

CITIZEN SATISFACTION SURVEY

Results as of 06-01-2020

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 32 No 15 (skip to Question 2)

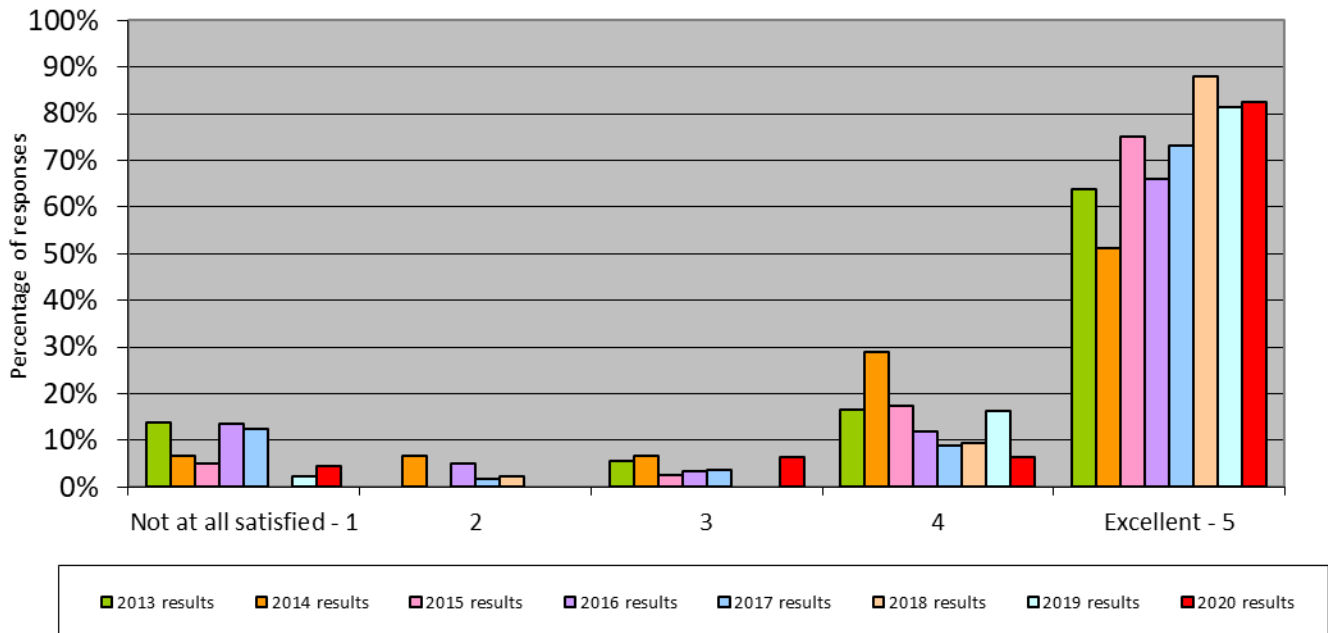
B. If you answered yes to Question 1A, please indicate the nature of the contact and rate your satisfaction:

# of responses	Nature of contact	1= not at all satisfied			5 = very satisfied	
		1	2	3	4	5
15	Water/sewer utility payment or inquiry			2	1	12
1	Municipal court issue					1
8	Building, plumbing or mechanical permit					8
3	Nuisance/code violation complaint					3
2	Land use related question or problem					2
3	Street light problem					3
2	Other (see below)	1				1
1	• Christmas Event					1
1	• Torn up street corner	1				
1	• Helen, planning commission/ notary					1
1	• Crabby contractors					1
1	• Plugged waste line to tank				1	
1	• Article in Newsletter					1
1	• Stuff envelopes at City Hall					1
1	• New to town					1
1	• Parks & Volunteering					1
1	• Insurance question					1
2	• Safety-leaves in Park right of way			1	1	
46	TOTALS	2	0	3	3	38

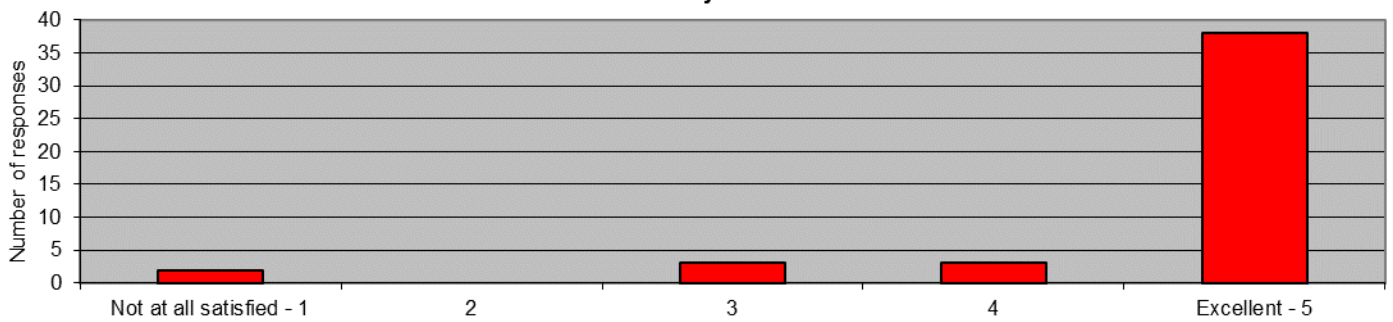
C. Additional suggestions or issues not specifically covered above:

- **We always wave & say Hi! Great People.**
- **Putting all of the power, water, fire in front of our 1420 2nd St older house instead of in front of the new development or in front of the houses on either side – and then saying I couldn't do anything to help improve the crappy look – like painting the fire hydrant- and or some kind of barrier/improvement.**
- **Speed control by Pixie Park i.e. 15 mph sign & a speed bump low on "I" Street.**

Satisfaction with quality of service from City Hall 2013-2020



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



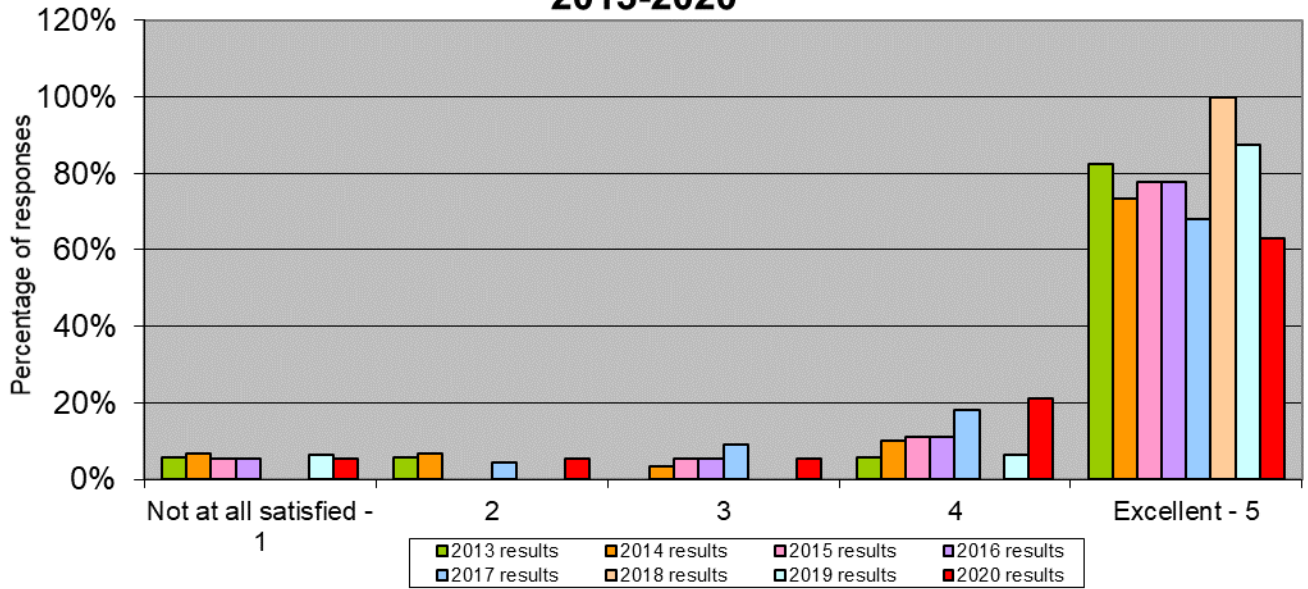
Question 2:

- 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 18 No 30 (skip to Question 3)
- B. If you answered yes to Question 2A, please indicate the nature of the contact and rate your satisfaction:

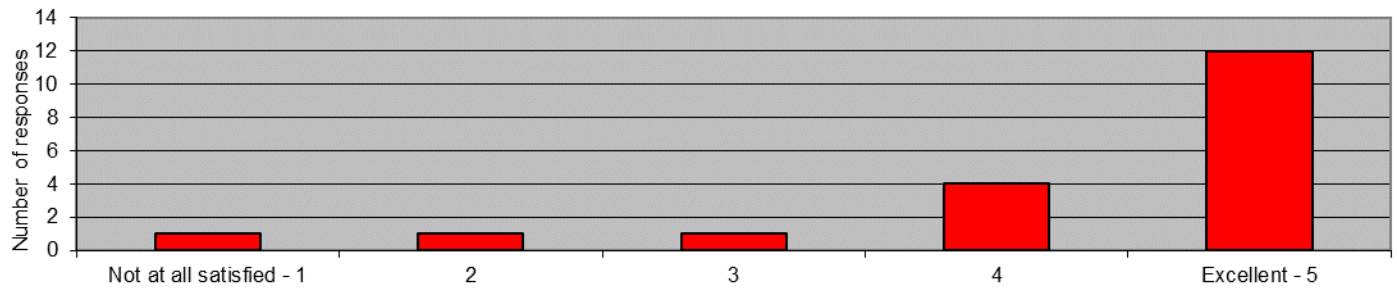
# of responses	Nature of contact	1= not at all satisfied			5 = very satisfied	
		1	2	3	4	5
2	Criminal complaint	1				1
4	Traffic stop or complaint		1		1	2
3	Nuisance/code violation complaint				2	1
4	Other (see below)					4
1	• Question about automatic rifle			1		
1	• Drug sales-neighbor's house-resolved					1
1	• Medical need					1
1	• Update on stolen car					1
1	• Well behaved dogs not on lead				1	
1	• Getting acquainted					1
19	TOTALS	1	1	1	4	12

- C. Additional suggestions or issues not specifically covered above:
- **Some cars & trucks speed around not seeing people, kids & pets in street.**
 - **Please work on managing school drop off/pick up traffic.**
 - **Will miss retiring "Cop".**
 - **Post speed limit on the Strand – (Middle).**
 - **Police Department is Awesome!**

Satisfaction with quality of service from the Police Department 2013-2020



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



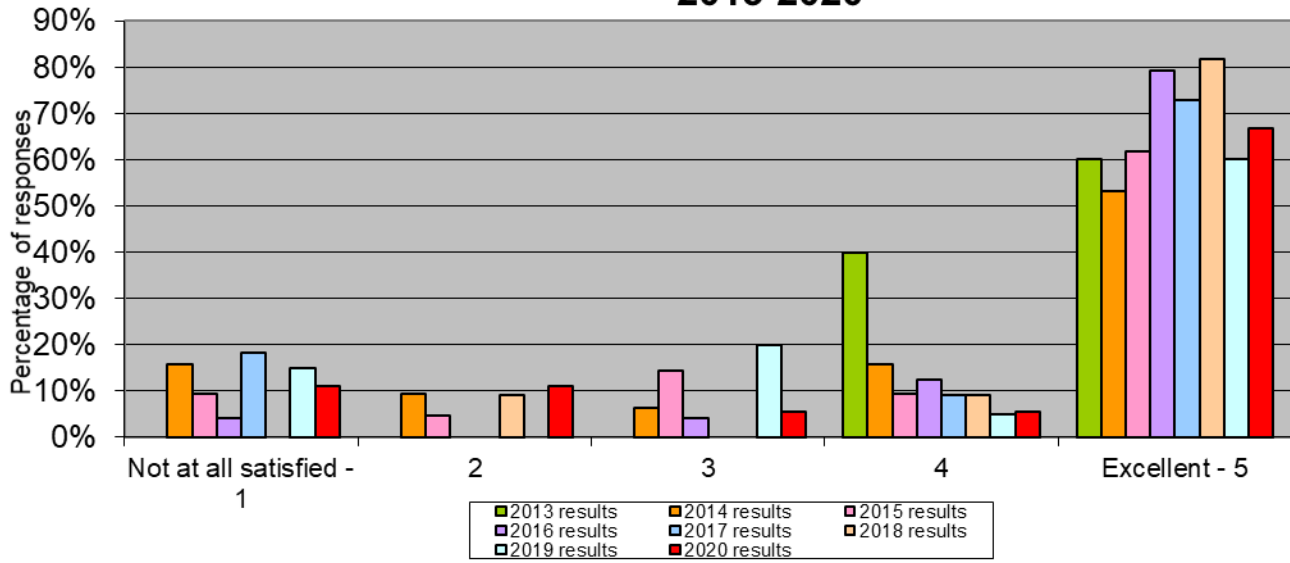
Question 3:

- 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 16 No 32 (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):

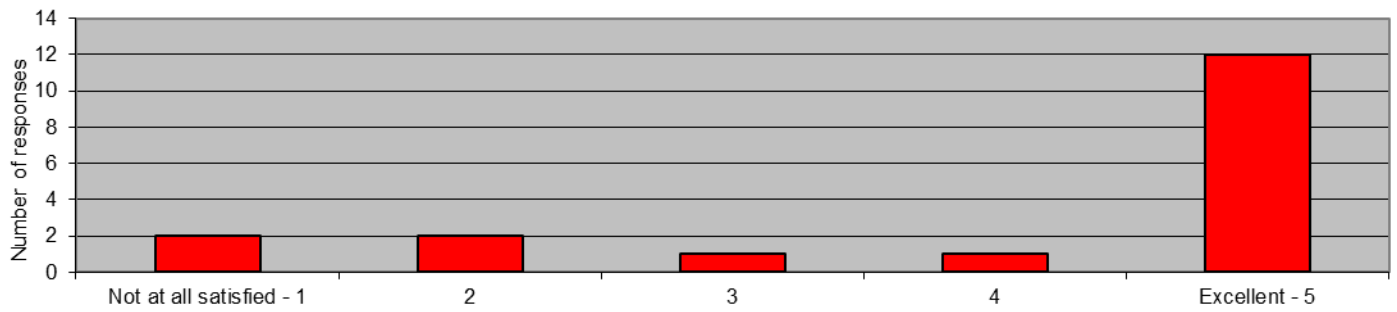
# of responses	Nature of contact	1= not at all satisfied			5 = very satisfied	
		1	2	3	4	5
3	Water service need or issue					3
3	Sewer service need or issue		1		1	1
3	Park facility issue	1				2
2	Storm drain problem					2
5	Street maintenance issue	1	1	1		2
	Other (see below)					
1	• <i>Change in road sweeper</i>					1
1	• <i>Just talking about H3O project</i>					1
18	• TOTALS	2	2	1	1	12

- C. Additional suggestions or issues not specifically covered above:
- ***Called Micah when I saw sewage overflowed. Called when over use of park table w/ Covid19.***
 - ***Harvard Anderson – man of the river – finally had a plaque put up on the empty spot on 7th St where it will never be seen – instead of on the river that he was such a huge part of. You don't need to rename the park, but you do need to put something there so people will know his story.***
 - ***The guys fixed the problem – Awesome Job!***

Satisfaction with quality of service from the Public Works Department 2013-2020



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



Question 4:

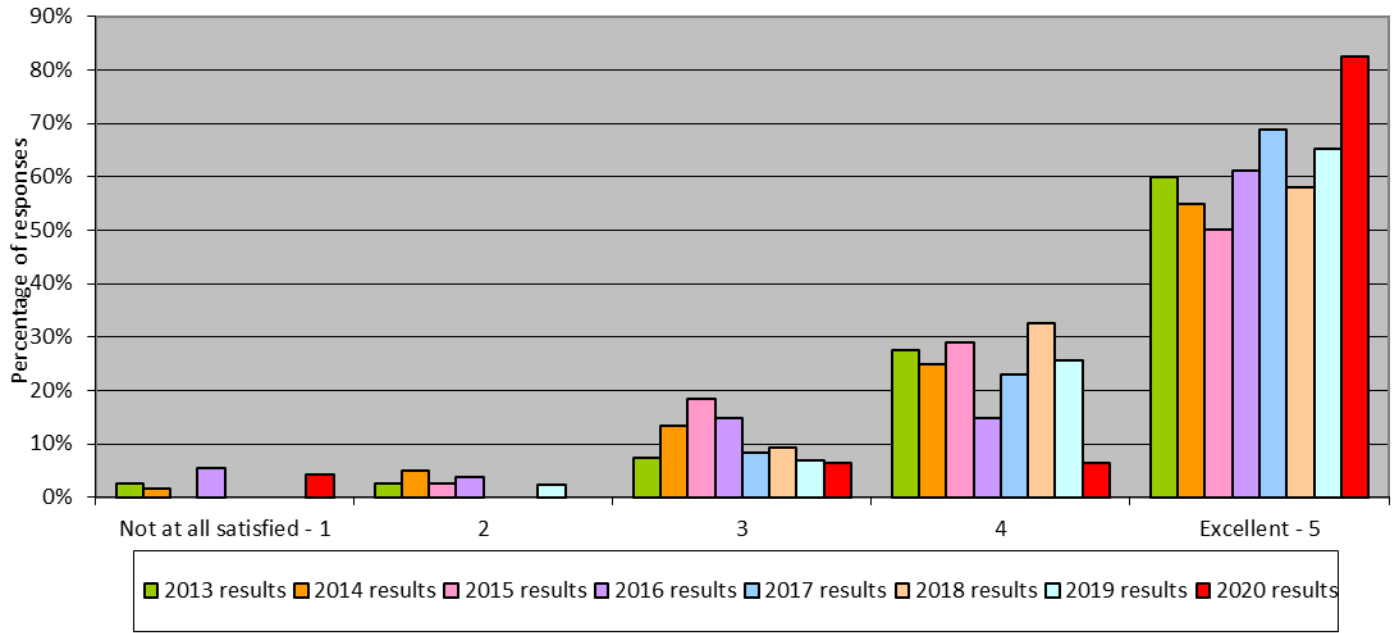
What is your perception of the overall quality of services provided by the City of Columbia City? (circle one)

	1	2	3	4	5
	(Poor)				(Excellent)
Responses:	0	0	5	14	24

Additional comments you would like to make:

- **Great place to live.**
- **Thank you for the new street lights on Park Drive. Super!**
- **The City is very helpful. We love living in Columbia City/**
- **Only complaint would be that the water tastes terrible.**
- **We think everyone in the City is Great!**
- **Mow Bundy Park!**
- **The water usage fees seem kind of high, just saying.**
- **Responsive to concerns, not necessarily proactive at identifying them (City hall rental noise, sidewalk blockages, school traffic issues). Everyone I've ever talked to emailed with has always been helpful & friendly. Thank you all!**
- **Thank you!**
- **We would like to see the City become a night time dark zone. No outside lights after 10 or maybe 11pm except for sensor lights.**
- **Columbia City is awesome & we're happy to live here. I might even apply for a job, I could walk to work.**
- **Trestle Beach needs to be patrolled more. There is a large amount of garbage left there.**
- **Everyone is very nice and helpful. The only thing that I would like to see is enforcement of codes in cases that are extreme, not minor problems.**
- **It would be nice if garbage could be removed from the grass before mowed over.**
- **We have only lived here about 18 months, but all our interactions and needs have been taken care of!**
- **Lucky to live in such a well-run, maintained and friendly city.**
- **Enough said – I do appreciate our staff and representative- but hope they will consider some of these suggestions. Thanks.**

Citizen satisfaction with overall quality of service provided by the City 2013-2020



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

