

A nighttime photograph of a cityscape. In the background, a tall, illuminated skyscraper with a distinctive triangular top stands against a dark blue sky. In the foreground, a river flows, with a yellow and black boat carrying several people. The boat has a bright light on its dashboard. The water reflects the city lights. A large, light blue diagonal graphic element is overlaid on the right side of the image.

# 2021 City of Oklahoma City Resident Survey Findings Report

Presented to the City of Oklahoma City,  
Oklahoma

September 2021



**ETC**  
INSTITUTE



A nighttime photograph of a city waterfront. In the foreground, two yellow and black tour boats are on the water. The boat on the left has several people on board. In the background, a tall skyscraper is illuminated, and a brick building with signs for 'HUNZICKER' and 'ELECTRICAL FIXTURES' is visible. The sky is a deep blue.

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# Executive Summary

# 2021 City of Oklahoma City Resident Survey

## Executive Summary



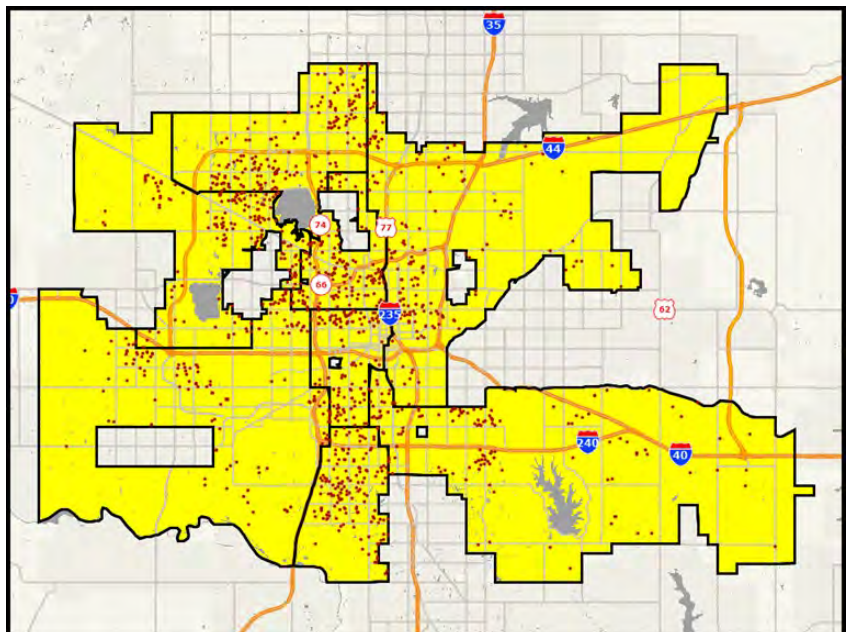
### Purpose and Methodology

ETC Institute administered a survey to residents of the City of Oklahoma City during the summer of 2021. The previous *DirectionFinder*® surveys were previously administered in 2005, 2007, 2008, 2009, 2011, and every year since 2014. The purpose of the survey was to assess citizen satisfaction with major city services and to help the City ensure that its priorities continue to match the needs and desires of its residents.

The seven-page survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in the City of Oklahoma City. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Oklahoma City from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 1,200 residents. This goal was met, with a total of 1,283 residents completing the survey. The overall results for the sample of 1,283 households have a precision of at least  $\pm 2.7\%$  at the 95% level of confidence. 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 to the right shows the physical distribution of survey respondents based on the location of their home.



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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 reflect the utilization and awareness of city services, the percentage of “don’t know” responses have 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 report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from the 2019, 2020 and 2021 resident surveys,
- benchmarking data that show how the results for Oklahoma City compare to other communities,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

### Overall Satisfaction with Major Categories of City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of fire service (91%), quality of city trash services (81%), quality of ambulance service (81%), quality of police service (73%), and the quality of City water utilities (71%). The top three City services that should receive the most emphasis over the next two years, were: the condition of City streets (80%), the flow of traffic and the ease of getting around town (45%), and the quality of police service (35%). The City of Oklahoma City’s quality of police service ranked 8% above the national average for large cities in the U.S. (73% Oklahoma City versus 65% Large U.S. City Average).



# 2021 City of Oklahoma City Resident Survey

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### Overall Ratings of the City

Residents were asked to rate the City of Oklahoma City as a place to live, work, and raise children. Based upon the combined percentage of “excellent” and “good” responses among respondents *who had an opinion*, the highest ratings for the City, were: as a place to live (85%), as a place to work (82%), and as a place to raise children (76%). Ratings of the City as a place to live was 6% above the national average for large cities in the U.S. (85% Oklahoma City versus 79% Large U.S. City Average).

### Overall Satisfaction with the Perception of the City

The items that influence the perception residents have of the City with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of life in the City (70%), the quality of services provided by the City (69%), and the quality of Downtown (69%). The quality of services provided by the City was 7% above the national average for large cities in the U.S. (69% Oklahoma City versus 62% Large U.S. City Average).

### Satisfaction with Specific City Services

- Public Safety.** The highest levels of satisfaction with City public safety, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: fire protection in neighborhoods (86%), police services in neighborhoods (68%), and fire safety information and public education programs (61%). Ratings for police services in neighborhoods ranked 23% above the national average for large cities in the U.S. (68% Oklahoma City versus 45% Large U.S. City Average). Residents were given four different situations and asked to rate how safe they feel; forty-seven percent (47%) of respondents feel “very safe” when walking in their neighborhood during the day and 37% feel “safe” when walking in their neighborhood during the day.
- Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of animal control services (50%), the enforcement of yard parking regulations in neighborhoods (48%), and enforcing sign regulations (42%). The top two code enforcement items that should receive the most emphasis over the next two years, were: enforcing clean-up of junk/debris on private property (67%) and enforcing mowing and cutting of weeds and grass on private property (57%).

# 2021 City of Oklahoma City Resident Survey

## Executive Summary



- **City Utility Services.** The highest levels of satisfaction with City utility services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: residential trash collection services (90%), curbside recycling services (84%), and water service (81%). Ratings of residential trash collection services was 12% above the national average for large cities in the U.S. (90% Oklahoma City versus 78% Large U.S. City Average).
- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the Civic Center Music Hall experience (74%), accessibility to City parks (73%), Will Rogers Gardens experience (71%), and Martin Park Nature Center experience (71%). The three parks and recreation services respondents indicated should receive the most emphasis over the next two years, were: the maintenance of City parks (49%), the quality of City parks near neighborhoods (43%), and accessibility to walking/biking trails (34%).

  - Residents were asked to indicate how many times in the past year they or a member of their household visited an Oklahoma City park and/or participated in a Parks and Recreation program. Thirty-three percent (33%) of respondents indicated they had done so “less than 5 times” in the past year and 19% indicated they had done so “5-10 times”. Fourteen percent (14%) of respondents specified they had been to a City park and/or participated in a program “more than twenty times” in the past year.
  - Ninety percent (90%) of respondents indicated they had participated in some sort of physical activity and/or exercise in the past month; 39% specified they had “3+ times a week (often)” and 29% specified they had “1-3 times a week (regularly)”.
- **City Maintenance.** The highest levels of satisfaction with City maintenance, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the condition of street signs (63%), snow removal on snow routes during the past year (59%), and the condition of sidewalks (46%). The top two City maintenance items respondents feel should receive the most emphasis over the next two years, were: the condition of major City streets (70%) and the condition of streets in neighborhoods (53%).
- **City Communication.** The highest levels of satisfaction with City communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the information in water bill newsletter (74%), the City’s website as a source of information (63%), and the availability of news and information about the City (62%). The availability of news and information about the City ranked 12% above the national average for large cities in the U.S. (62% Oklahoma City versus 50% Large U.S. City Average).

# 2021 City of Oklahoma City Resident Survey

## Executive Summary



- Respondents were asked to indicate what sources they use to get information about the City of Oklahoma City. The most selected sources were: the water bill newsletter, City News (59%), television news (56%), and the City website (41%).

### Additional Findings

- The respondents' highest levels of satisfaction with various aspects of their neighborhood, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: neighborhood safety (74%), overall quality of the neighborhood (71%) and neighborhood appearance (67%).
- Forty-six percent (46%) of residents indicated they had contacted the City of Oklahoma City within the past year. Respondents who had done so were asked to indicate their level of satisfaction with the customer service they had received. The highest levels of satisfaction with customer service received from City employees, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: how helpful City staff was (76%), the accuracy of information given (71%), and how quickly City staff responded to the request (68%).
- The highest item of satisfaction regarding City schools, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, was safety in neighborhood schools (62%).
- Ninety-six percent (96%) of respondents have a working smoke alarm in their household.
- Twenty percent (20%) of 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.
- Sixty-four percent (64%) of respondents are aware that the city has a Household Hazardous Waste disposal facility.
- Forty-seven percent (47%) of residents surveyed indicated they prefer to call the Action Center when needed to report code violations, non-emergency problems, or request a city service; 36% responded that they would prefer to go online at [okc.gov](https://www.okc.gov), and 33% indicated they would prefer to call the department.
- Residents were asked to indicate what bus service characteristics are the most important to them when considering whether to use public transit. Thirty-eight percent (38%) responded that routes to more places is most important to them, and 35% indicated that how often a bus comes by their stop is most important when considering whether to use public transit.



# 2021 City of Oklahoma City Resident Survey

## Executive Summary



### Trends Since 2020

From 2020 to 2021, satisfaction ratings have stayed the same or increased in 42 of the 91 areas that were assessed. There have been significant increases (3% or more) in satisfaction in 10 of these areas. The areas that have shown significant increases since 2020 are listed below.

Service	2021	2020	Difference	Category
How helpful City staff was when you called	76%	71%	5%	Customer Service by City Employees
How helpful City staff was when you visited	66%	61%	5%	Customer Service by City Employees
Accuracy of information you were given	71%	66%	5%	Customer Service by City Employees
As a place to retire	70%	65%	5%	Overall Ratings of the City
Quality of customer service from city employees	67%	63%	4%	Major Categories of City Services
Safety in your neighborhood schools	62%	58%	4%	Schools
How well your issue was handled	66%	62%	4%	Customer Service by City Employees
Overall customer service of Parks & Recreation	67%	64%	3%	Parks and Recreation
How quickly City staff responded to your request	68%	65%	3%	Customer Service by City Employees
Snow removal on snow routes during past year	59%	56%	3%	City Maintenance

### Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance 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. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

**Overall Priorities for the City by Major Category.** This 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 priorities for investment over the next two years to raise the City's overall satisfaction rating are listed below:

- Condition of city streets (IS Rating = 0.7051)
- Flow of traffic and ease of getting around town (IS Rating = 0.2540)

The table on the following page shows the Importance-Satisfaction rating for all 12 major categories of City services that were rated.

# 2021 City of Oklahoma City Resident Survey Executive Summary



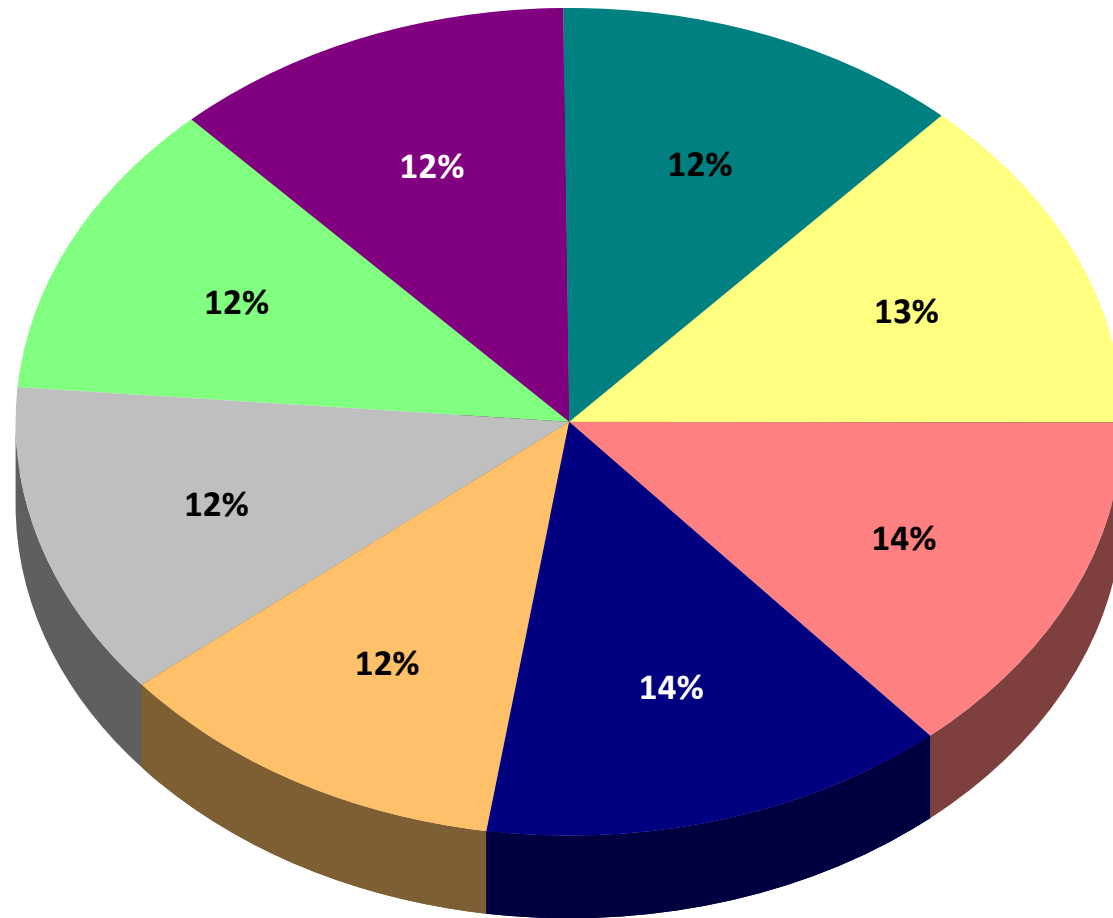
## 2021 Importance-Satisfaction Rating Oklahoma City, Oklahoma Major Categories of Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Condition of city streets	80%	1	12%	12	0.7051	1
Flow of traffic and ease of getting around town	45%	2	43%	9	0.2540	2
<b>High Priority (IS .10-.20)</b>						
Enforcement of city codes and ordinances	22%	5	42%	10	0.1246	3
Overall quality of city's public transit system	17%	6	39%	11	0.1025	4
<b>Medium Priority (IS &lt;.10)</b>						
Quality of police service	35%	3	73%	4	0.0936	5
Quality of parks & recreation programs/facilities	23%	4	65%	7	0.0793	6
Effectiveness of city communication with public	14%	7	55%	8	0.0611	7
Quality of city water utilities	11%	8	71%	5	0.0330	8
Quality of customer service from city employees	7%	11	67%	6	0.0244	9
Quality of ambulance service	9%	9	80%	3	0.0174	10
Quality of city trash services	7%	10	81%	2	0.0141	11
Quality of fire service	7%	12	91%	1	0.0063	12



# Charts and Graphs:

# Ward Representation

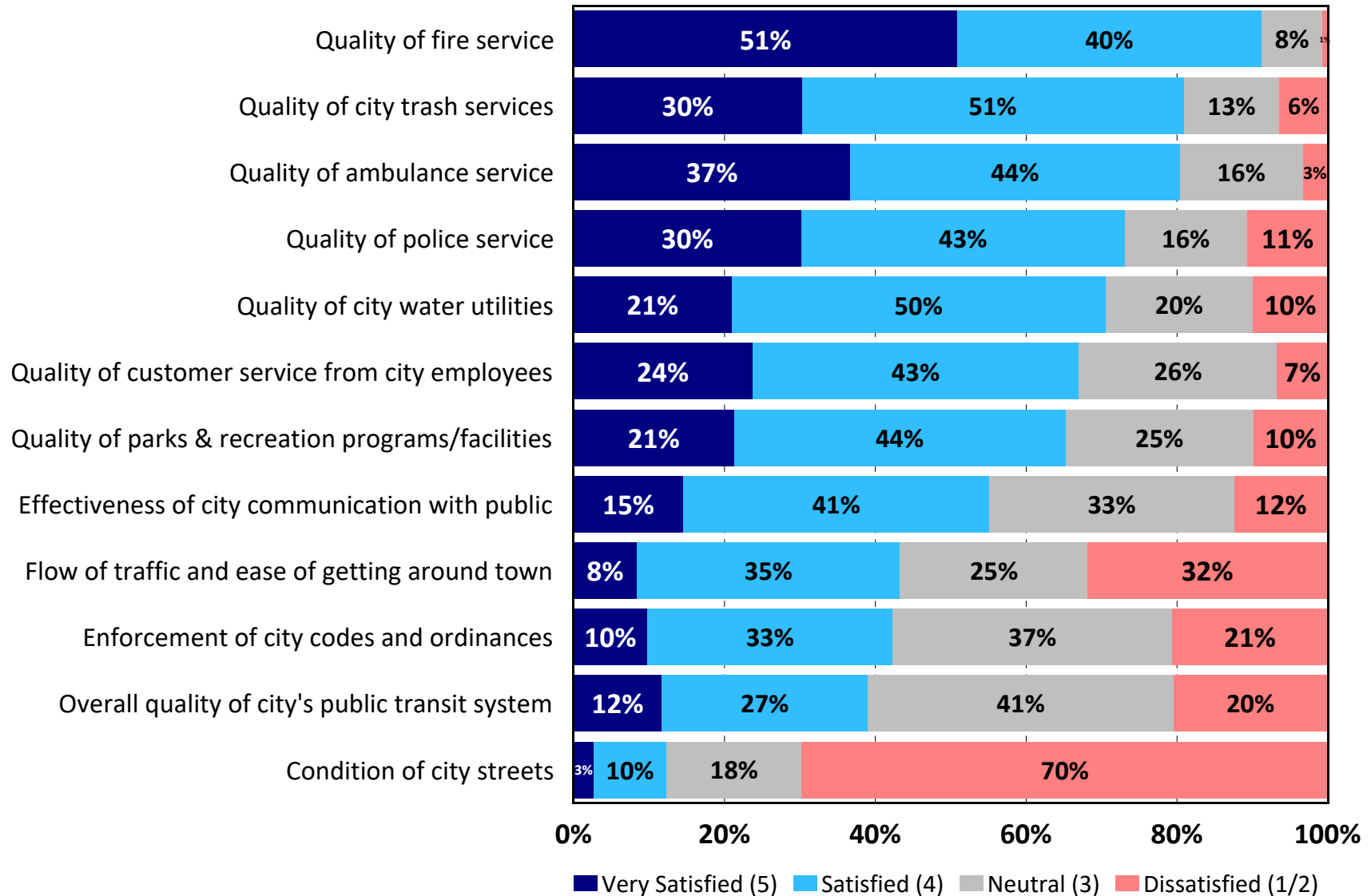


Ward 1 Ward 2 Ward 3 Ward 4 Ward 5 Ward 6 Ward 7 Ward 8



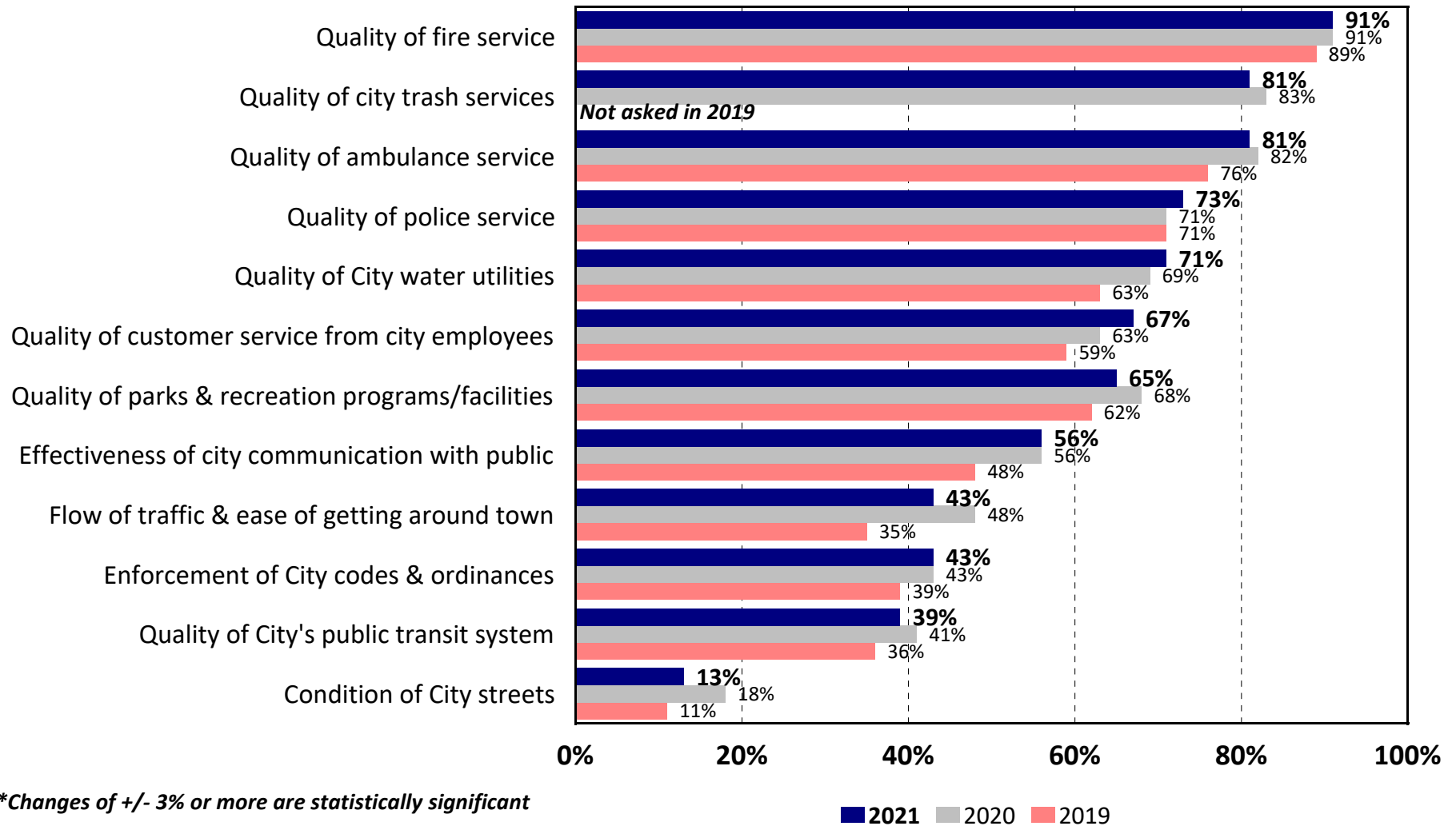
# Q1. Overall Satisfaction With City Services by Major Category

by percentage of respondents (excluding “don't know”)



# Overall Satisfaction With City Services by Major Category 2021 vs. 2020 vs. 2019

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

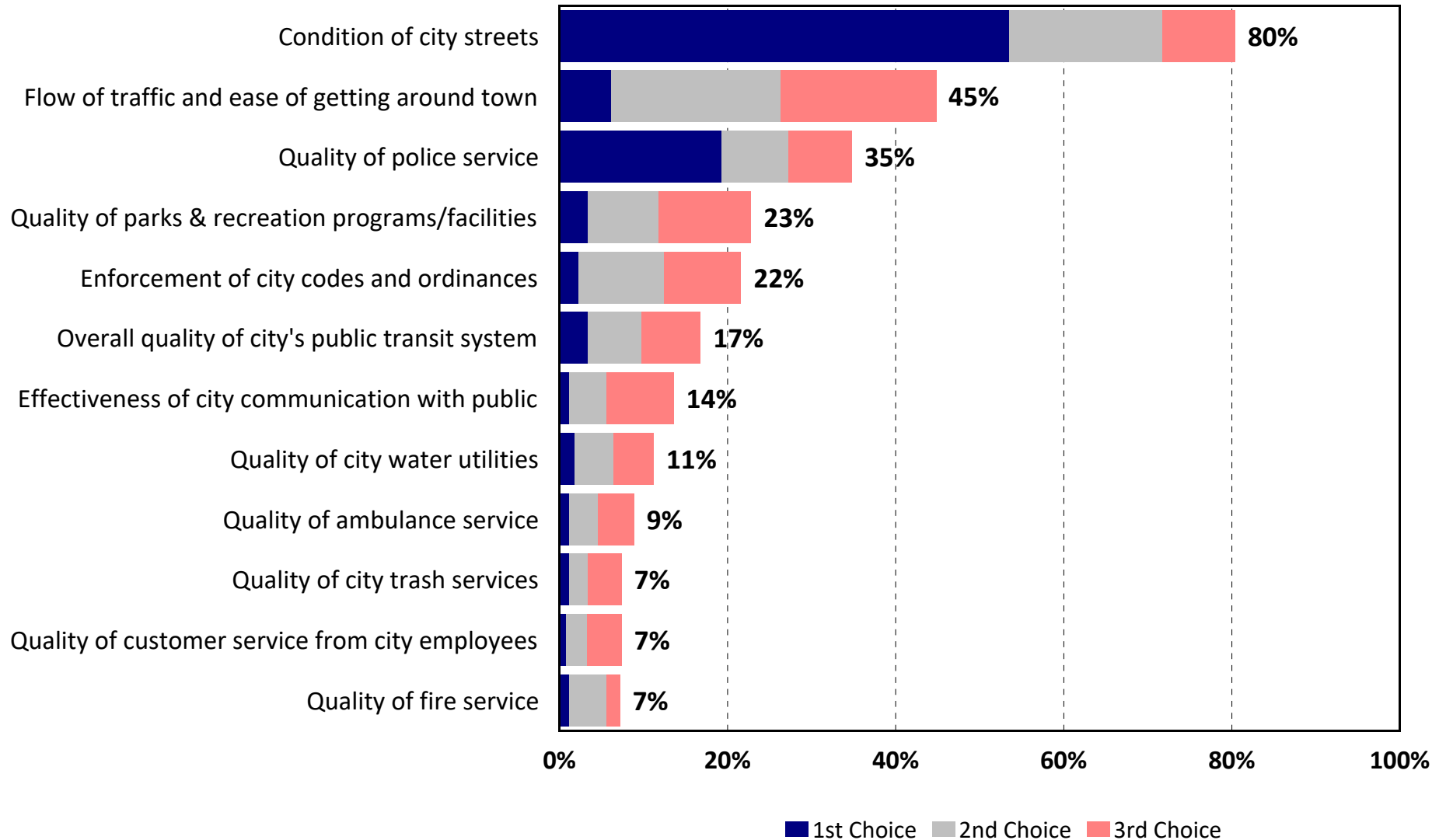


\*Changes of +/- 3% or more are statistically significant

**TRENDS**

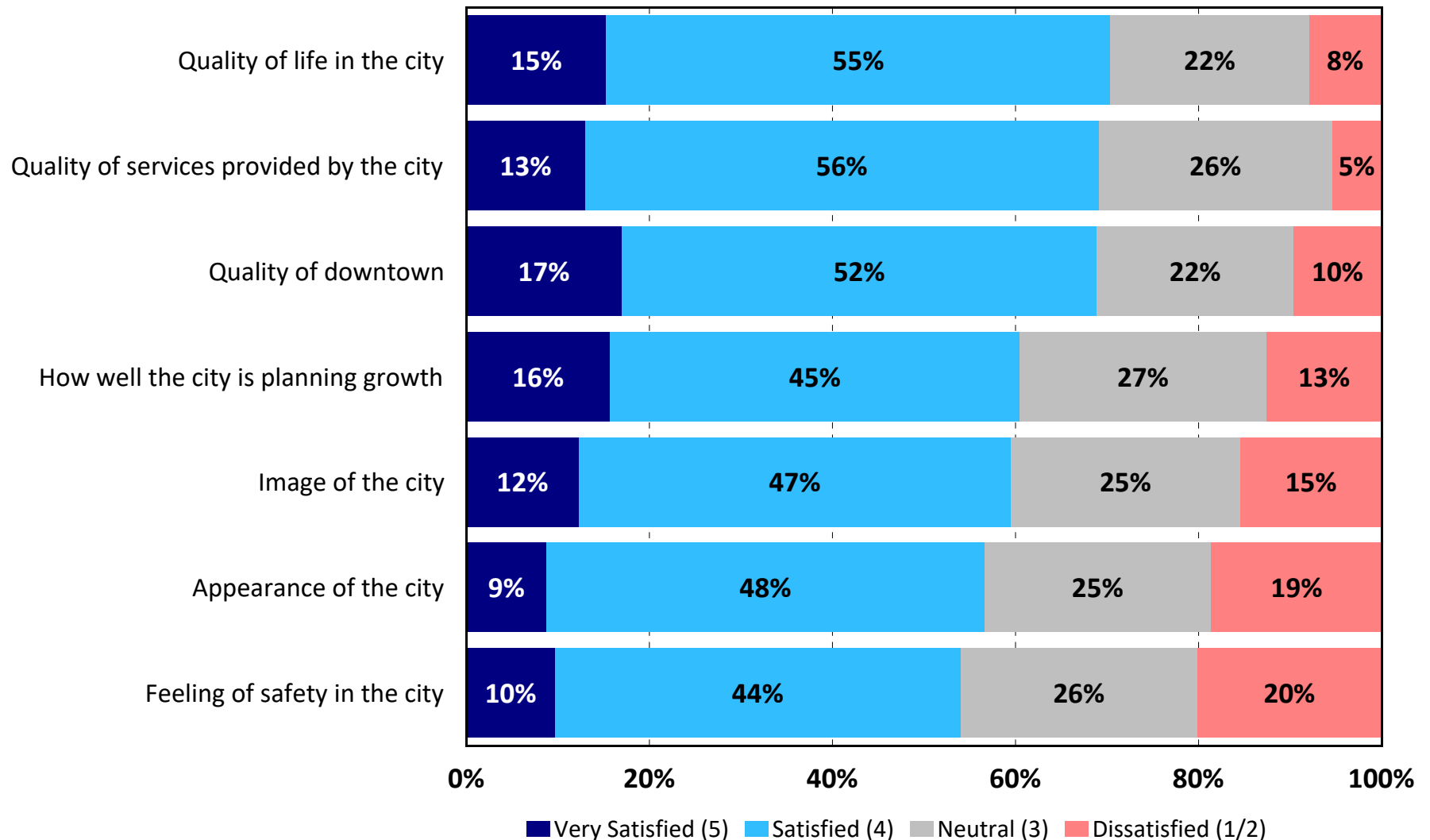
# Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years

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



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

by percentage of respondents (excluding “don't know”)

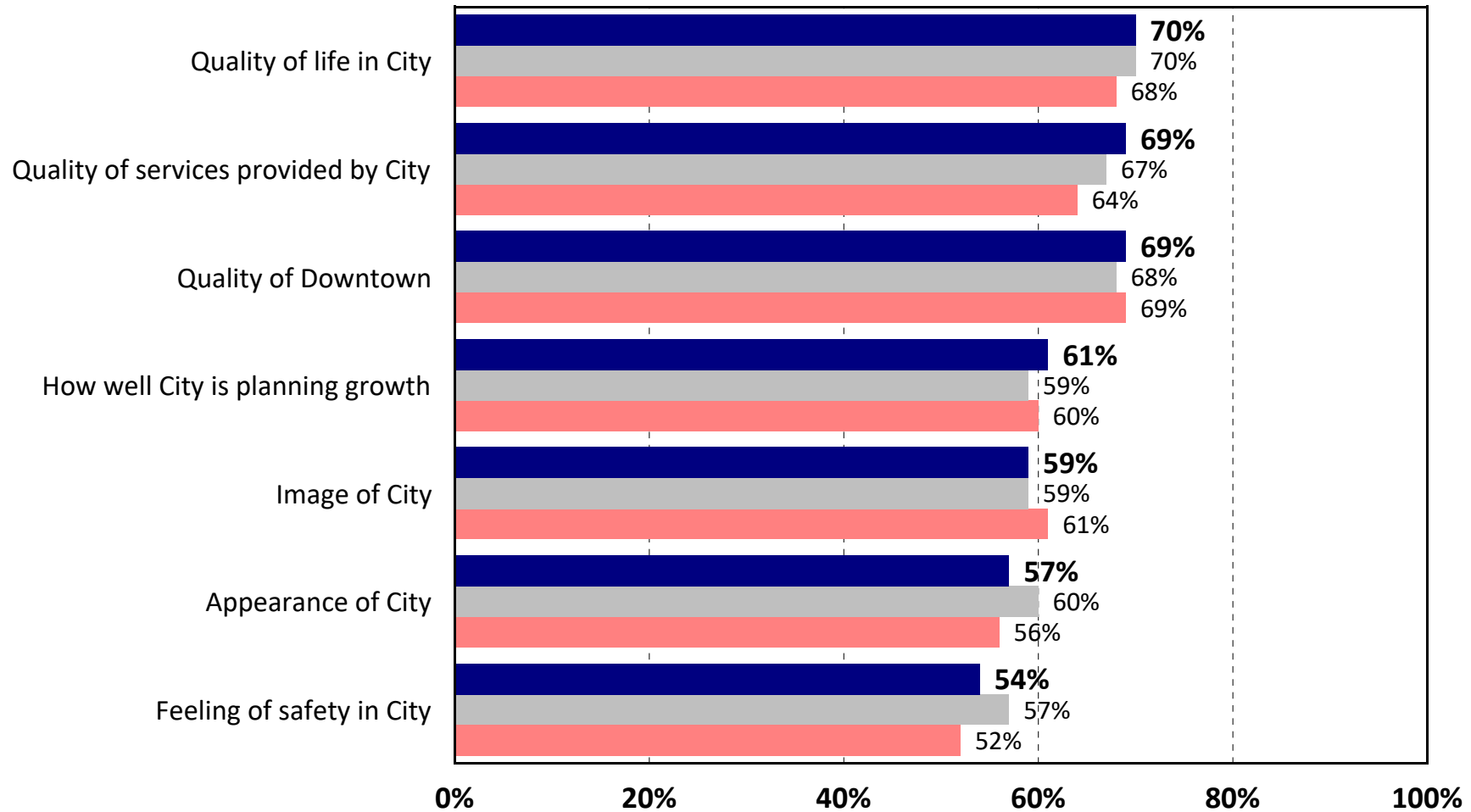




# Satisfaction With Items That Influence the Perception Residents Have of the City

## 2021 vs. 2020 vs. 2019

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



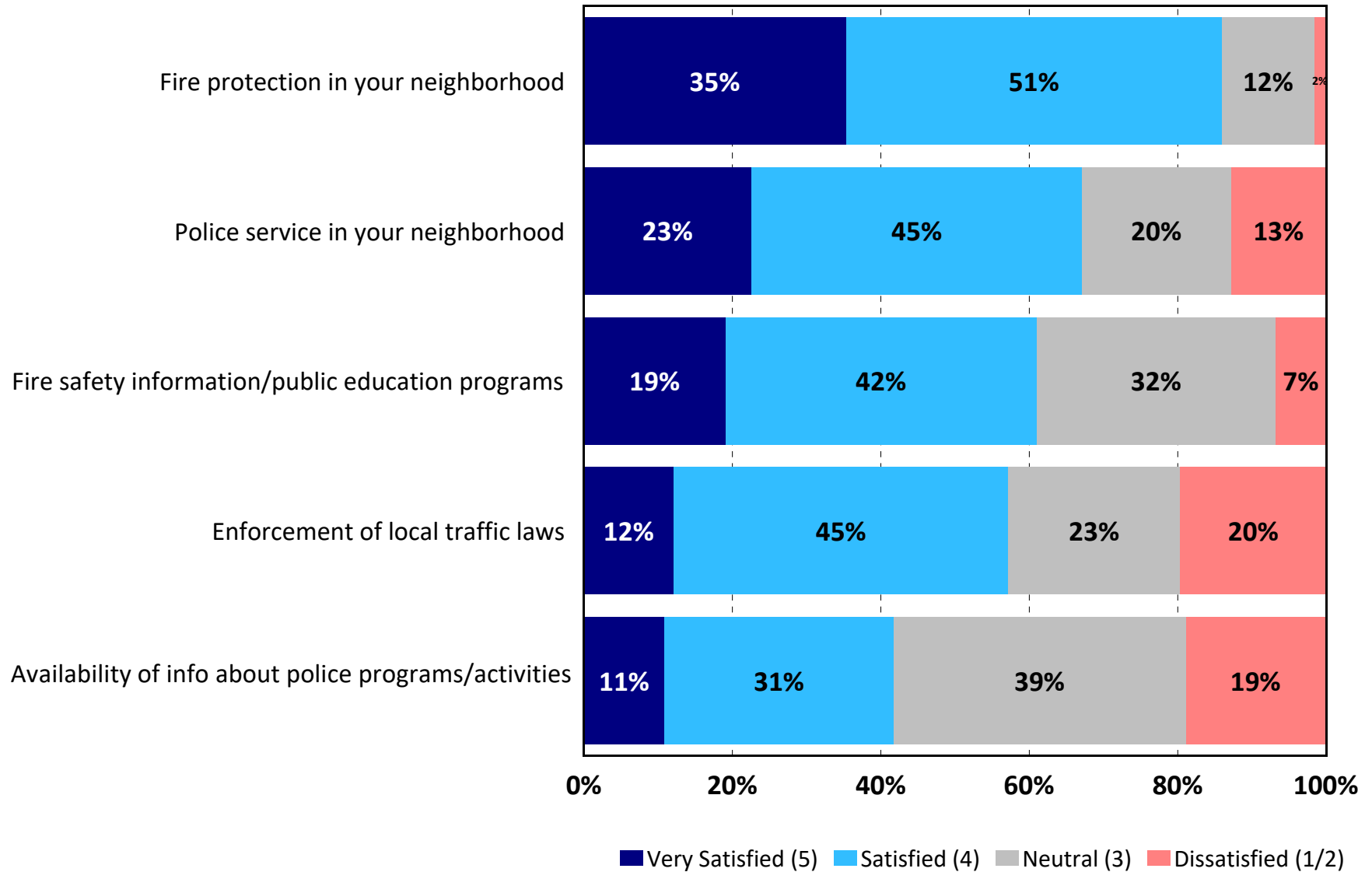
*\*Changes of +/- 3% or more are statistically significant*

■ 2021 ■ 2020 ■ 2019

**TRENDS**

# Q4. Satisfaction with Public Safety

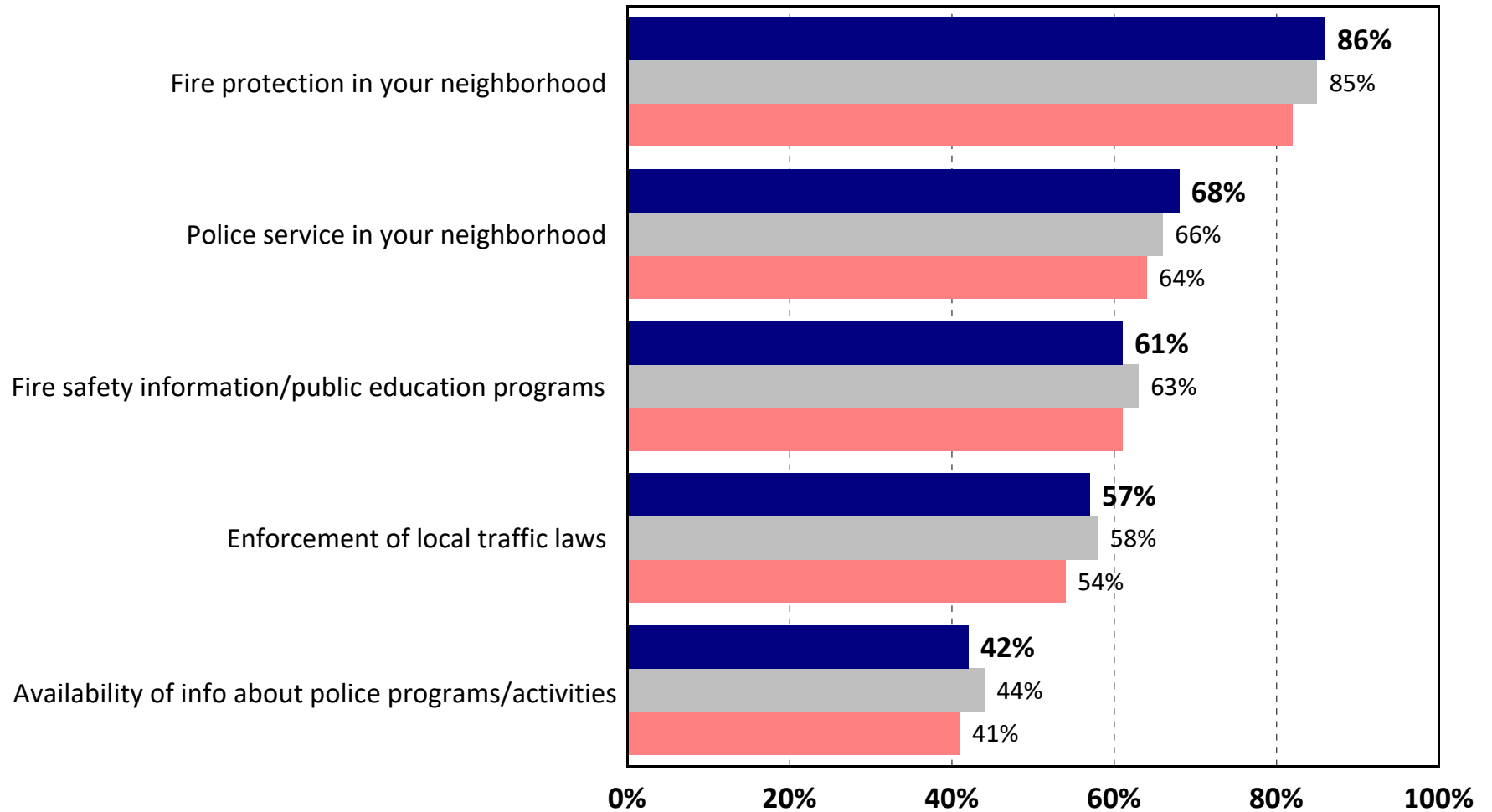
by percentage of respondents (excluding “don't know”)



# Satisfaction with Public Safety

## 2021 vs. 2020 vs. 2019

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



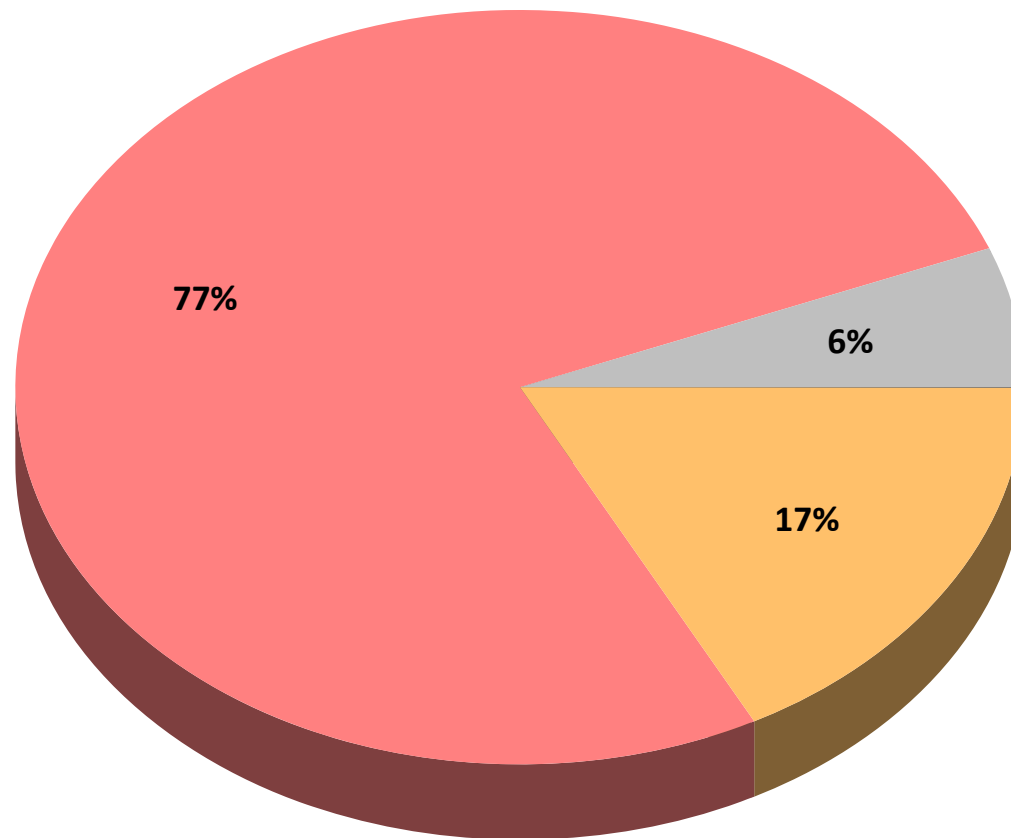
*\*Changes of +/- 3% or more are statistically significant*

■ 2021 ■ 2020 ■ 2019

**TRENDS**

# Q4a. Why are you dissatisfied with the enforcement of local traffic laws?

by percentage of respondents who answered "dissatisfied" or "very dissatisfied" with the enforcement of local traffic laws on Question 4 (excluding "not provided")

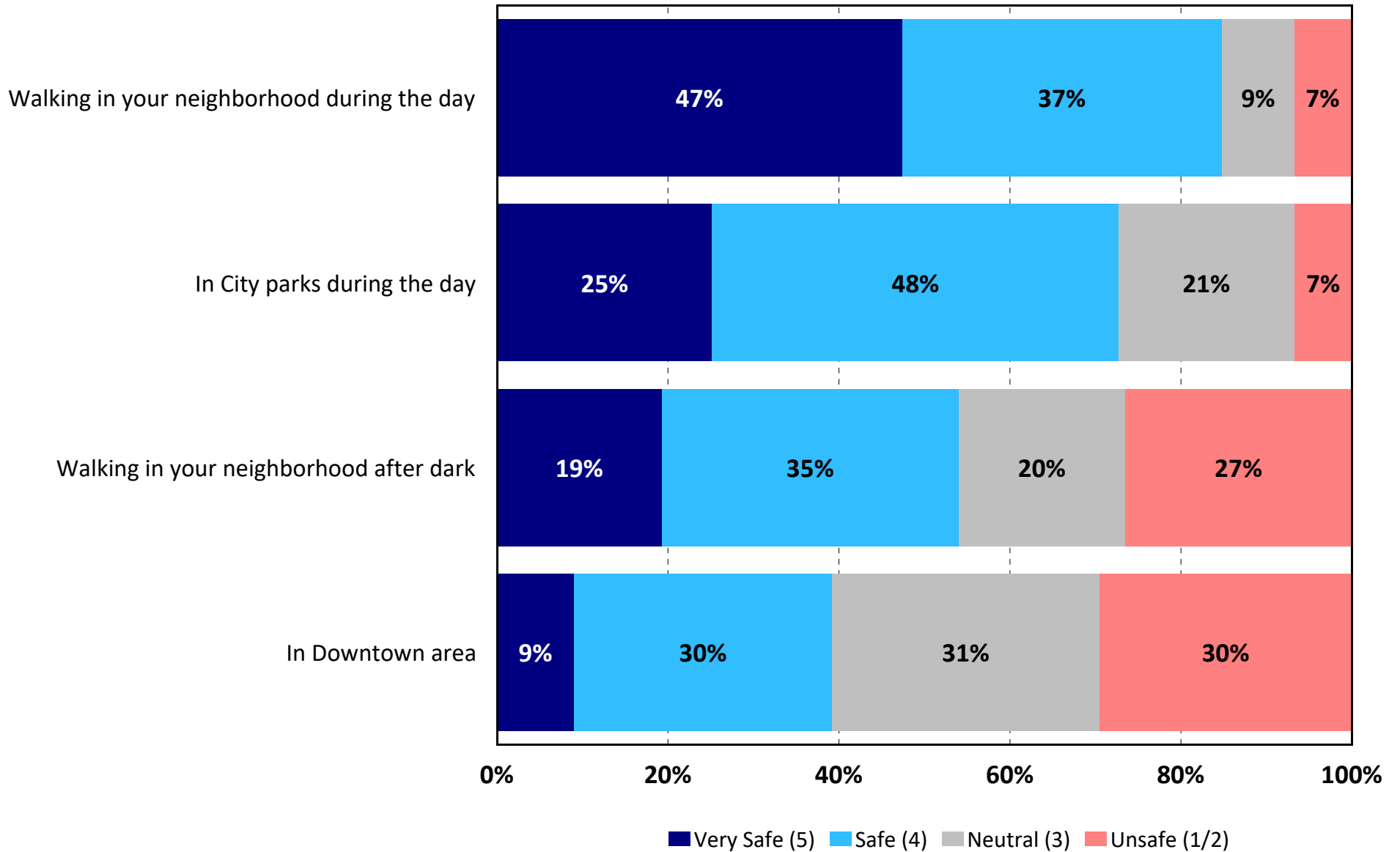


- Traffic laws are too strictly enforced/too many citations are given
- Traffic laws are not enforced enough/not enough citations are given
- Other



# Q5. Perceptions of Safety and Security

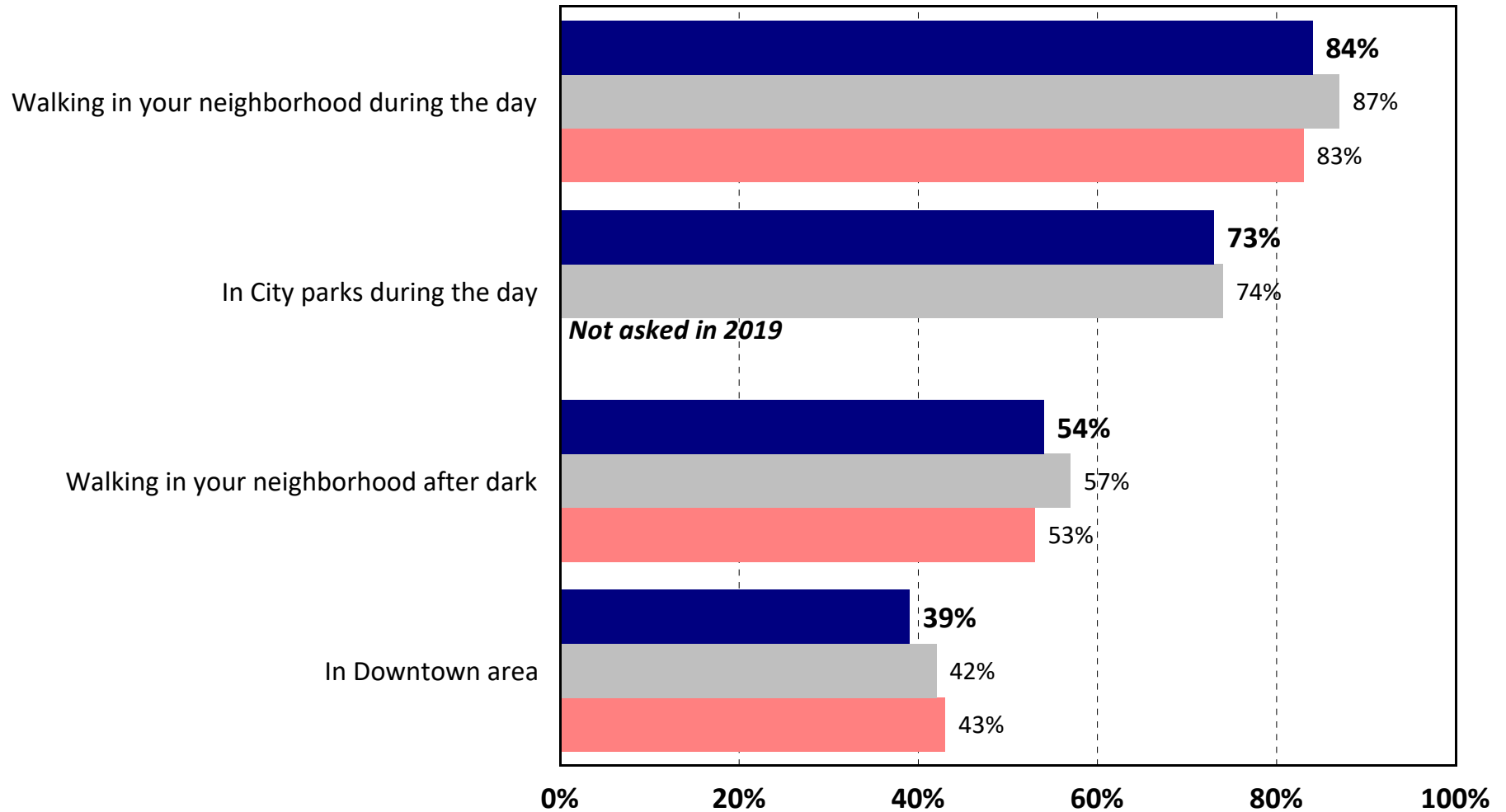
by percentage of respondents (excluding “don't know”)



# Perceptions of Safety and Security

## 2021 vs. 2020 vs. 2019

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



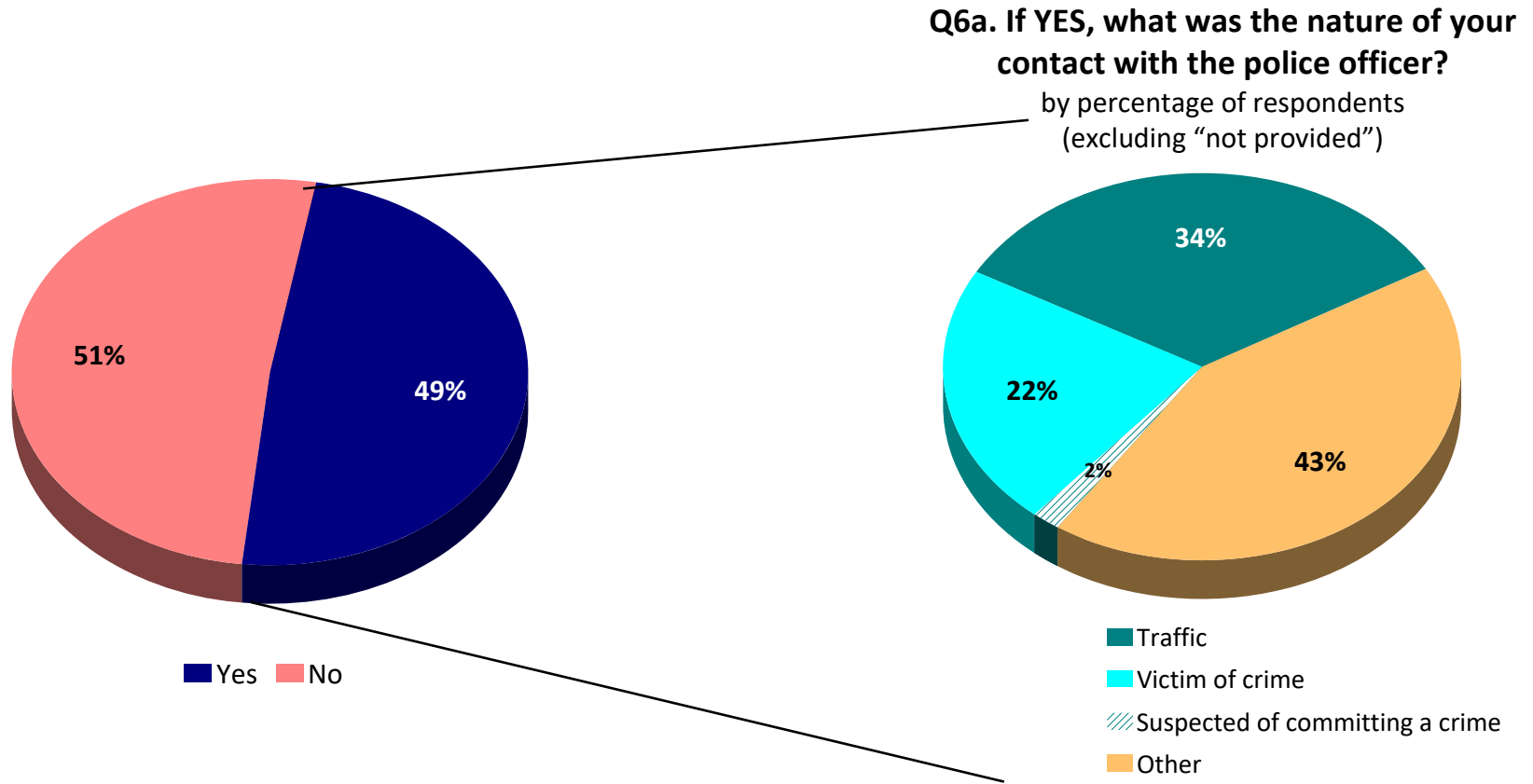
*\*Changes of +/- 3% or more are statistically significant*

■ 2021 ■ 2020 ■ 2019

**TRENDS**

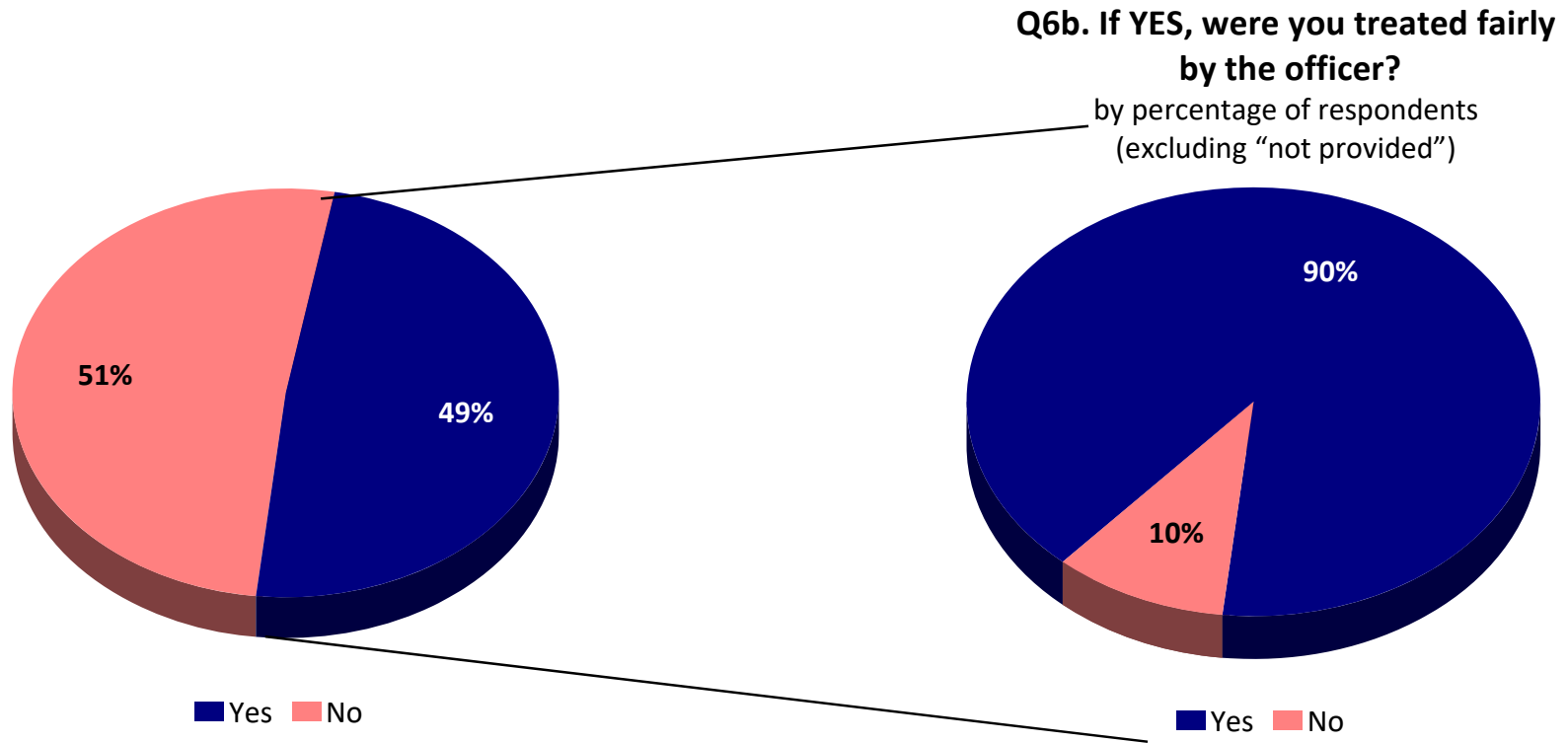
# Q6. Have you had contact with a City of Oklahoma City police officer in the last three years?

by percentage of respondents (excluding "not provided")



# Q6. Have you had contact with a City of Oklahoma City police officer in the last three years?

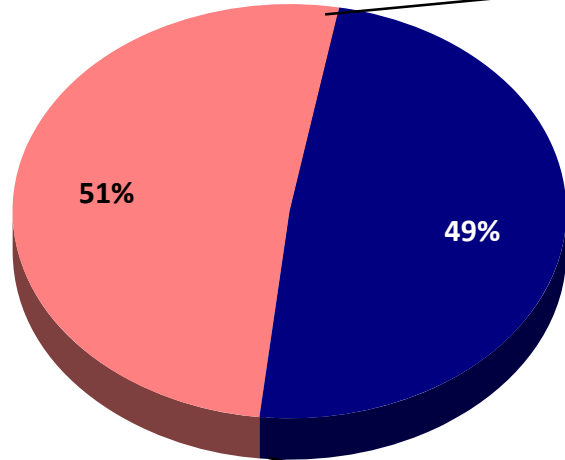
by percentage of respondents (excluding "not provided")





# Q6. Have you had contact with a City of Oklahoma City police officer in the last three years?

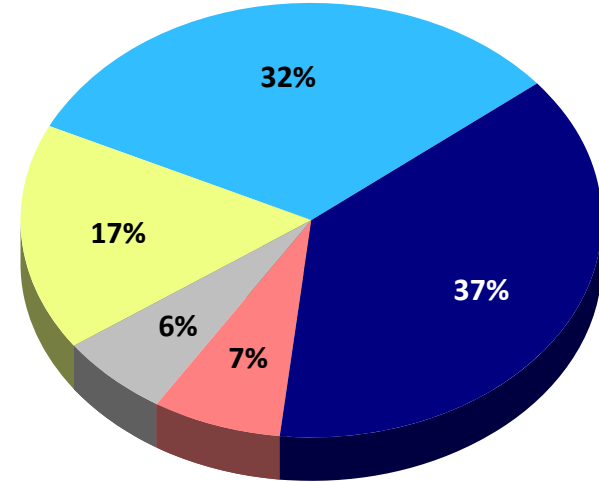
by percentage of respondents (excluding "not provided")



■ Yes ■ No

## Q6c. If YES, how would you rate the response time of the officer?

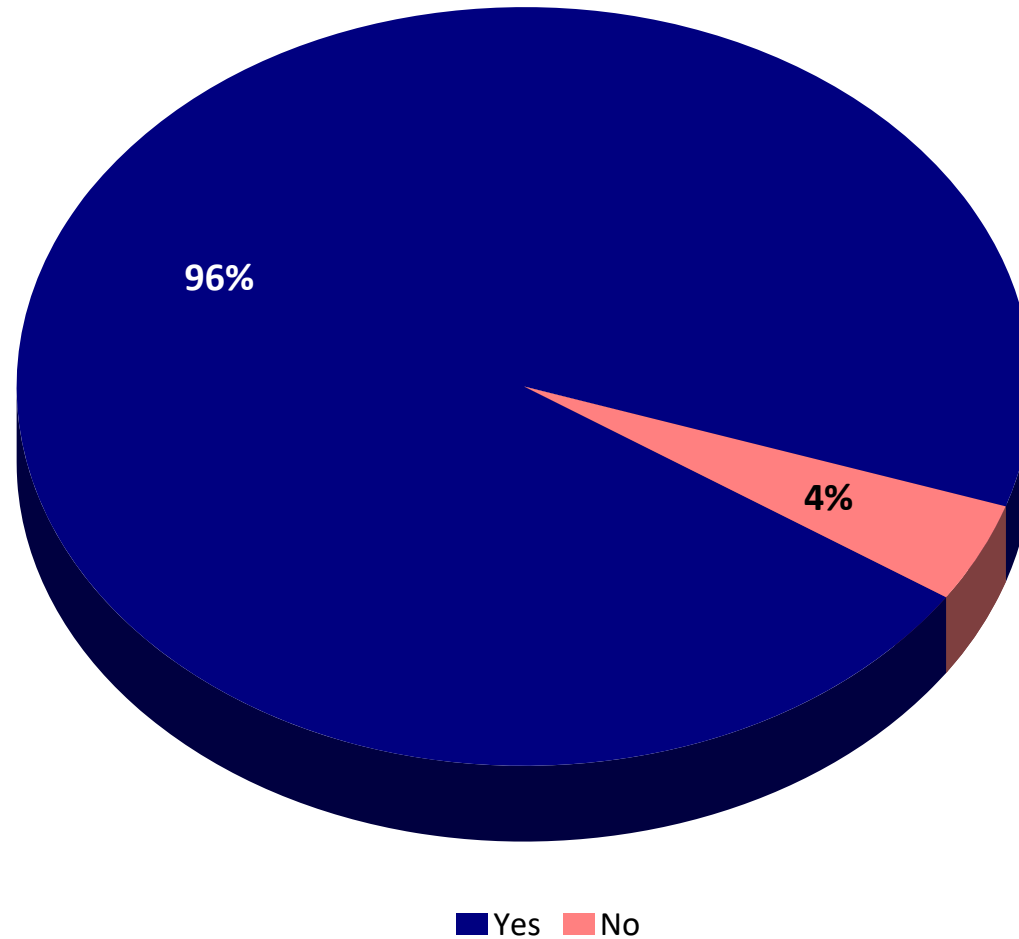
by percentage of respondents (excluding "not provided")



■ Excellent ■ Good ■ Neutral  
■ Acceptable ■ Poor

# Q8. Do you have a working smoke alarm in your home?

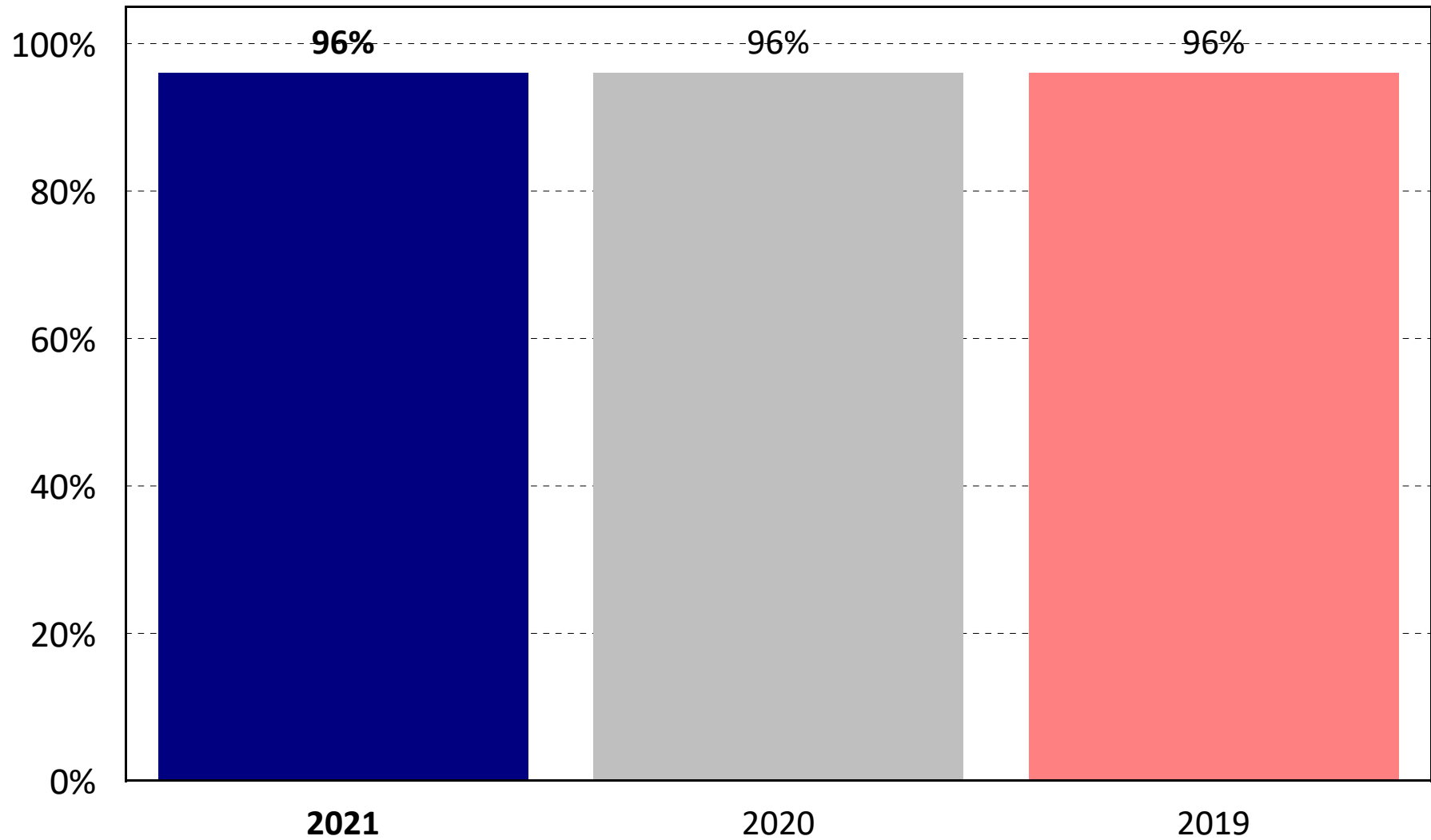
by percentage of respondents (excluding “not provided”)



# Do you have a working smoke alarm in your home?

## 2021 vs. 2020 vs. 2019

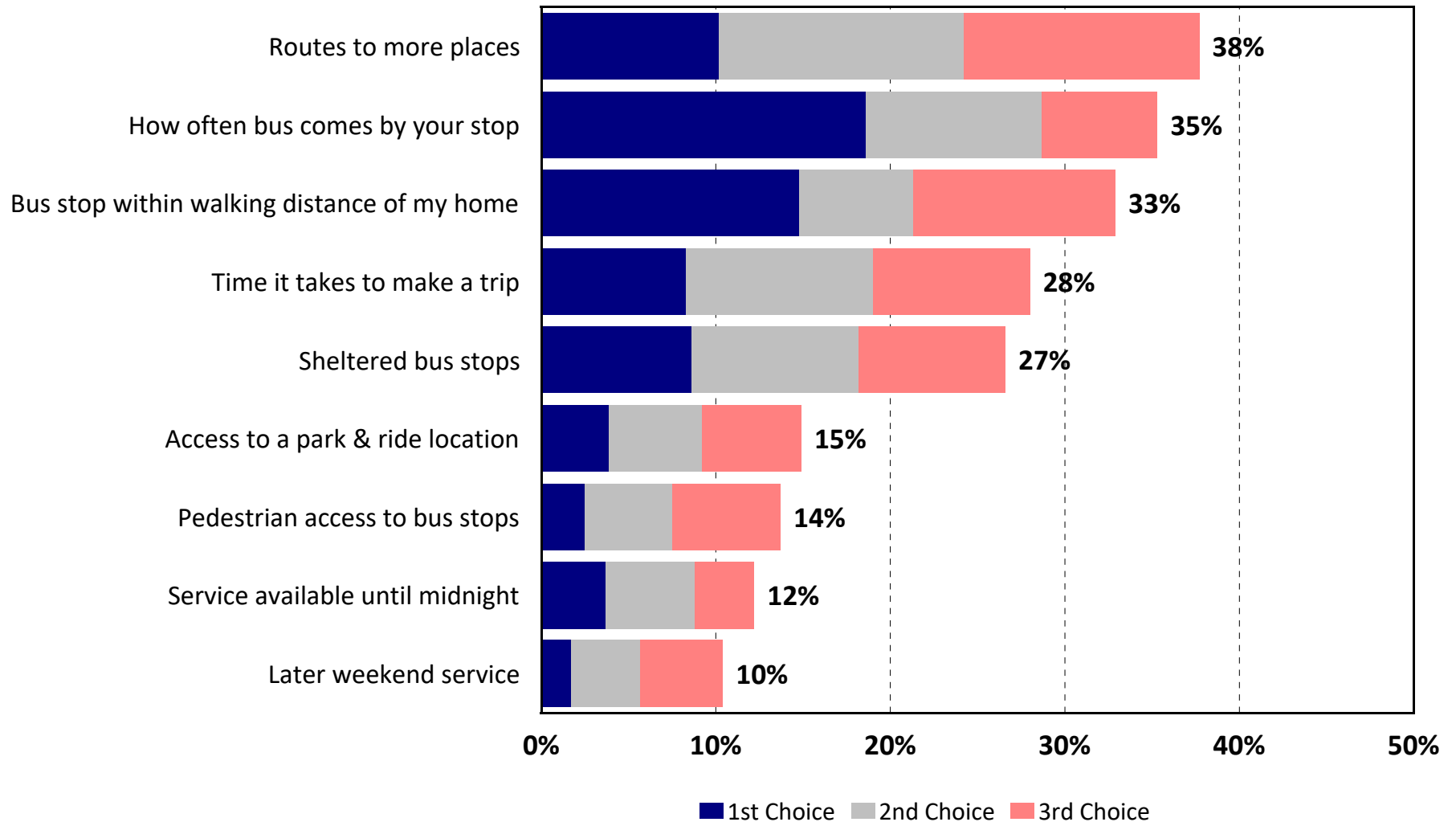
by percentage of respondents who responded "yes" (excluding "not provided")



**TRENDS**

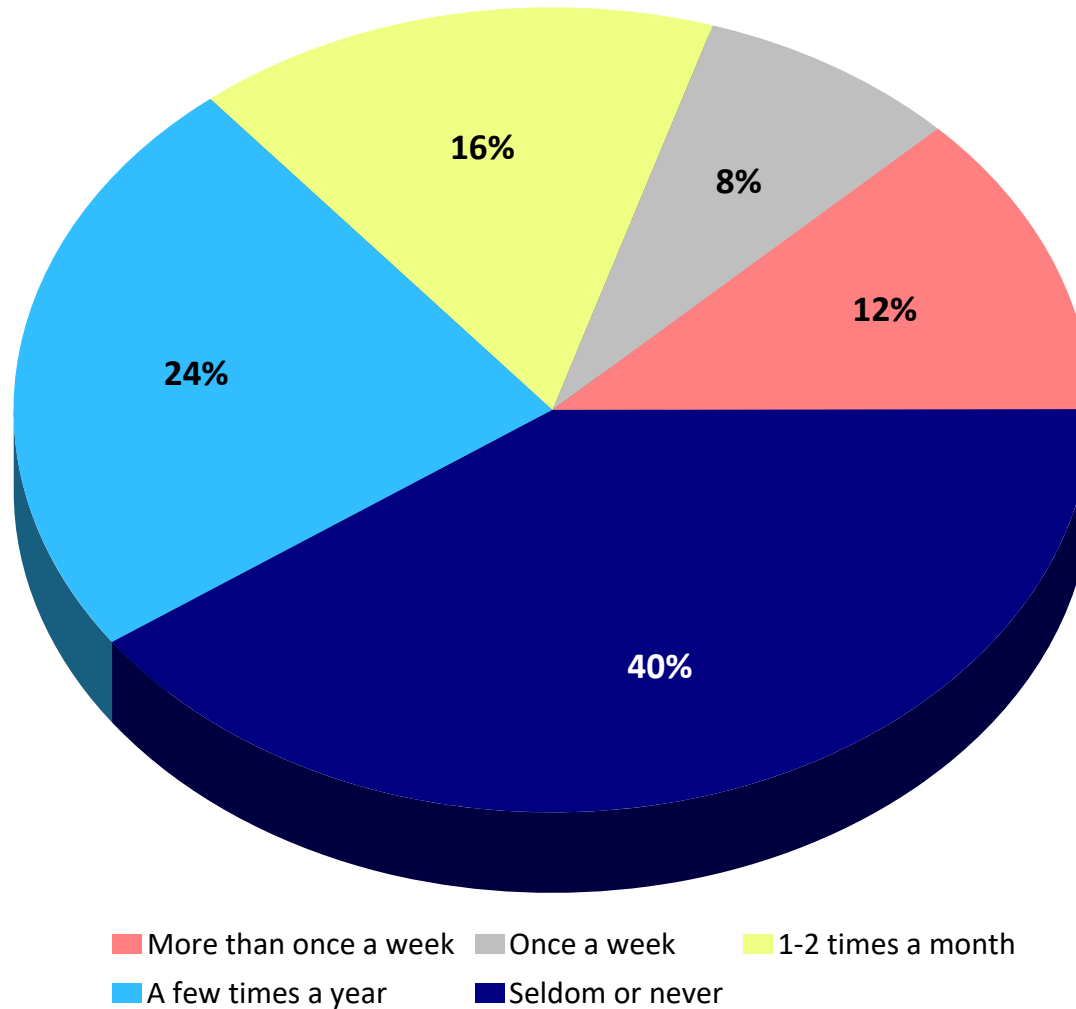
# Q9. Bus Service Characteristics Most Important to Residents When Considering Whether or Not to Use Public Transit

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



# Q10. How often would you say stray dogs are a problem in your neighborhood?

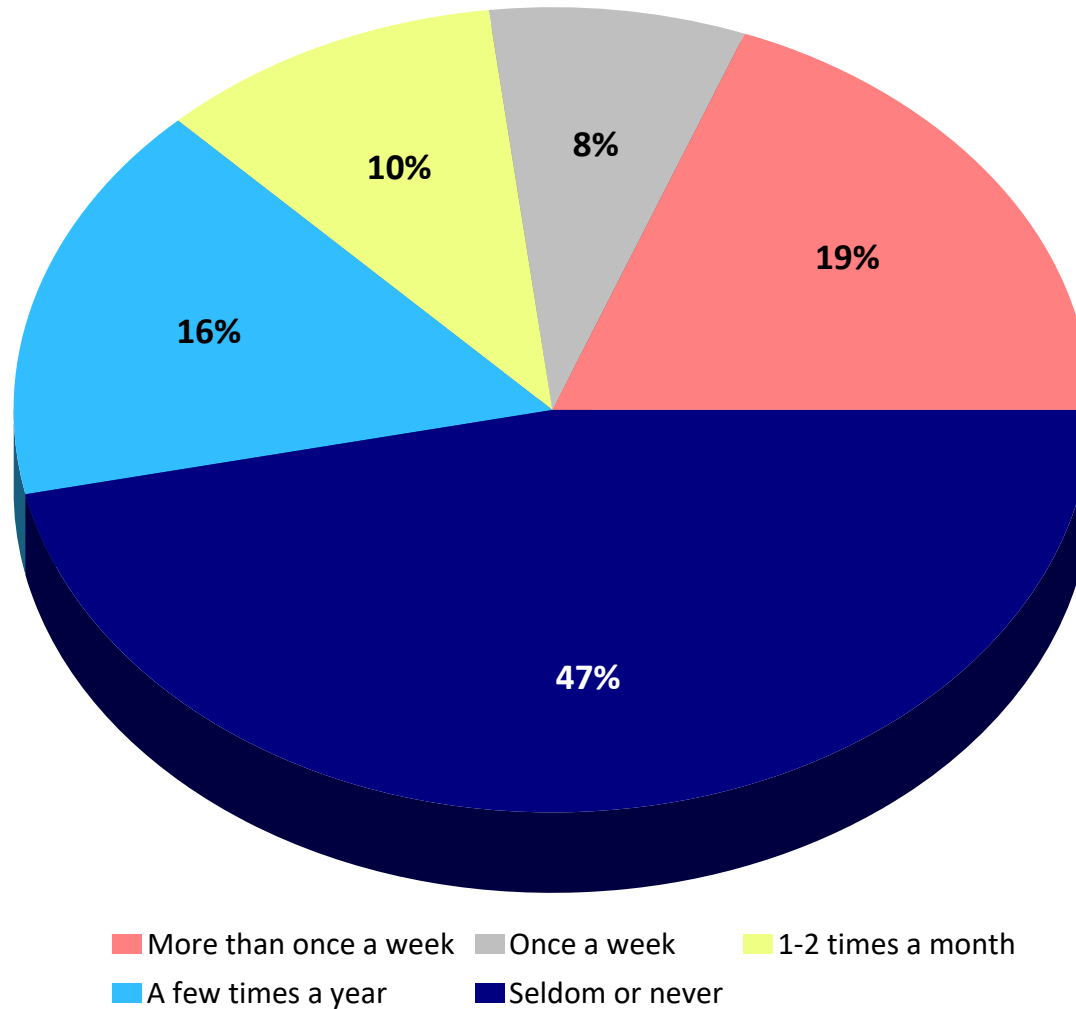
by percentage of respondents (excluding “don’t know”)





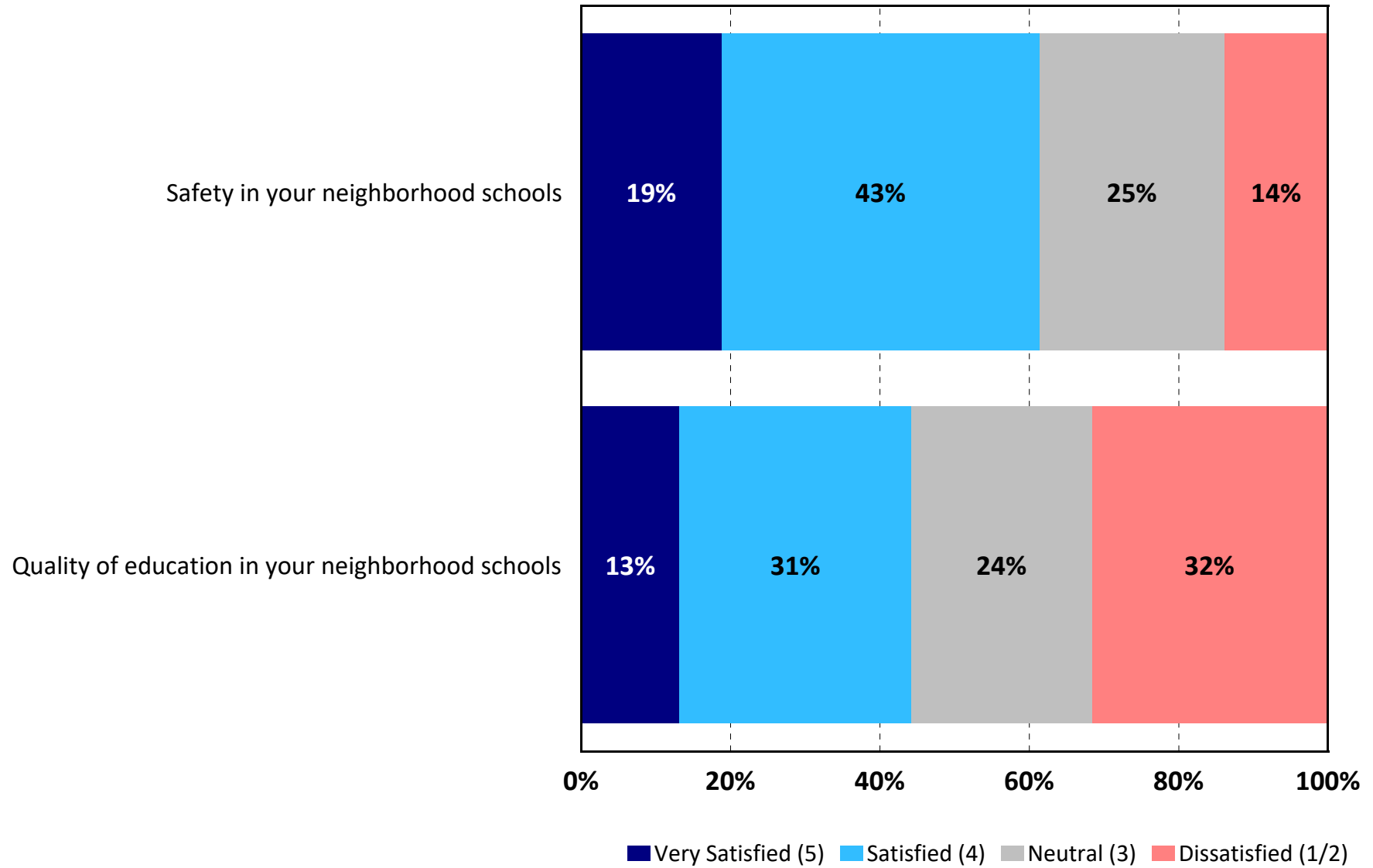
# Q11. How often would you say stray cats are a problem in your neighborhood?

by percentage of respondents (excluding “don’t know”)



# Q12. Satisfaction with Schools

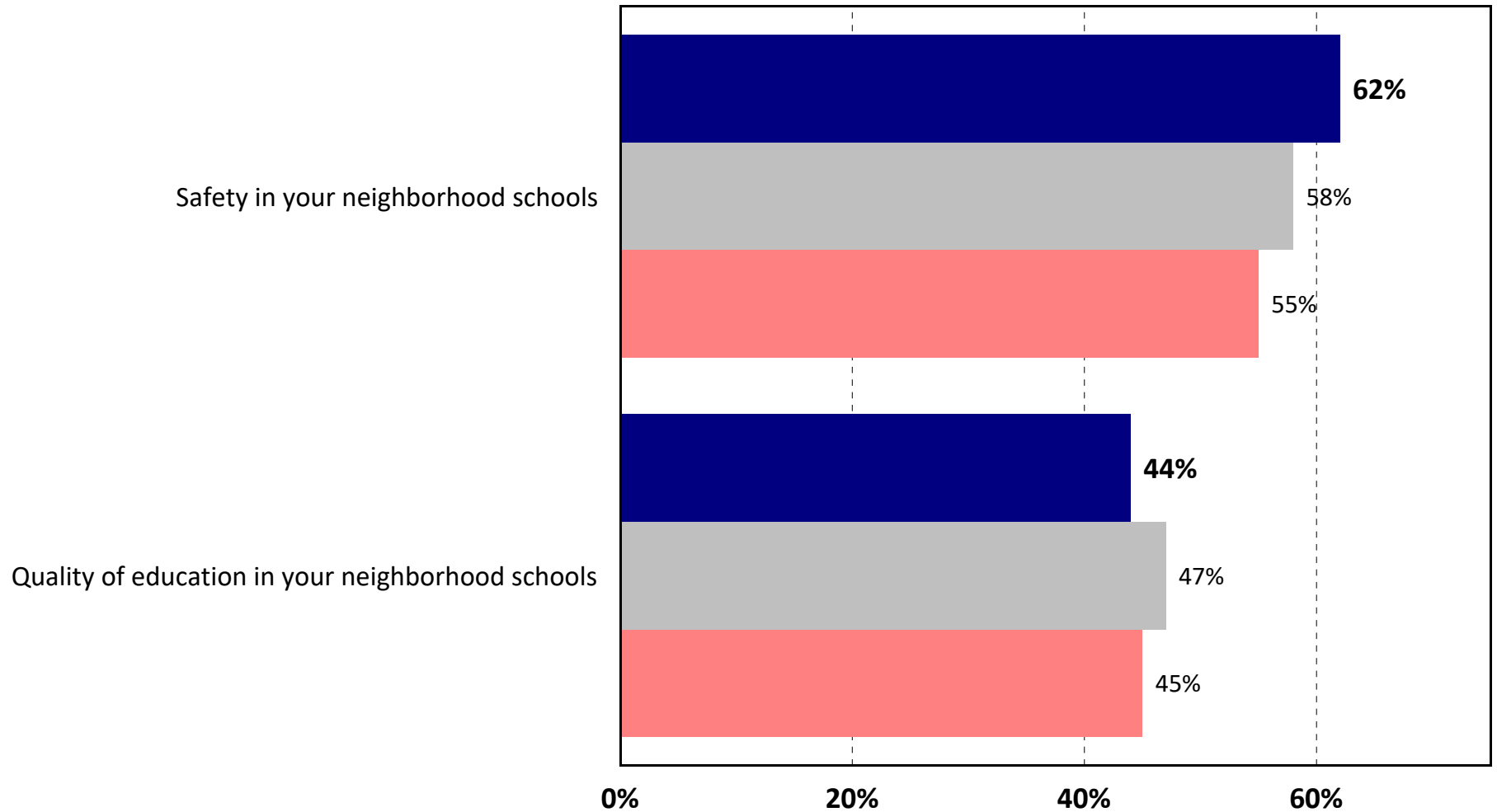
by percentage of respondents (excluding “don't know”)



# Satisfaction with Schools

## 2021 vs. 2020 vs. 2019

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



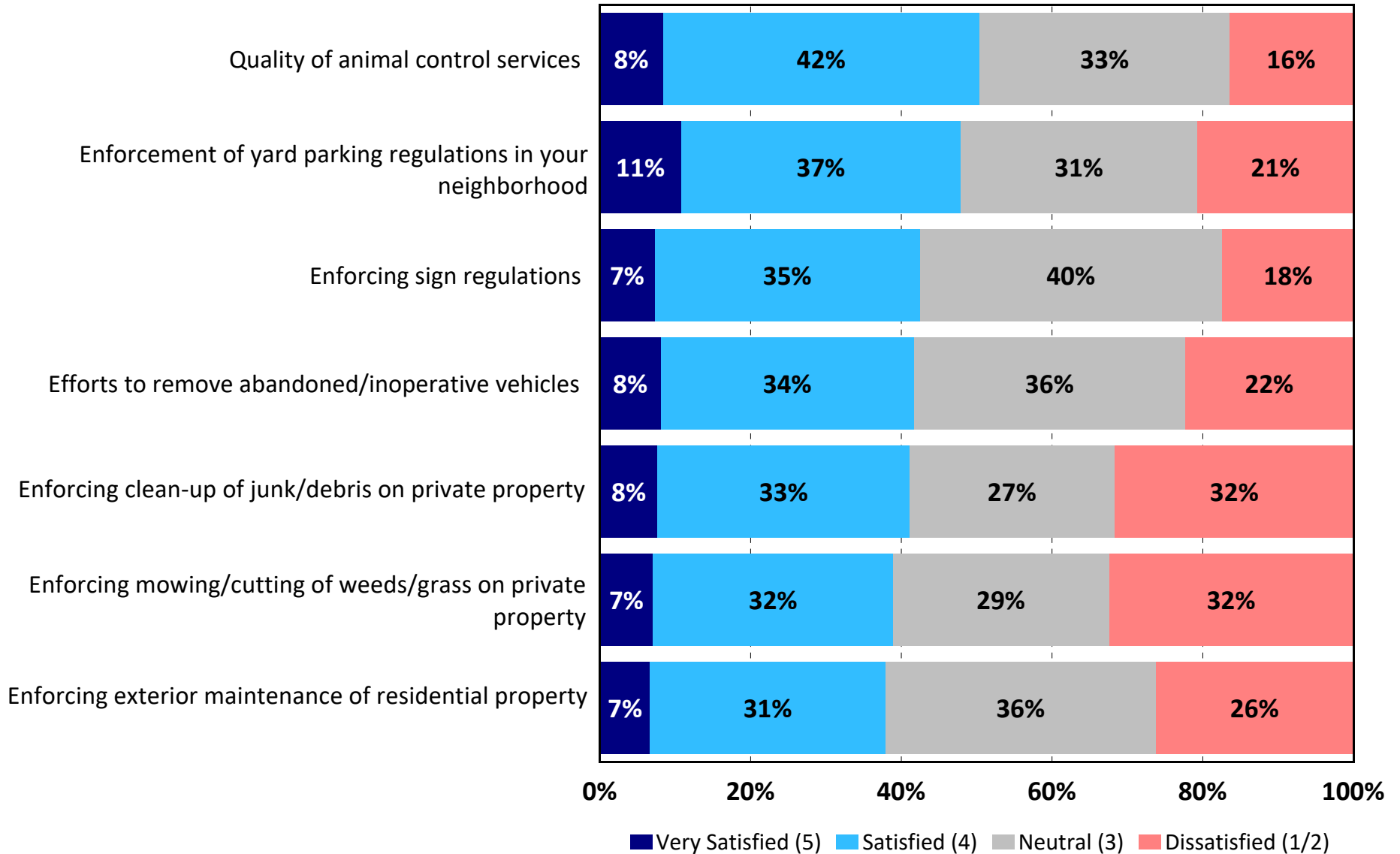
*\*Changes of +/- 3% or more are statistically significant*

■ 2021 ■ 2020 ■ 2019

**TRENDS**

# Q13. Satisfaction with Code Enforcement

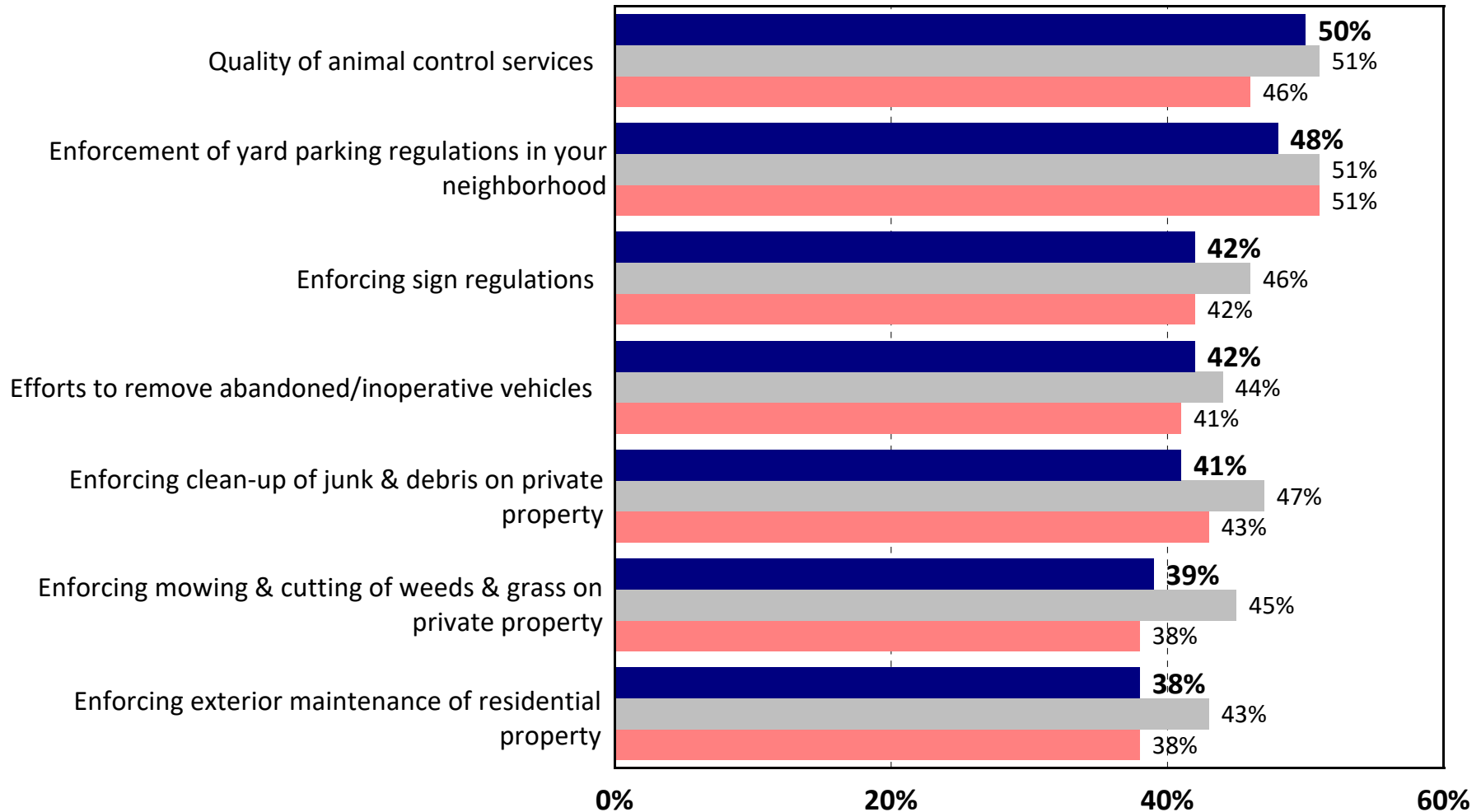
by percentage of respondents (excluding “don't know”)



# Satisfaction with Code Enforcement

## 2021 vs. 2020 vs. 2019

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



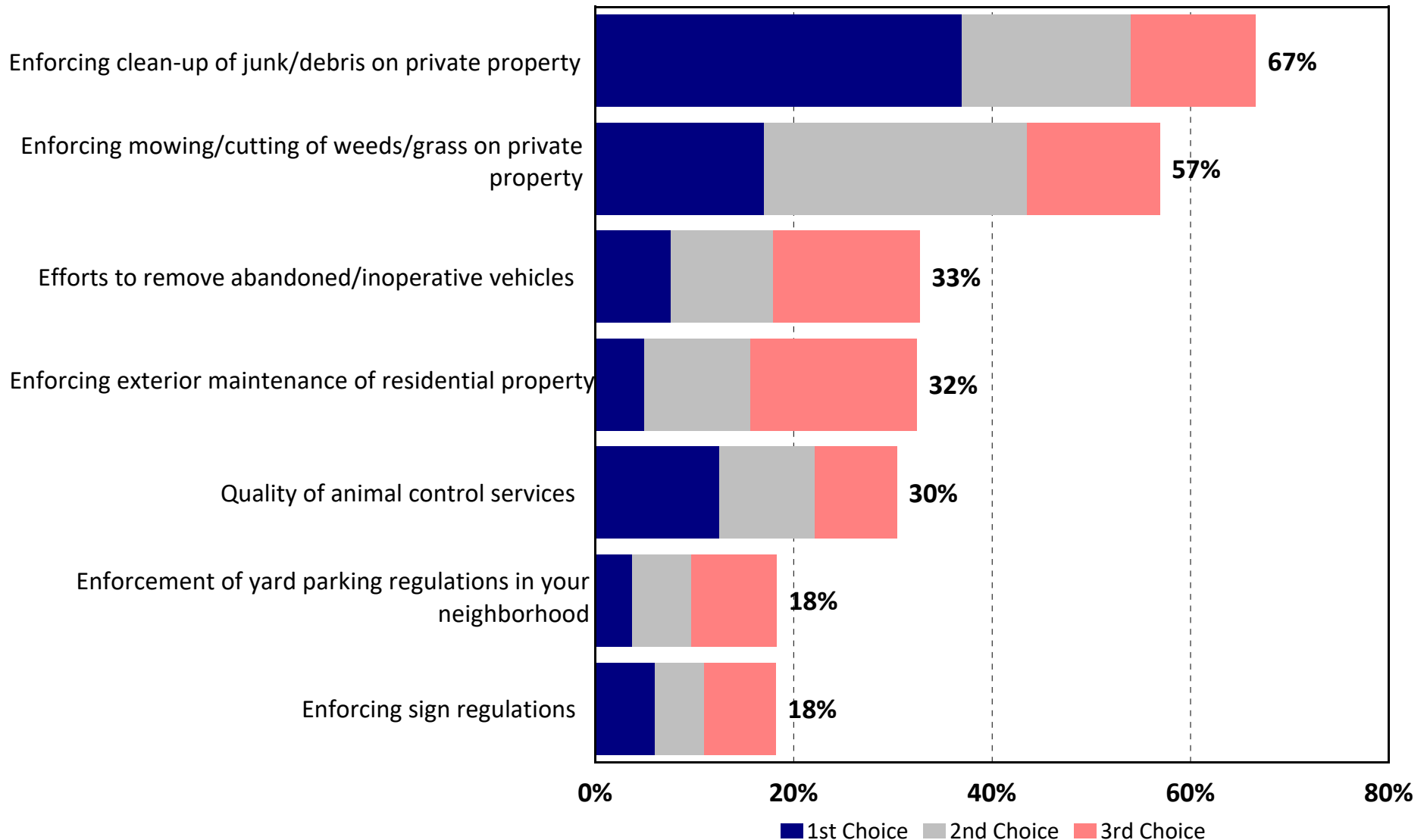
*\*Changes of +/- 3% or more are statistically significant*

■ 2021 ■ 2020 ■ 2019

**TRENDS**

# Q14. Code Enforcement Items That Should Receive the Most Emphasis Over the Next Two Years

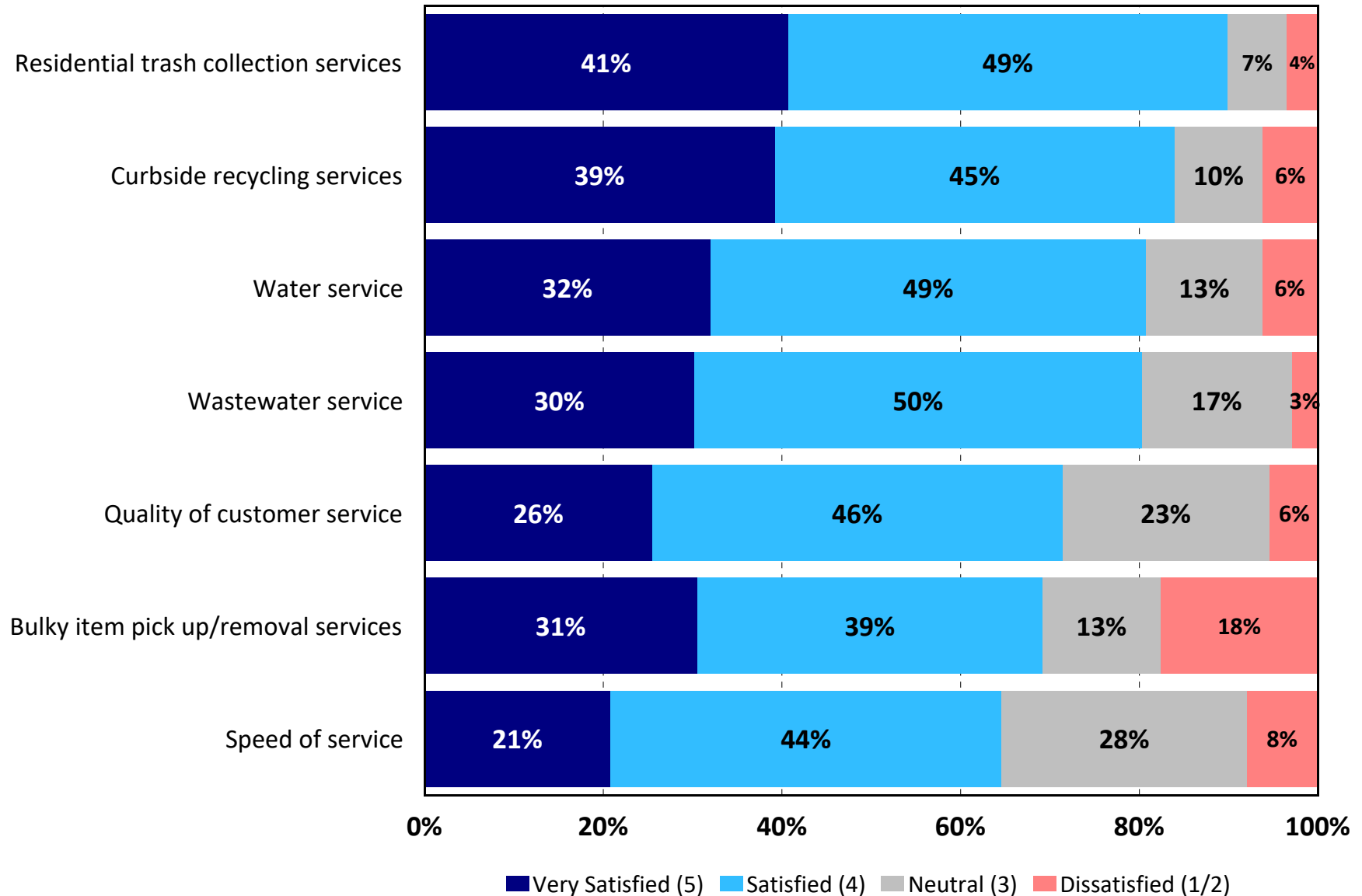
by percentage of respondents who selected the item as one of their top three choices





# Q15. Satisfaction with City Utility Services

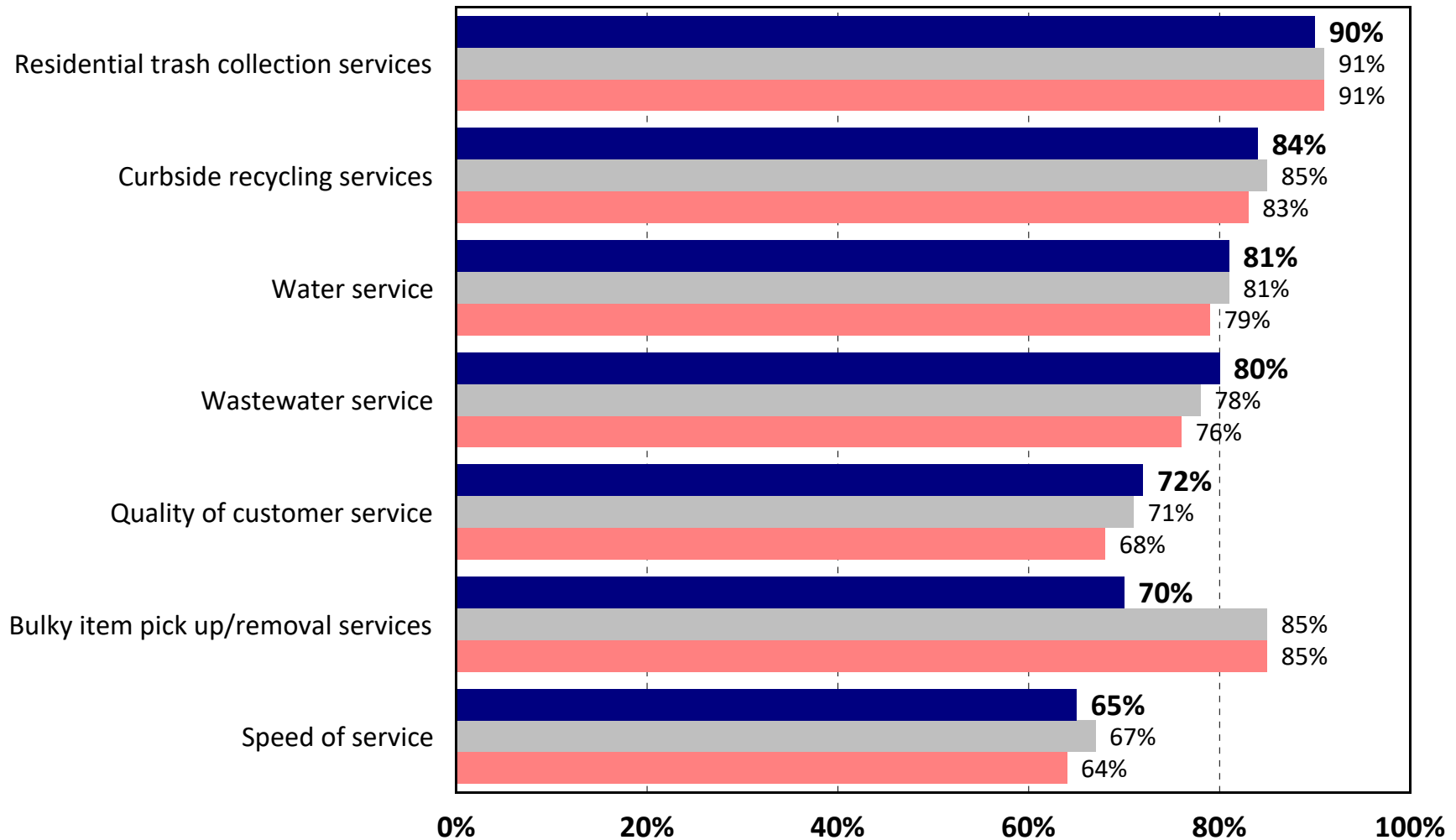
by percentage of respondents (excluding “don't know”)



# Satisfaction with City Utility Services

## 2021 vs. 2020 vs. 2019

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

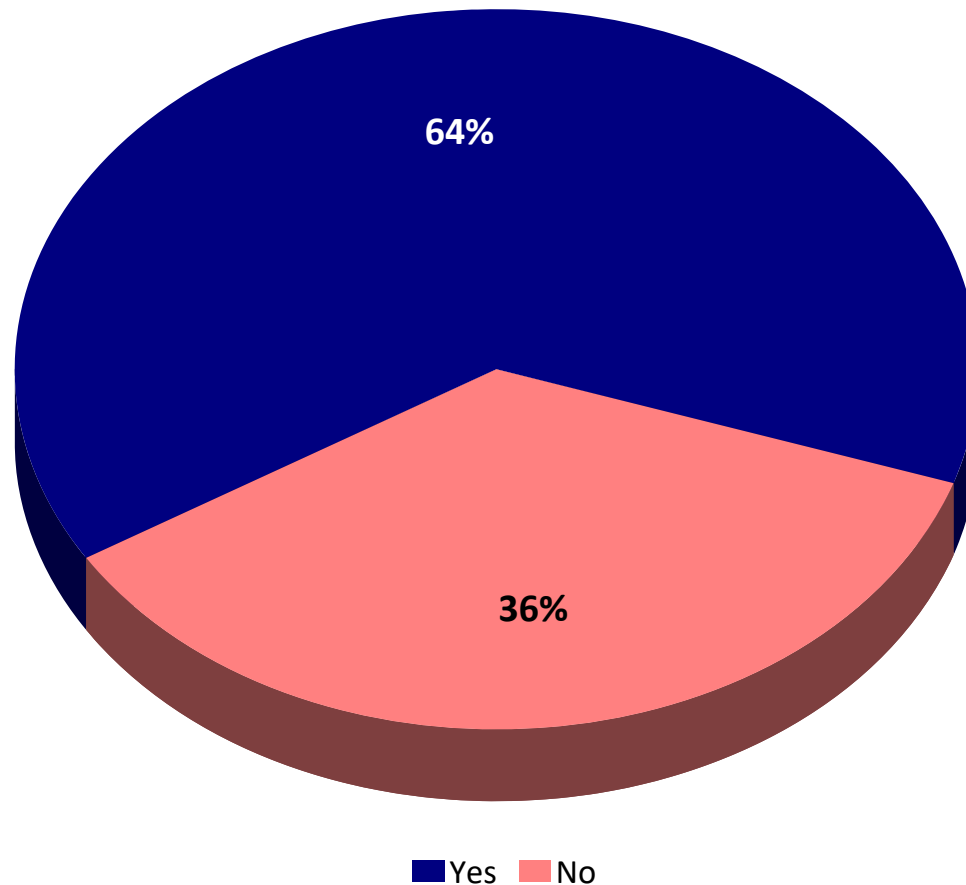


*\*Changes of +/- 3% or more are statistically significant*

■ 2021 ■ 2020 ■ 2019

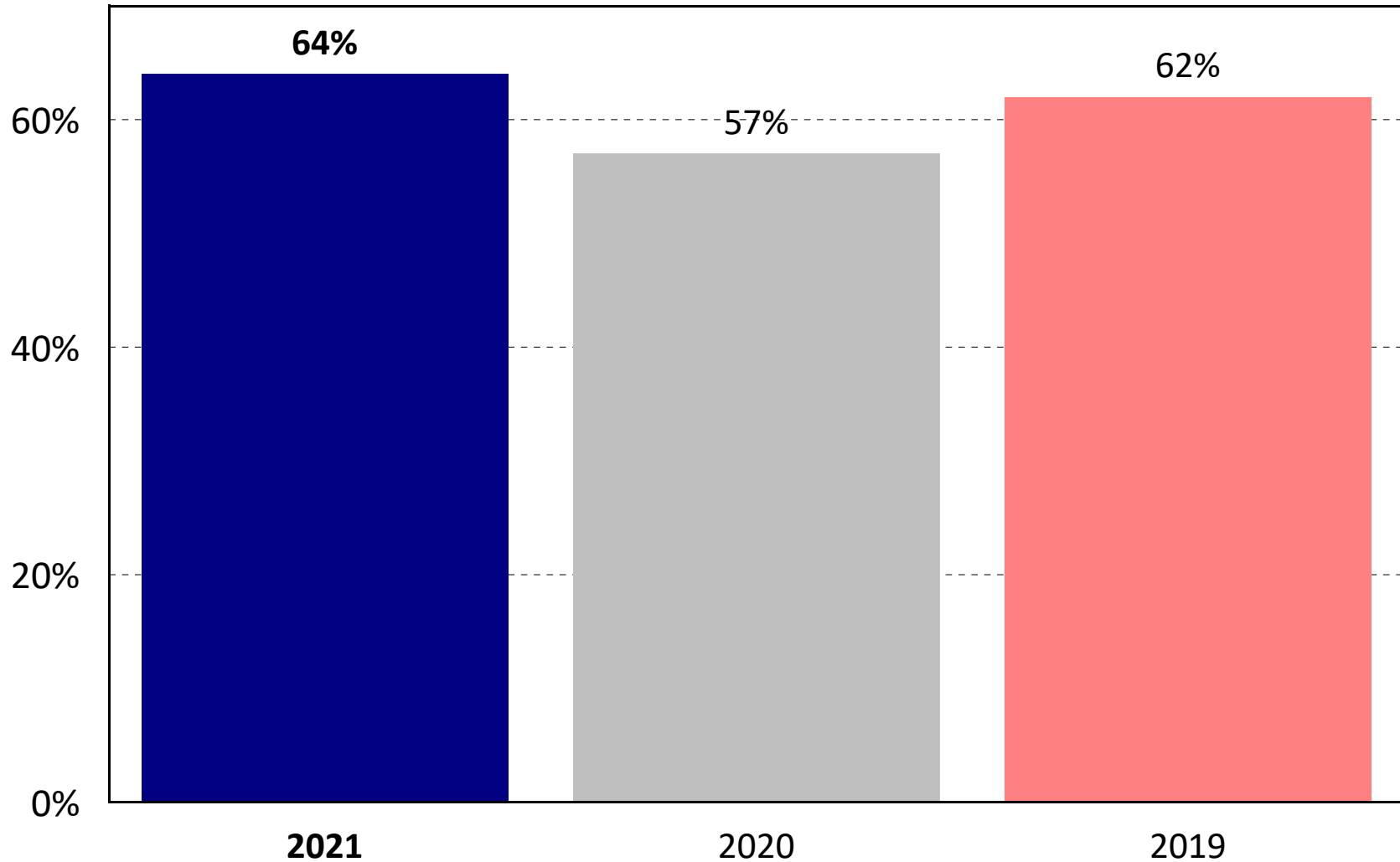
**TRENDS**

**Q16. 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 (excluding “not provided”)



# 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?

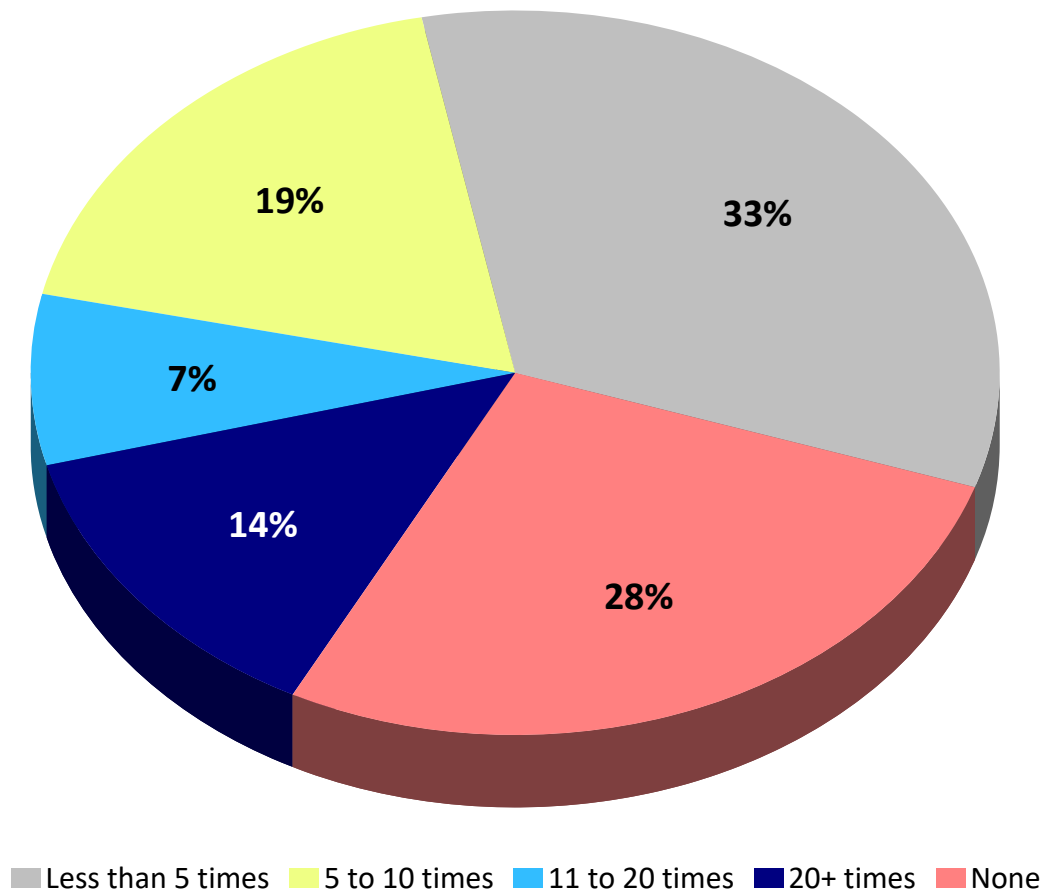
by percentage of respondents who responded "yes"



**TRENDS**

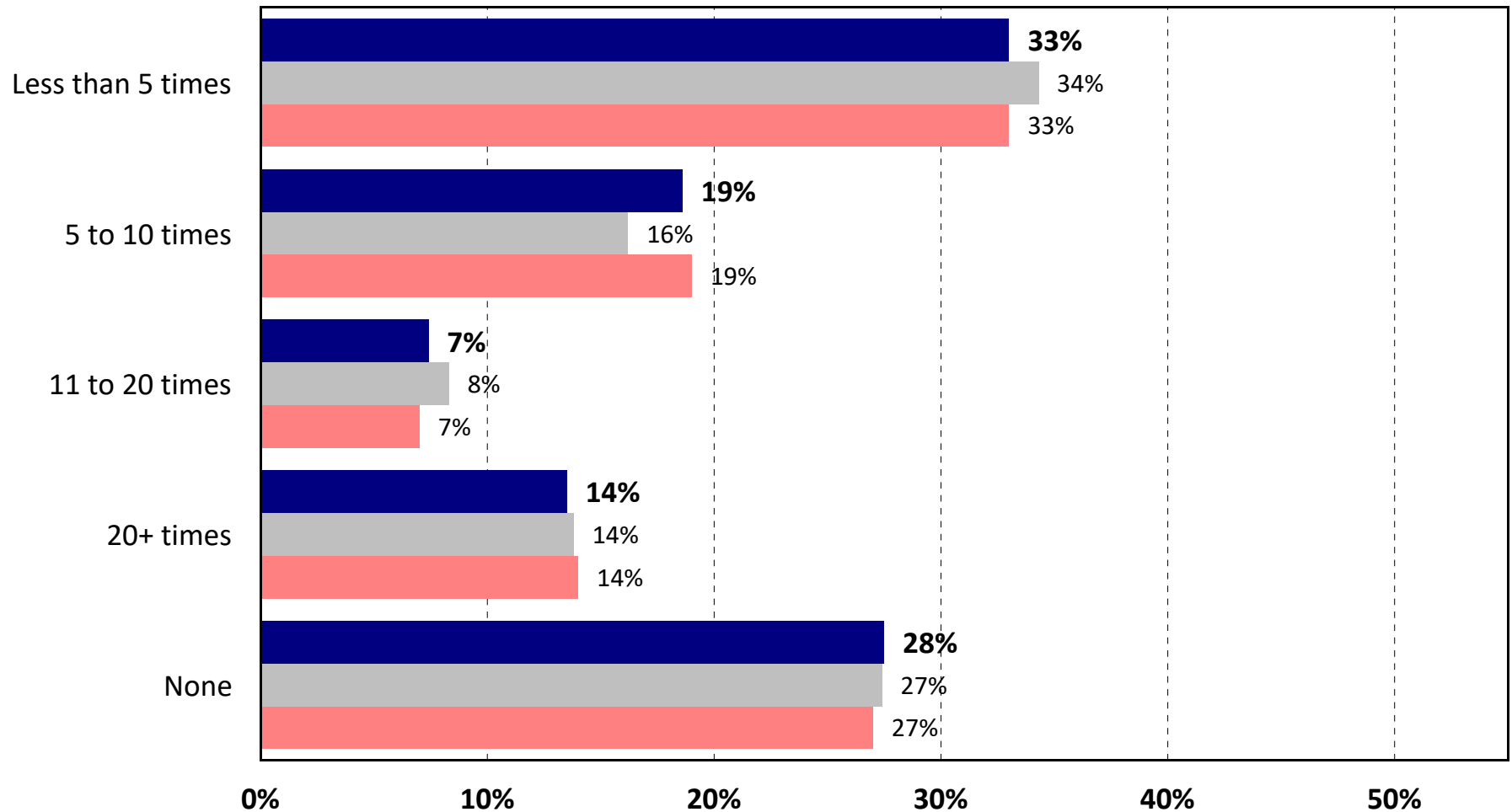
# Q17. How many times in the past 12 months did you or a member of your family visit an Oklahoma City park and/or participate in an Oklahoma City Parks and Recreation program?

by percentage of respondents (excluding “don’t know”)



# 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



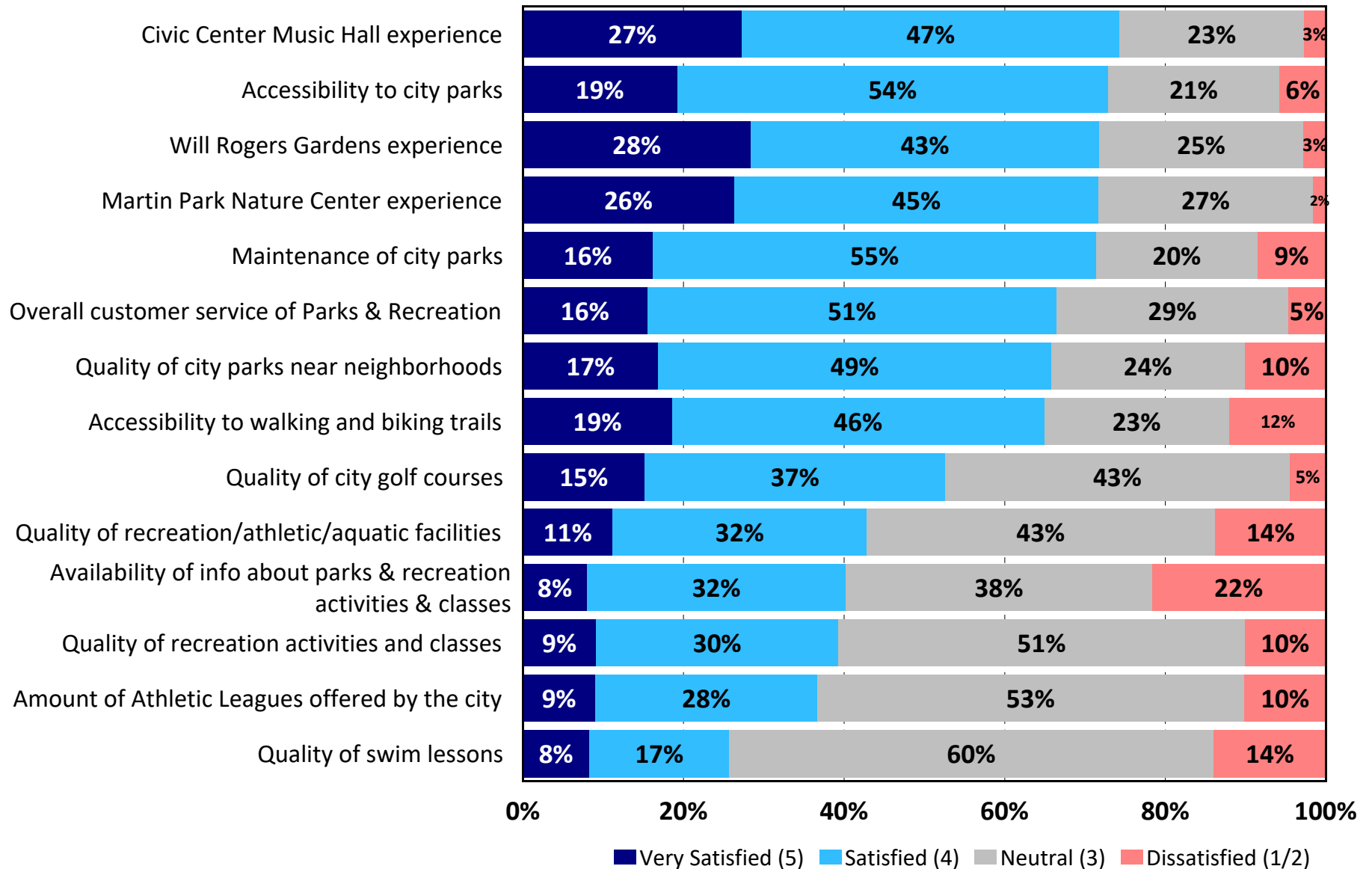
*\*Changes of +/- 3% or more are statistically significant*

■ 2021 ■ 2020 ■ 2019

**TRENDS**

# Q18. Satisfaction with Parks and Recreation

by percentage of respondents (excluding “don't know”)

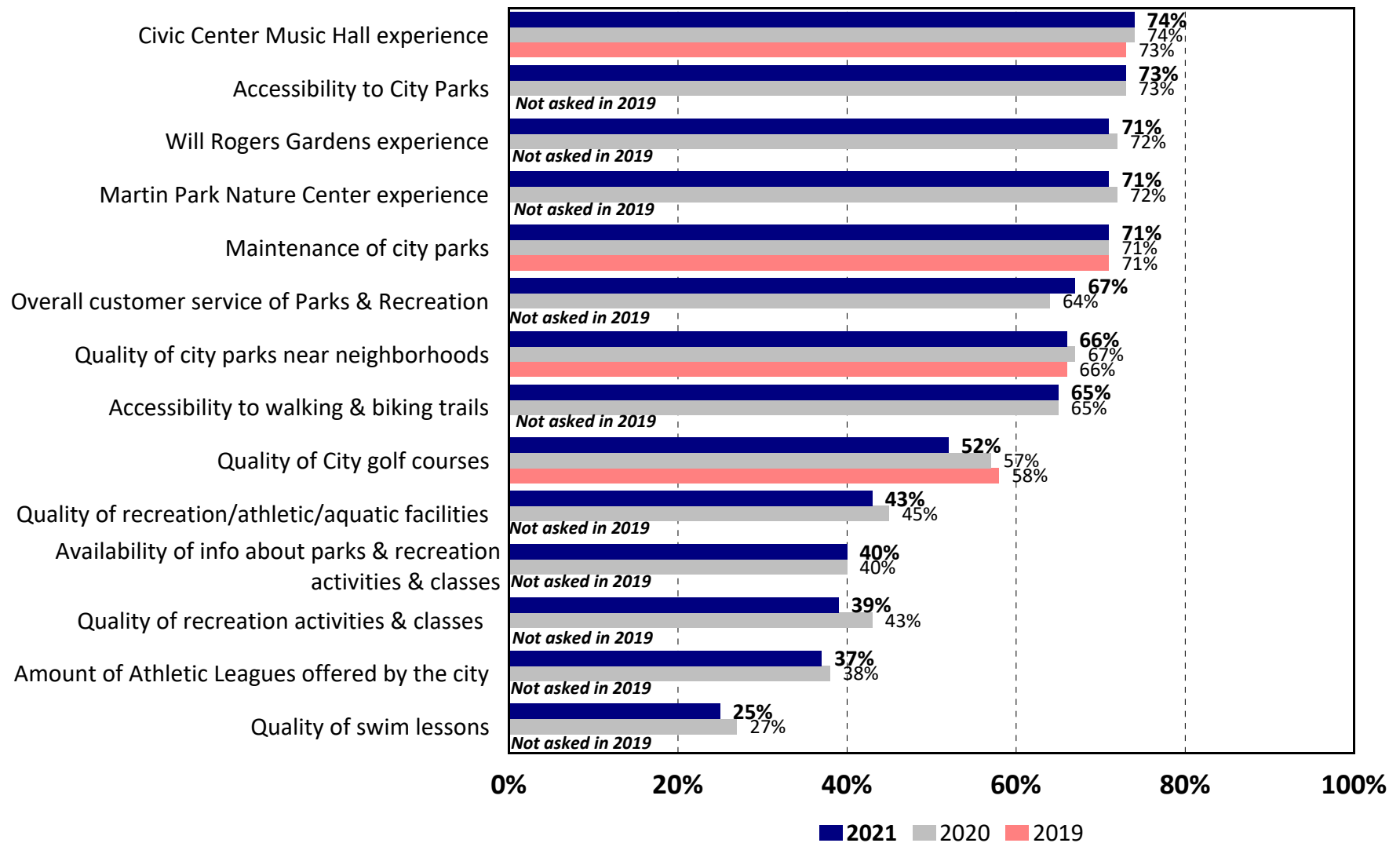




# Satisfaction with Parks and Recreation

## 2021 vs. 2020 vs. 2019

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

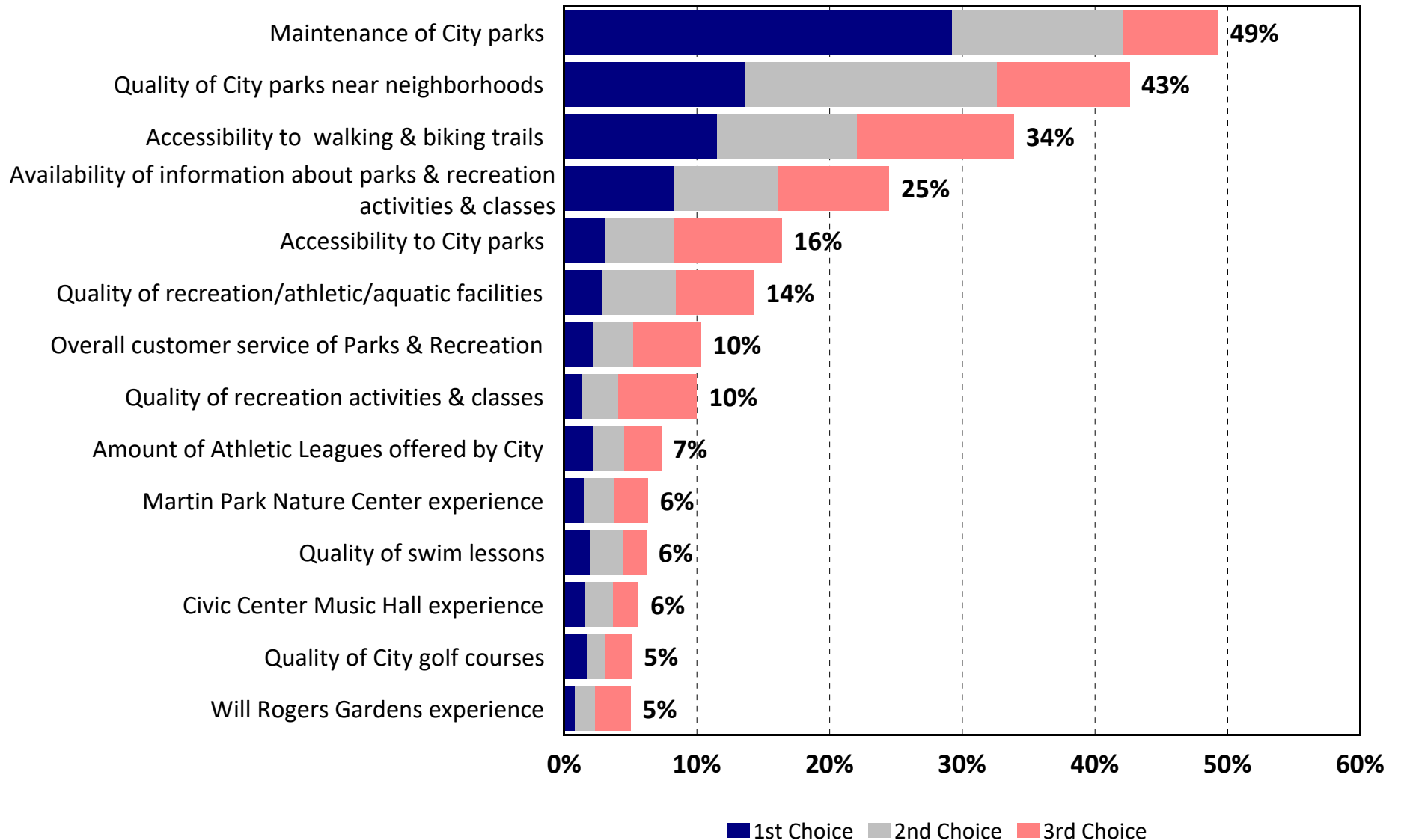


*\*Changes of +/- 3% or more are statistically significant*

**TRENDS**

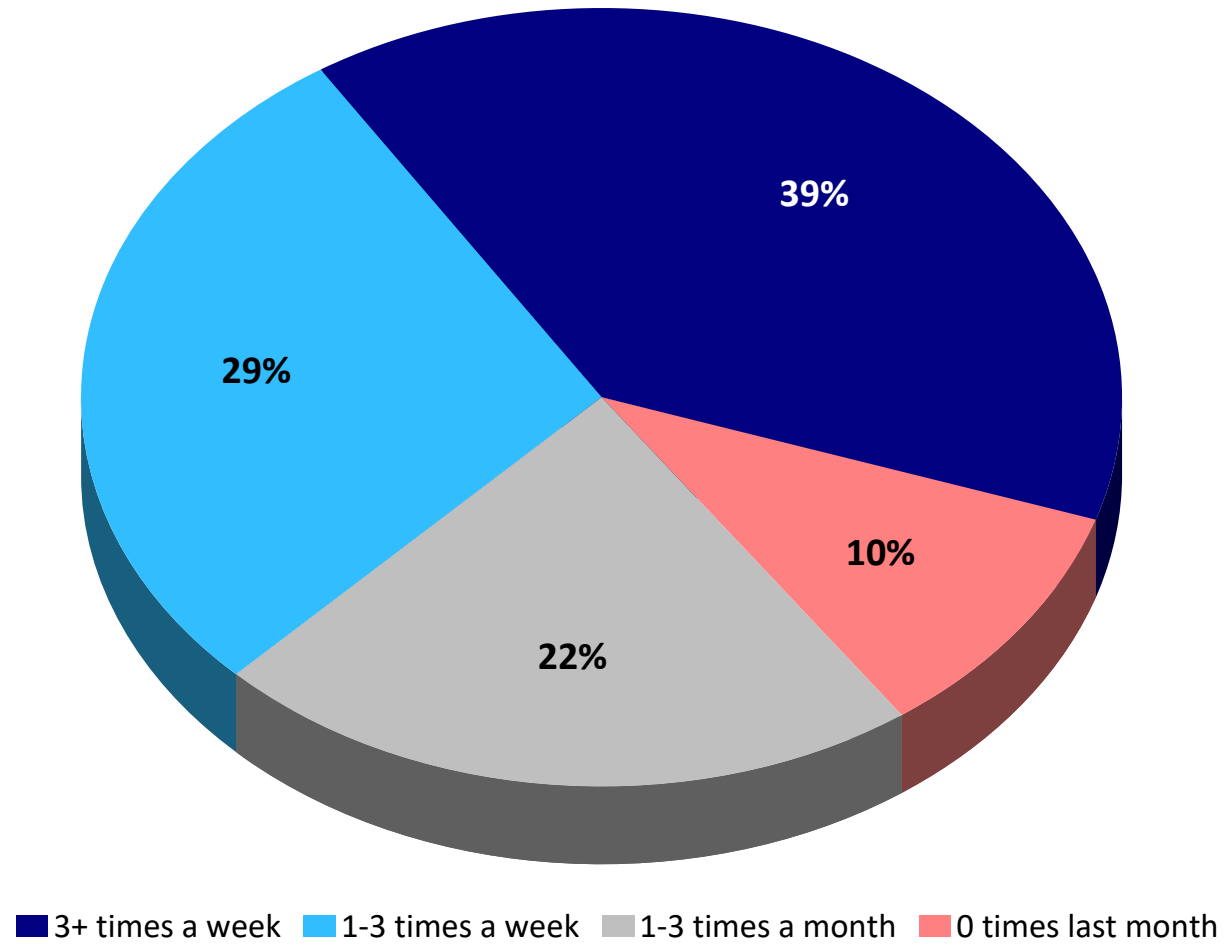
# Q19. Parks and Recreation Items That Should Receive the Most Emphasis Over the Next Two Years

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



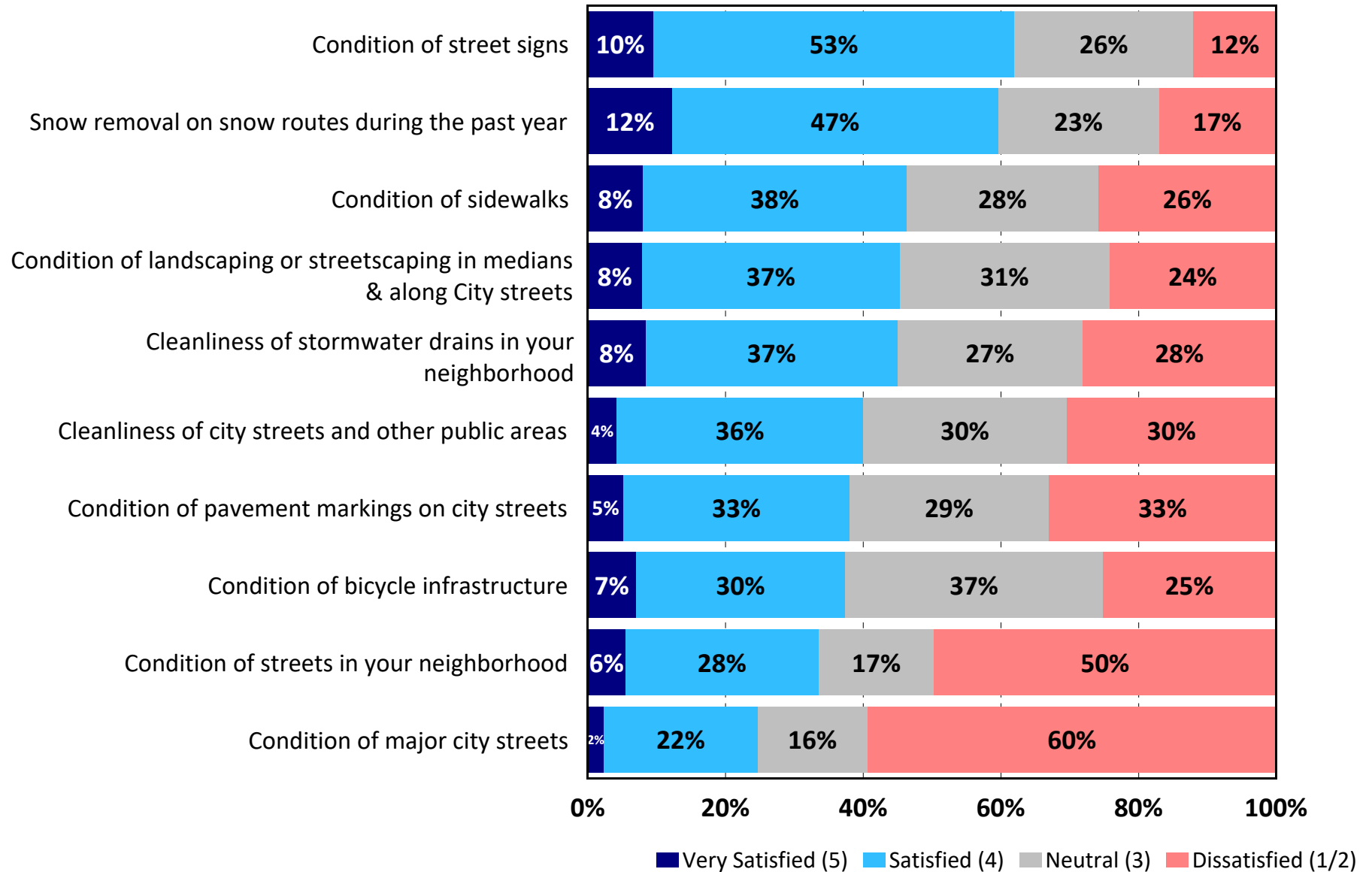
# Q20. Not counting activity at work, how often did you participate in any physical activity or exercise in the past month?

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



# Q21. Satisfaction with City Maintenance

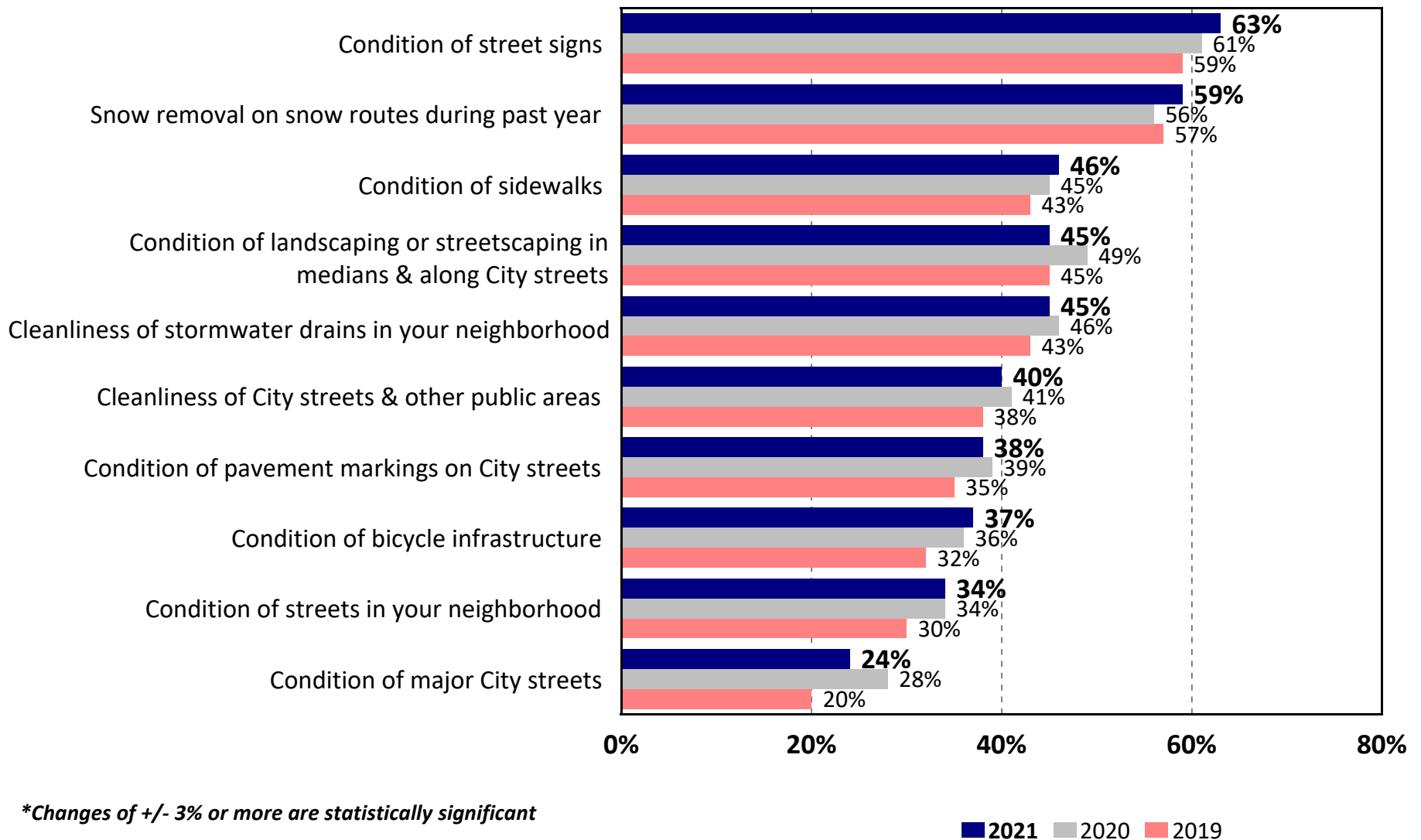
by percentage of respondents (excluding “don't know”)



# Satisfaction with City Maintenance

## 2021 vs. 2020 vs. 2019

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

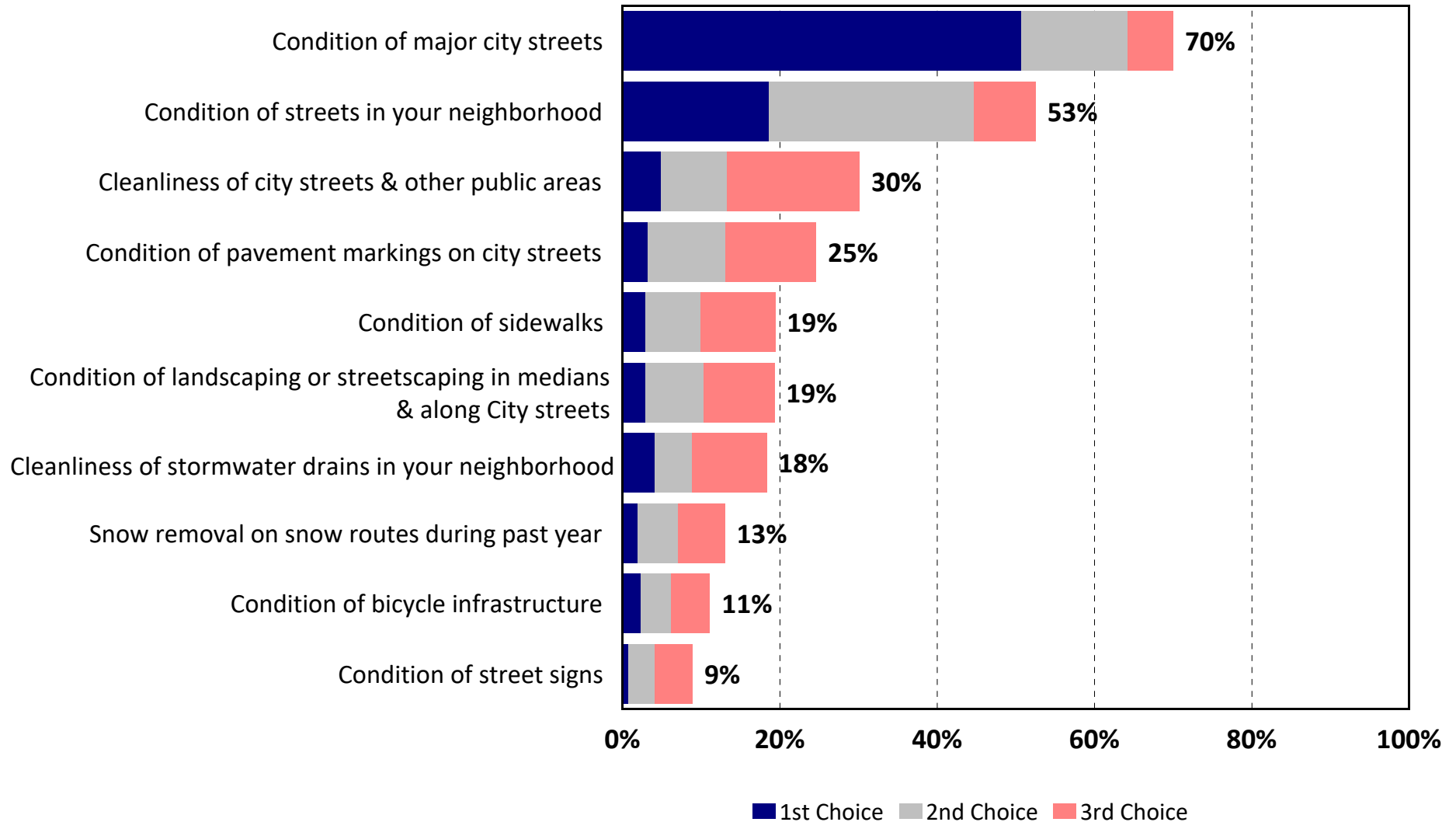


*\*Changes of +/- 3% or more are statistically significant*

**TRENDS**

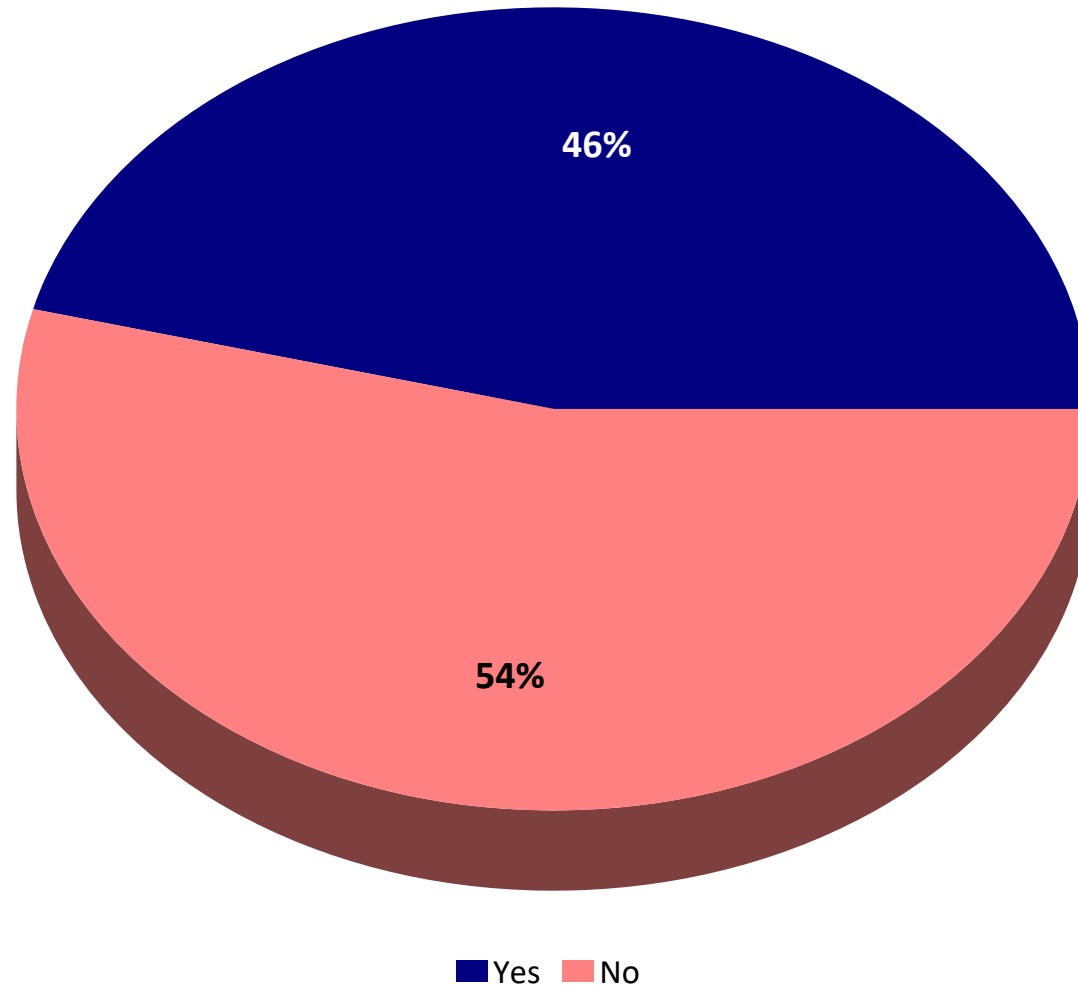
# Q22. City Maintenance Items That Should Receive the Most Emphasis Over the Next Two Years

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



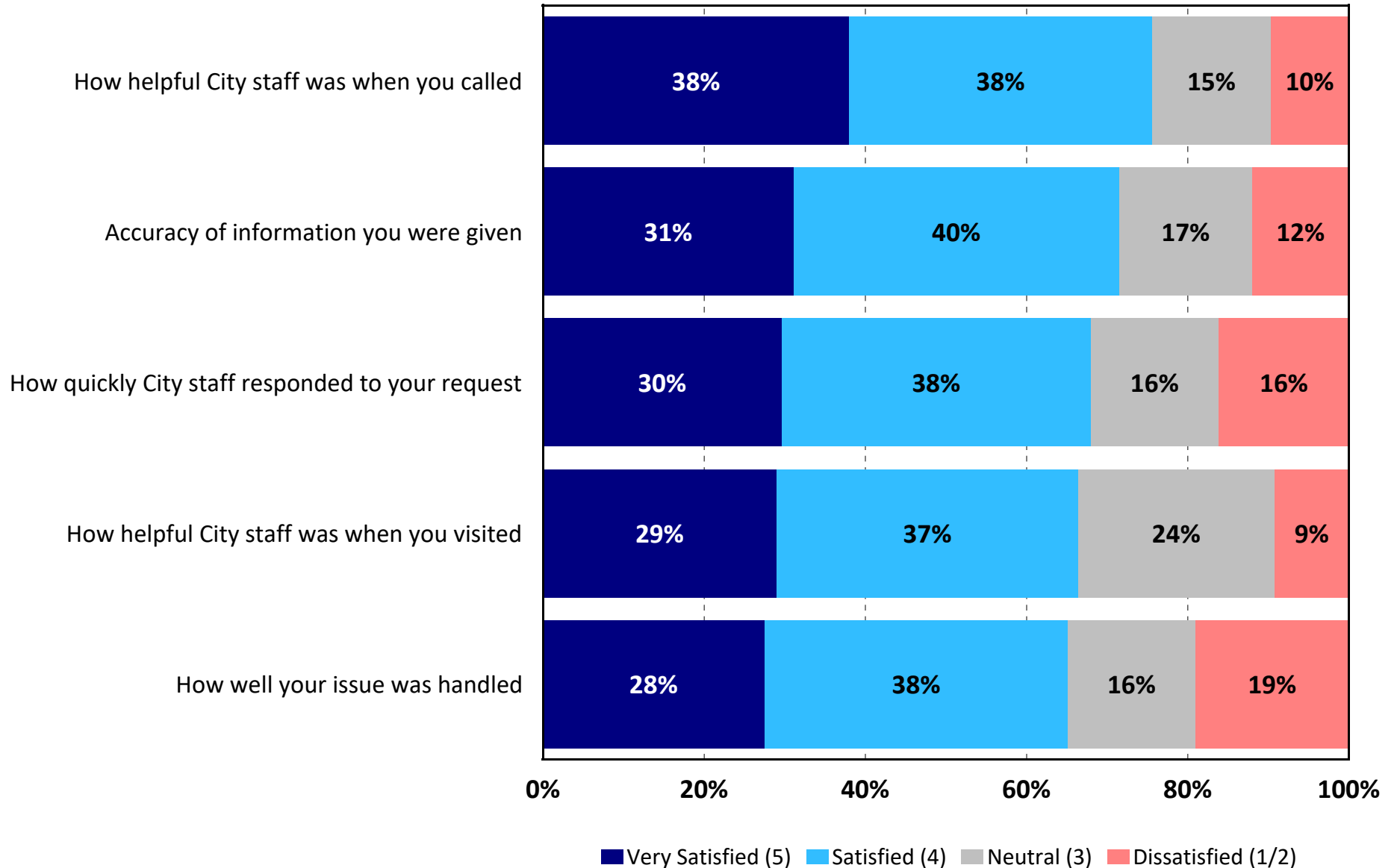
# Q23. Have you contacted the City of Oklahoma City during the past year?

by percentage of respondents



# Q23a. Satisfaction with City Employees Contacted

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

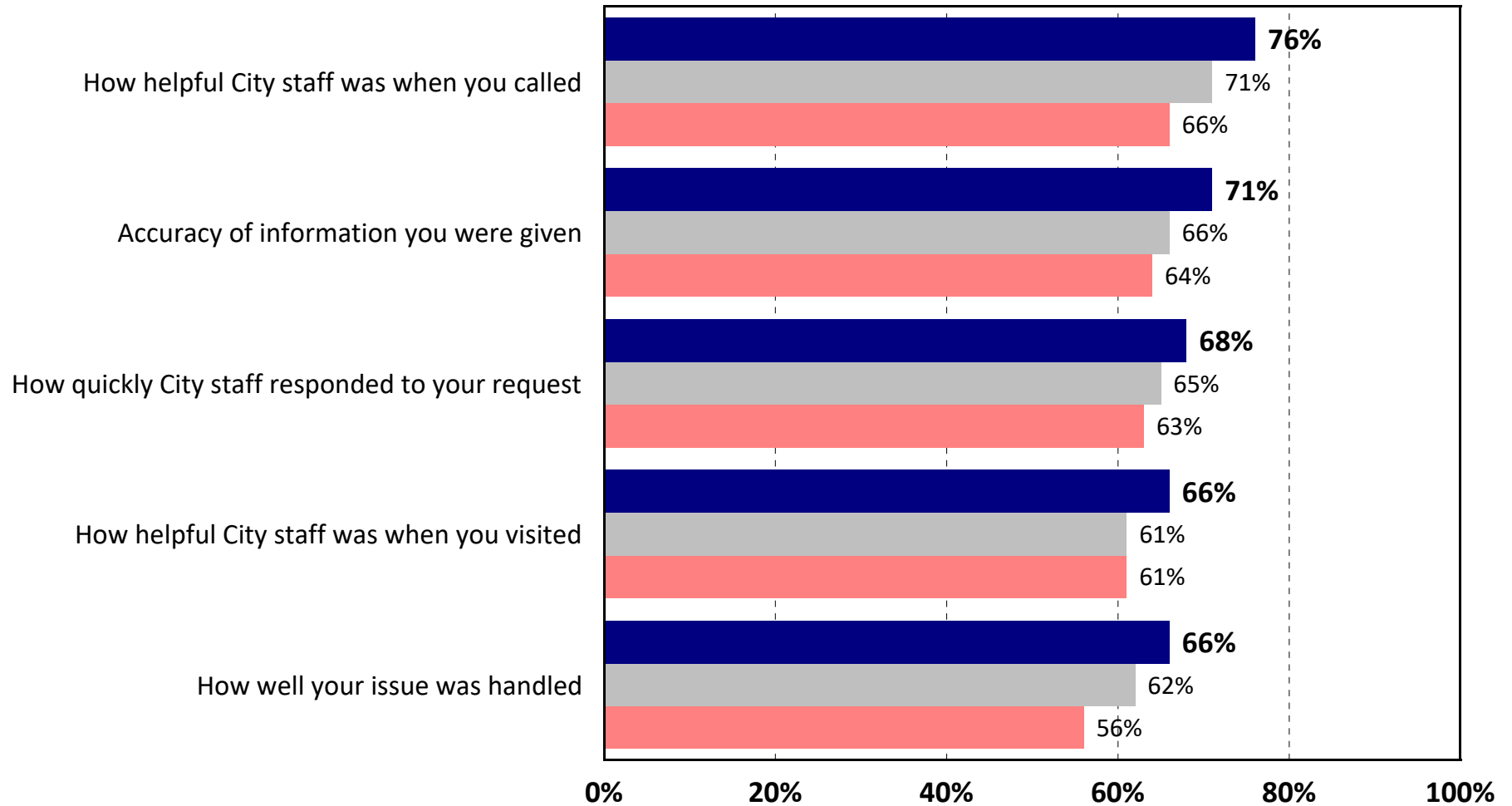




# Satisfaction with City Employees Contacted

## 2021 vs. 2020 vs. 2019

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



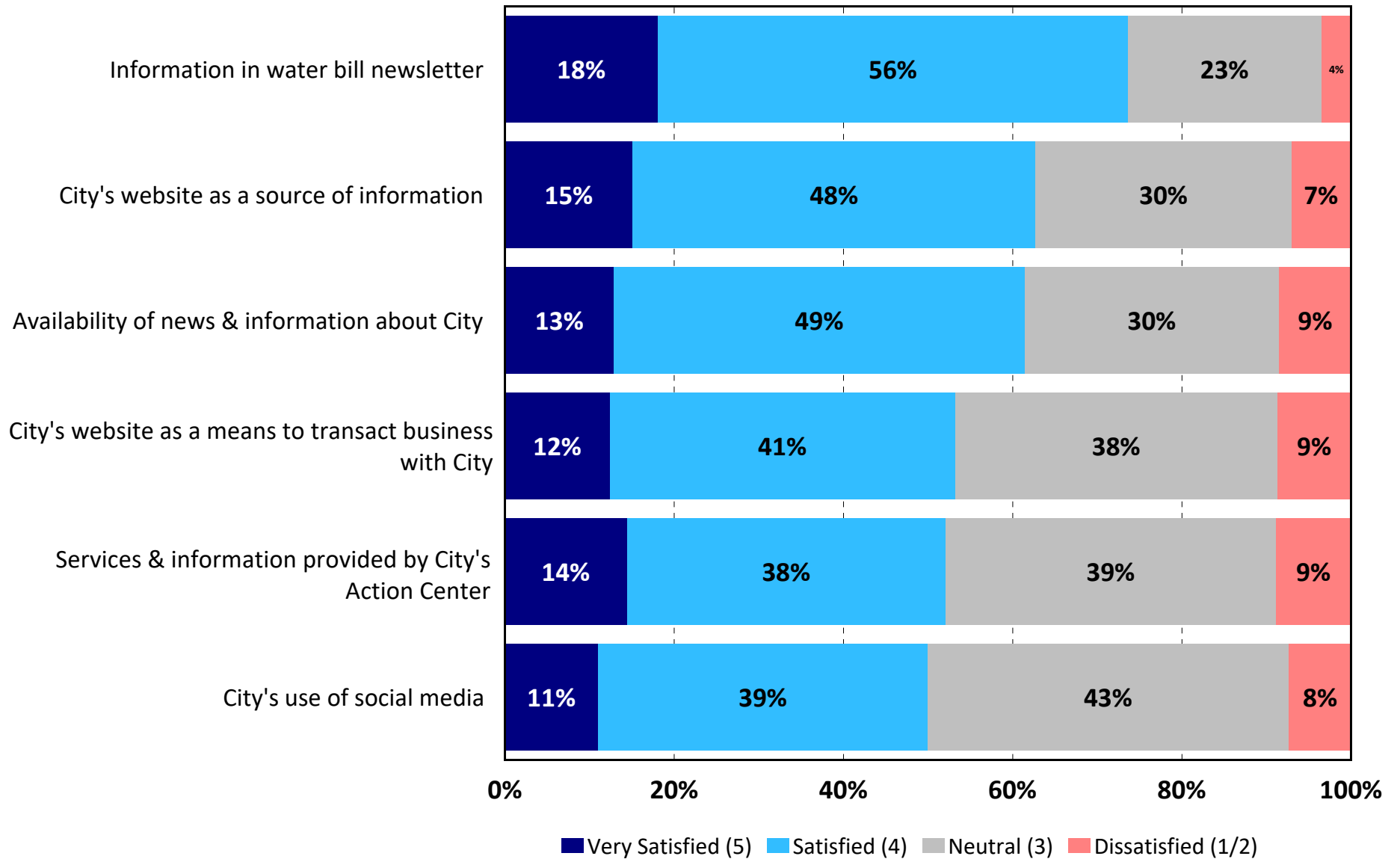
*\*Changes of +/- 3% or more are statistically significant*

■ 2021 ■ 2020 ■ 2019

**TRENDS**

# Q24. Satisfaction with Communication

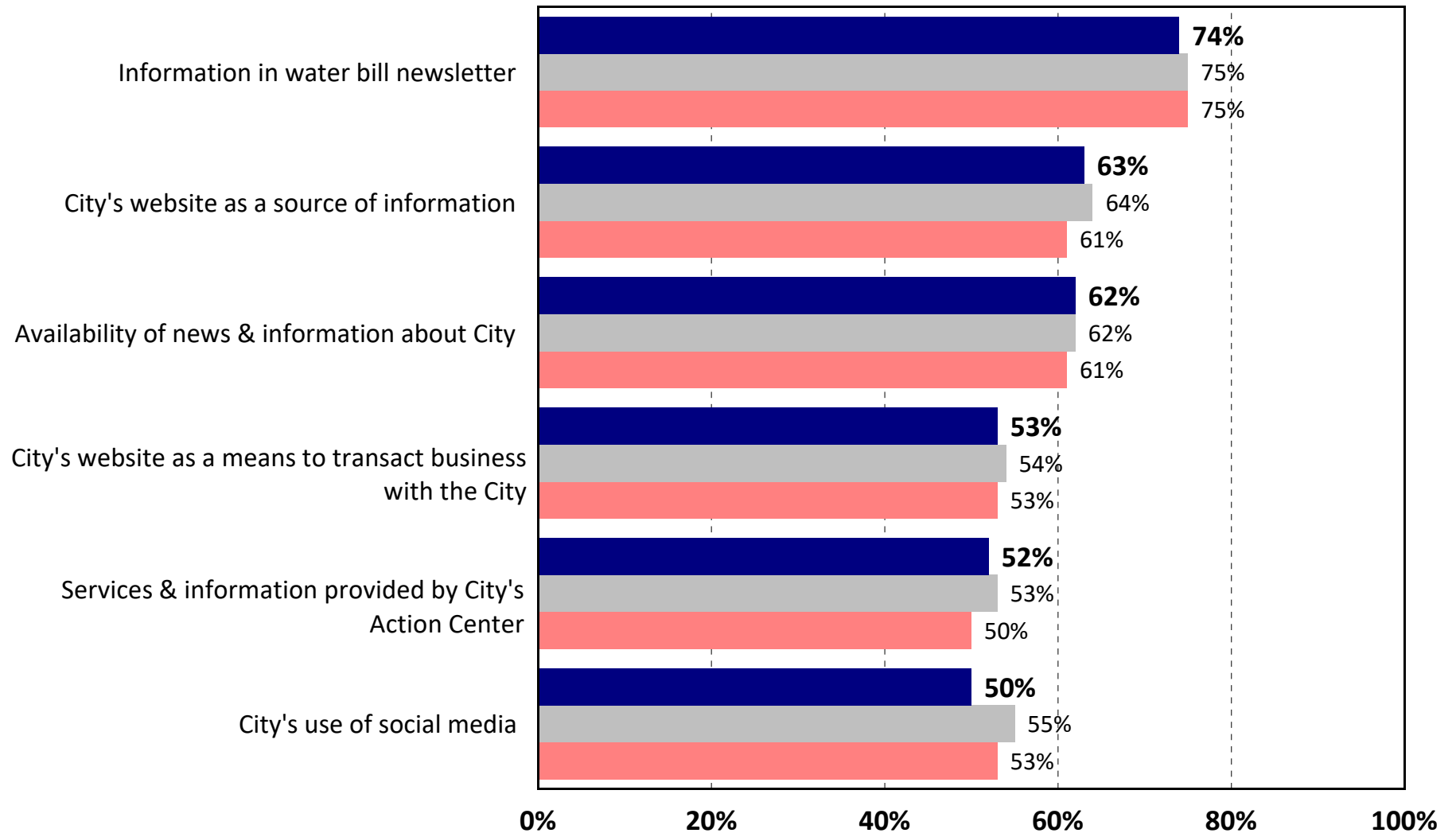
by percentage of respondents (excluding "don't know")



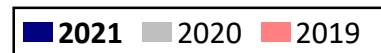
# Satisfaction with Communication

## 2021 vs. 2020 vs. 2019

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



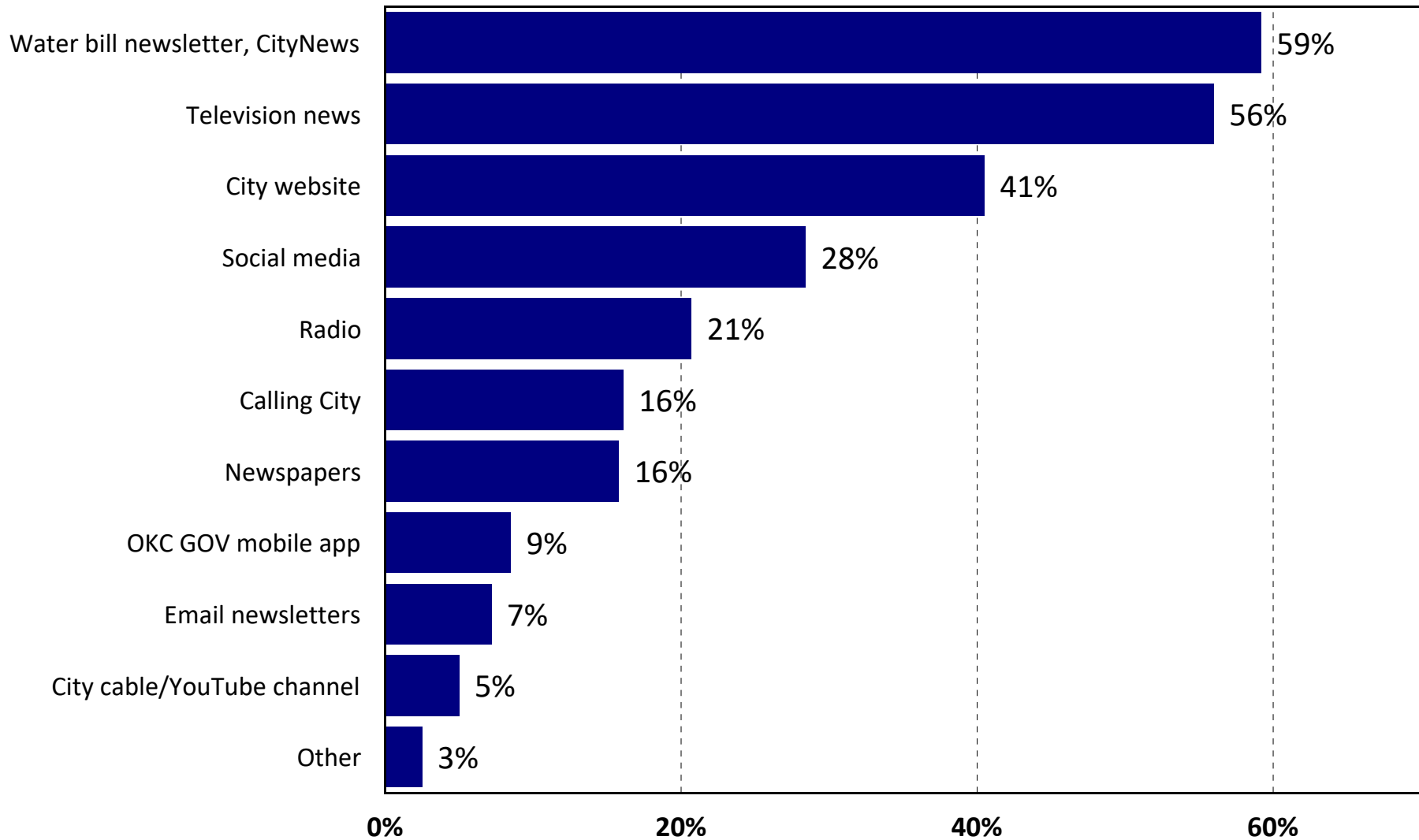
*\*Changes of +/- 3% or more are statistically significant*



**TRENDS**

# Q25. Which of the following do you use to get information about the City of Oklahoma City?

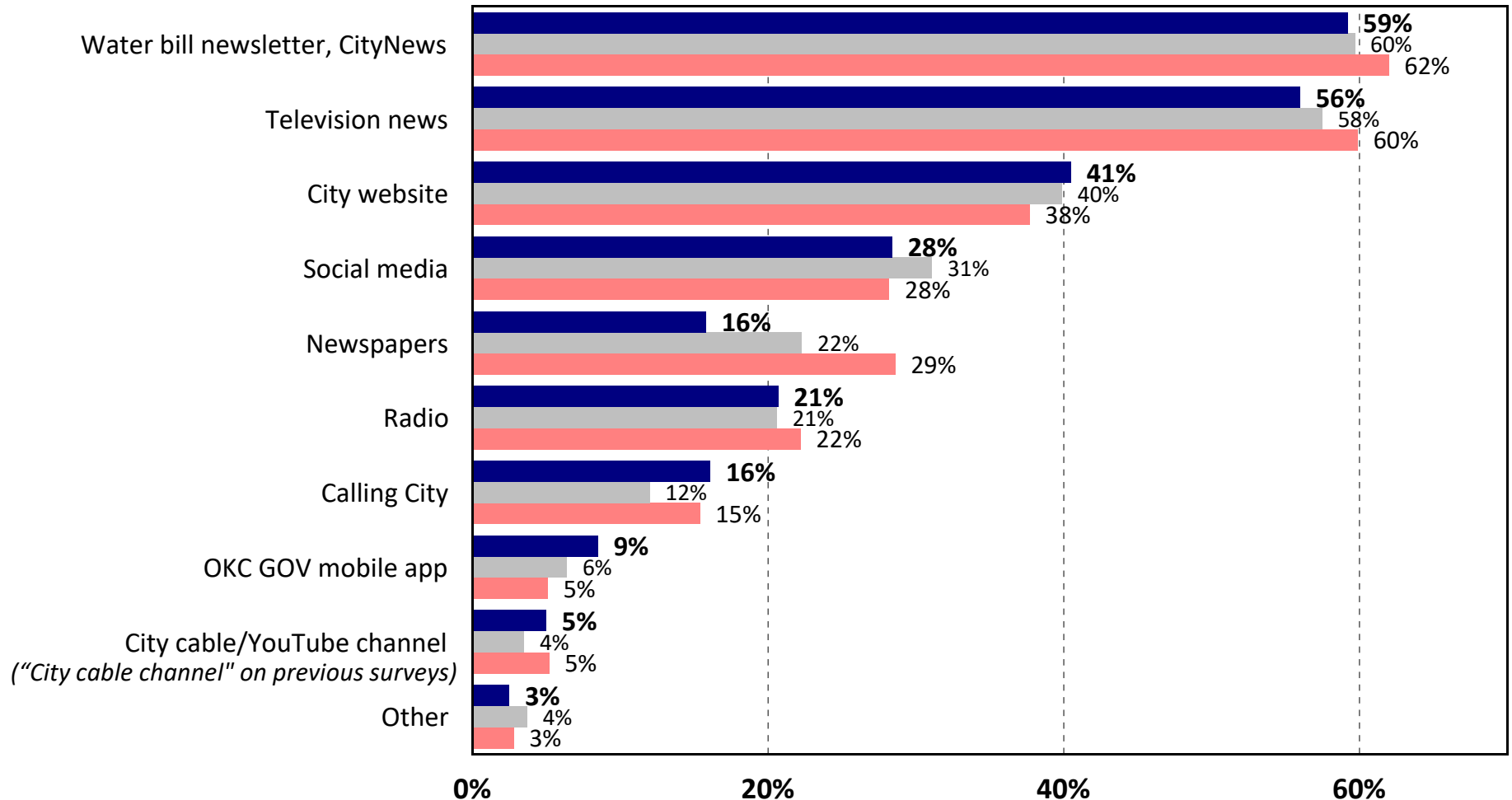
by percentage of respondents (multiple choices could be made)



# Sources Residents Currently Use to Get Information About the City

## 2021 vs. 2020 vs. 2019

by percentage of respondents (multiple choices could be made)



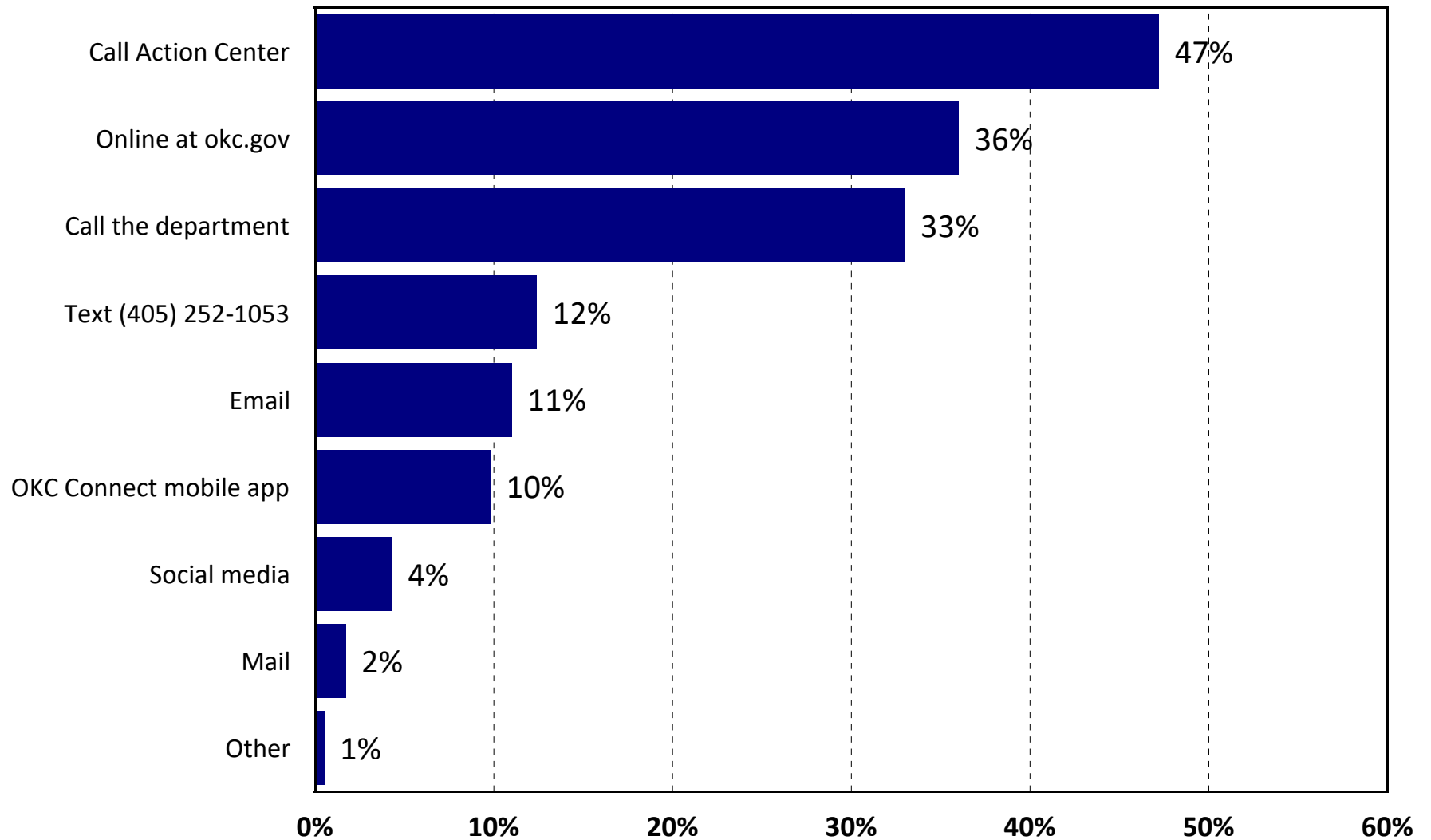
\*Changes of +/- 3% or more are statistically significant

■ 2021 ■ 2020 ■ 2019

**TRENDS**

# Q26. How do you prefer to report code violations and non-emergency problems or request a city service?

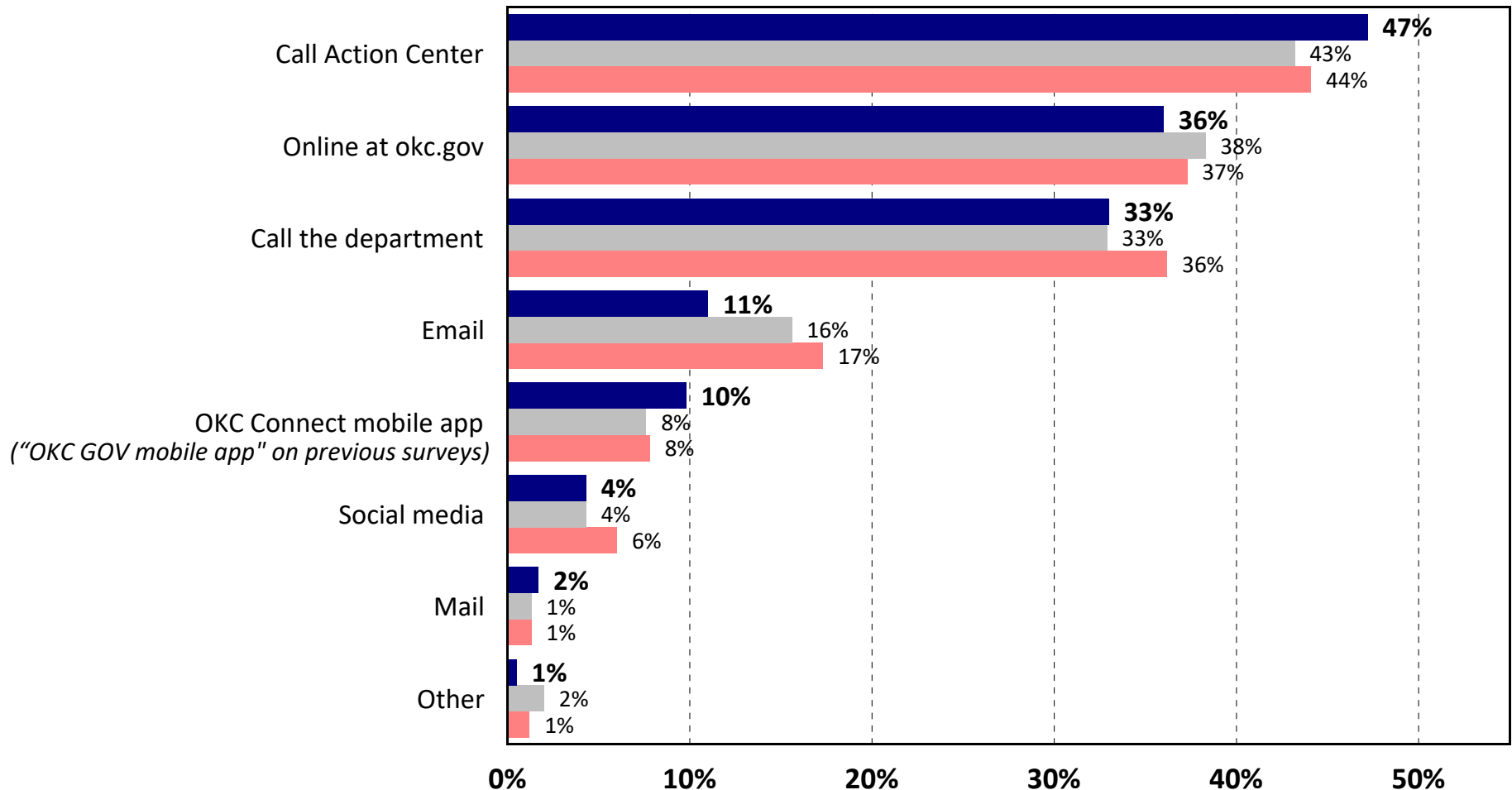
by percentage of respondents (multiple choices could be made)



# How do you prefer to report code violations and non-emergency problems or request a City service?

## 2021 vs. 2020 vs. 2019

by percentage of respondents (multiple choices could be made)



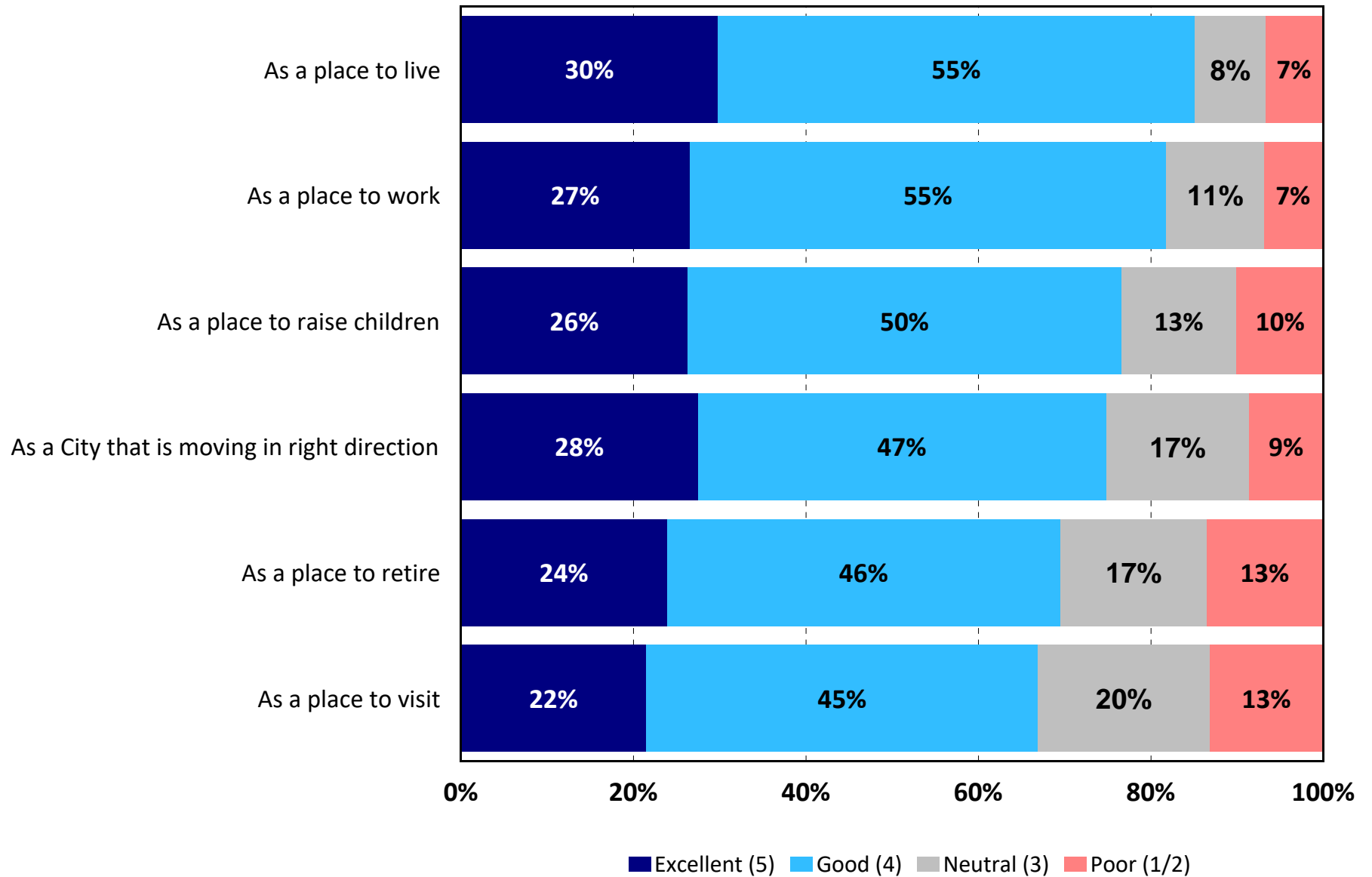
\*Changes of +/- 3% or more are statistically significant

■ 2021 ■ 2020 ■ 2019

**TRENDS**

# Q27. Overall Ratings of Oklahoma City

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

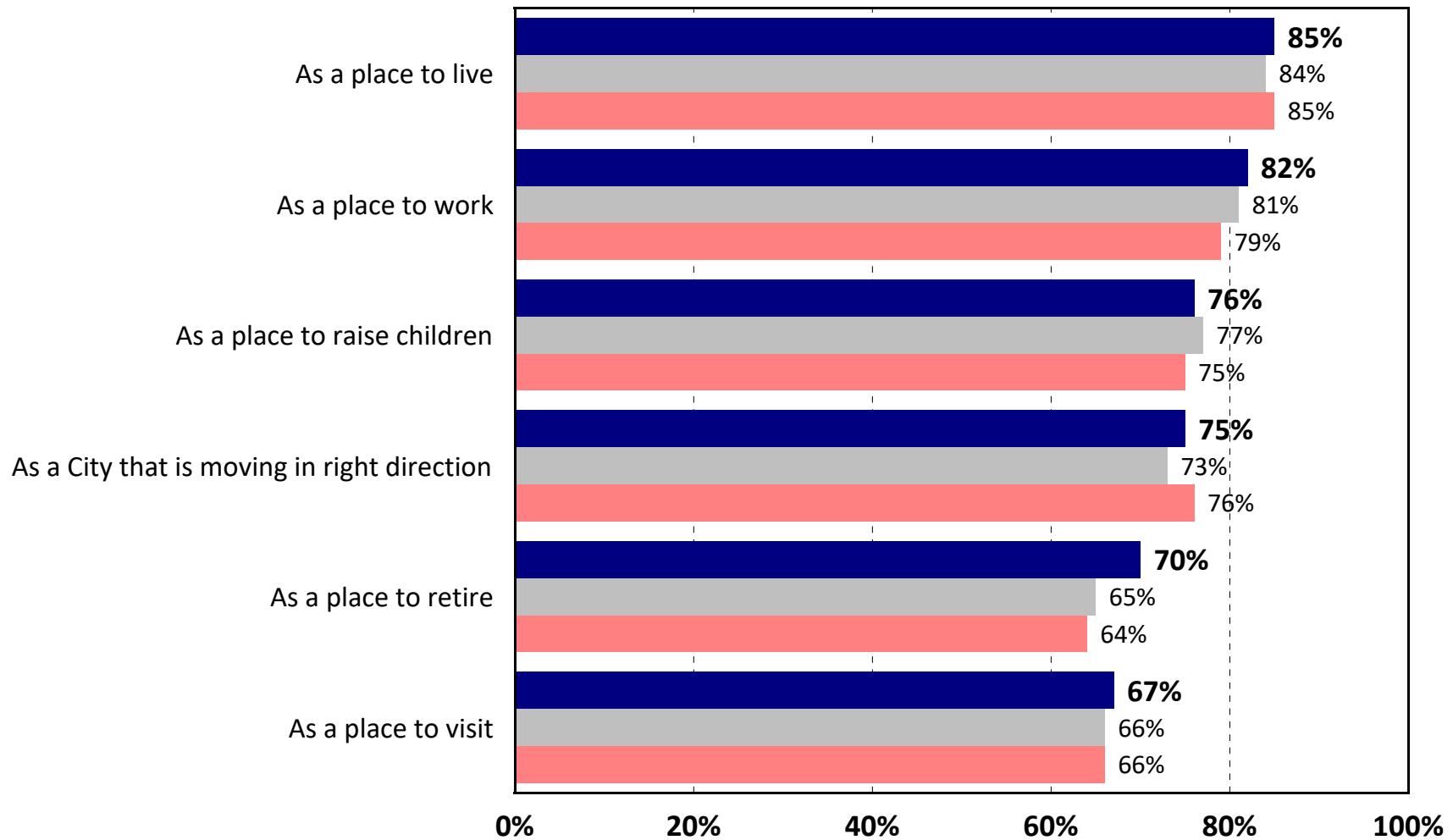




# Overall Ratings of Oklahoma City

## 2021 vs. 2020 vs. 2019

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



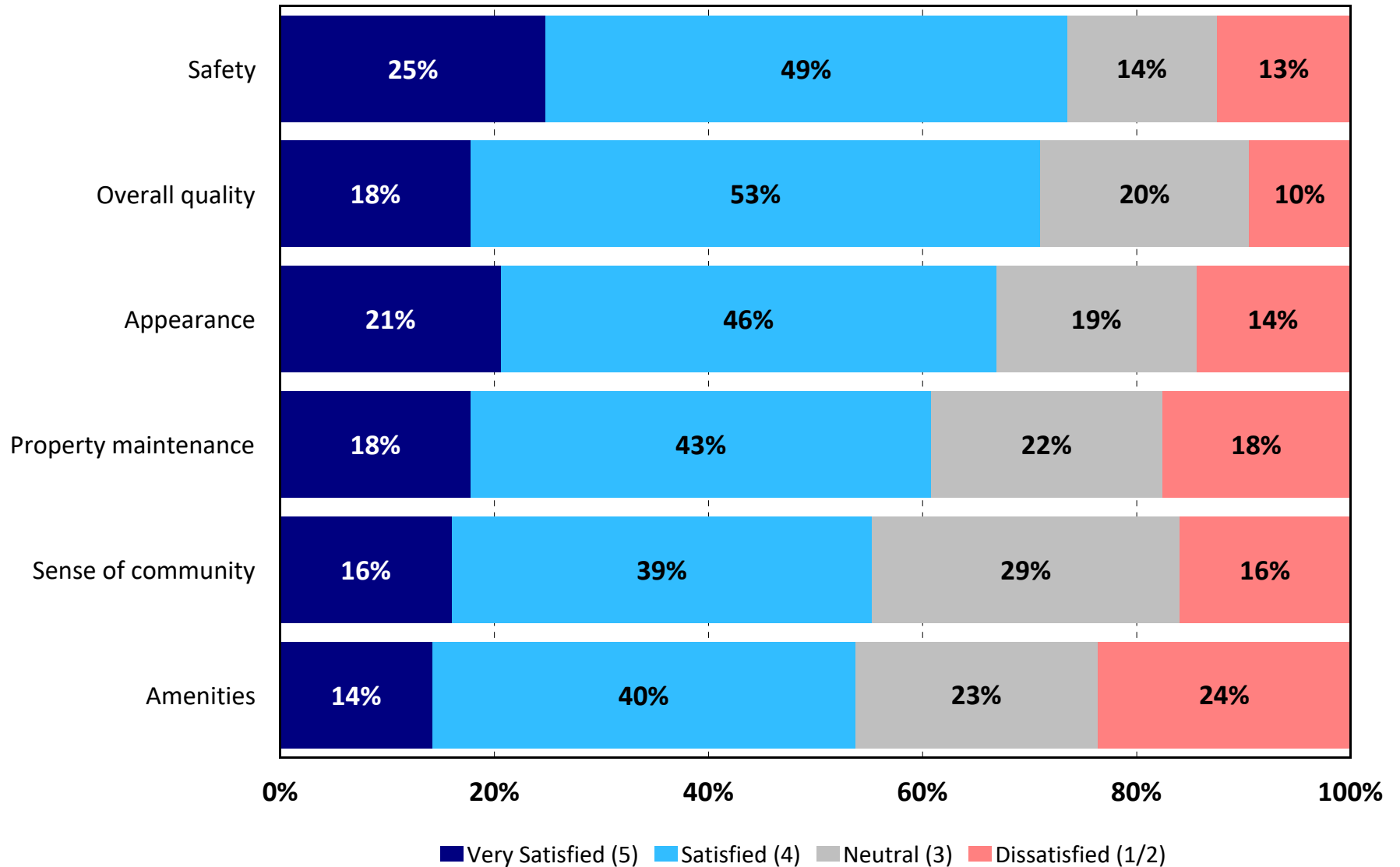
*\*Changes of +/- 3% or more are statistically significant*

■ 2021 ■ 2020 ■ 2019

**TRENDS**

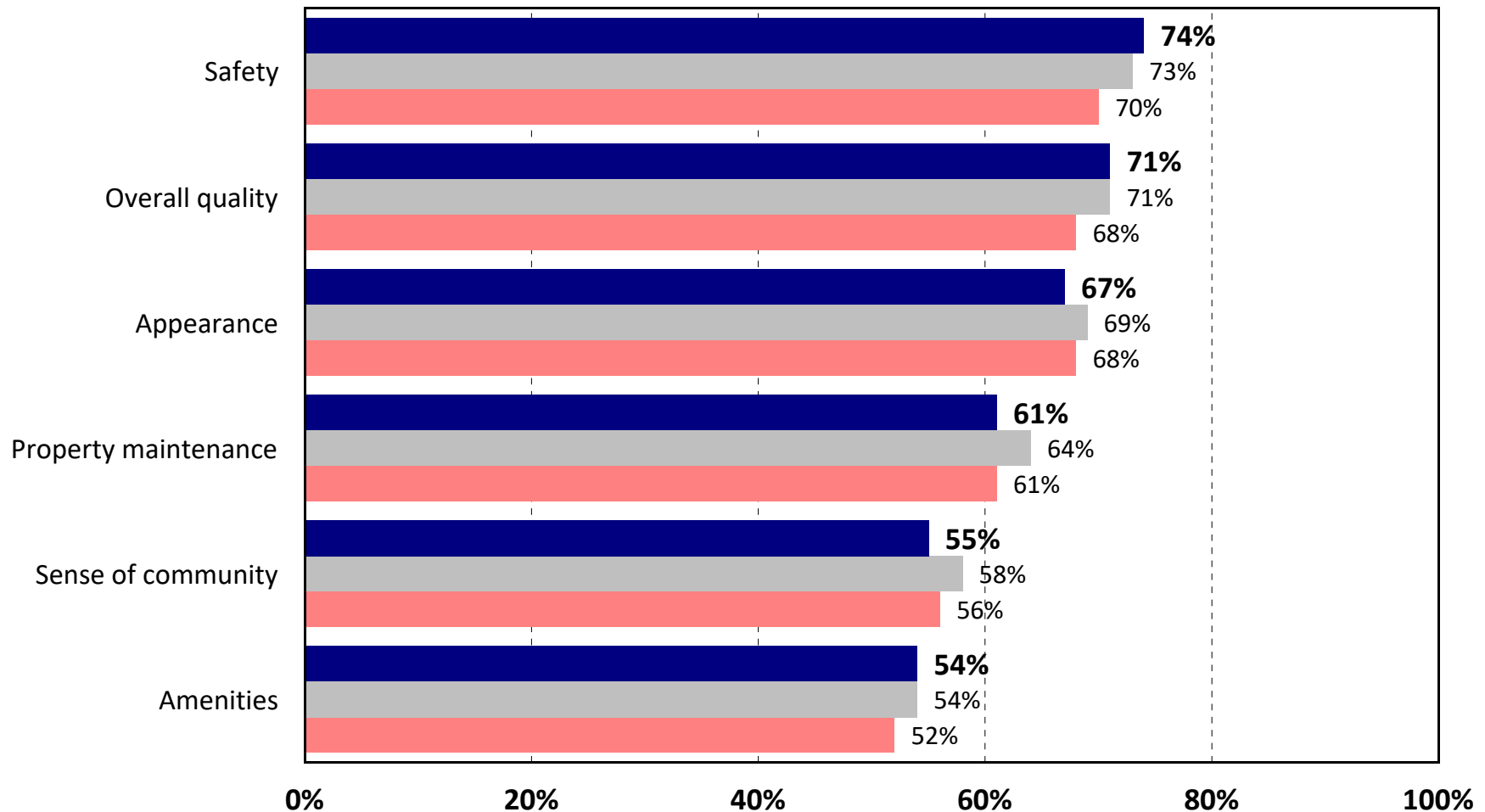
# Q28. Satisfaction with the Various Aspects of the Neighborhood

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



# Satisfaction with the Various Aspects of the Neighborhood 2021 vs. 2020 vs. 2019

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



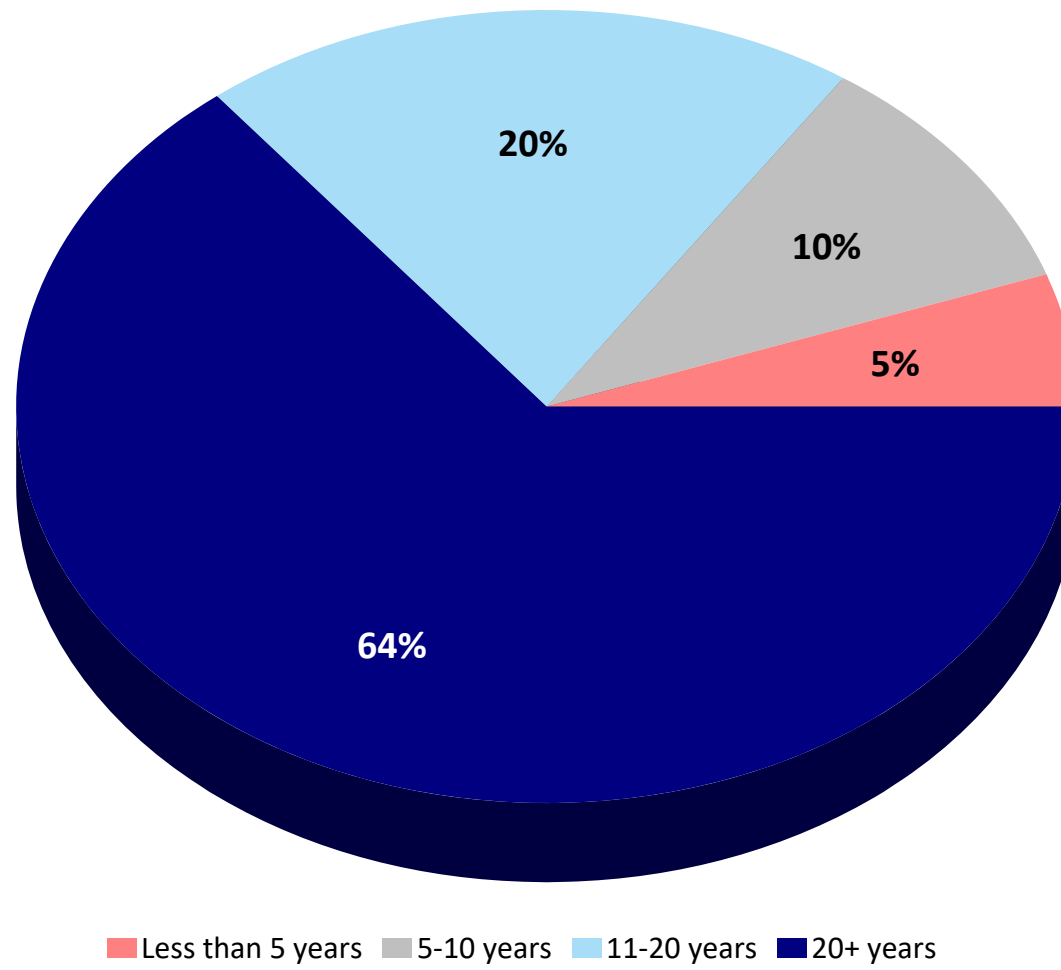
*\*Changes of +/- 3% or more are statistically significant*

■ 2021 ■ 2020 ■ 2019

**TRENDS**

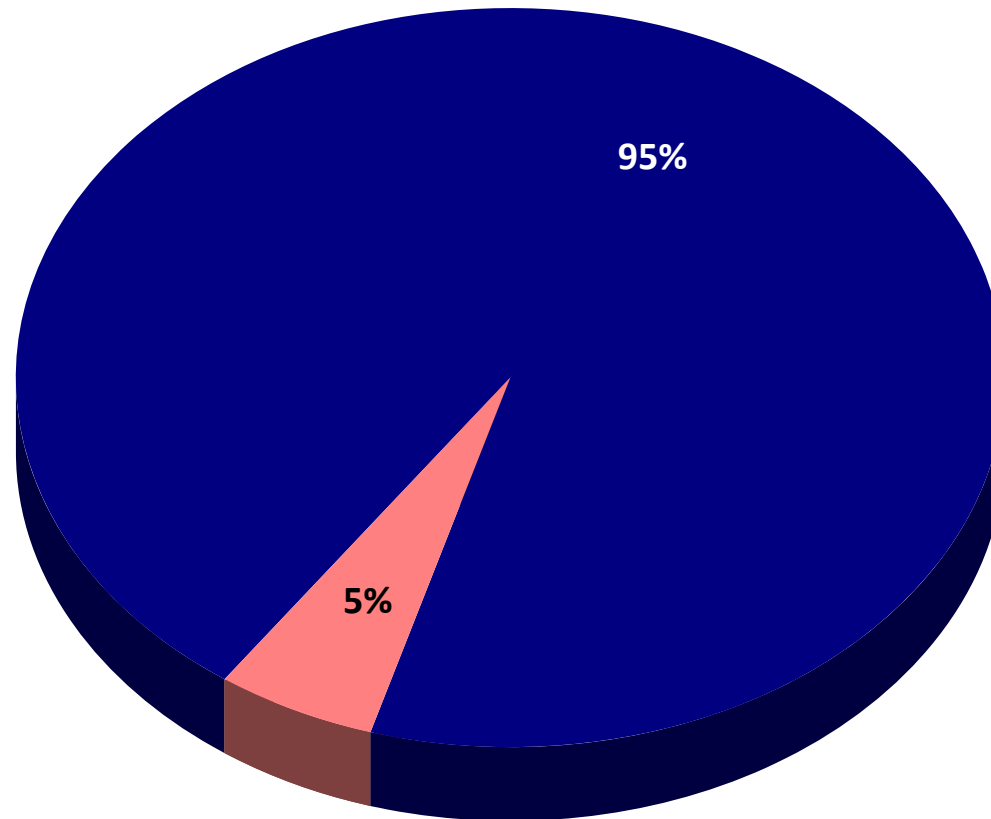
# Q29. Approximately how many years have you lived in Oklahoma City?

by percentage of respondents (excluding "not provided")



## Q30. Are you registered to vote?

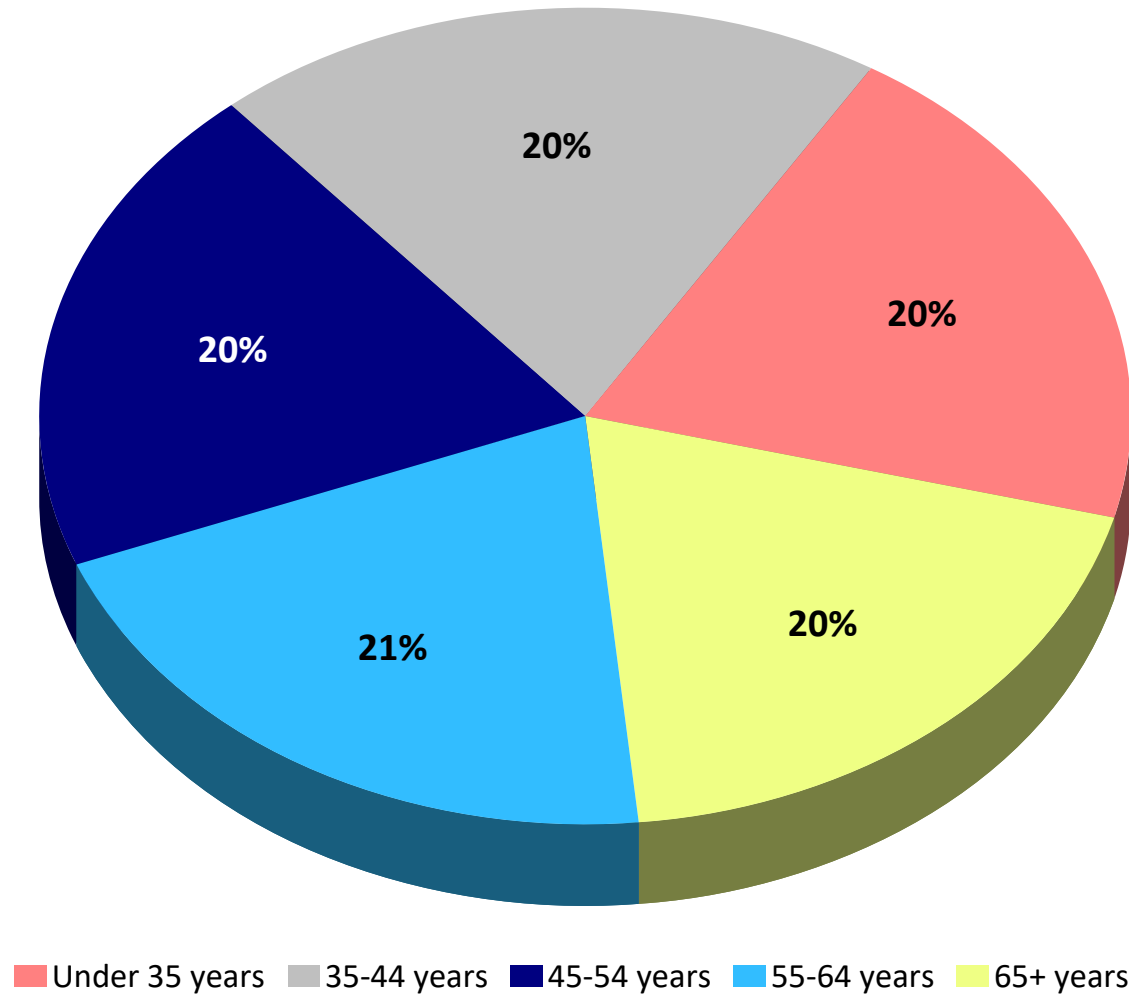
by percentage of respondents (excluding "not provided")



■ Yes ■ No

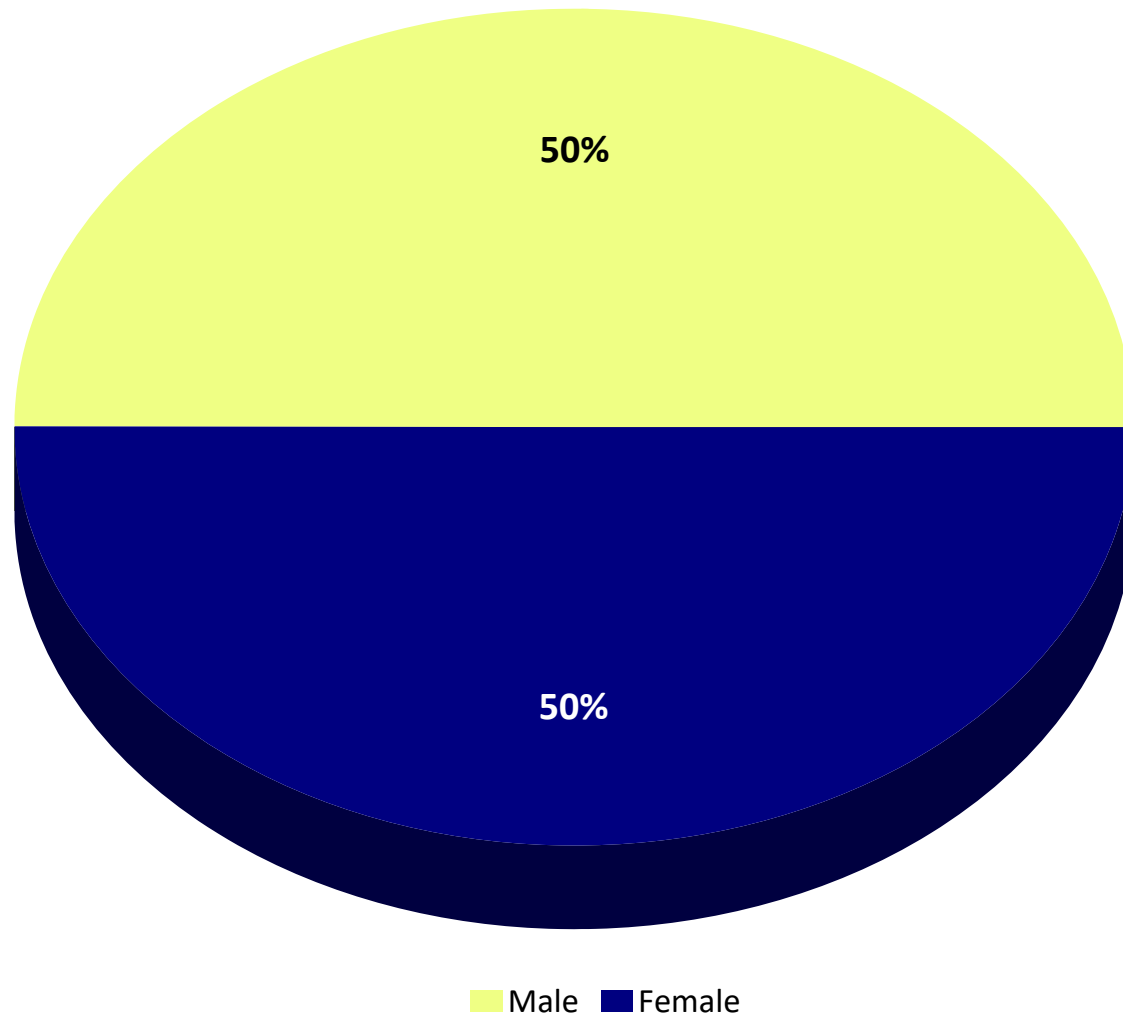
# Q31. Age of Respondents

by percentage of respondents (excluding “not provided”)



## Q32. Gender

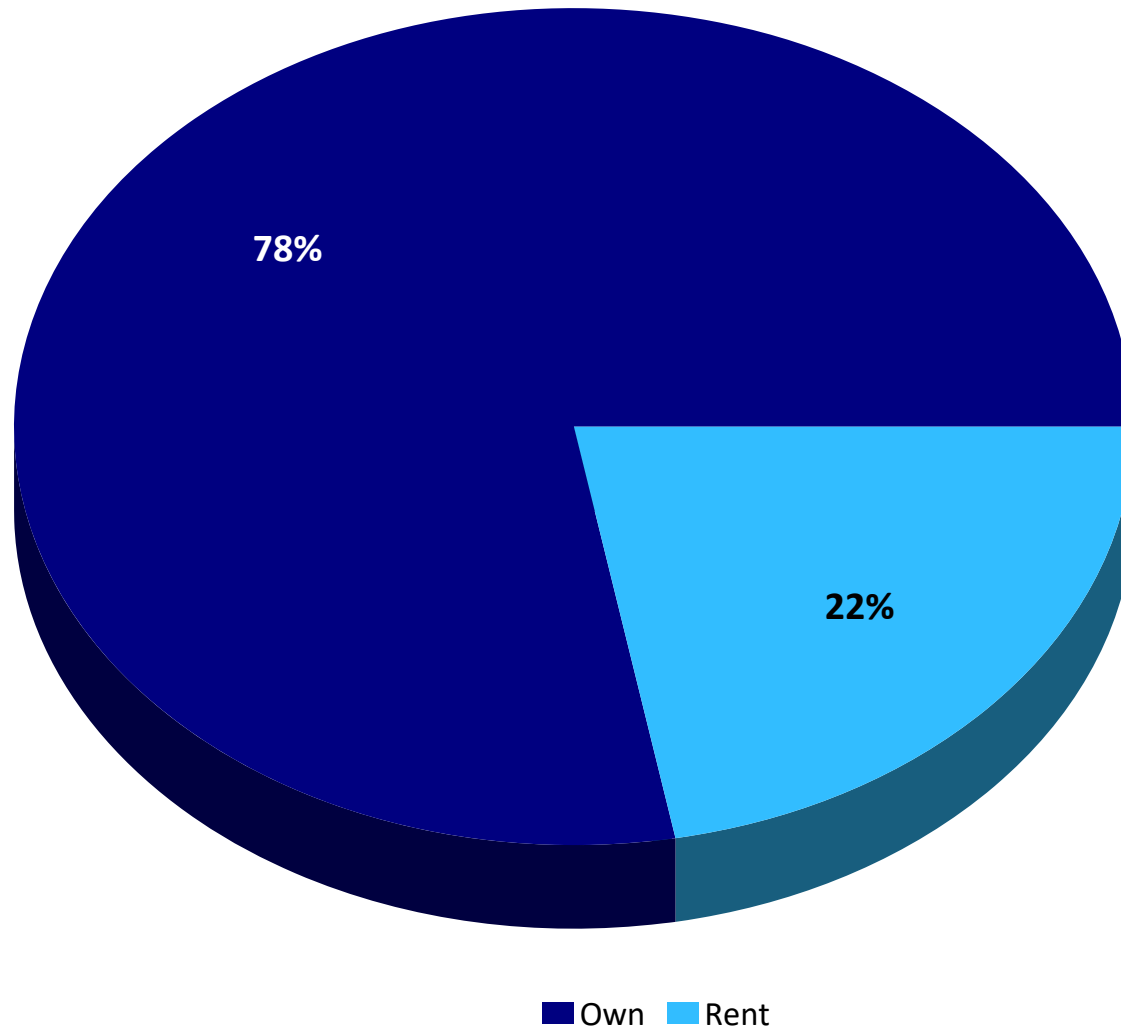
by percentage of respondents (excluding “not provided”)



***0.7% identified as non-binary or preferred to self-describe***

# Q33. Do you own or rent your current address?

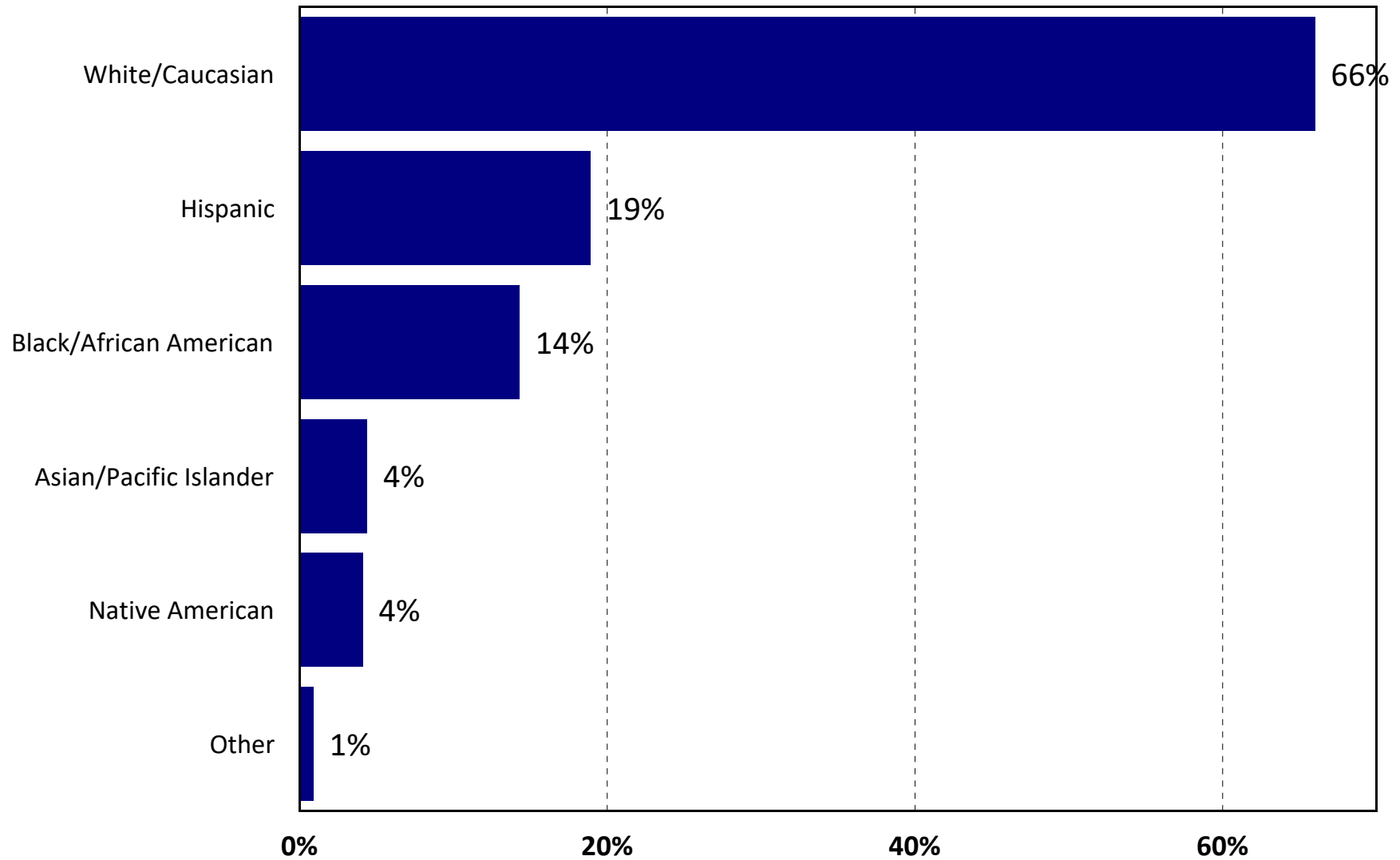
by percentage of respondents (excluding "not provided")





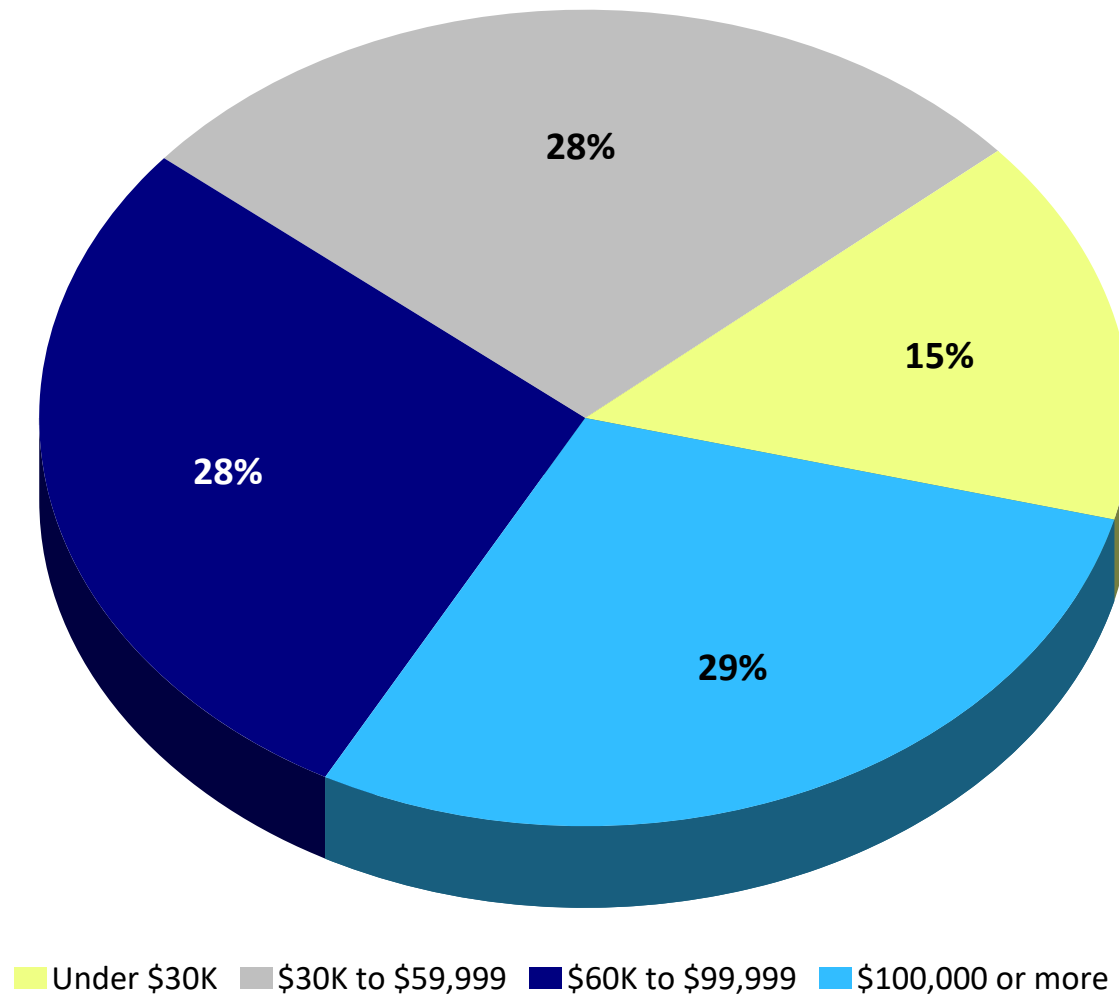
# Q34. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be made)



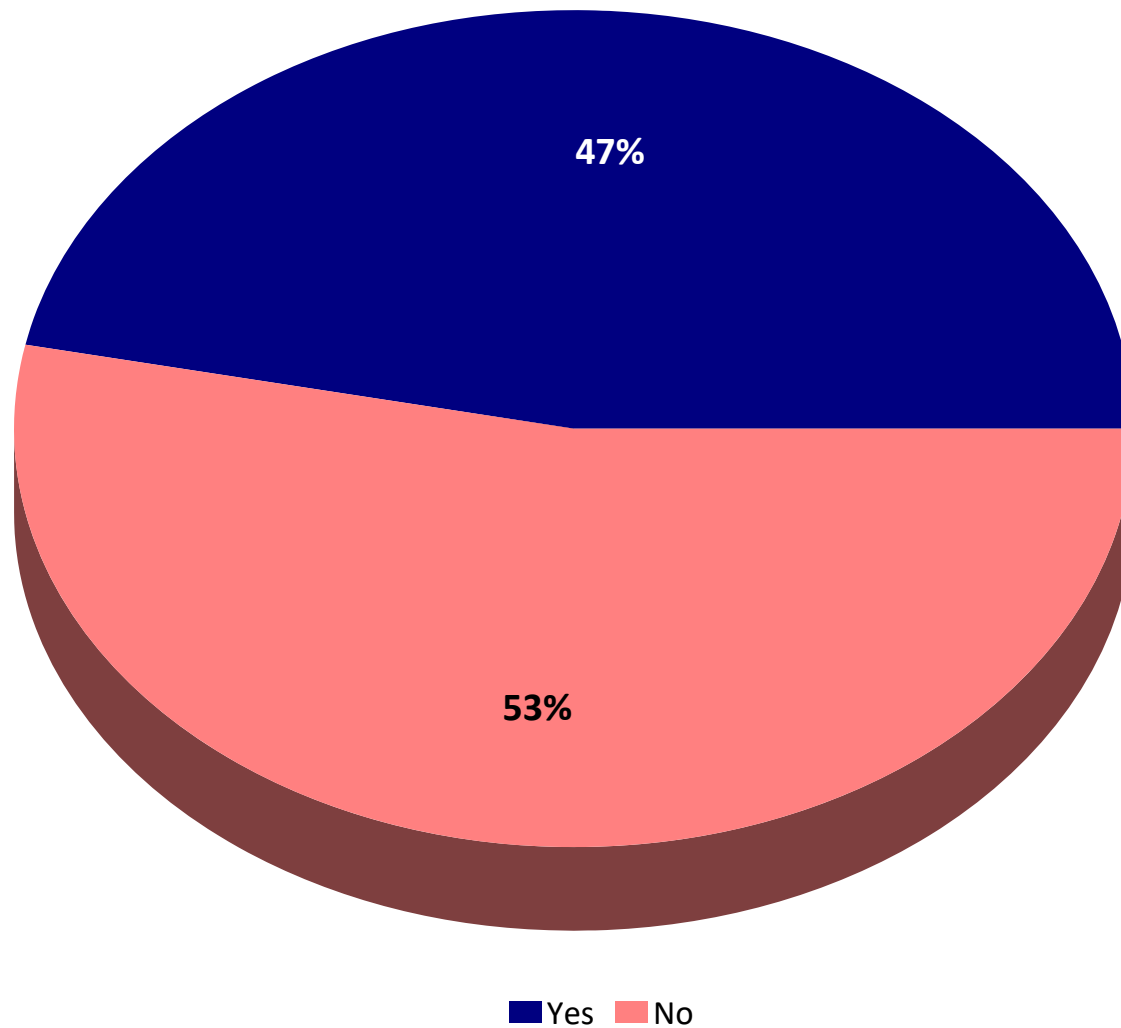
## Q35. Annual Household Income

by percentage of respondents (excluding “not provided”)



# Q36. Would you be willing to participate in future surveys or focus groups sponsored by the City?

by percentage of respondents (excluding "not provided")





# 2

# Benchmarking Analysis

# Benchmarking Analysis



## Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically-valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 500 communities in 49 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 the summer of 2020 to a random sample of more than 4,000 residents across the United States and (2) from individual surveys that were administered in 15 large communities (population of 250,000 or more) between July 2019 and July 2021. The “Large U.S. City Average” shown in the performance range charts is the average rating of the 15 communities listed below:

- Austin, Texas
- Bucks County, Pennsylvania
- Dallas, Texas
- Durham, North Carolina
- Durham County, North Carolina
- El Paso, Texas
- Fort Worth, Texas
- Johnson County, Kansas
- Kansas City, Missouri
- Mecklenburg County, North Carolina
- Miami, Florida
- Nashville, Tennessee
- Plano, Texas
- Raleigh, North Carolina
- Winston-Salem, North Carolina

## Interpreting the Charts

**National Benchmarks.** The first set of charts on the following pages show how the overall ratings for Oklahoma City compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents. The blue bar shows the ratings for Oklahoma City, the yellow bar for the United States, and the orange bar for communities with a population of 250,000 or more.

**Head-to-Head Comparisons.** The second set of charts show head-to-head comparisons to other large cities in the United States.

# Benchmarking Analysis



**Performance Range Charts.** The third set of charts comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents in large communities that have participated in the DirectionFinder® Survey since July 2019. The lowest and highest satisfaction ratings are listed to the left and right of each bar. The yellow dot on each bar shows how the results for Oklahoma City compare to the large community national average, which is shown as a vertical dash in the middle of each horizontal bar. If the yellow dot is located to the right of the vertical dash, the City of Oklahoma City rated above the large community national average. If the yellow dot is located to the left of the vertical dash, the City of Oklahoma City rated below the large community national average.

# 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

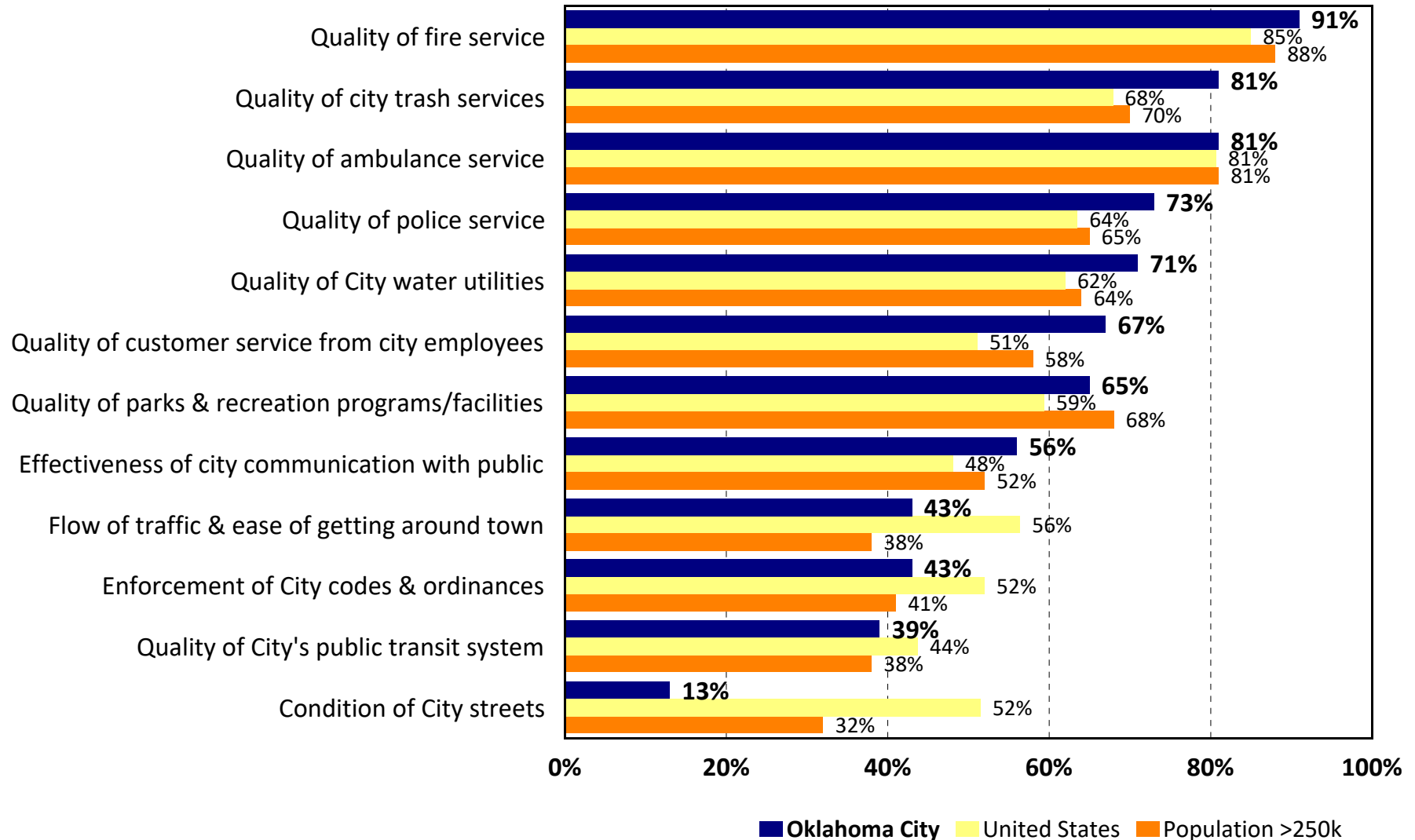
- Austin, TX
- Bucks County, PA
- Dallas, TX
- Durham, NC
- Durham County, NC
- El Paso, TX
- Fort Worth, TX
- Johnson County, KS
- Kansas City, MO
- Mecklenburg County, NC
- Miami, FL
- Nashville, TN
- Plano, TX
- Raleigh, NC
- Winston-Salem, NC



# Overall Satisfaction with Major Categories of City Services

## Oklahoma City vs. United States vs. Large U.S. Cities

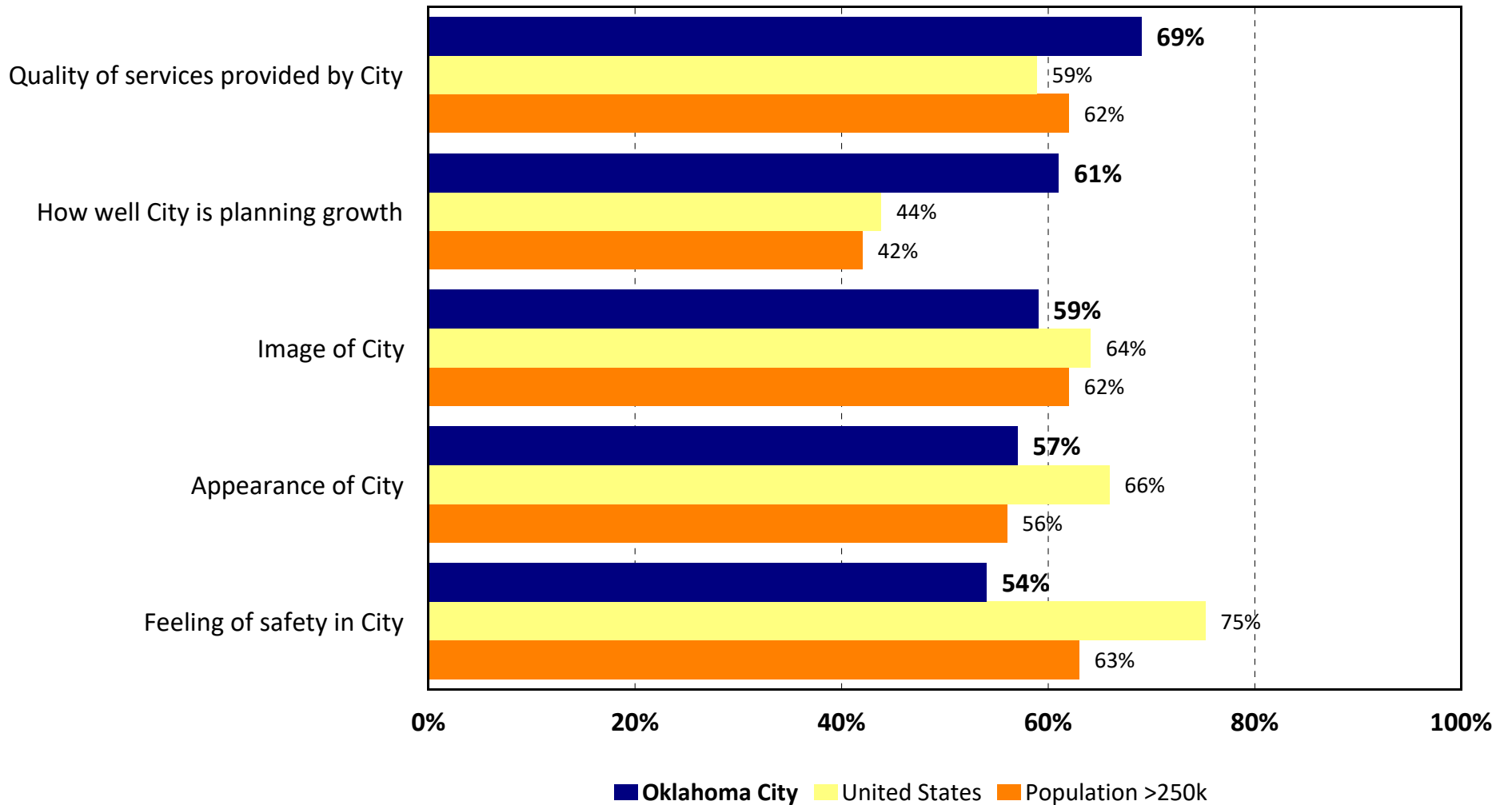
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



# Satisfaction with Issues that Influence Perceptions of the City

## Oklahoma City vs. United States vs. Large U.S. Cities

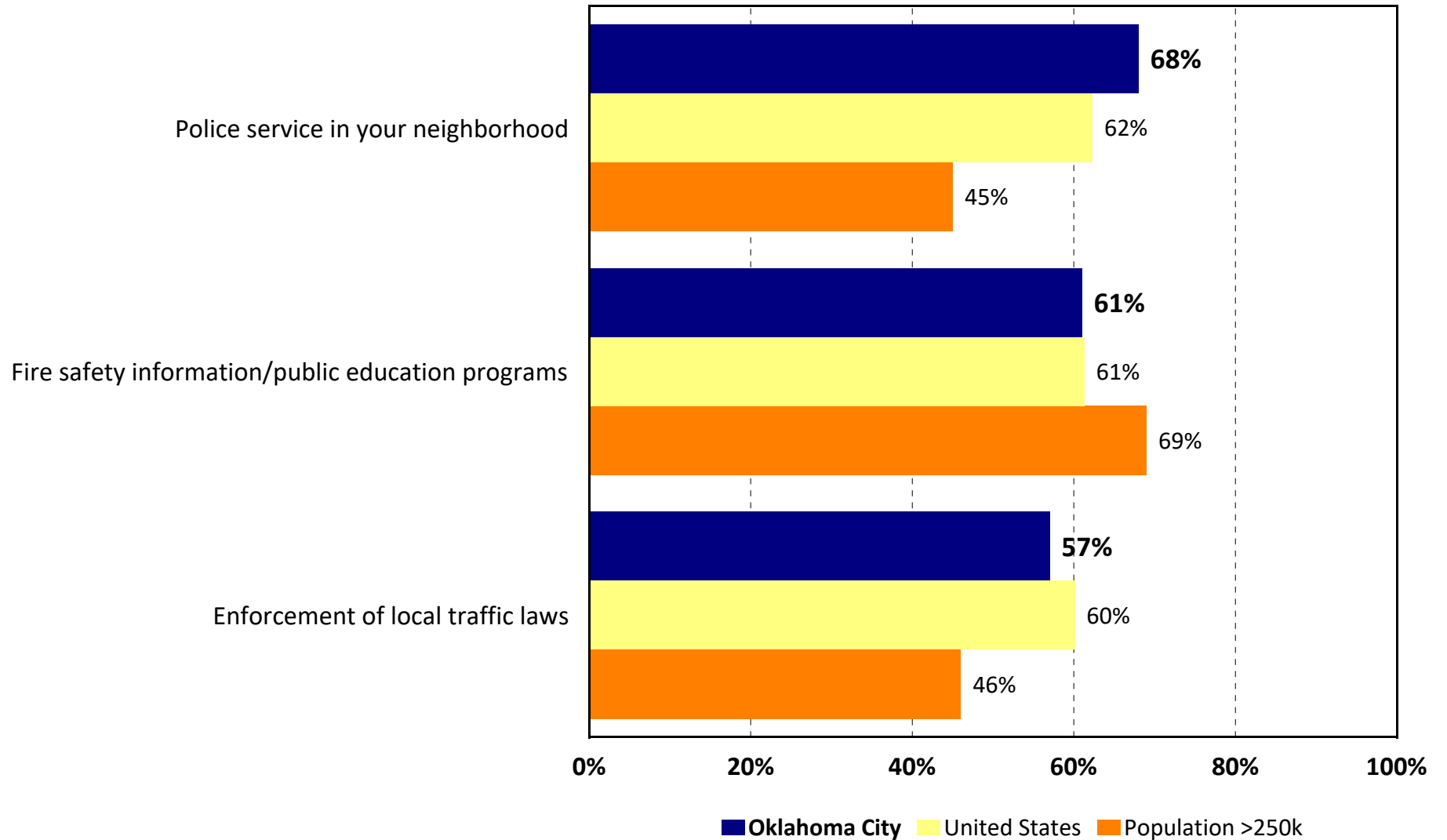
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



# Overall Satisfaction with Public Safety Services

## Oklahoma City vs. United States vs. Large U.S. Cities

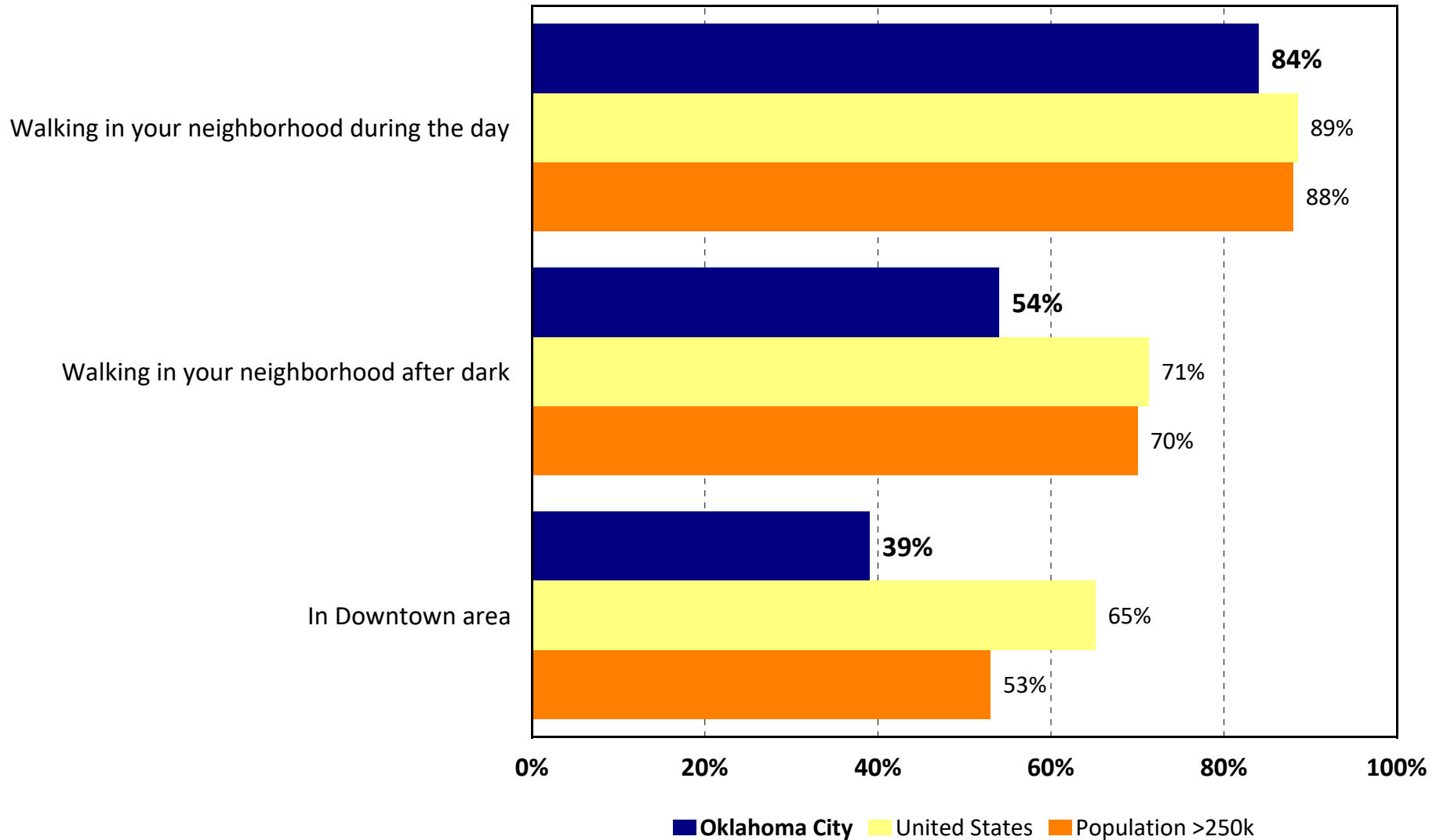
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



# Overall Satisfaction with Perceptions of Safety and Security

## Oklahoma City vs. United States vs. Large U.S. Cities

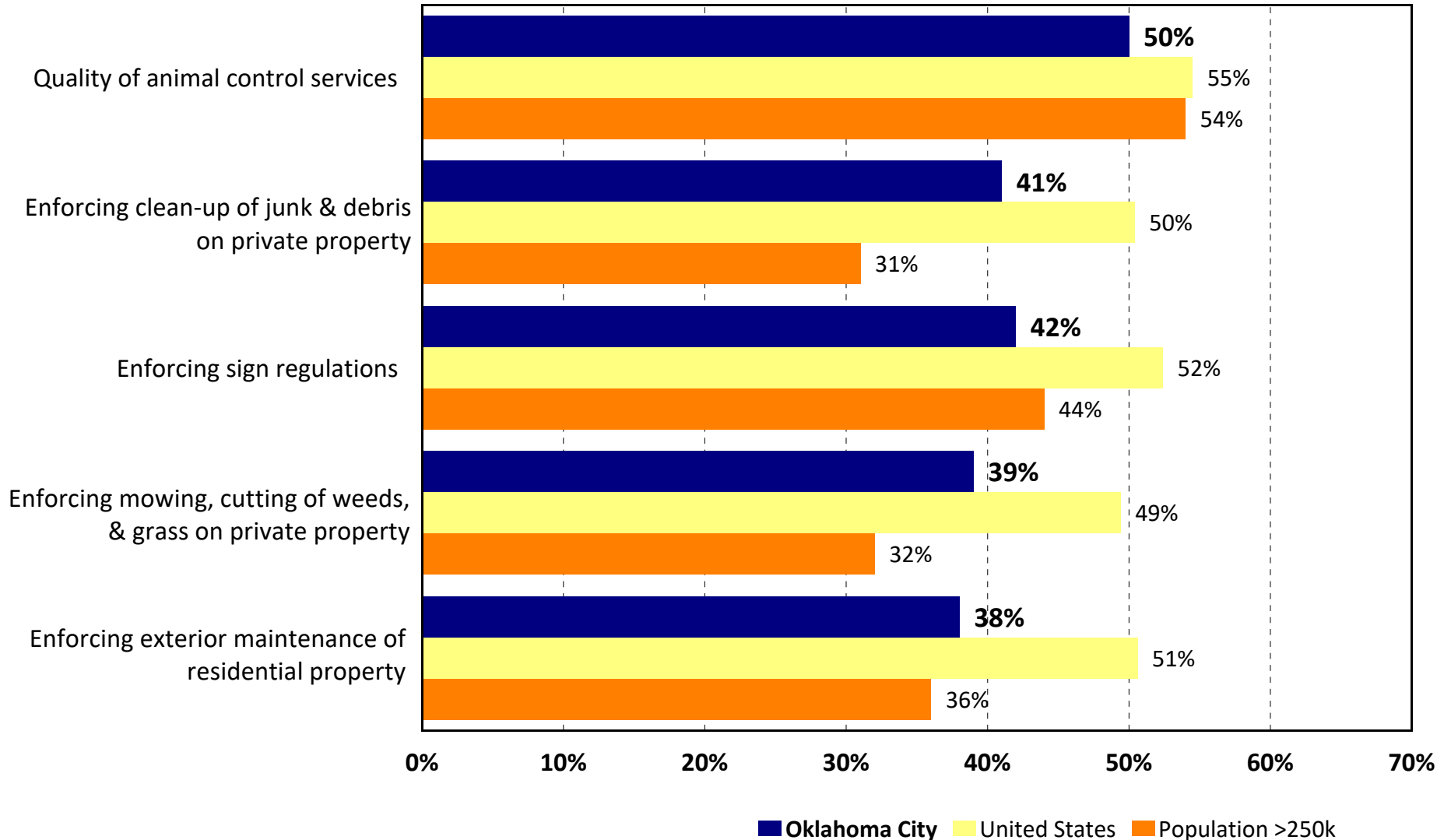
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



# Overall Satisfaction with Code Enforcement

## Oklahoma City vs. United States vs. Large U.S. Cities

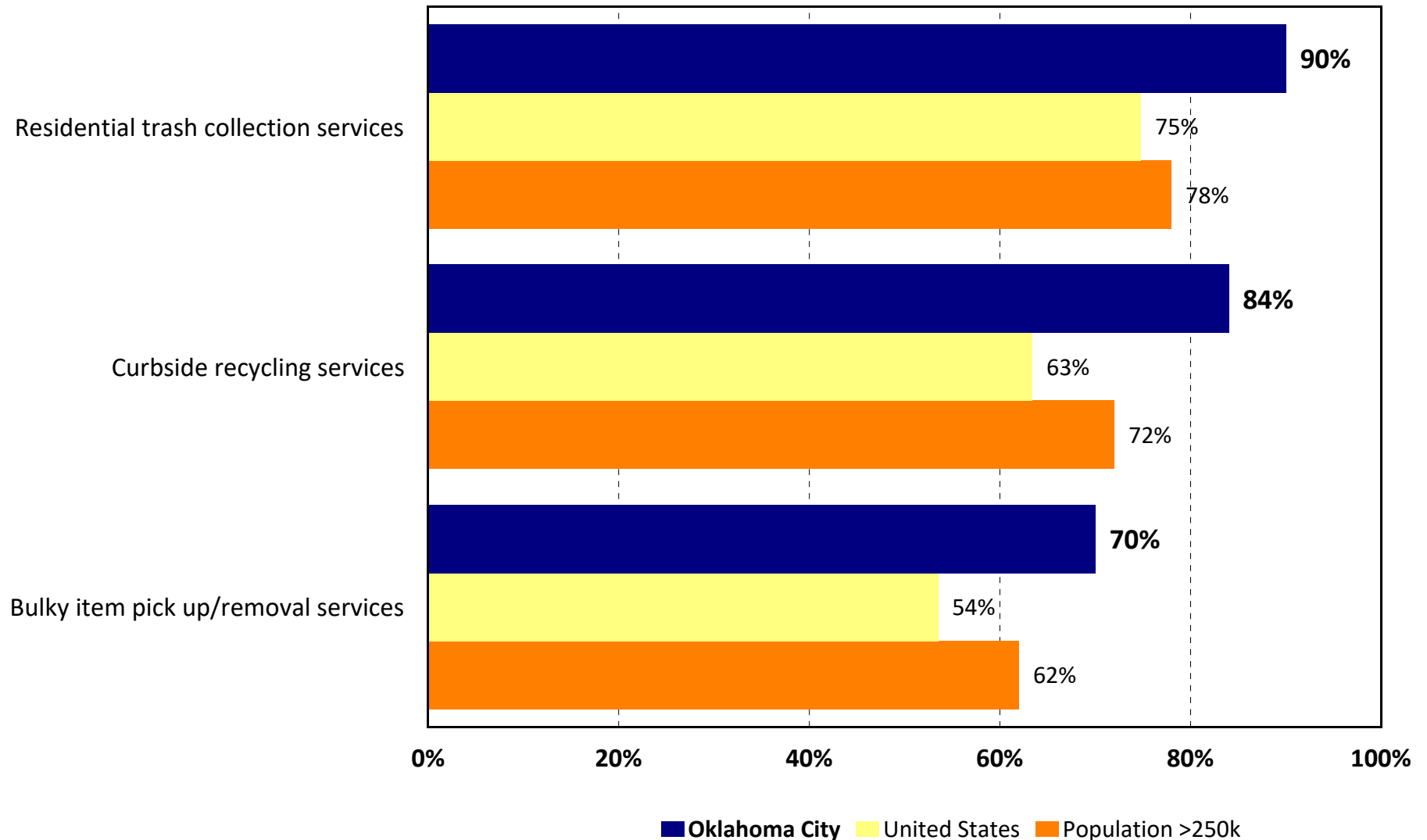
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



# Overall Satisfaction with City Utility Services

## Oklahoma City vs. United States vs. Large U.S. Cities

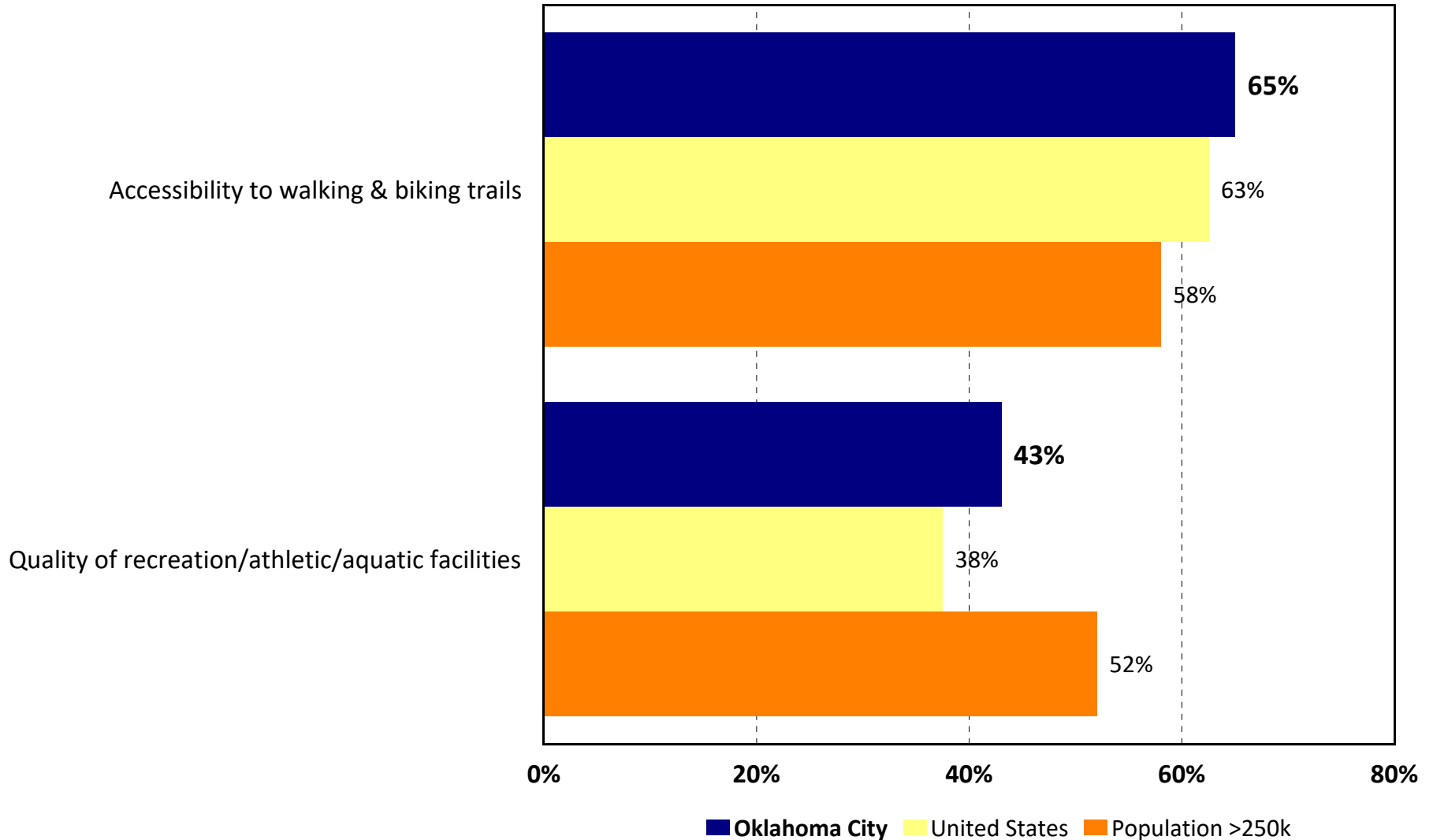
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



# Overall Satisfaction with Parks and Recreation

## Oklahoma City vs. United States vs. Large U.S. Cities

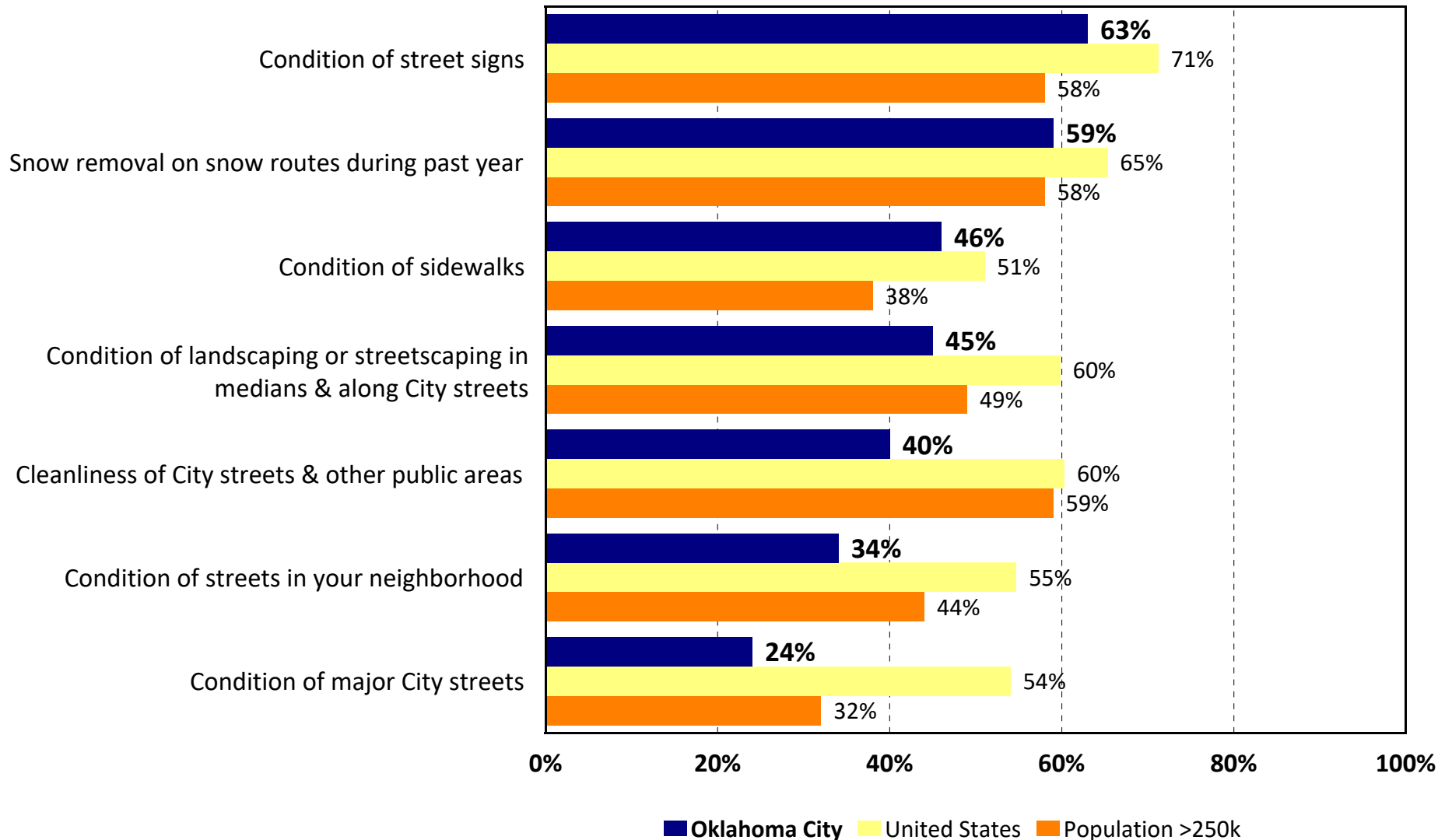
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



# Overall Satisfaction with City Maintenance

## Oklahoma City vs. United States vs. Large U.S. Cities

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")

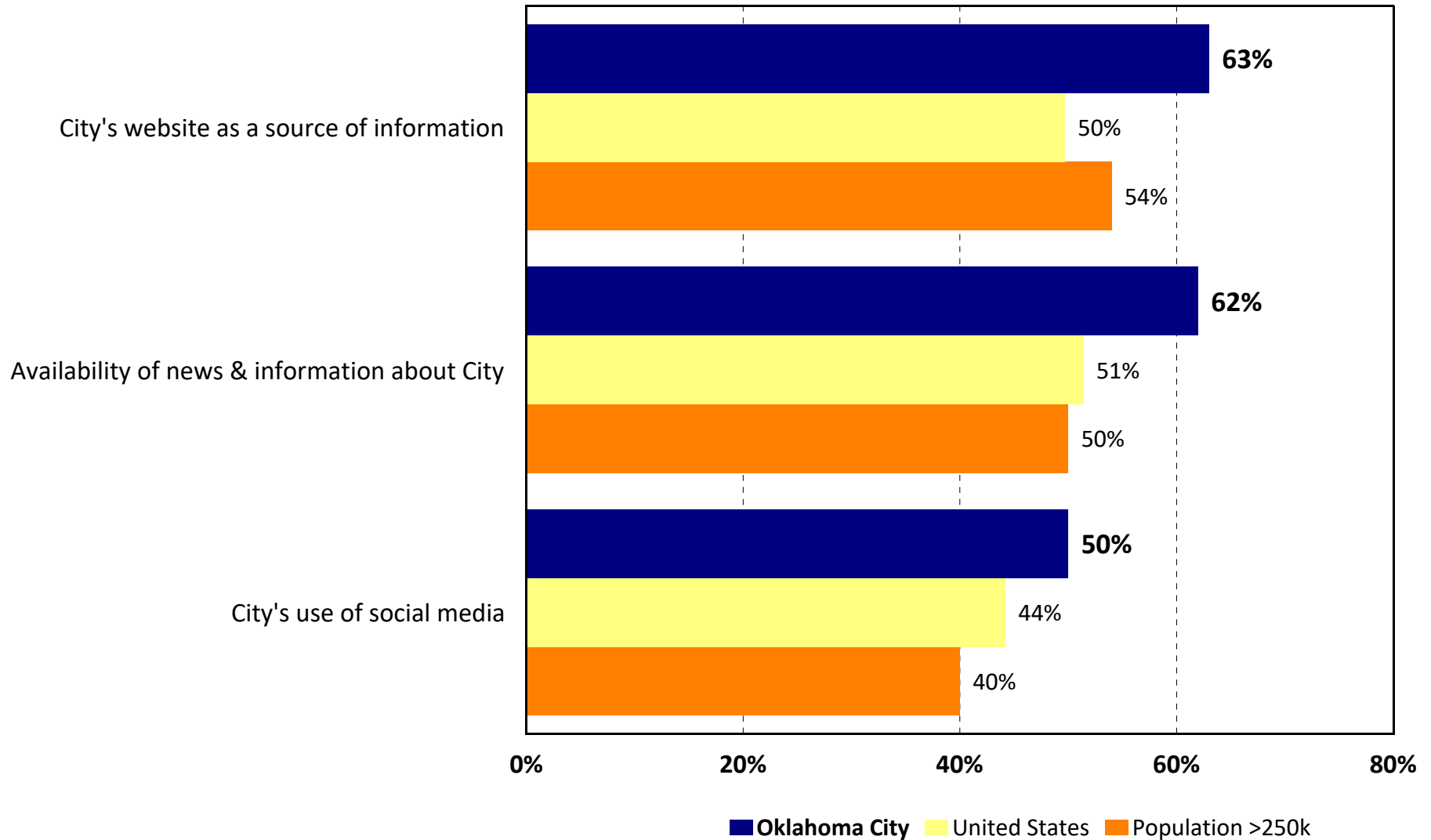




# Overall Satisfaction with Communication

## Oklahoma City vs. United States vs. Large U.S. Cities

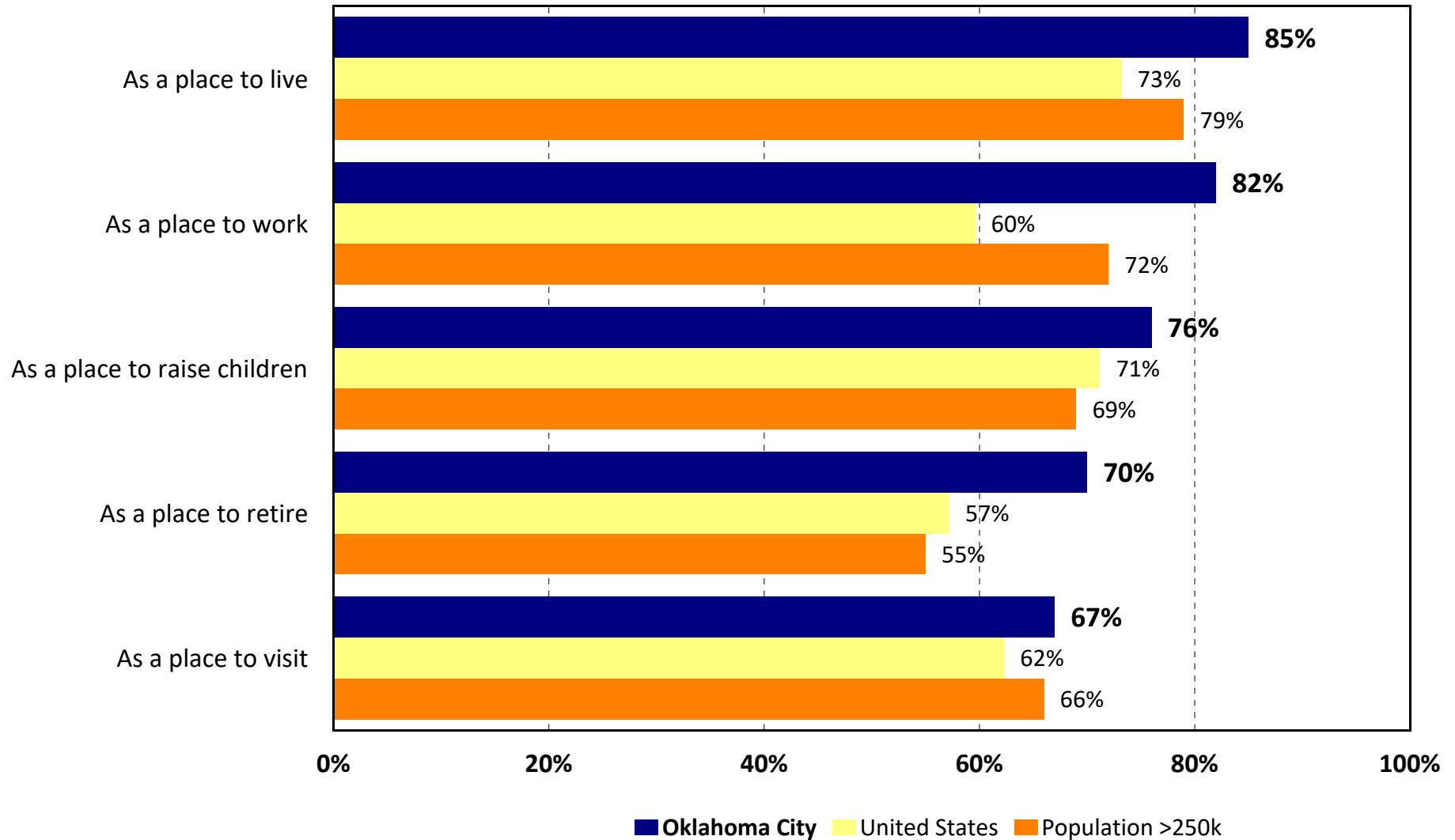
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



# Overall Ratings of the City

## Oklahoma City vs. United States vs. Large U.S. Cities

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")

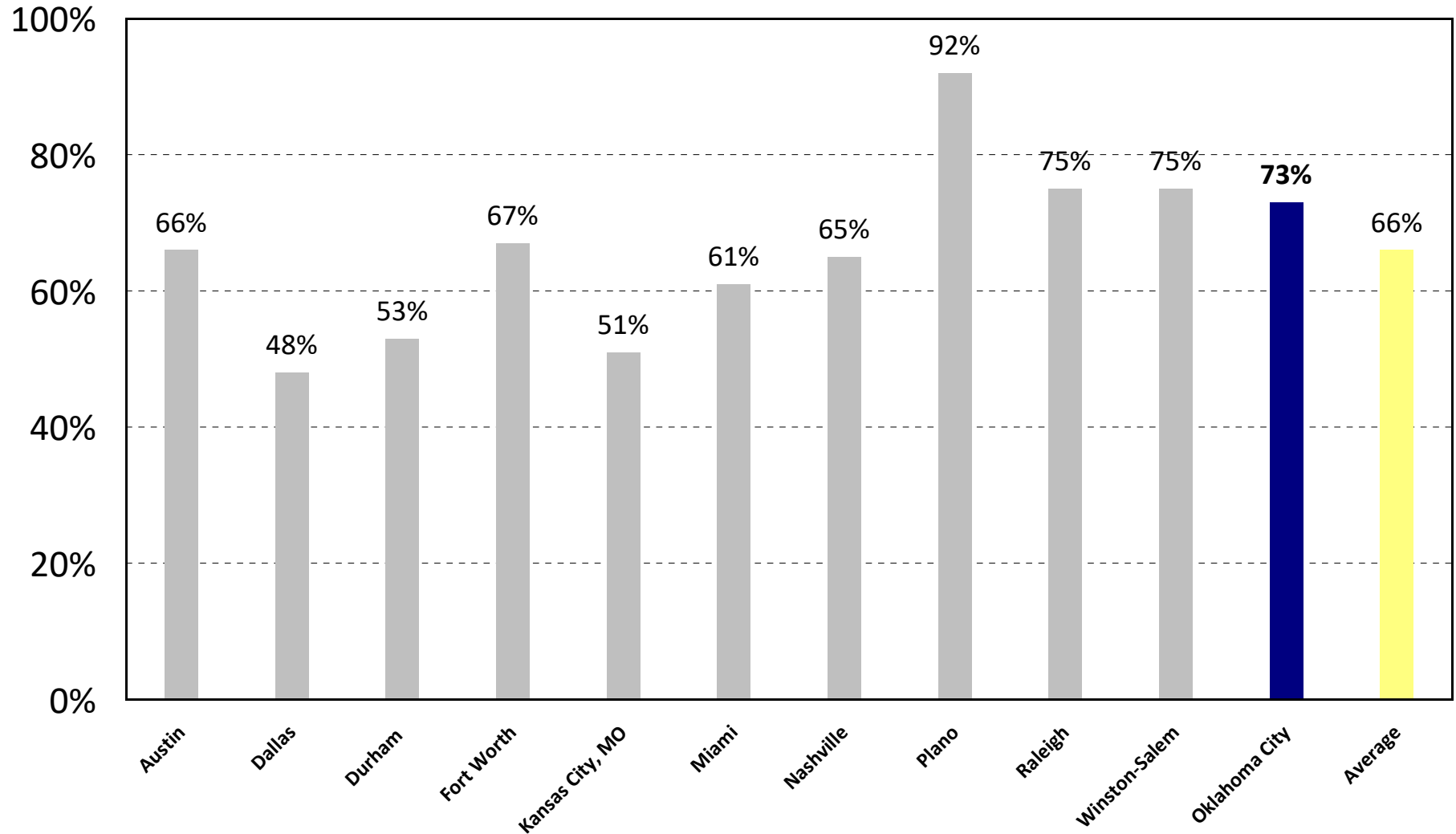


# Selected Head-to-Head Comparisons

# Overall Satisfaction With Police Services - 2021

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

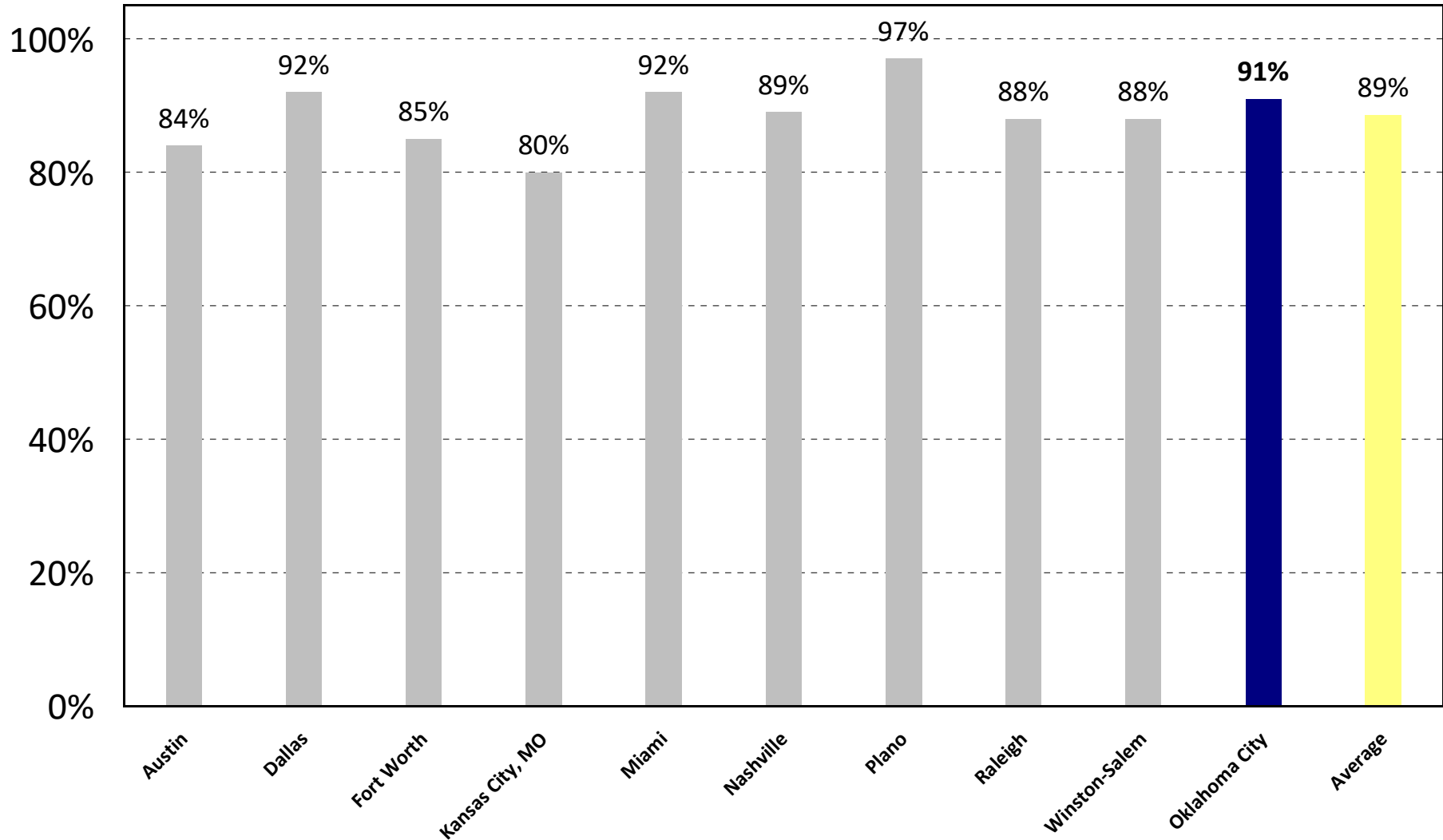
## Large City Regional Benchmarks



# Overall Satisfaction With Fire Protection & Rescue Services - 2021

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

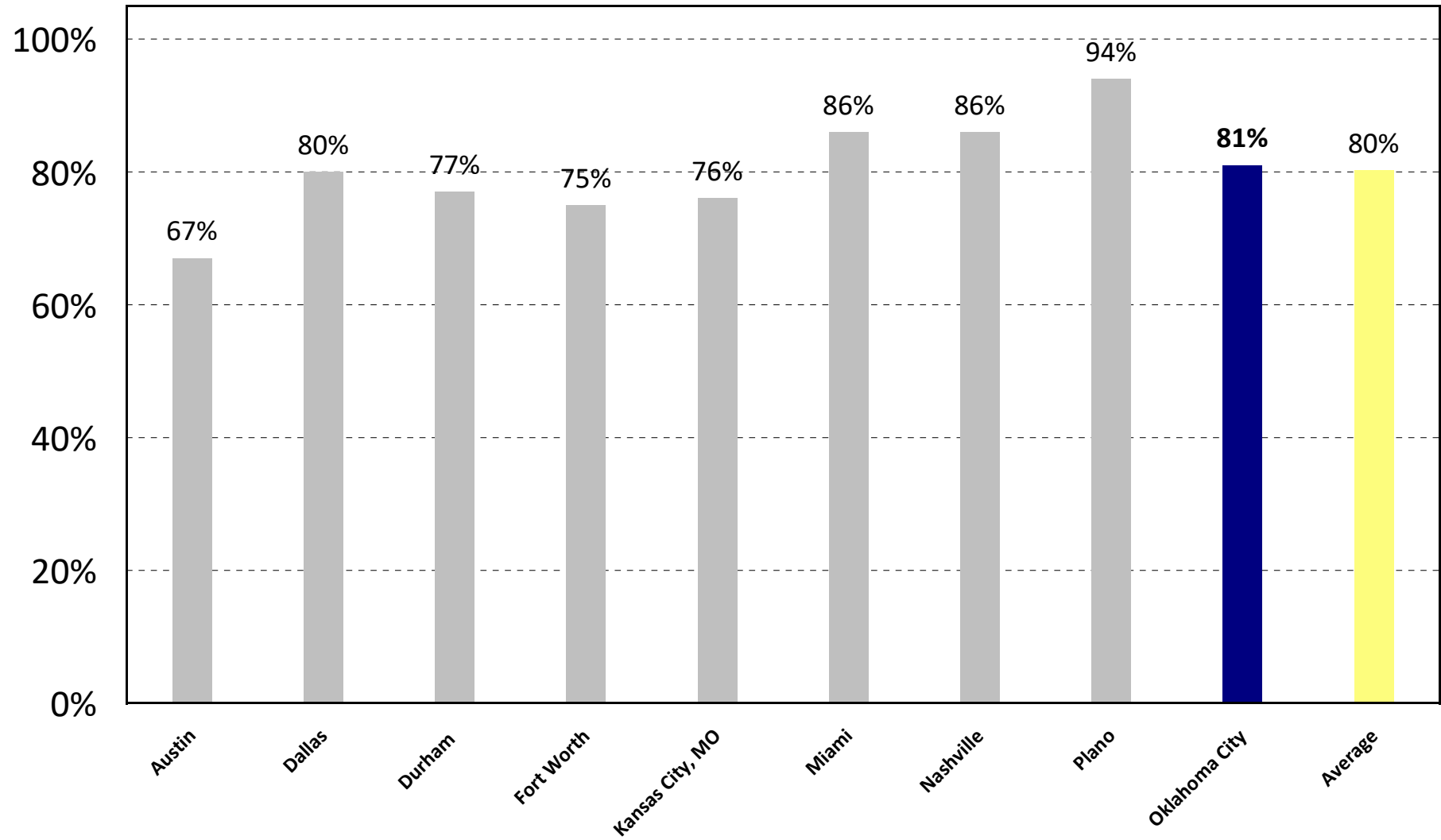
## Large City Regional Benchmarks



# Overall Satisfaction With Ambulance Services - 2021

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

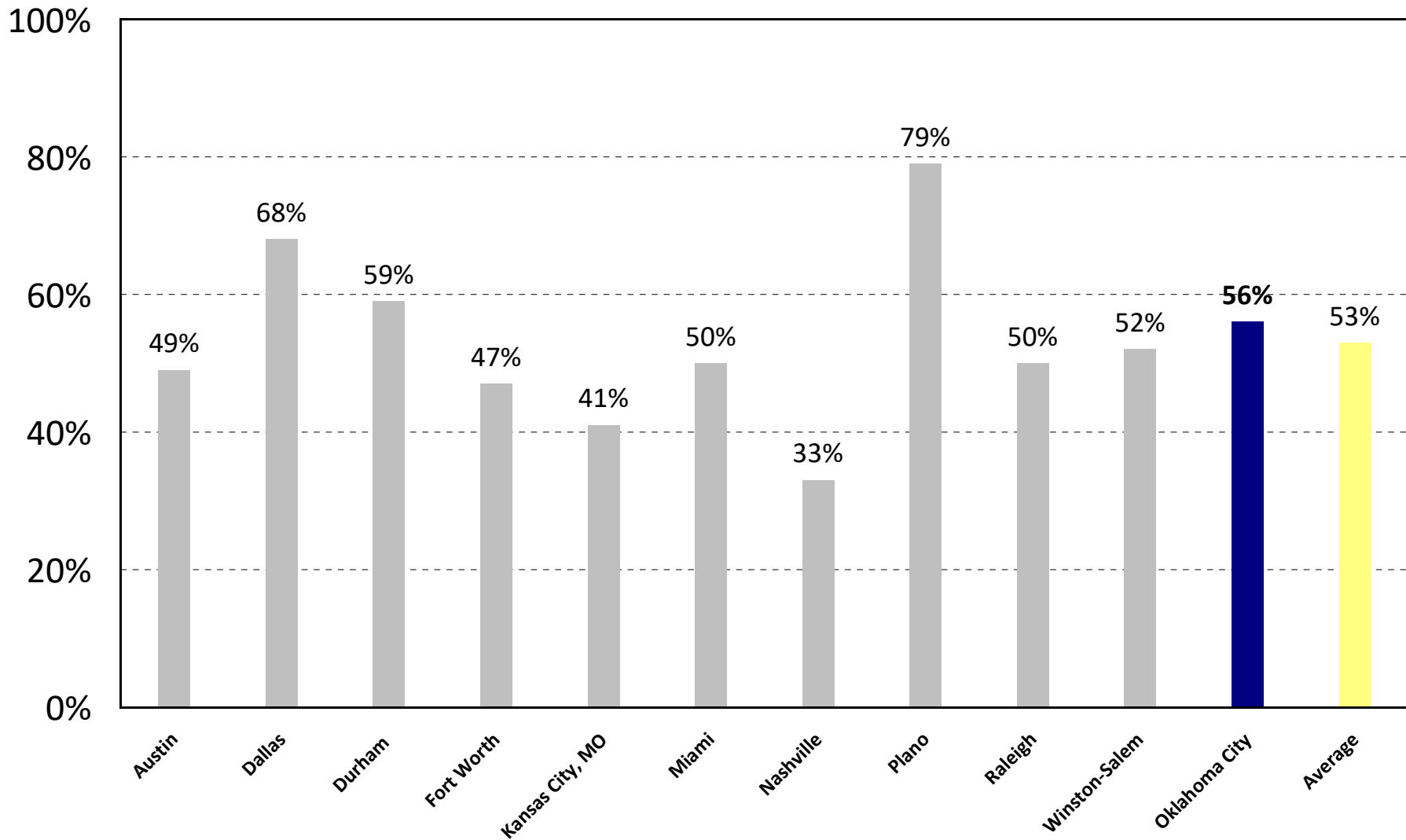
## Large City Regional Benchmarks



# Overall Satisfaction With City Communications - 2021

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

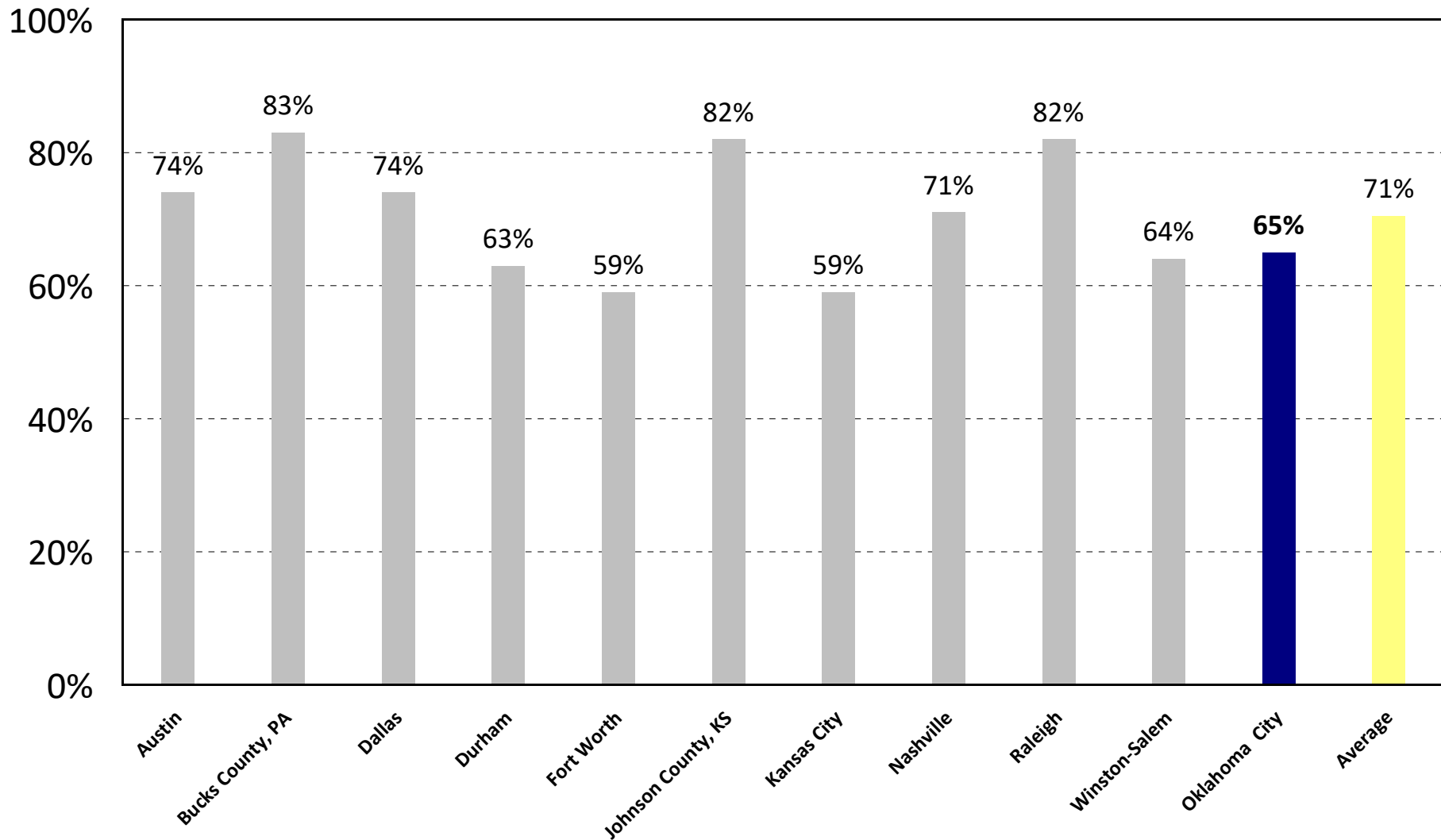
## Large City Regional Benchmarks



# Overall Satisfaction With Parks and Recreation - 2021

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

## Large City Regional Benchmarks

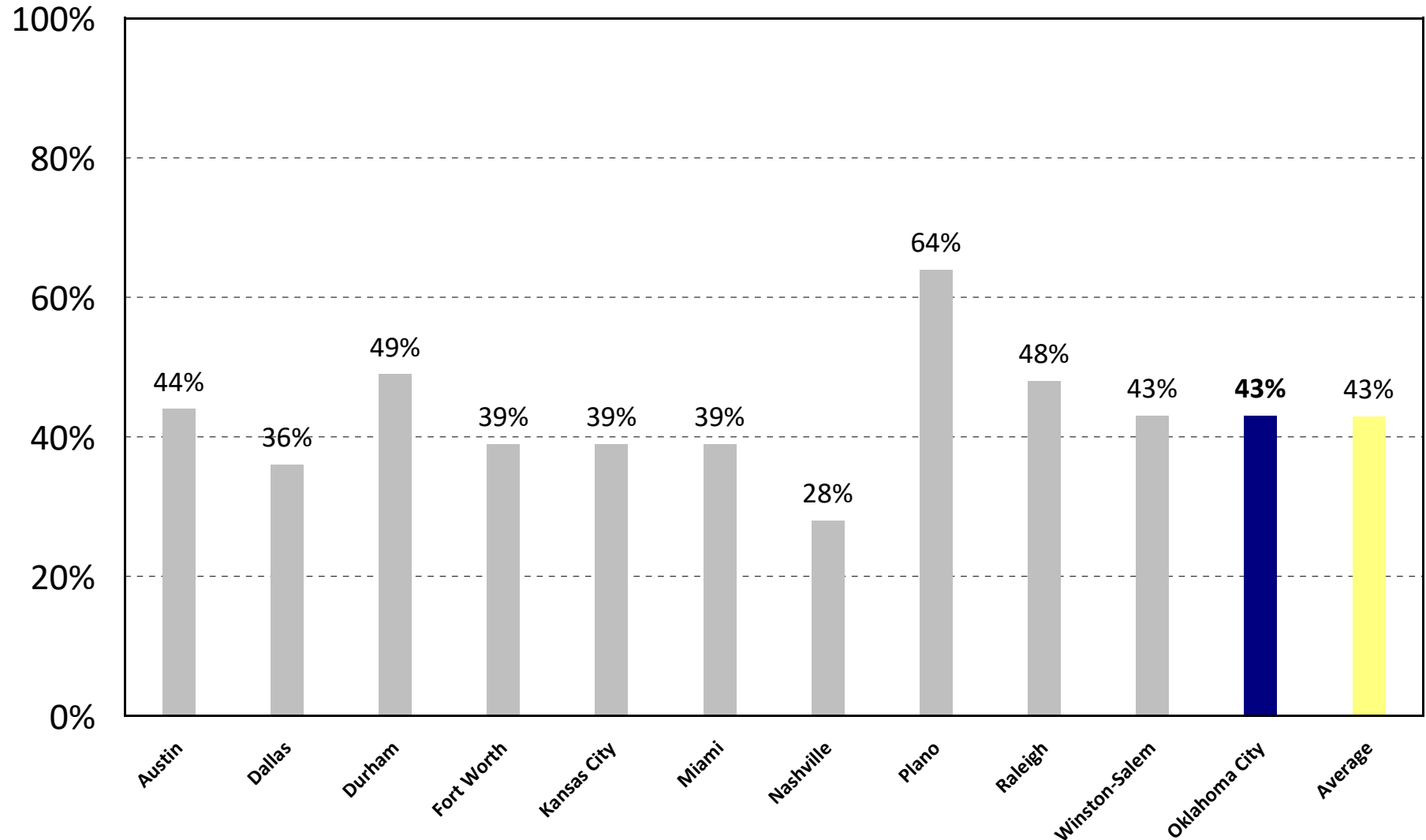




# Overall Satisfaction With Code Enforcement - 2021

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

## Large City Regional Benchmarks



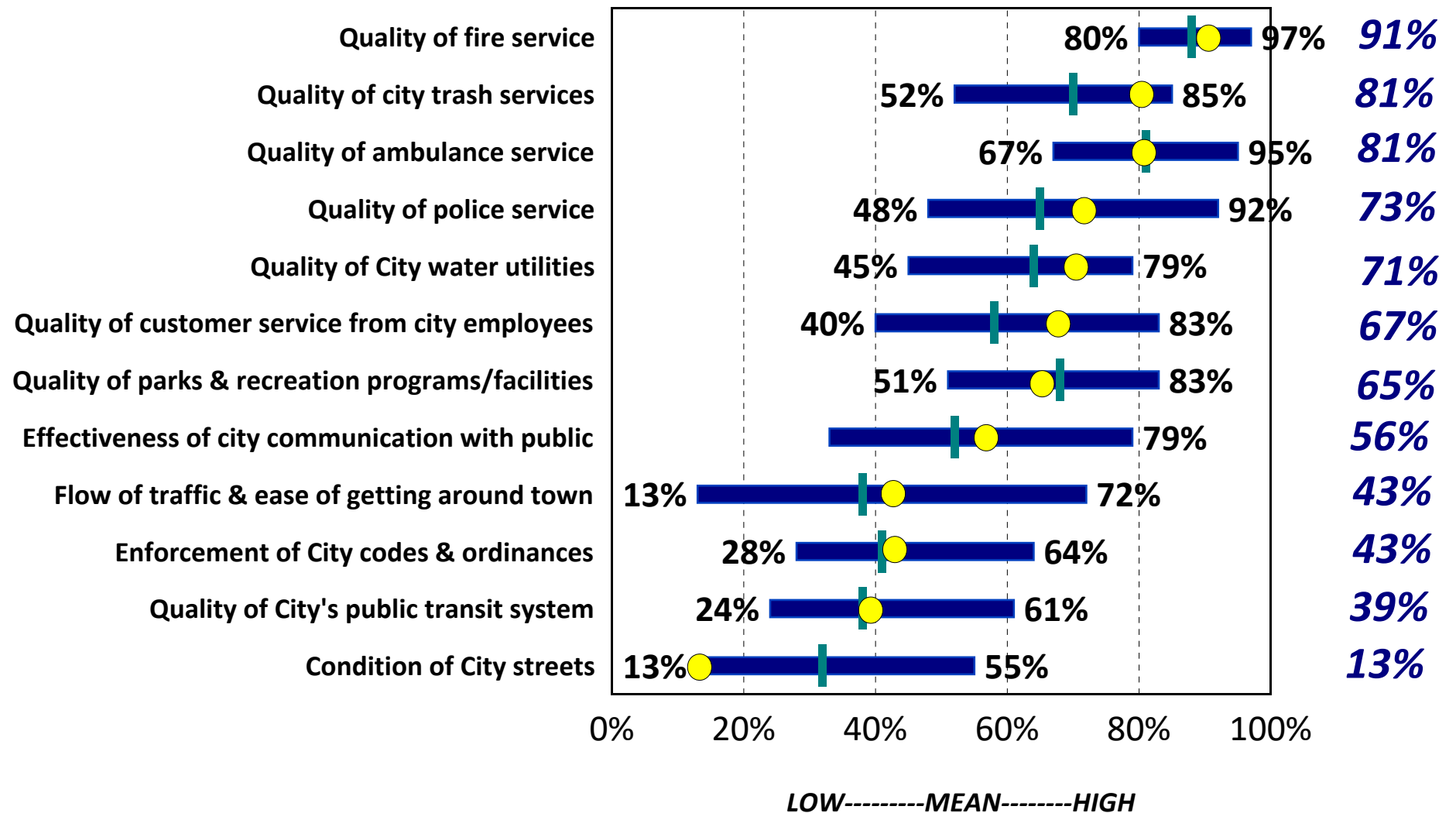
# Comparison to a Range of Performance

# Satisfaction with Major Categories of Services - 2021

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

## Direction Finder Benchmarks - Cities w/population > 250,000 only

● Oklahoma City

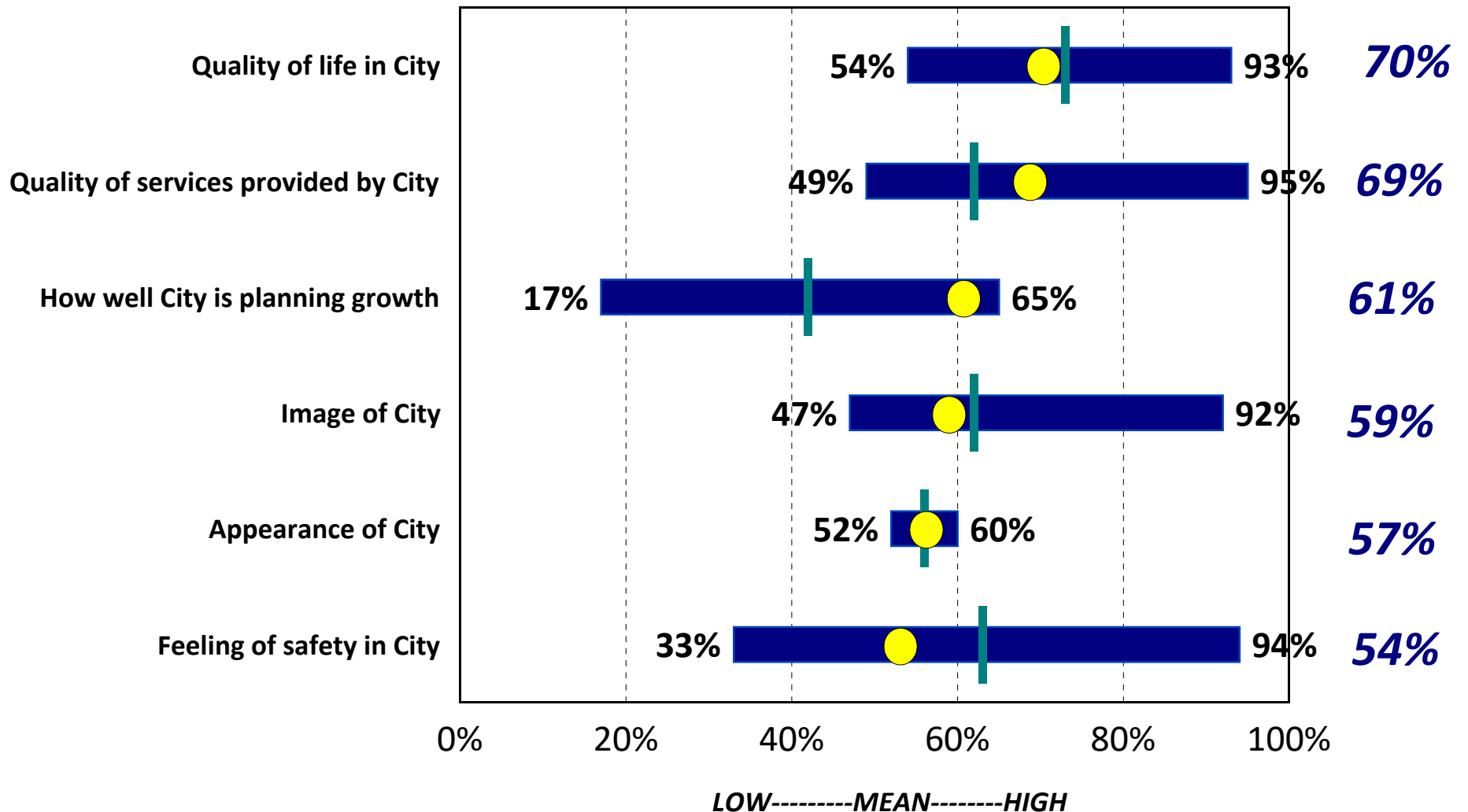


# Perceptions Residents Have of the City in Which They Live - 2021

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

***Direction Finder Benchmarks - Cities w/population > 250,000 only***

**● Oklahoma City**

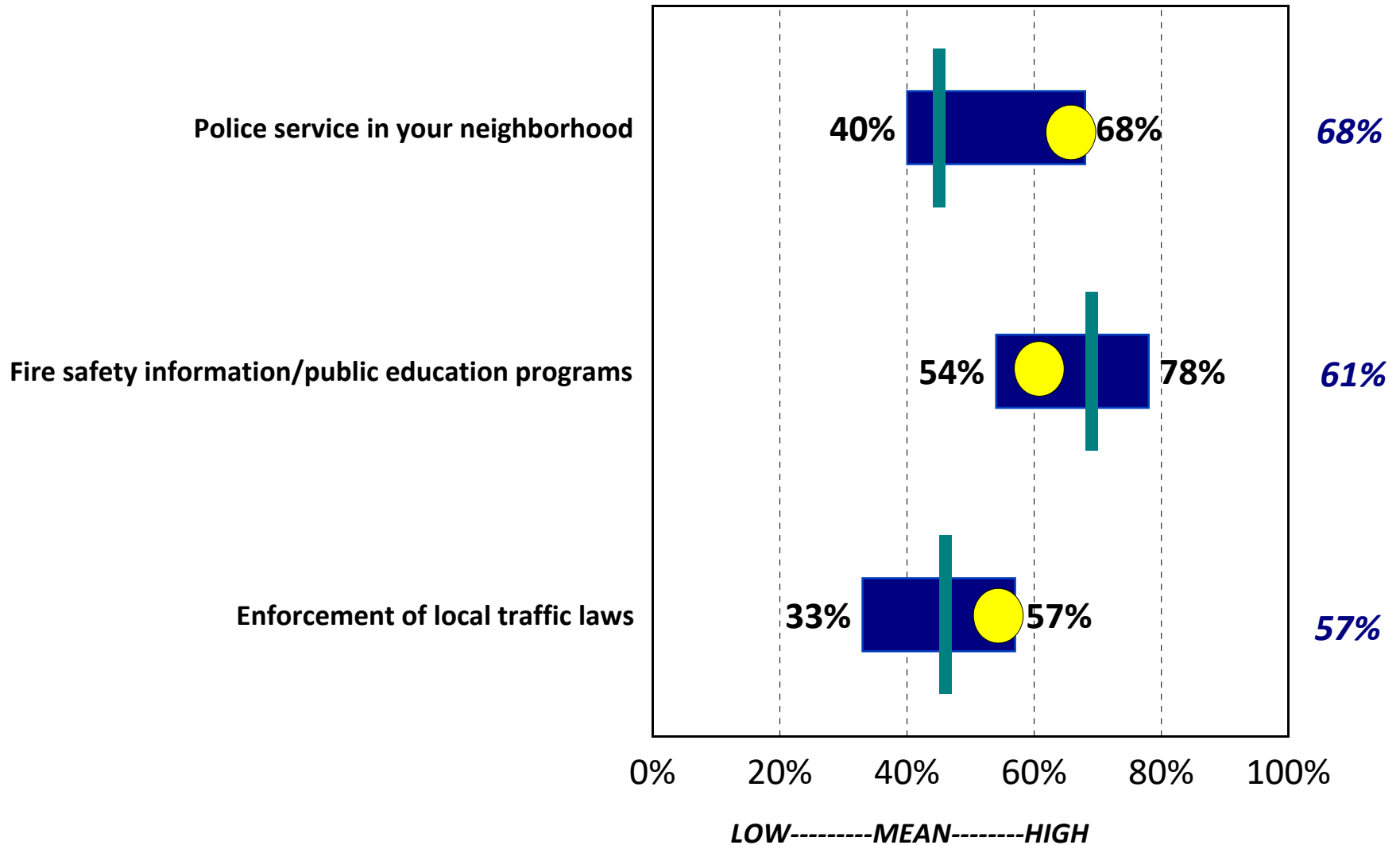


# Satisfaction with Public Safety Services - 2021

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

**Direction Finder Benchmarks - Cities w/population > 250,000 only**

**● Oklahoma City**

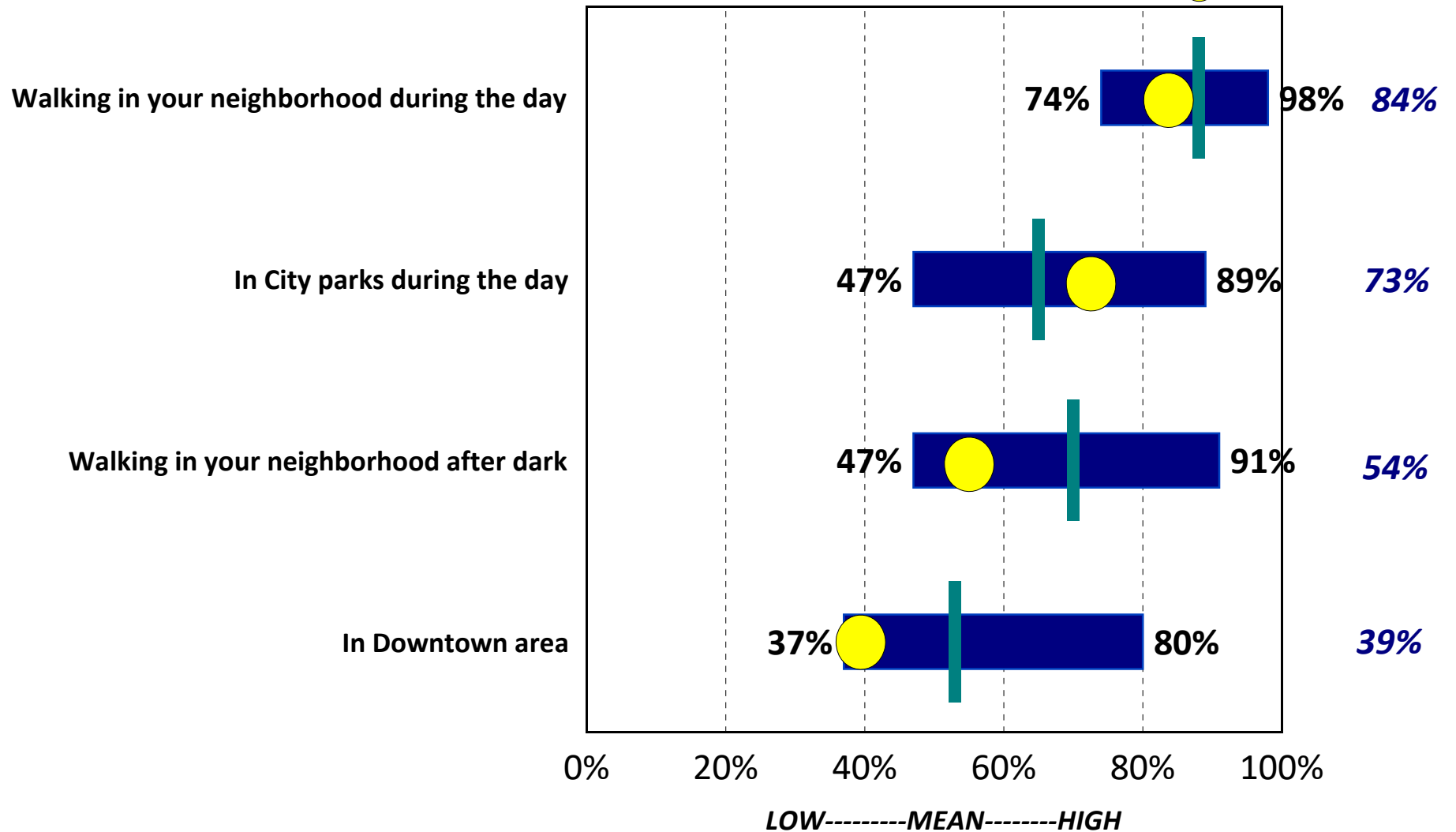


# Satisfaction with Perceptions of Safety and Security 2021

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

## Direction Finder Benchmarks - Cities w/population > 250,000 only

 **Oklahoma City**

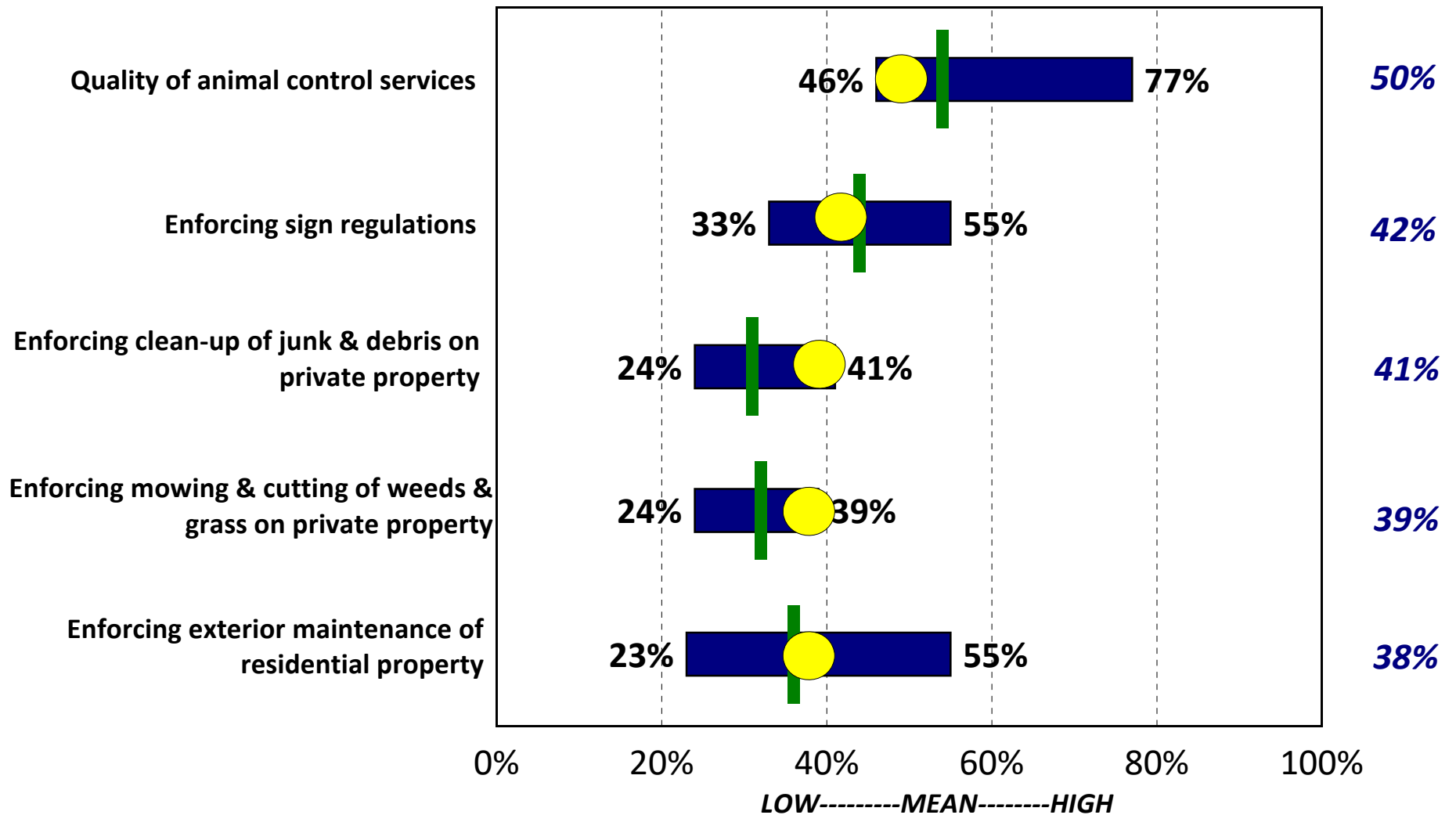


# Satisfaction with Code Enforcement - 2021

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

## Direction Finder Benchmarks - Cities w/population > 250,000 only

 **Oklahoma City**

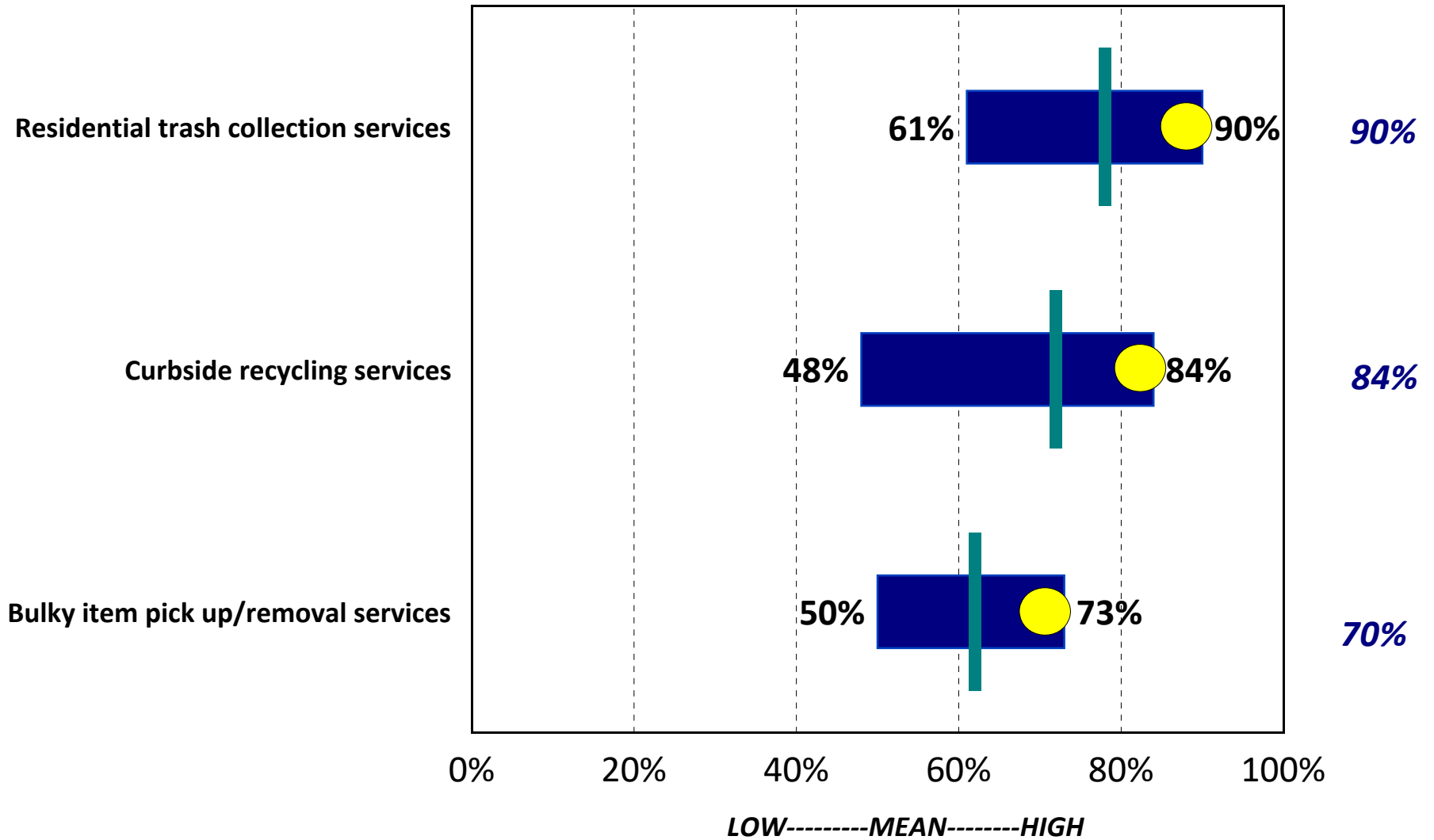


# Satisfaction with Utility Services - 2021

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

**Direction Finder Benchmarks - Cities w/population > 250,000 only**

**● Oklahoma City**



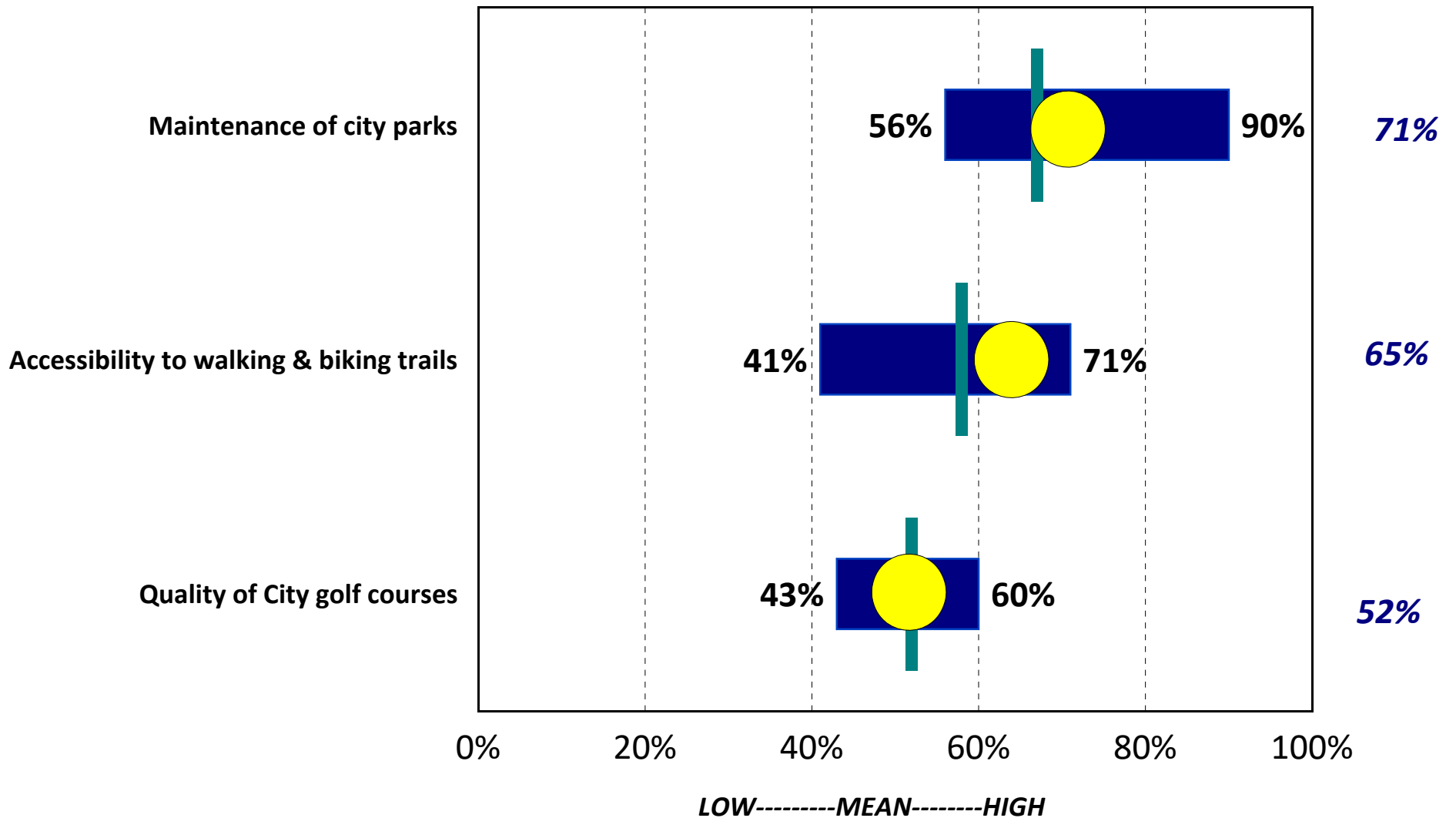


# Satisfaction with Parks and Recreation Services - 2021

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

## Direction Finder Benchmarks - Cities w/population > 250,000 only

● Oklahoma City

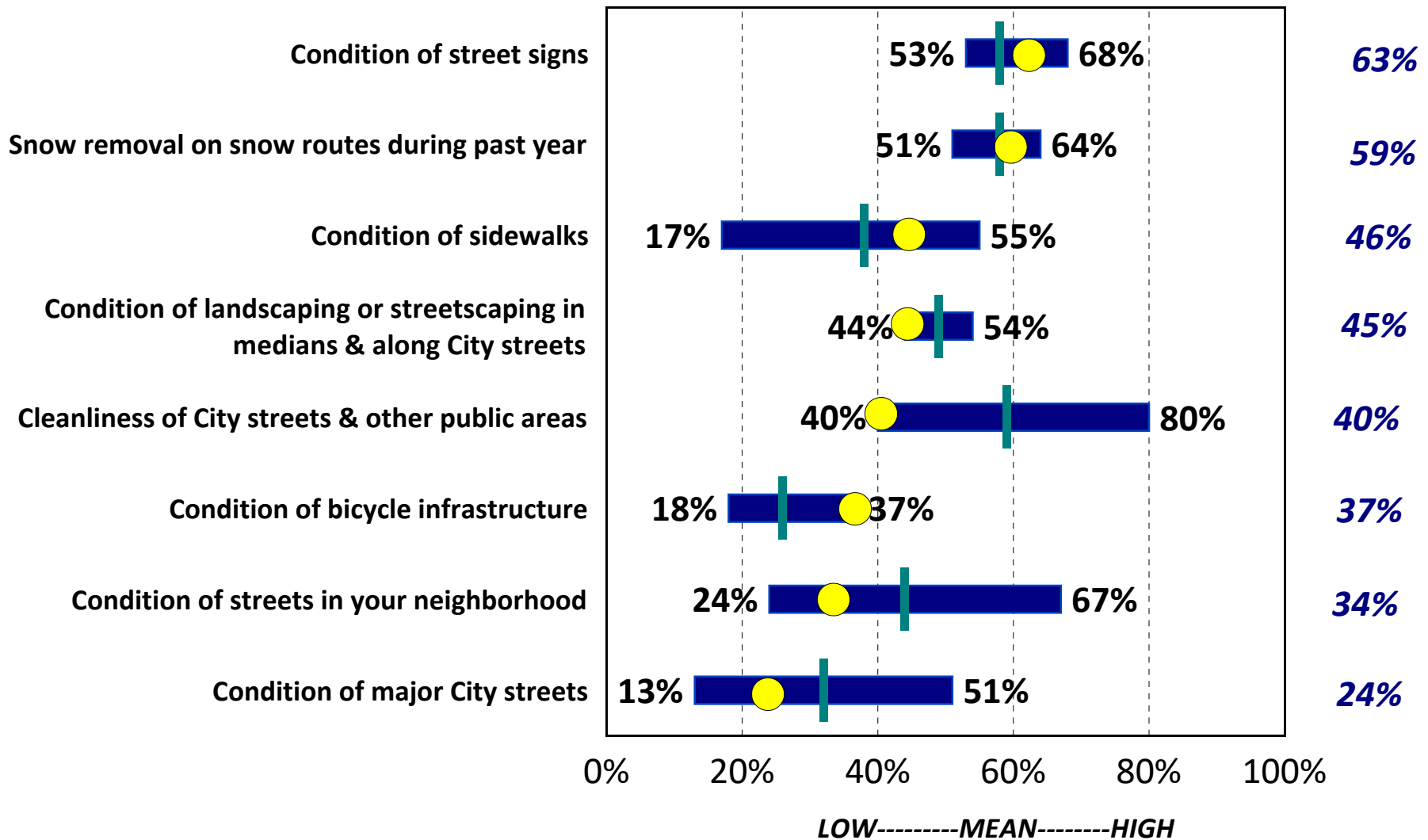


# Satisfaction with Maintenance Services - 2021

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

## Direction Finder Benchmarks - Cities w/population > 250,000 only

**● Oklahoma City**

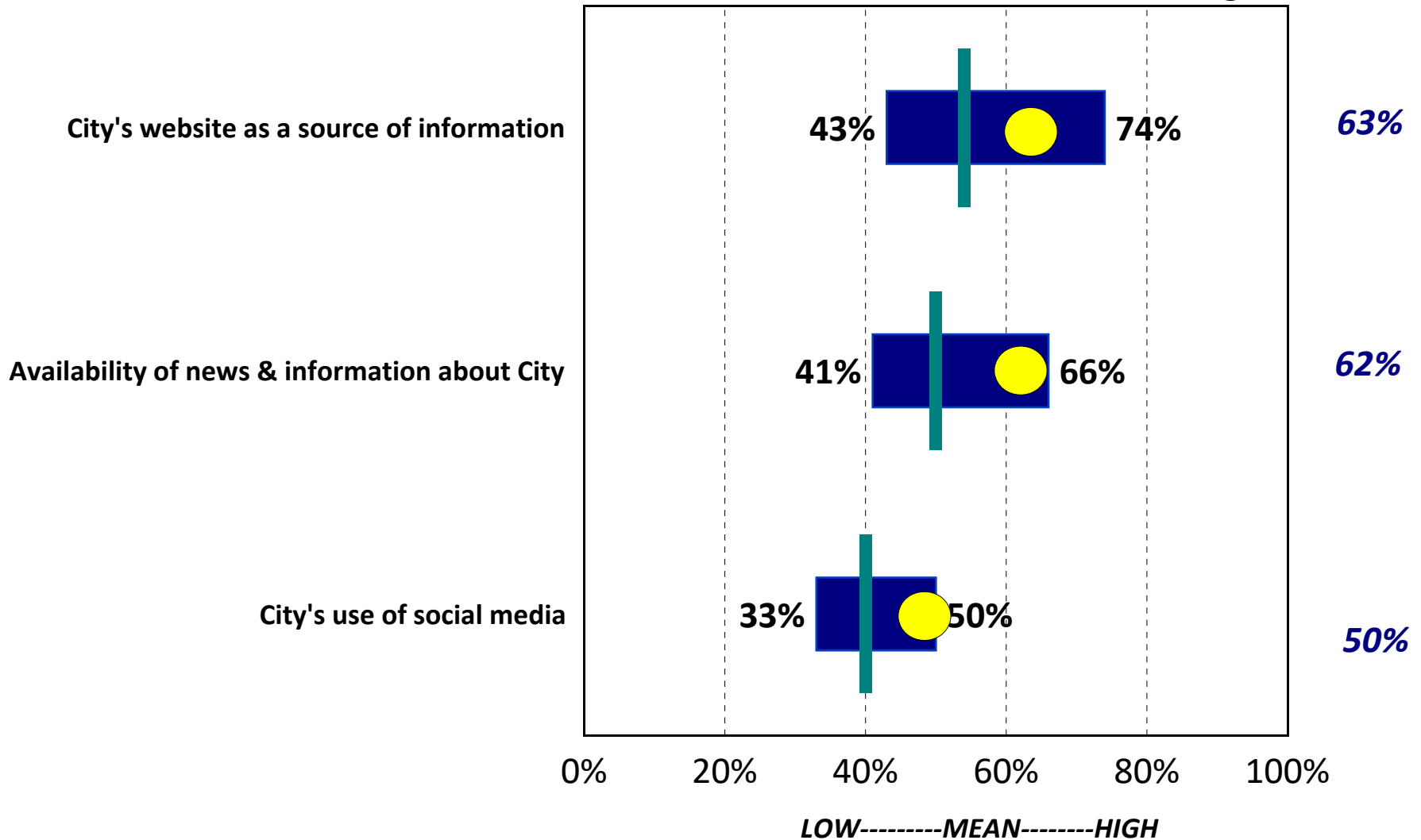


# Satisfaction with Communication - 2021

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

## Direction Finder Benchmarks - Cities w/population > 250,000 only

 Oklahoma City

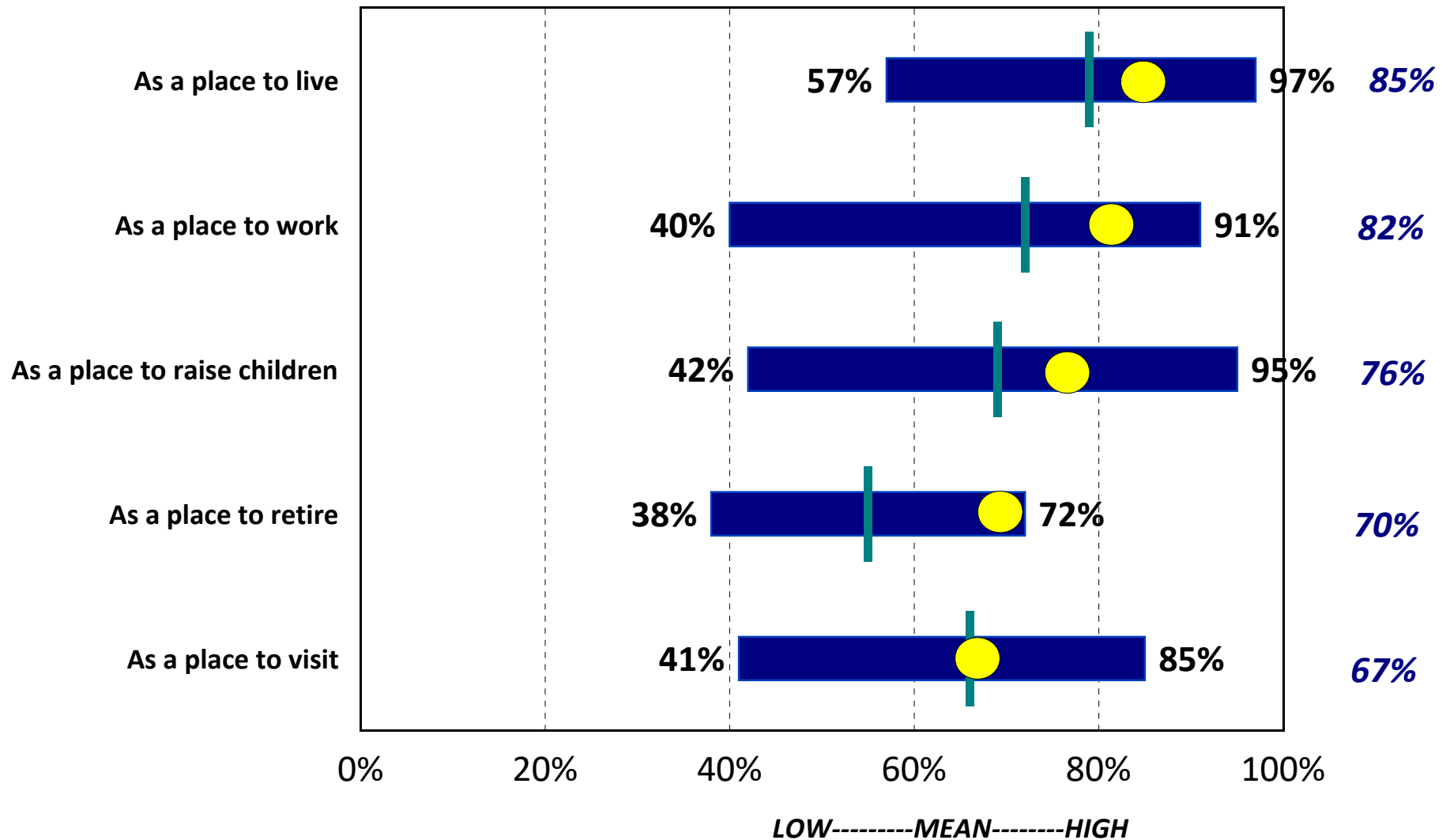


# Overall Ratings of the City - 2021

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

## Direction Finder Benchmarks - Cities w/population > 250,000 only

● Oklahoma City



A graphic consisting of a white circle with a dark blue outline containing the number '3', followed by a dark blue horizontal bar containing the text 'Importance-Satisfaction Analysis' in white.

**3** Importance-Satisfaction  
Analysis

# Importance-Satisfaction Analysis



## Overview

Today, community leaders 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 (I-S) 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 (I-S) 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.

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 provide. The sum is then multiplied by 1 minus the percentage of respondents who 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 the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

## Example of the Calculation

Respondents were asked to identify the major categories of City services that were most important to their household. Forty-five percent (44.8%) of the respondent households selected *"flow of traffic and the ease of getting around town"* as one of the most important services to emphasize over the next two years.

With regard to satisfaction, 43.3% of respondents surveyed rated *"flow of traffic and the ease of getting around town"* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 44.8% was multiplied by 56.7% (1-0.433). This calculation yielded an I-S rating of 0.2540, which ranked second out of twelve categories of City services analyzed.

# Importance-Satisfaction Analysis



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 of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either 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.

## 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 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

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

## 2021 Importance-Satisfaction Rating

### Oklahoma City, Oklahoma

#### Major Categories of Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Condition of city streets	80%	1	12%	12	0.7051	1
Flow of traffic and ease of getting around town	45%	2	43%	9	0.2540	2
<b>High Priority (IS .10-.20)</b>						
Enforcement of city codes and ordinances	22%	5	42%	10	0.1246	3
Overall quality of city's public transit system	17%	6	39%	11	0.1025	4
<b>Medium Priority (IS &lt;.10)</b>						
Quality of police service	35%	3	73%	4	0.0936	5
Quality of parks & recreation programs/facilities	23%	4	65%	7	0.0793	6
Effectiveness of city communication with public	14%	7	55%	8	0.0611	7
Quality of city water utilities	11%	8	71%	5	0.0330	8
Quality of customer service from city employees	7%	11	67%	6	0.0244	9
Quality of ambulance service	9%	9	80%	3	0.0174	10
Quality of city trash services	7%	10	81%	2	0.0141	11
Quality of fire service	7%	12	91%	1	0.0063	12

**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 be the City's top priorities.

#### Satisfaction %:

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

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## 2021 Importance-Satisfaction Rating

### Oklahoma City, Oklahoma

#### Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Enforcing the mowing of grass on private property	67%	1	41%	5	0.3923	1
Efforts to remove abandoned/inoperative vehicles	57%	2	39%	6	0.3477	2
Enforcing exterior maintenance of residential property	32%	4	38%	7	0.2012	3
<b><u>High Priority (IS .10-.20)</u></b>						
Enforcing clean up of junk/debris on private property	33%	3	42%	4	0.1906	4
Quality of animal control services	30%	5	50%	1	0.1508	5
Enforcing sign regulations	18%	7	43%	3	0.1047	6
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Enforcement of yard parking regulations	18%	6	48%	2	0.0953	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 be the City's top priorities.

#### **Satisfaction %:**

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

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## 2021 Importance-Satisfaction Rating

### Oklahoma City, Oklahoma

#### Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Availability of info about parks & recreation activities/classes	25%	4	40%	11	0.1465	1
Quality of city parks near neighborhoods	43%	2	66%	7	0.1457	2
Maintenance of city parks	49%	1	71%	5	0.1410	3
Accessibility to walking and biking trails	34%	3	65%	8	0.1190	4
<b>Medium Priority (IS &lt;.10)</b>						
Quality of recreation/athletic/aquatic facilities	14%	6	43%	10	0.0818	5
Quality of recreation activities and classes	10%	8	39%	12	0.0607	6
Amount of Athletic Leagues offered by the city	7%	9	37%	13	0.0462	7
Quality of swim lessons	6%	11	26%	14	0.0461	8
Accessibility to city parks	16%	5	73%	2	0.0444	9
Overall customer service of Parks & Recreation	10%	7	67%	6	0.0345	10
Quality of city golf courses	5%	13	53%	9	0.0242	11
Martin Park Nature Center experience	6%	10	72%	4	0.0178	12
Civic Center Music Hall experience	6%	12	74%	1	0.0144	13
Will Rogers Gardens experience	5%	14	72%	3	0.0141	14

**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 be the City's top priorities.

**Satisfaction %:**

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

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## 2021 Importance-Satisfaction Rating Oklahoma City, Oklahoma Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Condition of major city streets	70%	1	25%	10	0.5271	1
Condition of streets in your neighborhood	53%	2	34%	9	0.3491	2
<b><u>High Priority (IS .10-.20)</u></b>						
Cleanliness of city streets and other public areas	30%	3	40%	6	0.1806	3
Condition of pavement markings on city streets	25%	4	38%	7	0.1525	4
Condition of landscaping or streetscaping in medians & along City streets	19%	6	45%	4	0.1056	5
Condition of sidewalks	19%	5	46%	3	0.1042	6
Cleanliness of stormwater drains in your neighborhood	18%	7	45%	5	0.1007	7
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Condition of bicycle infrastructure	11%	9	37%	8	0.0695	8
Snow removal on snow routes during the past year	13%	8	60%	2	0.0525	9
Condition of street signs	9%	10	62%	1	0.0338	10

**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 be the City's top priorities.

**Satisfaction %:**

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

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# Importance-Satisfaction Analysis



## 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.

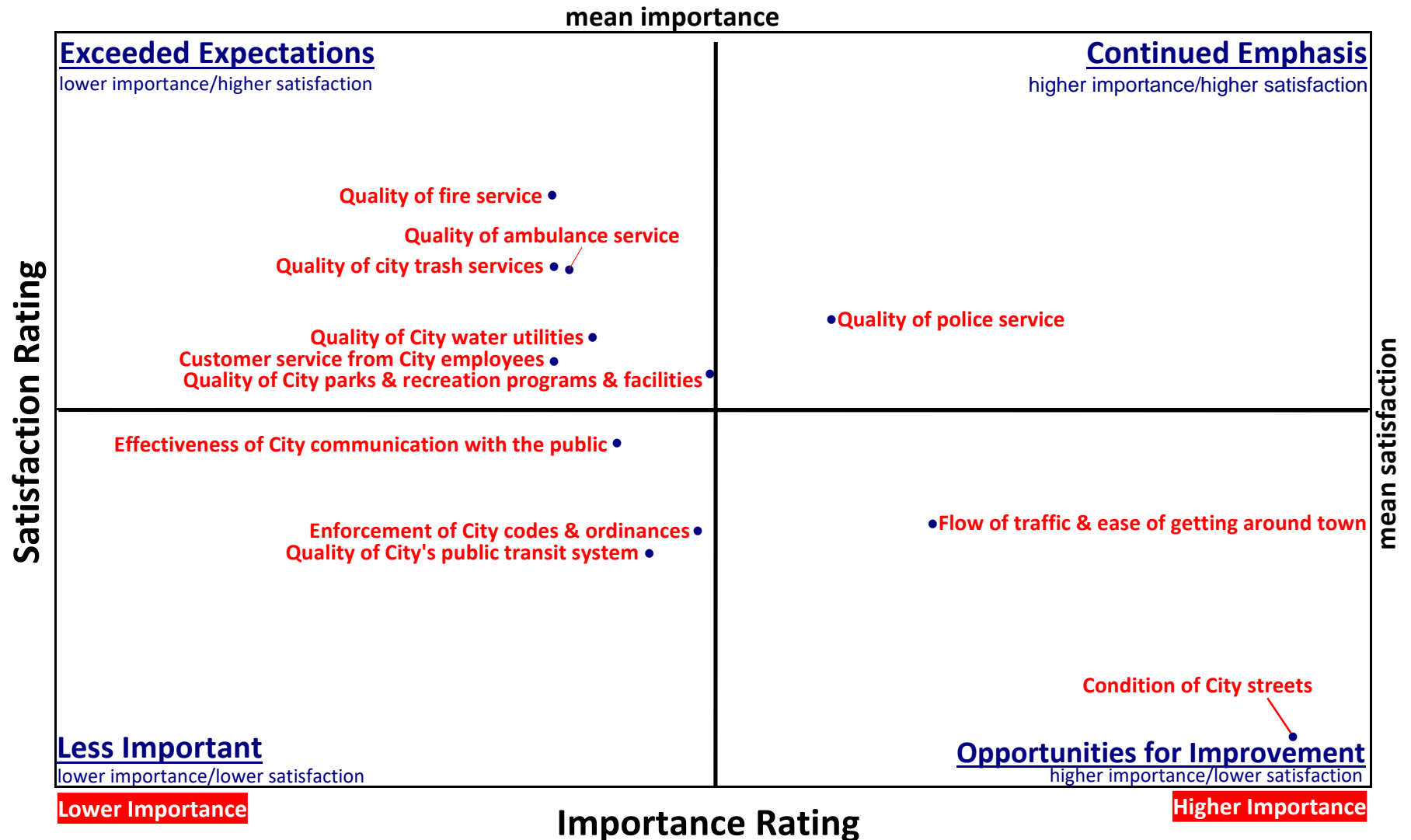
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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 its 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 the City of Oklahoma City are provided on the following pages.

# 2021 City of Oklahoma City DirectionFinder Importance-Satisfaction Assessment Matrix

## -Major Categories of Service-

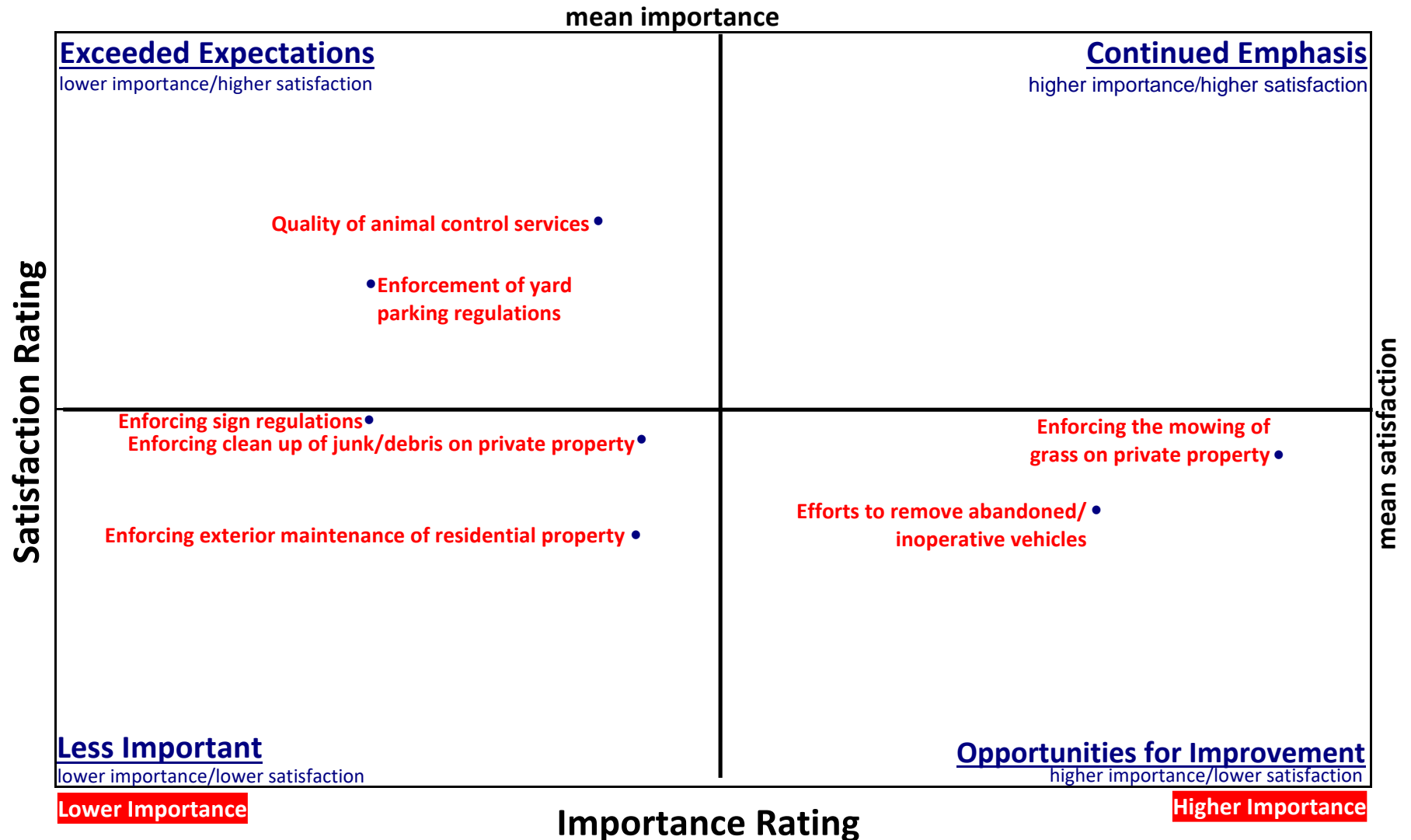
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2021 City of Oklahoma City DirectionFinder Importance-Satisfaction Assessment Matrix

## -Code Enforcement-

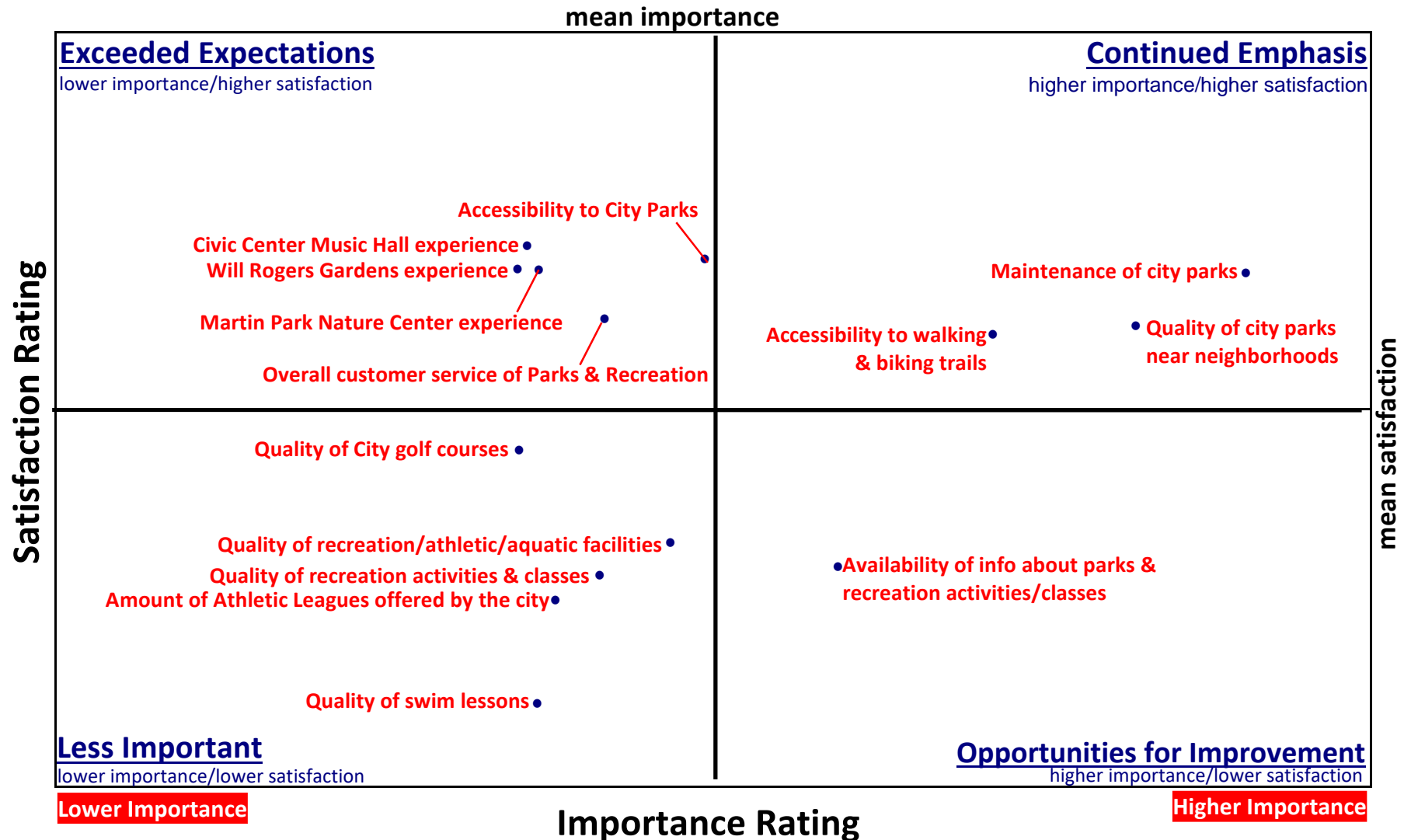
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2021 City of Oklahoma City DirectionFinder Importance-Satisfaction Assessment Matrix

## -Parks and Recreation-

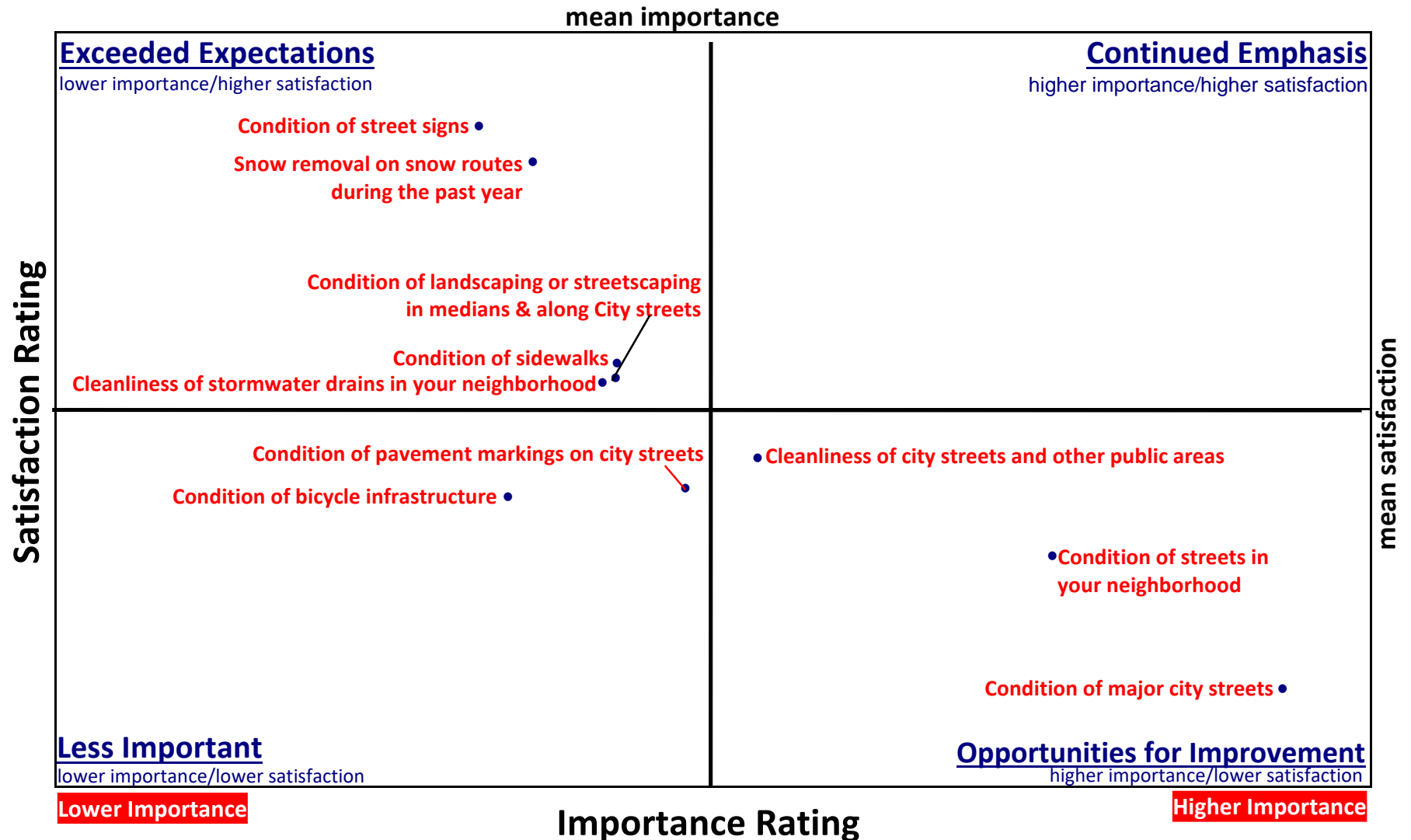
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2021 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)







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# Tabular Data

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

(N=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Quality of police service	28.8%	41.0%	15.5%	7.3%	3.0%	4.4%
Q1-2. Quality of fire service	47.0%	37.2%	7.5%	0.3%	0.3%	7.7%
Q1-3. Quality of ambulance service	31.0%	36.9%	13.8%	1.9%	0.9%	15.5%
Q1-4. Quality of City parks & recreation programs & facilities	19.8%	40.8%	23.2%	7.6%	1.5%	7.1%
Q1-5. Condition of City streets	2.7%	9.5%	17.8%	41.7%	27.5%	0.8%
Q1-6. Quality of City water utilities	20.1%	47.3%	18.7%	7.6%	1.9%	4.4%
Q1-7. Quality of City trash services	30.1%	50.2%	12.6%	4.4%	1.9%	0.8%
Q1-8. Enforcement of City codes & ordinances	8.7%	28.8%	32.9%	13.3%	5.0%	11.3%
Q1-9. Quality of customer service you receive from City employees	21.0%	38.3%	23.2%	4.6%	1.3%	11.5%
Q1-10. Effectiveness of City communication with the public	13.6%	38.0%	30.4%	9.2%	2.4%	6.4%
Q1-11. Flow of traffic & ease of getting around town	8.3%	34.5%	24.6%	23.1%	8.3%	1.2%
Q1-12. Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	7.7%	18.1%	26.9%	8.5%	5.0%	33.8%

**WITHOUT "DON'T KNOW"**

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

(N=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of police service	30.2%	42.9%	16.2%	7.7%	3.1%
Q1-2. Quality of fire service	50.9%	40.3%	8.1%	0.3%	0.3%
Q1-3. Quality of ambulance service	36.7%	43.7%	16.3%	2.2%	1.0%
Q1-4. Quality of City parks & recreation programs & facilities	21.3%	43.9%	25.0%	8.2%	1.6%
Q1-5. Condition of City streets	2.7%	9.6%	18.0%	42.0%	27.7%
Q1-6. Quality of City water utilities	21.0%	49.5%	19.6%	7.9%	2.0%
Q1-7. Quality of City trash services	30.3%	50.6%	12.7%	4.4%	2.0%
Q1-8. Enforcement of City codes & ordinances	9.8%	32.5%	37.1%	15.0%	5.6%
Q1-9. Quality of customer service you receive from City employees	23.7%	43.3%	26.3%	5.2%	1.5%
Q1-10. Effectiveness of City communication with the public	14.6%	40.5%	32.5%	9.8%	2.6%
Q1-11. Flow of traffic & ease of getting around town	8.4%	34.9%	24.9%	23.3%	8.4%
Q1-12. Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	11.7%	27.3%	40.6%	12.8%	7.5%

**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?**

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	247	19.3 %
Quality of fire service	15	1.2 %
Quality of ambulance service	15	1.2 %
Quality of City parks & recreation programs & facilities	44	3.4 %
Condition of City streets	687	53.5 %
Quality of City water utilities	23	1.8 %
Quality of City trash services	16	1.2 %
Enforcement of City codes & ordinances	29	2.3 %
Quality of customer service you receive from City employees	10	0.8 %
Effectiveness of City communication with the public	15	1.2 %
Flow of traffic & ease of getting around town	79	6.2 %
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	44	3.4 %
None chosen	59	4.6 %
Total	1283	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?**

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	103	8.0 %
Quality of fire service	57	4.4 %
Quality of ambulance service	43	3.4 %
Quality of City parks & recreation programs & facilities	108	8.4 %
Condition of City streets	233	18.2 %
Quality of City water utilities	59	4.6 %
Quality of City trash services	28	2.2 %
Enforcement of City codes & ordinances	131	10.2 %
Quality of customer service you receive from City employees	32	2.5 %
Effectiveness of City communication with the public	56	4.4 %
Flow of traffic & ease of getting around town	258	20.1 %
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	82	6.4 %
None chosen	93	7.2 %
Total	1283	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	96	7.5 %
Quality of fire service	21	1.6 %
Quality of ambulance service	55	4.3 %
Quality of City parks & recreation programs & facilities	141	11.0 %
Condition of City streets	112	8.7 %
Quality of City water utilities	62	4.8 %
Quality of City trash services	51	4.0 %
Enforcement of City codes & ordinances	117	9.1 %
Quality of customer service you receive from City employees	52	4.1 %
Effectiveness of City communication with the public	103	8.0 %
Flow of traffic & ease of getting around town	237	18.5 %
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	90	7.0 %
None chosen	146	11.4 %
Total	1283	100.0 %

**SUM OF TOP 3 CHOICES**

**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	446	34.8 %
Quality of fire service	93	7.2 %
Quality of ambulance service	113	8.8 %
Quality of City parks & recreation programs & facilities	293	22.8 %
Condition of City streets	1032	80.4 %
Quality of City water utilities	144	11.2 %
Quality of City trash services	95	7.4 %
Enforcement of City codes & ordinances	277	21.6 %
Quality of customer service you receive from City employees	94	7.3 %
Effectiveness of City communication with the public	174	13.6 %
Flow of traffic & ease of getting around town	574	44.7 %
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	216	16.8 %
None chosen	59	4.6 %
Total	3610	

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

(N=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Quality of services provided by City	12.5%	53.6%	24.4%	4.5%	0.6%	4.4%
Q3-2. Appearance of City	8.6%	46.6%	24.2%	14.5%	3.7%	2.4%
Q3-3. Image of City	11.8%	45.5%	24.2%	12.0%	2.9%	3.5%
Q3-4. How well City is planning growth	14.2%	40.5%	24.3%	8.5%	3.0%	9.5%
Q3-5. Quality of life in City	14.9%	53.7%	21.1%	6.2%	1.5%	2.6%
Q3-6. Feeling of safety in City	9.5%	43.4%	25.4%	15.1%	4.6%	1.9%
Q3-7. Quality of Downtown	15.9%	48.6%	20.2%	7.1%	1.9%	6.3%

**WITHOUT "DON'T KNOW"**

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

(N=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Quality of services provided by City	13.0%	56.1%	25.5%	4.7%	0.7%
Q3-2. Appearance of City	8.8%	47.8%	24.8%	14.9%	3.8%
Q3-3. Image of City	12.3%	47.2%	25.1%	12.4%	3.0%
Q3-4. How well City is planning growth	15.7%	44.8%	26.9%	9.4%	3.3%
Q3-5. Quality of life in City	15.3%	55.1%	21.7%	6.4%	1.5%
Q3-6. Feeling of safety in City	9.7%	44.3%	25.9%	15.4%	4.7%
Q3-7. Quality of Downtown	17.0%	51.9%	21.5%	7.6%	2.0%

**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=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Police service in your neighborhood	21.2%	41.6%	18.8%	8.9%	3.1%	6.4%
Q4-2. Enforcement of local traffic laws	11.6%	43.4%	22.2%	14.2%	4.9%	3.7%
Q4-3. Availability of information about police programs & activities	9.1%	25.7%	32.9%	11.8%	3.9%	16.6%
Q4-4. Fire protection in your neighborhood	32.3%	46.4%	11.4%	1.0%	0.4%	8.6%
Q4-5. Fire safety information & public education programs	15.8%	34.8%	26.7%	4.9%	0.8%	17.0%

**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=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Police service in your neighborhood	22.6%	44.5%	20.1%	9.5%	3.3%
Q4-2. Enforcement of local traffic laws	12.1%	45.1%	23.1%	14.7%	5.1%
Q4-3. Availability of information about police programs & activities	10.9%	30.8%	39.4%	14.1%	4.7%
Q4-4. Fire protection in your neighborhood	35.3%	50.7%	12.4%	1.1%	0.4%
Q4-5. Fire safety information & public education programs	19.1%	41.9%	32.2%	5.9%	0.9%

**Q4a. If you were dissatisfied with Item 2 in Question 4, why are you dissatisfied with the enforcement of local traffic laws?**

Q4a. Why are you dissatisfied with enforcement of traffic laws	Number	Percent
Traffic laws are too strictly enforced/too many citations are given	14	5.7 %
Traffic laws are not enforced enough/not enough citations are given	181	73.9 %
Other	41	16.7 %
Not provided	9	3.7 %
Total	245	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q4a. If you were dissatisfied with Item 2 in Question 4, why are you dissatisfied with the enforcement of local traffic laws? (without "not provided")**

Q4a. Why are you dissatisfied with enforcement of traffic laws	Number	Percent
Traffic laws are too strictly enforced/too many citations are given	14	5.9 %
Traffic laws are not enforced enough/not enough citations are given	181	76.7 %
Other	41	17.4 %
Total	236	100.0 %



**Q5. 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=1283)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q5-1. Walking in your neighborhood during the day	46.5%	36.7%	8.3%	4.8%	1.7%	1.9%
Q5-2. Walking in your neighborhood after dark	18.6%	33.4%	18.8%	17.6%	7.9%	3.7%
Q5-3. In Downtown area	7.9%	26.4%	27.4%	18.1%	7.7%	12.5%
Q5-4. In City parks during the day	23.5%	44.3%	19.3%	5.3%	0.9%	6.7%

**WITHOUT "DON'T KNOW"**

**Q5. 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=1283)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q5-1. Walking in your neighborhood during the day	47.4%	37.4%	8.5%	4.9%	1.7%
Q5-2. Walking in your neighborhood after dark	19.3%	34.7%	19.5%	18.3%	8.2%
Q5-3. In Downtown area	9.0%	30.2%	31.3%	20.7%	8.8%
Q5-4. In City parks during the day	25.2%	47.5%	20.6%	5.7%	1.0%

**Q6. Have you had contact with a City of Oklahoma City police officer in the last three years?**

Q6. Have you had contact with a City police officer in last three years	Number	Percent
Yes	619	48.2 %
No	647	50.4 %
Not provided	17	1.3 %
Total	1283	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q6. Have you had contact with a City of Oklahoma City police officer in the last three years? (without "not provided")**

Q6. Have you had contact with a City police officer in last three years	Number	Percent
Yes	619	48.9 %
No	647	51.1 %
Total	1266	100.0 %

**Q6a. (If YES to Question 6) What was the nature of your contact with the police officer?**

Q6a. What was the nature of your contact with police officer	Number	Percent
Traffic	189	30.5 %
Victim of crime	123	19.9 %
Suspected of committing a crime	10	1.6 %
Other	240	38.8 %
Not provided	57	9.2 %
Total	619	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q6a. (If YES to Question 6) What was the nature of your contact with the police officer? (without "not provided")**

Q6a. What was the nature of your contact with police officer	Number	Percent
Traffic	189	33.6 %
Victim of crime	123	21.9 %
Suspected of committing a crime	10	1.8 %
Other	240	42.7 %
Total	562	100.0 %

**Q6b. (If YES to Question 6) Were you treated fairly by the officer?**

Q6b. Were you treated fairly by officer	Number	Percent
Yes	528	85.3 %
No	58	9.4 %
Not provided	33	5.3 %
Total	619	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q6b. (If YES to Question 6) Were you treated fairly by the officer? (without "not provided")**

Q6b. Were you treated fairly by officer	Number	Percent
Yes	528	90.1 %
No	58	9.9 %
Total	586	100.0 %

**Q6c. (If YES to Question 6) How would you rate response time of the officer?**

Q6c. How would you rate response time of officer	Number	Percent
Excellent	212	34.2 %
Good	182	29.4 %
Neutral	95	15.3 %
Acceptable	36	5.8 %
Poor	41	6.6 %
Not provided	53	8.6 %
Total	619	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q6c. (If YES to Question 6) How would you rate response time of the officer? (without "not provided")**

Q6c. How would you rate response time of officer	Number	Percent
Excellent	212	37.5 %
Good	182	32.2 %
Neutral	95	16.8 %
Acceptable	36	6.4 %
Poor	41	7.2 %
Total	566	100.0 %

**Q8. Do you have a working smoke alarm in your home?**

<u>Q8. Do you have a working smoke alarm in your home</u>	<u>Number</u>	<u>Percent</u>
Yes	1195	93.1 %
No	54	4.2 %
Not provided	34	2.7 %
Total	1283	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q8. Do you have a working smoke alarm in your home? (without "not provided")**

<u>Q8. Do you have a working smoke alarm in your home</u>	<u>Number</u>	<u>Percent</u>
Yes	1195	95.7 %
No	54	4.3 %
Total	1249	100.0 %

**Q9. Which THREE of the following bus service characteristics are MOST IMPORTANT to you when considering whether or not to use public transit?**

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
How often bus comes by your stop	238	18.6 %
Service available until midnight	48	3.7 %
Sheltered bus stops	110	8.6 %
Time it takes to make a trip	106	8.3 %
Later weekend service	22	1.7 %
Access to a park & ride location	50	3.9 %
Routes to more places	131	10.2 %
Pedestrian access to bus stops	32	2.5 %
Bus stop within walking distance of my home	190	14.8 %
None chosen	356	27.7 %
Total	1283	100.0 %

**Q9. Which THREE of the following bus service characteristics are MOST IMPORTANT to you when considering whether or not to use public transit?**

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
How often bus comes by your stop	130	10.1 %
Service available until midnight	66	5.1 %
Sheltered bus stops	123	9.6 %
Time it takes to make a trip	137	10.7 %
Later weekend service	51	4.0 %
Access to a park & ride location	68	5.3 %
Routes to more places	180	14.0 %
Pedestrian access to bus stops	64	5.0 %
Bus stop within walking distance of my home	84	6.5 %
None chosen	380	29.6 %
Total	1283	100.0 %

**Q9. Which THREE of the following bus service characteristics are MOST IMPORTANT to you when considering whether or not to use public transit?**

<u>Q9. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
How often bus comes by your stop	85	6.6 %
Service available until midnight	43	3.4 %
Sheltered bus stops	108	8.4 %
Time it takes to make a trip	116	9.0 %
Later weekend service	60	4.7 %
Access to a park & ride location	73	5.7 %
Routes to more places	173	13.5 %
Pedestrian access to bus stops	79	6.2 %
Bus stop within walking distance of my home	149	11.6 %
None chosen	397	30.9 %
Total	1283	100.0 %

**SUM OF TOP 3 CHOICES**

**Q9. 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>Q9. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
How often bus comes by your stop	453	35.3 %
Service available until midnight	157	12.2 %
Sheltered bus stops	341	26.6 %
Time it takes to make a trip	359	28.0 %
Later weekend service	133	10.4 %
Access to a park & ride location	191	14.9 %
Routes to more places	484	37.7 %
Pedestrian access to bus stops	175	13.6 %
Bus stop within walking distance of my home	423	33.0 %
None chosen	356	27.7 %
Total	3072	

**Q10. How often would you say stray dogs are a problem in your neighborhood?**

Q10. How often are stray dogs a problem in your neighborhood	Number	Percent
More than once a week	148	11.5 %
Once a week	97	7.6 %
1-2 times per month	188	14.7 %
A few times per year	288	22.4 %
Seldom or never	487	38.0 %
Don't know	75	5.8 %
Total	1283	100.0 %

**WITHOUT "DON'T KNOW"**

**Q10. How often would you say stray dogs are a problem in your neighborhood? (without "don't know")**

Q10. How often are stray dogs a problem in your neighborhood	Number	Percent
More than once a week	148	12.3 %
Once a week	97	8.0 %
1-2 times per month	188	15.6 %
A few times per year	288	23.8 %
Seldom or never	487	40.3 %
Total	1208	100.0 %

**Q11. How often would you say stray cats are a problem in your neighborhood?**

Q11. How often are stray cats a problem in your neighborhood

	Number	Percent
More than once a week	228	17.8 %
Once a week	89	6.9 %
1-2 times per month	123	9.6 %
A few times per year	189	14.7 %
Seldom or never	551	42.9 %
Don't know	103	8.0 %
Total	1283	100.0 %

**WITHOUT "DON'T KNOW"**

**Q11. How often would you say stray cats are a problem in your neighborhood? (without "don't know")**

Q11. How often are stray cats a problem in your neighborhood

	Number	Percent
More than once a week	228	19.3 %
Once a week	89	7.5 %
1-2 times per month	123	10.4 %
A few times per year	189	16.0 %
Seldom or never	551	46.7 %
Total	1180	100.0 %



**Q12. Schools. While the City does not operate public schools, 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=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Safety in your neighborhood schools	14.0%	31.8%	18.5%	7.2%	3.1%	25.3%
Q12-2. Quality of education in your neighborhood schools	10.2%	23.9%	18.7%	15.8%	8.5%	22.8%

**WITHOUT "DON'T KNOW"**

**Q12. Schools. 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=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Safety in your neighborhood schools	18.8%	42.6%	24.7%	9.7%	4.2%
Q12-2. Quality of education in your neighborhood schools	13.2%	31.0%	24.2%	20.5%	11.0%

**Q13. 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=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Enforcing clean-up of junk & debris on private property	7.1%	30.9%	25.1%	21.0%	8.3%	7.6%
Q13-2. Enforcing mowing & cutting of weeds & grass on private property	6.6%	29.5%	26.7%	21.9%	8.2%	7.1%
Q13-3. Enforcing exterior maintenance of residential property	6.1%	28.2%	32.5%	17.8%	5.8%	9.5%
Q13-4. Enforcing sign regulations	6.2%	29.9%	34.1%	10.6%	4.2%	15.1%
Q13-5. Quality of animal control services	7.3%	36.6%	28.9%	10.1%	4.1%	12.9%
Q13-6. Enforcement of yard parking regulations in your neighborhood	9.4%	32.3%	27.4%	11.3%	6.7%	12.9%
Q13-7. City efforts to remove abandoned or inoperative vehicles	6.7%	27.7%	29.6%	12.2%	6.2%	17.7%

**WITHOUT "DON'T KNOW"**

**Q13. 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=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Enforcing clean-up of junk & debris on private property	7.7%	33.4%	27.2%	22.8%	9.0%
Q13-2. Enforcing mowing & cutting of weeds & grass on private property	7.1%	31.8%	28.7%	23.6%	8.8%
Q13-3. Enforcing exterior maintenance of residential property	6.7%	31.2%	35.9%	19.7%	6.5%
Q13-4. Enforcing sign regulations	7.3%	35.2%	40.1%	12.5%	5.0%
Q13-5. Quality of animal control services	8.4%	42.0%	33.2%	11.6%	4.7%
Q13-6. Enforcement of yard parking regulations in your neighborhood	10.8%	37.1%	31.4%	13.0%	7.7%
Q13-7. City efforts to remove abandoned or inoperative vehicles	8.1%	33.6%	36.0%	14.8%	7.5%

**Q14. Which THREE code enforcement items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q14. Top choice	Number	Percent
Enforcing clean-up of junk & debris on private property	473	36.9 %
Enforcing mowing & cutting of weeds & grass on private property	218	17.0 %
Enforcing exterior maintenance of residential property	63	4.9 %
Enforcing sign regulations	77	6.0 %
Quality of animal control services	160	12.5 %
Enforcement of yard parking regulations in your neighborhood	47	3.7 %
City efforts to remove abandoned or inoperative vehicles	98	7.6 %
None chosen	147	11.5 %
Total	1283	100.0 %

**Q14. Which THREE code enforcement items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q14. 2nd choice	Number	Percent
Enforcing clean-up of junk & debris on private property	220	17.1 %
Enforcing mowing & cutting of weeds & grass on private property	340	26.5 %
Enforcing exterior maintenance of residential property	137	10.7 %
Enforcing sign regulations	64	5.0 %
Quality of animal control services	123	9.6 %
Enforcement of yard parking regulations in your neighborhood	77	6.0 %
City efforts to remove abandoned or inoperative vehicles	132	10.3 %
None chosen	190	14.8 %
Total	1283	100.0 %

**Q14. Which THREE code enforcement items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q14. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property	162	12.6 %
Enforcing mowing & cutting of weeds & grass on private property	172	13.4 %
Enforcing exterior maintenance of residential property	215	16.8 %
Enforcing sign regulations	92	7.2 %
Quality of animal control services	107	8.3 %
Enforcement of yard parking regulations in your neighborhood	110	8.6 %
City efforts to remove abandoned or inoperative vehicles	190	14.8 %
None chosen	235	18.3 %
Total	1283	100.0 %

**SUM OF TOP 3 CHOICES**

**Q14. Which THREE code enforcement items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q14. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property	855	66.6 %
Enforcing mowing & cutting of weeds & grass on private property	730	56.9 %
Enforcing exterior maintenance of residential property	415	32.3 %
Enforcing sign regulations	233	18.2 %
Quality of animal control services	390	30.4 %
Enforcement of yard parking regulations in your neighborhood	234	18.2 %
City efforts to remove abandoned or inoperative vehicles	420	32.7 %
None chosen	147	11.5 %
Total	3424	

**Q15. 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=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Residential trash collection services	40.0%	48.4%	6.5%	2.6%	0.9%	1.7%
Q15-2. Curbside recycling services	37.3%	42.7%	9.4%	3.5%	2.3%	4.8%
Q15-3. Bulky item pick up/ removal services (e.g., old furniture, appliances)	29.5%	37.6%	12.8%	12.3%	4.8%	3.0%
Q15-4. Water service	29.9%	45.5%	12.2%	4.5%	1.2%	6.7%
Q15-5. Wastewater services	26.4%	43.8%	14.7%	1.9%	0.7%	12.5%
Q15-6. Speed of service (e.g., repairs, starting service)	17.5%	36.7%	23.1%	4.8%	1.8%	16.2%
Q15-7. Quality of customer service	22.5%	40.5%	20.5%	3.2%	1.6%	11.6%

**WITHOUT "DON'T KNOW"**

**Q15. 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=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Residential trash collection services	40.7%	49.2%	6.6%	2.6%	0.9%
Q15-2. Curbside recycling services	39.2%	44.8%	9.8%	3.7%	2.5%
Q15-3. Bulky item pick up/removal services (e.g., old furniture, appliances)	30.5%	38.7%	13.2%	12.7%	4.9%
Q15-4. Water service	32.0%	48.8%	13.0%	4.8%	1.3%
Q15-5. Wastewater services	30.2%	50.1%	16.8%	2.1%	0.8%
Q15-6. Speed of service (e.g., repairs, starting service)	20.8%	43.8%	27.5%	5.7%	2.1%
Q15-7. Quality of customer service	25.5%	45.9%	23.2%	3.6%	1.9%

**Q16. 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?**

Q16. Are you aware that City has a Household Hazardous Waste disposal facility at 1621 S. Portland

	Number	Percent
Yes	811	63.2 %
No	463	36.1 %
Not provided	9	0.7 %
Total	1283	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q16. 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? (without "not provided")**

Q16. Are you aware that City has a Household Hazardous Waste disposal facility at 1621 S. Portland

	Number	Percent
Yes	811	63.7 %
No	463	36.3 %
Total	1274	100.0 %



**Q17. 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?**

Q17. How many times in past 12 months did you visit a City park and/or participate in a City Parks & Recreation program

	Number	Percent
None	341	26.6 %
Less than 5 times	409	31.9 %
5 to 10 times	230	17.9 %
11 to 20 times	92	7.2 %
20+ times	167	13.0 %
Don't know	44	3.4 %
Total	1283	100.0 %

**WITHOUT "DON'T KNOW"**

**Q17. 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")**

Q17. How many times in past 12 months did you visit a City park and/or participate in a City Parks & Recreation program

	Number	Percent
None	341	27.5 %
Less than 5 times	409	33.0 %
5 to 10 times	230	18.6 %
11 to 20 times	92	7.4 %
20+ times	167	13.5 %
Total	1239	100.0 %

**Q18. 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=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Maintenance of City parks	14.3%	48.7%	17.8%	5.6%	1.9%	11.8%
Q18-2. Quality of City parks near neighborhoods	15.0%	43.3%	21.3%	6.7%	2.3%	11.5%
Q18-3. Accessibility to walking & biking trails	16.6%	41.4%	20.7%	8.0%	2.7%	10.6%
Q18-4. Accessibility to City parks	17.5%	48.8%	19.3%	4.5%	0.8%	9.1%
Q18-5. Quality of swim lessons	3.1%	6.5%	22.8%	3.1%	2.2%	62.3%
Q18-6. Quality of City golf courses	7.3%	18.1%	20.7%	1.3%	0.9%	51.7%
Q18-7. Amount of Athletic Leagues offered by City	3.8%	11.8%	22.6%	3.3%	1.1%	57.4%
Q18-8. Quality of recreation, athletic & aquatic facilities	6.2%	17.5%	23.9%	6.2%	1.5%	44.8%
Q18-9. Availability of information about parks & recreation activities & classes	5.6%	22.5%	26.7%	11.5%	3.5%	30.1%
Q18-10. Quality of recreation activities & classes	4.7%	15.4%	25.9%	3.3%	1.9%	48.9%
Q18-11. Civic Center Music Hall experience	18.7%	32.2%	15.7%	1.3%	0.5%	31.5%
Q18-12. Martin Park Nature Center experience	15.9%	27.4%	16.1%	0.8%	0.2%	39.5%
Q18-13. Will Rogers Gardens experience	17.8%	27.2%	15.9%	1.6%	0.2%	37.3%
Q18-14. Overall customer service of Parks & Recreation	11.6%	38.3%	21.7%	2.4%	1.1%	24.9%

**WITHOUT "DON'T KNOW"**

**Q18. 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=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Maintenance of City parks	16.2%	55.2%	20.1%	6.4%	2.1%
Q18-2. Quality of City parks near neighborhoods	16.9%	48.9%	24.1%	7.6%	2.6%
Q18-3. Accessibility to walking & biking trails	18.6%	46.3%	23.1%	9.0%	3.1%
Q18-4. Accessibility to City parks	19.2%	53.7%	21.3%	5.0%	0.9%
Q18-5. Quality of swim lessons	8.3%	17.4%	60.3%	8.3%	5.8%
Q18-6. Quality of City golf courses	15.2%	37.4%	42.9%	2.7%	1.8%
Q18-7. Amount of Athletic Leagues offered by City	9.0%	27.7%	53.1%	7.7%	2.6%
Q18-8. Quality of recreation, athletic & aquatic facilities	11.2%	31.6%	43.4%	11.2%	2.7%
Q18-9. Availability of information about parks & recreation activities & classes	8.0%	32.2%	38.2%	16.5%	5.0%
Q18-10. Quality of recreation activities & classes	9.1%	30.2%	50.6%	6.4%	3.7%
Q18-11. Civic Center Music Hall experience	27.3%	47.0%	23.0%	1.9%	0.8%
Q18-12. Martin Park Nature Center experience	26.3%	45.4%	26.7%	1.3%	0.4%
Q18-13. Will Rogers Gardens experience	28.4%	43.4%	25.4%	2.5%	0.4%
Q18-14. Overall customer service of Parks & Recreation	15.5%	51.0%	28.8%	3.2%	1.5%

**Q19. Which THREE of the Parks and Recreation items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	375	29.2 %
Quality of City parks near neighborhoods	174	13.6 %
Accessibility to walking & biking trails	148	11.5 %
Accessibility to City parks	40	3.1 %
Quality of swim lessons	26	2.0 %
Quality of City golf courses	23	1.8 %
Amount of Athletic Leagues offered by City	28	2.2 %
Quality of recreation, athletic & aquatic facilities	37	2.9 %
Availability of information about parks & recreation activities & classes	107	8.3 %
Quality of recreation activities & classes	17	1.3 %
Civic Center Music Hall experience	20	1.6 %
Martin Park Nature Center experience	19	1.5 %
Will Rogers Gardens experience	10	0.8 %
Overall customer service of Parks & Recreation	28	2.2 %
<u>None chosen</u>	<u>231</u>	<u>18.0 %</u>
Total	1283	100.0 %

**Q19. Which THREE of the Parks and Recreation items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	165	12.9 %
Quality of City parks near neighborhoods	244	19.0 %
Accessibility to walking & biking trails	136	10.6 %
Accessibility to City parks	67	5.2 %
Quality of swim lessons	32	2.5 %
Quality of City golf courses	17	1.3 %
Amount of Athletic Leagues offered by City	29	2.3 %
Quality of recreation, athletic & aquatic facilities	71	5.5 %
Availability of information about parks & recreation activities & classes	100	7.8 %
Quality of recreation activities & classes	36	2.8 %
Civic Center Music Hall experience	27	2.1 %
Martin Park Nature Center experience	30	2.3 %
Will Rogers Gardens experience	19	1.5 %
Overall customer service of Parks & Recreation	39	3.0 %
<u>None chosen</u>	<u>271</u>	<u>21.1 %</u>
Total	1283	100.0 %

**Q19. Which THREE of the Parks and Recreation items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q19. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	92	7.2 %
Quality of City parks near neighborhoods	128	10.0 %
Accessibility to walking & biking trails	151	11.8 %
Accessibility to City parks	104	8.1 %
Quality of swim lessons	22	1.7 %
Quality of City golf courses	26	2.0 %
Amount of Athletic Leagues offered by City	36	2.8 %
Quality of recreation, athletic & aquatic facilities	76	5.9 %
Availability of information about parks & recreation activities & classes	108	8.4 %
Quality of recreation activities & classes	76	5.9 %
Civic Center Music Hall experience	25	1.9 %
Martin Park Nature Center experience	32	2.5 %
Will Rogers Gardens experience	34	2.7 %
Overall customer service of Parks & Recreation	66	5.1 %
<u>None chosen</u>	<u>307</u>	<u>23.9 %</u>
Total	1283	100.0 %

**SUM OF TOP 3 CHOICES**

**Q19. Which THREE of the Parks and Recreation items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q19. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	632	49.3 %
Quality of City parks near neighborhoods	546	42.6 %
Accessibility to walking & biking trails	435	33.9 %
Accessibility to City parks	211	16.4 %
Quality of swim lessons	80	6.2 %
Quality of City golf courses	66	5.1 %
Amount of Athletic Leagues offered by City	93	7.2 %
Quality of recreation, athletic & aquatic facilities	184	14.3 %
Availability of information about parks & recreation activities & classes	315	24.6 %
Quality of recreation activities & classes	129	10.1 %
Civic Center Music Hall experience	72	5.6 %
Martin Park Nature Center experience	81	6.3 %
Will Rogers Gardens experience	63	4.9 %
Overall customer service of Parks & Recreation	133	10.4 %
<u>None chosen</u>	<u>231</u>	<u>18.0 %</u>
Total	3271	

**Q20. 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?**

Q20. How often did you participate in any physical activity or exercise in past month

	Number	Percent
3+ times a week (often)	468	36.5 %
1-3 times a week (regularly)	343	26.7 %
1-3 times a month (occasionally)	265	20.7 %
0 times last month (never)	124	9.7 %
Don't know	83	6.5 %
Total	1283	100.0 %

**WITHOUT "DON'T KNOW"**

**Q20. 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")**

Q20. How often did you participate in any physical activity or exercise in past month

	Number	Percent
3+ times a week (often)	468	39.0 %
1-3 times a week (regularly)	343	28.6 %
1-3 times a month (occasionally)	265	22.1 %
0 times last month (never)	124	10.3 %
Total	1200	100.0 %

**Q21. 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=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Condition of major City streets	2.3%	21.9%	15.5%	37.5%	20.6%	2.3%
Q21-2. Condition of streets in your neighborhood	5.4%	27.5%	16.5%	28.4%	20.4%	1.7%
Q21-3. Condition of street signs	9.3%	51.4%	25.3%	9.4%	2.6%	2.1%
Q21-4. Condition of pavement markings on City streets	5.0%	31.6%	27.8%	22.8%	8.9%	3.9%
Q21-5. Snow removal on snow routes during past year	11.5%	44.0%	21.7%	11.1%	4.6%	7.1%
Q21-6. Condition of landscaping or streetscaping in medians & along City streets	7.6%	36.1%	29.5%	16.5%	6.9%	3.4%
Q21-7. Condition of sidewalks	7.5%	35.7%	26.0%	16.4%	7.6%	6.9%
Q21-8. Condition of bicycle infrastructure	5.3%	22.8%	28.1%	12.2%	6.8%	24.8%
Q21-9. Cleanliness of City streets & other public areas	4.1%	34.5%	28.5%	21.2%	8.1%	3.7%
Q21-10. Cleanliness of stormwater drains in your neighborhood	7.5%	32.7%	24.0%	16.4%	8.7%	10.7%

**WITHOUT "DON'T KNOW"**

**Q21. 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=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Condition of major City streets	2.3%	22.4%	15.9%	38.4%	21.1%
Q21-2. Condition of streets in your neighborhood	5.5%	28.0%	16.8%	28.9%	20.8%
Q21-3. Condition of street signs	9.5%	52.5%	25.9%	9.6%	2.6%
Q21-4. Condition of pavement markings on City streets	5.2%	32.8%	29.0%	23.8%	9.2%
Q21-5. Snow removal on snow routes during past year	12.3%	47.3%	23.4%	12.0%	4.9%
Q21-6. Condition of landscaping or streetscaping in medians & along City streets	7.9%	37.4%	30.5%	17.1%	7.1%
Q21-7. Condition of sidewalks	8.0%	38.3%	27.9%	17.6%	8.2%
Q21-8. Condition of bicycle infrastructure	7.0%	30.4%	37.4%	16.2%	9.0%
Q21-9. Cleanliness of City streets & other public areas	4.2%	35.8%	29.6%	22.0%	8.4%
Q21-10. Cleanliness of stormwater drains in your neighborhood	8.4%	36.6%	26.9%	18.3%	9.8%



**Q22. Which THREE of the maintenance items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	651	50.7 %
Condition of streets in your neighborhood	239	18.6 %
Condition of street signs	9	0.7 %
Condition of pavement markings on City streets	41	3.2 %
Snow removal on snow routes during past year	24	1.9 %
Condition of landscaping or streetscaping in medians & along City streets	37	2.9 %
Condition of sidewalks	37	2.9 %
Condition of bicycle infrastructure	30	2.3 %
Cleanliness of City streets & other public areas	63	4.9 %
Cleanliness of stormwater drains in your neighborhood	53	4.1 %
None chosen	99	7.7 %
Total	1283	100.0 %

**Q22. Which THREE of the maintenance items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	173	13.5 %
Condition of streets in your neighborhood	334	26.0 %
Condition of street signs	44	3.4 %
Condition of pavement markings on City streets	127	9.9 %
Snow removal on snow routes during past year	65	5.1 %
Condition of landscaping or streetscaping in medians & along City streets	95	7.4 %
Condition of sidewalks	90	7.0 %
Condition of bicycle infrastructure	50	3.9 %
Cleanliness of City streets & other public areas	108	8.4 %
Cleanliness of stormwater drains in your neighborhood	60	4.7 %
None chosen	137	10.7 %
Total	1283	100.0 %

**Q22. Which THREE of the maintenance items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q22. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	74	5.8 %
Condition of streets in your neighborhood	101	7.9 %
Condition of street signs	62	4.8 %
Condition of pavement markings on City streets	147	11.5 %
Snow removal on snow routes during past year	77	6.0 %
Condition of landscaping or streetscaping in medians & along City streets	115	9.0 %
Condition of sidewalks	122	9.5 %
Condition of bicycle infrastructure	63	4.9 %
Cleanliness of City streets & other public areas	215	16.8 %
Cleanliness of stormwater drains in your neighborhood	122	9.5 %
None chosen	185	14.4 %
Total	1283	100.0 %

**SUM OF TOP 3 CHOICES**

**Q22. Which THREE of the maintenance items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q22. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	898	70.0 %
Condition of streets in your neighborhood	674	52.5 %
Condition of street signs	115	9.0 %
Condition of pavement markings on City streets	315	24.6 %
Snow removal on snow routes during past year	166	12.9 %
Condition of landscaping or streetscaping in medians & along City streets	247	19.3 %
Condition of sidewalks	249	19.4 %
Condition of bicycle infrastructure	143	11.1 %
Cleanliness of City streets & other public areas	386	30.1 %
Cleanliness of stormwater drains in your neighborhood	235	18.3 %
None chosen	99	7.7 %
Total	3527	

**Q23. Communication. Have you contacted the City of Oklahoma City during the past year?**

<u>Q23. Have you contacted City during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	581	45.3 %
No	678	52.8 %
Not provided	24	1.9 %
Total	1283	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q23. Communication. Have you contacted the City of Oklahoma City during the past year? (without "not provided")**

<u>Q23. Have you contacted City during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	581	46.1 %
No	678	53.9 %
Total	1259	100.0 %

**Q23a. (If YES to Question 23) Using a scale of 1 to 5, 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=581)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23a-1. How helpful City staff was when you called	37.0%	36.7%	14.3%	6.7%	2.8%	2.6%
Q23a-2. How helpful City staff was when you visited	19.6%	25.3%	16.5%	4.1%	2.1%	32.4%
Q23a-3. Accuracy of information you were given	29.9%	38.9%	15.8%	8.1%	3.4%	3.8%
Q23a-4. How quickly City staff responded to your request	29.1%	37.7%	15.5%	10.5%	5.5%	1.7%
Q23a-5. How well your issue was handled	26.9%	36.7%	15.5%	10.8%	7.7%	2.4%

**WITHOUT "DON'T KNOW"**

**Q23a. (If YES to Question 23) Using a scale of 1 to 5, 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=581)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23a-1. How helpful City staff was when you called	38.0%	37.6%	14.7%	6.9%	2.8%
Q23a-2. How helpful City staff was when you visited	29.0%	37.4%	24.4%	6.1%	3.1%
Q23a-3. Accuracy of information you were given	31.1%	40.4%	16.5%	8.4%	3.6%
Q23a-4. How quickly City staff responded to your request	29.6%	38.4%	15.8%	10.7%	5.6%
Q23a-5. How well your issue was handled	27.5%	37.6%	15.9%	11.1%	7.9%

**Q24. 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=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Availability of news & information about City	11.7%	44.0%	27.3%	6.5%	1.2%	9.4%
Q24-2. Information in water bill newsletter	15.8%	48.4%	20.0%	2.5%	0.5%	12.8%
Q24-3. City's website (okc.gov) as a source of information	12.2%	38.3%	24.3%	4.2%	1.4%	19.6%
Q24-4. City's use of social media	7.7%	27.4%	29.9%	3.9%	1.3%	29.9%
Q24-5. City's website as a means to transact business with City	8.5%	27.9%	26.0%	3.9%	2.0%	31.6%
Q24-6. Services & information provided by City's Action Center	9.0%	23.5%	24.2%	3.6%	1.9%	37.8%

**WITHOUT "DON'T KNOW"**

**Q24. 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=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Availability of news & information about City	12.9%	48.5%	30.1%	7.1%	1.4%
Q24-2. Information in water bill newsletter	18.1%	55.5%	22.9%	2.9%	0.6%
Q24-3. City's website (okc.gov) as a source of information	15.1%	47.6%	30.3%	5.2%	1.7%
Q24-4. City's use of social media	11.0%	39.0%	42.6%	5.6%	1.9%
Q24-5. City's website as a means to transact business with City	12.4%	40.8%	38.1%	5.7%	3.0%
Q24-6. Services & information provided by City's Action Center	14.4%	37.7%	39.0%	5.8%	3.1%

**Q25. Which of the following do you use to get information about the City of Oklahoma City?**

Q25. Which following do you use to get information about City	Number	Percent
Water bill newsletter, CityNews	760	59.2 %
Newspapers	203	15.8 %
Radio	266	20.7 %
Television news	719	56.0 %
City website (okc.gov)	519	40.5 %
City cable/YouTube channel	64	5.0 %
Calling City	206	16.1 %
Social media	365	28.4 %
OKC GOV mobile app	109	8.5 %
Email newsletters	93	7.2 %
Other	32	2.5 %
Total	3336	

**Q25-11. Other**

Q25-11. Other	Number	Percent
Google	5	15.6 %
Word of mouth	5	15.6 %
Nextdoor app	3	9.4 %
Neighbor	2	6.3 %
Facebook	2	6.3 %
My wife	1	3.1 %
metrofamilymagazine.com	1	3.1 %
TV news-Action Line	1	3.1 %
Internet	1	3.1 %
Publications	1	3.1 %
Oklahoma website, okctalk	1	3.1 %
Friends & relatives who are city employees	1	3.1 %
Friends	1	3.1 %
Good Friend that works for the city	1	3.1 %
News app	1	3.1 %
I know a lot of city employees	1	3.1 %
Friends, local free magazines	1	3.1 %
Local news outlets online, koco	1	3.1 %
OKCTALK.COM	1	3.1 %
THE FRIDAY NEWSPAPER	1	3.1 %
Total	32	100.0 %

**Q26. How do you prefer to report code violations and non-emergency problems or request a City service?**

Q26. How do you prefer to report code violations & non-emergency problems or request a City service	Number	Percent
Call Action Center (297-2535)	605	47.2 %
Online at okc.gov	462	36.0 %
Social media	55	4.3 %
OKC Connect mobile app	126	9.8 %
Text (405) 252-1053	159	12.4 %
Call the department	423	33.0 %
Email	141	11.0 %
Mail	22	1.7 %
Other	7	0.5 %
Total	2000	

**Q26-9. Other**

Q26-9. Other	Number	Percent
Call 211 for # to call	1	14.3 %
We need an anonymous option	1	14.3 %
Submitted via app car parking on sidewalk	1	14.3 %
Non emergency line	1	14.3 %
In person	1	14.3 %
I NEVER CONTACT THE CITY	1	14.3 %
I don't report violations	1	14.3 %
Total	7	100.0 %

**Q27. 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=1283)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q27-1. As a place to live	29.4%	54.4%	8.1%	5.1%	1.4%	1.6%
Q27-2. As a place to raise children	24.6%	47.0%	12.4%	6.9%	2.6%	6.5%
Q27-3. As a place to work	25.8%	53.8%	11.0%	5.3%	1.4%	2.7%
Q27-4. As a place to retire	22.8%	43.6%	16.3%	8.4%	4.4%	4.4%
Q27-5. As a place to visit	20.7%	43.6%	19.2%	9.0%	3.7%	3.8%
Q27-6. As a City that is moving in right direction	26.7%	45.8%	16.1%	5.5%	2.8%	3.0%

**WITHOUT "DON'T KNOW"**

**Q27. 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=1283)

	Excellent	Good	Neutral	Below average	Poor
Q27-1. As a place to live	29.8%	55.3%	8.2%	5.2%	1.4%
Q27-2. As a place to raise children	26.3%	50.3%	13.3%	7.4%	2.8%
Q27-3. As a place to work	26.5%	55.3%	11.3%	5.4%	1.4%
Q27-4. As a place to retire	23.9%	45.6%	17.0%	8.8%	4.6%
Q27-5. As a place to visit	21.5%	45.4%	19.9%	9.4%	3.8%
Q27-6. As a City that is moving in right direction	27.5%	47.3%	16.6%	5.7%	2.9%



**Q28. How satisfied are you with the following aspects of your neighborhood? Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. Safety	24.3%	47.8%	13.7%	9.8%	2.5%	1.9%
Q28-2. Appearance	20.2%	45.3%	18.3%	11.1%	2.9%	2.2%
Q28-3. Property maintenance	17.4%	42.1%	21.1%	14.0%	3.3%	2.2%
Q28-4. Sense of community	15.2%	37.4%	27.3%	11.5%	3.8%	4.8%
Q28-5. Amenities (e.g., sidewalks, parks, shopping, trees)	13.6%	37.8%	21.7%	16.6%	6.0%	4.2%
Q28-6. Overall quality	17.3%	51.7%	18.9%	7.4%	1.9%	2.8%

**WITHOUT "DON'T KNOW"**

**Q28. How satisfied are you with the following aspects of your neighborhood? Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=1283)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. Safety	24.8%	48.7%	14.0%	10.0%	2.5%
Q28-2. Appearance	20.6%	46.3%	18.7%	11.4%	2.9%
Q28-3. Property maintenance	17.8%	43.0%	21.6%	14.3%	3.3%
Q28-4. Sense of community	16.0%	39.3%	28.7%	12.0%	4.0%
Q28-5. Amenities (e.g., sidewalks, parks, shopping, trees)	14.2%	39.5%	22.7%	17.3%	6.3%
Q28-6. Overall quality	17.8%	53.2%	19.5%	7.6%	1.9%

**Q29. Approximately how many years have you lived in Oklahoma City?**

Q29. How many years have you lived in Oklahoma City	Number	Percent
Less than 5 years	66	5.1 %
5-10 years	129	10.1 %
11-20 years	250	19.5 %
20+ years	803	62.6 %
Not provided	35	2.7 %
Total	1283	100.0 %

**WITHOUT "NOT PROVIDED"****Q29. Approximately how many years have you lived in Oklahoma City? (without "not provided")**

Q29. How many years have you lived in Oklahoma City	Number	Percent
Less than 5 years	66	5.3 %
5-10 years	129	10.3 %
11-20 years	250	20.0 %
20+ years	803	64.3 %
Total	1248	100.0 %

**Q30. Are you registered to vote?**

Q30. Are you registered to vote	Number	Percent
Yes	1179	91.9 %
No	66	5.1 %
Not provided	38	3.0 %
Total	1283	100.0 %

**WITHOUT "NOT PROVIDED"****Q30. Are you registered to vote? (without "not provided")**

Q30. Are you registered to vote	Number	Percent
Yes	1179	94.7 %
No	66	5.3 %
Total	1245	100.0 %

**Q31. What is your age?**

Q31. Your age	Number	Percent
Under 35 years	251	19.6 %
35-44 years	248	19.3 %
45-54 years	244	19.0 %
55-64 years	258	20.1 %
65+ years	244	19.0 %
Not provided	38	3.0 %
Total	1283	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q31. What is your age? (without "not provided")**

Q31. Your age	Number	Percent
Under 35 years	251	20.2 %
35-44 years	248	19.9 %
45-54 years	244	19.6 %
55-64 years	258	20.7 %
65+ years	244	19.6 %
Total	1245	100.0 %

**Q32. With which of the following genders do you identify most?**

Q32. Your gender	Number	Percent
Male	635	49.5 %
Female	636	49.6 %
Non-binary	3	0.2 %
Prefer to self-describe	6	0.5 %
Not provided	3	0.2 %
Total	1283	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q32. With which of the following genders do you identify most? (without "not provided")**

Q32. Your gender	Number	Percent
Male	635	49.6 %
Female	636	49.7 %
Non-binary	3	0.2 %
Prefer to self-describe	6	0.5 %
Total	1280	100.0 %

**Q32-4. Self-describe your gender:**

Q32-4. Self-describe your gender	Number	Percent
Transgender	1	100.0 %
Total	1	100.0 %

**Q33. Do you own or rent your current residence?**

Q33. Do you own or rent your current residence	Number	Percent
Own	994	77.5 %
Rent	283	22.1 %
Not provided	6	0.5 %
Total	1283	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q33. Do you own or rent your current residence? (without "not provided")**

Q33. Do you own or rent your current residence	Number	Percent
Own	994	77.8 %
Rent	283	22.2 %
Total	1277	100.0 %

**Q34. Which of the following best describes your race/ethnicity?**

<u>Q34. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	57	4.4 %
Black/African American	183	14.3 %
Native American	53	4.1 %
White/Caucasian	847	66.0 %
Hispanic	242	18.9 %
Other	12	0.9 %
Total	1394	

**Q34-6. Self-describe your race/ethnicity:**

<u>Q34-6. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Mixed	3	25.0 %
More than one	1	8.3 %
Multiple races	1	8.3 %
Caribbean	1	8.3 %
Greek, German	1	8.3 %
Swiss Italian	1	8.3 %
Polish	1	8.3 %
Indian American	1	8.3 %
Native American and European nationalities	1	8.3 %
IRISH	1	8.3 %
Total	12	100.0 %

**Q35. Would you say your total annual household income is...**

Q35. Your total annual household income	Number	Percent
Under \$30K	175	13.6 %
\$30K to \$59,999	319	24.9 %
\$60K to \$99,999	324	25.3 %
\$100K+	333	26.0 %
Not provided	132	10.3 %
Total	1283	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q35. Would you say your total annual household income is... (without "not provided")**

Q35. Your total annual household income	Number	Percent
Under \$30K	175	15.2 %
\$30K to \$59,999	319	27.7 %
\$60K to \$99,999	324	28.1 %
\$100K+	333	28.9 %
Total	1151	100.0 %

**Q36. Would you be willing to participate in future surveys or focus groups sponsored by the City?**

Q36. Would you be willing to participate in future surveys or focus groups sponsored by City	Number	Percent
Yes	602	46.9 %
No	681	53.1 %
Total	1283	100.0 %

**Ward**

Ward	Number	Percent
1	171	13.3 %
2	153	11.9 %
3	151	11.8 %
4	151	11.8 %
5	156	12.2 %
6	151	11.8 %
7	174	13.6 %
8	176	13.7 %
Total	1283	100.0 %

A graphic consisting of a white circle with a dark blue border containing the number '5', followed by a dark blue horizontal bar containing the text 'Survey Instrument' in white.

**5** Survey Instrument



The City of  
**OKLAHOMA CITY**

July 2021

Dear Neighbor:

Every year, your Mayor and Council send a representative group of residents this scientific survey you are now holding in your hands. Today is your lucky day, because this year you are a member of that group.

***Your input on the enclosed survey is extremely important.*** Over the course of the next year, we will make decisions regarding a wide range of City services, including public safety, streets, transit, 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 our community.

***Please return your survey sometime during the next week.*** Your responses will remain confidential. Your survey can be returned in the enclosed postage-paid envelope or complete it on-line at [OKCitySurvey.org](http://OKCitySurvey.org).

If you have any questions about this survey, please call the City's Action Center at 297-2535.

Again, please return your survey and thank you for your time. For us to continue our forward progress as "#1OKC," your voice must be heard.

Sincerely,

A handwritten signature in black ink that reads "David Holt".

David Holt  
Mayor



# 2021 City of Oklahoma City Resident 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 resident 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 [OKCitySurvey.org](http://OKCitySurvey.org).

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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. Quality of city trash services	5	4	3	2	1	9
08. Enforcement of city codes and ordinances	5	4	3	2	1	9
09. Quality of customer service you receive from city employees	5	4	3	2	1	9
10. Effectiveness of city communication with the public	5	4	3	2	1	9
11. Flow of traffic and the ease of getting around town	5	4	3	2	1	9
12. Overall quality of the city's public transit system (Bus, Ferry, Bike Share, Streetcar)	5	4	3	2	1	9

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

1st: \_\_\_\_      2nd: \_\_\_\_      3rd: \_\_\_\_

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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 dissatisfied with the feeling of safety in your city (as rated in Q3.6 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...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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
4. Fire protection in your neighborhood	5	4	3	2	1	9
5. Fire safety information and public education programs	5	4	3	2	1	9

**4a. If you were dissatisfied with Q4.2, why are you dissatisfied with the enforcement of traffic laws?**

- \_\_\_(1) Traffic laws are too strictly enforced/too many citations are given  
 \_\_\_(2) Traffic laws are not enforced enough/not enough citations are given  
 \_\_\_(3) Other: \_\_\_\_\_

**5. 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...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
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 during the day	5	4	3	2	1	9

**6. Have you had contact with a City of Oklahoma City police officer in the last three years?**

- \_\_\_(1) Yes [Answer Q6a-c.]      \_\_\_(2) No [Skip to Q7.]

**6a. What was the nature of your contact with the police officer?**

- \_\_\_(1) Traffic                                      \_\_\_(3) Suspected of committing a crime  
 \_\_\_(2) Victim of Crime                        \_\_\_(4) Other: \_\_\_\_\_

**6b. Were you treated fairly by the officer?**      \_\_\_(1) Yes      \_\_\_(2) No

**6c. How would you rate response time of the officer?**

- \_\_\_(1) Excellent      \_\_\_(2) Good      \_\_\_(3) Neutral      \_\_\_(4) Acceptable      \_\_\_(5) Poor

**7. Do you have any recommendations or suggestions for improvement for the Police Department?**  
 [You can also make suggestions at [www.okc.gov](http://www.okc.gov).]

\_\_\_\_\_

**8. Do you have a working smoke alarm in your home?**      \_\_\_(1) Yes      \_\_\_(2) No

**If you cannot afford a smoke alarm, don't know how/can't install or check your smoke alarm, please call 316-BEEP, visit [SmokeAlarmsOKC.com](http://SmokeAlarmsOKC.com) or [GratisAlarms.com](http://GratisAlarms.com) online, or stop by any OKC fire station.**

9. Which **THREE** of the following bus service characteristics are **MOST IMPORTANT** to you when considering whether or not to use public transit? [Write in your answers using the numbers from the list below.]

- |   |  |
|---|--|
| 1. How often the bus comes by your stop | 6. Access to a park & ride location            |
| 2. Service available until midnight     | 7. Routes to more places                       |
| 3. Sheltered bus stops                  | 8. Pedestrian access to bus stops              |
| 4. The time it takes to make a trip     | 9. Bus stop within walking distance of my home |
| 5. Later weekend service                |  |

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

10. 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      |

11. 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      |

12. **Schools.** While the City does not operate public schools, 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...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Safety in your neighborhood schools	5	4	3	2	1	9
2. The quality of education in your neighborhood schools	5	4	3	2	1	9

13. **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...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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

14. 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 answers below using the numbers from the list in Question 13.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

15. **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...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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 (e.g., old furniture, appliances)	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 (e.g., repairs, starting service)	5	4	3	2	1	9
7. Quality of customer service	5	4	3	2	1	9

16. **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

17. **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

18. **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...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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. Accessibility to walking and biking trails	5	4	3	2	1	9
04. Accessibility to city parks	5	4	3	2	1	9
05. Quality of swim lessons	5	4	3	2	1	9
06. Quality of city golf courses	5	4	3	2	1	9
07. Amount of Athletic Leagues offered by the city	5	4	3	2	1	9
08. Quality of recreation, athletic and aquatic facilities	5	4	3	2	1	9
09. Availability of information about parks and recreation activities and classes	5	4	3	2	1	9
10. Quality of recreation activities and classes	5	4	3	2	1	9
11. Civic Center Music Hall experience	5	4	3	2	1	9
12. Martin Park Nature Center experience	5	4	3	2	1	9
13. Will Rogers Gardens experience	5	4	3	2	1	9
14. Overall customer service of Parks and Recreation	5	4	3	2	1	9

19. **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 answers below using the numbers from the list in Question 18.]**

1st: \_\_\_\_                      2nd: \_\_\_\_                      3rd: \_\_\_\_

20. **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?

\_\_\_\_(1) More than 3 times a week (often)                      \_\_\_\_ (3) 1-3 times a month (occasionally)                      \_\_\_\_ (9) Don't know  
 \_\_\_\_ (2) 1-3 times a week (regularly)                      \_\_\_\_ (4) 0 times last month (never)

21. **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...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Condition of major city streets	5	4	3	2	1	9
02. Condition of streets in your neighborhood	5	4	3	2	1	9
03. Condition of street signs	5	4	3	2	1	9
04. Condition of pavement markings on city streets	5	4	3	2	1	9
05. Snow removal on snow routes during the past year	5	4	3	2	1	9
06. Condition of landscaping or streetscaping in medians and along city streets	5	4	3	2	1	9
07. Condition of sidewalks	5	4	3	2	1	9
08. Condition of bicycle infrastructure	5	4	3	2	1	9
09. Cleanliness of city streets and other public areas	5	4	3	2	1	9
10. Cleanliness of stormwater drains in your neighborhood	5	4	3	2	1	9

22. 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 answers below using the numbers from the list in Question 21.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

23. **Communication.** Have you contacted the City of Oklahoma City during the past year?

\_\_\_\_(1) Yes [Answer Q23a.]      \_\_\_\_ (2) No [Skip to Q24.]

23a. Using a scale of 1 to 5, 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...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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

24. 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...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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 (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

**25. Which of the following do you use to get information about the City of Oklahoma City? [Check all that apply.]**

- (01) Water bill newsletter, CityNews
- (02) Newspapers
- (03) Radio
- (04) Television news
- (05) City website (okc.gov)
- (06) City cable/YouTube channel
- (07) Calling the city
- (08) Social media
- (09) OKC GOV Mobile App
- (10) Email newsletters
- (11) Other: \_\_\_\_\_

**26. 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 at okc.gov
- (3) Social media
- (4) OKC Connect Mobile App
- (5) Text (405) 252-1053
- (6) Call the department
- (7) Email
- (8) Mail
- (9) Other: \_\_\_\_\_

**27. 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...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
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

**28. How satisfied are you with the following aspects of your neighborhood? Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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 (e.g., sidewalks, parks, shopping, trees)	5	4	3	2	1	9
6. Overall quality	5	4	3	2	1	9

**29. 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

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

**31. What is your age?**

- (1) Under 25 years
- (2) 25-34 years
- (3) 35-44 years
- (4) 45-54 years
- (5) 55-64 years
- (6) 65-74 years
- (7) 75+ years

**32. With which of the following genders do you identify most?**

- (1) Male
- (2) Female
- (3) Non-Binary
- (4) Prefer to self-describe: \_\_\_\_\_

- 33. Do you own or rent your current residence?**    \_\_\_(1) Own    \_\_\_(2) Rent
- 34. Which of the following best describes your race/ethnicity? [Check all that apply.]**  
 \_\_\_(01) Asian/Pacific Islander    \_\_\_(03) Native American    \_\_\_(05) Hispanic  
 \_\_\_(02) Black/African American    \_\_\_(04) White/Caucasian    \_\_\_(99) Other: \_\_\_\_\_
- 35. Would you say your total annual household income is...**  
 \_\_\_(1) Under \$30,000    \_\_\_(2) \$30,000 to \$59,999    \_\_\_(3) \$60,000 to \$99,999    \_\_\_(4) \$100,000 or more
- 36. Would you be willing to participate in future surveys or focus groups sponsored by the city?**  
 \_\_\_(1) Yes [Answer Q36a.]    \_\_\_(2) No
- 36a. Please provide your contact information below.**  
 Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
 Email: \_\_\_\_\_

**This concludes the survey. Thank you for your time!**  
 Please return your completed survey in the enclosed return-reply envelope addressed to:  
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061