

City of Columbia Community Survey

Crosstabular Data by Race/Ethnicity

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2019

Submitted to the City of Columbia, Missouri

by:
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725 W. Frontier Lane,
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February 2020



Q1. Perceptions of the City. Please rate your satisfaction with each of the following major categories of services provided by the City of Columbia using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q1-1. Police services provided by City

Very satisfied	19.5%	19.8%	25.0%	24.4%	20.1%
Satisfied	46.1%	44.0%	33.3%	39.0%	44.4%
Neutral	21.2%	24.2%	30.6%	12.2%	21.3%
Dissatisfied	10.4%	11.0%	5.6%	19.5%	11.2%
Very dissatisfied	2.8%	1.1%	5.6%	4.9%	2.9%

Q1-2. Fire services provided by City

Very satisfied	40.8%	37.6%	52.9%	42.1%	41.0%
Satisfied	49.3%	47.1%	32.4%	39.5%	47.1%
Neutral	9.5%	14.1%	14.7%	15.8%	11.3%
Dissatisfied	0.3%	1.2%	0.0%	2.6%	0.5%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.1%

Q1. Perceptions of the City. Please rate your satisfaction with each of the following major categories of services provided by the City of Columbia using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q1-3. Parks & recreation programs & facilities provided by City

Very satisfied	48.7%	36.0%	47.5%	46.5%	46.9%
Satisfied	39.0%	47.2%	40.0%	37.2%	39.9%
Neutral	8.5%	11.2%	10.0%	11.6%	9.2%
Dissatisfied	2.7%	5.6%	0.0%	4.7%	2.9%
Very dissatisfied	1.1%	0.0%	2.5%	0.0%	1.1%

Q1-4. Condition (smoothness, absence of cracks/potholes) of streets in Columbia

Very satisfied	2.5%	2.1%	5.0%	2.3%	2.6%
Satisfied	17.8%	18.1%	17.5%	23.3%	18.0%
Neutral	22.6%	17.0%	20.0%	23.3%	21.7%
Dissatisfied	38.9%	42.6%	37.5%	30.2%	38.5%
Very dissatisfied	18.2%	20.2%	20.0%	20.9%	19.2%

Q1. Perceptions of the City. Please rate your satisfaction with each of the following major categories of services provided by the City of Columbia using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q1-5. Enforcement of City codes & ordinances

Very satisfied	8.7%	8.4%	14.7%	5.4%	8.7%
Satisfied	31.3%	31.3%	26.5%	35.1%	31.1%
Neutral	44.1%	48.2%	35.3%	37.8%	43.9%
Dissatisfied	11.7%	9.6%	14.7%	13.5%	11.7%
Very dissatisfied	4.1%	2.4%	8.8%	8.1%	4.6%

Q1-6. Quality of customer service you receive from City employees

Very satisfied	26.3%	24.1%	20.5%	27.5%	25.4%
Satisfied	47.0%	46.0%	53.8%	32.5%	46.6%
Neutral	21.7%	24.1%	23.1%	30.0%	22.3%
Dissatisfied	4.0%	5.7%	2.6%	5.0%	4.4%
Very dissatisfied	1.0%	0.0%	0.0%	5.0%	1.3%

Q1. Perceptions of the City. Please rate your satisfaction with each of the following major categories of services provided by the City of Columbia using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q1-7. Effectiveness of City communication with the public

Very satisfied	19.7%	16.1%	18.4%	14.3%	18.9%
Satisfied	43.0%	43.0%	39.5%	35.7%	42.1%
Neutral	29.6%	34.4%	34.2%	31.0%	30.5%
Dissatisfied	6.1%	6.5%	7.9%	16.7%	7.0%
Very dissatisfied	1.6%	0.0%	0.0%	2.4%	1.5%

Q1-8. City's stormwater runoff/stormwater management system

Very satisfied	15.7%	10.3%	16.7%	11.9%	14.9%
Satisfied	40.3%	35.6%	36.1%	38.1%	39.0%
Neutral	31.5%	43.7%	27.8%	26.2%	32.6%
Dissatisfied	10.5%	6.9%	13.9%	23.8%	11.1%
Very dissatisfied	2.1%	3.4%	5.6%	0.0%	2.4%

Q1. Perceptions of the City. Please rate your satisfaction with each of the following major categories of services provided by the City of Columbia using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q1-9. Public health services provided by City

Very satisfied	24.4%	20.0%	20.6%	20.6%	23.5%
Satisfied	42.6%	51.4%	29.4%	44.1%	42.7%
Neutral	29.5%	27.1%	44.1%	29.4%	30.2%
Dissatisfied	2.8%	1.4%	5.9%	5.9%	2.9%
Very dissatisfied	0.8%	0.0%	0.0%	0.0%	0.8%

Q1-10. Solid waste services (trash, recycling, etc.)

Very satisfied	36.0%	26.9%	41.0%	23.3%	34.4%
Satisfied	46.0%	52.7%	41.0%	55.8%	46.7%
Neutral	9.9%	9.7%	7.7%	7.0%	9.8%
Dissatisfied	6.5%	8.6%	5.1%	11.6%	7.3%
Very dissatisfied	1.6%	2.2%	5.1%	2.3%	1.8%

Q1. Perceptions of the City. Please rate your satisfaction with each of the following major categories of services provided by the City of Columbia using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q1-11. City water, electric & sewer services

Very satisfied	33.2%	24.5%	28.2%	30.2%	31.5%
Satisfied	48.3%	52.1%	59.0%	48.8%	48.9%
Neutral	12.3%	17.0%	5.1%	11.6%	12.6%
Dissatisfied	5.5%	5.3%	7.7%	7.0%	5.9%
Very dissatisfied	0.8%	1.1%	0.0%	2.3%	1.1%

Q1-12. Public transit services (bus)

Very satisfied	8.5%	9.4%	6.7%	6.5%	8.6%
Satisfied	19.5%	29.7%	36.7%	22.6%	22.3%
Neutral	48.9%	45.3%	43.3%	38.7%	47.4%
Dissatisfied	14.0%	4.7%	13.3%	22.6%	13.0%
Very dissatisfied	9.0%	10.9%	0.0%	9.7%	8.7%

Q2. Which FOUR of the major City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 4)

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	
<u>Q2. Sum of top 4 choices</u>					
Police services provided by City	87.6%	88.4%	77.5%	79.1%	86.7%
Fire services provided by City	78.5%	73.7%	55.0%	62.8%	76.2%
Parks & recreation programs & facilities provided by City	21.5%	7.4%	25.0%	16.3%	20.0%
Condition (smoothness, absence of cracks/potholes) of streets in Columbia	44.1%	46.3%	62.5%	41.9%	45.1%
Enforcement of City codes & ordinances	10.6%	9.5%	10.0%	7.0%	10.4%
Quality of customer service you receive from City employees	4.3%	2.1%	5.0%	9.3%	4.4%
Effectiveness of City communication with the public	6.1%	11.6%	20.0%	9.3%	7.4%
City's stormwater runoff/stormwater management system	9.5%	5.3%	12.5%	14.0%	9.4%

Q2. Which FOUR of the major City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 4) (cont.)

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	
<u>Q2. Sum of top 4 choices (cont.)</u>					
Public health services provided by City	18.6%	17.9%	15.0%	23.3%	18.5%
Solid waste services (trash, recycling, etc.)	40.4%	30.5%	35.0%	30.2%	38.2%
City water, electric & sewer services	51.3%	49.5%	40.0%	48.8%	50.2%
Public transit services (bus)	12.1%	12.6%	12.5%	20.9%	12.4%
None chosen	2.6%	9.5%	2.5%	7.0%	3.7%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Columbia using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q3-1. Overall quality of services provided by City of Columbia

Very satisfied	19.9%	18.3%	15.4%	16.7%	19.5%
Satisfied	60.7%	49.5%	61.5%	50.0%	58.3%
Neutral	14.5%	24.7%	10.3%	26.2%	16.2%
Dissatisfied	3.9%	7.5%	10.3%	7.1%	5.0%
Very dissatisfied	0.9%	0.0%	2.6%	0.0%	1.0%

Q3-2. Overall value that you receive for your City tax & fees

Very satisfied	15.6%	15.4%	13.2%	14.3%	15.2%
Satisfied	40.6%	37.4%	39.5%	23.8%	38.7%
Neutral	25.2%	30.8%	21.1%	31.0%	26.2%
Dissatisfied	15.1%	11.0%	23.7%	26.2%	15.8%
Very dissatisfied	3.5%	5.5%	2.6%	4.8%	4.0%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Columbia using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q3-3. Overall quality of life in Columbia

Very satisfied	37.8%	24.5%	32.5%	9.3%	34.4%
Satisfied	47.3%	54.3%	45.0%	62.8%	48.1%
Neutral	10.3%	17.0%	5.0%	16.3%	11.6%
Dissatisfied	3.1%	4.3%	12.5%	11.6%	4.4%
Very dissatisfied	1.5%	0.0%	5.0%	0.0%	1.5%

Q3-4. Overall feeling of safety in Columbia

Very satisfied	12.5%	11.8%	20.0%	14.0%	12.9%
Satisfied	46.1%	40.9%	47.5%	46.5%	45.2%
Neutral	17.8%	31.2%	12.5%	20.9%	19.0%
Dissatisfied	18.5%	11.8%	12.5%	7.0%	17.2%
Very dissatisfied	5.1%	4.3%	7.5%	11.6%	5.7%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Columbia using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q3-5. Local economic conditions

Very satisfied	20.1%	16.1%	23.1%	14.0%	19.5%
Satisfied	49.0%	45.2%	43.6%	48.8%	48.0%
Neutral	22.6%	28.0%	20.5%	25.6%	23.4%
Dissatisfied	5.8%	10.8%	10.3%	9.3%	6.9%
Very dissatisfied	2.5%	0.0%	2.6%	2.3%	2.3%

Q3-6. City efforts to meet its financial needs & maintain a balanced budget

Very satisfied	13.2%	14.6%	11.1%	8.6%	12.9%
Satisfied	40.2%	30.3%	36.1%	34.3%	38.0%
Neutral	32.3%	41.6%	30.6%	34.3%	33.6%
Dissatisfied	10.6%	9.0%	13.9%	20.0%	11.3%
Very dissatisfied	3.7%	4.5%	8.3%	2.9%	4.2%

Q4. Public Safety. Please rate your feeling of safety in the following situations in Columbia using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q4-1. Walking in your neighborhood during the day

Very safe	61.2%	47.9%	62.5%	53.5%	58.8%
Safe	31.7%	42.6%	30.0%	32.6%	33.4%
Neutral	5.7%	6.4%	5.0%	7.0%	5.7%
Unsafe	1.4%	3.2%	0.0%	7.0%	1.8%
Very unsafe	0.0%	0.0%	2.5%	0.0%	0.4%

Q4-2. Walking in your neighborhood at night

Very safe	24.5%	20.4%	31.6%	27.9%	24.6%
Safe	41.0%	37.6%	42.1%	27.9%	39.5%
Neutral	17.2%	22.6%	7.9%	18.6%	17.2%
Unsafe	13.1%	15.1%	13.2%	20.9%	14.0%
Very unsafe	4.2%	4.3%	5.3%	4.7%	4.7%

Q4. Public Safety. Please rate your feeling of safety in the following situations in Columbia using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q4-3. In downtown Columbia during the day

Very safe	42.0%	36.2%	43.6%	40.5%	41.1%
Safe	46.0%	43.6%	46.2%	47.6%	45.8%
Neutral	9.3%	13.8%	7.7%	7.1%	9.6%
Unsafe	2.0%	6.4%	2.6%	4.8%	2.7%
Very unsafe	0.8%	0.0%	0.0%	0.0%	0.7%

Q4-4. In downtown Columbia at night

Very safe	6.6%	4.4%	13.2%	9.5%	6.6%
Safe	24.7%	18.7%	28.9%	33.3%	24.4%
Neutral	30.1%	31.9%	23.7%	16.7%	29.1%
Unsafe	26.9%	33.0%	23.7%	28.6%	28.1%
Very unsafe	11.7%	12.1%	10.5%	11.9%	11.7%

Q4. Public Safety. Please rate your feeling of safety in the following situations in Columbia using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe." (without "don't know")

N=849

	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q4-5. In City parks

Very safe	13.8%	14.3%	18.4%	23.8%	14.5%
Safe	47.6%	35.2%	47.4%	28.6%	44.3%
Neutral	25.6%	37.4%	15.8%	28.6%	27.2%
Unsafe	9.4%	12.1%	15.8%	14.3%	10.4%
Very unsafe	3.7%	1.1%	2.6%	4.8%	3.6%

Q5. Please indicate how likely you think it is that the following will happen to you in Columbia using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q5-1. You will hear gun shots

Very likely	19.7%	14.9%	23.7%	22.5%	19.2%
Likely	27.2%	33.0%	15.8%	27.5%	27.5%
Neutral	16.7%	17.0%	10.5%	15.0%	16.4%
Unlikely	27.2%	25.5%	36.8%	22.5%	27.2%
Very unlikely	9.1%	9.6%	13.2%	12.5%	9.7%

Q5-2. You will be a victim of property crime

Very likely	7.0%	7.8%	5.3%	15.4%	7.6%
Likely	30.2%	25.6%	36.8%	35.9%	30.3%
Neutral	35.3%	37.8%	26.3%	17.9%	34.1%
Unlikely	22.4%	23.3%	21.1%	25.6%	22.6%
Very unlikely	5.1%	5.6%	10.5%	5.1%	5.4%

Q5. Please indicate how likely you think it is that the following will happen to you in Columbia using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q5-3. You will be a victim of violent crime

Very likely	1.7%	2.2%	2.7%	5.1%	2.2%
Likely	5.2%	7.9%	13.5%	5.1%	6.1%
Neutral	26.0%	25.8%	27.0%	25.6%	26.0%
Unlikely	46.0%	46.1%	35.1%	38.5%	44.8%
Very unlikely	21.1%	18.0%	21.6%	25.6%	20.9%

Q5-4. You will be a victim of a fire

Very likely	0.6%	1.1%	0.0%	2.6%	0.7%
Likely	2.2%	4.5%	2.6%	2.6%	2.7%
Neutral	32.9%	35.2%	28.9%	26.3%	32.5%
Unlikely	46.6%	38.6%	52.6%	47.4%	46.0%
Very unlikely	17.7%	20.5%	15.8%	21.1%	18.0%

Q6. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q6-1. Visibility of Police in your neighborhood

Very satisfied	9.9%	6.7%	5.1%	9.8%	9.4%
Satisfied	37.5%	38.2%	28.2%	29.3%	36.3%
Neutral	32.6%	38.2%	38.5%	29.3%	33.0%
Dissatisfied	15.6%	13.5%	20.5%	24.4%	16.4%
Very dissatisfied	4.5%	3.4%	7.7%	7.3%	4.9%

Q6-2. Visibility of Police in commercial areas

Very satisfied	10.1%	8.9%	17.9%	10.5%	10.3%
Satisfied	49.3%	48.9%	33.3%	47.4%	47.8%
Neutral	29.3%	36.7%	30.8%	28.9%	30.3%
Dissatisfied	9.0%	3.3%	15.4%	10.5%	9.0%
Very dissatisfied	2.4%	2.2%	2.6%	2.6%	2.6%

Q6. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q6-3. Police efforts to prevent crime

Very satisfied	13.0%	11.8%	18.4%	10.5%	13.0%
Satisfied	37.2%	30.6%	26.3%	31.6%	35.2%
Neutral	30.6%	40.0%	39.5%	44.7%	32.5%
Dissatisfied	14.9%	14.1%	7.9%	7.9%	14.8%
Very dissatisfied	4.3%	3.5%	7.9%	5.3%	4.5%

Q6-4. How quickly Police respond to emergencies

Very satisfied	14.7%	18.7%	13.3%	11.4%	14.7%
Satisfied	43.7%	32.0%	40.0%	45.7%	42.1%
Neutral	28.6%	38.7%	33.3%	20.0%	29.5%
Dissatisfied	9.1%	9.3%	6.7%	17.1%	9.9%
Very dissatisfied	3.8%	1.3%	6.7%	5.7%	3.8%

Q6. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q6-5. Overall quality of local Police services

Very satisfied	15.3%	13.5%	13.5%	12.8%	14.8%
Satisfied	46.5%	39.3%	40.5%	35.9%	44.6%
Neutral	25.8%	38.2%	29.7%	41.0%	28.0%
Dissatisfied	9.0%	7.9%	10.8%	2.6%	9.1%
Very dissatisfied	3.3%	1.1%	5.4%	7.7%	3.6%

Q6-6. Visibility of Fire personnel in your neighborhood

Very satisfied	22.7%	21.8%	25.0%	27.0%	22.8%
Satisfied	39.8%	41.4%	38.9%	35.1%	39.5%
Neutral	33.2%	32.2%	33.3%	32.4%	33.2%
Dissatisfied	3.7%	3.4%	0.0%	5.4%	3.6%
Very dissatisfied	0.7%	1.1%	2.8%	0.0%	0.9%

Q6. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q6-7. Visibility of Fire personnel in commercial areas

Very satisfied	17.8%	17.7%	19.4%	23.5%	18.1%
Satisfied	47.9%	40.5%	36.1%	41.2%	45.8%
Neutral	32.0%	40.5%	44.4%	29.4%	33.7%
Dissatisfied	2.1%	1.3%	0.0%	5.9%	2.2%
Very dissatisfied	0.2%	0.0%	0.0%	0.0%	0.1%

Q6-8. How quickly Fire personnel respond to emergencies

Very satisfied	34.5%	30.8%	35.5%	37.1%	33.8%
Satisfied	49.6%	42.3%	48.4%	45.7%	48.3%
Neutral	15.3%	25.6%	16.1%	14.3%	16.8%
Dissatisfied	0.4%	1.3%	0.0%	2.9%	0.9%
Very dissatisfied	0.2%	0.0%	0.0%	0.0%	0.2%

Q6. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q6-9. Overall quality of City fire protection

Very satisfied	31.6%	28.2%	31.4%	36.1%	31.3%
Satisfied	54.7%	48.2%	51.4%	41.7%	52.8%
Neutral	12.5%	23.5%	17.1%	19.4%	14.5%
Dissatisfied	0.9%	0.0%	0.0%	2.8%	1.1%
Very dissatisfied	0.3%	0.0%	0.0%	0.0%	0.3%

Q6-10. City's Municipal Court

Very satisfied	9.5%	9.8%	13.8%	6.7%	9.6%
Satisfied	37.1%	26.2%	27.6%	40.0%	35.0%
Neutral	47.8%	60.7%	55.2%	36.7%	49.3%
Dissatisfied	3.5%	3.3%	3.4%	13.3%	4.1%
Very dissatisfied	2.2%	0.0%	0.0%	3.3%	2.1%

Q7. Which THREE of the public safety services listed in Question 6 do you think are the MOST IMPORTANT services for the City to provide? (top 3)

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	
<u>Q7. Sum of top 3 choices</u>					
Visibility of Police in your neighborhood	30.9%	36.8%	45.0%	37.2%	32.7%
Visibility of Police in commercial areas	16.1%	14.7%	15.0%	18.6%	16.0%
Police efforts to prevent crime	62.5%	49.5%	62.5%	62.8%	61.1%
How quickly Police respond to emergencies	56.1%	54.7%	67.5%	51.2%	55.9%
Overall quality of local Police services	35.6%	32.6%	27.5%	30.2%	34.3%
Visibility of Fire personnel in your neighborhood	4.8%	4.2%	2.5%	0.0%	4.4%
Visibility of Fire personnel in commercial areas	1.1%	1.1%	0.0%	0.0%	0.9%
How quickly Fire personnel respond to emergencies	48.8%	46.3%	42.5%	44.2%	47.5%
Overall quality of City fire protection	18.3%	11.6%	12.5%	16.3%	17.3%
City's Municipal Court	11.1%	11.6%	7.5%	16.3%	11.4%
None chosen	2.9%	9.5%	5.0%	4.7%	4.0%

Q8. How often do you see a Police officer where you live or work when you didn't call to request an officer? (without "don't know")

N=849

	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q8. How often do you see a Police officer where you live or work when you didn't call to request an officer

Daily	9.7%	14.1%	13.9%	5.1%	9.9%
A few times per week	21.4%	24.7%	27.8%	17.9%	21.6%
A few times per month	27.1%	27.1%	27.8%	17.9%	26.3%
A few times per year	16.8%	12.9%	13.9%	20.5%	16.8%
Seldom/never	24.9%	21.2%	16.7%	38.5%	25.4%

Q9. Perceptions of Parks and Recreation. Please rate your satisfaction with each of the following items, using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q9-1. Quality of City parks

Very satisfied	51.5%	30.4%	48.6%	32.5%	47.6%
Satisfied	40.7%	53.3%	43.2%	52.5%	43.0%
Neutral	6.8%	16.3%	8.1%	10.0%	8.4%
Dissatisfied	0.8%	0.0%	0.0%	5.0%	0.9%
Very dissatisfied	0.2%	0.0%	0.0%	0.0%	0.1%

Q9-2. Quality of walking/biking trails in Columbia

Very satisfied	56.3%	37.1%	56.8%	46.2%	53.5%
Satisfied	35.1%	48.3%	32.4%	38.5%	36.6%
Neutral	7.5%	11.2%	8.1%	10.3%	8.3%
Dissatisfied	1.0%	2.2%	2.7%	5.1%	1.4%
Very dissatisfied	0.2%	1.1%	0.0%	0.0%	0.3%

Q9. Perceptions of Parks and Recreation. Please rate your satisfaction with each of the following items, using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q9-3. Quality of outdoor athletic fields

Very satisfied	40.4%	29.7%	37.8%	31.4%	38.8%
Satisfied	40.4%	45.9%	37.8%	45.7%	40.6%
Neutral	18.1%	23.0%	18.9%	20.0%	19.2%
Dissatisfied	0.8%	1.4%	2.7%	2.9%	1.2%
Very dissatisfied	0.2%	0.0%	2.7%	0.0%	0.3%

Q9-4. Quality of recreation programs & classes

Very satisfied	39.4%	23.0%	35.3%	29.4%	37.0%
Satisfied	40.1%	47.3%	38.2%	38.2%	40.3%
Neutral	18.6%	28.4%	26.5%	23.5%	20.7%
Dissatisfied	1.5%	1.4%	0.0%	8.8%	1.7%
Very dissatisfied	0.4%	0.0%	0.0%	0.0%	0.3%

Q9. Perceptions of Parks and Recreation. Please rate your satisfaction with each of the following items, using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q9-5. Availability of information about City parks & recreation programs

Very satisfied	36.8%	23.0%	39.5%	34.2%	35.3%
Satisfied	41.7%	47.1%	36.8%	44.7%	41.8%
Neutral	18.7%	26.4%	23.7%	15.8%	19.9%
Dissatisfied	2.3%	3.4%	0.0%	5.3%	2.6%
Very dissatisfied	0.5%	0.0%	0.0%	0.0%	0.4%

Q9-6. City pools & aquatic facilities

Very satisfied	27.7%	19.7%	35.3%	21.2%	27.0%
Satisfied	40.3%	33.8%	29.4%	48.5%	38.9%
Neutral	27.7%	42.3%	23.5%	18.2%	28.4%
Dissatisfied	3.1%	4.2%	8.8%	12.1%	4.4%
Very dissatisfied	1.2%	0.0%	2.9%	0.0%	1.3%

Q9. Perceptions of Parks and Recreation. Please rate your satisfaction with each of the following items, using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q9-7. Amount of land acquired to preserve open space/protect the environment

Very satisfied	29.4%	14.5%	31.4%	24.3%	27.9%
Satisfied	40.1%	40.8%	28.6%	45.9%	39.6%
Neutral	21.7%	36.8%	31.4%	21.6%	23.7%
Dissatisfied	5.6%	6.6%	8.6%	5.4%	6.1%
Very dissatisfied	3.2%	1.3%	0.0%	2.7%	2.8%

Q10. Which TWO of the Parks and Recreation services listed in Question 9 do you think are the MOST IMPORTANT services for the City to provide? (top 2)

N=849

	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	
<u>Q10. Sum of top 2 choices</u>					
Quality of City parks	63.3%	61.1%	65.0%	58.1%	62.9%
Quality of walking/biking trails in Columbia	48.5%	41.1%	55.0%	48.8%	48.2%
Quality of outdoor athletic fields	11.1%	10.5%	5.0%	11.6%	10.6%
Quality of recreation programs & classes	19.8%	16.8%	27.5%	14.0%	19.4%
Availability of information about City parks & recreation programs	8.4%	8.4%	7.5%	14.0%	8.6%
City pools & aquatic facilities	11.5%	7.4%	0.0%	9.3%	10.4%
Amount of land acquired to preserve open space/protect the environment	22.3%	17.9%	20.0%	16.3%	21.1%
None chosen	6.9%	17.9%	10.0%	14.0%	8.7%

Q11. Streets and Sidewalks. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q11-1. City maintenance & repair services for major City streets

Very satisfied	5.2%	8.4%	7.7%	7.0%	6.0%
Satisfied	30.1%	29.5%	33.3%	34.9%	30.0%
Neutral	25.3%	26.3%	15.4%	14.0%	24.0%
Dissatisfied	28.7%	27.4%	30.8%	32.6%	29.3%
Very dissatisfied	10.7%	8.4%	12.8%	11.6%	10.7%

Q11-2. City maintenance & repair services for streets in your neighborhood

Very satisfied	6.9%	8.5%	7.7%	7.0%	7.2%
Satisfied	33.8%	24.5%	38.5%	32.6%	32.2%
Neutral	23.1%	30.9%	12.8%	16.3%	23.3%
Dissatisfied	24.5%	25.5%	25.6%	30.2%	25.2%
Very dissatisfied	11.8%	10.6%	15.4%	14.0%	12.0%

Q11. Streets and Sidewalks. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q11-3. Snow removal on major City streets

Very satisfied	15.8%	14.7%	15.4%	22.0%	16.2%
Satisfied	51.7%	45.3%	53.8%	51.2%	50.4%
Neutral	16.4%	17.9%	17.9%	14.6%	16.9%
Dissatisfied	12.0%	12.6%	12.8%	9.8%	12.0%
Very dissatisfied	4.1%	9.5%	0.0%	2.4%	4.4%

Q11-4. Snow removal on neighborhood streets

Very satisfied	5.6%	5.3%	5.1%	4.9%	5.9%
Satisfied	23.7%	21.1%	25.6%	36.6%	23.8%
Neutral	21.8%	15.8%	20.5%	14.6%	20.6%
Dissatisfied	29.3%	31.6%	28.2%	24.4%	29.0%
Very dissatisfied	19.5%	26.3%	20.5%	19.5%	20.7%

Q11. Streets and Sidewalks. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q11-5. City street cleaning services

Very satisfied	9.0%	10.8%	8.1%	11.9%	9.5%
Satisfied	34.6%	32.5%	37.8%	45.2%	34.7%
Neutral	38.9%	38.6%	29.7%	23.8%	37.6%
Dissatisfied	13.3%	10.8%	10.8%	11.9%	12.8%
Very dissatisfied	4.3%	7.2%	13.5%	7.1%	5.4%

Q11-6. Condition of sidewalks adjacent to City streets

Very satisfied	7.0%	10.9%	7.9%	7.1%	7.7%
Satisfied	39.2%	31.5%	39.5%	35.7%	37.6%
Neutral	35.6%	37.0%	28.9%	33.3%	35.4%
Dissatisfied	15.1%	16.3%	18.4%	14.3%	15.5%
Very dissatisfied	3.1%	4.3%	5.3%	9.5%	3.7%

Q11. Streets and Sidewalks. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q11-7. Availability of sidewalks in Columbia

Very satisfied	11.4%	8.5%	5.4%	7.1%	10.6%
Satisfied	42.7%	36.2%	51.4%	31.0%	41.3%
Neutral	26.2%	26.6%	27.0%	23.8%	26.6%
Dissatisfied	15.6%	20.2%	13.5%	28.6%	16.6%
Very dissatisfied	4.1%	8.5%	2.7%	9.5%	5.0%

Q11-8. Condition of pavement markings

Very satisfied	5.8%	3.3%	8.6%	4.8%	5.7%
Satisfied	30.4%	32.6%	31.4%	35.7%	30.8%
Neutral	30.9%	34.8%	37.1%	28.6%	31.4%
Dissatisfied	23.8%	22.8%	14.3%	16.7%	22.8%
Very dissatisfied	9.0%	6.5%	8.6%	14.3%	9.3%

Q11. Streets and Sidewalks. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	
<u>Q11-9. Mowing/trimming of public areas along City streets</u>					
Very satisfied	13.8%	15.6%	13.2%	7.3%	13.8%
Satisfied	48.5%	37.8%	44.7%	51.2%	46.3%
Neutral	26.3%	36.7%	26.3%	22.0%	27.5%
Dissatisfied	8.2%	10.0%	13.2%	12.2%	9.0%
Very dissatisfied	3.2%	0.0%	2.6%	7.3%	3.3%

Q12. Which THREE of the street and sidewalk services listed in Question 11 do you think are the MOST IMPORTANT services for the City to provide? (top 3)

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	
<u>Q12. Sum of top 3 choices</u>					
City maintenance & repair services for major City streets	80.5%	72.6%	75.0%	72.1%	78.7%
City maintenance & repair services for streets in your neighborhood	44.7%	34.7%	35.0%	44.2%	43.3%
Snow removal on major City streets	60.1%	49.5%	55.0%	53.5%	58.1%
Snow removal on neighborhood streets	30.4%	38.9%	30.0%	25.6%	31.3%
City street cleaning services	5.4%	6.3%	20.0%	14.0%	6.6%
Condition of sidewalks adjacent to City streets	15.1%	18.9%	20.0%	11.6%	15.7%
Availability of sidewalks in Columbia	18.4%	20.0%	22.5%	20.9%	18.5%
Condition of pavement markings	21.7%	18.9%	20.0%	16.3%	20.7%
Mowing/trimming of public areas along City streets	6.8%	8.4%	2.5%	0.0%	6.4%
None chosen	4.8%	8.4%	2.5%	11.6%	5.5%

Q13. Code Enforcement and Neighborhood Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q13-1. Maintenance of residential property

Very satisfied	10.7%	15.0%	24.2%	10.5%	12.0%
Satisfied	45.4%	36.3%	36.4%	47.4%	43.4%
Neutral	33.6%	37.5%	27.3%	28.9%	33.5%
Dissatisfied	9.1%	10.0%	9.1%	13.2%	9.6%
Very dissatisfied	1.3%	1.3%	3.0%	0.0%	1.5%

Q13-2. Residential building codes

Very satisfied	12.2%	9.5%	13.3%	12.9%	12.2%
Satisfied	44.4%	41.9%	46.7%	29.0%	43.0%
Neutral	35.9%	39.2%	26.7%	38.7%	36.0%
Dissatisfied	6.2%	8.1%	13.3%	19.4%	7.6%
Very dissatisfied	1.2%	1.4%	0.0%	0.0%	1.2%

Q13. Code Enforcement and Neighborhood Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q13-3. Maintenance of commercial property

Very satisfied	10.2%	17.8%	18.2%	8.8%	11.4%
Satisfied	46.7%	39.7%	33.3%	44.1%	44.8%
Neutral	36.8%	38.4%	36.4%	44.1%	37.4%
Dissatisfied	5.9%	4.1%	9.1%	2.9%	5.9%
Very dissatisfied	0.4%	0.0%	3.0%	0.0%	0.4%

Q13-4. Commercial building codes

Very satisfied	10.1%	13.4%	10.7%	10.3%	10.7%
Satisfied	41.8%	35.8%	46.4%	34.5%	40.5%
Neutral	42.5%	46.3%	32.1%	48.3%	42.8%
Dissatisfied	4.7%	4.5%	10.7%	6.9%	5.2%
Very dissatisfied	0.9%	0.0%	0.0%	0.0%	0.9%

Q13. Code Enforcement and Neighborhood Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q13-5. Parking on neighborhood streets

Very satisfied	8.8%	11.6%	16.7%	2.5%	9.2%
Satisfied	41.7%	30.2%	36.1%	37.5%	39.6%
Neutral	33.4%	45.3%	27.8%	40.0%	34.8%
Dissatisfied	12.0%	8.1%	16.7%	20.0%	12.6%
Very dissatisfied	4.1%	4.7%	2.8%	0.0%	3.8%

Q13-6. Clean-up of trash & litter

Very satisfied	10.9%	15.2%	10.5%	22.5%	12.0%
Satisfied	39.9%	31.5%	50.0%	25.0%	38.5%
Neutral	27.2%	35.9%	18.4%	32.5%	27.9%
Dissatisfied	17.9%	14.1%	15.8%	12.5%	17.4%
Very dissatisfied	4.1%	3.3%	5.3%	7.5%	4.3%

Q14. Which THREE of the code enforcement items listed in Question 13 do you think are the MOST IMPORTANT services for the City to provide? (top 3)

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	
<u>Q14. Sum of top 3 choices</u>					
Maintenance of residential property	52.1%	55.8%	60.0%	41.9%	52.1%
Residential building codes	37.8%	36.8%	7.5%	37.2%	36.0%
Maintenance of commercial property	40.7%	47.4%	50.0%	32.6%	41.0%
Commercial building codes	32.4%	24.2%	25.0%	23.3%	30.9%
Parking on neighborhood streets	31.6%	30.5%	35.0%	41.9%	32.3%
Clean-up of trash & litter	63.9%	58.9%	75.0%	60.5%	63.6%
None chosen	11.8%	13.7%	10.0%	18.6%	12.5%

Q15. City Government. Please rate your level of agreement with the following statements about Columbia's City government using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q15-1. Columbia City government is democratic & representative

Strongly agree	12.3%	11.3%	21.2%	0.0%	11.9%
Agree	41.4%	35.0%	45.5%	36.7%	40.3%
Neutral	31.3%	36.3%	18.2%	30.0%	30.9%
Disagree	10.7%	16.3%	12.1%	30.0%	12.6%
Strongly disagree	4.4%	1.3%	3.0%	3.3%	4.3%

Q15-2. Columbia City government is transparent

Strongly agree	8.6%	8.9%	14.7%	0.0%	8.4%
Agree	32.3%	22.8%	32.4%	31.3%	31.2%
Neutral	37.0%	44.3%	38.2%	34.4%	37.3%
Disagree	16.6%	21.5%	5.9%	31.3%	17.6%
Strongly disagree	5.5%	2.5%	8.8%	3.1%	5.5%

Q15. City Government. Please rate your level of agreement with the following statements about Columbia's City government using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q15-3. Columbia City government is efficient

Strongly agree	7.2%	7.4%	11.8%	0.0%	7.1%
Agree	34.3%	30.9%	38.2%	29.4%	33.5%
Neutral	35.0%	38.3%	29.4%	26.5%	34.3%
Disagree	16.8%	19.8%	14.7%	38.2%	18.3%
Strongly disagree	6.7%	3.7%	5.9%	5.9%	6.7%

Q15-4. Columbia City government is innovative

Strongly agree	8.7%	10.5%	8.8%	0.0%	8.4%
Agree	29.8%	18.4%	29.4%	22.9%	27.7%
Neutral	41.7%	48.7%	41.2%	34.3%	42.1%
Disagree	15.2%	17.1%	14.7%	34.3%	16.7%
Strongly disagree	4.5%	5.3%	5.9%	8.6%	5.1%

Q15. City Government. Please rate your level of agreement with the following statements about Columbia's City government using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q15-5. Columbia City government values diversity

Strongly agree	17.1%	13.9%	15.2%	11.4%	16.5%
Agree	43.4%	39.2%	51.5%	42.9%	43.1%
Neutral	31.3%	26.6%	18.2%	25.7%	29.8%
Disagree	5.2%	16.5%	9.1%	14.3%	7.2%
Strongly disagree	3.0%	3.8%	6.1%	5.7%	3.6%

Q15-6. Columbia City employees are ethical & honest

Strongly agree	13.8%	11.0%	18.2%	11.4%	13.6%
Agree	43.0%	38.4%	45.5%	37.1%	41.7%
Neutral	33.0%	41.1%	33.3%	31.4%	33.8%
Disagree	6.3%	6.8%	3.0%	11.4%	6.6%
Strongly disagree	4.0%	2.7%	0.0%	8.6%	4.4%

Q15. City Government. Please rate your level of agreement with the following statements about Columbia's City government using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q15-7. Columbia government leaders listen to what citizens have to say

Strongly agree	8.2%	11.3%	15.6%	0.0%	8.4%
Agree	32.6%	27.5%	40.6%	25.7%	31.7%
Neutral	36.4%	38.8%	21.9%	34.3%	35.7%
Disagree	16.5%	17.5%	18.8%	22.9%	17.2%
Strongly disagree	6.3%	5.0%	3.1%	17.1%	7.0%

Q16. Personal Well-Being. Please rate your level of agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q16-1. Columbia is a great place to live, work, learn & play

Strongly agree	39.5%	36.2%	35.0%	30.2%	38.4%
Agree	48.5%	45.7%	47.5%	34.9%	46.9%
Neutral	8.7%	16.0%	10.0%	25.6%	10.9%
Disagree	2.6%	2.1%	5.0%	9.3%	3.0%
Strongly disagree	0.8%	0.0%	2.5%	0.0%	0.8%

Q16-2. Columbia is a place where I can thrive

Strongly agree	33.4%	27.7%	30.0%	18.6%	31.6%
Agree	45.7%	47.9%	27.5%	44.2%	44.7%
Neutral	16.2%	21.3%	32.5%	23.3%	18.3%
Disagree	3.6%	3.2%	7.5%	14.0%	4.3%
Strongly disagree	1.1%	0.0%	2.5%	0.0%	1.1%

Q16. Personal Well-Being. Please rate your level of agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

N=849

Q42. Your race/ethnicity					Total
White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other		

Q16-3. I earn a living wage that allows me to meet basic needs for housing, food & utilities without assistance from others

Strongly agree	36.4%	29.7%	42.1%	28.2%	35.3%
Agree	43.3%	46.2%	34.2%	38.5%	42.9%
Neutral	12.5%	15.4%	15.8%	23.1%	13.6%
Disagree	5.6%	6.6%	5.3%	10.3%	5.9%
Strongly disagree	2.1%	2.2%	2.6%	0.0%	2.3%

Q16-4. I take advantage of water/light energy efficiency programs to manage my home energy use

Strongly agree	19.5%	14.1%	13.2%	13.5%	18.4%
Agree	33.3%	41.2%	28.9%	27.0%	33.2%
Neutral	27.7%	31.8%	36.8%	35.1%	29.2%
Disagree	15.5%	8.2%	21.1%	21.6%	15.2%
Strongly disagree	3.8%	4.7%	0.0%	2.7%	3.9%

Q16. Personal Well-Being. Please rate your level of agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q16-5. Columbia has jobs for which I am qualified

Strongly agree	32.4%	25.9%	29.7%	17.5%	31.0%
Agree	45.2%	50.6%	40.5%	45.0%	45.5%
Neutral	18.0%	18.8%	24.3%	22.5%	18.4%
Disagree	2.9%	2.4%	2.7%	12.5%	3.3%
Strongly disagree	1.4%	2.4%	2.7%	2.5%	1.9%

Q16-6. Columbia has job opportunities that would allow me to advance myself in my field

Strongly agree	23.1%	20.5%	32.4%	14.6%	22.9%
Agree	38.7%	36.1%	29.7%	31.7%	37.5%
Neutral	25.9%	33.7%	24.3%	34.1%	27.0%
Disagree	10.7%	4.8%	10.8%	14.6%	10.1%
Strongly disagree	1.6%	4.8%	2.7%	4.9%	2.4%

Q16. Personal Well-Being. Please rate your level of agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

N=849	<u>Q42. Your race/ethnicity</u>				<u>Total</u>
	<u>White/ Caucasian</u>	<u>African American/ Black</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	

Q16-7. Columbia offers opportunities to help people who want to start their own businesses

Strongly agree	16.2%	20.6%	23.3%	15.2%	16.9%
Agree	44.4%	32.4%	36.7%	33.3%	41.6%
Neutral	32.4%	38.2%	36.7%	39.4%	34.0%
Disagree	5.3%	5.9%	3.3%	12.1%	5.8%
Strongly disagree	1.6%	2.9%	0.0%	0.0%	1.7%

Q16-8. There are opportunities for women to go into business for themselves & be successful

Strongly agree	20.9%	17.9%	25.0%	12.1%	20.3%
Agree	44.2%	38.8%	35.7%	33.3%	42.3%
Neutral	28.8%	35.8%	35.7%	36.4%	30.5%
Disagree	5.1%	6.0%	3.6%	15.2%	5.8%
Strongly disagree	0.9%	1.5%	0.0%	3.0%	1.2%

Q16. Personal Well-Being. Please rate your level of agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

N=849	<u>Q42. Your race/ethnicity</u>				<u>Total</u>
	<u>White/ Caucasian</u>	<u>African American/ Black</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q16-9. There are opportunities for minorities to go into business for themselves & be successful</u>					
Strongly agree	20.0%	19.1%	18.5%	15.2%	19.6%
Agree	40.8%	30.9%	33.3%	27.3%	38.3%
Neutral	30.0%	35.3%	33.3%	33.3%	30.9%
Disagree	8.1%	13.2%	11.1%	21.2%	9.6%
Strongly disagree	1.2%	1.5%	3.7%	3.0%	1.6%

Q17. When you are sick or need advice about your health, where do you usually go?

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q17. Where do you usually go when you are sick or need advice about your health

A doctor's office	79.3%	85.3%	85.0%	83.7%	80.2%
An urgent care center	44.7%	44.2%	45.0%	39.5%	44.2%
A hospital emergency room	12.4%	22.1%	12.5%	16.3%	13.7%
No usual place	3.5%	1.1%	0.0%	4.7%	3.2%
Other	5.7%	5.3%	2.5%	7.0%	5.4%

Q18. Was there a time in the past 12 months when you needed medical care, but could not get it? (without "not provided")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q18. Was there a time in past 12 months when you needed medical care, but could not get it

Yes	5.7%	7.4%	7.5%	11.9%	6.3%
No	94.3%	92.6%	92.5%	88.1%	93.7%

Q18a. What was the main reason you could not get medical care? (without "not provided")

N=53	<u>Q42. Your race/ethnicity</u>				<u>Total</u>
	<u>White/ Caucasian</u>	<u>African American/ Black</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q18a. What was the main reason you could not get medical care</u>					
Cost/no insurance	54.3%	28.6%	50.0%	60.0%	50.0%
Office wasn't open when I could get there	5.7%	14.3%	50.0%	0.0%	8.0%
Too long a wait in the waiting room	2.9%	14.3%	0.0%	0.0%	4.0%
No transportation	5.7%	14.3%	0.0%	0.0%	8.0%
Distance from medical provider	2.9%	0.0%	0.0%	20.0%	4.0%
Too long a wait for an appointment	25.7%	14.3%	0.0%	20.0%	22.0%
No childcare	2.9%	14.3%	0.0%	0.0%	4.0%

Q19. Was there any time in the past 12 months when you were not able to meet your basic needs, such as paying for food, housing or utilities? (without "not provided")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	
<u>Q19. Was there any time in past 12 months when you were not able to meet your basic needs</u>					
Yes	6.4%	6.3%	7.9%	17.1%	7.0%
No	93.6%	93.7%	92.1%	82.9%	93.0%

Q20. During the past month, how many times on average did you engage in physical activities or exercise each week? (without "not provided")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	
<u>Q20. How many times on average did you engage in physical activities or exercise each week during past month</u>					
0 times	9.6%	12.6%	5.1%	2.4%	9.3%
1 or 2 times	32.7%	34.7%	33.3%	26.2%	32.8%
3+ times	57.7%	52.6%	61.5%	71.4%	57.9%

Q21. During the past month, how many times per day on average did you eat fruit and/or vegetables? (without "don't know")

N=849

Q42. Your race/ethnicity				Total
White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q21. How many times per day on average did you eat fruit and/or vegetables during past month

Four+ times/day	28.8%	30.0%	48.7%	35.7%	30.3%
Less than four+ times/day	70.6%	70.0%	48.7%	64.3%	69.1%
Never	0.6%	0.0%	2.6%	0.0%	0.6%

Q22. Which ONE of the following best describes your relationship with your neighbors? (without "not provided")

N=849

Q42. Your race/ethnicity				Total
White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q22. What best describes your relationship with your neighbors

I have a close relationship with many of my neighbors	14.9%	15.1%	10.0%	11.6%	14.5%
I have a close relationship with a few of my neighbors	30.7%	14.0%	30.0%	39.5%	29.2%
I know several of my neighbors, but I am not very close with any of them	30.0%	37.6%	30.0%	20.9%	30.3%
I know a few people in my neighborhood, but I am not very close with any of them	20.9%	26.9%	25.0%	20.9%	21.6%
I don't know anyone in my neighborhood	3.5%	6.5%	5.0%	7.0%	4.4%

Q23. Which ONE of the following best describes how people in your neighborhood interact with one another? (without "don't know")

N=849

Q42. Your race/ethnicity				Total
White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q23. What best describes how people in your neighborhood interact with one another

They often help one another & have many social activities together	13.1%	5.6%	18.9%	17.1%	12.7%
They often help one another but do not have many social activities together	27.4%	22.5%	27.0%	17.1%	26.0%
They occasionally help one another but generally keep to themselves	41.7%	47.2%	40.5%	43.9%	42.2%
They almost always keep to themselves	17.8%	24.7%	13.5%	22.0%	19.1%

Q24. Neighborhoods. Please indicate the extent to which you think each of the following is a problem in your neighborhood by circling the corresponding number below. (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q24-1. Crime, drugs or violence

Major problem	9.4%	6.9%	18.4%	14.3%	10.0%
Moderate problem	12.6%	17.2%	5.3%	9.5%	12.8%
Minor problem	31.3%	33.3%	15.8%	23.8%	30.5%
Not a problem	46.7%	42.5%	60.5%	52.4%	46.8%

Q24-2. Unemployment

Major problem	1.4%	4.6%	6.5%	5.9%	2.4%
Moderate problem	9.7%	7.7%	9.7%	8.8%	9.4%
Minor problem	20.2%	29.2%	19.4%	8.8%	20.4%
Not a problem	68.6%	58.5%	64.5%	76.5%	67.9%

Q24. Neighborhoods. Please indicate the extent to which you think each of the following is a problem in your neighborhood by circling the corresponding number below. (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q24-3. Homelessness

Major problem	4.6%	6.6%	2.8%	7.1%	4.9%
Moderate problem	6.5%	9.2%	5.6%	9.5%	6.9%
Minor problem	11.4%	9.2%	8.3%	2.4%	10.6%
Not a problem	77.5%	75.0%	83.3%	81.0%	77.7%

Q24-4. Public schools not providing quality education

Major problem	4.2%	8.1%	5.4%	8.3%	4.8%
Moderate problem	9.7%	12.2%	0.0%	5.6%	9.4%
Minor problem	14.0%	12.2%	5.4%	13.9%	13.6%
Not a problem	72.1%	67.6%	89.2%	72.2%	72.1%

Q24. Neighborhoods. Please indicate the extent to which you think each of the following is a problem in your neighborhood by circling the corresponding number below. (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q24-5. Lack of cultural activities

Major problem	2.5%	5.6%	6.5%	16.2%	3.8%
Moderate problem	7.8%	11.3%	12.9%	5.4%	8.2%
Minor problem	18.0%	14.1%	29.0%	21.6%	18.3%
Not a problem	71.6%	69.0%	51.6%	56.8%	69.8%

Q24-6. Lack of recreational activities

Major problem	2.3%	6.3%	3.0%	5.3%	2.9%
Moderate problem	6.5%	6.3%	9.1%	10.5%	6.7%
Minor problem	14.2%	12.7%	27.3%	21.1%	15.0%
Not a problem	77.1%	74.7%	60.6%	63.2%	75.5%

Q24. Neighborhoods. Please indicate the extent to which you think each of the following is a problem in your neighborhood by circling the corresponding number below. (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q24-7. Lack of affordable, quality child care

Major problem	10.7%	15.6%	8.0%	10.0%	10.9%
Moderate problem	20.8%	15.6%	8.0%	23.3%	19.5%
Minor problem	18.0%	17.8%	28.0%	23.3%	19.1%
Not a problem	50.4%	51.1%	56.0%	43.3%	50.5%

Q24-8. Abandoned or run-down buildings

Major problem	1.8%	4.8%	0.0%	4.9%	2.2%
Moderate problem	5.1%	1.2%	2.9%	14.6%	5.1%
Minor problem	18.0%	11.9%	22.9%	9.8%	17.3%
Not a problem	75.1%	82.1%	74.3%	70.7%	75.5%

Q24. Neighborhoods. Please indicate the extent to which you think each of the following is a problem in your neighborhood by circling the corresponding number below. (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q24-9. Unsupervised children or teenagers

Major problem	5.0%	7.5%	5.6%	5.0%	5.3%
Moderate problem	8.2%	6.3%	2.8%	15.0%	8.2%
Minor problem	23.9%	23.8%	16.7%	15.0%	23.2%
Not a problem	62.9%	62.5%	75.0%	65.0%	63.3%

Q24-10. Speeding on neighborhood streets

Major problem	12.5%	12.0%	8.3%	18.6%	12.7%
Moderate problem	19.9%	22.8%	16.7%	9.3%	19.7%
Minor problem	38.6%	31.5%	38.9%	51.2%	38.1%
Not a problem	29.0%	33.7%	36.1%	20.9%	29.5%

Q24. Neighborhoods. Please indicate the extent to which you think each of the following is a problem in your neighborhood by circling the corresponding number below. (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q24-11. Lack of affordable housing

Major problem	7.8%	14.1%	6.5%	22.9%	9.0%
Moderate problem	16.0%	16.9%	12.9%	14.3%	15.9%
Minor problem	25.7%	19.7%	29.0%	22.9%	24.6%
Not a problem	50.6%	49.3%	51.6%	40.0%	50.4%

Q24-12. Tension between racial/ethnic groups

Major problem	4.5%	8.1%	2.9%	8.3%	5.1%
Moderate problem	7.6%	8.1%	5.9%	11.1%	7.9%
Minor problem	15.3%	12.2%	17.6%	25.0%	15.2%
Not a problem	72.5%	71.6%	73.5%	55.6%	71.8%

Q24. Neighborhoods. Please indicate the extent to which you think each of the following is a problem in your neighborhood by circling the corresponding number below. (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q24-13. Lack of good places to shop for food or other items

Major problem	2.9%	2.2%	5.3%	9.5%	3.2%
Moderate problem	5.6%	13.2%	5.3%	7.1%	6.4%
Minor problem	13.2%	7.7%	13.2%	26.2%	13.1%
Not a problem	78.3%	76.9%	76.3%	57.1%	77.3%

Q24-14. Roaming/loose animals

Major problem	1.9%	3.3%	0.0%	4.9%	2.2%
Moderate problem	5.4%	4.3%	0.0%	2.4%	4.8%
Minor problem	23.4%	31.5%	17.9%	19.5%	23.7%
Not a problem	69.2%	60.9%	82.1%	73.2%	69.2%

Q24. Neighborhoods. Please indicate the extent to which you think each of the following is a problem in your neighborhood by circling the corresponding number below. (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q24-15. Flooding

Major problem	0.5%	4.5%	0.0%	5.1%	1.1%
Moderate problem	4.6%	1.1%	0.0%	2.6%	3.8%
Minor problem	15.3%	17.0%	13.2%	25.6%	15.8%
Not a problem	79.7%	77.3%	86.8%	66.7%	79.3%

Q24-16. Overgrown lots

Major problem	1.8%	3.4%	0.0%	7.3%	2.1%
Moderate problem	4.3%	4.5%	2.6%	4.9%	4.3%
Minor problem	17.3%	11.4%	18.4%	24.4%	17.2%
Not a problem	76.6%	80.7%	78.9%	63.4%	76.3%

Q24. Neighborhoods. Please indicate the extent to which you think each of the following is a problem in your neighborhood by circling the corresponding number below. (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q24-17. Graffiti

Major problem	0.6%	1.1%	0.0%	2.5%	0.7%
Moderate problem	1.3%	3.4%	0.0%	2.5%	1.5%
Minor problem	9.5%	4.6%	0.0%	17.5%	9.0%
Not a problem	88.5%	90.8%	100.0%	77.5%	88.8%

Q24-18. Abandoned cars or vehicles

Major problem	1.0%	2.2%	0.0%	2.4%	1.2%
Moderate problem	3.1%	3.4%	0.0%	2.4%	2.9%
Minor problem	12.7%	13.5%	2.6%	14.6%	12.7%
Not a problem	83.3%	80.9%	97.4%	80.5%	83.2%

Q25. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q25-1. Condition of housing

Very satisfied	27.8%	17.2%	27.8%	20.5%	25.9%
Satisfied	52.6%	55.9%	52.8%	59.0%	53.5%
Neutral	16.0%	18.3%	19.4%	10.3%	16.3%
Dissatisfied	2.8%	7.5%	0.0%	5.1%	3.3%
Very dissatisfied	0.8%	1.1%	0.0%	5.1%	1.0%

Q25-2. Condition of streets (smoothness, absence of cracks/potholes)

Very satisfied	8.1%	9.6%	7.7%	4.9%	8.1%
Satisfied	30.3%	25.5%	33.3%	26.8%	29.5%
Neutral	22.7%	21.3%	15.4%	19.5%	21.8%
Dissatisfied	27.4%	37.2%	33.3%	39.0%	29.7%
Very dissatisfied	11.5%	6.4%	10.3%	9.8%	10.9%

Q25. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q25-3. Availability of sidewalks

Very satisfied	18.9%	14.0%	17.9%	10.0%	17.7%
Satisfied	40.5%	40.9%	38.5%	30.0%	40.1%
Neutral	21.9%	23.7%	20.5%	27.5%	22.2%
Dissatisfied	14.2%	18.3%	17.9%	25.0%	15.5%
Very dissatisfied	4.6%	3.2%	5.1%	7.5%	4.5%

Q25-4. Neighborhood parks

Very satisfied	27.0%	22.5%	28.9%	23.1%	26.5%
Satisfied	49.4%	48.3%	52.6%	43.6%	48.7%
Neutral	18.2%	22.5%	10.5%	10.3%	18.1%
Dissatisfied	4.0%	4.5%	7.9%	20.5%	5.2%
Very dissatisfied	1.4%	2.2%	0.0%	2.6%	1.5%

Q25. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q25-5. Overall appearance of your neighborhood

Very satisfied	29.9%	17.2%	30.8%	17.9%	27.8%
Satisfied	52.5%	64.5%	59.0%	51.3%	53.6%
Neutral	13.5%	12.9%	7.7%	10.3%	13.6%
Dissatisfied	3.9%	5.4%	2.6%	17.9%	4.7%
Very dissatisfied	0.3%	0.0%	0.0%	2.6%	0.4%

Q25-6. Overall quality of City services in your neighborhood

Very satisfied	20.5%	12.5%	25.0%	12.5%	19.7%
Satisfied	54.7%	53.4%	36.1%	47.5%	52.7%
Neutral	18.6%	27.3%	22.2%	22.5%	20.3%
Dissatisfied	4.6%	5.7%	11.1%	10.0%	5.4%
Very dissatisfied	1.6%	1.1%	5.6%	7.5%	2.0%

Q26. How would you like to receive information from the City?

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q26. How would you like to receive information from City

City newsletter that comes with utility bill	71.1%	73.7%	70.0%	72.1%	70.7%
Local newspaper	34.6%	28.4%	27.5%	16.3%	32.2%
Television news	54.1%	57.9%	37.5%	37.2%	53.0%
City cable channel	8.0%	10.5%	10.0%	9.3%	8.2%
City website	39.6%	41.1%	35.0%	32.6%	39.1%
Radio	33.0%	24.2%	32.5%	14.0%	31.1%
Friends/neighbors	14.6%	7.4%	25.0%	7.0%	13.9%
Neighborhood/homeowners associations	26.6%	17.9%	20.0%	27.9%	25.0%
Facebook	27.8%	24.2%	17.5%	25.6%	26.5%
Twitter	8.4%	4.2%	5.0%	7.0%	7.5%
YouTube	2.6%	5.3%	5.0%	0.0%	2.8%
Pinterest	0.3%	1.1%	0.0%	0.0%	0.4%
Instagram	3.4%	2.1%	2.5%	2.3%	3.1%
Other	5.4%	2.1%	0.0%	11.6%	5.2%

Q27. Please rate your level of agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

N=849	<u>Q42. Your race/ethnicity</u>				<u>Total</u>
	<u>White/ Caucasian</u>	<u>African American/ Black</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	

Q27-1. City government is a trusted source of information about programs & services

Strongly agree	18.9%	14.8%	25.0%	17.9%	18.7%
Agree	47.6%	42.0%	63.9%	33.3%	46.8%
Neutral	26.5%	39.8%	8.3%	35.9%	27.8%
Disagree	4.9%	3.4%	2.8%	10.3%	4.9%
Strongly disagree	2.0%	0.0%	0.0%	2.6%	1.8%

Q27-2. It is easy to get information I need from City government

Strongly agree	14.2%	11.1%	15.8%	13.2%	13.8%
Agree	41.2%	33.3%	52.6%	28.9%	39.9%
Neutral	33.0%	40.7%	23.7%	36.8%	33.9%
Disagree	9.6%	13.6%	7.9%	18.4%	10.4%
Strongly disagree	2.1%	1.2%	0.0%	2.6%	2.0%

Q27. Please rate your level of agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

N=849	<u>Q42. Your race/ethnicity</u>				<u>Total</u>
	<u>White/ Caucasian</u>	<u>African American/ Black</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	

Q27-3. Information is communicated clearly, accurately & in a form that meets my needs

Strongly agree	13.1%	12.0%	15.8%	11.1%	12.8%
Agree	44.2%	36.1%	44.7%	38.9%	43.0%
Neutral	32.0%	41.0%	26.3%	25.0%	32.5%
Disagree	9.2%	10.8%	13.2%	19.4%	10.2%
Strongly disagree	1.5%	0.0%	0.0%	5.6%	1.6%

Q27-4. City's cable television channel provides information that is useful to me

Strongly agree	7.7%	10.9%	15.0%	5.3%	8.4%
Agree	22.9%	23.9%	30.0%	10.5%	22.8%
Neutral	46.1%	56.5%	30.0%	52.6%	46.6%
Disagree	11.8%	4.3%	20.0%	10.5%	11.1%
Strongly disagree	11.4%	4.3%	5.0%	21.1%	11.1%

Q27. Please rate your level of agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q27-5. City's website provides information that is useful to me

Strongly agree	16.3%	9.0%	16.1%	13.2%	15.1%
Agree	49.5%	51.3%	64.5%	50.0%	50.2%
Neutral	27.9%	32.1%	12.9%	28.9%	27.9%
Disagree	5.0%	5.1%	6.5%	7.9%	5.2%
Strongly disagree	1.3%	2.6%	0.0%	0.0%	1.5%

Q27-6. City newsletter provides information that is useful to me

Strongly agree	14.1%	9.1%	18.2%	10.8%	13.4%
Agree	48.4%	50.6%	51.5%	51.4%	48.5%
Neutral	30.0%	33.8%	24.2%	32.4%	30.8%
Disagree	5.2%	3.9%	6.1%	5.4%	5.0%
Strongly disagree	2.3%	2.6%	0.0%	0.0%	2.2%

Q27. Please rate your level of agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q27-7. City's use of social media provides information that is useful to me

Strongly agree	10.7%	10.7%	14.3%	0.0%	10.1%
Agree	35.9%	28.6%	38.1%	24.0%	34.3%
Neutral	39.7%	44.6%	42.9%	44.0%	41.2%
Disagree	9.9%	8.9%	4.8%	16.0%	9.7%
Strongly disagree	3.8%	7.1%	0.0%	16.0%	4.7%

Q27-8. There are enough mobile apps to provide City information I need or to conduct business with City

Strongly agree	11.2%	8.8%	4.8%	4.0%	10.1%
Agree	41.5%	35.1%	52.4%	32.0%	40.5%
Neutral	36.4%	47.4%	28.6%	56.0%	38.8%
Disagree	6.6%	3.5%	14.3%	8.0%	6.5%
Strongly disagree	4.3%	5.3%	0.0%	0.0%	4.1%

Q28. Customer Service. Have you contacted the City with a question, problem or complaint during the past year?

N=849	<u>Q42. Your race/ethnicity</u>				<u>Total</u>
	<u>White/ Caucasian</u>	<u>African American/ Black</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	

Q28. Have you contacted City with a question, problem or complaint during past year

Yes	49.9%	45.3%	55.0%	53.5%	49.8%
No	50.1%	54.7%	45.0%	46.5%	50.2%

Q28a. How did you contact the City MOST RECENTLY? (without "not provided")

N=423	<u>Q42. Your race/ethnicity</u>				<u>Total</u>
	<u>White/ Caucasian</u>	<u>African American/ Black</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	

Q28a. How did you contact City most recently

Telephone	70.4%	78.0%	81.0%	65.2%	71.9%
Website	17.8%	7.3%	9.5%	26.1%	16.6%
Walk-in	9.0%	12.2%	9.5%	4.3%	8.9%
Through City Council member or Mayor	2.8%	2.4%	0.0%	4.3%	2.6%

Q28b. For which service did you contact the City MOST RECENTLY? (without "not provided")

N=423	<u>Q42. Your race/ethnicity</u>				<u>Total</u>
	<u>White/ Caucasian</u>	<u>African American/ Black</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q28b. For which service did you contact City most recently</u>					
Police	6.0%	11.9%	9.1%	21.7%	7.9%
Fire	0.6%	2.4%	0.0%	0.0%	0.7%
Water	8.2%	11.9%	0.0%	0.0%	7.7%
Sewer	3.1%	0.0%	0.0%	0.0%	2.4%
Stormwater	2.2%	2.4%	4.5%	4.3%	2.4%
Parks & recreation	4.1%	2.4%	4.5%	0.0%	3.6%
Code enforcement	8.2%	2.4%	9.1%	4.3%	7.9%
Public health	1.3%	0.0%	4.5%	0.0%	1.2%
Streets	10.0%	4.8%	13.6%	8.7%	9.6%
Sidewalks	1.9%	0.0%	4.5%	0.0%	1.7%
Electric service	12.5%	16.7%	4.5%	26.1%	13.2%
Public transportation	0.9%	2.4%	4.5%	0.0%	1.2%
Planning & zoning	3.1%	2.4%	0.0%	4.3%	2.9%
Monthly utility billing	8.5%	7.1%	9.1%	4.3%	8.2%

Q28b. For which service did you contact the City MOST RECENTLY? (without "not provided") (cont.)

N=423

	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q28b. For which service did you contact City most recently (cont.)

Solid waste (trash, recycling, yard waste)	19.4%	19.0%	22.7%	17.4%	19.2%
Airport	0.3%	0.0%	0.0%	0.0%	0.2%
Energy efficiency	1.6%	2.4%	0.0%	4.3%	1.7%
Other	8.2%	11.9%	9.1%	4.3%	8.2%

Q28c. Why did you contact the City about this service?

N=423	<u>Q42. Your race/ethnicity</u>				<u>Total</u>
	<u>White/ Caucasian</u>	<u>African American/ Black</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	

Q28c. Why did you contact City about this service

Request service	20.6%	18.6%	31.8%	8.7%	20.1%
Get information	27.4%	23.3%	36.4%	34.8%	27.9%
Report a problem	40.6%	37.2%	40.9%	43.5%	40.7%
Discuss a billing problem	11.4%	11.6%	0.0%	13.0%	11.1%
Request emergency assistance	2.2%	4.7%	0.0%	0.0%	2.1%
Request non-emergency assistance	7.7%	4.7%	18.2%	0.0%	7.6%
Comply with City requirements	6.2%	4.7%	0.0%	0.0%	5.4%
Other	7.7%	16.3%	0.0%	0.0%	8.0%

Q28d. Please indicate your level of agreement with the following statements about the quality of service you received from City employees the last time you contacted the City. (without "don't know")

N=423	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q28d-1. Hours City employees were available met my needs

Strongly agree	25.7%	15.0%	18.2%	30.0%	24.3%
Agree	52.7%	60.0%	54.5%	35.0%	52.6%
Neutral	15.4%	20.0%	13.6%	15.0%	15.9%
Disagree	3.2%	5.0%	13.6%	5.0%	4.0%
Strongly disagree	2.9%	0.0%	0.0%	15.0%	3.2%

Q28d-2. I knew who to contact for my needs

Strongly agree	19.0%	14.3%	9.1%	27.3%	18.5%
Agree	47.8%	61.9%	50.0%	27.3%	47.4%
Neutral	18.0%	11.9%	36.4%	13.6%	18.5%
Disagree	10.1%	4.8%	4.5%	13.6%	9.7%
Strongly disagree	5.1%	7.1%	0.0%	18.2%	5.8%

Q28d. Please indicate your level of agreement with the following statements about the quality of service you received from City employees the last time you contacted the City. (without "don't know")

N=423	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q28d-3. It was easy to reach right person at City

Strongly agree	18.6%	12.2%	22.7%	18.2%	18.2%
Agree	42.8%	41.5%	36.4%	27.3%	40.9%
Neutral	18.2%	29.3%	27.3%	13.6%	20.1%
Disagree	13.8%	7.3%	13.6%	18.2%	13.3%
Strongly disagree	6.6%	9.8%	0.0%	22.7%	7.5%

Q28d-4. City employees who helped me were courteous & polite

Strongly agree	37.5%	30.0%	38.1%	26.3%	35.8%
Agree	45.5%	52.5%	38.1%	52.6%	45.8%
Neutral	9.9%	10.0%	19.0%	10.5%	10.9%
Disagree	4.5%	2.5%	4.8%	0.0%	4.2%
Strongly disagree	2.6%	5.0%	0.0%	10.5%	3.2%

Q28d. Please indicate your level of agreement with the following statements about the quality of service you received from City employees the last time you contacted the City. (without "don't know")

N=423	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q28d-5. City employees did what they said they would do in a timely manner

Strongly agree	29.2%	21.6%	15.0%	31.6%	27.6%
Agree	40.2%	45.9%	50.0%	36.8%	41.1%
Neutral	18.3%	16.2%	25.0%	5.3%	17.8%
Disagree	6.6%	10.8%	5.0%	10.5%	7.2%
Strongly disagree	5.6%	5.4%	5.0%	15.8%	6.2%

Q28d-6. City employees gave prompt, accurate & complete answers to my questions

Strongly agree	31.6%	20.0%	22.7%	22.7%	29.2%
Agree	40.0%	47.5%	59.1%	36.4%	41.1%
Neutral	16.5%	17.5%	9.1%	4.5%	16.3%
Disagree	6.8%	12.5%	4.5%	9.1%	7.2%
Strongly disagree	5.2%	2.5%	4.5%	27.3%	6.2%

Q28d. Please indicate your level of agreement with the following statements about the quality of service you received from City employees the last time you contacted the City. (without "don't know")

N=423

	<u>Q42. Your race/ethnicity</u>				<u>Total</u>
	<u>White/ Caucasian</u>	<u>African American/ Black</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q28d-7. City employees were knowledgeable</u>					
Strongly agree	31.0%	28.9%	22.7%	30.0%	30.3%
Agree	43.2%	42.1%	40.9%	30.0%	42.0%
Neutral	16.5%	15.8%	27.3%	15.0%	17.3%
Disagree	5.5%	10.5%	4.5%	10.0%	6.0%
Strongly disagree	3.9%	2.6%	4.5%	15.0%	4.5%

Q28d-8. Overall, I was satisfied with quality of customer service provided by City

Strongly agree	29.4%	25.0%	22.7%	22.7%	28.1%
Agree	42.4%	47.5%	50.0%	31.8%	42.3%
Neutral	15.2%	5.0%	18.2%	9.1%	14.7%
Disagree	7.6%	12.5%	4.5%	13.6%	8.1%
Strongly disagree	5.4%	10.0%	4.5%	22.7%	6.8%

Q29. Overall, how do you rate the service provided by the City's Utility Billing Office? (without "don't know")

N=849	<u>Q42. Your race/ethnicity</u>				<u>Total</u>
	<u>White/ Caucasian</u>	<u>African American/ Black</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q29. How do you rate overall service provided by City's Utility Billing Office</u>					
Excellent	24.3%	15.1%	10.5%	18.9%	22.0%
Good	46.4%	54.7%	60.5%	54.1%	48.1%
Average	23.9%	26.7%	23.7%	13.5%	24.2%
Poor	3.8%	2.3%	0.0%	2.7%	3.3%
Very poor	1.6%	1.2%	5.3%	10.8%	2.4%

Q30. Utilities. Please indicate if your household uses the following services provided by the City of Columbia.

N=849	<u>Q42. Your race/ethnicity</u>				<u>Total</u>
	<u>White/ Caucasian</u>	<u>African American/ Black</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q30-1. Residential trash collection service</u>					
Yes	97.7%	95.8%	95.0%	97.7%	97.1%
No	2.3%	4.2%	5.0%	2.3%	2.9%
 <u>Q30-2. Curbside recycling (blue bags)</u>					
Yes	85.4%	78.9%	90.0%	83.7%	84.5%
No	14.6%	21.1%	10.0%	16.3%	15.5%
 <u>Q30-3. Drop-off recycling</u>					
Yes	47.3%	44.2%	45.0%	39.5%	46.3%
No	52.7%	55.8%	55.0%	60.5%	53.7%
 <u>Q30-4. City electric service</u>					
Yes	85.6%	81.1%	77.5%	79.1%	84.1%
No	14.4%	18.9%	22.5%	20.9%	15.9%

Q30. Utilities. Please indicate if your household uses the following services provided by the City of Columbia.

N=849	<u>Q42. Your race/ethnicity</u>				<u>Total</u>
	<u>White/ Caucasian</u>	<u>African American/ Black</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q30-5. City water service</u>					
Yes	94.5%	90.5%	92.5%	83.7%	93.1%
No	5.5%	9.5%	7.5%	16.3%	6.9%
 <u>Q30-6. City sewer service</u>					
Yes	95.7%	89.5%	90.0%	88.4%	94.1%
No	4.3%	10.5%	10.0%	11.6%	5.9%

Q30. If "YES," please rate your overall satisfaction with that service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=837

		Q42. Your race/ethnicity				Total
		White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q30-1. Residential trash collection service

Very satisfied	49.0%	37.1%	57.9%	43.9%	47.6%
Satisfied	40.3%	51.7%	31.6%	51.2%	42.0%
Neutral	6.1%	7.9%	2.6%	2.4%	5.8%
Dissatisfied	3.7%	3.4%	7.9%	2.4%	3.8%
Very dissatisfied	1.0%	0.0%	0.0%	0.0%	0.7%

Q30-2. Curbside recycling (blue bags)

Very satisfied	49.2%	36.1%	50.0%	42.9%	47.4%
Satisfied	38.7%	52.8%	38.9%	48.6%	40.7%
Neutral	7.4%	8.3%	5.6%	5.7%	7.3%
Dissatisfied	3.5%	1.4%	2.8%	2.9%	3.3%
Very dissatisfied	1.3%	1.4%	2.8%	0.0%	1.3%

Q30. If "YES," please rate your overall satisfaction with that service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=837	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q30-3. Drop-off recycling

Very satisfied	44.5%	39.0%	52.9%	43.8%	44.5%
Satisfied	44.1%	48.8%	23.5%	56.3%	43.7%
Neutral	7.0%	9.8%	11.8%	0.0%	7.6%
Dissatisfied	3.3%	2.4%	5.9%	0.0%	3.2%
Very dissatisfied	1.0%	0.0%	5.9%	0.0%	1.1%

Q30-4. City electric service

Very satisfied	45.1%	33.3%	35.5%	48.5%	43.3%
Satisfied	41.8%	54.7%	58.1%	30.3%	43.2%
Neutral	7.9%	9.3%	3.2%	9.1%	7.9%
Dissatisfied	3.9%	2.7%	3.2%	9.1%	4.0%
Very dissatisfied	1.3%	0.0%	0.0%	3.0%	1.6%

Q30. If "YES," please rate your overall satisfaction with that service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=837	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q30-5. City water service

Very satisfied	45.8%	33.7%	43.2%	51.4%	44.4%
Satisfied	41.0%	54.2%	45.9%	34.3%	42.2%
Neutral	8.4%	8.4%	5.4%	8.6%	8.5%
Dissatisfied	4.2%	2.4%	2.7%	5.7%	4.0%
Very dissatisfied	0.7%	1.2%	2.7%	0.0%	0.9%

Q30-6. City sewer service

Very satisfied	45.6%	32.9%	47.2%	54.1%	44.4%
Satisfied	44.1%	56.1%	44.4%	40.5%	44.9%
Neutral	8.5%	8.5%	2.8%	5.4%	8.2%
Dissatisfied	1.5%	2.4%	2.8%	0.0%	1.9%
Very dissatisfied	0.3%	0.0%	2.8%	0.0%	0.5%

Q31. Please indicate if you have done any of the following during the past year in the City of Columbia.

N=849	<u>Q42. Your race/ethnicity</u>				<u>Total</u>
	<u>White/ Caucasian</u>	<u>African American/ Black</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q31-1. Used Police services</u>					
Yes	20.9%	18.9%	15.0%	30.2%	20.6%
No	78.5%	80.0%	80.0%	67.4%	77.9%
Not provided	0.6%	1.1%	5.0%	2.3%	1.5%
<u>Q31-2. Been a victim of any crime</u>					
Yes	6.6%	6.3%	7.5%	16.3%	7.1%
No	92.3%	91.6%	87.5%	83.7%	91.0%
Not provided	1.1%	2.1%	5.0%	0.0%	1.9%
<u>Q31-3. Used Fire or Emergency Medical services</u>					
Yes	9.4%	13.7%	5.0%	11.6%	9.7%
No	89.4%	85.3%	90.0%	88.4%	88.5%
Not provided	1.2%	1.1%	5.0%	0.0%	1.9%

Q31. Please indicate if you have done any of the following during the past year in the City of Columbia.

N=849	<u>Q42. Your race/ethnicity</u>				<u>Total</u>
	<u>White/ Caucasian</u>	<u>African American/ Black</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	

Q31-4. Visited a community recreation center

Yes	52.5%	46.3%	50.0%	37.2%	50.5%
No	46.4%	51.6%	45.0%	62.8%	47.6%
Not provided	1.1%	2.1%	5.0%	0.0%	1.9%

Q31-5. Visited a City park

Yes	85.6%	89.5%	82.5%	83.7%	85.4%
No	13.7%	9.5%	15.0%	16.3%	13.3%
Not provided	0.8%	1.1%	2.5%	0.0%	1.3%

Q31-6. Used public transportation/bus

Yes	5.8%	9.5%	7.5%	14.0%	6.7%
No	93.2%	89.5%	87.5%	86.0%	91.8%
Not provided	0.9%	1.1%	5.0%	0.0%	1.5%

Q31. Please indicate if you have done any of the following during the past year in the City of Columbia.

N=849	<u>Q42. Your race/ethnicity</u>				<u>Total</u>
	<u>White/ Caucasian</u>	<u>African American/ Black</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	

Q31-7. Attended or watched any City meetings

Yes	21.0%	20.0%	30.0%	23.3%	21.4%
No	77.7%	77.9%	67.5%	76.7%	76.8%
Not provided	1.2%	2.1%	2.5%	0.0%	1.8%

Q31-8. Used Columbia Regional Airport

Yes	46.4%	38.9%	55.0%	48.8%	45.7%
No	52.7%	60.0%	42.5%	51.2%	52.9%
Not provided	0.9%	1.1%	2.5%	0.0%	1.4%

Q31-9. Used public health services provided by City

Yes	14.1%	13.7%	22.5%	16.3%	14.5%
No	84.8%	85.3%	75.0%	81.4%	83.9%
Not provided	1.1%	1.1%	2.5%	2.3%	1.6%

Q32. Please rate the importance of the following components of the City's Climate Action and Adaptation Plan using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important at All." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q32-1. Increasing energy conservation & efficiency programs

Very important	54.5%	52.9%	50.0%	50.0%	53.7%
Somewhat important	28.9%	30.6%	30.6%	30.0%	28.9%
Neutral	9.8%	10.6%	19.4%	12.5%	10.7%
Not very important	3.7%	5.9%	0.0%	0.0%	3.6%
Not important at all	3.1%	0.0%	0.0%	7.5%	3.0%

Q32-2. Fostering natural areas in public spaces

Very important	42.3%	40.2%	52.9%	42.5%	42.4%
Somewhat important	33.3%	29.9%	20.6%	35.0%	32.4%
Neutral	15.6%	26.4%	26.5%	17.5%	17.4%
Not very important	4.9%	2.3%	0.0%	0.0%	4.3%
Not important at all	3.9%	1.1%	0.0%	5.0%	3.4%

Q32. Please rate the importance of the following components of the City's Climate Action and Adaptation Plan using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important at All." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q32-3. Encouraging natural areas on residential & commercial land

Very important	39.0%	36.8%	40.0%	39.0%	38.8%
Somewhat important	33.4%	34.5%	31.4%	34.1%	33.5%
Neutral	16.5%	25.3%	25.7%	14.6%	17.6%
Not very important	7.0%	2.3%	2.9%	4.9%	6.5%
Not important at all	4.1%	1.1%	0.0%	7.3%	3.7%

Q32-4. Increasing renewable energy programs

Very important	57.0%	43.7%	47.2%	57.5%	55.0%
Somewhat important	24.2%	34.5%	36.1%	22.5%	25.6%
Neutral	10.7%	16.1%	16.7%	7.5%	11.4%
Not very important	4.5%	4.6%	0.0%	7.5%	4.5%
Not important at all	3.6%	1.1%	0.0%	5.0%	3.4%

Q32. Please rate the importance of the following components of the City's Climate Action and Adaptation Plan using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important at All." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	

Q32-5. Adapting to climate change

Very important	50.8%	36.9%	50.0%	57.5%	49.6%
Somewhat important	20.0%	29.8%	14.7%	17.5%	20.5%
Neutral	14.9%	21.4%	29.4%	7.5%	15.8%
Not very important	5.5%	2.4%	5.9%	10.0%	5.5%
Not important at all	8.8%	9.5%	0.0%	7.5%	8.7%

Q32-6. Increasing recycling & composting collection services

Very important	50.9%	45.9%	51.4%	46.3%	50.3%
Somewhat important	28.2%	23.5%	35.1%	24.4%	27.5%
Neutral	13.6%	27.1%	13.5%	22.0%	15.6%
Not very important	4.5%	1.2%	0.0%	4.9%	4.0%
Not important at all	2.9%	2.4%	0.0%	2.4%	2.6%

Q32. Please rate the importance of the following components of the City's Climate Action and Adaptation Plan using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important at All." (without "don't know")

N=849	Q42. Your race/ethnicity				Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Other	
<u>Q32-7. Increasing water conservation programs</u>					
Very important	46.5%	43.2%	51.4%	46.3%	46.4%
Somewhat important	30.1%	29.6%	24.3%	26.8%	29.3%
Neutral	16.5%	24.7%	18.9%	22.0%	17.6%
Not very important	4.2%	2.5%	5.4%	0.0%	4.0%
Not important at all	2.7%	0.0%	0.0%	4.9%	2.6%