

City of Columbia Community Survey

Crosstabular Data by College Students, Age and Gender

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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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q1-1. Police services provided by City</u>									
Very satisfied	8.9%	21.1%	12.9%	18.0%	20.8%	24.2%	26.8%	20.6%	20.1%	20.1%
Satisfied	41.1%	44.6%	40.6%	43.5%	40.5%	47.0%	49.3%	44.6%	44.1%	44.4%
Neutral	30.4%	20.7%	26.5%	23.0%	22.6%	17.4%	18.3%	19.1%	24.3%	21.3%
Dissatisfied	12.5%	11.1%	12.9%	13.0%	13.7%	10.1%	4.9%	12.7%	8.7%	11.2%
Very dissatisfied	7.1%	2.5%	7.1%	2.5%	2.4%	1.3%	0.7%	2.9%	2.9%	2.9%
<u>Q1-2. Fire services provided by City</u>										
Very satisfied	27.5%	41.9%	37.7%	37.0%	40.9%	44.9%	44.0%	42.5%	39.6%	41.0%
Satisfied	54.9%	46.8%	46.4%	49.4%	49.1%	44.9%	46.8%	45.8%	48.7%	47.1%
Neutral	17.6%	10.7%	15.9%	13.0%	10.1%	8.2%	9.2%	10.7%	11.4%	11.3%
Dissatisfied	0.0%	0.6%	0.0%	0.6%	0.0%	2.0%	0.0%	0.8%	0.3%	0.5%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q1-3. Parks & recreation programs & facilities provided by City</u>										
Very satisfied	44.6%	47.3%	40.6%	46.7%	44.0%	52.3%	54.9%	46.5%	47.5%	46.9%
Satisfied	41.5%	39.7%	46.3%	40.2%	42.2%	33.8%	34.7%	38.5%	41.3%	39.9%
Neutral	12.3%	8.9%	10.3%	7.7%	11.4%	8.6%	8.3%	9.4%	8.7%	9.2%
Dissatisfied	1.5%	3.1%	2.9%	3.6%	1.8%	2.6%	2.1%	3.6%	2.2%	2.9%
Very dissatisfied	0.0%	1.1%	0.0%	1.8%	0.6%	2.6%	0.0%	1.9%	0.2%	1.1%
<u>Q1-4. Condition (smoothness, absence of cracks/potholes) of streets in Columbia</u>										
Very satisfied	1.6%	2.6%	2.8%	3.5%	1.2%	2.0%	4.1%	1.4%	3.6%	2.6%
Satisfied	21.9%	17.8%	23.2%	17.4%	14.0%	21.9%	12.9%	19.6%	16.9%	18.0%
Neutral	20.3%	21.6%	24.3%	18.6%	18.7%	23.2%	23.8%	23.2%	20.5%	21.7%
Dissatisfied	37.5%	38.5%	29.9%	39.5%	45.6%	37.7%	40.1%	39.4%	37.8%	38.5%
Very dissatisfied	18.8%	19.4%	19.8%	20.9%	20.5%	15.2%	19.0%	16.4%	21.2%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q1-5. Enforcement of City codes & ordinances</u>									
Very satisfied	1.9%	9.1%	8.0%	9.8%	6.7%	9.8%	8.6%	6.2%	11.5%	8.7%
Satisfied	43.4%	30.1%	34.1%	28.8%	27.5%	30.1%	35.9%	31.7%	30.5%	31.1%
Neutral	41.5%	44.5%	43.5%	43.1%	51.0%	43.4%	40.6%	45.4%	42.7%	43.9%
Dissatisfied	11.3%	11.5%	11.6%	12.4%	10.1%	11.2%	12.5%	12.1%	10.7%	11.7%
Very dissatisfied	1.9%	4.8%	2.9%	5.9%	4.7%	5.6%	2.3%	4.6%	4.6%	4.6%
<u>Q1-6. Quality of customer service you receive from City employees</u>										
Very satisfied	19.6%	25.7%	23.1%	23.7%	23.7%	31.3%	28.6%	24.4%	26.4%	25.4%
Satisfied	42.9%	47.3%	46.2%	43.6%	50.6%	42.9%	49.3%	47.3%	45.9%	46.6%
Neutral	26.8%	21.8%	23.7%	26.9%	19.2%	22.4%	19.3%	22.9%	22.1%	22.3%
Dissatisfied	8.9%	4.1%	5.8%	5.1%	4.5%	2.0%	2.9%	4.6%	4.0%	4.4%
Very dissatisfied	1.8%	1.1%	1.3%	0.6%	1.9%	1.4%	0.0%	0.8%	1.6%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q1-7. Effectiveness of City communication with the public</u>									
Very satisfied	9.5%	19.7%	18.2%	19.0%	16.4%	21.7%	21.4%	18.0%	19.8%	18.9%
Satisfied	36.5%	42.8%	40.6%	39.3%	44.8%	42.8%	42.8%	39.9%	44.5%	42.1%
Neutral	44.4%	29.1%	34.7%	28.8%	32.1%	28.3%	28.3%	31.5%	29.9%	30.5%
Dissatisfied	9.5%	6.8%	6.5%	10.4%	4.8%	5.3%	6.9%	8.6%	5.0%	7.0%
Very dissatisfied	0.0%	1.5%	0.0%	2.5%	1.8%	2.0%	0.7%	2.0%	0.8%	1.5%
<u>Q1-8. City's stormwater runoff/stormwater management system</u>										
Very satisfied	14.5%	14.7%	16.3%	14.2%	12.9%	17.0%	14.4%	13.6%	16.1%	14.9%
Satisfied	52.7%	38.1%	43.8%	35.5%	32.3%	42.9%	42.4%	41.9%	36.8%	39.0%
Neutral	21.8%	33.4%	30.7%	31.0%	39.4%	31.3%	30.3%	30.9%	34.1%	32.6%
Dissatisfied	10.9%	11.1%	7.8%	15.5%	13.5%	7.5%	9.8%	11.5%	10.6%	11.1%
Very dissatisfied	0.0%	2.6%	1.3%	3.9%	1.9%	1.4%	3.0%	2.1%	2.5%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q1-9. Public health services provided by City</u>									
Very satisfied	18.0%	23.7%	25.4%	18.1%	26.9%	27.1%	20.5%	19.1%	28.0%	23.5%
Satisfied	46.0%	42.8%	44.4%	48.6%	33.8%	39.1%	47.9%	45.5%	39.6%	42.7%
Neutral	32.0%	30.1%	24.6%	30.4%	34.6%	33.8%	27.4%	31.5%	29.3%	30.2%
Dissatisfied	4.0%	2.8%	4.8%	2.2%	3.1%	0.0%	4.3%	3.3%	2.5%	2.9%
Very dissatisfied	0.0%	0.7%	0.8%	0.7%	1.5%	0.0%	0.0%	0.6%	0.6%	0.8%
<u>Q1-10. Solid waste services (trash, recycling, etc.)</u>										
Very satisfied	23.1%	35.4%	24.7%	32.4%	34.7%	40.5%	43.8%	35.2%	33.5%	34.4%
Satisfied	53.8%	46.5%	51.1%	51.2%	43.1%	41.2%	45.2%	46.4%	47.6%	46.7%
Neutral	10.8%	9.4%	9.6%	8.2%	15.0%	9.2%	6.2%	9.5%	10.0%	9.8%
Dissatisfied	10.8%	6.8%	12.4%	5.9%	4.8%	7.2%	4.8%	7.5%	7.0%	7.3%
Very dissatisfied	1.5%	1.8%	2.2%	2.4%	2.4%	2.0%	0.0%	1.5%	1.9%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q1-11. City water, electric & sewer services</u>									
Very satisfied	29.2%	32.0%	28.1%	29.8%	31.1%	37.7%	35.0%	33.0%	30.0%	31.5%
Satisfied	44.6%	49.2%	50.6%	49.4%	47.3%	46.4%	48.3%	48.0%	50.0%	48.9%
Neutral	16.9%	12.1%	15.2%	10.1%	13.2%	12.6%	10.5%	10.6%	14.4%	12.6%
Dissatisfied	7.7%	5.7%	5.6%	10.1%	5.4%	2.6%	6.3%	6.9%	5.1%	5.9%
Very dissatisfied	1.5%	1.1%	0.6%	0.6%	3.0%	0.7%	0.0%	1.5%	0.5%	1.1%
<u>Q1-12. Public transit services (bus)</u>										
Very satisfied	7.7%	8.7%	5.8%	8.4%	11.7%	11.7%	5.6%	6.7%	10.5%	8.6%
Satisfied	17.9%	22.5%	25.0%	21.5%	20.7%	18.0%	23.3%	22.0%	23.3%	22.3%
Neutral	38.5%	47.9%	46.2%	42.1%	42.3%	50.5%	56.7%	50.7%	44.0%	47.4%
Dissatisfied	20.5%	12.6%	15.4%	21.5%	9.0%	10.8%	10.0%	13.8%	12.5%	13.0%
Very dissatisfied	15.4%	8.3%	7.7%	6.5%	16.2%	9.0%	4.4%	6.7%	9.7%	8.7%

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

N=849	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q2. Sum of top 4 choices</u>									
Police services provided by City	77.3%	87.4%	78.7%	87.9%	90.6%	88.9%	88.5%	88.0%	85.9%	86.7%
Fire services provided by City	57.6%	78.0%	64.6%	78.6%	81.9%	83.7%	72.3%	79.4%	72.7%	76.2%
Parks & recreation programs & facilities provided by City	30.3%	19.2%	29.2%	19.1%	20.5%	11.8%	18.2%	23.5%	16.1%	20.0%
Condition (smoothness, absence of cracks/potholes) of streets in Columbia	43.9%	45.3%	45.5%	39.3%	48.0%	39.2%	54.7%	48.2%	42.2%	45.1%
Enforcement of City codes & ordinances	6.1%	10.2%	8.4%	8.7%	9.4%	14.4%	9.5%	10.6%	10.3%	10.4%
Quality of customer service you receive from City employees	3.0%	4.5%	2.8%	5.8%	2.9%	5.9%	5.4%	5.0%	3.8%	4.4%
Effectiveness of City communication with the public	12.1%	7.1%	11.2%	4.6%	4.7%	5.9%	10.8%	5.5%	9.4%	7.4%
City's stormwater runoff/stormwater management system	7.6%	9.6%	9.0%	5.2%	9.9%	12.4%	11.5%	9.8%	9.1%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q2. Sum of top 4 choices (cont.)</u>									
Public health services provided by City	36.4%	17.1%	32.0%	18.5%	14.6%	12.4%	13.5%	15.8%	20.6%	18.5%
Solid waste services (trash, recycling, etc.)	33.3%	38.7%	41.0%	42.2%	34.5%	39.9%	34.5%	39.1%	37.4%	38.2%
City water, electric & sewer services	47.0%	50.5%	51.1%	54.9%	49.1%	52.9%	41.9%	50.8%	49.4%	50.2%
Public transit services (bus)	21.2%	11.7%	18.0%	15.0%	12.9%	10.5%	5.4%	7.9%	16.3%	12.4%
None chosen	4.5%	3.5%	1.7%	3.5%	2.3%	5.2%	5.4%	2.6%	4.8%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q3-1. Overall quality of services provided by City of Columbia</u>									
Very satisfied	7.9%	20.7%	13.2%	14.8%	21.1%	26.1%	24.5%	18.2%	21.3%	19.5%
Satisfied	61.9%	58.0%	64.9%	58.0%	54.8%	56.9%	56.5%	56.7%	59.8%	58.3%
Neutral	22.2%	15.7%	16.7%	17.2%	19.3%	12.4%	15.6%	18.0%	14.0%	16.2%
Dissatisfied	7.9%	4.7%	5.2%	8.9%	3.0%	3.9%	2.7%	5.6%	4.7%	5.0%
Very dissatisfied	0.0%	0.9%	0.0%	1.2%	1.8%	0.7%	0.7%	1.5%	0.2%	1.0%
<u>Q3-2. Overall value that you receive for your City tax & fees</u>										
Very satisfied	6.7%	16.0%	11.2%	12.5%	17.1%	17.9%	20.3%	14.7%	16.4%	15.2%
Satisfied	40.0%	38.7%	42.0%	31.5%	36.6%	42.4%	41.3%	35.9%	42.1%	38.7%
Neutral	30.0%	25.6%	27.8%	28.6%	27.4%	22.5%	24.5%	26.7%	25.2%	26.2%
Dissatisfied	18.3%	15.8%	14.8%	20.8%	15.2%	13.2%	12.6%	17.1%	14.4%	15.8%
Very dissatisfied	5.0%	3.9%	4.1%	6.5%	3.7%	4.0%	1.4%	5.6%	2.0%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q3-3. Overall quality of life in Columbia</u>									
Very satisfied	23.1%	35.5%	30.9%	30.2%	35.3%	39.2%	37.4%	34.3%	34.5%	34.4%
Satisfied	56.9%	47.6%	50.0%	48.3%	48.2%	51.0%	44.9%	47.7%	48.8%	48.1%
Neutral	10.8%	11.6%	10.7%	13.4%	10.6%	8.5%	15.0%	11.5%	11.1%	11.6%
Dissatisfied	9.2%	3.8%	7.3%	5.8%	4.1%	1.3%	1.4%	4.3%	4.6%	4.4%
Very dissatisfied	0.0%	1.6%	1.1%	2.3%	1.8%	0.0%	1.4%	2.2%	1.0%	1.5%
<u>Q3-4. Overall feeling of safety in Columbia</u>										
Very satisfied	6.2%	13.4%	14.0%	15.1%	11.2%	12.6%	10.9%	12.1%	14.3%	12.9%
Satisfied	53.8%	44.6%	48.3%	44.2%	45.0%	43.0%	46.3%	42.3%	47.6%	45.2%
Neutral	21.5%	18.8%	17.4%	17.4%	15.4%	24.5%	21.1%	21.7%	16.2%	19.0%
Dissatisfied	13.8%	17.5%	13.5%	18.0%	21.9%	15.9%	16.3%	16.9%	17.4%	17.2%
Very dissatisfied	4.6%	5.6%	6.7%	5.2%	6.5%	4.0%	5.4%	7.0%	4.6%	5.7%

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

N=849	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q3-5. Local economic conditions</u>									
Very satisfied	0.0%	21.0%	11.5%	19.5%	17.5%	23.7%	26.2%	22.4%	17.0%	19.5%
Satisfied	52.4%	48.1%	50.0%	46.7%	50.6%	50.0%	44.8%	46.5%	50.0%	48.0%
Neutral	34.9%	22.3%	27.6%	24.3%	25.3%	17.1%	22.1%	21.2%	25.6%	23.4%
Dissatisfied	11.1%	6.3%	8.6%	7.7%	4.2%	7.2%	4.1%	7.3%	5.4%	6.9%
Very dissatisfied	1.6%	2.2%	2.3%	1.8%	2.4%	2.0%	2.8%	2.7%	2.0%	2.3%
<u>Q3-6. City efforts to meet its financial needs & maintain a balanced budget</u>										
Very satisfied	2.0%	13.8%	8.3%	11.8%	12.6%	13.4%	18.5%	12.6%	13.8%	12.9%
Satisfied	36.7%	38.3%	32.3%	34.6%	38.4%	45.0%	42.2%	37.9%	39.4%	38.0%
Neutral	36.7%	33.1%	40.6%	34.6%	33.8%	26.2%	31.1%	28.9%	37.4%	33.6%
Dissatisfied	20.4%	10.7%	15.8%	13.7%	11.9%	9.4%	5.2%	14.7%	7.5%	11.3%
Very dissatisfied	4.1%	4.1%	3.0%	5.2%	3.3%	6.0%	3.0%	5.8%	2.0%	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")

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q4-1. Walking in your neighborhood during the day</u>									
Very safe	45.5%	60.1%	55.6%	64.5%	60.8%	57.5%	55.8%	60.8%	56.7%	58.8%
Safe	48.5%	32.2%	37.1%	29.7%	31.0%	35.3%	35.4%	31.3%	35.6%	33.4%
Neutral	6.1%	5.6%	5.6%	2.9%	5.8%	6.5%	7.5%	5.0%	6.3%	5.7%
Unsafe	0.0%	2.0%	1.7%	2.9%	1.8%	0.7%	1.4%	2.2%	1.4%	1.8%
Very unsafe	0.0%	0.1%	0.0%	0.0%	0.6%	0.0%	0.0%	0.7%	0.0%	0.4%
<u>Q4-2. Walking in your neighborhood at night</u>										
Very safe	10.6%	25.8%	19.7%	32.0%	25.9%	23.3%	22.3%	30.3%	19.1%	24.6%
Safe	45.5%	39.4%	46.1%	40.7%	38.8%	35.3%	38.1%	38.6%	40.0%	39.5%
Neutral	22.7%	16.5%	14.6%	10.5%	20.0%	20.7%	21.6%	14.6%	20.3%	17.2%
Unsafe	19.7%	13.6%	15.2%	12.2%	10.0%	18.7%	12.9%	12.1%	15.9%	14.0%
Very unsafe	1.5%	4.8%	4.5%	4.7%	5.3%	2.0%	5.0%	4.4%	4.7%	4.7%

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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q4-3. In downtown Columbia during the day</u>									
Very safe	37.9%	41.5%	45.8%	43.0%	45.2%	34.9%	35.6%	42.3%	40.0%	41.1%
Safe	51.5%	45.2%	43.5%	45.9%	39.9%	51.3%	50.0%	44.9%	46.8%	45.8%
Neutral	7.6%	9.8%	7.9%	7.0%	8.9%	10.5%	13.7%	9.2%	10.0%	9.6%
Unsafe	3.0%	2.8%	2.3%	2.9%	4.8%	3.3%	0.7%	2.4%	2.9%	2.7%
Very unsafe	0.0%	0.7%	0.6%	1.2%	1.2%	0.0%	0.0%	1.2%	0.2%	0.7%
<u>Q4-4. In downtown Columbia at night</u>										
Very safe	6.3%	6.8%	12.1%	9.4%	4.3%	4.1%	3.0%	7.7%	5.8%	6.6%
Safe	26.6%	24.5%	28.9%	25.9%	31.3%	17.6%	18.5%	22.7%	26.1%	24.4%
Neutral	39.1%	28.3%	28.3%	26.5%	25.8%	33.8%	31.9%	32.7%	25.6%	29.1%
Unsafe	23.4%	28.3%	22.0%	30.0%	24.5%	29.1%	34.8%	25.7%	30.3%	28.1%
Very unsafe	4.7%	12.1%	8.7%	8.2%	14.1%	15.5%	11.9%	11.2%	12.3%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q4-5. In City parks</u>										
Very safe	9.8%	14.9%	18.3%	19.4%	14.4%	9.0%	10.7%	14.5%	14.5%	14.5%
Safe	44.3%	44.6%	43.8%	42.9%	45.6%	48.3%	43.6%	43.6%	44.8%	44.3%
Neutral	34.4%	26.5%	27.2%	23.5%	30.0%	26.2%	30.0%	26.9%	27.2%	27.2%
Unsafe	11.5%	10.3%	8.9%	10.6%	9.4%	11.0%	10.0%	11.0%	10.2%	10.4%
Very unsafe	0.0%	3.7%	1.8%	3.5%	0.6%	5.5%	5.7%	4.0%	3.3%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q5-1. You will hear gun shots</u>									
Very likely	10.9%	19.9%	20.9%	18.2%	16.1%	21.9%	17.0%	17.8%	20.7%	19.2%
Likely	29.7%	27.3%	26.6%	31.8%	26.8%	27.8%	23.8%	25.3%	29.7%	27.5%
Neutral	18.8%	16.1%	14.7%	12.4%	20.8%	15.9%	20.4%	19.2%	14.1%	16.4%
Unlikely	26.6%	27.3%	26.0%	28.8%	28.0%	24.5%	28.6%	26.0%	27.5%	27.2%
Very unlikely	14.1%	9.4%	11.9%	8.8%	8.3%	9.9%	10.2%	11.7%	8.0%	9.7%
<u>Q5-2. You will be a victim of property crime</u>										
Very likely	6.2%	7.7%	9.6%	9.4%	9.6%	2.0%	4.9%	8.1%	7.4%	7.6%
Likely	29.2%	30.5%	33.1%	36.5%	28.1%	30.4%	21.8%	27.6%	33.3%	30.3%
Neutral	30.8%	34.2%	28.1%	30.0%	36.5%	37.8%	41.5%	34.7%	33.6%	34.1%
Unlikely	30.8%	21.9%	25.3%	19.4%	19.2%	24.3%	24.6%	22.9%	21.3%	22.6%
Very unlikely	3.1%	5.7%	3.9%	4.7%	6.6%	5.4%	7.0%	6.7%	4.4%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q5-3. You will be a victim of violent crime</u>									
Very likely	1.6%	2.1%	1.7%	3.5%	1.8%	0.7%	1.4%	2.7%	1.7%	2.2%
Likely	7.9%	5.9%	7.5%	7.1%	3.7%	4.1%	6.9%	6.4%	6.0%	6.1%
Neutral	19.0%	26.7%	17.8%	20.6%	28.7%	28.8%	38.2%	27.2%	24.8%	26.0%
Unlikely	55.6%	44.1%	50.6%	43.5%	47.0%	51.4%	31.9%	41.3%	47.9%	44.8%
Very unlikely	15.9%	21.2%	22.4%	25.3%	18.9%	15.1%	21.5%	22.3%	19.6%	20.9%
<u>Q5-4. You will be a victim of a fire</u>										
Very likely	0.0%	0.8%	0.0%	1.8%	0.6%	0.7%	0.7%	0.8%	0.7%	0.7%
Likely	0.0%	2.8%	1.8%	3.0%	1.9%	2.1%	2.7%	2.5%	3.0%	2.7%
Neutral	34.4%	32.5%	31.8%	29.5%	31.1%	35.9%	37.0%	30.5%	34.7%	32.5%
Unlikely	47.5%	45.7%	41.8%	47.0%	49.7%	46.2%	45.9%	44.7%	46.6%	46.0%
Very unlikely	18.0%	18.1%	24.7%	18.7%	16.8%	15.2%	13.7%	21.6%	15.0%	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")

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q6-1. Visibility of Police in your neighborhood</u>									
Very satisfied	3.1%	9.9%	8.8%	6.5%	9.6%	11.3%	12.3%	8.8%	9.8%	9.4%
Satisfied	32.8%	36.8%	37.1%	33.7%	34.9%	33.3%	42.0%	36.4%	36.8%	36.3%
Neutral	34.4%	32.9%	28.8%	36.1%	33.1%	37.3%	31.2%	32.4%	33.2%	33.0%
Dissatisfied	20.3%	15.9%	18.2%	18.9%	18.1%	13.3%	11.6%	17.9%	14.9%	16.4%
Very dissatisfied	9.4%	4.4%	7.1%	4.7%	4.2%	4.7%	2.9%	4.4%	5.3%	4.9%
<u>Q6-2. Visibility of Police in commercial areas</u>										
Very satisfied	6.3%	10.9%	10.3%	7.8%	12.5%	11.7%	10.0%	10.2%	10.6%	10.3%
Satisfied	50.0%	47.5%	46.9%	53.3%	42.5%	44.8%	51.4%	47.9%	47.9%	47.8%
Neutral	26.6%	30.8%	26.9%	25.1%	33.8%	34.5%	33.6%	30.4%	30.2%	30.3%
Dissatisfied	14.1%	8.4%	12.0%	10.8%	8.8%	8.3%	3.6%	9.7%	8.1%	9.0%
Very dissatisfied	3.1%	2.4%	4.0%	3.0%	2.5%	0.7%	1.4%	1.7%	3.3%	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")

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q6-3. Police efforts to prevent crime</u>									
Very satisfied	3.7%	13.9%	8.6%	8.6%	12.7%	19.4%	16.7%	12.2%	14.0%	13.0%
Satisfied	35.2%	35.2%	30.9%	37.4%	31.8%	36.1%	39.1%	36.9%	33.3%	35.2%
Neutral	40.7%	32.0%	32.9%	33.7%	34.4%	31.9%	30.4%	31.8%	33.6%	32.5%
Dissatisfied	13.0%	14.7%	17.8%	14.7%	18.5%	10.4%	11.6%	14.0%	15.1%	14.8%
Very dissatisfied	7.4%	4.2%	9.9%	5.5%	2.5%	2.1%	2.2%	5.1%	4.0%	4.5%
<u>Q6-4. How quickly Police respond to emergencies</u>										
Very satisfied	6.3%	15.3%	7.1%	15.4%	13.7%	19.4%	16.8%	12.2%	17.3%	14.7%
Satisfied	47.9%	42.0%	45.7%	35.0%	41.9%	40.3%	51.3%	46.5%	38.1%	42.1%
Neutral	29.2%	29.3%	25.2%	32.9%	29.0%	34.1%	27.4%	28.3%	30.5%	29.5%
Dissatisfied	10.4%	9.8%	13.4%	13.3%	11.3%	5.4%	2.7%	8.5%	11.0%	9.9%
Very dissatisfied	6.3%	3.5%	8.7%	3.5%	4.0%	0.8%	1.8%	4.6%	3.1%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q6-5. Overall quality of local Police services</u>									
Very satisfied	7.4%	15.6%	7.1%	13.7%	16.1%	21.9%	15.5%	12.9%	16.8%	14.8%
Satisfied	40.7%	44.9%	42.3%	43.5%	40.0%	42.5%	55.6%	48.5%	40.6%	44.6%
Neutral	31.5%	27.5%	31.4%	29.8%	30.3%	24.7%	23.9%	26.0%	30.5%	28.0%
Dissatisfied	13.0%	8.9%	11.5%	9.9%	10.3%	9.6%	3.5%	8.1%	9.4%	9.1%
Very dissatisfied	7.4%	3.1%	7.7%	3.1%	3.2%	1.4%	1.4%	4.5%	2.7%	3.6%
<u>Q6-6. Visibility of Fire personnel in your neighborhood</u>										
Very satisfied	23.1%	22.6%	23.6%	22.2%	25.9%	18.8%	22.3%	20.9%	24.3%	22.8%
Satisfied	30.8%	40.4%	38.9%	41.8%	36.1%	41.0%	40.8%	40.7%	38.8%	39.5%
Neutral	42.3%	32.6%	33.1%	30.4%	34.8%	34.7%	33.8%	33.4%	33.2%	33.2%
Dissatisfied	3.8%	3.5%	3.2%	5.1%	3.2%	4.2%	2.3%	3.9%	2.9%	3.6%
Very dissatisfied	0.0%	0.8%	1.3%	0.6%	0.0%	1.4%	0.8%	1.0%	0.8%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q6-7. Visibility of Fire personnel in commercial areas</u>									
Very satisfied	23.5%	17.8%	20.8%	17.5%	18.2%	21.2%	11.9%	18.1%	17.8%	18.1%
Satisfied	39.2%	46.4%	44.8%	49.4%	43.9%	41.7%	50.0%	43.4%	49.0%	45.8%
Neutral	33.3%	33.8%	32.5%	31.2%	35.1%	34.8%	35.7%	35.2%	32.3%	33.7%
Dissatisfied	3.9%	1.9%	1.3%	1.9%	2.7%	2.3%	2.4%	3.0%	0.8%	2.2%
Very dissatisfied	0.0%	0.1%	0.6%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.1%
<u>Q6-8. How quickly Fire personnel respond to emergencies</u>										
Very satisfied	23.9%	34.6%	32.5%	30.7%	31.3%	36.4%	36.9%	31.7%	35.7%	33.8%
Satisfied	52.2%	48.3%	45.3%	51.4%	52.2%	53.5%	39.3%	49.3%	48.2%	48.3%
Neutral	23.9%	16.1%	21.4%	16.4%	15.7%	9.3%	23.0%	17.6%	15.4%	16.8%
Dissatisfied	0.0%	0.8%	0.9%	1.4%	0.7%	0.8%	0.0%	1.2%	0.6%	0.9%
Very dissatisfied	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.8%	0.3%	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")

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q6-9. Overall quality of City fire protection</u>									
Very satisfied	29.4%	31.4%	27.4%	27.2%	32.2%	33.8%	35.3%	29.7%	32.7%	31.3%
Satisfied	51.0%	53.1%	49.3%	58.2%	56.6%	54.9%	44.6%	53.3%	53.0%	52.8%
Neutral	19.6%	14.2%	22.6%	12.7%	10.5%	9.2%	19.4%	15.0%	13.7%	14.5%
Dissatisfied	0.0%	1.0%	0.7%	1.3%	0.7%	2.1%	0.0%	1.6%	0.5%	1.1%
Very dissatisfied	0.0%	0.3%	0.0%	0.6%	0.0%	0.0%	0.7%	0.5%	0.0%	0.3%
<u>Q6-10. City's Municipal Court</u>										
Very satisfied	8.1%	9.8%	10.3%	7.1%	9.3%	14.9%	6.3%	7.1%	12.1%	9.6%
Satisfied	37.8%	35.1%	37.1%	38.9%	38.0%	22.8%	37.5%	35.7%	35.4%	35.0%
Neutral	45.9%	49.2%	44.3%	47.8%	46.3%	54.5%	54.2%	49.6%	48.2%	49.3%
Dissatisfied	5.4%	4.1%	6.2%	2.7%	3.7%	7.9%	1.0%	4.5%	3.9%	4.1%
Very dissatisfied	2.7%	1.8%	2.1%	3.5%	2.8%	0.0%	1.0%	3.0%	0.4%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q7. Sum of top 3 choices</u>									
Visibility of Police in your neighborhood	34.8%	32.6%	29.2%	27.7%	33.3%	34.6%	37.2%	36.7%	28.5%	32.7%
Visibility of Police in commercial areas	12.1%	16.3%	11.8%	16.8%	19.3%	13.7%	19.6%	15.6%	16.5%	16.0%
Police efforts to prevent crime	65.2%	60.6%	73.0%	65.3%	52.6%	60.8%	52.7%	64.5%	58.0%	61.1%
How quickly Police respond to emergencies	56.1%	56.0%	53.9%	63.0%	55.6%	54.9%	54.7%	54.9%	56.8%	55.9%
Overall quality of local Police services	28.8%	34.9%	35.4%	31.8%	38.6%	37.3%	29.7%	34.3%	34.3%	34.3%
Visibility of Fire personnel in your neighborhood	7.6%	4.2%	3.4%	4.0%	3.5%	7.2%	4.7%	4.6%	3.8%	4.4%
Visibility of Fire personnel in commercial areas	1.5%	0.9%	1.1%	1.2%	0.0%	1.3%	1.4%	1.4%	0.2%	0.9%
How quickly Fire personnel respond to emergencies	51.5%	47.3%	51.7%	51.4%	45.6%	49.0%	39.9%	48.4%	46.5%	47.5%
Overall quality of City fire protection	18.2%	17.4%	19.1%	13.3%	18.7%	15.7%	19.6%	14.9%	19.9%	17.3%
City's Municipal Court	13.6%	11.4%	12.9%	12.1%	12.9%	10.5%	8.8%	9.6%	12.9%	11.4%
None chosen	3.0%	3.9%	1.7%	2.3%	3.5%	3.9%	7.4%	2.6%	5.5%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q8. How often do you see a Police officer where you live or work when you didn't call to request an officer</u>										
Daily	9.4%	10.1%	14.0%	10.2%	9.8%	8.8%	6.7%	10.6%	8.7%	9.9%
A few times per week	26.6%	21.5%	20.5%	21.6%	22.6%	20.9%	23.0%	20.5%	22.8%	21.6%
A few times per month	21.9%	26.5%	28.1%	26.9%	20.7%	26.4%	31.1%	27.7%	25.4%	26.3%
A few times per year	15.6%	16.8%	14.6%	14.4%	15.9%	22.3%	16.3%	18.3%	14.6%	16.8%
Seldom/never	26.6%	25.1%	22.8%	26.9%	31.1%	21.6%	23.0%	23.0%	28.5%	25.4%

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

N=849	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q9-1. Quality of City parks</u>									
Very satisfied	40.0%	48.6%	42.9%	45.3%	53.2%	54.7%	44.9%	46.3%	49.0%	47.6%
Satisfied	47.7%	42.4%	48.0%	46.5%	39.9%	34.7%	44.2%	43.1%	43.2%	43.0%
Neutral	12.3%	7.9%	8.6%	6.4%	6.3%	10.0%	10.1%	9.4%	7.0%	8.4%
Dissatisfied	0.0%	0.9%	0.6%	1.7%	0.6%	0.7%	0.7%	1.0%	0.8%	0.9%
Very dissatisfied	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.1%
<u>Q9-2. Quality of walking/biking trails in Columbia</u>										
Very satisfied	54.0%	53.7%	50.6%	51.2%	62.0%	56.2%	48.9%	52.6%	53.8%	53.5%
Satisfied	36.5%	36.7%	41.3%	40.4%	31.0%	28.8%	42.0%	35.0%	39.2%	36.6%
Neutral	7.9%	8.1%	5.8%	6.0%	7.0%	13.0%	8.4%	10.6%	5.5%	8.3%
Dissatisfied	1.6%	1.2%	2.3%	1.8%	0.0%	2.1%	0.8%	1.3%	1.6%	1.4%
Very dissatisfied	0.0%	0.3%	0.0%	0.6%	0.0%	0.0%	0.0%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	

Q9-3. Quality of outdoor athletic fields

Very satisfied	34.6%	39.4%	38.5%	32.6%	48.5%	41.4%	33.6%	35.4%	41.9%	38.8%
Satisfied	40.4%	40.7%	37.8%	47.5%	36.2%	34.4%	47.8%	41.2%	41.0%	40.6%
Neutral	23.1%	18.6%	21.5%	16.3%	15.4%	24.2%	18.6%	22.2%	15.5%	19.2%
Dissatisfied	1.9%	1.0%	2.2%	2.8%	0.0%	0.0%	0.0%	0.6%	1.6%	1.2%
Very dissatisfied	0.0%	0.3%	0.0%	0.7%	0.0%	0.0%	0.0%	0.6%	0.0%	0.3%

Q9-4. Quality of recreation programs & classes

Very satisfied	34.6%	37.5%	34.3%	33.3%	41.5%	44.4%	33.6%	31.7%	41.7%	37.0%
Satisfied	32.7%	40.9%	42.3%	41.5%	38.5%	32.3%	45.1%	40.5%	40.8%	40.3%
Neutral	25.0%	20.0%	19.7%	22.4%	17.8%	22.6%	21.3%	26.1%	15.5%	20.7%
Dissatisfied	7.7%	1.3%	3.6%	2.0%	2.2%	0.8%	0.0%	1.2%	2.0%	1.7%
Very dissatisfied	0.0%	0.3%	0.0%	0.7%	0.0%	0.0%	0.0%	0.6%	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")

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q9-5. Availability of information about City parks & recreation programs</u>									
Very satisfied	34.4%	35.8%	33.1%	34.6%	38.7%	36.8%	36.6%	31.7%	38.6%	35.3%
Satisfied	32.8%	42.2%	40.4%	45.7%	38.1%	39.6%	44.0%	41.4%	43.2%	41.8%
Neutral	21.3%	19.8%	21.1%	16.0%	21.9%	21.5%	18.7%	24.1%	15.7%	19.9%
Dissatisfied	11.5%	1.8%	4.8%	3.7%	1.3%	1.4%	0.7%	2.4%	2.3%	2.6%
Very dissatisfied	0.0%	0.4%	0.6%	0.0%	0.0%	0.7%	0.0%	0.5%	0.3%	0.4%
<u>Q9-6. City pools & aquatic facilities</u>										
Very satisfied	16.7%	28.1%	21.1%	25.9%	32.3%	30.5%	25.0%	22.4%	30.9%	27.0%
Satisfied	45.8%	38.4%	48.4%	43.2%	34.7%	33.9%	33.3%	39.6%	38.8%	38.9%
Neutral	27.1%	28.4%	21.9%	21.6%	27.4%	34.7%	40.7%	32.5%	24.6%	28.4%
Dissatisfied	10.4%	4.0%	7.8%	7.9%	3.2%	0.8%	0.9%	3.6%	5.0%	4.4%
Very dissatisfied	0.0%	1.2%	0.8%	1.4%	2.4%	0.0%	0.0%	1.9%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	

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

Very satisfied	29.8%	27.8%	29.1%	26.8%	32.4%	28.5%	22.9%	28.2%	27.4%	27.9%
Satisfied	29.8%	40.9%	39.7%	39.2%	39.6%	37.2%	43.2%	38.7%	40.8%	39.6%
Neutral	29.8%	22.8%	22.5%	22.2%	23.7%	22.6%	28.0%	23.8%	24.2%	23.7%
Dissatisfied	10.5%	5.4%	6.0%	7.8%	3.6%	7.3%	4.2%	6.9%	4.7%	6.1%
Very dissatisfied	0.0%	3.1%	2.6%	3.9%	0.7%	4.4%	1.7%	2.5%	2.9%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q10. Sum of top 2 choices</u>									
Quality of City parks	71.2%	62.1%	69.1%	64.2%	60.2%	66.7%	55.4%	65.7%	60.4%	62.9%
Quality of walking/biking trails in Columbia	36.4%	49.2%	47.2%	57.2%	49.1%	45.1%	43.2%	49.4%	46.8%	48.2%
Quality of outdoor athletic fields	4.5%	11.3%	7.3%	11.0%	10.5%	10.5%	14.9%	13.9%	7.4%	10.6%
Quality of recreation programs & classes	33.3%	18.4%	22.5%	15.6%	19.9%	17.6%	22.3%	18.0%	20.9%	19.4%
Availability of information about City parks & recreation programs	7.6%	8.7%	10.7%	5.2%	6.4%	8.5%	12.2%	6.7%	10.1%	8.6%
City pools & aquatic facilities	4.5%	10.9%	10.7%	9.8%	12.3%	11.8%	6.1%	11.0%	9.8%	10.4%
Amount of land acquired to preserve open space/protect the environment	33.3%	20.0%	29.2%	24.9%	15.8%	17.0%	16.9%	16.8%	25.2%	21.1%
None chosen	4.5%	8.9%	1.7%	5.8%	11.7%	10.5%	13.5%	8.4%	9.4%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q11-1. City maintenance & repair services for major City streets</u>									
Very satisfied	3.0%	6.3%	7.0%	4.7%	7.7%	4.6%	5.4%	4.7%	7.3%	6.0%
Satisfied	36.4%	29.6%	33.7%	23.4%	29.2%	35.5%	28.6%	30.1%	30.2%	30.0%
Neutral	22.7%	23.9%	23.8%	24.0%	20.2%	24.3%	29.3%	25.7%	22.9%	24.0%
Dissatisfied	27.3%	29.5%	24.4%	33.9%	31.0%	26.3%	29.3%	28.9%	28.8%	29.3%
Very dissatisfied	10.6%	10.7%	11.0%	14.0%	11.9%	9.2%	7.5%	10.5%	10.7%	10.7%
<u>Q11-2. City maintenance & repair services for streets in your neighborhood</u>										
Very satisfied	3.1%	7.5%	6.4%	8.1%	6.0%	9.3%	6.2%	5.4%	8.8%	7.2%
Satisfied	36.9%	32.2%	35.3%	31.4%	25.0%	35.1%	37.2%	30.6%	34.7%	32.2%
Neutral	30.8%	22.5%	23.1%	20.9%	26.2%	19.9%	25.5%	22.8%	24.0%	23.3%
Dissatisfied	18.5%	25.6%	22.5%	26.7%	29.8%	25.8%	21.4%	27.9%	22.2%	25.2%
Very dissatisfied	10.8%	12.2%	12.7%	12.8%	13.1%	9.9%	9.7%	13.2%	10.3%	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")

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q11-3. Snow removal on major City streets</u>									
Very satisfied	10.8%	16.9%	14.2%	13.4%	17.4%	15.7%	19.6%	15.0%	17.6%	16.2%
Satisfied	53.8%	49.9%	51.1%	47.1%	50.3%	51.6%	53.8%	51.2%	50.0%	50.4%
Neutral	15.4%	17.1%	16.5%	10.5%	19.8%	19.6%	18.2%	17.2%	16.3%	16.9%
Dissatisfied	13.8%	11.9%	14.8%	19.8%	7.2%	10.5%	7.7%	12.0%	11.7%	12.0%
Very dissatisfied	6.2%	4.2%	3.4%	9.3%	5.4%	2.6%	0.7%	4.7%	4.4%	4.4%
<u>Q11-4. Snow removal on neighborhood streets</u>										
Very satisfied	1.5%	6.2%	4.6%	4.6%	3.6%	9.2%	7.0%	4.9%	6.6%	5.9%
Satisfied	16.7%	24.8%	20.0%	20.2%	23.7%	27.0%	32.9%	26.4%	21.9%	23.8%
Neutral	19.7%	20.9%	17.7%	20.8%	18.3%	21.7%	27.3%	22.0%	19.7%	20.6%
Dissatisfied	34.8%	28.1%	37.1%	28.3%	27.8%	25.0%	23.1%	24.9%	32.6%	29.0%
Very dissatisfied	27.3%	20.0%	20.6%	26.0%	26.6%	17.1%	9.8%	21.8%	19.2%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q11-5. City street cleaning services</u>									
Very satisfied	8.3%	9.7%	13.0%	7.0%	8.5%	10.0%	9.8%	7.4%	11.4%	9.5%
Satisfied	51.7%	33.5%	39.6%	37.3%	30.1%	32.9%	32.3%	33.2%	36.1%	34.7%
Neutral	23.3%	38.6%	33.1%	34.2%	43.1%	37.1%	42.1%	37.7%	37.8%	37.6%
Dissatisfied	15.0%	12.6%	12.3%	12.0%	13.1%	15.7%	10.5%	15.9%	10.1%	12.8%
Very dissatisfied	1.7%	5.5%	1.9%	9.5%	5.2%	4.3%	5.3%	5.8%	4.6%	5.4%
<u>Q11-6. Condition of sidewalks adjacent to City streets</u>										
Very satisfied	8.3%	7.6%	10.1%	5.3%	7.5%	6.6%	8.2%	6.5%	8.9%	7.7%
Satisfied	40.0%	37.2%	42.0%	35.3%	35.0%	41.1%	33.6%	37.4%	38.2%	37.6%
Neutral	28.3%	36.3%	27.8%	34.1%	37.5%	38.4%	41.8%	35.9%	35.4%	35.4%
Dissatisfied	18.3%	15.4%	17.2%	20.6%	14.4%	11.3%	14.9%	16.3%	14.2%	15.5%
Very dissatisfied	5.0%	3.5%	3.0%	4.7%	5.6%	2.6%	1.5%	3.8%	3.3%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	

Q11-7. Availability of sidewalks in Columbia

Very satisfied	11.1%	10.5%	11.5%	11.3%	9.1%	10.5%	9.3%	10.1%	11.2%	10.6%
Satisfied	33.3%	41.9%	37.9%	40.5%	45.5%	40.8%	42.1%	42.6%	41.0%	41.3%
Neutral	30.2%	26.4%	27.6%	22.6%	25.5%	27.6%	30.0%	27.5%	25.4%	26.6%
Dissatisfied	17.5%	16.7%	18.4%	17.9%	13.3%	19.1%	15.7%	15.6%	17.7%	16.6%
Very dissatisfied	7.9%	4.5%	4.6%	7.7%	6.7%	2.0%	2.9%	4.2%	4.7%	5.0%

Q11-8. Condition of pavement markings

Very satisfied	5.0%	5.7%	6.9%	4.8%	4.9%	4.6%	5.6%	5.2%	6.2%	5.7%
Satisfied	36.7%	30.6%	36.9%	28.1%	30.7%	29.6%	29.2%	32.8%	29.5%	30.8%
Neutral	28.3%	31.7%	30.6%	25.7%	32.5%	34.9%	35.4%	27.5%	34.9%	31.4%
Dissatisfied	15.0%	23.4%	16.9%	26.3%	25.2%	23.7%	22.9%	24.6%	21.5%	22.8%
Very dissatisfied	15.0%	8.7%	8.8%	15.0%	6.7%	7.2%	6.9%	9.9%	7.9%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q11-9. Mowing/trimming of public areas along City streets</u>									
Very satisfied	12.7%	13.7%	18.7%	8.4%	14.7%	14.5%	10.6%	13.2%	14.7%	13.8%
Satisfied	58.7%	45.4%	53.8%	46.7%	47.2%	38.8%	45.1%	43.4%	48.8%	46.3%
Neutral	22.2%	28.2%	19.3%	28.7%	27.6%	33.6%	31.0%	29.9%	25.1%	27.5%
Dissatisfied	4.8%	9.4%	7.0%	11.4%	7.4%	10.5%	9.9%	9.7%	8.7%	9.0%
Very dissatisfied	1.6%	3.4%	1.2%	4.8%	3.1%	2.6%	3.5%	3.7%	2.7%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q12. Sum of top 3 choices</u>									
City maintenance & repair services for major City streets	72.7%	79.2%	77.5%	80.9%	80.7%	81.0%	75.0%	77.7%	79.6%	78.7%
City maintenance & repair services for streets in your neighborhood	34.8%	44.1%	36.5%	36.4%	43.3%	51.6%	50.7%	51.6%	34.8%	43.3%
Snow removal on major City streets	62.1%	57.7%	65.7%	61.8%	52.6%	61.4%	46.6%	54.0%	62.1%	58.1%
Snow removal on neighborhood streets	42.4%	30.4%	33.7%	32.4%	30.4%	29.4%	28.4%	32.4%	29.7%	31.3%
City street cleaning services	7.6%	6.4%	7.3%	4.0%	5.3%	5.9%	11.5%	7.4%	6.0%	6.6%
Condition of sidewalks adjacent to City streets	15.2%	15.8%	15.2%	19.7%	17.5%	13.1%	14.2%	14.9%	16.8%	15.7%
Availability of sidewalks in Columbia	21.2%	18.5%	25.8%	22.5%	18.7%	11.8%	13.5%	15.6%	20.9%	18.5%
Condition of pavement markings	16.7%	21.1%	18.5%	17.3%	23.4%	25.5%	20.9%	21.8%	19.9%	20.7%
Mowing/trimming of public areas along City streets	4.5%	6.6%	6.7%	7.5%	4.7%	5.9%	6.8%	6.2%	6.7%	6.4%
None chosen	7.6%	5.3%	3.9%	5.2%	5.8%	3.9%	8.1%	5.0%	6.2%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q13-1. Maintenance of residential property</u>									
Very satisfied	5.8%	12.7%	12.9%	13.1%	11.1%	11.5%	10.2%	12.3%	11.3%	12.0%
Satisfied	53.8%	42.9%	46.4%	41.2%	44.4%	43.2%	44.1%	41.6%	45.6%	43.4%
Neutral	34.6%	33.0%	30.7%	32.7%	32.6%	37.4%	34.6%	33.5%	33.8%	33.5%
Dissatisfied	3.8%	10.1%	8.6%	9.8%	11.1%	7.9%	10.2%	10.9%	7.9%	9.6%
Very dissatisfied	1.9%	1.4%	1.4%	3.3%	0.7%	0.0%	0.8%	1.7%	1.4%	1.5%
<u>Q13-2. Residential building codes</u>										
Very satisfied	6.4%	12.8%	12.5%	13.7%	10.2%	13.4%	10.7%	11.8%	12.8%	12.2%
Satisfied	53.2%	42.2%	43.3%	38.1%	49.2%	38.6%	47.3%	44.4%	41.6%	43.0%
Neutral	36.2%	36.0%	37.5%	36.7%	32.0%	37.8%	36.6%	35.3%	36.7%	36.0%
Dissatisfied	2.1%	7.9%	4.2%	10.8%	7.0%	9.4%	5.4%	6.9%	7.9%	7.6%
Very dissatisfied	2.1%	1.0%	2.5%	0.7%	1.6%	0.8%	0.0%	1.5%	1.0%	1.2%

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

N=849	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q13-3. Maintenance of commercial property</u>									
Very satisfied	6.3%	11.9%	12.0%	12.4%	14.5%	9.2%	9.3%	10.4%	12.3%	11.4%
Satisfied	58.3%	43.7%	50.4%	40.7%	50.4%	38.5%	41.5%	43.2%	47.2%	44.8%
Neutral	33.3%	37.6%	33.1%	40.0%	28.2%	45.4%	42.4%	39.3%	35.3%	37.4%
Dissatisfied	2.1%	6.3%	4.5%	6.2%	6.1%	6.9%	6.8%	6.2%	5.2%	5.9%
Very dissatisfied	0.0%	0.5%	0.0%	0.7%	0.8%	0.0%	0.0%	0.9%	0.0%	0.4%
<u>Q13-4. Commercial building codes</u>										
Very satisfied	7.1%	11.0%	12.5%	10.3%	12.3%	10.7%	7.0%	9.4%	11.6%	10.7%
Satisfied	52.4%	39.5%	46.4%	35.7%	44.7%	33.0%	43.0%	41.6%	40.4%	40.5%
Neutral	38.1%	43.1%	36.6%	46.0%	35.1%	51.8%	46.0%	43.3%	41.8%	42.8%
Dissatisfied	2.4%	5.4%	1.8%	7.1%	7.9%	4.5%	4.0%	4.7%	5.5%	5.2%
Very dissatisfied	0.0%	0.9%	2.7%	0.8%	0.0%	0.0%	0.0%	1.0%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q13-5. Parking on neighborhood streets</u>									
Very satisfied	8.8%	9.2%	10.8%	8.8%	9.3%	10.4%	6.6%	8.1%	10.4%	9.2%
Satisfied	49.1%	39.3%	44.9%	41.9%	40.7%	29.2%	39.7%	37.2%	42.5%	39.6%
Neutral	36.8%	34.6%	27.8%	29.4%	40.0%	42.4%	36.8%	38.0%	31.6%	34.8%
Dissatisfied	5.3%	12.8%	12.7%	13.8%	6.7%	13.9%	15.4%	12.0%	12.8%	12.6%
Very dissatisfied	0.0%	4.1%	3.8%	6.3%	3.3%	4.2%	1.5%	4.7%	2.7%	3.8%
<u>Q13-6. Clean-up of trash & litter</u>										
Very satisfied	8.6%	12.4%	9.8%	10.2%	14.3%	12.8%	13.4%	13.6%	10.5%	12.0%
Satisfied	41.4%	38.5%	45.7%	37.1%	37.7%	32.9%	39.4%	34.8%	41.9%	38.5%
Neutral	31.0%	27.2%	21.3%	28.7%	27.3%	30.9%	31.7%	28.8%	26.7%	27.9%
Dissatisfied	12.1%	17.9%	18.9%	18.6%	16.2%	19.5%	12.7%	18.2%	16.7%	17.4%
Very dissatisfied	6.9%	4.0%	4.3%	5.4%	4.5%	4.0%	2.8%	4.5%	4.1%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q14. Sum of top 3 choices</u>										
Maintenance of residential property	48.5%	52.4%	52.8%	52.0%	48.0%	56.9%	52.7%	54.2%	49.9%	52.1%
Residential building codes	40.9%	35.8%	32.6%	28.9%	38.0%	43.8%	41.2%	38.4%	33.8%	36.0%
Maintenance of commercial property	42.4%	41.1%	44.9%	43.4%	48.5%	30.1%	37.2%	37.9%	43.2%	41.0%
Commercial building codes	36.4%	30.6%	30.3%	37.6%	28.7%	34.0%	25.0%	28.8%	32.6%	30.9%
Parking on neighborhood streets	24.2%	33.1%	30.9%	36.4%	29.2%	34.0%	31.8%	34.1%	30.7%	32.3%
Clean-up of trash & litter	72.7%	63.0%	75.3%	62.4%	59.6%	61.4%	58.1%	64.5%	62.6%	63.6%
None chosen	10.6%	12.3%	9.6%	12.1%	12.3%	11.8%	14.9%	11.5%	13.9%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q15-1. Columbia City government is democratic & representative</u>									
Strongly agree	6.3%	12.5%	7.9%	9.3%	12.8%	13.1%	16.5%	12.4%	11.9%	11.9%
Agree	41.7%	40.3%	44.9%	38.0%	41.9%	42.8%	36.1%	37.7%	43.5%	40.3%
Neutral	33.3%	30.7%	31.5%	31.3%	29.7%	24.8%	36.8%	30.3%	32.2%	30.9%
Disagree	12.5%	12.5%	11.0%	17.3%	9.5%	15.9%	8.3%	14.0%	10.0%	12.6%
Strongly disagree	6.3%	4.1%	4.7%	4.0%	6.1%	3.4%	2.3%	5.5%	2.4%	4.3%
<u>Q15-2. Columbia City government is transparent</u>										
Strongly agree	5.9%	8.8%	7.8%	6.0%	9.5%	9.9%	9.0%	8.5%	8.7%	8.4%
Agree	29.4%	31.3%	30.2%	34.4%	28.6%	27.5%	35.1%	31.3%	31.3%	31.2%
Neutral	31.4%	37.6%	36.4%	31.1%	37.4%	40.8%	41.0%	36.1%	38.9%	37.3%
Disagree	27.5%	16.9%	19.4%	21.2%	19.0%	16.9%	11.9%	17.2%	17.5%	17.6%
Strongly disagree	5.9%	5.4%	6.2%	7.3%	5.4%	4.9%	3.0%	6.9%	3.6%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q15-3. Columbia City government is efficient</u>									
Strongly agree	4.0%	7.4%	3.1%	6.5%	8.2%	9.7%	7.4%	6.9%	7.6%	7.1%
Agree	32.0%	33.6%	32.1%	31.2%	27.4%	37.5%	39.7%	34.0%	33.7%	33.5%
Neutral	42.0%	33.6%	35.9%	27.3%	39.0%	30.6%	40.4%	31.1%	37.8%	34.3%
Disagree	16.0%	18.6%	21.4%	25.3%	18.5%	17.4%	9.6%	18.9%	17.3%	18.3%
Strongly disagree	6.0%	6.7%	7.6%	9.7%	6.8%	4.9%	2.9%	9.0%	3.5%	6.7%
<u>Q15-4. Columbia City government is innovative</u>										
Strongly agree	4.0%	8.9%	6.1%	8.8%	8.6%	9.9%	8.5%	8.6%	8.5%	8.4%
Agree	32.0%	27.7%	29.5%	23.0%	30.7%	28.2%	27.7%	23.7%	32.9%	27.7%
Neutral	34.0%	42.4%	35.6%	41.2%	37.1%	46.5%	51.5%	42.5%	42.4%	42.1%
Disagree	24.0%	16.1%	25.0%	19.6%	14.3%	14.1%	10.0%	18.8%	13.1%	16.7%
Strongly disagree	6.0%	4.9%	3.8%	7.4%	9.3%	1.4%	2.3%	6.5%	3.0%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q15-5. Columbia City government values diversity</u>									
Strongly agree	7.7%	17.4%	13.1%	14.2%	21.4%	19.0%	14.0%	17.8%	15.3%	16.5%
Agree	44.2%	42.9%	48.4%	44.6%	38.6%	43.7%	41.9%	44.1%	42.6%	43.1%
Neutral	25.0%	29.9%	27.0%	27.7%	29.3%	28.9%	36.4%	28.2%	31.5%	29.8%
Disagree	17.3%	6.4%	7.4%	8.1%	6.4%	6.3%	7.0%	6.2%	7.8%	7.2%
Strongly disagree	5.8%	3.3%	4.1%	5.4%	4.3%	2.1%	0.8%	3.7%	2.7%	3.6%
<u>Q15-6. Columbia City employees are ethical & honest</u>										
Strongly agree	8.7%	14.1%	8.3%	12.0%	13.1%	19.3%	16.1%	14.3%	13.2%	13.6%
Agree	37.0%	42.2%	38.0%	42.3%	40.1%	45.7%	41.9%	43.8%	39.7%	41.7%
Neutral	37.0%	33.3%	36.4%	32.4%	35.8%	27.1%	37.9%	29.5%	38.5%	33.8%
Disagree	10.9%	6.3%	9.9%	8.5%	5.8%	5.0%	3.2%	6.5%	6.0%	6.6%
Strongly disagree	6.5%	4.1%	7.4%	4.9%	5.1%	2.9%	0.8%	5.9%	2.5%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q15-7. Columbia government leaders listen to what citizens have to say</u>										
Strongly agree	4.3%	8.8%	5.6%	7.4%	9.7%	9.2%	10.5%	9.2%	7.5%	8.4%
Agree	30.4%	31.9%	31.2%	28.4%	32.4%	35.9%	30.8%	29.5%	34.6%	31.7%
Neutral	30.4%	35.8%	40.0%	35.1%	29.0%	32.4%	43.6%	33.3%	38.3%	35.7%
Disagree	21.7%	17.0%	16.0%	22.3%	19.3%	15.5%	12.0%	19.2%	15.4%	17.2%
Strongly disagree	13.0%	6.5%	7.2%	6.8%	9.7%	7.0%	3.0%	8.7%	4.2%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q16-1. Columbia is a great place to live, work, learn & play</u>									
Strongly agree	31.8%	39.1%	34.3%	36.3%	35.9%	45.8%	40.4%	38.5%	38.3%	38.4%
Agree	47.0%	47.1%	49.4%	47.4%	47.1%	46.4%	45.9%	47.1%	46.8%	46.9%
Neutral	15.2%	10.5%	11.2%	9.9%	14.7%	6.5%	11.0%	10.3%	11.2%	10.9%
Disagree	6.1%	2.6%	4.5%	4.7%	1.8%	1.3%	2.1%	2.4%	3.6%	3.0%
Strongly disagree	0.0%	0.8%	0.6%	1.8%	0.6%	0.0%	0.7%	1.7%	0.0%	0.8%
<u>Q16-2. Columbia is a place where I can thrive</u>										
Strongly agree	27.3%	32.2%	29.0%	30.6%	30.8%	35.8%	31.7%	31.3%	32.3%	31.6%
Agree	47.0%	44.4%	44.3%	43.4%	43.8%	47.7%	46.2%	45.1%	44.0%	44.7%
Neutral	18.2%	18.4%	19.3%	18.5%	20.7%	14.6%	17.9%	18.1%	18.6%	18.3%
Disagree	7.6%	3.9%	6.8%	5.8%	3.6%	1.3%	3.4%	3.6%	4.9%	4.3%
Strongly disagree	0.0%	1.1%	0.6%	1.7%	1.2%	0.7%	0.7%	1.9%	0.2%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	

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

Strongly agree	24.2%	36.1%	32.4%	37.6%	41.5%	38.9%	24.6%	35.0%	35.7%	35.3%
Agree	46.8%	43.0%	44.9%	42.4%	41.5%	42.4%	45.1%	45.0%	40.6%	42.9%
Neutral	17.7%	13.2%	10.2%	9.4%	11.9%	12.5%	26.2%	13.8%	13.4%	13.6%
Disagree	9.7%	5.5%	9.7%	8.2%	2.5%	4.9%	3.3%	2.8%	9.0%	5.9%
Strongly disagree	1.6%	2.2%	2.8%	2.4%	2.5%	1.4%	0.8%	3.3%	1.3%	2.3%

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

Strongly agree	7.5%	19.4%	15.0%	16.1%	20.8%	21.2%	18.7%	17.3%	19.6%	18.4%
Agree	28.3%	33.4%	30.7%	28.4%	32.2%	35.8%	38.1%	33.6%	32.2%	33.2%
Neutral	34.0%	29.0%	22.2%	32.3%	28.9%	29.9%	35.8%	31.5%	27.5%	29.2%
Disagree	24.5%	14.4%	26.1%	18.7%	12.8%	10.9%	6.7%	14.7%	15.7%	15.2%
Strongly disagree	5.7%	3.8%	5.9%	4.5%	5.4%	2.2%	0.7%	2.9%	5.0%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q16-5. Columbia has jobs for which I am qualified</u>									
Strongly agree	25.0%	31.8%	34.1%	31.2%	32.7%	31.8%	21.4%	30.7%	32.1%	31.0%
Agree	46.9%	44.9%	49.4%	48.2%	48.4%	37.9%	38.8%	43.5%	47.3%	45.5%
Neutral	15.6%	18.9%	10.2%	11.8%	13.8%	28.8%	38.8%	20.9%	16.0%	18.4%
Disagree	10.9%	2.6%	4.5%	5.9%	3.1%	0.8%	1.0%	3.3%	2.4%	3.3%
Strongly disagree	1.6%	1.8%	1.7%	2.9%	1.9%	0.8%	0.0%	1.6%	2.1%	1.9%
<u>Q16-6. Columbia has job opportunities that would allow me to advance myself in my field</u>										
Strongly agree	17.5%	23.5%	26.4%	21.4%	25.6%	23.8%	14.1%	19.6%	26.8%	22.9%
Agree	49.2%	36.2%	43.1%	36.3%	37.2%	30.8%	37.0%	39.4%	35.8%	37.5%
Neutral	20.6%	27.8%	18.4%	20.2%	26.9%	36.2%	43.5%	28.5%	25.5%	27.0%
Disagree	11.1%	10.0%	11.5%	17.9%	7.1%	6.9%	5.4%	9.8%	9.8%	10.1%
Strongly disagree	1.6%	2.4%	0.6%	4.2%	3.2%	2.3%	0.0%	2.8%	2.2%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	

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

Strongly agree	2.6%	18.3%	20.2%	16.3%	16.7%	17.6%	15.3%	16.7%	17.7%	16.9%
Agree	53.8%	40.0%	41.2%	37.4%	33.3%	42.9%	52.0%	39.7%	43.8%	41.6%
Neutral	30.8%	34.9%	32.5%	34.1%	41.7%	34.5%	28.6%	36.0%	31.8%	34.0%
Disagree	10.3%	5.4%	4.4%	9.8%	7.5%	3.4%	4.1%	5.3%	6.0%	5.8%
Strongly disagree	2.6%	1.5%	1.8%	2.4%	0.8%	1.7%	0.0%	2.3%	0.7%	1.7%

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

Strongly agree	8.9%	21.4%	25.6%	16.7%	20.8%	21.6%	16.7%	21.0%	19.7%	20.3%
Agree	55.6%	40.9%	41.6%	43.7%	39.2%	37.9%	48.0%	40.5%	43.4%	42.3%
Neutral	22.2%	31.5%	24.8%	31.0%	32.5%	36.2%	30.4%	33.0%	28.9%	30.5%
Disagree	8.9%	5.4%	7.2%	7.9%	5.8%	3.4%	4.9%	4.1%	7.2%	5.8%
Strongly disagree	4.4%	0.7%	0.8%	0.8%	1.7%	0.9%	0.0%	1.4%	0.7%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q16-9. There are opportunities for minorities to go into business for themselves & be successful</u>										
Strongly agree	7.7%	20.7%	21.9%	19.3%	24.3%	19.8%	12.1%	19.2%	19.7%	19.6%
Agree	51.3%	36.9%	40.4%	38.6%	32.2%	35.1%	44.4%	37.4%	39.4%	38.3%
Neutral	15.4%	32.7%	27.2%	23.7%	32.2%	40.5%	32.3%	33.5%	29.0%	30.9%
Disagree	15.4%	9.0%	8.8%	15.8%	9.6%	4.5%	11.1%	7.8%	11.1%	9.6%
Strongly disagree	10.3%	0.8%	1.8%	2.6%	1.7%	0.0%	0.0%	2.1%	0.7%	1.6%

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

N=849

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q17. Where do you usually go when you are sick or need advice about your health</u>										
A doctor's office	75.8%	80.9%	77.0%	78.0%	80.7%	81.0%	86.5%	77.5%	83.5%	80.2%
An urgent care center	39.4%	44.5%	46.1%	43.4%	48.5%	44.4%	40.5%	43.2%	45.3%	44.2%
A hospital emergency room	7.6%	14.0%	10.1%	8.1%	12.9%	17.6%	18.2%	14.4%	13.2%	13.7%
No usual place	4.5%	3.0%	5.1%	5.2%	0.6%	3.9%	0.7%	2.4%	3.8%	3.2%
Other	4.5%	5.6%	4.5%	6.4%	5.3%	5.9%	4.7%	7.0%	3.6%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q18. Was there a time in past 12 months when you needed medical care, but could not get it</u>										
Yes	13.8%	5.8%	11.9%	9.3%	6.5%	1.3%	0.7%	3.4%	8.7%	6.3%
No	86.2%	94.2%	88.1%	90.7%	93.5%	98.7%	99.3%	96.6%	91.3%	93.7%

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

N=53	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q18a. What was the main reason you could not get medical care</u>									
Cost/no insurance	62.5%	47.6%	80.0%	28.6%	27.3%	50.0%	100.0%	41.7%	54.3%	50.0%
Office wasn't open when I could get there	0.0%	9.5%	0.0%	21.4%	9.1%	0.0%	0.0%	16.7%	5.7%	8.0%
Too long a wait in the waiting room	0.0%	4.8%	0.0%	7.1%	9.1%	0.0%	0.0%	0.0%	5.7%	4.0%
No transportation	12.5%	7.1%	5.0%	7.1%	0.0%	50.0%	0.0%	16.7%	5.7%	8.0%
Distance from medical provider	0.0%	4.8%	5.0%	7.1%	0.0%	0.0%	0.0%	8.3%	2.9%	4.0%
Too long a wait for an appointment	12.5%	23.8%	10.0%	14.3%	54.5%	0.0%	0.0%	16.7%	22.9%	22.0%
No childcare	12.5%	2.4%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	2.9%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q19. Was there any time in past 12 months when you were not able to meet your basic needs</u>										
Yes	13.8%	6.6%	12.5%	7.0%	7.1%	4.0%	2.7%	4.9%	8.5%	7.0%
No	86.2%	93.4%	87.5%	93.0%	92.9%	96.0%	97.3%	95.1%	91.5%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q20. How many times on average did you engage in physical activities or exercise each week during past month</u>										
0 times	10.8%	9.3%	10.2%	9.9%	7.7%	9.3%	9.5%	6.6%	11.9%	9.3%
1 or 2 times	29.2%	33.2%	37.3%	33.1%	36.9%	28.5%	26.4%	30.3%	34.9%	32.8%
3+ times	60.0%	57.5%	52.5%	57.0%	55.4%	62.3%	64.2%	63.1%	53.3%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q21. How many times per day on average did you eat fruit and/or vegetables during past month</u>										
Four+ times/day	40.0%	29.2%	33.1%	27.1%	30.3%	29.3%	29.9%	26.3%	34.7%	30.3%
Less than four+ times/day	56.9%	70.4%	65.7%	72.3%	69.1%	70.1%	70.1%	73.5%	64.3%	69.1%
Never	3.1%	0.4%	1.1%	0.6%	0.6%	0.7%	0.0%	0.3%	1.0%	0.6%

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

N=849	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q22. What best describes your relationship with your neighbors</u>									
I have a close relationship with many of my neighbors	6.1%	15.5%	6.2%	13.9%	18.7%	19.0%	17.0%	15.6%	13.7%	14.5%
I have a close relationship with a few of my neighbors	21.2%	29.9%	21.3%	31.2%	26.9%	34.0%	32.7%	30.3%	27.6%	29.2%
I know several of my neighbors, but I am not very close with any of them	25.8%	30.7%	24.2%	29.5%	35.1%	32.0%	32.0%	33.7%	27.4%	30.3%
I know a few people in my neighborhood, but I am not very close with any of them	34.8%	20.4%	38.8%	21.4%	17.5%	13.7%	15.0%	16.1%	26.9%	21.6%
I don't know anyone in my neighborhood	12.1%	3.5%	9.6%	4.0%	1.8%	1.3%	3.4%	4.3%	4.3%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q23. What best describes how people in your neighborhood interact with one another</u>										
They often help one another & have many social activities together	12.7%	12.7%	10.3%	13.8%	10.2%	19.0%	12.7%	12.9%	12.4%	12.7%
They often help one another but do not have many social activities together	19.0%	27.0%	16.0%	26.3%	31.7%	27.2%	31.7%	28.2%	24.6%	26.0%
They occasionally help one another but generally keep to themselves	31.7%	42.6%	44.6%	46.1%	41.3%	36.1%	40.1%	43.3%	40.7%	42.2%
They almost always keep to themselves	36.5%	17.6%	29.1%	13.8%	16.8%	17.7%	15.5%	15.6%	22.3%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q24-1. Crime, drugs or violence</u>									
Major problem	9.4%	9.9%	9.9%	9.7%	12.7%	6.2%	9.0%	9.4%	10.4%	10.0%
Moderate problem	6.3%	13.3%	9.9%	14.5%	14.5%	14.4%	10.4%	13.2%	12.9%	12.8%
Minor problem	39.1%	29.9%	35.7%	29.7%	25.3%	37.0%	24.6%	31.4%	29.2%	30.5%
Not a problem	45.3%	47.0%	44.4%	46.1%	47.6%	42.5%	56.0%	46.1%	47.5%	46.8%
<u>Q24-2. Unemployment</u>										
Major problem	4.1%	2.1%	3.7%	3.1%	2.2%	0.8%	1.1%	3.1%	1.6%	2.4%
Moderate problem	14.3%	9.0%	14.9%	9.9%	10.2%	4.0%	7.4%	7.1%	11.8%	9.4%
Minor problem	12.2%	21.3%	17.2%	15.3%	24.1%	28.2%	17.0%	18.8%	22.0%	20.4%
Not a problem	69.4%	67.6%	64.2%	71.8%	63.5%	66.9%	74.5%	71.0%	64.6%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q24-3. Homelessness</u>									
Major problem	1.6%	5.1%	3.7%	5.8%	5.6%	3.5%	4.2%	4.3%	5.4%	4.9%
Moderate problem	11.3%	6.4%	7.4%	7.8%	8.0%	4.9%	5.9%	6.9%	6.5%	6.9%
Minor problem	11.3%	10.6%	9.8%	9.1%	13.6%	11.3%	10.2%	10.6%	10.6%	10.6%
Not a problem	75.8%	77.9%	79.1%	77.3%	72.8%	80.3%	79.7%	78.2%	77.4%	77.7%
<u>Q24-4. Public schools not providing quality education</u>										
Major problem	7.0%	4.6%	6.1%	6.8%	3.6%	3.0%	3.4%	3.7%	5.9%	4.8%
Moderate problem	7.0%	9.6%	8.4%	10.9%	10.8%	5.2%	10.3%	9.0%	9.0%	9.4%
Minor problem	14.0%	13.7%	16.0%	16.3%	15.8%	10.4%	8.5%	13.8%	13.7%	13.6%
Not a problem	72.1%	72.2%	69.5%	66.0%	69.8%	81.5%	77.8%	73.5%	71.4%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q24-5. Lack of cultural activities</u>									
Major problem	17.4%	2.6%	8.2%	5.2%	2.1%	0.0%	1.0%	3.0%	4.5%	3.8%
Moderate problem	13.0%	7.9%	16.4%	9.6%	5.0%	3.1%	5.7%	5.4%	11.2%	8.2%
Minor problem	21.7%	18.2%	27.6%	17.0%	19.3%	13.0%	15.2%	17.0%	19.5%	18.3%
Not a problem	47.8%	71.3%	47.8%	68.1%	73.6%	84.0%	78.1%	74.7%	64.9%	69.8%
<u>Q24-6. Lack of recreational activities</u>										
Major problem	7.5%	2.5%	3.9%	3.9%	2.0%	0.7%	1.7%	3.2%	2.6%	2.9%
Moderate problem	9.4%	6.4%	10.3%	9.2%	4.0%	3.5%	5.8%	5.1%	8.4%	6.7%
Minor problem	24.5%	14.3%	21.3%	15.1%	14.6%	10.6%	13.2%	13.9%	15.9%	15.0%
Not a problem	58.5%	76.8%	64.5%	71.7%	79.5%	85.1%	79.3%	77.9%	73.2%	75.5%

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

N=849	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q24-7. Lack of affordable, quality child care</u>									
Major problem	18.4%	10.2%	12.1%	14.6%	11.1%	5.1%	7.7%	9.1%	11.9%	10.9%
Moderate problem	23.7%	19.1%	30.8%	17.5%	16.2%	13.9%	18.5%	18.6%	20.7%	19.5%
Minor problem	13.2%	19.9%	15.9%	16.5%	21.2%	26.6%	16.9%	19.5%	18.5%	19.1%
Not a problem	44.7%	50.8%	41.1%	51.5%	51.5%	54.4%	56.9%	52.8%	48.9%	50.5%
<u>Q24-8. Abandoned or run-down buildings</u>										
Major problem	1.6%	2.1%	2.9%	3.6%	1.9%	1.4%	0.0%	1.3%	3.1%	2.2%
Moderate problem	9.5%	4.6%	5.9%	4.8%	6.3%	2.8%	3.9%	4.6%	5.5%	5.1%
Minor problem	15.9%	17.2%	18.8%	17.9%	17.5%	17.7%	14.1%	15.8%	18.4%	17.3%
Not a problem	73.0%	76.1%	72.4%	73.8%	74.4%	78.0%	82.0%	78.4%	73.0%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q24-9. Unsupervised children or teenagers</u>									
Major problem	6.8%	5.0%	5.5%	5.5%	5.8%	5.1%	3.2%	5.5%	5.1%	5.3%
Moderate problem	8.5%	8.0%	9.1%	7.4%	12.2%	5.1%	7.2%	6.3%	10.3%	8.2%
Minor problem	20.3%	23.7%	24.2%	20.9%	26.9%	25.4%	19.2%	24.7%	21.6%	23.2%
Not a problem	64.4%	63.3%	61.2%	66.3%	55.1%	64.5%	70.4%	63.5%	63.0%	63.3%
<u>Q24-10. Speeding on neighborhood streets</u>										
Major problem	13.6%	12.3%	10.8%	12.4%	15.7%	11.4%	10.6%	13.0%	11.8%	12.7%
Moderate problem	22.7%	19.5%	18.8%	18.8%	20.5%	18.1%	21.8%	20.1%	19.7%	19.7%
Minor problem	37.9%	38.3%	38.6%	38.8%	39.8%	39.6%	34.5%	38.8%	37.2%	38.1%
Not a problem	25.8%	30.0%	31.8%	30.0%	24.1%	30.9%	33.1%	28.0%	31.3%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q24-11. Lack of affordable housing</u>									
Major problem	12.0%	8.7%	7.3%	12.2%	14.2%	4.9%	3.8%	7.0%	10.4%	9.0%
Moderate problem	22.0%	15.5%	19.2%	17.3%	15.6%	13.8%	12.4%	14.8%	16.9%	15.9%
Minor problem	20.0%	25.2%	22.5%	29.5%	21.3%	24.4%	28.6%	25.2%	24.3%	24.6%
Not a problem	46.0%	50.6%	51.0%	41.0%	48.9%	56.9%	55.2%	53.0%	48.4%	50.4%
<u>Q24-12. Tension between racial/ethnic groups</u>										
Major problem	4.0%	5.1%	2.8%	8.9%	4.0%	4.5%	3.4%	5.1%	4.7%	5.1%
Moderate problem	10.0%	7.5%	8.4%	4.1%	9.3%	5.2%	14.4%	8.5%	7.6%	7.9%
Minor problem	18.0%	15.2%	17.5%	14.4%	19.3%	14.9%	10.2%	15.8%	14.6%	15.2%
Not a problem	68.0%	72.2%	71.3%	72.6%	67.3%	75.4%	72.0%	70.6%	73.1%	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")

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q24-13. Lack of good places to shop for food or other items</u>									
Major problem	4.7%	3.0%	2.9%	5.4%	3.0%	1.3%	2.1%	3.2%	3.0%	3.2%
Moderate problem	10.9%	5.9%	8.2%	6.6%	4.8%	6.0%	5.0%	6.7%	6.0%	6.4%
Minor problem	9.4%	13.6%	19.4%	12.0%	10.2%	12.0%	12.9%	12.1%	14.1%	13.1%
Not a problem	75.0%	77.5%	69.4%	76.0%	82.0%	80.7%	80.0%	78.0%	76.9%	77.3%
<u>Q24-14. Roaming/loose animals</u>										
Major problem	3.2%	2.2%	3.5%	3.0%	1.8%	1.3%	0.7%	2.5%	1.8%	2.2%
Moderate problem	3.2%	5.0%	5.8%	3.6%	6.0%	5.3%	2.2%	4.5%	5.0%	4.8%
Minor problem	19.0%	24.3%	27.5%	22.6%	22.8%	25.8%	20.9%	21.3%	25.9%	23.7%
Not a problem	74.6%	68.6%	63.2%	70.8%	69.5%	67.5%	76.1%	71.7%	67.3%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q24-15. Flooding</u>									
Major problem	0.0%	1.2%	0.0%	3.0%	1.8%	0.7%	0.0%	1.0%	1.3%	1.1%
Moderate problem	3.3%	3.8%	4.8%	3.6%	3.7%	4.0%	2.3%	3.5%	4.2%	3.8%
Minor problem	18.3%	15.2%	16.9%	16.3%	16.5%	12.7%	15.3%	15.8%	15.3%	15.8%
Not a problem	78.3%	79.7%	78.3%	77.1%	78.0%	82.7%	82.4%	79.7%	79.2%	79.3%
<u>Q24-16. Overgrown lots</u>										
Major problem	0.0%	2.3%	1.2%	2.4%	3.0%	2.0%	1.5%	2.0%	2.3%	2.1%
Moderate problem	6.3%	4.2%	4.7%	5.4%	5.4%	2.0%	3.0%	4.0%	4.8%	4.3%
Minor problem	12.7%	17.4%	17.4%	14.4%	19.9%	16.2%	19.5%	16.8%	17.6%	17.2%
Not a problem	81.0%	76.1%	76.7%	77.8%	71.7%	79.7%	75.9%	77.3%	75.3%	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")

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q24-17. Graffiti</u>									
Major problem	0.0%	0.8%	0.0%	1.8%	1.2%	0.7%	0.0%	0.5%	1.0%	0.7%
Moderate problem	0.0%	1.6%	0.6%	2.4%	0.0%	2.0%	2.3%	1.5%	1.6%	1.5%
Minor problem	12.7%	8.4%	7.6%	8.9%	15.4%	6.1%	6.1%	10.5%	7.5%	9.0%
Not a problem	87.3%	89.2%	91.9%	86.9%	83.3%	91.2%	91.7%	87.5%	89.9%	88.8%
<u>Q24-18. Abandoned cars or vehicles</u>										
Major problem	0.0%	1.2%	1.2%	1.8%	1.8%	0.7%	0.0%	1.0%	1.5%	1.2%
Moderate problem	3.2%	2.9%	1.7%	5.5%	2.4%	1.4%	3.1%	3.0%	2.8%	2.9%
Minor problem	6.3%	12.9%	11.6%	10.9%	15.2%	11.6%	13.0%	13.5%	11.3%	12.7%
Not a problem	90.5%	83.0%	85.5%	81.8%	80.5%	86.4%	84.0%	82.5%	84.3%	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")

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q25-1. Condition of housing</u>									
Very satisfied	15.9%	26.8%	19.0%	26.5%	25.8%	26.5%	33.3%	25.9%	26.3%	25.9%
Satisfied	61.9%	52.9%	57.5%	52.4%	52.8%	57.6%	46.8%	53.1%	53.8%	53.5%
Neutral	15.9%	16.3%	18.4%	15.3%	17.8%	11.9%	17.7%	16.8%	15.9%	16.3%
Dissatisfied	4.8%	3.1%	4.6%	4.7%	1.8%	3.3%	1.4%	3.7%	2.5%	3.3%
Very dissatisfied	1.6%	0.9%	0.6%	1.2%	1.8%	0.7%	0.7%	0.5%	1.5%	1.0%
<u>Q25-2. Condition of streets (smoothness, absence of cracks/potholes)</u>										
Very satisfied	4.6%	8.4%	8.0%	7.0%	6.0%	9.9%	9.7%	7.6%	8.8%	8.1%
Satisfied	29.2%	29.8%	29.5%	25.7%	28.0%	36.2%	30.3%	28.0%	31.6%	29.5%
Neutral	29.2%	21.0%	27.8%	21.6%	16.7%	19.7%	22.8%	22.0%	21.7%	21.8%
Dissatisfied	27.7%	29.8%	20.5%	35.1%	36.3%	25.7%	31.0%	31.5%	27.3%	29.7%
Very dissatisfied	9.2%	10.9%	14.2%	10.5%	13.1%	8.6%	6.2%	11.0%	10.7%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q25-3. Availability of sidewalks</u>									
Very satisfied	6.3%	18.6%	16.7%	17.0%	18.8%	15.0%	19.4%	16.4%	19.6%	17.7%
Satisfied	40.6%	40.0%	35.6%	36.3%	41.8%	46.4%	41.0%	40.7%	39.5%	40.1%
Neutral	26.6%	21.9%	22.4%	24.0%	19.4%	23.5%	23.7%	23.5%	21.1%	22.2%
Dissatisfied	18.8%	15.3%	19.0%	18.7%	15.2%	12.4%	12.2%	15.2%	15.1%	15.5%
Very dissatisfied	7.8%	4.2%	6.3%	4.1%	4.8%	2.6%	3.6%	4.2%	4.7%	4.5%
<u>Q25-4. Neighborhood parks</u>										
Very satisfied	15.9%	27.3%	25.1%	22.8%	29.0%	28.2%	26.1%	26.0%	27.1%	26.5%
Satisfied	50.8%	48.5%	47.4%	53.3%	49.4%	47.7%	47.8%	48.5%	48.8%	48.7%
Neutral	22.2%	17.8%	18.7%	14.4%	17.9%	20.1%	20.1%	18.5%	17.6%	18.1%
Dissatisfied	9.5%	4.9%	6.4%	6.6%	3.7%	2.7%	5.2%	5.5%	4.9%	5.2%
Very dissatisfied	1.6%	1.5%	2.3%	3.0%	0.0%	1.3%	0.7%	1.5%	1.5%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q25-5. Overall appearance of your neighborhood</u>									
Very satisfied	20.3%	28.6%	21.0%	28.1%	29.3%	30.7%	31.0%	29.0%	27.1%	27.8%
Satisfied	51.6%	53.5%	53.4%	53.2%	53.9%	56.2%	51.7%	50.9%	56.1%	53.6%
Neutral	20.3%	13.0%	19.3%	11.1%	10.8%	10.5%	14.5%	15.3%	11.5%	13.6%
Dissatisfied	7.8%	4.5%	6.3%	7.0%	5.4%	2.6%	2.1%	4.9%	4.6%	4.7%
Very dissatisfied	0.0%	0.4%	0.0%	0.6%	0.6%	0.0%	0.7%	0.0%	0.7%	0.4%
<u>Q25-6. Overall quality of City services in your neighborhood</u>										
Very satisfied	11.1%	20.4%	15.9%	18.9%	18.4%	21.5%	23.1%	20.6%	18.8%	19.7%
Satisfied	54.0%	52.8%	52.9%	56.2%	49.7%	54.4%	52.4%	52.2%	53.6%	52.7%
Neutral	25.4%	19.7%	24.1%	12.4%	25.8%	20.1%	20.3%	20.6%	19.8%	20.3%
Dissatisfied	7.9%	5.3%	5.3%	8.3%	4.3%	4.0%	2.8%	5.2%	5.3%	5.4%
Very dissatisfied	1.6%	1.9%	1.8%	4.1%	1.8%	0.0%	1.4%	1.2%	2.5%	2.0%

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

N=849	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q26. How would you like to receive information from City</u>									
City newsletter that comes with utility bill	62.1%	71.6%	61.2%	64.7%	77.2%	77.1%	76.4%	69.3%	71.9%	70.7%
Local newspaper	25.8%	32.7%	22.5%	22.5%	33.3%	42.5%	44.6%	34.8%	29.0%	32.2%
Television news	42.4%	53.8%	41.0%	43.9%	55.6%	64.1%	62.2%	53.2%	53.0%	53.0%
City cable channel	9.1%	8.3%	6.7%	8.1%	11.7%	7.8%	6.1%	8.9%	7.4%	8.2%
City website	48.5%	38.4%	51.7%	46.2%	43.3%	34.0%	18.2%	38.4%	39.8%	39.1%
Radio	36.4%	31.0%	33.7%	24.9%	32.7%	32.0%	33.1%	31.7%	30.0%	31.1%
Friends/neighbors	16.7%	13.9%	16.3%	14.5%	9.9%	15.0%	14.9%	12.9%	14.9%	13.9%
Neighborhood/homeowners associations	30.3%	24.6%	27.5%	23.1%	27.5%	22.9%	25.0%	23.0%	27.1%	25.0%
Facebook	56.1%	24.3%	53.9%	31.2%	20.5%	15.7%	8.8%	21.1%	32.4%	26.5%
Twitter	19.7%	6.6%	14.6%	10.4%	5.8%	3.9%	1.4%	8.4%	6.5%	7.5%
YouTube	4.5%	2.7%	5.6%	3.5%	2.9%	2.0%	0.0%	3.1%	2.4%	2.8%
Pinterest	1.5%	0.3%	1.1%	0.0%	0.6%	0.0%	0.0%	0.0%	0.7%	0.4%
Instagram	9.1%	2.6%	7.3%	2.3%	4.1%	1.3%	0.0%	3.1%	3.1%	3.1%
Other	4.5%	5.3%	9.0%	7.5%	1.8%	5.2%	1.4%	4.6%	5.3%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q27-1. City government is a trusted source of information about programs & services</u>									
Strongly agree	5.3%	19.9%	16.5%	18.8%	17.5%	20.8%	20.4%	19.5%	18.2%	18.7%
Agree	50.9%	46.3%	47.5%	47.5%	50.0%	46.5%	42.3%	44.9%	49.2%	46.8%
Neutral	33.3%	27.4%	29.1%	21.3%	27.9%	29.2%	32.8%	27.3%	27.5%	27.8%
Disagree	10.5%	4.5%	6.3%	10.6%	1.3%	2.8%	2.2%	6.5%	3.5%	4.9%
Strongly disagree	0.0%	1.8%	0.6%	1.9%	3.2%	0.7%	2.2%	1.8%	1.6%	1.8%
<u>Q27-2. It is easy to get information I need from City government</u>										
Strongly agree	3.6%	14.8%	12.3%	16.5%	11.9%	15.6%	12.5%	14.4%	13.7%	13.8%
Agree	30.9%	40.7%	37.0%	33.5%	41.7%	42.6%	47.8%	39.0%	40.9%	39.9%
Neutral	50.9%	32.3%	37.7%	34.8%	35.1%	31.2%	30.1%	34.6%	33.2%	33.9%
Disagree	14.5%	10.2%	12.3%	12.7%	8.6%	8.5%	8.8%	9.4%	11.0%	10.4%
Strongly disagree	0.0%	2.0%	0.6%	2.5%	2.6%	2.1%	0.7%	2.6%	1.1%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q27-3. Information is communicated clearly, accurately & in a form that meets my needs</u>										
Strongly agree	5.4%	13.5%	9.9%	13.0%	14.8%	15.5%	11.1%	12.8%	13.0%	12.8%
Agree	37.5%	43.4%	40.8%	38.5%	43.9%	46.5%	47.4%	40.6%	46.1%	43.0%
Neutral	42.9%	31.6%	35.5%	32.3%	30.3%	32.4%	31.1%	34.3%	30.6%	32.5%
Disagree	14.3%	10.0%	12.5%	14.9%	8.4%	4.9%	9.6%	10.7%	8.9%	10.2%
Strongly disagree	0.0%	1.6%	1.3%	1.2%	2.6%	0.7%	0.7%	1.6%	1.4%	1.6%

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

Strongly agree	7.1%	8.6%	3.3%	11.5%	11.0%	10.4%	6.6%	7.3%	9.9%	8.4%
Agree	28.6%	22.6%	27.9%	12.8%	17.8%	19.4%	30.3%	18.8%	27.3%	22.8%
Neutral	35.7%	47.0%	49.2%	44.9%	47.9%	43.3%	52.6%	45.5%	48.3%	46.6%
Disagree	17.9%	10.7%	6.6%	19.2%	9.6%	13.4%	6.6%	14.7%	7.0%	11.1%
Strongly disagree	10.7%	11.0%	13.1%	11.5%	13.7%	13.4%	3.9%	13.6%	7.6%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q27-5. City's website provides information that is useful to me</u>									
Strongly agree	12.5%	15.5%	14.3%	17.0%	16.3%	17.2%	11.3%	12.9%	18.2%	15.1%
Agree	58.9%	49.1%	51.9%	50.3%	51.8%	50.0%	45.3%	49.0%	51.1%	50.2%
Neutral	19.6%	29.0%	26.0%	24.2%	28.4%	29.3%	34.9%	30.7%	25.5%	27.9%
Disagree	8.9%	5.0%	7.1%	6.5%	2.8%	2.6%	6.6%	4.9%	4.9%	5.2%
Strongly disagree	0.0%	1.4%	0.6%	2.0%	0.7%	0.9%	1.9%	2.6%	0.3%	1.5%
<u>Q27-6. City newsletter provides information that is useful to me</u>										
Strongly agree	12.0%	13.7%	9.5%	12.3%	13.5%	15.6%	16.9%	12.1%	14.9%	13.4%
Agree	48.0%	48.5%	45.3%	47.3%	52.0%	48.1%	50.0%	45.2%	52.0%	48.5%
Neutral	32.0%	30.7%	32.1%	31.5%	29.1%	31.1%	30.0%	33.1%	28.2%	30.8%
Disagree	6.0%	5.0%	10.9%	6.2%	3.4%	3.7%	1.5%	6.7%	3.2%	5.0%
Strongly disagree	2.0%	2.1%	2.2%	2.7%	2.0%	1.5%	1.5%	2.8%	1.7%	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

Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	

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

Strongly agree	5.1%	10.6%	12.2%	13.2%	7.0%	12.6%	5.3%	7.3%	12.9%	10.1%
Agree	43.6%	33.8%	43.5%	33.0%	31.0%	30.5%	31.6%	31.8%	37.3%	34.3%
Neutral	33.3%	41.8%	30.4%	39.6%	49.0%	42.1%	47.4%	44.1%	38.0%	41.2%
Disagree	12.8%	9.3%	10.4%	9.4%	9.0%	8.4%	11.8%	10.6%	8.6%	9.7%
Strongly disagree	5.1%	4.5%	3.5%	4.7%	4.0%	6.3%	3.9%	6.1%	3.1%	4.7%

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

Strongly agree	7.3%	10.5%	8.0%	14.1%	8.5%	11.3%	8.9%	9.5%	11.1%	10.1%
Agree	41.5%	40.7%	38.0%	40.4%	42.6%	41.3%	38.0%	37.1%	43.2%	40.5%
Neutral	26.8%	39.7%	35.0%	33.3%	40.4%	40.0%	50.6%	42.1%	36.3%	38.8%
Disagree	17.1%	5.5%	16.0%	6.1%	4.3%	3.8%	1.3%	5.4%	7.3%	6.5%
Strongly disagree	7.3%	3.6%	3.0%	6.1%	4.3%	3.8%	1.3%	5.9%	2.1%	4.1%

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

N=849

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q28. Have you contacted City with a question, problem or complaint during past year</u>										
Yes	48.5%	50.1%	45.5%	53.8%	53.2%	52.3%	44.6%	49.6%	49.6%	49.8%
No	51.5%	49.9%	54.5%	46.2%	46.8%	47.7%	55.4%	50.4%	50.4%	50.2%

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

N=423

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q28a. How did you contact City most recently</u>										
Telephone	78.1%	71.2%	67.9%	73.1%	71.1%	71.4%	76.2%	67.3%	76.6%	71.9%
Website	18.8%	16.4%	22.2%	19.4%	14.4%	18.2%	7.9%	16.8%	16.6%	16.6%
Walk-in	3.1%	9.5%	6.2%	5.4%	12.2%	10.4%	9.5%	12.4%	4.9%	8.9%
Through City Council member or Mayor	0.0%	2.9%	3.7%	2.2%	2.2%	0.0%	6.3%	3.5%	2.0%	2.6%

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

N=423	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q28b. For which service did you contact City most recently</u>									
Police	6.3%	7.6%	7.5%	11.0%	9.0%	3.8%	4.6%	9.4%	6.4%	7.9%
Fire	0.0%	0.8%	0.0%	1.1%	0.0%	0.0%	1.5%	1.0%	0.5%	0.7%
Water	12.5%	7.4%	7.5%	7.7%	4.5%	10.1%	9.2%	8.9%	6.4%	7.7%
Sewer	0.0%	2.6%	5.0%	3.3%	0.0%	2.5%	1.5%	3.4%	1.5%	2.4%
Stormwater	0.0%	2.6%	2.5%	2.2%	1.1%	3.8%	3.1%	2.5%	2.5%	2.4%
Parks & recreation	6.3%	3.4%	7.5%	2.2%	0.0%	2.5%	7.7%	2.5%	4.4%	3.6%
Code enforcement	3.1%	8.4%	10.0%	6.6%	6.7%	8.9%	4.6%	8.4%	7.4%	7.9%
Public health	0.0%	1.3%	1.3%	2.2%	1.1%	0.0%	1.5%	2.0%	0.5%	1.2%
Streets	6.3%	10.0%	3.8%	9.9%	14.6%	7.6%	13.8%	8.9%	10.8%	9.6%
Sidewalks	3.1%	1.6%	3.8%	2.2%	1.1%	0.0%	1.5%	2.0%	1.5%	1.7%
Electric service	12.5%	13.4%	15.0%	15.4%	11.2%	15.2%	9.2%	14.8%	11.8%	13.2%
Public transportation	3.1%	1.1%	1.3%	1.1%	1.1%	2.5%	0.0%	1.5%	1.0%	1.2%
Planning & zoning	0.0%	3.2%	1.3%	4.4%	3.4%	5.1%	0.0%	4.9%	1.0%	2.9%
Monthly utility billing	18.8%	7.4%	13.8%	5.5%	9.0%	5.1%	7.7%	4.4%	11.8%	8.2%
Solid waste (trash, recycling, yard waste)	15.6%	19.2%	13.8%	14.3%	22.5%	21.5%	26.2%	19.2%	19.1%	19.2%

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

N=423

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q28b. For which service did you contact City most recently (cont.)</u>										
Airport	0.0%	0.3%	0.0%	0.0%	1.1%	0.0%	0.0%	0.5%	0.0%	0.2%
Energy efficiency	3.1%	1.6%	3.8%	0.0%	4.5%	0.0%	0.0%	1.0%	2.5%	1.7%
Other	9.4%	8.2%	2.5%	11.0%	9.0%	11.4%	7.7%	4.9%	11.3%	8.2%

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

N=423

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	

Q28c. Why did you contact City about this service

Request service	28.1%	19.2%	18.5%	23.7%	26.4%	21.3%	9.1%	22.2%	17.9%	20.1%
Get information	25.0%	28.2%	24.7%	21.5%	24.2%	36.3%	33.3%	29.5%	26.1%	27.9%
Report a problem	37.5%	40.9%	39.5%	40.9%	39.6%	43.8%	39.4%	40.6%	40.6%	40.7%
Discuss a billing problem	15.6%	10.6%	16.0%	7.5%	13.2%	10.0%	9.1%	7.2%	15.0%	11.1%
Request emergency assistance	3.1%	2.1%	2.5%	1.1%	0.0%	3.8%	3.0%	3.4%	1.0%	2.1%
Request non-emergency assistance	12.5%	7.3%	11.1%	8.6%	4.4%	5.0%	9.1%	8.7%	6.8%	7.6%
Comply with City requirements	6.3%	5.4%	7.4%	5.4%	5.5%	3.8%	4.5%	6.8%	4.3%	5.4%
Other	3.1%	8.3%	6.2%	9.7%	8.8%	5.0%	10.6%	5.8%	10.6%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q28d-1. Hours City employees were available met my needs</u>									
Strongly agree	15.6%	25.4%	27.3%	21.1%	19.8%	29.1%	30.5%	25.9%	22.9%	24.3%
Agree	59.4%	51.6%	46.8%	57.8%	52.3%	49.4%	52.5%	48.2%	56.2%	52.6%
Neutral	12.5%	16.4%	14.3%	13.3%	20.9%	16.5%	15.3%	18.1%	14.4%	15.9%
Disagree	6.3%	3.8%	7.8%	4.4%	2.3%	2.5%	1.7%	3.1%	5.0%	4.0%
Strongly disagree	6.3%	2.7%	3.9%	3.3%	4.7%	2.5%	0.0%	4.7%	1.5%	3.2%
<u>Q28d-2. I knew who to contact for my needs</u>										
Strongly agree	12.5%	19.3%	25.6%	16.3%	16.7%	18.2%	18.8%	18.5%	18.2%	18.5%
Agree	40.6%	47.6%	47.4%	47.8%	43.3%	45.5%	54.7%	43.5%	51.7%	47.4%
Neutral	25.0%	18.2%	12.8%	21.7%	22.2%	20.8%	14.1%	23.0%	14.3%	18.5%
Disagree	9.4%	9.9%	9.0%	9.8%	11.1%	7.8%	9.4%	9.5%	10.3%	9.7%
Strongly disagree	12.5%	5.1%	5.1%	4.3%	6.7%	7.8%	3.1%	5.5%	5.4%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q28d-3. It was easy to reach right person at City</u>									
Strongly agree	9.4%	19.1%	19.0%	15.2%	14.9%	21.5%	23.1%	18.0%	18.1%	18.2%
Agree	31.3%	41.2%	40.5%	48.9%	31.0%	41.8%	41.5%	38.5%	43.6%	40.9%
Neutral	21.9%	20.2%	17.7%	19.6%	27.6%	17.7%	16.9%	24.0%	16.2%	20.1%
Disagree	21.9%	12.8%	15.2%	9.8%	13.8%	13.9%	15.4%	11.5%	15.7%	13.3%
Strongly disagree	15.6%	6.6%	7.6%	6.5%	12.6%	5.1%	3.1%	8.0%	6.4%	7.5%
<u>Q28d-4. City employees who helped me were courteous & polite</u>										
Strongly agree	27.6%	36.7%	31.6%	40.4%	32.1%	39.2%	40.3%	36.7%	35.4%	35.8%
Agree	37.9%	46.2%	39.5%	43.8%	52.4%	43.0%	50.0%	41.8%	49.5%	45.8%
Neutral	31.0%	9.5%	19.7%	6.7%	9.5%	8.9%	9.7%	12.8%	9.1%	10.9%
Disagree	3.4%	4.3%	6.6%	6.7%	0.0%	5.1%	0.0%	5.1%	3.5%	4.2%
Strongly disagree	0.0%	3.3%	2.6%	2.2%	6.0%	3.8%	0.0%	3.6%	2.5%	3.2%

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

N=423

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	

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

Strongly agree	30.0%	27.6%	27.0%	30.6%	25.3%	27.0%	31.7%	24.9%	30.9%	27.6%
Agree	30.0%	41.8%	45.9%	34.1%	38.6%	45.9%	40.0%	43.9%	38.7%	41.1%
Neutral	23.3%	17.6%	17.6%	17.6%	18.1%	18.9%	18.3%	16.9%	17.8%	17.8%
Disagree	6.7%	7.4%	5.4%	10.6%	7.2%	2.7%	10.0%	8.5%	6.3%	7.2%
Strongly disagree	10.0%	5.7%	4.1%	7.1%	10.8%	5.4%	0.0%	5.8%	6.3%	6.2%

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

Strongly agree	24.1%	29.7%	30.3%	33.0%	22.1%	34.6%	29.5%	26.7%	31.3%	29.2%
Agree	37.9%	41.6%	39.5%	38.5%	46.5%	37.2%	45.9%	41.0%	41.8%	41.1%
Neutral	20.7%	15.7%	18.4%	14.3%	15.1%	15.4%	16.4%	19.5%	12.9%	16.3%
Disagree	6.9%	7.3%	9.2%	4.4%	7.0%	9.0%	4.9%	5.1%	9.5%	7.2%
Strongly disagree	10.3%	5.7%	2.6%	9.9%	9.3%	3.8%	3.3%	7.7%	4.5%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q28d-7. City employees were knowledgeable</u>										
Strongly agree	17.2%	31.3%	27.6%	37.1%	20.0%	35.9%	33.3%	29.7%	30.8%	30.3%
Agree	44.8%	41.7%	40.8%	39.3%	47.1%	34.6%	50.0%	39.5%	44.4%	42.0%
Neutral	20.7%	17.2%	22.4%	10.1%	20.0%	21.8%	11.7%	20.0%	15.2%	17.3%
Disagree	6.9%	6.0%	7.9%	4.5%	4.7%	6.4%	5.0%	4.6%	7.1%	6.0%
Strongly disagree	10.3%	3.8%	1.3%	9.0%	8.2%	1.3%	0.0%	6.2%	2.5%	4.5%
<u>Q28d-8. Overall, I was satisfied with quality of customer service provided by City</u>										
Strongly agree	22.6%	28.7%	28.2%	29.7%	20.7%	36.7%	29.0%	26.3%	29.6%	28.1%
Agree	35.5%	42.6%	37.2%	40.7%	43.7%	36.7%	54.8%	41.4%	43.3%	42.3%
Neutral	19.4%	14.5%	16.7%	12.1%	18.4%	16.5%	6.5%	18.2%	11.3%	14.7%
Disagree	12.9%	7.8%	14.1%	6.6%	5.7%	5.1%	9.7%	6.6%	9.9%	8.1%
Strongly disagree	9.7%	6.4%	3.8%	11.0%	11.5%	5.1%	0.0%	7.6%	5.9%	6.8%

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

N=849

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q29. How do you rate overall service provided by City's Utility Billing Office</u>										
Excellent	16.1%	22.6%	16.4%	23.9%	20.5%	24.3%	27.2%	21.5%	22.5%	22.0%
Good	37.5%	48.8%	39.5%	44.5%	52.3%	53.7%	52.2%	48.6%	48.5%	48.1%
Average	32.1%	23.6%	34.2%	25.2%	21.2%	19.1%	19.1%	24.4%	23.4%	24.2%
Poor	5.4%	3.2%	5.3%	2.6%	4.6%	2.9%	1.5%	2.9%	3.4%	3.3%
Very poor	8.9%	1.7%	4.6%	3.9%	1.3%	0.0%	0.0%	2.6%	2.3%	2.4%

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

N=849	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q30-1. Residential trash collection service</u>									
Yes	98.5%	97.7%	98.9%	97.1%	99.4%	98.0%	94.6%	98.3%	95.9%	97.1%
No	1.5%	2.3%	1.1%	2.9%	0.6%	2.0%	5.4%	1.7%	4.1%	2.9%
<u>Q30-2. Curbside recycling (blue bags)</u>										
Yes	74.2%	86.1%	78.1%	85.0%	89.5%	85.0%	89.9%	87.8%	81.3%	84.5%
No	25.8%	13.9%	21.9%	15.0%	10.5%	15.0%	10.1%	12.2%	18.7%	15.5%
<u>Q30-3. Drop-off recycling</u>										
Yes	34.8%	47.7%	47.8%	46.2%	46.8%	55.6%	37.2%	48.7%	43.6%	46.3%
No	65.2%	52.3%	52.2%	53.8%	53.2%	44.4%	62.8%	51.3%	56.4%	53.7%
<u>Q30-4. City electric service</u>										
Yes	87.9%	84.4%	88.8%	85.0%	87.1%	83.0%	79.7%	83.0%	85.4%	84.1%
No	12.1%	15.6%	11.2%	15.0%	12.9%	17.0%	20.3%	17.0%	14.6%	15.9%

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

N=849	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q30-5. City water service</u>									
Yes	97.0%	93.5%	97.8%	91.3%	95.3%	92.2%	91.9%	93.3%	93.3%	93.1%
No	3.0%	6.5%	2.2%	8.7%	4.7%	7.8%	8.1%	6.7%	6.7%	6.9%
<u>Q30-6. City sewer service</u>										
Yes	95.5%	94.8%	98.3%	91.3%	95.3%	94.8%	93.9%	94.2%	94.0%	94.1%
No	4.5%	5.2%	1.7%	8.7%	4.7%	5.2%	6.1%	5.8%	6.0%	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")

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q30-1. Residential trash collection service</u>									
Very satisfied	35.4%	48.8%	36.0%	48.5%	43.5%	53.4%	60.3%	47.8%	47.8%	47.6%
Satisfied	50.8%	41.2%	46.3%	38.9%	48.2%	39.2%	34.4%	43.1%	40.4%	42.0%
Neutral	7.7%	5.6%	8.0%	7.2%	6.0%	3.4%	4.6%	5.2%	6.7%	5.8%
Dissatisfied	4.6%	3.8%	8.0%	4.2%	2.4%	3.4%	0.8%	3.7%	3.9%	3.8%
Very dissatisfied	1.5%	0.7%	1.7%	1.2%	0.0%	0.7%	0.0%	0.2%	1.3%	0.7%
<u>Q30-2. Curbside recycling (blue bags)</u>										
Very satisfied	30.6%	48.9%	32.6%	43.4%	45.0%	55.0%	61.8%	47.2%	48.2%	47.4%
Satisfied	55.1%	39.5%	48.6%	41.4%	43.0%	36.4%	33.3%	42.2%	38.4%	40.7%
Neutral	8.2%	7.3%	10.1%	10.3%	6.0%	6.2%	4.1%	6.4%	8.2%	7.3%
Dissatisfied	4.1%	3.1%	5.8%	3.4%	4.6%	1.6%	0.8%	3.1%	3.7%	3.3%
Very dissatisfied	2.0%	1.2%	2.9%	1.4%	1.3%	0.8%	0.0%	1.1%	1.5%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	

Q30-3. Drop-off recycling

Very satisfied	30.4%	45.4%	34.9%	41.8%	39.7%	52.4%	56.0%	42.2%	46.8%	44.5%
Satisfied	47.8%	43.4%	47.0%	40.5%	44.9%	45.1%	40.0%	43.7%	43.9%	43.7%
Neutral	13.0%	7.3%	12.0%	7.6%	11.5%	2.4%	4.0%	9.5%	5.8%	7.6%
Dissatisfied	4.3%	3.1%	3.6%	8.9%	2.6%	0.0%	0.0%	4.0%	2.3%	3.2%
Very dissatisfied	4.3%	0.8%	2.4%	1.3%	1.3%	0.0%	0.0%	0.5%	1.2%	1.1%

Q30-4. City electric service

Very satisfied	29.3%	44.8%	33.8%	43.8%	41.4%	52.0%	50.4%	40.6%	46.2%	43.3%
Satisfied	43.1%	43.1%	47.1%	42.4%	43.4%	41.6%	39.8%	45.3%	41.3%	43.2%
Neutral	19.0%	6.9%	11.5%	6.3%	9.0%	5.6%	7.1%	7.9%	7.6%	7.9%
Dissatisfied	8.6%	3.6%	5.1%	6.9%	4.1%	0.8%	1.8%	4.1%	3.8%	4.0%
Very dissatisfied	0.0%	1.6%	2.5%	0.7%	2.1%	0.0%	0.9%	2.0%	1.2%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	

Q30-5. City water service

Very satisfied	30.2%	45.8%	35.5%	42.2%	43.4%	55.4%	49.6%	44.6%	44.5%	44.4%
Satisfied	52.4%	41.2%	47.1%	40.3%	44.0%	36.0%	40.9%	43.6%	40.8%	42.2%
Neutral	9.5%	8.4%	11.6%	9.1%	8.8%	4.3%	8.7%	8.1%	8.8%	8.5%
Dissatisfied	7.9%	3.6%	5.8%	6.5%	1.9%	3.6%	0.8%	2.9%	5.1%	4.0%
Very dissatisfied	0.0%	1.0%	0.0%	1.9%	1.9%	0.7%	0.0%	0.8%	0.8%	0.9%

Q30-6. City sewer service

Very satisfied	32.3%	45.6%	36.6%	40.0%	43.0%	55.3%	51.6%	44.5%	44.8%	44.4%
Satisfied	56.5%	43.9%	50.6%	49.0%	44.9%	37.6%	39.8%	45.5%	44.6%	44.9%
Neutral	4.8%	8.4%	8.1%	8.4%	10.1%	6.4%	8.6%	7.6%	8.5%	8.2%
Dissatisfied	6.5%	1.6%	4.7%	1.9%	0.0%	0.7%	0.0%	2.1%	1.6%	1.9%
Very dissatisfied	0.0%	0.6%	0.0%	0.6%	1.9%	0.0%	0.0%	0.3%	0.5%	0.5%

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

N=849	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q31-1. Used Police services</u>									
Yes	25.8%	20.4%	24.7%	23.7%	24.6%	12.4%	16.2%	22.8%	18.5%	20.6%
No	74.2%	79.0%	75.3%	75.7%	74.9%	87.6%	82.4%	76.3%	80.1%	77.9%
Not provided	0.0%	0.6%	0.0%	0.6%	0.6%	0.0%	1.4%	1.0%	1.4%	1.5%
<u>Q31-2. Been a victim of any crime</u>										
Yes	9.1%	7.0%	11.8%	7.5%	8.2%	2.6%	4.7%	8.2%	6.0%	7.1%
No	90.9%	91.8%	88.2%	91.3%	90.6%	96.1%	94.6%	90.6%	92.1%	91.0%
Not provided	0.0%	1.2%	0.0%	1.2%	1.2%	1.3%	0.7%	1.2%	1.9%	1.9%
<u>Q31-3. Used Fire or Emergency Medical services</u>										
Yes	9.1%	9.6%	5.6%	7.5%	11.7%	9.8%	14.2%	8.4%	10.8%	9.7%
No	90.9%	89.2%	94.4%	91.9%	86.0%	90.2%	85.1%	90.2%	87.5%	88.5%
Not provided	0.0%	1.2%	0.0%	0.6%	2.3%	0.0%	0.7%	1.4%	1.7%	1.9%

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

N=849	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q31-4. Visited a community recreation center</u>									
Yes	60.6%	49.9%	57.3%	49.1%	48.0%	51.0%	48.0%	50.1%	51.1%	50.5%
No	39.4%	48.9%	42.1%	49.7%	51.5%	47.7%	51.4%	48.7%	47.0%	47.6%
Not provided	0.0%	1.2%	0.6%	1.2%	0.6%	1.3%	0.7%	1.2%	1.9%	1.9%
<u>Q31-5. Visited a City park</u>										
Yes	92.4%	85.7%	93.3%	93.6%	85.4%	84.3%	73.0%	87.1%	84.2%	85.4%
No	7.6%	13.7%	6.7%	6.4%	14.6%	14.4%	26.4%	12.0%	14.6%	13.3%
Not provided	0.0%	0.5%	0.0%	0.0%	0.0%	1.3%	0.7%	1.0%	1.2%	1.3%
<u>Q31-6. Used public transportation/bus</u>										
Yes	15.2%	6.0%	8.4%	10.4%	7.0%	5.9%	0.7%	5.5%	7.7%	6.7%
No	84.8%	93.3%	91.6%	89.0%	91.8%	93.5%	98.6%	93.3%	90.9%	91.8%
Not provided	0.0%	0.8%	0.0%	0.6%	1.2%	0.7%	0.7%	1.2%	1.4%	1.5%

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

N=849	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q31-7. Attended or watched any City meetings</u>									
Yes	16.7%	22.2%	14.6%	26.0%	23.4%	24.8%	19.6%	23.3%	18.9%	21.4%
No	83.3%	76.8%	85.4%	73.4%	74.9%	73.9%	79.7%	75.5%	79.1%	76.8%
Not provided	0.0%	1.0%	0.0%	0.6%	1.8%	1.3%	0.7%	1.2%	1.9%	1.8%
<u>Q31-8. Used Columbia Regional Airport</u>										
Yes	51.5%	45.8%	46.1%	61.3%	50.9%	44.4%	26.4%	47.7%	43.9%	45.7%
No	48.5%	53.6%	53.9%	38.7%	48.0%	54.9%	73.0%	51.3%	54.7%	52.9%
Not provided	0.0%	0.6%	0.0%	0.0%	1.2%	0.7%	0.7%	1.0%	1.4%	1.4%
<u>Q31-9. Used public health services provided by City</u>										
Yes	19.7%	14.3%	21.3%	15.6%	14.0%	10.5%	10.1%	10.3%	18.2%	14.5%
No	80.3%	84.8%	78.7%	83.8%	84.8%	88.9%	89.2%	88.5%	80.1%	83.9%
Not provided	0.0%	0.9%	0.0%	0.6%	1.2%	0.7%	0.7%	1.2%	1.7%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q32-1. Increasing energy conservation & efficiency programs</u>									
Very important	68.8%	52.5%	60.6%	50.9%	48.8%	53.8%	53.3%	49.1%	57.9%	53.7%
Somewhat important	23.4%	29.6%	27.1%	30.5%	30.6%	26.2%	32.8%	31.3%	27.2%	28.9%
Neutral	4.7%	11.0%	8.2%	10.2%	14.4%	9.7%	10.9%	10.4%	11.3%	10.7%
Not very important	0.0%	4.0%	2.4%	5.4%	3.8%	5.5%	0.7%	4.3%	2.6%	3.6%
Not important at all	3.1%	2.9%	1.8%	3.0%	2.5%	4.8%	2.2%	4.8%	1.0%	3.0%
<u>Q32-2. Fostering natural areas in public spaces</u>										
Very important	58.5%	40.9%	53.3%	46.1%	38.2%	32.6%	39.8%	37.4%	47.5%	42.4%
Somewhat important	30.8%	32.8%	30.8%	30.9%	32.5%	36.8%	32.3%	35.8%	29.0%	32.4%
Neutral	4.6%	18.3%	11.2%	15.2%	20.4%	18.8%	21.8%	16.8%	18.0%	17.4%
Not very important	0.0%	4.8%	1.8%	4.2%	6.4%	5.6%	3.8%	6.2%	2.3%	4.3%
Not important at all	6.2%	3.2%	3.0%	3.6%	2.5%	6.3%	2.3%	3.9%	3.1%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q32-3. Encouraging natural areas on residential & commercial land</u>									
Very important	58.5%	37.0%	48.8%	38.8%	38.6%	33.1%	32.6%	33.0%	44.3%	38.8%
Somewhat important	27.7%	34.1%	31.2%	37.0%	28.5%	34.5%	37.8%	35.8%	31.3%	33.5%
Neutral	7.7%	18.4%	14.1%	12.7%	21.5%	18.6%	22.2%	18.2%	17.6%	17.6%
Not very important	0.0%	7.0%	2.9%	6.7%	8.9%	8.3%	4.4%	8.4%	3.9%	6.5%
Not important at all	6.2%	3.5%	2.9%	4.8%	2.5%	5.5%	3.0%	4.6%	2.8%	3.7%
<u>Q32-4. Increasing renewable energy programs</u>										
Very important	73.8%	53.6%	68.2%	55.4%	51.6%	46.9%	51.1%	49.2%	60.6%	55.0%
Somewhat important	16.9%	26.4%	20.0%	26.5%	26.1%	27.9%	27.7%	28.8%	22.9%	25.6%
Neutral	6.2%	11.7%	6.5%	9.0%	14.3%	15.6%	13.1%	11.1%	12.1%	11.4%
Not very important	0.0%	5.0%	2.9%	6.6%	5.0%	4.1%	4.4%	5.8%	2.8%	4.5%
Not important at all	3.1%	3.3%	2.4%	2.4%	3.1%	5.4%	3.6%	5.1%	1.5%	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	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	
	<u>Q32-5. Adapting to climate change</u>									
Very important	67.7%	48.0%	60.4%	49.4%	47.8%	42.5%	47.4%	42.4%	56.6%	49.6%
Somewhat important	18.5%	20.8%	17.2%	23.2%	15.7%	24.0%	21.8%	22.4%	19.0%	20.5%
Neutral	7.7%	16.5%	11.8%	11.0%	21.4%	17.1%	18.0%	14.9%	16.9%	15.8%
Not very important	3.1%	5.7%	5.3%	6.1%	5.7%	6.2%	3.8%	7.7%	3.4%	5.5%
Not important at all	3.1%	9.1%	5.3%	10.4%	9.4%	10.3%	9.0%	12.6%	4.2%	8.7%
<u>Q32-6. Increasing recycling & composting collection services</u>										
Very important	70.8%	48.6%	62.6%	52.4%	42.9%	43.9%	49.6%	43.0%	57.5%	50.3%
Somewhat important	15.4%	28.5%	19.3%	26.8%	38.0%	27.0%	25.9%	31.3%	23.5%	27.5%
Neutral	9.2%	16.1%	12.9%	14.0%	12.9%	20.9%	16.5%	17.0%	14.4%	15.6%
Not very important	1.5%	4.2%	2.9%	5.5%	3.7%	4.7%	3.6%	5.0%	3.1%	4.0%
Not important at all	3.1%	2.6%	2.3%	1.2%	2.5%	3.4%	4.3%	3.8%	1.5%	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

	Q35. Are you a student in a college or university?		Q37. Your age					Q43. Your gender identity		Total
	Yes	No	18-34	35-44	45-54	55-64	65+	Male	Female	

Q32-7. Increasing water conservation programs

Very important	63.1%	45.2%	56.4%	48.5%	41.5%	38.5%	45.3%	39.8%	52.8%	46.4%
Somewhat important	24.6%	29.8%	20.9%	28.2%	34.0%	34.5%	30.2%	32.5%	26.4%	29.3%
Neutral	7.7%	18.2%	17.4%	16.0%	17.6%	18.9%	18.0%	18.1%	17.1%	17.6%
Not very important	3.1%	4.1%	3.5%	4.3%	4.4%	5.4%	2.9%	6.0%	2.1%	4.0%
Not important at all	1.5%	2.8%	1.7%	3.1%	2.5%	2.7%	3.6%	3.5%	1.6%	2.6%