



**We Are Columbia**

# Press Release

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## **FOR IMMEDIATE RELEASE**

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### **City of Columbia Asks for Citizens' Input**

The City of Columbia is partnering with the National Research Center to conduct a citizen satisfaction survey. Questionnaires will be sent to a random sample of 1,200 Columbia citizens asking for feedback on the quality and usefulness of city services. The results will be included in a final report that city officials can use in planning and budgeting for the future.

The survey will be used to measure residents' perceptions and attitudes about City services, participation in and satisfaction with various programs and attitudes about issues such as quality of life, public safety and other services.

The National Citizen Survey™ (The NCS™) was among the first scientific surveys developed to gather resident opinion on a range of community issues, and has been used in more than 350 jurisdictions across 46 states. The NCS™ is a cost-effective scientific survey of resident opinion and an important benchmarking tool that allows for comparison among communities. Communities using The NCS™ have reported that the tool helped improve performance, strengthen communications with community stakeholders, and identify clear priorities for use in goal and budget setting.

For more information about the 2014 Citizen Satisfaction Survey, contact Missy Caughman at 803-545-3201.

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