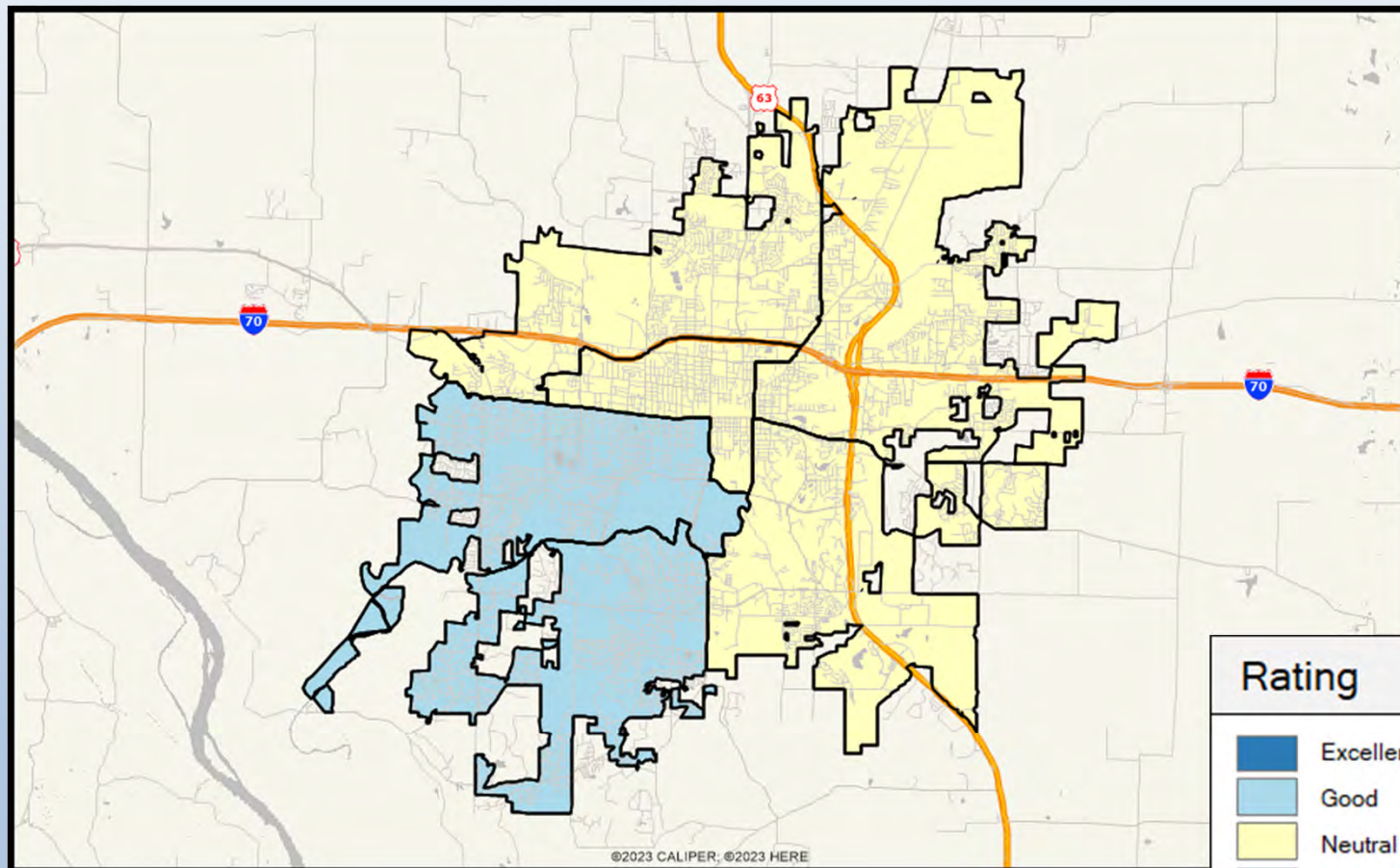
Q1-01. As a place to live



Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

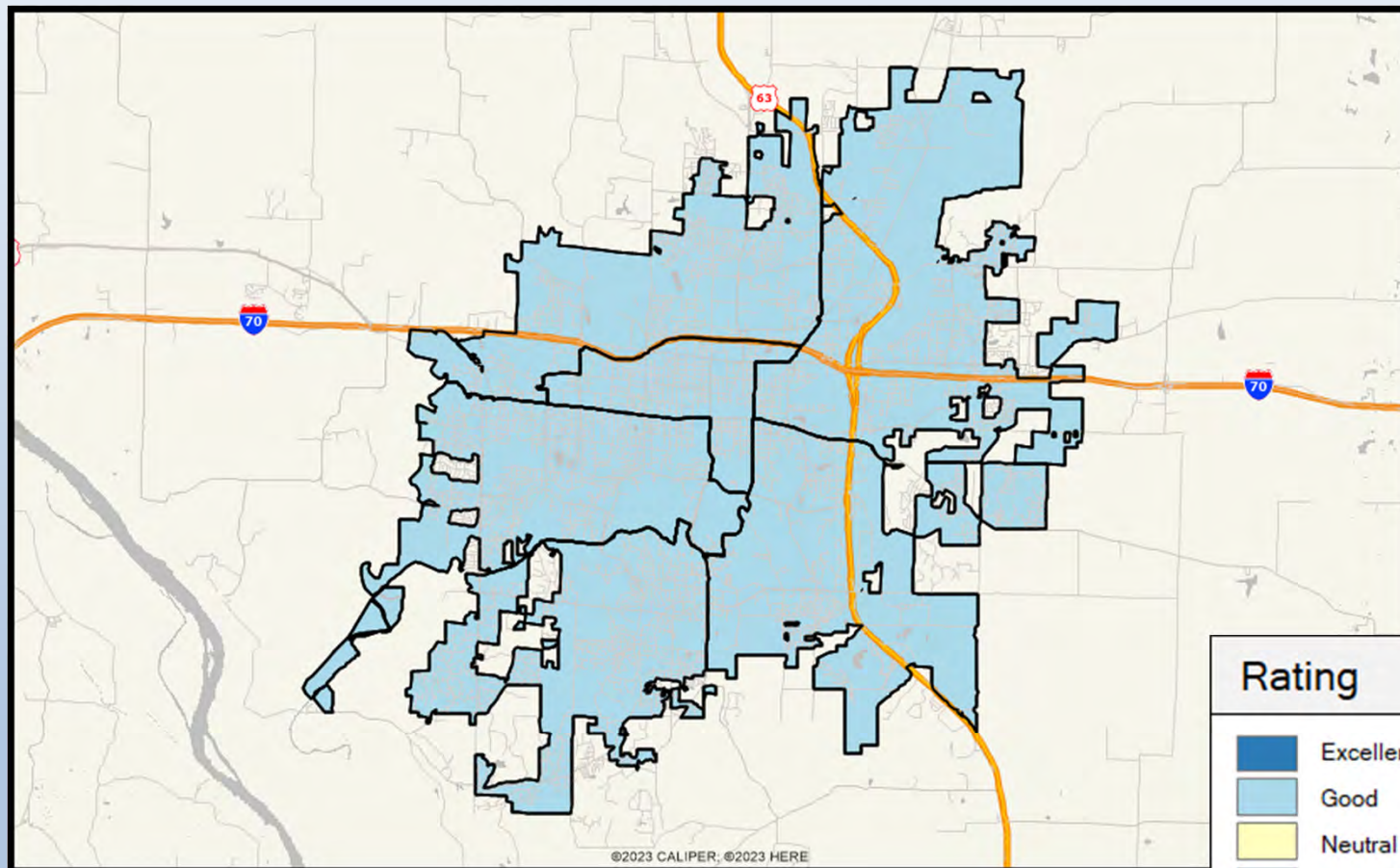
Q1-02. As a place to raise a family



Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

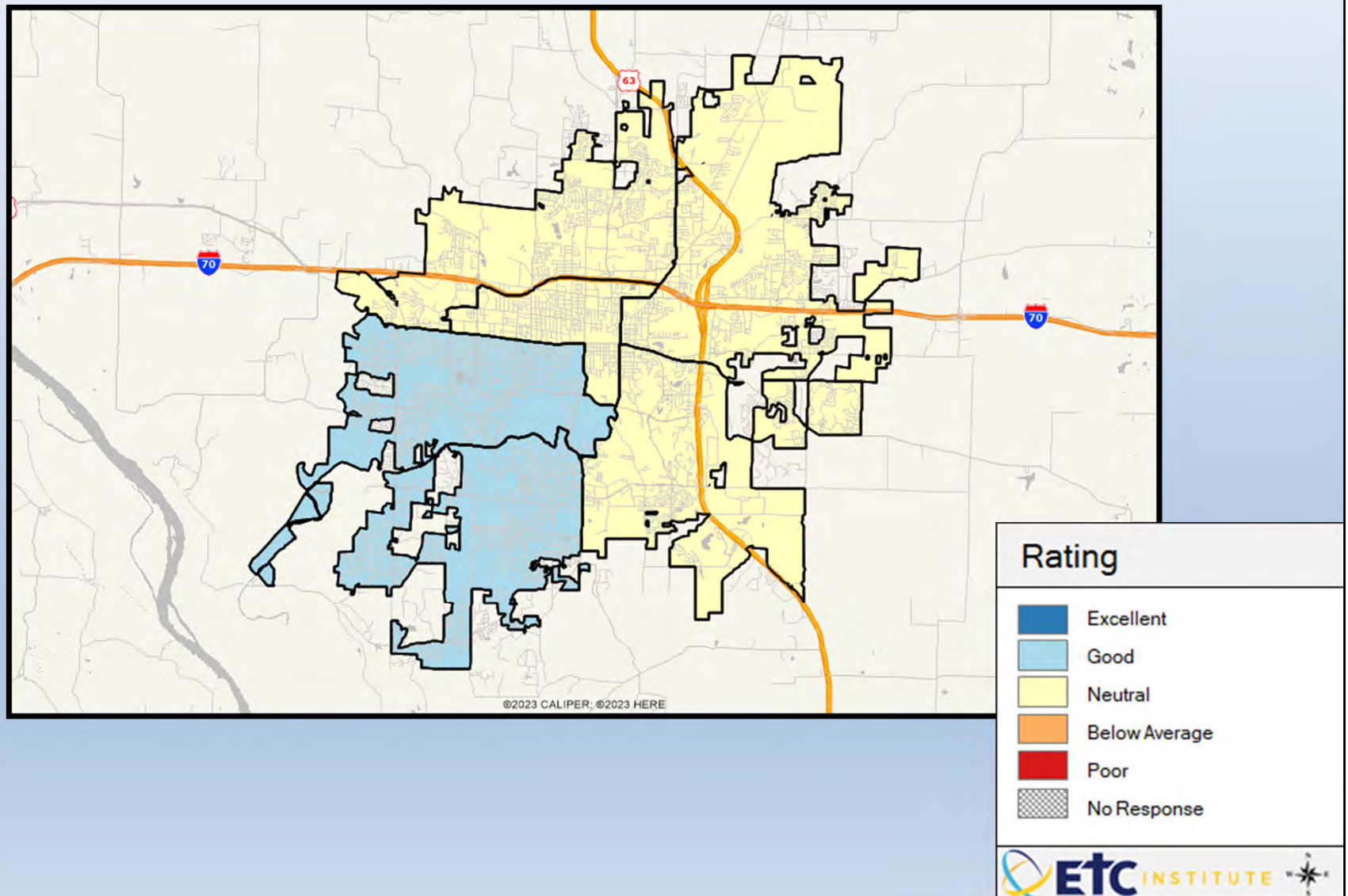
Q1-03. As a place to work



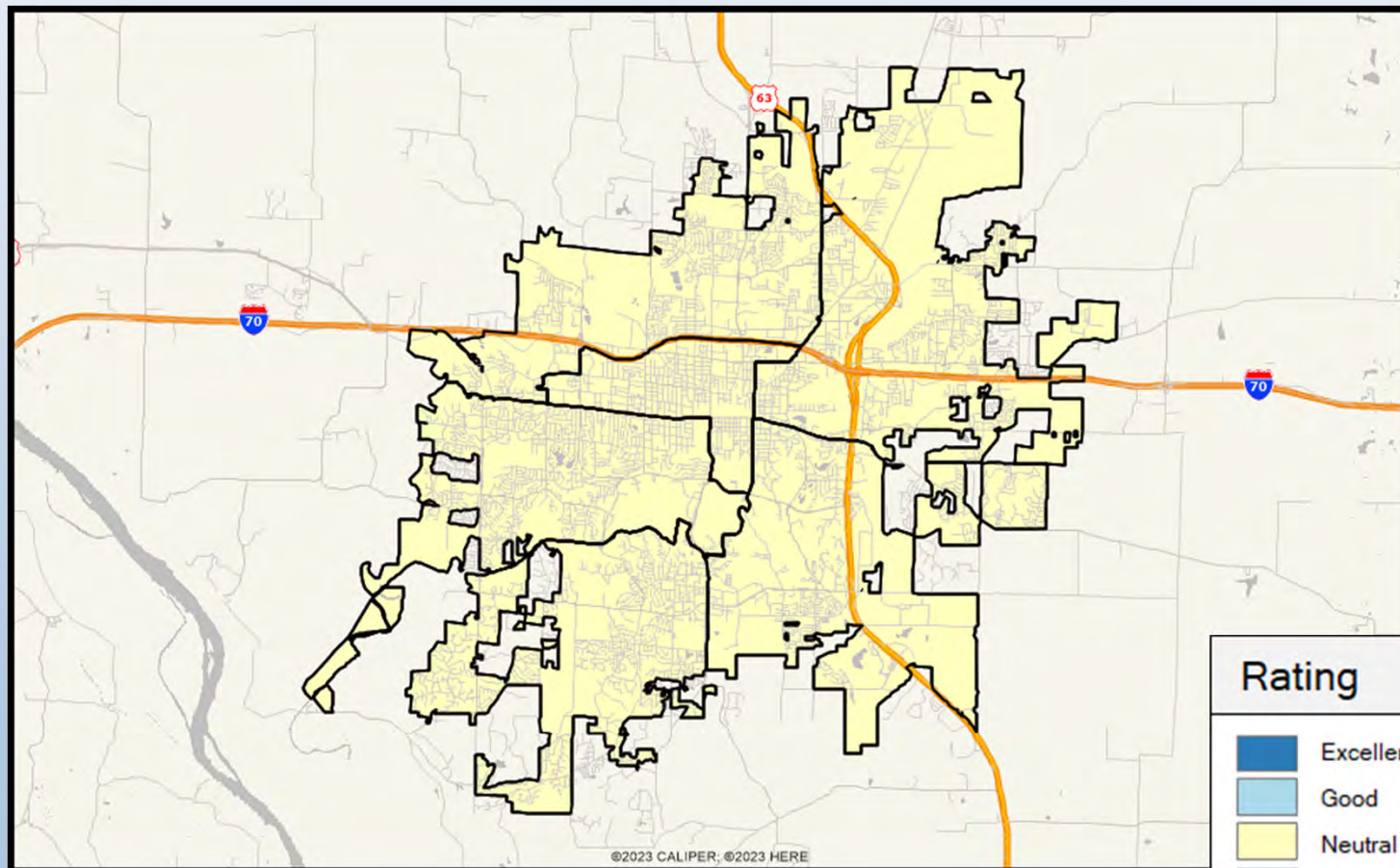
Rating



Q1-04. As a place where you would buy a home



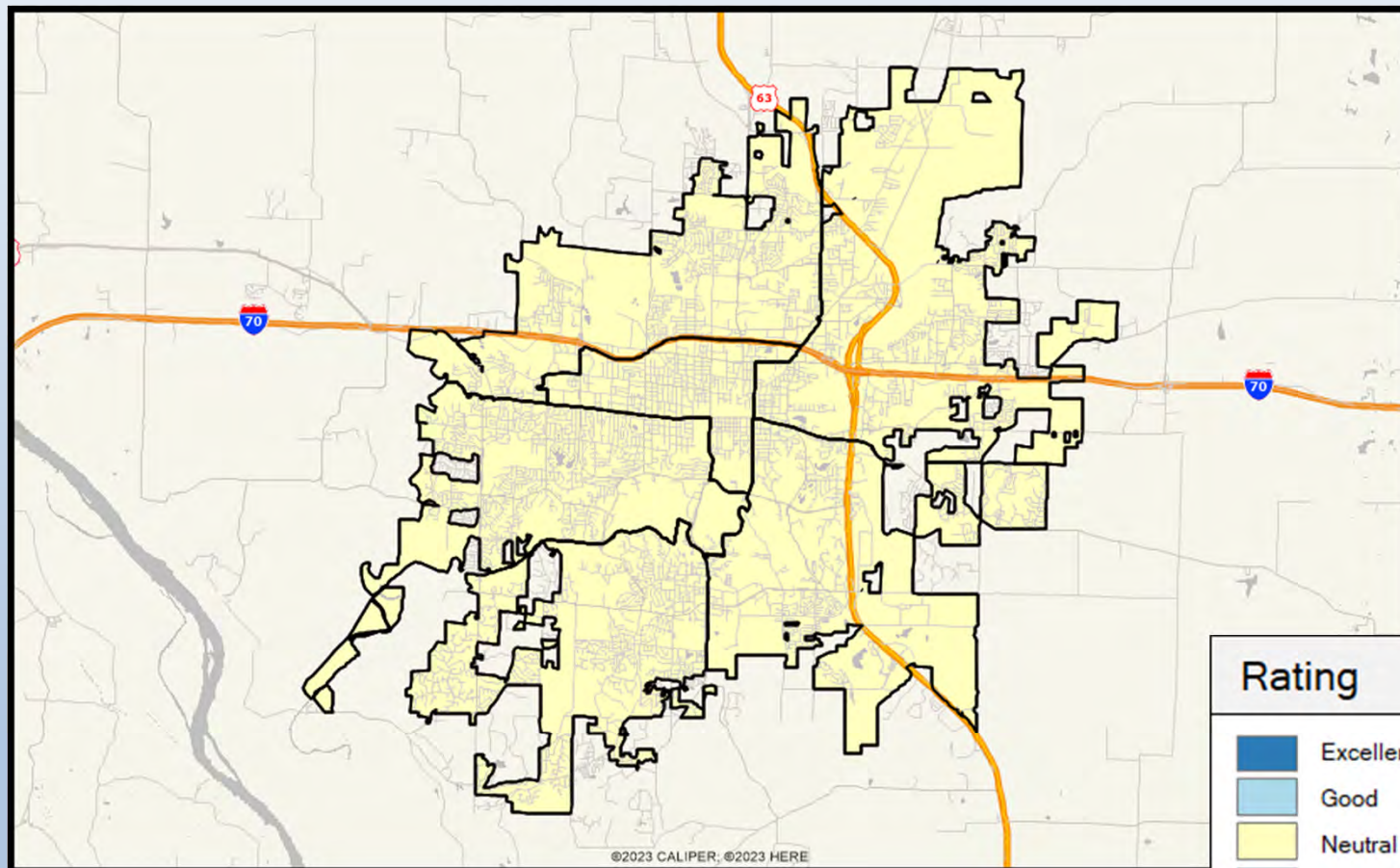
Q1-05. As a place to retire



Rating



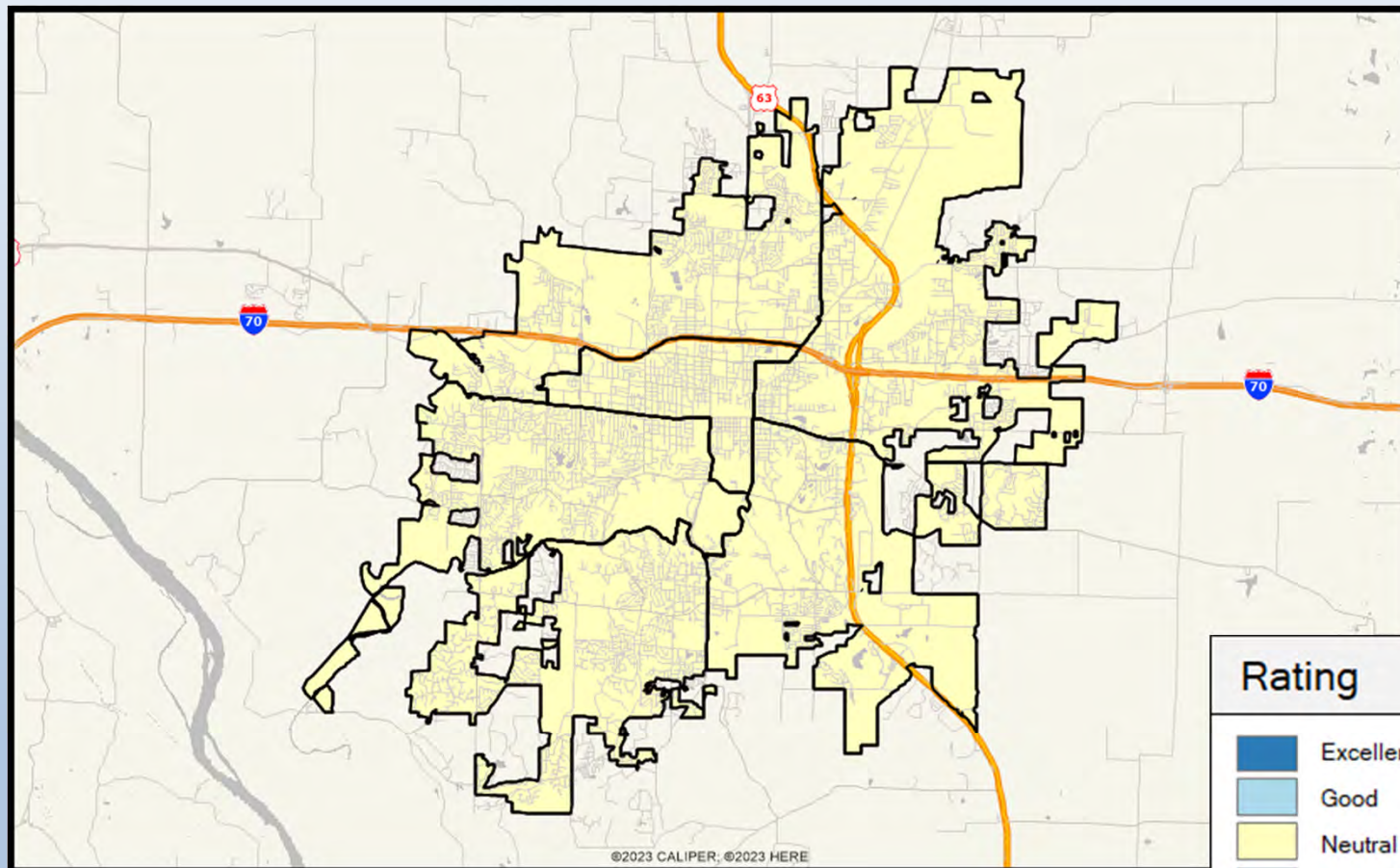
Q1-06. As a place to open a business



Rating



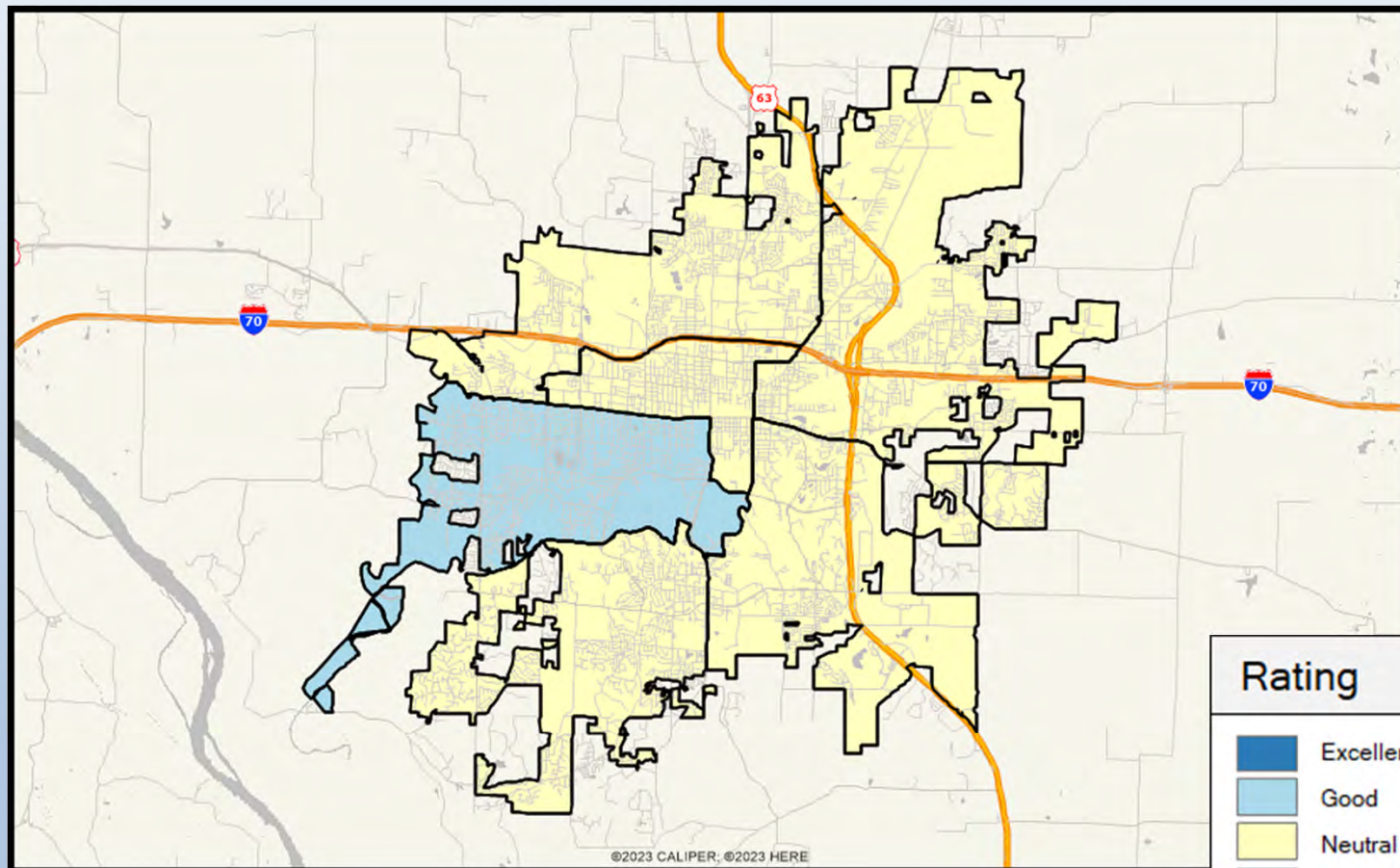
Q1-07. As a place to educate children



Rating



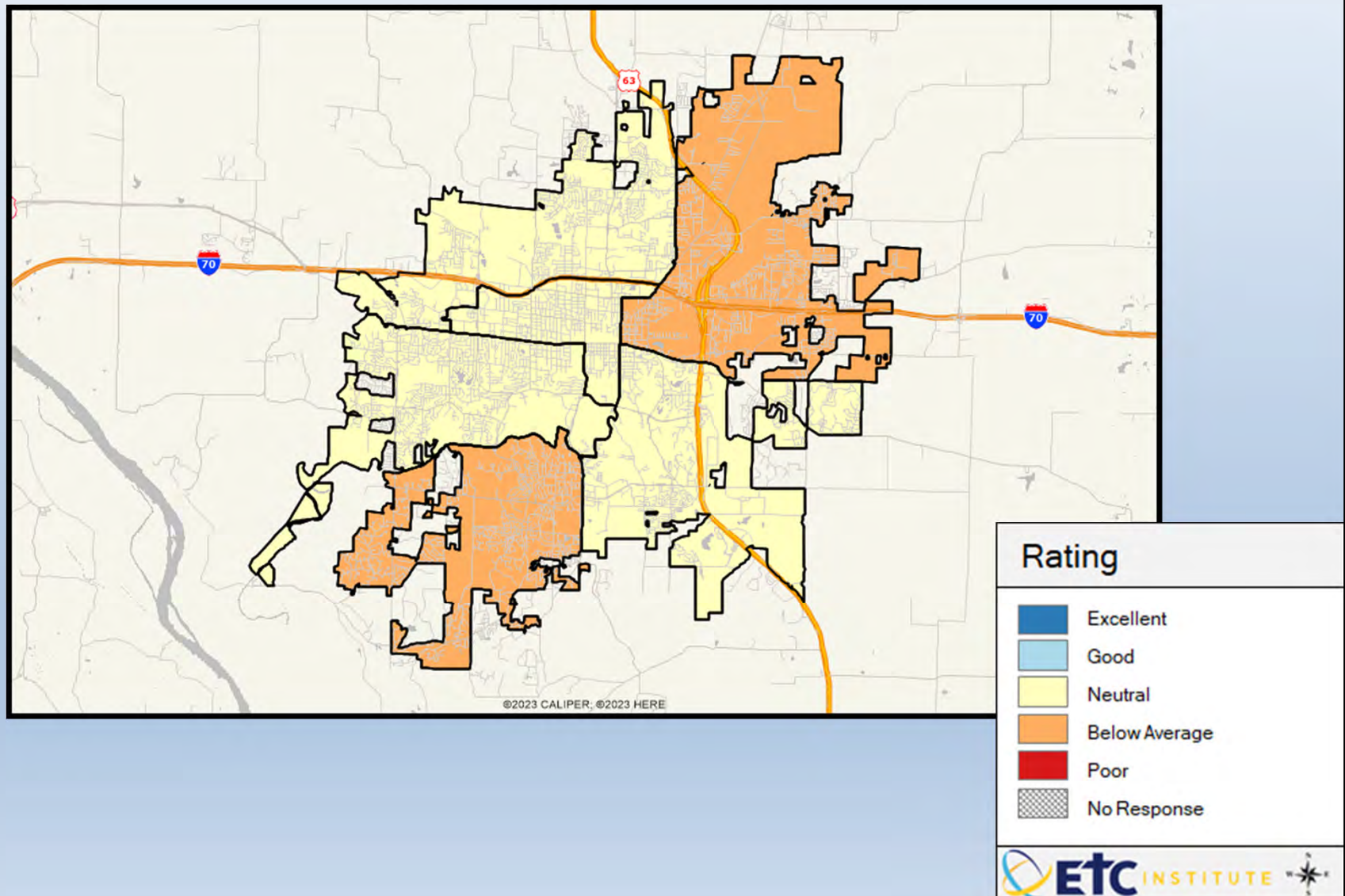
Q1-08. As a place where residents support each other



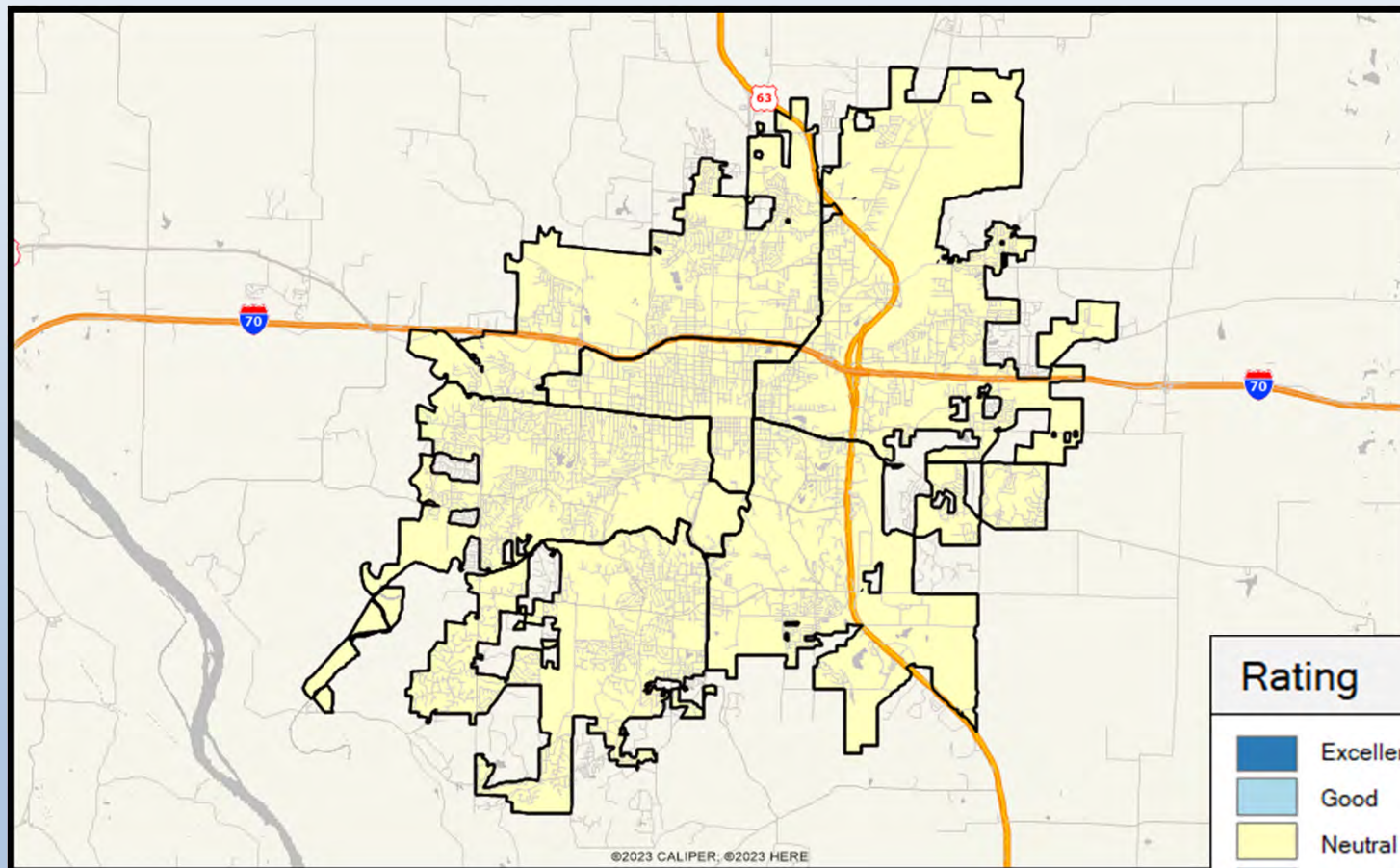
Rating



Q1-09. Overall value that you receive for your City taxes and fees



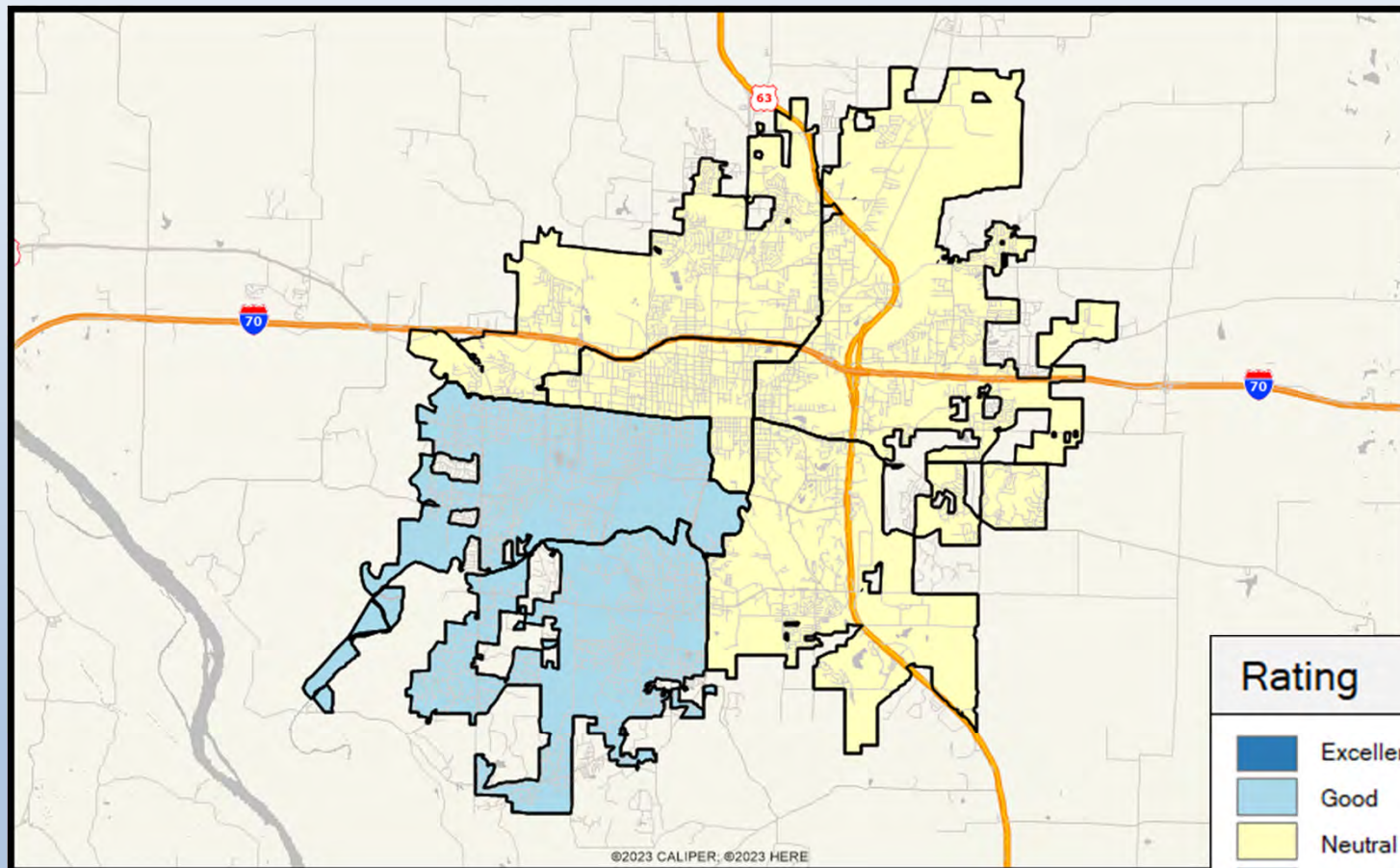
Q1-10. Overall image of the City



Rating



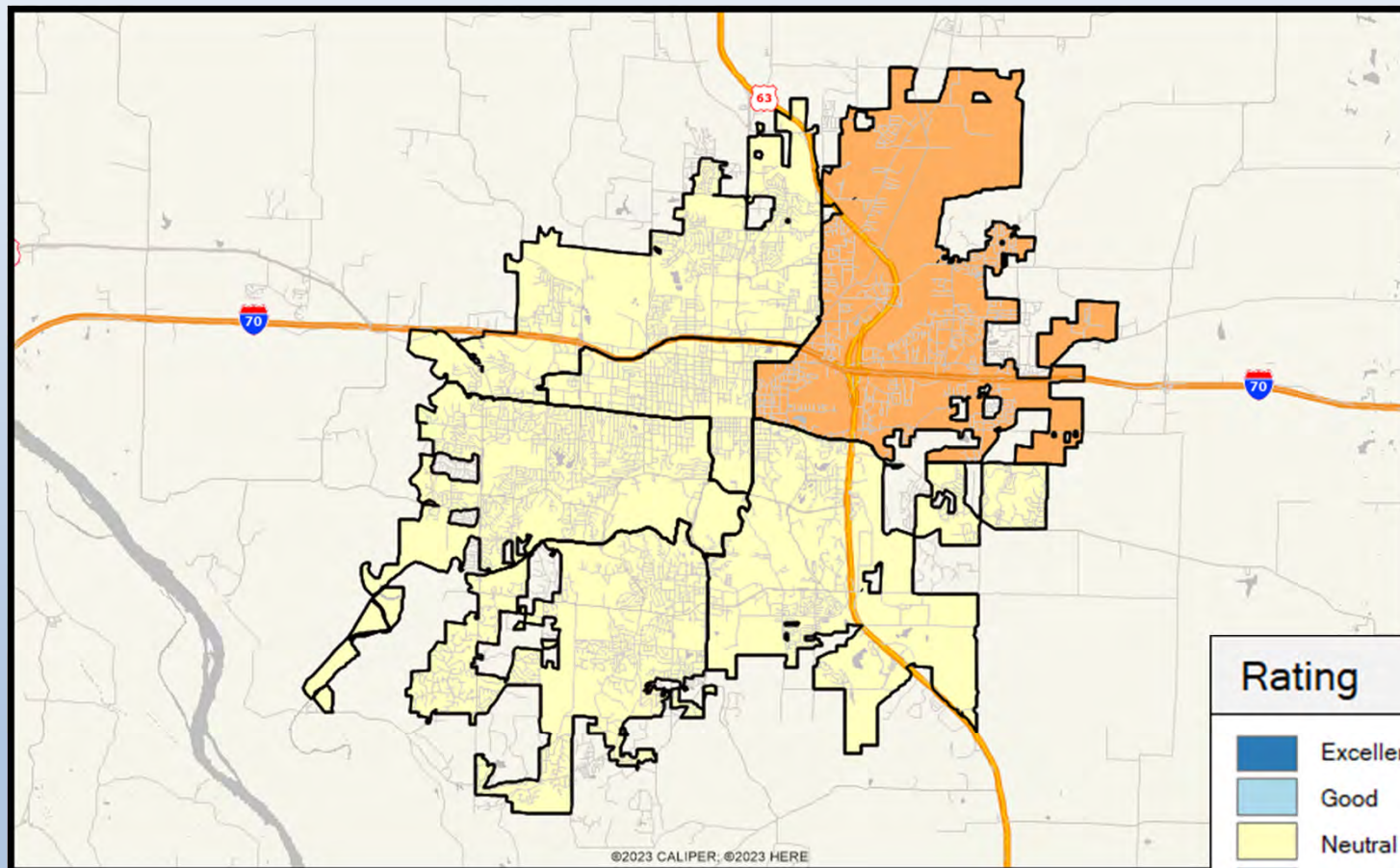
Q1-11. Overall quality of life in Columbia



Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

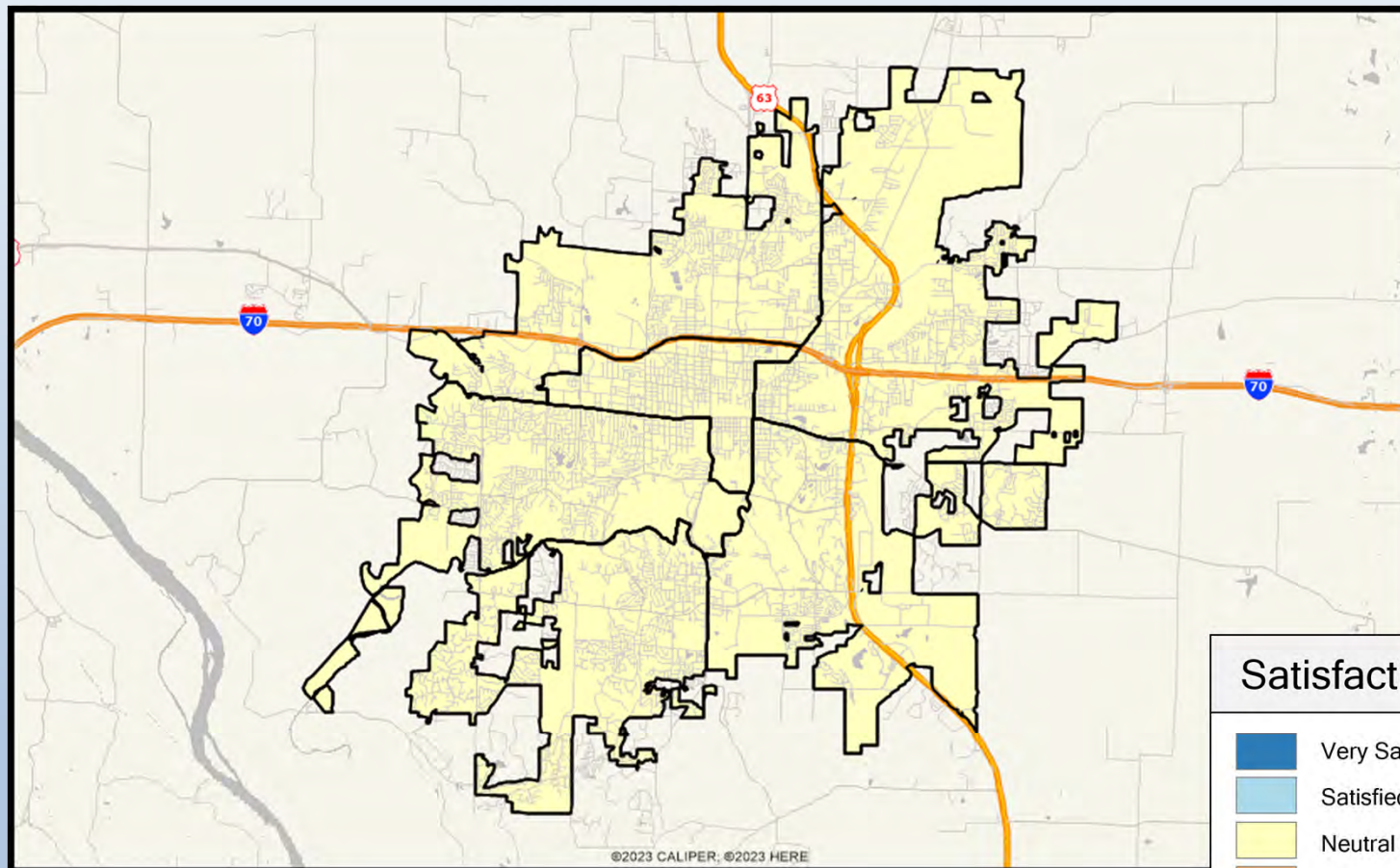
Q1-12. Overall appearance of the City



Rating



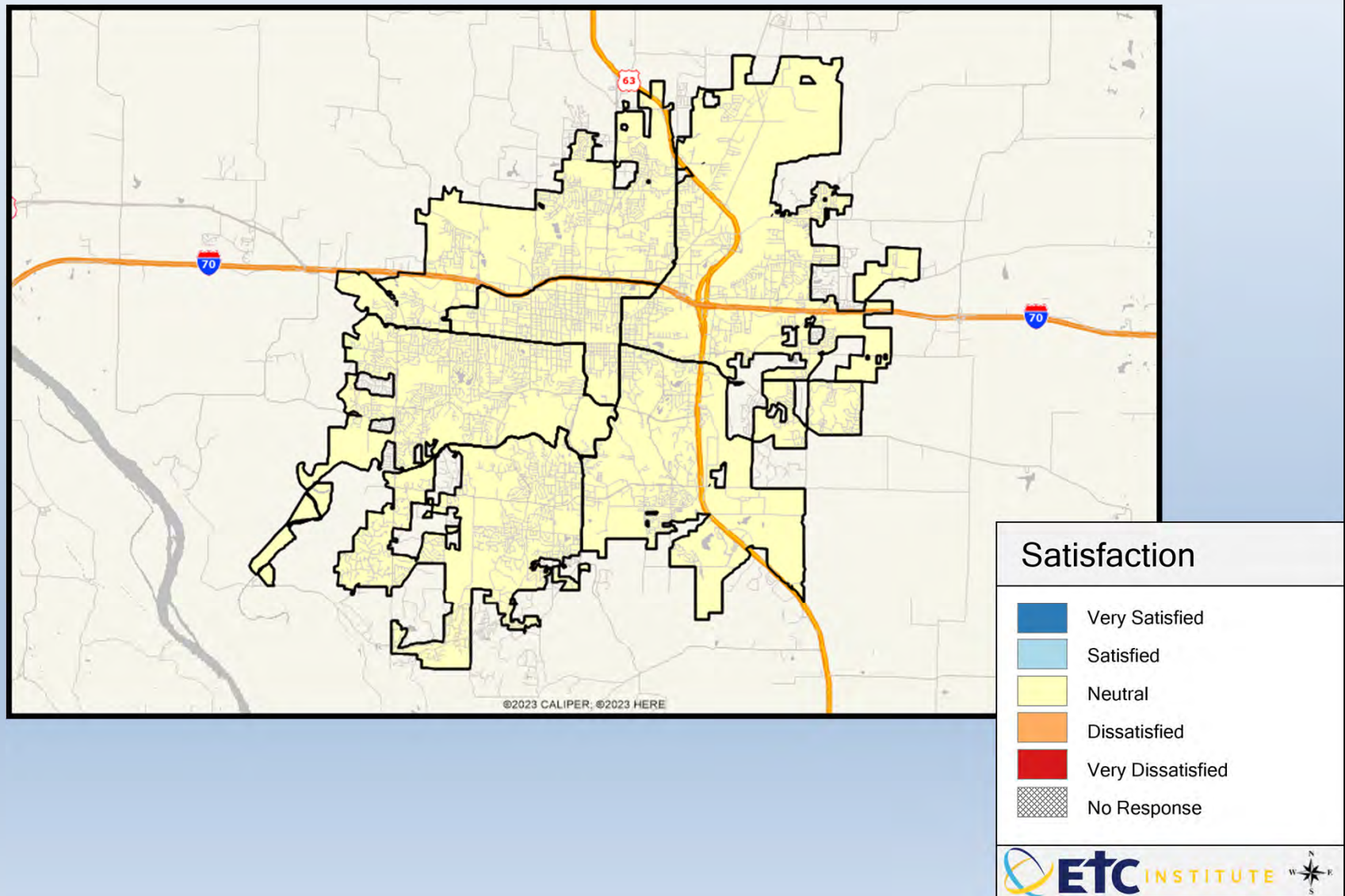
Q2-01. Overall quality of City services



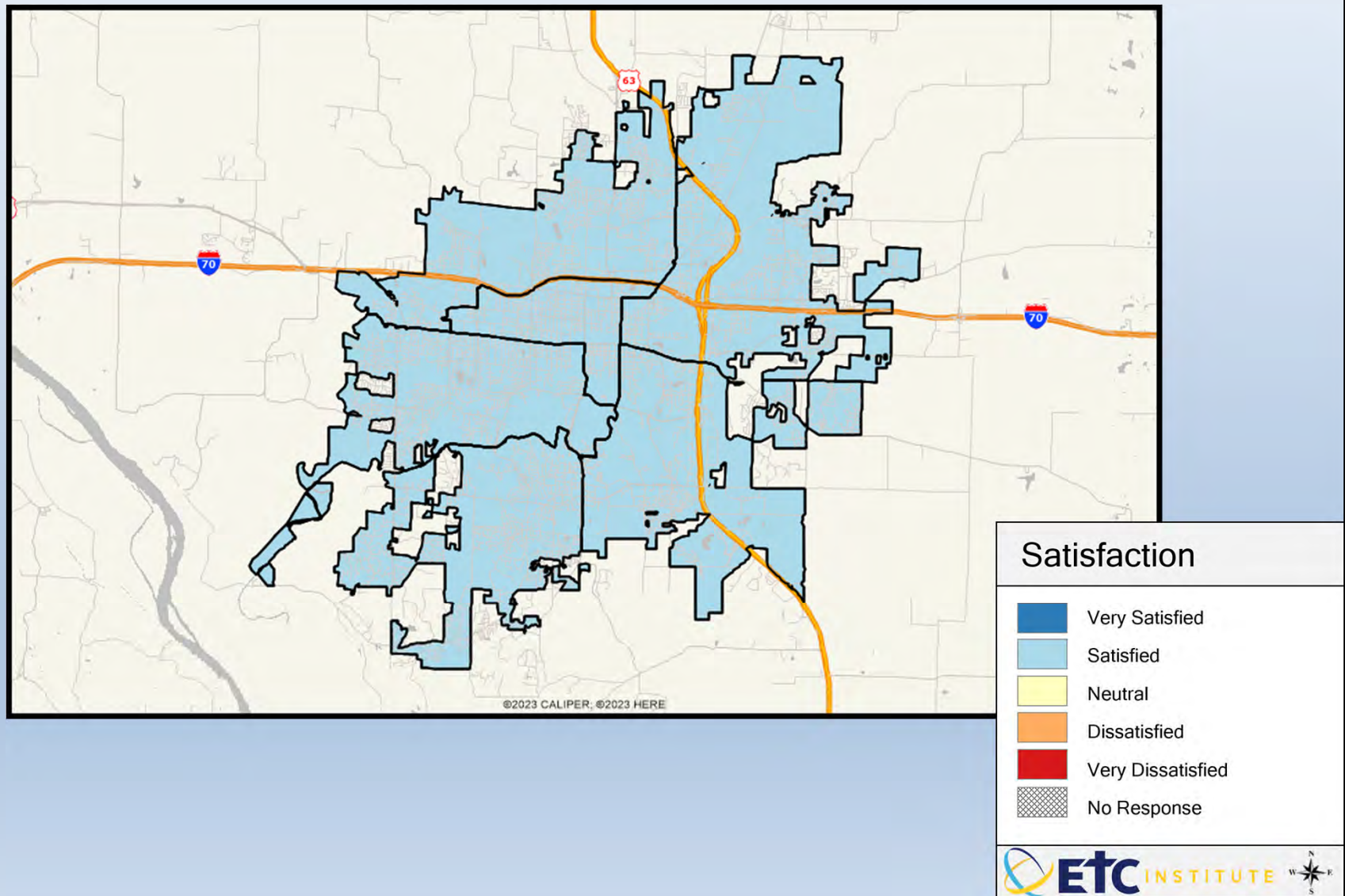
Satisfaction



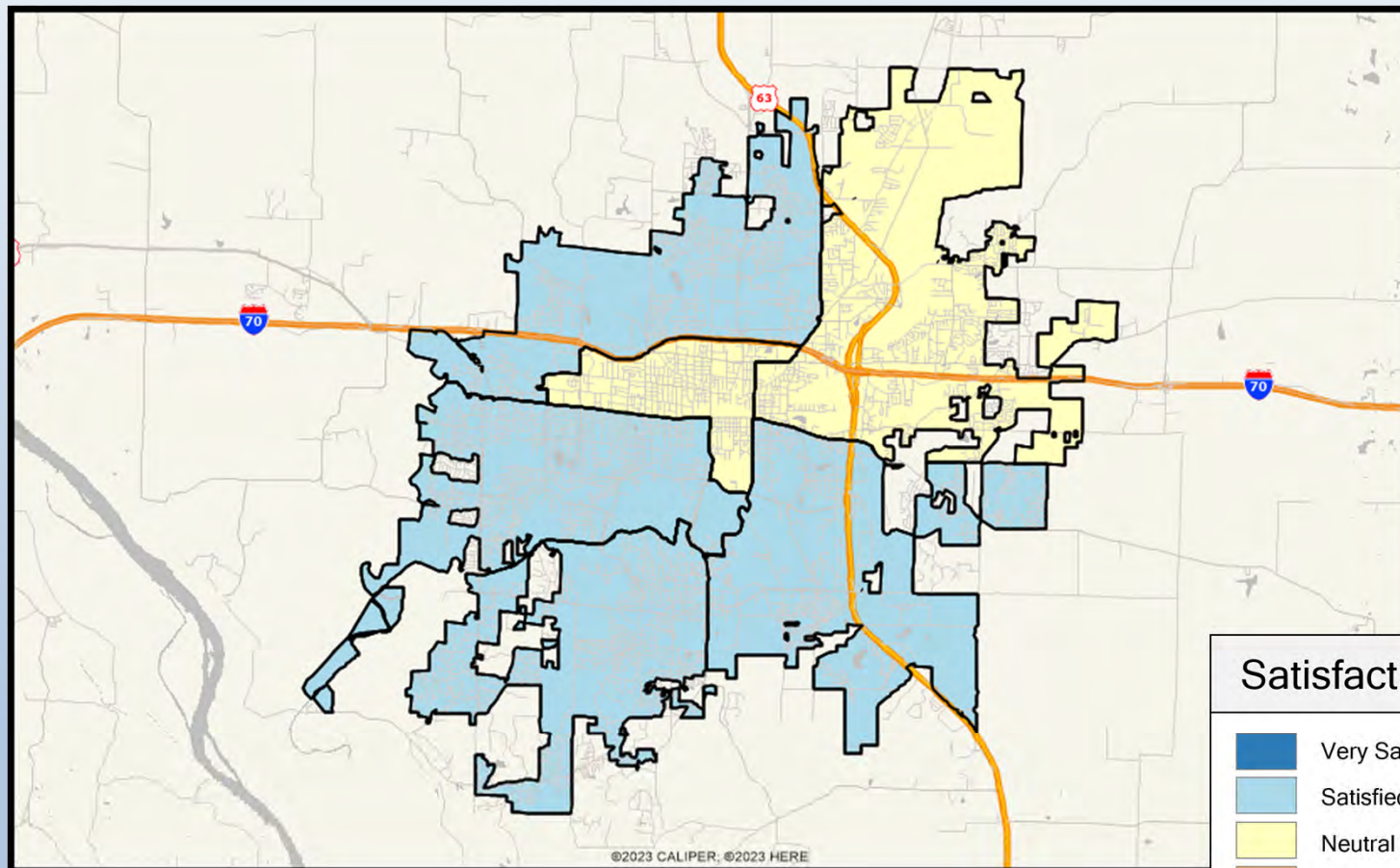
Q2-02. Overall quality of police and fire services



Q2-03. Overall quality of City parks and recreation programs and facilities



Q2-04. Overall quality of health and human services

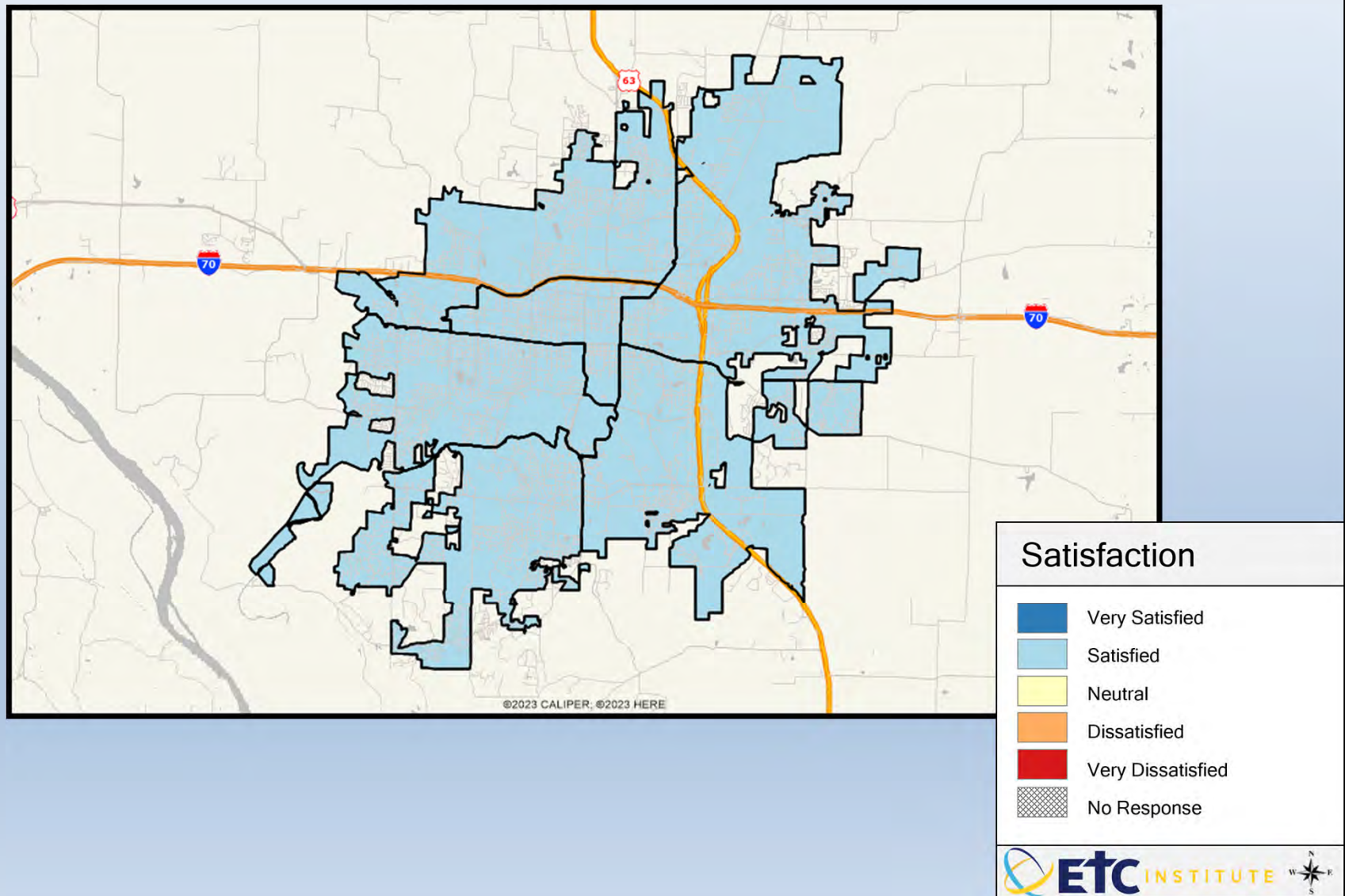


Satisfaction

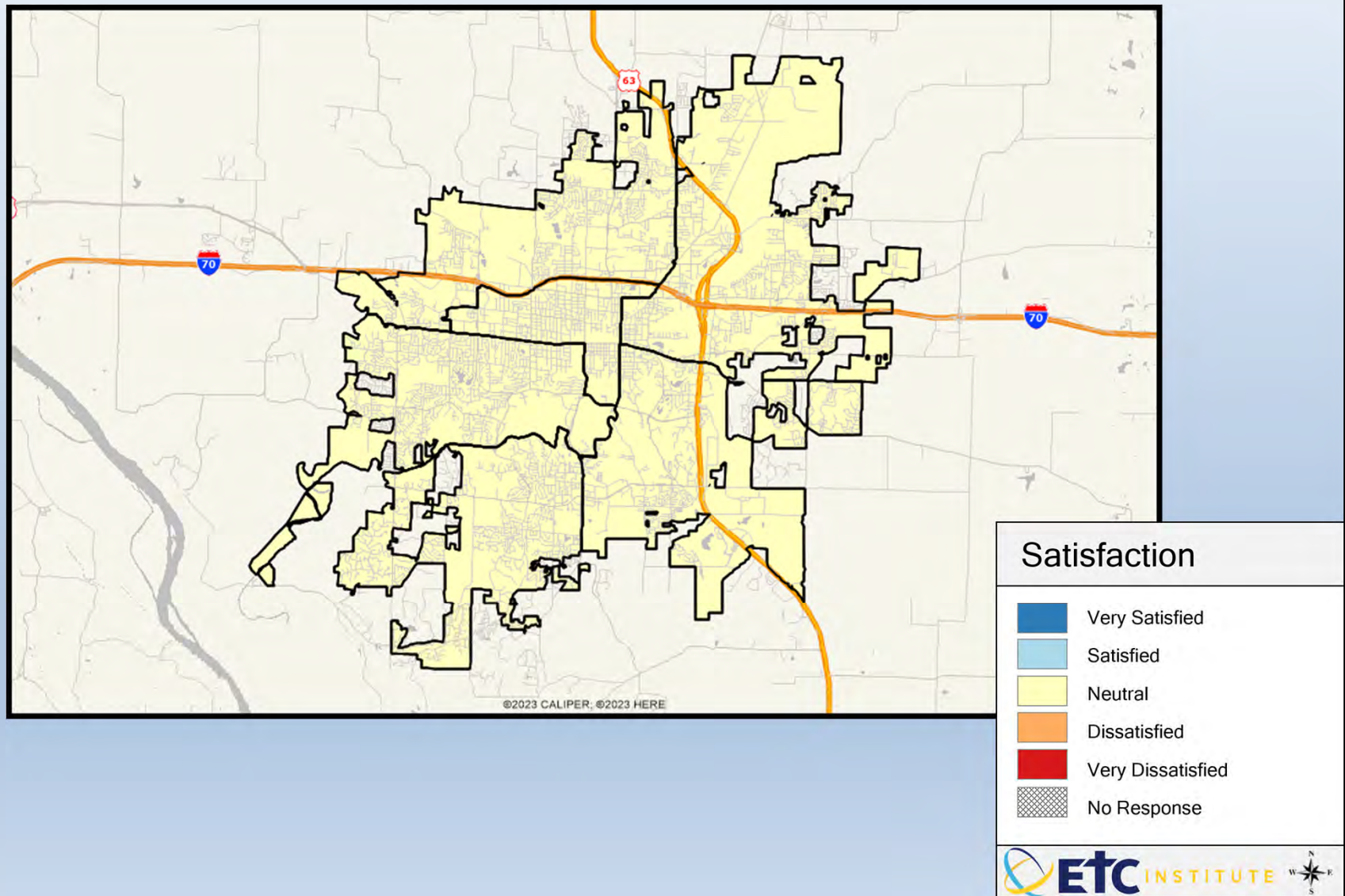
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



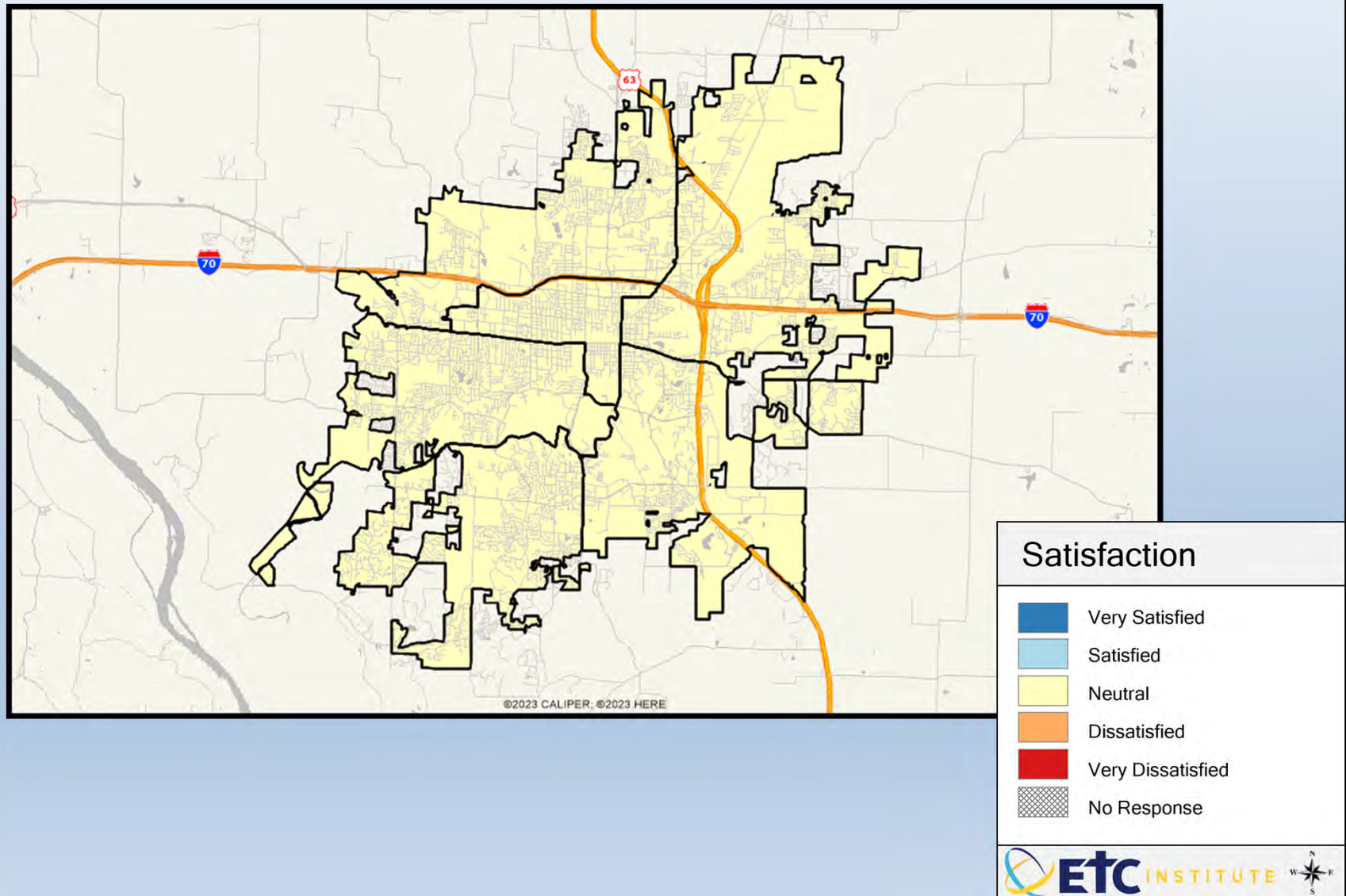
Q2-05. Overall maintenance of City buildings and facilities



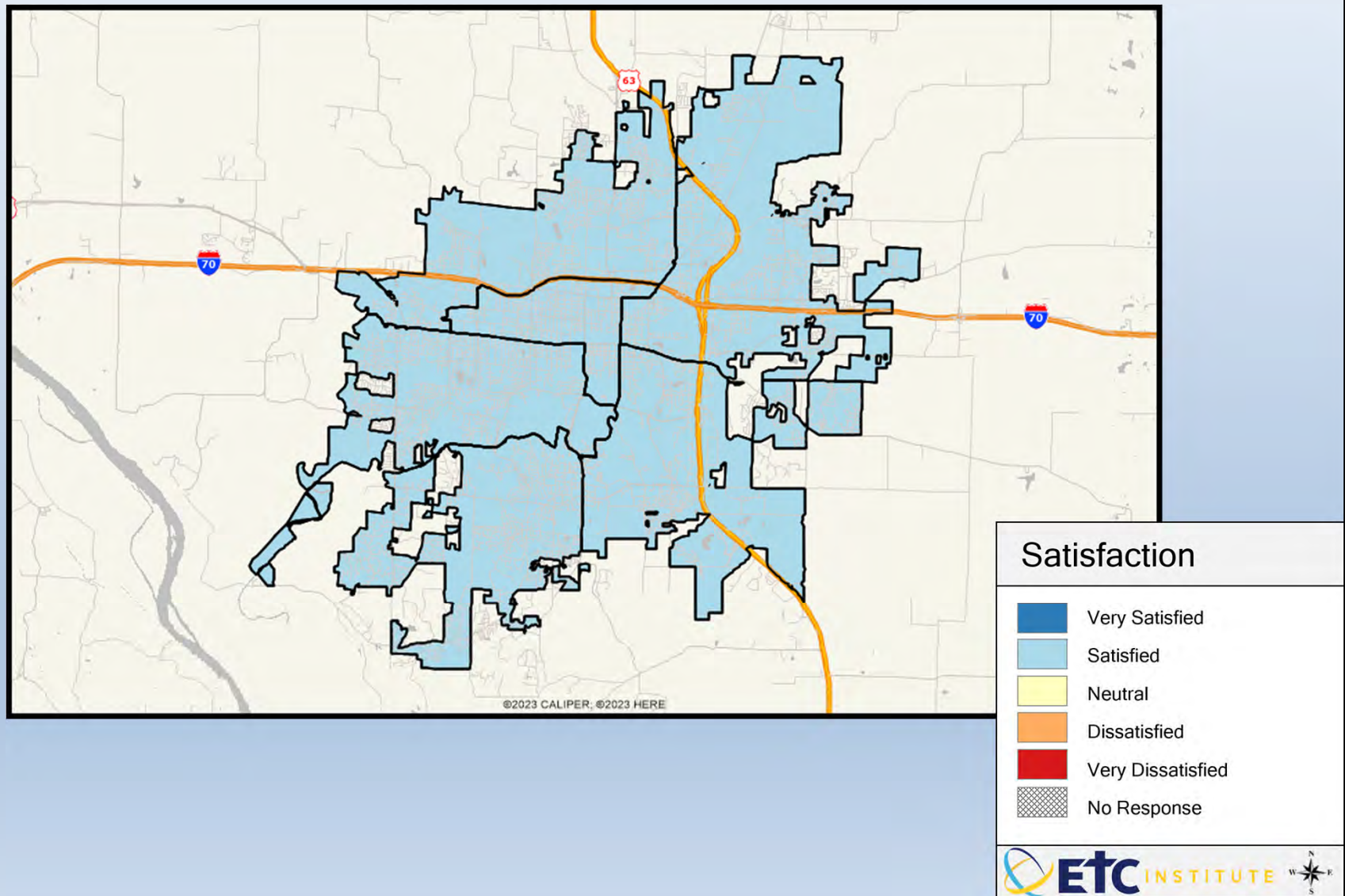
Q2-06. Overall quality of the City's water services



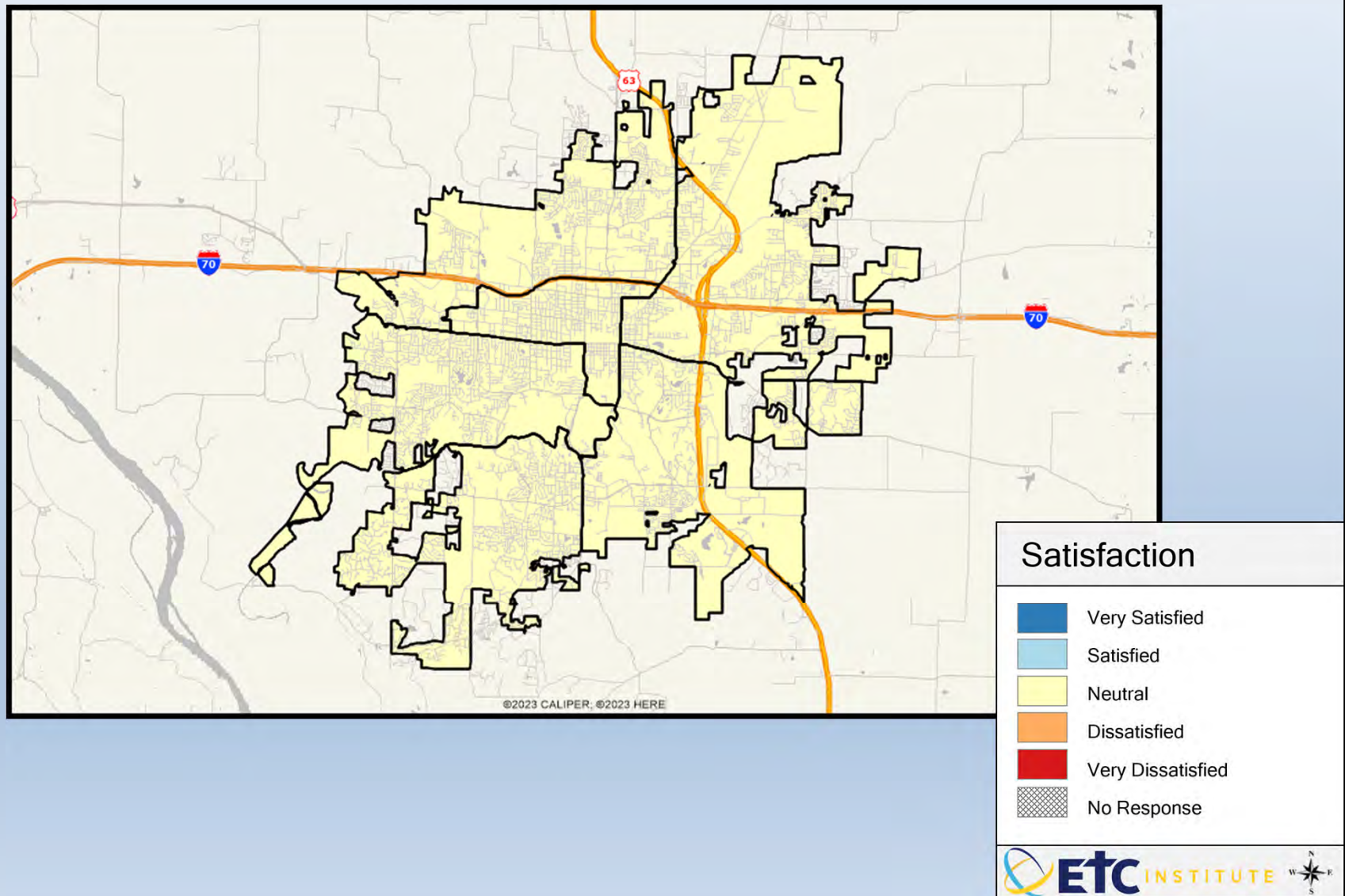
Q2-07. Overall enforcement of City codes and ordinances



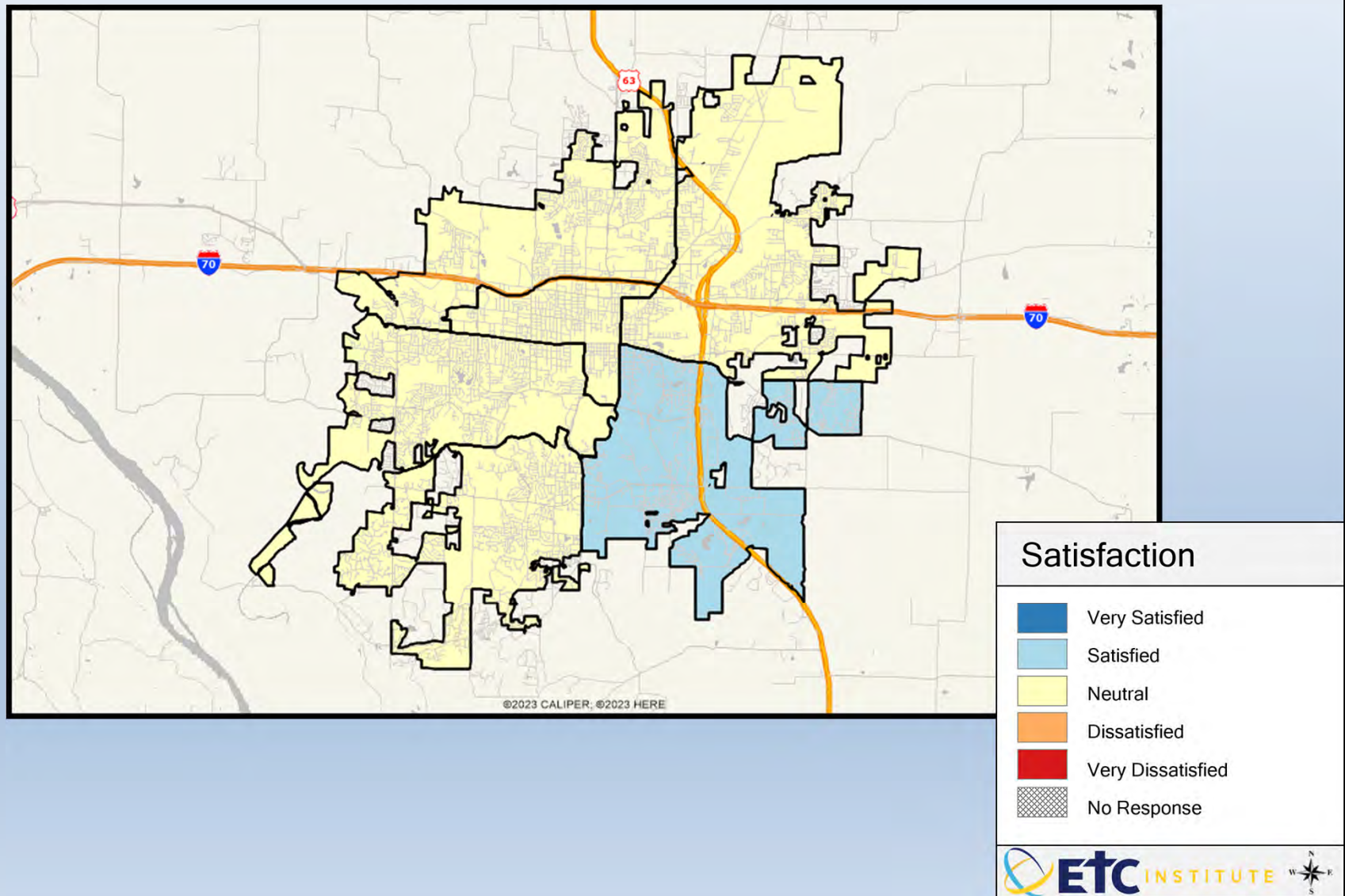
Q2-08. Overall quality of customer service you receive from City employees



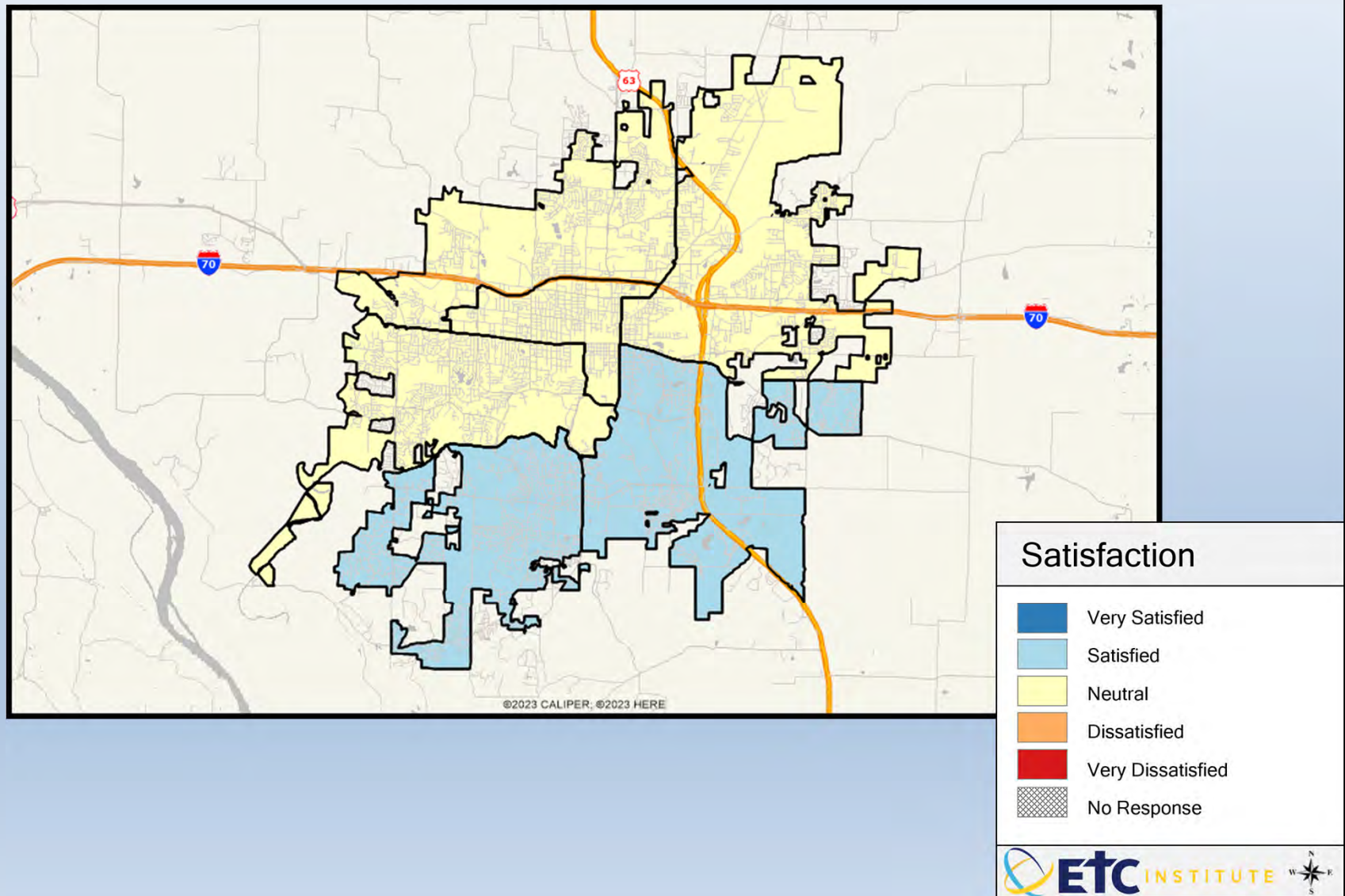
Q2-09. Overall effectiveness of City communication with the public



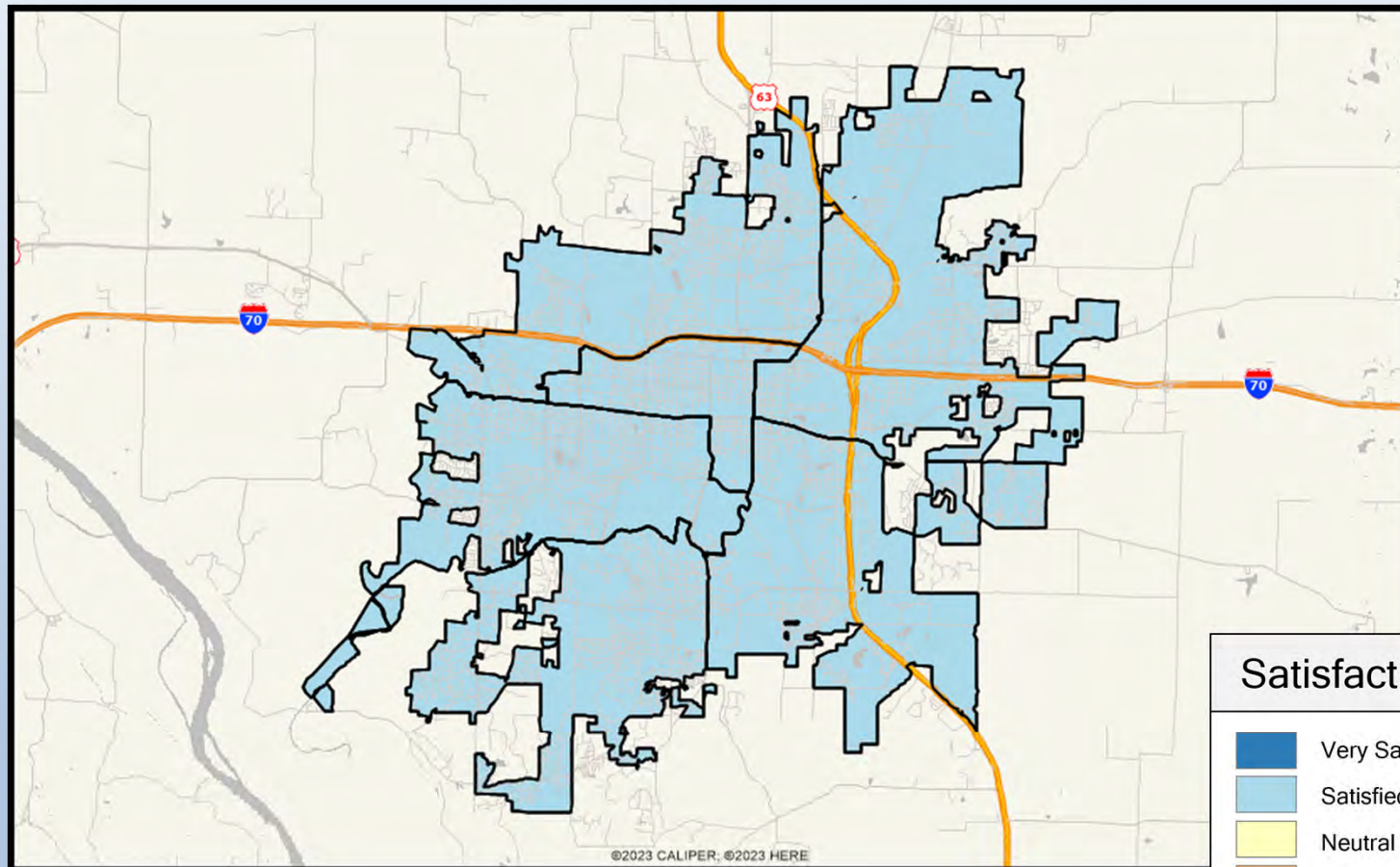
Q2-10. Overall quality of the City's stormwater runoff/stormwater management system



Q2-11. Overall quality of the City's sewer system



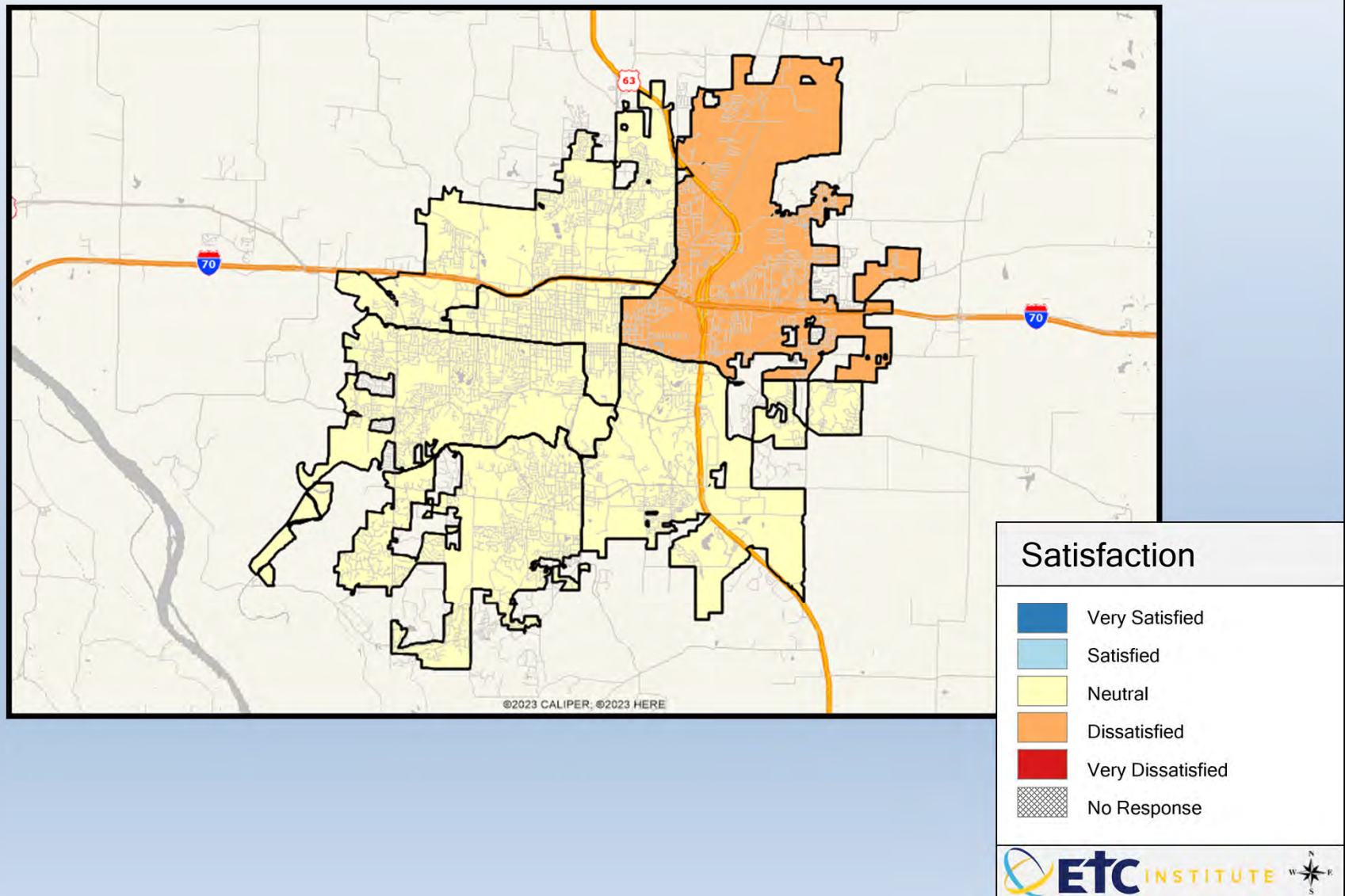
Q2-12. Overall quality of the City's electric services



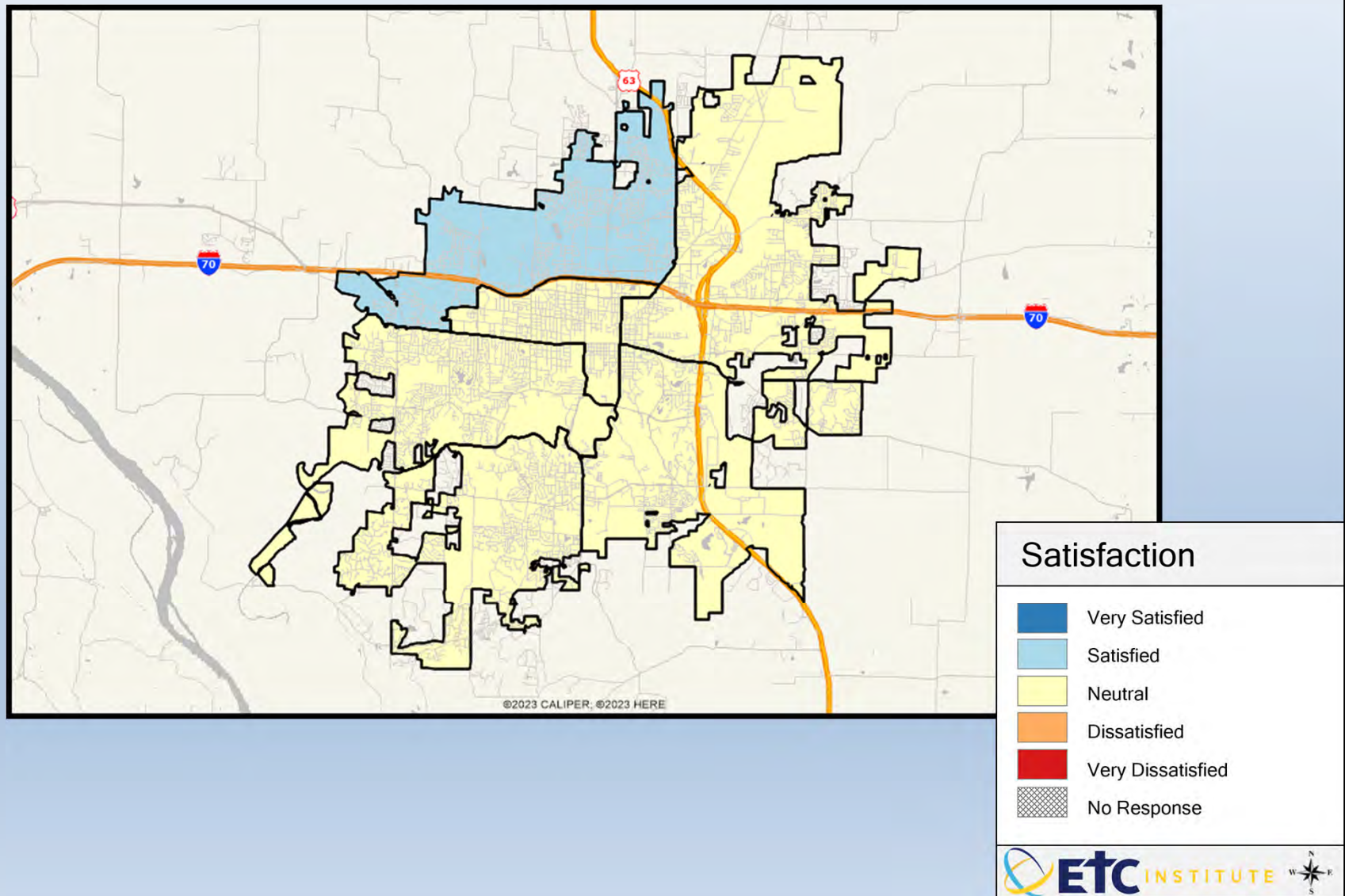
Satisfaction



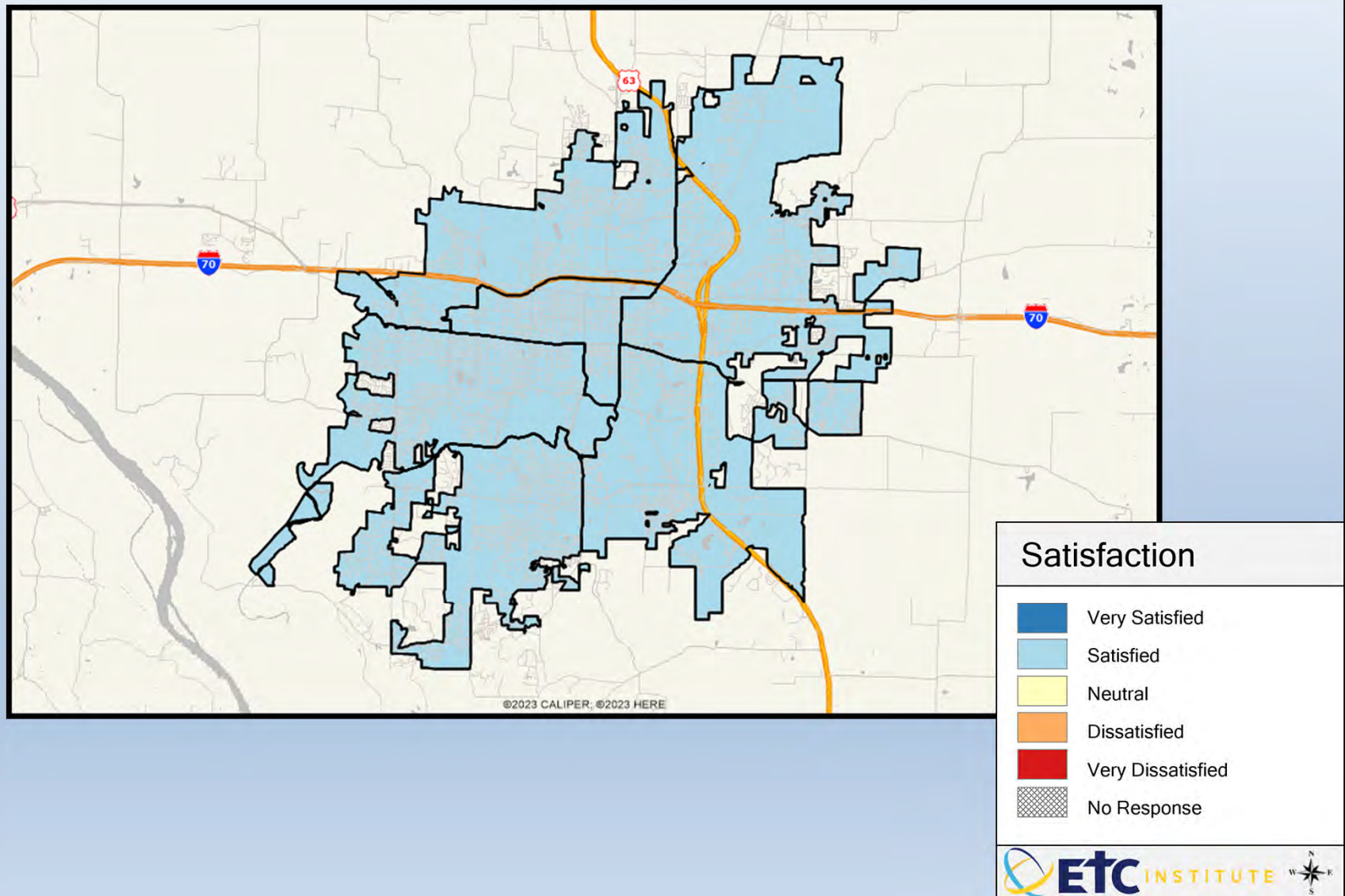
Q2-13. Overall quality of City streets



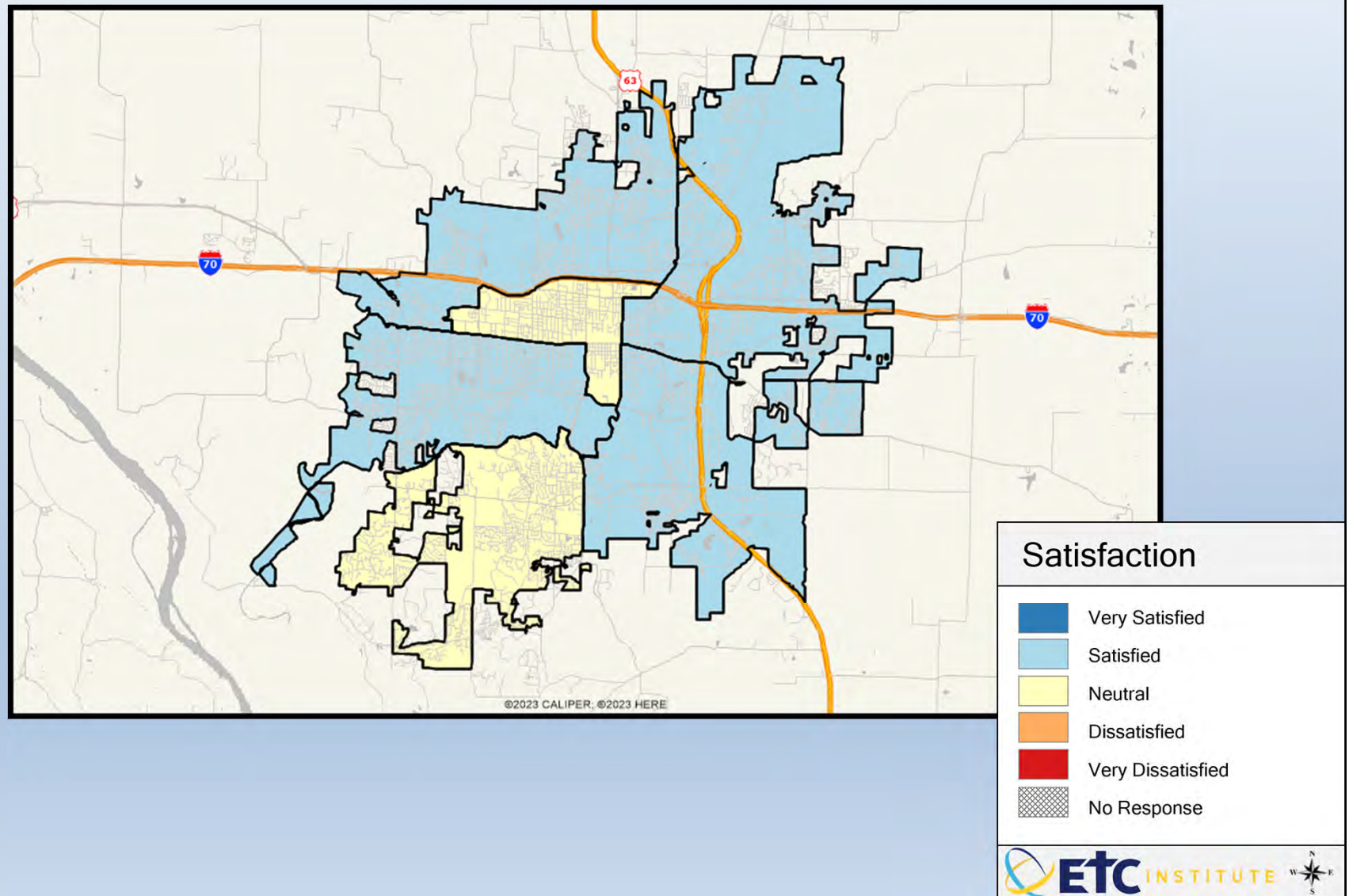
Q2-14. Overall quality of the City's solid waste services (trash/recycling/yard waste)



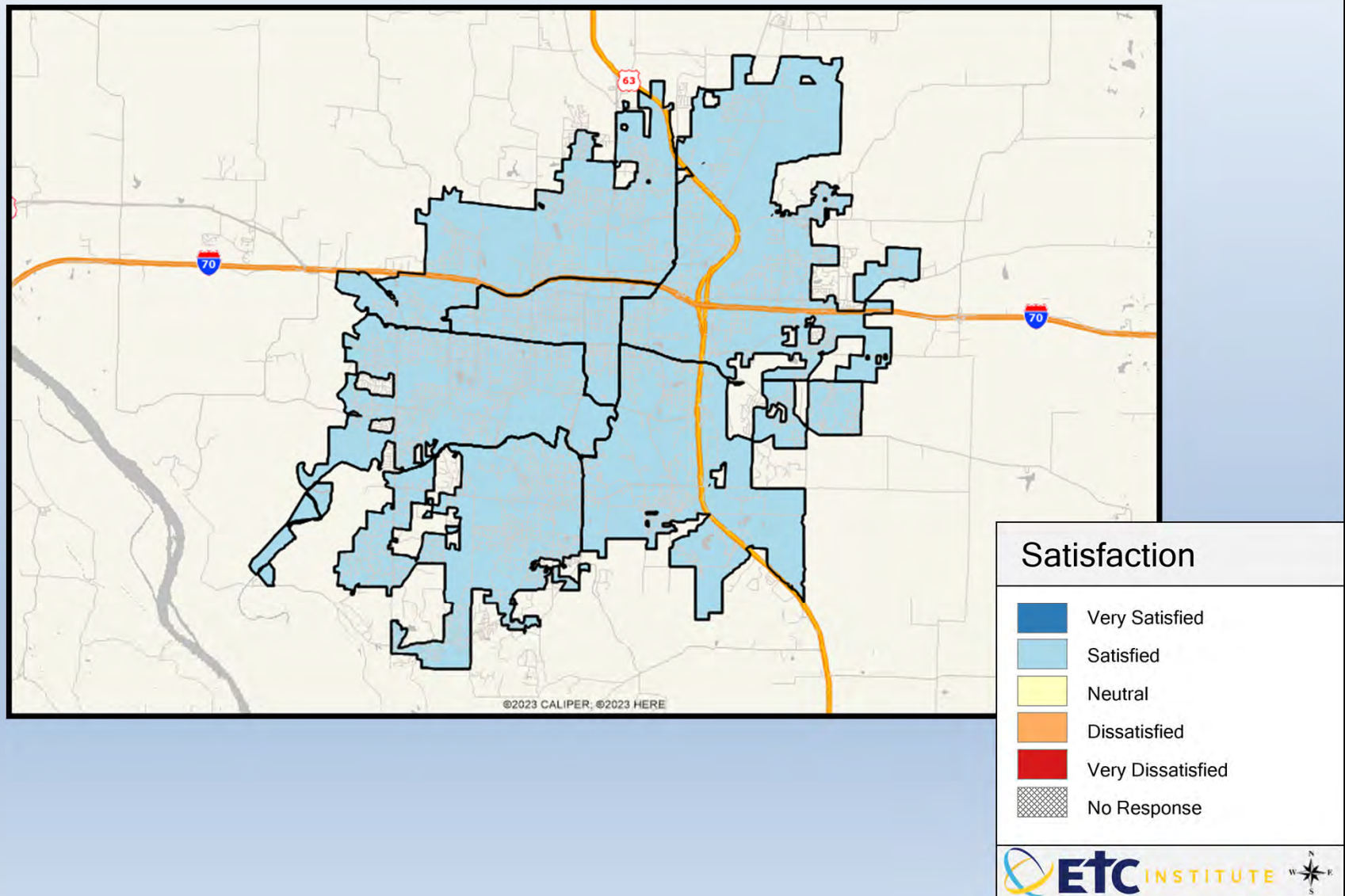
Q5-01. Overall satisfaction with customer service provided by City employees



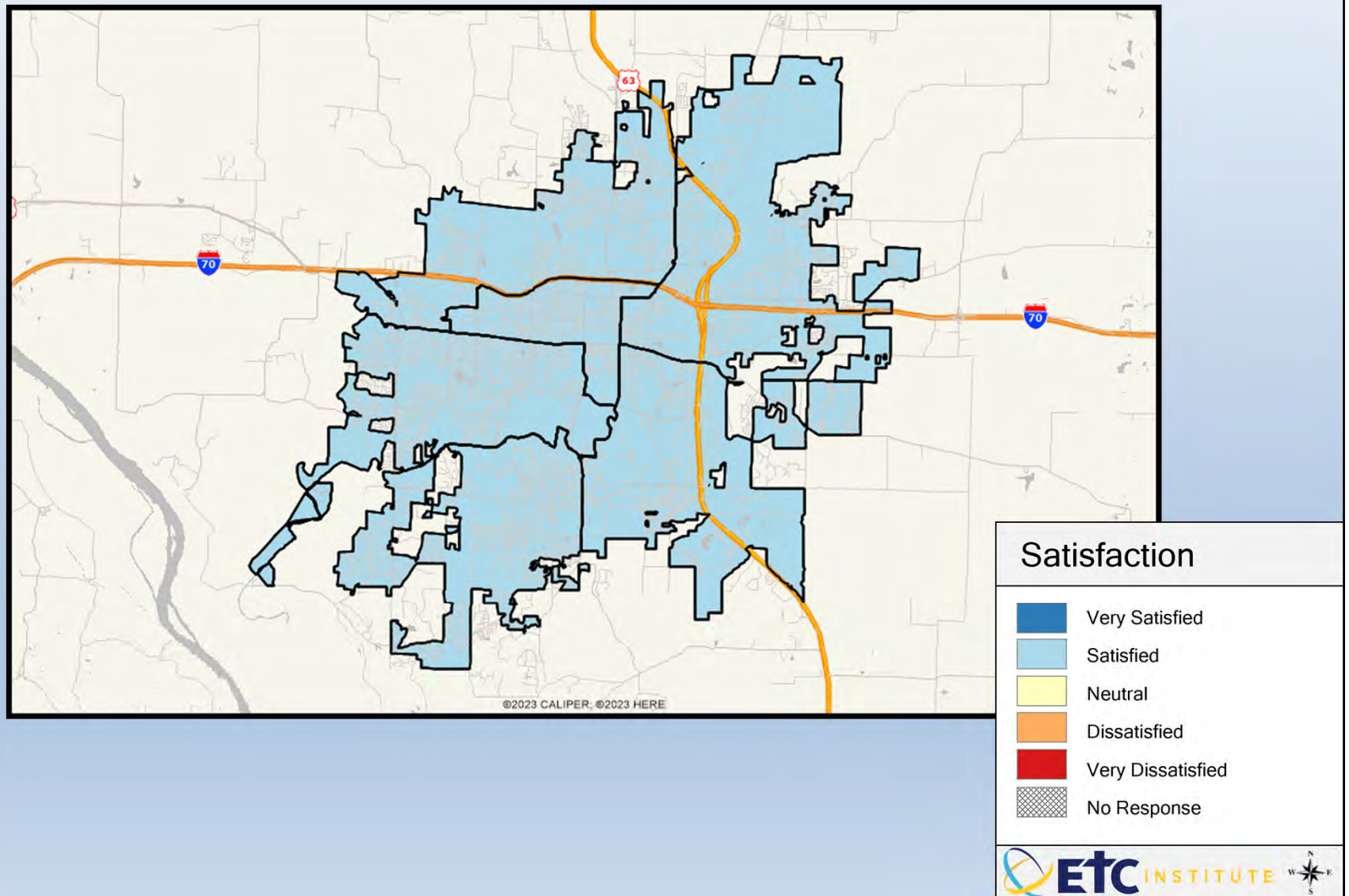
Q5-02. How easy the department was to contact



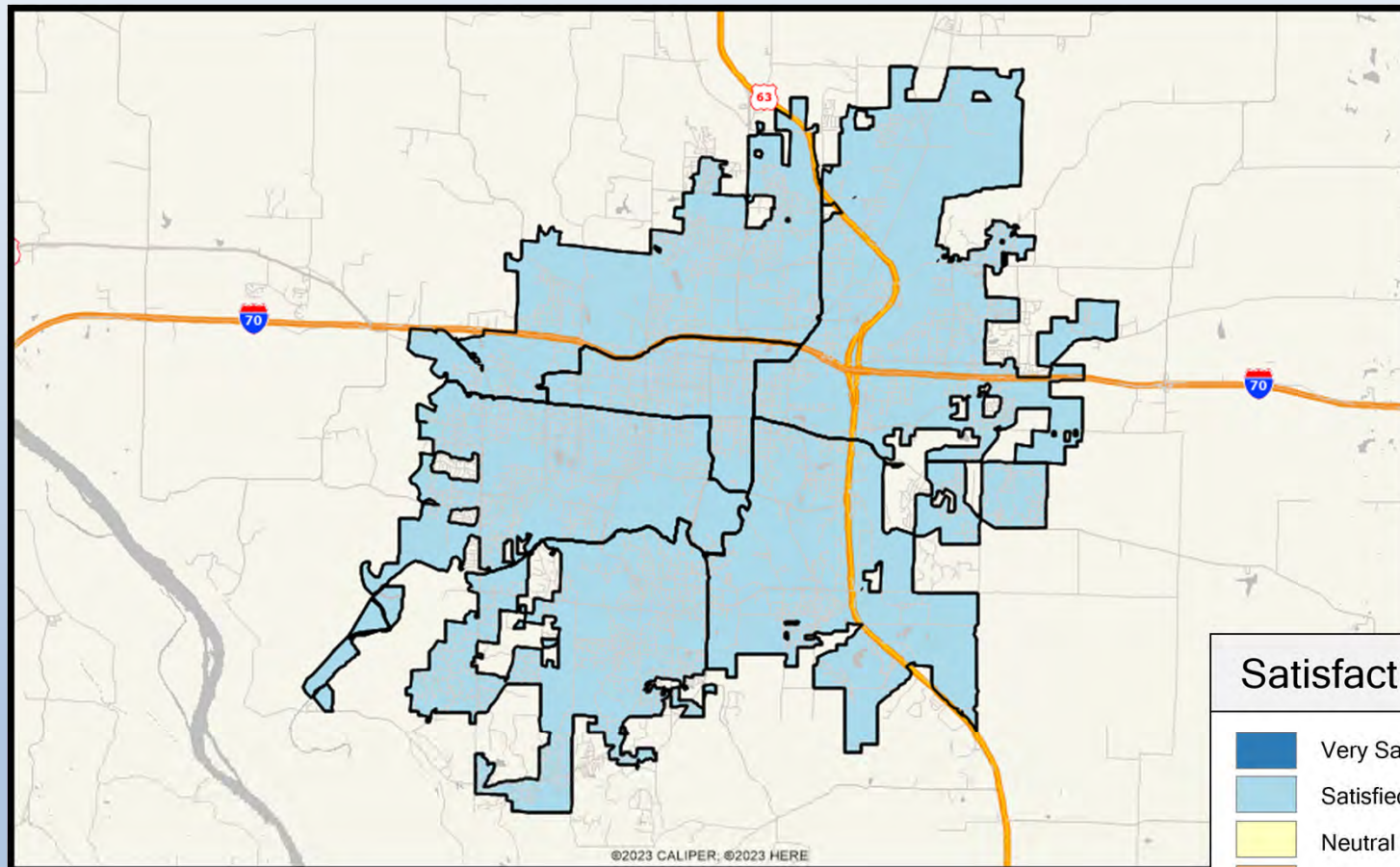
Q5-03. How courteously you were treated



Q5-04. Technical competence and knowledge of City employees who assisted you



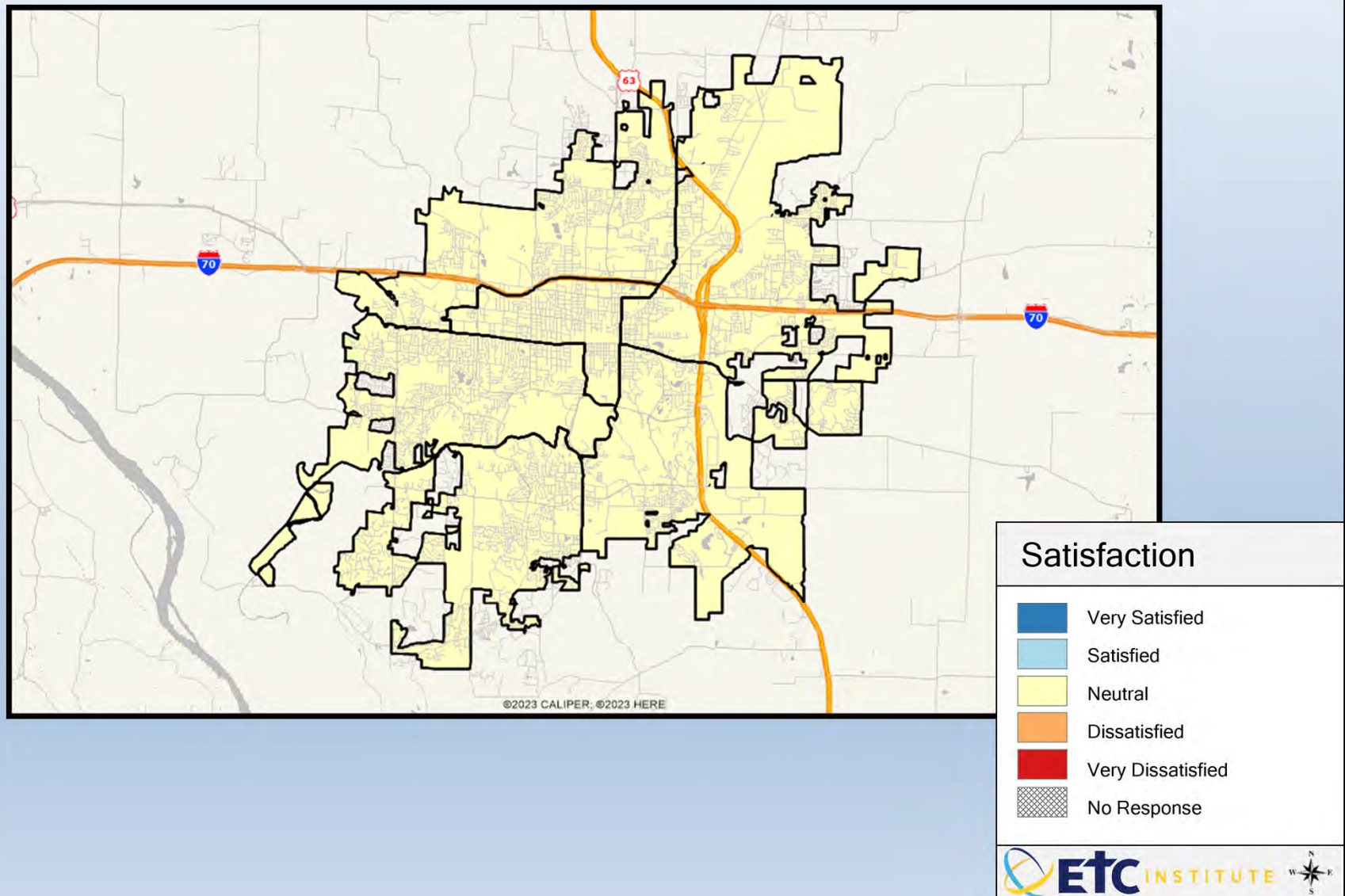
Q5-05. The timeliness of City employees resolving your issue



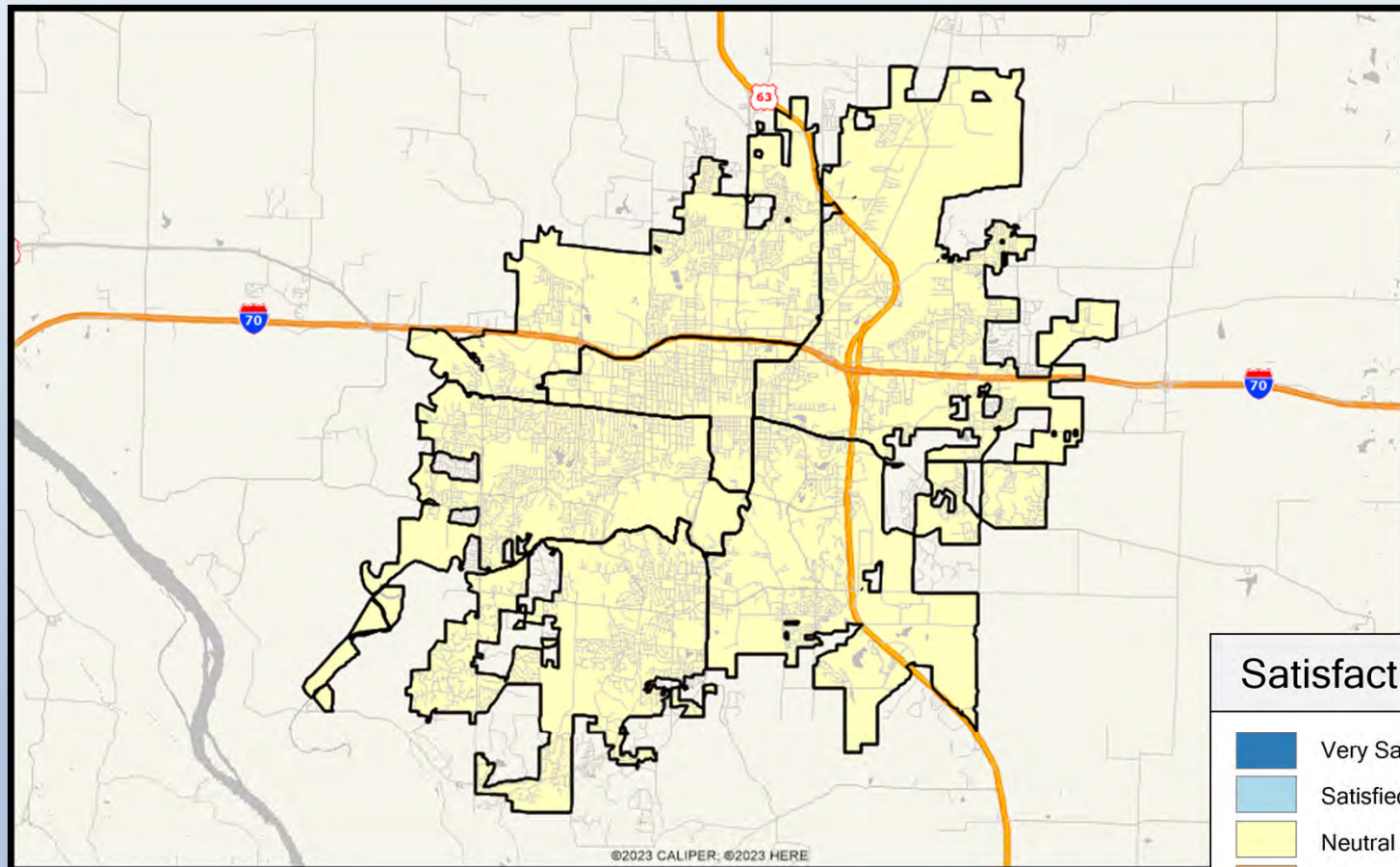
Satisfaction



Q7-01. The availability of information about City programs and services



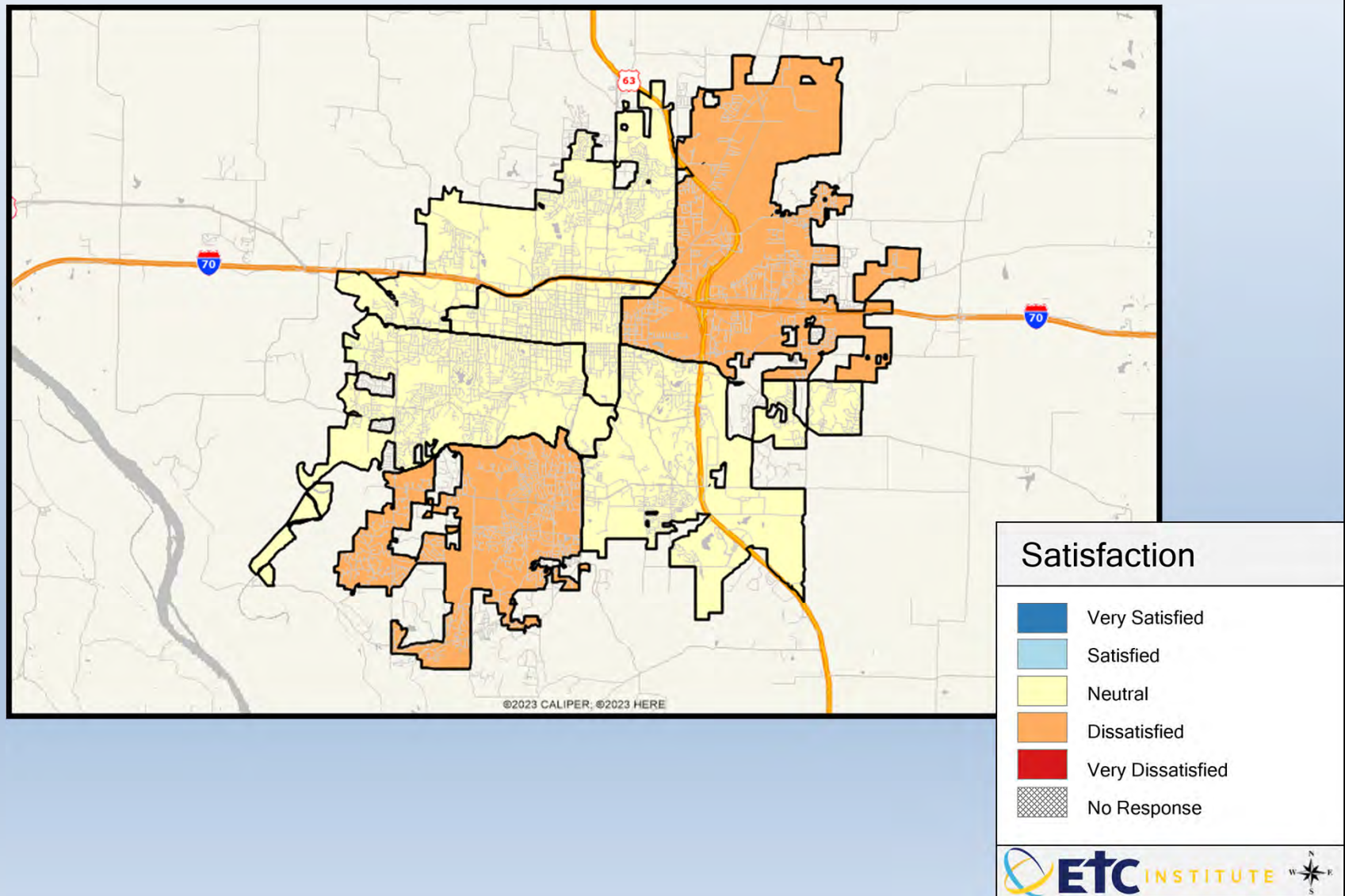
Q7-02. City's efforts to keep you informed about local issues



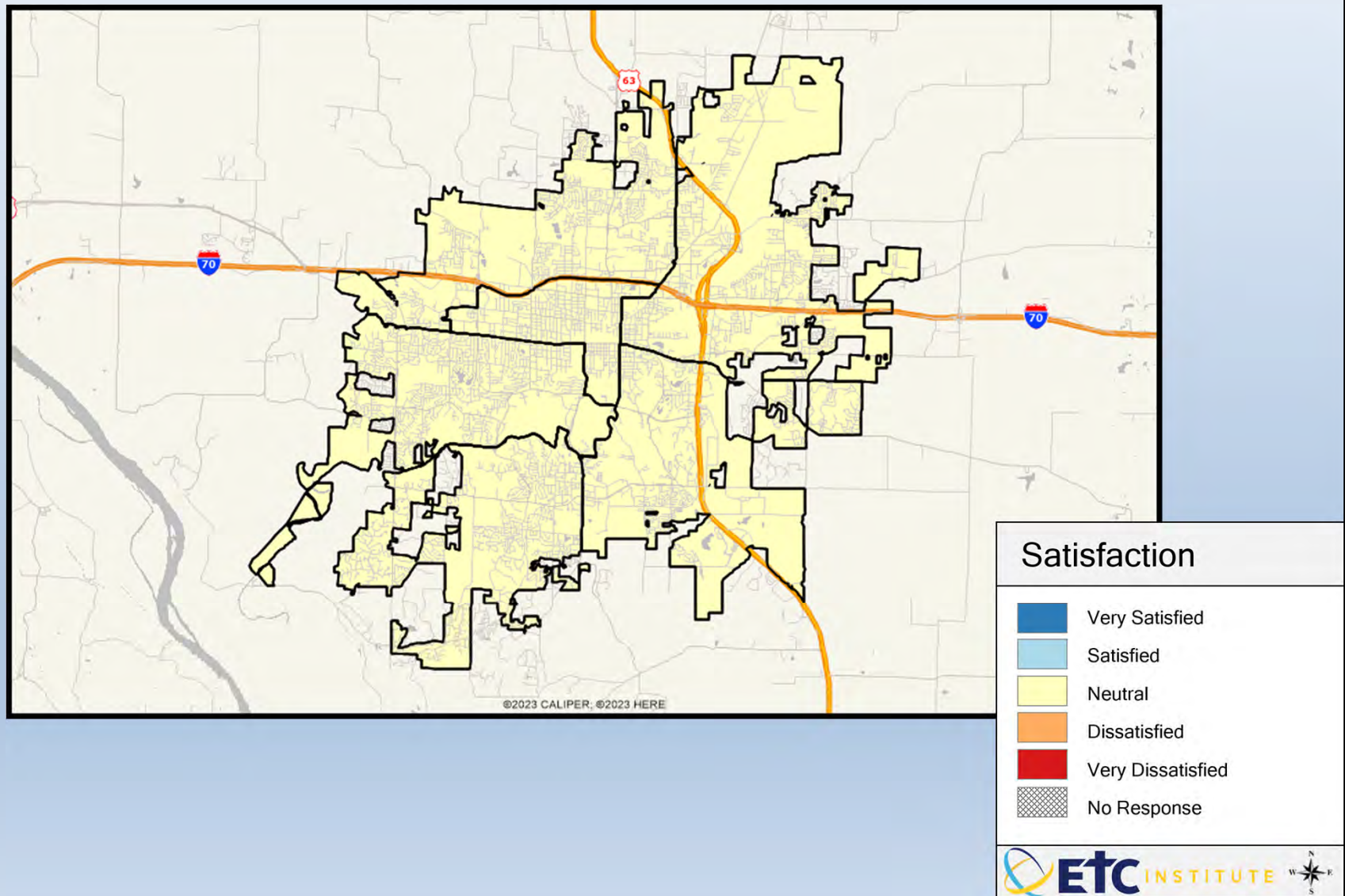
Satisfaction



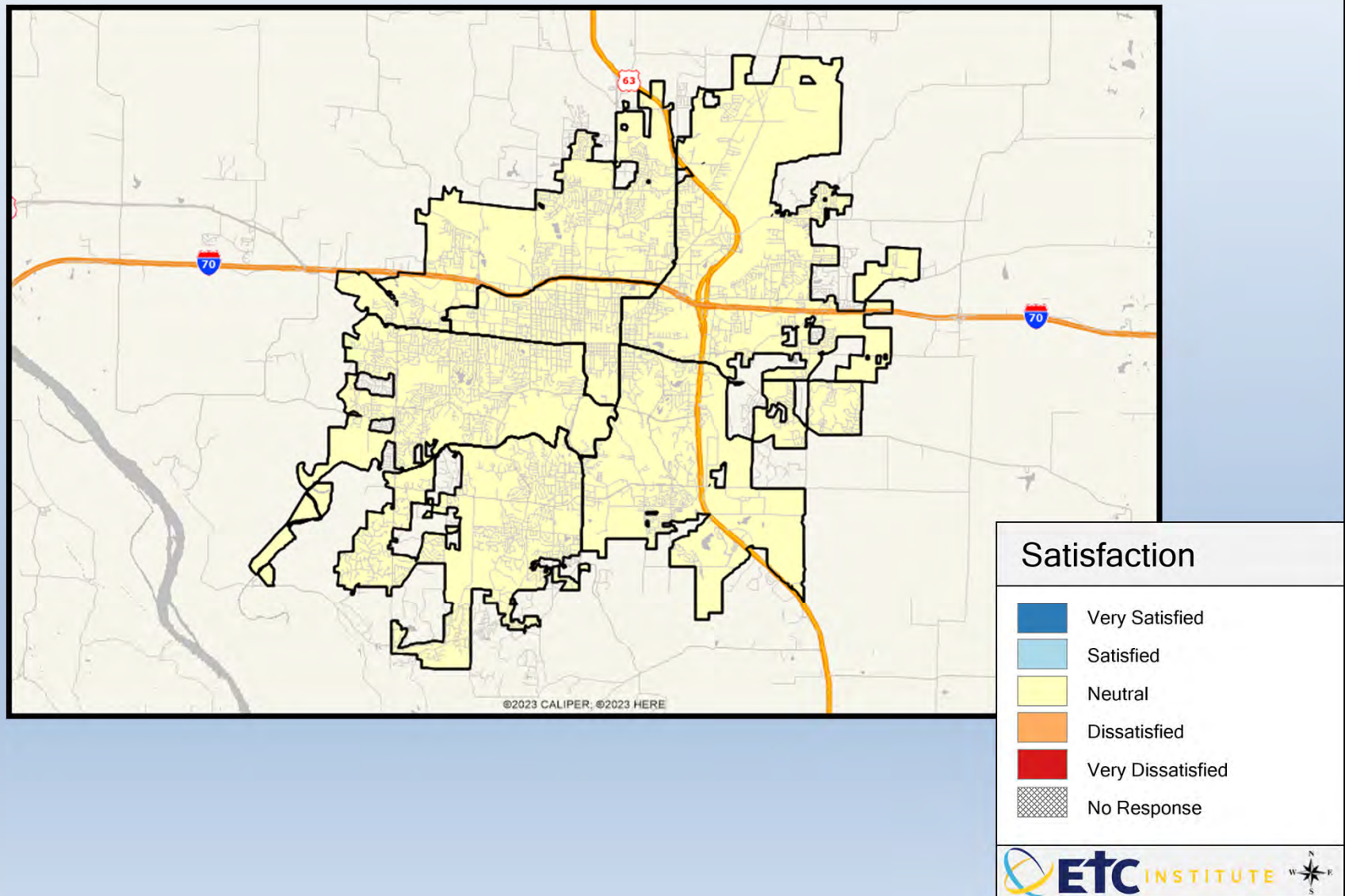
Q7-03. How open the City is to public involvement and input from residents



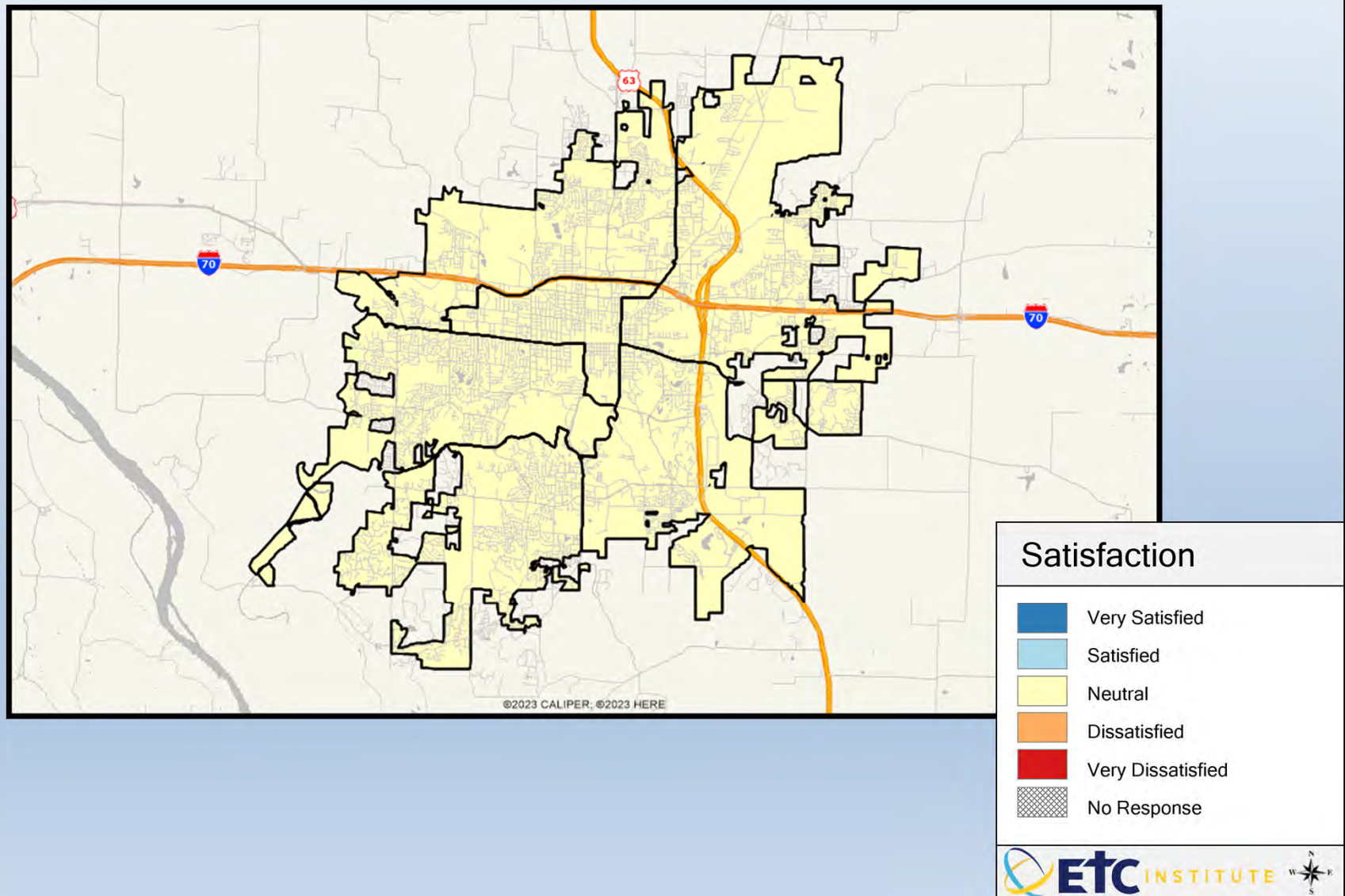
Q7-04. The quality of the City's website



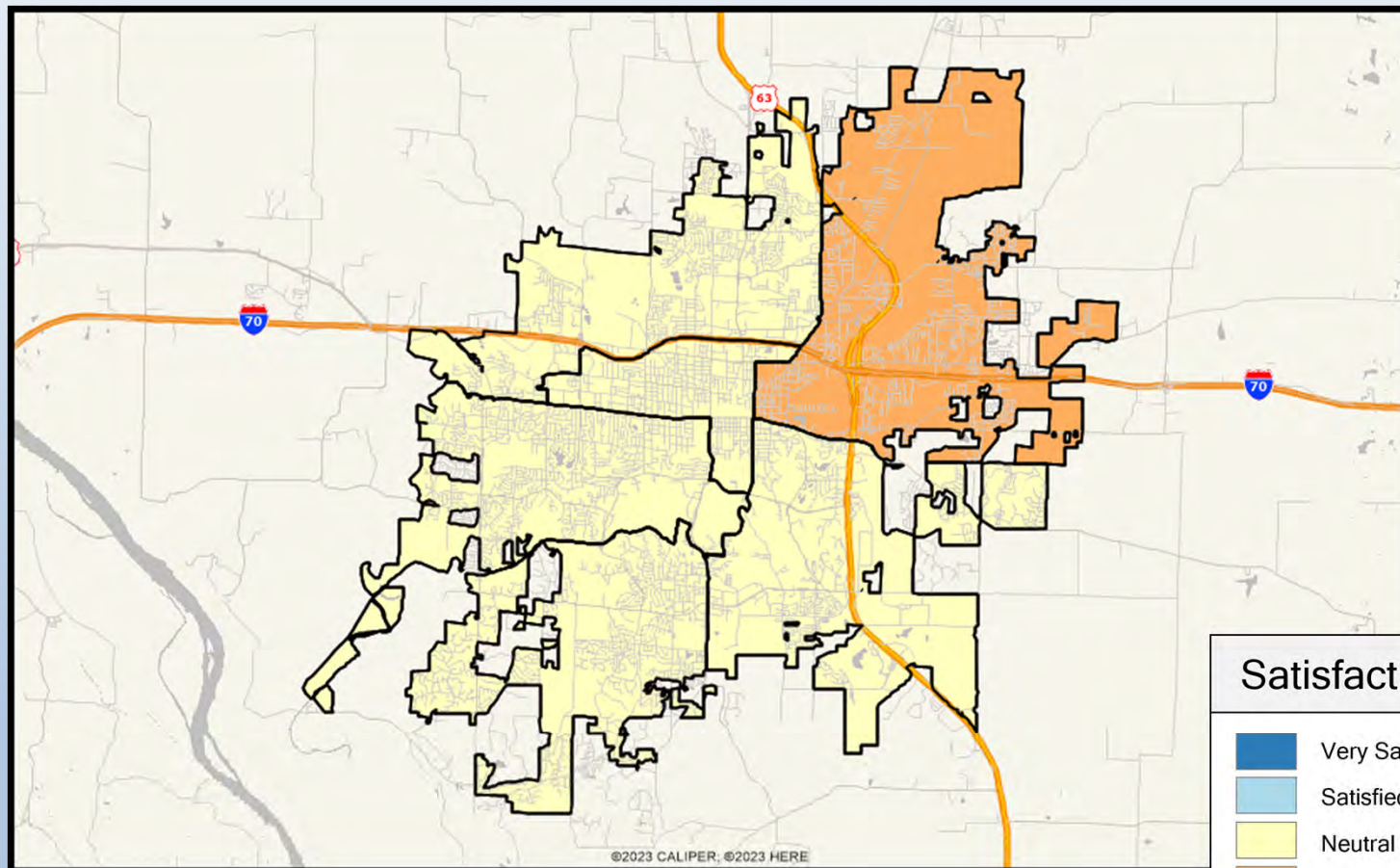
Q7-05. How well the City communicates notices of public meetings



Q7-06. How well the City's communications meet your needs



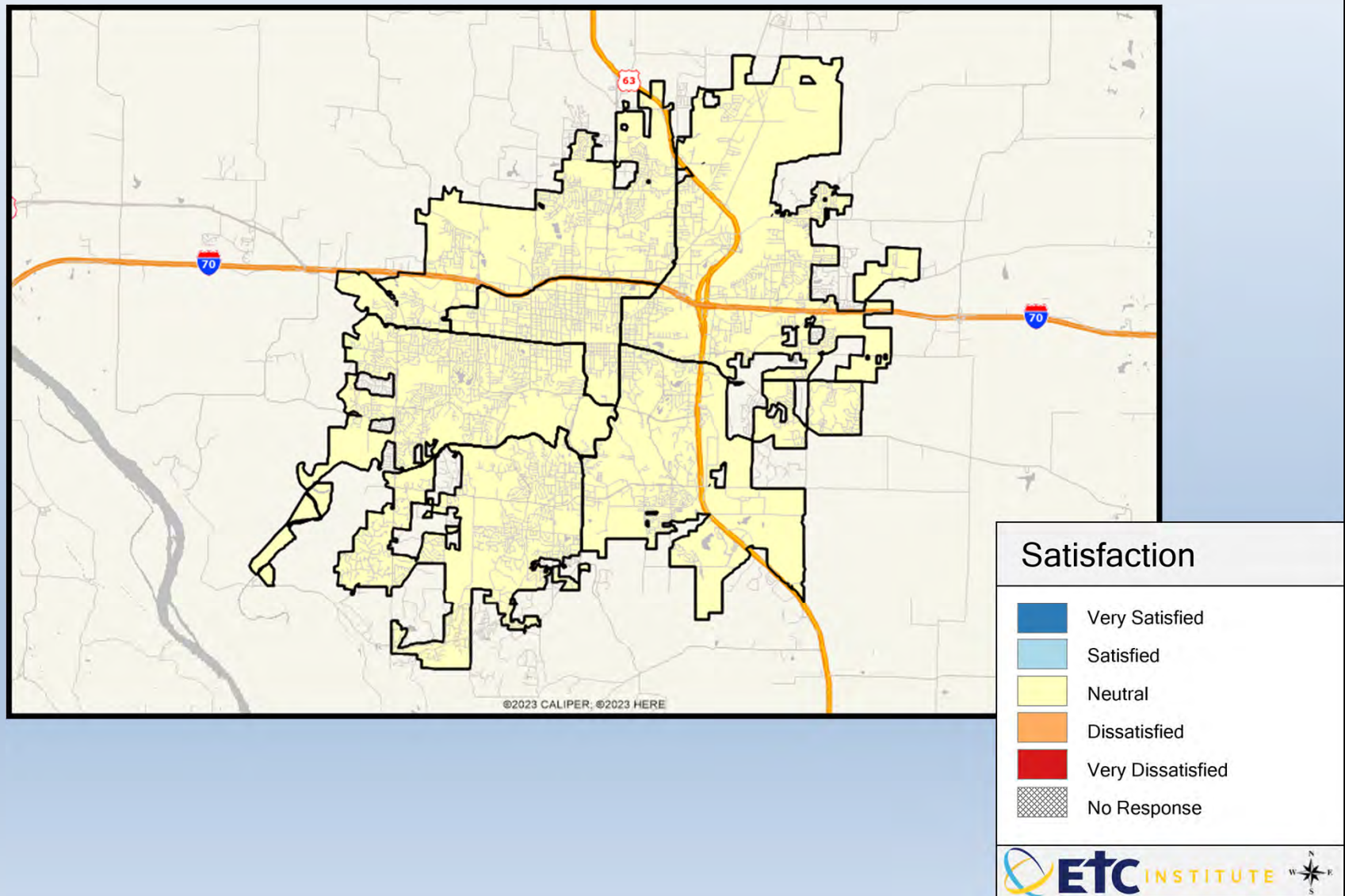
Q10-01. The visibility of police in my neighborhood



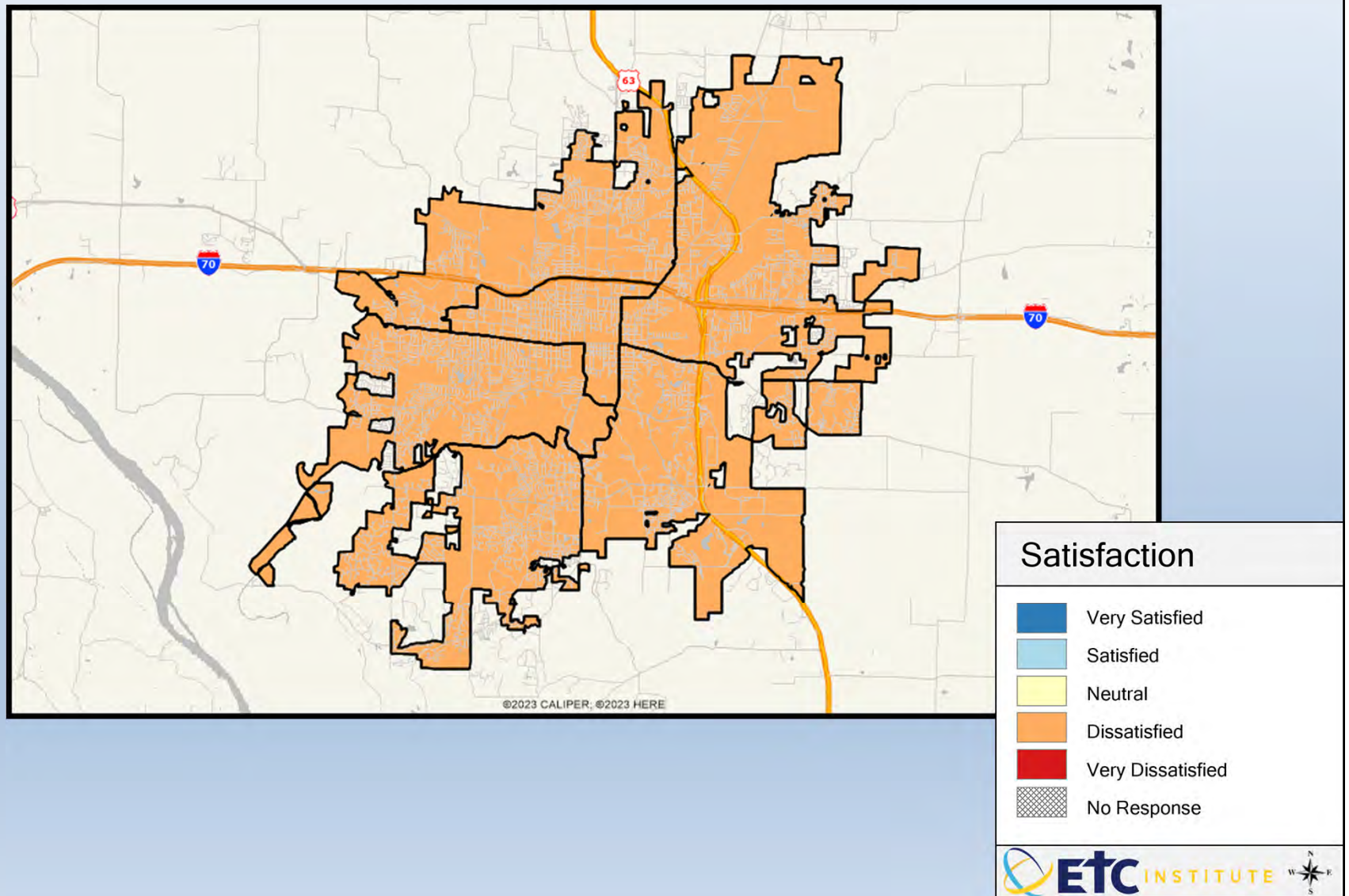
Satisfaction



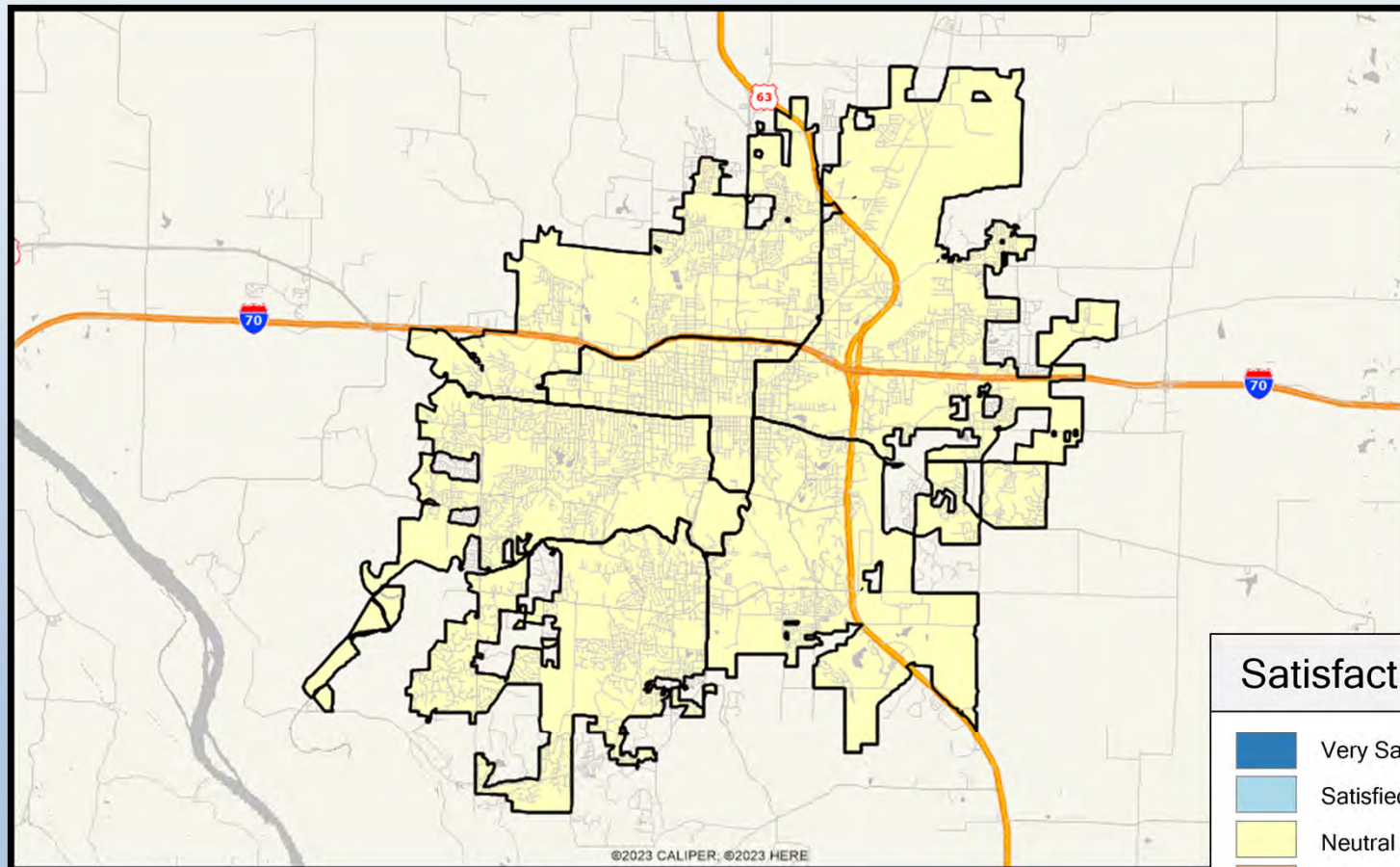
Q10-02. The visibility of police downtown



Q10-03. The City's efforts to prevent crime



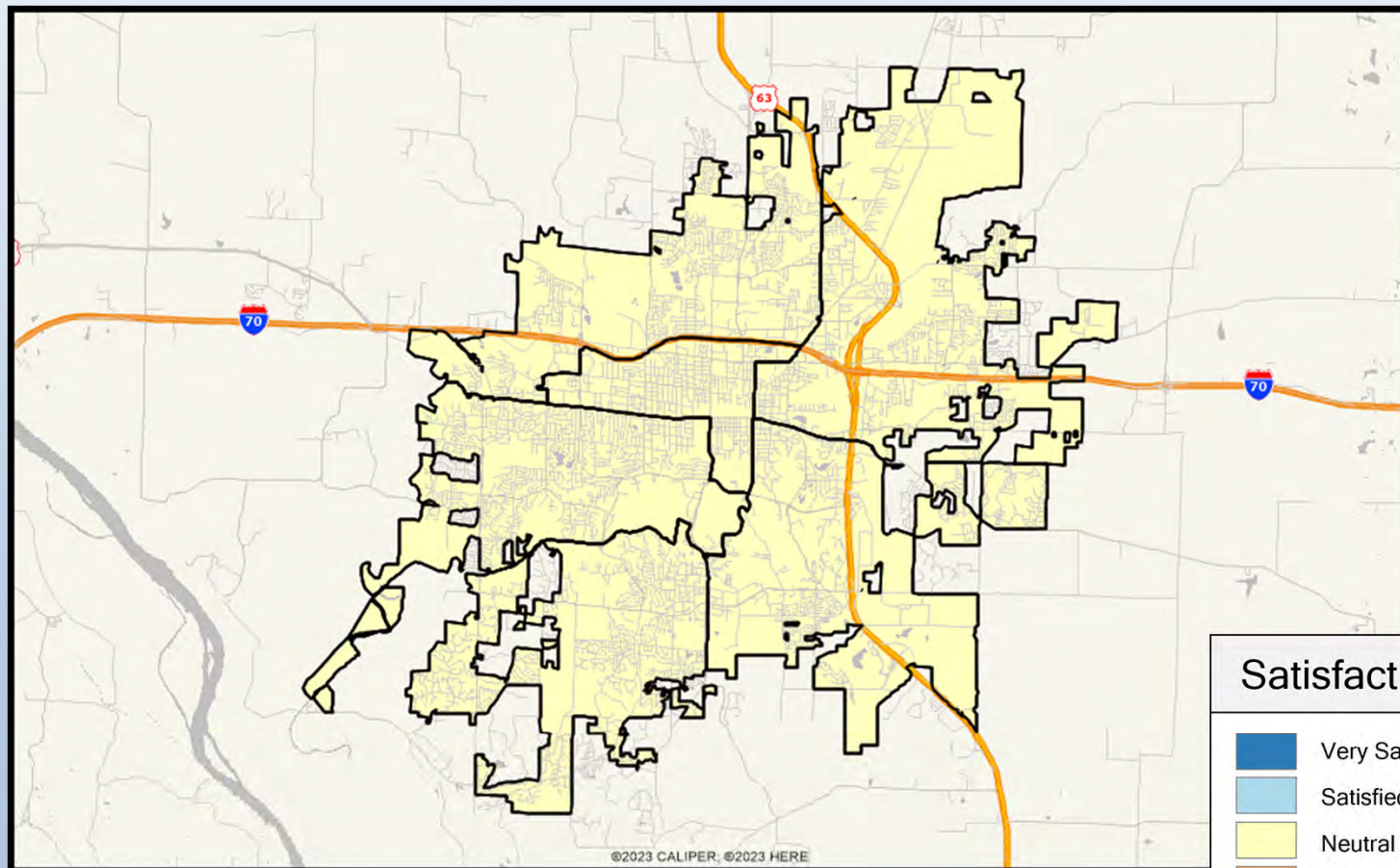
Q10-04. How quickly police respond to emergencies



Satisfaction



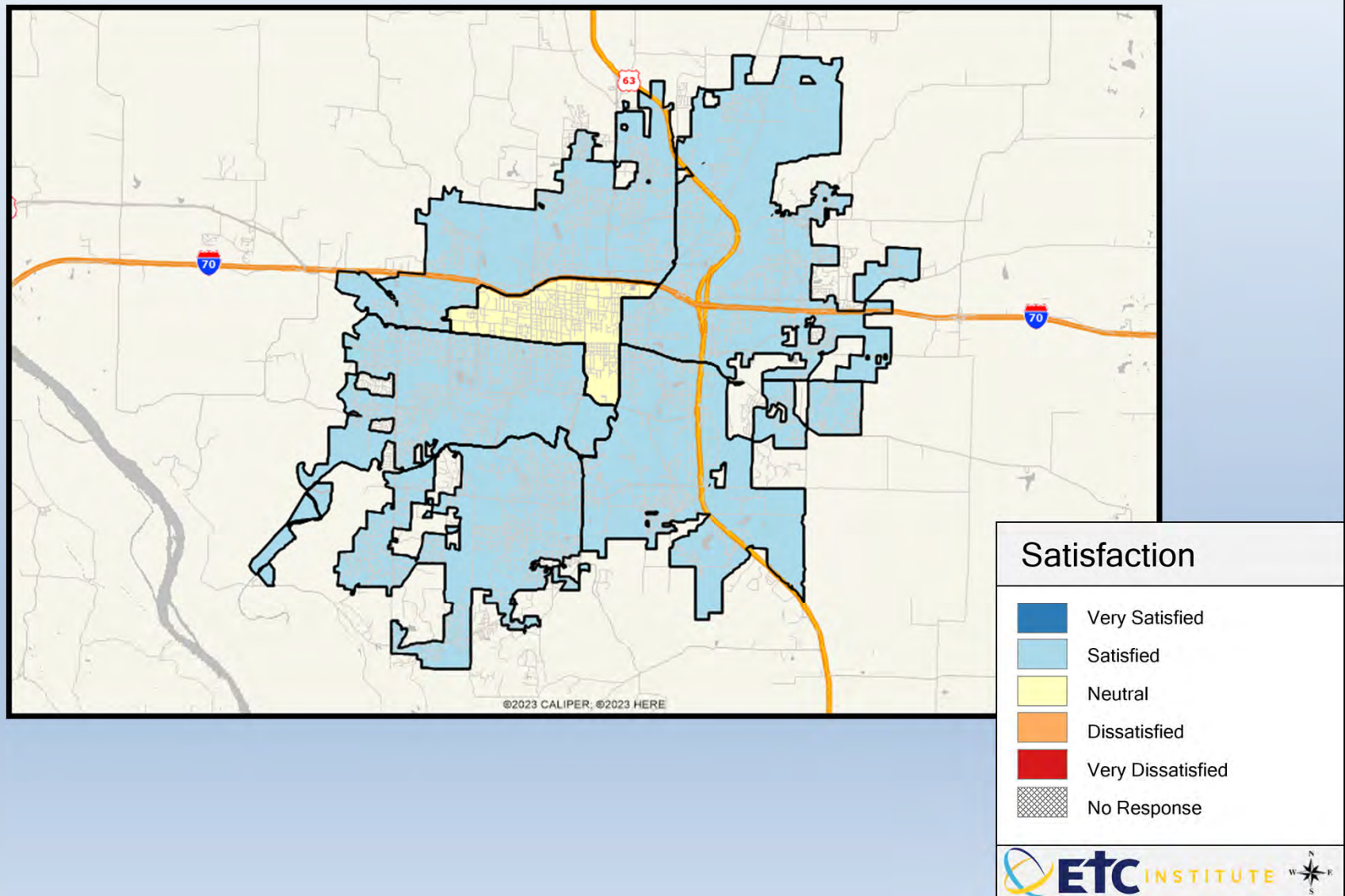
Q10-05. Overall quality of the City of Columbia Police Department



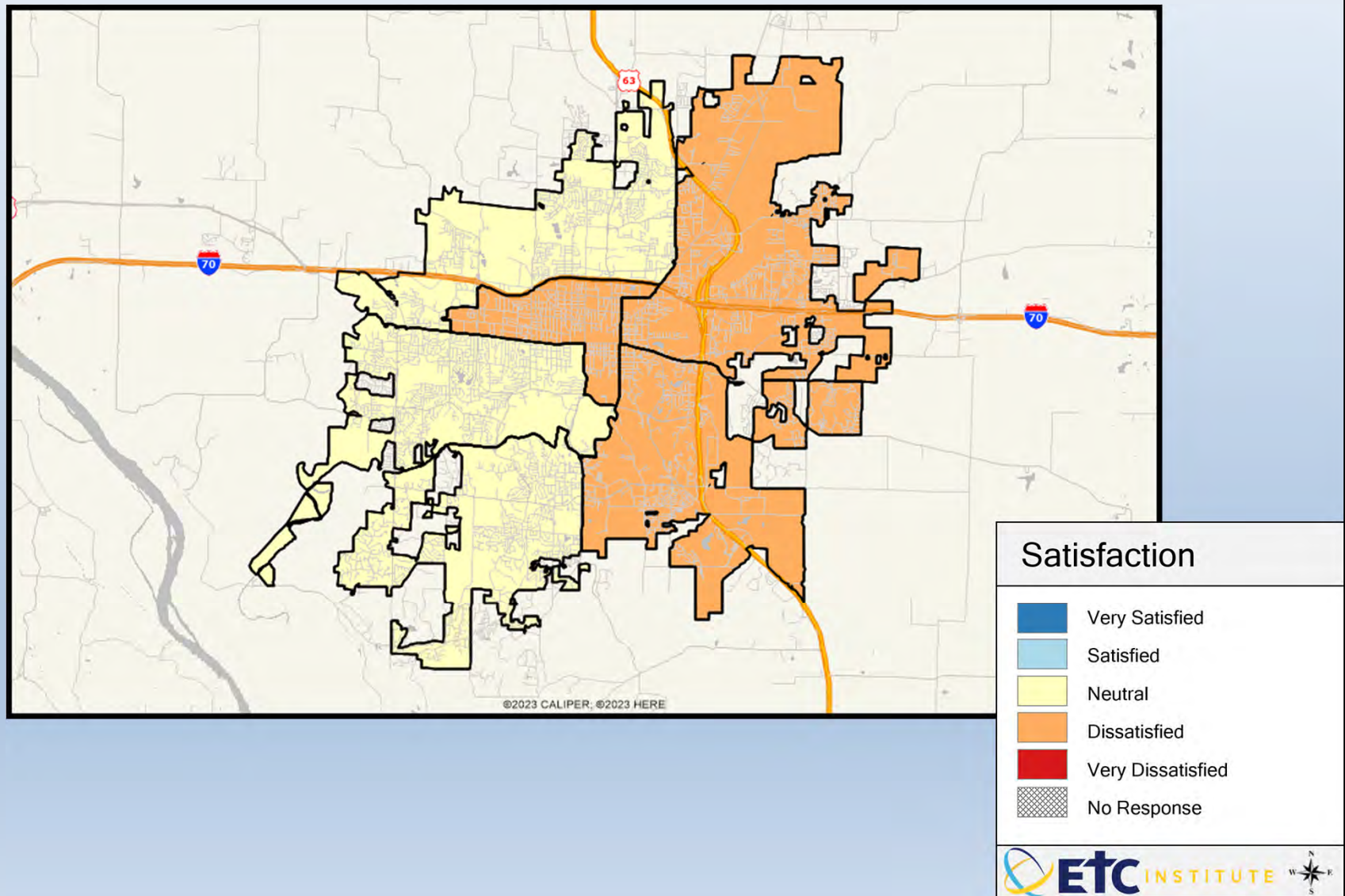
Satisfaction



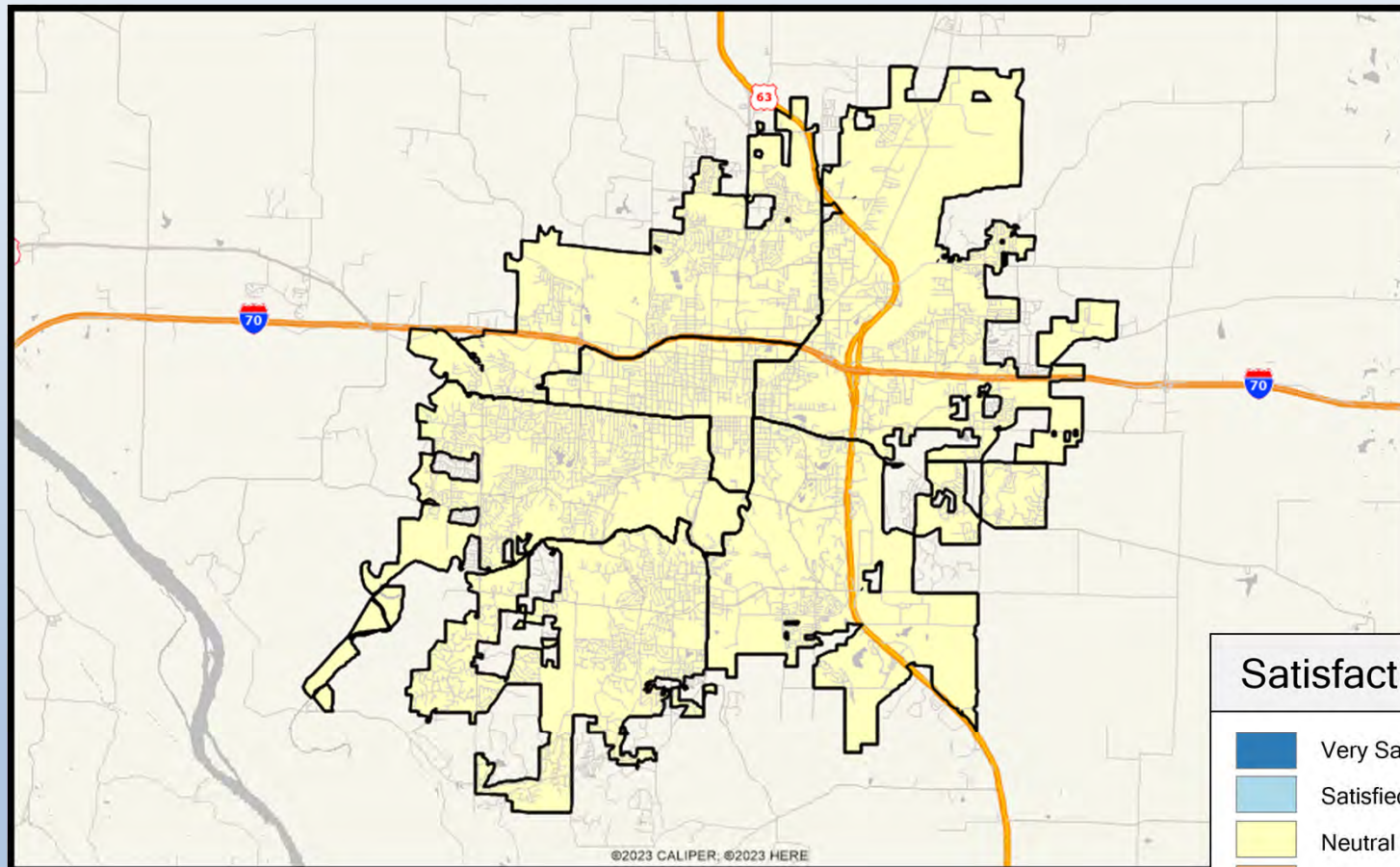
Q10-06. Overall treatment of citizens by the Columbia Police Department



Q10-07. Responsiveness of the Police Department in enforcing local traffic laws



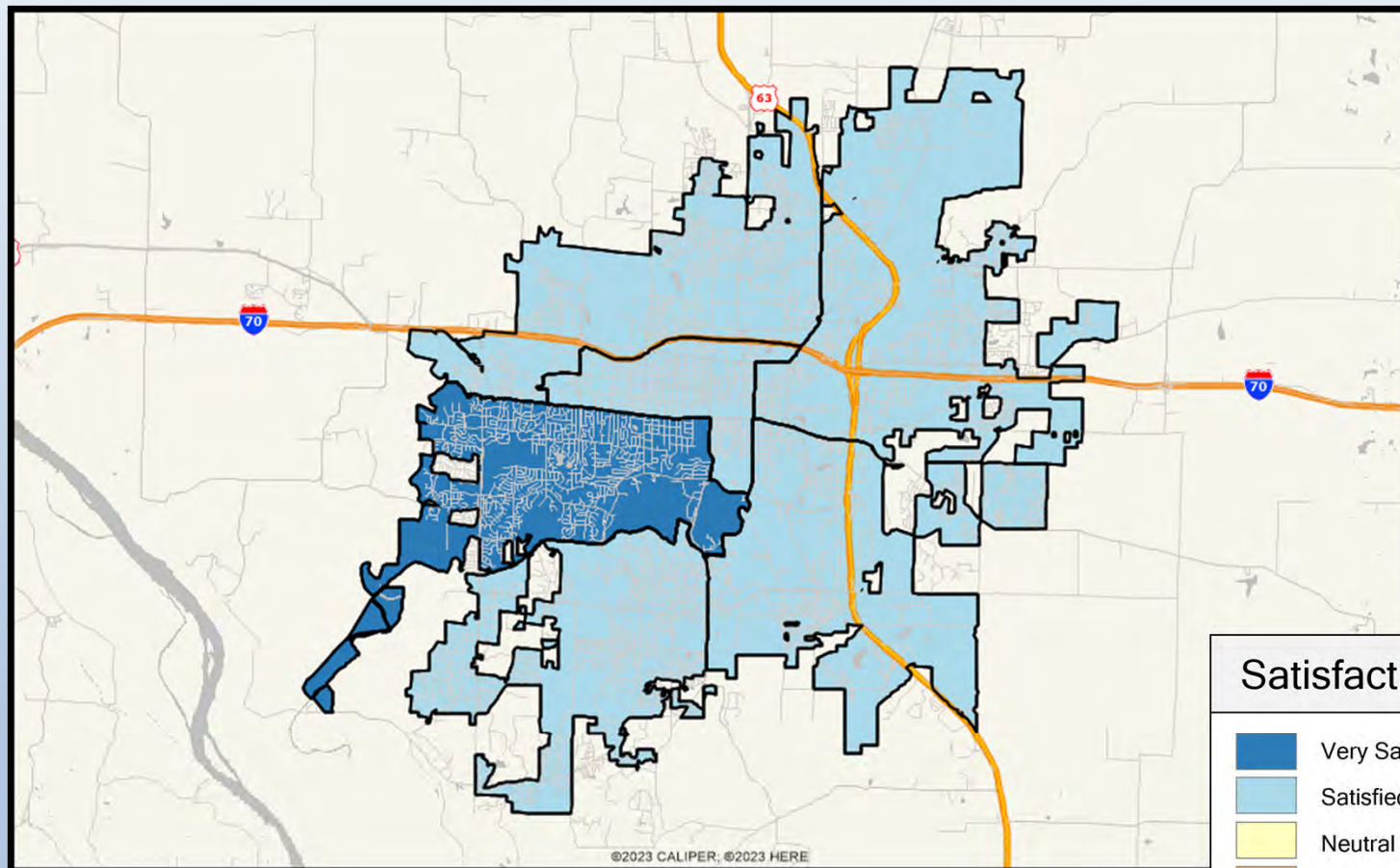
Q10-08. Police Department engagement within the community



Satisfaction



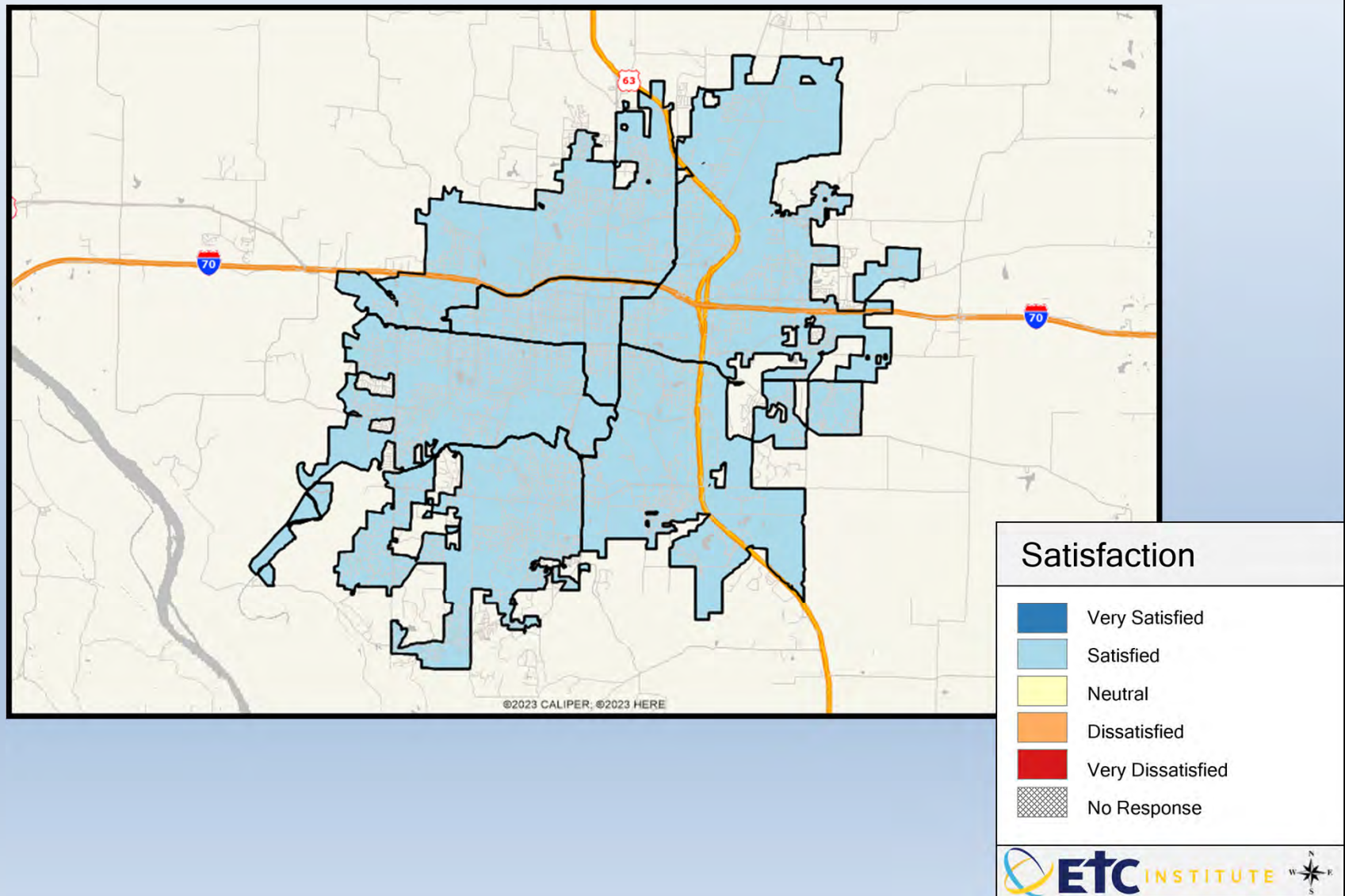
Q10-09. Overall quality of the City of Columbia Fire Department



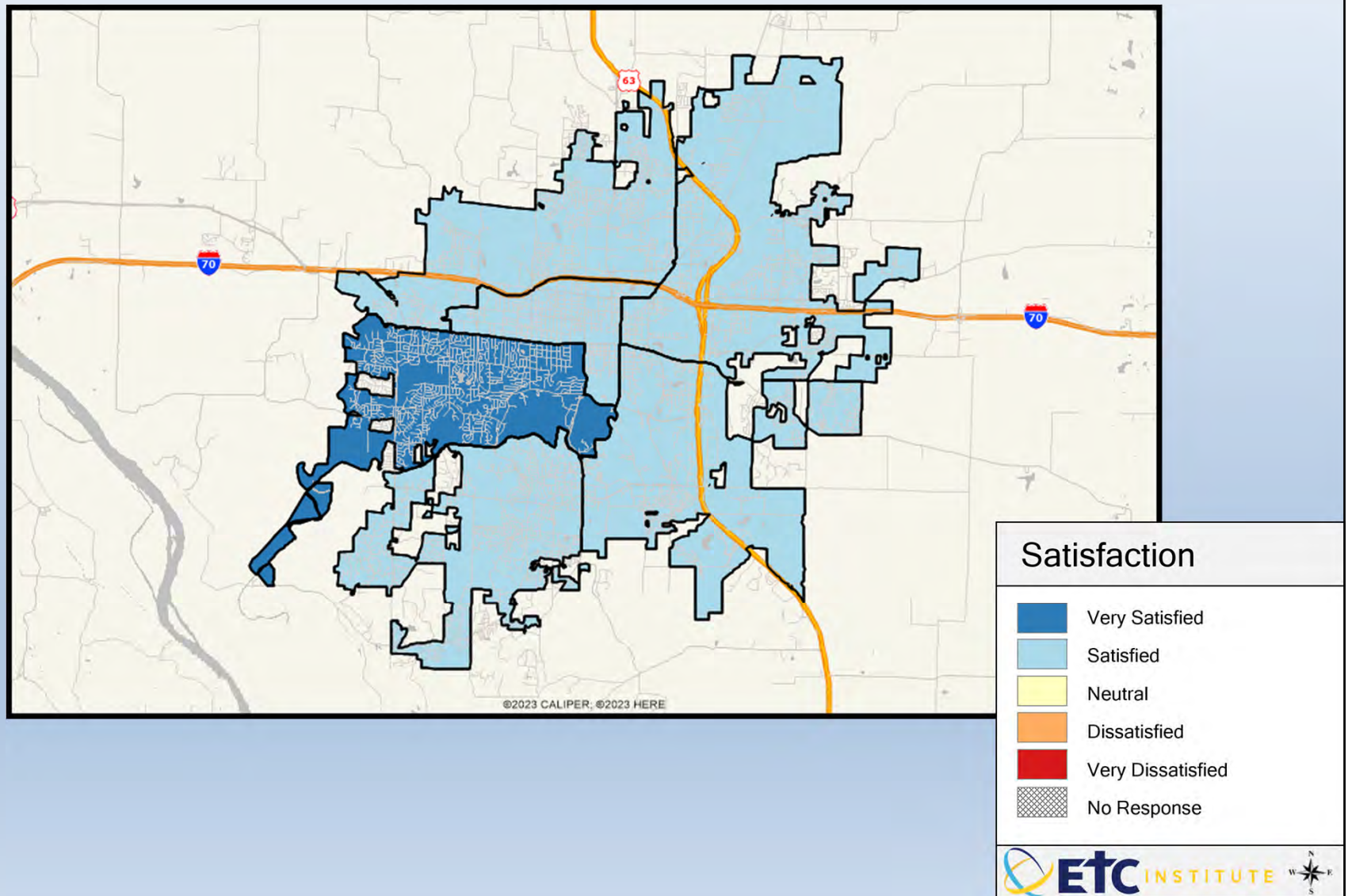
Satisfaction



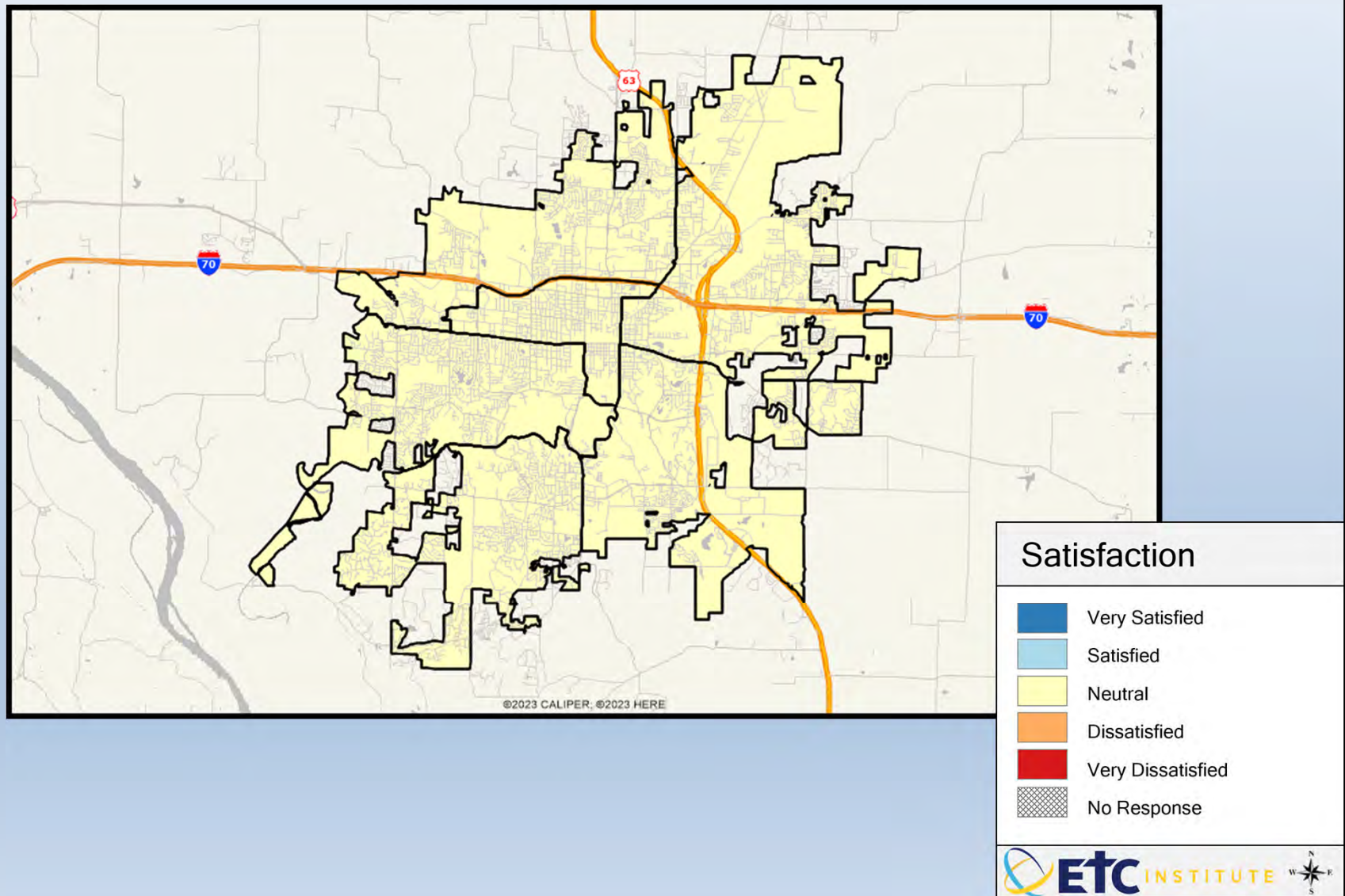
Q10-10. Effectiveness of fire prevention/safety programs



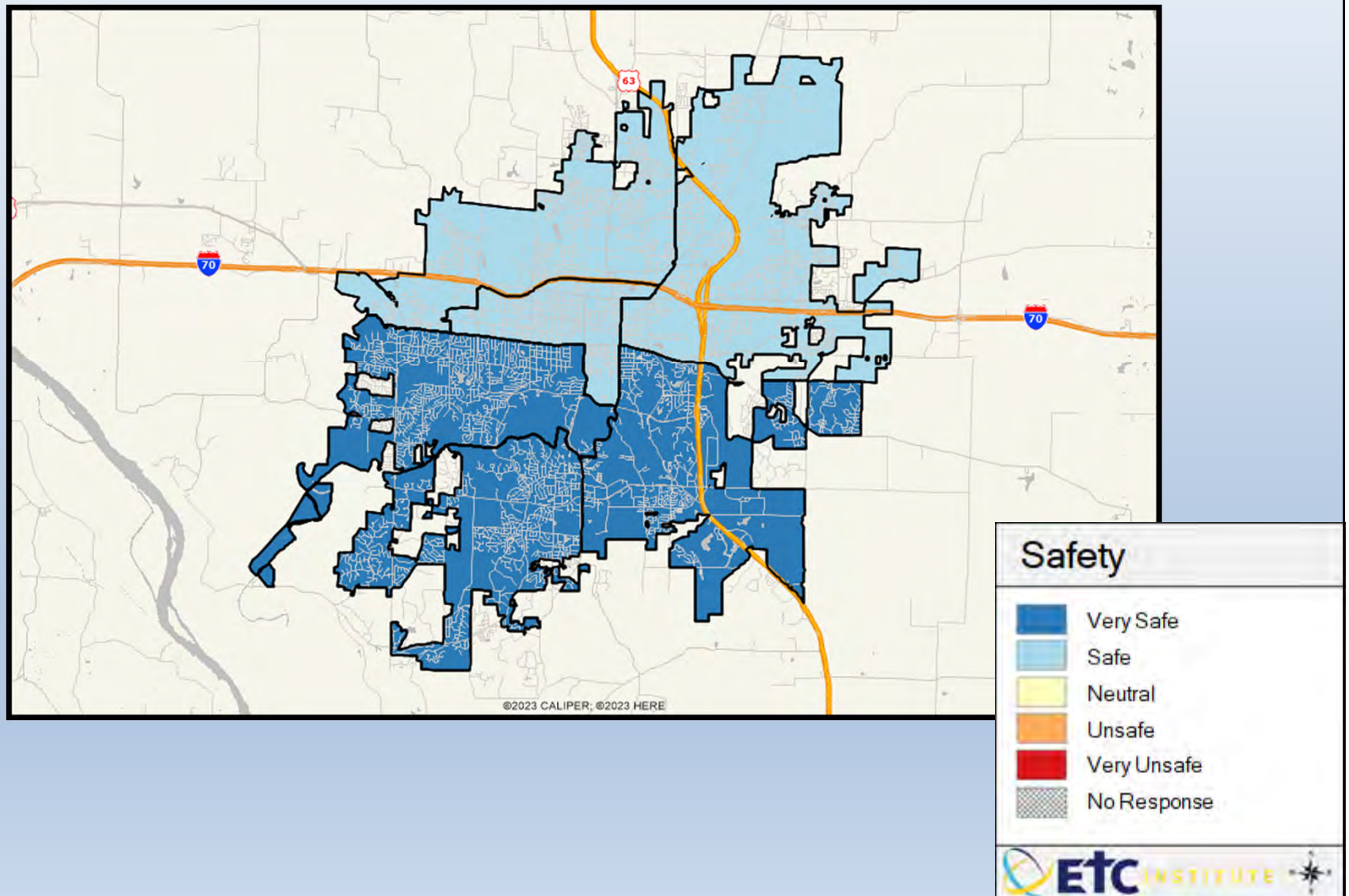
Q10-11. How quickly the Fire Department responds



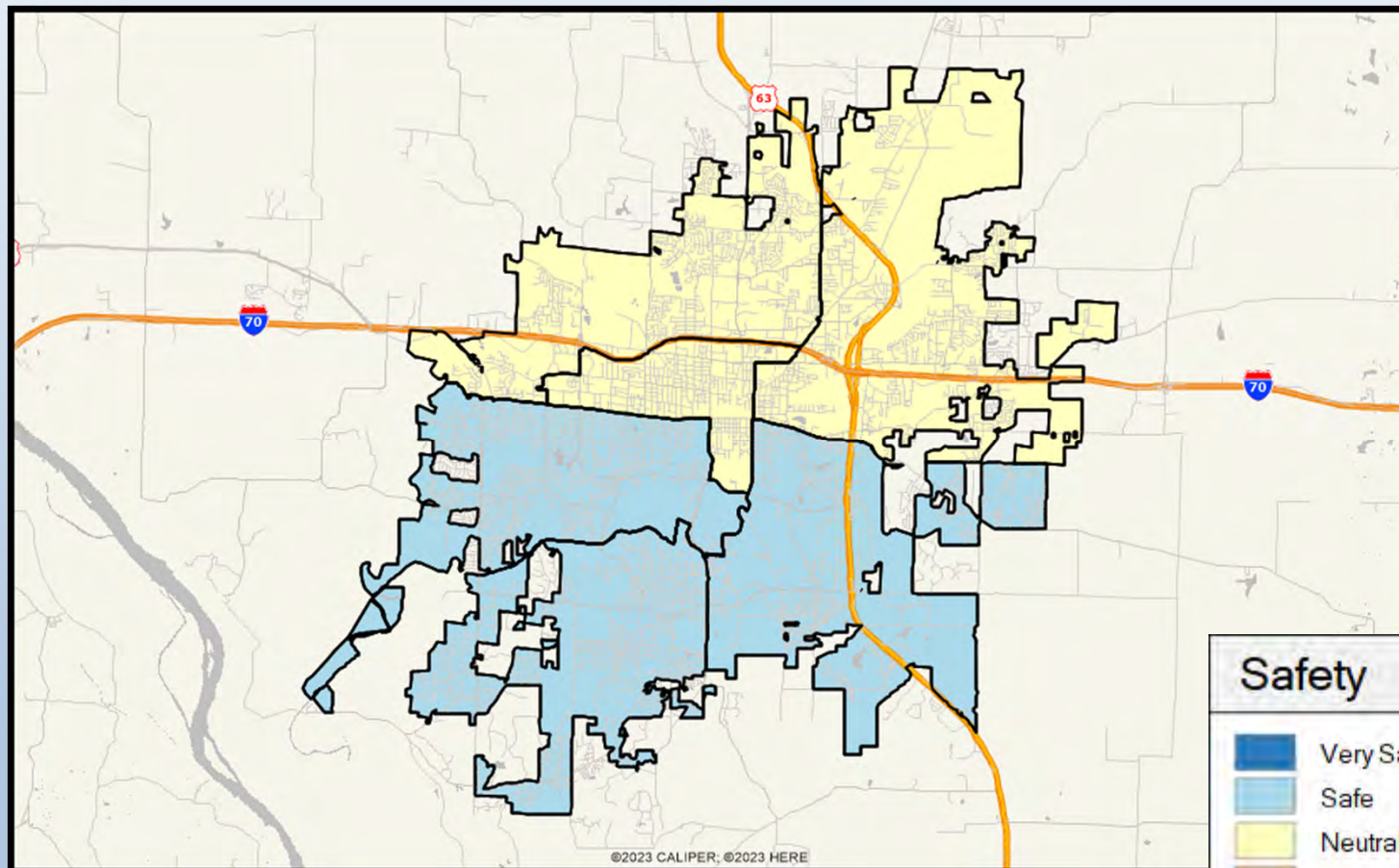
Q10-12. The treatment/fairness of the City's municipal court



Q12-01. In your neighborhood during the day



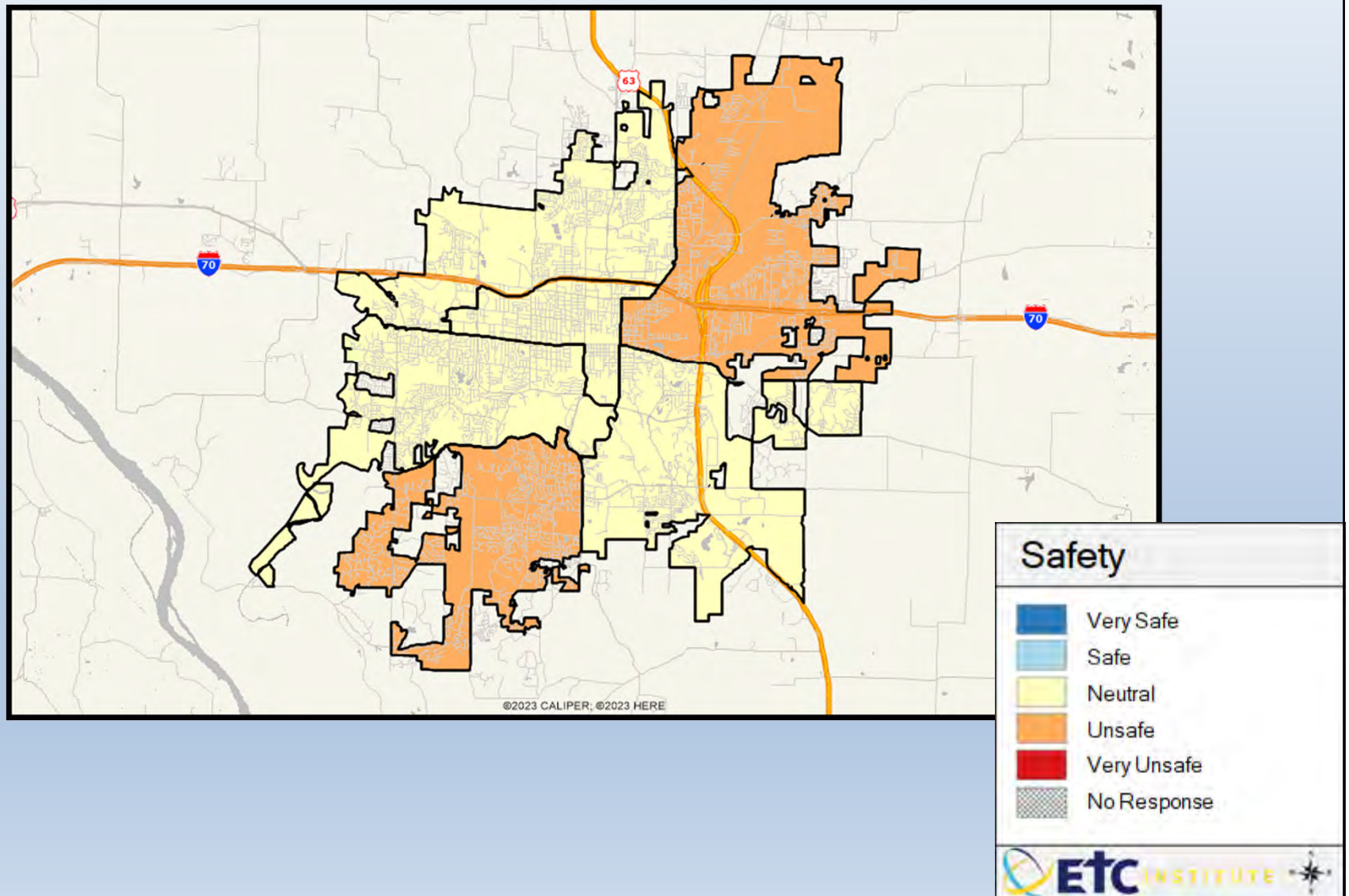
Q12-02. In your neighborhood at night



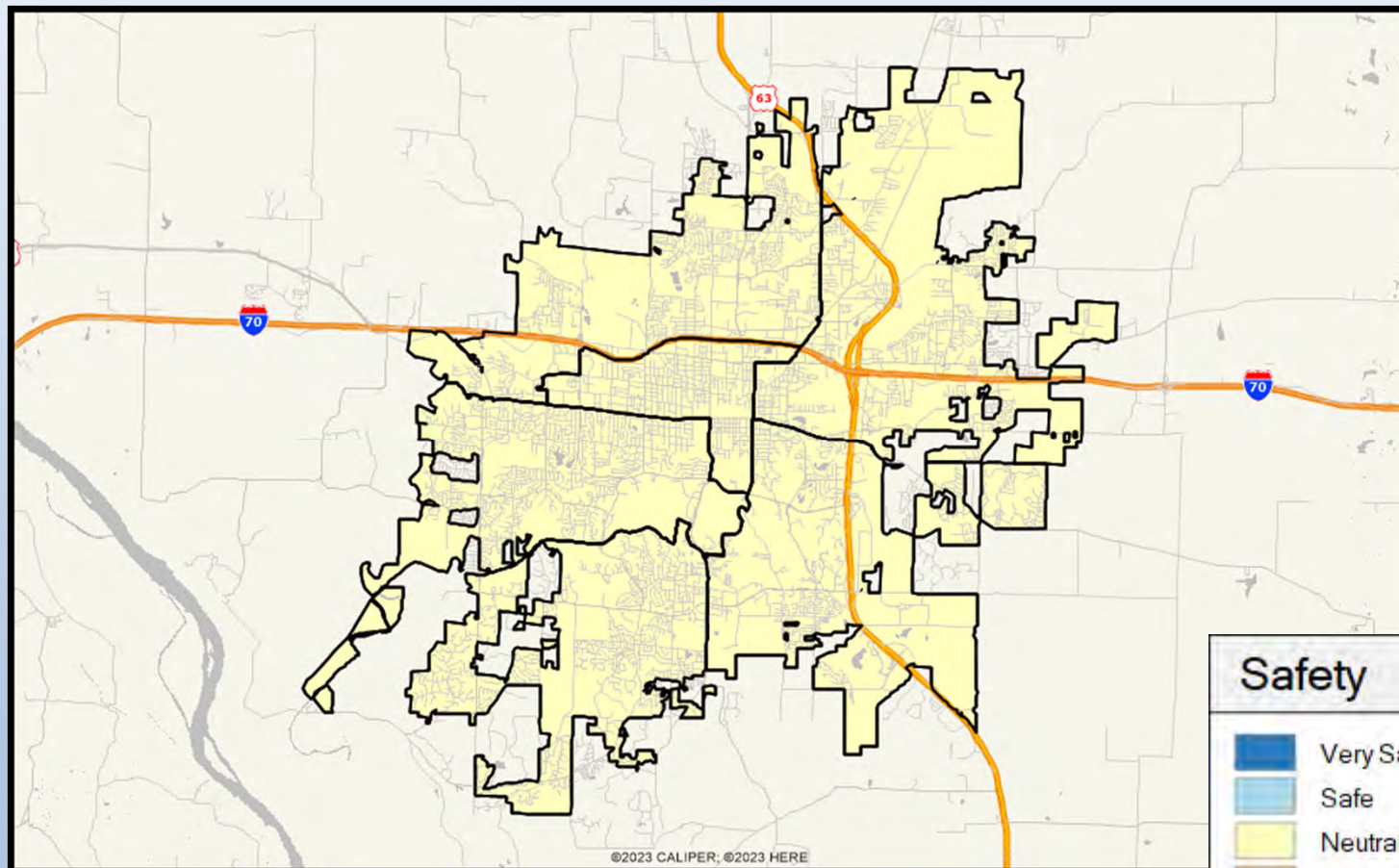
Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

Q12-03. Walking in downtown Columbia



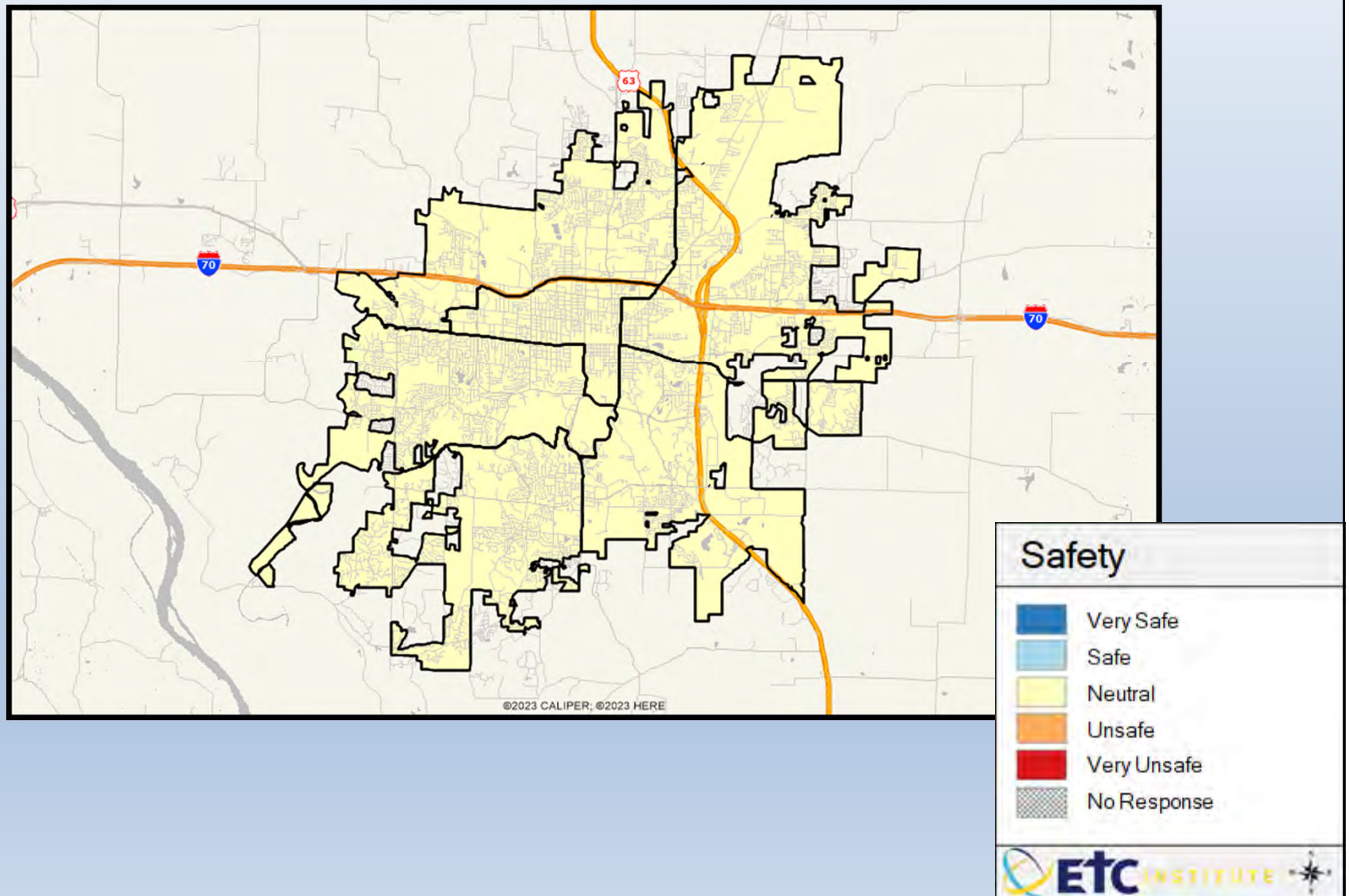
Q12-04. In City parks



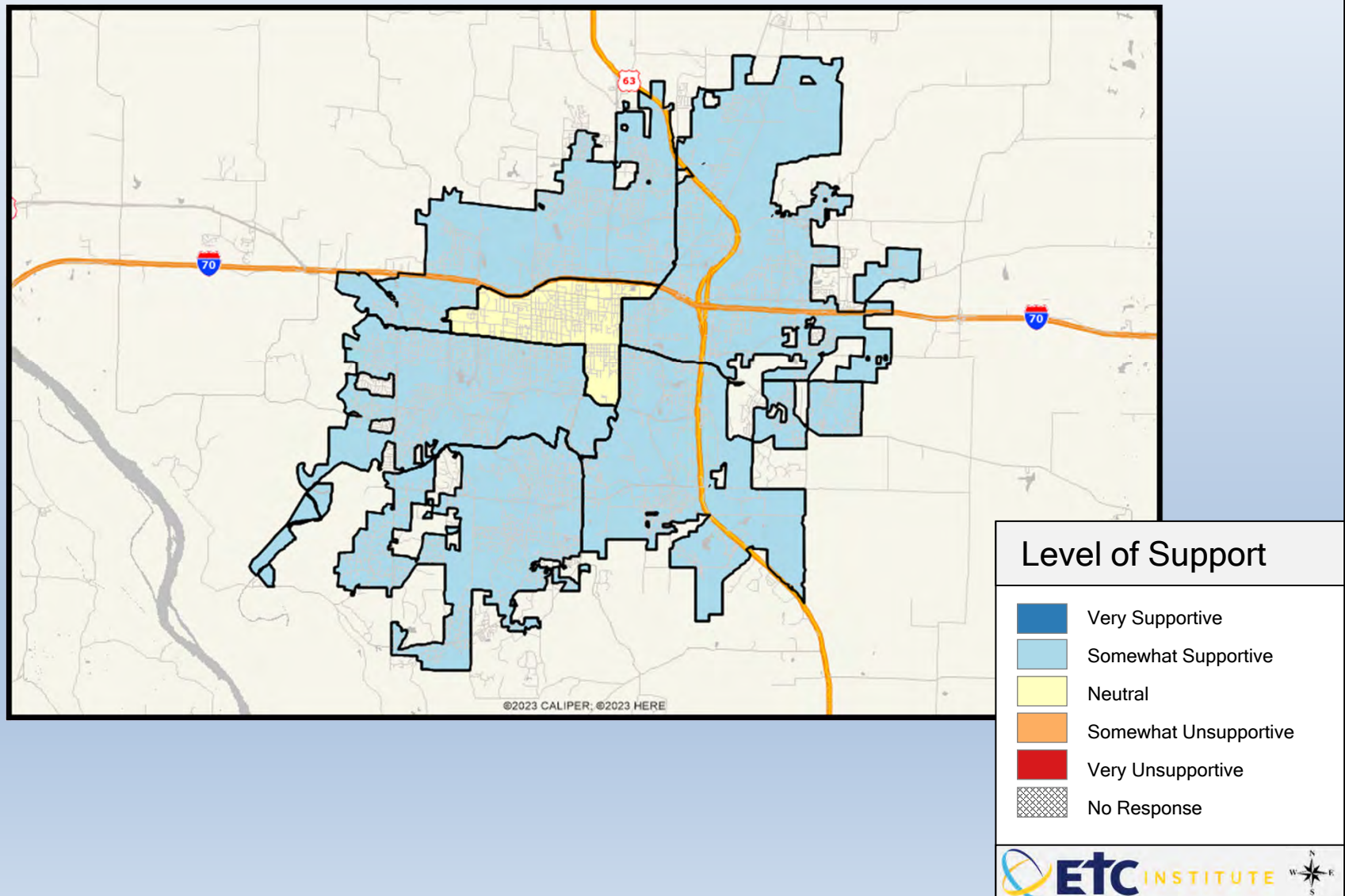
Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

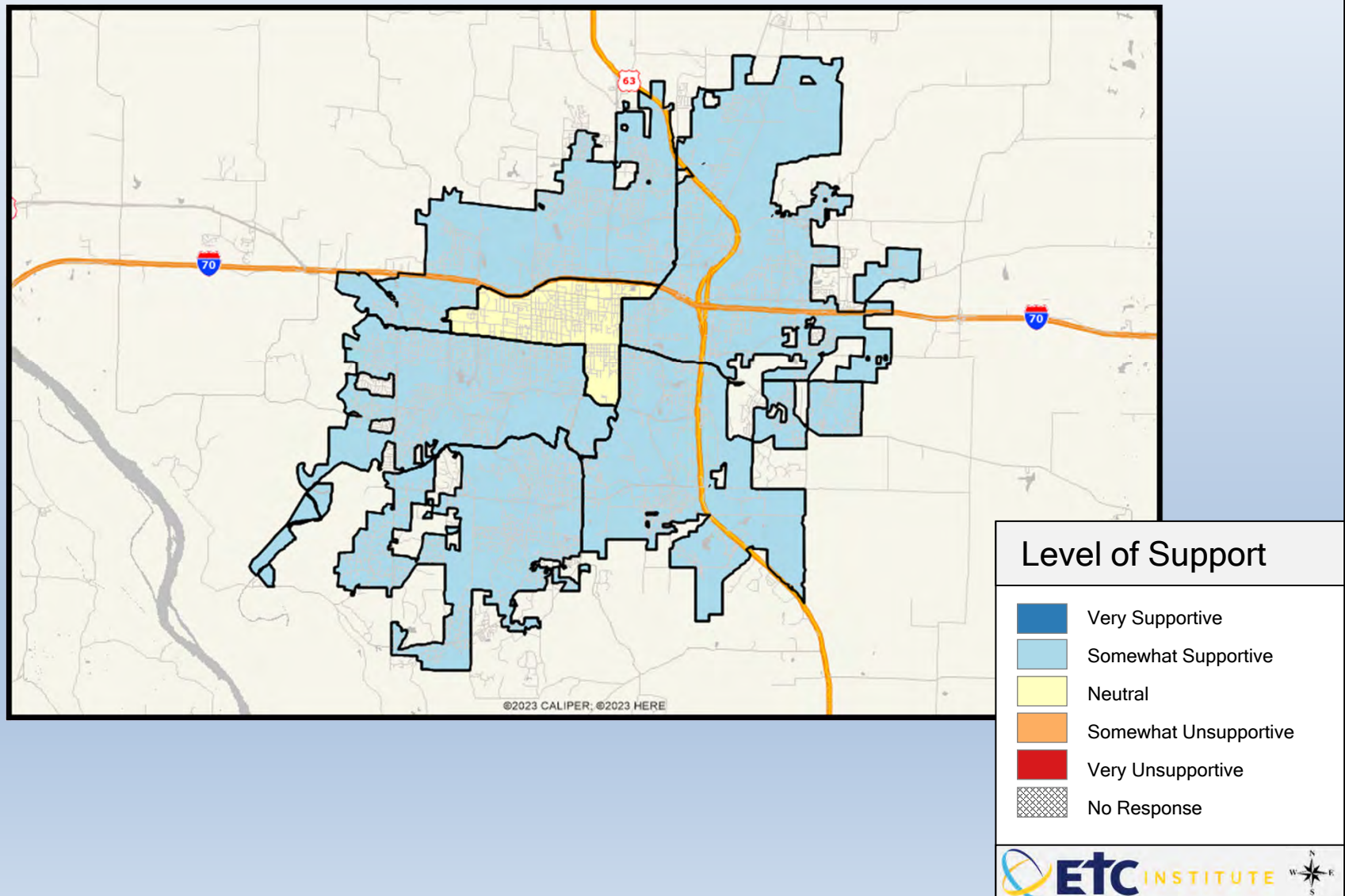
Q12-05. Overall feeling of safety in Columbia



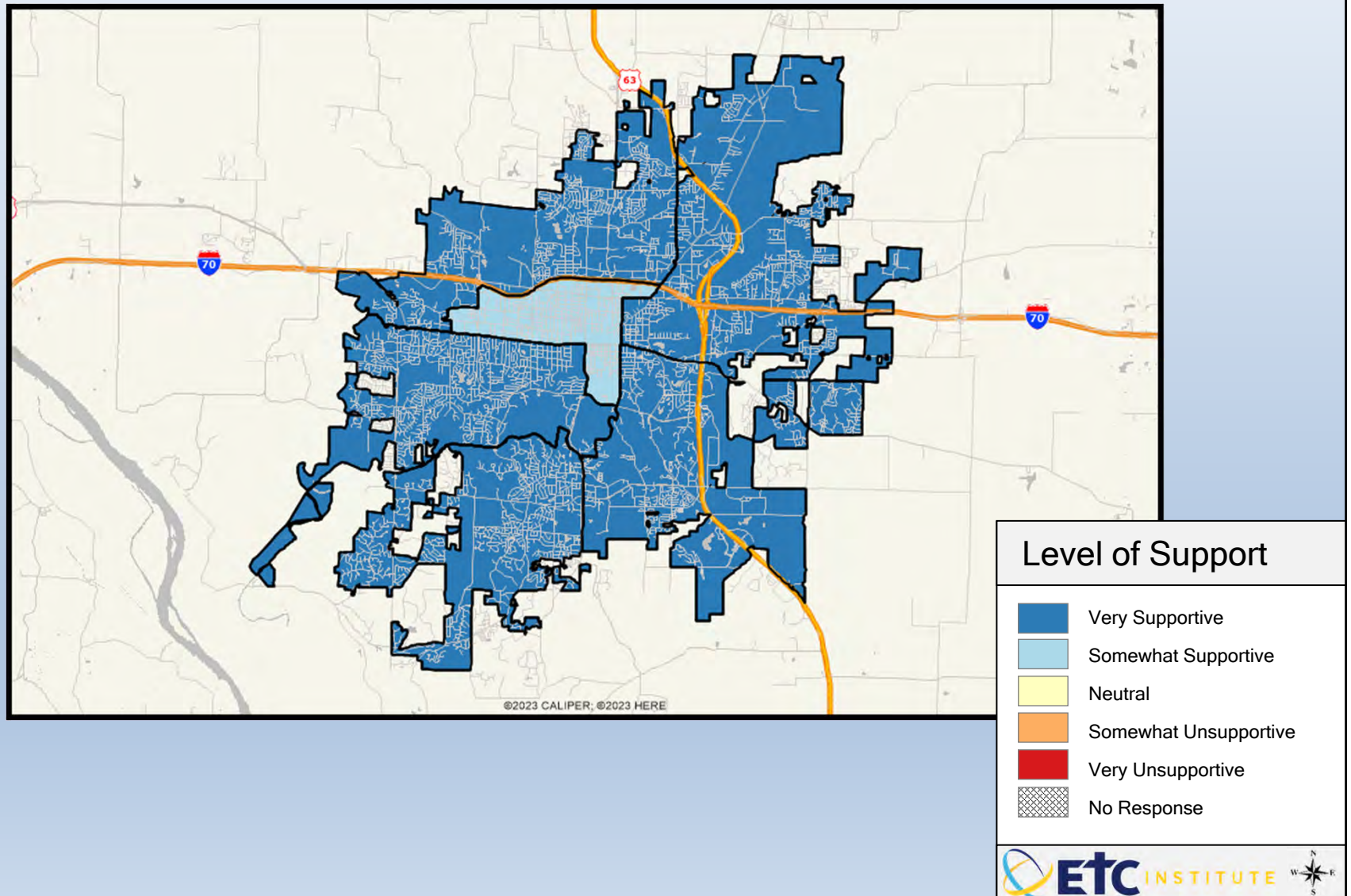
Q13-01. Public space cameras



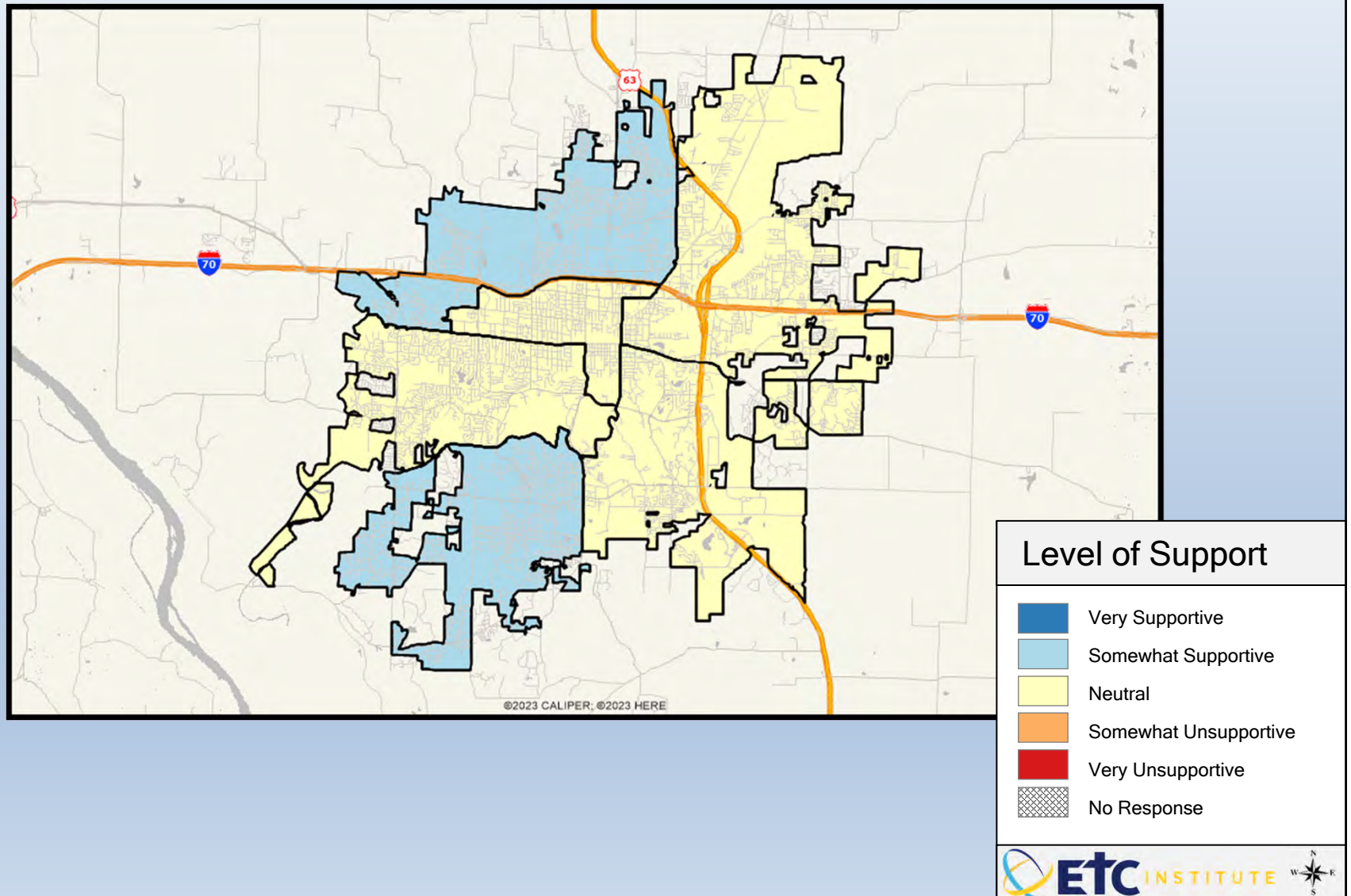
Q13-02. License plate reader technology



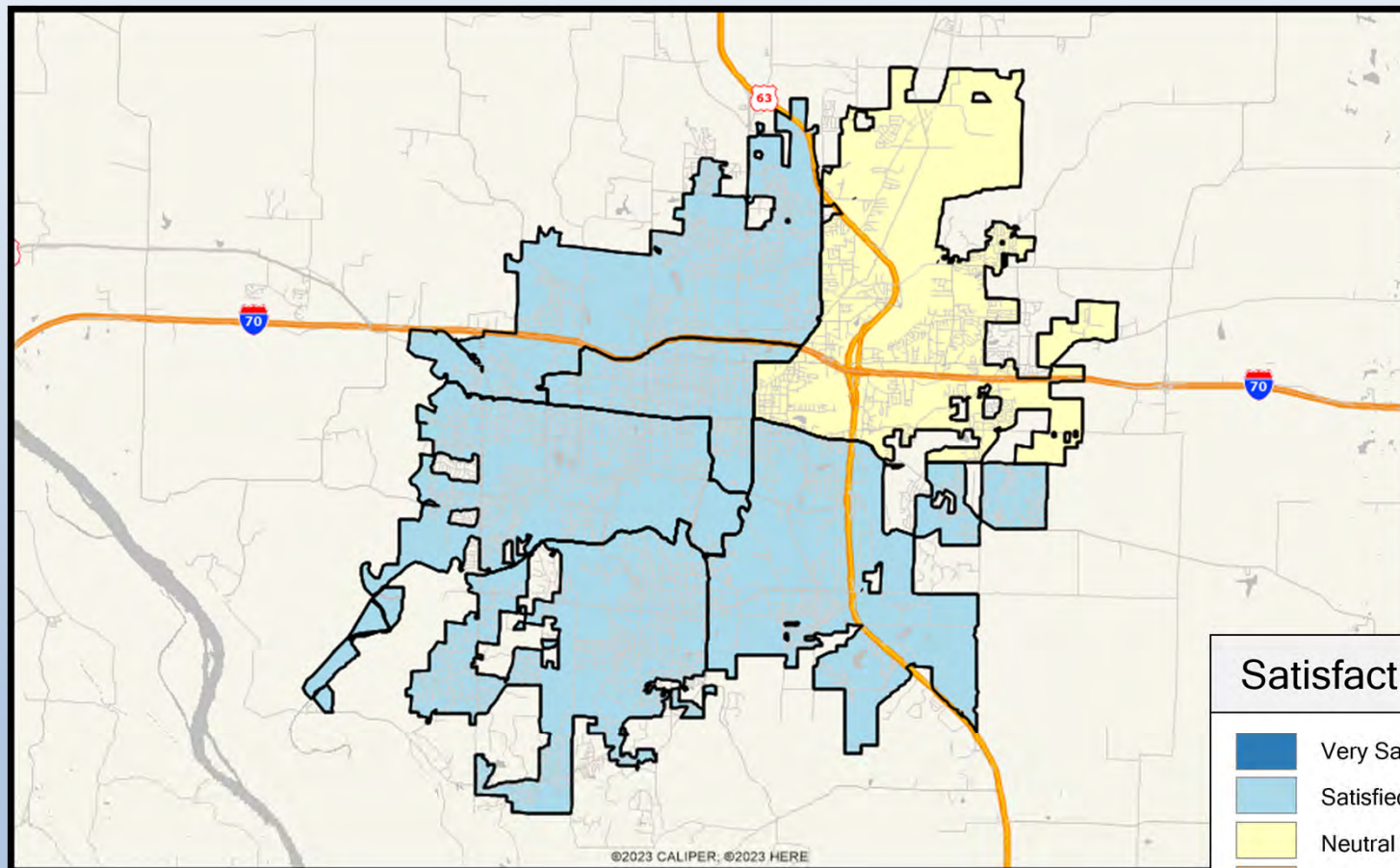
Q13-03. Gunshot detection technology



Q13-04. Drone surveillance



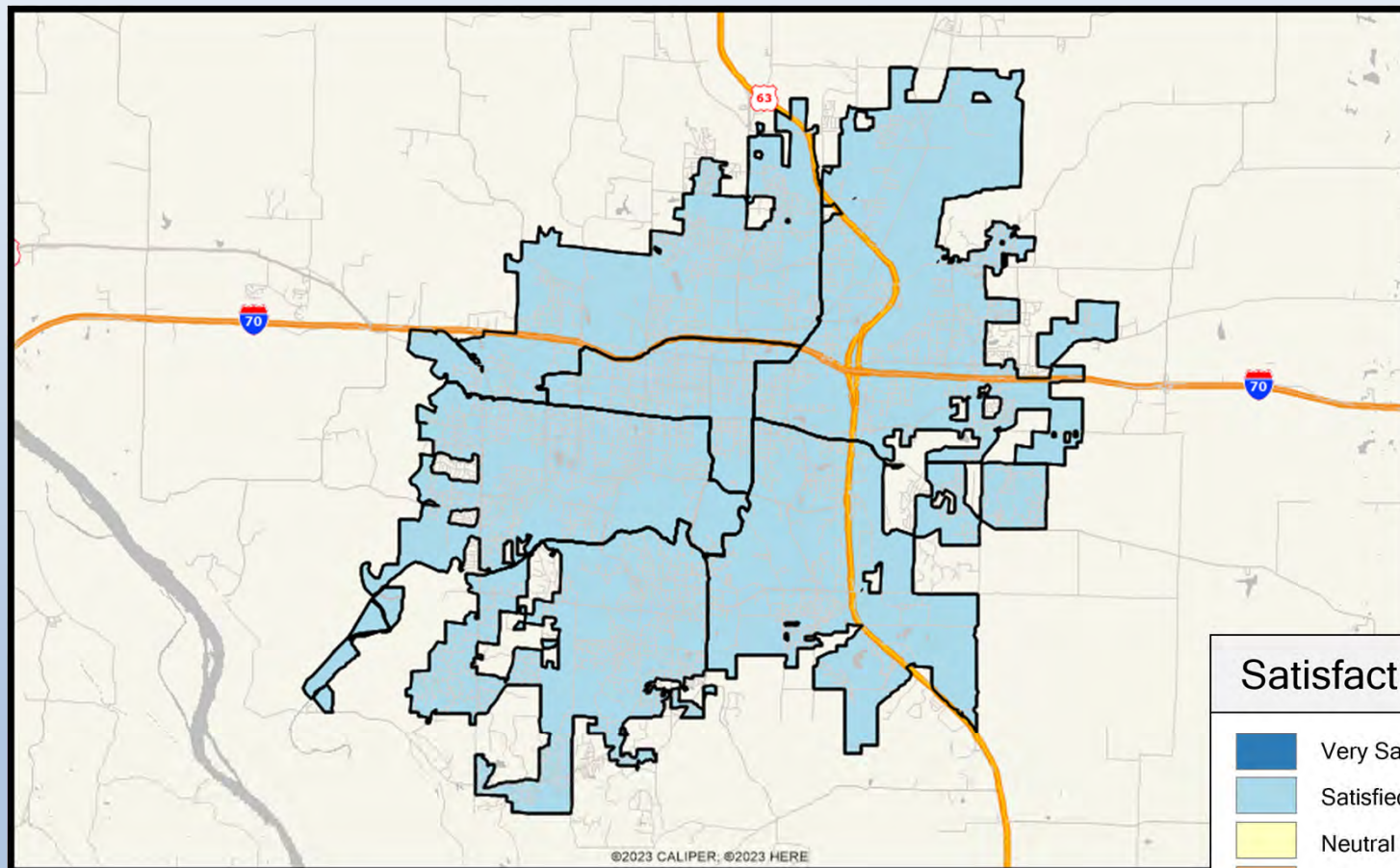
Q14-01. Maintenance of street signs and traffic signals



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

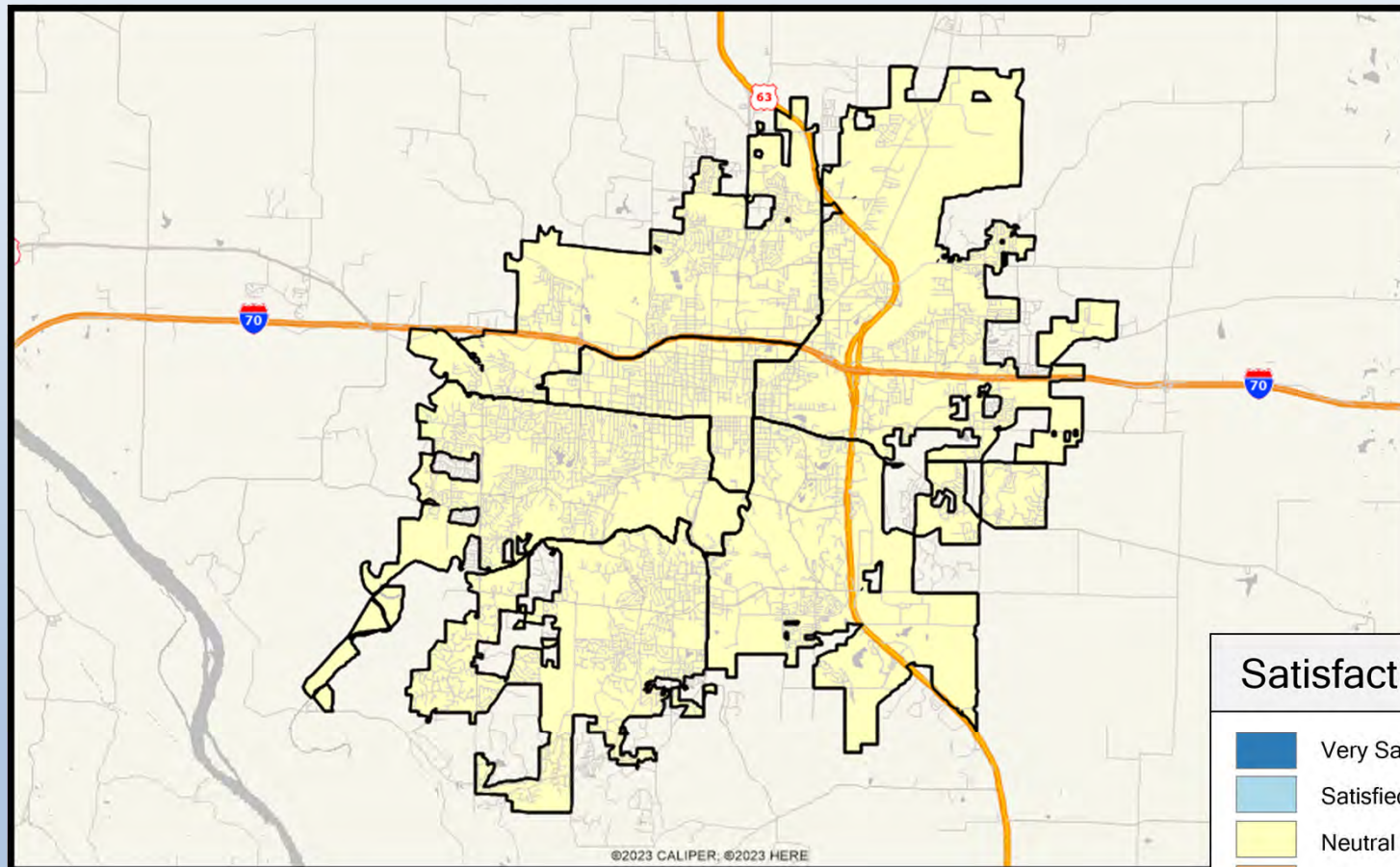
Q14-02. Maintenance of City buildings



Satisfaction



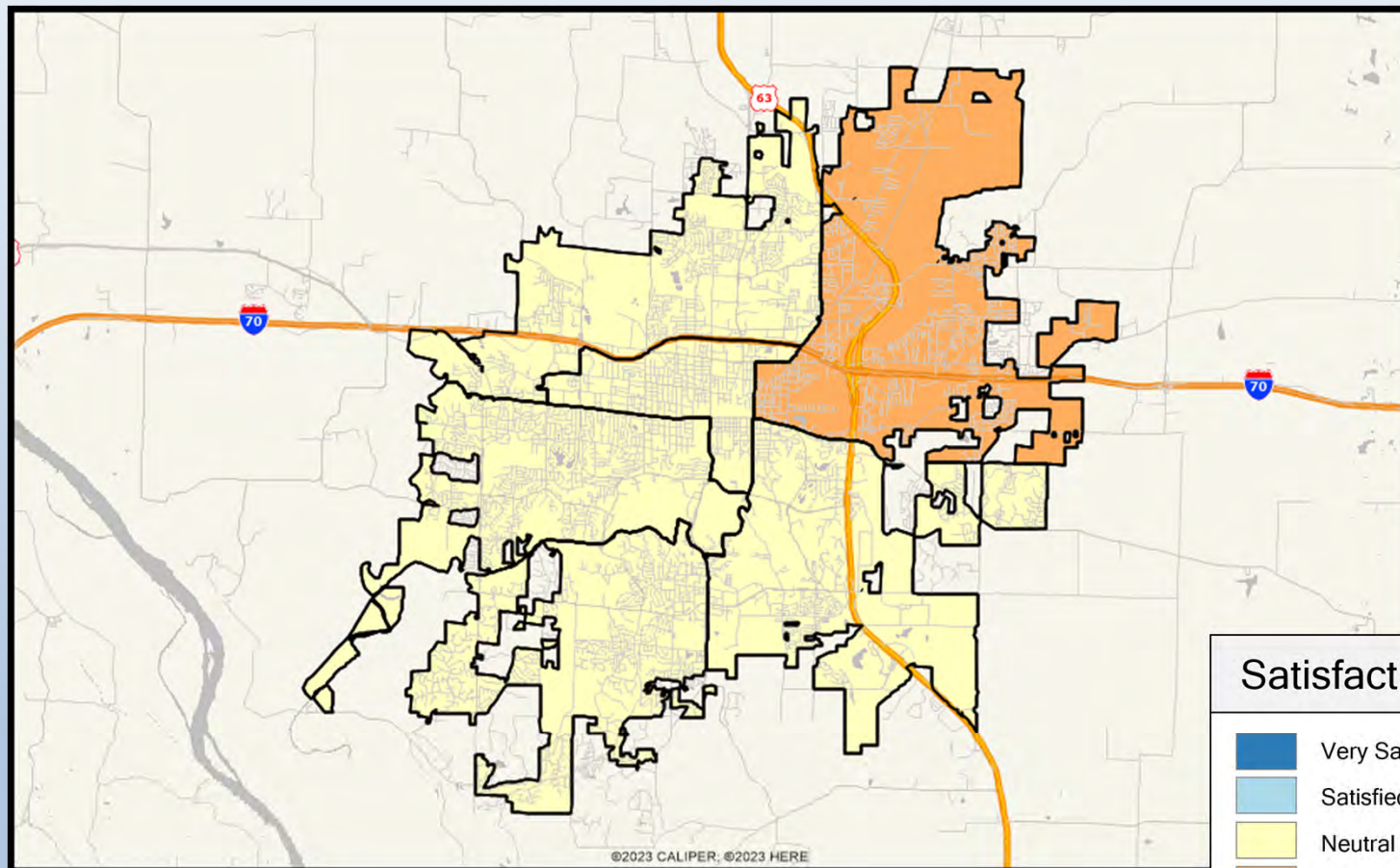
Q14-03. Snow removal on City streets



Satisfaction



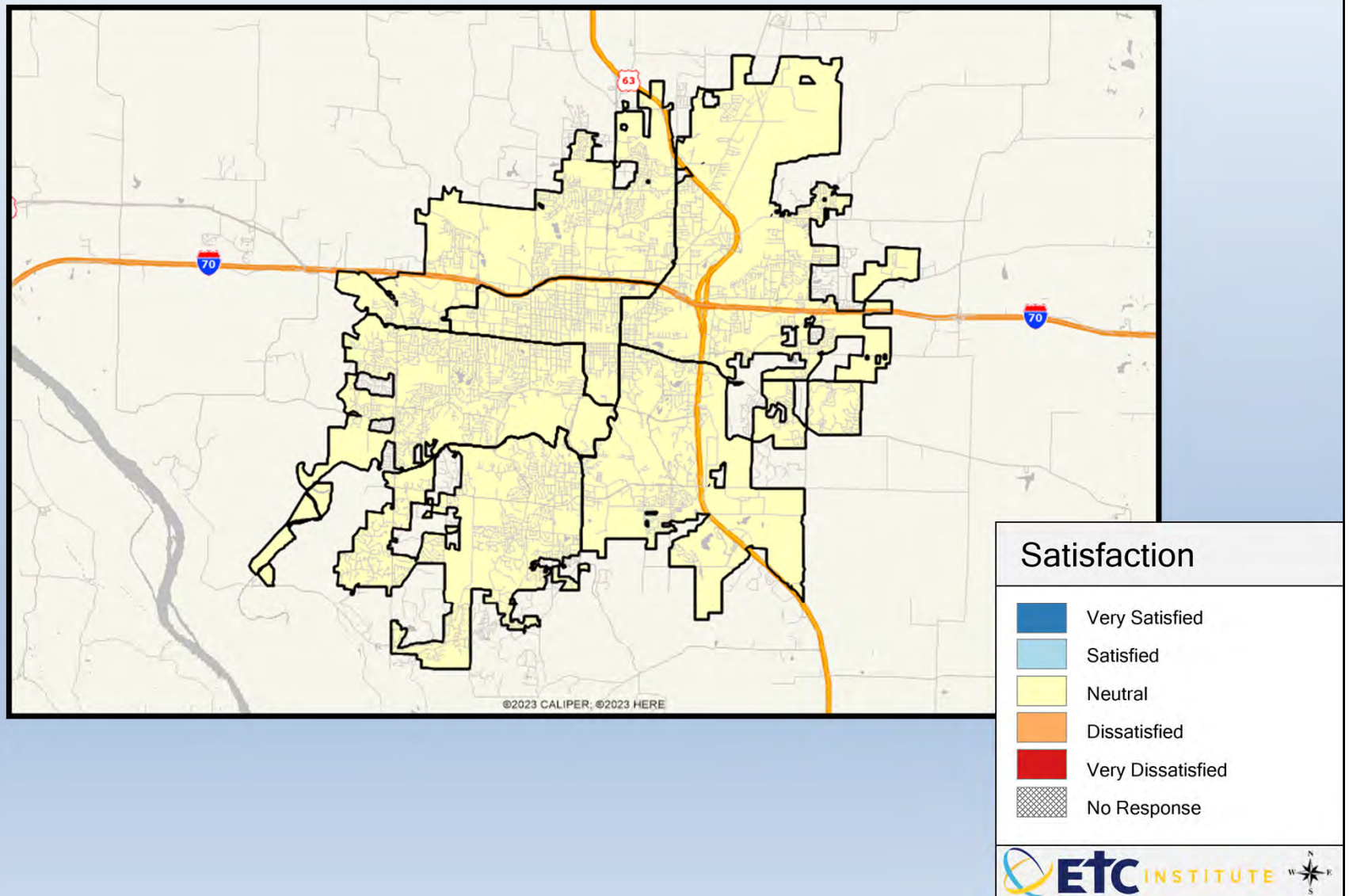
Q14-04. Maintenance of City streets



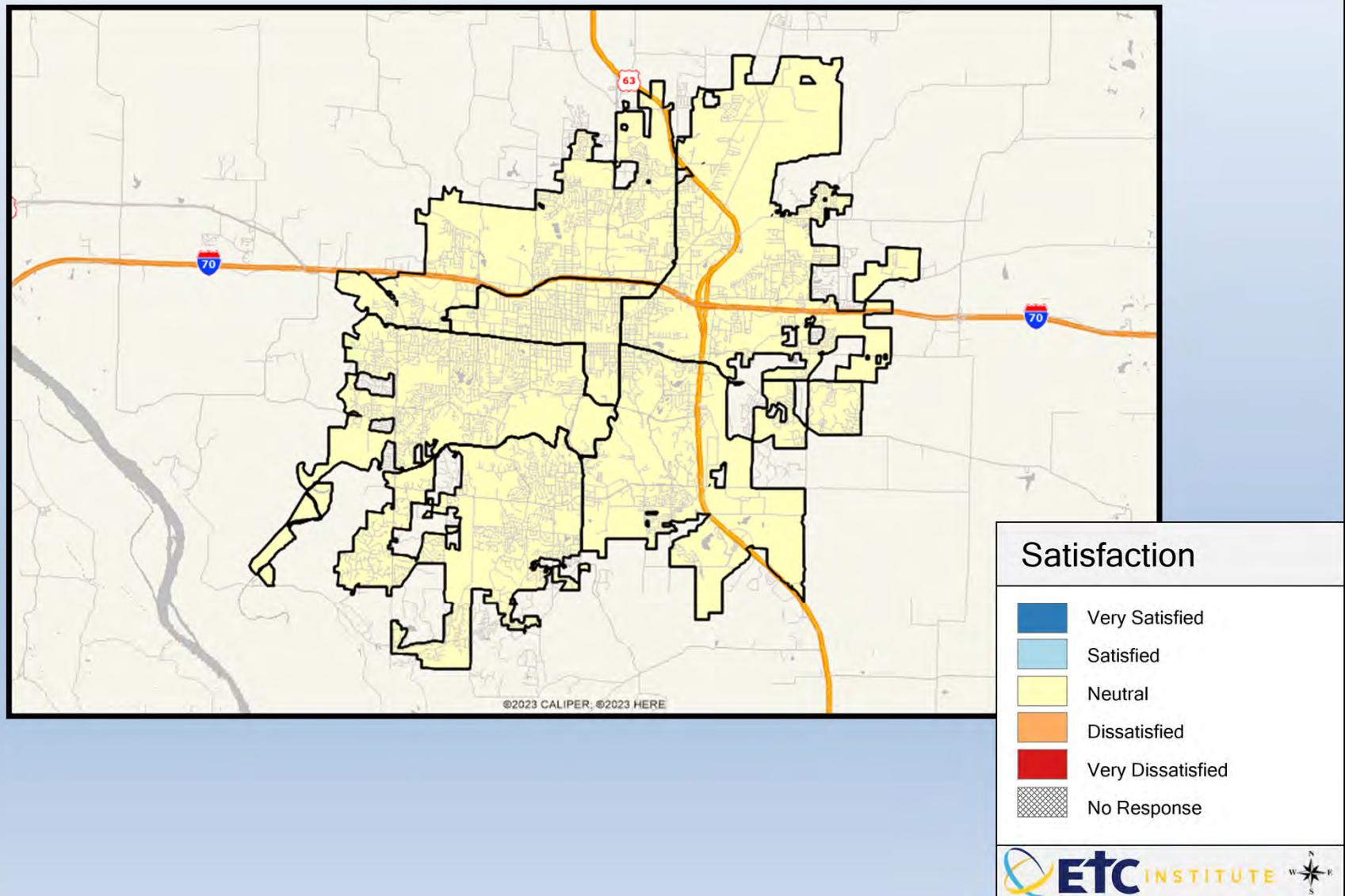
Satisfaction



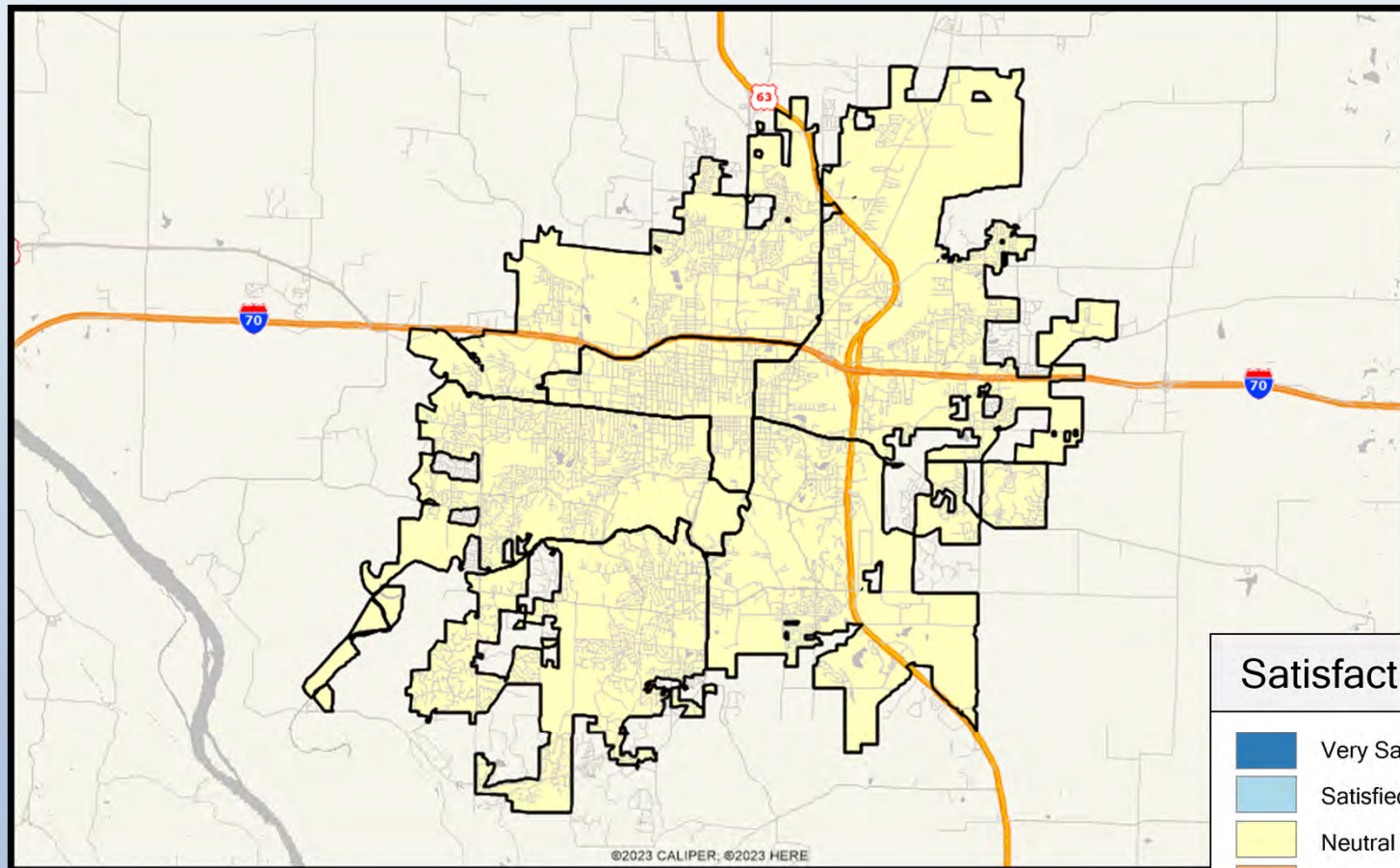
Q14-05. Adequacy of City street lighting



Q14-06. Condition of City sidewalks adjacent to streets



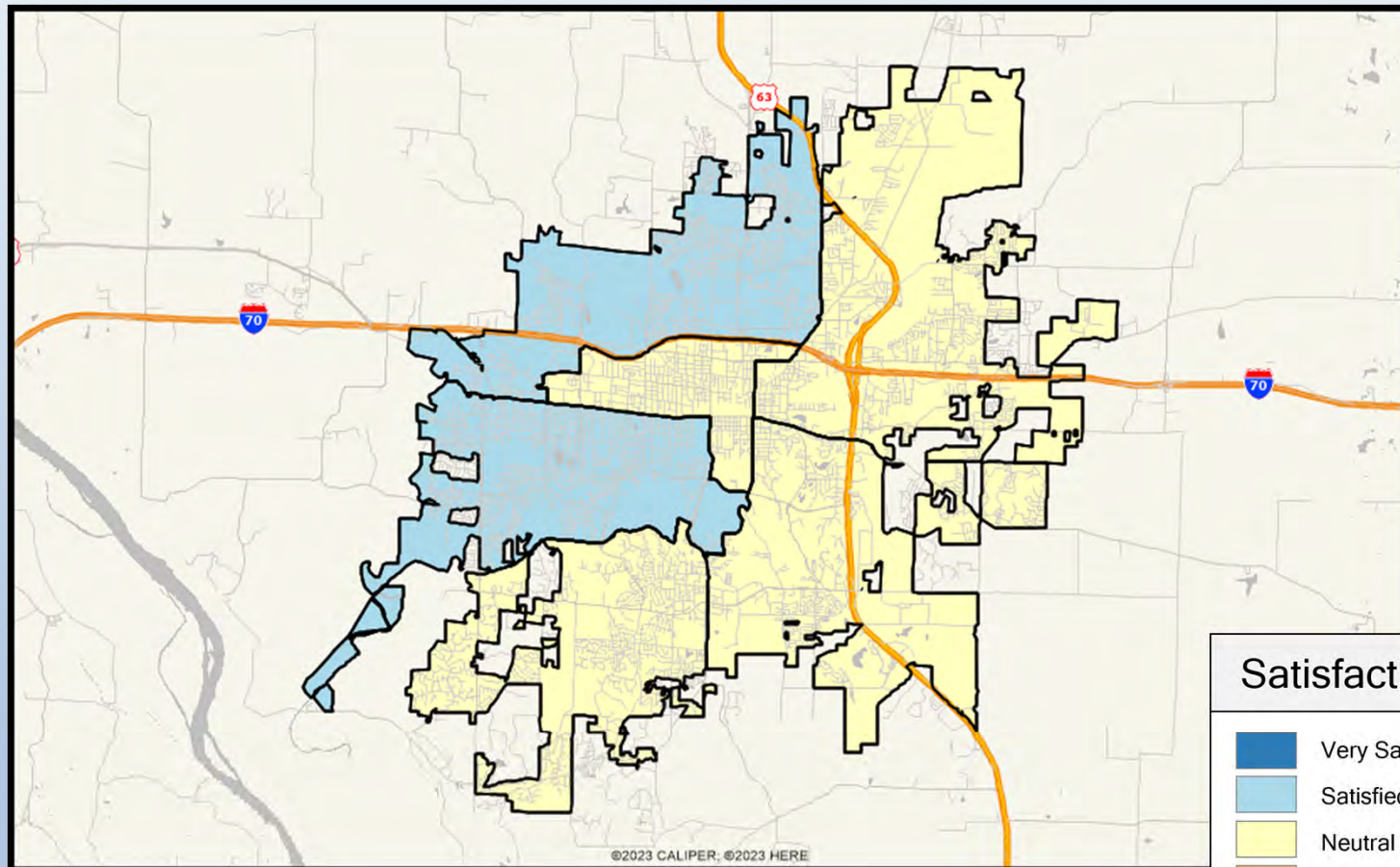
Q14-07. Landscaping/appearance of public areas along City streets



Satisfaction



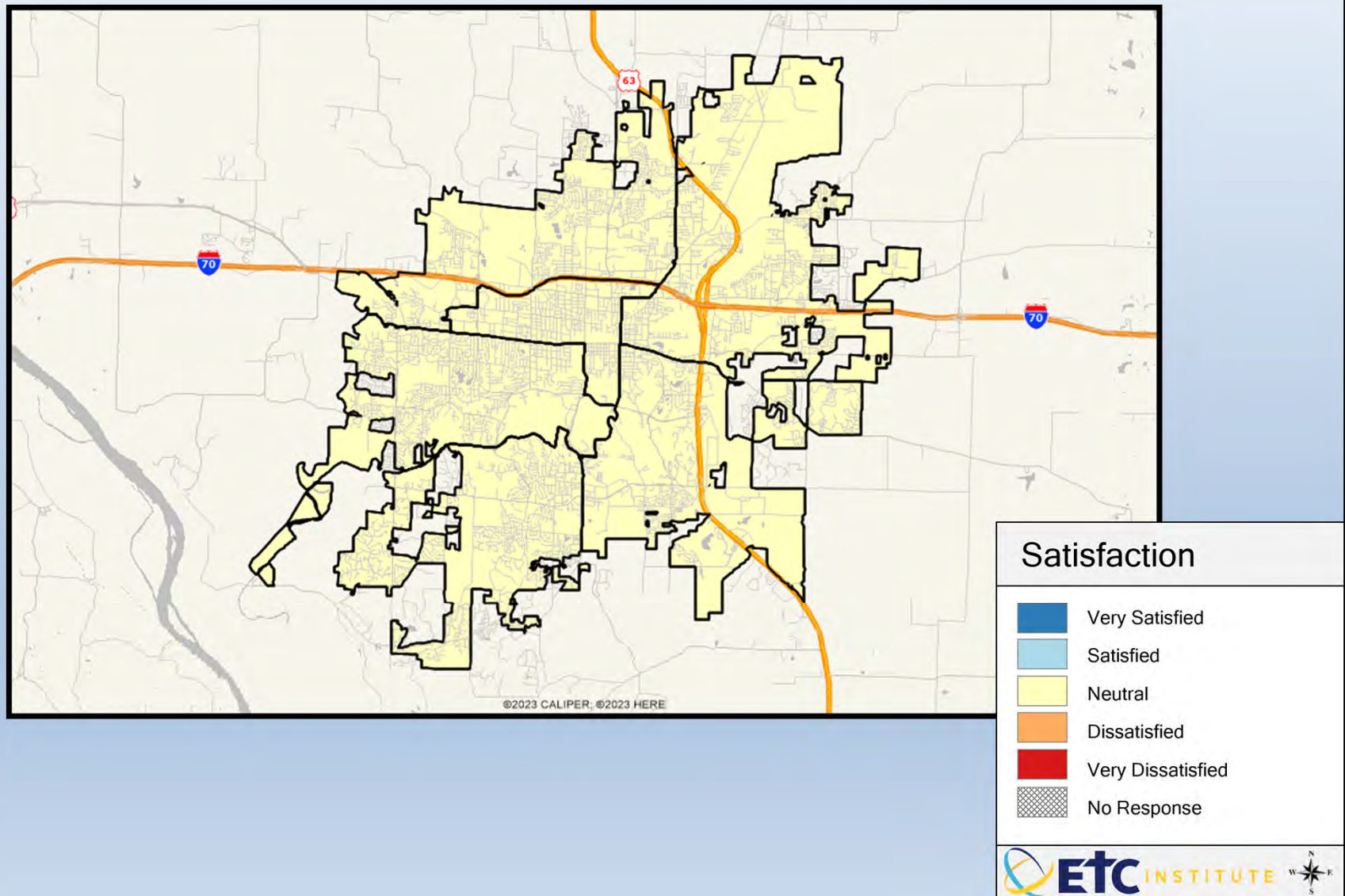
Q14-08. Satisfaction with tree trimming/replacement program



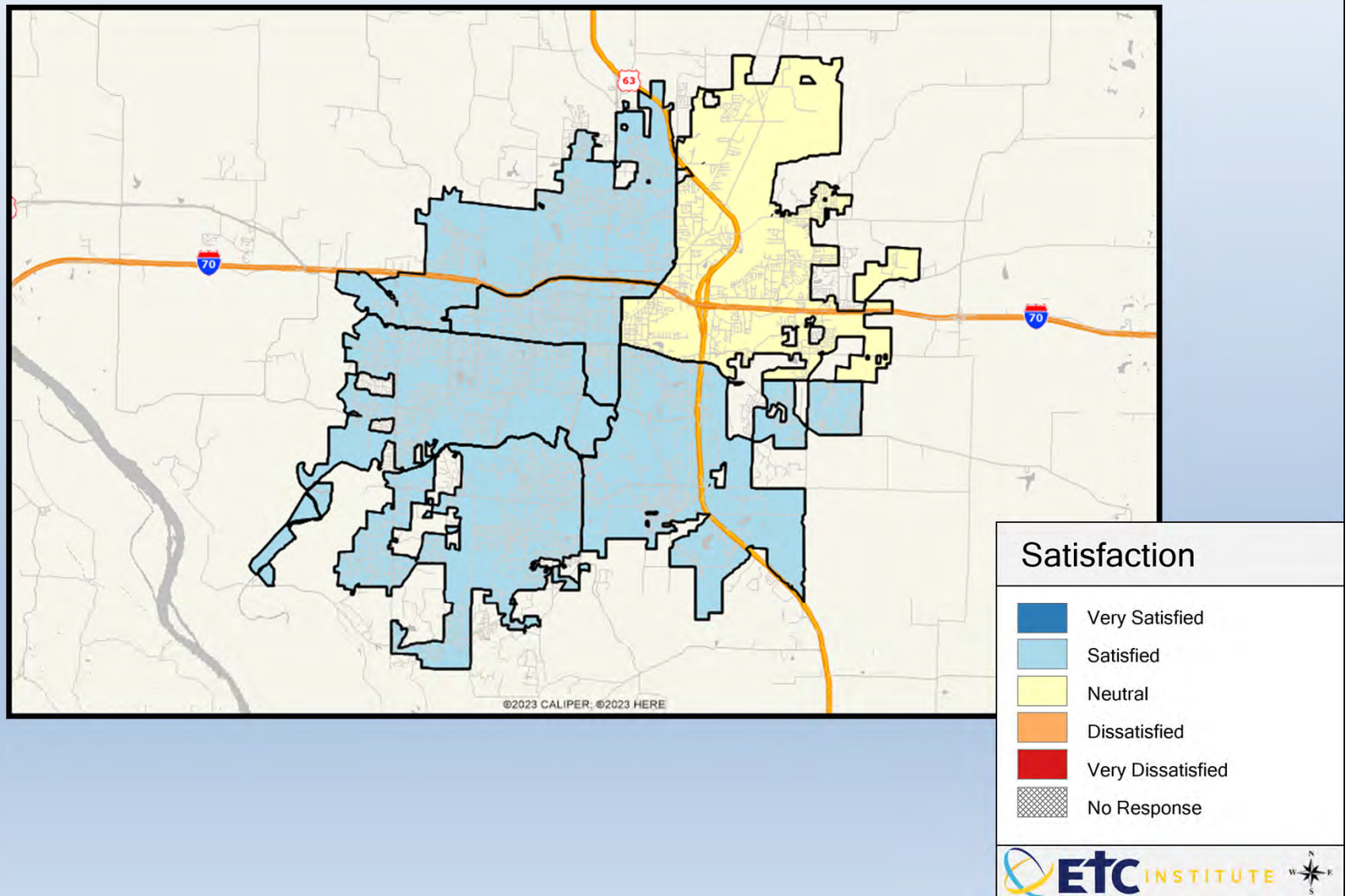
Satisfaction



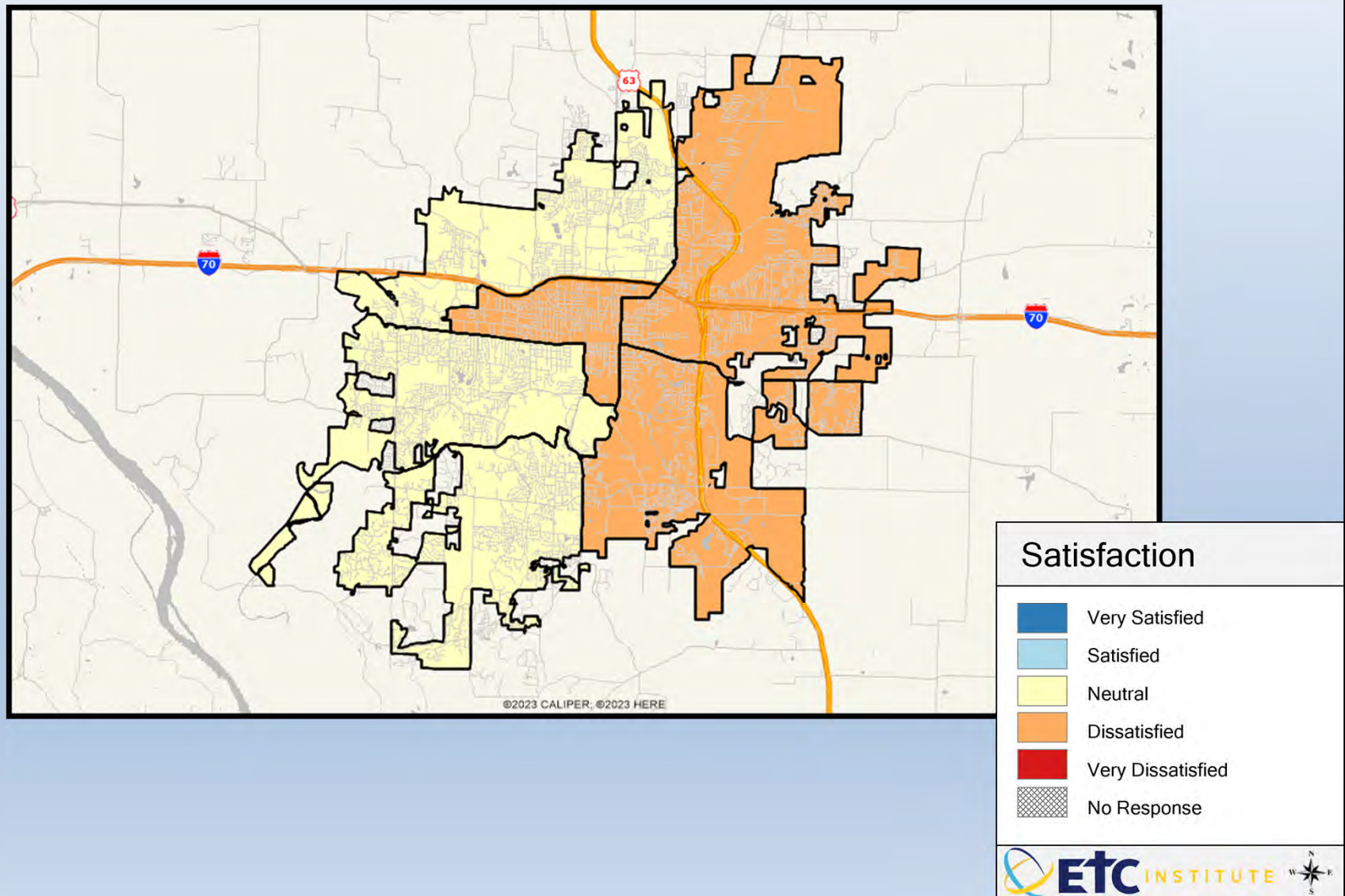
Q14-09. Adequacy of residential street lighting



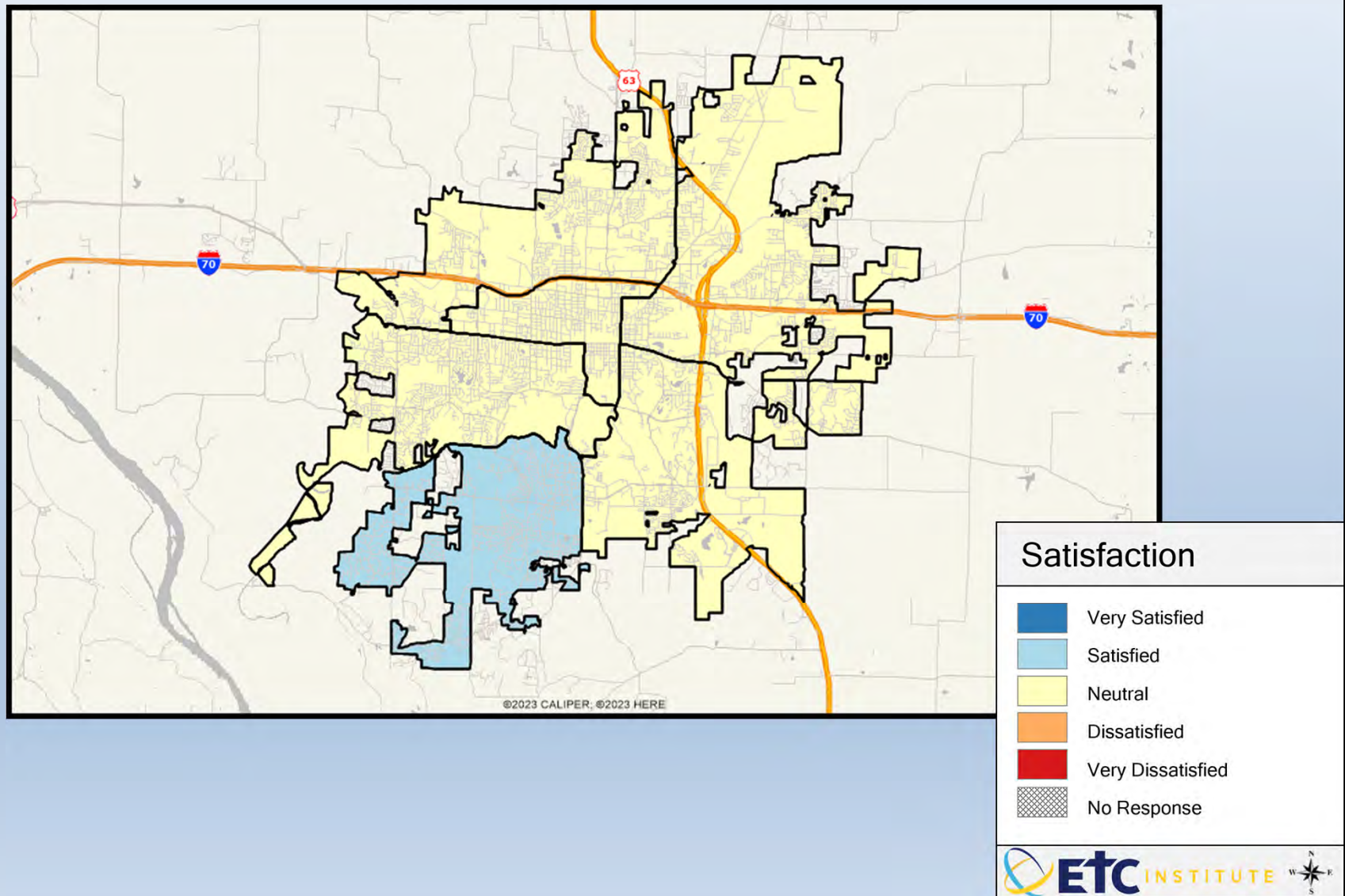
Q16-01. Ease of travel from your home to work/school



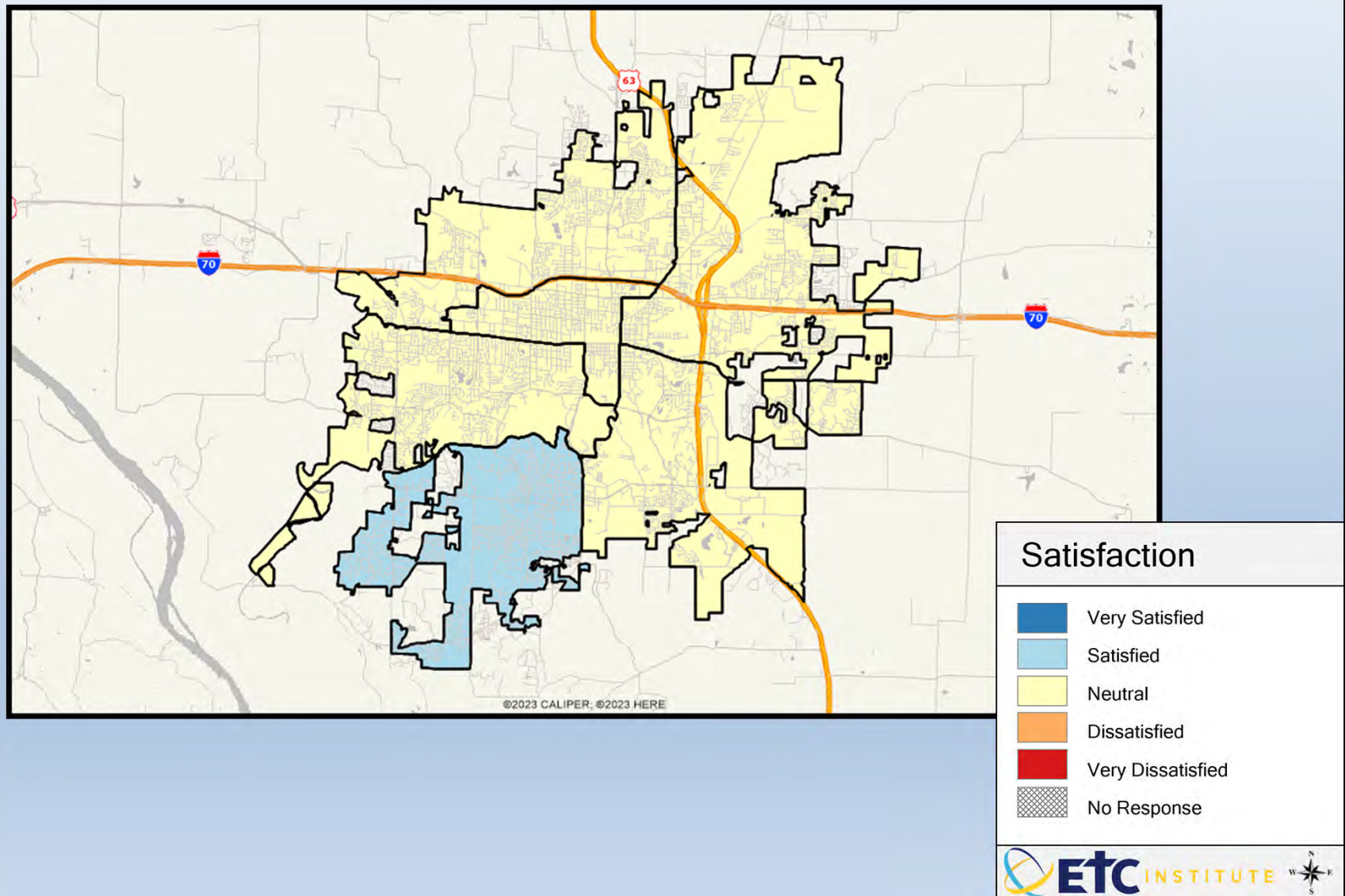
Q16-02. Availability of public transportation



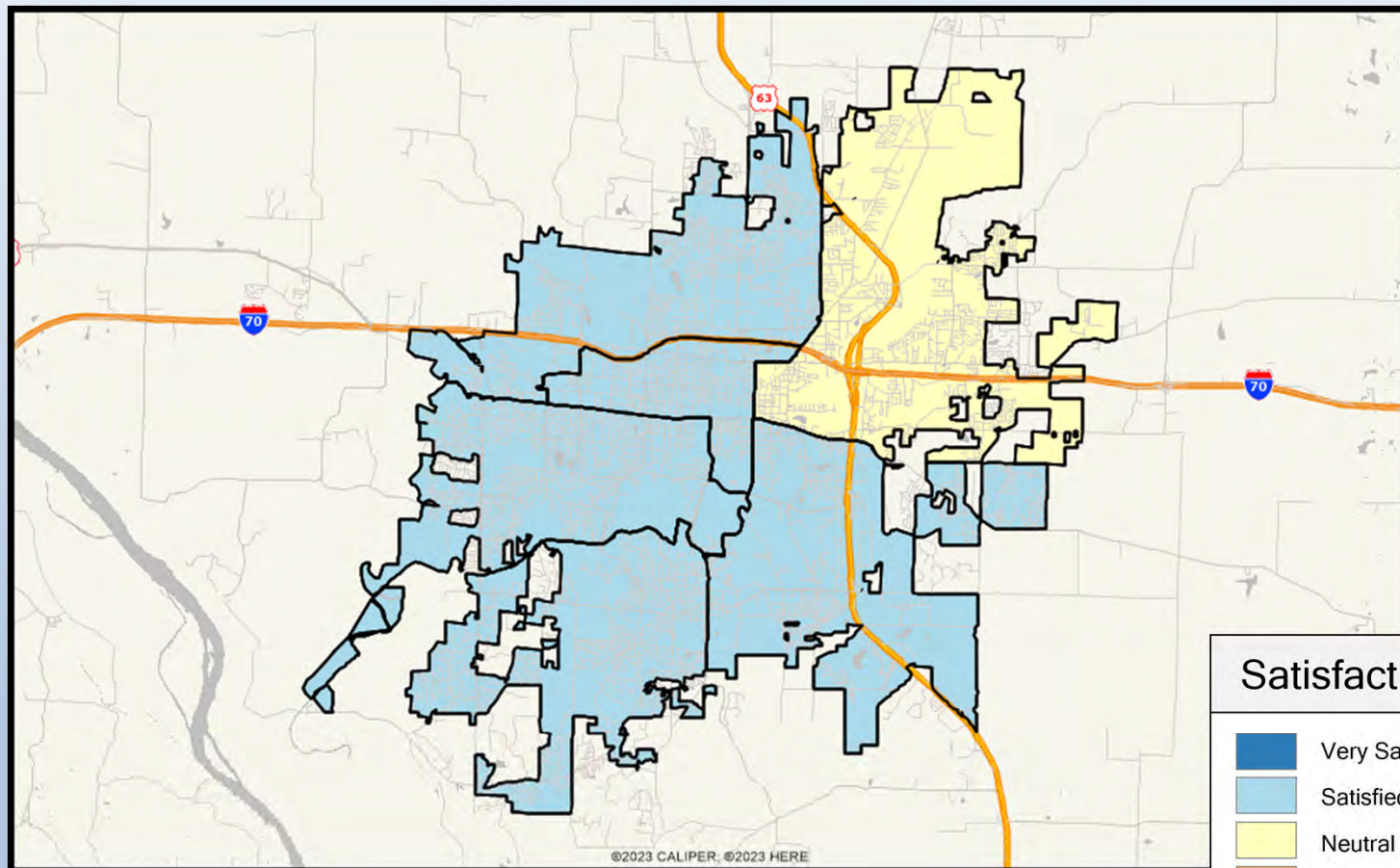
Q16-03. Availability of bicycle lanes



Q16-04. Availability of pedestrian walkways



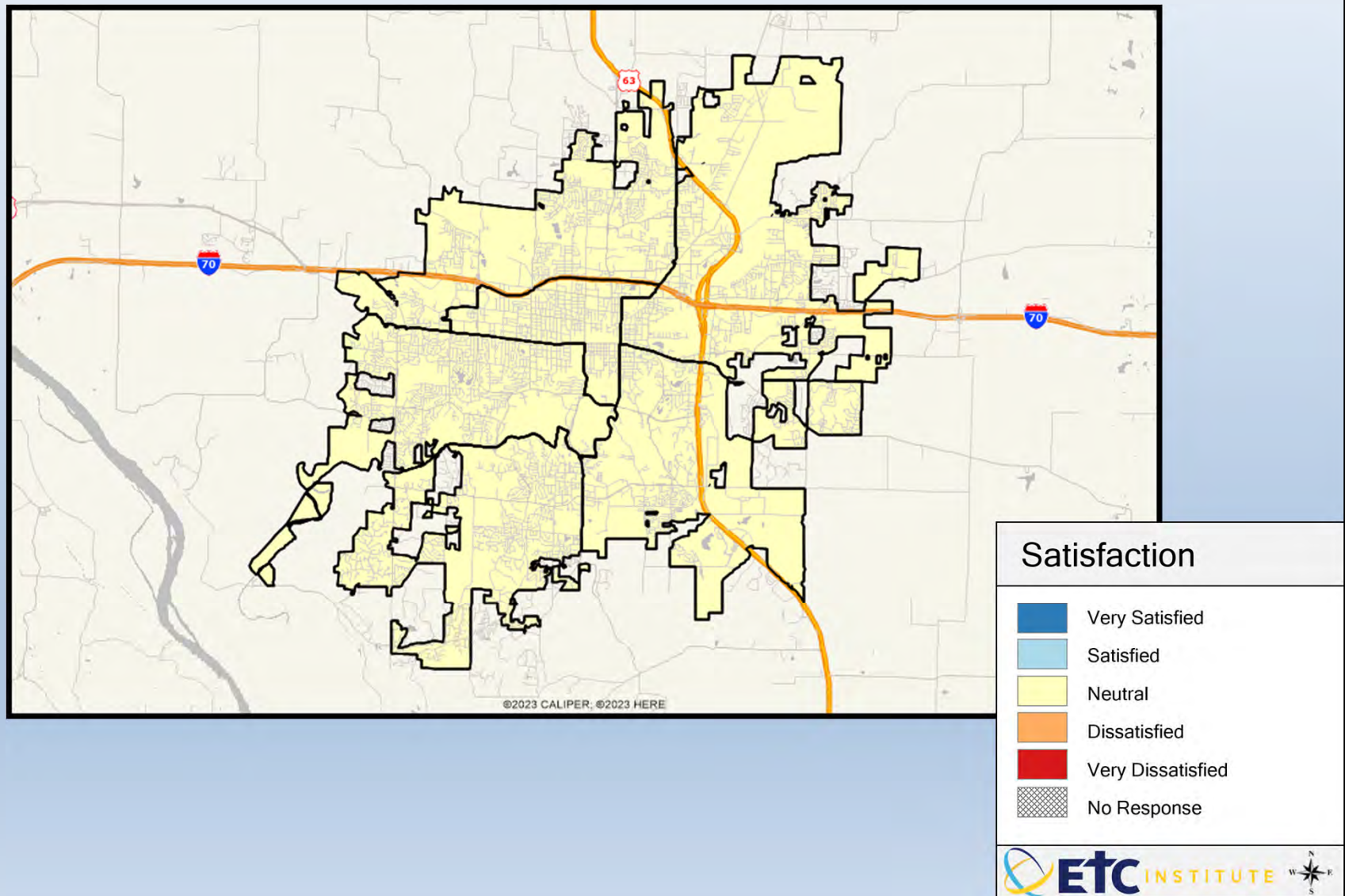
Q16-05. Availability of parking in residential areas



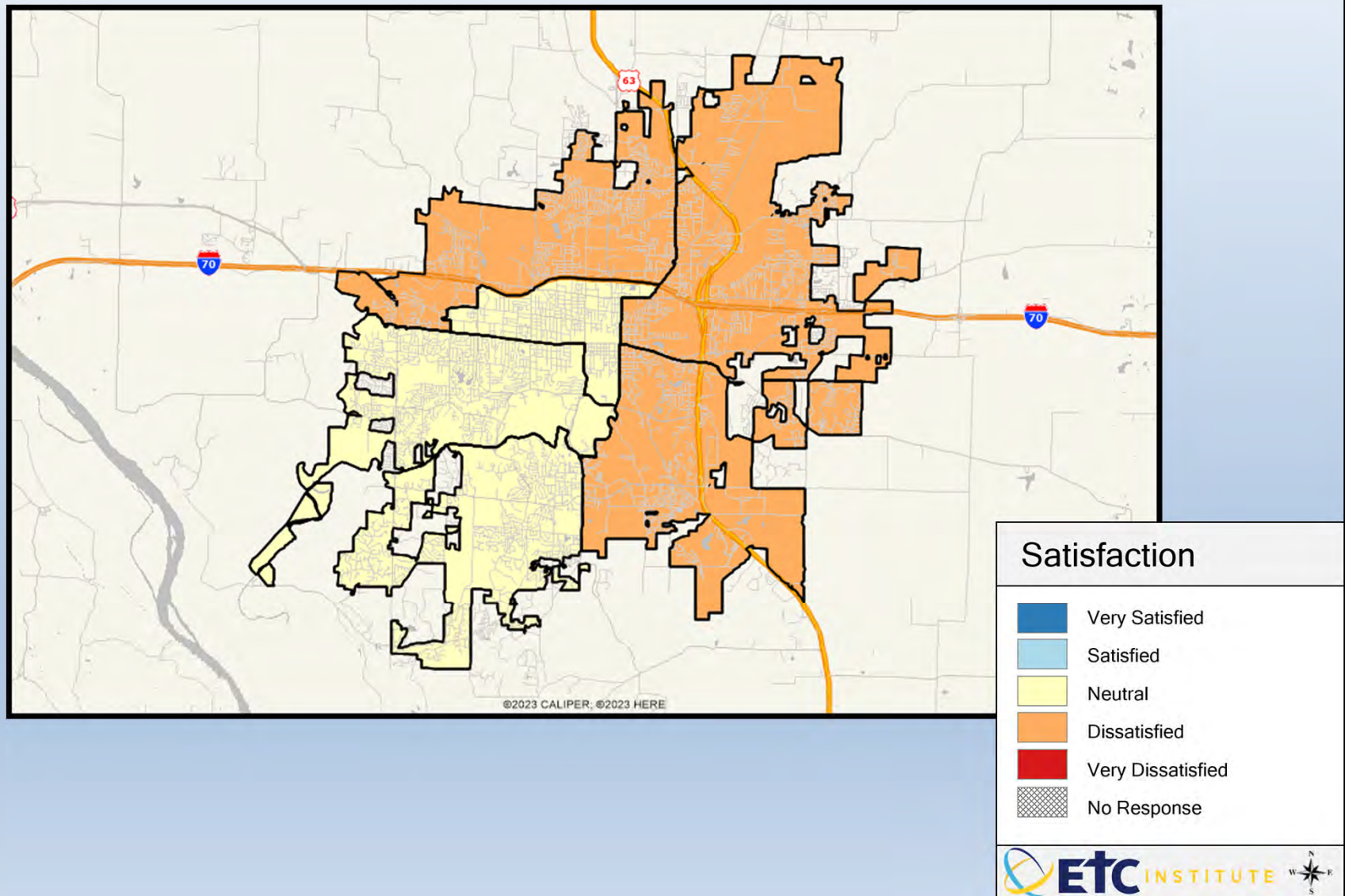
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

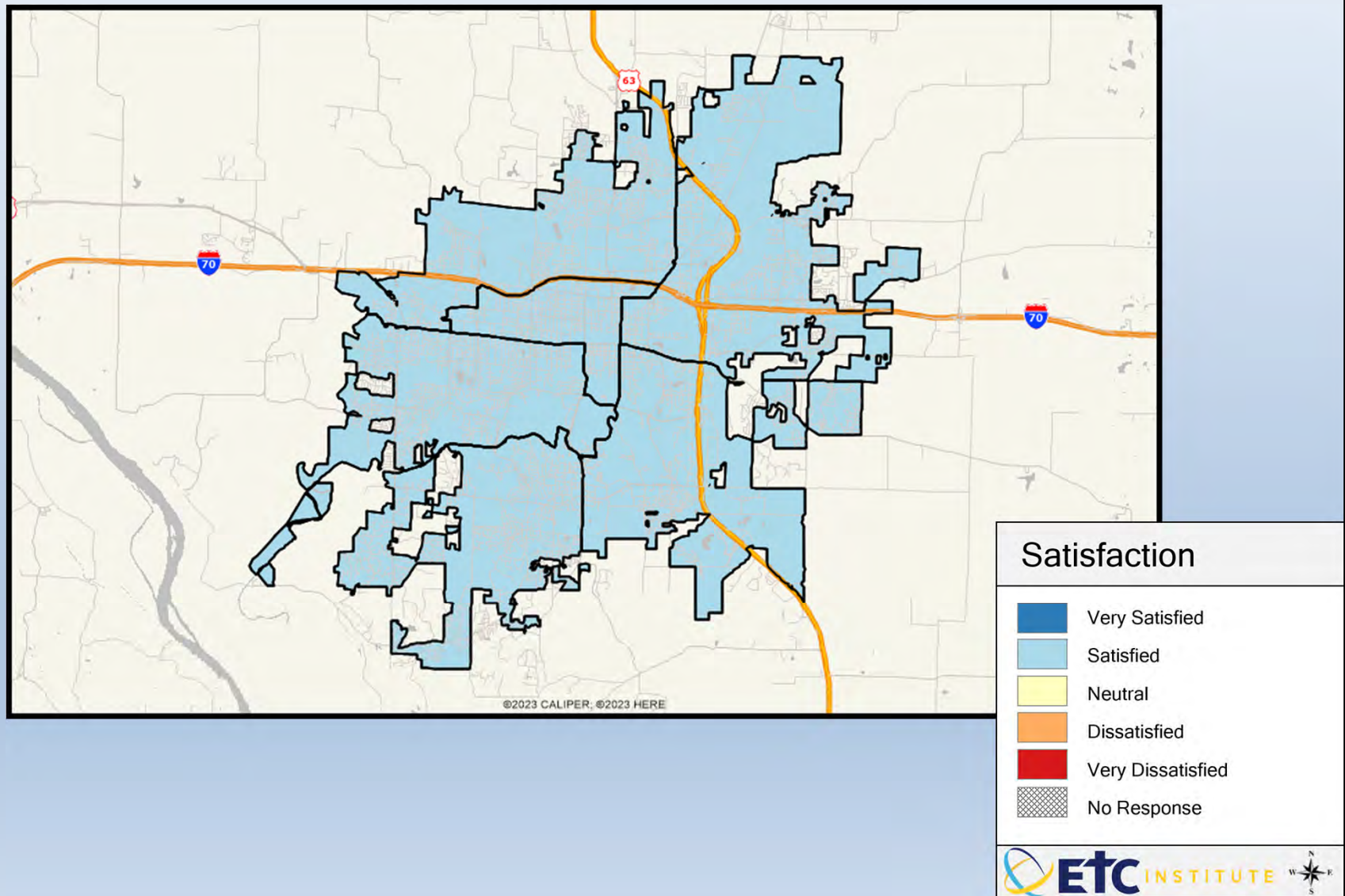
Q16-06. Availability of parking in business districts



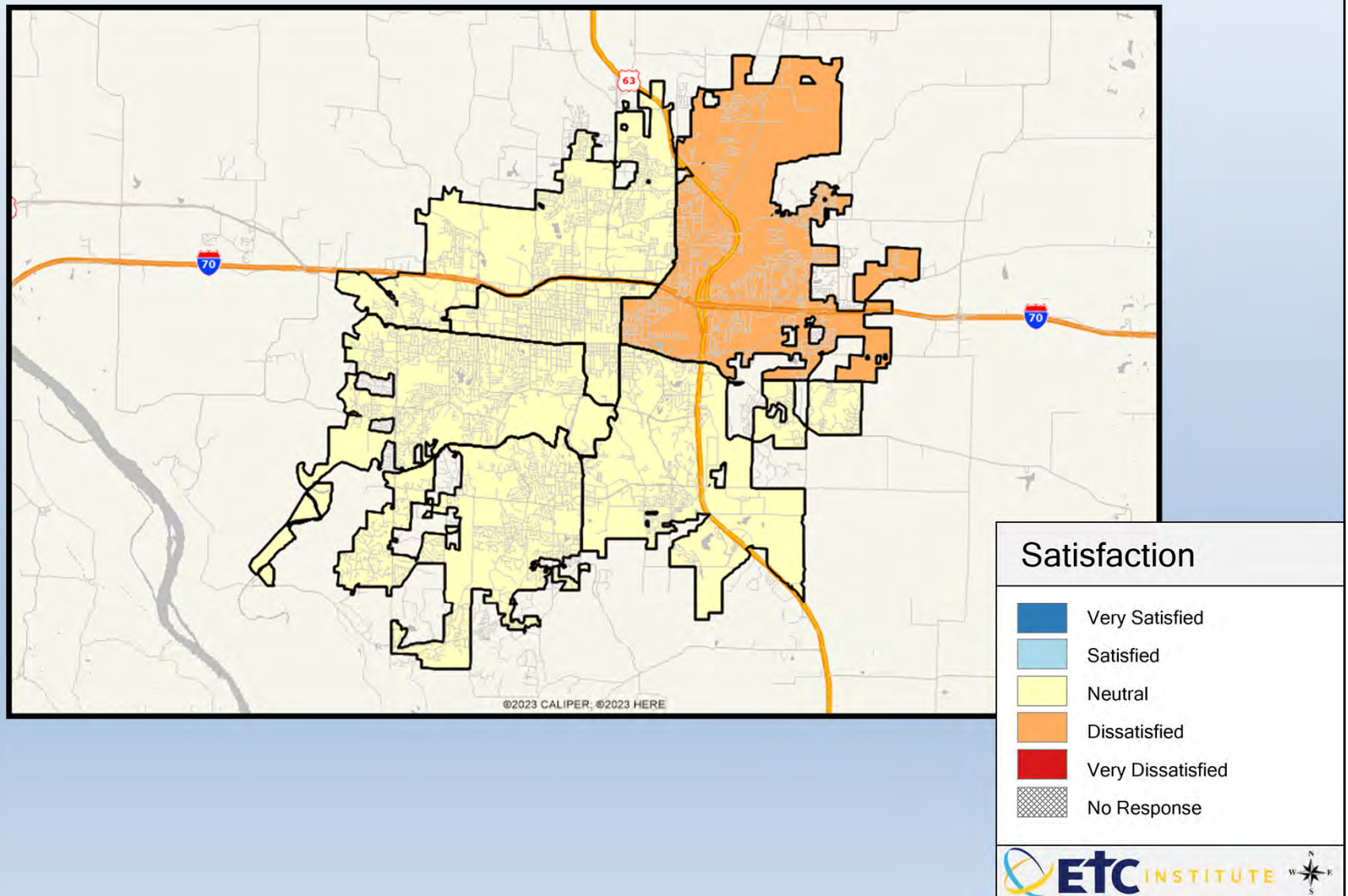
Q16-07. Availability of parking downtown



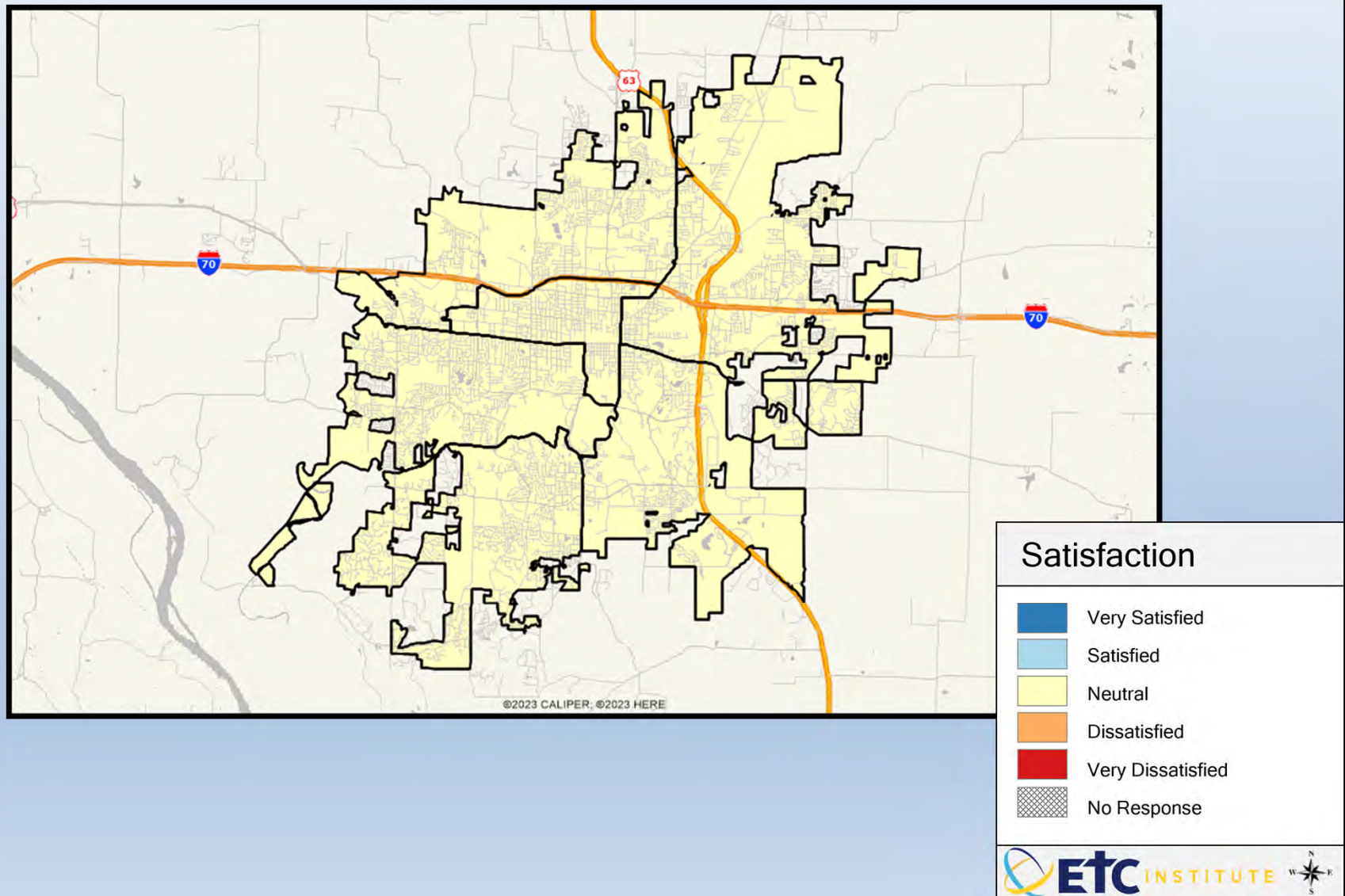
Q16-08. Width of sidewalks in business districts



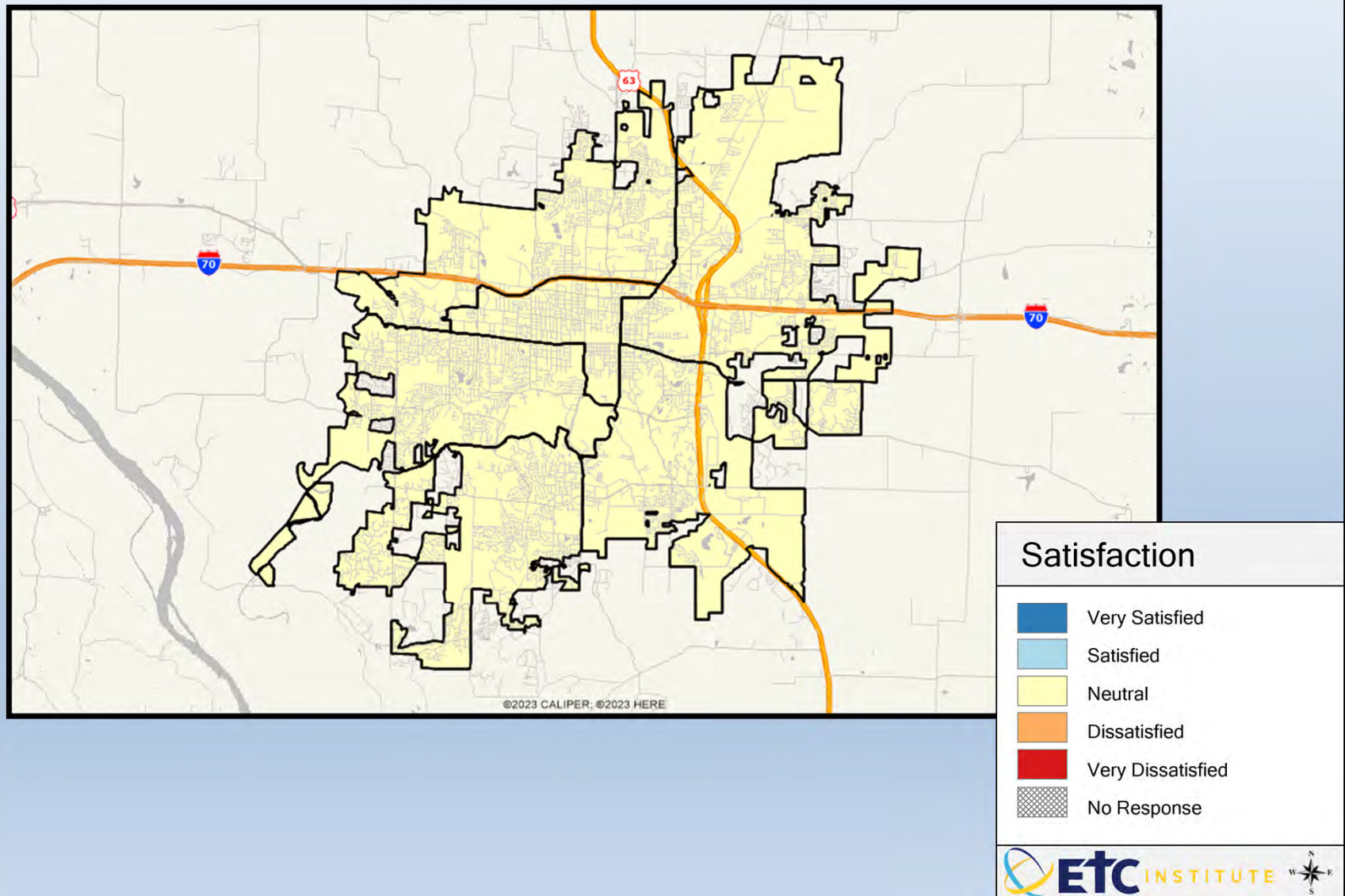
Q17-01. Enforcing the cleanup of litter and debris on private property



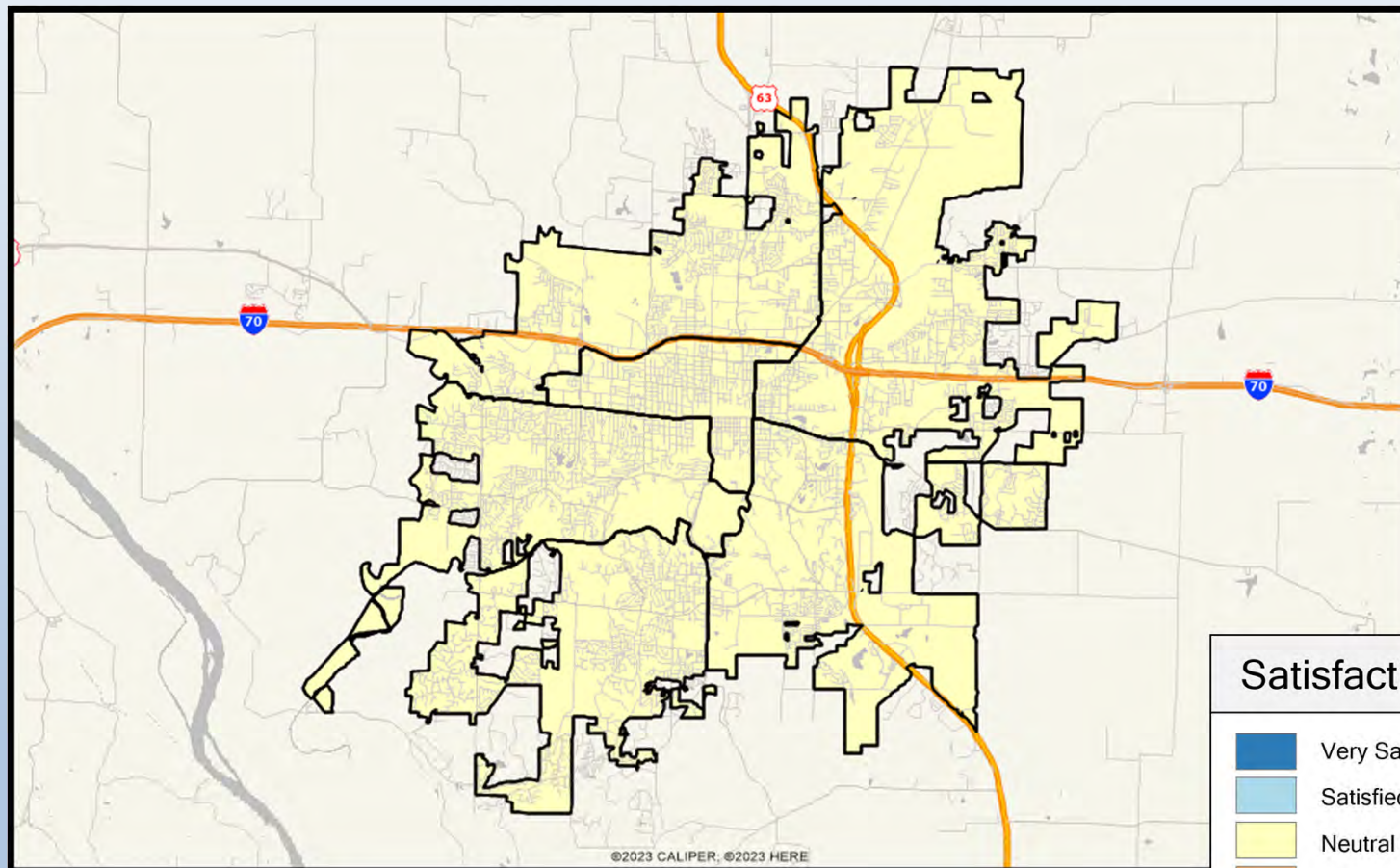
Q17-02. Enforcing the mowing and trimming of lawns on private property



Q17-03. Enforcing the maintenance of residential property (exterior of homes)



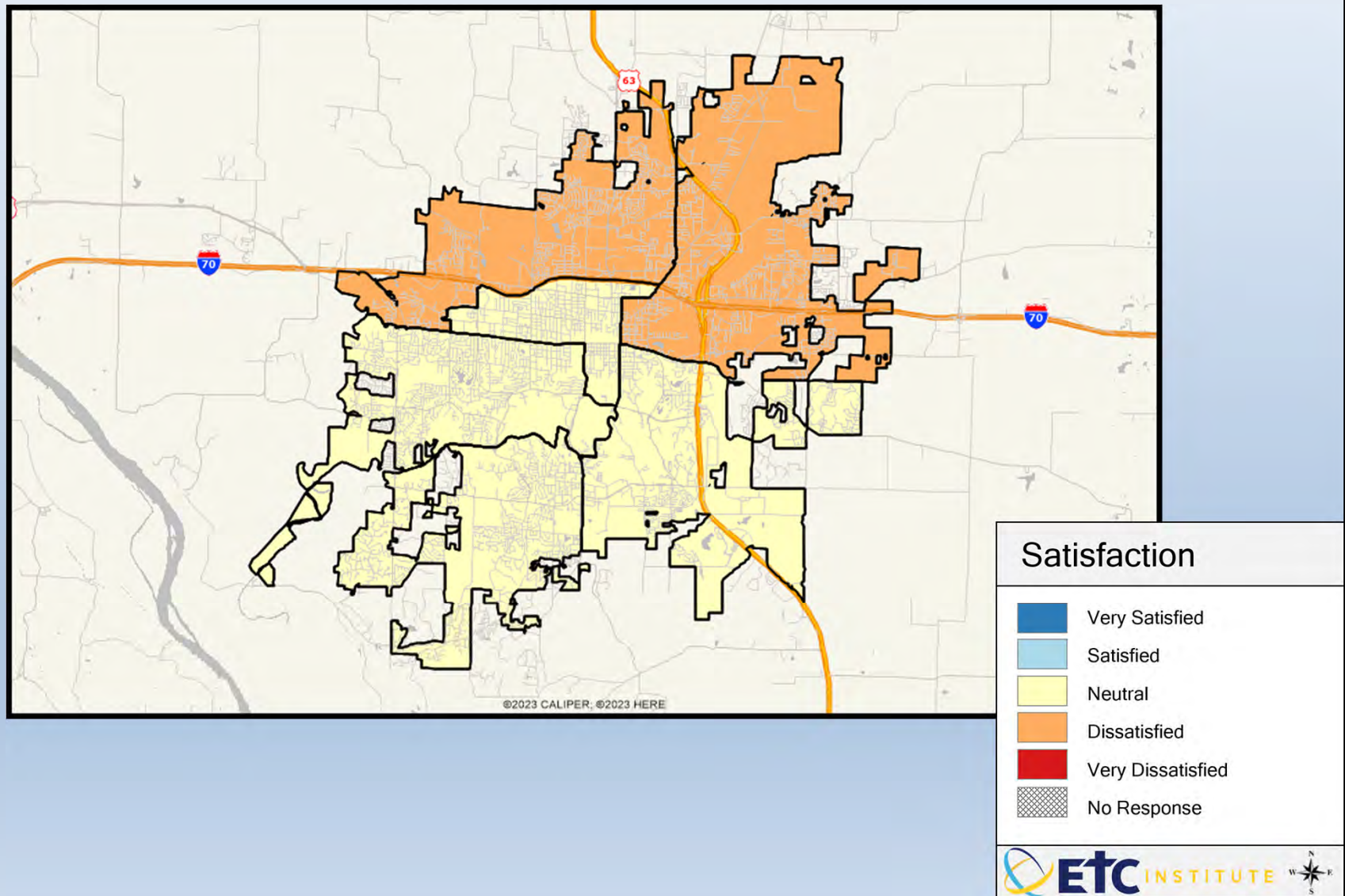
Q17-04. Enforcing the maintenance of commercial property



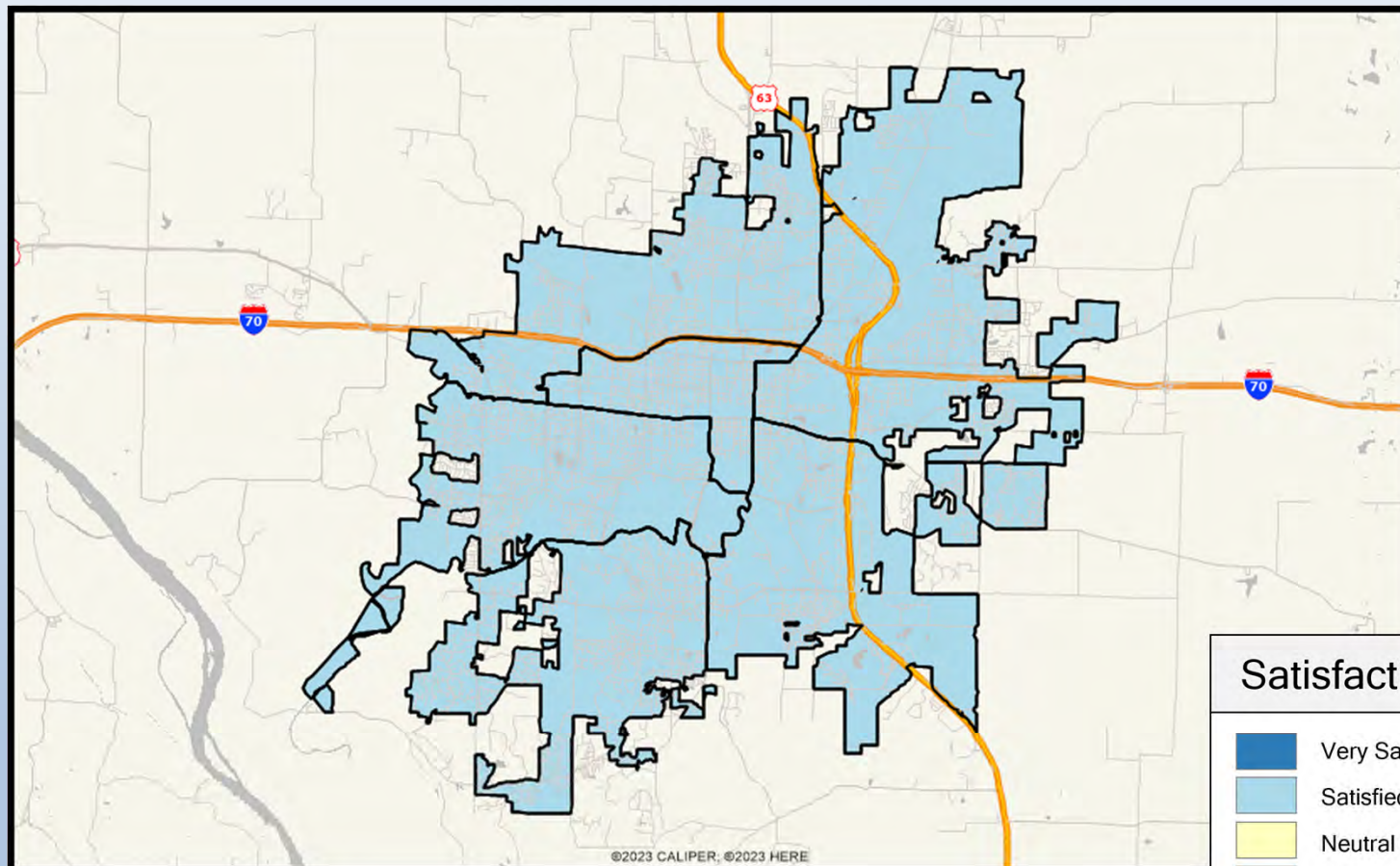
Satisfaction



Q17-05. Enforcing codes designed to address public safety and nuisance issues



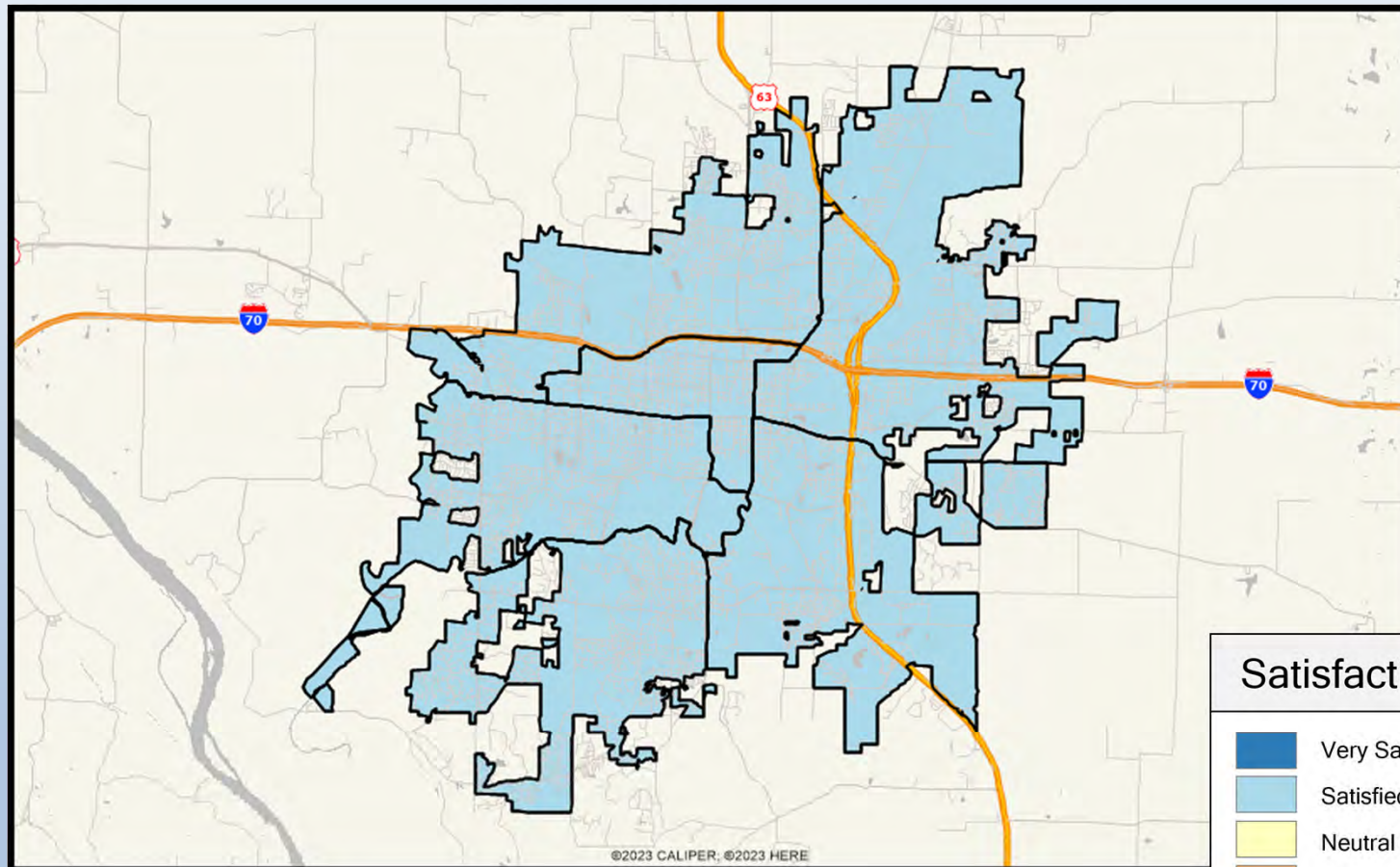
Q19-01. Maintenance of City parks



Satisfaction



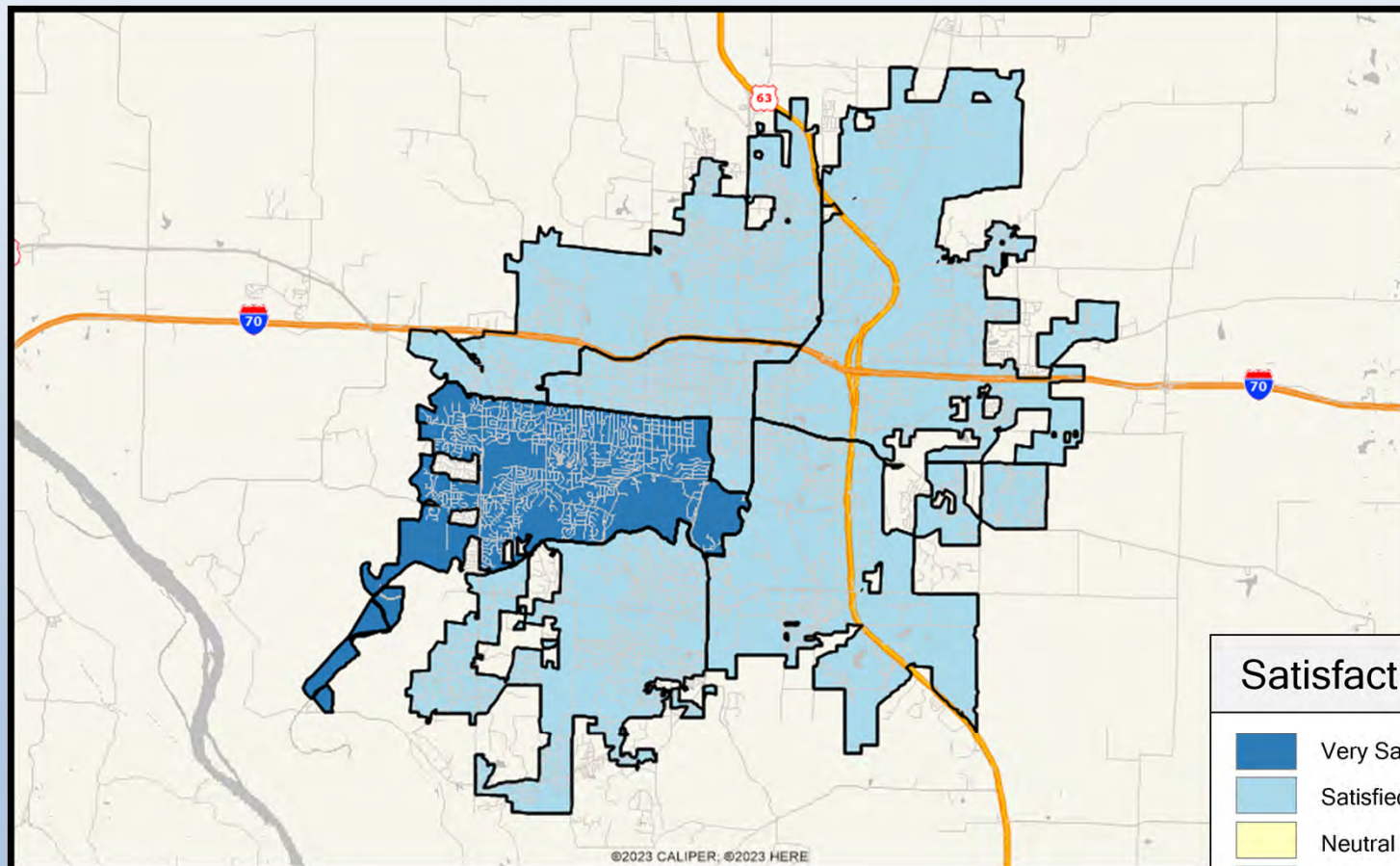
Q19-02. How close neighborhood parks are to your home



Satisfaction



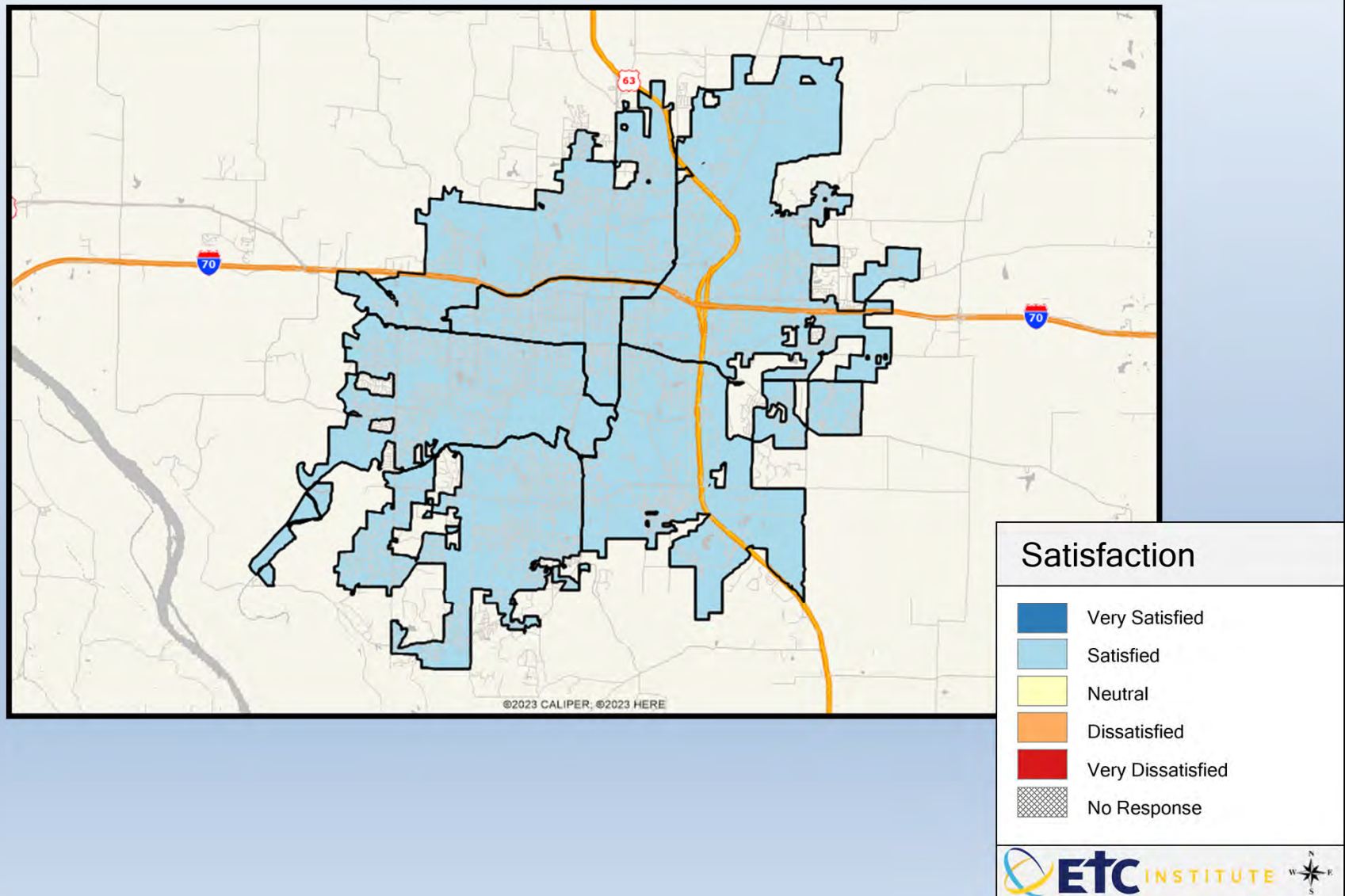
Q19-03. Number of walking and biking trails



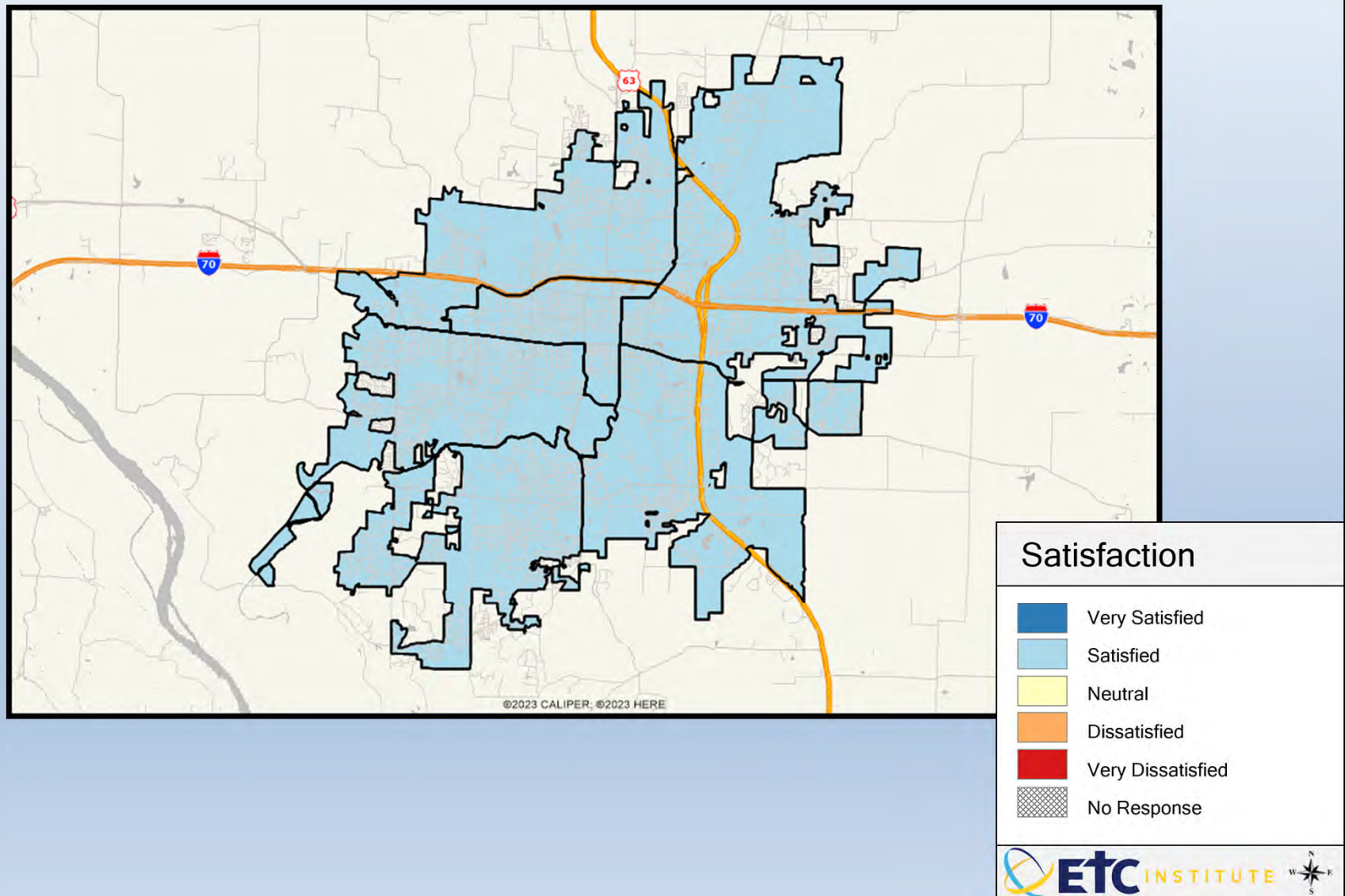
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

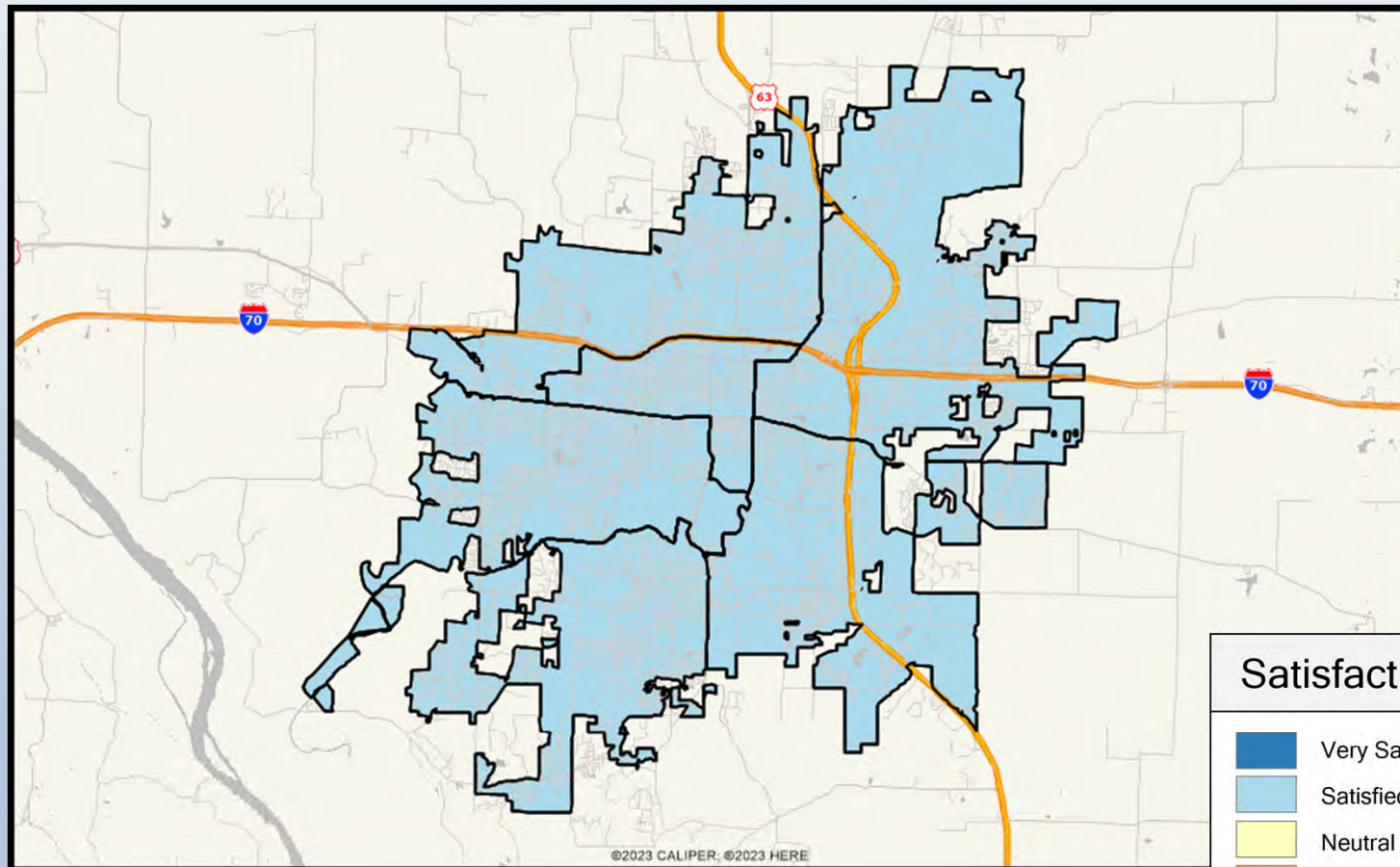
Q19-04. Quality of walking and biking trails



Q19-05. Number of outdoor athletic facilities



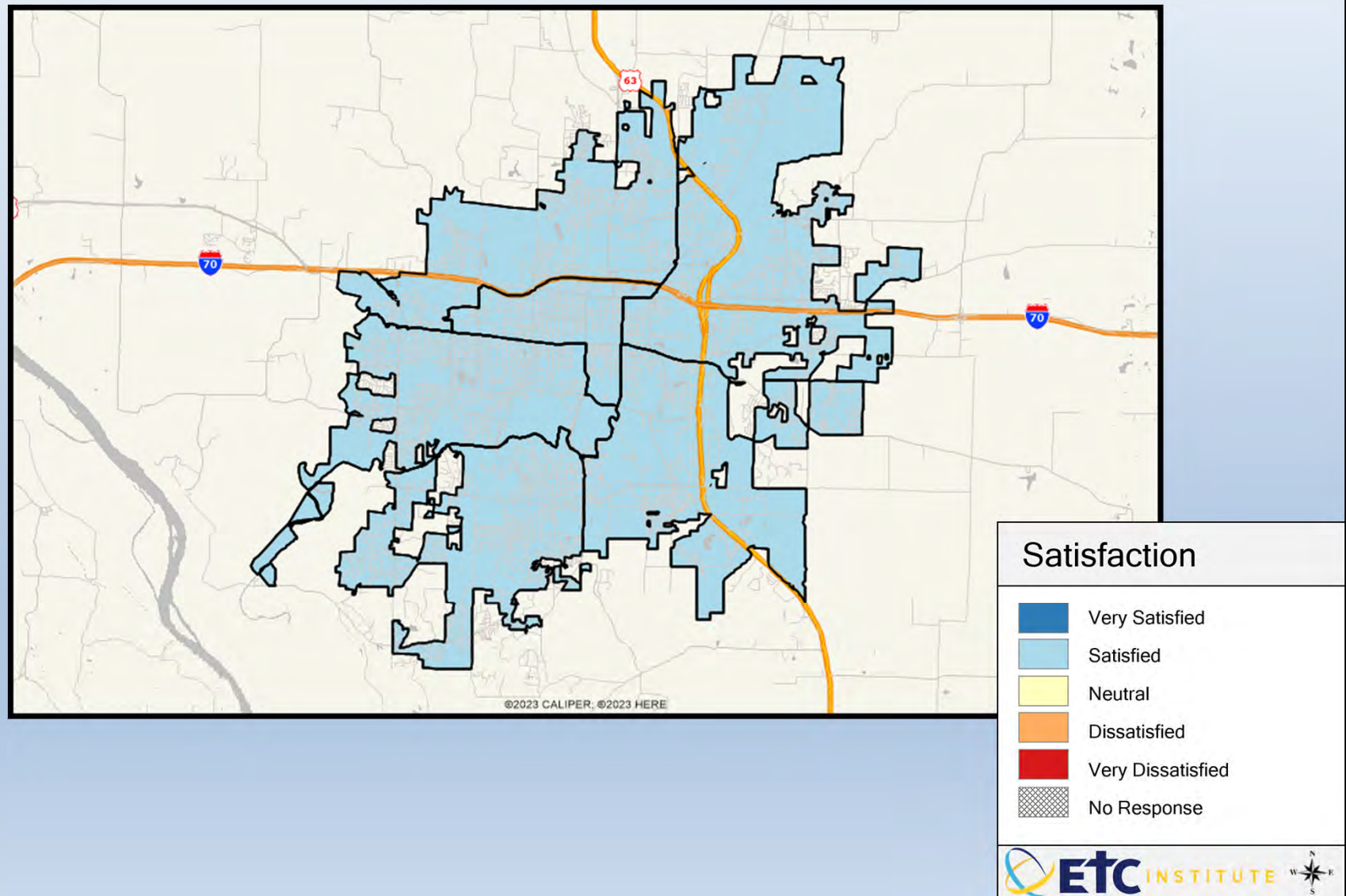
Q19-06. Quality of outdoor athletic facilities



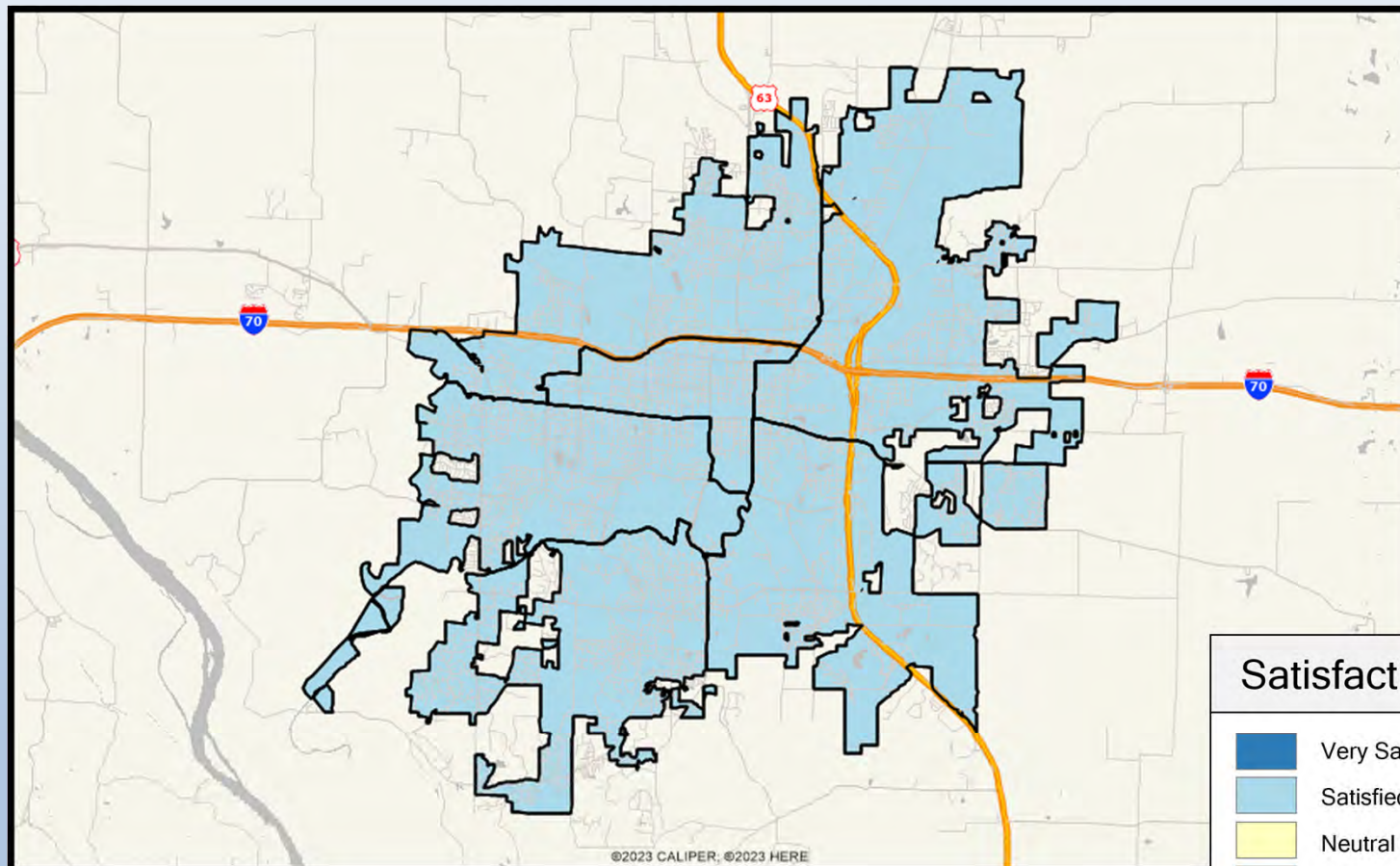
Satisfaction



Q19-07. Availability of information about City parks and recreation programs



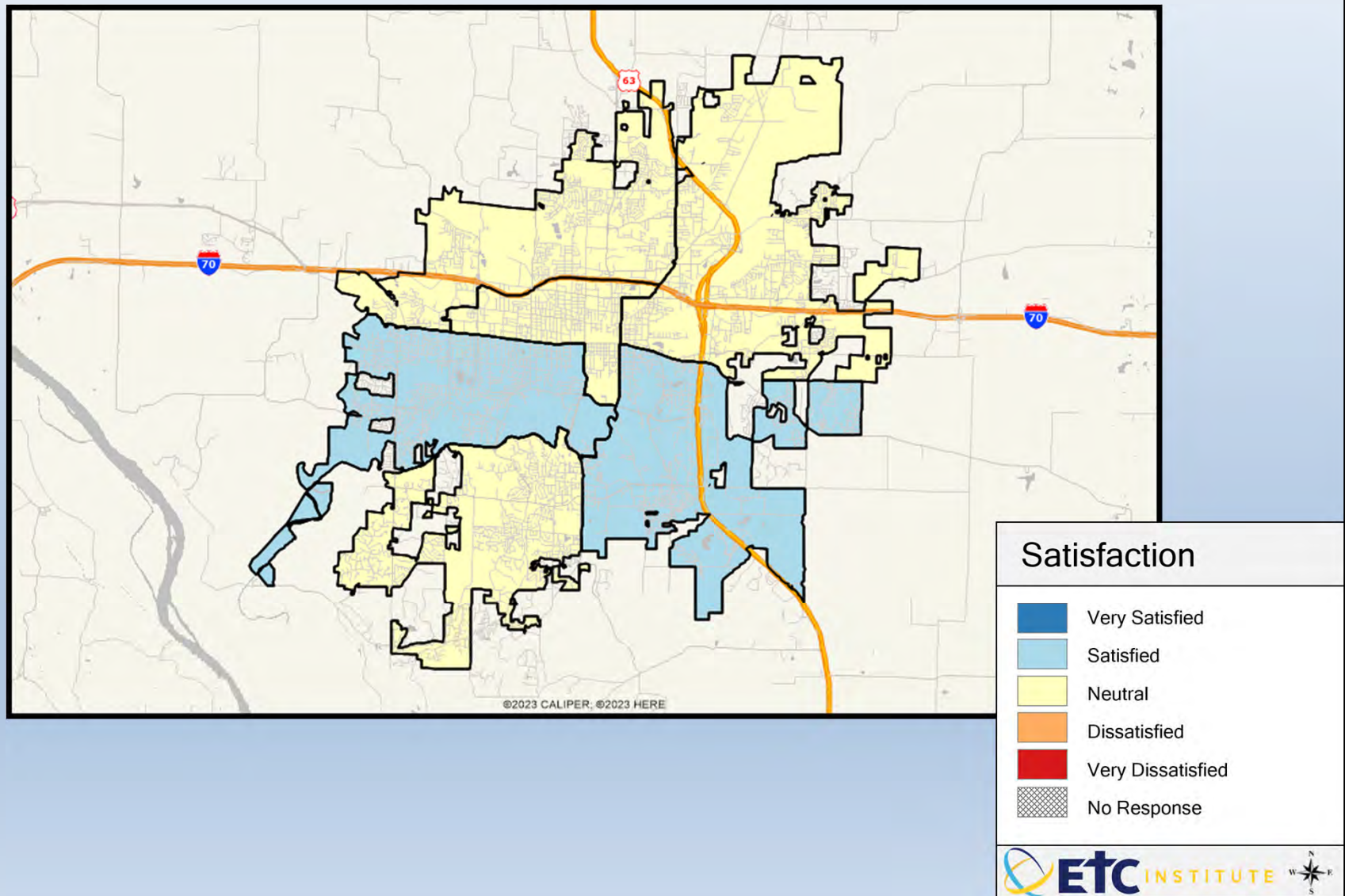
Q19-08. City's fitness programs



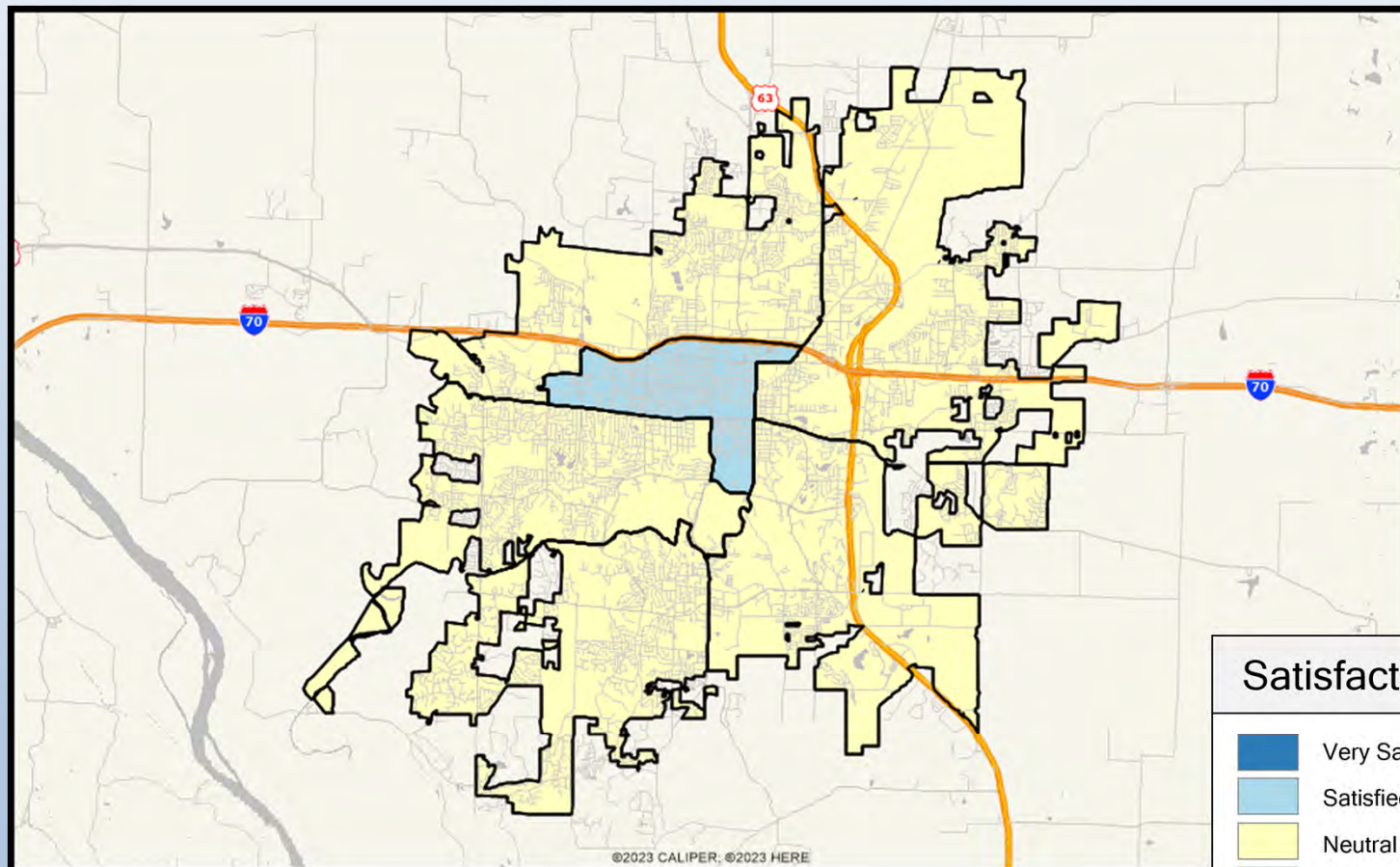
Satisfaction



Q19-09. City's youth and teen programs



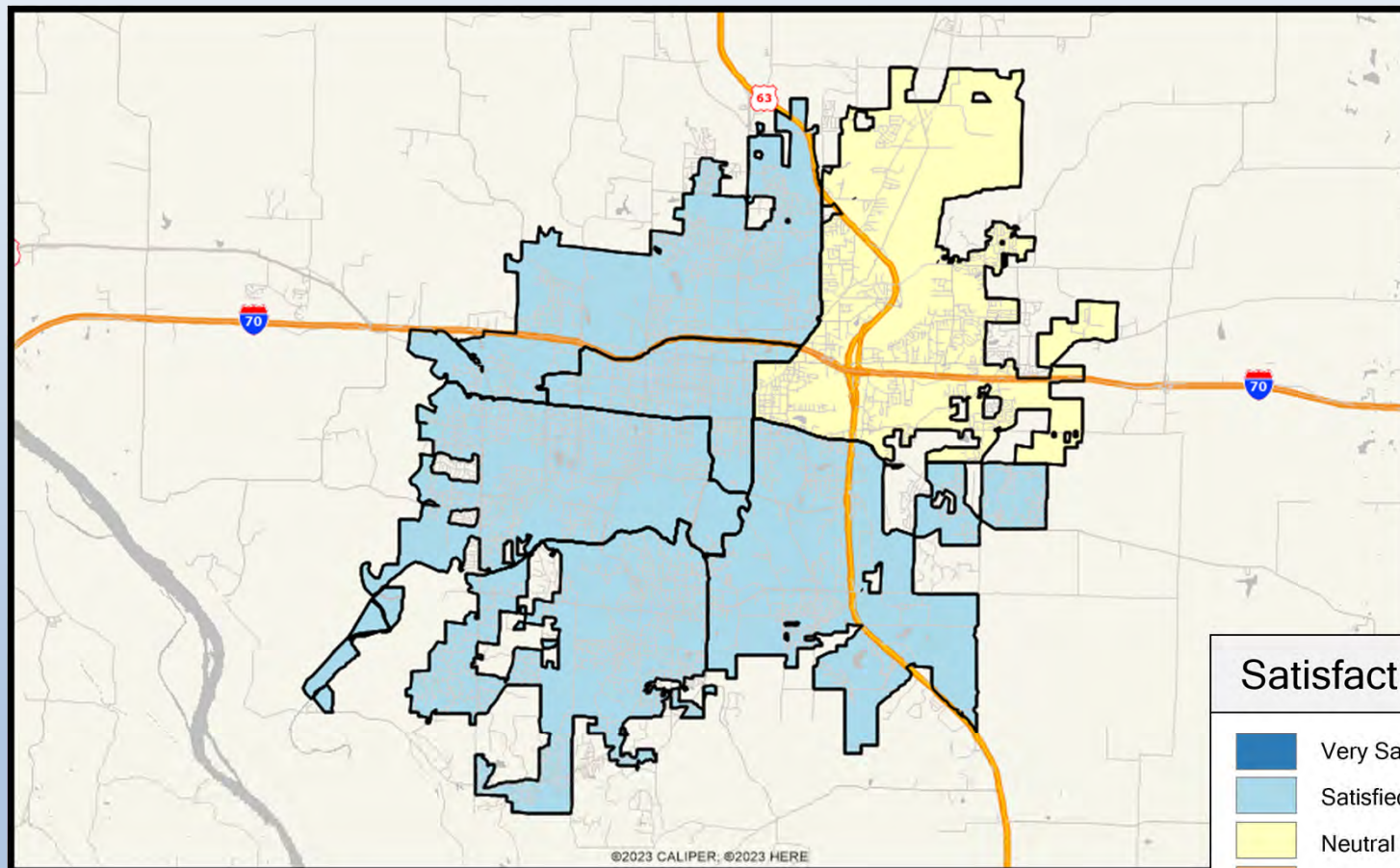
Q19-10. City's aquatic facilities



Satisfaction



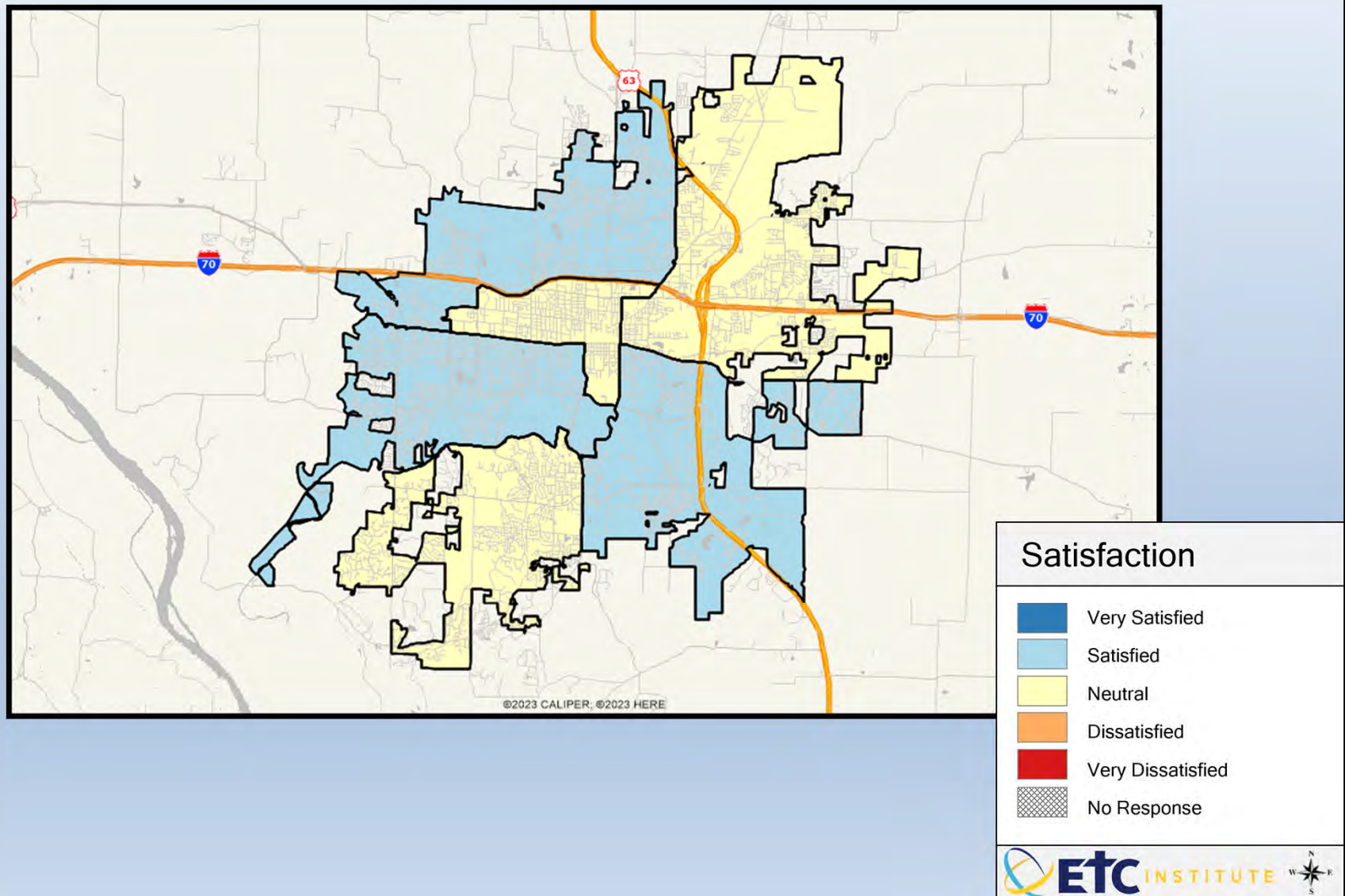
Q19-11. Fees charged for recreation programs and services



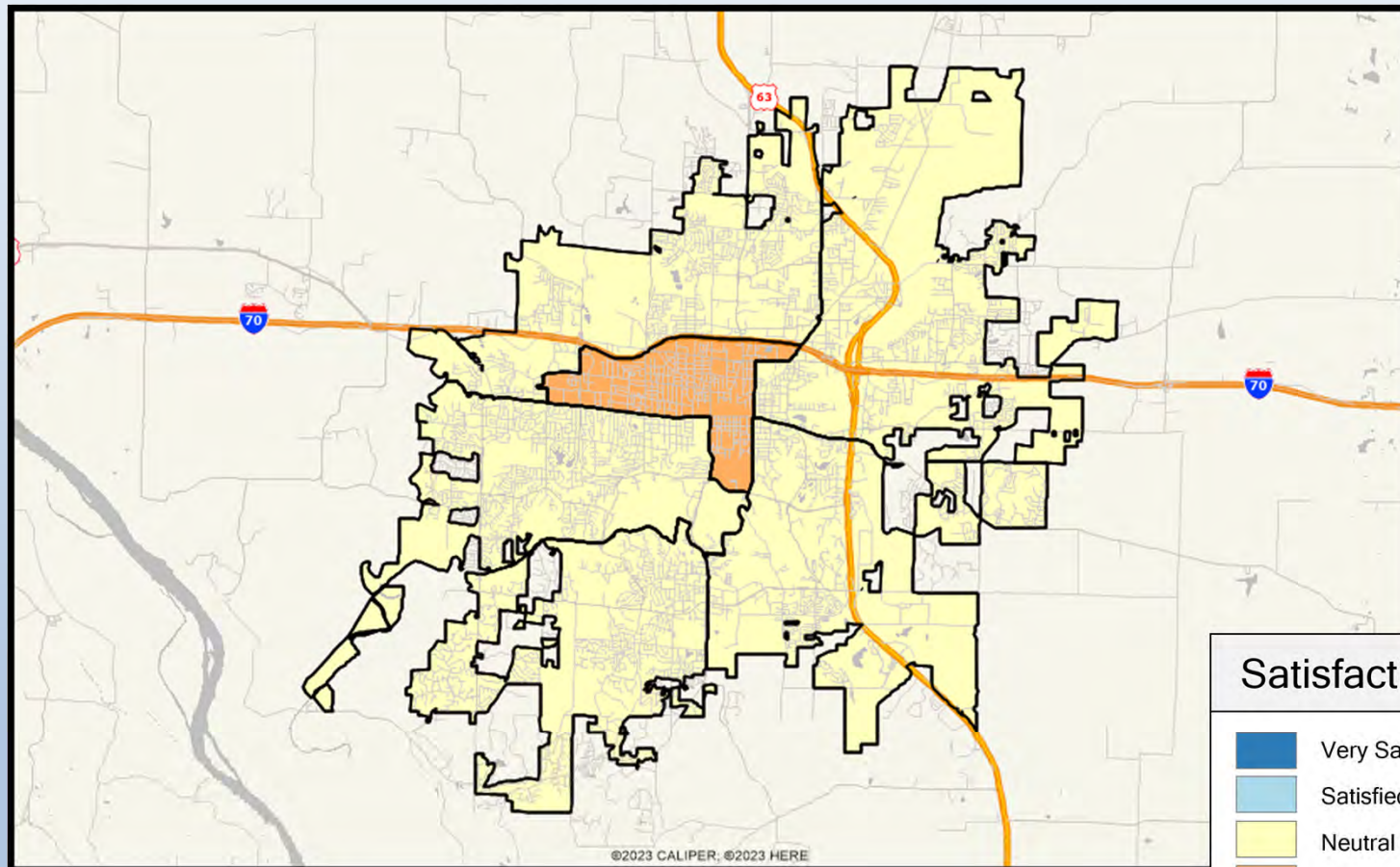
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q19-12. Adult and senior citizen programs



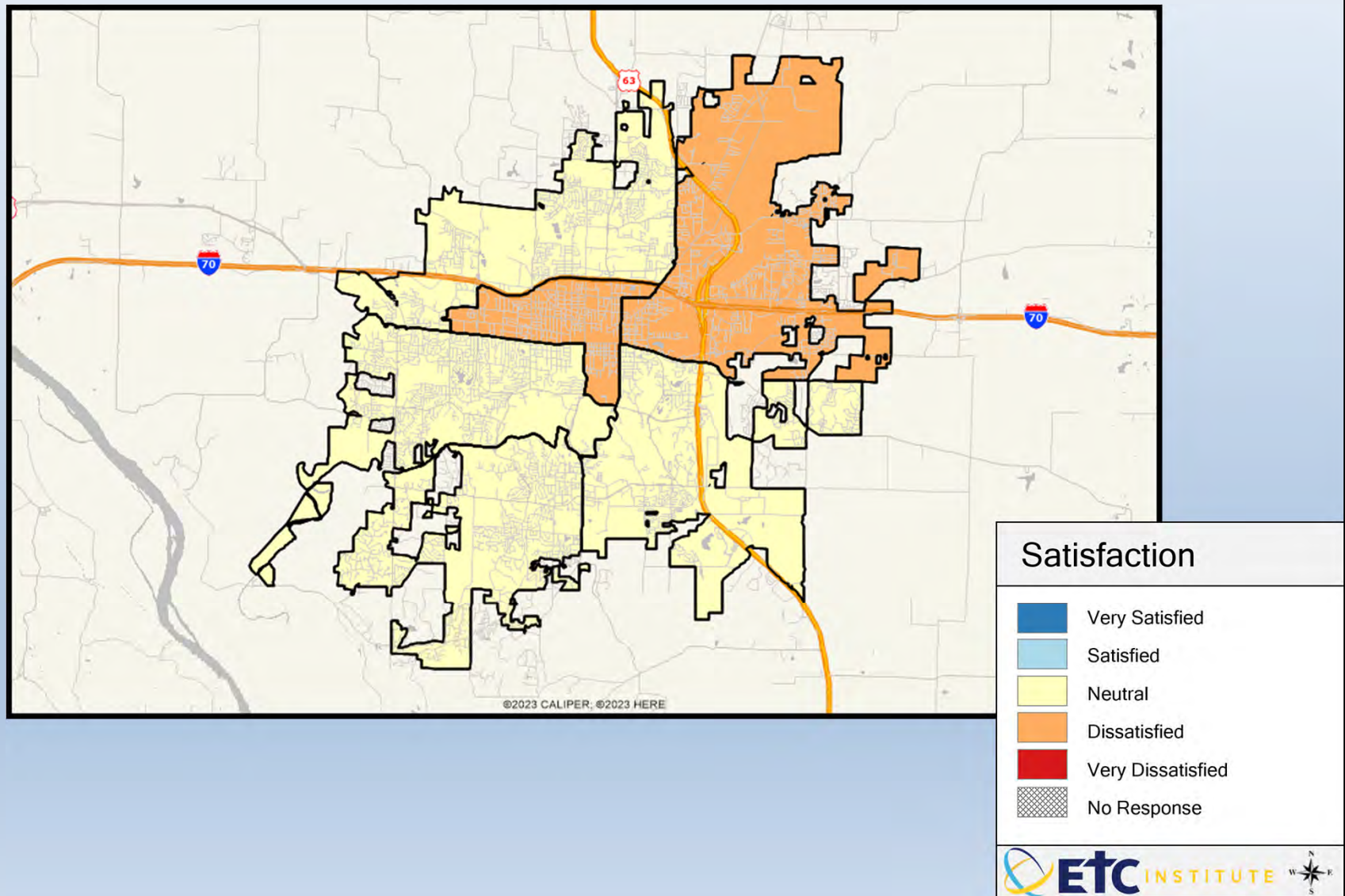
Q21-01. Standards and quality of development process



Satisfaction



Q21-02. Access to information about current and proposed projects



Q21-03. Ability to participate in development process as a citizen

