City of Columbia

Community Survey

Crosstabular Data by Neighborhood

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2019

ETC Institute

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=123

	NEIGHBORHOOD		
	Central	East	North

Q1-1. Police services provided by City

	Central	East	North
Very satisfied	6.1%	17.0%	13.9%
Satisfied	51.5%	34.0%	47.2%
Neutral	18.2%	17.0%	25.0%
Dissatisfied	15.2%	25.5%	5.6%
Very dissatisfied	9.1%	6.4%	8.3%

Q1-2. Fire services provided by City

	Central	East	North
Very satisfied	37.5%	41.9%	42.9%
Satisfied	40.6%	46.5%	48.6%
Neutral	18.8%	9.3%	8.6%
Dissatisfied	3.1%	0.0%	0.0%
Very dissatisfied	0.0%	2.3%	0.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Very satisfied	34.3%	25.0%	44.1%
Satisfied	40.0%	54.2%	47.1%
Neutral	17.1%	14.6%	5.9%
Dissatisfied	8.6%	2.1%	0.0%
Very dissatisfied	0.0%	4.2%	2.9%

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

	Central	East	North
Very satisfied	2.9%	0.0%	0.0%
Satisfied	22.9%	14.0%	5.4%
Neutral	14.3%	14.0%	16.2%
Dissatisfied	37.1%	44.0%	56.8%
Very dissatisfied	22.9%	28.0%	21.6%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q1-5. Enforcement of City codes & ordinances

	Central	East	North
Very satisfied	6.3%	6.5%	3.3%
Satisfied	43.8%	34.8%	26.7%
Neutral	40.6%	37.0%	46.7%
Dissatisfied	6.3%	10.9%	20.0%
Very dissatisfied	3.1%	10.9%	3.3%

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

	Central	East	North
Very satisfied	24.2%	22.2%	23.5%
Satisfied	42.4%	42.2%	47.1%
Neutral	24.2%	26.7%	26.5%
Dissatisfied	6.1%	4.4%	0.0%
Very dissatisfied	3.0%	4.4%	2.9%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q1-7. Effectiveness of City communication with the public

Very satisfied	11.8%	12.2%	8.3%
Satisfied	32.4%	51.0%	33.3%
Neutral	47.1%	26.5%	52.8%
Dissatisfied	8.8%	6.1%	5.6%
Very dissatisfied	0.0%	4.1%	0.0%

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

Very satisfied	11.8%	12.8%	10.0%
Satisfied	32.4%	41.0%	26.7%
Neutral	41.2%	33.3%	50.0%
Dissatisfied	11.8%	10.3%	13.3%
Very dissatisfied	2.9%	2.6%	0.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q1-9. Public health services provided by City

	Central	East	North
Very satisfied	19.4%	18.4%	18.5%
Satisfied	54.8%	47.4%	44.4%
Neutral	19.4%	26.3%	37.0%
Dissatisfied	6.5%	2.6%	0.0%
Very dissatisfied	0.0%	5.3%	0.0%

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

	Central	East	North
Very satisfied	19.4%	32.0%	35.1%
Satisfied	41.7%	46.0%	51.4%
Neutral	30.6%	8.0%	8.1%
Dissatisfied	5.6%	14.0%	5.4%
Very dissatisfied	2.8%	0.0%	0.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q1-11. City water, electric & sewer services

	Central	East	North
Very satisfied	25.0%	24.0%	27.0%
Satisfied	36.1%	54.0%	56.8%
Neutral	30.6%	16.0%	13.5%
Dissatisfied	5.6%	6.0%	2.7%
Very dissatisfied	2.8%	0.0%	0.0%

Q1-12. Public transit services (bus)

	Central	East	North
Very satisfied	0.0%	6.5%	4.5%
Satisfied	25.0%	29.0%	22.7%
Neutral	46.4%	51.6%	54.5%
Dissatisfied	17.9%	9.7%	9.1%
Very dissatisfied	10.7%	3.2%	9.1%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q2. Sum of top 4 choices

	Central	East	North
Police services provided by City	69.4%	86.0%	94.6%
Fire services provided by City	50.0%	66.0%	83.8%
Parks & recreation programs & facilities provided by City	13.9%	22.0%	8.1%
Condition (smoothness, absence of cracks/potholes) of streets in Columbia	36.1%	50.0%	56.8%
Enforcement of City codes & ordinances	11.1%	12.0%	13.5%
Quality of customer service you receive from City employees	2.8%	8.0%	8.1%
Effectiveness of City communication with the public	16.7%	2.0%	2.7%
City's stormwater runoff/ stormwater management system	13.9%	6.0%	5.4%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q2. Sum of top 4 choicess (cont.)

	Central	East	North
Public health services provided by City	25.0%	24.0%	18.9%
Solid waste services (trash, recycling, etc.)	30.6%	34.0%	35.1%
City water, electric & sewer services	44.4%	30.0%	40.5%
Public transit services (bus)	25.0%	20.0%	10.8%
None chosen	11.1%	6.0%	2.7%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Very satisfied	8.6%	14.3%	13.5%
Satisfied	54.3%	57.1%	54.1%
Neutral	31.4%	18.4%	27.0%
Dissatisfied	5.7%	6.1%	2.7%
Very dissatisfied	0.0%	4.1%	2.7%

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

	Central	East	North
Very satisfied	6.1%	6.1%	8.6%
Satisfied	33.3%	34.7%	22.9%
Neutral	42.4%	34.7%	42.9%
Dissatisfied	12.1%	16.3%	22.9%
Very dissatisfied	6.1%	8.2%	2.9%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q3-3. Overall quality of life in Columbia

	Central	East	North
Very satisfied	27.8%	12.0%	16.2%
Satisfied	38.9%	60.0%	48.6%
Neutral	27.8%	16.0%	29.7%
Dissatisfied	5.6%	8.0%	2.7%
Very dissatisfied	0.0%	4.0%	2.7%

Q3-4. Overall feeling of safety in Columbia

	Central	East	North
Very satisfied	8.6%	6.0%	0.0%
Satisfied	45.7%	28.0%	24.3%
Neutral	28.6%	24.0%	32.4%
Dissatisfied	5.7%	28.0%	29.7%
Very dissatisfied	11.4%	14.0%	13.5%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q3-5. Local economic conditions

	Central	East	North
Very satisfied	17.1%	8.0%	10.8%
Satisfied	28.6%	44.0%	45.9%
Neutral	37.1%	32.0%	35.1%
Dissatisfied	14.3%	10.0%	5.4%
Very dissatisfied	2.9%	6.0%	2.7%

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

	Central	East	North
Very satisfied	10.0%	9.1%	9.1%
Satisfied	33.3%	27.3%	24.2%
Neutral	50.0%	47.7%	48.5%
Dissatisfied	3.3%	9.1%	15.2%
Very dissatisfied	3.3%	6.8%	3.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q4-1. Walking in your neighborhood during the day

Very safe	27.8%	26.0%	45.9%
Safe	41.7%	52.0%	40.5%
Neutral	19.4%	16.0%	10.8%
Unsafe	11.1%	2.0%	0.0%
Very unsafe	0.0%	4.0%	2.7%

Q4-2. Walking in your neighborhood at night

Very safe	11.1%	8.2%	16.7%
Safe	13.9%	24.5%	25.0%
Neutral	19.4%	22.4%	30.6%
Unsafe	38.9%	22.4%	19.4%
Very unsafe	16.7%	22.4%	8.3%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q4-3. In downtown Columbia during the day

	Central	East	North
Very safe	42.9%	18.0%	44.4%
Safe	31.4%	62.0%	41.7%
Neutral	22.9%	16.0%	13.9%
Unsafe	2.9%	0.0%	0.0%
Very unsafe	0.0%	4.0%	0.0%

Q4-4. In downtown Columbia at night

	Central	East	North
Very safe	17.1%	8.5%	2.8%
Safe	25.7%	8.5%	27.8%
Neutral	22.9%	29.8%	11.1%
Unsafe	25.7%	36.2%	52.8%
Very unsafe	8.6%	17.0%	5.6%

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=123

	NEIGHBORHOOD		
	Central	East	North
Q4-5. In City parks			
Very safe	14.7%	8.3%	5.7%
Safe	41.2%	31.3%	40.0%
Neutral	29.4%	39.6%	45.7%
Unsafe	11.8%	12.5%	2.9%
Very unsafe	2.9%	8.3%	5.7%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q5-1. You will hear gun shots

Very likely	47.2%	42.0%	40.0%
Likely	25.0%	28.0%	40.0%
Neutral	13.9%	16.0%	11.4%
Unlikely	8.3%	10.0%	5.7%
Very unlikely	5.6%	4.0%	2.9%

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

Very likely	19.4%	12.0%	20.6%
Likely	22.2%	26.0%	35.3%
Neutral	33.3%	36.0%	29.4%
Unlikely	13.9%	20.0%	14.7%
Very unlikely	11.1%	6.0%	0.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Very likely	5.9%	6.1%	3.0%
Likely	5.9%	6.1%	3.0%
Neutral	38.2%	30.6%	30.3%
Unlikely	23.5%	44.9%	48.5%
Very unlikely	26.5%	12.2%	15.2%

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

	Central	East	North
Likely	8.8%	6.3%	0.0%
Neutral	29.4%	37.5%	35.5%
Unlikely	47.1%	35.4%	48.4%
Very unlikely	14.7%	20.8%	16.1%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q6-1. Visibility of Police in your neighborhood

	Central	East	North
Very satisfied	13.9%	10.2%	6.3%
Satisfied	36.1%	32.7%	34.4%
Neutral	22.2%	20.4%	37.5%
Dissatisfied	22.2%	26.5%	15.6%
Very dissatisfied	5.6%	10.2%	6.3%

Q6-2. Visibility of Police in commercial areas

	Central	East	North
Very satisfied	14.3%	10.4%	6.1%
Satisfied	48.6%	35.4%	36.4%
Neutral	34.3%	33.3%	42.4%
Dissatisfied	0.0%	16.7%	12.1%
Very dissatisfied	2.9%	4.2%	3.0%

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

N=123

	NEIGHBORHOOD		
	Central	East	North

Q6-3. Police efforts to prevent crime

	Central	East	North
Very satisfied	9.4%	8.5%	3.1%
Satisfied	34.4%	25.5%	31.3%
Neutral	37.5%	31.9%	34.4%
Dissatisfied	9.4%	23.4%	21.9%
Very dissatisfied	9.4%	10.6%	9.4%

Q6-4. How quickly Police respond to emergencies

	Central	East	North
Very satisfied	25.0%	7.3%	10.0%
Satisfied	31.3%	34.1%	46.7%
Neutral	25.0%	26.8%	33.3%
Dissatisfied	6.3%	22.0%	3.3%
Very dissatisfied	12.5%	9.8%	6.7%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q6-5. Overall quality of local Police services

	Central	East	North
Very satisfied	12.1%	8.2%	6.5%
Satisfied	39.4%	36.7%	35.5%
Neutral	27.3%	26.5%	38.7%
Dissatisfied	6.1%	18.4%	6.5%
Very dissatisfied	15.2%	10.2%	12.9%

Q6-6. Visibility of Fire personnel in your neighborhood

	Central	East	North
Very satisfied	25.0%	14.9%	26.7%
Satisfied	28.1%	38.3%	23.3%
Neutral	46.9%	31.9%	43.3%
Dissatisfied	0.0%	12.8%	3.3%
Very dissatisfied	0.0%	2.1%	3.3%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q6-7. Visibility of Fire personnel in commercial areas

	Central	East	North
Very satisfied	20.0%	13.0%	16.7%
Satisfied	36.7%	52.2%	36.7%
Neutral	43.3%	30.4%	43.3%
Dissatisfied	0.0%	4.3%	0.0%
Very dissatisfied	0.0%	0.0%	3.3%

Q6-8. How quickly Fire personnel respond to emergencies

	Central	East	North
Very satisfied	46.4%	22.5%	28.6%
Satisfied	21.4%	50.0%	53.6%
Neutral	32.1%	25.0%	17.9%
Dissatisfied	0.0%	2.5%	0.0%

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

N=123

	NEIGHBORHOOD		
	Central	East	North

Q6-9. Overall quality of City fire protection

	Central	East	North
Very satisfied	39.3%	20.0%	25.8%
Satisfied	28.6%	57.8%	61.3%
Neutral	32.1%	17.8%	9.7%
Dissatisfied	0.0%	2.2%	3.2%
Very dissatisfied	0.0%	2.2%	0.0%

Q6-10. City's Municipal Court

	Central	East	North
Very satisfied	15.4%	8.8%	5.3%
Satisfied	34.6%	20.6%	31.6%
Neutral	46.2%	52.9%	63.2%
Dissatisfied	3.8%	8.8%	0.0%
Very dissatisfied	0.0%	8.8%	0.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q7. Sum of top 3 choices

	Central	East	North
Visibility of Police in your neighborhood	41.7%	48.0%	43.2%
Visibility of Police in commercial areas	5.6%	14.0%	27.0%
Police efforts to prevent crime	52.8%	72.0%	62.2%
How quickly Police respond to emergencies	58.3%	62.0%	54.1%
Overall quality of local Police services	36.1%	30.0%	24.3%
Visibility of Fire personnel in your neighborhood	0.0%	6.0%	2.7%
How quickly Fire personnel respond to emergencies	36.1%	36.0%	43.2%
Overall quality of City fire protection	11.1%	12.0%	5.4%
City's Municipal Court	8.3%	6.0%	2.7%
None chosen	11.1%	2.0%	8.1%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Daily	37.1%	16.3%	6.3%
A few times per week	37.1%	30.6%	21.9%
A few times per month	8.6%	28.6%	31.3%
A few times per year	5.7%	10.2%	6.3%
Seldom/never	11.4%	14.3%	34.4%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q9-1. Quality of City parks

	Central	East	North
Very satisfied	40.0%	26.7%	45.5%
Satisfied	45.7%	55.6%	39.4%
Neutral	14.3%	17.8%	12.1%
Dissatisfied	0.0%	0.0%	3.0%

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

	Central	East	North
Very satisfied	60.0%	35.7%	46.4%
Satisfied	22.9%	42.9%	46.4%
Neutral	14.3%	19.0%	7.1%
Dissatisfied	2.9%	0.0%	0.0%
Very dissatisfied	0.0%	2.4%	0.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q9-3. Quality of outdoor athletic fields

Very satisfied	43.3%	30.3%	36.0%
Satisfied	33.3%	36.4%	48.0%
Neutral	23.3%	33.3%	16.0%

Q9-4. Quality of recreation programs & classes

Very satisfied	27.6%	27.8%	36.0%
Satisfied	34.5%	44.4%	44.0%
Neutral	31.0%	27.8%	20.0%
Dissatisfied	6.9%	0.0%	0.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Very satisfied	38.2%	22.7%	25.8%
Satisfied	23.5%	54.5%	41.9%
Neutral	38.2%	18.2%	29.0%
Dissatisfied	0.0%	4.5%	3.2%

Q9-6. City pools & aquatic facilities

	Central	East	North
Very satisfied	14.3%	27.0%	25.0%
Satisfied	25.0%	45.9%	58.3%
Neutral	53.6%	24.3%	8.3%
Dissatisfied	7.1%	0.0%	4.2%
Very dissatisfied	0.0%	2.7%	4.2%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Very satisfied	26.7%	28.2%	13.6%
Satisfied	26.7%	41.0%	40.9%
Neutral	40.0%	17.9%	36.4%
Dissatisfied	3.3%	10.3%	9.1%
Very dissatisfied	3.3%	2.6%	0.0%

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=123

	NEIGHBORHOOD		
	Central	East	North
Q10. Sum of top 2 choices			
Quality of City parks	66.7%	74.0%	48.6%
Quality of walking/biking trails in Columbia	50.0%	40.0%	27.0%
Quality of outdoor athletic fields	8.3%	6.0%	13.5%
Quality of recreation programs & classes	19.4%	12.0%	24.3%
Availability of information about City parks & recreation programs	13.9%	10.0%	16.2%
City pools & aquatic facilities	11.1%	18.0%	18.9%
Amount of land acquired to preserve open space/protect the environment	16.7%	22.0%	13.5%
None chosen	5.6%	8.0%	18.9%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Very satisfied	8.3%	10.6%	2.9%
Satisfied	38.9%	25.5%	14.7%
Neutral	22.2%	34.0%	32.4%
Dissatisfied	13.9%	23.4%	44.1%
Very dissatisfied	16.7%	6.4%	5.9%

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

	Central	East	North
Very satisfied	5.7%	6.1%	0.0%
Satisfied	20.0%	28.6%	20.6%
Neutral	34.3%	20.4%	29.4%
Dissatisfied	14.3%	30.6%	38.2%
Very dissatisfied	25.7%	14.3%	11.8%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q11-3. Snow removal on major City streets

Very satisfied	13.9%	12.5%	14.7%
Satisfied	50.0%	45.8%	55.9%
Neutral	25.0%	18.8%	17.6%
Dissatisfied	8.3%	16.7%	5.9%
Very dissatisfied	2.8%	6.3%	5.9%

Q11-4. Snow removal on neighborhood streets

Very satisfied	8.3%	2.1%	2.9%
Satisfied	13.9%	10.4%	17.1%
Neutral	25.0%	14.6%	22.9%
Dissatisfied	33.3%	39.6%	28.6%
Very dissatisfied	19.4%	33.3%	28.6%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q11-5. City street cleaning services

	Central	East	North
Very satisfied	12.1%	11.1%	7.1%
Satisfied	24.2%	24.4%	28.6%
Neutral	33.3%	44.4%	50.0%
Dissatisfied	18.2%	13.3%	3.6%
Very dissatisfied	12.1%	6.7%	10.7%

Q11-6. Condition of sidewalks adjacent to City streets

	Central	East	North
Very satisfied	5.7%	4.3%	12.5%
Satisfied	31.4%	40.4%	43.8%
Neutral	37.1%	40.4%	37.5%
Dissatisfied	14.3%	10.6%	6.3%
Very dissatisfied	11.4%	4.3%	0.0%

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

N=123

	NEIGHBORHOOD		
	Central	East	North
Q11-7. Availability of sidewalks in Columbia			
Very satisfied	8.6%	6.3%	8.8%
Satisfied	31.4%	37.5%	58.8%
Neutral	37.1%	33.3%	26.5%
Dissatisfied	8.6%	16.7%	5.9%
Very dissatisfied	14.3%	6.3%	0.0%
Q11-8. Condition of pavement markings			
Very satisfied	6.3%	8.7%	9.1%
Satisfied	31.3%	23.9%	33.3%
Neutral	46.9%	39.1%	33.3%
Dissatisfied	12.5%	19.6%	12.1%
Very dissatisfied	3.1%	8.7%	12.1%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q11-9. Mowing/trimming of public areas along City streets

Very satisfied	17.1%	10.2%	11.8%
Satisfied	45.7%	36.7%	47.1%
Neutral	25.7%	30.6%	38.2%
Dissatisfied	11.4%	16.3%	2.9%
Very dissatisfied	0.0%	6.1%	0.0%

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=123

	NEIGHBORHOOD		
	Central	East	North
Q12. Sum of top 3 choices			
City maintenance & repair services for major City streets	61.1%	66.0%	75.7%
City maintenance & repair services for streets in your neighborhood	58.3%	34.0%	37.8%
Snow removal on major City streets	47.2%	58.0%	56.8%
Snow removal on neighborhood streets	33.3%	50.0%	40.5%
City street cleaning services	13.9%	4.0%	2.7%
Condition of sidewalks adjacent to City streets	8.3%	8.0%	5.4%
Availability of sidewalks in Columbia	27.8%	26.0%	10.8%
Condition of pavement markings	8.3%	6.0%	27.0%
Mowing/trimming of public areas along City streets	2.8%	14.0%	8.1%
None chosen	8.3%	10.0%	8.1%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q13-1. Maintenance of residential property

	Central	East	North
Very satisfied	11.4%	11.4%	3.6%
Satisfied	31.4%	36.4%	50.0%
Neutral	45.7%	40.9%	39.3%
Dissatisfied	11.4%	9.1%	3.6%
Very dissatisfied	0.0%	2.3%	3.6%

Q13-2. Residential building codes

	Central	East	North
Very satisfied	6.9%	16.7%	4.0%
Satisfied	41.4%	44.4%	56.0%
Neutral	41.4%	27.8%	36.0%
Dissatisfied	10.3%	8.3%	4.0%
Very dissatisfied	0.0%	2.8%	0.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q13-3. Maintenance of commercial property

	Central	East	North
Very satisfied	10.0%	12.8%	7.4%
Satisfied	36.7%	46.2%	51.9%
Neutral	43.3%	35.9%	37.0%
Dissatisfied	10.0%	5.1%	3.7%

Q13-4. Commercial building codes

	Central	East	North
Very satisfied	7.1%	14.3%	4.3%
Satisfied	35.7%	42.9%	52.2%
Neutral	50.0%	34.3%	39.1%
Dissatisfied	7.1%	5.7%	4.3%
Very dissatisfied	0.0%	2.9%	0.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q13-5. Parking on neighborhood streets

	Central	East	North
Very satisfied	8.8%	8.7%	6.5%
Satisfied	41.2%	41.3%	29.0%
Neutral	35.3%	23.9%	35.5%
Dissatisfied	8.8%	17.4%	19.4%
Very dissatisfied	5.9%	8.7%	9.7%

Q13-6. Clean-up of trash & litter

	Central	East	North
Very satisfied	5.7%	10.4%	6.3%
Satisfied	34.3%	31.3%	28.1%
Neutral	34.3%	18.8%	40.6%
Dissatisfied	22.9%	22.9%	18.8%
Very dissatisfied	2.9%	16.7%	6.3%

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=123

	NEIGHBORHOOD		
	Central	East	North
Q14. Sum of top 3 choices			
Maintenance of residential property	55.6%	58.0%	51.4%
Residential building codes	41.7%	22.0%	27.0%
Maintenance of commercial property	38.9%	42.0%	37.8%
Commercial building codes	19.4%	22.0%	27.0%
Parking on neighborhood streets	36.1%	42.0%	40.5%
Clean-up of trash & litter	47.2%	72.0%	59.5%
None chosen	13.9%	12.0%	18.9%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q15-1. Columbia City government is democratic & representative

	Central	East	North
Strongly agree	8.0%	7.3%	7.4%
Agree	40.0%	31.7%	33.3%
Neutral	44.0%	43.9%	48.1%
Disagree	8.0%	14.6%	3.7%
Strongly disagree	0.0%	2.4%	7.4%

Q15-2. Columbia City government is transparent

	Central	East	North
Strongly agree	7.4%	10.0%	4.0%
Agree	22.2%	25.0%	20.0%
Neutral	48.1%	42.5%	48.0%
Disagree	22.2%	20.0%	12.0%
Strongly disagree	0.0%	2.5%	16.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q15-3. Columbia City government is efficient

	Central	East	North
Strongly agree	7.1%	5.1%	3.7%
Agree	25.0%	23.1%	29.6%
Neutral	46.4%	43.6%	40.7%
Disagree	21.4%	23.1%	14.8%
Strongly disagree	0.0%	5.1%	11.1%

Q15-4. Columbia City government is innovative

	Central	East	North
Strongly agree	3.6%	7.3%	0.0%
Agree	17.9%	24.4%	33.3%
Neutral	60.7%	46.3%	45.8%
Disagree	17.9%	19.5%	16.7%
Strongly disagree	0.0%	2.4%	4.2%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q15-5. Columbia City government values diversity

	Central	East	North
Strongly agree	10.7%	17.9%	8.0%
Agree	25.0%	38.5%	48.0%
Neutral	50.0%	33.3%	28.0%
Disagree	14.3%	7.7%	12.0%
Strongly disagree	0.0%	2.6%	4.0%

Q15-6. Columbia City employees are ethical & honest

	Central	East	North
Strongly agree	10.3%	5.3%	7.4%
Agree	34.5%	34.2%	29.6%
Neutral	44.8%	42.1%	48.1%
Disagree	10.3%	7.9%	11.1%
Strongly disagree	0.0%	10.5%	3.7%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Strongly agree	3.7%	7.5%	0.0%
Agree	25.9%	20.0%	33.3%
Neutral	40.7%	40.0%	40.7%
Disagree	25.9%	27.5%	14.8%
Strongly disagree	3.7%	5.0%	11.1%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Strongly agree	36.1%	27.1%	21.6%
Agree	41.7%	47.9%	45.9%
Neutral	16.7%	18.8%	24.3%
Disagree	5.6%	2.1%	5.4%
Strongly disagree	0.0%	4.2%	2.7%

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

	Central	East	North
Strongly agree	31.4%	22.4%	18.9%
Agree	37.1%	46.9%	45.9%
Neutral	25.7%	22.4%	24.3%
Disagree	5.7%	4.1%	8.1%
Strongly disagree	0.0%	4.1%	2.7%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Strongly agree	27.3%	17.4%	36.4%
Agree	24.2%	47.8%	30.3%
Neutral	24.2%	13.0%	27.3%
Disagree	15.2%	13.0%	6.1%
Strongly disagree	9.1%	8.7%	0.0%

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

	Central	East	North
Strongly agree	20.0%	11.9%	10.0%
Agree	33.3%	31.0%	26.7%
Neutral	26.7%	33.3%	43.3%
Disagree	10.0%	19.0%	16.7%
Strongly disagree	10.0%	4.8%	3.3%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Strongly agree	34.4%	19.1%	23.5%
Agree	34.4%	53.2%	55.9%
Neutral	18.8%	19.1%	14.7%
Disagree	9.4%	4.3%	0.0%
Strongly disagree	3.1%	4.3%	5.9%

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

	Central	East	North
Strongly agree	21.9%	18.2%	14.7%
Agree	43.8%	45.5%	35.3%
Neutral	18.8%	27.3%	32.4%
Disagree	12.5%	4.5%	11.8%
Strongly disagree	3.1%	4.5%	5.9%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Strongly agree	3.7%	8.6%	5.0%
Agree	48.1%	45.7%	30.0%
Neutral	44.4%	34.3%	45.0%
Disagree	3.7%	5.7%	15.0%
Strongly disagree	0.0%	5.7%	5.0%

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

	Central	East	North
Strongly agree	13.8%	15.8%	7.7%
Agree	44.8%	42.1%	46.2%
Neutral	31.0%	26.3%	30.8%
Disagree	10.3%	10.5%	11.5%
Strongly disagree	0.0%	5.3%	3.8%

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=123

| | NEIGHBORHOOD | | |
	Central	East	North

Q16-9. There are opportunities for minorities to go into business for themselves & be successful

Strongly agree	17.9%	16.2%	12.5%
Agree	21.4%	43.2%	41.7%
Neutral	46.4%	27.0%	29.2%
Disagree	14.3%	10.8%	16.7%
Strongly disagree	0.0%	2.7%	0.0%

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

N=123

	NEIGHBORHOOD		
	Central	East	North
Q17. Where do you usually go when you are sick or need advice about your health			
A doctor's office	86.1%	78.0%	81.1%
An urgent care center	36.1%	50.0%	51.4%
A hospital emergency room	25.0%	14.0%	37.8%
No usual place	2.8%	0.0%	0.0%
Other	2.8%	4.0%	2.7%

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

N=123

	NEIGHBORHOOD		
	Central	East	North
Q18. Was there a time in past 12 months when you needed medical care, but could not get it			
Yes	17.6%	10.6%	2.7%
No	82.4%	89.4%	97.3%

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

N=12

	NEIGHBORHOOD		
	Central	East	North

Q18a. What was the main reason you could not get medical care

	Central	East	North
Cost/no insurance	83.3%	40.0%	0.0%
Office wasn't open when I could get there	0.0%	20.0%	100.0%
Too long a wait in the waiting room	0.0%	20.0%	0.0%
Too long a wait for an appointment	16.7%	20.0%	0.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Yes	28.6%	18.8%	8.3%
No	71.4%	81.3%	91.7%

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

N=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
0 times	13.9%	20.8%	10.8%
1 or 2 times	55.6%	29.2%	48.6%
3+ times	30.6%	50.0%	40.5%

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

N=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Four+ times/day	27.8%	34.0%	16.7%
Less than four+ times/day	72.2%	61.7%	83.3%
Never	0.0%	4.3%	0.0%

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

N=123

	NEIGHBORHOOD		
	Central	East	North

Q22. What best describes your relationship with your neighbors

	Central	East	North
I have a close relationship with many of my neighbors	13.9%	6.0%	8.1%
I have a close relationship with a few of my neighbors	16.7%	28.0%	18.9%
I know several of my neighbors, but I am not very close with any of them	30.6%	12.0%	27.0%
I know a few people in my neighborhood, but I am not very close with any of them	36.1%	44.0%	35.1%
I don't know anyone in my neighborhood	2.8%	10.0%	10.8%

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

N=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
They often help one another & have many social activities together	11.4%	6.3%	2.9%
They often help one another but do not have many social activities together	20.0%	18.8%	20.6%
They occasionally help one another but generally keep to themselves	31.4%	31.3%	52.9%
They almost always keep to themselves	37.1%	43.8%	23.5%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q24-1. Crime, drugs or violence

	Central	East	North
Major problem	33.3%	26.7%	16.7%
Moderate problem	22.2%	22.2%	33.3%
Minor problem	27.8%	28.9%	30.6%
Not a problem	16.7%	22.2%	19.4%

Q24-2. Unemployment

	Central	East	North
Major problem	9.4%	6.5%	8.7%
Moderate problem	34.4%	22.6%	17.4%
Minor problem	37.5%	35.5%	21.7%
Not a problem	18.8%	35.5%	52.2%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q24-3. Homelessness

	Central	East	North
Major problem	23.3%	5.4%	3.4%
Moderate problem	26.7%	10.8%	3.4%
Minor problem	23.3%	8.1%	13.8%
Not a problem	26.7%	75.7%	79.3%

Q24-4. Public schools not providing quality education

	Central	East	North
Major problem	14.3%	2.9%	15.4%
Moderate problem	21.4%	11.8%	7.7%
Minor problem	21.4%	11.8%	26.9%
Not a problem	42.9%	73.5%	50.0%

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=123

	NEIGHBORHOOD		
	Central	East	North
Q24-5. Lack of cultural activities			
Major problem	6.9%	3.2%	7.7%
Moderate problem	27.6%	16.1%	15.4%
Minor problem	24.1%	35.5%	34.6%
Not a problem	41.4%	45.2%	42.3%
Q24-6. Lack of recreational activities			
Major problem	12.5%	5.6%	6.9%
Moderate problem	12.5%	25.0%	17.2%
Minor problem	37.5%	16.7%	20.7%
Not a problem	37.5%	52.8%	55.2%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q24-7. Lack of affordable, quality child care

Major problem	22.2%	12.0%	31.3%
Moderate problem	29.6%	44.0%	12.5%
Minor problem	25.9%	12.0%	0.0%
Not a problem	22.2%	32.0%	56.3%

Q24-8. Abandoned or run-down buildings

Major problem	18.2%	0.0%	0.0%
Moderate problem	21.2%	9.1%	0.0%
Minor problem	21.2%	29.5%	17.1%
Not a problem	39.4%	61.4%	82.9%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q24-9. Unsupervised children or teenagers

	Central	East	North
Major problem	19.4%	15.2%	14.7%
Moderate problem	16.1%	15.2%	20.6%
Minor problem	22.6%	28.3%	41.2%
Not a problem	41.9%	41.3%	23.5%

Q24-10. Speeding on neighborhood streets

	Central	East	North
Major problem	22.2%	22.9%	19.4%
Moderate problem	19.4%	18.8%	30.6%
Minor problem	30.6%	37.5%	36.1%
Not a problem	27.8%	20.8%	13.9%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q24-11. Lack of affordable housing

	Central	East	North
Major problem	27.3%	14.3%	13.3%
Moderate problem	24.2%	14.3%	30.0%
Minor problem	30.3%	23.8%	23.3%
Not a problem	18.2%	47.6%	33.3%

Q24-12. Tension between racial/ethnic groups

	Central	East	North
Major problem	6.1%	10.0%	4.0%
Moderate problem	15.2%	20.0%	16.0%
Minor problem	33.3%	12.5%	28.0%
Not a problem	45.5%	57.5%	52.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

Major problem	2.9%	8.5%	5.7%
Moderate problem	20.0%	10.6%	11.4%
Minor problem	31.4%	8.5%	22.9%
Not a problem	45.7%	72.3%	60.0%

Q24-14. Roaming/loose animals

Major problem	5.9%	4.4%	2.9%
Moderate problem	11.8%	15.6%	0.0%
Minor problem	35.3%	40.0%	34.3%
Not a problem	47.1%	40.0%	62.9%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q24-15. Flooding

	Central	East	North
Major problem	3.0%	2.3%	0.0%
Moderate problem	9.1%	2.3%	0.0%
Minor problem	33.3%	20.5%	12.1%
Not a problem	54.5%	75.0%	87.9%

Q24-16. Overgrown lots

	Central	East	North
Major problem	8.8%	2.2%	0.0%
Moderate problem	14.7%	6.7%	2.9%
Minor problem	17.6%	31.1%	20.6%
Not a problem	58.8%	60.0%	76.5%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q24-17. Graffiti

	Central	East	North
Major problem	0.0%	2.3%	0.0%
Moderate problem	11.8%	0.0%	0.0%
Minor problem	26.5%	13.6%	5.9%
Not a problem	61.8%	84.1%	94.1%

Q24-18. Abandoned cars or vehicles

	Central	East	North
Major problem	2.9%	4.4%	2.9%
Moderate problem	8.8%	11.1%	0.0%
Minor problem	23.5%	20.0%	20.0%
Not a problem	64.7%	64.4%	77.1%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q25-1. Condition of housing

	Central	East	North
Very satisfied	16.7%	8.7%	16.7%
Satisfied	41.7%	60.9%	50.0%
Neutral	30.6%	17.4%	33.3%
Dissatisfied	8.3%	8.7%	0.0%
Very dissatisfied	2.8%	4.3%	0.0%

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

	Central	East	North
Very satisfied	2.8%	4.2%	8.1%
Satisfied	16.7%	22.9%	8.1%
Neutral	27.8%	22.9%	35.1%
Dissatisfied	36.1%	35.4%	32.4%
Very dissatisfied	16.7%	14.6%	16.2%

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

N=123

	NEIGHBORHOOD		
	Central	East	North
Q25-3. Availability of sidewalks			
Very satisfied	8.3%	10.6%	18.9%
Satisfied	33.3%	34.0%	45.9%
Neutral	36.1%	27.7%	24.3%
Dissatisfied	13.9%	21.3%	5.4%
Very dissatisfied	8.3%	6.4%	5.4%
Q25-4. Neighborhood parks			
Very satisfied	14.3%	11.9%	14.3%
Satisfied	45.7%	21.4%	51.4%
Neutral	31.4%	57.1%	28.6%
Dissatisfied	8.6%	9.5%	2.9%
Very dissatisfied	0.0%	0.0%	2.9%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q25-5. Overall appearance of your neighborhood

	Central	East	North
Very satisfied	5.6%	14.6%	18.9%
Satisfied	33.3%	43.8%	64.9%
Neutral	44.4%	27.1%	10.8%
Dissatisfied	16.7%	14.6%	2.7%
Very dissatisfied	0.0%	0.0%	2.7%

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

	Central	East	North
Very satisfied	6.1%	8.7%	8.3%
Satisfied	45.5%	47.8%	58.3%
Neutral	42.4%	30.4%	27.8%
Dissatisfied	3.0%	8.7%	0.0%
Very dissatisfied	3.0%	4.3%	5.6%

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

N=123

	NEIGHBORHOOD		
	Central	East	North

Q26. How would you like to receive information from City

	Central	East	North
City newsletter that comes with utility bill	75.0%	68.0%	67.6%
Local newspaper	38.9%	28.0%	29.7%
Television news	52.8%	62.0%	75.7%
City cable channel	13.9%	14.0%	2.7%
City website	19.4%	38.0%	37.8%
Radio	33.3%	22.0%	18.9%
Friends/neighbors	19.4%	8.0%	8.1%
Neighborhood/homeowners associations	19.4%	20.0%	27.0%
Facebook	22.2%	32.0%	27.0%
Twitter	2.8%	10.0%	2.7%
YouTube	2.8%	4.0%	2.7%
Instagram	2.8%	0.0%	0.0%
Other	5.6%	4.0%	8.1%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Strongly agree	9.7%	10.9%	10.0%
Agree	41.9%	37.0%	43.3%
Neutral	41.9%	43.5%	43.3%
Disagree	6.5%	4.3%	3.3%
Strongly disagree	0.0%	4.3%	0.0%

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

	Central	East	North
Strongly agree	10.3%	13.3%	3.8%
Agree	24.1%	33.3%	34.6%
Neutral	48.3%	35.6%	50.0%
Disagree	17.2%	11.1%	11.5%
Strongly disagree	0.0%	6.7%	0.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Strongly agree	7.1%	8.7%	6.7%
Agree	39.3%	41.3%	36.7%
Neutral	39.3%	30.4%	46.7%
Disagree	14.3%	13.0%	10.0%
Strongly disagree	0.0%	6.5%	0.0%

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

	Central	East	North
Strongly agree	5.9%	4.3%	7.1%
Agree	35.3%	30.4%	28.6%
Neutral	58.8%	43.5%	21.4%
Disagree	0.0%	13.0%	21.4%
Strongly disagree	0.0%	8.7%	21.4%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Strongly agree	16.0%	16.7%	10.7%
Agree	36.0%	42.9%	57.1%
Neutral	40.0%	26.2%	25.0%
Disagree	8.0%	9.5%	3.6%
Strongly disagree	0.0%	4.8%	3.6%

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

	Central	East	North
Strongly agree	13.3%	17.1%	3.3%
Agree	40.0%	41.5%	46.7%
Neutral	46.7%	26.8%	33.3%
Disagree	0.0%	7.3%	13.3%
Strongly disagree	0.0%	7.3%	3.3%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Strongly agree	5.0%	9.1%	0.0%
Agree	20.0%	30.3%	40.0%
Neutral	60.0%	45.5%	40.0%
Disagree	15.0%	6.1%	10.0%
Strongly disagree	0.0%	9.1%	10.0%

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

	Central	East	North
Strongly agree	11.1%	5.9%	0.0%
Agree	27.8%	32.4%	58.3%
Neutral	44.4%	41.2%	25.0%
Disagree	16.7%	11.8%	4.2%
Strongly disagree	0.0%	8.8%	12.5%

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

N=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Yes	47.2%	60.0%	45.9%
No	52.8%	40.0%	54.1%

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

N=64

	NEIGHBORHOOD		
	Central	East	North

Q28a. How did you contact City most recently

	Central	East	North
Telephone	58.8%	73.3%	82.4%
Website	23.5%	16.7%	5.9%
Walk-in	11.8%	3.3%	11.8%
Through City Council member or Mayor	5.9%	6.7%	0.0%

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

N=64

	NEIGHBORHOOD		
	Central	East	North

Q28b. For which service did you contact City most recently

	Central	East	North
Police	11.8%	20.0%	25.0%
Water	17.6%	10.0%	12.5%
Stormwater	5.9%	3.3%	0.0%
Parks & recreation	0.0%	3.3%	6.3%
Code enforcement	23.5%	3.3%	6.3%
Public health	0.0%	6.7%	0.0%
Streets	0.0%	3.3%	0.0%
Sidewalks	0.0%	3.3%	6.3%
Electric service	5.9%	10.0%	6.3%
Planning & zoning	5.9%	0.0%	0.0%
Monthly utility billing	5.9%	10.0%	12.5%
Solid waste (trash, recycling, yard waste)	17.6%	16.7%	12.5%
Energy efficiency	0.0%	3.3%	0.0%
Other	5.9%	6.7%	12.5%

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

N=64

	NEIGHBORHOOD		
	Central	East	North

Q28c. Why did you contact City about this service

	Central	East	North
Request service	0.0%	23.3%	35.3%
Get information	29.4%	23.3%	23.5%
Report a problem	47.1%	40.0%	11.8%
Discuss a billing problem	11.8%	13.3%	17.6%
Request emergency assistance	0.0%	6.7%	5.9%
Request non-emergency assistance	0.0%	20.0%	11.8%
Comply with City requirements	17.6%	3.3%	11.8%
Other	5.9%	6.7%	0.0%

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=64

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Strongly agree	12.5%	7.4%	23.5%
Agree	50.0%	70.4%	52.9%
Neutral	25.0%	14.8%	23.5%
Disagree	12.5%	0.0%	0.0%
Strongly disagree	0.0%	7.4%	0.0%

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

	Central	East	North
Strongly agree	25.0%	17.2%	5.9%
Agree	31.3%	44.8%	70.6%
Neutral	37.5%	6.9%	17.6%
Disagree	0.0%	24.1%	5.9%
Strongly disagree	6.3%	6.9%	0.0%

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=64

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Strongly agree	12.5%	13.8%	6.3%
Agree	31.3%	48.3%	56.3%
Neutral	43.8%	10.3%	18.8%
Disagree	6.3%	17.2%	18.8%
Strongly disagree	6.3%	10.3%	0.0%

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

	Central	East	North
Strongly agree	31.3%	20.7%	43.8%
Agree	37.5%	51.7%	37.5%
Neutral	12.5%	13.8%	6.3%
Disagree	6.3%	10.3%	12.5%
Strongly disagree	12.5%	3.4%	0.0%

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=64

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Strongly agree	12.5%	17.2%	57.1%
Agree	37.5%	41.4%	28.6%
Neutral	31.3%	27.6%	7.1%
Disagree	6.3%	3.4%	7.1%
Strongly disagree	12.5%	10.3%	0.0%

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

	Central	East	North
Strongly agree	26.7%	17.2%	43.8%
Agree	33.3%	41.4%	37.5%
Neutral	26.7%	17.2%	0.0%
Disagree	6.7%	10.3%	18.8%
Strongly disagree	6.7%	13.8%	0.0%

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=64

	NEIGHBORHOOD		
	Central	East	North

Q28d-7. City employees were knowledgeable

	Central	East	North
Strongly agree	31.3%	17.2%	37.5%
Agree	25.0%	44.8%	37.5%
Neutral	31.3%	20.7%	12.5%
Disagree	12.5%	6.9%	12.5%
Strongly disagree	0.0%	10.3%	0.0%

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

	Central	East	North
Strongly agree	18.8%	17.2%	25.0%
Agree	37.5%	48.3%	50.0%
Neutral	25.0%	10.3%	12.5%
Disagree	6.3%	6.9%	6.3%
Strongly disagree	12.5%	17.2%	6.3%

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

N=123

	NEIGHBORHOOD		
	Central	East	North

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

	Central	East	North
Excellent	14.7%	11.9%	15.2%
Good	50.0%	61.9%	48.5%
Average	23.5%	11.9%	27.3%
Poor	2.9%	4.8%	6.1%
Very poor	8.8%	9.5%	3.0%

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

N=123

	NEIGHBORHOOD		
	Central	East	North

Q30-1. Residential trash collection service

	Central	East	North
Yes	91.7%	98.0%	97.3%
No	8.3%	2.0%	2.7%

Q30-2. Curbside recycling (blue bags)

	Central	East	North
Yes	69.4%	76.0%	81.1%
No	30.6%	24.0%	18.9%

Q30-3. Drop-off recycling

	Central	East	North
Yes	36.1%	44.0%	48.6%
No	63.9%	56.0%	51.4%

Q30-4. City electric service

	Central	East	North
Yes	88.9%	82.0%	35.1%
No	11.1%	18.0%	64.9%

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

N=123

	NEIGHBORHOOD		
	Central	East	North
Q30-5. City water service			
Yes	91.7%	92.0%	94.6%
No	8.3%	8.0%	5.4%
Q30-6. City sewer service			
Yes	91.7%	92.0%	97.3%
No	8.3%	8.0%	2.7%

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=120

	NEIGHBORHOOD		
	Central	East	North

Q30-1. Residential trash collection service

	Central	East	North
Very satisfied	31.3%	42.6%	45.7%
Satisfied	53.1%	40.4%	42.9%
Neutral	9.4%	6.4%	8.6%
Dissatisfied	6.3%	8.5%	2.9%
Very dissatisfied	0.0%	2.1%	0.0%

Q30-2. Curbside recycling (blue bags)

	Central	East	North
Very satisfied	29.2%	43.2%	48.3%
Satisfied	54.2%	45.9%	41.4%
Neutral	8.3%	5.4%	10.3%
Dissatisfied	0.0%	2.7%	0.0%
Very dissatisfied	8.3%	2.7%	0.0%

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=120

	NEIGHBORHOOD		
	Central	East	North

Q30-3. Drop-off recycling

	Central	East	North
Very satisfied	25.0%	47.6%	29.4%
Satisfied	41.7%	42.9%	47.1%
Neutral	25.0%	0.0%	11.8%
Dissatisfied	8.3%	9.5%	11.8%

Q30-4. City electric service

	Central	East	North
Very satisfied	25.8%	36.6%	33.3%
Satisfied	32.3%	48.8%	50.0%
Neutral	25.8%	4.9%	8.3%
Dissatisfied	12.9%	7.3%	8.3%
Very dissatisfied	3.2%	2.4%	0.0%

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=120

	NEIGHBORHOOD		
	Central	East	North

Q30-5. City water service

	Central	East	North
Very satisfied	28.1%	36.4%	33.3%
Satisfied	40.6%	43.2%	54.5%
Neutral	28.1%	15.9%	9.1%
Dissatisfied	3.1%	4.5%	3.0%

Q30-6. City sewer service

	Central	East	North
Very satisfied	29.0%	32.6%	32.4%
Satisfied	41.9%	51.2%	50.0%
Neutral	25.8%	11.6%	17.6%
Dissatisfied	3.2%	4.7%	0.0%

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

N=123

	NEIGHBORHOOD		
	Central	East	North

Q31-1. Used Police services

Yes	50.0%	32.0%	35.1%
No	50.0%	64.0%	62.2%
Not provided	0.0%	4.0%	2.7%

Q31-2. Been a victim of any crime

Yes	25.0%	6.0%	13.5%
No	75.0%	88.0%	83.8%
Not provided	0.0%	6.0%	2.7%

Q31-3. Used Fire or Emergency Medical services

Yes	16.7%	16.0%	8.1%
No	83.3%	80.0%	86.5%
Not provided	0.0%	4.0%	5.4%

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

N=123

	NEIGHBORHOOD		
	Central	East	North

Q31-4. Visited a community recreation center

	Central	East	North
Yes	38.9%	52.0%	54.1%
No	61.1%	44.0%	43.2%
Not provided	0.0%	4.0%	2.7%

Q31-5. Visited a City park

	Central	East	North
Yes	83.3%	78.0%	81.1%
No	16.7%	18.0%	16.2%
Not provided	0.0%	4.0%	2.7%

Q31-6. Used public transportation/bus

	Central	East	North
Yes	16.7%	4.0%	0.0%
No	83.3%	92.0%	97.3%
Not provided	0.0%	4.0%	2.7%

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

N=123

	NEIGHBORHOOD		
	Central	East	North

Q31-7. Attended or watched any City meetings

	Central	East	North
Yes	16.7%	12.0%	5.4%
No	80.6%	84.0%	91.9%
Not provided	2.8%	4.0%	2.7%

Q31-8. Used Columbia Regional Airport

	Central	East	North
Yes	25.0%	32.0%	37.8%
No	75.0%	64.0%	59.5%
Not provided	0.0%	4.0%	2.7%

Q31-9. Used public health services provided by City

	Central	East	North
Yes	30.6%	20.0%	8.1%
No	69.4%	76.0%	89.2%
Not provided	0.0%	4.0%	2.7%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q32-1. Increasing energy conservation & efficiency programs

	Central	East	North
Very important	54.5%	40.0%	43.8%
Somewhat important	24.2%	35.6%	43.8%
Neutral	15.2%	20.0%	12.5%
Not very important	6.1%	0.0%	0.0%
Not important at all	0.0%	4.4%	0.0%

Q32-2. Fostering natural areas in public spaces

	Central	East	North
Very important	50.0%	36.6%	18.8%
Somewhat important	11.8%	24.4%	56.3%
Neutral	35.3%	31.7%	21.9%
Not very important	2.9%	2.4%	3.1%
Not important at all	0.0%	4.9%	0.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

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

Very important	35.3%	27.9%	28.1%
Somewhat important	23.5%	37.2%	46.9%
Neutral	35.3%	25.6%	15.6%
Not very important	5.9%	4.7%	9.4%
Not important at all	0.0%	4.7%	0.0%

Q32-4. Increasing renewable energy programs

Very important	57.6%	47.7%	50.0%
Somewhat important	15.2%	29.5%	40.6%
Neutral	24.2%	15.9%	9.4%
Not very important	3.0%	2.3%	0.0%
Not important at all	0.0%	4.5%	0.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q32-5. Adapting to climate change

	Central	East	North
Very important	50.0%	39.5%	45.5%
Somewhat important	15.6%	27.9%	33.3%
Neutral	28.1%	23.3%	15.2%
Not very important	3.1%	2.3%	0.0%
Not important at all	3.1%	7.0%	6.1%

Q32-6. Increasing recycling & composting collection services

	Central	East	North
Very important	42.4%	33.3%	57.6%
Somewhat important	12.1%	31.1%	30.3%
Neutral	42.4%	26.7%	12.1%
Not very important	3.0%	2.2%	0.0%
Not important at all	0.0%	6.7%	0.0%

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=123

	NEIGHBORHOOD		
	Central	East	North

Q32-7. Increasing water conservation programs

	Central	East	North
Very important	37.5%	35.6%	39.4%
Somewhat important	21.9%	33.3%	39.4%
Neutral	37.5%	24.4%	18.2%
Not very important	3.1%	0.0%	3.0%
Not important at all	0.0%	6.7%	0.0%