

City of Columbia

Community Survey

Crosstabular Data by Ward

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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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q1-1. Police services provided by City</u>							
Very satisfied	12.9%	23.0%	17.2%	20.0%	16.0%	36.8%	20.1%
Satisfied	41.9%	39.8%	39.1%	50.0%	49.7%	42.1%	44.4%
Neutral	25.8%	24.2%	19.5%	20.0%	22.1%	14.5%	21.3%
Dissatisfied	16.1%	11.2%	17.2%	8.9%	9.2%	5.3%	11.2%
Very dissatisfied	3.2%	1.9%	7.0%	1.1%	3.1%	1.3%	2.9%
 <u>Q1-2. Fire services provided by City</u>							
Very satisfied	39.3%	45.8%	35.2%	40.4%	38.7%	48.6%	41.0%
Satisfied	41.6%	45.1%	48.4%	47.4%	51.6%	45.9%	47.1%
Neutral	15.7%	8.5%	15.6%	12.3%	9.7%	5.4%	11.3%
Dissatisfied	3.4%	0.7%	0.0%	0.0%	0.0%	0.0%	0.5%
Very dissatisfied	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.1%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	

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

Very satisfied	42.4%	44.8%	34.6%	56.4%	44.3%	60.8%	46.9%
Satisfied	37.4%	45.4%	45.1%	34.6%	41.3%	32.9%	39.9%
Neutral	13.1%	5.5%	13.5%	6.4%	12.0%	5.1%	9.2%
Dissatisfied	6.1%	2.5%	4.5%	2.1%	1.8%	1.3%	2.9%
Very dissatisfied	1.0%	1.8%	2.3%	0.5%	0.6%	0.0%	1.1%

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

Very satisfied	4.0%	2.4%	2.9%	2.1%	1.2%	5.0%	2.6%
Satisfied	20.2%	14.8%	15.4%	20.1%	16.4%	25.0%	18.0%
Neutral	20.2%	23.7%	16.9%	25.9%	21.1%	18.8%	21.7%
Dissatisfied	36.4%	39.1%	38.2%	37.6%	41.5%	36.3%	38.5%
Very dissatisfied	19.2%	20.1%	26.5%	14.3%	19.9%	15.0%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q1-5. Enforcement of City codes & ordinances</u>							
Very satisfied	6.9%	9.5%	7.1%	7.3%	6.8%	20.3%	8.7%
Satisfied	34.5%	27.9%	34.1%	35.4%	26.0%	28.1%	31.1%
Neutral	41.4%	44.9%	41.3%	43.9%	48.6%	39.1%	43.9%
Dissatisfied	12.6%	12.9%	11.1%	11.6%	11.6%	9.4%	11.7%
Very dissatisfied	4.6%	4.8%	6.3%	1.8%	6.8%	3.1%	4.6%
 <u>Q1-6. Quality of customer service you receive from City employees</u>							
Very satisfied	27.7%	26.3%	22.4%	27.7%	20.6%	30.6%	25.4%
Satisfied	42.6%	43.6%	48.0%	50.8%	47.7%	43.1%	46.6%
Neutral	22.3%	22.4%	21.6%	18.6%	29.0%	18.1%	22.3%
Dissatisfied	5.3%	7.1%	5.6%	2.3%	2.6%	4.2%	4.4%
Very dissatisfied	2.1%	0.6%	2.4%	0.6%	0.0%	4.2%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q1-7. Effectiveness of City communication with the public</u>							
Very satisfied	17.5%	18.9%	14.4%	20.1%	13.0%	37.5%	18.9%
Satisfied	30.9%	41.5%	44.7%	46.2%	43.2%	41.3%	42.1%
Neutral	38.1%	31.1%	28.8%	28.8%	36.4%	15.0%	30.5%
Dissatisfied	12.4%	6.7%	8.3%	4.9%	6.8%	3.8%	7.0%
Very dissatisfied	1.0%	1.8%	3.8%	0.0%	0.6%	2.5%	1.5%
 <u>Q1-8. City's stormwater runoff/stormwater management system</u>							
Very satisfied	11.7%	16.0%	12.4%	15.6%	11.7%	26.4%	14.9%
Satisfied	27.7%	44.0%	40.5%	39.9%	38.3%	40.3%	39.0%
Neutral	39.4%	28.0%	33.1%	32.4%	35.7%	26.4%	32.6%
Dissatisfied	18.1%	10.7%	10.7%	9.8%	11.0%	6.9%	11.1%
Very dissatisfied	3.2%	1.3%	3.3%	2.3%	3.2%	0.0%	2.4%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q1-9. Public health services provided by City</u>							
Very satisfied	18.6%	25.8%	20.5%	24.8%	19.0%	36.7%	23.5%
Satisfied	45.3%	37.1%	46.4%	44.3%	42.1%	41.7%	42.7%
Neutral	30.2%	34.1%	25.9%	28.9%	35.7%	21.7%	30.2%
Dissatisfied	4.7%	2.3%	4.5%	2.0%	3.2%	0.0%	2.9%
Very dissatisfied	1.2%	0.8%	2.7%	0.0%	0.0%	0.0%	0.8%
<u>Q1-10. Solid waste services (trash, recycling, etc.)</u>							
Very satisfied	27.7%	35.5%	33.1%	37.0%	30.7%	44.9%	34.4%
Satisfied	42.6%	46.7%	50.0%	44.4%	50.6%	43.6%	46.7%
Neutral	18.8%	8.3%	7.4%	10.6%	9.6%	3.8%	9.8%
Dissatisfied	7.9%	8.3%	8.8%	5.3%	7.8%	5.1%	7.3%
Very dissatisfied	3.0%	1.2%	0.7%	2.6%	1.2%	2.6%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q1-11. City water, electric & sewer services</u>							
Very satisfied	27.7%	32.1%	27.4%	36.2%	26.5%	42.1%	31.5%
Satisfied	43.6%	48.2%	52.6%	45.9%	54.2%	46.1%	48.9%
Neutral	18.8%	14.3%	14.1%	11.4%	9.6%	7.9%	12.6%
Dissatisfied	8.9%	4.8%	5.2%	4.9%	8.4%	2.6%	5.9%
Very dissatisfied	1.0%	0.6%	0.7%	1.6%	1.2%	1.3%	1.1%
 <u>Q1-12. Public transit services (bus)</u>							
Very satisfied	11.8%	9.6%	8.6%	6.7%	4.9%	13.6%	8.6%
Satisfied	21.1%	21.2%	18.3%	25.2%	21.6%	29.5%	22.3%
Neutral	38.2%	51.9%	50.5%	44.5%	55.9%	34.1%	47.4%
Dissatisfied	19.7%	9.6%	12.9%	13.4%	8.8%	18.2%	13.0%
Very dissatisfied	9.2%	7.7%	9.7%	10.1%	8.8%	4.5%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q2. Sum of top 4 choices</u>							
Police services provided by City	72.5%	89.3%	83.9%	88.4%	91.9%	88.8%	86.7%
Fire services provided by City	62.7%	78.7%	72.3%	80.4%	80.2%	76.3%	76.2%
Parks & recreation programs & facilities provided by City	24.5%	18.9%	19.0%	20.1%	18.6%	21.3%	20.0%
Condition (smoothness, absence of cracks/potholes) of streets in Columbia	33.3%	53.3%	51.8%	39.2%	48.3%	38.8%	45.1%
Enforcement of City codes & ordinances	8.8%	14.2%	6.6%	11.1%	9.3%	11.3%	10.4%
Quality of customer service you receive from City employees	3.9%	6.5%	4.4%	2.6%	2.9%	7.5%	4.4%
Effectiveness of City communication with the public	10.8%	8.9%	5.8%	5.8%	8.7%	3.8%	7.4%
City's stormwater runoff/stormwater management system	11.8%	8.9%	8.8%	10.1%	7.6%	11.3%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q2. Sum of top 4 choices (cont.)</u>							
Public health services provided by City	27.5%	16.6%	19.0%	16.4%	14.5%	23.8%	18.5%
Solid waste services (trash, recycling, etc.)	43.1%	34.3%	36.5%	46.0%	30.8%	40.0%	38.2%
City water, electric & sewer services	48.0%	49.1%	40.9%	58.7%	52.9%	45.0%	50.2%
Public transit services (bus)	24.5%	10.1%	16.8%	8.5%	5.8%	17.5%	12.4%
None chosen	4.9%	1.2%	6.6%	2.6%	4.7%	2.5%	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	Ward (1-6)						Total
	1	2	3	4	5	6	

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

Very satisfied	14.1%	18.3%	18.7%	21.3%	19.4%	26.6%	19.5%
Satisfied	52.5%	61.0%	54.5%	63.3%	54.7%	62.0%	58.3%
Neutral	25.3%	15.9%	17.2%	11.7%	20.0%	6.3%	16.2%
Dissatisfied	8.1%	3.7%	6.0%	3.2%	5.9%	5.1%	5.0%
Very dissatisfied	0.0%	1.2%	3.7%	0.5%	0.0%	0.0%	1.0%

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

Very satisfied	14.7%	14.9%	11.1%	16.5%	15.1%	21.1%	15.2%
Satisfied	23.2%	33.5%	40.7%	46.8%	36.1%	51.3%	38.7%
Neutral	41.1%	29.2%	26.7%	21.8%	22.9%	18.4%	26.2%
Dissatisfied	14.7%	18.6%	13.3%	12.8%	23.5%	6.6%	15.8%
Very dissatisfied	6.3%	3.7%	8.1%	2.1%	2.4%	2.6%	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	Ward (1-6)						Total
	1	2	3	4	5	6	

Q3-3. Overall quality of life in Columbia

Very satisfied	34.0%	28.6%	20.4%	44.4%	36.0%	43.8%	34.4%
Satisfied	42.0%	50.6%	54.0%	43.4%	49.4%	48.8%	48.1%
Neutral	17.0%	16.1%	13.9%	9.0%	9.3%	2.5%	11.6%
Dissatisfied	3.0%	3.6%	8.8%	2.6%	4.7%	3.8%	4.4%
Very dissatisfied	4.0%	1.2%	2.9%	0.5%	0.6%	1.3%	1.5%

Q3-4. Overall feeling of safety in Columbia

Very satisfied	14.0%	9.0%	10.2%	12.8%	14.0%	22.5%	12.9%
Satisfied	48.0%	40.1%	34.3%	50.5%	50.3%	47.5%	45.2%
Neutral	16.0%	19.8%	21.9%	18.6%	18.1%	18.8%	19.0%
Dissatisfied	11.0%	26.3%	22.6%	14.4%	14.6%	8.8%	17.2%
Very dissatisfied	11.0%	4.8%	10.9%	3.7%	2.9%	2.5%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q3-5. Local economic conditions</u>							
Very satisfied	16.0%	16.5%	12.7%	24.2%	23.7%	21.5%	19.5%
Satisfied	42.0%	47.0%	44.8%	50.5%	48.5%	55.7%	48.0%
Neutral	26.0%	26.2%	26.9%	21.0%	22.5%	16.5%	23.4%
Dissatisfied	12.0%	7.3%	11.2%	3.8%	4.7%	3.8%	6.9%
Very dissatisfied	4.0%	3.0%	4.5%	0.5%	0.6%	2.5%	2.3%
 <u>Q3-6. City efforts to meet its financial needs & maintain a balanced budget</u>							
Very satisfied	14.1%	11.0%	9.8%	13.9%	12.7%	19.7%	12.9%
Satisfied	28.2%	36.6%	35.8%	42.2%	36.7%	50.0%	38.0%
Neutral	41.2%	33.1%	36.6%	31.8%	34.0%	22.7%	33.6%
Dissatisfied	9.4%	15.2%	8.9%	10.4%	13.3%	7.6%	11.3%
Very dissatisfied	7.1%	4.1%	8.9%	1.7%	3.3%	0.0%	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")

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q4-1. Walking in your neighborhood during the day</u>							
Very safe	45.1%	55.0%	36.5%	74.6%	65.7%	70.5%	58.8%
Safe	35.3%	36.7%	46.7%	22.8%	33.1%	26.9%	33.4%
Neutral	12.7%	6.5%	12.4%	2.6%	1.2%	0.0%	5.7%
Unsafe	6.9%	1.2%	2.9%	0.0%	0.0%	2.6%	1.8%
Very unsafe	0.0%	0.6%	1.5%	0.0%	0.0%	0.0%	0.4%
<u>Q4-2. Walking in your neighborhood at night</u>							
Very safe	15.8%	16.2%	13.5%	33.9%	29.1%	40.8%	24.6%
Safe	31.7%	40.1%	30.1%	41.4%	50.0%	36.8%	39.5%
Neutral	15.8%	21.0%	22.6%	15.1%	15.1%	11.8%	17.2%
Unsafe	26.7%	18.6%	20.3%	8.6%	5.2%	9.2%	14.0%
Very unsafe	9.9%	4.2%	13.5%	1.1%	0.6%	1.3%	4.7%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q4-3. In downtown Columbia during the day</u>							
Very safe	42.4%	45.5%	27.2%	49.7%	33.7%	50.0%	41.1%
Safe	39.4%	41.9%	54.4%	42.3%	51.7%	42.3%	45.8%
Neutral	14.1%	10.2%	12.5%	4.8%	12.2%	3.8%	9.6%
Unsafe	4.0%	2.4%	2.9%	3.2%	2.3%	1.3%	2.7%
Very unsafe	0.0%	0.0%	2.9%	0.0%	0.0%	2.6%	0.7%
 <u>Q4-4. In downtown Columbia at night</u>							
Very safe	14.1%	4.9%	6.3%	5.5%	2.4%	13.5%	6.6%
Safe	27.3%	23.8%	15.9%	30.6%	22.6%	25.7%	24.4%
Neutral	22.2%	28.0%	29.4%	31.7%	32.1%	27.0%	29.1%
Unsafe	27.3%	34.1%	29.4%	22.4%	28.0%	28.4%	28.1%
Very unsafe	9.1%	9.1%	19.0%	9.8%	14.9%	5.4%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q4-5. In City parks</u>							
Very safe	19.8%	11.4%	10.9%	15.2%	13.3%	21.3%	14.5%
Safe	33.3%	43.0%	39.5%	53.8%	41.6%	52.0%	44.3%
Neutral	27.1%	32.3%	30.2%	20.1%	32.5%	17.3%	27.2%
Unsafe	14.6%	9.5%	14.7%	8.7%	9.6%	5.3%	10.4%
Very unsafe	5.2%	3.8%	4.7%	2.2%	3.0%	4.0%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q5-1. You will hear gun shots</u>							
Very likely	30.0%	19.4%	35.8%	13.8%	11.2%	6.5%	19.2%
Likely	33.0%	44.2%	30.7%	22.8%	14.8%	18.2%	27.5%
Neutral	18.0%	13.9%	13.1%	18.5%	16.6%	19.5%	16.4%
Unlikely	14.0%	18.8%	14.6%	33.9%	40.8%	39.0%	27.2%
Very unlikely	5.0%	3.6%	5.8%	11.1%	16.6%	16.9%	9.7%
 <u>Q5-2. You will be a victim of property crime</u>							
Very likely	13.0%	8.6%	11.9%	3.7%	4.2%	7.7%	7.6%
Likely	26.0%	37.0%	32.1%	33.2%	26.2%	20.5%	30.3%
Neutral	33.0%	31.5%	32.1%	37.4%	35.1%	34.6%	34.1%
Unlikely	19.0%	21.6%	17.9%	19.3%	29.8%	29.5%	22.6%
Very unlikely	9.0%	1.2%	6.0%	6.4%	4.8%	7.7%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q5-3. You will be a victim of violent crime</u>							
Very likely	4.1%	1.3%	4.5%	0.5%	1.2%	3.8%	2.2%
Likely	8.2%	9.4%	11.2%	3.2%	1.8%	3.8%	6.1%
Neutral	27.8%	26.4%	29.1%	28.5%	24.4%	15.4%	26.0%
Unlikely	40.2%	45.9%	41.8%	45.7%	49.4%	41.0%	44.8%
Very unlikely	19.6%	17.0%	13.4%	22.0%	23.2%	35.9%	20.9%
 <u>Q5-4. You will be a victim of a fire</u>							
Very likely	1.0%	0.0%	0.8%	0.5%	0.6%	2.6%	0.7%
Likely	6.2%	1.9%	4.5%	1.6%	1.2%	2.6%	2.7%
Neutral	26.8%	37.7%	38.3%	29.1%	33.1%	26.0%	32.5%
Unlikely	48.5%	40.9%	37.6%	54.9%	45.8%	46.8%	46.0%
Very unlikely	17.5%	19.5%	18.8%	13.7%	19.3%	22.1%	18.0%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q6-1. Visibility of Police in your neighborhood</u>							
Very satisfied	13.4%	10.6%	8.4%	7.0%	6.0%	17.1%	9.4%
Satisfied	25.8%	33.1%	34.4%	41.2%	37.7%	44.7%	36.3%
Neutral	33.0%	34.4%	22.9%	40.6%	36.5%	21.1%	33.0%
Dissatisfied	19.6%	16.3%	27.5%	9.6%	15.6%	11.8%	16.4%
Very dissatisfied	8.2%	5.6%	6.9%	1.6%	4.2%	5.3%	4.9%
 <u>Q6-2. Visibility of Police in commercial areas</u>							
Very satisfied	11.2%	9.4%	10.9%	9.9%	7.3%	17.9%	10.3%
Satisfied	39.8%	50.0%	41.9%	52.2%	47.9%	52.6%	47.8%
Neutral	36.7%	31.9%	27.1%	26.9%	34.5%	23.1%	30.3%
Dissatisfied	7.1%	4.4%	16.3%	10.4%	9.7%	3.8%	9.0%
Very dissatisfied	5.1%	4.4%	3.9%	0.5%	0.6%	2.6%	2.6%

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

N=849

	Ward (1-6)						Total
	1	2	3	4	5	6	

Q6-3. Police efforts to prevent crime

Very satisfied	11.6%	11.6%	13.3%	10.9%	12.3%	23.6%	13.0%
Satisfied	30.2%	33.5%	30.5%	38.9%	35.8%	43.1%	35.2%
Neutral	41.9%	31.6%	28.1%	33.1%	34.0%	26.4%	32.5%
Dissatisfied	9.3%	18.7%	18.8%	14.9%	15.4%	4.2%	14.8%
Very dissatisfied	7.0%	4.5%	9.4%	2.3%	2.5%	2.8%	4.5%

Q6-4. How quickly Police respond to emergencies

Very satisfied	17.1%	13.3%	14.2%	12.9%	13.3%	23.0%	14.7%
Satisfied	34.1%	48.9%	32.7%	45.3%	42.2%	47.5%	42.1%
Neutral	31.7%	26.7%	27.4%	30.9%	35.2%	21.3%	29.5%
Dissatisfied	11.0%	8.9%	18.6%	10.1%	4.7%	4.9%	9.9%
Very dissatisfied	6.1%	2.2%	7.1%	0.7%	4.7%	3.3%	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

	Ward (1-6)						Total
	1	2	3	4	5	6	

Q6-5. Overall quality of local Police services

Very satisfied	12.1%	12.1%	15.9%	13.8%	13.8%	26.7%	14.8%
Satisfied	44.0%	48.4%	34.9%	47.7%	43.8%	48.0%	44.6%
Neutral	26.4%	26.8%	27.0%	29.9%	31.9%	21.3%	28.0%
Dissatisfied	9.9%	8.3%	15.1%	8.0%	9.4%	1.3%	9.1%
Very dissatisfied	7.7%	4.5%	7.1%	0.6%	1.3%	2.7%	3.6%

Q6-6. Visibility of Fire personnel in your neighborhood

Very satisfied	27.9%	27.3%	12.7%	16.5%	24.5%	36.1%	22.8%
Satisfied	24.4%	40.0%	40.5%	42.6%	45.9%	33.3%	39.5%
Neutral	43.0%	28.7%	34.9%	39.2%	26.4%	27.8%	33.2%
Dissatisfied	3.5%	2.0%	10.3%	1.7%	2.5%	2.8%	3.6%
Very dissatisfied	1.2%	2.0%	1.6%	0.0%	0.6%	0.0%	0.9%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	

Q6-7. Visibility of Fire personnel in commercial areas

Very satisfied	22.9%	18.8%	14.0%	17.1%	14.8%	28.8%	18.1%
Satisfied	32.5%	45.1%	52.1%	42.1%	54.8%	40.9%	45.8%
Neutral	42.2%	34.7%	29.8%	39.0%	27.7%	28.8%	33.7%
Dissatisfied	2.4%	0.7%	4.1%	1.8%	2.6%	1.5%	2.2%
Very dissatisfied	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.1%

Q6-8. How quickly Fire personnel respond to emergencies

Very satisfied	35.9%	36.8%	27.9%	31.0%	36.1%	37.1%	33.8%
Satisfied	38.5%	50.4%	49.5%	48.3%	49.6%	51.6%	48.3%
Neutral	24.4%	12.8%	20.7%	19.3%	12.8%	11.3%	16.8%
Dissatisfied	1.3%	0.0%	0.9%	1.4%	1.5%	0.0%	0.9%
Very dissatisfied	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.2%

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

N=849

	Ward (1-6)						Total
	1	2	3	4	5	6	

Q6-9. Overall quality of City fire protection

Very satisfied	33.3%	34.0%	26.9%	30.0%	28.5%	39.7%	31.3%
Satisfied	42.9%	52.9%	52.9%	51.2%	59.5%	53.4%	52.8%
Neutral	22.6%	11.8%	17.6%	18.2%	10.1%	6.8%	14.5%
Dissatisfied	1.2%	1.3%	0.8%	0.6%	1.9%	0.0%	1.1%
Very dissatisfied	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.3%

Q6-10. City's Municipal Court

Very satisfied	12.5%	6.5%	6.5%	8.2%	4.9%	31.9%	9.6%
Satisfied	37.5%	30.8%	29.3%	34.4%	43.1%	36.2%	35.0%
Neutral	42.2%	57.9%	51.1%	54.1%	46.1%	29.8%	49.3%
Dissatisfied	6.3%	2.8%	5.4%	3.3%	4.9%	2.1%	4.1%
Very dissatisfied	1.6%	1.9%	7.6%	0.0%	1.0%	0.0%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q7. Sum of top 3 choices</u>							
Visibility of Police in your neighborhood	37.3%	37.9%	45.3%	25.9%	20.3%	37.5%	32.7%
Visibility of Police in commercial areas	10.8%	18.9%	20.4%	15.3%	14.0%	15.0%	16.0%
Police efforts to prevent crime	50.0%	63.3%	61.3%	61.4%	66.9%	57.5%	61.1%
How quickly Police respond to emergencies	59.8%	56.8%	54.7%	55.6%	56.4%	51.3%	55.9%
Overall quality of local Police services	36.3%	29.6%	29.9%	40.2%	32.6%	38.8%	34.3%
Visibility of Fire personnel in your neighborhood	2.9%	4.1%	7.3%	4.2%	2.9%	5.0%	4.4%
Visibility of Fire personnel in commercial areas	0.0%	1.8%	0.7%	0.5%	0.6%	2.5%	0.9%
How quickly Fire personnel respond to emergencies	43.1%	51.5%	38.0%	52.4%	53.5%	36.3%	47.5%
Overall quality of City fire protection	19.6%	11.8%	13.9%	16.9%	20.9%	25.0%	17.3%
City's Municipal Court	14.7%	8.3%	9.5%	11.6%	12.2%	15.0%	11.4%
None chosen	4.9%	3.0%	3.6%	3.7%	5.2%	3.8%	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

		Ward (1-6)					Total	
		1	2	3	4	5	6	

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

Daily	16.7%	11.4%	13.7%	9.2%	4.9%	3.9%	9.9%
A few times per week	31.3%	20.3%	25.2%	18.4%	17.1%	23.7%	21.6%
A few times per month	21.9%	28.5%	23.7%	30.8%	25.0%	23.7%	26.3%
A few times per year	10.4%	12.7%	16.0%	15.1%	24.4%	22.4%	16.8%
Seldom/never	19.8%	27.2%	21.4%	26.5%	28.7%	26.3%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q9-1. Quality of City parks</u>							
Very satisfied	42.9%	45.4%	37.2%	55.2%	47.6%	57.7%	47.6%
Satisfied	41.8%	43.6%	48.8%	40.4%	44.0%	37.2%	43.0%
Neutral	14.3%	9.8%	12.4%	3.8%	7.2%	5.1%	8.4%
Dissatisfied	1.0%	1.2%	1.6%	0.5%	0.6%	0.0%	0.9%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.1%
<u>Q9-2. Quality of walking/biking trails in Columbia</u>							
Very satisfied	53.2%	48.0%	44.0%	65.0%	49.7%	60.3%	53.5%
Satisfied	29.8%	42.1%	40.0%	30.6%	41.2%	33.3%	36.6%
Neutral	12.8%	9.9%	12.8%	3.8%	7.3%	5.1%	8.3%
Dissatisfied	4.3%	0.0%	2.4%	0.5%	1.2%	1.3%	1.4%
Very dissatisfied	0.0%	0.0%	0.8%	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")

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q9-3. Quality of outdoor athletic fields</u>							
Very satisfied	40.0%	36.1%	32.0%	44.5%	37.5%	42.4%	38.8%
Satisfied	33.3%	43.6%	42.7%	39.4%	42.6%	37.9%	40.6%
Neutral	25.3%	19.5%	23.3%	15.5%	16.2%	19.7%	19.2%
Dissatisfied	1.3%	0.8%	1.9%	0.6%	2.2%	0.0%	1.2%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.3%
 <u>Q9-4. Quality of recreation programs & classes</u>							
Very satisfied	29.8%	34.1%	34.3%	41.5%	39.3%	40.3%	37.0%
Satisfied	35.7%	45.2%	41.0%	37.7%	41.4%	38.8%	40.3%
Neutral	28.6%	20.7%	20.0%	19.5%	18.6%	19.4%	20.7%
Dissatisfied	6.0%	0.0%	4.8%	0.6%	0.0%	1.5%	1.7%
Very dissatisfied	0.0%	0.0%	0.0%	0.6%	0.7%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q9-5. Availability of information about City parks & recreation programs</u>							
Very satisfied	35.4%	30.3%	28.1%	43.3%	32.1%	45.2%	35.3%
Satisfied	29.2%	46.7%	45.5%	36.7%	48.8%	39.7%	41.8%
Neutral	31.3%	20.4%	19.0%	18.9%	17.3%	13.7%	19.9%
Dissatisfied	3.1%	2.6%	7.4%	1.1%	0.6%	1.4%	2.6%
Very dissatisfied	1.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.4%
 <u>Q9-6. City pools & aquatic facilities</u>							
Very satisfied	23.5%	31.1%	22.4%	32.4%	21.6%	29.8%	27.0%
Satisfied	32.1%	38.5%	43.0%	35.2%	43.2%	42.1%	38.9%
Neutral	37.0%	26.2%	29.0%	27.6%	28.8%	21.1%	28.4%
Dissatisfied	7.4%	1.6%	4.7%	4.1%	4.8%	5.3%	4.4%
Very dissatisfied	0.0%	2.5%	0.9%	0.7%	1.6%	1.8%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q9-7. Amount of land acquired to preserve open space/protect the environment</u>							
Very satisfied	23.9%	25.2%	24.1%	31.4%	28.9%	33.8%	27.9%
Satisfied	34.1%	38.8%	44.6%	38.4%	40.8%	39.7%	39.6%
Neutral	31.8%	25.9%	18.8%	23.9%	20.4%	23.5%	23.7%
Dissatisfied	8.0%	5.0%	9.8%	3.8%	7.2%	2.9%	6.1%
Very dissatisfied	2.3%	5.0%	2.7%	2.5%	2.6%	0.0%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q10. Sum of top 2 choices</u>							
Quality of City parks	64.7%	62.7%	70.1%	62.4%	59.9%	56.3%	62.9%
Quality of walking/biking trails in Columbia	43.1%	45.0%	47.4%	53.4%	48.8%	48.8%	48.2%
Quality of outdoor athletic fields	9.8%	10.7%	3.6%	12.7%	11.6%	16.3%	10.6%
Quality of recreation programs & classes	23.5%	18.9%	16.8%	20.1%	20.9%	15.0%	19.4%
Availability of information about City parks & recreation programs	6.9%	7.7%	11.7%	7.9%	9.3%	7.5%	8.6%
City pools & aquatic facilities	7.8%	12.4%	10.9%	10.6%	6.4%	16.3%	10.4%
Amount of land acquired to preserve open space/protect the environment	23.5%	20.7%	22.6%	16.9%	19.8%	28.8%	21.1%
None chosen	9.8%	9.5%	8.0%	7.4%	11.0%	5.0%	8.7%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q11-1. City maintenance & repair services for major City streets</u>							
Very satisfied	8.9%	5.5%	6.7%	3.2%	5.9%	9.1%	6.0%
Satisfied	30.7%	22.6%	29.9%	41.0%	23.1%	33.8%	30.0%
Neutral	24.8%	26.8%	24.6%	20.2%	23.7%	26.0%	24.0%
Dissatisfied	24.8%	33.5%	28.4%	26.1%	36.1%	20.8%	29.3%
Very dissatisfied	10.9%	11.6%	10.4%	9.6%	11.2%	10.4%	10.7%

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

Very satisfied	6.1%	6.1%	8.8%	8.0%	4.1%	12.8%	7.2%
Satisfied	25.5%	30.1%	31.6%	41.2%	26.5%	37.2%	32.2%
Neutral	28.6%	27.6%	21.3%	19.8%	24.7%	16.7%	23.3%
Dissatisfied	24.5%	22.7%	24.3%	25.1%	31.2%	20.5%	25.2%
Very dissatisfied	15.3%	13.5%	14.0%	5.9%	13.5%	12.8%	12.0%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	

Q11-3. Snow removal on major City streets

Very satisfied	15.8%	17.1%	14.2%	19.1%	12.9%	18.4%	16.2%
Satisfied	45.5%	49.4%	45.5%	54.8%	52.4%	52.6%	50.4%
Neutral	22.8%	20.1%	16.4%	12.2%	17.1%	14.5%	16.9%
Dissatisfied	10.9%	8.5%	18.7%	9.6%	12.4%	14.5%	12.0%
Very dissatisfied	5.0%	4.9%	5.2%	4.3%	5.3%	0.0%	4.4%

Q11-4. Snow removal on neighborhood streets

Very satisfied	6.9%	4.8%	3.7%	6.4%	8.1%	4.1%	5.9%
Satisfied	22.8%	26.5%	18.5%	26.2%	19.8%	32.4%	23.8%
Neutral	23.8%	19.3%	15.6%	24.1%	20.3%	20.3%	20.6%
Dissatisfied	29.7%	28.9%	36.3%	24.1%	29.1%	27.0%	29.0%
Very dissatisfied	16.8%	20.5%	25.9%	19.3%	22.7%	16.2%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q11-5. City street cleaning services</u>							
Very satisfied	8.9%	9.9%	9.7%	8.6%	7.3%	16.2%	9.5%
Satisfied	31.1%	33.8%	29.8%	41.7%	32.7%	36.8%	34.7%
Neutral	28.9%	35.8%	38.7%	38.9%	44.0%	33.8%	37.6%
Dissatisfied	22.2%	13.9%	15.3%	8.6%	9.3%	11.8%	12.8%
Very dissatisfied	8.9%	6.6%	6.5%	2.3%	6.7%	1.5%	5.4%

Q11-6. Condition of sidewalks adjacent to City streets

Very satisfied	5.0%	8.9%	5.4%	6.7%	8.6%	13.2%	7.7%
Satisfied	26.0%	40.5%	41.1%	39.3%	38.7%	34.2%	37.6%
Neutral	31.0%	37.3%	32.6%	36.5%	36.8%	36.8%	35.4%
Dissatisfied	26.0%	12.0%	16.3%	15.7%	12.3%	14.5%	15.5%
Very dissatisfied	12.0%	1.3%	4.7%	1.7%	3.7%	1.3%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q11-7. Availability of sidewalks in Columbia</u>							
Very satisfied	9.0%	9.8%	9.8%	9.4%	10.9%	17.9%	10.6%
Satisfied	23.0%	45.7%	38.3%	45.9%	47.9%	35.9%	41.3%
Neutral	33.0%	28.7%	27.1%	23.8%	22.4%	28.2%	26.6%
Dissatisfied	24.0%	13.4%	18.0%	16.6%	15.2%	14.1%	16.6%
Very dissatisfied	11.0%	2.4%	6.8%	4.4%	3.6%	3.8%	5.0%
 <u>Q11-8. Condition of pavement markings</u>							
Very satisfied	6.6%	6.8%	5.4%	4.9%	4.2%	8.0%	5.7%
Satisfied	29.7%	31.5%	26.2%	28.3%	33.1%	40.0%	30.8%
Neutral	33.0%	29.6%	33.8%	31.0%	35.5%	21.3%	31.4%
Dissatisfied	23.1%	21.6%	24.6%	27.7%	15.7%	25.3%	22.8%
Very dissatisfied	7.7%	10.5%	10.0%	8.2%	11.4%	5.3%	9.3%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q11-9. Mowing/trimming of public areas along City streets</u>							
Very satisfied	11.6%	16.0%	11.9%	12.4%	13.9%	18.4%	13.8%
Satisfied	47.4%	42.6%	41.0%	54.3%	45.5%	44.7%	46.3%
Neutral	24.2%	27.8%	32.1%	24.7%	29.7%	25.0%	27.5%
Dissatisfied	13.7%	9.9%	11.2%	7.0%	7.3%	6.6%	9.0%
Very dissatisfied	3.2%	3.7%	3.7%	1.6%	3.6%	5.3%	3.3%

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

N=849

	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q12. Sum of top 3 choices</u>							
City maintenance & repair services for major City streets	69.6%	84.6%	68.6%	84.1%	79.1%	81.3%	78.7%
City maintenance & repair services for streets in your neighborhood	52.0%	37.9%	37.2%	41.8%	48.3%	47.5%	43.3%
Snow removal on major City streets	47.1%	57.4%	58.4%	65.1%	59.9%	52.5%	58.1%
Snow removal on neighborhood streets	27.5%	36.7%	39.4%	26.5%	28.5%	28.8%	31.3%
City street cleaning services	7.8%	5.9%	10.2%	5.3%	4.7%	7.5%	6.6%
Condition of sidewalks adjacent to City streets	27.5%	13.0%	10.2%	16.4%	12.8%	20.0%	15.7%
Availability of sidewalks in Columbia	25.5%	14.8%	19.7%	23.3%	13.4%	15.0%	18.5%
Condition of pavement markings	10.8%	27.8%	21.9%	20.1%	22.7%	13.8%	20.7%
Mowing/trimming of public areas along City streets	4.9%	8.3%	9.5%	3.2%	3.5%	12.5%	6.4%
None chosen	6.9%	3.0%	7.3%	3.7%	8.1%	5.0%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q13-1. Maintenance of residential property</u>							
Very satisfied	10.2%	7.8%	10.5%	14.6%	14.6%	13.8%	12.0%
Satisfied	31.8%	51.1%	40.3%	46.3%	39.6%	49.2%	43.4%
Neutral	42.0%	30.5%	37.1%	31.7%	34.0%	24.6%	33.5%
Dissatisfied	14.8%	7.8%	10.5%	6.7%	11.1%	9.2%	9.6%
Very dissatisfied	1.1%	2.8%	1.6%	0.6%	0.7%	3.1%	1.5%
 <u>Q13-2. Residential building codes</u>							
Very satisfied	10.8%	8.5%	12.5%	14.8%	10.4%	19.6%	12.2%
Satisfied	35.1%	44.6%	44.2%	43.0%	43.3%	46.4%	43.0%
Neutral	41.9%	37.7%	34.6%	38.3%	35.1%	23.2%	36.0%
Dissatisfied	12.2%	8.5%	5.8%	2.7%	10.4%	8.9%	7.6%
Very dissatisfied	0.0%	0.8%	2.9%	1.3%	0.7%	1.8%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q13-3. Maintenance of commercial property</u>							
Very satisfied	11.1%	7.6%	9.3%	12.3%	13.7%	16.7%	11.4%
Satisfied	34.6%	47.3%	49.1%	48.4%	40.3%	46.7%	44.8%
Neutral	44.4%	37.4%	37.0%	35.5%	40.3%	26.7%	37.4%
Dissatisfied	8.6%	6.9%	4.6%	3.9%	5.0%	10.0%	5.9%
Very dissatisfied	1.2%	0.8%	0.0%	0.0%	0.7%	0.0%	0.4%
 <u>Q13-4. Commercial building codes</u>							
Very satisfied	10.8%	10.4%	9.5%	10.2%	10.8%	13.7%	10.7%
Satisfied	32.4%	40.0%	40.0%	44.9%	37.5%	51.0%	40.5%
Neutral	48.6%	44.3%	46.3%	41.7%	41.7%	29.4%	42.8%
Dissatisfied	8.1%	4.3%	2.1%	3.1%	9.2%	3.9%	5.2%
Very dissatisfied	0.0%	0.9%	2.1%	0.0%	0.8%	2.0%	0.9%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q13-5. Parking on neighborhood streets</u>							
Very satisfied	8.8%	7.3%	9.3%	8.8%	10.9%	11.0%	9.2%
Satisfied	37.4%	34.7%	38.0%	42.7%	39.1%	49.3%	39.6%
Neutral	29.7%	36.7%	33.3%	37.4%	37.2%	28.8%	34.8%
Dissatisfied	18.7%	16.0%	12.4%	9.9%	11.5%	6.8%	12.6%
Very dissatisfied	5.5%	5.3%	7.0%	1.2%	1.3%	4.1%	3.8%
 <u>Q13-6. Clean-up of trash & litter</u>							
Very satisfied	9.2%	10.4%	9.7%	9.9%	18.0%	15.3%	12.0%
Satisfied	33.7%	33.1%	34.3%	50.3%	34.8%	43.1%	38.5%
Neutral	31.6%	29.2%	26.1%	27.1%	31.7%	16.7%	27.9%
Dissatisfied	21.4%	22.1%	20.9%	11.6%	13.0%	19.4%	17.4%
Very dissatisfied	4.1%	5.2%	9.0%	1.1%	2.5%	5.6%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q14. Sum of top 3 choices</u>							
Maintenance of residential property	55.9%	53.3%	59.1%	47.6%	47.1%	53.8%	52.1%
Residential building codes	35.3%	32.5%	24.8%	40.2%	37.8%	50.0%	36.0%
Maintenance of commercial property	35.3%	43.2%	44.5%	38.6%	44.2%	36.3%	41.0%
Commercial building codes	17.6%	28.4%	22.6%	40.2%	36.6%	32.5%	30.9%
Parking on neighborhood streets	41.2%	36.7%	35.8%	28.6%	23.3%	33.8%	32.3%
Clean-up of trash & litter	59.8%	66.3%	70.8%	67.7%	56.4%	56.3%	63.6%
None chosen	14.7%	10.7%	12.4%	10.6%	15.7%	11.3%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q15-1. Columbia City government is democratic & representative</u>							
Strongly agree	13.3%	13.5%	8.8%	13.7%	7.1%	18.6%	11.9%
Agree	38.7%	38.3%	31.9%	43.5%	41.9%	48.6%	40.3%
Neutral	30.7%	30.5%	34.5%	31.0%	32.3%	22.9%	30.9%
Disagree	13.3%	12.8%	16.8%	8.3%	15.5%	8.6%	12.6%
Strongly disagree	4.0%	5.0%	8.0%	3.6%	3.2%	1.4%	4.3%
 <u>Q15-2. Columbia City government is transparent</u>							
Strongly agree	10.7%	7.9%	9.0%	8.3%	6.4%	11.4%	8.4%
Agree	29.3%	27.9%	28.8%	31.4%	33.1%	38.6%	31.2%
Neutral	37.3%	43.6%	27.9%	38.5%	36.9%	37.1%	37.3%
Disagree	17.3%	14.3%	23.4%	17.8%	18.5%	12.9%	17.6%
Strongly disagree	5.3%	6.4%	10.8%	4.1%	5.1%	0.0%	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

	Ward (1-6)						Total
	1	2	3	4	5	6	

Q15-3. Columbia City government is efficient

Strongly agree	7.5%	7.7%	5.3%	6.5%	6.5%	11.4%	7.1%
Agree	31.3%	30.8%	31.0%	34.7%	33.5%	42.9%	33.5%
Neutral	38.8%	35.7%	31.0%	35.3%	32.3%	34.3%	34.3%
Disagree	16.3%	18.9%	20.4%	18.2%	21.3%	10.0%	18.3%
Strongly disagree	6.3%	7.0%	12.4%	5.3%	6.5%	1.4%	6.7%

Q15-4. Columbia City government is innovative

Strongly agree	8.9%	7.1%	10.0%	5.0%	9.0%	15.2%	8.4%
Agree	25.3%	26.2%	21.8%	28.0%	28.4%	40.9%	27.7%
Neutral	43.0%	44.7%	41.8%	46.6%	40.0%	30.3%	42.1%
Disagree	16.5%	17.0%	20.0%	16.1%	16.8%	12.1%	16.7%
Strongly disagree	6.3%	5.0%	6.4%	4.3%	5.8%	1.5%	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	Ward (1-6)						Total
	1	2	3	4	5	6	

Q15-5. Columbia City government values diversity

Strongly agree	13.8%	16.3%	16.4%	19.3%	12.2%	22.7%	16.5%
Agree	32.5%	45.2%	40.0%	42.9%	46.3%	50.0%	43.1%
Neutral	35.0%	31.1%	26.4%	29.2%	33.3%	19.7%	29.8%
Disagree	11.3%	5.2%	10.9%	6.2%	4.8%	7.6%	7.2%
Strongly disagree	7.5%	2.2%	6.4%	2.5%	3.4%	0.0%	3.6%

Q15-6. Columbia City employees are ethical & honest

Strongly agree	12.3%	14.4%	11.4%	15.0%	8.5%	24.2%	13.6%
Agree	39.5%	36.7%	29.5%	46.4%	47.2%	51.5%	41.7%
Neutral	35.8%	37.4%	38.1%	32.7%	32.4%	22.7%	33.8%
Disagree	7.4%	6.5%	10.5%	3.3%	9.2%	1.5%	6.6%
Strongly disagree	4.9%	5.0%	10.5%	2.6%	2.8%	0.0%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q15-7. Columbia government leaders listen to what citizens have to say</u>							
Strongly agree	10.4%	7.7%	5.4%	8.6%	8.6%	11.6%	8.4%
Agree	27.3%	29.6%	27.7%	34.0%	32.2%	40.6%	31.7%
Neutral	32.5%	38.7%	34.8%	38.9%	33.6%	31.9%	35.7%
Disagree	22.1%	14.8%	19.6%	14.8%	19.1%	14.5%	17.2%
Strongly disagree	7.8%	9.2%	12.5%	3.7%	6.6%	1.4%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q16-1. Columbia is a great place to live, work, learn & play</u>							
Strongly agree	37.3%	32.3%	27.4%	46.6%	38.5%	51.3%	38.4%
Agree	41.2%	49.1%	51.1%	44.4%	50.9%	40.0%	46.9%
Neutral	15.7%	13.8%	14.1%	7.9%	8.3%	6.3%	10.9%
Disagree	5.9%	3.6%	4.4%	1.1%	2.4%	1.3%	3.0%
Strongly disagree	0.0%	1.2%	3.0%	0.0%	0.0%	1.3%	0.8%
 <u>Q16-2. Columbia is a place where I can thrive</u>							
Strongly agree	30.0%	30.1%	22.4%	35.6%	33.5%	38.8%	31.6%
Agree	39.0%	42.2%	49.3%	44.7%	47.1%	45.0%	44.7%
Neutral	23.0%	22.3%	18.7%	15.4%	16.5%	13.8%	18.3%
Disagree	8.0%	4.2%	6.7%	3.2%	2.9%	1.3%	4.3%
Strongly disagree	0.0%	1.2%	3.0%	1.1%	0.0%	1.3%	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	Ward (1-6)						Total
	1	2	3	4	5	6	

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

Strongly agree	25.8%	31.8%	23.6%	45.3%	39.2%	42.1%	35.3%
Agree	38.1%	45.2%	49.6%	38.0%	45.6%	39.5%	42.9%
Neutral	15.5%	18.5%	12.6%	12.8%	10.1%	11.8%	13.6%
Disagree	15.5%	3.2%	8.7%	2.8%	4.4%	5.3%	5.9%
Strongly disagree	5.2%	1.3%	5.5%	1.1%	0.6%	1.3%	2.3%

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

Strongly agree	13.6%	15.3%	12.9%	24.4%	19.5%	23.2%	18.4%
Agree	33.0%	37.3%	31.0%	34.9%	31.2%	29.0%	33.2%
Neutral	30.7%	31.3%	32.8%	23.8%	29.2%	30.4%	29.2%
Disagree	19.3%	14.0%	15.5%	14.5%	16.2%	11.6%	15.2%
Strongly disagree	3.4%	2.0%	7.8%	2.3%	3.9%	5.8%	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	Ward (1-6)						Total
	1	2	3	4	5	6	

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

Strongly agree	29.0%	26.8%	21.1%	39.7%	28.4%	43.5%	31.0%
Agree	40.9%	54.4%	49.6%	36.2%	51.4%	36.2%	45.5%
Neutral	17.2%	14.8%	24.4%	20.1%	16.2%	17.4%	18.4%
Disagree	6.5%	2.0%	3.3%	2.9%	3.4%	2.9%	3.3%
Strongly disagree	6.5%	2.0%	1.6%	1.1%	0.7%	0.0%	1.9%

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

Strongly agree	20.7%	22.1%	16.9%	24.6%	24.7%	30.4%	22.9%
Agree	34.8%	35.6%	42.4%	35.3%	41.1%	34.8%	37.5%
Neutral	25.0%	27.5%	28.0%	29.9%	23.3%	27.5%	27.0%
Disagree	14.1%	11.4%	10.2%	9.0%	9.6%	5.8%	10.1%
Strongly disagree	5.4%	3.4%	2.5%	1.2%	1.4%	1.4%	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	Ward (1-6)						Total
	1	2	3	4	5	6	

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

Strongly agree	11.0%	12.3%	11.1%	16.8%	22.7%	31.4%	16.9%
Agree	43.8%	37.7%	46.7%	42.7%	40.9%	37.3%	41.6%
Neutral	38.4%	39.5%	33.3%	37.4%	28.8%	21.6%	34.0%
Disagree	5.5%	8.8%	4.4%	3.1%	6.1%	7.8%	5.8%
Strongly disagree	1.4%	1.8%	4.4%	0.0%	1.5%	2.0%	1.7%

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

Strongly agree	18.9%	14.6%	17.7%	21.1%	21.3%	35.2%	20.3%
Agree	37.8%	43.9%	46.9%	43.6%	42.5%	33.3%	42.3%
Neutral	32.4%	33.3%	26.0%	33.1%	29.1%	25.9%	30.5%
Disagree	10.8%	6.5%	6.3%	2.3%	5.5%	5.6%	5.8%
Strongly disagree	0.0%	1.6%	3.1%	0.0%	1.6%	0.0%	1.2%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q16-9. There are opportunities for minorities to go into business for themselves & be successful</u>							
Strongly agree	18.6%	16.0%	21.1%	17.2%	20.9%	29.4%	19.6%
Agree	25.7%	37.8%	44.2%	42.6%	40.9%	29.4%	38.3%
Neutral	37.1%	34.5%	26.3%	32.8%	26.1%	29.4%	30.9%
Disagree	17.1%	10.9%	6.3%	7.4%	8.7%	9.8%	9.6%
Strongly disagree	1.4%	0.8%	2.1%	0.0%	3.5%	2.0%	1.6%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	

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

A doctor's office	74.5%	79.9%	70.8%	85.2%	82.0%	88.8%	80.2%
An urgent care center	45.1%	44.4%	46.0%	46.6%	43.0%	36.3%	44.2%
A hospital emergency room	16.7%	20.1%	16.1%	9.5%	9.9%	10.0%	13.7%
No usual place	4.9%	2.4%	5.1%	1.6%	2.9%	3.8%	3.2%
Other	3.9%	8.3%	6.6%	4.8%	3.5%	5.0%	5.4%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	

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

Yes	14.1%	3.6%	9.8%	3.7%	5.9%	3.8%	6.3%
No	85.9%	96.4%	90.2%	96.3%	94.1%	96.3%	93.7%

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

N=53	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q18a. What was the main reason you could not get medical care</u>							
Cost/no insurance	64.3%	50.0%	41.7%	50.0%	44.4%	33.3%	50.0%
Office wasn't open when I could get there	0.0%	16.7%	16.7%	0.0%	11.1%	0.0%	8.0%
Too long a wait in the waiting room	0.0%	0.0%	8.3%	0.0%	11.1%	0.0%	4.0%
No transportation	7.1%	16.7%	8.3%	0.0%	0.0%	33.3%	8.0%
Distance from medical provider	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%
Too long a wait for an appointment	14.3%	16.7%	25.0%	33.3%	22.2%	33.3%	22.0%
No childcare	0.0%	0.0%	0.0%	16.7%	11.1%	0.0%	4.0%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q19. Was there any time in past 12 months when you were not able to meet your basic needs</u>							
Yes	21.2%	7.7%	10.5%	2.7%	1.8%	3.8%	7.0%
No	78.8%	92.3%	89.5%	97.3%	98.2%	96.2%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q20. How many times on average did you engage in physical activities or exercise each week during past month</u>							
0 times	9.9%	9.0%	16.3%	6.9%	5.3%	11.5%	9.3%
1 or 2 times	43.6%	37.1%	31.1%	30.3%	27.1%	30.8%	32.8%
3+ times	46.5%	53.9%	52.6%	62.8%	67.6%	57.7%	57.9%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	

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

Four+ times/day	34.0%	34.0%	27.3%	32.1%	26.0%	27.6%	30.3%
Less than four+ times/day	66.0%	66.0%	70.3%	67.4%	73.4%	72.4%	69.1%
Never	0.0%	0.0%	2.3%	0.5%	0.6%	0.0%	0.6%

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

N=849

	Ward (1-6)						Total
	1	2	3	4	5	6	

Q22. What best describes your relationship with your neighbors

I have a close relationship with many of my neighbors	12.7%	11.2%	5.1%	18.1%	18.6%	22.5%	14.5%
I have a close relationship with a few of my neighbors	28.4%	28.4%	27.9%	33.5%	30.2%	21.3%	29.2%
I know several of my neighbors, but I am not very close with any of them	29.4%	32.0%	25.7%	35.6%	30.8%	22.5%	30.3%
I know a few people in my neighborhood, but I am not very close with any of them	24.5%	23.1%	33.1%	12.2%	19.2%	22.5%	21.6%
I don't know anyone in my neighborhood	4.9%	5.3%	8.1%	0.5%	1.2%	11.3%	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

		Ward (1-6)					Total	
		1	2	3	4	5	6	

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

They often help one another & have many social activities together	13.4%	3.7%	3.8%	19.5%	16.5%	20.8%	12.7%
They often help one another but do not have many social activities together	20.6%	29.2%	26.5%	27.0%	28.8%	16.9%	26.0%
They occasionally help one another but generally keep to themselves	39.2%	50.3%	37.1%	41.1%	44.7%	35.1%	42.2%
They almost always keep to themselves	26.8%	16.8%	32.6%	12.4%	10.0%	27.3%	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

	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q24-1. Crime, drugs or violence</u>							
Major problem	20.2%	11.7%	18.0%	3.9%	4.8%	5.5%	10.0%
Moderate problem	16.0%	20.4%	21.1%	5.6%	5.4%	12.3%	12.8%
Minor problem	34.0%	36.4%	25.0%	28.9%	31.1%	24.7%	30.5%
Not a problem	29.8%	31.5%	35.9%	61.7%	58.7%	57.5%	46.8%

Q24-2. Unemployment

Major problem	7.2%	3.6%	3.4%	0.6%	0.7%	0.0%	2.4%
Moderate problem	24.1%	13.5%	16.1%	3.2%	2.8%	3.3%	9.4%
Minor problem	33.7%	25.2%	26.4%	14.7%	12.8%	16.7%	20.4%
Not a problem	34.9%	57.7%	54.0%	81.4%	83.7%	80.0%	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

	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q24-3. Homelessness</u>							
Major problem	17.0%	3.4%	4.5%	1.7%	3.8%	4.2%	4.9%
Moderate problem	14.8%	6.9%	13.4%	4.4%	1.9%	4.2%	6.9%
Minor problem	26.1%	13.8%	12.5%	5.0%	4.4%	9.7%	10.6%
Not a problem	42.0%	75.9%	69.6%	88.9%	90.0%	81.9%	77.7%

Q24-4. Public schools not providing quality education

Major problem	13.0%	7.5%	2.9%	1.2%	2.7%	6.5%	4.8%
Moderate problem	14.3%	9.0%	11.7%	9.1%	7.3%	6.5%	9.4%
Minor problem	20.8%	18.8%	17.5%	11.6%	10.0%	1.6%	13.6%
Not a problem	51.9%	64.7%	68.0%	78.0%	80.0%	85.5%	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

	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q24-5. Lack of cultural activities</u>							
Major problem	6.3%	4.6%	5.6%	1.9%	4.1%	0.0%	3.8%
Moderate problem	16.5%	9.2%	13.3%	3.1%	5.4%	7.0%	8.2%
Minor problem	34.2%	21.5%	24.4%	15.1%	10.9%	7.0%	18.3%
Not a problem	43.0%	64.6%	56.7%	79.9%	79.6%	86.0%	69.8%

Q24-6. Lack of recreational activities

Major problem	5.9%	2.8%	4.8%	2.3%	1.9%	0.0%	2.9%
Moderate problem	9.4%	8.3%	13.5%	3.4%	3.1%	5.8%	6.7%
Minor problem	30.6%	13.2%	18.3%	11.5%	11.3%	11.6%	15.0%
Not a problem	54.1%	75.7%	63.5%	82.8%	83.6%	82.6%	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

	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q24-7. Lack of affordable, quality child care</u>							
Major problem	16.7%	17.6%	13.0%	6.7%	5.5%	9.1%	10.9%
Moderate problem	28.3%	14.3%	27.5%	19.2%	17.3%	9.1%	19.5%
Minor problem	30.0%	20.9%	14.5%	23.1%	10.9%	18.2%	19.1%
Not a problem	25.0%	47.3%	44.9%	51.0%	66.4%	63.6%	50.5%

Q24-8. Abandoned or run-down buildings

Major problem	10.9%	0.0%	0.0%	0.6%	2.4%	2.7%	2.2%
Moderate problem	15.2%	5.2%	5.7%	0.6%	4.2%	4.1%	5.1%
Minor problem	25.0%	20.6%	26.8%	12.8%	10.2%	11.0%	17.3%
Not a problem	48.9%	74.2%	67.5%	86.0%	83.1%	82.2%	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

	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q24-9. Unsupervised children or teenagers</u>							
Major problem	13.8%	7.3%	7.6%	0.6%	3.1%	4.1%	5.3%
Moderate problem	6.9%	15.9%	13.6%	3.4%	6.8%	0.0%	8.2%
Minor problem	29.9%	28.5%	28.0%	19.2%	21.6%	9.6%	23.2%
Not a problem	49.4%	48.3%	50.8%	76.8%	68.5%	86.3%	63.3%

Q24-10. Speeding on neighborhood streets

Major problem	22.2%	13.9%	14.4%	8.1%	10.8%	10.3%	12.7%
Moderate problem	23.2%	18.7%	21.2%	21.5%	19.3%	11.5%	19.7%
Minor problem	28.3%	36.7%	37.9%	41.4%	41.6%	38.5%	38.1%
Not a problem	26.3%	30.7%	26.5%	29.0%	28.3%	39.7%	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

	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q24-11. Lack of affordable housing</u>							
Major problem	26.9%	7.6%	11.9%	3.9%	5.4%	5.2%	9.0%
Moderate problem	20.5%	15.9%	17.4%	16.3%	13.5%	12.1%	15.9%
Minor problem	28.2%	30.3%	23.9%	27.5%	16.9%	20.7%	24.6%
Not a problem	24.4%	46.2%	46.8%	52.3%	64.2%	62.1%	50.4%

Q24-12. Tension between racial/ethnic groups

Major problem	11.0%	5.1%	5.4%	2.5%	5.2%	2.9%	5.1%
Moderate problem	9.8%	10.2%	14.4%	4.4%	5.9%	2.9%	7.9%
Minor problem	29.3%	20.4%	14.4%	13.3%	7.8%	10.3%	15.2%
Not a problem	50.0%	64.2%	65.8%	79.7%	81.0%	83.8%	71.8%

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

N=849

	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q24-13. Lack of good places to shop for food or other items</u>							
Major problem	3.1%	2.5%	5.5%	1.1%	4.1%	4.0%	3.2%
Moderate problem	14.6%	9.3%	7.0%	1.6%	4.7%	4.0%	6.4%
Minor problem	20.8%	17.9%	10.9%	12.4%	10.0%	5.3%	13.1%
Not a problem	61.5%	70.4%	76.6%	84.9%	81.2%	86.7%	77.3%

Q24-14. Roaming/loose animals

Major problem	3.2%	4.3%	3.1%	0.5%	1.2%	1.3%	2.2%
Moderate problem	9.6%	2.5%	7.1%	4.3%	4.8%	1.3%	4.8%
Minor problem	34.0%	26.4%	32.3%	16.7%	21.0%	14.5%	23.7%
Not a problem	53.2%	66.9%	57.5%	78.5%	73.1%	82.9%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q24-15. Flooding</u>							
Major problem	2.2%	1.3%	0.8%	1.1%	0.6%	1.3%	1.1%
Moderate problem	9.8%	0.6%	3.1%	4.4%	3.1%	4.0%	3.8%
Minor problem	25.0%	15.7%	22.0%	11.5%	14.7%	6.7%	15.8%
Not a problem	63.0%	82.4%	74.0%	83.0%	81.6%	88.0%	79.3%

Q24-16. Overgrown lots

Major problem	5.3%	3.7%	1.6%	0.0%	1.8%	1.3%	2.1%
Moderate problem	9.6%	3.0%	5.6%	3.8%	3.0%	2.7%	4.3%
Minor problem	23.4%	21.3%	23.4%	14.2%	12.0%	9.3%	17.2%
Not a problem	61.7%	72.0%	69.4%	82.0%	83.2%	86.7%	76.3%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q24-17. Graffiti</u>							
Major problem	2.1%	0.0%	0.8%	0.0%	1.8%	0.0%	0.7%
Moderate problem	7.4%	1.3%	0.0%	0.0%	0.6%	2.7%	1.5%
Minor problem	15.8%	11.3%	11.3%	4.4%	7.9%	5.3%	9.0%
Not a problem	74.7%	87.4%	87.9%	95.6%	89.7%	92.0%	88.8%

Q24-18. Abandoned cars or vehicles

Major problem	4.2%	1.3%	1.6%	0.0%	1.2%	0.0%	1.2%
Moderate problem	6.3%	1.9%	5.6%	2.7%	1.2%	0.0%	2.9%
Minor problem	21.9%	17.1%	19.2%	7.1%	7.3%	6.6%	12.7%
Not a problem	67.7%	79.7%	73.6%	90.1%	90.3%	93.4%	83.2%

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

N=849

	Ward (1-6)						Total
	1	2	3	4	5	6	

Q25-1. Condition of housing

Very satisfied	17.2%	21.5%	16.8%	28.0%	35.1%	37.3%	25.9%
Satisfied	46.5%	52.1%	58.8%	58.1%	51.2%	50.7%	53.5%
Neutral	25.3%	23.9%	16.0%	12.4%	11.3%	9.3%	16.3%
Dissatisfied	8.1%	2.5%	6.1%	1.1%	1.8%	2.7%	3.3%
Very dissatisfied	3.0%	0.0%	2.3%	0.5%	0.6%	0.0%	1.0%

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

Very satisfied	4.0%	8.4%	8.1%	9.1%	7.0%	13.0%	8.1%
Satisfied	25.0%	23.4%	30.4%	36.0%	29.8%	31.2%	29.5%
Neutral	25.0%	25.7%	18.5%	21.5%	20.5%	18.2%	21.8%
Dissatisfied	33.0%	29.9%	31.1%	27.4%	31.0%	24.7%	29.7%
Very dissatisfied	13.0%	12.6%	11.9%	5.9%	11.7%	13.0%	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	Ward (1-6)						Total
	1	2	3	4	5	6	

Q25-3. Availability of sidewalks

Very satisfied	8.2%	19.4%	15.2%	19.5%	20.1%	21.1%	17.7%
Satisfied	31.6%	43.0%	38.6%	40.5%	45.6%	34.2%	40.1%
Neutral	28.6%	22.4%	21.2%	22.7%	17.8%	23.7%	22.2%
Dissatisfied	21.4%	12.1%	18.9%	13.5%	13.6%	18.4%	15.5%
Very dissatisfied	10.2%	3.0%	6.1%	3.8%	3.0%	2.6%	4.5%

Q25-4. Neighborhood parks

Very satisfied	13.8%	22.2%	21.0%	33.3%	32.9%	29.3%	26.5%
Satisfied	48.9%	51.2%	34.7%	53.0%	51.5%	49.3%	48.7%
Neutral	27.7%	20.4%	30.6%	10.9%	10.8%	14.7%	18.1%
Dissatisfied	8.5%	4.3%	9.7%	2.7%	4.2%	4.0%	5.2%
Very dissatisfied	1.1%	1.9%	4.0%	0.0%	0.6%	2.7%	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	Ward (1-6)						Total
	1	2	3	4	5	6	

Q25-5. Overall appearance of your neighborhood

Very satisfied	14.0%	22.0%	18.7%	36.6%	35.9%	34.6%	27.8%
Satisfied	47.0%	54.8%	52.2%	53.8%	56.5%	55.1%	53.6%
Neutral	28.0%	16.1%	19.4%	9.1%	6.5%	6.4%	13.6%
Dissatisfied	10.0%	6.0%	9.7%	0.5%	1.2%	3.8%	4.7%
Very dissatisfied	1.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.4%

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

Very satisfied	12.6%	15.9%	11.7%	28.4%	21.4%	25.0%	19.7%
Satisfied	47.4%	51.8%	51.6%	53.0%	54.2%	59.2%	52.7%
Neutral	29.5%	25.0%	25.8%	15.8%	15.5%	10.5%	20.3%
Dissatisfied	7.4%	4.3%	7.8%	2.7%	6.5%	5.3%	5.4%
Very dissatisfied	3.2%	3.0%	3.1%	0.0%	2.4%	0.0%	2.0%

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

N=849

		Ward (1-6)					Total	
		1	2	3	4	5	6	

Q26. How would you like to receive information from City

City newsletter that comes with utility bill	70.6%	70.4%	69.3%	72.0%	68.6%	75.0%	70.7%
Local newspaper	30.4%	26.6%	28.5%	34.9%	37.2%	35.0%	32.2%
Television news	45.1%	61.5%	57.7%	52.4%	47.7%	50.0%	53.0%
City cable channel	12.7%	7.7%	11.7%	6.3%	5.2%	8.8%	8.2%
City website	36.3%	40.8%	39.4%	44.4%	34.3%	36.3%	39.1%
Radio	34.3%	30.8%	27.0%	37.6%	26.7%	28.8%	31.1%
Friends/neighbors	21.6%	11.2%	13.9%	15.3%	12.8%	8.8%	13.9%
Neighborhood/homeowners associations	23.5%	20.1%	17.5%	23.8%	33.7%	33.8%	25.0%
Facebook	32.4%	26.6%	24.1%	26.5%	25.0%	26.3%	26.5%
Twitter	8.8%	2.4%	5.8%	11.1%	8.1%	10.0%	7.5%
YouTube	5.9%	1.8%	4.4%	2.6%	1.7%	1.3%	2.8%
Pinterest	1.0%	0.6%	0.7%	0.0%	0.0%	0.0%	0.4%
Instagram	5.9%	2.4%	2.2%	2.6%	2.3%	5.0%	3.1%
Other	7.8%	5.3%	2.9%	5.8%	4.1%	6.3%	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	Ward (1-6)						Total
	1	2	3	4	5	6	

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

Strongly agree	15.4%	15.1%	14.5%	22.0%	20.1%	25.7%	18.7%
Agree	44.0%	48.0%	42.7%	47.5%	45.5%	55.4%	46.8%
Neutral	30.8%	29.6%	32.3%	27.1%	27.3%	16.2%	27.8%
Disagree	8.8%	5.3%	6.5%	2.8%	5.2%	1.4%	4.9%
Strongly disagree	1.1%	2.0%	4.0%	0.6%	1.9%	1.4%	1.8%

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

Strongly agree	11.2%	11.6%	13.4%	12.7%	13.9%	24.3%	13.8%
Agree	29.2%	39.0%	32.8%	46.8%	39.2%	51.4%	39.9%
Neutral	46.1%	33.6%	34.5%	30.6%	36.7%	20.3%	33.9%
Disagree	10.1%	14.4%	14.3%	9.2%	8.9%	2.7%	10.4%
Strongly disagree	3.4%	1.4%	5.0%	0.6%	1.3%	1.4%	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	Ward (1-6)						Total
	1	2	3	4	5	6	

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

Strongly agree	12.5%	10.5%	9.9%	12.9%	13.0%	21.9%	12.8%
Agree	37.5%	37.5%	39.7%	46.6%	43.5%	56.2%	43.0%
Neutral	35.2%	38.8%	31.4%	33.7%	31.2%	17.8%	32.5%
Disagree	12.5%	12.5%	14.9%	6.7%	10.4%	2.7%	10.2%
Strongly disagree	2.3%	0.7%	4.1%	0.0%	1.9%	1.4%	1.6%

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

Strongly agree	8.5%	7.5%	9.4%	7.0%	2.9%	20.5%	8.4%
Agree	23.4%	21.3%	26.6%	26.8%	20.6%	15.4%	22.8%
Neutral	46.8%	46.3%	45.3%	42.3%	54.4%	43.6%	46.6%
Disagree	12.8%	12.5%	6.3%	12.7%	13.2%	7.7%	11.1%
Strongly disagree	8.5%	12.5%	12.5%	11.3%	8.8%	12.8%	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	Ward (1-6)						Total
	1	2	3	4	5	6	

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

Strongly agree	13.4%	12.3%	13.1%	15.6%	12.7%	30.3%	15.1%
Agree	43.9%	48.6%	43.0%	58.1%	54.5%	45.5%	50.2%
Neutral	34.1%	32.6%	29.0%	21.9%	29.1%	21.2%	27.9%
Disagree	7.3%	5.8%	11.2%	3.1%	3.0%	1.5%	5.2%
Strongly disagree	1.2%	0.7%	3.7%	1.3%	0.7%	1.5%	1.5%

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

Strongly agree	11.0%	9.0%	14.7%	13.2%	12.6%	26.1%	13.4%
Agree	40.2%	51.7%	45.0%	52.1%	45.5%	55.1%	48.5%
Neutral	41.5%	29.7%	29.4%	31.7%	34.3%	13.0%	30.8%
Disagree	6.1%	6.9%	6.4%	2.4%	5.6%	2.9%	5.0%
Strongly disagree	1.2%	2.8%	4.6%	0.6%	2.1%	2.9%	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	Ward (1-6)						Total
	1	2	3	4	5	6	

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

Strongly agree	10.9%	8.5%	8.8%	10.9%	6.3%	19.6%	10.1%
Agree	25.0%	32.1%	31.3%	33.6%	42.7%	41.2%	34.3%
Neutral	46.9%	42.5%	42.5%	44.5%	37.5%	29.4%	41.2%
Disagree	15.6%	11.3%	10.0%	5.5%	10.4%	5.9%	9.7%
Strongly disagree	1.6%	5.7%	7.5%	5.5%	3.1%	3.9%	4.7%

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

Strongly agree	10.5%	6.2%	6.5%	13.1%	8.8%	20.9%	10.1%
Agree	33.3%	37.1%	37.7%	44.4%	48.4%	37.2%	40.5%
Neutral	40.4%	45.4%	40.3%	34.3%	35.2%	37.2%	38.8%
Disagree	14.0%	6.2%	7.8%	5.1%	4.4%	2.3%	6.5%
Strongly disagree	1.8%	5.2%	7.8%	3.0%	3.3%	2.3%	4.1%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q28. Have you contacted City with a question, problem or complaint during past year</u>							
Yes	48.0%	47.9%	51.1%	53.4%	46.5%	52.5%	49.8%
No	52.0%	52.1%	48.9%	46.6%	53.5%	47.5%	50.2%

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

N=423	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q28a. How did you contact City most recently</u>							
Telephone	69.4%	73.8%	75.7%	68.8%	73.4%	69.0%	71.9%
Website	22.4%	12.5%	15.7%	19.8%	16.5%	11.9%	16.6%
Walk-in	6.1%	10.0%	2.9%	10.4%	8.9%	16.7%	8.9%
Through City Council member or Mayor	2.0%	3.8%	5.7%	1.0%	1.3%	2.4%	2.6%

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

N=423

Ward (1-6)							Total
1	2	3	4	5	6		

Q28b. For which service did you contact City most recently

Police	14.9%	10.0%	12.9%	3.0%	5.0%	5.0%	7.9%
Fire	0.0%	0.0%	1.4%	1.0%	0.0%	2.5%	0.7%
Water	6.4%	8.8%	10.0%	3.0%	6.3%	17.5%	7.7%
Sewer	0.0%	1.3%	1.4%	6.1%	2.5%	0.0%	2.4%
Stormwater	2.1%	0.0%	1.4%	5.1%	2.5%	2.5%	2.4%
Parks & recreation	4.3%	6.3%	4.3%	2.0%	2.5%	2.5%	3.6%
Code enforcement	12.8%	8.8%	7.1%	9.1%	2.5%	10.0%	7.9%
Public health	0.0%	0.0%	2.9%	0.0%	2.5%	2.5%	1.2%
Streets	2.1%	11.3%	12.9%	9.1%	11.3%	7.5%	9.6%
Sidewalks	2.1%	2.5%	2.9%	0.0%	2.5%	0.0%	1.7%
Electric service	14.9%	11.3%	10.0%	13.1%	20.0%	7.5%	13.2%
Public transportation	2.1%	1.3%	0.0%	1.0%	1.3%	2.5%	1.2%
Planning & zoning	6.4%	1.3%	0.0%	3.0%	5.0%	2.5%	2.9%
Monthly utility billing	6.4%	6.3%	10.0%	8.1%	8.8%	10.0%	8.2%
Solid waste (trash, recycling, yard waste)	23.4%	17.5%	12.9%	26.3%	15.0%	20.0%	19.2%

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

N=423

	Ward (1-6)						Total
	1	2	3	4	5	6	

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

Airport	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.2%
Energy efficiency	0.0%	2.5%	2.9%	1.0%	1.3%	2.5%	1.7%
Other	2.1%	11.3%	7.1%	9.1%	10.0%	5.0%	8.2%

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

N=423

		Ward (1-6)					Total	
		1	2	3	4	5	6	

Q28c. Why did you contact City about this service

Request service	24.5%	23.5%	20.0%	15.8%	18.8%	21.4%	20.1%
Get information	34.7%	22.2%	27.1%	28.7%	26.3%	33.3%	27.9%
Report a problem	36.7%	38.3%	42.9%	47.5%	38.8%	33.3%	40.7%
Discuss a billing problem	12.2%	12.3%	12.9%	7.9%	8.8%	16.7%	11.1%
Request emergency assistance	0.0%	6.2%	4.3%	1.0%	0.0%	0.0%	2.1%
Request non-emergency assistance	8.2%	3.7%	11.4%	8.9%	7.5%	4.8%	7.6%
Comply with City requirements	12.2%	6.2%	1.4%	3.0%	5.0%	9.5%	5.4%
Other	4.1%	8.6%	5.7%	5.9%	12.5%	11.9%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q28d-1. Hours City employees were available met my needs</u>							
Strongly agree	16.7%	29.1%	23.9%	25.3%	17.3%	35.9%	24.3%
Agree	50.0%	43.0%	52.2%	61.1%	60.0%	41.0%	52.6%
Neutral	22.9%	25.3%	14.9%	8.4%	13.3%	12.8%	15.9%
Disagree	8.3%	1.3%	1.5%	3.2%	6.7%	5.1%	4.0%
Strongly disagree	2.1%	1.3%	7.5%	2.1%	2.7%	5.1%	3.2%
 <u>Q28d-2. I knew who to contact for my needs</u>							
Strongly agree	18.8%	19.8%	19.4%	18.4%	10.7%	28.6%	18.5%
Agree	43.8%	49.4%	44.8%	52.0%	52.0%	33.3%	47.4%
Neutral	27.1%	16.0%	13.4%	17.3%	22.7%	16.7%	18.5%
Disagree	4.2%	9.9%	14.9%	6.1%	8.0%	19.0%	9.7%
Strongly disagree	6.3%	4.9%	7.5%	6.1%	6.7%	2.4%	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	Ward (1-6)						Total
	1	2	3	4	5	6	

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

Strongly agree	18.8%	18.8%	14.5%	19.6%	10.4%	33.3%	18.2%
Agree	37.5%	33.8%	47.8%	48.5%	42.9%	26.2%	40.9%
Neutral	29.2%	21.3%	10.1%	17.5%	23.4%	23.8%	20.1%
Disagree	6.3%	22.5%	15.9%	6.2%	14.3%	14.3%	13.3%
Strongly disagree	8.3%	3.8%	11.6%	8.2%	9.1%	2.4%	7.5%

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

Strongly agree	32.6%	41.8%	25.0%	36.8%	34.7%	46.2%	35.8%
Agree	47.8%	35.4%	52.9%	51.6%	49.3%	30.8%	45.8%
Neutral	8.7%	13.9%	10.3%	10.5%	9.3%	12.8%	10.9%
Disagree	2.2%	7.6%	7.4%	0.0%	4.0%	5.1%	4.2%
Strongly disagree	8.7%	1.3%	4.4%	1.1%	2.7%	5.1%	3.2%

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

N=423	Ward (1-6)						Total
	1	2	3	4	5	6	

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

Strongly agree	26.1%	35.6%	21.9%	25.3%	20.8%	43.2%	27.6%
Agree	39.1%	34.2%	43.8%	44.2%	47.2%	32.4%	41.1%
Neutral	21.7%	15.1%	18.8%	18.9%	19.4%	10.8%	17.8%
Disagree	4.3%	8.2%	4.7%	8.4%	9.7%	5.4%	7.2%
Strongly disagree	8.7%	6.8%	10.9%	3.2%	2.8%	8.1%	6.2%

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

Strongly agree	34.0%	36.3%	22.7%	26.3%	22.1%	41.0%	29.2%
Agree	36.2%	31.3%	40.9%	49.5%	49.4%	30.8%	41.1%
Neutral	14.9%	16.3%	18.2%	16.8%	15.6%	15.4%	16.3%
Disagree	8.5%	12.5%	7.6%	4.2%	5.2%	5.1%	7.2%
Strongly disagree	6.4%	3.8%	10.6%	3.2%	7.8%	7.7%	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	Ward (1-6)						Total
	1	2	3	4	5	6	

Q28d-7. City employees were knowledgeable

Strongly agree	31.9%	32.9%	24.2%	30.5%	25.3%	42.1%	30.3%
Agree	36.2%	32.9%	43.9%	50.5%	45.3%	36.8%	42.0%
Neutral	21.3%	24.1%	21.2%	9.5%	17.3%	10.5%	17.3%
Disagree	8.5%	7.6%	3.0%	5.3%	8.0%	2.6%	6.0%
Strongly disagree	2.1%	2.5%	7.6%	4.2%	4.0%	7.9%	4.5%

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

Strongly agree	31.3%	31.3%	25.4%	25.3%	21.1%	43.6%	28.1%
Agree	37.5%	33.8%	44.8%	49.5%	50.0%	28.2%	42.3%
Neutral	16.7%	16.3%	10.4%	17.2%	13.2%	12.8%	14.7%
Disagree	6.3%	13.8%	7.5%	4.0%	11.8%	2.6%	8.1%
Strongly disagree	8.3%	5.0%	11.9%	4.0%	3.9%	12.8%	6.8%

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

N=849

		Ward (1-6)					Total	
		1	2	3	4	5	6	

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

Excellent	20.2%	18.8%	16.7%	30.1%	20.8%	23.9%	22.0%
Good	43.8%	47.4%	50.8%	44.0%	53.0%	49.3%	48.1%
Average	25.8%	25.3%	25.0%	24.7%	22.8%	19.7%	24.2%
Poor	4.5%	6.5%	4.2%	0.6%	2.7%	1.4%	3.3%
Very poor	5.6%	1.9%	3.3%	0.6%	0.7%	5.6%	2.4%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	

Q30-1. Residential trash collection service

Yes	93.1%	98.2%	97.1%	99.5%	95.9%	96.3%	97.1%
No	6.9%	1.8%	2.9%	0.5%	4.1%	3.8%	2.9%

Q30-2. Curbside recycling (blue bags)

Yes	75.5%	88.8%	79.6%	92.6%	84.3%	76.3%	84.5%
No	24.5%	11.2%	20.4%	7.4%	15.7%	23.8%	15.5%

Q30-3. Drop-off recycling

Yes	40.2%	45.0%	43.1%	43.4%	53.5%	53.8%	46.3%
No	59.8%	55.0%	56.9%	56.6%	46.5%	46.3%	53.7%

Q30-4. City electric service

Yes	87.3%	78.1%	78.1%	94.2%	81.4%	85.0%	84.1%
No	12.7%	21.9%	21.9%	5.8%	18.6%	15.0%	15.9%

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

N=849

	Ward (1-6)						Total
	1	2	3	4	5	6	

Q30-5. City water service

Yes	89.2%	97.0%	90.5%	96.8%	90.1%	91.3%	93.1%
No	10.8%	3.0%	9.5%	3.2%	9.9%	8.8%	6.9%

Q30-6. City sewer service

Yes	89.2%	98.2%	92.7%	95.2%	92.4%	95.0%	94.1%
No	10.8%	1.8%	7.3%	4.8%	7.6%	5.0%	5.9%

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

N=837	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q30-1. Residential trash collection service</u>							
Very satisfied	37.6%	45.7%	45.0%	51.9%	42.8%	67.5%	47.6%
Satisfied	48.4%	43.3%	42.6%	36.8%	50.3%	26.0%	42.0%
Neutral	6.5%	7.3%	4.7%	5.9%	5.0%	5.2%	5.8%
Dissatisfied	5.4%	3.0%	7.0%	4.3%	1.9%	1.3%	3.8%
Very dissatisfied	2.2%	0.6%	0.8%	1.1%	0.0%	0.0%	0.7%
 <u>Q30-2. Curbside recycling (blue bags)</u>							
Very satisfied	33.8%	47.6%	43.9%	49.4%	48.9%	60.7%	47.4%
Satisfied	47.3%	38.8%	45.8%	38.4%	41.0%	34.4%	40.7%
Neutral	10.8%	9.5%	7.5%	6.4%	6.5%	1.6%	7.3%
Dissatisfied	4.1%	2.7%	1.9%	4.7%	2.9%	3.3%	3.3%
Very dissatisfied	4.1%	1.4%	0.9%	1.2%	0.7%	0.0%	1.3%

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

N=837

	Ward (1-6)						Total
	1	2	3	4	5	6	

Q30-3. Drop-off recycling

Very satisfied	37.5%	42.5%	42.9%	42.0%	44.8%	60.5%	44.5%
Satisfied	50.0%	39.7%	42.9%	45.7%	47.1%	34.9%	43.7%
Neutral	10.0%	9.6%	7.1%	9.9%	4.6%	4.7%	7.6%
Dissatisfied	2.5%	6.8%	5.4%	2.5%	1.1%	0.0%	3.2%
Very dissatisfied	0.0%	1.4%	1.8%	0.0%	2.3%	0.0%	1.1%

Q30-4. City electric service

Very satisfied	33.0%	46.5%	41.9%	42.8%	40.4%	60.6%	43.3%
Satisfied	40.9%	39.5%	44.8%	45.1%	49.3%	33.3%	43.2%
Neutral	14.8%	7.0%	8.6%	8.7%	5.1%	3.0%	7.9%
Dissatisfied	8.0%	5.4%	3.8%	2.3%	3.7%	1.5%	4.0%
Very dissatisfied	3.4%	1.6%	1.0%	1.2%	1.5%	1.5%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q30-5. City water service</u>							
Very satisfied	33.7%	48.8%	40.7%	46.1%	39.3%	60.6%	44.4%
Satisfied	46.1%	39.4%	43.2%	45.5%	44.7%	28.2%	42.2%
Neutral	15.7%	7.5%	9.3%	6.7%	8.0%	5.6%	8.5%
Dissatisfied	4.5%	3.8%	5.1%	1.1%	6.0%	5.6%	4.0%
Very dissatisfied	0.0%	0.6%	1.7%	0.6%	2.0%	0.0%	0.9%
 <u>Q30-6. City sewer service</u>							
Very satisfied	31.5%	48.1%	38.8%	44.6%	43.1%	63.9%	44.4%
Satisfied	49.4%	42.5%	48.8%	47.4%	47.1%	27.8%	44.9%
Neutral	13.5%	8.1%	8.3%	6.9%	7.8%	5.6%	8.2%
Dissatisfied	5.6%	0.6%	3.3%	0.6%	1.3%	2.8%	1.9%
Very dissatisfied	0.0%	0.6%	0.8%	0.6%	0.7%	0.0%	0.5%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q31-1. Used Police services</u>							
Yes	34.3%	26.6%	27.0%	12.2%	11.0%	20.0%	20.6%
No	63.7%	72.2%	70.8%	87.8%	85.5%	80.0%	77.9%
Not provided	2.0%	1.2%	2.2%	0.0%	3.5%	0.0%	1.5%
 <u>Q31-2. Been a victim of any crime</u>							
Yes	13.7%	8.9%	5.8%	3.2%	6.4%	7.5%	7.1%
No	83.3%	89.3%	91.2%	96.8%	90.7%	91.3%	91.0%
Not provided	2.9%	1.8%	2.9%	0.0%	2.9%	1.3%	1.9%
 <u>Q31-3. Used Fire or Emergency Medical services</u>							
Yes	10.8%	9.5%	16.1%	6.3%	7.0%	11.3%	9.7%
No	86.3%	88.8%	81.8%	93.1%	89.5%	88.8%	88.5%
Not provided	2.9%	1.8%	2.2%	0.5%	3.5%	0.0%	1.9%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q31-4. Visited a community recreation center</u>							
Yes	52.9%	49.7%	48.2%	56.6%	50.0%	40.0%	50.5%
No	44.1%	49.1%	49.6%	42.9%	46.5%	58.8%	47.6%
Not provided	2.9%	1.2%	2.2%	0.5%	3.5%	1.3%	1.9%
 <u>Q31-5. Visited a City park</u>							
Yes	85.3%	88.2%	79.6%	88.4%	84.3%	85.0%	85.4%
No	13.7%	11.2%	18.2%	11.1%	13.4%	13.8%	13.3%
Not provided	1.0%	0.6%	2.2%	0.5%	2.3%	1.3%	1.3%
 <u>Q31-6. Used public transportation/bus</u>							
Yes	17.6%	5.3%	5.8%	3.2%	5.8%	7.5%	6.7%
No	79.4%	93.5%	92.0%	96.3%	91.9%	92.5%	91.8%
Not provided	2.9%	1.2%	2.2%	0.5%	2.3%	0.0%	1.5%

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

N=849	Ward (1-6)						Total
	1	2	3	4	5	6	

Q31-7. Attended or watched any City meetings

Yes	23.5%	19.5%	16.1%	24.9%	22.7%	21.3%	21.4%
No	71.6%	79.9%	81.8%	74.6%	75.0%	77.5%	76.8%
Not provided	4.9%	0.6%	2.2%	0.5%	2.3%	1.3%	1.8%

Q31-8. Used Columbia Regional Airport

Yes	37.3%	38.5%	28.5%	51.3%	61.6%	53.8%	45.7%
No	59.8%	60.9%	69.3%	48.1%	36.0%	46.3%	52.9%
Not provided	2.9%	0.6%	2.2%	0.5%	2.3%	0.0%	1.4%

Q31-9. Used public health services provided by City

Yes	23.5%	16.6%	15.3%	14.8%	7.6%	11.3%	14.5%
No	72.5%	82.8%	82.5%	84.1%	90.1%	88.8%	83.9%
Not provided	3.9%	0.6%	2.2%	1.1%	2.3%	0.0%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q32-1. Increasing energy conservation & efficiency programs</u>							
Very important	58.9%	53.2%	47.2%	60.8%	47.2%	55.7%	53.7%
Somewhat important	23.2%	30.1%	36.8%	22.1%	35.2%	24.1%	28.9%
Neutral	10.5%	10.3%	12.0%	9.4%	11.3%	11.4%	10.7%
Not very important	4.2%	2.6%	2.4%	4.4%	3.8%	5.1%	3.6%
Not important at all	3.2%	3.8%	1.6%	3.3%	2.5%	3.8%	3.0%
 <u>Q32-2. Fostering natural areas in public spaces</u>							
Very important	51.6%	36.5%	41.7%	41.0%	39.2%	53.8%	42.4%
Somewhat important	22.6%	39.1%	34.2%	30.9%	36.1%	24.4%	32.4%
Neutral	20.4%	15.4%	16.7%	19.7%	16.5%	15.4%	17.4%
Not very important	2.2%	5.1%	4.2%	5.1%	5.1%	2.6%	4.3%
Not important at all	3.2%	3.8%	3.3%	3.4%	3.2%	3.8%	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	Ward (1-6)						Total
	1	2	3	4	5	6	

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

Very important	44.1%	36.8%	37.1%	38.3%	33.3%	51.3%	38.8%
Somewhat important	25.8%	32.9%	39.5%	31.1%	38.4%	29.5%	33.5%
Neutral	22.6%	18.1%	15.3%	20.0%	17.0%	10.3%	17.6%
Not very important	4.3%	7.1%	5.6%	7.8%	7.5%	3.8%	6.5%
Not important at all	3.2%	5.2%	2.4%	2.8%	3.8%	5.1%	3.7%

Q32-4. Increasing renewable energy programs

Very important	62.1%	53.9%	52.0%	59.3%	47.2%	59.5%	55.0%
Somewhat important	13.7%	29.2%	29.1%	23.1%	28.9%	26.6%	25.6%
Neutral	16.8%	9.1%	11.8%	10.4%	12.6%	8.9%	11.4%
Not very important	4.2%	2.6%	4.7%	4.4%	6.9%	3.8%	4.5%
Not important at all	3.2%	5.2%	2.4%	2.7%	4.4%	1.3%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q32-5. Adapting to climate change</u>							
Very important	54.7%	45.8%	43.4%	55.2%	42.9%	60.8%	49.6%
Somewhat important	15.8%	26.5%	25.4%	17.1%	20.8%	13.9%	20.5%
Neutral	17.9%	16.1%	19.7%	11.6%	16.2%	15.2%	15.8%
Not very important	3.2%	1.9%	5.7%	8.3%	8.4%	2.5%	5.5%
Not important at all	8.4%	9.7%	5.7%	7.7%	11.7%	7.6%	8.7%
 <u>Q32-6. Increasing recycling & composting collection services</u>							
Very important	55.2%	48.1%	44.9%	53.6%	44.7%	60.8%	50.3%
Somewhat important	15.6%	30.8%	30.7%	27.3%	31.4%	22.8%	27.5%
Neutral	24.0%	14.1%	18.1%	10.4%	17.0%	13.9%	15.6%
Not very important	3.1%	2.6%	3.1%	7.1%	3.8%	2.5%	4.0%
Not important at all	2.1%	4.5%	3.1%	1.6%	3.1%	0.0%	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	Ward (1-6)						Total
	1	2	3	4	5	6	
<u>Q32-7. Increasing water conservation programs</u>							
Very important	52.7%	43.2%	42.9%	50.3%	39.8%	55.7%	46.4%
Somewhat important	20.4%	30.3%	32.5%	29.8%	32.3%	25.3%	29.3%
Neutral	21.5%	18.7%	21.4%	12.2%	19.3%	13.9%	17.6%
Not very important	2.2%	3.9%	0.8%	6.1%	6.2%	2.5%	4.0%
Not important at all	3.2%	3.9%	2.4%	1.7%	2.5%	2.5%	2.6%