

CITIZEN SATISFACTION SURVEY

Results as of 06-01-2021

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 21 No 17 (skip to Question 2)

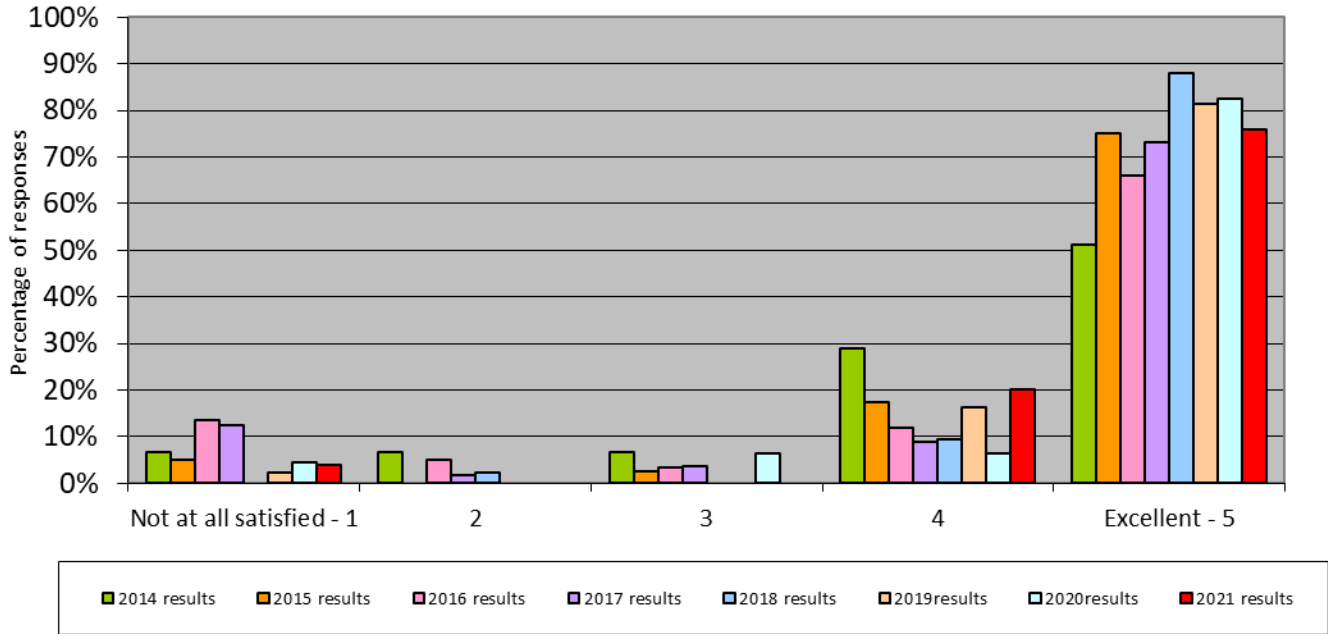
B. If you answered yes to Question 1A, please indicate the nature of the contact and rate your satisfaction:

# 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				1	6
	Municipal court issue					
2	Building, plumbing or mechanical permit				1	1
1	Nuisance/code violation complaint	1				
2	Land use related question or problem				1	1
1	Street light problem					1
12	Other (see below)				2	10
	• Burn permit question					
	• Help with snow removal					
	• Tree on powerline					
	• Street repair unfinished					
	• Donating plastics/glasses					
	• Air quality problem					
	• Code enforcement question					
	• Question about profane flags					
	• Parks & Volunteering					
	• Question for police					
	• General information request					
25	TOTALS	1	0	0	5	19

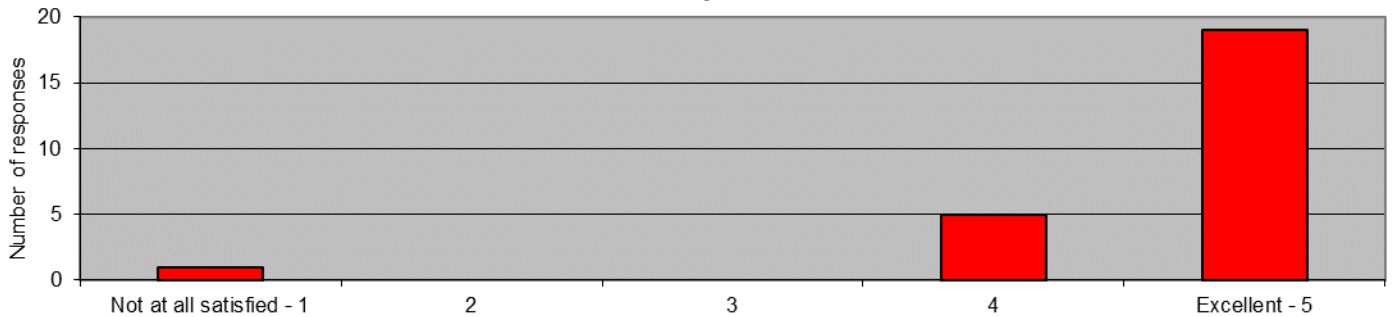
C. Additional suggestions or issues not specifically covered above:

- **Discharge from the pellet plant seems to be an ongoing problem without resolution. Probably a State/DEQ issue but the City needs to stay focused on this issue. Make sure State/DEQ responds to this problem.**
- **The City is not safe in many areas. There is a lot of theft and property damage going on.**
- **Do not raise the water rates.**
- **Staff was very helpful but apparently there was nothing in our codes that prohibited flags with profanity. Too bad.**

Satisfaction with quality of service from City Hall 2014-2021



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



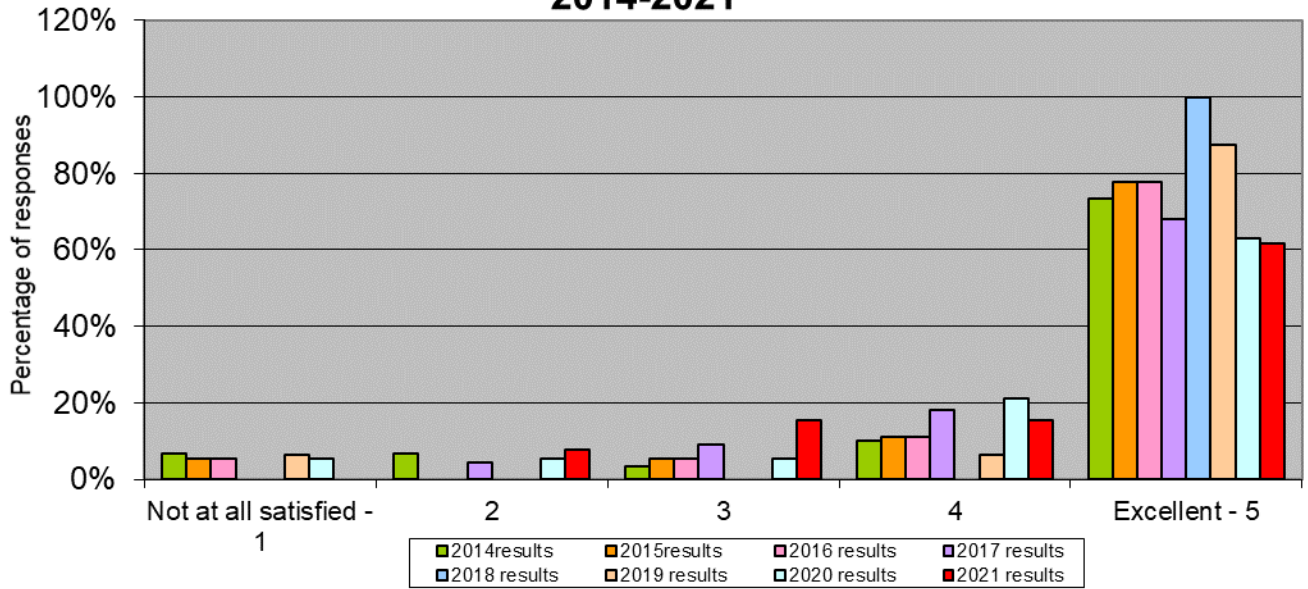
Question 2:

- 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 11 No 27 (skip to Question 3)
- B. If you answered yes to Question 2A, please indicate the nature of the contact and rate your satisfaction:

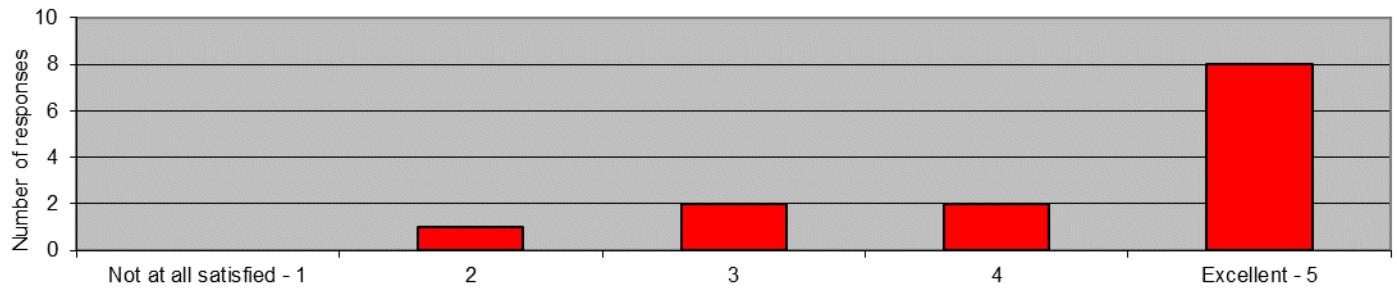
# of responses	Nature of contact	1= not at all satisfied			5 = very satisfied	
		1	2	3	4	5
1	Criminal complaint			1		
1	Traffic stop or complaint				1	
3	Nuisance/code violation complaint			1	1	1
8	Other (see below)		1			7
	• <i>Friendly visit</i>					
	• <i>Physical help</i>					
	• <i>Unsolicited phone calls</i>					
	• <i>Medical help needed</i>					
	• <i>Motorcycle crash</i>					
	• <i>Neighborhood question</i>					
13	TOTALS	0	1	2	2	8

- C. Additional suggestions or issues not specifically covered above:
- ***We need more patrols in the early morning hours.***
 - ***We need a bigger police department/more traffic enforcement.***
 - ***Criminal activity in our community after dark very concerning.***
 - ***Officer took time to visit with my toddler grandson.***
 - ***Crime is increasing – we need more patrols.***

Satisfaction with quality of service from the Police Department 2014-2021



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



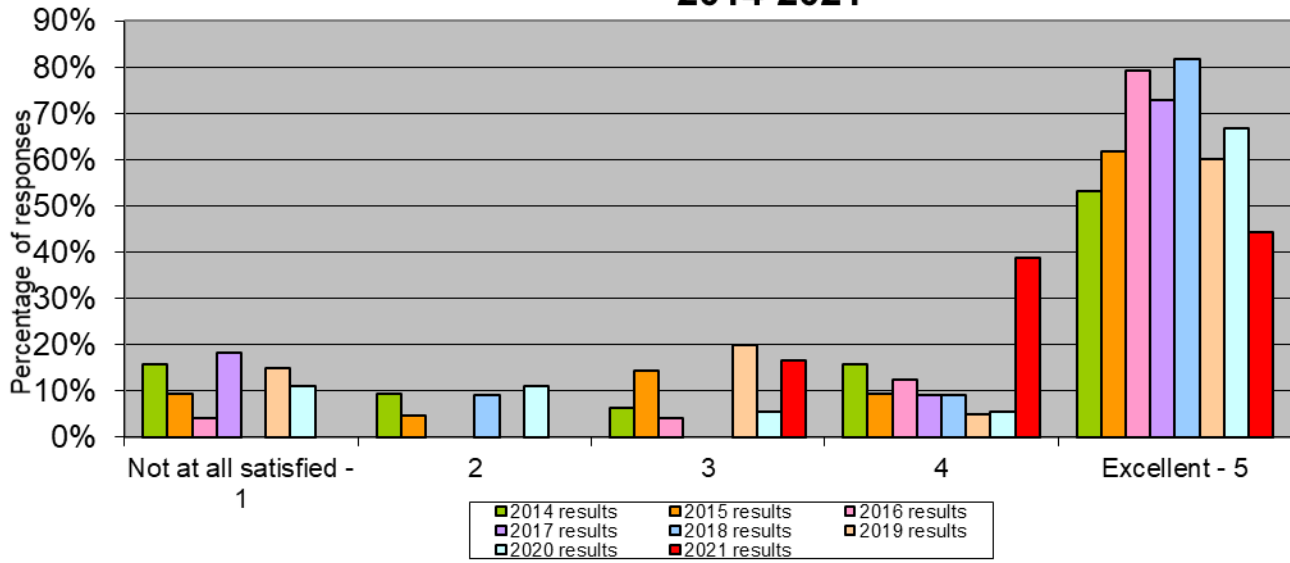
Question 3:

- 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 24 (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):

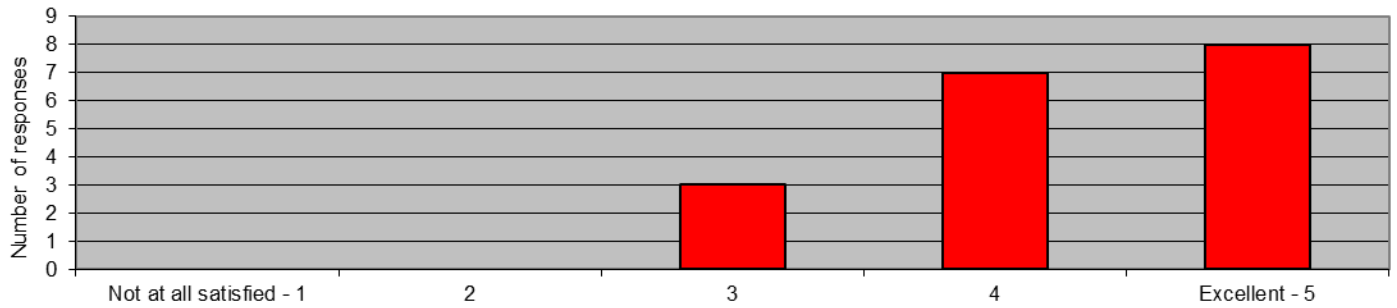
# of responses	Nature of contact	1= not at all satisfied			5 = very satisfied	
		1	2	3	4	5
6	Water service need or issue			1	1	4
5	Sewer service need or issue			1	3	1
1	Park facility issue					1
1	Storm drain problem				1	
3	Street maintenance issue			1	2	
2	Other (see below)					2
	• <i>Change in road sweeper</i>					
	• <i>Just talking about H3O project</i>					
18	• TOTALS	0	0	3	7	8

- C. Additional suggestions or issues not specifically covered above:
- ***Sewer cleanouts need closer attention.***
 - ***Center lines need to be painted on City streets.***
 - ***Received help with tree limb removal on spring clean-up day.***
 - ***Excellent response to our sewer overflow problem!***

Satisfaction with quality of service from the Public Works Department 2014-2021



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



Question 4:

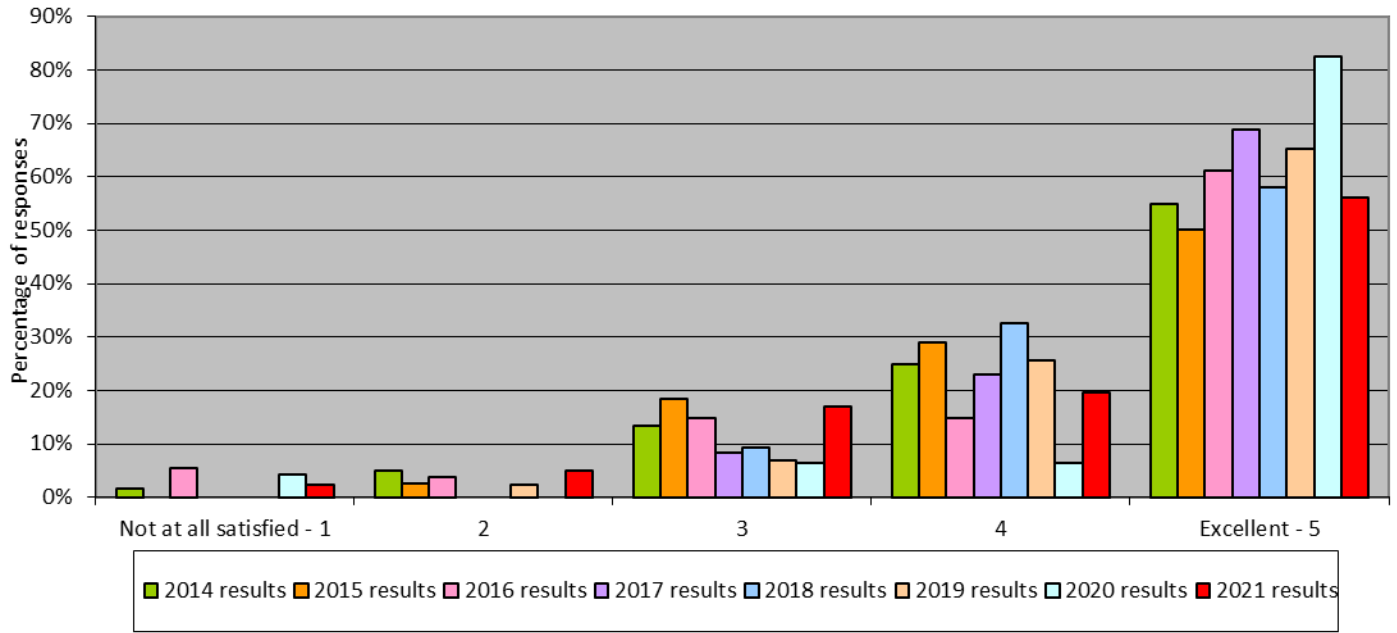
What is your perception of the overall quality of services provided by the City of Columbia City? (circle one)

	1	2	3	4	5
	(Poor)				(Excellent)
Responses:	1	2	7	8	23

Additional comments you would like to make:

- ***Need more police protection after hours and on weekends.***
- ***Service is ok given that we have not needed to pester City Hall about much.***
- ***Need more police coverage.***
- ***Everyone is highly professional, courteous, and very conscientious about COVID restrictions/valued part of our community.***
- ***Police should work one shift during the night to patrol – we don't need it during the day!***
- ***I've lived in Columbia City for almost 3 years and I love this little community... especially after living in Portland for over 55 years – very happy here!***
- ***Uneasy living here... many people are concerned...***
- ***Keep up the good work!***
- ***Growing concern about homelessness in the area...***
- ***We've always had very good experiences with Columbia City workers and staff.***
- ***Reallocating our police coverage to 24/7 is imperative.***
- ***As a small town, I would like to see the City more in touch with its residents and their needs, more on top of issues and less doing things as they have always been done/"coasting".***

Citizen satisfaction with overall quality of service provided by the City 2014-2021



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

