

Random	Method	Q43. If you have any additional comments, please enter them below.
No	Web	Colombia needs a new city manager and a new police chief It is incredible to me that this city Council continues to turn a blind eye to the fact that the biggest public safety issue is the police administration. Get rid of Burton. I do not understand why the counselor continues to support this guy. Are they that afraid of Matthis? He is as toxic as Burton. Show some spine and do what needs to be done. Get rid of them.
No	Web	City's failure to maintain good relationships with county fire protection district negatively impacts those neighborhoods annexed into the city - closest city fire station from our neighborhood (which includes a city school) is more than 10-15 minutes away. This is an unacceptably long response time in case of emergency. City sewer billing unfairly assumes all water consumed is returned to the sewer - city should work with water providers to find a way to separate meters so only consumption of water returned to the sewer (and not irrigation, etc.) is used to determine sewer rates. Interactions with city leaders on matters of neighborhood importance have been poor - city planner and city manager seem interested only in hearing their own opinions, not those of residents, and both displayed a dismissive attitude toward residents' concerns. Having appeared before both the county and the city governing bodies, the experience in the city is painful and depressing to go through as a resident. At least the county leaders listen, ask good questions and take into account resident concerns. Similar interaction at the city level leaves one believing the decisions already have been made, the public forum is for display and not for meaningful engagement, and residents are wasting their time and energy trying to voice concerns. I have been in the city for more than 25 years, and this is a new (and unwelcome) development since the current city manager was hired. The city has a massive public trust and confidence problem in both the city manager and the city police chief. Perhaps the time has come for both to be replaced. Given an opportunity, I certainly would vote against the continued retention of both. Were a recall petition an option, I would sign it.
Yes	Web	1) Increase pay for Police and fireman 2) Better enforcement of traffic and vehicle laws: expired tags, defective equipment, speeding, failing to stop when making a right turn on a red light ., etc. 3) Raise property taxes but only if all county assessments are current . I know its a county problem but it appears property value is never up dated . 4) Look at merging county sheriff's dept, city police , and MU police . All doing the same job , should be savings in the admin area. 5) Convert trash pickup and recycling to roll carts with auto trash pickup. Stop listening to the old people who complaint about carts in the newspaper. 6) If there is a city code or law then enforce it .

No	Web	<p>1. I have contacted the city several times regarding weed control. I am very disappointed because the city spends so much money on road dividers on Scott Blvd and then they NEVER mow them. The weeds look horrible. Then when they finally come to mow them, the trimmings are blown all over the sidewalks and street. It looks horrible. If you cannot afford to maintain green spaces in street dividers, round-a-bouts, etc., then DON'T DO GREEN SPACES.</p> <p>2. There is a road in my neighborhood that is absolutely horrible. We had a city street guy come talk to our Homeowners Association. He was so rude and basically said that he didn't care if our road was repaired. The cement used to form the road was obviously damaged in some way because it is just one stretch that is damaged. They said it could take years before they get around to repairing it.</p> <p>3. WHY ARE YOU SPENDING ALL THIS MONEY ON ROUND-A-BOUTS!!!! OMG!!! The city is now building a round-a-bout on Vandiver Road by the Honda dealership. Is there really that much traffic there that we need to put in a round-a-bout? Seriously? There are a lot more areas that need attention.</p> <p>4. Quit building round-a-bouts and then expect people to take care of them and plant flowers. It's your job to take care of round-a-bouts. When individuals take care of the inner circle, then they look terrible.</p> <p>5. One question asked if we consider the city trustworthy and honest. I did not answer that question correctly, because NO....WE DO NOT TRUST YOU. I would vote for more police and better streets, but I don't feel that the money would be spent in the correct manner.</p> <p>6. I am tired of the diversity thing. Move on. If African Americans want to "get ahead" in life, then there is every opportunity for them to do so.</p> <p>7. I heard that the city forced all divisions, like fire department, etc. to give money to a cause to help young African American Women understand their potential in life. So, basically, you told the city departments that they had to give money that I had given them in taxes to make improvements, to give some of their budget to this cause. Is that true? You had no right to give my tax money to a charity. It is not your money to give away.</p> <p>8. Stop the dog-bones and round-a-bouts and divergent lanes. All you are doing is putting band-aids on a bigger problem. Build more roads.</p> <p>9. However....one of the roads you just built is ridiculous.....the road from Business Loop 70 east to Conley ave. Really????????????? Was that road really needed? I don't think 100 people a day drive on that road!!!!!! It is like you totally have your priorities screwed up! Get your head out of the sand. It is stupid projects like this that make us not trust you.</p> <p>1. Columbia needs a city-wide composting program!</p> <p>2. Columbia NEEDS ROLL CARTS. Trash bags all over the sides of the road is just gross and unsightly. I've lived in 6 states and every single place that I've lived had roll carts.</p>
No	Web	<p>3. Columbia needs to fix the gaping pot holes everywhere.</p> <p>1. I appreciate the graph showing utility usage that comes out monthly, but being in black and white, it is difficult to follow. Either provide coloring or at least some kind of different shading so that the graphs stand out more.</p> <p>2. In the 27 years I have been here, I remember the street being repaved once. In places, the road is in deplorable condition and curbs are falling in. Very disappointing</p>
No	Web	<p>3. It would be nice to have a patrol car come through the neighborhood on occasion.</p>

1. I don't identify my race.  
2. The crime I mentioned was a car break in, in my driveway.  
3. The problem I called the city about was a dead and decaying deer blocking a sidewalk. Nobody I reached had any idea who to contact, or frankly, seemed to have any interest in the problem. It was resolved when I contacted my city council representative.

Yes Web

1. Sewer service: Although I am satisfied with the sewer service in my neighborhood, I continue to be very unsatisfied with the fact that there are still sewer backups in the older part of town. I think it is wrong for the city to allow new sewer connections until these old problems are resolved. 2. City government transparency: I believe the city council is transparent. I don't believe the city manager is. I continue to distrust the city manager because of the proposed downtown TIF that was proposed a few years ago. When the TIF proposal was unveiled, the city manager announced that new utility connections downtown would be impossible unless the TIF was adopted. When the TIF failed, new utility connections continued to be allowed anyway. I believe the public was lied to on that occasion, which me wonder what else we are being lied to about.

Yes Mail

30-35% of City Employees are generally rude, unhelpful and often even mean. The City Council are arrogant, self-important, bumbling fools--Fortunately, they are paid accordingly. Few City employees treat the Citizens who employ them with respect.

No Web

As I mentioned in my comment above .... 4 yrs. ago I was poisoned by my neighbor with Lye (sodium hydroxide) that my neighbor had spread around my property in an attempt to harm me, for having him remove his illegal driveway expansion that he had built against city code, which the city building office was more then neglectful in enforcing. I had owned my property for over 9 yrs. at this time. I then tried to call the police who covered it up and disappeared several assault reports I had made previously about my neighbor, all of which he, my neighbor admits to and is acknowledge by a judge in my expert case at the time. They the police continued to cover up my neighbors attempt to poison me even to the point of telling the Department of Natural Resources not to get involved, who I had called to get involved, as the nature of this chemical permanently poisons and makes the area dangerous to everyone who may enter it. And the City manager I contacted to try and explain the seriously dangerous chemical that has literally poisoned a major traffic area on the north side of Columbia, which several city school buses and public city buses drove through multiple times a day potentially poisoning to various degrees an unknown and incalculable number of ppl of all ages... Since my exposure 4 yrs. ago, I have suffered ongoing hair lose, skin burns, muscle and bone necrosis and many more symptoms commonly associated with this chemical. I have also found others who suffer the same condition. And according to a "Meth Lab" clean up company their is no way to fully remove this chemical from the area now. As they were the only type of company with in-depth knowledge about this chemical ..... basically they, my neighbors with the help of a negligent police department and City Manager turned Clark Lane into an out door Meth Lab... as this is the chemical that causes the very nasty things associated with buying a house that that type of thing has been made in. So, no I do not have any faith in the Law enforcement or the Judicial branch or the City Management .. I still to this day have experienced nothing to prove to me there is any descent or credible people working for this city... I would love to be proved wrong... but I doubt I will be. Good luck with your city

Yes Web

BROADWAY FROM GARTH WEST IS ROUGH, TOO NARROW AND NOT LIT OR MARKED WELL;LOVE THE LIBRARY. ARC IS GREAT-NEED ONE ON EAST SIDE OF TOWN.

Yes Mail

ENJOY TRAILS; DOWNTOWN PARKING ALWAYS A CRAPSHOOT

No Web

Crime prevention is number one.

Cities focus needs to be on primary obligations to the City which is police, fire, streets and utilities. Too much money and too much time is spent on ancillary activities.

City government needs to be more productive, more efficient and more receptive to the citizens. Council meetings until 2:00 am is unproductive.

City is overreaching in its Residential and Commercial building codes and the P&Z department acts like de-facto czars of development in Columbia. Let free enterprise occur to create a robust business economy and job growth vs continually getting in the way of progress to further own agenda.

City bus service is frustrating. The buses are oversized, underutilized and disruptive to traffic. They do not follow traffic rules when they park in "no parking" areas and wait when they are ahead of schedule. This is an area where Columbia really has an opportunity to be innovative.

CITY EMPLOYEES TOLD ME THAT WE DON'T HAVE CURBSIDE RECYCLING IN MY NEIGHBORHOOD BUT ALL THE OTHER HOMES HAVE BLUE BINS

City government is not responsible for creating, promoting, maintaining, or even measuring concepts such as social equity or quality of life.

City needs new leadership. Needs to be transparent on budget and spending.. Need a total Audit of the entire city!!

City needs to stop spending on parks and recreation land acquisition and start focusing on infrastructure, public safety and reducing policies that inhibit commercial and residential growth. A FULL CITY AUDIT should be conducted to assess how spending should be allocated before any significant increases in property or sales taxes are considered. And the mayor needs to stop wasting time on filling spots on various commissions to which he appoints members. It is not fair to the public to have a mayor that cherry picks people that agree with him while there are very qualified candidates that wait for months for vacant positions. The most recent example is TIF commission vacancies. Last thing - for Christmas I would really like to know that our hardworking police officers on the streets will receive the gift of a true police chief. Thanks!

City needs to use public funds voted upon to fix potholes, clear snow on neighborhood roads and not just fill potholes with tar.

Also needs to reduce sewer/water rates. It is way too high!

Columbia is NOT keeping up with their growth in all aspects.

Columbia Missouri is overall a great place to live. It has been highly mismanaged during the "good years" meaning higher sales tax collection years under our last City Manager. Property taxes and Personal Income taxes have been spent inappropriately, We have a larger emphasis on spending on parks than we do on safety. The state of our police department both in numbers and morale needs to change. There is not enough police officers in the city of Columbia to respond to the current problems Columbia has with crime. Gun shots are now an almost daily occurrence in our city and the growth of our city depends on maintaining a safe downtown and surrounding areas. I feel like until we spend resources on our police department then the other fundamental problems within our city can not be fixed.

COLUMBIA MUST GET A HANDLE ON VIOLENT CRIME AND ALMOST DAILY SHOTS FIRED IN TOWN. NOT BY GUN CONTROL OF HONEST CITIZENS BUT OF ENFORCING CURRENT LAWS AND GETTING AND KEEPING CRIMINALS OFF THE STREETS. SICK OF SEEING REPEAT OFFENDERS BEING ARRESTED AND RELEASED ONLY TO CONTINUE TO SHOOT UP THE NEIGHBORHOODS.

Columbia needs to do more to accelerate the expansion of Columbia Regional Airport.

Crime in Columbia is ridiculous and the more our city council and police chief keep denying there is a gang problem the worse it will get. We live in a nice neighborhood on west side and home has been broken into 3 times over the last 18 yrs. and cars multiple times in the last year! Police office admit the gangs move in a circle around town yet according to the Chief we don't have a gang problem in Columbia. Find someone who will work the problem!

DOGS have become a nuisance to this city. There are very few moments when one cannot hear barking dogs in my North Parkdale neighborhood. Dog owners should be forced to keep their animals quiet and not to disturb the peace of those of us who do not care to own dogs.

One should NOT have to give one's name in order to report to Animal Control nuisance dogs. It is like dogs and dog owners have priority in this city. Those of us who keep the peace and maintain peaceful home conditions should have recourse to stop those who do not care enough about their neighbors (and apparently their pets) to keep their animals quiet.

Finally, dogs should NOT BE ALLOWED IN PUBLIC BUILDINGS, STORES, ETC. Obviously, service dogs are the exception, but it is FAR TOO EASY to get a dog listed as a service dog.

Yes	Web	Thank you.
Yes	Mail	FIRE THE POLICE CHIEF AND IF THE CITY MANAGER WANTS TO KEEP THE POLICE CHIEF, THEN FIRE THE CITY MANAGER ALSO.
No	Web	Fire the police chief. Institute community policing. Stop increases on our utilities, it's becoming less affordable to live in COMO. It's time for an audit for the City.
Yes	Mail	FIRE/REPLACE POLICE CHIEF BURTON AND CITY MANAGER MIKE MATHES
No	Web	Focus on core service areas and drop the non-core services.
No	Web	For months there has been a lot of panhandlers set up at the intersections along north stadium Blvd. starting at the Broadway intersection and continuing toward I-70. Ordinances against panhandling need to be enforced.
No	Web	Have lived in Columbia for roughly 40 years and plan to continue living here. It's a great place to live for most of us but the level of poor in the city and county is out of control and needs remedy. The police department continues to decline with current leadership and lack of sufficient financial support while the city administration has not been proactive in finding ways to offset declining sales tax income or to maintain infrastructure appropriately. Seems that the city is lacking in appropriate priorities and needs to re-evaluate what are necessary and important priorities before we find ourselves with failing infrastructure, insufficient safety, more struggling poor citizens, etc. These issues need to be addressed so that Columbia can continue to be a great place in which to live.
No	Web	Have you thought about increasing the number of wards in the city and or increasing the number of council people per ward? It would help with the representation in the city.

I am and have been concerned with the city policies, whatever they are, of not plowing cul-de-sacs when it snows. I've lived in the same house at the back of a cul-de-sac for 33 years. I can count on less than two hands how many times we have been plowed in 33 years. We've been stuck not able to get out in very deep snows over the years, even though the road we turn out onto is a snow route. We'll see it all plowed and dry, and the plows still going up and down the main road with their blades up, yet they never come plow the court. We've called the city many times over the years after not being able to get out for several days, after the city has deemed all roads passable, but when I speak to someone all they ever say is "I'll tell the dispatcher". And still no plowing. I've heard all the excuses made for not plowing cul-de-sacs. They're too small; there are too many; there aren't that many residents affected on cul-de-sacs, etc. When the city approves developments with cul-de-sacs, they are thereby taking on responsibility for providing the same city services to the cul-de-sac residents as they do to all residents, but we are not receiving this vital service. And we all pay our property taxes. There has been an instance where we were stuck on our cul-de-sac in a 21-inch snowfall. After four days, and phone calls to the city, we finally had to pay someone to come plow the cul-de-sac. They did this reluctantly as they said they had gotten in trouble with the city for doing this. What recourse did we have? And we had to pay for this, which I did because I had someone in my home with a serious medical condition, and if we'd needed emergency services they could not have gotten to us. Also when we aren't plowed and the court is impassable, we're denied other services, such as trash pick up and mail delivery, because they can't get to us. After 33 years we feel as though there is some sort of unwritten city rule to just ignore us. The main street we are off of that is a snow route dead ends in, guess what, a cul-de-sac!!! And a very small one at that. Yet the crews manage to get that plowed!! A couple of times over the years when we saw the plows going down there with their blades up because that snow route street was clean we have gone out and waited for them to come back by our court and begged them to come plow us. We don't expect it to be completely clean and dry, but, as taxpayers, we do expect, in a timely manner to have it plowed down to where an average car can get off the cul-de-sac.

No Web

I am dissatisfied with the lack of professional solid waste management. I don't think the issue of trash carts should have been voted on by the people. It was very disrespectful to the trash collectors to continue putting them at risk for injuries and increased workers compensation costs. The problems that some older or disabled people could have been resolved on individual basis. There is no incentive for me to reduce my trash or increase my recycling. Jeff City's recycling is much better than ours. The city needs to give everyone a blue bin like the 2nd ward has. The blue bags are awful because they cost and go into the landfill, which is obscene. There needs to be more large recycling bins around town, ESPECIALLY at the ARC.

The sidewalks on Broadway are awful. Wheelchairs can not safely go on them from Garth to West Blvd.

The lack of housing for the homeless shows the lack of compassion for those is serious need of a safe place to live. All the meetings and studies are not enough.

We need to devote public space to small, safe rooms for homeless and get serious about this problem.

Planning & Zoning needs to have more criteria to deny approval for new building like stormwater and whether the project is needed ( such as more apartments or duplexes.

No Web

I am very satisfied with the city services. I do wish we would get roll carts though. I had them where I previously lived and I feel like what we have now is a step backwards.

No Web

Yes Mail I APPRECIATE THE TRASH AND RECYCLE MEN/WOMEN--THEY HAVE A HARD JOB AND ALWAYS DO A GREAT JOB.

I don't know the answer, but we need to find a way to get (and pay for) more police officers and firefighters. Sales tax on internet sales? Use taxes? Property taxes? Public Safety Special Assessment Tax? Reliance on sales tax on local purchases is obviously no longer working.

No Web

Yes Web I interacted with CPD officer Michael Jacobs. He was courteous, knowledgeable and friendly. I'm glad we have him in Columbia.

I live on Aztec Blvd. Since 2003, Families have come and gone. We still don't have speed limit signs close to the park. We have no speed bumps. There are too many cars going fast with children playing nearby on bikes and scooters. We got a petition years ago to get speed bumps and were promised this. Is it going to take someone getting hit!

Yes Mail

Yes	Mail	I love living in Columbia--it has so much to offer!
Yes	Web	I think that CPD needs to clean house. I'm not totally against the Chief. It is the officers themselves that have a bad attitude. I know you can't but Dale of CPOA needs to go away.
No	Web	I think the amount of city parks we have is ridiculous. I feel that the money that is used for building new parks could be used elsewhere. The parks are well maintained but we don't need anymore. As it is the parks are not utilized by the citizens. Money used for park could be used for police/ fire or healthcare.
No	Web	I think the utilities and garbage collection need to be privatized. Water and electric billing are punitive because I'm charged higher rates for using more water and power when I need it. I live in a home, not a tent, and I don't control the weather which determines how much my A/C or heat has to run. I'm sick of the city using tax dollars to acquire more parks. ENOUGH on the parks!
Yes	Mail	I think there needs to be trash and recycle roll carts!! Yard waste pickup.
Yes	Mail	I was wondering why you have raised the rates of golf membership at the city courses? I was a member for many years at Nickell Golf Course but did not join this year due to raising the yearly rates so high!
Yes	Web	I work with individuals who are disabled and I hear a lot of concerns with the condition of the sidewalks for wheelchairs, walkers and individuals with gait issues. I would like more detailed information on the website about what recycling services are offered in my neighborhood. We have curbside recycling, but my roommate believes cardboard is not included and they'll only pick up blue bags. My question about recycling availability at my address was left unanswered when I last contacted the city utilities. If I'm going to use the city's curbside recycling services, it should not be limited to just what is allowed in the blue bags - cardboard should be included in the curbside pickup as well. I've lived in several different parts of Columbia over the past few years and this has never been an issue until now. I've always believed this city was very good at promoting initiatives such as these, so I'm finding it difficult to believe that these kinds of services are limited in some areas.
No	Web	I would like to see a sidewalk in Ballenger Lane. There is a children's school and some subdivisions. I have been living here in Columbia since 1975. I am tired of the City council putting a sidewalk on Ballenger Lane on the backburner. Ballenger Lane needs a sidewalk.
Yes	Web	I would like to see CPD shift to Community Oriented Policing. I would also like to see CPD add social workers. I would also like to see the use of Narcan regularly by emergency workers and lay people alike. I would also like to see utility assistance move away from a lottery system. It would be nice if utility assistance was more of a discount on utilities used.
No	Web	I would like to thank the city leadership and employees for providing a great place to live.
No	Web	I'm looking forward to new leadership in city management.
Yes	Mail	If the city did not have so many parks to take care of, maybe they could hire more police officers.
Yes	Mail	Internet service providers are terrible. I would have reconsidered moving to this home had I known only one provider available and at very low speed. Maybe consider incentive to provide fiber or promote competition. Thank you.
Yes	Web	It's time to reorganize our civic structure for a bigger town. I don't have faith that our current system is right for today let alone ready to prepare us for tomorrow

I've 5 years living in Columbia total, I feel a lot of racial and economic diaspora aimed at suppressing minorities and the lower class. I am unable to tell if this is problem on behalf of the city or if it is a problem on behalf of the state/country. Less eloquently, I feel for the homeless of Columbia, I have noticed a significant upswing in the vagrant peoples in the past two years of my residency here. I understand that free housing is probably not a city viable solution but man, it would be nice to organize something. Perhaps there is an my ignorance precludes me.

ALSO, services for the mentally unfit are a problem; anecdotally, I've a personal friend with to emergency concomitants to the University Hospital twice for attempted suicide; both times she waiting a day in a separate holding cell for space, was released without referral to a non-emergency clinic and received crippling debt in return which exacerbates the issue further.

Also, also, as a former student and a current resident of 3 years afterward; I find the scale, price, and speculation of the student housing to be absurd. These complexes pop up and change hands with such rapidity and plummeting of quality makes the head spin and feels as if it kills local culture. Another anecdote, walking downtown and having an empty bottle of Jameson whiskey tossed at my by a brookside resident is not the most welcoming.

Keep the trash pick up the same. We have enough trails and parks, we need more police. We need to get rid of the big buses and have more small vans for transportation with routes.

Lack of street signs and properly painted roads (lane markings) make driving in this city challenging, especially for newcomers.

Most city services are provided in an excellent way. I do not directly interact with the police services very often. I have never had a bad encounter with the police -- the few small interactions I have had have been good ones. However I have concerns about minority relations within the department. I was (and remain) horrified at Dale Robertson's designation of the one-year anniversary of Michael Brown's death as "Darren Wilson Day." I know he is not a city employee but he is chosen and supported by the bulk of the police department and that worries me. On a different note, I strongly support the city's efforts to prevent the force re-hiring of Rob Sanders and would be horrified if he succeeds in his lawsuit against the city. These things are the face of the Police Department to me and they make me worry about our police department. The infamous killing of the family dog during the serving of a drug warrant was very bad but the CPD (i.e., Chief Burton) responded to it in a good way that satisfied me such a thing is unlikely to happen again. But his saying that officers hate community policing was concerning. If true, that needs to change and I don't see that he has made any effort to change that. I hope his replacement can do better.

My biggest complaint about the city right now is how they have handled the cheap lousy housing built along our neighborhood. The amount of beautiful trees that were torn up just for more cheap housing is very sad.

Also, get rid of the scooters! They have changed the landscape of our down town. At any given time there are 30 on EVERY block. It's hard to walk around them and I'm sick of seeing them. At least please limit the amount for the city and have specific parking areas for them.

My biggest concern is the rate of violent crime, which seems to be increasing.

My husband considers the solid waste personnel who work the streets picking up each week, to be his heroes. He truly appreciates them each and every week they come by and pick up the trash and the recycled materials. Thought they might like to know this.

MY MAIN COMPLAINT IS WITH CURBSIDE TRASH/RECYCLING PICKUP.MY NEIGHBORHOOD IS A MESS BECAUSE PEOPLE LEAVE THEIR TRASH OUT FOR DAYS AND IT GETS BLOWN AROUND/RAINED ON AND ANIMALS GET TO IT. THERE IS TRASH ALLOVER THE PLACE AND IT IS DANGEROUS FOR MY DOG. THE CITY SHOULD IMPLEMENT PICK UP OUT OF DUMPSTERS OR OTHER CLOSED CONTAINERS.

MY NEIGHBORHOOD: NOT WELCOMING TO NEW PEOPLE; ALSO, THE RESTROOM ON THE GOLF COURSE-NEEDS ATTENTION

My only real current complaint is the lack of vouchers I've received for blue recycling bags. No one I know has gotten them as promised when starting city utility and trash service billing. This should be addressed.

Need reflective road paint. Any time streets get wet, the road lines completely disappear. This is my only significant complaint about the city. Seems very dangerous.



Yes	Web	No snow removal conducted in my neighborhood until 3 days after snowfall.
No	Web	Not at this time.
		parking in Columbia is awful for 100 reasons, but mostly it's expensive and the time limit prohibits having any actual fun
		theft at the ARC is a huge problem and the reason I left
		downtown is overrun with students and the people who serve them--drug dealers, so it's no longer safe on the weekend for families and other people in Columbia
No	Web	you asked the same useless questions about four times each in this survey, but didn't ask any important ones, like about how people use the city, shopping, parking, entertainment, or what could be done to prevent crime or do anything BETTER.
Yes	Web	Please educate police officers on how to deal with someone with mental illness and when it is appropriate to 96 a individual. It would helpful if officers and health care workers that work with the mental ill educated each other.
		Please prioritize police staffing and fund the police department. For over 20 years they have struggled to meet the growth of the city and go call to call and are not able to do community policing. In the 18 years that I have been in Columbia I have seen the police department continue to receive the least priority and growth. Start doing what government is designed to do and that is ensure safety of its citizens and infrastructure. Additionally, disband the city transit system and privatize it. It is a black hole of waste of tax dollars. The private market can do it better. Get rid of wasteful spending and programs that already exist in the private market and fund public safety. Year after year these surveys indicate public safety and infrastructure are the main concerns of your citizens, however the city government and council continue to fund their pet projects and prioritize other programs instead of what matters. Its time to attract businesses and industries into the city instead of making regulations that prevent them from coming in. CVS pharmacy is one example of stupidity. The council voted against them coming into town and are placing a park instead of something that could have benefited its citizens. Out city government is not business/industry friendly. You want more sales tax to fund programs start bringing businesses/industry into Columbia.
No	Web	Recently moved to Columbia. Love city trails, vibrant downtown! But was shocked that city taxes and utility prices are so high for a small, Midwest city. I'm not sure that the residents are getting good value for that money. Our warped roads need repair, some sidewalks on smaller streets downtown are terribly uneven. I know
No	Web	some poorer areas of the city need even more improvements than my neighborhood.
Yes	Mail	Recruit and retain city police. Enforce property owner and business property upkeep. Control weeds. Plant desirable trees and bushes to improve appearance along 763 and Providence north of I70. More businesses and beautification. Replace Mathis.
Yes	Web	Reduce the shootings! Make downtown safe again at night!
		So pleased about the news that the City Manager has left. I am hopeful that a comprehensive search will result in a more transparent, ethical approach. In the meantime, I have a lot of confidence in Mr. Glascock's ability to lead in a professional and capable manner.
Yes	Web	Shout out, too, to my trash collectors!...they do a great job and we appreciate their good work.
		Something needs to be done about increasing city employee salaries, especially police and fire.
No	Web	Trustworthiness and transparency is lacking in the City Manager.
No	Web	Stadium Blvd is a nightmare with potholes. Please fix!
		Stop charging extra to pay for utility bill online/through the phone. We have had issues with people stealing information out of our mailbox so we are
Yes	Web	uncomfortable mailing checks to pay our utility bill and driving downtown to pay is a huge hassle.
No	Web	Thank you to the employees of the City of Columbia!
Yes	Web	Thank you!

No	Web	The call center is horrible. I, along with many others do not like being asked to identify ourselves before the call center transfers our calls. Furthermore we don't like that the center won't give out phone numbers for individuals that work in the city. Call screening is NOT indicative of a helpful institution. We have many more complaints about the call center, but since nothing is done about this I / we feel we are wasting our time writing this. Do you want to do something about this? Simply connect our calls!
Yes	Web	The city elected officials need to get over their self the Planning and Zoning of Columbia is rapidly out of control this comes from somebody who has built six motels 29 homes in Columbia and I will not conduct no more business in Boone County because of your all's regulations from the county commissioner at will who would not allow me to turn on my lights on my Billboards even though they were permitted to because the business that had ring them before me did not want lights the new business one of them and he felt because he did not like Billboards would not allow Boone Electric to turn my lights on! At that point I told Mr. at will with my lawyer I would be going to the secondary Market of billboard advertising which is adult related from porn shop to dance clubs I informed him that I had never run into these companies before but if they're going to tell me how to conduct business I would make Columbia entrance look like a whorehouse since I own 22 billboards and if you have not noticed all of the passion signs that's went up you have me to thank for that
No	Web	The City generally does a great job with services (water, electric, fire), but needs significant improvement from the Police Department. They also need to make due with the money they receive and stop begging for tax increases all of the time.
No	Web	The city needs to focus on crime and less on parks. The bus program is a waste of my tax dollars either it should run for a profit or it should be shut down.
Yes	Mail	The city should focus on providing services for people that actually pay taxes in the city. stop giving handouts and subsidies to people that aren't contributing. THE CITY NEEDS TO REINFORCE HANDICAPPED PARKING SPACES.I HAVE YET TO SEE ANYONE CHECKING HANDICAPPED SPACES OR TICKETING ANYONE. I SEE CARS PARKED IN THESE SPACES EVERYTIME I GO OUT, WITHOUT HANDICAPPED PLATES OR THE HANGING PERMIT. INSTEAD OF NICKEL AND DIMING PARKING METERS, WRITE HIGH DOLLAR TICKETS.
No	Web	The city needs to take care of their police. It's beyond obvious that this is a major issue that the city's leaders refuse to address. Hire more police and get a handle on the rising crime. Stop spending funds on so many things that will not matter if we don't have a city we can feel safe in. It is not rocket science! We don't want to hear anymore about the separate budgets and no money for police. It's not believable and the excuses are getting old.
No	Web	The city of Columbia needs to put priority to the police department. The police department has to respond to hundreds of calls within a day and does not have enough officers to keep the community safe. The city needs to stop spending so much money of wasteful ideas and start working on all the shootings and drugs in this community by hiring more officers and keeping them!!
No	Web	The city over-regulates- too many rules. The city bus system is a huge waste of taxpayer funds- many lower cost options are available to provide service to those who need it. The police dept. needs many more officers. The fire dept. could use more fire fighters. The knowledge base at city hall is very thin!
No	Web	The city wastes far too much money on social engineering and recreational activities and facilities. Not enough emphasis is placed on public safety. I am getting ready to move from the city.
No	Web	The city water service is absolutely terrible. How difficult it is to provide electronic billing and decent access to my services through a web site? I shouldn't have to call to get basic information and when I do call the utilities staff should be knowledgeable and courteous, not ignorant and snarky. Water pressure is terrible. We live by a major river. For all the money this city spends on parks and trails, it has terrible athletic fields. I have traveled a lot with soccer and Columbia has the worst athletic fields of any city in its peer group.

Yes	Web	<p>The city website is difficult to navigate. That is where I would go for information. I would ride the bus if it were more convenient, more stops, easier to understand maps of routes. ALSO, PLEASE stop sending me paper utility bills.</p> <p>The City's utility budget billing system is horrible - they never know what is going on. This year, I couldn't sign up when it was supposed to be open enrollment, then they can't figure out my amount. They are disorganized and inefficient. The people in the walk in payment office are GREAT though and you should be sure to recognize them in a tangible way (not just some stupid plaque).</p>
No	Web	<p>The UDO is horrific.</p>
Yes	Mail	<p>The entrances to our city are very unattractive. All our exist entrances need improvement in lighting, mowing, landscaping and trash removal. The City O'Fallon on I-64 is a great example of beautification and welcoming to their city. The City, university, business and MoDot work together to provide these much needed goals.</p> <p>Currently the entrances are not welcoming to anyone! Therefore, no one recognizes what a great city we have.</p> <p>The Fairview and Rollins "roundabout" is horribly executed. I've seen several near misses between cars, school buses and school children, and have personally nearly been hit multiple times. It's an ugly accident waiting to happen and needs to be addressed immediately.</p>
No	Web	<p>The proposed Westbury development at Scott and Smith is a horrible idea. It will increase traffic on Scott, which is already bad, it puts fast food restaurants and a gas station directly across from family homes, and will negatively effect the quality of the surrounding neighborhoods.</p>
No	Web	<p>The fee for paying utilities online is ridiculous in today's age where most bill pay is online. I don't think there should be a penalty for paying online.</p> <p>The frequency of violent crime in downtown Columbia is very concerning. The St. Louis Post-Dispatch newspaper loves to report anything negative they can about Columbia and/or the University of MO. If crime keeps occurring in areas where students congregate off-campus, I am concerned that it will be published on the front page of the Post and cause parents to send their kids to other schools because of the crime in Columbia! Attendance at the University has a ripple affect across the entire mid-Missouri area in many, many ways. The City of Columbia needs to figure out how to fund more police officers and get the downtown crime issue under control as soon as possible!! I seriously doubt there's much of a crime problem in Kirksville, Fulton or other smaller Missouri college towns like there is here.</p>
No	Web	<p>The lower scores provided here are primarily due to dissatisfaction with the recent city manager, the police chief, as well as a lack of attention to stormwater and sewer issues in the city's core (though not in my neighborhood). There are 1st Ward neighborhoods and individual homes that are devastated by a strong rain. This is unconscionable and is why I voted for recent sewer improvements (these upgrades must come first before sewers for proposed annexations). There are sidewalks that need attention to make them accessible to the average pedestrian or the user with mobility disabilities (including snow removal enforcement here). There issues with unkempt residences and trashy streets in East Campus. The lack of recycling and profusion of trash in high student population neighborhoods needs attention (education and enforcement). The recent fiasco with trash collectors is an issue, though the collectors are more than competent; the problem clearly attributed to city manager/management. Kudos on stormwater education and projects. Kudos on parks and rec and trails. Kudos on transparency efforts. Kudos for removing the city manager. Change the rhetoric and practice of city police department, probably by cutting off its current head. His notion of "real" policing stinks. I can't vote for tax increases for police department while he's in charge, nor while there are vacancies that cannot be filled before adding positions that one assumes will not be filled. Kudos to public health. Kudos to recycling and education (add outreach to students in rental housing please). Strive for access and equity in everything every day.</p>

The one incident we requested police, dispatch told us not to touch anything and an officer would be dispatched; three hours later, we received a phone call from an officer who basically said, since you don't have a description of the vehicle that drove through your yard and the other two neighbor's yards, you don't have a license tag number and you don't have any security pictures/photos, so there is no need in my coming to your address! There is nothing I can do to help you, sorry! When I see the police presence at different venues or incidents downtown and they are too busy to make a visit on Saturday morning at 10:00 am, or even if it were later in the day once he was free, but I know his entire day was not that busy?

Yes Web

The police dept is understaffed causing them to only focus on major crimes. I have personally witnessed many drivers violating the law in front of a police officer without being pulled over. Obviously the "broken windows theory" has been proven to prevent major crimes from being committed. Community outreach will not stop crime, enforcing the laws will.

Frankly I'm extremely bothered that this survey did not once ask about traffic flow or ease of the Columbia roadways. Every road question has to do with the conditions of the roads and not how a citizen gets from one side of town to the other. I don't know a single person living in Columbia who does not regularly complain about traffic and the ability to get from one side of town to the other. I really can't understand why I can drive from Columbia to Jefferson City in the same amount of time that it would take me to get from the Brown School and Range line to Scott and Route K. It honestly feels like the way the roads have been planned in a way to actually make it harder to travel in town. City officials are constantly complaining about losses in tax revenue due to online sales. I can personally say that due to the amount of time it takes to get around town that I have resigned myself to online shopping because I don't want to spend an hour on the Columbia roads.

The City of Columbia needs to either get trash cans or get out of the trash business. I have never been to any city that puts their trash on the curb in bags and boxes. It makes Columbia look terrible. There are piles of trash in front of every house. Maybe I'm just biased because I've only lived in cities that actually cared how they looked but I can tell you from an outsiders perspective it looks (forgive the pun) trashy.

Again touching on the loss in tax revenue, how can you expect to bring in tax revenue when businesses are discouraged from coming into Columbia. The CVS debacle is embarrassing. There is only 1 QT in town and I have it on good authority that the reason there aren't more is because of how difficult Columbia made it. There are so many under-served markets in Columbia and the only logical conclusion is that the City of Columbia is standing in the way.

No Web

The recent disagreement with city employees was due to the fact our water was going to get shut off, but there was a dispute with the bill because there were plumbing issues in the area.

Yes Web

City employees can come across as over entitled or pompous.

Yes Web

The shootings on Rice road are ridiculous. Gunshots are heard nearly every day, people are shot and injured a couple times per month. Something needs to be done. It's frightening. I'm scared a bullet is going to come through the window and kill me or my children. Why is it so bad over here?

No Web

The university needs to pay its fair share back to the city. Wages at the U are far too low. It takes from the city and does not give back.

There is a lack of leadership starting at the top with the City Manager and the City Council. They do not represent the best interest of Columbia citizens and only play to their own best interests. There needs to be more transparency through the entire Matthews' organization and accountability; which the current administration is lacking both.

No Web

Please support the state audit of the City of Columbia.

No	Web	<p>There is SO much litter on the streets. It makes it difficult to get outside and enjoy walking the dog. Trails in "better" neighborhoods seem better taken care of while the lower income parts of town seem ignored. I think all people regardless of income should be able to get outside and enjoy walking around the city, not just people in more expensive neighborhoods.</p> <p>There should be more city ordinances of people NOT parking in the streets, and they should be encouraged to park in their driveways, even if these are rental units. Other than the fact the excess vehicles are eye sores, it is dangerous, especially when the roads are not very wide. Conducting snow removal in the circle where I reside is a joke, and it never gets cleared even after the major streets are cleaned. Also, the billing process for utilities is a farce. Columbia should not charge their residents EXTRA for paying their bills online. THIS IS RIDICULOUS. We are in the 21st Century, and it should be changed! On the flip sign, having the scooters be accessible to the public around town is a great idea.</p>
Yes	Web	
No	Web	<p>Things seem to fly out of the recycle trucks I find envelopes and litter from the neighbors in the street and in my yard after they come around, only sometimes Thanks for your interest and what you do. I love living here.</p> <p>This survey requires providing rank order for the most important city service(s). Every survey like this has done the same. The top selection is always public safety. It will always be the top selection. While I agree public safety is very important it, alone, falls far short of the mix of city services that makes this community the great place to live that it is. The responses can be construed by some to suggest that we must fund public safety at the expense of other important, established services. I believe that the council is tasked with achieving a proper and desirable mix of services of which public safety is one part. We need public safety services but we love our parks and our healthy environment, etc.</p>
No	Web	
Yes	Web	<p>Utility services are expensive and using the online utility billing service is expensive too. I would use classes and other services offered through Parks and Rec more often, but the cost of classes, ARC membership, and rental costs are prohibitive. City government spends too much money on "beautifying" downtown and make too many expensive concessions to business owners and property developers, without investing in infrastructure and roads. City government also avoids problems brought to their attention by community members, giving the impression that money talks rather than citizenry. City police do not enforce laws equally and treat those of color or minority status differently than those who live on the south side of Columbia, again showing that money is more important. I love Columbia and grew up here; I don't like a lot of what the city calls progress in recent years and will likely move away for a better paying job.</p> <p>VERY DISSATISFIED WITH THE COUNCILS MANAGEMENT OF BUILDING CODES IN DOWNTOWN COLUMBIA. YOU WOULDN'T APPROVE A 2 LEVEL CVS PHARMACY BUT YOU ALLOWED CONSTRUCTION OF THAT OBSCENE RIO APARTMENT BUILDING. THAT HAS TOTALLY RUINED THE SKYLINE OF DOWNTOWN COLUMBIA. HOW DOES THAT HAPPEN?</p>
Yes	Mail	
No	Web	waiting times put on hold on phone have varied from 15-40 minutes, so I'd recommend more staff
Yes	Web	Want an ice rink.
No	Web	<p>We can't get the city police to enforce the speed limits in our neighborhood ! I have addressed this with Ian, our councilman and the police directly and it makes no difference. The High ridge / Ridgmont corridor. I can't walk my dog down to the trail without fear of someone doing fifty in a twenty five zone running my over. We call it the "kill box" I am tired of hearing about speed bumps that are four to six years away ! As I wrote this I watched five more cars go speeding past our house. Maddening.</p>
Yes	Web	<p>We have discussed crosswalks and sidewalks in our neighborhood (Shepard Elementary) with Jake multiple times and each time we were assured he would get back to us and has yet to do so, we keep having to go see him and get the same answer, "will come up with some options and get back to you."</p>
Yes	Mail	WE LIVE ON A NEW STREET WITH ALL NEW HOUSES, SIDEWALKS, UTILITY SERVICES, ETC SO MANY OF THE QUESTIONS WERE AFFECTED BY THAT FACT
Yes	Web	We love Columbia: the parks, the environmentally responsible municipality, the diversity

Yes	Mail	WE NEED BETTER STREETS AND MORE POLICE. WE HAVE ENOUGH PARKS SO THERE IS NO NEED TO WASTE ANY ADDITIONAL TAX MONEY ON PARKS.
Yes	Mail	We need more indoor pickle-ball courts. Maybe at the armory?
Yes	Mail	We need more police and community policing. Police are understaffed.
Yes	Mail	We only recently moved to Columbia from Wichita, KS, and are renting until spring at which time we intend to buy. We have not had enough time yet to rate some services and neighborhoods.
No	Web	We really should be able to put our trash in carts or some kind of can. Putting the bags out is messy. The city website is also unresponsive about half the time.
No	Web	Why no questions regarding the airport? Isn't there some big project regarding the terminal going on?
No	Web	Why no streetlights on the street corners of many of our roads? I've never understood this, yet if you go to other cities, they have these lights that light up at night so you know which street you need to turn onto at night. It's amazing.
Yes	Web	Wish list: I was disappointed to see the pull cart initiative fail; I would like to see better plowing on snow days to prevent school closures that are unnecessary in other similarly sized cities; as a regular biker on city streets as well as local driver, I am concerned about enforcement of the rules governing scooter use- these rules need to be enforced!
Yes	Web	Would love to see wax coated cardboard recycling and k-cup recycling and composting donation here. Love the parks and trails! Hate all the big lofts and chains pushing out the local restaurants and businesses!
Yes	Mail	You cannot speak to a city employee about a problem due to the automated phone system, a human voice would be appreciated!
No	Web	You don't have enough room for me to go on about the transparency issues of city leadership.
Yes	Web	Your telephone system is awful-seems designed to obstruct contact with persons and departments. I see no point in being interrogated by some young woman at a switchboard before I'm allowed to talk to anyone. An awful example of easy communication with residents.