2015 City of Columbia DirectionFinder® Survey

Appendix D: GIS Maps

Submitted to

The City of Columbia, MO

ETC Institute

725 W. Frontier Circle

Olathe, KS 66061

(913) 829- 1215

February 2016

Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

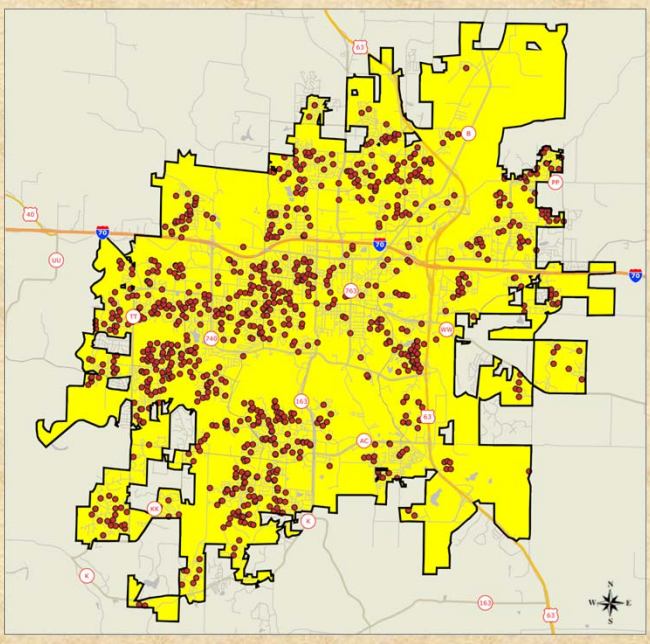
When reading the maps, please use the following color scheme as a guide:

- DARK/LIGHT BLUE shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of "excellent" or "good" and ratings of "very safe" or "safe."

- OFF-WHITE shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.

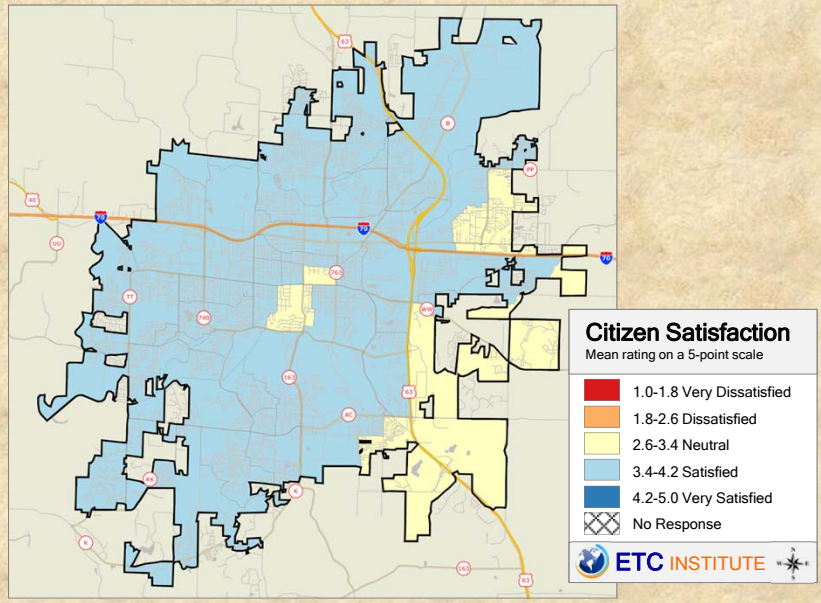
- ORANGE/RED shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of "below average" or "poor" and ratings of "unsafe" or "very unsafe."

Location of Survey Respondents



2015 City of Columbia Community Survey

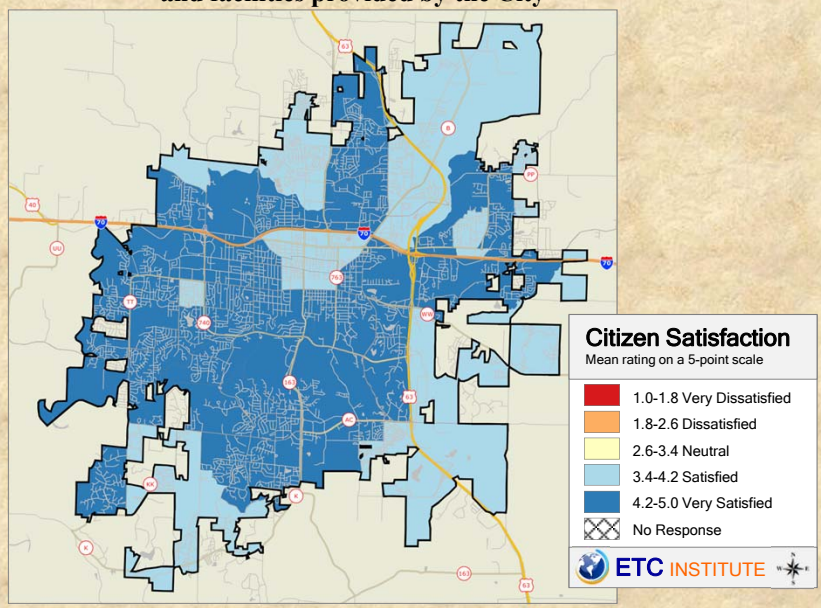
Q1-1. Satisfaction with Public safety services provided by the City



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

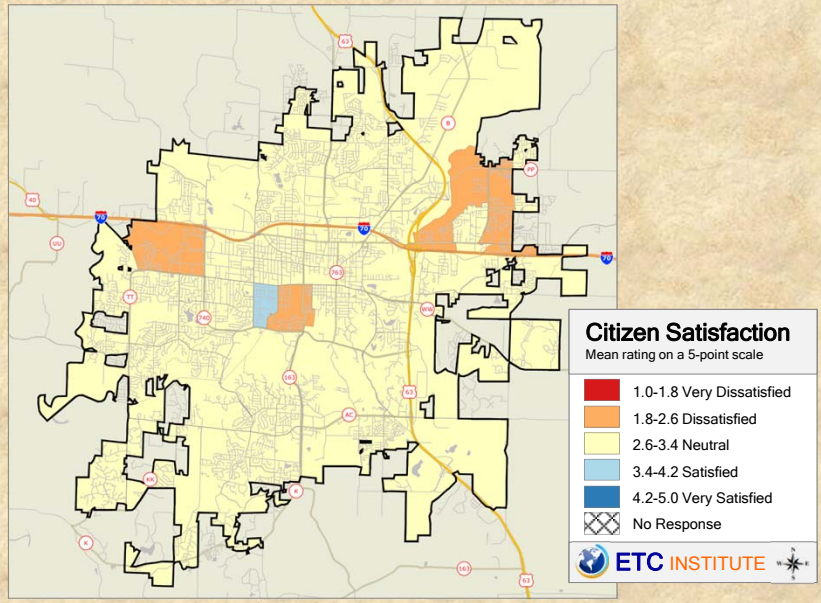
Q1-2. Satisfaction with Parks and recreation programs and facilities provided by the City



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

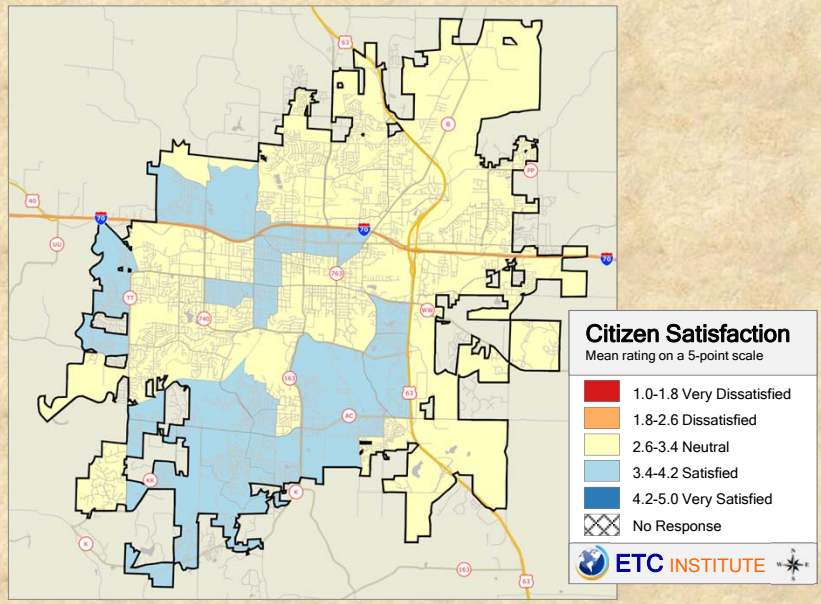
Q1-3. Satisfaction with Condition of City streets



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

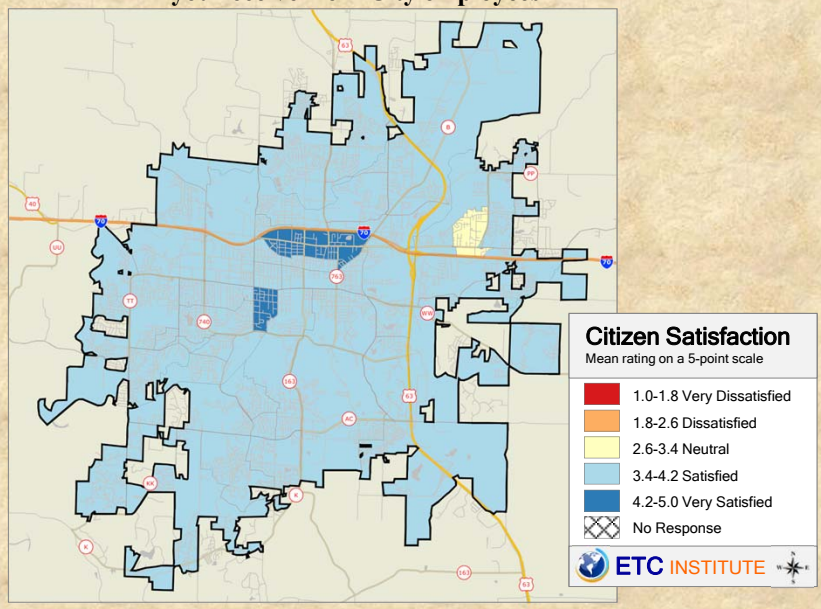
Q1-4. Satisfaction with Enforcement of City codes and ordinances



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

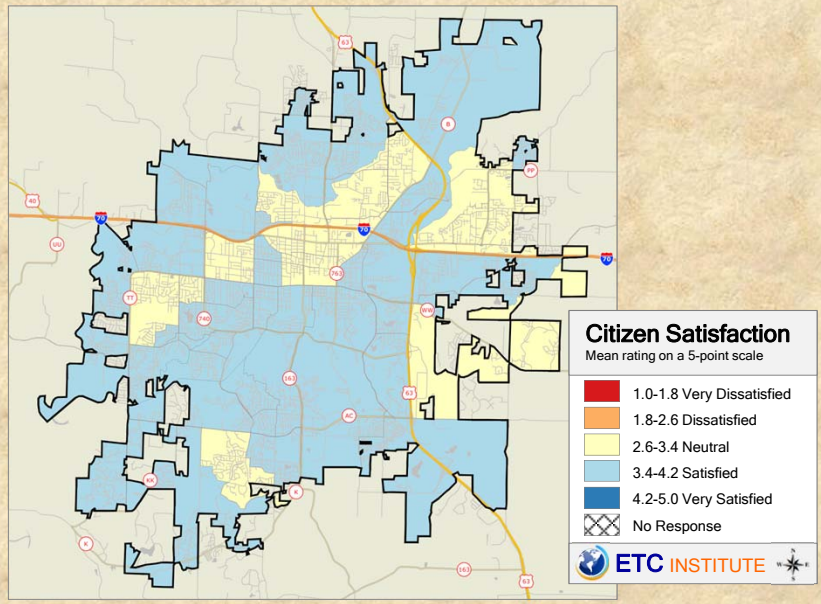
Q1-5. Satisfaction with Quality of customer service you receive from City employees



2015 City of Columbia Community Survey

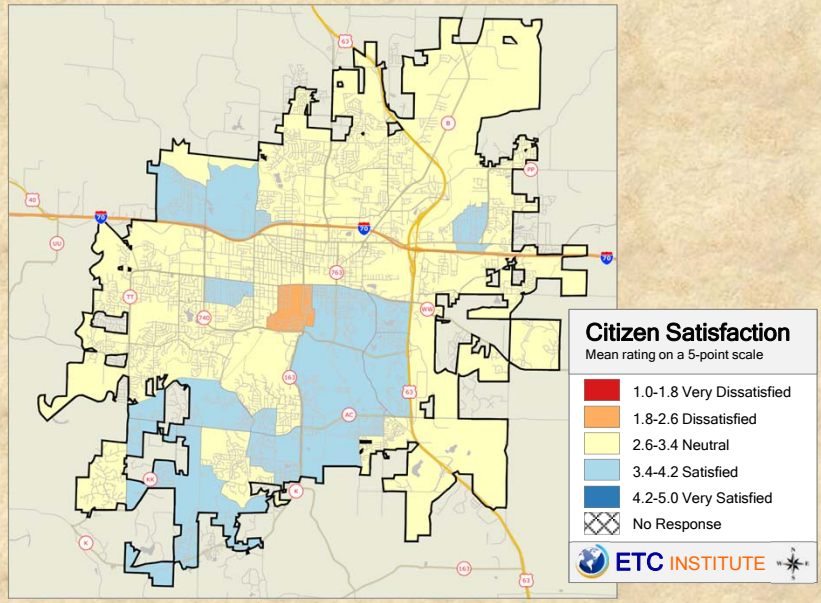
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-6. Satisfaction with Effectiveness of City communication with the public



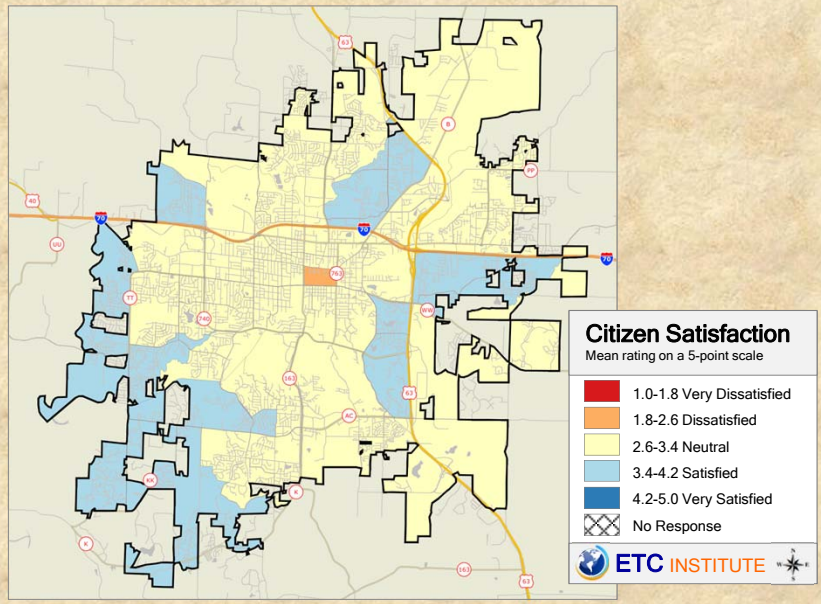
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-7. Satisfaction with Quality of City permitting services for buildings



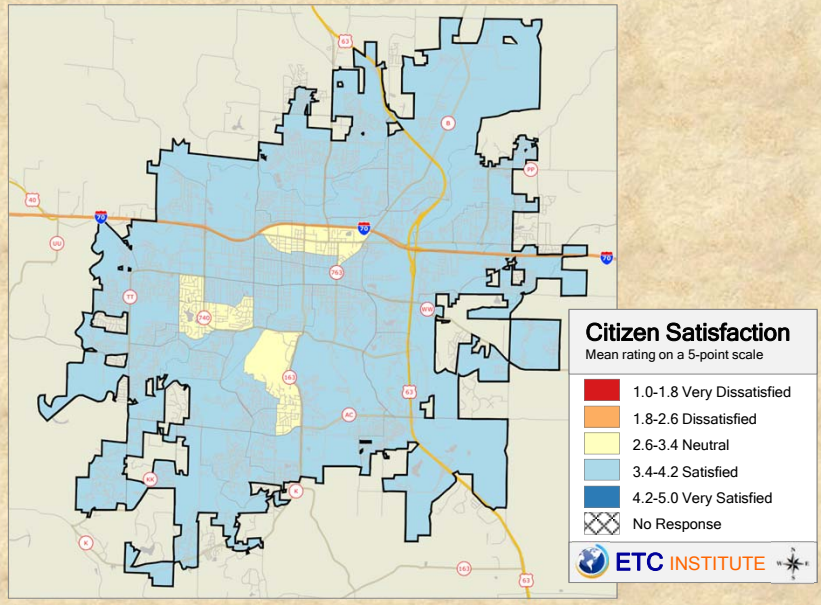
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-8. Satisfaction with The City's runoff/stormwater management system



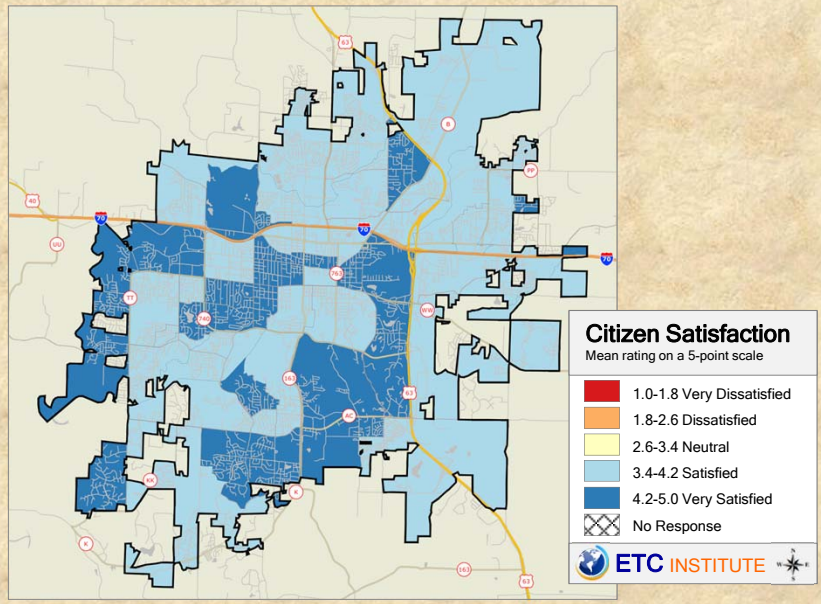
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-9. Satisfaction with Public health services provided by the City



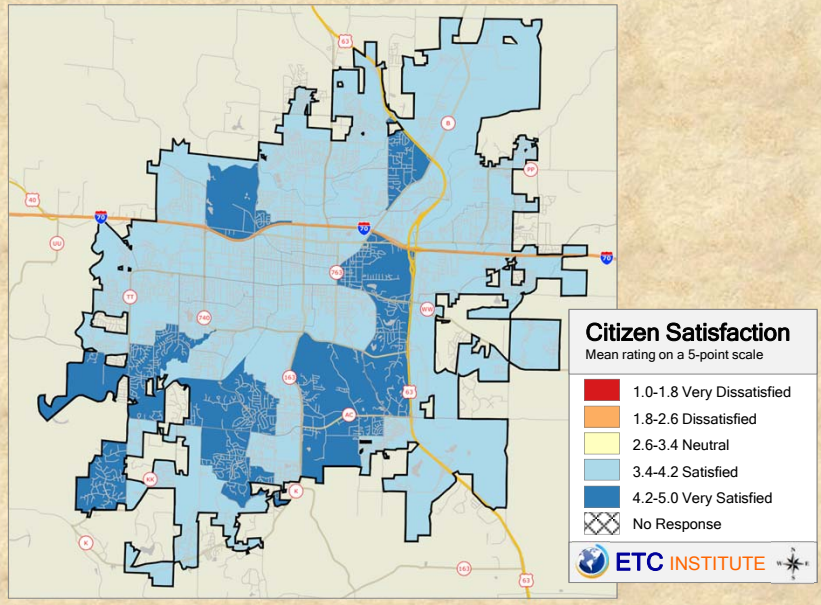
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-10. Satisfaction with Solid waste services



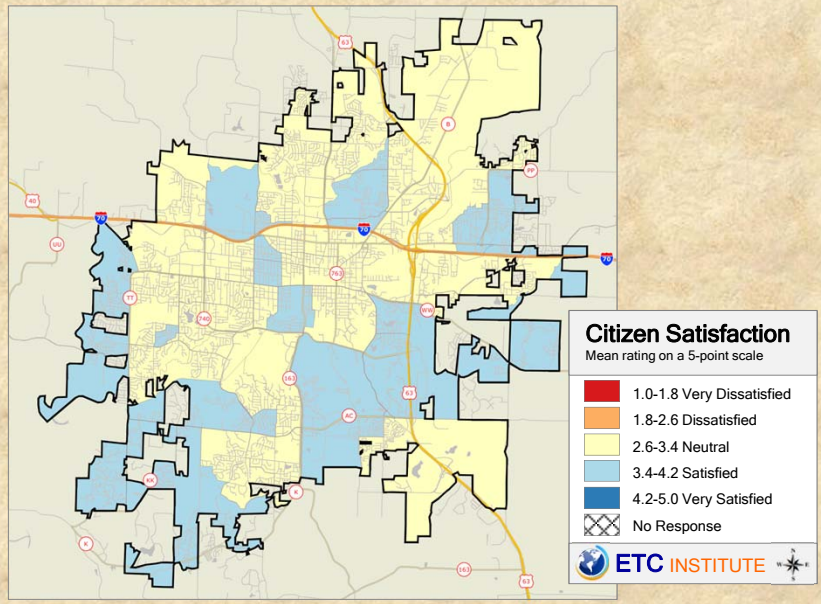
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-11. Satisfaction with City water, electric, and sewer services



2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

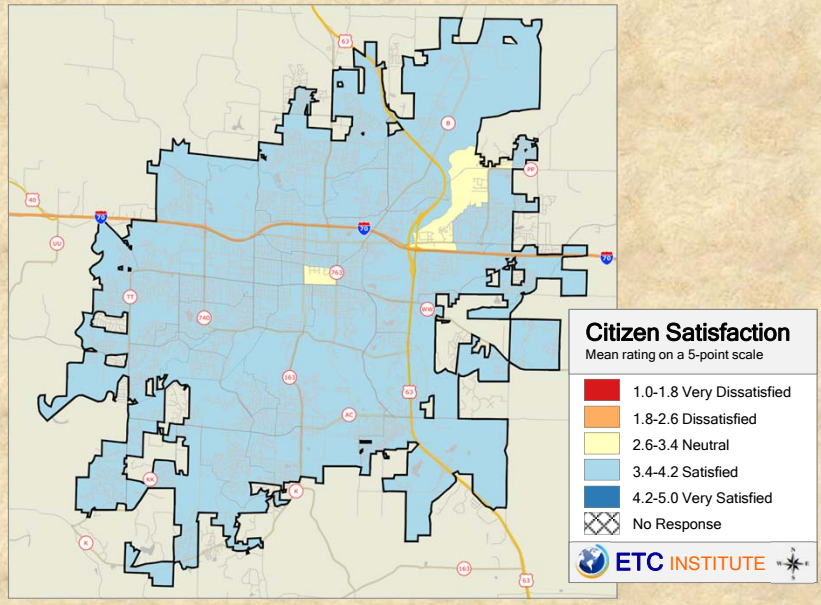
Q1-12. Satisfaction with Public transit services



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

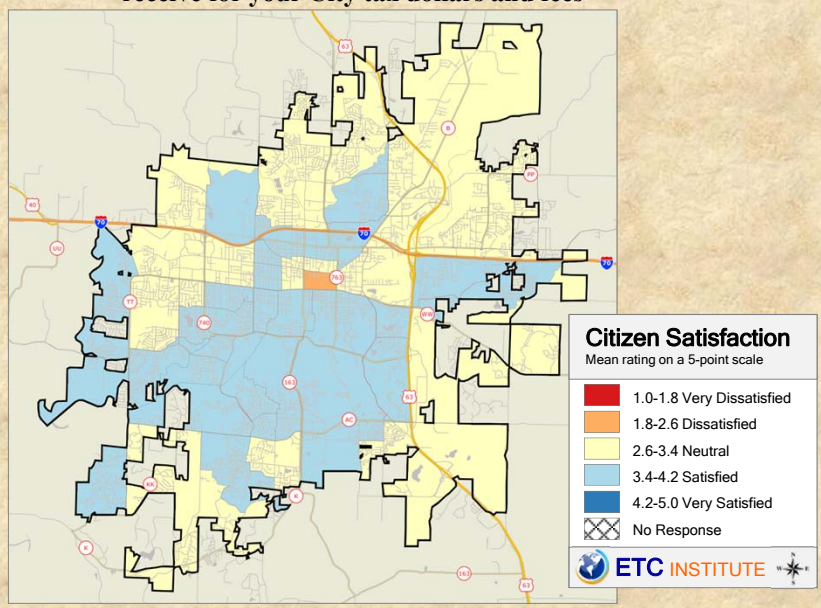
Q3-1. Satisfaction with Overall quality of services provided by the City of Columbia



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

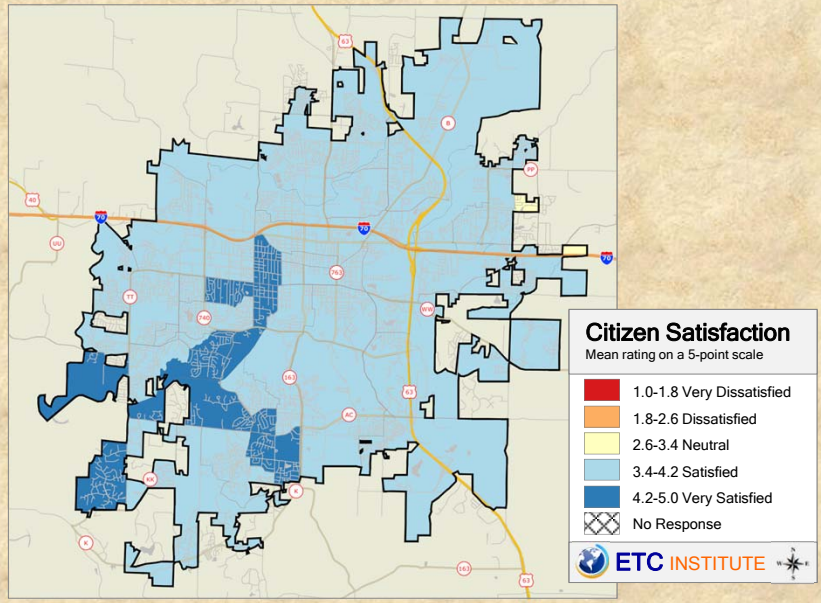
Q3-2. Satisfaction with Overall value that you receive for your City tax dollars and fees



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

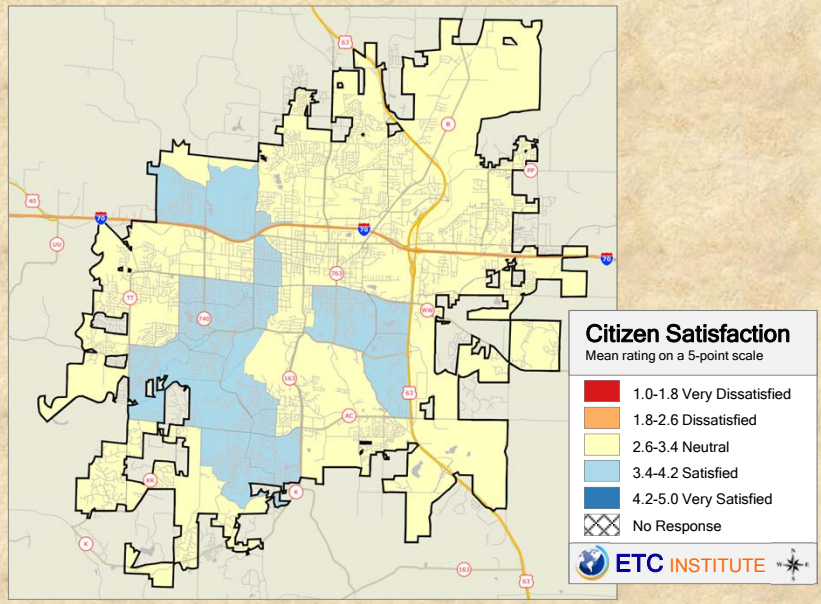
Q3-3. Satisfaction with Overall quality of life in the city



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

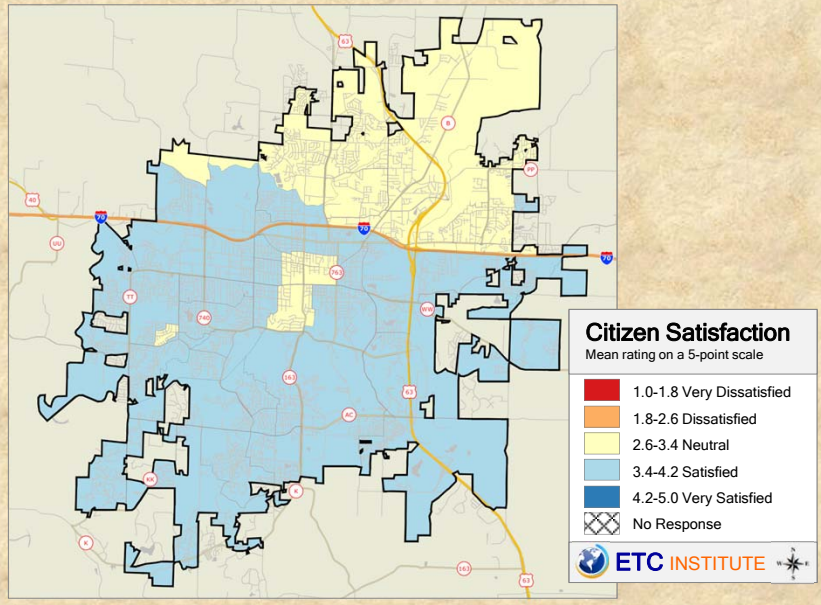
Q3-4. Satisfaction with Overall feeling of safety in the city



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

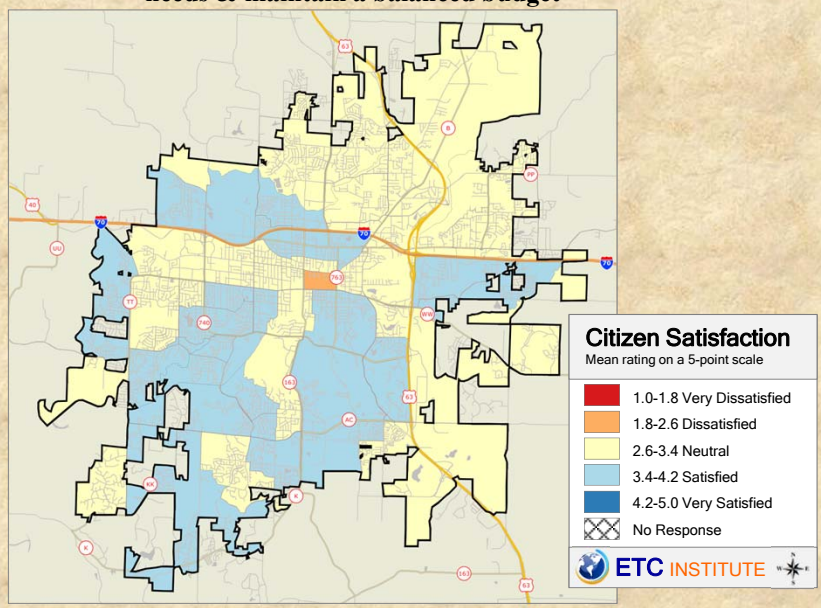
Q3-5. Satisfaction with Local economic conditions



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

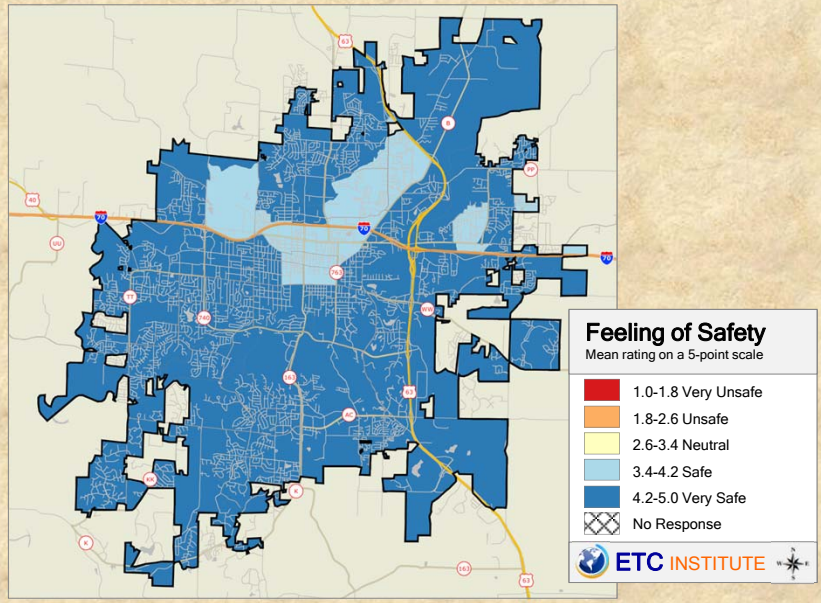
Q3-6. Satisfaction with City efforts to meet its financial needs & maintain a balanced budget



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

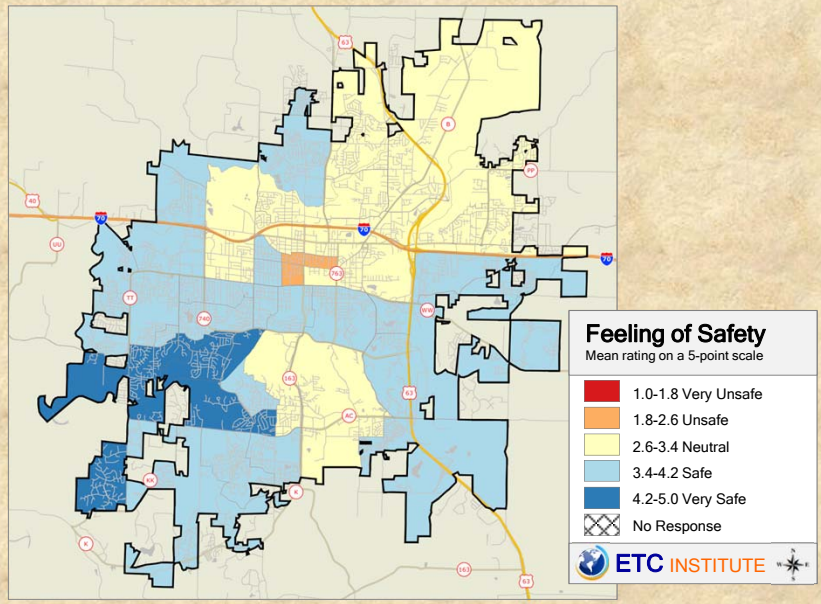
Q4-1. How safe you feel walking in your neighborhood during the day



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

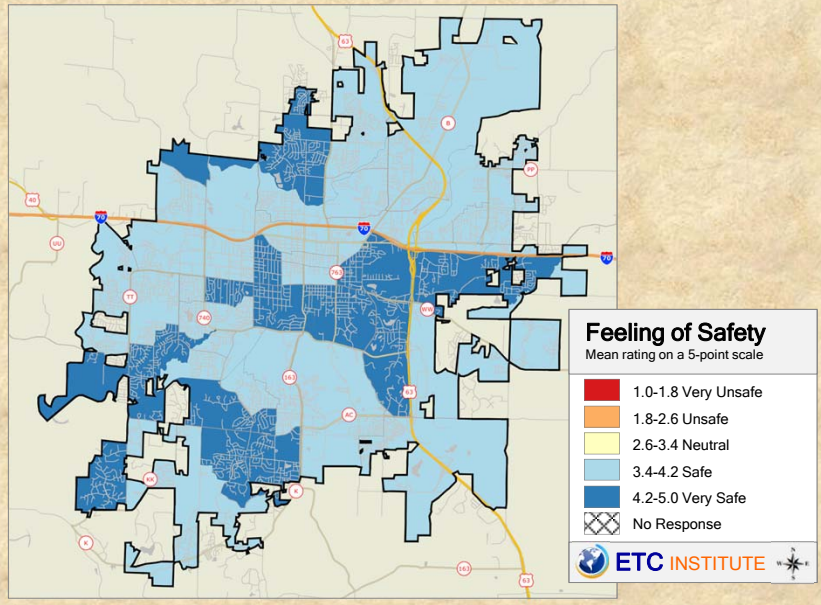
Q4-2. How safe you feel walking in your neighborhood at night



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

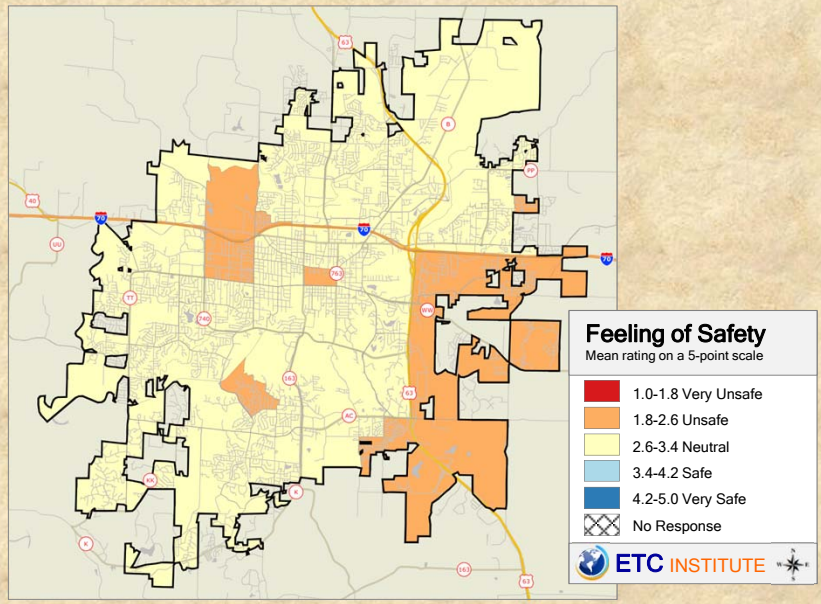
Q4-3. How safe you feel in downtown Columbia during the day



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

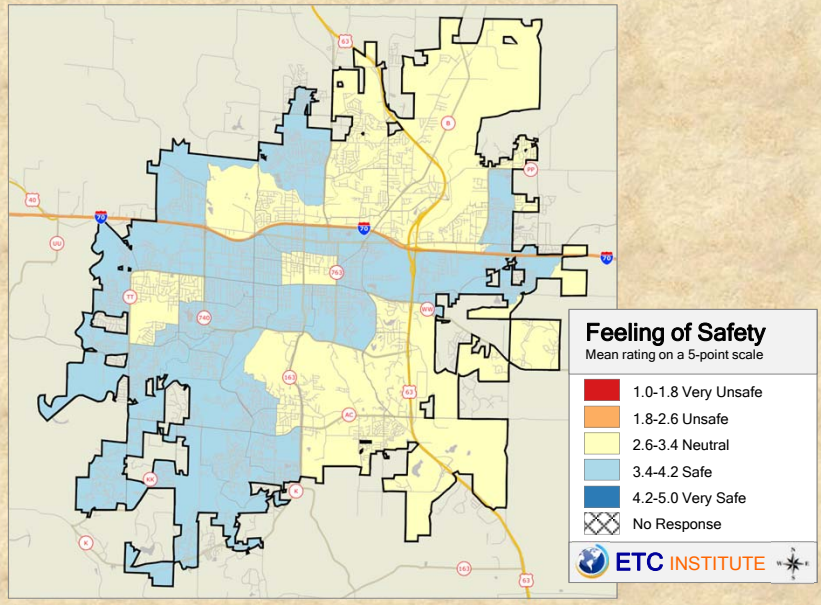
Q4-4. How safe you feel in downtown Columbia at night



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

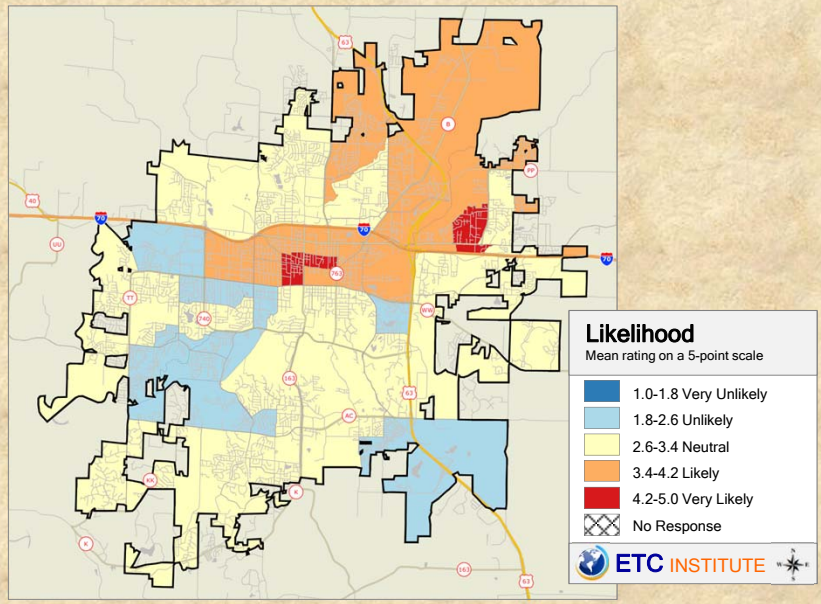
Q4-5. How safe you feel in City parks



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

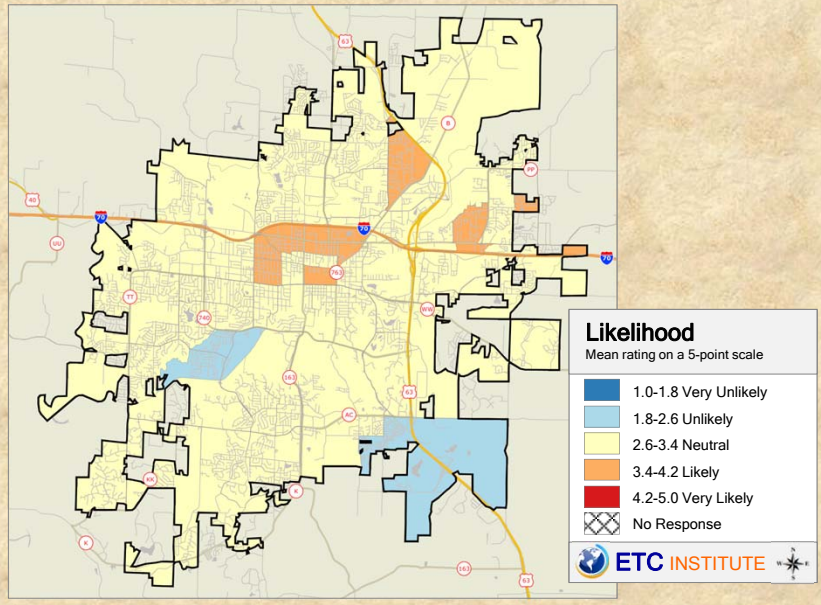
Q5-1. How likely respondents think you will hear gun shots



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

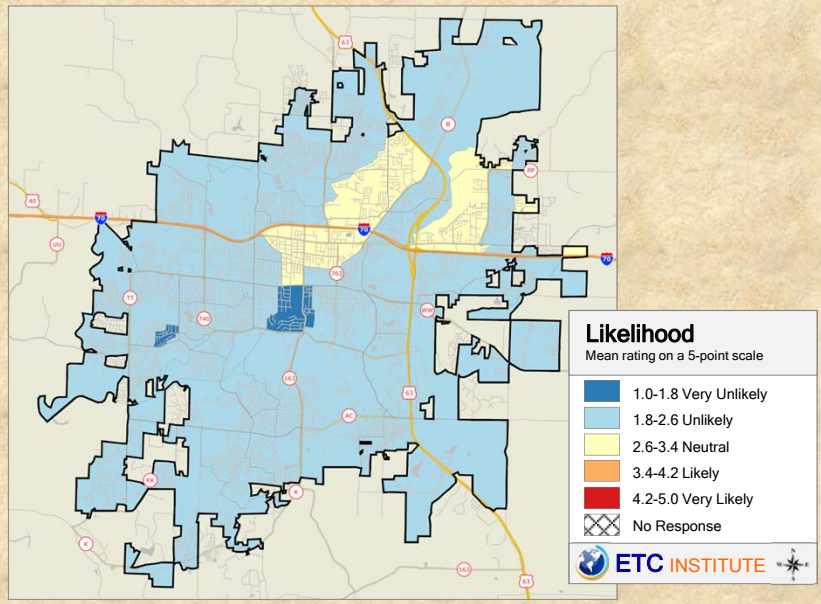
Q5-2. How likely respondents think you will be a victim of a property crime



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

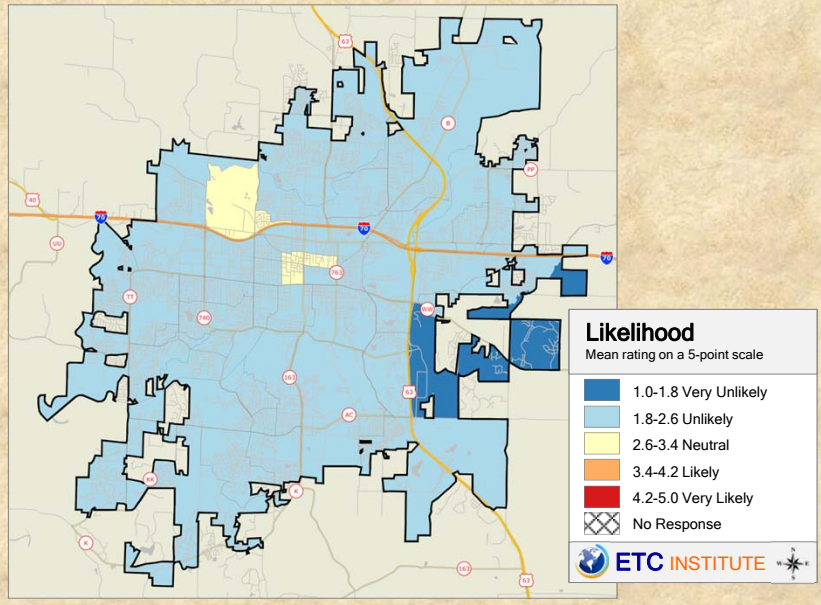
Q5-3. How likely respondents think you will be a victim of a violent crime



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

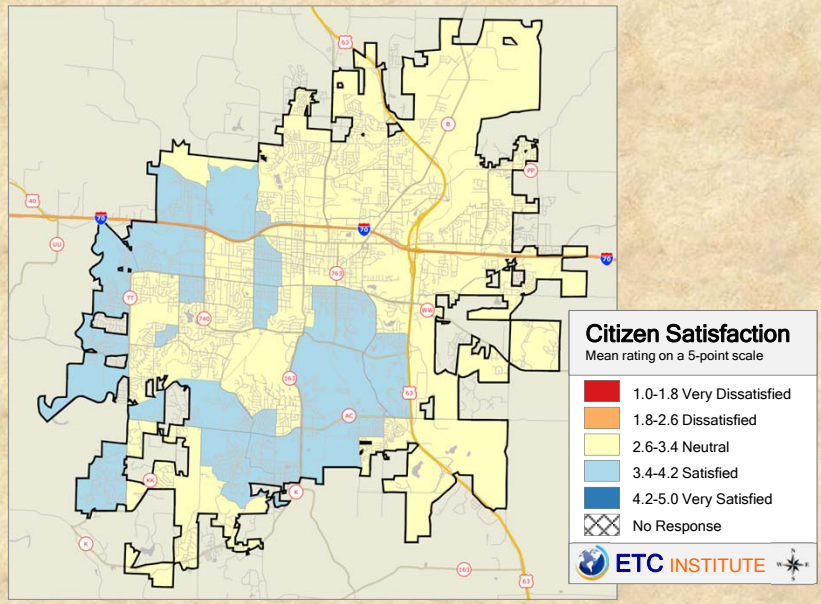
Q5-4. How likely respondents think you will be a victim of a fire



2015 City of Columbia Community Survey

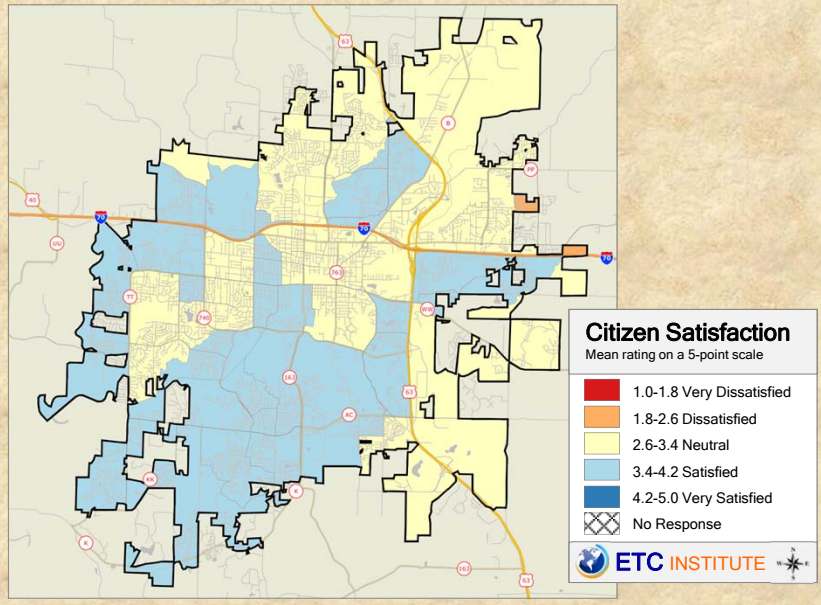
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6-1. Satisfaction with police efforts to prevent crime



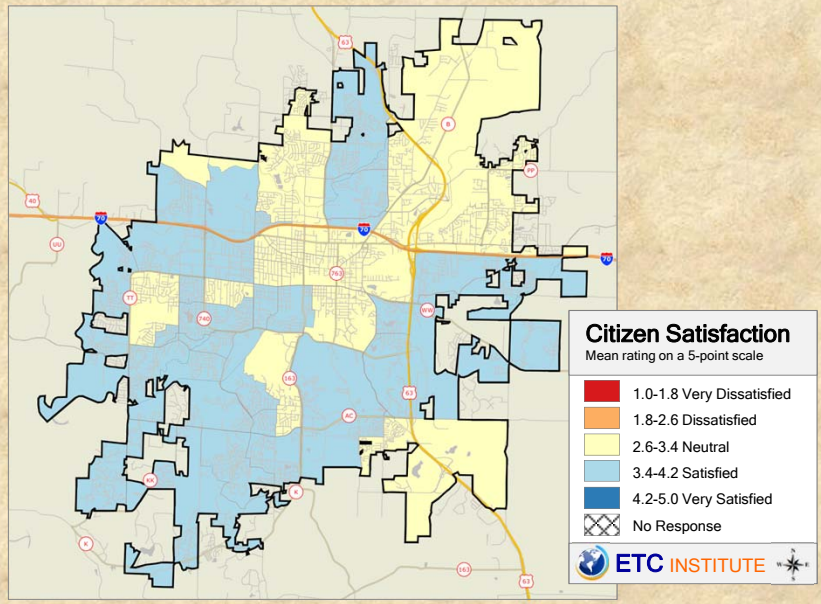
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6-2. Satisfaction with how quickly police respond to emergencies



2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

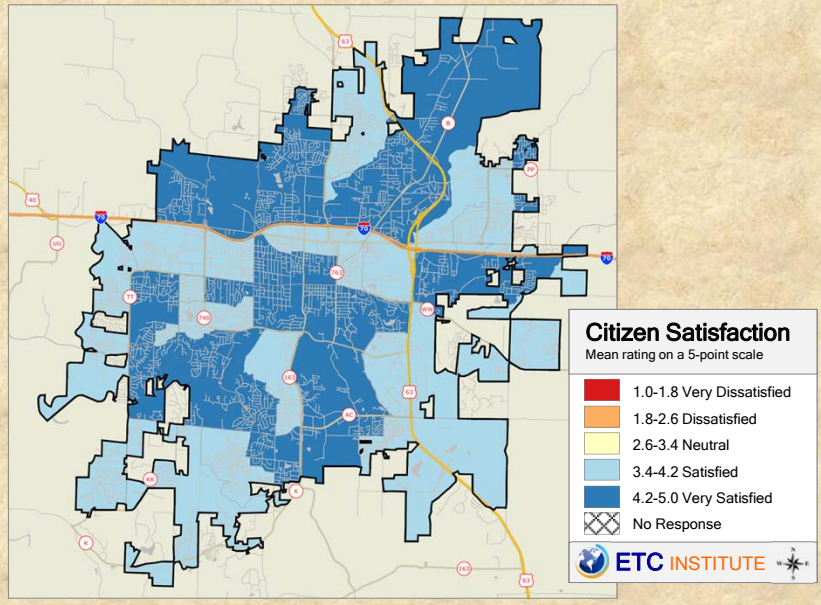
Q6-3. Satisfaction with overall quality of local police services



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

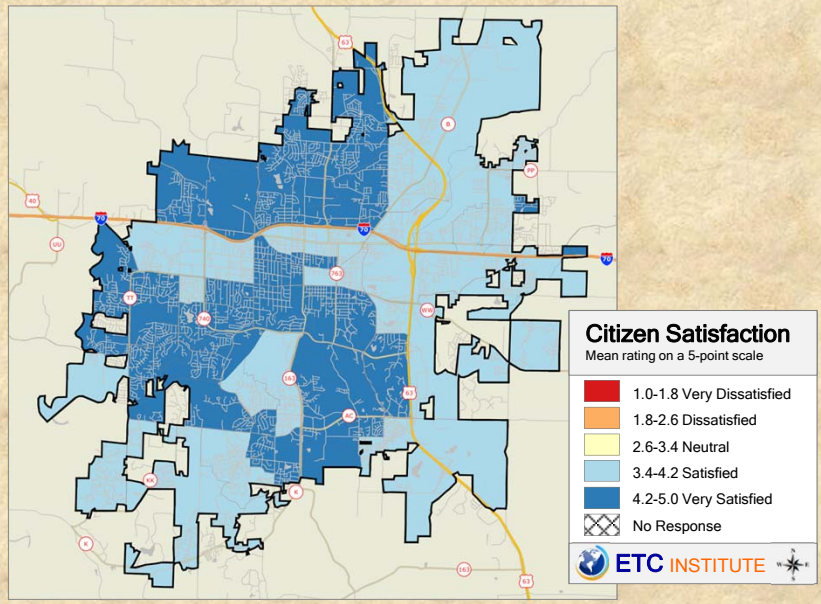
Q6-4. Satisfaction with how quickly Fire personnel respond to emergencies



2015 City of Columbia Community Survey

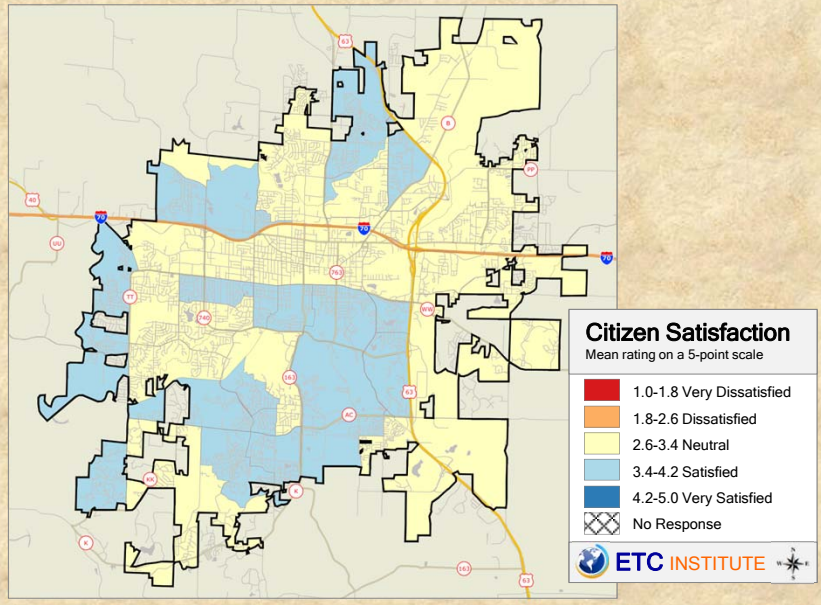
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6-5. Satisfaction with overall quality of City fire protection



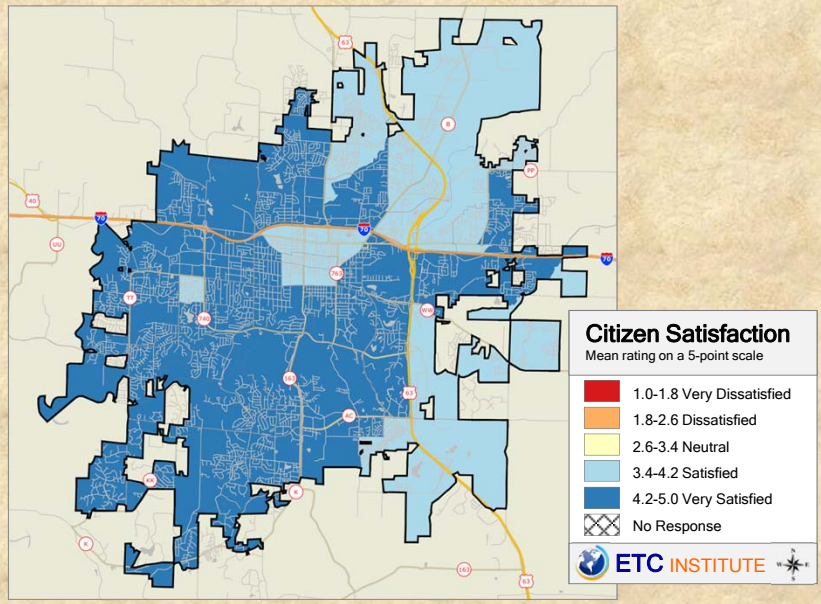
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6-6. Satisfaction with the City's municipal court



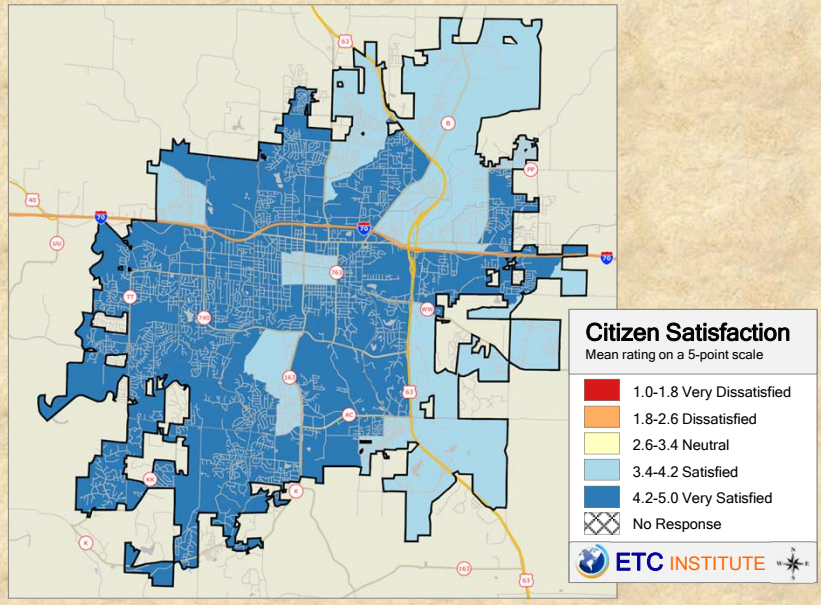
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q8-1. Satisfaction with quality of City parks



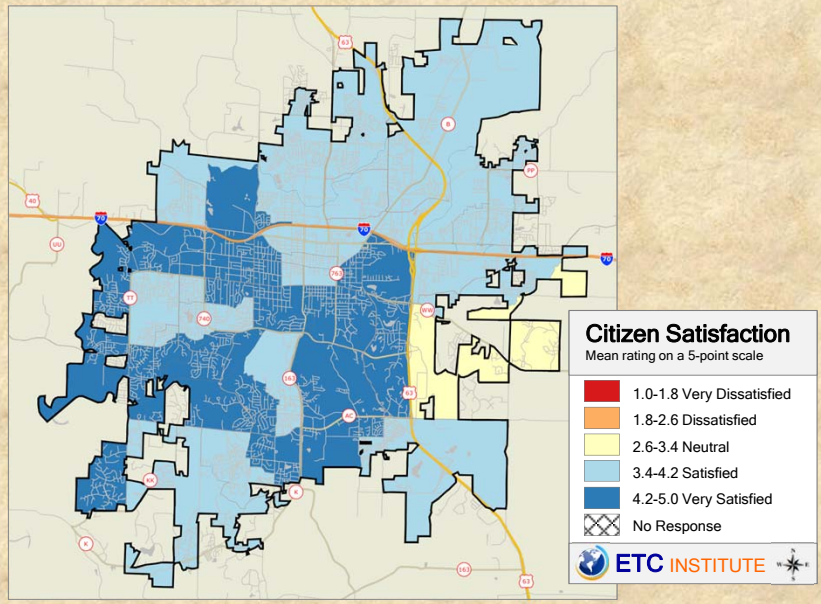
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q8-2. Satisfaction with quality of walking/biking trails in the city



2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

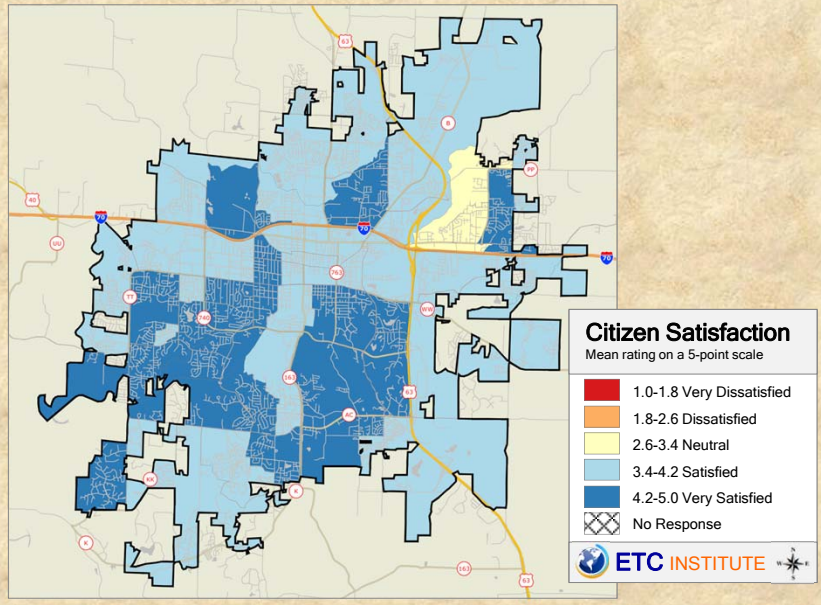
Q8-3. Satisfaction with quality of outdoor athletic fields



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

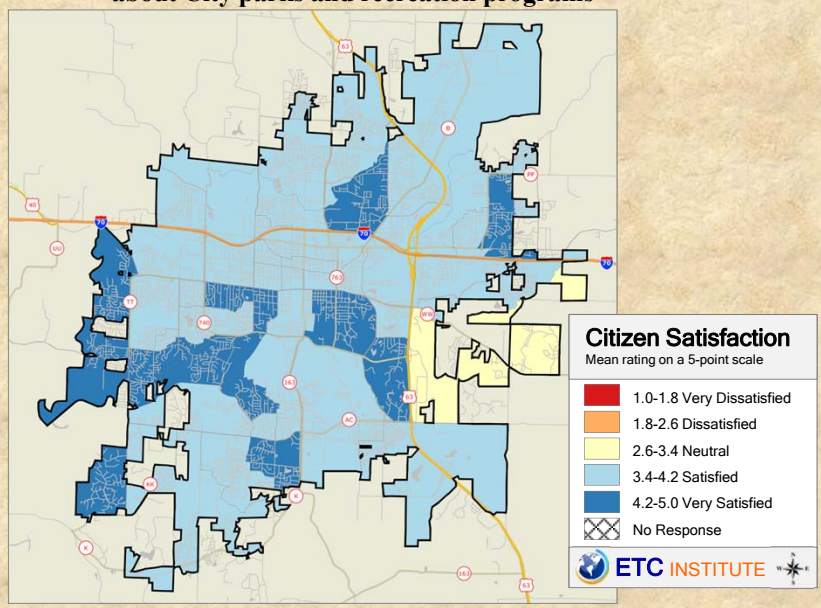
Q8-4. Satisfaction with quality of recreation programs and classes



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

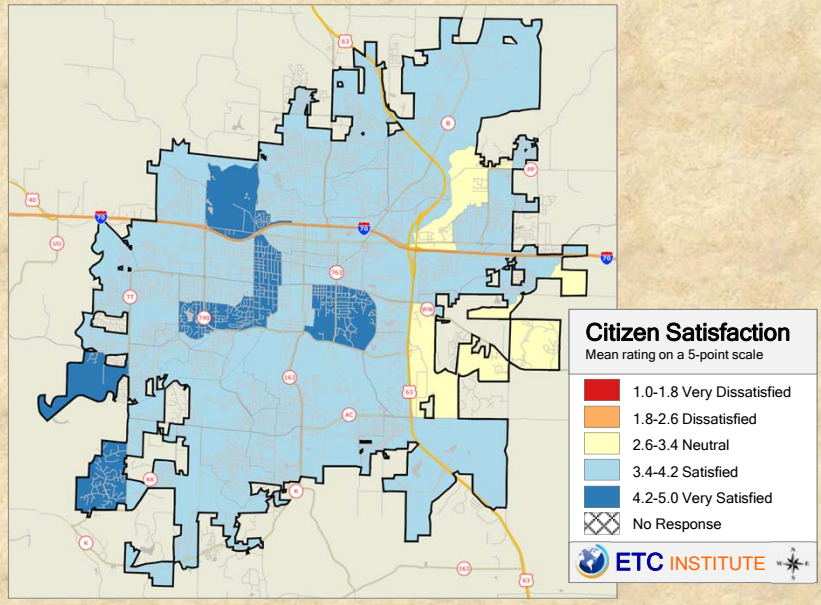
Q8-5. Satisfaction with availability of information . about City parks and recreation programs



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

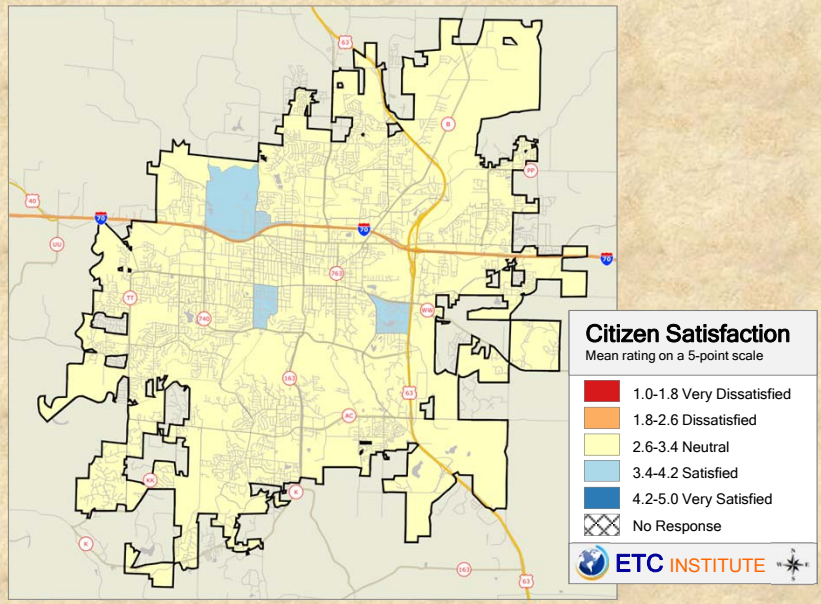
Q8-6. Satisfaction with City pools and aquatic facilities



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

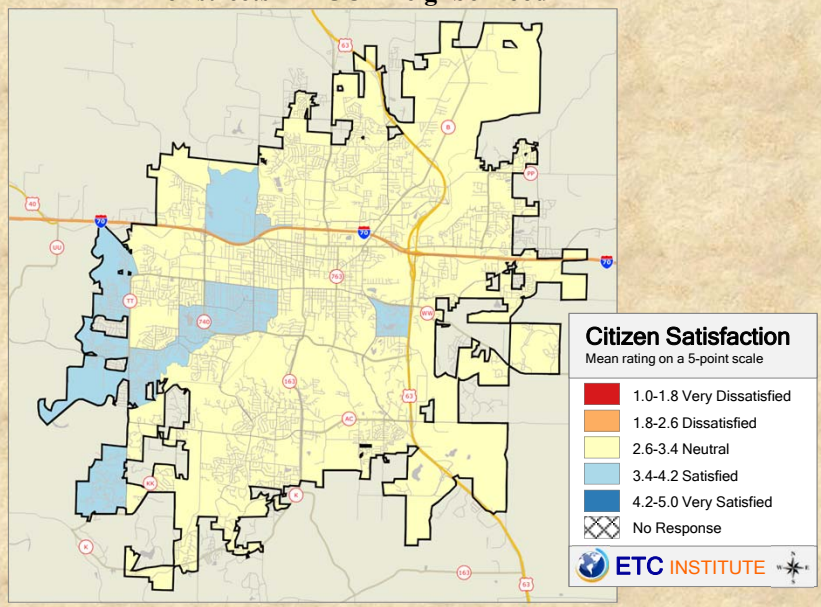
Q10-1. Satisfaction with City maintenance and repair services for major City streets



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

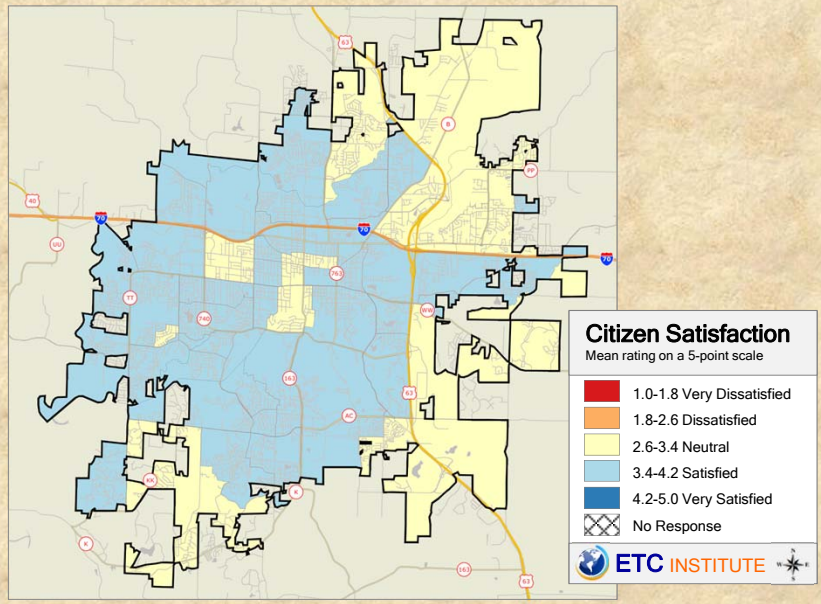
Q10-2. Satisfaction with City maintenance and repair services for streets in YOUR neighborhood



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

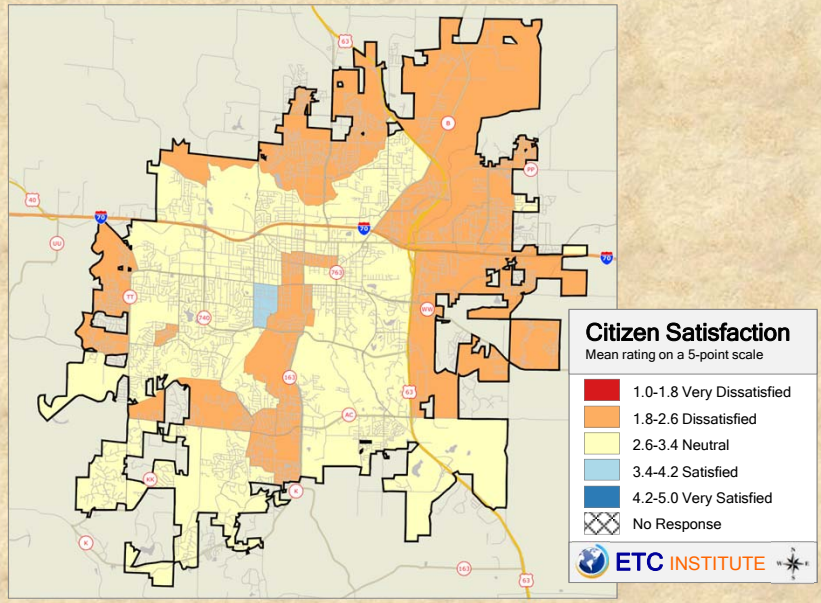
Q10-3. Satisfaction with Snow removal on major City streets



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

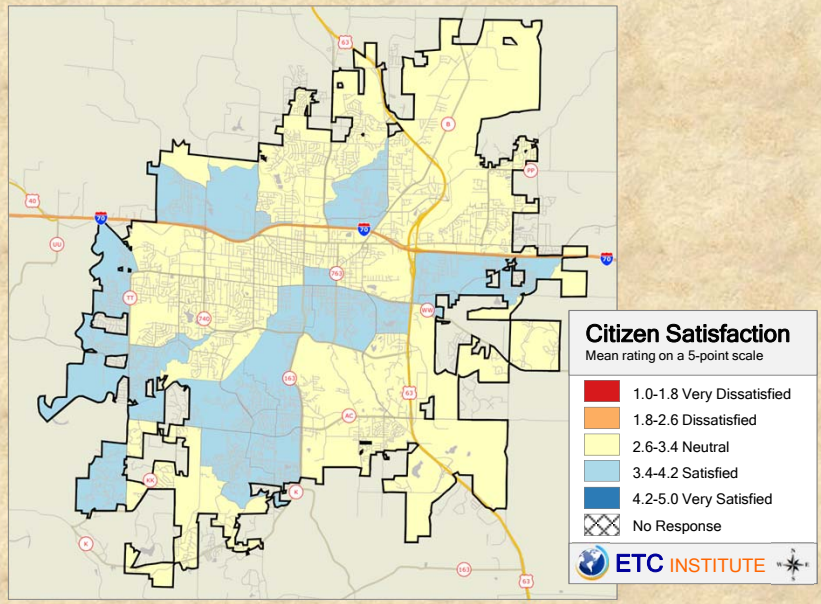
Q10-4. Satisfaction with Snow removal on neighborhood streets



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

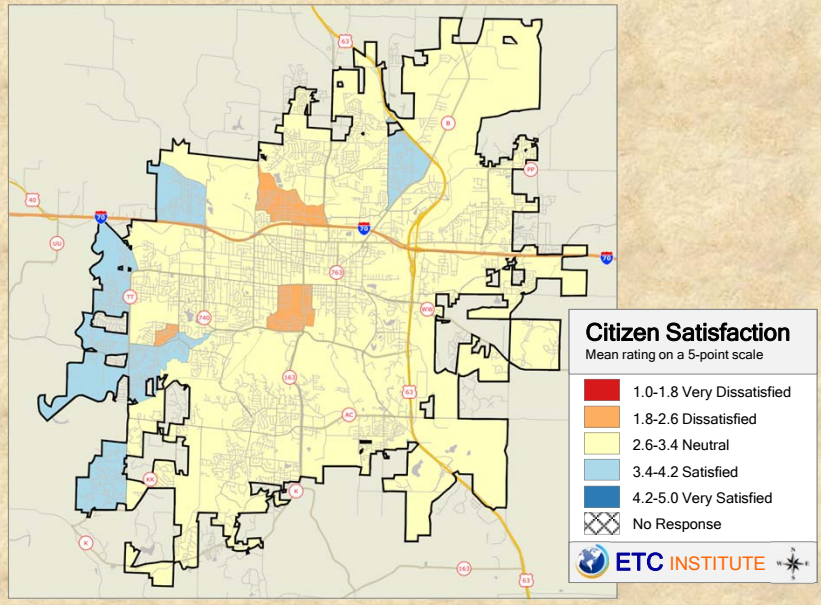
Q10-5. Satisfaction with City street cleaning services



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

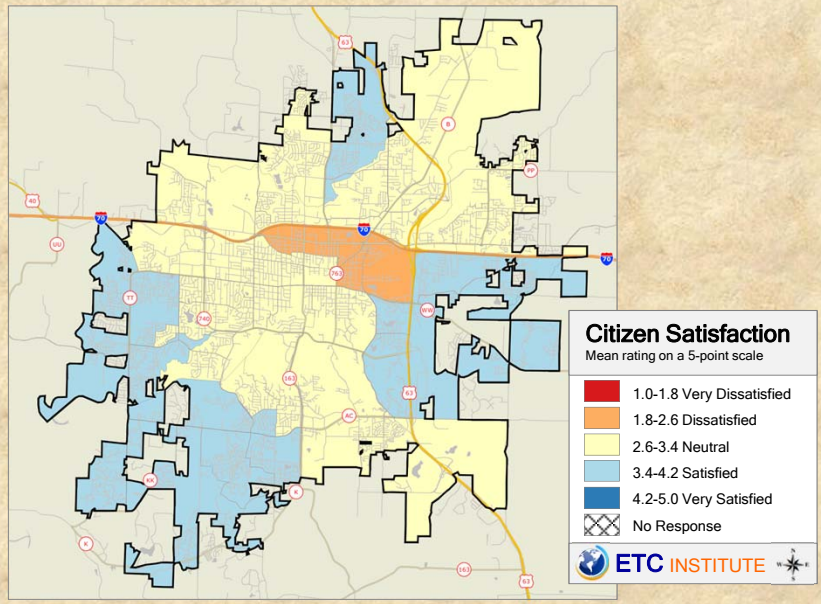
Q10-6. Satisfaction with Condition of City sidewalks



2015 City of Columbia Community Survey

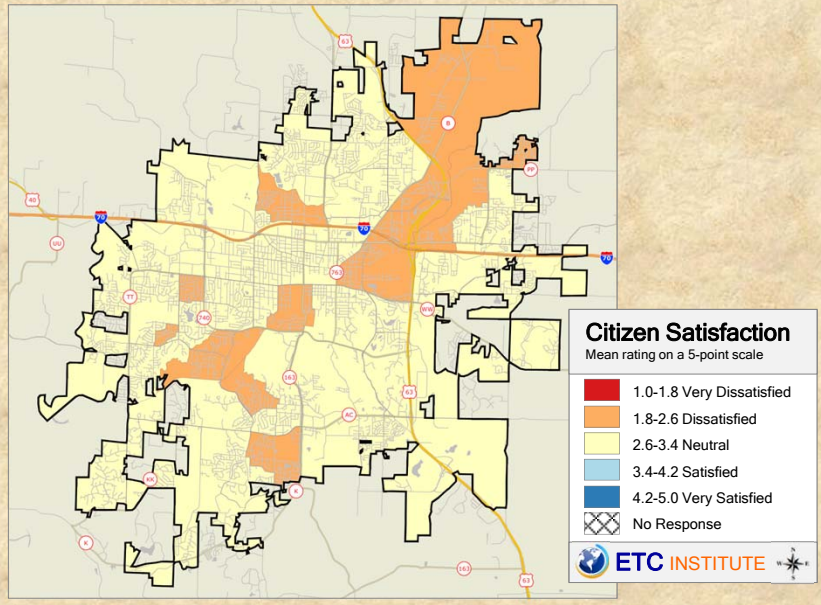
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q10-7. Satisfaction with Availability of sidewalks in the city



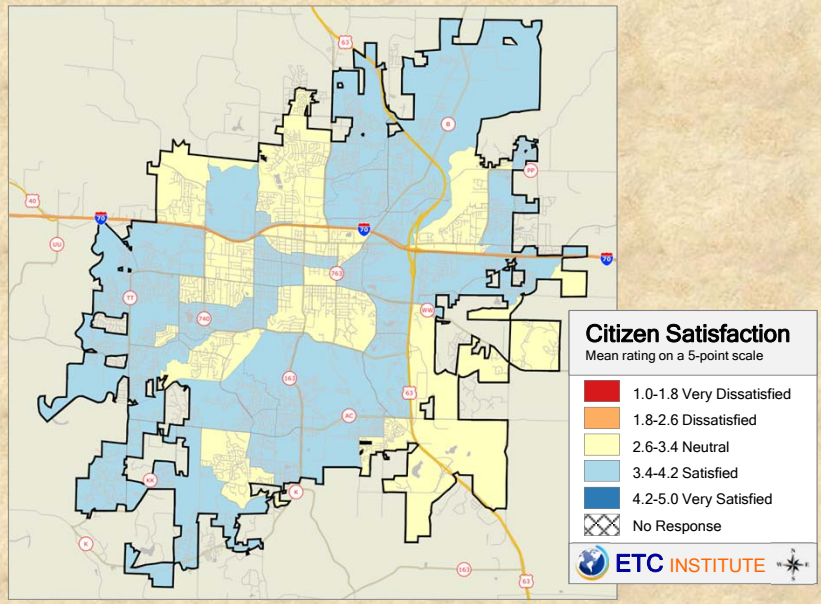
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q10-8. Satisfaction with Condition of pavement markings



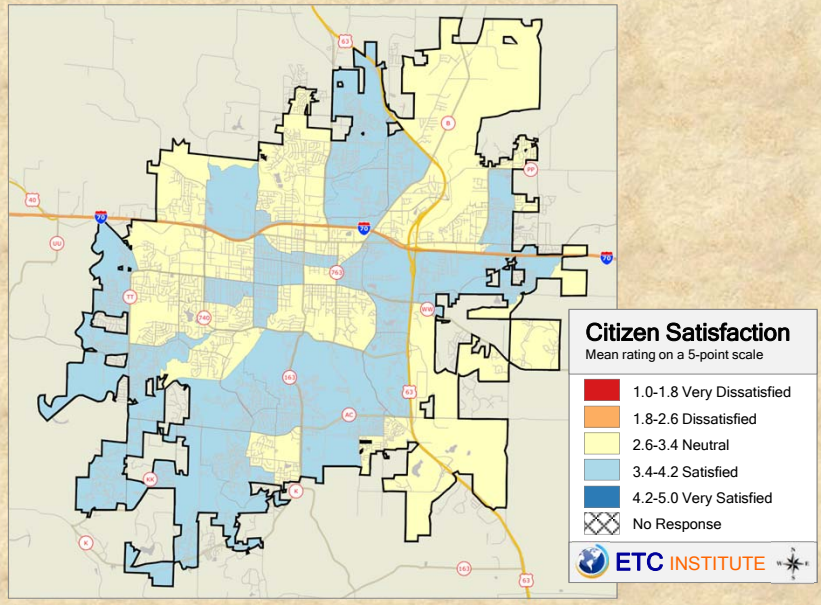
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q12-1. Satisfaction with Maintenance of residential property



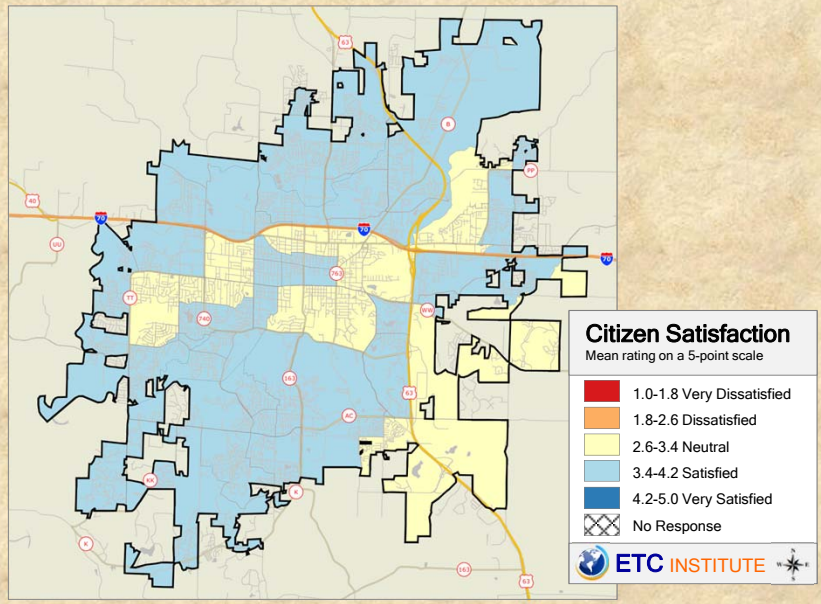
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q12-2. Satisfaction with Enforcement of residential building codes



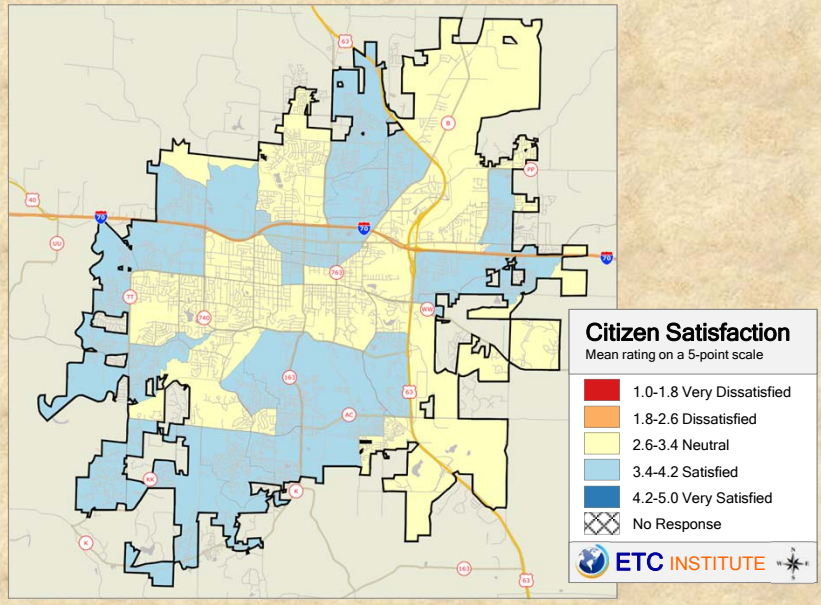
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q12-3. Satisfaction with Maintenance of business property



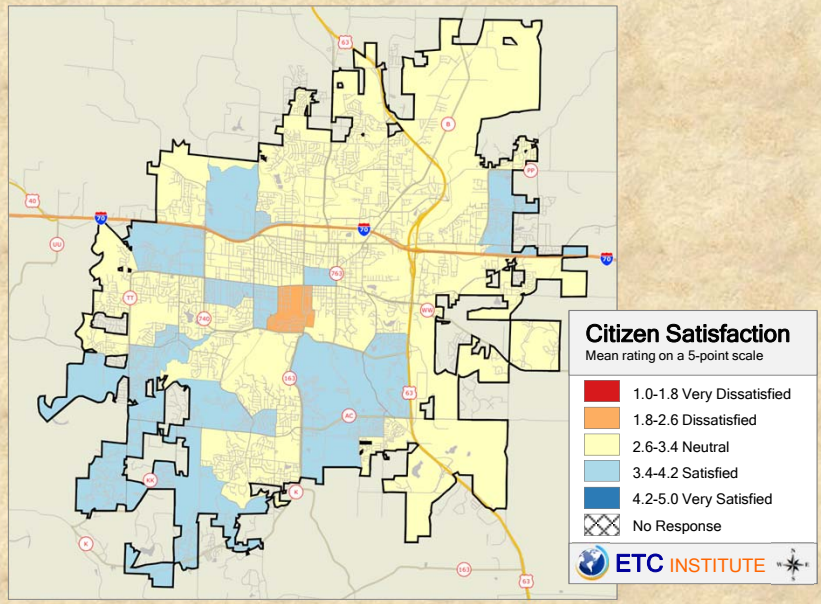
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q12-4. Satisfaction with Enforcement of business building codes



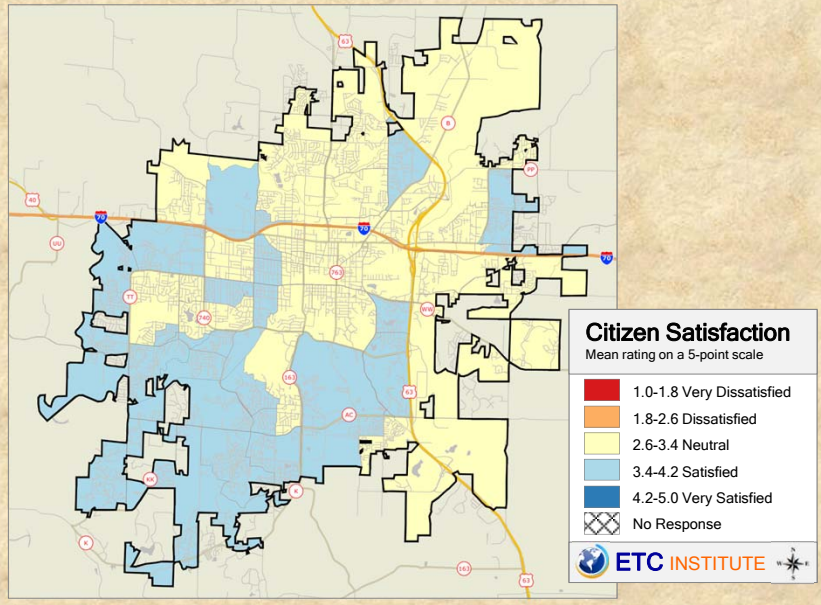
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q12-5. Satisfaction with Parking on neighborhood streets



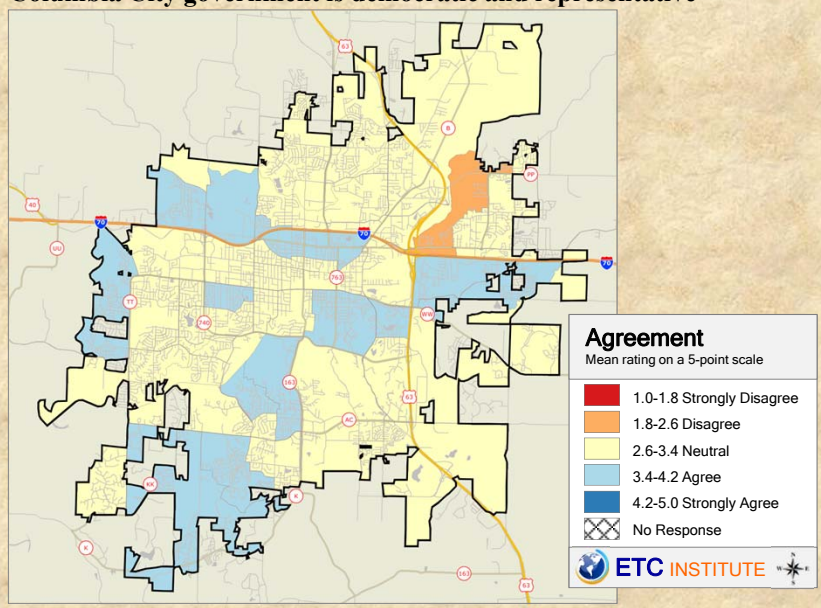
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q12-6. Satisfaction with Clean-up of trash and litter



2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

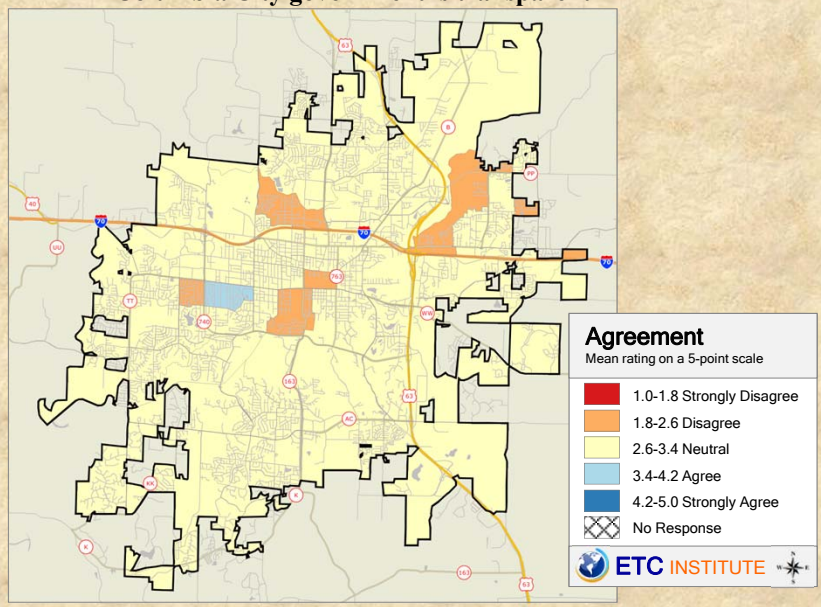
Q14-1. How strongly respondents agree or disagree with the following statement: Columbia City government is democratic and representative



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

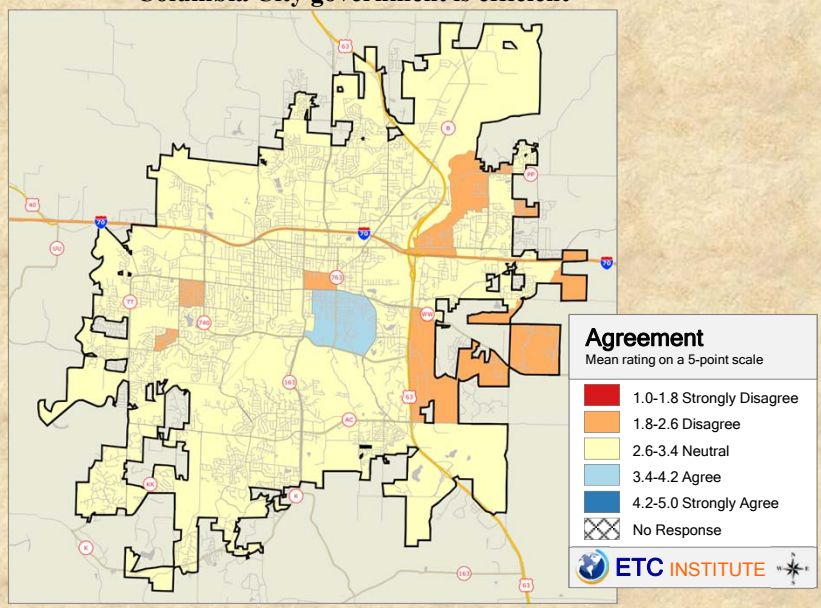
Q14-2. How strongly respondents agree or disagree with the following statement: Columbia City government is transparent



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

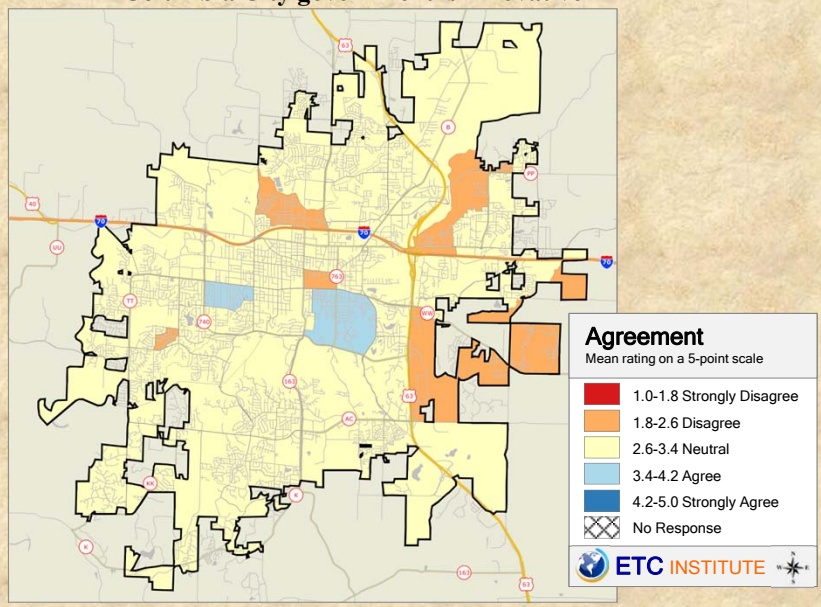
Q14-3. How strongly respondents agree or disagree with the following statement: Columbia City government is efficient



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

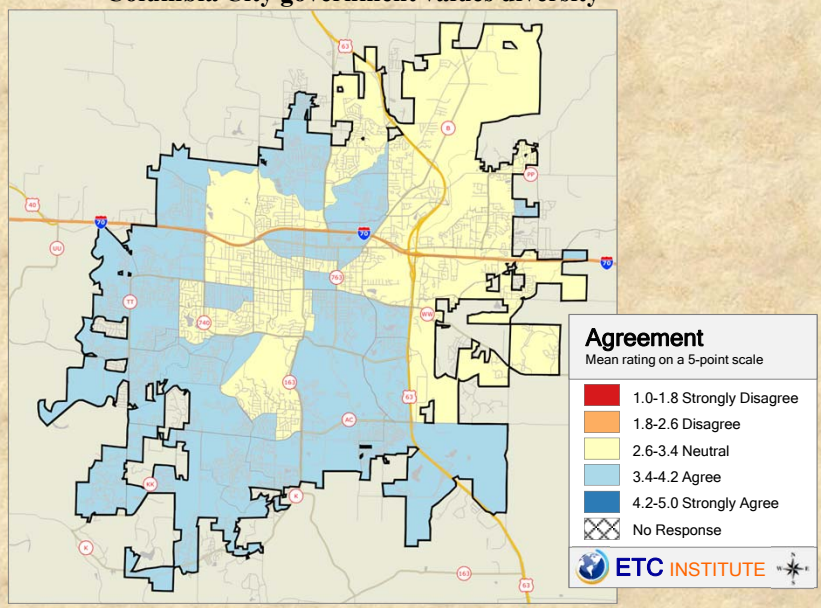
Q14-4. How strongly respondents agree or disagree with the following statement: Columbia City government is innovative



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

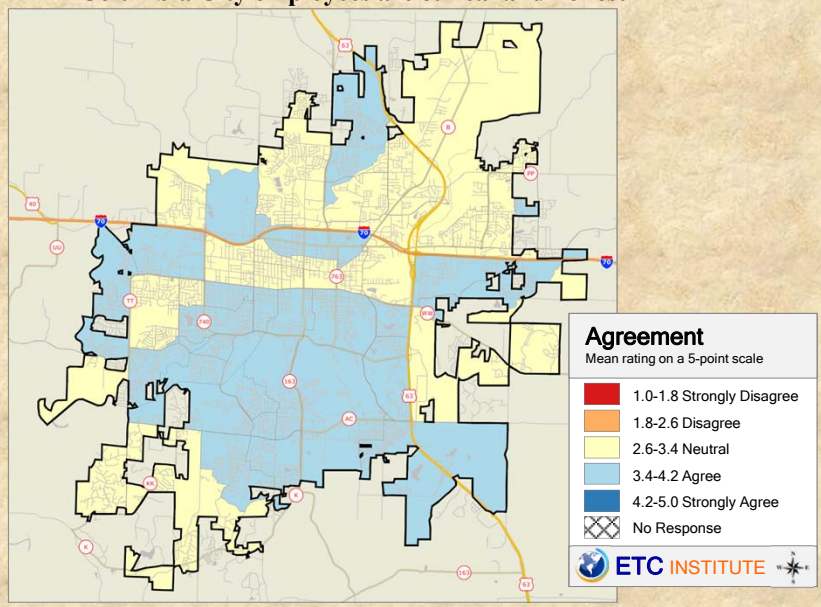
Q14-5. How strongly respondents agree or disagree with the following statement:. Columbia City government values diversity



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

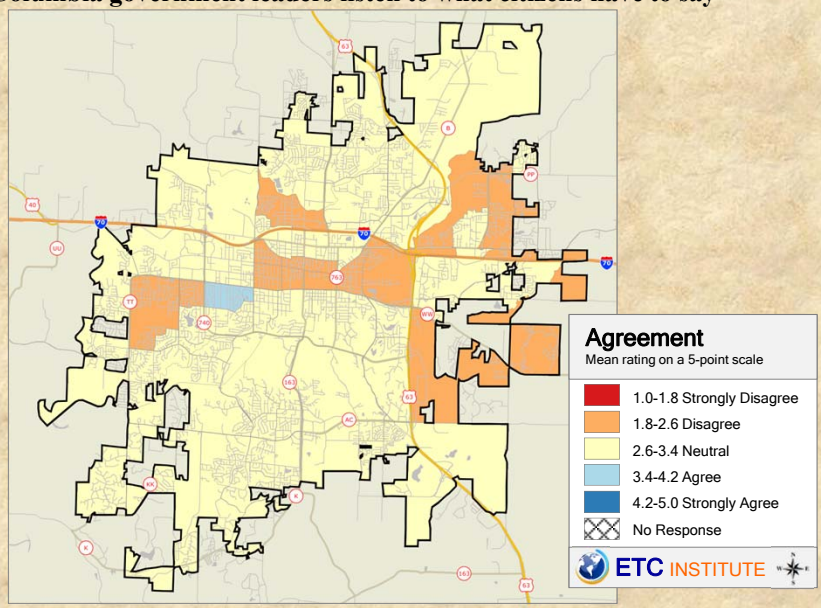
Q14-6. How strongly respondents agree or disagree with the following statement: Columbia City employees are ethical and honest



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

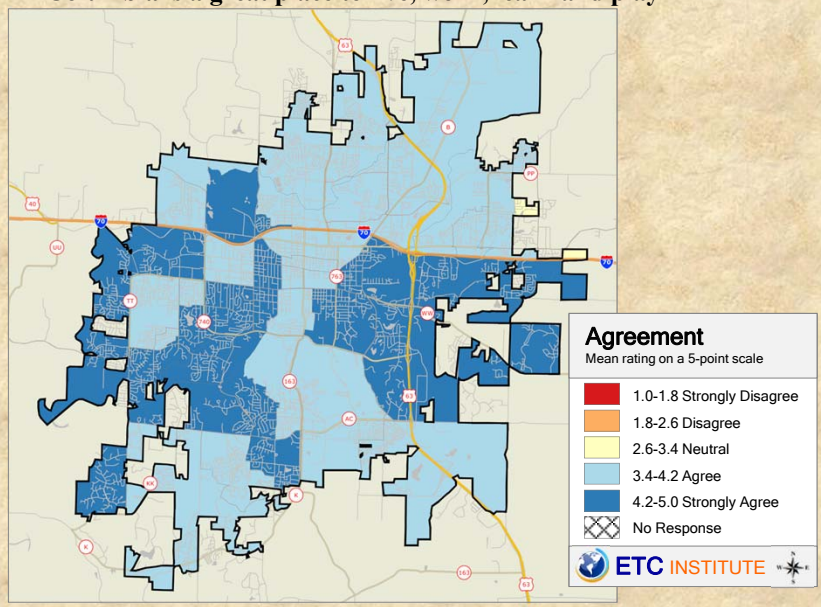
Q14-7. How strongly respondents agree or disagree with the following statement: Columbia government leaders listen to what citizens have to say



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

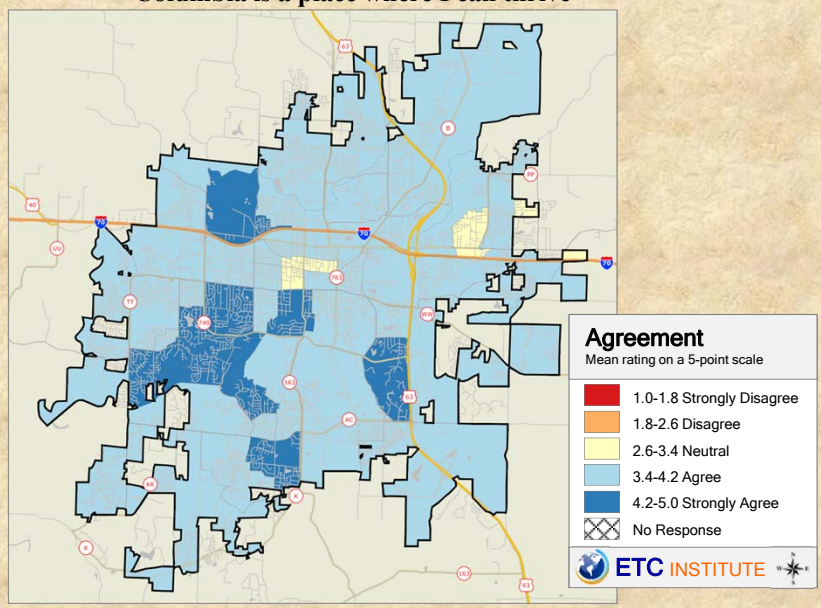
Q15-1. How strongly respondents agree or disagree with the following statement: Columbia is a great place to live, work, learn and play



2015 City of Columbia Community Survey

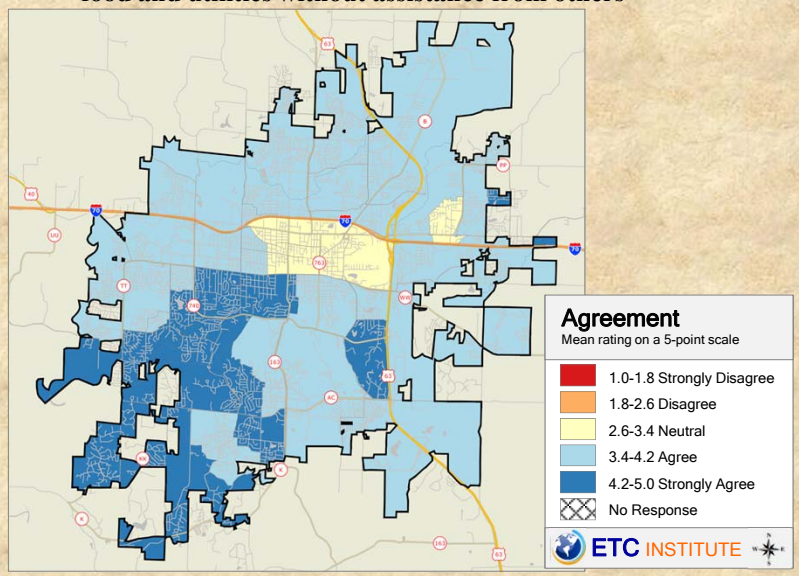
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15-2. How strongly respondents agree or disagree with the following statement: Columbia is a place where I can thrive



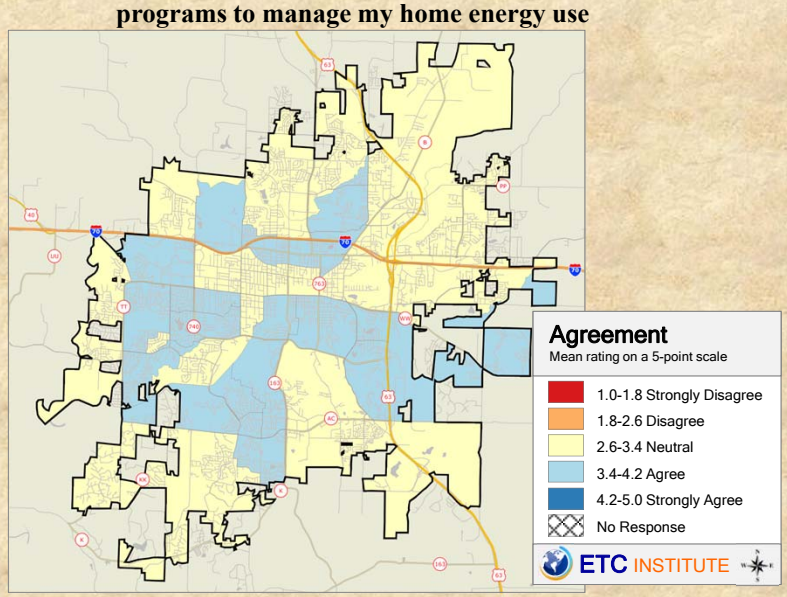
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15-3. How strongly respondents agree or disagree with the following statement: I earn a living wage that allows me to meet basic needs for housing, food and utilities without assistance from others



2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

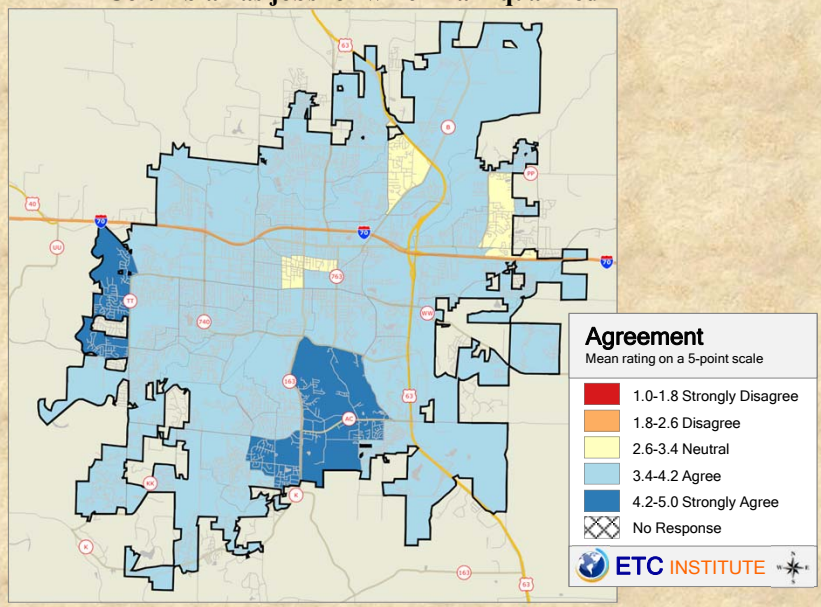
Q15-4. How strongly respondents agree or disagree with the following statement: I take advantage of Water & Light energy efficiency programs to manage my home energy use



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

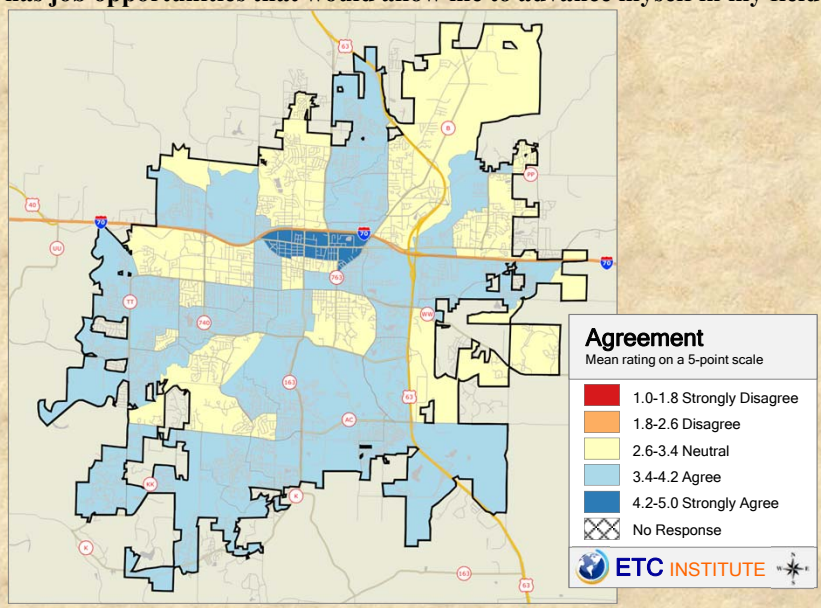
Q15-5. How strongly respondents agree or disagree with the following statement: Columbia has jobs for which I am qualified



2015 City of Columbia Community Survey

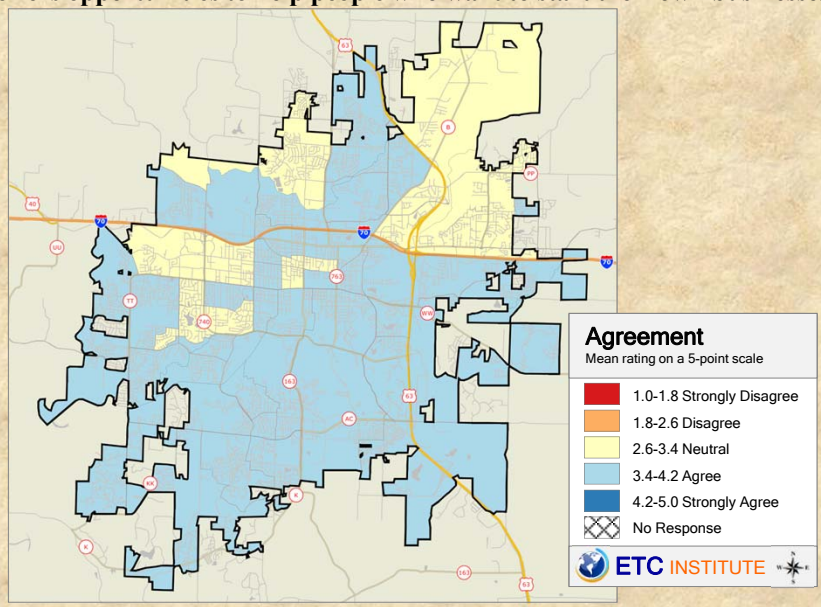
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15-6. How strongly respondents agree or disagree with the following statement: Columbia has job opportunities that would allow me to advance myself in my field



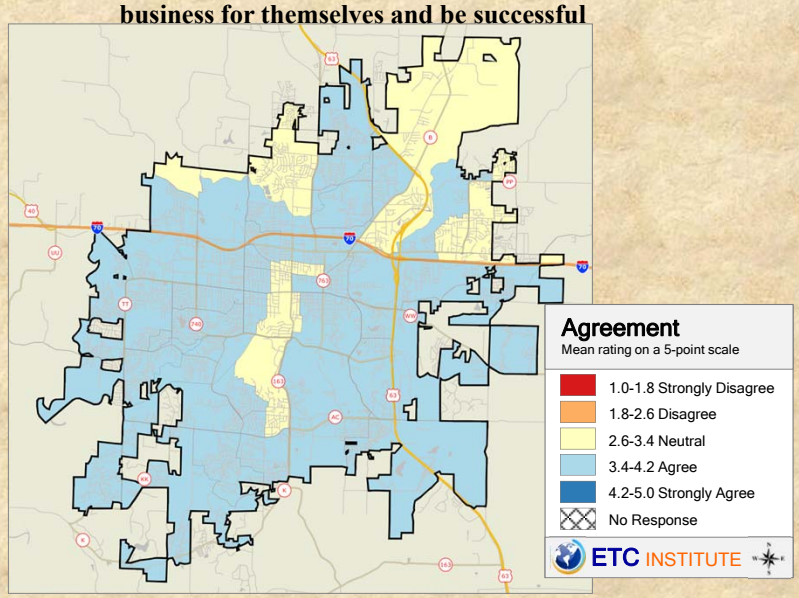
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15-7. How strongly respondents agree or disagree with the following statement: Columbia offers opportunities to help people who want to start their own businesses



2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

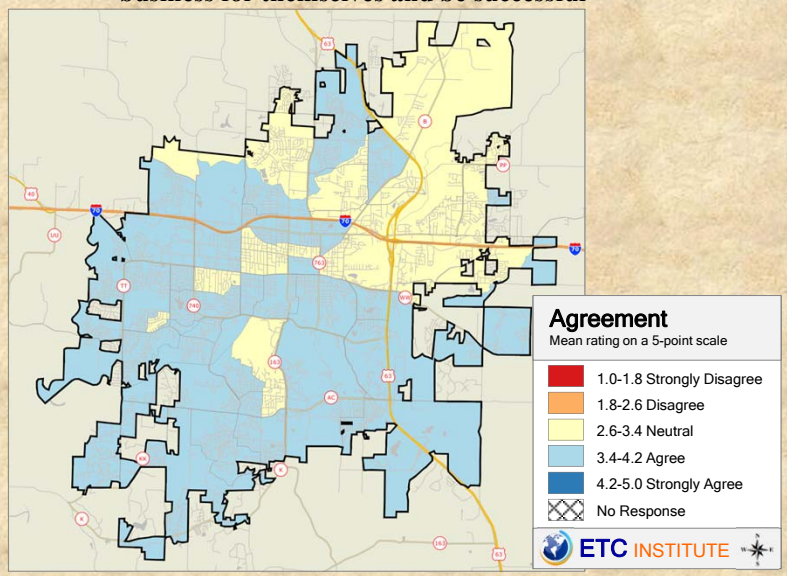
Q15-8. How strongly respondents agree or disagree with the following statement: There are opportunities for women to go into business for themselves and be successful



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

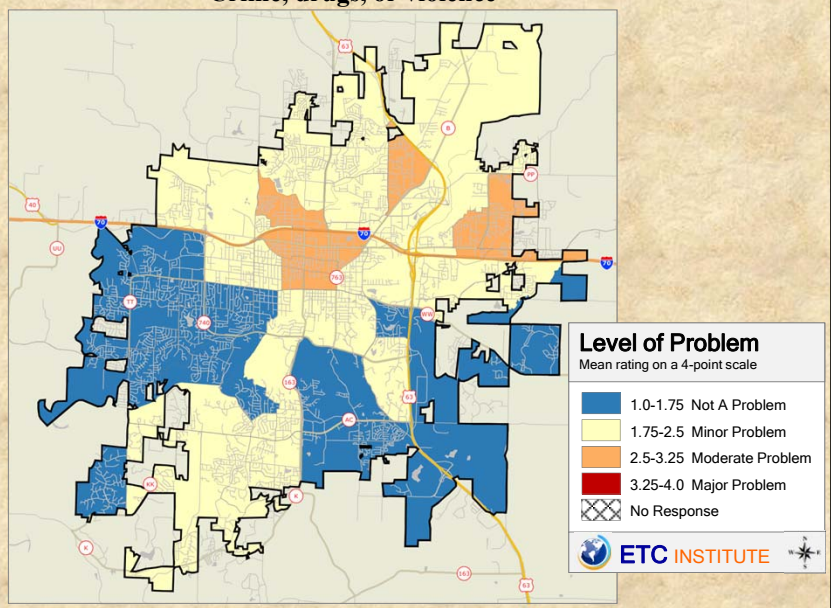
Q15-9. How strongly respondents agree or disagree with the following statement: There are opportunities for minorities to go into business for themselves and be successful



2015 City of Columbia Community Survey

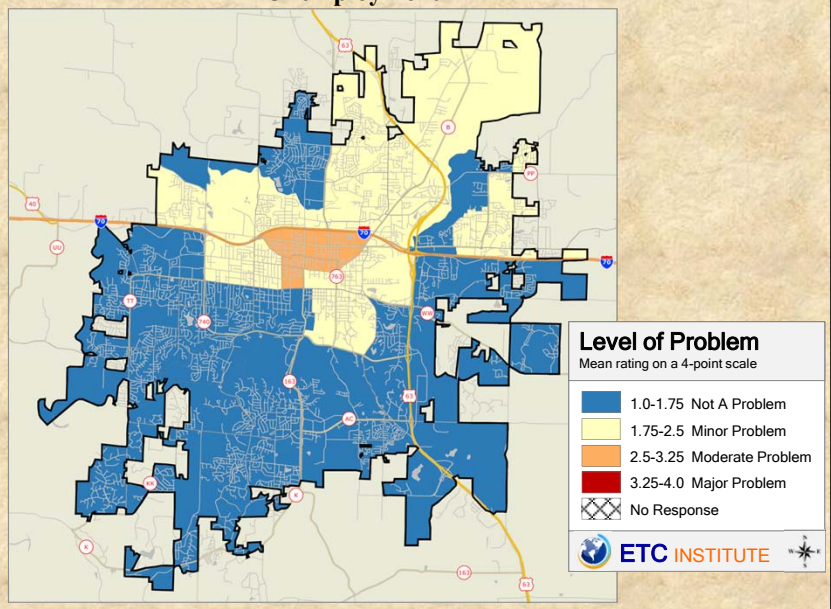
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-1. Whether or not the following is a neighborhood problem: Crime, drugs, or violence



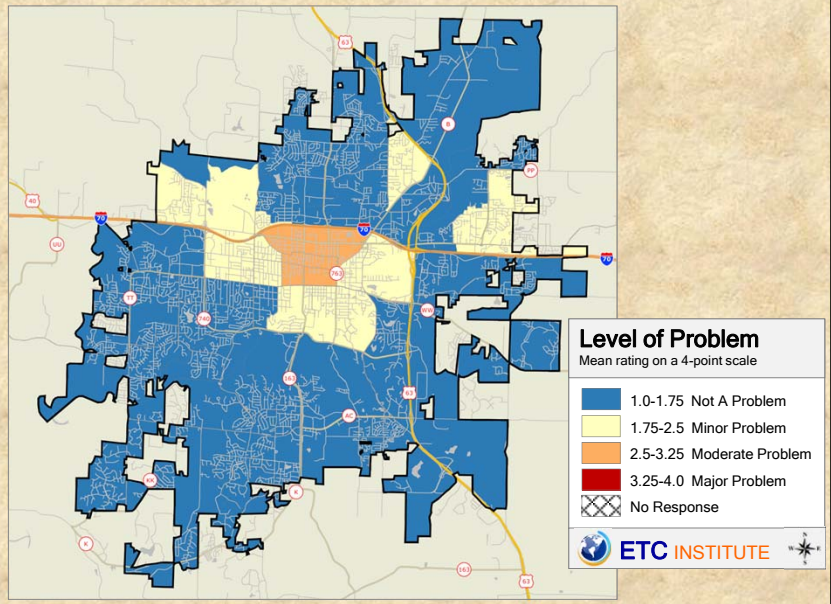
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-2. Whether or not the following is a neighborhood problem: Unemployment



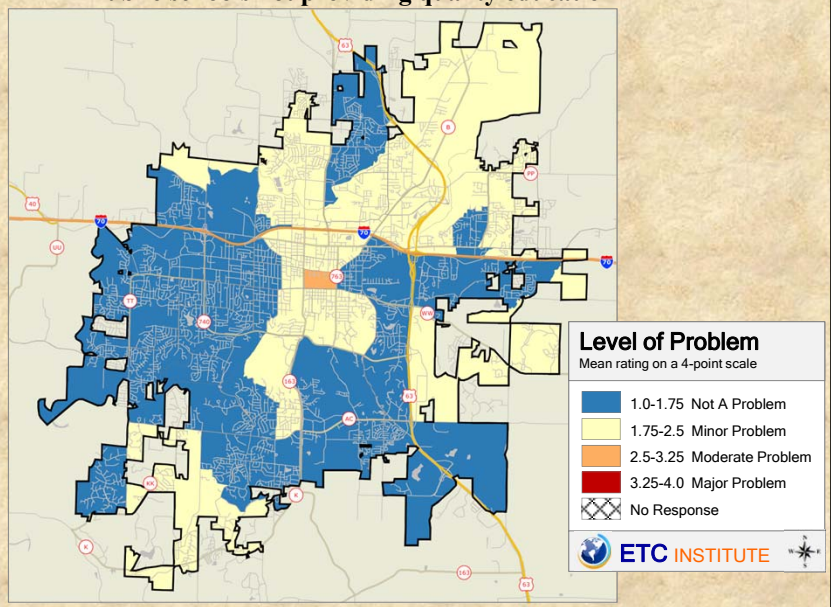
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-3. Whether or not the following is a neighborhood problem: Homelessness



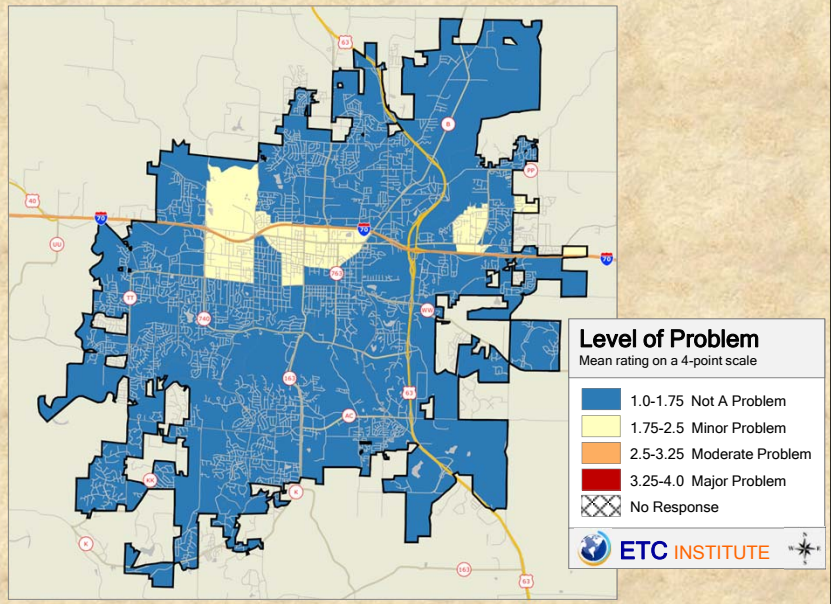
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-4. Whether or not the following is a neighborhood problem: Public schools not providing quality education



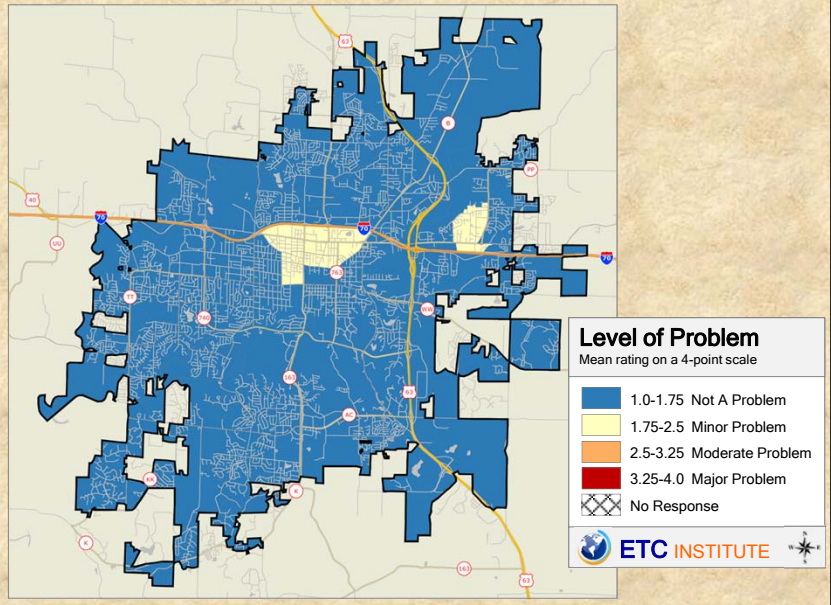
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-5. Whether or not the following is a neighborhood problem: Lack of cultural activities



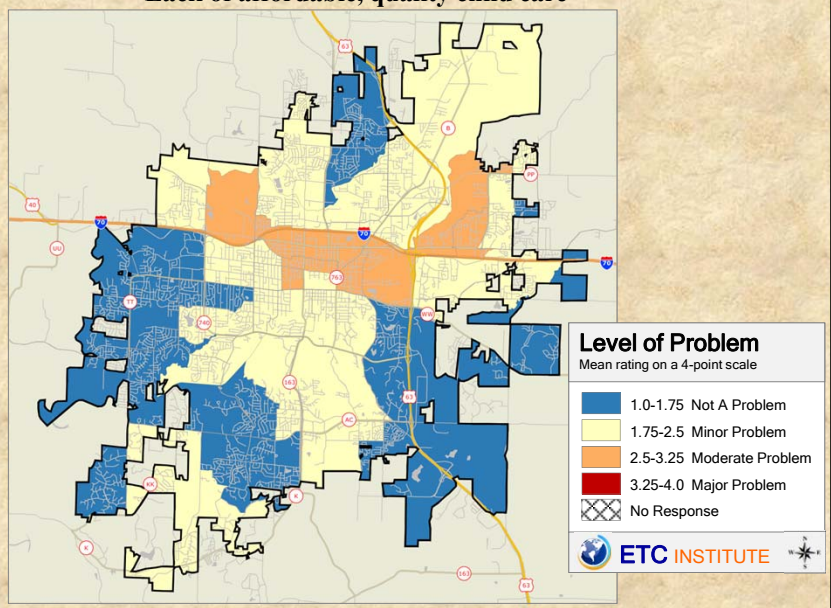
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-6. Whether or not the following is a neighborhood problem: Lack of recreational activities



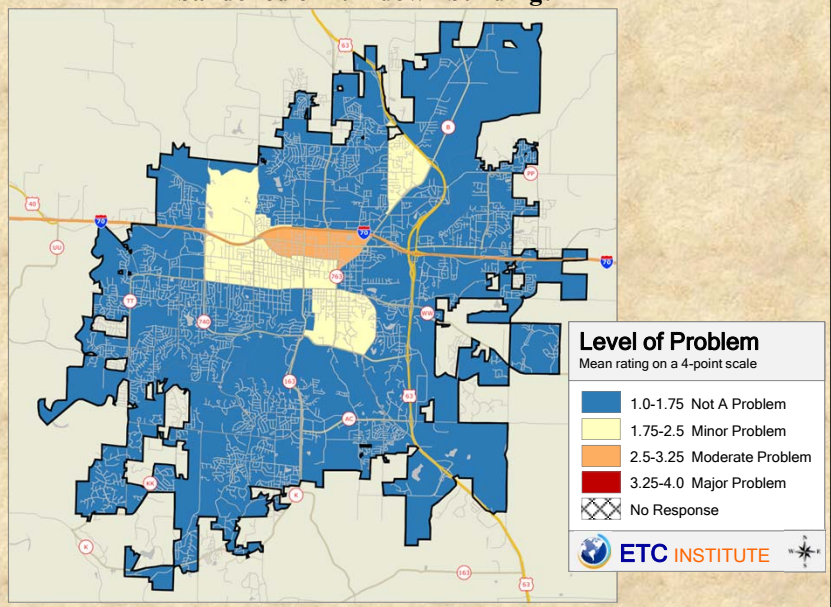
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-7. Whether or not the following is a neighborhood problem: Lack of affordable, quality child care



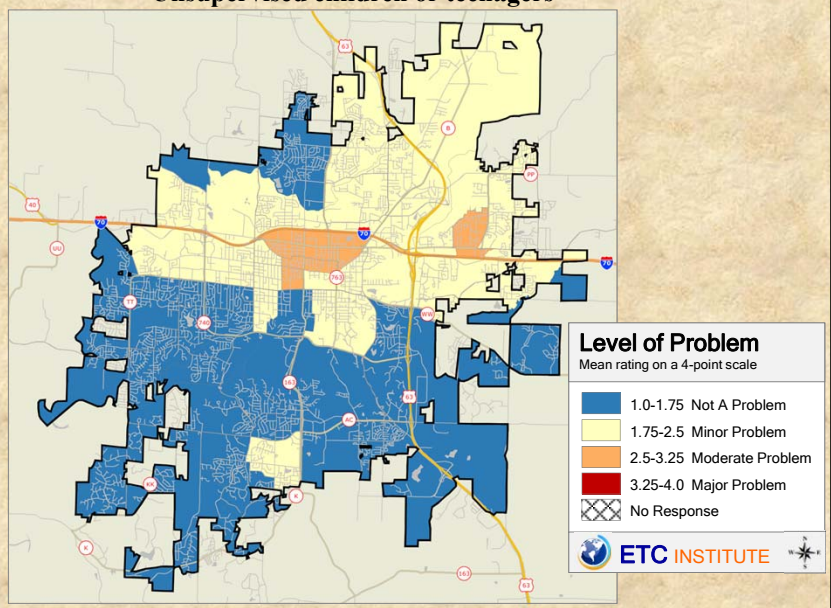
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-8. Whether or not the following is a neighborhood problem: Abandoned or run-down buildings



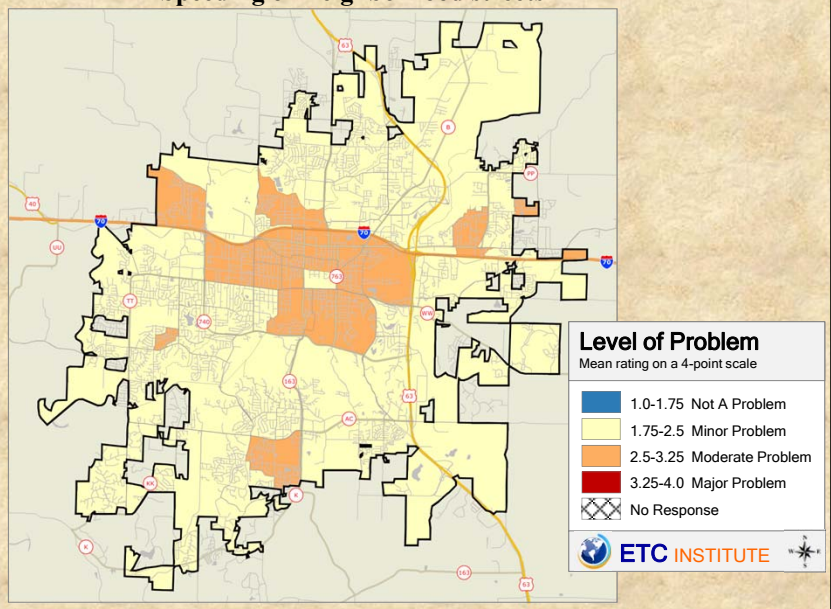
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-9. Whether or not the following is a neighborhood problem: Unsupervised children or teenagers



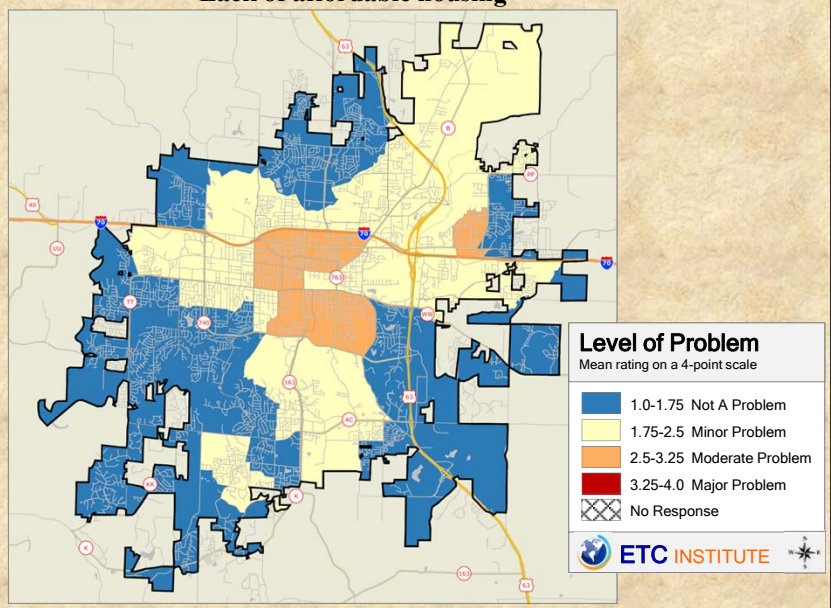
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-10. Whether or not the following is a neighborhood problem: Speeding on neighborhood streets



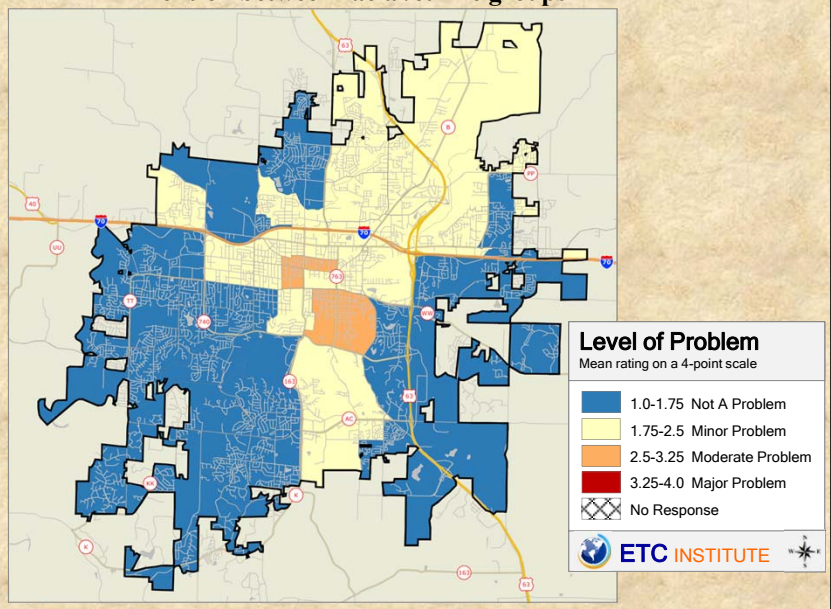
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-11. Whether or not the following is a neighborhood problem: Lack of affordable housing



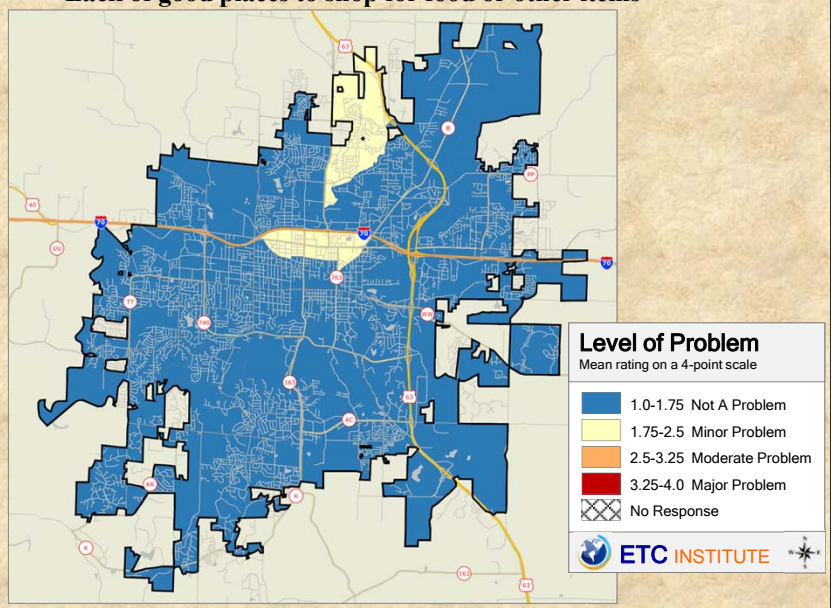
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-12. Whether or not the following is a neighborhood problem: Tension between racial/ethnic groups



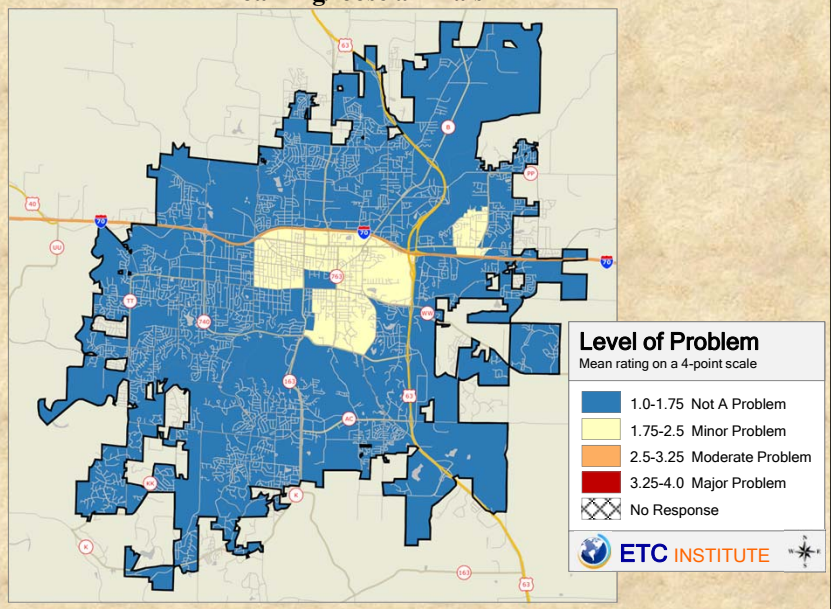
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-13. Whether or not the following is a neighborhood problem: Lack of good places to shop for food or other items



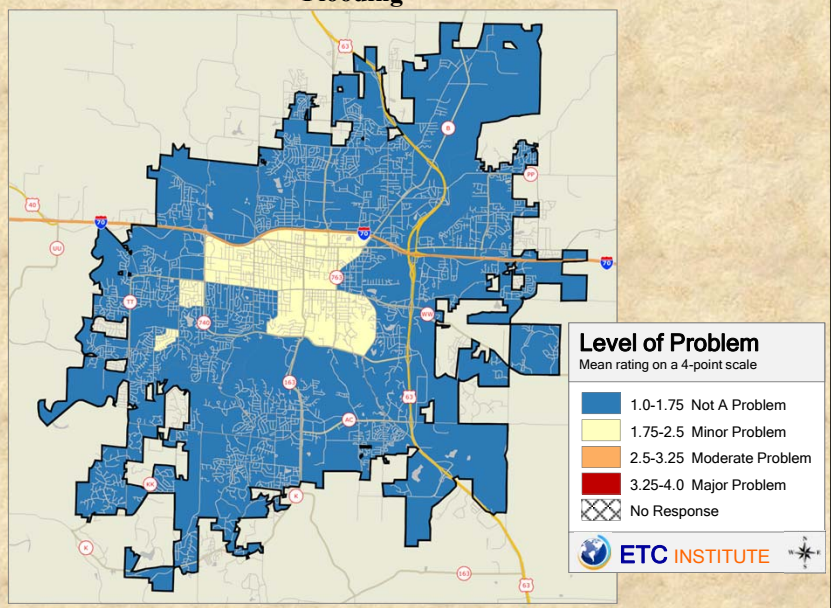
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-14. Whether or not the following is a neighborhood problem: Roaming/loose animals



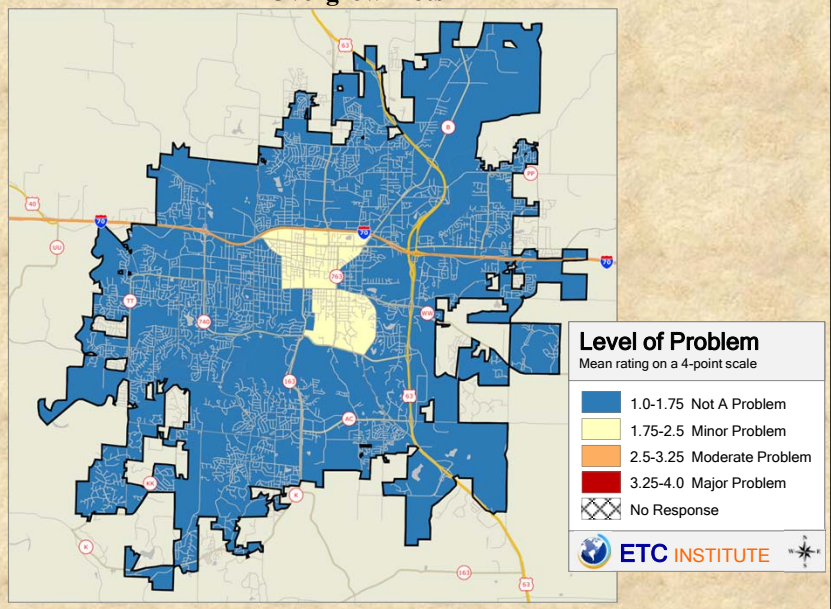
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-15. Whether or not the following is a neighborhood problem: Flooding



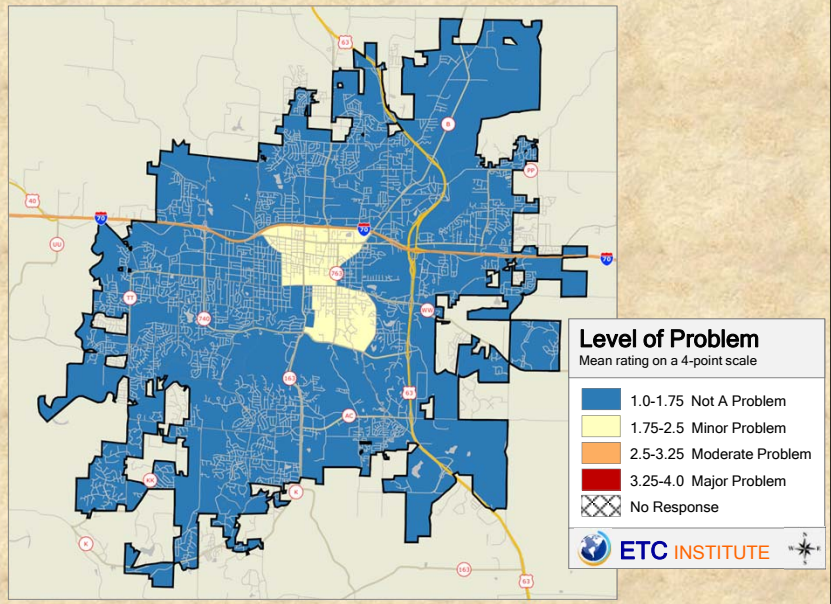
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-16. Whether or not the following is a neighborhood problem: Overgrown lots



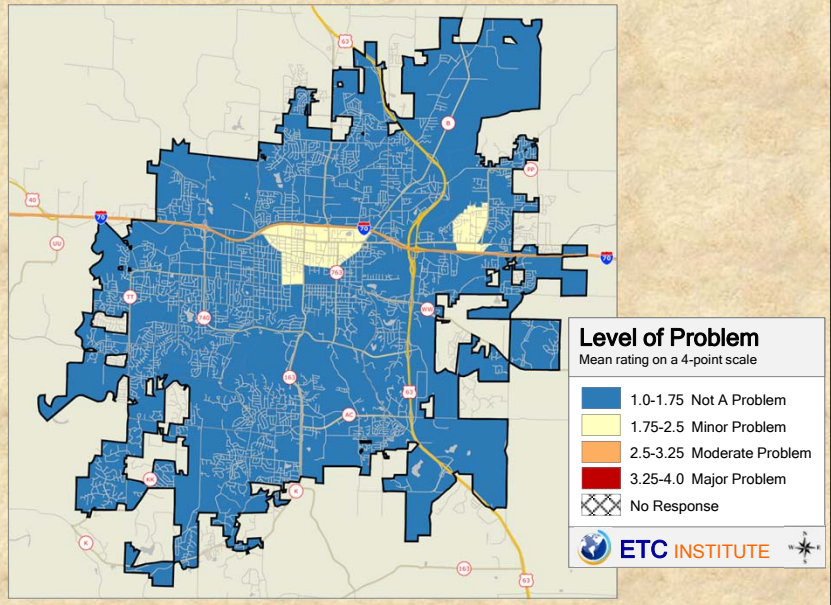
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-17. Whether or not the following is a neighborhood problem: Graffiti



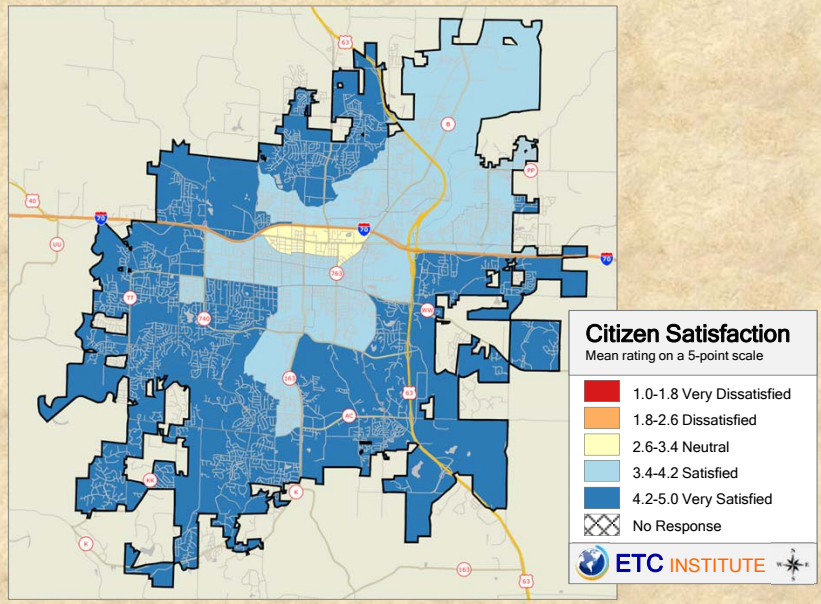
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-18. Whether or not the following is a neighborhood problem: Abandoned cars or vehicles



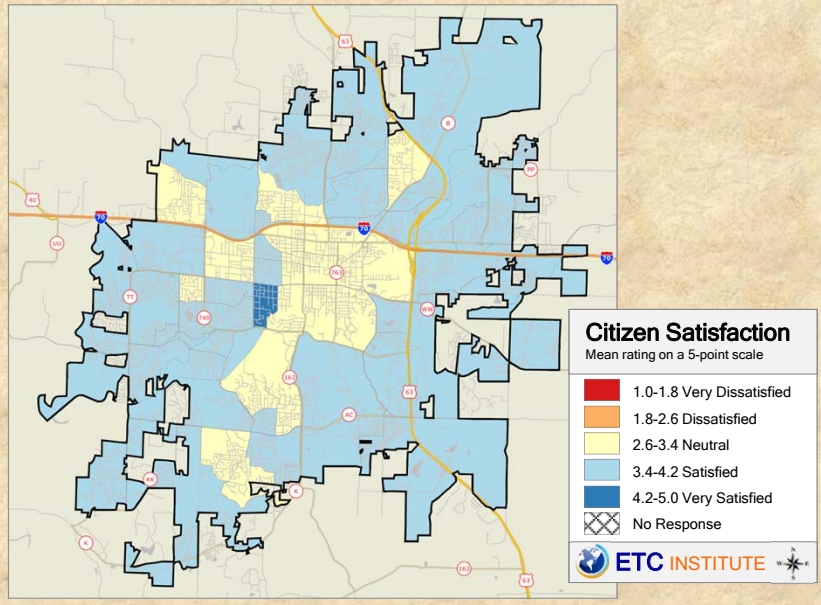
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q24-1. Satisfaction with condition of housing



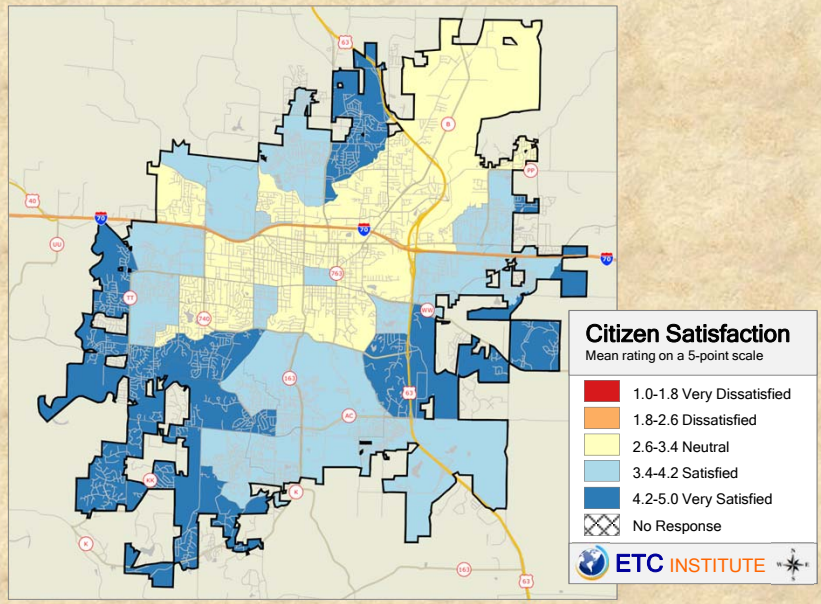
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q24-2. Satisfaction with condition of streets



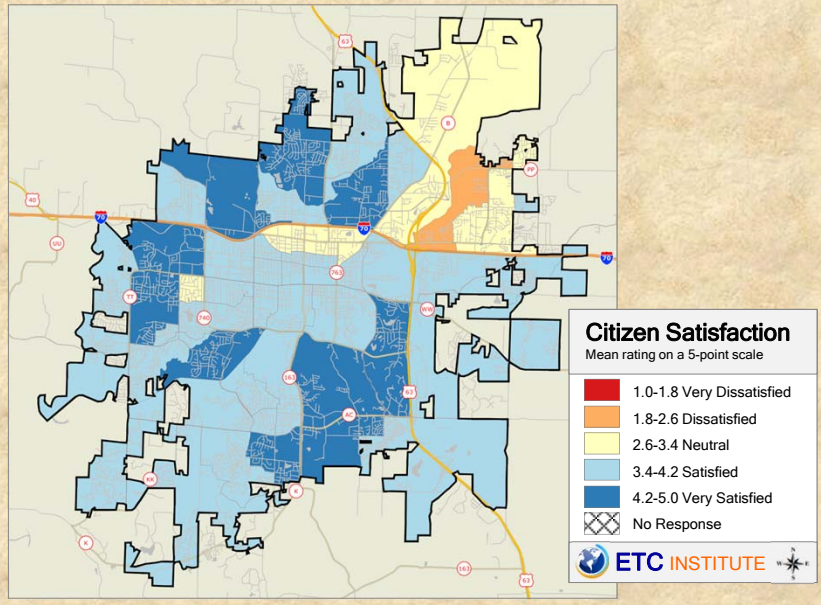
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q24-3. Satisfaction with availability of sidewalks



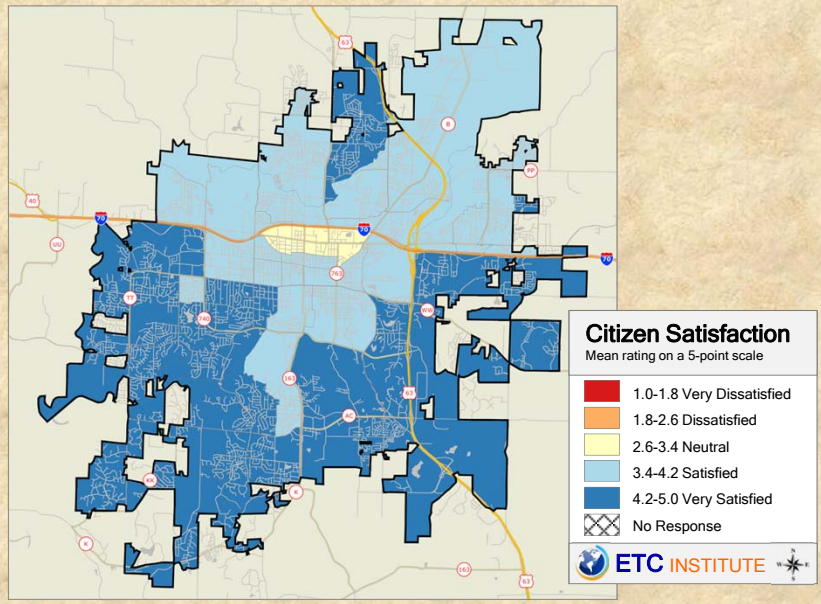
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q24-4. Satisfaction with neighborhood parks



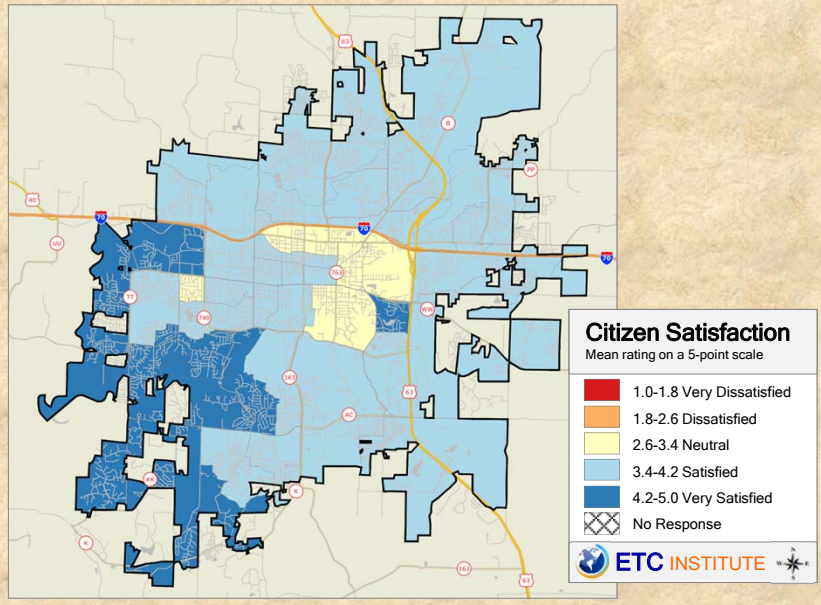
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q24-5. Satisfaction with overall appearance of your neighborhood



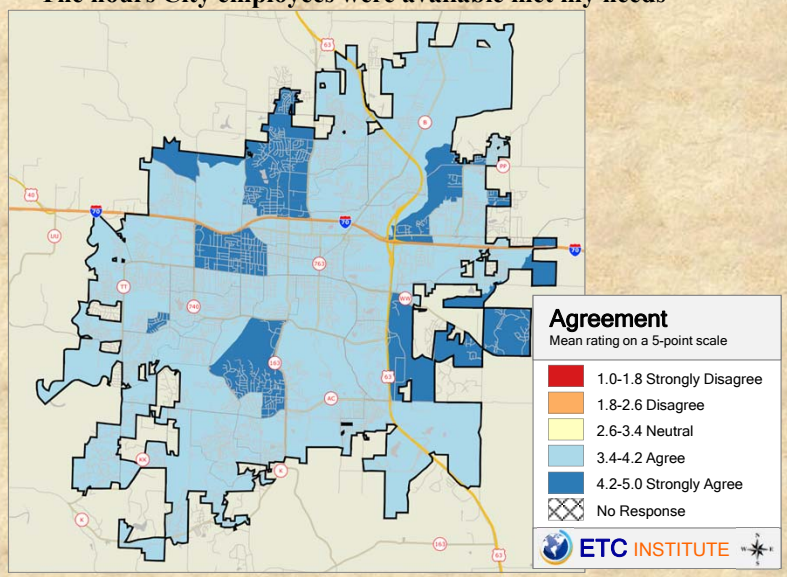
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q24-6. Satisfaction with overall quality of City services in your neighborhood



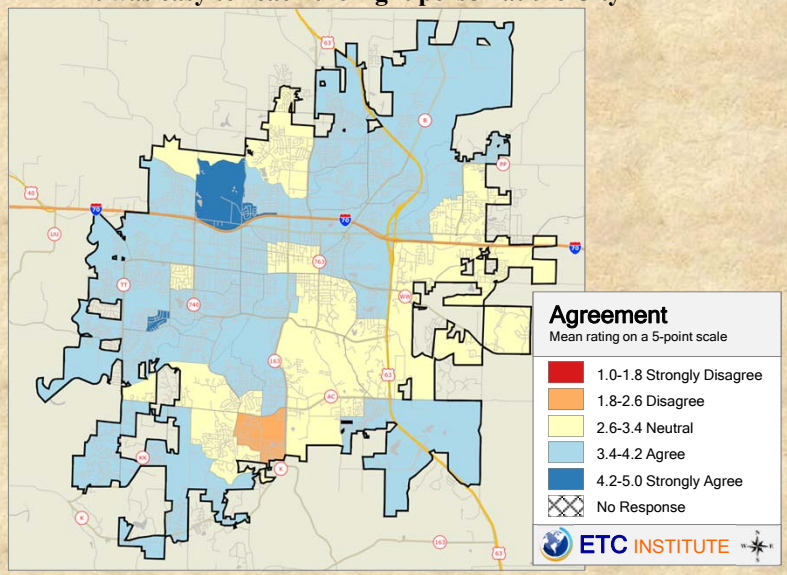
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q25.4-1. Level of Agreement with the following statements regarding the quality of service received from City employees: The hours City employees were available met my needs



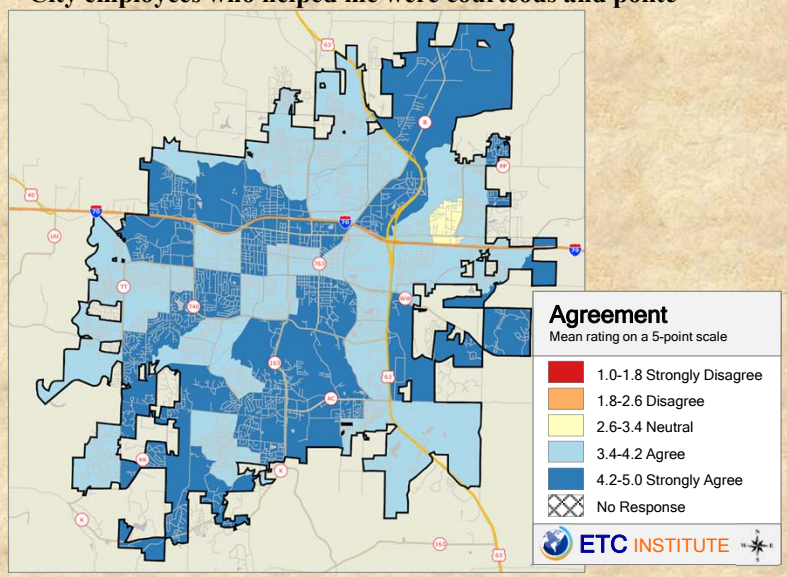
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q25.4-2. Level of Agreement with the following statements regarding the quality of service received from City employees: It was easy to reach the right person at the City



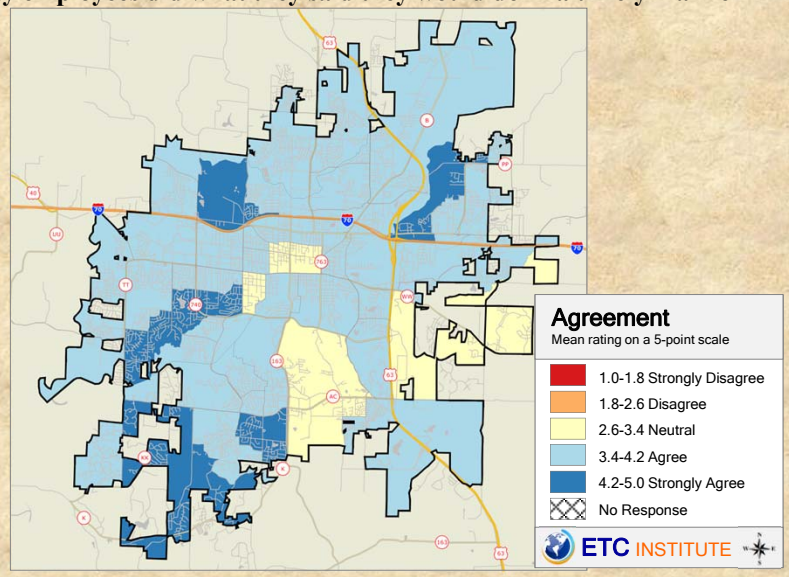
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q25.4-3. Level of Agreement with the following statements regarding the quality of service received from City employees: City employees who helped me were courteous and polite



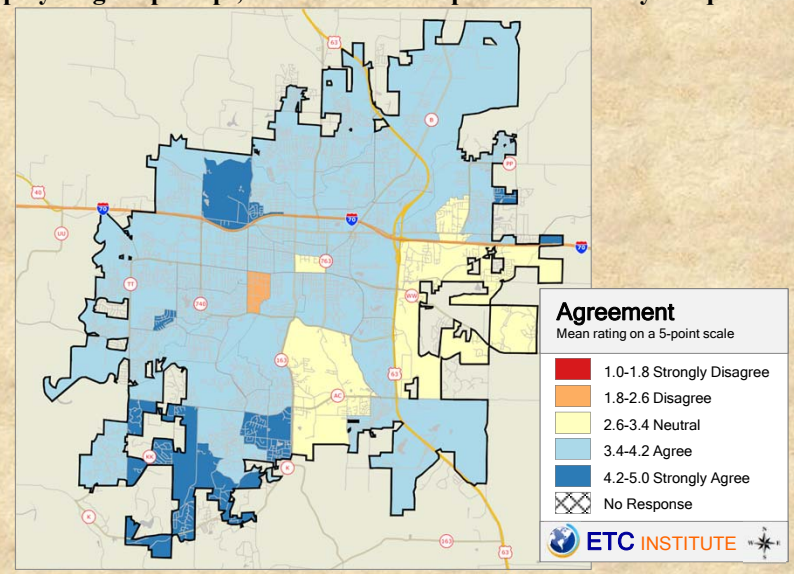
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q25.4-4. Level of Agreement with the following statements regarding the quality of service received from City employees: City employees did what they said they would do in a timely manner



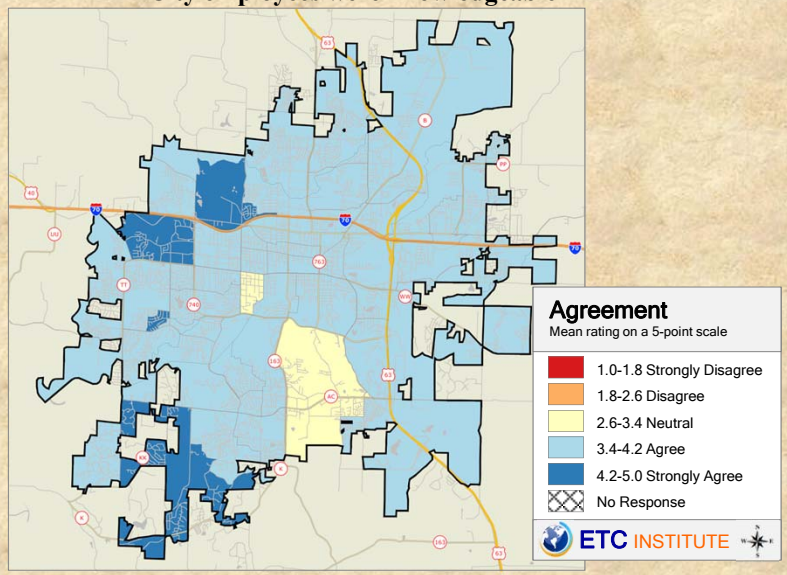
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q25.4-5. Level of Agreement with the following statements regarding the quality of service received from City employees:
City employees gave prompt, accurate and complete answers to your questions



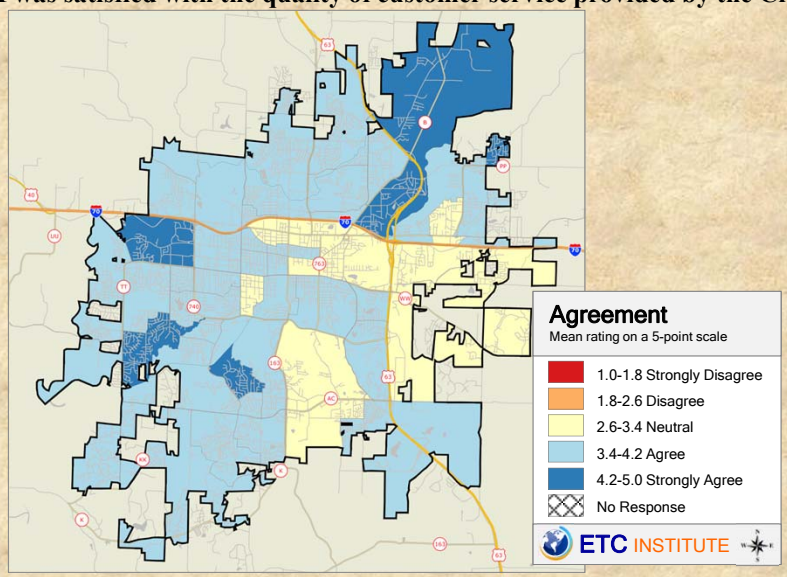
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q25.4-6. Level of Agreement with the following statements regarding the quality of service received from City employees:
City employees were knowledgeable



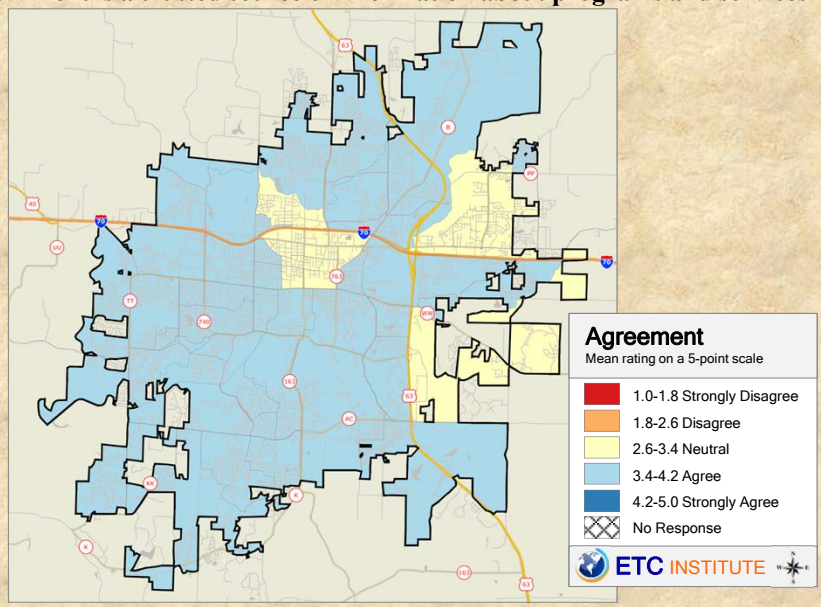
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q25.4-7. Level of Agreement with the following statements regarding the quality of service received from City employees:
Overall, I was satisfied with the quality of customer service provided by the City



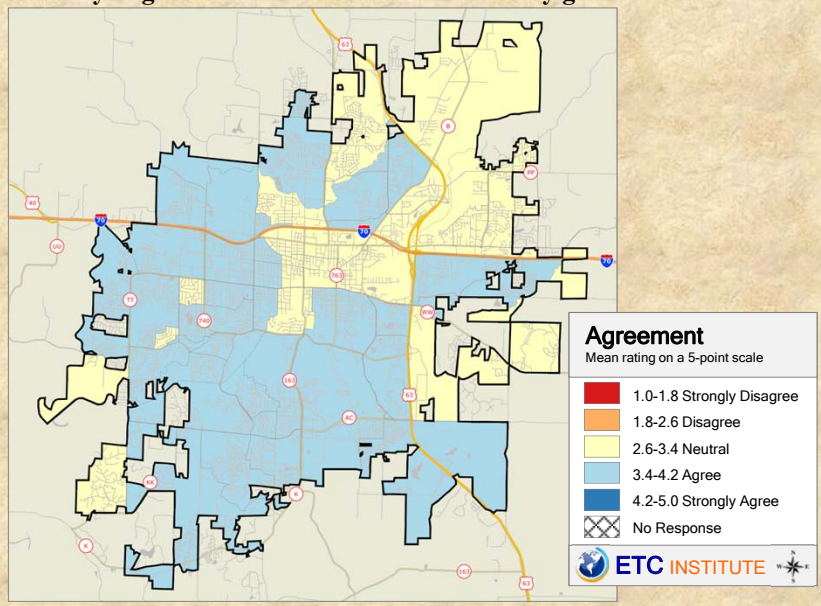
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q28-1. How strongly respondents agree or disagree with the following:
City government is a trusted source of information about programs and services



2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

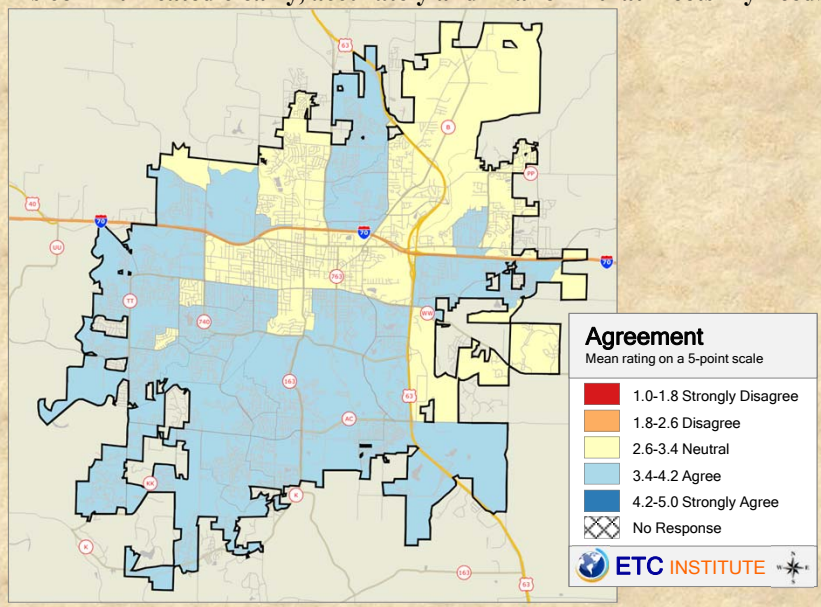
Q28-2. How strongly respondents agree or disagree with the following: It is easy to get the information I need from City government



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

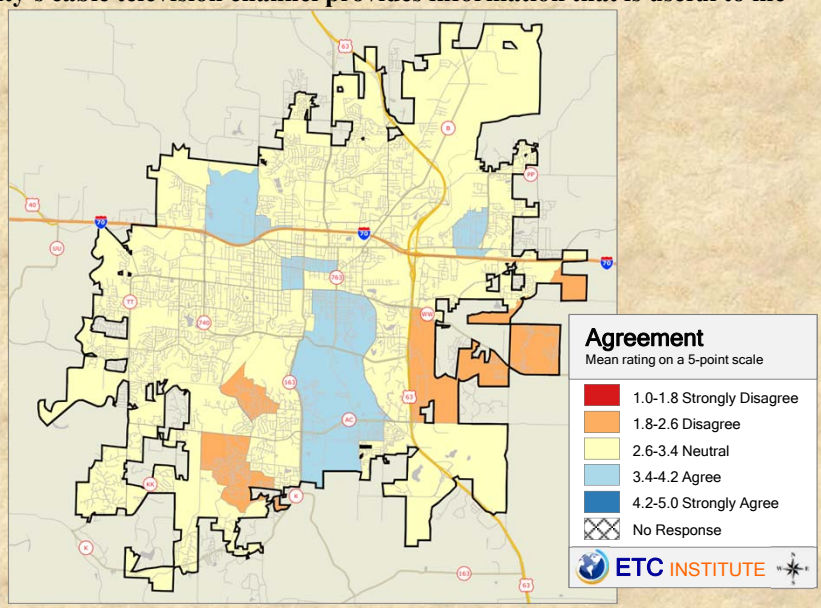
Q28-3. How strongly respondents agree or disagree with the following: Information is communicated clearly, accurately and in a form that meets my needs



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

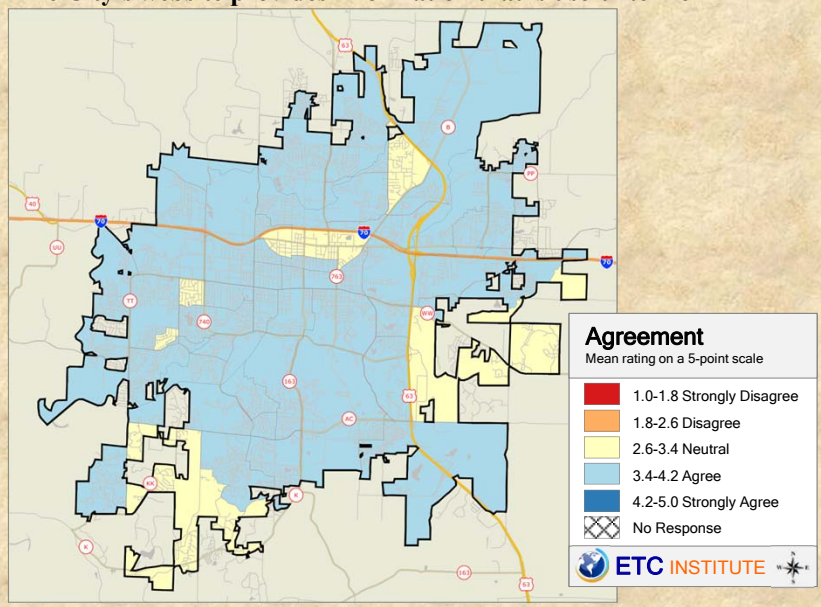
Q28-4. How strongly respondents agree or disagree with the following: The City's cable television channel provides information that is useful to me



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

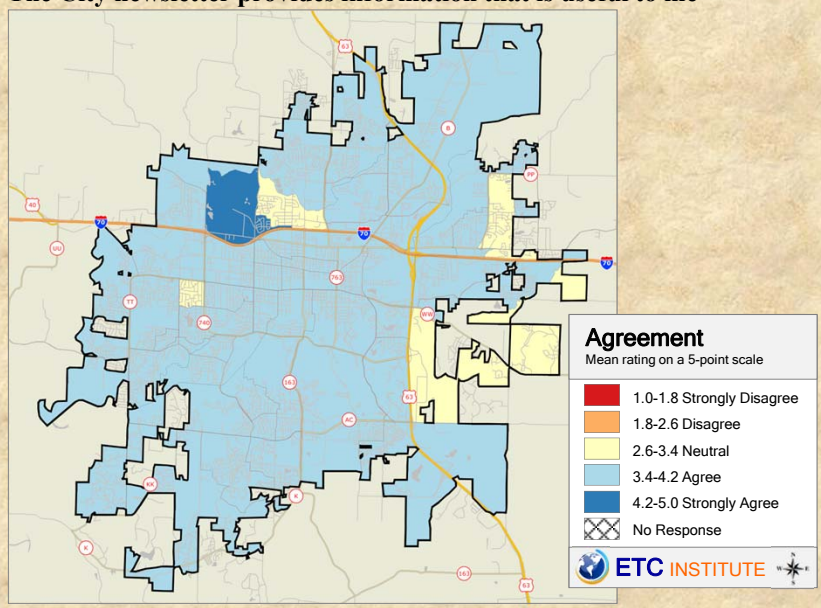
Q28-5. How strongly respondents agree or disagree with the following: The City's website provides information that is useful to me



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

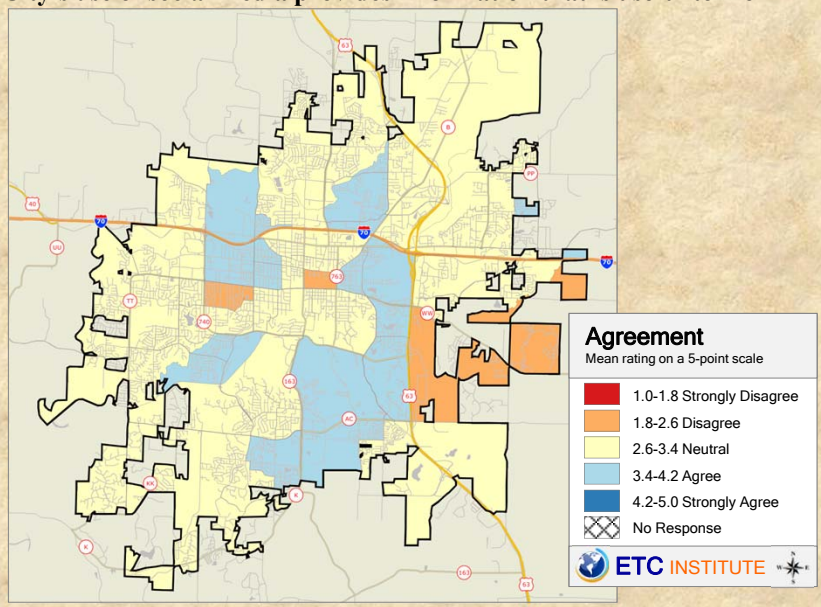
Q28-6. How strongly respondents agree or disagree with the following: The City newsletter provides information that is useful to me



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

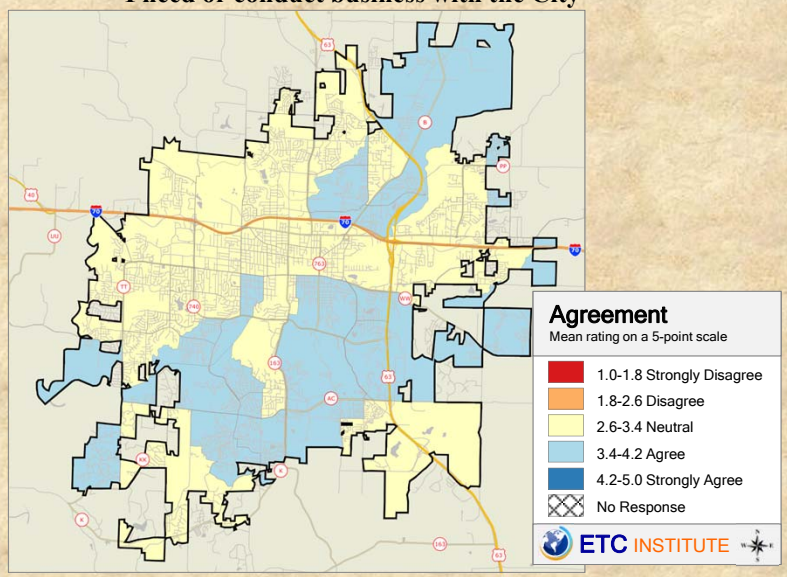
Q28-7. How strongly respondents agree or disagree with the following: The City's use of social media provides information that is useful to me



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

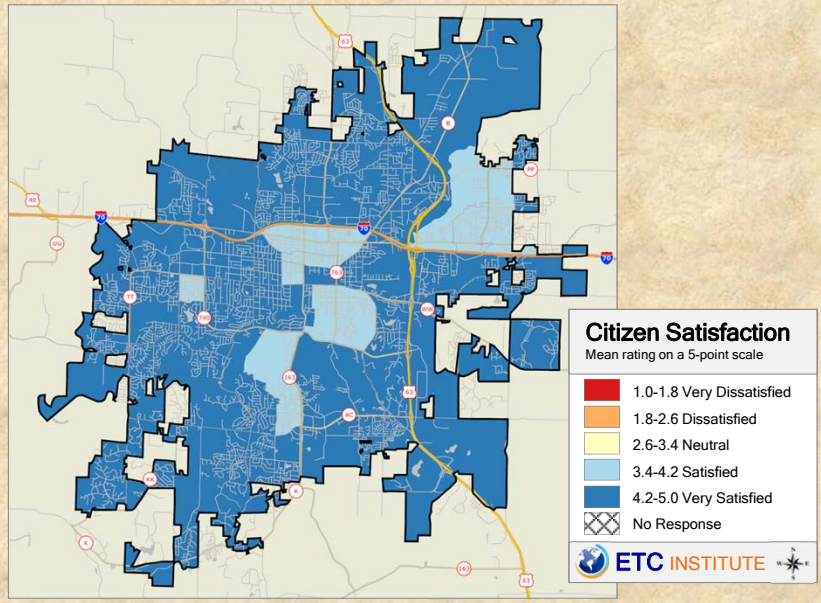
Q28-8. How strongly respondents agree or disagree with the following: There are enough mobile apps to provide the City information I need or conduct business with the City



2015 City of Columbia Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

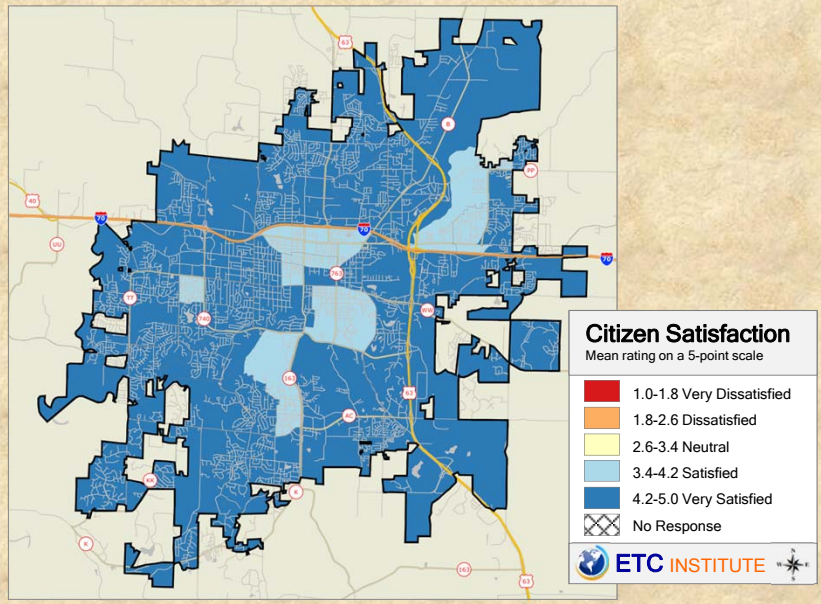
Q29-1. Satisfaction with residential trash collection service



2015 City of Columbia Community Survey

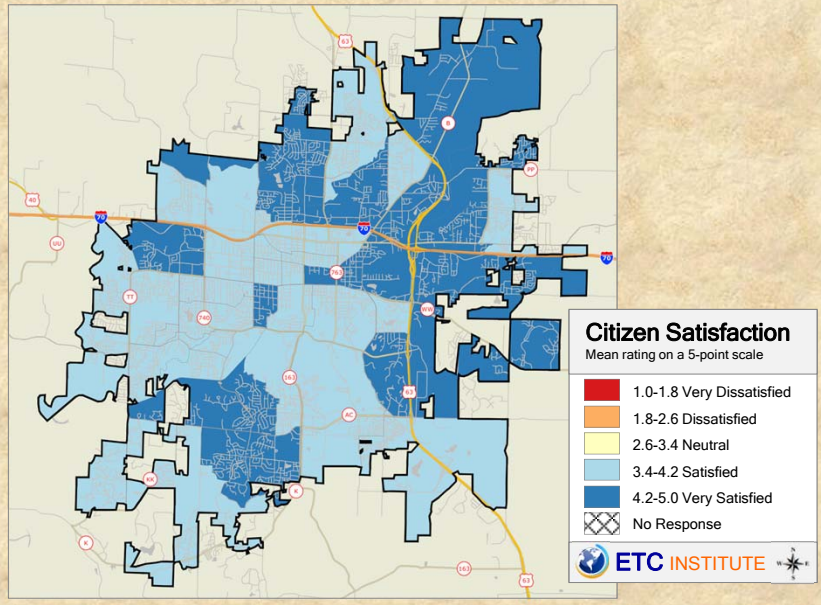
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q29-2. Satisfaction with curbside recycling (blue bags)

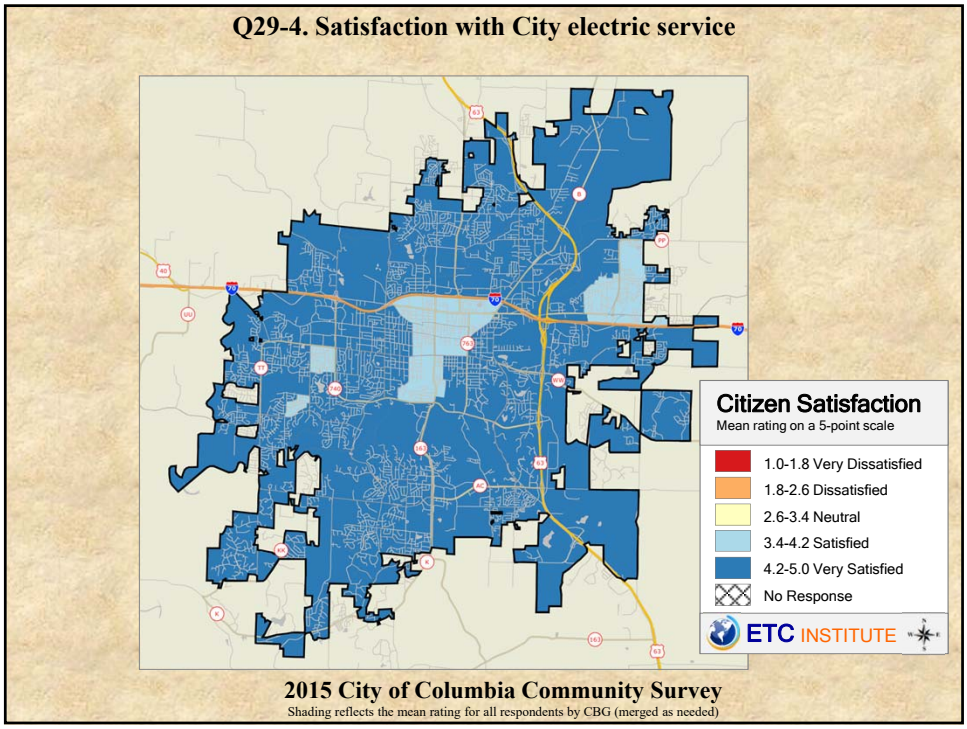


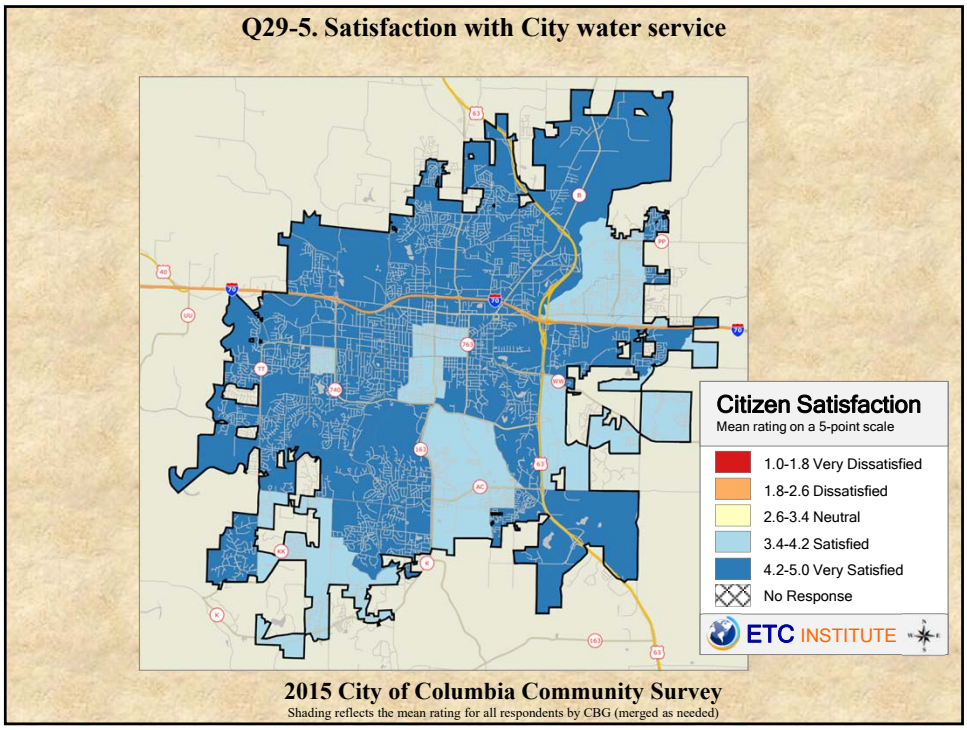
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

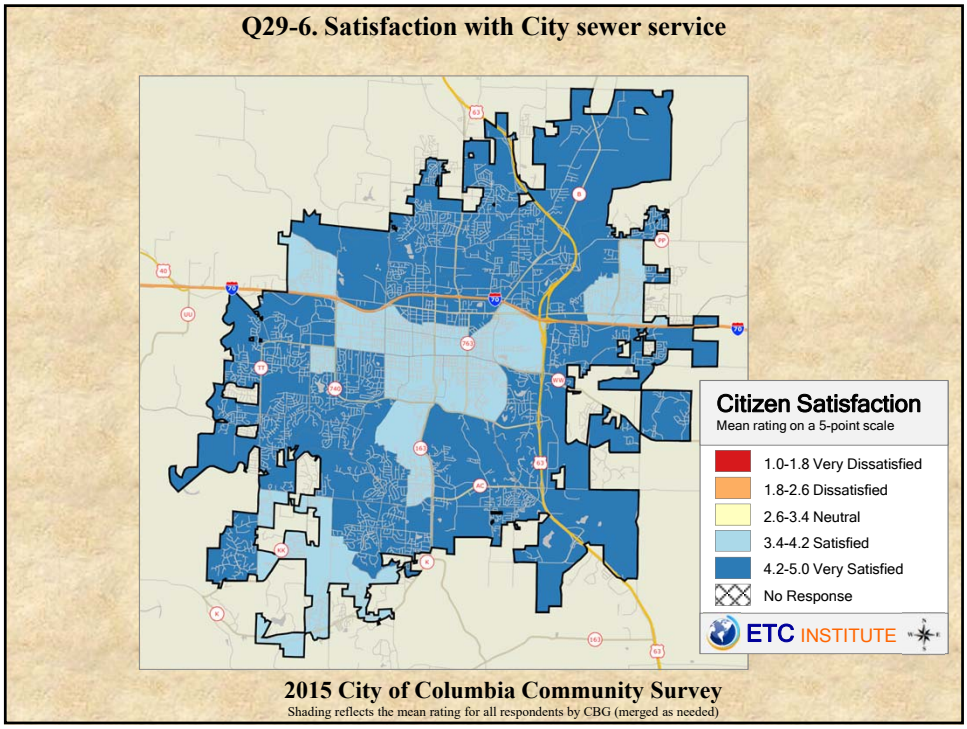
Q29-3. Satisfaction with drop-off recycling



2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)


Q29-4. Satisfaction with City electric service
Citizen Satisfaction
Mean rating on a 5-point scale
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response
ETC INSTITUTE
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)


Q29-5. Satisfaction with City water service
Citizen Satisfaction
Mean rating on a 5-point scale
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response
ETC INSTITUTE
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)


Q29-6. Satisfaction with City sewer service
Citizen Satisfaction
Mean rating on a 5-point scale
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response
ETC INSTITUTE
2015 City of Columbia Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)