

City of Columbia

Community Survey

Non-Random Tabular Data

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2019

Submitted to the City of Columbia, Missouri

by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

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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=87)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Police services provided by City	13.8%	37.9%	24.1%	14.9%	6.9%	2.3%
Q1-2. Fire services provided by City	37.9%	43.7%	11.5%	0.0%	0.0%	6.9%
Q1-3. Parks & recreation programs & facilities provided by City	40.2%	36.8%	14.9%	3.4%	2.3%	2.3%
Q1-4. Condition (smoothness, absence of cracks/potholes) of streets in Columbia	1.1%	10.3%	19.5%	39.1%	29.9%	0.0%
Q1-5. Enforcement of City codes & ordinances	6.9%	21.8%	41.4%	9.2%	9.2%	11.5%
Q1-6. Quality of customer service you receive from City employees	18.4%	27.6%	33.3%	6.9%	4.6%	9.2%
Q1-7. Effectiveness of City communication with the public	9.2%	33.3%	33.3%	11.5%	8.0%	4.6%
Q1-8. City's stormwater runoff/stormwater management system	10.3%	28.7%	40.2%	10.3%	2.3%	8.0%
Q1-9. Public health services provided by City	16.1%	33.3%	27.6%	6.9%	0.0%	16.1%
Q1-10. Solid waste services (trash, recycling, etc.)	21.8%	47.1%	13.8%	8.0%	6.9%	2.3%
Q1-11. City water, electric & sewer services	26.4%	37.9%	18.4%	8.0%	6.9%	2.3%
Q1-12. Public transit services (bus)	6.9%	17.2%	21.8%	12.6%	8.0%	33.3%

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=87)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Police services provided by City	14.1%	38.8%	24.7%	15.3%	7.1%
Q1-2. Fire services provided by City	40.7%	46.9%	12.3%	0.0%	0.0%
Q1-3. Parks & recreation programs & facilities provided by City	41.2%	37.6%	15.3%	3.5%	2.4%
Q1-4. Condition (smoothness, absence of cracks/potholes) of streets in Columbia	1.1%	10.3%	19.5%	39.1%	29.9%
Q1-5. Enforcement of City codes & ordinances	7.8%	24.7%	46.8%	10.4%	10.4%
Q1-6. Quality of customer service you receive from City employees	20.3%	30.4%	36.7%	7.6%	5.1%
Q1-7. Effectiveness of City communication with the public	9.6%	34.9%	34.9%	12.0%	8.4%
Q1-8. City's stormwater runoff/stormwater management system	11.3%	31.3%	43.8%	11.3%	2.5%
Q1-9. Public health services provided by City	19.2%	39.7%	32.9%	8.2%	0.0%
Q1-10. Solid waste services (trash, recycling, etc.)	22.4%	48.2%	14.1%	8.2%	7.1%
Q1-11. City water, electric & sewer services	27.1%	38.8%	18.8%	8.2%	7.1%
Q1-12. Public transit services (bus)	10.3%	25.9%	32.8%	19.0%	12.1%

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

Q2. Top choice	Number	Percent
Police services provided by City	53	60.9 %
Fire services provided by City	9	10.3 %
Parks & recreation programs & facilities provided by City	1	1.1 %
Condition (smoothness, absence of cracks/potholes) of streets in Columbia	7	8.0 %
City's stormwater runoff/stormwater management system	1	1.1 %
Public health services provided by City	2	2.3 %
Solid waste services (trash, recycling, etc.)	2	2.3 %
City water, electric & sewer services	7	8.0 %
Public transit services (bus)	2	2.3 %
None chosen	3	3.4 %
Total	87	100.0 %

Q2. 2nd choice	Number	Percent
Police services provided by City	14	16.1 %
Fire services provided by City	38	43.7 %
Parks & recreation programs & facilities provided by City	1	1.1 %
Condition (smoothness, absence of cracks/potholes) of streets in Columbia	8	9.2 %
Enforcement of City codes & ordinances	1	1.1 %
Quality of customer service you receive from City employees	1	1.1 %
Effectiveness of City communication with the public	3	3.4 %
Public health services provided by City	1	1.1 %
Solid waste services (trash, recycling, etc.)	5	5.7 %
City water, electric & sewer services	7	8.0 %
Public transit services (bus)	4	4.6 %
None chosen	4	4.6 %
Total	87	100.0 %

Q2. 3rd choice	Number	Percent
Police services provided by City	6	6.9 %
Fire services provided by City	11	12.6 %
Parks & recreation programs & facilities provided by City	7	8.0 %
Condition (smoothness, absence of cracks/potholes) of streets in Columbia	17	19.5 %
Enforcement of City codes & ordinances	5	5.7 %
Effectiveness of City communication with the public	3	3.4 %
City's stormwater runoff/stormwater management system	4	4.6 %
Public health services provided by City	4	4.6 %
Solid waste services (trash, recycling, etc.)	7	8.0 %
City water, electric & sewer services	16	18.4 %
Public transit services (bus)	2	2.3 %
None chosen	5	5.7 %
Total	87	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	4	4.6 %
Fire services provided by City	10	11.5 %
Parks & recreation programs & facilities provided by City	7	8.0 %
Condition (smoothness, absence of cracks/potholes) of streets in Columbia	10	11.5 %
Enforcement of City codes & ordinances	5	5.7 %
Quality of customer service you receive from City employees	1	1.1 %
Effectiveness of City communication with the public	2	2.3 %
City's stormwater runoff/stormwater management system	1	1.1 %
Public health services provided by City	9	10.3 %
Solid waste services (trash, recycling, etc.)	16	18.4 %
City water, electric & sewer services	8	9.2 %
Public transit services (bus)	7	8.0 %
None chosen	7	8.0 %
Total	87	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? (top 4)

Q2. Sum of top 4 choices	Number	Percent
Police services provided by City	77	88.5 %
Fire services provided by City	68	78.2 %
Parks & recreation programs & facilities provided by City	16	18.4 %
Condition (smoothness, absence of cracks/potholes) of streets in Columbia	42	48.3 %
Enforcement of City codes & ordinances	11	12.6 %
Quality of customer service you receive from City employees	2	2.3 %
Effectiveness of City communication with the public	8	9.2 %
City's stormwater runoff/stormwater management system	6	6.9 %
Public health services provided by City	16	18.4 %
Solid waste services (trash, recycling, etc.)	30	34.5 %
City water, electric & sewer services	38	43.7 %
Public transit services (bus)	15	17.2 %
None chosen	3	3.4 %
Total	332	

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=87)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Columbia	10.3%	34.5%	40.2%	12.6%	2.3%	0.0%
Q3-2. Overall value that you receive for your City tax & fees	5.7%	24.1%	28.7%	25.3%	13.8%	2.3%
Q3-3. Overall quality of life in Columbia	19.5%	48.3%	25.3%	6.9%	0.0%	0.0%
Q3-4. Overall feeling of safety in Columbia	9.2%	24.1%	31.0%	24.1%	11.5%	0.0%
Q3-5. Local economic conditions	9.2%	33.3%	35.6%	18.4%	2.3%	1.1%
Q3-6. City efforts to meet its financial needs & maintain a balanced budget	5.7%	23.0%	29.9%	20.7%	6.9%	13.8%

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=87)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City of Columbia	10.3%	34.5%	40.2%	12.6%	2.3%
Q3-2. Overall value that you receive for your City tax & fees	5.9%	24.7%	29.4%	25.9%	14.1%
Q3-3. Overall quality of life in Columbia	19.5%	48.3%	25.3%	6.9%	0.0%
Q3-4. Overall feeling of safety in Columbia	9.2%	24.1%	31.0%	24.1%	11.5%
Q3-5. Local economic conditions	9.3%	33.7%	36.0%	18.6%	2.3%
Q3-6. City efforts to meet its financial needs & maintain a balanced budget	6.7%	26.7%	34.7%	24.0%	8.0%

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=87)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q4-1. Walking in your neighborhood during the day	47.1%	31.0%	13.8%	4.6%	1.1%	2.3%
Q4-2. Walking in your neighborhood at night	18.4%	33.3%	21.8%	16.1%	9.2%	1.1%
Q4-3. In downtown Columbia during the day	34.5%	43.7%	10.3%	6.9%	3.4%	1.1%
Q4-4. In downtown Columbia at night	6.9%	20.7%	23.0%	34.5%	12.6%	2.3%
Q4-5. In City parks	12.6%	27.6%	32.2%	14.9%	8.0%	4.6%

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=87)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q4-1. Walking in your neighborhood during the day	48.2%	31.8%	14.1%	4.7%	1.2%
Q4-2. Walking in your neighborhood at night	18.6%	33.7%	22.1%	16.3%	9.3%
Q4-3. In downtown Columbia during the day	34.9%	44.2%	10.5%	7.0%	3.5%
Q4-4. In downtown Columbia at night	7.1%	21.2%	23.5%	35.3%	12.9%
Q4-5. In City parks	13.3%	28.9%	33.7%	15.7%	8.4%

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=87)

	Very likely	Likely	Neutral	Unlikely	Very unlikely	Don't know
Q5-1. You will hear gun shots	21.8%	34.5%	10.3%	24.1%	9.2%	0.0%
Q5-2. You will be a victim of property crime	9.2%	41.4%	25.3%	16.1%	5.7%	2.3%
Q5-3. You will be a victim of violent crime	1.1%	12.6%	33.3%	33.3%	16.1%	3.4%
Q5-4. You will be a victim of a fire	1.1%	5.7%	29.9%	36.8%	23.0%	3.4%

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=87)

	Very likely	Likely	Neutral	Unlikely	Very unlikely
Q5-1. You will hear gun shots	21.8%	34.5%	10.3%	24.1%	9.2%
Q5-2. You will be a victim of property crime	9.4%	42.4%	25.9%	16.5%	5.9%
Q5-3. You will be a victim of violent crime	1.2%	13.1%	34.5%	34.5%	16.7%
Q5-4. You will be a victim of a fire	1.2%	6.0%	31.0%	38.1%	23.8%

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=87)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Visibility of Police in your neighborhood	8.0%	18.4%	33.3%	24.1%	12.6%	3.4%
Q6-2. Visibility of Police in commercial areas	6.9%	31.0%	37.9%	11.5%	5.7%	6.9%
Q6-3. Police efforts to prevent crime	8.0%	26.4%	27.6%	23.0%	9.2%	5.7%
Q6-4. How quickly Police respond to emergencies	11.5%	25.3%	24.1%	18.4%	6.9%	13.8%
Q6-5. Overall quality of local Police services	12.6%	33.3%	24.1%	18.4%	8.0%	3.4%
Q6-6. Visibility of Fire personnel in your neighborhood	19.5%	32.2%	28.7%	11.5%	1.1%	6.9%
Q6-7. Visibility of Fire personnel in commercial areas	14.9%	37.9%	27.6%	4.6%	1.1%	13.8%
Q6-8. How quickly Fire personnel respond to emergencies	27.6%	35.6%	17.2%	0.0%	1.1%	18.4%
Q6-9. Overall quality of City fire protection	24.1%	51.7%	12.6%	0.0%	1.1%	10.3%
Q6-10. City's Municipal Court	9.2%	11.5%	41.4%	4.6%	6.9%	26.4%

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=87)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Visibility of Police in your neighborhood	8.3%	19.0%	34.5%	25.0%	13.1%
Q6-2. Visibility of Police in commercial areas	7.4%	33.3%	40.7%	12.3%	6.2%
Q6-3. Police efforts to prevent crime	8.5%	28.0%	29.3%	24.4%	9.8%
Q6-4. How quickly Police respond to emergencies	13.3%	29.3%	28.0%	21.3%	8.0%
Q6-5. Overall quality of local Police services	13.1%	34.5%	25.0%	19.0%	8.3%
Q6-6. Visibility of Fire personnel in your neighborhood	21.0%	34.6%	30.9%	12.3%	1.2%
Q6-7. Visibility of Fire personnel in commercial areas	17.3%	44.0%	32.0%	5.3%	1.3%
Q6-8. How quickly Fire personnel respond to emergencies	33.8%	43.7%	21.1%	0.0%	1.4%
Q6-9. Overall quality of City fire protection	26.9%	57.7%	14.1%	0.0%	1.3%
Q6-10. City's Municipal Court	12.5%	15.6%	56.3%	6.3%	9.4%

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. Top choice	Number	Percent
Visibility of Police in your neighborhood	27	31.0 %
Visibility of Police in commercial areas	2	2.3 %
Police efforts to prevent crime	20	23.0 %
How quickly Police respond to emergencies	11	12.6 %
Overall quality of local Police services	11	12.6 %
How quickly Fire personnel respond to emergencies	8	9.2 %
Overall quality of City fire protection	2	2.3 %
City's Municipal Court	1	1.1 %
None chosen	5	5.7 %
Total	87	100.0 %

Q7. 2nd choice	Number	Percent
Visibility of Police in your neighborhood	8	9.2 %
Visibility of Police in commercial areas	8	9.2 %
Police efforts to prevent crime	15	17.2 %
How quickly Police respond to emergencies	15	17.2 %
Overall quality of local Police services	10	11.5 %
Visibility of Fire personnel in your neighborhood	2	2.3 %
How quickly Fire personnel respond to emergencies	12	13.8 %
Overall quality of City fire protection	9	10.3 %
City's Municipal Court	2	2.3 %
None chosen	6	6.9 %
Total	87	100.0 %

Q7. 3rd choice	Number	Percent
Visibility of Police in your neighborhood	9	10.3 %
Visibility of Police in commercial areas	6	6.9 %
Police efforts to prevent crime	13	14.9 %
How quickly Police respond to emergencies	11	12.6 %
Overall quality of local Police services	11	12.6 %
Visibility of Fire personnel in your neighborhood	1	1.1 %
How quickly Fire personnel respond to emergencies	13	14.9 %
Overall quality of City fire protection	7	8.0 %
City's Municipal Court	8	9.2 %
None chosen	8	9.2 %
Total	87	100.0 %

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	44	50.6 %
Visibility of Police in commercial areas	16	18.4 %
Police efforts to prevent crime	48	55.2 %
How quickly Police respond to emergencies	37	42.5 %
Overall quality of local Police services	32	36.8 %
Visibility of Fire personnel in your neighborhood	3	3.4 %
How quickly Fire personnel respond to emergencies	33	37.9 %
Overall quality of City fire protection	18	20.7 %
City's Municipal Court	11	12.6 %
None chosen	5	5.7 %
Total	247	

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	9	10.3 %
A few times per week	16	18.4 %
A few times per month	22	25.3 %
A few times per year	10	11.5 %
Seldom/never	25	28.7 %
Don't know	5	5.7 %
Total	87	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	9	11.0 %
A few times per week	16	19.5 %
A few times per month	22	26.8 %
A few times per year	10	12.2 %
Seldom/never	25	30.5 %
Total	82	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=87)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Quality of City parks	29.9%	50.6%	12.6%	0.0%	1.1%	5.7%
Q9-2. Quality of walking/biking trails in Columbia	33.3%	49.4%	10.3%	2.3%	0.0%	4.6%
Q9-3. Quality of outdoor athletic fields	21.8%	40.2%	19.5%	1.1%	0.0%	17.2%
Q9-4. Quality of recreation programs & classes	20.7%	37.9%	19.5%	1.1%	1.1%	19.5%
Q9-5. Availability of information about City parks & recreation programs	25.3%	35.6%	23.0%	5.7%	3.4%	6.9%
Q9-6. City pools & aquatic facilities	20.7%	26.4%	20.7%	6.9%	1.1%	24.1%
Q9-7. Amount of land acquired to preserve open space/protect the environment	20.7%	31.0%	19.5%	5.7%	8.0%	14.9%

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=87)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Quality of City parks	31.7%	53.7%	13.4%	0.0%	1.2%
Q9-2. Quality of walking/biking trails in Columbia	34.9%	51.8%	10.8%	2.4%	0.0%
Q9-3. Quality of outdoor athletic fields	26.4%	48.6%	23.6%	1.4%	0.0%
Q9-4. Quality of recreation programs & classes	25.7%	47.1%	24.3%	1.4%	1.4%
Q9-5. Availability of information about City parks & recreation programs	27.2%	38.3%	24.7%	6.2%	3.7%
Q9-6. City pools & aquatic facilities	27.3%	34.8%	27.3%	9.1%	1.5%
Q9-7. Amount of land acquired to preserve open space/protect the environment	24.3%	36.5%	23.0%	6.8%	9.5%

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	44	50.6 %
Quality of walking/biking trails in Columbia	16	18.4 %
Quality of outdoor athletic fields	3	3.4 %
Quality of recreation programs & classes	2	2.3 %
Availability of information about City parks & recreation programs	7	8.0 %
City pools & aquatic facilities	2	2.3 %
Amount of land acquired to preserve open space/protect the environment	6	6.9 %
None chosen	7	8.0 %
Total	87	100.0 %

Q10. 2nd choice	Number	Percent
Quality of City parks	13	14.9 %
Quality of walking/biking trails in Columbia	20	23.0 %
Quality of outdoor athletic fields	5	5.7 %
Quality of recreation programs & classes	17	19.5 %
Availability of information about City parks & recreation programs	6	6.9 %
City pools & aquatic facilities	7	8.0 %
Amount of land acquired to preserve open space/protect the environment	10	11.5 %
None chosen	9	10.3 %
Total	87	100.0 %

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	57	65.5 %
Quality of walking/biking trails in Columbia	36	41.4 %
Quality of outdoor athletic fields	8	9.2 %
Quality of recreation programs & classes	19	21.8 %
Availability of information about City parks & recreation programs	13	14.9 %
City pools & aquatic facilities	9	10.3 %
Amount of land acquired to preserve open space/protect the environment	16	18.4 %
None chosen	7	8.0 %
Total	165	

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=87)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. City maintenance & repair services for major City streets	2.3%	19.5%	23.0%	33.3%	19.5%	2.3%
Q11-2. City maintenance & repair services for streets in your neighborhood	2.3%	25.3%	17.2%	29.9%	18.4%	6.9%
Q11-3. Snow removal on major City streets	13.8%	43.7%	21.8%	13.8%	5.7%	1.1%
Q11-4. Snow removal on neighborhood streets	4.6%	14.9%	23.0%	23.0%	27.6%	6.9%
Q11-5. City street cleaning services	4.6%	32.2%	25.3%	18.4%	11.5%	8.0%
Q11-6. Condition of sidewalks adjacent to City streets	5.7%	19.5%	36.8%	24.1%	6.9%	6.9%
Q11-7. Availability of sidewalks in Columbia	5.7%	33.3%	31.0%	13.8%	9.2%	6.9%
Q11-8. Condition of pavement markings	3.4%	23.0%	39.1%	14.9%	11.5%	8.0%
Q11-9. Mowing/trimming of public areas along City streets	11.5%	32.2%	29.9%	10.3%	9.2%	6.9%

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=87)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. City maintenance & repair services for major City streets	2.4%	20.0%	23.5%	34.1%	20.0%
Q11-2. City maintenance & repair services for streets in your neighborhood	2.5%	27.2%	18.5%	32.1%	19.8%
Q11-3. Snow removal on major City streets	14.0%	44.2%	22.1%	14.0%	5.8%
Q11-4. Snow removal on neighborhood streets	4.9%	16.0%	24.7%	24.7%	29.6%
Q11-5. City street cleaning services	5.0%	35.0%	27.5%	20.0%	12.5%
Q11-6. Condition of sidewalks adjacent to City streets	6.2%	21.0%	39.5%	25.9%	7.4%
Q11-7. Availability of sidewalks in Columbia	6.2%	35.8%	33.3%	14.8%	9.9%
Q11-8. Condition of pavement markings	3.8%	25.0%	42.5%	16.3%	12.5%
Q11-9. Mowing/trimming of public areas along City streets	12.3%	34.6%	32.1%	11.1%	9.9%

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	61	70.1 %
City maintenance & repair services for streets in your neighborhood	5	5.7 %
Snow removal on neighborhood streets	4	4.6 %
Condition of sidewalks adjacent to City streets	1	1.1 %
Availability of sidewalks in Columbia	3	3.4 %
Condition of pavement markings	4	4.6 %
Mowing/trimming of public areas along City streets	1	1.1 %
None chosen	8	9.2 %
Total	87	100.0 %

Q12. 2nd choice	Number	Percent
City maintenance & repair services for major City streets	7	8.0 %
City maintenance & repair services for streets in your neighborhood	29	33.3 %
Snow removal on major City streets	27	31.0 %
City street cleaning services	1	1.1 %
Condition of sidewalks adjacent to City streets	5	5.7 %
Availability of sidewalks in Columbia	2	2.3 %
Condition of pavement markings	7	8.0 %
Mowing/trimming of public areas along City streets	1	1.1 %
None chosen	8	9.2 %
Total	87	100.0 %

Q12. 3rd choice	Number	Percent
City maintenance & repair services for major City streets	1	1.1 %
City maintenance & repair services for streets in your neighborhood	5	5.7 %
Snow removal on major City streets	19	21.8 %
Snow removal on neighborhood streets	14	16.1 %
City street cleaning services	5	5.7 %
Condition of sidewalks adjacent to City streets	7	8.0 %
Availability of sidewalks in Columbia	14	16.1 %
Condition of pavement markings	9	10.3 %
Mowing/trimming of public areas along City streets	5	5.7 %
None chosen	8	9.2 %
Total	87	100.0 %

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	69	79.3 %
City maintenance & repair services for streets in your neighborhood	39	44.8 %
Snow removal on major City streets	46	52.9 %
Snow removal on neighborhood streets	18	20.7 %
City street cleaning services	6	6.9 %
Condition of sidewalks adjacent to City streets	13	14.9 %
Availability of sidewalks in Columbia	19	21.8 %
Condition of pavement markings	20	23.0 %
Mowing/trimming of public areas along City streets	7	8.0 %
None chosen	8	9.2 %
Total	245	

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=87)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Maintenance of residential property	5.7%	31.0%	33.3%	10.3%	8.0%	11.5%
Q13-2. Residential building codes	5.7%	27.6%	33.3%	3.4%	4.6%	25.3%
Q13-3. Maintenance of commercial property	5.7%	29.9%	37.9%	5.7%	2.3%	18.4%
Q13-4. Commercial building codes	5.7%	19.5%	31.0%	8.0%	2.3%	33.3%
Q13-5. Parking on neighborhood streets	5.7%	31.0%	29.9%	18.4%	5.7%	9.2%
Q13-6. Clean-up of trash & litter	4.6%	31.0%	31.0%	16.1%	8.0%	9.2%

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=87)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Maintenance of residential property	6.5%	35.1%	37.7%	11.7%	9.1%
Q13-2. Residential building codes	7.7%	36.9%	44.6%	4.6%	6.2%
Q13-3. Maintenance of commercial property	7.0%	36.6%	46.5%	7.0%	2.8%
Q13-4. Commercial building codes	8.6%	29.3%	46.6%	12.1%	3.4%
Q13-5. Parking on neighborhood streets	6.3%	34.2%	32.9%	20.3%	6.3%
Q13-6. Clean-up of trash & litter	5.1%	34.2%	34.2%	17.7%	8.9%

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. Top choice	Number	Percent
Maintenance of residential property	24	27.6 %
Residential building codes	6	6.9 %
Maintenance of commercial property	5	5.7 %
Commercial building codes	9	10.3 %
Parking on neighborhood streets	11	12.6 %
Clean-up of trash & litter	18	20.7 %
None chosen	14	16.1 %
Total	87	100.0 %

Q14. 2nd choice	Number	Percent
Maintenance of residential property	13	14.9 %
Residential building codes	10	11.5 %
Maintenance of commercial property	17	19.5 %
Commercial building codes	12	13.8 %
Parking on neighborhood streets	11	12.6 %
Clean-up of trash & litter	10	11.5 %
None chosen	14	16.1 %
Total	87	100.0 %

Q14. 3rd choice	Number	Percent
Maintenance of residential property	12	13.8 %
Residential building codes	5	5.7 %
Maintenance of commercial property	13	14.9 %
Commercial building codes	7	8.0 %
Parking on neighborhood streets	10	11.5 %
Clean-up of trash & litter	24	27.6 %
None chosen	16	18.4 %
Total	87	100.0 %

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	49	56.3 %
Residential building codes	21	24.1 %
Maintenance of commercial property	35	40.2 %
Commercial building codes	28	32.2 %
Parking on neighborhood streets	32	36.8 %
Clean-up of trash & litter	52	59.8 %
None chosen	14	16.1 %
Total	231	

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=87)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q15-1. Columbia City government is democratic & representative	5.7%	26.4%	21.8%	13.8%	12.6%	19.5%
Q15-2. Columbia City government is transparent	4.6%	14.9%	28.7%	19.5%	12.6%	19.5%
Q15-3. Columbia City government is efficient	2.3%	17.2%	29.9%	23.0%	12.6%	14.9%
Q15-4. Columbia City government is innovative	2.3%	16.1%	25.3%	25.3%	12.6%	18.4%
Q15-5. Columbia City government values diversity	5.7%	33.3%	24.1%	13.8%	6.9%	16.1%
Q15-6. Columbia City employees are ethical & honest	3.4%	24.1%	33.3%	8.0%	9.2%	21.8%
Q15-7. Columbia government leaders listen to what citizens have to say	2.3%	21.8%	26.4%	12.6%	20.7%	16.1%

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=87)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q15-1. Columbia City government is democratic & representative	7.1%	32.9%	27.1%	17.1%	15.7%
Q15-2. Columbia City government is transparent	5.7%	18.6%	35.7%	24.3%	15.7%
Q15-3. Columbia City government is efficient	2.7%	20.3%	35.1%	27.0%	14.9%
Q15-4. Columbia City government is innovative	2.8%	19.7%	31.0%	31.0%	15.5%
Q15-5. Columbia City government values diversity	6.8%	39.7%	28.8%	16.4%	8.2%
Q15-6. Columbia City employees are ethical & honest	4.4%	30.9%	42.6%	10.3%	11.8%
Q15-7. Columbia government leaders listen to what citizens have to say	2.7%	26.0%	31.5%	15.1%	24.7%

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=87)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q16-1. Columbia is a great place to live, work, learn & play	19.5%	48.3%	16.1%	3.4%	3.4%	9.2%
Q16-2. Columbia is a place where I can thrive	17.2%	34.5%	28.7%	8.0%	3.4%	8.0%
Q16-3. I earn a living wage that allows me to meet basic needs for housing, food & utilities without assistance from others	23.0%	34.5%	12.6%	10.3%	6.9%	12.6%
Q16-4. I take advantage of water/light energy efficiency programs to manage my home energy use	13.8%	27.6%	24.1%	10.3%	6.9%	17.2%
Q16-5. Columbia has jobs for which I am qualified	18.4%	39.1%	11.5%	5.7%	3.4%	21.8%
Q16-6. Columbia has job opportunities that would allow me to advance myself in my field	10.3%	26.4%	23.0%	10.3%	6.9%	23.0%
Q16-7. Columbia offers opportunities to help people who want to start their own businesses	6.9%	21.8%	19.5%	8.0%	3.4%	40.2%
Q16-8. There are opportunities for women to go into business for themselves & be successful	10.3%	29.9%	16.1%	6.9%	3.4%	33.3%
Q16-9. There are opportunities for minorities to go into business for themselves & be successful	9.2%	25.3%	16.1%	9.2%	5.7%	34.5%

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=87)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q16-1. Columbia is a great place to live, work, learn & play	21.5%	53.2%	17.7%	3.8%	3.8%
Q16-2. Columbia is a place where I can thrive	18.8%	37.5%	31.3%	8.8%	3.8%
Q16-3. I earn a living wage that allows me to meet basic needs for housing, food & utilities without assistance from others	26.3%	39.5%	14.5%	11.8%	7.9%
Q16-4. I take advantage of water/light energy efficiency programs to manage my home energy use	16.7%	33.3%	29.2%	12.5%	8.3%
Q16-5. Columbia has jobs for which I am qualified	23.5%	50.0%	14.7%	7.4%	4.4%
Q16-6. Columbia has job opportunities that would allow me to advance myself in my field	13.4%	34.3%	29.9%	13.4%	9.0%
Q16-7. Columbia offers opportunities to help people who want to start their own businesses	11.5%	36.5%	32.7%	13.5%	5.8%
Q16-8. There are opportunities for women to go into business for themselves & be successful	15.5%	44.8%	24.1%	10.3%	5.2%
Q16-9. There are opportunities for minorities to go into business for themselves & be successful	14.0%	38.6%	24.6%	14.0%	8.8%

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	64	73.6 %
An urgent care center	28	32.2 %
A hospital emergency room	5	5.7 %
No usual place	1	1.1 %
Other	5	5.7 %
Total	103	

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	6	6.9 %
No	71	81.6 %
Not provided	10	11.5 %
Total	87	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	6	7.8 %
No	71	92.2 %
Total	77	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	2	33.3 %
Office wasn't open when I could get there	2	33.3 %
Too long a wait for an appointment	2	33.3 %
Total	6	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	2	33.3 %
Office wasn't open when I could get there	2	33.3 %
Too long a wait for an appointment	2	33.3 %
Total	6	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	13	14.9 %
No	63	72.4 %
Not provided	11	12.6 %
Total	87	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	13	17.1 %
No	63	82.9 %
Total	76	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	10	11.5 %
1 or 2 times	22	25.3 %
3+ times	45	51.7 %
Not provided	10	11.5 %
Total	87	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	10	13.0 %
1 or 2 times	22	28.6 %
3+ times	45	58.4 %
Total	77	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	22	25.3 %
Less than four+ times/day	52	59.8 %
Don't know	13	14.9 %
Total	87	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	22	29.7 %
Less than four+ times/day	52	70.3 %
Total	74	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	10	11.5 %
I have a close relationship with a few of my neighbors	25	28.7 %
I know several of my neighbors, but I am not very close with any of them	16	18.4 %
I know a few people in my neighborhood, but I am not very close with any of them	19	21.8 %
I don't know anyone in my neighborhood	8	9.2 %
Not provided	9	10.3 %
Total	87	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	10	12.8 %
I have a close relationship with a few of my neighbors	25	32.1 %
I know several of my neighbors, but I am not very close with any of them	16	20.5 %
I know a few people in my neighborhood, but I am not very close with any of them	19	24.4 %
I don't know anyone in my neighborhood	8	10.3 %
Total	78	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	9	10.3 %
They often help one another but do not have many social activities together	18	20.7 %
They occasionally help one another but generally keep to themselves	33	37.9 %
They almost always keep to themselves	17	19.5 %
Don't know	10	11.5 %
Total	87	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	9	11.7 %
They often help one another but do not have many social activities together	18	23.4 %
They occasionally help one another but generally keep to themselves	33	42.9 %
<u>They almost always keep to themselves</u>	17	22.1 %
Total	77	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=87)

	Major problem	Moderate problem	Minor problem	Not a problem	Don't know
Q24-1. Crime, drugs or violence	13.8%	19.5%	24.1%	28.7%	13.8%
Q24-2. Unemployment	3.4%	6.9%	20.7%	42.5%	26.4%
Q24-3. Homelessness	4.6%	5.7%	19.5%	51.7%	18.4%
Q24-4. Public schools not providing quality education	4.6%	11.5%	14.9%	47.1%	21.8%
Q24-5. Lack of cultural activities	4.6%	13.8%	19.5%	35.6%	26.4%
Q24-6. Lack of recreational activities	5.7%	11.5%	16.1%	46.0%	20.7%
Q24-7. Lack of affordable, quality child care	13.8%	13.8%	10.3%	20.7%	41.4%
Q24-8. Abandoned or run-down buildings	3.4%	12.6%	19.5%	54.0%	10.3%
Q24-9. Unsupervised children or teenagers	5.7%	11.5%	25.3%	42.5%	14.9%
Q24-10. Speeding on neighborhood streets	23.0%	21.8%	29.9%	18.4%	6.9%
Q24-11. Lack of affordable housing	11.5%	25.3%	12.6%	28.7%	21.8%
Q24-12. Tension between racial/ethnic groups	6.9%	9.2%	14.9%	51.7%	17.2%
Q24-13. Lack of good places to shop for food or other items	5.7%	5.7%	14.9%	64.4%	9.2%
Q24-14. Roaming/loose animals	2.3%	8.0%	24.1%	55.2%	10.3%
Q24-15. Flooding	4.6%	2.3%	10.3%	72.4%	10.3%
Q24-16. Overgrown lots	2.3%	12.6%	13.8%	62.1%	9.2%
Q24-17. Graffiti	1.1%	2.3%	8.0%	77.0%	11.5%
Q24-18. Abandoned cars or vehicles	1.1%	4.6%	14.9%	69.0%	10.3%

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=87)

	Major problem	Moderate problem	Minor problem	Not a problem
Q24-1. Crime, drugs or violence	16.0%	22.7%	28.0%	33.3%
Q24-2. Unemployment	4.7%	9.4%	28.1%	57.8%
Q24-3. Homelessness	5.6%	7.0%	23.9%	63.4%
Q24-4. Public schools not providing quality education	5.9%	14.7%	19.1%	60.3%
Q24-5. Lack of cultural activities	6.3%	18.8%	26.6%	48.4%
Q24-6. Lack of recreational activities	7.2%	14.5%	20.3%	58.0%
Q24-7. Lack of affordable, quality child care	23.5%	23.5%	17.6%	35.3%
Q24-8. Abandoned or run-down buildings	3.8%	14.1%	21.8%	60.3%
Q24-9. Unsupervised children or teenagers	6.8%	13.5%	29.7%	50.0%
Q24-10. Speeding on neighborhood streets	24.7%	23.5%	32.1%	19.8%
Q24-11. Lack of affordable housing	14.7%	32.4%	16.2%	36.8%
Q24-12. Tension between racial/ethnic groups	8.3%	11.1%	18.1%	62.5%
Q24-13. Lack of good places to shop for food or other items	6.3%	6.3%	16.5%	70.9%
Q24-14. Roaming/loose animals	2.6%	9.0%	26.9%	61.5%
Q24-15. Flooding	5.1%	2.6%	11.5%	80.8%
Q24-16. Overgrown lots	2.5%	13.9%	15.2%	68.4%
Q24-17. Graffiti	1.3%	2.6%	9.1%	87.0%
Q24-18. Abandoned cars or vehicles	1.3%	5.1%	16.7%	76.9%

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=87)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Condition of housing	18.4%	40.2%	20.7%	10.3%	4.6%	5.7%
Q25-2. Condition of streets (smoothness, absence of cracks/ potholes)	4.6%	17.2%	21.8%	28.7%	21.8%	5.7%
Q25-3. Availability of sidewalks	6.9%	28.7%	28.7%	21.8%	6.9%	6.9%
Q25-4. Neighborhood parks	14.9%	40.2%	24.1%	10.3%	2.3%	8.0%
Q25-5. Overall appearance of your neighborhood	19.5%	41.4%	21.8%	8.0%	3.4%	5.7%
Q25-6. Overall quality of City services in your neighborhood	9.2%	29.9%	29.9%	13.8%	3.4%	13.8%

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=87)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Condition of housing	19.5%	42.7%	22.0%	11.0%	4.9%
Q25-2. Condition of streets (smoothness, absence of cracks/ potholes)	4.9%	18.3%	23.2%	30.5%	23.2%
Q25-3. Availability of sidewalks	7.4%	30.9%	30.9%	23.5%	7.4%
Q25-4. Neighborhood parks	16.3%	43.8%	26.3%	11.3%	2.5%
Q25-5. Overall appearance of your neighborhood	20.7%	43.9%	23.2%	8.5%	3.7%
Q25-6. Overall quality of City services in your neighborhood	10.7%	34.7%	34.7%	16.0%	4.0%

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	52	59.8 %
Local newspaper	19	21.8 %
Television news	41	47.1 %
City cable channel	5	5.7 %
City website	32	36.8 %
Radio	23	26.4 %
Friends/neighbors	12	13.8 %
Neighborhood/homeowners associations	15	17.2 %
Facebook	20	23.0 %
Twitter	5	5.7 %
Instagram	4	4.6 %
Other	5	5.7 %
Total	233	

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=87)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q27-1. City government is a trusted source of information about programs & services	10.3%	26.4%	31.0%	11.5%	8.0%	12.6%
Q27-2. It is easy to get information I need from City government	4.6%	26.4%	34.5%	16.1%	6.9%	11.5%
Q27-3. Information is communicated clearly, accurately & in a form that meets my needs	4.6%	24.1%	40.2%	12.6%	8.0%	10.3%
Q27-4. City's cable television channel provides information that is useful to me	2.3%	9.2%	20.7%	10.3%	5.7%	51.7%
Q27-5. City's website provides information that is useful to me	5.7%	40.2%	24.1%	8.0%	2.3%	19.5%
Q27-6. City newsletter provides information that is useful to me	6.9%	33.3%	21.8%	10.3%	5.7%	21.8%
Q27-7. City's use of social media provides information that is useful to me	4.6%	23.0%	18.4%	5.7%	5.7%	42.5%
Q27-8. There are enough mobile apps to provide City information I need or to conduct business with City	3.4%	16.1%	27.6%	3.4%	1.1%	48.3%

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=87)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q27-1. City government is a trusted source of information about programs & services	11.8%	30.3%	35.5%	13.2%	9.2%
Q27-2. It is easy to get information I need from City government	5.2%	29.9%	39.0%	18.2%	7.8%
Q27-3. Information is communicated clearly, accurately & in a form that meets my needs	5.1%	26.9%	44.9%	14.1%	9.0%
Q27-4. City's cable television channel provides information that is useful to me	4.8%	19.0%	42.9%	21.4%	11.9%
Q27-5. City's website provides information that is useful to me	7.1%	50.0%	30.0%	10.0%	2.9%
Q27-6. City newsletter provides information that is useful to me	8.8%	42.6%	27.9%	13.2%	7.4%
Q27-7. City's use of social media provides information that is useful to me	8.0%	40.0%	32.0%	10.0%	10.0%
Q27-8. There are enough mobile apps to provide City information I need or to conduct business with City	6.7%	31.1%	53.3%	6.7%	2.2%

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	37	42.5 %
No	50	57.5 %
Total	87	100.0 %

Q28a. How did you contact the City MOST RECENTLY?

Q28a. How did you contact City most recently	Number	Percent
Telephone	28	75.7 %
Website	6	16.2 %
Walk-in	2	5.4 %
Through City Council member or Mayor	1	2.7 %
Total	37	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	28	75.7 %
Website	6	16.2 %
Walk-in	2	5.4 %
Through City Council member or Mayor	1	2.7 %
Total	37	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	9	24.3 %
Water	2	5.4 %
Sewer	1	2.7 %
Stormwater	1	2.7 %
Parks & recreation	2	5.4 %
Code enforcement	3	8.1 %
Streets	5	13.5 %
Electric service	1	2.7 %
Public transportation	1	2.7 %
Monthly utility billing	3	8.1 %
Solid waste (trash, recycling, yard waste)	4	10.8 %
Airport	1	2.7 %
Other	4	10.8 %
Total	37	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	9	24.3 %
Water	2	5.4 %
Sewer	1	2.7 %
Stormwater	1	2.7 %
Parks & recreation	2	5.4 %
Code enforcement	3	8.1 %
Streets	5	13.5 %
Electric service	1	2.7 %
Public transportation	1	2.7 %
Monthly utility billing	3	8.1 %
Solid waste (trash, recycling, yard waste)	4	10.8 %
Airport	1	2.7 %
Other	4	10.8 %
Total	37	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	5	13.5 %
Get information	6	16.2 %
Report a problem	21	56.8 %
Discuss a billing problem	4	10.8 %
Request emergency assistance	1	2.7 %
Request non-emergency assistance	2	5.4 %
Comply with City requirements	6	16.2 %
Other	3	8.1 %
Total	48	

Q28c-8. Other

Q28c-8. Other	Number	Percent
LETTER ABOUT SHRUBS HANGING OVER SIDEWALK	1	33.3 %
Questions/suggestions	1	33.3 %
Fees are too high	1	33.3 %
Total	3	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=37)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q28d-1. Hours City employees were available met my needs	18.9%	45.9%	27.0%	2.7%	2.7%	2.7%
Q28d-2. I knew who to contact for my needs	13.5%	43.2%	16.2%	16.2%	5.4%	5.4%
Q28d-3. It was easy to reach right person at City	13.5%	32.4%	21.6%	18.9%	8.1%	5.4%
Q28d-4. City employees who helped me were courteous & polite	18.9%	54.1%	13.5%	5.4%	5.4%	2.7%
Q28d-5. City employees did what they said they would do in a timely manner	13.5%	21.6%	40.5%	8.1%	8.1%	8.1%
Q28d-6. City employees gave prompt, accurate & complete answers to my questions	16.2%	32.4%	24.3%	13.5%	8.1%	5.4%
Q28d-7. City employees were knowledgeable	13.5%	40.5%	27.0%	10.8%	2.7%	5.4%
Q28d-8. Overall, I was satisfied with quality of customer service provided by City	16.2%	35.1%	27.0%	10.8%	8.1%	2.7%

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=37)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q28d-1. Hours City employees were available met my needs	19.4%	47.2%	27.8%	2.8%	2.8%
Q28d-2. I knew who to contact for my needs	14.3%	45.7%	17.1%	17.1%	5.7%
Q28d-3. It was easy to reach right person at City	14.3%	34.3%	22.9%	20.0%	8.6%
Q28d-4. City employees who helped me were courteous & polite	19.4%	55.6%	13.9%	5.6%	5.6%
Q28d-5. City employees did what they said they would do in a timely manner	14.7%	23.5%	44.1%	8.8%	8.8%
Q28d-6. City employees gave prompt, accurate & complete answers to my questions	17.1%	34.3%	25.7%	14.3%	8.6%
Q28d-7. City employees were knowledgeable	14.3%	42.9%	28.6%	11.4%	2.9%
Q28d-8. Overall, I was satisfied with quality of customer service provided by City	16.7%	36.1%	27.8%	11.1%	8.3%

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	10	11.5 %
Good	28	32.2 %
Average	25	28.7 %
Poor	4	4.6 %
Very poor	3	3.4 %
Don't know	17	19.5 %
Total	87	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	10	14.3 %
Good	28	40.0 %
Average	25	35.7 %
Poor	4	5.7 %
Very poor	3	4.3 %
Total	70	100.0 %

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

(N=87)

	Yes	No
Q30-1. Residential trash collection service	83.9%	16.1%
Q30-2. Curbside recycling (blue bags)	67.8%	32.2%
Q30-3. Drop-off recycling	39.1%	60.9%
Q30-4. City electric service	74.7%	25.3%
Q30-5. City water service	80.5%	19.5%
Q30-6. City sewer service	78.2%	21.8%

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=81)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q30-1. Residential trash collection service	37.0%	39.7%	8.2%	6.8%	4.1%	4.1%
Q30-2. Curbside recycling (blue bags)	39.0%	40.7%	11.9%	3.4%	3.4%	1.7%
Q30-3. Drop-off recycling	38.2%	38.2%	8.8%	8.8%	2.9%	2.9%
Q30-4. City electric service	38.5%	40.0%	7.7%	6.2%	6.2%	1.5%
Q30-5. City water service	30.0%	42.9%	14.3%	4.3%	2.9%	5.7%
Q30-6. City sewer service	36.8%	38.2%	13.2%	4.4%	4.4%	2.9%

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=81)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q30-1. Residential trash collection service	38.6%	41.4%	8.6%	7.1%	4.3%
Q30-2. Curbside recycling (blue bags)	39.7%	41.4%	12.1%	3.4%	3.4%
Q30-3. Drop-off recycling	39.4%	39.4%	9.1%	9.1%	3.0%
Q30-4. City electric service	39.1%	40.6%	7.8%	6.3%	6.3%
Q30-5. City water service	31.8%	45.5%	15.2%	4.5%	3.0%
Q30-6. City sewer service	37.9%	39.4%	13.6%	4.5%	4.5%

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

(N=87)

	Yes	No	Not provided
Q31-1. Used Police services	28.7%	69.0%	2.3%
Q31-2. Been a victim of any crime	13.8%	83.9%	2.3%
Q31-3. Used Fire or Emergency Medical services	11.5%	86.2%	2.3%
Q31-4. Visited a community recreation center	47.1%	48.3%	4.6%
Q31-5. Visited a City park	86.2%	10.3%	3.4%
Q31-6. Used public transportation/bus	10.3%	86.2%	3.4%
Q31-7. Attended or watched any City meetings	23.0%	72.4%	4.6%
Q31-8. Used Columbia Regional Airport	43.7%	51.7%	4.6%
Q31-9. Used public health services provided by City	19.5%	77.0%	3.4%

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=87)

	Very important	Somewhat important	Neutral	Not very important	Not important at all	Don't know
Q32-1. Increasing energy conservation & efficiency programs	46.0%	19.5%	16.1%	5.7%	5.7%	6.9%
Q32-2. Fostering natural areas in public spaces	39.1%	18.4%	19.5%	8.0%	6.9%	8.0%
Q32-3. Encouraging natural areas on residential & commercial land	39.1%	18.4%	20.7%	5.7%	8.0%	8.0%
Q32-4. Increasing renewable energy programs	47.1%	19.5%	13.8%	4.6%	9.2%	5.7%
Q32-5. Adapting to climate change	43.7%	14.9%	17.2%	4.6%	12.6%	6.9%
Q32-6. Increasing recycling & composting collection services	44.8%	24.1%	13.8%	3.4%	8.0%	5.7%
Q32-7. Increasing water conservation programs	43.7%	18.4%	20.7%	5.7%	4.6%	6.9%

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=87)

	Very important	Somewhat important	Neutral	Not very important	Not important at all
Q32-1. Increasing energy conservation & efficiency programs	49.4%	21.0%	17.3%	6.2%	6.2%
Q32-2. Fostering natural areas in public spaces	42.5%	20.0%	21.3%	8.8%	7.5%
Q32-3. Encouraging natural areas on residential & commercial land	42.5%	20.0%	22.5%	6.3%	8.8%
Q32-4. Increasing renewable energy programs	50.0%	20.7%	14.6%	4.9%	9.8%
Q32-5. Adapting to climate change	46.9%	16.0%	18.5%	4.9%	13.6%
Q32-6. Increasing recycling & composting collection services	47.6%	25.6%	14.6%	3.7%	8.5%
Q32-7. Increasing water conservation programs	46.9%	19.8%	22.2%	6.2%	4.9%

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

Q33. Are you registered to vote in City of Columbia	Number	Percent
Yes	79	90.8 %
No	6	6.9 %
Not provided	2	2.3 %
Total	87	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	13	14.9 %
6-10	10	11.5 %
11-15	11	12.6 %
16-20	10	11.5 %
21-30	6	6.9 %
31+	33	37.9 %
Not provided	4	4.6 %
Total	87	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	1	1.1 %
No	85	97.7 %
Not provided	1	1.1 %
Total	87	100.0 %

Q36. Do you own or rent your current residence?

Q36. Do you own or rent your current residence	Number	Percent
Own	66	75.9 %
Rent	20	23.0 %
Not provided	1	1.1 %
Total	87	100.0 %

Q37. What is your age?

Q37. Your age	Number	Percent
18-34	5	5.7 %
35-44	11	12.6 %
45-54	18	20.7 %
55-64	22	25.3 %
65+	27	31.0 %
Not provided	4	4.6 %
Total	87	100.0 %

Q38. How many people live in your household?

Q38. How many people live in your household	Number	Percent
1	17	19.5 %
2	35	40.2 %
3	12	13.8 %
4	11	12.6 %
5	3	3.4 %
6+	2	2.3 %
Not provided	7	8.0 %
Total	87	100.0 %

Q39. How many people in your household are employed?

Q39. How many people in your household are employed	Number	Percent
0	20	23.0 %
1	22	25.3 %
2	35	40.2 %
3	2	2.3 %
4+	1	1.1 %
Not provided	7	8.0 %
Total	87	100.0 %

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

Q40. What best describes your employment status	Number	Percent
Employed full time	50	57.5 %
Employed part time	5	5.7 %
Not employed, looking for work	1	1.1 %
Not employed, not looking for work	1	1.1 %
Retired	23	26.4 %
Disabled, not able to work	5	5.7 %
Not provided	2	2.3 %
Total	87	100.0 %

Q40a. How many paying jobs do you have?

Q40a. How many paying jobs do you have	Number	Percent
1	37	67.3 %
2	15	27.3 %
3+	3	5.5 %
Total	55	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	43	78.2 %
Outside	5	9.1 %
Both	7	12.7 %
Total	55	100.0 %

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

Q41. Your total annual household income	Number	Percent
Under \$25K	10	11.5 %
\$25K to \$34,999	9	10.3 %
\$35K to \$49,999	9	10.3 %
\$50K to \$99,999	27	31.0 %
\$100K+	17	19.5 %
Not provided	15	17.2 %
Total	87	100.0 %

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

Q42. Your race/ethnicity	Number	Percent
White/Caucasian	73	83.9 %
African American/Black	4	4.6 %
Asian/Pacific Islander	1	1.1 %
Mixed race	2	2.3 %
Other	1	1.1 %
Total	81	

Q43. What is your gender identity?

Q43. Your gender identity	Number	Percent
Male	41	47.1 %
Female	42	48.3 %
Other	1	1.1 %
Not provided	3	3.4 %
Total	87	100.0 %

Q43-3. Other

Q43-3. Other	Number	Percent
It changes by the hour	1	100.0 %
Total	1	100.0 %