

2018 City of Columbia DirectionFinder® Survey

Appendix F – Crosstabular Data by Neighborhood

Submitted to

The City of Columbia, MO



725 W. Frontier Circle

Olathe, KS 66061

(913) 829- 1215

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=130

NEIGHBORHOOD		
Central	East	North

Q1-1. Public safety services provided by City (e.g. police & fire services)

Very satisfied	16.1%	15.8%	25.0%
Satisfied	41.9%	59.6%	45.0%
Neutral	16.1%	14.0%	10.0%
Dissatisfied	25.8%	5.3%	17.5%
Very dissatisfied	0.0%	5.3%	2.5%

Q1-2. Parks & recreation programs & facilities provided by City

Very satisfied	33.3%	37.9%	46.3%
Satisfied	36.7%	46.6%	34.1%
Neutral	20.0%	15.5%	14.6%
Dissatisfied	10.0%	0.0%	4.9%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q1-3. Condition of City streets (e.g. smoothness, absence of cracks/potholes)

Very satisfied	3.3%	3.4%	12.2%
Satisfied	16.7%	24.1%	22.0%
Neutral	30.0%	29.3%	19.5%
Dissatisfied	43.3%	32.8%	31.7%
Very dissatisfied	6.7%	10.3%	14.6%

Q1-4. Enforcement of City codes & ordinances

Very satisfied	6.9%	7.4%	10.3%
Satisfied	20.7%	29.6%	30.8%
Neutral	34.5%	50.0%	46.2%
Dissatisfied	34.5%	9.3%	7.7%
Very dissatisfied	3.4%	3.7%	5.1%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q1-5. Quality of customer service you receive from City employees

Very satisfied	13.8%	22.2%	34.4%
Satisfied	55.2%	51.9%	28.1%
Neutral	13.8%	16.7%	31.3%
Dissatisfied	13.8%	7.4%	6.3%
Very dissatisfied	3.4%	1.9%	0.0%

Q1-6. Effectiveness of City communication with the public

Very satisfied	6.7%	8.8%	21.1%
Satisfied	33.3%	49.1%	34.2%
Neutral	33.3%	24.6%	34.2%
Dissatisfied	20.0%	15.8%	7.9%
Very dissatisfied	6.7%	1.8%	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=130

NEIGHBORHOOD		
Central	East	North

Q1-7. City's stormwater runoff/stormwater management system

Very satisfied	3.4%	11.8%	22.2%
Satisfied	27.6%	49.0%	36.1%
Neutral	44.8%	27.5%	30.6%
Dissatisfied	24.1%	7.8%	8.3%
Very dissatisfied	0.0%	3.9%	2.8%

Q1-8. Public health services provided by City

Very satisfied	28.6%	8.5%	32.4%
Satisfied	28.6%	61.7%	38.2%
Neutral	28.6%	25.5%	26.5%
Dissatisfied	10.7%	2.1%	2.9%
Very dissatisfied	3.6%	2.1%	0.0%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q1-9. Solid waste services (e.g. trash, recycling)

Very satisfied	22.6%	31.0%	34.1%
Satisfied	38.7%	44.8%	48.8%
Neutral	29.0%	17.2%	4.9%
Dissatisfied	6.5%	3.4%	4.9%
Very dissatisfied	3.2%	3.4%	7.3%

Q1-10. City water, electric, & sewer services

Very satisfied	16.1%	22.8%	34.1%
Satisfied	38.7%	52.6%	41.5%
Neutral	22.6%	19.3%	19.5%
Dissatisfied	22.6%	3.5%	4.9%
Very dissatisfied	0.0%	1.8%	0.0%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q1-11. Public transit services (bus)

Very satisfied	11.1%	16.2%	16.7%
Satisfied	14.8%	27.0%	45.8%
Neutral	25.9%	45.9%	25.0%
Dissatisfied	22.2%	5.4%	0.0%
Very dissatisfied	25.9%	5.4%	12.5%

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=130

NEIGHBORHOOD		
Central	East	North

Q2. Sum of top 4 choices

Public safety services provided by City (e.g. police & fire services)	80.6%	86.2%	85.4%
Parks & recreation programs & facilities provided by City	19.4%	20.7%	22.0%
Condition of City streets (e.g. smoothness, absence of cracks/potholes)	61.3%	58.6%	58.5%
Enforcement of City codes & ordinances	12.9%	24.1%	19.5%
Quality of customer service you receive from City employees	9.7%	10.3%	9.8%
Effectiveness of City communication with the public	19.4%	10.3%	4.9%
City's stormwater runoff/ stormwater management system	9.7%	10.3%	26.8%
Public health services provided by City	41.9%	29.3%	17.1%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q2. Sum of top 4 choices (cont.)

Solid waste services (e.g. trash, recycling)	16.1%	44.8%	34.1%
City water, electric, & sewer services	32.3%	55.2%	58.5%
Public transit services (bus)	29.0%	22.4%	12.2%
None chosen	9.7%	3.4%	7.3%

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=130

NEIGHBORHOOD		
Central	East	North

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

Very satisfied	16.7%	12.7%	14.6%
Satisfied	43.3%	61.8%	65.9%
Neutral	23.3%	18.2%	17.1%
Dissatisfied	10.0%	5.5%	0.0%
Very dissatisfied	6.7%	1.8%	2.4%

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

Very satisfied	3.3%	5.4%	17.1%
Satisfied	33.3%	48.2%	34.1%
Neutral	30.0%	28.6%	29.3%
Dissatisfied	13.3%	7.1%	14.6%
Very dissatisfied	20.0%	10.7%	4.9%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q3-3. Overall quality of life in City

Very satisfied	19.4%	13.8%	29.3%
Satisfied	32.3%	55.2%	48.8%
Neutral	35.5%	19.0%	14.6%
Dissatisfied	9.7%	8.6%	4.9%
Very dissatisfied	3.2%	3.4%	2.4%

Q3-4. Overall feeling of safety in City

Very satisfied	9.7%	3.4%	7.3%
Satisfied	22.6%	37.9%	36.6%
Neutral	22.6%	22.4%	19.5%
Dissatisfied	32.3%	22.4%	29.3%
Very dissatisfied	12.9%	13.8%	7.3%

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=130

NEIGHBORHOOD		
Central	East	North

Q3-5. Local economic conditions

Very satisfied	3.3%	7.1%	20.0%
Satisfied	16.7%	48.2%	50.0%
Neutral	63.3%	28.6%	25.0%
Dissatisfied	10.0%	10.7%	5.0%
Very dissatisfied	6.7%	5.4%	0.0%

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

Very satisfied	0.0%	3.7%	10.8%
Satisfied	10.3%	35.2%	40.5%
Neutral	72.4%	40.7%	24.3%
Dissatisfied	3.4%	11.1%	18.9%
Very dissatisfied	13.8%	9.3%	5.4%

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=130

NEIGHBORHOOD		
Central	East	North

Q4-1. Walking in your neighborhood during the day

Very safe	19.4%	27.6%	43.9%
Safe	32.3%	43.1%	41.5%
Neutral	29.0%	17.2%	12.2%
Unsafe	19.4%	6.9%	2.4%
Very unsafe	0.0%	5.2%	0.0%

Q4-2. Walking in your neighborhood at night

Very safe	10.0%	3.6%	2.4%
Safe	10.0%	25.0%	26.8%
Neutral	16.7%	19.6%	24.4%
Unsafe	30.0%	25.0%	36.6%
Very unsafe	33.3%	26.8%	9.8%

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=130

NEIGHBORHOOD		
Central	East	North

Q4-3. In downtown Columbia during the day

Very safe	27.6%	29.8%	41.5%
Safe	34.5%	42.1%	51.2%
Neutral	24.1%	19.3%	2.4%
Unsafe	10.3%	5.3%	2.4%
Very unsafe	3.4%	3.5%	2.4%

Q4-4. In downtown Columbia at night

Very safe	11.5%	0.0%	7.3%
Safe	7.7%	24.1%	19.5%
Neutral	30.8%	25.9%	24.4%
Unsafe	42.3%	29.6%	34.1%
Very unsafe	7.7%	20.4%	14.6%

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=130

NEIGHBORHOOD		
Central	East	North

Q4-5. In City parks

Very safe	13.3%	10.7%	17.1%
Safe	30.0%	42.9%	46.3%
Neutral	23.3%	33.9%	17.1%
Unsafe	26.7%	7.1%	17.1%
Very unsafe	6.7%	5.4%	2.4%

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=130

NEIGHBORHOOD		
Central	East	North

Q5-1. You will hear gun shots

Very likely	46.7%	49.1%	39.0%
Likely	43.3%	28.1%	39.0%
Neutral	3.3%	8.8%	4.9%
Unlikely	0.0%	12.3%	17.1%
Very unlikely	6.7%	1.8%	0.0%

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

Very likely	6.5%	3.6%	17.5%
Likely	38.7%	26.8%	50.0%
Neutral	29.0%	35.7%	17.5%
Unlikely	19.4%	32.1%	12.5%
Very unlikely	6.5%	1.8%	2.5%

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=130

NEIGHBORHOOD		
Central	East	North

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

Very likely	0.0%	1.9%	2.5%
Likely	26.7%	18.9%	17.5%
Neutral	40.0%	32.1%	35.0%
Unlikely	20.0%	37.7%	32.5%
Very unlikely	13.3%	9.4%	12.5%

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

Very likely	3.4%	2.0%	0.0%
Likely	0.0%	3.9%	5.1%
Neutral	37.9%	31.4%	25.6%
Unlikely	48.3%	51.0%	41.0%
Very unlikely	10.3%	11.8%	28.2%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q6-1. Police efforts to prevent crime

Very satisfied	10.0%	7.0%	15.0%
Satisfied	26.7%	45.6%	45.0%
Neutral	26.7%	31.6%	15.0%
Dissatisfied	23.3%	8.8%	12.5%
Very dissatisfied	13.3%	7.0%	12.5%

Q6-2. How quickly police respond to emergencies

Very satisfied	25.0%	13.5%	22.2%
Satisfied	32.1%	40.4%	38.9%
Neutral	21.4%	21.2%	16.7%
Dissatisfied	7.1%	19.2%	13.9%
Very dissatisfied	14.3%	5.8%	8.3%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q6-3. Overall quality of local police services

Very satisfied	14.3%	8.6%	25.0%
Satisfied	32.1%	44.8%	32.5%
Neutral	25.0%	32.8%	25.0%
Dissatisfied	10.7%	8.6%	10.0%
Very dissatisfied	17.9%	5.2%	7.5%

Q6-4. How quickly fire personnel respond to emergencies

Very satisfied	40.7%	30.6%	27.8%
Satisfied	44.4%	46.9%	58.3%
Neutral	11.1%	20.4%	13.9%
Dissatisfied	0.0%	2.0%	0.0%
Very dissatisfied	3.7%	0.0%	0.0%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q6-5. Overall quality of City fire protection

Very satisfied	30.0%	20.4%	26.3%
Satisfied	53.3%	61.1%	63.2%
Neutral	13.3%	16.7%	10.5%
Very dissatisfied	3.3%	1.9%	0.0%

Q6-6. City's municipal court

Very satisfied	4.8%	15.2%	13.8%
Satisfied	28.6%	30.3%	44.8%
Neutral	42.9%	45.5%	37.9%
Dissatisfied	19.0%	3.0%	3.4%
Very dissatisfied	4.8%	6.1%	0.0%

Q7. Which THREE of the public safety services listed in Question 6 do you think are the MOST IMPORTANT services for the City to provide? (top 3)

N=130

	NEIGHBORHOOD		
	Central	East	North
<u>Q7. Sum of top 3 choices</u>			
Police efforts to prevent crime	58.1%	67.2%	85.4%
How quickly police respond to emergencies	64.5%	65.5%	73.2%
Overall quality of local police services	38.7%	41.4%	34.1%
How quickly fire personnel respond to emergencies	48.4%	51.7%	58.5%
Overall quality of City fire protection	29.0%	20.7%	19.5%
City's municipal court	12.9%	13.8%	7.3%
None chosen	12.9%	12.1%	4.9%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q8. Have you been stopped by a Columbia Police Department (CPD) officer within last 12 months

Yes	10.0%	8.6%	10.0%
No	90.0%	91.4%	90.0%

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

N=12

NEIGHBORHOOD		
Central	East	North

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

Once	100.0%	80.0%	75.0%
2-5 times	0.0%	20.0%	25.0%

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

N=12

NEIGHBORHOOD		
Central	East	North

Q8b. Do you feel you were stopped for a legitimate reason

Yes	100.0%	80.0%	100.0%
No	0.0%	20.0%	0.0%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q9-1. Quality of City parks

Very satisfied	31.0%	31.5%	30.8%
Satisfied	34.5%	51.9%	66.7%
Neutral	27.6%	13.0%	2.6%
Dissatisfied	3.4%	1.9%	0.0%
Very dissatisfied	3.4%	1.9%	0.0%

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

Very satisfied	39.3%	41.2%	40.5%
Satisfied	21.4%	37.3%	48.6%
Neutral	32.1%	15.7%	10.8%
Dissatisfied	3.6%	3.9%	0.0%
Very dissatisfied	3.6%	2.0%	0.0%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q9-3. Quality of outdoor athletic fields

Very satisfied	24.0%	30.4%	33.3%
Satisfied	28.0%	41.3%	46.7%
Neutral	40.0%	23.9%	16.7%
Dissatisfied	4.0%	0.0%	3.3%
Very dissatisfied	4.0%	4.3%	0.0%

Q9-4. Quality of recreation programs & classes

Very satisfied	24.0%	33.3%	21.9%
Satisfied	24.0%	40.0%	56.3%
Neutral	40.0%	22.2%	21.9%
Dissatisfied	4.0%	0.0%	0.0%
Very dissatisfied	8.0%	4.4%	0.0%

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

N=130

NEIGHBORHOOD		
Central	East	North

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

Very satisfied	28.6%	29.3%	36.1%
Satisfied	21.4%	44.8%	50.0%
Neutral	39.3%	19.0%	11.1%
Dissatisfied	7.1%	3.4%	2.8%
Very dissatisfied	3.6%	3.4%	0.0%

Q9-6. City pools & aquatic facilities

Very satisfied	16.0%	35.7%	28.0%
Satisfied	36.0%	28.6%	68.0%
Neutral	32.0%	26.2%	4.0%
Dissatisfied	12.0%	4.8%	0.0%
Very dissatisfied	4.0%	4.8%	0.0%

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

N=130

NEIGHBORHOOD		
Central	East	North

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

Very satisfied	19.2%	27.1%	31.3%
Satisfied	30.8%	33.3%	53.1%
Neutral	38.5%	31.3%	15.6%
Dissatisfied	3.8%	4.2%	0.0%
Very dissatisfied	7.7%	4.2%	0.0%

Q10. Which TWO of the Parks and Recreation services listed in Question 9 do you think are the MOST IMPORTANT services for the City to provide? (top 2)

N=130

	NEIGHBORHOOD		
	Central	East	North
<u>Q10. Sum of top 2 choices</u>			
Quality of City parks	41.9%	63.8%	73.2%
Quality of walking/biking trails in City	41.9%	44.8%	58.5%
Quality of outdoor athletic fields	16.1%	1.7%	14.6%
Quality of recreation programs & classes	22.6%	24.1%	9.8%
Availability of information about City parks & recreation programs	3.2%	6.9%	9.8%
City pools & aquatic facilities	12.9%	15.5%	4.9%
Amount of land acquired to preserve open space/protect environment	16.1%	15.5%	17.1%
None chosen	22.6%	12.1%	4.9%

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

N=130

NEIGHBORHOOD		
Central	East	North

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

Very satisfied	0.0%	5.3%	9.8%
Satisfied	23.3%	35.1%	31.7%
Neutral	30.0%	26.3%	19.5%
Dissatisfied	36.7%	21.1%	29.3%
Very dissatisfied	10.0%	12.3%	9.8%

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

Very satisfied	0.0%	6.9%	10.0%
Satisfied	16.7%	31.0%	35.0%
Neutral	33.3%	31.0%	20.0%
Dissatisfied	26.7%	19.0%	30.0%
Very dissatisfied	23.3%	12.1%	5.0%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q11-3. Snow removal on major City streets

Very satisfied	10.3%	8.6%	9.8%
Satisfied	41.4%	55.2%	58.5%
Neutral	31.0%	25.9%	24.4%
Dissatisfied	6.9%	5.2%	7.3%
Very dissatisfied	10.3%	5.2%	0.0%

Q11-4. Snow removal on neighborhood streets

Very satisfied	3.4%	1.8%	2.4%
Satisfied	20.7%	27.3%	29.3%
Neutral	34.5%	23.6%	17.1%
Dissatisfied	17.2%	23.6%	26.8%
Very dissatisfied	24.1%	23.6%	24.4%

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=130

NEIGHBORHOOD		
Central	East	North

Q11-5. City street cleaning services

Very satisfied	10.3%	7.7%	10.5%
Satisfied	27.6%	44.2%	34.2%
Neutral	34.5%	28.8%	34.2%
Dissatisfied	10.3%	11.5%	13.2%
Very dissatisfied	17.2%	7.7%	7.9%

Q11-6. Condition of sidewalks adjacent to City streets

Very satisfied	3.3%	3.5%	9.8%
Satisfied	20.0%	45.6%	43.9%
Neutral	43.3%	31.6%	31.7%
Dissatisfied	16.7%	15.8%	14.6%
Very dissatisfied	16.7%	3.5%	0.0%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q11-7. Availability of sidewalks in City

Very satisfied	6.9%	7.1%	9.8%
Satisfied	13.8%	35.7%	61.0%
Neutral	37.9%	37.5%	19.5%
Dissatisfied	27.6%	14.3%	9.8%
Very dissatisfied	13.8%	5.4%	0.0%

Q11-8. Condition of pavement markings

Very satisfied	3.4%	11.1%	12.5%
Satisfied	31.0%	25.9%	45.0%
Neutral	34.5%	35.2%	17.5%
Dissatisfied	20.7%	16.7%	22.5%
Very dissatisfied	10.3%	11.1%	2.5%

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=130

NEIGHBORHOOD		
Central	East	North

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

Very satisfied	6.7%	10.7%	19.5%
Satisfied	36.7%	44.6%	58.5%
Neutral	33.3%	25.0%	17.1%
Dissatisfied	16.7%	12.5%	4.9%
Very dissatisfied	6.7%	7.1%	0.0%

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

N=130

	NEIGHBORHOOD		
	Central	East	North
<u>Q12. Sum of top 3 choices</u>			
City maintenance & repair services for major City streets	58.1%	65.5%	85.4%
City maintenance & repair services for streets in your neighborhood	45.2%	41.4%	53.7%
Snow removal on major City streets	32.3%	46.6%	41.5%
Snow removal on neighborhood streets	16.1%	32.8%	26.8%
City street cleaning services	16.1%	3.4%	4.9%
Condition of sidewalks adjacent to City streets	16.1%	10.3%	19.5%
Availability of sidewalks in City	29.0%	20.7%	12.2%
Condition of pavement markings	9.7%	19.0%	22.0%
Mowing/trimming of public areas along City streets	3.2%	10.3%	9.8%
None chosen	22.6%	15.5%	7.3%

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=130

NEIGHBORHOOD		
Central	East	North

Q13-1. Maintenance of residential property

Very satisfied	3.7%	11.8%	10.8%
Satisfied	33.3%	31.4%	29.7%
Neutral	29.6%	41.2%	35.1%
Dissatisfied	29.6%	9.8%	24.3%
Very dissatisfied	3.7%	5.9%	0.0%

Q13-2. Residential building codes

Very satisfied	8.3%	7.5%	12.9%
Satisfied	29.2%	45.0%	45.2%
Neutral	29.2%	32.5%	29.0%
Dissatisfied	29.2%	10.0%	9.7%
Very dissatisfied	4.2%	5.0%	3.2%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q13-3. Maintenance of business property

Very satisfied	4.3%	9.5%	12.5%
Satisfied	30.4%	45.2%	46.9%
Neutral	34.8%	38.1%	34.4%
Dissatisfied	30.4%	4.8%	6.3%
Very dissatisfied	0.0%	2.4%	0.0%

Q13-4. Business building codes

Very satisfied	14.3%	8.6%	16.7%
Satisfied	23.8%	40.0%	40.0%
Neutral	42.9%	40.0%	33.3%
Dissatisfied	14.3%	8.6%	6.7%
Very dissatisfied	4.8%	2.9%	3.3%

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=130

NEIGHBORHOOD		
Central	East	North

Q13-5. Parking on neighborhood streets

Very satisfied	4.3%	7.7%	7.7%
Satisfied	34.8%	36.5%	43.6%
Neutral	26.1%	32.7%	28.2%
Dissatisfied	26.1%	13.5%	17.9%
Very dissatisfied	8.7%	9.6%	2.6%

Q13-6. Clean-up of trash & litter

Very satisfied	7.4%	13.5%	9.8%
Satisfied	18.5%	34.6%	31.7%
Neutral	33.3%	26.9%	14.6%
Dissatisfied	25.9%	19.2%	36.6%
Very dissatisfied	14.8%	5.8%	7.3%

Q14. Which THREE of the code enforcement items listed in Question 13 do you think are the MOST IMPORTANT services for the City to provide? (top 3)

N=130

	NEIGHBORHOOD		
	Central	East	North
<u>Q14. Sum of top 3 choices</u>			
Maintenance of residential property	61.3%	67.2%	63.4%
Residential building codes	29.0%	29.3%	29.3%
Maintenance of business property	35.5%	37.9%	41.5%
Business building codes	9.7%	22.4%	19.5%
Parking on neighborhood streets	22.6%	36.2%	29.3%
Clean-up of trash & litter	54.8%	67.2%	73.2%
None chosen	25.8%	10.3%	12.2%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q15-1. Columbia City government is democratic & representative

Strongly agree	12.5%	4.3%	11.1%
Agree	20.8%	32.6%	38.9%
Neutral	41.7%	47.8%	36.1%
Disagree	12.5%	10.9%	8.3%
Strongly disagree	12.5%	4.3%	5.6%

Q15-2. Columbia City government is transparent

Strongly agree	0.0%	2.1%	5.4%
Agree	28.0%	23.4%	35.1%
Neutral	36.0%	44.7%	35.1%
Disagree	24.0%	19.1%	18.9%
Strongly disagree	12.0%	10.6%	5.4%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q15-3. Columbia City government is efficient

Strongly agree	3.8%	2.1%	5.7%
Agree	15.4%	20.8%	37.1%
Neutral	42.3%	54.2%	34.3%
Disagree	23.1%	12.5%	20.0%
Strongly disagree	15.4%	10.4%	2.9%

Q15-4. Columbia City government is innovative

Strongly agree	0.0%	2.1%	8.8%
Agree	28.0%	31.3%	35.3%
Neutral	44.0%	50.0%	38.2%
Disagree	20.0%	8.3%	14.7%
Strongly disagree	8.0%	8.3%	2.9%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q15-5. Columbia City government values diversity

Strongly agree	4.2%	4.0%	17.1%
Agree	20.8%	36.0%	42.9%
Neutral	50.0%	46.0%	31.4%
Disagree	12.5%	8.0%	5.7%
Strongly disagree	12.5%	6.0%	2.9%

Q15-6. Columbia City employees are ethical & honest

Strongly agree	8.0%	2.3%	12.9%
Agree	20.0%	29.5%	32.3%
Neutral	52.0%	59.1%	45.2%
Disagree	12.0%	6.8%	3.2%
Strongly disagree	8.0%	2.3%	6.5%

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

N=130

NEIGHBORHOOD		
Central	East	North

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

Strongly agree	3.8%	2.0%	9.1%
Agree	30.8%	20.0%	39.4%
Neutral	38.5%	54.0%	33.3%
Disagree	15.4%	14.0%	12.1%
Strongly disagree	11.5%	10.0%	6.1%

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

N=130

NEIGHBORHOOD		
Central	East	North

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

Strongly agree	14.3%	17.5%	29.3%
Agree	42.9%	54.4%	56.1%
Neutral	32.1%	15.8%	9.8%
Disagree	3.6%	5.3%	4.9%
Strongly disagree	7.1%	7.0%	0.0%

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

Strongly agree	7.1%	15.8%	27.5%
Agree	42.9%	36.8%	47.5%
Neutral	25.0%	35.1%	17.5%
Disagree	21.4%	8.8%	5.0%
Strongly disagree	3.6%	3.5%	2.5%

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=130

NEIGHBORHOOD		
Central	East	North

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

Strongly agree	10.7%	18.5%	22.0%
Agree	42.9%	33.3%	58.5%
Neutral	14.3%	18.5%	14.6%
Disagree	25.0%	25.9%	2.4%
Strongly disagree	7.1%	3.7%	2.4%

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

Strongly agree	11.5%	2.0%	8.1%
Agree	26.9%	30.6%	32.4%
Neutral	30.8%	44.9%	24.3%
Disagree	26.9%	14.3%	21.6%
Strongly disagree	3.8%	8.2%	13.5%

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=130

NEIGHBORHOOD		
Central	East	North

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

Strongly agree	20.0%	21.2%	28.2%
Agree	44.0%	40.4%	46.2%
Neutral	28.0%	28.8%	23.1%
Disagree	4.0%	5.8%	2.6%
Strongly disagree	4.0%	3.8%	0.0%

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

Strongly agree	8.0%	20.4%	26.3%
Agree	36.0%	28.6%	28.9%
Neutral	32.0%	38.8%	36.8%
Disagree	12.0%	6.1%	5.3%
Strongly disagree	12.0%	6.1%	2.6%

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=130

NEIGHBORHOOD		
Central	East	North

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

Strongly agree	5.9%	10.3%	19.2%
Agree	35.3%	33.3%	46.2%
Neutral	41.2%	43.6%	23.1%
Disagree	5.9%	2.6%	3.8%
Strongly disagree	11.8%	10.3%	7.7%

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

Strongly agree	9.5%	12.5%	19.2%
Agree	47.6%	45.0%	50.0%
Neutral	33.3%	37.5%	23.1%
Disagree	4.8%	0.0%	0.0%
Strongly disagree	4.8%	5.0%	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=130

NEIGHBORHOOD		
Central	East	North

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

Strongly agree	0.0%	15.0%	17.4%
Agree	52.4%	37.5%	47.8%
Neutral	28.6%	40.0%	30.4%
Disagree	9.5%	2.5%	0.0%
Strongly disagree	9.5%	5.0%	4.3%

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

N=130

NEIGHBORHOOD		
Central	East	North

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

A doctor's office	61.3%	81.0%	80.5%
An urgent care center	32.3%	55.2%	43.9%
A hospital emergency room	25.8%	27.6%	19.5%
No usual place	3.2%	5.2%	12.2%
Other	16.1%	13.8%	4.9%

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

N=130

NEIGHBORHOOD		
Central	East	North

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

Yes	11.1%	12.3%	4.9%
No	88.9%	87.7%	95.1%

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

N=12

	NEIGHBORHOOD		
	Central	East	North
<u>Q18a. What was the main reason you could not get medical care</u>			
Cost/no insurance	100.0%	57.1%	100.0%
No transportation	0.0%	14.3%	0.0%
Too long a wait for an appointment	0.0%	28.6%	0.0%

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

N=130

	NEIGHBORHOOD		
	Central	East	North
<u>Q19. Was there any time in past 12 months when you were not able to meet your basic needs</u>			
Yes	21.4%	16.1%	7.3%
No	78.6%	83.9%	92.7%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q20. During past month, how many times on average did you engage in physical activities or exercise each week

0 times	25.0%	22.8%	10.0%
1 or 2 times	32.1%	36.8%	40.0%
3+ times	42.9%	40.4%	50.0%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q21. During past month, how many times per day did you eat fruit and/or vegetables

Four+ times/day	33.3%	20.0%	17.5%
Less than four+ times/day	66.7%	76.4%	82.5%
Never	0.0%	3.6%	0.0%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q22. What best describes your relationship with your neighbors

I have a close relationship with many of my neighbors	7.1%	1.8%	12.2%
I have a close relationship with a few of my neighbors	25.0%	19.3%	24.4%
I know several of my neighbors, but I am not very close with any of them	42.9%	14.0%	26.8%
I know a few people in my neighborhood but I am not very close with any of them	25.0%	50.9%	26.8%
I don't know anyone in my neighborhood	0.0%	14.0%	9.8%

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

N=130

NEIGHBORHOOD		
Central	East	North

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

They often help one another & have many social activities together	7.7%	1.9%	7.5%
They often help one another but do not have many social activities together	15.4%	5.8%	15.0%
They occasionally help one another but generally keep to themselves	50.0%	36.5%	45.0%
They almost always keep to themselves	26.9%	55.8%	32.5%

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=130

NEIGHBORHOOD		
Central	East	North

Q24-1. Crime, drugs, or violence

Major problem	41.4%	25.5%	17.9%
Moderate problem	24.1%	31.4%	41.0%
Minor problem	17.2%	19.6%	28.2%
Not a problem	17.2%	23.5%	12.8%

Q24-2. Unemployment

Major problem	26.1%	6.5%	7.4%
Moderate problem	30.4%	22.6%	18.5%
Minor problem	30.4%	35.5%	25.9%
Not a problem	13.0%	35.5%	48.1%

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=130

NEIGHBORHOOD		
Central	East	North

Q24-3. Homelessness

Major problem	26.9%	4.8%	5.9%
Moderate problem	26.9%	11.9%	5.9%
Minor problem	15.4%	21.4%	5.9%
Not a problem	30.8%	61.9%	82.4%

Q24-4. Public schools not providing quality education

Major problem	4.5%	2.7%	9.7%
Moderate problem	27.3%	10.8%	9.7%
Minor problem	27.3%	18.9%	16.1%
Not a problem	40.9%	67.6%	64.5%

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=130

NEIGHBORHOOD		
Central	East	North

Q24-5. Lack of cultural activities

Major problem	8.3%	5.0%	3.8%
Moderate problem	12.5%	10.0%	26.9%
Minor problem	25.0%	32.5%	23.1%
Not a problem	54.2%	52.5%	46.2%

Q24-6. Lack of recreational activities

Major problem	8.0%	6.7%	0.0%
Moderate problem	12.0%	13.3%	20.6%
Minor problem	12.0%	28.9%	20.6%
Not a problem	68.0%	51.1%	58.8%

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=130

NEIGHBORHOOD		
Central	East	North

Q24-7. Lack of affordable, quality child care

Major problem	40.9%	16.0%	5.9%
Moderate problem	18.2%	16.0%	17.6%
Minor problem	9.1%	32.0%	35.3%
Not a problem	31.8%	36.0%	41.2%

Q24-8. Abandoned or run-down buildings

Major problem	15.4%	2.2%	2.8%
Moderate problem	23.1%	8.9%	5.6%
Minor problem	26.9%	11.1%	11.1%
Not a problem	34.6%	77.8%	80.6%

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=130

NEIGHBORHOOD		
Central	East	North

Q24-9. Unsupervised children or teenagers

Major problem	19.2%	10.2%	12.8%
Moderate problem	23.1%	20.4%	23.1%
Minor problem	34.6%	34.7%	43.6%
Not a problem	23.1%	34.7%	20.5%

Q24-10. Speeding on neighborhood streets

Major problem	20.7%	32.7%	22.5%
Moderate problem	37.9%	14.5%	30.0%
Minor problem	27.6%	30.9%	30.0%
Not a problem	13.8%	21.8%	17.5%

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=130

NEIGHBORHOOD		
Central	East	North

Q24-11. Lack of affordable housing

Major problem	44.0%	23.8%	6.9%
Moderate problem	16.0%	21.4%	13.8%
Minor problem	12.0%	14.3%	34.5%
Not a problem	28.0%	40.5%	44.8%

Q24-12. Tension between racial/ethnic groups

Major problem	11.1%	7.7%	8.8%
Moderate problem	25.9%	7.7%	11.8%
Minor problem	14.8%	20.5%	20.6%
Not a problem	48.1%	64.1%	58.8%

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=130

NEIGHBORHOOD		
Central	East	North

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

Major problem	14.3%	0.0%	0.0%
Moderate problem	10.7%	12.7%	15.0%
Minor problem	17.9%	12.7%	22.5%
Not a problem	57.1%	74.5%	62.5%

Q24-14. Roaming/loose animals

Major problem	10.7%	5.6%	7.9%
Moderate problem	7.1%	11.1%	5.3%
Minor problem	25.0%	24.1%	21.1%
Not a problem	57.1%	59.3%	65.8%

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=130

NEIGHBORHOOD		
Central	East	North

Q24-15. Flooding

Major problem	7.7%	4.1%	2.6%
Moderate problem	11.5%	2.0%	0.0%
Minor problem	23.1%	12.2%	15.4%
Not a problem	57.7%	81.6%	82.1%

Q24-16. Overgrown lots

Major problem	11.1%	4.0%	0.0%
Moderate problem	14.8%	0.0%	0.0%
Minor problem	18.5%	22.0%	15.4%
Not a problem	55.6%	74.0%	84.6%

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=130

NEIGHBORHOOD		
Central	East	North

Q24-17. Graffiti

Major problem	7.7%	0.0%	0.0%
Moderate problem	15.4%	0.0%	2.6%
Minor problem	7.7%	6.4%	10.3%
Not a problem	69.2%	93.6%	87.2%

Q24-18. Abandoned cars or vehicles

Major problem	11.1%	4.3%	0.0%
Moderate problem	14.8%	0.0%	5.0%
Minor problem	25.9%	13.0%	12.5%
Not a problem	48.1%	82.6%	82.5%

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=130

NEIGHBORHOOD		
Central	East	North

Q25-1. Condition of housing

Very satisfied	13.8%	7.3%	17.9%
Satisfied	27.6%	60.0%	66.7%
Neutral	37.9%	23.6%	12.8%
Dissatisfied	17.2%	7.3%	2.6%
Very dissatisfied	3.4%	1.8%	0.0%

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

Very satisfied	3.6%	3.5%	7.5%
Satisfied	10.7%	38.6%	27.5%
Neutral	25.0%	26.3%	22.5%
Dissatisfied	42.9%	24.6%	37.5%
Very dissatisfied	17.9%	7.0%	5.0%

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=130

NEIGHBORHOOD		
Central	East	North

Q25-3. Availability of sidewalks

Very satisfied	7.4%	10.9%	17.1%
Satisfied	14.8%	38.2%	63.4%
Neutral	33.3%	23.6%	12.2%
Dissatisfied	25.9%	14.5%	4.9%
Very dissatisfied	18.5%	12.7%	2.4%

Q25-4. Neighborhood parks

Very satisfied	6.9%	14.8%	22.0%
Satisfied	27.6%	46.3%	58.5%
Neutral	44.8%	25.9%	14.6%
Dissatisfied	10.3%	7.4%	2.4%
Very dissatisfied	10.3%	5.6%	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=130

NEIGHBORHOOD		
Central	East	North

Q25-5. Overall appearance of your neighborhood

Very satisfied	3.6%	10.7%	17.1%
Satisfied	28.6%	58.9%	61.0%
Neutral	32.1%	23.2%	9.8%
Dissatisfied	25.0%	5.4%	12.2%
Very dissatisfied	10.7%	1.8%	0.0%

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

Very satisfied	7.4%	5.7%	19.5%
Satisfied	25.9%	50.9%	53.7%
Neutral	33.3%	32.1%	14.6%
Dissatisfied	18.5%	7.5%	12.2%
Very dissatisfied	14.8%	3.8%	0.0%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q26. How would you like to receive information from City

City newsletter that comes with utility bill	67.7%	77.6%	63.4%
Local newspaper	29.0%	29.3%	36.6%
Television news	48.4%	55.2%	58.5%
City cable channel	12.9%	6.9%	19.5%
City website	29.0%	34.5%	51.2%
Radio	29.0%	27.6%	36.6%
Friends/neighbors	16.1%	17.2%	9.8%
Neighborhood/homeowners associations	19.4%	17.2%	17.1%
Facebook	25.8%	25.9%	26.8%
Twitter	6.5%	8.6%	9.8%
YouTube	0.0%	1.7%	2.4%
Pinterest	3.2%	0.0%	0.0%
Instagram	6.5%	1.7%	9.8%
Other	0.0%	6.9%	2.4%

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

N=130

NEIGHBORHOOD		
Central	East	North

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

Strongly agree	8.0%	9.4%	13.2%
Agree	32.0%	54.7%	52.6%
Neutral	40.0%	18.9%	21.1%
Disagree	16.0%	9.4%	7.9%
Strongly disagree	4.0%	7.5%	5.3%

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

Strongly agree	11.5%	5.5%	5.6%
Agree	23.1%	45.5%	41.7%
Neutral	38.5%	32.7%	33.3%
Disagree	23.1%	10.9%	13.9%
Strongly disagree	3.8%	5.5%	5.6%

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=130

NEIGHBORHOOD		
Central	East	North

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

Strongly agree	7.4%	3.7%	11.4%
Agree	22.2%	33.3%	40.0%
Neutral	44.4%	46.3%	28.6%
Disagree	18.5%	9.3%	14.3%
Strongly disagree	7.4%	7.4%	5.7%

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

Strongly agree	0.0%	3.4%	13.3%
Agree	37.5%	37.9%	33.3%
Neutral	25.0%	41.4%	40.0%
Disagree	18.8%	6.9%	0.0%
Strongly disagree	18.8%	10.3%	13.3%

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=130

NEIGHBORHOOD		
Central	East	North

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

Strongly agree	9.5%	9.3%	19.4%
Agree	38.1%	55.8%	48.4%
Neutral	38.1%	27.9%	22.6%
Disagree	4.8%	0.0%	3.2%
Strongly disagree	9.5%	7.0%	6.5%

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

Strongly agree	12.0%	9.3%	11.1%
Agree	40.0%	61.1%	47.2%
Neutral	32.0%	22.2%	33.3%
Disagree	12.0%	3.7%	5.6%
Strongly disagree	4.0%	3.7%	2.8%

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=130

NEIGHBORHOOD		
Central	East	North

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

Strongly agree	0.0%	11.4%	6.9%
Agree	44.4%	37.1%	51.7%
Neutral	33.3%	40.0%	24.1%
Disagree	16.7%	2.9%	10.3%
Strongly disagree	5.6%	8.6%	6.9%

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

Strongly agree	6.7%	5.7%	9.1%
Agree	33.3%	31.4%	36.4%
Neutral	40.0%	45.7%	45.5%
Disagree	13.3%	8.6%	9.1%
Strongly disagree	6.7%	8.6%	0.0%

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

N=130

NEIGHBORHOOD		
Central	East	North

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

Yes	51.7%	56.9%	29.3%
No	48.3%	43.1%	70.7%

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

N=60

NEIGHBORHOOD		
Central	East	North

Q28a. How did you contact City most recently

Telephone	73.3%	80.6%	50.0%
Website	6.7%	16.1%	25.0%
Walk-in	13.3%	3.2%	16.7%
Through City Council member or Mayor	6.7%	0.0%	8.3%

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

N=60

NEIGHBORHOOD

	Central	East	North
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Q28b. For which service did you contact City most recently

Police	13.3%	12.5%	16.7%
Fire	6.7%	3.1%	0.0%
Water	13.3%	6.3%	8.3%
Sewer	6.7%	0.0%	0.0%
Parks & recreation	0.0%	3.1%	0.0%
Code enforcement	13.3%	3.1%	0.0%
Public health	0.0%	9.4%	0.0%
Streets	0.0%	9.4%	0.0%
Sidewalks	0.0%	6.3%	0.0%
Electric service	13.3%	3.1%	8.3%
Public transportation	6.7%	0.0%	0.0%
Planning & zoning	6.7%	0.0%	0.0%
Monthly utility billing	13.3%	15.6%	33.3%
Solid waste (trash, recycling, yard waste)	6.7%	21.9%	25.0%
Other	0.0%	6.3%	8.3%

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

N=60

NEIGHBORHOOD

	Central	East	North
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Q28c. Why did you contact City about this service

Request service	20.0%	15.2%	33.3%
Get information	20.0%	21.2%	8.3%
Report a problem	53.3%	42.4%	33.3%
Discuss a billing problem	46.7%	21.2%	33.3%
Request emergency assistance	20.0%	3.0%	0.0%
Request non-emergency assistance	6.7%	6.1%	8.3%
Comply with City requirements	0.0%	6.1%	0.0%
Other	0.0%	15.2%	8.3%

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=60

NEIGHBORHOOD

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

Strongly agree	21.4%	16.1%	33.3%
Agree	42.9%	74.2%	58.3%
Neutral	21.4%	6.5%	0.0%
Disagree	14.3%	3.2%	0.0%
Strongly disagree	0.0%	0.0%	8.3%

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

Strongly agree	14.3%	12.5%	25.0%
Agree	50.0%	62.5%	41.7%
Neutral	21.4%	15.6%	25.0%
Disagree	14.3%	6.3%	8.3%
Strongly disagree	0.0%	3.1%	0.0%

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=60	NEIGHBORHOOD		
	Central	East	North
<u>Q28d-3. It was easy to reach the right person at City</u>			
Strongly agree	21.4%	12.5%	27.3%
Agree	42.9%	53.1%	27.3%
Neutral	14.3%	18.8%	27.3%
Disagree	21.4%	6.3%	9.1%
Strongly disagree	0.0%	9.4%	9.1%

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

Strongly agree	28.6%	29.0%	33.3%
Agree	42.9%	51.6%	50.0%
Neutral	21.4%	16.1%	16.7%
Disagree	7.1%	3.2%	0.0%

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=60	NEIGHBORHOOD		
	Central	East	North
<u>Q28d-5. City employees did what they said they would do in a timely manner</u>			
Strongly agree	21.4%	22.6%	27.3%
Agree	35.7%	61.3%	63.6%
Neutral	21.4%	6.5%	9.1%
Disagree	14.3%	6.5%	0.0%
Strongly disagree	7.1%	3.2%	0.0%

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

Strongly agree	21.4%	26.7%	36.4%
Agree	50.0%	50.0%	36.4%
Neutral	14.3%	16.7%	27.3%
Disagree	7.1%	6.7%	0.0%
Strongly disagree	7.1%	0.0%	0.0%

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=60

NEIGHBORHOOD		
Central	East	North

Q28d-7. City employees were knowledgeable

Strongly agree	21.4%	23.3%	45.5%
Agree	42.9%	56.7%	45.5%
Neutral	14.3%	20.0%	9.1%
Disagree	21.4%	0.0%	0.0%

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

Strongly agree	14.3%	21.9%	33.3%
Agree	35.7%	56.3%	50.0%
Neutral	14.3%	9.4%	16.7%
Disagree	21.4%	3.1%	0.0%
Strongly disagree	14.3%	9.4%	0.0%

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

N=130

NEIGHBORHOOD		
Central	East	North

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

Excellent	19.2%	18.0%	33.3%
Good	34.6%	50.0%	45.5%
Average	23.1%	20.0%	18.2%
Poor	15.4%	2.0%	3.0%
Very poor	7.7%	10.0%	0.0%

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

N=130

NEIGHBORHOOD

	Central	East	North
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Q30-1. Residential trash collection service

Yes	90.3%	91.4%	97.6%
No	9.7%	8.6%	2.4%

Q30-2. Curbside recycling (blue bags)

Yes	67.7%	72.4%	78.0%
No	32.3%	27.6%	22.0%

Q30-3. Drop-off recycling

Yes	25.8%	39.7%	31.7%
No	74.2%	60.3%	68.3%

Q30-4. City electric service

Yes	87.1%	63.8%	36.6%
No	12.9%	36.2%	63.4%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q30-5. City water service

Yes	90.3%	91.4%	92.7%
No	9.7%	8.6%	7.3%

Q30-6. City sewer service

Yes	83.9%	91.4%	90.2%
No	16.1%	8.6%	9.8%

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=124

NEIGHBORHOOD		
Central	East	North

Q30-1. Residential trash collection service

Very satisfied	38.5%	43.8%	55.0%
Satisfied	34.6%	45.8%	32.5%
Neutral	15.4%	4.2%	2.5%
Dissatisfied	11.5%	4.2%	7.5%
Very dissatisfied	0.0%	2.1%	2.5%

Q30-2. Curbside recycling (blue bags)

Very satisfied	35.0%	50.0%	62.5%
Satisfied	45.0%	42.1%	34.4%
Neutral	10.0%	2.6%	0.0%
Dissatisfied	10.0%	2.6%	3.1%
Very dissatisfied	0.0%	2.6%	0.0%

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=124

NEIGHBORHOOD		
Central	East	North

Q30-3. Drop-off recycling

Very satisfied	0.0%	42.9%	30.8%
Satisfied	50.0%	52.4%	69.2%
Neutral	37.5%	0.0%	0.0%
Dissatisfied	12.5%	4.8%	0.0%

Q30-4. City electric service

Very satisfied	26.9%	29.4%	53.3%
Satisfied	34.6%	55.9%	46.7%
Neutral	26.9%	8.8%	0.0%
Dissatisfied	11.5%	2.9%	0.0%
Very dissatisfied	0.0%	2.9%	0.0%

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=124

NEIGHBORHOOD		
Central	East	North

Q30-5. City water service

Very satisfied	25.9%	35.4%	44.7%
Satisfied	44.4%	47.9%	44.7%
Neutral	22.2%	10.4%	7.9%
Dissatisfied	7.4%	4.2%	2.6%
Very dissatisfied	0.0%	2.1%	0.0%

Q30-6. City sewer service

Very satisfied	24.0%	36.2%	48.6%
Satisfied	48.0%	48.9%	40.5%
Neutral	16.0%	12.8%	10.8%
Dissatisfied	12.0%	0.0%	0.0%
Very dissatisfied	0.0%	2.1%	0.0%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q31-1. Used police services

Yes	35.5%	32.8%	29.3%
No	64.5%	67.2%	70.7%

Q31-2. Been a victim of any crime

Yes	16.1%	1.7%	9.8%
No	83.9%	98.3%	90.2%

Q31-3. Used fire or emergency medical services

Yes	19.4%	15.5%	7.3%
No	80.6%	84.5%	92.7%

Q31-4. Visited a community recreation center

Yes	41.9%	41.4%	48.8%
No	58.1%	58.6%	51.2%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q31-5. Visited a City park

Yes	64.5%	72.4%	82.9%
No	35.5%	27.6%	17.1%

Q31-6. Used public transportation/bus

Yes	32.3%	15.5%	7.3%
No	67.7%	84.5%	92.7%

Q31-7. Attended or watched any City meetings

Yes	22.6%	17.2%	4.9%
No	77.4%	82.8%	95.1%

Q31-8. Used Columbia Airport

Yes	9.7%	22.4%	39.0%
No	90.3%	77.6%	61.0%

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

N=130

NEIGHBORHOOD		
Central	East	North

Q31-9. Used public health services provided by City

Yes	41.9%	20.7%	24.4%
No	58.1%	79.3%	75.6%