

2013 City of Columbia Community Survey Data

WITHOUT DON'T KNOW

Q1. Major categories of services provided by the City of Columbia are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=811)

2011 (N=834)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Public safety services provided by the City	24.0%	51.7%	15.8%	6.7%	1.8%
2011	26.0%	55.1%	13.3%	4.4%	1.2%
Q1b. Parks and recreation programs and facilities provided by the City	44.1%	42.0%	10.5%	2.4%	1.0%
2011	42.8%	44.6%	8.9%	2.7%	1.0%
Q1c. Condition of City streets	3.4%	20.9%	28.0%	36.3%	11.4%
2011	1.7%	18.4%	22.9%	40.4%	16.6%
Q1d. Enforcement of City codes and ordinances	8.7%	34.7%	39.8%	12.1%	4.7%
2011	6.9%	33.1%	43.6%	12.8%	3.6%
Q1e. Quality of customer service you receive from City employees	21.9%	47.2%	24.4%	4.6%	1.9%
2011	18.5%	47.7%	28.0%	5.0%	0.8%
Q1f. Effectiveness of City communication with the public	13.7%	43.7%	31.0%	9.2%	2.3%
2011	11.9%	48.2%	30.4%	7.9%	1.5%
Q1g. The City's stormwater runoff/stormwater management system	12.0%	41.7%	30.8%	12.1%	3.4%
2011	11.0%	37.1%	30.9%	15.9%	5.0%
Q1h. Public health services in the community	21.9%	45.5%	27.0%	4.6%	1.0%
2011	19.8%	50.0%	25.1%	4.3%	0.8%
Q1i. Solid waste services (trash, recycling, etc.)	35.2%	48.2%	9.6%	5.4%	1.5%
2011	29.6%	54.5%	9.6%	5.2%	1.1%
Q1j. City water, electric, and sewer services	31.7%	52.4%	11.6%	2.9%	1.5%
2011 City utility services	26.3%	56.2%	12.0%	4.4%	1.2%

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Q2. Which FOUR of the major City services listed above do you think are the most important services for the City to provide?

<u>1st Choice</u>	<u>Number</u>	<u>Percent</u>
Public safety services provided by the City	581	71.6 %
Parks and recreation programs and facilities	21	2.6 %
Condition of City streets	45	5.5 %
Enforcement of City codes and ordinances	7	0.9 %
Quality of customer service you receive from City employees	6	0.7 %
Effectiveness of City communication with the public	4	0.5 %
The City's stormwater runoff/stormwater	7	0.9 %
Public health services in the community	15	1.8 %
Solid waste services	23	2.8 %
City water, electric, and sewer services	89	11.0 %
<u>None chosen</u>	<u>13</u>	<u>1.6 %</u>
Total	811	100.0 %

Q2. Which FOUR of the major City services listed above do you think are the most important services for the City to provide?

<u>2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Public safety services provided by the City	71	8.8 %
Parks and recreation programs and facilities	62	7.6 %
Condition of City streets	187	23.1 %
Enforcement of City codes and ordinances	45	5.5 %
Quality of customer service you receive from City employees	7	0.9 %
Effectiveness of City communication with the public	22	2.7 %
The City's stormwater runoff/stormwater	17	2.1 %
Public health services in the community	72	8.9 %
Solid waste services	102	12.6 %
City water, electric, and sewer services	208	25.6 %
<u>None chosen</u>	<u>18</u>	<u>2.2 %</u>
Total	811	100.0 %

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Q2. Which FOUR of the major City services listed above do you think are the most important services for the City to provide?

3rd Choice	Number	Percent
Public safety services provided by the City	48	5.9 %
Parks and recreation programs and facilities	47	5.8 %
Condition of City streets	107	13.2 %
Enforcement of City codes and ordinances	60	7.4 %
Quality of customer service you receive from City employees	16	2.0 %
Effectiveness of City communication with the public	35	4.3 %
The City's stormwater runoff/stormwater	37	4.6 %
Public health services in the community	100	12.3 %
Solid waste services	186	22.9 %
City water, electric, and sewer services	150	18.5 %
None chosen	25	3.1 %
Total	811	100.0 %

Q2. Which FOUR of the major City services listed above do you think are the most important services for the City to provide?

4th Choice	Number	Percent
Public safety services provided by the City	33	4.1 %
Parks and recreation programs and facilities	110	13.6 %
Condition of City streets	143	17.6 %
Enforcement of City codes and ordinances	43	5.3 %
Quality of customer service you receive from City employees	33	4.1 %
Effectiveness of City communication with the public	32	3.9 %
The City's stormwater runoff/stormwater	41	5.1 %
Public health services in the community	86	10.6 %
Solid waste services	121	14.9 %
City water, electric, and sewer services	126	15.5 %
None chosen	43	5.3 %
Total	811	100.0 %

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Q2. Which **FOUR of the major City services listed above do you think are the most important services for the City to provide? (Sum of Top Four Choices)**

2011 – top 3

Sum of Top Four Choices	Number	Percent		
Public safety services provided by the City	733	90.4 %	665	79.7%
Parks and recreation programs and facilities	240	29.6 %	176	21.1%
Condition of City streets	482	59.4 %	378	45.3%
Enforcement of City codes and ordinances	155	19.1 %	70	8.4%
Quality of customer service you receive from City employees	62	7.6 %	28	3.4%
Effectiveness of City communication with the public	93	11.5 %	62	7.4%
The City's stormwater runoff/stormwater	102	12.6 %	83	10.0%
Public health services in the community	273	33.7 %	201	24.1%
Solid waste services	432	53.3 %	306	36.7%
City water, electric, and sewer services	573	70.7 %	414	49.6%
None chosen	13	1.6 %	28	3.4%
Total	3158		2,411	

Sum of Top Four Choices	Number	Percent
Public safety services provided by the City	733	90.4 %
Parks and recreation programs and facilities	240	29.6 %
Condition of City streets	482	59.4 %
Enforcement of City codes and ordinances	155	19.1 %
Quality of customer service you receive from City employees	62	7.6 %
Effectiveness of City communication with the public	93	11.5 %
The City's stormwater runoff/stormwater	102	12.6 %
Public health services in the community	273	33.7 %
Solid waste services	432	53.3 %
City water, electric, and sewer services	573	70.7 %
None chosen	13	1.6 %
Total	3158	

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Q3. PERCEPTIONS OF THE CITY. Several items that may influence your perception of the City of Columbia are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=811)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3a. Overall quality of services provided by the City of Columbia	18.5%	59.4%	15.9%	3.3%	0.7%	2.1%
Q3b. Overall value that you receive for your City tax dollars and fees	12.1%	41.8%	25.2%	13.9%	3.6%	3.5%
Q3c. City efforts to pursue innovative programs and solutions	11.5%	37.9%	31.7%	11.0%	2.2%	5.8%
Q3d. City efforts to partner with organizations/citizens to address issues	10.5%	36.7%	32.2%	10.7%	2.3%	7.5%
Q3e. Transparency and accountability of City actions	6.7%	28.9%	32.6%	18.6%	4.9%	8.3%
Q3f. How well the City is planning for growth	6.5%	25.5%	25.8%	26.0%	10.9%	5.3%
Q3g. Overall quality of life in the city	23.1%	55.7%	13.3%	5.8%	1.0%	1.1%
Q3h. Overall feeling of safety in the city	12.7%	48.0%	20.7%	14.2%	3.7%	0.7%

2013 City of Columbia Community Survey Data

WITHOUT DON'T KNOW

Q3. PERCEPTIONS OF THE CITY. Several items that may influence your perception of the City of Columbia are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=811)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Overall quality of services provided by the City of Columbia	18.9%	60.7%	16.2%	3.4%	0.8%
2011	16.2%	63.9%	16.8%	2.4%	0.7%
Q3b. Overall value that you receive for your City tax dollars and fees	12.5%	43.3%	26.1%	14.4%	3.7%
2011	11.6%	44.6%	26.9%	12.8%	4.1%
Q3c. City efforts to pursue innovative programs and solutions	12.2%	40.2%	33.6%	11.6%	2.4%
2011 – not asked					
Q3d. City efforts to partner with organizations/citizens to address issues	11.3%	39.7%	34.8%	11.6%	2.5%
2011 – not asked					
Q3e. Transparency and accountability of City actions	7.3%	31.5%	35.5%	20.3%	5.4%
2011 – not asked					
Q3f. How well the City is planning for growth	6.9%	27.0%	27.2%	27.5%	11.5%
2011	7.4%	29.5%	29.3%	24.1%	9.8%
Q3g. Overall quality of life in the city	23.3%	56.3%	13.5%	5.9%	1.0%
2011	24.1%	53.8%	16.0%	4.6%	1.5%
Q3h. Overall feeling of safety in the city	12.8%	48.3%	20.9%	14.3%	3.7%
2011	15.2%	48.7%	21.6%	10.4%	4.1%

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Q4. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate your feeling of safety in the following situations in the city.

(N=811)

	Very safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Q4a. Walking in your neighborhood during the day	64.1%	27.6%	4.6%	2.3%	1.2%	0.1%
Q4b. Walking in your neighborhood at night	25.6%	41.3%	15.7%	12.2%	3.7%	1.5%
Q4c. In downtown Columbia during the day	46.8%	39.4%	9.1%	3.6%	0.5%	0.5%
Q4d. In downtown Columbia at night	10.0%	29.6%	26.8%	24.0%	6.2%	3.5%
Q4e. In City parks during the day	38.7%	41.6%	11.5%	5.2%	1.4%	1.7%
Q4f. In City parks at night	3.2%	13.8%	25.9%	35.3%	13.9%	7.9%

WITHOUT DON'T KNOW

Q4. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate your feeling of safety in the following situations in the city. (Without "Don't Know")

(N=811)

	Very safe	Safe	Neutral	Unsafe	Very Unsafe
Q4a. Walking in your neighborhood during the day	64.2%	27.7%	4.6%	2.3%	1.2%
2011	63.3%	29.6%	4.9%	1.4%	0.7%
Q4b. Walking in your neighborhood at night	26.0%	41.9%	15.9%	12.4%	3.8%
2011	28.1%	41.8%	14.8%	11.0%	4.2%
Q4c. In downtown Columbia during the day	47.1%	39.6%	9.2%	3.6%	0.5%
2011	45.6%	44.7%	6.7%	2.4%	0.6%
Q4d. In downtown Columbia at night	10.4%	30.7%	27.7%	24.8%	6.4%
2011	9.1%	32.7%	29.2%	22.3%	6.7%
Q4e. In City parks during the day	39.4%	42.3%	11.7%	5.3%	1.4%
2011	41.2%	46.0%	8.7%	3.6%	0.5%
Q4f. In City parks at night	3.5%	15.0%	28.1%	38.3%	15.1%
2011	4.2%	17.5%	30.0%	35.5%	12.9%

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Q5. PUBLIC SAFETY SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=811)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5a. Police efforts to prevent crime	10.7%	45.1%	22.1%	13.6%	4.6%	4.0%
Q5b. How quickly police respond to emergencies	12.4%	39.4%	20.0%	8.3%	2.8%	17.1%
Q5c. Overall quality of local police services	12.8%	47.5%	20.7%	8.9%	3.5%	6.5%
Q5d. How quickly Fire Department personnel respond to emergencies	31.5%	40.0%	9.3%	1.4%	0.2%	17.7%
Q5e. Overall quality of City fire protection	31.8%	47.3%	9.6%	0.5%	0.4%	10.4%
Q5f. The City's municipal court	7.0%	25.8%	28.8%	3.6%	1.9%	32.9%

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WITHOUT DON'T KNOW

Q5. PUBLIC SAFETY SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=811)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5a. Police efforts to prevent crime	11.2%	46.9%	23.0%	14.1%	4.8%
2011	15.8%	48.4%	24.1%	8.9%	2.8%
Q5b. How quickly police respond to emergencies	14.9%	47.5%	24.1%	10.0%	3.4%
2011	20.5%	48.3%	22.6%	6.6%	2.1%
Q5c. Overall quality of local police services	13.7%	50.9%	22.2%	9.5%	3.7%
2011	16.0%	53.0%	22.0%	6.3%	2.7%
Q5d. How quickly Fire Department personnel respond to emergencies	38.2%	48.6%	11.2%	1.6%	0.3%
2011	37.5%	51.1%	10.1%	0.8%	0.5%
Q5e. Overall quality of City fire protection	35.4%	52.8%	10.8%	0.6%	0.4%
2011	32.6%	55.5%	11.0%	0.3%	0.6%
Q5f. The City's municipal court	10.5%	38.5%	42.9%	5.3%	2.8%
2011	11.9%	41.9%	38.8%	4.9%	2.5%

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Q6. Which THREE of the public safety services listed above do you think are the most important services for the City to provide?

<u>1st Choice</u>	<u>Number</u>	<u>Percent</u>
Police efforts to prevent crime	329	40.6 %
How quickly police respond to emergencies	200	24.7 %
Overall quality of local police services	98	12.1 %
How quickly Fire Department personnel respond to emergencies	108	13.3 %
Overall quality of City fire protection	24	3.0 %
The City's municipal court	6	0.7 %
<u>None Chosen</u>	46	5.7 %
Total	811	100.0 %

Q6. Which THREE of the public safety services listed above do you think are the most important services for the City to provide?

<u>2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Police efforts to prevent crime	79	9.7 %
How quickly police respond to emergencies	231	28.5 %
Overall quality of local police services	81	10.0 %
How quickly Fire Department personnel respond to emergencies	251	30.9 %
Overall quality of City fire protection	110	13.6 %
The City's municipal court	10	1.2 %
<u>None Chosen</u>	49	6.0 %
Total	811	100.0 %

2013 City of Columbia Community Survey Data

Q6. Which THREE of the public safety services listed above do you think are the most important services for the City to provide?

3rd Choice	Number	Percent
Police efforts to prevent crime	173	21.3 %
How quickly police respond to emergencies	97	12.0 %
Overall quality of local police services	127	15.7 %
How quickly Fire Department personnel respond to emergencies	155	19.1 %
Overall quality of City fire protection	109	13.4 %
The City's municipal court	88	10.9 %
None Chosen	62	7.6 %
Total	811	100.0 %

Q6. Which THREE of the public safety services listed above do you think are the most important services for the City to provide? (Sum of Three Choices)

Sum of Top Three Choices	Number	Percent
Police efforts to prevent crime	581	71.6 %
How quickly police respond to emergencies	528	65.1 %
Overall quality of local police services	306	37.7 %
How quickly Fire Department personnel respond to emergencies	514	63.4 %
Overall quality of City fire protection	243	30.0 %
The City's municipal court	104	12.8 %
None Chosen	46	5.7 %
Total	2322	

2011

Sum of Top Three Choices	Number	Percent	Number	Percent
Police efforts to prevent crime	581	71.6 %	583	69.9%
How quickly police respond to emergencies	528	65.1 %	520	62.4%
Overall quality of local police services	306	37.7 %	317	38.0%
How quickly Fire Department personnel respond to emergencies	514	63.4 %	508	60.9%
Overall quality of City fire protection	243	30.0 %	257	30.8%
The City's municipal court	104	12.8 %	120	14.4%
None Chosen	46	5.7 %	50	6.0%
Total	2322		2,355	

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Q7. STREETS AND SIDEWALKS. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=811)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7a. Maintenance of major City streets	5.9%	38.3%	19.1%	27.5%	8.3%	0.9%
Q7b. Maintenance of streets in YOUR neighborhood	7.5%	37.9%	21.7%	23.8%	8.1%	1.0%
Q7c. Snow removal on major City streets	15.4%	53.0%	15.0%	11.0%	4.4%	1.1%
Q7d. Snow removal on neighborhood streets	5.7%	23.3%	21.1%	30.3%	18.4%	1.2%
Q7e. Overall cleanliness and appearance of City streets	8.1%	50.3%	27.9%	10.5%	2.2%	1.0%
Q7f. Condition of City sidewalks	5.1%	37.3%	32.1%	18.9%	4.4%	2.2%
Q7g. Availability of sidewalks in the city	6.5%	39.3%	26.5%	18.7%	5.5%	3.3%
Q7h. Condition of pavement markings	4.2%	28.6%	27.4%	25.0%	11.5%	3.3%
Q7i. Traffic calming efforts	3.1%	23.1%	30.7%	22.0%	7.5%	13.5%

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WITHOUT DON'T KNOW

Q7. STREETS AND SIDEWALKS. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=811)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	
Q7a. Maintenance of major City streets	6.0%	38.6%	19.3%	27.8%	8.3%	
2011	3.6%	30.5%	19.6%	33.4%	12.9%	
Q7b. Maintenance of streets in YOUR neighborhood	7.6%	38.2%	21.9%	24.0%	8.2%	
2011	6.7%	32.0%	23.0%	24.5%	13.8%	
Q7c. Snow removal on major City streets	15.6%	53.6%	15.2%	11.1%	4.5%	
2011	14.0%	45.0%	17.9%	14.8%	8.3%	8.5%
Q7d. Snow removal on neighborhood streets	5.7%	23.6%	21.3%	30.7%	18.6%	
2011	3.3%	19.2%	19.2%	29.7%	28.5%	
Q7e. Overall cleanliness and appearance of City streets	8.2%	50.8%	28.1%	10.6%	2.2%	
2011	9.0%	48.4%	27.6%	10.4%	4.6%	
Q7f. Condition of City sidewalks	5.2%	38.1%	32.8%	19.3%	4.5%	
2011	8.5%	40.5%	29.2%	16.3%	5.4%	
Q7g. Availability of sidewalks in the city	6.8%	40.7%	27.4%	19.4%	5.7%	
2011	10.5%	38.5%	29.3%	15.4%	6.3%	
Q7h. Condition of pavement markings	4.3%	29.6%	28.3%	25.9%	11.9%	
2011 –not asked						
Q7i. Traffic calming efforts	3.6%	26.8%	35.5%	25.5%	8.7%	
2011 – not asked						

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Q8. Which THREE of the street and sidewalk services listed above do you think are the most important services for the City to provide?

<u>1st Choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	560	69.1 %
Maintenance of streets in YOUR neighborhood	33	4.1 %
Snow removal on major City streets	40	4.9 %
Snow removal on neighborhood streets	35	4.3 %
Overall cleanliness and appearance of City streets	15	1.8 %
Condition of City sidewalks	12	1.5 %
Availability of sidewalks in the city	23	2.8 %
Condition of pavement markings	22	2.7 %
Traffic calming efforts	37	4.6 %
None chosen	34	4.2 %
Total	811	100.0 %

Q8. Which THREE of the street and sidewalk services listed above do you think are the most important services for the City to provide?

<u>2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	69	8.5 %
Maintenance of streets in YOUR neighborhood	147	18.1 %
Snow removal on major City streets	216	26.6 %
Snow removal on neighborhood streets	81	10.0 %
Overall cleanliness and appearance of City streets	52	6.4 %
Condition of City sidewalks	52	6.4 %
Availability of sidewalks in the city	42	5.2 %
Condition of pavement markings	66	8.1 %
Traffic calming efforts	48	5.9 %
None chosen	38	4.7 %
Total	811	100.0 %

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Q8. Which THREE of the street and sidewalk services listed above do you think are the most important services for the City to provide?

3rd Choice	Number	Percent
Maintenance of major City streets	42	5.2 %
Maintenance of streets in YOUR neighborhood	72	8.9 %
Snow removal on major City streets	123	15.2 %
Snow removal on neighborhood streets	112	13.8 %
Overall cleanliness and appearance of City streets	97	12.0 %
Condition of City sidewalks	77	9.5 %
Availability of sidewalks in the city	85	10.5 %
Condition of pavement markings	79	9.7 %
Traffic calming efforts	82	10.1 %
None chosen	42	5.2 %
Total	811	100.0 %

Q8. Which THREE of the street and sidewalk services listed above do you think are the most important services for the City to provide? (Sum of Three Choices)

			2011	
Sum of Top Three Choices	Number	Percent	Number	Percent
Maintenance of major City streets	671	82.7 %	707	84.8%
Maintenance of streets in YOUR neighborhood	252	31.1 %	253	30.3%
Snow removal on major City streets	379	46.7 %	372	44.6%
Snow removal on neighborhood streets	228	28.1 %	237	28.4%
Overall cleanliness and appearance of City streets	164	20.2 %	149	17.9%
Condition of City sidewalks	141	17.4 %	118	14.1%
Availability of sidewalks in the city	150	18.5 %	127	15.2
Condition of pavement markings	167	20.6 %	Not asked	
Traffic calming efforts	167	20.6 %	Not asked	
None chosen	34	4.2 %	30	3.6%
Total	2353		2,415	

Sum of Top Three Choices	Number	Percent
Maintenance of major City streets	671	82.7 %
Maintenance of streets in YOUR neighborhood	252	31.1 %
Snow removal on major City streets	379	46.7 %
Snow removal on neighborhood streets	228	28.1 %
Overall cleanliness and appearance of City streets	164	20.2 %
Condition of City sidewalks	141	17.4 %
Availability of sidewalks in the city	150	18.5 %
Condition of pavement markings	167	20.6 %
Traffic calming efforts	167	20.6 %
None chosen	34	4.2 %
Total	2353	

2013 City of Columbia Community Survey Data

Q9. CODE ENFORCEMENT AND NEIGHBORHOOD SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=811)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9a. Maintenance of residential property	7.2%	40.7%	29.0%	9.0%	2.8%	11.2%
Q9b. Maintenance of business property	6.5%	43.1%	31.1%	6.5%	1.5%	11.2%
Q9c. Parking on neighborhood streets	5.4%	35.7%	31.6%	13.8%	4.6%	8.9%
Q9d. Animal regulations (including the pick-up of strays)	10.4%	38.5%	27.5%	6.4%	2.6%	14.6%
Q9e. Clean-up of trash and litter	8.9%	46.7%	26.6%	9.6%	3.1%	5.1%

WITHOUT DON'T KNOW

Q9. CODE ENFORCEMENT AND NEIGHBORHOOD SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=811)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9a. Maintenance of residential property	8.1%	45.9%	32.7%	10.2%	3.2%
2011	6.8%	44.2%	34.9%	11.5%	2.5%
Q9b. Maintenance of business property	7.4%	48.5%	35.0%	7.4%	1.7%
2011	8.2%	50.0%	32.9%	5.9%	3.0%
Q9c. Parking on neighborhood streets	6.0%	39.2%	34.7%	15.2%	5.0%
2011 – not asked					
Q9d. Animal regulations (including the pick-up of strays)	12.1%	45.1%	32.2%	7.5%	3.0%
2011	9.4%	47.7%	30.3%	8.5%	4.1%
Q9e. Clean-up of trash and litter	9.4%	49.2%	28.0%	10.2%	3.3%
2011 – cleanup...on private property	6.7%	35.8%	32.3%	19.5%	5.7%

2013 City of Columbia Community Survey Data

Q10. Which THREE of the code enforcement items listed above do you think are the most important services for the City to provide?

<u>1st Choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of residential property	294	36.3 %
Maintenance of business property	161	19.9 %
Parking on neighborhood streets	79	9.7 %
Animal regulations (including the pick-up of strays)	56	6.9 %
Clean-up of trash and litter	170	21.0 %
None chosen	51	6.3 %
Total	811	100.0 %

Q10. Which THREE of the code enforcement items listed above do you think are the most important services for the City to provide?

<u>2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of residential property	166	20.5 %
Maintenance of business property	233	28.7 %
Parking on neighborhood streets	103	12.7 %
Animal regulations (including the pick-up of strays)	114	14.1 %
Clean-up of trash and litter	141	17.4 %
None chosen	54	6.7 %
Total	811	100.0 %

Q10. Which THREE of the code enforcement items listed above do you think are the most important services for the City to provide?

<u>3rd Choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of residential property	120	14.8 %
Maintenance of business property	119	14.7 %
Parking on neighborhood streets	124	15.3 %
Animal regulations (including the pick-up of strays)	116	14.3 %
Clean-up of trash and litter	261	32.2 %
None chosen	71	8.8 %
Total	811	100.0 %

2013 City of Columbia Community Survey Data

Q10. Which THREE of the code enforcement items listed above do you think are the most important services for the City to provide? (Sum of Top Three Choices)

2011

<u>Sum of Top Three Choices</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Maintenance of residential property	580	71.5 %	435	52.2%
Maintenance of business property	513	63.3 %	398	47.7%
Parking on neighborhood streets	306	37.7 %	Not asked	
Animal regulations (including the pick-up of strays)	286	35.3 %	331	39.7%
Clean-up of trash and litter	572	70.5 %	503	60.3%
None chosen	51	6.3 %	110	13.2%
Total	2308		2,221	

<u>Sum of Top Three Choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of residential property	580	71.5 %
Maintenance of business property	513	63.3 %
Parking on neighborhood streets	306	37.7 %
Animal regulations (including the pick-up of strays)	286	35.3 %
Clean-up of trash and litter	572	70.5 %
None chosen	51	6.3 %
Total	2308	

Q11. To what extent are overgrown lots, abandoned cars, graffiti, and dilapidated buildings a problem in your neighborhood?

2011 – not asked

<u>Q11. To what extent are overgrown lots, abandoned cars, etc. problem in your neighborhood?</u>	<u>Number</u>	<u>Percent</u>
Not a problem	548	67.6 %
Only a small problem	149	18.4 %
Somewhat of a problem	84	10.4 %
A major problem	17	2.1 %
Don't Know	13	1.6 %
Total	811	100.0 %

2013 City of Columbia Community Survey Data

Q12. CUSTOMER SERVICE. Have you called or visited the City with a question, problem, or complaint during the past year?

2011

Q12. Have you called or visited the City during the past year?	Number	Percent	<u>Number</u>	<u>Percent</u>
Yes	358	44.1 %	381	45.7%
No	453	55.9 %	444	53.2%
Total	811	100.0 %	DK – 9	DK – 1.1%
			834	

Q12. Have you called or visited the City during the past year?	Number	Percent
Yes	358	44.1 %
No	453	55.9 %
Total	811	100.0 %

Q12a. For which service did you contact the City most recently?

2011

Most contacted Service	Number	Percent	<u>Number</u>	<u>Percent</u>
Police	58	16.2 %	62	16.3%
Fire	11	3.1 %	6	1.6%
Water/sewer	34	9.5 %	33	8.7%
Stormwater	12	3.4 %	9	2.4%
Parks and recreation	32	8.9 %	29	7.6%
Code enforcement	37	10.3 %	40	10.5%
City Council	17	4.7 %	9	2.4%
City Manager	12	3.4 %	5	1.3%
Public health	15	4.2 %	19	5.0%
Streets/sidewalks	59	16.5 %	66	17.3%
Electric service	61	17.0 %	60	15.7%
Public transportation	9	2.5 %	7	1.8%
Planning and Zoning	17	4.7 %	Not asked	
Solid waste (trash, recycling, yard waste)	64	17.9 %	74	19.4%
Other	30	8.4 %	29	7.6%
None chosen	11	3.1 %	Not asked?	
Total	479		448	

Most contacted Service	Number	Percent
Police	58	16.2 %
Fire	11	3.1 %
Water/sewer	34	9.5 %
Stormwater	12	3.4 %
Parks and recreation	32	8.9 %
Code enforcement	37	10.3 %
City Council	17	4.7 %
City Manager	12	3.4 %
Public health	15	4.2 %
Streets/sidewalks	59	16.5 %
Electric service	61	17.0 %
Public transportation	9	2.5 %
Planning and Zoning	17	4.7 %
Solid waste (trash, recycling, yard waste)	64	17.9 %
Other	30	8.4 %
None chosen	11	3.1 %
Total	479	

2013 City of Columbia Community Survey Data

Q12b. Why did you contact the City about this service?

			2011	
<u>Most Contacted reason</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Request service	64	17.9 %	62	16.3%
Get information	98	27.4 %	105	27.6%
Report a problem	154	43.0 %	154	40.4%
Discuss a billing issue	33	9.2 %	43	11.3%
Request emergency assistance	22	6.1 %	26	6.8%
Request non-emergency assistance	30	8.4 %	28	7.3%
Comply with City requirements	14	3.9 %	12	3.1%
Other	36	10.1 %	20	5.2%
Don't Know	8	2.2 %	<u>Not asked</u>	
Total	459		450	

<u>Most Contacted reason</u>	<u>Number</u>	<u>Percent</u>
Request service	64	17.9 %
Get information	98	27.4 %
Report a problem	154	43.0 %
Discuss a billing issue	33	9.2 %
Request emergency assistance	22	6.1 %
Request non-emergency assistance	30	8.4 %
Comply with City requirements	14	3.9 %
Other	36	10.1 %
Don't Know	8	2.2 %
Total	459	

2013 City of Columbia Community Survey Data

Q12(c-i). 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 12a by circling the corresponding number below.

(N=358)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q12c. The hours City employees were available met my needs	27.7%	48.3%	11.5%	5.0%	2.5%	5.0%
Q12d. It was easy to reach the right person at the City	20.9%	41.9%	15.1%	11.2%	6.4%	4.5%
Q12e. City employees who helped me were courteous and polite	36.9%	38.5%	11.5%	3.9%	2.2%	7.0%
Q12f. City employees did what they said they would do in a timely manner	27.9%	32.7%	14.8%	7.5%	7.3%	9.8%
Q12g. City employees gave prompt, accurate and complete answers to your questions	29.6%	34.1%	12.8%	8.9%	7.5%	7.0%
Q12h. City employees were knowledgeable	28.9%	36.1%	15.1%	7.0%	5.0%	7.8%
Q12i. Overall, I was satisfied with the quality of customer service provided by the City	29.3%	36.6%	15.4%	8.4%	7.5%	2.8%

2013 City of Columbia Community Survey Data

WITHOUT DON'T KNOW

Q12(c-i). 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 12a by circling the corresponding number below. (Without "Don't Know")

(N=358)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q12c. The hours City employees were available met my needs	29.1%	50.9%	12.1%	5.3%	2.6%
2011	27.1%	55.0%	9.8%	5.4%	2.7%
Q12d. It was easy to reach the right person at the City	21.9%	43.9%	15.8%	11.7%	6.7%
2011	20.9%	41.8%	16.9%	13.4%	7.0%
Q12e. City employees who helped me were courteous and polite	39.6%	41.4%	12.3%	4.2%	2.4%
2011	31.3%	46.2%	14.4%	4.9%	3.3%
Q12f. City employees did what they said they would do in a timely manner	31.0%	36.2%	16.4%	8.4%	8.0%
2011	26.2%	42.0%	13.8%	9.9%	8.2%
Q12g. City employees gave prompt, accurate and complete answers to your questions	31.8%	36.6%	13.8%	9.6%	8.1%
2011	26.6%	39.7%	17.7%	9.2%	6.8%
Q12h. City employees were knowledgeable	31.3%	39.2%	16.4%	7.6%	5.5%
2011 – employees were technically competent	25.9%	48.1%	17.3%	4.6%	4.0%
Q12i. Overall, I was satisfied with the quality of customer service provided by the City	30.2%	37.6%	15.8%	8.6%	7.8%
2011	26.4%	42.3%	14.6%	10.8%	5.9%

2013 City of Columbia Community Survey Data

Q13. COMMUNICATION. Using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree", please rate your level of agreement with the following statements.

(N=811)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q13a. City government is a trusted source of information about programs and services	13.2%	48.8%	21.4%	6.2%	2.6%	7.8%
Q13b. It is easy to get the information I need from City government	8.8%	37.7%	29.4%	8.4%	3.5%	12.2%
Q13c. Information is communicated clearly, accurately and in a form that meets my needs	8.7%	38.1%	31.3%	8.9%	2.8%	10.3%
Q13d. City government is open to citizen involvement and ideas	9.0%	35.9%	27.8%	8.5%	4.2%	14.5%

WITHOUT DON'T KNOW

Q13. COMMUNICATION. Using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree", please rate your level of agreement with the following statements. (Without "Don't Know")

(N=811)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q13a. City government is a trusted source of information about programs and services	14.3%	52.9%	23.2%	6.7%	2.8%
2011	16.3%	55.0%	21.8%	6.0%	0.9%
Q13b. It is easy to get the information I need from City government	10.0%	43.0%	33.5%	9.6%	3.9%
2011	12.2%	42.2%	35.8%	7.7%	2.2%
Q13c. Information is communicated clearly, accurately and in a form that meets my needs	9.6%	42.4%	34.8%	9.9%	3.2%
2011	10.7%	46.8%	31.5%	9.7%	1.3%
Q13d. City government is open to citizen involvement and ideas	10.6%	42.0%	32.6%	10.0%	4.9%
2011	14.6%	42.9%	30.9%	8.9%	2.6%

2013 City of Columbia Community Survey Data

Q14. Which of the following are your primary sources of information about City issues, services and events? (Top Primary Sources)

			2011	
Primary Source	Number	Percent	<u>Number</u>	<u>Percent</u>
The City newsletter	279	34.4 %	320	38.4%
Local newspaper	519	64.0 %	601	72.1%
Television news	571	70.4 %	540	64.7%
City cable channel	51	6.3 %	67	8.0%
City website	285	35.1 %	330	39.6%
Radio	327	40.3 %	387	46.4%
Facebook, YouTube, Twitter, etc.	121	14.9 %	48	5.8%
Friends/neighbors	324	40.0 %	333	39.9%
Neighborhood associations	142	17.5 %	Not asked	
Other	23	2.8 %	16	1.9%
None chosen	13	1.6 %	<u>13</u>	1.6%
Total	2655		2,655	

Primary Source	Number	Percent
The City newsletter	279	34.4 %
Local newspaper	519	64.0 %
Television news	571	70.4 %
City cable channel	51	6.3 %
City website	285	35.1 %
Radio	327	40.3 %
Facebook, YouTube, Twitter, etc.	121	14.9 %
Friends/neighbors	324	40.0 %
Neighborhood associations	142	17.5 %
Other	23	2.8 %
None chosen	13	1.6 %
Total	2655	

2013 City of Columbia Community Survey Data

Q15. Using a scale of 1 to 5 where 5 means "Always" and 1 means "never," please rate how frequently you use the following communication services & opportunities for participation provided by the City.

(N=811)

	Always	Often	Sometimes	Seldom	Never	Don't Know
Q15a. Watch programming on the City's cable TV channel	1.7%	3.1%	10.9%	22.2%	60.0%	2.1%
Q15b. Visit the City's website	2.5%	16.5%	32.9%	24.2%	21.1%	2.8%
Q15c. Read the City newsletter	10.4%	20.3%	27.4%	18.8%	19.9%	3.2%
Q15d. Use the City's social media outlets (Facebook, Twitter, You Tube, etc.)	1.2%	4.4%	9.5%	12.1%	69.3%	3.5%
Q15e. Attend a City Council meeting	0.2%	1.8%	7.8%	19.5%	67.7%	3.0%
Q15f. Contact a Council Person	0.2%	1.8%	10.7%	23.2%	61.2%	2.8%
Q15g. Contact the City Manager	0.1%	0.9%	4.9%	10.7%	80.4%	3.0%
Q15h. Watch a City Council meeting on the City's Website	0.9%	2.1%	8.4%	17.1%	68.8%	2.7%
Q15i. Read a Council meeting's agenda on the City's website	0.6%	4.7%	10.4%	14.1%	66.2%	4.1%

2013 City of Columbia Community Survey Data

WITHOUT DON'T KNOW

Q15. Using a scale of 1 to 5 where 5 means "Always" and 1 means "never," please rate how frequently you use the following communication services & opportunities for participation provided by the City. (Without "Don't Know")

(N=811)

2011 – did not ask these questions in the same way

	Always	Often	Sometimes	Seldom	Never
Q15a. Watch programming on the City's cable TV channel	1.8%	3.2%	11.1%	22.7%	61.3%
2011 – 199 or 23.9% of people watched programs on City Channel					
Q15b. Visit the City's website	2.5%	17.0%	33.9%	24.9%	21.7%

2011 – How often do you use City's website? (N=834)

2011 - How often do you use City's website? (N = 554)											
Seldom or never		1-2 times/year		A few times/year		At least once/month		At least once/week		Don't know	
220	26.4%	124	14.9%	250	30.0%	183	21.9%	43	5.2%	14	1.7%

2011 – 524 or 62.8% of people visited website for information about City

Q15c. Read the City newsletter	10.7%	21.0%	28.3%	19.4%	20.6%
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2011 – How often do you read City newsletter? (N=834)

2011 How often do you read City Newsletter? (N=651)									
Every month		Every so often		Infrequently		Never		Don't know	
328	39.3%	198	23.7%	122	14.6%	160	19.2%	26	3.1%

2011- 567 people or 68.0% read newsletter

Q15d. Use the City's social media outlets (Facebook, Twitter, You Tube, etc.)	1.3%	4.6%	9.8%	12.5%	71.8%
2011 – 60 people or 7.2% used Facebook, Twitter or YouTube					

Q15e. Attend a City Council meeting	0.3%	1.9%	8.0%	20.1%	69.8%
2011 – 87 or 10.4% attended a City Council meeting					

Q15f. Contact a Council Person	0.3%	1.9%	11.0%	23.9%	62.9%
2011 – 98 people or 11.8% called or wrote a Council member					

Q15g. Contact the City Manager	0.1%	0.9%	5.1%	11.1%	82.8%
2011 – 36 people or 4.3% called or wrote City Manager					

Q15h. Watch a City Council meeting on the City's Website	0.9%	2.2%	8.6%	17.6%	70.7%
2011 – 56 people or 6.7% watched Council meeting on website					

Q15i. Read a Council meeting's agenda on the City's website	0.6%	4.9%	10.8%	14.7%	69.0%
2011 – 98 people or 11.8% accessed Council agenda on website					

2013 City of Columbia Community Survey Data

Q16. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the following communication services provided by the City.

(N=811)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q16a. The usefulness of programming on the City's cable television channel	1.0%	9.6%	29.6%	2.3%	3.3%	54.1%
Q16b. How easy it is to use (or navigate) the City's website	5.1%	34.6%	26.5%	7.5%	1.6%	24.7%
Q16c. The usefulness of information that is available on the City's website	6.3%	39.7%	24.2%	3.6%	1.4%	24.9%
Q16d. The usefulness of the information that is provided in the City newsletter	4.9%	31.7%	30.9%	2.5%	2.0%	28.0%
Q16e. How often the City newsletter is released	4.9%	29.0%	31.0%	1.4%	1.6%	32.1%
Q16f. How effectively the City is using social networks, such as Facebook and Twitter	1.4%	7.5%	25.5%	2.0%	2.2%	61.4%

2013 City of Columbia Community Survey Data

WITHOUT DON'T KNOW

Q16. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the following communication services provided by the City. (Without "Don't Know")

(N=811)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16a. The usefulness of programming on the City's cable television channel	2.2%	21.0%	64.5%	5.1%	7.3%
2011	7.7%	29.1%	46.4%	12.4%	4.5%
Q16b. How easy it is to use (or navigate) the City's website	6.7%	46.0%	35.2%	10.0%	2.1%
2011	13.0%	46.7%	27.5%	11.1%	1.8%
Q16c. The usefulness of information that is available on the City's website	8.4%	52.9%	32.2%	4.8%	1.8%
2011	15.1%	53.1%	25.0%	6.3%	0.6%
Q16d. The usefulness of the information that is provided in the City newsletter	6.8%	44.0%	43.0%	3.4%	2.7%
2011	10.3%	43.5%	38.5%	5.5%	2.2%
Q16e. How often the City newsletter is released	7.3%	42.7%	45.6%	2.0%	2.4%
2011	10.5%	41.5%	42.7%	4.2%	1.2%
Q16f. How effectively the City is using social networks, such as Facebook and Twitter	3.5%	19.6%	66.0%	5.1%	5.8%
2011	7.1%	19.7%	60.0%	9.0%	4.2%

2013 City of Columbia Community Survey Data

2011 – not asked

Q17. Which of the following would you be likely to do? (Sum of Top Six Choices)

<u>Most likely to do</u>	<u>Number</u>	<u>Percent</u>
Call a City call center	301	37.1 %
Use Mobile apps	243	30.0 %
Read an electronic newsletter	282	34.8 %
Participate in on-line polls	281	34.6 %
Participate in focus groups	174	21.5 %
View on-line information	372	45.9 %
Don't Know	119	14.7 %
Total	1772	

2013 City of Columbia Community Survey Data

2011 – not asked

Q18. CULTURAL AFFAIRS. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=811)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q18a. Public art throughout the City	16.8%	44.2%	23.5%	6.2%	3.2%	6.1%
Q18b. Music, film, and art festivals (True/False, Roots and Blues, Art in the Park, etc.)	33.0%	43.0%	15.2%	2.2%	1.0%	5.6%
Q18c. Quality and organization of concerts in public spaces (9th Street, Stephens Amphitheater, etc.)	21.0%	46.7%	19.4%	2.6%	1.5%	8.8%
Q18d. Public safety measures and efforts at large events throughout the City	18.0%	50.1%	18.2%	2.8%	0.9%	10.0%
Q18e. Ease of finding information about events, concerts, festivals, etc.	15.7%	49.3%	21.4%	5.9%	2.1%	5.6%
Q18d. Parking for events, concerts, festivals, etc.	9.2%	31.3%	29.8%	15.5%	4.8%	9.4%

2013 City of Columbia Community Survey Data

WITHOUT DON'T KNOW

Q18. CULTURAL AFFAIRS. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=811)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18a. Public art throughout the City	17.9%	47.0%	25.0%	6.6%	3.4%
Q18b. Music, film, and art festivals (True/ False, Roots and Blues, Art in the Park, etc.)	34.9%	45.5%	16.1%	2.4%	1.0%
Q18c. Quality and organization of concerts in public spaces (9th Street, Stephens Amphitheater, etc.)	23.0%	51.2%	21.3%	2.8%	1.6%
Q18d. Public safety measures and efforts at large events throughout the City	20.1%	55.6%	20.2%	3.2%	1.0%
Q18e. Ease of finding information about events, concerts, festivals, etc.	16.6%	52.2%	22.6%	6.3%	2.2%
Q18d. Parking for events, concerts, festivals, etc.	10.1%	34.6%	32.9%	17.1%	5.3%

2013 City of Columbia Community Survey Data

2011 – not asked

Q19. PUBLIC HEALTH. Please rate the following health issues affecting Columbia.

(N=811)

	Not a Problem at All	Small Problem	Medium Problem	Big Problem	Very Big problem	Don't Know
Q19a. Access to medical, dental, and mental health services	36.5%	17.4%	14.8%	9.9%	4.7%	16.7%
Q19b. Domestic violence	6.2%	14.1%	25.0%	11.5%	3.1%	40.1%
Q19c. Infectious diseases	11.0%	27.4%	20.0%	5.8%	2.0%	33.8%
Q19d. Substance use (alcohol, tobacco, drugs)	4.3%	11.3%	26.2%	22.0%	10.0%	26.1%
Q19e. Chronic illnesses (examples: heart disease, diabetes, stroke, arthritis, asthma and cancer)	8.2%	13.1%	26.8%	16.3%	5.6%	30.0%
Q19f. Overweight/obesity/lack of exercise/unhealthy eating	5.7%	9.3%	26.5%	26.4%	10.3%	21.8%
Q19g. Accidental injuries	8.1%	21.5%	25.8%	3.8%	1.5%	39.3%
Q19h. Suicide	6.1%	21.2%	15.6%	5.2%	1.6%	50.3%

2013 City of Columbia Community Survey Data

WITHOUT DON'T KNOW

Q19. PUBLIC HEALTH. Please rate the following health issues affecting Columbia. (Without "Don't Know")

(N=811)

	Not a Problem at All	Small Problem	Medium Problem	Big Problem	Very Big problem
Q19a. Access to medical, dental, and mental health services	43.8%	20.9%	17.8%	11.9%	5.6%
Q19b. Domestic violence	10.3%	23.6%	41.7%	19.2%	5.2%
Q19c. Infectious diseases	16.7%	41.4%	30.1%	8.8%	3.0%
Q19d. Substance use (alcohol, tobacco, drugs)	5.9%	15.2%	35.5%	29.8%	13.6%
Q19e. Chronic illnesses (examples: heart disease, diabetes, stroke, arthritis, asthma and cancer)	11.7%	18.7%	38.3%	23.3%	8.0%
Q19f. Overweight/obesity/lack of exercise/unhealthy eating	7.3%	11.9%	33.9%	33.8%	13.2%
Q19g. Accidental injuries	13.3%	35.4%	42.5%	6.3%	2.5%
Q19h. Suicide	12.2%	42.6%	31.4%	10.5%	3.2%

2013 City of Columbia Community Survey Data

2011 – not asked

Q19. How big of a problem are the following issues for CHILDREN (ages 0-18) in the City of Columbia?

(N=811)

	Not a Problem at All	Small Problem	Medium Problem	Big Problem	Very Big problem	Don't Know
Q19i. Access to medical, dental, and mental health services	20.0%	17.2%	17.7%	9.3%	4.7%	31.1%
Q19j. Violence (bullying, teen partner violence, abuse & neglect, person on person)	2.6%	11.8%	25.2%	17.8%	7.7%	34.9%
Q19k. Infectious diseases (examples: influenza, whooping cough, TB, sexually transmitted diseases and foodborne illnesses)	5.2%	20.8%	21.4%	6.8%	2.0%	43.8%
Q19l. Substance use (alcohol, tobacco, drugs)	2.7%	9.4%	24.8%	21.8%	7.9%	33.4%
Q19m. Teen pregnancy	2.7%	13.6%	24.9%	13.6%	5.2%	40.0%
Q19n. Chronic illnesses (examples: diabetes & asthma)	4.0%	17.1%	22.9%	10.7%	1.9%	43.5%
Q19o. Overweight/obesity/lack of exercise/unhealthy eating	2.6%	10.8%	25.7%	22.1%	8.7%	30.2%
Q19p. Accidental injuries	6.1%	18.6%	20.1%	5.8%	1.2%	48.1%
Q19q. Suicide	4.6%	18.1%	13.5%	6.2%	2.2%	55.3%

2013 City of Columbia Community Survey Data

WITHOUT DON'T KNOW

Q19. How big of a problem are the following issues for CHILDREN (ages 0-18) in the City of Columbia? (Without "Don't Know")

(N=811)

	Not a Problem at All	Small Problem	Medium Problem	Big Problem	Very Big problem
Q19i. Access to medical, dental, and mental health services	29.1%	25.0%	25.7%	13.5%	6.8%
Q19j. Violence (bullying, teen partner violence, abuse & neglect, person on person)	4.0%	18.1%	38.7%	27.4%	11.8%
Q19k. Infectious diseases (examples: influenza, whooping cough, TB, sexually transmitted diseases and foodborne illnesses)	9.3%	37.0%	38.1%	12.1%	3.5%
Q19l. Substance use (alcohol, tobacco, drugs)	4.1%	14.1%	37.2%	32.7%	11.9%
Q19m. Teen pregnancy	4.5%	22.7%	41.4%	22.7%	8.7%
Q19n. Chronic illnesses (examples: diabetes & asthma)	7.0%	30.3%	40.6%	18.9%	3.3%
Q19o. Overweight/obesity/lack of exercise/unhealthy eating	3.7%	15.5%	36.8%	31.6%	12.4%
Q19p. Accidental injuries	11.7%	35.9%	38.8%	11.2%	2.4%
Q19q. Suicide	10.3%	40.6%	30.3%	13.9%	5.0%

2013 City of Columbia Community Survey Data

Q20. PUBLIC HEALTH. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=811)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q20a. Prevent the spread of infectious disease and protect the public from new health threats such as anthrax, small pox, and the West Nile virus	13.9%	38.4%	17.9%	2.0%	0.6%	27.2%
Q20b. Guard against food poisoning through restaurant inspections	13.7%	50.5%	16.2%	5.7%	1.2%	12.6%
Q20c. Guard against exposure to environmental risks such as air pollution, lead poisoning, swimming pool contamination	9.8%	43.6%	20.9%	5.0%	1.6%	19.2%
Q20d. Encourage healthy lifestyles such as good diet, exercise, and non-smoking	11.8%	45.5%	22.8%	6.8%	1.4%	11.8%
Q20e. Assess and monitor disease, injuries, and potential health risks	7.3%	37.7%	22.4%	3.8%	1.0%	27.7%
Q20f. Assure the health of women and children in the community	7.1%	36.3%	23.8%	6.2%	1.7%	24.9%

2013 City of Columbia Community Survey Data

WITHOUT DON'T KNOW

Q20. PUBLIC HEALTH. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=811)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q20a. Prevent the spread of infectious disease and protect the public from new health threats such as anthrax, small pox, and the West Nile virus	19.0%	52.7%	24.7%	2.7%	0.9%
2011 – did not mention specific threats	21.6%	51.3%	23.8%	2.4%	0.9%
Q20b. Guard against food poisoning through restaurant inspections	15.7%	57.8%	18.6%	6.5%	1.4%
2011	20.2%	55.4%	19.3%	4.1%	1.0%
Q20c. Guard against exposure to environmental risks such as air pollution, lead poisoning, swimming pool contamination	12.1%	53.9%	25.9%	6.1%	2.0%
2011 – did not mention specific risks	16.4%	47.6%	28.9%	5.5%	1.7%
Q20d. Encourage healthy lifestyles such as good diet, exercise, and non-smoking	13.3%	51.6%	25.8%	7.7%	1.5%
2011 – did not specify lifestyles	23.9%	48.9%	21.1%	4.4%	1.6%
Q20e. Assess and monitor disease, injuries, and potential health risks	10.1%	52.2%	31.0%	5.3%	1.4%
2011	17.3%	45.7%	32.7%	3.4%	1.0%
Q20f. Assure the health of women and children in the community	9.4%	48.3%	31.7%	8.3%	2.3%
2011	18.0%	45.4%	28.3%	5.8%	2.4%

2013 City of Columbia Community Survey Data

Q21. Which THREE of the public health services listed above do you think are the most important services for the City to provide?

<u>1st Choice</u>	<u>Number</u>	<u>Percent</u>
Prevent the spread of infectious disease/protect the public	345	42.5 %
Guard against food poisoning through restaurant inspections	146	18.0 %
Guard against exposure to environmental risks	63	7.8 %
Encourage healthy lifestyles	67	8.3 %
Assess and monitor disease, injuries, and potential health risks	18	2.2 %
Assure the health of women and children in the community	85	10.5 %
None chosen	87	10.7 %
Total	811	100.0 %

Q21. Which THREE of the public health services listed above do you think are the most important services for the City to provide?

<u>2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Prevent the spread of infectious disease/protect the public	118	14.5 %
Guard against food poisoning through restaurant inspections	246	30.3 %
Guard against exposure to environmental risks	159	19.6 %
Encourage healthy lifestyles	76	9.4 %
Assess and monitor disease, injuries, and potential health risks	66	8.1 %
Assure the health of women and children in the community	60	7.4 %
None chosen	86	10.6 %
Total	811	100.0 %

2013 City of Columbia Community Survey Data

Q21. Which THREE of the public health services listed above do you think are the most important services for the City to provide?

3rd Choice	Number	Percent
Prevent the spread of infectious disease/protect the public	81	10.0 %
Guard against food poisoning through restaurant inspections	114	14.1 %
Guard against exposure to environmental risks	203	25.0 %
Encourage healthy lifestyles	118	14.5 %
Assess and monitor disease, injuries, and potential health risks	92	11.3 %
Assure the health of women and children in the community	101	12.5 %
None chosen	102	12.6 %
Total	811	100.0 %

Q21. Which THREE of the public health services listed above do you think are the most important services for the City to provide? (Sum of Top Three Choices)

			2011	
Sum of Top Three Choices	Number	Percent	Number	Percent
Prevent the spread of infectious disease/protect the public	544	67.1 %	575	68.9%
Guard against food poisoning through restaurant inspections	506	62.4 %	512	61.4%
Guard against exposure to environmental risks	425	52.4 %	442	53.0%
Encourage healthy lifestyles	261	32.2 %	242	29.0%
Assess and monitor disease, injuries, and potential health risks	176	21.7 %	177	21.2%
Assure the health of women and children in the community	246	30.3 %	258	30.9%
None chosen	87	10.7 %	81	9.7%
Total	2245		2,287	

Sum of Top Three Choices	Number	Percent
Prevent the spread of infectious disease/protect the public	544	67.1 %
Guard against food poisoning through restaurant inspections	506	62.4 %
Guard against exposure to environmental risks	425	52.4 %
Encourage healthy lifestyles	261	32.2 %
Assess and monitor disease, injuries, and potential health risks	176	21.7 %
Assure the health of women and children in the community	246	30.3 %
None chosen	87	10.7 %
Total	2245	

2013 City of Columbia Community Survey Data

Q22. UTILITIES. Please indicate if your household uses the following services provided by the City of Columbia.

(N=811)

	Yes	No
Q22a. Residential trash collection service	94.8%	5.2%
2011	97.1%	2.9%
Q22b. Curbside recycling (blue bags)	87.1%	12.9%
2011	87.1%	12.9%
Q22c. Drop-off recycling	48.9%	51.1%
2011	46.8%	53.2%
Q22d. City electric service	85.6%	14.4%
2011	88.3%	11.7%
Q22e. City water service	93.3%	6.7%
2011	94.0%	6.0%

2013 City of Columbia Community Survey Data

Q22. please rate your overall satisfaction with the services on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=792)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q22a. Residential trash collection service	47.1%	29.9%	3.0%	9.2%	10.2%	0.7%
Q22b. Curbside recycling (blue bags)	45.6%	30.2%	3.1%	10.2%	10.2%	0.7%
Q22c. Drop-off recycling	38.0%	30.6%	10.4%	9.6%	9.1%	2.2%
Q22d. City electric service	39.1%	35.9%	3.5%	11.7%	9.0%	0.9%
Q22e. City water service	37.9%	36.0%	4.7%	10.8%	9.7%	0.9%

WITHOUT DON'T KNOW

Q22. please rate your overall satisfaction with the services on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=792)

2011 (N=834)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q22a. Residential trash collection service	47.4%	30.1%	3.0%	9.2%	10.3%
2011	47.3%	42.8%	5.2%	3.4%	1.3%
Q22b. Curbside recycling (blue bags)	45.9%	30.4%	3.1%	10.3%	10.3%
2011	48.0%	41.2%	6.1%	3.8%	1.0%
Q22c. Drop-off recycling	38.9%	31.3%	10.6%	9.8%	9.3%
2011	38.3%	45.7%	11.7%	4.0%	0.3%
Q22d. City electric service	39.4%	36.2%	3.5%	11.8%	9.1%
2011	39.4%	50.4%	6.3%	2.9%	1.0%
Q22e. City water service	38.2%	36.3%	4.7%	10.9%	9.8%
2011	35.7%	50.8%	8.5%	3.8%	1.2%

2013 City of Columbia Community Survey Data

Q23. TRANSPORTATION. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=811)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q23a. How easy it is to get from your home to downtown Columbia	30.8%	47.8%	8.9%	7.7%	2.3%	2.5%
Q23b. How easy it is for you to get to/from work	29.5%	39.1%	11.5%	8.2%	1.2%	10.5%
Q23c. How easy it is to get to/from your home and major shopping areas in the City	28.4%	49.2%	10.1%	8.2%	1.6%	2.5%
Q23d. Ease of travel by bike in the City	11.1%	22.5%	21.6%	8.0%	2.1%	34.6%
Q23e. Ease of walking in the City	13.3%	40.0%	21.1%	9.6%	2.6%	13.2%
Q23f. The availability of bus service in the City	6.6%	18.4%	18.0%	11.1%	7.8%	38.1%

2013 City of Columbia Community Survey Data

WITHOUT DON'T KNOW

Q23. TRANSPORTATION. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=811)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q23a. How easy it is to get from your home to downtown Columbia	31.6%	49.0%	9.1%	7.9%	2.4%
2011	32.8%	47.5%	10.9%	6.8%	2.0%
Q23b. How easy it is for you to get to/from work	33.0%	43.6%	12.8%	9.1%	1.4%
2011	31.4%	47.2%	12.6%	6.7%	2.1%
Q23c. How easy it is to get to/from your home and major shopping areas in the City	29.2%	50.4%	10.4%	8.4%	1.6%
2011	26.8%	50.0%	13.3%	7.7%	2.2%
Q23d. Ease of travel by bike in the City	17.0%	34.4%	33.1%	12.3%	3.2%
2011	18.1%	37.3%	32.2%	9.1%	3.3%
Q23e. Ease of walking in the City	15.4%	46.2%	24.4%	11.1%	3.0%
2011	18.4%	46.2%	24.6%	8.4%	2.4%
Q23f. The availability of bus service in the City	10.6%	29.7%	29.1%	18.0%	12.6%
2011	12.6%	30.7%	33.2%	15.9%	7.6%

2013 City of Columbia Community Survey Data

Q24. Which THREE of the transportation issues listed above do you think are the most important issues for the City to address?

<u>1st Choice</u>	<u>Number</u>	<u>Percent</u>
How easy it is to get from your home to downtown	125	15.4 %
How easy it is for you to get to/from work	259	31.9 %
How easy it is to get to/from your home and major shopping areas in the City	54	6.7 %
Ease of travel by bike in the City	51	6.3 %
Ease of walking in the City	49	6.0 %
The availability of bus service in the City	201	24.8 %
<u>None Chosen</u>	72	8.9 %
Total	811	100.0 %

Q24. Which THREE of the transportation issues listed above do you think are the most important issues for the City to address?

<u>2nd Choice</u>	<u>Number</u>	<u>Percent</u>
How easy it is to get from your home to downtown	121	14.9 %
How easy it is for you to get to/from work	127	15.7 %
How easy it is to get to/from your home and major shopping areas in the City	166	20.5 %
Ease of travel by bike in the City	75	9.2 %
Ease of walking in the City	140	17.3 %
The availability of bus service in the City	98	12.1 %
<u>None Chosen</u>	84	10.4 %
Total	811	100.0 %

2013 City of Columbia Community Survey Data

Q24. Which THREE of the transportation issues listed above do you think are the most important issues for the City to address?

3rd Choice	Number	Percent
How easy it is to get from your home to downtown	101	12.5 %
How easy it is for you to get to/from work	62	7.6 %
How easy it is to get to/from your home and major shopping areas in the City	167	20.6 %
Ease of travel by bike in the City	89	11.0 %
Ease of walking in the City	154	19.0 %
The availability of bus service in the City	124	15.3 %
<u>None Chosen</u>	114	14.1 %
Total	811	100.0 %

Q24. Which THREE of the transportation issues listed above do you think are the most important issues for the City to address? (Sum of Top Three Choices)

			2011	
Sum of Top Three Choices	Number	Percent	Number	Percent
How easy it is to get from your home to downtown	347	42.8 %	342	41.0%
How easy it is for you to get to/from work	448	55.2 %	459	55.0%
How easy it is to get to/from your home and major shopping areas in the City	387	47.7 %	378	45.3%
Ease of travel by bike in the City	215	26.5 %	232	27.8%
Ease of walking in the City	343	42.3 %	330	39.6%
The availability of bus service in the City	423	52.2 %	485	58.2%
<u>None Chosen</u>	72	8.9 %	<u>67</u>	8.0%
Total	2235		2,293	

Sum of Top Three Choices	Number	Percent
How easy it is to get from your home to downtown	347	42.8 %
How easy it is for you to get to/from work	448	55.2 %
How easy it is to get to/from your home and major shopping areas in the City	387	47.7 %
Ease of travel by bike in the City	215	26.5 %
Ease of walking in the City	343	42.3 %
The availability of bus service in the City	423	52.2 %
<u>None Chosen</u>	72	8.9 %
Total	2235	

2013 City of Columbia Community Survey Data

Q25. COMMUNITY PRIORITIES. Using a scale of 1 to 5, where 5 mean "very high priority" and 1 means "very low priority," rank the importance of the following issues:

(N=811)

	Very High	High	Medium	Low	Very Low	Don't Know
Q25a. Ensuring that affordable housing is available	23.4%	29.7%	27.2%	9.8%	4.8%	5.1%
Q25b. Minimizing congestion on City streets	28.8%	40.8%	22.1%	5.1%	1.0%	2.2%
Q25c. Improving sidewalks	16.9%	31.6%	34.2%	12.4%	2.2%	2.6%
Q25d. Adding biking lanes and trails	11.1%	15.8%	24.4%	18.5%	27.1%	3.1%
Q25e. Maintaining City streets and infrastructure	56.2%	33.5%	5.8%	1.6%	0.7%	2.1%
Q25f. Managing stormwater runoff to prevent floods and minimize water pollution	33.7%	40.8%	19.9%	2.7%	0.6%	2.2%
Q25g. Promoting economic development/job creation	33.7%	33.4%	23.1%	5.0%	2.2%	2.6%
Q25h. Preserving greenspace to ensure some areas of the city are not developed	36.2%	29.0%	21.3%	8.3%	3.0%	2.2%
Q25i. Protecting residents & businesses from crime	64.9%	22.8%	8.7%	1.6%	0.4%	1.7%
Q25j. Increasing the level of participation by residents in local government	15.0%	31.8%	35.6%	11.0%	3.3%	3.3%
Q25k. Preserving/protecting the environment	28.7%	37.6%	21.9%	6.3%	2.7%	2.7%
Q25l. Expanding public transportation (bus) services	18.3%	27.8%	30.3%	10.0%	8.4%	5.2%
Q25m. Historic preservation efforts	12.0%	21.8%	36.2%	16.9%	9.9%	3.1%
Q25n. Improving cooperation between the City and County	20.0%	28.7%	33.7%	7.9%	2.8%	6.8%
Q25o. Maintaining a balanced City Budget	47.1%	33.0%	13.6%	2.0%	1.1%	3.2%

2013 City of Columbia Community Survey Data

WITHOUT DON'T KNOW

Q25. COMMUNITY PRIORITIES. Using a scale of 1 to 5, where 5 mean "very high priority" and 1 means "very low priority," rank the importance of the following issues: (Without "Don't Know")

(N=811)

	Very High	High	Medium	Low	Very Low
Q25a. Ensuring that affordable housing is available 2011	24.6% 21.8%	31.3% 31.7%	28.7% 29.7%	10.3% 9.3%	5.1% 7.5%
Q25b. Minimizing congestion on City streets 2011	29.5% 28.9%	41.7% 40.9%	22.6% 24.5%	5.2% 3.8%	1.0% 1.8%
Q25c. Improving sidewalks 2011 - ...and pedestrian walkways	17.3% 20.8%	32.5% 36.0%	35.2% 31.1%	12.7% 8.0%	2.3% 4.0%
Q25d. Adding biking lanes and trails 2011 – add biking lanes and paths	11.5% 14.5%	16.3% 19.4%	25.1% 27.4%	19.1% 17.8%	27.9% 21.0%
Q25e. Maintaining City streets and infrastructure 2011	57.4% 60.7%	34.3% 32.0%	5.9% 6.1%	1.6% 0.8%	0.8% 0.4%
Q25f. Managing stormwater runoff to prevent floods and minimize water pollution 2011 – question stopped after “runoff”	34.5% 31.0%	41.7% 40.1%	20.4% 22.9%	2.8% 4.7%	0.6% 1.2%
Q25g. Promoting economic development/job creation 2011	34.6% 44.5%	34.3% 32.1%	23.8% 17.4%	5.1% 4.3%	2.3% 1.8%
Q25h. Preserving greenspace to ensure some areas of the city are not developed 2011 – question stopped after “greenspace”	37.0% 36.9%	29.7% 30.1%	21.7% 20.5%	8.5% 7.9%	3.0% 4.6%
Q25i. Protecting residents & businesses from crime 2011	66.0% 63.5%	23.2% 26.8%	8.8% 8.2%	1.6% 1.0%	0.4% 0.5%
Q25j. Increasing the level of participation by residents in local government 2011	15.5% 16.8%	32.9% 33.8%	36.8% 37.5%	11.4% 8.7%	3.5% 3.2%
Q25k. Preserving/protecting the environment 2011	29.5% 29.6%	38.7% 36.1%	22.5% 26.0%	6.5% 5.7%	2.8% 2.6%
Q25l. Expanding public transportation (bus) services 2011 – did not mention “bus”	19.3% 24.2%	29.3% 25.6%	31.9% 31.7%	10.6% 11.1%	8.9% 7.4%

2013 City of Columbia Community Survey Data

Q25m. Historic preservation efforts 2011 – not asked	12.4%	22.5%	37.4%	17.4%	10.2%
Q25n. Improving cooperation between the City and County 2011	21.5% 18.5%	30.8% 31.6%	36.2% 38.0%	8.5% 8.0%	3.1% 3.9%
Q25o. Maintaining a balanced City Budget 2011 – not asked	48.7%	34.1%	14.1%	2.0%	1.2%

2013 City of Columbia Community Survey Data

Q26. Which FIVE of the issues listed above do you think are the most important issues for the City of Columbia?

<u>1st Choice</u>	<u>Number</u>	<u>Percent</u>
Ensuring that affordable housing is available	96	11.8 %
Minimizing congestion on City streets	66	8.1 %
Improving sidewalks	15	1.8 %
Adding biking lanes and trails	22	2.7 %
Maintaining City streets and infrastructure	132	16.3 %
Managing stormwater runoff to prevent floods and minimize water pollution	15	1.8 %
Promoting economic development/job creation	49	6.0 %
Preserving greenspace to ensure some areas of the city are not developed	23	2.8 %
Protecting residents & businesses from crime	200	24.7 %
Preserving/protecting the environment	15	1.8 %
Expanding public transportation (bus) services	21	2.6 %
Historic preservation efforts	3	0.4 %
Improving cooperation between the City and County	2	0.2 %
Maintaining a balanced City Budget	98	12.1 %
<u>None chosen</u>	<u>54</u>	<u>6.7 %</u>
Total	811	100.0 %

2013 City of Columbia Community Survey Data

Q26. Which FIVE of the issues listed above do you think are the most important issues for the City of Columbia?

<u>2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Ensuring that affordable housing is available	41	5.1 %
Minimizing congestion on City streets	64	7.9 %
Improving sidewalks	29	3.6 %
Adding biking lanes and trails	23	2.8 %
Maintaining City streets and infrastructure	172	21.2 %
Managing stormwater runoff to prevent floods and minimize water pollution	42	5.2 %
Promoting economic development/job creation	94	11.6 %
Preserving greenspace to ensure some areas of the city are not developed	29	3.6 %
Protecting residents & businesses from crime	135	16.6 %
Increasing the level of participation by residents in local government	7	0.9 %
Preserving/protecting the environment	34	4.2 %
Expanding public transportation (bus) services	23	2.8 %
Historic preservation efforts	3	0.4 %
Improving cooperation between the City and County	14	1.7 %
Maintaining a balanced City Budget	45	5.5 %
None chosen	56	6.9 %
Total	811	100.0 %

2013 City of Columbia Community Survey Data

Q26. Which FIVE of the issues listed above do you think are the most important issues for the City of Columbia?

3rd Choice	Number	Percent
Ensuring that affordable housing is available	28	3.5 %
Minimizing congestion on City streets	57	7.0 %
Improving sidewalks	34	4.2 %
Adding biking lanes and trails	18	2.2 %
Maintaining City streets and infrastructure	98	12.1 %
Managing stormwater runoff to prevent floods and minimize water pollution	67	8.3 %
Promoting economic development/job creation	66	8.1 %
Preserving greenspace to ensure some areas of the city are not developed	58	7.2 %
Protecting residents & businesses from crime	136	16.8 %
Increasing the level of participation by residents in local government	15	1.8 %
Preserving/protecting the environment	64	7.9 %
Expanding public transportation (bus) services	34	4.2 %
Historic preservation efforts	7	0.9 %
Improving cooperation between the City and County	16	2.0 %
Maintaining a balanced City Budget	53	6.5 %
None chosen	60	7.4 %
Total	811	100.0 %

2013 City of Columbia Community Survey Data

Q26. Which FIVE of the issues listed above do you think are the most important issues for the City of Columbia?

4th Choice	Number	Percent
Ensuring that affordable housing is available	36	4.4 %
Minimizing congestion on City streets	64	7.9 %
Improving sidewalks	28	3.5 %
Adding biking lanes and trails	23	2.8 %
Maintaining City streets and infrastructure	77	9.5 %
Managing stormwater runoff to prevent floods and minimize water pollution	58	7.2 %
Promoting economic development/job creation	53	6.5 %
Preserving greenspace to ensure some areas of the city are not developed	59	7.3 %
Protecting residents & businesses from crime	63	7.8 %
Increasing the level of participation by residents in local government	15	1.8 %
Preserving/protecting the environment	75	9.2 %
Expanding public transportation (bus) services	41	5.1 %
Historic preservation efforts	24	3.0 %
Improving cooperation between the City and County	39	4.8 %
Maintaining a balanced City Budget	85	10.5 %
None chosen	71	8.8 %
Total	811	100.0 %

2013 City of Columbia Community Survey Data

Q26. Which FIVE of the issues listed above do you think are the most important issues for the City of Columbia?

5th Choice	Number	Percent
Ensuring that affordable housing is available	38	4.7 %
Minimizing congestion on City streets	71	8.8 %
Improving sidewalks	41	5.1 %
Adding biking lanes and trails	16	2.0 %
Maintaining City streets and infrastructure	51	6.3 %
Managing stormwater runoff to prevent floods and minimize water pollution	62	7.6 %
Promoting economic development/job creation	49	6.0 %
Preserving greenspace to ensure some areas of the city are not developed	58	7.2 %
Protecting residents & businesses from crime	46	5.7 %
Increasing the level of participation by residents in local government	19	2.3 %
Preserving/protecting the environment	50	6.2 %
Expanding public transportation (bus) services	36	4.4 %
Historic preservation efforts	15	1.8 %
Improving cooperation between the City and County	40	4.9 %
Maintaining a balanced City Budget	100	12.3 %
None chosen	119	14.7 %
Total	811	100.0 %

2013 City of Columbia Community Survey Data

Q26. Which **FIVE of the issues listed above do you think are the most important issues for the City of Columbia? (Sum of Top Five Choices)**

			2011 – top 3 choices	
<u>Sum of Top Five Choices</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Ensuring that affordable housing is available	239	29.5 %	178	21.3%
Minimizing congestion on City streets	322	39.7 %	182	21.8%
Improving sidewalks	147	18.1 %	89	10.7%
Adding biking lanes and trails	102	12.6 %	48	5.8%
Maintaining City streets and infrastructure	530	65.4 %	485	58.2%
Managing stormwater runoff to prevent floods and minimize water pollution	244	30.1 %	117	14.0%
Promoting economic development/job creation	311	38.3 %	315	37.8%
Preserving greenspace to ensure some areas of the city are not developed	227	28.0 %	137	16.4%
Protecting residents & businesses from crime	580	71.5 %	455	54.6%
Increasing the level of participation by residents in local government	56	6.9 %	40	4.8%
Preserving/protecting the environment	238	29.3 %	111	13.3%
Expanding public transportation (bus) services	155	19.1 %	111	13.3%
Historic preservation efforts	52	6.4 %	Not asked	
Improving cooperation between the City and County	111	13.7 %	37	4.4%
Maintaining a balanced City Budget	381	47.0 %	Not asked	
None chosen	54	6.7 %	40	4.8%
Total	3749		2,387	

<u>Sum of Top Five Choices</u>	<u>Number</u>	<u>Percent</u>
Ensuring that affordable housing is available	239	29.5 %
Minimizing congestion on City streets	322	39.7 %
Improving sidewalks	147	18.1 %
Adding biking lanes and trails	102	12.6 %
Maintaining City streets and infrastructure	530	65.4 %
Managing stormwater runoff to prevent floods and minimize water pollution	244	30.1 %
Promoting economic development/job creation	311	38.3 %
Preserving greenspace to ensure some areas of the city are not developed	227	28.0 %
Protecting residents & businesses from crime	580	71.5 %
Increasing the level of participation by residents in local government	56	6.9 %
Preserving/protecting the environment	238	29.3 %
Expanding public transportation (bus) services	155	19.1 %
Historic preservation efforts	52	6.4 %
Improving cooperation between the City and County	111	13.7 %
Maintaining a balanced City Budget	381	47.0 %
None chosen	54	6.7 %
Total	3749	

2013 City of Columbia Community Survey Data

Q27. COLUMBIA REGIONAL AIRPORT. When flying how often do you choose Columbia Regional Airport over other airports, such as St. Louis or Kansas City?

2011 – not asked

Q27 How often chose CRA	Number	Percent
Every time I fly	15	1.8 %
Most of the time	40	4.9 %
About half the time	50	6.2 %
Some of the time	211	26.0 %
Never, but I fly	353	43.5 %
Never because I don't fly	131	16.2 %
Don't Know	11	1.4 %
Total	811	100.0 %

Q28. Do you think the Columbia Regional Airport needs a new terminal?

2011 – not asked

Q28. Do you think the Columbia Regional Airport needs a new terminal?	Number	Percent
Yes	236	29.1 %
No	239	29.5 %
Don't Know	336	41.4 %
Total	811	100.0 %

Q29. Please indicate if you would support raising the City's motel/hotel tax rate from 4% to 7% to help fund the construction of a new terminal at the Columbia Regional Airport. This tax would only be paid by people who spend the night at hotels and motels in the City.

2011 – not asked

Q29. Please indicate if you would support raising the City's motel/hotel tax rate from 4% to 7%?	Number	Percent
Yes	427	52.7 %
No	252	31.1 %
Don't Know	132	16.3 %
Total	811	100.0 %

2013 City of Columbia Community Survey Data

Q30. SOCIAL SERVICES. Please rank the following social services funding areas using a scale of 1 to 5, where 5 is the area of the greatest need and 1 is the area with the least need.

(N=811)

	Greatest Need	Great Need	Medium Need	Not Much of a Need	Least Need	Don't Know
Q30a. Services to meet basic needs & emergencies	28.5%	33.7%	24.0%	4.2%	1.9%	7.8%
Q30b. Services for children, youth, and families	25.4%	37.5%	22.5%	3.7%	2.1%	8.8%
Q30c. Services to support economic opportunity	18.4%	35.8%	28.6%	5.4%	3.8%	7.9%
Q30d. Services to support independent living	15.5%	34.5%	31.3%	5.1%	3.6%	10.0%
Q30e. Mental health services (e.g. counseling)	24.0%	33.4%	24.3%	5.2%	3.8%	9.3%

WITHOUT DON'T KNOW

Q30. SOCIAL SERVICES. Please rank the following social services funding areas using a scale of 1 to 5, where 5 is the area of the greatest need and 1 is the area with the least need. (Without "Don't Know")

2011 – asked about willingness to support with City taxes

(N=811)

	Greatest Need	Great Need	Medium Need	Not Much of a Need	Least Need
Q30a. Services to meet basic needs & emergencies	30.9%	36.5%	26.0%	4.6%	2.0%
Q30b. Services for children, youth, and families	27.8%	41.1%	24.7%	4.1%	2.3%
Q30c. Services to support economic opportunity	20.0%	38.8%	31.0%	5.9%	4.2%
Q30d. Services to support independent living	17.2%	38.4%	34.8%	5.6%	4.0%
Q30e. Mental health services (e.g. counseling)	26.5%	36.8%	26.7%	5.7%	4.2%

2013 City of Columbia Community Survey Data

Q31. Approximately how many years have you lived in Columbia?

Q31. Approximately how many years have you lived in Columbia?	Number	Percent
Under 5 years	160	19.7 %
6-10 years	151	18.6 %
11-15 years	103	12.7 %
16-20 years	106	13.1 %
21-30 years	128	15.8 %
31+ years	154	19.0 %
Not provided	9	1.1 %
Total	811	100.0 %

Q32. Are you a student in a college or university?

Q32. Are you a student in a college or university?	Number	Percent
Yes	83	10.2 %
No	721	88.9 %
Not Provided	7	0.9 %
Total	811	100.0 %

Q33. Do you own or rent your current residence?

Q33. Do you own or rent your current residence?	Number	Percent
Own	629	77.6 %
Rent	177	21.8 %
Not Provided	5	0.6 %
Total	811	100.0 %

2013 City of Columbia Community Survey Data

Q34. How many persons in your household (counting yourself) are in each of the following age groups?

	<u>Mean</u>
number	2.52
Q35 Under age 10	0.32
Ages 10-19	0.28
Ages 20-44	0.73
Ages 45-64	0.81
Ages 65+	0.38

Q35. In what year was your home built?

<u>Q34. In what year was your home built?</u>	<u>Number</u>	<u>Percent</u>
Before 1950	66	8.1 %
1950-1969	148	18.2 %
1970-1989	189	23.3 %
1990 or later	358	44.1 %
<u>Not Provided</u>	50	6.2 %
Total	811	100.0 %

Q36. What is your age?

<u>Q36. What is your age?</u>	<u>Number</u>	<u>Percent</u>
18-34 years	239	29.5 %
35-44 years	208	25.6 %
45-54 years	157	19.4 %
55-64 years	125	15.4 %
65+ years	74	9.1 %
<u>Not Provided</u>	8	1.0 %
Total	811	100.0 %

2013 City of Columbia Community Survey Data

Q37. Do you subscribe to any of the following television services:

2011

Q37 Subscribe to any of the following	Number	Percent	Number	Percent
Charter Cable	22	2.7 %	25	3.0%
Mediacom	314	38.7 %	341	40.9%
Century Link	251	30.9 %	236	28.3%
Satellite TV	161	19.9 %	196	23.5%
Not provided	79	9.7 %	93	11.2%
Total	827		891	

Q37 Subscribe to any of the following	Number	Percent
Charter Cable	22	2.7 %
Mediacom	314	38.7 %
Century Link	251	30.9 %
Satellite TV	161	19.9 %
Not provided	79	9.7 %
Total	827	

Q38. Would you say your total annual household income is:

Q38. Would you say your total annual household income is:	Number	Percent
Under \$15,000	51	6.3 %
\$15,000 - \$29,999	90	11.1 %
\$30,000 - \$59,999	171	21.1 %
\$60,000 - \$99,999	238	29.3 %
More than \$100,000	224	27.6 %
Not provided	37	4.6 %
Total	811	100.0 %

Q39. Which of the following best describes your race/ethnicity?

Q39 Best describes your race	Number	Percent
Hispanic	30	3.7 %
White/Caucasian	663	81.8 %
African American/Black	75	9.2 %
Asian/Pacific Islander	31	3.8 %
Native American/Eskimo	5	0.6 %
Mixed Race	10	1.2 %
Other	2	0.2 %
Not provided	4	0.5 %
Total	820	

Q40. What is your gender?

2013 City of Columbia Community Survey Data

Q40 Gender	Number	Percent
Male	385	47.5 %
Female	426	52.5 %
Total	811	100.0 %