

2017 City of Oklahoma City Citizen Survey

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Final Report

Submitted to the City of Oklahoma City, Oklahoma

by:

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Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Benchmarking Data	25
Section 3: Importance-Satisfaction Analysis	38
Section 4: GIS Maps	50
Section 5: Tabular Data	135
Section 6: Survey Instrument	191

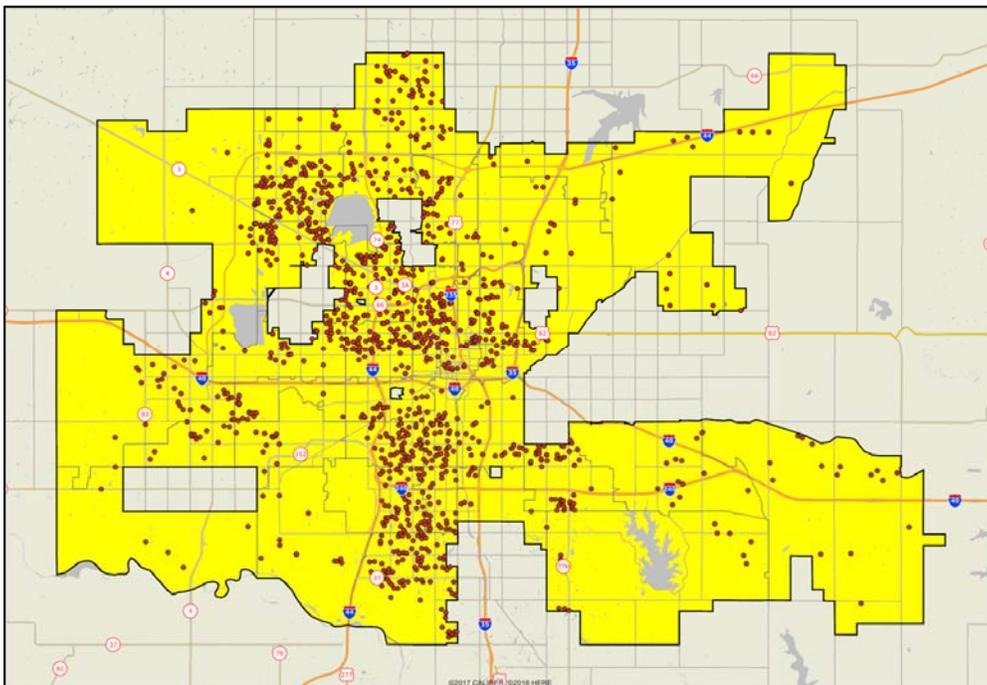
2017 DirectionFinder® Survey

Executive Summary Report

Overview and Methodology

During the summer of 2017, ETC Institute administered its *DirectionFinder*® survey on behalf of the City of Oklahoma City. The previous *DirectionFinder*® surveys were conducted in 2005, 2007, 2008, 2009, and 2011 through 2016. The purpose of the survey was to assess citizen satisfaction with the delivery of major city services and to help determine priorities for the community as part of the City's ongoing planning process.

The seven-page survey was mailed to a random sample of households in the City of Oklahoma City. A URL link was provided in the cover letter (www.OKCitySurvey.org) for residents who preferred to take the survey online. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone or online. A total of 1,285 households completed the survey; a minimum of 150 surveys were completed in each of the City's eight Wards. The results for the random sample of 1,285 households have a 95% level of confidence with a precision of at least +/- 2.7%. In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map below shows the physical distribution of survey respondents based on the location of their home.



The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Oklahoma City with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

This summary report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- benchmarking data that shows how the results for Oklahoma City compare to other cities
- importance-satisfaction analysis
- GIS maps that show the results of selected questions as maps of the City
- tabular data that show the results for each question on the survey
- a copy of the survey instrument

Major Findings

- **Overall Satisfaction with City Services.** Fifty-seven percent (57%) of the residents surveyed, who had an opinion, were satisfied with the overall quality of services provided by the City. This was 12% higher than the national average for large cities in the U.S. (57% Oklahoma City versus 45% Large U.S. City Average).
- **Ratings of Oklahoma City as a Place to Live, Work and Raise Children.** Residents who had an opinion rated the City of Oklahoma as an “excellent” or “good” place to live (79%), work (71%) and raise children (69%). Ratings of the City as a place to live was 25% above the national average for large U.S. cities (79% Oklahoma City versus 54% Large U.S. City Average).
- **Satisfaction with the Image of Oklahoma City.** Fifty-nine percent (59%) of the residents surveyed, who had an opinion, were satisfied with the image of the City. This was 4% lower than the national average for large cities in the U.S. (59% Oklahoma City versus 63% Large U.S. City Average).
- **Satisfaction with How Well the City is Planning Growth.** Fifty-six percent (56%) of the residents surveyed, who had an opinion, were satisfied with how well the City is planning growth. This was 17% higher than the national average for large cities in the U.S. (56% Oklahoma City versus 39% Large U.S. City Average).

- **Satisfaction with Major Categories of City Services.** Most of the residents surveyed, who had an opinion, were satisfied with the quality of fire service (87%), quality of ambulance service (77%), and the quality of police services (71%). Residents were least satisfied with the condition of City streets (9%). The major City service that residents thought was most important for the City to emphasize over the next two years was the condition of City streets. Residents also felt the flow of traffic/ease of getting around town and the quality of police service was important for the City to emphasize over the next two years.
- **Codes and Ordinances.** The highest levels of satisfaction with the enforcement of City codes and ordinances, based on the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the enforcement of yard parking regulations in neighborhoods (49%) and the enforcement of clean-up of junk and debris on private property (44%). The code enforcement category that residents thought was most important for the City to emphasize over the next two years was the enforcement of clean-up of junk and debris on private property.
- **Utility Services.** The highest levels of satisfaction with City utility services, based on the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: residential trash collection services (89%), bulky item pick-up/removal services (81%), and water service (77%). Residents were least satisfied with the speed of service, such as repairs and starting of service (63%).
- **Parks and Recreation.** The parks and recreation services with the highest levels of satisfaction, based on the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the maintenance of City parks (67%), Civic Center Music Hall experience (66%), quality of City parks near neighborhoods (61%), and walking and biking trails in the City (56%). The parks and recreation service that residents thought was most important for the City to emphasize over the next two years was the quality of City parks near neighborhoods.
- **City Maintenance.** The City maintenance services with the highest levels of satisfaction, based on the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: condition of street signs (56%) and snow removal on snow routes (52%). Residents were least satisfied with the condition of major City streets (18%). The City maintenance service that residents thought was most important for the City to emphasize over the next two years was the condition of major City streets.

- **Communication.** The City communication services with the highest levels of satisfaction, based on the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the information in the water bill newsletter (73%) and the City’s website (www.okc.gov) as a source of information (61%).

The sources of information residents used most to get information about the City were: the Water bill newsletter (64%), the television news (64%), the City website (38%), and newspapers (33%).

- **Other Findings.** Some of the other major findings from the survey are provided below:
 - Twenty-five percent (25%) of the residents surveyed indicated that stray dogs are a problem in their neighborhood at least once a week; 27% responded that stray cats are a problem at least once a week.
 - Sixteen percent (16%) of the residents surveyed indicated they participate in physical activities or exercises such as running, golfing, gardening, etc. more than three times per week; 23% participate in physical activities or exercises one to three times per week.

OPPORTUNITIES FOR IMPROVEMENT

In order to help the City identify opportunities for improvement, ETC Institute conducted an Importance-Satisfaction (I-S) Priorities Analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years.

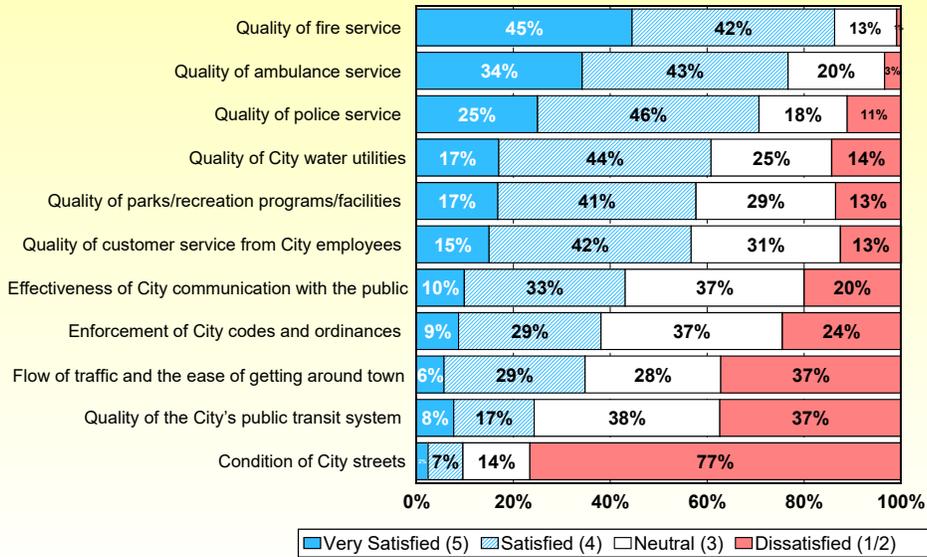
- **Overall Priorities.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top opportunities for improvement over the next two years in order to raise the City’s overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Condition of City streets
 - Flow of traffic and the ease of getting around town
 - Quality of the City’s public transit system
 - Enforcement of City codes and ordinances

- **Priorities within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
 - **Code Enforcement:** enforcing clean-up of junk and debris on private property, enforcing the mowing and cutting of weeds and grass on private property, and enforcing the exterior maintenance of residential property
 - **Parks and Recreation:** walking and biking trails in the City, quality of City parks near neighborhoods, maintenance of City parks, and availability of information about parks and recreation programs
 - **City Maintenance:** condition of major City streets, condition of neighborhood streets, and condition of pavement markings on City streets

Section 1:
Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

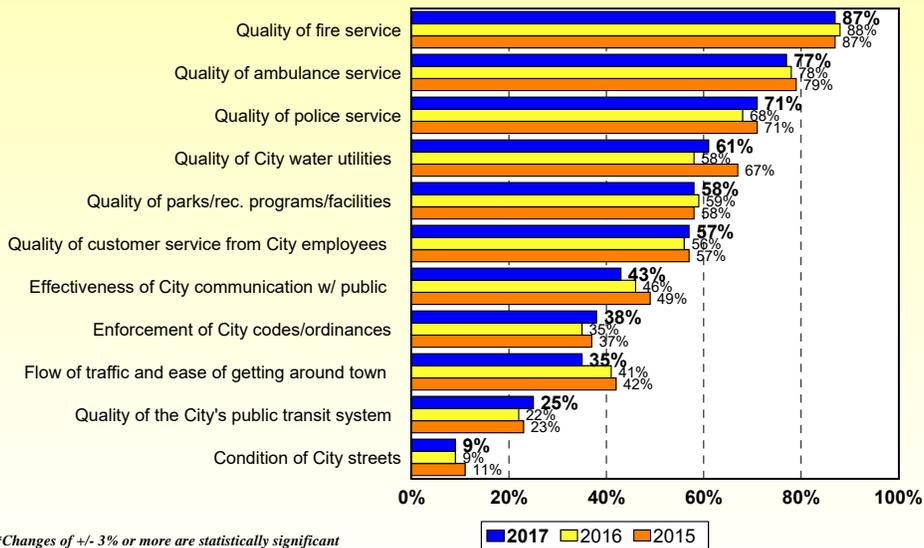
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - Oklahoma City, OK)

Overall Satisfaction With City Services by Major Category: 2015 to 2017

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



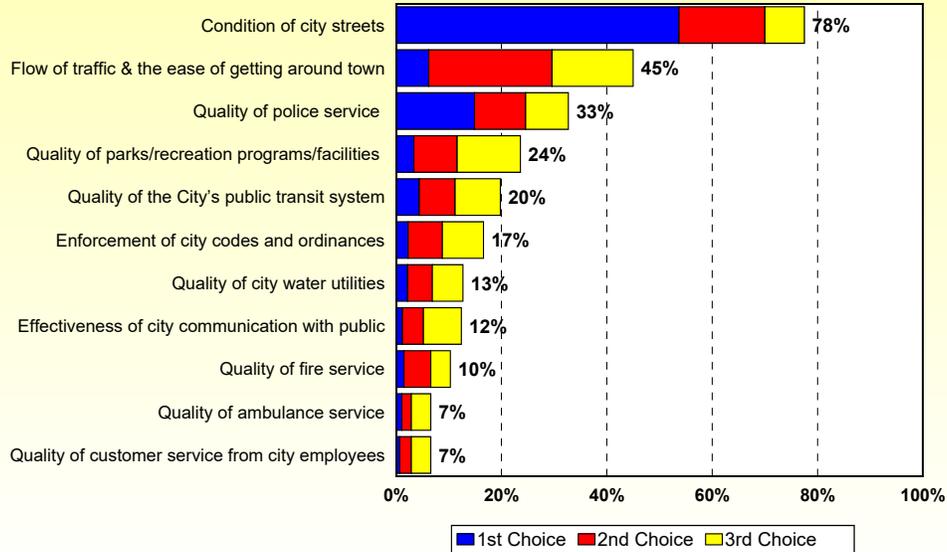
*Changes of +/- 3% or more are statistically significant

Source: ETC Institute (2017 - Oklahoma City, OK)

TRENDS

Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years

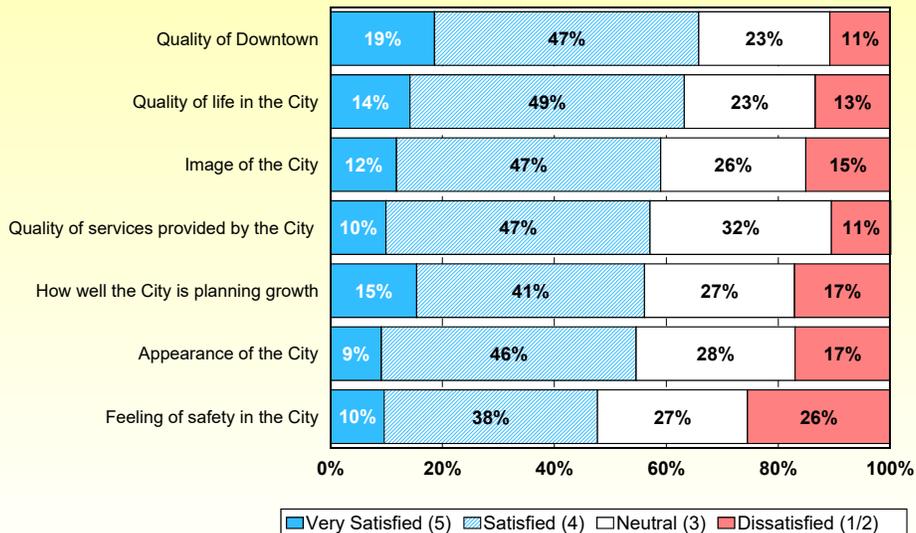
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017 - Oklahoma City, OK)

Q3. Satisfaction With Items That Influence the Perception Residents Have of the City

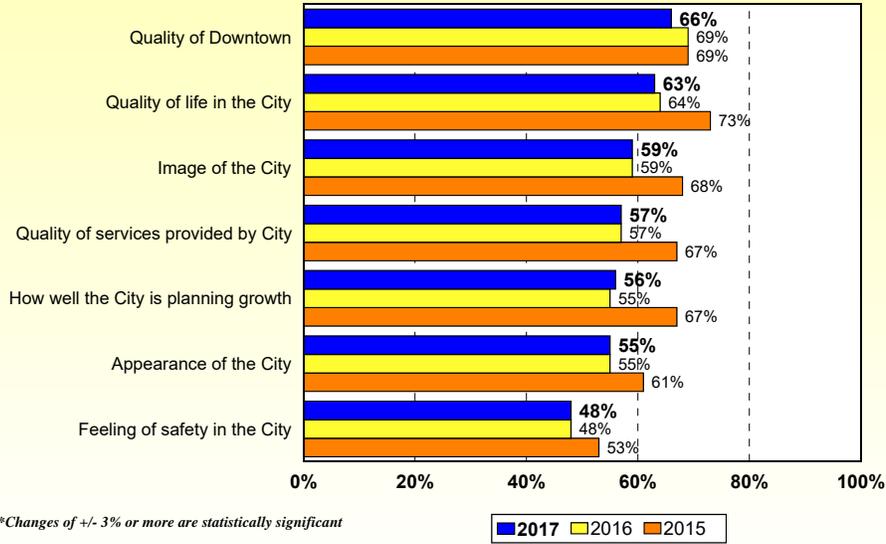
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - Oklahoma City, OK)

Satisfaction With Items That Influence the Perception Residents Have of the City: 2015 to 2017

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



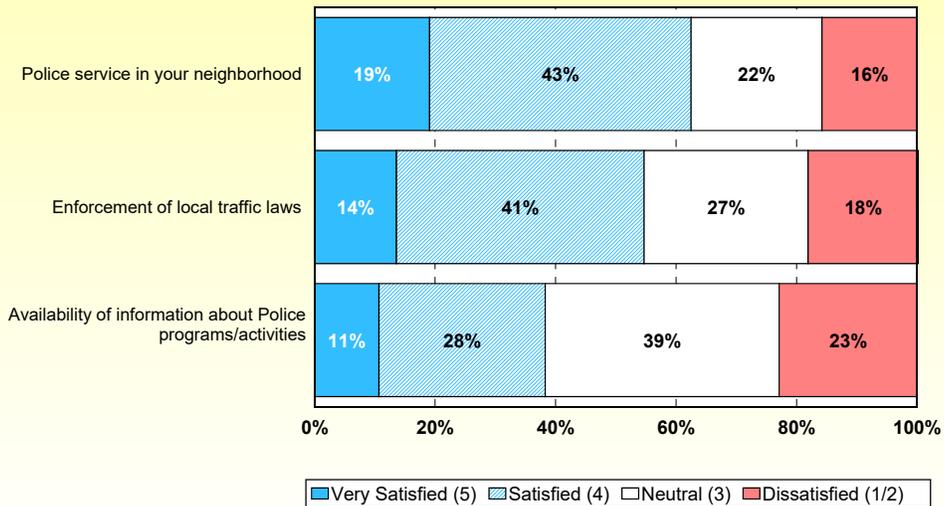
*Changes of +/- 3% or more are statistically significant

Source: ETC Institute (2017 - Oklahoma City, OK)

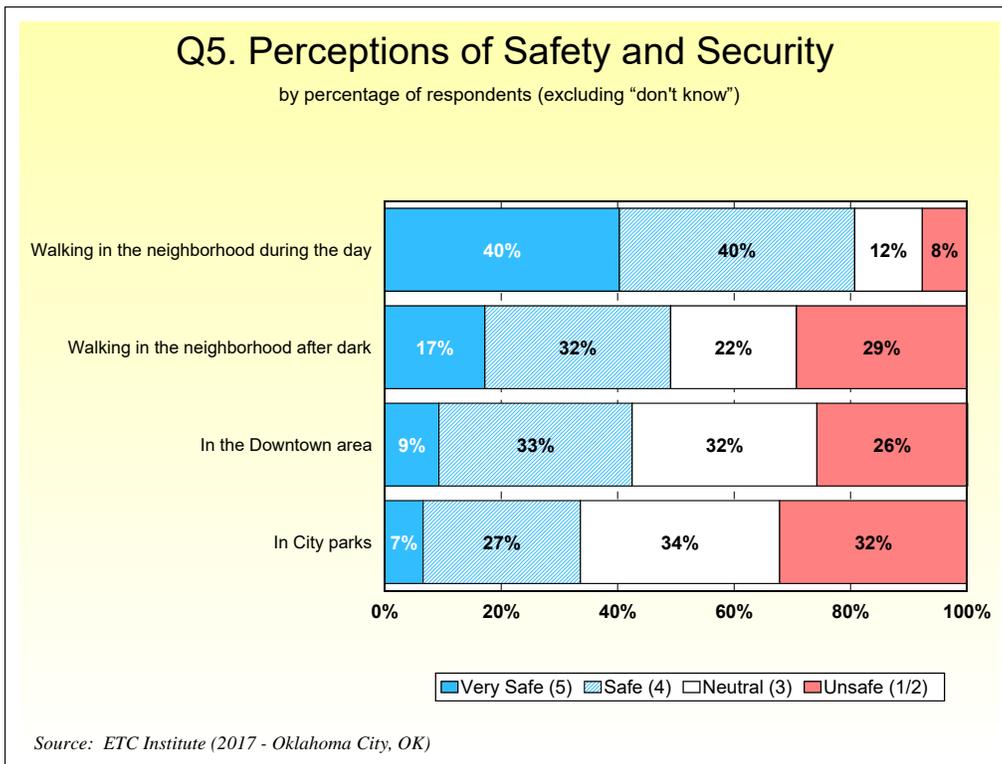
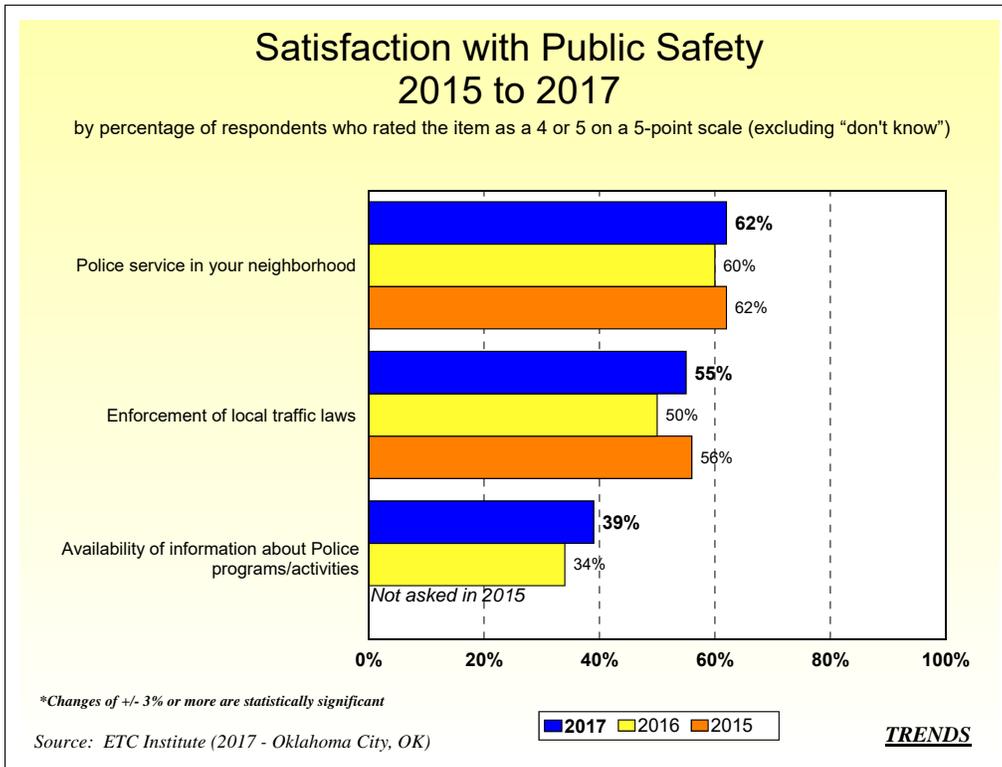
TRENDS

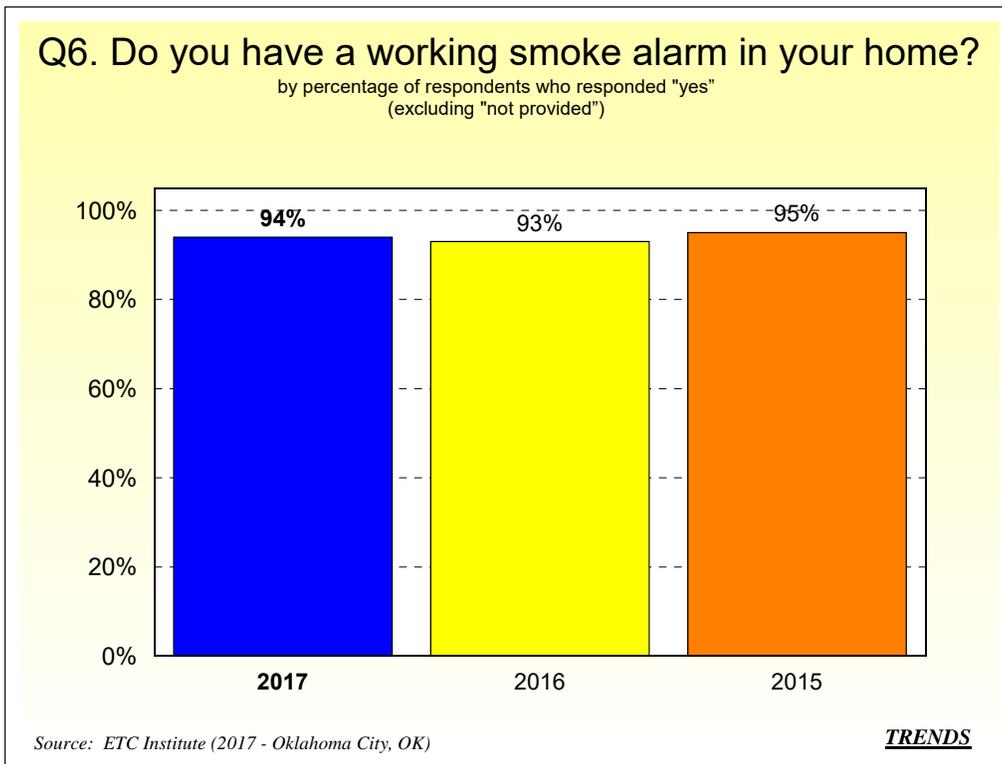
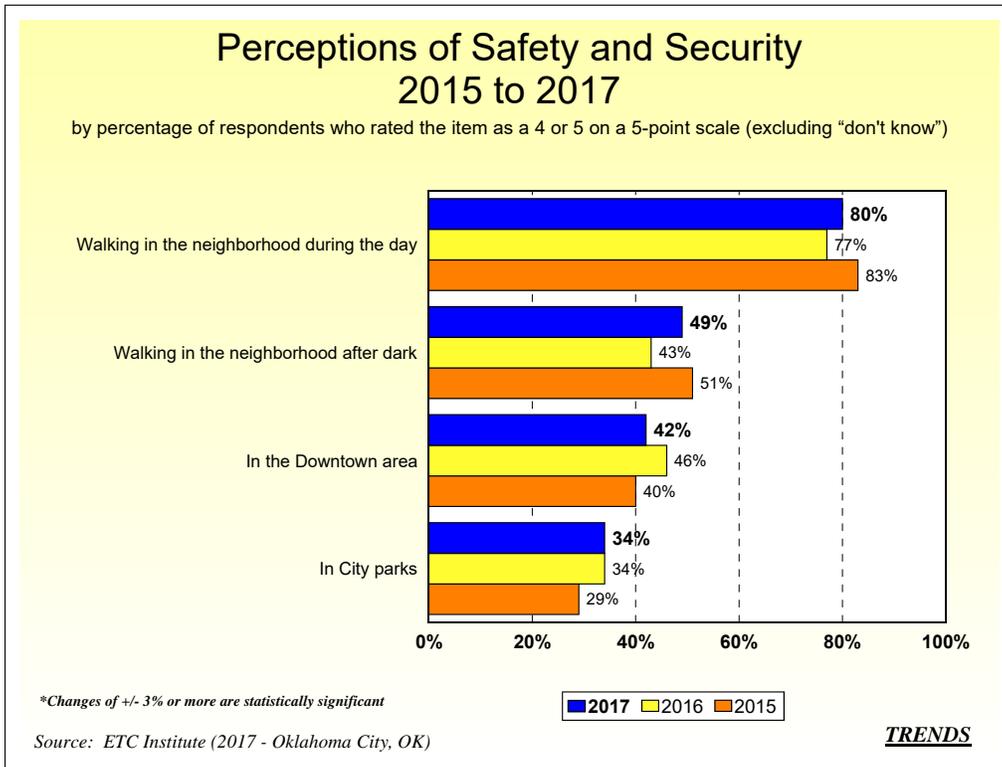
Q4. Satisfaction with Public Safety

by percentage of respondents (excluding "don't know")



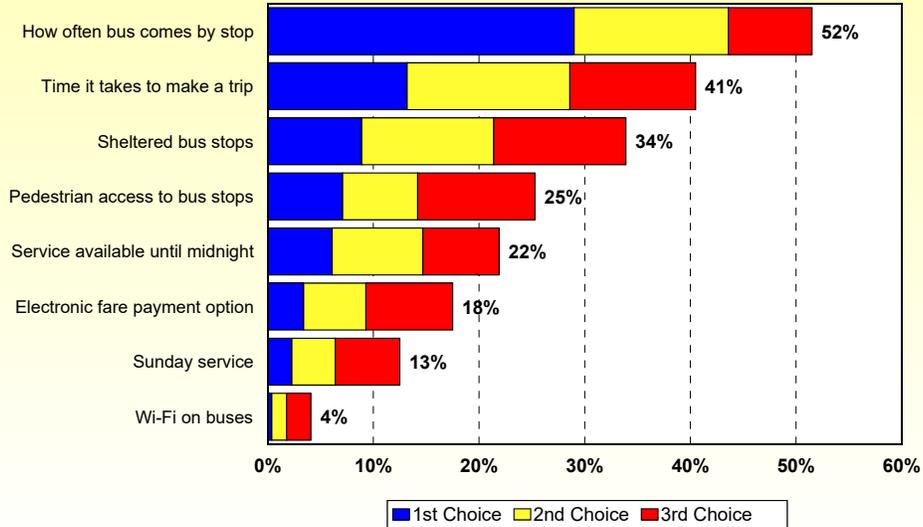
Source: ETC Institute (2017 - Oklahoma City, OK)





Q7. Bus Service Characteristics Most Important to Residents When Considering Whether or Not to Use Public Transit

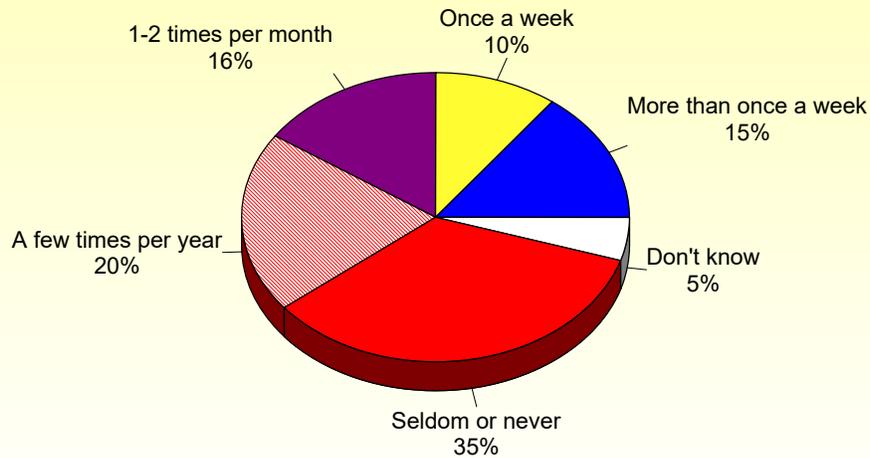
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017 - Oklahoma City, OK)

Q8. How often would you say stray dogs are a problem in your neighborhood?

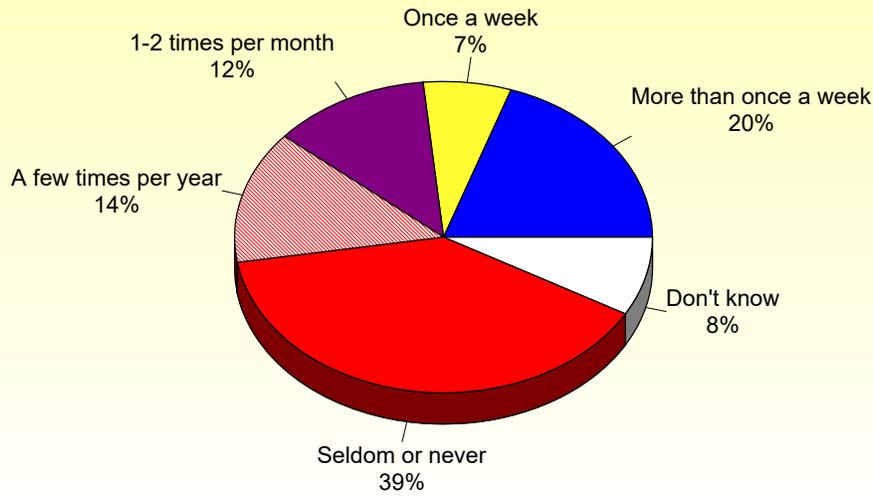
by percentage of respondents



Source: ETC Institute (2017 - Oklahoma City, OK)

Q9. How often would you say stray cats are a problem in your neighborhood?

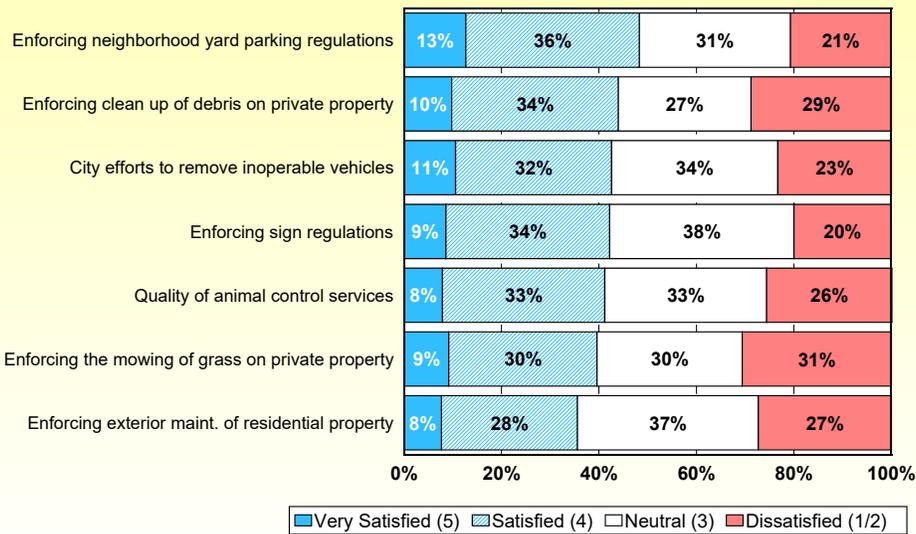
by percentage of respondents



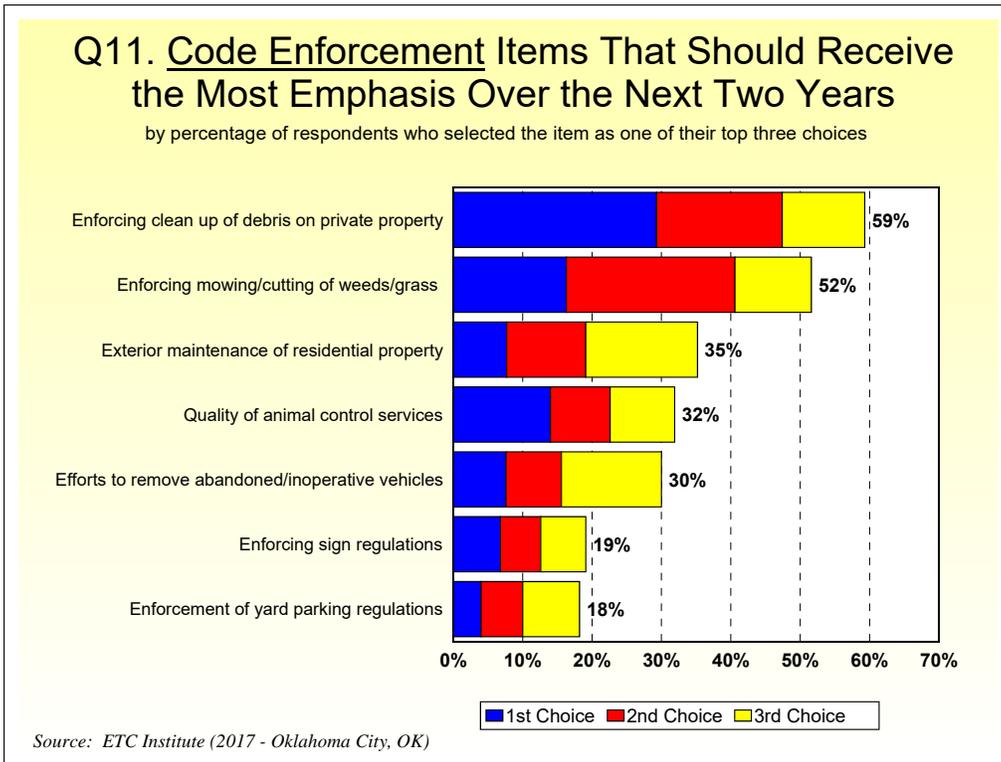
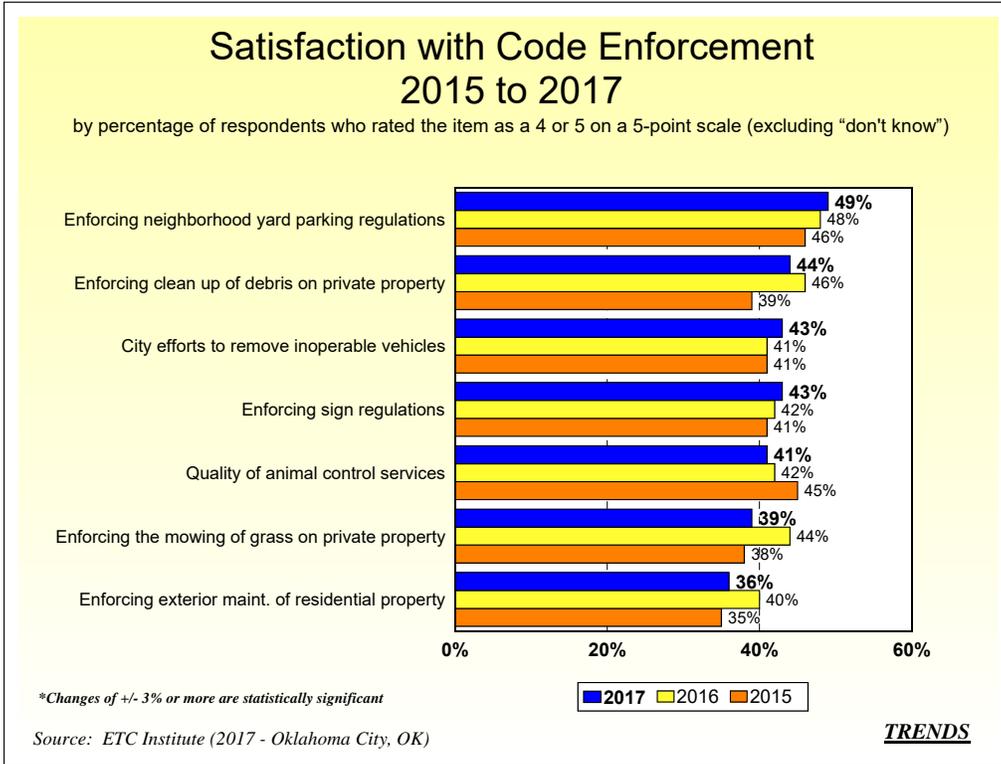
Source: ETC Institute (2017 - Oklahoma City, OK)

Q10. Satisfaction with Code Enforcement

by percentage of respondents (excluding "don't know")

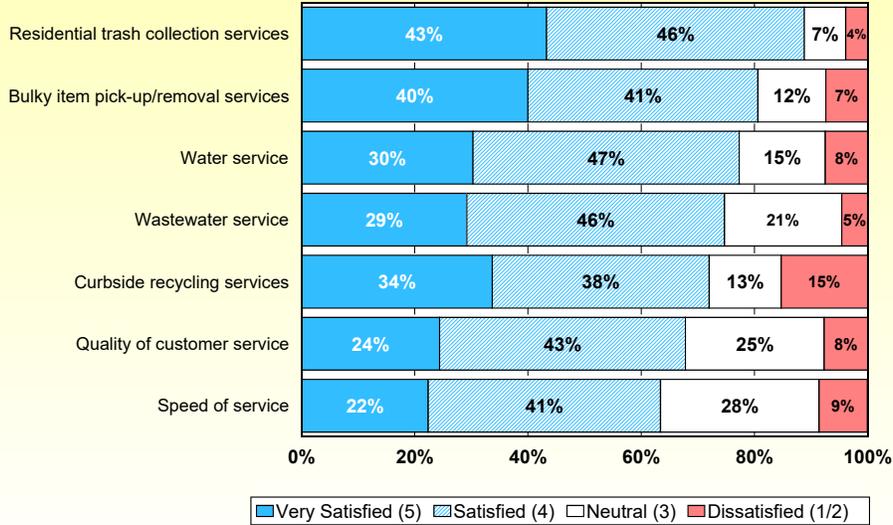


Source: ETC Institute (2017 - Oklahoma City, OK)



Q12. Satisfaction with City Utility Services

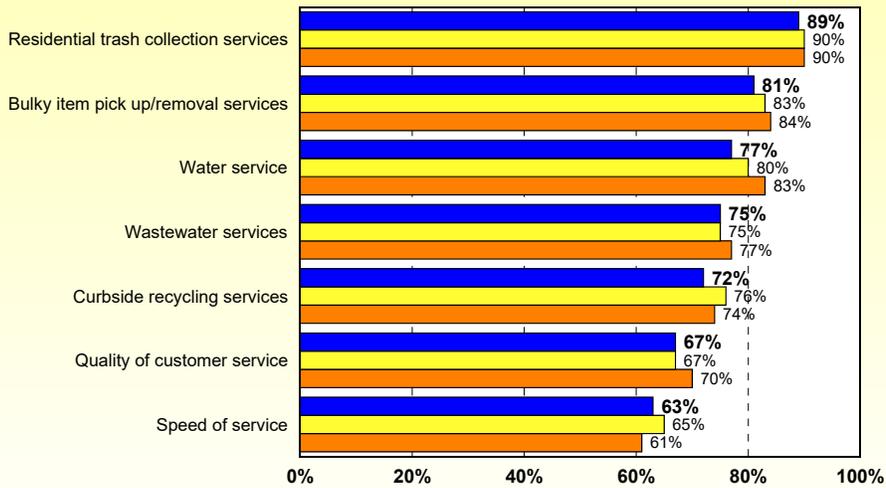
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - Oklahoma City, OK)

Satisfaction with City Utility Services 2015 to 2017

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



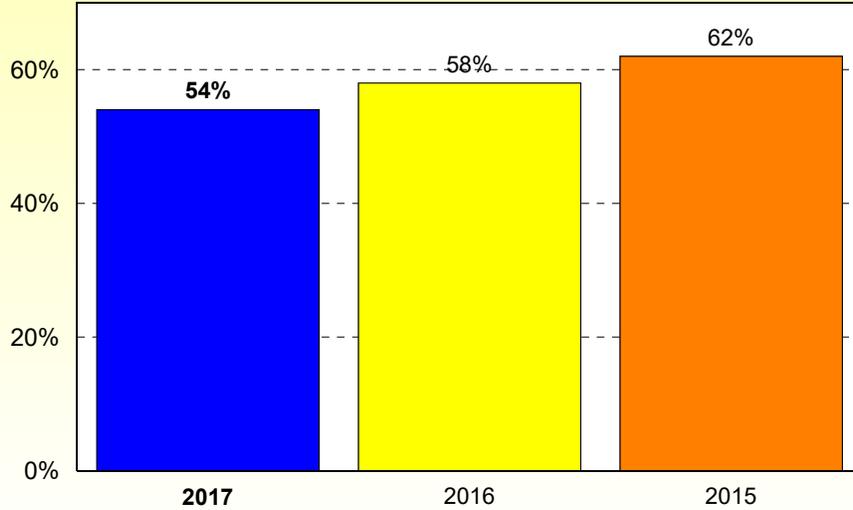
*Changes of +/- 3% or more are statistically significant

Source: ETC Institute (2017 - Oklahoma City, OK)

TRENDS

Q13. Are you aware that the City has a Household Hazardous Waste disposal facility at 1621 S. Portland where residents can dispose of paint, insecticides, motor oil, etc. free of charge?

by percentage of respondents who responded "yes"

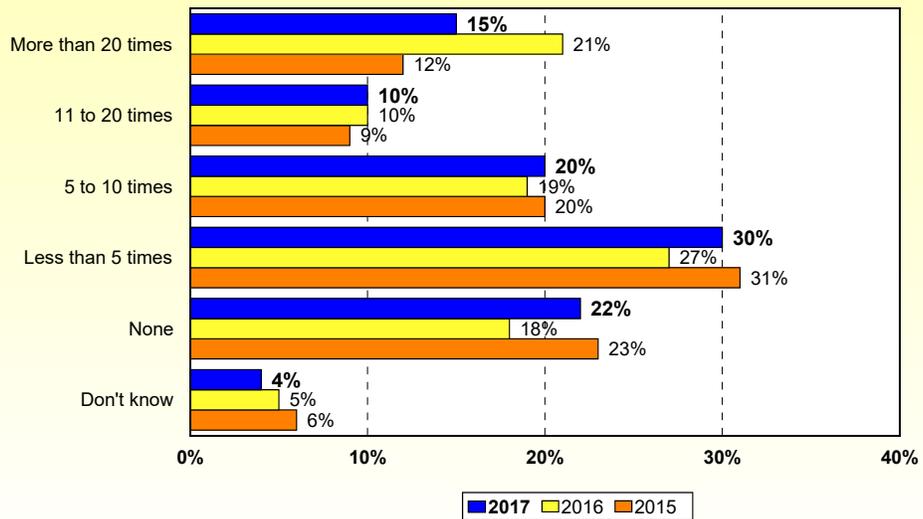


Source: ETC Institute (2017 - Oklahoma City, OK)

TRENDS

Q14. How many times in the past 12 months did you or a member of your family visit an Oklahoma City park or participate in an Oklahoma City Parks & Recreation program?

by percentage of respondents

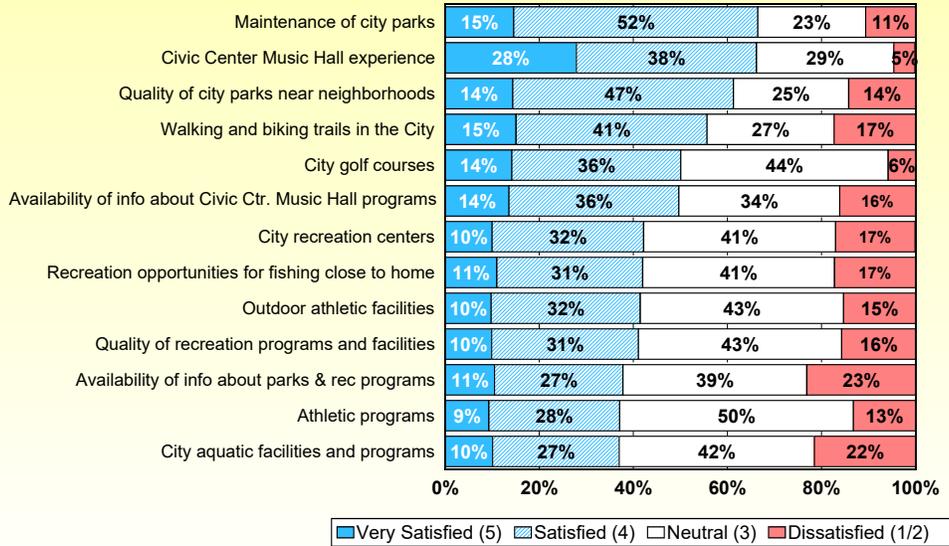


Source: ETC Institute (2017 - Oklahoma City, OK)

TRENDS

Q15. Satisfaction with Parks and Recreation

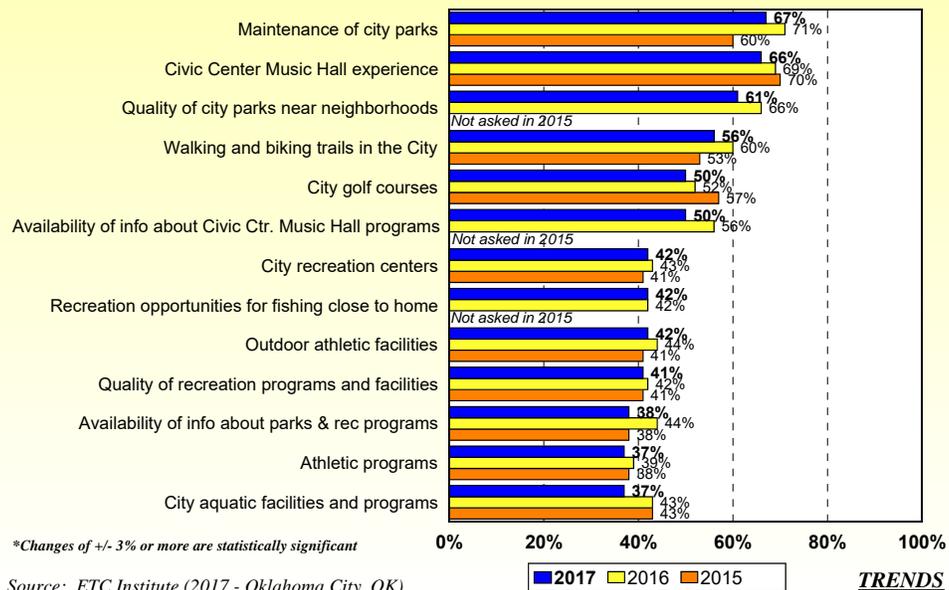
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - Oklahoma City, OK)

Satisfaction with Parks and Recreation 2015 to 2017

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



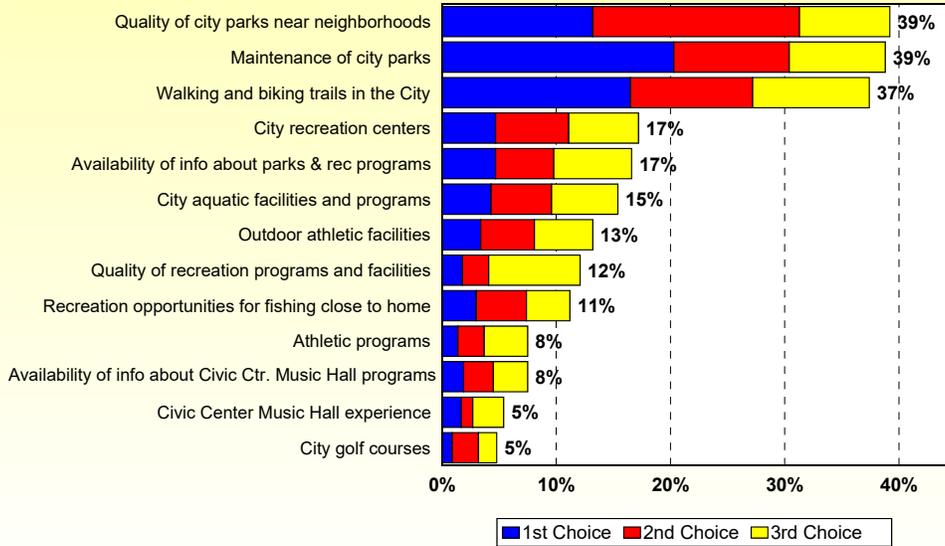
*Changes of +/- 3% or more are statistically significant

Source: ETC Institute (2017 - Oklahoma City, OK)

TRENDS

Q16. Parks and Recreation Items That Should Receive the Most Emphasis Over the Next Two Years

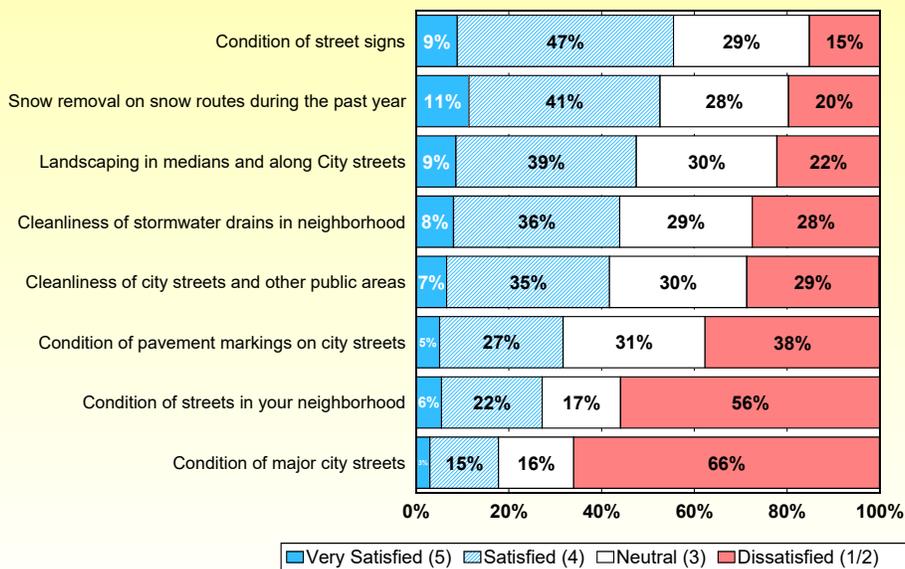
by percentage of respondents who selected the item as one of their top three choices



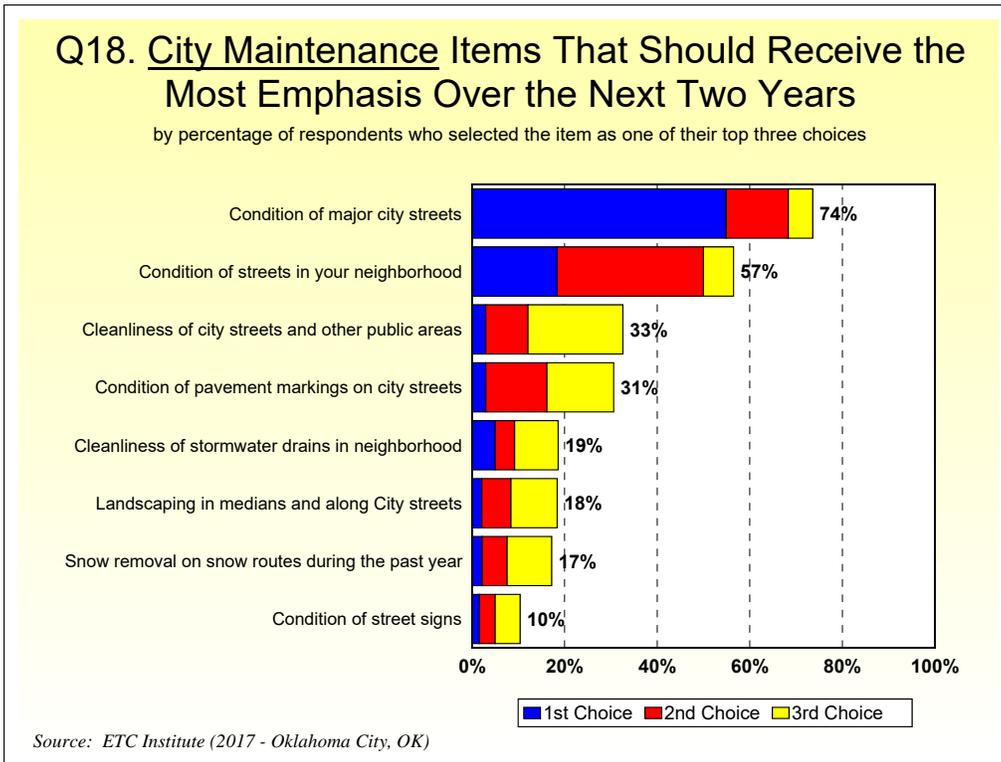
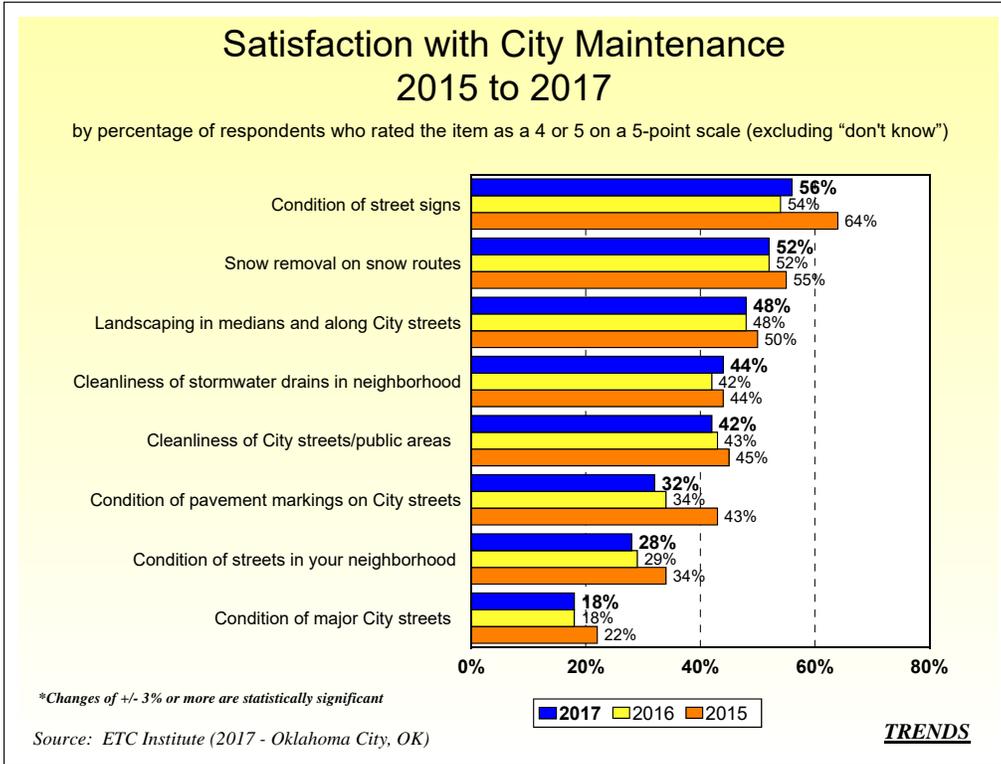
Source: ETC Institute (2017 - Oklahoma City, OK)

Q17. Satisfaction with City Maintenance

by percentage of respondents (excluding "don't know")

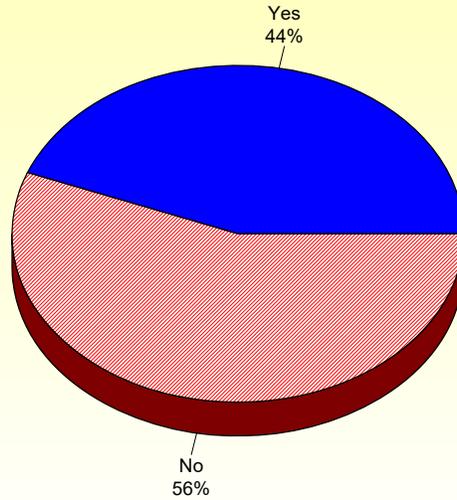


Source: ETC Institute (2017 - Oklahoma City, OK)



Q19. Have you contacted the City of Oklahoma City during the past year?

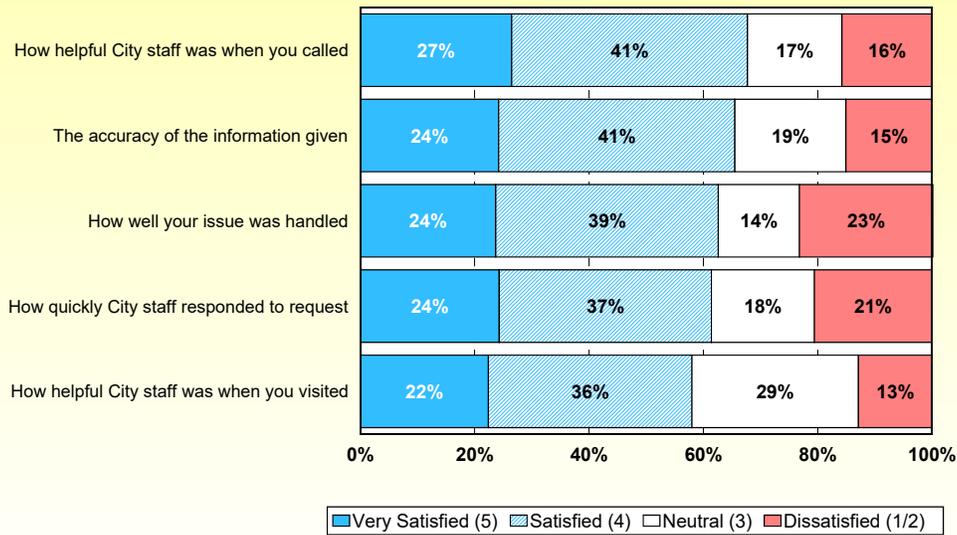
by percentage of respondents



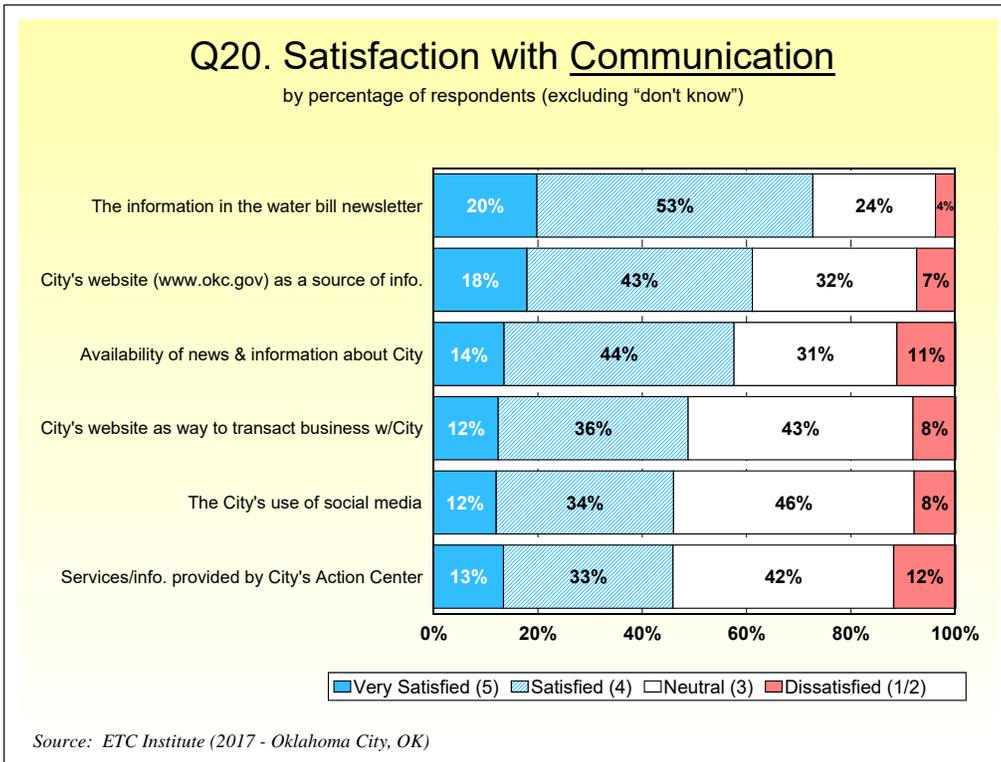
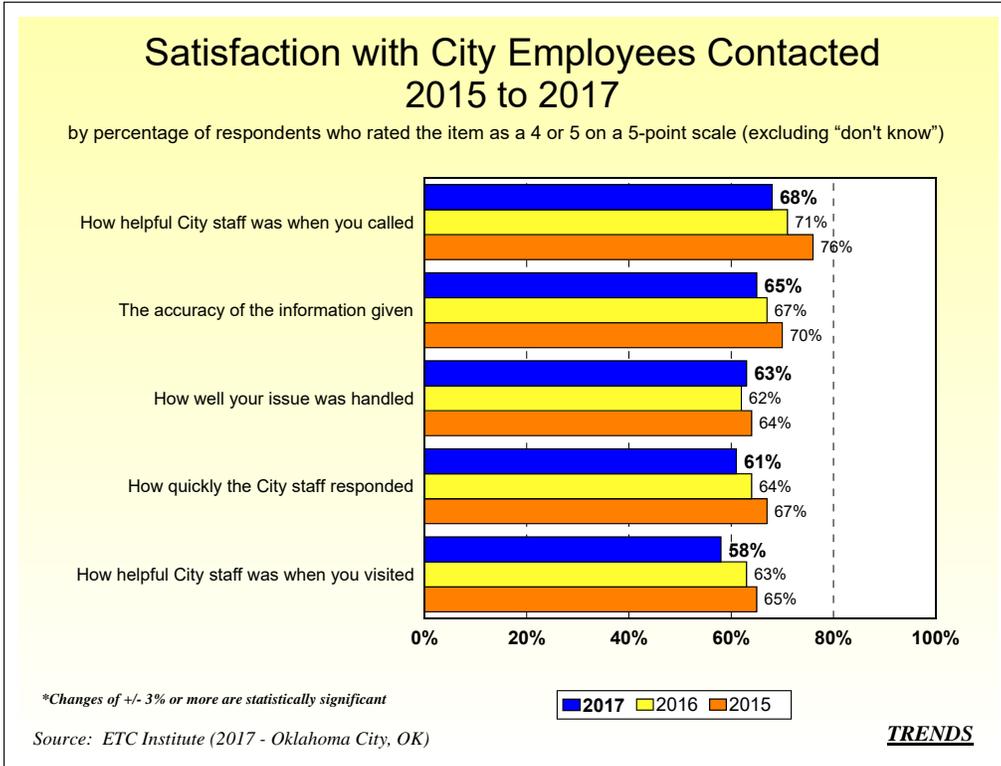
Source: ETC Institute (2017 - Oklahoma City, OK)

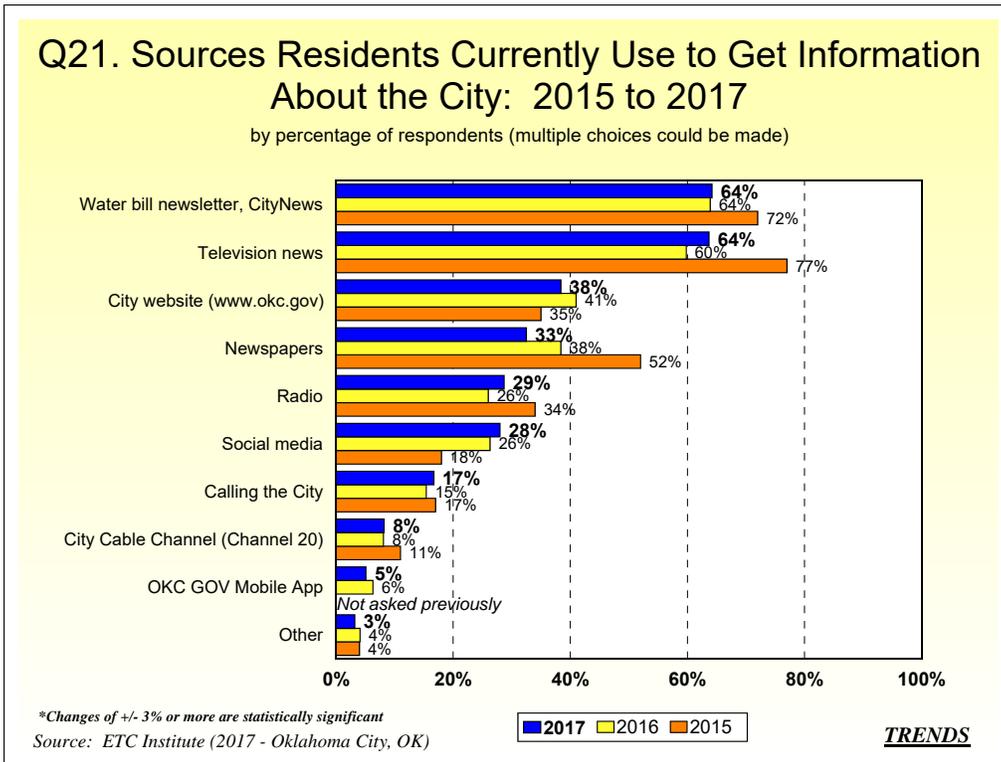
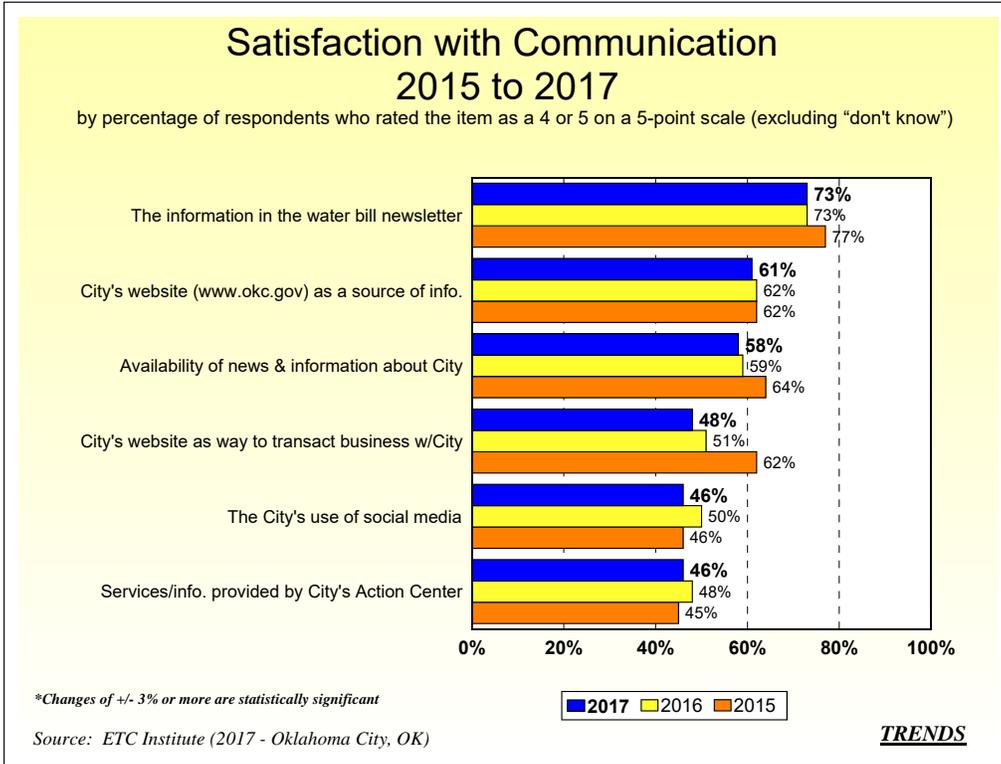
Q19a. Satisfaction with City Employees Contacted

by percentage of respondents who contacted the City during the past year (excluding "don't know")



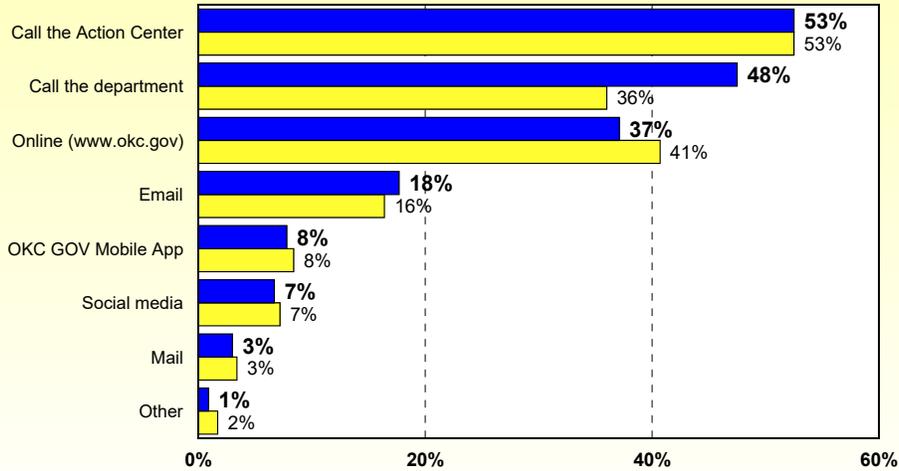
Source: ETC Institute (2017 - Oklahoma City, OK)





Q22. How do you prefer to report code violations and non-emergency problems or request a City service? 2016 vs. 2017

by percentage of respondents (multiple choices could be made)



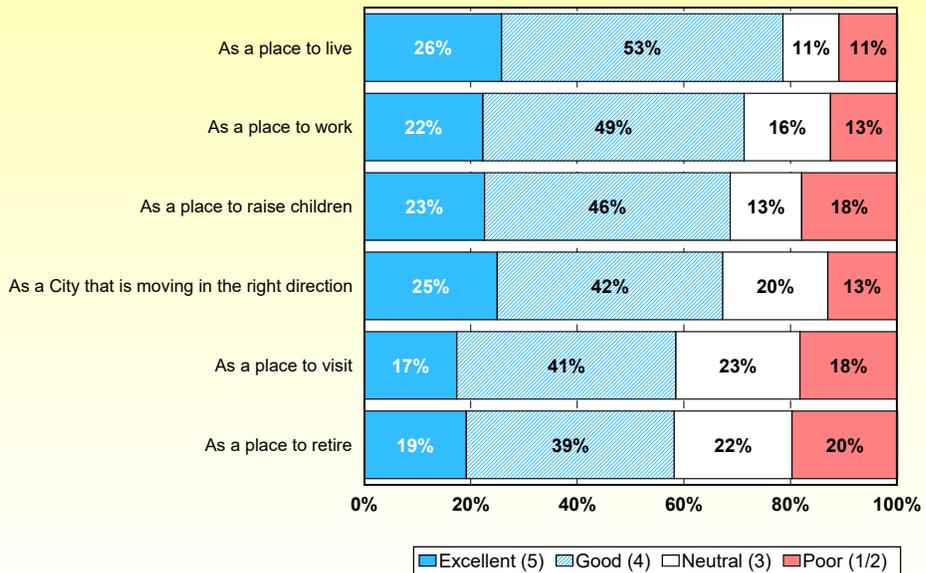
*Changes of +/- 3% or more are statistically significant
Source: ETC Institute (2017 - Oklahoma City, OK)

2017 2016

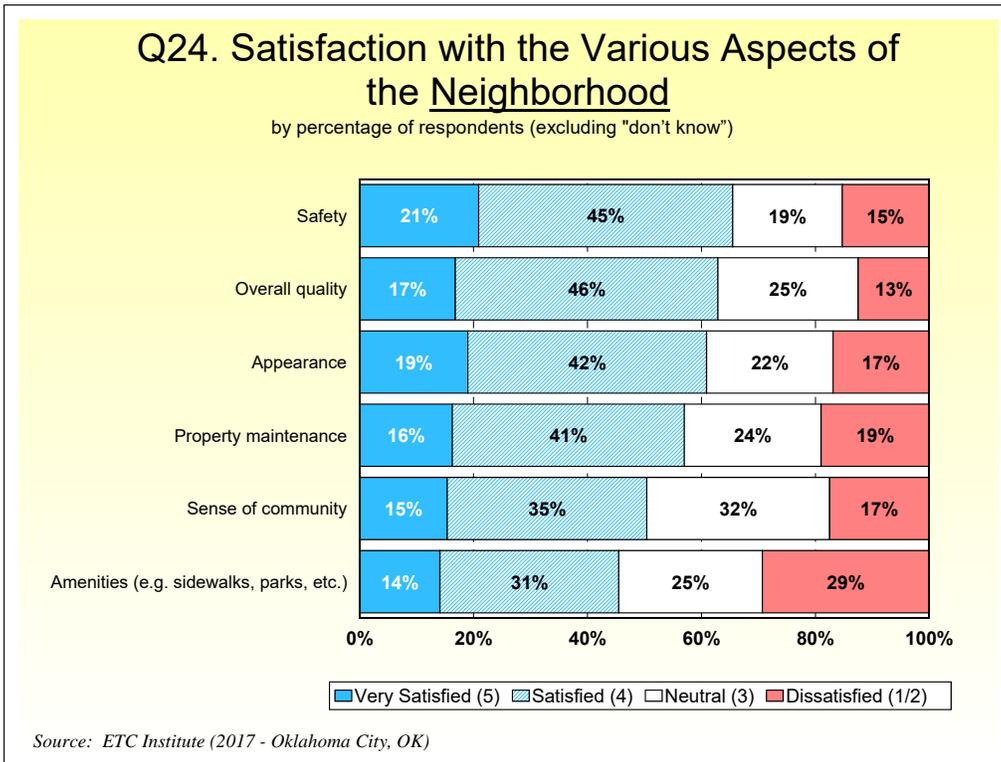
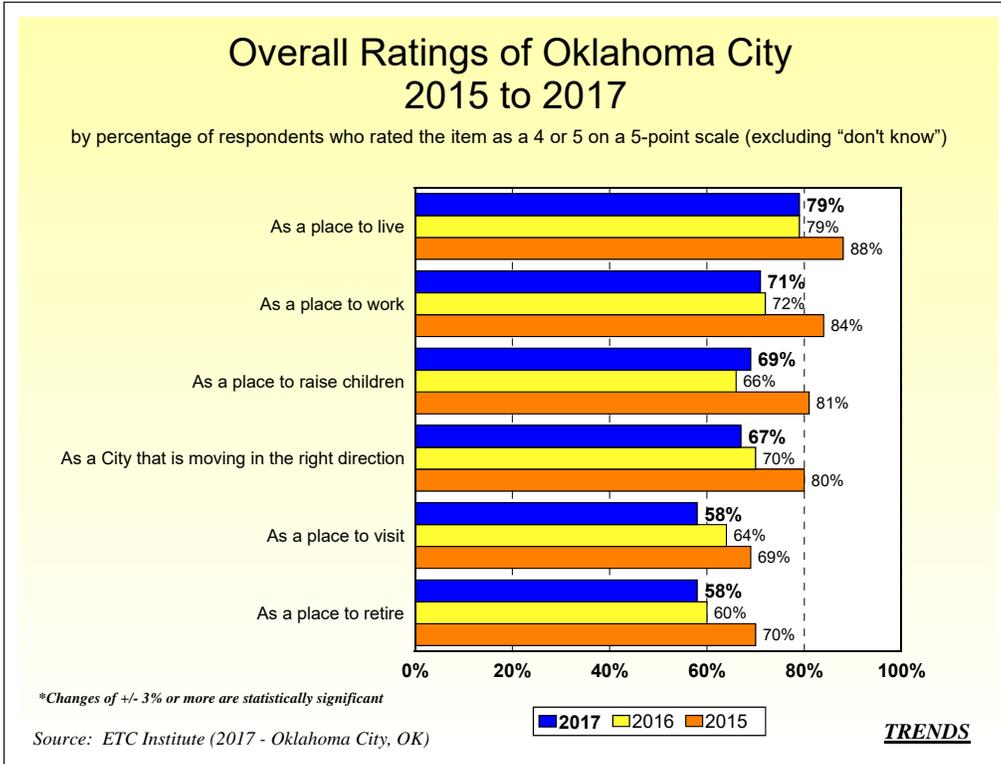
TRENDS

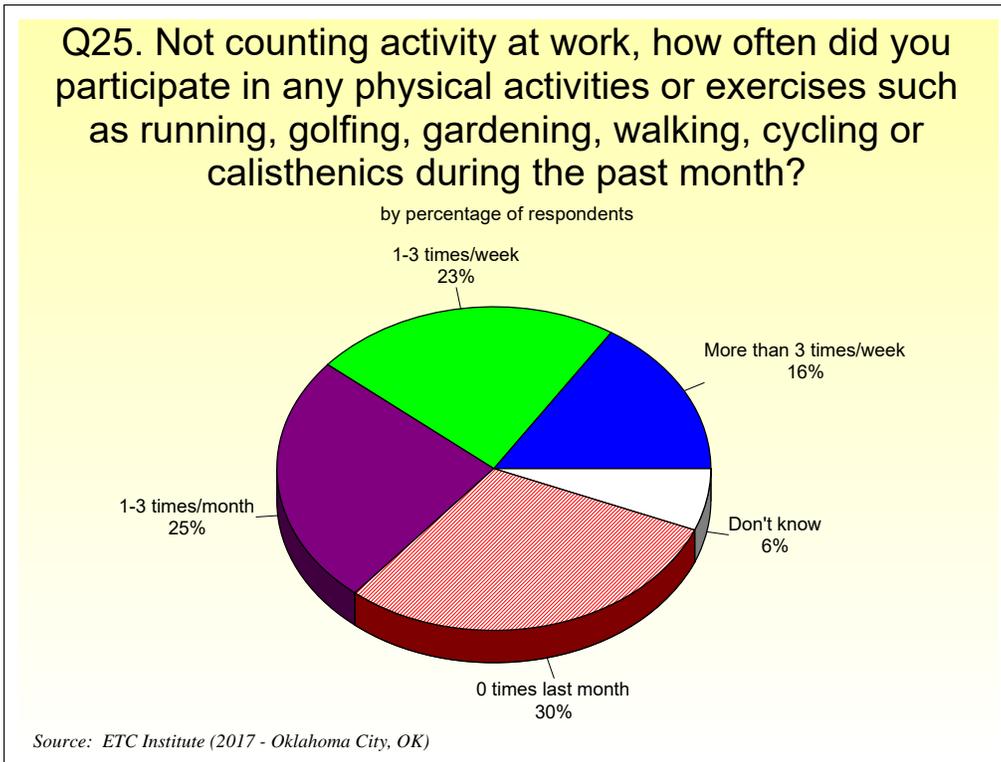
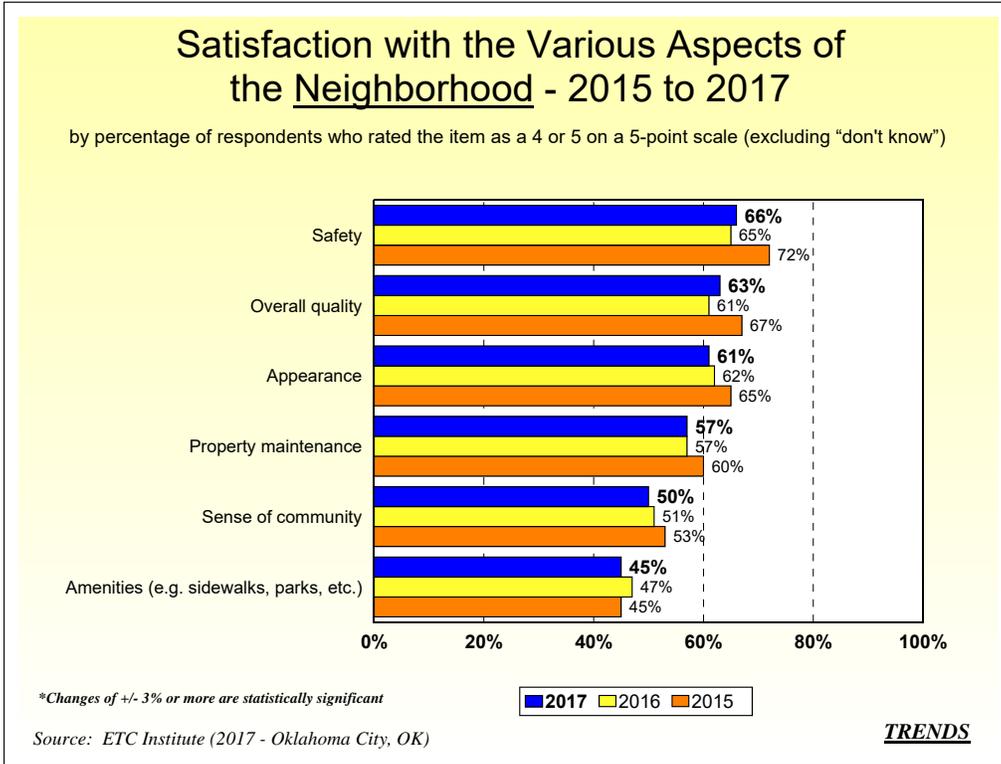
Q23. Overall Ratings of Oklahoma City

by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - Oklahoma City, OK)





Q26. Approximately how many years have you lived in Oklahoma City?

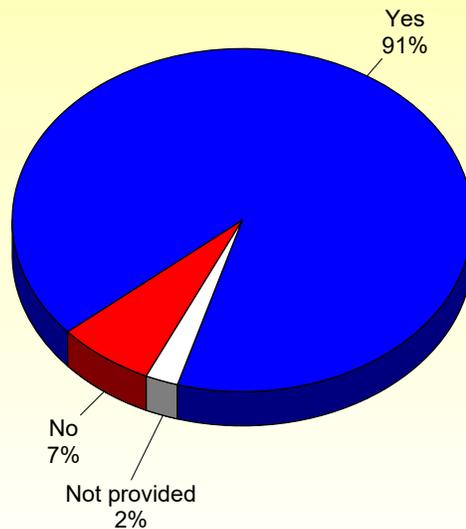
by percentage of respondents (excluding "not provided")



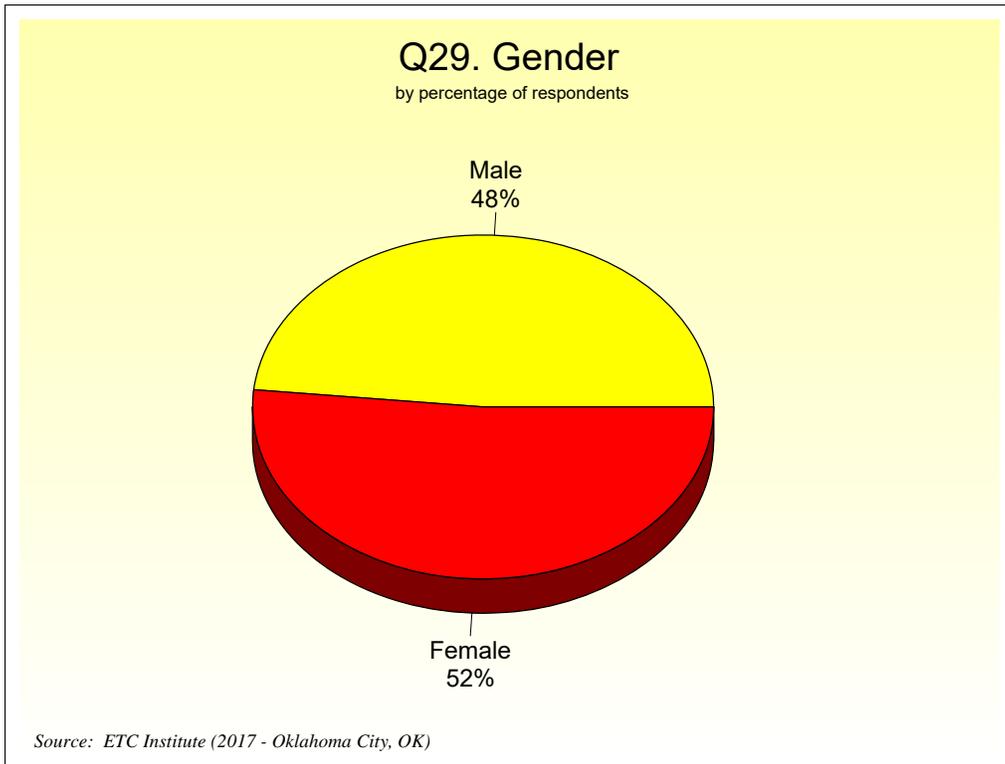
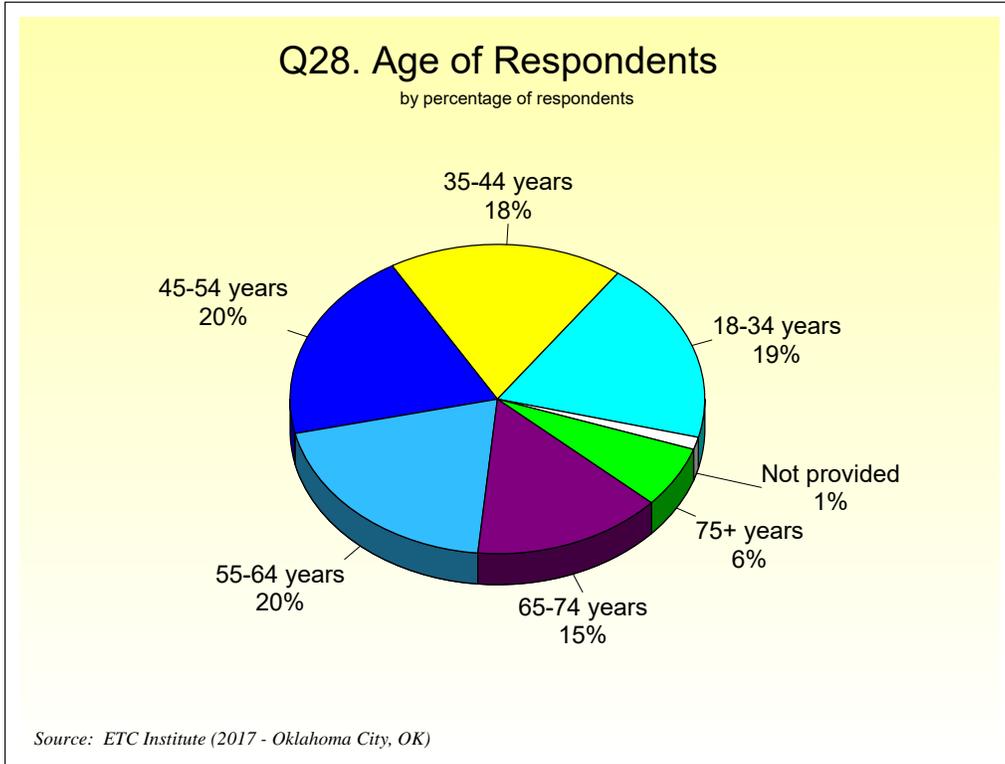
Source: ETC Institute (2017 - Oklahoma City, OK)

Q27. Are you registered to vote?

by percentage of respondents

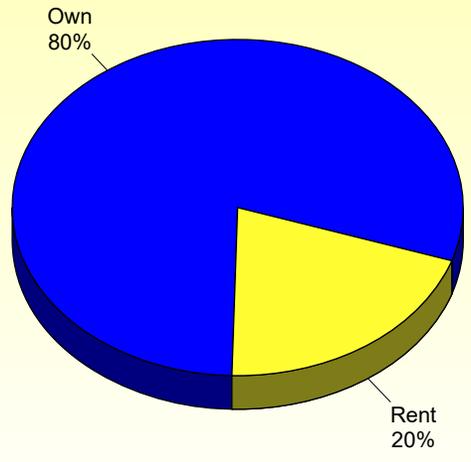


Source: ETC Institute (2017 - Oklahoma City, OK)



Q30. Do you own or rent your current residence?

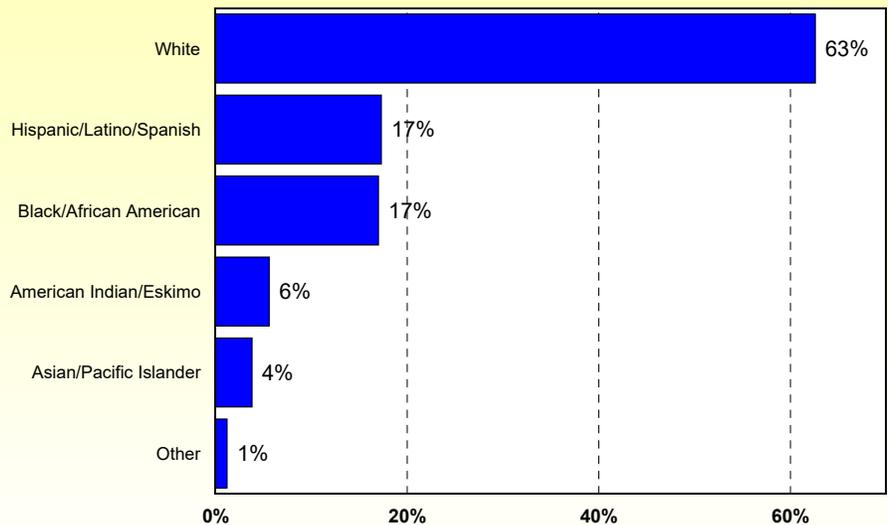
by percentage of respondents



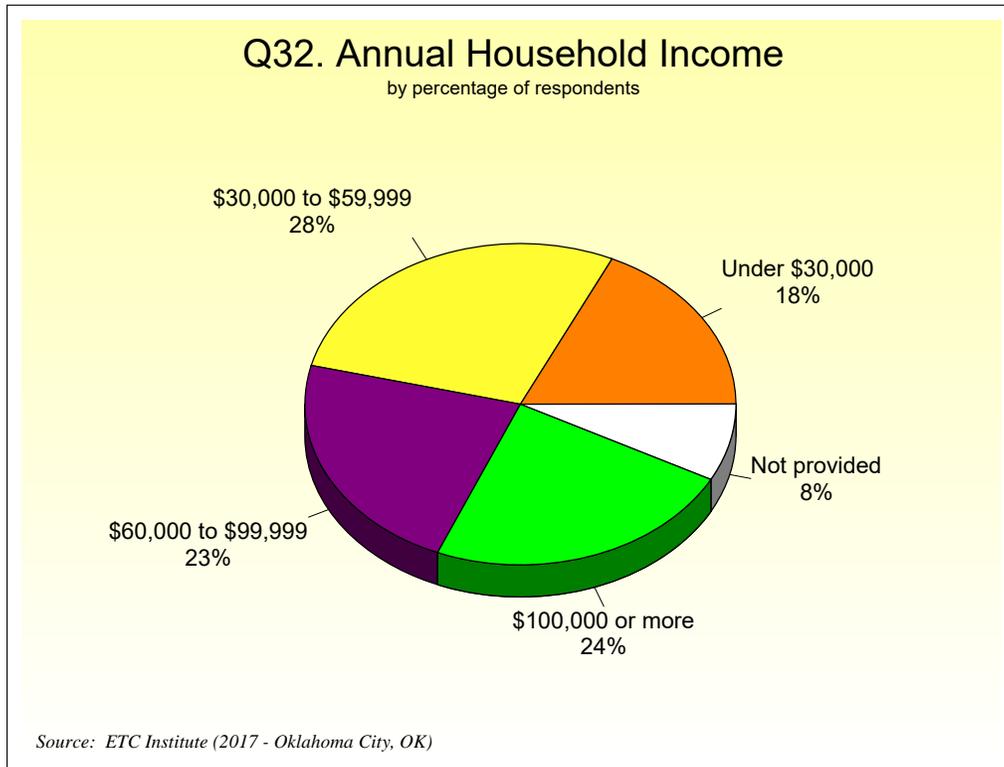
Source: ETC Institute (2017 - Oklahoma City, OK)

Q31. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2017 - Oklahoma City, OK)



Section 2: Benchmarking Data

DirectionFinder® Survey

Year 2017 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in nearly 210 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during July 2016 to a random sample of residents in the continental United States living in cities with a population of 250,000 or more and (2) survey results from 30 large communities (population of 250,000 or more) where the *DirectionFinder*® survey was administered between May 2013 and June 2017. The national survey results were used as the basis for the average performance ratings that are shown in this report. The results from individual cities were used as the basis for developing the range of performance and head-to-head comparisons. The communities included in the performance comparisons that are shown in this report are listed below:

- Arlington County, VA
- Arlington, TX
- Austin, TX
- Boston, MA
- Dallas, TX
- Denver, CO
- Des Moines, IA
- Detroit, MI
- Durham, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Houston, TX
- Indianapolis, IN
- Johnson County, KS
- Kansas City, MO
- Miami-Dade County, FL
- Minneapolis, MN
- Oakland, CA
- Plano, Texas
- Providence, RI
- San Antonio, TX
- San Francisco, CA
- San Diego, CA
- Seattle, WA
- St. Louis, MO
- Tempe, AZ
- Tulsa, OK
- Tucson, AZ
- Wichita, KS
- Yuma County, AZ

There are three sets of charts in this report:

- The **first set** shows the results for the City of Oklahoma City compare to the national average for cities with more than 250,000 residents.
- The **second set** shows head-to-head comparisons to other large cities in the central United States.
- The **third set** shows how the City of Oklahoma City compares to a range of performance in several specific areas. The mean rating on the third type of charts is shown as a vertical line. The actual ratings for Oklahoma City are listed to the right of each chart. The dot on each bar shows how the results for Oklahoma City compare to the other communities where the *DirectionFinder*[®] survey has been administered.

Significantly Above Average. There were 14 areas in which Oklahoma City rated significantly above the national average (e.g. more than 5% above) for cities with more than 250,000 residents. These areas are listed below:

- As a place to work (+27%)
- Bulky item pick-up/removal services (+27%)
- As a place to live (+25%)
- Customer service provided by City employees (+21%)
- As a place to raise children (+19%)
- Residential trash collection services (+18%)
- How well the City is planning growth (+17%)
- As a place to retire (+14%)
- Overall quality of City services provided (+12%)
- Overall quality of police service (+12%)
- Wastewater service (+12%)
- Recycling services (+11%)
- Quality of ambulance service (+8%)
- Quality of fire services (+6%)

Significantly Below Average. There were 8 areas in which Oklahoma City rated significantly below the national average (e.g. more than 5% below) for cities with more than 250,000 residents. These areas are listed below:

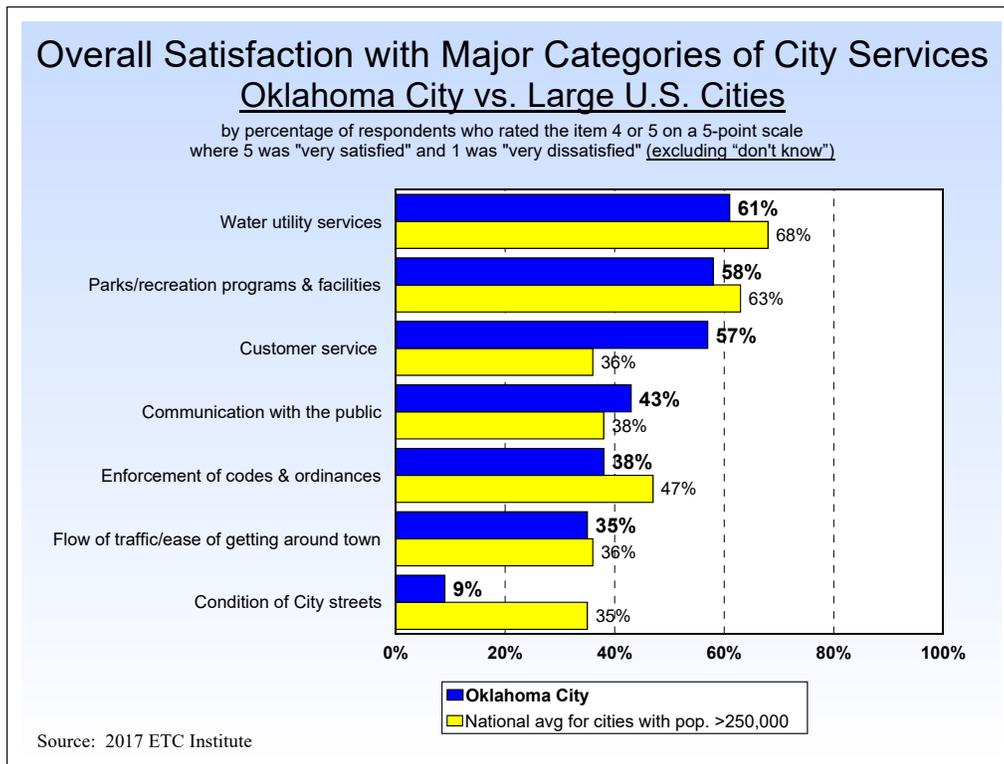
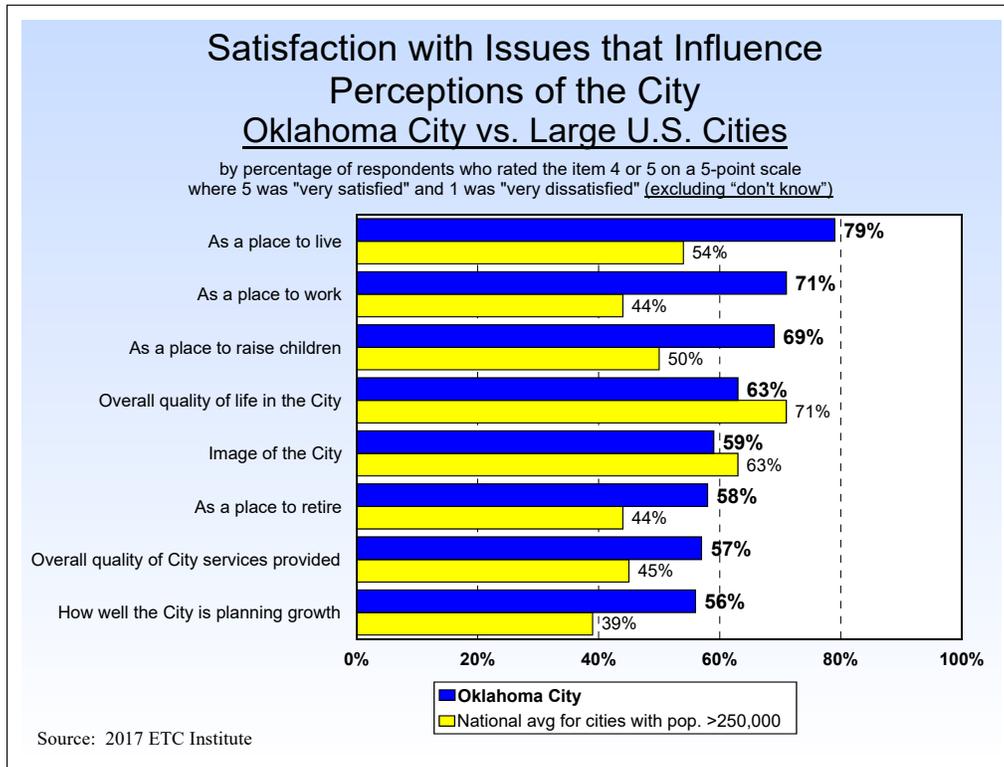
- Condition of City streets (-26%)
- Condition of major City streets (-25%)
- Outdoor athletic facilities (-18%)
- Cleanliness of City streets and public areas (-17%)
- Condition of neighborhood streets (-15%)
- Enforcement of codes and ordinances (-9%)
- Overall quality of life in the City (-8%)
- Water utility services (-7%)

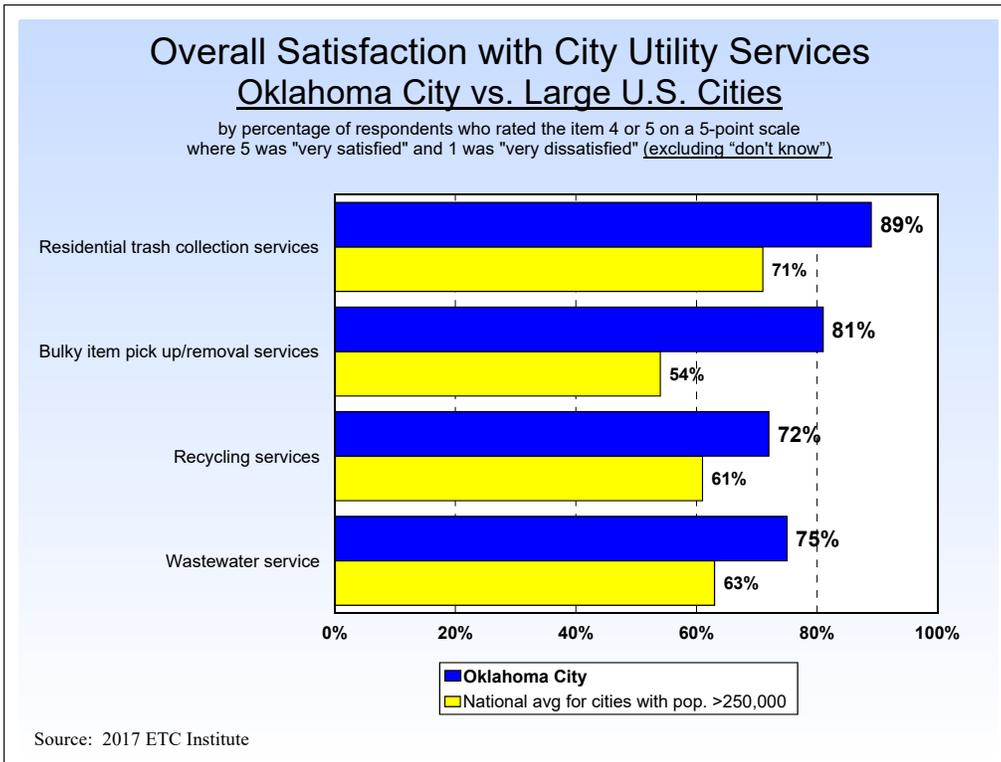
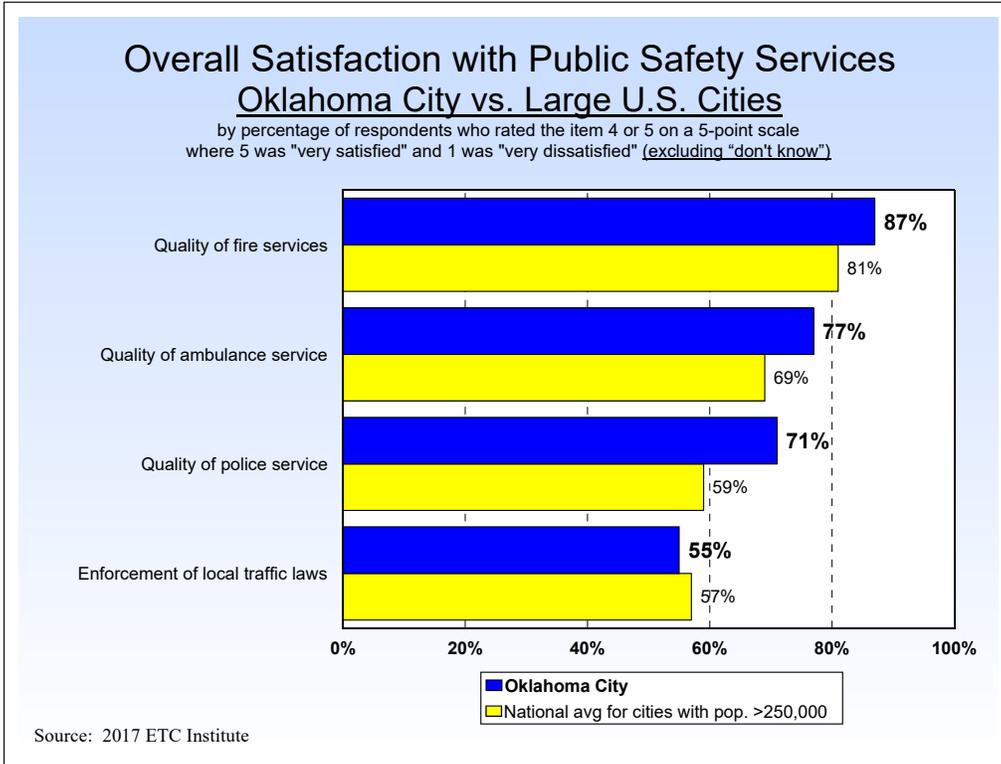
National Benchmarks

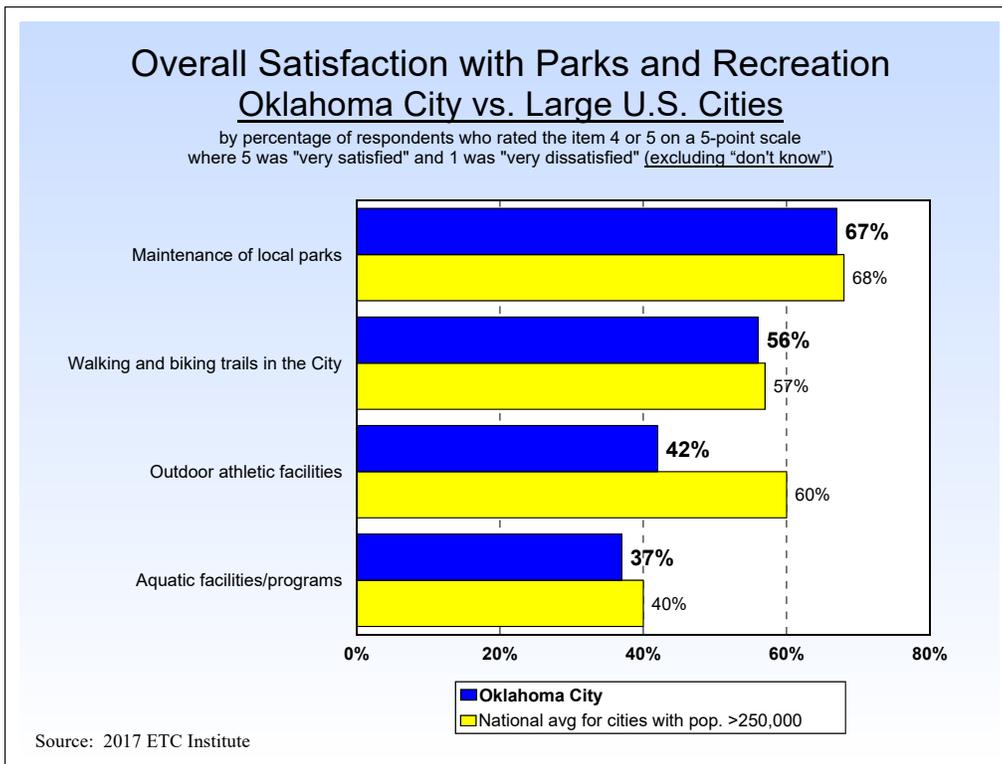
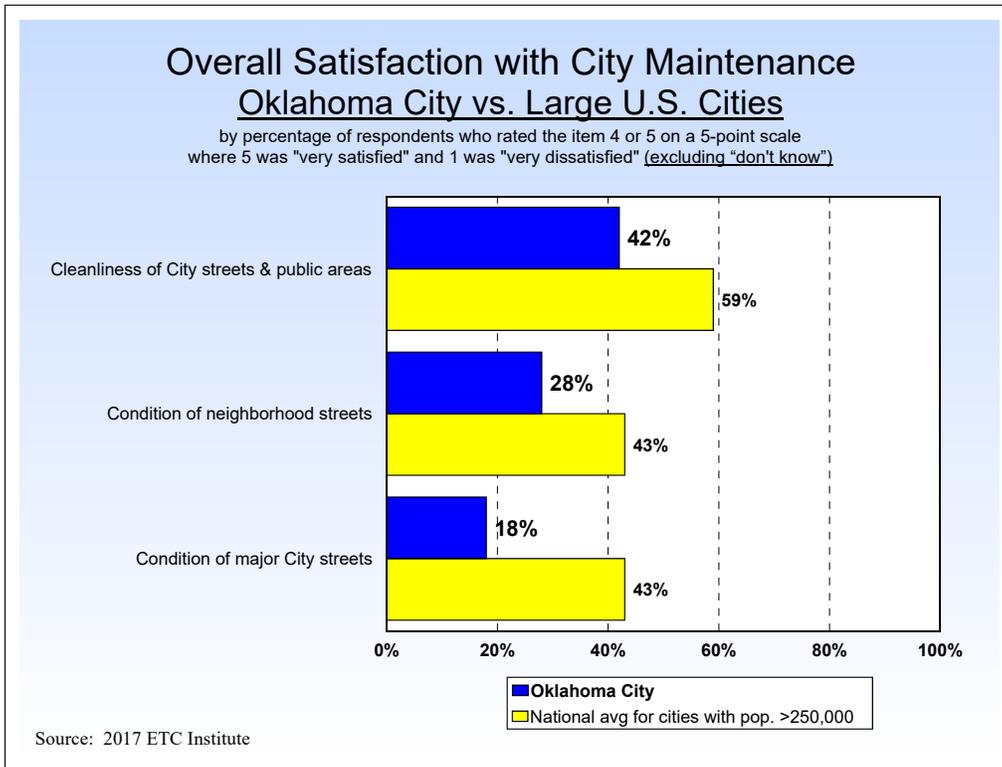
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Oklahoma City is not authorized without written consent from ETC Institute.

Benchmarking Communities

- Arlington County, VA
- Arlington, TX
- Austin, TX
- Boston, MA
- Dallas, TX
- Denver, CO
- Des Moines, IA
- Detroit, MI
- Durham, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Houston, TX
- Indianapolis, IN
- Johnson County, KS
- Kansas City, MO
- Miami-Dade County, FL
- Minneapolis, MN
- Oakland, CA
- Plano, Texas
- Providence, RI
- San Antonio, TX
- San Francisco, CA
- San Diego, CA
- Seattle, WA
- St. Louis, MO
- Tempe, AZ
- Tulsa, OK
- Tucson, AZ
- Wichita, KS
- Yuma County, AZ





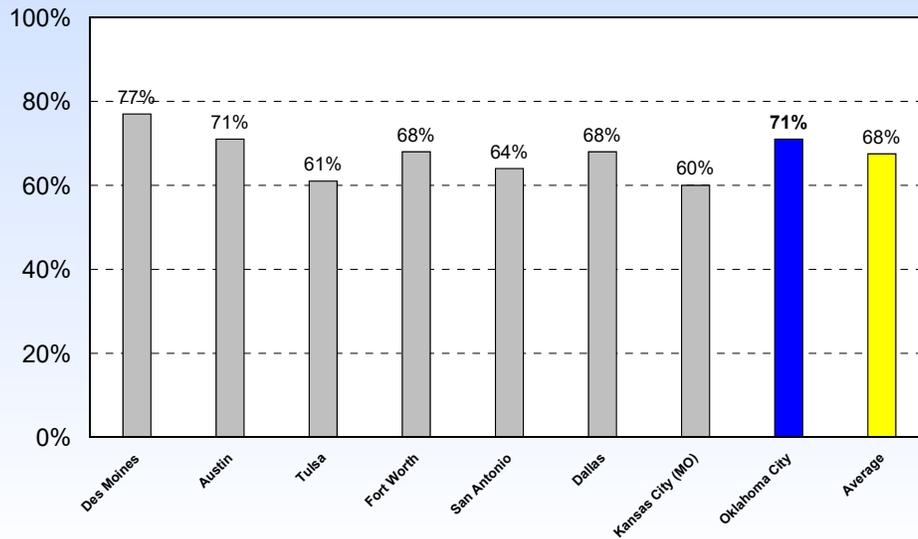


Selected Head-to-Head Comparisons

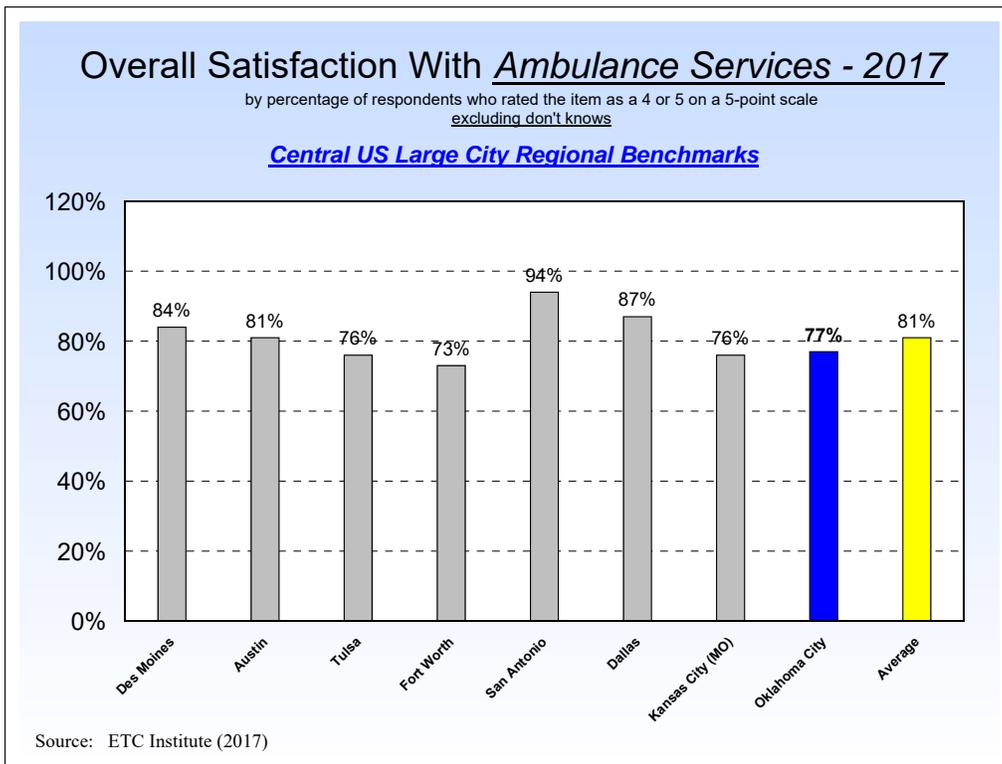
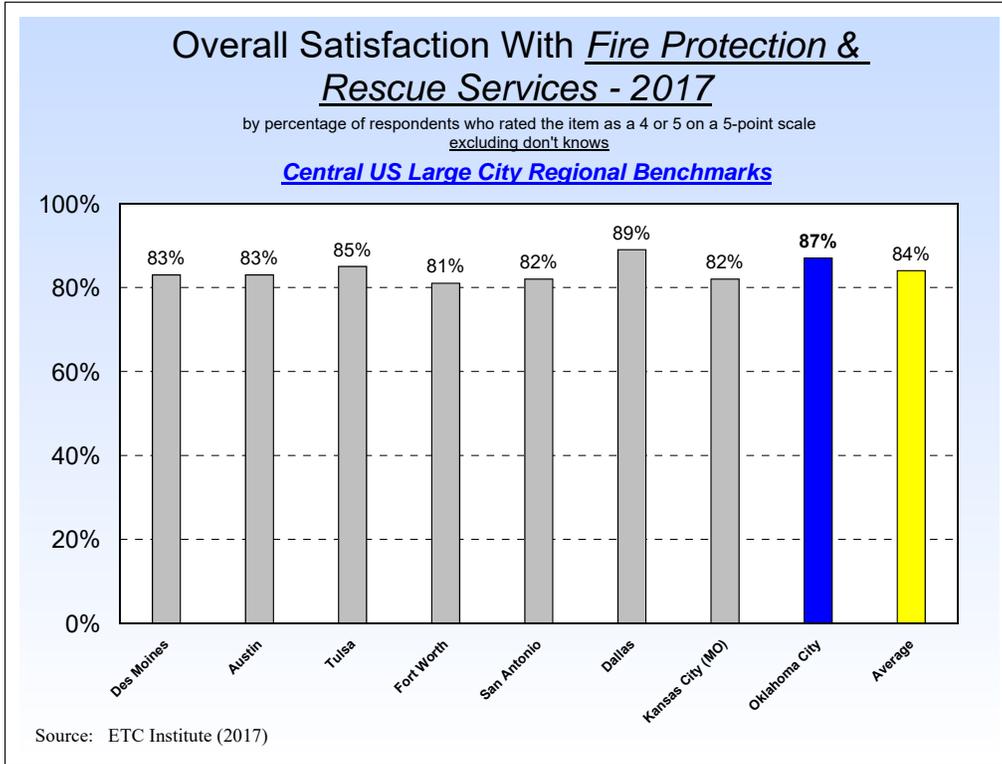
Overall Satisfaction With *Police Services* - 2017

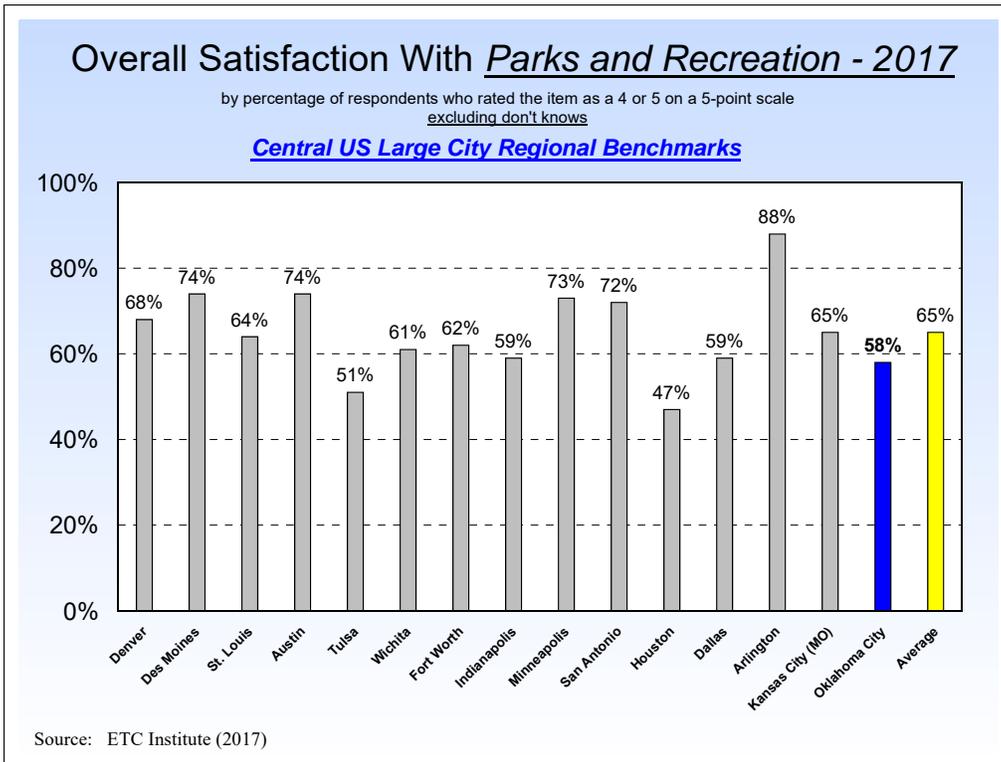
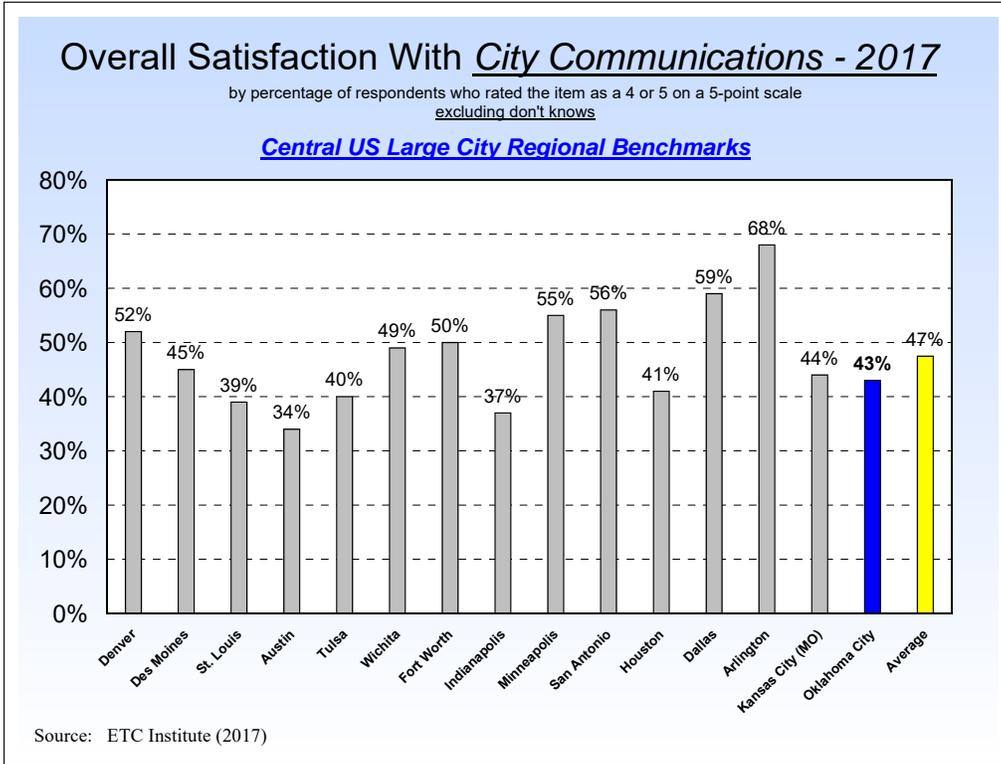
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

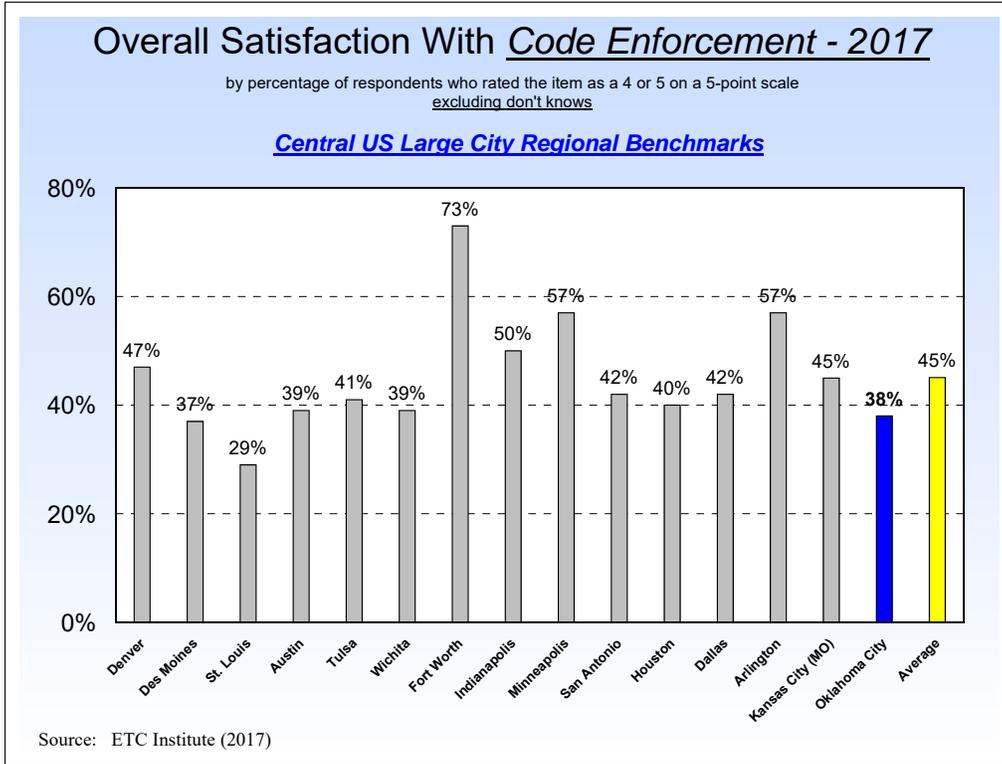
Central US Large City Regional Benchmarks



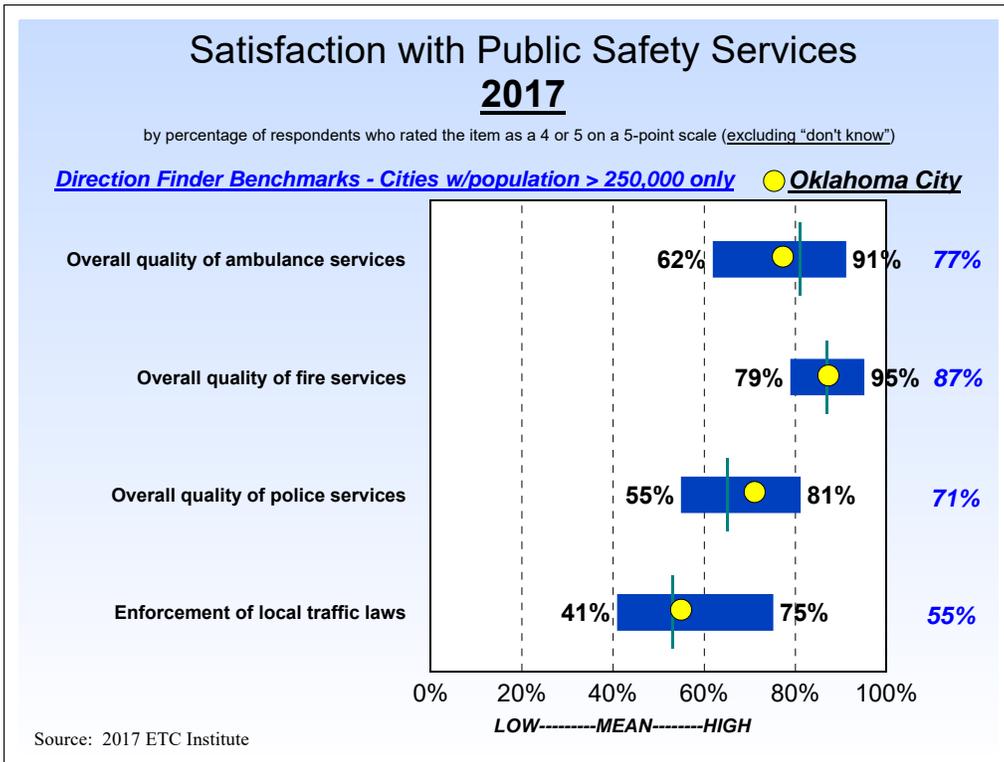
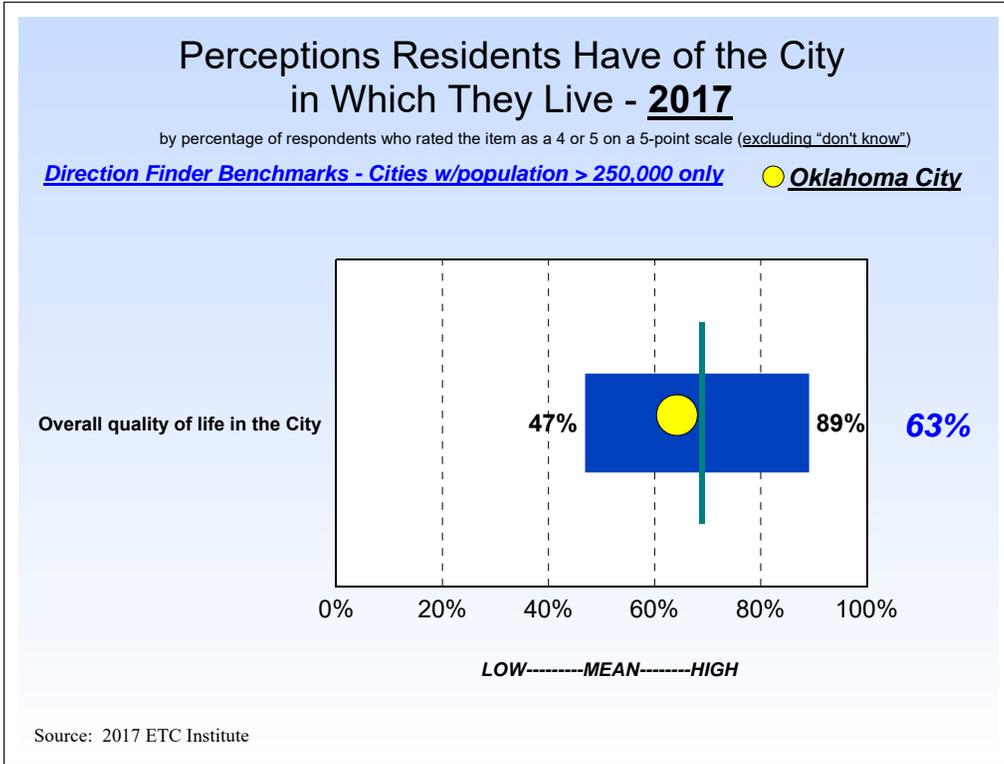
Source: ETC Institute (2017)

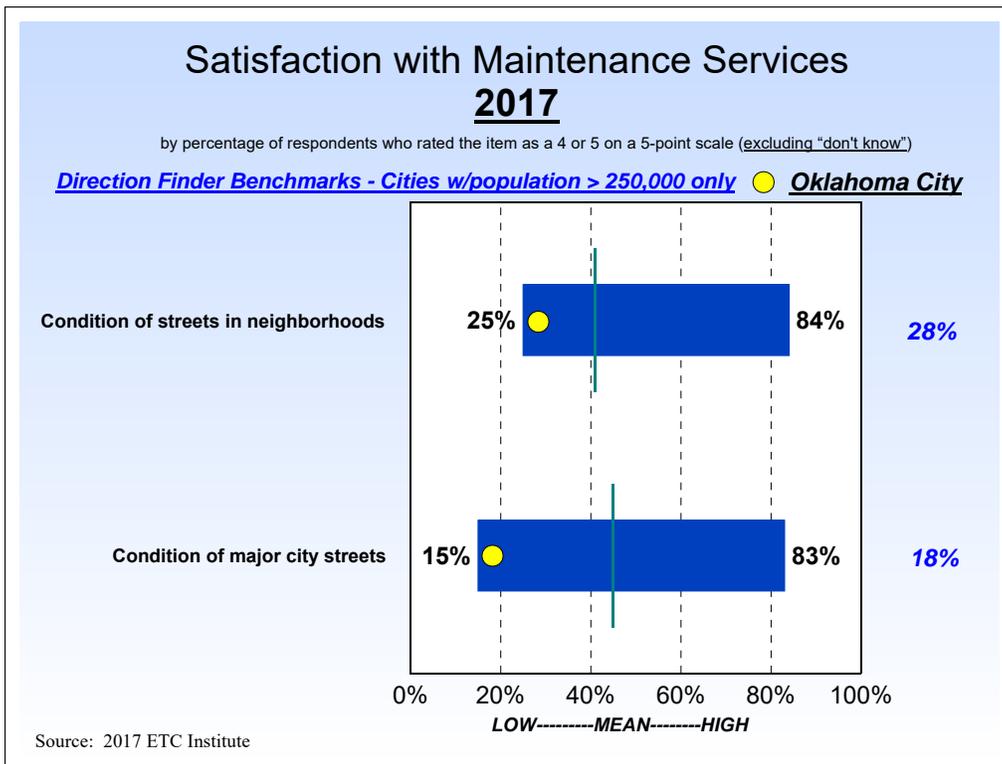
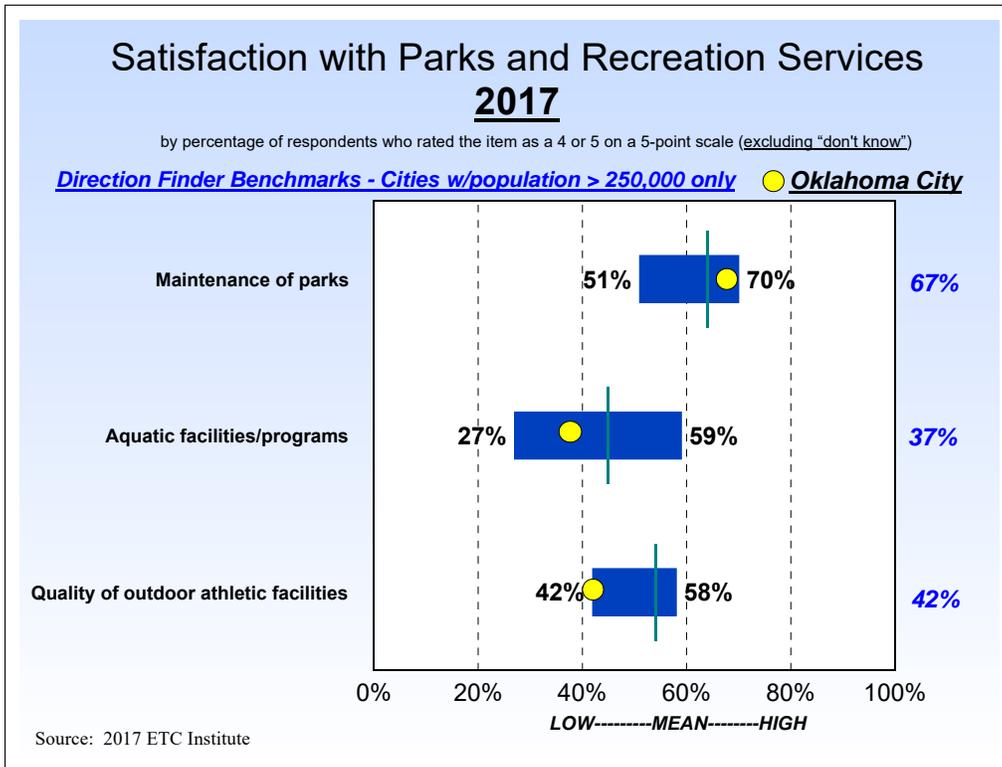






Comparison to a Range of Performance





Section 3:
Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Oklahoma City, Oklahoma

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. $[IS=Importance \times (1-Satisfaction)]$.

Example of the Calculation. Respondents were asked to identify the major categories of city services they thought should receive the most emphasis from City leaders over the next two years. Approximately seventy-eight percent (77.5%) ranked "condition of City streets" as one of the most important services to emphasize over the next two years.

With regard to satisfaction, “condition of City streets” was ranked eleventh overall, with 9% rating this category as a “4” or a “5” on a 5-point scale, excluding “don't know” responses. The I-S rating for “condition of City streets” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 77.5% was multiplied by 91% (1-0.09). This calculation yielded an I-S rating of 0.7053, which was ranked first out of eleven major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Oklahoma City are provided on the following pages.

Importance-Satisfaction Rating Oklahoma City - 2017 Overall

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS>.20)						
Condition of City streets	78%	1	9%	11	0.7053	1
Flow of traffic and ease of getting around town	45%	2	35%	9	0.2925	2
High Priority (IS .10-.20)						
Quality of the City's public transit system	20%	5	25%	10	0.1485	3
Enforcement of City codes/ordinances	17%	6	38%	8	0.1029	4
Medium Priority (IS <.10)						
Quality of parks/rec. programs/facilities	24%	4	58%	5	0.0991	5
Quality of police service	33%	3	71%	3	0.0948	6
Effectiveness of City communication w/ public	12%	8	43%	7	0.0707	7
Quality of City water utilities	13%	7	61%	4	0.0495	8
Quality of customer service from City employees	7%	11	57%	6	0.0284	9
Quality of ambulance service	7%	10	77%	2	0.0152	10
Quality of fire service	10%	9	87%	1	0.0134	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating Oklahoma City - 2017 Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Enforcing clean up of junk/debris on private property	59%	1	44%	2	0.3321	1
Enforcing the mowing/cutting of grass/weeds on private property	52%	2	39%	6	0.3148	2
Enforcing exterior maintenance of residential property	35%	3	36%	7	0.2253	3
<u>High Priority (IS .10-.20)</u>						
Quality of animal control services	32%	4	41%	5	0.1882	4
City efforts to remove inoperable vehicles	30%	5	43%	3	0.1710	5
Enforcing sign regulations	19%	6	43%	4	0.1089	6
<u>Medium Priority (IS < .10)</u>						
Enforcing neighborhood yard parking regulations	18%	7	49%	1	0.0928	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
Oklahoma City - 2017
Parks and Recreation

<u>Category of Service</u>	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Walking and biking trails in the City	37%	3	56%	4	0.1646	1
Quality of city parks near neighborhoods	39%	1	61%	3	0.1529	2
Maintenance of city parks	39%	2	67%	1	0.1280	3
Availability of info about parks & rec programs	17%	5	38%	11	0.1029	4
<u>Medium Priority (IS <.10)</u>						
City recreation centers	17%	4	42%	7	0.0998	5
City aquatic facilities and programs	15%	6	37%	13	0.0970	6
Outdoor athletic facilities	13%	7	42%	9	0.0766	7
Quality of recreation programs and facilities	12%	8	41%	10	0.0714	8
Recreation opportunities for fishing close to home	11%	9	42%	8	0.0650	9
Athletic programs	8%	11	37%	12	0.0473	10
Availability of info about Civic Ctr. Music Hall programs	8%	10	50%	6	0.0375	11
City golf courses	5%	13	50%	5	0.0240	12
Civic Center Music Hall experience	5%	12	66%	2	0.0184	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating Oklahoma City - 2017 City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Condition of major City streets	74%	1	18%	8	0.6035	1
Condition of streets in your neighborhood	57%	2	28%	7	0.4068	2
Condition of pavement markings on City streets	31%	4	32%	6	0.2081	3
<u>High Priority (IS .10-.20)</u>						
Cleanliness of City streets/public areas	33%	3	42%	5	0.1891	4
Cleanliness of stormwater drains in neighborhood	19%	5	44%	4	0.1042	5
<u>Medium Priority (IS < .10)</u>						
Landscaping in medians and along City streets	18%	6	48%	3	0.0957	6
Snow removal on snow routes	17%	7	52%	2	0.0826	7
Condition of street signs	10%	8	56%	1	0.0458	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

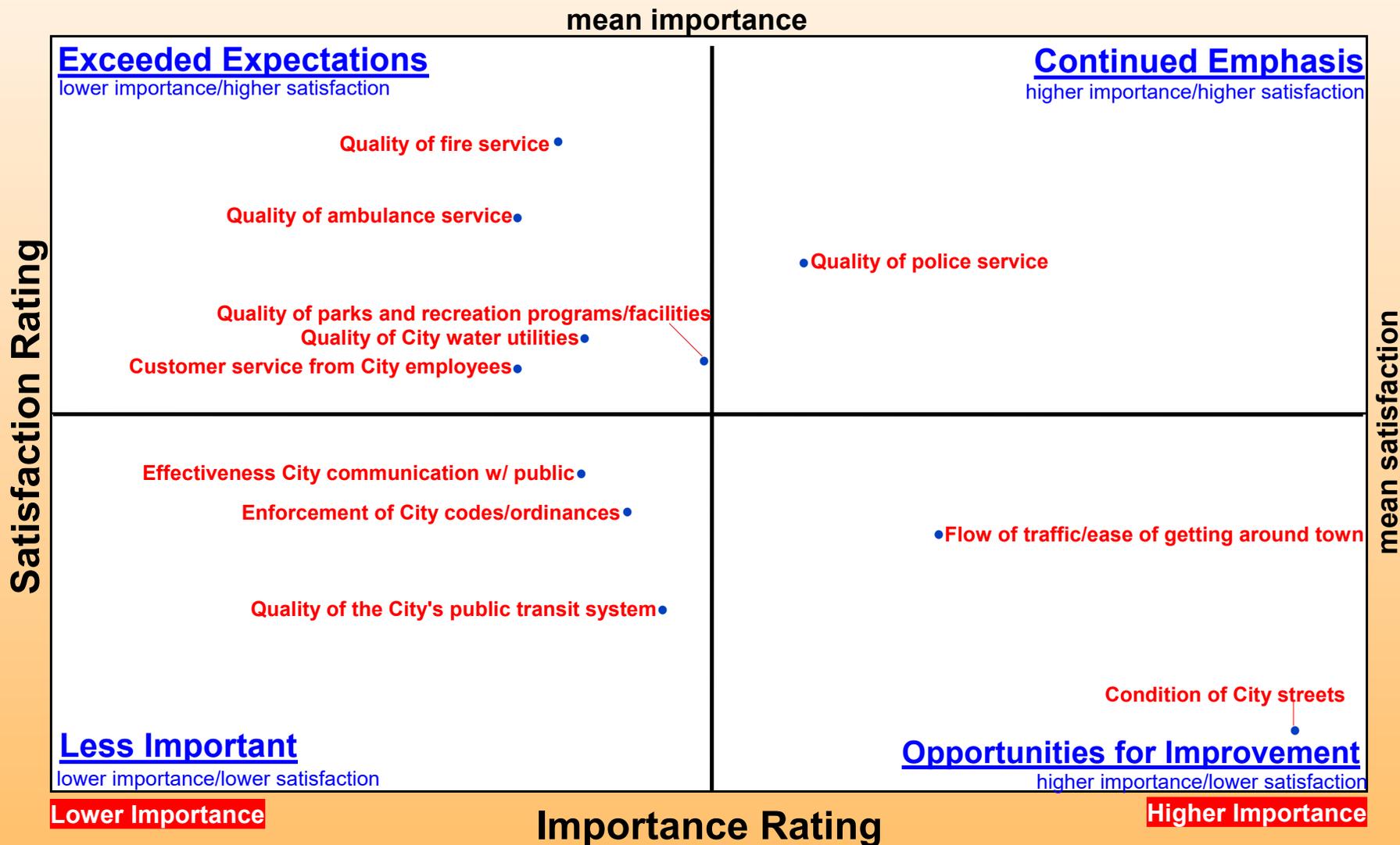
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Oklahoma City are provided on the following pages.

2017 City of Oklahoma City DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

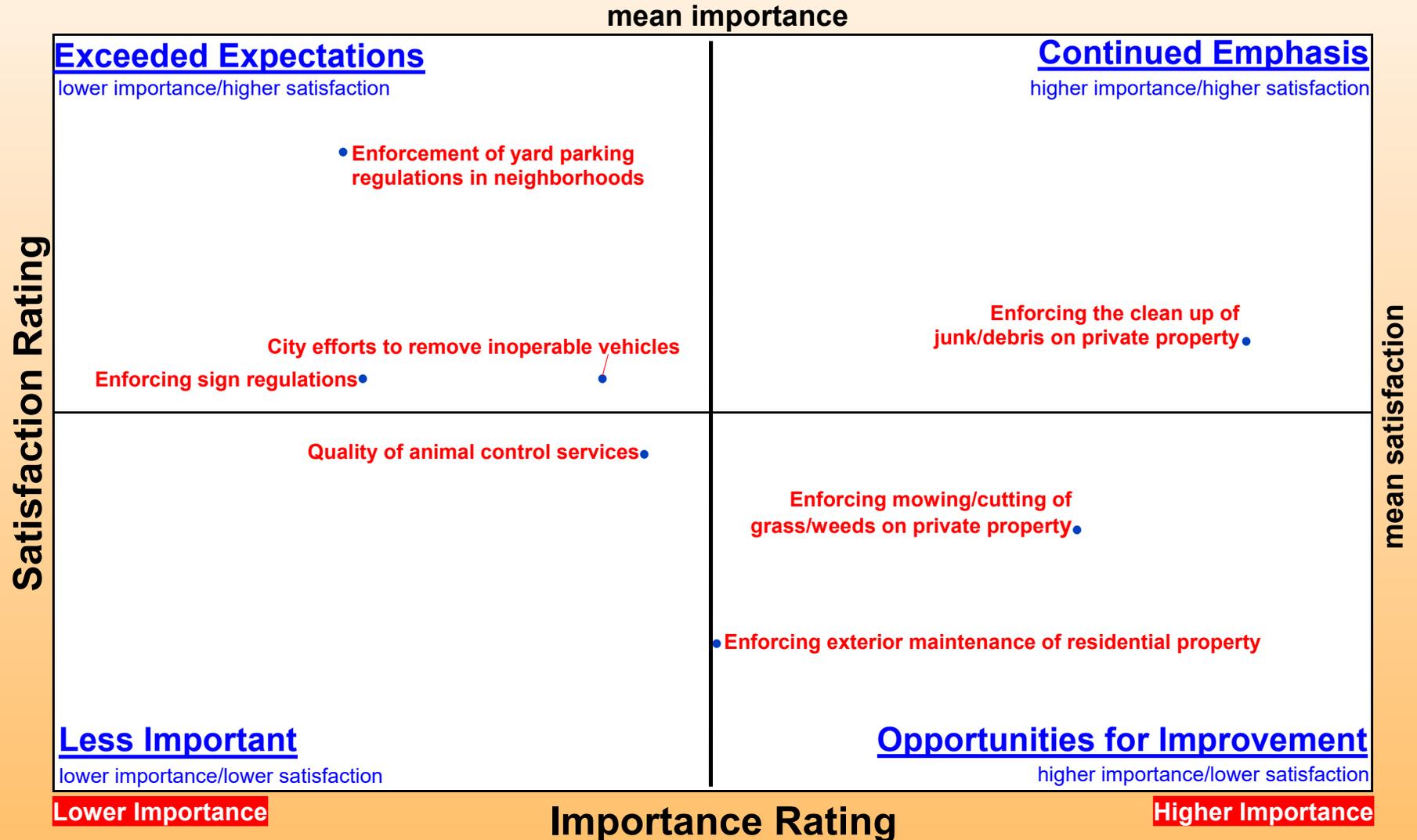


Source: ETC Institute (2017)

2017 City of Oklahoma City DirectionFinder Importance-Satisfaction Assessment Matrix

-Code Enforcement-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

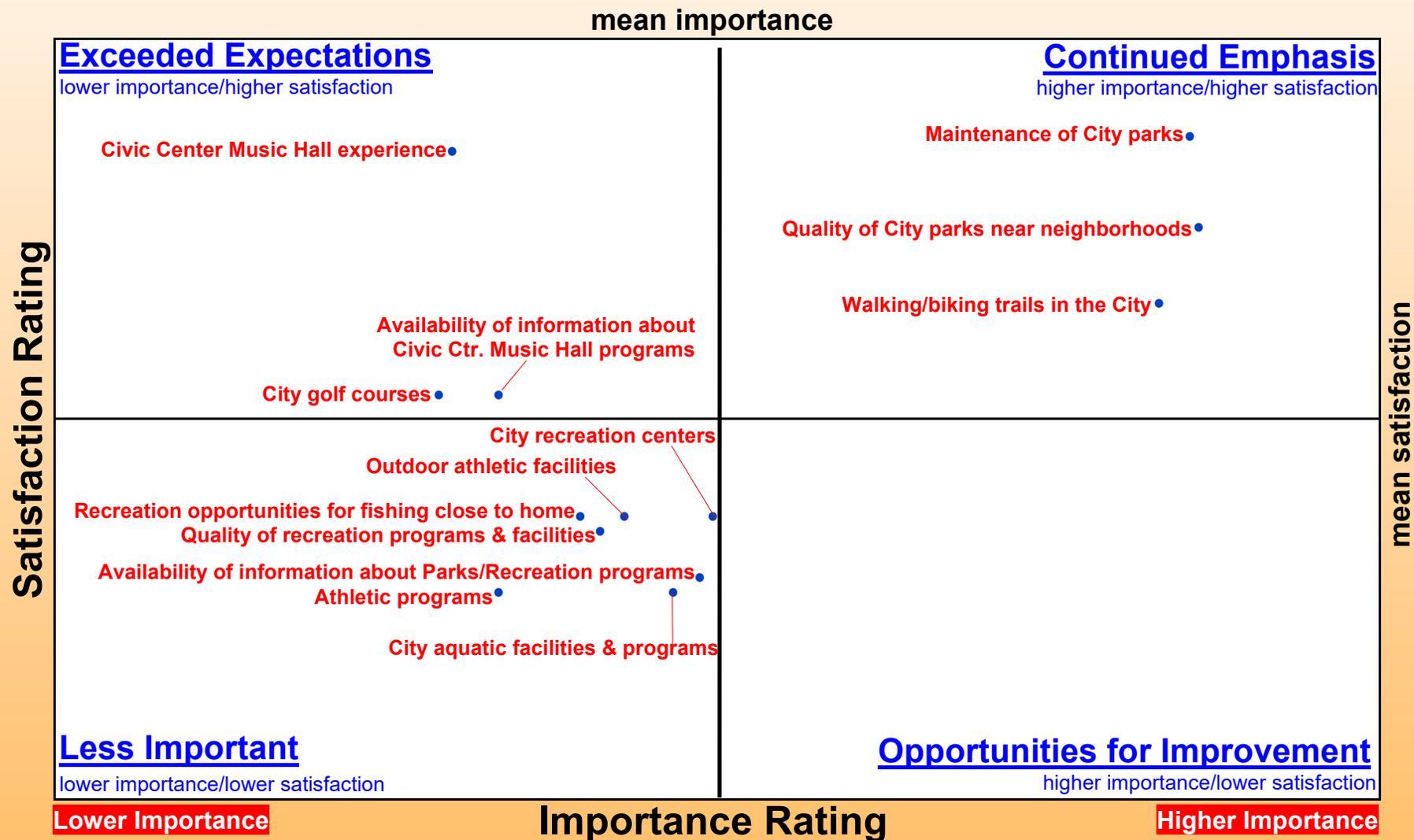


Source: ETC Institute (2017)

2017 City of Oklahoma City DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

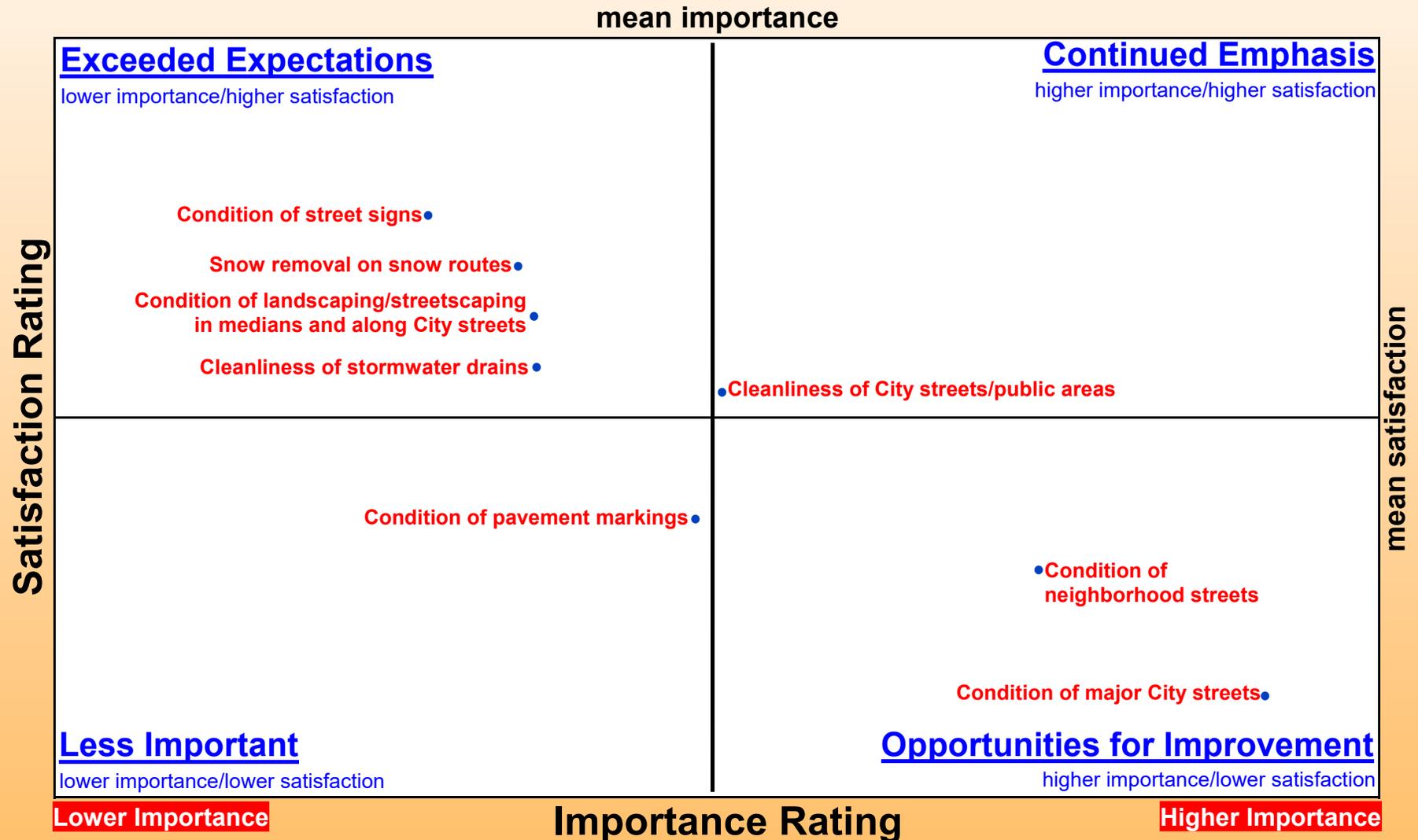


Source: ETC Institute (2017)

2017 City of Oklahoma City DirectionFinder Importance-Satisfaction Assessment Matrix

-City Maintenance-

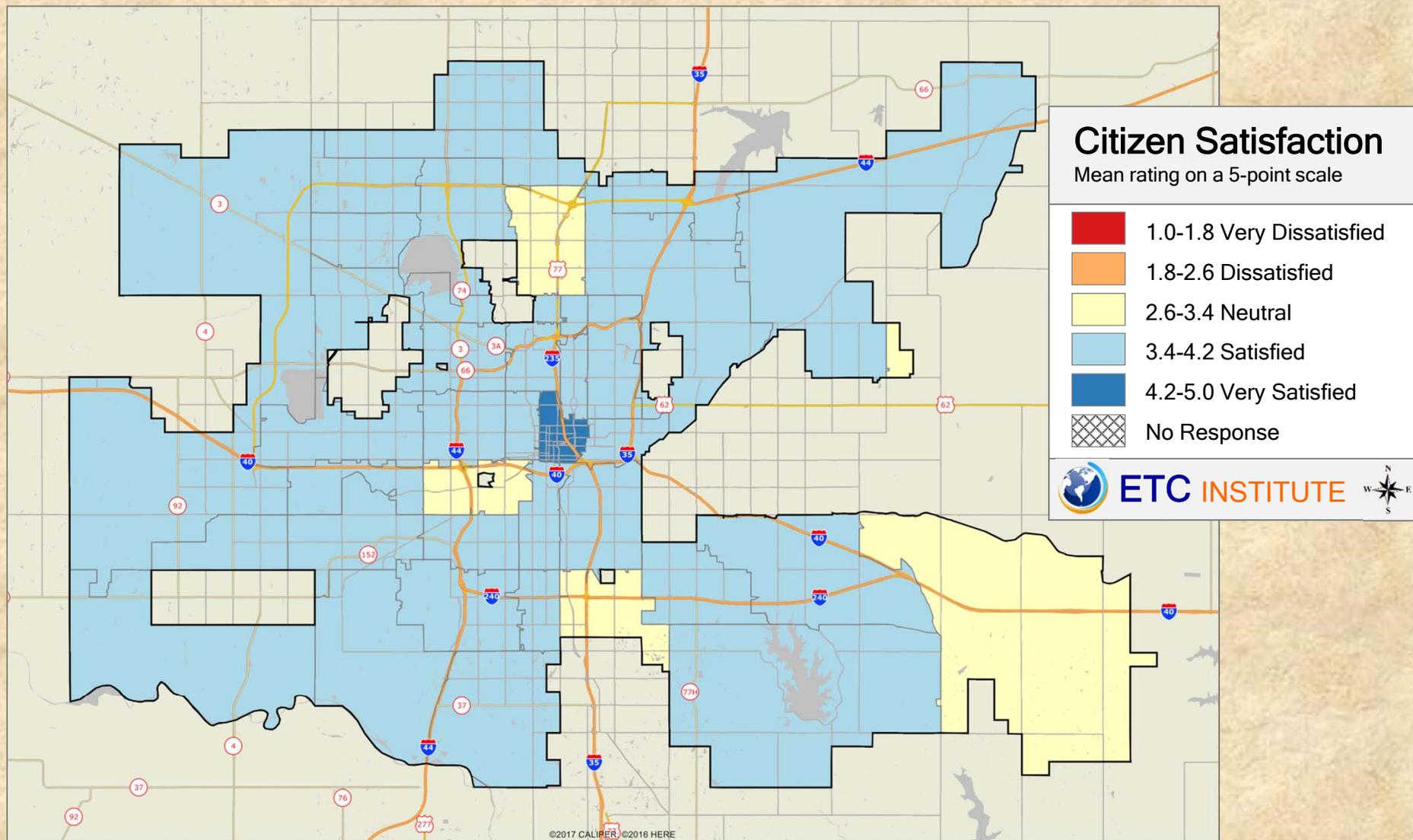
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2017)

Section 4:
GIS Maps

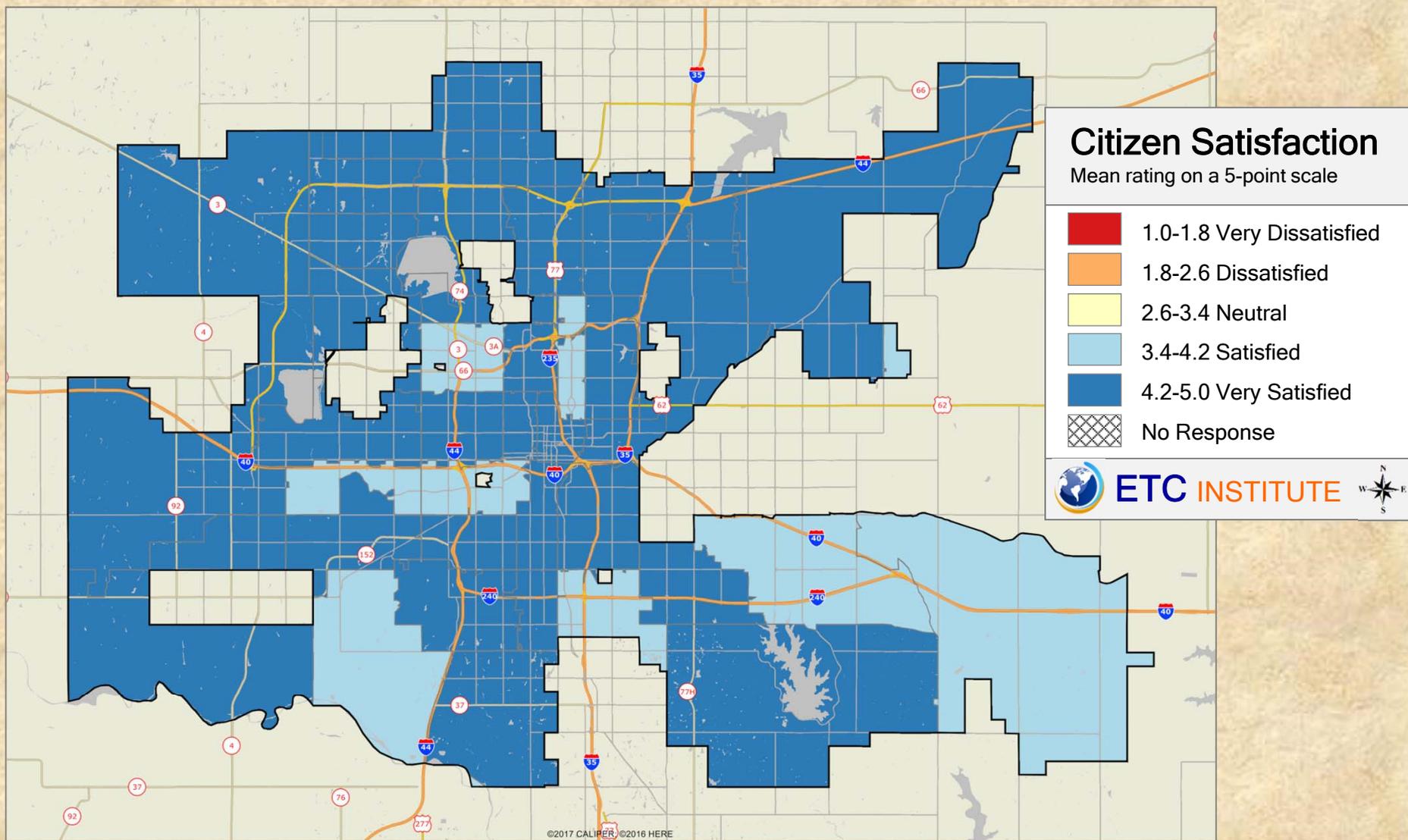
Q1-01 Satisfaction with quality of police service



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

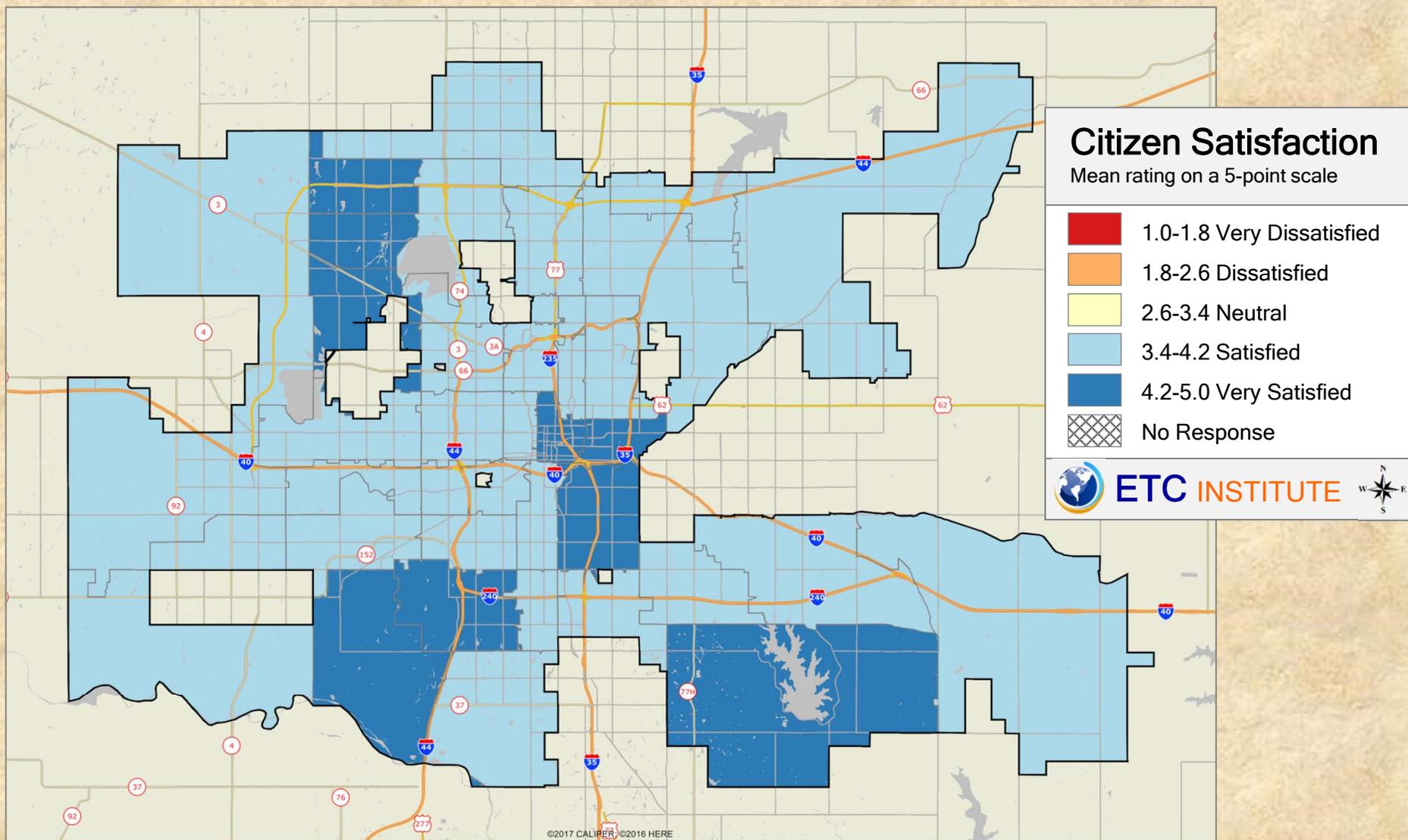
Q1-02 Satisfaction with quality of fire service



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

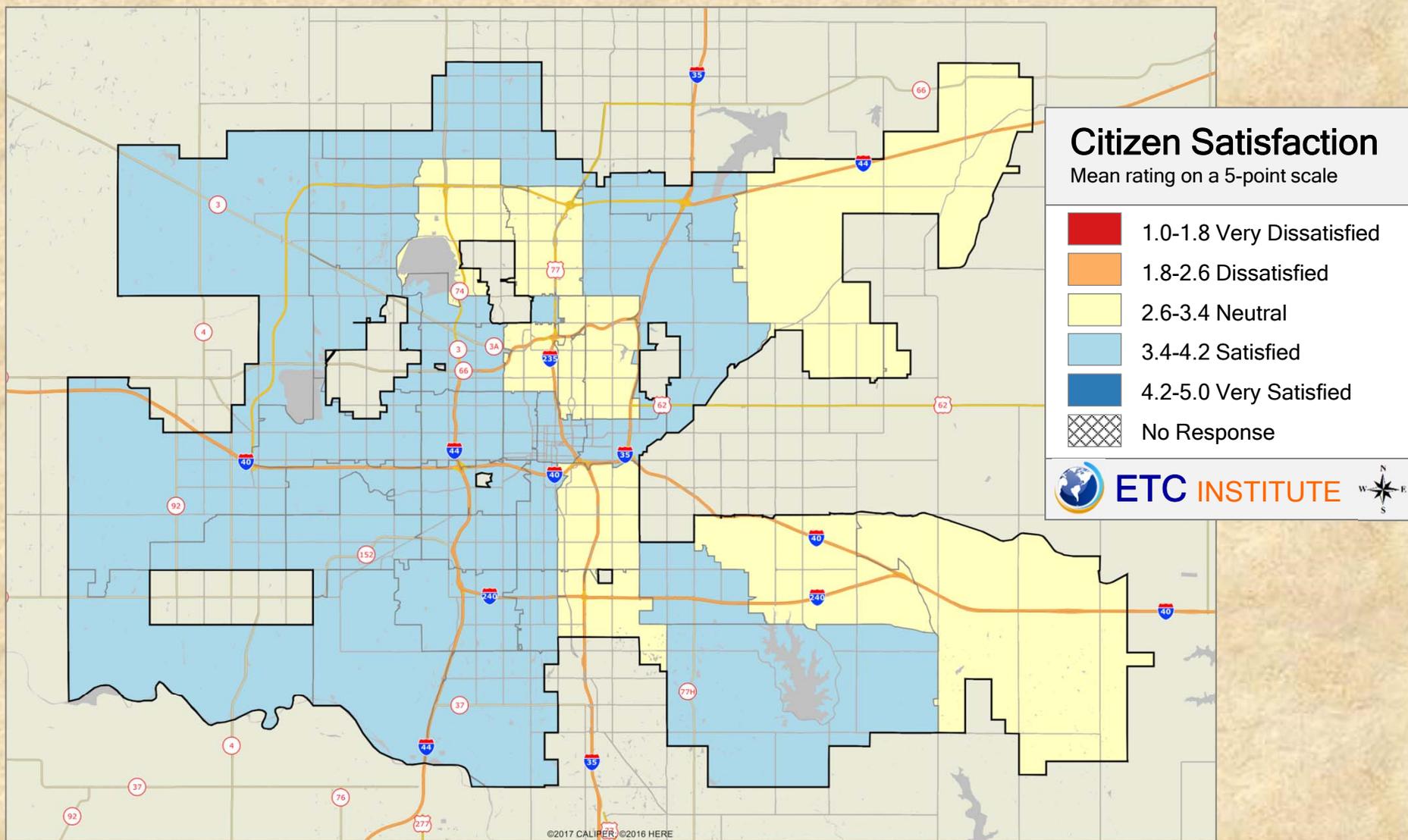
Q1-03 Satisfaction with quality of ambulance service



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

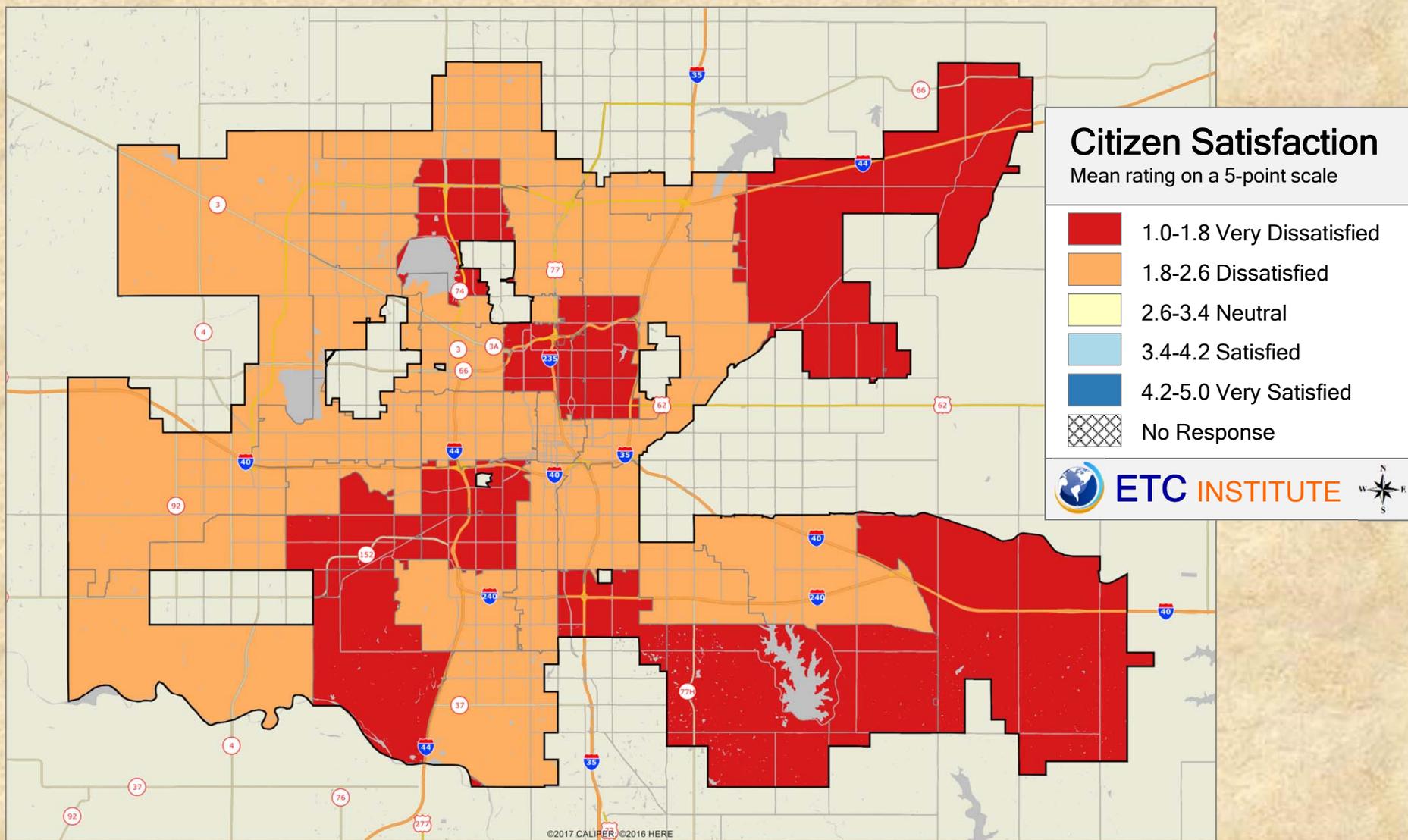
Q1-04 Satisfaction with quality of City parks and recreation programs and facilities



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

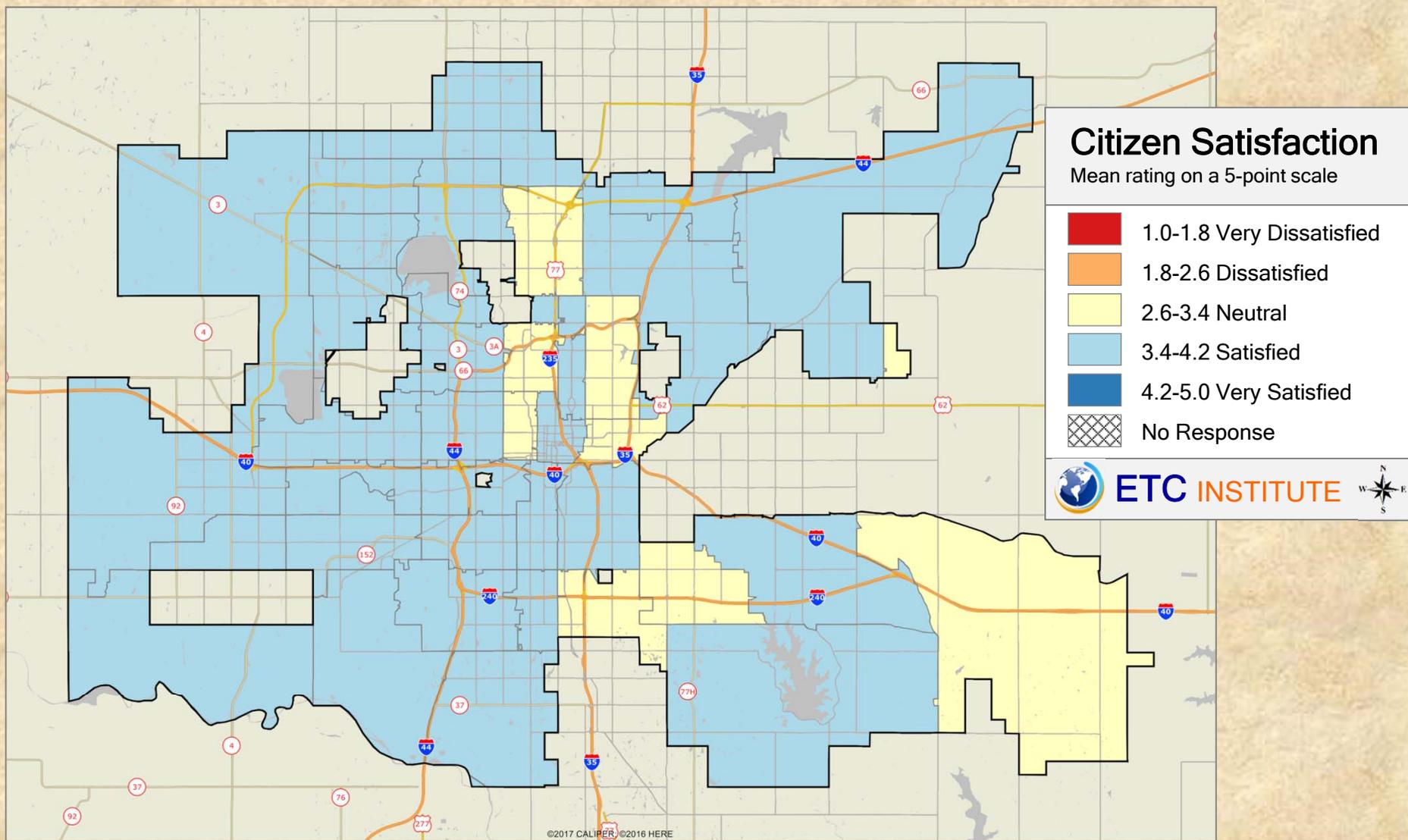
Q1-05 Satisfaction with condition of City streets



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

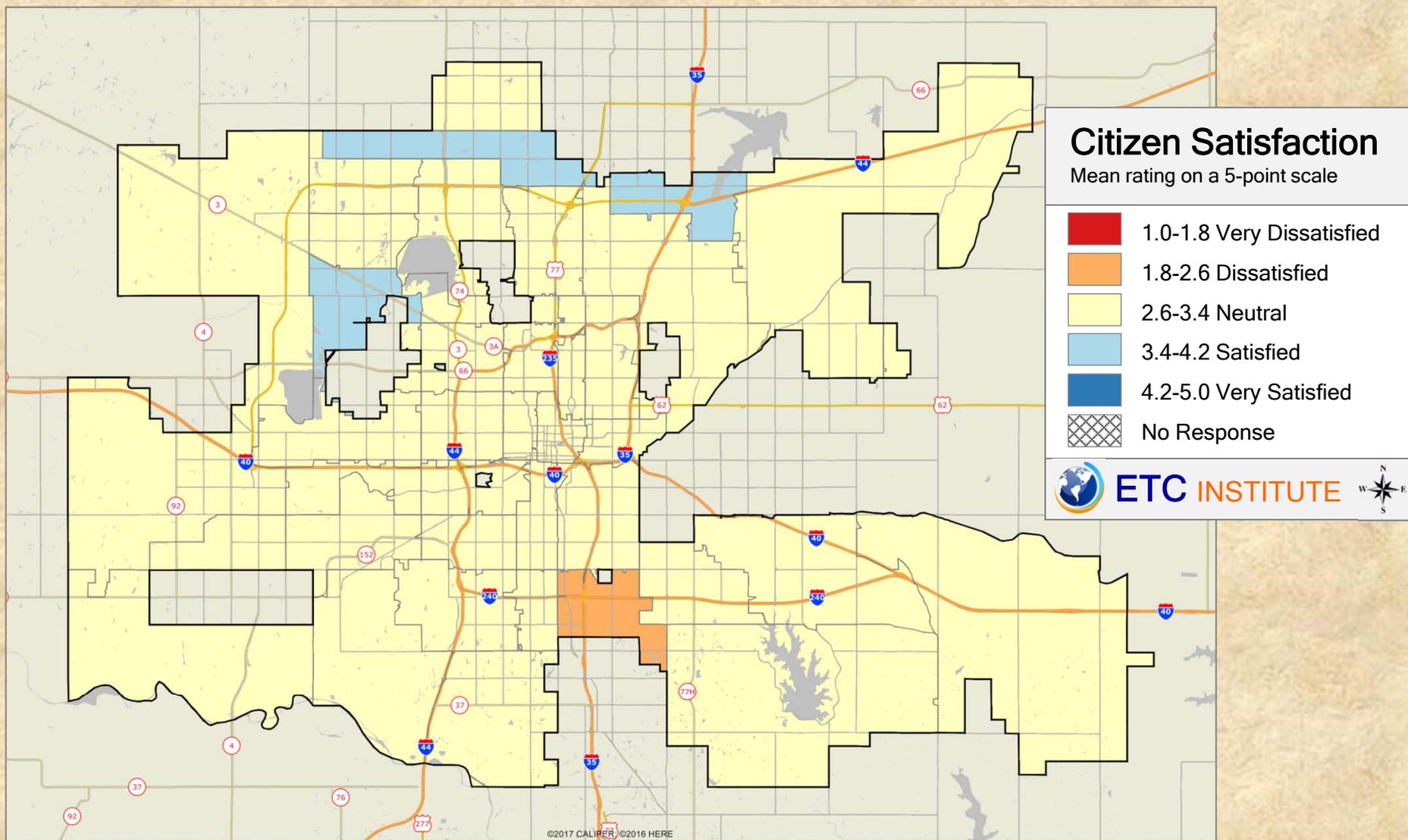
Q1-06 Satisfaction with quality of City water utilities



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

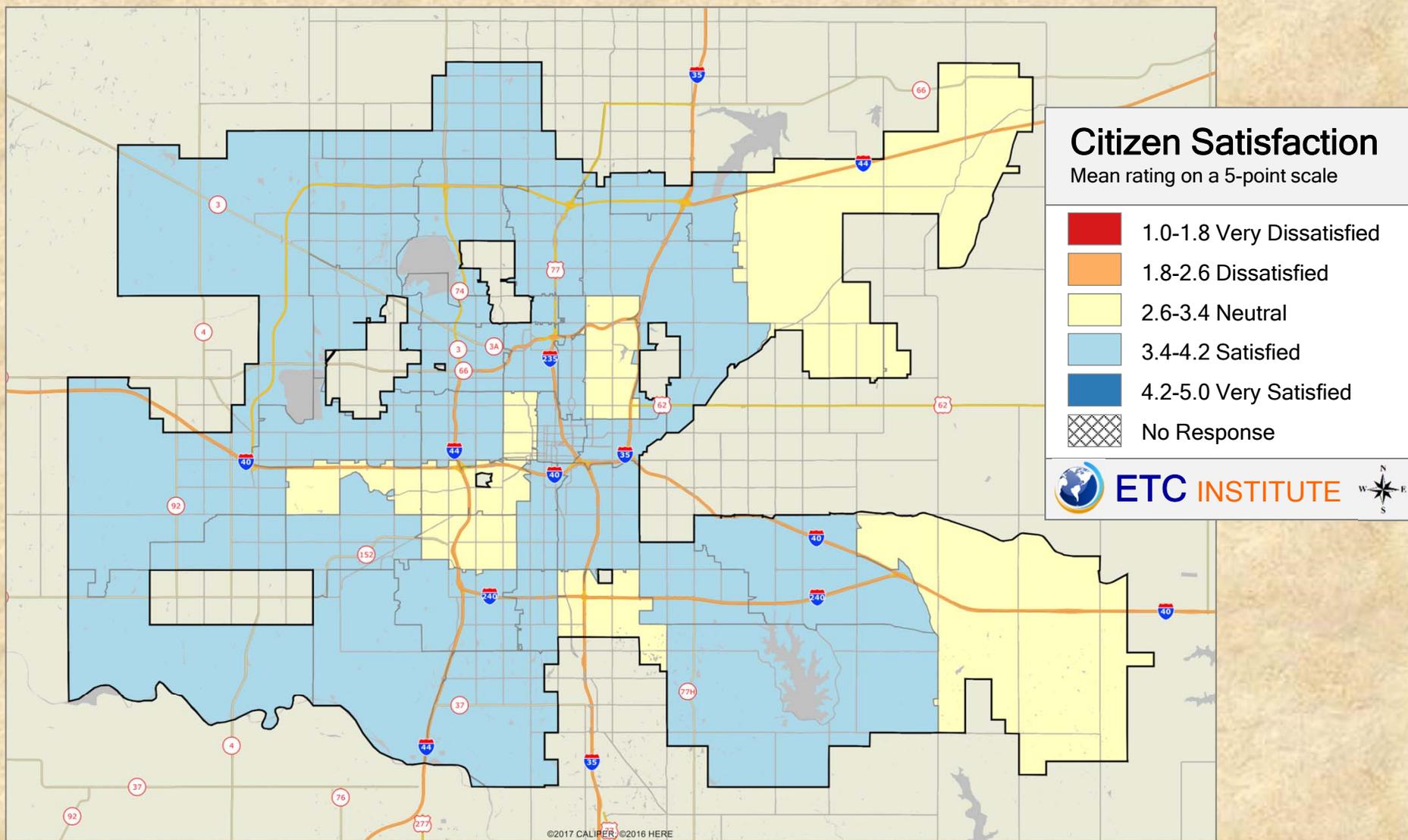
Q1-07 Satisfaction with enforcement of City codes and ordinances



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

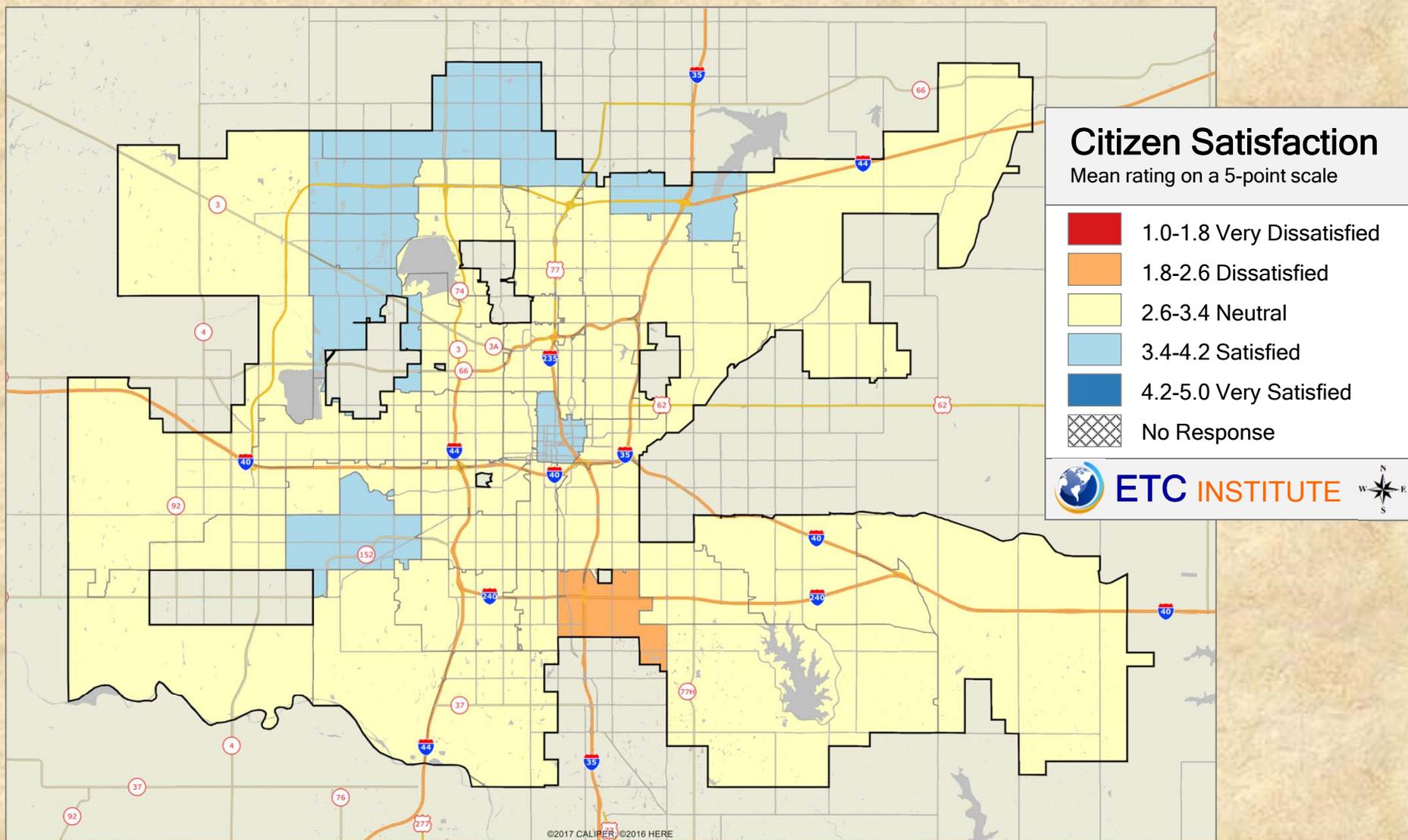
Q1-08 Satisfaction with quality of customer service received from city employees



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

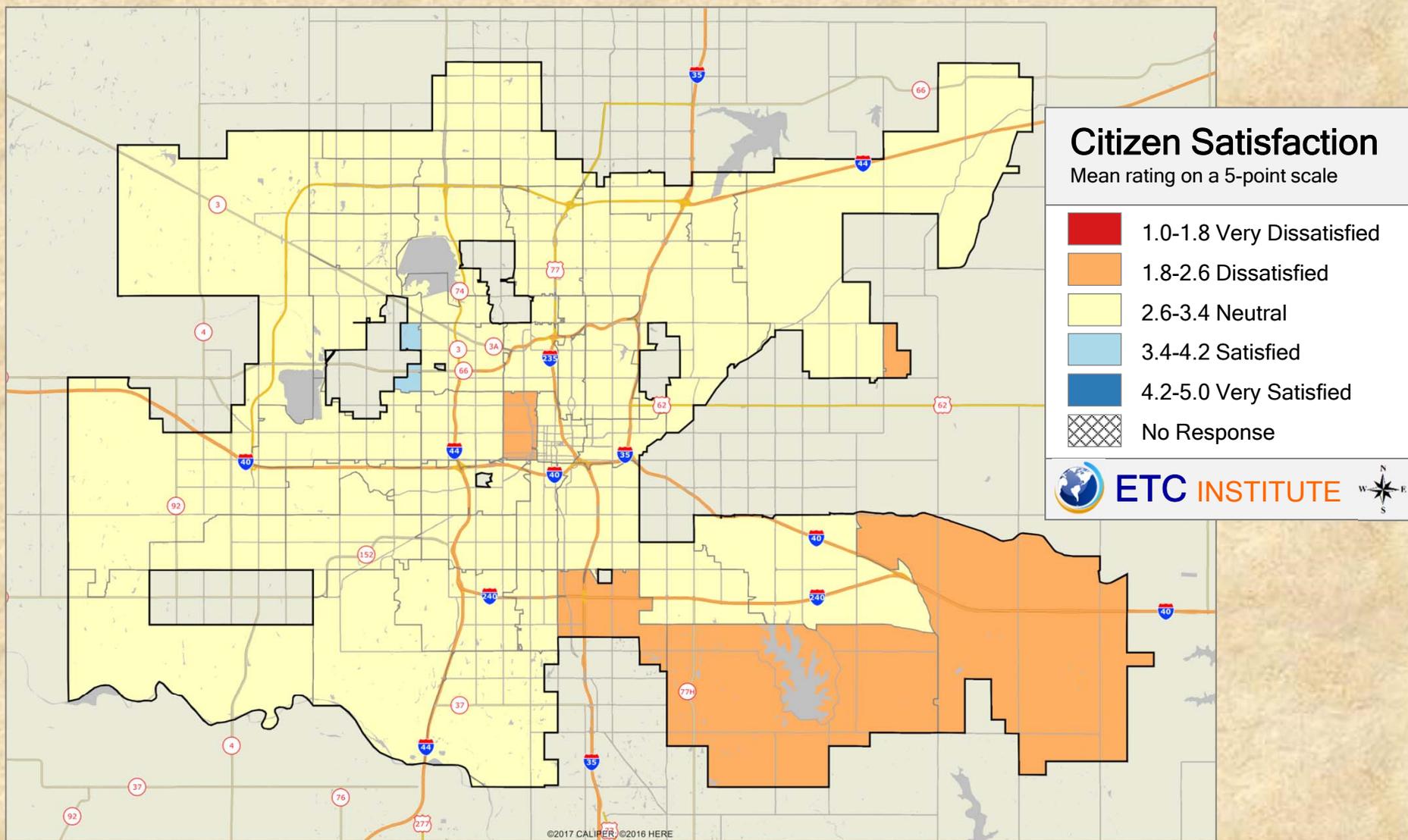
Q1-09 Satisfaction with effectiveness of City communication with the public



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

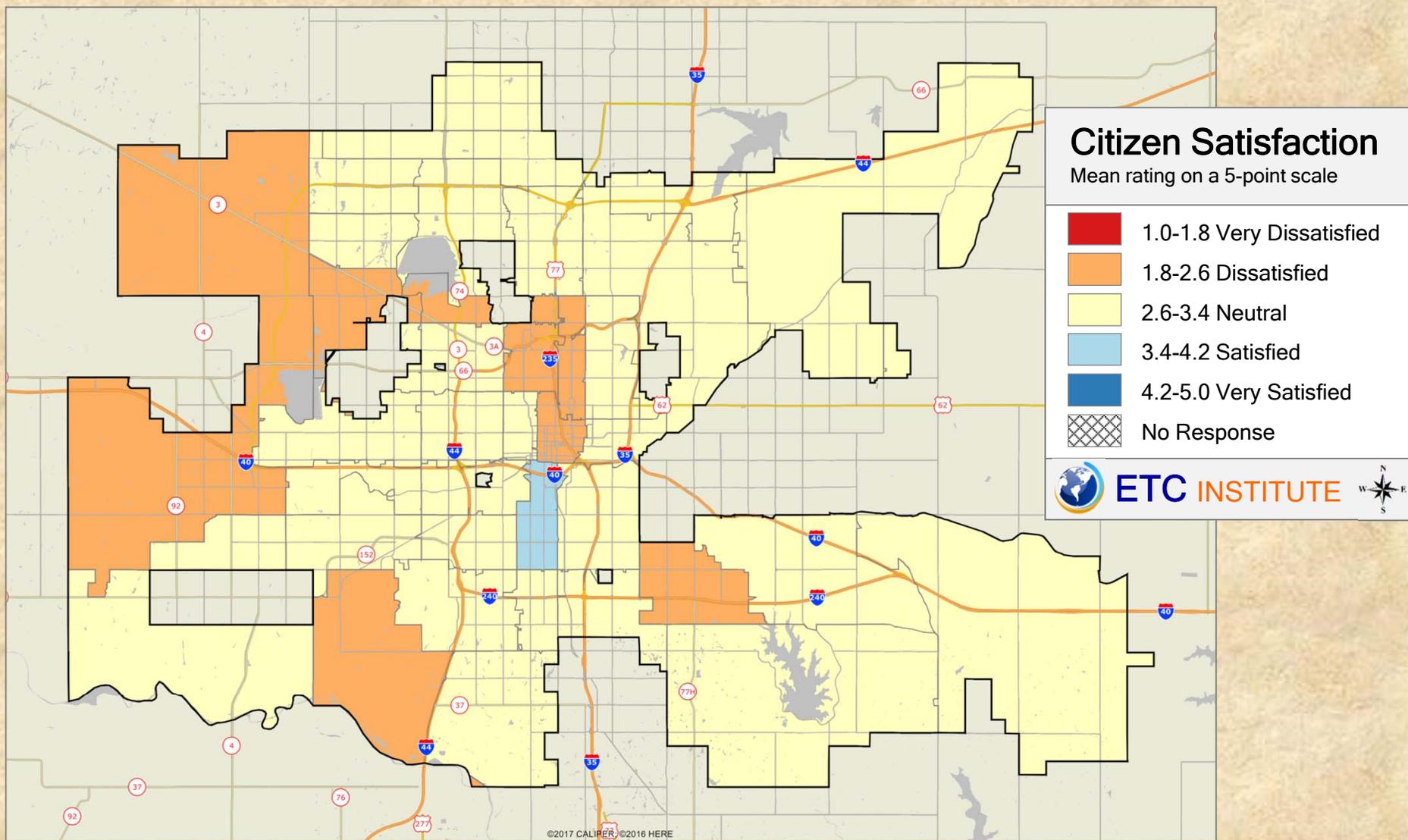
Q1-10 Satisfaction with flow of traffic and the ease of getting around town



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

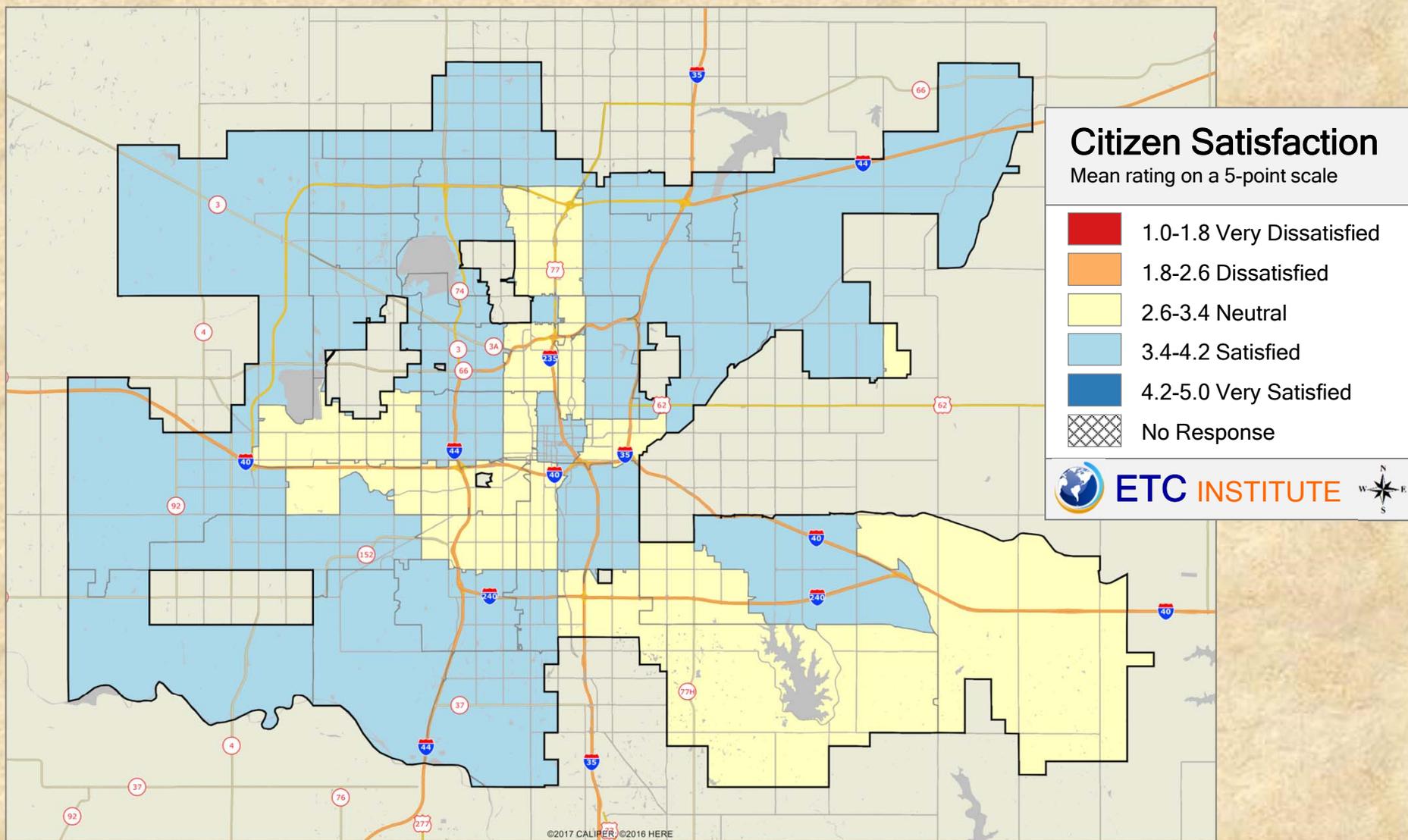
Q1-11 Satisfaction with quality of the City public transit system



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

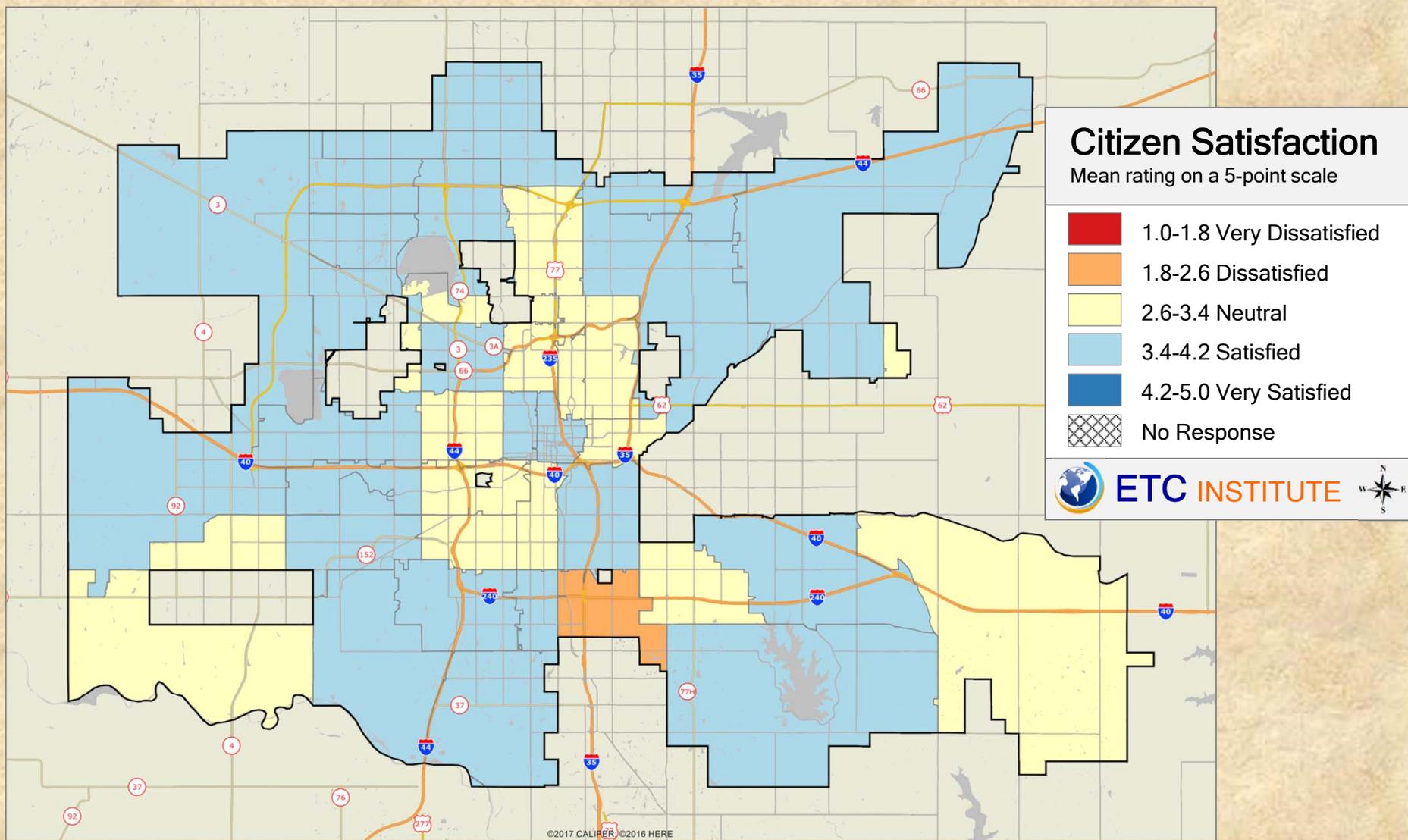
Q3-01 Satisfaction with quality of services provided by the City



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

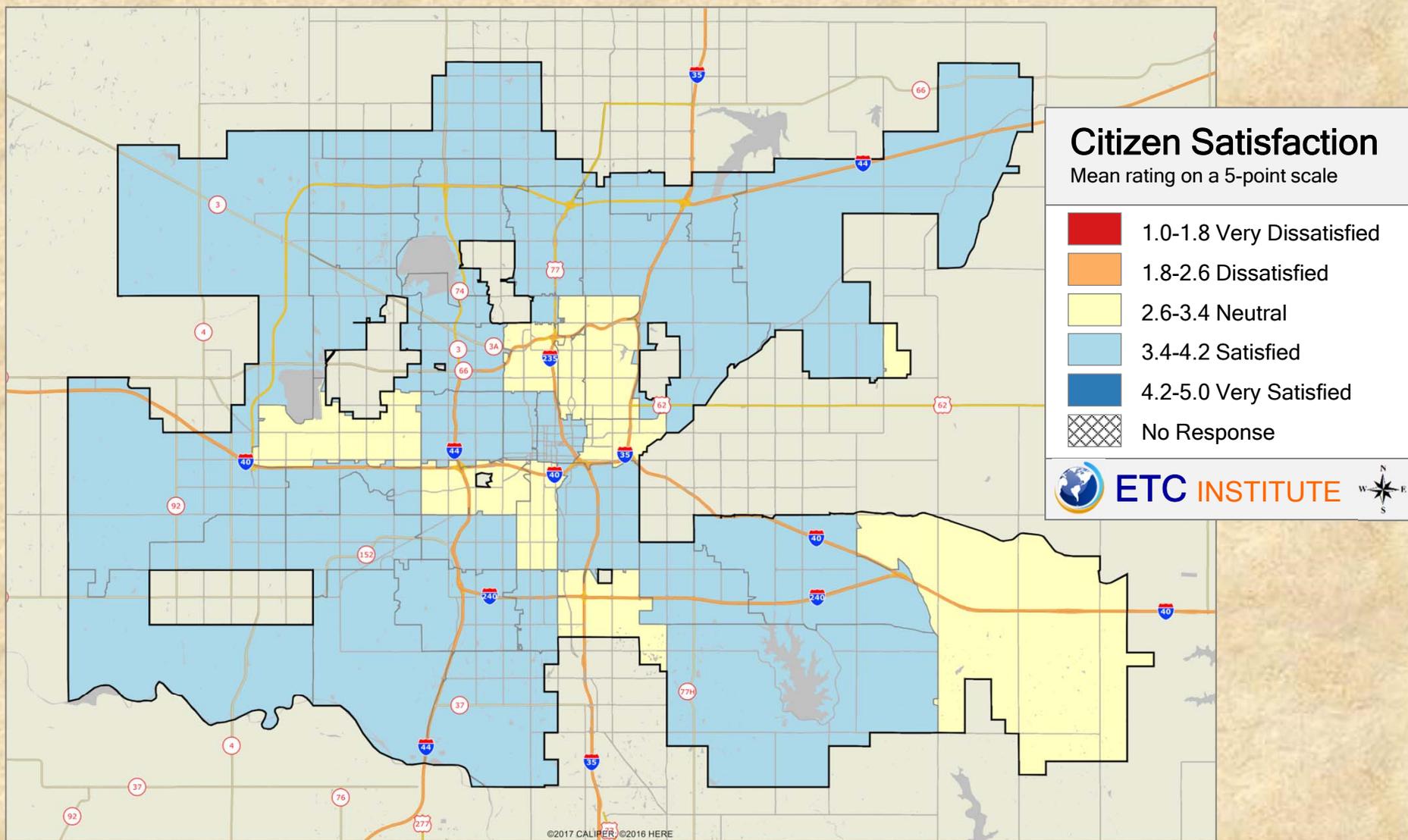
Q3-02 Satisfaction with appearance of the City



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

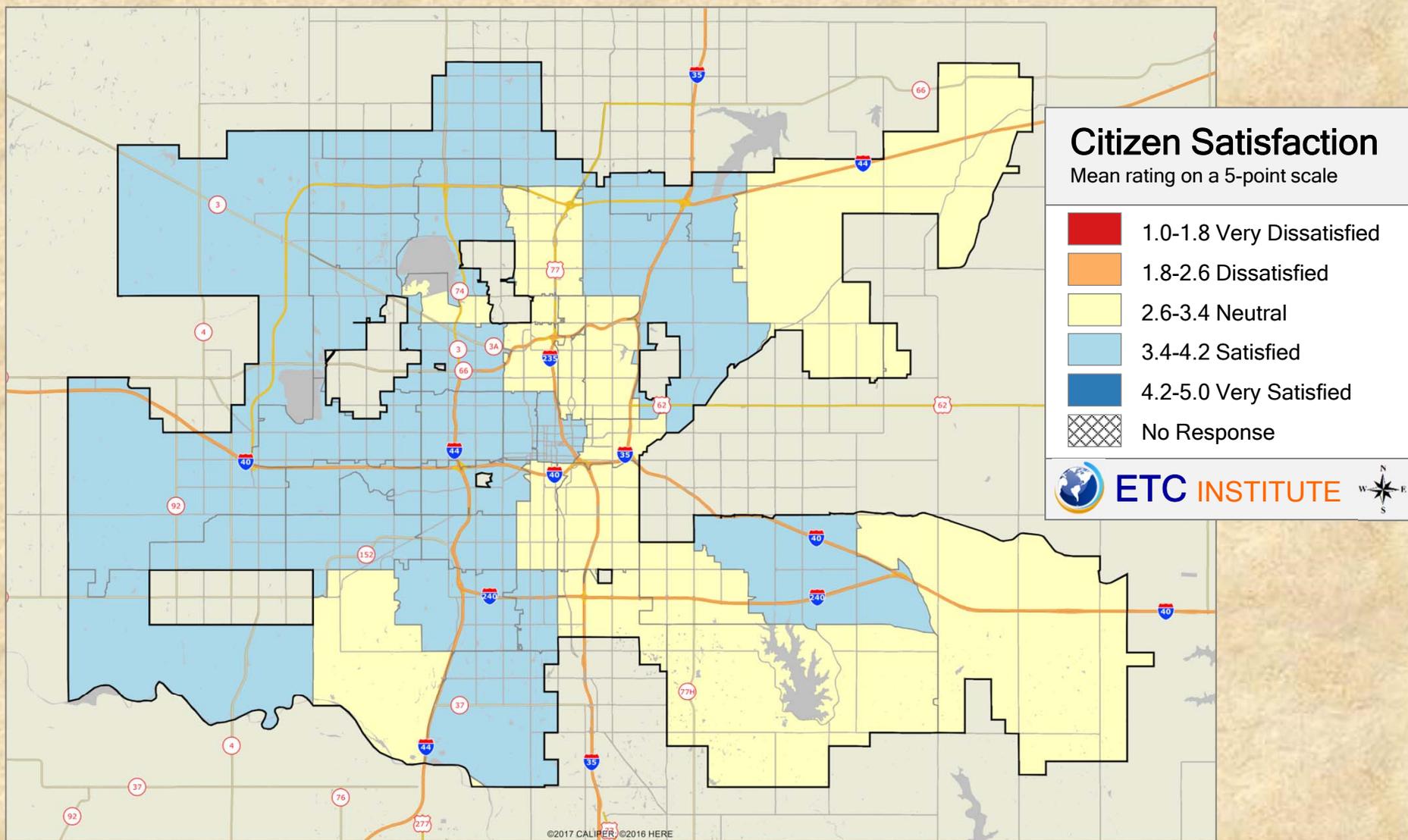
Q3-03 Satisfaction with image of the City



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

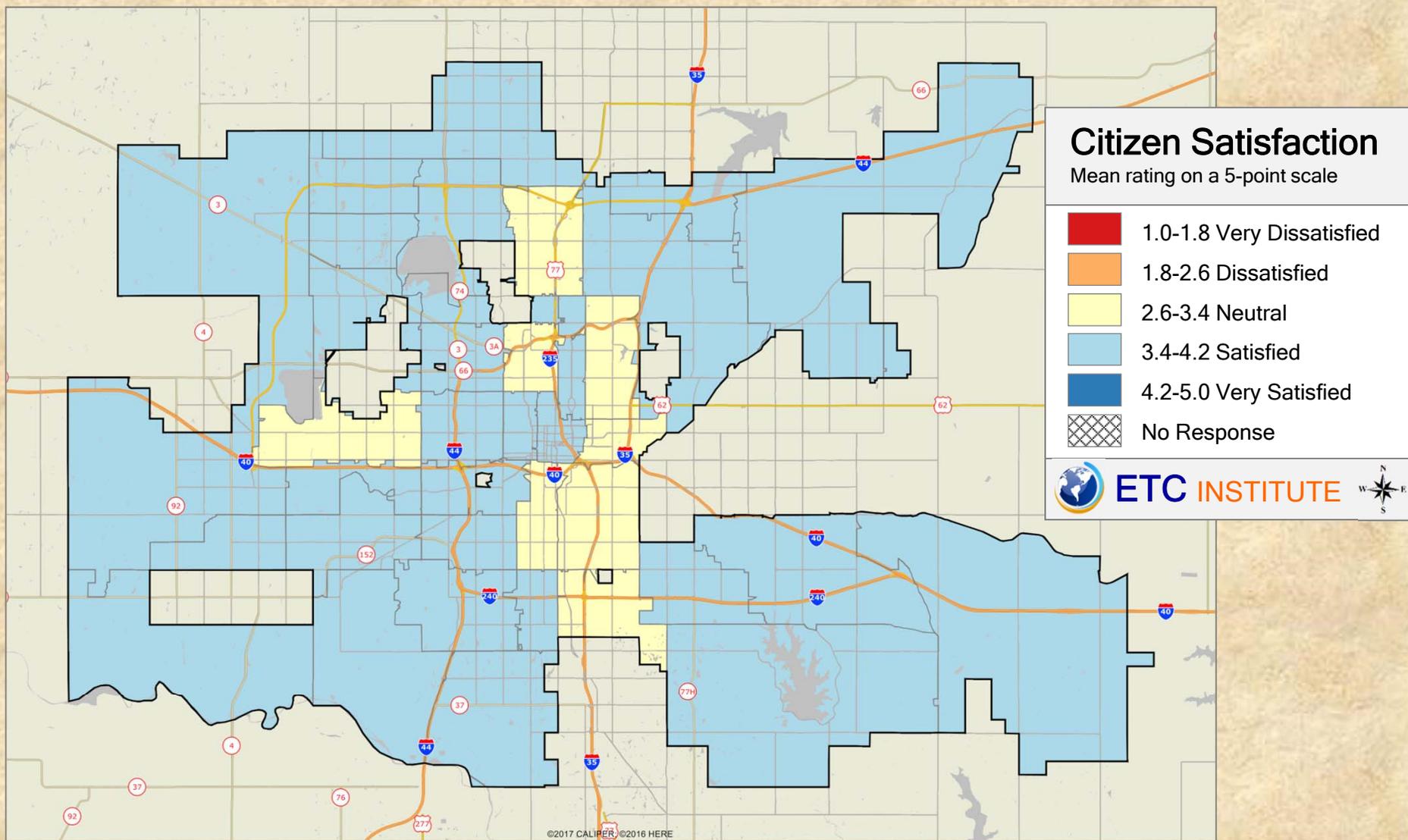
Q3-04 Satisfaction with how well the City is planning growth



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

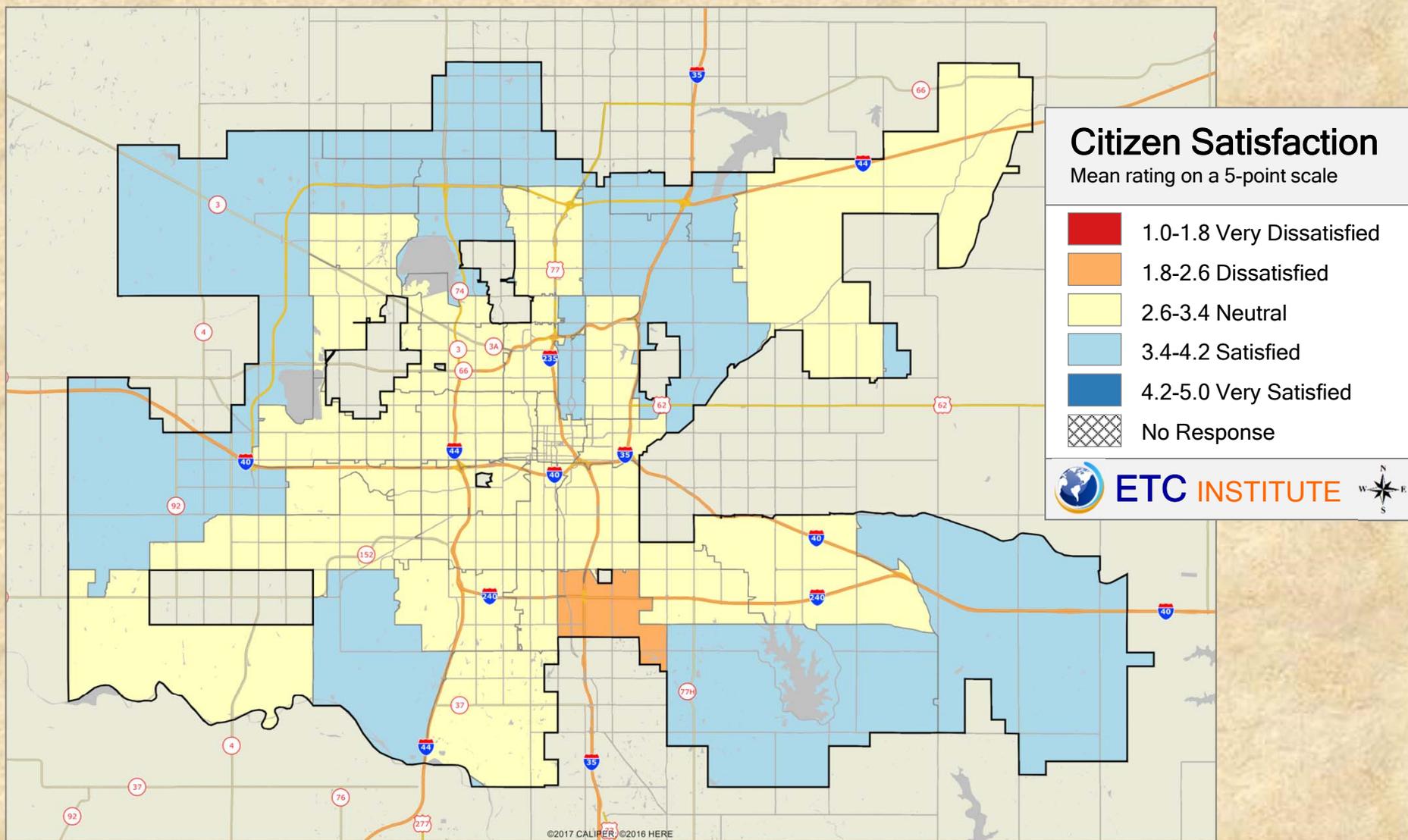
Q3-05 Satisfaction with quality of life in the City



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

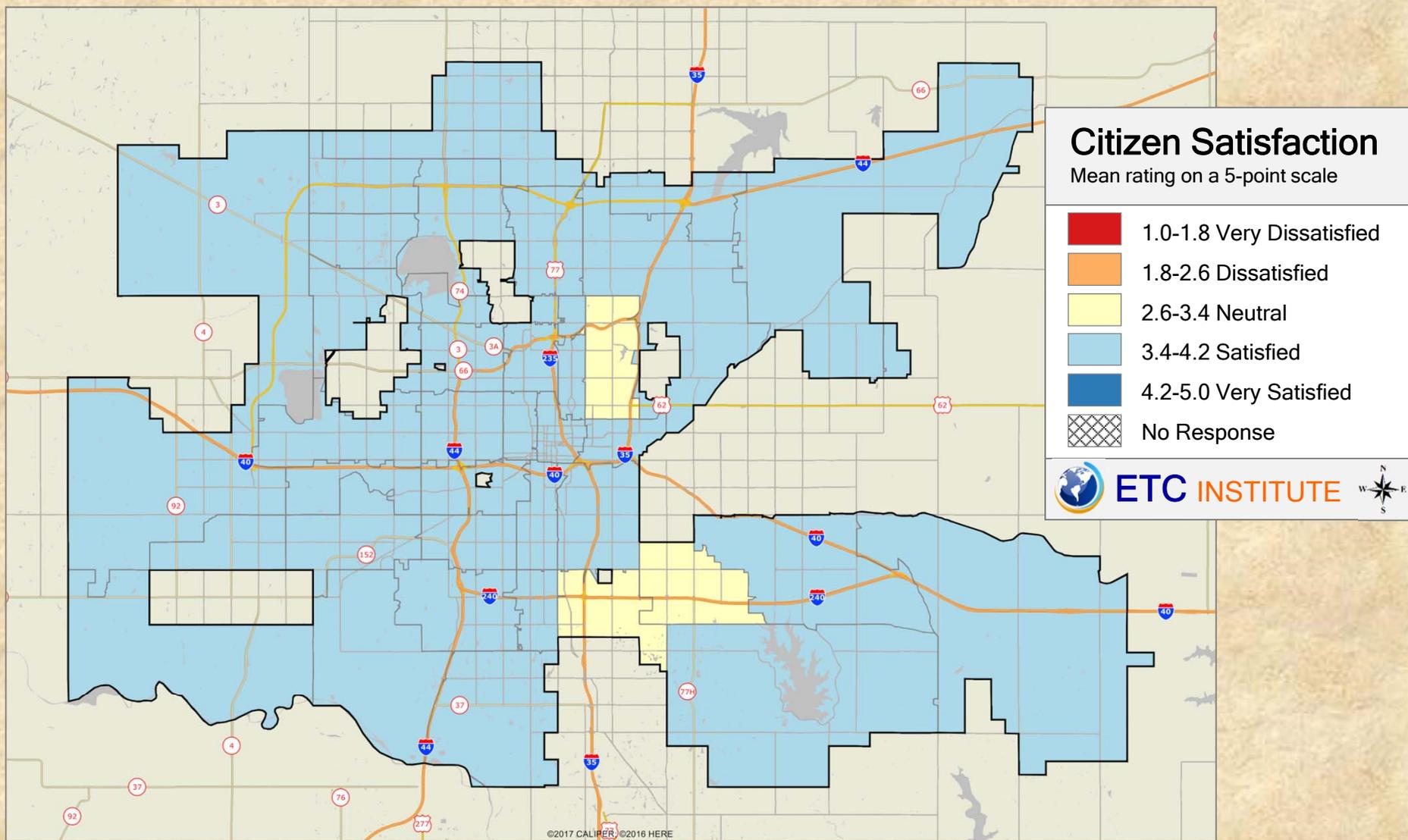
Q3-06 Satisfaction with feeling of safety in the City



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

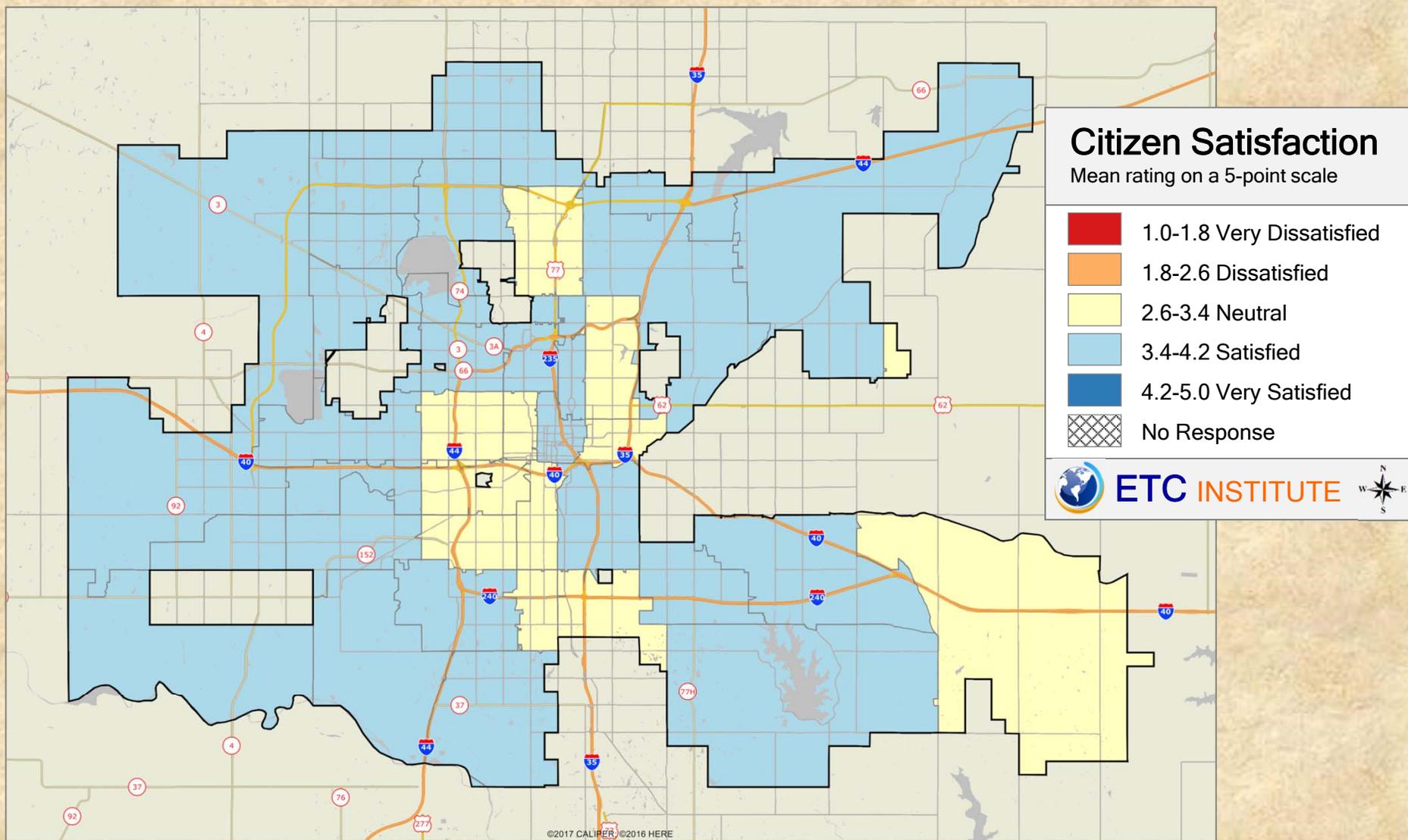
Q3-07 Satisfaction with quality of downtown



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

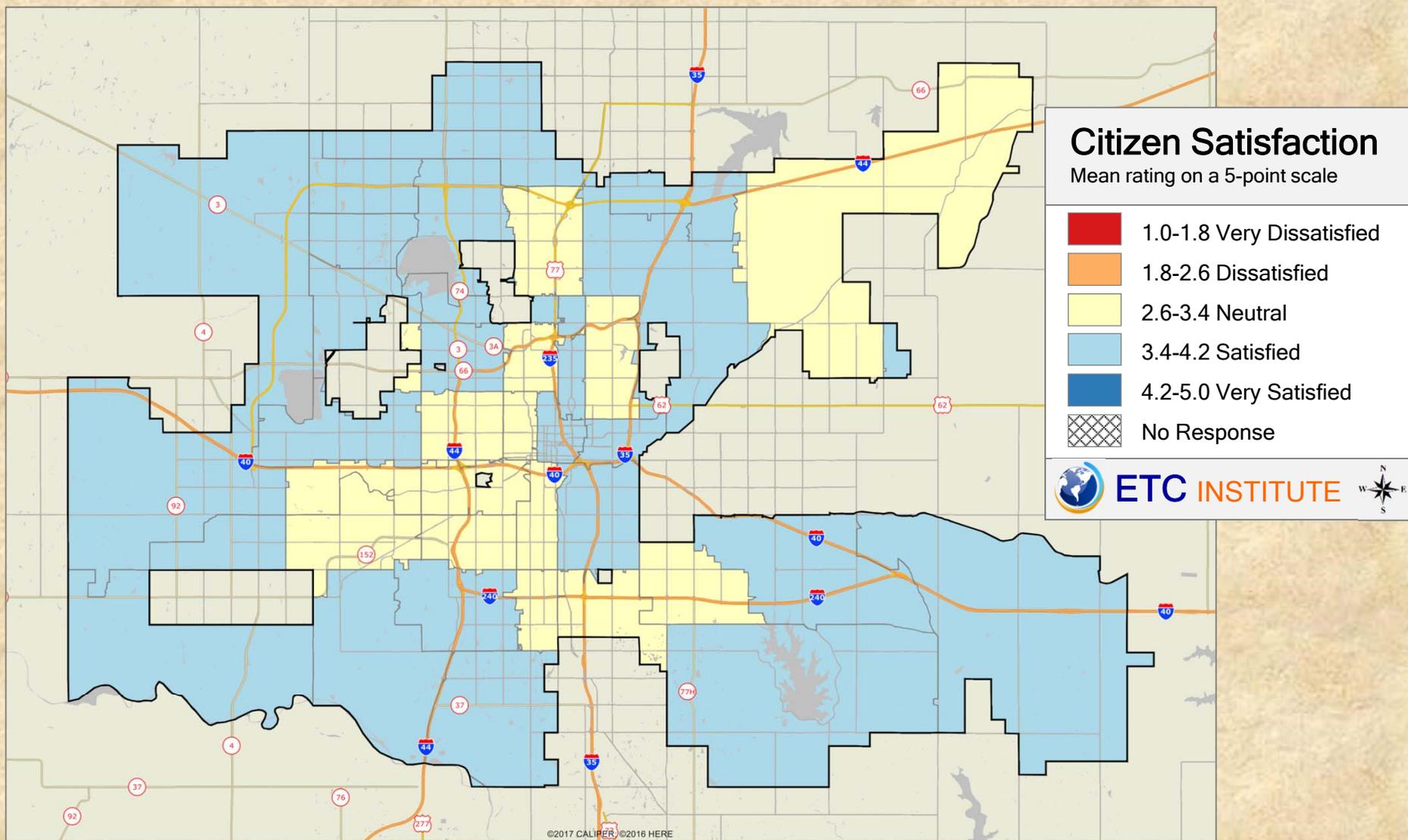
Q4-01 Satisfaction with police service in neighborhoods



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

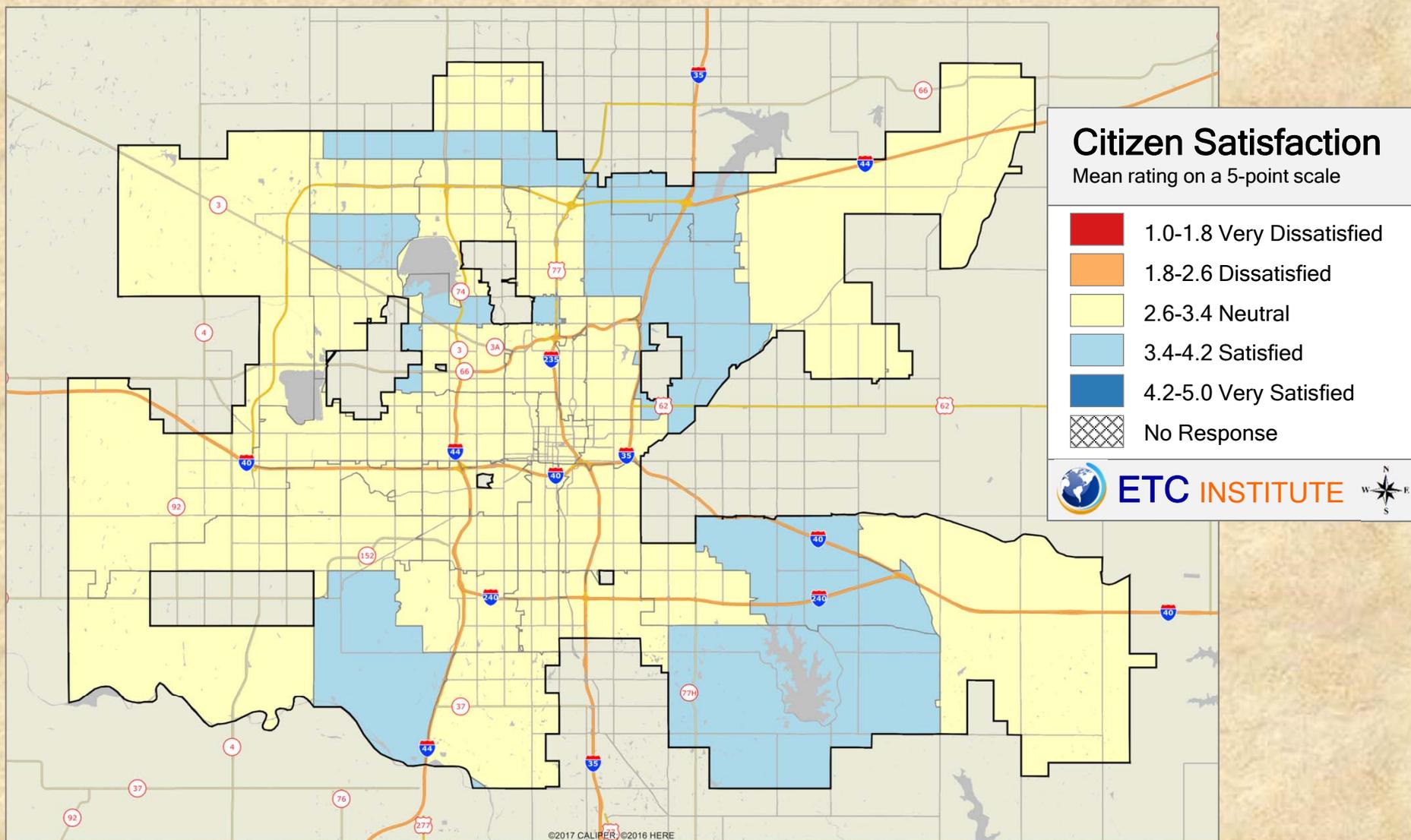
Q4-02 Satisfaction with enforcement of local traffic laws



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

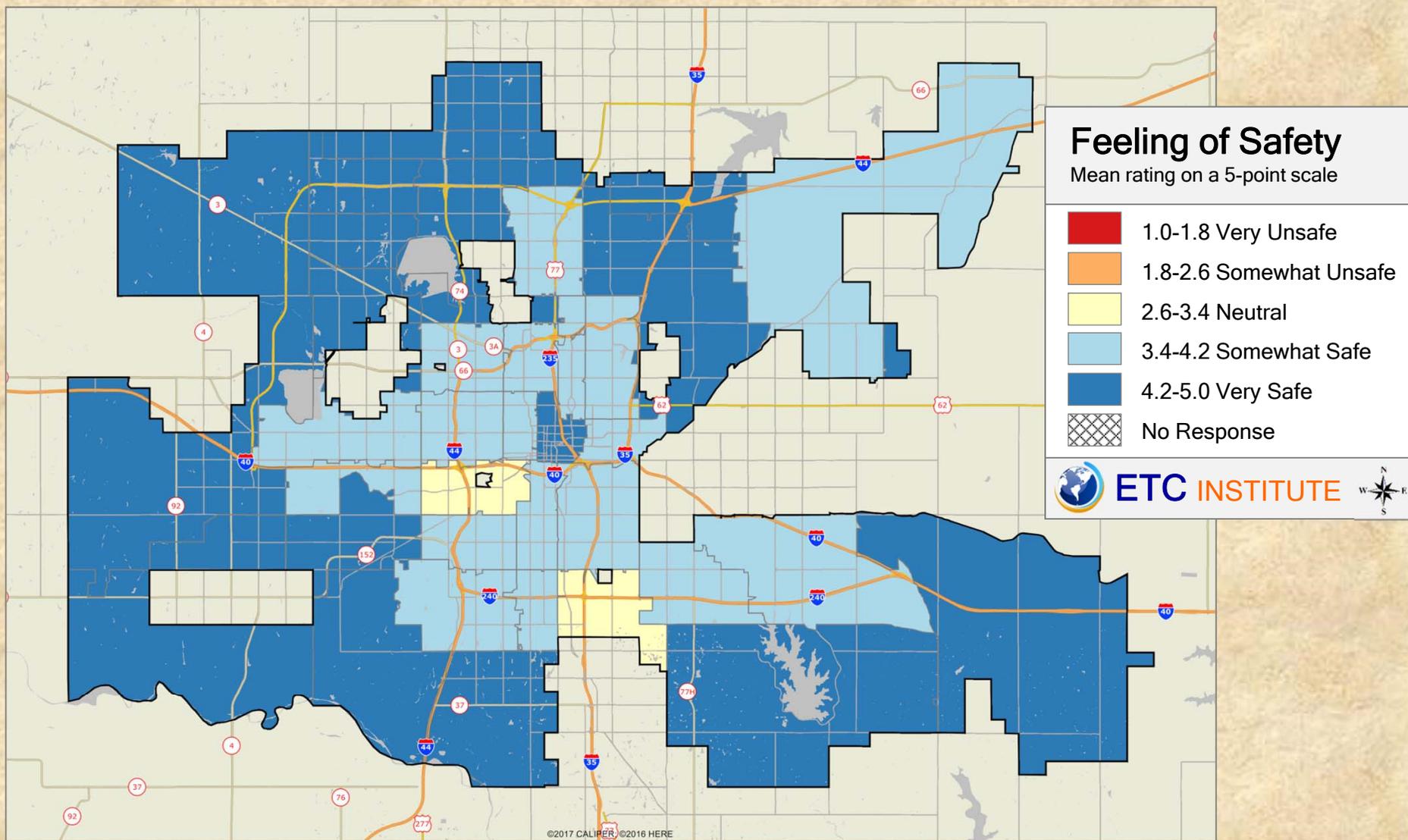
Q4-03 Satisfaction with availability of information about police programs and activities



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

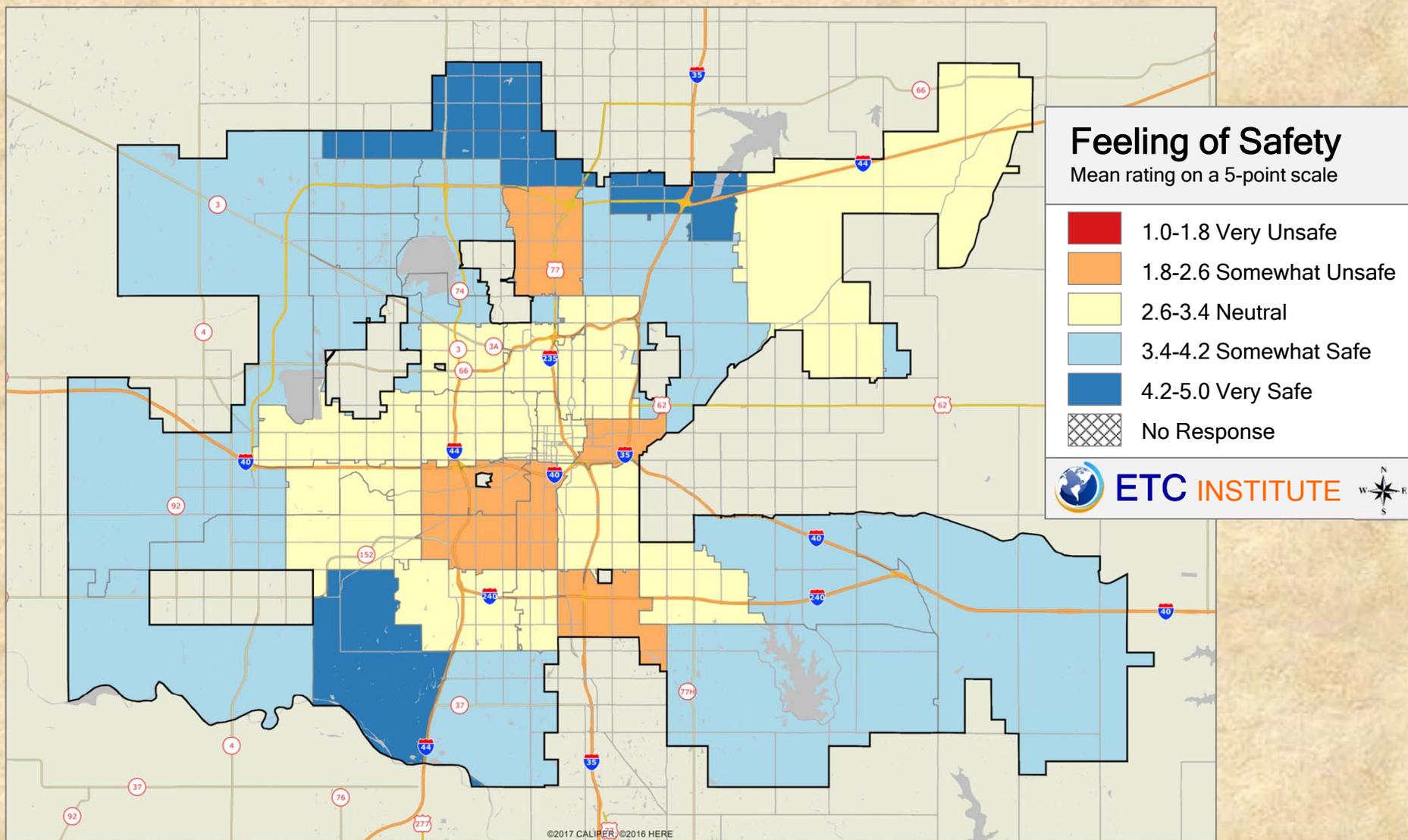
Q5-01 Feeling of safety walking in neighborhoods during the day



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

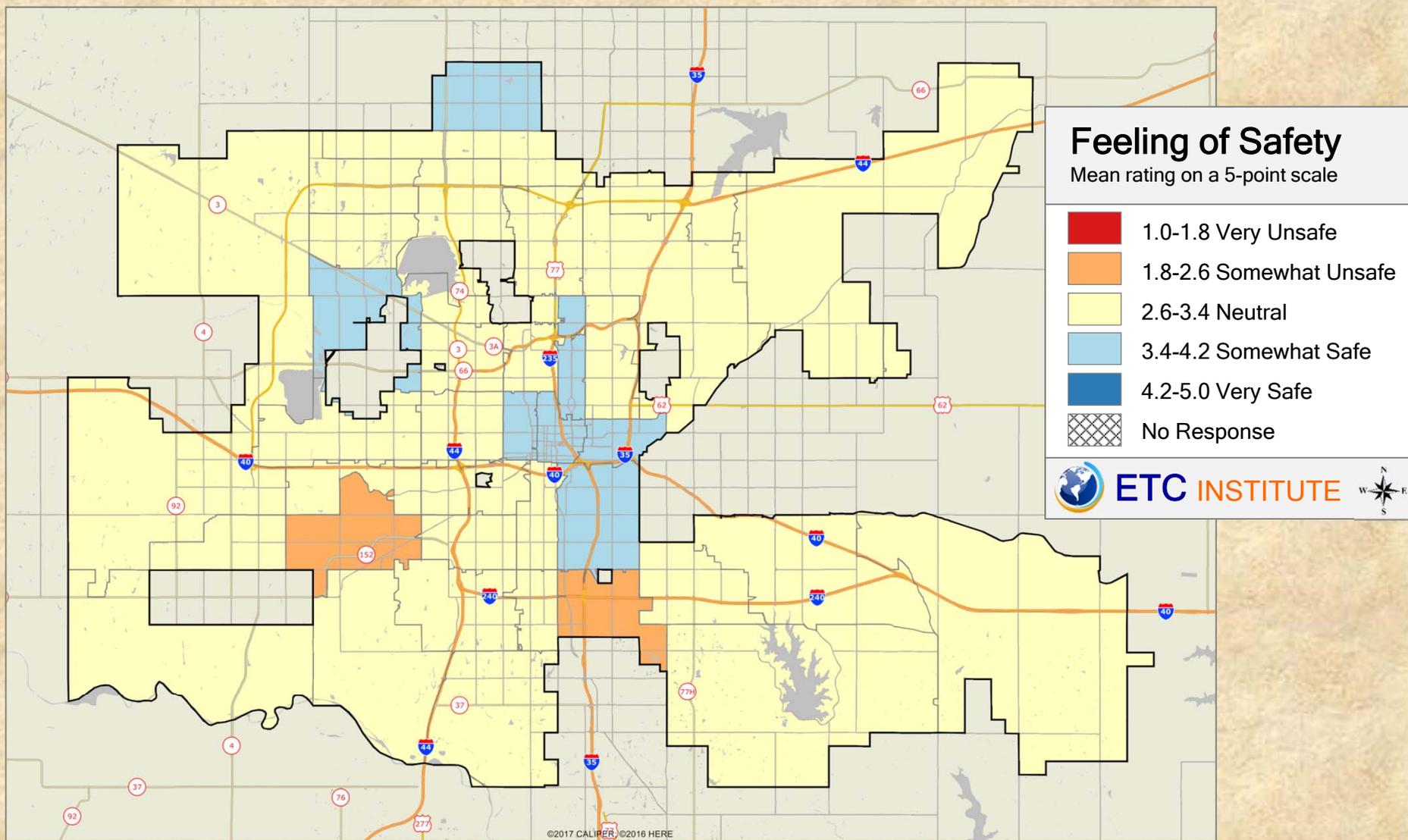
Q5-02 Feeling of safety walking in neighborhoods after dark



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

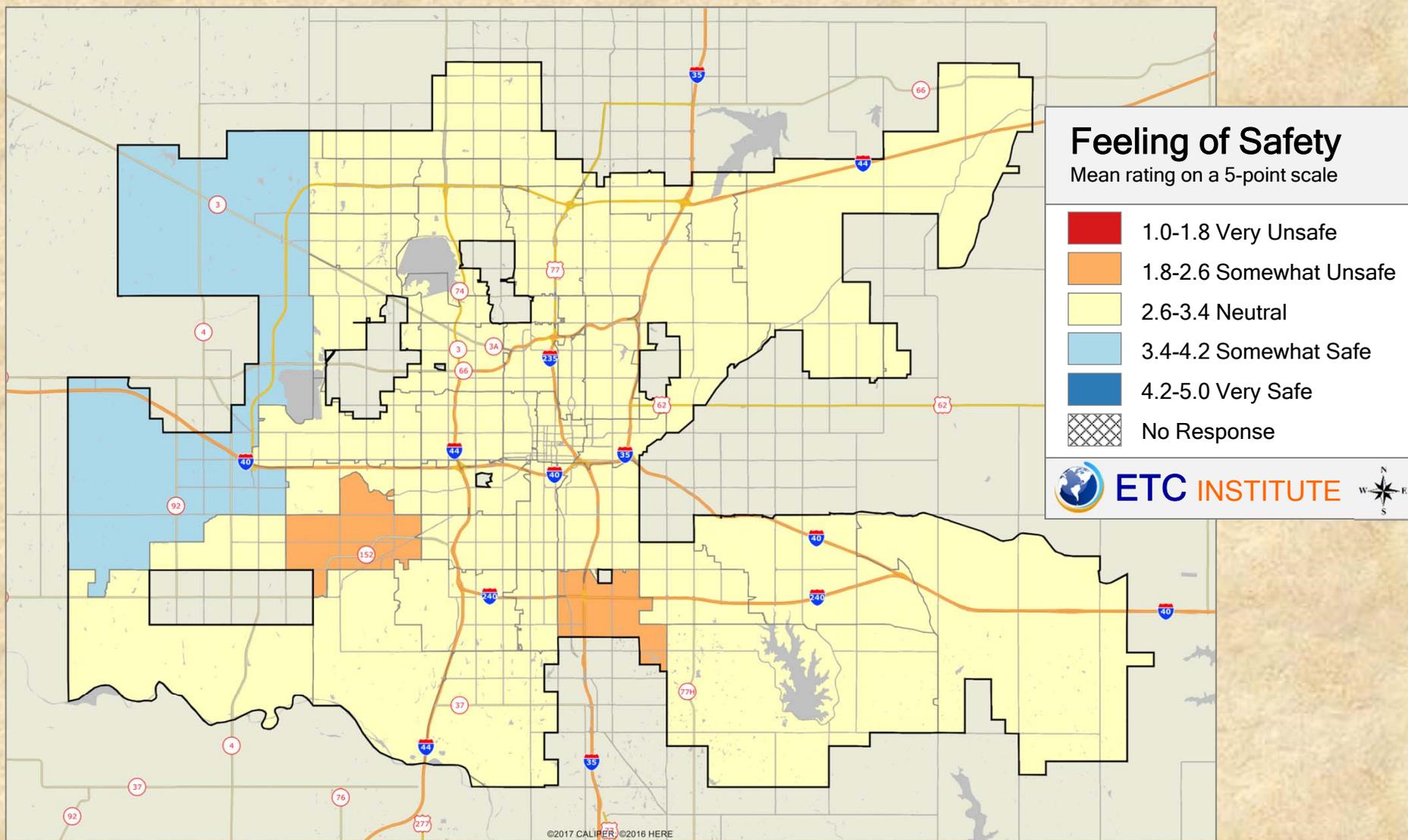
Q5-03 Feeling of safety in the Downtown area



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

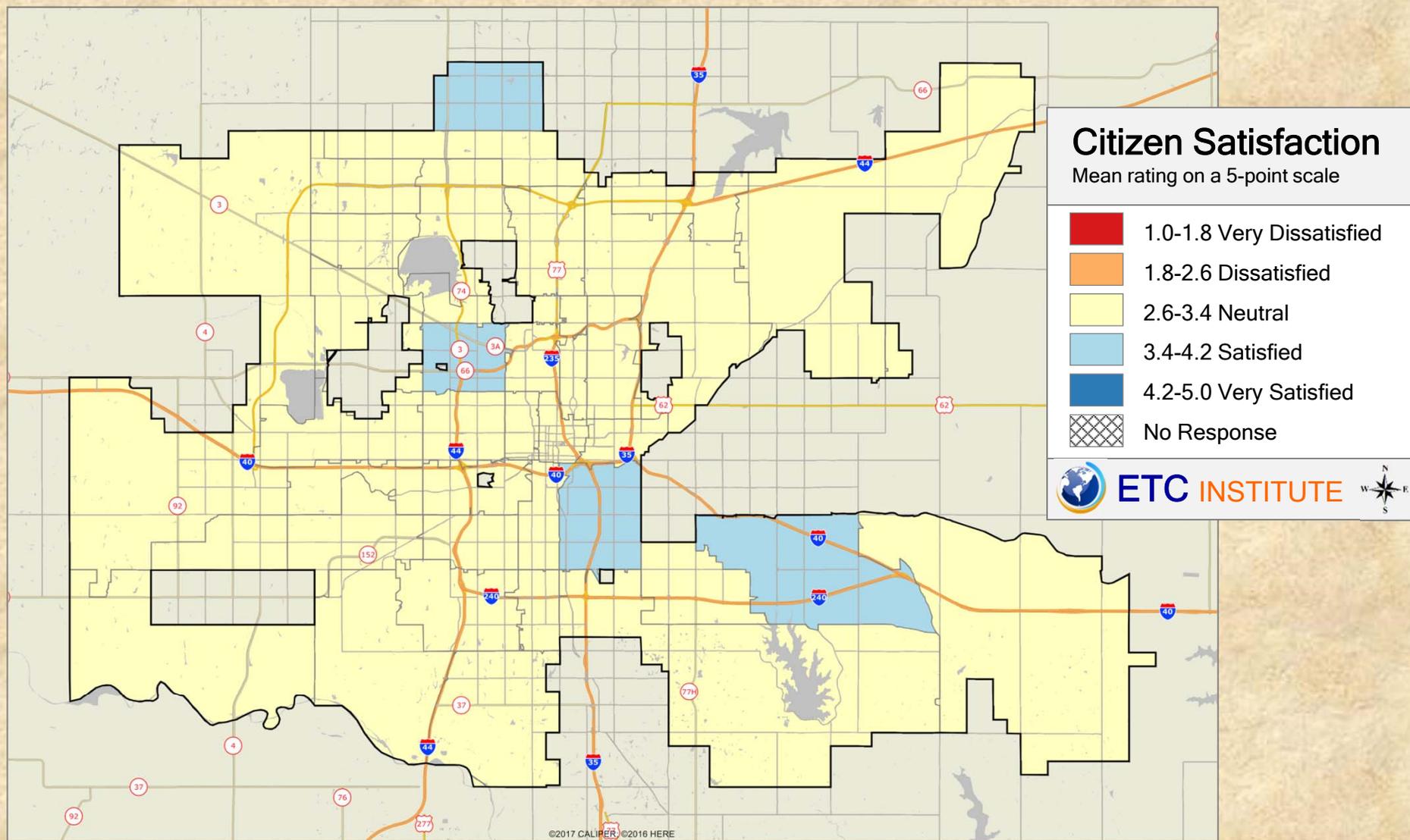
Q5-04 Feeling of safety in City parks



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

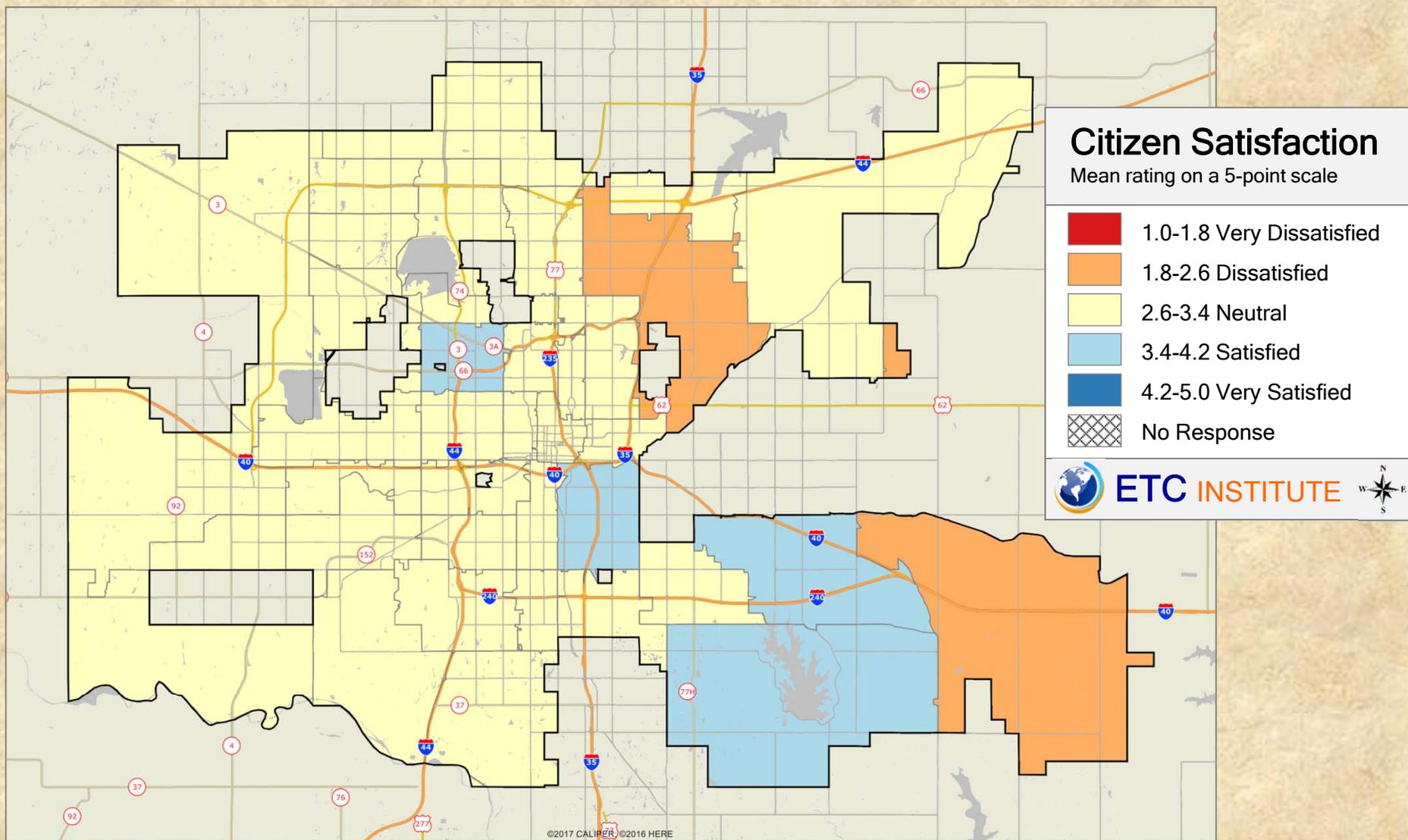
Q10-01 Satisfaction with enforcing the clean-up of junk and debris on private property



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

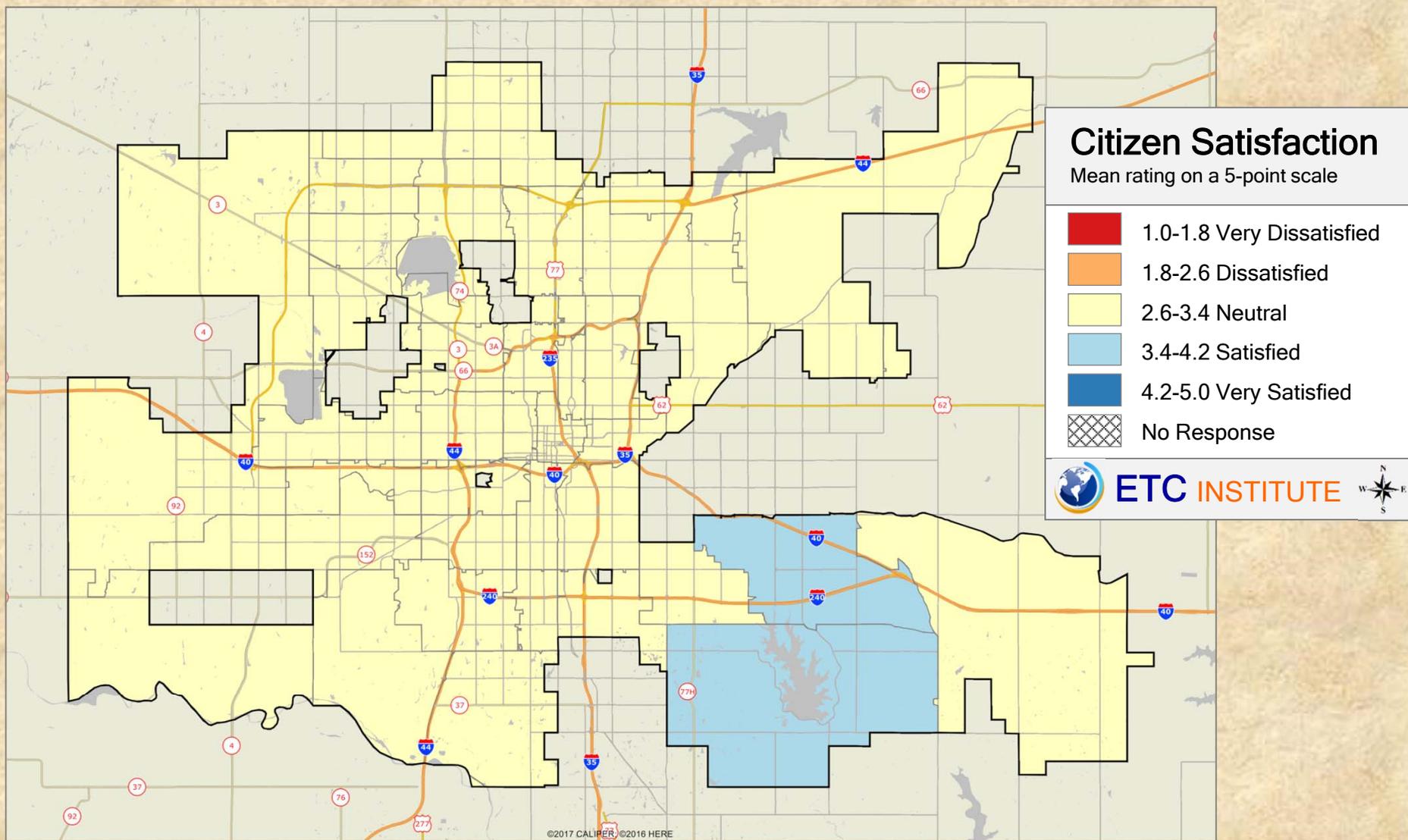
Q10-02 Satisfaction with enforcing the mowing and cutting of weeds and grass on private property



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

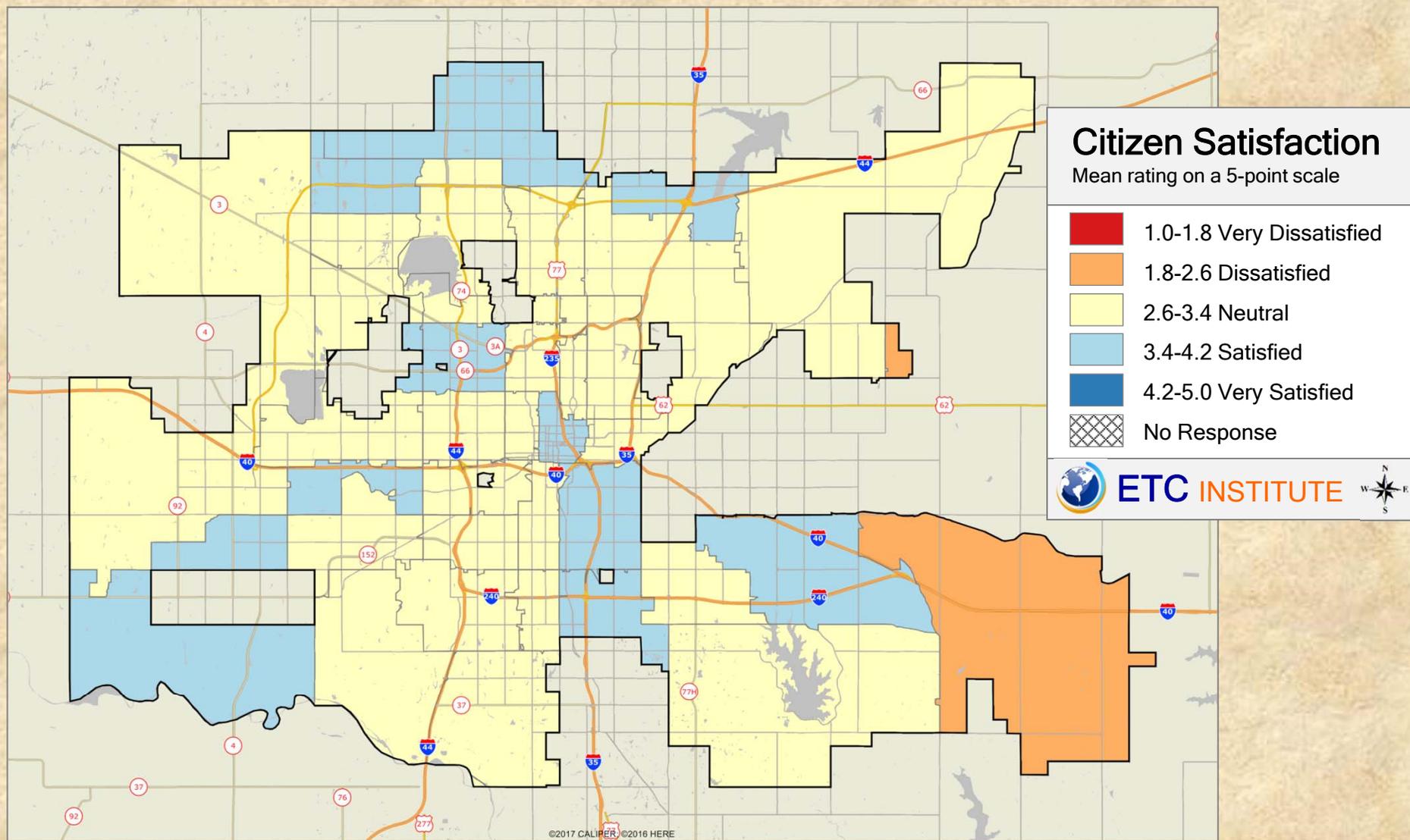
Q10-03 Satisfaction with enforcing the exterior maintenance of residential property



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

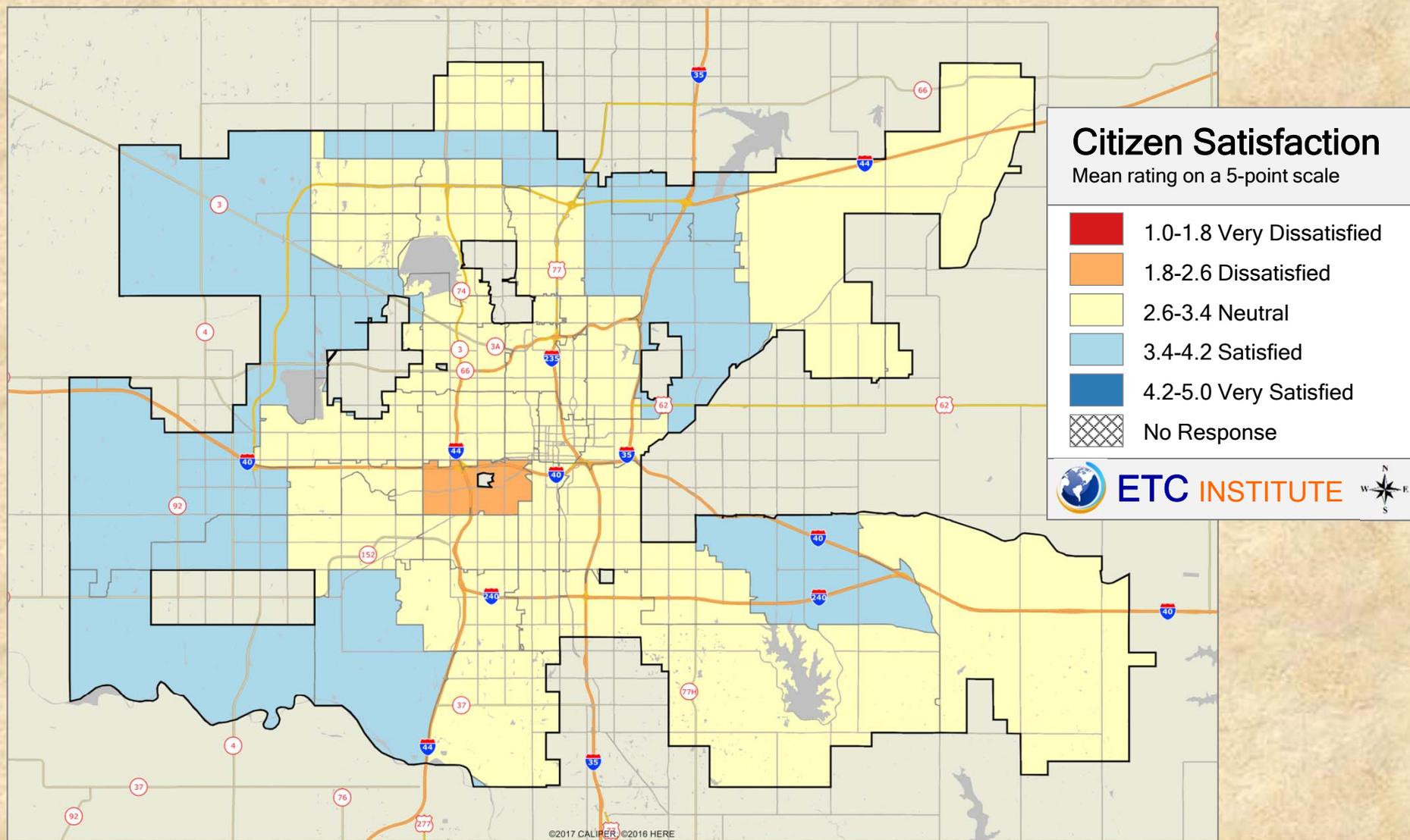
Q10-04 Satisfaction with enforcing sign regulations



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

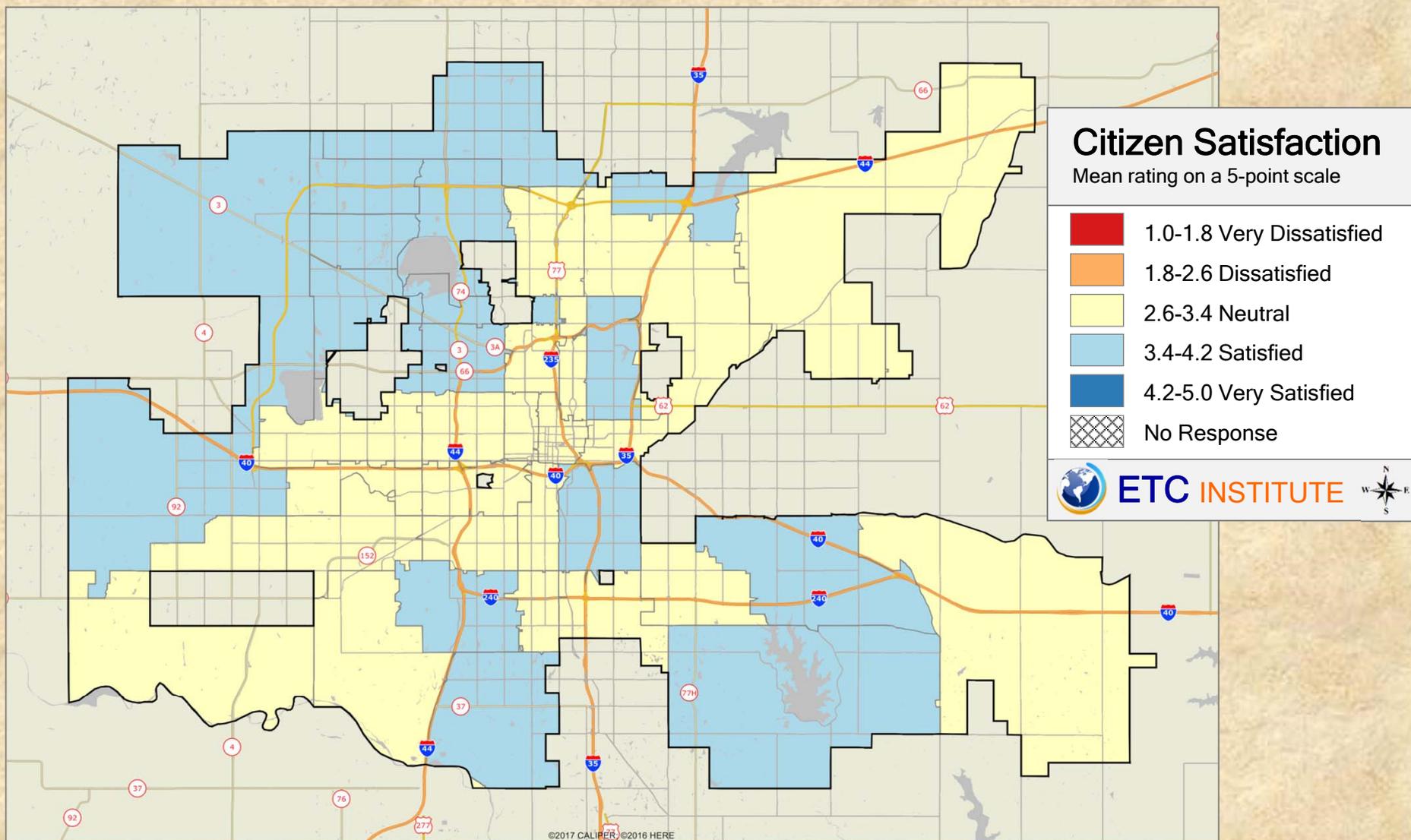
Q10-05 Satisfaction with quality of animal control services



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

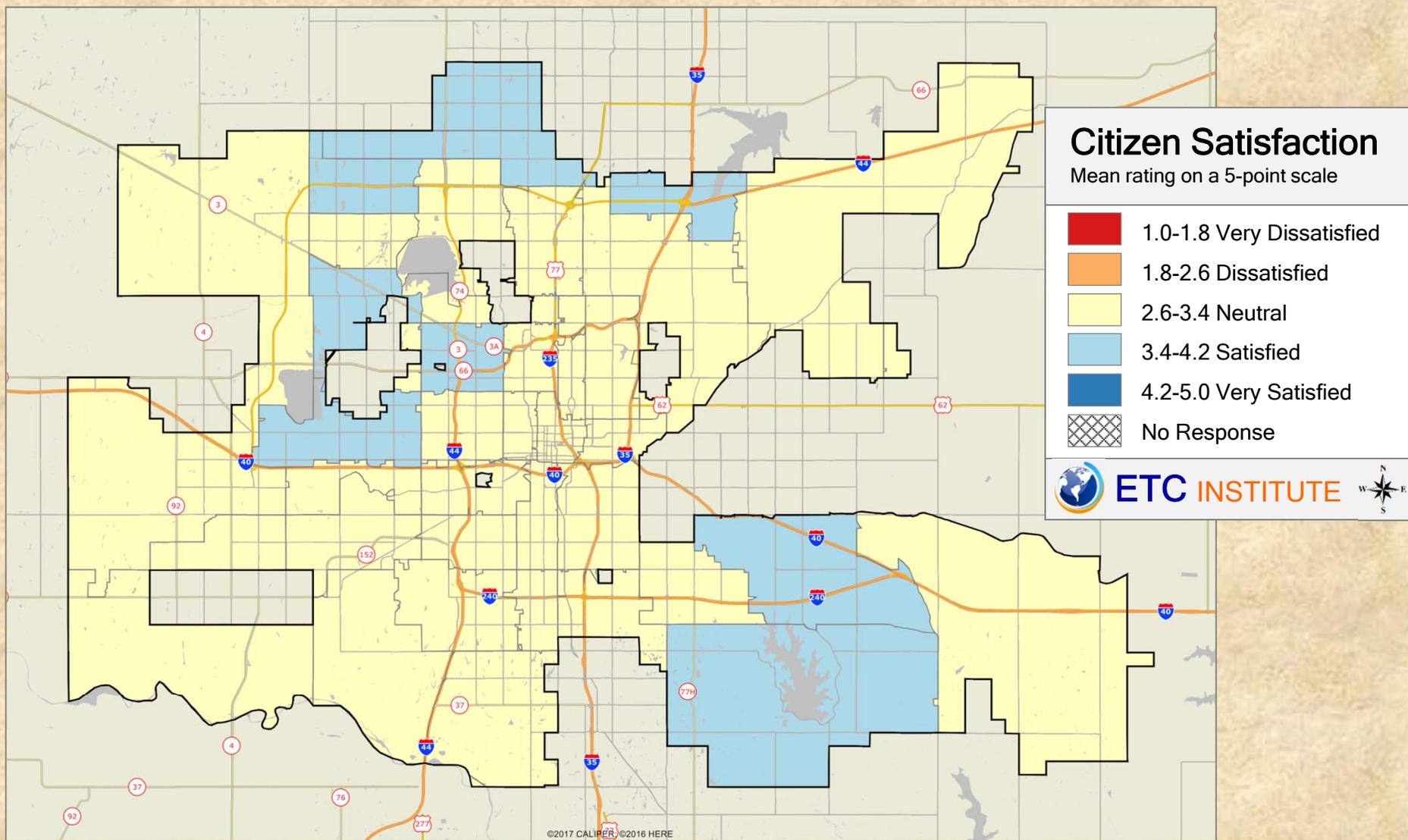
Q10-06 Satisfaction with enforcement of yard parking regulations in neighborhoods



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

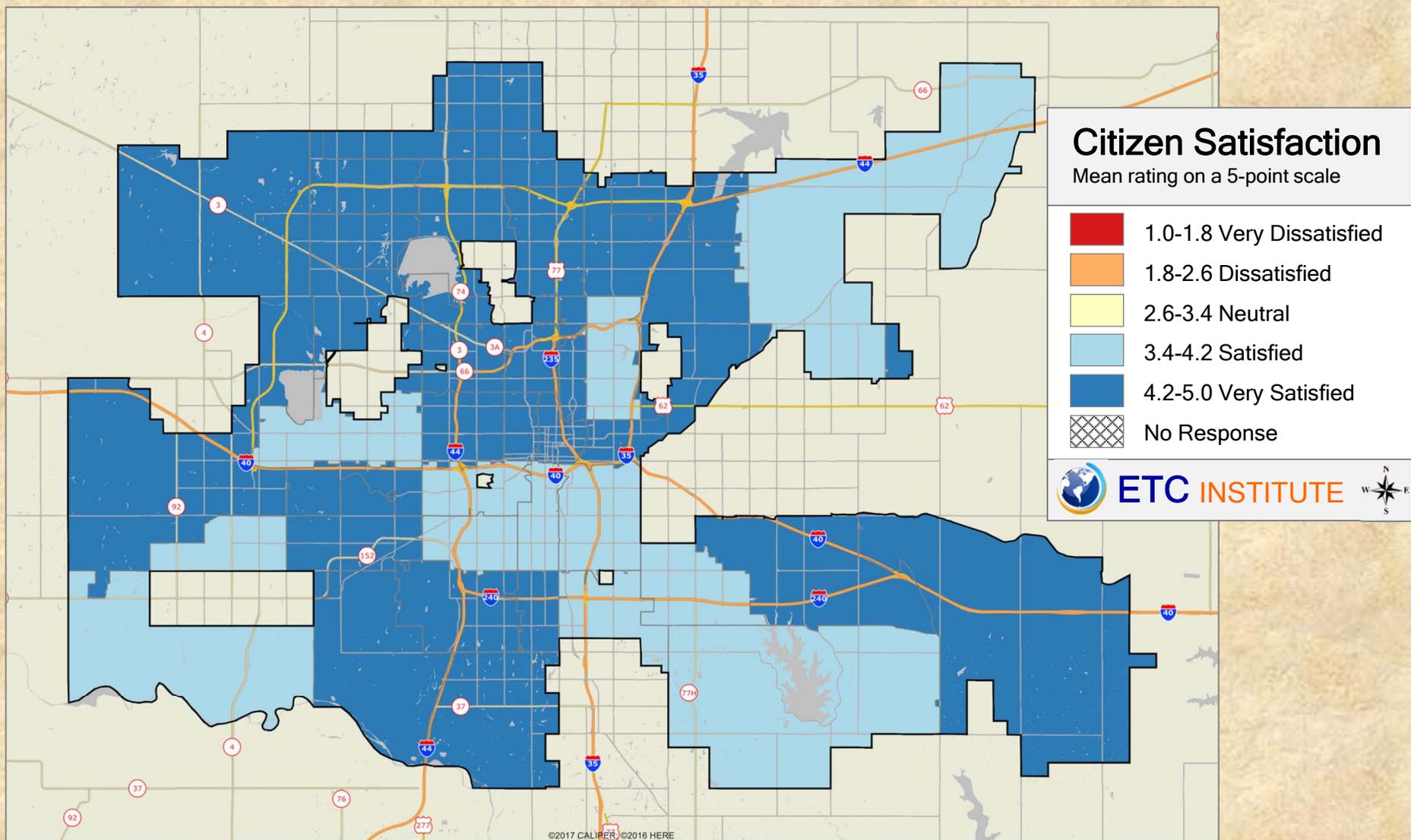
Q10-07 Satisfaction with City efforts to remove abandoned or inoperative vehicles



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

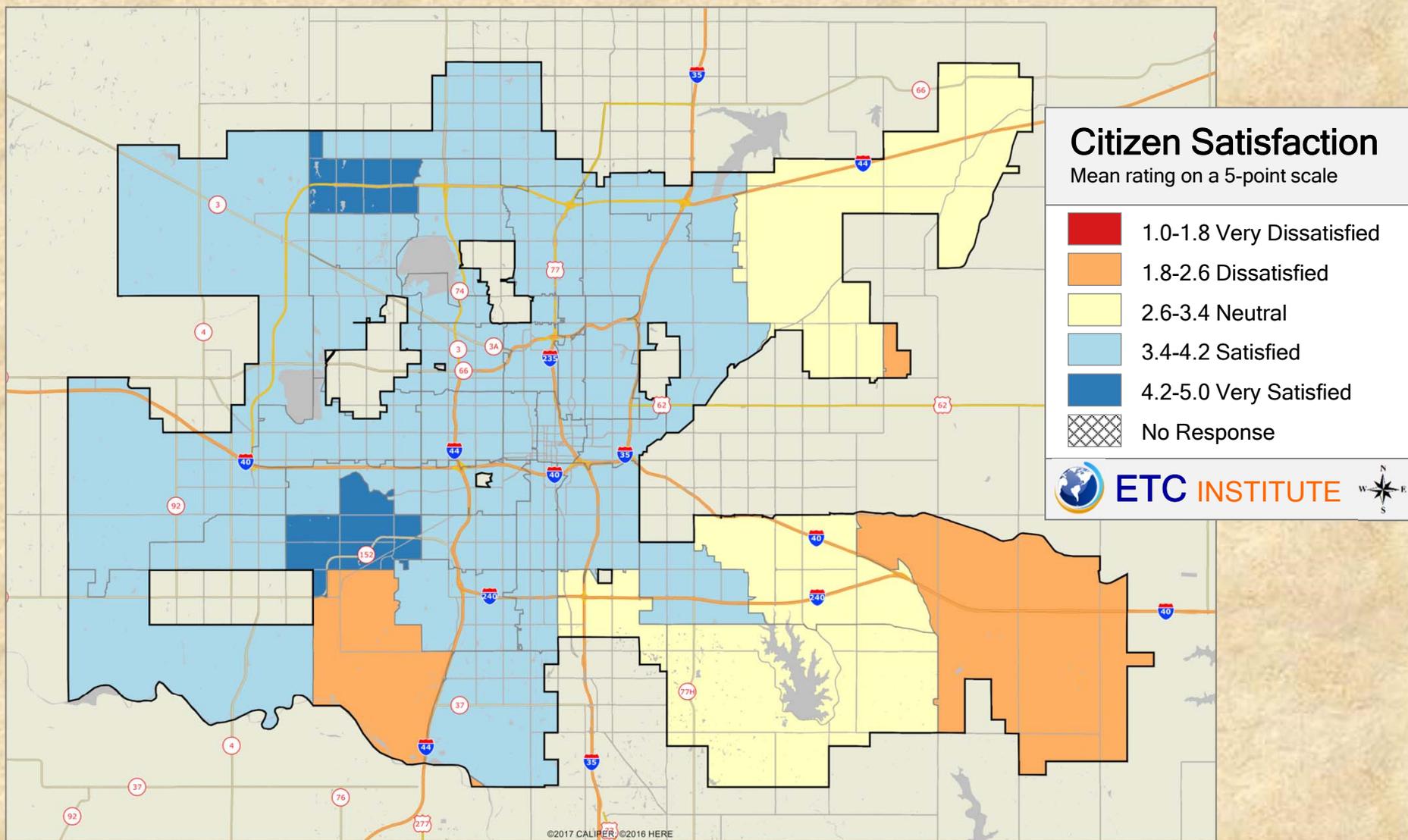
Q12-01 Satisfaction with residential trash collection services



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

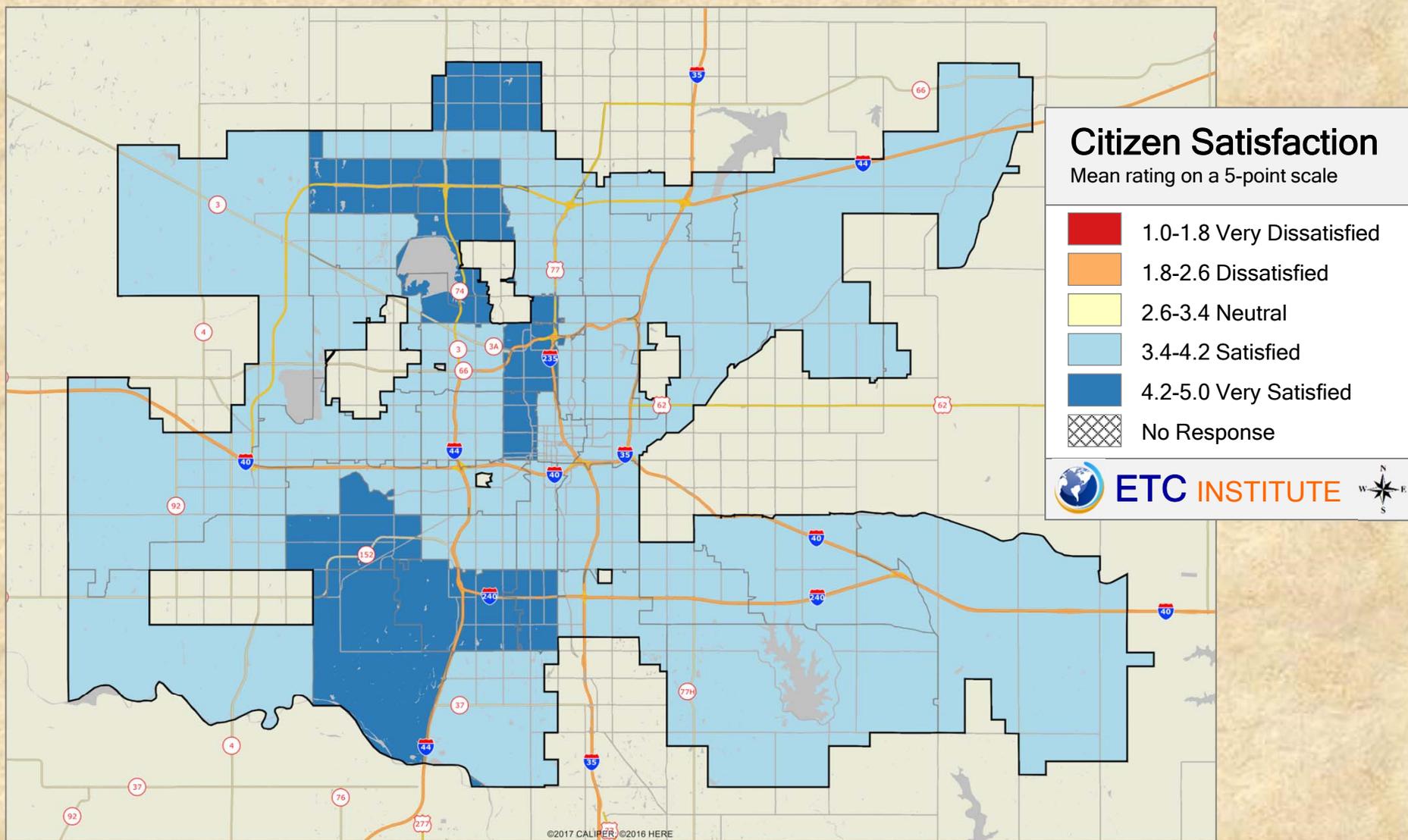
Q12-02 Satisfaction with curbside recycling services



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

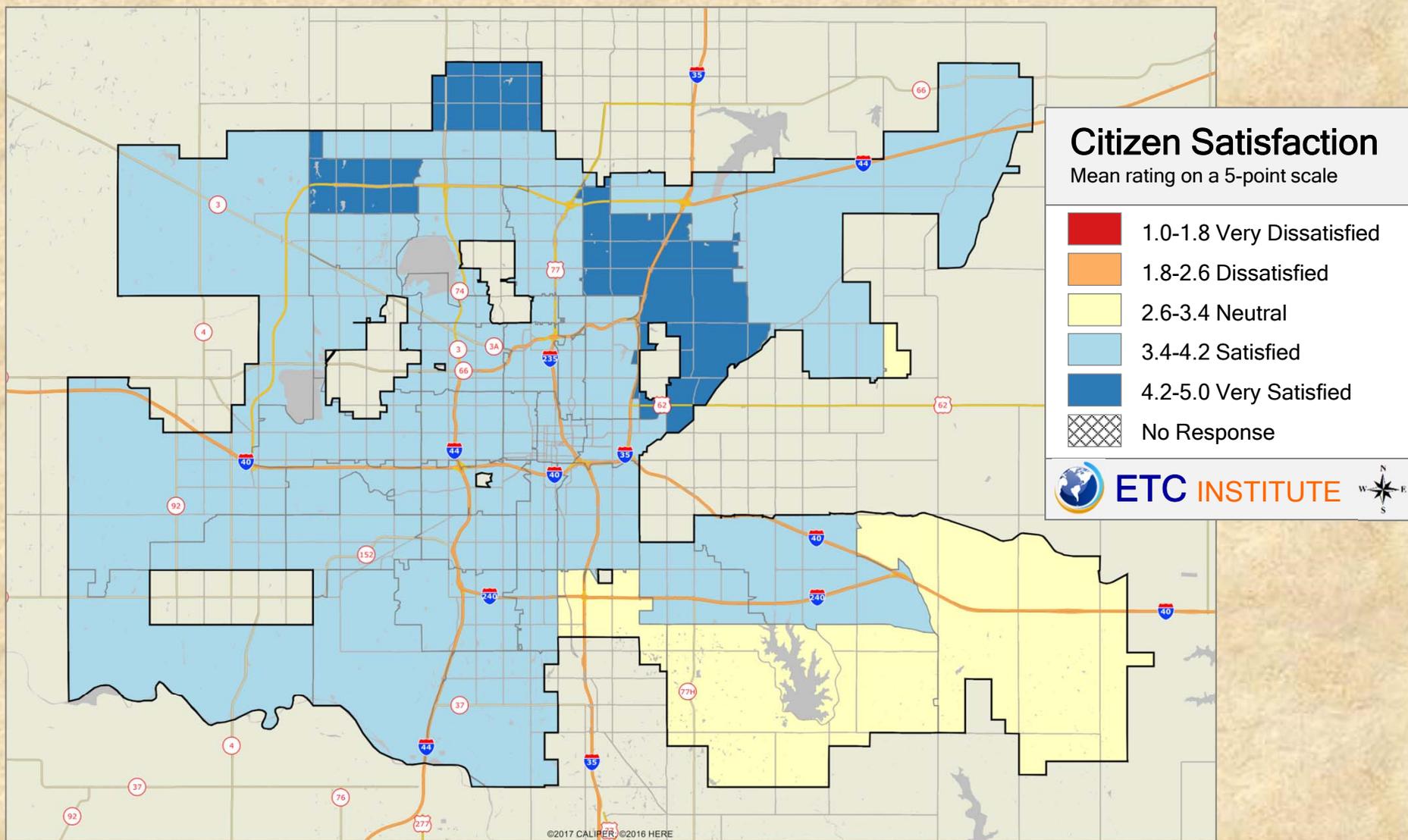
Q12-03 Satisfaction with bulky item pick up/removal services



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

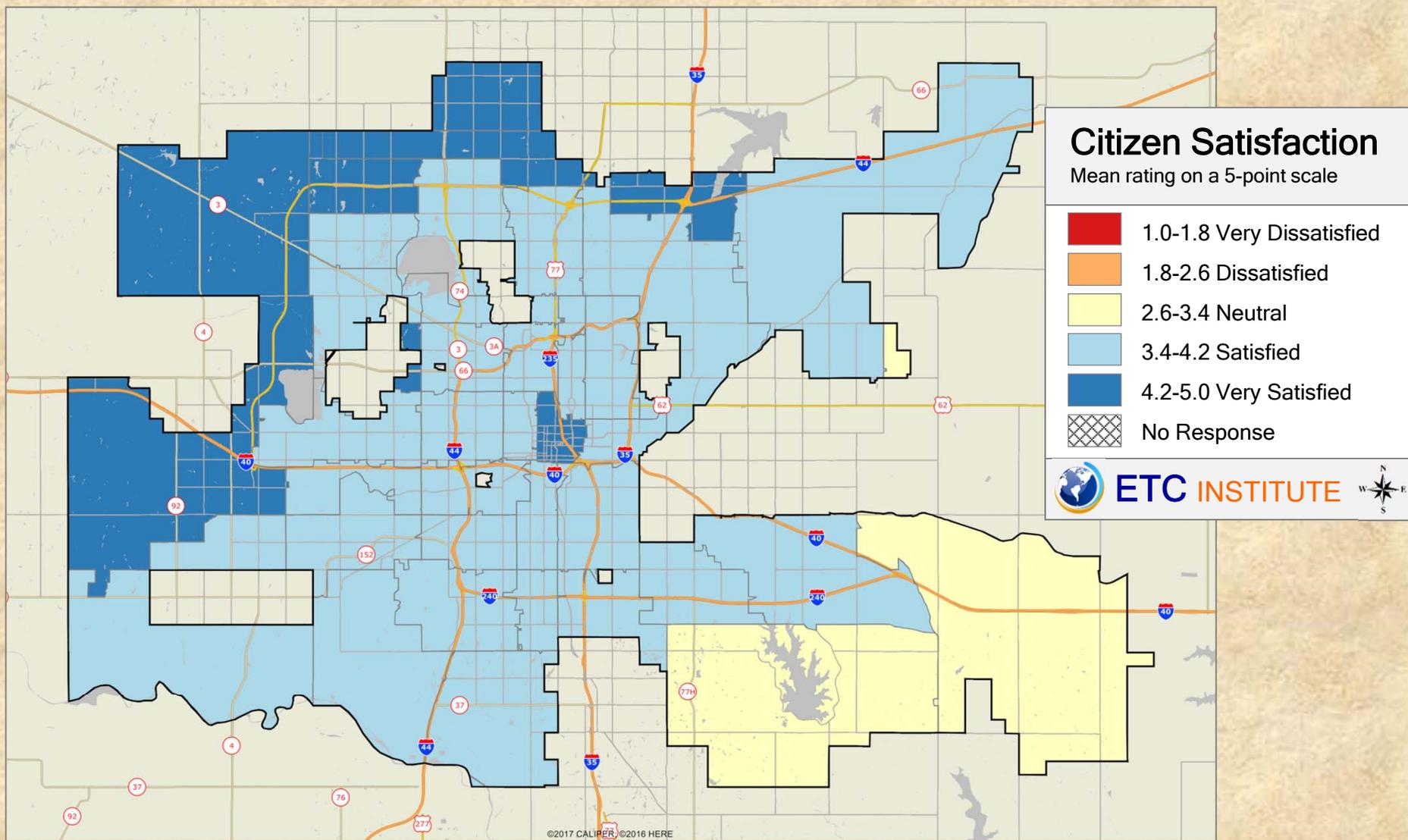
Q12-04 Satisfaction with water service



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

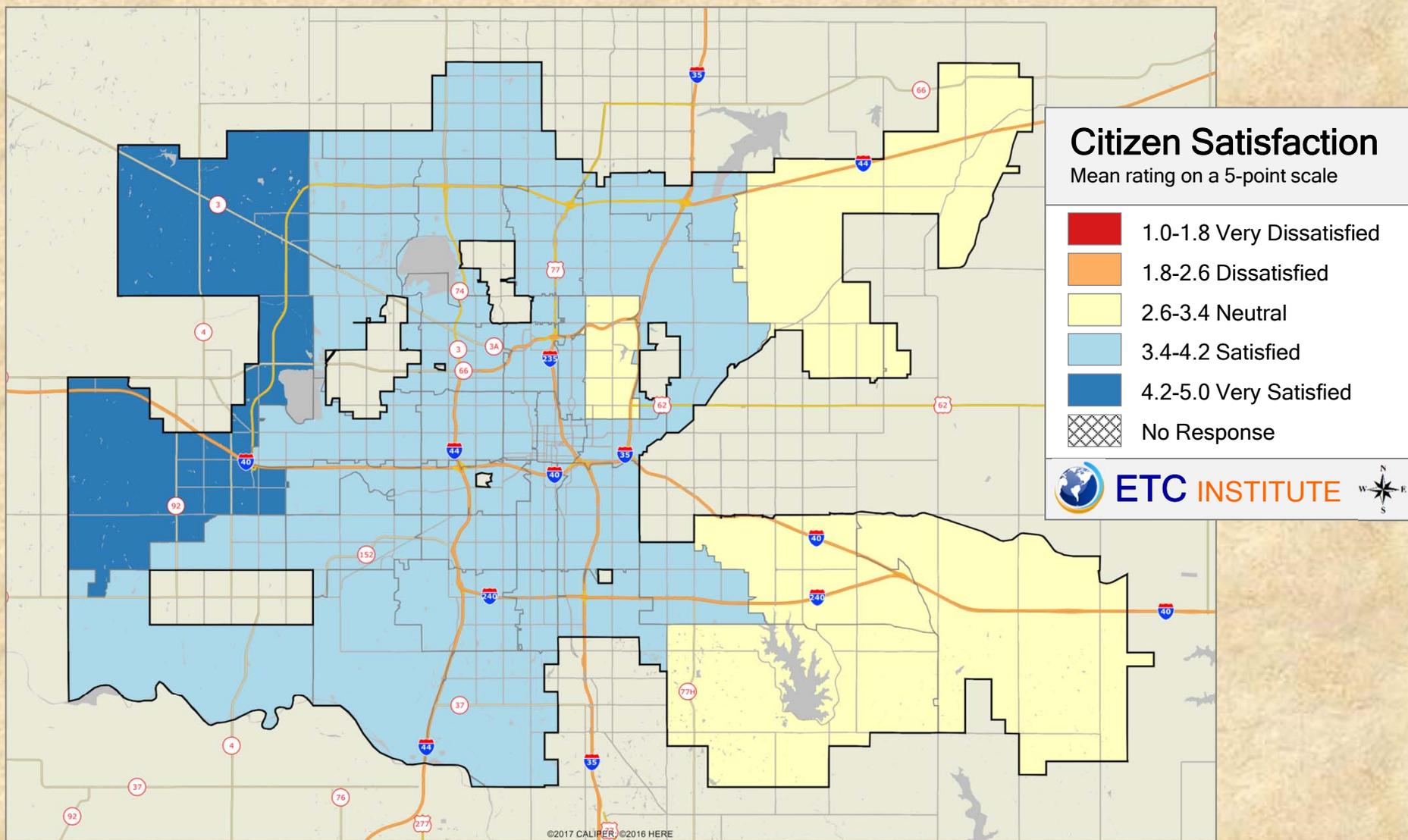
Q12-05 Satisfaction with wastewater services



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

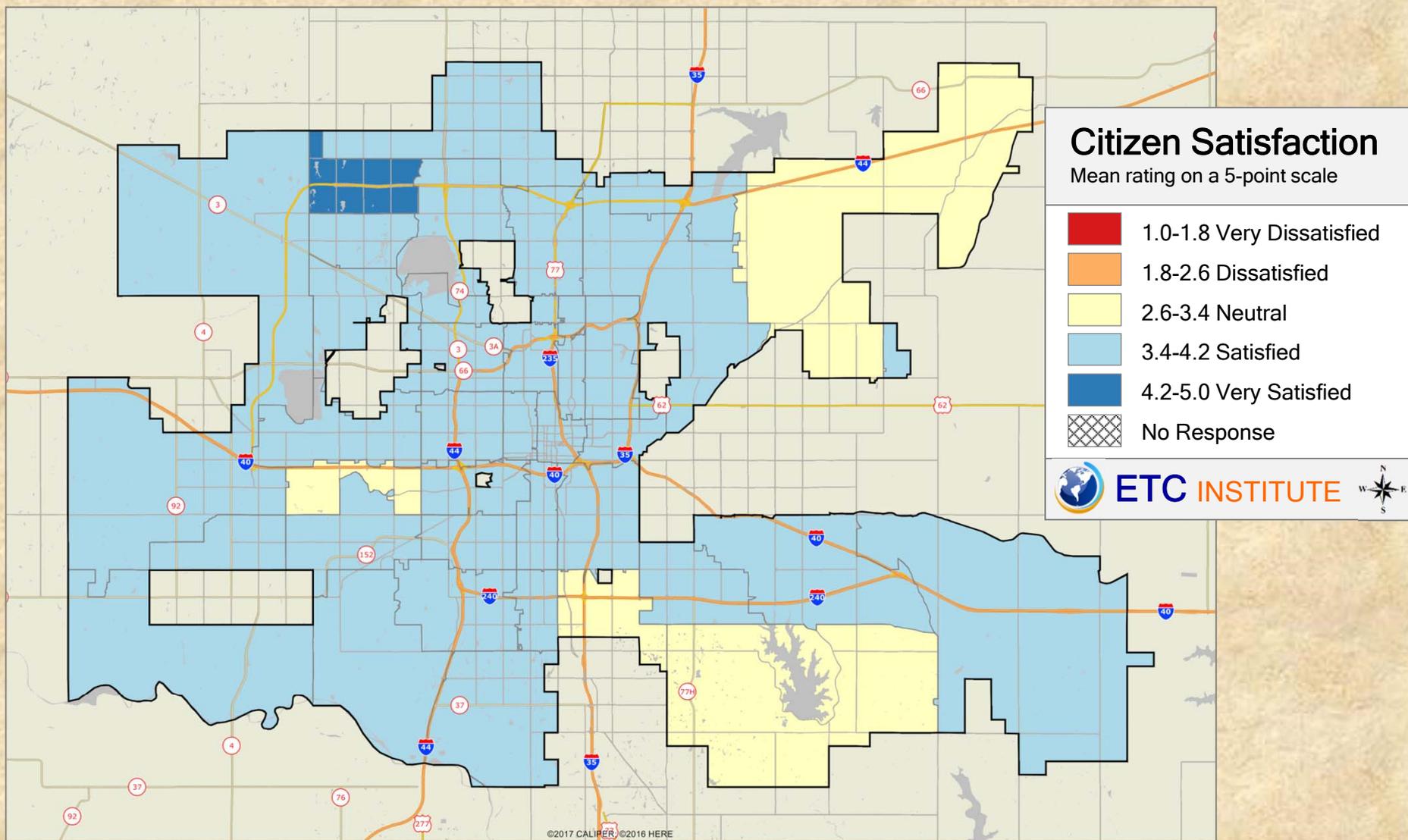
Q12-06 Satisfaction with speed of service



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

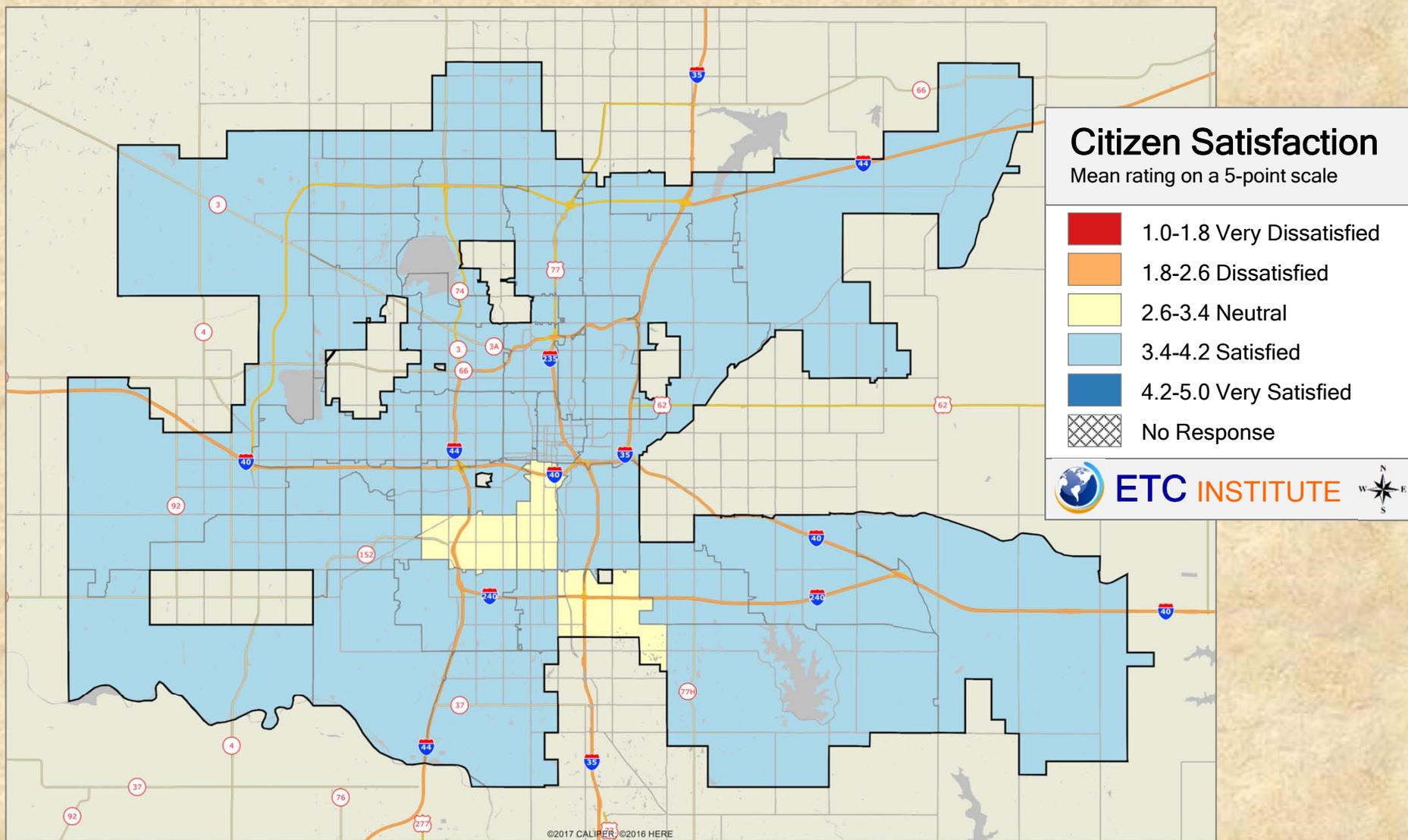
Q12-07 Satisfaction with quality of customer service



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

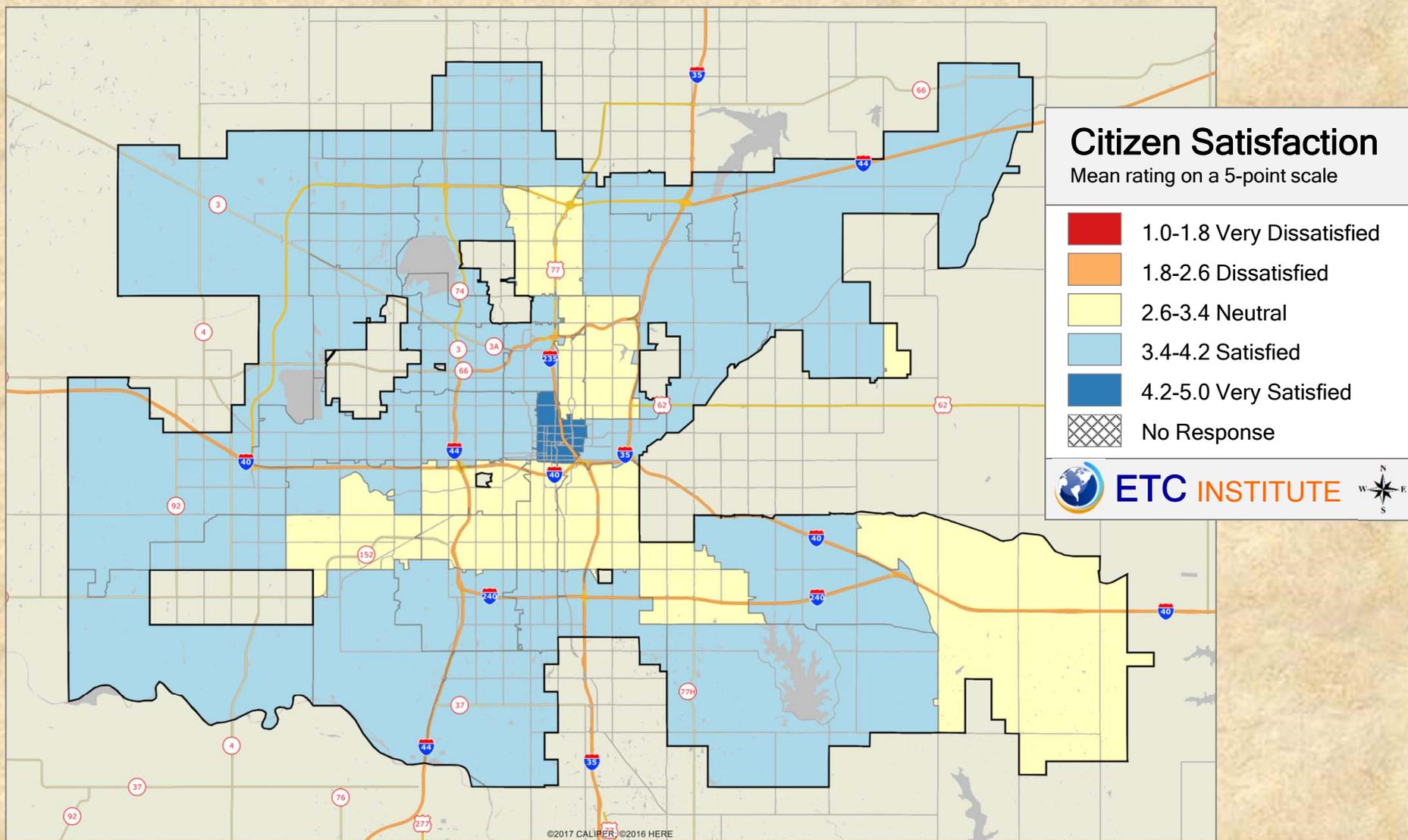
Q15-01 Satisfaction with maintenance of City parks



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

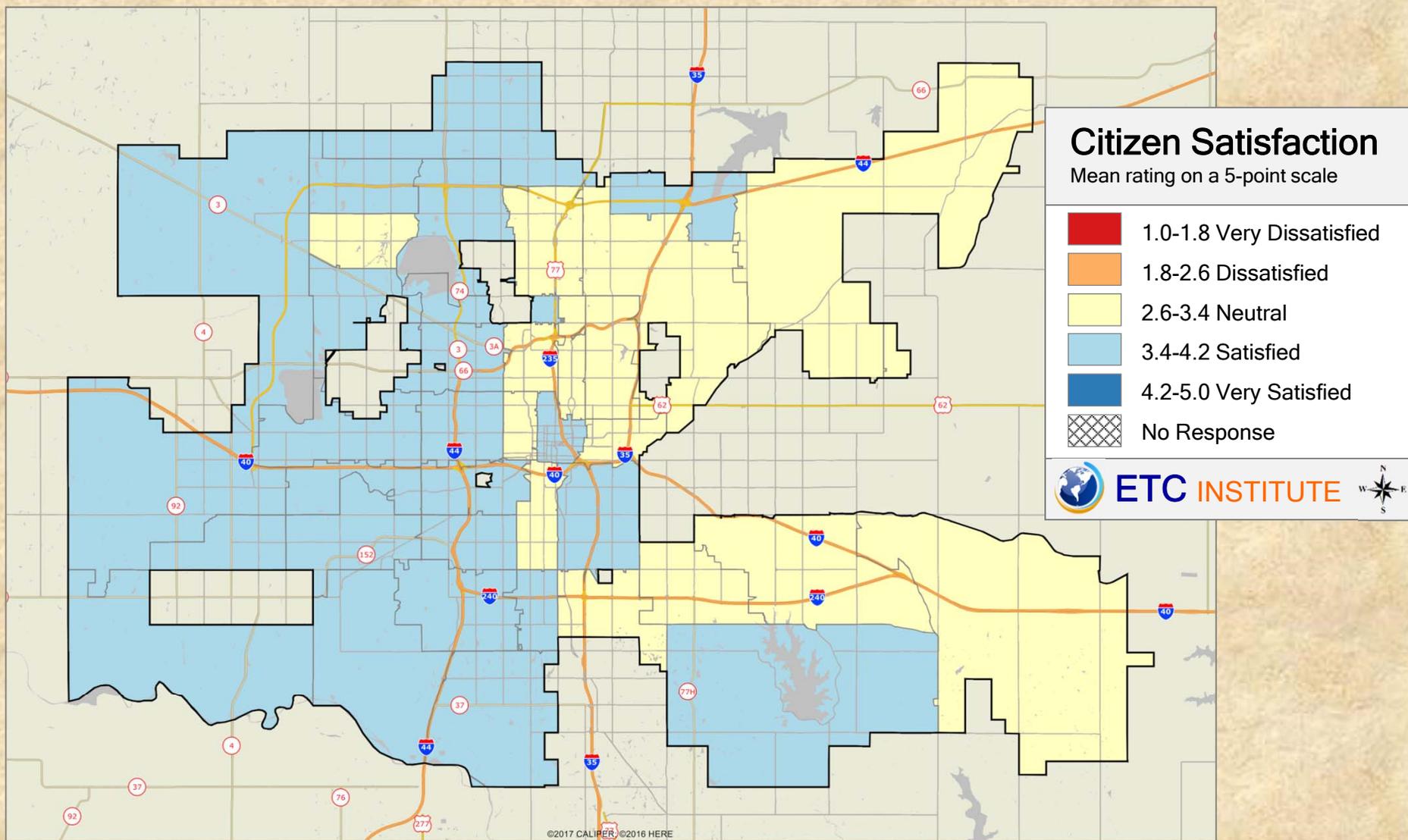
Q15-02 Quality of City parks near neighborhoods



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

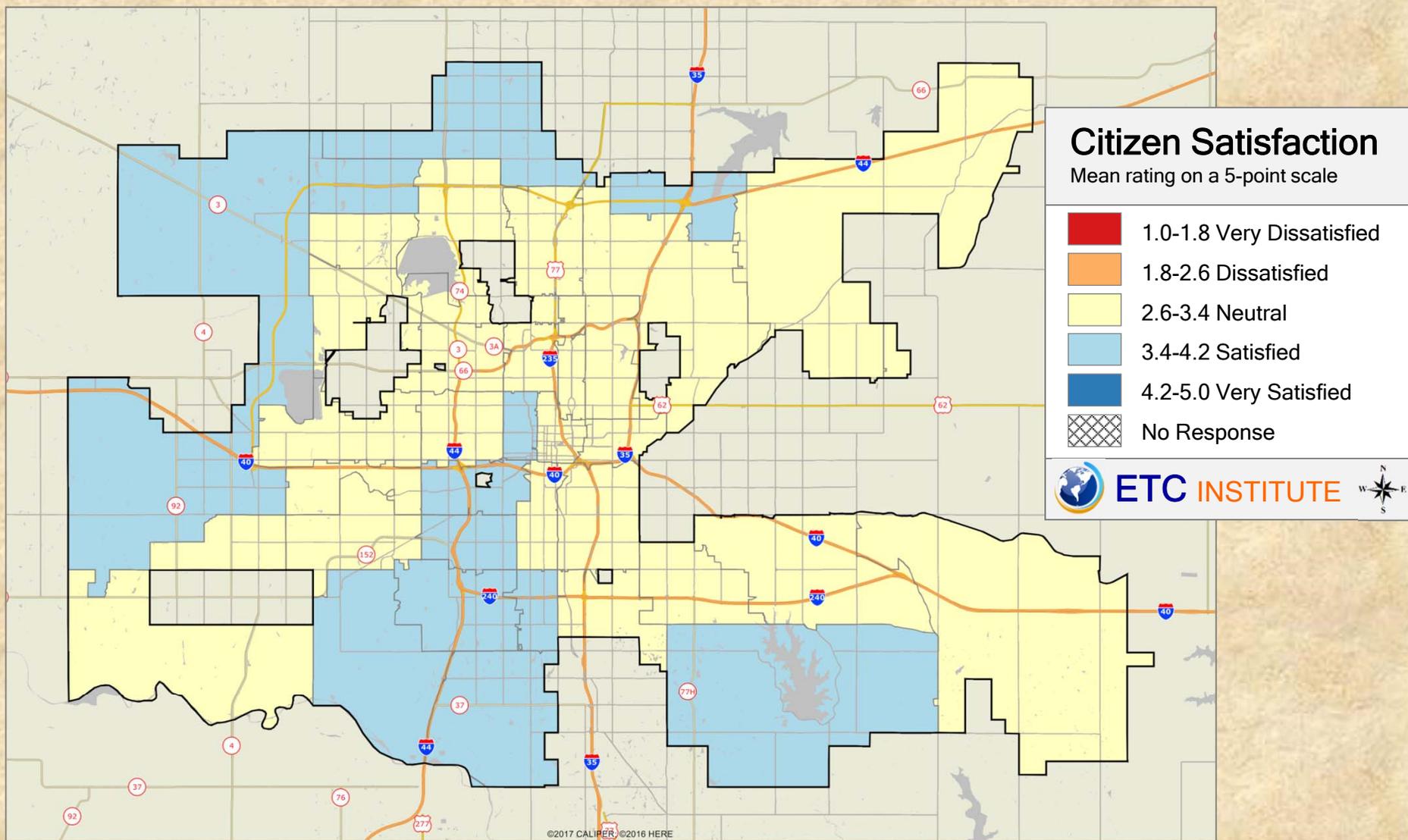
Q15-03 Satisfaction with walking and biking trails in the City



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

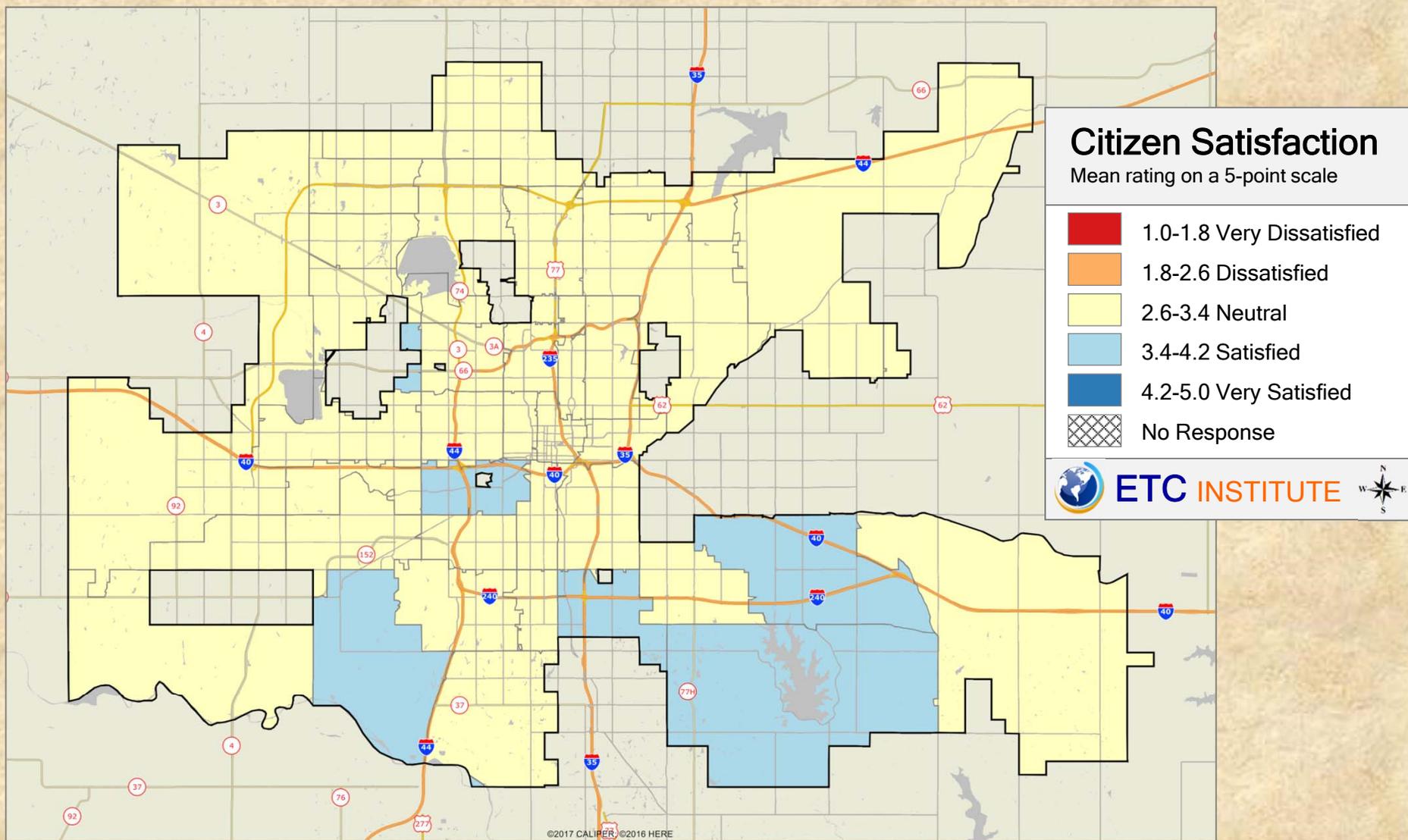
Q15-04 Satisfaction with City recreation centers



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

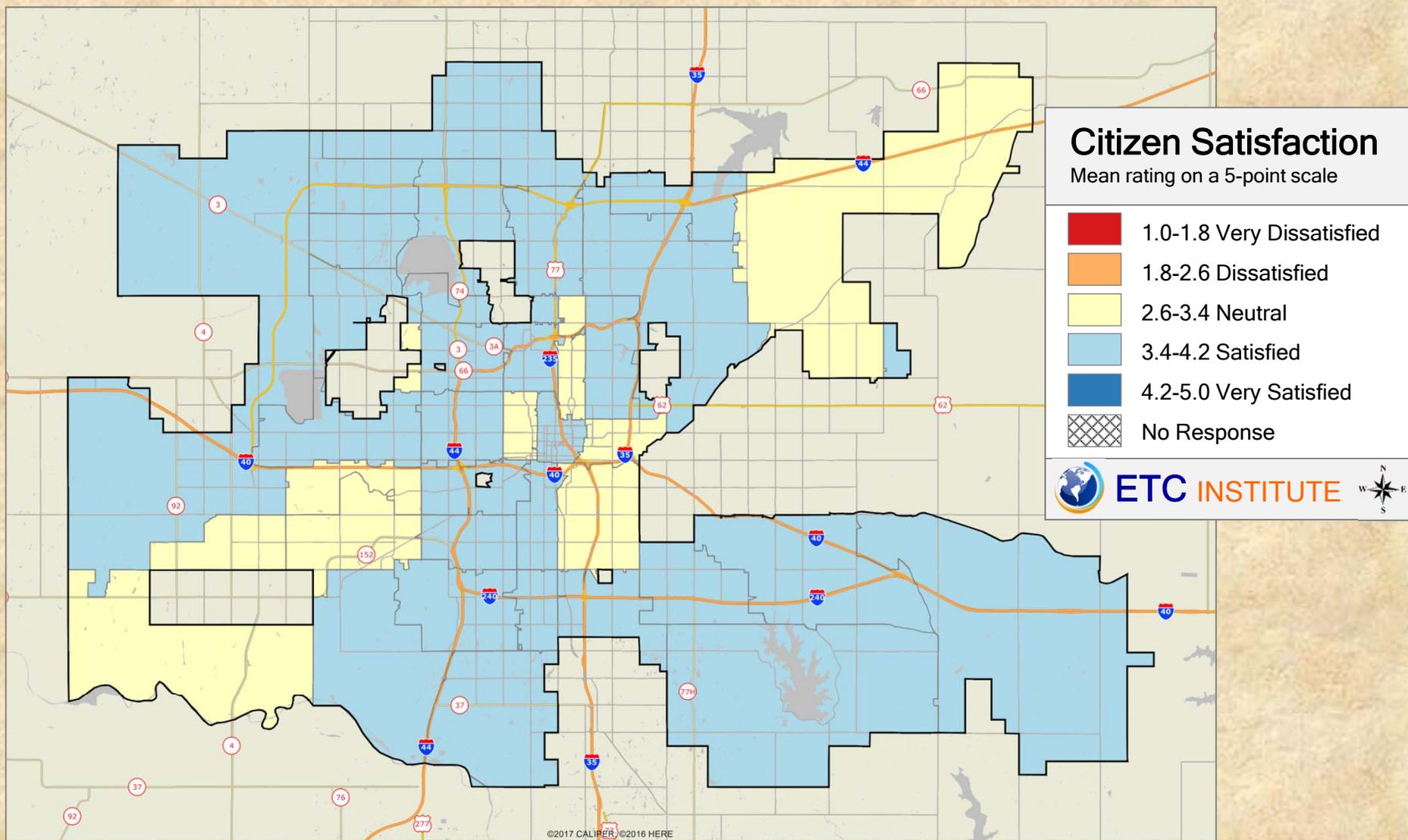
Q15-05 Satisfaction with City aquatic facilities and programs



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

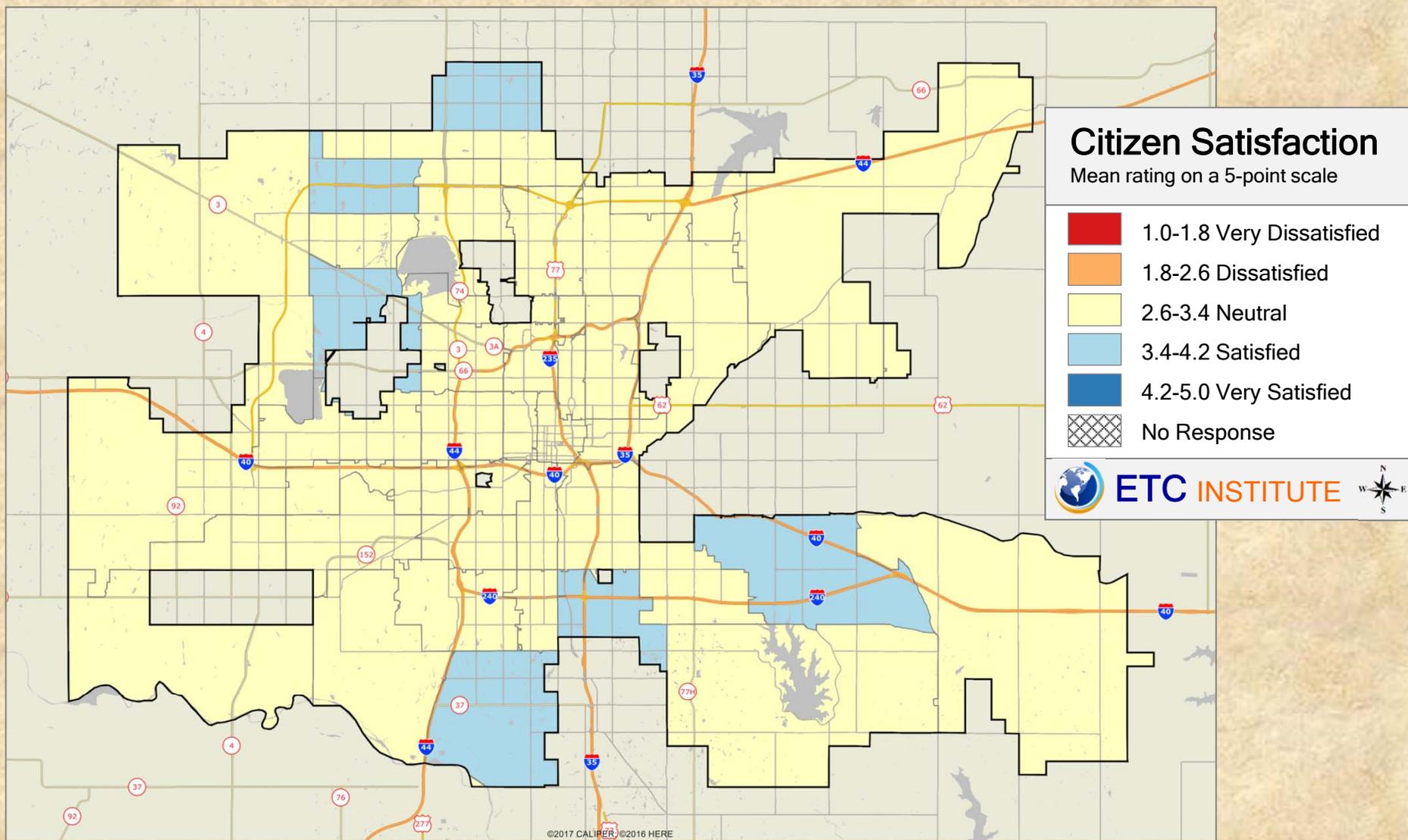
Q15-06 Satisfaction with City golf courses



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

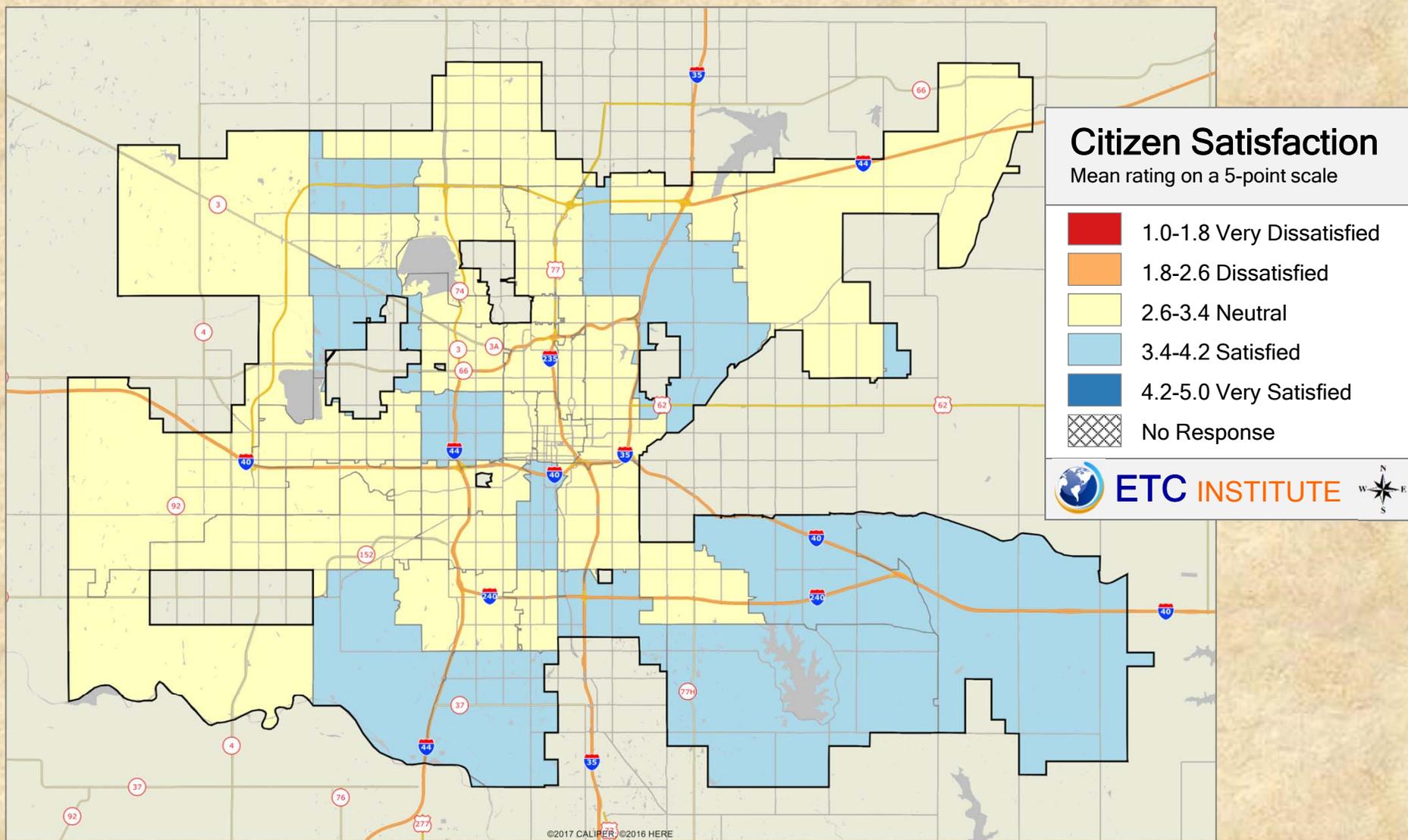
Q15-07 Satisfaction with athletic programs



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

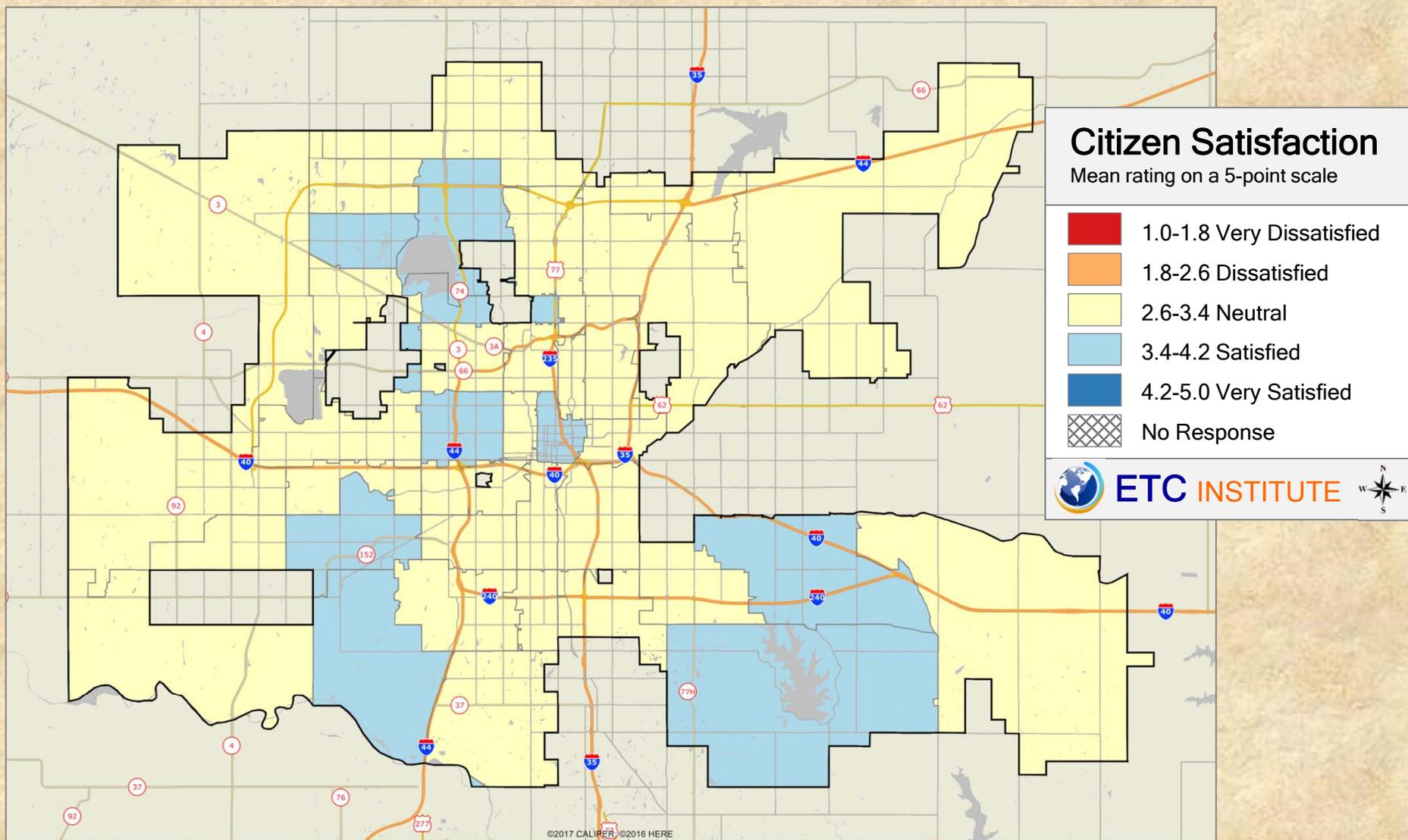
Q15-08 Satisfaction with outdoor athletic facilities



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

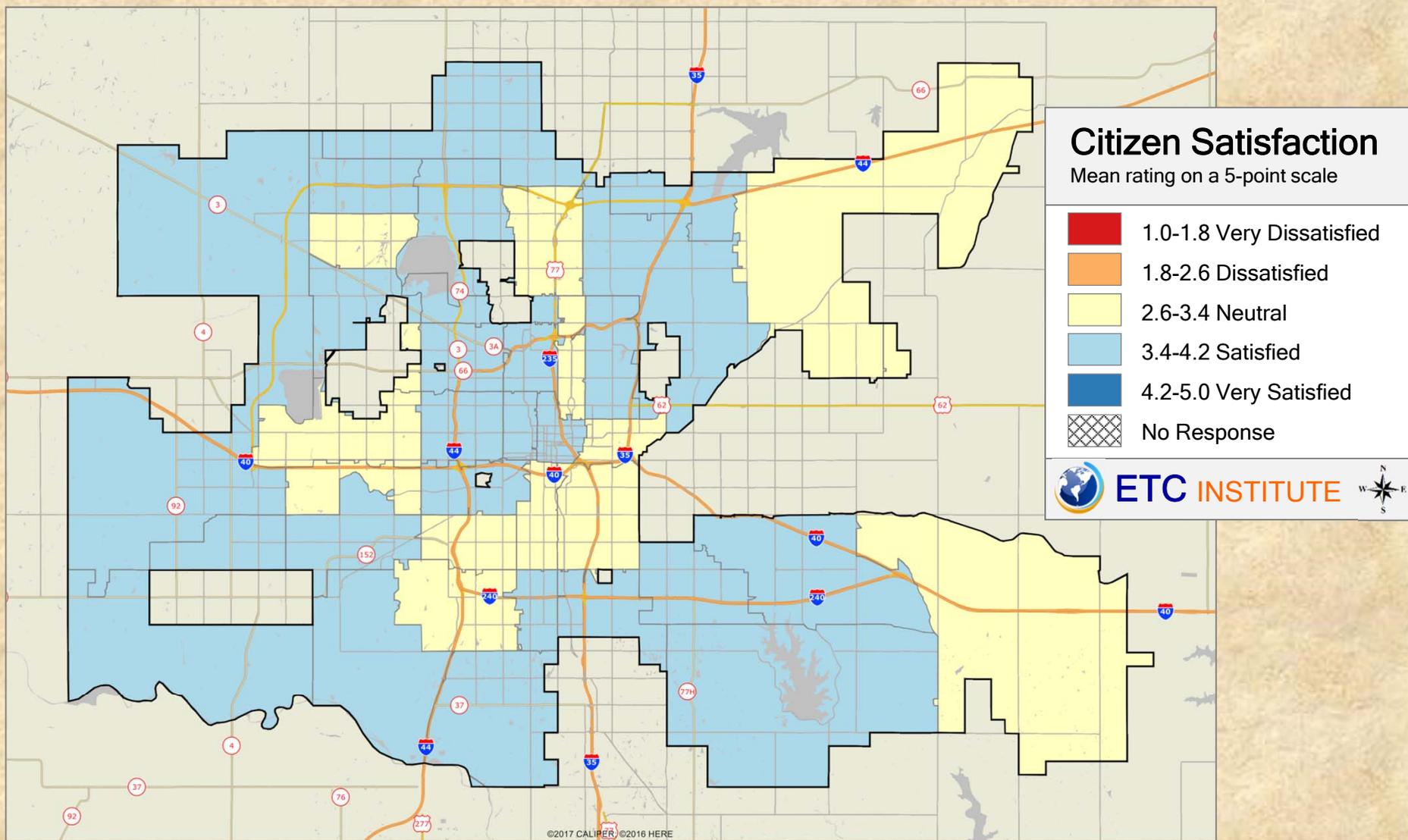
Q15-09 Satisfaction with recreation opportunities for fishing at close to home waters



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

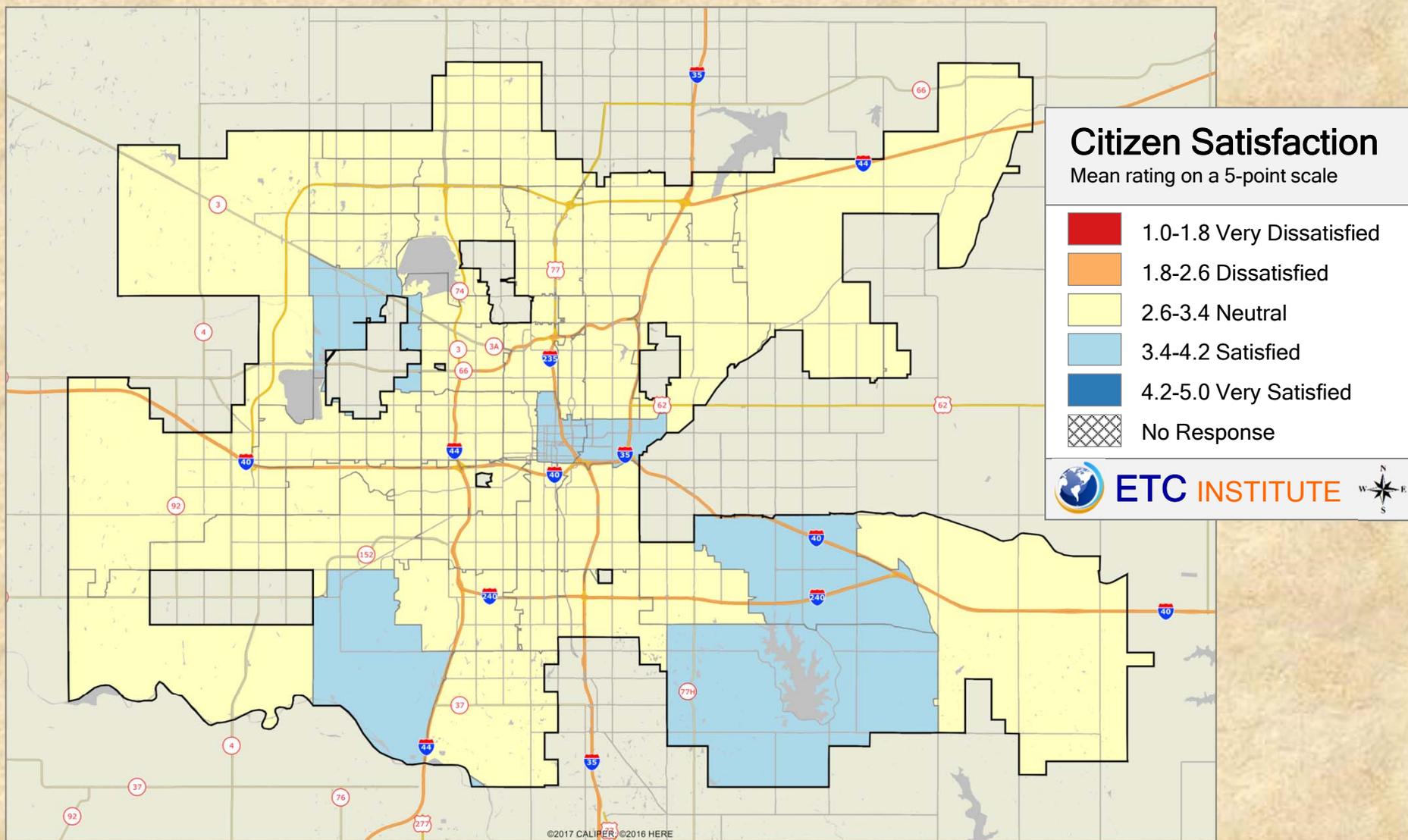
Q15-10 Satisfaction with availability of information about Civic Center Music Hall programs



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

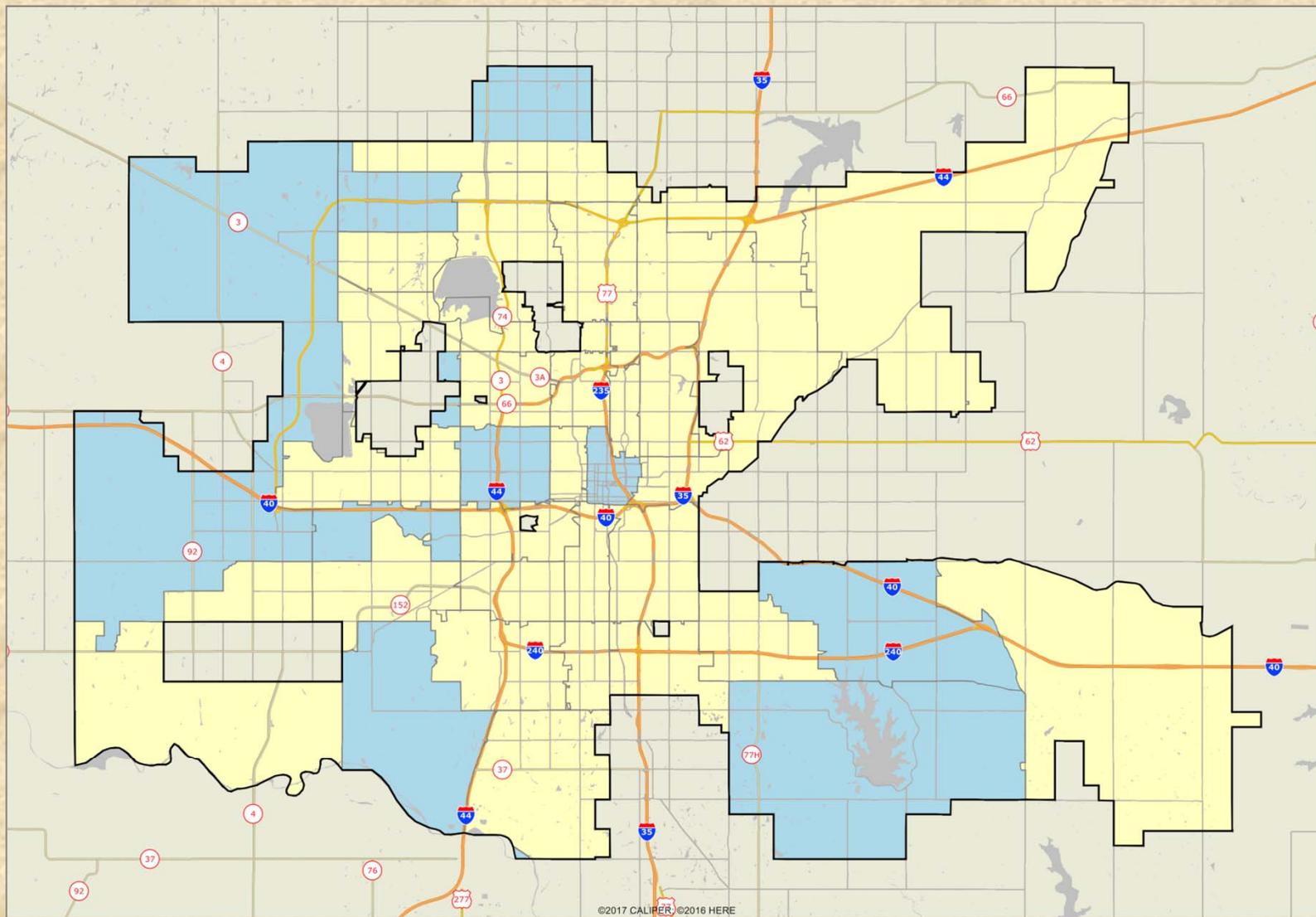
Q15-11 Satisfaction with availability of information about parks and recreation programs



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

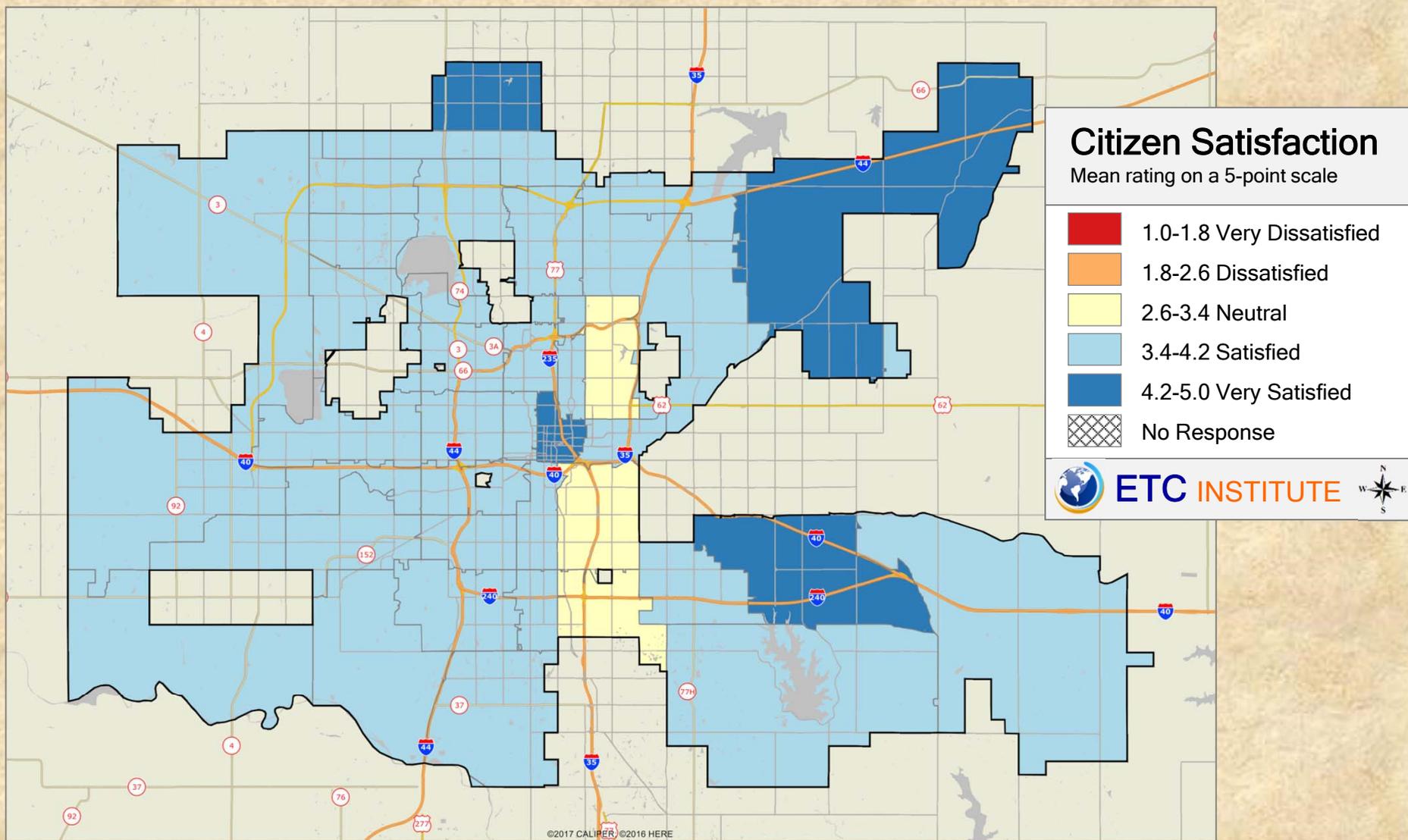
Q15-12 Satisfaction with quality of recreation programs and facilities



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

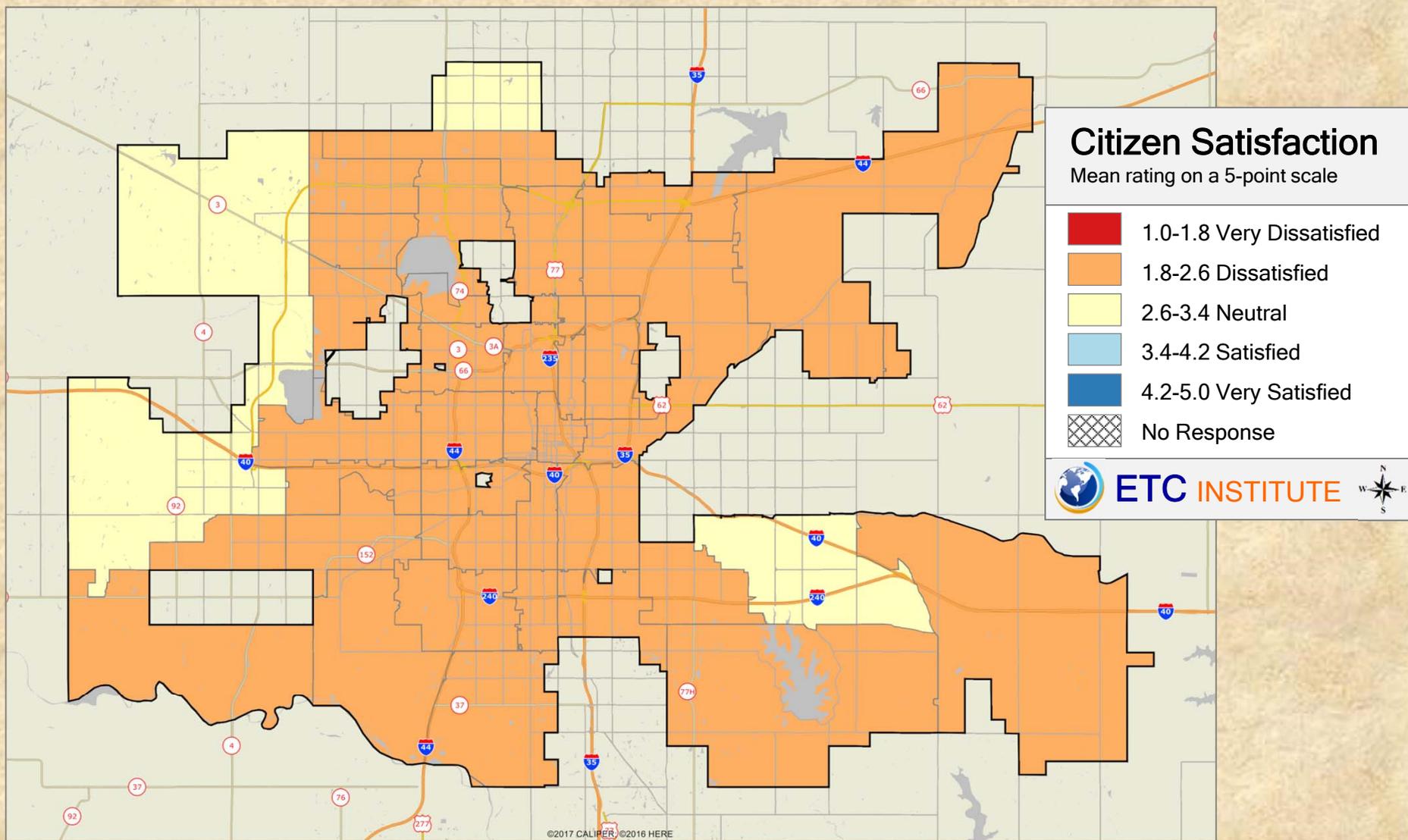
Q15-13 Satisfaction with Civic Center Music Hall experience



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

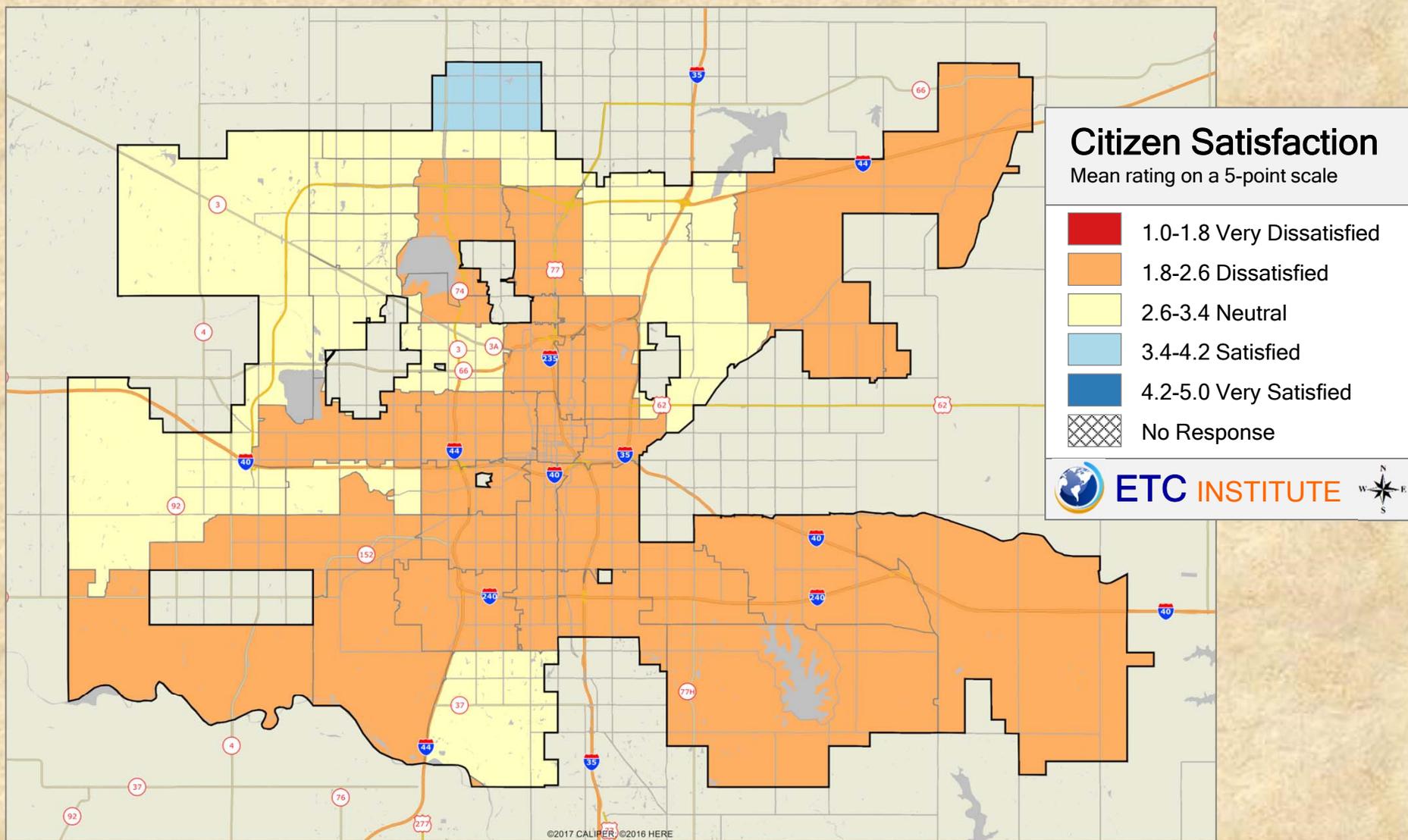
Q17-01 Satisfaction with condition of major City streets



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

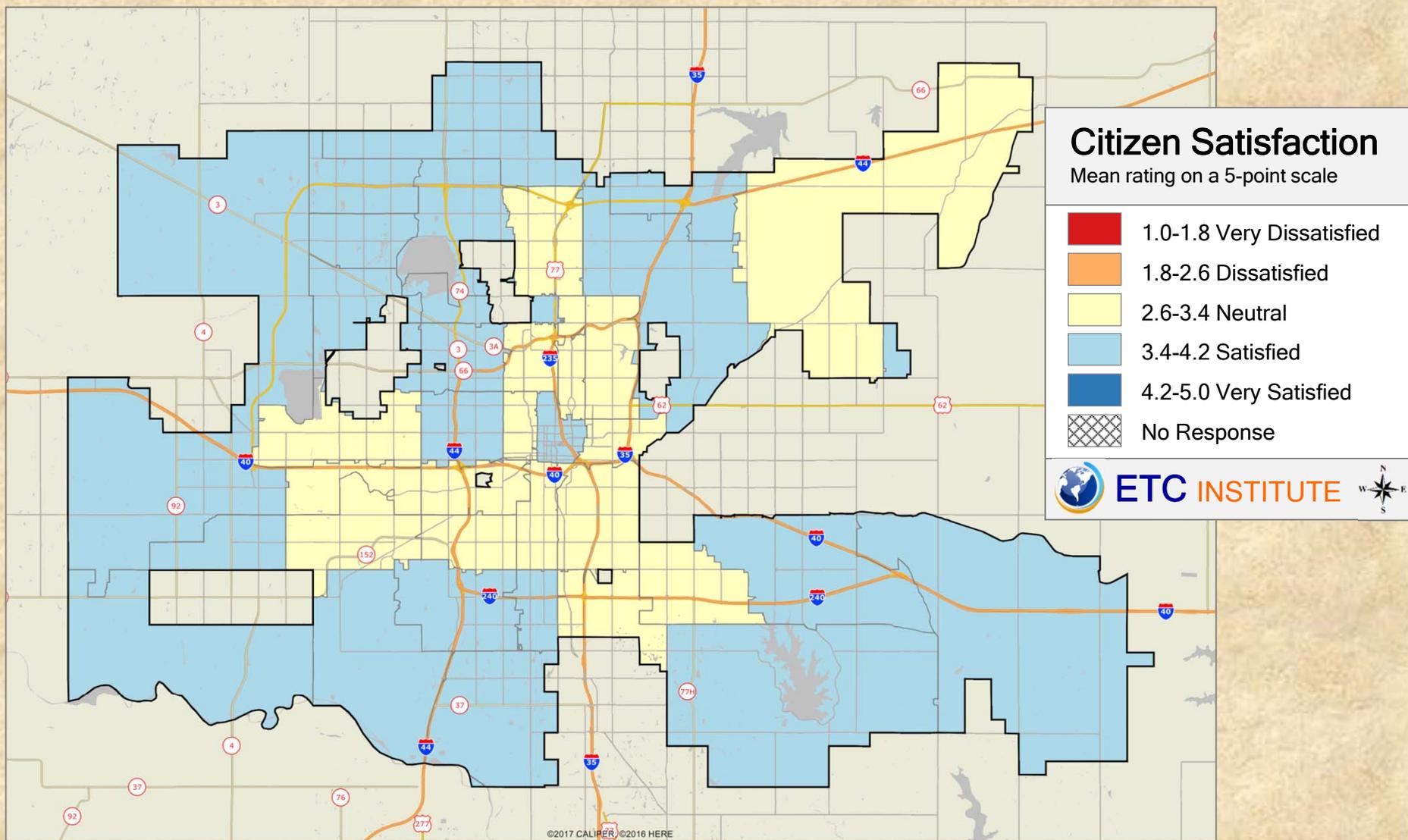
Q17-02 Satisfaction with condition of neighborhood streets



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

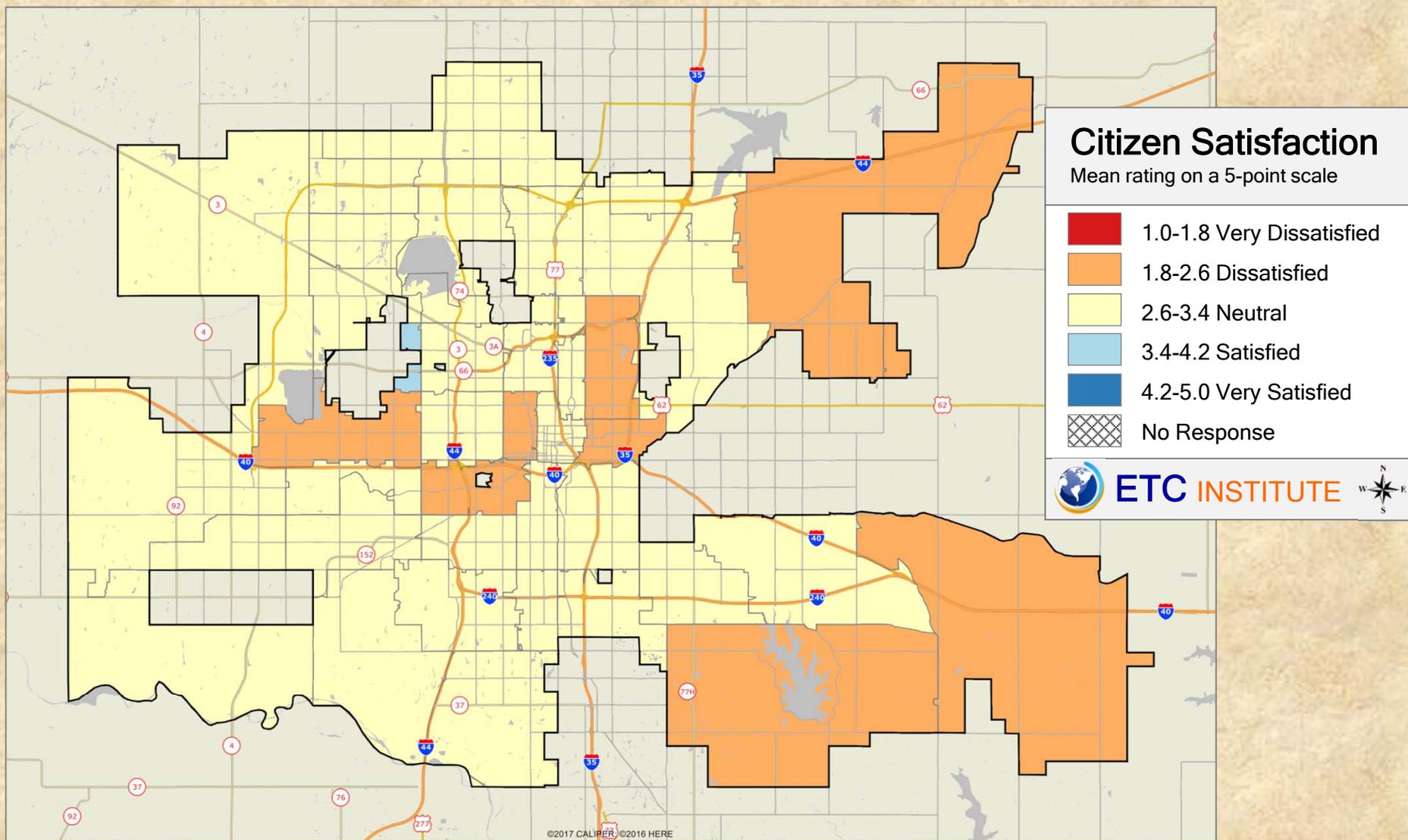
Q17-03 Satisfaction with condition of street signs



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

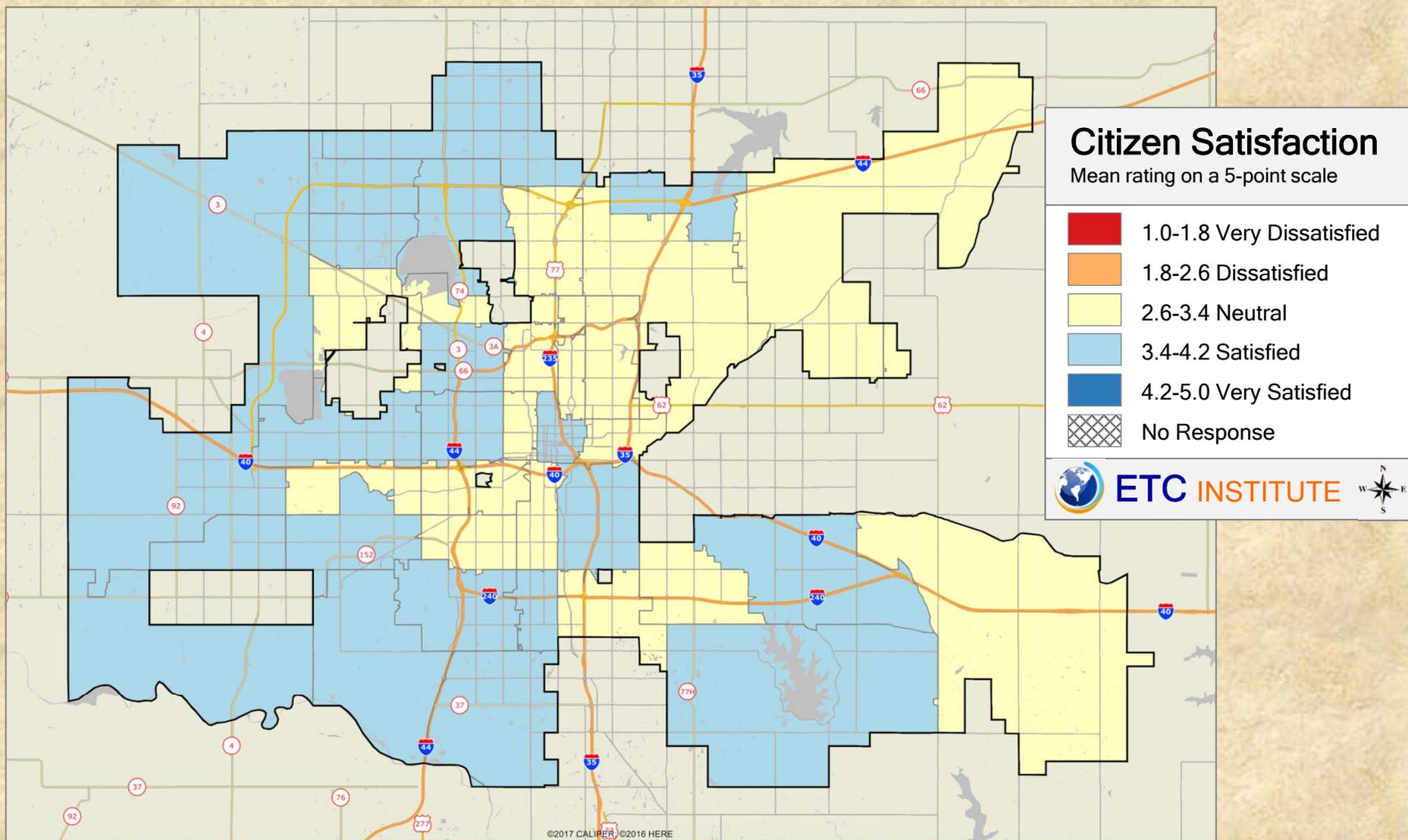
Q17-04 Satisfaction with condition of pavement markings on City streets



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

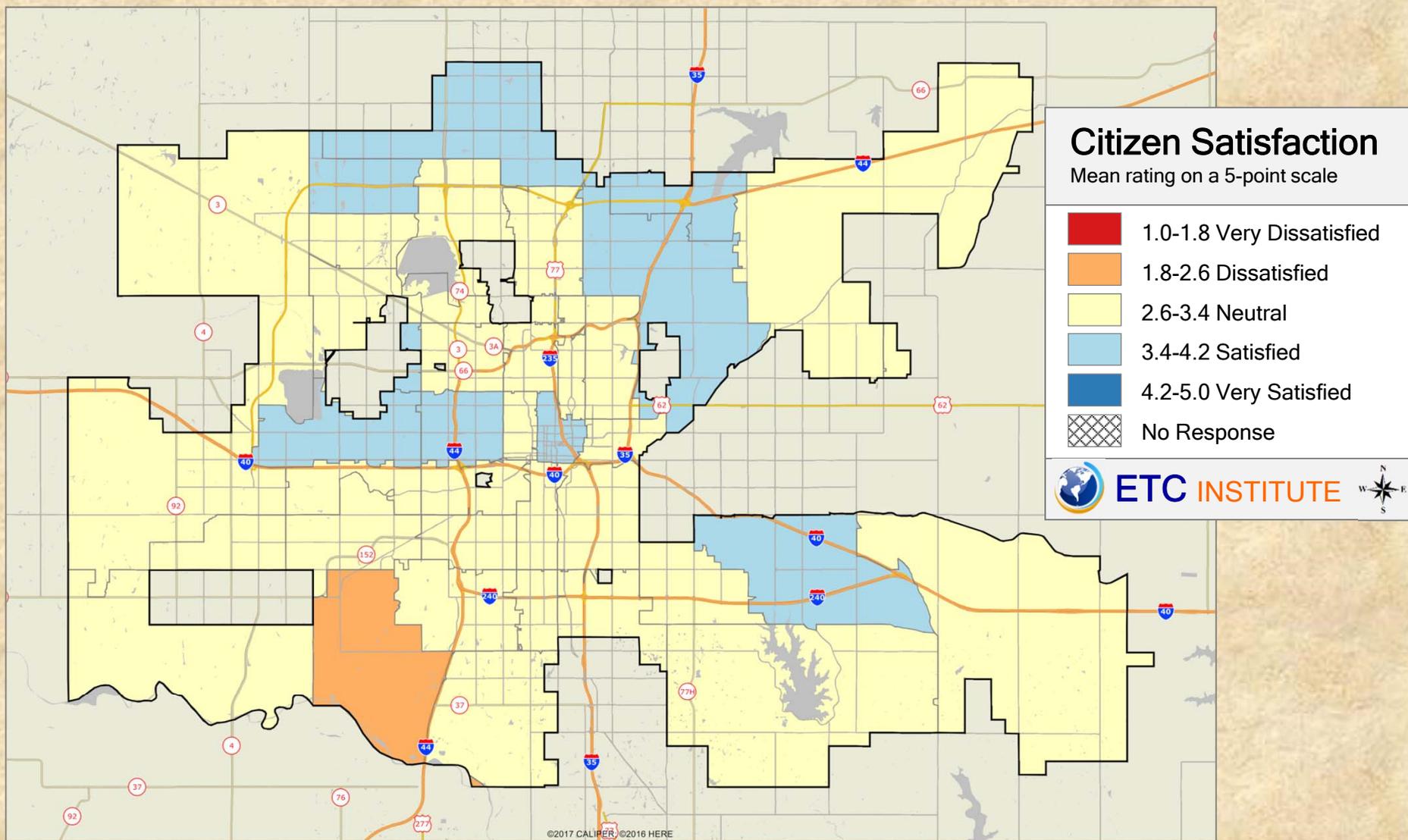
Q17-05 Satisfaction with snow removal on snow routes during the past year



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

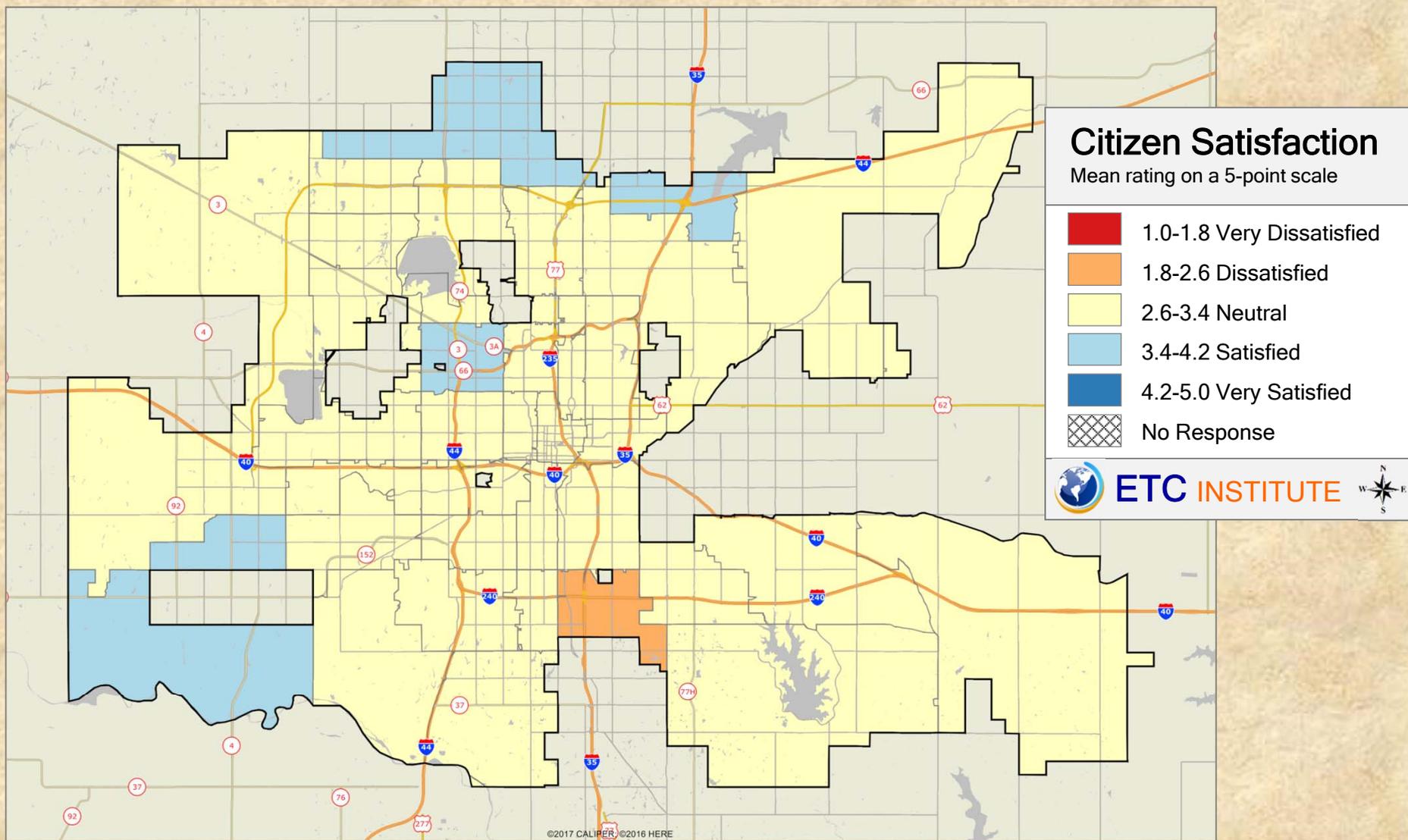
Q17-06 Satisfaction with condition of landscaping or streetscaping in medians and along City streets



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

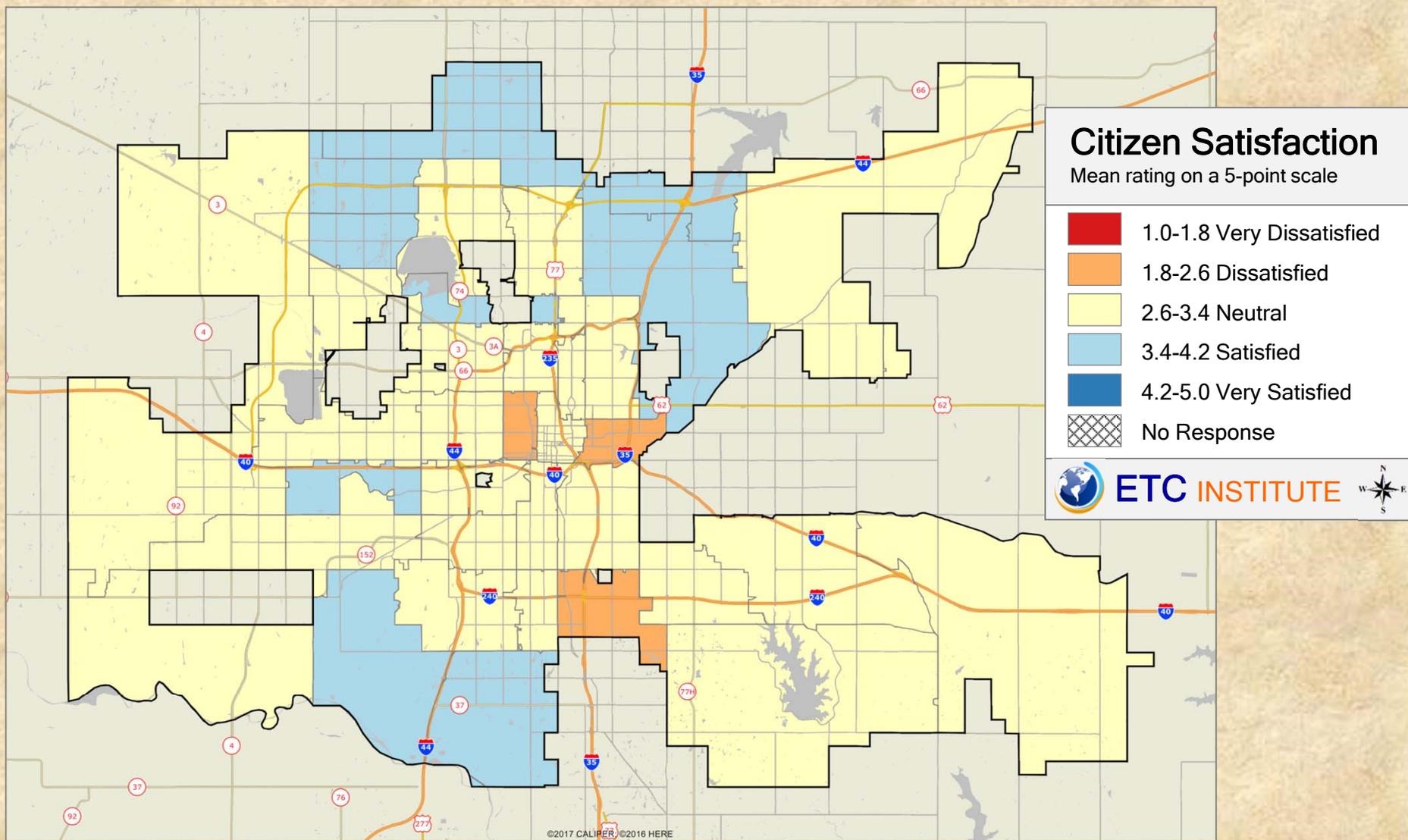
Q17-07 Satisfaction with cleanliness of City streets and other public areas



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

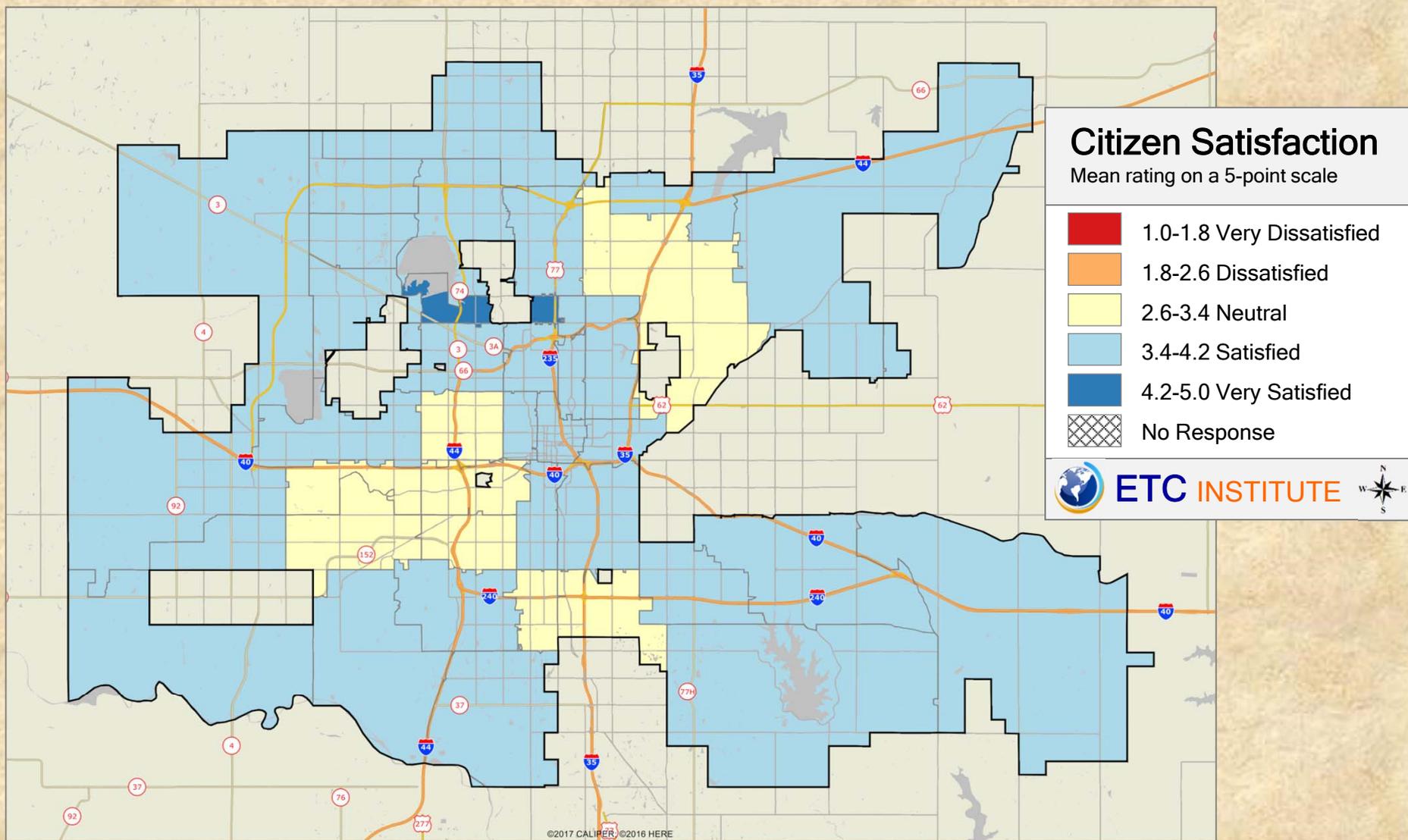
Q17-08 Satisfaction with cleanliness of stormwater drains in neighborhoods



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

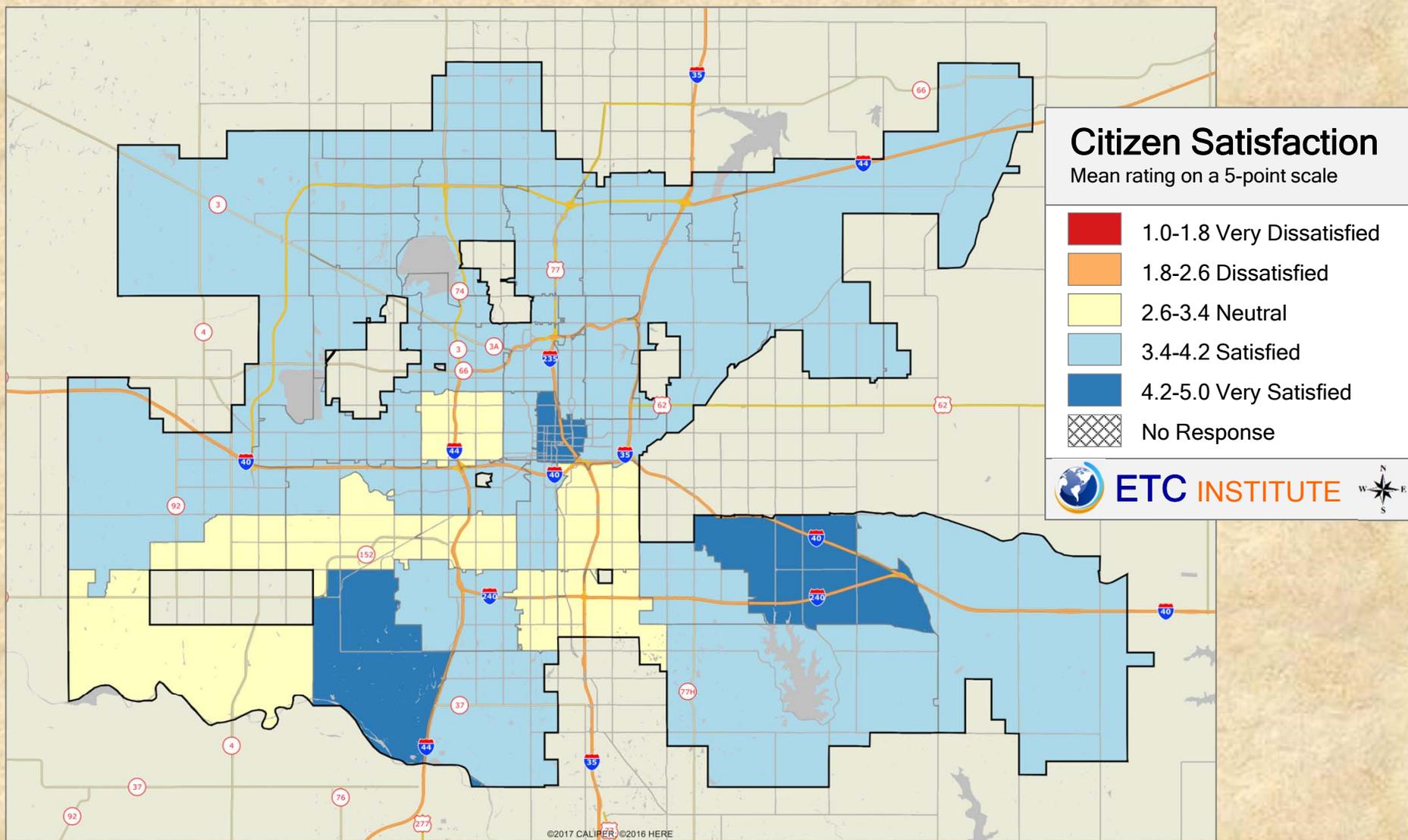
Q19a-01 Satisfaction with how helpful City staff was when called



2017 City of Oklahoma City Citizen Survey

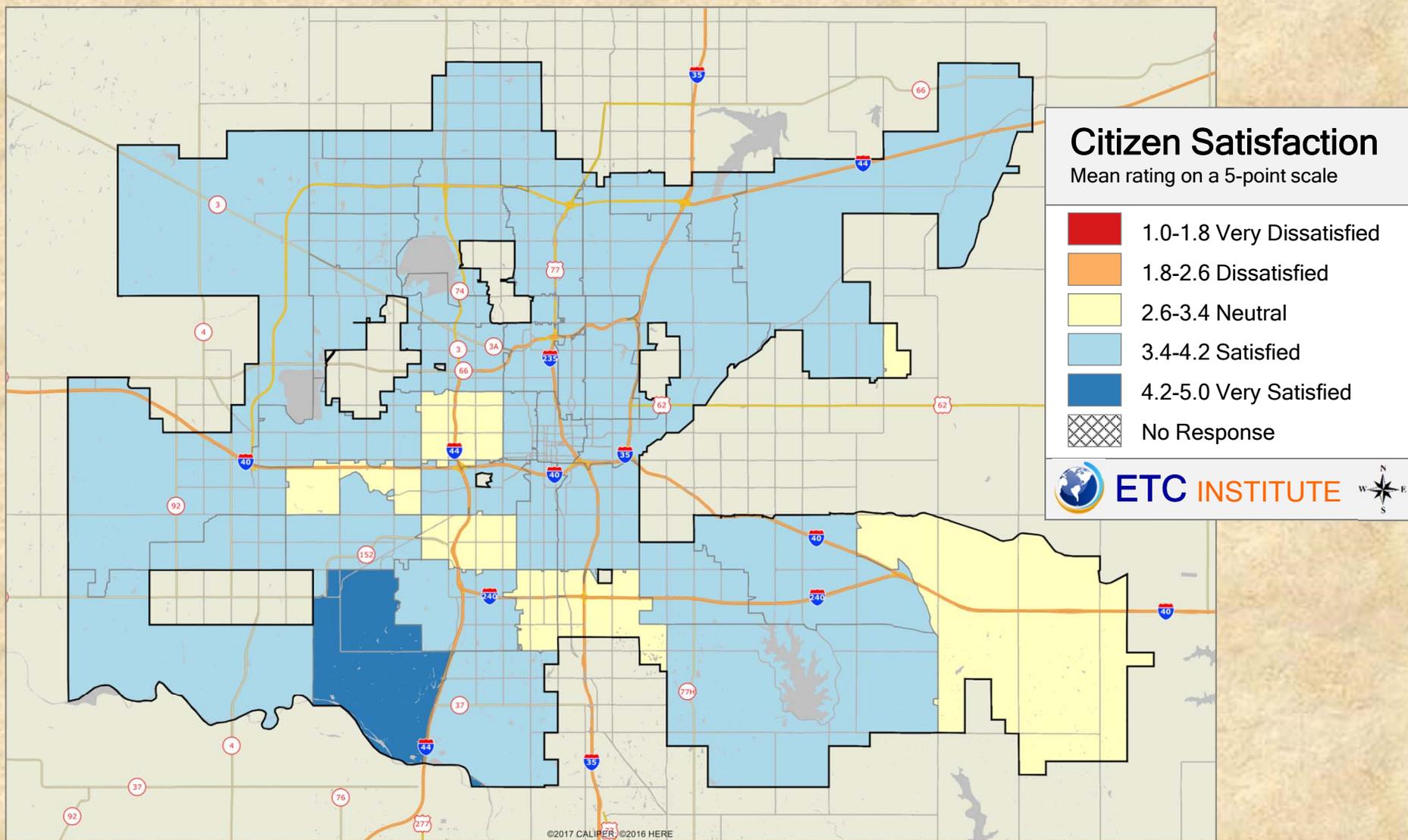
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q19a-02 Satisfaction with how helpful City staff was when visited



2017 City of Oklahoma City Citizen Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

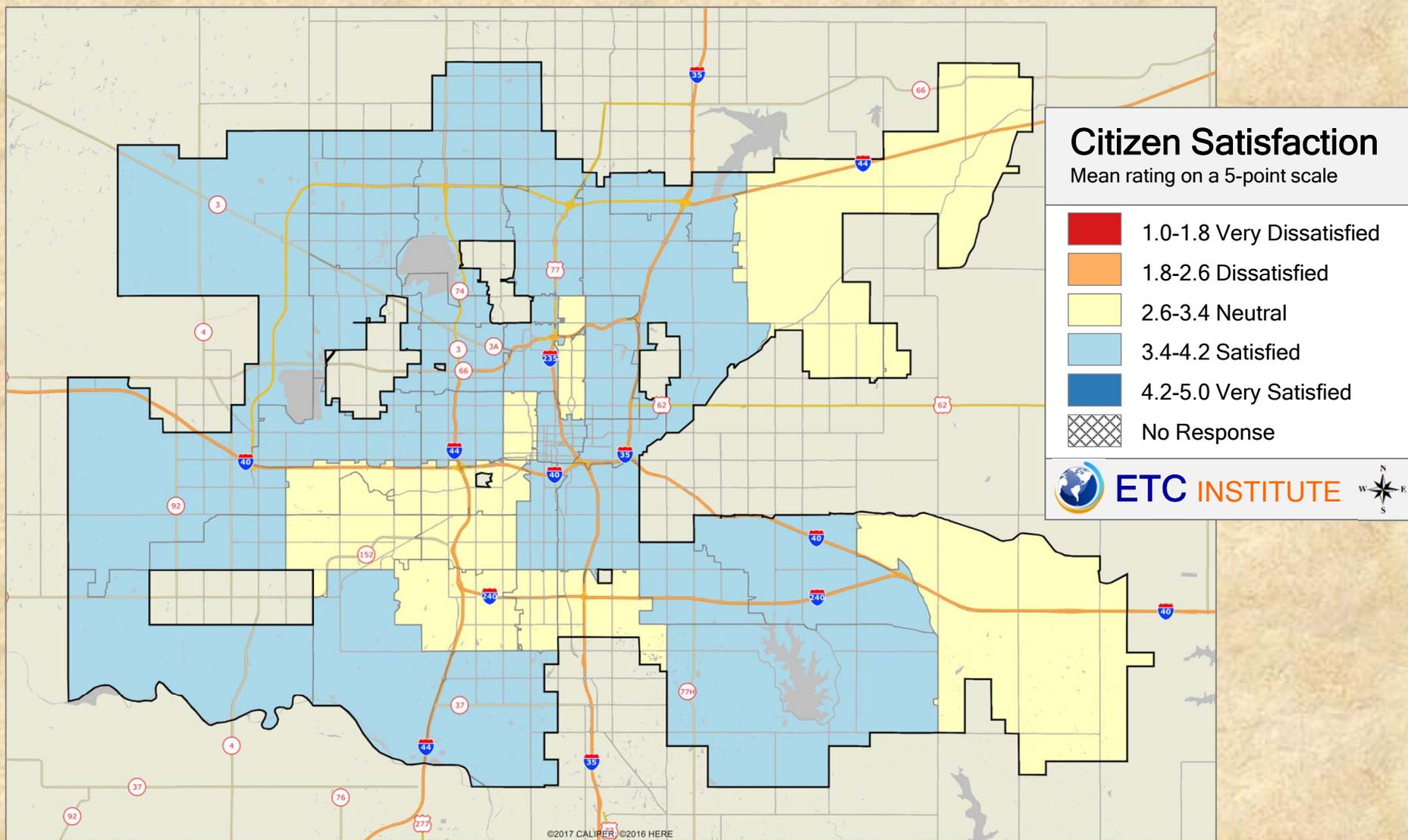
Q19a-03 Satisfaction with the accuracy of the information given



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

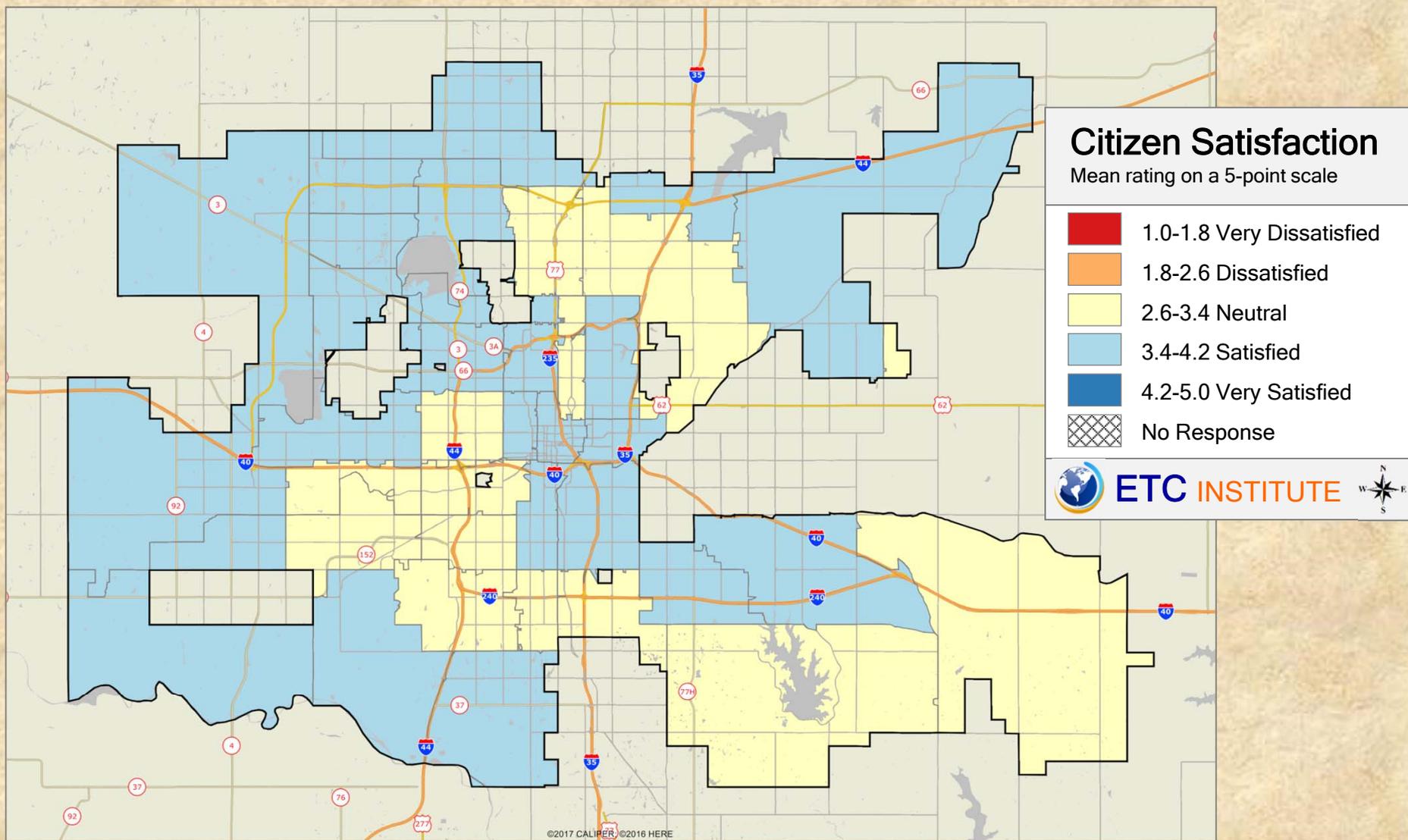
Q19a-04 Satisfaction with how quickly City staff responded to request



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

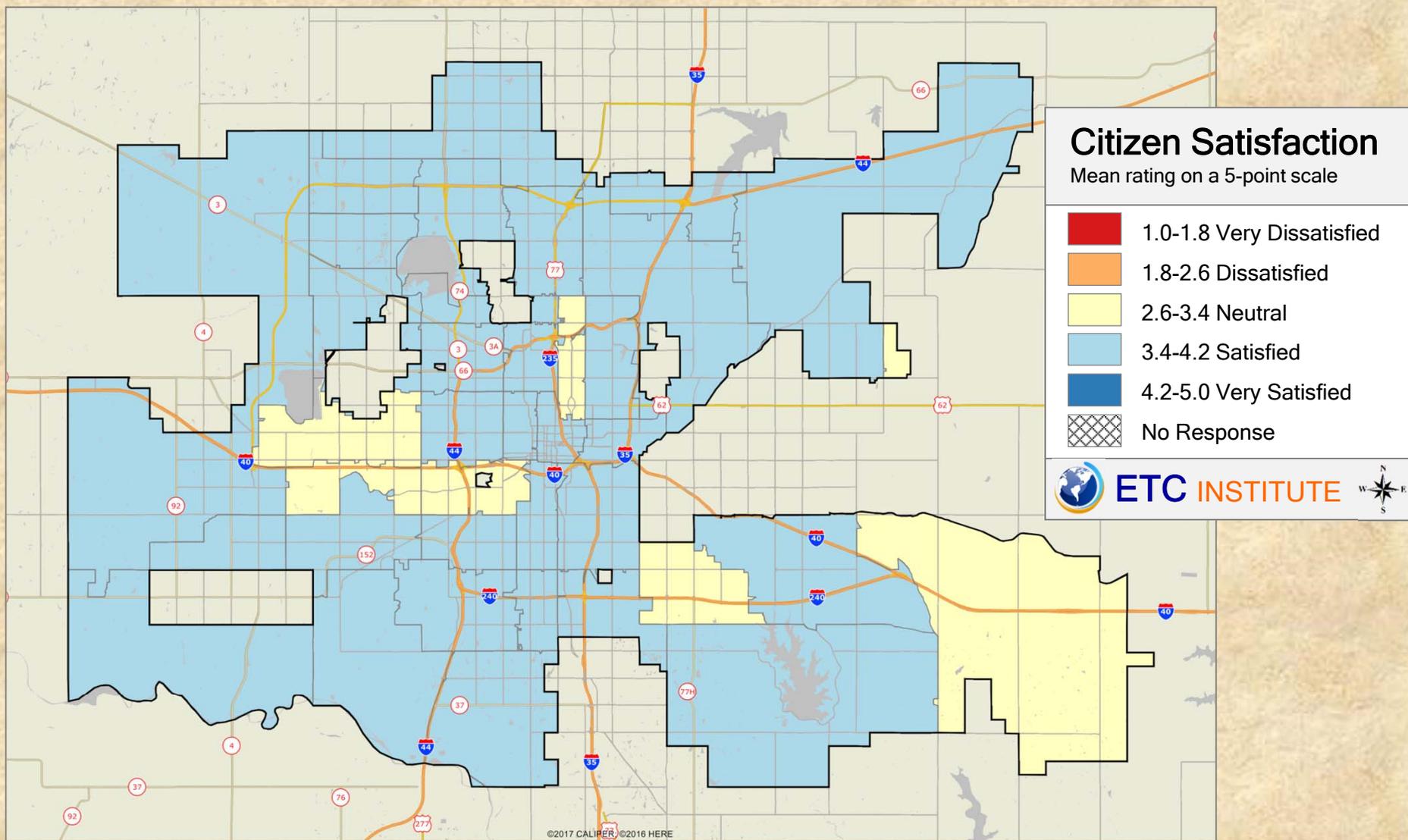
Q19a-05 Satisfaction with how well issue was handled



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

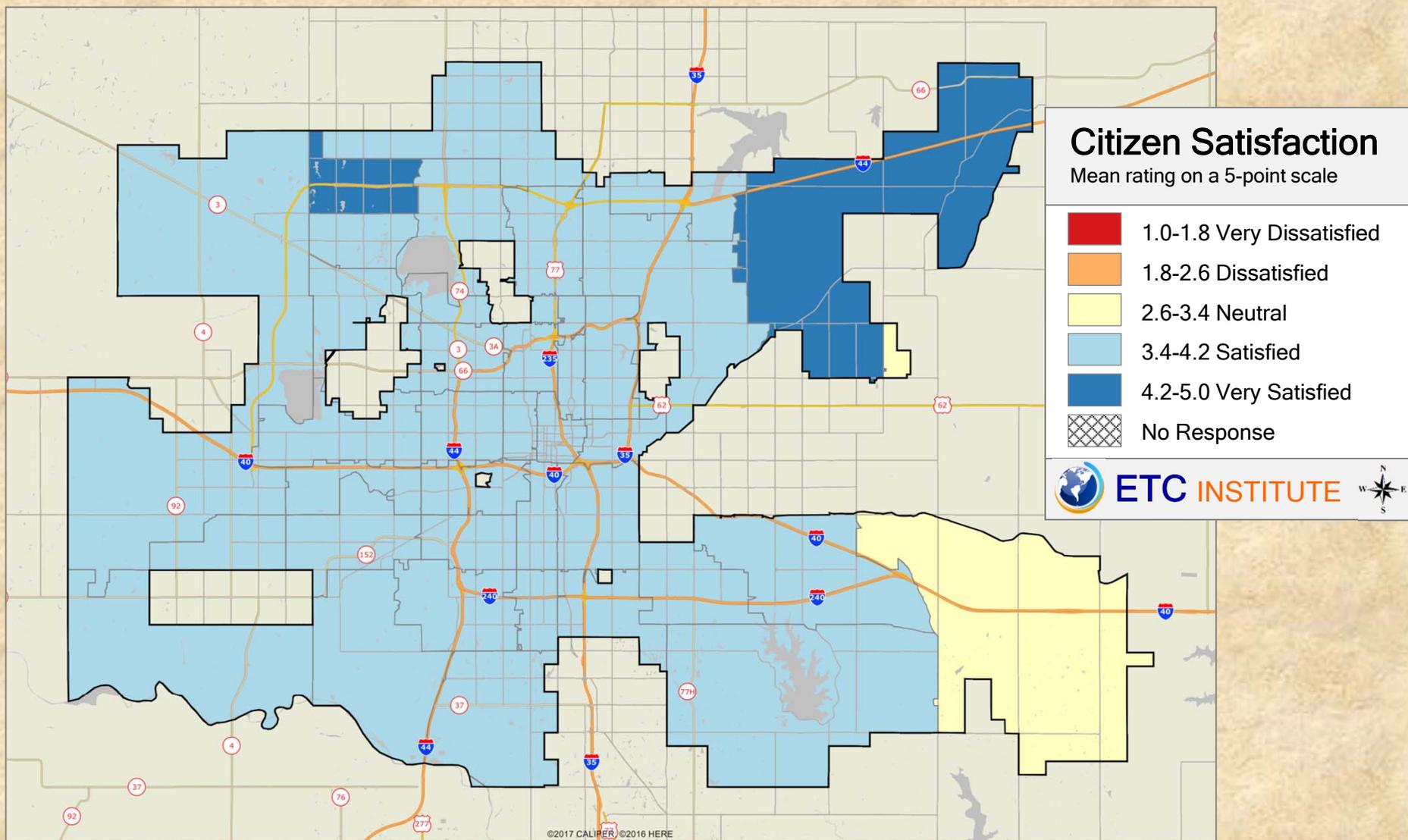
Q20-01 Satisfaction with availability of news and information about the City



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

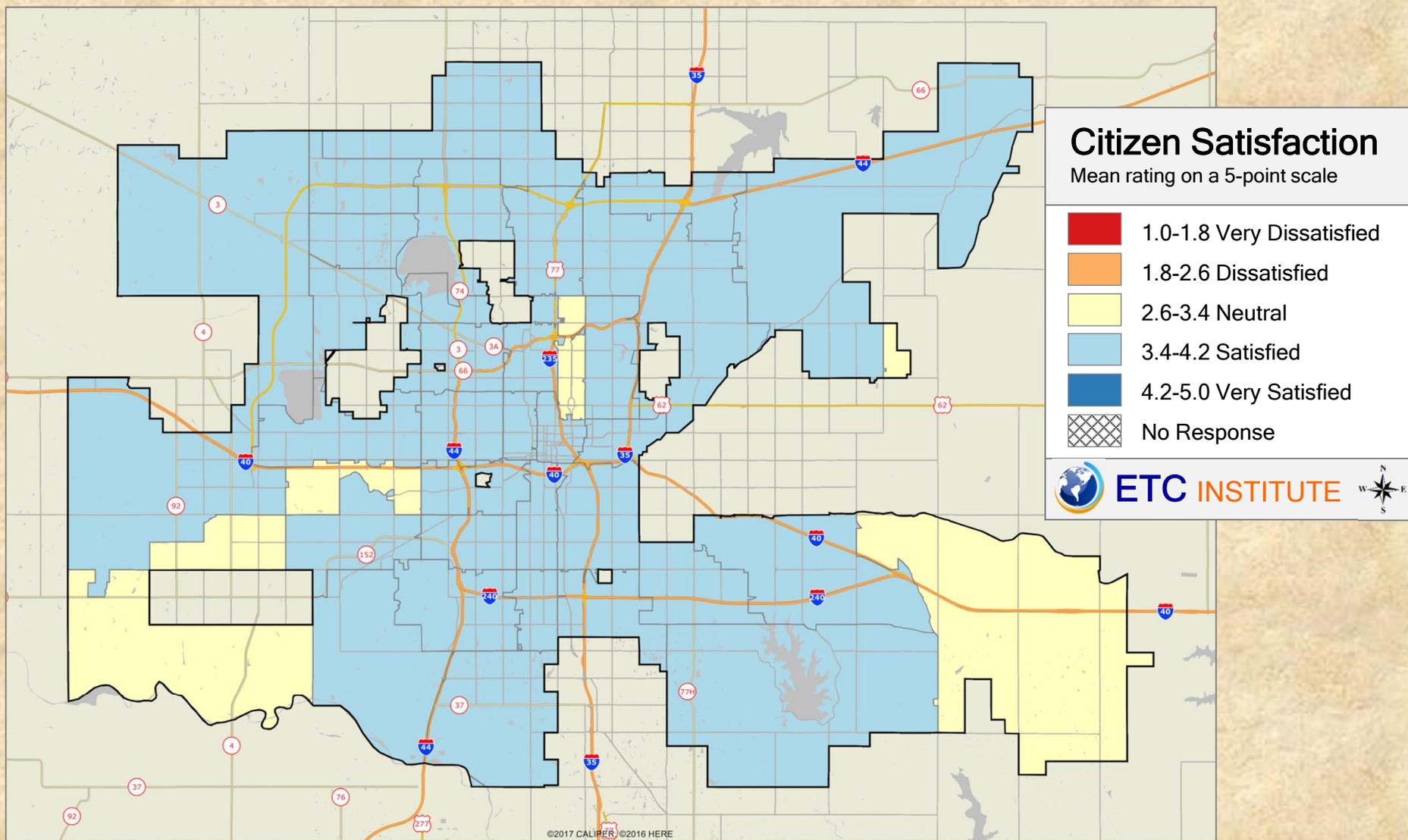
Q20-02 Satisfaction with information in the water bill newsletter



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

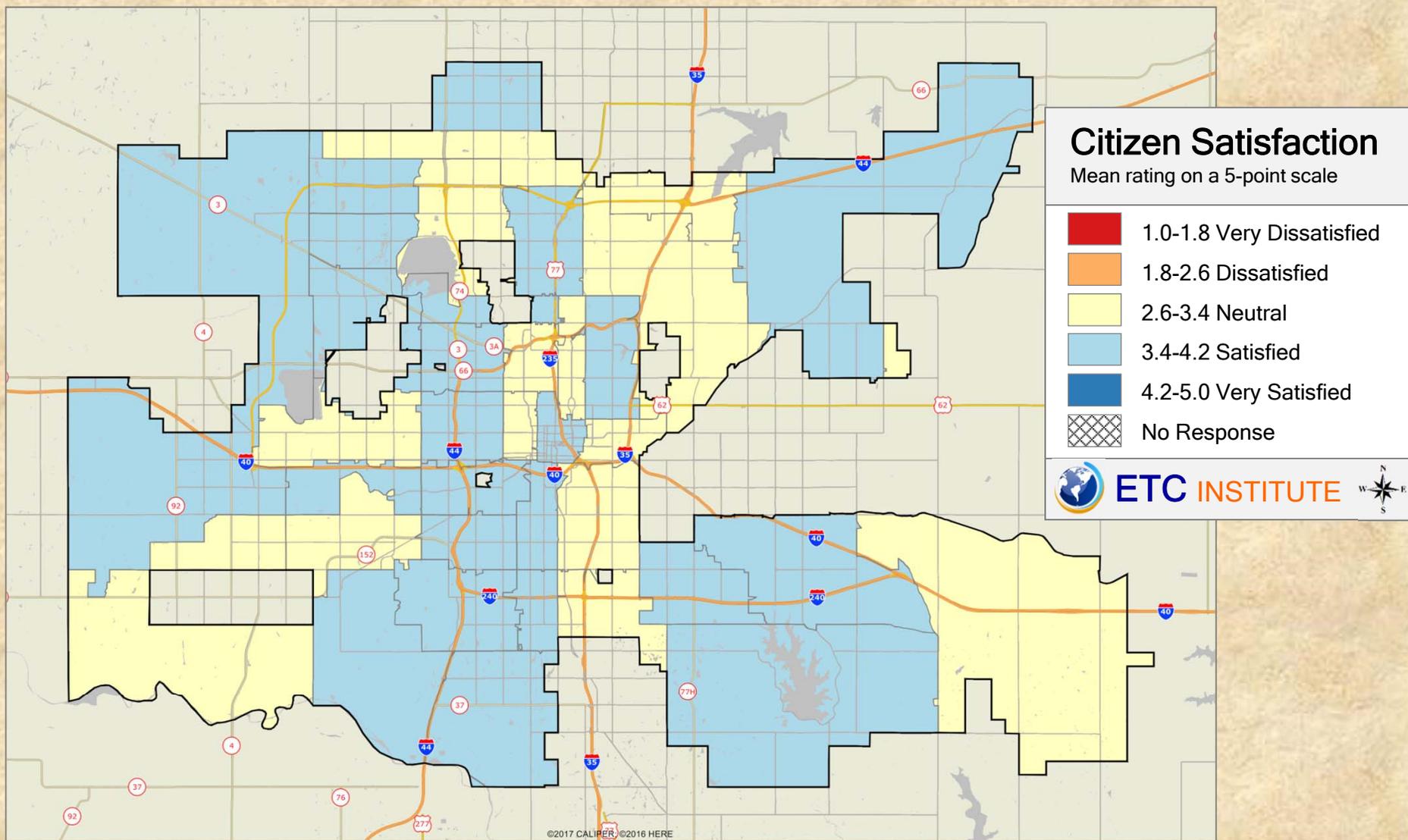
Q20-03 Satisfaction with City website (www.okc.gov) as a source of information



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

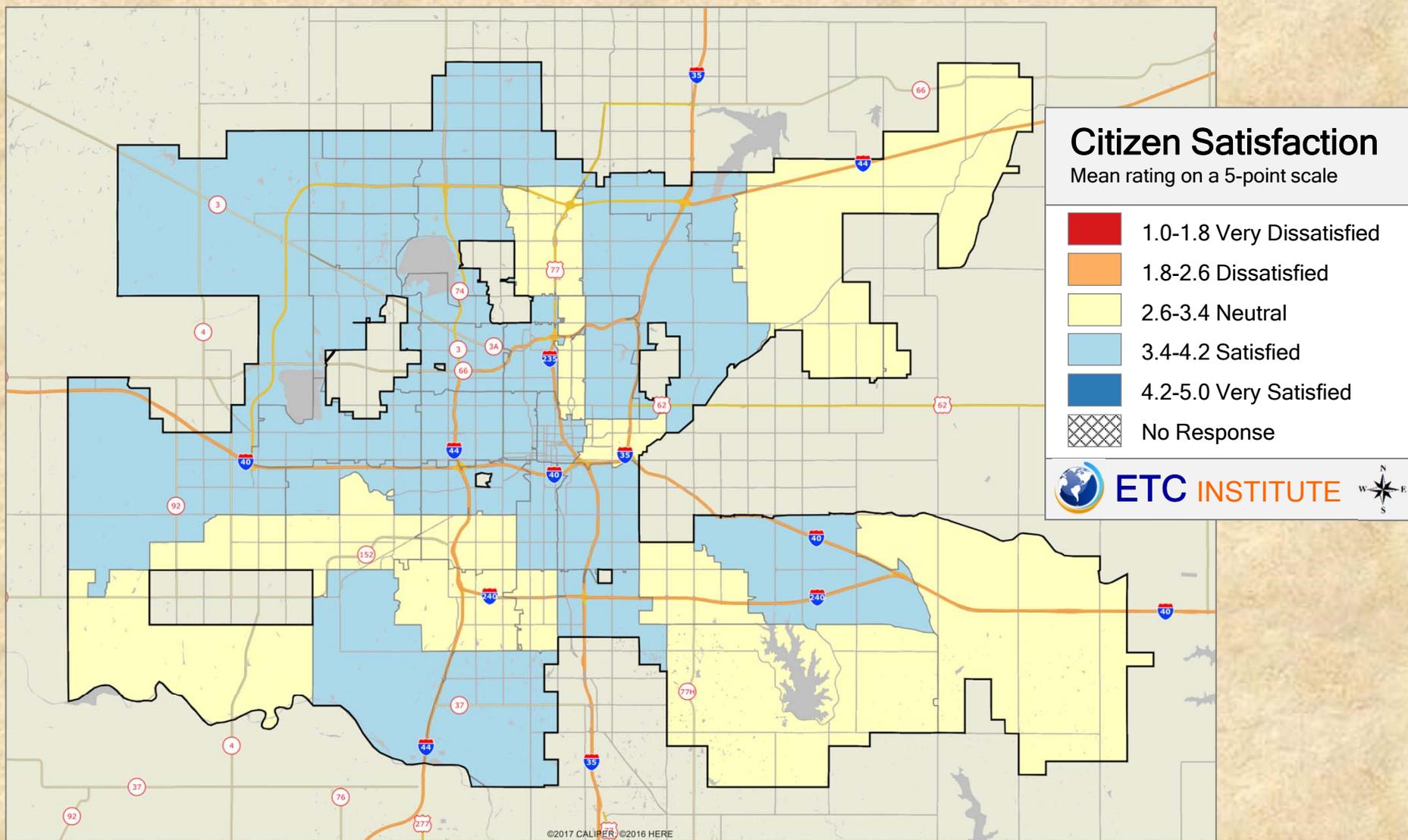
Q20-04 Satisfaction with the City's use of social media



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

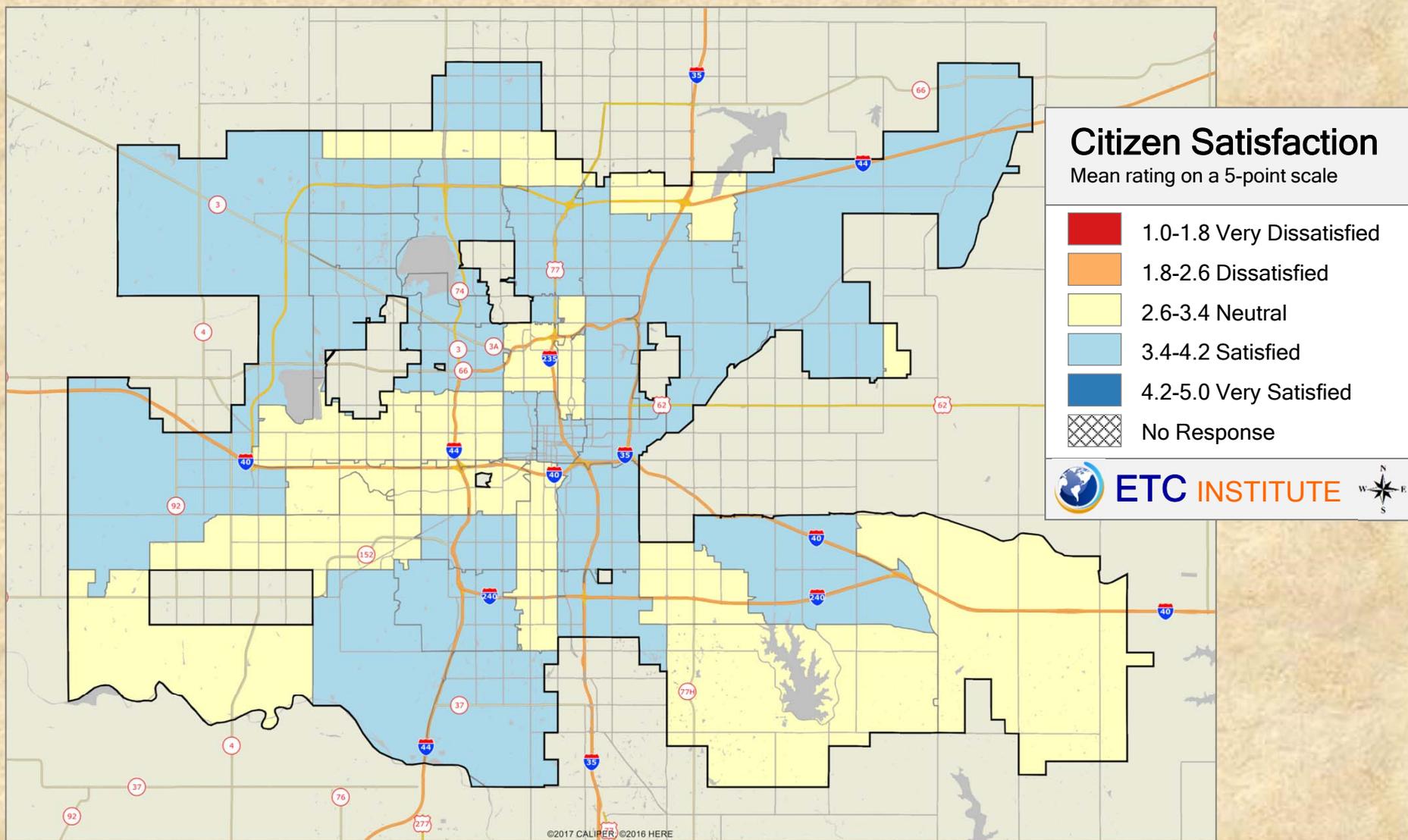
Q20-05 Satisfaction with the City's website as a means to transact business with the City



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

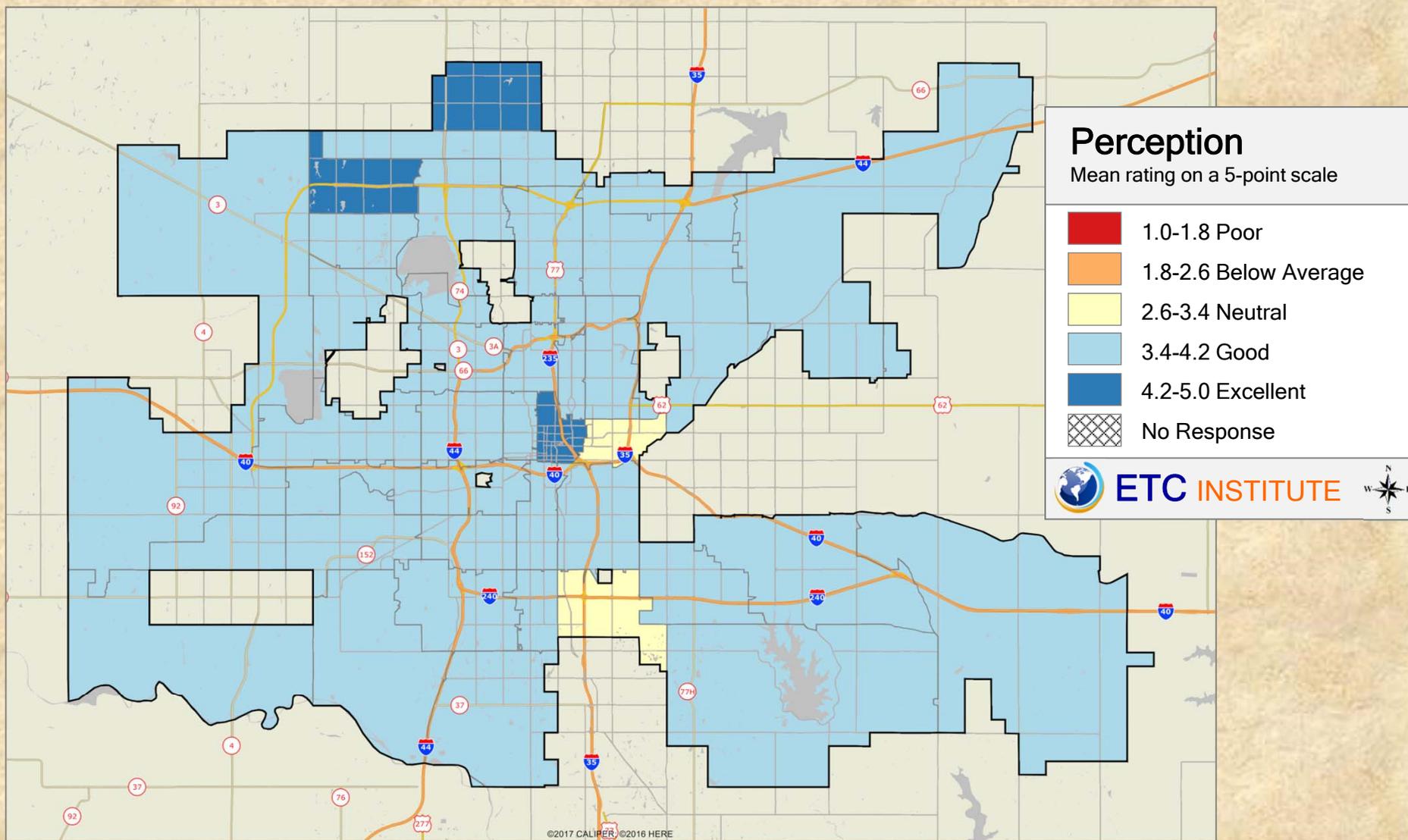
Q20-06 Satisfaction with services and information provided by the City's Action Center



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

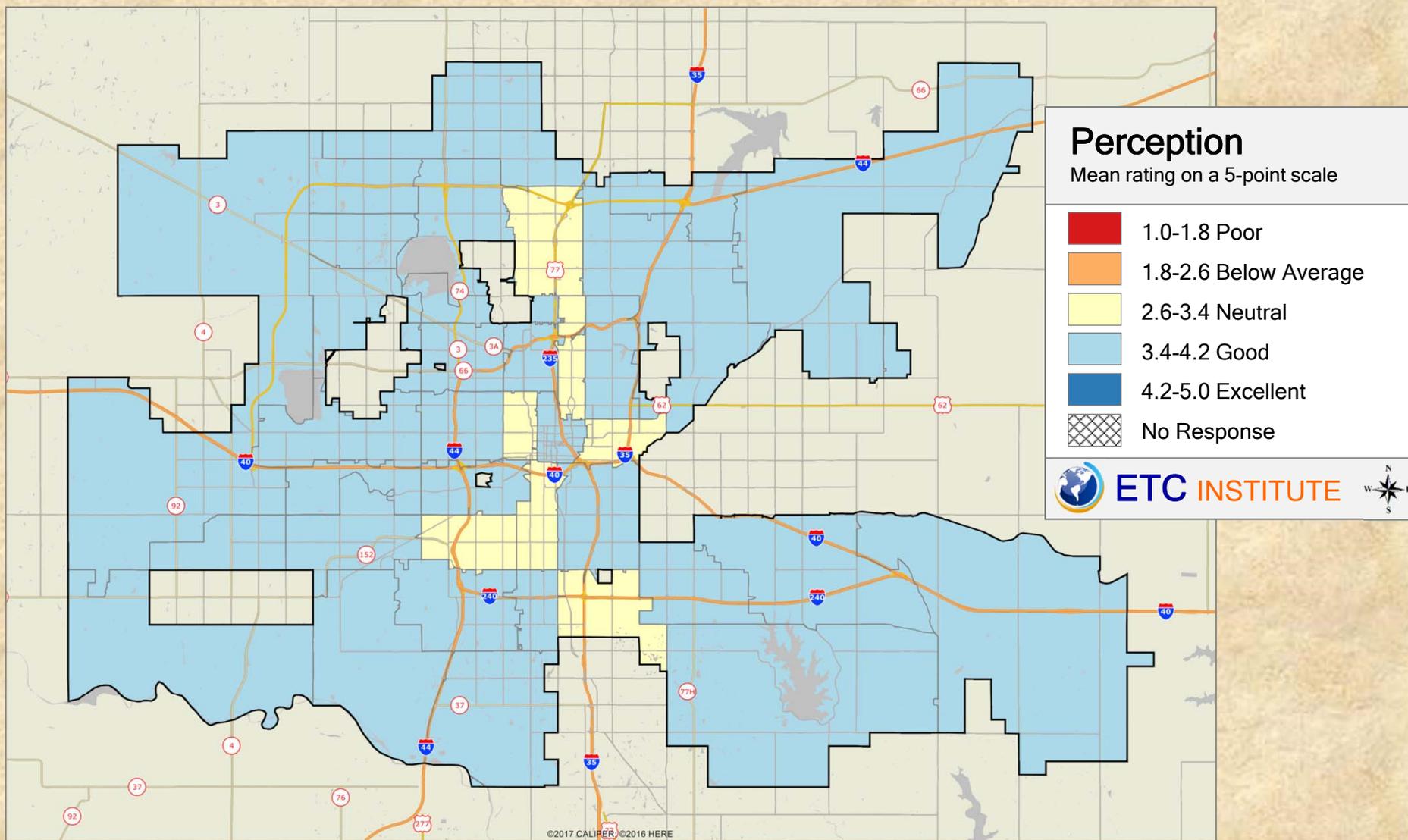
Q23-01 Ratings of the City as a place to live



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

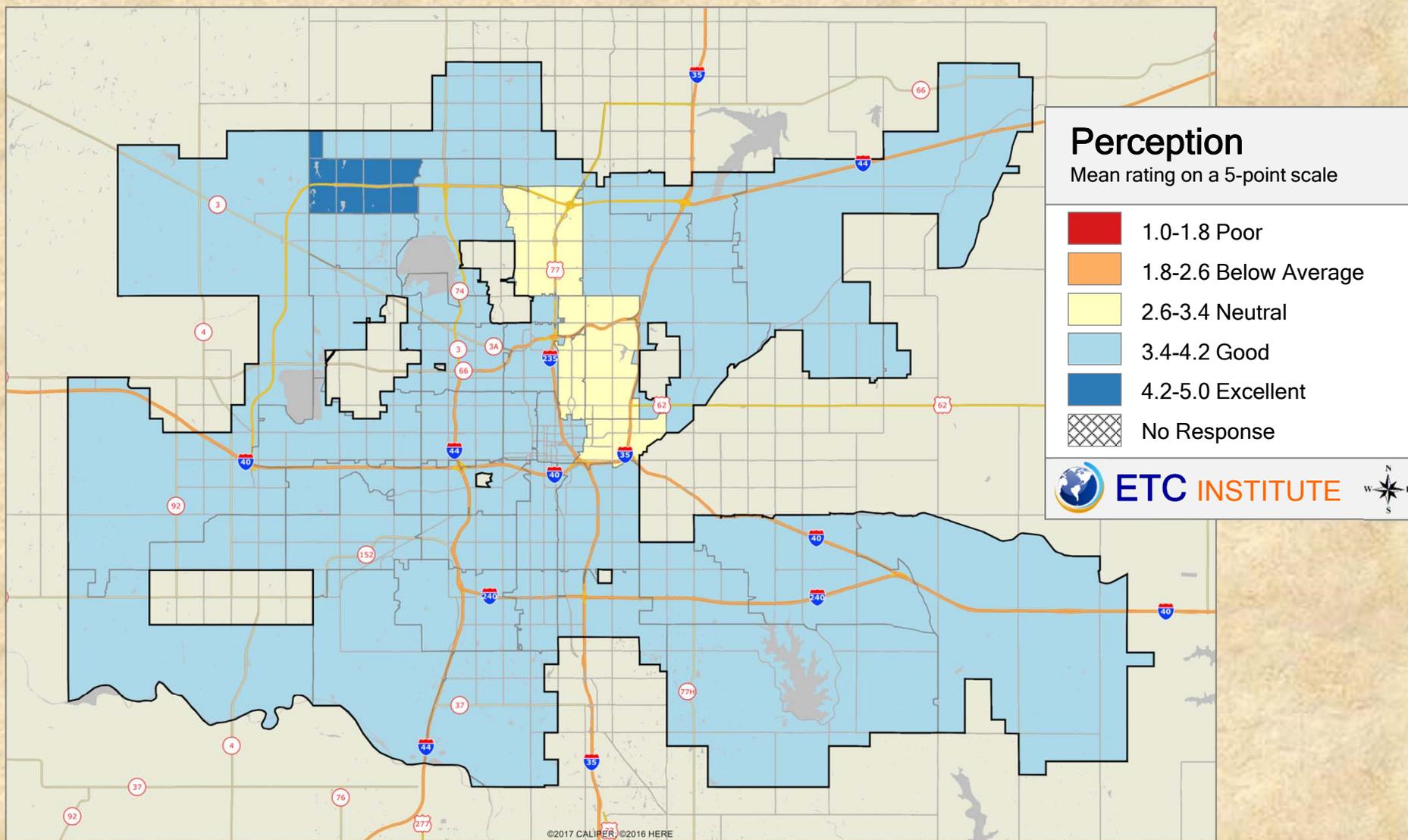
Q23-02 Ratings of the City as a place to raise children



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

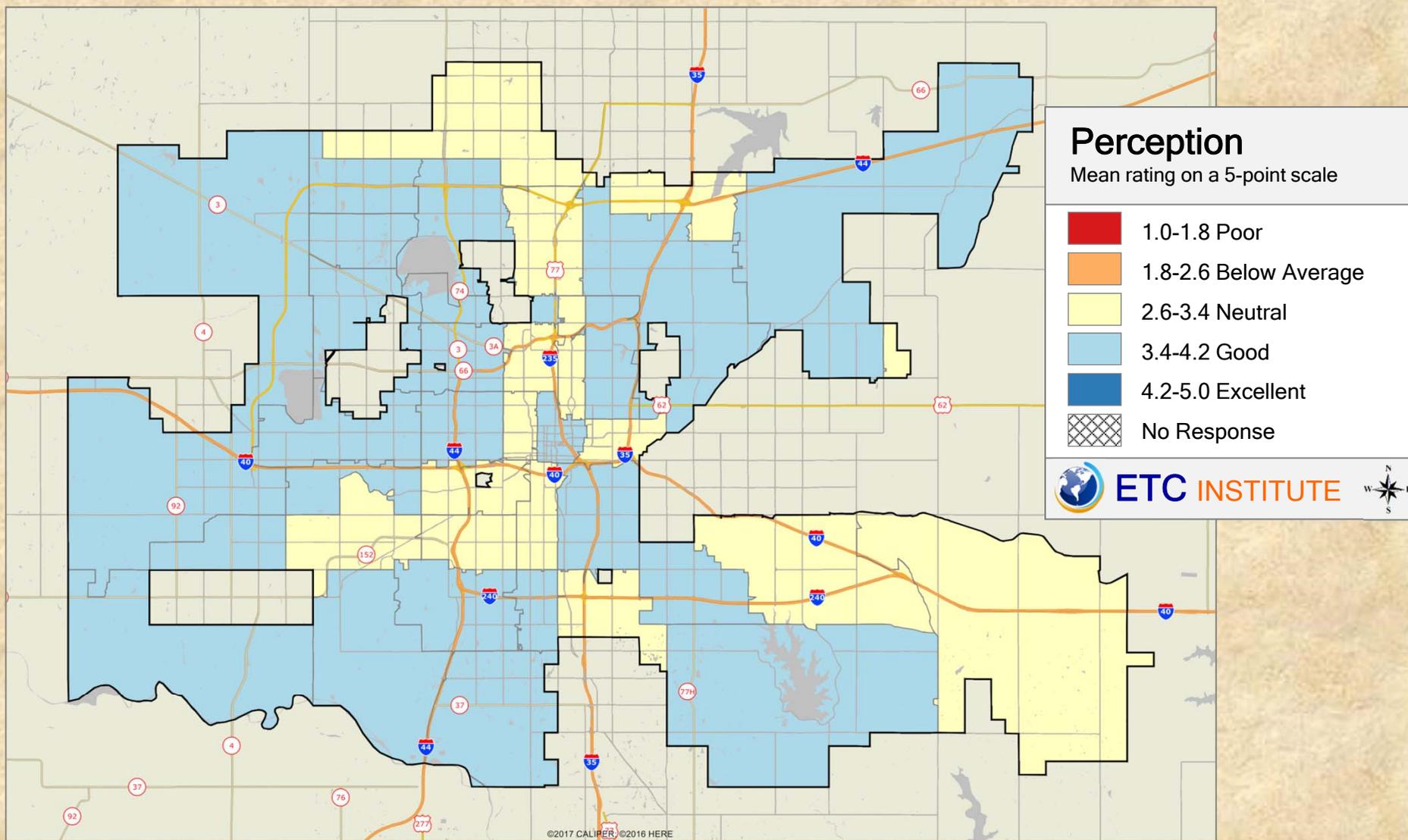
Q23-03 Ratings of the City as a place to work



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

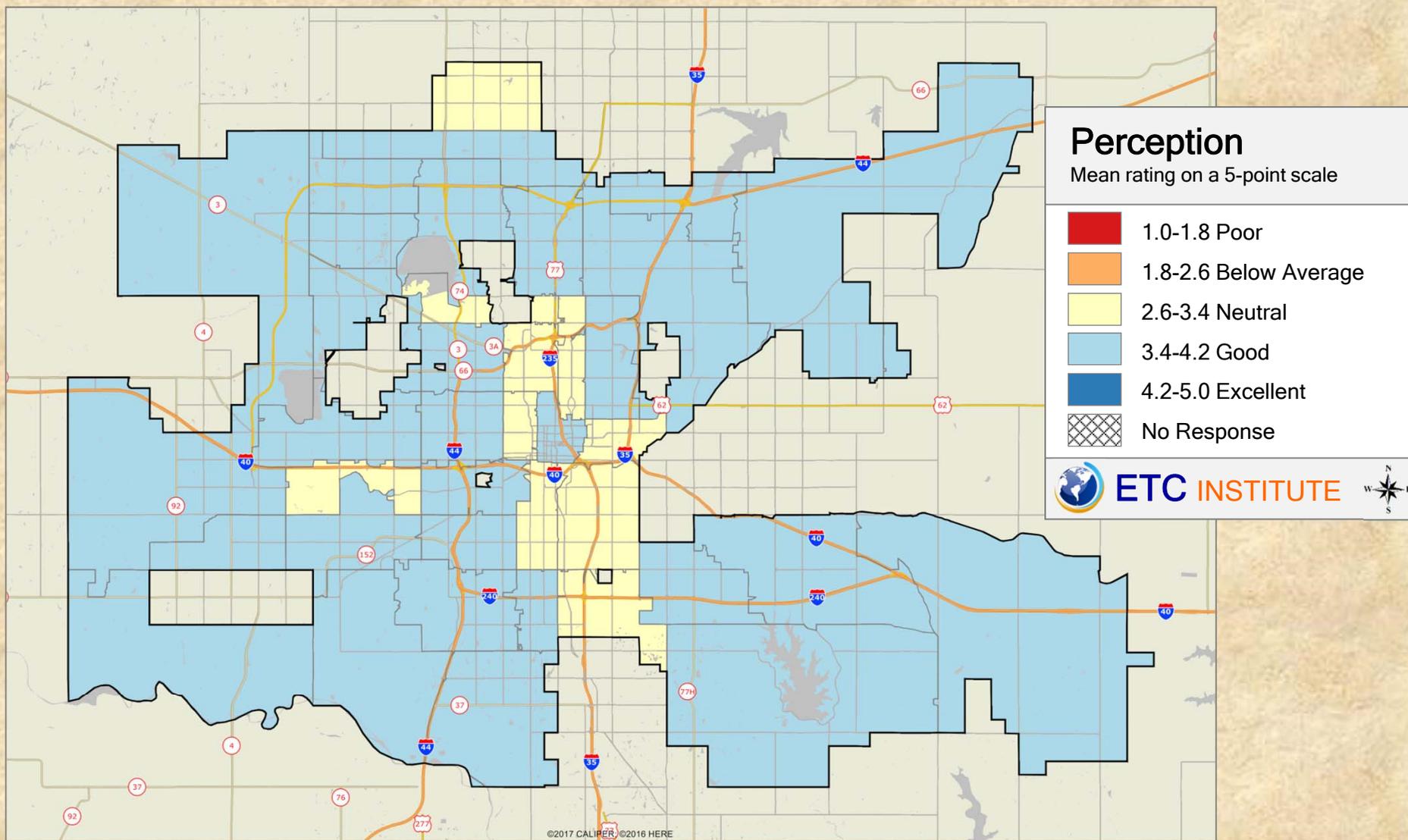
Q23-04 Ratings of the City as a place to retire



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

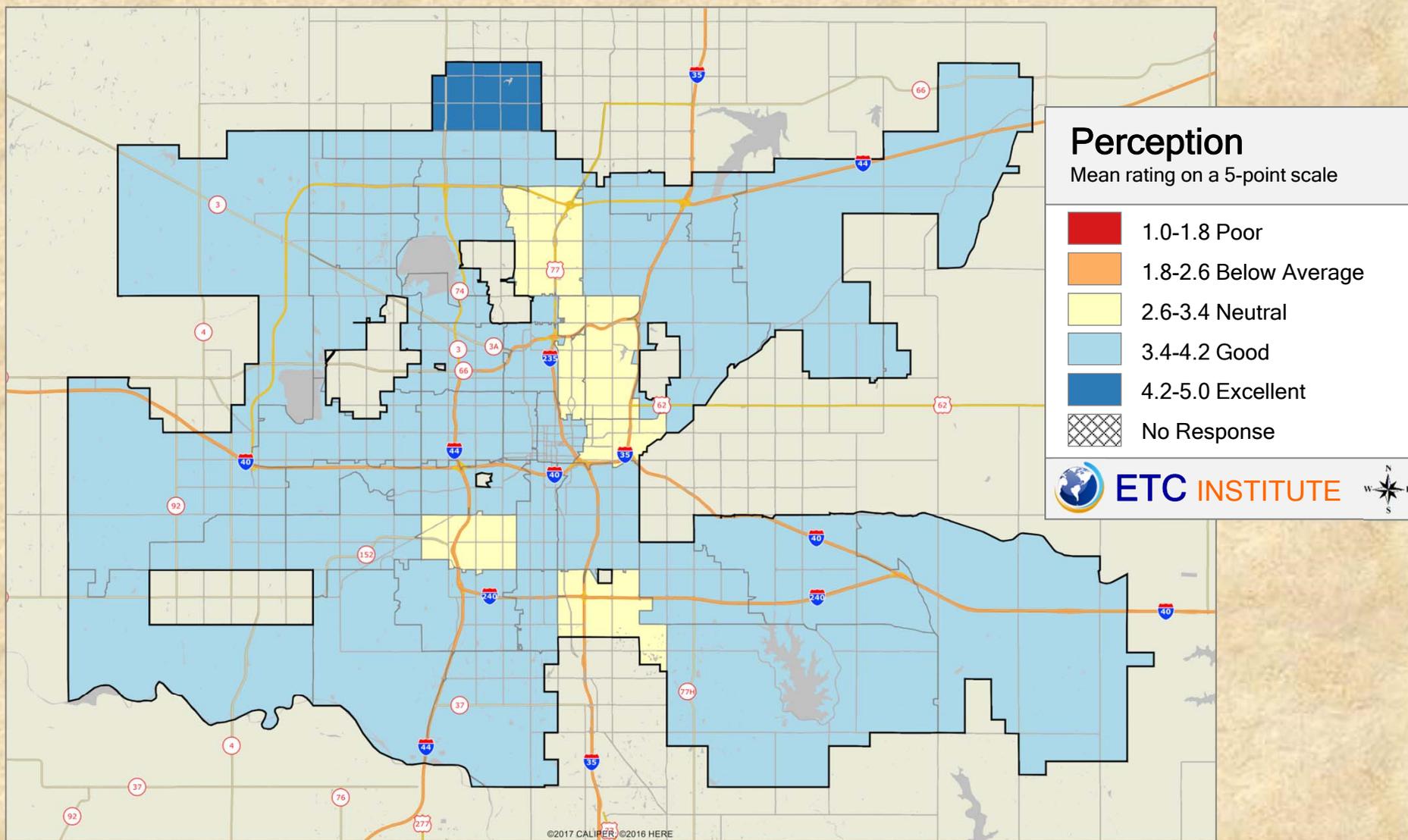
Q23-05 Ratings of the City as a place to visit



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

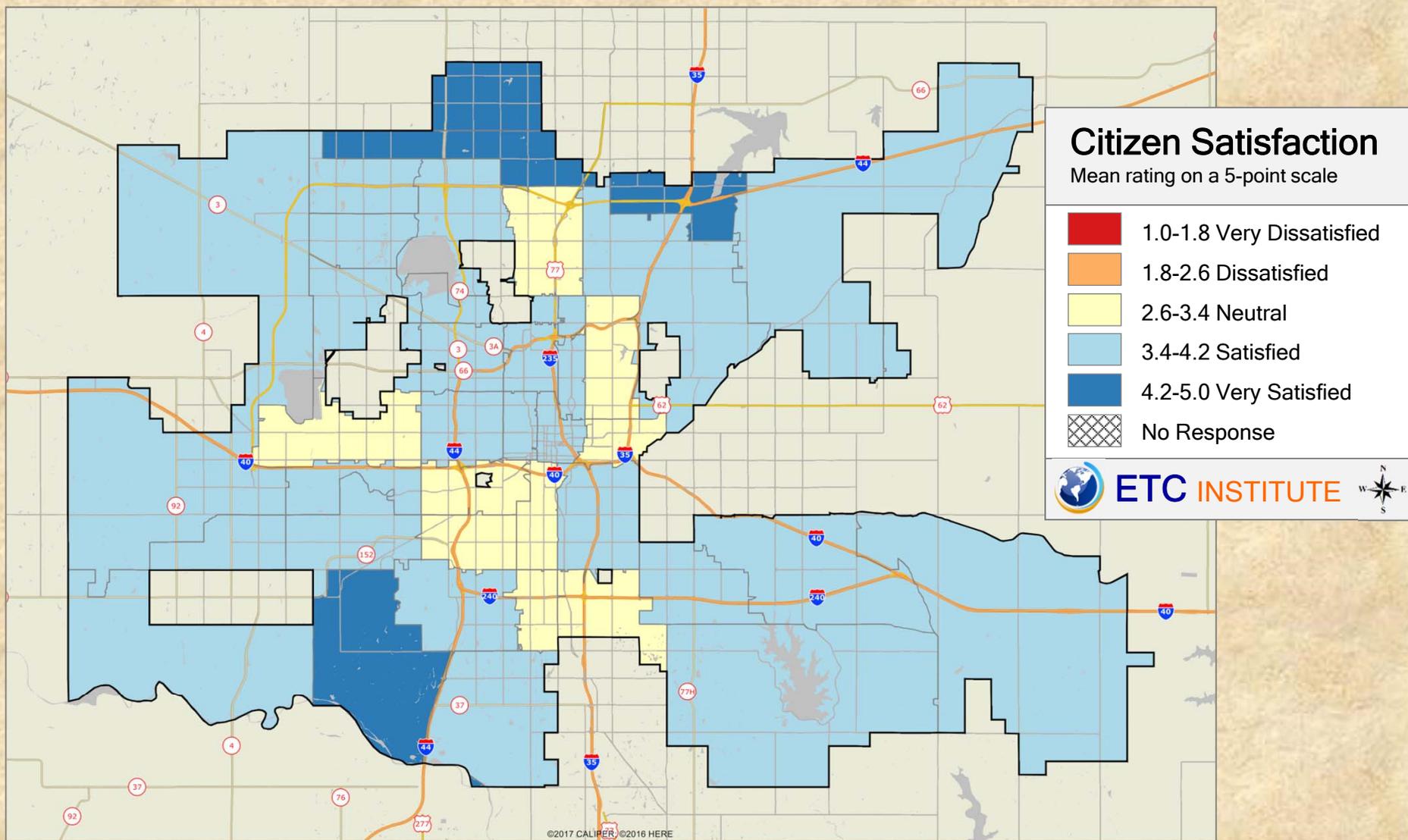
Q23-06 Ratings as a city that is moving in the right direction



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

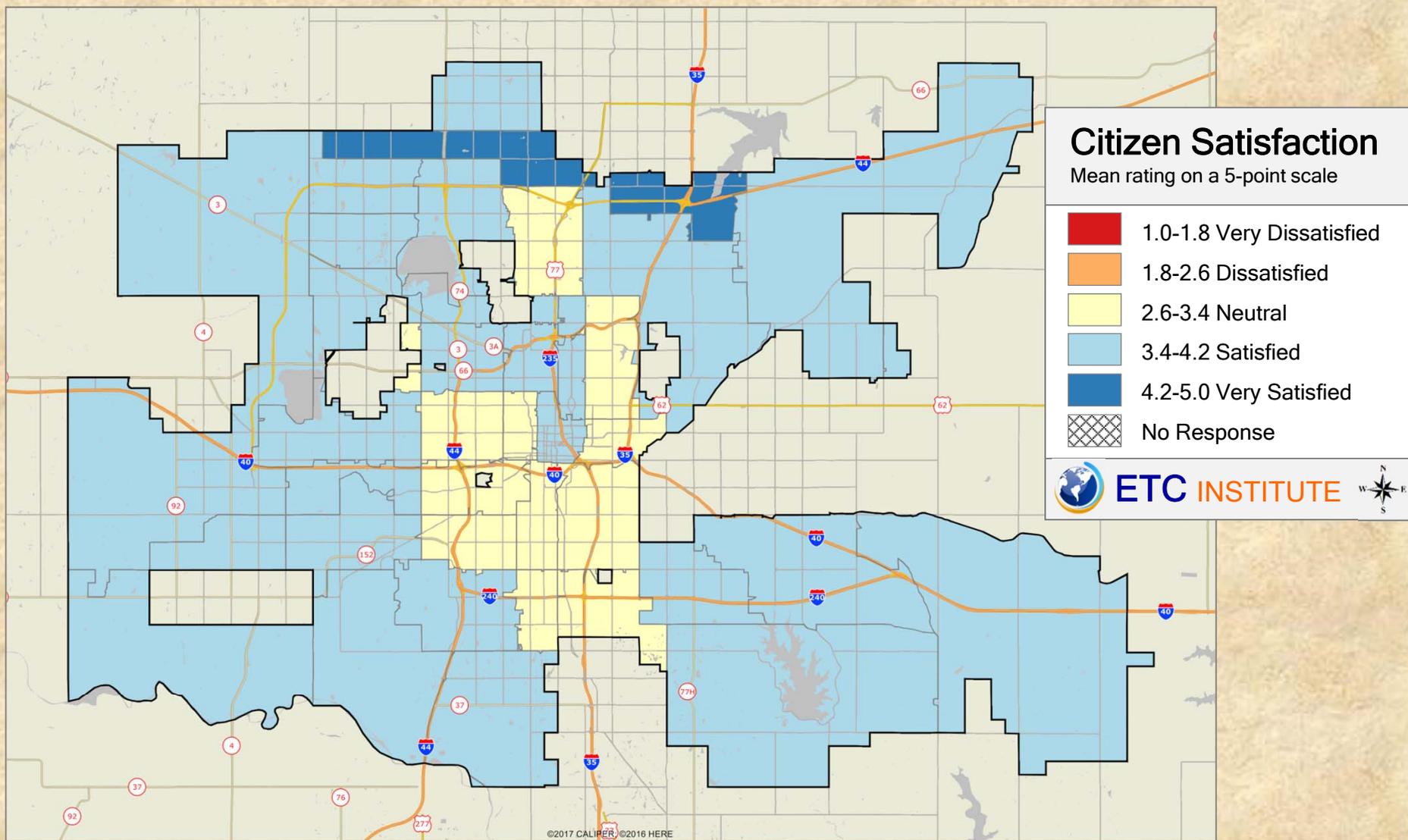
Q24-01 Satisfaction with safety in the neighborhood



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

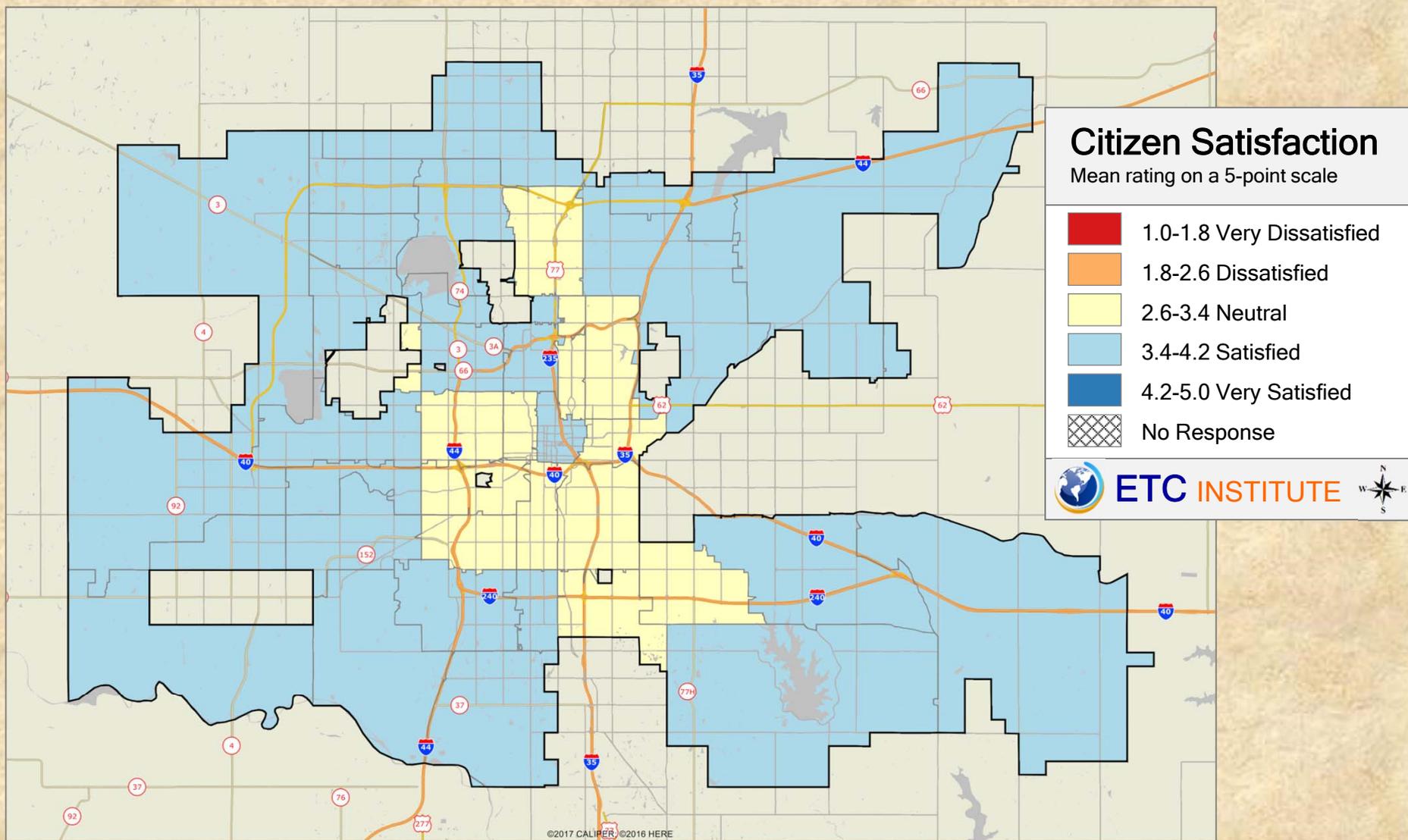
Q24-02 Satisfaction with appearance of the neighborhood



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

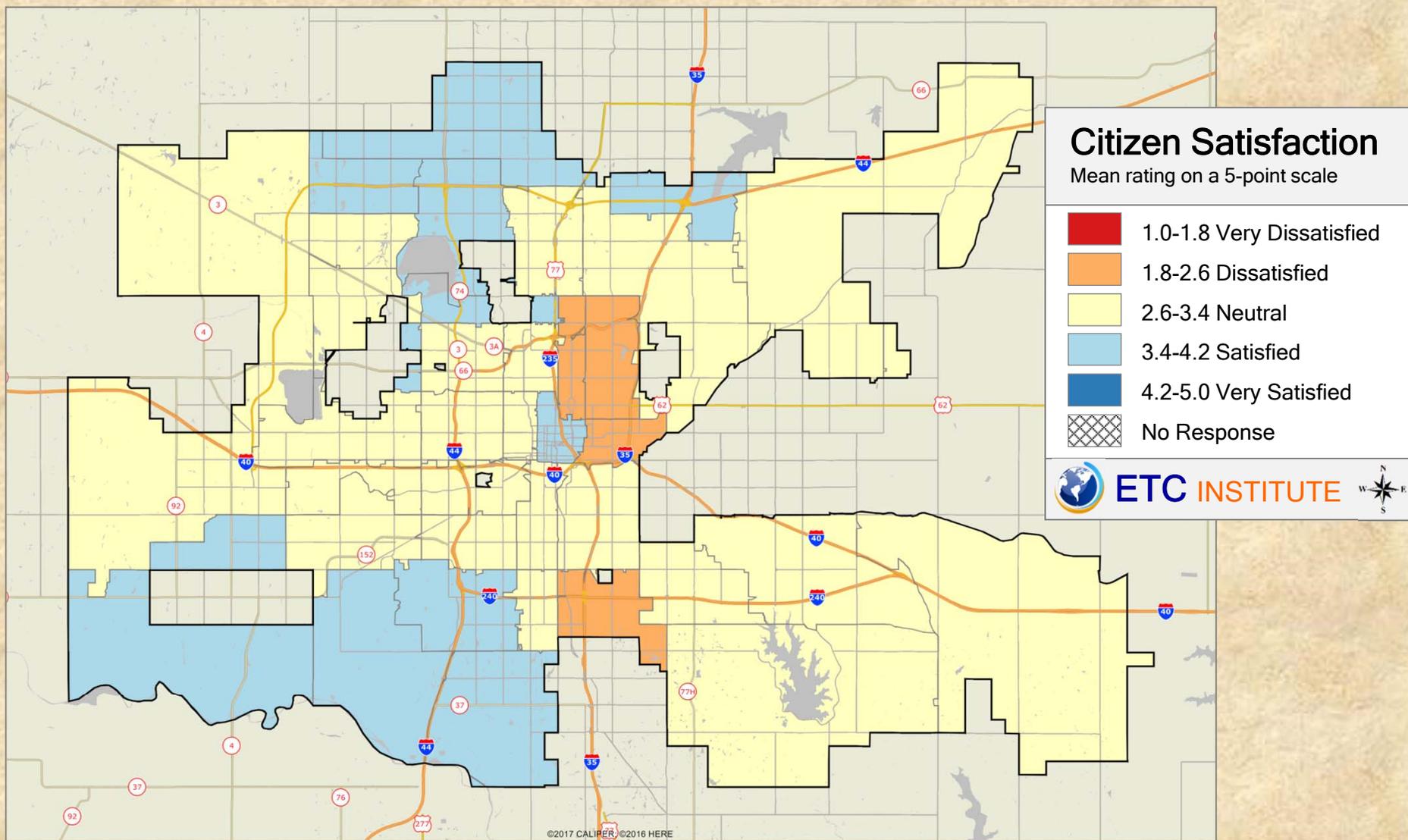
Q24-04 Satisfaction with sense of community in the neighborhood



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

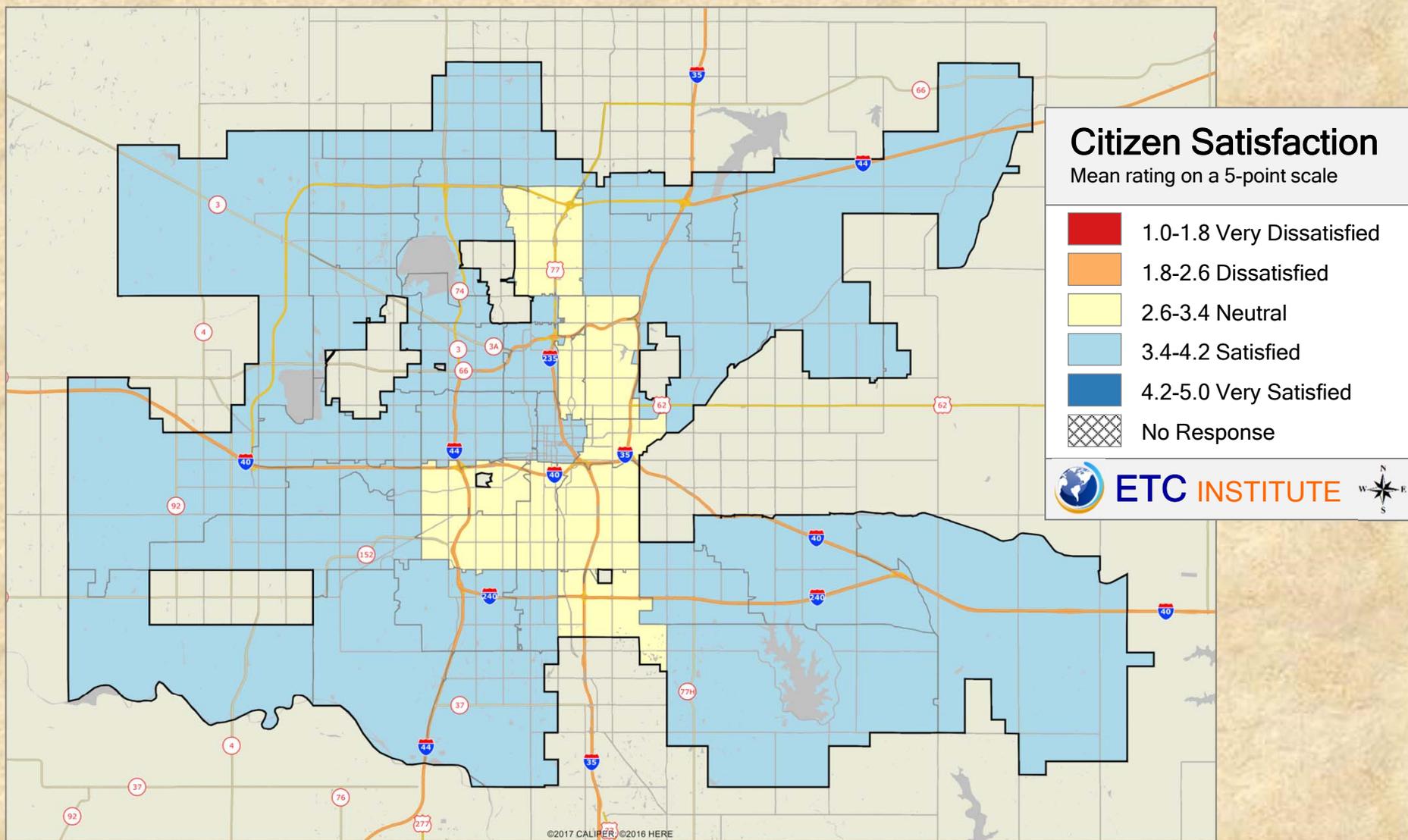
Q24-05 Satisfaction with amenities in the neighborhood



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q24-06 Satisfaction with overall quality of the neighborhood



2017 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

***Section 5:
Tabular Data***

Q1. Major categories of services provided by the City of Oklahoma City are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Quality of police service	23.1%	42.3%	16.8%	7.6%	2.7%	7.4%
Q1b. Quality of fire service	39.1%	36.7%	11.3%	0.4%	0.4%	12.1%
Q1c. Quality of ambulance service	27.7%	34.5%	16.1%	1.6%	1.2%	18.9%
Q1d. Quality of City parks & recreation programs & facilities	15.5%	37.7%	26.5%	9.4%	3.0%	8.0%
Q1e. Condition of City streets	2.4%	7.1%	13.6%	36.5%	39.0%	1.4%
Q1f. Quality of City water utilities	16.0%	41.2%	23.5%	9.8%	3.7%	5.8%
Q1g. Enforcement of City codes & ordinances	7.7%	26.0%	33.1%	12.7%	8.9%	11.7%
Q1h. Quality of customer service you receive from City employees	13.2%	36.7%	27.2%	6.9%	4.1%	11.8%
Q1i. Effectiveness of City communication with the public	9.0%	30.4%	33.8%	12.3%	6.0%	8.5%
Q1j. Flow of traffic & ease of getting around town	5.6%	28.6%	27.5%	23.4%	13.0%	1.9%
Q1k. Quality of City public transit system	4.7%	10.0%	23.2%	13.2%	9.5%	39.5%

WITHOUT "DON'T KNOW"

Q1. Major categories of services provided by the City of Oklahoma City are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Quality of police service	25.0%	45.7%	18.2%	8.2%	2.9%
Q1b. Quality of fire service	44.5%	41.8%	12.8%	0.4%	0.4%
Q1c. Quality of ambulance service	34.2%	42.5%	19.9%	2.0%	1.4%
Q1d. Quality of City parks & recreation programs & facilities	16.8%	40.9%	28.8%	10.2%	3.2%
Q1e. Condition of City streets	2.4%	7.2%	13.8%	37.0%	39.5%
Q1f. Quality of City water utilities	17.0%	43.8%	24.9%	10.4%	3.9%
Q1g. Enforcement of City codes & ordinances	8.7%	29.4%	37.4%	14.4%	10.0%
Q1h. Quality of customer service you receive from City employees	15.0%	41.7%	30.8%	7.9%	4.7%
Q1i. Effectiveness of City communication with the public	9.9%	33.2%	36.9%	13.4%	6.5%
Q1j. Flow of traffic & ease of getting around town	5.7%	29.1%	28.0%	23.9%	13.3%
Q1k. Quality of City public transit system	7.7%	16.6%	38.3%	21.7%	15.7%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q2. Top choice	Number	Percent
Quality of police service	192	14.9 %
Quality of fire service	19	1.5 %
Quality of ambulance service	14	1.1 %
Quality of City parks & recreation programs & facilities	44	3.4 %
Condition of City streets	690	53.7 %
Quality of City water utilities	28	2.2 %
Enforcement of City codes & ordinances	30	2.3 %
Quality of customer service you receive from City employees	9	0.7 %
Effectiveness of City communication with the public	16	1.2 %
Flow of traffic & ease of getting around town	80	6.2 %
Quality of City public transit system	56	4.4 %
None chosen	107	8.3 %
Total	1285	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q2. 2nd choice	Number	Percent
Quality of police service	125	9.7 %
Quality of fire service	66	5.1 %
Quality of ambulance service	23	1.8 %
Quality of City parks & recreation programs & facilities	106	8.2 %
Condition of City streets	209	16.3 %
Quality of City water utilities	60	4.7 %
Enforcement of City codes & ordinances	83	6.5 %
Quality of customer service you receive from City employees	28	2.2 %
Effectiveness of City communication with the public	51	4.0 %
Flow of traffic & ease of getting around town	301	23.4 %
Quality of City public transit system	87	6.8 %
None chosen	146	11.4 %
Total	1285	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q2. 3rd choice	Number	Percent
Quality of police service	104	8.1 %
Quality of fire service	47	3.7 %
Quality of ambulance service	47	3.7 %
Quality of City parks & recreation programs & facilities	154	12.0 %
Condition of City streets	97	7.5 %
Quality of City water utilities	75	5.8 %
Enforcement of City codes & ordinances	100	7.8 %
Quality of customer service you receive from City employees	47	3.7 %
Effectiveness of City communication with the public	92	7.2 %
Flow of traffic & ease of getting around town	198	15.4 %
Quality of City public transit system	111	8.6 %
None chosen	213	16.6 %
Total	1285	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q2. Sum of top 3 choices	Number	Percent
Quality of police service	421	32.8 %
Quality of fire service	132	10.3 %
Quality of ambulance service	84	6.5 %
Quality of City parks & recreation programs & facilities	304	23.7 %
Condition of City streets	996	77.5 %
Quality of City water utilities	163	12.7 %
Enforcement of City codes & ordinances	213	16.6 %
Quality of customer service you receive from City employees	84	6.5 %
Effectiveness of City communication with the public	159	12.4 %
Flow of traffic & ease of getting around town	579	45.1 %
Quality of City public transit system	254	19.8 %
None chosen	107	8.3 %
Total	3496	

Q3. Items that may influence your perception of the City of Oklahoma City are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3a. Quality of services provided by City	9.3%	44.0%	30.2%	7.2%	2.6%	6.7%
Q3b. Appearance of City	8.9%	44.7%	27.9%	13.2%	3.5%	1.7%
Q3c. Image of City	11.5%	45.9%	25.2%	11.0%	3.7%	2.6%
Q3d. How well City is planning growth	14.2%	37.7%	24.9%	11.4%	4.4%	7.2%
Q3e. Quality of life in City	13.8%	47.5%	22.7%	9.9%	3.0%	3.0%
Q3f. Feeling of safety in City	9.4%	37.2%	26.1%	18.7%	6.3%	2.3%
Q3g. Quality of Downtown	17.8%	45.3%	22.5%	7.6%	2.8%	4.0%

WITHOUT "DON'T KNOW"

Q3. Items that may influence your perception of the City of Oklahoma City are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Quality of services provided by City	9.9%	47.2%	32.4%	7.8%	2.8%
Q3b. Appearance of City	9.1%	45.5%	28.4%	13.4%	3.6%
Q3c. Image of City	11.8%	47.2%	25.9%	11.3%	3.8%
Q3d. How well City is planning growth	15.4%	40.7%	26.8%	12.3%	4.8%
Q3e. Quality of life in City	14.2%	49.0%	23.4%	10.2%	3.1%
Q3f. Feeling of safety in City	9.6%	38.1%	26.8%	19.1%	6.4%
Q3g. Quality of Downtown	18.6%	47.2%	23.4%	7.9%	2.9%

Q3a. If you are not satisfied with the feeling of safety in your city [as rated in Question 3-6 above], what is your greatest concern about public safety?

- ABDUCTION
- Ability to feel comfortable to come downtown to see a play, concert or eat dinner. During the day is not bad but not comfortable in the evening.
- All the gun play
- all the killing
- amount of homeless, crime rate
- animal control enforcement
- area changing and too many sounds of gun fire at night
- Assaults
- Assisting the homeless downtown OKC. It's somewhat overwhelming seeing all the homeless people at the gas stations and stores just hanging out. Maybe create more centers for them to have a place to go during the day or provide them with daytime jobs.
- AVAILABILITY OF DRUGS AND THE CRIMINAL ELEMENT ASSOCIATED WITH THE ISSUE
- Begging people on drugs.
- Being able to go to the public parks and being safe. Not being harassed by the police
- Being broke into.
- BEING ELDERLY AND SUSEPTABLE TO VIOLENT ATTACH
- Being in some places after dark, shootings, muggings
- Being mugged.
- being robbed. Burglary
- Being scared of being in large crowds
- being shot
- biking along city streets in route to park
- Break ins and road rage
- Break ins, all the crime that's happening so close to home
- Burglaries (home/auto); lack of police presence in low income areas.
- burglaries, drugs
- bus needs to run 24/7
- car thefts, neighborhood thefts (stealing packages)
- Children playing outside safely without fear of drugs and guns.
- City streets & the amount of homeless people
- Consistent theft, burglaries, lack of patrol in Springdale Addition.
- constant being accosted by homeless or just random people thinking they get a handout, we need more services for the homeless
- Council road is a speedway. People constantly driving 10-20 over speed limit especially at lunch time, and not a cop in sight.
- Crime
- Crime
- Crime

Q3a. If you are not satisfied with the feeling of safety in your city [as rated in Question 3-6 above], what is your greatest concern about public safety? (cont.)

- Crime
- Crime
- Crime
- Crime
- Crime
- Crime
- CRIME AND ROBBERY
- Crime and drive by shootings happen to much.
- crime downtown
- CRIME IN AREA IS GETTING WORSE, RANDOM SHOOTINGS ETC
- crime is rampant
- crime rate
- crime rate
- Crime rate has gotten so much worse. Minor crimes have become so much worse as far as stabbings/and shootings. Physical violence, gang activity are getting so out of hand young children end up being the victim. Also safety for the public when there are tornadoes. Sometimes trying to get off the road and into a safe place can be hard sometimes when places lick their doors so people are unable to take cover. Fearing for their life it turns into chaos.
- Crime rate is OKC is growing and very high. More trained officers should help.
- Crime seems to be growing faster recently.
- crime, gangs
- crime, gangs, graffiti, vagrants
- crimes against people, personal property, loitering, drug addicts
- Crimes happening in neighborhoods. I use to live in a great neighborhood but recently there has been quite an uptick in criminal activity and I don't feel as safe anymore.
- Current road conditions are unacceptable. Road and highway construction is not safe for passage. Need road construction posting further out from construction areas. Always need better detour routes.
- depends on side of town
- dogs that attack, gun violence
- dopeheads/dope homes, crime rampant, no resolution, lots of crimes committed, no safety.
- drug dealers/gang members
- drug use and distribution, homeless epidemic
- drugs
- drugs everywhere. GUNS!!! No action taken when reported.
- DRUGS IN CITY NEIGHBORHOODS, DOGS RUNNING LOOSE,(LET OUT FRONT DOORS ON MY BLOCK) CARS RACING DOWN NEIGHBORHOOD STREETS
- Drugs, alcohol, police sometimes not able to do their jobs in fear of reprisal. (ACLU)
- Drugs, guns and dogs

Q3a. If you are not satisfied with the feeling of safety in your city [as rated in Question 3-6 above], what is your greatest concern about public safety? (cont.)

- Escalating crime
- feel unsafe everywhere
- FEELING SAFE ON CITY STREETS AND SHOPPING
- Finding ways to lower crime, I think programs like PALS are helpful.
- Gang and drug violence. The fact that true criminals get a slap. On the wrist and petty offenders get 20 years. Seems ignorant to me.
- gang violence
- GANG VIOLENCE
- Gangs
- Gangs
- Gangs
- Gangs
- Gangs
- Gangs and crime
- Gangs and large numbers of transients in certain areas
- Gangs of violence
- gangs, shootings, car speeding down our side of street, cars running red lights etc
- Gangs, shootings, murders almost every night.
- Gangs, violent crimes are on the rise. Unsafe areas are encroaching on the affluent areas very quickly.
- GANGS, DRUGS MOVING INTO THE CITY CAUSING INCREASED VIOLENCE.
- gangs, violence
- Gas stations
- Get rid of gang activities and drugs flowing thru this town!
- GETTING KILLED!
- GOING TO THE OU HEALTH SCIENCES CENTER TO THE DOCTOR BY MYSELF...AND I WORKED TO RETIREMENT AT THE STATE CAPITOL JUST UP THE STREET.
- Greater emphasis on hiring police and keeping staff levels as highest priority.
- guns, terrorists
- High crime rate. Lack of prosecution when a crime is committed
- home and car break ins
- Homeless population downtown, midtown. Crime in Paseo.
- Honesty in law enforcement. Lack of positive engagement with the public !!!
- I am afraid to walk in my neighborhood. Live close to an apartment complex, and there are some strange looking people coming from the apartment. Selling dope, etc.
- I am most worried about the drug and human trafficking issues, but I am assuming the OKCPD is doing their best already.
- I am not sure if they can implement any rules/regulations that would make me feel safer in my neighborhood. However, if we had more police patrolling the neighborhood in the evenings/nights it would be great!

Q3a. If you are not satisfied with the feeling of safety in your city [as rated in Question 3-6 above], what is your greatest concern about public safety? (cont.)

- I am truly concerned about our homeless and those with mental issues - they need our support and help!
- I believe the police officers need better training in all areas. It's sad that I would rather get robbed, beat, or anything than call them for help. I know there are a few good cops but we as citizens have to use their methods of guilty until proven innocent just to get a glimpse of The few. I just feel like these words will fall on deaf ears as always. Nothings going to change because no one with the power or authority to do so, will. No one cares. It won't even be addressed.
- I DO NOT FEEL SAFE TO WALK AROUND OUTSIDE MY NEIGHBORHOOD, THERE ARE BEGGERS AND DRUG ADDICTS ON THE INTERSECTIONS, ITS ALSO NOT SAFE TO WALK OUTSIDE OF NEIGHBORHOOD BECAUSE THERE ARE NOT ENOUGH SIDEWALKS
- I think that no matter what we do there will always be public safety there is nothing that we can do to keep these rapist, child molesters, and thieves away from us unless we take the threats seriously and stop allowing them to get away with all of this but MY greatest concern in this city is the education that should be our number one priority right now if we can educate our kids well then maybe we won't have to worry about public safety
- In okc you can't let your kids go outside without some thing happening . Police are either late to respond or they do the do anything. Not all Police officers but a lot of them and the only gravitate to the minority population.
- increase in crime rate
- Injuries caused to uninvolved parties when people try to hurt or fight with each other. Use of guns in public.
- It is not equally divided over the city.
- It's a city. It doesn't have the family feeling, friendships, and trust from other citizens to areas of the city. Can't let kids run and play outside because of people not paying attention while driving and gangs, violence, etc.
- Kidnapping, homeless people, drugs
- Lack of concern and response time when contacting police
- Lack of current traffic control and general visibility in public areas.
- lack of patrols late night and early morning
- lack of police
- lack of police downtown, additional lighting would help feel safer too.
- lack of police neighborhood presence.
- lack of police presence with the police to city population ratio
- LACK OF SUPPORT OF POLICE OFFICERS
- Large population of extremely poor who go completely without services from the City. If it were not for the safety nets in the community these people would be forgotten. This economic factor also increases crime.
- Law Enforcement . Protect and serve ALL citizens please!
- loose animals
- Lots of gang related crime and police corruption
- Mary Fallin is a big liar. Mike Cornett is a Crook. Lankford is a big liar. Pettis is a turncoat. None of our leaders are truthful or have the people of Oklahoma City's best interest at heart. Oklahoma City public schools are horrible! Teachers deserve higher pay.
- MEDIOCRE POLICE, RECKLESS DRIVING BY POLICE & GOVT WORKERS
- MEXICAN HAVE TAKEN OVER THE CITY AND YOU RETARDS LET THEM

Q3a. If you are not satisfied with the feeling of safety in your city [as rated in Question 3-6 above], what is your greatest concern about public safety? (cont.)

- More and more crime in our area. Not enough police on the streets.
- more police needed on streets in neighborhoods
- more police patrols
- more shootings, theft/robberies
- Most small regulations (such as small traffic violations as riding too close to another car or not using a turn signal when merging, and also small things like crossing the street without a cross walk even though there are barely any cross walks in this city so that should be taken care of first for safety) that are abided by in other cities go unnoticed in Oklahoma City or are not thought to be important enough but every little thing that could potentially endanger a life should be taken seriously.
- my area is changing. too many gun shots at night.
- My greatest concern in the public safety realm is the ongoing mistreatment of poor people (regardless of color) and what we call minorities in this city. The police act as though they're taught (and even rewarded) they are hired superheroes, or worse, mercenaries. The police are given too much discretion in how they deal with the public, and it is counterproductive and to their own detriment. Moreover, the impenetrable blue wall that OKC allows is also detrimental to a functioning city--protecting (no matter the cost) outrageous and unstable employees who step outside of the scope of good and fair policing is one sure way to continuously foster an all out us against them war in a city that can scarcely afford such damage, either politically or economically. I don't believe it wise to employ men and women from another city (or even neighborhood) to patrol a section of the city in which they do not live. I think OKC needs to recruit more Black and Hispanic people to become officers in their OWN communities. I think it should be an unconventional recruiting campaign, because policing in America is a situation that has remained a powder keg throughout the whole country. DON'T LET OKLAHOMA FALL INTO THE SAME UNORGANIZED, ILL-THOUGHT-OUT TRAP. We just recently suffered a national black eye with the Holtzclaw trial. OKCPD had no problem hanging that minority out to dry, despite his foolish assumption that his police uniform would protect him. BUT HE HIGHLIGHTS THE PROBLEM: THE POLICE THINK THEY ARE ABOVE THE LAW. Holtzclaw assumed he would be protected BY HIS BADGE. He was taught by other officers that he COULD get away with what he did--he was a young officer, and had no dealings with the neighborhood he patrolled prior to accepting the job! There was no reason for him to think he could assault the minorities, OTHER THAN BEING SANCTIONED TO DO SO BY OTHER OFFICERS. We are usually one of the last states listed when there is ANY positive list to be had; we are always at the top of each negative list. Lets create a team that is actually looking forward to the future of Oklahoma; not just their own short sighted, racist, selfish personal interests. We've had years of selfish racists running the state into the ground, again, to their own detriment. Oklahoma cannot continue to cut off its own nose to spite its face. We have to pick a spot and stop the bleeding, before we become an outpost in the middle of the country. FOR ONCE, we can be the avant-garde, and lead the Country in revising our policing policies.
- My greatest concern is that all my tax paying dollars are going into the pockets of higher up city officials instead of the actual city and community to make these cities better!!!
- NEED MORE POLICE BLUE LOVES MATTER
- need more police. crime rate, gangs, drugs
- Need traffic lights at several locations in outer areas of the city - several deaths due to lack of them. Forget walking trails, etc.

Q3a. If you are not satisfied with the feeling of safety in your city [as rated in Question 3-6 above], what is your greatest concern about public safety? (cont.)

- Needs more police presence
- No direct explanation. Just the news seems worse.
- no patrol in neighborhoods. high theft, vandalism, no apparent preventive actions or counter measures.
- no sidewalk in the area, walking my dog on Sunny Lane
- not being able to trust police, afraid to drink the tap water.
- Not being safe in an environment where you may attend a large event.
- Not enough police ! Not even close !
- Not enough police and fire personnel.
- Not enough police in poor neighborhoods, parks and downtown.
- Not enough police officers
- not enough police on the street
- not enough police. slow in response time.
- Not enough street lights
- Not feeling safe when I go out. Not even in downtown.
- Not many sidewalks. Crime. City is a hellhole!
- NOT SAFE TO BE OUT AT NIGHT, MUCH LESS THE DAYTIME;MANY NEIGHBORHOODS UNSAFE.
- Number of homicides, the areas where these things frequently happen need 24/7 patrol. Ramp up k9 force to get more drugs of the streets.
- Numerous burglaries of my property, break ins in my neighbors, and police response is slow in my area.
- OKC is not safe for running, walking, or jogging at any time of the day. Theft is also very common. I do not trust my surroundings at all. When I moved to Norman for school I became more aware of the lack of safty of OKC had as compared to other places.
- Oklahoma City public schools need more funds they are getting bad
- Oklahoma government unwilling to work together
- Our neighborhoods are still to vulnerable to crime. Rather upper scale or lower scale.
- Panhandlers everywhere. Road rage. Driving while texting.
- Panhandling, homeless under freeways
- people driving without insurance
- People panhandling in every corner of the city even at grocery store.
- Police
- Police
- Police are only there to clean up the mess after a violent act. Down here is Santa Fe district it feels like every officer is trying to prove how tough they are. I understand how hard the job is, but the police could be more concerned about helping the public rather than how much their on duty time interrupts their off duty jobs.
- POLICE CHASES, AMT OF VIOLENCE, GROWTH
- police need to respond faster. safety does not seem important.
- Prevalence of weapons of violence.
- Property damage.

Q3a. If you are not satisfied with the feeling of safety in your city [as rated in Question 3-6 above], what is your greatest concern about public safety? (cont.)

- protection being same all over
- Providing more assistance to the homeless in downtown.
- racial inequality. too many vagrants/homeless
- racial profiling
- racial profiling
- racial profiling, unequal treatment from law enforcement
- racism
- Response time for police calls. By the time they get here it's too late and people causing issues are gone.
- Response time from police to arrive
- response time is sad. I am a single mom of 3, one night I called as there were a couple men trying to break into my house, it took the police over 45 minutes to get to my home. This could have turned deadly.
- Roads/city streets. Lack of care along highways - mowing and maintenance completed by city.
- Robbery and murder.
- robbery, police conduct
- Safety for some and not others
- Safety itself..
- safety of my kids
- seems there is more and more violence and crimes in South OKC as well as NE OKC. Drug use and gun use have risen and so has State Funded assistance. Need to educate not enable. Force those on public assistance to take classes to teach them a trade and enforce gun and drug related crimes.
- sex trafficking, unnecessary force by police
- Shootings in public places
- Shootings/robberies/people getting killed
- SHORTAGE OF POLICE OFFICERS, IMPROVE PUBLIC SAFETY INSTEAD OF WASTING IT ON SIDEWALKS
- SLOW RESPONSE TIMES
- SOUTHWEST OKC IS BECOMING A GHETTO. CAPITOL HILL IS A SHAME!
- State needs \$, the government is doing a poor job on just about everything. They don't even have enough money to pay bills. Look what is happening to our children & their education going further & further down the drain. But making the tax payers suffer more for the government stupidity on a budget. Just horrible, we need people in office that is going to make Oklahoma great again
- stray dogs, no lights, no sidewalks, need better police involvement.
- street lights are dull, gang violence
- street lights, bad intersection, poor drivers, robberies, bad news stories
- Streets
- streets and safety
- teenagers and young adults not caring about anyone or anything, lot of drugs
- Teenagers-vandalism, theft and truancy. It is very bad in our neighborhood and police do nothing about it.

Q3a. If you are not satisfied with the feeling of safety in your city [as rated in Question 3-6 above], what is your greatest concern about public safety? (cont.)

- Temperature of today's politics makes me very uneasy for the public safety of our state. Especially the influence of our leaders preferences and beliefs being forced upon an entire state of peoples with very different views and backgrounds. I believe there needs to be more diversity in Oklahoma's leadership from gender, political party, religious views, career background and wealth. Education is also one of the greatest things threatening Oklahoma's public safety. Without a strong foundation of public education we will end up with a less motivated and educated people which will hurt us in every way including public safety.
- That there are not enough police officers to patrol
- The ambulance service is extremely subpar and is run by corrupt people. I would never call an ambulance for myself if I knew I was within the EMSA response area. The ambulance needs to be a third service and be managed by someone who actually has worked as a paramedic.
- THE CRIME IN OKC IS FIGHTING. ARMED ROBBERIES, MURDERS AND THEFT. ARE IN THE NEWS EVERY NIGHT. I DON'T HAVE A SOLUTION, BUT IS ONE OF THE BIGGEST PROBLEMS.
- The fact that crime rates are up, and they are cutting police budgets instead of politicians salaries
- The gang problems and fact this is a sanctuary city.
- The lack of cooperation between the law enforcement and the public.
- The large number of robberies in the metro and the number of gun accidents and shootings in the same area.
- The police force's handling of domestic violence calls is terrible. The response time not only allows the perpetrator to leave the scene but puts the victim at a greater risk. The officers knowledge of how to assess and manage a complaint or active situation is beyond lackluster. With the high rate of domestic violence in this state, the federal funding to improve our state's resources and attention is not difficult to obtain; the need is great for better care of the numerous victims, and when they gather the courage to reach out for help, the police carry the responsibility of providing that help - in the best manner possible and to the fullest extent.
- The Police Officers not being allowed to do their job. I think the officers should be more involved in the community policing concept. The individual officers should try to get to know people and business owners in their patrol areas. Be tough on gangs and trouble makers, no matter their race.
- The road rage on the highways in Oklahoma is a concern. The exits entering the highway are unsafe: the highway is congested seems like its unorganized and requires extra lanes that are in smooth condition to drive on.
- The roads are a hazard and costly to replace when the city does nothing to make it right. They don't pay out claims and have told me no matter the damage to my vehicle from the roads it's not their responsibility to keep up with. This is ridiculous
- The roads are extremely poor
- The roads in the South Oklahoma city area are absolutely unbearable and discrimination against the Hispanic community from law enforcement in this area as well.
- The streets need more police officers and fire fighters. More police in the neighborhood.
- The streets of deplorable. I live near S. Morgan Road and they will tear your car up. They definitely are unsafe..
- Thief

Q3a. If you are not satisfied with the feeling of safety in your city [as rated in Question 3-6 above], what is your greatest concern about public safety? (cont.)

- There is so much crime in certain areas of the city (South side, East Side) that it is not safe whether it's day or night. Road rage, shootings, theft, assault, robbery, all of these things are happening heavily in certain areas of the city. Also, the pan handlers are the absolute worst thing that has happened to the image of our city. Why can't the panhandlers be arrested for loitering on City property? Panhandlers harass drivers that are sitting at a red light. I am embarrassed that this is the image of my city to people who may just be visiting here.
- there is way to many homeless people roaming the streets of Oklahoma City. The pan handling in are city is terrible when people come here to visit they cant believe how many people are running around the city asking for money. I also think the city should help more people do repairs to there homes they make it to difficult to get help from the city. The city should be helping low income home owner get help from all organization that can help them Oklahoma Could be a great place that people want to live for the rest of there lives but sometimes we just need a little help.
- There's no place to hide.
- To insure Vehicle inspection, insurance and do something about all the crime.
- To many panhandlers, and bad parts of town.
- To much gang related violence
- too few police officers, too few firefighters, and a poor ambulance service from admin down to street medics with crappy attitudes
- too many crazy rednecks with guns. Terrifying for any non white, non straight, or non religious person.
- TOO MANY GUNS ON STREETS-TOO EASY TO OBTAIN GUNS FOR CRIMINALS
- Too many guns/too many uncontained dogs.
- Too many homeless people in parking lots asking for money, not enough street lights
- too many news advertisements about public safety
- Too many shootings and too many home invasions. Sometimes I feel for my own life. I live alone.
- Too many vagrants and beggars.
- Too many walking and seeming to take what's not theirs. Too many bad people. Police can't catch up. I work six days a week. I only go out on Sundays, but there are always homeless lurking. I caught one when I came home trying to steal my lawnmower one day. Several times I caught homeless going through my trash.
- too much crime
- too much crime, not enough standing to do things about it.
- Too much crime, shootings and gang activity.
- TOO MUCH VIOLENCE DRUG USE
- undocumented illegal aliens and crime
- using cell phone while driving
- vagrants
- Very high crime rate city wide. No part of city is immune.
- Violent criminals walking the streets, feeling helpless
- walking around
- walking outside alone

Q3a. If you are not satisfied with the feeling of safety in your city [as rated in Question 3-6 above], what is your greatest concern about public safety? (cont.)

- WATER IS SMELLS
- We do not have adequate staffing to take care of public safety in our city.
- We need to make sure budget cuts do not eliminate police, fire, or ambulance services. We need to keep our community safe and protected!
- WHAT SERVICES AND PROGRAMS THAT THE CITY IS SPENDING MONEY FOR. WE NEED MORE POLICE OFFICERS. MORE POLICE MAKES OUR CITY SAFER. WE NEED TO SPEND MORE ON STREETS. DRIVE SOUTH ON AGNEW FROM THE STOCKYARDS TO GET AN IDEA OF THE CONDITION OF MANY, MANY, MILES OF OUR STREETS. LESS SPENDING FOR DOWNTOWN AND BRICKTOWN PROJECTS. MOST CITIZENS DO NOT LIVE IN THESE AREAS. WHY ARE WE SPENDING 20 MILLION DOLLARS FOR A ONE AND ONE HALF MILE TROLLY SYSTEM? I LIVE WITHIN MY MEANS, DO MORE WITH LESS, SMALL BUSINESSES DO IT EVERY DAY IN ORDER TO SURVIVE. THIE CITY SHOULD DO THE SAME. SPEND OUR TAX DOLLARS WISELY
- When a report is done with the police, it seems like nothing is done about the robberies in my neighborhood.
- When calling the police you can be in for a wait . There performance and quality is fine just short handed ... The streets and safety is bad from meridian to MacArthur and 23rd and 10th st
- When I have had criminal things happen against me, the police didn't pursue it. Very disappointed in that.
- WHERE I LIVE 112ND & PENN THERE IS A LOT OF CRIME, AS A WOMAN I DON'T FEEL SAFE

Q4. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4a. Police service in your neighborhood	17.8%	40.6%	20.3%	10.7%	4.1%	6.5%
Q4b. Enforcement of local traffic laws	13.0%	39.3%	26.0%	13.1%	4.4%	4.3%
Q4c. Availability of information about police programs & activities	9.0%	23.3%	32.7%	15.2%	4.1%	15.7%

WITHOUT "DON'T KNOW"

Q4. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4a. Police service in your neighborhood	19.1%	43.4%	21.7%	11.4%	4.4%
Q4b. Enforcement of local traffic laws	13.6%	41.1%	27.2%	13.7%	4.6%
Q4c. Availability of information about police programs & activities	10.7%	27.6%	38.8%	18.0%	4.9%

Q5. Perceptions of Safety and Security. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

(N=1285)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q5a. Walking in your neighborhood during the day	39.7%	39.8%	11.4%	5.4%	2.2%	1.6%
Q5b. Walking in your neighborhood after dark	16.7%	30.9%	20.9%	18.1%	10.4%	3.1%
Q5c. In Downtown area	8.4%	30.0%	28.7%	16.1%	7.3%	9.4%
Q5d. In City parks	5.8%	23.9%	30.4%	18.4%	10.2%	11.4%

WITHOUT "DON'T KNOW"

Q5. Perceptions of Safety and Security. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")

(N=1285)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q5a. Walking in your neighborhood during the day	40.3%	40.4%	11.6%	5.5%	2.2%
Q5b. Walking in your neighborhood after dark	17.2%	31.9%	21.6%	18.6%	10.7%
Q5c. In Downtown area	9.3%	33.2%	31.7%	17.8%	8.1%
Q5d. In City parks	6.6%	27.0%	34.2%	20.7%	11.5%

Q6. Do you have a working smoke alarm in your home?

Q6. Do you have a working smoke alarm in your home	Number	Percent
Yes	1196	93.1 %
No	71	5.5 %
Not provided	18	1.4 %
Total	1285	100.0 %

WITHOUT "NOT PROVIDED"

Q6. Do you have a working smoke alarm in your home? (without "not provided")

Q6. Do you have a working smoke alarm in your home	Number	Percent
Yes	1196	94.4 %
No	71	5.6 %
Total	1267	100.0 %

Q7. Which THREE of the following bus service characteristics are most important to you when considering whether or not to use public transit?

Q7. Top choice	Number	Percent
How often bus comes by your stop	373	29.0 %
Service available until midnight	79	6.1 %
Sheltered bus stops	114	8.9 %
Time it takes to make a trip	169	13.2 %
Sunday service	29	2.3 %
WiFi on buses	5	0.4 %
Electronic fare payment option	44	3.4 %
Pedestrian access to bus stops	91	7.1 %
None chosen	381	29.6 %
Total	1285	100.0 %

Q7. Which THREE of the following bus service characteristics are most important to you when considering whether or not to use public transit?

Q7. 2nd choice	Number	Percent
How often bus comes by your stop	187	14.6 %
Service available until midnight	111	8.6 %
Sheltered bus stops	161	12.5 %
Time it takes to make a trip	198	15.4 %
Sunday service	53	4.1 %
WiFi on buses	18	1.4 %
Electronic fare payment option	76	5.9 %
Pedestrian access to bus stops	91	7.1 %
None chosen	390	30.4 %
Total	1285	100.0 %

Q7. Which THREE of the following bus service characteristics are most important to you when considering whether or not to use public transit?

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
How often bus comes by your stop	101	7.9 %
Service available until midnight	92	7.2 %
Sheltered bus stops	161	12.5 %
Time it takes to make a trip	153	11.9 %
Sunday service	79	6.1 %
WiFi on buses	30	2.3 %
Electronic fare payment option	105	8.2 %
Pedestrian access to bus stops	143	11.1 %
None chosen	421	32.8 %
Total	1285	100.0 %

Q7. Which THREE of the following bus service characteristics are most important to you when considering whether or not to use public transit? (top 3)

<u>Q7. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
How often bus comes by your stop	661	51.4 %
Service available until midnight	282	21.9 %
Sheltered bus stops	436	33.9 %
Time it takes to make a trip	520	40.5 %
Sunday service	161	12.5 %
WiFi on buses	53	4.1 %
Electronic fare payment option	225	17.5 %
Pedestrian access to bus stops	325	25.3 %
None chosen	381	29.6 %
Total	3044	

Q8. How often would you say stray dogs are a problem in your neighborhood?

Q8. How often would you say that stray dogs are a problem in your neighborhood

	Number	Percent
More than once a week	190	14.8 %
Once a week	131	10.2 %
1-2 times per month	200	15.6 %
A few times per year	259	20.2 %
Seldom or never	444	34.6 %
Don't know	61	4.7 %
Total	1285	100.0 %

WITHOUT "DON'T KNOW"

Q8. How often would you say stray dogs are a problem in your neighborhood? (without "don't know")

Q8. How often would you say that stray dogs are a problem in your neighborhood

	Number	Percent
More than once a week	190	15.5 %
Once a week	131	10.7 %
1-2 times per month	200	16.3 %
A few times per year	259	21.2 %
Seldom or never	444	36.3 %
Total	1224	100.0 %

Q9. How often would you say stray cats are a problem in your neighborhood?

Q9. How often would you say that stray cats are a problem in your neighborhood

	Number	Percent
More than once a week	256	19.9 %
Once a week	85	6.6 %
1-2 times per month	158	12.3 %
A few times per year	176	13.7 %
Seldom or never	506	39.4 %
Don't know	104	8.1 %
Total	1285	100.0 %

WITHOUT "DON'T KNOW"

Q9. How often would you say stray cats are a problem in your neighborhood? (without "don't know")

Q9. How often would you say that stray cats are a problem in your neighborhood

	Number	Percent
More than once a week	256	21.7 %
Once a week	85	7.2 %
1-2 times per month	158	13.4 %
A few times per year	176	14.9 %
Seldom or never	506	42.8 %
Total	1181	100.0 %

Q10. Code Enforcement: Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q10a. Enforcing clean-up of junk & debris on private property	9.0%	31.4%	24.9%	19.0%	7.5%	8.3%
Q10b. Enforcing mowing & cutting of weeds & grass on private property	8.4%	28.0%	27.4%	19.0%	9.1%	8.1%
Q10c. Enforcing exterior maintenance of residential property	6.9%	25.3%	33.6%	17.4%	7.2%	9.4%
Q10d. Enforcing sign regulations	7.5%	29.1%	32.8%	11.4%	5.8%	13.3%
Q10e. Quality of animal control services	7.1%	29.9%	29.8%	14.2%	8.9%	10.1%
Q10f. Enforcement of yard parking regulations in your neighborhood	11.1%	31.2%	27.2%	10.9%	7.2%	12.4%
Q10g. City efforts to remove abandoned or inoperative vehicles	8.9%	26.7%	28.5%	12.4%	7.1%	16.4%

WITHOUT "DON'T KNOW"**Q10. Code Enforcement: Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10a. Enforcing clean-up of junk & debris on private property	9.8%	34.2%	27.2%	20.7%	8.1%
Q10b. Enforcing mowing & cutting of weeds & grass on private property	9.2%	30.4%	29.8%	20.7%	9.9%
Q10c. Enforcing exterior maintenance of residential property	7.7%	27.9%	37.1%	19.3%	8.0%
Q10d. Enforcing sign regulations	8.6%	33.6%	37.8%	13.2%	6.7%
Q10e. Quality of animal control services	7.9%	33.3%	33.2%	15.8%	9.9%
Q10f. Enforcement of yard parking regulations in your neighborhood	12.7%	35.6%	31.0%	12.4%	8.2%
Q10g. City efforts to remove abandoned or inoperative vehicles	10.6%	32.0%	34.1%	14.8%	8.5%

Q11. Which THREE code enforcement items listed in Question 10 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q11. Top choice	Number	Percent
Enforcing clean-up of junk & debris on private property	376	29.3 %
Enforcing mowing & cutting of weeds & grass on private property	210	16.3 %
Enforcing exterior maintenance of residential property	99	7.7 %
Enforcing sign regulations	87	6.8 %
Quality of animal control services	180	14.0 %
Enforcement of yard parking regulations in your neighborhood	52	4.0 %
City efforts to remove abandoned or inoperative vehicles	98	7.6 %
None chosen	183	14.2 %
Total	1285	100.0 %

Q11. Which THREE code enforcement items listed in Question 10 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q11. 2nd choice	Number	Percent
Enforcing clean-up of junk & debris on private property	232	18.1 %
Enforcing mowing & cutting of weeds & grass on private property	312	24.3 %
Enforcing exterior maintenance of residential property	147	11.4 %
Enforcing sign regulations	75	5.8 %
Quality of animal control services	110	8.6 %
Enforcement of yard parking regulations in your neighborhood	77	6.0 %
City efforts to remove abandoned or inoperative vehicles	103	8.0 %
None chosen	229	17.8 %
Total	1285	100.0 %

Q11. Which THREE code enforcement items listed in Question 10 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property	153	11.9 %
Enforcing mowing & cutting of weeds & grass on private property	141	11.0 %
Enforcing exterior maintenance of residential property	207	16.1 %
Enforcing sign regulations	84	6.5 %
Quality of animal control services	119	9.3 %
Enforcement of yard parking regulations in your neighborhood	106	8.2 %
City efforts to remove abandoned or inoperative vehicles	185	14.4 %
None chosen	290	22.6 %
Total	1285	100.0 %

Q11. Which THREE code enforcement items listed in Question 10 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q11. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property	761	59.2 %
Enforcing mowing & cutting of weeds & grass on private property	663	51.6 %
Enforcing exterior maintenance of residential property	453	35.3 %
Enforcing sign regulations	246	19.1 %
Quality of animal control services	409	31.8 %
Enforcement of yard parking regulations in your neighborhood	235	18.3 %
City efforts to remove abandoned or inoperative vehicles	386	30.0 %
None chosen	183	14.2 %
Total	3336	

Q12. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q12a. Residential trash collection services	42.3%	44.4%	7.1%	3.0%	0.9%	2.4%
Q12b. Curbside recycling services	30.7%	34.9%	11.6%	8.2%	5.6%	9.0%
Q12c. Bulky item pick up/removal services (old furniture, appliances. etc.)	38.0%	38.5%	11.4%	5.1%	1.9%	5.1%
Q12d. Water service	28.4%	44.0%	14.2%	5.1%	1.9%	6.3%
Q12e. Wastewater services	25.7%	40.0%	18.2%	3.0%	0.9%	12.1%
Q12f. Speed of service (repairs, starting service, etc.)	18.6%	34.0%	23.3%	4.9%	2.2%	17.0%
Q12g. Quality of customer service	21.7%	38.6%	21.8%	4.6%	2.2%	11.1%

WITHOUT "DON'T KNOW"

Q12. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12a. Residential trash collection services	43.3%	45.5%	7.3%	3.0%	0.9%
Q12b. Curbside recycling services	33.7%	38.3%	12.7%	9.1%	6.2%
Q12c. Bulky item pick up/removal services (old furniture, appliances. etc.)	40.0%	40.6%	12.0%	5.4%	2.0%
Q12d. Water service	30.3%	47.0%	15.2%	5.5%	2.0%
Q12e. Wastewater services	29.2%	45.5%	20.7%	3.5%	1.1%
Q12f. Speed of service (repairs, starting service, etc.)	22.4%	41.0%	28.0%	5.9%	2.6%
Q12g. Quality of customer service	24.4%	43.4%	24.5%	5.2%	2.5%

Q13. Are you aware that the City has a Household Hazardous Waste Disposal Facility at 1621 S Portland where residents can dispose of paint, insecticides, motor oil, etc. free of charge?

Q13. Are you aware that City has a Household Hazardous Waste Disposal Facility at 1621 S

Portland	Number	Percent
Yes	687	53.5 %
No	598	46.5 %
Total	1285	100.0 %

Q14. How many times in the past 12 months did you or a member of your family visit an Oklahoma City park and/or participate in an Oklahoma City Parks and Recreation program?

Q14. How many times in past 12 months did you visit an Oklahoma City park and/or participate in an Oklahoma City Parks & Recreation program

	Number	Percent
None	276	21.5 %
Less than 5 times	379	29.5 %
5 to 10 times	252	19.6 %
11 to 20 times	131	10.2 %
20+ times	190	14.8 %
Don't know	57	4.4 %
Total	1285	100.0 %

WITHOUT "DON'T KNOW"

Q14. How many times in the past 12 months did you or a member of your family visit an Oklahoma City park and/or participate in an Oklahoma City Parks and Recreation program? (without "don't know")

Q14. How many times in past 12 months did you visit an Oklahoma City park and/or participate in an Oklahoma City Parks & Recreation program

	Number	Percent
None	276	22.5 %
Less than 5 times	379	30.9 %
5 to 10 times	252	20.5 %
11 to 20 times	131	10.7 %
20+ times	190	15.5 %
Total	1228	100.0 %

Q15. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15a. Maintenance of City parks	12.9%	45.9%	20.2%	7.6%	1.8%	11.5%
Q15b. Quality of City parks near neighborhoods	12.8%	41.4%	21.6%	9.9%	2.6%	11.7%
Q15c. Walking & biking trails in City	12.9%	34.8%	23.1%	10.0%	5.0%	14.2%
Q15d. City recreation centers	7.2%	23.2%	29.4%	9.0%	3.2%	27.9%
Q15e. City aquatic facilities & programs	6.9%	18.5%	28.6%	10.7%	4.1%	31.1%
Q15f. City golf courses	8.7%	22.0%	27.1%	2.4%	1.2%	38.6%
Q15g. Athletic programs	5.6%	16.8%	30.0%	5.2%	2.8%	39.5%
Q15h. Outdoor athletic facilities (e.g. tennis, baseball, soccer, & football)	6.7%	21.6%	29.4%	7.3%	3.1%	31.9%
Q15i. Recreation opportunities for fishing at close to home waters	7.5%	21.3%	28.0%	8.5%	3.3%	31.3%
Q15j. Availability of information about Civic Center Music Hall programs	10.9%	28.9%	27.4%	8.9%	3.9%	20.0%
Q15k. Availability of information about parks & recreation programs	8.3%	21.6%	31.0%	13.7%	4.7%	20.7%
Q15l. Quality of recreation programs & facilities	6.9%	21.9%	30.3%	7.7%	3.3%	29.9%
Q15m. Civic Center Music Hall experience	20.1%	27.5%	21.0%	2.0%	1.2%	28.1%

WITHOUT "DON'T KNOW"

Q15. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15a. Maintenance of City parks	14.6%	51.9%	22.9%	8.6%	2.0%
Q15b. Quality of City parks near neighborhoods	14.4%	46.9%	24.5%	11.2%	3.0%
Q15c. Walking & biking trails in City	15.1%	40.6%	27.0%	11.6%	5.8%
Q15d. City recreation centers	10.0%	32.2%	40.8%	12.5%	4.4%
Q15e. City aquatic facilities & programs	10.1%	26.9%	41.5%	15.6%	6.0%
Q15f. City golf courses	14.2%	35.9%	44.1%	3.9%	1.9%
Q15g. Athletic programs	9.3%	27.8%	49.7%	8.6%	4.6%
Q15h. Outdoor athletic facilities (e.g. tennis, baseball, soccer, & football)	9.8%	31.7%	43.2%	10.7%	4.6%
Q15i. Recreation opportunities for fishing at close to home waters	11.0%	31.0%	40.8%	12.3%	4.9%
Q15j. Availability of information about Civic Center Music Hall programs	13.6%	36.1%	34.2%	11.2%	4.9%
Q15k. Availability of information about parks & recreation programs	10.5%	27.3%	39.1%	17.3%	5.9%
Q15l. Quality of recreation programs & facilities	9.9%	31.2%	43.2%	11.0%	4.8%
Q15m. Civic Center Music Hall experience	27.9%	38.3%	29.2%	2.8%	1.7%

Q16. Which THREE of the parks and recreation items listed in Question 15 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	261	20.3 %
Quality of City parks near neighborhoods	170	13.2 %
Walking & biking trails in City	212	16.5 %
City recreation centers	60	4.7 %
City aquatic facilities & programs	55	4.3 %
City golf courses	11	0.9 %
Athletic programs	18	1.4 %
Outdoor athletic facilities (e.g. tennis, baseball, soccer, & football)	44	3.4 %
Recreation opportunities for fishing at close to home waters	38	3.0 %
Availability of information about Civic Center Music Hall programs	24	1.9 %
Availability of information about parks & recreation programs	60	4.7 %
Quality of recreation programs & facilities	23	1.8 %
Civic Center Music Hall experience	22	1.7 %
<u>None chosen</u>	<u>287</u>	<u>22.3 %</u>
Total	1285	100.0 %

Q16. Which THREE of the parks and recreation items listed in Question 15 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q16. 2nd choice	Number	Percent
Maintenance of City parks	130	10.1 %
Quality of City parks near neighborhoods	233	18.1 %
Walking & biking trails in City	138	10.7 %
City recreation centers	82	6.4 %
City aquatic facilities & programs	68	5.3 %
City golf courses	30	2.3 %
Athletic programs	30	2.3 %
Outdoor athletic facilities (e.g. tennis, baseball, soccer, & football)	61	4.7 %
Recreation opportunities for fishing at close to home waters	57	4.4 %
Availability of information about Civic Center Music Hall programs	33	2.6 %
Availability of information about parks & recreation programs	66	5.1 %
Quality of recreation programs & facilities	30	2.3 %
Civic Center Music Hall experience	13	1.0 %
<u>None chosen</u>	<u>314</u>	<u>24.4 %</u>
Total	1285	100.0 %

Q16. Which THREE of the parks and recreation items listed in Question 15 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q16. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	108	8.4 %
Quality of City parks near neighborhoods	102	7.9 %
Walking & biking trails in City	131	10.2 %
City recreation centers	78	6.1 %
City aquatic facilities & programs	74	5.8 %
City golf courses	20	1.6 %
Athletic programs	49	3.8 %
Outdoor athletic facilities (e.g. tennis, baseball, soccer, & football)	66	5.1 %
Recreation opportunities for fishing at close to home waters	49	3.8 %
Availability of information about Civic Center Music Hall programs	39	3.0 %
Availability of information about parks & recreation programs	88	6.8 %
Quality of recreation programs & facilities	103	8.0 %
Civic Center Music Hall experience	35	2.7 %
<u>None chosen</u>	<u>343</u>	<u>26.7 %</u>
Total	1285	100.0 %

Q16. Which THREE of the parks and recreation items listed in Question 15 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q16. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	499	38.8 %
Quality of City parks near neighborhoods	505	39.3 %
Walking & biking trails in City	481	37.4 %
City recreation centers	220	17.1 %
City aquatic facilities & programs	197	15.3 %
City golf courses	61	4.7 %
Athletic programs	97	7.5 %
Outdoor athletic facilities (e.g. tennis, baseball, soccer, & football)	171	13.3 %
Recreation opportunities for fishing at close to home waters	144	11.2 %
Availability of information about Civic Center Music Hall programs	96	7.5 %
Availability of information about parks & recreation programs	214	16.7 %
Quality of recreation programs & facilities	156	12.1 %
Civic Center Music Hall experience	70	5.4 %
<u>None chosen</u>	<u>287</u>	<u>22.3 %</u>
Total	3198	

Q17. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q17a. Condition of major City streets	3.0%	14.6%	16.0%	35.7%	29.1%	1.7%
Q17b. Condition of streets in your neighborhood	5.4%	21.3%	16.6%	30.6%	24.4%	1.7%
Q17c. Condition of street signs	8.7%	45.4%	28.6%	10.2%	4.6%	2.5%
Q17d. Condition of pavement markings on City streets	4.9%	25.6%	29.5%	24.0%	12.2%	3.7%
Q17e. Snow removal on snow routes during past year	10.6%	38.3%	25.7%	10.9%	7.4%	7.2%
Q17f. Condition of landscaping or streetscaping in medians & along City streets	8.4%	37.9%	29.5%	14.5%	7.1%	2.6%
Q17g. Cleanliness of City streets & other public areas	6.5%	34.2%	28.9%	19.1%	8.7%	2.6%
Q17h. Cleanliness of stormwater drains in your neighborhood	7.4%	32.7%	26.1%	15.7%	9.4%	8.7%

WITHOUT "DON'T KNOW"**Q17. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q17a. Condition of major City streets	3.0%	14.8%	16.2%	36.3%	29.6%
Q17b. Condition of streets in your neighborhood	5.5%	21.7%	16.9%	31.1%	24.8%
Q17c. Condition of street signs	8.9%	46.6%	29.3%	10.5%	4.7%
Q17d. Condition of pavement markings on City streets	5.1%	26.6%	30.6%	25.0%	12.7%
Q17e. Snow removal on snow routes during past year	11.4%	41.2%	27.7%	11.7%	8.0%
Q17f. Condition of landscaping or streetscaping in medians & along City streets	8.6%	38.9%	30.3%	14.9%	7.3%
Q17g. Cleanliness of City streets & other public areas	6.6%	35.1%	29.6%	19.6%	8.9%
Q17h. Cleanliness of stormwater drains in your neighborhood	8.1%	35.8%	28.6%	17.2%	10.3%

Q18. Which THREE of the maintenance items listed in Question 17 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q18. Top choice	Number	Percent
Condition of major City streets	705	54.9 %
Condition of streets in your neighborhood	236	18.4 %
Condition of street signs	21	1.6 %
Condition of pavement markings on City streets	39	3.0 %
Snow removal on snow routes during past year	28	2.2 %
Condition of landscaping or streetscaping in medians & along City streets	27	2.1 %
Cleanliness of City streets & other public areas	38	3.0 %
Cleanliness of stormwater drains in your neighborhood	64	5.0 %
None chosen	127	9.9 %
Total	1285	100.0 %

Q18. Which THREE of the maintenance items listed in Question 17 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q18. 2nd choice	Number	Percent
Condition of major City streets	172	13.4 %
Condition of streets in your neighborhood	406	31.6 %
Condition of street signs	44	3.4 %
Condition of pavement markings on City streets	170	13.2 %
Snow removal on snow routes during past year	70	5.4 %
Condition of landscaping or streetscaping in medians & along City streets	81	6.3 %
Cleanliness of City streets & other public areas	117	9.1 %
Cleanliness of stormwater drains in your neighborhood	54	4.2 %
None chosen	171	13.3 %
Total	1285	100.0 %

Q18. Which THREE of the maintenance items listed in Question 17 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q18. 3rd choice	Number	Percent
Condition of major City streets	68	5.3 %
Condition of streets in your neighborhood	83	6.5 %
Condition of street signs	70	5.4 %
Condition of pavement markings on City streets	185	14.4 %
Snow removal on snow routes during past year	124	9.6 %
Condition of landscaping or streetscaping in medians & along City streets	129	10.0 %
Cleanliness of City streets & other public areas	263	20.5 %
Cleanliness of stormwater drains in your neighborhood	121	9.4 %
None chosen	242	18.8 %
Total	1285	100.0 %

Q18. Which THREE of the maintenance items listed in Question 17 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q18. Sum of top 3 choices	Number	Percent
Condition of major City streets	945	73.5 %
Condition of streets in your neighborhood	725	56.4 %
Condition of street signs	135	10.5 %
Condition of pavement markings on City streets	394	30.7 %
Snow removal on snow routes during past year	222	17.3 %
Condition of landscaping or streetscaping in medians & along City streets	237	18.4 %
Cleanliness of City streets & other public areas	418	32.5 %
Cleanliness of stormwater drains in your neighborhood	239	18.6 %
None chosen	127	9.9 %
Total	3442	

Q19. Have you contacted the City of Oklahoma City during the past year?

Q19. Have you contacted City of Oklahoma City during past year	Number	Percent
Yes	568	44.2 %
No	717	55.8 %
Total	1285	100.0 %

Q19a. (Only if YES to Question 19) Using a 5-point scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following:

(N=568)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q19a-a. How helpful City staff was when you called	26.1%	40.5%	16.2%	10.2%	5.3%	1.8%
Q19a-b. How helpful City staff was when you visited	15.3%	24.3%	19.9%	4.6%	4.2%	31.7%
Q19a-c. Accuracy of information you were given	22.9%	39.1%	18.3%	8.1%	6.2%	5.5%
Q19a-d. How quickly City staff responded to your request	23.8%	36.3%	17.6%	11.3%	8.8%	2.3%
Q19a-e. How well your issue was handled	23.2%	38.2%	13.9%	10.7%	12.1%	1.8%

WITHOUT "DON'T KNOW"

Q19a. (Only if YES to Question 19) Using a 5-point scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following: (without "don't know")

(N=568)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19a-a. How helpful City staff was when you called	26.5%	41.2%	16.5%	10.4%	5.4%
Q19a-b. How helpful City staff was when you visited	22.4%	35.6%	29.1%	6.7%	6.2%
Q19a-c. Accuracy of information you were given	24.2%	41.3%	19.4%	8.6%	6.5%
Q19a-d. How quickly City staff responded to your request	24.3%	37.1%	18.0%	11.5%	9.0%
Q19a-e. How well your issue was handled	23.7%	38.9%	14.2%	10.9%	12.4%

Q20. Communication. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q20a. Availability of news & information about City	12.2%	40.0%	28.2%	8.5%	1.7%	9.3%
Q20b. Information in water bill newsletter	17.1%	45.8%	20.3%	2.4%	0.9%	13.5%
Q20c. City website (www.okc.gov) as a source of information	14.2%	34.1%	24.8%	4.6%	1.2%	21.1%
Q20d. City's use of social media	8.0%	22.6%	30.7%	4.1%	1.2%	33.3%
Q20e. City website as a means to transact business with City	8.5%	24.9%	29.5%	4.0%	1.6%	31.5%
Q20f. Services & information provided by City Action Center	8.3%	20.2%	26.3%	4.9%	2.5%	37.7%

WITHOUT "DON'T KNOW"

Q20. Communication. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q20a. Availability of news & information about City	13.5%	44.1%	31.2%	9.4%	1.9%
Q20b. Information in water bill newsletter	19.8%	52.9%	23.5%	2.8%	1.0%
Q20c. City website (www.okc.gov) as a source of information	17.9%	43.2%	31.5%	5.8%	1.6%
Q20d. City's use of social media	12.0%	34.0%	46.1%	6.2%	1.8%
Q20e. City website as a means to transact business with City	12.4%	36.4%	43.1%	5.9%	2.3%
Q20f. Services & information provided by City Action Center	13.4%	32.5%	42.3%	7.9%	4.0%

Q21. Which of the following do you use to get information about the City of Oklahoma City?

Q21. What do you use to get information about

<u>City of Oklahoma City</u>	<u>Number</u>	<u>Percent</u>
Water bill newsletter, CityNews	800	64.2 %
Newspapers	405	32.5 %
Radio	358	28.7 %
Television news	794	63.7 %
City website (www.okc.gov)	479	38.4 %
City cable channel (Channel 20)	102	8.2 %
Calling City	208	16.7 %
Social media	349	28.0 %
OKC GOV mobile app	63	5.1 %
Other	40	3.2 %
Total	3598	

Q21. Other

<u>Q21. Other</u>	<u>Number</u>	<u>Percent</u>
Word of mouth	17	42.5 %
Friends and family	10	25.0 %
Google	4	10.0 %
coupons from neighborhood fast food restaurants	1	2.5 %
Phone app	1	2.5 %
Apps on mobile device	1	2.5 %
okctalk.com	1	2.5 %
visit	1	2.5 %
Weather Alerts on my phone	1	2.5 %
internet	1	2.5 %
Networking	1	2.5 %
Nextdoor app	1	2.5 %
Total	40	100.0 %

Q22. How do you prefer to report code violations and non-emergency problems or request a city service?

Q22. How do you prefer to report code violations & non-emergency problems or request a City service	Number	Percent
Call Action Center (297-2535)	631	52.5 %
Online www.okc.gov	445	37.1 %
Social media	81	6.7 %
OKC GOV mobile app	94	7.8 %
Call department	570	47.5 %
Email	212	17.7 %
Mail	36	3.0 %
Other	11	0.9 %
Total	2080	

Q22. Other

Q22. Other	Number	Percent
Text	4	40.0 %
visit	1	10.0 %
Call police dept	1	10.0 %
Call City Councilman	1	10.0 %
Call 911	1	10.0 %
Phone	1	10.0 %
Call police non-emergency number	1	10.0 %
Total	10	100.0 %

Q23. Overall Ratings of the City. Using a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor," please rate Oklahoma City with regard to the following:

(N=1285)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q23a. As a place to live	25.3%	51.8%	10.4%	7.6%	3.1%	1.8%
Q23b. As a place to raise children	21.6%	44.1%	12.8%	10.6%	6.6%	4.2%
Q23c. As a place to work	21.8%	47.8%	15.8%	8.8%	3.4%	2.4%
Q23d. As a place to retire	18.1%	36.7%	20.8%	12.2%	6.4%	5.9%
Q23e. As a place to visit	16.9%	39.9%	22.6%	12.6%	5.1%	2.9%
Q23f. As a City that is moving in right direction	24.0%	40.5%	18.9%	6.8%	5.6%	4.1%

WITHOUT "DON'T KNOW"

Q23. Overall Ratings of the City. Using a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor," please rate Oklahoma City with regard to the following: (without "don't know")

(N=1285)

	Excellent	Good	Neutral	Below Average	Poor
Q23a. As a place to live	25.8%	52.8%	10.5%	7.8%	3.2%
Q23b. As a place to raise children	22.6%	46.1%	13.4%	11.0%	6.9%
Q23c. As a place to work	22.3%	49.0%	16.2%	9.0%	3.5%
Q23d. As a place to retire	19.2%	39.0%	22.1%	13.0%	6.8%
Q23e. As a place to visit	17.4%	41.1%	23.3%	13.0%	5.2%
Q23f. As a City that is moving in right direction	25.0%	42.3%	19.7%	7.1%	5.8%

Q24. How satisfied are you with the various aspects of your neighborhood? Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q24a. Safety	20.5%	43.8%	18.8%	11.0%	4.0%	1.9%
Q24b. Appearance	18.6%	40.9%	21.7%	12.7%	3.7%	2.3%
Q24c. Property maintenance	15.9%	39.5%	23.3%	14.6%	3.9%	2.9%
Q24d. Sense of community	14.8%	33.5%	30.7%	12.3%	4.4%	4.3%
Q24e. Amenities (things like sidewalks, parks, shopping, trees, etc.)	13.5%	30.3%	24.3%	17.6%	10.6%	3.7%
Q24f. Overall quality	16.3%	44.5%	23.8%	9.5%	2.6%	3.3%

WITHOUT "DON'T KNOW"

Q24. How satisfied are you with the various aspects of your neighborhood? Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1285)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q24a. Safety	20.9%	44.6%	19.2%	11.2%	4.0%
Q24b. Appearance	19.0%	41.9%	22.2%	13.0%	3.8%
Q24c. Property maintenance	16.3%	40.7%	24.0%	15.0%	4.0%
Q24d. Sense of community	15.4%	35.0%	32.1%	12.8%	4.6%
Q24e. Amenities (things like sidewalks, parks, shopping, trees, etc.)	14.1%	31.4%	25.2%	18.3%	11.0%
Q24f. Overall quality	16.8%	46.1%	24.6%	9.8%	2.7%

Q25. Physical Activity. Not counting activity at work, how often did you participate in any physical activity or exercise such as running, golfing, gardening, walking, cycling or calisthenics in the past month?

Q25. How often did you participate in any physical activity or exercise	Number	Percent
More than 3 times a week (Often)	205	16.0 %
1-3 times a week (Regularly)	295	23.0 %
1-3 times a month (Occasionally)	323	25.1 %
0 times last month (Never)	385	30.0 %
Don't Know	77	6.0 %
Total	1285	100.0 %

WITHOUT "DON'T KNOW"

Q25. Physical Activity. Not counting activity at work, how often did you participate in any physical activity or exercise such as running, golfing, gardening, walking, cycling or calisthenics in the past month? (without "don't know")

Q25. How often did you participate in any physical activity or exercise	Number	Percent
More than 3 times a week (Often)	205	17.0 %
1-3 times a week (Regularly)	295	24.4 %
1-3 times a month (Occasionally)	323	26.7 %
0 times last month (Never)	385	31.9 %
Total	1208	100.0 %

Q26. Approximately how many years have you lived in Oklahoma City?

Q26. How many years have you lived in Oklahoma City	Number	Percent
Less than 5 years	137	10.7 %
5-10 years	148	11.5 %
11-20 years	225	17.5 %
20+ years	757	58.9 %
Not provided	18	1.4 %
Total	1285	100.0 %

WITHOUT "NOT PROVIDED"

Q26. Approximately how many years have you lived in Oklahoma City? (without "not provided")

Q26. How many years have you lived in Oklahoma City	Number	Percent
Less than 5 years	137	10.8 %
5-10 years	148	11.7 %
11-20 years	225	17.8 %
20+ years	757	59.7 %
Total	1267	100.0 %

Q27. Are you registered to vote?

<u>Q27. Are you registered to vote</u>	<u>Number</u>	<u>Percent</u>
Yes	1166	90.7 %
No	90	7.0 %
Not provided	29	2.3 %
Total	1285	100.0 %

WITHOUT "NOT PROVIDED"

Q27. Are you registered to vote? (without "not provided")

<u>Q27. Are you registered to vote</u>	<u>Number</u>	<u>Percent</u>
Yes	1166	92.8 %
No	90	7.2 %
Total	1256	100.0 %

Q28. What is your age?

<u>Q28. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	245	19.1 %
35-44	234	18.2 %
45-54	258	20.1 %
55-64	258	20.1 %
65-74	190	14.8 %
75+	83	6.5 %
Not provided	17	1.3 %
Total	1285	100.0 %

WITHOUT "NOT PROVIDED"

Q28. What is your age? (without "not provided")

<u>Q28. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	245	19.3 %
35-44	234	18.5 %
45-54	258	20.3 %
55-64	258	20.3 %
65-74	190	15.0 %
75+	83	6.5 %
Total	1268	100.0 %

Q29. What is your gender?

Q29. Your gender	Number	Percent
Male	616	47.9 %
Female	655	51.0 %
Not provided	14	1.1 %
Total	1285	100.0 %

WITHOUT "NOT PROVIDED"

Q29. What is your gender? (without "not provided")

Q29. Your gender	Number	Percent
Male	616	48.5 %
Female	655	51.5 %
Total	1271	100.0 %

Q30. Do you own or rent your current residence?

<u>Q30. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	1007	78.4 %
Rent	258	20.1 %
Not provided	20	1.6 %
Total	1285	100.0 %

WITHOUT "NOT PROVIDED"

Q30. Do you own or rent your current residence? (without "not provided")

<u>Q30. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	1007	79.6 %
Rent	258	20.4 %
Total	1265	100.0 %

Q31. Which of the following best describes your race/ethnicity?

<u>Q31. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	48	3.8 %
White	796	62.6 %
American Indian/Eskimo	71	5.6 %
Black/African American	216	17.0 %
Hispanic/Latino/Spanish	220	17.3 %
Other	15	1.2 %
Total	1366	

Q31. Other

<u>Q31. Other</u>	<u>Number</u>	<u>Percent</u>
Black and Indian	1	10.0 %
Mixed	1	10.0 %
Asian Indian	1	10.0 %
Native American White	1	10.0 %
Half and half	1	10.0 %
German/Irish	1	10.0 %
Mexican	1	10.0 %
Mid Eastern	1	10.0 %
American Choctau	1	10.0 %
Lebanese	1	10.0 %
Total	10	100.0 %

Q32. Would you say your total annual household income is:

Q32. Your total annual household income	Number	Percent
Under \$30K	233	18.1 %
\$30K to \$59,999	361	28.1 %
\$60K to \$99,999	290	22.6 %
\$100K+	302	23.5 %
Not provided	99	7.7 %
Total	1285	100.0 %

WITHOUT "NOT PROVIDED"

Q32. Would you say your total annual household income is: (without "not provided")

Q32. Your total annual household income	Number	Percent
Under \$30K	233	19.6 %
\$30K to \$59,999	361	30.4 %
\$60K to \$99,999	290	24.5 %
\$100K+	302	25.5 %
Total	1186	100.0 %

Q33. Would you be willing to participate in future surveys or focus groups sponsored by the City?

Q33. Would you be willing to participate in future surveys or focus groups sponsored by City	Number	Percent
Yes	576	44.8 %
No	709	55.2 %
Total	1285	100.0 %

Ward

Ward	Number	Percent
1	163	12.7 %
2	170	13.2 %
3	158	12.3 %
4	153	11.9 %
5	169	13.2 %
6	151	11.8 %
7	156	12.1 %
8	165	12.8 %
Total	1285	100.0 %

***Section 6:
Survey Instrument***



**The City of
Oklahoma City**

May 2017

Dear Oklahoma City Resident,

Your input on the enclosed survey is extremely important. During the next few months, we will be making decisions that affect a wide range of City services, including public safety, parks and recreation, code enforcement, and others. To ensure that the City's priorities are aligned with the needs of our residents, we need to know what YOU think.

We appreciate your time. We realize this survey takes some time to complete, but every question is important. The time you invest in this survey will influence decisions that will be made about the City's future. Your responses will also allow City leaders to identify and address the many opportunities and challenges facing the community.

Please return your survey sometime during the next week. Your responses will remain confidential. Please return your survey in the enclosed postage-paid envelope, or complete it on-line at www.OKCitySurvey.org.

If you have any questions, please call the City's Action Center at 297-2535. Thanks again for taking the time to better our community.

Sincerely,

A handwritten signature in black ink that reads "Mick Cornett".

Mick Cornett

Mayor

2017 City of Oklahoma City Citizen Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to citizen concerns. If you have questions, please call the City's Action Center at 297-2535. You may also complete the survey on-line by going to www.OKCitySurvey.org.



1. Major categories of services provided by the City of Oklahoma City are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>How Satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
01. Quality of police service	5	4	3	2	1	9
02. Quality of fire service	5	4	3	2	1	9
03. Quality of ambulance service	5	4	3	2	1	9
04. Quality of city parks and recreation programs and facilities	5	4	3	2	1	9
05. Condition of city streets	5	4	3	2	1	9
06. Quality of city water utilities	5	4	3	2	1	9
07. Enforcement of city codes and ordinances	5	4	3	2	1	9
08. Quality of customer service you receive from city employees	5	4	3	2	1	9
09. Effectiveness of city communication with the public	5	4	3	2	1	9
10. Flow of traffic and the ease of getting around town	5	4	3	2	1	9
11. Quality of the City's public transit system	5	4	3	2	1	9

2. Which THREE of these items do you think should receive the MOST EMPHASIS from city leaders over the next two years? [Write in your choices below using the numbers from the list in Question 1 above.]

1st. ____ 2nd. ____ 3rd. ____

3. Items that may influence your perception of the City of Oklahoma City are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>How Satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1. Quality of services provided by the City	5	4	3	2	1	9
2. Appearance of the City	5	4	3	2	1	9
3. Image of the City	5	4	3	2	1	9
4. How well the City is planning growth	5	4	3	2	1	9
5. Quality of life in the City	5	4	3	2	1	9
6. Feeling of safety in the City	5	4	3	2	1	9
7. Quality of downtown	5	4	3	2	1	9

- 3a. If you are not satisfied with the feeling of safety in your city [as rated in Question 3-6 above], what is your greatest concern about public safety?

4. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How Satisfied are you with:		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1.	Police service in your neighborhood	5	4	3	2	1	9
2.	Enforcement of local traffic laws	5	4	3	2	1	9
3.	Availability of information about police programs and activities	5	4	3	2	1	9

5. Perceptions of Safety and Security. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

How safe do you feel:		<i>Very Safe</i>	<i>Safe</i>	<i>Neutral</i>	<i>Unsafe</i>	<i>Very Unsafe</i>	<i>Don't Know</i>
1.	Walking in your neighborhood during the day	5	4	3	2	1	9
2.	Walking in your neighborhood after dark	5	4	3	2	1	9
3.	In the Downtown area	5	4	3	2	1	9
4.	In city parks	5	4	3	2	1	9

6. Do you have a working smoke alarm in your home? ___ (1) Yes ___ (2) No
 (If you cannot afford a smoke alarm or if you don't know how or can't install or check your smoke alarm, please call 297-3584 or stop by any OKC fire station.)

7. Which THREE of the following bus service characteristics are most important to you when considering whether or not to use public transit? (Write the numbers that correspond to your 1st, 2nd and 3rd choices in the spaces provided below.)

- | | |
|---|-----------------------------------|
| 1. How often the bus comes by your stop | 5. Sunday service |
| 2. Service available until midnight | 6. Wi-Fi on buses |
| 3. Sheltered bus stops | 7. Electronic fare payment option |
| 4. The time it takes to make a trip | 8. Pedestrian access to bus stops |
- 1st: ___ 2nd: ___ 3rd: ___

8. How often would you say stray dogs are a problem in your neighborhood?
 ___ (1) More than once a week ___ (3) 1-2 times per month ___ (5) Seldom or never
 ___ (2) Once a week ___ (4) A few times per year ___ (9) Don't know

9. How often would you say stray cats are a problem in your neighborhood?
 ___ (1) More than once a week ___ (3) 1-2 times per month ___ (5) Seldom or never
 ___ (2) Once a week ___ (4) A few times per year ___ (9) Don't know

10. **Code Enforcement:** Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How Satisfied are you with:		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1.	Enforcing the clean-up of junk and debris on private property	5	4	3	2	1	9
2.	Enforcing the mowing and cutting of weeds and grass on private property	5	4	3	2	1	9
3.	Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
4.	Enforcing sign regulations	5	4	3	2	1	9
5.	Quality of animal control services	5	4	3	2	1	9
6.	Enforcement of yard parking regulations in your neighborhood	5	4	3	2	1	9
7.	City efforts to remove abandoned or inoperative vehicles	5	4	3	2	1	9

11. Which **THREE code enforcement** items listed above do you think should receive the **MOST EMPHASIS** from city leaders over the next two years? [Write in your choices below using the numbers from the list in Question 11 above.]

1st. ____ 2nd. ____ 3rd. ____

12. **City Utility Services.** Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How Satisfied are you with:		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1.	Residential trash collection services	5	4	3	2	1	9
2.	Curbside recycling services	5	4	3	2	1	9
3.	Bulky item pick up/removal services (old furniture, appliances, etc.)	5	4	3	2	1	9
4.	Water service	5	4	3	2	1	9
5.	Wastewater services	5	4	3	2	1	9
6.	Speed of service (repairs, starting service, etc.)	5	4	3	2	1	9
7.	Quality of customer service	5	4	3	2	1	9

13. Are you aware that the City has a Household Hazardous Waste disposal facility at 1621 S. Portland where residents can dispose of paint, insecticides, motor oil, etc. free of charge?

____(1) Yes ____ (2) No

14. How many times in the past 12 months did you or a member of your family visit an Oklahoma City park and/or participate in an Oklahoma City Parks and Recreation program?

____ (1) None ____ (3) 5 to 10 times ____ (5) More than 20 times
 ____ (2) Less than 5 times ____ (4) 11 to 20 times ____ (9) Don't know

15. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

How Satisfied are you with:		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
01.	Maintenance of city parks	5	4	3	2	1	9
02.	Quality of city parks near neighborhoods	5	4	3	2	1	9
03.	Walking and biking trails in the City	5	4	3	2	1	9
04.	City recreation centers	5	4	3	2	1	9
05.	City aquatic facilities and programs	5	4	3	2	1	9
06.	City golf courses	5	4	3	2	1	9
07.	Athletic programs	5	4	3	2	1	9
08.	Outdoor athletic facilities (e.g., tennis, baseball, soccer, and football)	5	4	3	2	1	9
09.	Recreation opportunities for fishing at close to home waters	5	4	3	2	1	9
10.	Availability of information about Civic Center Music Hall programs	5	4	3	2	1	9
11.	Availability of information about parks and recreation programs	5	4	3	2	1	9
12.	Quality of recreation programs and facilities	5	4	3	2	1	9
13.	Civic Center Music Hall experience	5	4	3	2	1	9

16. Which THREE of the parks and recreation items listed above do you think should receive the MOST EMPHASIS from city leaders over the next two years? [Write in your choices below using the numbers from the list in Question 16 above.]

1st.: _____ 2nd.: _____ 3rd.: _____

17. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

How Satisfied are you with:		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1.	Condition of major city streets	5	4	3	2	1	9
2.	Condition of streets in your neighborhood	5	4	3	2	1	9
3.	Condition of street signs	5	4	3	2	1	9
4.	Condition of pavement markings on city streets	5	4	3	2	1	9
5.	Snow removal on snow routes during the past year	5	4	3	2	1	9
6.	Condition of landscaping or streetscaping in medians and along city streets	5	4	3	2	1	9
7.	Cleanliness of city streets and other public areas	5	4	3	2	1	9
8.	Cleanliness of stormwater drains in your neighborhood	5	4	3	2	1	9

18. Which THREE of the maintenance items listed above do you think should receive the MOST EMPHASIS from city leaders over the next two years? [Write in your choices below using the numbers from the list in Question 18 above.]

1st.: _____ 2nd.: _____ 3rd.: _____

19. Have you contacted the City of Oklahoma City during the past year?

___(1) Yes [Answer Question 20a] ___(2) No [Go to Question 21]

19a. [Only if “YES” to Question 20] Using a 5-point scale where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with the city employees you have contacted with regard to the following:

How Satisfied are you with:		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1.	How helpful city staff was when you called	5	4	3	2	1	9
2.	How helpful city staff was when you visited	5	4	3	2	1	9
3.	The accuracy of the information you were given	5	4	3	2	1	9
4.	How quickly city staff responded to your request	5	4	3	2	1	9
5.	How well your issue was handled	5	4	3	2	1	9

20. Communication. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

How Satisfied are you with:		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1.	The availability of news and information about the City	5	4	3	2	1	9
2.	The information in the water bill newsletter	5	4	3	2	1	9
3.	The City’s website (www.okc.gov) as a source of information	5	4	3	2	1	9
4.	The City’s use of social media	5	4	3	2	1	9
5.	The City’s website as a means to transact business with the City	5	4	3	2	1	9
6.	Services and information provided by the City’s Action Center	5	4	3	2	1	9

21. Which of the following do you use to get information about the City of Oklahoma City?

(Check all that apply)

- | | |
|--|--|
| ___ (01) Water bill newsletter, <i>CityNews</i> | ___ (06) City cable channel (Channel 20) |
| ___ (02) Newspapers | ___ (07) Calling the City |
| ___ (03) Radio | ___ (08) Social media |
| ___ (04) Television news | ___ (09) OKC GOV Mobile App |
| ___ (05) City website (www.okc.gov) | ___ (10) Other: _____ |

22. How do you prefer to report code violations and non-emergency problems or request a city service?

(Check all that apply)

- ___ (1) Call the Action Center (297-2535)
- ___ (2) Online www.okc.gov
- ___ (3) Social media
- ___ (4) OKC GOV Mobile App
- ___ (5) Call the department
- ___ (6) Email
- ___ (7) Mail
- ___ (8) Other: _____

23. **Overall Ratings of the City.** Using a scale of 1 to 5 where 5 means “Excellent” and 1 means “Poor,” please rate Oklahoma City with regard to the following:

How would you rate the City of Oklahoma City:	<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a place to visit	5	4	3	2	1	9
6. As a city that is moving in the right direction	5	4	3	2	1	9

24. **How satisfied are you with the various aspects of your neighborhood? Please rate each item on a scale of 1 to 5 where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”**

How Satisfied are you with:	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1. Safety	5	4	3	2	1	9
2. Appearance	5	4	3	2	1	9
3. Property maintenance	5	4	3	2	1	9
4. Sense of community	5	4	3	2	1	9
5. Amenities (things like sidewalks, parks, shopping, trees, etc.)	5	4	3	2	1	9
6. Overall quality	5	4	3	2	1	9

25. **Physical Activity.** Not counting activity at work, how often did you participate in any physical activity or exercise such as running, golfing, gardening, walking, cycling or calisthenics in the past month?
 ___ (4) More than 3 times a week (Often) ___ (2) 1-3 times a month (Occasionally) ___ (9) Don't Know
 ___ (3) 1-3 times a week (Regularly) ___ (1) 0 times last month (Never)

26. **Approximately how many years have you lived in Oklahoma City?**
 ___ (1) Less than 5 years ___ (2) 5-10 years ___ (3) 11-20 years ___ (4) More than 20 years

27. **Are you registered to vote?**
 ___ (1) Yes ___ (2) No

28. **What is your age?**
 ___ (1) Under 25 years ___ (4) 45-54 years ___ (7) 75+ years
 ___ (2) 25-34 years ___ (5) 55-64 years
 ___ (3) 35-44 years ___ (6) 65-74 years

29. **What is your gender?**
 ___ (1) Male ___ (2) Female

30. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent

31. Which of the following best describes your race/ethnicity? (Check all that apply.)

____ (1) Asian/Pacific Islander ____ (3) American Indian/Eskimo ____ (5) Hispanic/Latino/Spanish
____ (2) White ____ (4) Black/African American ____ (6) Other: _____

32. Would you say your total annual household income is:

____ (1) Under \$30,000 ____ (3) \$60,000 to \$99,999
____ (2) \$30,000 to \$59,999 ____ (4) \$100,000 or more

33. Would you be willing to participate in future surveys or focus groups sponsored by the City?

____ (1) Yes [Answer Q34a.] ____ (2) No

33a. If "Yes," please provide your name, phone number, and email address.

Name: _____ Phone Number: _____

Email Address: _____

This concludes the survey – Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having difficulties with city services. If your address is not correct, please provide the correct information. Thank you.