

*2015 City of Columbia  
DirectionFinder® Survey*

**Appendix C – Crosstabular  
Data by Household Income  
and Gender**

*Submitted to*

*The City of Columbia, MO*



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February 2016

**Household Income and Gender**

**Q1. Major categories of services provided by the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q1-1. Public safety services provided by City (e.g., police &amp; fire services)</u>								
Very Satisfied	21.1%	15.5%	16.3%	19.3%	19.5%	18.4%	17.3%	17.8%
Satisfied	47.4%	49.1%	53.2%	46.1%	49.3%	45.5%	53.3%	49.3%
Neutral	18.4%	22.4%	17.2%	16.9%	14.4%	16.4%	17.3%	16.8%
Dissatisfied	9.2%	10.3%	9.4%	12.3%	14.8%	15.4%	9.4%	12.5%
Very Dissatisfied	3.9%	2.6%	3.9%	5.3%	2.0%	4.3%	2.7%	3.5%
<u>Q1-2. Parks &amp; recreation programs &amp; facilities provided by City</u>								
Very Satisfied	34.7%	41.7%	47.3%	47.1%	55.7%	48.0%	47.3%	47.6%
Satisfied	40.3%	42.6%	44.3%	44.6%	35.2%	38.8%	42.1%	40.4%
Neutral	19.4%	14.8%	7.5%	6.2%	6.7%	10.4%	8.8%	9.6%
Dissatisfied	5.6%	0.9%	0.5%	1.7%	0.7%	1.6%	1.5%	1.5%
Very Dissatisfied	0.0%	0.0%	0.5%	0.4%	1.7%	1.2%	0.4%	0.8%

**Household Income and Gender**

**Q1. Major categories of services provided by the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q1-3. Condition of City streets</u>								
Very Satisfied	6.5%	4.3%	3.8%	4.0%	2.3%	4.1%	2.9%	3.5%
Satisfied	27.3%	27.4%	28.3%	26.5%	32.0%	29.5%	27.3%	28.4%
Neutral	22.1%	25.6%	25.0%	26.9%	30.3%	27.1%	27.7%	27.4%
Dissatisfied	33.8%	32.5%	33.5%	33.7%	28.0%	30.2%	32.8%	31.5%
Very Dissatisfied	10.4%	10.3%	9.4%	8.8%	7.3%	9.1%	9.4%	9.2%
<u>Q1-4. Enforcement of City codes &amp; ordinances</u>								
Very Satisfied	15.1%	7.0%	9.0%	6.3%	6.0%	7.0%	8.3%	7.6%
Satisfied	27.4%	33.0%	35.6%	38.4%	45.7%	36.7%	38.8%	37.7%
Neutral	34.2%	35.0%	38.8%	40.6%	37.4%	39.7%	37.1%	38.5%
Dissatisfied	21.9%	19.0%	13.3%	11.2%	6.8%	11.5%	13.2%	12.3%
Very Dissatisfied	1.4%	6.0%	3.2%	3.6%	4.2%	5.1%	2.6%	3.9%

**Household Income and Gender**

**Q1. Major categories of services provided by the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q1-5. Quality of customer service you receive from City employees</u>								
Very Satisfied	23.0%	27.6%	24.2%	25.3%	19.9%	21.4%	24.5%	22.9%
Satisfied	47.3%	40.0%	48.5%	47.6%	53.4%	48.9%	49.4%	49.1%
Neutral	24.3%	22.9%	22.7%	24.5%	20.9%	24.1%	21.3%	22.8%
Dissatisfied	2.7%	5.7%	3.6%	2.2%	3.6%	3.7%	2.9%	3.3%
Very Dissatisfied	2.7%	3.8%	1.0%	0.4%	2.2%	1.9%	1.8%	1.8%
<u>Q1-6. Effectiveness of City communication with public</u>								
Very Satisfied	10.8%	13.2%	7.8%	8.2%	13.8%	8.7%	11.9%	10.3%
Satisfied	41.9%	41.2%	51.0%	44.0%	44.8%	43.0%	47.8%	45.4%
Neutral	28.4%	28.9%	27.9%	36.6%	29.3%	31.5%	30.1%	30.8%
Dissatisfied	12.2%	11.4%	7.8%	8.2%	9.7%	12.1%	7.1%	9.7%
Very Dissatisfied	6.8%	5.3%	5.4%	2.9%	2.4%	4.6%	3.1%	3.9%

**Household Income and Gender**

**Q1. Major categories of services provided by the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q1-7. Quality of City permitting services for buildings</u>								
Very Satisfied	9.4%	10.7%	6.7%	5.7%	9.4%	8.9%	6.4%	7.8%
Satisfied	26.6%	18.7%	30.4%	26.6%	34.6%	24.7%	32.2%	28.0%
Neutral	48.4%	50.7%	45.2%	49.4%	38.7%	45.7%	44.7%	45.3%
Dissatisfied	9.4%	12.0%	11.9%	13.9%	10.5%	14.4%	11.2%	13.0%
Very Dissatisfied	6.3%	8.0%	5.9%	4.4%	6.8%	6.4%	5.4%	5.9%
<u>Q1-8. City's stormwater runoff/stormwater management system</u>								
Very Satisfied	9.9%	8.5%	6.5%	8.6%	10.0%	8.9%	7.6%	8.3%
Satisfied	26.8%	21.7%	43.5%	38.3%	35.8%	36.9%	32.5%	34.8%
Neutral	43.7%	37.7%	27.7%	34.2%	28.8%	31.1%	34.9%	32.9%
Dissatisfied	14.1%	21.7%	17.4%	14.0%	19.6%	17.9%	18.5%	18.2%
Very Dissatisfied	5.6%	10.4%	4.9%	5.0%	5.8%	5.2%	6.4%	5.8%

**Household Income and Gender**

**Q1. Major categories of services provided by the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q1-9. Public health services provided by City</u>								
Very Satisfied	22.7%	19.6%	21.8%	16.0%	18.4%	17.5%	19.2%	18.3%
Satisfied	42.4%	47.4%	46.0%	43.8%	50.0%	44.6%	48.9%	46.7%
Neutral	27.3%	21.6%	28.7%	38.1%	27.6%	33.4%	27.1%	30.4%
Dissatisfied	3.0%	9.3%	2.3%	1.5%	2.4%	2.8%	3.5%	3.2%
Very Dissatisfied	4.5%	2.1%	1.1%	0.5%	1.6%	1.6%	1.3%	1.5%
<u>Q1-10. Solid waste services (trash, recycling, etc.)</u>								
Very Satisfied	36.4%	31.1%	34.1%	38.9%	35.4%	37.4%	33.7%	35.6%
Satisfied	39.0%	50.4%	48.1%	50.2%	52.3%	49.5%	50.1%	49.8%
Neutral	15.6%	14.3%	10.1%	6.5%	7.0%	8.0%	9.7%	8.8%
Dissatisfied	6.5%	2.5%	4.8%	4.0%	3.6%	2.9%	5.3%	4.1%
Very Dissatisfied	2.6%	1.7%	2.9%	0.4%	1.7%	2.1%	1.2%	1.7%

**Household Income and Gender**

**Q1. Major categories of services provided by the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q1-11. City water, electric, &amp; sewer services</u>								
Very Satisfied	32.1%	26.3%	27.3%	33.5%	33.4%	30.3%	30.8%	30.5%
Satisfied	44.9%	52.5%	56.9%	51.4%	54.2%	52.8%	54.4%	53.6%
Neutral	12.8%	14.4%	11.5%	12.2%	9.0%	12.4%	10.5%	11.5%
Dissatisfied	7.7%	5.1%	3.3%	2.0%	1.7%	3.1%	2.9%	3.0%
Very Dissatisfied	2.6%	1.7%	1.0%	0.8%	1.7%	1.4%	1.4%	1.4%
<u>Q1-12. Public transit services (bus)</u>								
Very Satisfied	15.6%	16.7%	12.1%	10.3%	9.6%	10.5%	12.3%	11.4%
Satisfied	23.4%	26.9%	24.1%	29.5%	31.8%	23.3%	32.8%	27.7%
Neutral	35.9%	34.6%	49.6%	46.2%	43.4%	46.3%	41.2%	43.9%
Dissatisfied	17.2%	11.5%	10.6%	10.3%	9.1%	12.5%	9.7%	11.2%
Very Dissatisfied	7.8%	10.3%	3.5%	3.8%	6.1%	7.5%	3.9%	5.8%

**Household Income and Gender**

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

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q2. Top choice</u>								
Public safety services provided by City (police & fire services)	70.9%	75.8%	83.6%	90.4%	90.4%	86.0%	84.1%	85.0%
Parks & recreation programs & facilities provided by City	24.1%	21.7%	28.6%	32.5%	35.1%	31.2%	28.2%	29.7%
Condition of City streets	46.8%	49.2%	62.9%	61.4%	61.6%	63.7%	54.6%	59.3%
Enforcement of City codes & ordinances	11.4%	20.8%	13.1%	15.7%	14.6%	16.2%	13.1%	14.7%
Quality of customer service you receive from City employees	11.4%	12.5%	7.0%	4.4%	4.6%	7.1%	6.5%	6.8%
Effectiveness of City communication with public	17.7%	8.3%	15.0%	9.2%	7.0%	9.8%	10.7%	10.2%
Quality of City permitting services for buildings	2.5%	5.0%	1.4%	2.0%	1.3%	2.3%	2.2%	2.3%
City's stormwater runoff/ stormwater management system	20.3%	17.5%	17.8%	14.5%	15.2%	14.0%	18.5%	16.2%



**Household Income and Gender**

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

N=1016

	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q2. Top choice (Cont.)</u>								
Public health services provided by City	31.6%	30.8%	30.5%	18.5%	18.2%	18.3%	28.2%	23.1%
Solid waste services (trash, recycling, etc.)	45.6%	36.7%	41.3%	48.2%	53.3%	48.8%	44.8%	46.9%
City water, electric, & sewer services	53.2%	45.0%	65.3%	71.5%	68.5%	64.8%	63.3%	64.1%
Public transit services (bus)	22.8%	17.5%	15.0%	6.0%	7.9%	7.1%	15.5%	11.2%
None chosen	8.9%	10.8%	3.8%	5.2%	3.6%	6.0%	5.8%	5.9%

**Household Income and Gender**

**Q3. PERCEPTIONS OF THE CITY. Several items that may influence your perception of the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q3-1. Overall quality of services provided by City of Columbia</u>								
Very Satisfied	15.6%	15.5%	13.8%	14.3%	18.7%	13.7%	17.5%	15.5%
Satisfied	54.5%	59.5%	62.4%	60.0%	63.2%	60.7%	61.0%	60.8%
Neutral	19.5%	18.1%	16.2%	21.6%	13.4%	17.8%	17.0%	17.4%
Dissatisfied	7.8%	6.0%	7.1%	4.1%	4.0%	7.2%	3.9%	5.6%
Very Dissatisfied	2.6%	0.9%	0.5%	0.0%	0.7%	0.6%	0.6%	0.6%
<u>Q3-2. Overall value you receive for your City tax &amp; fees</u>								
Very Satisfied	10.7%	11.2%	7.7%	7.4%	16.1%	9.6%	11.3%	10.4%
Satisfied	30.7%	44.0%	46.9%	43.2%	51.2%	42.1%	48.6%	45.3%
Neutral	34.7%	23.3%	24.6%	29.6%	17.4%	23.8%	25.6%	24.6%
Dissatisfied	14.7%	16.4%	15.5%	16.5%	11.0%	17.5%	11.7%	14.7%
Very Dissatisfied	9.3%	5.2%	5.3%	3.3%	4.3%	7.0%	2.7%	4.9%

**Household Income and Gender**

**Q3. PERCEPTIONS OF THE CITY. Several items that may influence your perception of the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q3-3. Overall quality of life in City</u>								
Very Satisfied	19.2%	22.2%	24.1%	24.4%	34.9%	25.9%	26.5%	26.2%
Satisfied	42.3%	53.0%	54.2%	54.5%	53.8%	51.0%	54.8%	52.8%
Neutral	23.1%	17.9%	15.1%	13.8%	7.3%	15.4%	12.3%	13.9%
Dissatisfied	15.4%	5.1%	6.6%	6.5%	4.0%	7.3%	5.7%	6.6%
Very Dissatisfied	0.0%	1.7%	0.0%	0.8%	0.0%	0.4%	0.6%	0.5%
<u>Q3-4. Overall feeling of safety in City</u>								
Very Satisfied	6.4%	12.6%	9.9%	11.0%	14.0%	11.4%	10.6%	11.0%
Satisfied	50.0%	31.1%	44.3%	40.7%	46.0%	40.7%	44.3%	42.5%
Neutral	12.8%	32.8%	20.3%	19.9%	22.7%	21.5%	21.5%	21.5%
Dissatisfied	26.9%	17.6%	20.3%	22.4%	12.3%	21.1%	17.5%	19.3%
Very Dissatisfied	3.8%	5.9%	5.2%	6.1%	5.0%	5.2%	6.1%	5.7%

**Household Income and Gender**

**Q3. PERCEPTIONS OF THE CITY. Several items that may influence your perception of the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q3-5. Local economic conditions</u>								
Very Satisfied	13.5%	11.4%	9.6%	11.4%	14.0%	11.7%	11.7%	11.7%
Satisfied	36.5%	43.0%	55.5%	50.2%	56.5%	48.6%	53.0%	50.8%
Neutral	32.4%	32.5%	24.9%	27.3%	20.1%	27.1%	24.2%	25.7%
Dissatisfied	16.2%	9.6%	8.1%	9.8%	7.7%	10.2%	9.4%	9.8%
Very Dissatisfied	1.4%	3.5%	1.9%	1.2%	1.7%	2.3%	1.7%	2.0%
<u>Q3-6. City efforts to meet its financial needs &amp; maintain a balanced budget</u>								
Very Satisfied	13.2%	14.6%	6.2%	8.1%	14.7%	10.7%	10.2%	10.5%
Satisfied	22.1%	36.9%	42.6%	40.8%	45.2%	37.1%	43.6%	40.1%
Neutral	36.8%	31.1%	33.8%	35.0%	27.2%	30.9%	32.4%	31.6%
Dissatisfied	20.6%	7.8%	12.8%	13.5%	7.0%	14.4%	8.8%	11.8%
Very Dissatisfied	7.4%	9.7%	4.6%	2.7%	5.9%	6.8%	5.0%	6.0%

**Household Income and Gender**

**Q4. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate your feeling of safety in the following situations in the city: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q4-1. Walking in your neighborhood during the day</u>								
Very safe	36.4%	45.4%	59.4%	63.7%	71.5%	62.4%	56.6%	59.5%
Safe	49.4%	43.7%	36.3%	31.0%	26.2%	33.0%	36.7%	34.8%
Neutral	10.4%	5.0%	2.4%	3.2%	1.3%	3.1%	3.2%	3.2%
Unsafe	1.3%	5.0%	1.4%	2.0%	1.0%	1.5%	2.6%	2.1%
Very unsafe	2.6%	0.8%	0.5%	0.0%	0.0%	0.0%	0.8%	0.4%
<u>Q4-2. Walking in your neighborhood at night</u>								
Very safe	13.0%	21.7%	19.5%	21.4%	36.2%	28.8%	19.6%	24.4%
Safe	27.3%	32.2%	40.0%	43.5%	41.9%	42.7%	36.0%	39.5%
Neutral	24.7%	17.4%	21.4%	19.8%	15.9%	16.6%	21.5%	19.0%
Unsafe	20.8%	22.6%	13.3%	12.5%	5.0%	9.7%	15.9%	12.7%
Very unsafe	14.3%	6.1%	5.7%	2.8%	1.0%	2.1%	7.0%	4.5%

**Household Income and Gender**

**Q4. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate your feeling of safety in the following situations in the city: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q4-3. In Downtown Columbia during the day</u>								
Very safe	32.9%	37.3%	38.8%	38.4%	46.0%	38.2%	39.8%	39.0%
Safe	38.2%	41.5%	48.8%	48.6%	41.0%	45.3%	45.4%	45.3%
Neutral	15.8%	13.6%	9.6%	7.8%	10.3%	11.2%	10.3%	10.7%
Unsafe	9.2%	6.8%	1.4%	4.9%	2.0%	4.5%	3.3%	3.9%
Very unsafe	3.9%	0.8%	1.4%	0.4%	0.7%	0.8%	1.2%	1.0%
<u>Q4-4. In Downtown Columbia at night</u>								
Very safe	6.5%	11.0%	6.5%	2.1%	7.2%	6.6%	5.4%	6.0%
Safe	22.1%	16.5%	20.4%	24.4%	32.8%	25.3%	23.2%	24.3%
Neutral	23.4%	24.8%	25.9%	31.2%	27.3%	26.9%	29.0%	27.9%
Unsafe	23.4%	33.9%	34.3%	29.9%	23.2%	29.5%	28.4%	29.0%
Very unsafe	24.7%	13.8%	12.9%	12.4%	9.6%	11.6%	14.1%	12.8%

**Household Income and Gender**

**Q4. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate your feeling of safety in the following situations in the city: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q4-5. In City parks</u>								
Very safe	16.2%	14.4%	17.3%	10.6%	15.9%	16.0%	12.2%	14.2%
Safe	20.3%	36.9%	34.5%	45.5%	50.3%	39.9%	42.9%	41.4%
Neutral	36.5%	22.5%	31.5%	28.1%	21.0%	26.5%	27.3%	26.9%
Unsafe	14.9%	22.5%	12.7%	10.6%	9.3%	13.6%	12.0%	12.8%
Very unsafe	12.2%	3.6%	4.1%	5.1%	3.4%	3.9%	5.6%	4.7%

**Household Income and Gender**

**Q5. PUBLIC SAFETY CONCERNS. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you think it is that the following will happen to you in the City of Columbia: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q5-1. You will hear gun shots</u>								
Very Likely	28.4%	24.6%	19.4%	16.7%	10.7%	15.9%	19.5%	17.6%
Likely	18.9%	27.1%	28.4%	22.8%	20.1%	23.7%	24.6%	24.1%
Neutral	21.6%	17.8%	13.3%	19.1%	12.4%	17.6%	13.9%	15.8%
Unlikely	17.6%	16.9%	26.1%	30.1%	37.1%	28.4%	27.7%	28.1%
Very Unlikely	13.5%	13.6%	12.8%	11.4%	19.7%	14.3%	14.3%	14.3%
<u>Q5-2. You will be a victim of property crime</u>								
Very Likely	15.3%	9.4%	6.8%	7.0%	5.7%	5.8%	9.8%	7.7%
Likely	30.6%	26.5%	30.7%	28.8%	27.9%	30.0%	28.2%	29.1%
Neutral	29.2%	35.9%	33.7%	30.0%	32.2%	32.5%	31.3%	31.9%
Unlikely	18.1%	20.5%	24.4%	28.4%	27.9%	25.6%	24.6%	25.1%
Very Unlikely	6.9%	7.7%	4.4%	5.8%	6.4%	6.2%	6.1%	6.1%



**Household Income and Gender**

**Q5. PUBLIC SAFETY CONCERNS. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you think it is that the following will happen to you in the City of Columbia: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q5-3. You will be a victim of violent crime</u>								
Very Likely	2.9%	1.8%	2.0%	0.8%	1.0%	1.6%	1.3%	1.4%
Likely	28.6%	9.6%	8.0%	4.9%	5.4%	7.0%	9.4%	8.1%
Neutral	22.9%	35.1%	27.9%	26.6%	20.6%	26.9%	26.2%	26.5%
Unlikely	32.9%	40.4%	46.8%	48.8%	43.2%	44.6%	43.4%	44.0%
Very Unlikely	12.9%	13.2%	15.4%	18.9%	29.7%	19.9%	19.8%	19.9%
<u>Q5-4. You will be a victim of a fire</u>								
Very Likely	0.0%	0.9%	0.5%	0.0%	1.0%	0.6%	0.4%	0.5%
Likely	5.6%	6.3%	3.9%	2.9%	1.4%	2.2%	4.3%	3.2%
Neutral	42.3%	32.1%	36.0%	27.7%	23.5%	28.6%	32.3%	30.4%
Unlikely	36.6%	45.5%	41.9%	51.7%	46.4%	46.4%	45.7%	46.1%
Very Unlikely	15.5%	15.2%	17.7%	17.8%	27.6%	22.2%	17.3%	19.8%

**Household Income and Gender**

**Q6. PUBLIC SAFETY SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q6-1. Police efforts to prevent crime</u>								
Very Satisfied	12.3%	10.4%	6.1%	10.3%	11.4%	8.7%	10.3%	9.5%
Satisfied	38.4%	33.9%	48.5%	42.3%	39.1%	40.8%	41.5%	41.1%
Neutral	23.3%	34.8%	27.3%	26.1%	27.7%	26.2%	29.5%	27.8%
Dissatisfied	19.2%	15.7%	12.6%	14.5%	17.0%	16.9%	14.6%	15.8%
Very Dissatisfied	6.8%	5.2%	5.6%	6.8%	4.8%	7.4%	4.1%	5.8%
<u>Q6-2. How quickly police respond to emergencies</u>								
Very Satisfied	15.2%	13.5%	13.0%	10.3%	14.3%	10.4%	15.2%	12.6%
Satisfied	37.9%	35.6%	44.6%	41.7%	40.5%	36.9%	44.2%	40.3%
Neutral	33.3%	30.8%	24.9%	31.9%	28.2%	31.9%	26.3%	29.2%
Dissatisfied	7.6%	15.4%	14.1%	9.3%	11.5%	14.4%	9.8%	12.3%
Very Dissatisfied	6.1%	4.8%	3.4%	6.9%	5.6%	6.4%	4.5%	5.5%

**Household Income and Gender**

**Q6. PUBLIC SAFETY SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q6-3. Overall quality of local police services</u>								
Very Satisfied	14.9%	9.6%	11.2%	9.4%	13.4%	10.5%	11.4%	10.9%
Satisfied	41.9%	43.5%	52.2%	49.1%	46.9%	46.6%	49.0%	47.8%
Neutral	20.3%	30.4%	22.4%	24.8%	23.1%	23.3%	25.3%	24.3%
Dissatisfied	20.3%	13.0%	11.2%	11.1%	12.4%	14.6%	11.2%	13.0%
Very Dissatisfied	2.7%	3.5%	2.9%	5.6%	4.1%	4.9%	3.0%	4.0%
<u>Q6-4. How quickly Fire personnel respond to emergencies</u>								
Very Satisfied	33.8%	35.9%	37.0%	31.1%	39.8%	36.6%	35.2%	35.9%
Satisfied	38.5%	48.5%	53.6%	54.1%	47.8%	49.7%	50.3%	49.9%
Neutral	20.0%	13.6%	8.3%	13.8%	11.6%	12.4%	12.3%	12.4%
Dissatisfied	7.7%	1.9%	1.1%	0.5%	0.8%	1.1%	2.0%	1.5%
Very Dissatisfied	0.0%	0.0%	0.0%	0.5%	0.0%	0.2%	0.3%	0.2%

**Household Income and Gender**

**Q6. PUBLIC SAFETY SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q6-5. Overall quality of City fire protection</u>								
Very Satisfied	26.8%	26.4%	36.1%	29.8%	37.8%	33.8%	32.0%	33.0%
Satisfied	50.7%	59.1%	52.1%	57.8%	52.6%	54.2%	54.4%	54.3%
Neutral	19.7%	14.5%	11.3%	11.5%	9.6%	11.6%	12.7%	12.1%
Dissatisfied	2.8%	0.0%	0.5%	0.9%	0.0%	0.4%	0.9%	0.7%
<u>Q6-6. City's municipal court</u>								
Very Satisfied	13.6%	8.8%	9.6%	6.6%	12.9%	8.2%	11.4%	9.7%
Satisfied	27.1%	33.8%	35.6%	35.5%	36.1%	31.3%	36.0%	33.5%
Neutral	47.5%	45.0%	43.2%	52.0%	41.8%	49.6%	43.5%	46.8%
Dissatisfied	10.2%	6.3%	7.5%	3.9%	6.7%	7.6%	5.8%	6.8%
Very Dissatisfied	1.7%	6.3%	4.1%	2.0%	2.6%	3.4%	3.2%	3.3%

**Household Income and Gender**

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

N=1016

Q38. Your total annual household income					Q40. Your gender		Total
Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	

Q7. Top choice

Police efforts to prevent crime	59.5%	64.2%	70.0%	73.9%	74.5%	70.8%	68.3%	69.6%
How quickly police respond to emergencies	69.6%	65.8%	69.5%	63.9%	65.2%	64.8%	67.5%	66.1%
Overall quality of local police services	27.8%	31.7%	42.3%	42.6%	43.4%	43.7%	37.1%	40.5%
How quickly Fire personnel respond to emergencies	62.0%	59.2%	62.9%	57.0%	58.6%	56.2%	61.7%	58.9%
Overall quality of City fire protection	17.7%	18.3%	23.0%	26.9%	27.5%	26.5%	21.6%	24.1%
City's municipal court	17.7%	8.3%	10.3%	11.6%	12.6%	12.5%	11.1%	11.8%
None chosen	12.7%	16.7%	6.6%	6.8%	5.6%	7.1%	10.5%	8.8%

**Household Income and Gender**

**Q8. PERCEPTIONS OF PARKS AND RECREATION. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q8-1. Quality of City parks</u>								
Very Satisfied	31.1%	41.2%	46.6%	47.9%	52.2%	44.5%	47.4%	45.9%
Satisfied	37.8%	46.5%	46.1%	45.0%	45.1%	47.3%	43.0%	45.2%
Neutral	27.0%	12.3%	5.4%	6.6%	2.4%	6.6%	8.4%	7.5%
Dissatisfied	2.7%	0.0%	1.5%	0.4%	0.3%	1.2%	1.0%	1.1%
Very Dissatisfied	1.4%	0.0%	0.5%	0.0%	0.0%	0.4%	0.2%	0.3%
<u>Q8-2. Quality of walking/biking trails in City</u>								
Very Satisfied	30.9%	48.6%	50.3%	50.2%	62.1%	51.0%	51.4%	51.2%
Satisfied	33.8%	35.2%	39.5%	43.1%	34.8%	38.5%	38.5%	38.5%
Neutral	26.5%	13.3%	9.7%	5.4%	1.4%	7.2%	8.8%	8.0%
Dissatisfied	7.4%	1.9%	0.5%	1.3%	0.3%	2.3%	0.9%	1.6%
Very Dissatisfied	1.5%	1.0%	0.0%	0.0%	1.4%	1.0%	0.4%	0.7%

**Household Income and Gender**

**Q8. PERCEPTIONS OF PARKS AND RECREATION. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q8-3. Quality of outdoor athletic fields</u>								
Very Satisfied	26.2%	30.3%	33.9%	38.5%	40.2%	33.3%	37.5%	35.2%
Satisfied	41.5%	49.4%	47.9%	45.2%	49.4%	50.2%	44.7%	47.6%
Neutral	23.1%	20.2%	17.6%	15.4%	7.7%	14.4%	15.5%	14.9%
Dissatisfied	9.2%	0.0%	0.6%	1.0%	2.3%	1.8%	2.3%	2.1%
Very Dissatisfied	0.0%	0.0%	0.0%	0.0%	0.4%	0.2%	0.0%	0.1%
<u>Q8-4. Quality of recreation programs &amp; classes</u>								
Very Satisfied	21.2%	30.4%	34.7%	33.5%	39.8%	31.0%	36.8%	33.8%
Satisfied	40.9%	43.5%	47.6%	42.5%	47.5%	46.0%	44.1%	45.0%
Neutral	30.3%	21.7%	16.5%	22.5%	10.7%	21.2%	15.7%	18.5%
Dissatisfied	6.1%	4.3%	1.2%	1.0%	1.1%	1.2%	2.7%	1.9%
Very Dissatisfied	1.5%	0.0%	0.0%	0.5%	0.8%	0.7%	0.7%	0.7%

**Household Income and Gender**

**Q8. PERCEPTIONS OF PARKS AND RECREATION. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q8-5. Availability of information about City parks &amp; recreation programs</u>								
Very Satisfied	18.1%	26.4%	35.9%	36.1%	39.4%	30.6%	37.2%	33.9%
Satisfied	45.8%	41.8%	47.5%	44.6%	46.0%	44.3%	46.5%	45.4%
Neutral	25.0%	22.7%	12.6%	15.9%	11.4%	19.7%	12.3%	16.0%
Dissatisfied	11.1%	6.4%	3.0%	2.6%	2.1%	3.9%	3.4%	3.7%
Very Dissatisfied	0.0%	2.7%	1.0%	0.9%	1.0%	1.4%	0.6%	1.1%
<u>Q8-6. City pools &amp; aquatic facilities</u>								
Very Satisfied	21.5%	24.2%	29.6%	27.9%	29.7%	23.0%	31.2%	27.0%
Satisfied	41.5%	42.9%	42.6%	38.9%	43.5%	42.2%	42.9%	42.5%
Neutral	29.2%	23.1%	23.7%	26.8%	19.7%	27.2%	20.3%	23.8%
Dissatisfied	7.7%	6.6%	4.1%	5.3%	3.3%	5.4%	4.2%	4.8%
Very Dissatisfied	0.0%	3.3%	0.0%	1.1%	3.8%	2.2%	1.6%	1.9%



**Household Income and Gender**

**Q9. Which TWO of the parks and recreation services listed in Question 8 above do you think are the most important services for the City to provide? (top 2)**

N=1016

	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	

Q9. Top choice

Quality of City parks	51.9%	60.0%	71.8%	68.7%	74.5%	67.3%	67.9%	67.6%
Quality of walking/biking trails in City	43.0%	46.7%	49.8%	49.8%	61.3%	51.3%	50.8%	51.1%
Quality of outdoor athletic fields	12.7%	13.3%	11.3%	19.7%	20.5%	20.2%	13.5%	16.9%
Quality of recreation programs & classes	22.8%	14.2%	21.1%	14.5%	13.9%	15.0%	18.1%	16.5%
Availability of information about City parks & recreation programs	17.7%	10.0%	8.9%	7.6%	3.6%	6.7%	8.9%	7.8%
City pools & aquatic facilities	16.5%	18.3%	17.4%	16.1%	11.3%	13.5%	17.5%	15.5%
None chosen	16.5%	17.5%	9.4%	10.8%	7.0%	12.3%	10.7%	11.5%

**Household Income and Gender**

**Q10. STREETS AND SIDEWALKS. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q10-1. City maintenance &amp; repair services for major City streets</u>								
Very Satisfied	3.9%	7.6%	3.8%	4.9%	6.4%	4.7%	5.8%	5.2%
Satisfied	34.2%	29.7%	40.0%	33.3%	41.6%	38.9%	34.8%	36.9%
Neutral	21.1%	28.8%	26.2%	22.6%	23.5%	24.8%	22.9%	23.9%
Dissatisfied	30.3%	24.6%	24.3%	31.7%	23.8%	24.6%	29.5%	27.0%
Very Dissatisfied	10.5%	9.3%	5.7%	7.4%	4.7%	7.0%	7.0%	7.0%
<u>Q10-2. City maintenance &amp; repair services for streets in your neighborhood</u>								
Very Satisfied	5.1%	7.6%	10.5%	7.8%	9.1%	9.0%	7.6%	8.3%
Satisfied	35.4%	37.0%	38.6%	42.2%	38.7%	39.0%	38.9%	39.0%
Neutral	20.3%	25.2%	21.0%	17.6%	27.3%	23.6%	20.9%	22.3%
Dissatisfied	29.1%	21.8%	22.4%	25.4%	16.5%	19.5%	24.8%	22.1%
Very Dissatisfied	10.1%	8.4%	7.6%	7.0%	8.4%	9.0%	7.8%	8.4%

**Household Income and Gender**

**Q10. STREETS AND SIDEWALKS. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q10-3. Snow removal on major City streets</u>								
Very Satisfied	16.9%	9.5%	13.9%	11.1%	12.4%	12.5%	11.3%	11.9%
Satisfied	36.4%	56.0%	50.5%	55.7%	54.0%	51.5%	54.4%	52.9%
Neutral	24.7%	16.4%	18.3%	21.7%	19.5%	17.8%	21.0%	19.4%
Dissatisfied	10.4%	9.5%	13.0%	9.4%	8.4%	12.3%	8.2%	10.3%
Very Dissatisfied	11.7%	8.6%	4.3%	2.0%	5.7%	5.9%	4.9%	5.4%
<u>Q10-4. Snow removal on neighborhood streets</u>								
Very Satisfied	5.1%	3.4%	5.7%	5.0%	3.4%	5.3%	3.3%	4.3%
Satisfied	21.8%	31.9%	22.5%	28.1%	28.3%	27.6%	26.0%	26.9%
Neutral	21.8%	20.7%	21.1%	21.1%	23.6%	20.2%	23.3%	21.7%
Dissatisfied	33.3%	23.3%	34.4%	29.8%	28.6%	28.2%	31.6%	29.9%
Very Dissatisfied	17.9%	20.7%	16.3%	16.1%	16.2%	18.6%	15.7%	17.2%

**Household Income and Gender**

**Q10. STREETS AND SIDEWALKS. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q10-5. City street cleaning services</u>								
Very Satisfied	10.5%	8.8%	7.0%	7.4%	7.5%	7.9%	7.3%	7.6%
Satisfied	30.3%	38.9%	41.0%	37.8%	47.5%	40.2%	40.5%	40.4%
Neutral	34.2%	37.2%	38.5%	41.7%	29.6%	33.7%	39.4%	36.5%
Dissatisfied	19.7%	10.6%	10.0%	10.4%	10.7%	14.1%	8.1%	11.3%
Very Dissatisfied	5.3%	4.4%	3.5%	2.6%	4.6%	4.0%	4.6%	4.3%
<u>Q10-6. Condition of City sidewalks</u>								
Very Satisfied	8.1%	3.5%	4.4%	3.3%	5.4%	4.0%	5.3%	4.6%
Satisfied	29.7%	34.5%	37.1%	39.8%	39.1%	36.5%	37.6%	37.0%
Neutral	33.8%	27.4%	33.2%	38.6%	29.6%	34.7%	32.6%	33.6%
Dissatisfied	17.6%	21.2%	20.5%	12.4%	20.1%	17.5%	17.9%	17.7%
Very Dissatisfied	10.8%	13.3%	4.9%	5.8%	5.8%	7.4%	6.7%	7.1%

**Household Income and Gender**

**Q10. STREETS AND SIDEWALKS. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q10-7. Availability of sidewalks in City</u>								
Very Satisfied	6.6%	9.6%	5.8%	7.4%	10.2%	7.9%	7.9%	7.9%
Satisfied	28.9%	36.5%	38.3%	41.7%	46.4%	38.7%	42.1%	40.3%
Neutral	38.2%	20.0%	30.6%	38.0%	27.8%	34.1%	28.5%	31.4%
Dissatisfied	19.7%	21.7%	20.9%	9.1%	11.9%	14.5%	15.9%	15.2%
Very Dissatisfied	6.6%	12.2%	4.4%	3.7%	3.7%	4.8%	5.6%	5.2%
<u>Q10-8. Condition of pavement markings</u>								
Very Satisfied	1.3%	6.0%	3.9%	2.5%	5.3%	4.2%	3.6%	3.9%
Satisfied	28.9%	26.7%	26.1%	27.9%	32.3%	29.6%	26.8%	28.2%
Neutral	34.2%	23.3%	30.0%	32.5%	27.0%	27.6%	31.3%	29.4%
Dissatisfied	23.7%	28.4%	26.1%	22.5%	23.9%	24.9%	24.4%	24.6%
Very Dissatisfied	11.8%	15.5%	13.8%	14.6%	11.6%	13.7%	13.9%	13.8%

**Household Income and Gender**

**Q11. Which THREE of the street and sidewalk services listed in Question 10 do you think are the most important services for the City to provide? (top 3)**

N=1016

Q38. Your total annual household income					Q40. Your gender		Total
Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	

Q11. Top choice

City maintenance & repair services for major City streets	55.7%	67.5%	77.0%	80.3%	83.1%	75.4%	76.4%	75.9%
City maintenance & repair services for streets in your neighborhood	30.4%	27.5%	34.3%	36.5%	42.1%	39.0%	32.9%	36.0%
Snow removal on major City streets	49.4%	46.7%	53.5%	55.0%	63.9%	53.7%	56.9%	55.2%
Snow removal on neighborhood streets	49.4%	36.7%	36.6%	31.7%	23.2%	32.1%	32.7%	32.4%
City street cleaning services	15.2%	9.2%	8.5%	5.2%	6.0%	8.5%	6.3%	7.4%
Condition of City sidewalks	20.3%	21.7%	24.4%	21.7%	22.5%	21.0%	22.8%	21.9%
Availability of sidewalks in City	13.9%	20.0%	16.0%	15.3%	12.3%	11.5%	17.7%	14.6%
Condition of pavement markings	22.8%	24.2%	25.8%	21.7%	25.8%	23.3%	25.2%	24.2%
None chosen	12.7%	14.2%	7.5%	10.4%	6.6%	11.3%	8.9%	10.1%

**Household Income and Gender**

**Q12. CODE ENFORCEMENT AND NEIGHBORHOOD SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q12-1. Maintenance of residential property</u>								
Very Satisfied	13.0%	12.0%	12.1%	6.4%	11.1%	9.3%	10.9%	10.1%
Satisfied	34.8%	39.0%	45.1%	50.5%	50.0%	46.2%	46.3%	46.2%
Neutral	37.7%	33.0%	32.4%	31.2%	27.0%	30.4%	31.3%	30.9%
Dissatisfied	13.0%	14.0%	8.8%	9.4%	9.4%	11.6%	9.2%	10.4%
Very Dissatisfied	1.4%	2.0%	1.6%	2.5%	2.5%	2.6%	2.2%	2.4%
<u>Q12-2. Enforcement of residential building codes</u>								
Very Satisfied	14.8%	7.8%	8.3%	6.0%	10.7%	9.2%	8.3%	8.7%
Satisfied	31.1%	41.1%	42.0%	45.6%	47.4%	41.1%	45.6%	43.2%
Neutral	39.3%	35.6%	36.3%	37.4%	31.2%	35.3%	35.0%	35.2%
Dissatisfied	13.1%	13.3%	8.9%	7.7%	7.0%	9.7%	8.8%	9.3%
Very Dissatisfied	1.6%	2.2%	4.5%	3.3%	3.7%	4.7%	2.3%	3.5%

**Household Income and Gender**

**Q12. CODE ENFORCEMENT AND NEIGHBORHOOD SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q12-3. Maintenance of business property</u>								
Very Satisfied	11.1%	9.0%	7.9%	5.0%	8.4%	7.6%	7.6%	7.6%
Satisfied	36.5%	36.0%	45.1%	47.8%	47.3%	42.2%	47.5%	44.7%
Neutral	39.7%	43.8%	37.8%	42.8%	37.6%	41.2%	38.5%	39.9%
Dissatisfied	11.1%	10.1%	9.1%	1.7%	4.9%	6.8%	5.6%	6.3%
Very Dissatisfied	1.6%	1.1%	0.0%	2.8%	1.8%	2.3%	0.8%	1.6%
<u>Q12-4. Enforcement of business building codes</u>								
Very Satisfied	9.8%	8.4%	5.4%	6.7%	9.6%	8.6%	6.4%	7.6%
Satisfied	32.8%	33.7%	39.2%	43.6%	45.0%	37.3%	44.0%	40.5%
Neutral	42.6%	37.3%	41.9%	42.3%	35.4%	40.9%	38.8%	39.9%
Dissatisfied	13.1%	18.1%	10.8%	3.7%	5.3%	9.5%	7.6%	8.6%
Very Dissatisfied	1.6%	2.4%	2.7%	3.7%	4.8%	3.6%	3.1%	3.4%



**Household Income and Gender**

**Q12. CODE ENFORCEMENT AND NEIGHBORHOOD SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q12-5. Parking on neighborhood streets</u>								
Very Satisfied	12.3%	6.5%	6.7%	6.1%	8.4%	6.9%	7.9%	7.4%
Satisfied	28.8%	35.2%	39.2%	40.4%	43.6%	38.7%	38.6%	38.6%
Neutral	32.9%	29.6%	34.0%	34.7%	31.6%	32.7%	34.6%	33.6%
Dissatisfied	17.8%	18.5%	15.5%	14.1%	13.2%	16.2%	14.3%	15.3%
Very Dissatisfied	8.2%	10.2%	4.6%	4.7%	3.2%	5.6%	4.7%	5.1%
<u>Q12-6. Clean-up of trash &amp; litter</u>								
Very Satisfied	16.7%	10.2%	11.8%	9.1%	10.1%	11.3%	9.9%	10.6%
Satisfied	20.8%	43.5%	41.4%	43.6%	46.3%	42.3%	40.2%	41.3%
Neutral	34.7%	29.6%	26.1%	26.8%	29.5%	26.5%	30.3%	28.4%
Dissatisfied	18.1%	13.0%	13.3%	17.3%	10.4%	14.2%	14.8%	14.5%
Very Dissatisfied	9.7%	3.7%	7.4%	3.2%	3.7%	5.7%	4.7%	5.2%

**Household Income and Gender**

**Q13. Which THREE of the code enforcement items listed in Question 12 above do you think are the most important services for the City to provide? (top 3)**

N=1016

Q38. Your total annual household income					Q40. Your gender		Total
Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	

Q13. Top choice

Maintenance of residential property	53.2%	47.5%	53.5%	51.4%	50.7%	53.7%	48.2%	51.0%
Enforcement of residential building codes	26.6%	35.0%	38.5%	43.8%	40.4%	37.7%	40.5%	39.1%
Maintenance of business property	24.1%	26.7%	39.9%	34.1%	41.1%	37.7%	33.7%	35.7%
Enforcement of business building codes	26.6%	30.8%	32.4%	39.0%	41.7%	35.4%	35.5%	35.4%
Parking on neighborhood streets	45.6%	38.3%	30.5%	26.5%	22.5%	28.7%	28.4%	28.5%
Clean-up of trash & litter	57.0%	49.2%	60.6%	56.6%	56.6%	57.1%	55.8%	56.5%
None chosen	19.0%	21.7%	12.7%	14.1%	13.9%	14.4%	17.1%	15.7%

**Household Income and Gender**

**Q14. CITY GOVERNMENT. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Columbia's City government: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q14-1. Columbia City government is democratic &amp; representative</u>								
Strongly Agree	12.7%	5.0%	7.0%	9.9%	12.2%	9.9%	8.3%	9.2%
Agree	20.6%	30.7%	38.4%	35.9%	41.6%	33.3%	38.3%	35.6%
Neutral	44.4%	42.6%	30.8%	31.4%	22.6%	27.8%	34.8%	31.1%
Disagree	12.7%	11.9%	17.3%	17.0%	16.1%	19.8%	13.6%	16.9%
Strongly Disagree	9.5%	9.9%	6.5%	5.8%	7.5%	9.3%	5.0%	7.3%
<u>Q14-2. Columbia City government is transparent</u>								
Strongly Agree	4.8%	3.8%	1.7%	5.0%	7.9%	5.9%	3.6%	4.8%
Agree	27.4%	22.9%	27.1%	24.1%	32.3%	26.5%	26.6%	26.5%
Neutral	41.9%	39.0%	37.0%	41.4%	31.5%	31.2%	44.0%	37.2%
Disagree	16.1%	18.1%	26.5%	22.3%	21.1%	25.3%	19.9%	22.7%
Strongly Disagree	9.7%	16.2%	7.7%	7.3%	7.2%	11.2%	6.0%	8.7%

**Household Income and Gender**

**Q14. CITY GOVERNMENT. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Columbia's City government: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q14-3. Columbia City government is efficient</u>								
Strongly Agree	4.6%	4.0%	0.5%	4.1%	5.1%	3.4%	3.6%	3.5%
Agree	23.1%	24.8%	34.4%	27.1%	27.6%	26.4%	28.5%	27.4%
Neutral	43.1%	40.6%	36.6%	31.7%	33.8%	30.9%	41.1%	35.7%
Disagree	15.4%	17.8%	18.0%	28.4%	22.1%	25.6%	19.1%	22.5%
Strongly Disagree	13.8%	12.9%	10.4%	8.7%	11.4%	13.6%	7.7%	10.9%
<u>Q14-4. Columbia City government is innovative</u>								
Strongly Agree	8.3%	4.2%	3.3%	7.0%	7.4%	5.2%	6.7%	5.9%
Agree	23.3%	31.6%	26.0%	22.0%	25.7%	24.2%	24.7%	24.4%
Neutral	41.7%	38.9%	44.8%	46.7%	38.2%	38.6%	47.2%	42.6%
Disagree	15.0%	14.7%	18.8%	17.3%	21.3%	22.2%	16.0%	19.3%
Strongly Disagree	11.7%	10.5%	7.2%	7.0%	7.4%	9.8%	5.4%	7.8%

**Household Income and Gender**

**Q14. CITY GOVERNMENT. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Columbia's City government: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q14-5. Columbia City government values diversity</u>								
Strongly Agree	10.0%	7.2%	10.1%	10.1%	13.8%	11.3%	9.6%	10.5%
Agree	30.0%	36.1%	37.1%	35.9%	43.9%	36.4%	38.8%	37.6%
Neutral	41.7%	41.2%	34.8%	44.2%	32.3%	37.8%	39.0%	38.4%
Disagree	8.3%	9.3%	13.5%	6.9%	7.4%	10.4%	8.9%	9.7%
Strongly Disagree	10.0%	6.2%	4.5%	2.8%	2.6%	4.0%	3.6%	3.8%
<u>Q14-6. Columbia City employees are ethical &amp; honest</u>								
Strongly Agree	6.6%	6.1%	7.6%	8.8%	16.5%	10.3%	10.0%	10.2%
Agree	27.9%	33.7%	41.2%	42.6%	46.7%	42.6%	39.3%	41.1%
Neutral	47.5%	39.8%	41.8%	37.7%	30.7%	35.2%	39.8%	37.4%
Disagree	13.1%	13.3%	5.9%	8.3%	3.1%	8.3%	6.9%	7.7%
Strongly Disagree	4.9%	7.1%	3.5%	2.5%	3.1%	3.6%	3.9%	3.7%

**Household Income and Gender**

**Q14. CITY GOVERNMENT. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Columbia's City government: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q14-7. Columbia government leaders listen to what citizens have to say</u>								
Strongly Agree	6.9%	3.8%	4.4%	6.4%	8.4%	5.2%	6.9%	6.0%
Agree	22.4%	23.8%	25.1%	27.1%	34.2%	27.7%	27.5%	27.6%
Neutral	34.5%	37.1%	35.0%	30.3%	25.1%	25.8%	36.7%	31.0%
Disagree	15.5%	18.1%	21.9%	22.0%	19.3%	22.8%	18.7%	20.9%
Strongly Disagree	20.7%	17.1%	13.7%	14.2%	13.1%	18.5%	10.2%	14.5%

**Household Income and Gender**

**Q15. PERSONAL WELL-BEING. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q15-1. Columbia is a great place to live, work, learn &amp; play</u>								
Strongly Agree	27.3%	28.4%	34.4%	34.4%	43.7%	33.9%	36.2%	35.0%
Agree	41.6%	48.3%	51.2%	48.5%	44.7%	47.9%	46.1%	47.0%
Neutral	20.8%	17.2%	10.5%	12.0%	8.3%	12.8%	12.8%	12.8%
Disagree	7.8%	4.3%	3.3%	3.3%	2.7%	4.1%	3.7%	3.9%
Strongly Disagree	2.6%	1.7%	0.5%	1.7%	0.7%	1.2%	1.2%	1.2%
<u>Q15-2. Columbia is a place where I can thrive</u>								
Strongly Agree	25.0%	22.3%	28.8%	28.8%	38.0%	28.1%	31.3%	29.6%
Agree	34.2%	42.9%	41.8%	47.9%	47.3%	45.0%	43.9%	44.5%
Neutral	25.0%	24.1%	19.2%	16.3%	12.7%	18.9%	17.6%	18.3%
Disagree	13.2%	8.0%	9.1%	5.8%	1.3%	6.6%	6.0%	6.3%
Strongly Disagree	2.6%	2.7%	1.0%	1.3%	0.7%	1.4%	1.2%	1.3%

**Household Income and Gender**

**Q15. PERSONAL WELL-BEING. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	

Q15-3. I earn a living wage that allows me to meet basic needs for housing, food & utilities without assistance from others

Strongly Agree	12.0%	17.0%	26.6%	35.9%	53.0%	34.5%	33.1%	33.8%
Agree	29.3%	38.4%	48.8%	49.1%	42.9%	45.8%	43.7%	44.8%
Neutral	30.7%	20.5%	15.5%	13.2%	3.7%	13.7%	13.0%	13.3%
Disagree	20.0%	15.2%	7.7%	0.9%	0.3%	4.4%	7.0%	5.7%
Strongly Disagree	8.0%	8.9%	1.4%	0.9%	0.0%	1.6%	3.2%	2.4%

Q15-4. I take advantage of Water & Light energy efficiency programs to manage my home energy use

Strongly Agree	10.0%	15.2%	14.1%	19.8%	21.1%	16.2%	18.3%	17.2%
Agree	25.7%	33.3%	31.4%	31.3%	31.3%	32.7%	30.2%	31.5%
Neutral	34.3%	30.3%	33.0%	26.0%	24.0%	28.1%	28.7%	28.4%
Disagree	21.4%	14.1%	13.6%	16.7%	16.0%	15.4%	16.0%	15.7%
Strongly Disagree	8.6%	7.1%	7.9%	6.2%	7.6%	7.6%	6.8%	7.2%



**Household Income and Gender**

**Q15. PERSONAL WELL-BEING. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q15-5. Columbia has jobs for which I am qualified</u>								
Strongly Agree	10.4%	18.8%	21.4%	23.6%	35.3%	22.5%	26.7%	24.5%
Agree	41.8%	36.5%	47.4%	49.5%	45.0%	45.4%	46.4%	45.9%
Neutral	28.4%	28.1%	21.9%	22.3%	15.5%	24.0%	18.8%	21.5%
Disagree	16.4%	11.5%	7.3%	4.1%	2.5%	6.0%	6.3%	6.2%
Strongly Disagree	3.0%	5.2%	2.1%	0.5%	1.8%	2.2%	1.9%	2.0%
<u>Q15-6. Columbia has job opportunities that would allow me to advance myself in my field</u>								
Strongly Agree	13.8%	11.1%	18.2%	17.8%	25.1%	16.2%	20.9%	18.5%
Agree	21.5%	33.3%	38.0%	39.4%	39.4%	34.8%	38.5%	36.6%
Neutral	41.5%	31.3%	27.3%	27.2%	22.6%	30.4%	26.8%	28.7%
Disagree	16.9%	17.2%	11.8%	9.9%	8.6%	12.0%	9.9%	11.0%
Strongly Disagree	6.2%	7.1%	4.8%	5.6%	4.3%	6.6%	4.0%	5.3%

**Household Income and Gender**

**Q15. PERSONAL WELL-BEING. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")**

N=1016	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q15-7. Columbia offers opportunities to help people who want to start their own businesses</u>								
Strongly Agree	9.4%	10.3%	9.4%	13.8%	16.3%	11.9%	13.5%	12.6%
Agree	28.3%	30.8%	47.0%	45.5%	43.6%	38.8%	45.7%	42.0%
Neutral	39.6%	44.9%	32.2%	32.3%	30.8%	37.2%	31.0%	34.3%
Disagree	20.8%	10.3%	8.7%	7.2%	4.4%	7.4%	8.6%	7.9%
Strongly Disagree	1.9%	3.8%	2.7%	1.2%	4.8%	4.7%	1.2%	3.1%
<u>Q15-8. There are opportunities for women to go into business for themselves &amp; be successful</u>								
Strongly Agree	13.1%	17.1%	13.2%	20.6%	20.6%	18.3%	16.4%	17.4%
Agree	39.3%	38.2%	48.3%	47.1%	49.6%	45.7%	47.7%	46.6%
Neutral	32.8%	32.9%	29.8%	27.1%	24.1%	29.8%	26.9%	28.4%
Disagree	13.1%	10.5%	6.0%	4.1%	3.5%	3.5%	7.9%	5.6%
Strongly Disagree	1.6%	1.3%	2.6%	1.2%	2.2%	2.7%	1.2%	2.0%

**Household Income and Gender**

**Q15. PERSONAL WELL-BEING. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")**

N=1016	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
	<u>Q15-9. There are opportunities for minorities to go into business for themselves &amp; be successful</u>							
Strongly Agree	14.0%	9.1%	9.0%	21.6%	19.3%	17.8%	13.2%	15.7%
Agree	28.1%	39.0%	44.1%	42.0%	47.2%	42.5%	42.3%	42.4%
Neutral	47.4%	29.9%	35.2%	27.2%	25.5%	28.8%	33.4%	30.9%
Disagree	8.8%	16.9%	6.9%	4.9%	5.7%	6.6%	8.5%	7.5%
Strongly Disagree	1.8%	5.2%	4.8%	4.3%	2.4%	4.4%	2.5%	3.5%

**Household Income and Gender**

**Q16. When you are sick or need advice about your health, where do you usually go?**

N=1016

	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q16. Where do you usually go when you are sick or need advice about your health</u>								
A doctor's office	70.9%	71.7%	77.5%	79.5%	82.1%	74.4%	80.6%	77.5%
An urgent care center	15.2%	17.5%	25.8%	25.3%	17.9%	22.1%	21.2%	21.7%
A hospital emergency room	10.1%	6.7%	3.3%	5.6%	1.3%	4.8%	4.4%	4.6%
No usual place	6.3%	8.3%	1.9%	2.8%	2.3%	4.0%	2.6%	3.3%
Other	10.1%	5.0%	4.2%	2.8%	2.6%	4.4%	3.8%	4.1%

**Q17. Was there a time in the past 12 months when you needed medical care, but could not get it?**

N=1016

	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q17. Was there a time in past 12 months when you needed medical care, but could not get it</u>								
Yes	16.5%	13.3%	7.5%	1.2%	1.7%	4.2%	6.9%	5.5%
No	83.5%	86.7%	92.5%	98.8%	98.3%	95.8%	93.1%	94.5%

**Household Income and Gender**

**Q17-2. (If YES to Question 17) What was the main reason you could not get medical care?**

N=56

	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q17-2. Main reason you could not get medical care</u>								
Cost or no insurance	61.5%	56.3%	68.8%	0.0%	0.0%	40.9%	58.8%	51.8%
Office wasn't open when I could get there	15.4%	18.8%	0.0%	0.0%	20.0%	9.1%	14.7%	12.5%
Too long a wait in waiting room	15.4%	12.5%	12.5%	0.0%	20.0%	18.2%	11.8%	14.3%
No Transportation	7.7%	25.0%	6.3%	0.0%	0.0%	18.2%	8.8%	12.5%
Distance from medical provider	0.0%	18.8%	6.3%	0.0%	0.0%	9.1%	5.9%	7.1%
Too long a wait for an appointment	15.4%	25.0%	18.8%	66.7%	80.0%	36.4%	29.4%	32.1%
No childcare	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	1.8%
Medical provider did not speak my language	0.0%	6.3%	0.0%	0.0%	20.0%	0.0%	5.9%	3.6%

**Household Income and Gender**

**Q18. 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?**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
	<u>Q18. Was there any time in past 12 months when you were not able to meet your basic needs</u>							
Yes	22.8%	19.2%	6.6%	1.6%	0.7%	3.8%	8.5%	6.1%
No	77.2%	80.8%	93.4%	98.4%	99.3%	96.2%	91.5%	93.9%

**Q19. During the past month, on average, how many times did you engage in physical activities or exercise each week? (without "not provided")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
	<u>Q19. How many times did you engage in physical activities or exercise each week</u>							
0 times	10.5%	9.4%	8.1%	5.4%	5.4%	6.8%	7.8%	7.3%
1-2 times	42.1%	32.5%	35.4%	30.3%	29.5%	28.8%	34.8%	31.7%
3+ times	47.4%	58.1%	56.5%	64.3%	65.1%	64.4%	57.4%	61.0%

**Household Income and Gender**

**Q20. During the past month, how many times per day (on average) did you eat fruit and or vegetables? (without "don't know")**

N=1016

	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q20. How many times per day did you eat fruit and/or vegetables</u>								
Four or more times a day	28.2%	24.3%	25.9%	33.9%	40.8%	29.0%	36.4%	32.7%
Less than four times a day	70.4%	72.1%	73.6%	65.7%	58.5%	70.1%	62.5%	66.4%
Never	1.4%	3.6%	0.5%	0.4%	0.7%	0.8%	1.1%	1.0%

**Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")**

N=1016

	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q21-1. Crime, drugs, or violence</u>								
Not a problem	28.6%	36.9%	45.3%	39.9%	50.9%	42.8%	43.4%	43.1%
Minor problem	34.3%	25.2%	28.4%	35.2%	27.6%	29.1%	29.8%	29.4%
Moderate problem	21.4%	18.0%	16.4%	13.7%	14.0%	16.0%	15.6%	15.8%
Major problem	15.7%	19.8%	10.0%	11.2%	7.5%	12.1%	11.2%	11.7%

**Household Income and Gender**

**Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")**

N=1016

Q38. Your total annual household income					Q40. Your gender		Total
Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	

Q21-2. Unemployment

Not a problem	31.6%	41.9%	50.9%	54.8%	69.5%	56.7%	55.3%	56.0%
Minor problem	28.1%	22.1%	29.8%	31.3%	22.4%	28.0%	25.0%	26.6%
Moderate problem	28.1%	27.9%	14.6%	11.5%	6.6%	12.0%	14.9%	13.4%
Major problem	12.3%	8.1%	4.7%	2.4%	1.5%	3.2%	4.8%	4.0%

Q21-3. Homelessness

Not a problem	41.8%	57.6%	68.8%	70.7%	78.3%	70.4%	68.6%	69.5%
Minor problem	29.1%	15.2%	13.8%	16.9%	11.4%	16.1%	13.5%	14.8%
Moderate problem	12.7%	18.2%	12.2%	8.9%	8.3%	8.8%	12.3%	10.5%
Major problem	16.4%	9.1%	5.3%	3.6%	2.1%	4.7%	5.6%	5.1%



**Household Income and Gender**

**Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q21-4. Public schools not providing quality education</u>								
Not a problem	43.3%	54.9%	69.1%	66.5%	68.9%	64.1%	65.7%	64.9%
Minor problem	25.0%	19.8%	11.0%	12.7%	17.7%	14.4%	16.7%	15.5%
Moderate problem	21.7%	14.3%	13.3%	11.3%	5.7%	10.6%	11.3%	10.9%
Major problem	10.0%	11.0%	6.6%	9.5%	7.8%	10.9%	6.3%	8.7%
<u>Q21-5. Lack of cultural activities</u>								
Not a problem	56.7%	61.1%	71.0%	73.0%	76.2%	70.5%	71.5%	71.0%
Minor problem	25.0%	23.2%	15.9%	14.7%	15.6%	18.2%	15.8%	17.1%
Moderate problem	13.3%	9.5%	11.4%	10.9%	7.1%	9.2%	9.8%	9.5%
Major problem	5.0%	6.3%	1.7%	1.4%	1.1%	2.0%	2.9%	2.4%

**Household Income and Gender**

**Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q21-6. Lack of recreational activities</u>								
Not a problem	60.3%	69.2%	75.9%	81.7%	83.4%	78.2%	77.4%	77.8%
Minor problem	20.6%	16.3%	14.9%	9.6%	10.7%	15.1%	10.6%	12.9%
Moderate problem	8.8%	9.6%	8.7%	7.4%	4.1%	5.0%	8.6%	6.8%
Major problem	10.3%	4.8%	0.5%	1.3%	1.7%	1.7%	3.3%	2.5%
<u>Q21-7. Lack of affordable, quality child care</u>								
Not a problem	39.5%	50.0%	51.6%	52.1%	60.0%	53.6%	53.9%	53.8%
Minor problem	25.6%	20.3%	17.2%	20.5%	21.4%	21.0%	19.6%	20.3%
Moderate problem	20.9%	15.6%	14.8%	16.4%	12.7%	15.7%	14.7%	15.2%
Major problem	14.0%	14.1%	16.4%	11.0%	5.9%	9.7%	11.8%	10.7%

**Household Income and Gender**

**Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q21-8. Abandoned or run-down buildings</u>								
Not a problem	55.2%	60.2%	66.0%	69.8%	77.4%	71.3%	66.8%	69.1%
Minor problem	25.4%	26.9%	20.8%	20.4%	17.0%	20.2%	21.2%	20.7%
Moderate problem	11.9%	10.2%	10.2%	7.2%	4.5%	6.3%	8.5%	7.4%
Major problem	7.5%	2.8%	3.0%	2.6%	1.0%	2.3%	3.5%	2.9%
<u>Q21-9. Unsupervised children or teenagers</u>								
Not a problem	35.7%	48.6%	56.4%	56.8%	62.2%	53.9%	57.0%	55.4%
Minor problem	28.6%	21.9%	21.5%	26.6%	26.7%	28.4%	22.2%	25.4%
Moderate problem	15.7%	15.2%	14.4%	11.8%	9.0%	11.6%	12.8%	12.2%
Major problem	20.0%	14.3%	7.7%	4.8%	2.1%	6.1%	7.9%	7.0%

**Household Income and Gender**

**Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")**

N=1016

Q38. Your total annual household income					Q40. Your gender		Total
Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	

Q21-10. Speeding on neighborhood streets

Not a problem	17.6%	22.8%	24.5%	24.6%	28.2%	27.3%	21.8%	24.6%
Minor problem	32.4%	36.0%	34.6%	36.7%	38.6%	37.1%	36.3%	36.7%
Moderate problem	28.4%	16.7%	21.6%	25.8%	20.8%	19.3%	24.9%	22.0%
Major problem	21.6%	24.6%	19.2%	12.9%	12.4%	16.3%	17.0%	16.6%

Q21-11. Lack of affordable housing

Not a problem	35.6%	43.4%	50.9%	57.5%	60.5%	57.5%	49.4%	53.6%
Minor problem	22.0%	24.2%	20.0%	24.1%	22.9%	21.6%	24.1%	22.8%
Moderate problem	23.7%	18.2%	12.0%	10.4%	12.4%	12.5%	14.3%	13.3%
Major problem	18.6%	14.1%	17.1%	8.0%	4.1%	8.4%	12.3%	10.3%

**Household Income and Gender**

**Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q21-12. Tension between racial/ethnic groups</u>								
Not a problem	48.4%	53.0%	62.4%	65.0%	73.6%	64.5%	65.4%	64.9%
Minor problem	17.2%	20.0%	16.4%	12.6%	10.1%	14.3%	12.7%	13.5%
Moderate problem	17.2%	15.0%	11.1%	14.8%	11.8%	13.5%	12.5%	13.0%
Major problem	17.2%	12.0%	10.1%	7.6%	4.5%	7.7%	9.5%	8.5%
<u>Q21-13. Lack of good places to shop for food or other items</u>								
Not a problem	70.8%	69.1%	80.8%	78.5%	80.3%	75.4%	80.0%	77.7%
Minor problem	19.4%	18.2%	11.1%	15.7%	11.6%	17.1%	10.5%	13.9%
Moderate problem	8.3%	8.2%	7.2%	5.0%	6.8%	5.4%	7.8%	6.6%
Major problem	1.4%	4.5%	1.0%	0.8%	1.4%	2.0%	1.7%	1.9%

**Household Income and Gender**

**Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q21-14. Roaming/loose animals</u>								
Not a problem	45.8%	56.6%	64.4%	67.8%	75.5%	65.2%	65.9%	65.5%
Minor problem	38.9%	28.3%	26.8%	24.8%	20.1%	27.3%	24.6%	26.0%
Moderate problem	12.5%	8.0%	6.3%	5.8%	3.4%	5.1%	6.9%	6.0%
Major problem	2.8%	7.1%	2.4%	1.7%	1.0%	2.4%	2.5%	2.5%
<u>Q21-15. Flooding</u>								
Not a problem	55.1%	55.0%	66.0%	72.8%	75.3%	71.6%	65.3%	68.5%
Minor problem	26.1%	26.6%	21.0%	16.3%	17.5%	19.8%	19.0%	19.4%
Moderate problem	15.9%	11.9%	8.5%	7.5%	5.1%	6.7%	9.5%	8.1%
Major problem	2.9%	6.4%	4.5%	3.3%	2.1%	1.8%	6.3%	4.0%

**Household Income and Gender**

**Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")**

N=1016

	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	

Q21-16. Overgrown lots

Not a problem	61.4%	64.5%	65.8%	65.7%	71.5%	67.8%	65.6%	66.7%
Minor problem	22.9%	23.6%	26.7%	28.0%	21.0%	23.5%	26.0%	24.7%
Moderate problem	12.9%	9.1%	5.4%	5.4%	5.5%	6.5%	6.5%	6.5%
Major problem	2.9%	2.7%	2.0%	0.8%	2.1%	2.2%	1.9%	2.1%

Q21-17. Graffiti

Not a problem	72.9%	74.1%	80.6%	81.4%	82.7%	78.8%	81.2%	80.0%
Minor problem	11.4%	17.9%	15.4%	14.8%	13.3%	15.6%	13.5%	14.6%
Moderate problem	11.4%	5.4%	2.5%	3.4%	3.7%	4.1%	4.1%	4.1%
Major problem	4.3%	2.7%	1.5%	0.4%	0.3%	1.4%	1.3%	1.4%

**Household Income and Gender**

**Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")**

N=1016

	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q21-18. Abandoned cars or vehicles</u>								
Not a problem	60.0%	67.9%	74.7%	80.3%	84.2%	77.9%	76.0%	77.0%
Minor problem	24.3%	20.5%	19.2%	18.1%	13.4%	16.7%	18.4%	17.6%
Moderate problem	8.6%	8.9%	5.1%	1.7%	1.4%	3.5%	4.1%	3.8%
Major problem	7.1%	2.7%	1.0%	0.0%	1.0%	1.9%	1.5%	1.7%



**Household Income and Gender**

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

N=1016

Q38. Your total annual household income					Q40. Your gender		Total
Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	

Q22. Your relationship with your neighbors

I have a close relationship with many of my neighbors	18.9%	18.1%	15.9%	21.8%	26.2%	21.7%	20.0%	20.9%
I have a close relationship with a few of my neighbors	27.0%	27.6%	33.3%	33.3%	33.6%	35.9%	29.3%	32.7%
I know several of my neighbors but I am not very close with any of them	21.6%	30.2%	30.4%	30.0%	31.2%	27.9%	31.0%	29.4%
I know a few people in my neighborhood but I am not very close with any of them	28.4%	20.7%	16.9%	12.8%	7.4%	12.9%	15.9%	14.4%
I don't know anyone in my neighborhood	4.1%	3.4%	3.4%	2.1%	1.7%	1.6%	3.7%	2.6%

**Household Income and Gender**

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

N=1016

Q38. Your total annual household income					Q40. Your gender		Total
Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	

Q23. How people in your neighborhood interact with one another

They often help one another & have many social activities together	8.8%	15.4%	9.0%	15.7%	21.1%	15.5%	15.4%	15.4%
They often help one another but do not have many social activities together	27.9%	24.0%	28.5%	32.2%	32.7%	31.4%	28.4%	29.9%
They occasionally help one another but generally keep to themselves	32.4%	45.2%	45.5%	42.1%	39.8%	43.2%	41.1%	42.2%
They almost always keep to themselves	30.9%	15.4%	17.0%	9.9%	6.5%	10.0%	15.2%	12.5%

**Household Income and Gender**

**Q24. NEIGHBORHOODS. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q24-1. Condition of housing</u>								
Very Satisfied	36.1%	29.2%	41.9%	45.9%	54.2%	44.5%	44.7%	44.6%
Satisfied	45.8%	48.7%	44.3%	42.2%	38.0%	42.5%	42.1%	42.3%
Neutral	12.5%	15.9%	10.0%	8.2%	6.1%	9.9%	8.9%	9.4%
Dissatisfied	4.2%	5.3%	2.9%	3.3%	1.3%	2.4%	3.3%	2.8%
Very Dissatisfied	1.4%	0.9%	1.0%	0.4%	0.3%	0.6%	1.0%	0.8%
<u>Q24-2. Condition of streets</u>								
Very Satisfied	16.7%	18.3%	24.8%	21.3%	28.4%	22.3%	24.0%	23.2%
Satisfied	37.5%	45.2%	41.4%	43.4%	43.6%	45.0%	40.7%	42.9%
Neutral	20.8%	14.8%	16.2%	18.4%	13.5%	14.9%	16.8%	15.9%
Dissatisfied	19.4%	17.4%	11.9%	13.1%	11.1%	13.5%	14.0%	13.8%
Very Dissatisfied	5.6%	4.3%	5.7%	3.7%	3.4%	4.2%	4.5%	4.3%

**Household Income and Gender**

**Q24. NEIGHBORHOODS. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q24-3. Availability of sidewalks</u>								
Very Satisfied	22.2%	24.1%	33.0%	30.3%	40.1%	32.5%	32.2%	32.3%
Satisfied	30.6%	33.9%	32.0%	37.8%	35.0%	37.1%	32.4%	34.8%
Neutral	25.0%	13.4%	15.5%	14.9%	12.8%	15.9%	14.3%	15.1%
Dissatisfied	16.7%	20.5%	13.6%	12.0%	8.1%	10.5%	14.1%	12.3%
Very Dissatisfied	5.6%	8.0%	5.8%	5.0%	4.0%	4.0%	7.1%	5.5%
<u>Q24-4. Neighborhood parks</u>								
Very Satisfied	26.9%	27.9%	35.9%	35.6%	36.6%	32.9%	33.8%	33.3%
Satisfied	31.3%	41.4%	40.4%	42.1%	38.3%	39.1%	40.1%	39.6%
Neutral	26.9%	18.9%	15.7%	16.7%	15.9%	19.2%	16.8%	18.0%
Dissatisfied	11.9%	8.1%	6.6%	3.9%	6.9%	6.5%	6.8%	6.6%
Very Dissatisfied	3.0%	3.6%	1.5%	1.7%	2.4%	2.2%	2.6%	2.4%

**Household Income and Gender**

**Q24. NEIGHBORHOODS. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q24-5. Overall appearance of your neighborhood</u>								
Very Satisfied	25.7%	31.3%	35.2%	36.9%	42.1%	35.7%	36.1%	35.9%
Satisfied	47.3%	48.7%	52.4%	49.6%	50.5%	52.2%	48.9%	50.6%
Neutral	16.2%	13.9%	7.6%	9.8%	6.1%	8.3%	10.1%	9.2%
Dissatisfied	6.8%	4.3%	4.8%	3.3%	1.3%	3.2%	3.9%	3.5%
Very Dissatisfied	4.1%	1.7%	0.0%	0.4%	0.0%	0.6%	1.0%	0.8%
<u>Q24-6. Overall quality of City services in your neighborhood</u>								
Very Satisfied	20.8%	21.8%	30.4%	25.2%	32.8%	25.9%	28.6%	27.2%
Satisfied	47.2%	49.1%	45.9%	51.7%	49.3%	51.6%	46.8%	49.3%
Neutral	23.6%	16.4%	17.4%	16.9%	12.5%	15.7%	16.8%	16.2%
Dissatisfied	6.9%	10.9%	5.3%	5.0%	4.4%	5.6%	6.3%	6.0%
Very Dissatisfied	1.4%	1.8%	1.0%	1.2%	1.0%	1.2%	1.5%	1.3%

**Household Income and Gender**

**Q25. CUSTOMER SERVICE. Have you called or visited the City with a question, problem, or complaint during the past year?**

N=1016

Q38. Your total annual household income					Q40. Your gender		Total
Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	

Q25. Have you called or visited City during past year

Yes	31.6%	38.3%	45.5%	38.6%	47.7%	44.6%	40.3%	42.5%
No	68.4%	61.7%	54.5%	61.4%	52.3%	55.4%	59.7%	57.5%

**Household Income and Gender**

**Q25-2. (If YES to Question 25) For which service did you contact the City most recently? (without "none chosen")**

N=432	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
	<u>Q25-2. For which service did you contact City most recently</u>							
Police	16.0%	19.6%	11.3%	16.7%	12.6%	13.9%	14.0%	13.9%
Fire	0.0%	0.0%	1.0%	1.0%	0.0%	0.9%	1.0%	0.9%
Water	12.0%	8.7%	8.2%	6.3%	5.6%	6.5%	8.0%	7.2%
Sewer	4.0%	2.2%	4.1%	1.0%	2.8%	3.0%	2.0%	2.6%
Stormwater	8.0%	0.0%	0.0%	3.1%	7.0%	4.8%	2.5%	3.7%
Parks & recreation	8.0%	4.3%	7.2%	5.2%	2.1%	5.2%	4.0%	4.6%
Code enforcement	16.0%	13.0%	12.4%	14.6%	9.1%	10.4%	13.5%	11.8%
Public health	0.0%	2.2%	2.1%	4.2%	3.5%	2.6%	3.5%	3.0%
Streets	12.0%	2.2%	15.5%	13.5%	9.8%	11.7%	11.0%	11.4%
Sidewalks	0.0%	4.3%	4.1%	3.1%	0.7%	3.0%	1.5%	2.3%
Electric service	8.0%	6.5%	11.3%	9.4%	14.0%	12.1%	9.5%	10.9%
Public transportation	4.0%	4.3%	0.0%	1.0%	0.0%	0.9%	1.0%	0.9%
Planning & zoning	0.0%	4.3%	4.1%	4.2%	2.8%	4.3%	2.5%	3.5%
Solid waste (trash, recycling, yard waste)	4.0%	13.0%	9.3%	9.4%	14.7%	12.1%	11.5%	11.8%
Monthly utility billing	8.0%	6.5%	5.2%	5.2%	7.0%	4.8%	7.5%	6.0%
Other	0.0%	8.7%	4.1%	2.1%	8.4%	3.9%	7.0%	5.3%

**Household Income and Gender**

**Q25-3. (If YES to Question 25) Why did you contact the City about this service? (without "not provided")**

N=432

Q38. Your total annual household income					Q40. Your gender		Total
Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	

Q25-3. Why did you contact City about this service

Request service	20.0%	8.9%	16.8%	18.8%	16.3%	14.8%	18.8%	16.7%
Get information	20.0%	24.4%	20.0%	19.8%	17.7%	25.8%	13.2%	20.0%
Report a problem	36.0%	40.0%	46.3%	37.5%	39.0%	34.5%	46.2%	39.9%
Discuss a billing problem	16.0%	2.2%	4.2%	4.2%	7.1%	4.8%	6.6%	5.6%
Request emergency assistance	0.0%	4.4%	4.2%	4.2%	2.8%	3.5%	3.6%	3.5%
Request non-emergency assistance	4.0%	6.7%	3.2%	3.1%	7.8%	7.4%	2.5%	5.2%
Comply with City requirements	4.0%	4.4%	2.1%	7.3%	5.0%	3.9%	5.1%	4.5%
Other	0.0%	8.9%	3.2%	5.2%	4.3%	5.2%	4.1%	4.7%



**Household Income and Gender**

**Q25-4. (If YES to Question 25) 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, as indicated in Question 25-2, by circling the corresponding number below: (without "don't know")**

N=432	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q25-4.1. Hours City employees were available met my needs</u>								
Strongly Agree	16.7%	17.5%	33.3%	29.7%	30.2%	26.0%	30.9%	28.3%
Agree	41.7%	62.5%	53.8%	50.5%	51.8%	56.6%	47.1%	52.2%
Neutral	33.3%	20.0%	10.8%	14.3%	13.7%	14.2%	17.8%	15.9%
Disagree	8.3%	0.0%	1.1%	4.4%	2.9%	2.7%	2.6%	2.7%
Strongly Disagree	0.0%	0.0%	1.1%	1.1%	1.4%	0.5%	1.6%	1.0%
<u>Q25-4.2. It was easy to reach right person at City</u>								
Strongly Agree	12.5%	12.2%	21.9%	22.2%	17.0%	14.2%	23.2%	18.3%
Agree	29.2%	46.3%	43.8%	36.7%	51.8%	45.8%	42.6%	44.3%
Neutral	37.5%	26.8%	18.8%	16.7%	12.8%	20.4%	15.8%	18.3%
Disagree	16.7%	7.3%	12.5%	20.0%	16.3%	16.0%	14.2%	15.2%
Strongly Disagree	4.2%	7.3%	3.1%	4.4%	2.1%	3.6%	4.2%	3.9%

**Household Income and Gender**

**Q25-4. (If YES to Question 25) 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, as indicated in Question 25-2, by circling the corresponding number below: (without "don't know")**

N=432	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q25-4.3. City employees who helped me were courteous &amp; polite</u>								
Strongly Agree	30.4%	25.0%	37.5%	35.2%	37.6%	33.8%	37.1%	35.3%
Agree	34.8%	56.8%	47.9%	48.9%	46.1%	47.7%	46.4%	47.1%
Neutral	26.1%	11.4%	11.5%	9.1%	12.1%	14.0%	9.3%	11.8%
Disagree	8.7%	4.5%	3.1%	3.4%	4.3%	2.7%	6.2%	4.3%
Strongly Disagree	0.0%	2.3%	0.0%	3.4%	0.0%	1.8%	1.0%	1.4%
<u>Q25-4.4. City employees did what they said they would do in a timely manner</u>								
Strongly Agree	19.0%	16.3%	32.6%	30.2%	35.3%	29.2%	30.6%	29.9%
Agree	38.1%	41.9%	42.4%	36.0%	36.8%	40.6%	37.6%	39.2%
Neutral	19.0%	20.9%	13.0%	16.3%	18.4%	16.0%	18.8%	17.3%
Disagree	23.8%	7.0%	9.8%	10.5%	5.1%	8.5%	8.6%	8.5%
Strongly Disagree	0.0%	14.0%	2.2%	7.0%	4.4%	5.7%	4.3%	5.0%

**Household Income and Gender**

**Q25-4. (If YES to Question 25) 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, as indicated in Question 25-2, by circling the corresponding number below: (without "don't know")**

N=432	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q25-4.5. City employees gave prompt, accurate &amp; complete answers to your questions</u>								
Strongly Agree	21.7%	18.2%	29.9%	29.5%	31.9%	24.8%	32.5%	28.4%
Agree	21.7%	45.5%	43.3%	30.7%	39.0%	40.1%	36.6%	38.5%
Neutral	30.4%	20.5%	15.5%	21.6%	15.6%	17.1%	19.1%	18.0%
Disagree	21.7%	2.3%	9.3%	13.6%	9.2%	12.2%	8.2%	10.3%
Strongly Disagree	4.3%	13.6%	2.1%	4.5%	4.3%	5.9%	3.6%	4.8%
<u>Q25-4.6. City employees were knowledgeable</u>								
Strongly Agree	26.1%	19.0%	31.2%	29.5%	34.5%	26.8%	34.0%	30.1%
Agree	26.1%	38.1%	46.2%	40.9%	43.2%	45.5%	36.7%	41.4%
Neutral	30.4%	33.3%	14.0%	18.2%	13.7%	17.7%	19.1%	18.4%
Disagree	13.0%	2.4%	6.5%	9.1%	6.5%	5.9%	8.0%	6.9%
Strongly Disagree	4.3%	7.1%	2.2%	2.3%	2.2%	4.1%	2.1%	3.2%

**Household Income and Gender**

**Q25-4. (If YES to Question 25) 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, as indicated in Question 25-2, by circling the corresponding number below: (without "don't know")**

N=432	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q25-4.7. Overall, I was satisfied with quality of customer service provided by City</u>								
Strongly Agree	29.2%	18.6%	35.1%	29.7%	35.2%	26.7%	36.7%	31.4%
Agree	20.8%	41.9%	38.1%	31.9%	42.3%	42.2%	32.7%	37.8%
Neutral	25.0%	23.3%	14.4%	20.9%	10.6%	15.1%	16.3%	15.7%
Disagree	16.7%	4.7%	6.2%	7.7%	7.7%	8.4%	8.2%	8.3%
Strongly Disagree	8.3%	11.6%	6.2%	9.9%	4.2%	7.6%	6.1%	6.9%

**Household Income and Gender**

**Q26. Overall, how do you rate the service provided by the City's Utility Billing Office? (without "don't know")**

N=1016

	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q26. How do you rate service provided City's Utility Billing Office</u>								
Excellent	29.2%	29.5%	26.4%	25.5%	32.2%	27.6%	29.2%	28.4%
Good	35.4%	47.6%	52.2%	53.1%	44.3%	46.6%	49.8%	48.1%
Average	27.7%	19.0%	17.4%	17.7%	18.4%	19.9%	17.9%	18.9%
Poor	3.1%	3.8%	1.7%	3.1%	3.1%	4.2%	1.7%	3.0%
Very Poor	4.6%	0.0%	2.2%	0.5%	2.0%	1.6%	1.5%	1.6%

**Household Income and Gender**

**Q27. How would you like to receive information about City issues, services and events?**

N=1016

Q38. Your total annual household income					Q40. Your gender		Total
Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	

Q27. How would you like to receive information about City issues, services & events

City newsletter that comes with utility bill	63.3%	74.2%	76.1%	72.7%	68.9%	69.0%	74.6%	71.8%
Local newspaper	50.6%	39.2%	46.5%	52.2%	57.9%	53.5%	48.2%	50.9%
Television news	53.2%	46.7%	52.6%	55.4%	50.0%	50.0%	53.8%	51.9%
City cable channel	16.5%	8.3%	10.3%	8.4%	4.3%	9.4%	6.9%	8.2%
City website	24.1%	25.8%	27.2%	30.9%	33.4%	29.6%	28.8%	29.2%
Radio	29.1%	30.0%	32.4%	33.7%	29.5%	34.2%	27.8%	31.1%
Friends/neighbors	15.2%	10.0%	12.2%	8.8%	10.3%	10.0%	11.1%	10.5%
Neighborhood or homeowners associations	15.2%	12.5%	17.4%	20.9%	19.5%	16.0%	20.8%	18.3%
Facebook	17.7%	12.5%	15.0%	14.9%	16.6%	10.6%	20.0%	15.2%
Twitter	2.5%	1.7%	2.8%	5.2%	4.3%	3.7%	3.4%	3.5%
YouTube	1.3%	1.7%	1.4%	2.4%	0.3%	1.7%	1.0%	1.4%
Pinterest	0.0%	1.7%	0.5%	0.4%	0.3%	0.4%	0.8%	0.6%
Google+	7.6%	3.3%	2.8%	2.4%	0.3%	2.1%	2.4%	2.3%
Other	2.5%	2.5%	3.3%	4.4%	4.3%	3.7%	3.6%	3.6%

**Household Income and Gender**

**Q28. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")**

N=1016	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q28-1. City government is a trusted source of information about programs &amp; services</u>								
Strongly Agree	14.5%	9.3%	17.3%	13.6%	15.6%	13.2%	15.4%	14.3%
Agree	34.8%	54.2%	49.5%	50.0%	54.7%	46.4%	53.4%	49.8%
Neutral	37.7%	26.2%	26.5%	26.7%	20.4%	28.7%	24.4%	26.6%
Disagree	2.9%	7.5%	4.1%	8.5%	6.6%	8.5%	4.2%	6.4%
Strongly Disagree	10.1%	2.8%	2.6%	1.3%	2.8%	3.3%	2.6%	3.0%
<u>Q28-2. It is easy to get information I need from City government</u>								
Strongly Agree	10.6%	7.6%	12.5%	11.7%	11.1%	9.3%	12.4%	10.8%
Agree	30.3%	37.1%	45.7%	43.2%	48.9%	40.9%	45.8%	43.2%
Neutral	39.4%	38.1%	31.5%	35.6%	28.6%	35.4%	32.0%	33.8%
Disagree	15.2%	14.3%	9.8%	8.1%	8.9%	12.3%	8.2%	10.3%
Strongly Disagree	4.5%	2.9%	0.5%	1.4%	2.5%	2.1%	1.6%	1.9%

**Household Income and Gender**

**Q28. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")**

N=1016	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q28-3. Information is communicated clearly, accurately &amp; in a form that meets my needs</u>								
Strongly Agree	10.1%	9.4%	9.3%	7.5%	10.9%	7.6%	10.9%	9.2%
Agree	42.0%	38.7%	46.4%	46.9%	47.0%	42.1%	47.3%	44.6%
Neutral	34.8%	34.0%	32.5%	32.3%	30.5%	34.3%	31.9%	33.2%
Disagree	7.2%	14.2%	10.8%	11.9%	8.8%	13.1%	8.3%	10.7%
Strongly Disagree	5.8%	3.8%	1.0%	1.3%	2.8%	2.9%	1.6%	2.3%
<u>Q28-4. City's cable television channel provides information that is useful to me</u>								
Strongly Agree	10.7%	8.1%	11.5%	3.7%	1.3%	4.2%	7.5%	5.7%
Agree	32.1%	41.9%	31.9%	22.9%	19.5%	20.0%	35.4%	27.0%
Neutral	32.1%	33.9%	38.9%	45.9%	47.2%	42.1%	42.1%	42.1%
Disagree	10.7%	9.7%	8.8%	11.0%	12.6%	13.7%	7.9%	11.0%
Strongly Disagree	14.3%	6.5%	8.8%	16.5%	19.5%	20.0%	7.1%	14.1%



**Household Income and Gender**

**Q28. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q28-5. City's website provides information that is useful to me</u>								
Strongly Agree	13.1%	11.1%	12.4%	10.5%	13.7%	10.6%	13.9%	12.1%
Agree	41.0%	48.9%	53.4%	50.3%	47.3%	43.4%	54.1%	48.5%
Neutral	31.1%	34.4%	30.4%	32.5%	32.4%	35.0%	29.6%	32.4%
Disagree	11.5%	4.4%	3.7%	4.7%	3.5%	7.7%	1.9%	4.9%
Strongly Disagree	3.3%	1.1%	0.0%	2.1%	3.1%	3.4%	0.5%	2.0%
<u>Q28-6. City newsletter provides information that is useful to me</u>								
Strongly Agree	14.1%	12.3%	17.9%	10.1%	12.5%	8.7%	18.2%	13.3%
Agree	42.3%	57.5%	53.6%	53.7%	50.0%	48.5%	54.7%	51.5%
Neutral	29.6%	25.5%	23.0%	32.1%	29.2%	33.5%	23.0%	28.4%
Disagree	9.9%	2.8%	3.6%	3.2%	4.9%	6.1%	2.5%	4.3%
Strongly Disagree	4.2%	1.9%	2.0%	0.9%	3.4%	3.2%	1.6%	2.4%

**Household Income and Gender**

**Q28. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")**

N=1016	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q28-7. City's use of social media provides information that is useful to me</u>								
Strongly Agree	5.4%	6.9%	9.5%	6.8%	4.7%	4.2%	8.8%	6.3%
Agree	26.8%	36.1%	34.1%	26.3%	29.2%	22.4%	37.7%	29.5%
Neutral	50.0%	48.6%	41.3%	50.4%	40.9%	47.9%	42.9%	45.6%
Disagree	14.3%	4.2%	8.7%	11.3%	12.3%	14.7%	6.6%	10.9%
Strongly Disagree	3.6%	4.2%	6.3%	5.3%	12.9%	10.9%	4.0%	7.7%
<u>Q28-8. There are enough mobile apps to provide City information I need or conduct business with City</u>								
Strongly Agree	8.7%	14.3%	6.4%	6.7%	5.9%	6.5%	8.1%	7.2%
Agree	28.3%	32.1%	26.6%	30.5%	28.7%	25.1%	32.7%	28.6%
Neutral	52.2%	53.6%	53.2%	49.5%	52.2%	53.8%	51.2%	52.6%
Disagree	10.9%	0.0%	9.6%	7.6%	8.1%	8.5%	7.1%	7.9%
Strongly Disagree	0.0%	0.0%	4.3%	5.7%	5.1%	6.1%	0.9%	3.7%

**Household Income and Gender**

**Q29. UTILITIES. Please indicate if your household uses the following services provided by the City of Columbia.**

N=1016	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q29-1. Residential trash collection service</u>								
Yes	92.4%	95.8%	97.2%	98.0%	99.3%	97.1%	97.8%	97.4%
No	7.6%	4.2%	2.8%	2.0%	0.7%	2.9%	2.2%	2.6%
<u>Q29-2. Curbside recycling (blue bags)</u>								
Yes	81.0%	83.3%	91.5%	95.2%	96.7%	92.9%	91.3%	92.1%
No	19.0%	16.7%	8.5%	4.8%	3.3%	7.1%	8.7%	7.9%
<u>Q29-3. Drop-off recycling</u>								
Yes	53.2%	46.7%	56.3%	56.6%	62.3%	58.1%	54.4%	56.3%
No	46.8%	53.3%	43.7%	43.4%	37.7%	41.9%	45.6%	43.7%
<u>Q29-4. City electric service</u>								
Yes	78.5%	84.2%	92.0%	85.1%	88.1%	86.0%	87.7%	86.8%
No	21.5%	15.8%	8.0%	14.9%	11.9%	14.0%	12.3%	13.2%

**Household Income and Gender**

**Q29. UTILITIES. Please indicate if your household uses the following services provided by the City of Columbia.**

N=1016	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q29-5. City water service</u>								
Yes	88.6%	90.8%	96.2%	95.2%	96.7%	94.2%	94.8%	94.5%
No	11.4%	9.2%	3.8%	4.8%	3.3%	5.8%	5.2%	5.5%
<u>Q29-6. City sewer service</u>								
Yes	87.3%	91.7%	95.8%	96.4%	96.7%	93.8%	95.4%	94.6%
No	12.7%	8.3%	4.2%	3.6%	3.3%	6.2%	4.6%	5.4%

**Household Income and Gender**

**Q29. Title Q29. If you answer "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=1001	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q29-1. Residential trash collection service</u>								
Very Satisfied	48.6%	49.1%	51.5%	57.9%	54.0%	53.8%	53.4%	53.6%
Satisfied	34.7%	43.8%	39.3%	35.1%	39.9%	39.8%	37.6%	38.7%
Neutral	11.1%	1.8%	3.4%	3.3%	2.7%	3.0%	3.8%	3.4%
Dissatisfied	2.8%	3.6%	3.9%	2.9%	2.7%	2.6%	3.5%	3.1%
Very Dissatisfied	2.8%	1.8%	1.9%	0.8%	0.7%	0.8%	1.7%	1.2%
<u>Q29-2. Curbside recycling (blue bags)</u>								
Very Satisfied	50.8%	51.5%	50.0%	62.0%	53.8%	53.8%	56.3%	55.0%
Satisfied	36.5%	42.3%	41.8%	30.3%	37.8%	38.7%	35.4%	37.1%
Neutral	9.5%	2.1%	3.6%	4.7%	3.8%	3.6%	4.5%	4.0%
Dissatisfied	1.6%	4.1%	2.6%	2.1%	2.8%	2.3%	2.7%	2.5%
Very Dissatisfied	1.6%	0.0%	2.1%	0.9%	1.7%	1.7%	1.1%	1.4%

**Household Income and Gender**

**Q29. Title Q29. If you answer "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=1001	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q29-3. Drop-off recycling</u>								
Very Satisfied	45.0%	35.8%	32.2%	39.1%	37.9%	36.7%	38.1%	37.4%
Satisfied	37.5%	43.4%	53.0%	45.1%	43.4%	45.2%	46.0%	45.6%
Neutral	15.0%	13.2%	9.6%	12.8%	11.5%	12.6%	10.7%	11.7%
Dissatisfied	0.0%	5.7%	3.5%	3.0%	5.5%	4.4%	3.2%	3.8%
Very Dissatisfied	2.5%	1.9%	1.7%	0.0%	1.6%	1.0%	2.0%	1.5%
<u>Q29-4. City electric service</u>								
Very Satisfied	47.5%	52.0%	44.8%	52.2%	46.2%	45.7%	50.7%	48.2%
Satisfied	32.8%	40.0%	44.8%	38.8%	47.7%	44.1%	41.4%	42.8%
Neutral	13.1%	5.0%	7.8%	6.2%	3.4%	6.6%	5.4%	6.0%
Dissatisfied	6.6%	2.0%	2.1%	2.9%	2.3%	3.2%	2.3%	2.8%
Very Dissatisfied	0.0%	1.0%	0.5%	0.0%	0.4%	0.5%	0.2%	0.3%

**Household Income and Gender**

**Q29. Title Q29. If you answer "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=1001	Q38. Your total annual household income					Q40. Your gender		Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
	<u>Q29-5. City water service</u>							
Very Satisfied	47.8%	46.3%	42.9%	48.7%	45.8%	44.8%	47.4%	46.1%
Satisfied	29.0%	40.7%	49.3%	43.2%	49.3%	46.3%	44.0%	45.1%
Neutral	11.6%	7.4%	5.4%	6.4%	3.5%	6.0%	5.4%	5.7%
Dissatisfied	8.7%	4.6%	1.5%	1.7%	1.0%	2.3%	2.4%	2.3%
Very Dissatisfied	2.9%	0.9%	1.0%	0.0%	0.3%	0.6%	0.9%	0.7%
<u>Q29-6. City sewer service</u>								
Very Satisfied	47.8%	46.7%	40.6%	47.3%	45.3%	43.5%	46.2%	44.8%
Satisfied	29.9%	43.9%	51.0%	41.4%	48.1%	46.6%	43.7%	45.1%
Neutral	7.5%	4.7%	5.9%	6.8%	3.8%	5.8%	5.6%	5.7%
Dissatisfied	11.9%	3.7%	1.5%	3.8%	1.7%	3.1%	3.2%	3.2%
Very Dissatisfied	3.0%	0.9%	1.0%	0.8%	1.0%	1.0%	1.3%	1.2%

**Household Income and Gender**

**Q30. Please indicate if you have done any of the following during the past year in the City of Columbia.**

N=1016

Q38. Your total annual household income					Q40. Your gender		Total
Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	

Q30. Please indicate if you have done any of the following during past year

Used police services	19.0%	29.2%	24.4%	25.3%	18.5%	21.9%	23.8%	22.8%
Were a victim of any crime	7.6%	13.3%	9.9%	8.0%	7.0%	9.2%	8.1%	8.7%
Used fire or emergency medical services	21.5%	14.2%	13.6%	11.2%	8.9%	11.7%	12.7%	12.2%
Visited a community recreation center	31.6%	47.5%	57.3%	51.4%	55.0%	49.6%	53.4%	51.5%
Visited a city park	65.8%	78.3%	85.0%	91.6%	90.7%	85.2%	84.9%	85.0%
Used public transportation/ bus	12.7%	15.0%	9.4%	6.4%	4.0%	6.9%	8.7%	7.8%
Attended or watched any City meetings	8.9%	20.8%	24.9%	24.1%	32.5%	28.8%	20.8%	24.9%
Have you used Columbia Airport	15.2%	29.2%	29.1%	36.9%	57.0%	38.8%	37.3%	38.1%
Used public health services provided by City	25.3%	19.2%	20.7%	20.9%	16.6%	18.7%	20.8%	19.7%
Applied for a building permit from City	1.3%	1.7%	4.2%	3.2%	5.6%	5.4%	2.2%	3.8%



**Household Income and Gender**

**Q31. Approximately how many years have you lived at your current address? (excluding not provided)**

N=1016

	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q31. Approximately how many years have you lived at your current address</u>								
5 or less	28.6%	28.2%	28.0%	19.8%	12.3%	18.6%	22.7%	20.6%
6 to 10	20.8%	18.8%	20.9%	15.7%	19.5%	19.3%	17.8%	18.6%
11 to 15	9.1%	13.7%	15.6%	18.1%	19.9%	14.7%	18.6%	16.6%
16 to 20	13.0%	14.5%	8.5%	12.5%	16.9%	15.1%	11.4%	13.3%
21 to 30	15.6%	10.3%	13.7%	15.7%	18.2%	16.4%	15.1%	15.8%
31+	13.0%	14.5%	13.3%	18.1%	13.2%	15.9%	14.5%	15.2%

**Q32. Are you a student in a college or university? (excluding not provided)**

N=1016

	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q32. Are you a student in a college or university</u>								
Yes	20.5%	15.1%	11.8%	7.6%	3.6%	7.9%	10.3%	9.1%
No	79.5%	84.9%	88.2%	92.4%	96.4%	92.1%	89.7%	90.9%

**Household Income and Gender**

**Q33. Do you own or rent your current residence?**

N=1016	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
	<u>Q33. Do you own or rent your current residence</u>							
Own	50.6%	62.5%	71.4%	90.0%	87.1%	80.2%	76.4%	78.3%
Rent	49.4%	37.5%	28.6%	10.0%	12.9%	19.8%	23.6%	21.7%

**Q34. What is your age? (excluding not provided)**

N=1016	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
	<u>Q34. Your age</u>							
Under 35 years	29.7%	35.8%	28.2%	23.7%	21.2%	24.2%	28.5%	26.3%
35-44 years	21.6%	12.5%	20.7%	19.7%	39.7%	21.3%	27.9%	24.5%
45-54 years	20.3%	20.8%	20.2%	24.9%	20.9%	23.4%	19.4%	21.5%
55-64 years	8.1%	17.5%	19.7%	20.1%	13.9%	20.2%	14.1%	17.2%
65+ years	20.3%	13.3%	11.3%	11.6%	4.3%	10.9%	10.1%	10.5%

**Household Income and Gender**

**Q35. How many people live in your household? (excluding not provided)**

N=1016

<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	

Q35. How many people live in your household

1	38.0%	34.5%	27.3%	11.7%	4.4%	10.3%	26.0%	18.1%
2	42.3%	35.4%	41.6%	56.9%	51.0%	53.5%	41.2%	47.4%
3	12.7%	17.7%	19.1%	14.1%	19.8%	18.5%	16.0%	17.3%
4	2.8%	8.8%	8.1%	10.5%	16.1%	10.5%	11.7%	11.1%
5	4.2%	1.8%	2.9%	5.2%	5.7%	5.6%	3.3%	4.5%
6	0.0%	0.9%	0.5%	1.2%	2.0%	1.0%	1.2%	1.1%
7+	0.0%	0.9%	0.5%	0.4%	1.0%	0.6%	0.6%	0.6%

**Household Income and Gender**

**Q36. How many people in your household are employed? (excluding not provided)**

N=1016

	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q36. How many people in your household are employed</u>								
0	37.8%	24.8%	22.7%	19.6%	9.7%	18.7%	21.0%	19.9%
1	32.4%	50.4%	40.3%	37.6%	21.8%	33.1%	36.1%	34.5%
2	20.3%	18.6%	28.9%	35.9%	56.0%	38.8%	34.6%	36.8%
3	8.1%	2.7%	7.6%	5.7%	9.4%	7.0%	6.8%	6.9%
4	0.0%	2.7%	0.0%	0.8%	2.7%	1.8%	1.0%	1.4%
5	0.0%	0.0%	0.0%	0.0%	0.3%	0.2%	0.0%	0.1%
6	0.0%	0.9%	0.0%	0.4%	0.0%	0.2%	0.2%	0.2%
7+	1.4%	0.0%	0.5%	0.0%	0.0%	0.2%	0.2%	0.2%

**Household Income and Gender**

**Q37. Which of the following best describes your employment status? (excluding not provided)**

N=1016	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q37. Your employment status</u>								
Employed full time	26.7%	41.9%	57.5%	58.6%	75.7%	62.5%	54.3%	58.4%
Employed part time	22.7%	20.5%	9.9%	11.6%	8.6%	10.2%	14.0%	12.1%
Not employed, looking for work	2.7%	1.7%	0.5%	1.2%	0.7%	1.0%	1.2%	1.1%
Not employed, not looking for work	6.7%	1.7%	2.8%	1.6%	2.3%	1.2%	4.1%	2.6%
Retired	25.3%	25.6%	27.8%	25.7%	12.3%	23.8%	22.0%	22.9%
Disabled, not able to work	16.0%	8.5%	1.4%	1.2%	0.3%	1.4%	4.5%	2.9%

**Household Income and Gender**

**Q37-2. (If you are employed) How many paying jobs do you have? (excluding not provided)**

N=706	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
	<u>Q37-2. How many paying jobs do you have</u>							
1	82.4%	75.8%	83.3%	84.6%	86.9%	87.3%	80.9%	84.2%
2	11.8%	22.6%	13.6%	11.5%	11.4%	9.2%	16.8%	12.8%
3+	5.9%	1.6%	3.0%	3.8%	1.6%	3.6%	2.3%	2.9%

**Q37-3. (If you are employed) Do you work inside or outside the city limits of Columbia? (excluding don't know)**

N=706	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
	<u>Q37-3. Do you work inside or outside City limits of Columbia</u>							
Inside	80.0%	88.7%	82.1%	74.5%	74.3%	72.0%	83.5%	77.5%
Outside	5.7%	4.8%	7.5%	13.1%	14.3%	14.2%	7.4%	11.0%
Both	14.3%	6.5%	10.4%	12.4%	11.4%	13.9%	9.1%	11.6%

**Household Income and Gender**

**Q38. Would you say your total annual household income is: (excluding not provided)**

N=1016

	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q38. Your total annual household income</u>								
Under \$15K	100.0%	0.0%	0.0%	0.0%	0.0%	6.8%	9.6%	8.2%
\$15K to \$29,999	0.0%	100.0%	0.0%	0.0%	0.0%	10.3%	14.6%	12.5%
\$30K to \$59,999	0.0%	0.0%	100.0%	0.0%	0.0%	19.0%	25.3%	22.1%
\$60K to \$99,999	0.0%	0.0%	0.0%	100.0%	0.0%	28.5%	23.2%	25.9%
\$100K+	0.0%	0.0%	0.0%	0.0%	100.0%	35.5%	27.2%	31.4%

**Household Income and Gender**

**Q39. Which of the following best describes your race/ethnicity? (excluding not provided)**

N=1016

	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q39. Your race/ethnicity</u>								
Hispanic	3.8%	9.2%	2.8%	2.4%	3.3%	3.3%	3.8%	3.5%
White/Caucasian	64.6%	76.7%	81.7%	87.1%	87.7%	78.7%	83.9%	81.2%
African American/Black	22.8%	3.3%	8.0%	7.6%	5.3%	11.3%	6.9%	9.2%
Asian/Pacific Islander	3.8%	4.2%	5.2%	1.6%	2.3%	3.5%	2.4%	3.0%
Native American/Eskimo	2.5%	1.7%	0.9%	0.8%	0.7%	0.2%	1.8%	1.0%
Mixed Race	2.5%	2.5%	2.3%	1.2%	0.3%	1.3%	1.6%	1.5%
Other	2.5%	0.0%	0.9%	1.2%	0.7%	2.1%	0.6%	1.4%

**Q40. What is your gender identity?**

N=1016

	<u>Q38. Your total annual household income</u>					<u>Q40. Your gender</u>		<u>Total</u>
	<u>Under \$15K</u>	<u>\$15K to \$29,999</u>	<u>\$30K to \$59,999</u>	<u>\$60K to \$99,999</u>	<u>\$100K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q40. Your gender</u>								
Male	41.8%	41.7%	43.2%	55.4%	57.0%	100.0%	0.0%	51.2%
Female	58.2%	58.3%	56.8%	44.6%	43.0%	0.0%	100.0%	48.8%