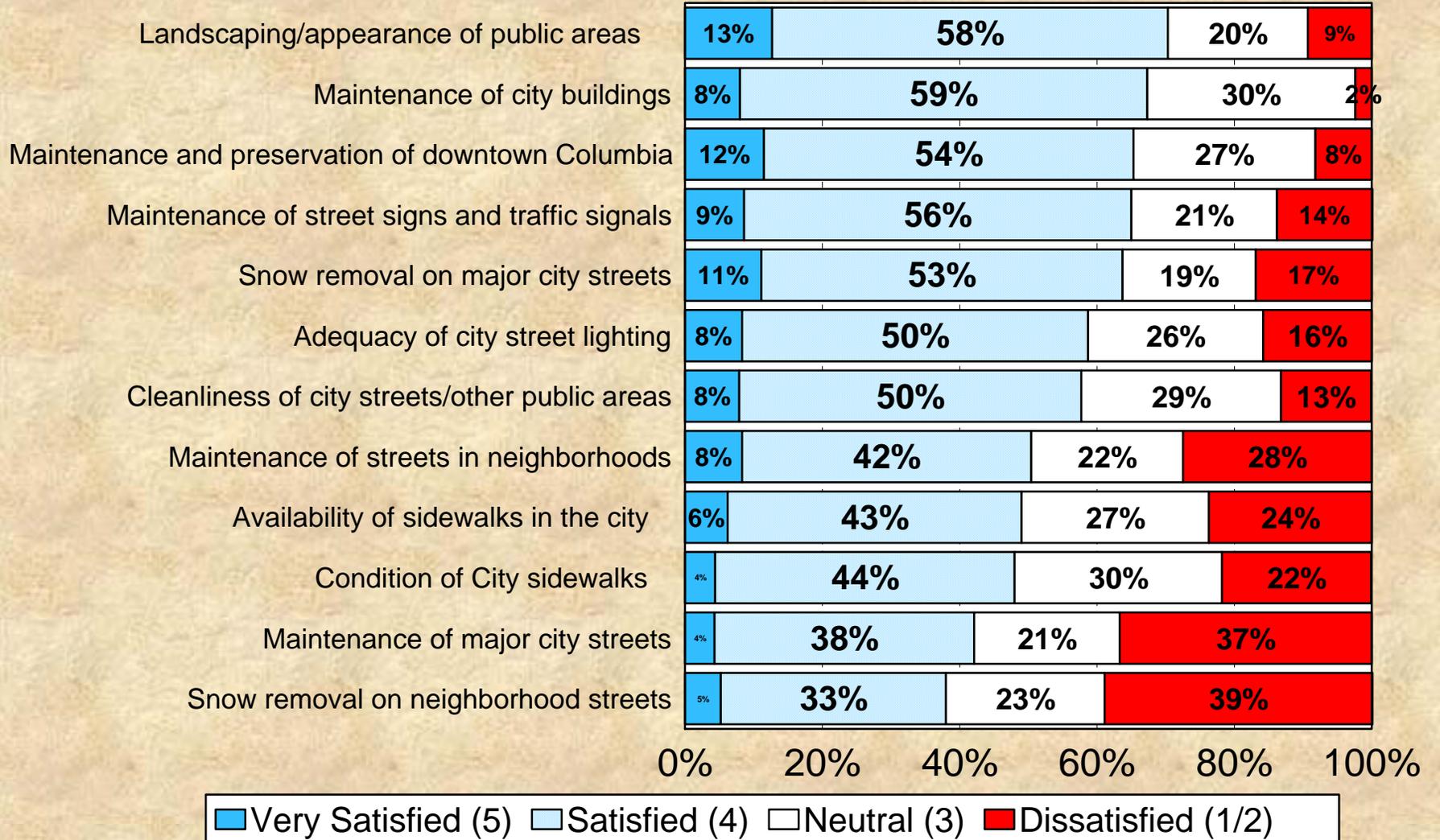


Maintenance

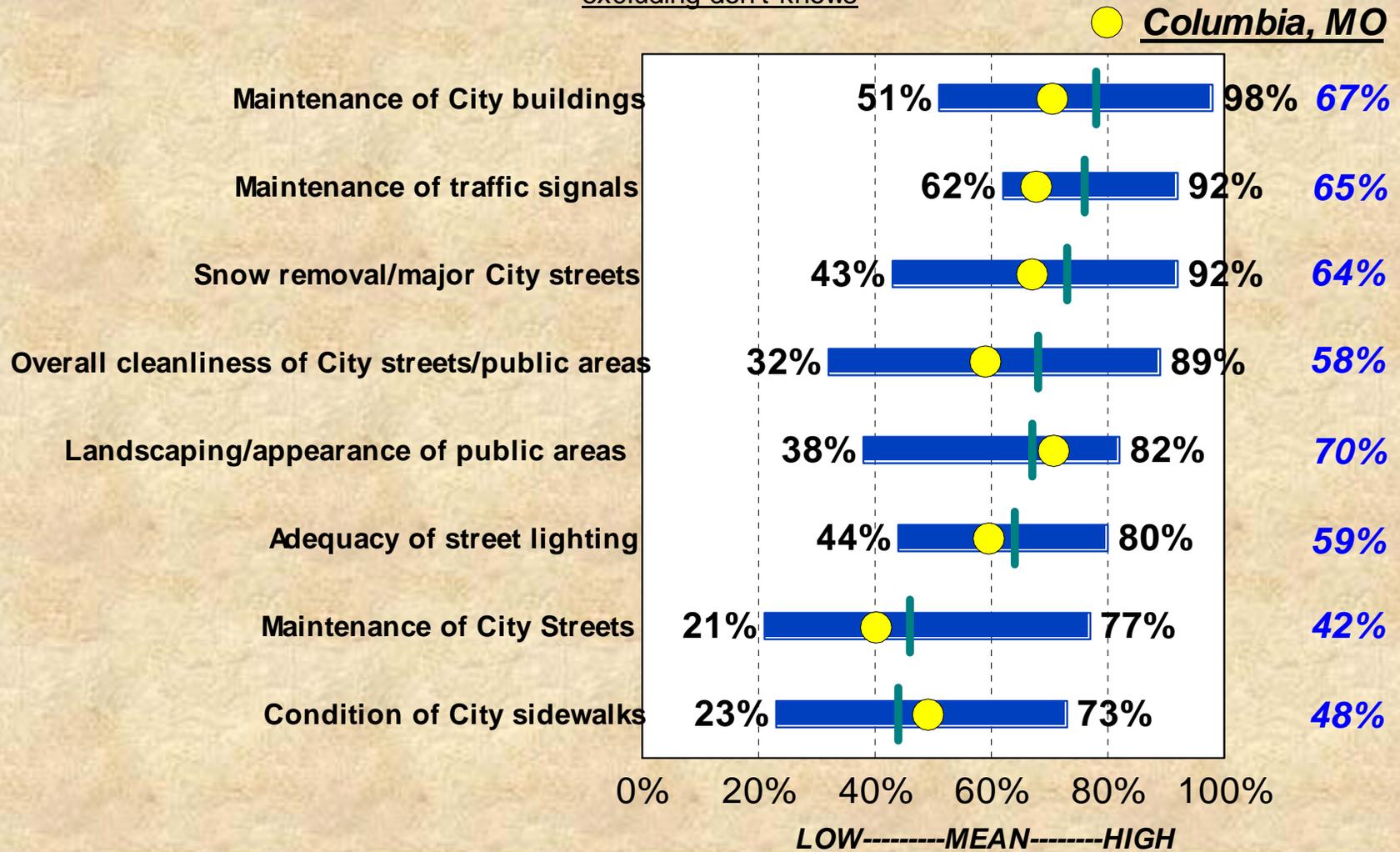
Satisfaction with Various Aspects of City Maintenance/Public Works

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows



Satisfaction with Maintenance Services 2005

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows



Source: ETC Institute Survey (May 2005)

Satisfaction with the Maintenance of Neighborhood Streets (Q8b)

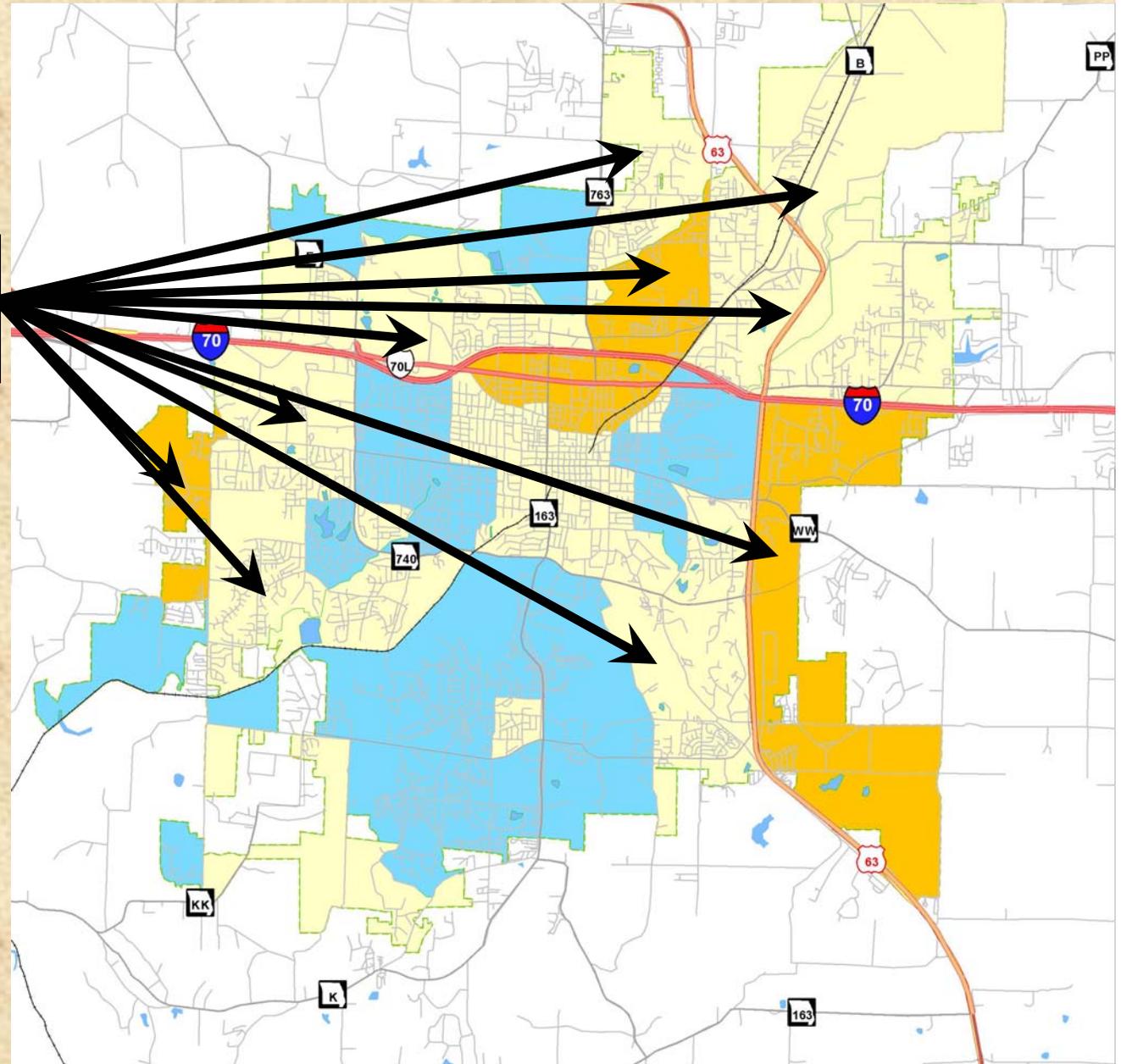
2005 Columbia Community Survey

Potential Areas of Concern

Mean Rating
1=very unsatisfied
5=very satisfied

LEGEND:

- 1.00 to 1.80
- 1.80 to 2.60
- 2.60 to 3.40
- 3.40 to 4.20
- 4.20 to 5.00



Satisfaction with Snow Removal on Neighborhood Streets (Q8g)

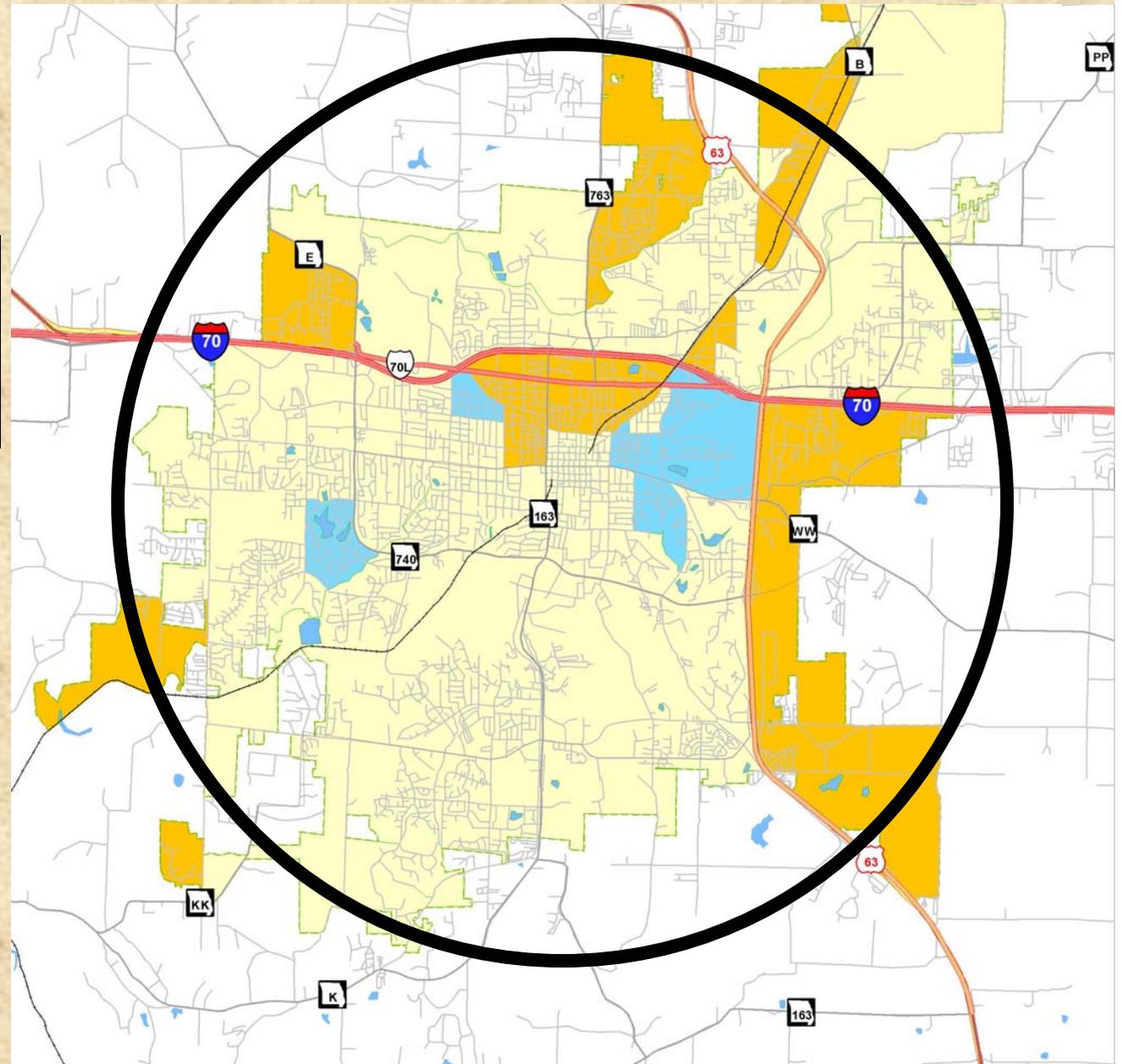
*2005 Columbia
Community Survey*

Potential Areas of
Concern: Much
of the City

Mean Rating

1=very unsatisfied
5=very satisfied

LEGEND:



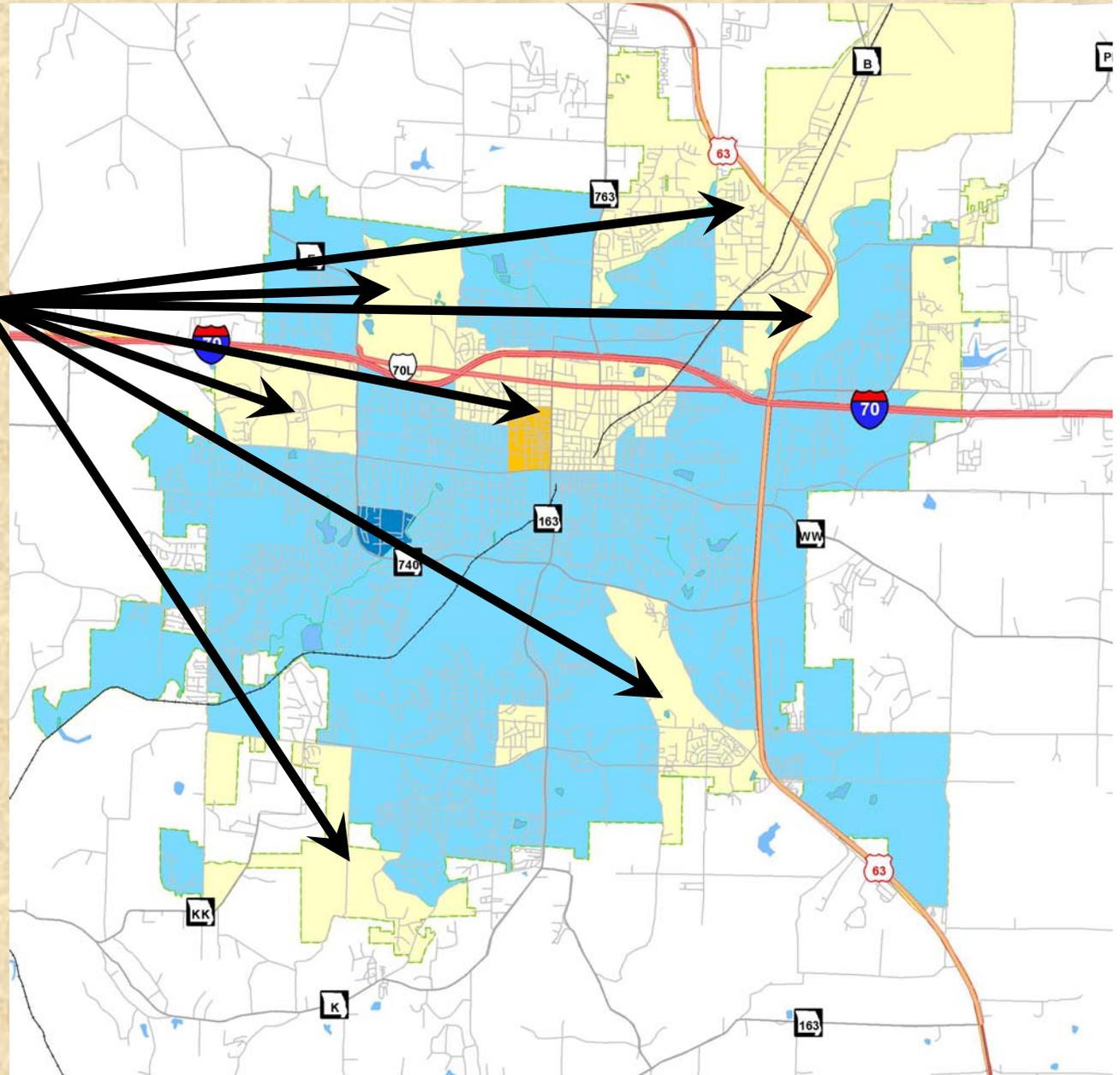
Satisfaction with City Street Lighting (Q8i)

*2005 Columbia
Community Survey*

Potential Areas of
Concern

Mean Rating
1=very unsatisfied
5=very satisfied

LEGEND:



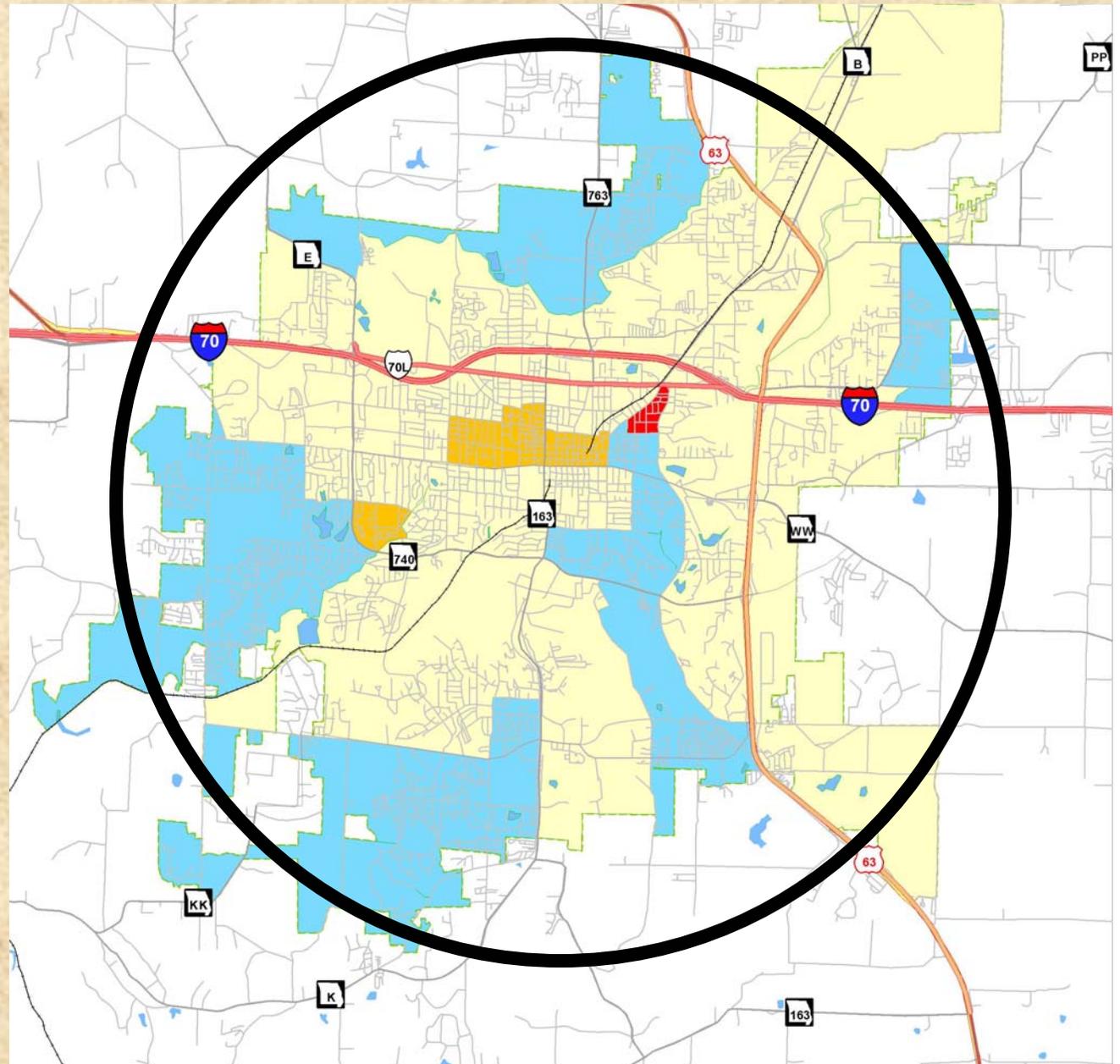
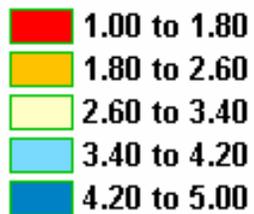
Satisfaction with the Condition of Sidewalks (Q8j)

2005 Columbia Community Survey

Potential Areas of Concern: Much of the City

Mean Rating
1=very unsatisfied
5=very satisfied

LEGEND:



Satisfaction with the Availability of Sidewalks (Q8k)

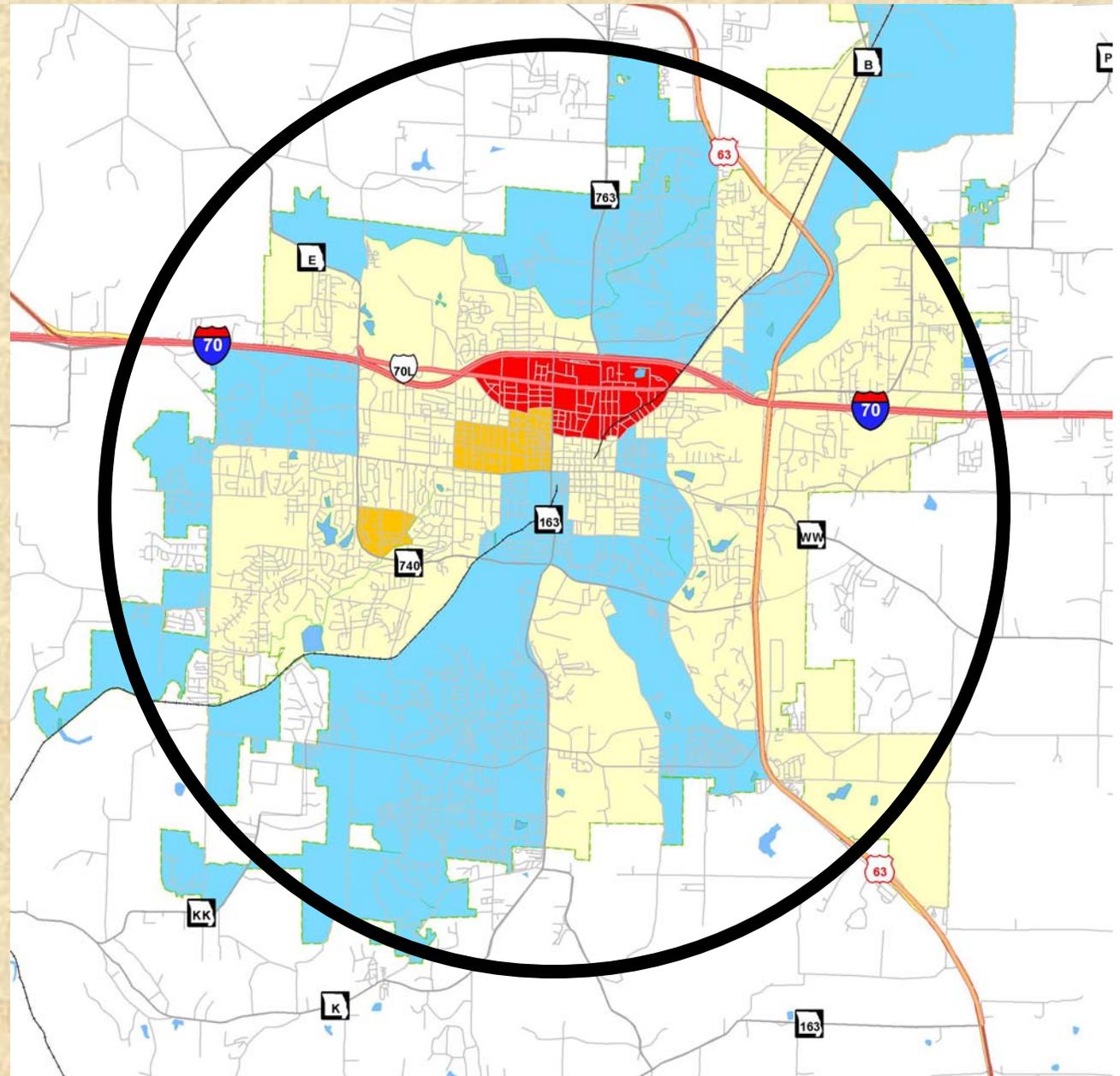
2005 Columbia Community Survey

Potential Areas of Concern: Much of the City

Mean Rating

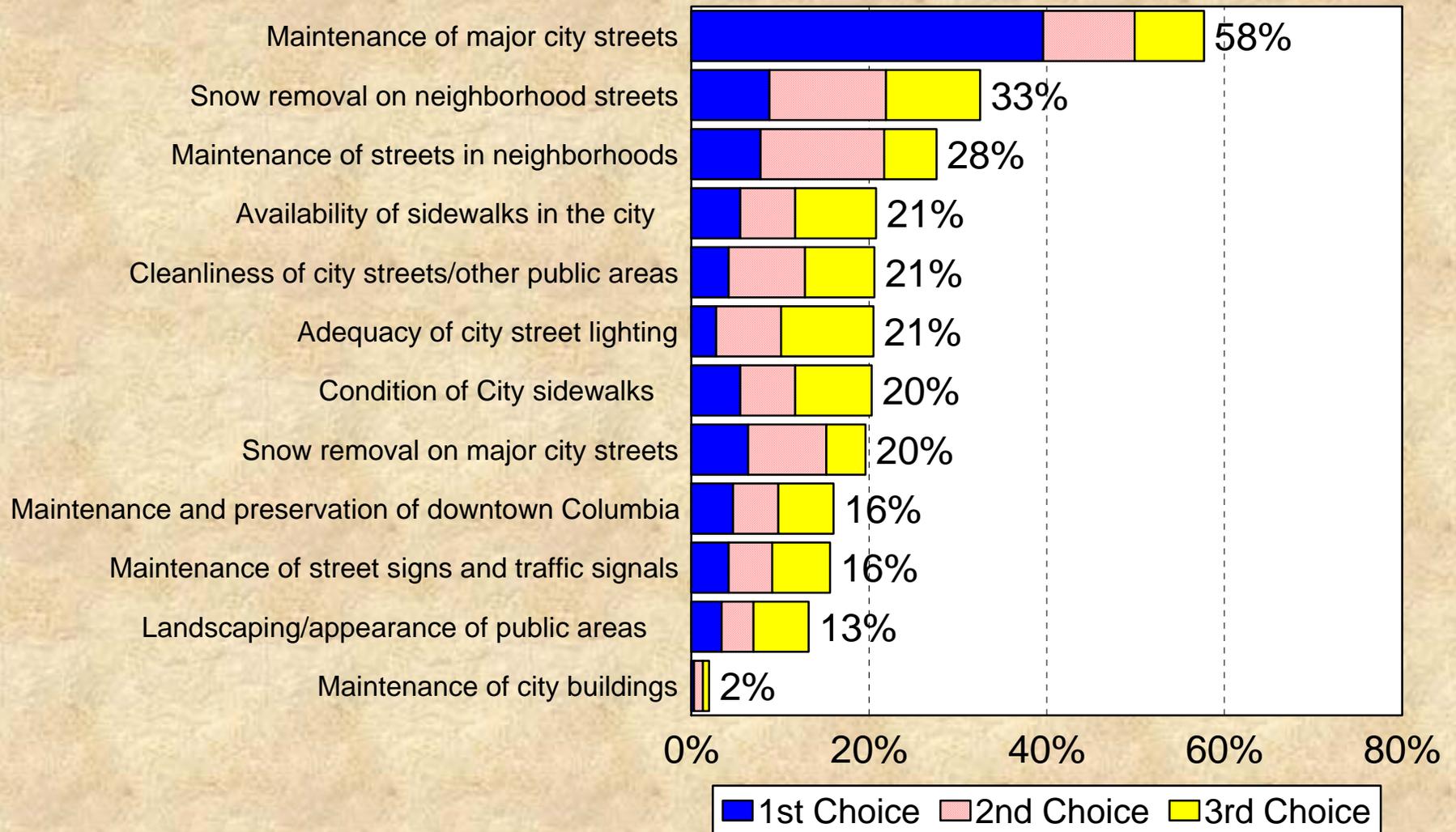
1=very unsatisfied
5=very satisfied

LEGEND:



City Maintenance/Public Works Services That Residents Thought Should Receive the Most Emphasis Over the Next Two Years by Major Category

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



Source: ETC Institute DirectionFinder (2005 - Columbia, MO)

Importance-Satisfaction Rating

City of Columbia

CITY MAINTENANCE/PUBLIC WORKS

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of major City streets	58%	1	42%	11	0.3364	1
Snow removal on neighborhood streets	33%	2	38%	12	0.2046	2
<u>High Priority (IS .10-.20)</u>						
Maintenance of neighborhood streets	28%	3	50%	8	0.1400	3
Availability of sidewalks in the City	21%	4	49%	9	0.1071	4
Condition of sidewalks	20%	7	48%	10	0.1040	5
<u>Medium Priority (IS <.10)</u>						
Cleanliness of public areas	21%	5	58%	7	0.0882	6
Adequacy of City street lighting	21%	6	59%	6	0.0861	7
Snow removal on major city streets	20%	8	64%	5	0.0720	8
Maintenance of street signs/signals	16%	10	65%	4	0.0560	9
Maintenance/preservation of downtown	16%	9	65%	3	0.0560	10
Landscaping of public areas	13%	11	70%	1	0.0390	11
Maintenance of City buildings	2%	12	67%	2	0.0066	12