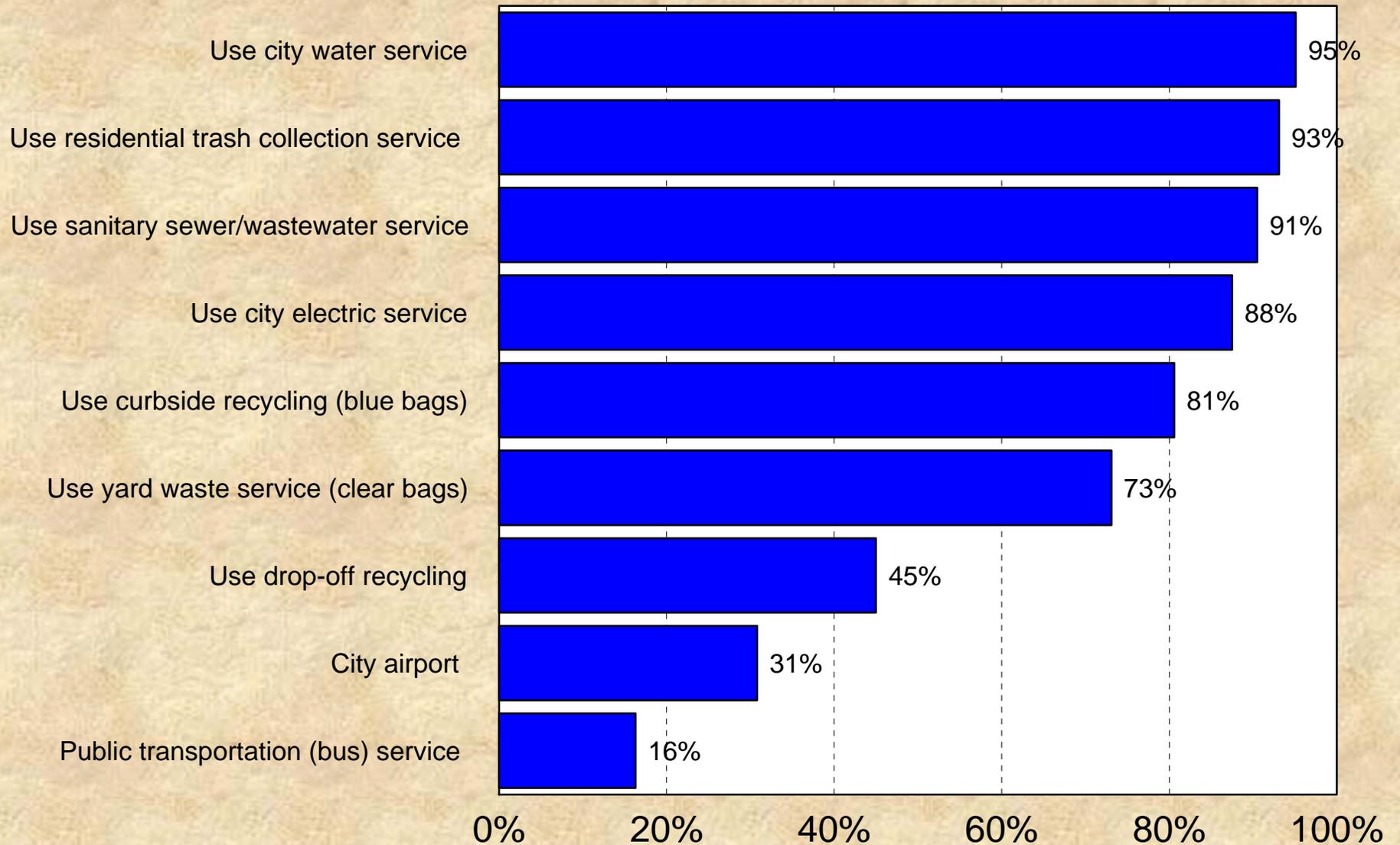


Municipal Services and Utilities

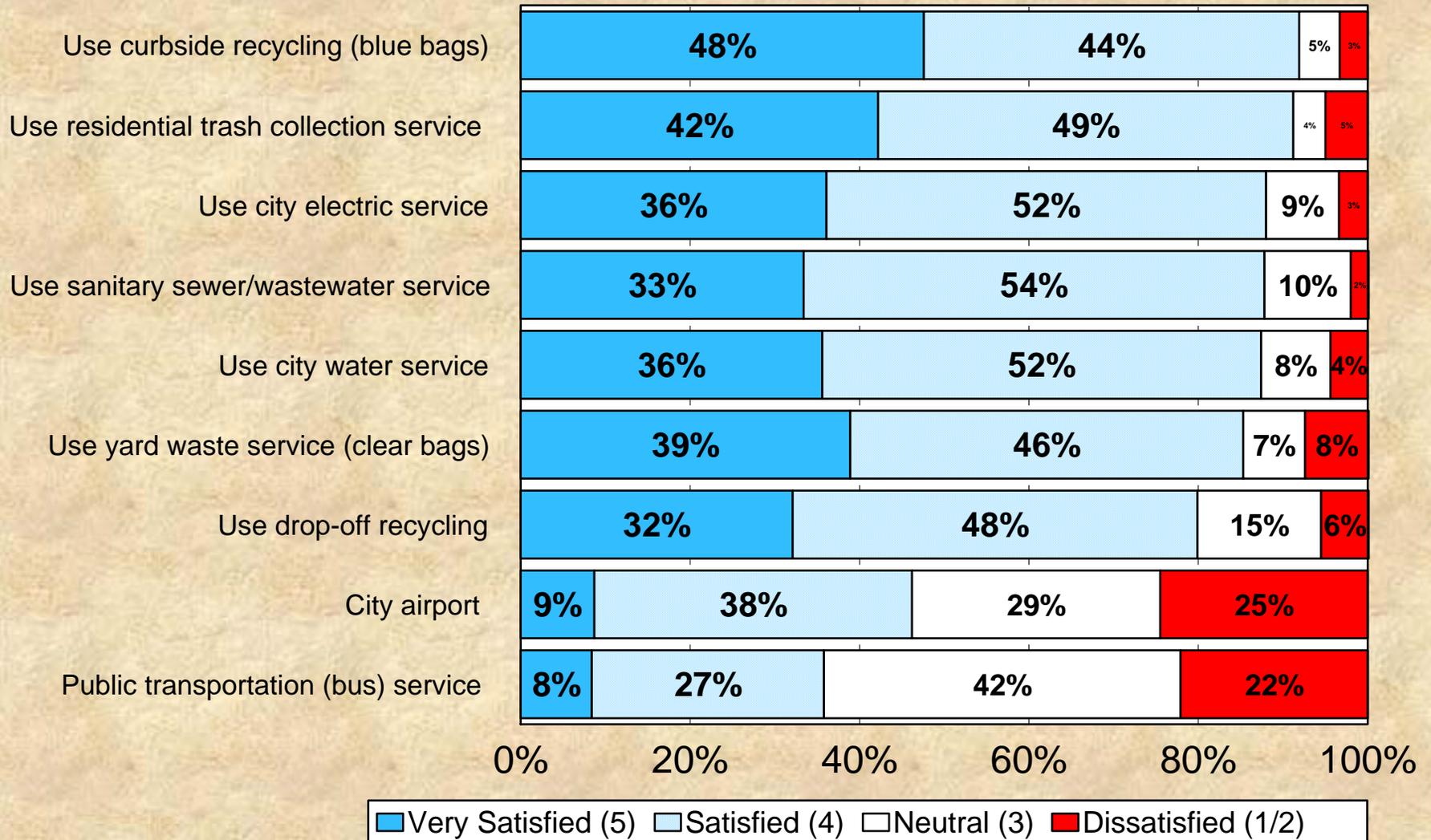
Percentage of Columbia Households that Use Various Services Provided by the City

by percentage of respondents who responded "yes" to use of the service



Overall Satisfaction with Services Provided by the City of Columbia

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



Satisfaction with Residential Trash Collection Services (Q10a)

*2005 Columbia
Community Survey*

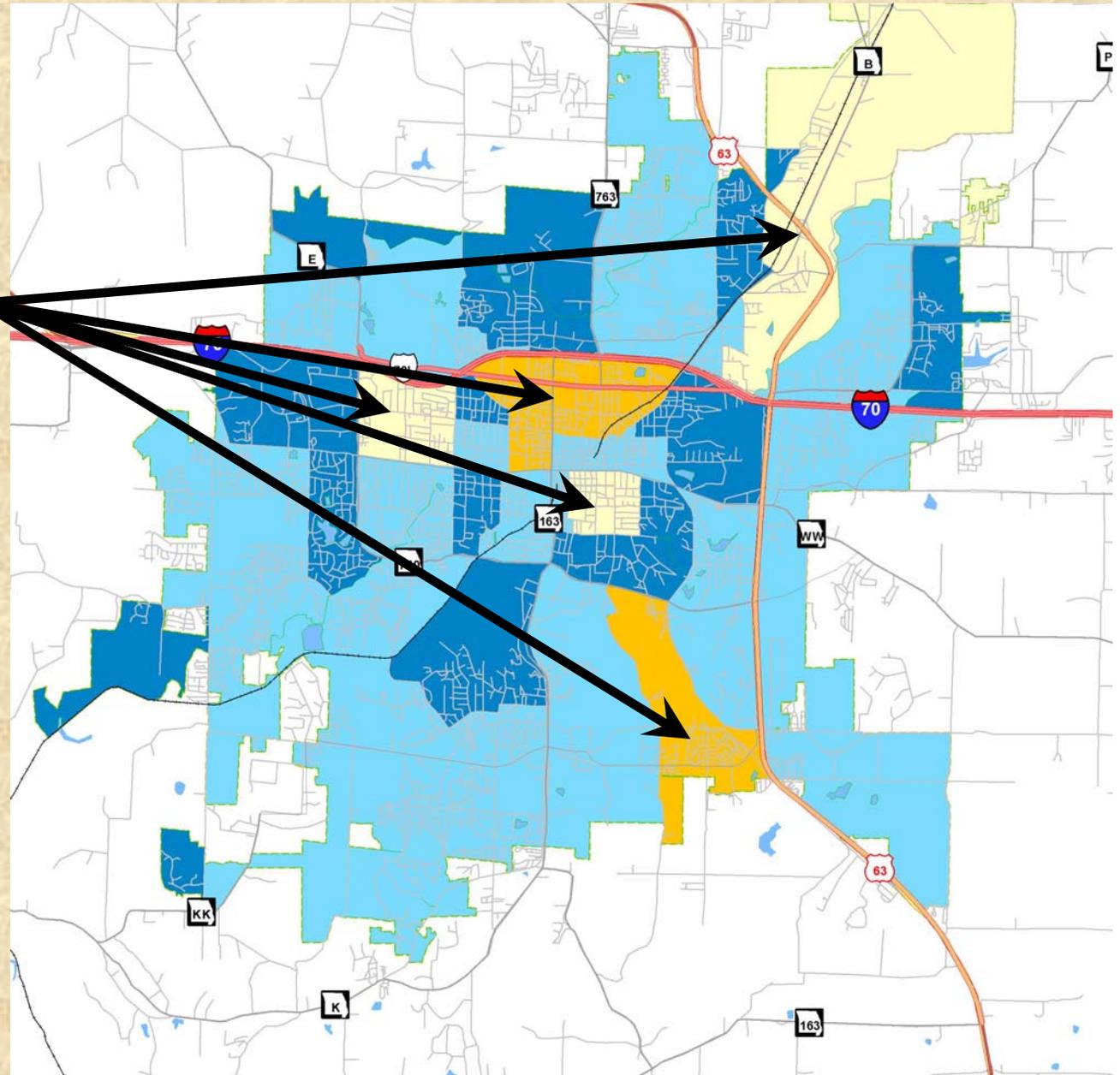
Potential Areas of
Concern

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 Electrical Utility Services (Q10e)

*2005 Columbia
Community Survey*

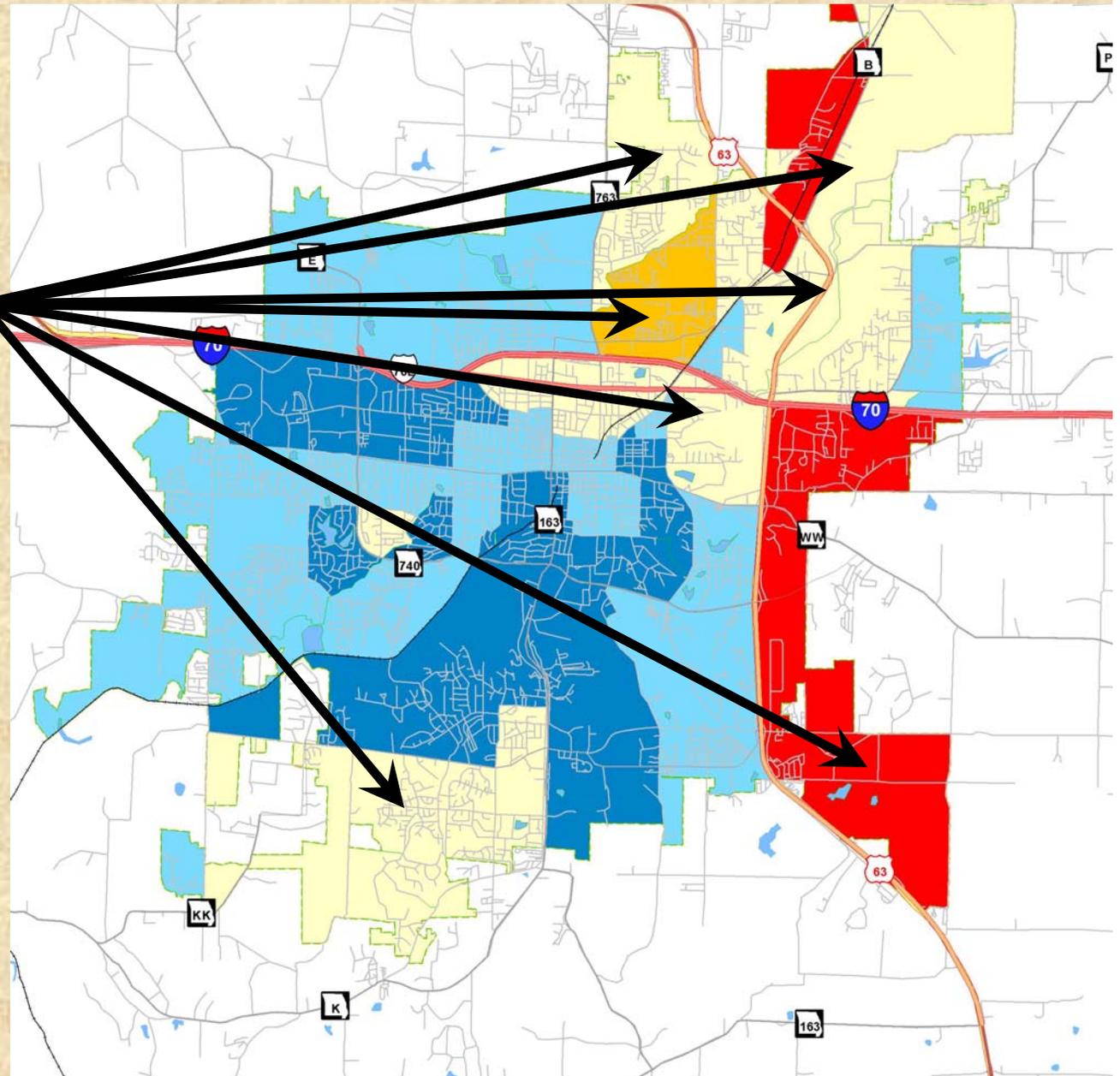
Potential Areas of
Concern

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 Water Utility Services (Q10f)

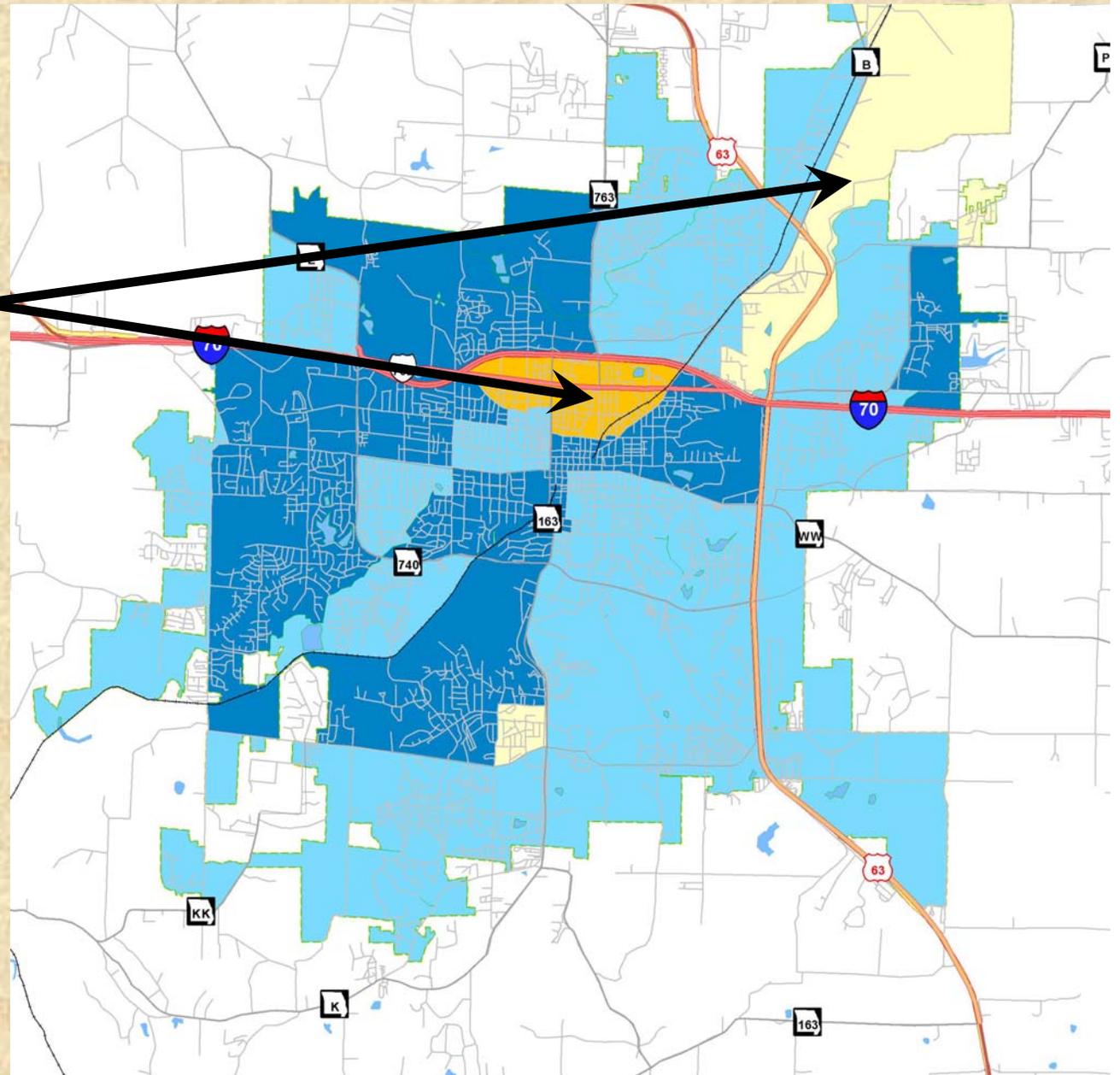
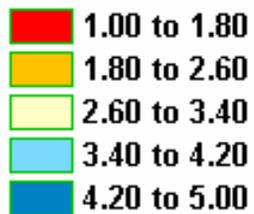
*2005 Columbia
Community Survey*

Potential Areas of
Concern

Mean Rating

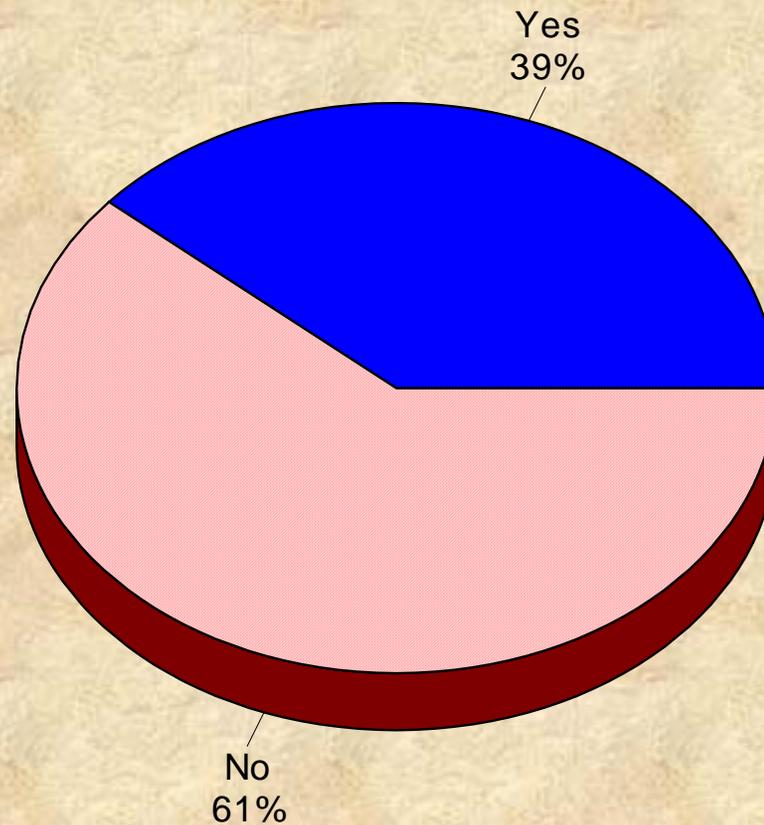
1=very unsatisfied
5=very satisfied

LEGEND:



Percentage of Residents Who Have Called or Visited the City with a Question, Problem, or Complaint During the Past Year

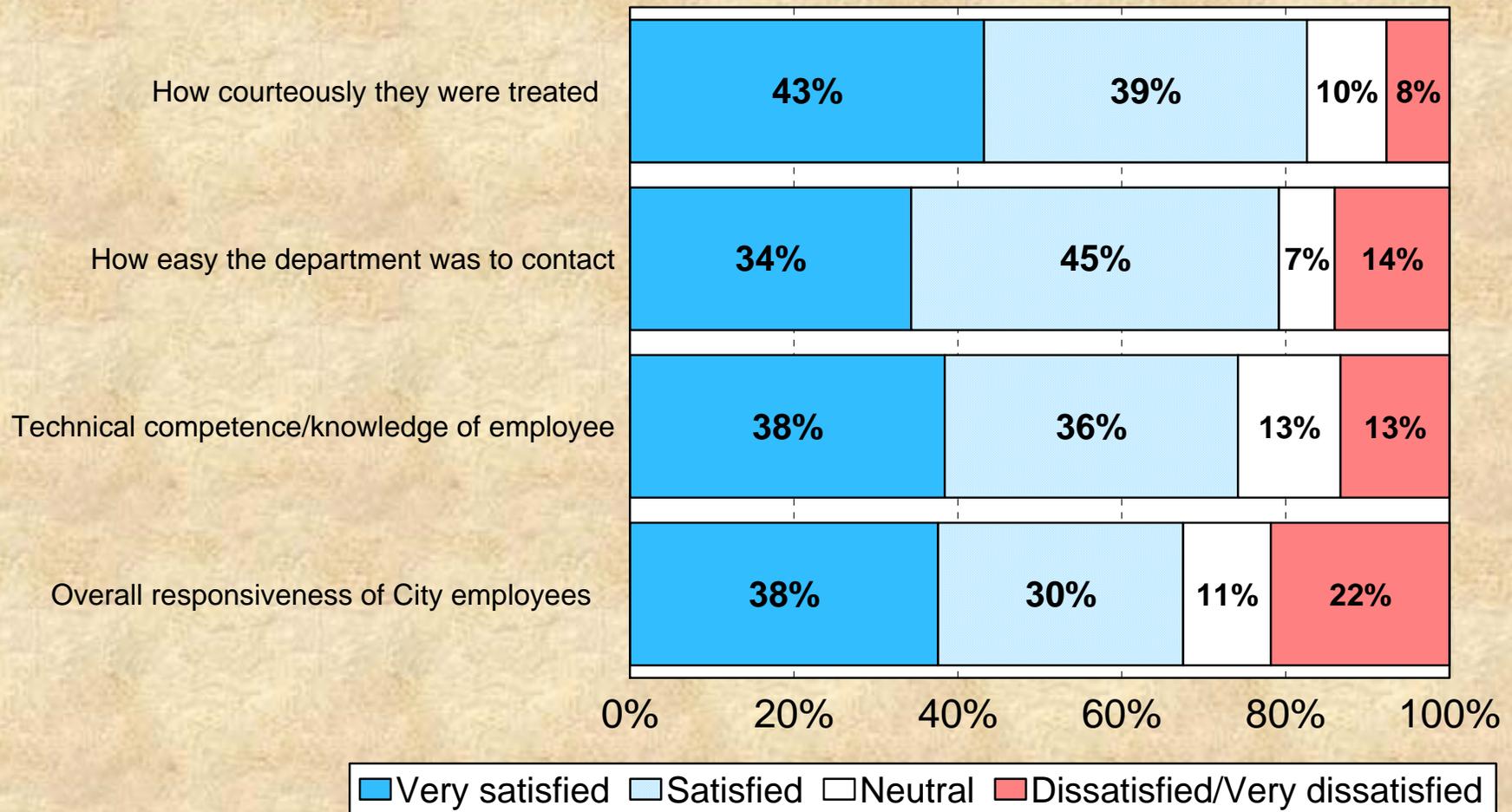
by percentage of respondents



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

Factors that Influence the Perception Residents Have of the Quality of Customer Service They Receive from City Employees

by percentage of respondents who had contacted the city during the last year
excluding don't knows

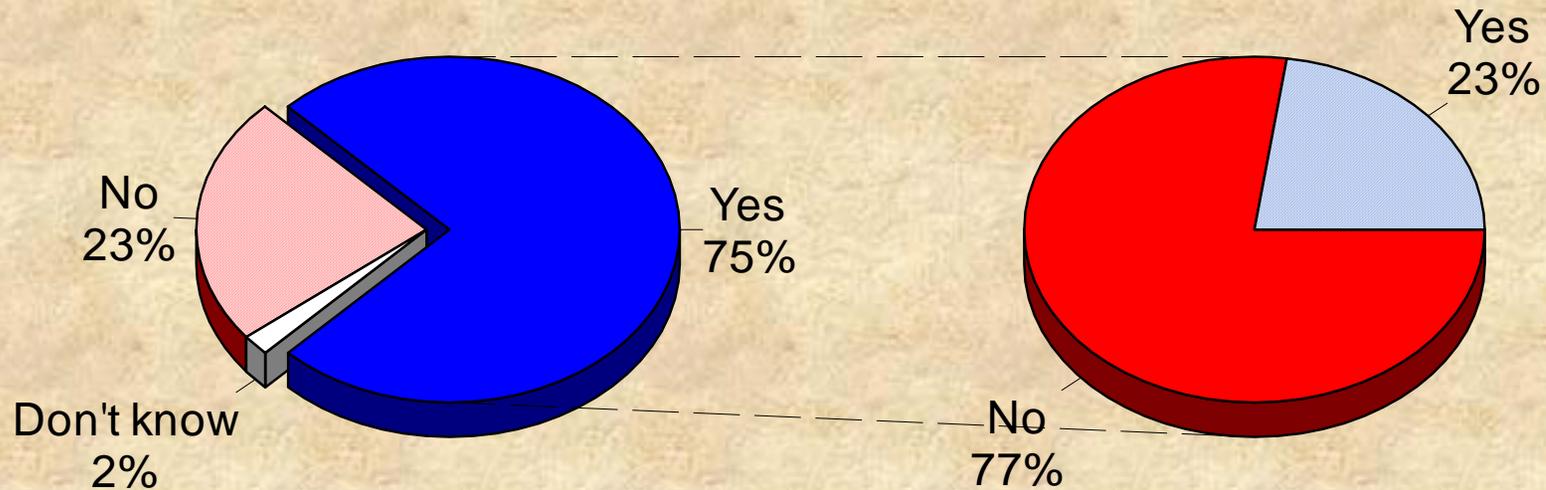


Source: ETC Institute DirectionFinder (2005 - Columbia, MO)

Did You Know that You Can Register for Parks and Recreation Programs and Pay City Utility Bills Over the Internet?

by percentage of respondents

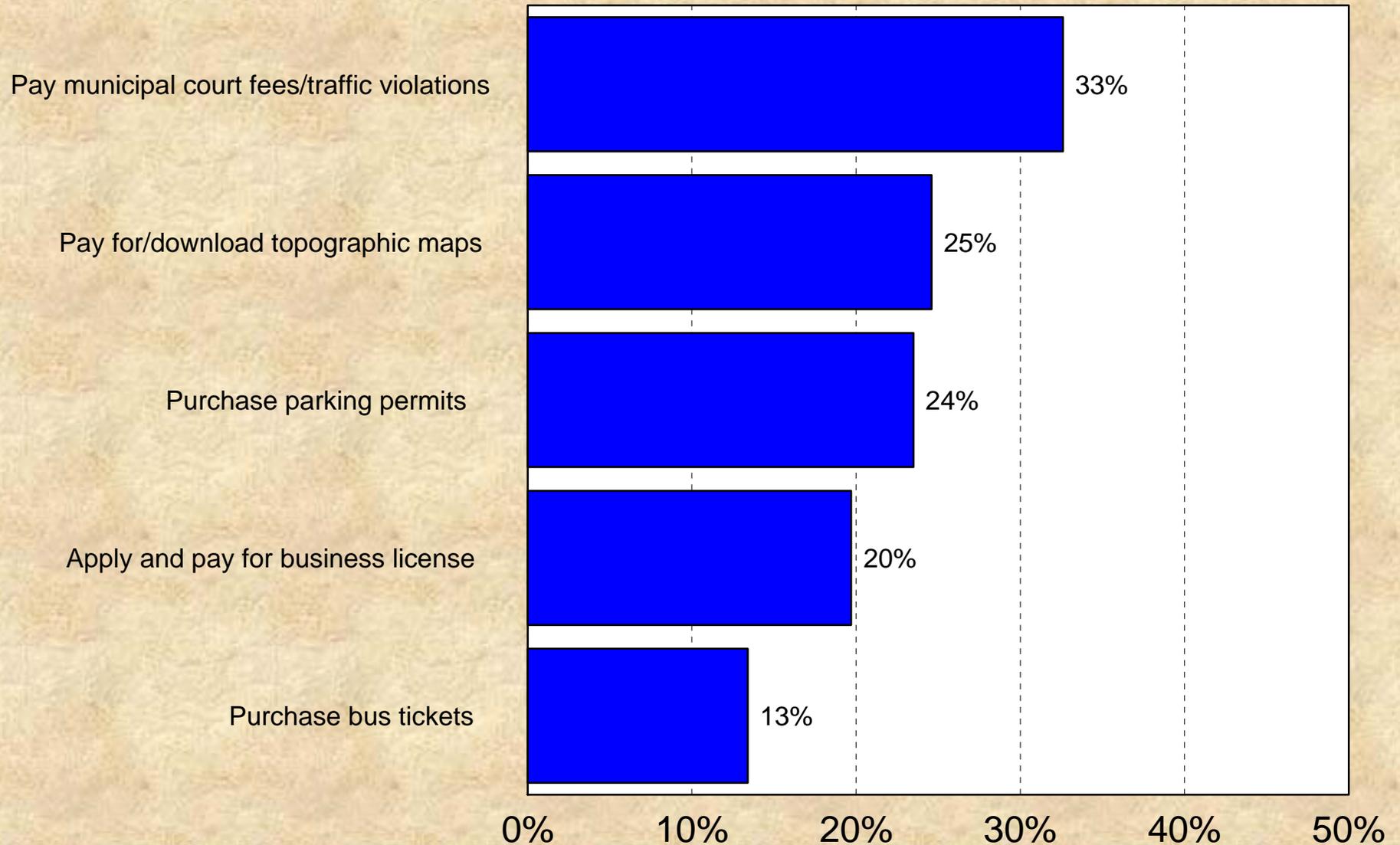
Have you ever registered or paid over the Internet?



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

Percentage of Households the Would Be Interested in Registering and Paying for Various City Services Over the Internet

by percentage of respondents



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