

# *2018 City of Columbia DirectionFinder® Survey*

## **Appendix D – Crosstabular Data by Household Income**

*Submitted to*

*The City of Columbia, MO*



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Olathe, KS 66061

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January 2019

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-1. Public safety services provided by City (e.g. police &amp; fire services)</u>						
Very satisfied	24.6%	20.6%	21.4%	15.1%	18.9%	18.9%
Satisfied	47.5%	49.0%	45.8%	50.4%	43.8%	47.5%
Neutral	13.1%	20.6%	22.9%	17.7%	15.8%	18.0%
Dissatisfied	9.8%	8.8%	8.5%	13.8%	17.4%	12.5%
Very dissatisfied	4.9%	1.0%	1.5%	3.0%	4.2%	3.1%
 <u>Q1-2. Parks &amp; recreation programs &amp; facilities provided by City</u>						
Very satisfied	38.7%	36.5%	48.0%	47.0%	46.0%	44.6%
Satisfied	37.1%	44.2%	36.8%	41.1%	45.7%	41.6%
Neutral	17.7%	15.4%	13.2%	8.1%	6.4%	11.0%
Dissatisfied	4.8%	3.8%	2.0%	3.8%	1.5%	2.6%
Very dissatisfied	1.6%	0.0%	0.0%	0.0%	0.4%	0.2%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-3. Condition of City streets (e.g. smoothness, absence of cracks/potholes)</u>						
Very satisfied	7.8%	6.7%	4.3%	1.7%	3.7%	4.0%
Satisfied	12.5%	27.6%	19.6%	24.1%	24.4%	21.9%
Neutral	31.3%	32.4%	31.6%	27.8%	30.6%	30.5%
Dissatisfied	29.7%	22.9%	32.5%	36.3%	32.1%	32.4%
Very dissatisfied	18.8%	10.5%	12.0%	10.1%	9.2%	11.2%
<u>Q1-4. Enforcement of City codes &amp; ordinances</u>						
Very satisfied	10.9%	7.1%	5.9%	6.1%	10.5%	7.9%
Satisfied	34.5%	36.4%	33.5%	29.6%	29.3%	30.9%
Neutral	25.5%	40.4%	48.1%	49.3%	46.4%	45.6%
Dissatisfied	20.0%	12.1%	9.7%	11.7%	10.5%	11.8%
Very dissatisfied	9.1%	4.0%	2.7%	3.3%	3.3%	3.7%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-5. Quality of customer service you receive from City employees</u>						
Very satisfied	23.2%	19.0%	20.2%	20.7%	22.3%	21.1%
Satisfied	42.9%	56.0%	47.0%	50.0%	46.2%	47.9%
Neutral	21.4%	17.0%	25.8%	23.4%	24.7%	23.3%
Dissatisfied	7.1%	7.0%	5.1%	4.1%	6.0%	5.7%
Very dissatisfied	5.4%	1.0%	2.0%	1.8%	0.8%	1.8%
 <u>Q1-6. Effectiveness of City communication with the public</u>						
Very satisfied	11.9%	14.7%	10.0%	12.0%	14.2%	12.8%
Satisfied	42.4%	43.1%	43.8%	41.8%	40.6%	41.7%
Neutral	23.7%	27.5%	34.3%	31.6%	33.7%	31.7%
Dissatisfied	16.9%	11.8%	10.0%	12.9%	8.0%	11.3%
Very dissatisfied	5.1%	2.9%	2.0%	1.8%	3.4%	2.6%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-7. City's stormwater runoff/stormwater management system</u>						
Very satisfied	12.5%	13.7%	11.7%	10.0%	11.2%	11.7%
Satisfied	46.4%	45.1%	41.5%	47.9%	45.2%	44.0%
Neutral	26.8%	24.5%	33.5%	30.8%	31.2%	31.1%
Dissatisfied	7.1%	12.7%	11.2%	8.1%	10.0%	10.1%
Very dissatisfied	7.1%	3.9%	2.1%	3.3%	2.4%	3.1%
 <u>Q1-8. Public health services provided by City</u>						
Very satisfied	24.1%	17.4%	16.8%	23.8%	17.8%	19.8%
Satisfied	40.7%	51.1%	49.2%	46.5%	44.1%	46.5%
Neutral	24.1%	29.3%	29.6%	25.4%	34.7%	29.6%
Dissatisfied	5.6%	2.2%	3.4%	2.7%	2.8%	3.0%
Very dissatisfied	5.6%	0.0%	1.1%	1.6%	0.5%	1.2%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-9. Solid waste services (e.g. trash, recycling)</u>						
Very satisfied	32.8%	26.2%	25.6%	31.6%	29.5%	29.4%
Satisfied	42.2%	43.7%	49.3%	48.5%	48.9%	47.3%
Neutral	9.4%	20.4%	14.5%	7.6%	11.2%	11.7%
Dissatisfied	10.9%	5.8%	5.8%	10.1%	6.7%	7.6%
Very dissatisfied	4.7%	3.9%	4.8%	2.1%	3.7%	4.0%
 <u>Q1-10. City water, electric, &amp; sewer services</u>						
Very satisfied	27.0%	23.1%	26.1%	24.9%	26.1%	25.9%
Satisfied	49.2%	51.9%	48.8%	56.1%	52.2%	51.2%
Neutral	15.9%	18.3%	16.4%	13.5%	13.8%	15.6%
Dissatisfied	4.8%	4.8%	6.3%	4.6%	6.3%	5.6%
Very dissatisfied	3.2%	1.9%	2.4%	0.8%	1.5%	1.6%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-11. Public transit services (bus)</u>						
Very satisfied	8.9%	8.6%	7.9%	6.5%	7.2%	7.5%
Satisfied	33.3%	38.6%	19.9%	23.7%	13.7%	22.7%
Neutral	31.1%	32.9%	47.0%	51.8%	54.9%	47.5%
Dissatisfied	13.3%	10.0%	9.3%	10.1%	16.3%	11.7%
Very dissatisfied	13.3%	10.0%	15.9%	7.9%	7.8%	10.7%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q2. Sum of top 4 choices</u>						
Public safety services provided by City (e.g. police & fire services)	65.7%	78.1%	82.4%	91.6%	89.7%	85.4%
Parks & recreation programs & facilities provided by City	14.9%	24.8%	29.5%	25.7%	29.4%	26.5%
Condition of City streets (e.g. smoothness, absence of cracks/potholes)	53.7%	60.0%	57.1%	68.8%	65.1%	62.6%
Enforcement of City codes & ordinances	20.9%	17.1%	12.9%	20.7%	17.6%	17.5%
Quality of customer service you receive from City employees	10.4%	8.6%	9.5%	6.8%	7.7%	8.3%
Effectiveness of City communication with the public	7.5%	18.1%	14.8%	10.1%	11.8%	12.2%
City's stormwater runoff/ stormwater management system	11.9%	16.2%	13.8%	13.9%	16.9%	14.5%
Public health services provided by City	23.9%	35.2%	25.2%	30.0%	19.1%	25.4%



**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q2. Sum of top 4 choices (cont.)</u>						
Solid waste services (e.g. trash, recycling)	29.9%	37.1%	41.9%	47.7%	51.5%	45.1%
City water, electric, & sewer services	41.8%	53.3%	55.2%	61.2%	66.2%	58.7%
Public transit services (bus)	29.9%	17.1%	21.4%	12.2%	9.2%	15.0%
None chosen	14.9%	4.8%	6.7%	1.3%	2.6%	4.7%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q3-1. Overall quality of services provided by City of Columbia</u>						
Very satisfied	18.8%	16.2%	15.7%	11.5%	15.0%	14.7%
Satisfied	50.0%	61.0%	57.4%	63.2%	61.3%	59.6%
Neutral	18.8%	21.9%	21.1%	18.4%	17.3%	19.4%
Dissatisfied	6.3%	1.0%	5.4%	6.0%	6.0%	5.3%
Very dissatisfied	6.3%	0.0%	0.5%	0.9%	0.4%	1.0%
 <u>Q3-2. Overall value that you receive for your City tax &amp; fees</u>						
Very satisfied	11.3%	8.7%	7.9%	9.0%	12.3%	9.9%
Satisfied	19.4%	40.8%	45.0%	42.7%	44.0%	41.9%
Neutral	32.3%	26.2%	31.2%	25.2%	20.9%	25.7%
Dissatisfied	22.6%	20.4%	12.4%	17.1%	17.2%	16.7%
Very dissatisfied	14.5%	3.9%	3.5%	6.0%	5.6%	5.8%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q3-3. Overall quality of life in City</u>						
Very satisfied	17.2%	22.9%	23.1%	26.3%	31.9%	26.1%
Satisfied	48.4%	50.5%	52.9%	56.4%	53.3%	53.2%
Neutral	20.3%	18.1%	16.8%	12.7%	11.1%	14.5%
Dissatisfied	4.7%	7.6%	5.8%	3.8%	3.7%	4.9%
Very dissatisfied	9.4%	1.0%	1.4%	0.8%	0.0%	1.3%
 <u>Q3-4. Overall feeling of safety in City</u>						
Very satisfied	14.1%	10.5%	10.7%	10.1%	11.4%	10.7%
Satisfied	28.1%	35.2%	45.1%	41.4%	45.8%	42.2%
Neutral	20.3%	21.0%	24.8%	20.7%	19.2%	21.0%
Dissatisfied	25.0%	23.8%	13.1%	22.4%	18.5%	19.4%
Very dissatisfied	12.5%	9.5%	6.3%	5.5%	5.2%	6.7%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q3-5. Local economic conditions</u>						
Very satisfied	16.4%	9.8%	10.8%	14.9%	16.8%	14.1%
Satisfied	27.9%	43.1%	53.2%	55.3%	61.2%	52.6%
Neutral	34.4%	34.3%	24.6%	22.1%	16.4%	24.1%
Dissatisfied	16.4%	10.8%	9.4%	5.5%	4.9%	7.5%
Very dissatisfied	4.9%	2.0%	2.0%	2.1%	0.7%	1.7%

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

Very satisfied	9.4%	5.6%	7.5%	7.3%	8.9%	7.5%
Satisfied	20.8%	31.1%	40.6%	38.5%	35.4%	35.8%
Neutral	37.7%	43.3%	35.8%	35.6%	35.4%	36.9%
Dissatisfied	24.5%	10.0%	11.2%	11.2%	14.6%	13.2%
Very dissatisfied	7.5%	10.0%	4.8%	7.3%	5.7%	6.6%

**Q4. Public Safety. Please rate your feeling of safety in the following situations in the city using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe." (without "don't know")**

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q4-1. Walking in your neighborhood during the day</u>						
Very safe	29.7%	41.9%	51.2%	60.9%	70.8%	57.1%
Safe	43.8%	42.9%	38.8%	34.9%	26.2%	35.0%
Neutral	10.9%	10.5%	7.7%	3.0%	2.6%	5.2%
Unsafe	10.9%	3.8%	2.4%	0.4%	0.4%	1.9%
Very unsafe	4.7%	1.0%	0.0%	0.9%	0.0%	0.7%
 <u>Q4-2. Walking in your neighborhood at night</u>						
Very safe	9.4%	15.5%	17.2%	20.7%	32.3%	21.4%
Safe	25.0%	26.2%	36.5%	48.1%	46.5%	40.9%
Neutral	15.6%	27.2%	21.7%	15.6%	11.5%	17.4%
Unsafe	29.7%	23.3%	18.7%	10.1%	8.6%	14.7%
Very unsafe	20.3%	7.8%	5.9%	5.5%	1.1%	5.5%

**Q4. Public Safety. Please rate your feeling of safety in the following situations in the city using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe." (without "don't know")**

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q4-3. In downtown Columbia during the day</u>						
Very safe	23.9%	29.4%	39.3%	38.0%	43.3%	37.2%
Safe	43.3%	49.0%	42.2%	45.3%	45.6%	45.6%
Neutral	16.4%	14.7%	13.1%	12.0%	7.0%	11.6%
Unsafe	11.9%	4.9%	5.3%	3.4%	3.7%	4.5%
Very unsafe	4.5%	2.0%	0.0%	1.3%	0.4%	1.0%

Q4-4. In downtown Columbia at night

Very safe	4.9%	6.1%	8.5%	7.4%	6.0%	6.7%
Safe	18.0%	15.3%	24.0%	22.7%	28.2%	23.1%
Neutral	11.5%	28.6%	22.5%	21.8%	27.1%	24.3%
Unsafe	39.3%	33.7%	31.0%	32.8%	26.7%	31.0%
Very unsafe	26.2%	16.3%	14.0%	15.3%	12.0%	15.0%

**Q4. Public Safety. Please rate your feeling of safety in the following situations in the city using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe." (without "don't know")**

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q4-5. In City parks</u>						
Very safe	6.2%	11.8%	11.8%	13.9%	15.2%	12.8%
Safe	27.7%	37.3%	50.0%	43.7%	47.0%	44.4%
Neutral	29.2%	29.4%	23.0%	26.8%	25.0%	25.6%
Unsafe	23.1%	15.7%	9.8%	11.7%	9.8%	12.3%
Very unsafe	13.8%	5.9%	5.4%	3.9%	3.0%	4.9%

**Q5. Please indicate how likely you think it is that the following will happen to you in the City of Columbia using a scale of 1 to 5, where 5 means "very likely" and 1 means "very unlikely." (without "don't know")**

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q5-1. You will hear gun shots</u>						
Very likely	26.2%	16.3%	23.5%	14.0%	11.2%	16.7%
Likely	40.0%	32.7%	31.9%	27.2%	22.3%	27.7%
Neutral	12.3%	19.2%	12.7%	17.9%	14.5%	15.7%
Unlikely	10.8%	21.2%	23.0%	32.3%	31.6%	27.1%
Very unlikely	10.8%	10.6%	8.8%	8.5%	20.4%	12.7%
<u>Q5-2. You will be a victim of property crime</u>						
Very likely	9.4%	2.9%	10.8%	9.8%	7.5%	8.4%
Likely	35.9%	31.1%	23.6%	33.8%	30.3%	29.9%
Neutral	23.4%	34.0%	31.5%	24.8%	28.1%	28.5%
Unlikely	25.0%	28.2%	27.1%	25.2%	27.3%	26.7%
Very unlikely	6.3%	3.9%	6.9%	6.4%	6.7%	6.5%



**Q5. Please indicate how likely you think it is that the following will happen to you in the City of Columbia using a scale of 1 to 5, where 5 means "very likely" and 1 means "very unlikely." (without "don't know")**

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q5-3. You will be a victim of violent crime</u>						
Very likely	6.3%	2.9%	3.0%	1.7%	0.4%	2.1%
Likely	15.9%	13.6%	9.4%	6.0%	5.2%	8.3%
Neutral	34.9%	40.8%	31.7%	23.2%	23.6%	28.5%
Unlikely	22.2%	32.0%	37.1%	47.2%	43.8%	39.6%
Very unlikely	20.6%	10.7%	18.8%	21.9%	27.0%	21.5%
 <u>Q5-4. You will be a victim of a fire</u>						
Very likely	1.6%	2.0%	2.0%	0.4%	0.0%	1.1%
Likely	6.6%	6.0%	3.1%	3.1%	0.4%	2.8%
Neutral	31.1%	42.0%	33.7%	24.5%	19.6%	28.1%
Unlikely	39.3%	33.0%	43.4%	46.3%	54.0%	45.5%
Very unlikely	21.3%	17.0%	17.9%	25.8%	26.0%	22.5%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q6-1. Police efforts to prevent crime</u>						
Very satisfied	6.6%	13.5%	10.9%	8.6%	6.3%	9.0%
Satisfied	57.4%	42.7%	48.5%	37.1%	43.1%	43.8%
Neutral	16.4%	16.7%	24.8%	29.4%	23.5%	24.4%
Dissatisfied	11.5%	21.9%	12.9%	18.1%	20.0%	17.2%
Very dissatisfied	8.2%	5.2%	3.0%	6.8%	7.1%	5.7%
 <u>Q6-2. How quickly police respond to emergencies</u>						
Very satisfied	23.3%	16.7%	11.4%	10.7%	9.5%	12.0%
Satisfied	35.0%	35.6%	41.1%	34.5%	44.1%	39.1%
Neutral	25.0%	33.3%	28.6%	31.0%	24.3%	28.8%
Dissatisfied	11.7%	12.2%	16.0%	14.2%	13.1%	13.8%
Very dissatisfied	5.0%	2.2%	2.9%	9.6%	9.0%	6.4%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q6-3. Overall quality of local police services</u>						
Very satisfied	14.5%	15.5%	10.7%	7.7%	10.3%	10.6%
Satisfied	54.8%	39.2%	44.9%	38.9%	42.9%	42.6%
Neutral	12.9%	25.8%	27.6%	32.1%	23.8%	26.6%
Dissatisfied	11.3%	14.4%	12.8%	16.3%	16.7%	15.2%
Very dissatisfied	6.5%	5.2%	4.1%	5.0%	6.3%	5.0%
 <u>Q6-4. How quickly fire personnel respond to emergencies</u>						
Very satisfied	44.1%	28.7%	33.9%	29.6%	27.3%	31.4%
Satisfied	42.4%	52.9%	48.3%	52.7%	53.2%	50.3%
Neutral	10.2%	17.2%	16.7%	16.1%	15.6%	16.0%
Dissatisfied	1.7%	1.1%	0.0%	1.6%	2.9%	1.6%
Very dissatisfied	1.7%	0.0%	1.1%	0.0%	1.0%	0.7%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q6-5. Overall quality of City fire protection</u>						
Very satisfied	35.6%	24.0%	26.9%	25.7%	28.4%	27.5%
Satisfied	52.5%	59.4%	58.6%	55.8%	53.7%	55.7%
Neutral	6.8%	14.6%	12.9%	17.0%	16.2%	15.0%
Dissatisfied	1.7%	1.0%	0.5%	1.5%	1.7%	1.2%
Very dissatisfied	3.4%	1.0%	1.1%	0.0%	0.0%	0.6%
 <u>Q6-6. City's municipal court</u>						
Very satisfied	14.9%	11.4%	4.9%	7.5%	10.8%	9.0%
Satisfied	31.9%	41.4%	36.6%	34.7%	35.0%	35.3%
Neutral	36.2%	37.1%	51.4%	52.4%	46.5%	47.5%
Dissatisfied	6.4%	10.0%	4.9%	3.4%	4.5%	5.4%
Very dissatisfied	10.6%	0.0%	2.1%	2.0%	3.2%	2.9%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q7. Sum of top 3 choices</u>						
Police efforts to prevent crime	61.2%	69.5%	65.7%	73.8%	71.7%	69.3%
How quickly police respond to emergencies	52.2%	71.4%	67.6%	74.3%	70.2%	70.2%
Overall quality of local police services	34.3%	41.0%	38.6%	46.4%	43.4%	42.1%
How quickly fire personnel respond to emergencies	52.2%	57.1%	56.7%	59.9%	58.8%	57.9%
Overall quality of City fire protection	25.4%	22.9%	26.2%	23.6%	32.0%	27.0%
City's municipal court	16.4%	11.4%	17.6%	10.5%	11.8%	12.5%
None chosen	14.9%	5.7%	8.6%	3.0%	2.6%	5.4%

**Q8. Have you been stopped by a Columbia Police Department (CPD) officer within the last 12 months? (without "not provided")**

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q8. Have you been stopped by a Columbia Police Department (CPD) officer within last 12 months</u>						
Yes	3.1%	7.8%	6.8%	9.4%	9.6%	8.1%
No	96.9%	92.2%	93.2%	90.6%	90.4%	91.9%

**Q8a. How many times within the last 12 months have you been stopped by a CPD officer?**

N=75	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q8a. How many times within last 12 months have you been stopped by a CPD officer</u>						
Once	50.0%	75.0%	92.9%	95.5%	84.6%	88.0%
2-5 times	50.0%	25.0%	7.1%	4.5%	15.4%	12.0%

**Q8b. Do you feel you were stopped for a legitimate reason? (without "not provided")**

N=75	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q8b. Do you feel you were stopped for a legitimate reason</u>						
Yes	100.0%	75.0%	69.2%	86.4%	88.5%	83.8%
No	0.0%	25.0%	30.8%	13.6%	11.5%	16.2%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q9-1. Quality of City parks</u>						
Very satisfied	27.9%	33.0%	46.3%	44.4%	47.7%	43.4%
Satisfied	55.7%	49.5%	41.0%	50.9%	47.0%	47.1%
Neutral	8.2%	11.3%	11.2%	3.4%	4.9%	7.5%
Dissatisfied	4.9%	4.1%	1.0%	1.3%	0.0%	1.3%
Very dissatisfied	3.3%	2.1%	0.5%	0.0%	0.4%	0.7%
<u>Q9-2. Quality of walking/biking trails in City</u>						
Very satisfied	35.0%	36.7%	50.3%	52.0%	58.2%	50.3%
Satisfied	40.0%	43.9%	36.0%	40.0%	37.9%	39.0%
Neutral	16.7%	11.2%	12.2%	7.6%	3.4%	8.7%
Dissatisfied	5.0%	4.1%	1.5%	0.4%	0.4%	1.4%
Very dissatisfied	3.3%	4.1%	0.0%	0.0%	0.0%	0.7%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q9-3. Quality of outdoor athletic fields</u>						
Very satisfied	22.0%	22.0%	36.2%	40.5%	36.1%	34.4%
Satisfied	42.0%	48.8%	39.1%	39.5%	52.9%	44.7%
Neutral	28.0%	25.6%	23.0%	18.4%	8.4%	18.4%
Dissatisfied	2.0%	2.4%	1.1%	1.6%	2.6%	1.9%
Very dissatisfied	6.0%	1.2%	0.6%	0.0%	0.0%	0.7%

Q9-4. Quality of recreation programs & classes

Very satisfied	21.2%	23.2%	34.1%	37.8%	32.2%	32.1%
Satisfied	34.6%	46.3%	40.5%	42.2%	52.6%	44.2%
Neutral	34.6%	23.2%	23.1%	17.8%	13.9%	20.6%
Dissatisfied	3.8%	6.1%	2.3%	1.7%	1.3%	2.4%
Very dissatisfied	5.8%	1.2%	0.0%	0.6%	0.0%	0.7%



**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q9-5. Availability of information about City parks &amp; recreation programs</u>						
Very satisfied	27.9%	24.7%	34.5%	34.5%	34.1%	32.2%
Satisfied	32.8%	47.3%	41.6%	46.4%	50.2%	45.8%
Neutral	24.6%	15.1%	18.8%	14.5%	13.0%	16.6%
Dissatisfied	6.6%	9.7%	4.1%	4.1%	2.7%	4.2%
Very dissatisfied	8.2%	3.2%	1.0%	0.5%	0.0%	1.3%
 <u>Q9-6. City pools &amp; aquatic facilities</u>						
Very satisfied	17.4%	20.8%	28.6%	31.2%	23.5%	25.4%
Satisfied	39.1%	44.2%	38.7%	34.1%	45.1%	40.3%
Neutral	28.3%	27.3%	22.6%	30.6%	24.0%	26.7%
Dissatisfied	6.5%	6.5%	9.5%	4.1%	5.9%	6.3%
Very dissatisfied	8.7%	1.3%	0.6%	0.0%	1.5%	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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q9-7. Amount of land acquired to preserve open space/protect environment</u>						
Very satisfied	20.0%	22.1%	24.9%	30.7%	27.2%	26.1%
Satisfied	38.0%	44.2%	40.9%	39.2%	48.1%	42.3%
Neutral	22.0%	19.8%	25.4%	23.6%	17.2%	21.9%
Dissatisfied	10.0%	8.1%	7.7%	5.0%	3.3%	6.2%
Very dissatisfied	10.0%	5.8%	1.1%	1.5%	4.2%	3.5%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q10. Sum of top 2 choices</u>						
Quality of City parks	46.3%	58.1%	60.5%	65.8%	69.9%	62.8%
Quality of walking/biking trails in City	35.8%	51.4%	49.5%	56.1%	64.0%	54.3%
Quality of outdoor athletic fields	6.0%	14.3%	8.1%	10.5%	12.9%	10.9%
Quality of recreation programs & classes	13.4%	18.1%	21.4%	19.8%	11.4%	17.1%
Availability of information about City parks & recreation programs	19.4%	8.6%	5.7%	6.3%	4.4%	7.4%
City pools & aquatic facilities	4.5%	12.4%	11.0%	8.4%	7.7%	9.2%
Amount of land acquired to preserve open space/protect environment	20.9%	16.2%	17.1%	20.7%	14.0%	17.0%
None chosen	23.9%	9.5%	12.4%	5.5%	7.0%	9.6%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q11-1. City maintenance &amp; repair services for major City streets</u>						
Very satisfied	3.1%	9.7%	5.9%	4.7%	4.8%	5.5%
Satisfied	25.0%	44.7%	39.5%	36.6%	38.4%	37.1%
Neutral	29.7%	14.6%	22.9%	20.0%	26.2%	22.8%
Dissatisfied	28.1%	22.3%	23.4%	29.4%	25.1%	26.1%
Very dissatisfied	14.1%	8.7%	8.3%	9.4%	5.5%	8.5%
 <u>Q11-2. City maintenance &amp; repair services for streets in your neighborhood</u>						
Very satisfied	3.1%	9.6%	7.8%	7.3%	7.9%	7.6%
Satisfied	28.1%	41.3%	32.5%	37.2%	32.6%	34.1%
Neutral	28.1%	18.3%	28.6%	24.4%	26.6%	25.4%
Dissatisfied	26.6%	21.2%	20.9%	22.6%	22.5%	22.5%
Very dissatisfied	14.1%	9.6%	10.2%	8.5%	10.5%	10.5%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q11-3. Snow removal on major City streets</u>						
Very satisfied	10.8%	13.0%	12.3%	12.4%	12.8%	12.6%
Satisfied	50.8%	59.0%	52.9%	55.8%	57.0%	55.1%
Neutral	23.1%	13.0%	21.6%	20.6%	15.1%	18.5%
Dissatisfied	9.2%	8.0%	10.3%	7.7%	10.2%	9.3%
Very dissatisfied	6.2%	7.0%	2.9%	3.4%	4.9%	4.6%
 <u>Q11-4. Snow removal on neighborhood streets</u>						
Very satisfied	3.1%	9.2%	6.0%	5.2%	4.2%	5.3%
Satisfied	33.8%	33.7%	24.4%	22.7%	29.8%	27.2%
Neutral	18.5%	25.5%	29.4%	22.7%	18.1%	23.3%
Dissatisfied	27.7%	19.4%	24.4%	33.5%	26.4%	26.6%
Very dissatisfied	16.9%	12.2%	15.9%	15.9%	21.5%	17.7%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q11-5. City street cleaning services</u>						
Very satisfied	3.6%	14.0%	9.7%	7.4%	9.1%	9.1%
Satisfied	44.6%	40.0%	34.9%	43.3%	41.3%	39.5%
Neutral	28.6%	32.0%	39.5%	34.9%	38.0%	36.7%
Dissatisfied	14.3%	10.0%	10.3%	7.4%	7.9%	9.0%
Very dissatisfied	8.9%	4.0%	5.6%	7.0%	3.7%	5.7%
 <u>Q11-6. Condition of sidewalks adjacent to City streets</u>						
Very satisfied	1.6%	7.8%	3.9%	4.8%	10.0%	6.3%
Satisfied	31.7%	35.3%	39.0%	40.5%	41.4%	38.3%
Neutral	27.0%	32.4%	35.1%	36.1%	31.0%	33.6%
Dissatisfied	25.4%	17.6%	18.5%	15.0%	15.3%	17.3%
Very dissatisfied	14.3%	6.9%	3.4%	3.5%	2.3%	4.4%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q11-7. Availability of sidewalks in City</u>						
Very satisfied	4.7%	8.7%	5.5%	9.3%	12.1%	8.7%
Satisfied	43.8%	37.9%	42.8%	46.7%	48.3%	44.4%
Neutral	17.2%	29.1%	28.9%	25.6%	26.4%	26.3%
Dissatisfied	20.3%	17.5%	16.9%	15.0%	10.6%	15.4%
Very dissatisfied	14.1%	6.8%	6.0%	3.5%	2.6%	5.2%
 <u>Q11-8. Condition of pavement markings</u>						
Very satisfied	1.6%	10.8%	7.0%	3.6%	9.7%	6.7%
Satisfied	32.8%	25.5%	27.6%	36.0%	34.4%	31.9%
Neutral	21.9%	34.3%	32.7%	27.0%	30.1%	29.9%
Dissatisfied	25.0%	22.5%	23.6%	22.5%	20.8%	22.3%
Very dissatisfied	18.8%	6.9%	9.0%	10.8%	5.0%	9.2%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q11-9. Mowing/trimming of public areas along City streets</u>						
Very satisfied	6.3%	13.9%	12.9%	10.0%	12.3%	11.5%
Satisfied	44.4%	48.5%	45.5%	53.5%	50.6%	48.9%
Neutral	28.6%	24.8%	29.2%	25.2%	25.3%	26.9%
Dissatisfied	14.3%	9.9%	8.9%	7.0%	8.4%	8.7%
Very dissatisfied	6.3%	3.0%	3.5%	4.3%	3.4%	4.0%



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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<b><u>Q12. Sum of top 3 choices</u></b>						
City maintenance & repair services for major City streets	55.2%	76.2%	77.6%	86.1%	85.3%	80.1%
City maintenance & repair services for streets in your neighborhood	32.8%	35.2%	41.9%	42.6%	49.6%	43.4%
Snow removal on major City streets	34.3%	47.6%	46.7%	52.3%	52.2%	49.1%
Snow removal on neighborhood streets	17.9%	26.7%	29.5%	24.9%	27.2%	26.2%
City street cleaning services	9.0%	6.7%	10.0%	5.5%	7.0%	7.2%
Condition of sidewalks adjacent to City streets	22.4%	20.0%	17.1%	18.6%	17.3%	18.1%
Availability of sidewalks in City	19.4%	25.7%	22.4%	17.7%	16.2%	19.1%
Condition of pavement markings	22.4%	18.1%	20.0%	22.8%	13.6%	18.9%
Mowing/trimming of public areas along City streets	1.5%	4.8%	3.3%	7.6%	6.3%	5.5%
None chosen	23.9%	12.4%	9.5%	6.3%	7.0%	9.4%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q13-1. Maintenance of residential property</u>						
Very satisfied	15.5%	11.7%	10.4%	7.6%	11.3%	10.2%
Satisfied	27.6%	47.9%	40.4%	48.2%	43.0%	42.9%
Neutral	36.2%	21.3%	38.3%	27.9%	36.7%	33.4%
Dissatisfied	15.5%	18.1%	10.9%	13.7%	8.1%	12.1%
Very dissatisfied	5.2%	1.1%	0.0%	2.5%	0.9%	1.4%
 <u>Q13-2. Residential building codes</u>						
Very satisfied	14.3%	12.5%	8.4%	7.5%	11.2%	9.7%
Satisfied	34.7%	41.3%	43.9%	44.5%	41.3%	41.4%
Neutral	34.7%	30.0%	41.3%	35.8%	35.4%	37.4%
Dissatisfied	8.2%	12.5%	5.8%	9.8%	10.2%	9.1%
Very dissatisfied	8.2%	3.8%	0.6%	2.3%	1.9%	2.3%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q13-3. Maintenance of business property</u>						
Very satisfied	4.1%	13.3%	8.6%	7.2%	8.3%	8.2%
Satisfied	40.8%	43.4%	46.0%	48.6%	50.0%	46.7%
Neutral	44.9%	33.7%	37.4%	34.3%	35.9%	36.7%
Dissatisfied	8.2%	8.4%	8.0%	9.4%	5.8%	7.9%
Very dissatisfied	2.0%	1.2%	0.0%	0.6%	0.0%	0.4%
 <u>Q13-4. Business building codes</u>						
Very satisfied	13.2%	12.9%	9.2%	8.9%	9.4%	9.5%
Satisfied	34.2%	34.3%	37.6%	36.1%	39.8%	36.9%
Neutral	44.7%	42.9%	45.4%	41.1%	40.3%	42.9%
Dissatisfied	5.3%	8.6%	5.7%	12.7%	9.9%	9.4%
Very dissatisfied	2.6%	1.4%	2.1%	1.3%	0.5%	1.3%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q13-5. Parking on neighborhood streets</u>						
Very satisfied	8.5%	7.4%	6.4%	4.8%	9.7%	6.9%
Satisfied	28.8%	33.0%	41.7%	36.8%	42.0%	38.1%
Neutral	28.8%	29.8%	30.5%	35.9%	34.0%	33.3%
Dissatisfied	27.1%	21.3%	17.1%	19.6%	10.5%	17.2%
Very dissatisfied	6.8%	8.5%	4.3%	2.9%	3.8%	4.6%
 <u>Q13-6. Clean-up of trash &amp; litter</u>						
Very satisfied	9.8%	10.4%	9.8%	11.1%	8.9%	10.0%
Satisfied	41.0%	34.4%	38.9%	41.7%	46.2%	40.7%
Neutral	21.3%	26.0%	28.0%	23.1%	28.7%	27.0%
Dissatisfied	14.8%	22.9%	19.2%	20.4%	13.4%	17.4%
Very dissatisfied	13.1%	6.3%	4.1%	3.7%	2.8%	4.9%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q14. Sum of top 3 choices</u>						
Maintenance of residential property	52.2%	58.1%	60.0%	56.1%	54.0%	55.7%
Residential building codes	35.8%	38.1%	28.6%	36.7%	36.8%	34.4%
Maintenance of business property	25.4%	29.5%	37.6%	38.0%	43.0%	36.9%
Business building codes	23.9%	24.8%	22.4%	27.0%	29.4%	25.5%
Parking on neighborhood streets	28.4%	48.6%	35.7%	31.6%	24.6%	32.1%
Clean-up of trash & litter	50.7%	70.5%	65.2%	63.7%	67.6%	64.8%
None chosen	25.4%	8.6%	14.3%	13.9%	12.9%	14.6%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q15-1. Columbia City government is democratic &amp; representative</u>						
Strongly agree	16.7%	8.6%	7.5%	8.4%	9.7%	9.3%
Agree	25.9%	39.5%	37.6%	43.6%	41.7%	39.0%
Neutral	33.3%	37.0%	37.6%	28.2%	22.3%	30.0%
Disagree	13.0%	12.3%	13.9%	14.9%	20.2%	16.6%
Strongly disagree	11.1%	2.5%	3.5%	5.0%	6.1%	5.1%
<u>Q15-2. Columbia City government is transparent</u>						
Strongly agree	1.8%	6.9%	5.8%	4.5%	5.8%	5.1%
Agree	23.6%	27.6%	23.8%	29.9%	27.0%	26.3%
Neutral	43.6%	41.4%	41.3%	30.8%	33.6%	36.6%
Disagree	16.4%	21.8%	27.3%	27.4%	24.5%	25.1%
Strongly disagree	14.5%	2.3%	1.7%	7.5%	9.1%	6.8%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q15-3. Columbia City government is efficient</u>						
Strongly agree	1.8%	5.7%	5.7%	5.0%	4.5%	4.7%
Agree	21.4%	31.0%	27.8%	25.5%	26.4%	26.2%
Neutral	41.1%	39.1%	40.3%	36.5%	33.5%	37.3%
Disagree	21.4%	18.4%	21.0%	25.0%	23.1%	22.4%
Strongly disagree	14.3%	5.7%	5.1%	8.0%	12.4%	9.4%
<u>Q15-4. Columbia City government is innovative</u>						
Strongly agree	0.0%	7.0%	7.6%	6.0%	4.6%	5.4%
Agree	27.8%	25.6%	26.2%	30.5%	25.5%	26.5%
Neutral	48.1%	48.8%	47.1%	37.0%	41.0%	43.0%
Disagree	13.0%	16.3%	17.4%	22.0%	20.1%	19.0%
Strongly disagree	11.1%	2.3%	1.7%	4.5%	8.8%	6.1%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q15-5. Columbia City government values diversity</u>						
Strongly agree	5.5%	10.3%	10.4%	10.1%	19.1%	12.6%
Agree	36.4%	29.9%	35.8%	40.4%	41.7%	37.9%
Neutral	38.2%	44.8%	34.7%	36.9%	27.7%	35.0%
Disagree	7.3%	11.5%	13.9%	8.6%	7.7%	9.8%
Strongly disagree	12.7%	3.4%	5.2%	4.0%	3.8%	4.7%

Q15-6. Columbia City employees are ethical & honest

Strongly agree	12.7%	10.5%	7.4%	9.7%	10.6%	9.4%
Agree	34.5%	37.2%	37.7%	40.3%	44.7%	40.2%
Neutral	34.5%	40.7%	42.6%	40.3%	35.0%	38.8%
Disagree	7.3%	8.1%	11.1%	5.4%	7.1%	7.6%
Strongly disagree	10.9%	3.5%	1.2%	4.3%	2.7%	4.0%



**Q15. City Government. Please rate your level of agreement with the following statements about Columbia's City government using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree." (without "don't know")**

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q15-7. Columbia government leaders listen to what citizens have to say</u>						
Strongly agree	5.5%	6.8%	6.4%	3.6%	8.4%	6.3%
Agree	34.5%	25.0%	27.5%	28.6%	26.8%	27.6%
Neutral	25.5%	39.8%	40.9%	37.2%	28.9%	34.5%
Disagree	14.5%	21.6%	21.6%	20.4%	23.0%	21.2%
Strongly disagree	20.0%	6.8%	3.5%	10.2%	13.0%	10.4%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q16-1. Columbia is a great place to live, work, learn &amp; play</u>						
Strongly agree	16.9%	25.0%	34.5%	31.9%	36.2%	32.4%
Agree	45.8%	50.0%	50.0%	56.2%	51.7%	51.5%
Neutral	18.6%	21.2%	12.6%	7.7%	10.0%	11.9%
Disagree	6.8%	2.9%	2.4%	3.4%	1.8%	2.9%
Strongly disagree	11.9%	1.0%	0.5%	0.9%	0.4%	1.3%
 <u>Q16-2. Columbia is a place where I can thrive</u>						
Strongly agree	15.0%	20.2%	27.8%	26.8%	31.0%	27.1%
Agree	38.3%	41.3%	43.4%	50.6%	50.9%	46.8%
Neutral	30.0%	32.7%	21.0%	17.9%	13.3%	19.7%
Disagree	6.7%	4.8%	6.8%	3.4%	3.3%	4.7%
Strongly disagree	10.0%	1.0%	1.0%	1.3%	1.5%	1.7%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q16-3. I earn a living wage that allows me to meet basic needs for housing, food, &amp; utilities without assistance from others</u>						
Strongly agree	9.6%	10.9%	21.9%	40.8%	50.0%	33.3%
Agree	23.1%	35.6%	43.3%	45.2%	44.7%	42.6%
Neutral	23.1%	31.7%	17.4%	9.2%	4.5%	13.3%
Disagree	23.1%	17.8%	14.9%	3.9%	0.8%	8.3%
Strongly disagree	21.2%	4.0%	2.5%	0.9%	0.0%	2.5%

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

Strongly agree	16.1%	12.5%	10.6%	16.4%	19.7%	15.6%
Agree	33.9%	35.4%	27.4%	34.7%	31.7%	32.1%
Neutral	35.7%	29.2%	35.2%	26.0%	25.7%	29.6%
Disagree	10.7%	16.7%	17.9%	13.7%	15.7%	15.0%
Strongly disagree	3.6%	6.3%	8.9%	9.1%	7.2%	7.7%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q16-5. Columbia has jobs for which I am qualified</u>						
Strongly agree	9.3%	12.1%	20.1%	30.7%	39.8%	27.0%
Agree	46.3%	51.6%	50.0%	49.8%	44.2%	48.0%
Neutral	29.6%	28.6%	21.2%	14.9%	12.0%	18.6%
Disagree	3.7%	6.6%	6.5%	4.7%	2.8%	4.6%
Strongly disagree	11.1%	1.1%	2.2%	0.0%	1.2%	1.8%

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

Strongly agree	8.5%	10.2%	19.1%	23.9%	32.1%	22.3%
Agree	36.2%	36.4%	30.6%	39.2%	33.3%	34.5%
Neutral	36.2%	37.5%	32.2%	23.9%	24.4%	29.1%
Disagree	6.4%	12.5%	13.1%	10.0%	8.1%	10.4%
Strongly disagree	12.8%	3.4%	4.9%	2.9%	2.0%	3.7%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q16-7. Columbia offers opportunities to help people who want to start their own businesses</u>						
Strongly agree	9.1%	9.5%	13.1%	16.7%	21.8%	15.9%
Agree	34.1%	48.6%	39.3%	37.5%	41.6%	39.6%
Neutral	45.5%	35.1%	41.4%	35.7%	28.2%	35.8%
Disagree	4.5%	5.4%	4.8%	6.5%	5.9%	5.8%
Strongly disagree	6.8%	1.4%	1.4%	3.6%	2.5%	2.8%

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

Strongly agree	6.4%	13.9%	16.1%	19.6%	29.8%	20.0%
Agree	46.8%	54.2%	44.3%	50.6%	44.9%	46.5%
Neutral	38.3%	29.2%	37.6%	24.4%	22.2%	29.5%
Disagree	2.1%	2.8%	2.0%	3.0%	2.0%	2.4%
Strongly disagree	6.4%	0.0%	0.0%	2.4%	1.0%	1.5%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q16-9. There are opportunities for minorities to go into business for themselves &amp; be successful</u>						
Strongly agree	6.7%	14.1%	12.7%	17.1%	29.8%	18.6%
Agree	40.0%	46.5%	33.3%	47.6%	40.4%	40.3%
Neutral	37.8%	35.2%	47.3%	28.7%	25.0%	34.7%
Disagree	6.7%	0.0%	5.3%	3.7%	3.2%	3.7%
Strongly disagree	8.9%	4.2%	1.3%	3.0%	1.6%	2.6%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q17. When you are sick/need advice about your health, where do you usually go</u>						
A doctor's office	74.6%	72.4%	77.6%	82.3%	83.5%	80.0%
An urgent care center	34.3%	43.8%	51.0%	56.5%	51.5%	50.4%
A hospital emergency room	35.8%	18.1%	21.0%	16.5%	12.9%	18.1%
No usual place	9.0%	5.7%	4.8%	2.1%	2.2%	3.6%
Other	10.4%	9.5%	6.2%	6.3%	4.8%	6.2%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q18. Was there a time in past 12 months when you needed medical care, but could not get it</u>						
Yes	15.3%	9.6%	11.7%	4.7%	1.5%	6.4%
No	84.7%	90.4%	88.3%	95.3%	98.5%	93.6%

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

N=59	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q18a. What was the main reason you could not get medical care</u>						
Cost/no insurance	57.1%	70.0%	69.6%	45.5%	25.0%	60.7%
Office wasn't open when I could get there	14.3%	20.0%	0.0%	9.1%	0.0%	7.1%
Too long a wait in the waiting room	0.0%	0.0%	4.3%	0.0%	25.0%	3.6%
No transportation	14.3%	0.0%	0.0%	0.0%	0.0%	1.8%
Distance from medical provider	14.3%	0.0%	0.0%	0.0%	0.0%	1.8%
Too long a wait for an appointment	0.0%	10.0%	26.1%	45.5%	50.0%	25.0%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q19. Was there any time in past 12 months when you were not able to meet your basic needs</u>						
Yes	32.8%	20.2%	9.7%	3.8%	0.7%	8.2%
No	67.2%	79.8%	90.3%	96.2%	99.3%	91.8%



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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q20. During past month, how many times on average did you engage in physical activities or exercise each week</u>						
0 times	25.4%	15.5%	11.3%	7.2%	8.1%	10.4%
1 or 2 times	31.7%	28.2%	37.3%	28.5%	25.8%	29.6%
3+ times	42.9%	56.3%	51.5%	64.3%	66.1%	59.9%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q21. During past month, how many times per day did you eat fruit and/or vegetables</u>						
Four+ times/day	38.6%	27.7%	25.9%	35.8%	34.8%	32.8%
Less than four+ times/day	59.6%	69.3%	72.6%	63.8%	64.0%	65.7%
Never	1.8%	3.0%	1.5%	0.4%	1.1%	1.4%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q22. What best describes your relationship with your neighbors</u>						
I have a close relationship with many of my neighbors	15.4%	7.8%	10.7%	14.9%	16.0%	13.4%
I have a close relationship with a few of my neighbors	29.2%	25.2%	21.4%	30.2%	32.0%	28.2%
I know several of my neighbors, but I am not very close with any of them	24.6%	33.0%	29.6%	23.0%	37.5%	29.8%
I know a few people in my neighborhood but I am not very close with any of them	23.1%	22.3%	30.1%	28.1%	13.0%	23.1%
I don't know anyone in my neighborhood	7.7%	11.7%	8.3%	3.8%	1.5%	5.4%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Q23. What best describes how people in your neighborhood interact with one another						
They often help one another & have many social activities together	10.3%	10.9%	8.2%	16.1%	20.5%	14.9%
They often help one another but do not have many social activities together	20.7%	17.4%	23.6%	22.6%	27.0%	23.5%
They occasionally help one another but generally keep to themselves	43.1%	42.4%	42.6%	39.6%	39.5%	40.7%
They almost always keep to themselves	25.9%	29.3%	25.6%	21.7%	12.9%	21.0%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q24-1. Crime, drugs, or violence</u>						
Major problem	16.9%	14.1%	8.6%	7.2%	4.2%	8.0%
Moderate problem	27.1%	16.3%	20.8%	12.6%	12.6%	16.0%
Minor problem	32.2%	31.5%	25.9%	31.8%	31.3%	30.2%
Not a problem	23.7%	38.0%	44.7%	48.4%	51.9%	45.8%

Q24-2. Unemployment

Major problem	9.5%	10.3%	3.2%	1.0%	0.8%	2.9%
Moderate problem	28.6%	16.7%	11.7%	3.7%	2.8%	7.9%
Minor problem	28.6%	21.8%	25.3%	19.4%	15.5%	19.7%
Not a problem	33.3%	51.3%	59.7%	75.9%	81.0%	69.5%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q24-3. Homelessness</u>						
Major problem	20.0%	8.9%	5.6%	2.7%	0.8%	4.3%
Moderate problem	14.0%	13.3%	9.6%	4.0%	3.8%	6.8%
Minor problem	10.0%	16.7%	11.8%	6.7%	7.6%	9.5%
Not a problem	56.0%	61.1%	73.0%	86.5%	87.8%	79.5%

Q24-4. Public schools not providing quality education

Major problem	6.4%	4.3%	6.4%	6.6%	3.2%	5.2%
Moderate problem	14.9%	10.1%	11.6%	7.1%	7.6%	9.4%
Minor problem	14.9%	14.5%	10.5%	11.2%	9.2%	10.6%
Not a problem	63.8%	71.0%	71.5%	75.0%	79.9%	74.8%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q24-5. Lack of cultural activities</u>						
Major problem	7.1%	2.6%	6.0%	0.5%	1.3%	2.6%
Moderate problem	9.5%	16.9%	8.4%	9.5%	6.8%	8.9%
Minor problem	33.3%	19.5%	25.9%	16.3%	11.9%	18.2%
Not a problem	50.0%	61.0%	59.6%	73.7%	80.1%	70.4%

Q24-6. Lack of recreational activities

Major problem	7.8%	2.4%	5.4%	0.9%	0.8%	2.5%
Moderate problem	13.7%	11.9%	7.6%	6.0%	5.1%	7.0%
Minor problem	21.6%	15.5%	16.2%	13.4%	8.2%	12.9%
Not a problem	56.9%	70.2%	70.8%	79.6%	85.9%	77.6%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q24-7. Lack of affordable, quality child care</u>						
Major problem	19.4%	11.7%	17.5%	12.1%	4.9%	11.3%
Moderate problem	16.1%	18.3%	16.7%	12.1%	8.7%	13.0%
Minor problem	41.9%	13.3%	16.7%	23.3%	15.3%	18.4%
Not a problem	22.6%	56.7%	49.2%	52.6%	71.0%	57.3%

Q24-8. Abandoned or run-down buildings

Major problem	7.7%	1.1%	1.1%	3.2%	0.8%	2.1%
Moderate problem	9.6%	8.8%	8.0%	4.1%	3.8%	5.7%
Minor problem	15.4%	16.5%	17.6%	7.7%	8.3%	11.3%
Not a problem	67.3%	73.6%	73.4%	85.1%	87.1%	80.9%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q24-9. Unsupervised children or teenagers</u>						
Major problem	10.6%	11.0%	4.2%	4.1%	1.9%	4.7%
Moderate problem	17.0%	13.2%	10.6%	10.4%	3.8%	8.9%
Minor problem	27.7%	27.5%	26.5%	22.6%	21.5%	24.1%
Not a problem	44.7%	48.4%	58.7%	62.9%	72.8%	62.3%

Q24-10. Speeding on neighborhood streets

Major problem	25.9%	18.8%	13.4%	13.4%	10.1%	14.0%
Moderate problem	20.7%	18.8%	19.9%	23.4%	22.1%	21.2%
Minor problem	29.3%	33.3%	34.8%	32.0%	34.5%	33.1%
Not a problem	24.1%	29.2%	31.8%	31.2%	33.3%	31.7%



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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q24-11. Lack of affordable housing</u>						
Major problem	28.6%	17.3%	12.6%	3.0%	2.4%	8.4%
Moderate problem	18.4%	14.8%	14.4%	11.0%	11.4%	12.5%
Minor problem	28.6%	22.2%	23.0%	20.5%	14.7%	19.9%
Not a problem	24.5%	45.7%	50.0%	65.5%	71.4%	59.1%

Q24-12. Tension between racial/ethnic groups

Major problem	13.3%	2.5%	5.6%	3.5%	2.7%	4.3%
Moderate problem	8.9%	12.3%	7.8%	5.5%	5.1%	6.8%
Minor problem	20.0%	18.5%	16.1%	10.9%	9.8%	12.9%
Not a problem	57.8%	66.7%	70.6%	80.1%	82.4%	76.0%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q24-13. Lack of good places to shop for food or other items</u>						
Major problem	8.8%	3.2%	2.0%	2.2%	1.5%	2.3%
Moderate problem	5.3%	4.2%	6.9%	3.9%	7.5%	5.6%
Minor problem	21.1%	16.8%	14.7%	10.9%	14.3%	14.0%
Not a problem	64.9%	75.8%	76.5%	83.0%	76.6%	78.1%

Q24-14. Roaming/loose animals

Major problem	8.8%	5.3%	3.0%	3.1%	0.7%	2.8%
Moderate problem	5.3%	8.4%	4.5%	5.7%	3.0%	4.8%
Minor problem	28.1%	25.3%	26.9%	16.6%	14.9%	19.8%
Not a problem	57.9%	61.1%	65.7%	74.7%	81.3%	72.6%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q24-15. Flooding</u>						
Major problem	9.1%	2.1%	1.0%	1.3%	0.8%	1.6%
Moderate problem	5.5%	4.3%	4.6%	5.2%	1.9%	4.0%
Minor problem	14.5%	18.1%	15.9%	10.0%	8.4%	12.3%
Not a problem	70.9%	75.5%	78.5%	83.4%	88.9%	82.1%

Q24-16. Overgrown lots

Major problem	3.6%	1.1%	0.5%	1.8%	0.7%	1.1%
Moderate problem	7.3%	4.4%	4.6%	4.0%	3.4%	4.1%
Minor problem	20.0%	19.8%	17.3%	12.3%	13.5%	15.1%
Not a problem	69.1%	74.7%	77.6%	81.9%	82.4%	79.6%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q24-17. Graffiti</u>						
Major problem	3.6%	0.0%	0.5%	0.4%	0.0%	0.6%
Moderate problem	0.0%	2.2%	2.1%	2.6%	0.8%	1.6%
Minor problem	10.9%	11.1%	6.3%	5.7%	3.4%	6.2%
Not a problem	85.5%	86.7%	91.1%	91.2%	95.9%	91.6%

Q24-18. Abandoned cars or vehicles

Major problem	5.8%	1.1%	1.0%	0.9%	0.0%	1.0%
Moderate problem	1.9%	4.4%	2.1%	2.2%	1.1%	2.0%
Minor problem	19.2%	17.8%	12.4%	7.0%	4.9%	9.5%
Not a problem	73.1%	76.7%	84.5%	89.9%	94.0%	87.5%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q25-1. Condition of housing</u>						
Very satisfied	12.3%	12.2%	14.1%	18.8%	37.1%	22.7%
Satisfied	52.6%	53.1%	54.5%	63.3%	49.6%	54.7%
Neutral	26.3%	23.5%	23.2%	14.0%	10.6%	16.9%
Dissatisfied	5.3%	9.2%	6.6%	3.5%	2.7%	4.7%
Very dissatisfied	3.5%	2.0%	1.5%	0.4%	0.0%	1.0%
<u>Q25-2. Condition of streets (smoothness, absence of cracks/potholes)</u>						
Very satisfied	3.3%	7.8%	5.9%	7.3%	10.9%	8.1%
Satisfied	25.0%	32.4%	30.2%	34.3%	32.5%	31.2%
Neutral	28.3%	21.6%	23.4%	20.2%	21.9%	22.9%
Dissatisfied	30.0%	32.4%	31.2%	29.2%	27.9%	29.3%
Very dissatisfied	13.3%	5.9%	9.3%	9.0%	6.8%	8.5%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q25-3. Availability of sidewalks</u>						
Very satisfied	13.8%	14.1%	9.8%	12.4%	19.9%	14.2%
Satisfied	39.7%	29.3%	38.5%	48.5%	47.4%	43.2%
Neutral	13.8%	34.3%	25.4%	18.9%	18.8%	22.0%
Dissatisfied	19.0%	19.2%	20.0%	15.5%	12.0%	15.8%
Very dissatisfied	13.8%	3.0%	6.3%	4.7%	1.9%	4.7%
 <u>Q25-4. Neighborhood parks</u>						
Very satisfied	13.0%	15.2%	22.4%	24.1%	28.2%	23.2%
Satisfied	53.7%	44.4%	50.2%	53.5%	53.3%	51.4%
Neutral	20.4%	32.3%	21.4%	17.5%	13.5%	19.4%
Dissatisfied	3.7%	5.1%	3.0%	3.1%	4.2%	3.6%
Very dissatisfied	9.3%	3.0%	3.0%	1.8%	0.8%	2.4%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q25-5. Overall appearance of your neighborhood</u>						
Very satisfied	16.7%	13.6%	19.1%	27.4%	35.3%	25.7%
Satisfied	51.7%	50.5%	60.3%	59.8%	54.5%	56.4%
Neutral	26.7%	21.4%	16.2%	7.7%	6.4%	12.1%
Dissatisfied	1.7%	12.6%	3.4%	4.7%	3.0%	4.6%
Very dissatisfied	3.3%	1.9%	1.0%	0.4%	0.8%	1.2%

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

Very satisfied	9.3%	13.9%	14.5%	16.5%	24.3%	18.1%
Satisfied	38.9%	50.5%	51.5%	58.3%	46.8%	50.7%
Neutral	31.5%	24.8%	24.5%	17.0%	17.1%	20.4%
Dissatisfied	11.1%	7.9%	8.5%	7.4%	9.1%	8.5%
Very dissatisfied	9.3%	3.0%	1.0%	0.9%	2.7%	2.3%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q26. How would you like to receive information from City</u>						
City newsletter that comes with utility bill	62.7%	63.8%	71.4%	70.9%	72.4%	70.2%
Local newspaper	35.8%	32.4%	33.8%	41.4%	36.0%	37.0%
Television news	53.7%	41.0%	53.8%	53.2%	49.3%	51.5%
City cable channel	7.5%	10.5%	10.5%	8.0%	7.7%	9.1%
City website	28.4%	27.6%	33.3%	40.5%	43.8%	37.4%
Radio	34.3%	31.4%	32.4%	35.9%	34.6%	33.7%
Friends/neighbors	16.4%	9.5%	14.3%	14.3%	16.2%	15.0%
Neighborhood/homeowners associations	16.4%	16.2%	15.2%	21.5%	28.7%	21.4%
Facebook	13.4%	21.9%	26.7%	27.8%	26.1%	25.1%
Twitter	6.0%	9.5%	7.1%	8.4%	9.9%	8.4%
YouTube	3.0%	4.8%	1.0%	1.3%	1.8%	1.9%
Pinterest	3.0%	1.0%	0.0%	0.4%	0.0%	0.5%
Instagram	3.0%	4.8%	6.2%	3.8%	4.8%	4.6%
Other	3.0%	4.8%	2.4%	6.3%	3.7%	4.0%



**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q27-1. City government is a trusted source of information about programs &amp; services</u>						
Strongly agree	9.4%	7.5%	11.6%	13.4%	14.1%	12.1%
Agree	41.5%	50.5%	47.4%	53.6%	51.8%	49.4%
Neutral	30.2%	34.4%	36.3%	21.9%	23.3%	28.3%
Disagree	7.5%	6.5%	4.2%	8.9%	6.4%	7.1%
Strongly disagree	11.3%	1.1%	0.5%	2.2%	4.4%	3.2%

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

Strongly agree	5.8%	5.6%	6.5%	7.9%	7.4%	7.1%
Agree	40.4%	44.9%	43.8%	43.3%	47.9%	43.7%
Neutral	28.8%	34.8%	38.9%	32.6%	28.5%	33.3%
Disagree	13.5%	14.6%	9.7%	12.6%	12.0%	12.2%
Strongly disagree	11.5%	0.0%	1.1%	3.7%	4.1%	3.6%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q27-3. Information is communicated clearly, accurately &amp; in a form that meets my needs</u>						
Strongly agree	7.0%	7.9%	7.0%	8.8%	7.3%	7.8%
Agree	33.3%	39.3%	35.8%	41.0%	45.5%	39.4%
Neutral	36.8%	40.4%	43.3%	34.1%	30.9%	36.8%
Disagree	10.5%	12.4%	12.3%	13.8%	12.6%	12.6%
Strongly disagree	12.3%	0.0%	1.6%	2.3%	3.7%	3.5%

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

Strongly agree	3.1%	6.7%	6.6%	7.3%	4.5%	5.9%
Agree	21.9%	31.1%	31.1%	25.5%	17.3%	25.0%
Neutral	40.6%	48.9%	45.3%	38.2%	46.4%	43.6%
Disagree	18.8%	13.3%	8.5%	11.8%	18.2%	13.2%
Strongly disagree	15.6%	0.0%	8.5%	17.3%	13.6%	12.3%

**Q27. Please rate your level of agreement with the following statements using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree." (without "don't know")**

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q27-5. City's website provides information that is useful to me</u>						
Strongly agree	9.3%	9.2%	10.4%	9.7%	14.8%	11.5%
Agree	39.5%	44.7%	50.9%	54.1%	48.6%	49.4%
Neutral	27.9%	38.2%	30.1%	27.0%	29.6%	29.8%
Disagree	9.3%	6.6%	8.0%	7.1%	4.6%	6.9%
Strongly disagree	14.0%	1.3%	0.6%	2.0%	2.3%	2.5%

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

Strongly agree	25.5%	8.3%	12.5%	12.4%	8.1%	11.5%
Agree	37.3%	53.6%	50.0%	53.0%	53.4%	51.6%
Neutral	29.4%	29.8%	32.4%	23.8%	29.0%	28.4%
Disagree	2.0%	8.3%	4.5%	7.4%	6.8%	6.0%
Strongly disagree	5.9%	0.0%	0.6%	3.5%	2.7%	2.5%

**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=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q27-7. City's use of social media provides information that is useful to me</u>						
Strongly agree	8.8%	5.0%	8.9%	8.8%	7.2%	7.7%
Agree	32.4%	33.3%	35.0%	28.5%	35.3%	33.3%
Neutral	41.2%	43.3%	45.5%	44.5%	37.4%	41.9%
Disagree	2.9%	16.7%	7.3%	12.4%	12.2%	11.2%
Strongly disagree	14.7%	1.7%	3.3%	5.8%	7.9%	6.0%

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

Strongly agree	3.4%	5.7%	4.5%	9.2%	4.8%	5.9%
Agree	37.9%	43.4%	33.6%	38.7%	32.0%	35.4%
Neutral	37.9%	30.2%	55.5%	37.0%	52.0%	45.7%
Disagree	3.4%	18.9%	6.4%	12.6%	8.0%	10.0%
Strongly disagree	17.2%	1.9%	0.0%	2.5%	3.2%	3.0%

**Q28. Customer Service. Have you contacted the City with a question, problem, or complaint during the past year? (without "not provided")**

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q28. Have you contacted City with a question, problem, or complaint during past year</u>						
Yes	49.2%	41.3%	44.7%	45.3%	43.3%	45.0%
No	50.8%	58.7%	55.3%	54.7%	56.7%	55.0%

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

N=418	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q28a. How did you contact City most recently</u>						
Telephone	77.4%	80.0%	82.4%	70.1%	69.6%	75.2%
Website	0.0%	7.5%	9.9%	17.8%	12.2%	11.7%
Walk-in	12.9%	7.5%	5.5%	11.2%	14.8%	10.0%
Through City Council member or Mayor	9.7%	5.0%	2.2%	0.9%	3.5%	3.2%

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

N=418	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q28b. For which service did you contact City most recently</u>						
Police	13.3%	9.5%	8.7%	14.0%	7.8%	10.9%
Fire	0.0%	2.4%	0.0%	1.9%	0.9%	1.0%
Water	10.0%	4.8%	8.7%	8.4%	13.0%	9.2%
Sewer	3.3%	0.0%	3.3%	3.7%	3.5%	2.9%
Stormwater	0.0%	7.1%	1.1%	1.9%	0.9%	1.7%
Parks & recreation	0.0%	4.8%	4.3%	2.8%	1.7%	2.9%
Code enforcement	3.3%	4.8%	4.3%	4.7%	7.8%	5.6%
Public health	6.7%	2.4%	4.3%	2.8%	0.9%	2.7%
Streets	10.0%	4.8%	7.6%	8.4%	7.8%	8.5%
Sidewalks	3.3%	4.8%	2.2%	1.9%	1.7%	2.2%
Electric service	20.0%	16.7%	12.0%	8.4%	12.2%	11.6%
Public transportation	3.3%	2.4%	0.0%	1.9%	0.9%	1.2%
Planning & zoning	0.0%	0.0%	2.2%	4.7%	4.3%	2.9%
Monthly utility billing	6.7%	16.7%	12.0%	9.3%	2.6%	8.0%
Solid waste (trash, recycling, yard waste)	6.7%	19.0%	23.9%	12.1%	20.9%	17.9%

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

N=418	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q28b. For which service did you contact City most recently (cont.)</u>						
Human resources	0.0%	0.0%	1.1%	0.0%	0.0%	0.2%
Airport	0.0%	0.0%	0.0%	0.9%	0.0%	0.2%
Energy efficiency	0.0%	0.0%	0.0%	2.8%	0.9%	1.2%
Other	13.3%	0.0%	4.3%	9.3%	12.2%	9.2%

**Q28c. Why did you contact the city about this service?**

N=418	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q28c. Why did you contact City about this service</u>						
Request service	16.1%	14.0%	17.2%	19.6%	19.8%	17.7%
Get information	25.8%	30.2%	23.7%	38.3%	31.9%	30.4%
Report a problem	48.4%	46.5%	41.9%	40.2%	37.9%	42.1%
Discuss a billing problem	19.4%	30.2%	21.5%	13.1%	6.9%	14.8%
Request emergency assistance	6.5%	7.0%	1.1%	4.7%	1.7%	3.3%
Request non-emergency assistance	9.7%	7.0%	8.6%	8.4%	4.3%	6.9%
Comply with City requirements	3.2%	2.3%	2.2%	7.5%	6.9%	4.8%
Other	6.5%	4.7%	11.8%	9.3%	13.8%	10.8%



**Q28d. Please rate 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=418	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q28d-1. Hours City employees were available met my needs</u>						
Strongly agree	18.5%	20.9%	16.1%	20.4%	20.7%	19.6%
Agree	51.9%	60.5%	56.3%	54.1%	63.1%	56.9%
Neutral	11.1%	11.6%	13.8%	13.3%	13.5%	14.0%
Disagree	14.8%	7.0%	8.0%	9.2%	2.7%	6.9%
Strongly disagree	3.7%	0.0%	5.7%	3.1%	0.0%	2.6%
<u>Q28d-2. I knew who to contact for my needs</u>						
Strongly agree	25.0%	12.2%	12.5%	14.9%	14.9%	15.3%
Agree	39.3%	46.3%	60.2%	54.5%	53.5%	52.6%
Neutral	25.0%	24.4%	13.6%	13.9%	21.1%	18.3%
Disagree	10.7%	9.8%	11.4%	12.9%	9.6%	10.5%
Strongly disagree	0.0%	7.3%	2.3%	4.0%	0.9%	3.3%

**Q28d. Please rate 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=418	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q28d-3. It was easy to reach the right person at City</u>						
Strongly agree	18.5%	14.3%	14.8%	12.6%	16.7%	15.2%
Agree	37.0%	45.2%	45.5%	41.7%	46.5%	43.3%
Neutral	18.5%	11.9%	15.9%	23.3%	17.5%	18.2%
Disagree	18.5%	16.7%	15.9%	13.6%	14.9%	16.2%
Strongly disagree	7.4%	11.9%	8.0%	8.7%	4.4%	7.2%
<u>Q28d-4. City employees who helped me were courteous &amp; polite</u>						
Strongly agree	39.3%	26.2%	23.0%	27.3%	30.4%	27.5%
Agree	42.9%	42.9%	51.7%	54.5%	53.6%	51.0%
Neutral	7.1%	23.8%	12.6%	11.1%	14.3%	14.4%
Disagree	3.6%	4.8%	8.0%	3.0%	0.0%	3.5%
Strongly disagree	7.1%	2.4%	4.6%	4.0%	1.8%	3.5%

**Q28d. Please rate 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=418	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q28d-5. City employees did what they said they would do in a timely manner</u>						
Strongly agree	23.1%	19.0%	22.1%	24.0%	23.9%	22.5%
Agree	53.8%	50.0%	50.0%	42.7%	48.6%	47.7%
Neutral	11.5%	19.0%	15.1%	18.8%	18.3%	16.8%
Disagree	3.8%	9.5%	5.8%	9.4%	5.5%	7.0%
Strongly disagree	7.7%	2.4%	7.0%	5.2%	3.7%	6.0%

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

Strongly agree	28.0%	19.5%	21.6%	19.0%	22.3%	21.4%
Agree	40.0%	48.8%	47.7%	49.0%	51.8%	48.3%
Neutral	20.0%	22.0%	12.5%	16.0%	17.0%	16.5%
Disagree	4.0%	9.8%	10.2%	6.0%	6.3%	7.9%
Strongly disagree	8.0%	0.0%	8.0%	10.0%	2.7%	5.9%

**Q28d. Please rate 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=418	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q28d-7. City employees were knowledgeable</u>						
Strongly agree	26.9%	16.3%	20.5%	20.4%	23.4%	21.5%
Agree	38.5%	53.5%	47.7%	52.0%	54.1%	50.4%
Neutral	26.9%	27.9%	15.9%	13.3%	17.1%	17.9%
Disagree	3.8%	2.3%	9.1%	9.2%	3.6%	6.4%
Strongly disagree	3.8%	0.0%	6.8%	5.1%	1.8%	3.8%

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

Strongly agree	25.0%	18.6%	15.9%	22.0%	24.8%	21.3%
Agree	46.4%	51.2%	56.8%	48.0%	47.8%	49.4%
Neutral	17.9%	16.3%	8.0%	12.0%	18.6%	14.0%
Disagree	7.1%	14.0%	10.2%	9.0%	4.4%	8.8%
Strongly disagree	3.6%	0.0%	9.1%	9.0%	4.4%	6.5%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q29. How do you rate the service provided by City's Utility Billing Office</u>						
Excellent	25.9%	21.8%	22.3%	19.8%	21.9%	21.7%
Good	35.2%	38.6%	47.8%	47.6%	51.3%	46.5%
Average	25.9%	33.7%	22.3%	24.1%	21.5%	24.4%
Poor	5.6%	3.0%	6.0%	6.1%	2.6%	4.9%
Very poor	7.4%	3.0%	1.6%	2.4%	2.6%	2.6%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q30-1. Residential trash collection service</u>						
Yes	77.6%	87.6%	88.6%	95.4%	97.8%	92.5%
No	22.4%	12.4%	11.4%	4.6%	2.2%	7.5%
<u>Q30-2. Curbside recycling (blue bags)</u>						
Yes	62.7%	56.2%	73.8%	82.7%	91.9%	78.9%
No	37.3%	43.8%	26.2%	17.3%	8.1%	21.1%
<u>Q30-3. Drop-off recycling</u>						
Yes	23.9%	27.6%	40.5%	46.8%	47.4%	41.3%
No	76.1%	72.4%	59.5%	53.2%	52.6%	58.7%
<u>Q30-4. City electric service</u>						
Yes	67.2%	75.2%	79.0%	80.6%	81.3%	78.4%
No	32.8%	24.8%	21.0%	19.4%	18.8%	21.6%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q30-5. City water service</u>						
Yes	76.1%	84.8%	89.0%	92.0%	90.1%	88.6%
No	23.9%	15.2%	11.0%	8.0%	9.9%	11.4%
<u>Q30-6. City sewer service</u>						
Yes	73.1%	85.7%	90.0%	95.8%	96.3%	91.6%
No	26.9%	14.3%	10.0%	4.2%	3.7%	8.4%

**Q30. If "Yes," please rate your overall satisfaction with that service using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=899	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q30-1. Residential trash collection service</u>						
Very satisfied	46.0%	34.5%	45.1%	48.4%	40.1%	43.1%
Satisfied	42.0%	47.1%	40.1%	38.4%	46.9%	42.6%
Neutral	6.0%	13.8%	7.1%	4.1%	6.5%	7.0%
Dissatisfied	6.0%	4.6%	6.0%	7.8%	4.6%	5.7%
Very dissatisfied	0.0%	0.0%	1.6%	1.4%	1.9%	1.7%
 <u>Q30-2. Curbside recycling (blue bags)</u>						
Very satisfied	50.0%	31.6%	45.3%	49.5%	42.3%	45.0%
Satisfied	40.0%	56.1%	39.3%	34.4%	42.7%	40.0%
Neutral	5.0%	3.5%	8.0%	5.2%	7.3%	6.5%
Dissatisfied	2.5%	5.3%	4.7%	9.4%	5.3%	5.8%
Very dissatisfied	2.5%	3.5%	2.7%	1.6%	2.4%	2.6%



**Q30. If "Yes," please rate your overall satisfaction with that service using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=899	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q30-3. Drop-off recycling</u>						
Very satisfied	35.7%	11.5%	49.4%	45.8%	35.2%	39.9%
Satisfied	50.0%	53.8%	37.3%	43.0%	52.8%	46.4%
Neutral	7.1%	23.1%	12.0%	8.4%	10.4%	10.7%
Dissatisfied	7.1%	11.5%	0.0%	1.9%	1.6%	2.4%
Very dissatisfied	0.0%	0.0%	1.2%	0.9%	0.0%	0.5%
 <u>Q30-4. City electric service</u>						
Very satisfied	26.2%	36.0%	40.0%	41.0%	39.9%	39.1%
Satisfied	45.2%	41.3%	43.8%	49.2%	52.1%	47.7%
Neutral	19.0%	18.7%	10.0%	6.0%	4.7%	8.8%
Dissatisfied	7.1%	4.0%	3.8%	3.3%	1.4%	3.0%
Very dissatisfied	2.4%	0.0%	2.5%	0.5%	1.9%	1.4%

**Q30. If "Yes," please rate your overall satisfaction with that service using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=899	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q30-5. City water service</u>						
Very satisfied	27.1%	33.3%	40.6%	35.9%	37.0%	36.5%
Satisfied	43.8%	46.4%	45.6%	52.2%	49.6%	48.5%
Neutral	20.8%	15.5%	11.1%	7.2%	8.8%	10.6%
Dissatisfied	6.3%	4.8%	1.7%	4.3%	2.9%	3.4%
Very dissatisfied	2.1%	0.0%	1.1%	0.5%	1.7%	1.0%
 <u>Q30-6. City sewer service</u>						
Very satisfied	28.9%	31.8%	40.2%	38.2%	39.2%	37.8%
Satisfied	44.4%	49.4%	45.8%	53.0%	52.5%	50.2%
Neutral	20.0%	14.1%	10.6%	5.1%	5.5%	8.5%
Dissatisfied	4.4%	4.7%	2.2%	3.2%	1.2%	2.4%
Very dissatisfied	2.2%	0.0%	1.1%	0.5%	1.6%	1.0%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q31-1. Used police services</u>						
Yes	22.4%	21.0%	24.8%	23.6%	17.3%	21.5%
No	77.6%	79.0%	75.2%	76.4%	82.7%	78.5%
<u>Q31-2. Been a victim of any crime</u>						
Yes	9.0%	12.4%	6.7%	11.8%	8.8%	9.1%
No	91.0%	87.6%	93.3%	88.2%	91.2%	90.9%
<u>Q31-3. Used fire or emergency medical services</u>						
Yes	10.4%	11.4%	11.4%	10.1%	6.6%	10.0%
No	89.6%	88.6%	88.6%	89.9%	93.4%	90.0%
<u>Q31-4. Visited a community recreation center</u>						
Yes	29.9%	37.1%	51.0%	51.1%	46.3%	46.0%
No	70.1%	62.9%	49.0%	48.9%	53.7%	54.0%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q31-5. Visited a City park</u>						
Yes	68.7%	76.2%	87.1%	89.0%	92.3%	85.9%
No	31.3%	23.8%	12.9%	11.0%	7.7%	14.1%
<u>Q31-6. Used public transportation/bus</u>						
Yes	25.4%	16.2%	11.0%	5.1%	2.9%	8.6%
No	74.6%	83.8%	89.0%	94.9%	97.1%	91.4%
<u>Q31-7. Attended or watched any City meetings</u>						
Yes	16.4%	13.3%	18.6%	18.1%	19.1%	17.9%
No	83.6%	86.7%	81.4%	81.9%	80.9%	82.1%
<u>Q31-8. Used Columbia Airport</u>						
Yes	14.9%	27.6%	33.8%	37.1%	70.2%	43.8%
No	85.1%	72.4%	66.2%	62.9%	29.8%	56.2%

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

N=941	Q40. What is your total annual household income?					Total
	Under \$15K	\$15K to \$29,999	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q31-9. Used public health services provided by City</u>						
Yes	20.9%	26.7%	22.9%	13.9%	12.9%	17.5%
No	79.1%	73.3%	77.1%	86.1%	87.1%	82.5%