

# City of Columbia Community Survey

## Findings Report

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# 2019

**Submitted to the City of Columbia, Missouri**

**by:**  
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**February 2020**



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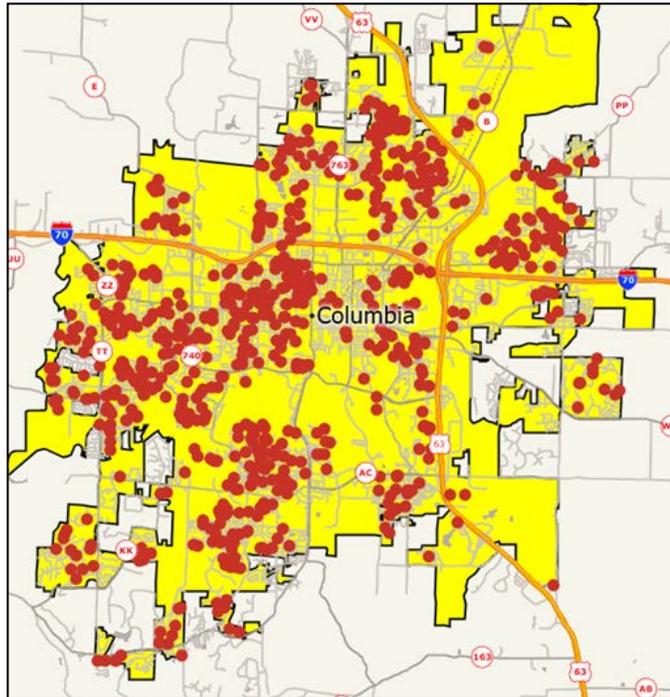
# 2019 City of Columbia *DirectionFinder*® Survey Executive Summary

## Overview and Methodology

The City of Columbia conducted its eleventh *DirectionFinder*® survey between December 2019 and January 2020. The City’s first *DirectionFinder*® survey was conducted in the spring of 2003. The purpose of this survey was to assist the City in its on-going effort to identify and respond to resident concerns while also assessing citizen satisfaction with the delivery of major city services, helping determine priorities for the community and measuring strategic performance.

The survey packet, which included a cover letter, the eight-page survey and a postage-paid return envelope, was mailed to a random sample of 4,000 households in the City of Columbia. The cover letter explained the purpose of the survey and encouraged residents to return their surveys via mail or online. Approximately 10 days after the surveys were mailed, residents who received the survey were contacted by e-mail to encourage participation. Of the households that received a survey, a total of 849 completed the survey. This includes responses in strategic neighborhoods in Columbia.

The results for the random sample of 849 households have a 95% level of confidence with a precision of at least +/- 3.3%. There were no statistically significant differences in the results of the survey based on the method of administration to the random sample households (mail vs. online). In order to better understand how well services are being delivered by the city, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the locations of their homes.



In addition to the Executive Summary, this report contains:

- charts depicting the overall results of the survey, as well as comparisons to results from previous surveys where applicable (Section 1)
- benchmarking data that show how the survey results for Columbia compared to other communities (Section 2)
- Importance-Satisfaction analysis (Section 3)
- tabular data for all questions on the survey (Section 4)
- a copy of the survey instrument (Section 5)

**Interpretation of “Don’t Know” Responses.** The percentage of persons who provide “don’t know” responses is important because it often reflects the level of utilization of city services. For graphical purposes, the percentage of “don’t know” responses has been excluded to facilitate valid comparisons with data from previous years. The percentage of “don’t know” responses for each question is provided in the Tabular Data Section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

### **Perceptions of Columbia**

Eighty-two percent (82%) of the residents surveyed, *who had an opinion*, were satisfied (ratings of 4 or 5 on a 5-point scale) with the overall quality of life in the City; 68% of residents were satisfied with local economic conditions, and 58% were satisfied with the overall feeling of safety in the City.

### **Overall Satisfaction with City Services**

Seventy-eight percent (78%) of the residents surveyed, *who had an opinion*, were satisfied (ratings of 4 or 5 on a 5-point scale) with the overall quality of services provided by the City; 16% were neutral and 6% of residents were dissatisfied with the overall quality of City services. The major categories of City services with the highest satisfaction ratings, based upon the combined percentage of residents who were “very satisfied” or “satisfied” among those *who had an opinion*, were: fire services provided by the City (88%), the quality of City parks and recreation programs/facilities (87%), solid waste services (81%), and City water, electric and sewer services (81%). Residents were least satisfied with the condition of City streets (21%).

### **Overall Priorities**

The major categories of City services that residents thought were most important for the City to provide were: 1) police services, 2) fire services, 3) City water, electric and sewer services, and 4) condition of streets in Columbia.

## Satisfaction by Specific City Services

- **Public Safety Services.** The public safety services that residents were most satisfied with, based upon the combined percentage of residents who were “very satisfied” or “satisfied” among those *who had an opinion*, were: the overall quality of City fire protection (84%) and how quickly fire personnel respond to emergencies (82%). The public safety services that residents thought were most important for the City to provide were: 1) crime prevention, 2) how quickly police respond to emergencies, and 3) how quickly fire personnel respond to emergencies.
- **Parks and Recreation.** The parks and recreation services that residents were most satisfied with, based upon the combined percentage of residents who were “very satisfied” or “satisfied” among those *who had an opinion*, were: the quality of City parks (91%), the quality of walking and biking trails in the City (91%) and the quality of outdoor athletic fields (80%). The parks and recreation services that residents thought were most important for the City to provide were: 1) the quality of City parks and 2) the quality of walking and biking trails in the City.
- **Streets and Sidewalks.** The street and sidewalk services that residents were most satisfied with, based upon the combined percentage of residents who were “very satisfied” or “satisfied” among those *who had an opinion*, were: snow removal on major City streets (66%), mowing and trimming of public areas along City streets (60%), and availability of sidewalks in the City (52%). The street and sidewalk services that residents thought were most important for the City to provide were: 1) City maintenance and repair services for major City streets, 2) snow removal on major City streets and 3) City maintenance and repair services for neighborhood streets.
- **Code Enforcement and Neighborhood Services.** The code enforcement and neighborhood services that residents were most satisfied with, based upon the combined percentage of residents who were “very satisfied” or “satisfied” among those *who had an opinion*, were: maintenance of commercial property (56%), maintenance of residential property (55%), and residential building codes (55%). The code enforcement and neighborhood services that residents thought were most important for the City to provide were: 1) the clean-up of trash and litter, 2) the maintenance of residential property and 3) the maintenance of commercial property.
- **City Communication.** Residents were asked to rate their level of agreement with various statements related to City communication. The statements that residents agreed with most, based upon the combined percentage of residents who “strongly agree” or “agree” among those *who had an opinion*, were: the City government is a trusted source of information (66%), the City’s website provides useful information (65%), and the City newsletter provides useful information (62%).

- **City Customer Service.** Residents were asked to rate their level of agreement with various statements related to their interactions with City employees during the past year. The statements that residents agreed with most, based upon the combined percentage of residents who “strongly agreed” or “agreed” among those *who had an opinion*, were: the City employees who helped me were courteous and polite (82%), the hours that City employees were available met my needs (77%), and City employees were knowledgeable (72%).
- **Utility Services.** Residents were generally satisfied with the quality of utility services provided by the City; over 80% of the residents surveyed were satisfied with all six of the utility services rated. The utility services that residents were most satisfied with, based upon the combined percentage of residents who were “very satisfied” or “satisfied” among those *who had an opinion*, were: residential trash collection service (90%), City sewer service (89%), and drop-off recycling (89%).

## Other Findings

- Ninety-two percent (92%) of residents felt safe walking in their neighborhood during the day; 87% felt safe in downtown Columbia during the day, and 65% felt safe walking in their neighborhood at night. When asked about their likelihood of encountering various situations in the City, 47% felt they would be likely to hear gun shots, and 38% indicated they would be likely to be a victim of property crime.
- Eighty-five percent (85%) of residents “strongly agree” or “agree” that Columbia is a great place to live, work, learn and play. Other statements in which residents either “strongly agree” or “agree” include: I earn a wage that allows me to meet basic needs (78%), Columbia has jobs for which I am qualified (77%), and Columbia is a place where I can thrive (77%).
- The top sources where residents receive information about City issues, services and events were: the City newsletter that comes with the utility bill (71%), television news (53%), the City website (39%), and the local newspaper (32%).
- Fifty percent (50%) of residents have called or visited the City with a question, problem, or complaint during the past year; of the 50% that have contacted the City with a question, problem, or complaint, 72% contacted the City by telephone, 17% through the City website, 9% through walk-in, and 3% through a City Council member or Mayor.
- Eighty percent (80%) of residents go to a doctor’s office when they are sick or need advice about their health; 44% go to an urgent care center.

- Ninety-four percent (94%) of residents were able to get medical care when they needed it during the past 12 months.
- Eighty-two percent (82%) of residents were either “very satisfied” or “satisfied” with the overall appearance of neighborhoods in the City of Columbia. Other areas where residents were “very satisfied” or “satisfied” include: condition of housing (80%), neighborhood parks (76%), and overall quality of City services in neighborhoods (73%).
- Eighty-five percent (85%) of residents surveyed visited a City park during the past year; 51% have visited a community recreation center, and 46% have used the Columbia Airport.

### **Trends in Satisfaction Ratings**

Overall satisfaction with the quality of City services increased from 75% in 2018 to 78% in 2019. There were significant changes (changes of 4% or more) in satisfaction ratings in several of the specific City services that were rated.

The most significant changes in satisfaction ratings from 2018 to 2019 are listed below:

#### **Most Significant *Increases* from 2018 to 2019:**

- Efforts to meet financial needs/maintain balanced budget (+7%)
- City communication with the public (+6%)
- Overall quality of local police services (+6%)
- How quickly police respond to emergencies (+6%)
- Solid waste services (trash, recycling, etc.) (+5%)
- Overall feeling of safety in the City (+5%)
- Commercial building codes (+5%)
- City water, electric, and sewer services (+4%)
- Feeling of safety in downtown Columbia during the day (+4%)
- Residential building codes (+4%)
- Parking on neighborhood streets (+4%)
- Overall quality of City services in neighborhoods (+4%)
- Residential trash collection service (+4%)

#### **Most Significant *Decreases* from 2018 to 2019:**

- City maintenance/repair services for major City streets (-7%)
- Police efforts to prevent crime (-5%)
- Condition of City streets (-5%)
- City street cleaning services (-4%)

## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment over the next two years in order to raise the City’s overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
  - Condition of streets in Columbia (IS Rating= 0.3563)
  - Police services provided by the City (IS Rating=0.3118)
- **Priorities within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction with services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each area over the next two years are listed on the following page:
  - **Public Safety:** police efforts to prevent crime, how quickly police respond to emergencies, visibility of police in neighborhoods, and overall quality of local police services
  - **Parks and Recreation:** none of the parks and recreation services were selected as a “high priority” for improvement
  - **Streets and Sidewalks:** City maintenance/repair services for major City streets, City maintenance/repair services for neighborhood streets, and snow removal on neighborhood streets
  - **Code Enforcement and Neighborhood Services:** clean-up of trash and litter and maintenance of residential property.

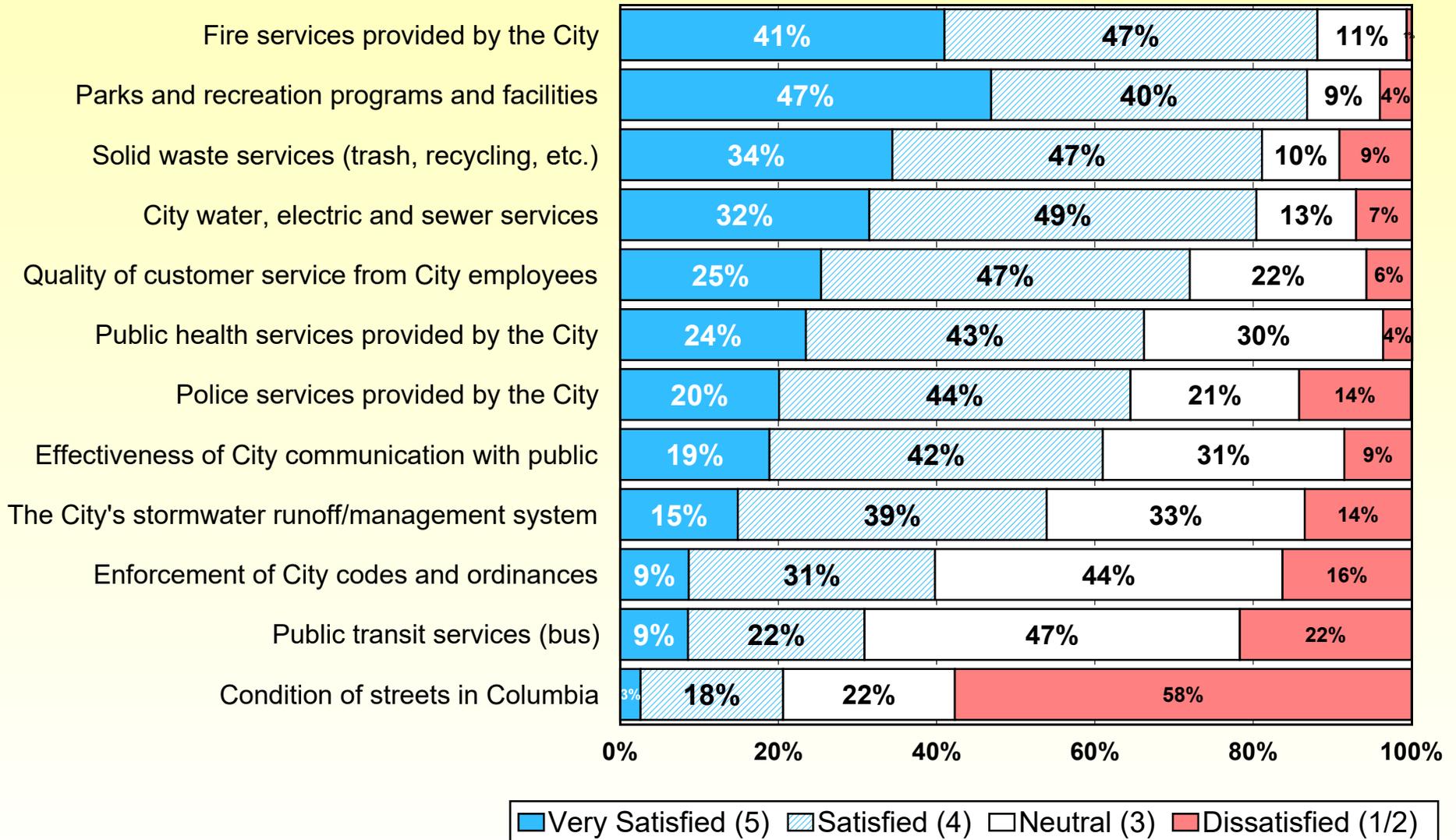
**Section 1:**  
**Charts and Graphs**

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*City of Columbia*  
**2019 DirectionFinder  
Survey Results**

# Q1. Overall Satisfaction with City Services by Major Category

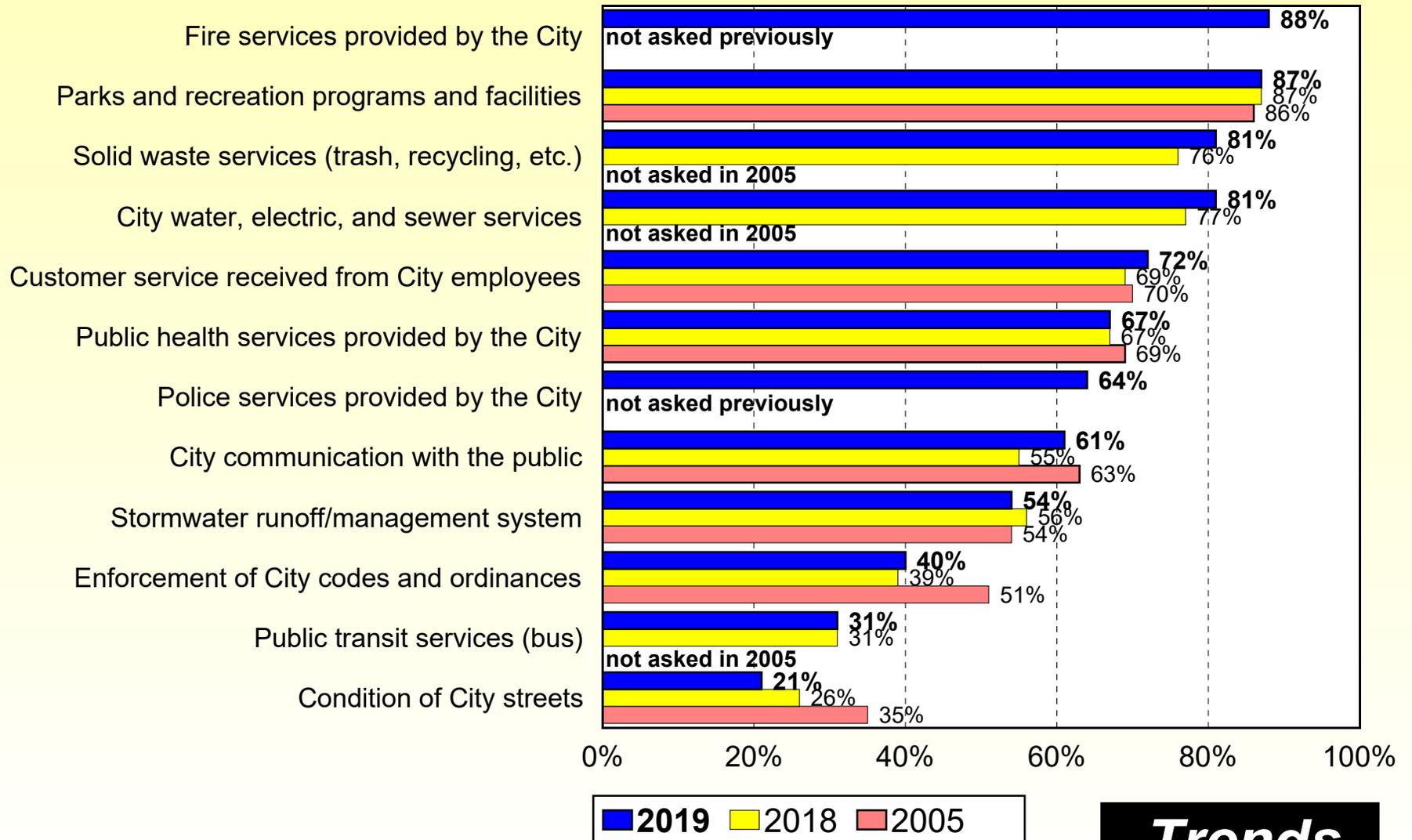
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

# Overall Satisfaction with City Services by Major Category - 2005 to 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means very satisfied  
(excluding don't knows)

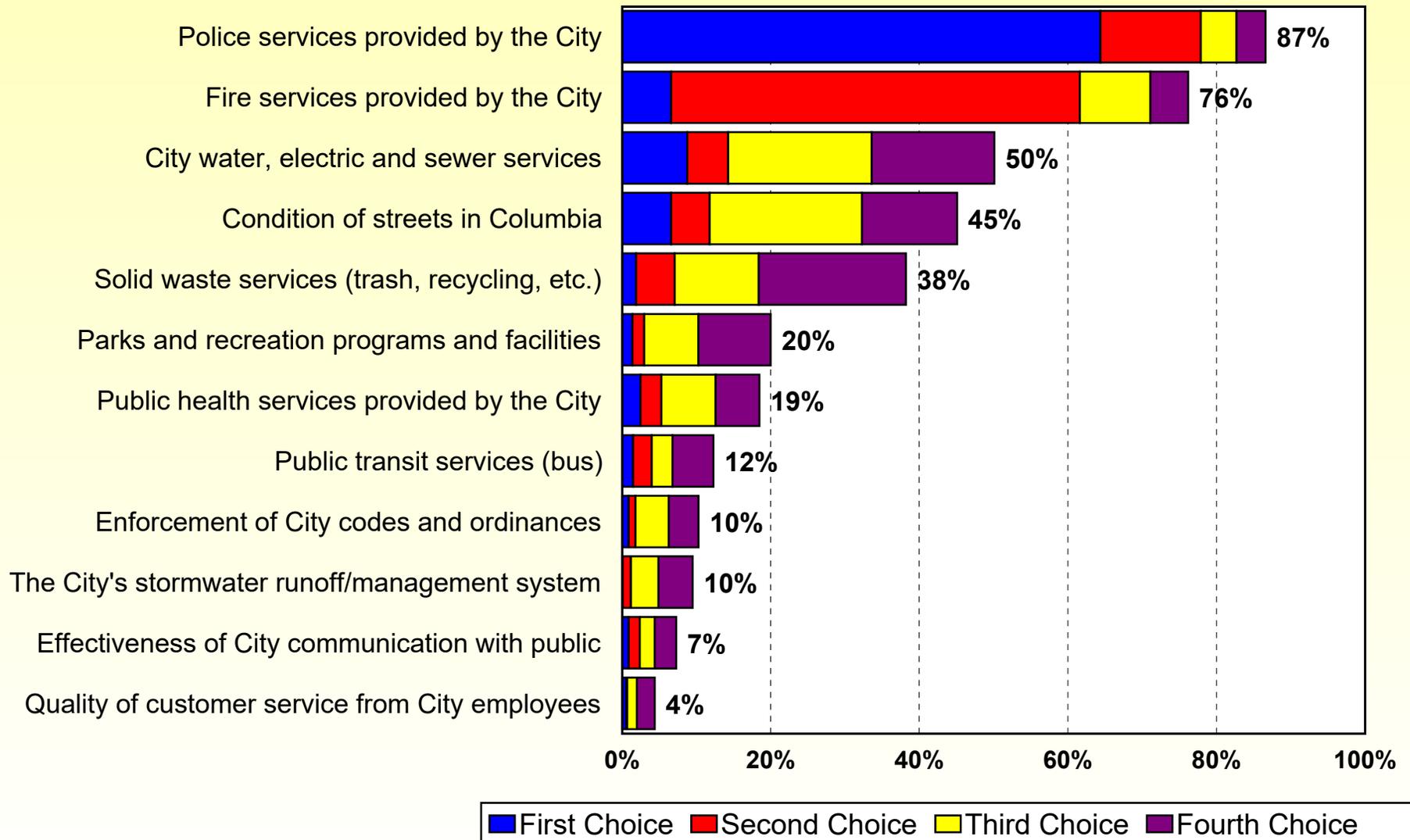


Source: ETC Institute (2019)



## Q2. Major City Services That Residents Think Are Most Important for the City to Provide

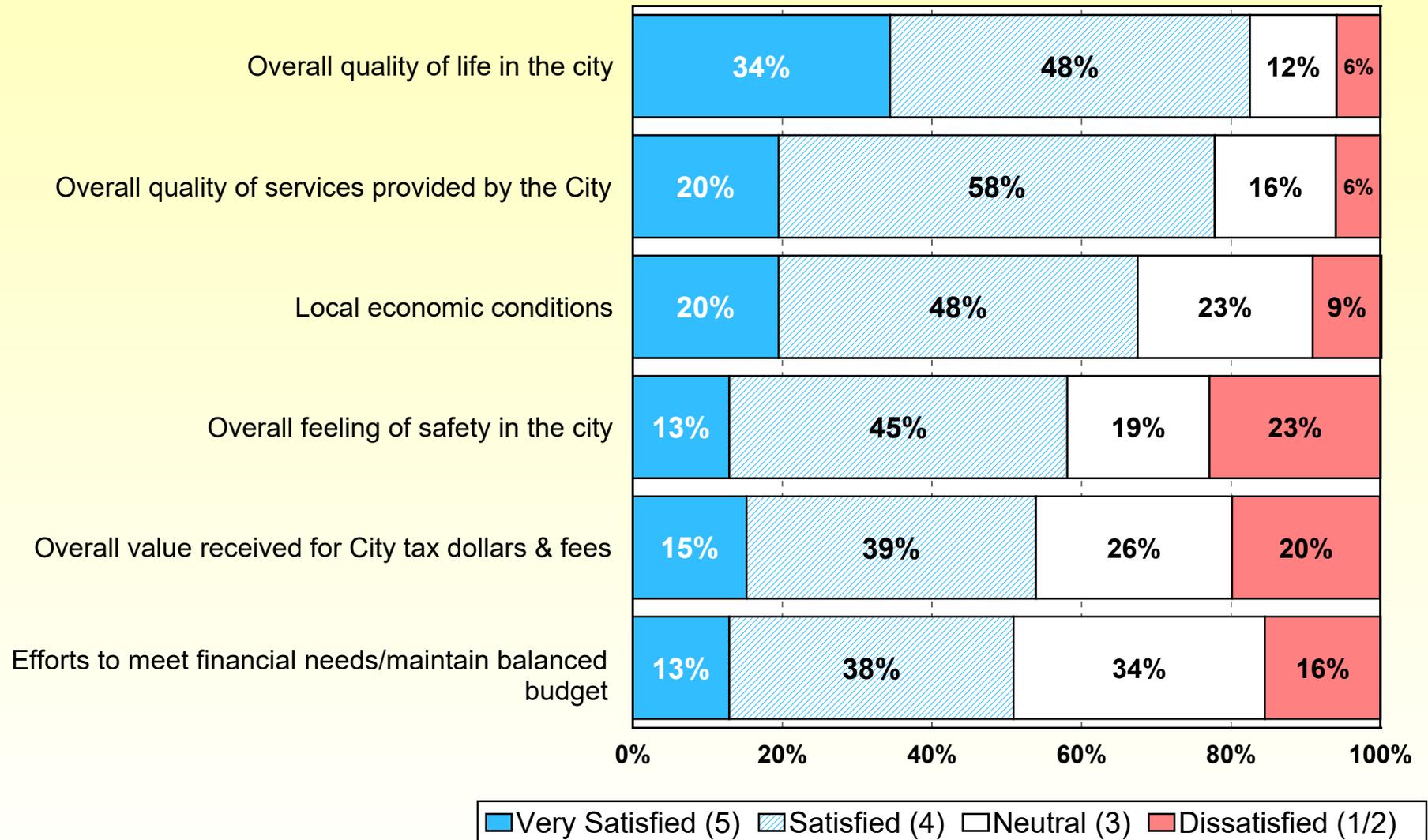
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2019)

# Q3. Satisfaction with Items That Influence Perception Residents Have of the City

by percentage of respondents (excluding don't knows)

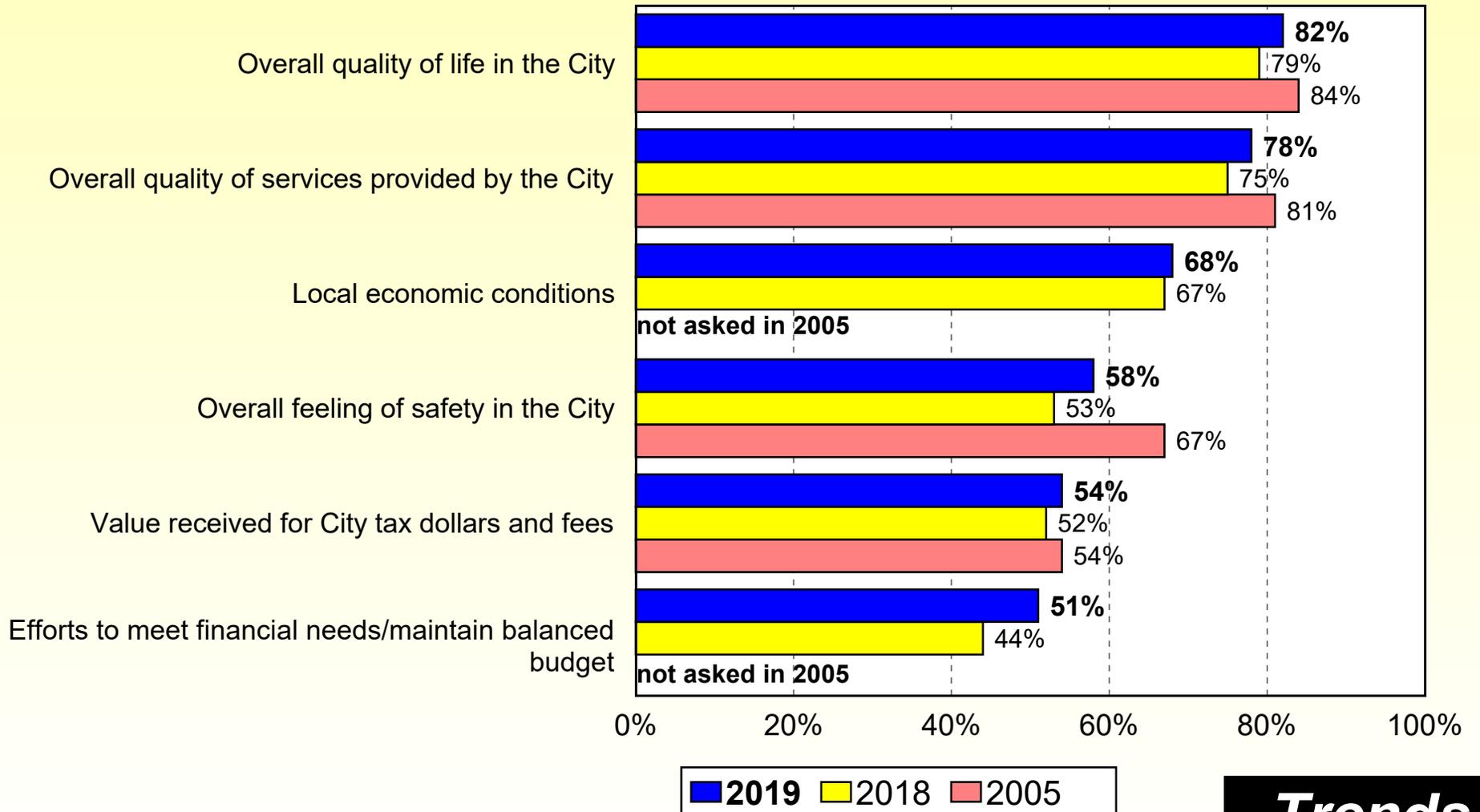


Source: ETC Institute (2019)

# Satisfaction with Items That Influence Perception Residents Have of the City

## 2005 to 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means very satisfied (excluding don't knows)



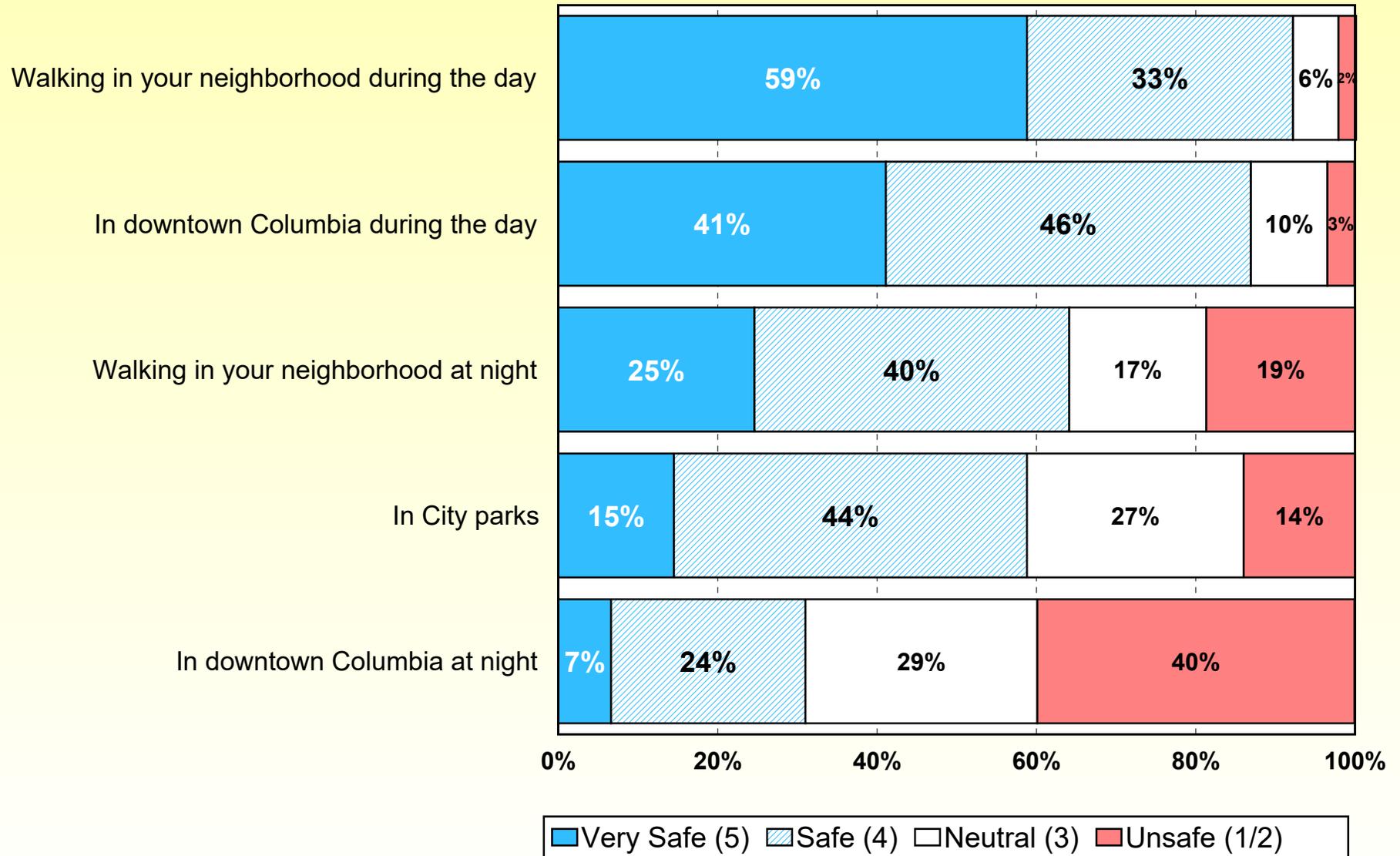
Source: ETC Institute (2019)

ETC Institute (2019)



# Q4. Perceptions of Safety in the City

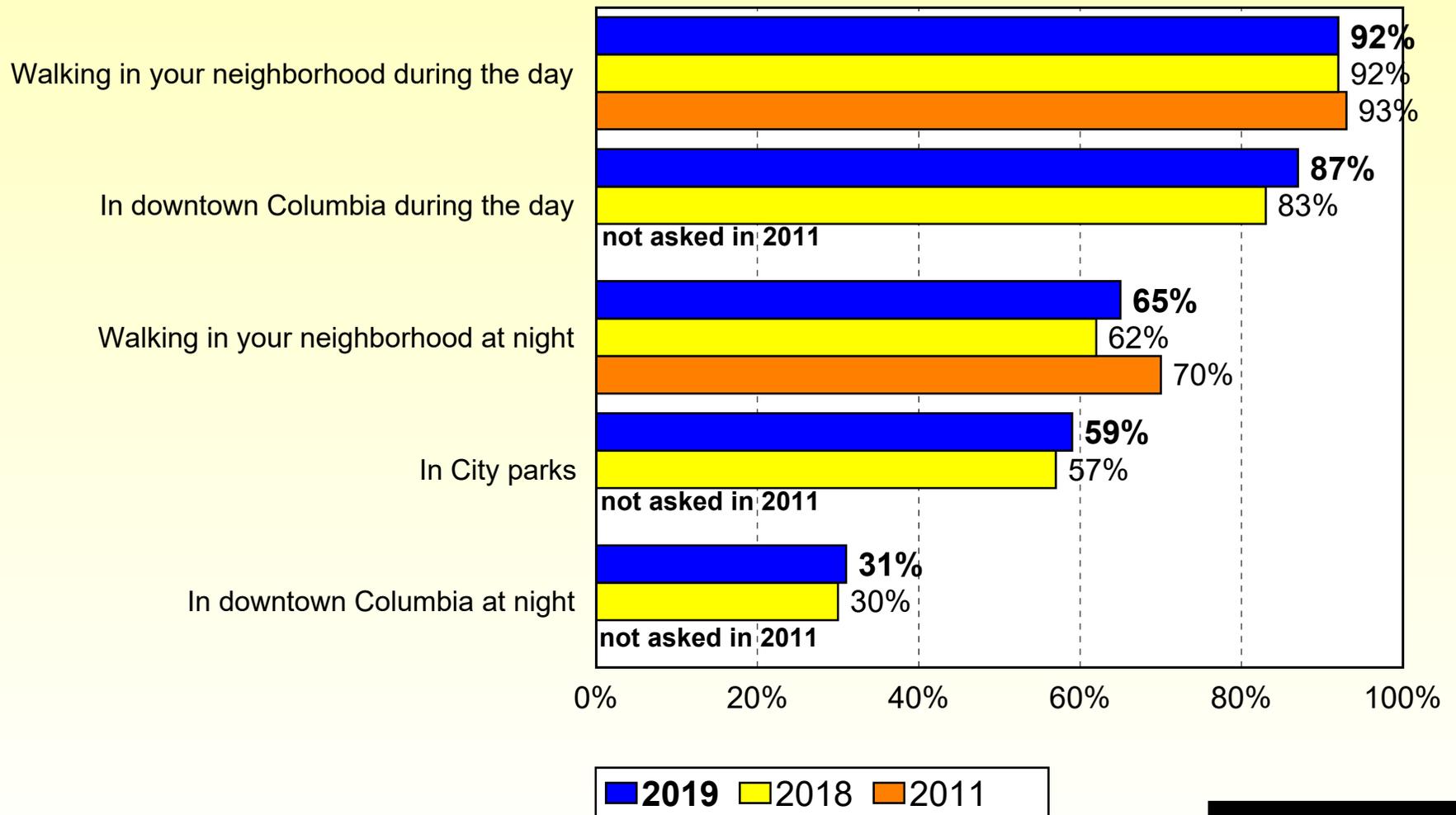
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

# Perceptions of Safety in the City 2011 to 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means very safe  
(excluding don't knows)



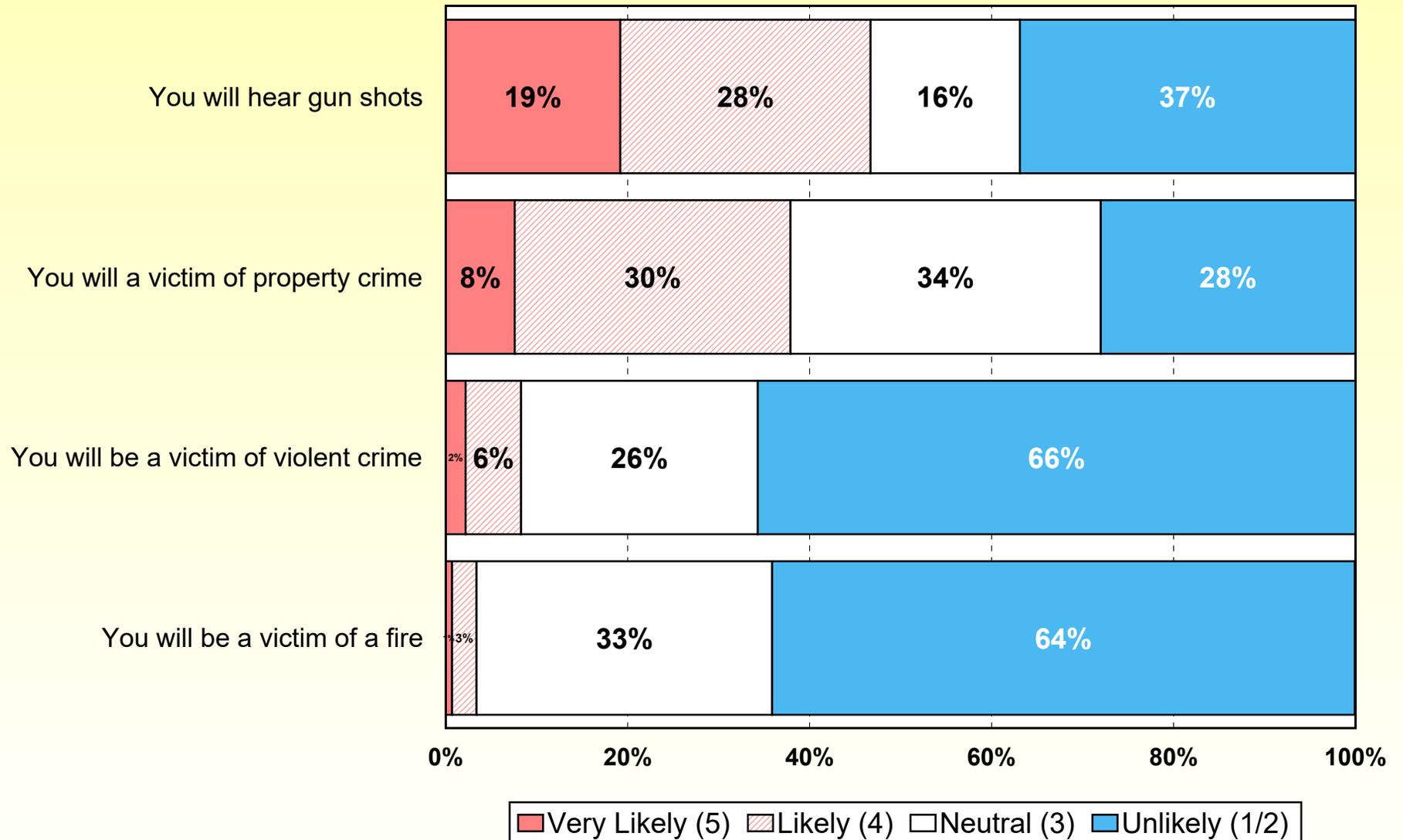
Source: ETC Institute (2019)

ETC Institute (2019)



# Q5. How Likely Residents Think the Following Will Happen to Them in the City of Columbia

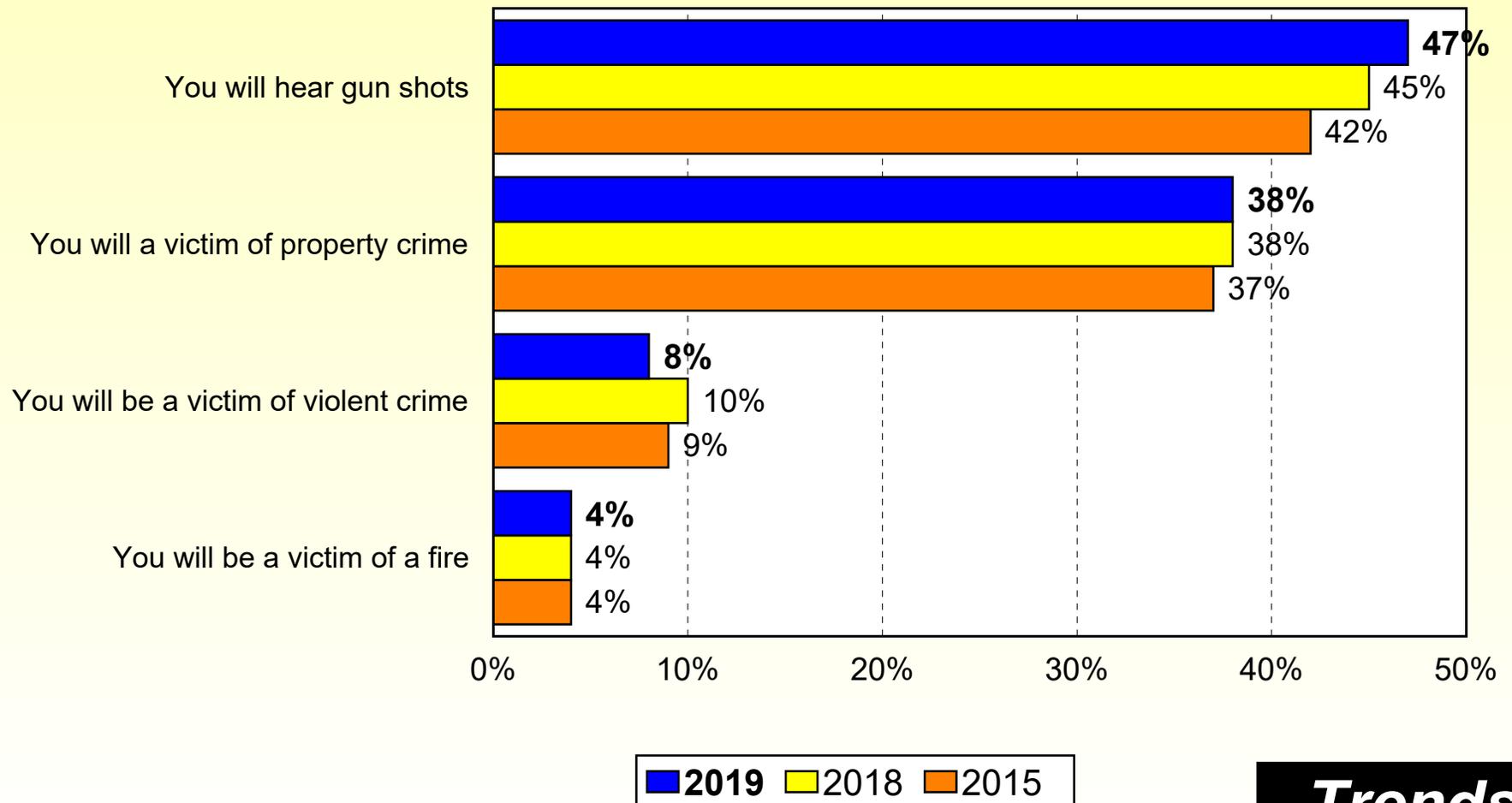
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

# How Likely Residents Think the Following Will Happen to Them in the City of Columbia 2015 to 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means very likely  
(excluding don't knows)

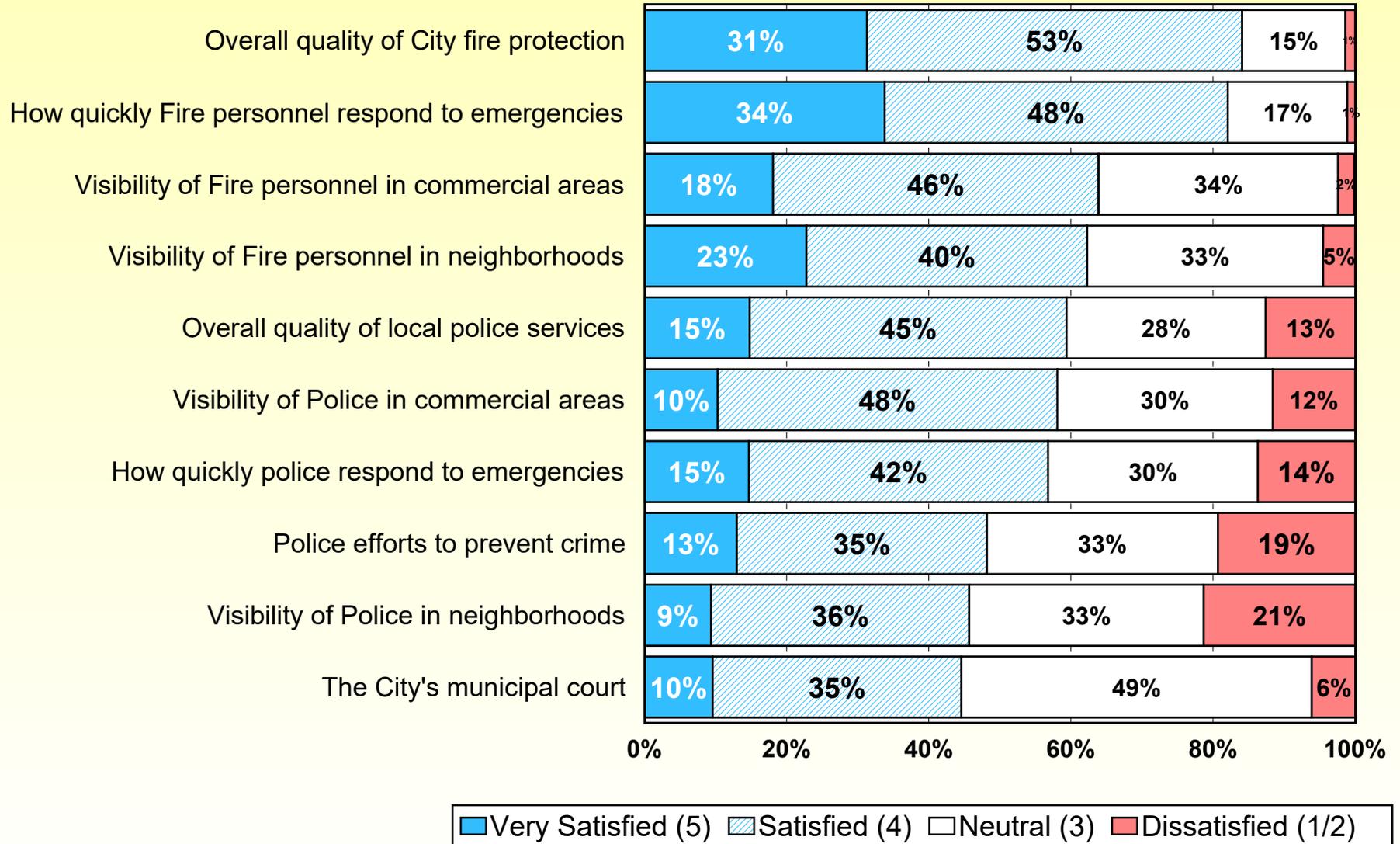


Source: ETC Institute (2019)

ETC Institute (2019)

# Q6. Satisfaction with Public Safety Services

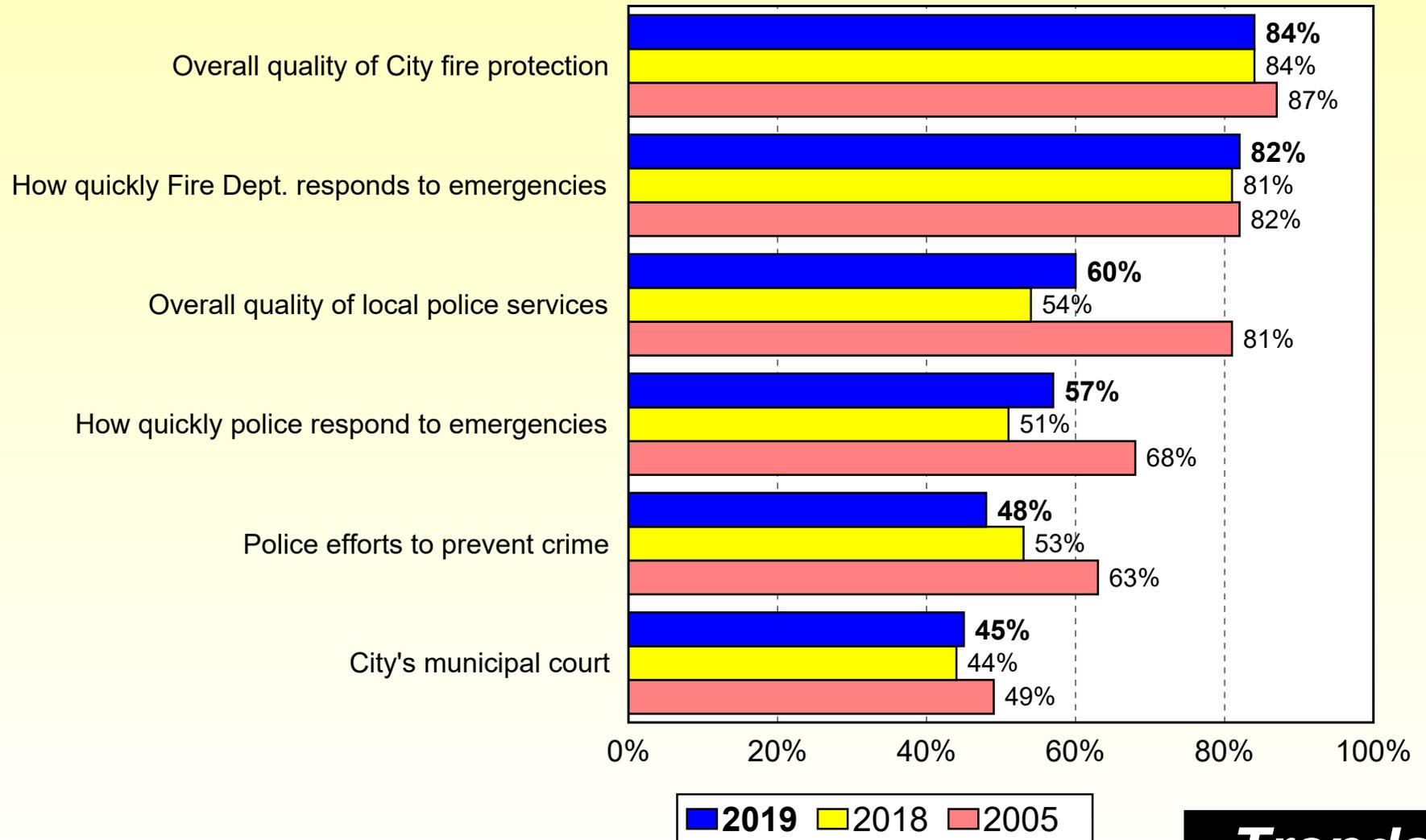
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

# Satisfaction with Public Safety Services 2005 to 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means very satisfied  
(excluding don't knows)



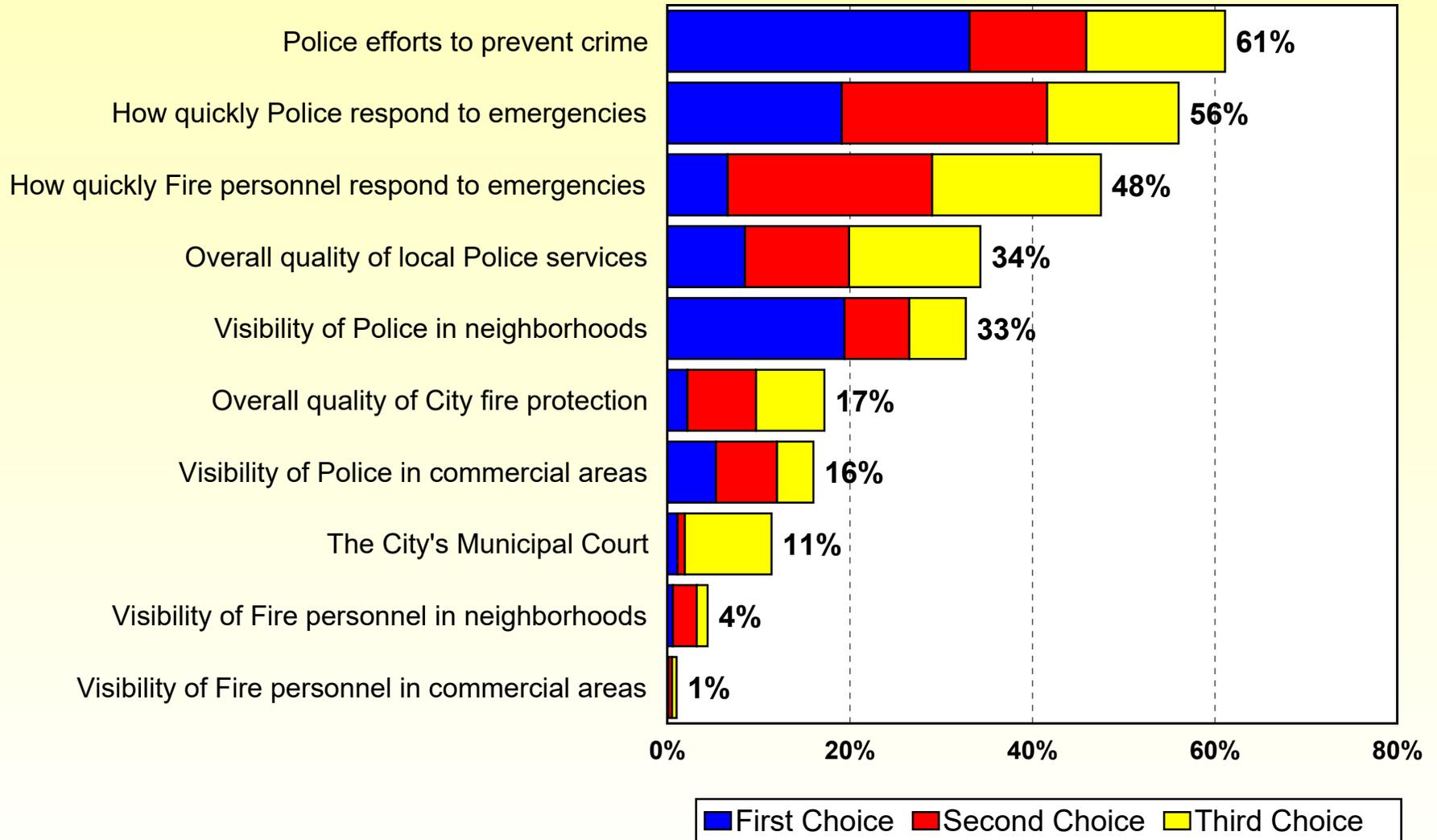
Source: ETC Institute (2019)

ETC Institute (2019)



# Q7. Public Safety Services That Residents Think Are Most Important for the City to Provide

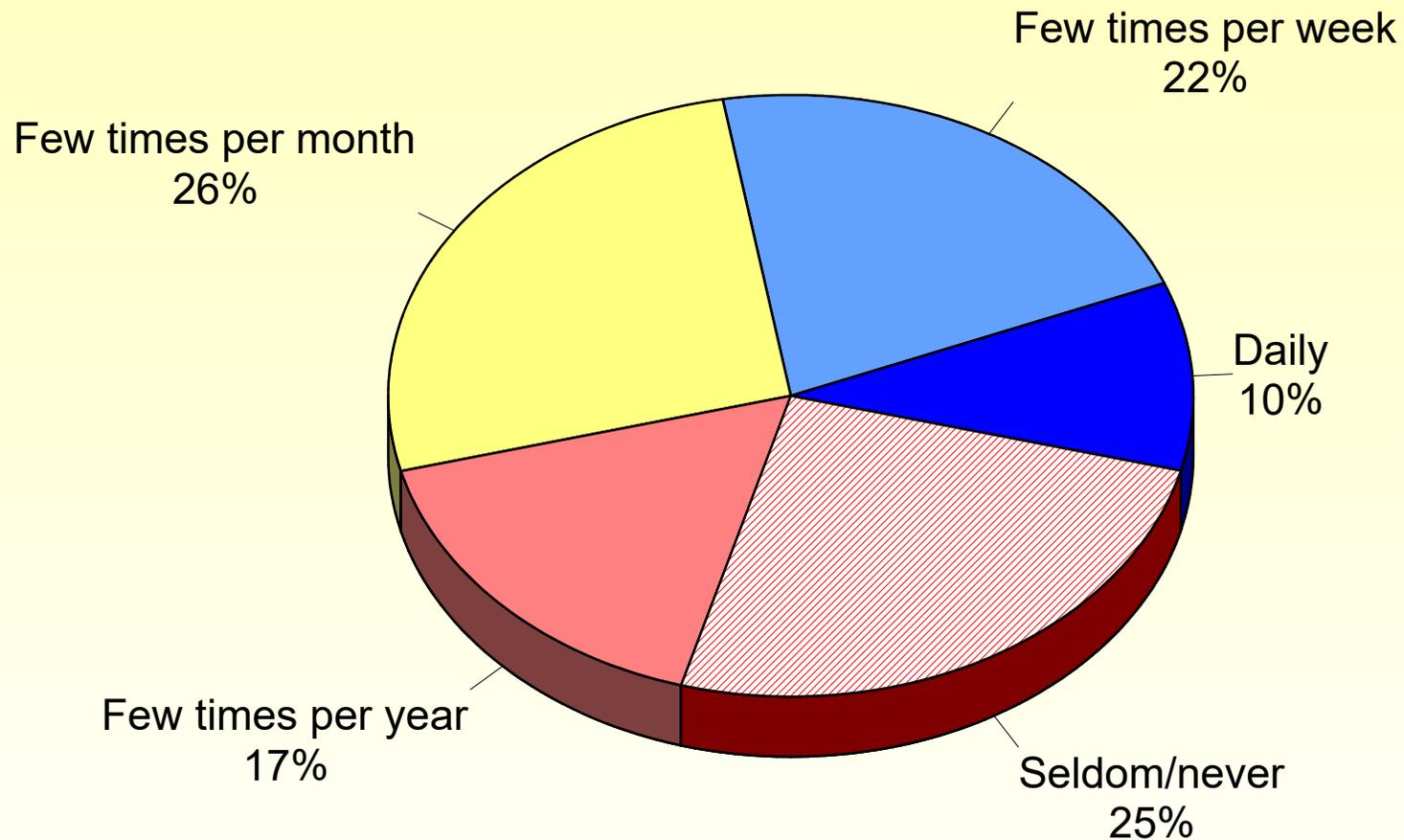
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

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

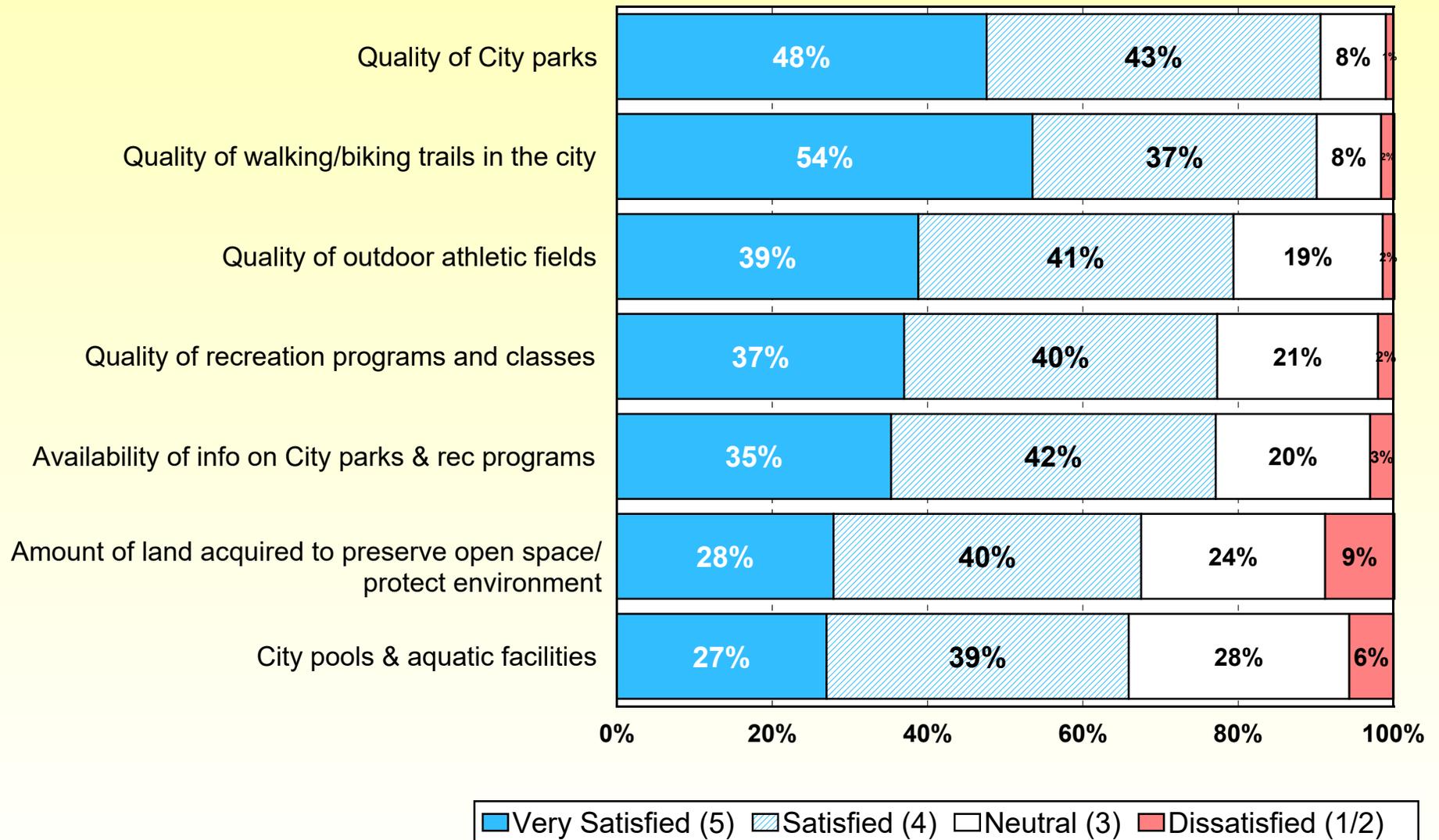
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

# Q9. Satisfaction with Parks and Recreation Services

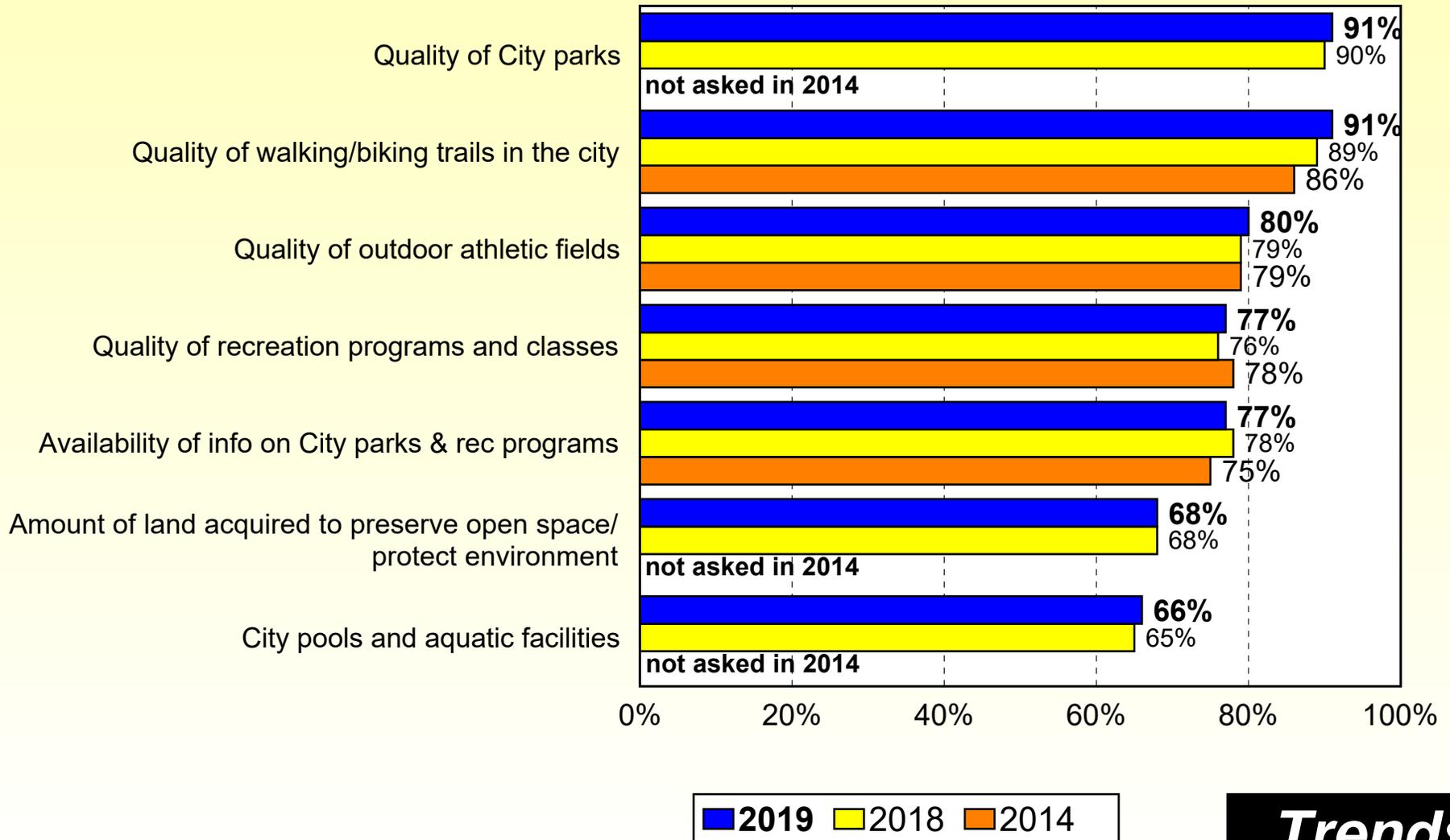
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

# Satisfaction with Parks and Recreation Services 2014 to 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means very satisfied  
(excluding don't knows)



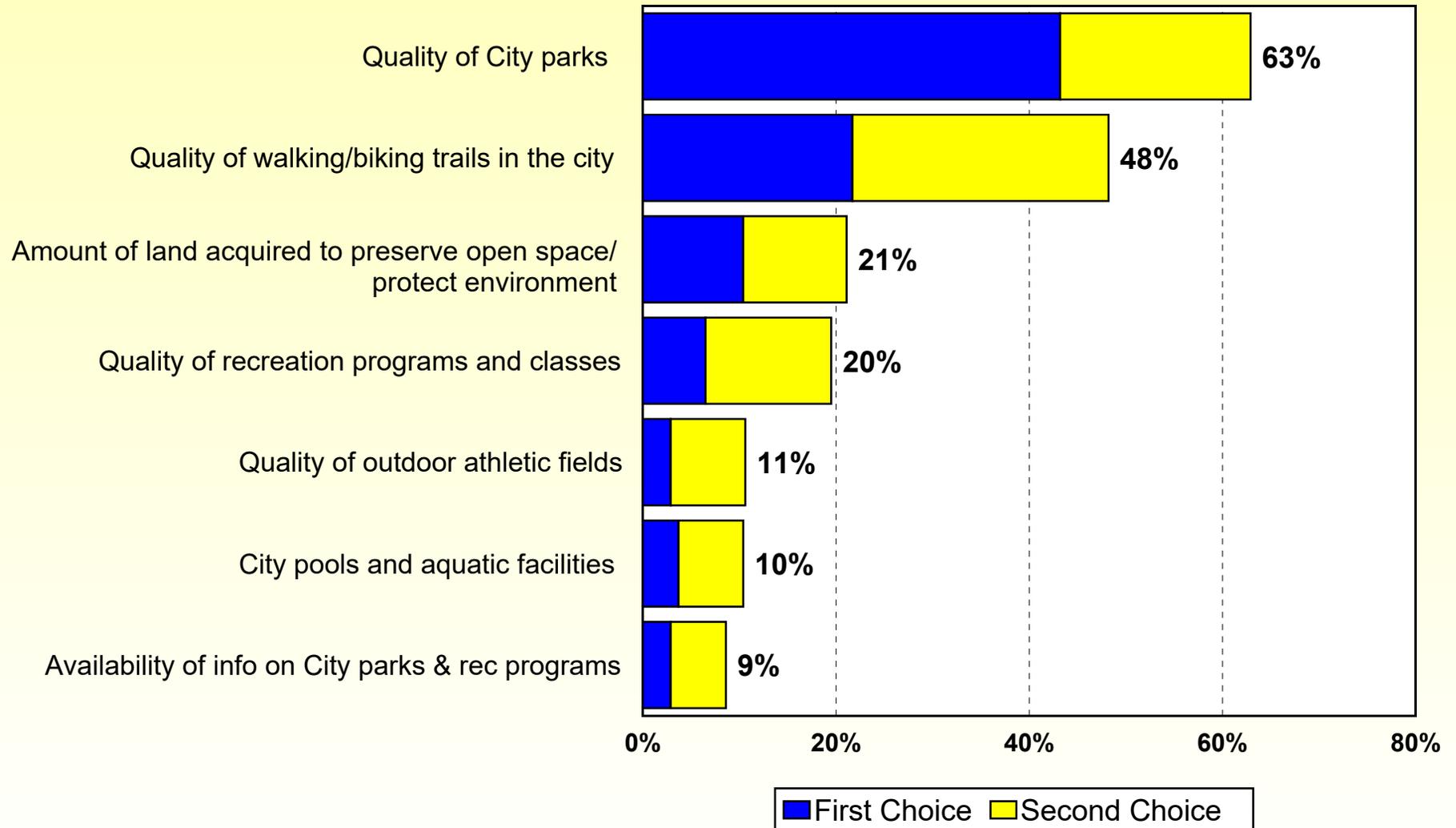
Source: ETC Institute (2019)

ETC Institute (2019)



# Q10. Parks and Recreation Services That Residents Think Are Most Important for the City to Provide

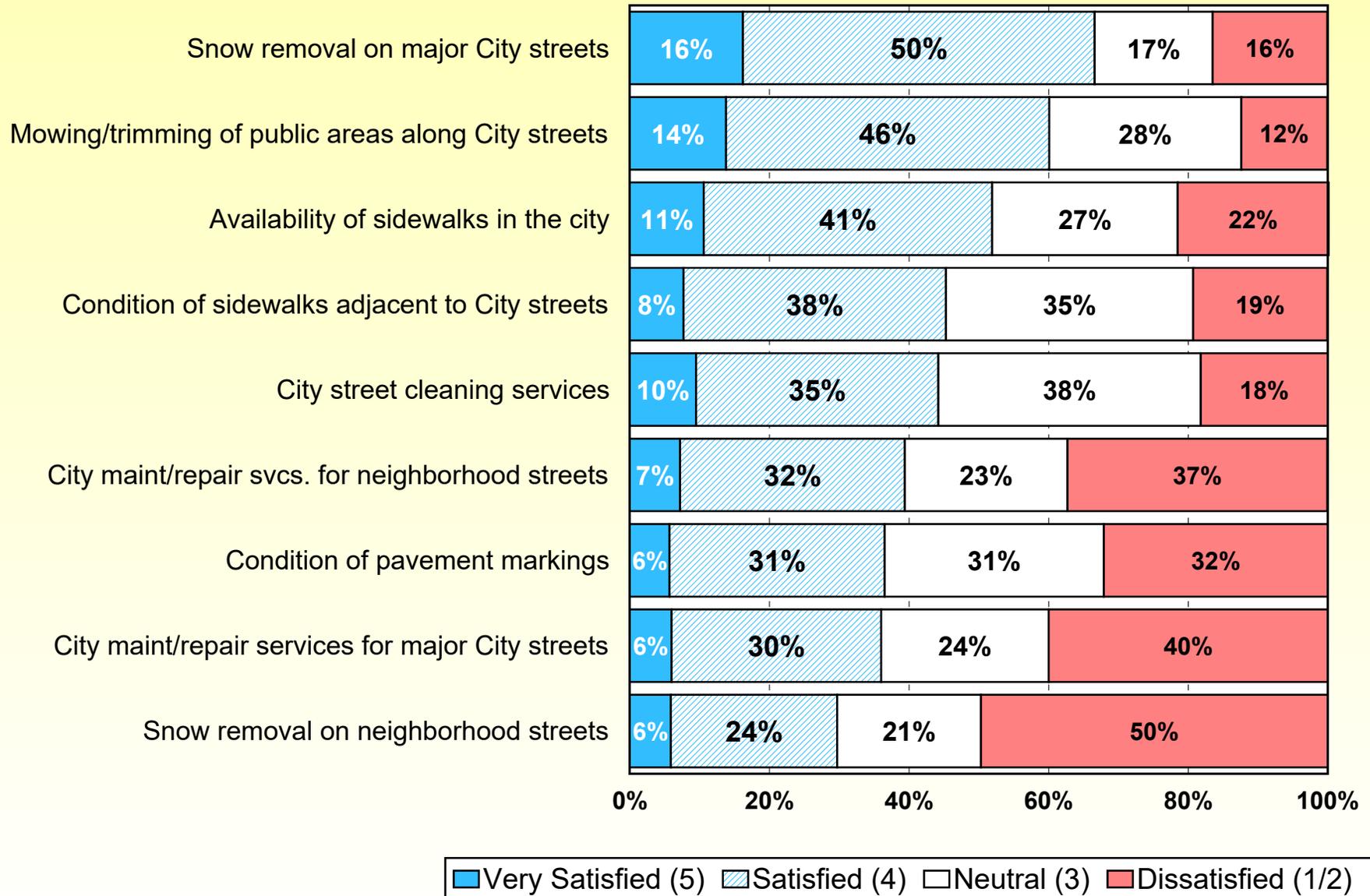
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

# Q11. Satisfaction with Streets and Sidewalks

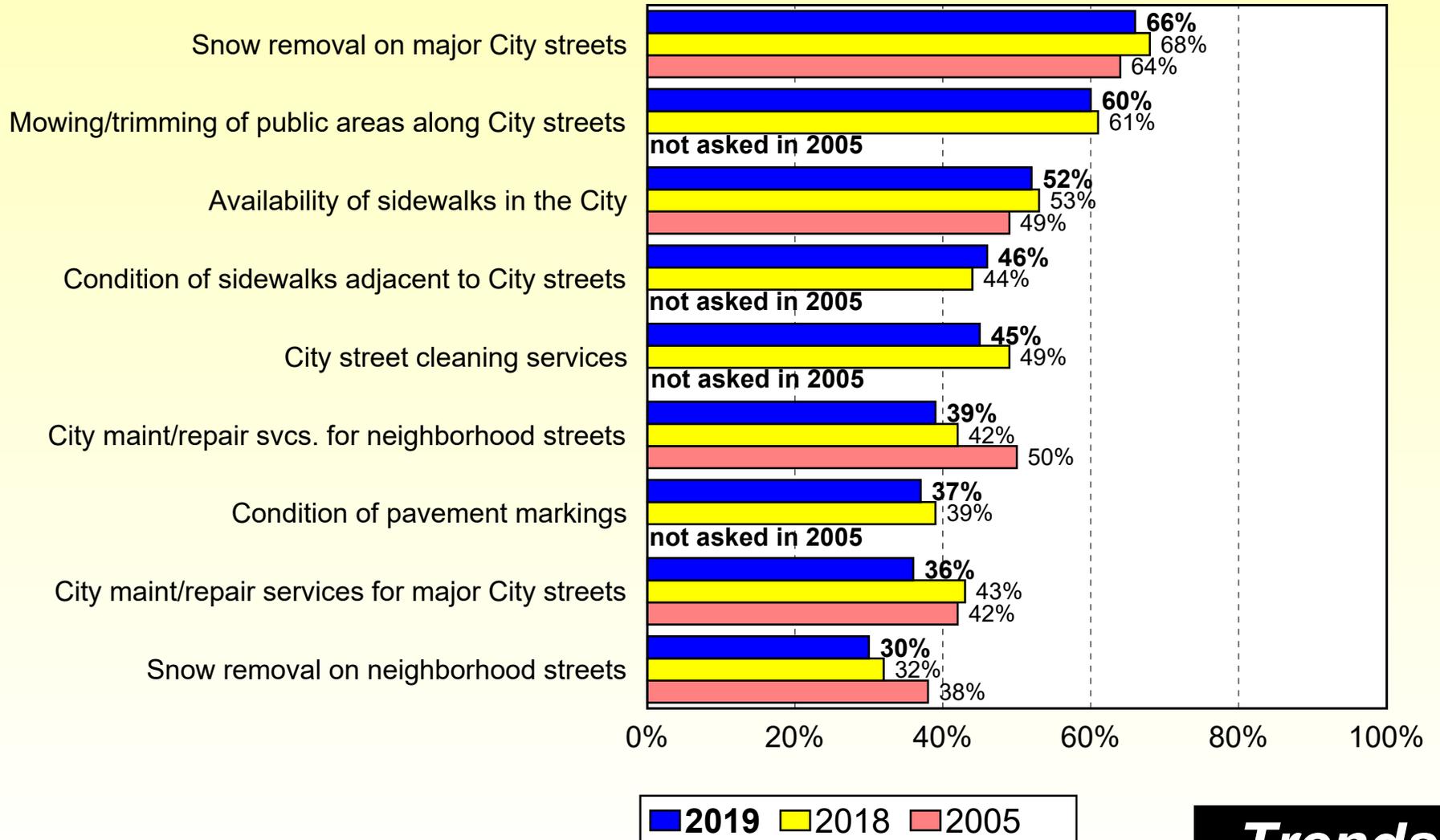
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

# Satisfaction with Streets and Sidewalks 2005 to 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means very satisfied  
(excluding don't knows)



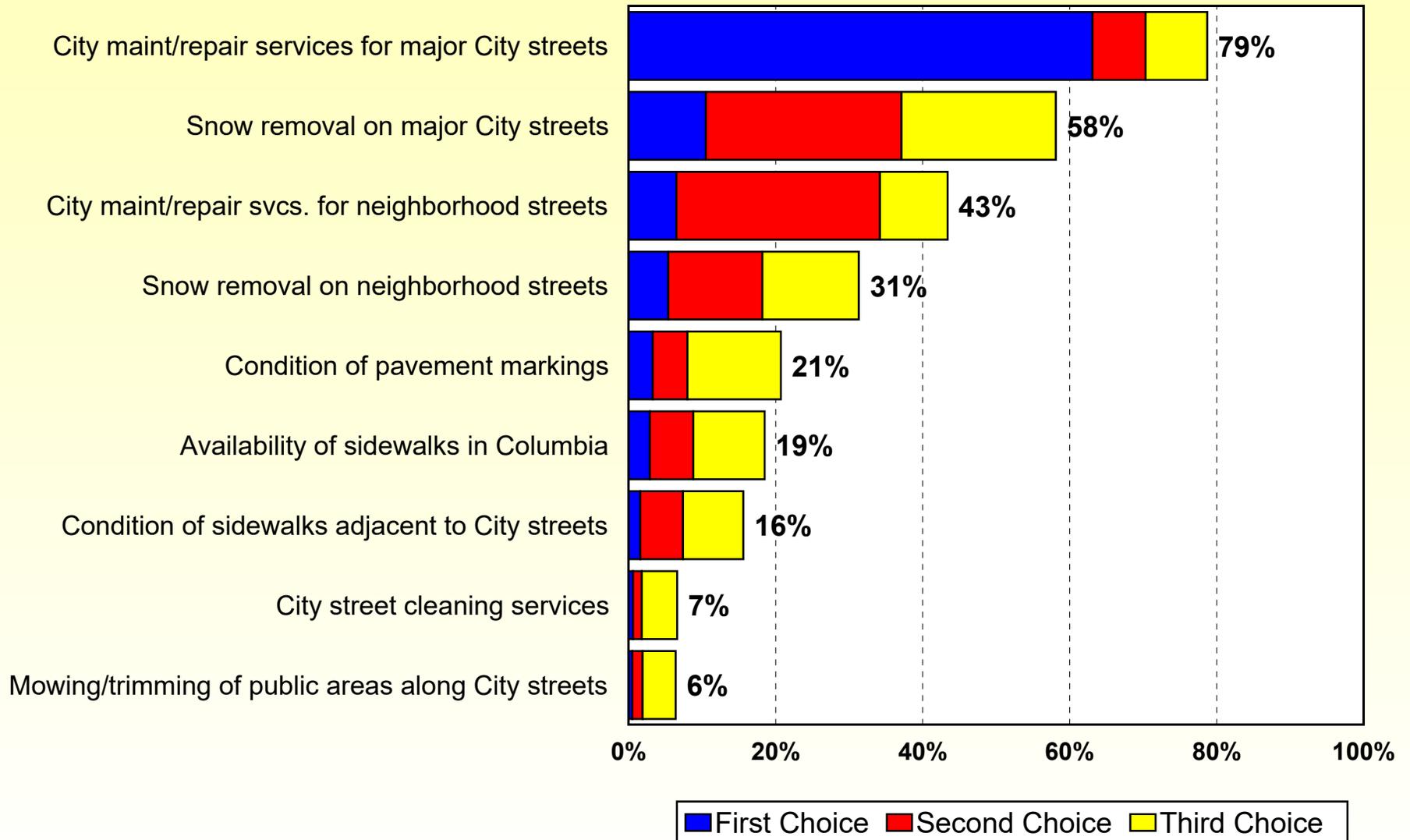
Source: ETC Institute (2019)

ETC Institute (2019)



# Q12. Street and Sidewalk Services That Residents Think Are Most Important for the City to Provide

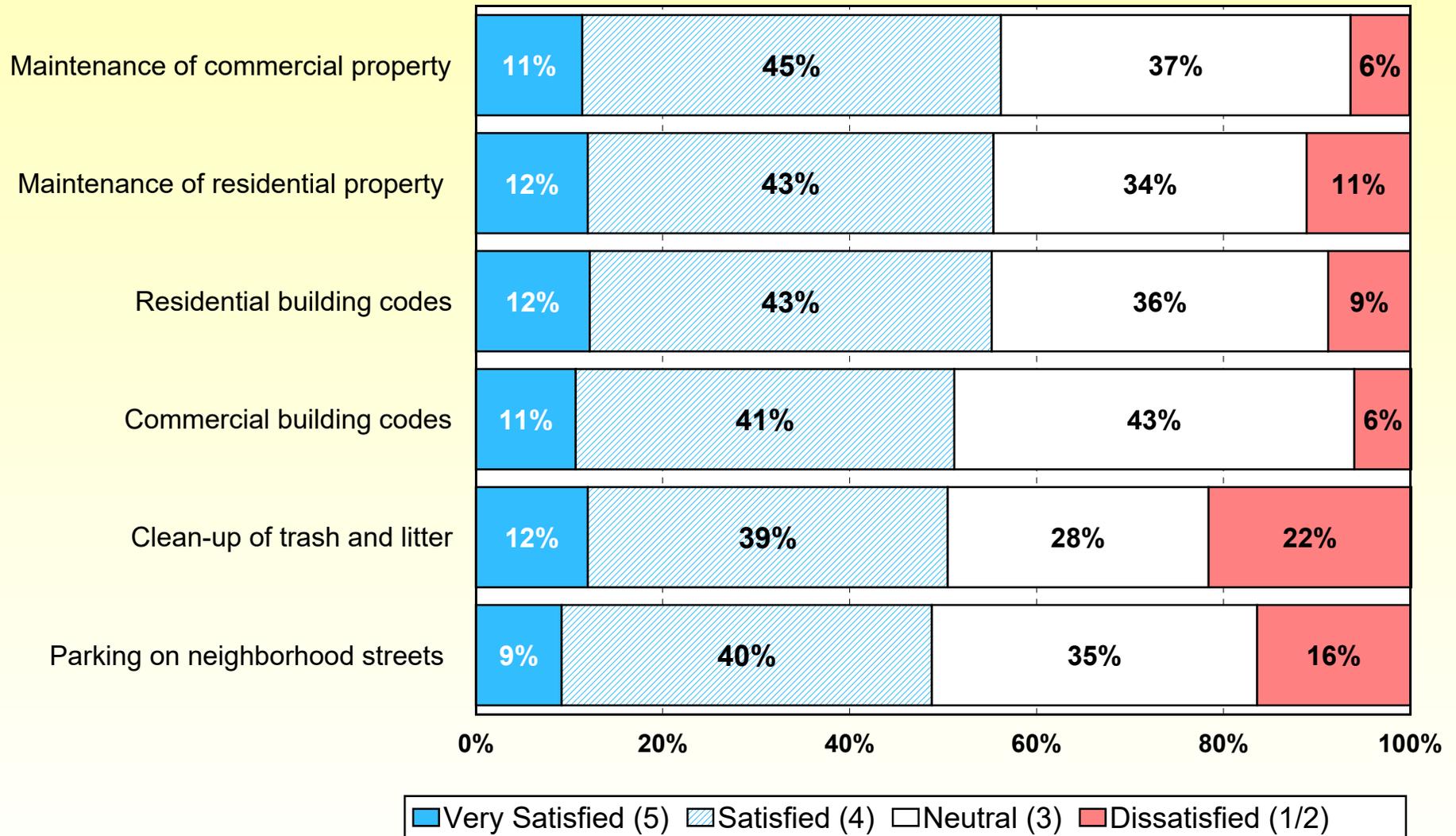
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

# Q13. Satisfaction with Code Enforcement and Neighborhood Services

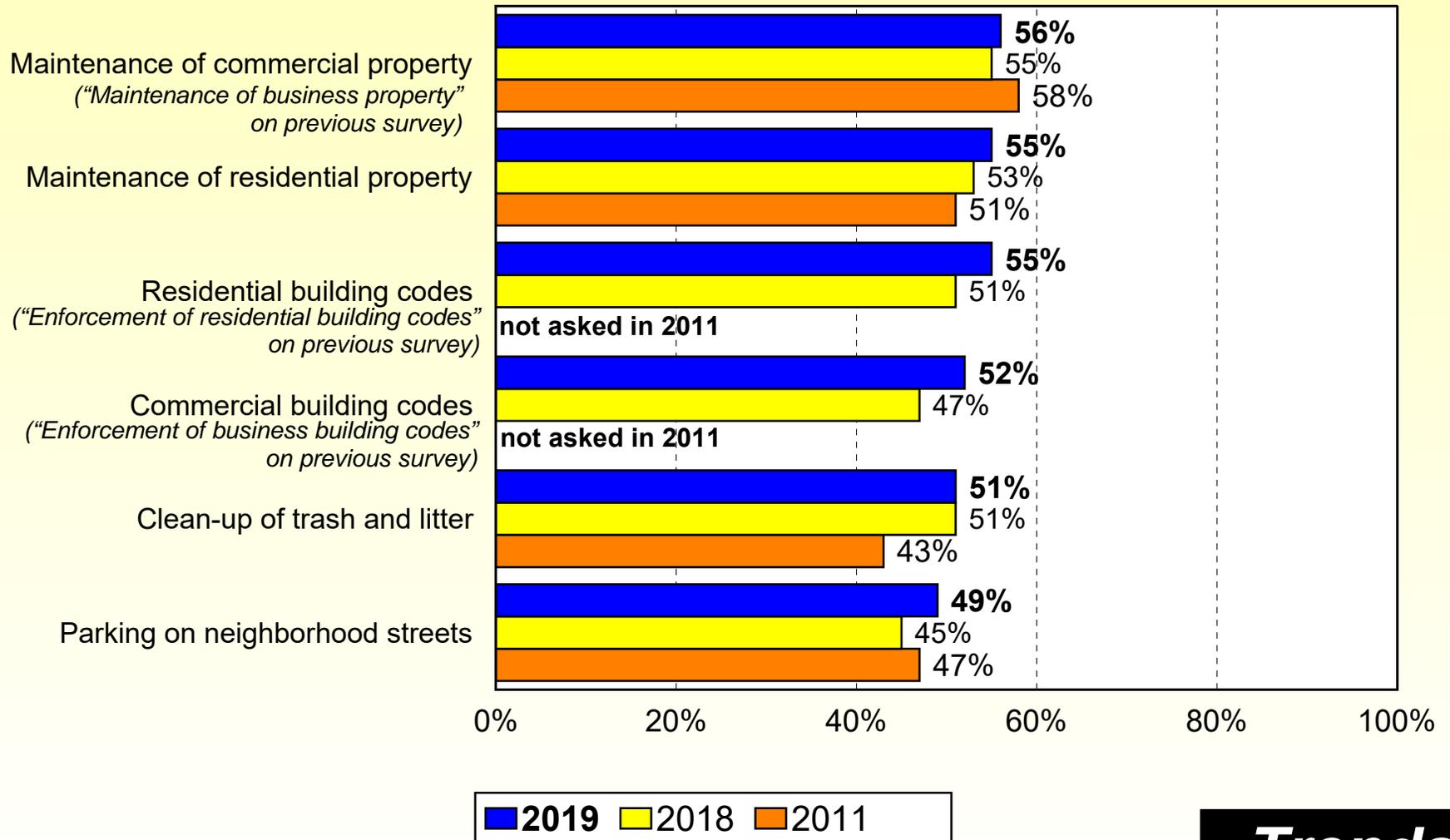
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

# Satisfaction with Code Enforcement and Neighborhood Services - 2011 to 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means very satisfied (excluding don't knows)



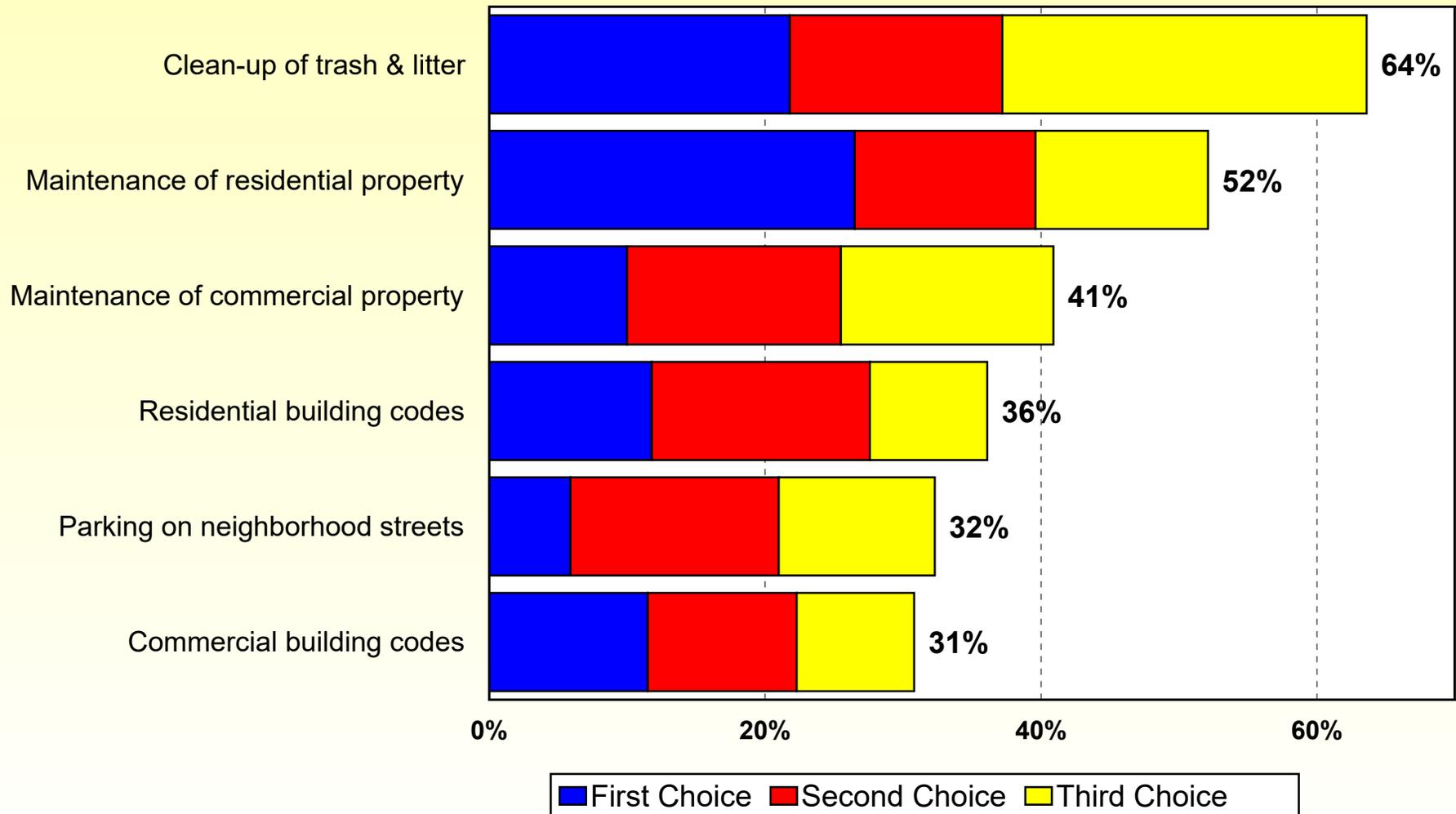
Source: ETC Institute (2019)

ETC Institute (2019)

**Trends**

# Q14. Code Enforcement and Neighborhood Services That Residents Think Are Most Important for the City to Provide

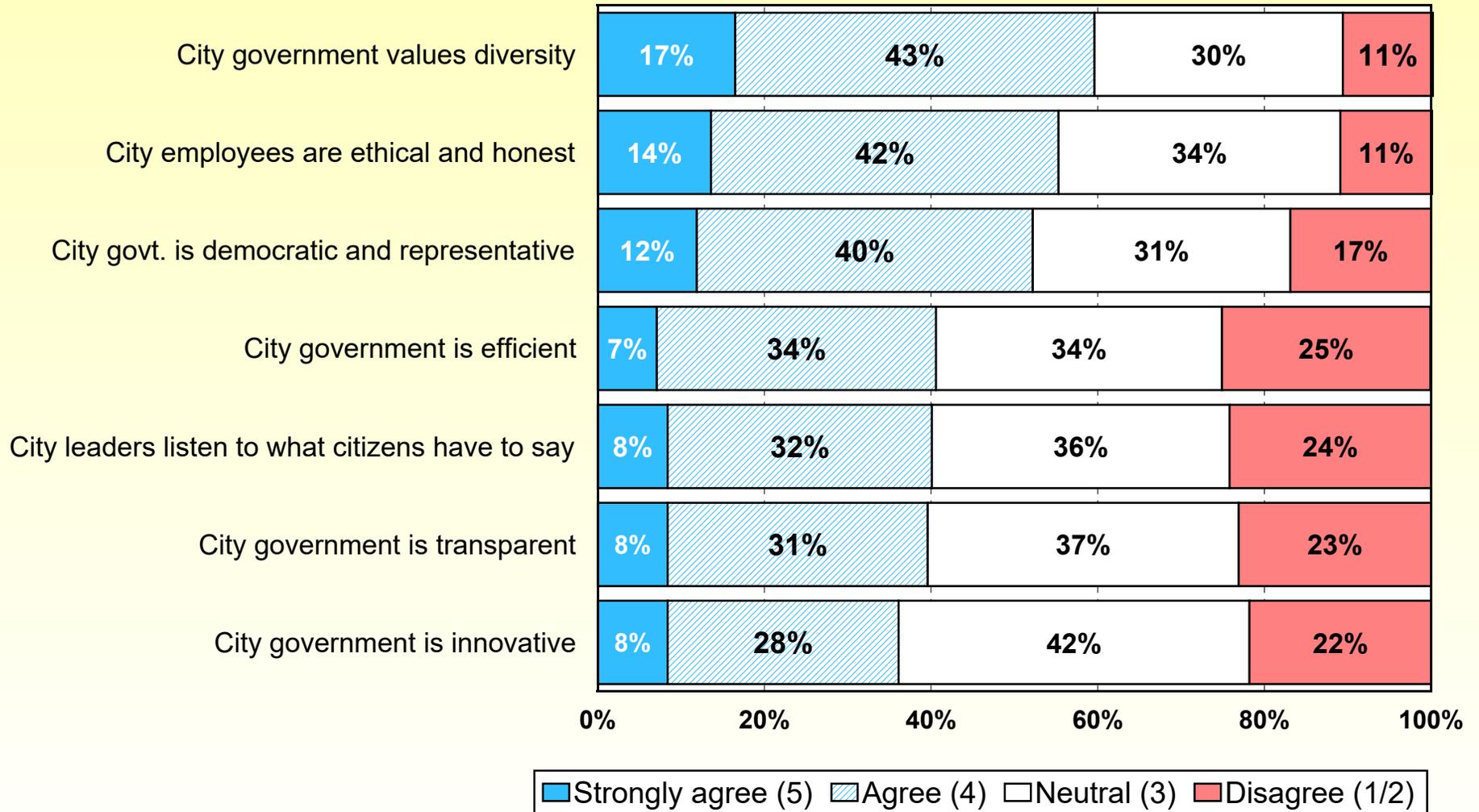
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

# Q15. Agreement with Various Statements Regarding Columbia's City Government

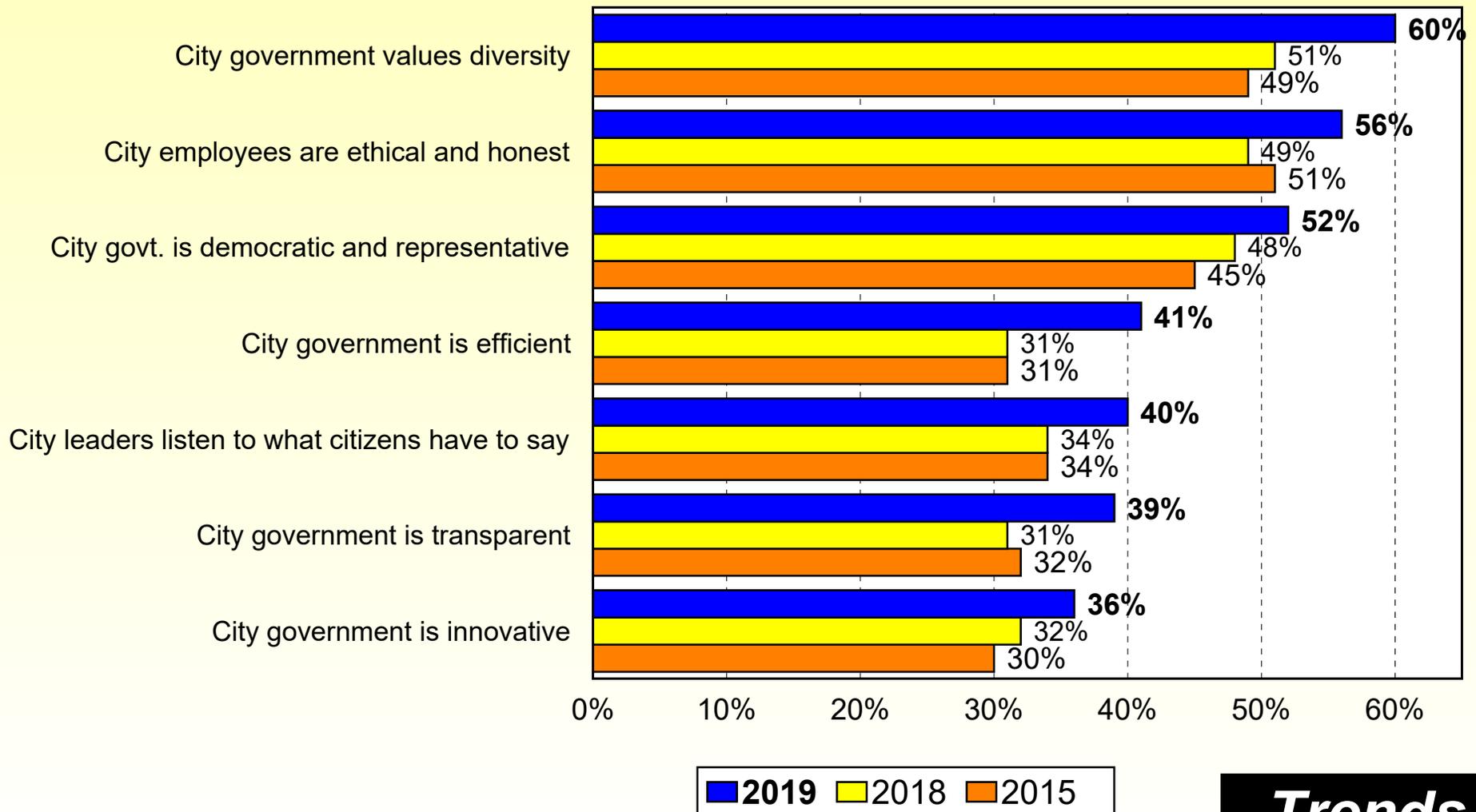
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

# Agreement with Various Statements Regarding Columbia's City Government - 2015 to 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means strongly agree (excluding don't knows)



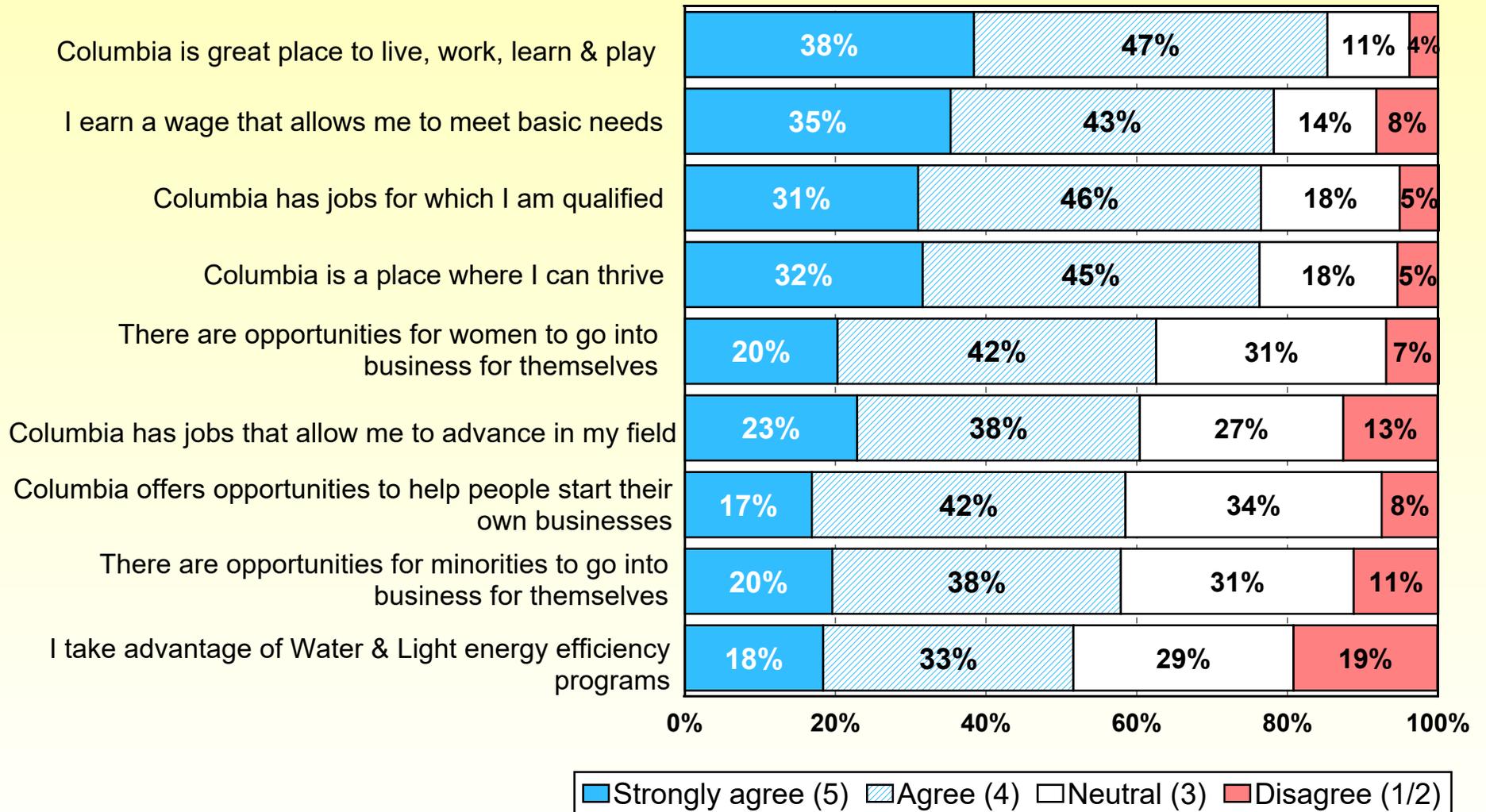
Source: ETC Institute (2019)

ETC Institute (2019)



# Q16. Agreement with Various Statements Regarding Personal Well-Being

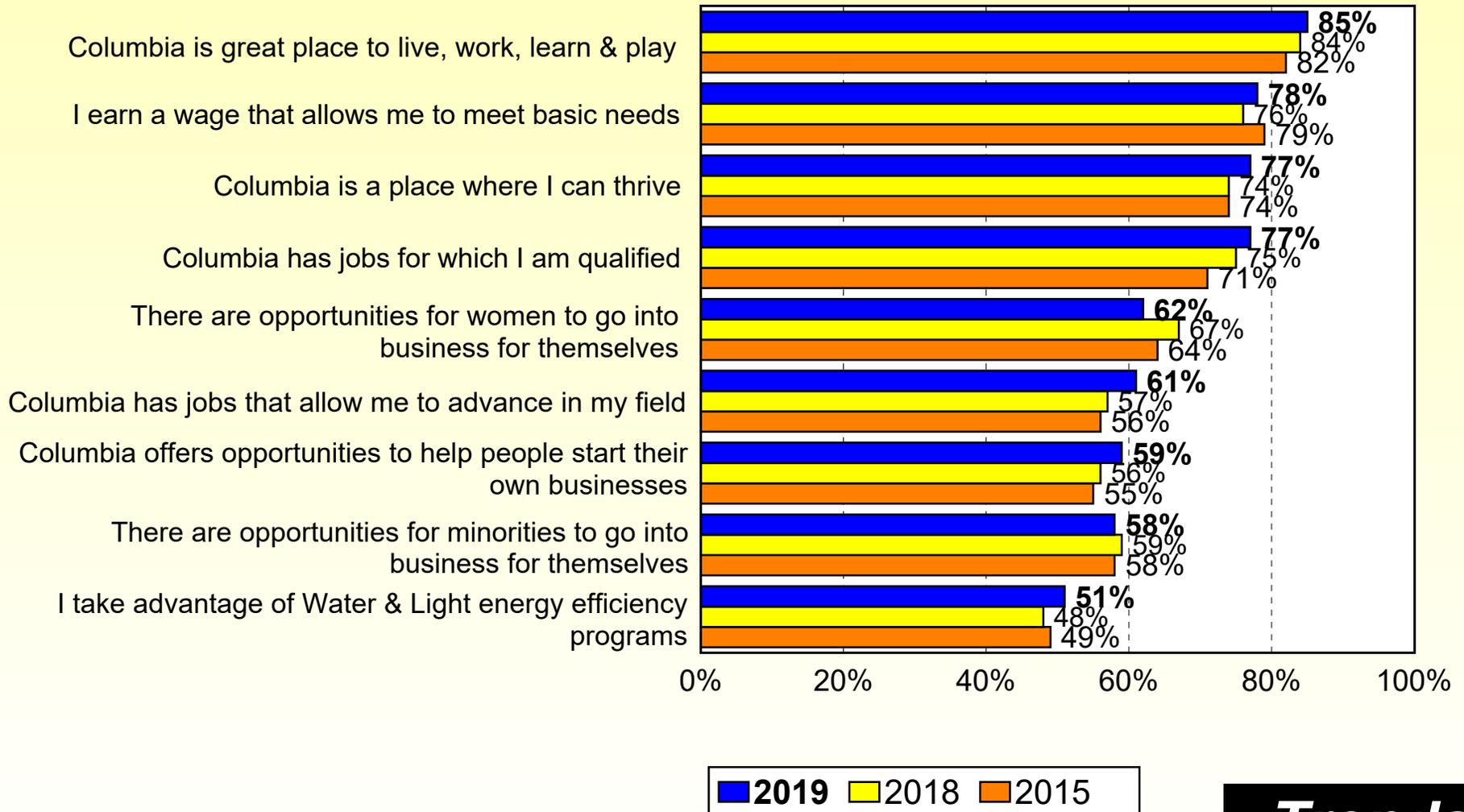
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

# Agreement with Various Statements Regarding Personal Well-Being - 2015 to 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means strongly agree (excluding don't knows)



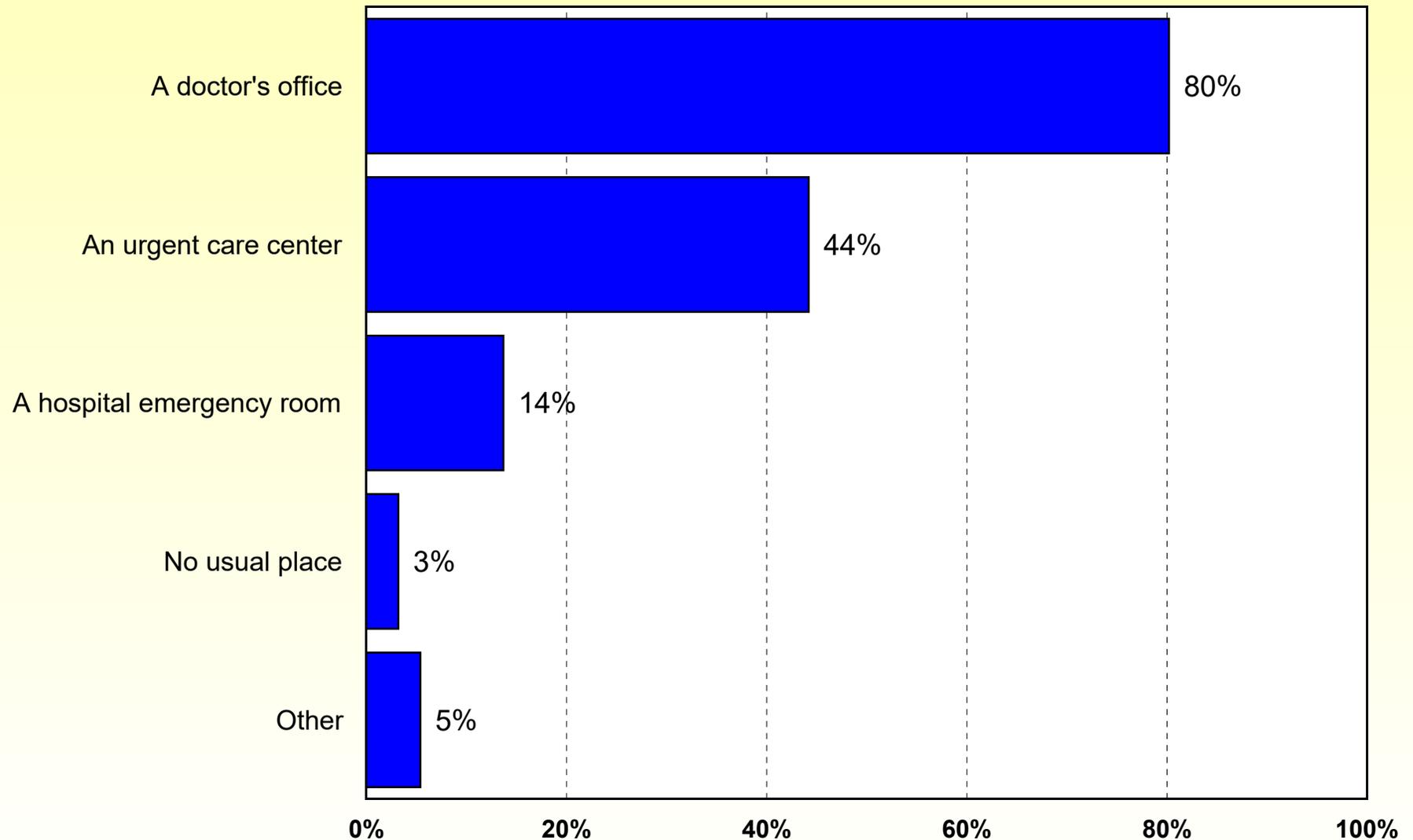
Source: ETC Institute (2019)

ETC Institute (2019)



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

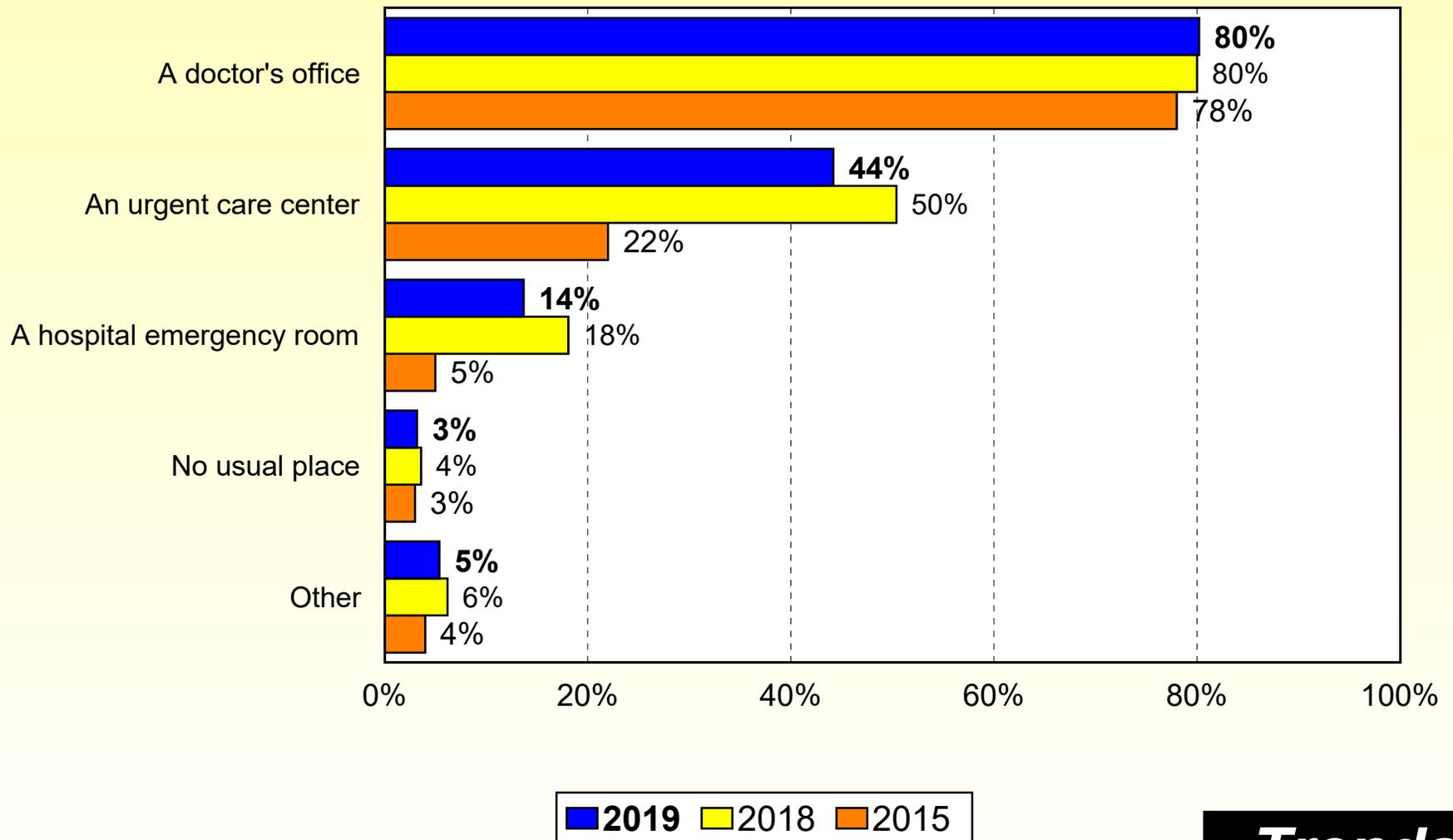
by percentage of respondents (multiple choices allowed)



Source: ETC Institute (2019)

# When you are sick or need advice about your health, where do you usually go? - 2015 to 2019

by percentage of respondents (multiple choices allowed)

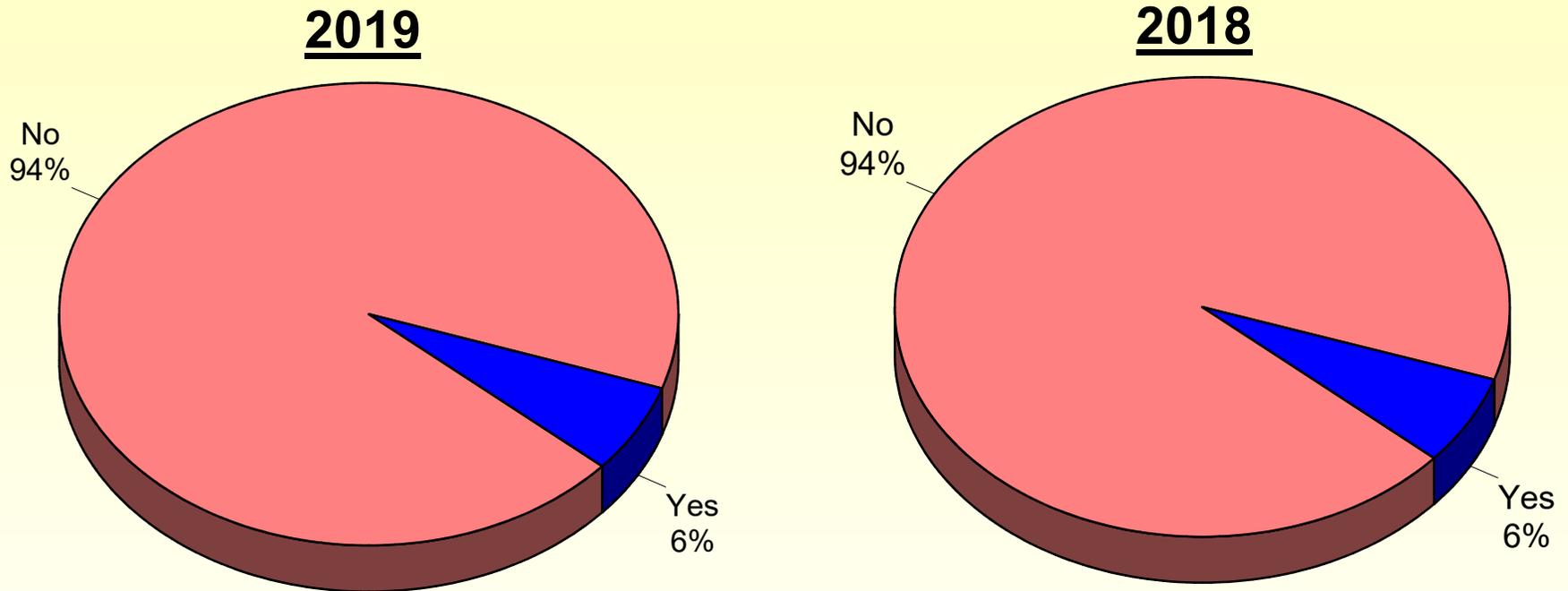


Source: ETC Institute (2019)

ETC Institute (2019)

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

by percentage of respondents (excluding not provided)

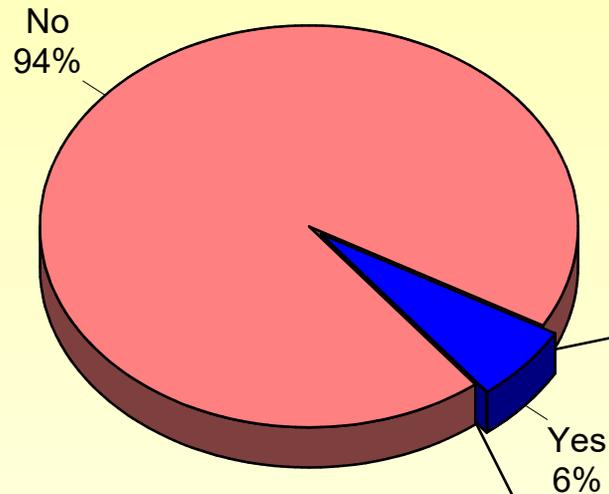


Source: ETC Institute (2019)

ETC Institute (2019)

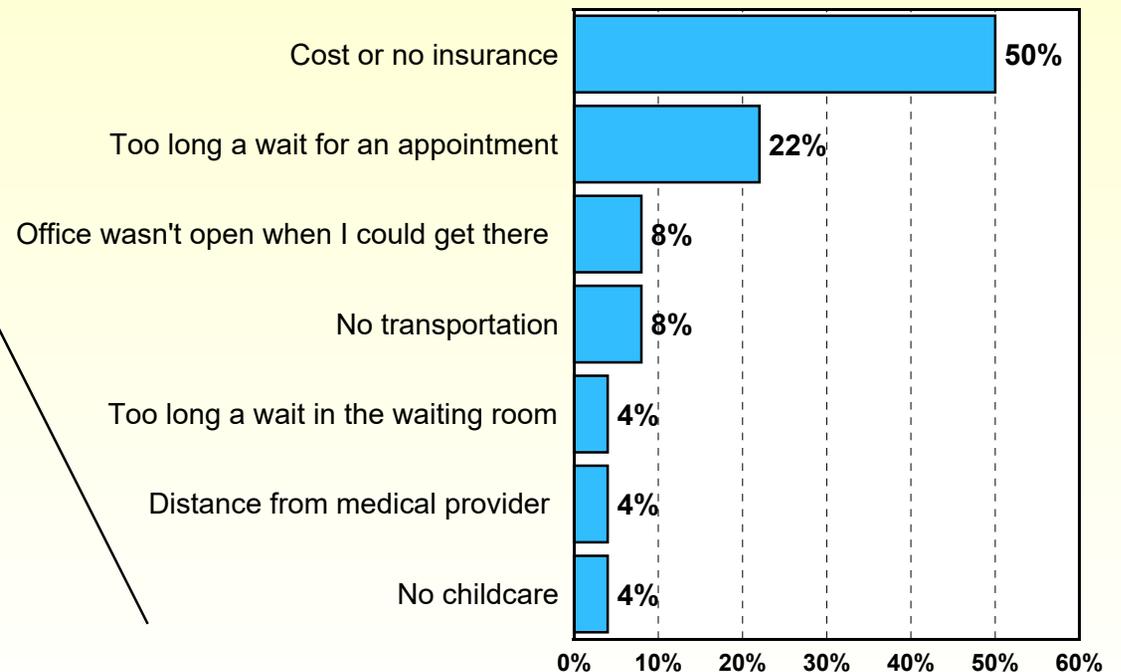
# Q18. Was there a time in the past 12 months when you needed medical care, but could not get it?

by percentage of respondents (excluding not provided)



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

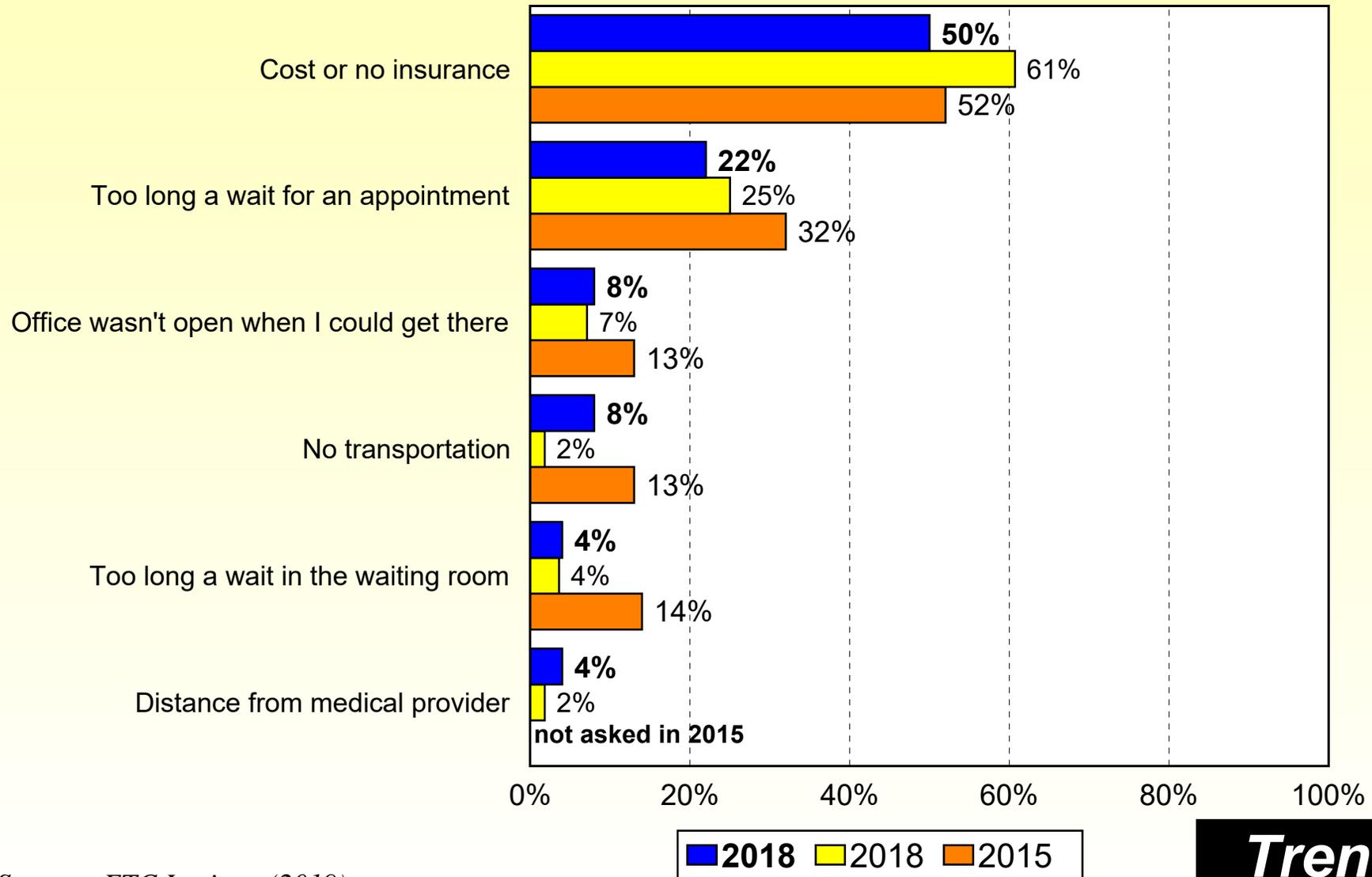
(excluding not provided)



Source: ETC Institute (2019)

# What was the main reason you could not get medical care? - 2015 to 2019

by percentage of respondents



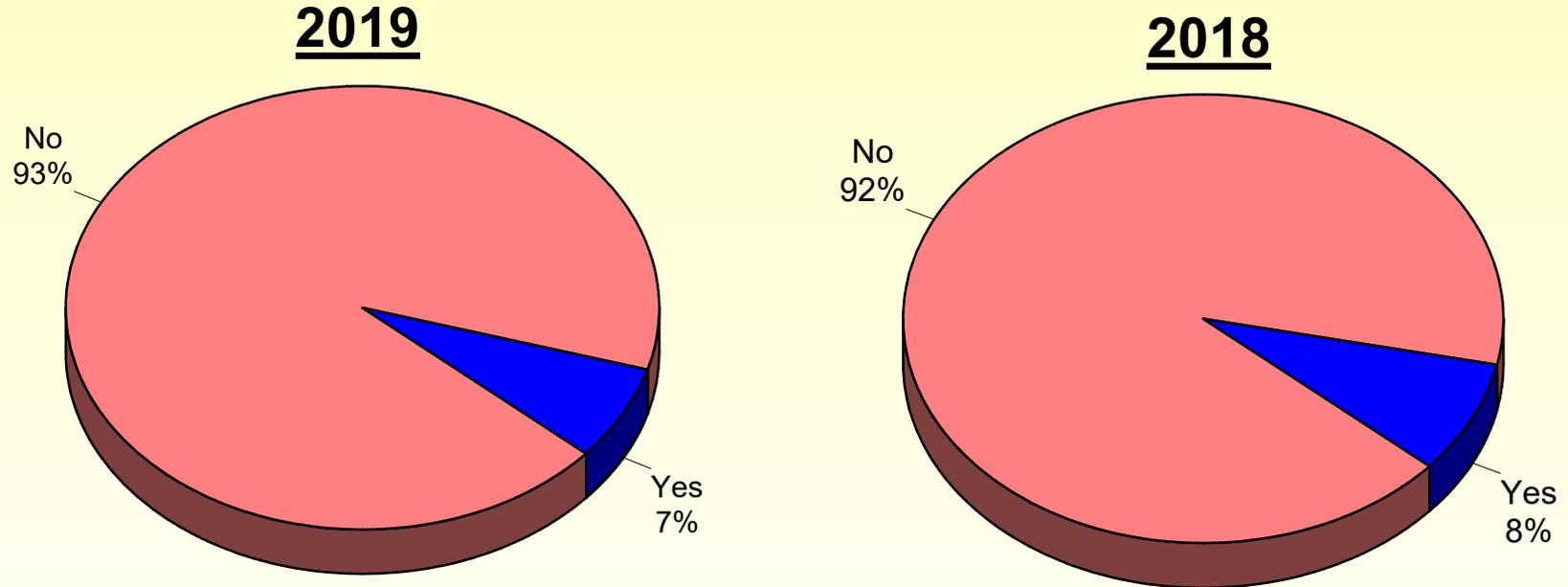
Source: ETC Institute (2019)

ETC Institute (2019)



# 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?

by percentage of respondents (excluding don't knows)

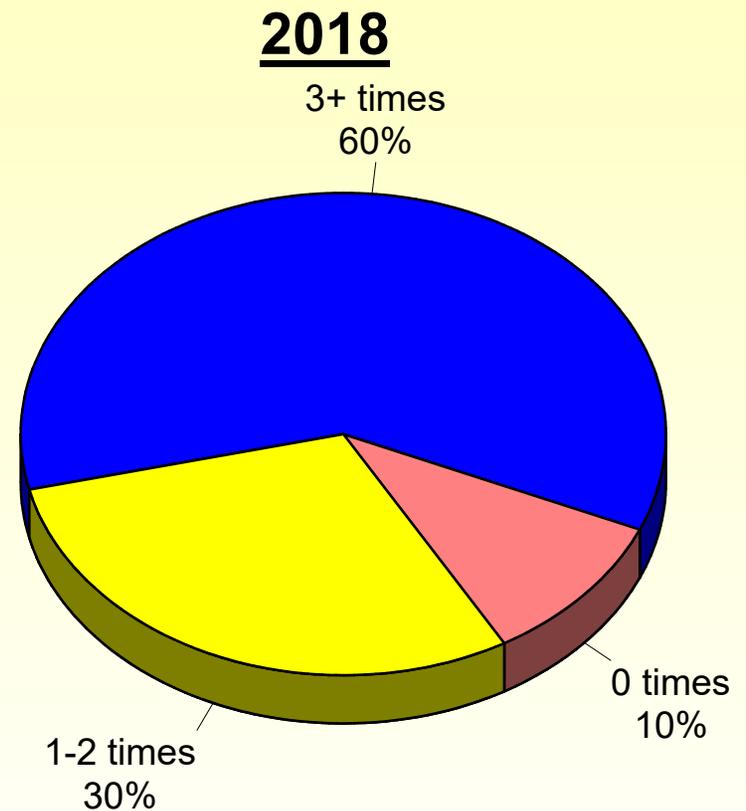
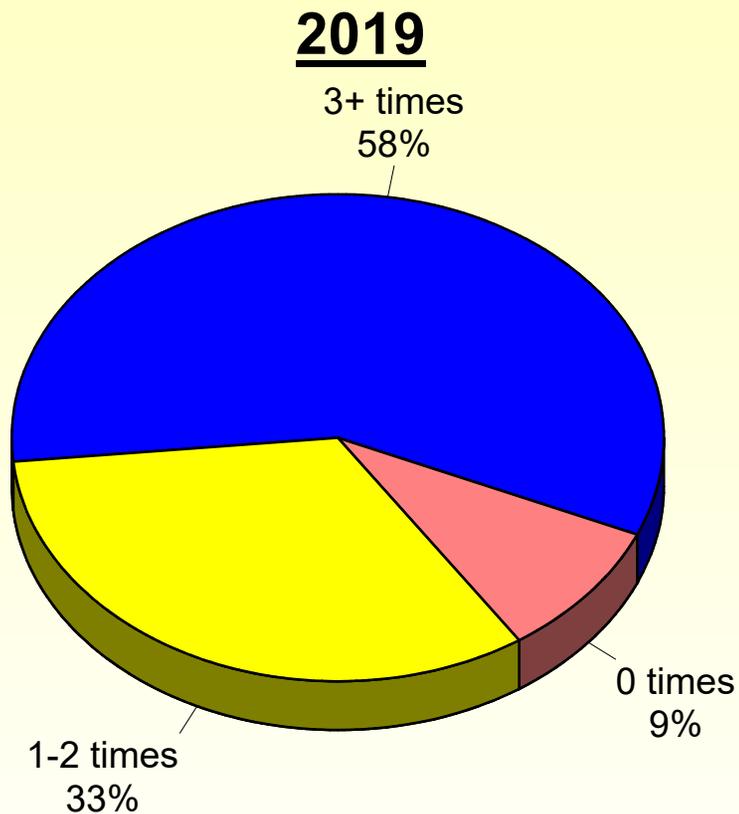


Source: ETC Institute (2019)

ETC Institute (2019)

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

by percentage of respondents (excluding not provided)

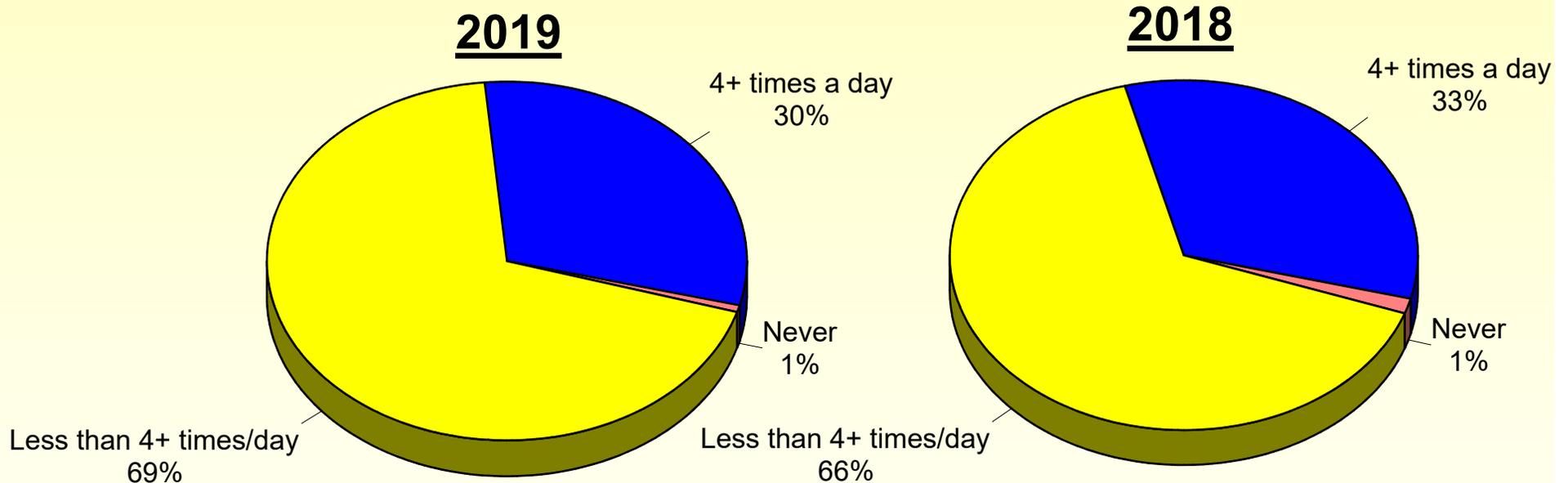


Source: ETC Institute (2019)

ETC Institute (2019)

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

by percentage of respondents (excluding not provided)



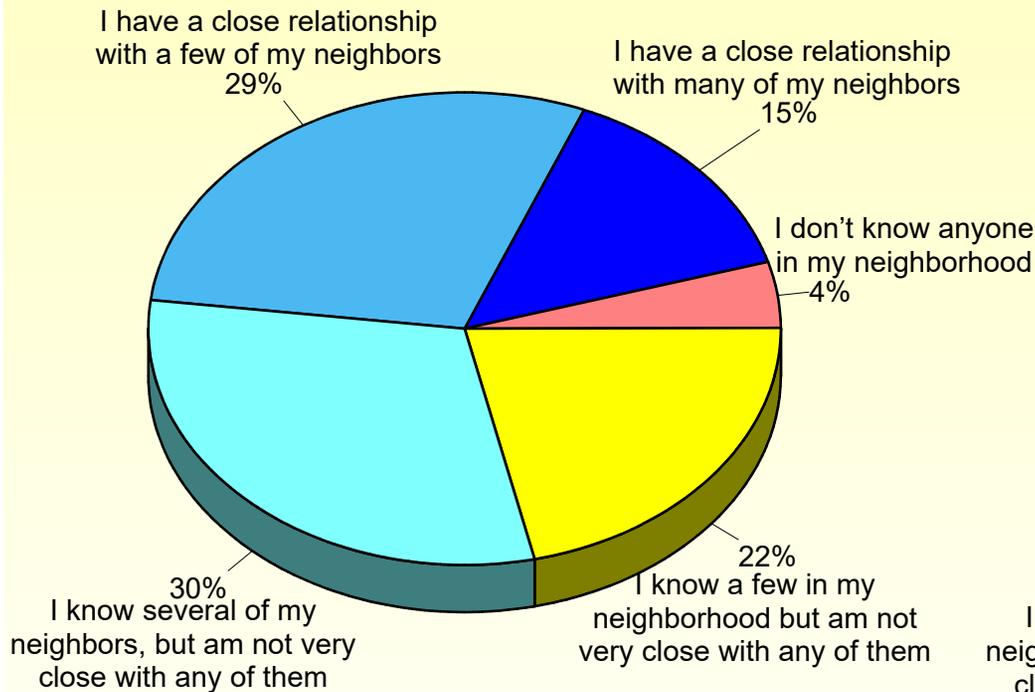
Source: ETC Institute (2019)

ETC Institute (2019)

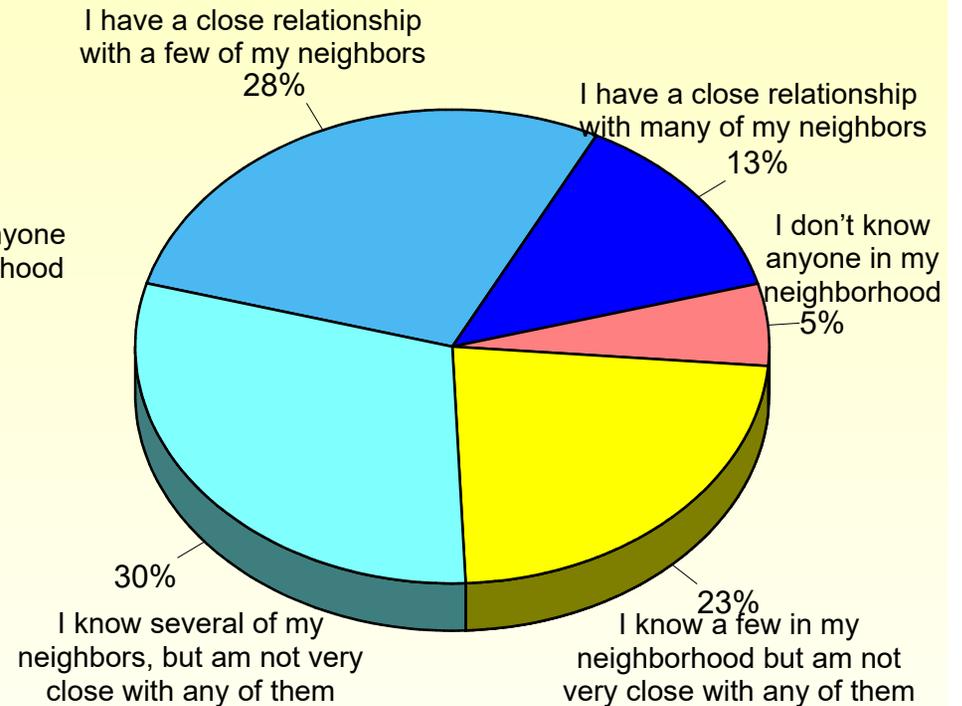
# Q22. Which ONE of the following best describes your relationship with your neighbors?

by percentage of respondents (excluding not provided)

**2019**



**2018**



Source: ETC Institute (2019)

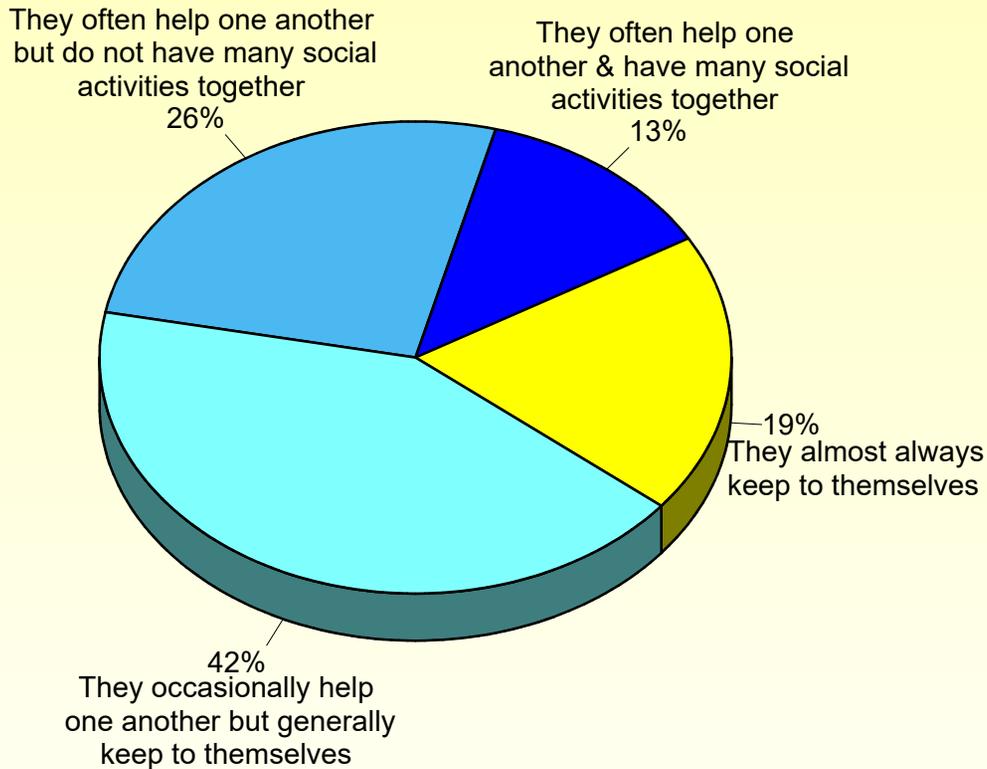
ETC Institute (2019)

**Trends**

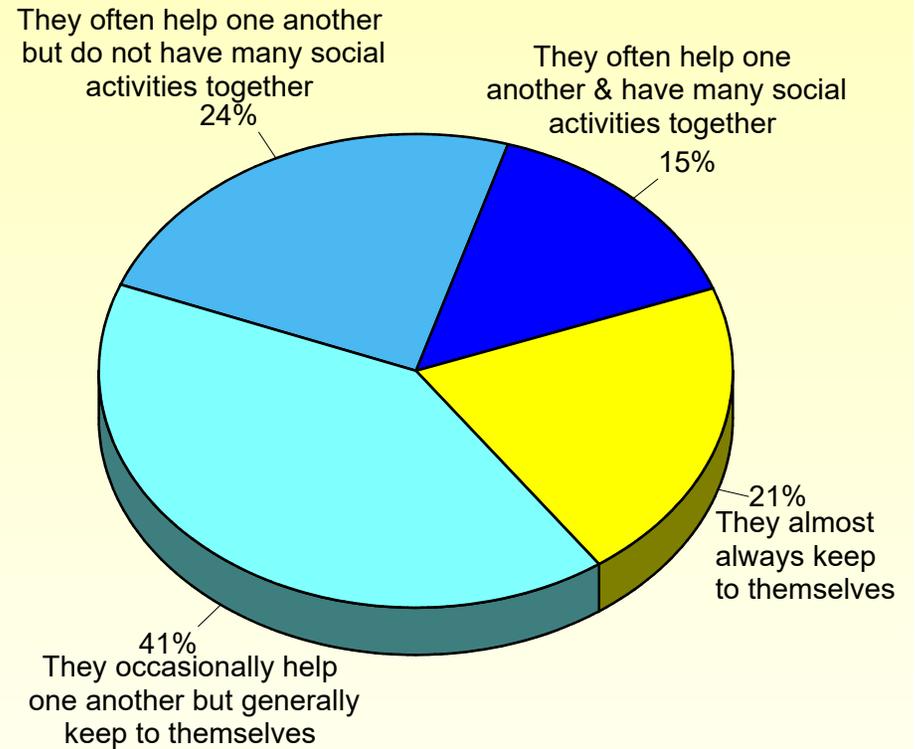
# Q23. Which ONE of the following best describes how people in your neighborhood interact with one another?

by percentage of respondents (excluding don't knows)

**2019**



**2018**



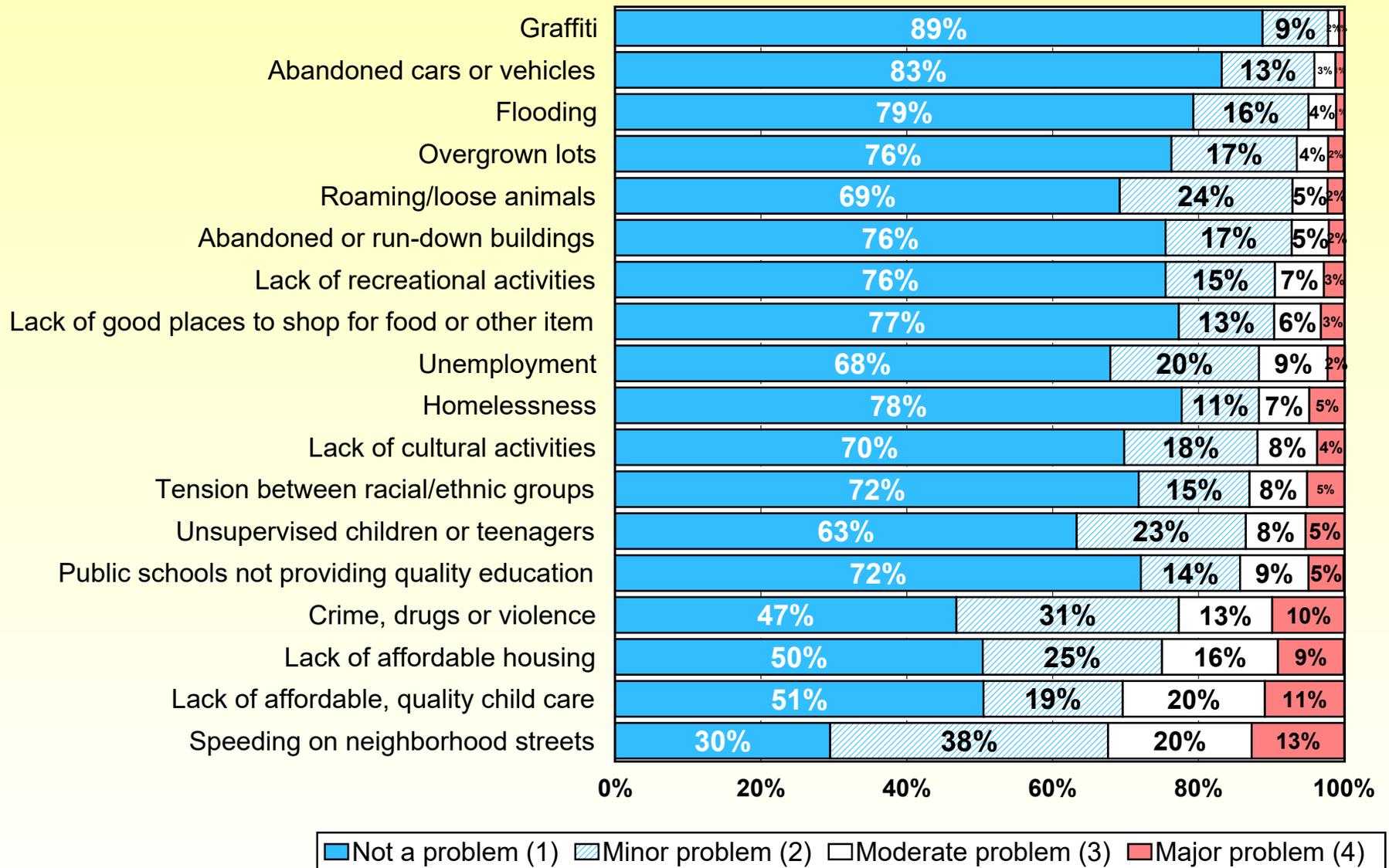
Source: ETC Institute (2019)

ETC Institute (2019)

**Trends**

# Q24. Residents' Perceptions of Neighborhood Problems

by percentage of respondents (excluding don't knows)

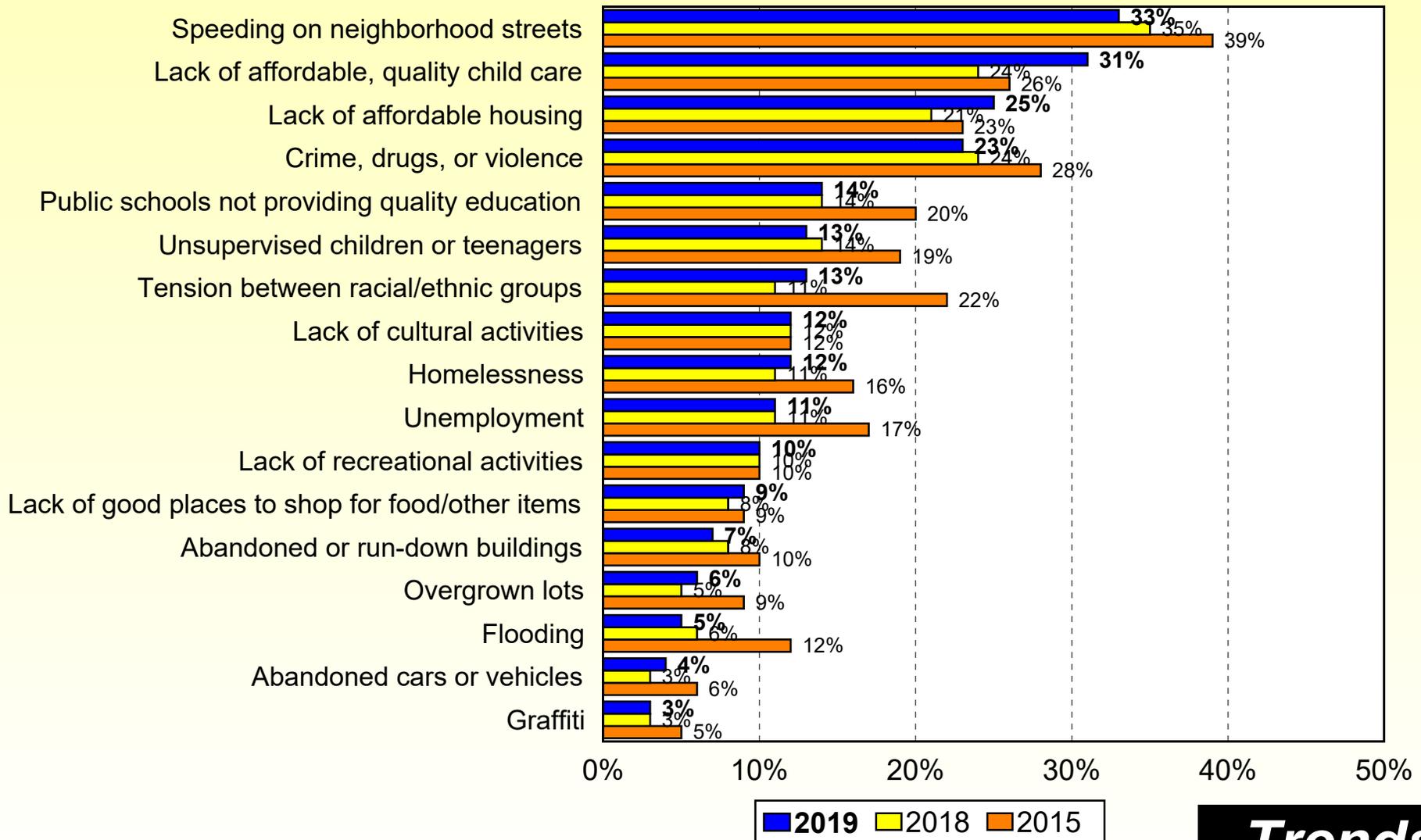


Source: ETC Institute (2019)

# Residents' Perceptions of Neighborhood Problems

## 2015 to 2019

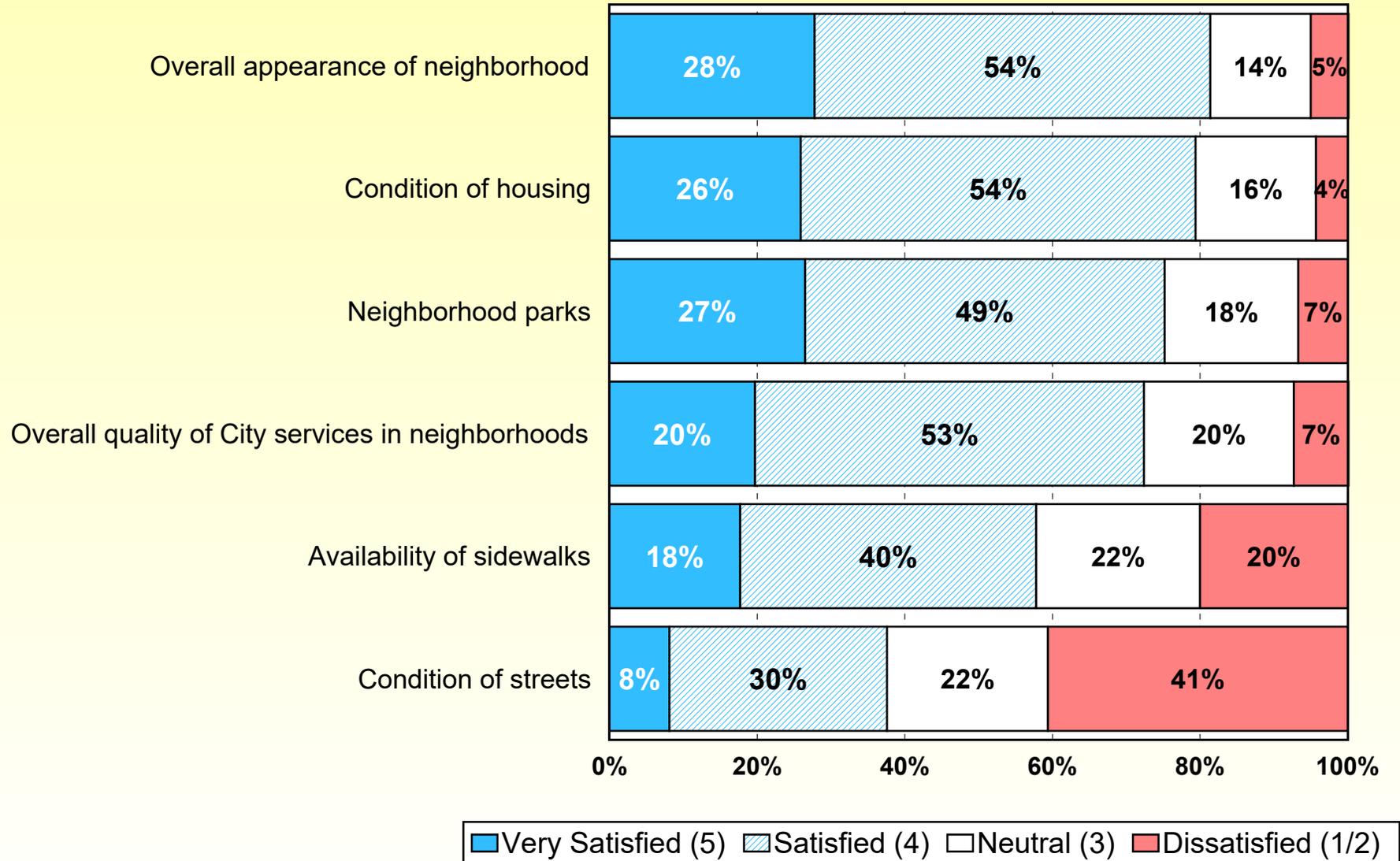
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale where 4 means major problem (excluding don't knows)



Source: ETC Institute (2019)

## Q25. Satisfaction with Neighborhoods

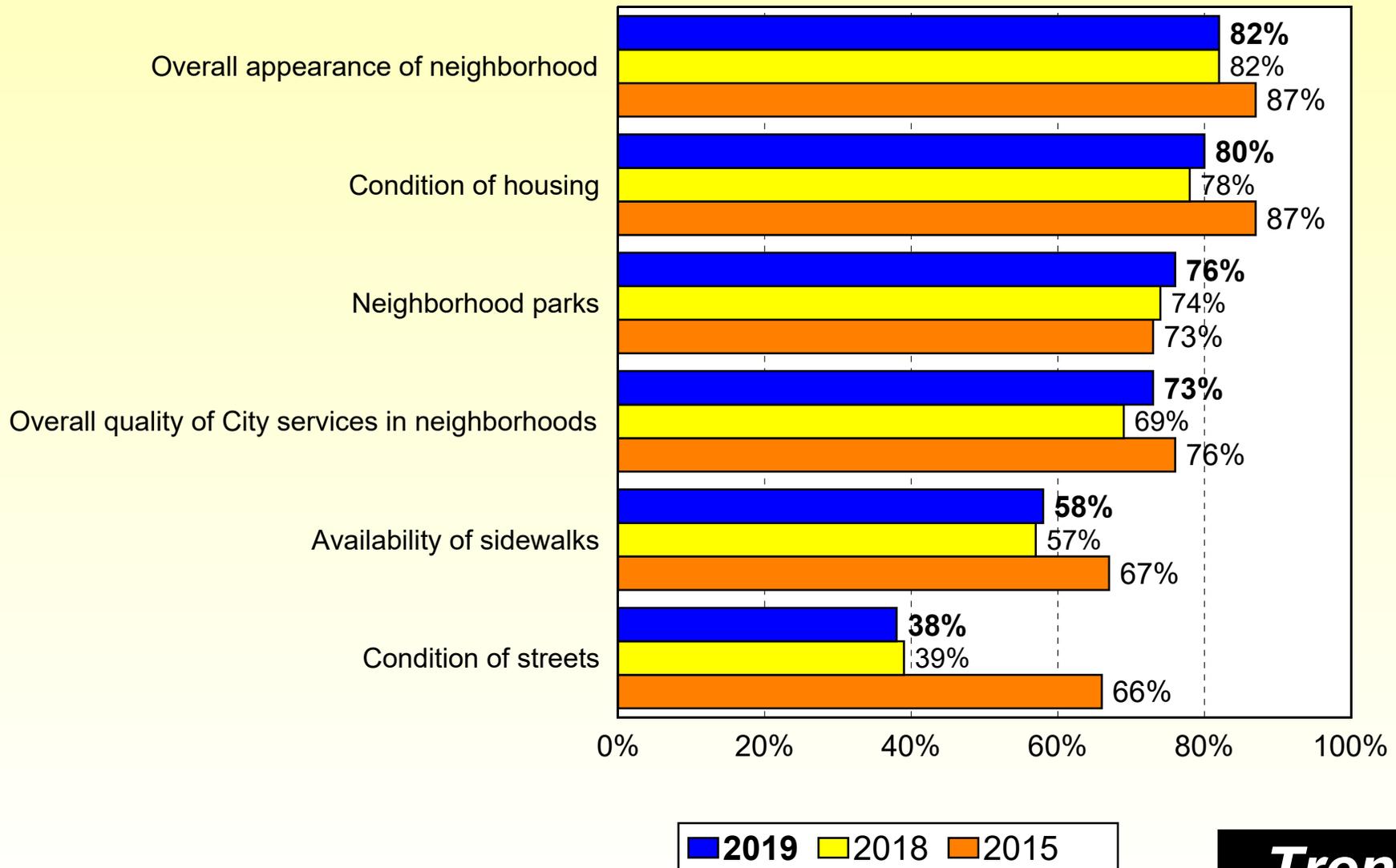
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

# Satisfaction with Neighborhoods - 2015 to 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means very satisfied (excluding don't knows)



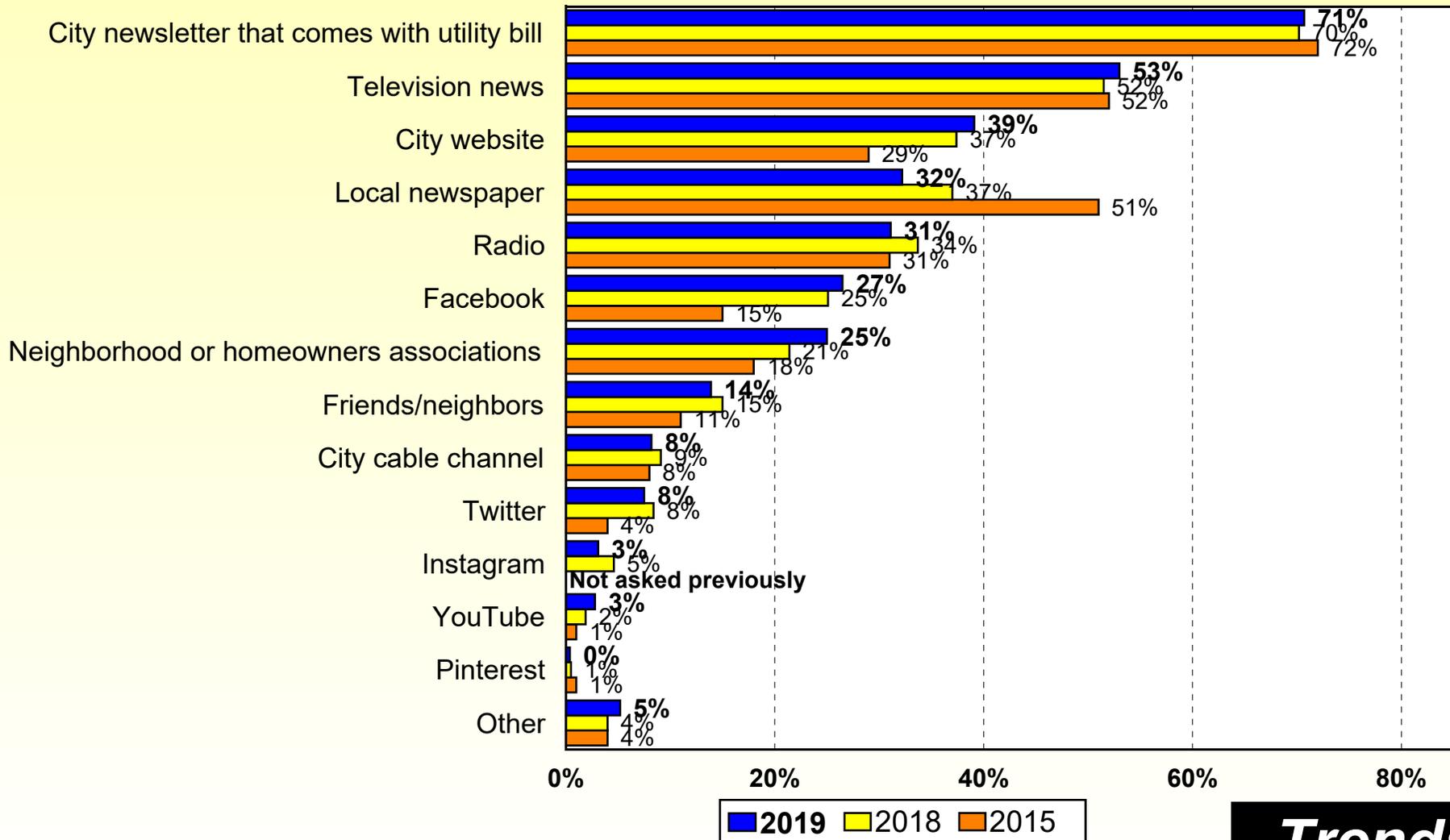
Source: ETC Institute (2019)

ETC Institute (2019)



# Q26. Sources Where Residents Would Like to Receive Information About City Issues, Services and Events 2015 to 2019

by percentage of respondents (multiple choices allowed)



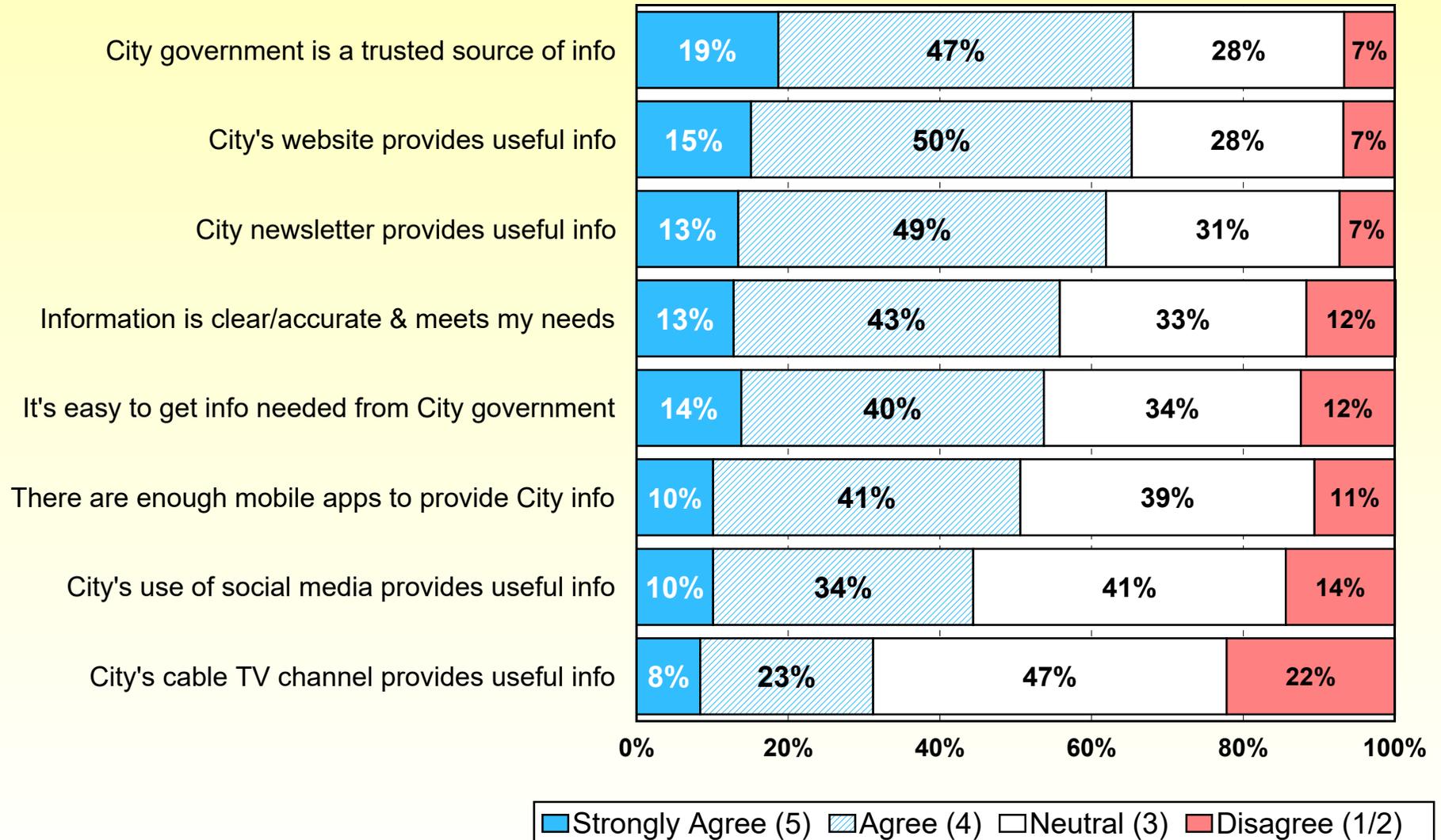
Source: ETC Institute (2019)

ETC Institute (2019)



# Q27. Level of Agreement with Statements About Communication

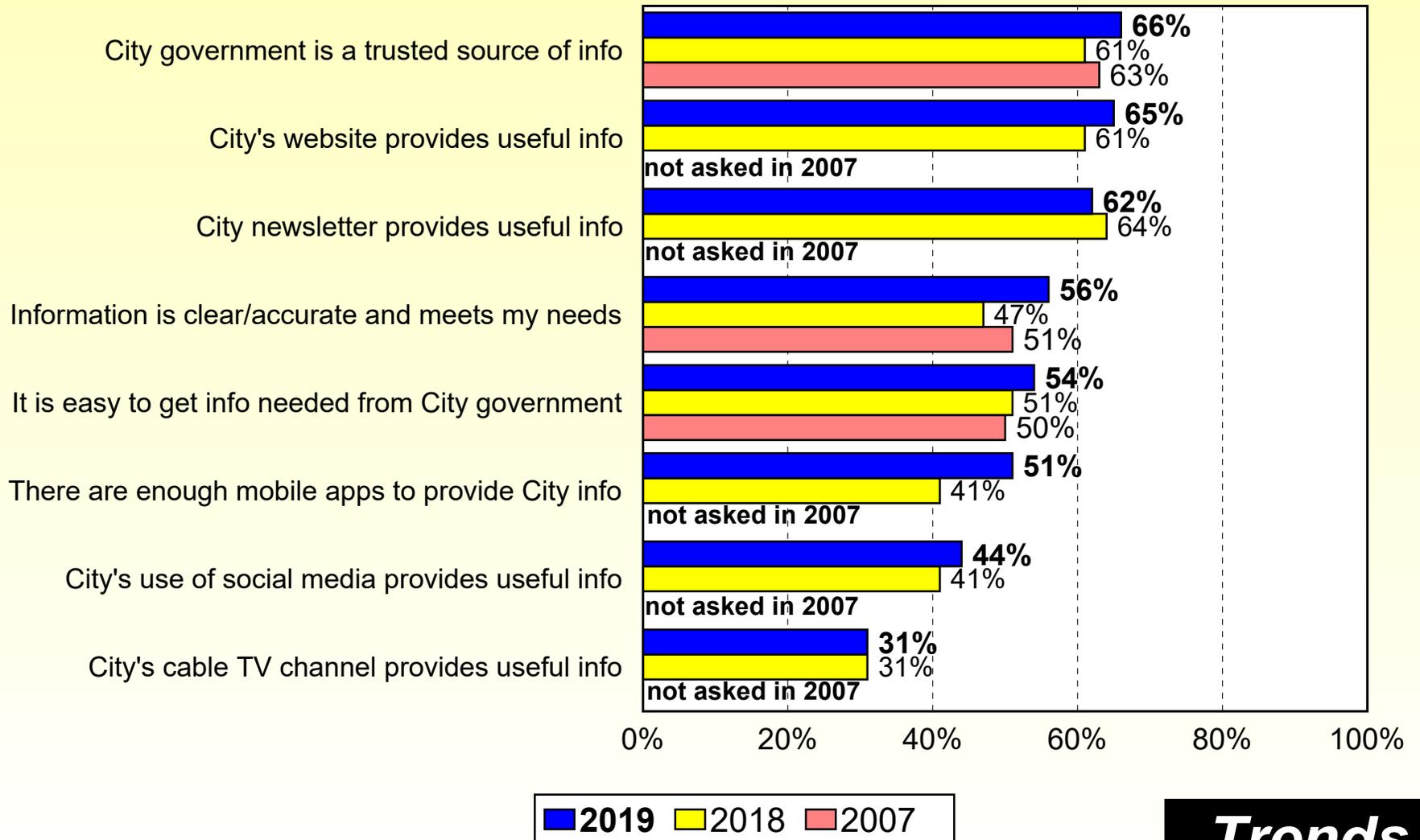
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

# Agreement with Statements About Communication 2007 to 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means strongly agree  
(excluding don't knows)



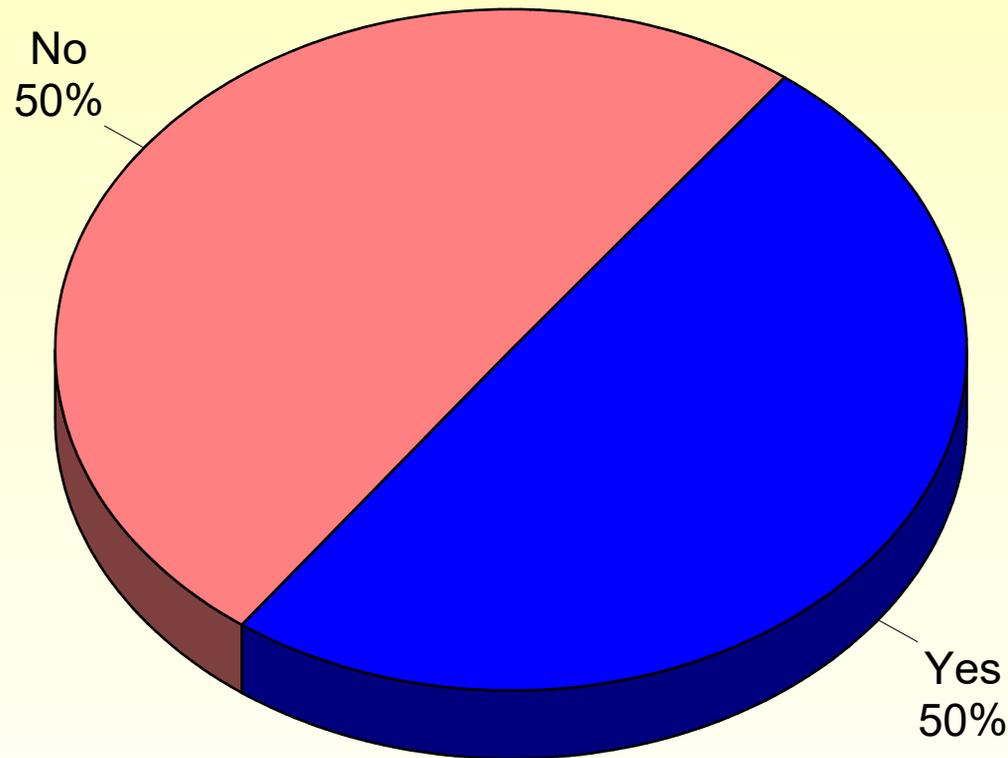
Source: ETC Institute (2019)

ETC Institute (2019)



# Q28. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents

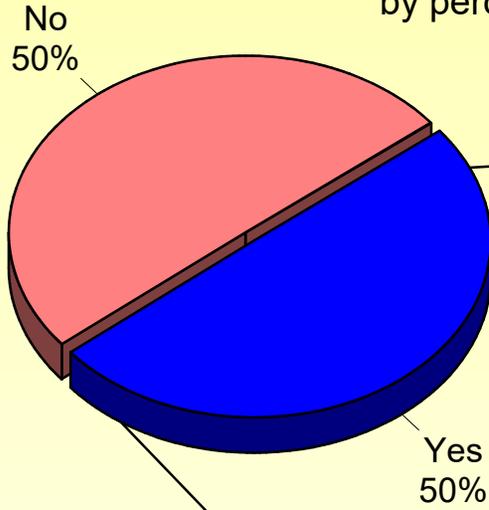


Source: ETC Institute (2019)

ETC Institute (2019)

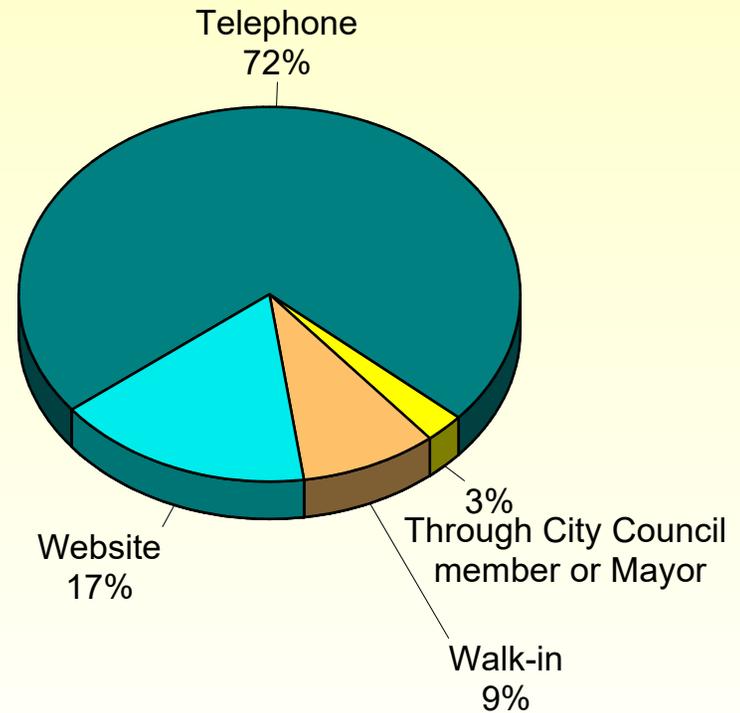
# Q28. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents (excluding not provided)



## Q28a. How did you contact the City most recently?

(excluding not provided)

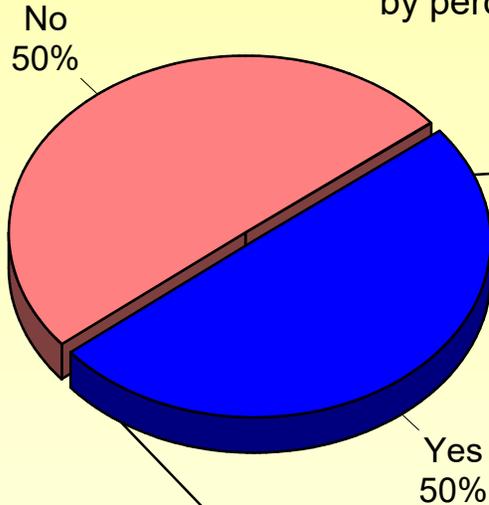


Source: ETC Institute (2019)

ETC Institute (2019)

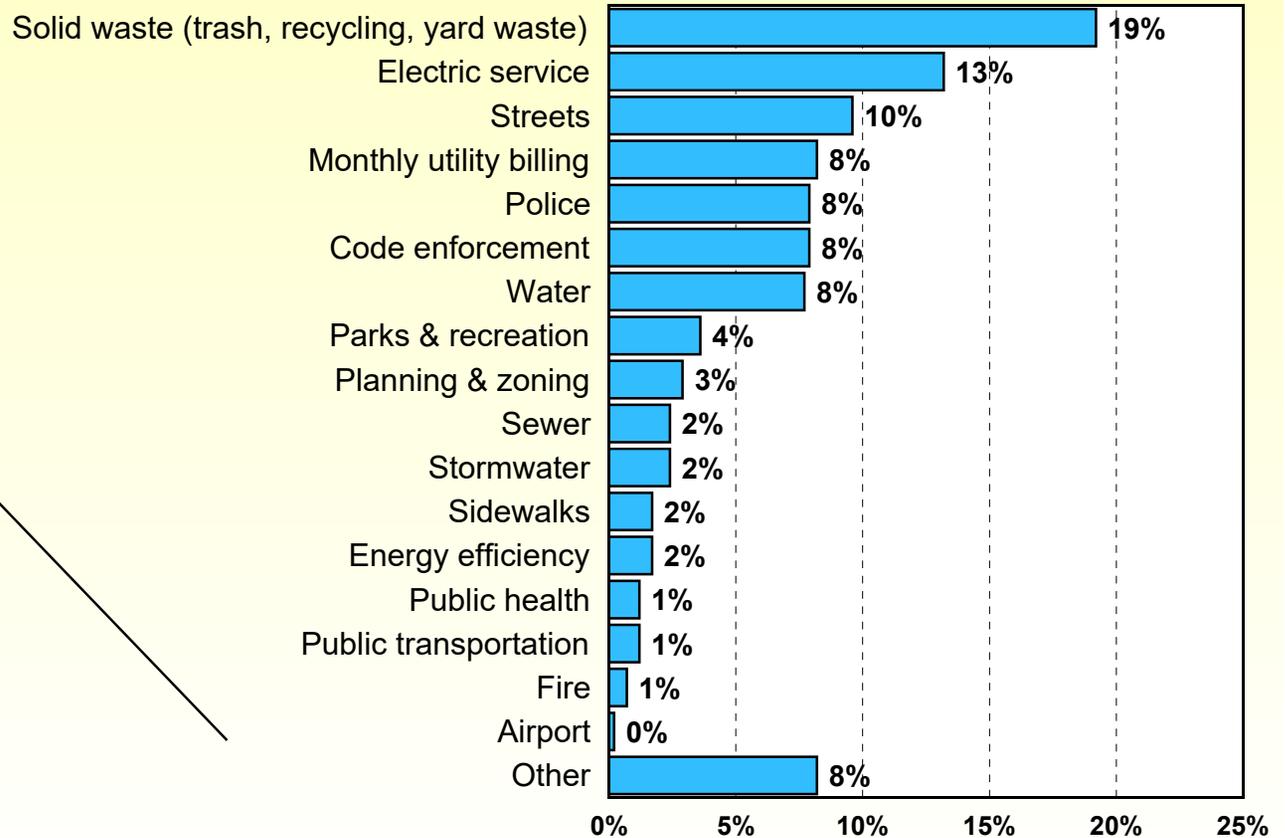
# Q28. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents (excluding not provided)



## Q28b. For which service did you contact the City most recently?

(excluding not provided)

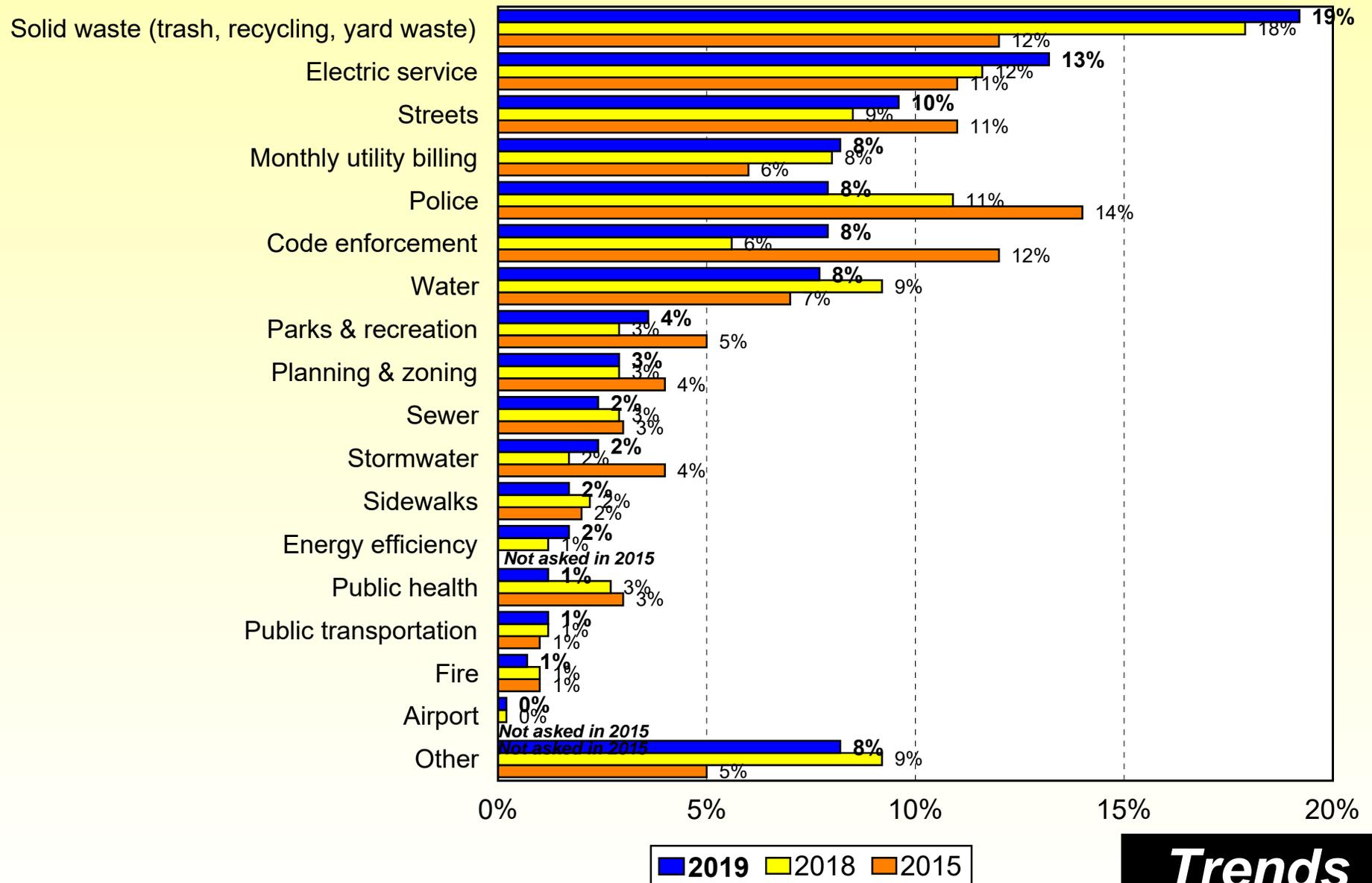


Source: ETC Institute (2019)

# For which service did you contact the City most recently?

## 2015 to 2019

by percentage of respondents



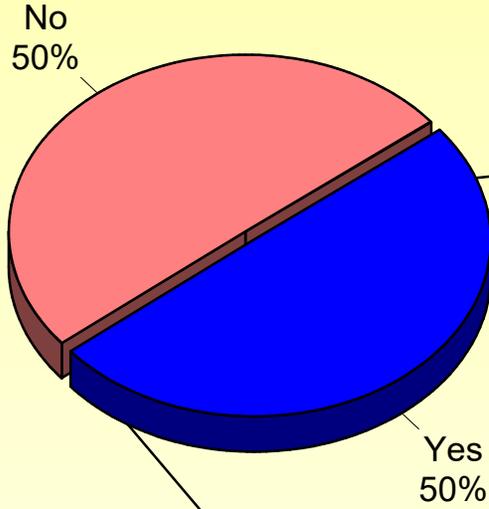
Source: ETC Institute (2019)

ETC Institute (2019)

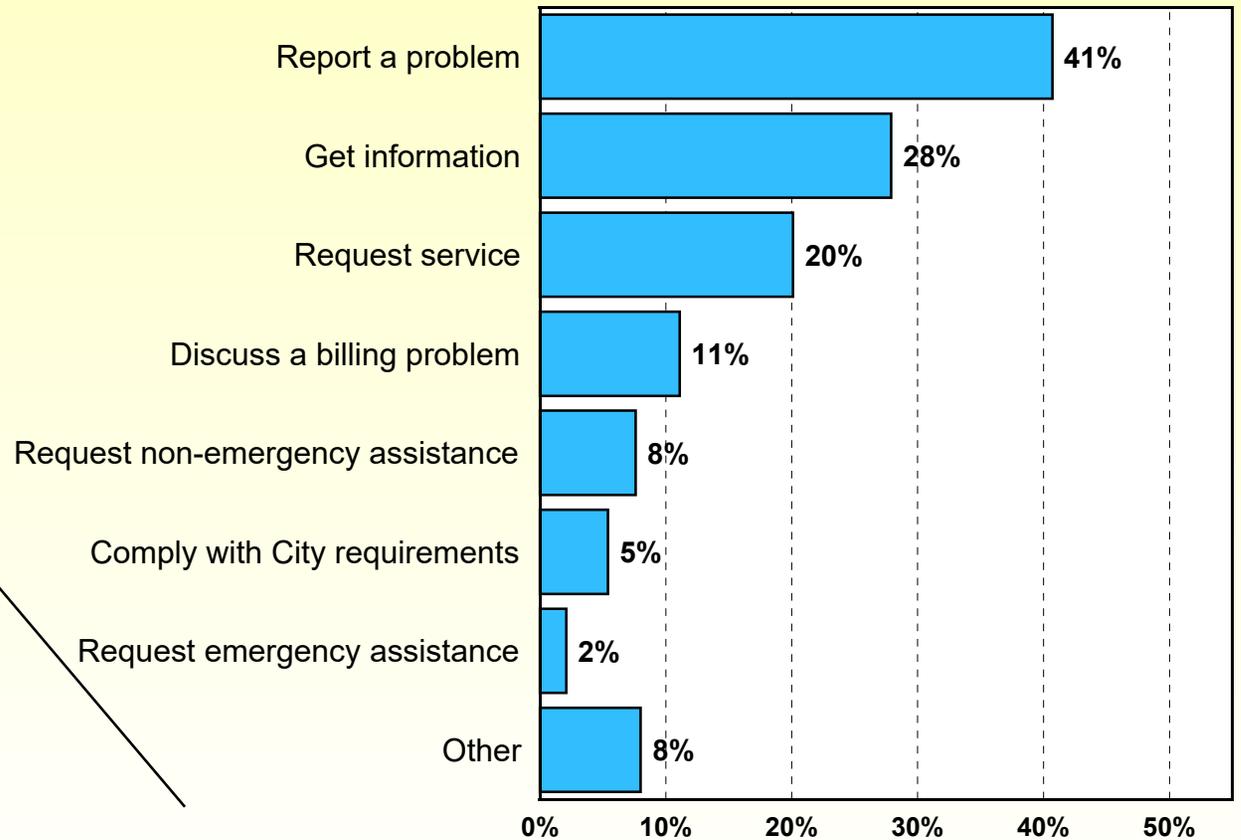


# Q28. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents



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

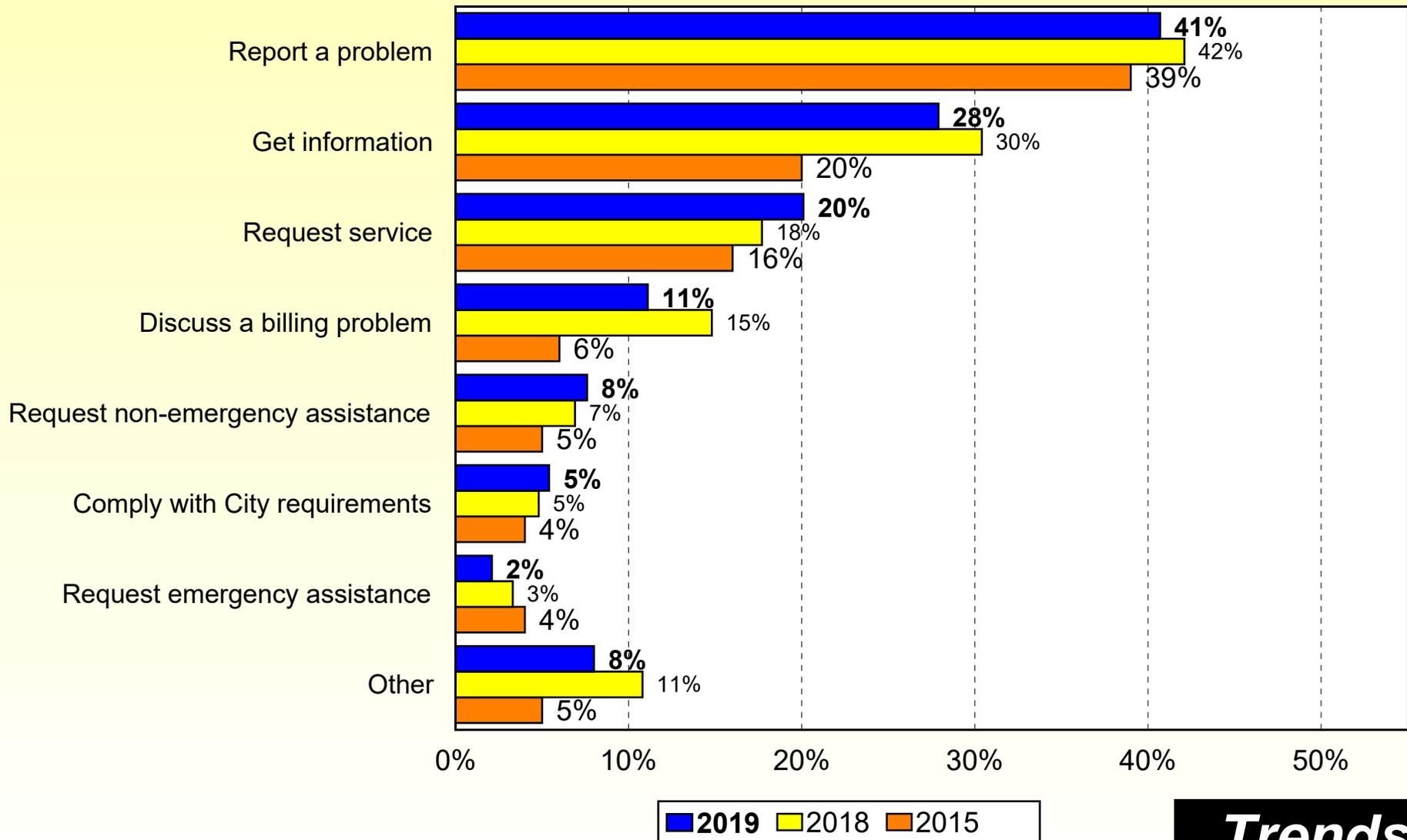


Source: ETC Institute (2019)

# Why did you contact the City about this service?

## 2015 to 2019

by percentage of respondents



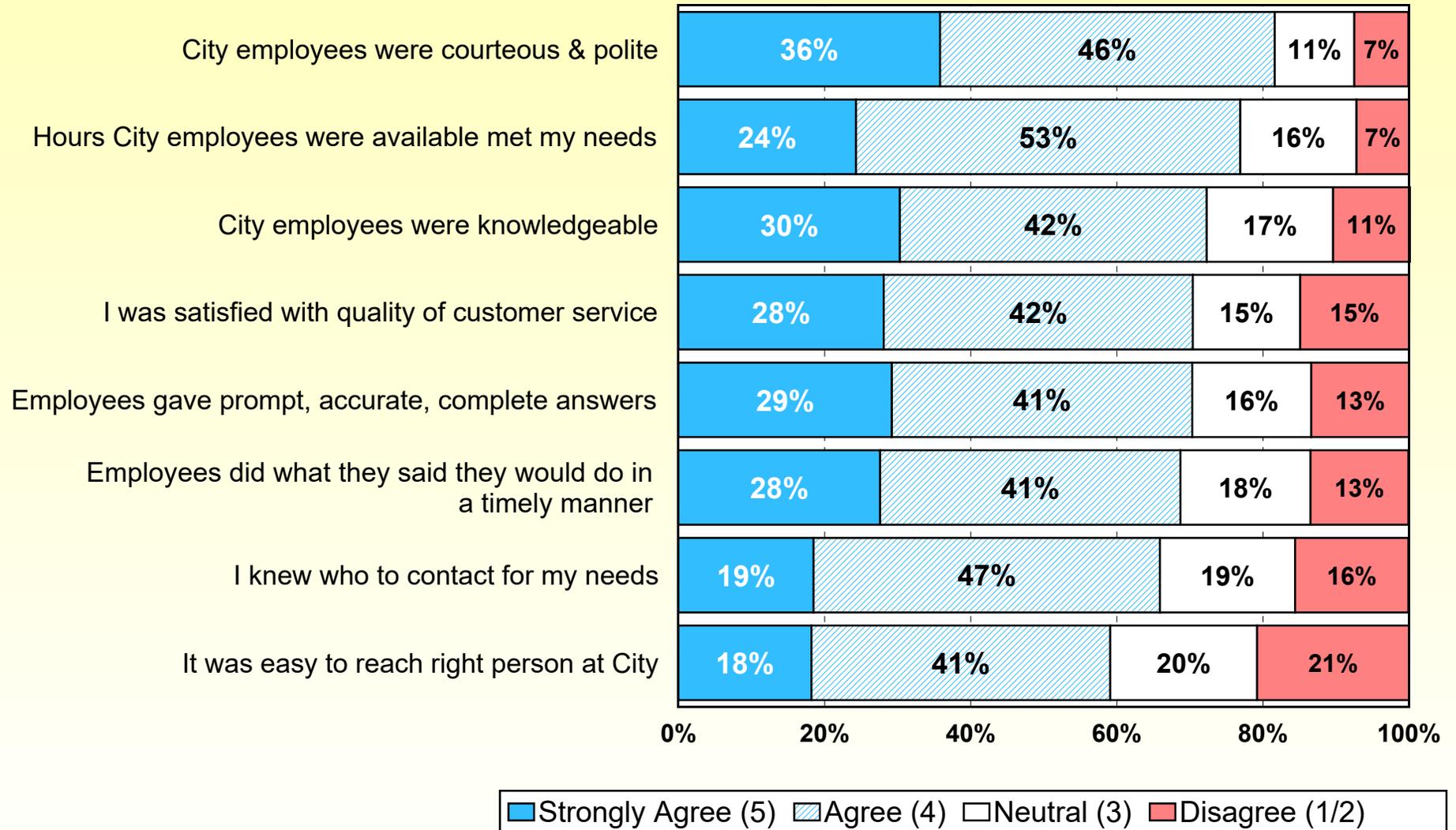
Source: ETC Institute (2019)

ETC Institute (2019)



# Q28d. Level of Agreement with Statements About the Quality of Customer Service Received from City Employees

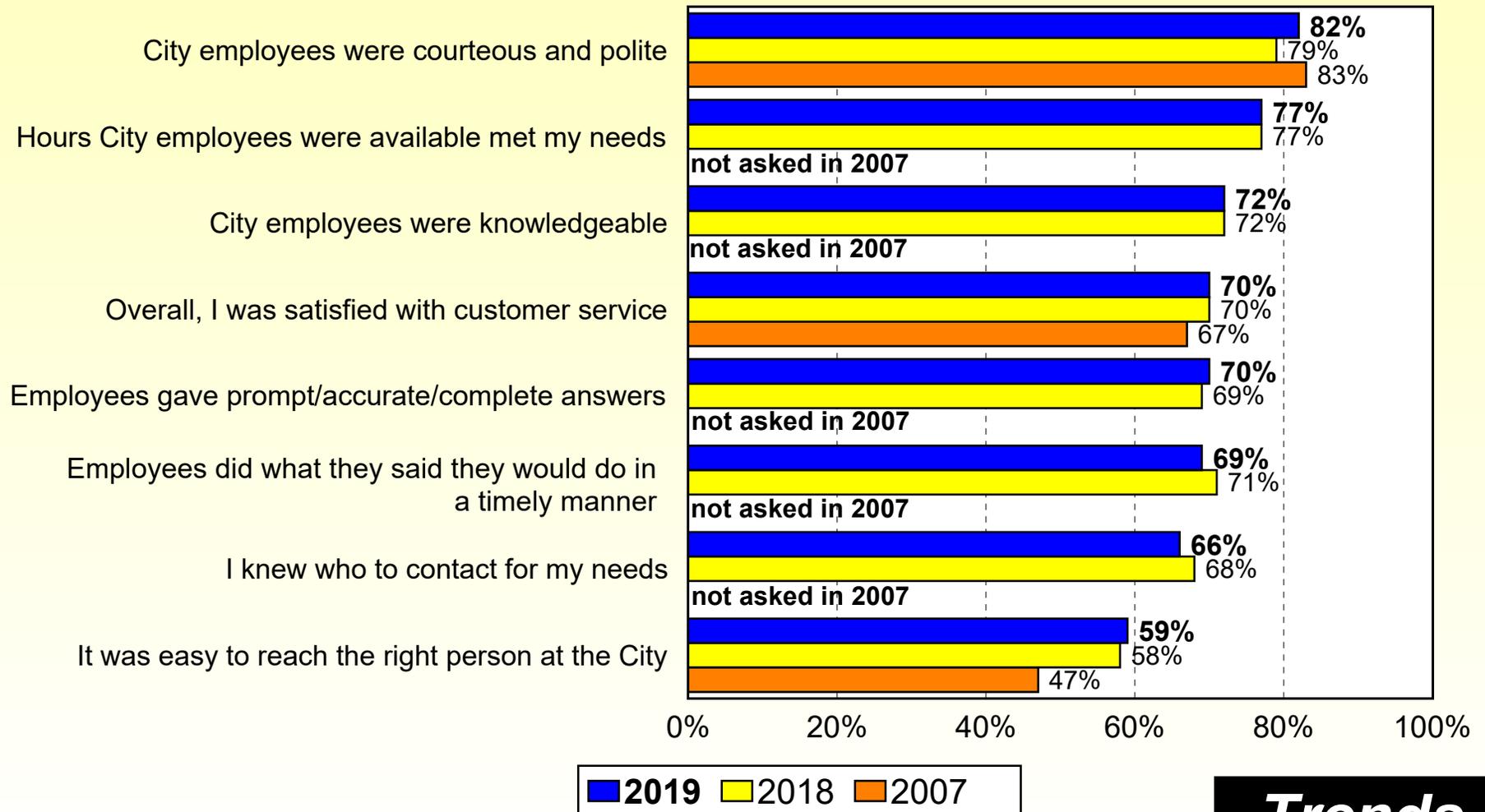
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

# Level of Agreement with Statements About the Quality of Customer Service Received from City Employees 2007 to 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means strongly agree  
(excluding don't knows)



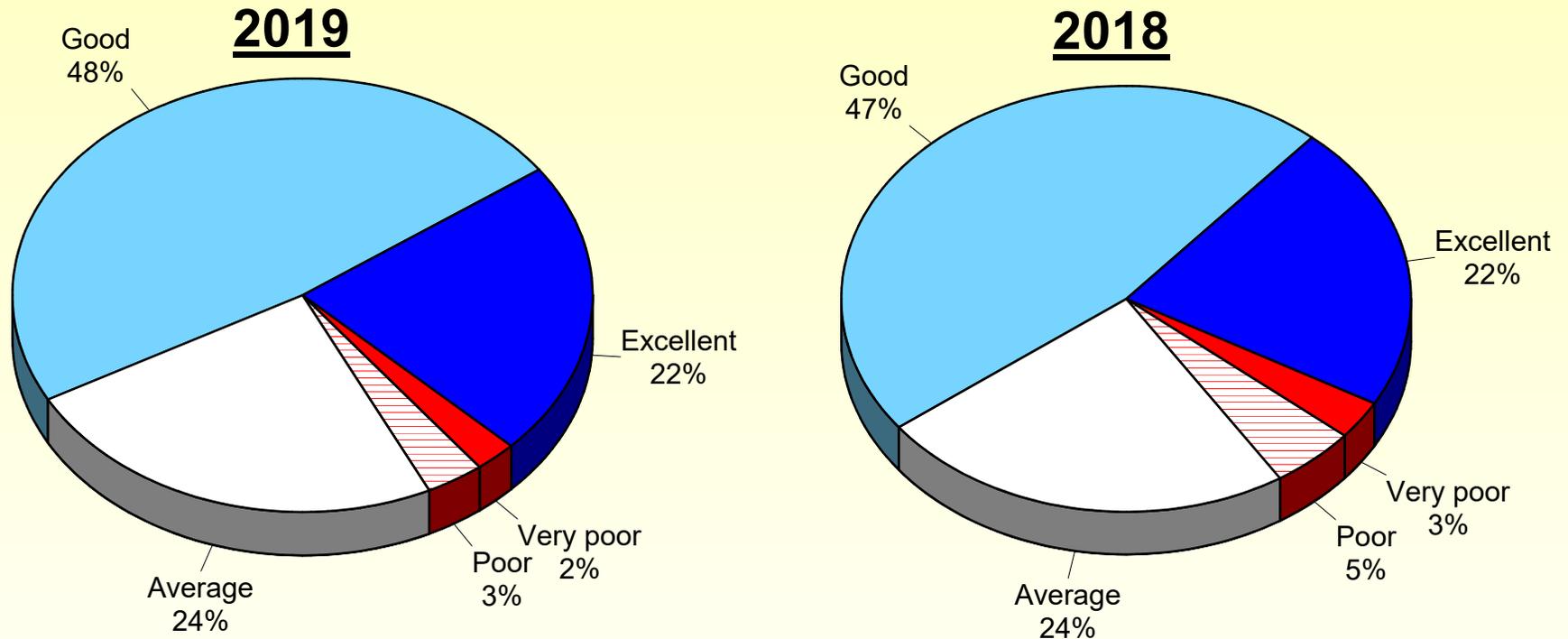
Source: ETC Institute (2019)

ETC Institute (2019)



# Q29. Ratings of Service Provided by the City's Utility Billing Office

by percentage of respondents (excluding don't knows)

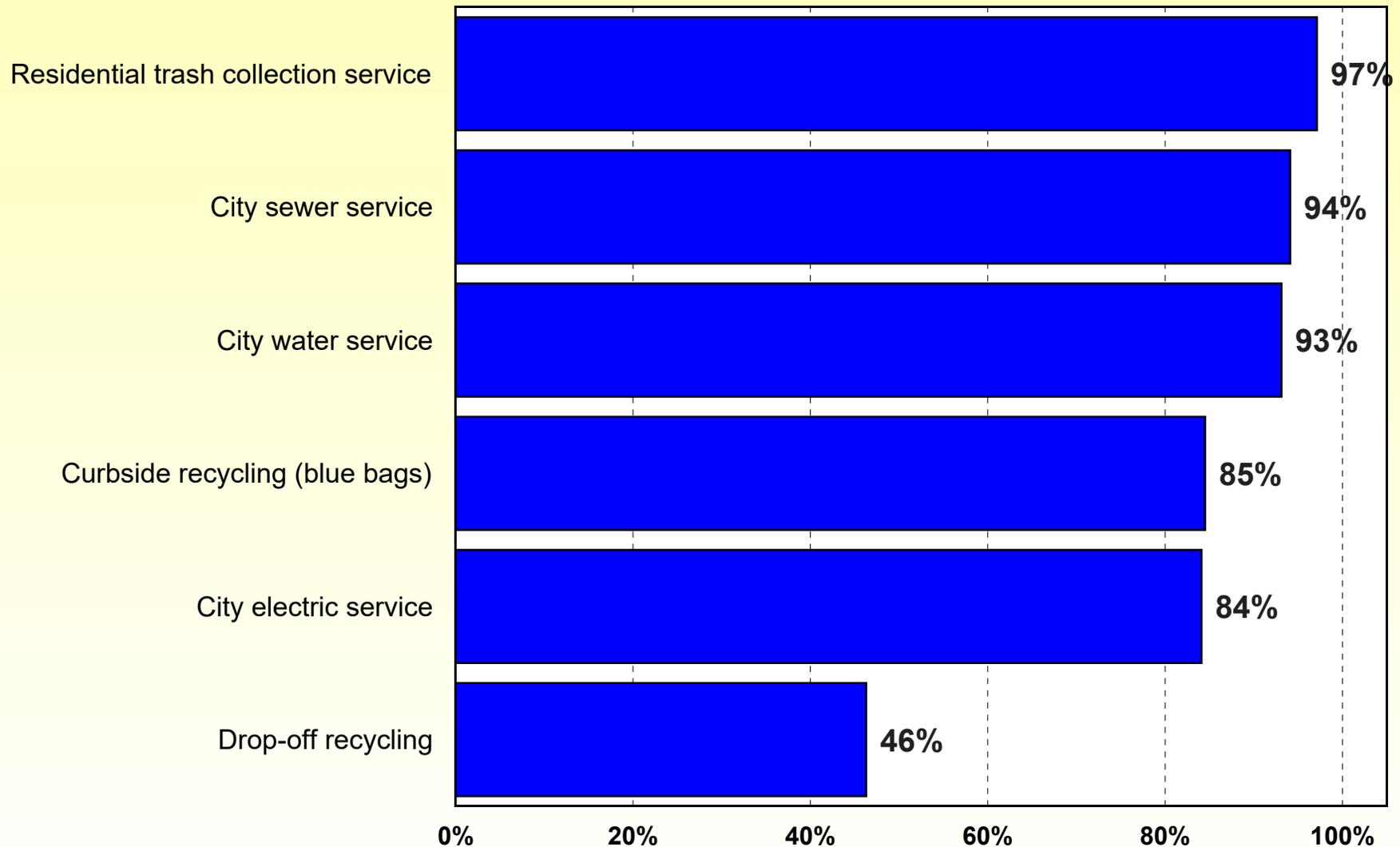


Source: ETC Institute (2019)

ETC Institute (2019)

# Q30. Please indicate if your household uses the following Utility Services provided by the City of Columbia:

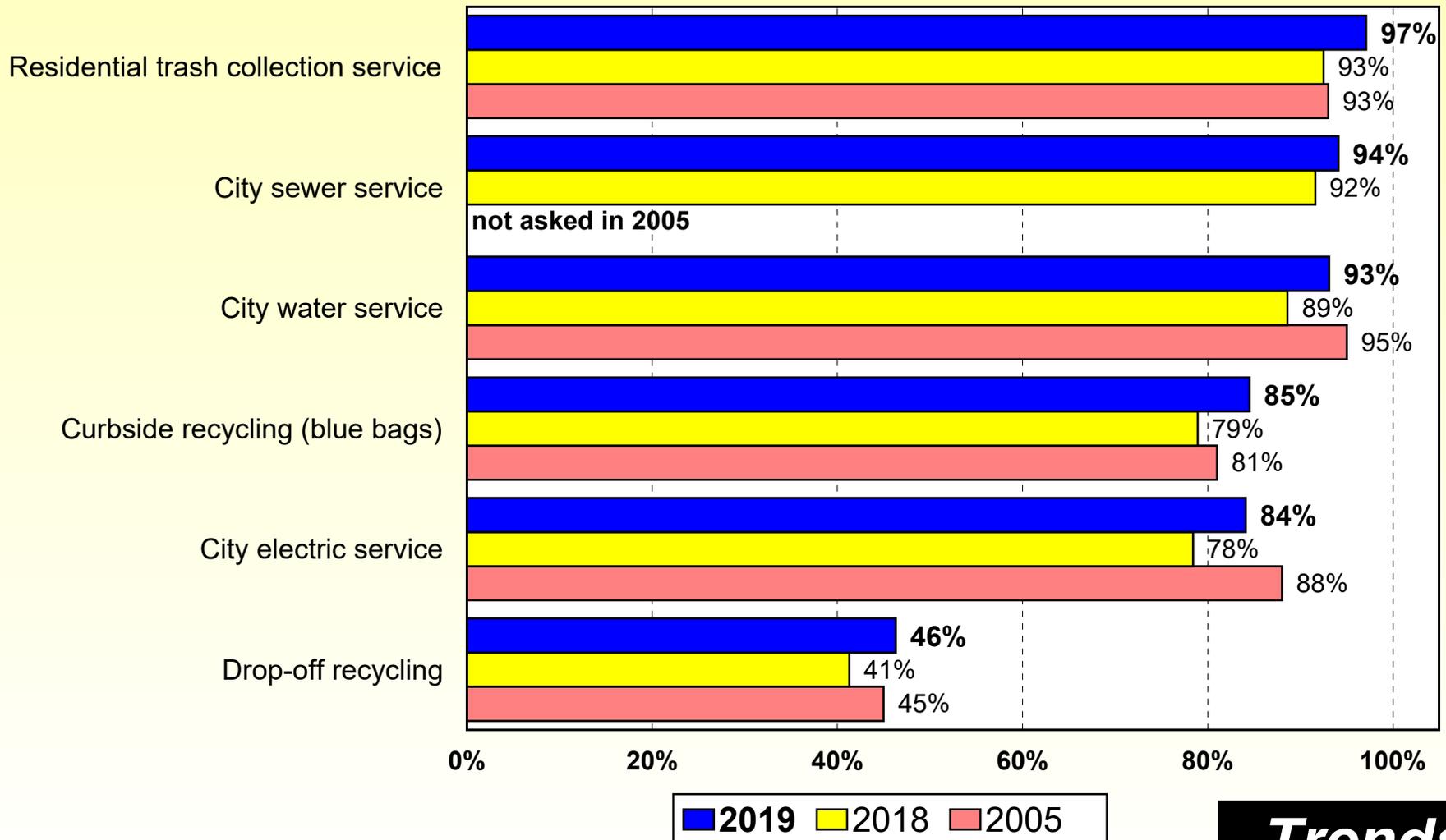
by percentage of respondents who answered "YES"



Source: ETC Institute (2019)

# Percentage of Residents Who Indicated They Have Used Utility Services Provided by the City 2005 to 2019

by percentage of respondents who answered "YES"



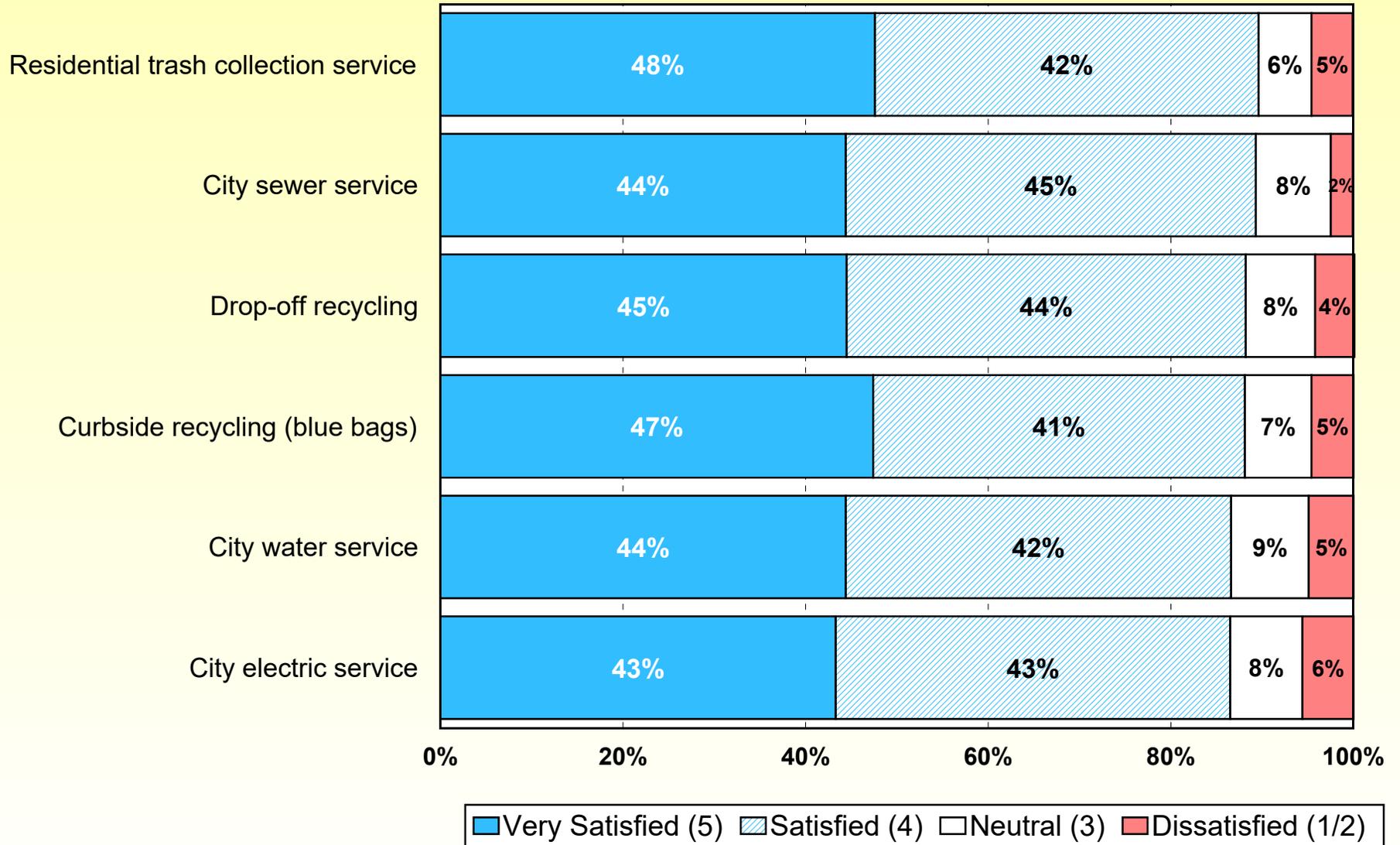
Source: ETC Institute (2019)

ETC Institute (2019)



# Q30. Satisfaction with Utility Services

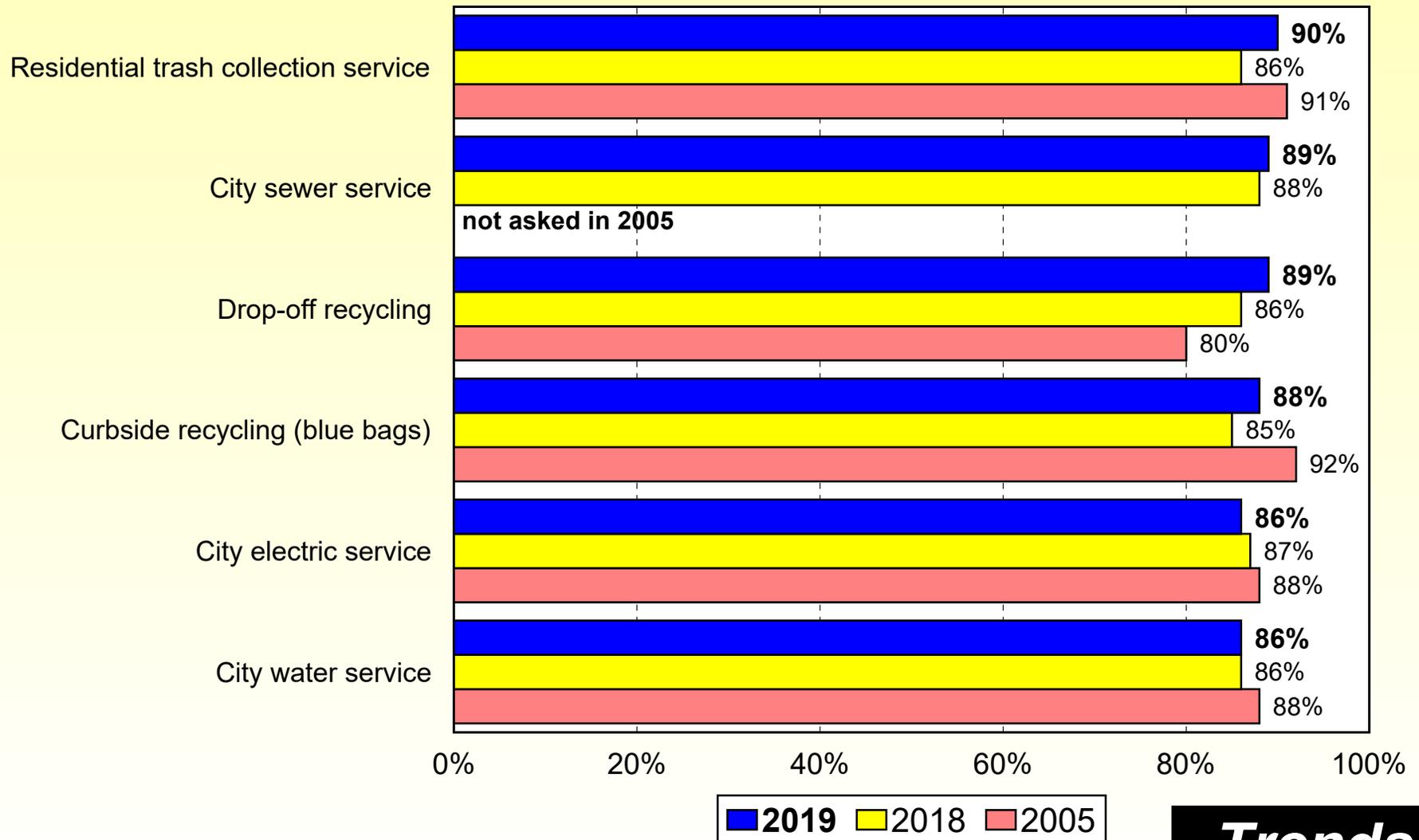
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

# Satisfaction with Utility Services 2005 to 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means very satisfied  
(excluding don't knows)



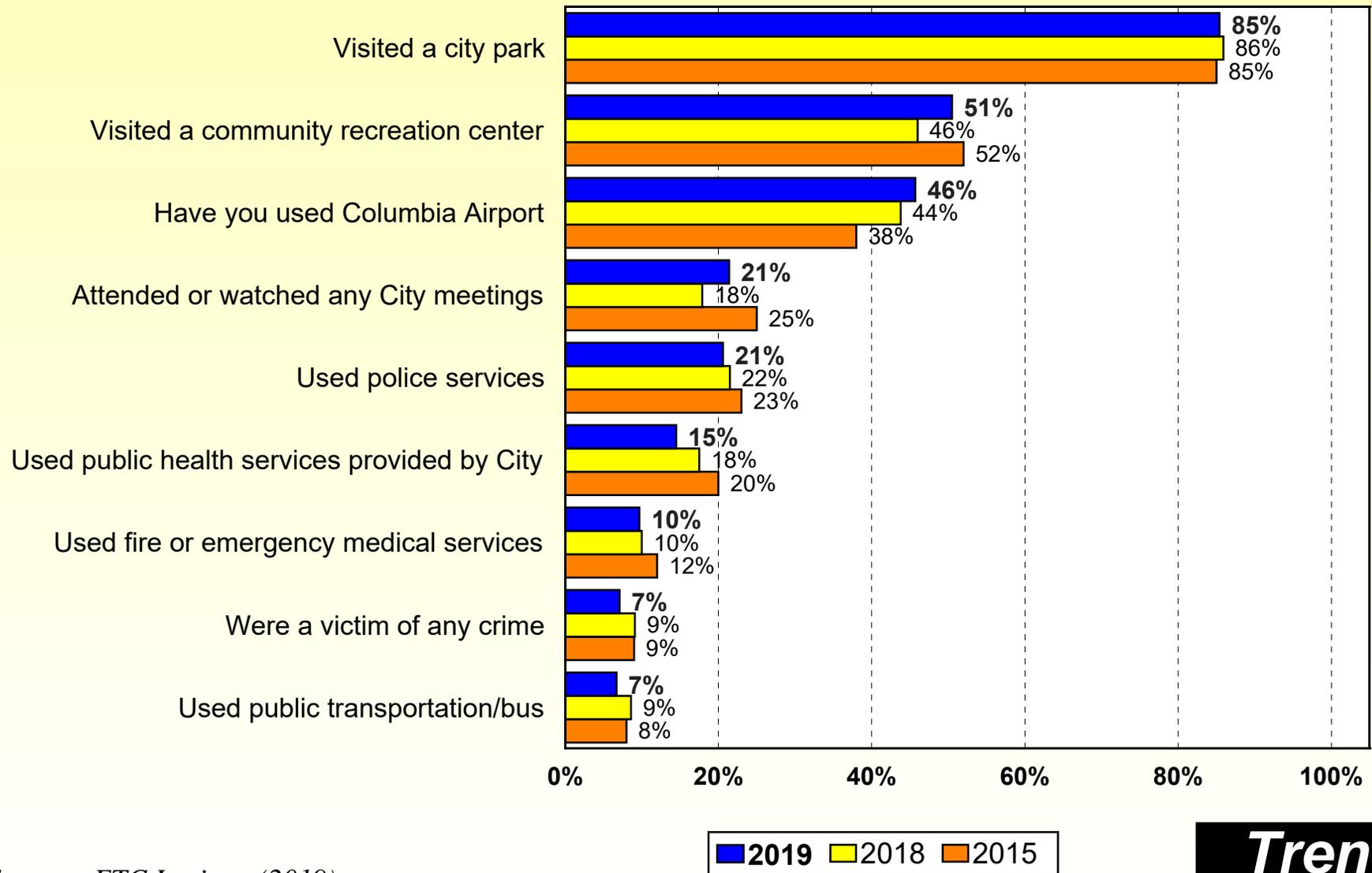
Source: ETC Institute (2019)

ETC Institute (2019)



# Q31. Please indicate if you've done any of the following during the past year in the City of Columbia:

by percentage of respondents who answered "YES"

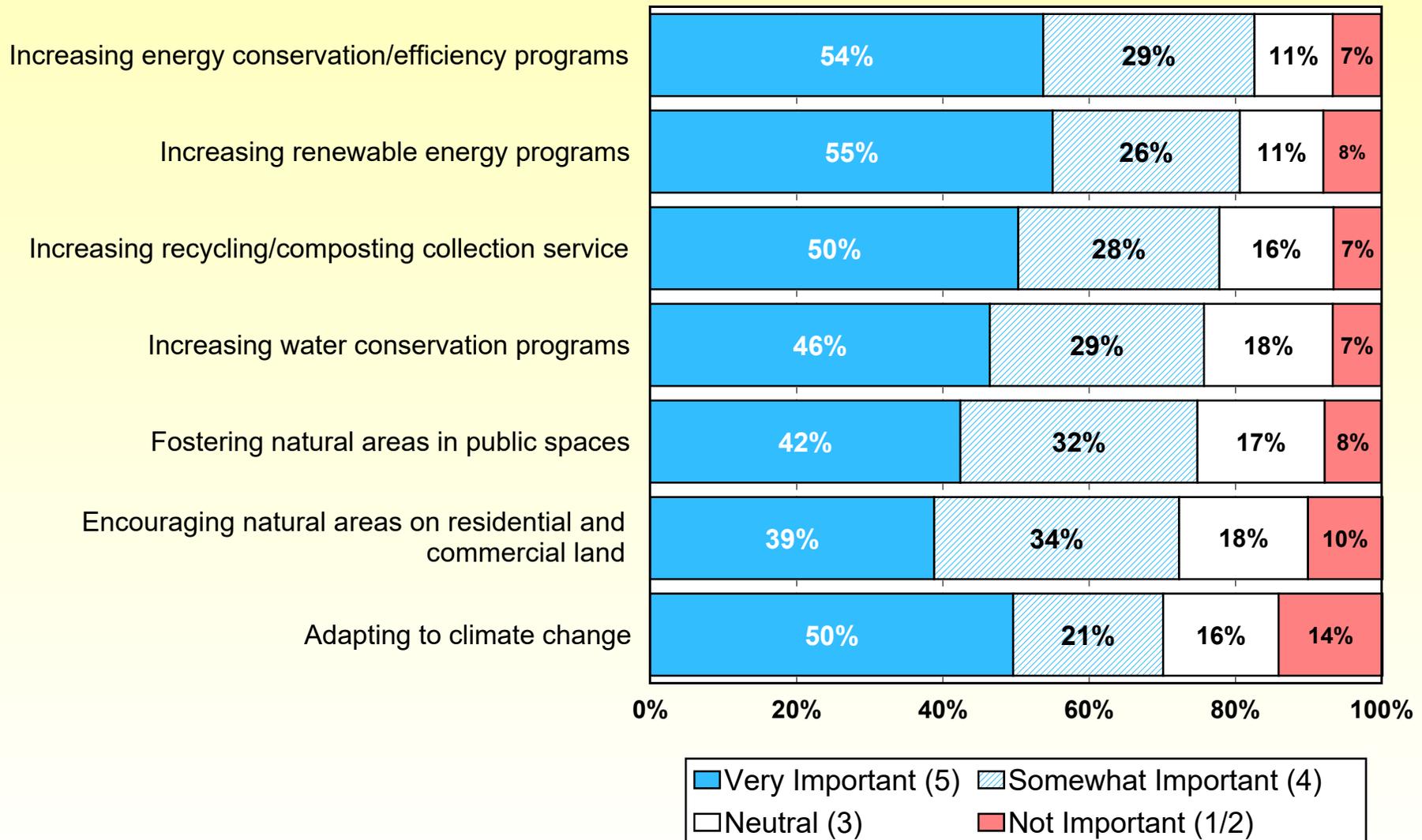


Source: ETC Institute (2019)

ETC Institute (2019)

# Q32. Importance of the Following Components of the City's Climate Action and Adaptation Plan

by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

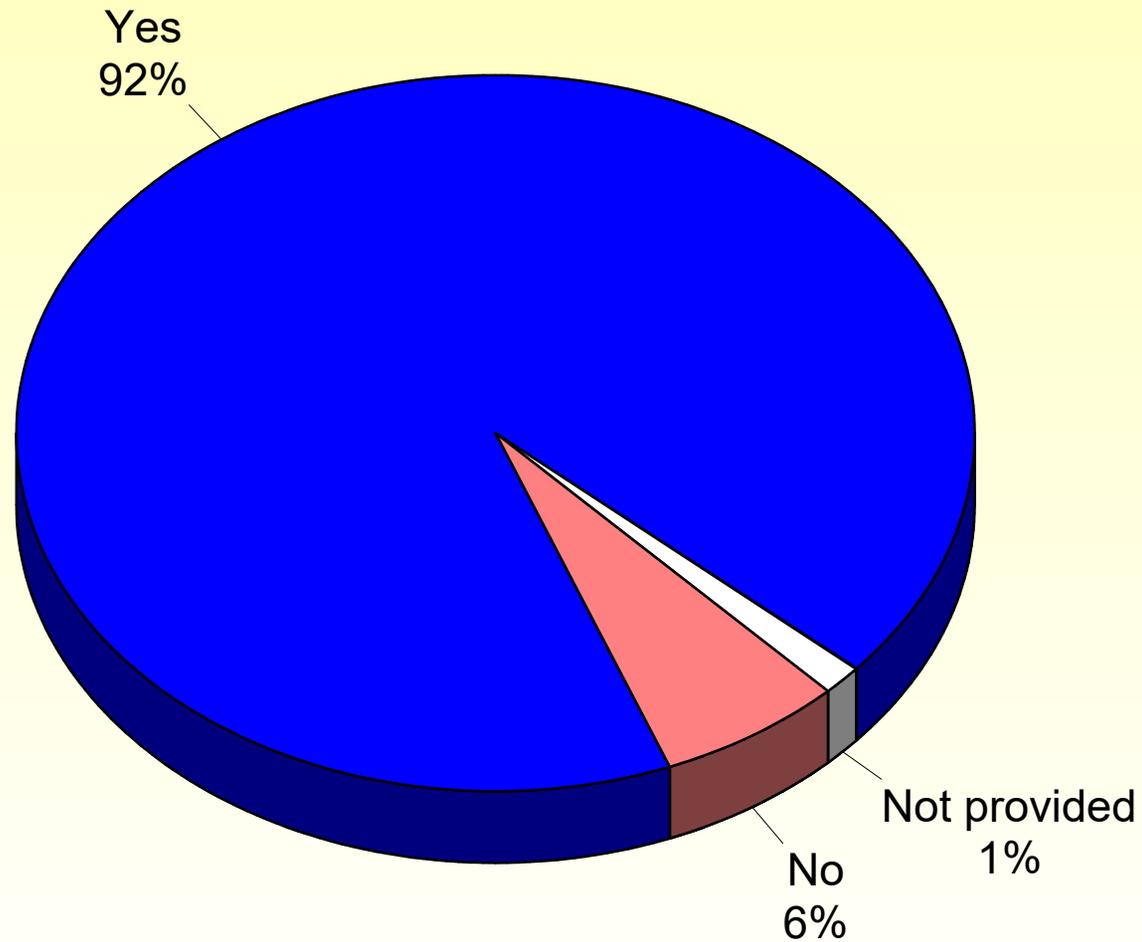
# Demographics

*Source: ETC Institute (2019)*

ETC Institute (2019)

# Q33. Are you registered to vote in the City of Columbia?

by percentage of respondents

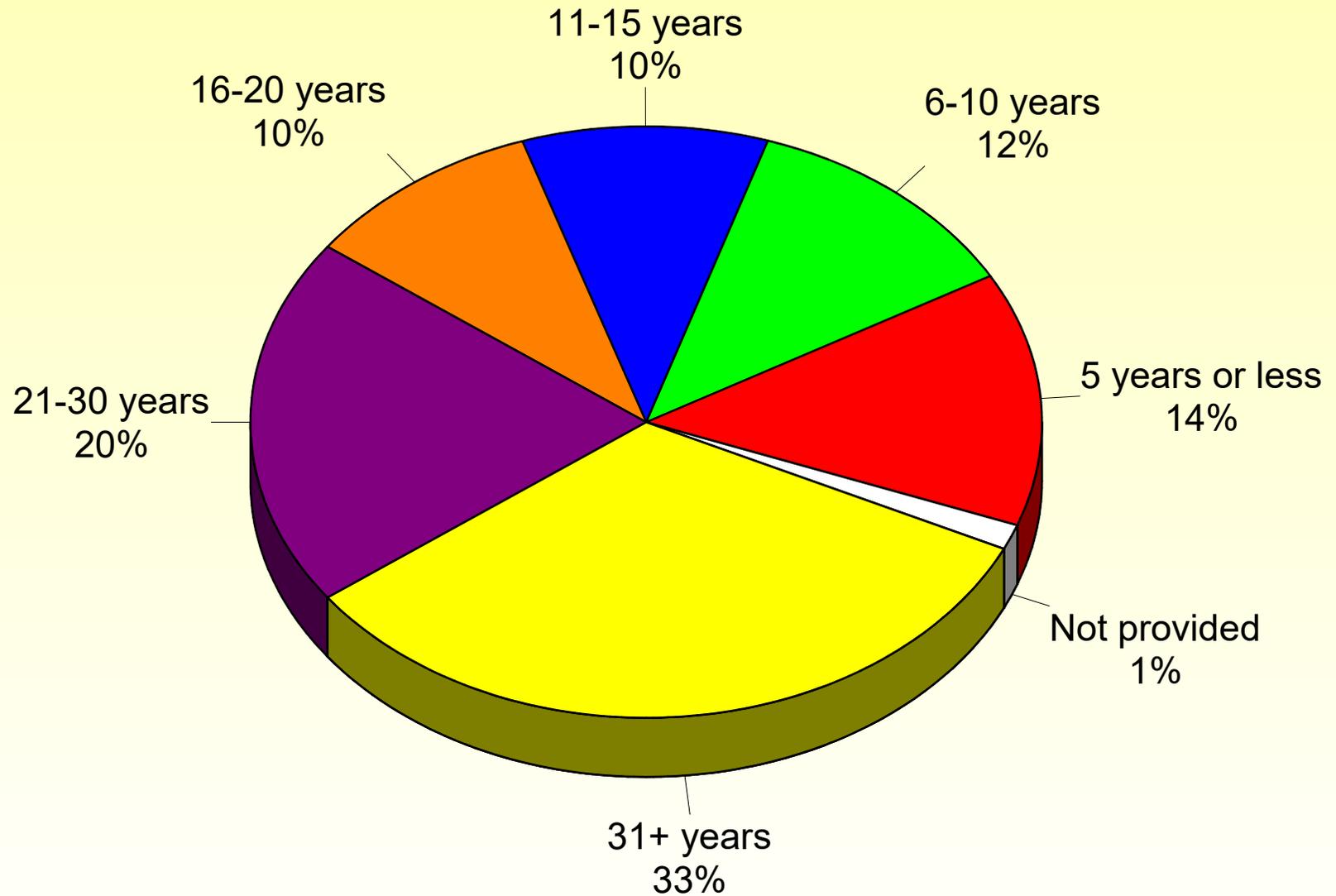


Source: ETC Institute (2019)

ETC Institute (2019)

# Q34. Number of Years Lived in Columbia

by percentage of respondents

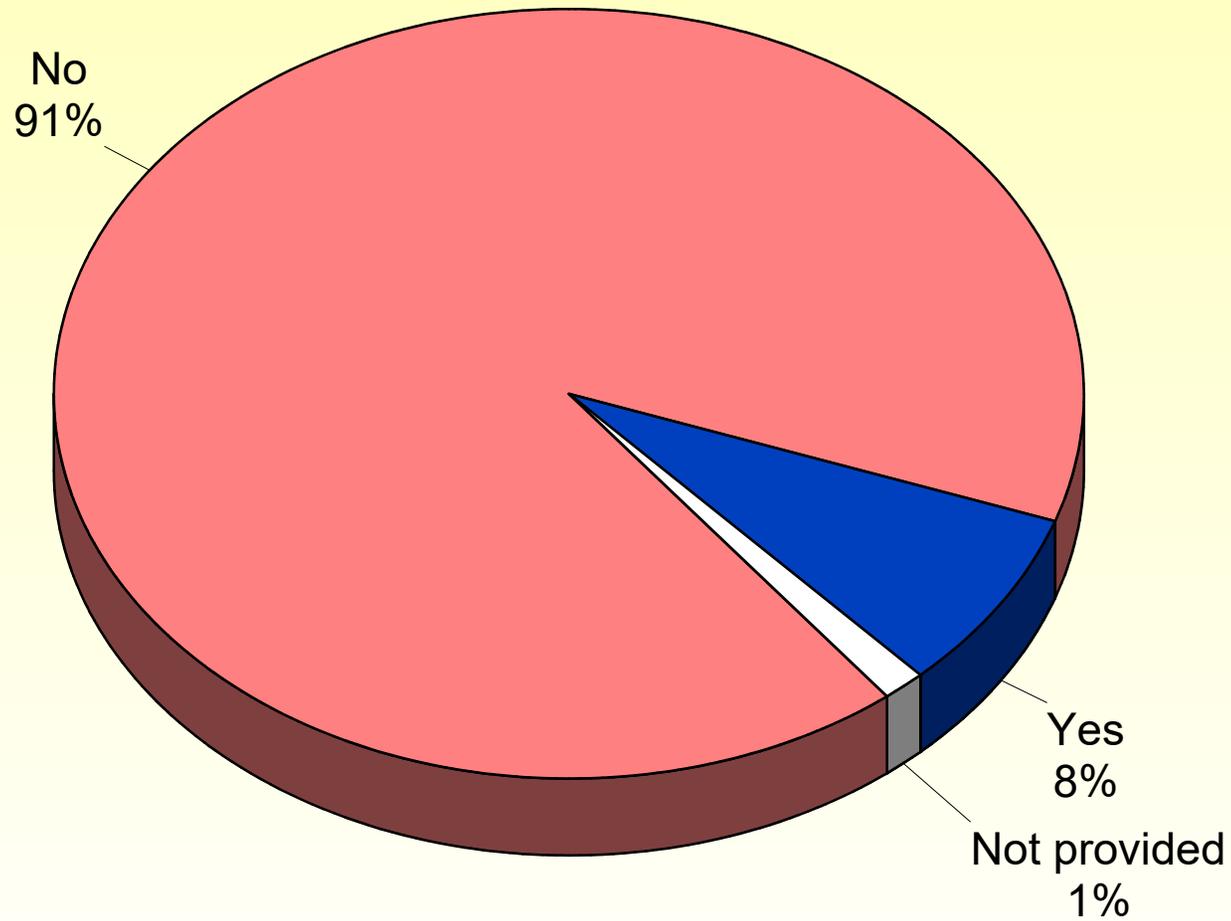


Source: ETC Institute (2019)

ETC Institute (2019)

# Q35. Are you a student in a college or university?

by percentage of respondents

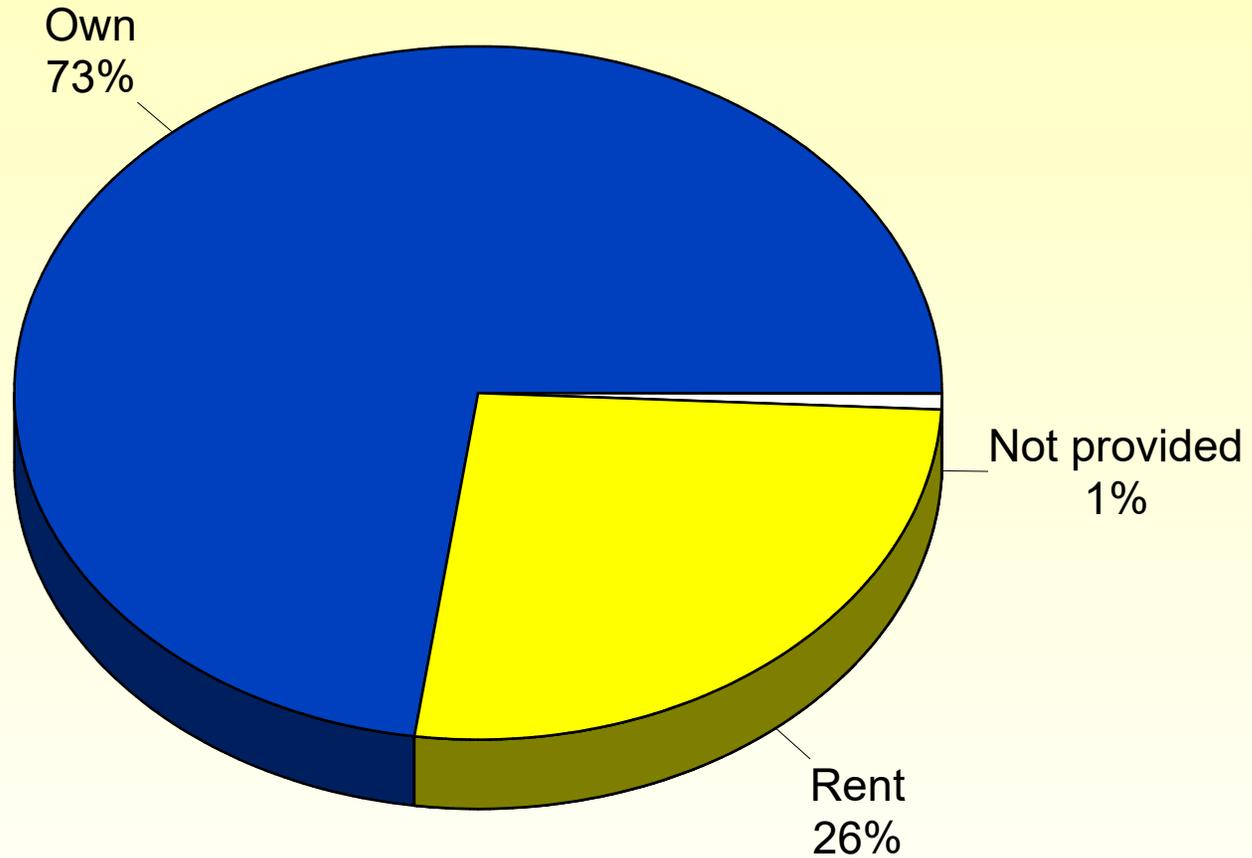


Source: ETC Institute (2019)

ETC Institute (2019)

# Q36. Do you own or rent your current residence?

by percentage of respondents

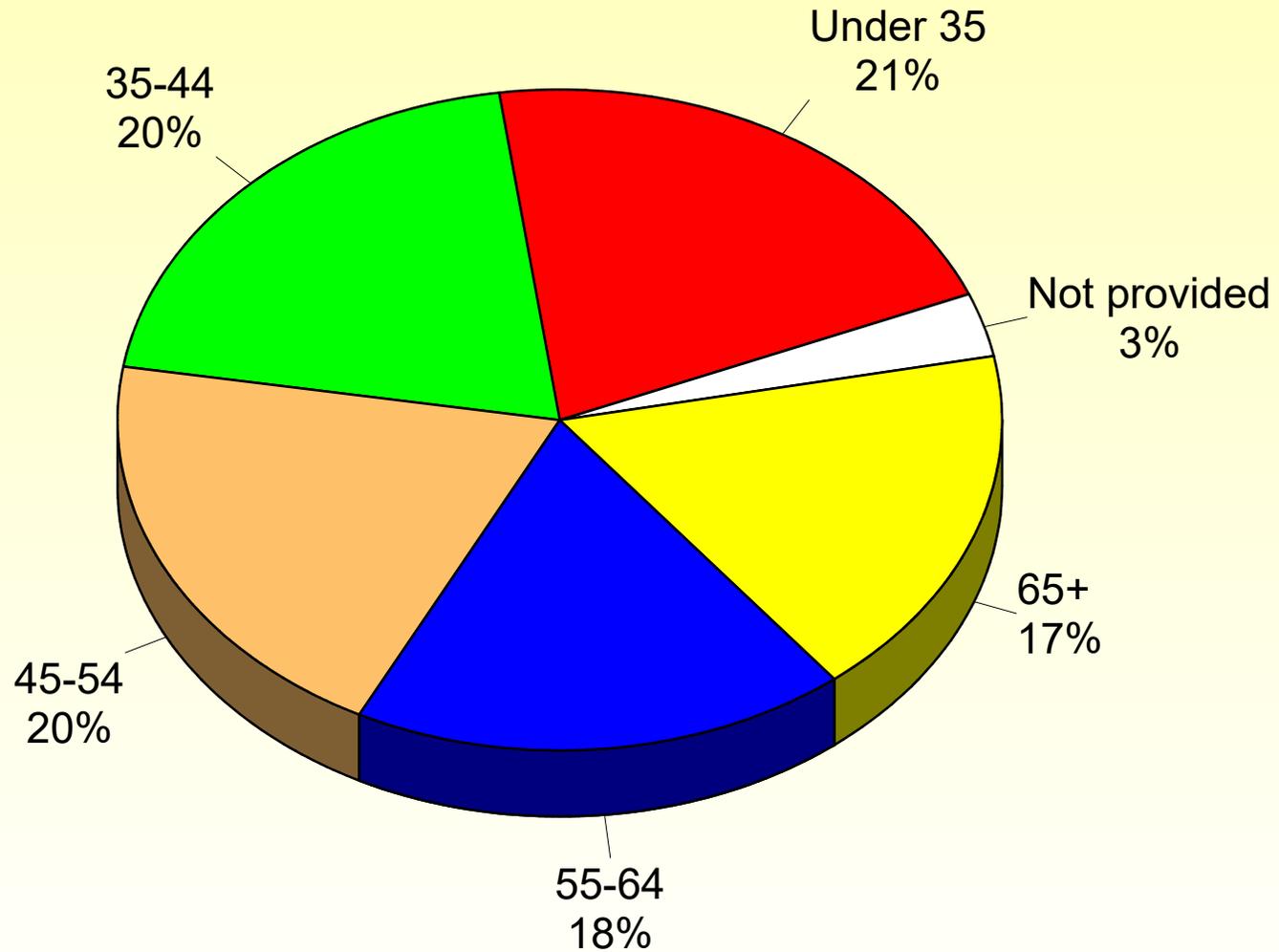


Source: ETC Institute (2019)

ETC Institute (2019)

# Q37. Age of Survey Respondents

by percentage of respondents

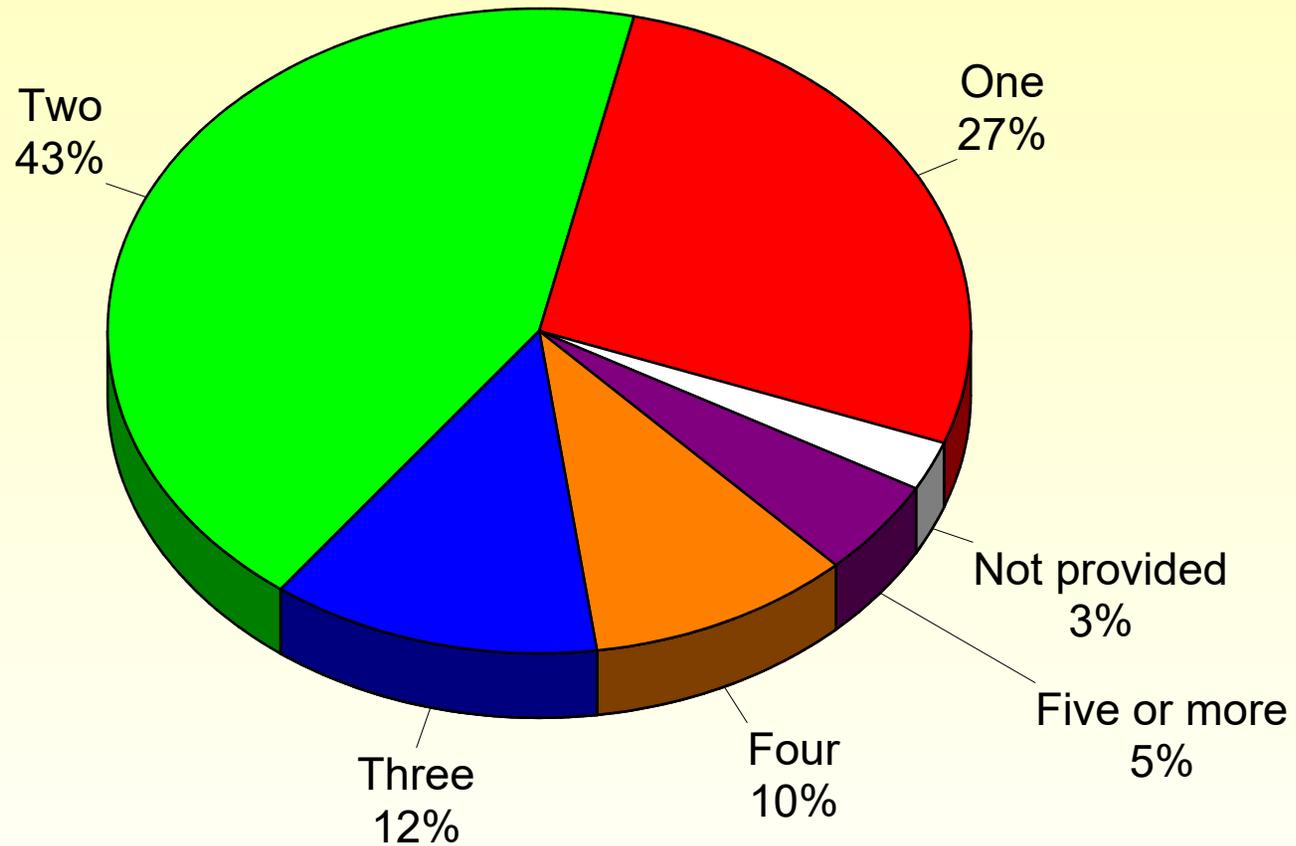


Source: ETC Institute (2019)

ETC Institute (2019)

# Q38. Number of Residents in Household

by percentage of respondents

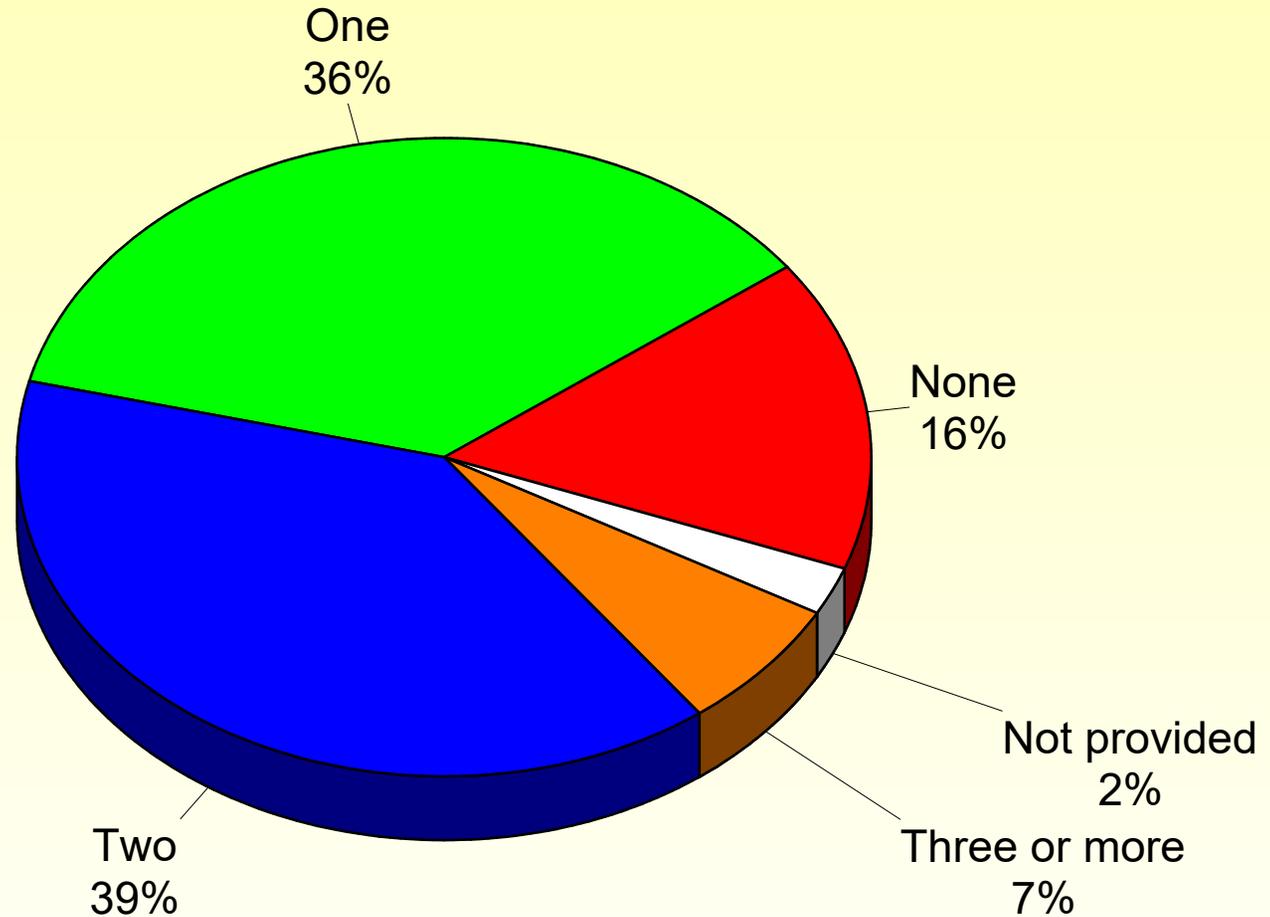


Source: ETC Institute (2019)

ETC Institute (2019)

# Q39. Number of Employed Residents in Household

by percentage of respondents

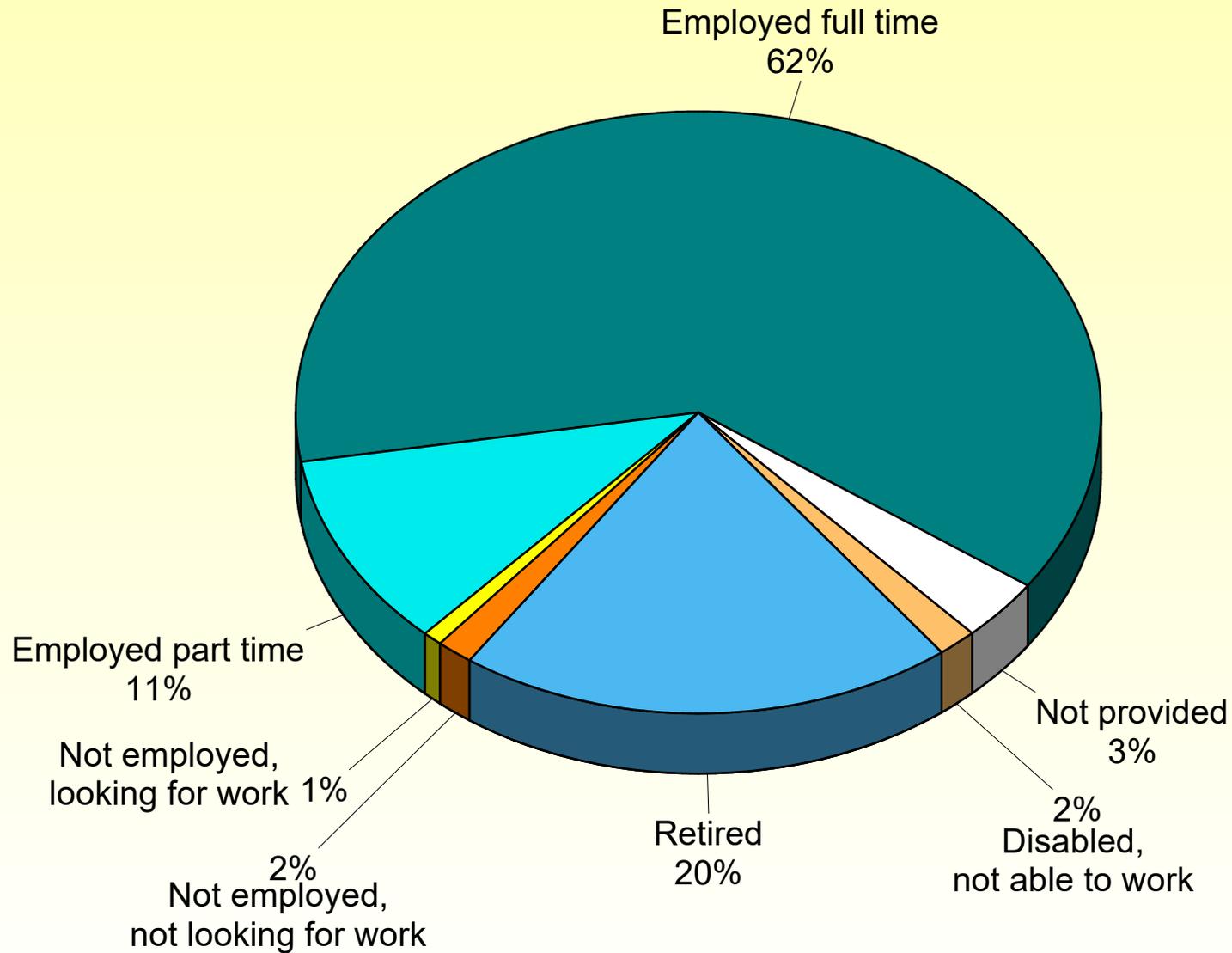


Source: ETC Institute (2019)

ETC Institute (2019)

# Q40. Which of the following best describes your employment status?

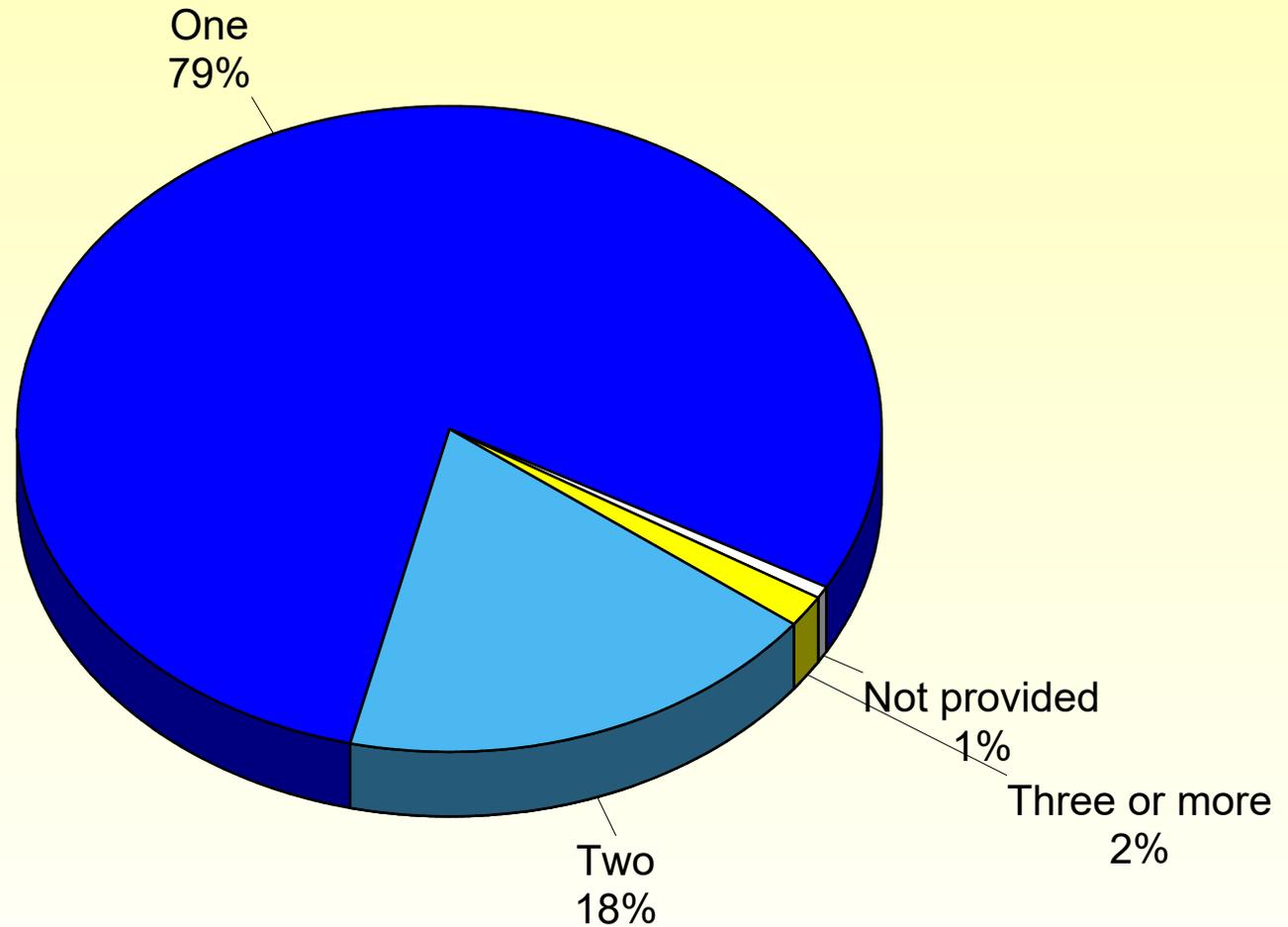
by percentage of respondents



Source: ETC Institute (2019)

# Q40a. If you are employed, how many paying jobs do you have?

by percentage of respondents who are employed

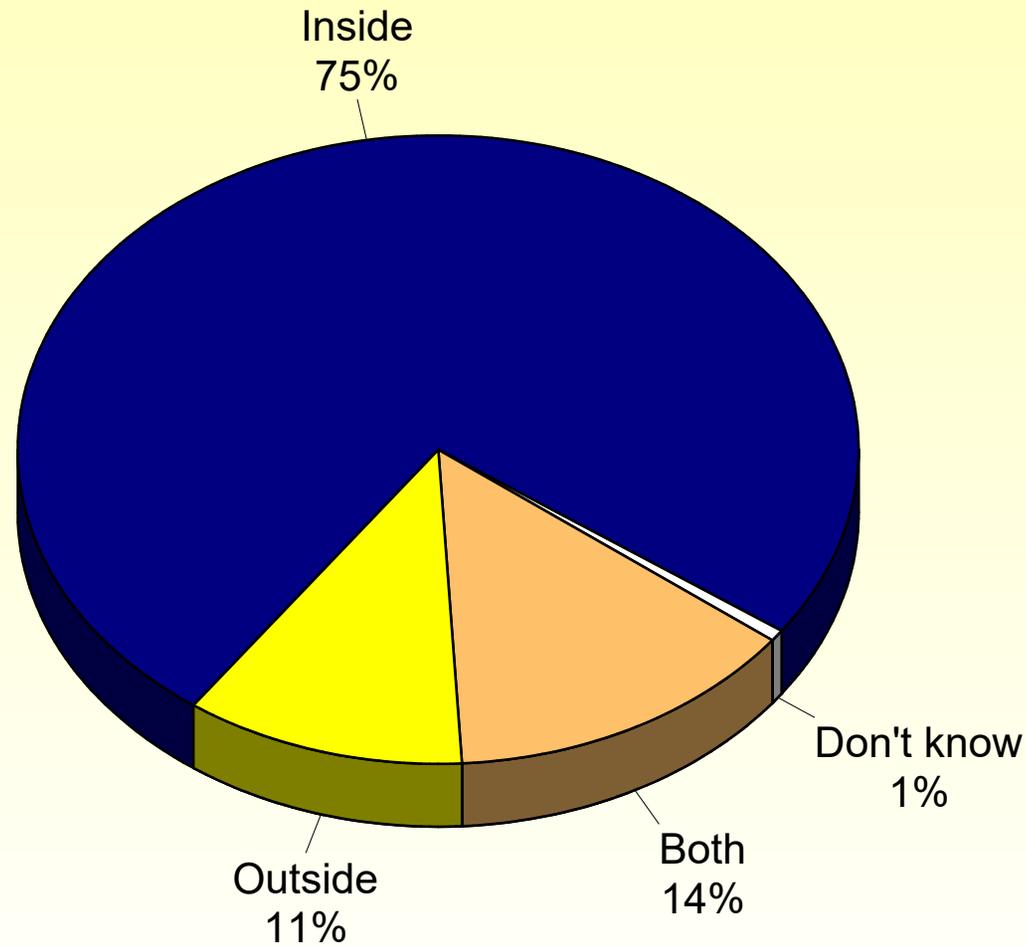


Source: ETC Institute (2019)

ETC Institute (2019)

# Q40b. If you are employed, do you work inside or outside the City limits of Columbia?

by percentage of respondents who are employed

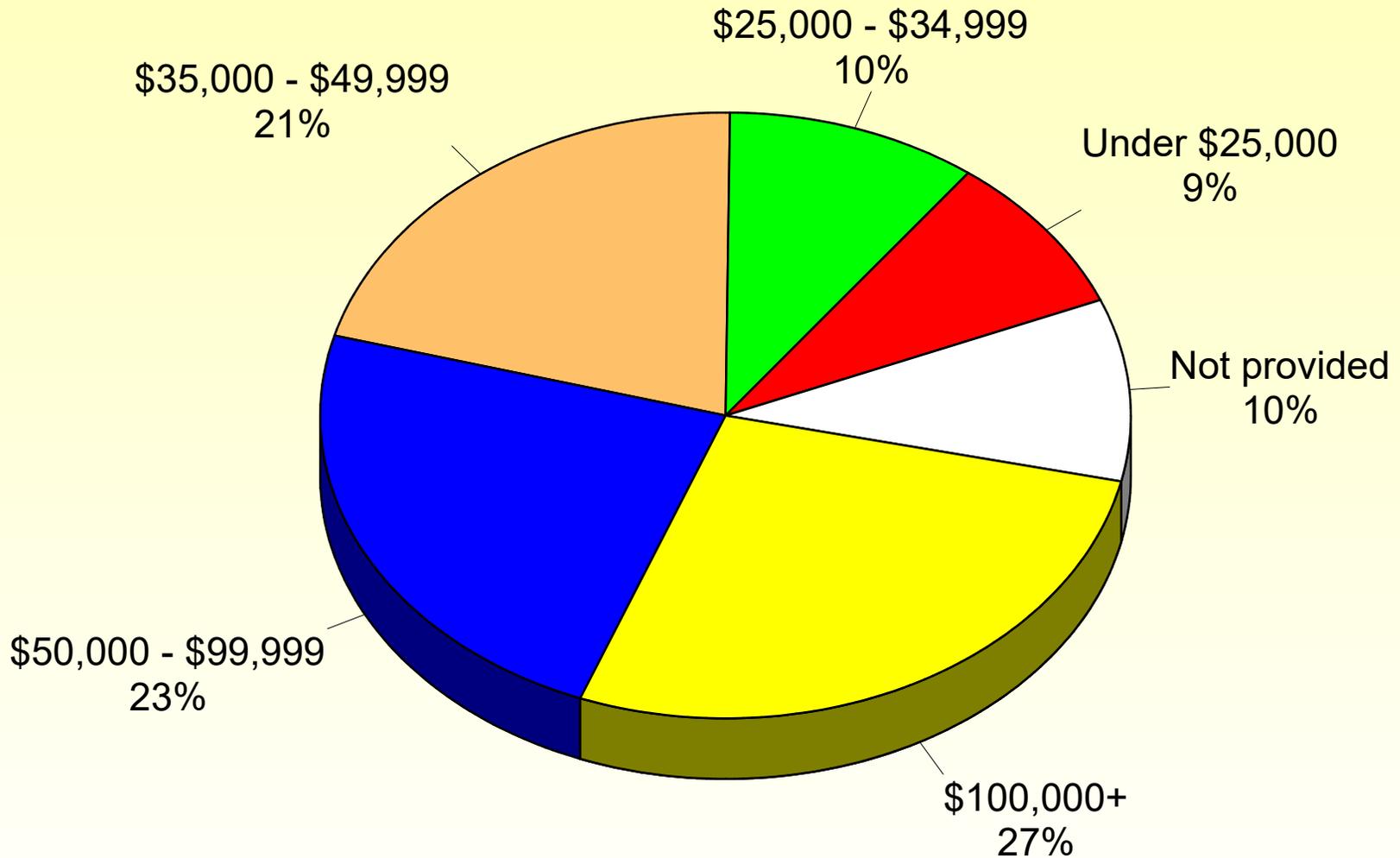


Source: ETC Institute (2019)

ETC Institute (2019)

# Q41. Total Annual Household Income

by percentage of respondents

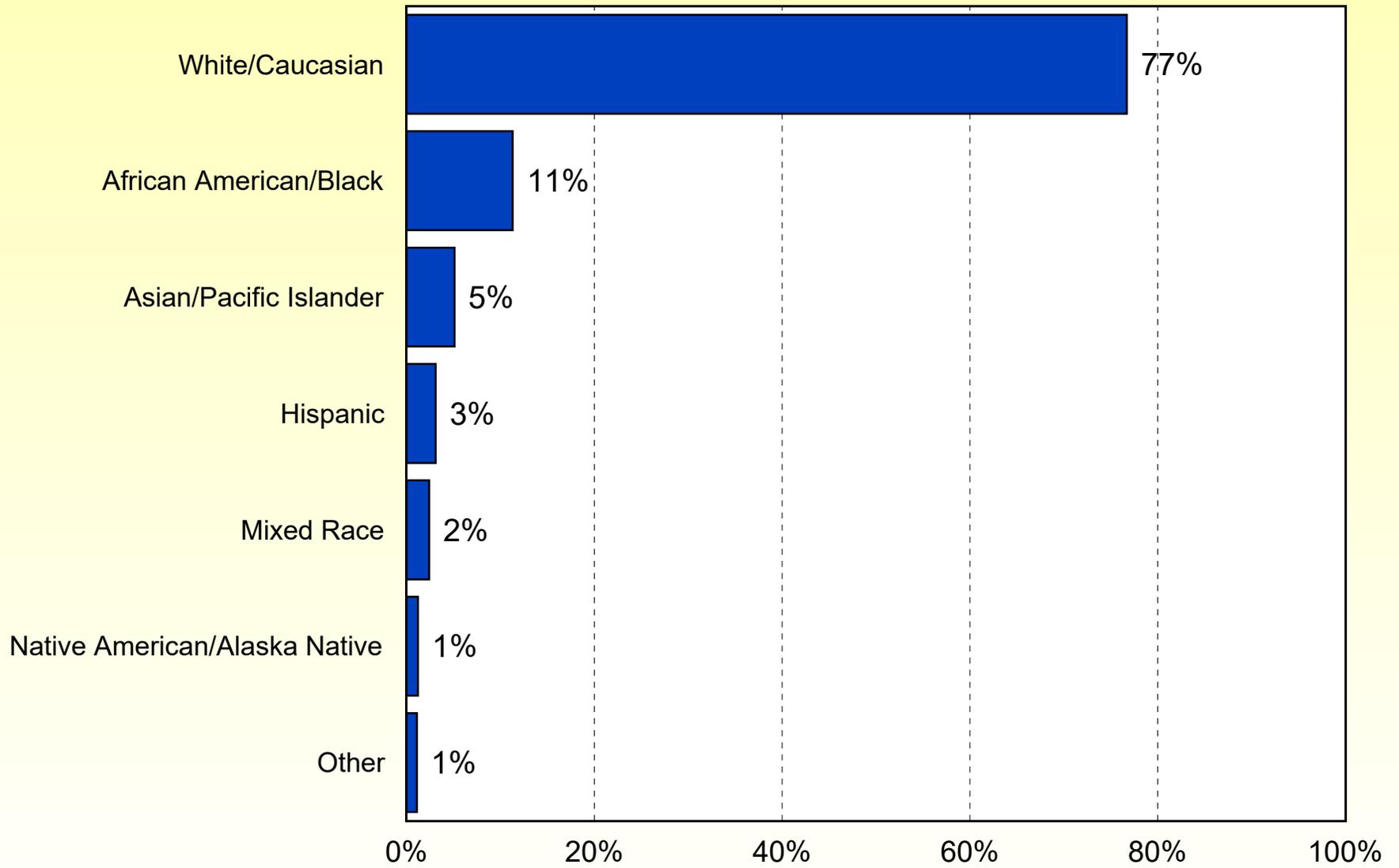


Source: ETC Institute (2019)

ETC Institute (2019)

## Q42. Race/Ethnicity of Respondents

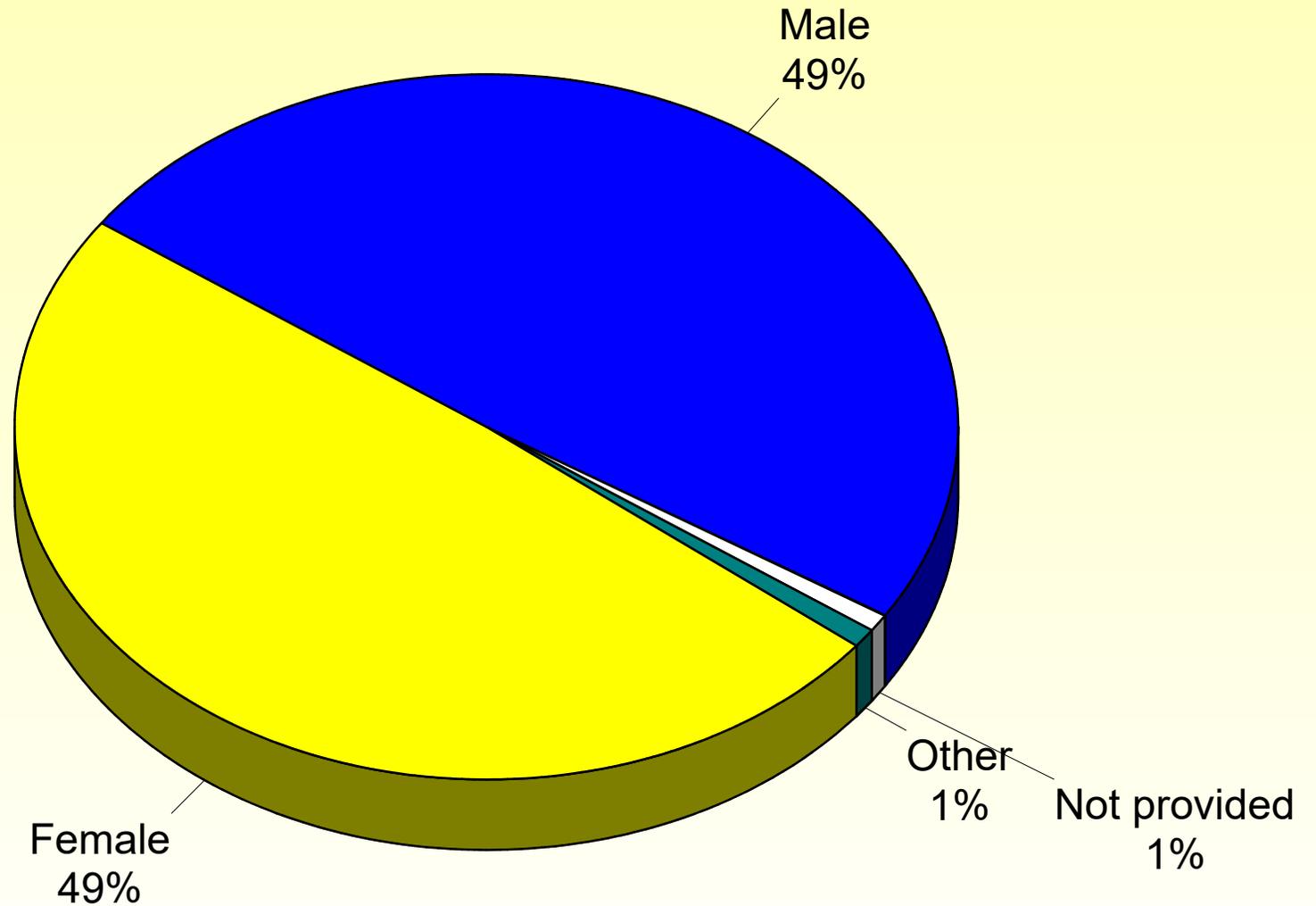
by percentage of respondents (multiple choices allowed)



Source: ETC Institute (2019)

# Q43. Gender of Respondents

by percentage of respondents



Source: ETC Institute (2019)

ETC Institute (2019)

**Section 2:**  
**Benchmarking Data**

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# *DirectionFinder*® Survey

## Year 2019 Benchmarking Summary Report

### Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders in Kansas and Missouri use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 230 cities and counties in 43 states.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the Summer of 2019 to a random sample of more than 4,000 residents in the continental United States, (2) a regional survey that was administered by ETC Institute in the Summer of 2019 to a random sample of nearly 400 residents in Kansas and Missouri communities, and (3) surveys that have been administered by ETC Institute in 39 communities in Kansas and Missouri between January 2017 and December 2019. The Kansas and Missouri communities represented in this report include:

- Atchison, Kansas
- Basehor, Kansas
- Blue Springs, Missouri
- Branson, Missouri
- Clayton, Missouri
- Columbia, Missouri
- Creve Coeur, Missouri
- Des Peres, Missouri
- Edgerton, Kansas
- Fairway, Kansas
- Gardner, Kansas
- Grain Valley, Missouri
- Grandview, Missouri
- Independence, Missouri
- Jackson, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Kirkwood, Missouri
- Lebanon, Missouri
- Lee's Summit, Missouri
- Lenexa, Kansas
- Merriam, Kansas
- North Kansas City, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Prairie Village, Kansas
- Raymore, Missouri
- Riverside, Missouri
- Roeland Park, Kansas
- Rolla, Missouri
- Shawnee, Kansas
- Smithville, Missouri
- Springfield, Missouri
- St. Joseph, Missouri
- Topeka, Kansas
- Unified Government of Kansas City and Wyandotte County, Kansas
- University City, Missouri
- Warrensburg, Missouri

**National and Regional Benchmarks.** The first set of charts on the following pages show how the overall results for Columbia compare to the national and regional averages based on the results of a 2019 survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents.

**Kansas and Missouri Benchmarks.** The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 39 communities listed on the previous page. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for Kansas and Missouri communities. The actual ratings for Columbia are listed to the right of each chart. The dot on each bar shows how the results for Columbia compare to the other communities in Kansas and Missouri where the DirectionFinder® survey has been administered.

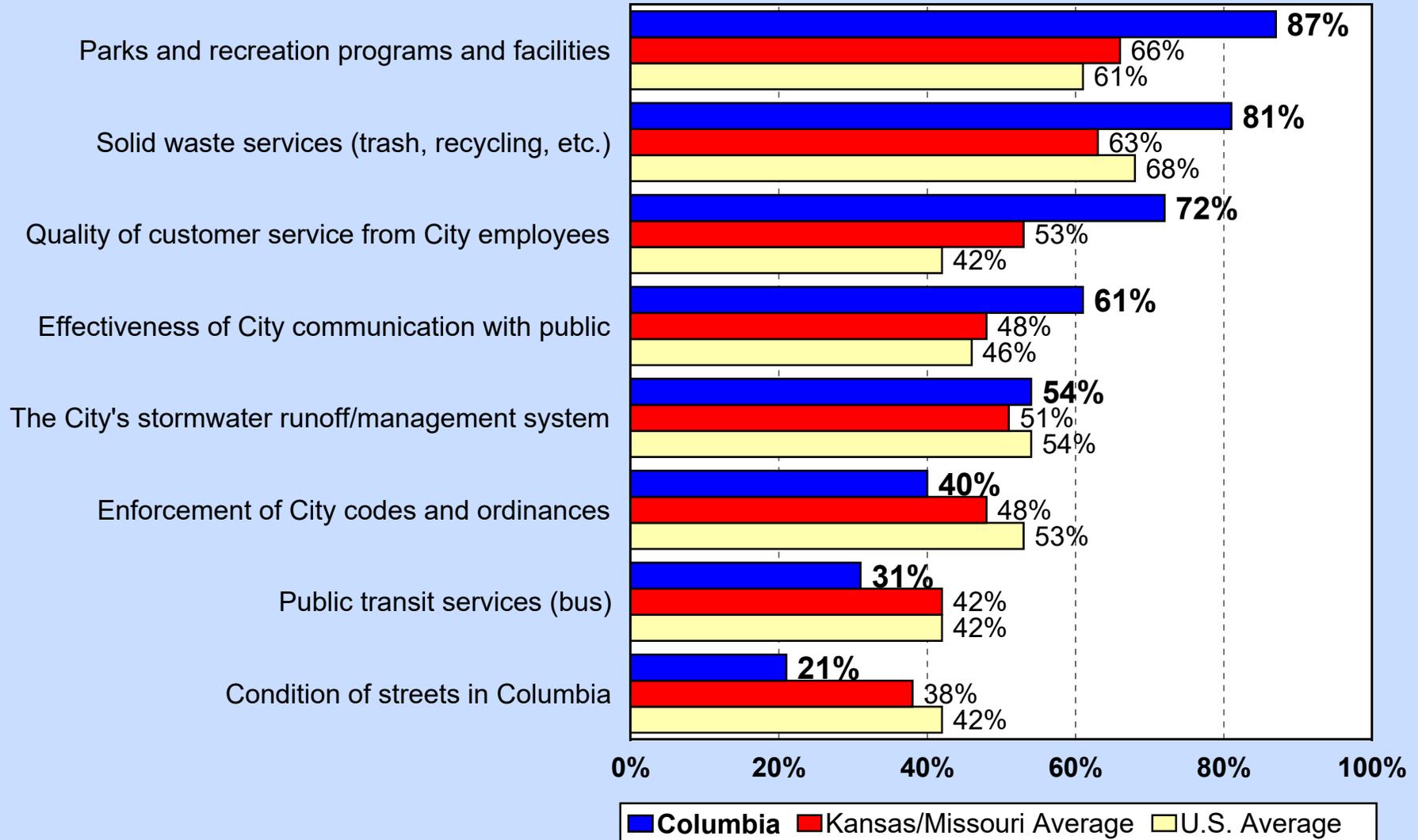
# National and Regional Benchmarks

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Columbia is not authorized without written consent from ETC Institute.**

Source: ETC Institute (2019)

# Overall Satisfaction with Major Categories of City Services Columbia vs. Kansas/Missouri vs. the U.S.

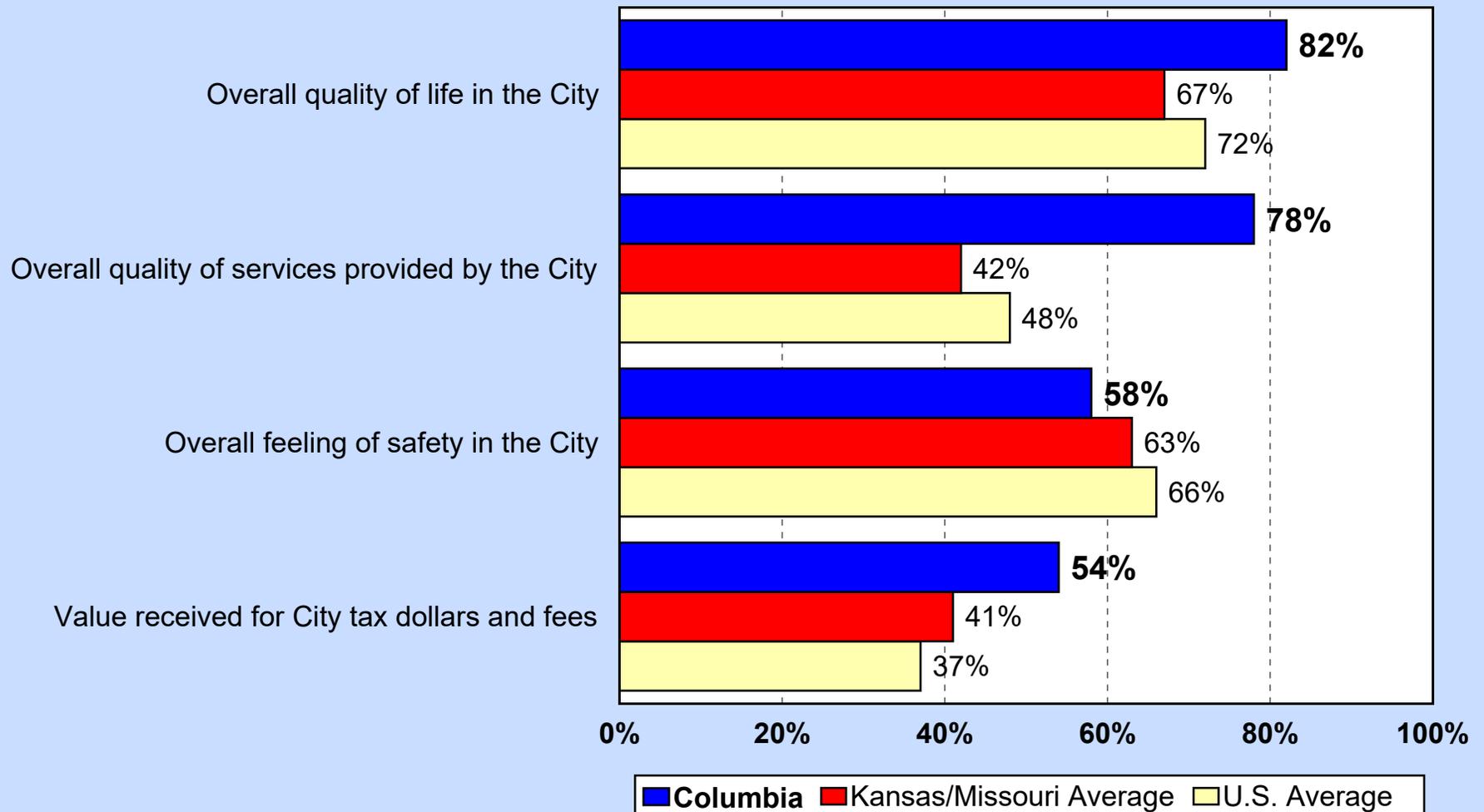
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2019)

# Satisfaction with Items that Influence Perceptions of the Community Columbia vs. Kansas/Missouri vs. the U.S.

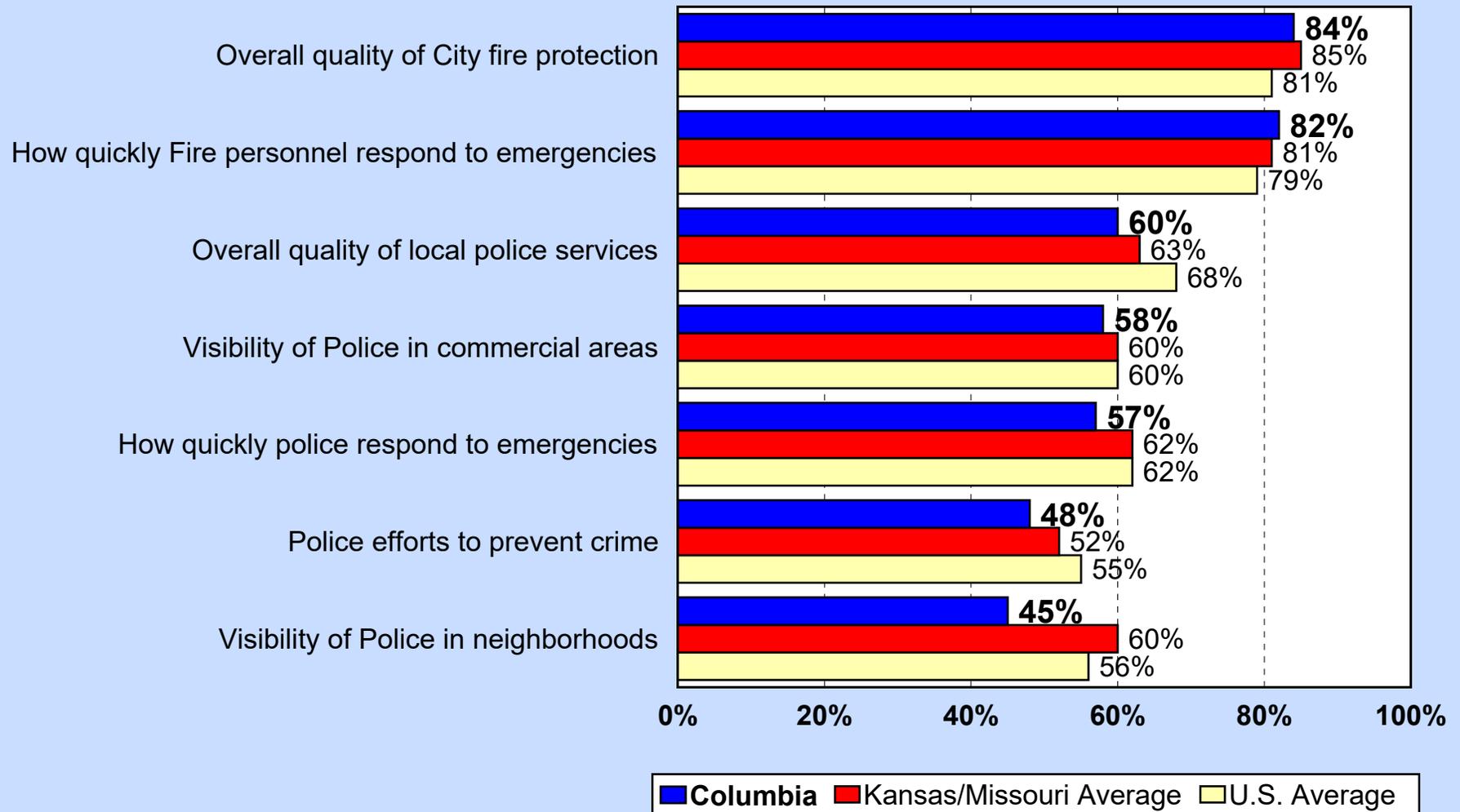
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2019)

# Overall Satisfaction with Public Safety Services Columbia vs. Kansas/Missouri vs. the U.S.

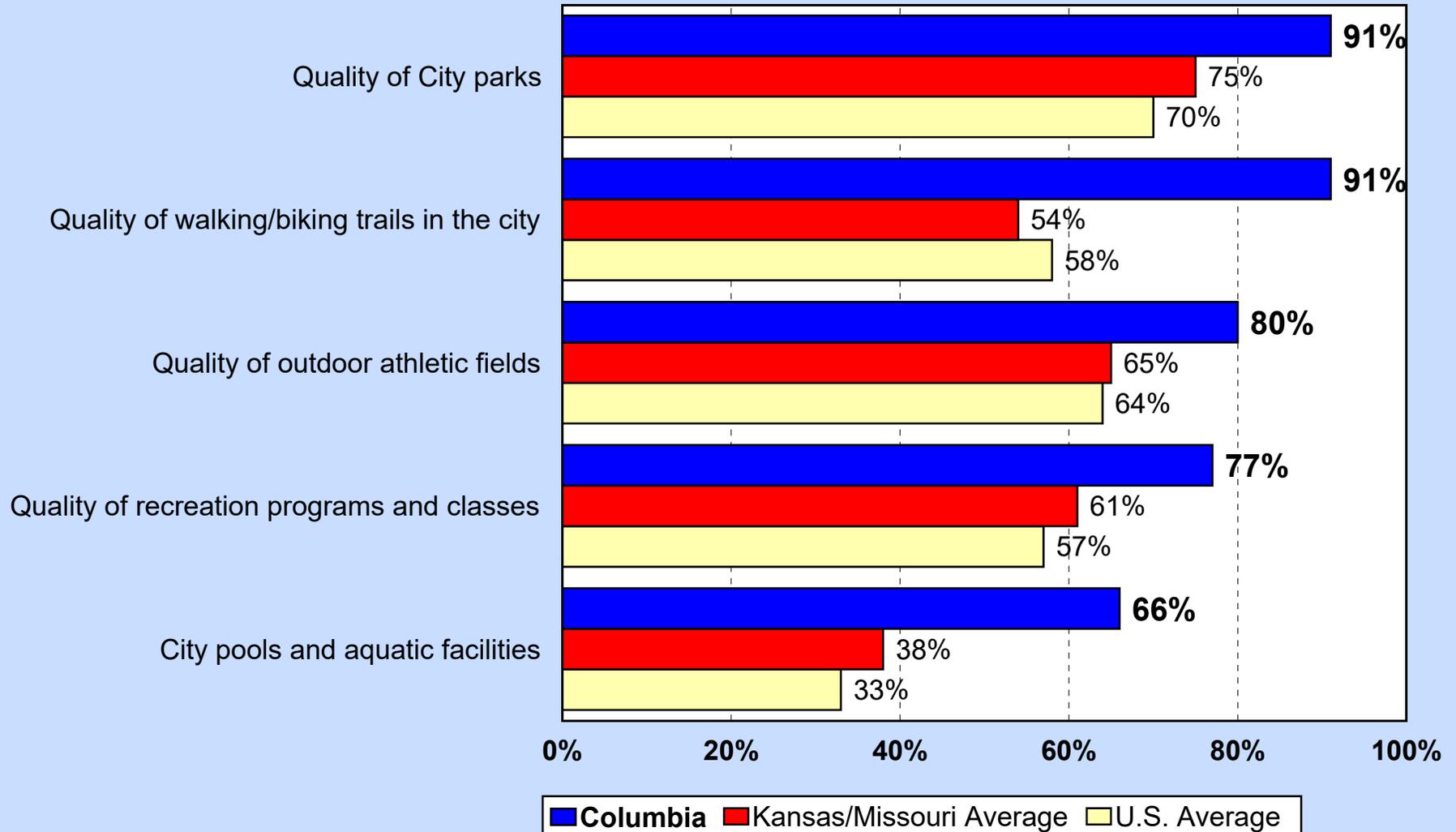
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2019)

# Overall Satisfaction with Parks and Recreation Columbia vs. Kansas/Missouri vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

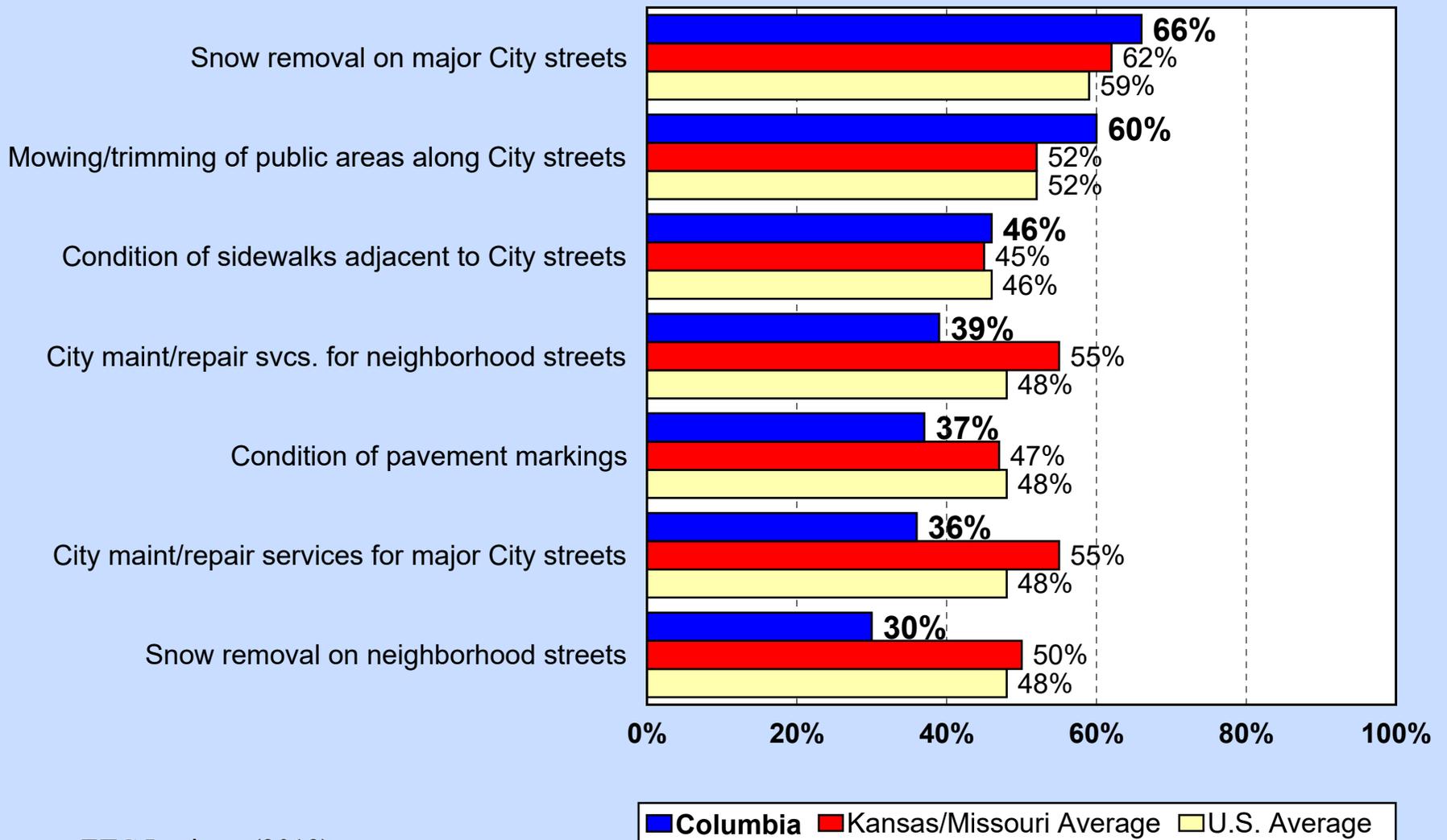


Source: ETC Institute (2019)

# Overall Satisfaction with Streets and Sidewalks

## Columbia vs. Kansas/Missouri vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

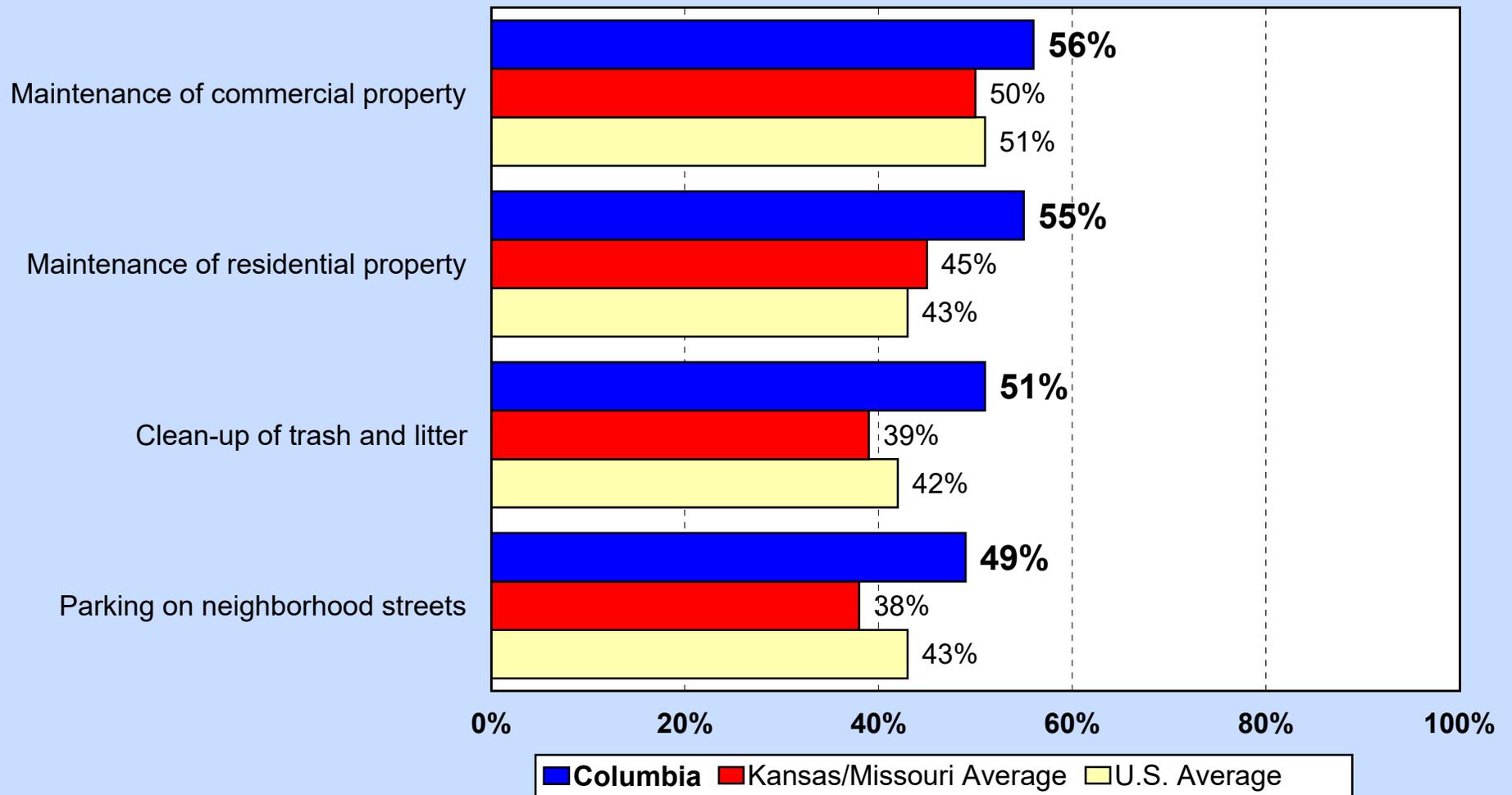


Source: ETC Institute (2019)

# Overall Satisfaction with Code Enforcement and Neighborhood Services

## Columbia vs. Kansas/Missouri vs. the U.S.

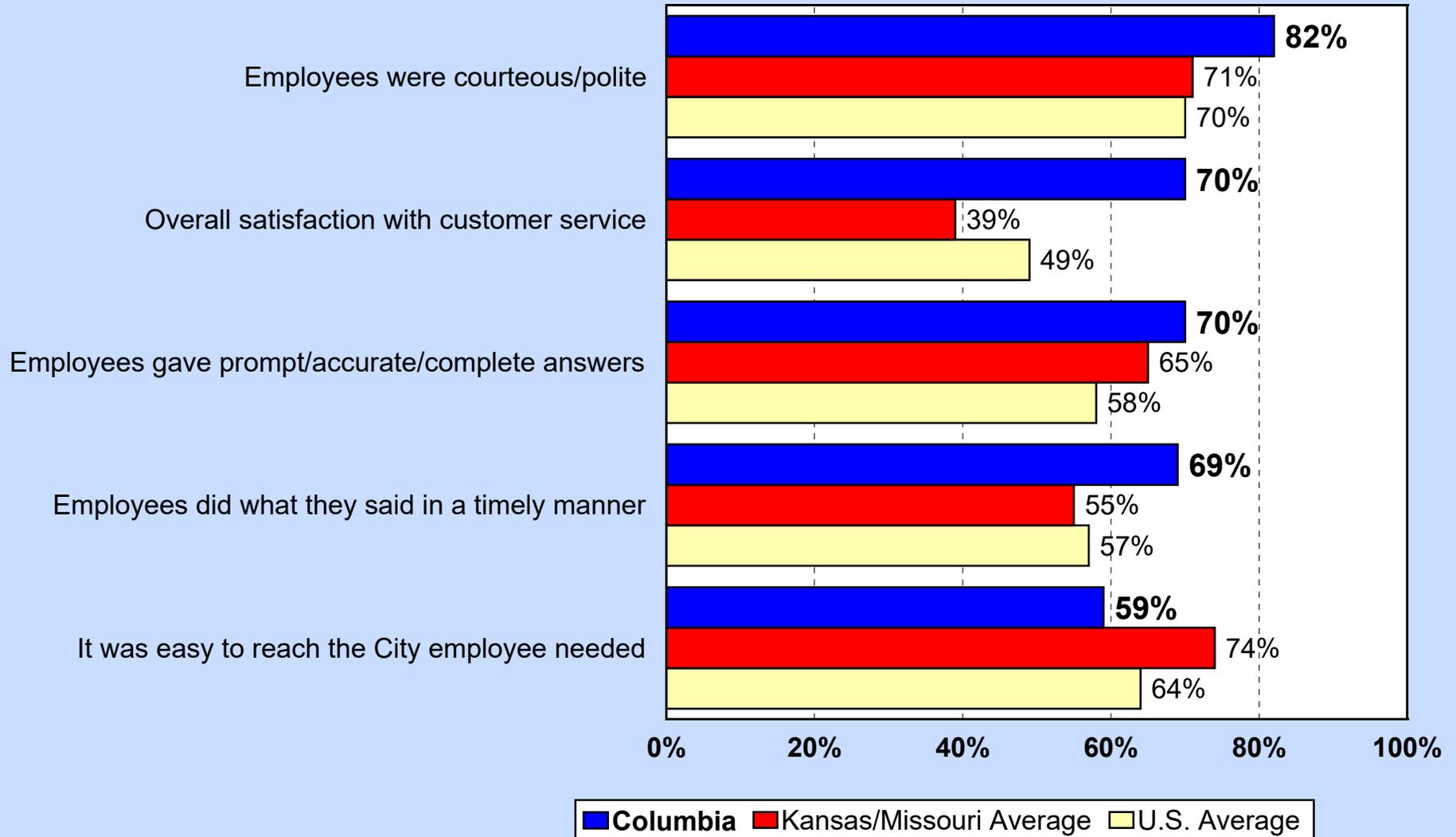
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2019)

# Overall Satisfaction with Customer Service Columbia vs. Kansas/Missouri vs. the U.S.

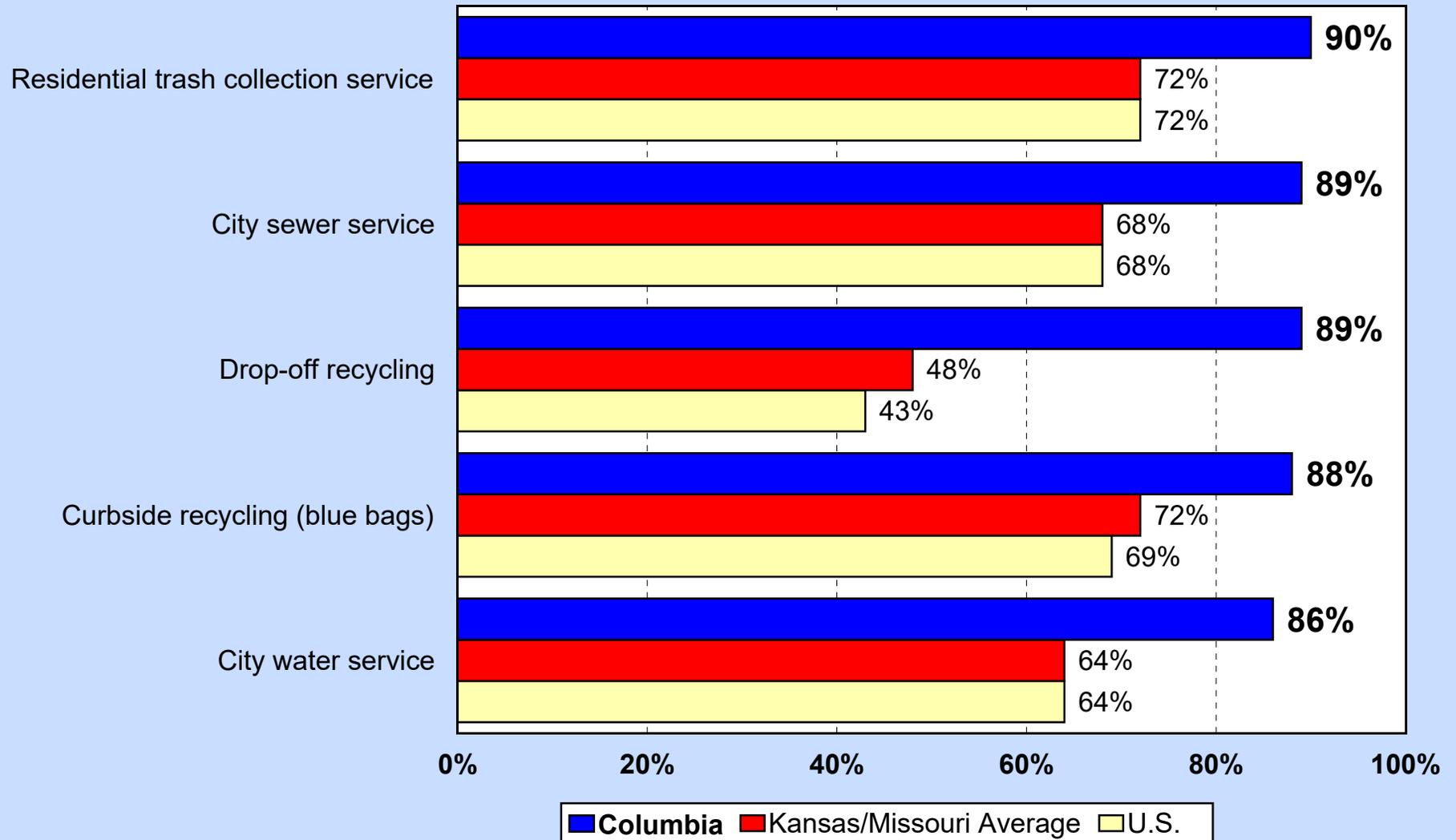
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was a positive response and 1 was a negative response (excluding don't knows)



Source: ETC Institute (2019)

# Overall Satisfaction with Utility Services Columbia vs. Kansas/Missouri vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2019)

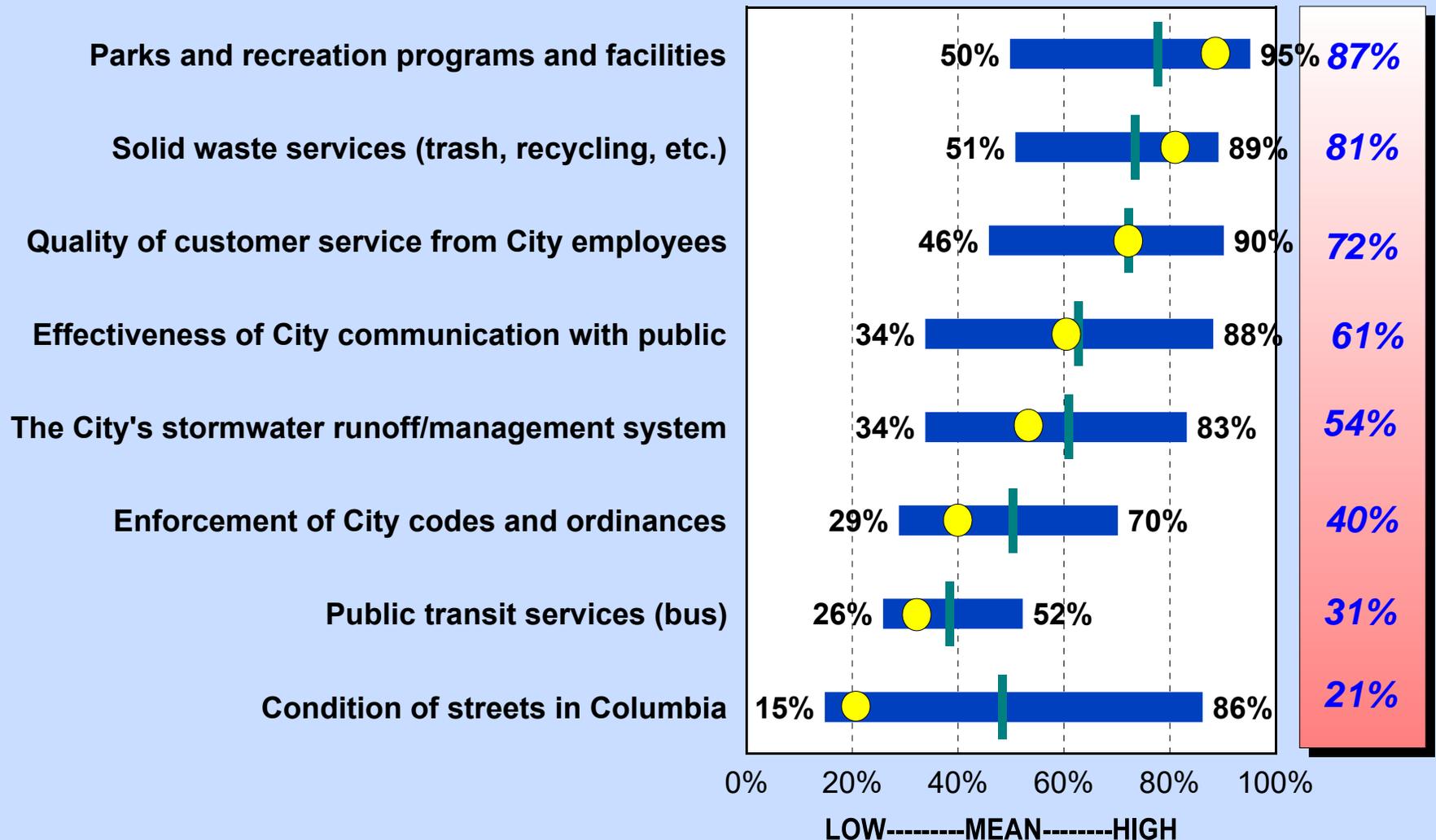
# **Kansas and Missouri Performance Ranges**

Source: ETC Institute (2019)

# Overall Satisfaction With Major Categories of City Services - 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

 **Columbia, MO**

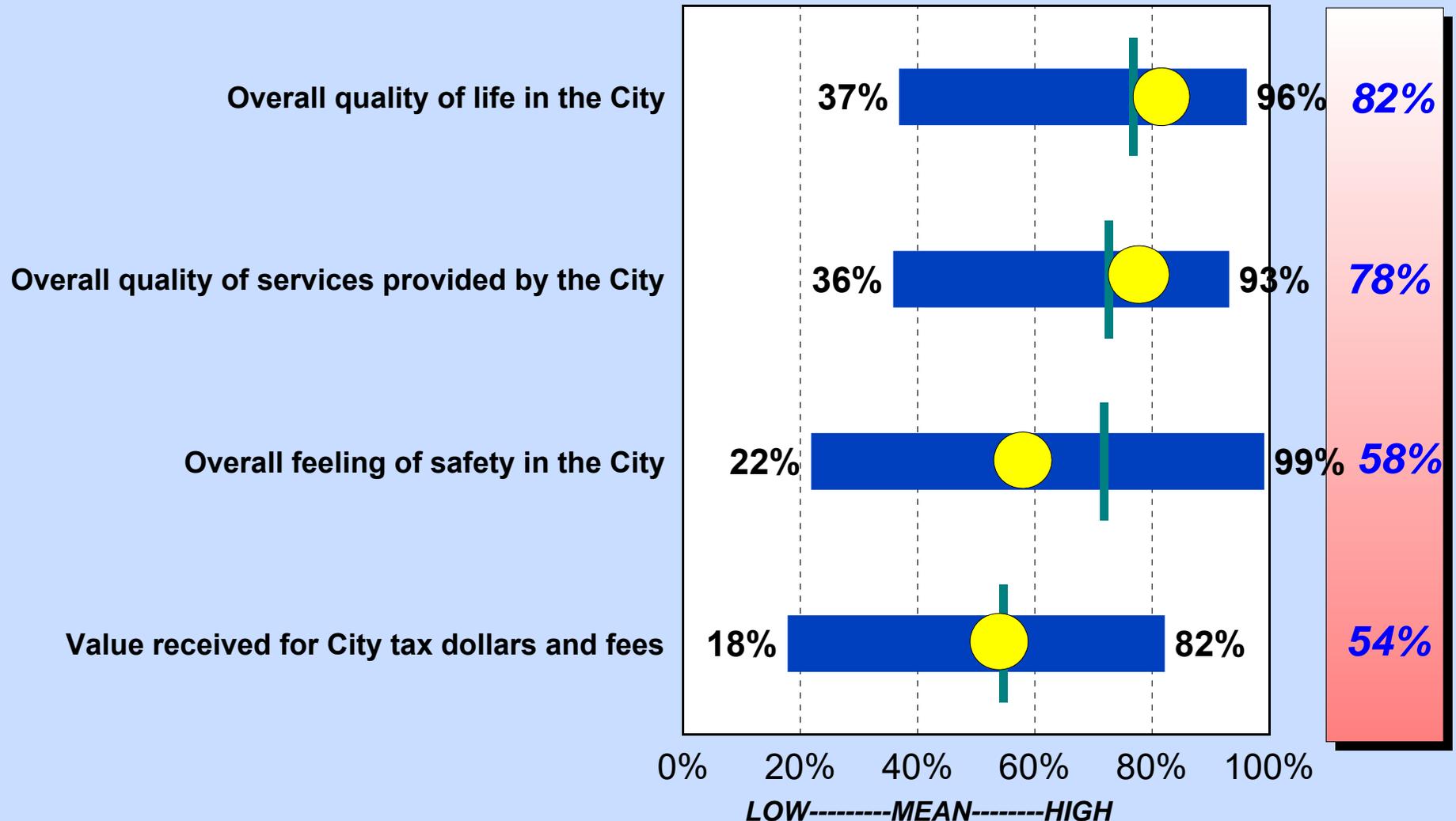


Source: ETC Institute (2019)

# Perceptions that Residents Have of the Community in Which They Live - 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

● Columbia, MO

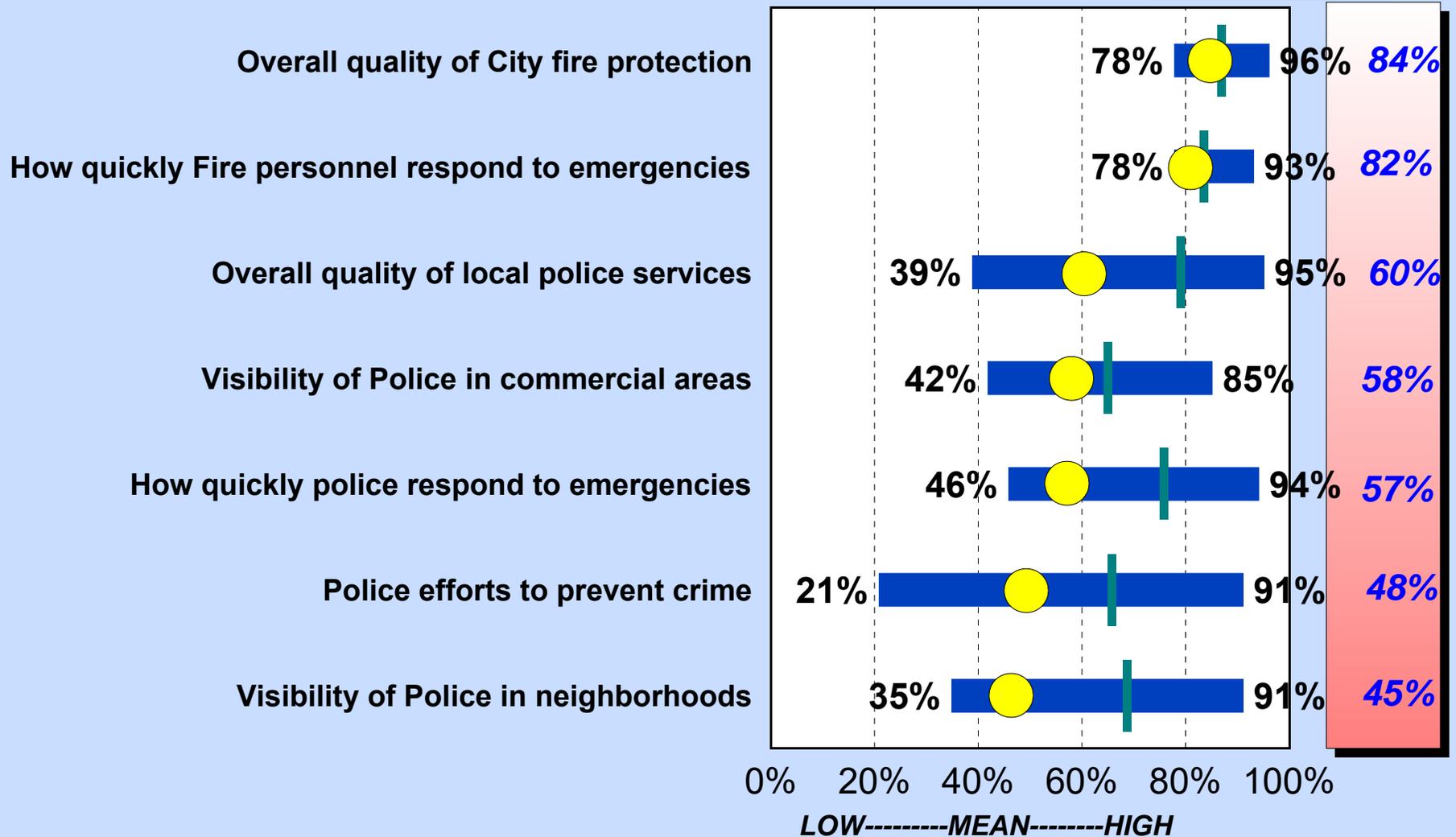


Source: ETC Institute (2019)

# Satisfaction with Public Safety Services - 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

● **Columbia, MO**

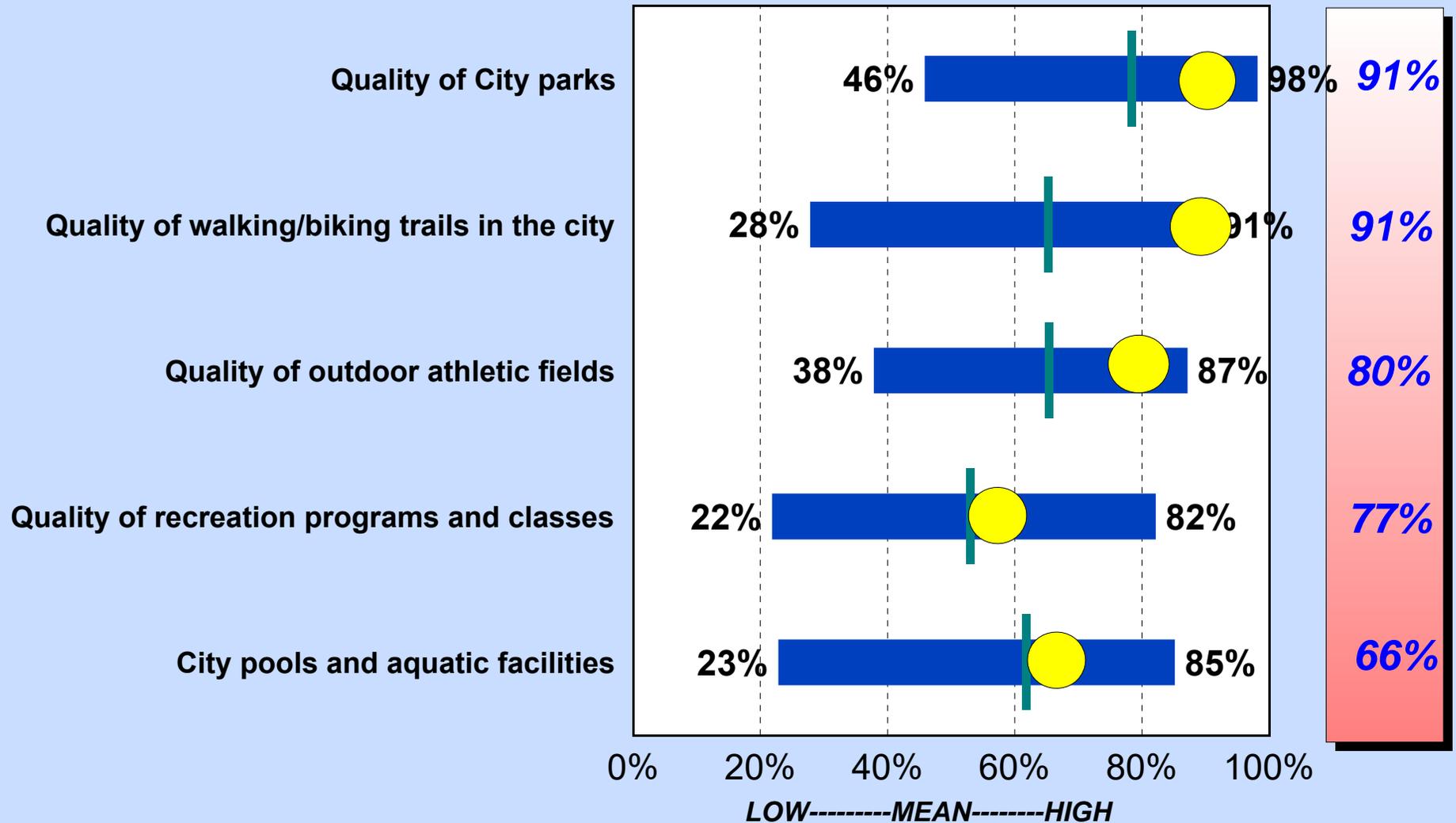


Source: ETC Institute (2019)

# Satisfaction with Parks and Recreation - 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

● Columbia, MO

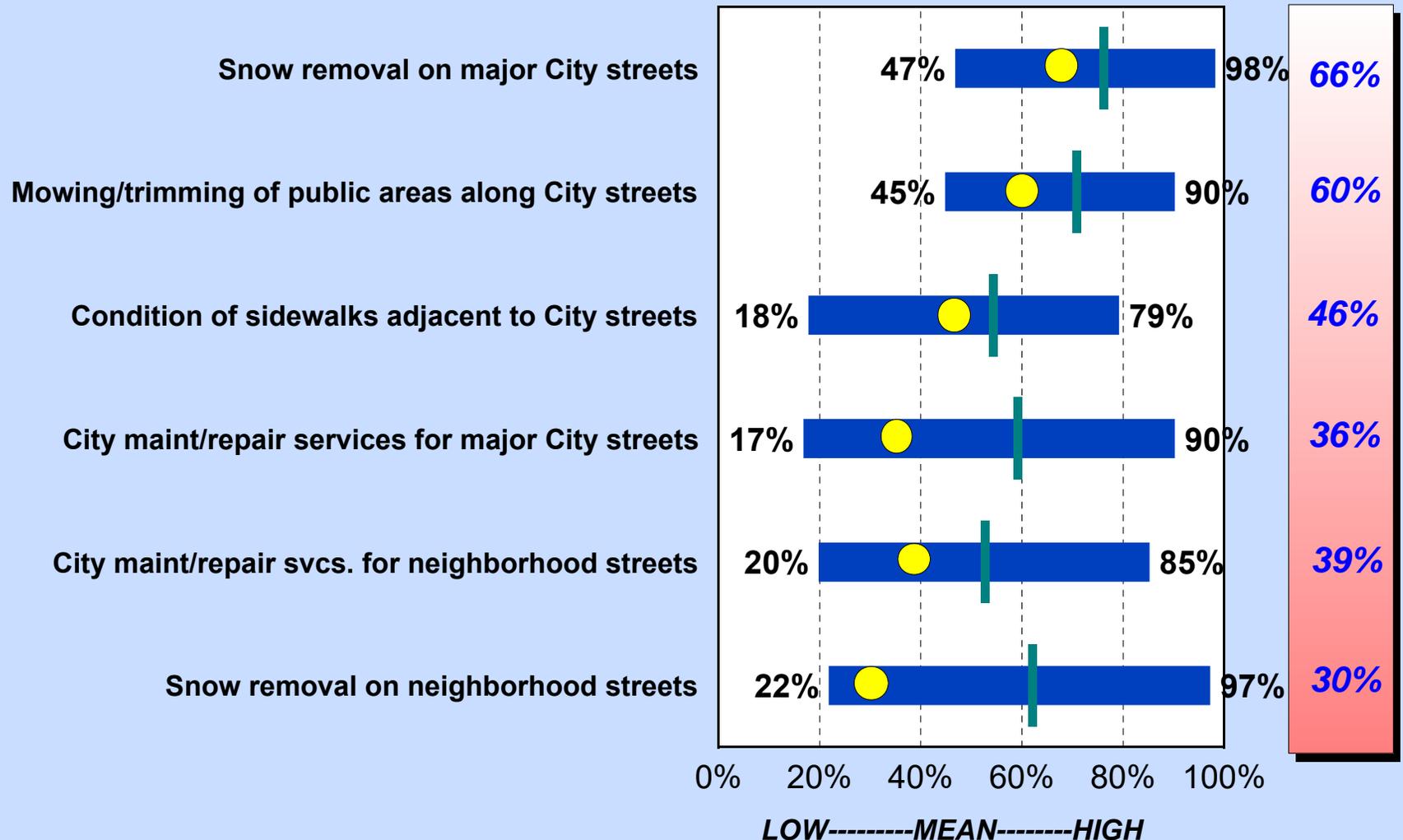


Source: ETC Institute (2019)

# Satisfaction with Streets and Sidewalks - 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

● **Columbia, MO**

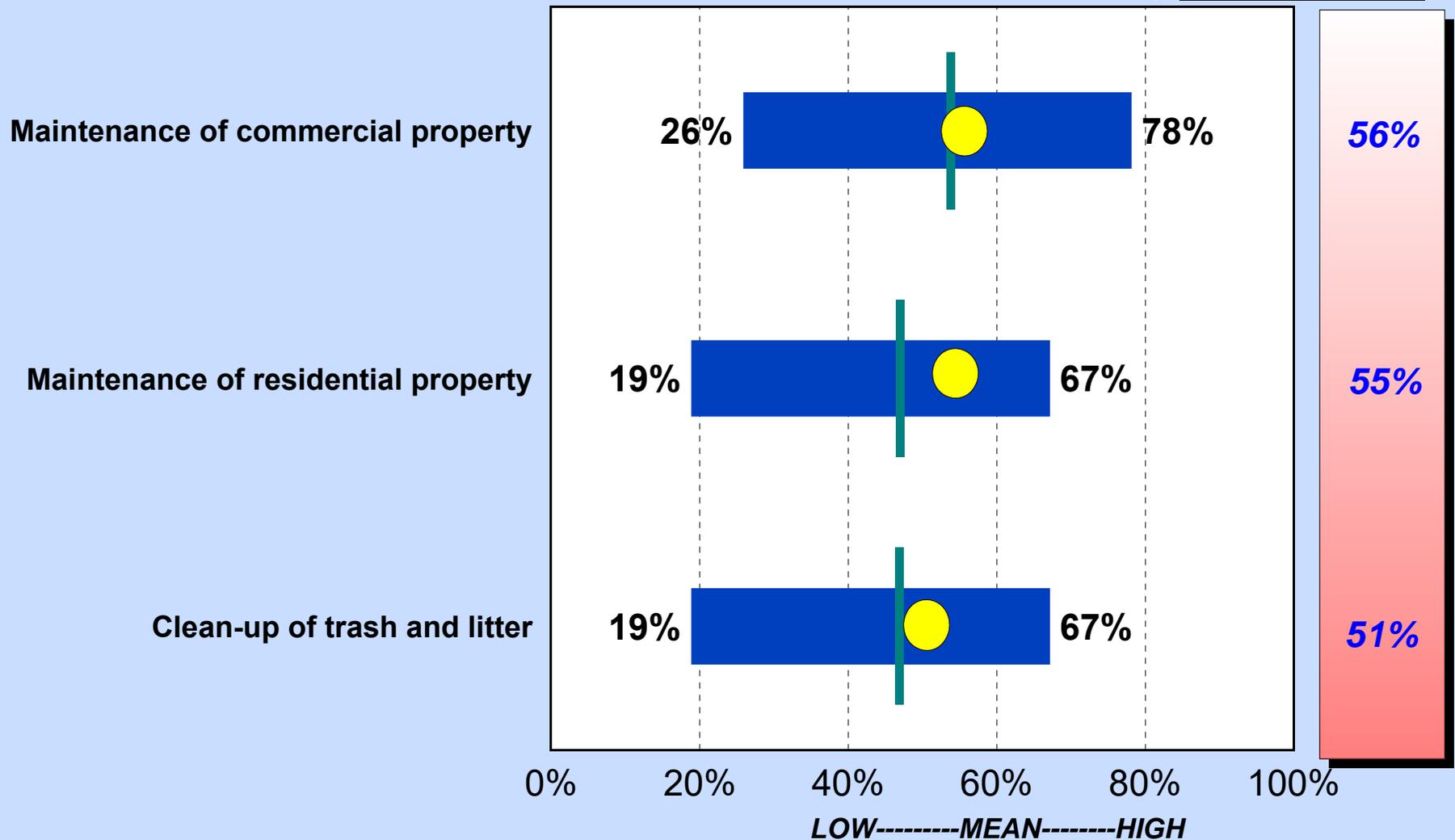


Source: ETC Institute (2019)

# Satisfaction with Code Enforcement and Neighborhood Services - 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

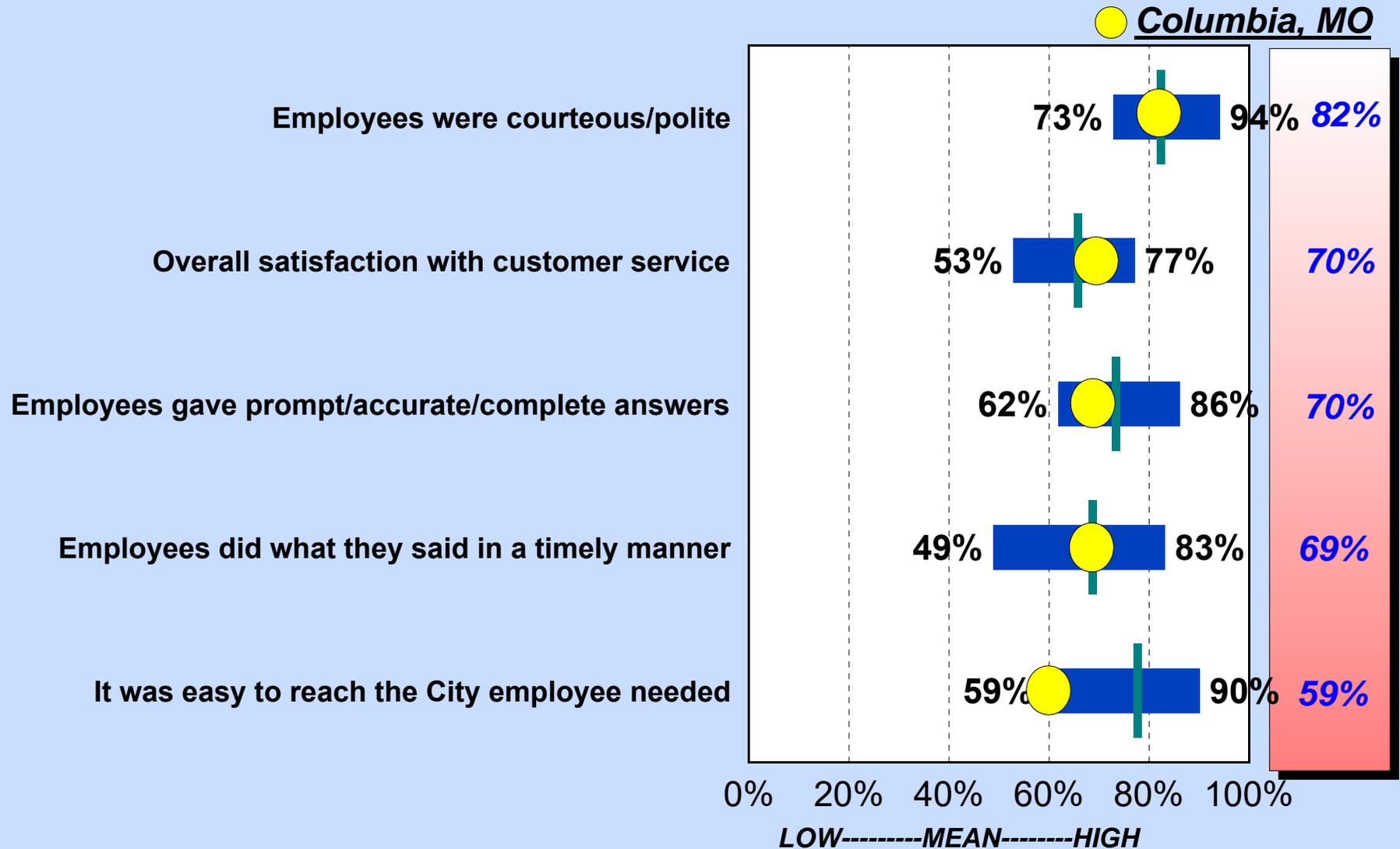
● **Columbia, MO**



Source: ETC Institute (2019)

# Satisfaction with Customer Service - 2019

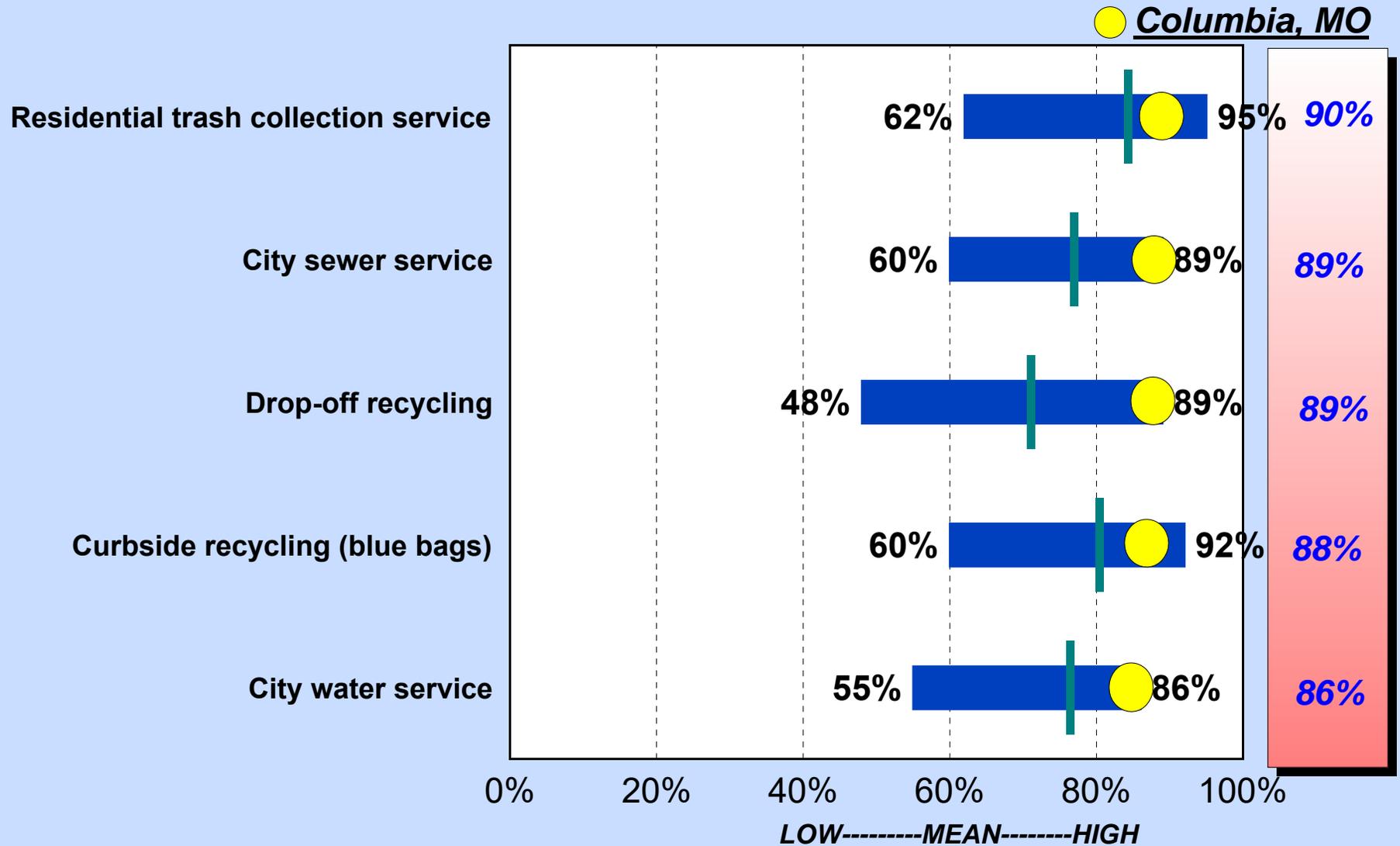
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019)

# Satisfaction with Utility Services - 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019)

**Section 3:**  
**Importance-Satisfaction**  
**Analysis**

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# Importance-Satisfaction Analysis

## Columbia, Missouri

### Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, third and fourth most important services for the City to provide. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation.** Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Approximately forty-five percent (45.1%) selected *condition of streets in Columbia* as the most important service for the City to provide.

With regard to satisfaction, 21% of the residents surveyed rated *condition of streets in Columbia* as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied) excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 45.1% was multiplied by 79% (1-0.21). This calculation yielded an I-S rating of 0.3563, which was ranked first out of twelve major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

## **Interpreting the Ratings**

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis (IS>0.20)*
- *Increase Current Emphasis (IS=0.10 - 0.20)*
- *Maintain Current Emphasis (IS<0.10)*

The results for Columbia are provided on the following pages.

## Importance-Satisfaction Rating City of Columbia, Missouri Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Condition of streets in Columbia	45%	4	21%	12	0.3563	<b>1</b>
Police services provided by the City	87%	1	64%	7	0.3118	<b>2</b>
<b>Medium Priority (IS &lt;.10)</b>						
City water, electric and sewer services	50%	3	81%	4	0.0952	<b>3</b>
Fire services provided by the City	76%	2	88%	1	0.0914	<b>4</b>
Public transit services (bus)	12%	8	31%	11	0.0849	<b>5</b>
Solid waste services (trash, recycling, etc.)	38%	5	81%	3	0.0726	<b>6</b>
Enforcement of City codes and ordinances	10%	9	40%	10	0.0618	<b>7</b>
Public health services provided by the City	19%	7	67%	6	0.0611	<b>8</b>
The City's stormwater runoff/management system	10%	10	54%	9	0.0437	<b>9</b>
Effectiveness of City communication with public	7%	11	61%	8	0.0285	<b>10</b>
Parks and recreation programs and facilities	20%	6	87%	2	0.0260	<b>11</b>
Quality of customer service from City employees	4%	12	72%	5	0.0123	<b>12</b>

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## Importance-Satisfaction Rating

### City of Columbia, Missouri

### Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Police efforts to prevent crime	61%	1	48%	8	0.3177	<b>1</b>
How quickly police respond to emergencies	56%	2	57%	7	0.2408	<b>2</b>
<b><u>High Priority (IS .10 - .20)</u></b>						
Visibility of Police in neighborhoods	33%	5	45%	9	0.1799	<b>3</b>
Overall quality of local police services	34%	4	60%	5	0.1372	<b>4</b>
<b><u>Medium Priority (IS &lt;.10)</u></b>						
How quickly Fire personnel respond to emergencies	48%	3	82%	2	0.0855	<b>5</b>
Visibility of Police in commercial areas	16%	7	58%	6	0.0672	<b>6</b>
The City's municipal court	11%	8	45%	10	0.0627	<b>7</b>
Overall quality of City fire protection	17%	6	84%	1	0.0275	<b>8</b>
Visibility of Fire personnel in neighborhoods	4%	9	63%	4	0.0163	<b>9</b>
Visibility of Fire personnel in commercial areas	1%	10	64%	3	0.0036	<b>10</b>

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## Importance-Satisfaction Rating

### City of Columbia, Missouri

### Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Amount of land acquired to preserve open space/protect environment	21%	3	68%	6	0.0675	<b>1</b>
Quality of City parks	63%	1	91%	1	0.0566	<b>2</b>
Quality of recreation programs and classes	20%	4	77%	4	0.0449	<b>3</b>
Quality of walking/biking trails in the city	48%	2	91%	2	0.0434	<b>4</b>
City pools & aquatic facilities	10%	6	66%	7	0.0354	<b>5</b>
Quality of outdoor athletic fields	11%	5	80%	3	0.0212	<b>6</b>
Availability of info on City parks & rec programs	9%	7	77%	5	0.0198	<b>7</b>

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## Importance-Satisfaction Rating

### City of Columbia, Missouri

### Streets and Sidewalks

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
City maint/repair services for major City streets	79%	1	36%	8	0.5037	<b>1</b>
City maint/repair svcs. for neighborhood streets	43%	3	39%	6	0.2647	<b>2</b>
Snow removal on neighborhood streets	31%	4	30%	9	0.2191	<b>3</b>
<b><u>High Priority (IS .10 - .20)</u></b>						
Snow removal on major City streets	58%	2	66%	1	0.1975	<b>4</b>
Condition of pavement markings	21%	5	37%	7	0.1304	<b>5</b>
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Availability of sidewalks in the city	19%	6	52%	3	0.0888	<b>6</b>
Condition of sidewalks adjacent to City streets	16%	7	46%	4	0.0842	<b>7</b>
City street cleaning services	7%	8	45%	5	0.0363	<b>8</b>
Mowing/trimming of public areas along City streets	6%	9	60%	2	0.0256	<b>9</b>

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## Importance-Satisfaction Rating City of Columbia, Missouri Code Enforcement and Neighborhood Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Clean-up of trash and litter	64%	1	51%	5	0.3116	<b>1</b>
Maintenance of residential property	52%	2	55%	2	0.2345	<b>2</b>
<b><u>High Priority (IS .10 - .20)</u></b>						
Maintenance of commercial property	41%	3	56%	1	0.1800	<b>3</b>
Parking on neighborhood streets	32%	5	49%	6	0.1647	<b>4</b>
Residential building codes	36%	4	55%	3	0.1625	<b>5</b>
Commercial building codes	31%	6	52%	4	0.1478	<b>6</b>

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## **Importance-Satisfaction Matrix Analysis**

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

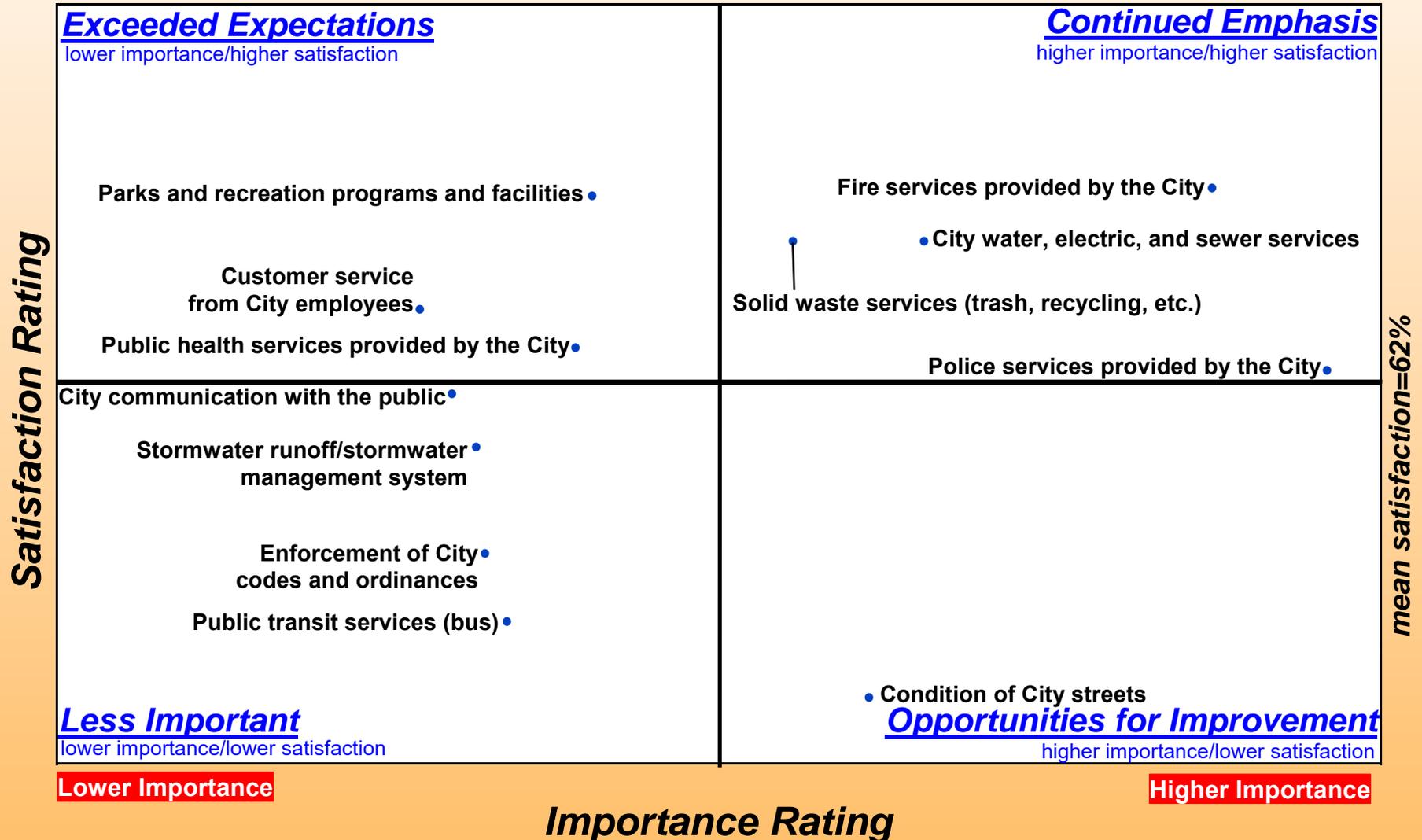
Matrices showing the results for Columbia are provided on the following pages.

# 2019 City of Columbia Community Survey Importance-Satisfaction Assessment Matrix

## -Major Categories of City Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

mean importance=32%



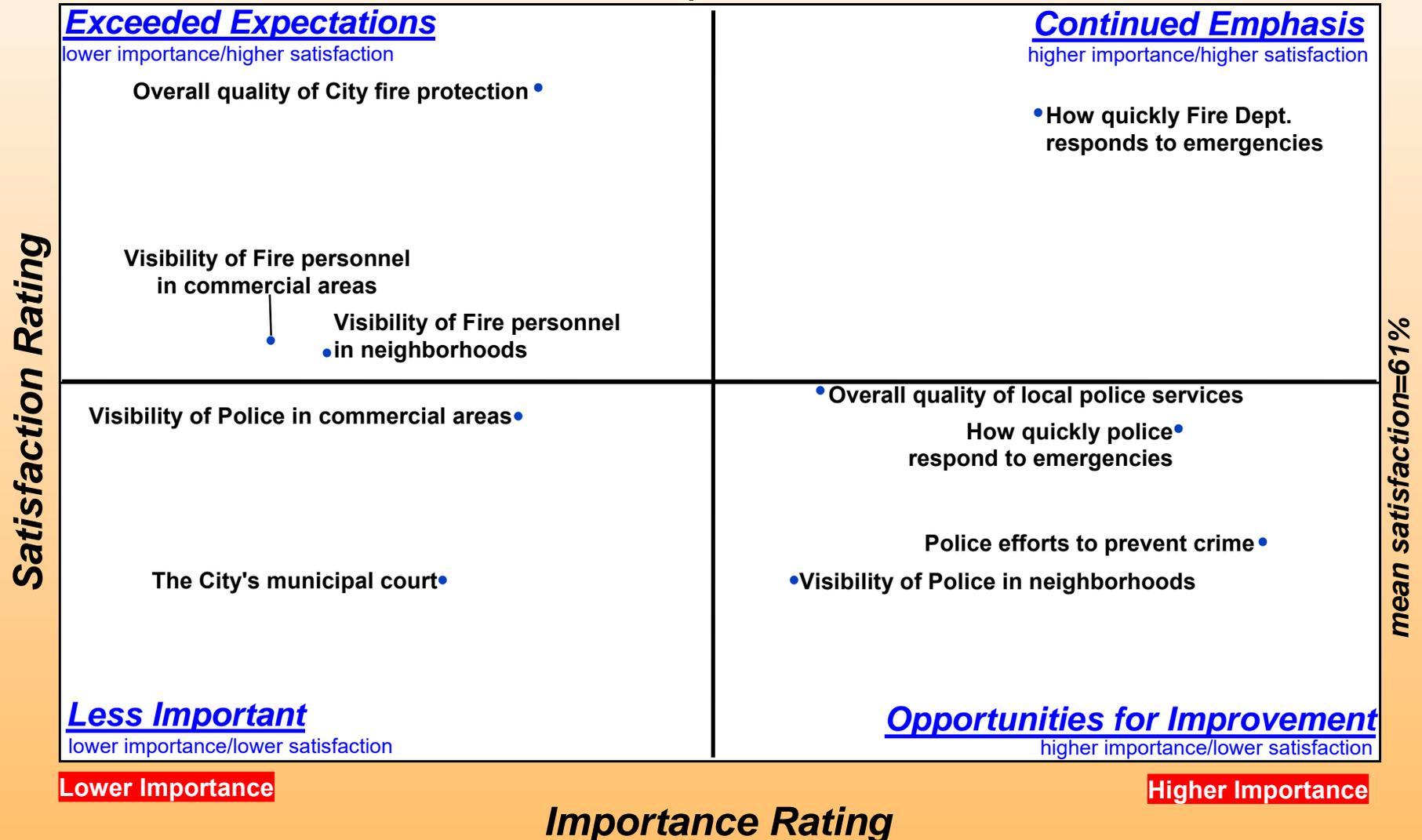
Source: ETC Institute (2019)

# 2019 City of Columbia Community Survey Importance-Satisfaction Assessment Matrix

## -Public Safety-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

**mean importance=28%**



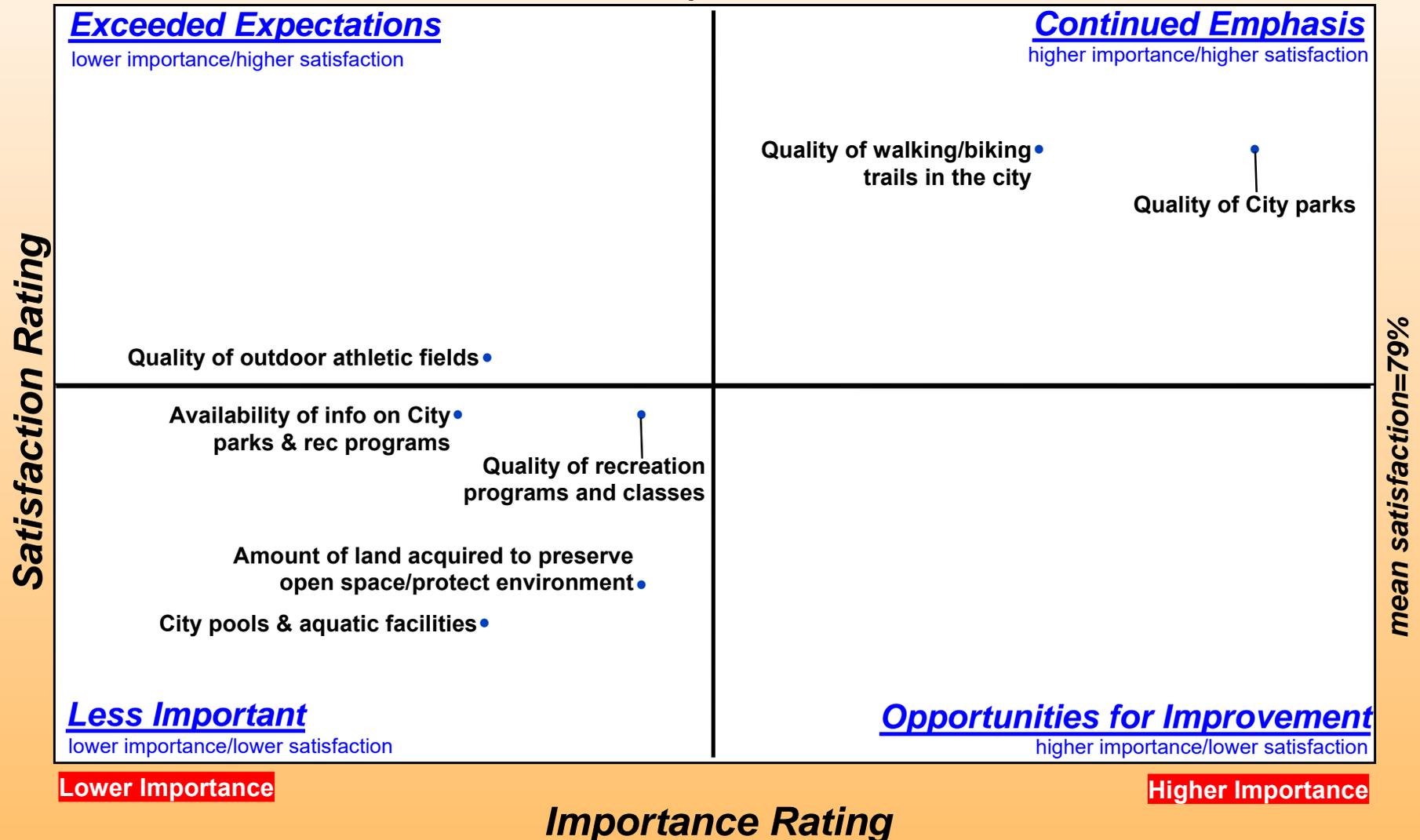
Source: ETC Institute (2019)

# 2019 City of Columbia Community Survey Importance-Satisfaction Assessment Matrix

## -Parks and Recreation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

mean importance=26%



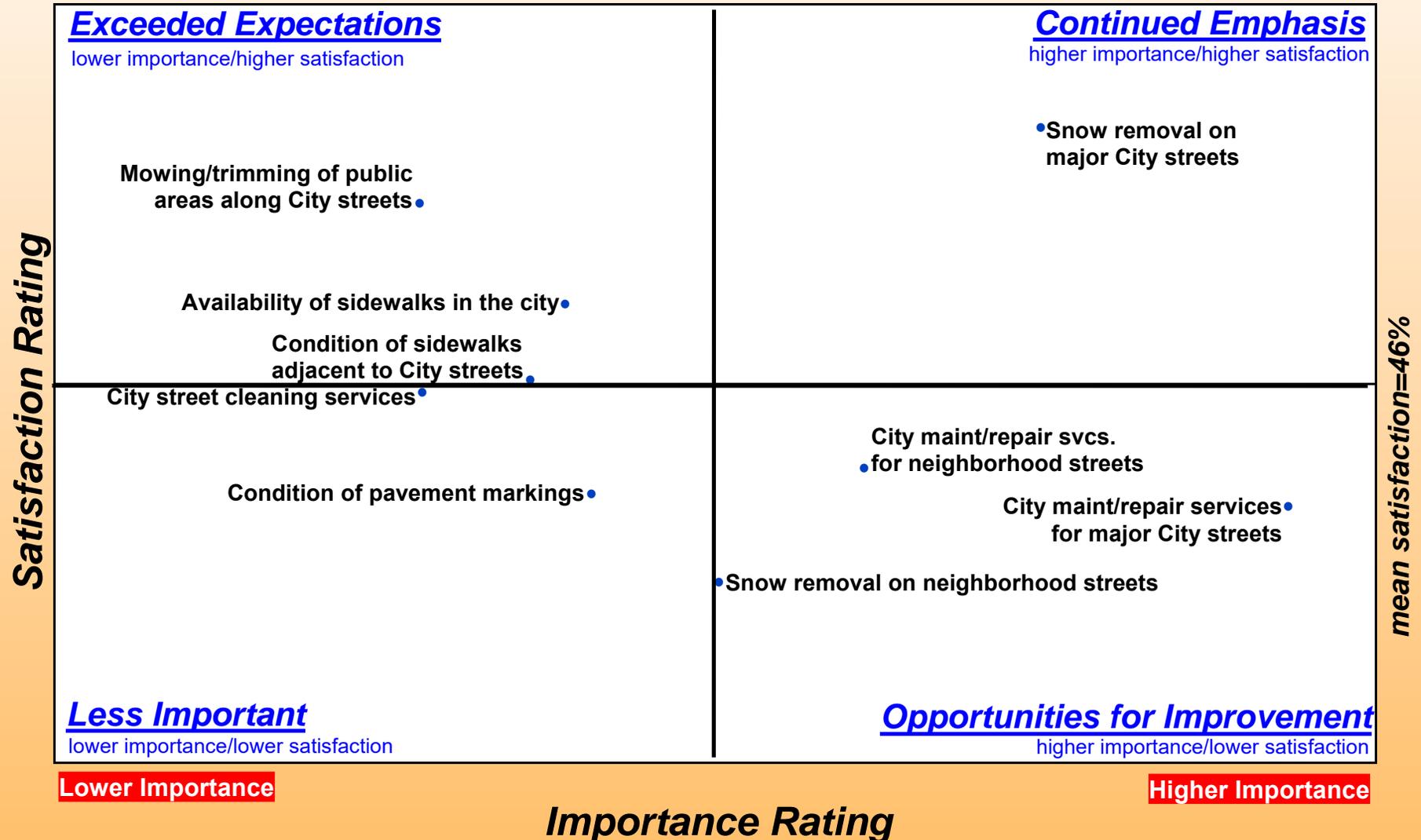
Source: ETC Institute (2019)

# 2019 City of Columbia Community Survey Importance-Satisfaction Assessment Matrix

## -Streets and Sidewalks-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

mean importance=31%



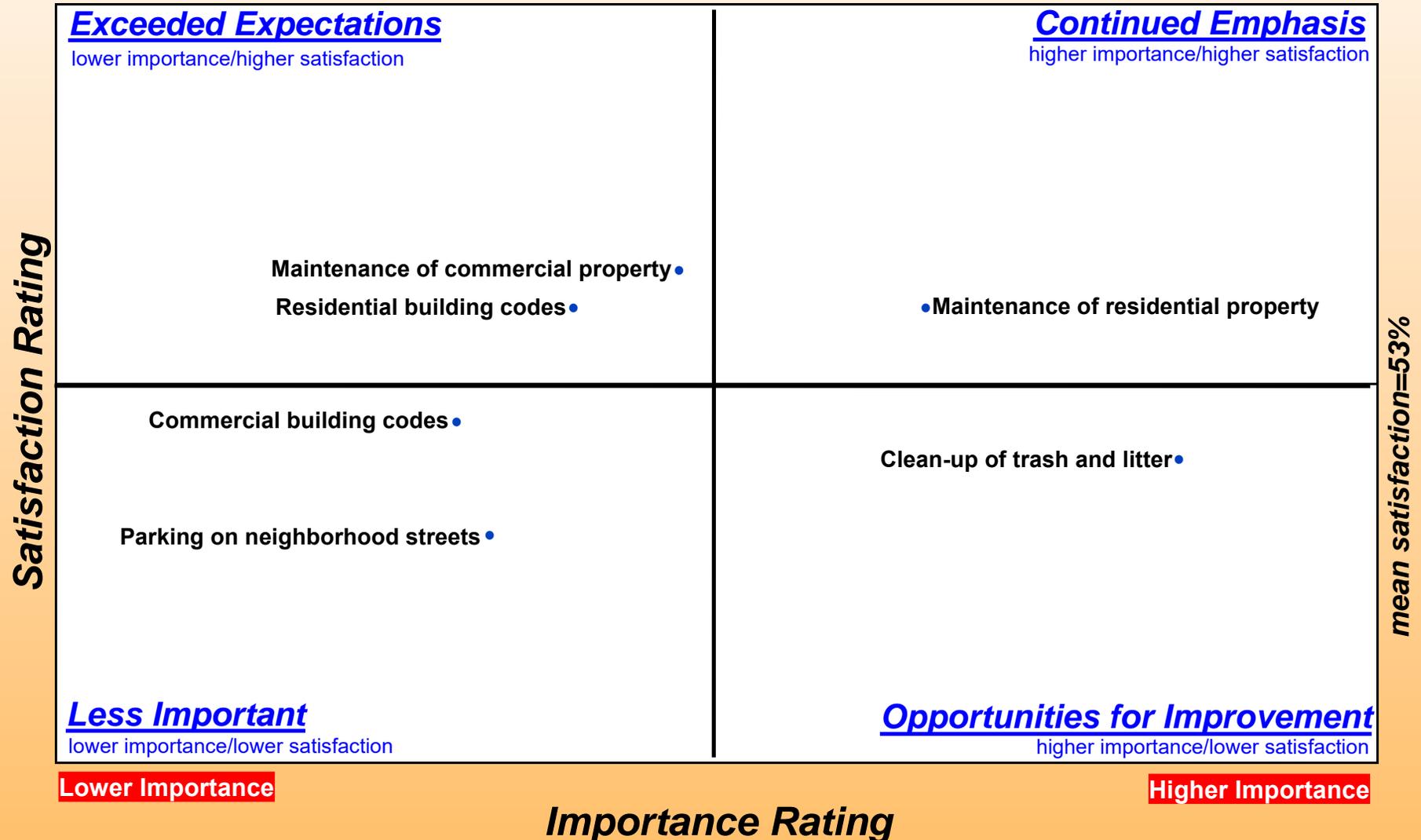
Source: ETC Institute (2019)

# 2019 City of Columbia Community Survey Importance-Satisfaction Assessment Matrix

## -Code Enforcement-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

mean importance=43%



Source: ETC Institute (2019)

## **Section 4:**

# **Tabular Data**

---

**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=849)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Police services provided by City	19.0%	41.9%	20.1%	10.6%	2.7%	5.7%
Q1-2. Fire services provided by City	36.9%	42.4%	10.1%	0.5%	0.1%	10.0%
Q1-3. Parks & recreation programs & facilities provided by City	45.8%	39.0%	9.0%	2.8%	1.1%	2.4%
Q1-4. Condition (smoothness, absence of cracks/potholes) of streets in Columbia	2.6%	17.9%	21.6%	38.3%	19.1%	0.6%
Q1-5. Enforcement of City codes & ordinances	7.5%	26.9%	37.9%	10.1%	4.0%	13.5%
Q1-6. Quality of customer service you receive from City employees	23.3%	42.8%	20.5%	4.0%	1.2%	8.2%
Q1-7. Effectiveness of City communication with the public	18.3%	40.6%	29.4%	6.7%	1.4%	3.5%
Q1-8. City's stormwater runoff/ stormwater management system	13.4%	35.1%	29.3%	10.0%	2.1%	10.0%
Q1-9. Public health services provided by City	18.4%	33.5%	23.7%	2.2%	0.6%	21.7%
Q1-10. Solid waste services (trash, recycling, etc.)	34.0%	46.2%	9.7%	7.2%	1.8%	1.2%
Q1-11. City water, electric & sewer services	30.9%	47.8%	12.4%	5.8%	1.1%	2.1%
Q1-12. Public transit services (bus)	5.4%	14.1%	30.0%	8.2%	5.5%	36.6%

**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=849)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Police services provided by City	20.1%	44.4%	21.3%	11.2%	2.9%
Q1-2. Fire services provided by City	41.0%	47.1%	11.3%	0.5%	0.1%
Q1-3. Parks & recreation programs & facilities provided by City	46.9%	39.9%	9.2%	2.9%	1.1%
Q1-4. Condition (smoothness, absence of cracks/potholes) of streets in Columbia	2.6%	18.0%	21.7%	38.5%	19.2%
Q1-5. Enforcement of City codes & ordinances	8.7%	31.1%	43.9%	11.7%	4.6%
Q1-6. Quality of customer service you receive from City employees	25.4%	46.6%	22.3%	4.4%	1.3%
Q1-7. Effectiveness of City communication with the public	18.9%	42.1%	30.5%	7.0%	1.5%
Q1-8. City's stormwater runoff/stormwater management system	14.9%	39.0%	32.6%	11.1%	2.4%
Q1-9. Public health services provided by City	23.5%	42.7%	30.2%	2.9%	0.8%
Q1-10. Solid waste services (trash, recycling, etc.)	34.4%	46.7%	9.8%	7.3%	1.8%
Q1-11. City water, electric & sewer services	31.5%	48.9%	12.6%	5.9%	1.1%
Q1-12. Public transit services (bus)	8.6%	22.3%	47.4%	13.0%	8.7%

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

Q2. 1 <sup>st</sup> choice	Number	Percent
Police services provided by City	547	64.4 %
Fire services provided by City	56	6.6 %
Parks & recreation programs & facilities provided by City	12	1.4 %
Condition (smoothness, absence of cracks/potholes) of streets in Columbia	56	6.6 %
Enforcement of City codes & ordinances	8	0.9 %
Quality of customer service you receive from City employees	5	0.6 %
Effectiveness of City communication with the public	8	0.9 %
City's stormwater runoff/stormwater management system	1	0.1 %
Public health services provided by City	21	2.5 %
Solid waste services (trash, recycling, etc.)	16	1.9 %
City water, electric & sewer services	75	8.8 %
Public transit services (bus)	13	1.5 %
None chosen	31	3.7 %
Total	849	100.0 %

Q2. 2nd choice	Number	Percent
Police services provided by City	115	13.5 %
Fire services provided by City	467	55.0 %
Parks & recreation programs & facilities provided by City	14	1.6 %
Condition (smoothness, absence of cracks/potholes) of streets in Columbia	44	5.2 %
Enforcement of City codes & ordinances	8	0.9 %
Quality of customer service you receive from City employees	1	0.1 %
Effectiveness of City communication with the public	13	1.5 %
City's stormwater runoff/stormwater management system	9	1.1 %
Public health services provided by City	24	2.8 %
Solid waste services (trash, recycling, etc.)	44	5.2 %
City water, electric & sewer services	47	5.5 %
Public transit services (bus)	21	2.5 %
None chosen	42	4.9 %
Total	849	100.0 %

Q2. 3rd choice	Number	Percent
Police services provided by City	41	4.8 %
Fire services provided by City	81	9.5 %
Parks & recreation programs & facilities provided by City	62	7.3 %
Condition (smoothness, absence of cracks/potholes) of streets in Columbia	174	20.5 %
Enforcement of City codes & ordinances	38	4.5 %
Quality of customer service you receive from City employees	11	1.3 %
Effectiveness of City communication with the public	17	2.0 %
City's stormwater runoff/stormwater management system	31	3.7 %
Public health services provided by City	62	7.3 %
Solid waste services (trash, recycling, etc.)	96	11.3 %
City water, electric & sewer services	164	19.3 %
Public transit services (bus)	24	2.8 %
None chosen	48	5.7 %
Total	849	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
Police services provided by City	33	3.9 %
Fire services provided by City	43	5.1 %
Parks & recreation programs & facilities provided by City	82	9.7 %
Condition (smoothness, absence of cracks/potholes) of streets in Columbia	109	12.8 %
Enforcement of City codes & ordinances	34	4.0 %
Quality of customer service you receive from City employees	20	2.4 %
Effectiveness of City communication with the public	25	2.9 %
City's stormwater runoff/stormwater management system	39	4.6 %
Public health services provided by City	50	5.9 %
Solid waste services (trash, recycling, etc.)	168	19.8 %
City water, electric & sewer services	140	16.5 %
Public transit services (bus)	47	5.5 %
None chosen	59	6.9 %
Total	849	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
Police services provided by City	736	86.7 %
Fire services provided by City	647	76.2 %
Parks & recreation programs & facilities provided by City	170	20.0 %
Condition (smoothness, absence of cracks/potholes) of streets in Columbia	383	45.1 %
Enforcement of City codes & ordinances	88	10.4 %
Quality of customer service you receive from City employees	37	4.4 %
Effectiveness of City communication with the public	63	7.4 %
City's stormwater runoff/stormwater management system	80	9.4 %
Public health services provided by City	157	18.5 %
Solid waste services (trash, recycling, etc.)	324	38.2 %
City water, electric & sewer services	426	50.2 %
Public transit services (bus)	105	12.4 %
None chosen	31	3.7 %
Total	3247	

**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=849)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Columbia	19.2%	57.2%	15.9%	4.9%	0.9%	1.8%
Q3-2. Overall value that you receive for your City tax & fees	14.7%	37.5%	25.3%	15.3%	3.9%	3.3%
Q3-3. Overall quality of life in Columbia	34.3%	47.9%	11.5%	4.4%	1.5%	0.4%
Q3-4. Overall feeling of safety in Columbia	12.8%	44.9%	18.8%	17.1%	5.7%	0.7%
Q3-5. Local economic conditions	19.1%	47.0%	23.0%	6.7%	2.2%	2.0%
Q3-6. City efforts to meet its financial needs & maintain a balanced budget	11.3%	33.2%	29.3%	9.9%	3.7%	12.6%

**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=849)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City of Columbia	19.5%	58.3%	16.2%	5.0%	1.0%
Q3-2. Overall value that you receive for your City tax & fees	15.2%	38.7%	26.2%	15.8%	4.0%
Q3-3. Overall quality of life in Columbia	34.4%	48.1%	11.6%	4.4%	1.5%
Q3-4. Overall feeling of safety in Columbia	12.9%	45.2%	19.0%	17.2%	5.7%
Q3-5. Local economic conditions	19.5%	48.0%	23.4%	6.9%	2.3%
Q3-6. City efforts to meet its financial needs & maintain a balanced budget	12.9%	38.0%	33.6%	11.3%	4.2%

**Q4. Public Safety. Please rate your feeling of safety in the following situations in Columbia using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe."**

(N=849)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q4-1. Walking in your neighborhood during the day	58.7%	33.3%	5.7%	1.8%	0.4%	0.2%
Q4-2. Walking in your neighborhood at night	24.1%	38.9%	17.0%	13.8%	4.6%	1.6%
Q4-3. In downtown Columbia during the day	40.8%	45.3%	9.5%	2.7%	0.7%	0.9%
Q4-4. In downtown Columbia at night	6.4%	23.4%	27.9%	27.0%	11.2%	4.1%
Q4-5. In City parks	13.8%	42.2%	25.9%	9.9%	3.4%	4.8%

**WITHOUT "DON'T KNOW"**

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

(N=849)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q4-1. Walking in your neighborhood during the day	58.8%	33.4%	5.7%	1.8%	0.4%
Q4-2. Walking in your neighborhood at night	24.6%	39.5%	17.2%	14.0%	4.7%
Q4-3. In downtown Columbia during the day	41.1%	45.8%	9.6%	2.7%	0.7%
Q4-4. In downtown Columbia at night	6.6%	24.4%	29.1%	28.1%	11.7%
Q4-5. In City parks	14.5%	44.3%	27.2%	10.4%	3.6%

**Q5. Please indicate how likely you think it is that the following will happen to you in Columbia using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely."**

(N=849)

	Very likely	Likely	Neutral	Unlikely	Very unlikely	Don't know
Q5-1. You will hear gun shots	19.0%	27.1%	16.1%	26.9%	9.5%	1.4%
Q5-2. You will be a victim of property crime	7.4%	29.6%	33.3%	22.0%	5.3%	2.4%
Q5-3. You will be a victim of violent crime	2.1%	5.9%	25.2%	43.3%	20.3%	3.2%
Q5-4. You will be a victim of a fire	0.7%	2.6%	31.0%	43.8%	17.2%	4.7%

**WITHOUT "DON'T KNOW"**

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

(N=849)

	Very likely	Likely	Neutral	Unlikely	Very unlikely
Q5-1. You will hear gun shots	19.2%	27.5%	16.4%	27.2%	9.7%
Q5-2. You will be a victim of property crime	7.6%	30.3%	34.1%	22.6%	5.4%
Q5-3. You will be a victim of violent crime	2.2%	6.1%	26.0%	44.8%	20.9%
Q5-4. You will be a victim of a fire	0.7%	2.7%	32.5%	46.0%	18.0%

**Q6. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=849)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Visibility of Police in your neighborhood	9.1%	35.0%	31.8%	15.8%	4.7%	3.7%
Q6-2. Visibility of Police in commercial areas	9.9%	45.7%	29.0%	8.6%	2.5%	4.4%
Q6-3. Police efforts to prevent crime	11.9%	32.3%	29.8%	13.5%	4.1%	8.4%
Q6-4. How quickly Police respond to emergencies	11.4%	32.6%	22.9%	7.7%	2.9%	22.5%
Q6-5. Overall quality of local Police services	13.7%	41.1%	25.8%	8.4%	3.3%	7.8%
Q6-6. Visibility of Fire personnel in your neighborhood	20.6%	35.8%	30.0%	3.3%	0.8%	9.4%
Q6-7. Visibility of Fire personnel in commercial areas	15.7%	39.6%	29.1%	1.9%	0.1%	13.7%
Q6-8. How quickly Fire personnel respond to emergencies	26.4%	37.7%	13.1%	0.7%	0.1%	22.0%
Q6-9. Overall quality of City fire protection	27.9%	47.1%	13.0%	0.9%	0.2%	10.8%
Q6-10. City's Municipal Court	6.0%	22.0%	31.0%	2.6%	1.3%	37.1%

**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=849)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Visibility of Police in your neighborhood	9.4%	36.3%	33.0%	16.4%	4.9%
Q6-2. Visibility of Police in commercial areas	10.3%	47.8%	30.3%	9.0%	2.6%
Q6-3. Police efforts to prevent crime	13.0%	35.2%	32.5%	14.8%	4.5%
Q6-4. How quickly Police respond to emergencies	14.7%	42.1%	29.5%	9.9%	3.8%
Q6-5. Overall quality of local Police services	14.8%	44.6%	28.0%	9.1%	3.6%
Q6-6. Visibility of Fire personnel in your neighborhood	22.8%	39.5%	33.2%	3.6%	0.9%
Q6-7. Visibility of Fire personnel in commercial areas	18.1%	45.8%	33.7%	2.2%	0.1%
Q6-8. How quickly Fire personnel respond to emergencies	33.8%	48.3%	16.8%	0.9%	0.2%
Q6-9. Overall quality of City fire protection	31.3%	52.8%	14.5%	1.1%	0.3%
Q6-10. City's Municipal Court	9.6%	35.0%	49.3%	4.1%	2.1%

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

Q7. 1 <sup>st</sup> choice	Number	Percent
Visibility of Police in your neighborhood	165	19.4 %
Visibility of Police in commercial areas	45	5.3 %
Police efforts to prevent crime	281	33.1 %
How quickly Police respond to emergencies	162	19.1 %
Overall quality of local Police services	72	8.5 %
Visibility of Fire personnel in your neighborhood	5	0.6 %
Visibility of Fire personnel in commercial areas	1	0.1 %
How quickly Fire personnel respond to emergencies	56	6.6 %
Overall quality of City fire protection	19	2.2 %
City's Municipal Court	9	1.1 %
None chosen	34	4.0 %
Total	849	100.0 %

Q7. 2nd choice	Number	Percent
Visibility of Police in your neighborhood	60	7.1 %
Visibility of Police in commercial areas	57	6.7 %
Police efforts to prevent crime	109	12.8 %
How quickly Police respond to emergencies	191	22.5 %
Overall quality of local Police services	97	11.4 %
Visibility of Fire personnel in your neighborhood	22	2.6 %
Visibility of Fire personnel in commercial areas	3	0.4 %
How quickly Fire personnel respond to emergencies	190	22.4 %
Overall quality of City fire protection	64	7.5 %
City's Municipal Court	7	0.8 %
None chosen	49	5.8 %
Total	849	100.0 %

Q7. 3rd choice	Number	Percent
Visibility of Police in your neighborhood	53	6.2 %
Visibility of Police in commercial areas	34	4.0 %
Police efforts to prevent crime	129	15.2 %
How quickly Police respond to emergencies	122	14.4 %
Overall quality of local Police services	122	14.4 %
Visibility of Fire personnel in your neighborhood	10	1.2 %
Visibility of Fire personnel in commercial areas	4	0.5 %
How quickly Fire personnel respond to emergencies	157	18.5 %
Overall quality of City fire protection	64	7.5 %
City's Municipal Court	81	9.5 %
None chosen	73	8.6 %
Total	849	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
Visibility of Police in your neighborhood	278	32.7 %
Visibility of Police in commercial areas	136	16.0 %
Police efforts to prevent crime	519	61.1 %
How quickly Police respond to emergencies	475	55.9 %
Overall quality of local Police services	291	34.3 %
Visibility of Fire personnel in your neighborhood	37	4.4 %
Visibility of Fire personnel in commercial areas	8	0.9 %
How quickly Fire personnel respond to emergencies	403	47.5 %
Overall quality of City fire protection	147	17.3 %
City's Municipal Court	97	11.4 %
None chosen	34	4.0 %
Total	2425	

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

Q8. How often do you see a Police officer where you live or work when you didn't call to request an officer	Number	Percent
Daily	80	9.4 %
A few times per week	175	20.6 %
A few times per month	213	25.1 %
A few times per year	136	16.0 %
Seldom/never	206	24.3 %
Don't know	39	4.6 %
Total	849	100.0 %

**WITHOUT "DON'T KNOW"**

**Q8. How often do you see a Police officer where you live or work when you didn't call to request an officer? (without "don't know")**

Q8. How often do you see a Police officer where you live or work when you didn't call to request an officer	Number	Percent
Daily	80	9.9 %
A few times per week	175	21.6 %
A few times per month	213	26.3 %
A few times per year	136	16.8 %
Seldom/never	206	25.4 %
Total	810	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=849)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Quality of City parks	45.8%	41.3%	8.1%	0.8%	0.1%	3.8%
Q9-2. Quality of walking/biking trails in Columbia	50.2%	34.4%	7.8%	1.3%	0.2%	6.1%
Q9-3. Quality of outdoor athletic fields	30.5%	31.9%	15.1%	0.9%	0.2%	21.3%
Q9-4. Quality of recreation programs & classes	30.3%	33.0%	17.0%	1.4%	0.2%	18.1%
Q9-5. Availability of information about City parks & recreation programs	32.6%	38.6%	18.4%	2.4%	0.4%	7.7%
Q9-6. City pools & aquatic facilities	20.3%	29.2%	21.3%	3.3%	0.9%	25.0%
Q9-7. Amount of land acquired to preserve open space/protect the environment	23.6%	33.5%	20.0%	5.2%	2.4%	15.4%

**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=849)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Quality of City parks	47.6%	43.0%	8.4%	0.9%	0.1%
Q9-2. Quality of walking/biking trails in Columbia	53.5%	36.6%	8.3%	1.4%	0.3%
Q9-3. Quality of outdoor athletic fields	38.8%	40.6%	19.2%	1.2%	0.3%
Q9-4. Quality of recreation programs & classes	37.0%	40.3%	20.7%	1.7%	0.3%
Q9-5. Availability of information about City parks & recreation programs	35.3%	41.8%	19.9%	2.6%	0.4%
Q9-6. City pools & aquatic facilities	27.0%	38.9%	28.4%	4.4%	1.3%
Q9-7. Amount of land acquired to preserve open space/protect the environment	27.9%	39.6%	23.7%	6.1%	2.8%

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

Q10. Top choice	Number	Percent
Quality of City parks	367	43.2 %
Quality of walking/biking trails in Columbia	184	21.7 %
Quality of outdoor athletic fields	25	2.9 %
Quality of recreation programs & classes	55	6.5 %
Availability of information about City parks & recreation programs	25	2.9 %
City pools & aquatic facilities	31	3.7 %
Amount of land acquired to preserve open space/protect the environment	88	10.4 %
None chosen	74	8.7 %
Total	849	100.0 %

Q10. 2nd choice	Number	Percent
Quality of City parks	167	19.7 %
Quality of walking/biking trails in Columbia	225	26.5 %
Quality of outdoor athletic fields	65	7.7 %
Quality of recreation programs & classes	110	13.0 %
Availability of information about City parks & recreation programs	48	5.7 %
City pools & aquatic facilities	57	6.7 %
Amount of land acquired to preserve open space/protect the environment	91	10.7 %
None chosen	86	10.1 %
Total	849	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	534	62.9 %
Quality of walking/biking trails in Columbia	409	48.2 %
Quality of outdoor athletic fields	90	10.6 %
Quality of recreation programs & classes	165	19.4 %
Availability of information about City parks & recreation programs	73	8.6 %
City pools & aquatic facilities	88	10.4 %
Amount of land acquired to preserve open space/protect the environment	179	21.1 %
None chosen	74	8.7 %
Total	1612	

**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=849)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. City maintenance & repair services for major City streets	5.9%	29.4%	23.6%	28.7%	10.5%	1.9%
Q11-2. City maintenance & repair services for streets in your neighborhood	7.1%	31.6%	22.9%	24.7%	11.8%	2.0%
Q11-3. Snow removal on major City streets	15.9%	49.5%	16.6%	11.8%	4.4%	1.9%
Q11-4. Snow removal on neighborhood streets	5.8%	23.4%	20.3%	28.5%	20.4%	1.6%
Q11-5. City street cleaning services	8.5%	31.0%	33.6%	11.4%	4.8%	10.7%
Q11-6. Condition of sidewalks adjacent to City streets	7.3%	35.6%	33.6%	14.7%	3.5%	5.3%
Q11-7. Availability of sidewalks in Columbia	10.2%	39.9%	25.7%	16.0%	4.8%	3.3%
Q11-8. Condition of pavement markings	5.4%	29.3%	29.9%	21.7%	8.8%	4.8%
Q11-9. Mowing/trimming of public areas along City streets	13.3%	44.6%	26.5%	8.7%	3.2%	3.7%

**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=849)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. City maintenance & repair services for major City streets	6.0%	30.0%	24.0%	29.3%	10.7%
Q11-2. City maintenance & repair services for streets in your neighborhood	7.2%	32.2%	23.3%	25.2%	12.0%
Q11-3. Snow removal on major City streets	16.2%	50.4%	16.9%	12.0%	4.4%
Q11-4. Snow removal on neighborhood streets	5.9%	23.8%	20.6%	29.0%	20.7%
Q11-5. City street cleaning services	9.5%	34.7%	37.6%	12.8%	5.4%
Q11-6. Condition of sidewalks adjacent to City streets	7.7%	37.6%	35.4%	15.5%	3.7%
Q11-7. Availability of sidewalks in Columbia	10.6%	41.3%	26.6%	16.6%	5.0%
Q11-8. Condition of pavement markings	5.7%	30.8%	31.4%	22.8%	9.3%
Q11-9. Mowing/trimming of public areas along City streets	13.8%	46.3%	27.5%	9.0%	3.3%

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

Q12. Top choice	Number	Percent
City maintenance & repair services for major City streets	536	63.1 %
City maintenance & repair services for streets in your neighborhood	55	6.5 %
Snow removal on major City streets	89	10.5 %
Snow removal on neighborhood streets	46	5.4 %
City street cleaning services	5	0.6 %
Condition of sidewalks adjacent to City streets	14	1.6 %
Availability of sidewalks in Columbia	25	2.9 %
Condition of pavement markings	28	3.3 %
Mowing/trimming of public areas along City streets	4	0.5 %
None chosen	47	5.5 %
Total	849	100.0 %

Q12. 2nd choice	Number	Percent
City maintenance & repair services for major City streets	61	7.2 %
City maintenance & repair services for streets in your neighborhood	235	27.7 %
Snow removal on major City streets	226	26.6 %
Snow removal on neighborhood streets	109	12.8 %
City street cleaning services	10	1.2 %
Condition of sidewalks adjacent to City streets	49	5.8 %
Availability of sidewalks in Columbia	50	5.9 %
Condition of pavement markings	40	4.7 %
Mowing/trimming of public areas along City streets	12	1.4 %
None chosen	57	6.7 %
Total	849	100.0 %

Q12. 3rd choice	Number	Percent
City maintenance & repair services for major City streets	71	8.4 %
City maintenance & repair services for streets in your neighborhood	78	9.2 %
Snow removal on major City streets	178	21.0 %
Snow removal on neighborhood streets	111	13.1 %
City street cleaning services	41	4.8 %
Condition of sidewalks adjacent to City streets	70	8.2 %
Availability of sidewalks in Columbia	82	9.7 %
Condition of pavement markings	108	12.7 %
Mowing/trimming of public areas along City streets	38	4.5 %
None chosen	72	8.5 %
Total	849	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	668	78.7 %
City maintenance & repair services for streets in your neighborhood	368	43.3 %
Snow removal on major City streets	493	58.1 %
Snow removal on neighborhood streets	266	31.3 %
City street cleaning services	56	6.6 %
Condition of sidewalks adjacent to City streets	133	15.7 %
Availability of sidewalks in Columbia	157	18.5 %
Condition of pavement markings	176	20.7 %
Mowing/trimming of public areas along City streets	54	6.4 %
None chosen	47	5.5 %
Total	2418	

**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=849)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Maintenance of residential property	10.2%	37.1%	28.6%	8.2%	1.3%	14.5%
Q13-2. Residential building codes	9.3%	32.7%	27.4%	5.8%	0.9%	23.8%
Q13-3. Maintenance of commercial property	9.1%	35.6%	29.7%	4.7%	0.4%	20.6%
Q13-4. Commercial building codes	7.3%	27.8%	29.3%	3.5%	0.6%	31.4%
Q13-5. Parking on neighborhood streets	8.4%	35.9%	31.6%	11.4%	3.4%	9.3%
Q13-6. Clean-up of trash & litter	11.3%	36.3%	26.3%	16.4%	4.0%	5.8%

**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=849)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Maintenance of residential property	12.0%	43.4%	33.5%	9.6%	1.5%
Q13-2. Residential building codes	12.2%	43.0%	36.0%	7.6%	1.2%
Q13-3. Maintenance of commercial property	11.4%	44.8%	37.4%	5.9%	0.4%
Q13-4. Commercial building codes	10.7%	40.5%	42.8%	5.2%	0.9%
Q13-5. Parking on neighborhood streets	9.2%	39.6%	34.8%	12.6%	3.8%
Q13-6. Clean-up of trash & litter	12.0%	38.5%	27.9%	17.4%	4.3%

**Q13a. Why were you not satisfied with any of the services in Question 13?**

- A LOT OF LITTER BLOWS INTO OUR YARD-LIKE FAST FOOD PAPER TRASH
- ADDRESSING ABANDONED RESIDENTIAL PROPERTY
- AFTER TRASH IS PICKED UP THERE IS ALWAYS SOME LEFT THAT HAS FALLEN FROM THE TRUCK.
- AFTER TRASH PICKUP IT BECOMES OBVIOUS OF ANY ANIMALS OPENED BAGS.
- All of our cool intersections are filled with gravel/trash, looks bad.
- ALWAYS SEEING TRASH ON SIDE OF ROAD EVERYWHERE
- Because Columbia is a racist town. the way you all have treated blacks in your town is horrid and uncalled for. Very very racist Columbia is all of it's state institutions are set up against blacks.
- BECAUSE COLUMBIA IS TRASHY THEIR IS TRASH EVERYWHERE.
- Because I do like to see litter. Period.
- Because it is never enforced.
- BECAUSE THEY DON'T ENFORCE NEIGHBORHOOD PARKING AND THERE IS TRASH EVERYWHERE.
- BLUE RIDGE ELEMENTARY LOTS OF LITTER.
- building codes should address energy and storm water
- CARS PARKED IN BIKE LANES, ANIMALS GET IN TRASH WITHOUT RECEPTACLES.
- CARS PARKED IN STREET MANY NEIGHBORHOODS INCLUDING OUR.
- Cars parked on the street for days/weeks without being moved in our neighborhood.
- CARS PARKED TOO CLOSE TO STOP SIGN MAKING IT DIFFICULT TO SEE IF A CAR IS COMING FROM RIGHT.
- Certain streets/ditches are always full of litter. Litter ordinance is useless and completely unenforced.
- CITIZENS TEND TO LEAVE TRASH AND LITTER ANYWHERE BEFORE PICK UP NO PROPER CONTAINER IS USED BY THE CITIZENS OUTSIDE OF AN APARTMENT COMPLEX.
- CITY CODES NOT ENFORCED WELL DUE TO STAFF SHORTAGES FUNDING.
- City Council adopting new building codes not applicable to Columbia, Missouri is absurd. Driving cost of housing up and then cutting illegal deals for other projects.
- CITY DOES NOT ENFORCE BUILDING ON DECKS ETC. WHEN NOT WITHIN CODE.
- CITY DOES NOT ENFORCE RESIDENTIAL BUILDING CODES DURING CONSTRUCTION.
- City doesn't keep up with littering of our streets, probably because for lack of funding and personnel.
- CITY IS DIFFICULT TO WORK WITH ON ALL DEVELOPMENT/BUILDING PROJECTS.
- CITY IS FULL OF TRASH BALLENGER LANE IS AWFUL
- CITY IS OVERZEALOUS IN WHAT THEY REQUIRE BUSINESS TO COMPLY WITH
- CITY OF COLUMBUS HAS BECOME VERY UNKEMPT AND TRASHY, LOOKS RUNDOWN AND DIRTY.
- CLEAN UP IS NEEDED AROUND HIGH TRAFFIC SIDEALKS

**Q13a. Why were you not satisfied with any of the services in Question 13? (cont.)**

- CLEAN UP IS NOT ENFORCED ENOUGH ON RESIDENTIAL PROPERTY
- CLEANUP OF TRASH ESPECIALLY DEAD ANIMALS
- Clean-up seems done on a volunteer basis except downtown
- CODE ENFORCEMENT IS A TARGETED HARASSMENT SCHEME AND THAT OFFICE HAS TOO MUCH UNCHECKED POWER-RUDE AND UNPROFESSIONAL
- Code enforcement isn't consistently done. Calls and follow up are not answered. Residential building is not supervised as one would think.
- Codes are not enforced; City unresponsive.
- CODES ARE NOT UNIFORMLY ENFORCED WAY TOO MANY CODES.
- College Park housing development is 3 feet away from County House trail.
- Columbia has terrible maintenance of streets, when it rains people are driving blind. Lines haven't been painted for some time. People run red lights and park in handicapped parking places without a sticker all the time. Having bike lanes on Grindstone is like having bike lanes on I 70. Not a good idea.
- Columbia, being a college town, has several areas that host students and create parking issues. High rates of parking on residential streets create several challenges for traffic, residents and city services. Granted, not an easy issue to resolve in all cases.
- Columbia's residential building codes need to align with some sort of long term city development plan, instead of build wherever and end up with an immediate road improvement need project due to traffic. The commercial building codes are too strict, note same long term planning issue above, and there is no city infrastructure for sewer and water to build long term and grow downtown out towards I-70 and get rid of the HUD.
- COMMERCIAL CODE ENFORCEMENT VARIES BY APPLICANT.
- COMMERCIAL CODES ON DRUG STORE ON BROADWAY AND PROVIDENCE
- cost of permits in Columbia (I have built 22 homes and 6 motels in Columbia)
- COULD DO WITH MORE TRASH CLEAN UP.
- COUNCIL INCONSISTENTLY ENFORCES BUILDING CODES, IGNORING BOTH PLANNING AND ZONING AND THE BOARD OF ADJUSTMENT
- DIFFICULT TO DRIVE SOME STREETS BECAUSE OF STREET PARKING.
- DISSATISFIED WITH DRIVING-RULES OF THE ROAD ENFORCEMENT
- DO NOT ENFORCE MAINTENANCE CODE ON RESIDENTIAL OR COMMERCIAL PROPERTY
- DO NOT HAVE KNOWLEDGE OF CODES
- Do not see much effort on enforcing this.
- DOESN'T APPEAR THERE IS ANY LITTER CLEAN UP EXCEPT VOLUNTEERS.
- DOESN'T APPEAR TO BE HIGH PRIORITY.
- DON'T SEE DOING ANYTHING ABOUT RESIDENTIAL PROPERTY.
- DOUBLE PARKING, TRASH IS AN EYESORE
- DOWN TOWN BUILDINGS HAVE NOT BEEN PLANNED WELL. NO PLACE FOR PARKING OR STOPPING IN FRONT OF APARTMENT BUILDINGS ON ELM STREET.
- Enforce code improvements on rental properties.

**Q13a. Why were you not satisfied with any of the services in Question 13? (cont.)**

- ENFORCE COLUMBIANS TAKING BETTER CARE AS WELL AS CITY.
- ENFORCEMENT OF APPRENTICE TO JOURNEYMAN ELECTRICIAN RATIO, DO THE PEOPLE DOING BUSINESS GET PROPERLY LICENSED? CHECKED?
- EVERYWHERE I GO IN COLUMBIA, I SEE TRASH IN THE STREET AND THE GRASS ALONGSIDE
- feel that the city doesn't put enough effort into enforcing residential codes and keeping unkept property's from becoming slums and magnets for crime.
- FREQUENTLY I SEE TRASH LITTER ON CITY STREETS
- GARBAGE TRUCKS LEAK TOXIC FLUID TO SHARP OBJECTS YOU CAN SEE THEIR TRAIL
- HARD TO DRIVE AROUND SOME NEIGHBORHOOD STREETS WITH SO MANY CARS PARKED ON THEM.
- HARD TO GET DOWN SOME STREETS BECAUSE OF PARKED CARS ON BOTH SIDES
- hate seeing trash bags instead of receptacles bags of trash are always scattered and open
- I AM NOT SATISFIED WITH OUR MAYOR CITY COUNCIL APPROVING SO MUCH DEVELOPMENT
- I am related to a person who has complained about a neighbor who does not keep up her property. The city has contacted that person several times, but only a minimum of action was taken. The home still looks trashy.
- I asked for a no parking sign on a dangerous curve a couple years ago and was turned down. It's still a problem when people--including city services sometimes--park at that curve and anyone entering the street cannot see oncoming traffic.
- I continue to see a lot of litter in parts of town. I pick up trash along my street several times a month.
- I do see quite a bit of litter along streets. (I don't think that is the city's fault, it is the fault of uncaring individuals
- I don't know much about commercial property maintenance. In general Ok, but some don't look good. Think that is owner's responsibility not the city's.
- I don't like when people park behind my driveway directly across the street, and I don't like that its allowed for someone to park a semi truck without the trailer on my street.
- I don't see anyone but volunteers picking up trash except for downtown.
- I don't think we have enough city personnel to truly enforce these codes...I rarely see a majority of residential sidewalks cleared of snow after a major snowfall, despite the fact that this is required by city code.
- I feel like I want to stop on the roads to pick up all of the trash but probably not the safest thing to do! It's everywhere...in ditches, road shoulders...Seems like it blows out of the beds of pick up trucks too. I don't think it's always intentional (unless I see a bag from fast food that someone has tossed) but aggravating.
- I FEEL LIKE THE CITY DOES A POOR JOB ON THESE.
- I HAVE SEEN TRASH IN DIFFERENT LOCATIONS FOR A LONG PERIOD OF TIME

**Q13a. Why were you not satisfied with any of the services in Question 13? (cont.)**

- I live in East Campus, past the students & landlords are not very Quick about making sure properties are picked up trash is cleared after parties and football weekends and after the students move out
- I live in/near E. Campus. Enforce residential rental property ordinances.
- I lived on the curve on Heriford Rd next to Columbia Honda and I was the person picking up the litter that was tossed every day. I don't have so much a problem with the city as I do with the quality of the selfish, filthy people that litter every single day.
- I PICK UP TRASH DAILY IN MY YARD, THERE IS ALWAYS MORE. IT IS NOT MY TRASH.
- I SEE A LOT OF TRASH ALL OVER TOWN THAT NEVER GETS PICKED UP.
- I see a lot of trash and litter in neighborhoods and city parks.
- I SEE LARGE AMOUNTS OF TRASH LITTERING THE STREETS, MAINLY, I BELIEVE, BECAUSE TRASH BAGS ARE SET OUT AND ANIMALS GET INTO THEM
- I SEE LOTS OF TRASH AROUND COLUMBIA-TRASH CANS DOWNTOWN ARE OVERFLOWING-I PICK UP TRASH WHEN I CAN
- I SEE MUCH LITTER ON THE SIDES OF THE ROADS.
- I STILL SEE LOTS OF TRASH IN DITCHES, YARDS, ETC
- I think building inspectors are in bed with builders. Too many cheap/poor construction practices.
- I THINK THE BAGS OF TRASH MAKE IT EASY FOR LITTER TO HAPPEN WE NEED ROLL CARTS.
- I walk a LOT in Columbia...some areas are just trashed...I think people are responsible for the appearance of the areas here. I probably could fill a medium to large sized garbage bag from where I live (Garth to the food strip)...as well from Garth Avenue to the library...it's very, very sad.
- I wish police were more diligent in catching those who litter. Columbia has trash everywhere!
- I WOULD LIKE CITY TO REQUIRE HOMES TO BE INSPECTED PRIOR TO HOME OWNERS SELLING FOR CODE COMPLAINT ISSUES.
- IDK much about codes and if they're being followed or not but I do see some litter around streets that I feel like need to be addressed and cleaned up.
- ILLEGALLY PARKED CARS
- I'm not impressed by the maintenance of rental property, especially in lower income areas. I do not like the existence, or impression, that slumlords operate with impunity here
- In areas that I frequent, parking and trash/litter tend not to be problems, but I know other neighborhoods where problems exist.
- IN MANY PLACES GROWTH OF TREES AND BUSHES INTERFERE WITH SIDEWALKS AND TRAFFIC SIGHT LINES.
- IN MY NEIGHBORHOOD, WRECKED CARS ARE PARKED AND LEFT FOR WEEKS-4-8 WEEKS. I PERSONALLY PICK UP THE LITTER NEIGHBORHOOD. TRASH IS EVERYWHERE IN 65202 AREA
- IN THE AUTUMN MANY FALLEN LEAVES FALL INTO THE STREETS SOME OF THEM BLOCK THE DRAINS.

**Q13a. Why were you not satisfied with any of the services in Question 13? (cont.)**

- IT SEEMS LIKE THERE ARE AREAS THAT ARE NEGLECTED WHEN IT COMES TO TRASH REMOVAL
- IT WOULD BE NICE TO HAVE SET DESIGNS FOR SHOPPING AREAS, MAKE THEM LOOK NICE, CLEAN UP MEDIANS AND ROUND A BOUTS. THEY ARE AN EYESORE.
- junk cars parked in neighborhood
- Keeping areas free of trash and litter is a problem, especially in parking lots at trail heads and parks.
- LACK OF BACKYARD MOWING ALONG WATERLOO ST
- LACK OF RESPONSE TO A PROBLEM AND NOT FOLLOWING THROUGH TO SEE RESOLUTION.
- lack of trees in downtown area and buildings are too close to street. need more pedestrian streets or one way streets.
- LARGE APARTMENT BUILDINGS CAN TAKE UP A PORTION OF STREET PARKING AND NOT HAVING CITY TRASH CANS RESULTS IN A LOT OF BLOWING GARBAGE
- LITTER IS EVERYWHERE I HAVE TO REMOVE TRASH FROM MY YARD DAILY.
- Living in East Campus, I wish there were more clear markings about where to park and not to park. Parking on William is difficult with all the traffic. With the barriers up on College Ave, a great deal of traffic is diverted to William and when people park there, it makes it so much more congested and difficult to move around.
- Lots of detritus along our streets & roadways.
- Lots of houses around Columbia are very trashy, lots of trash in yards, broken fences. Some residential rental property is run down and is an eyesore.
- LOTS OF PARKING ON MY STREET.
- LOTS OF RENTERS IN MY NEIGHBORHOOD, HARD TO KEEP IT UP.
- LOTS OF TRASH AND LITTER
- Lots of trash around Columbia...wish there was some way to motivate citizens to take pride in the appearance of our city.
- LOTS OF TRASH IN YARDS SIDEWALKS AND STREETS
- LOTS OF TRASH ON STREETS AND CARS PARKED FOR MULTIPLE DAYS IN NEIGHBORHOODS
- Lots of trash on streets, where is the fine for Littering ? Fines should be at least \$1,000 dollars and posted on neighborhoods. Too many liberals in this town, criminals get a pass if they are Democrats. Drugs are everywhere, nothing is done. I think the drug dealers buy off the police and lawyers, to look the other way. I know this city knows who the criminals are. Police are in danger due to the stupid liberal laws that protect the criminals, illegals and child molesters.
- lots of trash/litter always noticeable
- LOW INCOME PROPERTIES SEEM DISTRESSED AND MORE STREET SWEEPING
- Lynnwood Dr should only have parking on one side of the street for safety!!
- See litter quite a bit around the City.
- MAIN PROBLEM IS EAST CAMPUS AT STADIUM BLVD POTHOLES.

**Q13a. Why were you not satisfied with any of the services in Question 13? (cont.)**

- Many commercial properties in our north neighborhood maintain a trashy appearance - junk is everywhere and visible. Vehicles on the streets in our neighborhood are an eye sore, and it is difficult to avoid hitting parked vehicles on the street when we pull in and out of our driveway. There should be laws regarding the window time allowed to park in the streets, and enforcements thereafter should be made. The city trash/sanitation leaves remnants of trash after pick up. And, they throw the recycling totes to where we had to repair ours twice, which is again falling apart.
- MANY FRIENDS IN RENTAL PROPERTIES REPORT DIFFICULTY IN GETTING LANDLORDS TO FIX CRITICAL ITEMS.
- MANY HOUSES IN COLUMBIA APPEAR TRASHY
- Many neighborhood streets are partially obstructed by parked cars. Needs additional enforcement.
- MANY PARKING VIOLATIONS ESP CARS BLOCKING SIDEWALKS
- MANY PEOPLE PARK ON MY RESIDENTIAL STREET REGULARLY
- MANY RENTALS APPEAR TO BE IN DISREPAIR, AS WELL AS COMMUNITY PROPERTIES.
- MANY SIDEWALKS, PARKWAYS AND STREETS LOOK RUNDOWN, NOT IRRIGATED, LITTERED.
- MORE CLEANUP FOR TRASH AND LITTER; NOT ALLOW STUDENTS TO PARK IN RESIDENT SPACE, INFO AND ASSISTANCE TO HELP OWNERS REPAIR
- MORE EFFORT NEEDED
- MORE EFFORT NEEDED TO REUSE COMMERCIAL SPACE INSTEAD OF ADDING NEW ONES.
- MORE STRINGENT TICKETING OF DERELICT VEHICLES
- MORE TRASH PICK UP
- MOST NOT ENFORCED
- MUCH TOO MUCH TRASH STREWN AROUND MANY AREAS OF COLUMBIA
- MY NEIGHBORHOOD IS RUN DOWN POORLY MAINTAINED HOMES LITTLE ENFORCEMENT. ALSO HICKMAN HIGH SCHOOL AREA IS TRASHY.
- Needs to be a higher priority and better plan for snow removal on neighborhood streets.
- Neighbor keeps trash outside, animals tear into it frequently.
- Neighbor tore up my fence and build his own unsteady fence in its place so he can have more space in his yard even though it was illegal and city did not bother to reinforce the rules. City does not do anything to protect the innocent but instead waste the money on creating unnecessary work and waste taxpayers money to build unnecessary sidewalks , etc.
- NEIGHBORHOOD STREET PARKING REGULATIONS ARE UNJUST TO RENTERS
- NEIGHBORS DON'T TAKE CARE OF BACK YARD-NOT ENFORCED
- NEIGHBORS NEED TO CLEAN UP NEIGHBORHOOD
- NO CODE ENFORCMENT
- NO ENFORCEMENT FOR ILLEGAL PARKING AND TRASH PUT OUT DAYS AHEAD
- NO ENFORCEMENT OF SNOW REMOVAL OR NEIGHBORHOOD PARKING.

**Q13a. Why were you not satisfied with any of the services in Question 13? (cont.)**

- NO ONE GETS NOTICES OR HAS ENFORCED LAWN MOWING REQUIREMENTS OR STREET PARKING.
- NOT ENFORCING OWNERS OF RENTAL PROPERTY TO KEEP PROPERTY CLEAN
- NOT ENFORCING CITY CODES.
- NOT ENOUGH CITY PARKING CAUSING CLUTTERED STREETS
- Not sure if our trailer park is in Columbia maintenance for streets.
- NUMBER 1 TRASH TRASH!
- OFTEN SEE PEOPLE PARK IN OUR NEIGHBORHOOD AND WALK TO MU CAMPUS OR DOWNTOWN
- ONLY NEWER SUBDIVISIONS APPEAR TO GET ATTENTION FOR STREET AND SIDEWALK MAINTENANCE.
- OSAGE DR- YOU HAVE TO SQUEEZE BETWEEN A PARKED BUS AND CARS ON THE OTHER SIDE. PARKING ONLY ON ONE SIDE OF STREET. GEYSER RD-TICKET AND TOWN AFTER 2 INCHES OF SNOW
- OVER REGULATION-CODE ENFORCEMENT OF IRRELEVANT ISSUES-LIKE CAULKING AND NOT ENFORCING STRUCTURAL AND MECHANICAL AT RESIDENTIAL LEVEL
- Overall Good Job!!!
- OWNER DON'T WANT CITY INFLUENCES ON THEIR OWN PROPERTY
- Parking and cleanliness of streets, especially in the area where University , Rosemary, Wilson and Bouchelle Avenues running e/w from College Avenue to William Street, and that general area. It used to be a sweet little neighborhood, later captured by Columbia's slum lords as the SW part of town became more popular starting in the late 1950's. It remains an eyesore, with no room for the high number of cars, and not following the rules in maintaining homes (now apartments) or garbage pickup.
- PARKING BOTH SIDES SOME STREETS.
- Parking downtown can be rough
- PARKING DOWNTOWN IS A JOKE
- PARKING IN OUR CULDESAC
- PARKING IN RESIDENTIAL AREAS RESTRICT TRAFFIC FLOW.
- PARKING IS HORRIBLE AND BUILDING CODES ARE INADEQUATE
- Parking is sometimes allowed on streets that are too narrow.
- Parking meters NOT enforced enough.
- PARKING NEEDS TO BE REEVALUATED ON SOME RESIDENTIAL STREETS
- PARKING ON BOTH SIDES OF STREET MAKING TRAFFIC WAY TOO NARROW
- Parking on both sides of street on Lynnwood Drive.
- Parking on city streets is unclear at times and can prevent traffic hazards, Should be less on street parking on smaller residential streets.
- PARKING ON NARROW STREET WITH NO SIDEWALKS-CAN'T TAKE KIDS FOR A WALK IN NEIGHBORHOOD
- Parking on neighborhood streets is dangerous in some areas. Tickets were issued to visitors.

**Q13a. Why were you not satisfied with any of the services in Question 13? (cont.)**

- Parking on neighborhood streets isn't always preventable; for example, my spouse has a car with low enough ground clearance he scrapes the pavement trying to pull into our [uphill] driveway. So; while I don't like street side parking, I understand it's not always a viable option. I like least that street side parking makes the roads more difficult to navigate.
- Parking on residential streets need improvements.
- Parking on street in neighbor hood makes travel down road difficult parking on both sides no room to drive down road . People parking on street block my driveway and block mailbox making mail delivery not happen when people parked.
- PARKING ON THE STREETS IN THE CENTRAL CITY NEIGHBORHOODS IS UNSAFE
- PARKING OVER 24 HOURS ON MY STREET IS AN ISSUE.
- PARKING SHOULD BE ALLOWED ON EITHER SIDE OF THE STREET ON NON IMPORTANT ROADS.
- PARKING WRONG DIRECTION, DOUBLE PARKING, YELLOW ZONE PARKING, LENGTH OF TIME, JUNK CARS LEFT SITTING.
- People are trashy and don't take care of their properties.
- PEOPLE DON'T KEEP YARDS UP AND MOW GRASS AND LEAVES OUT IN THE STREET
- People in my neighborhood do not know how to park properly. Almost need to put lines on the street for them. Like downtown or something?
- People throw trash on the streets...they don't care.
- PEOPLE WHO HAVE HORRIFIC YARDS NEED TO BE MADE TO CLEAN THEM UP, THE ENTIRE TOWN HAS TRASH ON THE SIDE OF THE ROAD, COMMERCIAL BUILDING CODES ARE FOR THE CITY TO MAKE MONEY-MOST NOT NECESSARY
- PERMIT COSTS COULD BE REDUCED FOR BOTH RENTALS AND NEW CONSTRUCTION
- PHONE IN NO ONE COMES OUT
- PILES OF MOVING DEBRIS LEFT AT THE CURB EACH SEMESTER NEEDS ADDRESSED, MAKE LANDLORDS RESPONSIBLE?
- Poor clean up on Providence Road.
- POOR MAINTENANCE OF MEDIANS, POOR MAINTENANCE OF AREAS COMING INTO COLUMBIA
- POORLY MAINTAINED HOMES IN AREA-RENTALS
- PROPERTY MANAGEMENT COMPANIES DO NOT KEEP HOUSES IN GOOD LIVING CONDITIONS BUT GET AWAY WITH IT.
- Providence Road is looking more and more like BL70...it is narrow, cluttered, a collection of recycled old buildings...not the beautiful boulevard into Columbia it should be.
- Question #13 did not include the option for parking in downtown Columbia, in which my answer would be very dissatisfied. I do not shop as often downtown as I would like due to lack of parking, and lack of free parking. Major missed revenue for downtown businesses.

**Q13a. Why were you not satisfied with any of the services in Question 13? (cont.)**

- RENTAL AND OR/CODES SEEMS TO BE ENFORCED MAINLY IN NEIGHBORHOODS WITH LARGE STUDENT POPOULATIONS WHAT ABOUT THE REST OF US ENFORCE CODES FOR EVERYONE EVEN RESIDENT OWNERS
- Rental properties not kept up.
- RENTAL PROPERTY IN MY NEIGHBORHOOD IS SHABBY WITH DISREPAIR THAT IS NOT ADDRESSED BY LANDLORD.
- Reported weeds years ago, still not addressed.
- RES CODE FOR HOUSE GONE TOO FAR
- Residential and commercial building codes are far too onerous.
- RESIDENTIAL BUILDING PERMIT COST IS OUT OF CONTROL.
- RESIDENTIAL CONSTRUCTION WORKERS BLOCK THE STREETS WITH THEIR VEHICLES.
- RESIDENTIAL PROPERTY CLEAN UP IS NOT ENFORCED. TOO MUCH TRASH/LITTER ALONG STADIUM, I-70 AND MAJOR STREETS.
- RESIDENTIAL TRASH BLDG UP STRAY CATS AND DOGS ATTRACTED TO IT, SMELLS BAD
- Residents should have more civic pride and clean up after themselves.
- Response to trash out early is not responded to on a timely manner
- Run down lots, homes and businesses.
- run down rentals plus overgrown weeds
- SEE TRASH ALONG MAIN ROADS
- SEE VIOLATIONS OF CODES ON COMMERCIAL PROPERTY
- SEEMS TO BE MORE TRASH THAN IN THE PAST
- SEEMS WE COULD USE AN EVEN/ODD SYSTEM
- SEEN TOO MANY DESERTED CARS ON THE SIDE OF THE STREET.
- Several areas of town look really bad. Neighborhoods and business areas alike look like ghettos. The area of town along I70 looks awful and doesn't make people want to stop here, let alone move here.
- Significant trash along old plank road
- Slum lords in rental housing and the way some businesses, especially on the business loop, maintain their property - including businesses that have been here a long time, like Griggs Flooring. Their property is always a mess.
- SNOW AND ICE REMOVAL IN A TIMELY MANNER NOT WAIT FOR IT TO MELT
- Snow removal for Bentpath Drive in Columbia is terrible. It is cleared up to Glasgow Drive, but not continued to the end of the street. This morning , at 0830 on 1-21-2020, a plow truck was on Highlands Parkway scrapping dry pavement. And Bentpath from Glasgow to the dead end has not been touched.
- So many new student apartment high rises going up downtown and all over, eye sores, taking away from historic and the wonderful ambiance of Columbia. Cheaply made and mostly unused.

**Q13a. Why were you not satisfied with any of the services in Question 13? (cont.)**

- So many residential properties are run down with trash around them. Commercial building codes are touted and discussed, but with enough money, it seems that a lot of them are short changed to get whatever they want built the way they want it. Money talks. You can hardly get down some streets with all the cars parked on both sides. And in Quail Creek there's going to be a head on collision someday because the daycare has people parking narrowing the entry lane into one lane and you can't see around the corner. When the dentist built his building he offered to let people park in his lot, but since, he has barred people from parking there. The entrance to Quail Creek is an accident waiting to happen. Photos of school buses forced to come in the wrong way have been submitted and all that was done was put no parking signs up to the end of the island. No one pays a bit of attention to them. The Daycare is not a good neighbor. They say nothing to their parents about parking either. There's trash all over the city that doesn't get picked up. It's disgraceful.
- **SOME AREAS POOR UPKEEP ON HOUSES; TOO MANY PEOPLE PARKING ON GRASS**
- some central properties are not good and some outside of homes are a mess
- Some commercial properties around town look pretty trashy. It's sad but true, there are places around Columbia that have a lot of trash blowing around. it's really not caused by the City but by the horrible people who throw trash out the windows of their cars. This shouldn't be the City's issue. Out tax money should go toward more important things, like maintaining the conditions of the streets. I would love to see just one time a person pulled over by the police for throwing trash out the window. Those people should be made to clean up, say a quarter of a mile area in the area where they threw out the trash.
- **SOME DAYS YOU CANNOT DRIVE DOWN A STREET WITH ALL OF THE CARS, WHEN THERE ARE DRIVEWAYS.**
- **SOME HOMES HAVE CLUTTER AND TRASH.**
- **SOME HOUSES IN THE CENTRAL PART OF THE CITY SHOULD BE TORN DOWN.**
- **SOME NEIGHBORHOOD HAVE POPULATION DENSITY THAT DOES NOT MATCH EXISTING PARKING**
- **SOME PEOPLE GET BY WITH NOT MANAGING THEIR PROPERTY TAXES**
- Some properties in the city need to be better maintained by the owners.
- Some streets are bad and city does not do anything.
- Some streets are too narrow for cars to be parked on both sides especially if bike path is present. The narrow streets need to have no parking and others parking on only one side.
- Streets were made for travelling not parking. Parking on the street is a safety issue.
- Some streets really don't have enough room for parking on both sides and maintaining two way traffic. can be problematic at times.
- **SOME TRASHY AREAS**
- **SOMETIMES PEOPLE PARKING ON NEIGHBORHOOD STREETS ARE INCONSIDERATE OF WHERE THEY PARK MAKING IT DIFFICULT TO OTHER DRIVERS.**
- Sometimes the garbage and recycle employees leave trash on the ground.

**Q13a. Why were you not satisfied with any of the services in Question 13? (cont.)**

- Sometimes, it takes a while to remove trash when someone moves out of a residence. I presume it is the owner's responsibility to clean that up, but sometimes, it is left for a week or more. Need more sidewalks that are easily navigated and need them REPAIRED. City needs to be quicker on condemning property in bad shape after contacting the owner. Those demolitions need to be done faster. I don't know anything about maintenance of commercial property except that trash needs to be in containers and grease in the grease bins.
- STREET PARKING IS ABUSED BY NON RESIDENTS OF THAT AREA, LITTERING IS COMMON, HARD TO KEEP UP WITH.
- Streets gave holes in the and road markings could be better in places
- Streets need cleaning more often.
- STREETS SHOULD BE ONE-SIDE PARKING IN MORE PLACES.
- STREETS SNOW REMOVAL, IT IS HARD ON OLDER AND DISABLED PEOPLE.
- THE CITY MUST BE EMPOWERED TO CONTROL COMMERCIAL BUILDING.
- The city never picks up litter in my neighborhood.
- THE DOWNTOWN HAS BECOME A TRASH DUMP WITH ADDED APARTMENT HIGH RISE BUILDINGS. IT IS EXPECTED, BUT SAD TO SEE.
- the neighborhood in lower income housing gets little attention
- The number of run down houses and yards in nearly every neighborhood. Junk cars parked on roads everywhere.
- The parking on city streets in some neighborhoods makes it difficult to go down the roads.
- The trash on the streets and in the neighborhoods are awful and I am not sure how that would be addressed because I don't believe that Columbia doesn't have the resources to deal with it.
- THE STREET PARKING IN OUR NEIGHBORHOOD IS ANNOYING-WESTCHESTER VILLAGE-OFF BETHEL BETWEEN N YONG AND GREEN MEADOWS
- THERE ARE A LOT OF HOMES WITH JUNK AND TRASH IN YARDS AND CLEAN UP IS NOT ENFORCED.
- THERE ARE BORDERLINE CONDEMNED PROPERTIES ADJACENT TO VERY NICE NEIGHBORHOODS.
- There are houses in my neighborhood that are falling down. I've called the city about them and nothing happens
- There are many streets that have no parking signs where cars continue to park daily and no enforcement happens.
- There are so many areas in Columbia that have trash blowing around the streets such as parks and downtown near the student apartment buildings. However, I think that's an issue with the people who are in those areas.
- There are too many dilapidated, ugly, ran down buildings in Columbia. And we keep building, building, building with no regard for places that are already available. It shouldn't be so easy to build a new building or apartment complex when there are several that are not in use.
- THERE IS A CAR ON OUR STREET, UNLICENSED, BLOCKING A DRIVEWAY. NO ENFORCEMENT.

**Q13a. Why were you not satisfied with any of the services in Question 13? (cont.)**

- There is a lack of recycle bins around my area.
- THERE IS A LOT OF LITTER AROUND TOWN. A LOT OF ILLEGAL AND UNSAFE PARKING IN NEIGHBORHOODS
- THERE IS A LOT OF LITTER NEXT TO THE HIGHWAYS.
- THERE IS A LOT OF TRASH ALONG STREETS IN OUR AREA.
- THERE IS A LOT OF TRASH AND LITTER. THE COMMUNICATION HAS BEEN PUNITIVE AND MEAN, I AM OVERWHELMED TRYING TO MAINTAIN MY HOME BY MYSELF.
- THERE IS ALWAYS A LOT OF TRASH ALONG THE TRAIL.
- There is legal parking directly across from the entrance to our condo development on Campus View Drive. It should never be allowed, an accident waiting to happen daily!
- there is need for more information for pet owners and civic duties
- There is trash all over our neighborhood. My girls and I frequently go pick it up, but people just throw their trash out on Providence Road as they drive through Vanderveen Subdivision. Yards are also out of control in the spring and summer. The grass/weeds overgrow the sidewalks in some areas. Sidewalks need to be edged.
- THERE NEEDS TO BE ROLL CARTS FOR TRASH REQUIRED, WITH JUST THE BAGS IT IS SPILLING EVERYWHERE BECAUSE OF DOGS.
- THERE SEEMS TO BE TRASH EVERYWHERE. PEOPLE NEED TO USE TRASH CANS NOT THE STREET.
- There's always trash on the sides of the roads and in ditches along highways and residential streets. Oftentimes there are garbage bags full that fell off trucks and aren't picked up in a timely fashion.
- THIS CITY AND COUNTY ARE WAY TOO LAX ABOUT ESTABLISHING CODES COMPARED TO OTHER PLACES I HAVE LIVED-IN ST LOUIS AND KC AREAS
- This city is the biggest trash/litter center I have ever seen.
- TIRED OF PEOPLE PARKING IN BIKE LANES, NOT ENFORCED OR WELL MAINTAINED.
- TO DIFFICULT FOR NEW BUSINESS TO GET ESTABLISHED.
- To many cars parked on my street
- To much hard deck parking allowed in places, to much development that is never filled, under-utilized, or becomes vacant and too little effort at mixed use new development.
- TO MUCH PAY TO PLAY FOR DOWNTOWN HIGH RISE.
- to much trash on streets and walking trails
- TOO LITTLE MONEY INVESTED.
- Too many cars parked on certain streets with no plans to remove them
- Too many codes
- Too many codes and permits
- Too many codes that are not known until you violate them, Better Education on Codes!
- TOO MANY COMMERCIAL BLDGS THAT ARE EYE SORES OR SITES THAT APPEAR DANGEROUS

**Q13a. Why were you not satisfied with any of the services in Question 13? (cont.)**

- TOO MANY HOMES/STREETS LOOK TRASHY, CITY DOES NOTHING ABOUT IT. DRIVE DOWN WEST BLVD BETWEEN BROADWAY AND BUSINESS LOOP.
- Too many people are parking on major, and neighborhood streets and making it difficult to navigate safely. West Boulevard elementary school teachers are a good example.
- TOO MANY PEOPLE USING STREET AS A PARKING LOT
- TOO MANY POTHOLES ON STREETS.
- Too many residential units in Columbia without an equal amount of parking spaces.
- too many roundabouts for no reason and no purpose
- TOO MANY RUN DOWN PROPERTIES.
- TOO MANY SIGNS FROM CLOSED BUSINESSES ARE AN EYESORE
- Too many students parking on neighborhood streets.
- Too much on-street parking on narrow streets. Narrow streets shouldn't allow on-street parking. Also there are too many run down properties around Columbia. I question whether the codes are strict enough or whether those paid to enforce the codes aren't doing their jobs.
- TOO MUCH TRASH IN MY NEIGHBORHOOD ESPECIALLY AREAS WITH RENTALS
- TOO MUCH TRASH THROWN OUT BY PEOPLE WALKING ON MY STREET
- Too slow and lacking in enforcement of residential property standards
- TRASH
- TRASH ALONG RIGHT OF WAYS; NOT ENOUGH PARKING AREAS IN DOWNTOWN.
- TRASH AND LITTER ARE NOT PICKED UP
- Trash and litter clean up is good in my neighborhood, but the collection of leaves and grass clippings in the streets along the curbs and build up in the storm drain inlets is a problem. Many residents intentionally blow fallen leaves and grass clippings into the street which is unsightly and also causes problems in clogging the storm drain inlets leading to water backing up on to the streets.
- TRASH AND LITTER COULD BE PICKED UP MORE OFTEN.
- Trash and litter pick up is a constant challenge. And difficult to address.
- TRASH AND REPAIR OF RENTAL PROPERTIES IN EAST CAMPUS AREA
- TRASH CLEANUP OF PUBLIC SPACES NEEDS TO IMPROVE
- Trash consistently along Smiley Ln.
- Trash everywhere all year long along city streets. Not the cities fault, but the residents who litter.
- TRASH IN AND AROUND UNIVERSITY
- TRASH IS SEEN EVERYWHERE!!
- TRASH PEOPLE DON'T PICKUP TRASH THEY DUMP IT ON THE STREETS. CAR ARE PARKED ON SIDEWALKS YOU HAVE TO WALK IN THE STREETS.
- TRASH SEEMS OFTEN ANDHAVE NEVER SEEN CITY CLEAN IT
- TRASH THAT DOES NOT GET PICKED UP BY TRASH COLLECTORS NEEDS TO GET PICKED UP BY PEOPLE WHO PUT IT OUT INSTEAD OF LETTING IT BLOW DOWN THE STREET. PEOPLE IN CARS AND TRUCK NEED TO STOP THROWING CANS, BOTTLES, ETC OUT OF THEIR WINDOWS
- UNKEPT LAWNS AND GARDENS DEVALUE PROPERTY VALUES

**Q13a. Why were you not satisfied with any of the services in Question 13? (cont.)**

- Upkeep of areas
- way too many people park on streets blocking traffic
- WE COULD USE A BIGGER CITY POL WITH MORE LAP LANES.
- WE NEED TRASH CANS TO KEEP THIS CITY CLEAN
- WE NOTICE A LOT OF TRASH DRIVING THROUGH THE NEIGHBORHOODS.
- WE PICK UP TRASH REGULARLY IN FRONT OF OUR HOUSE ON BROADWAY
- We should stay on top of the litter with frequent clean-up projects. Volunteer groups??
- WHEN I HAVE CALLED MULTIPLE TIMES ABOUT NEIGHBOR'S TRASH, NOTHING HAS BEEN DONE
- When the trash trucks pick up trash sometimes they drop a box or something like that they just go off and let it lay.
- WITHOUT TRASH ROLL CARTS TRASH DAY LOOKS LIKE A 3RD WORLD COUNTRY.
- YOU DO NOT ENFORCE OR KEEP UP.

**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. 1 <sup>st</sup> choice	Number	Percent
Maintenance of residential property	225	26.5 %
Residential building codes	100	11.8 %
Maintenance of commercial property	85	10.0 %
Commercial building codes	98	11.5 %
Parking on neighborhood streets	50	5.9 %
Clean-up of trash & litter	185	21.8 %
None chosen	106	12.5 %
Total	849	100.0 %

Q14. 2nd choice	Number	Percent
Maintenance of residential property	111	13.1 %
Residential building codes	134	15.8 %
Maintenance of commercial property	132	15.5 %
Commercial building codes	92	10.8 %
Parking on neighborhood streets	128	15.1 %
Clean-up of trash & litter	131	15.4 %
None chosen	121	14.3 %
Total	849	100.0 %

Q14. 3rd choice	Number	Percent
Maintenance of residential property	106	12.5 %
Residential building codes	72	8.5 %
Maintenance of commercial property	131	15.4 %
Commercial building codes	72	8.5 %
Parking on neighborhood streets	96	11.3 %
Clean-up of trash & litter	224	26.4 %
None chosen	148	17.4 %
Total	849	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	442	52.1 %
Residential building codes	306	36.0 %
Maintenance of commercial property	348	41.0 %
Commercial building codes	262	30.9 %
Parking on neighborhood streets	274	32.3 %
Clean-up of trash & litter	540	63.6 %
None chosen	106	12.5 %
Total	2278	

**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=849)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q15-1. Columbia City government is democratic & representative	10.1%	34.3%	26.3%	10.7%	3.7%	15.0%
Q15-2. Columbia City government is transparent	7.2%	26.5%	31.7%	15.0%	4.7%	15.0%
Q15-3. Columbia City government is efficient	6.1%	28.9%	29.6%	15.8%	5.8%	13.9%
Q15-4. Columbia City government is innovative	7.1%	23.2%	35.3%	14.0%	4.2%	16.1%
Q15-5. Columbia City government values diversity	13.5%	35.5%	24.5%	5.9%	2.9%	17.7%
Q15-6. Columbia City employees are ethical & honest	11.0%	33.7%	27.3%	5.3%	3.5%	19.2%
Q15-7. Columbia government leaders listen to what citizens have to say	7.1%	26.6%	30.0%	14.5%	5.9%	15.9%

**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=849)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q15-1. Columbia City government is democratic & representative	11.9%	40.3%	30.9%	12.6%	4.3%
Q15-2. Columbia City government is transparent	8.4%	31.2%	37.3%	17.6%	5.5%
Q15-3. Columbia City government is efficient	7.1%	33.5%	34.3%	18.3%	6.7%
Q15-4. Columbia City government is innovative	8.4%	27.7%	42.1%	16.7%	5.1%
Q15-5. Columbia City government values diversity	16.5%	43.1%	29.8%	7.2%	3.6%
Q15-6. Columbia City employees are ethical & honest	13.6%	41.7%	33.8%	6.6%	4.4%
Q15-7. Columbia government leaders listen to what citizens have to say	8.4%	31.7%	35.7%	17.2%	7.0%

**Q16. Personal Well-Being. Please rate your level of agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."**

(N=849)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q16-1. Columbia is a great place to live, work, learn & play	38.0%	46.5%	10.8%	2.9%	0.8%	0.8%
Q16-2. Columbia is a place where I can thrive	31.2%	44.2%	18.0%	4.2%	1.1%	1.3%
Q16-3. I earn a living wage that allows me to meet basic needs for housing, food & utilities without assistance from others	33.0%	40.2%	12.7%	5.5%	2.1%	6.5%
Q16-4. I take advantage of water/light energy efficiency programs to manage my home energy use	16.3%	29.3%	25.8%	13.4%	3.4%	11.8%
Q16-5. Columbia has jobs for which I am qualified	27.6%	40.5%	16.4%	2.9%	1.6%	11.0%
Q16-6. Columbia has job opportunities that would allow me to advance myself in my field	20.0%	32.7%	23.6%	8.8%	2.1%	12.7%
Q16-7. Columbia offers opportunities to help people who want to start their own businesses	11.8%	29.0%	23.7%	4.0%	1.2%	30.4%
Q16-8. There are opportunities for women to go into business for themselves & be successful	14.5%	30.3%	21.8%	4.1%	0.8%	28.5%
Q16-9. There are opportunities for minorities to go into business for themselves & be successful	13.2%	25.8%	20.8%	6.5%	1.1%	32.6%

**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=849)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q16-1. Columbia is a great place to live, work, learn & play	38.4%	46.9%	10.9%	3.0%	0.8%
Q16-2. Columbia is a place where I can thrive	31.6%	44.7%	18.3%	4.3%	1.1%
Q16-3. I earn a living wage that allows me to meet basic needs for housing, food & utilities without assistance from others	35.3%	42.9%	13.6%	5.9%	2.3%
Q16-4. I take advantage of water/light energy efficiency programs to manage my home energy use	18.4%	33.2%	29.2%	15.2%	3.9%
Q16-5. Columbia has jobs for which I am qualified	31.0%	45.5%	18.4%	3.3%	1.9%
Q16-6. Columbia has job opportunities that would allow me to advance myself in my field	22.9%	37.5%	27.0%	10.1%	2.4%
Q16-7. Columbia offers opportunities to help people who want to start their own businesses	16.9%	41.6%	34.0%	5.8%	1.7%
Q16-8. There are opportunities for women to go into business for themselves & be successful	20.3%	42.3%	30.5%	5.8%	1.2%
Q16-9. There are opportunities for minorities to go into business for themselves & be successful	19.6%	38.3%	30.9%	9.6%	1.6%

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

Q17. Where do you usually go when you are sick or need advice about your health	Number	Percent
A doctor's office	681	80.2 %
An urgent care center	375	44.2 %
A hospital emergency room	116	13.7 %
No usual place	27	3.2 %
Other	46	5.4 %
Total	1245	

**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	53	6.2 %
No	786	92.6 %
Not provided	10	1.2 %
Total	849	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	53	6.3 %
No	786	93.7 %
Total	839	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	25	47.2 %
Office wasn't open when I could get there	4	7.5 %
Too long a wait in the waiting room	2	3.8 %
No transportation	4	7.5 %
Distance from medical provider	2	3.8 %
Too long a wait for an appointment	11	20.8 %
No childcare	2	3.8 %
Not provided	3	5.7 %
Total	53	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	25	50.0 %
Office wasn't open when I could get there	4	8.0 %
Too long a wait in the waiting room	2	4.0 %
No transportation	4	8.0 %
Distance from medical provider	2	4.0 %
Too long a wait for an appointment	11	22.0 %
No childcare	2	4.0 %
Total	50	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	59	6.9 %
No	778	91.6 %
Not provided	12	1.4 %
Total	849	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	59	7.0 %
No	778	93.0 %
Total	837	100.0 %

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

Q20. How many times on average did you engage in physical activities or exercise each week during past month	Number	Percent
0 times	78	9.2 %
1 or 2 times	275	32.4 %
3+ times	486	57.2 %
Not provided	10	1.2 %
Total	849	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. How many times on average did you engage in physical activities or exercise each week during past month	Number	Percent
0 times	78	9.3 %
1 or 2 times	275	32.8 %
3+ times	486	57.9 %
Total	839	100.0 %

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

Q21. How many times per day on average did you eat fruit and/or vegetables during past month	Number	Percent
Four+ times/day	248	29.2 %
Less than four+ times/day	566	66.7 %
Never	5	0.6 %
Don't know	30	3.5 %
Total	849	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. How many times per day on average did you eat fruit and/or vegetables during past month	Number	Percent
Four+ times/day	248	30.3 %
Less than four+ times/day	566	69.1 %
Never	5	0.6 %
Total	819	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	123	14.5 %
I have a close relationship with a few of my neighbors	247	29.1 %
I know several of my neighbors, but I am not very close with any of them	257	30.3 %
I know a few people in my neighborhood, but I am not very close with any of them	183	21.6 %
I don't know anyone in my neighborhood	37	4.4 %
Not provided	2	0.2 %
Total	849	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	123	14.5 %
I have a close relationship with a few of my neighbors	247	29.2 %
I know several of my neighbors, but I am not very close with any of them	257	30.3 %
I know a few people in my neighborhood, but I am not very close with any of them	183	21.6 %
I don't know anyone in my neighborhood	37	4.4 %
Total	847	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	104	12.2 %
They often help one another but do not have many social activities together	214	25.2 %
They occasionally help one another but generally keep to themselves	347	40.9 %
They almost always keep to themselves	157	18.5 %
Don't know	27	3.2 %
Total	849	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	104	12.7 %
They often help one another but do not have many social activities together	214	26.0 %
They occasionally help one another but generally keep to themselves	347	42.2 %
They almost always keep to themselves	157	19.1 %
Total	822	100.0 %

**Q24. Neighborhoods. Please indicate the extent to which you think each of the following is a problem in your neighborhood by circling the corresponding number below.**

(N=849)

	Major problem	Moderate problem	Minor problem	Not a problem	Don't know
Q24-1. Crime, drugs or violence	9.4%	12.1%	28.9%	44.3%	5.3%
Q24-2. Unemployment	1.8%	7.1%	15.3%	51.0%	24.9%
Q24-3. Homelessness	4.4%	6.1%	9.4%	69.3%	10.8%
Q24-4. Public schools not providing quality education	3.9%	7.7%	11.1%	58.5%	18.8%
Q24-5. Lack of cultural activities	2.9%	6.4%	14.3%	54.4%	22.0%
Q24-6. Lack of recreational activities	2.5%	5.8%	13.0%	65.4%	13.4%
Q24-7. Lack of affordable, quality child care	6.0%	10.7%	10.5%	27.8%	45.0%
Q24-8. Abandoned or run-down buildings	2.0%	4.7%	16.0%	70.1%	7.2%
Q24-9. Unsupervised children or teenagers	4.8%	7.4%	21.0%	57.2%	9.5%
Q24-10. Speeding on neighborhood streets	12.4%	19.2%	37.1%	28.7%	2.6%
Q24-11. Lack of affordable housing	7.2%	12.7%	19.7%	40.3%	20.1%
Q24-12. Tension between racial/ethnic groups	4.2%	6.6%	12.7%	60.0%	16.5%
Q24-13. Lack of good places to shop for food or other items	3.1%	6.1%	12.6%	74.3%	3.9%
Q24-14. Roaming/loose animals	2.1%	4.6%	22.7%	66.3%	4.2%
Q24-15. Flooding	1.1%	3.5%	14.8%	74.6%	6.0%
Q24-16. Overgrown lots	2.0%	4.1%	16.4%	72.6%	4.9%
Q24-17. Graffiti	0.7%	1.4%	8.5%	83.7%	5.7%
Q24-18. Abandoned cars or vehicles	1.2%	2.7%	12.0%	78.6%	5.5%

**WITHOUT "DON'T KNOW"**

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

(N=849)

	Major problem	Moderate problem	Minor problem	Not a problem
Q24-1. Crime, drugs or violence	10.0%	12.8%	30.5%	46.8%
Q24-2. Unemployment	2.4%	9.4%	20.4%	67.9%
Q24-3. Homelessness	4.9%	6.9%	10.6%	77.7%
Q24-4. Public schools not providing quality education	4.8%	9.4%	13.6%	72.1%
Q24-5. Lack of cultural activities	3.8%	8.2%	18.3%	69.8%
Q24-6. Lack of recreational activities	2.9%	6.7%	15.0%	75.5%
Q24-7. Lack of affordable, quality child care	10.9%	19.5%	19.1%	50.5%
Q24-8. Abandoned or run-down buildings	2.2%	5.1%	17.3%	75.5%
Q24-9. Unsupervised children or teenagers	5.3%	8.2%	23.2%	63.3%
Q24-10. Speeding on neighborhood streets	12.7%	19.7%	38.1%	29.5%
Q24-11. Lack of affordable housing	9.0%	15.9%	24.6%	50.4%
Q24-12. Tension between racial/ethnic groups	5.1%	7.9%	15.2%	71.8%
Q24-13. Lack of good places to shop for food or other items	3.2%	6.4%	13.1%	77.3%
Q24-14. Roaming/loose animals	2.2%	4.8%	23.7%	69.2%
Q24-15. Flooding	1.1%	3.8%	15.8%	79.3%
Q24-16. Overgrown lots	2.1%	4.3%	17.2%	76.3%
Q24-17. Graffiti	0.7%	1.5%	9.0%	88.8%
Q24-18. Abandoned cars or vehicles	1.2%	2.9%	12.7%	83.2%

**Q25. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=849)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Condition of housing	25.1%	51.8%	15.8%	3.2%	0.9%	3.2%
Q25-2. Condition of streets (smoothness, absence of cracks/ potholes)	8.0%	29.1%	21.4%	29.2%	10.7%	1.5%
Q25-3. Availability of sidewalks	17.2%	39.0%	21.6%	15.1%	4.4%	2.8%
Q25-4. Neighborhood parks	25.1%	46.2%	17.2%	4.9%	1.4%	5.2%
Q25-5. Overall appearance of your neighborhood	27.3%	52.8%	13.4%	4.6%	0.4%	1.5%
Q25-6. Overall quality of City services in your neighborhood	18.8%	50.5%	19.4%	5.2%	1.9%	4.1%

**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=849)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Condition of housing	25.9%	53.5%	16.3%	3.3%	1.0%
Q25-2. Condition of streets (smoothness, absence of cracks/ potholes)	8.1%	29.5%	21.8%	29.7%	10.9%
Q25-3. Availability of sidewalks	17.7%	40.1%	22.2%	15.5%	4.5%
Q25-4. Neighborhood parks	26.5%	48.7%	18.1%	5.2%	1.5%
Q25-5. Overall appearance of your neighborhood	27.8%	53.6%	13.6%	4.7%	0.4%
Q25-6. Overall quality of City services in your neighborhood	19.7%	52.7%	20.3%	5.4%	2.0%

**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	600	70.7 %
Local newspaper	273	32.2 %
Television news	450	53.0 %
City cable channel	70	8.2 %
City website	332	39.1 %
Radio	264	31.1 %
Friends/neighbors	118	13.9 %
Neighborhood/homeowners associations	212	25.0 %
Facebook	225	26.5 %
Twitter	64	7.5 %
YouTube	24	2.8 %
Pinterest	3	0.4 %
Instagram	26	3.1 %
Other	44	5.2 %
Total	2705	

**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=849)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q27-1. City government is a trusted source of information about programs & services	17.0%	42.5%	25.3%	4.5%	1.6%	9.1%
Q27-2. It is easy to get information I need from City government	12.4%	35.7%	30.3%	9.3%	1.8%	10.6%
Q27-3. Information is communicated clearly, accurately & in a form that meets my needs	11.5%	38.8%	29.3%	9.2%	1.4%	9.8%
Q27-4. City's cable television channel provides information that is useful to me	3.7%	9.9%	20.3%	4.8%	4.8%	56.5%
Q27-5. City's website provides information that is useful to me	12.2%	40.6%	22.6%	4.2%	1.2%	19.1%
Q27-6. City newsletter provides information that is useful to me	11.3%	40.9%	25.9%	4.2%	1.9%	15.8%
Q27-7. City's use of social media provides information that is useful to me	6.0%	20.5%	24.6%	5.8%	2.8%	40.3%
Q27-8. There are enough mobile apps to provide City information I need or to conduct business with City	5.5%	22.1%	21.2%	3.5%	2.2%	45.3%

**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=849)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q27-1. City government is a trusted source of information about programs & services	18.7%	46.8%	27.8%	4.9%	1.8%
Q27-2. It is easy to get information I need from City government	13.8%	39.9%	33.9%	10.4%	2.0%
Q27-3. Information is communicated clearly, accurately & in a form that meets my needs	12.8%	43.0%	32.5%	10.2%	1.6%
Q27-4. City's cable television channel provides information that is useful to me	8.4%	22.8%	46.6%	11.1%	11.1%
Q27-5. City's website provides information that is useful to me	15.1%	50.2%	27.9%	5.2%	1.5%
Q27-6. City newsletter provides information that is useful to me	13.4%	48.5%	30.8%	5.0%	2.2%
Q27-7. City's use of social media provides information that is useful to me	10.1%	34.3%	41.2%	9.7%	4.7%
Q27-8. There are enough mobile apps to provide City information I need or to conduct business with City	10.1%	40.5%	38.8%	6.5%	4.1%

**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	423	49.8 %
No	426	50.2 %
Total	849	100.0 %

**Q28a. How did you contact the City MOST RECENTLY?**

Q28a. How did you contact City most recently	Number	Percent
Telephone	299	70.7 %
Website	69	16.3 %
Walk-in	37	8.7 %
Through City Council member or Mayor	11	2.6 %
Not provided	7	1.7 %
Total	423	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	299	71.9 %
Website	69	16.6 %
Walk-in	37	8.9 %
Through City Council member or Mayor	11	2.6 %
Total	416	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	33	7.8 %
Fire	3	0.7 %
Water	32	7.6 %
Sewer	10	2.4 %
Stormwater	10	2.4 %
Parks & recreation	15	3.5 %
Code enforcement	33	7.8 %
Public health	5	1.2 %
Streets	40	9.5 %
Sidewalks	7	1.7 %
Electric service	55	13.0 %
Public transportation	5	1.2 %
Planning & zoning	12	2.8 %
Monthly utility billing	34	8.0 %
Solid waste (trash, recycling, yard waste)	80	18.9 %
Airport	1	0.2 %
Energy efficiency	7	1.7 %
Other	34	8.0 %
Not provided	7	1.7 %
Total	423	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	33	7.9 %
Fire	3	0.7 %
Water	32	7.7 %
Sewer	10	2.4 %
Stormwater	10	2.4 %
Parks & recreation	15	3.6 %
Code enforcement	33	7.9 %
Public health	5	1.2 %
Streets	40	9.6 %
Sidewalks	7	1.7 %
Electric service	55	13.2 %
Public transportation	5	1.2 %
Planning & zoning	12	2.9 %
Monthly utility billing	34	8.2 %
Solid waste (trash, recycling, yard waste)	80	19.2 %
Airport	1	0.2 %
Energy efficiency	7	1.7 %
Other	34	8.2 %
Total	416	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	85	20.1 %
Get information	118	27.9 %
Report a problem	172	40.7 %
Discuss a billing problem	47	11.1 %
Request emergency assistance	9	2.1 %
Request non-emergency assistance	32	7.6 %
Comply with City requirements	23	5.4 %
Other	34	8.0 %
Total	520	

**Q28c-8. Other**

Q28c-8. Other	Number	Percent
Need large item picked up	1	2.9 %
Request scheduled service for which I was missed	1	2.9 %
Hanging limb over electric line	1	2.9 %
It was a good location for hazardous materials	1	2.9 %
Flooding caused by city	1	2.9 %
Why don't they prorate personal taxes for people who don't live here whole year	1	2.9 %
PROVIDE AN OPINION	1	2.9 %
SIGN FOR A LOAN	1	2.9 %
NEED MORE RECYCLE BAGS	1	2.9 %
I don't remember the exact reason	1	2.9 %
Change name on service when my husband died	1	2.9 %
ASSISTING A FRIEND TO CHECK ON BELONGINGS HOMELESS	1	2.9 %
TO GET AUTO PAYMENT	1	2.9 %
THE TOTAL LACK OF TRAFFIC ENFORCEMENT	1	2.9 %
Ask for an extension for the bill	1	2.9 %
DISCONNECT SERVICES FOR A NON RESIDENTIAL CUSTOMER	1	2.9 %
TO GIVE A COMPLAINT	1	2.9 %
QUALITY OF MAINTENANCE ON CITY PARK IN NEIGHBORHOOD	1	2.9 %
MOVING UTILITY BILL CHANGES	1	2.9 %
PARK FACILITY RENTAL	1	2.9 %
REQUEST CHANGES TO PLANNED STREET IMPROVEMENTS	1	2.9 %
Give a compliment about Forum Nature Trail	1	2.9 %
FREQUENT POWER OUTAGES	1	2.9 %
POLICE REFUSE TO DO THEIR JOB	1	2.9 %
DISCUSS SOLAR BANK	1	2.9 %
WASTE REMOVAL ISSUE	1	2.9 %
BUILDING HAS LOST POWER NUMEROUS TIMES IN THE LAST 3 YEARS	1	2.9 %
CARDS FOR METER PARKING DIFFICULT TO USE	1	2.9 %
WATER NEEDED BOILING	1	2.9 %
SNOW REMOVAL	1	2.9 %
LOSS OF TRASH CAN	1	2.9 %
To straighten the city street light pole	1	2.9 %
Loan for a new HVAC	1	2.9 %
Needed a name added to my City utility account	1	2.9 %
Total	34	100.0 %

**Q28d. Please indicate your level of agreement with the following statements about the quality of service you received from City employees the last time you contacted the City.**

(N=423)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q28d-1. Hours City employees were available met my needs	23.2%	50.1%	15.1%	3.8%	3.1%	4.7%
Q28d-2. I knew who to contact for my needs	18.0%	46.1%	18.0%	9.5%	5.7%	2.8%
Q28d-3. It was easy to reach right person at City	17.7%	40.0%	19.6%	13.0%	7.3%	2.4%
Q28d-4. City employees who helped me were courteous & polite	34.0%	43.5%	10.4%	4.0%	3.1%	5.0%
Q28d-5. City employees did what they said they would do in a timely manner	25.3%	37.6%	16.3%	6.6%	5.7%	8.5%
Q28d-6. City employees gave prompt, accurate & complete answers to my questions	27.9%	39.2%	15.6%	6.9%	5.9%	4.5%
Q28d-7. City employees were knowledgeable	28.6%	39.7%	16.3%	5.7%	4.3%	5.4%
Q28d-8. Overall, I was satisfied with quality of customer service provided by City	27.2%	40.9%	14.2%	7.8%	6.6%	3.3%

**WITHOUT "DON'T KNOW"**

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

(N=423)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q28d-1. Hours City employees were available met my needs	24.3%	52.6%	15.9%	4.0%	3.2%
Q28d-2. I knew who to contact for my needs	18.5%	47.4%	18.5%	9.7%	5.8%
Q28d-3. It was easy to reach right person at City	18.2%	40.9%	20.1%	13.3%	7.5%
Q28d-4. City employees who helped me were courteous & polite	35.8%	45.8%	10.9%	4.2%	3.2%
Q28d-5. City employees did what they said they would do in a timely manner	27.6%	41.1%	17.8%	7.2%	6.2%
Q28d-6. City employees gave prompt, accurate & complete answers to my questions	29.2%	41.1%	16.3%	7.2%	6.2%
Q28d-7. City employees were knowledgeable	30.3%	42.0%	17.3%	6.0%	4.5%
Q28d-8. Overall, I was satisfied with quality of customer service provided by City	28.1%	42.3%	14.7%	8.1%	6.8%

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

Q29. How do you rate overall service provided by City's Utility Billing Office		
Billing Office	Number	Percent
Excellent	165	19.4 %
Good	360	42.4 %
Average	181	21.3 %
Poor	25	2.9 %
Very poor	18	2.1 %
Don't know	100	11.8 %
Total	849	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 overall service provided by City's Utility Billing Office		
Billing Office	Number	Percent
Excellent	165	22.0 %
Good	360	48.1 %
Average	181	24.2 %
Poor	25	3.3 %
Very poor	18	2.4 %
Total	749	100.0 %

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

(N=849)

	Yes	No
Q30-1. Residential trash collection service	97.1%	2.9%
Q30-2. Curbside recycling (blue bags)	84.5%	15.5%
Q30-3. Drop-off recycling	46.3%	53.7%
Q30-4. City electric service	84.1%	15.9%
Q30-5. City water service	93.1%	6.9%
Q30-6. City sewer service	94.1%	5.9%

**Q30. If "YES," please rate your overall satisfaction with that service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=837)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q30-1. Residential trash collection service	46.6%	41.1%	5.7%	3.8%	0.7%	2.1%
Q30-2. Curbside recycling (blue bags)	46.3%	39.7%	7.1%	3.2%	1.3%	2.4%
Q30-3. Drop-off recycling	43.0%	42.2%	7.4%	3.1%	1.0%	3.3%
Q30-4. City electric service	42.3%	42.2%	7.7%	3.9%	1.5%	2.4%
Q30-5. City water service	43.0%	40.9%	8.2%	3.9%	0.9%	3.0%
Q30-6. City sewer service	42.8%	43.3%	7.9%	1.9%	0.5%	3.6%

**WITHOUT "DON'T KNOW"**

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

(N=837)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q30-1. Residential trash collection service	47.6%	42.0%	5.8%	3.8%	0.7%
Q30-2. Curbside recycling (blue bags)	47.4%	40.7%	7.3%	3.3%	1.3%
Q30-3. Drop-off recycling	44.5%	43.7%	7.6%	3.2%	1.1%
Q30-4. City electric service	43.3%	43.2%	7.9%	4.0%	1.6%
Q30-5. City water service	44.4%	42.2%	8.5%	4.0%	0.9%
Q30-6. City sewer service	44.4%	44.9%	8.2%	1.9%	0.5%

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

(N=849)

	Yes	No	Not provided
Q31-1. Used Police services	20.6%	77.9%	1.5%
Q31-2. Been a victim of any crime	7.1%	91.0%	1.9%
Q31-3. Used Fire or Emergency Medical services	9.7%	88.5%	1.9%
Q31-4. Visited a community recreation center	50.5%	47.6%	1.9%
Q31-5. Visited a City park	85.4%	13.3%	1.3%
Q31-6. Used public transportation/bus	6.7%	91.8%	1.5%
Q31-7. Attended or watched any City meetings	21.4%	76.8%	1.8%
Q31-8. Used Columbia Regional Airport	45.7%	52.9%	1.4%
Q31-9. Used public health services provided by City	14.5%	83.9%	1.6%

**Q32. Please rate the importance of the following components of the City's Climate Action and Adaptation Plan using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important at All."**

(N=849)

	Very important	Somewhat important	Neutral	Not very important	Not important at all	Don't know
Q32-1. Increasing energy conservation & efficiency programs	50.3%	27.1%	10.0%	3.4%	2.8%	6.4%
Q32-2. Fostering natural areas in public spaces	39.1%	29.9%	16.0%	4.0%	3.2%	7.8%
Q32-3. Encouraging natural areas on residential & commercial land	36.0%	31.1%	16.4%	6.0%	3.4%	7.1%
Q32-4. Increasing renewable energy programs	51.6%	24.0%	10.7%	4.2%	3.2%	6.2%
Q32-5. Adapting to climate change	45.9%	19.0%	14.6%	5.1%	8.0%	7.4%
Q32-6. Increasing recycling & composting collection services	47.3%	25.9%	14.7%	3.8%	2.5%	5.8%
Q32-7. Increasing water conservation programs	43.5%	27.4%	16.5%	3.8%	2.5%	6.4%

**WITHOUT "DON'T KNOW"**

**Q32. Please rate the importance of the following components of the City's Climate Action and Adaptation Plan using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important at All." (without "don't know")**

(N=849)

	Very important	Somewhat important	Neutral	Not very important	Not important at all
Q32-1. Increasing energy conservation & efficiency programs	53.7%	28.9%	10.7%	3.6%	3.0%
Q32-2. Fostering natural areas in public spaces	42.4%	32.4%	17.4%	4.3%	3.4%
Q32-3. Encouraging natural areas on residential & commercial land	38.8%	33.5%	17.6%	6.5%	3.7%
Q32-4. Increasing renewable energy programs	55.0%	25.6%	11.4%	4.5%	3.4%
Q32-5. Adapting to climate change	49.6%	20.5%	15.8%	5.5%	8.7%
Q32-6. Increasing recycling & composting collection services	50.3%	27.5%	15.6%	4.0%	2.6%
Q32-7. Increasing water conservation programs	46.4%	29.3%	17.6%	4.0%	2.6%

**Q33. Are you registered to vote in the City of Columbia?**

Q33. Are you registered to vote in City of Columbia	Number	Percent
Yes	783	92.2 %
No	54	6.4 %
Not provided	12	1.4 %
Total	849	100.0 %

**Q34. Approximately how many years have you lived in Columbia?**

Q34. How many years have you lived in Columbia	Number	Percent
0-5	116	13.7 %
6-10	102	12.0 %
11-15	83	9.8 %
16-20	85	10.0 %
21-30	171	20.1 %
31+	280	33.0 %
Not provided	12	1.4 %
Total	849	100.0 %

**Q35. Are you a student in a college or university?**

Q35. Are you a student in a college or university	Number	Percent
Yes	66	7.8 %
No	771	90.8 %
Not provided	12	1.4 %
Total	849	100.0 %

**Q36. Do you own or rent your current residence?**

Q36. Do you own or rent your current residence	Number	Percent
Own	619	72.9 %
Rent	224	26.4 %
Not provided	6	0.7 %
Total	849	100.0 %

**Q37. What is your age?**

Q37. Your age	Number	Percent
18-34	178	21.0 %
35-44	173	20.4 %
45-54	171	20.1 %
55-64	153	18.0 %
65+	148	17.4 %
Not provided	26	3.1 %
Total	849	100.0 %

**Q38. How many people live in your household?**

Q38. How many people live in your household	Number	Percent
1	230	27.1 %
2	367	43.2 %
3	104	12.2 %
4	85	10.0 %
5	29	3.4 %
6+	13	1.5 %
Not provided	21	2.5 %
Total	849	100.0 %

**Q39. How many people in your household are employed?**

Q39. How many people in your household are employed	Number	Percent
0	133	15.7 %
1	307	36.2 %
2	330	38.9 %
3	42	4.9 %
4+	16	1.9 %
Not provided	21	2.5 %
Total	849	100.0 %

**Q40. Which of the following best describes your employment status?**

Q40. What best describes your employment status	Number	Percent
Employed full time	528	62.2 %
Employed part time	90	10.6 %
Not employed, looking for work	7	0.8 %
Not employed, not looking for work	13	1.5 %
Retired	168	19.8 %
Disabled, not able to work	14	1.6 %
Not provided	29	3.4 %
Total	849	100.0 %

**Q40a. How many paying jobs do you have?**

Q40a. How many paying jobs do you have	Number	Percent
1	491	79.4 %
2	113	18.3 %
3+	10	1.6 %
Not provided	4	0.6 %
Total	618	100.0 %

**Q40b. Do you work inside or outside the City limits of Columbia?**

Q40b. Do you work inside or outside City limits of Columbia	Number	Percent
Inside	463	74.9 %
Outside	66	10.7 %
Both	85	13.8 %
Don't know	4	0.6 %
Total	618	100.0 %

**Q41. Would you say your total annual household income is...**

Q41. Your total annual household income	Number	Percent
Under \$25K	74	8.7 %
\$25K to \$34,999	85	10.0 %
\$35K to \$49,999	178	21.0 %
\$50K to \$99,999	199	23.4 %
\$100K+	232	27.3 %
Not provided	81	9.5 %
Total	849	100.0 %

**Q42. Which of the following best describes your race/ethnicity?**

Q42. Your race/ethnicity	Number	Percent
Hispanic	26	3.1 %
White/Caucasian	651	76.7 %
African American/Black	96	11.3 %
Asian/Pacific Islander	43	5.1 %
Native American/Alaska Native	10	1.2 %
Mixed race	20	2.4 %
Other	9	1.1 %
Total	855	

**Q43. What is your gender identity?**

Q43. Your gender identity	Number	Percent
Male	417	49.1 %
Female	417	49.1 %
Other	8	0.9 %
Not provided	7	0.8 %
Total	849	100.0 %

**Q43-3. Other**

Q43-3. Other	Number	Percent
Non-binary	2	28.6 %
Gender is not an identity	1	14.3 %
NON-BINARY TRANSGENDER	1	14.3 %
Transgender	1	14.3 %
GENDER FLUID	1	14.3 %
NEUTRAL	1	14.3 %
Total	7	100.0 %

**Section 5:**  
**Survey Instrument**

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December 3, 2019

Dear Columbia Citizen:

On behalf of the City Council, thank you for your ongoing involvement in this community. We hope you will help us by taking a few minutes to respond to the enclosed survey. Our last citizen survey was in 2018.

Your answers are important, and we value your opinion. To make sure that the City's priorities are in step with the needs of Columbia's residents, we need to know what you think. Your responses will remain confidential.

ETC Institute is helping us with this survey and will submit a public report to the City when it is complete. The report will not identify anyone who responds to the survey.

Please return your completed survey in the next ten days in the enclosed, postage-paid envelope. If you prefer, you may complete the survey online at [www.ColumbiaGov.org](http://www.ColumbiaGov.org).

Feel free to contact 888-801-5368 toll-free if you have questions. Thanks, again, for helping with this important work.

Sincerely,

A handwritten signature in blue ink, appearing to read "BTreece", is written over the word "Sincerely,".

Brian Treece  
Mayor



# 2019 City of Columbia Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to resident concerns. If you have questions, please call Toni Messina, the city's Civic Relations Officer, at 874-7660.

1. **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."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Police services provided by the City	5	4	3	2	1	9
02. Fire services provided by the City	5	4	3	2	1	9
03. Parks and recreation programs and facilities provided by the City	5	4	3	2	1	9
04. Condition (smoothness, absence of cracks/potholes) of streets in Columbia	5	4	3	2	1	9
05. Enforcement of City codes and ordinances	5	4	3	2	1	9
06. Quality of customer service you receive from City employees	5	4	3	2	1	9
07. Effectiveness of City communication with the public	5	4	3	2	1	9
08. The City's stormwater runoff/stormwater management system	5	4	3	2	1	9
09. Public health services provided by the City	5	4	3	2	1	9
10. Solid waste services (trash, recycling, etc.)	5	4	3	2	1	9
11. City water, electric and sewer services	5	4	3	2	1	9
12. Public transit services (bus)	5	4	3	2	1	9

2. **Which FOUR of the major City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?** [Write in your answers below using the numbers from the list in Question 1.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_

3. **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."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the City of Columbia	5	4	3	2	1	9
2. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
3. Overall quality of life in Columbia	5	4	3	2	1	9
4. Overall feeling of safety in Columbia	5	4	3	2	1	9
5. Local economic conditions	5	4	3	2	1	9
6. City efforts to meet its financial needs & maintain a balanced budget	5	4	3	2	1	9

4. **Public Safety.** Please rate your feeling of safety in the following situations in Columbia using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe."

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Walking in your neighborhood during the day	5	4	3	2	1	9
2. Walking in your neighborhood at night	5	4	3	2	1	9
3. In downtown Columbia during the day	5	4	3	2	1	9
4. In downtown Columbia at night	5	4	3	2	1	9
5. In City parks	5	4	3	2	1	9

5. Please indicate how likely you think it is that the following will happen to you in Columbia using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely."

How likely do you think it is that...	Very Likely	Likely	Neutral	Unlikely	Very Unlikely	Don't Know
1. You will hear gun shots	5	4	3	2	1	9
2. You will be a victim of property crime	5	4	3	2	1	9
3. You will be a victim of violent crime	5	4	3	2	1	9
4. You will be a victim of a fire	5	4	3	2	1	9

6. 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."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Visibility of Police in your neighborhood	5	4	3	2	1	9
02. Visibility of Police in commercial areas	5	4	3	2	1	9
03. Police efforts to prevent crime	5	4	3	2	1	9
04. How quickly Police respond to emergencies	5	4	3	2	1	9
05. Overall quality of local Police services	5	4	3	2	1	9
06. Visibility of Fire personnel in your neighborhood	5	4	3	2	1	9
07. Visibility of Fire personnel in commercial areas	5	4	3	2	1	9
08. How quickly Fire personnel respond to emergencies	5	4	3	2	1	9
09. Overall quality of City fire protection	5	4	3	2	1	9
10. The City's Municipal Court	5	4	3	2	1	9

7. Which THREE of the public safety services listed in Question 6 do you think are the MOST IMPORTANT services for the City to provide? [Write in your answers below using the numbers from the list in Question 6.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

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

\_\_\_\_(1) Daily                      \_\_\_\_ (3) A few times per month                      \_\_\_\_ (5) Seldom/never  
 \_\_\_\_ (2) A few times per week                      \_\_\_\_ (4) A few times per year                      \_\_\_\_ (9) Don't know

9. 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."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of City parks	5	4	3	2	1	9
2. Quality of walking/biking trails in Columbia	5	4	3	2	1	9
3. Quality of outdoor athletic fields	5	4	3	2	1	9
4. Quality of recreation programs and classes	5	4	3	2	1	9
5. Availability of information about City parks and recreation programs	5	4	3	2	1	9
6. City pools and aquatic facilities	5	4	3	2	1	9
7. Amount of land acquired to preserve open space/protect the environment	5	4	3	2	1	9

10. 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? [Write in your answers below using the numbers from the list in Question 9.]

1st: \_\_\_\_ 2nd: \_\_\_\_

11. **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."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. City maintenance and repair services for major City streets	5	4	3	2	1	9
2. City maintenance and repair services for streets in your neighborhood	5	4	3	2	1	9
3. Snow removal on major City streets	5	4	3	2	1	9
4. Snow removal on neighborhood streets	5	4	3	2	1	9
5. City street cleaning services	5	4	3	2	1	9
6. Condition of sidewalks adjacent to City streets	5	4	3	2	1	9
7. Availability of sidewalks in Columbia	5	4	3	2	1	9
8. Condition of pavement markings	5	4	3	2	1	9
9. Mowing/trimming of public areas along City streets	5	4	3	2	1	9

12. 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? [Write in your answers below using the numbers from the list in Question 11.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

13. **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."

How satisfied are you with City efforts to enforce...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of residential property	5	4	3	2	1	9
2. Residential building codes	5	4	3	2	1	9
3. Maintenance of commercial property	5	4	3	2	1	9
4. Commercial building codes	5	4	3	2	1	9
5. Parking on neighborhood streets	5	4	3	2	1	9
6. Clean-up of trash and litter	5	4	3	2	1	9

- 13a. If you were not satisfied with any of the services rated in Question 13, why not?

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14. Which THREE of the code enforcement items listed in Question 13 do you think are the MOST IMPORTANT services for the City to provide? [Write in your answers below using the numbers from the list in Question 13.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

15. **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."

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. Columbia City government is democratic and representative	5	4	3	2	1	9
2. Columbia City government is transparent	5	4	3	2	1	9
3. Columbia City government is efficient	5	4	3	2	1	9
4. Columbia City government is innovative	5	4	3	2	1	9
5. Columbia City government values diversity	5	4	3	2	1	9
6. Columbia City employees are ethical and honest	5	4	3	2	1	9
7. Columbia government leaders listen to what citizens have to say	5	4	3	2	1	9

**16. 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."

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Columbia is a great place to live, work, learn and play	5	4	3	2	1	9
2.	Columbia is a place where I can thrive	5	4	3	2	1	9
3.	I earn a living wage that allows me to meet basic needs for housing, food and utilities without assistance from others	5	4	3	2	1	9
4.	I take advantage of water/light energy efficiency programs to manage my home energy use	5	4	3	2	1	9
5.	Columbia has jobs for which I am qualified	5	4	3	2	1	9
6.	Columbia has job opportunities that would allow me to advance myself in my field	5	4	3	2	1	9
7.	Columbia offers opportunities to help people who want to start their own businesses	5	4	3	2	1	9
8.	There are opportunities for women to go into business for themselves and be successful	5	4	3	2	1	9
9.	There are opportunities for minorities to go into business for themselves and be successful	5	4	3	2	1	9

**17. When you are sick or need advice about your health, where do you usually go? [Check all that apply.]**

- (1) A doctor's office                       (3) A hospital emergency room                       (5) Other: \_\_\_\_\_  
 (2) An urgent care center                       (4) No usual place

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

- (1) Yes [Answer Q18a.]                       (2) No [Skip to Q19.]

**18a. What was the main reason you could not get medical care?**

- (1) Cost/No insurance                       (5) Distance from medical provider  
 (2) Office wasn't open when I could get there                       (6) Too long a wait for an appointment  
 (3) Too long a wait in the waiting room                       (7) No childcare  
 (4) No transportation                       (8) Medical provider did not speak my language

**19. 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?**

- (1) Yes                       (2) No

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

- (1) 0 times                       (2) 1 or 2 times                       (3) 3 or more times

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

- (1) Four or more times/day                       (2) Less than four or more times/day                       (3) Never                       (9) Don't know

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

- (1) I have a close relationship with many of my neighbors  
 (2) I have a close relationship with a few my neighbors  
 (3) I know several of my neighbors, but I am not very close with any of them  
 (4) I know a few people in my neighborhood, but I am not very close with any of them  
 (5) I don't know anyone in my neighborhood

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

- \_\_\_(1) They often help one another and have many social activities together
- \_\_\_(2) They often help one another but do not have many social activities together
- \_\_\_(3) They occasionally help one another but generally keep to themselves
- \_\_\_(4) They almost always keep to themselves
- \_\_\_(9) Don't know

**24. Neighborhoods. Please indicate the extent to which you think each of the following is a problem in your neighborhood by circling the corresponding number below.**

		Major Problem	Moderate Problem	Minor Problem	Not a Problem	Don't Know
01.	Crime, drugs or violence	4	3	2	1	9
02.	Unemployment	4	3	2	1	9
03.	Homelessness	4	3	2	1	9
04.	Public schools not providing quality education	4	3	2	1	9
05.	Lack of cultural activities	4	3	2	1	9
06.	Lack of recreational activities	4	3	2	1	9
07.	Lack of affordable, quality child care	4	3	2	1	9
08.	Abandoned or run-down buildings	4	3	2	1	9
09.	Unsupervised children or teenagers	4	3	2	1	9
10.	Speeding on neighborhood streets	4	3	2	1	9
11.	Lack of affordable housing	4	3	2	1	9
12.	Tension between racial/ethnic groups	4	3	2	1	9
13.	Lack of good places to shop for food or other items	4	3	2	1	9
14.	Roaming/loose animals	4	3	2	1	9
15.	Flooding	4	3	2	1	9
16.	Overgrown lots	4	3	2	1	9
17.	Graffiti	4	3	2	1	9
18.	Abandoned cars or vehicles	4	3	2	1	9

**25. 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."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	
1.	Condition of housing	5	4	3	2	1	9
2.	Condition of streets (smoothness, absence of cracks/potholes)	5	4	3	2	1	9
3.	Availability of sidewalks	5	4	3	2	1	9
4.	Neighborhood parks	5	4	3	2	1	9
5.	Overall appearance of your neighborhood	5	4	3	2	1	9
6.	Overall quality of City services in your neighborhood	5	4	3	2	1	9

**26. How would you like to receive information from the City? [Check all that apply.]**

- \_\_\_(01) The City newsletter that comes with utility bill
- \_\_\_(02) Local newspaper
- \_\_\_(03) Television news
- \_\_\_(04) City cable channel
- \_\_\_(05) City website
- \_\_\_(06) Radio
- \_\_\_(07) Friends/neighbors
- \_\_\_(08) Neighborhood/Homeowners associations
- \_\_\_(09) Facebook
- \_\_\_(10) Twitter
- \_\_\_(11) YouTube
- \_\_\_(12) Pinterest
- \_\_\_(13) Instagram
- \_\_\_(14) Other: \_\_\_\_\_

**27. 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."**

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	City government is a trusted source of information about programs and services	5	4	3	2	1	9
2.	It is easy to get the information I need from City government	5	4	3	2	1	9
3.	Information is communicated clearly, accurately and in a form that meets my needs	5	4	3	2	1	9
4.	The City's cable television channel provides information that is useful to me	5	4	3	2	1	9
5.	The City's website provides information that is useful to me	5	4	3	2	1	9
6.	The City newsletter provides information that is useful to me	5	4	3	2	1	9
7.	The City's use of social media provides information that is useful to me	5	4	3	2	1	9
8.	There are enough mobile apps to provide the City information I need or to conduct business with the City	5	4	3	2	1	9

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

\_\_\_\_(1) Yes [Answer Q28a-d.]      \_\_\_\_ (2) No [Skip to Q29.]

**28a. How did you contact the City MOST RECENTLY?**

\_\_\_\_(1) Telephone      \_\_\_\_ (2) Website      \_\_\_\_ (3) Walk-in      \_\_\_\_ (4) Through City Council member or Mayor

**28b. For which service did you contact the City MOST RECENTLY?**

- |                               |                                  |   |
|-------------------------------|----------------------------------|---|
| ____(01) Police               | ____(08) Public health           | ____(15) Solid waste (trash, recycling, yard waste) |
| ____(02) Fire                 | ____(09) Streets                 | ____(16) Human resources                            |
| ____(03) Water                | ____(10) Sidewalks               | ____(17) Airport                                    |
| ____(04) Sewer                | ____(11) Electric service        | ____(18) Energy efficiency                          |
| ____(05) Stormwater           | ____(12) Public transportation   | ____(19) Other: _____                               |
| ____(06) Parks and Recreation | ____(13) Planning and Zoning     |   |
| ____(07) Code enforcement     | ____(14) Monthly utility billing |   |

**28c. Why did you contact the City about this service? [Check all that apply.]**

- |                                   |  |
|-----------------------------------|--|
| ____(1) Request service           | ____(5) Request emergency assistance     |
| ____(2) Get information           | ____(6) Request non-emergency assistance |
| ____(3) Report a problem          | ____(7) Comply with City requirements    |
| ____(4) Discuss a billing problem | ____(8) Other: _____                     |

**28d. Please indicate your level of agreement with the following statements about the quality of service you received from City employees the last time you contacted the city (as indicated in Question 28 b-c) by circling the corresponding number below.**

Behavior	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. The hours City employees were available met my needs	5	4	3	2	1	9
2. I knew who to contact for my needs	5	4	3	2	1	9
3. It was easy to reach the right person at the City	5	4	3	2	1	9
4. City employees who helped me were courteous and polite	5	4	3	2	1	9
5. City employees did what they said they would do in a timely manner	5	4	3	2	1	9
6. City employees gave prompt, accurate and complete answers to my questions	5	4	3	2	1	9
7. City employees were knowledgeable	5	4	3	2	1	9
8. Overall, I was satisfied with the quality of customer service provided by the City	5	4	3	2	1	9

**29. Overall, how do you rate the service provided by the City's Utility Billing Office?**

\_\_\_\_(1) Excellent    \_\_\_\_ (2) Good    \_\_\_\_ (3) Average    \_\_\_\_ (4) Poor    \_\_\_\_ (5) Very poor    \_\_\_\_ (9) Don't know

**30. Utilities. Please indicate if your household uses the following services provided by the City of Columbia. If "Yes", please rate your overall satisfaction with that service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

Service	Do you use this service?		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential trash collection service	Yes	No	5	4	3	2	1	9
2. Curbside recycling (blue bags)	Yes	No	5	4	3	2	1	9
3. Drop-off recycling	Yes	No	5	4	3	2	1	9
4. City electric service	Yes	No	5	4	3	2	1	9
5. City water service	Yes	No	5	4	3	2	1	9
6. City sewer service	Yes	No	5	4	3	2	1	9

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

1. Used Police services?	Yes	No
2. Been a victim of any crime?	Yes	No
3. Used Fire or emergency medical services?	Yes	No
4. Visited a community recreation center?	Yes	No
5. Visited a City park?	Yes	No
6. Used public transportation/bus?	Yes	No
7. Attended or watched any City meetings?	Yes	No
8. Used Columbia Regional Airport?	Yes	No
9. Used public health services provided by the City?	Yes	No

**32. Please rate the importance of the following components of the City's Climate Action and Adaptation Plan using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important at All."**

Component	Very Important	Somewhat Important	Neutral	Not Very Important	Not Important at All	Don't Know
1. Increasing energy conservation and efficiency programs	5	4	3	2	1	9
2. Fostering natural areas in public spaces	5	4	3	2	1	9
3. Encouraging natural areas on residential and commercial land	5	4	3	2	1	9
4. Increasing renewable energy programs	5	4	3	2	1	9
5. Adapting to climate change	5	4	3	2	1	9
6. Increasing recycling and composting collection services	5	4	3	2	1	9
7. Increasing water conservation programs	5	4	3	2	1	9

**Demographics**

**33. Are you registered to vote in the City of Columbia?**    \_\_\_\_ (1) Yes    \_\_\_\_ (2) No

**34. Approximately how many years have you lived in Columbia?**    \_\_\_\_\_ years

**35. Are you a student in a college or university?**    \_\_\_\_ (1) Yes    \_\_\_\_ (2) No

**36. Do you own or rent your current residence?**    \_\_\_\_ (1) Own    \_\_\_\_ (2) Rent

**37. What is your age?**    \_\_\_\_\_ years

**38. How many people live in your household?**    \_\_\_\_\_ people

39. How many people in your household are employed? \_\_\_\_\_ people
40. Which of the following best describes your employment status?  
 \_\_\_\_ (1) Employed full time [Answer Q40a-b.]      \_\_\_\_ (4) Not employed, NOT looking for work [Skip to Q41.]  
 \_\_\_\_ (2) Employed part time [Answer Q40a-b.]      \_\_\_\_ (5) Retired [Skip to Q41.]  
 \_\_\_\_ (3) Not employed, looking for work [Skip to Q41.]      \_\_\_\_ (6) Disabled, not able to work [Skip to Q41.]
- 40a. How many paying jobs do you have? \_\_\_\_\_ jobs
- 40b. Do you work inside or outside the city limits of Columbia?  
 \_\_\_\_ (1) Inside      \_\_\_\_ (2) Outside      \_\_\_\_ (3) Both      \_\_\_\_ (9) Don't know
41. Would you say your total annual household income is...  
 \_\_\_\_ (1) Under \$25,000      \_\_\_\_ (3) \$35,000 to \$49,999      \_\_\_\_ (5) \$100,000 or more  
 \_\_\_\_ (2) \$25,000 to \$34,999      \_\_\_\_ (4) \$50,000 to \$99,999
42. Which of the following best describes your race/ethnicity?  
 \_\_\_\_ (1) Hispanic      \_\_\_\_ (4) Asian/Pacific Islander      \_\_\_\_ (7) Other: \_\_\_\_\_  
 \_\_\_\_ (2) White/Caucasian      \_\_\_\_ (5) Native American/Alaska Native  
 \_\_\_\_ (3) African American/Black      \_\_\_\_ (6) Mixed Race
43. What is your gender identity?      \_\_\_\_ (1) Male      \_\_\_\_ (2) Female      \_\_\_\_ (3) Other \_\_\_\_\_

If you have any additional comments, please write them on a separate piece of paper and return them with your completed survey. You may also complete the survey and provide comments on-line at [www.ColumbiaGov.org](http://www.ColumbiaGov.org).

This concludes the survey. Thank you for your time.  
 Please return your completed survey in the enclosed postage-paid envelope addressed to:  
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Individual responses to the survey will remain confidential. The information printed to the right will ONLY be used by the City to understand differences in the experience based on geography. If your address is not correct, please provide the correct information. Thank you.