

CITIZEN SATISFACTION SURVEY

Results as of 06-01-19

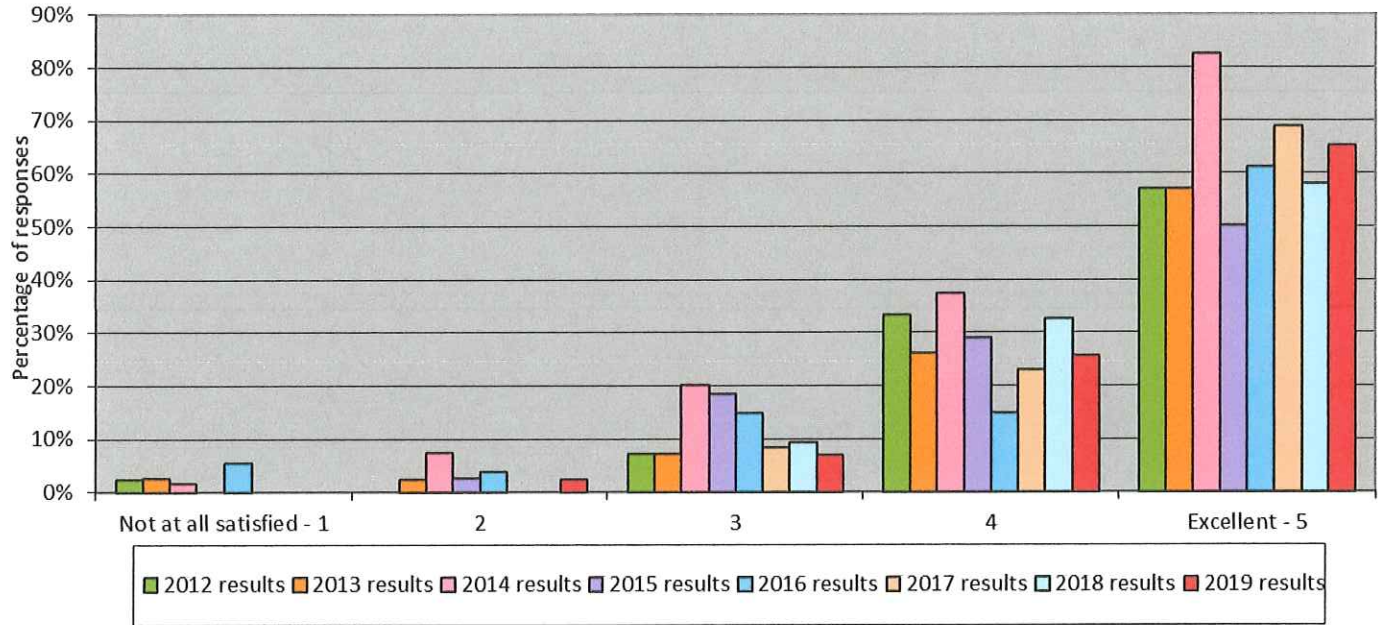
Question 1:

- A. In the past year or so have you, or has anyone in your household, had a direct contact with a representative of the City Hall Office?
 Yes 34 No 9 (skip to Question 2)
- B. If you answered yes to Question 1A, please indicate the nature of the contact and rate your satisfaction:

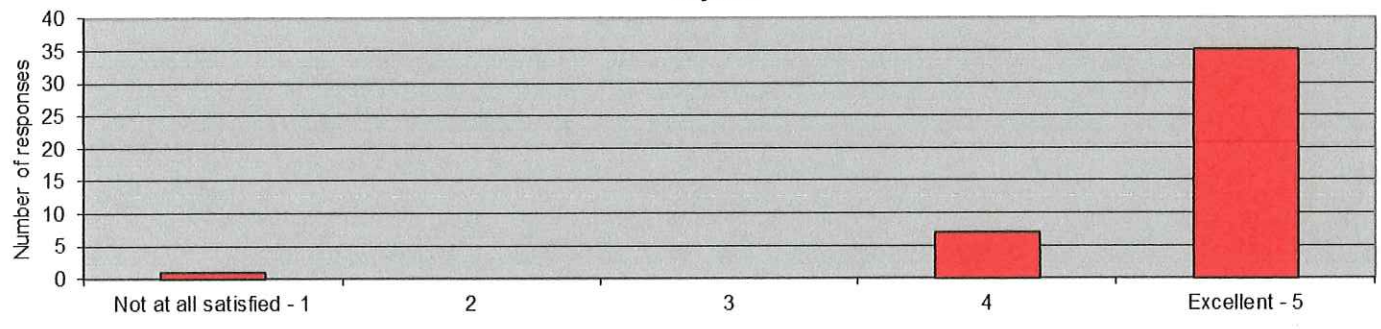
# of responses	Nature of contact	1= not at all satisfied			5 = very satisfied	
		1	2	3	4	5
21	Water/sewer utility payment or inquiry				4	17
0	Municipal court issue					0
2	Building, plumbing or mechanical permit					2
2	Nuisance/code violation complaint					2
4	Land use related question or problem				1	3
1	Street light problem					1
13	Other (see below)	1			2	10
	• <i>Information</i>					
	• <i>To talk about street condition(s)</i>					
	• <i>Buying Concert Tickets</i>					
	• <i>Friendly Visit</i>					
	• <i>Fire Season Question</i>					
43	TOTALS	1			7	35

- C. Additional suggestions or issues not specifically covered above:
- ***Helen – Always friendly and willing to help!***
 - ***Would be good to receive payments electronically from local banks.***

Citizen satisfaction with overall quality of service provided by the City 2012-2019



Rate your satisfaction with the quality of service received from City Hall



Question 2:

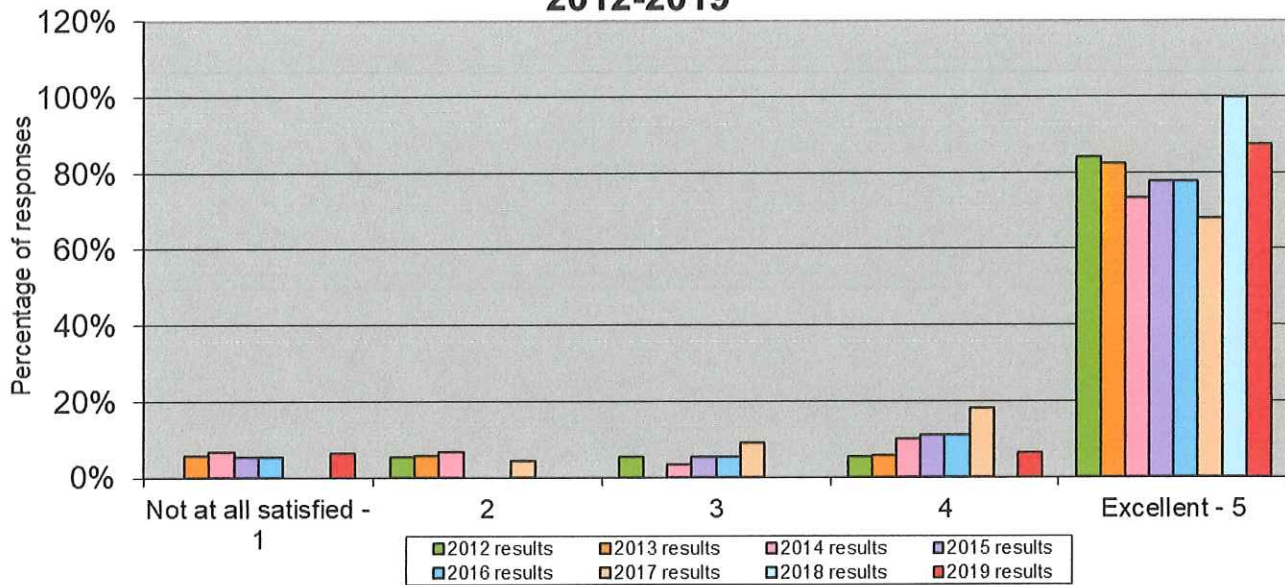
A. In the past year or so have you, or has anyone in your household, had a direct contact with a representative of the Police Department?
 Yes 12 No 29 (skip to Question 3)

B. If you answered yes to Question 2A, please indicate the nature of the contact and rate your satisfaction:

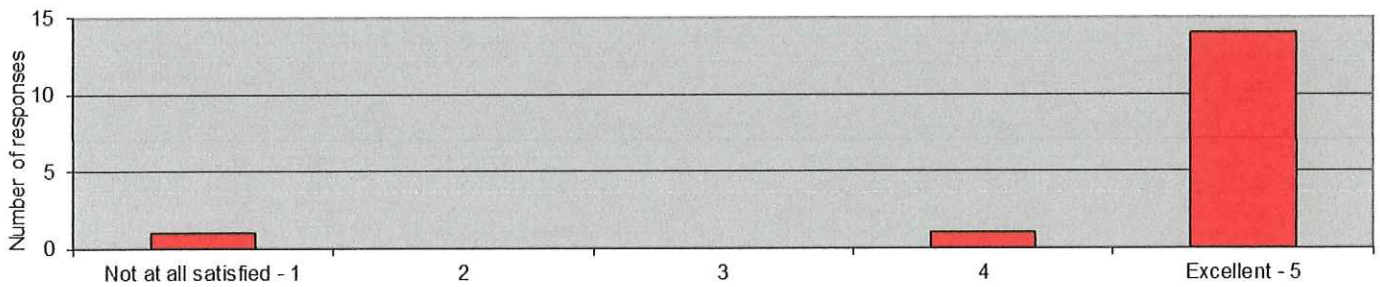
# of responses	Nature of contact	1= not at all satisfied			5 = very satisfied	
		1	2	3	4	5
4	Criminal complaint	1			1	2
3	Traffic stop or complaint					3
0	Nuisance/code violation complaint					
9	Other (see below)					
3	• Visit					3
3	• Property Check					3
2	• Information Request					2
1	• Parking Complaint					1
25	TOTALS	1			1	14

- C. Additional suggestions or issues not specifically covered above:
- **PD refused to take a report. St. Helens PD had to make an arrest... CCPD?**
 - **Respond to pending calls when they get on shift.**
 - **More police!**
 - **We have a great police department!**
 - **Parking on street needs to go back to 26 years ago. Not a permanent parking spot!**
 - **Would enjoy if they stopped and visited us when we are working out in our yards.**

Satisfaction with quality of service from the Police Department 2012-2019



Rate your satisfaction with the quality of service received from the Police Department



Question 3:

A. In the past year or so have you, or has anyone in your household, had a direct contact with a representative of the Public Works Department?
 Yes 14 No 29 (skip to Question 4)

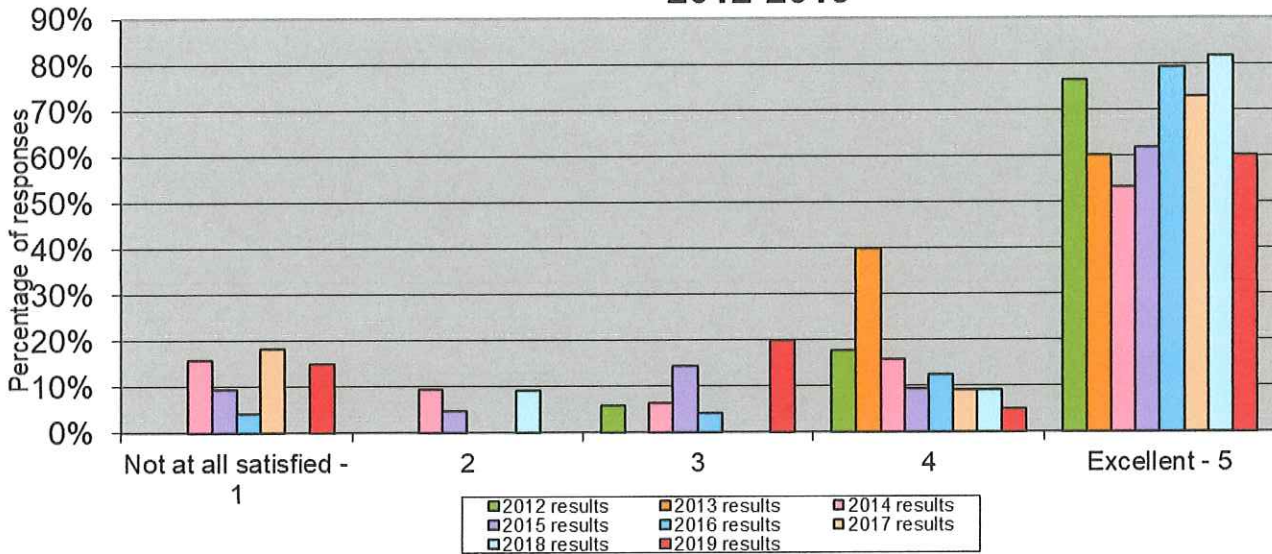
B. If you answered yes to Question 3A, please indicate the nature of the contact and rate your satisfaction (circle one):

# of responses	Nature of contact	1= not at all satisfied			5 = very satisfied	
		1	2	3	4	5
9	Water service need or issue			2		7
2	Sewer service need or issue			1		1
1	Park facility issue					1
2	Storm drain problem	1		1		
5	Street maintenance issue	2			1	2
	Other (see below)					
1	• <i>No specific item noted</i>					1
20	TOTALS	3	0	4	1	12

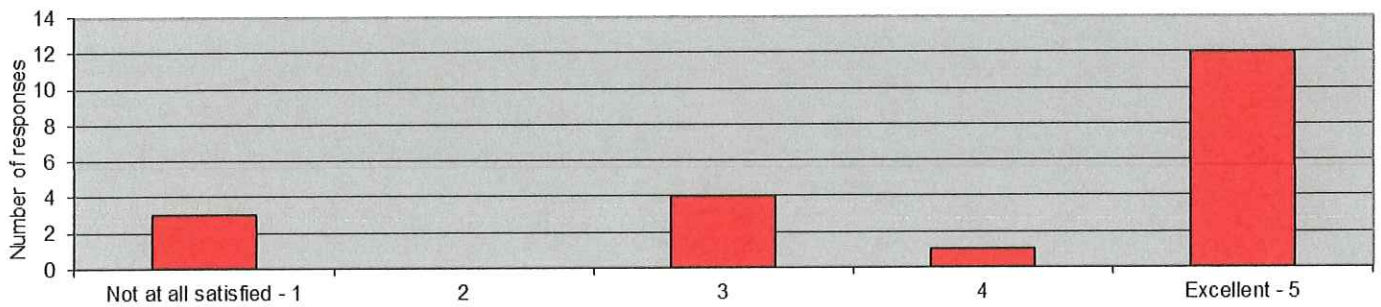
C. Additional suggestions or issues not specifically covered above:

- **4 month Pacific Street "Gravel Pit".**
- **Cracks in road.**
- **Did we get notice when 1st Street would be dug up?**
- **We had a water leak at the meter and Andrew was quick to help us and went out of his way to make sure that it was repaired in a timely manner.**
- **We are waiting for street improvements following the water main changeover and storm drain upgrade.**
- **As new residents we needed the water turned on.**

Satisfaction with quality of service from the Public Works Department 2012-2019



Rate your satisfaction with the quality of service received from the Public Works Department



Question 4:

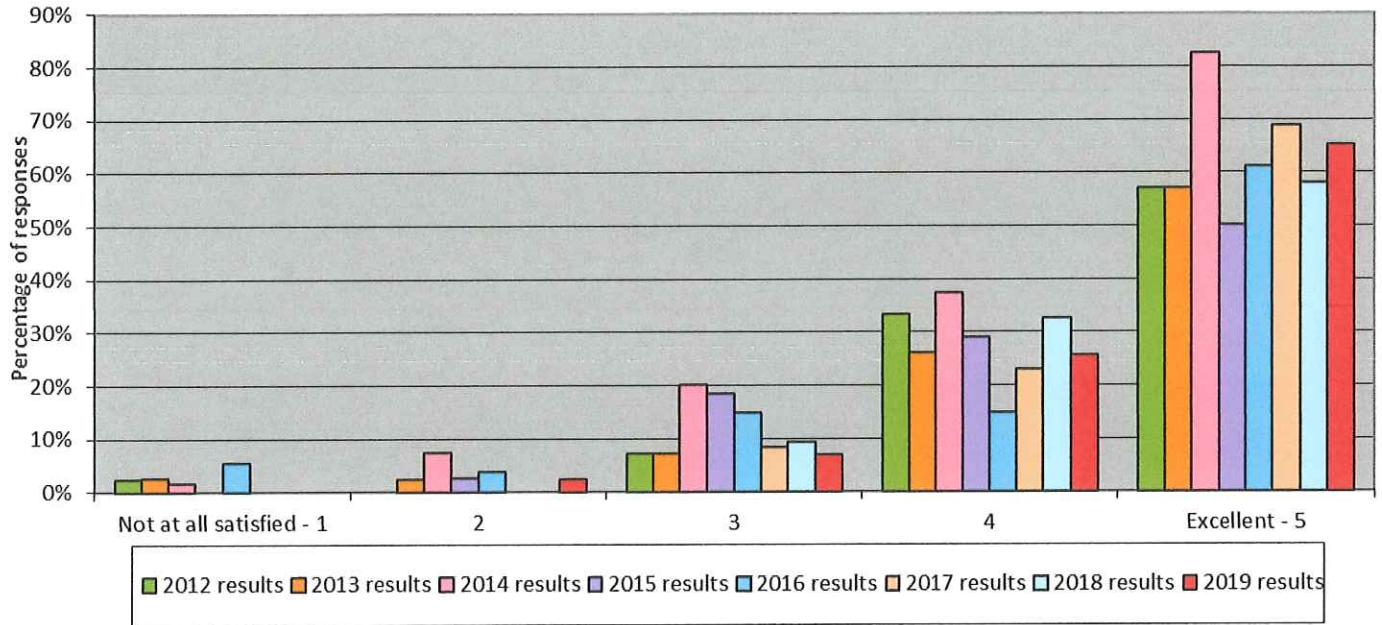
What is your perception of the overall quality of services provided by the City of Columbia City? (circle one)

	1	2	3	4	5
	(Poor)				(Excellent)
Responses:	0	1	3	11	28

Additional comments you would like to make:

- ***Mowing; addressing junk yards, excessive lawn & weed growth. All of these tents on people's property that are upgraded against reg.'s in Columbia City.***
- ***STOP acting like a HOA! We are a tiny town and you don't need to control the entire population like a HOA or over 55 community!***
- ***Pave 3rd Street by L Street.***
- ***I do feel like some of the codes are not being enforced. There are a number of homes/lots that are overgrown or pretty close to junkyards.***
- ***I would appreciate it if you would remind our people that the speed limit through Columbia City is 50 mph and that all dogs are on leash. I believe so many new don't know all rules. We have a wonderful community. We want everyone to take care of it & love it as we have.***
- ***Thanks!***
- ***We are fairly new to Columbia City. We feel blessed to live here. After eleven months I would say we are very satisfied with the services provided.***
- ***We have a good group of folks at City Hall.***
- ***The ladies in City Hall are all smiles & friendly & make me feel great. Thank you.***
- ***Upper side of Columbia City losing the million dollar view of the river due to tree height.***
- ***Everyone is extremely helpful and pleasant.***
- ***Services for Columbia City are great. City Hall, Public Works, and the Police Dept. do a great job!***
- ***More police.***
- ***You are really great at your jobs!***

Citizen satisfaction with overall quality of service provided by the City 2012-2019



Rate your satisfaction with the overall quality of provided by the City

