

# CITIZEN SATISFACTION SURVEY

Results as of 06-01-17

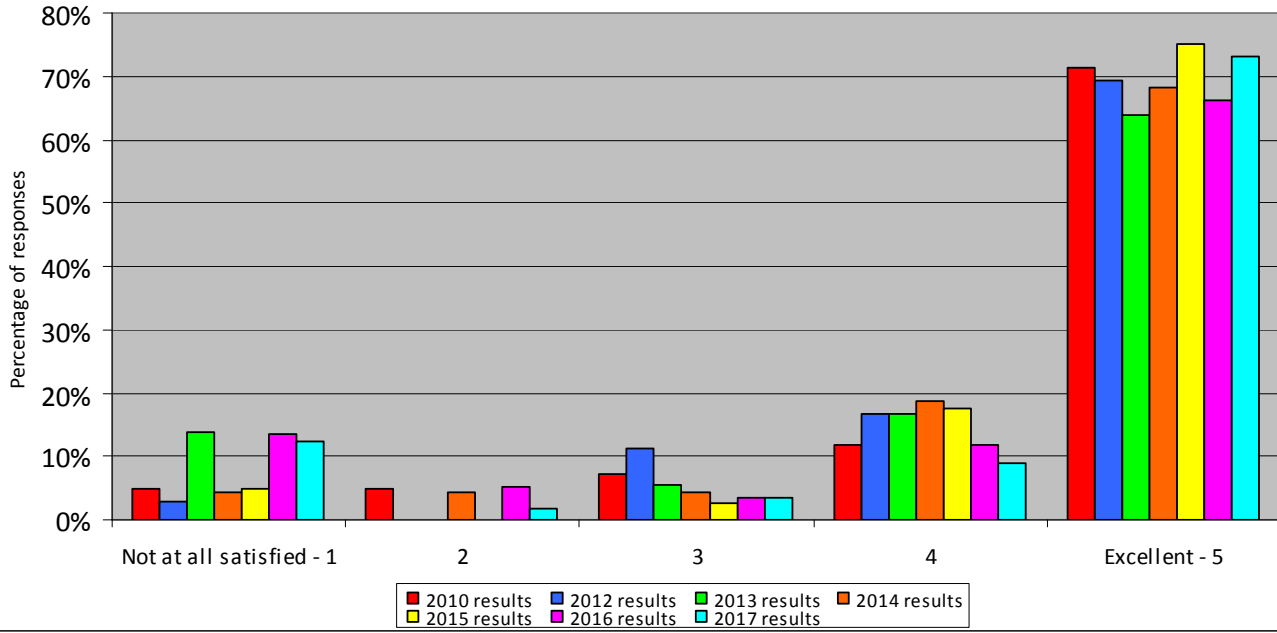
## Question 1:

- 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 **39** No **6** (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
<b>22</b>	Water/sewer utility payment or inquiry	<b>1</b>			<b>2</b>	<b>20</b>
<b>1</b>	Municipal court issue					<b>1</b>
<b>3</b>	Building, plumbing or mechanical permit					<b>3</b>
<b>5</b>	Nuisance/code violation complaint	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>
<b>6</b>	Land use related question or problem	<b>3</b>				<b>3</b>
<b>7</b>	Street light problem	<b>2</b>		<b>1</b>		<b>5</b>
<b>2</b>	Other (see below)					<b>2</b>
<b>1</b>	• Library book return					<b>1</b>
<b>1</b>	• Dull street signs			<b>1</b>		
<b>1</b>	• Notification of water turn off/neighborhood issue					<b>1</b>
<b>1</b>	• Property purchase				<b>1</b>	
<b>1</b>	• Water bill stuffing volunteer					<b>1</b>
<b>1</b>	• Basketball hoop				<b>1</b>	
<b>1</b>	• Police vacation check					<b>1</b>
<b>1</b>	• Question about unloading gravel in street for yard project					<b>1</b>
<b>54</b>	TOTALS	<b>7</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>41</b>

- C. Additional suggestions or issues not specifically covered above:
- **Water bills are too high \$. Why do you water park lawns when raining?!**
  - **Helen has been wonderful to work with as we went through the process of installing our shop.**
  - **Office personnel are always pleasant, helpful and efficient.**
  - **Helen Johnson very helpful. A pleasure to speak and work with.**
  - **The ladies are always friendly and welcoming. Thank you.**
  - **We could use new and brighter street light on Sixth and Pacific.**
  - **Not angry - just answering survey question. Had questions about land use. Was given phone number of person to talk to. Called and left message. Never heard from the person. We have not followed up since then - out of town ourselves quite a bit.**
  - **Lighten up on the ridiculous ordinances in Columbia City.**

## Satisfaction with quality of service from City Hall 2010 - 2017



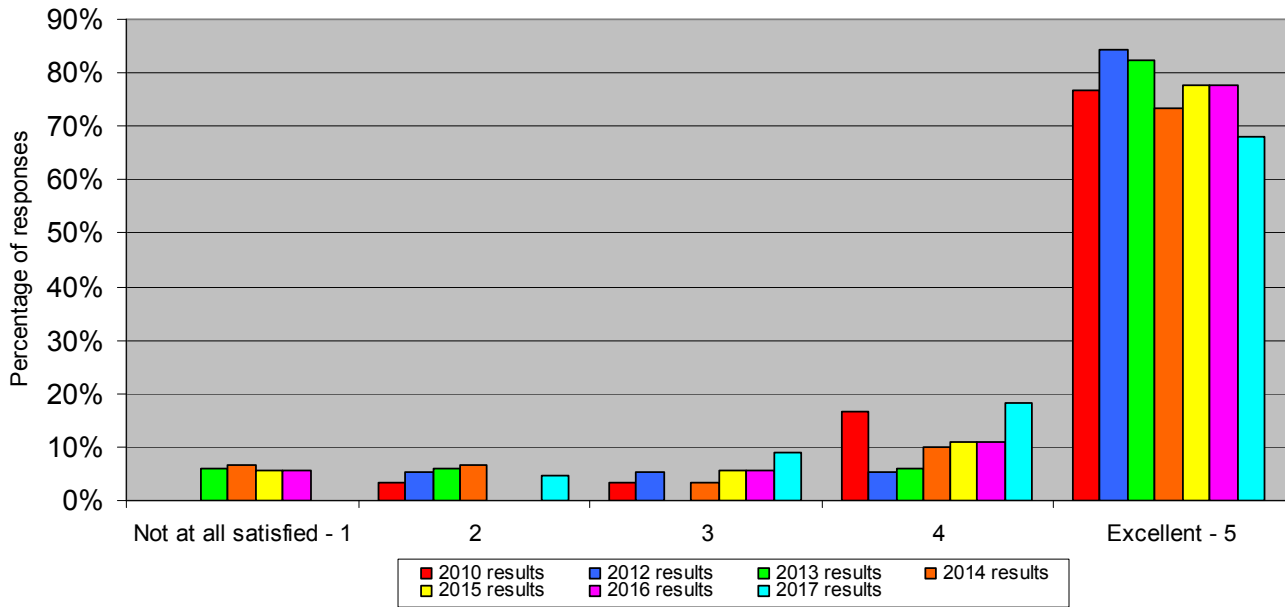
## Question 2:

- 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 **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
<b>1</b>	Criminal complaint					<b>2</b>
<b>4</b>	Traffic stop or complaint			<b>2</b>	<b>1</b>	<b>2</b>
<b>3</b>	Nuisance/code violation complaint				<b>2</b>	<b>2</b>
<b>4</b>	Other (see below)					<b>4</b>
<b>1</b>	• Dog attack					<b>1</b>
<b>1</b>	• Public event					<b>1</b>
<b>1</b>	• Almost-accident drunk driver who was arrested					<b>1</b>
<b>1</b>	• Missing stolen items report		<b>1</b>			
<b>1</b>	• Fraud calls					<b>1</b>
<b>1</b>	• Chance conversation on the street				<b>1</b>	
<b>1</b>	• Home check/property security check					<b>1</b>
<b>19</b>	TOTALS	<b>0</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>15</b>

- C. Additional suggestions or issues not specifically covered above:
- Poor reasoning for NOT filing a police report.

## Satisfaction with quality of service from the Police Department 2010 - 2017

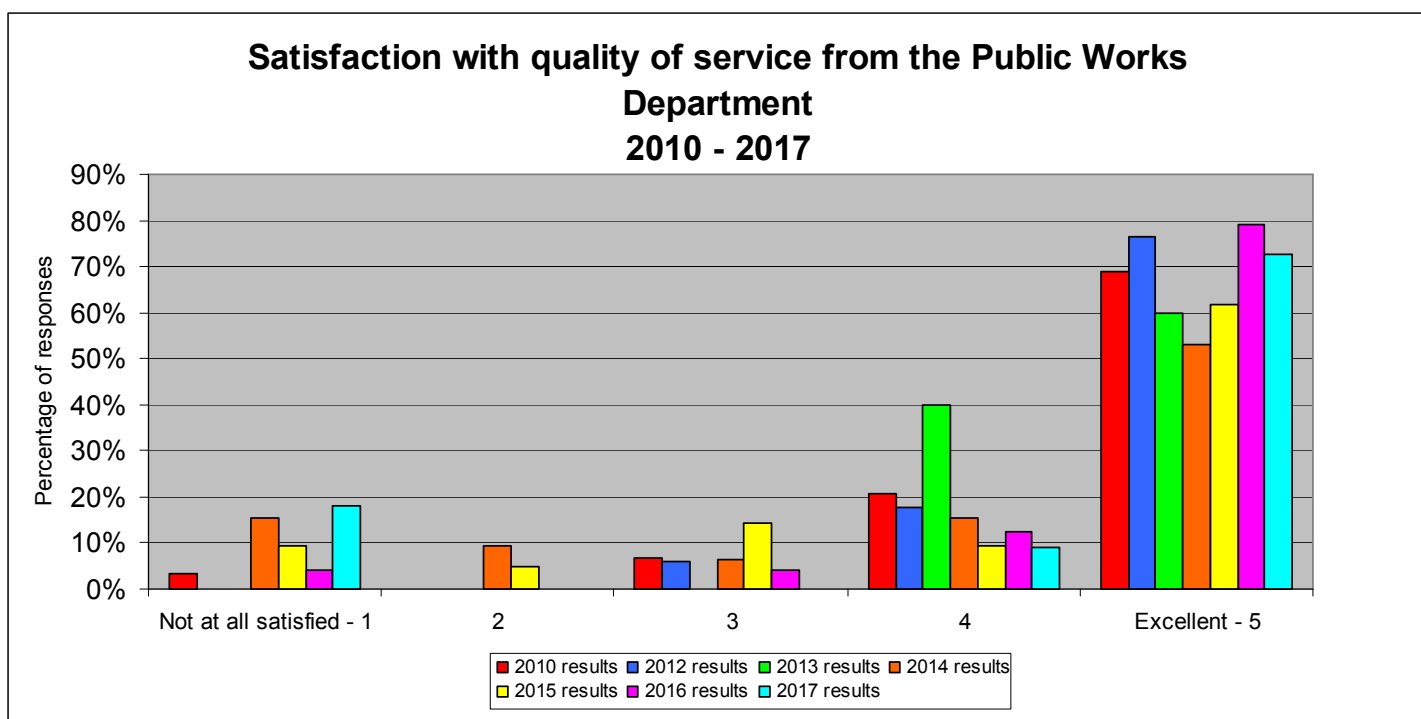


### Question 3:

- 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 **10** No **37** (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
<b>5</b>	Water service need or issue				<b>1</b>	<b>4</b>
<b>1</b>	Sewer service need or issue					<b>1</b>
	Park facility issue					
	Storm drain problem					
<b>3</b>	Street maintenance issue	<b>2</b>				<b>2</b>
	Other (see below)					
<b>1</b>	• Spring clean up					<b>1</b>
<b>10</b>	<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>8</b>

- C. Additional suggestions or issues not specifically covered above:
- Street sweeper should come by 1 or 2 times a month.
  - The person who plowed the streets during the winter was WONDERFUL!! Columbia City streets were the envy of everyone we know from St. Helens to Portland. THANK YOU!
  - Meter reader told us we had a leak and showed how to tell.
  - In 3 years of living here, the street sweeper has cleaned our cul-de-sac 1 time!



### Question 4:

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

	1 (Poor)	2	3	4	5 (Excellent)
<b>Responses:</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>11</b>	<b>33</b>

Additional comments you would like to make:

- Thank you. Greg Cook.
- It is past time for the Mayor to resign!
- Parks look shabby - work crew needs to step up its game and City needs to monitor better. Traffic through the City in the evenings is dangerous - Washington plates try to run off the road. Why don't we have traffic enforcement during evening commute on 30?
- Appreciate everyone!
- When I asked to be on the budget committee, Leahnette asked if I was a resident of Columbia City vs. asking how long have you lived in Columbia City. Since I have lived here 38 years, I felt that the question was inappropriate.
- Thank you for your service. We enjoy living in Columbia City.
- We were very impressed with how well the City did this winter in keeping our roads clear. 50 years living in the City of Portland and never once were our roads ever plowed.
- Keep up the good work!
- Better enforcement for property upkeep. The lack of some property owner's upkeep is a downfall for real estate in Columbia City. This is a beautiful community - would be so much nicer with well kept properties. Also - any chance of a bucket and short hose for water for Dog Park with concrete pad?
- We have the best community and our City people and law enforcement are the best.
- Dog park well kept. Appreciated winter street plowing. Thank you.
- :)

