

City of Columbia

Community Survey

Crosstabular Data by Income

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2019

Submitted to the City of Columbia, Missouri

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q1-1. Police services provided by City

Very satisfied	26.8%	23.8%	21.2%	14.7%	21.1%	20.1%
Satisfied	32.4%	41.3%	44.2%	47.8%	44.8%	44.4%
Neutral	23.9%	18.8%	21.8%	23.9%	20.2%	21.3%
Dissatisfied	14.1%	12.5%	8.5%	12.5%	10.8%	11.2%
Very dissatisfied	2.8%	3.8%	4.2%	1.1%	3.1%	2.9%

Q1-2. Fire services provided by City

Very satisfied	51.5%	43.0%	38.9%	39.2%	41.7%	41.0%
Satisfied	33.8%	43.0%	49.0%	51.1%	49.8%	47.1%
Neutral	14.7%	12.7%	12.1%	8.5%	8.1%	11.3%
Dissatisfied	0.0%	1.3%	0.0%	1.1%	0.5%	0.5%
Very dissatisfied	0.0%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

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

Very satisfied	42.5%	34.6%	46.3%	51.8%	51.3%	46.9%
Satisfied	35.6%	48.1%	44.6%	35.9%	37.6%	39.9%
Neutral	17.8%	11.1%	7.4%	7.2%	7.5%	9.2%
Dissatisfied	1.4%	4.9%	1.7%	3.6%	3.1%	2.9%
Very dissatisfied	2.7%	1.2%	0.0%	1.5%	0.4%	1.1%

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

Very satisfied	5.5%	3.5%	2.2%	2.0%	2.2%	2.6%
Satisfied	19.2%	11.8%	18.5%	15.3%	22.0%	18.0%
Neutral	20.5%	18.8%	25.8%	24.0%	19.0%	21.7%
Dissatisfied	30.1%	43.5%	35.4%	40.3%	40.9%	38.5%
Very dissatisfied	24.7%	22.4%	18.0%	18.4%	15.9%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q1-5. Enforcement of City codes & ordinances

Very satisfied	10.6%	9.7%	11.5%	8.9%	7.5%	8.7%
Satisfied	31.8%	16.7%	35.7%	32.5%	29.0%	31.1%
Neutral	43.9%	51.4%	37.6%	41.4%	51.0%	43.9%
Dissatisfied	9.1%	13.9%	10.2%	12.4%	10.0%	11.7%
Very dissatisfied	4.5%	8.3%	5.1%	4.7%	2.5%	4.6%

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

Very satisfied	29.0%	27.3%	25.3%	29.5%	24.1%	25.4%
Satisfied	39.1%	42.9%	51.9%	40.4%	48.2%	46.6%
Neutral	23.2%	26.0%	17.1%	24.0%	23.6%	22.3%
Dissatisfied	7.2%	3.9%	3.2%	5.5%	3.6%	4.4%
Very dissatisfied	1.4%	0.0%	2.5%	0.5%	0.5%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q1-7. Effectiveness of City communication with the public

Very satisfied	10.1%	24.7%	19.5%	22.2%	19.4%	18.9%
Satisfied	49.3%	29.6%	44.8%	37.6%	45.8%	42.1%
Neutral	27.5%	38.3%	28.7%	30.9%	28.2%	30.5%
Dissatisfied	8.7%	7.4%	6.3%	6.7%	6.2%	7.0%
Very dissatisfied	4.3%	0.0%	0.6%	2.6%	0.4%	1.5%

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

Very satisfied	15.2%	17.9%	15.9%	15.8%	13.0%	14.9%
Satisfied	36.4%	28.2%	42.7%	42.9%	41.9%	39.0%
Neutral	39.4%	30.8%	29.9%	26.6%	34.9%	32.6%
Dissatisfied	6.1%	17.9%	9.6%	13.0%	8.4%	11.1%
Very dissatisfied	3.0%	5.1%	1.9%	1.7%	1.9%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q1-9. Public health services provided by City

Very satisfied	21.0%	28.2%	22.8%	26.5%	23.3%	23.5%
Satisfied	43.5%	33.8%	47.8%	41.9%	42.8%	42.7%
Neutral	29.0%	32.4%	24.3%	27.1%	33.3%	30.2%
Dissatisfied	4.8%	5.6%	4.4%	3.2%	0.6%	2.9%
Very dissatisfied	1.6%	0.0%	0.7%	1.3%	0.0%	0.8%

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

Very satisfied	41.9%	33.7%	33.3%	34.0%	34.2%	34.4%
Satisfied	39.2%	48.2%	48.9%	50.8%	44.6%	46.7%
Neutral	12.2%	8.4%	8.0%	6.1%	11.7%	9.8%
Dissatisfied	4.1%	7.2%	6.9%	8.6%	7.4%	7.3%
Very dissatisfied	2.7%	2.4%	2.9%	0.5%	2.2%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q1-11. City water, electric & sewer services

Very satisfied	34.2%	27.2%	29.5%	34.2%	35.5%	31.5%
Satisfied	38.4%	51.9%	54.0%	48.7%	45.9%	48.9%
Neutral	23.3%	14.8%	9.7%	9.3%	11.7%	12.6%
Dissatisfied	2.7%	6.2%	6.8%	6.7%	5.6%	5.9%
Very dissatisfied	1.4%	0.0%	0.0%	1.0%	1.3%	1.1%

Q1-12. Public transit services (bus)

Very satisfied	12.3%	13.3%	8.7%	8.5%	6.6%	8.6%
Satisfied	15.8%	18.3%	30.4%	20.0%	19.7%	22.3%
Neutral	38.6%	46.7%	40.9%	54.6%	48.9%	47.4%
Dissatisfied	19.3%	8.3%	13.9%	11.5%	14.6%	13.0%
Very dissatisfied	14.0%	13.3%	6.1%	5.4%	10.2%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q2. Sum of top 4 choices

Police services provided by City	71.6%	83.5%	88.2%	89.9%	89.7%	86.7%
Fire services provided by City	60.8%	74.1%	74.2%	77.9%	81.9%	76.2%
Parks & recreation programs & facilities provided by City	18.9%	21.2%	18.5%	17.6%	23.7%	20.0%
Condition (smoothness, absence of cracks/potholes) of streets in Columbia	45.9%	44.7%	47.2%	46.2%	41.8%	45.1%
Enforcement of City codes & ordinances	20.3%	8.2%	8.4%	6.5%	13.4%	10.4%
Quality of customer service you receive from City employees	4.1%	4.7%	4.5%	4.5%	4.7%	4.4%
Effectiveness of City communication with the public	8.1%	5.9%	8.4%	9.5%	5.6%	7.4%
City's stormwater runoff/stormwater management system	14.9%	15.3%	7.9%	8.0%	7.8%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q2. Sum of top 4 choices (cont.)

Public health services provided by City	20.3%	24.7%	20.8%	23.1%	13.4%	18.5%
Solid waste services (trash, recycling, etc.)	32.4%	28.2%	38.8%	41.2%	40.1%	38.2%
City water, electric & sewer services	40.5%	41.2%	52.8%	52.3%	53.0%	50.2%
Public transit services (bus)	32.4%	16.5%	11.8%	9.5%	10.3%	12.4%
None chosen	4.1%	5.9%	3.4%	2.0%	2.6%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Very satisfied	20.8%	24.7%	18.1%	16.2%	22.4%	19.5%
Satisfied	51.4%	49.4%	60.5%	66.0%	56.1%	58.3%
Neutral	19.4%	21.2%	15.8%	10.7%	17.5%	16.2%
Dissatisfied	6.9%	3.5%	5.1%	5.6%	3.5%	5.0%
Very dissatisfied	1.4%	1.2%	0.6%	1.5%	0.4%	1.0%

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

Very satisfied	11.9%	17.3%	14.5%	12.8%	19.8%	15.2%
Satisfied	29.9%	28.4%	45.9%	43.6%	40.1%	38.7%
Neutral	38.8%	32.1%	25.6%	24.1%	21.1%	26.2%
Dissatisfied	17.9%	19.8%	11.0%	13.8%	15.9%	15.8%
Very dissatisfied	1.5%	2.5%	2.9%	5.6%	3.1%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q3-3. Overall quality of life in Columbia

Very satisfied	31.5%	32.9%	30.3%	34.8%	42.4%	34.4%
Satisfied	37.0%	41.2%	55.6%	50.5%	45.0%	48.1%
Neutral	21.9%	15.3%	9.6%	11.1%	8.7%	11.6%
Dissatisfied	6.8%	7.1%	3.4%	3.0%	3.0%	4.4%
Very dissatisfied	2.7%	3.5%	1.1%	0.5%	0.9%	1.5%

Q3-4. Overall feeling of safety in Columbia

Very satisfied	12.2%	9.5%	15.3%	10.6%	16.1%	12.9%
Satisfied	39.2%	44.0%	48.6%	43.4%	48.7%	45.2%
Neutral	23.0%	25.0%	14.7%	22.2%	15.7%	19.0%
Dissatisfied	21.6%	14.3%	15.8%	18.7%	13.9%	17.2%
Very dissatisfied	4.1%	7.1%	5.6%	5.1%	5.7%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q3-5. Local economic conditions

Very satisfied	12.5%	14.5%	17.9%	23.0%	23.1%	19.5%
Satisfied	38.9%	32.5%	50.9%	49.5%	53.7%	48.0%
Neutral	33.3%	37.3%	21.4%	19.4%	18.3%	23.4%
Dissatisfied	8.3%	10.8%	8.7%	6.6%	3.9%	6.9%
Very dissatisfied	6.9%	4.8%	1.2%	1.5%	0.9%	2.3%

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

Very satisfied	9.4%	12.0%	12.8%	14.0%	14.8%	12.9%
Satisfied	45.3%	34.7%	41.0%	35.8%	39.4%	38.0%
Neutral	29.7%	37.3%	34.6%	32.4%	32.0%	33.6%
Dissatisfied	12.5%	13.3%	9.0%	11.2%	10.3%	11.3%
Very dissatisfied	3.1%	2.7%	2.6%	6.7%	3.4%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q4-1. Walking in your neighborhood during the day

Very safe	44.6%	45.9%	57.9%	56.1%	73.2%	58.8%
Safe	40.5%	31.8%	34.8%	39.9%	22.9%	33.4%
Neutral	14.9%	17.6%	5.1%	3.5%	1.3%	5.7%
Unsafe	0.0%	3.5%	2.2%	0.5%	2.6%	1.8%
Very unsafe	0.0%	1.2%	0.0%	0.0%	0.0%	0.4%

4-2. Walking in your neighborhood at night

Very safe	11.3%	17.9%	24.6%	18.4%	35.1%	24.6%
Safe	29.6%	22.6%	37.1%	48.0%	45.5%	39.5%
Neutral	25.4%	21.4%	17.7%	20.4%	10.4%	17.2%
Unsafe	25.4%	27.4%	15.4%	12.2%	5.6%	14.0%
Very unsafe	8.5%	10.7%	5.1%	1.0%	3.5%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q4-3. In downtown Columbia during the day

Very safe	36.5%	33.3%	44.1%	37.8%	48.7%	41.1%
Safe	43.2%	45.2%	43.5%	51.5%	43.0%	45.8%
Neutral	14.9%	17.9%	11.3%	8.2%	4.3%	9.6%
Unsafe	4.1%	3.6%	0.6%	2.6%	3.0%	2.7%
Very unsafe	1.4%	0.0%	0.6%	0.0%	0.9%	0.7%

Q4-4. In downtown Columbia at night

Very safe	11.6%	3.6%	8.4%	6.3%	7.4%	6.6%
Safe	14.5%	20.5%	22.8%	21.9%	34.1%	24.4%
Neutral	24.6%	22.9%	30.5%	35.9%	25.8%	29.1%
Unsafe	37.7%	38.6%	26.9%	28.1%	21.8%	28.1%
Very unsafe	11.6%	14.5%	11.4%	7.8%	10.9%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	
<u>Q4-5. In City parks</u>						
Very safe	19.1%	5.1%	15.1%	13.0%	17.4%	14.5%
Safe	38.2%	41.8%	43.0%	51.8%	45.0%	44.3%
Neutral	20.6%	38.0%	29.1%	23.8%	27.1%	27.2%
Unsafe	11.8%	8.9%	11.6%	8.8%	8.7%	10.4%
Very unsafe	10.3%	6.3%	1.2%	2.6%	1.8%	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	<u>Q41. Your total annual household income</u>					<u>Total</u>
	<u>Under \$25K</u>	<u>\$25K to \$34,999</u>	<u>\$35K to \$49,999</u>	<u>\$50K to \$99,999</u>	<u>\$100K+</u>	
<u>Q5-1. You will hear gun shots</u>						
Very likely	28.4%	30.5%	19.8%	15.8%	13.1%	19.2%
Likely	36.5%	29.3%	29.4%	27.0%	24.0%	27.5%
Neutral	12.2%	20.7%	15.3%	19.4%	16.2%	16.4%
Unlikely	14.9%	12.2%	27.7%	30.6%	34.1%	27.2%
Very unlikely	8.1%	7.3%	7.9%	7.1%	12.7%	9.7%
 <u>Q5-2. You will be a victim of property crime</u>						
Very likely	16.4%	7.4%	8.0%	4.6%	6.6%	7.6%
Likely	26.0%	37.0%	30.1%	31.4%	28.2%	30.3%
Neutral	28.8%	32.1%	29.0%	36.6%	37.4%	34.1%
Unlikely	16.4%	18.5%	28.4%	22.2%	22.9%	22.6%
Very unlikely	12.3%	4.9%	4.5%	5.2%	4.8%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

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

Very likely	5.7%	3.8%	1.1%	1.5%	1.3%	2.2%
Likely	7.1%	10.3%	7.5%	5.1%	3.5%	6.1%
Neutral	35.7%	30.8%	27.6%	23.6%	18.5%	26.0%
Unlikely	31.4%	42.3%	45.4%	50.8%	48.9%	44.8%
Very unlikely	20.0%	12.8%	18.4%	19.0%	27.8%	20.9%

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

Very likely	1.5%	2.5%	0.0%	1.5%	0.0%	0.7%
Likely	3.0%	2.5%	5.3%	1.5%	0.4%	2.7%
Neutral	34.3%	41.8%	32.7%	35.4%	27.8%	32.5%
Unlikely	41.8%	43.0%	45.6%	47.2%	45.7%	46.0%
Very unlikely	19.4%	10.1%	16.4%	14.4%	26.0%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q6-1. Visibility of Police in your neighborhood

Very satisfied	17.8%	13.0%	7.5%	8.4%	9.3%	9.4%
Satisfied	24.7%	33.8%	40.2%	35.3%	38.3%	36.3%
Neutral	28.8%	31.2%	28.7%	39.5%	33.0%	33.0%
Dissatisfied	26.0%	15.6%	19.0%	12.1%	14.5%	16.4%
Very dissatisfied	2.7%	6.5%	4.6%	4.7%	4.8%	4.9%

Q6-2. Visibility of Police in commercial areas

Very satisfied	14.1%	18.2%	8.0%	7.4%	11.6%	10.3%
Satisfied	31.0%	40.3%	55.4%	49.2%	50.4%	47.8%
Neutral	39.4%	27.3%	26.9%	34.4%	27.7%	30.3%
Dissatisfied	12.7%	7.8%	7.4%	7.4%	8.5%	9.0%
Very dissatisfied	2.8%	6.5%	2.3%	1.6%	1.8%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q6-3. Police efforts to prevent crime

Very satisfied	14.3%	21.1%	13.1%	12.8%	10.3%	13.0%
Satisfied	28.6%	25.0%	39.9%	36.7%	36.6%	35.2%
Neutral	35.7%	38.2%	27.4%	34.4%	32.9%	32.5%
Dissatisfied	14.3%	11.8%	14.3%	12.8%	15.5%	14.8%
Very dissatisfied	7.1%	3.9%	5.4%	3.3%	4.7%	4.5%

Q6-4. How quickly Police respond to emergencies

Very satisfied	23.9%	23.2%	11.2%	13.9%	11.0%	14.7%
Satisfied	37.3%	33.3%	50.3%	43.0%	42.4%	42.1%
Neutral	23.9%	30.4%	27.3%	27.2%	32.6%	29.5%
Dissatisfied	10.4%	10.1%	8.4%	12.6%	8.7%	9.9%
Very dissatisfied	4.5%	2.9%	2.8%	3.3%	5.2%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q6-5. Overall quality of local Police services

Very satisfied	19.1%	24.4%	13.5%	12.2%	14.5%	14.8%
Satisfied	35.3%	35.9%	47.2%	45.7%	44.9%	44.6%
Neutral	26.5%	25.6%	28.2%	29.8%	28.5%	28.0%
Dissatisfied	13.2%	11.5%	5.5%	10.1%	8.9%	9.1%
Very dissatisfied	5.9%	2.6%	5.5%	2.1%	3.3%	3.6%

Q6-6. Visibility of Fire personnel in your neighborhood

Very satisfied	34.3%	35.1%	22.6%	19.0%	20.0%	22.8%
Satisfied	25.7%	27.0%	45.7%	44.7%	40.0%	39.5%
Neutral	37.1%	32.4%	26.2%	33.0%	36.3%	33.2%
Dissatisfied	2.9%	4.1%	4.3%	2.2%	3.3%	3.6%
Very dissatisfied	0.0%	1.4%	1.2%	1.1%	0.5%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q6-7. Visibility of Fire personnel in commercial areas

Very satisfied	25.4%	27.4%	14.0%	15.6%	18.3%	18.1%
Satisfied	31.7%	35.6%	54.8%	50.3%	45.0%	45.8%
Neutral	42.9%	34.2%	30.6%	31.8%	33.2%	33.7%
Dissatisfied	0.0%	2.7%	0.0%	2.3%	3.5%	2.2%
Very dissatisfied	0.0%	0.0%	0.6%	0.0%	0.0%	0.1%

Q6-8. How quickly Fire personnel respond to emergencies

Very satisfied	44.4%	43.9%	27.1%	34.8%	32.2%	33.8%
Satisfied	38.1%	37.9%	56.9%	48.4%	49.2%	48.3%
Neutral	17.5%	16.7%	14.6%	16.1%	17.5%	16.8%
Dissatisfied	0.0%	1.5%	1.4%	0.0%	1.1%	0.9%
Very dissatisfied	0.0%	0.0%	0.0%	0.6%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q6-9. Overall quality of City fire protection

Very satisfied	45.5%	36.8%	25.8%	33.0%	29.3%	31.3%
Satisfied	37.9%	42.1%	60.1%	52.5%	56.3%	52.8%
Neutral	15.2%	19.7%	13.5%	13.4%	12.5%	14.5%
Dissatisfied	0.0%	1.3%	0.6%	0.6%	1.9%	1.1%
Very dissatisfied	1.5%	0.0%	0.0%	0.6%	0.0%	0.3%

Q6-10. City's Municipal Court

Very satisfied	19.2%	11.7%	8.8%	7.8%	7.2%	9.6%
Satisfied	26.9%	35.0%	40.4%	32.8%	39.1%	35.0%
Neutral	42.3%	48.3%	45.6%	52.3%	48.6%	49.3%
Dissatisfied	5.8%	3.3%	4.4%	5.5%	3.6%	4.1%
Very dissatisfied	5.8%	1.7%	0.9%	1.6%	1.4%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q7. Sum of top 3 choices

Visibility of Police in your neighborhood	40.5%	40.0%	31.5%	30.7%	30.2%	32.7%
Visibility of Police in commercial areas	13.5%	18.8%	14.6%	16.1%	17.2%	16.0%
Police efforts to prevent crime	58.1%	57.6%	64.6%	58.8%	64.2%	61.1%
How quickly Police respond to emergencies	52.7%	56.5%	63.5%	54.3%	56.0%	55.9%
Overall quality of local Police services	25.7%	32.9%	31.5%	38.7%	34.1%	34.3%
Visibility of Fire personnel in your neighborhood	10.8%	0.0%	4.5%	5.0%	3.4%	4.4%
Visibility of Fire personnel in commercial areas	0.0%	0.0%	0.6%	2.5%	0.9%	0.9%
How quickly Fire personnel respond to emergencies	41.9%	45.9%	53.4%	50.3%	49.6%	47.5%
Overall quality of City fire protection	17.6%	16.5%	12.4%	21.1%	17.2%	17.3%
City's Municipal Court	21.6%	12.9%	7.9%	10.1%	11.2%	11.4%
None chosen	4.1%	4.7%	2.8%	2.0%	3.4%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Daily	16.9%	11.7%	14.5%	6.9%	6.7%	9.9%
A few times per week	21.1%	24.7%	26.2%	22.3%	20.0%	21.6%
A few times per month	19.7%	27.3%	29.1%	31.9%	25.8%	26.3%
A few times per year	21.1%	13.0%	14.5%	13.8%	16.0%	16.8%
Seldom/never	21.1%	23.4%	15.7%	25.0%	31.6%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q9-1. Quality of City parks

Very satisfied	43.7%	37.2%	43.1%	51.3%	55.6%	47.6%
Satisfied	42.3%	47.4%	49.4%	41.5%	36.0%	43.0%
Neutral	14.1%	14.1%	6.9%	6.2%	6.7%	8.4%
Dissatisfied	0.0%	1.3%	0.6%	0.5%	1.8%	0.9%
Very dissatisfied	0.0%	0.0%	0.0%	0.5%	0.0%	0.1%

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

Very satisfied	47.1%	44.2%	47.9%	57.1%	61.5%	53.5%
Satisfied	37.1%	36.4%	40.8%	35.4%	32.6%	36.6%
Neutral	14.3%	16.9%	8.9%	5.8%	4.5%	8.3%
Dissatisfied	1.4%	2.6%	1.8%	1.1%	1.4%	1.4%
Very dissatisfied	0.0%	0.0%	0.6%	0.5%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q9-3. Quality of outdoor athletic fields

Very satisfied	32.7%	30.3%	35.7%	39.1%	44.7%	38.8%
Satisfied	40.0%	40.9%	42.0%	39.8%	41.6%	40.6%
Neutral	25.5%	25.8%	19.6%	19.9%	13.7%	19.2%
Dissatisfied	1.8%	3.0%	2.1%	0.6%	0.0%	1.2%
Very dissatisfied	0.0%	0.0%	0.7%	0.6%	0.0%	0.3%

Q9-4. Quality of recreation programs & classes

Very satisfied	24.6%	31.4%	30.4%	43.6%	40.3%	37.0%
Satisfied	42.1%	37.1%	43.9%	37.8%	41.9%	40.3%
Neutral	29.8%	24.3%	23.6%	18.0%	16.8%	20.7%
Dissatisfied	3.5%	7.1%	2.0%	0.0%	0.5%	1.7%
Very dissatisfied	0.0%	0.0%	0.0%	0.6%	0.5%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Very satisfied	31.9%	31.1%	35.8%	40.8%	34.1%	35.3%
Satisfied	34.8%	44.6%	37.6%	39.8%	46.3%	41.8%
Neutral	29.0%	17.6%	23.0%	16.8%	18.7%	19.9%
Dissatisfied	4.3%	5.4%	3.0%	2.1%	0.9%	2.6%
Very dissatisfied	0.0%	1.4%	0.6%	0.5%	0.0%	0.4%

Q9-6. City pools & aquatic facilities

Very satisfied	20.8%	26.9%	23.2%	28.6%	30.0%	27.0%
Satisfied	39.6%	32.8%	39.1%	39.1%	40.6%	38.9%
Neutral	35.8%	31.3%	32.6%	29.2%	22.9%	28.4%
Dissatisfied	1.9%	6.0%	5.1%	1.9%	5.9%	4.4%
Very dissatisfied	1.9%	3.0%	0.0%	1.2%	0.6%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Very satisfied	23.7%	17.1%	28.2%	27.0%	33.2%	27.9%
Satisfied	37.3%	42.9%	40.9%	43.7%	36.6%	39.6%
Neutral	32.2%	21.4%	21.5%	21.8%	25.2%	23.7%
Dissatisfied	5.1%	11.4%	6.0%	5.7%	3.5%	6.1%
Very dissatisfied	1.7%	7.1%	3.4%	1.7%	1.5%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q10. Sum of top 2 choices

Quality of City parks	62.2%	58.8%	63.5%	64.8%	65.5%	62.9%
Quality of walking/biking trails in Columbia	48.6%	24.7%	50.6%	51.8%	52.6%	48.2%
Quality of outdoor athletic fields	9.5%	5.9%	9.0%	11.1%	12.9%	10.6%
Quality of recreation programs & classes	16.2%	27.1%	17.4%	21.1%	22.0%	19.4%
Availability of information about City parks & recreation programs	12.2%	12.9%	10.1%	7.0%	6.9%	8.6%
City pools & aquatic facilities	5.4%	11.8%	9.6%	12.6%	9.9%	10.4%
Amount of land acquired to preserve open space/protect the environment	33.8%	27.1%	27.0%	16.6%	15.1%	21.1%
None chosen	5.4%	15.3%	6.2%	7.0%	6.9%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

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

Very satisfied	10.8%	4.9%	6.2%	6.2%	4.4%	6.0%
Satisfied	35.1%	24.4%	35.0%	28.7%	28.3%	30.0%
Neutral	18.9%	20.7%	25.4%	26.2%	27.0%	24.0%
Dissatisfied	23.0%	39.0%	21.5%	30.3%	30.5%	29.3%
Very dissatisfied	12.2%	11.0%	11.9%	8.7%	9.7%	10.7%

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

Very satisfied	11.0%	9.6%	6.3%	6.2%	6.6%	7.2%
Satisfied	27.4%	30.1%	35.6%	34.0%	31.0%	32.2%
Neutral	26.0%	21.7%	24.7%	21.1%	26.2%	23.3%
Dissatisfied	15.1%	27.7%	20.7%	28.4%	27.9%	25.2%
Very dissatisfied	20.5%	10.8%	12.6%	10.3%	8.3%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q11-3. Snow removal on major City streets

Very satisfied	30.1%	18.1%	16.0%	14.3%	13.0%	16.2%
Satisfied	34.2%	36.1%	56.6%	54.6%	53.5%	50.4%
Neutral	19.2%	28.9%	10.9%	18.4%	15.2%	16.9%
Dissatisfied	12.3%	14.5%	12.6%	9.2%	12.6%	12.0%
Very dissatisfied	4.1%	2.4%	4.0%	3.6%	5.7%	4.4%

Q11-4. Snow removal on neighborhood streets

Very satisfied	6.8%	9.8%	4.6%	6.6%	4.3%	5.9%
Satisfied	27.0%	17.1%	28.2%	22.4%	22.1%	23.8%
Neutral	14.9%	19.5%	23.6%	23.5%	21.6%	20.6%
Dissatisfied	29.7%	36.6%	25.9%	29.6%	29.0%	29.0%
Very dissatisfied	21.6%	17.1%	17.8%	17.9%	22.9%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q11-5. City street cleaning services

Very satisfied	14.9%	12.3%	10.8%	7.8%	7.8%	9.5%
Satisfied	34.3%	27.2%	38.2%	35.2%	34.3%	34.7%
Neutral	23.9%	43.2%	36.3%	37.4%	42.2%	37.6%
Dissatisfied	17.9%	11.1%	10.8%	14.0%	12.7%	12.8%
Very dissatisfied	9.0%	6.2%	3.8%	5.6%	2.9%	5.4%

Q11-6. Condition of sidewalks adjacent to City streets

Very satisfied	7.0%	11.1%	8.3%	7.3%	6.4%	7.7%
Satisfied	31.0%	28.4%	38.5%	42.2%	42.5%	37.6%
Neutral	35.2%	39.5%	37.3%	30.2%	34.7%	35.4%
Dissatisfied	19.7%	18.5%	11.8%	17.2%	13.7%	15.5%
Very dissatisfied	7.0%	2.5%	4.1%	3.1%	2.7%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q11-7. Availability of sidewalks in Columbia

Very satisfied	14.1%	10.8%	9.8%	10.9%	10.7%	10.6%
Satisfied	29.6%	33.7%	37.9%	44.3%	48.4%	41.3%
Neutral	31.0%	28.9%	31.6%	24.5%	20.4%	26.6%
Dissatisfied	15.5%	21.7%	15.5%	15.6%	17.8%	16.6%
Very dissatisfied	9.9%	4.8%	5.2%	4.7%	2.7%	5.0%

Q11-8. Condition of pavement markings

Very satisfied	7.0%	6.3%	6.5%	6.3%	4.5%	5.7%
Satisfied	31.0%	25.0%	29.6%	29.1%	35.4%	30.8%
Neutral	36.6%	37.5%	30.8%	29.1%	29.1%	31.4%
Dissatisfied	18.3%	26.3%	23.1%	23.3%	22.9%	22.8%
Very dissatisfied	7.0%	5.0%	10.1%	12.2%	8.1%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	
<u>Q11-9. Mowing/trimming of public areas along City streets</u>						
Very satisfied	18.1%	16.9%	13.8%	13.6%	12.1%	13.8%
Satisfied	45.8%	38.6%	48.9%	47.6%	48.2%	46.3%
Neutral	26.4%	26.5%	27.6%	25.7%	29.5%	27.5%
Dissatisfied	9.7%	15.7%	6.3%	8.4%	8.5%	9.0%
Very dissatisfied	0.0%	2.4%	3.4%	4.7%	1.8%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q12. Sum of top 3 choices

City maintenance & repair services for major City streets	66.2%	81.2%	79.2%	82.4%	81.5%	78.7%
City maintenance & repair services for streets in your neighborhood	36.5%	44.7%	38.8%	47.2%	42.2%	43.3%
Snow removal on major City streets	54.1%	60.0%	53.4%	59.3%	63.4%	58.1%
Snow removal on neighborhood streets	31.1%	34.1%	32.0%	32.2%	26.7%	31.3%
City street cleaning services	8.1%	8.2%	6.7%	5.0%	7.8%	6.6%
Condition of sidewalks adjacent to City streets	28.4%	14.1%	16.9%	14.6%	13.4%	15.7%
Availability of sidewalks in Columbia	24.3%	17.6%	16.9%	20.1%	21.1%	18.5%
Condition of pavement markings	24.3%	17.6%	23.6%	18.6%	22.8%	20.7%
Mowing/trimming of public areas along City streets	6.8%	5.9%	5.6%	8.0%	6.5%	6.4%
None chosen	4.1%	4.7%	8.4%	3.5%	3.9%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q13-1. Maintenance of residential property

Very satisfied	13.4%	8.1%	13.7%	11.8%	12.2%	12.0%
Satisfied	38.8%	41.9%	44.4%	46.5%	44.4%	43.4%
Neutral	34.3%	41.9%	32.7%	31.2%	31.6%	33.5%
Dissatisfied	10.4%	8.1%	7.2%	10.6%	9.7%	9.6%
Very dissatisfied	3.0%	0.0%	2.0%	0.0%	2.0%	1.5%

Q13-2. Residential building codes

Very satisfied	18.3%	7.5%	12.6%	14.2%	11.3%	12.2%
Satisfied	36.7%	38.8%	49.6%	44.6%	41.8%	43.0%
Neutral	31.7%	43.3%	33.3%	36.5%	35.0%	36.0%
Dissatisfied	10.0%	10.4%	4.4%	4.1%	9.6%	7.6%
Very dissatisfied	3.3%	0.0%	0.0%	0.7%	2.3%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q13-3. Maintenance of commercial property

Very satisfied	16.4%	7.1%	16.4%	9.6%	10.1%	11.4%
Satisfied	41.0%	42.9%	47.1%	44.2%	47.9%	44.8%
Neutral	36.1%	41.4%	32.1%	40.4%	34.6%	37.4%
Dissatisfied	6.6%	8.6%	3.6%	5.1%	6.9%	5.9%
Very dissatisfied	0.0%	0.0%	0.7%	0.6%	0.5%	0.4%

Q13-4. Commercial building codes

Very satisfied	18.2%	9.7%	12.0%	9.6%	9.3%	10.7%
Satisfied	32.7%	32.3%	41.6%	43.4%	42.7%	40.5%
Neutral	45.5%	53.2%	41.6%	42.6%	38.7%	42.8%
Dissatisfied	1.8%	4.8%	3.2%	4.4%	8.7%	5.2%
Very dissatisfied	1.8%	0.0%	1.6%	0.0%	0.7%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q13-5. Parking on neighborhood streets

Very satisfied	13.2%	9.0%	10.9%	11.7%	5.7%	9.2%
Satisfied	41.2%	41.0%	37.0%	34.4%	44.5%	39.6%
Neutral	25.0%	35.9%	35.8%	40.0%	33.0%	34.8%
Dissatisfied	11.8%	12.8%	14.5%	10.6%	11.5%	12.6%
Very dissatisfied	8.8%	1.3%	1.8%	3.3%	5.3%	3.8%

Q13-6. Clean-up of trash & litter

Very satisfied	15.3%	14.1%	12.9%	9.9%	11.2%	12.0%
Satisfied	25.0%	35.9%	44.1%	38.5%	42.1%	38.5%
Neutral	38.9%	26.9%	25.9%	24.0%	27.6%	27.9%
Dissatisfied	13.9%	20.5%	11.8%	25.0%	15.0%	17.4%
Very dissatisfied	6.9%	2.6%	5.3%	2.6%	4.2%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q14. Sum of top 3 choices

Maintenance of residential property	68.9%	60.0%	51.7%	50.3%	47.4%	52.1%
Residential building codes	31.1%	36.5%	30.9%	37.2%	42.7%	36.0%
Maintenance of commercial property	36.5%	47.1%	43.8%	43.2%	38.4%	41.0%
Commercial building codes	20.3%	21.2%	33.1%	30.7%	38.4%	30.9%
Parking on neighborhood streets	43.2%	28.2%	36.0%	31.2%	29.7%	32.3%
Clean-up of trash & litter	68.9%	69.4%	61.8%	67.3%	60.8%	63.6%
None chosen	8.1%	10.6%	11.8%	11.6%	12.5%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q15-1. Columbia City government is democratic & representative

Strongly agree	11.7%	12.3%	11.7%	12.4%	12.9%	11.9%
Agree	45.0%	24.7%	40.7%	42.7%	46.3%	40.3%
Neutral	28.3%	41.1%	33.8%	30.9%	24.9%	30.9%
Disagree	11.7%	20.5%	12.4%	7.9%	11.9%	12.6%
Strongly disagree	3.3%	1.4%	1.4%	6.2%	4.0%	4.3%

Q15-2. Columbia City government is transparent

Strongly agree	11.3%	7.0%	9.5%	9.2%	7.5%	8.4%
Agree	33.9%	23.9%	34.0%	26.4%	38.5%	31.2%
Neutral	37.1%	36.6%	38.1%	40.8%	34.0%	37.3%
Disagree	14.5%	26.8%	15.0%	15.5%	15.5%	17.6%
Strongly disagree	3.2%	5.6%	3.4%	8.0%	4.5%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q15-3. Columbia City government is efficient

Strongly agree	13.1%	5.3%	7.3%	7.3%	6.5%	7.1%
Agree	31.1%	33.3%	35.3%	35.4%	34.3%	33.5%
Neutral	34.4%	36.0%	36.0%	36.0%	34.3%	34.3%
Disagree	13.1%	21.3%	18.7%	13.5%	19.4%	18.3%
Strongly disagree	8.2%	4.0%	2.7%	7.9%	5.5%	6.7%

Q15-4. Columbia City government is innovative

Strongly agree	11.1%	5.6%	10.9%	9.9%	7.1%	8.4%
Agree	28.6%	23.6%	32.0%	27.5%	30.1%	27.7%
Neutral	46.0%	47.2%	38.1%	43.9%	39.8%	42.1%
Disagree	12.7%	20.8%	16.3%	12.9%	17.3%	16.7%
Strongly disagree	1.6%	2.8%	2.7%	5.8%	5.6%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q15-5. Columbia City government values diversity

Strongly agree	19.7%	14.9%	17.7%	17.6%	14.4%	16.5%
Agree	32.8%	32.4%	42.6%	44.1%	48.5%	43.1%
Neutral	32.8%	32.4%	30.5%	28.8%	28.4%	29.8%
Disagree	13.1%	14.9%	5.7%	5.3%	6.2%	7.2%
Strongly disagree	1.6%	5.4%	3.5%	4.1%	2.6%	3.6%

Q15-6. Columbia City employees are ethical & honest

Strongly agree	13.6%	10.0%	13.0%	15.1%	14.3%	13.6%
Agree	40.7%	32.9%	39.9%	46.4%	46.6%	41.7%
Neutral	33.9%	47.1%	39.1%	28.3%	27.0%	33.8%
Disagree	6.8%	8.6%	3.6%	4.2%	9.5%	6.6%
Strongly disagree	5.1%	1.4%	4.3%	6.0%	2.6%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Strongly agree	8.5%	6.8%	8.3%	7.6%	11.1%	8.4%
Agree	28.8%	21.6%	33.8%	36.6%	33.2%	31.7%
Neutral	40.7%	39.2%	35.2%	35.5%	33.2%	35.7%
Disagree	16.9%	28.4%	18.6%	12.2%	15.1%	17.2%
Strongly disagree	5.1%	4.1%	4.1%	8.1%	7.5%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Strongly agree	36.5%	32.1%	35.4%	41.1%	44.8%	38.4%
Agree	35.1%	45.2%	51.1%	47.2%	46.5%	46.9%
Neutral	21.6%	19.0%	9.6%	9.1%	5.2%	10.9%
Disagree	4.1%	2.4%	3.9%	2.0%	3.0%	3.0%
Strongly disagree	2.7%	1.2%	0.0%	0.5%	0.4%	0.8%

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

Strongly agree	27.8%	28.4%	26.4%	32.8%	40.0%	31.6%
Agree	37.5%	38.3%	46.1%	48.5%	44.3%	44.7%
Neutral	26.4%	25.9%	21.3%	13.6%	12.6%	18.3%
Disagree	4.2%	6.2%	5.6%	4.5%	2.6%	4.3%
Strongly disagree	4.2%	1.2%	0.6%	0.5%	0.4%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Strongly agree	17.6%	15.8%	27.1%	33.7%	57.5%	35.3%
Agree	25.0%	46.1%	52.4%	47.3%	34.4%	42.9%
Neutral	23.5%	23.7%	11.2%	16.3%	6.8%	13.6%
Disagree	20.6%	14.5%	7.6%	2.2%	0.5%	5.9%
Strongly disagree	13.2%	0.0%	1.8%	0.5%	0.9%	2.3%

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

Strongly agree	14.1%	12.0%	15.3%	19.4%	21.9%	18.4%
Agree	31.3%	36.0%	31.3%	40.0%	28.4%	33.2%
Neutral	34.4%	36.0%	31.3%	26.7%	25.6%	29.2%
Disagree	14.1%	13.3%	17.3%	11.7%	20.0%	15.2%
Strongly disagree	6.3%	2.7%	4.7%	2.2%	4.2%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Strongly agree	23.1%	18.6%	27.4%	27.6%	42.8%	31.0%
Agree	38.5%	38.6%	50.6%	50.6%	41.4%	45.5%
Neutral	23.1%	38.6%	19.5%	17.8%	9.8%	18.4%
Disagree	7.7%	4.3%	1.8%	2.9%	3.7%	3.3%
Strongly disagree	7.7%	0.0%	0.6%	1.1%	2.3%	1.9%

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

Strongly agree	16.1%	13.0%	22.0%	19.4%	33.2%	22.9%
Agree	30.6%	26.1%	40.3%	37.6%	39.7%	37.5%
Neutral	33.9%	47.8%	25.2%	31.8%	15.0%	27.0%
Disagree	12.9%	11.6%	11.3%	10.0%	9.3%	10.1%
Strongly disagree	6.5%	1.4%	1.3%	1.2%	2.8%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Strongly agree	18.9%	12.5%	11.7%	19.8%	19.3%	16.9%
Agree	35.8%	43.8%	45.8%	43.5%	41.5%	41.6%
Neutral	37.7%	31.3%	37.5%	29.8%	32.4%	34.0%
Disagree	5.7%	10.9%	4.2%	5.3%	5.1%	5.8%
Strongly disagree	1.9%	1.6%	0.8%	1.5%	1.7%	1.7%

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

Strongly agree	24.6%	18.8%	17.6%	20.7%	21.6%	20.3%
Agree	33.3%	36.2%	42.4%	46.7%	46.0%	42.3%
Neutral	36.8%	31.9%	34.4%	26.7%	26.7%	30.5%
Disagree	5.3%	11.6%	4.8%	5.2%	4.5%	5.8%
Strongly disagree	0.0%	1.4%	0.8%	0.7%	1.1%	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>Q41. Your total annual household income</u>					<u>Total</u>
	<u>Under \$25K</u>	<u>\$25K to \$34,999</u>	<u>\$35K to \$49,999</u>	<u>\$50K to \$99,999</u>	<u>\$100K+</u>	
	<u>Q16-9. There are opportunities for minorities to go into business for themselves & be successful</u>					
Strongly agree	24.1%	21.2%	21.5%	18.9%	16.8%	19.6%
Agree	29.6%	27.3%	39.7%	40.2%	42.9%	38.3%
Neutral	35.2%	31.8%	29.8%	32.3%	29.8%	30.9%
Disagree	9.3%	18.2%	8.3%	7.9%	8.7%	9.6%
Strongly disagree	1.9%	1.5%	0.8%	0.8%	1.9%	1.6%

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

N=849	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

A doctor's office	77.0%	74.1%	80.3%	81.4%	83.6%	80.2%
An urgent care center	41.9%	44.7%	43.8%	47.2%	44.4%	44.2%
A hospital emergency room	20.3%	16.5%	13.5%	12.1%	11.2%	13.7%
No usual place	2.7%	4.7%	5.1%	2.0%	1.7%	3.2%
Other	4.1%	5.9%	7.3%	6.0%	4.7%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Yes	16.7%	13.1%	7.3%	3.6%	3.0%	6.3%
No	83.3%	86.9%	92.7%	96.4%	97.0%	93.7%

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

N=53	<u>Q41. Your total annual household income</u>					<u>Total</u>
	<u>Under \$25K</u>	<u>\$25K to \$34,999</u>	<u>\$35K to \$49,999</u>	<u>\$50K to \$99,999</u>	<u>\$100K+</u>	
<u>Q18a. What was the main reason you could not get medical care</u>						
Cost/no insurance	50.0%	54.5%	60.0%	57.1%	42.9%	50.0%
Office wasn't open when I could get there	8.3%	0.0%	20.0%	0.0%	0.0%	8.0%
Too long a wait in the waiting room	0.0%	9.1%	0.0%	0.0%	14.3%	4.0%
No transportation	25.0%	0.0%	0.0%	0.0%	0.0%	8.0%
Distance from medical provider	0.0%	18.2%	0.0%	0.0%	0.0%	4.0%
Too long a wait for an appointment	16.7%	9.1%	20.0%	28.6%	42.9%	22.0%
No childcare	0.0%	9.1%	0.0%	14.3%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q19. Was there any time in past 12 months when you were not able to meet your basic needs

Yes	28.2%	18.1%	9.7%	1.0%	1.3%	7.0%
No	71.8%	81.9%	90.3%	99.0%	98.7%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q20. How many times on average did you engage in physical activities or exercise each week during past month

0 times	20.3%	16.9%	10.7%	6.1%	5.2%	9.3%
1 or 2 times	39.2%	41.0%	30.9%	31.3%	30.2%	32.8%
3+ times	40.5%	42.2%	58.4%	62.6%	64.7%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	
<u>Q21. How many times per day on average did you eat fruit and/or vegetables during past month</u>						
Four+ times/day	22.9%	31.3%	26.1%	33.2%	33.9%	30.3%
Less than four+ times/day	75.7%	67.5%	72.7%	66.8%	65.6%	69.1%
Never	1.4%	1.3%	1.1%	0.0%	0.4%	0.6%

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

N=849	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	
<u>Q22. What best describes your relationship with your neighbors</u>						
I have a close relationship with many of my neighbors	6.8%	15.5%	7.9%	16.6%	18.1%	14.5%
I have a close relationship with a few of my neighbors	21.6%	23.8%	27.5%	34.2%	31.5%	29.2%
I know several of my neighbors, but I am not very close with any of them	24.3%	32.1%	29.2%	27.6%	34.5%	30.3%
I know a few people in my neighborhood, but I am not very close with any of them	33.8%	16.7%	31.5%	19.1%	15.1%	21.6%
I don't know anyone in my neighborhood	13.5%	11.9%	3.9%	2.5%	0.9%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

They often help one another & have many social activities together	8.8%	13.3%	7.6%	12.1%	17.8%	12.7%
They often help one another but do not have many social activities together	19.1%	16.0%	17.0%	34.3%	30.9%	26.0%
They occasionally help one another but generally keep to themselves	39.7%	41.3%	51.5%	39.9%	39.1%	42.2%
They almost always keep to themselves	32.4%	29.3%	24.0%	13.6%	12.2%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q24-1. Crime, drugs or violence

Major problem	16.2%	19.2%	11.9%	8.0%	5.8%	10.0%
Moderate problem	30.9%	19.2%	11.3%	10.7%	7.5%	12.8%
Minor problem	25.0%	30.8%	28.6%	34.8%	30.5%	30.5%
Not a problem	27.9%	30.8%	48.2%	46.5%	56.2%	46.8%

Q24-2. Unemployment

Major problem	3.5%	6.3%	4.0%	0.0%	1.1%	2.4%
Moderate problem	22.8%	28.6%	8.1%	6.0%	3.2%	9.4%
Minor problem	29.8%	22.2%	23.4%	26.7%	13.4%	20.4%
Not a problem	43.9%	42.9%	64.5%	67.3%	82.4%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q24-3. Homelessness

Major problem	10.1%	14.1%	3.2%	3.4%	3.2%	4.9%
Moderate problem	5.8%	12.7%	9.6%	6.8%	3.2%	6.9%
Minor problem	31.9%	12.7%	10.9%	9.1%	6.0%	10.6%
Not a problem	52.2%	60.6%	76.3%	80.7%	87.5%	77.7%

Q24-4. Public schools not providing quality education

Major problem	9.4%	6.6%	3.7%	4.8%	3.8%	4.8%
Moderate problem	7.5%	11.5%	11.1%	9.1%	7.1%	9.4%
Minor problem	22.6%	21.3%	11.9%	11.5%	11.8%	13.6%
Not a problem	60.4%	60.7%	73.3%	74.5%	77.3%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q24-5. Lack of cultural activities

Major problem	7.8%	7.8%	4.5%	1.9%	2.5%	3.8%
Moderate problem	9.8%	20.3%	10.6%	7.5%	4.5%	8.2%
Minor problem	31.4%	20.3%	24.2%	13.1%	17.3%	18.3%
Not a problem	51.0%	51.6%	60.6%	77.5%	75.7%	69.8%

Q24-6. Lack of recreational activities

Major problem	7.0%	4.4%	2.6%	1.7%	2.8%	2.9%
Moderate problem	7.0%	13.2%	9.2%	6.7%	3.7%	6.7%
Minor problem	21.1%	20.6%	19.0%	15.6%	11.7%	15.0%
Not a problem	64.9%	61.8%	69.3%	76.1%	81.8%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q24-7. Lack of affordable, quality child care

Major problem	14.0%	20.0%	11.8%	10.1%	6.7%	10.9%
Moderate problem	25.6%	28.9%	28.2%	21.0%	10.4%	19.5%
Minor problem	30.2%	17.8%	22.4%	16.0%	17.8%	19.1%
Not a problem	30.2%	33.3%	37.6%	52.9%	65.2%	50.5%

Q24-8. Abandoned or run-down buildings

Major problem	4.5%	5.1%	1.8%	0.0%	1.8%	2.2%
Moderate problem	10.6%	9.0%	7.9%	3.7%	1.8%	5.1%
Minor problem	24.2%	23.1%	17.1%	18.0%	13.6%	17.3%
Not a problem	60.6%	62.8%	73.2%	78.3%	82.8%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q24-9. Unsupervised children or teenagers

Major problem	6.2%	11.1%	5.6%	5.4%	2.3%	5.3%
Moderate problem	12.3%	11.1%	10.5%	7.5%	5.1%	8.2%
Minor problem	27.7%	31.9%	25.3%	21.5%	20.7%	23.2%
Not a problem	53.8%	45.8%	58.6%	65.6%	71.9%	63.3%

Q24-10. Speeding on neighborhood streets

Major problem	20.8%	22.0%	10.3%	10.9%	9.2%	12.7%
Moderate problem	19.4%	20.7%	19.4%	19.7%	18.4%	19.7%
Minor problem	29.2%	37.8%	38.3%	41.5%	38.2%	38.1%
Not a problem	30.6%	19.5%	32.0%	28.0%	34.2%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q24-11. Lack of affordable housing

Major problem	21.2%	19.7%	9.8%	3.9%	4.7%	9.0%
Moderate problem	19.7%	25.8%	19.6%	12.3%	12.6%	15.9%
Minor problem	24.2%	21.2%	29.4%	31.0%	21.5%	24.6%
Not a problem	34.8%	33.3%	41.3%	52.9%	61.3%	50.4%

Q24-12. Tension between racial/ethnic groups

Major problem	3.1%	11.4%	2.8%	5.2%	3.5%	5.1%
Moderate problem	6.3%	12.9%	12.1%	6.4%	4.0%	7.9%
Minor problem	35.9%	20.0%	16.3%	16.2%	9.5%	15.2%
Not a problem	54.7%	55.7%	68.8%	72.3%	83.1%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Major problem	5.6%	7.3%	2.3%	2.1%	2.2%	3.2%
Moderate problem	4.2%	12.2%	8.1%	3.7%	5.7%	6.4%
Minor problem	19.4%	14.6%	16.2%	10.5%	12.3%	13.1%
Not a problem	70.8%	65.9%	73.4%	83.7%	79.8%	77.3%

Q24-14. Roaming/loose animals

Major problem	2.8%	5.1%	2.4%	1.0%	2.2%	2.2%
Moderate problem	6.9%	7.6%	5.9%	2.1%	4.0%	4.8%
Minor problem	31.9%	26.6%	19.4%	27.7%	22.6%	23.7%
Not a problem	58.3%	60.8%	72.4%	69.1%	71.2%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q24-15. Flooding

Major problem	0.0%	3.9%	0.6%	0.0%	1.8%	1.1%
Moderate problem	5.8%	7.9%	4.1%	3.1%	1.8%	3.8%
Minor problem	24.6%	23.7%	16.5%	15.6%	11.4%	15.8%
Not a problem	69.6%	64.5%	78.8%	81.3%	84.9%	79.3%

Q24-16. Overgrown lots

Major problem	5.6%	6.4%	0.6%	0.0%	2.2%	2.1%
Moderate problem	4.2%	6.4%	5.4%	4.2%	2.2%	4.3%
Minor problem	18.1%	20.5%	16.7%	20.9%	12.9%	17.2%
Not a problem	72.2%	66.7%	77.4%	74.9%	82.7%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q24-17. Graffiti

Major problem	1.4%	3.8%	0.0%	0.0%	0.0%	0.7%
Moderate problem	0.0%	3.8%	1.8%	0.0%	0.9%	1.5%
Minor problem	15.7%	7.6%	11.2%	8.9%	6.8%	9.0%
Not a problem	82.9%	84.8%	87.1%	91.1%	92.3%	88.8%

Q24-18. Abandoned cars or vehicles

Major problem	4.2%	3.7%	0.0%	0.5%	0.9%	1.2%
Moderate problem	4.2%	4.9%	1.8%	2.1%	2.7%	2.9%
Minor problem	18.3%	21.0%	11.4%	12.7%	9.0%	12.7%
Not a problem	73.2%	70.4%	86.7%	84.7%	87.4%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q25-1. Condition of housing

Very satisfied	28.6%	21.7%	21.4%	22.1%	34.2%	25.9%
Satisfied	37.1%	49.4%	54.3%	59.0%	54.4%	53.5%
Neutral	22.9%	20.5%	20.2%	14.4%	10.5%	16.3%
Dissatisfied	7.1%	7.2%	2.9%	4.1%	0.4%	3.3%
Very dissatisfied	4.3%	1.2%	1.2%	0.5%	0.4%	1.0%

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

Very satisfied	8.1%	10.7%	10.9%	7.1%	6.5%	8.1%
Satisfied	25.7%	22.6%	27.0%	26.5%	40.0%	29.5%
Neutral	23.0%	25.0%	23.0%	24.0%	16.5%	21.8%
Dissatisfied	28.4%	28.6%	25.9%	31.1%	30.9%	29.7%
Very dissatisfied	14.9%	13.1%	13.2%	11.2%	6.1%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q25-3. Availability of sidewalks

Very satisfied	13.5%	13.8%	14.6%	20.6%	21.0%	17.7%
Satisfied	35.1%	30.0%	39.8%	40.7%	45.4%	40.1%
Neutral	28.4%	30.0%	21.6%	20.1%	18.3%	22.2%
Dissatisfied	14.9%	17.5%	19.3%	13.9%	13.1%	15.5%
Very dissatisfied	8.1%	8.8%	4.7%	4.6%	2.2%	4.5%

Q25-4. Neighborhood parks

Very satisfied	20.6%	25.6%	22.8%	28.6%	29.9%	26.5%
Satisfied	45.6%	42.3%	53.3%	47.9%	50.0%	48.7%
Neutral	22.1%	24.4%	18.6%	18.8%	12.1%	18.1%
Dissatisfied	10.3%	6.4%	4.8%	2.6%	6.3%	5.2%
Very dissatisfied	1.5%	1.3%	0.6%	2.1%	1.8%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q25-5. Overall appearance of your neighborhood

Very satisfied	24.3%	21.7%	24.0%	27.4%	33.9%	27.8%
Satisfied	40.5%	50.6%	54.9%	57.4%	55.7%	53.6%
Neutral	27.0%	19.3%	15.4%	10.7%	7.0%	13.6%
Dissatisfied	6.8%	8.4%	5.7%	4.1%	3.0%	4.7%
Very dissatisfied	1.4%	0.0%	0.0%	0.5%	0.4%	0.4%

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

Very satisfied	19.2%	18.5%	18.6%	19.0%	21.9%	19.7%
Satisfied	47.9%	46.9%	53.3%	55.4%	55.4%	52.7%
Neutral	27.4%	27.2%	22.8%	17.4%	15.2%	20.3%
Dissatisfied	4.1%	3.7%	4.2%	4.6%	6.7%	5.4%
Very dissatisfied	1.4%	3.7%	1.2%	3.6%	0.9%	2.0%

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

N=849

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q26. How would you like to receive information from City

City newsletter that comes with utility bill	63.5%	81.2%	71.9%	71.9%	69.0%	70.7%
Local newspaper	35.1%	28.2%	27.0%	40.7%	31.0%	32.2%
Television news	54.1%	56.5%	58.4%	59.8%	42.2%	53.0%
City cable channel	12.2%	16.5%	9.0%	8.0%	4.7%	8.2%
City website	27.0%	31.8%	48.9%	44.7%	36.2%	39.1%
Radio	24.3%	35.3%	30.9%	34.7%	28.9%	31.1%
Friends/neighbors	17.6%	17.6%	14.6%	14.1%	12.5%	13.9%
Neighborhood/homeowners associations	17.6%	25.9%	20.8%	23.1%	35.8%	25.0%
Facebook	24.3%	21.2%	32.6%	26.1%	28.0%	26.5%
Twitter	10.8%	5.9%	6.7%	6.0%	10.3%	7.5%
YouTube	4.1%	4.7%	4.5%	2.0%	1.7%	2.8%
Pinterest	1.4%	2.4%	0.0%	0.0%	0.0%	0.4%
Instagram	5.4%	4.7%	2.8%	2.0%	3.9%	3.1%
Other	8.1%	4.7%	2.8%	5.5%	7.3%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Strongly agree	16.2%	14.7%	17.7%	19.7%	22.0%	18.7%
Agree	50.0%	37.3%	48.7%	45.4%	51.4%	46.8%
Neutral	26.5%	44.0%	29.1%	25.7%	20.2%	27.8%
Disagree	5.9%	4.0%	3.2%	6.0%	6.0%	4.9%
Strongly disagree	1.5%	0.0%	1.3%	3.3%	0.5%	1.8%

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

Strongly agree	14.1%	15.1%	13.4%	13.4%	15.7%	13.8%
Agree	39.1%	32.9%	39.5%	41.3%	43.3%	39.9%
Neutral	31.3%	39.7%	37.6%	28.5%	32.3%	33.9%
Disagree	14.1%	12.3%	8.3%	14.0%	6.9%	10.4%
Strongly disagree	1.6%	0.0%	1.3%	2.8%	1.8%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Strongly agree	17.9%	13.5%	10.8%	10.8%	15.4%	12.8%
Agree	41.8%	39.2%	41.1%	44.9%	46.7%	43.0%
Neutral	25.4%	37.8%	35.4%	30.8%	29.4%	32.5%
Disagree	13.4%	9.5%	11.4%	11.4%	7.9%	10.2%
Strongly disagree	1.5%	0.0%	1.3%	2.2%	0.5%	1.6%

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

Strongly agree	8.6%	11.4%	6.4%	10.5%	8.9%	8.4%
Agree	25.7%	27.3%	23.1%	24.4%	12.2%	22.8%
Neutral	57.1%	50.0%	52.6%	39.5%	50.0%	46.6%
Disagree	2.9%	4.5%	12.8%	15.1%	10.0%	11.1%
Strongly disagree	5.7%	6.8%	5.1%	10.5%	18.9%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Strongly agree	11.5%	16.7%	16.9%	14.9%	15.8%	15.1%
Agree	48.1%	45.0%	50.0%	51.8%	52.6%	50.2%
Neutral	34.6%	28.3%	27.0%	25.0%	27.6%	27.9%
Disagree	3.8%	8.3%	6.1%	7.1%	2.6%	5.2%
Strongly disagree	1.9%	1.7%	0.0%	1.2%	1.5%	1.5%

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

Strongly agree	10.2%	15.5%	13.3%	14.5%	13.6%	13.4%
Agree	42.4%	45.1%	51.3%	51.7%	46.5%	48.5%
Neutral	40.7%	33.8%	28.0%	25.6%	32.3%	30.8%
Disagree	3.4%	4.2%	4.7%	5.8%	6.6%	5.0%
Strongly disagree	3.4%	1.4%	2.7%	2.3%	1.0%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Strongly agree	4.0%	8.8%	13.1%	9.9%	12.8%	10.1%
Agree	24.0%	33.3%	41.1%	35.5%	32.3%	34.3%
Neutral	60.0%	38.6%	34.6%	38.8%	39.8%	41.2%
Disagree	8.0%	15.8%	8.4%	10.7%	9.8%	9.7%
Strongly disagree	4.0%	3.5%	2.8%	5.0%	5.3%	4.7%

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

Strongly agree	11.4%	11.1%	5.1%	10.0%	14.8%	10.1%
Agree	36.4%	37.0%	39.4%	48.2%	38.5%	40.5%
Neutral	38.6%	38.9%	44.4%	32.7%	36.9%	38.8%
Disagree	9.1%	11.1%	8.1%	3.6%	6.6%	6.5%
Strongly disagree	4.5%	1.9%	3.0%	5.5%	3.3%	4.1%

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

N=849	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Yes	44.6%	52.9%	42.7%	51.3%	54.7%	49.8%
No	55.4%	47.1%	57.3%	48.7%	45.3%	50.2%

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

N=423	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q28a. How did you contact City most recently

Telephone	75.8%	75.6%	72.0%	69.7%	70.4%	71.9%
Website	18.2%	11.1%	17.3%	21.2%	15.2%	16.6%
Walk-in	6.1%	6.7%	8.0%	8.1%	10.4%	8.9%
Through City Council member or Mayor	0.0%	6.7%	2.7%	1.0%	4.0%	2.6%

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

N=423

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q28b. For which service did you contact City most recently

Police	9.1%	7.0%	7.9%	9.9%	7.3%	7.9%
Fire	0.0%	0.0%	0.0%	2.0%	0.0%	0.7%
Water	6.1%	4.7%	6.6%	9.9%	8.1%	7.7%
Sewer	0.0%	2.3%	5.3%	2.0%	2.4%	2.4%
Stormwater	3.0%	0.0%	3.9%	1.0%	4.0%	2.4%
Parks & recreation	0.0%	7.0%	5.3%	3.0%	3.2%	3.6%
Code enforcement	12.1%	7.0%	5.3%	8.9%	4.8%	7.9%
Public health	3.0%	2.3%	2.6%	0.0%	0.8%	1.2%
Streets	6.1%	11.6%	7.9%	8.9%	11.3%	9.6%
Sidewalks	0.0%	4.7%	0.0%	0.0%	4.0%	1.7%
Electric service	18.2%	14.0%	14.5%	8.9%	11.3%	13.2%
Public transportation	3.0%	0.0%	2.6%	1.0%	0.8%	1.2%
Planning & zoning	3.0%	0.0%	0.0%	5.0%	4.8%	2.9%
Monthly utility billing	18.2%	7.0%	7.9%	6.9%	7.3%	8.2%
Solid waste (trash, recycling, yard waste)	18.2%	20.9%	22.4%	23.8%	15.3%	19.2%

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

N=423	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	
<u>Q28b. For which service did you contact City most recently (cont.)</u>						
Airport	0.0%	0.0%	0.0%	0.0%	0.8%	0.2%
Energy efficiency	0.0%	0.0%	2.6%	2.0%	2.4%	1.7%
Other	0.0%	11.6%	5.3%	6.9%	11.3%	8.2%

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

N=423	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	
<u>Q28c. Why did you contact City about this service</u>						
Request service	12.1%	20.0%	18.4%	21.6%	18.9%	20.1%
Get information	24.2%	28.9%	28.9%	27.5%	30.7%	27.9%
Report a problem	42.4%	46.7%	42.1%	40.2%	37.8%	40.7%
Discuss a billing problem	18.2%	15.6%	7.9%	8.8%	10.2%	11.1%
Request emergency assistance	9.1%	2.2%	2.6%	1.0%	0.0%	2.1%
Request non-emergency assistance	12.1%	2.2%	9.2%	11.8%	3.9%	7.6%
Comply with City requirements	0.0%	2.2%	9.2%	5.9%	6.3%	5.4%
Other	6.1%	11.1%	10.5%	4.9%	9.4%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Strongly agree	25.8%	29.3%	20.0%	23.5%	27.4%	24.3%
Agree	48.4%	36.6%	61.4%	49.0%	53.2%	52.6%
Neutral	12.9%	29.3%	10.0%	20.4%	12.9%	15.9%
Disagree	6.5%	4.9%	4.3%	4.1%	4.0%	4.0%
Strongly disagree	6.5%	0.0%	4.3%	3.1%	2.4%	3.2%

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

Strongly agree	28.1%	12.2%	14.7%	19.0%	20.0%	18.5%
Agree	31.3%	46.3%	53.3%	46.0%	51.2%	47.4%
Neutral	28.1%	17.1%	21.3%	15.0%	16.8%	18.5%
Disagree	6.3%	14.6%	9.3%	14.0%	6.4%	9.7%
Strongly disagree	6.3%	9.8%	1.3%	6.0%	5.6%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Strongly agree	21.9%	16.3%	14.9%	17.0%	20.8%	18.2%
Agree	37.5%	30.2%	40.5%	44.0%	43.2%	40.9%
Neutral	21.9%	18.6%	18.9%	17.0%	21.6%	20.1%
Disagree	12.5%	23.3%	21.6%	14.0%	6.4%	13.3%
Strongly disagree	6.3%	11.6%	4.1%	8.0%	8.0%	7.5%

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

Strongly agree	36.7%	31.7%	33.8%	35.7%	42.3%	35.8%
Agree	36.7%	53.7%	45.1%	48.0%	42.3%	45.8%
Neutral	20.0%	12.2%	14.1%	7.1%	8.9%	10.9%
Disagree	6.7%	2.4%	2.8%	7.1%	2.4%	4.2%
Strongly disagree	0.0%	0.0%	4.2%	2.0%	4.1%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Strongly agree	29.0%	20.0%	29.4%	27.1%	32.2%	27.6%
Agree	38.7%	40.0%	36.8%	40.6%	42.4%	41.1%
Neutral	25.8%	28.6%	16.2%	18.8%	12.7%	17.8%
Disagree	3.2%	8.6%	7.4%	8.3%	6.8%	7.2%
Strongly disagree	3.2%	2.9%	10.3%	5.2%	5.9%	6.2%

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

Strongly agree	40.0%	24.4%	23.9%	27.3%	35.5%	29.2%
Agree	30.0%	36.6%	43.7%	43.4%	42.7%	41.1%
Neutral	20.0%	17.1%	18.3%	14.1%	12.9%	16.3%
Disagree	3.3%	19.5%	5.6%	10.1%	2.4%	7.2%
Strongly disagree	6.7%	2.4%	8.5%	5.1%	6.5%	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	Q41. Your total annual household income					Total
	Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q28d-7. City employees were knowledgeable

Strongly agree	40.0%	25.0%	25.0%	28.6%	35.8%	30.3%
Agree	33.3%	40.0%	44.4%	42.9%	41.5%	42.0%
Neutral	20.0%	20.0%	23.6%	17.3%	12.2%	17.3%
Disagree	3.3%	15.0%	2.8%	8.2%	4.9%	6.0%
Strongly disagree	3.3%	0.0%	4.2%	3.1%	5.7%	4.5%

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

Strongly agree	37.5%	26.8%	23.0%	26.3%	33.3%	28.1%
Agree	37.5%	36.6%	45.9%	46.5%	40.7%	42.3%
Neutral	12.5%	22.0%	13.5%	9.1%	14.6%	14.7%
Disagree	6.3%	14.6%	8.1%	11.1%	4.9%	8.1%
Strongly disagree	6.3%	0.0%	9.5%	7.1%	6.5%	6.8%

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

N=849

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q29. How do you rate overall service provided by City's Utility Billing Office

Excellent	21.2%	16.9%	21.7%	21.5%	25.5%	22.0%
Good	43.9%	46.5%	47.8%	48.1%	52.9%	48.1%
Average	25.8%	29.6%	23.6%	26.5%	16.7%	24.2%
Poor	3.0%	4.2%	4.3%	3.3%	2.9%	3.3%
Very poor	6.1%	2.8%	2.5%	0.6%	2.0%	2.4%

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

N=849

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q30-1. Residential trash collection service

Yes	94.6%	95.3%	94.9%	98.0%	100.0%	97.1%
No	5.4%	4.7%	5.1%	2.0%	0.0%	2.9%

Q30-2. Curbside recycling (blue bags)

Yes	60.8%	82.4%	80.3%	86.4%	92.7%	84.5%
No	39.2%	17.6%	19.7%	13.6%	7.3%	15.5%

Q30-3. Drop-off recycling

Yes	28.4%	43.5%	53.4%	49.2%	45.7%	46.3%
No	71.6%	56.5%	46.6%	50.8%	54.3%	53.7%

Q30-4. City electric service

Yes	85.1%	82.4%	81.5%	81.9%	86.2%	84.1%
No	14.9%	17.6%	18.5%	18.1%	13.8%	15.9%

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

N=849

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q30-5. City water service

Yes	89.2%	94.1%	94.4%	91.5%	95.3%	93.1%
No	10.8%	5.9%	5.6%	8.5%	4.7%	6.9%

Q30-6. City sewer service

Yes	89.2%	91.8%	93.8%	94.0%	97.0%	94.1%
No	10.8%	8.2%	6.2%	6.0%	3.0%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q30-1. Residential trash collection service

Very satisfied	50.0%	48.7%	46.4%	49.2%	47.6%	47.6%
Satisfied	34.3%	42.1%	45.8%	40.2%	41.6%	42.0%
Neutral	10.0%	6.6%	5.4%	3.2%	5.6%	5.8%
Dissatisfied	4.3%	2.6%	1.2%	6.3%	4.8%	3.8%
Very dissatisfied	1.4%	0.0%	1.2%	1.1%	0.4%	0.7%

Q30-2. Curbside recycling (blue bags)

Very satisfied	46.7%	49.2%	45.1%	51.2%	46.9%	47.4%
Satisfied	42.2%	36.9%	45.1%	36.1%	41.8%	40.7%
Neutral	8.9%	12.3%	6.3%	4.2%	6.6%	7.3%
Dissatisfied	2.2%	1.5%	1.4%	6.0%	3.8%	3.3%
Very dissatisfied	0.0%	0.0%	2.1%	2.4%	0.9%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q30-3. Drop-off recycling

Very satisfied	50.0%	48.6%	45.3%	45.7%	41.3%	44.5%
Satisfied	38.9%	40.0%	40.0%	47.9%	44.2%	43.7%
Neutral	11.1%	2.9%	7.4%	5.3%	9.6%	7.6%
Dissatisfied	0.0%	5.7%	6.3%	0.0%	3.8%	3.2%
Very dissatisfied	0.0%	2.9%	1.1%	1.1%	1.0%	1.1%

Q30-4. City electric service

Very satisfied	51.6%	44.8%	41.0%	42.8%	46.0%	43.3%
Satisfied	30.6%	41.8%	49.3%	44.0%	39.4%	43.2%
Neutral	14.5%	4.5%	4.9%	6.9%	10.6%	7.9%
Dissatisfied	3.2%	6.0%	4.2%	4.4%	3.0%	4.0%
Very dissatisfied	0.0%	3.0%	0.7%	1.9%	1.0%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q30-5. City water service

Very satisfied	50.0%	43.4%	44.9%	48.0%	43.6%	44.4%
Satisfied	32.8%	43.4%	46.7%	41.7%	39.4%	42.2%
Neutral	12.5%	7.9%	4.8%	6.9%	11.0%	8.5%
Dissatisfied	4.7%	5.3%	3.0%	2.3%	5.0%	4.0%
Very dissatisfied	0.0%	0.0%	0.6%	1.1%	0.9%	0.9%

Q30-6. City sewer service

Very satisfied	47.6%	44.6%	44.8%	46.6%	44.8%	44.4%
Satisfied	38.1%	43.2%	47.9%	43.8%	43.9%	44.9%
Neutral	9.5%	10.8%	4.8%	7.4%	9.9%	8.2%
Dissatisfied	4.8%	1.4%	2.4%	1.1%	0.9%	1.9%
Very dissatisfied	0.0%	0.0%	0.0%	1.1%	0.4%	0.5%

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

N=849

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q31-1. Used Police services

Yes	35.1%	18.8%	20.2%	19.1%	19.4%	20.6%
No	64.9%	78.8%	78.7%	79.9%	80.6%	77.9%
Not provided	0.0%	2.4%	1.1%	1.0%	0.0%	1.5%

Q31-2. Been a victim of any crime

Yes	16.2%	8.2%	6.2%	3.5%	7.3%	7.1%
No	83.8%	89.4%	92.7%	94.0%	92.2%	91.0%
Not provided	0.0%	2.4%	1.1%	2.5%	0.4%	1.9%

Q31-3. Used Fire or Emergency Medical services

Yes	21.6%	12.9%	11.8%	7.5%	4.7%	9.7%
No	78.4%	84.7%	86.5%	91.5%	94.8%	88.5%
Not provided	0.0%	2.4%	1.7%	1.0%	0.4%	1.9%

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

N=849

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q31-4. Visited a community recreation center

Yes	39.2%	42.4%	44.4%	63.3%	54.3%	50.5%
No	60.8%	54.1%	54.5%	35.2%	45.3%	47.6%
Not provided	0.0%	3.5%	1.1%	1.5%	0.4%	1.9%

Q31-5. Visited a City park

Yes	79.7%	77.6%	87.1%	90.5%	89.2%	85.4%
No	20.3%	21.2%	12.4%	8.5%	10.3%	13.3%
Not provided	0.0%	1.2%	0.6%	1.0%	0.4%	1.3%

Q31-6. Used public transportation/bus

Yes	17.6%	14.1%	8.4%	2.5%	3.9%	6.7%
No	82.4%	83.5%	91.0%	96.0%	95.7%	91.8%
Not provided	0.0%	2.4%	0.6%	1.5%	0.4%	1.5%

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

N=849

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q31-7. Attended or watched any City meetings

Yes	14.9%	25.9%	14.0%	26.6%	22.8%	21.4%
No	85.1%	71.8%	84.8%	71.9%	76.3%	76.8%
Not provided	0.0%	2.4%	1.1%	1.5%	0.9%	1.8%

Q31-8. Used Columbia Regional Airport

Yes	27.0%	20.0%	38.8%	44.7%	68.1%	45.7%
No	73.0%	77.6%	60.7%	54.3%	31.5%	52.9%
Not provided	0.0%	2.4%	0.6%	1.0%	0.4%	1.4%

Q31-9. Used public health services provided by City

Yes	24.3%	15.3%	14.0%	15.1%	11.6%	14.5%
No	75.7%	82.4%	84.8%	83.9%	87.9%	83.9%
Not provided	0.0%	2.4%	1.1%	1.0%	0.4%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q32-1. Increasing energy conservation & efficiency programs

Very important	63.8%	60.3%	54.2%	52.9%	50.5%	53.7%
Somewhat important	17.4%	21.8%	33.9%	32.5%	31.4%	28.9%
Neutral	14.5%	14.1%	8.3%	8.4%	10.0%	10.7%
Not very important	1.4%	1.3%	2.4%	4.2%	4.5%	3.6%
Not important at all	2.9%	2.6%	1.2%	2.1%	3.6%	3.0%

Q32-2. Fostering natural areas in public spaces

Very important	55.7%	50.0%	46.4%	37.4%	40.3%	42.4%
Somewhat important	15.7%	26.3%	34.3%	35.8%	36.1%	32.4%
Neutral	22.9%	21.1%	13.9%	17.9%	15.3%	17.4%
Not very important	2.9%	0.0%	2.4%	6.3%	4.6%	4.3%
Not important at all	2.9%	2.6%	3.0%	2.6%	3.7%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

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

Very important	54.4%	50.0%	39.9%	32.1%	37.8%	38.8%
Somewhat important	17.6%	26.9%	35.7%	39.5%	33.6%	33.5%
Neutral	19.1%	20.5%	17.9%	17.9%	16.1%	17.6%
Not very important	4.4%	0.0%	4.2%	7.4%	7.4%	6.5%
Not important at all	4.4%	2.6%	2.4%	3.2%	5.1%	3.7%

Q32-4. Increasing renewable energy programs

Very important	63.8%	60.8%	56.3%	54.2%	53.2%	55.0%
Somewhat important	17.4%	17.7%	25.7%	28.1%	27.5%	25.6%
Neutral	14.5%	17.7%	13.8%	10.9%	7.3%	11.4%
Not very important	1.4%	1.3%	3.6%	2.6%	7.3%	4.5%
Not important at all	2.9%	2.5%	0.6%	4.2%	4.6%	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

Q41. Your total annual household income						Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+		

Q32-5. Adapting to climate change

Very important	65.2%	50.0%	50.6%	51.1%	45.8%	49.6%
Somewhat important	12.1%	20.0%	22.0%	23.7%	22.2%	20.5%
Neutral	18.2%	22.5%	16.1%	12.4%	13.4%	15.8%
Not very important	1.5%	3.8%	5.4%	3.8%	7.4%	5.5%
Not important at all	3.0%	3.8%	6.0%	9.1%	11.1%	8.7%

Q32-6. Increasing recycling & composting collection services

Very important	58.0%	50.6%	53.6%	48.5%	50.9%	50.3%
Somewhat important	23.2%	23.5%	27.7%	29.9%	29.5%	27.5%
Neutral	17.4%	21.0%	14.5%	13.4%	10.5%	15.6%
Not very important	1.4%	0.0%	3.0%	5.7%	5.0%	4.0%
Not important at all	0.0%	4.9%	1.2%	2.6%	4.1%	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

Q41. Your total annual household income					Total
Under \$25K	\$25K to \$34,999	\$35K to \$49,999	\$50K to \$99,999	\$100K+	

Q32-7. Increasing water conservation programs

Very important	56.5%	49.4%	49.7%	43.8%	43.6%	46.4%
Somewhat important	15.9%	26.6%	34.9%	31.3%	30.3%	29.3%
Neutral	23.2%	21.5%	11.8%	19.8%	15.1%	17.6%
Not very important	1.4%	0.0%	2.4%	2.6%	7.8%	4.0%
Not important at all	2.9%	2.5%	1.2%	2.6%	3.2%	2.6%