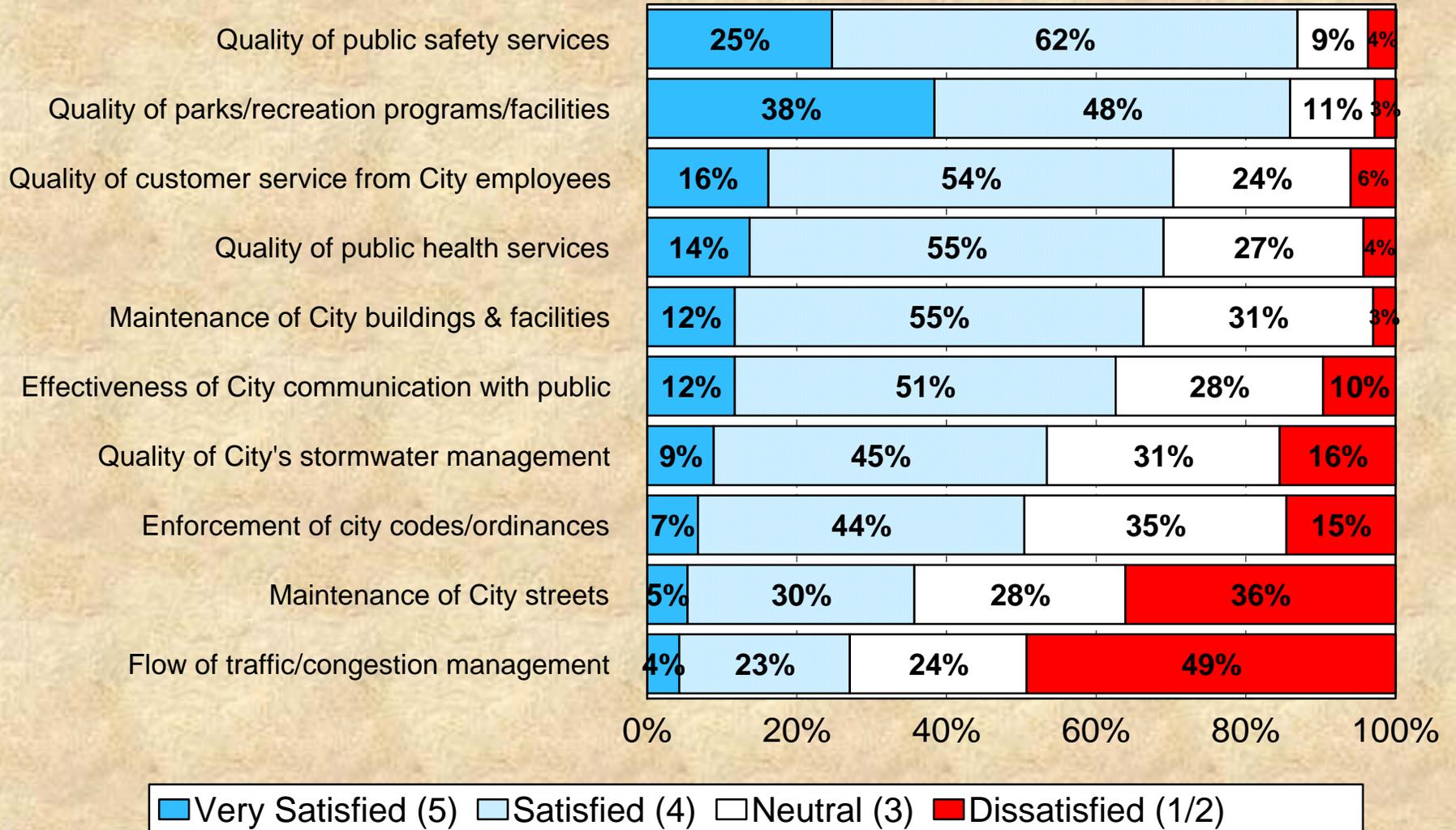


# **Overall Satisfaction with Major City Services**

# Overall Satisfaction With City Services by Major Category

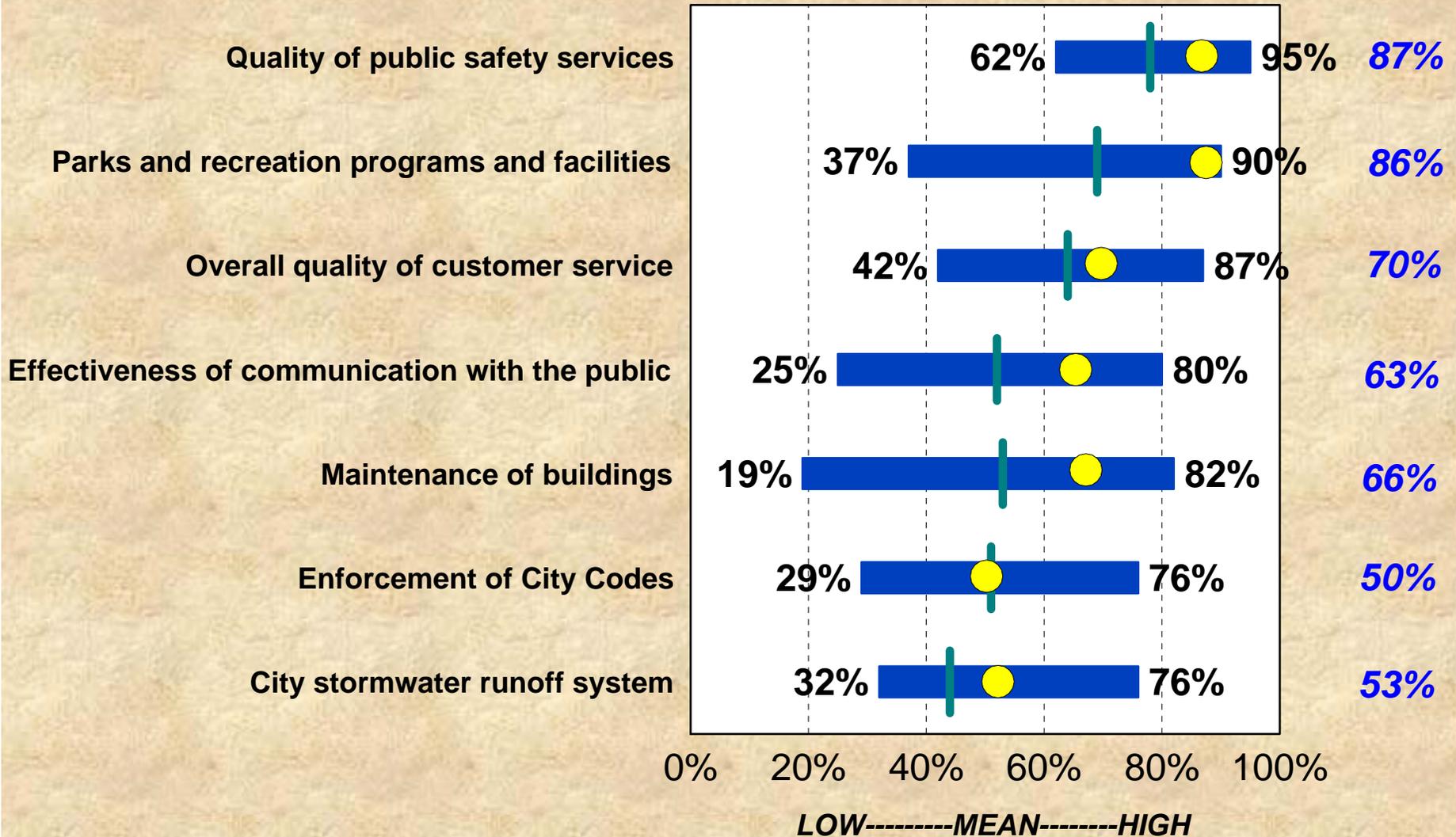
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale  
excluding don't knows



# Overall Satisfaction With City Services 2005

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

● Columbia, MO

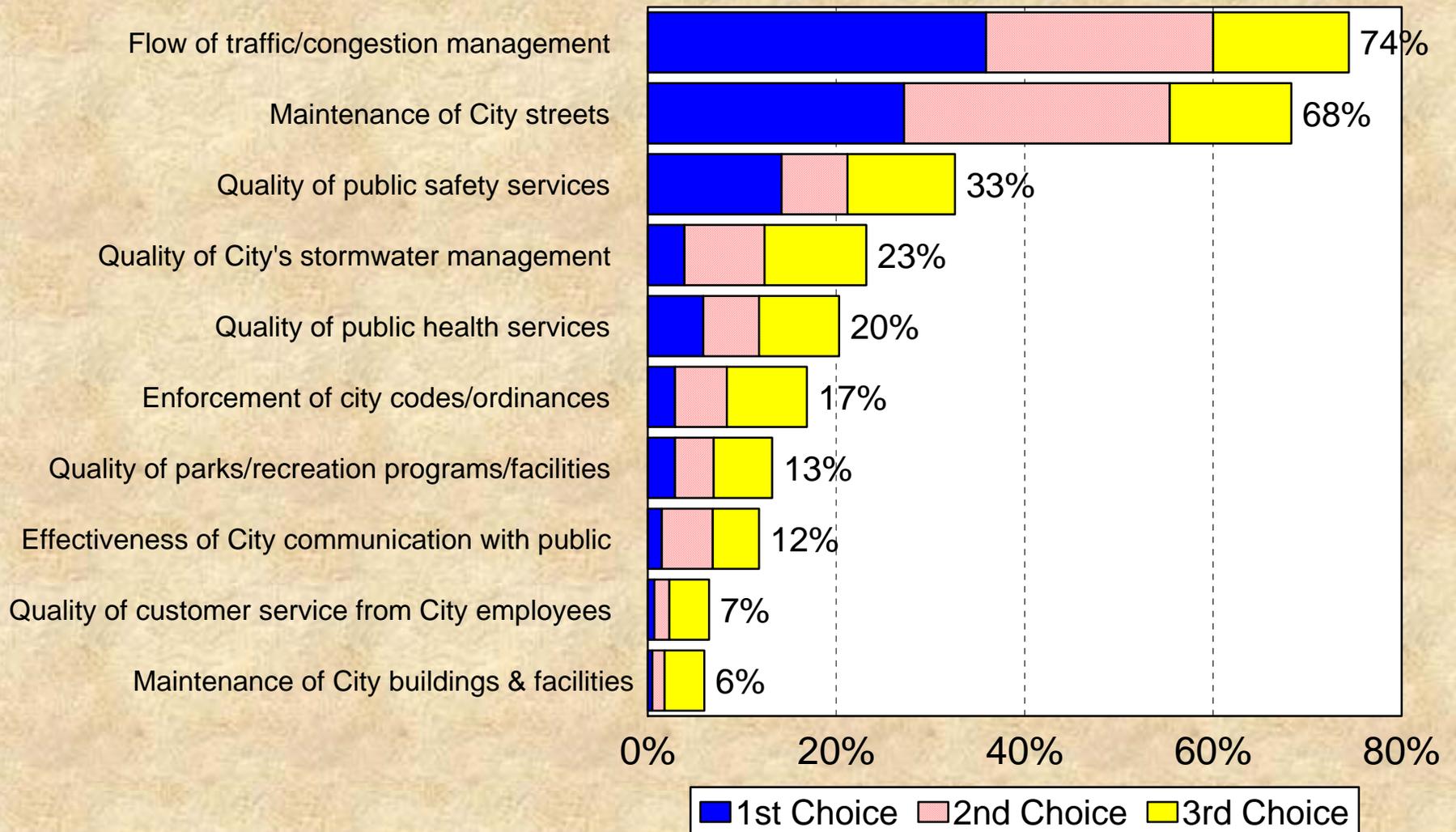


Source: ETC Institute Survey (May 2005)

# **Community Priorities**

# City Services That 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



# Importance-Satisfaction Rating

## City of Columbia

### OVERALL

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>						
Flow of traffic/congestion management	74%	1	27%	10	0.5402	1
Maintenance of City streets	68%	2	36%	9	0.4352	2
<b><u>High Priority (IS .10-.20)</u></b>						
Stormwater runoff/management	23%	4	53%	7	0.1081	3
<b><u>Medium Priority (IS &lt; .10)</u></b>						
City codes and ordinances	17%	6	50%	8	0.0850	4
Quality of public health services	20%	5	69%	4	0.0620	5
City communication	12%	8	63%	6	0.0444	6
Quality public safety services	33%	3	87%	1	0.0429	7
Customer service	7%	9	70%	3	0.0210	8
Maintenance of City buildings	6%	10	66%	5	0.0204	9
Parks and recreation	13%	7	86%	2	0.0182	10