2018 City of Columbia DirectionFinder® Survey

Appendix G – Non-Random Tabular Results

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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."

(N=155)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Public safety services provided by City (e.g. police & fire services)	12.9%	41.3%	16.1%	17.4%	8.4%	3.9%
Q1-2. Parks & recreation programs & facilities provided by City	38.7%	41.3%	12.9%	2.6%	1.3%	3.2%
Q1-3. Condition of City streets (e.g. smoothness, absence of cracks/potholes)	1.9%	23.9%	21.3%	30.3%	21.3%	1.3%
Q1-4. Enforcement of City codes & ordinances	6.5%	29.7%	32.9%	14.2%	6.5%	10.3%
Q1-5. Quality of customer service you receive from City employees	21.3%	34.8%	19.4%	4.5%	5.8%	14.2%
Q1-6. Effectiveness of City communication with the public	6.5%	36.1%	29.0%	11.0%	12.3%	5.2%
Q1-7. City's stormwater runoff/ stormwater management system	7.7%	29.7%	28.4%	14.8%	8.4%	11.0%
Q1-8. Public health services provided by City	13.5%	31.6%	22.6%	2.6%	1.9%	27.7%
Q1-9. Solid waste services (e.g. trash, recycling)	28.4%	41.3%	9.0%	12.9%	6.5%	1.9%
Q1-10. City water, electric, & sewer services	21.9%	40.6%	16.8%	11.6%	5.8%	3.2%
Q1-11. Public transit services (bus)	5.8%	10.3%	18.1%	11.6%	14.2%	40.0%

WITHOUT "DON'T KNOW"
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=155)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Public safety services provided by City (e.g. police & fire services)	13.4%	43.0%	16.8%	18.1%	8.7%
Q1-2. Parks & recreation programs & facilities provided by City	40.0%	42.7%	13.3%	2.7%	1.3%
Q1-3. Condition of City streets (e.g. smoothness, absence of cracks/potholes)	2.0%	24.2%	21.6%	30.7%	21.6%
Q1-4. Enforcement of City codes & ordinances	7.2%	33.1%	36.7%	15.8%	7.2%
Q1-5. Quality of customer service you receive from City employees	24.8%	40.6%	22.6%	5.3%	6.8%
Q1-6. Effectiveness of City communication with the public	6.8%	38.1%	30.6%	11.6%	12.9%
Q1-7. City's stormwater runoff/stormwater management system	8.7%	33.3%	31.9%	16.7%	9.4%
Q1-8. Public health services provided by City	18.8%	43.8%	31.3%	3.6%	2.7%
Q1-9. Solid waste services (e.g. trash, recycling)	28.9%	42.1%	9.2%	13.2%	6.6%
Q1-10. City water, electric, & sewer services	22.7%	42.0%	17.3%	12.0%	6.0%
Q1-11. Public transit services (bus)	9.7%	17.2%	30.1%	19.4%	23.7%

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

Q2. Top choice	Number	Percent
Public safety services provided by City (e.g. police & fire services)	106	68.4 %
Parks & recreation programs & facilities provided by City	3	1.9 %
Condition of City streets (e.g. smoothness, absence of cracks/ potholes)	12	7.7 %
Enforcement of City codes & ordinances	1	0.6 %
Quality of customer service you receive from City employees	3	1.9 %
Effectiveness of City communication with the public	1	0.6 %
City's stormwater runoff/stormwater management system	3	1.9 %
Public health services provided by City	5	3.2 %
Solid waste services (e.g. trash, recycling)	2	1.3 %
City water, electric, & sewer services	14	9.0 %
Public transit services (bus)	3	1.9 %
None chosen	2	1.3 %
Total	155	100.0 %

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

Q2. 2nd choice	Number	Percent
Public safety services provided by City (e.g. police & fire services)	19	12.3 %
Parks & recreation programs & facilities provided by City	7	4.5 %
Condition of City streets (e.g. smoothness, absence of cracks/ potholes)	41	26.5 %
Enforcement of City codes & ordinances	7	4.5 %
Quality of customer service you receive from City employees	7	4.5 %
Effectiveness of City communication with the public	6	3.9 %
City's stormwater runoff/stormwater management system	2	1.3 %
Public health services provided by City	15	9.7 %
Solid waste services (e.g. trash, recycling)	9	5.8 %
City water, electric, & sewer services	32	20.6 %
Public transit services (bus)	8	5.2 %
None chosen	2	1.3 %
Total	155	100.0 %

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

Q2. 3rd choice	Number	Percent
Public safety services provided by City (e.g. police & fire services)	7	4.5 %
Parks & recreation programs & facilities provided by City	10	6.5 %
Condition of City streets (e.g. smoothness, absence of cracks/ potholes)	28	18.1 %
Enforcement of City codes & ordinances	13	8.4 %
Quality of customer service you receive from City employees	9	5.8 %
Effectiveness of City communication with the public	8	5.2 %
City's stormwater runoff/stormwater management system	8	5.2 %
Public health services provided by City	5	3.2 %
Solid waste services (e.g. trash, recycling)	29	18.7 %
City water, electric, & sewer services	30	19.4 %
Public transit services (bus)	5	3.2 %
None chosen	3	1.9 %
Total	155	100.0 %

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

Q2. 4th choice	Number	Percent
Public safety services provided by City (e.g. police & fire services)	6	3.9 %
Parks & recreation programs & facilities provided by City	27	17.4 %
Condition of City streets (e.g. smoothness, absence of cracks/ potholes)	21	13.5 %
Enforcement of City codes & ordinances	7	4.5 %
Quality of customer service you receive from City employees	4	2.6 %
Effectiveness of City communication with the public	10	6.5 %
City's stormwater runoff/stormwater management system	13	8.4 %
Public health services provided by City	7	4.5 %
Solid waste services (e.g. trash, recycling)	23	14.8 %
City water, electric, & sewer services	20	12.9 %
Public transit services (bus)	11	7.1 %
None chosen	6	3.9 %
Total	155	100.0 %

SUM OF TOP 4 CHOICES

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)

Q2. Sum of top 4 choices	Number	Percent
Public safety services provided by City (e.g. police & fire services)	138	89.0 %
Parks & recreation programs & facilities provided by City	47	30.3 %
Condition of City streets (e.g. smoothness, absence of cracks/ potholes)	102	65.8 %
Enforcement of City codes & ordinances	28	18.1 %
Quality of customer service you receive from City employees	23	14.8 %
Effectiveness of City communication with the public	25	16.1 %
City's stormwater runoff/stormwater management system	26	16.8 %
Public health services provided by City	32	20.6 %
Solid waste services (e.g. trash, recycling)	63	40.6 %
City water, electric, & sewer services	96	61.9 %
Public transit services (bus)	27	17.4 %
None chosen	2	1.3 %
Total	609	

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."

(N=155)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Columbia	9.7%	52.9%	16.1%	12.3%	4.5%	4.5%
Q3-2. Overall value that you receive for your City tax & fees	7.7%	41.3%	11.6%	21.9%	16.1%	1.3%
Q3-3. Overall quality of life in City	25.2%	51.6%	10.3%	11.6%	0.6%	0.6%
Q3-4. Overall feeling of safety in City	7.7%	46.5%	16.1%	17.4%	11.0%	1.3%
Q3-5. Local economic conditions	12.3%	49.7%	24.5%	9.0%	2.6%	1.9%
Q3-6. City efforts to meet its financial needs & maintain a balanced budget	3.9%	27.7%	23.2%	20.6%	13.5%	11.0%

WITHOUT "DON'T KNOW"

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=155)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City of Columbia	10.1%	55.4%	16.9%	12.8%	4.7%
Q3-2. Overall value that you receive for your City tax & fees	7.8%	41.8%	11.8%	22.2%	16.3%
Q3-3. Overall quality of life in City	25.3%	51.9%	10.4%	11.7%	0.6%
Q3-4. Overall feeling of safety in City	7.8%	47.1%	16.3%	17.6%	11.1%
Q3-5. Local economic conditions	12.5%	50.7%	25.0%	9.2%	2.6%
Q3-6. City efforts to meet its financial needs & maintain a balanced budget	4.3%	31.2%	26.1%	23.2%	15.2%

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."

(N=155)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q4-1. Walking in your neighborhood during the day	58.1%	31.6%	3.2%	5.2%	0.6%	1.3%
Q4-2. Walking in your neighborhood at night	20.0%	45.2%	11.6%	15.5%	5.8%	1.9%
Q4-3. In downtown Columbia during the day	47.7%	40.0%	7.7%	1.3%	0.6%	2.6%
Q4-4. In downtown Columbia at night	6.5%	29.7%	20.0%	25.8%	14.2%	3.9%
Q4-5. In City parks	13.5%	45.2%	21.9%	9.7%	3.2%	6.5%

WITHOUT "DON'T KNOW"
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=155)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q4-1. Walking in your neighborhood during the day	58.8%	32.0%	3.3%	5.2%	0.7%
Q4-2. Walking in your neighborhood at night	20.4%	46.1%	11.8%	15.8%	5.9%
Q4-3. In downtown Columbia during the day	49.0%	41.1%	7.9%	1.3%	0.7%
Q4-4. In downtown Columbia at night	6.7%	30.9%	20.8%	26.8%	14.8%
Q4-5. In City parks	14.5%	48.3%	23.4%	10.3%	3.4%

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."

(N=155)

	Very likely	Likely	Neutral	Unlikely	Very unlikey	Don't know
Q5-1. You will hear gun shots	21.3%	23.9%	23.2%	21.3%	7.7%	2.6%
Q5-2. You will be a victim of property crime	14.2%	36.8%	21.3%	19.4%	5.2%	3.2%
Q5-3. You will be a victim of violent crime	2.6%	7.7%	22.6%	42.6%	21.9%	2.6%
Q5-4. You will be a victim of a fire	0.0%	3.2%	20.0%	45.2%	27.1%	4.5%

WITHOUT "DON'T KNOW"
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=155)

	Very likely	Likely	Neutral	Unlikely	Very unlikey
Q5-1. You will hear gun shots	21.9%	24.5%	23.8%	21.9%	7.9%
Q5-2. You will be a victim of property crime	14.7%	38.0%	22.0%	20.0%	5.3%
Q5-3. You will be a victim of violent crime	2.6%	7.9%	23.2%	43.7%	22.5%
Q5-4. You will be a victim of a fire	0.0%	3.4%	20.9%	47.3%	28.4%

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."

(N=155)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Police efforts to prevent crime	6.5%	31.0%	25.2%	18.1%	13.5%	5.8%
Q6-2. How quickly police respond to emergencies	3.9%	26.5%	23.2%	12.9%	13.5%	20.0%
Q6-3. Overall quality of local police services	5.8%	34.8%	21.3%	17.4%	14.2%	6.5%
Q6-4. How quickly fire personnel respond to emergencies	21.9%	36.1%	14.2%	1.3%	0.6%	25.8%
Q6-5. Overall quality of City fire protection	25.2%	45.2%	12.3%	1.3%	1.9%	14.2%
Q6-6. City's municipal court	4.5%	16.8%	29.0%	4.5%	1.9%	43.2%

WITHOUT "DON'T KNOW"
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=155)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Police efforts to prevent crime	6.8%	32.9%	26.7%	19.2%	14.4%
Q6-2. How quickly police respond to emergencies	4.8%	33.1%	29.0%	16.1%	16.9%
Q6-3. Overall quality of local police services	6.2%	37.2%	22.8%	18.6%	15.2%
Q6-4. How quickly fire personnel respond to emergencies	29.6%	48.7%	19.1%	1.7%	0.9%
Q6-5. Overall quality of City fire protection	29.3%	52.6%	14.3%	1.5%	2.3%
Q6-6. City's municipal court	8.0%	29.5%	51.1%	8.0%	3.4%

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?

Q7. Top choice	Number	Percent
Police efforts to prevent crime	55	35.5 %
How quickly police respond to emergencies	40	25.8 %
Overall quality of local police services	45	29.0 %
How quickly fire personnel respond to emergencies	11	7.1 %
Overall quality of City fire protection	4	2.6 %
Total	155	100.0 %

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?

Q7. 2nd choice	Number	Percent
Police efforts to prevent crime	19	12.3 %
How quickly police respond to emergencies	38	24.5 %
Overall quality of local police services	20	12.9 %
How quickly fire personnel respond to emergencies	45	29.0 %
Overall quality of City fire protection	27	17.4 %
City's municipal court	5	3.2 %
None chosen	1	0.6 %
Total	155	100.0 %

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?

Q7. 3rd choice	Number	Percent
Police efforts to prevent crime	37	23.9 %
How quickly police respond to emergencies	18	11.6 %
Overall quality of local police services	24	15.5 %
How quickly fire personnel respond to emergencies	32	20.6 %
Overall quality of City fire protection	23	14.8 %
City's municipal court	20	12.9 %
None chosen	1	0.6 %
Total	155	100.0 %

SUM OF TOP 3 CHOICES

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)

Q7. Sum of top 3 choices	Number	Percent
Police efforts to prevent crime	111	71.6 %
How quickly police respond to emergencies	96	61.9 %
Overall quality of local police services	89	57.4 %
How quickly fire personnel respond to emergencies	88	56.8 %
Overall quality of City fire protection	54	34.8 %
City's municipal court	25	16.1 %
Total	463	

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

Q8. Have you been stopped by a Columbia Police Department (CPD) officer within last 12 months	Number	Percent
Yes	17	11.0 %
No	137	88.4 %
Not provided	1	0.6 %
Total	155	100.0 %

WITHOUT "NOT PROVIDED"

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

Q8. Have you been stopped by a Columbia Police Department (CPD) officer within last 12 months	Number	Percent
Yes	17	11.0 %
No	137	89.0 %
Total	154	100.0 %

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

Q8a. How many times within last 12 months have you been stopped by a CPD officer	Number	Percent
Once	15	88.2 %
2-5 times	1	5.9 %
10+ times	1	5.9 %
Total	17	100.0 %

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

Q8b. Do you feel you were stopped for a legitimate reason	Number	Percent
Yes	14	82.4 %
No	3	17.6 %
Total	17	100.0 %

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

Q8b. Do you feel you were stopped for a legitimate reason	Number	Percent
Yes	14	82.4 %
No	3	17.6 %
Total	17	100.0 %

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."

(N=155)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Quality of City parks	45.2%	43.2%	9.0%	0.6%	0.0%	1.9%
Q9-2. Quality of walking/biking trails in City	48.4%	39.4%	6.5%	1.3%	0.0%	4.5%
Q9-3. Quality of outdoor athletic fields	25.8%	33.5%	12.3%	3.2%	0.0%	25.2%
Q9-4. Quality of recreation programs & classes	21.3%	35.5%	17.4%	3.2%	0.6%	21.9%
Q9-5. Availability of information about City parks & recreation programs	32.9%	43.2%	16.8%	1.9%	0.6%	4.5%
Q9-6. City pools & aquatic facilities	16.1%	32.9%	15.5%	8.4%	0.6%	26.5%
Q9-7. Amount of land acquired to preserve open space/protect environment	25.2%	34.2%	21.9%	7.1%	1.9%	9.7%

WITHOUT "DON'T KNOW"

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=155)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Quality of City parks	46.1%	44.1%	9.2%	0.7%	0.0%
Q9-2. Quality of walking/biking trails in City	50.7%	41.2%	6.8%	1.4%	0.0%
Q9-3. Quality of outdoor athletic fields	34.5%	44.8%	16.4%	4.3%	0.0%
Q9-4. Quality of recreation programs & classes	27.3%	45.5%	22.3%	4.1%	0.8%
Q9-5. Availability of information about City parks & recreation programs	34.5%	45.3%	17.6%	2.0%	0.7%
Q9-6. City pools & aquatic facilities	21.9%	44.7%	21.1%	11.4%	0.9%
Q9-7. Amount of land acquired to preserve open space/protect environment	27.9%	37.9%	24.3%	7.9%	2.1%

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?

Q10. Top choice	Number	Percent
Quality of City parks	66	42.6 %
Quality of walking/biking trails in City	44	28.4 %
Quality of outdoor athletic fields	6	3.9 %
Quality of recreation programs & classes	8	5.2 %
Availability of information about City parks & recreation programs	7	4.5 %
City pools & aquatic facilities	5	3.2 %
Amount of land acquired to preserve open space/protect environment	18	11.6 %
None chosen	1	0.6 %
Total	155	100.0 %

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?

Q10. 2nd choice	Number	Percent
Quality of City parks	41	26.5 %
Quality of walking/biking trails in City	42	27.1 %
Quality of outdoor athletic fields	12	7.7 %
Quality of recreation programs & classes	25	16.1 %
Availability of information about City parks & recreation programs	8	5.2 %
City pools & aquatic facilities	7	4.5 %
Amount of land acquired to preserve open space/protect environment	17	11.0 %
None chosen	3	1.9 %
Total	155	100.0 %

SUM OF TOP 2 CHOICES
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)

Q10. Sum of top 2 choices	Number	Percent
Quality of City parks	107	69.0 %
Quality of walking/biking trails in City	86	55.5 %
Quality of outdoor athletic fields	18	11.6 %
Quality of recreation programs & classes	33	21.3 %
Availability of information about City parks & recreation programs	15	9.7 %
City pools & aquatic facilities	12	7.7 %
Amount of land acquired to preserve open space/protect environment	35	22.6 %
None chosen	1	0.6 %
Total	307	

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."

(N=155)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. City maintenance & repair services for major City streets	1.9%	30.3%	20.6%	29.7%	14.2%	3.2%
Q11-2. City maintenance & repair services for streets in your neighborhood	5.2%	30.3%	20.6%	28.4%	12.3%	3.2%
Q11-3. Snow removal on major City streets	13.5%	52.3%	15.5%	9.7%	6.5%	2.6%
Q11-4. Snow removal on neighborhood streets	3.9%	27.1%	22.6%	22.6%	20.6%	3.2%
Q11-5. City street cleaning services	7.7%	41.3%	23.9%	11.6%	5.8%	9.7%
Q11-6. Condition of sidewalks adjacent to City streets	5.2%	40.0%	26.5%	16.8%	9.0%	2.6%
Q11-7. Availability of sidewalks in City	7.7%	42.6%	23.9%	16.1%	6.5%	3.2%
Q11-8. Condition of pavement markings	4.5%	30.3%	22.6%	24.5%	14.8%	3.2%
Q11-9. Mowing/trimming of public areas along City streets	12.9%	56.1%	15.5%	7.7%	4.5%	3.2%

WITHOUT "DON'T KNOW"

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=155)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. City maintenance & repair services for major City streets	2.0%	31.3%	21.3%	30.7%	14.7%
Q11-2. City maintenance & repair services for streets in your neighborhood	5.3%	31.3%	21.3%	29.3%	12.7%
Q11-3. Snow removal on major City streets	13.9%	53.6%	15.9%	9.9%	6.6%
Q11-4. Snow removal on neighborhood streets	4.0%	28.0%	23.3%	23.3%	21.3%
Q11-5. City street cleaning services	8.6%	45.7%	26.4%	12.9%	6.4%
Q11-6. Condition of sidewalks adjacent to City streets	5.3%	41.1%	27.2%	17.2%	9.3%
Q11-7. Availability of sidewalks in City	8.0%	44.0%	24.7%	16.7%	6.7%
Q11-8. Condition of pavement markings	4.7%	31.3%	23.3%	25.3%	15.3%
Q11-9. Mowing/trimming of public areas along City streets	13.3%	58.0%	16.0%	8.0%	4.7%

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?

Q12. Top choice	Number	Percent
City maintenance & repair services for major City streets	114	73.5 %
City maintenance & repair services for streets in your neighborhood	7	4.5 %
Snow removal on major City streets	7	4.5 %
Snow removal on neighborhood streets	5	3.2 %
Condition of sidewalks adjacent to City streets	6	3.9 %
Availability of sidewalks in City	6	3.9 %
Condition of pavement markings	6	3.9 %
Mowing/trimming of public areas along City streets	1	0.6 %
None chosen	3	1.9 %
Total	155	100.0 %

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?

Q12. 2nd choice	Number	Percent
City maintenance & repair services for major City streets	14	9.0 %
City maintenance & repair services for streets in your neighborhood	49	31.6 %
Snow removal on major City streets	43	27.7 %
Snow removal on neighborhood streets	14	9.0 %
City street cleaning services	3	1.9 %
Condition of sidewalks adjacent to City streets	9	5.8 %
Availability of sidewalks in City	11	7.1 %
Condition of pavement markings	8	5.2 %
Mowing/trimming of public areas along City streets	1	0.6 %
None chosen	3	1.9 %
Total	155	100.0 %

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?

Q12. 3rd choice	Number	Percent
City maintenance & repair services for major City streets	13	8.4 %
City maintenance & repair services for streets in your neighborhood	20	12.9 %
Snow removal on major City streets	27	17.4 %
Snow removal on neighborhood streets	25	16.1 %
City street cleaning services	4	2.6 %
Condition of sidewalks adjacent to City streets	16	10.3 %
Availability of sidewalks in City	17	11.0 %
Condition of pavement markings	24	15.5 %
Mowing/trimming of public areas along City streets	5	3.2 %
None chosen	4	2.6 %
Total	155	100.0 %

SUM OF TOP 3 CHOICES
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)

Q12. Sum of top 3 choices	Number	Percent
City maintenance & repair services for major City streets	141	91.0 %
City maintenance & repair services for streets in your neighborhood	76	49.0 %
Snow removal on major City streets	77	49.7 %
Snow removal on neighborhood streets	44	28.4 %
City street cleaning services	7	4.5 %
Condition of sidewalks adjacent to City streets	31	20.0 %
Availability of sidewalks in City	34	21.9 %
Condition of pavement markings	38	24.5 %
Mowing/trimming of public areas along City streets	7	4.5 %
None chosen	3	1.9 %
Total	458	

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."

(N=155)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Maintenance of residential property	6.5%	36.1%	25.2%	9.0%	5.2%	18.1%
Q13-2. Residential building codes	5.8%	33.5%	25.2%	8.4%	2.6%	24.5%
Q13-3. Maintenance of business property	4.5%	40.0%	23.9%	6.5%	0.6%	24.5%
Q13-4. Business building codes	3.9%	30.3%	23.2%	7.1%	2.6%	32.9%
Q13-5. Parking on neighborhood streets	5.8%	34.8%	23.9%	18.1%	7.7%	9.7%
Q13-6. Clean-up of trash & litter	3.9%	37.4%	22.6%	22.6%	9.0%	4.5%

WITHOUT "DON'T KNOW"
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=155)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Maintenance of residential property	7.9%	44.1%	30.7%	11.0%	6.3%
Q13-2. Residential building codes	7.7%	44.4%	33.3%	11.1%	3.4%
Q13-3. Maintenance of business property	6.0%	53.0%	31.6%	8.5%	0.9%
Q13-4. Business building codes	5.8%	45.2%	34.6%	10.6%	3.8%
Q13-5. Parking on neighborhood streets	6.4%	38.6%	26.4%	20.0%	8.6%
Q13-6. Clean-up of trash & litter	4.1%	39.2%	23.6%	23.6%	9.5%

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?

Q14. Top choice	Number	Percent
Maintenance of residential property	40	25.8 %
Residential building codes	19	12.3 %
Maintenance of business property	15	9.7 %
Business building codes	13	8.4 %
Parking on neighborhood streets	15	9.7 %
Clean-up of trash & litter	43	27.7 %
None chosen	10	6.5 %
Total	155	100.0 %

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?

Q14. 2nd choice	Number	Percent
Maintenance of residential property	29	18.7 %
Residential building codes	22	14.2 %
Maintenance of business property	30	19.4 %
Business building codes	25	16.1 %
Parking on neighborhood streets	18	11.6 %
Clean-up of trash & litter	16	10.3 %
None chosen	15	9.7 %
Total	155	100.0 %

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?

Q14. 3rd choice	Number	Percent
Maintenance of residential property	18	11.6 %
Residential building codes	19	12.3 %
Maintenance of business property	24	15.5 %
Business building codes	14	9.0 %
Parking on neighborhood streets	12	7.7 %
Clean-up of trash & litter	47	30.3 %
None chosen	21	13.5 %
Total	155	100.0 %

SUM OF TOP 3 CHOICES
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)

Q14. Sum of top 3 choices	Number	Percent
Maintenance of residential property	87	56.1 %
Residential building codes	60	38.7 %
Maintenance of business property	69	44.5 %
Business building codes	52	33.5 %
Parking on neighborhood streets	45	29.0 %
Clean-up of trash & litter	106	68.4 %
None chosen	10	6.5 %
Total	429	

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."

(N=155)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q15-1. Columbia City government is democratic & representative	5.2%	41.3%	14.2%	18.7%	15.5%	5.2%
Q15-2. Columbia City government is transparent	3.2%	23.2%	22.6%	23.2%	18.7%	9.0%
Q15-3. Columbia City government is efficient	1.9%	25.2%	19.4%	23.2%	20.6%	9.7%
Q15-4. Columbia City government is innovative	4.5%	20.6%	31.0%	21.9%	12.9%	9.0%
Q15-5. Columbia City government values diversity	9.7%	39.4%	25.8%	12.9%	3.2%	9.0%
Q15-6. Columbia City employees are ethical & honest	10.3%	36.1%	25.2%	7.1%	5.8%	15.5%
Q15-7. Columbia government leaders listen to what citizens have to say	3.2%	25.8%	21.3%	21.9%	19.4%	8.4%

WITHOUT "DON'T KNOW"
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=155)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q15-1. Columbia City government is democratic & representative	5.4%	43.5%	15.0%	19.7%	16.3%
Q15-2. Columbia City government is transparent	3.5%	25.5%	24.8%	25.5%	20.6%
Q15-3. Columbia City government is efficient	2.1%	27.9%	21.4%	25.7%	22.9%
Q15-4. Columbia City government is innovative	5.0%	22.7%	34.0%	24.1%	14.2%
Q15-5. Columbia City government values diversity	10.6%	43.3%	28.4%	14.2%	3.5%
Q15-6. Columbia City employees are ethical & honest	12.2%	42.7%	29.8%	8.4%	6.9%
Q15-7. Columbia government leaders listen to what citizens have to say	3.5%	28.2%	23.2%	23.9%	21.1%

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."

(N=155)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q16-1. Columbia is a great place to live, work, learn & play	26.5%	52.9%	11.0%	7.1%	2.6%	0.0%
Q16-2. Columbia is a place where I can thrive	21.9%	47.1%	18.1%	8.4%	3.9%	0.6%
Q16-3. I earn a living wage that allows me to meet basic needs for housing, food, & utilities without assistance from others	31.6%	41.3%	12.3%	4.5%	7.1%	3.2%
Q16-4. I take advantage of water/ light energy efficiency programs to manage my home energy use	15.5%	28.4%	22.6%	15.5%	5.8%	12.3%
Q16-5. Columbia has jobs for which I am qualified	20.6%	51.6%	14.8%	5.8%	0.6%	6.5%
Q16-6. Columbia has job opportunities that would allow me to advance myself in my field	14.8%	33.5%	23.9%	15.5%	4.5%	7.7%
Q16-7. Columbia offers opportunities to help people who want to start their own businesses	5.8%	28.4%	20.0%	6.5%	3.2%	36.1%
Q16-8. There are opportunities for women to go into business for themselves & be successful	14.2%	40.6%	14.2%	3.9%	0.6%	26.5%
Q16-9. There are opportunities for minorities to go into business for themselves & be successful	11.0%	35.5%	13.5%	6.5%	3.9%	29.7%

WITHOUT "DON'T KNOW"
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=155)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q16-1. Columbia is a great place to live, work, learn & play	26.5%	52.9%	11.0%	7.1%	2.6%
Q16-2. Columbia is a place where I can thrive	22.1%	47.4%	18.2%	8.4%	3.9%
Q16-3. I earn a living wage that allows me to meet basic needs for housing, food, & utilities without assistance from others	32.7%	42.7%	12.7%	4.7%	7.3%
Q16-4. I take advantage of water/light energy efficiency programs to manage my home energy use	17.6%	32.4%	25.7%	17.6%	6.6%
Q16-5. Columbia has jobs for which I am qualified	22.1%	55.2%	15.9%	6.2%	0.7%
Q16-6. Columbia has job opportunities that would allow me to advance myself in my field	16.1%	36.4%	25.9%	16.8%	4.9%
Q16-7. Columbia offers opportunities to help people who want to start their own businesses	9.1%	44.4%	31.3%	10.1%	5.1%
Q16-8. There are opportunities for women to go into business for themselves & be successful	19.3%	55.3%	19.3%	5.3%	0.9%
Q16-9. There are opportunities for minorities to go into business for themselves & be successful	15.6%	50.5%	19.3%	9.2%	5.5%

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

Q17. When you are sick/need advice about your health, where do you usually go	Number	Percent
A doctor's office	116	74.8 %
An urgent care center	74	47.7 %
A hospital emergency room	14	9.0 %
No usual place	12	7.7 %
Other	7	4.5 %
Total	223	

Q17-5. Other

Q17-5. Other	Number	Percent
Internet	3	42.9 %
VA Hospital	1	14.3 %
Friend who is a medical professional	1	14.3 %
HyVee Quick Care	1	14.3 %
MU Health Center	1	14.3 %
Total	7	100.0 %

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

Q18. Was there a time in past 12 months when you needed medical care, but could not get it	Number	Percent
Yes	15	9.7 %
No	138	89.0 %
Not provided	2	1.3 %
Total	155	100.0 %

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

Q18. Was there a time in past 12 months when you needed medical care, but could not get it	Number	Percent
Yes	15	9.8 %
No	138	90.2 %
Total	153	100.0 %

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

Q18a. What was the main reason you could not get medical care	Number	Percent
Cost/no insurance	7	46.7 %
Office wasn't open when I could get there	1	6.7 %
No transportation	1	6.7 %
Too long a wait for an appointment	6	40.0 %
Total	15	100.0 %

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

Q18a. What was the main reason you could not get medical care	Number	Percent
Cost/no insurance	7	46.7 %
Office wasn't open when I could get there	1	6.7 %
No transportation	1	6.7 %
Too long a wait for an appointment	6	40.0 %
Total	15	100.0 %

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?

Q19. Was there any time in past 12 months when you were not able to meet your basic needs	Number	Percent
Yes	17	11.0 %
No	135	87.1 %
Not provided	3	1.9 %
Total	155	100.0 %

WITHOUT "NOT PROVIDED"
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")

Q19. Was there any time in past 12 months when you were not able to meet your basic needs	Number	Percent
Yes	17	11.2 %
No	135	88.8 %
Total	152	100.0 %

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

Q20. During past month, how many times on average did you engage in physical activities or exercise each week	Number	Percent
0 times	6	3.9 %
1 or 2 times	49	31.6 %
3+ times	97	62.6 %
Not provided	3	1.9 %
Total	155	100.0 %

WITHOUT "NOT PROVIDED"

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

Q20. During past month, how many times on average did you engage in physical activities or exercise each week	Number	Percent
0 times	6	3.9 %
1 or 2 times	49	32.2 %
3+ times	97	63.8 %
Total	152	100.0 %

Q21. During the past month, how many times per day (on average) did you eat fruit and/or vegetables?

Q21. During past month, how many times per day did you eat fruit and/or vegetables	Number	Percent
Four+ times/day	44	28.4 %
Less than four+ times/day	104	67.1 %
Never	2	1.3 %
Don't know	5	3.2 %
Total	155	100.0 %

WITHOUT "DON'T KNOW"

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

Q21. During past month, how many times per day did you eat fruit and/or vegetables	Number	Percent
Four+ times/day	44	29.3 %
Less than four+ times/day	104	69.3 %
Never	2	1.3 %
Total	150	100.0 %

Q22. Which ONE of the following best describes your relationship with your neighbors?

Q22. What best describes your relationship with your neighbors	Number	Percent
I have a close relationship with many of my neighbors	14	9.0 %
I have a close relationship with a few of my neighbors	39	25.2 %
I know several of my neighbors, but I am not very close with any of them	44	28.4 %
I know a few people in my neighborhood but I am not very close with any of them	38	24.5 %
I don't know anyone in my neighborhood	16	10.3 %
Not provided	4	2.6 %
Total	155	100.0 %

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

Q22. What best describes your relationship with your neighbors	Number	Percent
I have a close relationship with many of my neighbors	14	9.3 %
I have a close relationship with a few of my neighbors	39	25.8 %
I know several of my neighbors, but I am not very close with any of them	44	29.1 %
I know a few people in my neighborhood but I am not very close with any of them	38	25.2 %
I don't know anyone in my neighborhood	16	10.6 %
Total	151	100.0 %

Q23. Which ONE of the following best describes how people in your neighborhood interact with one another?

Q23. What best describes how people in your neighborhood interact with one another	Number	Percent
They often help one another & have many social activities together	16	10.3 %
They often help one another but do not have many social activities together	35	22.6 %
They occasionally help one another but generally keep to themselves	53	34.2 %
They almost always keep to themselves	45	29.0 %
Don't know	6	3.9 %
Total	155	100.0 %

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

Q23. What best describes how people in your neighborhood interact with one another	Number	Percent
They often help one another & have many social activities together	16	10.7 %
They often help one another but do not have many social activities together	35	23.5 %
They occasionally help one another but generally keep to themselves	53	35.6 %
They almost always keep to themselves	45	30.2 %
Total	149	100.0 %

Q24. Neighborhoods. Please indicate the extent to which you think each of the following is a problem in your neighborhood.

(N=155)

	Major problem	Moderate problem	Minor problem	Not a problem	Don't know
Q24-1. Crime, drugs, or violence	9.0%	16.8%	25.8%	45.2%	3.2%
Q24-2. Unemployment	1.9%	5.2%	18.7%	56.8%	17.4%
Q24-3. Homelessness	4.5%	8.4%	12.3%	67.7%	7.1%
Q24-4. Public schools not providing quality education	6.5%	9.0%	11.0%	59.4%	14.2%
Q24-5. Lack of cultural activities	1.9%	9.7%	18.7%	54.8%	14.8%
Q24-6. Lack of recreational activities	1.9%	2.6%	18.1%	71.6%	5.8%
Q24-7. Lack of affordable, quality child care	7.1%	11.0%	9.7%	26.5%	45.8%
Q24-8. Abandoned or run-down buildings	1.3%	7.7%	14.2%	70.3%	6.5%
Q24-9. Unsupervised children or teenagers	4.5%	7.7%	17.4%	61.3%	9.0%
Q24-10. Speeding on neighborhood streets	11.0%	23.2%	36.1%	27.1%	2.6%
Q24-11. Lack of affordable housing	8.4%	15.5%	19.4%	38.7%	18.1%
Q24-12. Tension between racial/ethnic groups	3.2%	5.8%	16.8%	58.7%	15.5%
Q24-13. Lack of good places to shop for food or other items	3.2%	12.9%	12.3%	67.1%	4.5%
Q24-14. Roaming/loose animals	0.0%	3.2%	21.3%	71.0%	4.5%
Q24-15. Flooding	2.6%	1.9%	14.2%	72.3%	9.0%
Q24-16. Overgrown lots	0.6%	7.1%	20.0%	68.4%	3.9%
Q24-17. Graffiti	1.3%	2.6%	7.7%	81.9%	6.5%
Q24-18. Abandoned cars or vehicles	0.0%	1.3%	12.9%	78.1%	7.7%

WITHOUT "DON'T KNOW"
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=155)

	Major problem	Moderate problem	Minor problem	Not a problem
Q24-1. Crime, drugs, or violence	9.3%	17.3%	26.7%	46.7%
Q24-2. Unemployment	2.3%	6.3%	22.7%	68.8%
Q24-3. Homelessness	4.9%	9.0%	13.2%	72.9%
Q24-4. Public schools not providing quality education	7.5%	10.5%	12.8%	69.2%
Q24-5. Lack of cultural activities	2.3%	11.4%	22.0%	64.4%
Q24-6. Lack of recreational activities	2.1%	2.7%	19.2%	76.0%
Q24-7. Lack of affordable, quality child care	13.1%	20.2%	17.9%	48.8%
Q24-8. Abandoned or run-down buildings	1.4%	8.3%	15.2%	75.2%
Q24-9. Unsupervised children or teenagers	5.0%	8.5%	19.1%	67.4%
Q24-10. Speeding on neighborhood streets	11.3%	23.8%	37.1%	27.8%
Q24-11. Lack of affordable housing	10.2%	18.9%	23.6%	47.2%
Q24-12. Tension between racial/ethnic groups	3.8%	6.9%	19.8%	69.5%
Q24-13. Lack of good places to shop for food or other items	3.4%	13.5%	12.8%	70.3%
Q24-14. Roaming/loose animals	0.0%	3.4%	22.3%	74.3%
Q24-15. Flooding	2.8%	2.1%	15.6%	79.4%
Q24-16. Overgrown lots	0.7%	7.4%	20.8%	71.1%
Q24-17. Graffiti	1.4%	2.8%	8.3%	87.6%
Q24-18. Abandoned cars or vehicles	0.0%	1.4%	14.0%	84.6%

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."

(N=155)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Condition of housing	16.1%	61.9%	12.3%	7.1%	1.3%	1.3%
Q25-2. Condition of streets (smoothness, absence of cracks/ potholes)	4.5%	31.6%	21.3%	29.0%	12.3%	1.3%
Q25-3. Availability of sidewalks	13.5%	40.0%	18.7%	23.2%	3.9%	0.6%
Q25-4. Neighborhood parks	20.0%	54.8%	15.5%	7.7%	0.0%	1.9%
Q25-5. Overall appearance of your neighborhood	17.4%	65.8%	11.6%	3.9%	0.6%	0.6%
Q25-6. Overall quality of City services in your neighborhood	8.4%	60.0%	20.6%	5.8%	3.2%	1.9%

WITHOUT "DON'T KNOW"

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=155)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Condition of housing	16.3%	62.7%	12.4%	7.2%	1.3%
Q25-2. Condition of streets (smoothness, absence of cracks/potholes)	4.6%	32.0%	21.6%	29.4%	12.4%
Q25-3. Availability of sidewalks	13.6%	40.3%	18.8%	23.4%	3.9%
Q25-4. Neighborhood parks	20.4%	55.9%	15.8%	7.9%	0.0%
Q25-5. Overall appearance of your neighborhood	17.5%	66.2%	11.7%	3.9%	0.6%
Q25-6. Overall quality of City services in your neighborhood	8.6%	61.2%	21.1%	5.9%	3.3%

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

Q26. How would you like to receive information from City	Number	Percent
City newsletter that comes with utility bill	106	68.4 %
Local newspaper	53	34.2 %
Television news	67	43.2 %
City cable channel	15	9.7 %
City website	86	55.5 %
Radio	46	29.7 %
Friends/neighbors	23	14.8 %
Neighborhood/homeowners associations	38	24.5 %
Facebook	67	43.2 %
Twitter	22	14.2 %
YouTube	8	5.2 %
Pinterest	1	0.6 %
Instagram	12	7.7 %
Other	10	6.5 %
Total	554	

Q26-14. Other

Q26-14. Other	Number	Percent
Email	5	50.0 %
Found this on city subreddit	1	10.0 %
Reddit	1	10.0 %
Nextdoor	1	10.0 %
Email, text	1	10.0 %
An app that pushed out notifications	1	10.0 %
Total	10	100.0 %

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."

(N=155)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q27-1. City government is a trusted source of information about programs & services	14.4%	43.1%	20.3%	13.1%	6.5%	2.6%
Q27-2. It is easy to get information I need from City government	5.9%	38.8%	28.3%	13.8%	8.6%	4.6%
Q27-3. Information is communicated clearly, accurately & in a form that meets my needs	5.3%	38.2%	31.6%	13.8%	7.2%	3.9%
Q27-4. City's cable television channel provides information that is useful to me	1.4%	10.9%	14.3%	5.4%	11.6%	56.5%
Q27-5. City's website provides information that is useful to me	9.9%	60.5%	17.1%	5.3%	2.0%	5.3%
Q27-6. City newsletter provides information that is useful to me	9.4%	40.3%	25.5%	6.0%	4.0%	14.8%
Q27-7. City's use of social media provides information that is useful to me	7.5%	27.2%	23.8%	6.1%	4.1%	31.3%
Q27-8. There are enough mobile apps to provide City information I need or conduct business with City	6.2%	22.1%	22.8%	6.9%	0.0%	42.1%

WITHOUT "DON'T KNOW"

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=155)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q27-1. City government is a trusted source of information about programs & services	14.8%	44.3%	20.8%	13.4%	6.7%
Q27-2. It is easy to get information I need from City government	6.2%	40.7%	29.7%	14.5%	9.0%
Q27-3. Information is communicated clearly, accurately & in a form that meets my needs	5.5%	39.7%	32.9%	14.4%	7.5%
Q27-4. City's cable television channel provides information that is useful to me	3.1%	25.0%	32.8%	12.5%	26.6%
Q27-5. City's website provides information that is useful to me	10.4%	63.9%	18.1%	5.6%	2.1%
Q27-6. City newsletter provides information that is useful to me	11.0%	47.2%	29.9%	7.1%	4.7%
Q27-7. City's use of social media provides information that is useful to me	10.9%	39.6%	34.7%	8.9%	5.9%
Q27-8. There are enough mobile apps to provide City information I need or conduct business with City	10.7%	38.1%	39.3%	11.9%	0.0%

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

Q28. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	78	50.3 %
No	76	49.0 %
Not provided	1	0.6 %
Total	155	100.0 %

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

Q28. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	78	50.6 %
No	76	49.4 %
Total	154	100.0 %

Q28a. How did you contact the City MOST RECENTLY?

Q28a. How did you contact City most recently	Number	Percent
Telephone	35	44.9 %
Website	31	39.7 %
Walk-in	8	10.3 %
Through City Council member or Mayor	4	5.1 %
Total	78	100.0 %

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

Q28a. How did you contact City most recently	Number	Percent
Telephone	35	44.9 %
Website	31	39.7 %
Walk-in	8	10.3 %
Through City Council member or Mayor	4	5.1 %
Total	78	100.0 %

Q28b. For which service did you contact the city MOST RECENTLY?

Q28b. For which service did you contact City most recently	Number	Percent
Police	5	6.4 %
Water	5	6.4 %
Sewer	3	3.8 %
Parks & recreation	2	2.6 %
Code enforcement	6	7.7 %
Public health	2	2.6 %
Streets	11	14.1 %
Sidewalks	1	1.3 %
Electric service	11	14.1 %
Planning & zoning	2	2.6 %
Monthly utility billing	10	12.8 %
Solid waste (trash, recycling, yard waste)	9	11.5 %
Energy efficiency	1	1.3 %
Other	10	12.8 %
Total	78	100.0 %

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

Q28b. For which service did you contact City most recently	Number	Percent
Police	5	6.4 %
Water	5	6.4 %
Sewer	3	3.8 %
Parks & recreation	2	2.6 %
Code enforcement	6	7.7 %
Public health	2	2.6 %
Streets	11	14.1 %
Sidewalks	1	1.3 %
Electric service	11	14.1 %
Planning & zoning	2	2.6 %
Monthly utility billing	10	12.8 %
Solid waste (trash, recycling, yard waste)	9	11.5 %
Energy efficiency	1	1.3 %
Other	10	12.8 %
Total	78	100.0 %

Q28b-19. Other

Q28b-19. Other	Number	Percent
New resident tax assessment	1	10.0 %
Tree removal	1	10.0 %
Crosswalks or speed bumps in neighborhood	1	10.0 %
Public Works Department regarding streetlight malfunctions	1	10.0 %
Overall city finance	1	10.0 %
Scammers spoofing the city's phone number	1	10.0 %
Weeds	1	10.0 %
Underground utility locator	1	10.0 %
Information	1	10.0 %
Rental licensing	1	10.0 %
Total	10	100.0 %

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

Q28c. Why did you contact City about this service	Number	Percent
Request service	20	25.6 %
Get information	18	23.1 %
Report a problem	33	42.3 %
Discuss a billing problem	11	14.1 %
Request non-emergency assistance	2	2.6 %
Comply with City requirements	3	3.8 %
Other	9	11.5 %
Total	96	

Q28c-8. Other

Q28c-8. Other	Number	Percent
Change checking account that my bill is auto withdrawn from	1	12.5 %
Comply with state requirements	1	12.5 %
Sewer project in our neighborhood	1	12.5 %
Internet expansion, faster & better quality internet for my neighborhood	1	12.5 %
Sewer project	1	12.5 %
Why online bill pay has a fee	1	12.5 %
Express opinion on current climate in the city	1	12.5 %
Transfer utilities to new residence	1	12.5 %
Total	8	100.0 %

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.

(N=78)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q28d-1. Hours City employees were available met my needs	20.8%	61.0%	6.5%	6.5%	2.6%	2.6%
Q28d-2. I knew who to contact for my needs	16.9%	55.8%	11.7%	10.4%	3.9%	1.3%
Q28d-3. It was easy to reach the right person at City	16.9%	39.0%	15.6%	19.5%	7.8%	1.3%
Q28d-4. City employees who helped me were courteous & polite	33.3%	45.3%	8.0%	6.7%	5.3%	1.3%
Q28d-5. City employees did what they said they would do in a timely manner	27.0%	37.8%	13.5%	9.5%	5.4%	6.8%
Q28d-6. City employees gave prompt, accurate & complete answers to your questions	20.5%	37.0%	21.9%	11.0%	6.8%	2.7%
Q28d-7. City employees were knowledgeable	20.0%	42.7%	20.0%	5.3%	8.0%	4.0%
Q28d-8. Overall, I was satisfied with the quality of customer service provided by City	18.7%	46.7%	10.7%	14.7%	9.3%	0.0%

WITHOUT "DON'T KNOW"

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=78)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q28d-1. Hours City employees were available met my needs	21.3%	62.7%	6.7%	6.7%	2.7%
Q28d-2. I knew who to contact for my needs	17.1%	56.6%	11.8%	10.5%	3.9%
Q28d-3. It was easy to reach the right person at City	17.1%	39.5%	15.8%	19.7%	7.9%
Q28d-4. City employees who helped me were courteous & polite	33.8%	45.9%	8.1%	6.8%	5.4%
Q28d-5. City employees did what they said they would do in a timely manner	29.0%	40.6%	14.5%	10.1%	5.8%
Q28d-6. City employees gave prompt, accurate & complete answers to your questions	21.1%	38.0%	22.5%	11.3%	7.0%
Q28d-7. City employees were knowledgeable	20.8%	44.4%	20.8%	5.6%	8.3%
Q28d-8. Overall, I was satisfied with the quality of customer service provided by City	18.7%	46.7%	10.7%	14.7%	9.3%

Q29. Overall, how do you rate the service provided by the city's Utility Billing Office?

Q29. How do you rate the service provided by City's Utility Billing Office	Number	Percent
Excellent	24	15.5 %
Good	51	32.9 %
Average	35	22.6 %
Poor	11	7.1 %
Very poor	10	6.5 %
Don't know	24	15.5 %
Total	155	100.0 %

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

Q29. How do you rate the service provided by City's Utility Billing Office	Number	Percent
Excellent	24	18.3 %
Good	51	38.9 %
Average	35	26.7 %
Poor	11	8.4 %
Very poor	10	7.6 %
Total	131	100.0 %

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

(N=155)

	Yes	No
Q30-1. Residential trash collection service	94.8%	5.2%
Q30-2. Curbside recycling (blue bags)	76.1%	23.9%
Q30-3. Drop-off recycling	45.2%	54.8%
Q30-4. City electric service	87.1%	12.9%
Q30-5. City water service	95.5%	4.5%
Q30-6. City sewer service	97.4%	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."

(N=152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q30-1. Residential trash collection service	41.1%	39.0%	4.8%	11.6%	3.4%	0.0%
Q30-2. Curbside recycling (blue bags)	42.7%	41.0%	6.8%	7.7%	0.9%	0.9%
Q30-3. Drop-off recycling	30.4%	46.4%	7.2%	5.8%	4.3%	5.8%
Q30-4. City electric service	33.8%	51.9%	6.8%	5.3%	2.3%	0.0%
Q30-5. City water service	37.4%	48.3%	7.5%	4.8%	2.0%	0.0%
Q30-6. City sewer service	37.3%	46.0%	9.3%	6.0%	1.3%	0.0%

WITHOUT "DON'T KNOW"
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=152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q30-1. Residential trash collection service	41.1%	39.0%	4.8%	11.6%	3.4%
Q30-2. Curbside recycling (blue bags)	43.1%	41.4%	6.9%	7.8%	0.9%
Q30-3. Drop-off recycling	32.3%	49.2%	7.7%	6.2%	4.6%
Q30-4. City electric service	33.8%	51.9%	6.8%	5.3%	2.3%
Q30-5. City water service	37.4%	48.3%	7.5%	4.8%	2.0%
Q30-6. City sewer service	37.3%	46.0%	9.3%	6.0%	1.3%

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

(N=155)

	Yes	No
Q31-1. Used police services	18.1%	81.9%
Q31-2. Been a victim of any crime	9.0%	91.0%
Q31-3. Used fire or emergency medical services	7.1%	92.9%
Q31-4. Visited a community recreation center	41.9%	58.1%
Q31-5. Visited a City park	89.0%	11.0%
Q31-6. Used public transportation/bus	7.7%	92.3%
Q31-7. Attended or watched any City meetings	32.9%	67.1%
Q31-8. Used Columbia Airport	45.2%	54.8%
Q31-9. Used public health services provided by City	12.3%	87.7%

Q32. Are you registered to vote in the City of Columbia?

Q32. Are you registered to vote in City of Columbia	Number	Percent
Yes	145	93.5 %
No	8	5.2 %
Not provided	2	1.3 %
Total	155	100.0 %

WITHOUT "NOT PROVIDED"
Q32. Are you registered to vote in the City of Columbia? (without "not provided")

Q32. Are you registered to vote in City of Columbia	Number	Percent
Yes	145	94.8 %
No	8	5.2 %
Total	153	100.0 %

Q33. Approximately how many years have you lived at your current address?

Q33. How many years have you lived at your current address	Number	Percent
0-5	77	49.7 %
6-10	23	14.8 %
11-15	18	11.6 %
16-20	14	9.0 %
21-30	16	10.3 %
31+	7	4.5 %
Not provided	0	0.0 %
Total	155	100.0 %

WITHOUT "NOT PROVIDED"
Q33. Approximately how many years have you lived at your current address? (without "not provided")

Q33. How many years have you lived at your current address	Number	Percent
0-5	77	49.7 %
6-10	23	14.8 %
11-15	18	11.6 %
16-20	14	9.0 %
21-30	16	10.3 %
31+	7	4.5 %
Total	155	100.0 %

Q34. Are you a student in a college or university?

Q34. Are you a student in a college or university	Number	Percent
Yes	11	7.1 %
No	141	91.0 %
Not provided	3	1.9 %
Total	155	100.0 %

WITHOUT "NOT PROVIDED"
Q34. Are you a student in a college or university? (without "not provided")

Q34. Are you a student in a college or university	Number	Percent
Yes	11	7.2 %
No	141	92.8 %
Total	152	100.0 %

Q35. Do you own or rent your current residence?

Q35. Do you own or rent your current residence	Number	Percent
Own	118	76.1 %
Rent	33	21.3 %
Not provided	4	2.6 %
Total	155	100.0 %

WITHOUT "NOT PROVIDED"
Q35. Do you own or rent your current residence? (without "not provided")

Q35. Do you own or rent your current residence	Number	Percent
Own	118	78.1 %
Rent	33	21.9 %
Total	151	100.0 %

Q36. What is your age?

Q36. Your age	Number	Percent
18-34	49	31.6 %
35-44	18	11.6 %
45-54	25	16.1 %
55-64	27	17.4 %
65+	32	20.6 %
Not provided	4	2.6 %
Total	155	100.0 %

WITHOUT "NOT PROVIDED"
Q36. What is your age? (without "not provided")

Q36. Your age	Number	Percent
18-34	49	32.5 %
35-44	18	11.9 %
45-54	25	16.6 %
55-64	27	17.9 %
65+	32	21.2 %
Total	151	100.0 %

Q37. How many people live in your household?

Q37. How many people live in your household	Number	Percent
1	28	18.1 %
2	71	45.8 %
3	27	17.4 %
4	14	9.0 %
5	6	3.9 %
6	1	0.6 %
8+	2	1.3 %
Not provided	6	3.9 %
Total	155	100.0 %

WITHOUT "NOT PROVIDED"
Q37. How many people live in your household? (without "not provided")

Q37. How many people live in your household	Number	Percent
1	28	18.8 %
2	71	47.7 %
3	27	18.1 %
4	14	9.4 %
5	6	4.0 %
6	1	0.7 %
8+	2	1.3 %
Total	149	100.0 %

Q38. How many people in your household are employed?

Q38. How many people in your household are employed	Number	Percent
0	19	12.3 %
1	43	27.7 %
2	70	45.2 %
3	11	7.1 %
4	4	2.6 %
5+	1	0.6 %
Not provided	7	4.5 %
Total	155	100.0 %

WITHOUT "NOT PROVIDED"
Q38. How many people in your household are employed? (without "not provided")

Q38. How many people in your household are employed	Number	Percent
0	19	12.8 %
1	43	29.1 %
2	70	47.3 %
3	11	7.4 %
4	4	2.7 %
5+	1	0.7 %
Total	148	100.0 %

Q39. Which of the following best describes your employment status?

Q39. What is your employment status	Number	Percent
Employed full time	107	69.0 %
Employed part time	11	7.1 %
Not employed, not looking for work	2	1.3 %
Retired	30	19.4 %
Disabled, not able to work	2	1.3 %
Not provided	3	1.9 %
Total	155	100.0 %

WITHOUT "NOT PROVIDED"
Q39. Which of the following best describes your employment status? (without "not provided")

Q39. What is your employment status	Number	Percent
Employed full time	107	70.4 %
Employed part time	11	7.2 %
Not employed, not looking for work	2	1.3 %
Retired	30	19.7 %
Disabled, not able to work	2	1.3 %
Total	152	100.0 %

Q39a. How many paying jobs do you have?

Q39a. How many paying jobs do you have	Number	Percent
1	100	84.7 %
2	14	11.9 %
3+	1	0.8 %
Not provided	3	2.5 %
Total	118	100.0 %

WITHOUT "NOT PROVIDED"
Q39a. How many paying jobs do you have? (without "not provided")

Q39a. How many paying jobs do you have	Number	Percent
1	100	87.0 %
2	14	12.2 %
3+	1	0.9 %
Total	115	100.0 %

Q39b. Do you work inside or outside the city limits of Columbia?

Q39b. Do you work inside or outside City limits of Columbia	Number	Percent
Inside	94	79.7 %
Outside	15	12.7 %
Both	7	5.9 %
Don't know	2	1.7 %
Total	118	100.0 %

WITHOUT "DON'T KNOW"
Q39b. Do you work inside or outside the city limits of Columbia? (without "don't know")

Q39b. Do you work inside or outside City limits of Columbia	Number	Percent
Inside	94	81.0 %
Outside	15	12.9 %
Both	7	6.0 %
Total	116	100.0 %

Q40. Would you say your total annual household income is...

Q40. What is your total annual household income	Number	Percent
Under $15K	5	3.2 %
$15K to $29,999	12	7.7 %
$30K to $59,999	23	14.8 %
$60K to $99,999	47	30.3 %
$100K+	54	34.8 %
Not provided	14	9.0 %
Total	155	100.0 %

WITHOUT "NOT PROVIDED"
Q40. Would you say your total annual household income is... (without "not provided")

Q40. What is your total annual household income	Number	Percent
Under $15K	5	3.5 %
$15K to $29,999	12	8.5 %
$30K to $59,999	23	16.3 %
$60K to $99,999	47	33.3 %
$100K+	54	38.3 %
Total	141	100.0 %

Q41. Which of the following best describes your race/ethnicity?

Q41. Your race/ethnicity	Number	Percent
Hispanic	4	2.6 %
White/Caucasian	137	88.4 %
African American/Black	5	3.2 %
Asian/Pacific Islander	7	4.5 %
Native American/Eskimo	6	3.9 %
Mixed race	4	2.6 %
Total	163	

Q41-7. Other

--- No Response ---

Q42. What is your gender identity?

Q42. Your gender identity	Number	Percent
Male	77	49.7 %
Female	71	45.8 %
Other	1	0.6 %
Not provided	6	3.9 %
Total	155	100.0 %

WITHOUT "NOT PROVIDED"
Q42. What is your gender identity? (without "not provided")

Q42. Your gender identity	Number	Percent
Male	77	51.7 %
Female	71	47.7 %
Other	1	0.7 %
Total	149	100.0 %

Q42-3. Other

--- No Response ---