

CITIZEN SATISFACTION SURVEY

Results as of 06-01-2022

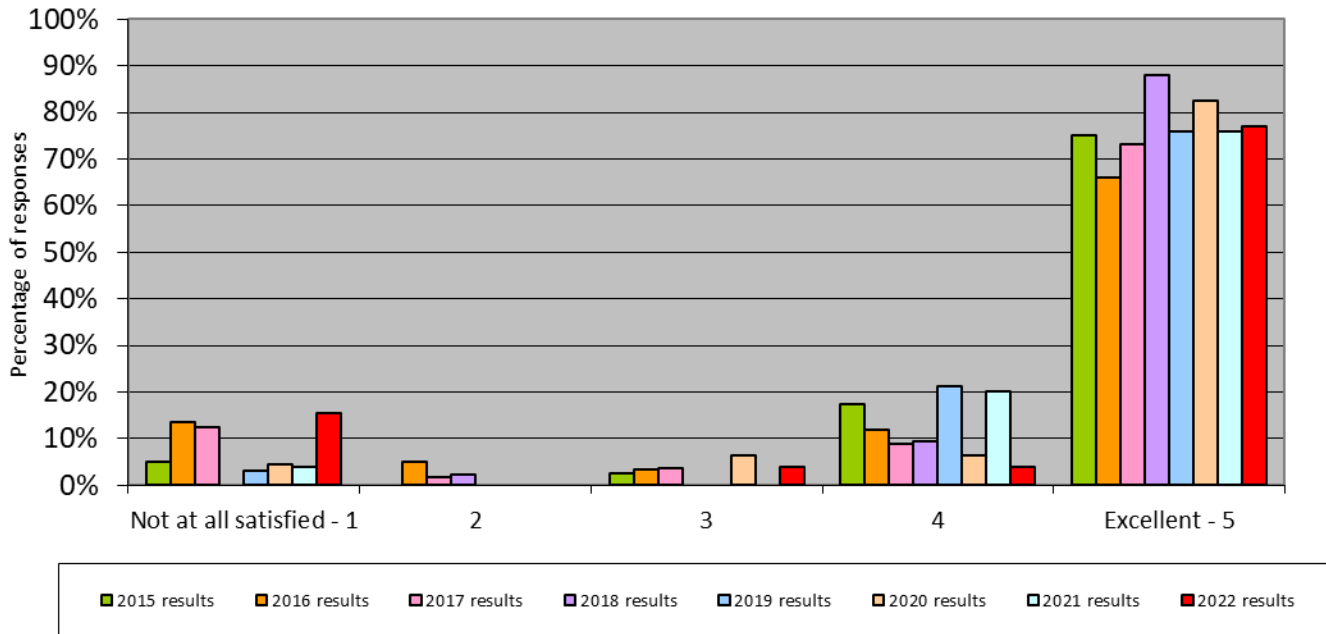
Question 1:

- 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 19 No 11 (skip to Question 2)
- B. If you answered yes to Question 1A, please indicate the nature of the contact and rate your satisfaction:

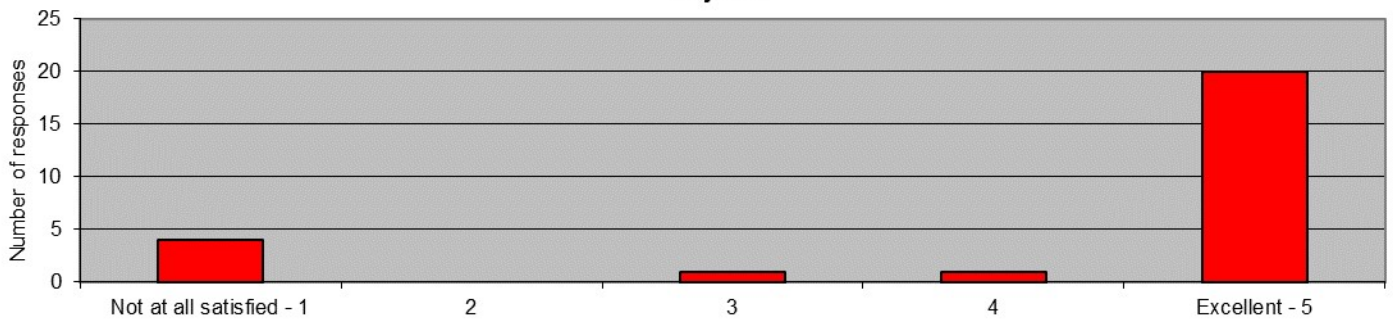
# of responses	Nature of contact	1= not at all satisfied			5 = very satisfied	
		1	2	3	4	5
7	Water/sewer utility payment or inquiry					7
	Municipal court issue					
2	Building, plumbing or mechanical permit	1				1
6	Nuisance/code violation complaint	2			1	3
2	Land use related question or problem	1				1
1	Street light problem					1
8	Other (see below)			1		7
	• <i>Recycling plastic</i>					
	• <i>Using the Community Hall</i>					
	• <i>As a volunteer-various committees</i>					
	• <i>Flag nuisance-couldn't address issue</i>					
	• <i>City Celebration</i>					
	• <i>Plastic collection</i>					
	•					
	•					
	•					
	•					
	•					
26	TOTALS	4	0	1	1	20

- C. Additional suggestions or issues not specifically covered above:
- The plastic recycling is a wonderful service, but it looks very messy at the front desk of City Hall.
 - The City Council are not only liars but discriminatory and thieves. They run the police like their personal debt collections agency, forcing money from homeowners while criminals are taking car parts from our cars. City Council is filled with criminals, IMHO.
 - The city works so well with the library and is supportive of their efforts. We will put you to the test as we try to raise capital funds for a permanenet building/site. Thank you for all you do!

Satisfaction with quality of service from City Hall 2015-2022



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



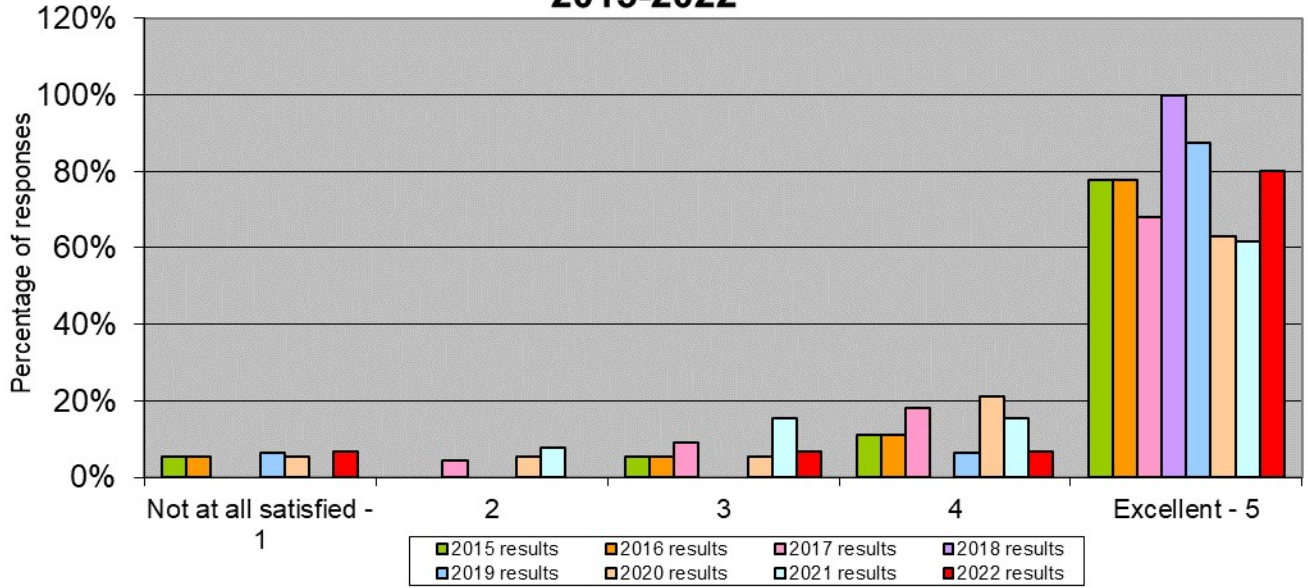
Question 2:

- 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 19 No 11 (skip to Question 3)
- B. If you answered yes to Question 2A, please indicate the nature of the contact and rate your satisfaction:

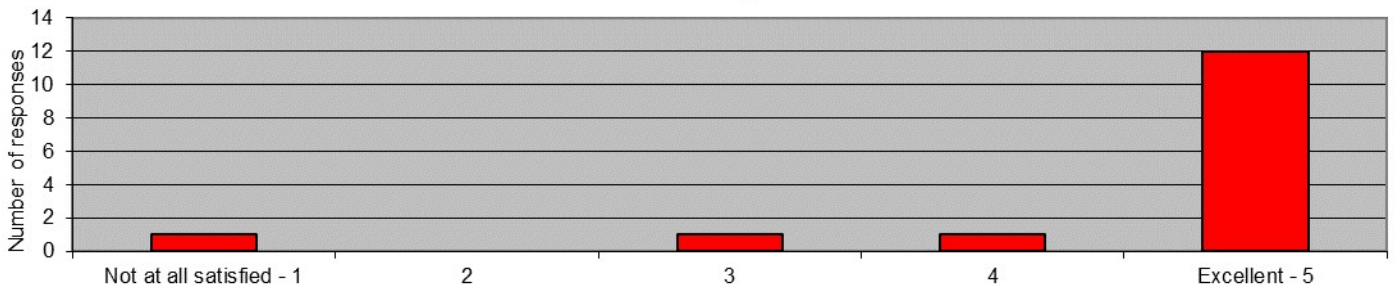
# of responses	Nature of contact	1= not at all satisfied			5 = very satisfied	
		1	2	3	4	5
4	Criminal complaint					4
	Traffic stop or complaint					
4	Nuisance/code violation complaint	1			1	2
7	Other (see below)			1		6
	• <i>Attempted car prowler – see below</i>					
	• <i>General question</i>					
	• <i>Talked with officer at a crash site</i>					
	• <i>Officer helped a confused citizen</i>					
	• <i>Neighbor issue</i>					
	• <i>Warrant arrest</i>					
15	TOTALS	1	0	1	1	12

- C. Additional suggestions or issues not specifically covered above:
- Remove homeless camps along Hwy 30 trail and up Smith Road, also Trestle Beach.
 - Once a group of neighbors complained about nuisance burning, the issue was quickly addressed. But, I did complain years earlier with no “help”. Did police patrols not notice the smoke? How often does a car come up H Street? It is resolved now so Thank you!
 - Stop working for the City Council and work for the people! Arrest the criminals or face defunding vote. The homeowners are not criminals for putting up fences or planters. Stop working for the criminals!

Satisfaction with quality of service from the Police Department 2015-2022



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



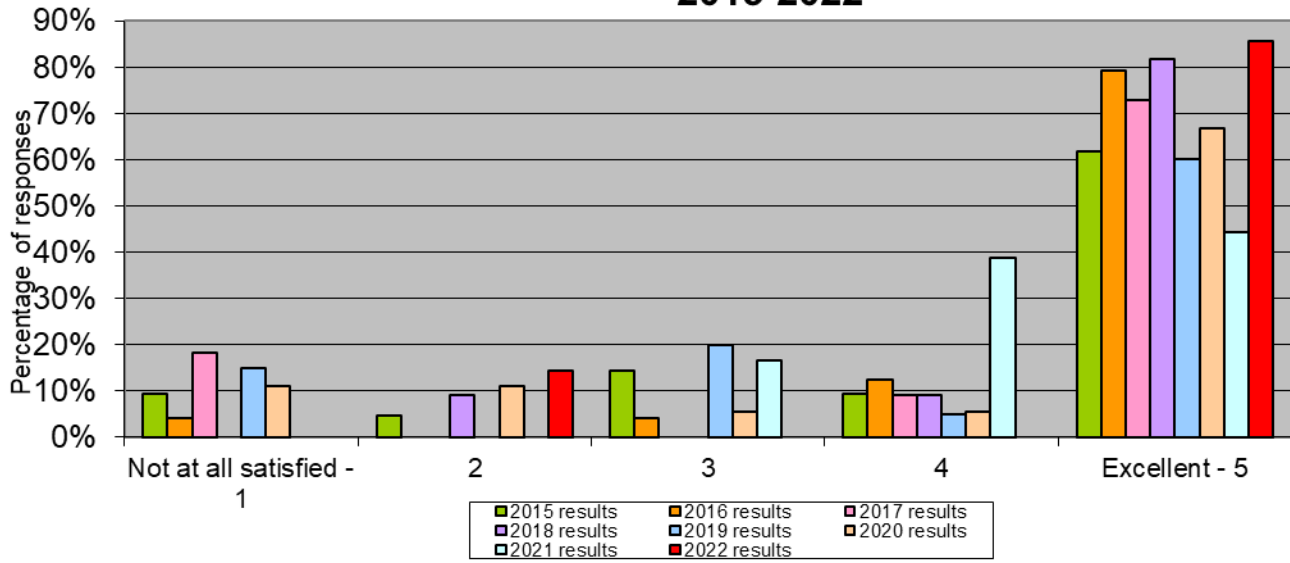
Question 3:

- 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 7 No 23 (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):

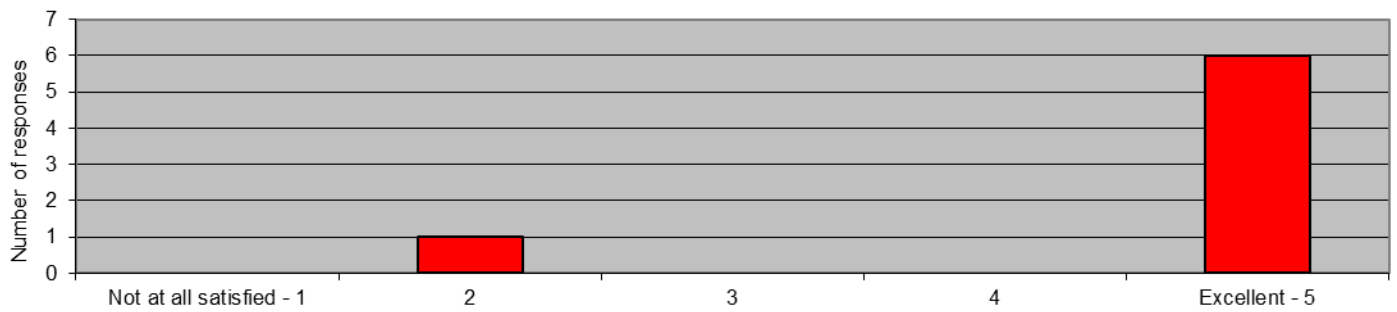
# of responses	Nature of contact	1= not at all satisfied			5 = very satisfied	
		1	2	3	4	5
2	Water service need or issue					2
1	Sewer service need or issue					1
1	Park facility issue					1
1	Storm drain problem					1
2	Street maintenance issue		1			1
	Other (see below)					
	•					
	•					
7	• TOTALS	0	1	0	0	6

- D. Additional suggestions or issues not specifically covered above:
- We voiced our concern with the water run off washing out the dirt around our retaining wall and was advised it would be addressed. Hven't heard anything since. A good 8-10 months have gone by.
 - This is another area that needs a massive overhaul. Worst waste of tax money I've ever seen!

Satisfaction with quality of service from the Public Works Department 2015-2022



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



Question 4:

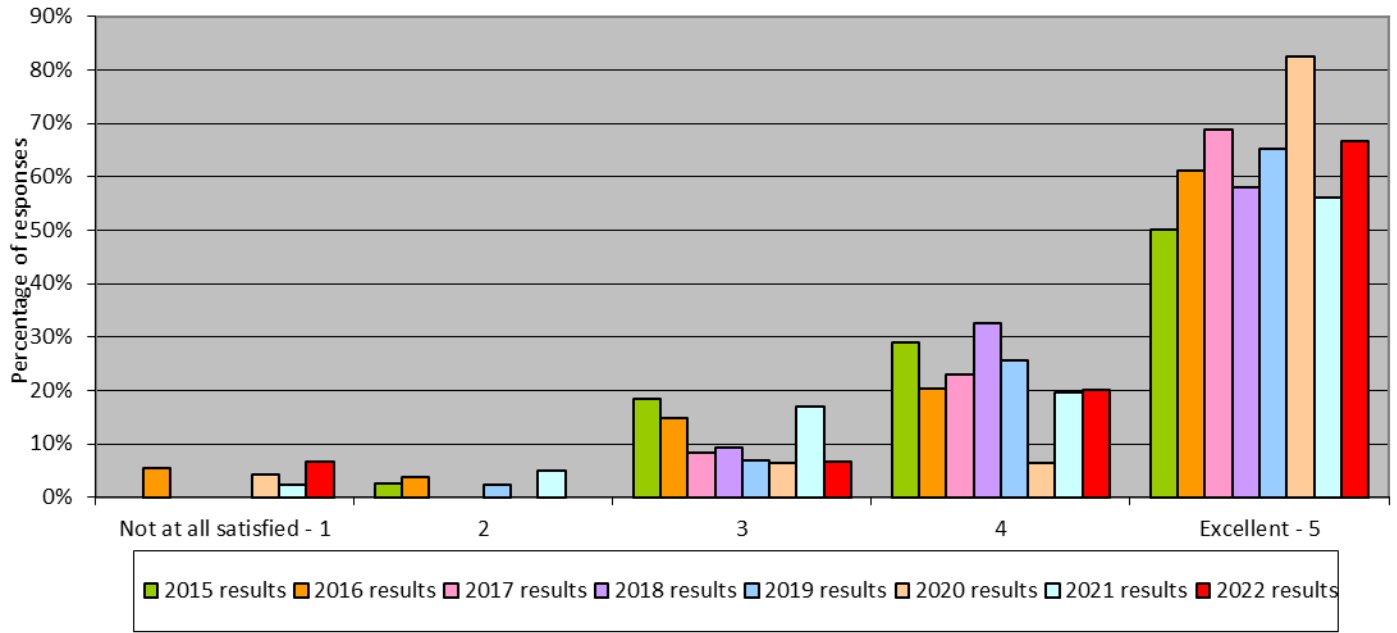
What is your perception of the overall quality of services provided by the City of Columbia City? (circle one)

	1	2	3	4	5
	(Poor)				(Excellent)
Responses:	2	0	2	6	20

Additional comments you would like to make:

- Since the police bond passed I will expect to see a considerable less amount of homeless and less crime.
- Patient, friendly – But, we still expect services & responses & codes upheld as if we were a “Big City”.
- Continued concern about the drain on 6th and H Streets and drainage pipe on 6th and G Streets.
- We love this town and appreciate all of you who help keep our community safe and happy! Thank you.
- They all make City Hall the best location for business and general conversation.
- All 3 ladies are always helpful if needed and are friendly.
- This is not an HOA. Stop being so intrusive to people following the “rules” and do something about those not!
- Stop using the police as your personal collections agency, stop discriminating against gays and others that do not hold your political views! Stop stealing from the home owners! Arrest the criminals who are stealing. Columbia City needs a massive overhaul! Everyone needs to be voted out! All of you!
- You’re very nice and knowledgeable.
- Need to keep the grass cut along Hwy. 30 in front of the mobile home park! Thank you.
- Keep up the good work!

Citizen satisfaction with overall quality of service provided by the City 2015-2022



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

