



2022 RESIDENT SURVEY

Findings Report

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Presented To The
CITY OF OKLAHOMA CITY,
OKLAHOMA

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2022 City of Oklahoma City Resident Survey

Executive Summary Report

Overview & Methodology

Overview

ETC Institute administered a resident survey for the City of Oklahoma City during the summer of 2022. The purpose of the survey was to objectively assess resident satisfaction with the delivery of City services and to gather input about priorities for the City.

Methodology

The survey was administered to a random sample of 1,343 residents by mail, Internet, and phone. At least 150 surveys were completed in each of the City's eight council wards. The results of the random sample of 1,343 households have a precision of at least +/-2.6% at the 95% level of confidence.

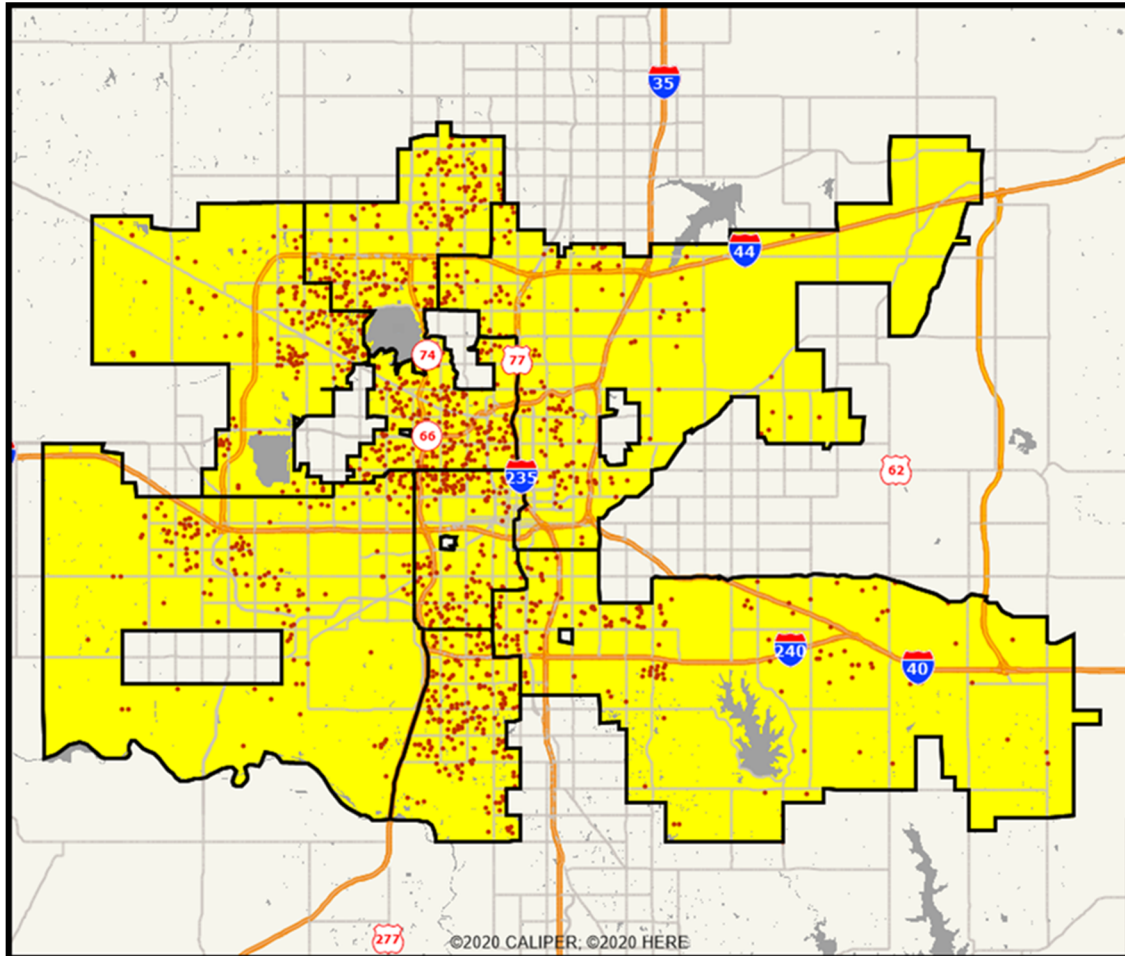
The seven-page survey, cover letter, and postage paid return envelope were mailed to a random sample of households in Oklahoma. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Once households received the survey, in the mail, ETC Institute sent follow-up reminder communications to encourage participation. The communication methods contained a link to the online version of the survey to make it convenient for residents to complete. For verification purposes, residents were asked to enter their home address at the end of the survey. ETC Institute then matched the addresses that were entered with the addresses originally selected for the random sample. If the address entered online did not match with an address on the random sample, that online survey was not counted.

Benchmarks: The national benchmarking data presented in this report is based on results from the *National DirectionFinder® Resident Survey* administered by ETC Institute during the summer of 2022 to a random sample of residents living in communities with a population of more than 250,000. The data from the *National DirectionFinder® Resident Survey* is referred to as the "National Average" throughout this Executive Summary.

Trends: Trends are based on the results of the 2020 and 2021 City of Oklahoma City Resident Survey. When comparing trend data in this report, a significant increase or decrease is defined as a change of more than 3%.

Don't Know Responses: The number of "don't know" responses often reflect the utilization and awareness of City services, however, for comparison purposes, the percentage of "don't know" and "no opinion" responses have been excluded from the graphs. Excluding "don't know" responses facilitate valid comparisons of the results from previous surveys and with the results from other communities in ETC Institute's database of survey results.

Location of Respondents: ETC Institute geocoded the home address of respondents to better understand how they rated various City services. The dots on the map below show the distribution of survey respondents based on the location of their home address.



Major City Service Ratings vs. the National Average

The City of Oklahoma City rated above the National Average in eight major categories of City services that were comparable. These major categories of City services are listed below.

- City trash services (+27%)
- Customer service received from City employees (+22%)
- Police service (+17%)
- City water utilities (+16%)
- Fire service (+13%)
- Effectiveness of city communication with the public (+13%)
- City parks and recreation programs and facilities (+12%)
- Ambulance service (+2%)

Major City Service Ratings vs. Large Communities

Compared to larger communities, with a population greater than 250,000 residents, the City of Oklahoma City received a satisfaction rating +22.6% higher than the average rating of large communities for the quality of services provided by the City. The City had higher satisfaction ratings in ten major categories of City service areas that were comparable. These services are listed below.

- City trash services (+32%)
- Customer service received from City employees (+30%)
- Police service (+28%)
- Effectiveness of city communication with the public (+25%)
- Fire service (+20%)
- City water utilities (+19%)
- City parks and recreation programs and facilities (+16%)
- Ambulance service (+9%)
- Flow of traffic and the ease of getting around town on city streets (+5%)
- Enforcement of city codes and ordinances (+4%)

City 2022 Survey Results vs. 2021 Survey Results

The City of Oklahoma City's rating for the quality of services provided by the City decreased by 3% from 69% in 2021 to 66% in 2022. The City of Oklahoma City showed one significant increase in satisfaction, from 2021 to 2022, in the quality of City trash services. The table below displays the 2022 results, 2021 results, and the difference between them.

City of Oklahoma City 2022 Survey Results vs. 2021 Survey Results			
<i>Results are the sum percentage of "very satisfied" and "satisfied" responses.</i>			
Major City Services	2022	2021	Difference
Quality of city trash services	84%	81%	3%
Condition of City streets	15%	13%	2%
Quality of fire service	91%	91%	0%
Flow of traffic & ease of getting around town	43%	43%	0%
Quality of police service	72%	73%	-1%
Quality of City water utilities	69%	71%	-2%
Quality of parks & recreation programs/facilities	63%	65%	-2%
Quality of customer service from city employees	63%	67%	-4%
Enforcement of City codes & ordinances	38%	43%	-5%
Effectiveness of city communication with public	51%	56%	-5%
Quality of City's public transit system	33%	39%	-6%
Quality of ambulance service	75%	81%	-7%

Long-Range Trends

Out of the 80 services that were analyzed in both 2022 and 2020, 13 services had an increase of at least 1% or higher in its satisfaction rating, 14 services did not have a change in satisfaction, and 53 services had a decrease of at least 1% or higher in its satisfaction rating. Of the 13 services that had increased in satisfaction, four services had a significant increase of 3% or greater. Of the 53 services that had decreased in satisfaction, 44 services had a significant decrease of 3% or greater.

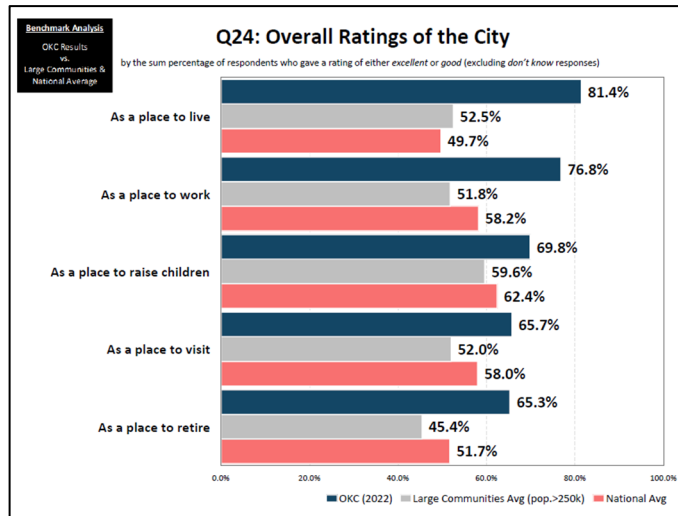
Short-Range Trends

Out of the 80 services that were analyzed in both 2022 and 2021, 11 services had an increase of at least 1% or higher in its satisfaction rating, seven services did not have a change in satisfaction, and 62 services had a decrease of at least 1% or higher in its satisfaction rating. Of the 11 services that had increased in satisfaction, eight services had a significant increase of 3% or greater. Of the 62 services that had decreased in satisfaction, 40 services had a significant decrease of 3% or greater.

Key Survey Findings

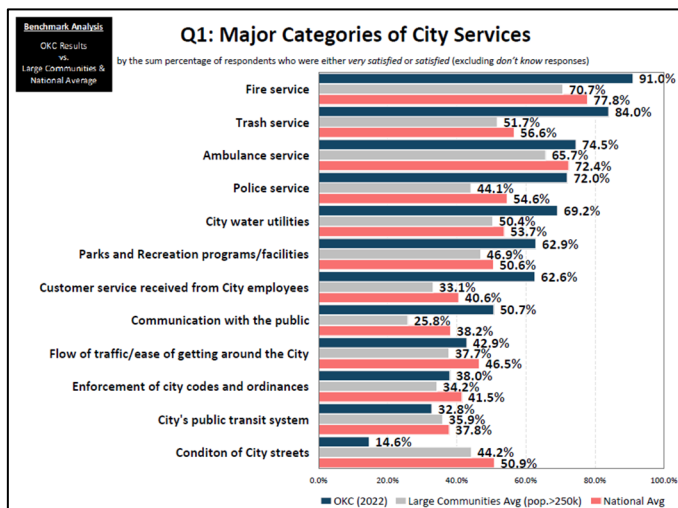
Overall Ratings of the City

- When comparing the overall ratings of the City with other communities, the City of Oklahoma City continues to rank higher than the national average and average of larger communities in all areas.
- Two out of three residents rated Oklahoma City as being either an “excellent” or “good” place to live (81%), work (77%), raise children (70%), and as a place to visit (66%).



Customer Service Provided by the City

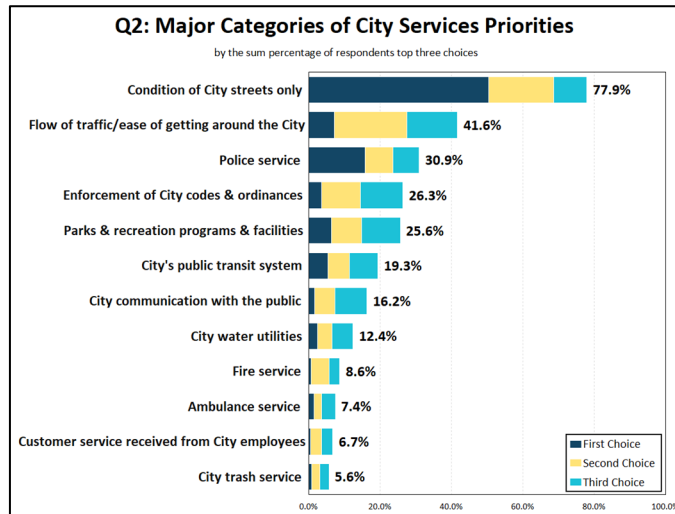
- Compared to the National Average, the City of Oklahoma City is setting the standard for the customer service they are providing to Oklahoma City residents.
- 63% of residents were either “very satisfied” or “satisfied” with the customer service received from City employees, this is 22% above the National Average and 30% above the average for large communities. *See chart above.*



- During the past year, 41% of residents indicated they had contacted the City and of these residents, the majority were satisfied with the City employees’ customer service attributes. Seventy-one percent (71%) were satisfied with how helpful City staff was when they called, 68% were satisfied with the accuracy of the information given, 67% were satisfied with how quickly City staff responded to their request, 62% were satisfied with how helpful City staff was when they visited, and 61% were satisfied with overall how well their issue was handled.

Major Categories of City Services

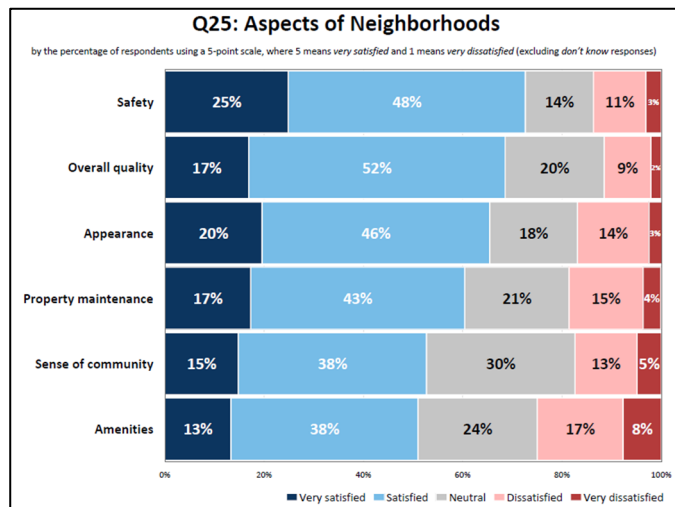
• The top three most important services, that residents think should receive the most emphasis from City leaders over the next two years, are the condition of City streets (78%), flow of traffic/ease of getting around the City (42%), and police services (31%). See chart to the right.



- 43% of residents are satisfied with the flow of traffic and the ease of getting around the City, and 15% of residents are satisfied with the condition of City streets.
- Though 72% of residents are satisfied with the quality of police services that the City is providing and this rating is 17% above the National Average, these services are still very important to residents.

Public Safety Services

• One out of two residents feel safe walking in their neighborhood during the day, in City parks during the day, and walking in their neighborhood at night.



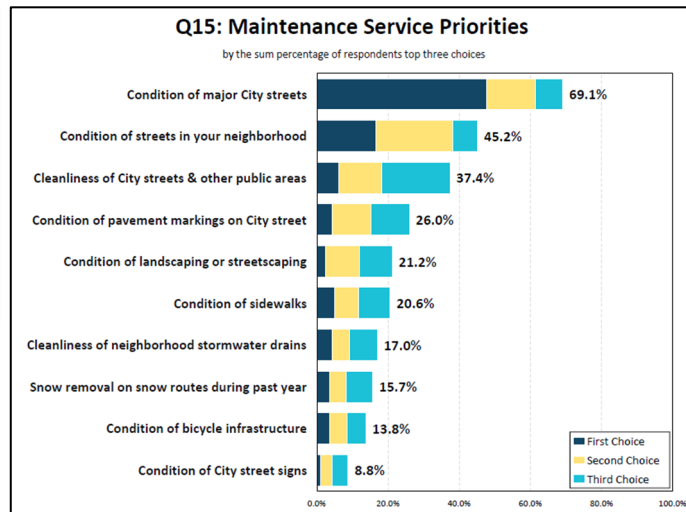
- 85% of residents were satisfied with fire protection provided in their neighborhood.
- 63% of residents were satisfied with the police service in their neighborhood.
- When residents were asked to rate their level of satisfaction with various aspects of neighborhoods, 73% indicated they were satisfied with the safety in neighborhoods.

Maintenance Services

- Based on resident's top three choices, the most important maintenance service that residents think the City should emphasize most on over the next two years is the condition of major City streets.

- 63% of residents indicated they were satisfied with the condition of City street signs and 57% were satisfied with the snow removal on snow routes during the past year.

- The three maintenance services that received the lowest levels of satisfaction were the cleanliness of City streets and other public areas (38%), condition of bicycle infrastructure (36%) and the condition of major City streets (28%).

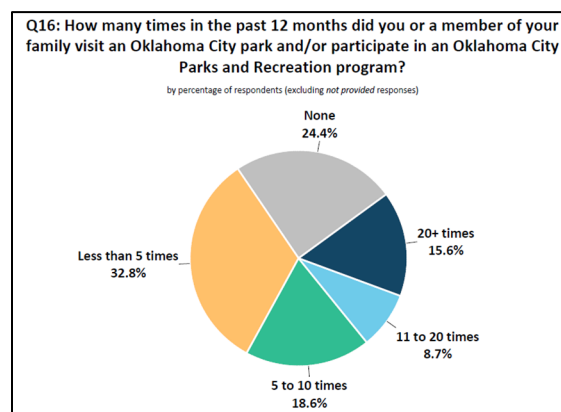


Additional Findings

- The top four public services that residents think should receive the most emphasis from City leaders, over the next two years, are bus stops within walking distances of their residence (38%), routes going to more places (38%), how often the bus goes to their stops (36%), and the time it takes to make a trip (34%).

- Code enforcement services that residents think should receive the most emphasis from City leaders, over the next two years, are the enforcement of cleaning up junk and debris on private property (68%) and the enforcement of mowing and cutting of weeds and grass on private property (53%).

- Three out of four residents (76%) have used an Oklahoma City park and/or participated in an Oklahoma City Parks and Recreation program during the past year. Most residents are satisfied with the experience at the Civic Center Music Hall (74%), the condition of Bricktown Canal and landscaping (70%), the accessibility to City parks and trails (66%), and the maintenance of City parks (66%).



- The parks and recreation services that residents think should receive the most emphasis over the next two years is the maintenance of City parks (48%).

Recommendations

To help the City of Oklahoma City identify areas to emphasize over the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance of items based on the percentage of importance and the percentage of satisfaction with each service. ETC Institute has based their recommendations on the Importance-Satisfaction analysis to objectively assess the priorities for the City of Oklahoma City. 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. Based on the results of the Importance-Satisfaction Analysis, ETC Institute recommends the following:

Top Priorities for City Services. To increase the overall satisfaction with major City services, the City of Oklahoma City should emphasize improvements in the following areas over the next two years:

- Condition of City streets
- Flow of traffic and ease of getting around town on City streets
- Enforcement of City codes and ordinances
- Overall quality of City's public transit system

The table below shows the Importance-Satisfaction (I-S) Rating Rankings for the 12 categories of City services that were analyzed.

Importance-Satisfaction Analysis Ratings						
2022 City of Oklahoma City Resident Survey						
Major Categories of City Services						
Oklahoma City, OK						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Condition of City streets only	77.9%	1	14.6%	12	0.6653	1
Flow of traffic & ease of getting around town on City streets	41.6%	2	42.9%	9	0.2375	2
High Priority (I-S = 0.10-0.20)						
Enforcement of City codes & ordinances	26.3%	4	38.0%	10	0.1631	3
Overall quality of City's public transit system	19.3%	6	32.8%	11	0.1297	4
Medium Priority (I-S < 0.10)						
Quality of City parks & recreation programs & facilities	25.6%	5	62.9%	6	0.0950	5
Quality of police service	30.9%	3	72.0%	4	0.0865	6
Effectiveness of City communication with the public	16.2%	7	50.7%	8	0.0799	7
Quality of City water utilities	12.4%	8	69.2%	5	0.0382	8
Quality of customer service you receive from City employees	6.7%	11	62.6%	7	0.0251	9
Quality of ambulance service	7.4%	10	74.5%	3	0.0189	10
Quality of City trash services	5.6%	12	84.0%	2	0.0090	11
Quality of fire service	8.6%	9	91.0%	1	0.0077	12

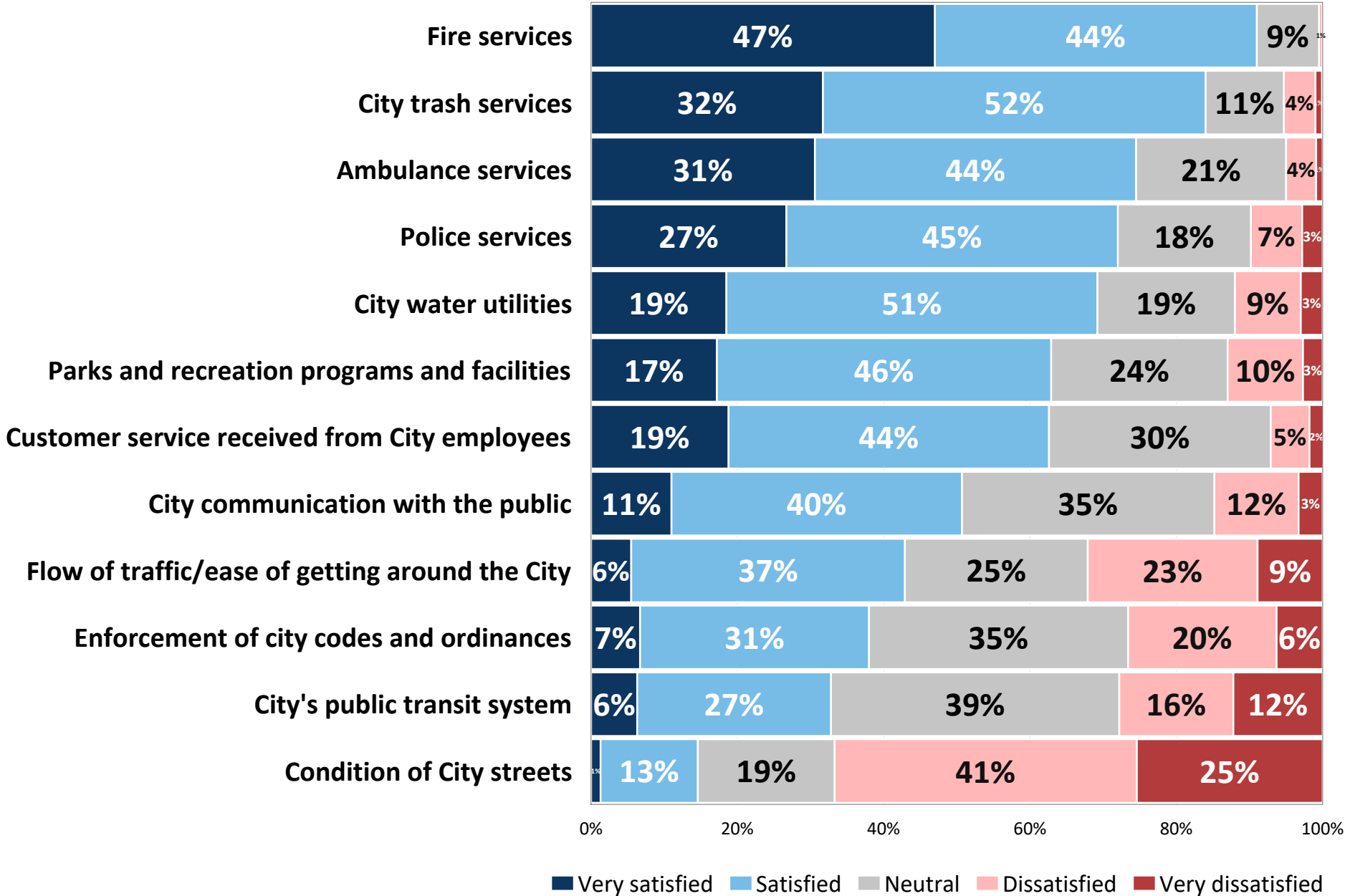
A hand holding a blue pen pointing at a document with charts and graphs. The document features a bar chart with orange, yellow, and light blue bars, and a line graph with green and red lines. The background is a light, blurred image of the document and pen. Large, semi-transparent geometric shapes in dark blue and light blue are overlaid on the page.

CHARTS & GRAPHS

SURVEY RESULTS & TRENDS

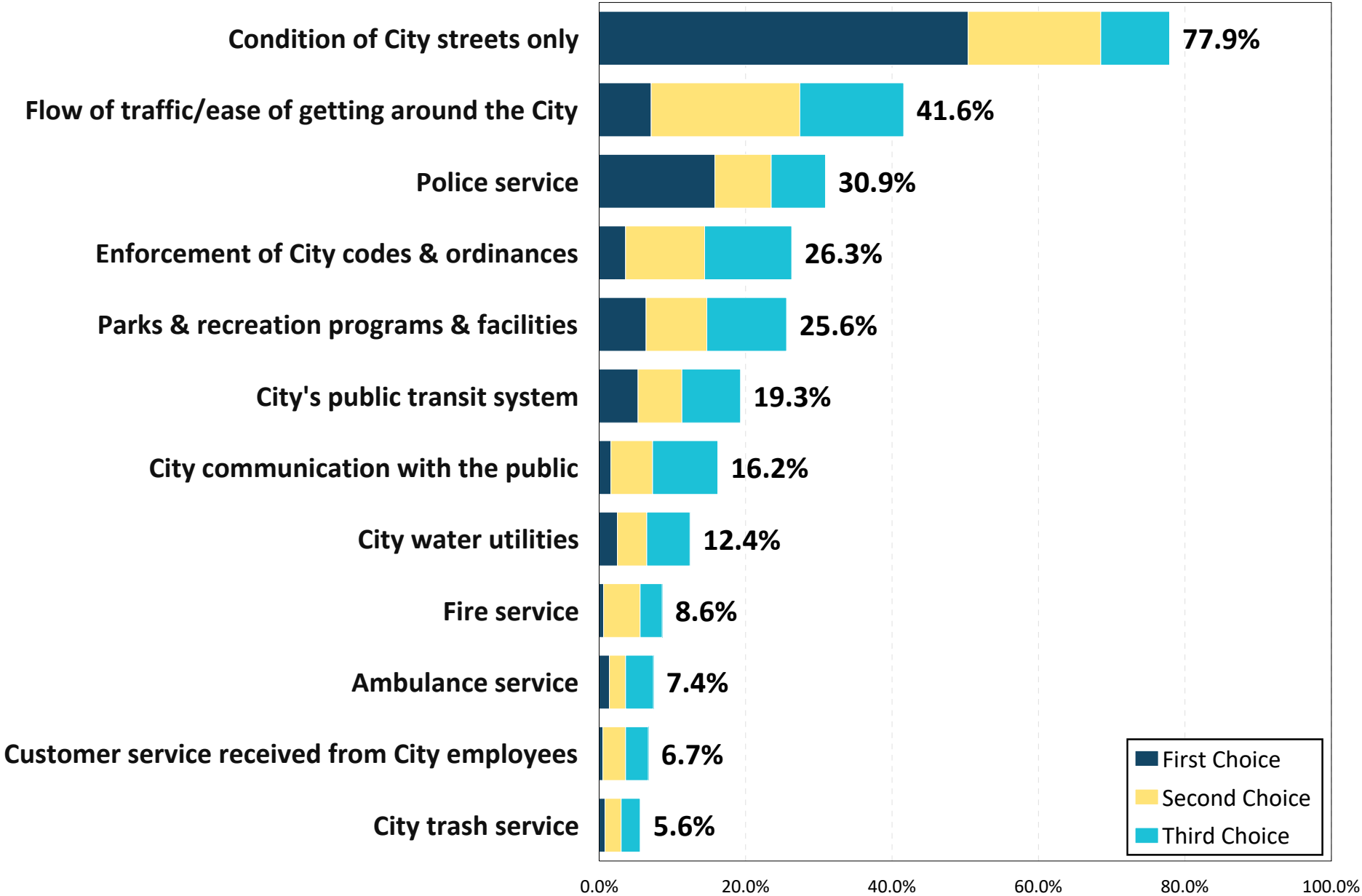
Q1: Major Categories of City Services

by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Q2: Major Categories of City Services Priorities

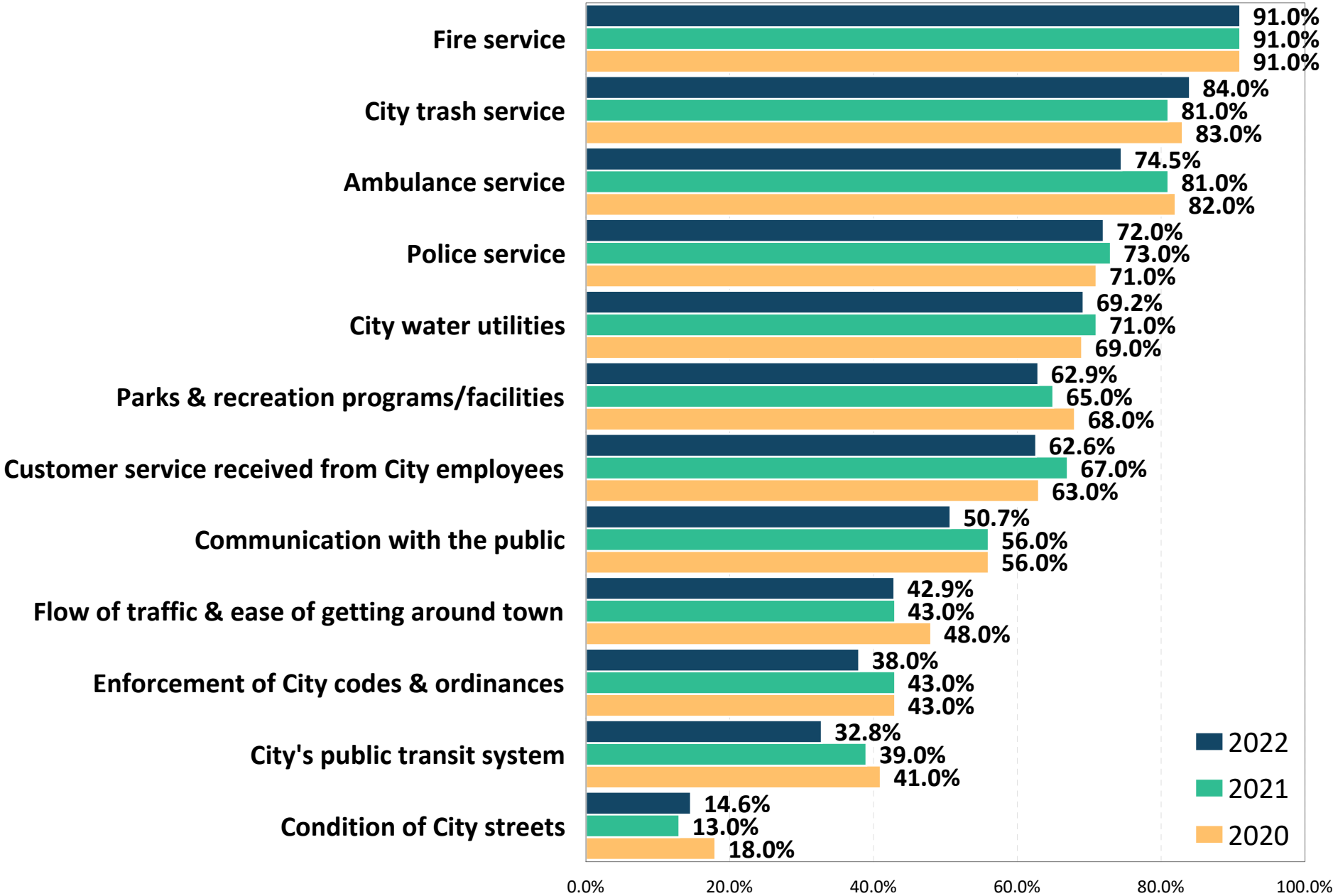
by the sum percentage of respondents top three choices



Trends Analysis
2022 Results vs.
2021 & 2020

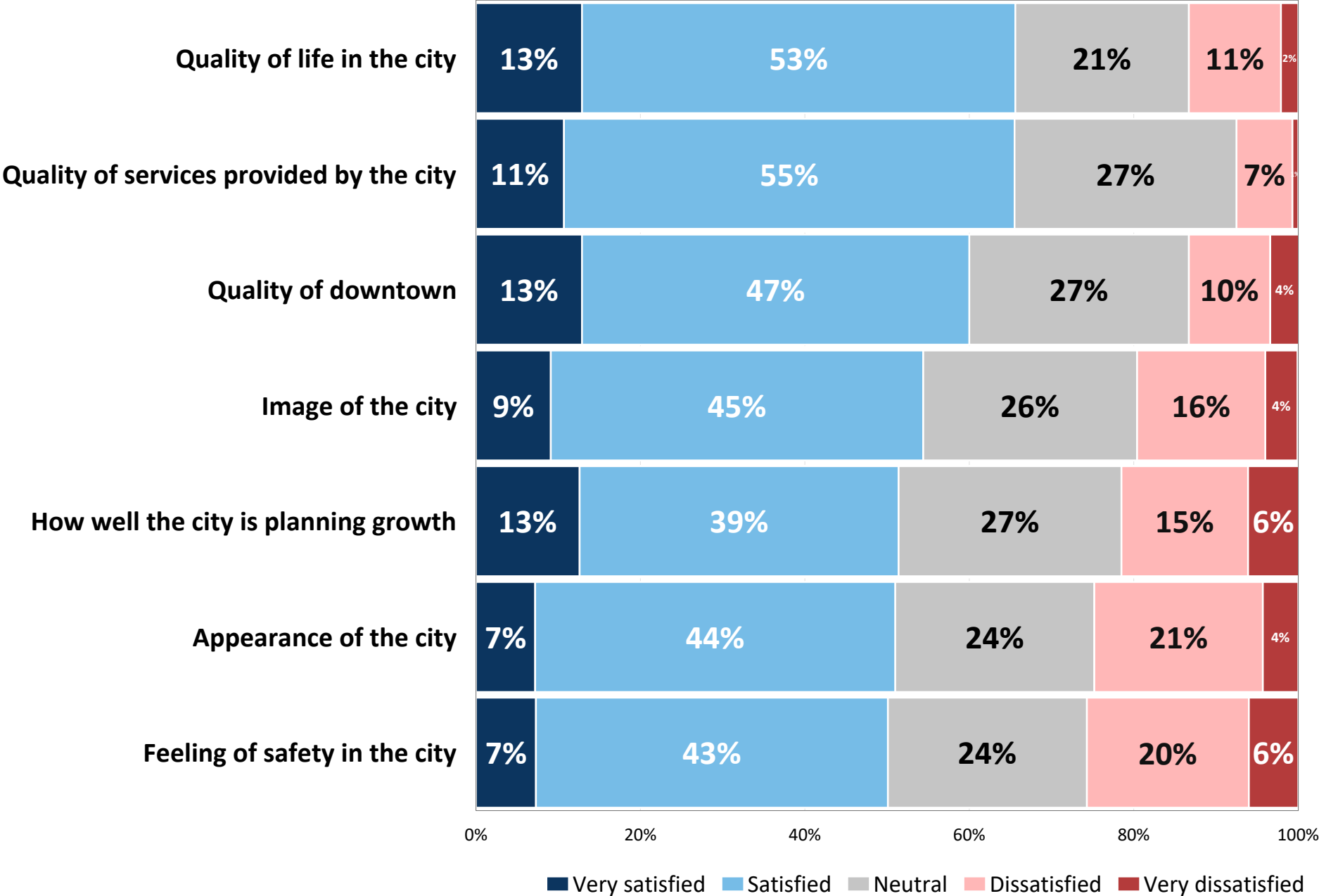
Q1: Major Categories of City Services

by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)



Q3: Perception of the City

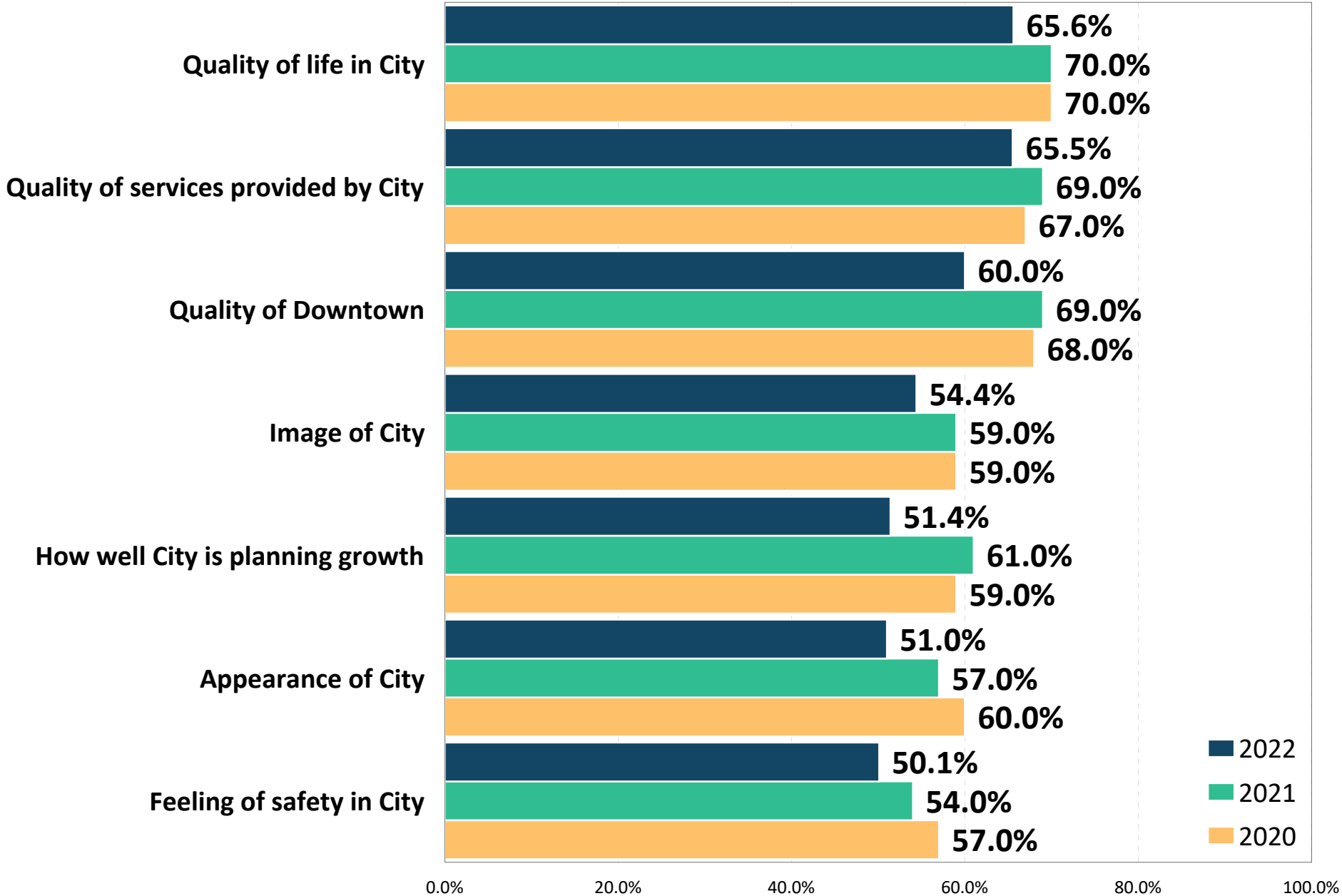
by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends Analysis
2022 Results vs.
2021 & 2020

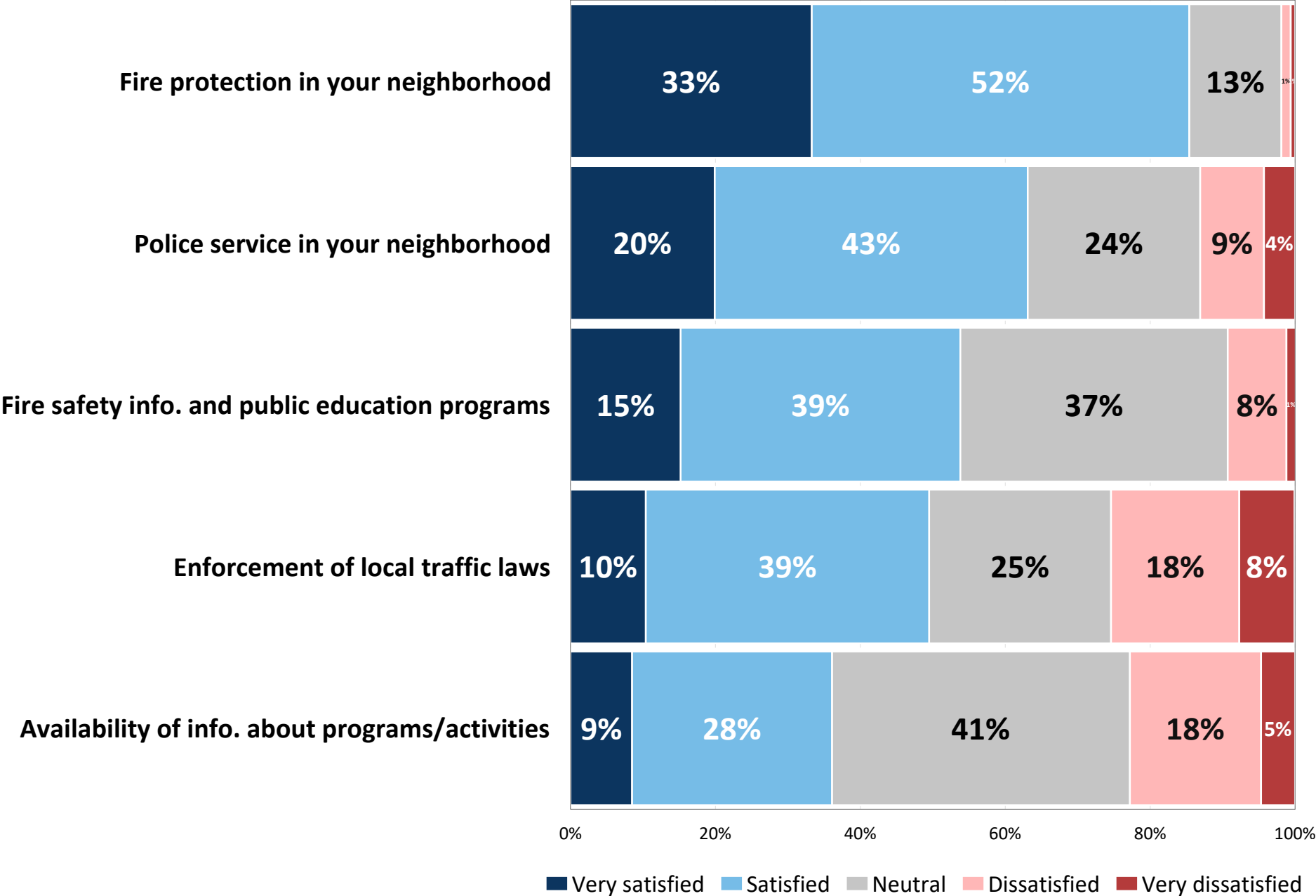
Q3: Perception of the City

by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)



Q4: Public Safety

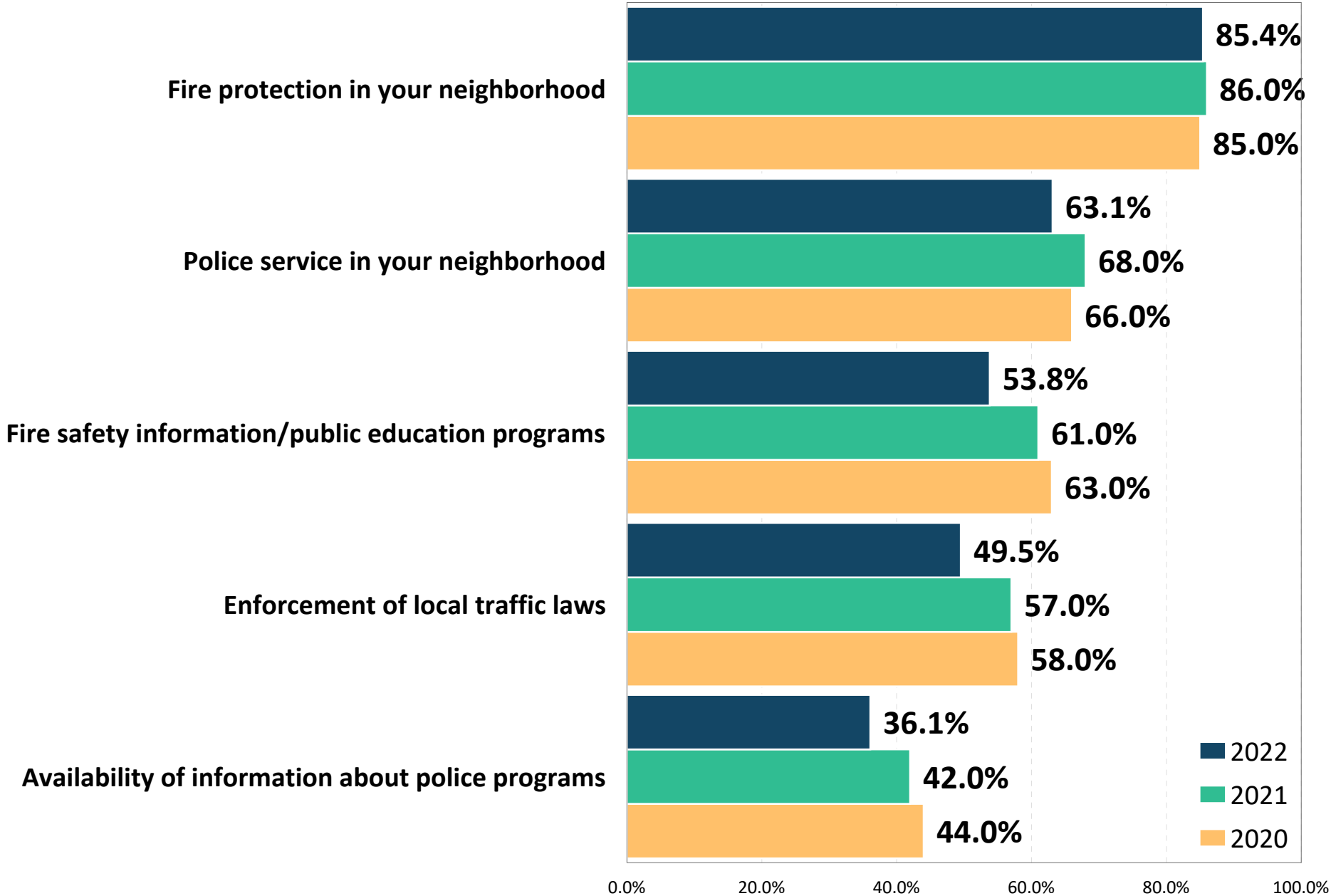
by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends Analysis
2022 Results vs.
2021 & 2020

Q4: Public Safety

by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)

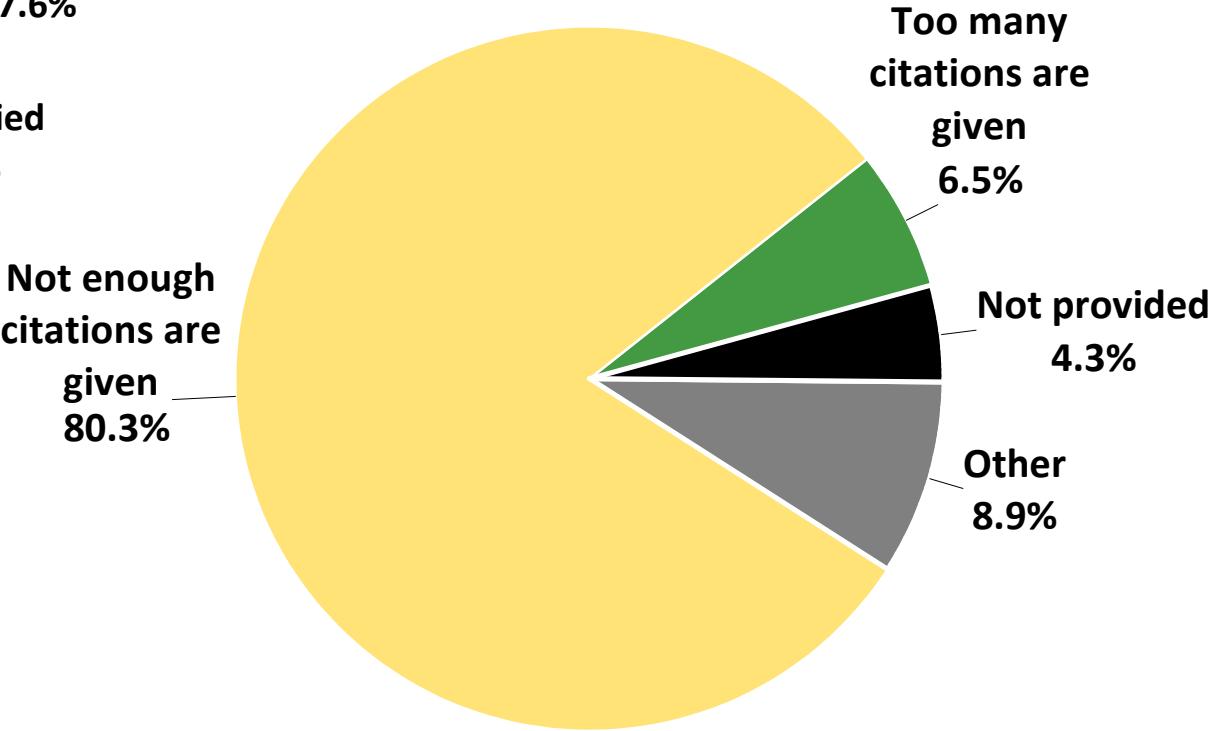
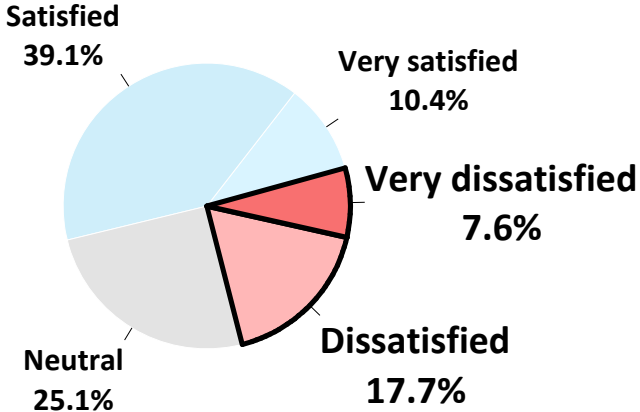


Q4a: If you were dissatisfied with Item 2 in Question 4, why are you dissatisfied with the enforcement of traffic laws?

by percentage of respondents (excluding *not provided* responses)

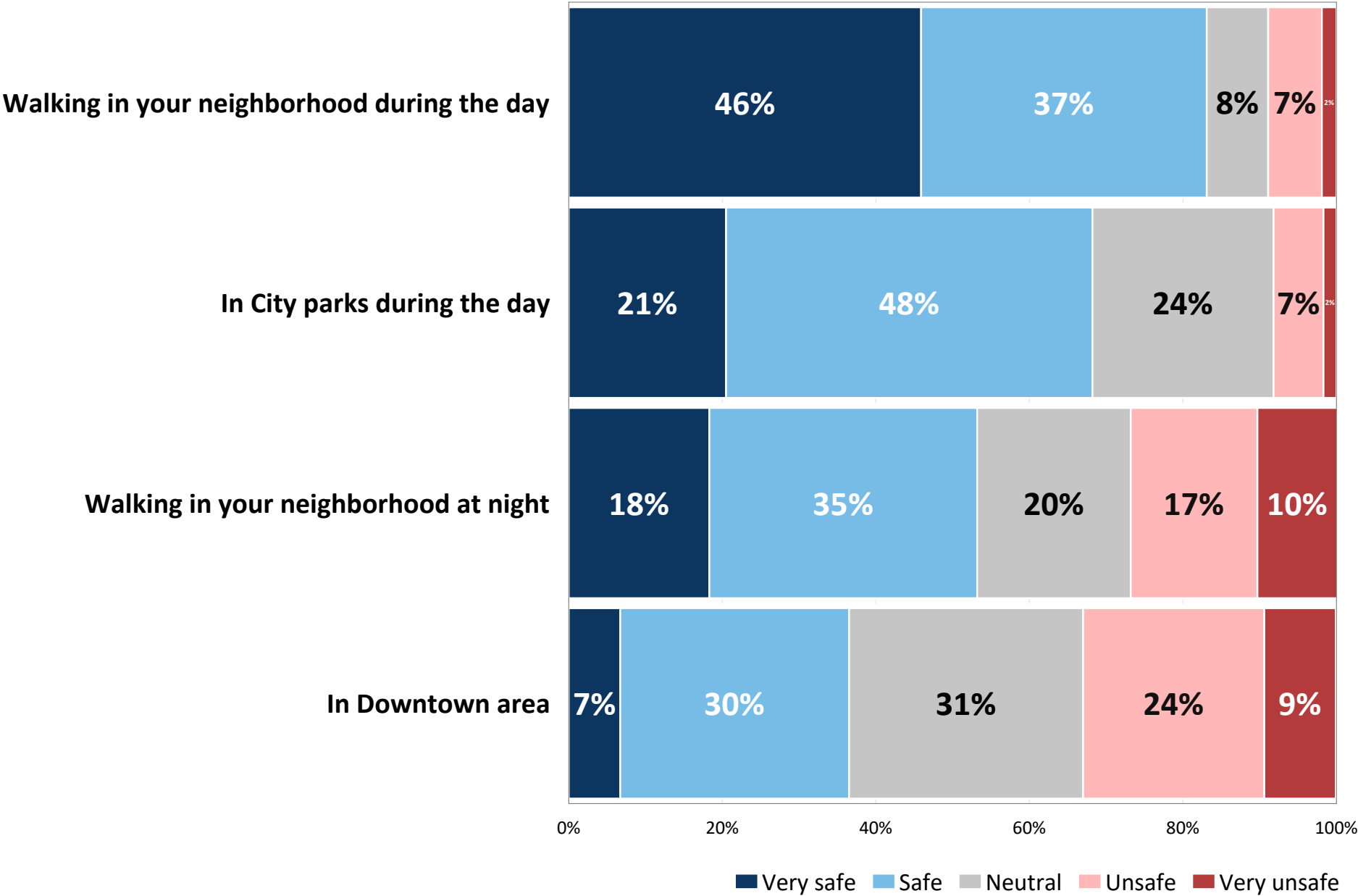
Q4: Enforcement of Traffic Laws

by percentage of respondents (excluding *don't know* responses)



Q5: Feeling of Safety

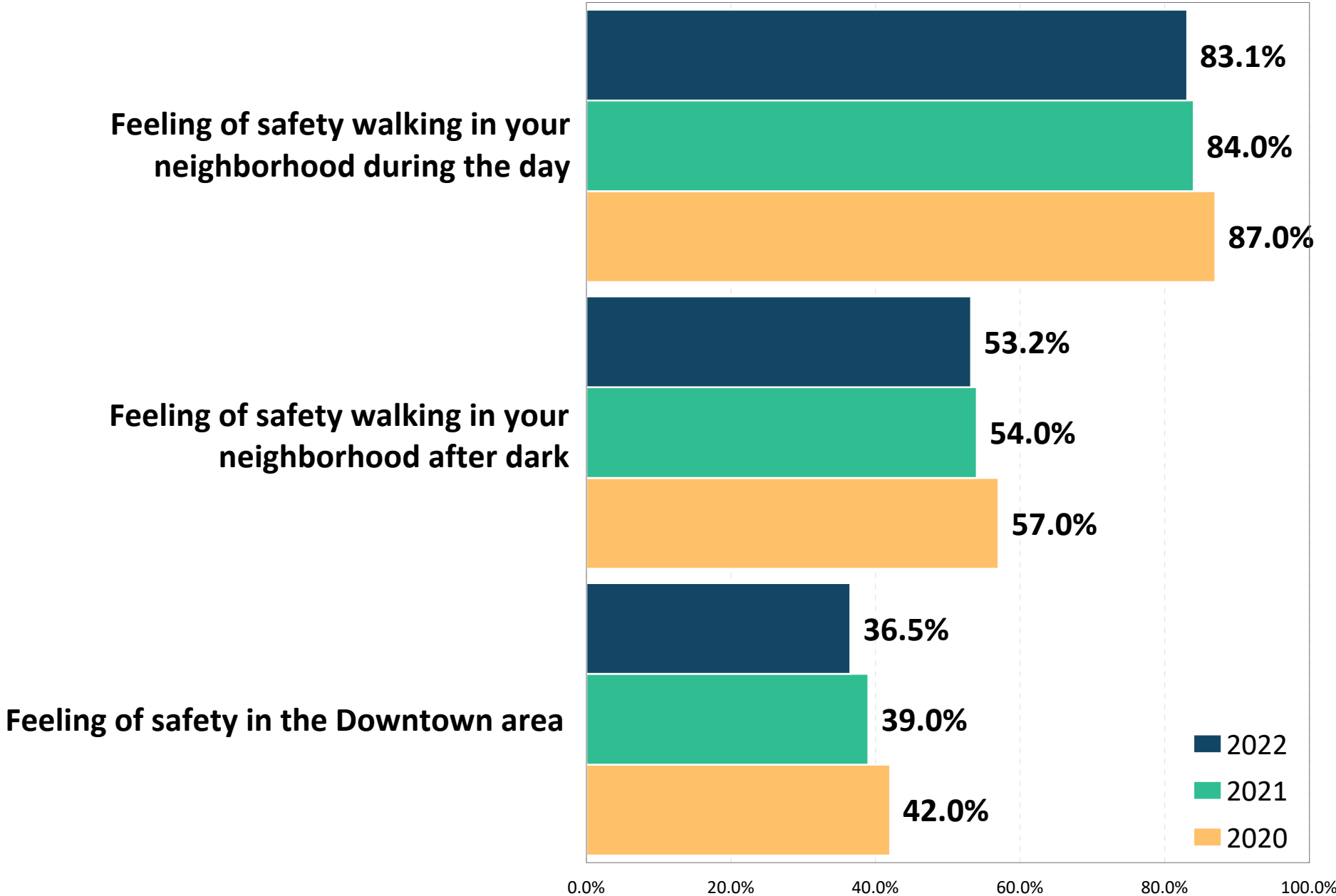
by the percentage of respondents using a 5-point scale, where 5 means *very safe* and 1 means *very unsafe* (excluding *don't know* responses)



Trends Analysis
2022 Results vs.
2021 & 2020

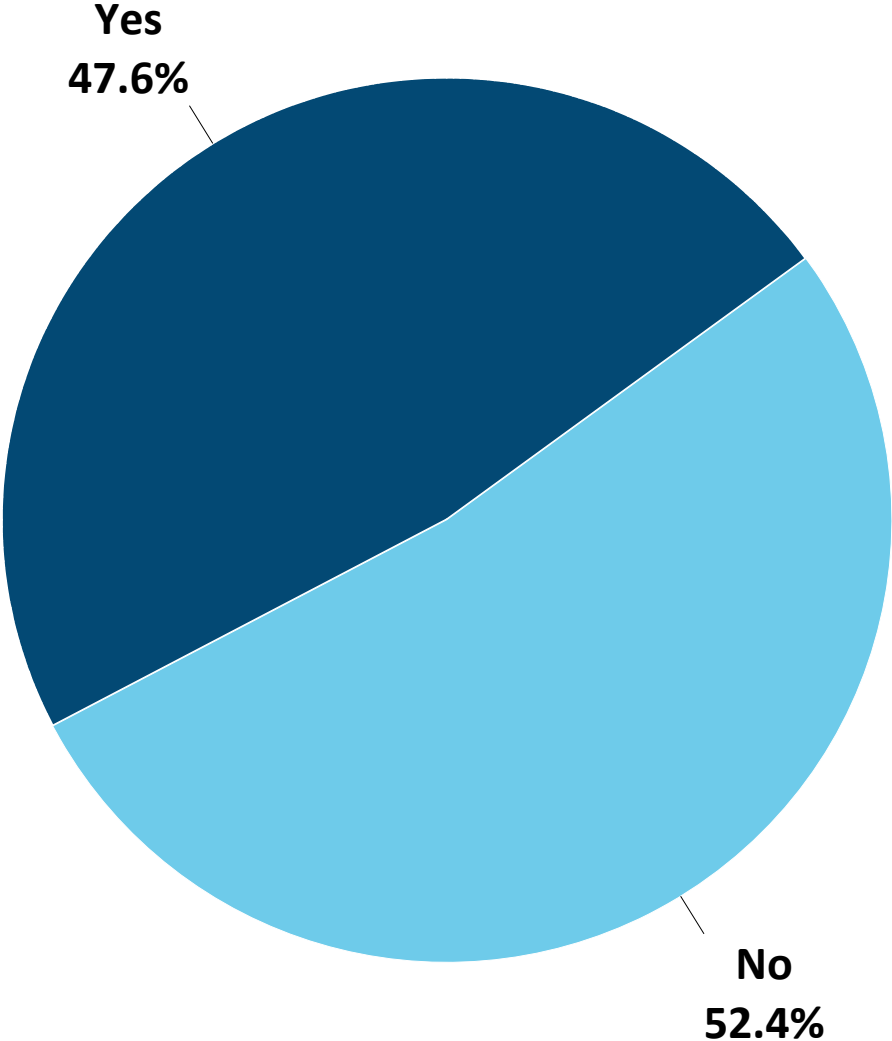
Q5: Feeling of Safety

by the sum percentage of respondents who feel either *very safe* or *safe* in the following situations
(excluding *don't know* responses)



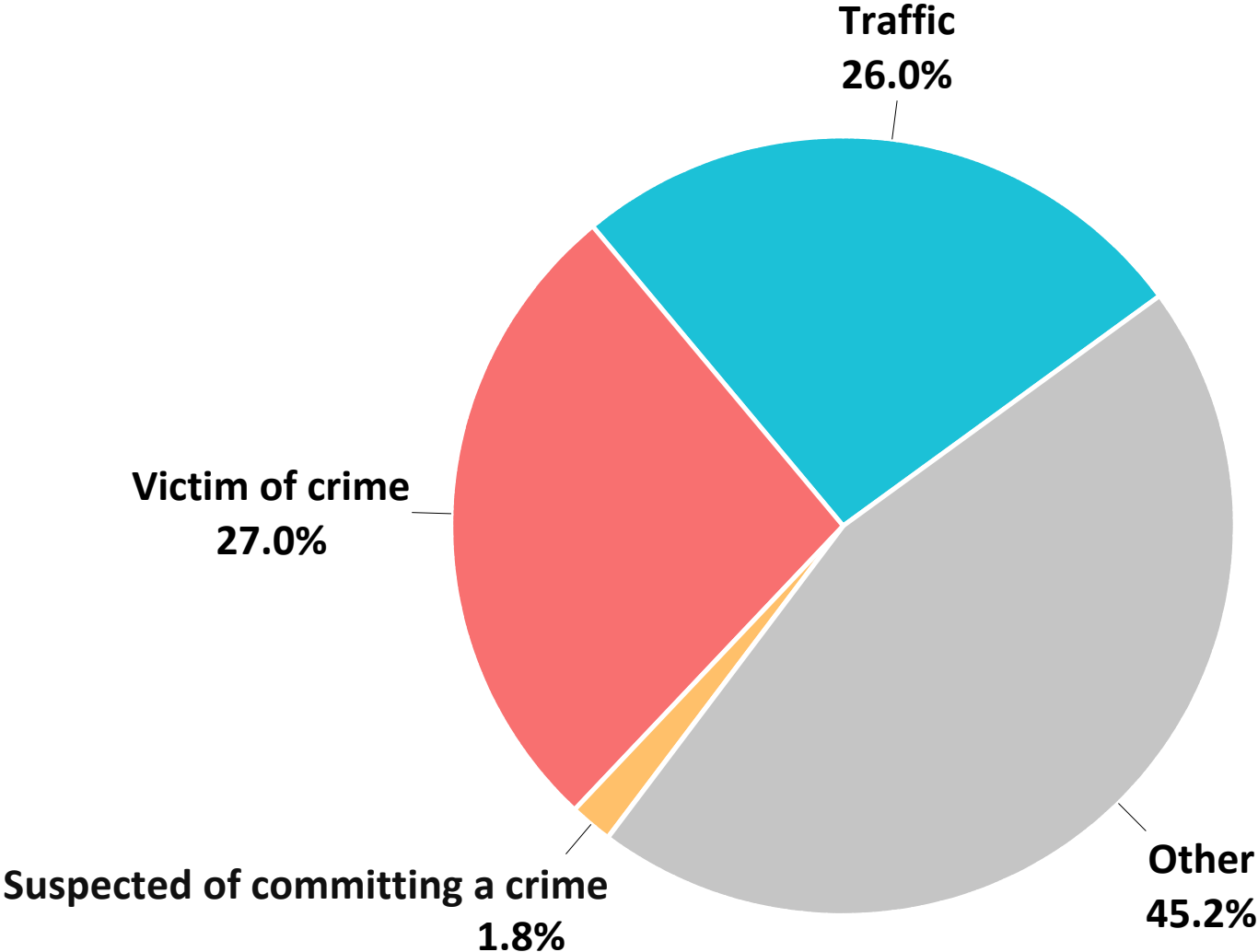
Q6: Have you had contact with a City of Oklahoma City police officer in the last three years?

by percentage of respondents (excluding *not provided* responses)



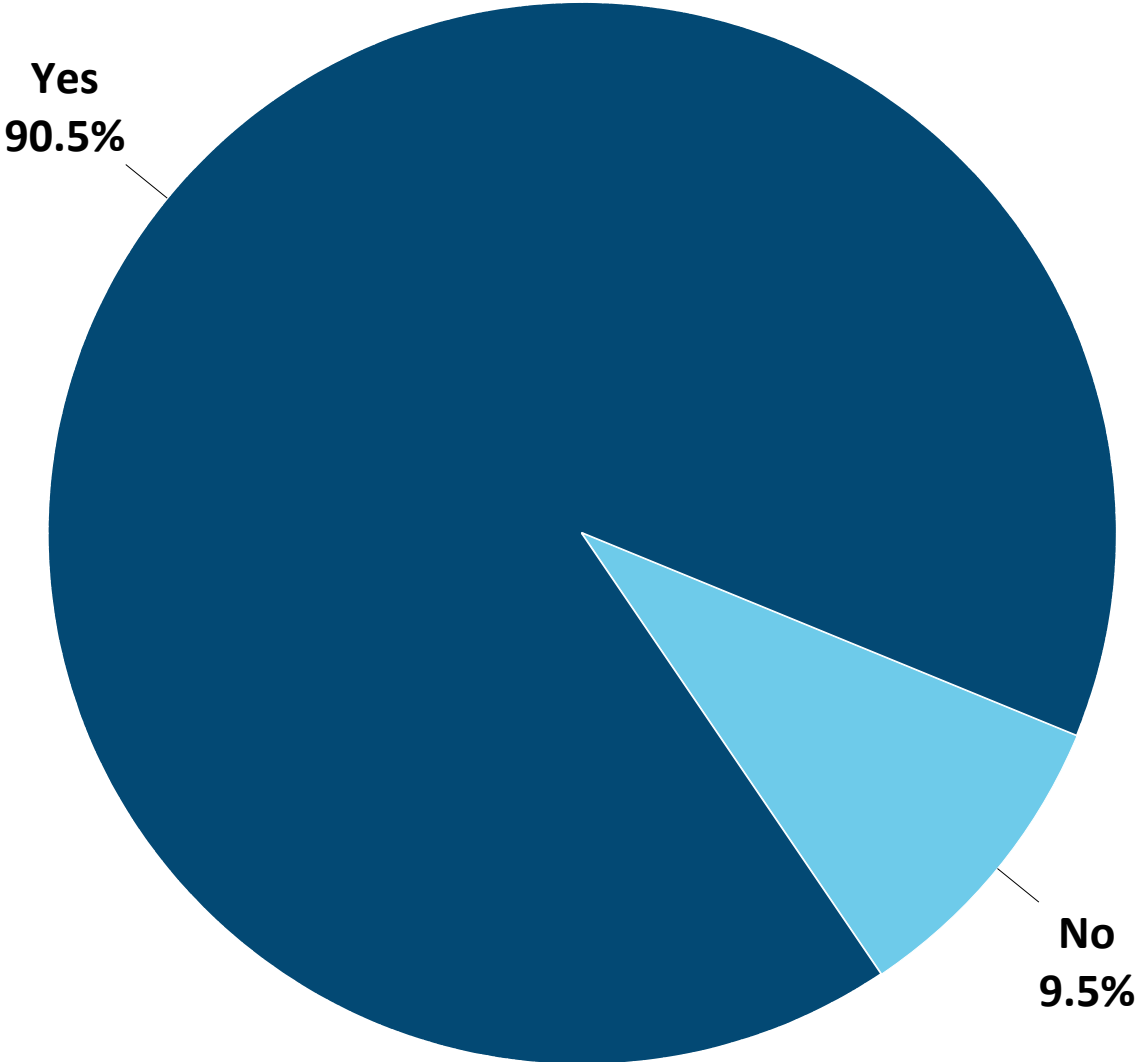
Q6a: (If YES to Question 6) What was the nature of your contact with the police officer?

by percentage of respondents



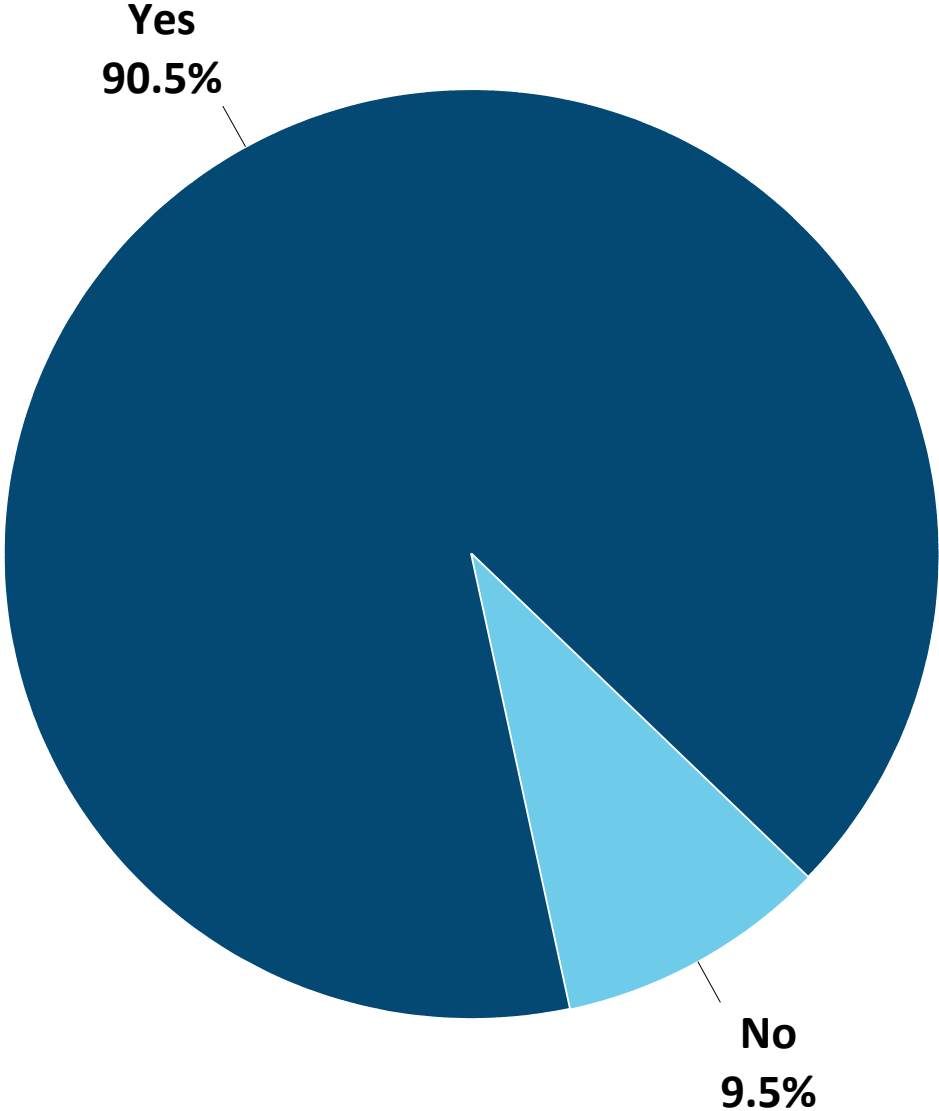
Q6b: (If YES to Question 6) Were you treated fairly by the officer?

by percentage of respondents (excluding *not provided* responses)



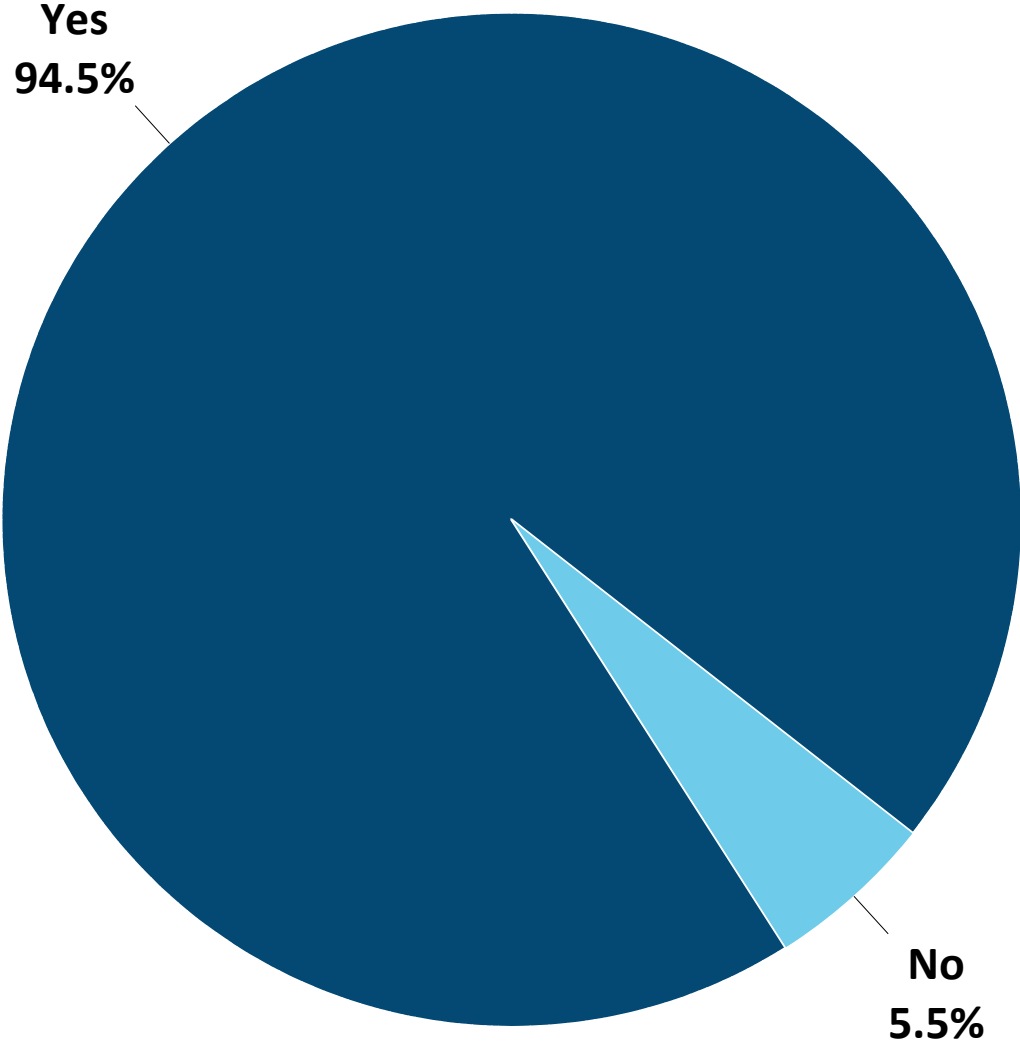
Q6c. (If YES to Question 6) How would you rate response time of the officer?

by percentage of respondents (excluding *not provided* responses)



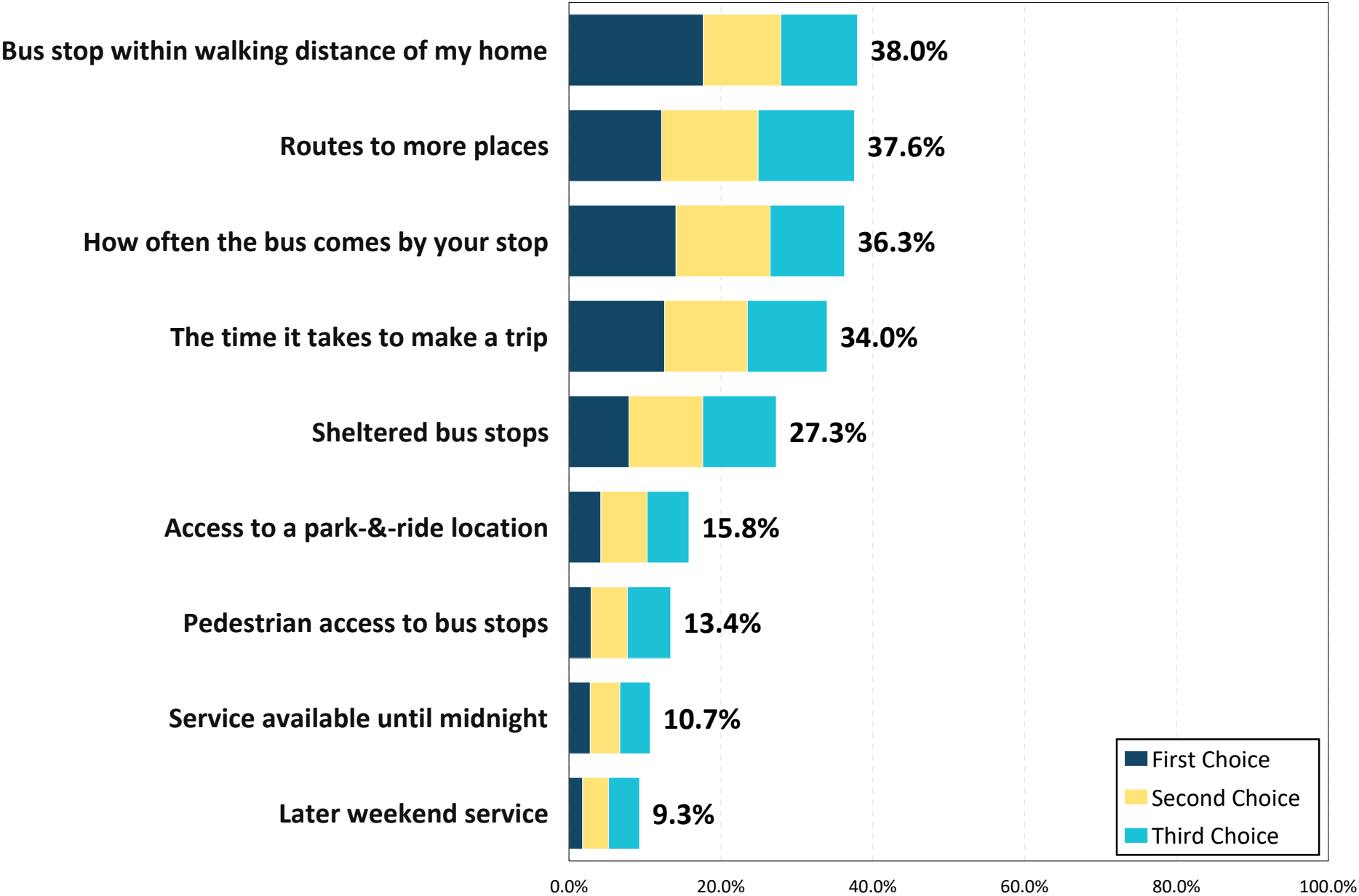
Q8: Do you have a working smoke alarm in your home?

by percentage of respondents (excluding *not provided* responses)



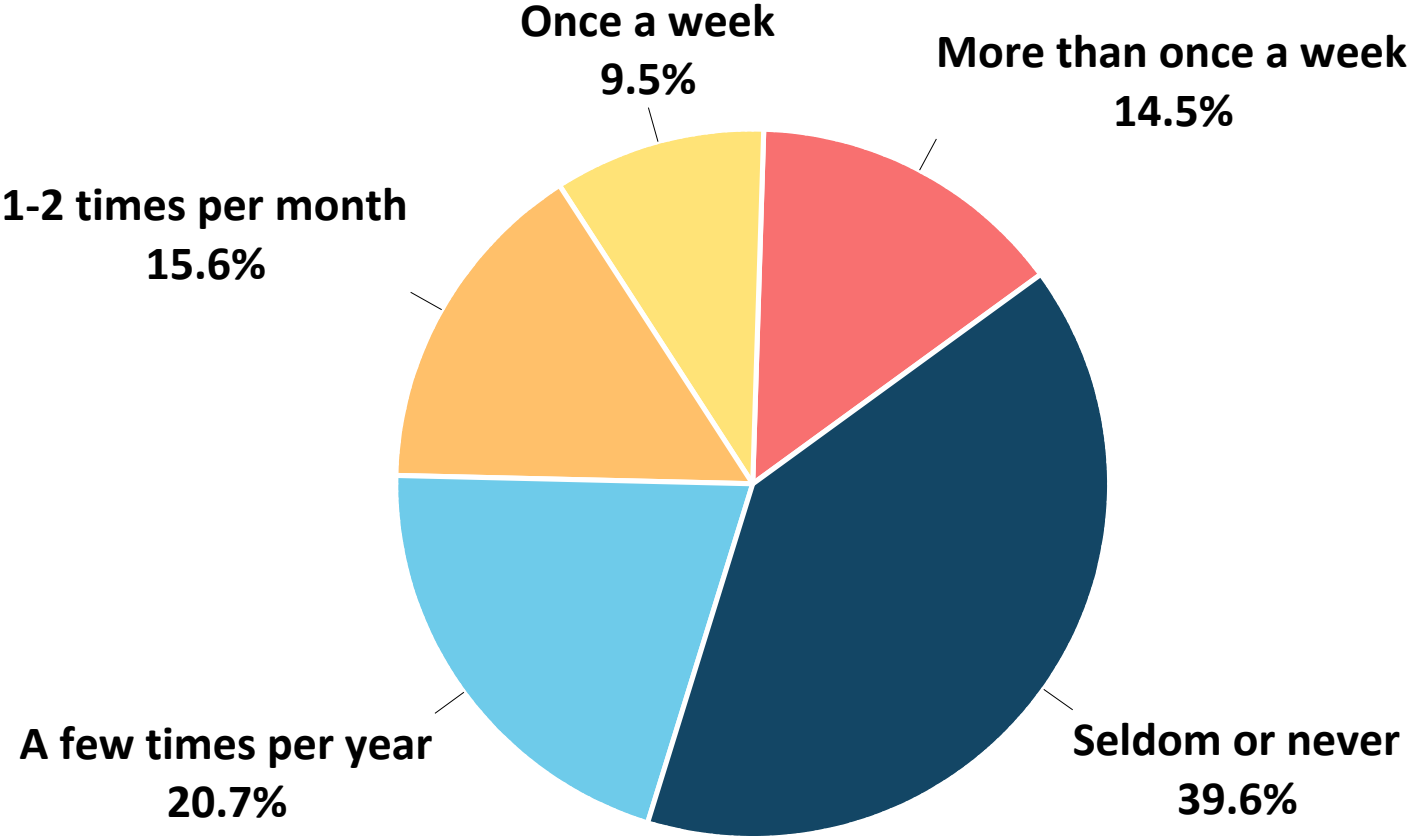
Q9: Public Services Priorities

by the sum percentage of respondents top three choices



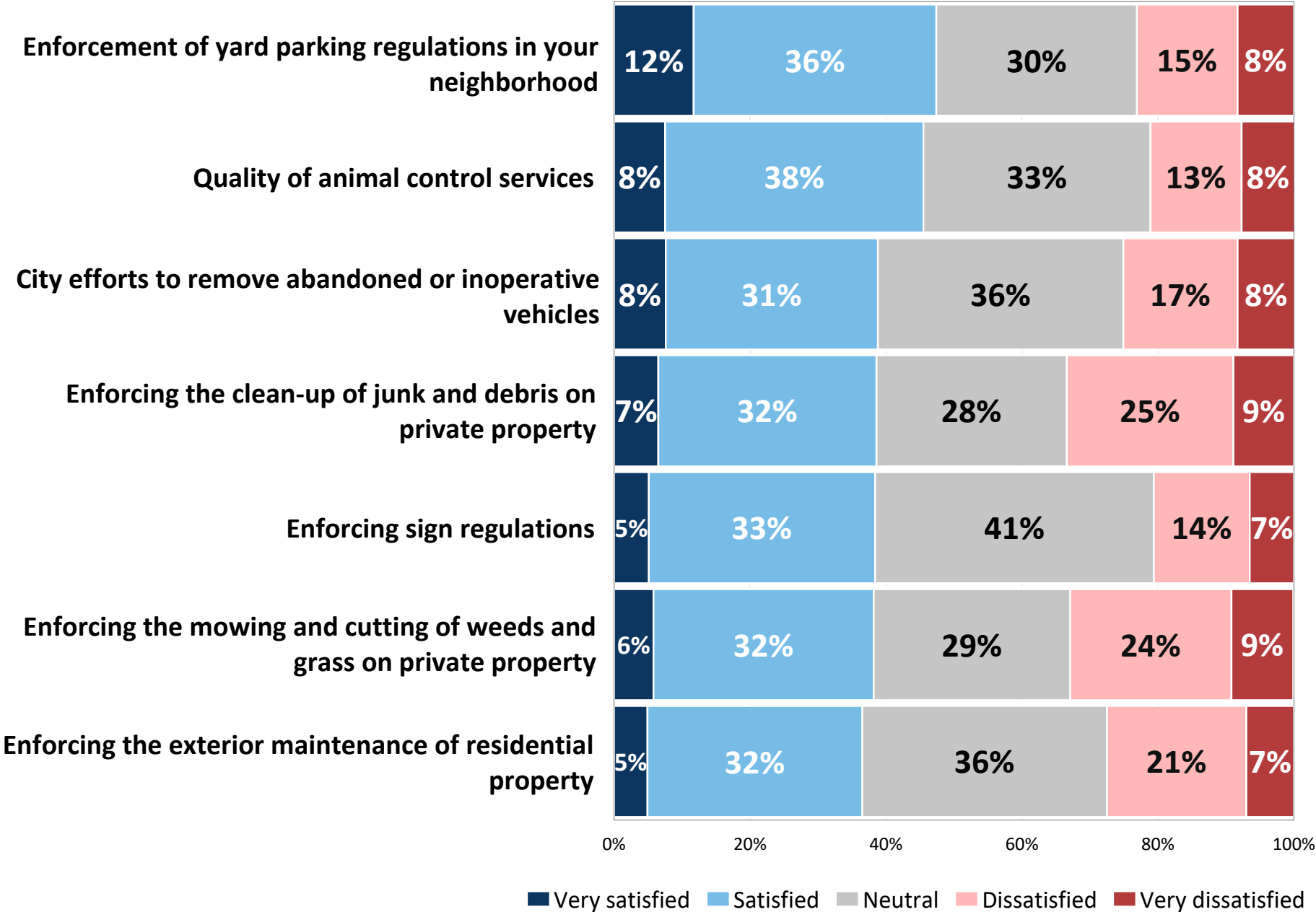
Q10: How often would you say stray dogs are a problem in your neighborhood?

by percentage of respondents (excluding *not provided* responses)



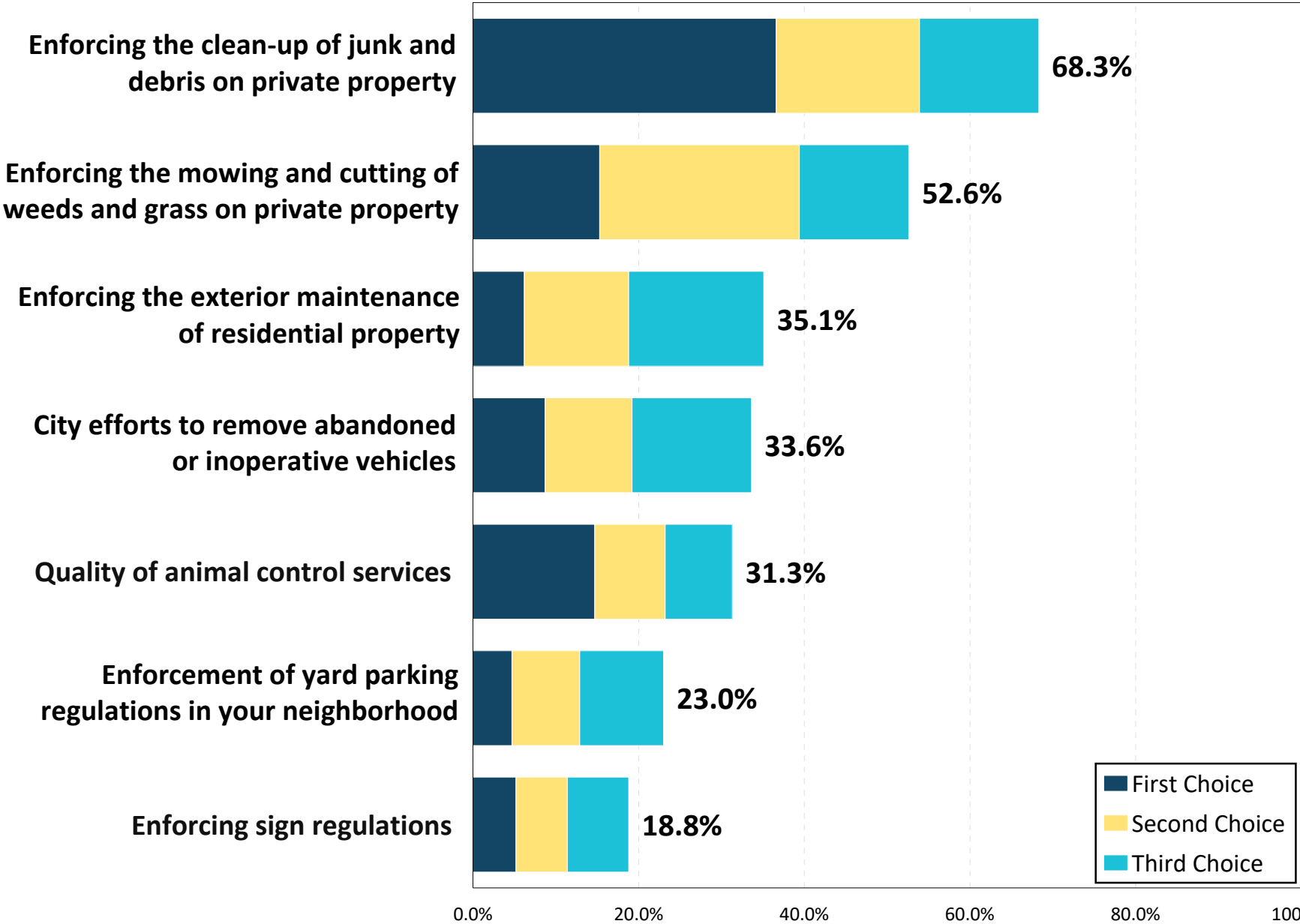
Q11: Code Enforcement

by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Q12: Code Enforcement Priorities

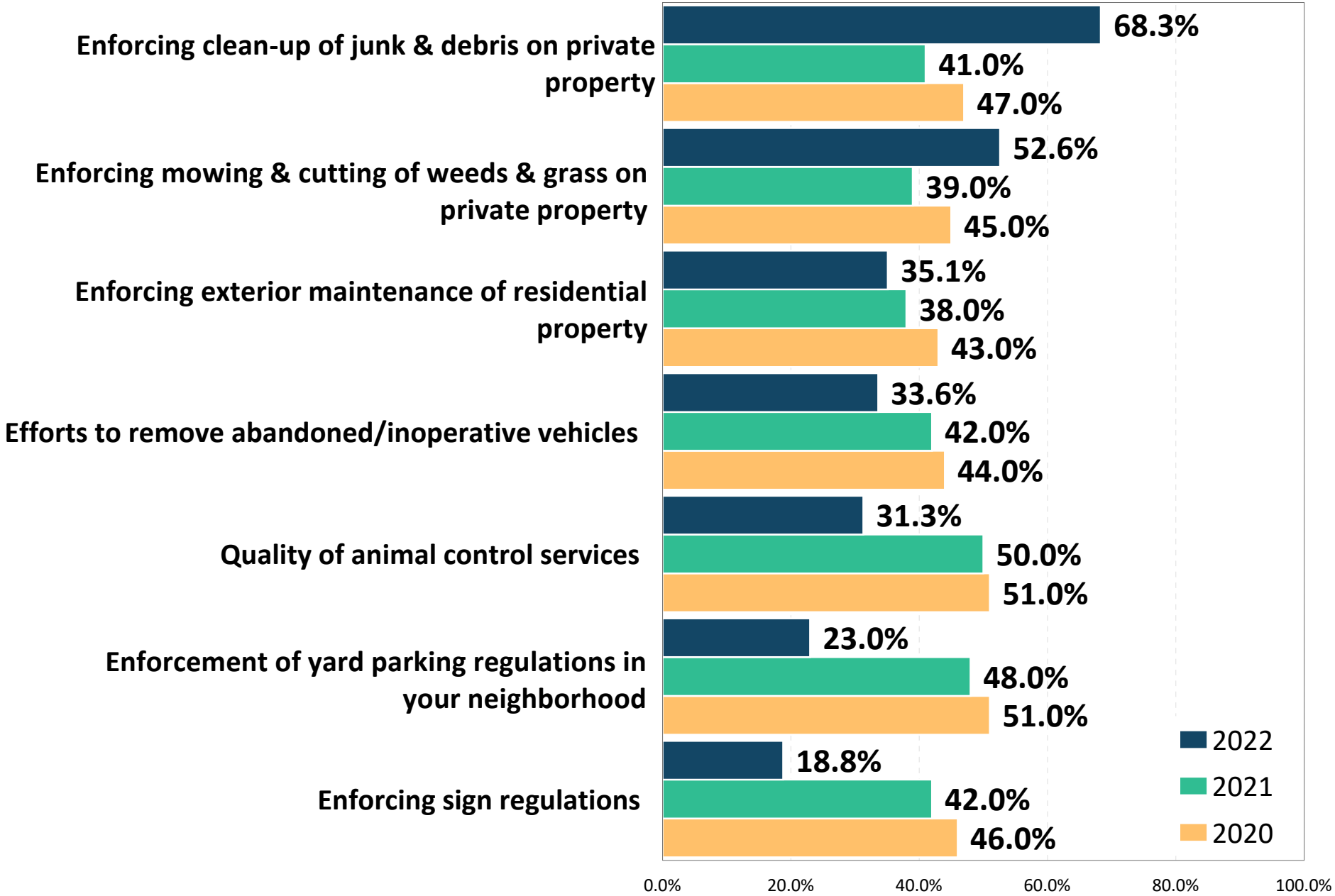
by the sum percentage of respondents top three choices



Trends Analysis
2022 Results vs.
2021 & 2020

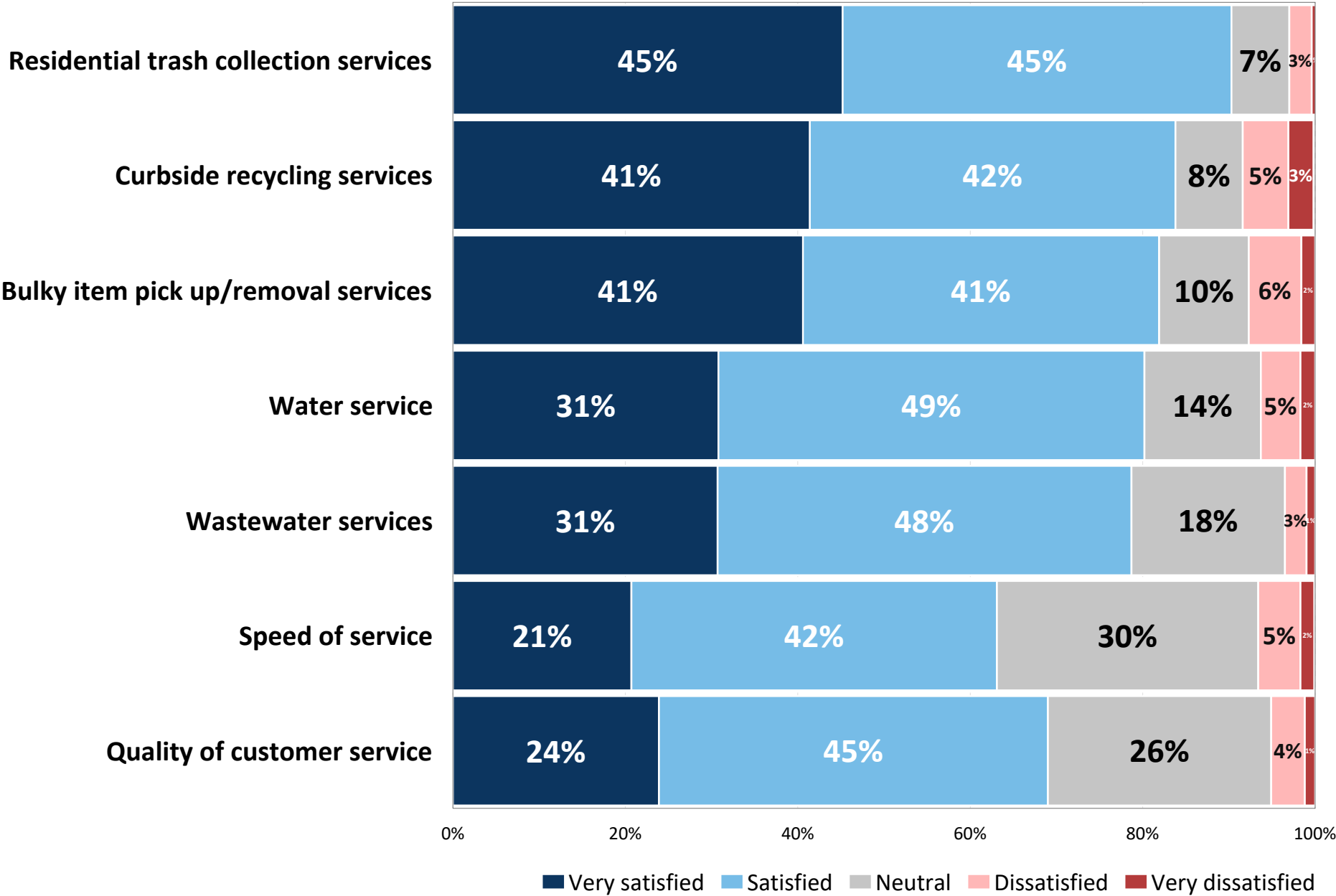
Q11: Code Enforcement

by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)



Q13: City Utility Services

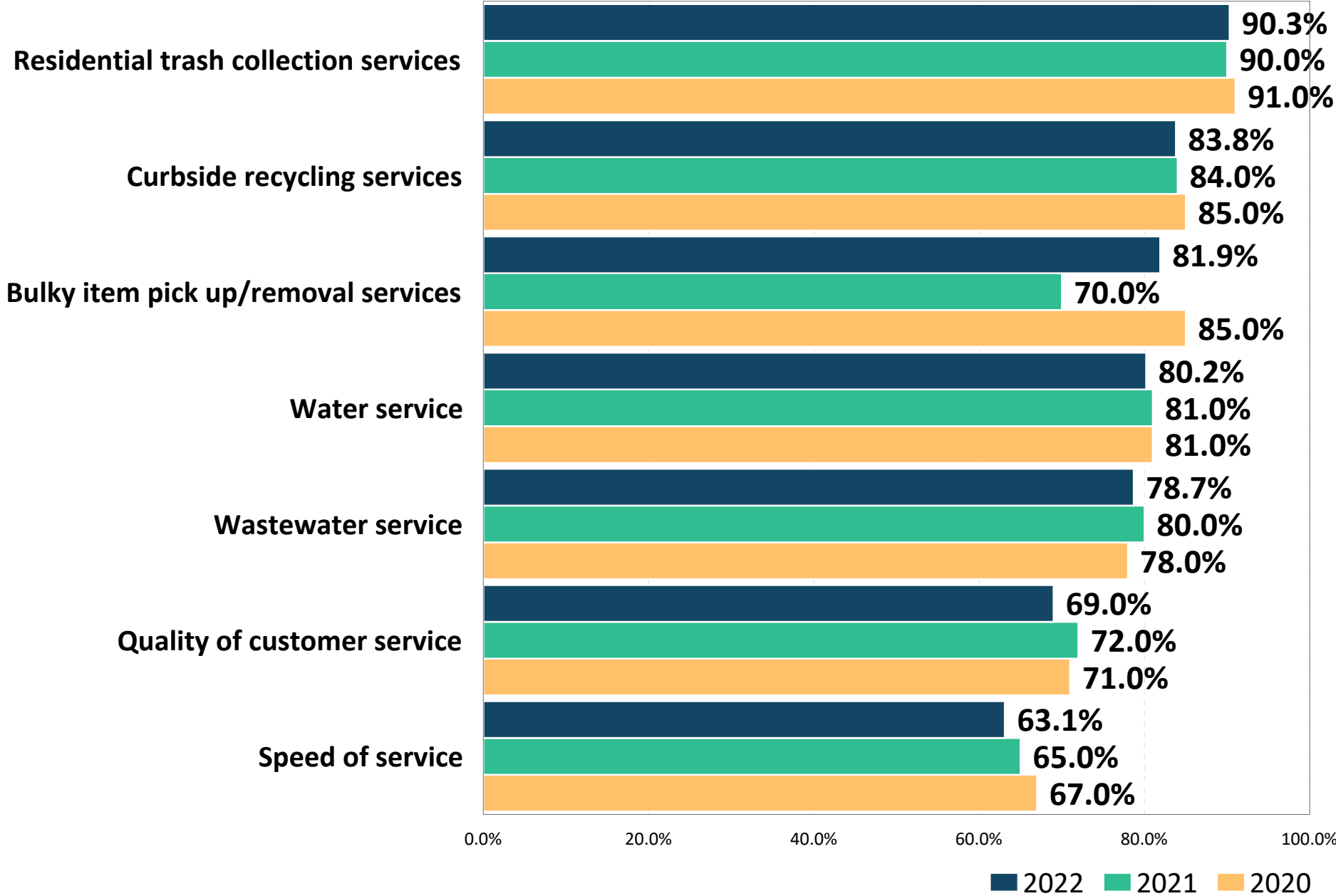
by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends Analysis
2022 Results vs.
2021 & 2020

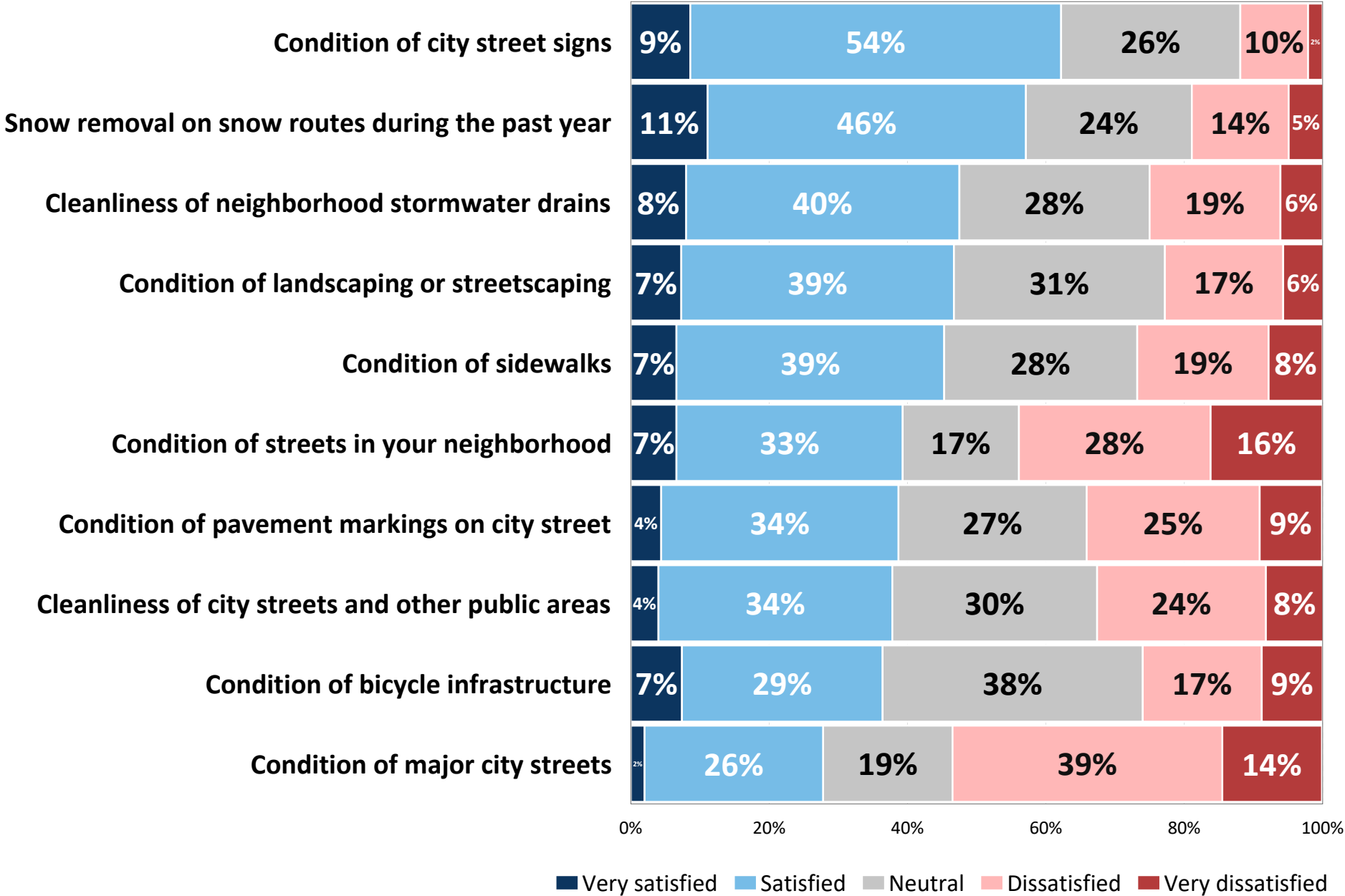
Q13: City Utility Services

by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)



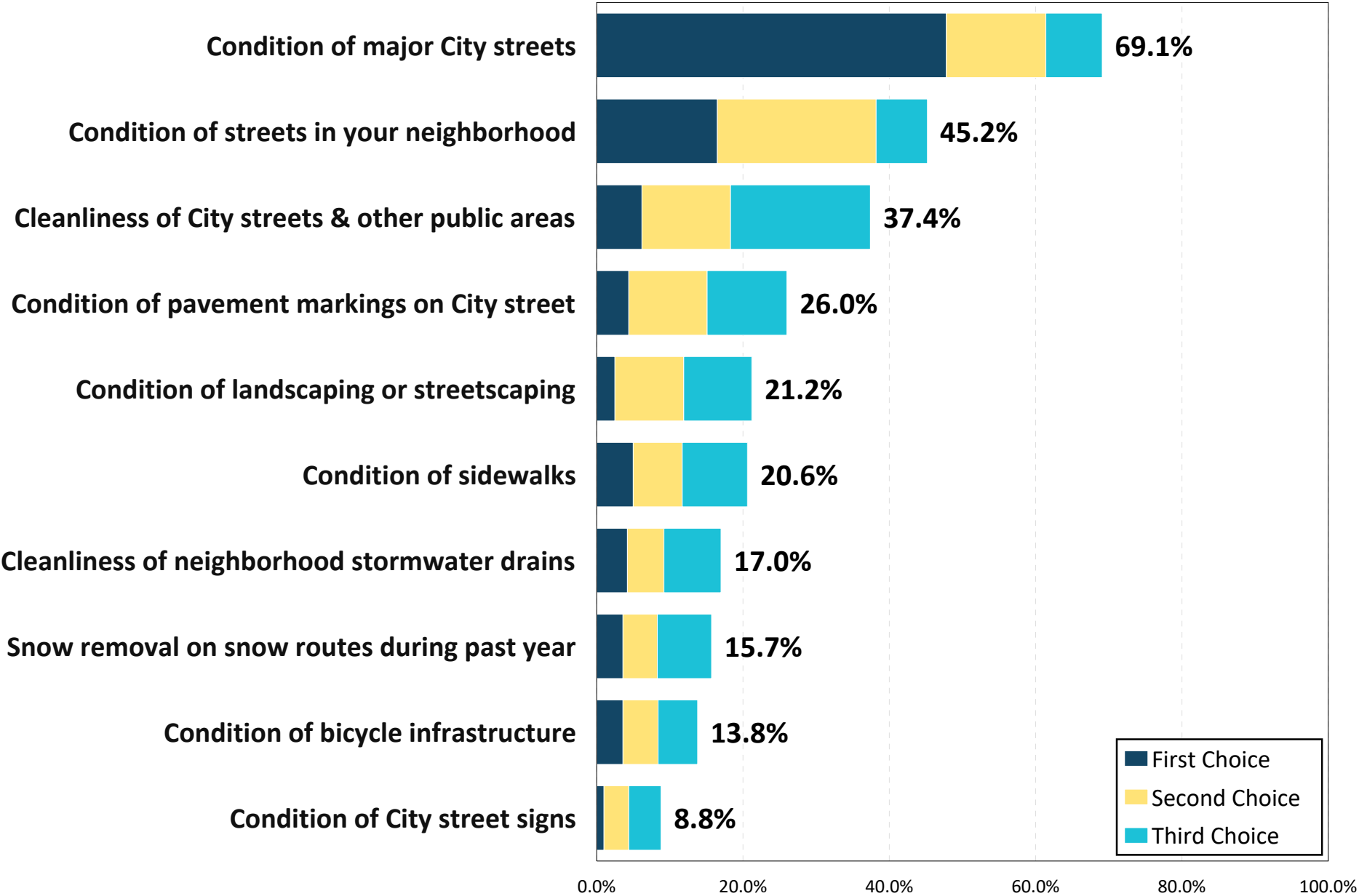
Q14: Maintenance Services

by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Q15: Maintenance Service Priorities

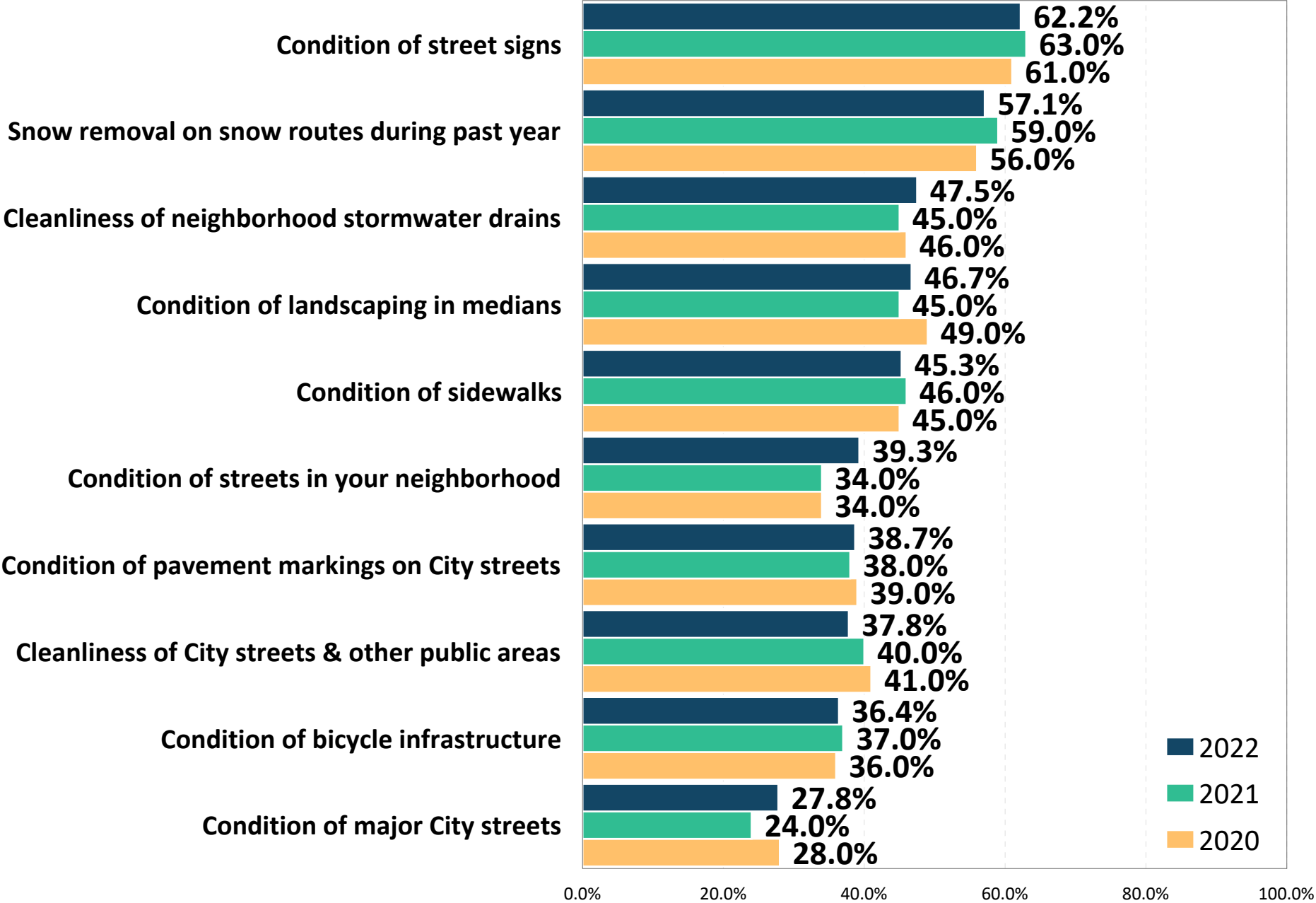
by the sum percentage of respondents top three choices



Trends Analysis
2022 Results vs.
2021 & 2020

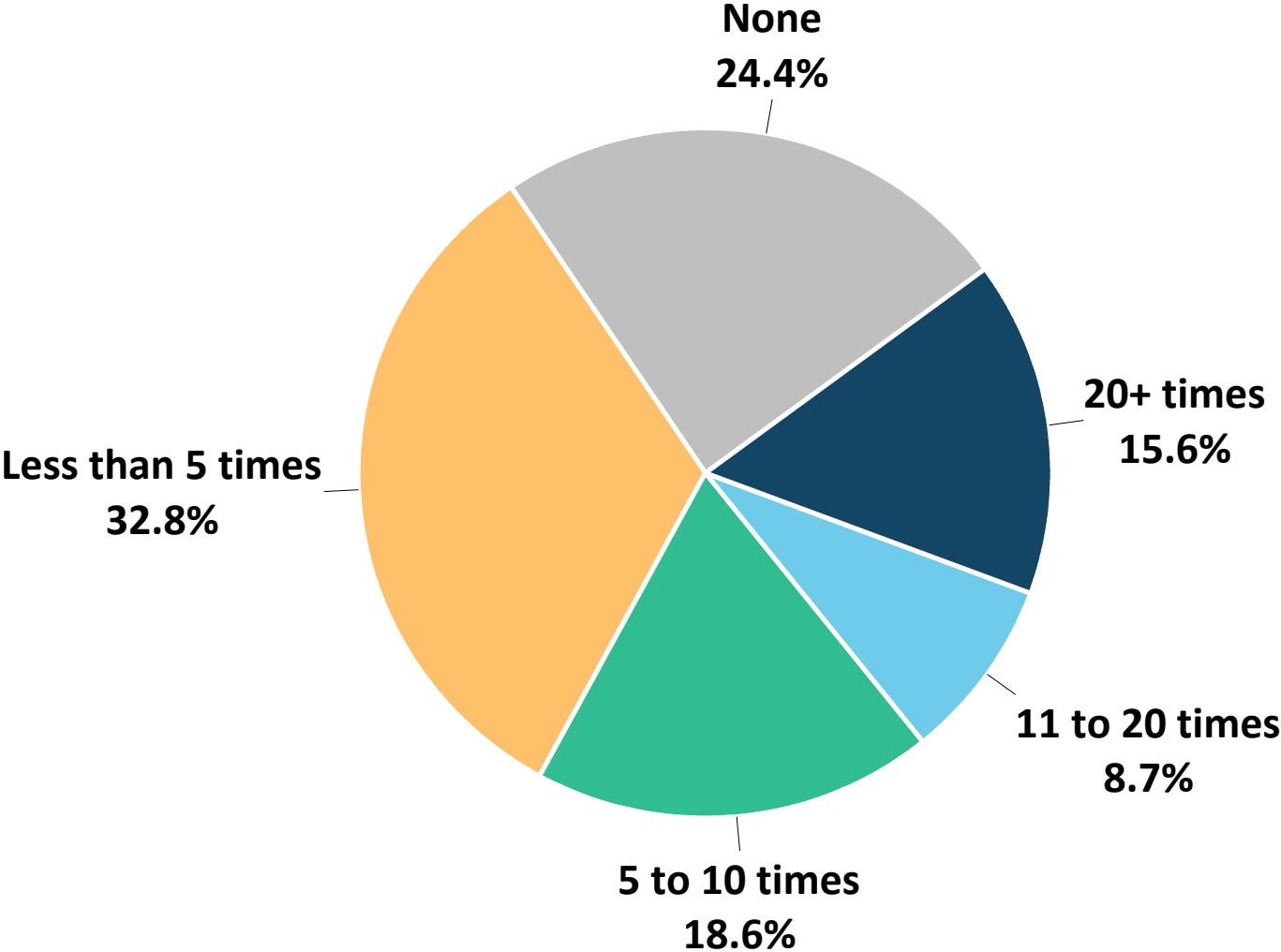
Q14: Maintenance Services

by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)



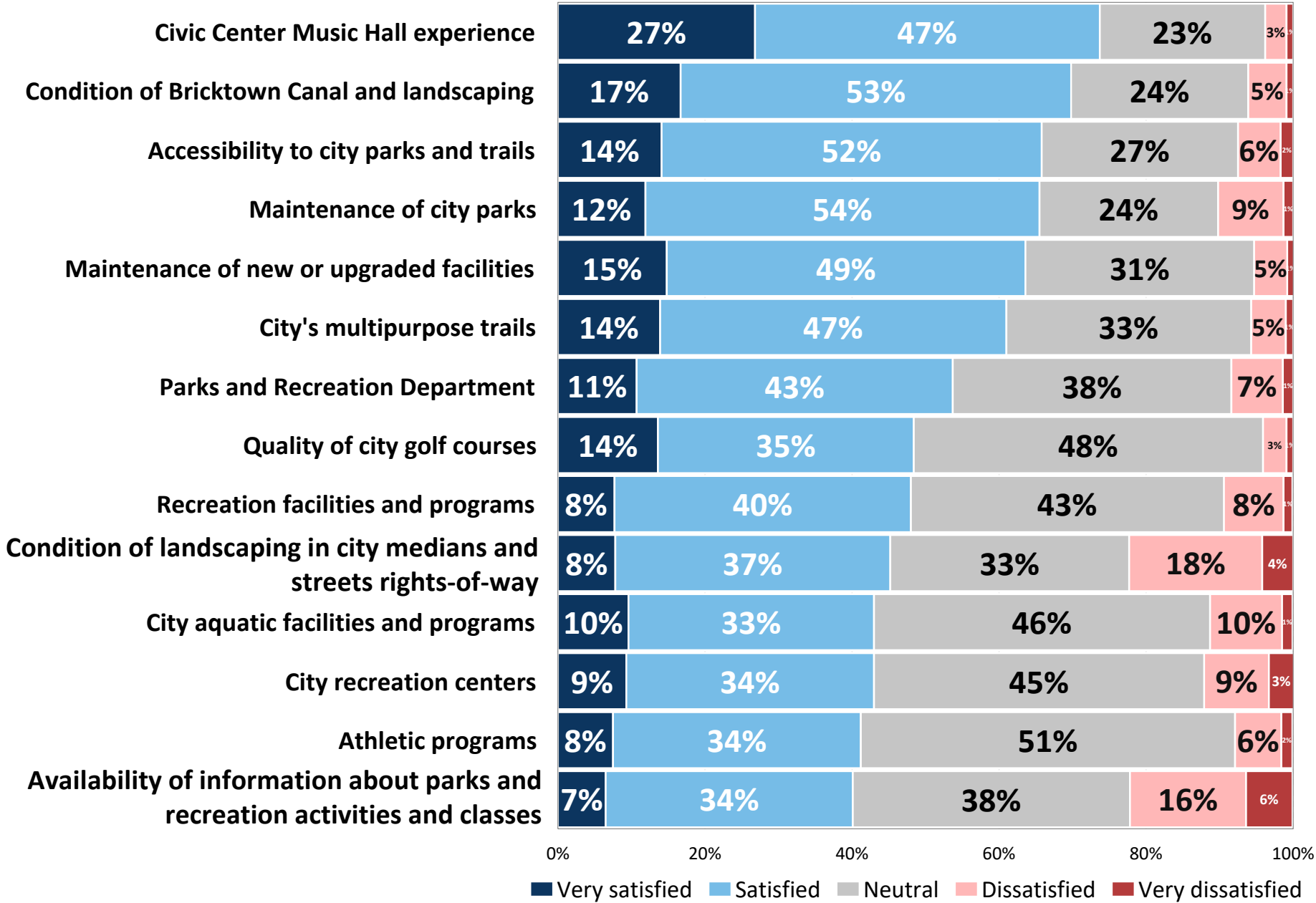
Q16: How many times in the past 12 months did you or a member of your family visit an Oklahoma City park and/or participate in an Oklahoma City Parks and Recreation program?

by percentage of respondents (excluding *not provided* responses)



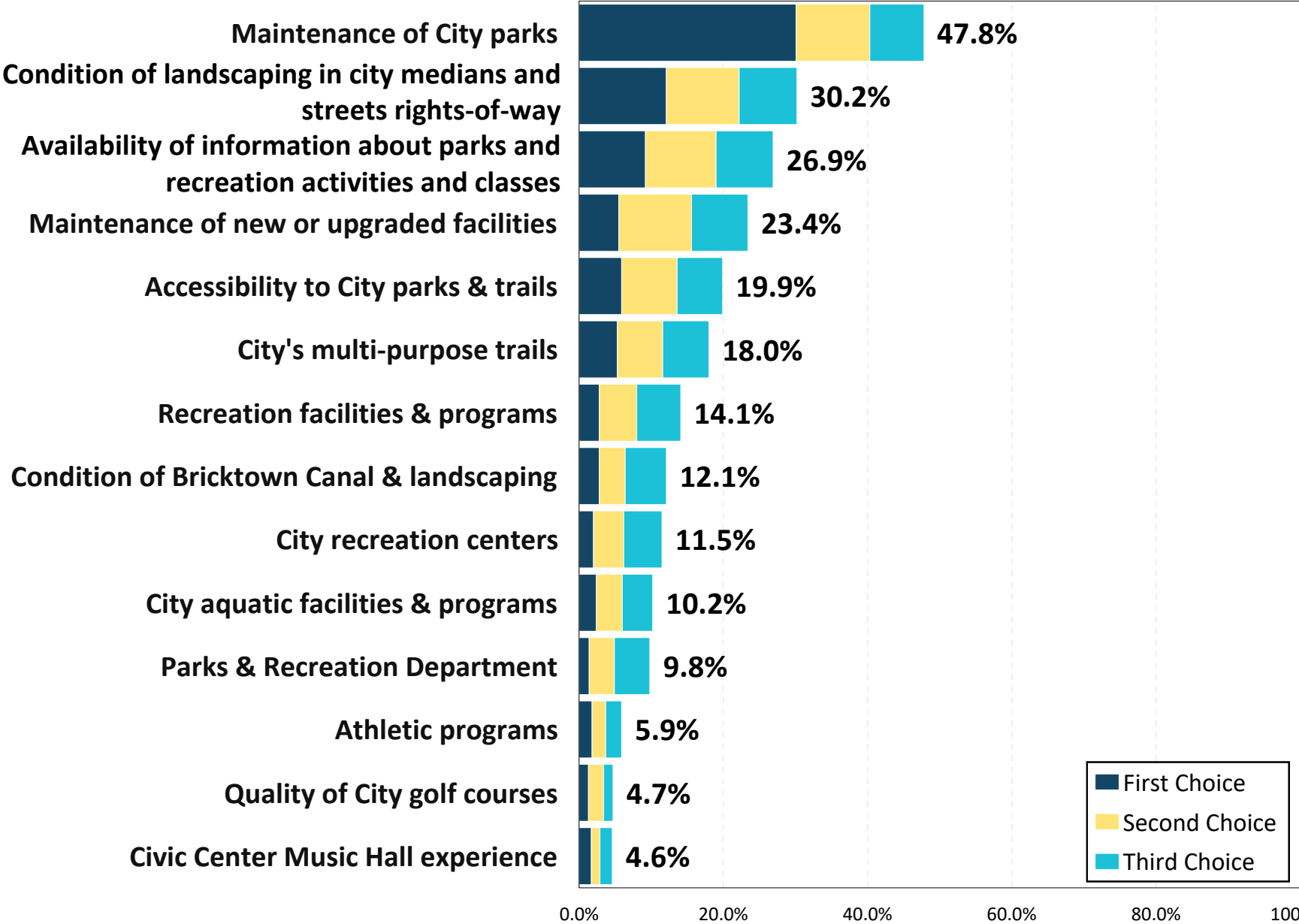
Q17: Parks and Recreation Services

by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Q18: Parks and Recreation Services Priorities

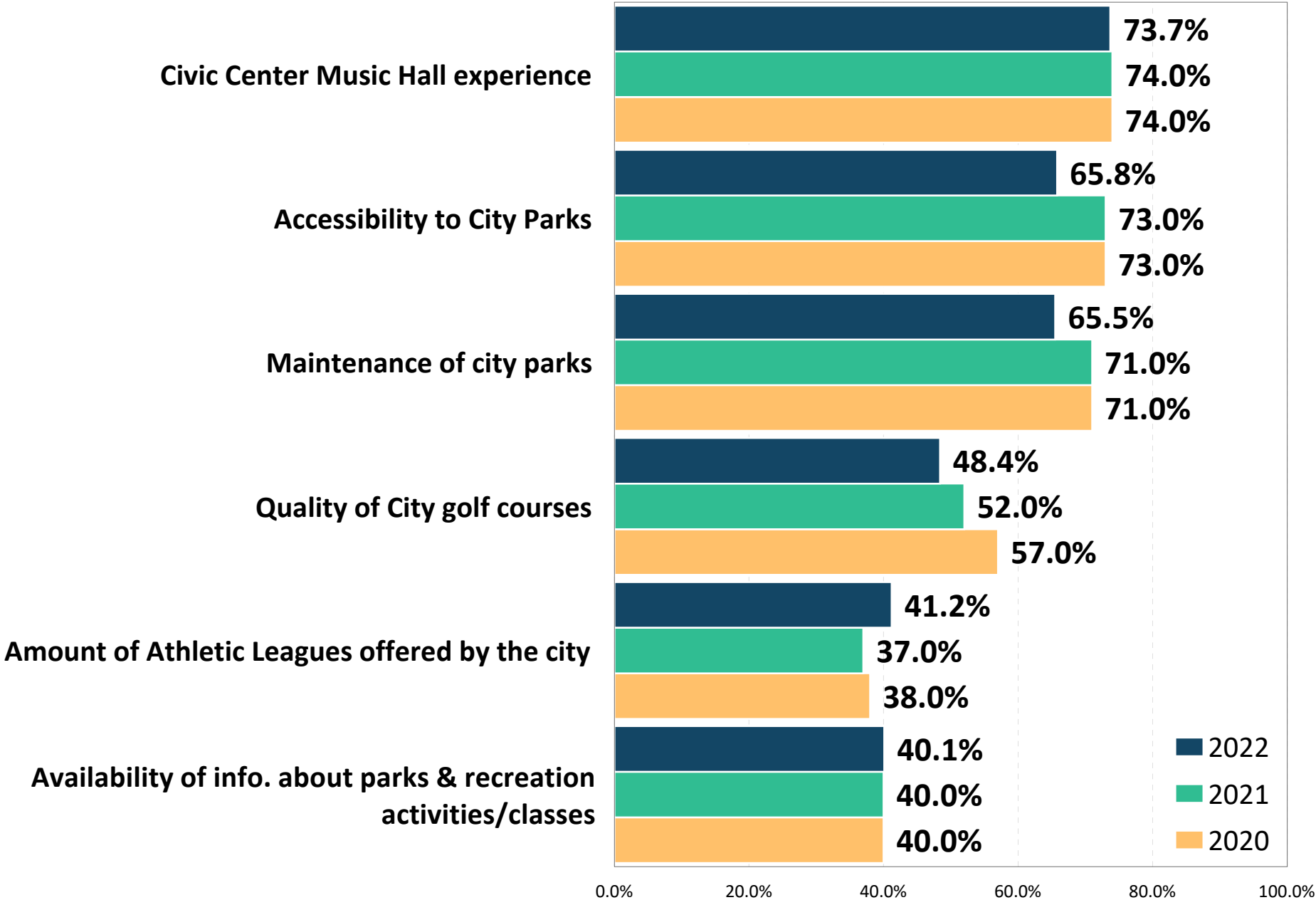
by the sum percentage of respondents top three choices



Trends Analysis
2022 Results vs.
2021 & 2020

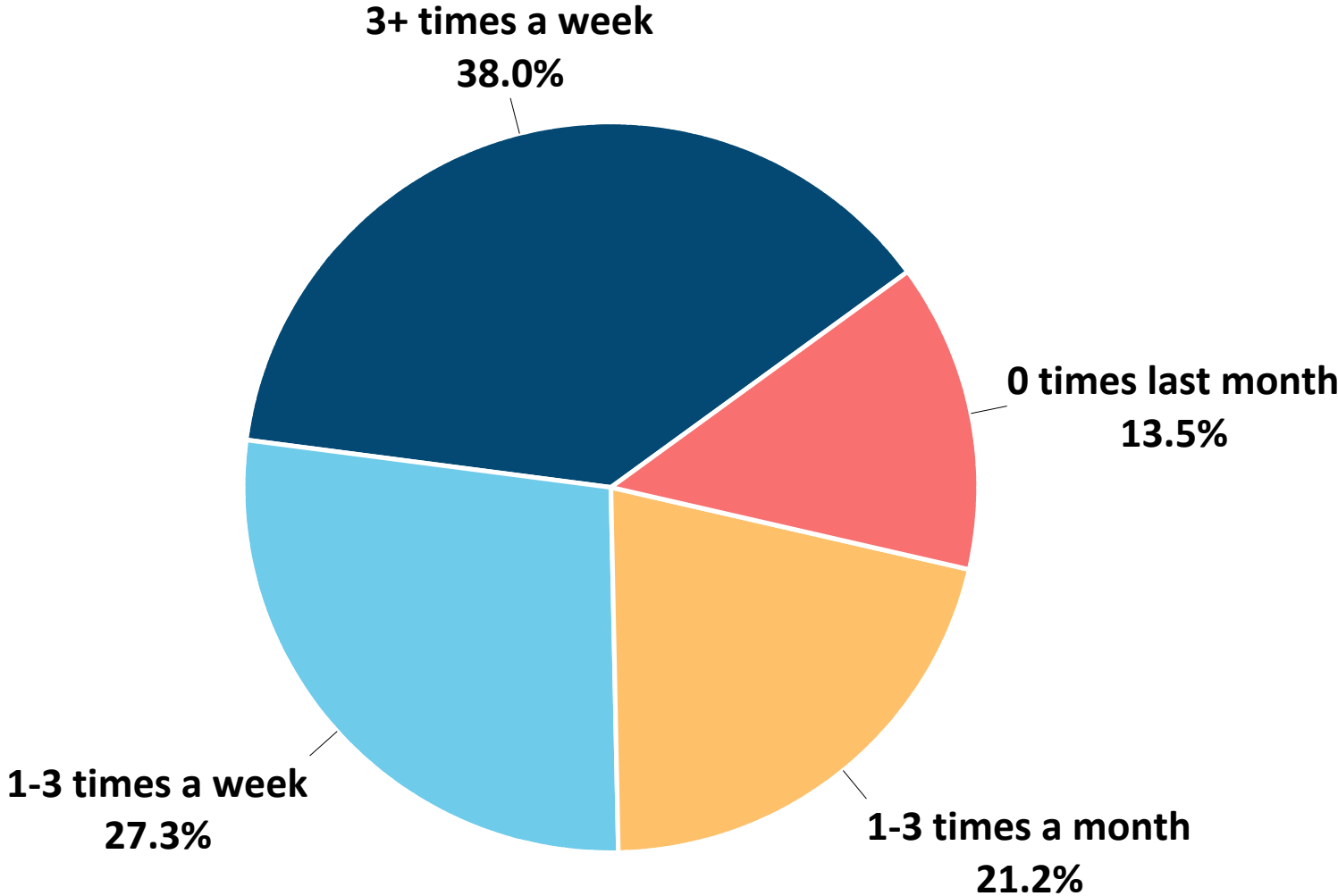
Q17: Parks and Recreation Services

by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)



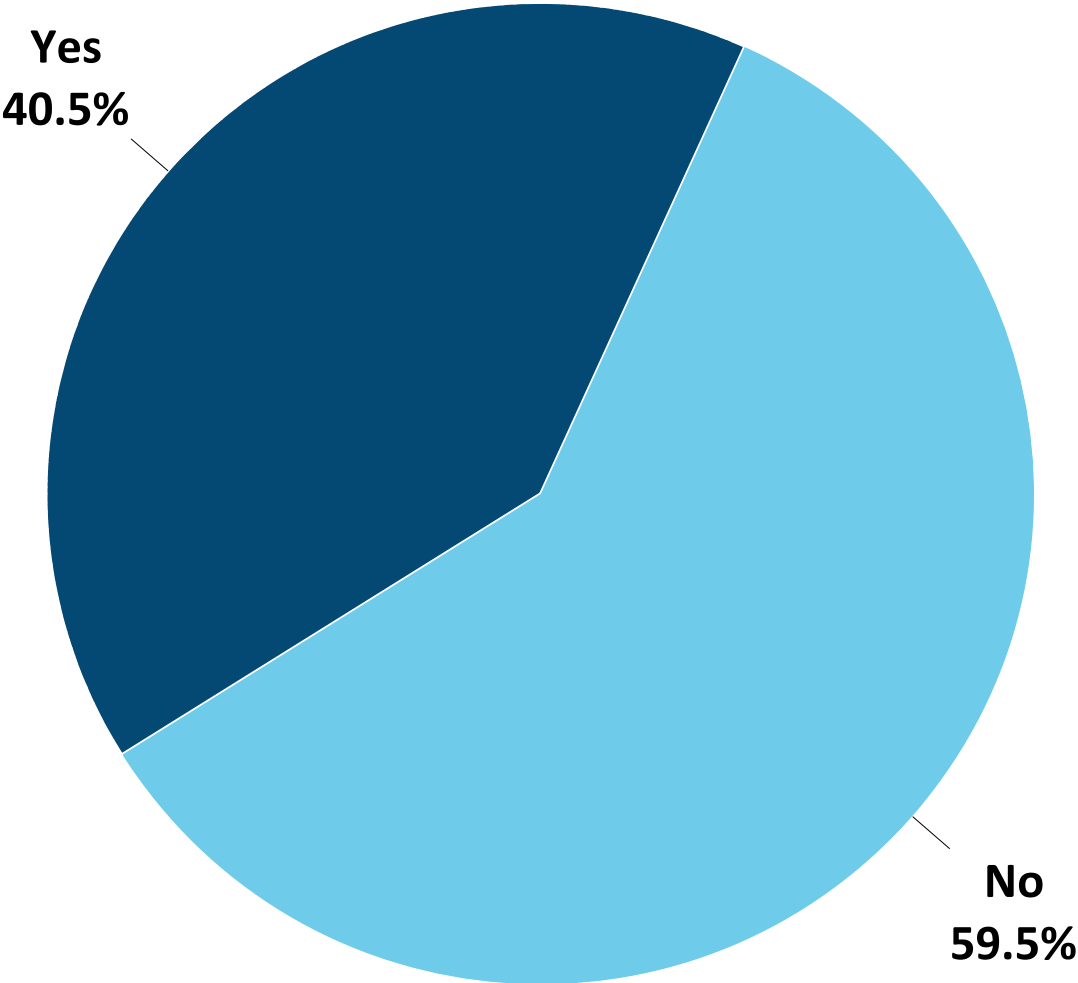
Q19: Physical Activity. Not counting activity at work, how often did you participate in any physical activity or exercise such as running, golfing, gardening, walking, cycling or calisthenics in the past month?

by percentage of respondents (excluding *not provided* responses)



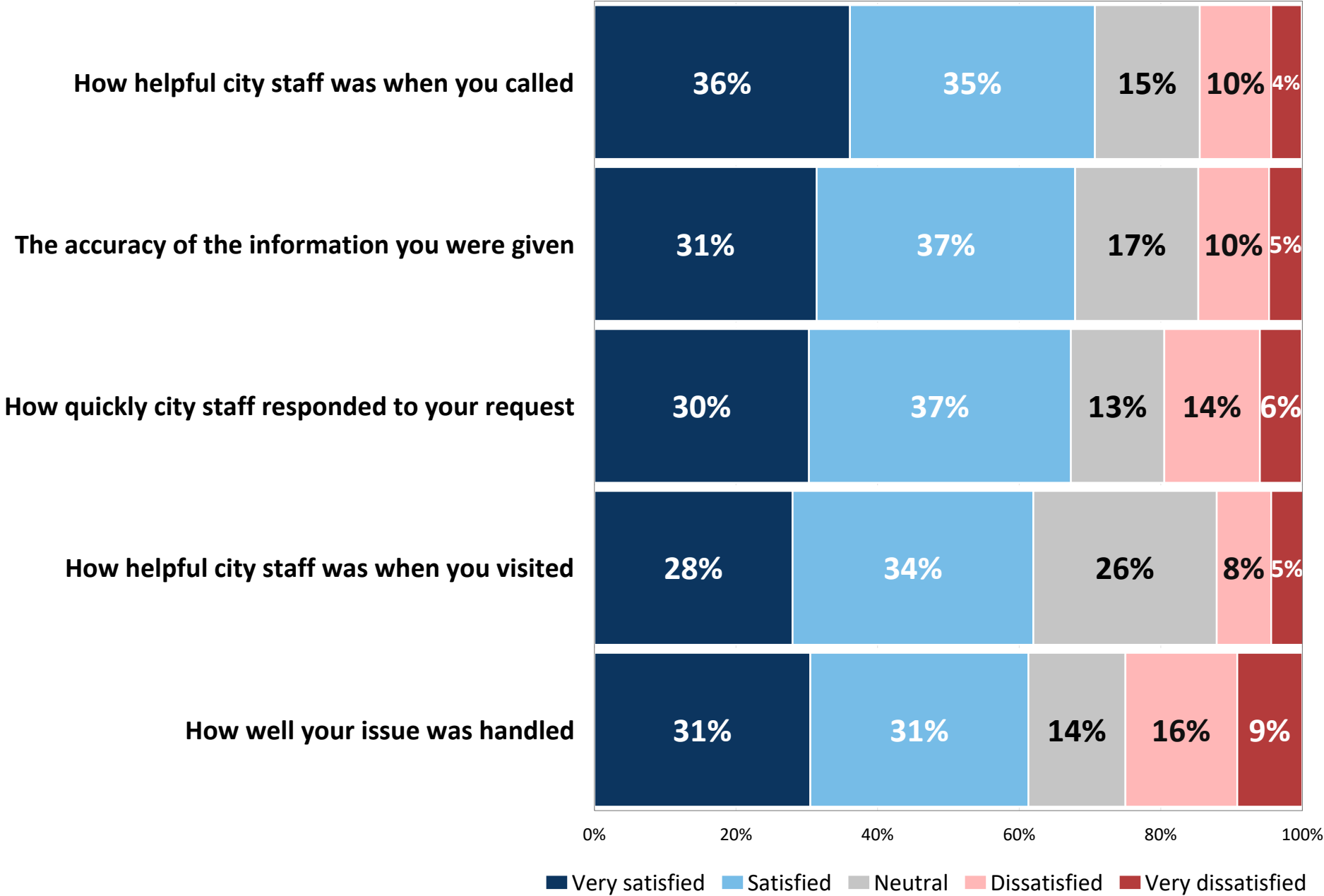
Q20: Have you contacted the City of Oklahoma City during the past year?

by percentage of respondents (excluding *not provided* responses)



Q20a: Customer Service Provided by City Employees

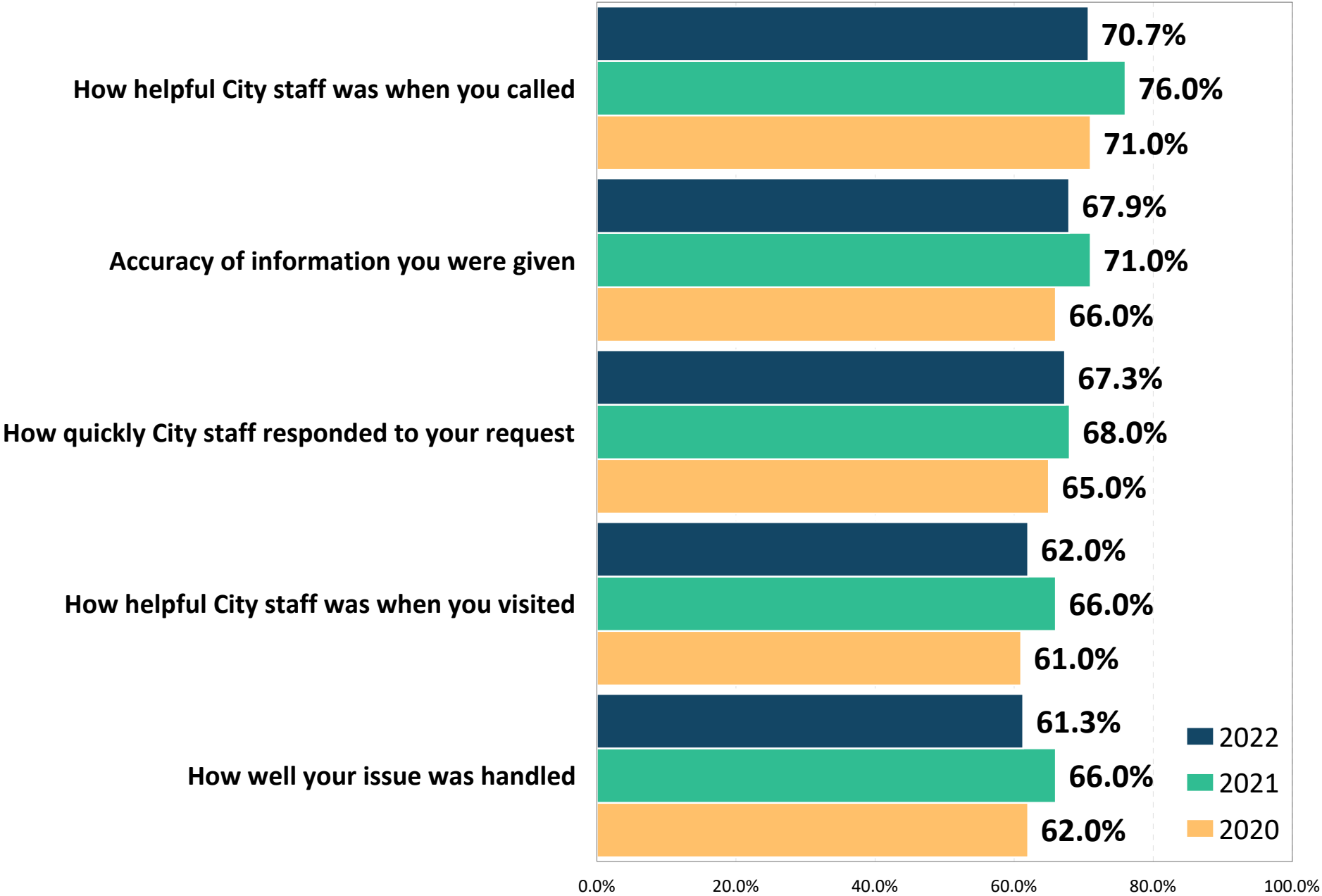
by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends Analysis
2022 Results vs.
2021 & 2020

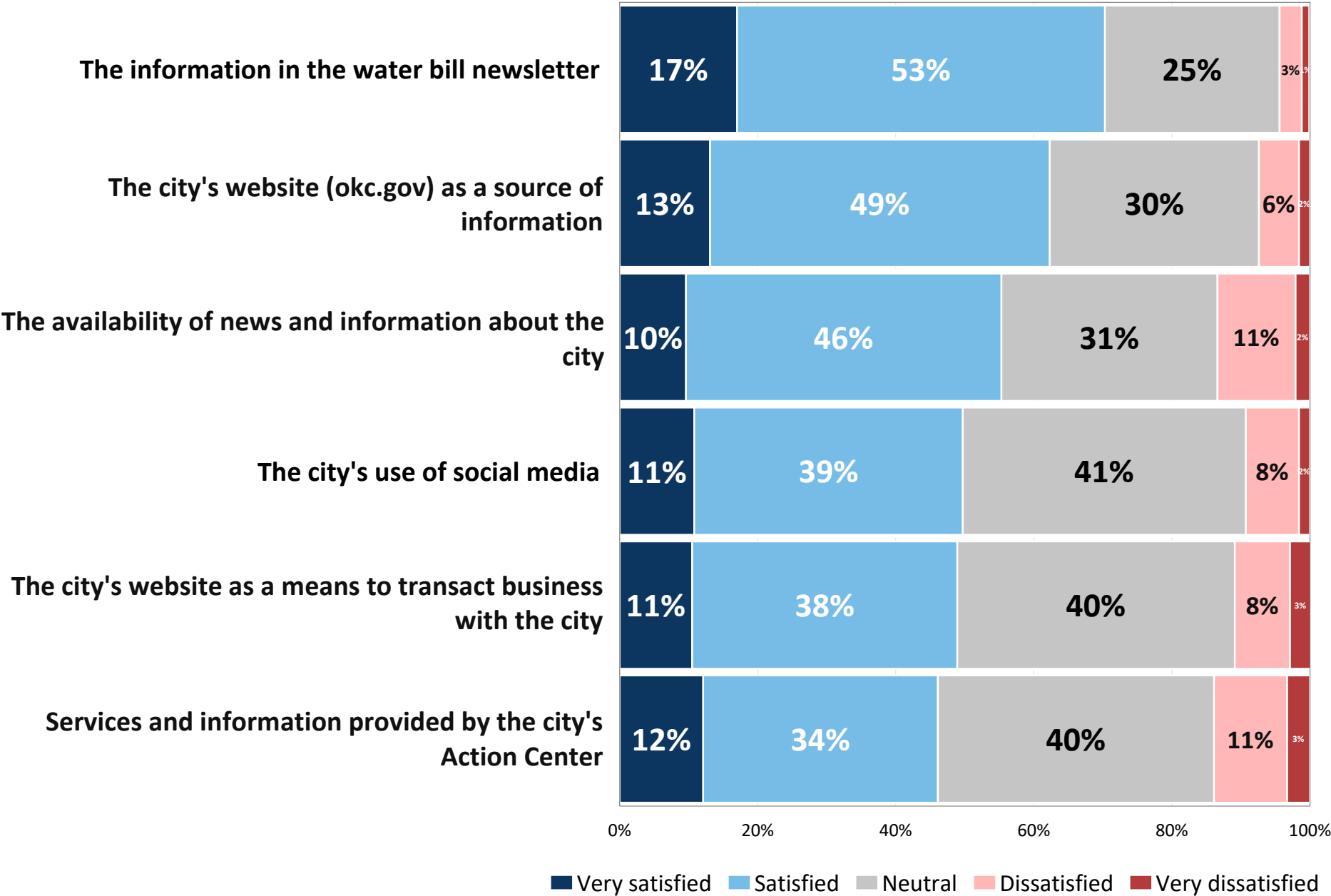
Q20a: Customer Service Provided by City Employees

by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)



Q21: Communication

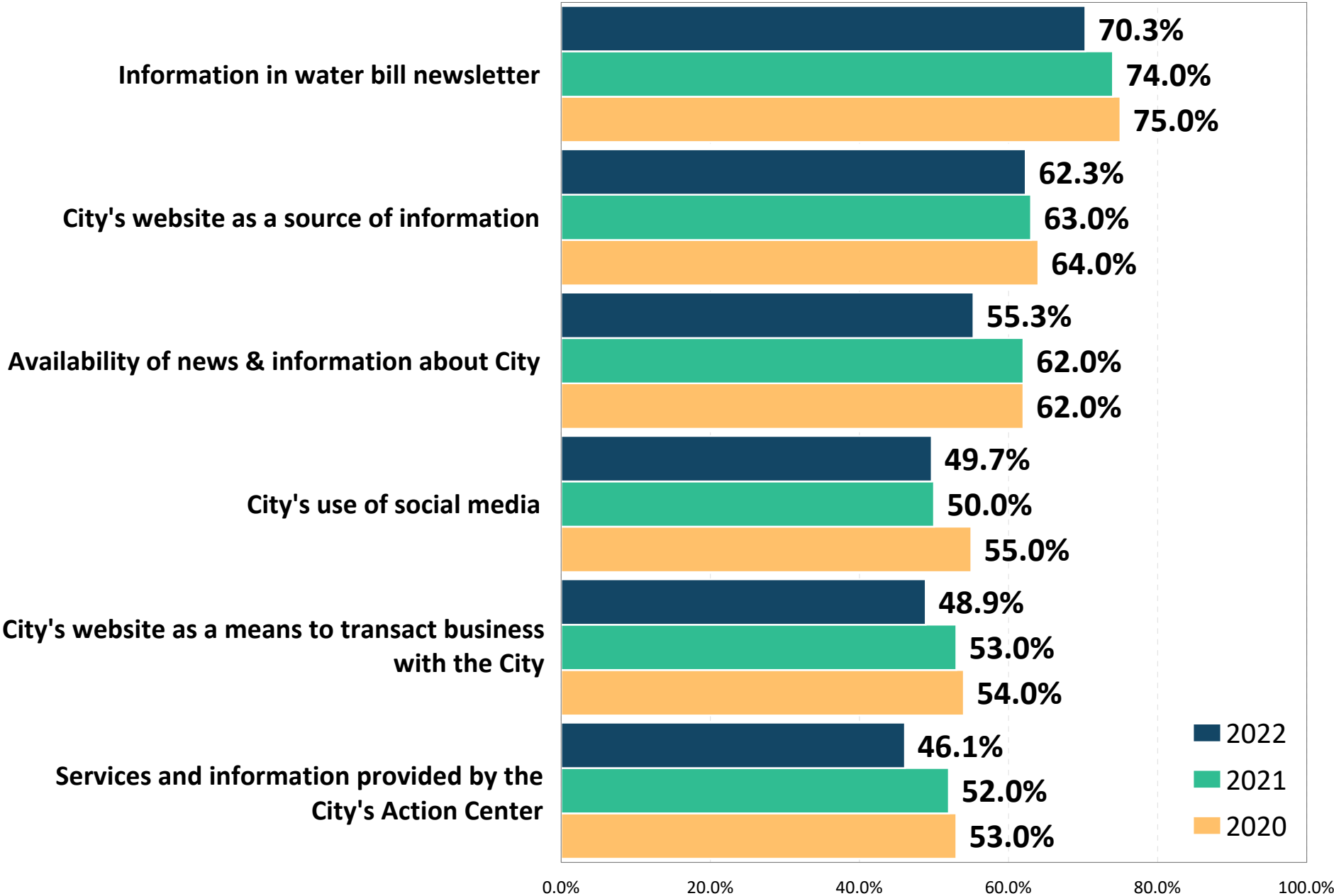
by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends Analysis
2022 Results vs.
2021 & 2020

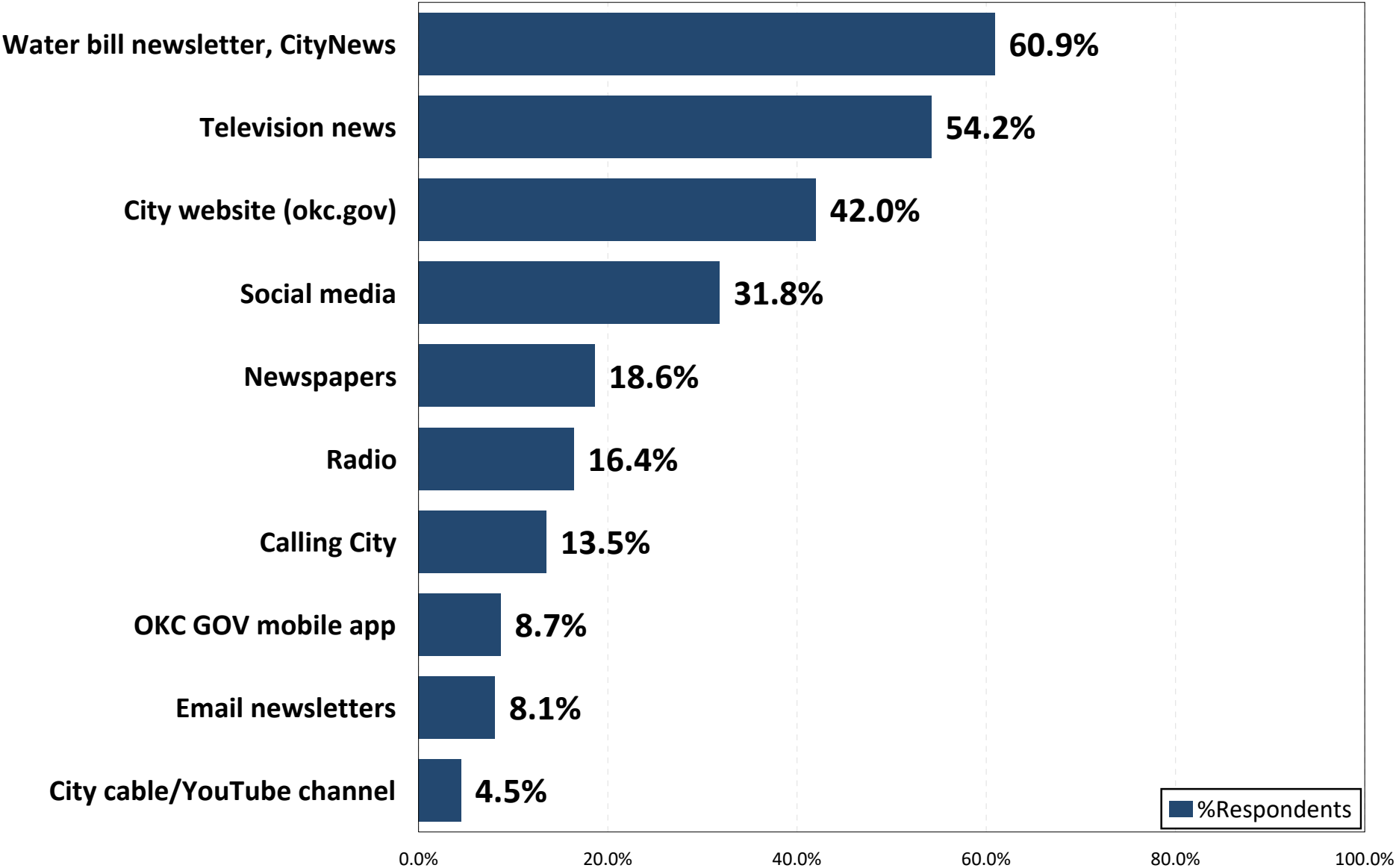
Q21: Communication

by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)



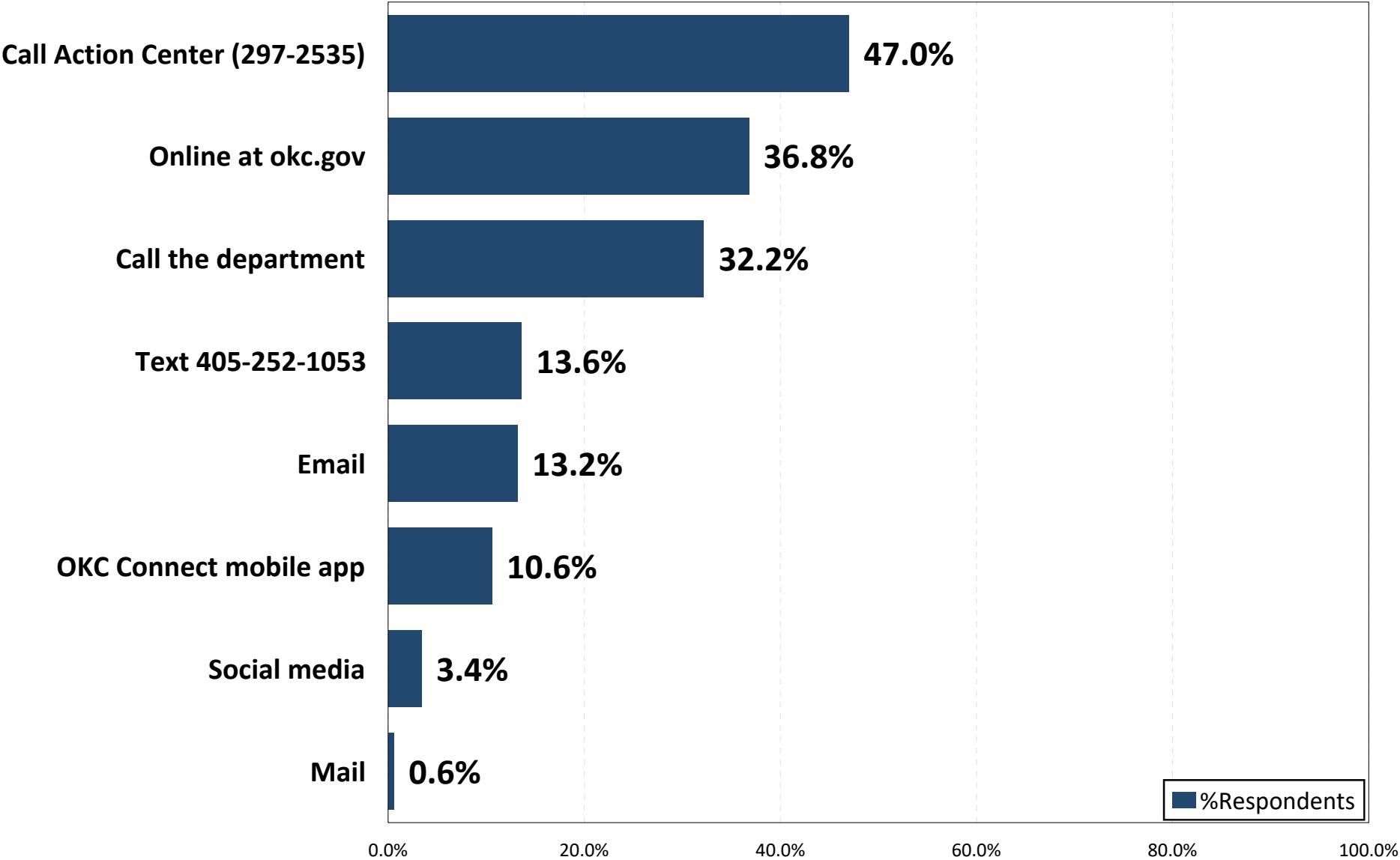
Q22: Which of the following do you use to get information about the City of Oklahoma City?

by percentage of respondents (multiple choices could be selected)



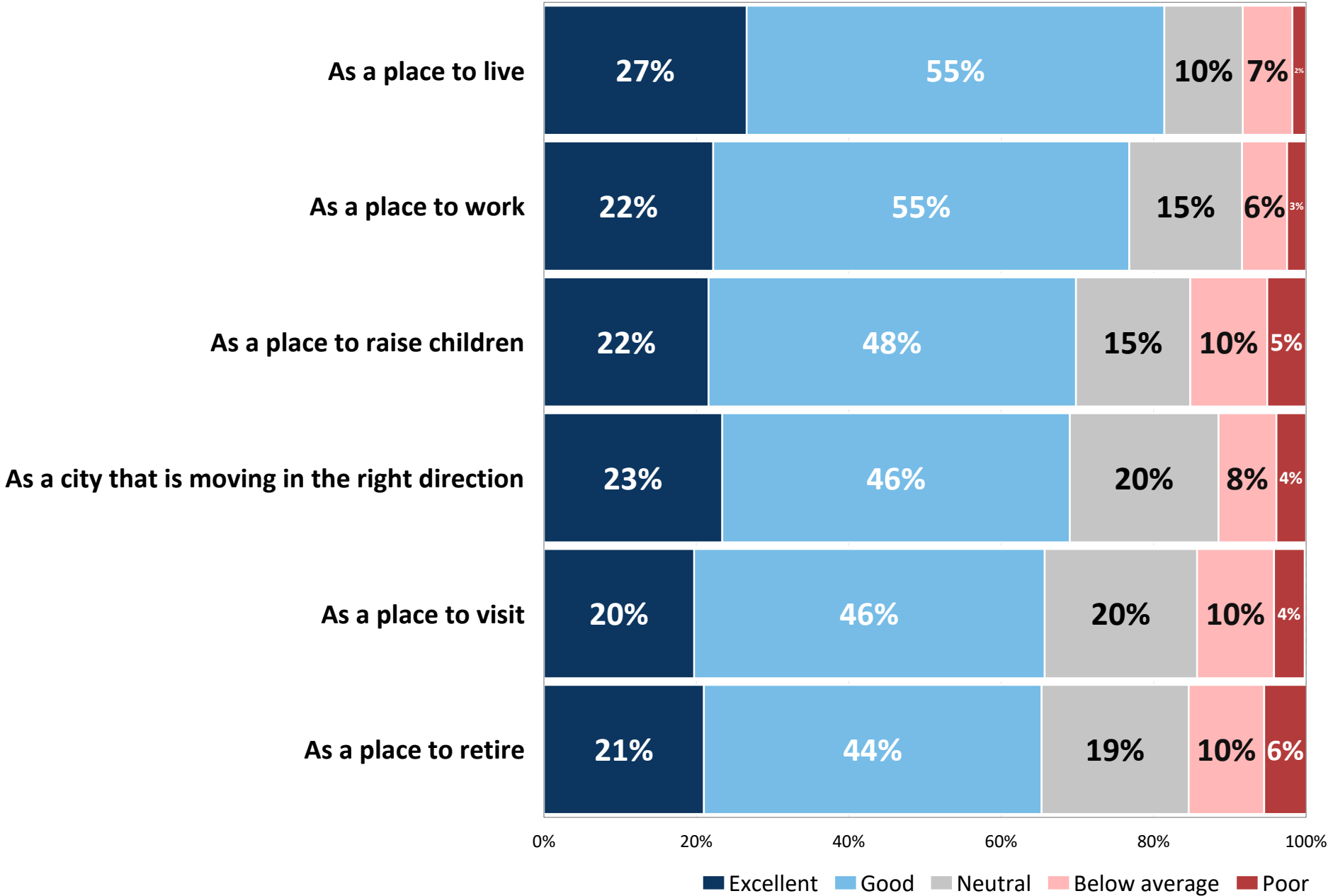
Q23: How do you prefer to report code violations and non-emergency problems or request a City service?

by percentage of respondents (multiple choices could be selected)



Q24: Overall Ratings of the City

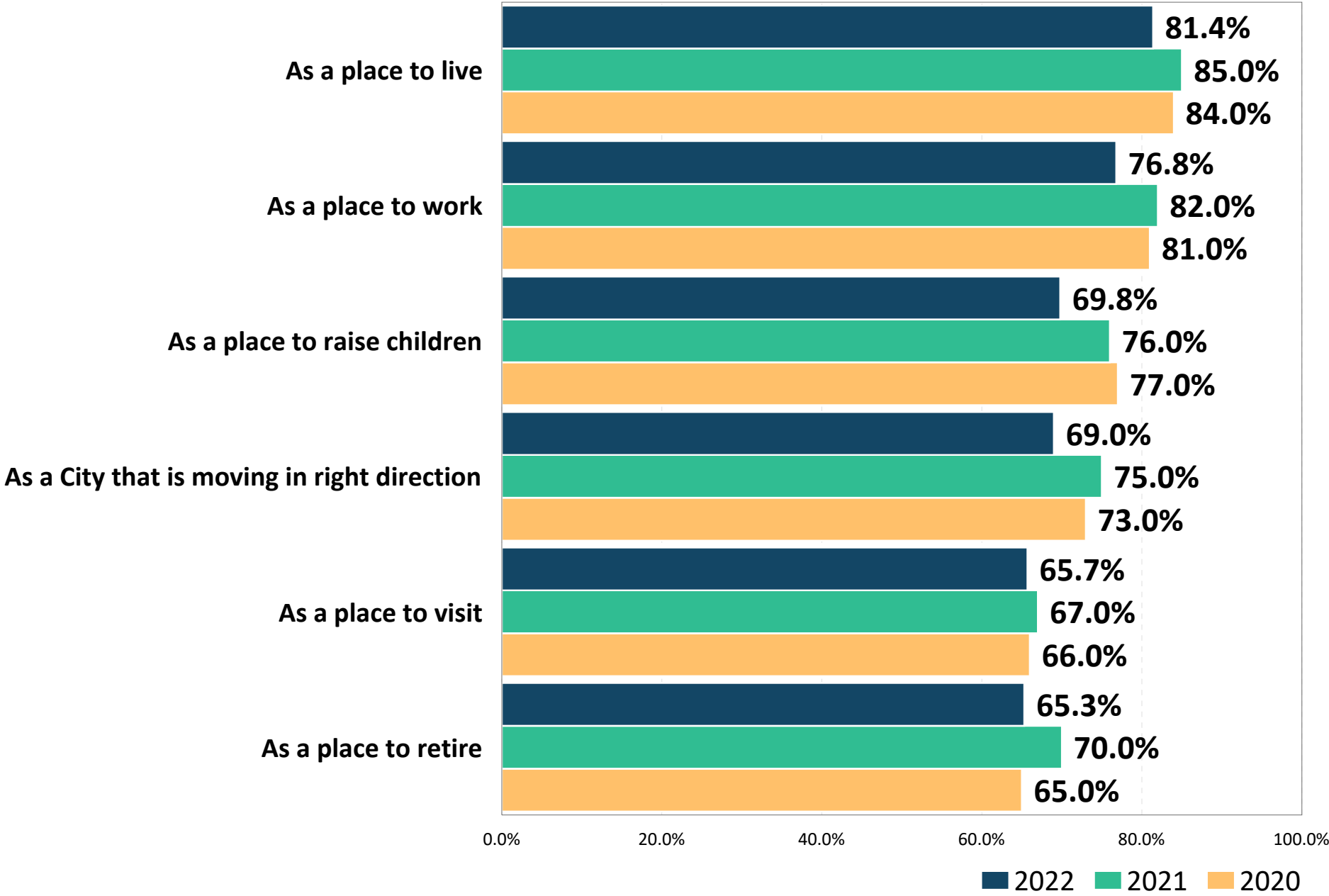
by the percentage of respondents using a 5-point scale, where 5 means *excellent* and 1 means *poor* (excluding *don't know* responses)



Trends Analysis
2022 Results vs.
2021 & 2020

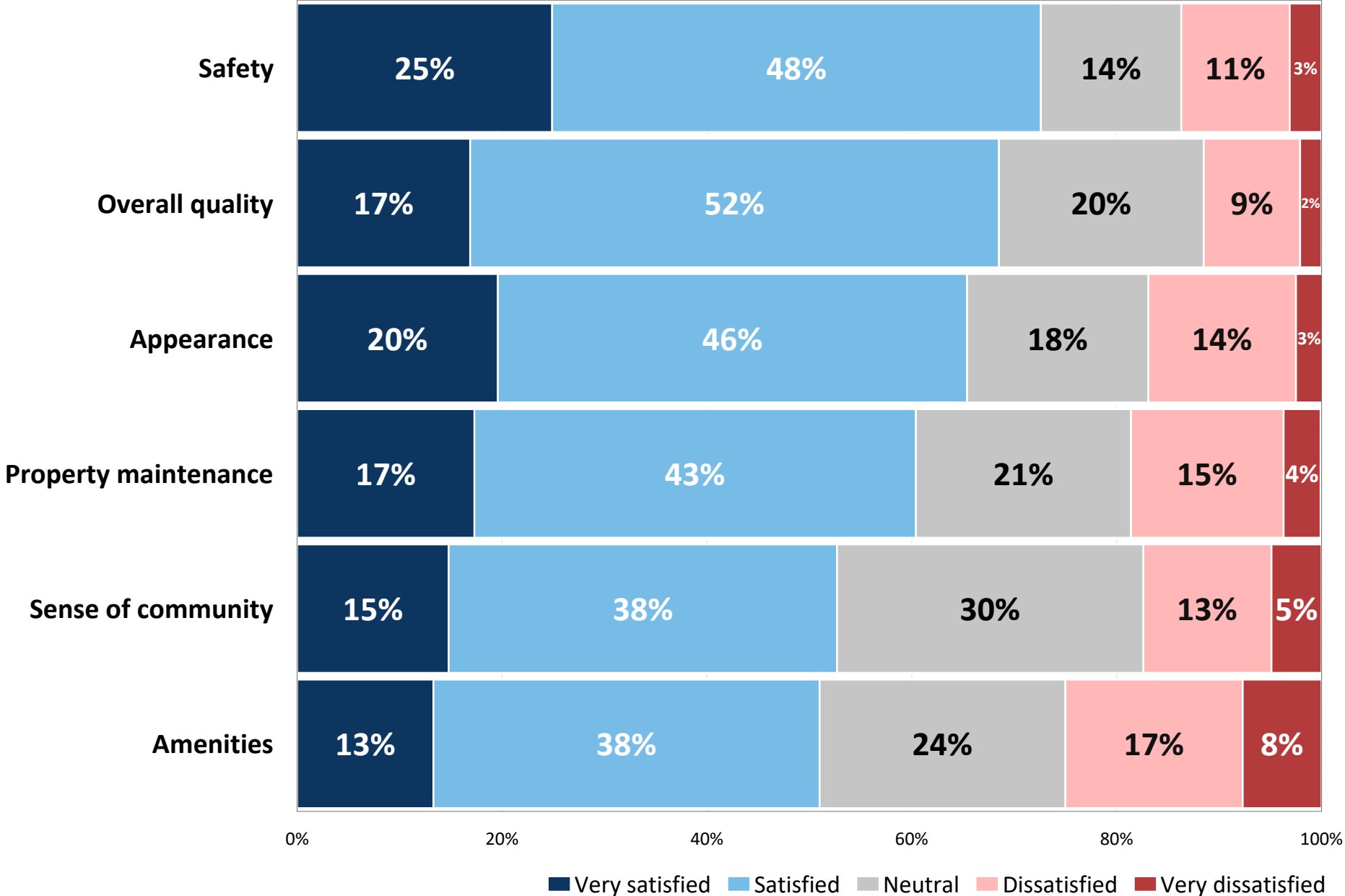
Q24: Overall Ratings of the City

by the sum percentage of respondents who gave a rating of either excellent or good (excluding don't know responses)



Q25: Aspects of Neighborhoods

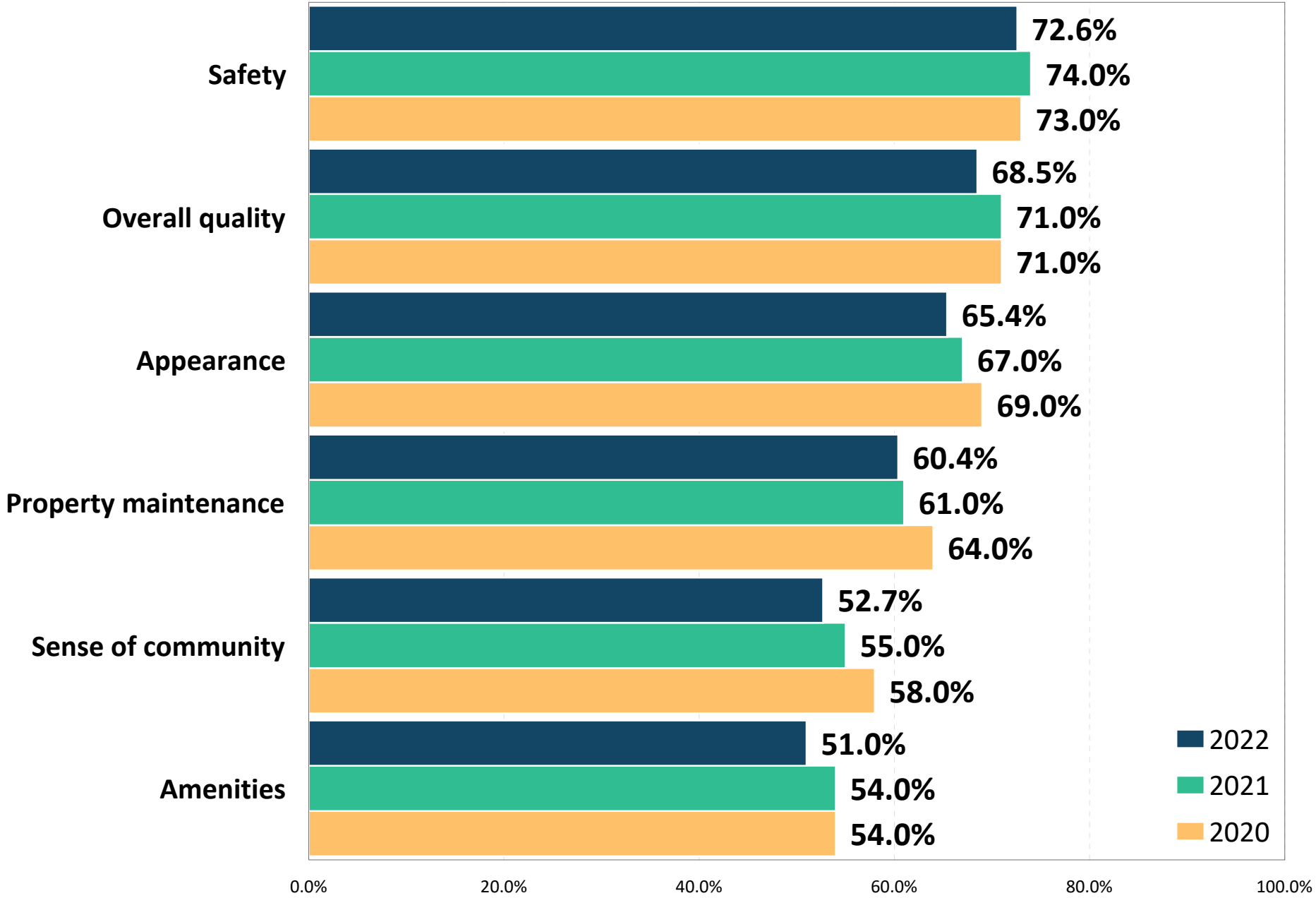
by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends Analysis
2022 Results vs.
2021 & 2020

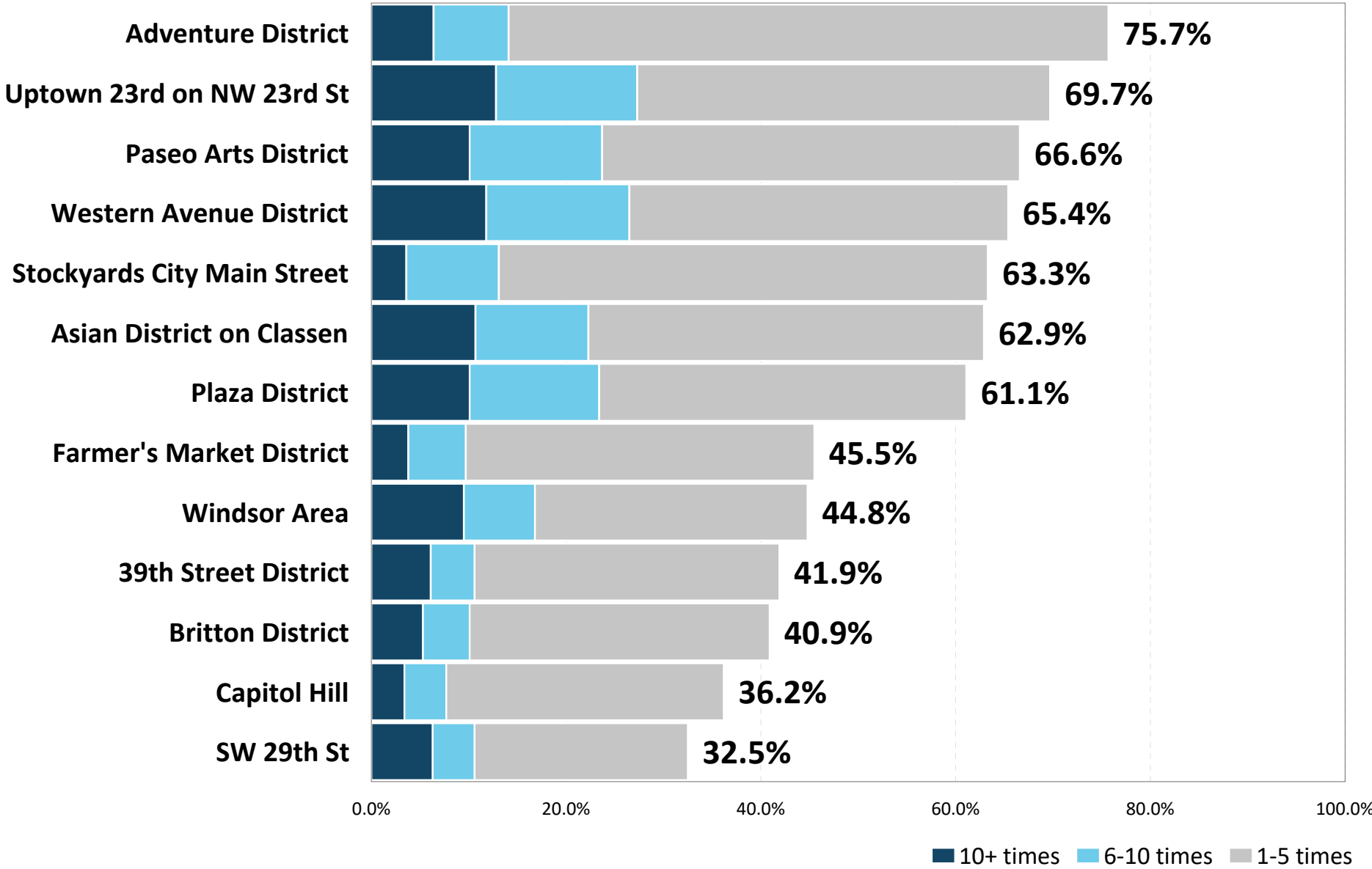
Q25: Aspects of Neighborhoods

by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)



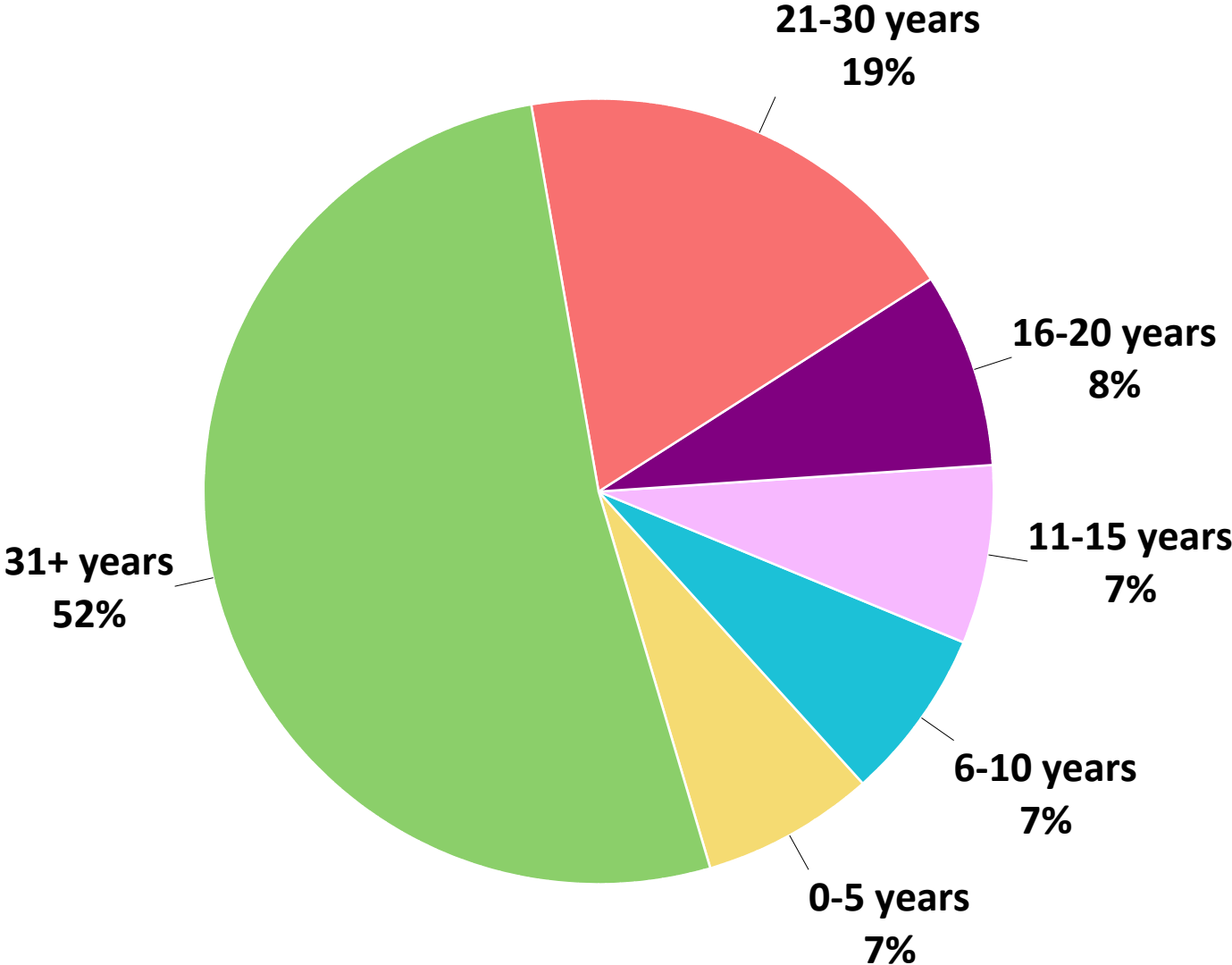
Q26: How often have you visited these local neighborhoods for shopping, dining, entertainment, and events during the past year?

by the percentage of respondents (excluding *don't know* responses)



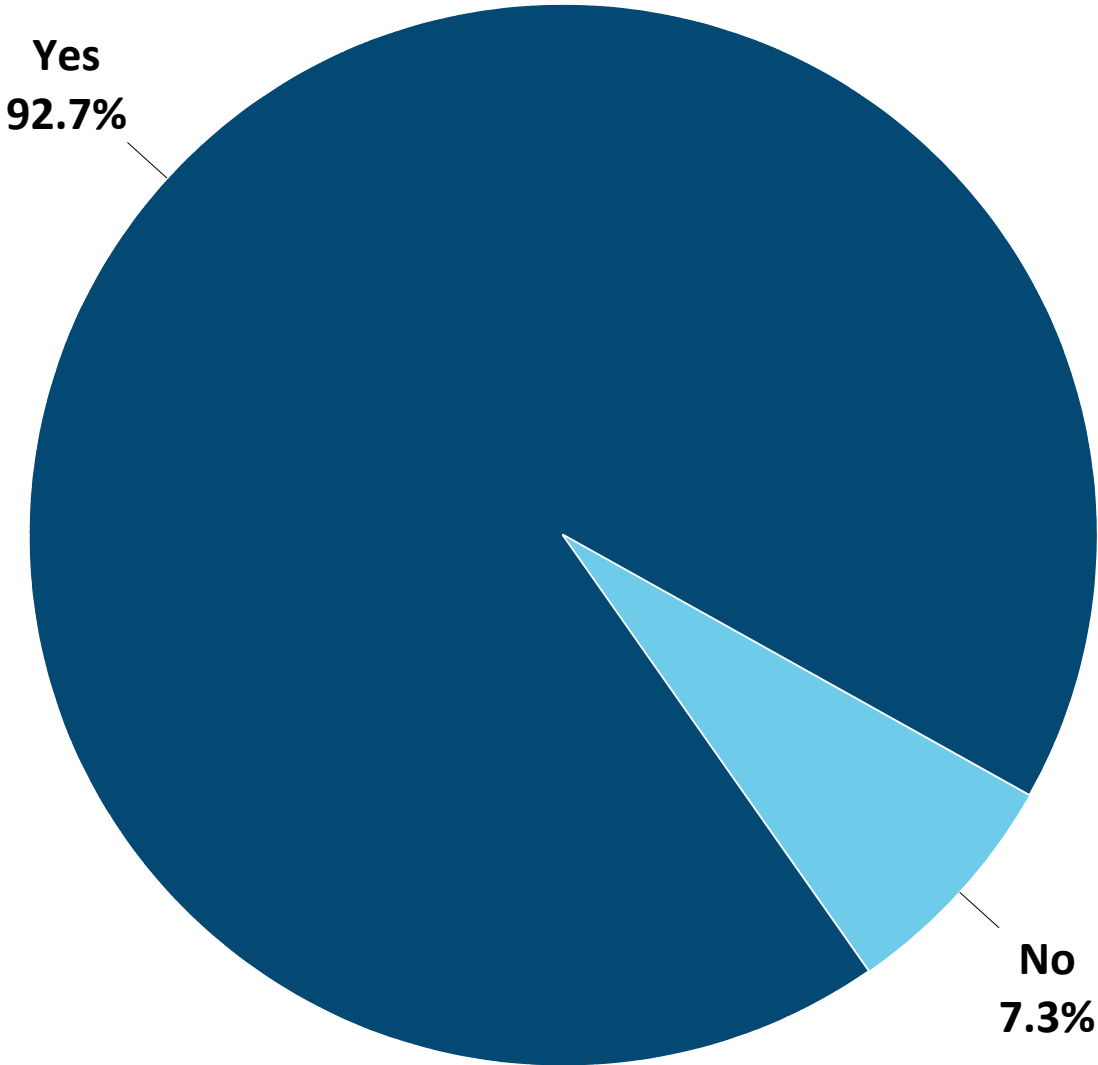
Q27: Approximately how many years have you lived in Oklahoma City?

by percentage of respondents (excluding *not provided* responses)



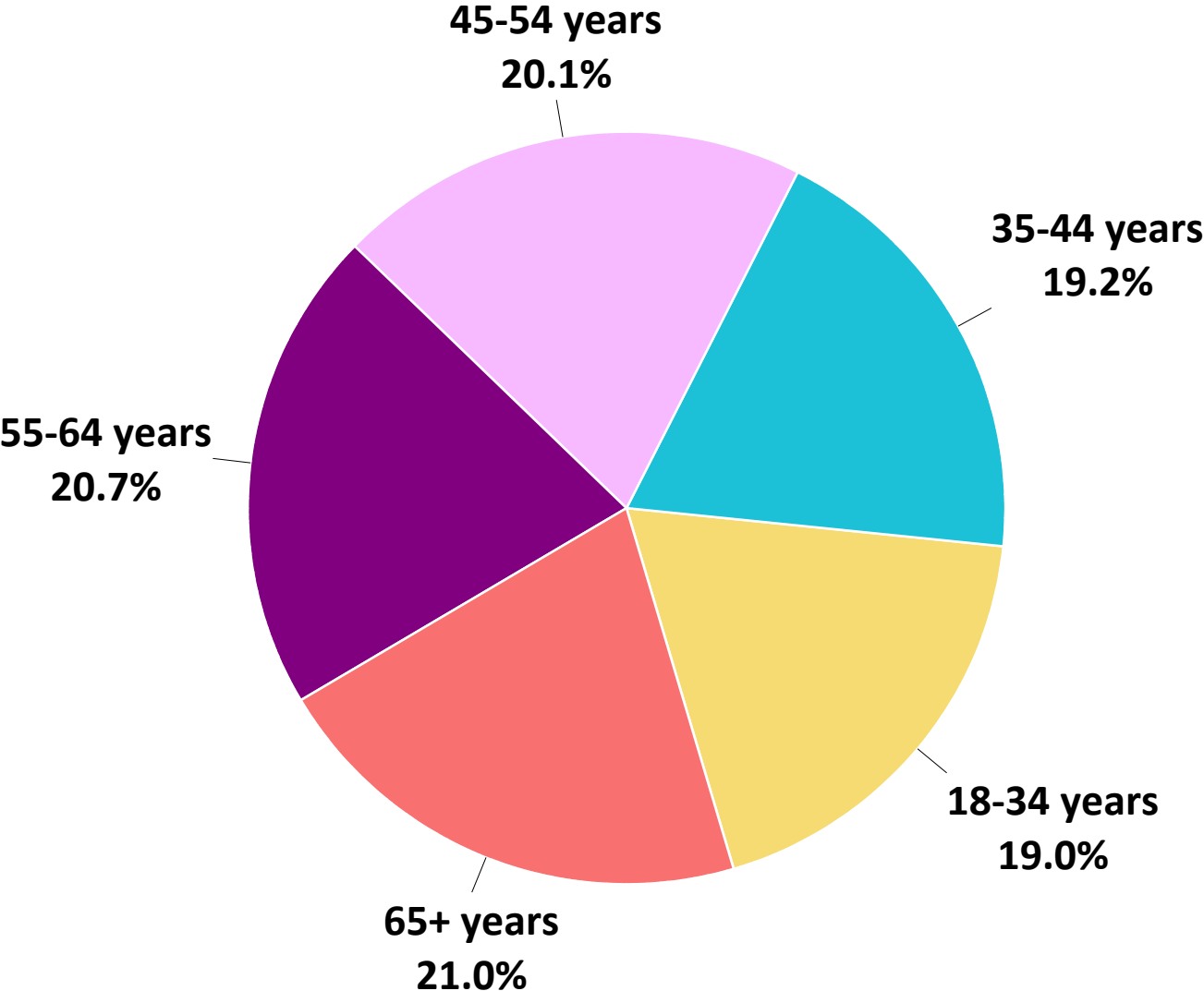
Q28: Are you registered to vote?

by percentage of respondents (excluding *not provided* responses)



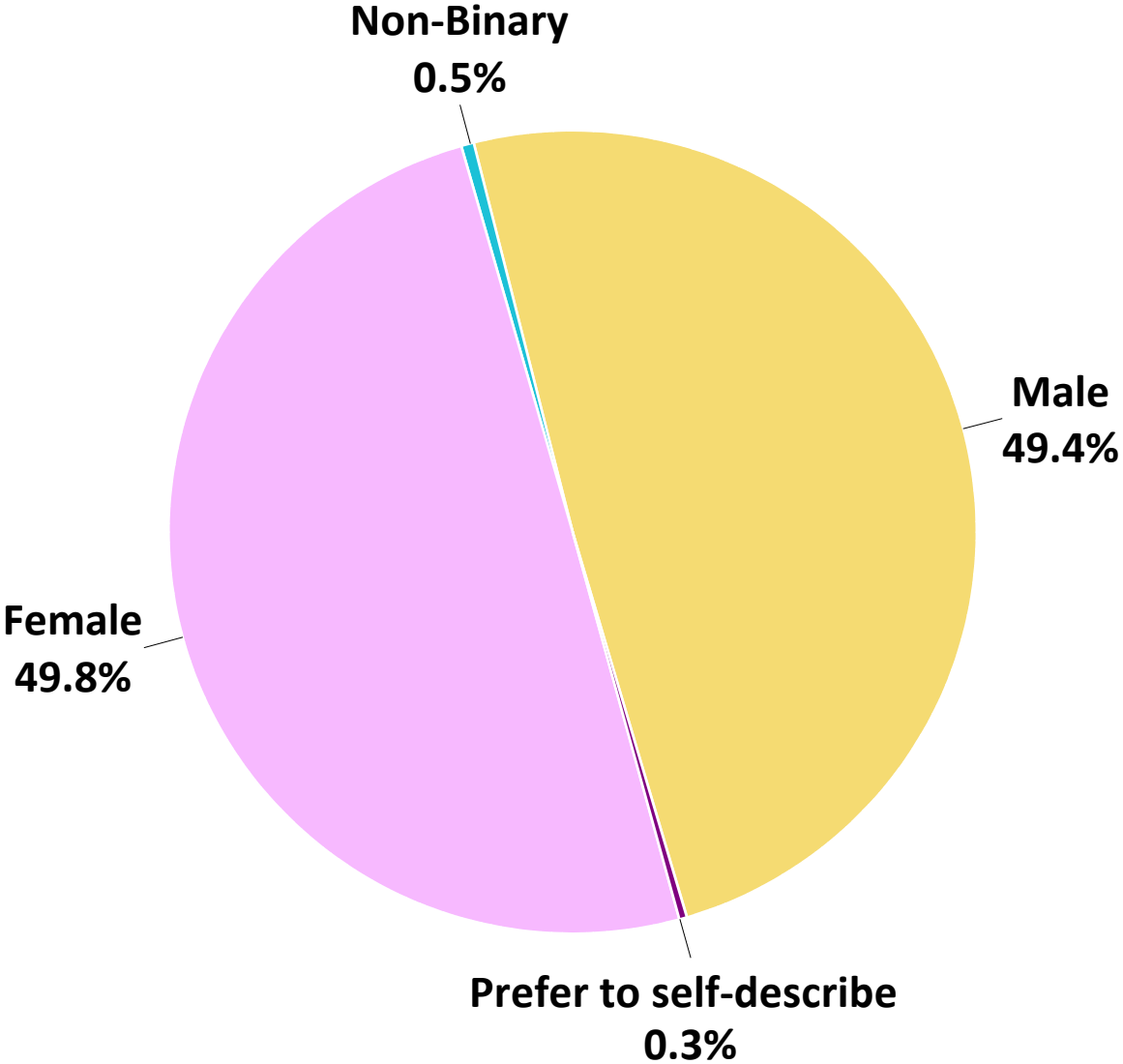
Q29: What is your age?

by percentage of respondents (excluding *not provided* responses)



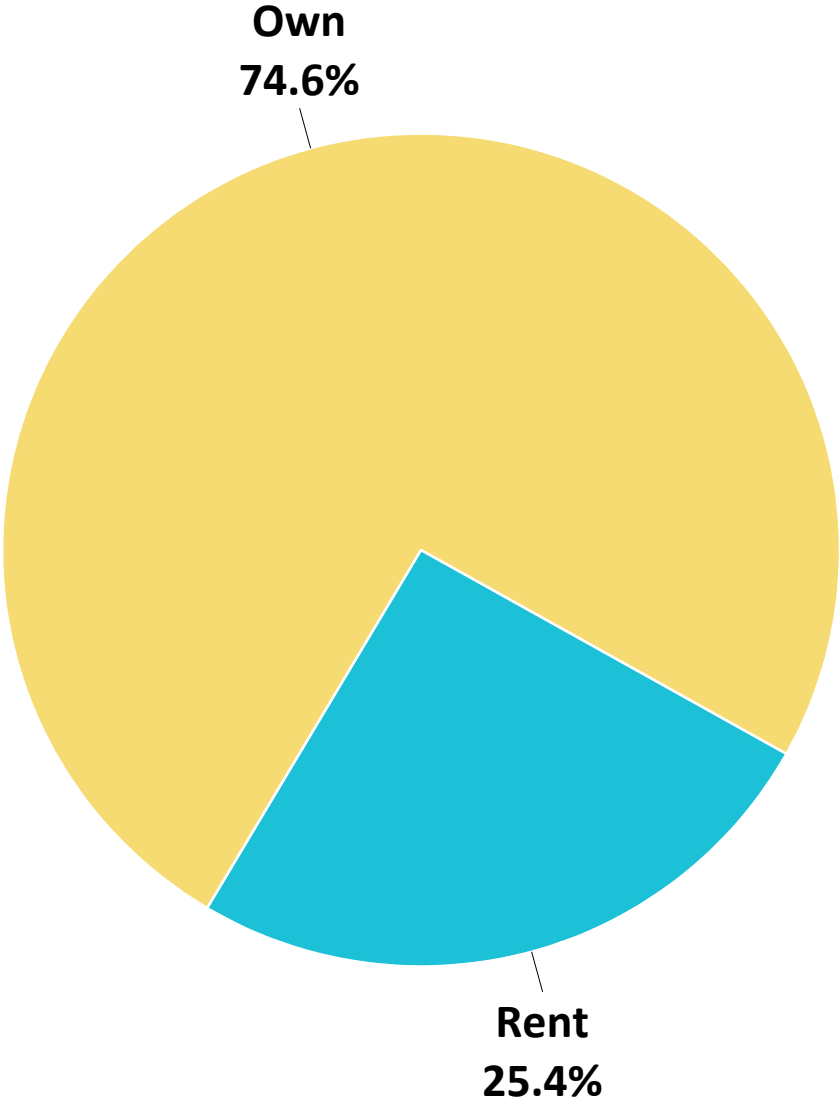
Q30: With which of the following genders do you identify most?

by percentage of respondents (excluding *not provided* responses)



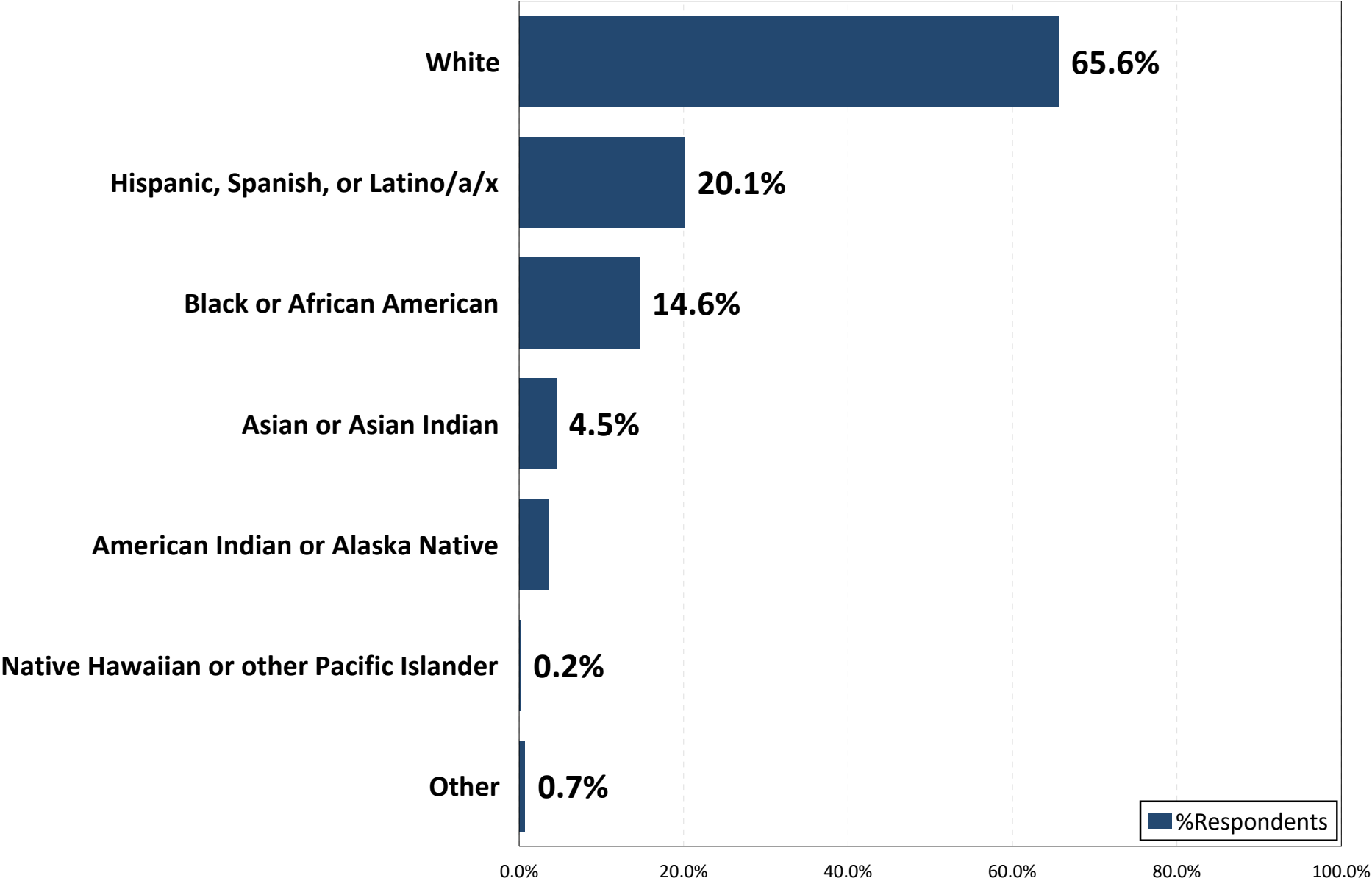
Q31: Do you own or rent your current residence?

by percentage of respondents (excluding *not provided* responses)



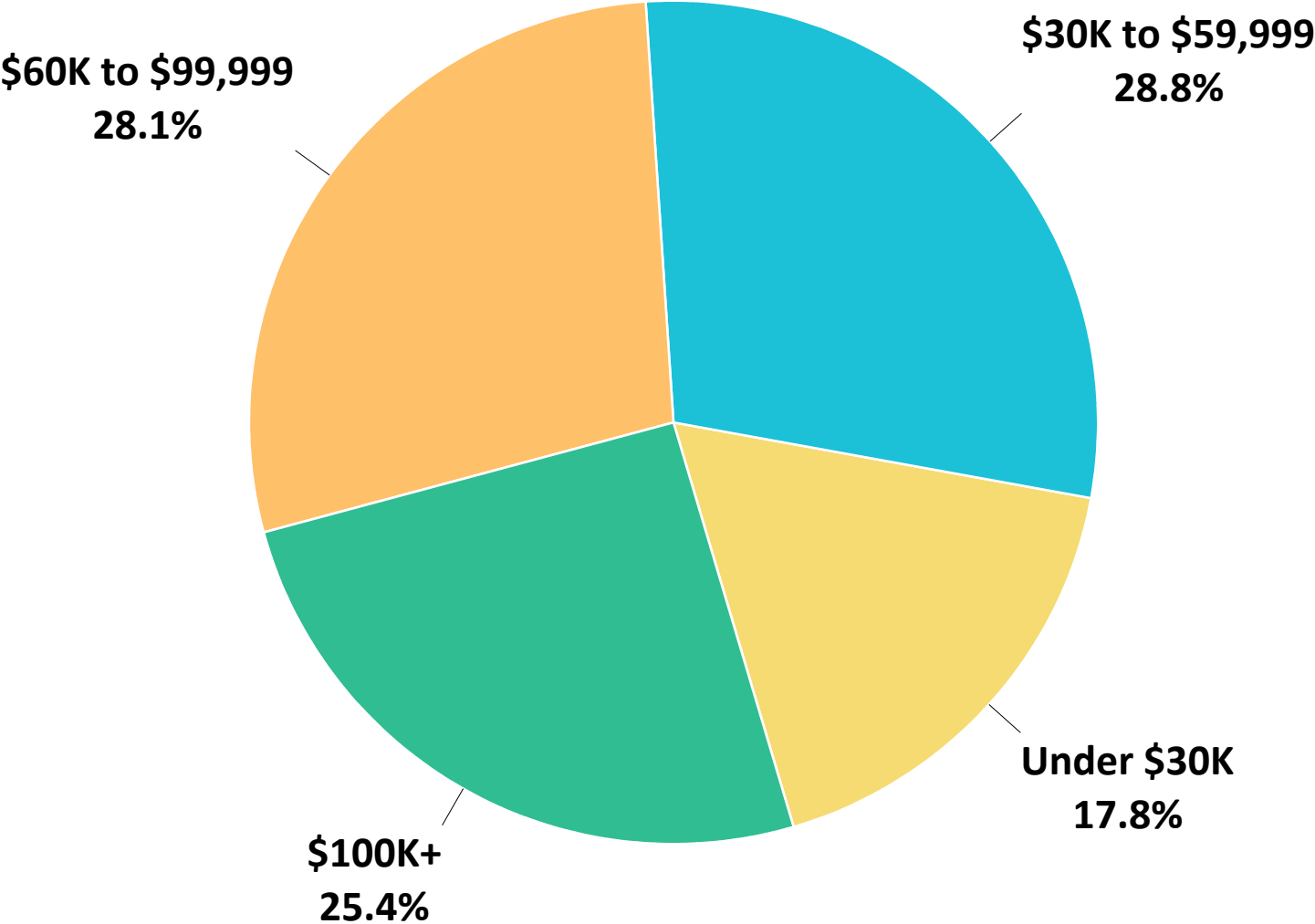
Q32. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be selected)



Q33: Would you say your total annual household income is...

by percentage of respondents (excluding *not provided* responses)





IMPORTANCE- SATISFACTION ANALYSIS

PRIORITIES

Importance-Satisfaction Analysis

Overview

Today, City officials have limited resources which need to be targeted to services that are of the most benefit to their residents. Two of the most important criteria for decision making are;

1. to target resources toward services of the highest importance to residents and
2. to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both 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 resident 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, third, fourth, and fifth 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 major categories of services that they think are most important for the City to provide. Seventy-eight percent (77.9%) of respondents selected the *condition of City streets*, as one of the most important major services for the City to provide.

Importance-Satisfaction Analysis (Continued)

Regarding satisfaction, 14.6% of respondents rated the City's overall performance regarding the *condition of City streets* as a "4" or "5" on a 5-point scale (where "5" means "very satisfied") excluding "don't know" responses.

The I-S rating for the *condition of City streets*, is calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages.

In this example, 77.9% was multiplied by 85.4% ($0.854=1-0.146$). This calculation yielded an I-S rating of 0.6653 which ranked first out of the 12 major categories of City services analyzed.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate 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 five most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

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

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

The results for the City is provided on the following page.

Importance-Satisfaction Analysis Ratings

2022 City of Oklahoma City Resident Survey

Major Categories of City Services

Oklahoma City, OK

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Condition of City streets only	77.9%	1	14.6%	12	0.6653	1
Flow of traffic & ease of getting around town on City streets	41.6%	2	42.9%	9	0.2375	2
High Priority (I-S = 0.10-0.20)						
Enforcement of City codes & ordinances	26.3%	4	38.0%	10	0.1631	3
Overall quality of City's public transit system	19.3%	6	32.8%	11	0.1297	4
Medium Priority (I-S < 0.10)						
Quality of City parks & recreation programs & facilities	25.6%	5	62.9%	6	0.0950	5
Quality of police service	30.9%	3	72.0%	4	0.0865	6
Effectiveness of City communication with the public	16.2%	7	50.7%	8	0.0799	7
Quality of City water utilities	12.4%	8	69.2%	5	0.0382	8
Quality of customer service you receive from City employees	6.7%	11	62.6%	7	0.0251	9
Quality of ambulance service	7.4%	10	74.5%	3	0.0189	10
Quality of City trash services	5.6%	12	84.0%	2	0.0090	11
Quality of fire service	8.6%	9	91.0%	1	0.0077	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 receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2022 City of Oklahoma City Resident Survey

Code Enforcement Services

Oklahoma City, OK

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Enforcing cleanup of junk & debris on private property	68.3%	1	38.4%	5	0.4207	1
Enforcing mowing & cutting of weeds & grass on private property	52.6%	2	36.5%	7	0.3340	2
Enforcing exterior maintenance of residential property	35.1%	3	38.6%	4	0.2155	3
City efforts to remove abandoned or inoperative vehicles	33.6%	4	38.8%	3	0.2056	4
High Priority (I-S = 0.10-0.20)						
Quality of animal control services	31.3%	5	45.5%	2	0.1706	5
Enforcement of yard parking regulations in your neighborhood	23.0%	6	47.4%	1	0.1210	6
Enforcing sign regulations	18.8%	7	38.2%	6	0.1162	7

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2022 City of Oklahoma City Resident Survey

Maintenance Services

Oklahoma City, OK

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Condition of major City streets	69.1%	1	27.8%	10	0.4989	1
Condition of streets in your neighborhood	45.2%	2	39.3%	6	0.2744	2
Cleanliness of City streets & other public areas	37.4%	3	37.8%	8	0.2326	3
High Priority (I-S = 0.10-0.20)						
Condition of pavement markings on City street	26.0%	4	38.7%	7	0.1594	4
Condition of landscaping or streetscaping in medians & along City street	21.2%	5	46.7%	4	0.1130	5
Condition of sidewalks	20.6%	6	45.3%	5	0.1127	6
Medium Priority (I-S < 0.10)						
Cleanliness of stormwater drains in your neighborhood	17.0%	7	47.5%	3	0.0893	7
Condition of bicycle infrastructure	13.8%	9	36.4%	9	0.0878	8
Snow removal on snow routes during past year	15.7%	8	57.1%	2	0.0674	9
Condition of City street signs	8.8%	10	62.2%	1	0.0333	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 receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2022 City of Oklahoma City Resident Survey

Parks and Recreation Services

Oklahoma City, OK

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Condition of landscaping in City medians & streets right-of-way	30.2%	2	45.2%	10	0.1655	1
Maintenance of City parks	47.8%	1	65.5%	4	0.1649	2
Availability of information about parks & recreation activities & classes	26.9%	3	40.1%	14	0.1611	3
Medium Priority (I-S < 0.10)						
Maintenance of new or upgraded facilities	23.4%	4	63.6%	5	0.0852	4
Recreation facilities & programs	14.1%	7	48.0%	9	0.0733	5
City's multi-purpose trails	18.0%	6	61.0%	6	0.0702	6
Accessibility to City parks & trails	19.9%	5	65.8%	3	0.0681	7
City recreation centers	11.5%	9	43.0%	12	0.0656	8
City aquatic facilities & programs	10.2%	10	43.0%	11	0.0581	9
Parks & Recreation Department	9.8%	11	53.7%	7	0.0454	10
Condition of Bricktown Canal & landscaping	12.1%	8	69.8%	2	0.0365	11
Athletic programs	5.9%	12	41.2%	13	0.0347	12
Quality of City golf courses	4.7%	13	48.4%	8	0.0243	13
Civic Center Music Hall experience	4.6%	14	73.7%	1	0.0121	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 receive the most emphasis over the next two years.

Satisfaction %:

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



BENCHMARK ANALYSIS

CITY VS. LARGE COMMUNITIES & NATIONAL AVERAGES

Benchmark 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 1999, the survey has been administered in more than 1,200 cities and counties in 49 states.

This report contains benchmarking data from a national survey that was administered by ETC Institute during the winter of 2022 to a random sample of more than 9,000 residents living in United States' communities.

The benchmarking charts provided show how the results from the 2022 City of Oklahoma City Resident Survey compare to the averages of:

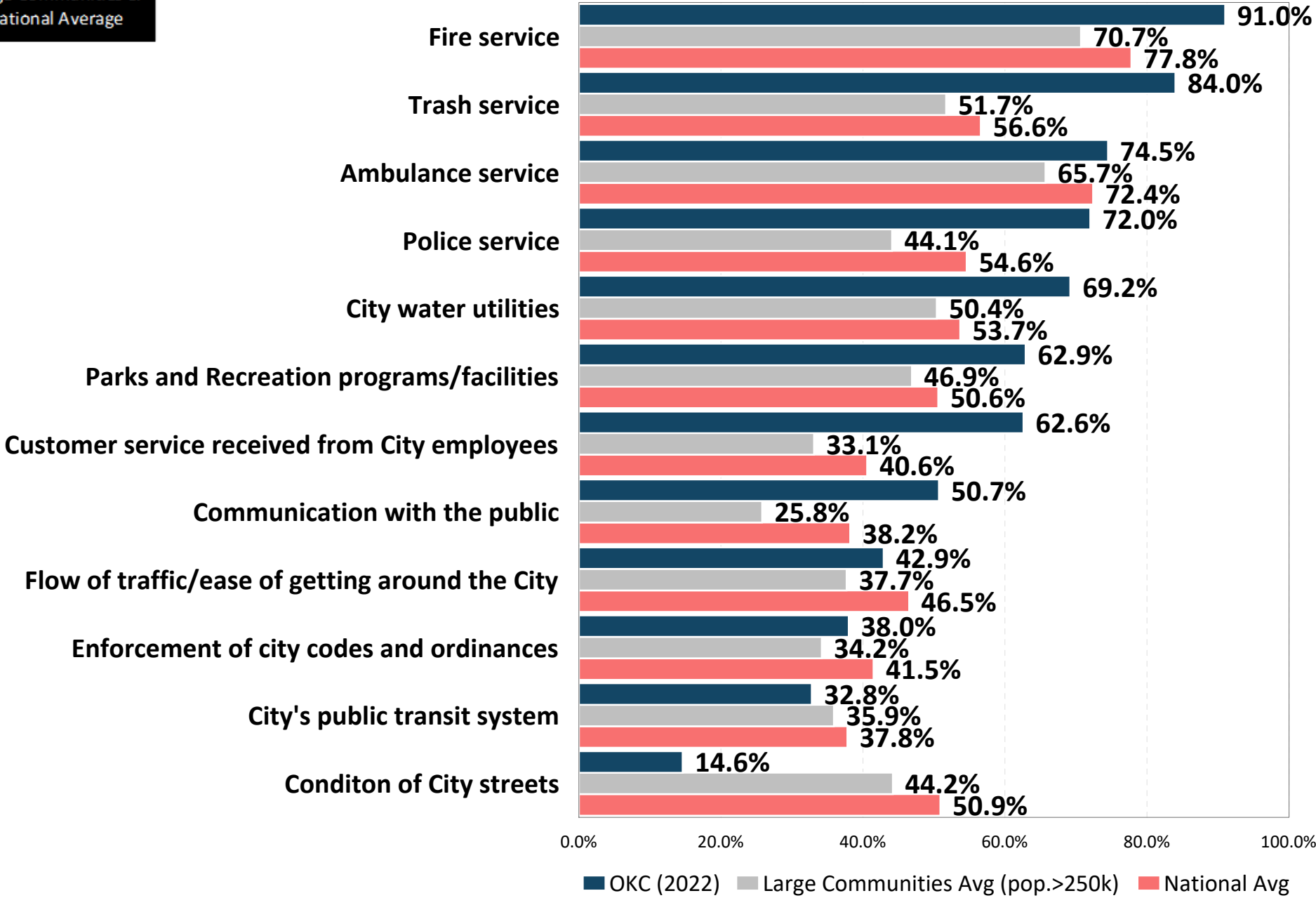
- large communities with a population greater than 250,000 and
- communities nationally in the services analyzed.

The blue bar (top bar) represents the City of Oklahoma City, the gray bar (middle bar) represents the average rating of large communities, and the red bar (bottom bar) represents the National Average.

Q1: Major Categories of City Services

Benchmark Analysis
 OKC Results
 vs.
 Large Communities &
 National Average

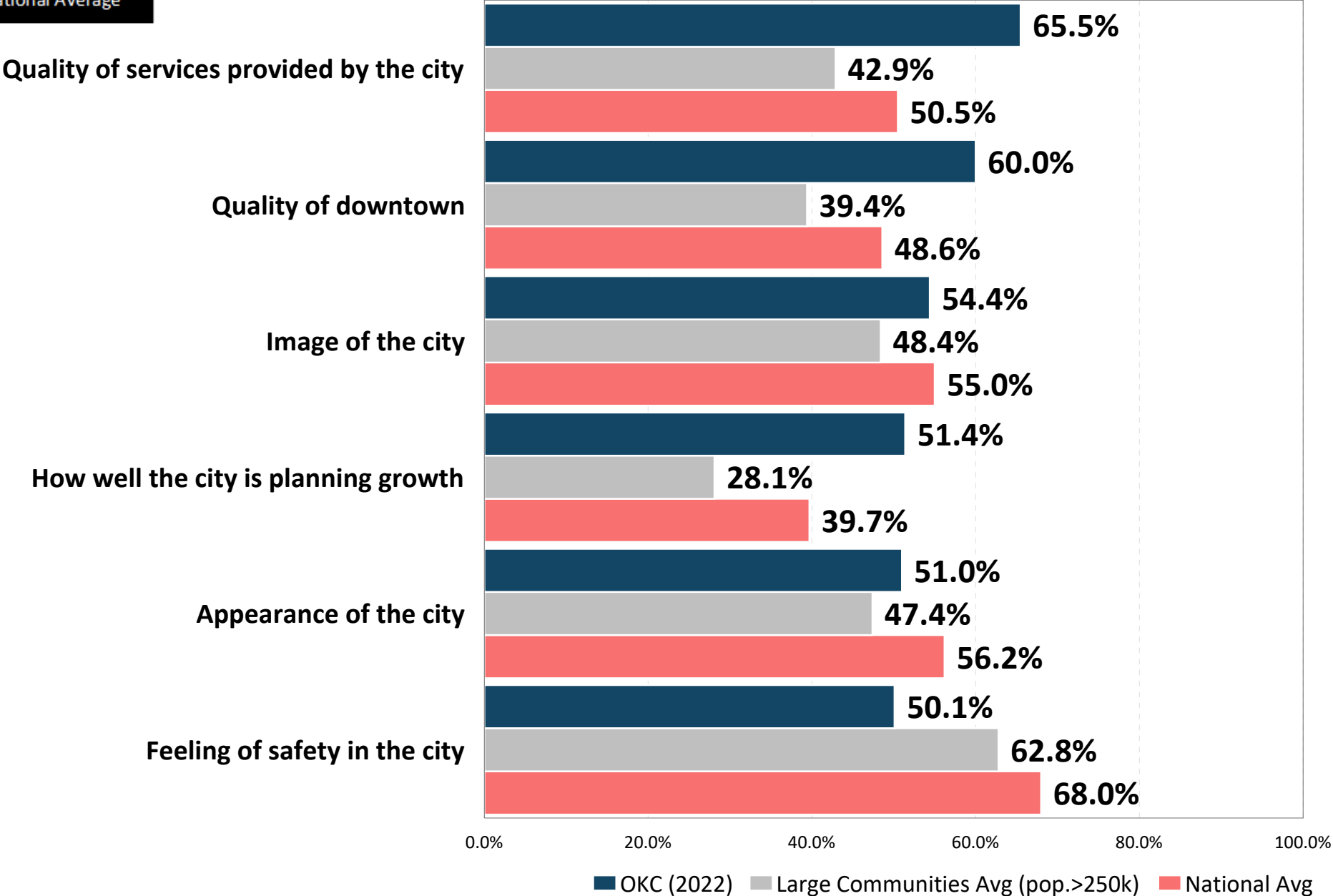
by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)



Benchmark Analysis
 OKC Results
 vs.
 Large Communities &
 National Average

Q3: Perception of the City

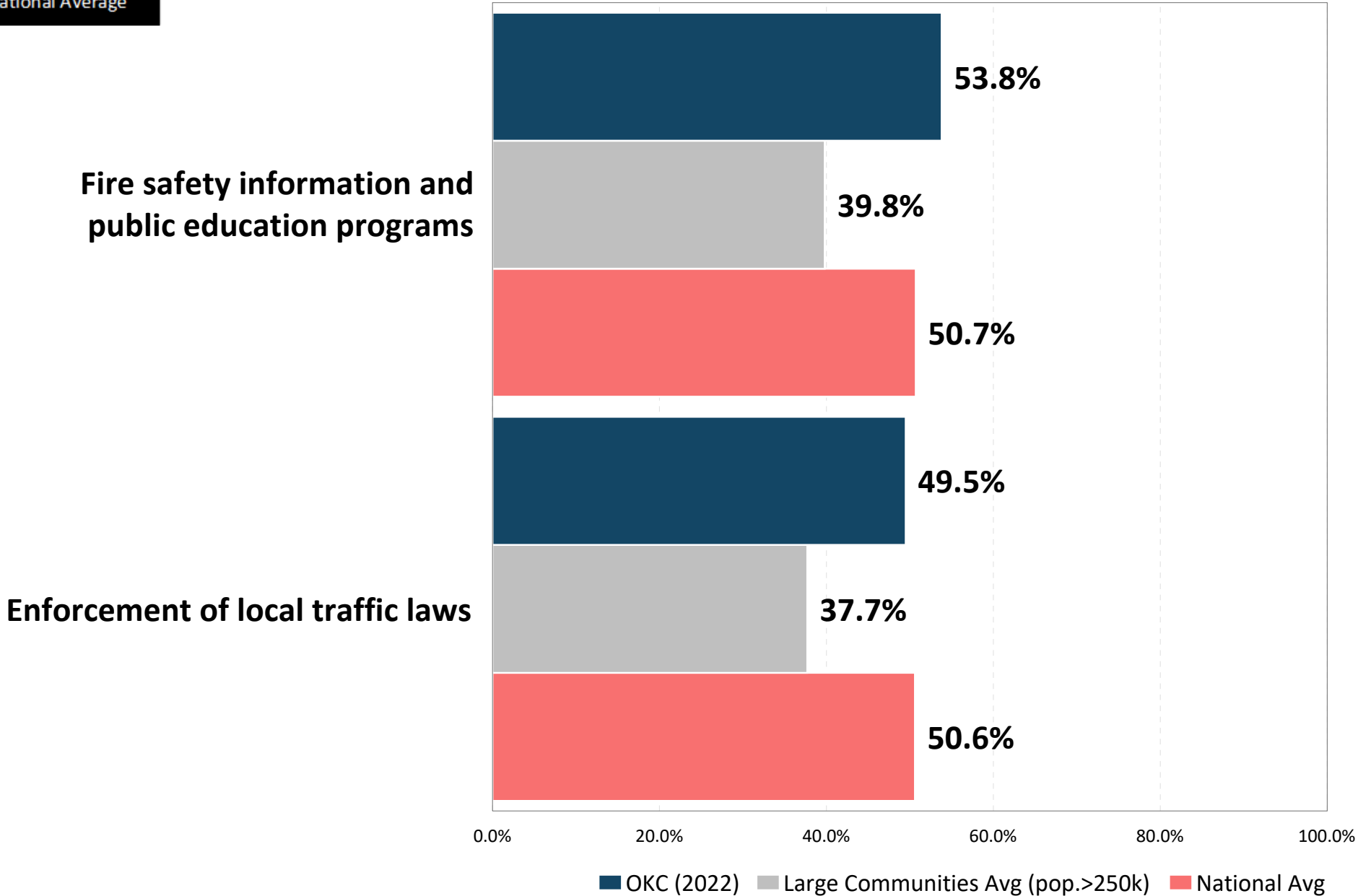
by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)



Benchmark Analysis
OKC Results
vs.
Large Communities &
National Average

Q4: Public Safety

by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)

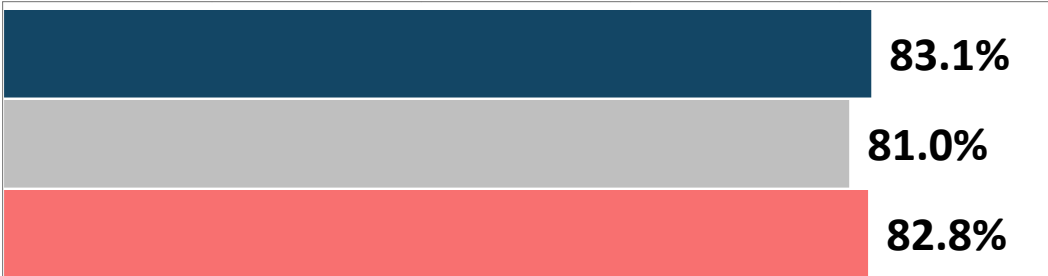


Benchmark Analysis
OKC Results
vs.
Large Communities &
National Average

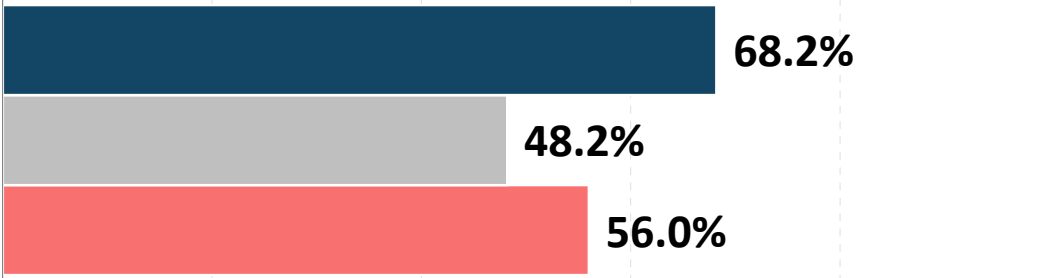
Q5: Feeling of Safety

by the sum percentage of respondents who felt either *very safe* or *safe* (excluding *don't know* responses)

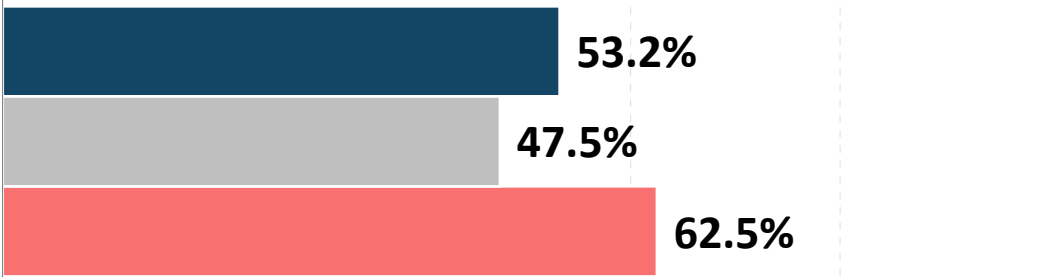
Walking in your neighborhood during the day



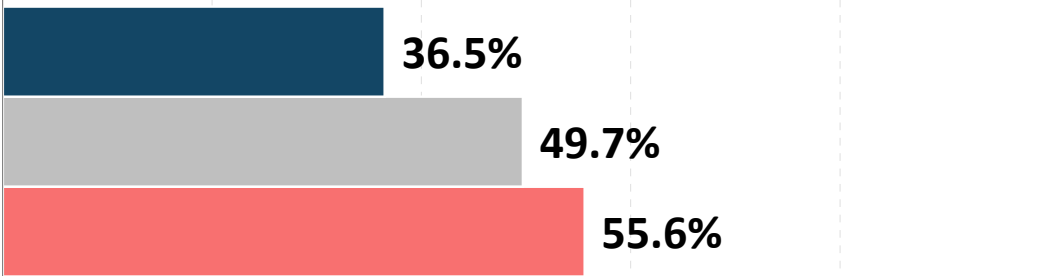
In City parks during the day



Walking in your neighborhood at night



In Downtown area



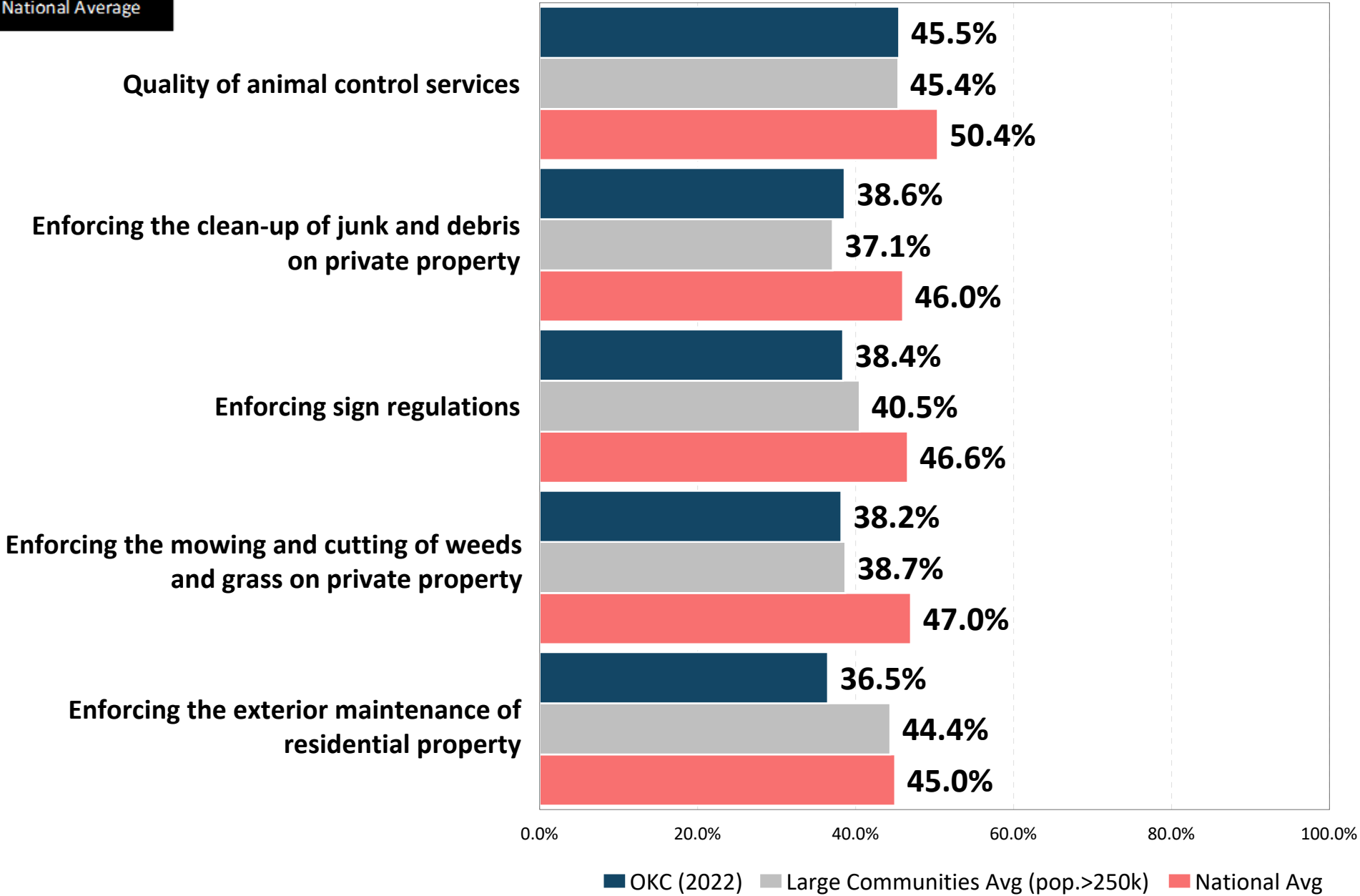
0.0% 20.0% 40.0% 60.0% 80.0% 100.0%

■ OKC (2022) ■ Large Communities Avg (pop.>250k) ■ National Avg

Benchmark Analysis
OKC Results
vs.
Large Communities &
National Average

Q11: Code Enforcement

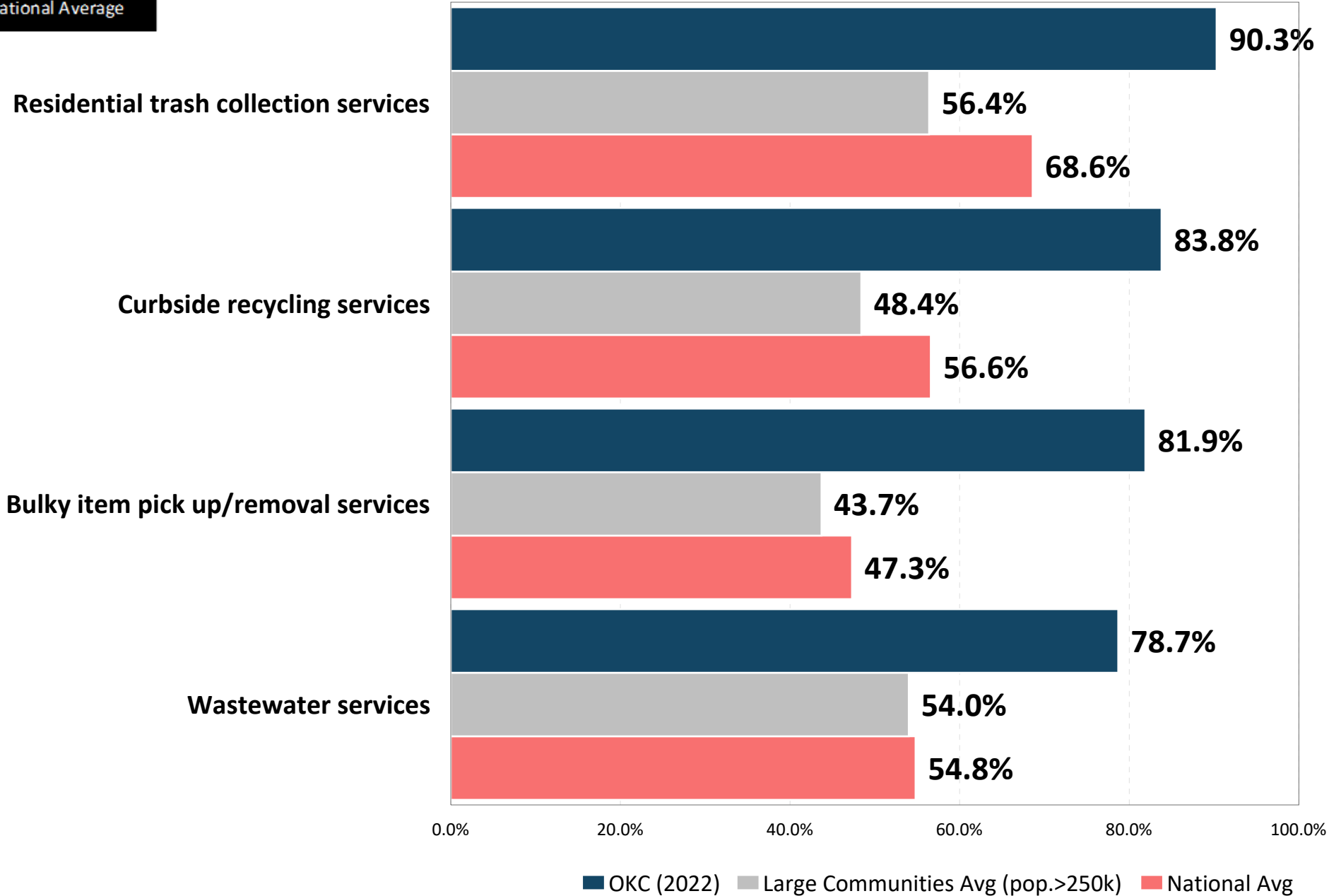
by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)



Benchmark Analysis
OKC Results
vs.
Large Communities &
National Average

Q13: City Utility Services

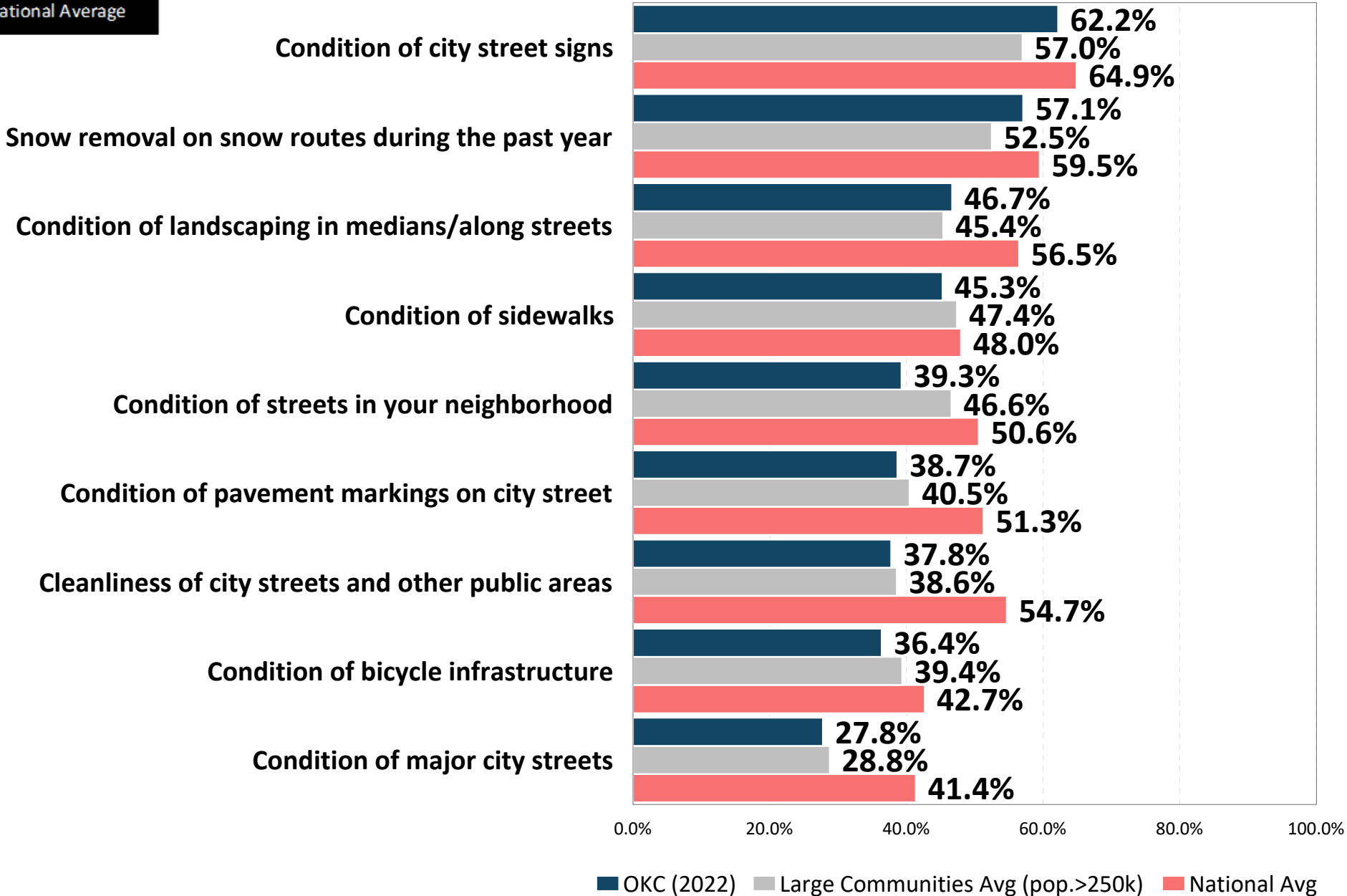
by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)



Benchmark Analysis
OKC Results
vs.
Large Communities &
National Average

Q14: Maintenance Services

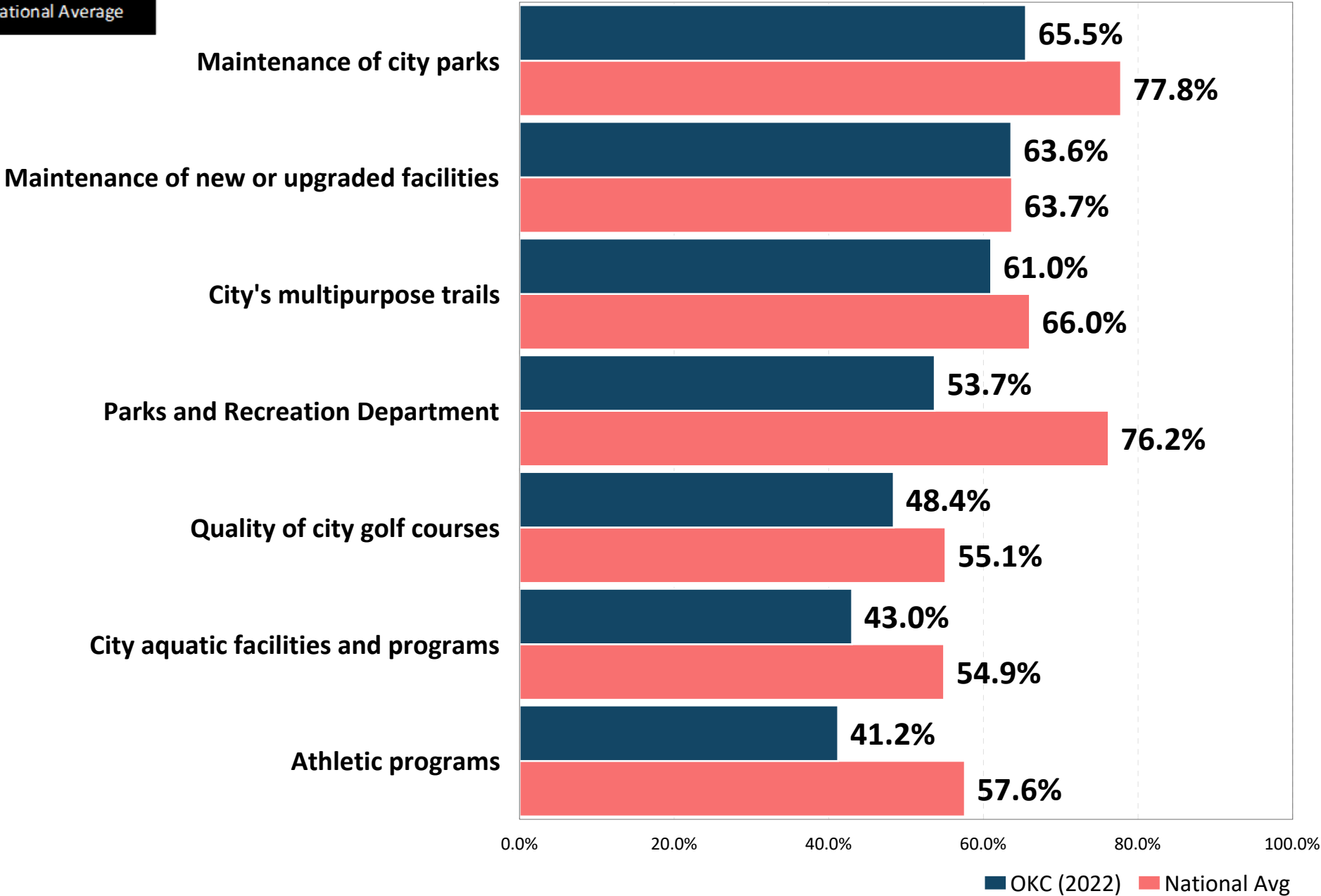
by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)



Benchmark Analysis
OKC Results
vs.
Large Communities &
National Average

Q17: Parks and Recreation Services

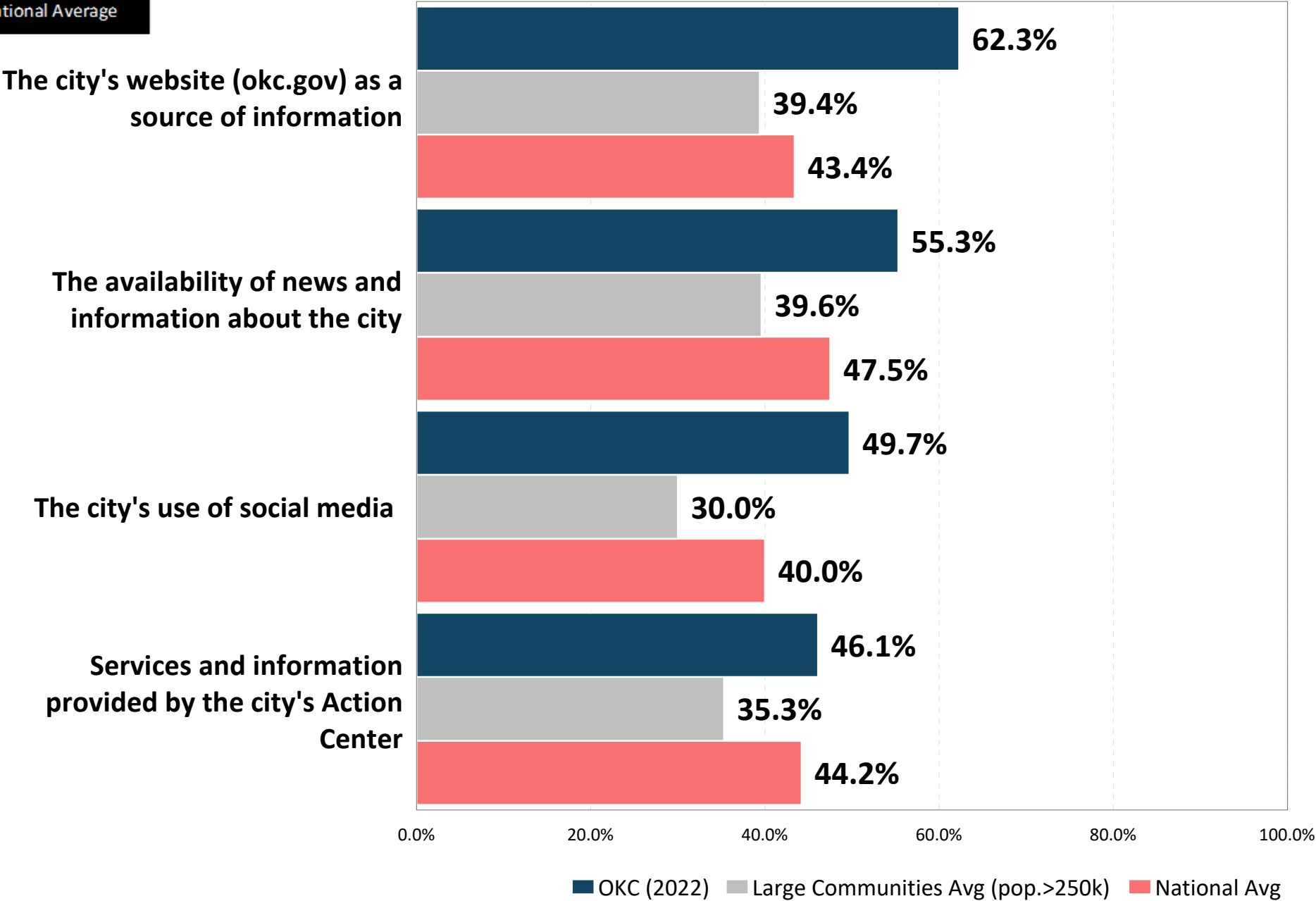
by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)



Benchmark Analysis
OKC Results
vs.
Large Communities &
National Average

Q21: Communication

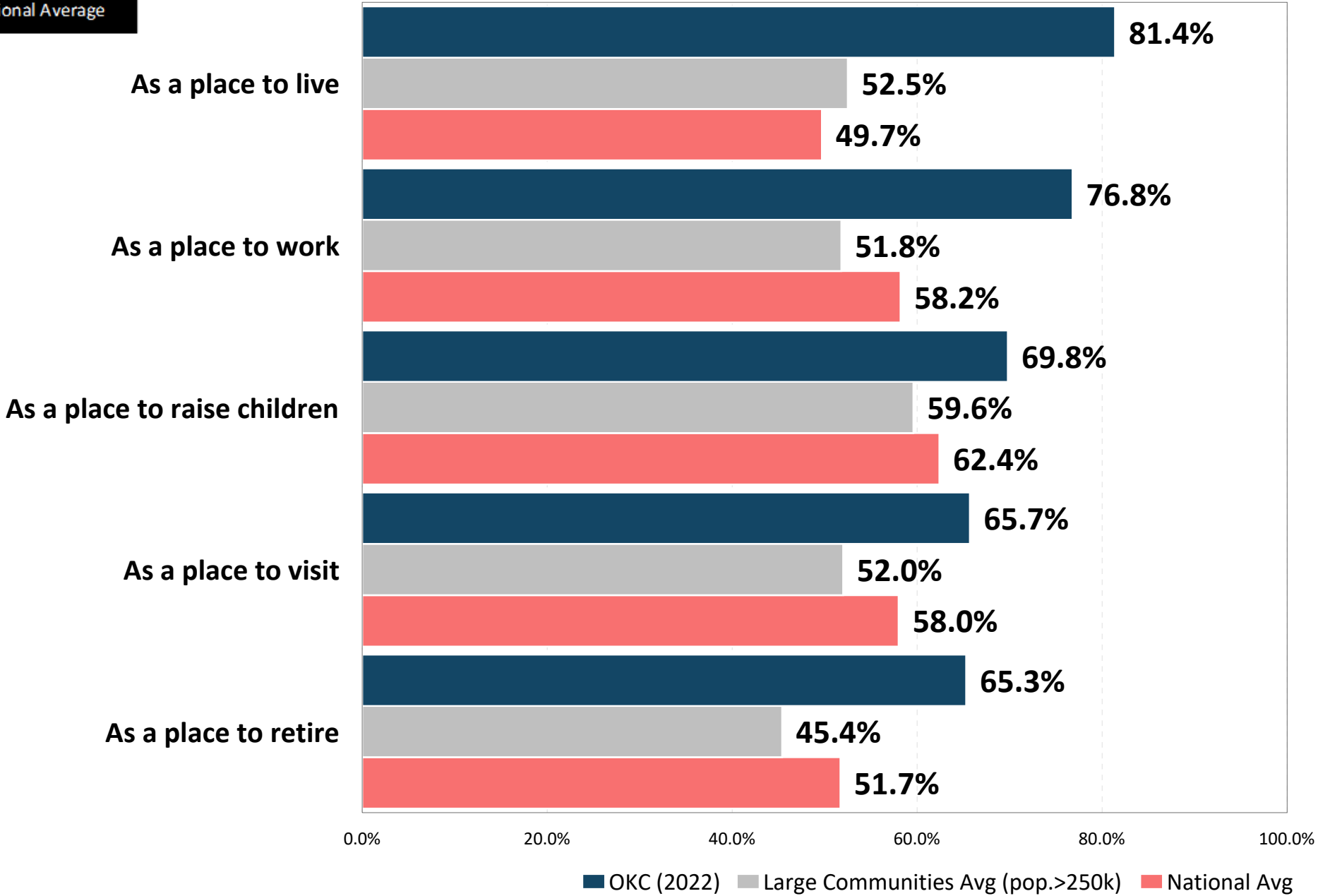
by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)



Benchmark Analysis
OKC Results
vs.
Large Communities &
National Average

Q24: Overall Ratings of the City

by the sum percentage of respondents who gave a rating of either *excellent* or *good* (excluding *don't know* responses)





CROSSTABULAR DATA

BY CITY WARDS

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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-1. Quality of police service</u>									
Very satisfied	28.3%	19.8%	28.8%	27.6%	31.4%	23.6%	22.4%	32.4%	26.7%
Satisfied	49.0%	44.6%	51.4%	44.8%	47.9%	34.0%	42.0%	47.7%	45.3%
Neutral	16.6%	21.3%	12.3%	19.3%	13.6%	25.0%	25.9%	12.5%	18.2%
Dissatisfied	2.8%	10.4%	6.2%	7.6%	5.3%	10.4%	6.3%	6.3%	7.0%
Very dissatisfied	3.4%	4.0%	1.4%	0.7%	1.8%	6.9%	3.5%	1.1%	2.8%
<u>Q1-2. Quality of fire service</u>									
Very satisfied	50.0%	42.0%	45.4%	45.1%	52.5%	42.0%	48.2%	50.9%	47.0%
Satisfied	41.4%	48.2%	46.8%	41.5%	42.0%	46.6%	40.4%	44.3%	44.0%
Neutral	7.9%	9.3%	7.1%	11.3%	5.6%	11.5%	11.3%	4.8%	8.5%
Dissatisfied	0.7%	0.5%	0.7%	2.1%	0.0%	0.0%	0.0%	0.0%	0.5%

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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-3. Quality of ambulance service</u>									
Very satisfied	29.0%	29.2%	28.6%	35.6%	28.7%	27.8%	33.3%	32.9%	30.6%
Satisfied	43.5%	44.4%	46.8%	38.6%	45.3%	45.2%	38.9%	47.6%	43.9%
Neutral	21.8%	22.2%	16.7%	23.5%	18.7%	23.0%	24.6%	14.0%	20.5%
Dissatisfied	4.0%	2.9%	7.9%	1.5%	4.7%	3.2%	3.2%	5.6%	4.1%
Very dissatisfied	1.6%	1.2%	0.0%	0.8%	2.7%	0.8%	0.0%	0.0%	0.9%
<u>Q1-4. Quality of City parks & recreation programs & facilities</u>									
Very satisfied	21.3%	16.3%	15.6%	12.4%	18.6%	13.6%	15.4%	23.3%	17.2%
Satisfied	46.1%	50.5%	41.5%	40.1%	47.9%	45.0%	41.9%	48.8%	45.7%
Neutral	20.6%	22.1%	27.4%	29.9%	24.0%	25.0%	30.1%	16.9%	24.1%
Dissatisfied	10.6%	8.7%	11.9%	12.4%	7.8%	12.9%	8.8%	10.5%	10.3%
Very dissatisfied	1.4%	2.4%	3.7%	5.1%	1.8%	3.6%	3.7%	0.6%	2.7%

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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-5. Condition of City streets only</u>									
Very satisfied	2.6%	1.4%	0.7%	0.0%	0.6%	2.0%	2.7%	1.1%	1.3%
Satisfied	18.3%	11.1%	6.6%	13.8%	18.8%	8.1%	16.2%	13.0%	13.3%
Neutral	19.6%	13.9%	16.6%	17.1%	22.1%	20.8%	18.9%	21.6%	18.7%
Dissatisfied	34.6%	48.6%	45.7%	42.8%	35.9%	41.6%	34.5%	43.8%	41.3%
Very dissatisfied	24.8%	25.0%	30.5%	26.3%	22.7%	27.5%	27.7%	20.5%	25.4%
<u>Q1-6. Quality of City water utilities</u>									
Very satisfied	23.3%	15.9%	15.4%	13.5%	16.3%	17.0%	21.7%	24.7%	18.5%
Satisfied	46.7%	52.3%	55.9%	42.1%	62.9%	53.1%	38.4%	49.5%	50.7%
Neutral	19.3%	21.5%	18.9%	27.8%	13.5%	17.7%	19.6%	14.0%	18.8%
Dissatisfied	7.3%	7.5%	9.1%	13.5%	5.6%	9.5%	12.3%	9.1%	9.0%
Very dissatisfied	3.3%	2.8%	0.7%	3.0%	1.7%	2.7%	8.0%	2.7%	3.0%

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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-7. Quality of City trash services</u>									
Very satisfied	32.5%	33.3%	28.5%	29.5%	33.9%	26.2%	33.6%	34.8%	31.7%
Satisfied	54.3%	47.9%	54.3%	46.3%	55.6%	55.7%	50.0%	54.9%	52.3%
Neutral	9.9%	12.2%	11.3%	17.4%	7.2%	10.1%	9.6%	8.7%	10.7%
Dissatisfied	3.3%	4.7%	4.6%	5.4%	2.2%	6.7%	6.8%	1.6%	4.3%
Very dissatisfied	0.0%	1.9%	1.3%	1.3%	1.1%	1.3%	0.0%	0.0%	0.9%
<u>Q1-8. Enforcement of City codes & ordinances</u>									
Very satisfied	7.4%	6.9%	8.0%	3.6%	5.6%	3.6%	11.3%	7.4%	6.7%
Satisfied	35.6%	29.8%	29.9%	29.2%	37.5%	29.3%	28.6%	30.2%	31.3%
Neutral	28.9%	32.4%	32.8%	45.3%	31.3%	33.6%	38.3%	41.4%	35.4%
Dissatisfied	19.3%	22.9%	21.9%	19.0%	20.0%	24.3%	16.5%	17.9%	20.3%
Very dissatisfied	8.9%	8.0%	7.3%	2.9%	5.6%	9.3%	5.3%	3.1%	6.3%

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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-9. Quality of customer service you receive from City employees</u>									
Very satisfied	24.0%	15.3%	18.8%	18.8%	16.3%	22.1%	14.9%	21.4%	18.8%
Satisfied	40.3%	42.9%	49.6%	40.6%	43.8%	41.2%	43.3%	47.6%	43.8%
Neutral	29.5%	34.9%	22.6%	30.1%	34.6%	29.0%	32.8%	26.8%	30.3%
Dissatisfied	3.1%	4.2%	8.3%	7.5%	2.6%	4.6%	9.0%	4.2%	5.3%
Very dissatisfied	3.1%	2.6%	0.8%	3.0%	2.6%	3.1%	0.0%	0.0%	1.9%
<u>Q1-10. Effectiveness of City communication with the public</u>									
Very satisfied	12.9%	12.1%	7.5%	4.9%	10.5%	7.3%	15.0%	16.2%	11.0%
Satisfied	46.0%	35.7%	45.9%	36.4%	38.4%	41.6%	34.7%	41.0%	39.7%
Neutral	29.5%	37.2%	29.5%	42.7%	40.1%	30.7%	32.0%	32.4%	34.5%
Dissatisfied	6.5%	12.1%	13.7%	12.6%	9.3%	14.6%	13.6%	9.8%	11.5%
Very dissatisfied	5.0%	2.9%	3.4%	3.5%	1.7%	5.8%	4.8%	0.6%	3.3%

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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-11. Flow of traffic & ease of getting around town on City streets</u>									
Very satisfied	5.2%	6.5%	3.3%	4.0%	6.1%	5.4%	9.3%	3.8%	5.5%
Satisfied	37.3%	35.6%	28.5%	35.8%	42.5%	35.6%	41.1%	41.9%	37.4%
Neutral	21.6%	25.0%	21.9%	30.5%	22.1%	30.9%	25.8%	23.7%	25.0%
Dissatisfied	29.4%	22.2%	33.8%	22.5%	19.9%	16.1%	18.5%	23.7%	23.2%
Very dissatisfied	6.5%	10.6%	12.6%	7.3%	9.4%	12.1%	5.3%	7.0%	8.9%
<u>Q1-12. Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)</u>									
Very satisfied	3.2%	7.2%	2.4%	4.0%	7.8%	7.0%	9.6%	7.2%	6.3%
Satisfied	24.7%	21.7%	22.9%	28.0%	27.5%	28.7%	29.8%	29.7%	26.5%
Neutral	45.2%	29.6%	42.2%	41.0%	38.2%	45.2%	38.5%	40.5%	39.4%
Dissatisfied	10.8%	24.3%	20.5%	18.0%	12.7%	11.3%	12.5%	11.7%	15.6%
Very dissatisfied	16.1%	17.1%	12.0%	9.0%	13.7%	7.8%	9.6%	10.8%	12.2%

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)

N=1343

	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q2. Top choice</u>									
Quality of police service	27.5%	26.7%	27.2%	32.0%	30.4%	38.4%	32.5%	33.9%	30.9%
Quality of fire service	7.2%	5.5%	9.3%	10.5%	12.2%	9.3%	5.3%	9.7%	8.6%
Quality of ambulance service	10.5%	6.5%	6.6%	9.2%	11.0%	7.3%	4.6%	4.3%	7.4%
Quality of City parks & recreation programs & facilities	24.2%	31.8%	19.9%	23.5%	24.9%	28.5%	23.8%	25.8%	25.6%
Condition of City streets only	78.4%	80.2%	85.4%	75.8%	74.6%	71.5%	73.5%	82.3%	77.9%
Quality of City water utilities	11.1%	11.1%	14.6%	11.1%	12.2%	6.6%	15.9%	16.7%	12.4%
Quality of City trash services	4.6%	4.1%	5.3%	9.2%	5.5%	7.3%	6.0%	3.8%	5.6%
Enforcement of City codes & ordinances	30.7%	25.8%	23.8%	22.9%	30.4%	33.1%	18.5%	24.7%	26.3%
Quality of customer service you receive from City employees	6.5%	7.8%	6.6%	7.8%	5.0%	6.6%	10.6%	3.2%	6.7%

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

N=1343

	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q2. Top choice (Cont.)</u>									
Effectiveness of City communication with the public	17.0%	14.7%	13.9%	19.6%	11.6%	19.2%	23.8%	11.8%	16.2%
Flow of traffic & ease of getting around town on City streets	44.4%	35.9%	53.6%	37.3%	41.4%	30.5%	39.7%	51.1%	41.7%
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	16.3%	31.3%	10.6%	17.6%	18.8%	20.5%	21.9%	13.4%	19.3%
None chosen	3.3%	3.2%	3.3%	4.6%	5.5%	4.0%	5.3%	2.2%	3.9%

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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q3-1. Quality of services provided by City</u>									
Very satisfied	12.9%	9.0%	8.4%	7.3%	11.6%	10.3%	10.3%	15.3%	10.7%
Satisfied	60.5%	53.1%	60.1%	50.7%	56.1%	47.3%	52.4%	57.9%	54.8%
Neutral	17.7%	28.9%	24.5%	36.0%	27.2%	32.9%	29.0%	20.8%	27.0%
Dissatisfied	7.5%	7.1%	7.0%	6.0%	5.2%	8.9%	6.9%	6.0%	6.8%
Very dissatisfied	1.4%	1.9%	0.0%	0.0%	0.0%	0.7%	1.4%	0.0%	0.7%
<u>Q3-2. Appearance of City</u>									
Very satisfied	7.9%	8.0%	4.7%	6.6%	8.9%	5.4%	8.2%	7.0%	7.2%
Satisfied	57.9%	38.0%	45.3%	37.1%	43.0%	34.9%	47.3%	48.6%	43.8%
Neutral	19.1%	22.1%	24.0%	31.8%	23.5%	23.5%	26.0%	24.9%	24.2%
Dissatisfied	13.8%	26.3%	22.0%	19.9%	20.1%	24.8%	15.8%	18.9%	20.5%
Very dissatisfied	1.3%	5.6%	4.0%	4.6%	4.5%	11.4%	2.7%	0.5%	4.3%

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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q3-3. Image of City</u>									
Very satisfied	12.8%	9.9%	5.4%	7.3%	10.2%	7.4%	8.2%	10.8%	9.1%
Satisfied	48.3%	41.0%	47.6%	39.1%	47.5%	37.6%	46.9%	53.5%	45.3%
Neutral	24.2%	28.8%	23.8%	28.5%	23.2%	28.2%	27.9%	23.8%	26.0%
Dissatisfied	12.1%	15.6%	17.0%	20.5%	16.9%	18.8%	13.6%	11.4%	15.6%
Very dissatisfied	2.7%	4.7%	6.1%	4.6%	2.3%	8.1%	3.4%	0.5%	3.9%
<u>Q3-4. How well City is planning growth</u>									
Very satisfied	16.5%	11.2%	10.4%	9.2%	14.6%	9.5%	12.8%	15.9%	12.6%
Satisfied	42.4%	36.1%	36.8%	29.6%	41.1%	34.3%	45.9%	43.5%	38.8%
Neutral	23.7%	26.3%	22.9%	36.6%	26.6%	35.8%	23.0%	23.5%	27.1%
Dissatisfied	12.2%	19.5%	19.4%	17.6%	13.3%	14.6%	10.8%	14.1%	15.4%
Very dissatisfied	5.0%	6.8%	10.4%	7.0%	4.4%	5.8%	7.4%	2.9%	6.2%

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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q3-5. Quality of life in City</u>									
Very satisfied	16.4%	12.0%	12.0%	5.9%	12.4%	10.1%	17.4%	16.3%	12.9%
Satisfied	56.6%	52.8%	52.7%	47.4%	58.4%	44.6%	43.0%	62.5%	52.7%
Neutral	17.8%	20.4%	21.3%	29.6%	20.8%	26.4%	19.5%	15.2%	21.1%
Dissatisfied	6.6%	12.0%	10.7%	14.5%	8.4%	16.9%	16.1%	6.0%	11.2%
Very dissatisfied	2.6%	2.8%	3.3%	2.6%	0.0%	2.0%	4.0%	0.0%	2.1%
<u>Q3-6. Feeling of safety in City</u>									
Very satisfied	7.9%	8.4%	4.0%	3.9%	6.7%	7.4%	10.2%	9.2%	7.3%
Satisfied	44.1%	42.5%	43.0%	36.2%	48.6%	34.2%	40.1%	51.1%	42.8%
Neutral	25.7%	23.4%	24.8%	29.6%	24.0%	20.1%	25.2%	21.7%	24.2%
Dissatisfied	15.8%	18.7%	23.5%	24.3%	16.2%	26.2%	19.7%	15.2%	19.7%
Very dissatisfied	6.6%	7.0%	4.7%	5.9%	4.5%	12.1%	4.8%	2.7%	6.0%

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=1343

	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q3-7. Quality of Downtown</u>									
Very satisfied	16.8%	16.4%	6.4%	9.0%	13.5%	11.3%	13.6%	14.4%	12.9%
Satisfied	44.1%	47.8%	49.3%	43.4%	41.2%	44.4%	44.3%	59.7%	47.1%
Neutral	25.2%	25.1%	25.7%	31.0%	31.8%	27.5%	30.7%	18.2%	26.7%
Dissatisfied	11.2%	6.3%	16.4%	12.4%	9.4%	12.0%	7.9%	6.1%	9.9%
Very dissatisfied	2.8%	4.3%	2.1%	4.1%	4.1%	4.9%	3.6%	1.7%	3.5%

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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q4-1. Police service in your neighborhood</u>									
Very satisfied	19.6%	16.3%	14.7%	20.1%	25.8%	17.1%	18.2%	26.5%	19.9%
Satisfied	49.0%	40.9%	50.0%	39.6%	40.5%	34.2%	44.8%	47.6%	43.2%
Neutral	24.5%	27.1%	20.6%	25.7%	24.5%	28.1%	21.7%	17.6%	23.8%
Dissatisfied	5.6%	7.9%	11.0%	9.0%	6.7%	14.4%	9.1%	7.6%	8.8%
Very dissatisfied	1.4%	7.9%	3.7%	5.6%	2.5%	6.2%	6.3%	0.6%	4.3%
<u>Q4-2. Enforcement of local traffic laws</u>									
Very satisfied	11.9%	7.2%	11.3%	10.1%	11.9%	9.7%	9.2%	12.8%	10.4%
Satisfied	38.5%	37.5%	39.0%	37.6%	43.5%	33.8%	41.1%	41.3%	39.1%
Neutral	23.8%	28.4%	24.1%	24.8%	22.6%	33.8%	26.2%	17.9%	25.1%
Dissatisfied	19.6%	19.2%	17.7%	18.8%	14.1%	15.9%	16.3%	19.6%	17.7%
Very dissatisfied	6.3%	7.7%	7.8%	8.7%	7.9%	6.9%	7.1%	8.4%	7.6%

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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q4-3. Availability of information about police programs & activities</u>									
Very satisfied	9.8%	9.7%	7.8%	6.0%	10.5%	8.3%	6.1%	9.2%	8.5%
Satisfied	34.4%	22.7%	37.4%	24.6%	27.6%	21.2%	22.1%	33.3%	27.6%
Neutral	39.3%	42.0%	35.7%	43.3%	46.1%	35.6%	44.3%	40.5%	41.1%
Dissatisfied	13.1%	21.0%	15.7%	21.6%	12.5%	27.3%	19.1%	14.4%	18.1%
Very dissatisfied	3.3%	4.5%	3.5%	4.5%	3.3%	7.6%	8.4%	2.6%	4.7%
<u>Q4-4. Fire protection in your neighborhood</u>									
Very satisfied	36.6%	30.8%	30.5%	35.5%	35.6%	29.4%	30.8%	36.9%	33.3%
Satisfied	51.4%	53.5%	60.2%	42.6%	54.4%	52.2%	52.4%	50.0%	52.1%
Neutral	10.6%	14.1%	8.6%	15.6%	10.0%	16.9%	14.0%	11.9%	12.7%
Dissatisfied	1.4%	1.0%	0.0%	5.0%	0.0%	0.7%	1.4%	1.2%	1.3%
Very dissatisfied	0.0%	0.5%	0.8%	1.4%	0.0%	0.7%	1.4%	0.0%	0.6%

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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q4-5. Fire safety information & public education programs</u>									
Very satisfied	20.8%	14.2%	10.3%	14.2%	14.7%	14.3%	13.6%	19.0%	15.2%
Satisfied	44.0%	40.3%	41.4%	33.6%	42.0%	30.2%	34.1%	41.8%	38.6%
Neutral	30.4%	36.9%	36.2%	44.8%	37.3%	41.3%	37.1%	31.4%	36.9%
Dissatisfied	4.0%	6.8%	10.3%	6.7%	4.7%	13.5%	12.1%	7.8%	8.1%
Very dissatisfied	0.8%	1.7%	1.7%	0.7%	1.3%	0.8%	3.0%	0.0%	1.3%

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

N=325	Ward								Total
	1	2	3	4	5	6	7	8	
Traffic laws are too strictly enforced/too many citations are given	5.6%	10.9%	5.7%	5.4%	7.9%	0.0%	12.1%	4.3%	6.8%
Traffic laws are not enforced enough/not enough citations are given	88.9%	76.4%	85.7%	83.8%	81.6%	93.5%	72.7%	91.3%	83.9%
Other	5.6%	12.7%	8.6%	10.8%	10.5%	6.5%	15.2%	4.3%	9.3%

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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q5-1. Walking in your neighborhood during the day</u>									
Very safe	51.6%	38.8%	45.9%	41.5%	52.0%	29.1%	42.6%	63.6%	45.9%
Safe	37.3%	45.3%	37.0%	33.3%	37.4%	37.8%	37.8%	29.9%	37.2%
Neutral	5.9%	7.0%	7.5%	17.0%	6.1%	14.9%	4.7%	2.7%	8.0%
Unsafe	4.6%	7.5%	8.2%	4.1%	3.4%	13.5%	12.2%	3.8%	7.0%
Very unsafe	0.7%	1.4%	1.4%	4.1%	1.1%	4.7%	2.7%	0.0%	1.9%
<u>Q5-2. Walking in your neighborhood after dark</u>									
Very safe	21.3%	9.1%	17.6%	16.0%	22.0%	11.0%	18.9%	30.7%	18.3%
Safe	42.7%	34.6%	36.6%	26.4%	39.0%	27.4%	27.7%	41.9%	34.9%
Neutral	18.0%	23.1%	23.2%	24.3%	19.2%	15.8%	20.3%	16.2%	20.0%
Unsafe	13.3%	19.7%	12.7%	21.5%	15.3%	22.6%	18.2%	8.9%	16.5%
Very unsafe	4.7%	13.5%	9.9%	11.8%	4.5%	23.3%	14.9%	2.2%	10.4%

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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q5-3. In Downtown area</u>									
Very safe	11.5%	10.5%	1.6%	4.5%	2.5%	8.8%	9.4%	4.6%	6.7%
Safe	18.3%	31.9%	19.2%	33.1%	33.1%	27.7%	34.6%	36.4%	29.8%
Neutral	32.8%	29.3%	25.6%	30.1%	32.5%	29.9%	30.7%	32.4%	30.5%
Unsafe	29.0%	20.4%	38.4%	21.8%	20.2%	20.4%	21.3%	21.4%	23.6%
Very unsafe	8.4%	7.9%	15.2%	10.5%	11.7%	13.1%	3.9%	5.2%	9.3%
<u>Q5-4. In City parks during the day</u>									
Very safe	30.9%	23.1%	5.5%	18.7%	23.5%	17.4%	17.6%	23.7%	20.5%
Safe	38.1%	52.4%	57.0%	42.4%	44.0%	41.7%	55.1%	49.7%	47.7%
Neutral	25.2%	20.2%	22.7%	28.1%	21.7%	29.2%	19.9%	23.7%	23.6%
Unsafe	5.8%	2.4%	11.7%	7.9%	6.6%	11.1%	6.6%	2.8%	6.5%
Very unsafe	0.0%	1.9%	3.1%	2.9%	4.2%	0.7%	0.7%	0.0%	1.7%

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

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q6. Have you had contact with a City police officer in last three years</u>									
Yes	45.1%	57.6%	37.7%	52.9%	44.8%	55.0%	41.7%	43.0%	47.6%
No	54.9%	42.4%	62.3%	47.1%	55.2%	45.0%	58.3%	57.0%	52.4%

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

N=639	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q6a. What was the nature of your contact</u>									
Traffic	36.5%	13.6%	22.9%	42.4%	19.4%	22.7%	20.7%	39.7%	26.0%
Victim of crime	22.2%	33.9%	27.1%	30.5%	31.9%	28.0%	24.1%	13.7%	27.0%
Suspected of committing a crime	0.0%	0.8%	0.0%	1.7%	2.8%	4.0%	1.7%	2.7%	1.8%
Other	41.3%	51.7%	50.0%	25.4%	45.8%	45.3%	53.4%	43.8%	45.2%

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

N=639	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q6b. Were you treated fairly by the officer</u>									
Yes	86.6%	90.8%	94.3%	92.0%	90.7%	86.7%	89.8%	93.3%	90.5%
No	13.4%	9.2%	5.7%	8.0%	9.3%	13.3%	10.2%	6.7%	9.5%

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

N=639	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q6c. How would you rate response time of the officer</u>									
Excellent	37.5%	33.9%	37.7%	32.4%	35.2%	28.2%	21.8%	40.8%	33.6%
Good	31.3%	30.4%	30.2%	29.7%	28.2%	26.8%	32.7%	39.4%	31.0%
Neutral	15.6%	16.5%	13.2%	16.2%	16.9%	18.3%	27.3%	7.0%	16.2%
Acceptable	7.8%	7.8%	9.4%	8.1%	8.5%	9.9%	9.1%	4.2%	8.0%
Poor	7.8%	11.3%	9.4%	13.5%	11.3%	16.9%	9.1%	8.5%	11.1%

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

N=1343

	Ward								Total
	1	2	3	4	5	6	7	8	

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

Yes	96.0%	94.4%	94.6%	94.8%	96.0%	90.4%	91.3%	97.3%	94.5%
No	4.0%	5.6%	5.4%	5.2%	4.0%	9.6%	8.7%	2.7%	5.5%

Q9. Public Services. Which THREE of the following bus service characteristics are MOST IMPORTANT to you when considering whether or not to use public transit? (top 3)

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q9. Top choice</u>									
How often the bus comes by your stop	33.3%	45.6%	33.1%	35.3%	34.8%	34.4%	31.8%	38.2%	36.3%
Service available until midnight	9.2%	13.8%	5.3%	13.1%	5.5%	15.2%	12.6%	10.2%	10.6%
Sheltered bus stops	20.3%	27.6%	21.9%	29.4%	23.8%	33.1%	29.8%	31.7%	27.3%
The time it takes to make a trip	32.7%	42.9%	29.1%	29.4%	33.7%	35.1%	34.4%	31.7%	34.0%
Later weekend service	9.2%	8.8%	7.3%	11.1%	6.1%	13.9%	12.6%	7.0%	9.3%
Access to a park-&-ride location	23.5%	12.9%	17.2%	13.1%	12.7%	11.9%	12.6%	22.6%	15.8%
Routes to more places	43.8%	39.2%	37.1%	39.2%	36.5%	38.4%	35.1%	32.3%	37.6%
Pedestrian access to bus stops	16.3%	12.4%	11.9%	11.8%	12.7%	16.6%	11.9%	14.0%	13.4%
Bus stop within walking distance of my home	38.6%	34.6%	37.7%	37.3%	43.6%	36.4%	41.7%	35.5%	38.0%
None chosen	22.2%	18.9%	31.8%	24.8%	27.6%	19.2%	23.8%	24.2%	23.9%

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

N=1343

	Ward								Total
	1	2	3	4	5	6	7	8	

Q10. How often are stray dogs a problem in your neighborhood

More than once a week	9.0%	12.0%	15.0%	19.7%	11.0%	26.9%	24.3%	2.8%	14.5%
Once a week	9.7%	9.1%	15.0%	10.2%	5.2%	10.3%	11.1%	7.4%	9.5%
1-2 times per month	17.2%	16.7%	20.7%	14.3%	15.0%	16.6%	12.5%	12.5%	15.6%
A few times per year	29.0%	17.7%	16.4%	21.1%	24.3%	20.0%	16.0%	21.6%	20.7%
Seldom or never	35.2%	44.5%	32.9%	34.7%	44.5%	26.2%	36.1%	55.7%	39.6%

Q11. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q11-1. Enforcing cleanup of junk & debris on private property</u>									
Very satisfied	5.0%	7.2%	3.6%	5.6%	5.4%	6.4%	10.0%	8.5%	6.5%
Satisfied	30.9%	32.7%	33.3%	23.8%	38.6%	25.5%	35.0%	35.4%	32.1%
Neutral	28.8%	23.6%	26.8%	35.7%	27.7%	31.2%	22.1%	29.9%	28.0%
Dissatisfied	25.9%	24.0%	29.7%	28.0%	20.5%	24.8%	22.9%	21.3%	24.5%
Very dissatisfied	9.4%	12.5%	6.5%	7.0%	7.8%	12.1%	10.0%	4.9%	8.9%
<u>Q11-2. Enforcing mowing & cutting of weeds & grass on private property</u>									
Very satisfied	5.2%	7.8%	3.6%	4.9%	4.8%	5.1%	8.5%	5.5%	5.8%
Satisfied	28.4%	35.0%	33.6%	31.5%	33.7%	30.4%	32.6%	32.7%	32.4%
Neutral	29.1%	29.6%	24.8%	33.6%	27.7%	31.9%	25.5%	29.1%	28.9%
Dissatisfied	29.1%	18.9%	26.3%	18.9%	23.5%	23.9%	24.8%	26.7%	23.7%
Very dissatisfied	8.2%	8.7%	11.7%	11.2%	10.2%	8.7%	8.5%	6.1%	9.1%

Q11. 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=1343

	Ward								Total
	1	2	3	4	5	6	7	8	

Q11-3. Enforcing exterior maintenance of residential property

Very satisfied	3.8%	7.0%	3.1%	4.2%	5.0%	2.9%	8.0%	4.3%	4.9%
Satisfied	28.5%	31.3%	32.8%	28.7%	32.9%	31.2%	31.2%	35.4%	31.6%
Neutral	40.0%	32.8%	39.7%	37.8%	38.5%	35.5%	31.2%	34.1%	36.0%
Dissatisfied	20.0%	18.4%	18.3%	24.5%	14.9%	23.2%	23.9%	22.0%	20.5%
Very dissatisfied	7.7%	10.4%	6.1%	4.9%	8.7%	7.2%	5.8%	4.3%	7.0%

Q11-4. Enforcing sign regulations

Very satisfied	3.3%	7.0%	4.1%	3.7%	5.3%	4.8%	6.3%	5.1%	5.1%
Satisfied	36.9%	33.5%	36.1%	31.6%	32.5%	27.8%	34.9%	33.3%	33.3%
Neutral	40.2%	35.7%	39.3%	47.1%	41.1%	46.0%	40.5%	40.4%	41.0%
Dissatisfied	15.6%	14.6%	15.6%	11.8%	14.6%	11.9%	12.7%	16.0%	14.1%
Very dissatisfied	4.1%	9.2%	4.9%	5.9%	6.6%	9.5%	5.6%	5.1%	6.5%

Q11. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q11-5. Quality of animal control services</u>									
Very satisfied	7.8%	8.0%	5.4%	8.4%	7.5%	8.8%	6.0%	7.7%	7.5%
Satisfied	39.5%	40.3%	34.6%	30.1%	47.8%	29.9%	29.1%	48.4%	38.0%
Neutral	38.0%	29.9%	33.1%	39.9%	26.1%	38.0%	29.1%	35.5%	33.4%
Dissatisfied	7.8%	13.9%	19.2%	12.6%	10.6%	13.9%	23.9%	6.5%	13.4%
Very dissatisfied	7.0%	8.0%	7.7%	9.1%	8.1%	9.5%	11.9%	1.9%	7.8%

Q11-6. Enforcement of yard parking regulations in your neighborhood

Very satisfied	10.6%	11.2%	9.5%	11.8%	12.1%	8.0%	14.9%	15.0%	11.7%
Satisfied	36.6%	34.7%	34.1%	28.7%	38.2%	31.4%	29.9%	49.4%	35.7%
Neutral	30.9%	29.1%	27.8%	39.0%	26.8%	29.2%	32.1%	23.1%	29.5%
Dissatisfied	14.6%	16.3%	15.1%	14.7%	16.6%	17.5%	15.7%	8.1%	14.8%
Very dissatisfied	7.3%	8.7%	13.5%	5.9%	6.4%	13.9%	7.5%	4.4%	8.3%

Q11. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q11-7. City efforts to remove abandoned or inoperative vehicles</u>									
Very satisfied	5.4%	9.2%	7.2%	9.3%	6.7%	6.3%	8.9%	6.8%	7.6%
Satisfied	26.8%	33.7%	36.0%	22.5%	34.7%	31.3%	24.2%	37.7%	31.2%
Neutral	45.5%	34.8%	31.5%	36.4%	34.7%	31.3%	38.7%	37.0%	36.1%
Dissatisfied	15.2%	14.1%	16.2%	25.6%	13.3%	17.2%	18.5%	15.8%	16.8%
Very dissatisfied	7.1%	8.2%	9.0%	6.2%	10.7%	14.1%	9.7%	2.7%	8.4%

Q12. Which THREE code enforcement items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q12. Top choice</u>									
Enforcing cleanup of junk & debris on private property	68.6%	68.2%	68.9%	71.2%	67.4%	64.2%	60.3%	76.3%	68.4%
Enforcing mowing & cutting of weeds & grass on private property	54.9%	51.6%	56.3%	54.9%	48.6%	45.0%	50.3%	58.6%	52.6%
Enforcing exterior maintenance of residential property	37.9%	32.3%	33.1%	32.7%	35.9%	34.4%	31.8%	41.9%	35.1%
Enforcing sign regulations	19.0%	20.7%	13.2%	22.9%	13.8%	25.8%	17.9%	17.7%	18.8%
Quality of animal control services	29.4%	32.7%	30.5%	34.6%	33.7%	34.4%	38.4%	18.8%	31.3%
Enforcement of yard parking regulations in your neighborhood	22.9%	21.2%	25.8%	20.9%	25.4%	27.8%	22.5%	18.8%	23.0%
City efforts to remove abandoned or inoperative vehicles	35.3%	31.3%	28.5%	35.9%	38.1%	34.4%	29.8%	34.9%	33.6%
None chosen	7.2%	9.7%	10.6%	6.5%	9.4%	6.6%	11.9%	6.5%	8.6%

Q13. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q13-1. Residential trash collection services</u>									
Very satisfied	50.7%	42.7%	42.6%	39.9%	49.7%	39.3%	45.6%	50.3%	45.2%
Satisfied	42.0%	46.4%	50.0%	43.9%	43.5%	48.7%	42.9%	43.2%	45.1%
Neutral	6.7%	7.6%	4.7%	10.8%	2.8%	8.0%	8.2%	5.4%	6.7%
Dissatisfied	0.7%	2.8%	2.0%	4.7%	3.4%	3.3%	2.7%	1.1%	2.6%
Very dissatisfied	0.0%	0.5%	0.7%	0.7%	0.6%	0.7%	0.7%	0.0%	0.5%
<u>Q13-2. Curbside recycling services</u>									
Very satisfied	49.0%	36.4%	38.8%	31.1%	49.7%	34.0%	45.9%	45.4%	41.4%
Satisfied	38.3%	45.5%	49.0%	34.8%	39.4%	50.3%	39.7%	41.5%	42.4%
Neutral	3.4%	9.1%	8.8%	14.8%	6.3%	6.8%	6.8%	7.1%	7.8%
Dissatisfied	6.7%	6.2%	2.7%	10.4%	4.0%	3.4%	3.4%	6.0%	5.3%
Very dissatisfied	2.7%	2.9%	0.7%	8.9%	0.6%	5.4%	4.1%	0.0%	2.9%

Q13. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q13-3. Bulky item pick up/removal services (e.g., old furniture, appliances)</u>									
Very satisfied	44.4%	36.2%	39.5%	32.4%	45.7%	35.2%	43.7%	47.0%	40.6%
Satisfied	39.1%	46.2%	40.1%	40.7%	41.0%	50.3%	34.5%	37.2%	41.3%
Neutral	8.6%	10.0%	8.8%	19.3%	7.5%	8.3%	12.0%	9.8%	10.4%
Dissatisfied	4.6%	6.2%	9.5%	6.2%	5.2%	4.8%	7.0%	5.5%	6.1%
Very dissatisfied	3.3%	1.4%	2.0%	1.4%	0.6%	1.4%	2.8%	0.5%	1.6%
<u>Q13-4. Water service</u>									
Very satisfied	35.1%	30.5%	26.6%	27.3%	36.4%	24.7%	26.4%	35.9%	30.8%
Satisfied	48.0%	50.7%	53.2%	39.1%	50.0%	54.1%	51.9%	47.3%	49.4%
Neutral	10.1%	14.6%	13.7%	23.4%	9.7%	17.1%	12.4%	9.8%	13.5%
Dissatisfied	4.1%	2.3%	6.5%	7.0%	2.8%	4.1%	6.2%	5.4%	4.6%
Very dissatisfied	2.7%	1.9%	0.0%	3.1%	1.1%	0.0%	3.1%	1.6%	1.7%

Q13. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q13-5. Wastewater services</u>									
Very satisfied	35.3%	29.5%	25.4%	25.0%	39.0%	25.0%	28.6%	34.7%	30.7%
Satisfied	47.4%	53.5%	50.8%	44.4%	44.5%	50.7%	38.7%	50.0%	48.0%
Neutral	14.3%	13.5%	15.9%	27.4%	15.2%	20.7%	26.9%	13.6%	17.8%
Dissatisfied	2.3%	2.5%	5.6%	0.8%	1.2%	2.9%	4.2%	1.7%	2.5%
Very dissatisfied	0.8%	1.0%	2.4%	2.4%	0.0%	0.7%	1.7%	0.0%	1.0%
<u>Q13-6. Speed of service (e.g., repairs, starting service)</u>									
Very satisfied	17.1%	25.1%	21.0%	11.7%	23.4%	18.0%	20.5%	25.2%	20.7%
Satisfied	50.4%	35.3%	51.6%	45.0%	40.7%	43.6%	34.4%	41.9%	42.4%
Neutral	23.3%	32.1%	24.2%	37.5%	30.3%	33.8%	32.8%	28.4%	30.3%
Dissatisfied	7.0%	5.3%	2.4%	3.3%	5.5%	3.0%	9.8%	3.2%	4.9%
Very dissatisfied	2.3%	2.1%	0.8%	2.5%	0.0%	1.5%	2.5%	1.3%	1.6%

Q13. 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=1343

	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q13-7. Quality of customer service</u>									
Very satisfied	24.4%	22.3%	24.8%	20.0%	26.3%	21.1%	22.6%	28.8%	23.9%
Satisfied	49.6%	41.5%	45.7%	45.9%	48.7%	48.1%	37.1%	44.7%	45.1%
Neutral	22.2%	31.1%	24.8%	28.1%	20.5%	24.8%	32.3%	22.9%	25.9%
Dissatisfied	3.0%	4.7%	4.7%	3.7%	2.6%	4.5%	5.6%	2.9%	3.9%
Very dissatisfied	0.7%	0.5%	0.0%	2.2%	1.9%	1.5%	2.4%	0.6%	1.2%

Q14. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q14-1. Condition of major City streets</u>									
Very satisfied	2.6%	1.9%	0.7%	0.7%	0.6%	2.7%	3.4%	3.8%	2.0%
Satisfied	25.5%	26.9%	25.3%	23.8%	32.8%	20.8%	26.4%	23.8%	25.8%
Neutral	20.9%	18.1%	11.3%	19.2%	21.1%	20.1%	17.6%	20.5%	18.7%
Dissatisfied	39.2%	38.0%	41.3%	41.1%	33.9%	42.3%	36.5%	41.1%	39.0%
Very dissatisfied	11.8%	15.3%	21.3%	15.2%	11.7%	14.1%	16.2%	10.8%	14.4%
<u>Q14-2. Condition of streets in your neighborhood</u>									
Very satisfied	9.8%	4.2%	3.4%	6.0%	7.2%	3.3%	11.0%	8.7%	6.6%
Satisfied	39.2%	28.2%	32.4%	27.3%	36.7%	24.0%	33.1%	39.9%	32.7%
Neutral	15.7%	16.7%	14.2%	15.3%	17.2%	20.0%	19.3%	15.8%	16.8%
Dissatisfied	21.6%	31.0%	31.1%	31.3%	26.7%	32.7%	21.4%	25.1%	27.7%
Very dissatisfied	13.7%	19.9%	18.9%	20.0%	12.2%	20.0%	15.2%	10.4%	16.2%

Q14. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q14-3. Condition of City street signs</u>									
Very satisfied	5.3%	6.0%	10.1%	5.4%	12.2%	6.1%	10.3%	13.0%	8.6%
Satisfied	62.3%	54.0%	52.7%	46.3%	58.9%	50.7%	45.2%	56.2%	53.6%
Neutral	23.2%	25.6%	27.7%	33.6%	20.6%	30.4%	24.0%	23.8%	25.9%
Dissatisfied	7.3%	13.5%	6.8%	8.7%	7.2%	12.2%	16.4%	6.5%	9.8%
Very dissatisfied	2.0%	0.9%	2.7%	6.0%	1.1%	0.7%	4.1%	0.5%	2.1%
<u>Q14-4. Condition of pavement markings on City street</u>									
Very satisfied	4.1%	2.8%	5.4%	2.1%	6.2%	3.4%	6.3%	5.5%	4.4%
Satisfied	37.8%	30.1%	30.4%	29.7%	39.5%	37.0%	28.9%	40.4%	34.3%
Neutral	29.1%	29.2%	24.3%	31.0%	27.7%	32.2%	24.6%	20.2%	27.2%
Dissatisfied	20.9%	26.9%	28.4%	28.3%	22.6%	16.4%	30.3%	25.7%	25.0%
Very dissatisfied	8.1%	11.1%	11.5%	9.0%	4.0%	11.0%	9.9%	8.2%	9.0%

Q14. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q14-5. Snow removal on snow routes during past year</u>									
Very satisfied	12.7%	10.4%	11.7%	10.5%	14.9%	5.7%	10.1%	11.8%	11.1%
Satisfied	45.1%	43.8%	45.3%	48.3%	48.2%	50.0%	37.7%	49.4%	46.0%
Neutral	22.5%	23.4%	23.4%	24.5%	21.4%	26.4%	31.2%	20.8%	24.0%
Dissatisfied	14.1%	15.4%	13.9%	10.5%	13.1%	12.9%	15.2%	15.7%	14.0%
Very dissatisfied	5.6%	7.0%	5.8%	6.3%	2.4%	5.0%	5.8%	2.2%	5.0%
<u>Q14-6. Condition of landscaping or streetscaping in medians & along City street</u>									
Very satisfied	7.5%	8.9%	4.1%	6.7%	8.0%	5.4%	8.3%	8.2%	7.3%
Satisfied	45.9%	39.4%	40.8%	39.3%	37.1%	39.9%	34.0%	39.1%	39.4%
Neutral	30.1%	30.5%	30.6%	36.7%	29.1%	29.7%	29.2%	28.3%	30.5%
Dissatisfied	10.3%	13.6%	18.4%	13.3%	18.9%	20.9%	21.5%	20.1%	17.1%
Very dissatisfied	6.2%	7.5%	6.1%	4.0%	6.9%	4.1%	6.9%	4.3%	5.8%

Q14. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q14-7. Condition of sidewalks</u>									
Very satisfied	8.1%	5.3%	7.9%	3.5%	8.0%	6.8%	8.8%	4.9%	6.6%
Satisfied	45.6%	37.4%	38.8%	34.0%	40.8%	32.0%	34.6%	44.5%	38.7%
Neutral	26.2%	28.2%	28.1%	34.0%	27.6%	26.5%	27.9%	25.3%	27.9%
Dissatisfied	12.1%	18.0%	17.3%	21.3%	20.7%	23.1%	18.4%	20.9%	19.0%
Very dissatisfied	8.1%	11.2%	7.9%	7.1%	2.9%	11.6%	10.3%	4.4%	7.8%
<u>Q14-8. Condition of bicycle infrastructure</u>									
Very satisfied	7.5%	7.1%	7.2%	5.9%	7.3%	8.4%	9.8%	6.0%	7.4%
Satisfied	41.7%	24.2%	31.5%	30.3%	24.1%	27.5%	28.7%	28.2%	29.0%
Neutral	35.0%	35.7%	39.6%	41.2%	40.9%	36.6%	32.8%	39.6%	37.6%
Dissatisfied	8.3%	23.6%	15.3%	11.8%	19.7%	18.3%	17.2%	18.8%	17.2%
Very dissatisfied	7.5%	9.3%	6.3%	10.9%	8.0%	9.2%	11.5%	7.4%	8.8%

Q14. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q14-9. Cleanliness of City streets & other public areas</u>									
Very satisfied	2.6%	3.3%	3.4%	2.7%	4.5%	2.0%	9.7%	3.8%	4.0%
Satisfied	44.1%	33.0%	34.0%	29.7%	31.5%	27.2%	31.7%	38.6%	33.8%
Neutral	30.9%	28.4%	28.6%	32.4%	27.0%	27.9%	30.3%	31.5%	29.6%
Dissatisfied	15.8%	23.7%	25.2%	26.4%	28.7%	31.3%	23.4%	21.2%	24.4%
Very dissatisfied	6.6%	11.6%	8.8%	8.8%	8.4%	11.6%	4.8%	4.9%	8.3%
<u>Q14-10. Cleanliness of stormwater drains in your neighborhood</u>									
Very satisfied	8.5%	6.0%	6.1%	5.9%	12.6%	4.8%	9.1%	10.3%	8.0%
Satisfied	46.1%	38.3%	37.4%	33.8%	43.1%	34.2%	31.8%	48.3%	39.5%
Neutral	24.8%	27.4%	32.1%	27.9%	19.8%	36.3%	28.8%	25.3%	27.5%
Dissatisfied	17.7%	20.4%	18.3%	24.3%	18.0%	16.4%	21.2%	15.5%	18.9%
Very dissatisfied	2.8%	8.0%	6.1%	8.1%	6.6%	8.2%	9.1%	0.6%	6.1%

Q15. Which THREE of the maintenance items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q15. Top choice</u>									
Condition of major City streets	73.2%	68.7%	74.2%	69.3%	70.2%	62.3%	62.3%	71.5%	69.0%
Condition of streets in your neighborhood	39.2%	44.2%	47.7%	49.7%	45.9%	50.3%	41.7%	43.0%	45.1%
Condition of City street signs	9.2%	8.8%	7.9%	15.0%	8.3%	4.6%	7.3%	8.6%	8.7%
Condition of pavement markings on City street	24.8%	26.3%	28.5%	24.2%	28.2%	19.9%	27.8%	28.0%	26.1%
Snow removal on snow routes during past year	20.9%	12.4%	11.9%	14.4%	17.7%	15.2%	21.9%	13.4%	15.8%
Condition of landscaping or streetscaping in medians & along City street	24.2%	20.7%	27.2%	14.4%	18.8%	21.2%	19.9%	23.7%	21.2%
Condition of sidewalks	17.6%	25.3%	14.6%	19.0%	17.1%	31.1%	17.2%	21.5%	20.6%
Condition of bicycle infrastructure	9.8%	20.3%	6.6%	9.8%	13.3%	14.6%	17.9%	15.1%	13.8%

Q15. Which THREE of the maintenance items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1343

	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q15. Top choice (Cont.)</u>									
Cleanliness of City streets & other public areas	34.0%	36.9%	34.4%	37.3%	44.8%	37.7%	32.5%	40.3%	37.5%
Cleanliness of stormwater drains in your neighborhood	17.0%	15.7%	17.2%	20.9%	14.4%	17.2%	22.5%	13.4%	17.1%
None chosen	6.5%	4.1%	6.0%	5.9%	5.0%	4.6%	6.6%	3.8%	5.2%

Q16. 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")

N=1343

	Ward								Total
	1	2	3	4	5	6	7	8	

Q16. How many times in past 12 months did you visit a City park and/or participate in a City Parks & Recreation program

None	20.1%	14.1%	29.6%	31.5%	26.6%	26.8%	26.1%	24.6%	24.4%
Less than 5 times	36.9%	28.6%	39.4%	32.2%	35.0%	24.8%	36.6%	31.1%	32.8%
5 to 10 times	22.8%	20.7%	15.5%	16.8%	14.1%	22.8%	14.1%	20.8%	18.6%
11 to 20 times	8.7%	12.2%	6.3%	5.4%	7.3%	8.1%	10.6%	9.3%	8.7%
20+ times	11.4%	24.4%	9.2%	14.1%	16.9%	17.4%	12.7%	14.2%	15.6%

Q17. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-1. Maintenance of City parks</u>									
Very satisfied	12.1%	15.4%	9.5%	7.2%	11.2%	9.2%	14.0%	13.8%	11.9%
Satisfied	59.8%	52.2%	55.2%	49.6%	53.3%	51.9%	54.3%	53.5%	53.6%
Neutral	17.4%	18.9%	28.4%	29.6%	25.0%	29.8%	23.3%	25.2%	24.3%
Dissatisfied	9.8%	12.4%	6.0%	11.2%	9.2%	6.9%	7.8%	6.3%	8.9%
Very dissatisfied	0.8%	1.0%	0.9%	2.4%	1.3%	2.3%	0.8%	1.3%	1.3%
<u>Q17-2. Maintenance of new or upgraded facilities</u>									
Very satisfied	16.9%	14.4%	13.3%	10.3%	13.9%	11.6%	15.7%	21.1%	14.8%
Satisfied	50.8%	52.5%	49.5%	41.4%	47.9%	50.4%	46.1%	49.3%	48.8%
Neutral	28.2%	28.2%	31.4%	38.8%	30.6%	33.1%	34.8%	26.8%	31.1%
Dissatisfied	3.2%	5.0%	4.8%	7.8%	6.9%	3.3%	2.6%	2.1%	4.5%
Very dissatisfied	0.8%	0.0%	1.0%	1.7%	0.7%	1.7%	0.9%	0.7%	0.9%

Q17. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-3. City's multi-purpose trails</u>									
Very satisfied	16.8%	19.3%	9.4%	10.6%	10.9%	6.1%	17.0%	17.0%	13.9%
Satisfied	47.9%	44.8%	47.9%	39.8%	46.1%	50.0%	43.8%	56.0%	47.1%
Neutral	27.7%	30.4%	37.5%	42.5%	37.5%	39.5%	31.3%	24.1%	33.3%
Dissatisfied	6.7%	5.0%	3.1%	6.2%	4.7%	4.4%	6.3%	1.4%	4.7%
Very dissatisfied	0.8%	0.6%	2.1%	0.9%	0.8%	0.0%	1.8%	1.4%	1.0%
<u>Q17-4. Accessibility to City parks & trails</u>									
Very satisfied	15.6%	19.2%	11.3%	8.7%	15.5%	8.7%	14.2%	16.4%	14.1%
Satisfied	58.6%	50.3%	50.4%	50.4%	47.1%	52.8%	49.2%	55.3%	51.7%
Neutral	19.5%	20.2%	27.0%	32.3%	31.0%	32.3%	32.5%	22.6%	26.7%
Dissatisfied	4.7%	9.3%	7.0%	5.5%	6.5%	3.9%	3.3%	4.4%	5.8%
Very dissatisfied	1.6%	1.0%	4.3%	3.1%	0.0%	2.4%	0.8%	1.3%	1.7%

Q17. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-5. Condition of landscaping in City medians & streets right-of-way</u>									
Very satisfied	6.4%	9.7%	4.5%	3.4%	8.5%	5.5%	9.4%	13.1%	7.8%
Satisfied	40.0%	35.9%	38.8%	42.1%	29.9%	43.8%	35.3%	35.4%	37.4%
Neutral	33.6%	31.6%	27.6%	35.9%	34.8%	34.9%	30.9%	30.9%	32.5%
Dissatisfied	12.9%	17.0%	24.6%	15.9%	22.6%	14.4%	22.3%	16.0%	18.1%
Very dissatisfied	7.1%	5.8%	4.5%	2.8%	4.3%	1.4%	2.2%	4.6%	4.2%
<u>Q17-6. Quality of City golf courses</u>									
Very satisfied	14.5%	9.4%	4.9%	10.6%	14.5%	10.5%	19.4%	23.4%	13.6%
Satisfied	36.8%	35.3%	37.7%	34.8%	34.2%	31.6%	35.5%	32.5%	34.8%
Neutral	40.8%	54.1%	52.5%	53.0%	44.7%	56.1%	43.5%	37.7%	47.5%
Dissatisfied	6.6%	1.2%	4.9%	1.5%	5.3%	0.0%	1.6%	3.9%	3.2%
Very dissatisfied	1.3%	0.0%	0.0%	0.0%	1.3%	1.8%	0.0%	2.6%	0.9%

Q17. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-7. City aquatic facilities & programs</u>									
Very satisfied	10.8%	7.7%	8.3%	7.2%	11.8%	5.4%	14.5%	11.8%	9.6%
Satisfied	35.4%	28.6%	47.2%	31.3%	33.3%	29.7%	27.5%	35.5%	33.4%
Neutral	49.2%	48.4%	33.3%	45.8%	44.1%	54.1%	47.8%	43.4%	45.7%
Dissatisfied	4.6%	12.1%	9.7%	14.5%	10.8%	9.5%	7.2%	7.9%	9.8%
Very dissatisfied	0.0%	3.3%	1.4%	1.2%	0.0%	1.4%	2.9%	1.3%	1.4%
<u>Q17-8. Athletic programs</u>									
Very satisfied	7.7%	8.0%	6.1%	3.9%	8.1%	2.8%	15.4%	8.5%	7.5%
Satisfied	46.2%	29.9%	39.4%	29.9%	29.1%	29.6%	30.8%	37.8%	33.7%
Neutral	41.5%	49.4%	48.5%	58.4%	55.8%	60.6%	46.2%	45.1%	50.9%
Dissatisfied	3.1%	11.5%	4.5%	6.5%	7.0%	5.6%	3.1%	7.3%	6.3%
Very dissatisfied	1.5%	1.1%	1.5%	1.3%	0.0%	1.4%	4.6%	1.2%	1.5%

Q17. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-9. Availability of information about parks & recreation activities & classes</u>									
Very satisfied	5.5%	6.9%	6.9%	2.6%	8.9%	5.7%	9.0%	6.3%	6.5%
Satisfied	40.0%	33.3%	36.6%	26.7%	39.3%	26.4%	29.7%	35.9%	33.6%
Neutral	40.9%	34.6%	37.6%	43.1%	29.6%	44.3%	36.0%	38.3%	37.7%
Dissatisfied	10.0%	17.6%	15.8%	18.1%	17.8%	14.2%	16.2%	15.6%	15.8%
Very dissatisfied	3.6%	7.5%	3.0%	9.5%	4.4%	9.4%	9.0%	3.9%	6.3%
<u>Q17-10. City recreation centers</u>									
Very satisfied	15.9%	7.3%	8.0%	2.1%	10.6%	5.7%	12.7%	13.0%	9.3%
Satisfied	40.9%	35.8%	26.7%	28.7%	33.7%	25.3%	36.7%	40.2%	33.7%
Neutral	35.2%	43.9%	52.0%	54.3%	41.3%	55.2%	40.5%	38.0%	44.9%
Dissatisfied	5.7%	7.3%	9.3%	9.6%	12.5%	10.3%	7.6%	7.6%	8.8%
Very dissatisfied	2.3%	5.7%	4.0%	5.3%	1.9%	3.4%	2.5%	1.1%	3.4%

Q17. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-11. Civic Center Music Hall experience</u>									
Very satisfied	26.2%	28.0%	19.6%	21.4%	27.5%	25.2%	28.8%	34.1%	26.8%
Satisfied	49.5%	52.2%	52.6%	40.8%	45.0%	46.6%	42.3%	44.2%	46.9%
Neutral	19.6%	16.1%	22.7%	29.6%	23.3%	27.2%	26.0%	20.2%	22.5%
Dissatisfied	3.7%	3.7%	4.1%	4.1%	3.3%	0.0%	2.9%	1.6%	2.9%
Very dissatisfied	0.9%	0.0%	1.0%	4.1%	0.8%	1.0%	0.0%	0.0%	0.9%
<u>Q17-12. Condition of Bricktown Canal & landscaping</u>									
Very satisfied	15.8%	14.0%	15.7%	19.2%	16.1%	13.4%	19.2%	20.5%	16.7%
Satisfied	55.8%	59.6%	60.0%	42.4%	53.7%	48.7%	47.1%	54.1%	53.1%
Neutral	18.3%	20.2%	19.1%	35.2%	21.5%	31.1%	26.9%	23.3%	24.1%
Dissatisfied	8.3%	4.5%	5.2%	3.2%	8.1%	5.0%	5.8%	2.1%	5.2%
Very dissatisfied	1.7%	1.7%	0.0%	0.0%	0.7%	1.7%	1.0%	0.0%	0.9%

Q17. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-13. Recreation facilities & programs</u>									
Very satisfied	7.3%	6.5%	6.0%	3.0%	8.3%	8.0%	9.8%	13.1%	7.7%
Satisfied	41.7%	39.6%	45.2%	39.4%	47.5%	28.7%	40.2%	38.3%	40.3%
Neutral	39.6%	44.6%	38.1%	47.5%	35.0%	52.9%	40.2%	43.9%	42.6%
Dissatisfied	11.5%	5.8%	8.3%	9.1%	9.2%	9.2%	9.8%	3.7%	8.1%
Very dissatisfied	0.0%	3.6%	2.4%	1.0%	0.0%	1.1%	0.0%	0.9%	1.2%
<u>Q17-14. Parks & Recreation Department</u>									
Very satisfied	9.5%	11.8%	6.7%	8.0%	8.6%	13.8%	11.9%	13.9%	10.7%
Satisfied	50.5%	44.7%	46.7%	34.8%	47.7%	31.2%	44.6%	43.4%	43.0%
Neutral	34.3%	34.8%	37.8%	44.6%	32.0%	46.8%	37.6%	37.7%	37.9%
Dissatisfied	5.7%	7.5%	6.7%	8.9%	10.9%	7.3%	5.9%	2.5%	7.0%
Very dissatisfied	0.0%	1.2%	2.2%	3.6%	0.8%	0.9%	0.0%	2.5%	1.4%

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

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q18. Top choice</u>									
Maintenance of City parks	49.0%	53.0%	46.4%	42.5%	52.5%	47.0%	38.4%	50.0%	47.8%
Maintenance of new or upgraded facilities	30.7%	21.2%	21.2%	26.1%	25.4%	21.9%	23.8%	18.8%	23.5%
City's multi-purpose trails	15.0%	23.5%	13.9%	16.3%	16.0%	19.2%	15.2%	22.0%	18.0%
Accessibility to City parks & trails	16.3%	23.0%	19.2%	20.3%	19.3%	20.5%	20.5%	18.3%	19.8%
Condition of landscaping in City medians & streets right-of-way	24.2%	30.4%	38.4%	24.8%	33.7%	27.2%	30.5%	31.2%	30.2%
Quality of City golf courses	7.8%	3.7%	4.0%	2.0%	7.7%	3.3%	2.6%	5.9%	4.7%
City aquatic facilities & programs	10.5%	9.2%	9.3%	12.4%	8.8%	11.9%	9.9%	10.2%	10.2%
Athletic programs	5.2%	5.5%	3.3%	8.5%	3.9%	4.0%	8.6%	8.6%	6.0%
Availability of information about parks & recreation activities & classes	22.2%	30.4%	19.2%	29.4%	22.7%	34.4%	28.5%	26.9%	26.8%

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

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q18. Top choice (Cont.)</u>									
City recreation centers	12.4%	12.0%	10.6%	9.8%	12.2%	8.6%	14.6%	11.3%	11.5%
Civic Center Music Hall experience	2.6%	5.5%	4.0%	2.0%	7.7%	5.3%	4.6%	4.3%	4.6%
Condition of Bricktown Canal & landscaping	15.0%	8.3%	15.9%	13.7%	11.0%	9.9%	9.3%	14.5%	12.1%
Recreation facilities & programs	17.6%	17.1%	14.6%	13.1%	12.7%	13.9%	12.6%	11.3%	14.1%
Parks & Recreation Department	11.1%	10.6%	6.0%	8.5%	11.6%	10.6%	11.3%	8.6%	9.8%
None chosen	15.0%	12.0%	20.5%	20.3%	14.9%	16.6%	16.6%	12.9%	15.8%

Q19. 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")

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q19. How often did you participate in any physical activity or exercise in past month</u>									
3+ times a week (often)	45.0%	37.3%	37.3%	32.2%	36.4%	34.0%	36.7%	44.2%	38.0%
1-3 times a week (regularly)	29.5%	30.4%	21.1%	22.4%	29.5%	24.3%	29.5%	29.3%	27.3%
1-3 times a month (occasionally)	16.1%	22.1%	21.8%	26.6%	22.0%	24.3%	18.0%	18.8%	21.2%
0 times last month (never)	9.4%	10.3%	19.7%	18.9%	12.1%	17.4%	15.8%	7.7%	13.5%

Q20. Have you contacted the City of Oklahoma City during the past year?

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q20. Have you contacted City during past year</u>									
Yes	41.8%	47.9%	41.1%	37.9%	38.7%	35.8%	40.4%	38.2%	40.5%
No	58.2%	52.1%	58.9%	62.1%	61.3%	64.2%	59.6%	61.8%	59.5%

Q20a. 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=544	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q20a-1. How helpful City staff was when you called</u>									
Very satisfied	33.3%	31.1%	37.7%	36.2%	41.8%	39.2%	34.4%	38.6%	36.1%
Satisfied	41.3%	37.9%	37.7%	20.7%	32.8%	35.3%	34.4%	34.3%	34.6%
Neutral	15.9%	17.5%	11.5%	19.0%	9.0%	11.8%	18.0%	14.3%	14.8%
Dissatisfied	4.8%	7.8%	13.1%	13.8%	10.4%	11.8%	11.5%	10.0%	10.1%
Very dissatisfied	4.8%	5.8%	0.0%	10.3%	6.0%	2.0%	1.6%	2.9%	4.3%
<u>Q20a-2. How helpful City staff was when you visited</u>									
Very satisfied	25.0%	25.7%	27.0%	19.5%	32.0%	30.8%	26.5%	36.7%	28.0%
Satisfied	35.0%	36.5%	45.9%	31.7%	28.0%	33.3%	32.7%	30.6%	34.0%
Neutral	27.5%	28.4%	18.9%	24.4%	22.0%	25.6%	32.7%	24.5%	25.9%
Dissatisfied	5.0%	5.4%	8.1%	14.6%	10.0%	7.7%	6.1%	6.1%	7.7%
Very dissatisfied	7.5%	4.1%	0.0%	9.8%	8.0%	2.6%	2.0%	2.0%	4.5%

Q20a. 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=544	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q20a-3. Accuracy of information you were given</u>									
Very satisfied	26.2%	29.2%	33.3%	27.5%	30.9%	33.3%	31.0%	40.3%	31.4%
Satisfied	41.0%	40.6%	45.0%	29.4%	33.8%	35.3%	36.2%	28.4%	36.5%
Neutral	11.5%	17.7%	18.3%	23.5%	20.6%	15.7%	17.2%	14.9%	17.4%
Dissatisfied	13.1%	7.3%	3.3%	11.8%	8.8%	13.7%	10.3%	13.4%	10.0%
Very dissatisfied	8.2%	5.2%	0.0%	7.8%	5.9%	2.0%	5.2%	3.0%	4.7%
<u>Q20a-4. How quickly City staff responded to your request</u>									
Very satisfied	30.5%	28.7%	33.9%	20.0%	30.4%	30.0%	27.1%	40.6%	30.3%
Satisfied	37.3%	38.6%	45.2%	34.5%	36.2%	40.0%	39.0%	26.1%	37.0%
Neutral	10.2%	13.9%	11.3%	21.8%	11.6%	10.0%	16.9%	10.1%	13.2%
Dissatisfied	15.3%	11.9%	6.5%	18.2%	11.6%	14.0%	13.6%	18.8%	13.5%
Very dissatisfied	6.8%	6.9%	3.2%	5.5%	10.1%	6.0%	3.4%	4.3%	5.9%

Q20a. 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=544	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q20a-5. How well your issue was handled</u>									
Very satisfied	30.6%	30.1%	33.9%	25.0%	32.4%	24.5%	28.3%	36.8%	30.5%
Satisfied	33.9%	30.1%	37.1%	19.6%	33.8%	30.2%	35.0%	26.5%	30.8%
Neutral	9.7%	16.5%	12.9%	21.4%	7.4%	18.9%	8.3%	14.7%	13.7%
Dissatisfied	11.3%	14.6%	14.5%	19.6%	13.2%	18.9%	18.3%	17.6%	15.8%
Very dissatisfied	14.5%	8.7%	1.6%	14.3%	13.2%	7.5%	10.0%	4.4%	9.2%

Q21. Communication. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q21-1. Availability of news & information about City</u>									
Very satisfied	14.8%	9.1%	9.4%	7.7%	7.7%	9.1%	9.9%	9.9%	9.6%
Satisfied	43.0%	44.9%	46.8%	40.8%	49.7%	45.5%	46.1%	47.7%	45.7%
Neutral	33.1%	32.8%	28.1%	33.1%	31.4%	28.7%	30.5%	32.0%	31.3%
Dissatisfied	8.5%	9.6%	14.4%	16.9%	8.9%	13.3%	12.1%	8.7%	11.3%
Very dissatisfied	0.7%	3.5%	1.4%	1.4%	2.4%	3.5%	1.4%	1.7%	2.1%
<u>Q21-2. Information in water bill newsletter</u>									
Very satisfied	19.1%	19.2%	16.4%	13.4%	18.0%	14.1%	15.1%	19.3%	17.0%
Satisfied	54.4%	53.1%	56.3%	51.5%	54.0%	50.8%	53.2%	53.4%	53.3%
Neutral	22.1%	23.7%	21.1%	30.6%	23.6%	32.0%	27.8%	23.0%	25.3%
Dissatisfied	2.2%	2.8%	3.9%	3.0%	4.3%	3.1%	3.2%	3.1%	3.2%
Very dissatisfied	2.2%	1.1%	2.3%	1.5%	0.0%	0.0%	0.8%	1.2%	1.1%

Q21. Communication. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q21-3. City's website (okc.gov) as a source of information</u>									
Very satisfied	12.2%	12.6%	13.1%	10.8%	15.0%	11.5%	17.4%	12.9%	13.1%
Satisfied	55.3%	49.4%	47.5%	47.7%	45.1%	51.1%	51.4%	47.6%	49.2%
Neutral	25.2%	30.5%	29.5%	31.5%	32.0%	32.1%	25.7%	34.0%	30.3%
Dissatisfied	4.9%	6.9%	8.2%	8.5%	5.9%	4.6%	3.7%	3.4%	5.8%
Very dissatisfied	2.4%	0.6%	1.6%	1.5%	2.0%	0.8%	1.8%	2.0%	1.6%
<u>Q21-4. City's use of social media</u>									
Very satisfied	9.6%	12.7%	11.2%	7.5%	7.9%	9.7%	14.2%	13.5%	10.8%
Satisfied	41.3%	44.7%	41.8%	35.8%	32.3%	40.7%	34.0%	39.7%	38.9%
Neutral	41.3%	36.7%	38.8%	42.5%	48.0%	38.1%	43.4%	39.7%	41.0%
Dissatisfied	4.8%	4.7%	6.1%	11.7%	10.2%	10.6%	8.5%	5.6%	7.7%
Very dissatisfied	2.9%	1.3%	2.0%	2.5%	1.6%	0.9%	0.0%	1.6%	1.6%

Q21. Communication. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q21-5. City's website as a means to transact business with City</u>									
Very satisfied	14.7%	8.6%	11.3%	10.3%	6.4%	9.2%	16.8%	8.3%	10.5%
Satisfied	37.6%	41.7%	42.5%	34.5%	36.0%	35.8%	35.5%	42.5%	38.4%
Neutral	38.5%	36.4%	34.0%	43.1%	47.2%	43.1%	40.2%	39.2%	40.2%
Dissatisfied	7.3%	11.3%	6.6%	10.3%	6.4%	10.1%	4.7%	5.8%	8.0%
Very dissatisfied	1.8%	2.0%	5.7%	1.7%	4.0%	1.8%	2.8%	4.2%	3.0%
<u>Q21-6. Services & information provided by City's Action Center</u>									
Very satisfied	11.2%	13.5%	15.9%	6.6%	13.1%	13.3%	12.9%	10.1%	12.1%
Satisfied	41.6%	29.8%	37.5%	33.0%	32.7%	32.4%	36.6%	31.3%	34.0%
Neutral	33.7%	40.4%	36.4%	43.4%	41.1%	39.0%	36.6%	47.5%	40.0%
Dissatisfied	10.1%	12.8%	8.0%	14.2%	9.3%	11.4%	8.9%	9.1%	10.6%
Very dissatisfied	3.4%	3.5%	2.3%	2.8%	3.7%	3.8%	5.0%	2.0%	3.3%

Q22. Which of the following do you use to get information about the City of Oklahoma City?

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q22. Which following do you use to get information about City</u>									
Water bill newsletter, CityNews	60.1%	57.1%	66.9%	62.7%	63.0%	54.3%	63.6%	60.8%	60.9%
Newspapers	21.6%	15.7%	16.6%	20.3%	16.6%	15.2%	21.9%	22.0%	18.6%
Radio	15.0%	16.1%	16.6%	20.9%	16.6%	13.2%	13.9%	18.3%	16.4%
Television news	56.9%	47.0%	53.6%	52.9%	60.2%	50.3%	53.6%	59.7%	54.2%
City website (okc.gov)	45.1%	47.9%	39.1%	38.6%	45.9%	41.1%	38.4%	37.6%	42.0%
City cable/YouTube channel	3.3%	3.2%	3.3%	8.5%	3.9%	3.3%	6.6%	4.3%	4.5%
Calling City	11.8%	13.4%	11.3%	13.1%	13.8%	16.6%	15.9%	12.4%	13.5%
Social media	28.1%	36.4%	32.5%	28.8%	28.2%	35.8%	29.8%	33.3%	31.8%
OKC GOV mobile app	9.2%	8.3%	6.0%	12.4%	6.1%	9.3%	6.0%	12.4%	8.7%
Email newsletters	7.2%	9.2%	5.3%	9.2%	7.2%	7.3%	6.6%	11.8%	8.1%
Other	0.7%	1.4%	2.0%	1.3%	4.4%	2.0%	5.3%	3.8%	2.6%

Q23. How do you prefer to report code violations and non-emergency problems or request a City service?

N=1343

	Ward								Total
	1	2	3	4	5	6	7	8	

Q23. How do you prefer to report code violations & non-emergency problems or request a City service

Call Action Center (297-2535)	51.6%	45.6%	43.7%	47.1%	45.3%	56.3%	47.0%	41.4%	47.0%
Online at okc.gov	41.2%	39.6%	37.7%	32.0%	41.4%	30.5%	26.5%	41.9%	36.8%
Social media	2.0%	4.1%	2.0%	3.9%	2.8%	5.3%	3.3%	3.2%	3.4%
OKC Connect mobile app	11.1%	11.5%	7.3%	9.2%	7.7%	16.6%	10.6%	11.3%	10.6%
Text 405-252-1053	16.3%	13.8%	14.6%	12.4%	15.5%	12.6%	7.9%	14.5%	13.6%
Call the department	29.4%	29.0%	29.8%	34.0%	30.4%	30.5%	45.0%	31.2%	32.2%
Email	14.4%	15.7%	11.9%	11.1%	11.6%	11.9%	12.6%	15.1%	13.2%
Mail	0.0%	0.5%	1.3%	0.7%	0.0%	0.7%	2.0%	0.0%	0.6%
Other	0.0%	0.0%	0.0%	0.0%	0.6%	0.7%	0.7%	1.1%	0.4%

Q24. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q24-1. As a place to live</u>									
Excellent	30.3%	26.6%	21.2%	19.1%	33.3%	19.3%	30.5%	30.1%	26.6%
Good	57.2%	52.8%	57.6%	52.0%	53.9%	59.3%	49.0%	57.0%	54.8%
Neutral	5.9%	7.5%	11.9%	19.1%	7.8%	16.0%	8.6%	8.1%	10.3%
Below average	4.6%	10.7%	7.9%	7.9%	3.3%	4.7%	8.6%	3.8%	6.5%
Poor	2.0%	2.3%	1.3%	2.0%	1.7%	0.7%	3.3%	1.1%	1.8%
<u>Q24-2. As a place to raise children</u>									
Excellent	26.0%	18.4%	16.7%	15.0%	28.1%	14.3%	23.9%	28.7%	21.6%
Good	55.3%	40.5%	54.2%	46.3%	48.5%	50.7%	43.0%	48.9%	48.2%
Neutral	10.0%	15.3%	17.4%	19.7%	11.4%	18.6%	14.1%	14.6%	15.0%
Below average	2.7%	18.4%	6.9%	12.9%	9.6%	11.4%	12.0%	5.6%	10.1%
Poor	6.0%	7.4%	4.9%	6.1%	2.4%	5.0%	7.0%	2.2%	5.1%

Q24. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q24-3. As a place to work</u>									
Excellent	31.7%	19.0%	21.0%	16.1%	25.7%	14.3%	21.9%	27.2%	22.2%
Good	49.0%	55.9%	55.2%	51.7%	58.1%	60.5%	45.2%	58.9%	54.6%
Neutral	11.7%	14.7%	14.0%	19.5%	10.6%	17.7%	21.2%	10.6%	14.8%
Below average	5.5%	6.6%	9.1%	9.4%	3.9%	6.1%	5.5%	2.2%	5.9%
Poor	2.1%	3.8%	0.7%	3.4%	1.7%	1.4%	6.2%	1.1%	2.5%
<u>Q24-4. As a place to retire</u>									
Excellent	26.7%	18.8%	16.7%	16.3%	25.7%	15.5%	23.9%	23.3%	21.0%
Good	45.9%	41.5%	50.0%	40.1%	49.1%	43.0%	39.4%	45.6%	44.3%
Neutral	15.8%	17.4%	18.8%	29.9%	13.5%	22.5%	23.9%	15.6%	19.3%
Below average	6.8%	10.6%	9.7%	8.8%	8.2%	12.7%	9.2%	12.2%	9.9%
Poor	4.8%	11.6%	4.9%	4.8%	3.5%	6.3%	3.5%	3.3%	5.6%

Q24. 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q24-5. As a place to visit</u>									
Excellent	25.0%	19.0%	13.6%	18.4%	18.6%	19.7%	21.3%	22.3%	19.7%
Good	42.4%	42.7%	50.3%	46.1%	48.6%	47.6%	40.7%	50.0%	46.0%
Neutral	21.5%	20.9%	20.4%	18.4%	19.8%	21.1%	22.7%	16.3%	20.0%
Below average	6.3%	11.8%	10.2%	12.5%	11.3%	8.2%	11.3%	8.7%	10.1%
Poor	4.9%	5.7%	5.4%	4.6%	1.7%	3.4%	4.0%	2.7%	4.0%
<u>Q24-6. As a City that is moving in the right direction</u>									
Excellent	30.5%	19.0%	15.8%	17.0%	28.3%	22.2%	25.2%	28.3%	23.4%
Good	40.4%	46.0%	52.1%	43.5%	44.4%	45.8%	43.5%	48.4%	45.6%
Neutral	21.9%	19.0%	21.9%	21.8%	16.1%	19.4%	19.0%	18.5%	19.5%
Below average	3.3%	9.5%	6.8%	12.9%	7.2%	7.6%	10.2%	3.8%	7.6%
Poor	4.0%	6.6%	3.4%	4.8%	3.9%	4.9%	2.0%	1.1%	3.9%

Q25. How satisfied are you with the various 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q25-1. Safety</u>									
Very satisfied	30.3%	19.5%	23.8%	14.5%	28.7%	17.4%	24.7%	39.0%	24.9%
Satisfied	48.7%	47.4%	50.3%	48.7%	47.5%	40.9%	45.3%	51.6%	47.7%
Neutral	10.5%	18.1%	12.6%	17.8%	12.2%	16.8%	15.3%	6.6%	13.7%
Dissatisfied	9.9%	12.6%	9.3%	13.8%	9.9%	16.8%	12.0%	1.6%	10.6%
Very dissatisfied	0.7%	2.3%	4.0%	5.3%	1.7%	8.1%	2.7%	1.1%	3.1%
<u>Q25-2. Appearance</u>									
Very satisfied	18.3%	14.4%	23.5%	14.6%	24.9%	13.7%	16.6%	29.7%	19.6%
Satisfied	45.1%	46.8%	38.3%	47.0%	48.6%	39.0%	44.4%	54.4%	45.8%
Neutral	24.2%	18.5%	22.8%	16.6%	13.3%	20.5%	17.9%	9.9%	17.7%
Dissatisfied	11.1%	18.5%	12.8%	19.9%	10.5%	19.9%	17.2%	6.0%	14.4%
Very dissatisfied	1.3%	1.9%	2.7%	2.0%	2.8%	6.8%	4.0%	0.0%	2.6%

Q25. How satisfied are you with the various 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q25-3. Property maintenance</u>									
Very satisfied	14.5%	12.5%	18.2%	10.7%	25.1%	12.2%	20.9%	23.1%	17.3%
Satisfied	40.8%	41.7%	39.9%	47.0%	46.4%	36.7%	35.1%	54.9%	43.1%
Neutral	26.3%	25.0%	20.9%	18.1%	15.6%	23.8%	27.0%	12.6%	21.0%
Dissatisfied	16.4%	17.1%	17.6%	18.1%	10.6%	19.0%	12.8%	8.8%	14.9%
Very dissatisfied	2.0%	3.7%	3.4%	6.0%	2.2%	8.2%	4.1%	0.5%	3.6%
<u>Q25-4. Sense of community</u>									
Very satisfied	14.8%	11.0%	18.8%	9.0%	13.8%	14.6%	17.1%	19.8%	14.8%
Satisfied	45.6%	37.3%	36.8%	33.8%	37.9%	29.2%	34.9%	45.6%	37.9%
Neutral	29.5%	31.1%	29.2%	36.6%	30.5%	29.2%	27.4%	26.4%	29.9%
Dissatisfied	7.4%	17.7%	9.7%	12.4%	13.2%	18.1%	15.8%	5.5%	12.5%
Very dissatisfied	2.7%	2.9%	5.6%	8.3%	4.6%	9.0%	4.8%	2.7%	4.9%

Q25. How satisfied are you with the various 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=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q25-5. Amenities (e.g., sidewalks, parks, shopping, trees)</u>									
Very satisfied	13.9%	10.8%	14.6%	3.5%	14.1%	11.5%	17.0%	20.0%	13.3%
Satisfied	40.4%	37.7%	32.6%	35.7%	45.2%	31.1%	29.9%	45.6%	37.7%
Neutral	29.8%	25.0%	27.1%	27.3%	21.5%	28.4%	17.7%	17.2%	24.0%
Dissatisfied	11.9%	19.8%	19.4%	23.1%	13.6%	16.9%	20.4%	13.9%	17.3%
Very dissatisfied	4.0%	6.6%	6.3%	10.5%	5.6%	12.2%	15.0%	3.3%	7.7%
<u>Q25-6. Overall quality</u>									
Very satisfied	14.5%	13.5%	18.4%	10.9%	18.4%	13.5%	20.9%	24.3%	16.9%
Satisfied	59.9%	53.0%	51.7%	46.9%	54.7%	39.9%	41.2%	61.3%	51.6%
Neutral	17.1%	21.9%	21.1%	23.8%	16.8%	28.4%	22.3%	11.0%	20.0%
Dissatisfied	7.2%	9.8%	6.8%	14.3%	8.9%	13.5%	13.5%	2.8%	9.4%
Very dissatisfied	1.3%	1.9%	2.0%	4.1%	1.1%	4.7%	2.0%	0.6%	2.1%

Q26. City Neighborhoods. The City supports the Commercial District Revitalization Program in the following areas. How often have you visited these local neighborhood areas for shopping, dining, entertainment, and events during the past year? (without "don't know")

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q26-1. 39th Street District (NW 39th & Pennsylvania)</u>									
10+ times	3.6%	12.1%	4.5%	4.7%	3.1%	5.2%	9.4%	4.2%	6.1%
6-10 times	4.3%	7.0%	2.3%	2.3%	2.5%	4.5%	10.9%	1.8%	4.5%
1-5 times	34.8%	31.2%	30.8%	39.8%	16.9%	30.6%	34.4%	34.5%	31.3%
Never	57.2%	49.7%	62.4%	53.1%	77.5%	59.7%	45.3%	59.5%	58.2%
<u>Q26-2. Adventure District (OKC Zoo, Remington Park & Cowboy Museum Area)</u>									
10+ times	3.4%	9.6%	4.4%	1.4%	5.2%	6.4%	17.0%	3.4%	6.4%
6-10 times	9.6%	5.8%	5.9%	4.3%	4.6%	8.5%	16.3%	8.0%	7.7%
1-5 times	65.1%	60.1%	62.5%	62.9%	58.4%	59.6%	54.8%	68.6%	61.6%
Never	21.9%	24.5%	27.2%	31.4%	31.8%	25.5%	11.9%	20.0%	24.4%

Q26. City Neighborhoods. The City supports the Commercial District Revitalization Program in the following areas. How often have you visited these local neighborhood areas for shopping, dining, entertainment, and events during the past year? (without "don't know")

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q26-3. Asian District on Classen (Classen from NW 23rd to NW 30th)</u>									
10+ times	11.6%	16.3%	7.4%	8.2%	0.6%	18.4%	15.2%	8.0%	10.7%
6-10 times	10.2%	19.2%	8.9%	11.2%	6.5%	12.8%	12.1%	9.7%	11.6%
1-5 times	38.8%	45.2%	38.5%	41.0%	33.1%	35.5%	51.5%	40.9%	40.6%
Never	39.5%	19.2%	45.2%	39.6%	59.8%	33.3%	21.2%	41.5%	37.1%
<u>Q26-4. Britton District (Britton Rd from Western to I-235)</u>									
10+ times	4.2%	6.5%	2.3%	3.8%	0.0%	5.8%	15.9%	4.6%	5.3%
6-10 times	3.5%	8.0%	3.1%	3.0%	3.0%	5.1%	8.3%	3.4%	4.8%
1-5 times	33.6%	32.0%	27.7%	35.6%	20.5%	23.2%	34.8%	38.5%	30.8%
Never	58.7%	53.5%	66.9%	57.6%	76.5%	65.9%	40.9%	53.4%	59.2%

Q26. City Neighborhoods. The City supports the Commercial District Revitalization Program in the following areas. How often have you visited these local neighborhood areas for shopping, dining, entertainment, and events during the past year? (without "don't know")

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q26-5. Capitol Hill (SW 25th & Walker)</u>									
10+ times	1.4%	1.5%	0.0%	6.8%	4.2%	8.6%	4.6%	1.7%	3.4%
6-10 times	2.8%	2.0%	0.7%	11.4%	5.4%	7.9%	3.8%	1.7%	4.3%
1-5 times	26.1%	23.6%	21.6%	31.1%	35.9%	38.8%	32.1%	21.3%	28.5%
Never	69.7%	72.9%	77.6%	50.8%	54.5%	44.6%	59.5%	75.3%	63.8%
<u>Q26-6. Farmer's Market District (SW 3rd & Klein)</u>									
10+ times	2.8%	4.9%	2.2%	6.7%	2.4%	5.7%	3.9%	2.3%	3.8%
6-10 times	1.4%	9.7%	4.5%	3.7%	4.7%	10.0%	7.8%	4.0%	5.9%
1-5 times	37.6%	38.3%	35.8%	35.6%	33.5%	40.0%	34.9%	30.9%	35.8%
Never	58.2%	47.1%	57.5%	54.1%	59.4%	44.3%	53.5%	62.9%	54.6%

Q26. City Neighborhoods. The City supports the Commercial District Revitalization Program in the following areas. How often have you visited these local neighborhood areas for shopping, dining, entertainment, and events during the past year? (without "don't know")

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q26-7. Plaza District (NW 16th & Gatewood)</u>									
10+ times	7.7%	13.6%	6.6%	7.7%	5.9%	25.2%	9.2%	5.3%	10.1%
6-10 times	10.5%	27.2%	7.4%	11.5%	10.1%	8.6%	13.8%	11.7%	13.3%
1-5 times	46.2%	37.9%	38.2%	33.1%	30.2%	30.9%	40.8%	43.9%	37.7%
Never	35.7%	21.4%	47.8%	47.7%	53.8%	35.3%	36.2%	39.2%	38.9%
<u>Q26-8. Paseo Arts District (NW 28th & Walker)</u>									
10+ times	10.2%	16.6%	6.0%	7.4%	4.0%	14.6%	12.0%	8.6%	10.1%
6-10 times	10.9%	21.8%	9.0%	11.8%	12.0%	13.9%	14.3%	12.1%	13.6%
1-5 times	48.3%	41.2%	39.8%	44.9%	40.0%	32.6%	43.6%	51.7%	42.9%
Never	30.6%	20.4%	45.1%	36.0%	44.0%	38.9%	30.1%	27.6%	33.4%

Q26. City Neighborhoods. The City supports the Commercial District Revitalization Program in the following areas. How often have you visited these local neighborhood areas for shopping, dining, entertainment, and events during the past year? (without "don't know")

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q26-9. Stockyards City Main Street (Agnew & Exchange)</u>									
10+ times	5.6%	0.5%	2.2%	5.0%	6.4%	4.2%	3.1%	2.8%	3.6%
6-10 times	9.2%	9.0%	7.3%	12.1%	8.7%	18.3%	6.2%	6.3%	9.5%
1-5 times	44.4%	50.7%	57.7%	48.2%	48.8%	47.9%	46.2%	56.3%	50.2%
Never	40.8%	39.8%	32.8%	34.8%	36.0%	29.6%	44.6%	34.7%	36.7%
<u>Q26-10. SW 29th St (Shields to May)</u>									
10+ times	2.8%	1.5%	6.0%	16.9%	4.9%	18.4%	3.8%	0.6%	6.3%
6-10 times	5.6%	2.6%	3.0%	6.9%	4.3%	8.8%	3.8%	0.6%	4.3%
1-5 times	16.8%	12.4%	26.3%	31.5%	32.9%	22.8%	23.1%	14.2%	21.9%
Never	74.8%	83.5%	64.7%	44.6%	57.9%	50.0%	69.2%	84.6%	67.5%

Q26. City Neighborhoods. The City supports the Commercial District Revitalization Program in the following areas. How often have you visited these local neighborhood areas for shopping, dining, entertainment, and events during the past year? (without "don't know")

N=1343	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q26-11. Uptown 23rd on NW 23rd St (NW 23rd from Broadway to Western)</u>									
10+ times	6.9%	22.1%	6.1%	7.5%	4.2%	22.9%	20.9%	9.8%	12.8%
6-10 times	14.6%	19.2%	12.1%	14.9%	6.5%	15.7%	13.7%	17.3%	14.5%
1-5 times	48.6%	39.4%	42.4%	41.8%	42.3%	32.9%	46.0%	46.2%	42.4%
Never	29.9%	19.2%	39.4%	35.8%	47.0%	28.6%	19.4%	26.6%	30.3%
<u>Q26-12. Western Avenue District (NW 36th to NW 50th)</u>									
10+ times	7.6%	22.2%	5.2%	6.9%	1.8%	14.8%	19.4%	12.8%	11.8%
6-10 times	17.9%	26.6%	2.2%	12.3%	8.3%	13.3%	14.2%	16.9%	14.7%
1-5 times	40.0%	37.7%	40.3%	40.8%	32.1%	35.6%	38.8%	46.5%	38.9%
Never	34.5%	13.5%	52.2%	40.0%	57.7%	36.3%	27.6%	23.8%	34.6%

Q26. City Neighborhoods. The City supports the Commercial District Revitalization Program in the following areas. How often have you visited these local neighborhood areas for shopping, dining, entertainment, and events during the past year? (without "don't know")

N=1343

	Ward								Total
	1	2	3	4	5	6	7	8	

Q26-13. Windsor Area (NW 23rd from Portland to MacArthur)

10+ times	11.3%	17.3%	19.4%	6.3%	0.0%	11.0%	6.9%	4.0%	9.5%
6-10 times	12.8%	8.9%	7.5%	5.5%	0.6%	13.2%	7.7%	3.5%	7.3%
1-5 times	34.8%	29.3%	26.9%	29.1%	18.1%	30.1%	30.0%	27.7%	28.0%
Never	41.1%	44.5%	46.3%	59.1%	81.3%	45.6%	55.4%	64.7%	55.2%



TABULAR DATA

SURVEY RESULTS

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=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Quality of police service	25.2%	42.8%	17.2%	6.6%	2.7%	5.4%
Q1-2. Quality of fire service	42.6%	39.9%	7.7%	0.4%	0.0%	9.4%
Q1-3. Quality of ambulance service	25.0%	35.9%	16.8%	3.4%	0.7%	18.2%
Q1-4. Quality of City parks & recreation programs & facilities	15.9%	42.1%	22.2%	9.5%	2.5%	8.0%
Q1-5. Condition of City streets only	1.3%	13.2%	18.6%	41.0%	25.2%	0.6%
Q1-6. Quality of City water utilities	17.8%	48.6%	18.0%	8.6%	2.9%	4.0%
Q1-7. Quality of City trash services	31.3%	51.5%	10.6%	4.2%	0.9%	1.5%
Q1-8. Enforcement of City codes & ordinances	6.0%	27.8%	31.4%	18.0%	5.6%	11.2%
Q1-9. Quality of customer service you receive from City employees	16.4%	38.1%	26.4%	4.6%	1.6%	12.9%
Q1-10. Effectiveness of City communication with the public	10.3%	37.4%	32.5%	10.8%	3.1%	5.9%
Q1-11. Flow of traffic & ease of getting around town on City streets	5.4%	37.3%	24.9%	23.1%	8.9%	0.4%
Q1-12. Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	4.0%	17.0%	25.2%	10.0%	7.8%	36.0%

WITHOUT "DON'T KNOW" RESPONSES

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=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of police service	26.7%	45.3%	18.2%	7.0%	2.8%
Q1-2. Quality of fire service	47.0%	44.0%	8.5%	0.5%	0.0%
Q1-3. Quality of ambulance service	30.6%	43.9%	20.5%	4.1%	0.9%
Q1-4. Quality of City parks & recreation programs & facilities	17.2%	45.7%	24.1%	10.3%	2.7%
Q1-5. Condition of City streets only	1.3%	13.3%	18.7%	41.3%	25.4%
Q1-6. Quality of City water utilities	18.5%	50.7%	18.8%	9.0%	3.0%
Q1-7. Quality of City trash services	31.7%	52.3%	10.7%	4.3%	0.9%
Q1-8. Enforcement of City codes & ordinances	6.7%	31.3%	35.4%	20.3%	6.3%
Q1-9. Quality of customer service you receive from City employees	18.8%	43.8%	30.3%	5.3%	1.9%
Q1-10. Effectiveness of City communication with the public	11.0%	39.7%	34.5%	11.5%	3.3%
Q1-11. Flow of traffic & ease of getting around town on City streets	5.5%	37.4%	25.0%	23.2%	8.9%
Q1-12. Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	6.3%	26.5%	39.4%	15.6%	12.2%

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	212	15.8 %
Quality of fire service	8	0.6 %
Quality of ambulance service	19	1.4 %
Quality of City parks & recreation programs & facilities	86	6.4 %
Condition of City streets only	677	50.4 %
Quality of City water utilities	34	2.5 %
Quality of City trash services	11	0.8 %
Enforcement of City codes & ordinances	48	3.6 %
Quality of customer service you receive from City employees	7	0.5 %
Effectiveness of City communication with the public	22	1.6 %
Flow of traffic & ease of getting around town on City streets	96	7.1 %
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	71	5.3 %
<u>None chosen</u>	<u>52</u>	<u>3.9 %</u>
Total	1343	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	104	7.7 %
Quality of fire service	67	5.0 %
Quality of ambulance service	30	2.2 %
Quality of City parks & recreation programs & facilities	112	8.3 %
Condition of City streets only	243	18.1 %
Quality of City water utilities	54	4.0 %
Quality of City trash services	29	2.2 %
Enforcement of City codes & ordinances	145	10.8 %
Quality of customer service you receive from City employees	41	3.1 %
Effectiveness of City communication with the public	76	5.7 %
Flow of traffic & ease of getting around town on City streets	273	20.3 %
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	81	6.0 %
<u>None chosen</u>	<u>88</u>	<u>6.6 %</u>
Total	1343	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. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	99	7.4 %
Quality of fire service	40	3.0 %
Quality of ambulance service	51	3.8 %
Quality of City parks & recreation programs & facilities	146	10.9 %
Condition of City streets only	126	9.4 %
Quality of City water utilities	79	5.9 %
Quality of City trash services	35	2.6 %
Enforcement of City codes & ordinances	160	11.9 %
Quality of customer service you receive from City employees	42	3.1 %
Effectiveness of City communication with the public	119	8.9 %
Flow of traffic & ease of getting around town on City streets	191	14.2 %
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	107	8.0 %
None chosen	148	11.0 %
Total	1343	100.0 %

SUM OF THE TOP THREE 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)

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	415	30.9 %
Quality of fire service	115	8.6 %
Quality of ambulance service	100	7.4 %
Quality of City parks & recreation programs & facilities	344	25.6 %
Condition of City streets only	1046	77.9 %
Quality of City water utilities	167	12.4 %
Quality of City trash services	75	5.6 %
Enforcement of City codes & ordinances	353	26.3 %
Quality of customer service you receive from City employees	90	6.7 %
Effectiveness of City communication with the public	217	16.2 %
Flow of traffic & ease of getting around town on City streets	560	41.7 %
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	259	19.3 %
None chosen	52	3.9 %
Total	3793	

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=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Quality of services provided by City	10.3%	52.9%	26.1%	6.6%	0.7%	3.4%
Q3-2. Appearance of City	7.1%	43.3%	23.9%	20.2%	4.2%	1.3%
Q3-3. Image of City	8.9%	44.4%	25.5%	15.3%	3.9%	1.9%
Q3-4. How well City is planning growth	11.6%	35.9%	25.1%	14.2%	5.7%	7.4%
Q3-5. Quality of life in City	12.7%	52.1%	20.9%	11.1%	2.1%	1.0%
Q3-6. Feeling of safety in City	7.2%	42.3%	23.9%	19.4%	5.9%	1.3%
Q3-7. Quality of Downtown	12.2%	44.5%	25.2%	9.3%	3.3%	5.6%

WITHOUT "DON'T KNOW" RESPONSES

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=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Quality of services provided by City	10.7%	54.8%	27.0%	6.8%	0.7%
Q3-2. Appearance of City	7.2%	43.8%	24.2%	20.5%	4.3%
Q3-3. Image of City	9.1%	45.3%	26.0%	15.6%	3.9%
Q3-4. How well City is planning growth	12.6%	38.8%	27.1%	15.4%	6.2%
Q3-5. Quality of life in City	12.9%	52.7%	21.1%	11.2%	2.1%
Q3-6. Feeling of safety in City	7.3%	42.8%	24.2%	19.7%	6.0%
Q3-7. Quality of Downtown	12.9%	47.1%	26.7%	9.9%	3.5%

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=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Police service in your neighborhood	18.5%	40.1%	22.1%	8.2%	4.0%	7.1%
Q4-2. Enforcement of local traffic laws	10.0%	37.4%	24.0%	16.9%	7.3%	4.5%
Q4-3. Availability of information about police programs & activities	7.1%	22.9%	34.1%	15.0%	3.9%	17.0%
Q4-4. Fire protection in your neighborhood	30.2%	47.1%	11.5%	1.2%	0.5%	9.5%
Q4-5. Fire safety information & public education programs	12.6%	31.9%	30.5%	6.7%	1.0%	17.2%

WITHOUT "DON'T KNOW" RESPONSES

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=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Police service in your neighborhood	19.9%	43.2%	23.8%	8.8%	4.3%
Q4-2. Enforcement of local traffic laws	10.4%	39.1%	25.1%	17.7%	7.6%
Q4-3. Availability of information about police programs & activities	8.5%	27.6%	41.1%	18.1%	4.7%
Q4-4. Fire protection in your neighborhood	33.3%	52.1%	12.7%	1.3%	0.6%
Q4-5. Fire safety information & public education programs	15.2%	38.6%	36.9%	8.1%	1.3%

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

<u>Q4a. Why are you dissatisfied with enforcement of traffic laws</u>	<u>Number</u>	<u>Percent</u>
Traffic laws are too strictly enforced/too many citations are given	21	6.5 %
Traffic laws are not enforced enough/not enough citations are given	261	80.3 %
Other	29	8.9 %
Not provided	14	4.3 %
Total	325	100.0 %

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

<u>Q4a. Why are you dissatisfied with enforcement of traffic laws</u>	<u>Number</u>	<u>Percent</u>
Traffic laws are too strictly enforced/too many citations are given	21	6.8 %
Traffic laws are not enforced enough/not enough citations are given	261	83.9 %
Other	29	9.3 %
Total	311	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=1343)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q5-1. Walking in your neighborhood during the day	45.1%	36.6%	7.8%	6.9%	1.9%	1.8%
Q5-2. Walking in your neighborhood after dark	17.6%	33.6%	19.3%	15.9%	10.0%	3.6%
Q5-3. In Downtown area	5.9%	26.2%	26.8%	20.8%	8.2%	12.1%
Q5-4. In City parks during the day	18.9%	43.9%	21.7%	6.0%	1.6%	7.9%

WITHOUT "DON'T KNOW" RESPONSES**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=1343)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q5-1. Walking in your neighborhood during the day	45.9%	37.2%	8.0%	7.0%	1.9%
Q5-2. Walking in your neighborhood after dark	18.3%	34.9%	20.0%	16.5%	10.4%
Q5-3. In Downtown area	6.7%	29.8%	30.5%	23.6%	9.3%
Q5-4. In City parks during the day	20.5%	47.7%	23.6%	6.5%	1.7%

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	639	47.6 %
No	704	52.4 %
Total	1343	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 contac	Number	Percent
Traffic	147	23.0 %
Victim of crime	153	23.9 %
Suspected of committing a crime	10	1.6 %
Other	256	40.1 %
Not provided	73	11.4 %
Total	639	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES**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 contac	Number	Percent
Traffic	147	26.0 %
Victim of crime	153	27.0 %
Suspected of committing a crime	10	1.8 %
Other	256	45.2 %
Total	566	100.0 %

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

Q6b. Were you treated fairly by the officer	Number	Percent
Yes	541	84.7 %
No	57	8.9 %
Not provided	41	6.4 %
Total	639	100.0 %

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

Q6b. Were you treated fairly by the officer	Number	Percent
Yes	541	90.5 %
No	57	9.5 %
Total	598	100.0 %

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

<u>Q6c. How would you rate response time of the officer</u>	<u>Number</u>	<u>Percent</u>
Excellent	193	30.2 %
Good	178	27.9 %
Neutral	93	14.6 %
Acceptable	46	7.2 %
Poor	64	10.0 %
Not provided	65	10.2 %
Total	639	100.0 %

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

<u>Q6c. How would you rate response time of the officer</u>	<u>Number</u>	<u>Percent</u>
Excellent	193	33.6 %
Good	178	31.0 %
Neutral	93	16.2 %
Acceptable	46	8.0 %
Poor	64	11.1 %
Total	574	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	1246	92.8 %
No	73	5.4 %
Not provided	24	1.8 %
Total	1343	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES**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	1246	94.5 %
No	73	5.5 %
Total	1319	100.0 %

Q9. Public Services. 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 the bus comes by your stop	189	14.1 %
Service available until midnight	37	2.8 %
Sheltered bus stops	106	7.9 %
The time it takes to make a trip	169	12.6 %
Later weekend service	24	1.8 %
Access to a park-&-ride location	56	4.2 %
Routes to more places	164	12.2 %
Pedestrian access to bus stops	39	2.9 %
Bus stop within walking distance of my home	238	17.7 %
None chosen	321	23.9 %
Total	1343	100.0 %

Q9. Public Services. 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 the bus comes by your stop	167	12.4 %
Service available until midnight	52	3.9 %
Sheltered bus stops	130	9.7 %
The time it takes to make a trip	147	10.9 %
Later weekend service	46	3.4 %
Access to a park-&-ride location	82	6.1 %
Routes to more places	170	12.7 %
Pedestrian access to bus stops	65	4.8 %
Bus stop within walking distance of my home	137	10.2 %
None chosen	347	25.8 %
Total	1343	100.0 %

Q9. Public Services. 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 the bus comes by your stop	132	9.8 %
Service available until midnight	54	4.0 %
Sheltered bus stops	130	9.7 %
The time it takes to make a trip	141	10.5 %
Later weekend service	55	4.1 %
Access to a park-&-ride location	74	5.5 %
Routes to more places	171	12.7 %
Pedestrian access to bus stops	76	5.7 %
Bus stop within walking distance of my home	136	10.1 %
None chosen	374	27.8 %
Total	1343	100.0 %

SUM OF THE TOP THREE CHOICES

Q9. Public Services. 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>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
How often the bus comes by your stop	488	36.3 %
Service available until midnight	143	10.6 %
Sheltered bus stops	366	27.3 %
The time it takes to make a trip	457	34.0 %
Later weekend service	125	9.3 %
Access to a park-&-ride location	212	15.8 %
Routes to more places	505	37.6 %
Pedestrian access to bus stops	180	13.4 %
Bus stop within walking distance of my home	511	38.0 %
None chosen	321	23.9 %
Total	3308	

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

<u>Q10. How often are stray dogs a problem in your neighborhood</u>	<u>Number</u>	<u>Percent</u>
More than once a week	186	13.8 %
Once a week	122	9.1 %
1-2 times per month	200	14.9 %
A few times per year	265	19.7 %
Seldom or never	506	37.7 %
Don't know	64	4.8 %
Total	1343	100.0 %

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

<u>Q10. How often are stray dogs a problem in your neighborhood</u>	<u>Number</u>	<u>Percent</u>
More than once a week	186	14.5 %
Once a week	122	9.5 %
1-2 times per month	200	15.6 %
A few times per year	265	20.7 %
Seldom or never	506	39.6 %
Total	1279	100.0 %

Q11. 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=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Enforcing cleanup of junk & debris on private property	6.0%	29.6%	25.8%	22.6%	8.2%	7.7%
Q11-2. Enforcing mowing & cutting of weeds & grass on private property	5.3%	29.7%	26.5%	21.7%	8.3%	8.4%
Q11-3. Enforcing exterior maintenance of residential property	4.4%	28.4%	32.3%	18.4%	6.3%	10.2%
Q11-4. Enforcing sign regulations	4.2%	27.8%	34.3%	11.8%	5.4%	16.3%
Q11-5. Quality of animal control services	6.6%	33.7%	29.6%	11.8%	6.9%	11.4%
Q11-6. Enforcement of yard parking regulations in your neighborhood	10.2%	31.0%	25.7%	12.9%	7.2%	13.0%
Q11-7. City efforts to remove abandoned or inoperative vehicles	6.1%	25.2%	29.1%	13.6%	6.8%	19.3%

WITHOUT "DON'T KNOW" RESPONSES

Q11. 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=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Enforcing cleanup of junk & debris on private property	6.5%	32.1%	28.0%	24.5%	8.9%
Q11-2. Enforcing mowing & cutting of weeds & grass on private property	5.8%	32.4%	28.9%	23.7%	9.1%
Q11-3. Enforcing exterior maintenance of residential property	4.9%	31.6%	36.0%	20.5%	7.0%
Q11-4. Enforcing sign regulations	5.1%	33.3%	41.0%	14.1%	6.5%
Q11-5. Quality of animal control services	7.5%	38.0%	33.4%	13.4%	7.8%
Q11-6. Enforcement of yard parking regulations in your neighborhood	11.7%	35.7%	29.5%	14.8%	8.3%
Q11-7. City efforts to remove abandoned or inoperative vehicles	7.6%	31.2%	36.1%	16.8%	8.4%

Q12. Which THREE code enforcement items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of junk & debris on private property	491	36.6 %
Enforcing mowing & cutting of weeds & grass on private property	206	15.3 %
Enforcing exterior maintenance of residential property	83	6.2 %
Enforcing sign regulations	70	5.2 %
Quality of animal control services	198	14.7 %
Enforcement of yard parking regulations in your neighborhood	63	4.7 %
City efforts to remove abandoned or inoperative vehicles	117	8.7 %
None chosen	115	8.6 %
Total	1343	100.0 %

Q12. Which THREE code enforcement items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of junk & debris on private property	233	17.3 %
Enforcing mowing & cutting of weeds & grass on private property	323	24.1 %
Enforcing exterior maintenance of residential property	169	12.6 %
Enforcing sign regulations	83	6.2 %
Quality of animal control services	114	8.5 %
Enforcement of yard parking regulations in your neighborhood	110	8.2 %
City efforts to remove abandoned or inoperative vehicles	141	10.5 %
None chosen	170	12.7 %
Total	1343	100.0 %

Q12. Which THREE code enforcement items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of junk & debris on private property	194	14.4 %
Enforcing mowing & cutting of weeds & grass on private property	177	13.2 %
Enforcing exterior maintenance of residential property	219	16.3 %
Enforcing sign regulations	100	7.4 %
Quality of animal control services	109	8.1 %
Enforcement of yard parking regulations in your neighborhood	136	10.1 %
City efforts to remove abandoned or inoperative vehicles	193	14.4 %
None chosen	215	16.0 %
Total	1343	100.0 %

SUM OF THE TOP THREE CHOICES

Q12. Which THREE code enforcement items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of junk & debris on private property	918	68.4 %
Enforcing mowing & cutting of weeds & grass on private property	706	52.6 %
Enforcing exterior maintenance of residential property	471	35.1 %
Enforcing sign regulations	253	18.8 %
Quality of animal control services	421	31.3 %
Enforcement of yard parking regulations in your neighborhood	309	23.0 %
City efforts to remove abandoned or inoperative vehicles	451	33.6 %
None chosen	115	8.6 %
Total	3644	

Q13. 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=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Residential trash collection services	44.3%	44.2%	6.6%	2.5%	0.4%	2.0%
Q13-2. Curbside recycling services	39.8%	40.8%	7.5%	5.1%	2.8%	3.9%
Q13-3. Bulky item pick up/removal services (e.g., old furniture, appliances)	39.2%	39.8%	10.1%	5.9%	1.6%	3.5%
Q13-4. Water service	29.0%	46.5%	12.7%	4.3%	1.6%	6.0%
Q13-5. Wastewater services	27.0%	42.2%	15.6%	2.2%	0.9%	12.0%
Q13-6. Speed of service (e.g., repairs, starting service)	17.2%	35.2%	25.2%	4.1%	1.3%	17.0%
Q13-7. Quality of customer service	20.9%	39.5%	22.6%	3.4%	1.0%	12.5%

WITHOUT "DON'T KNOW" RESPONSES

Q13. 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=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Residential trash collection services	45.2%	45.1%	6.7%	2.6%	0.5%
Q13-2. Curbside recycling services	41.4%	42.4%	7.8%	5.3%	2.9%
Q13-3. Bulky item pick up/removal services (e.g., old furniture, appliances)	40.6%	41.3%	10.4%	6.1%	1.6%
Q13-4. Water service	30.8%	49.4%	13.5%	4.6%	1.7%
Q13-5. Wastewater services	30.7%	48.0%	17.8%	2.5%	1.0%
Q13-6. Speed of service (e.g., repairs, starting service)	20.7%	42.4%	30.3%	4.9%	1.6%
Q13-7. Quality of customer service	23.9%	45.1%	25.9%	3.9%	1.2%

Q14. 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=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Condition of major City streets	2.0%	25.6%	18.5%	38.7%	14.3%	0.8%
Q14-2. Condition of streets in your neighborhood	6.6%	32.2%	16.5%	27.3%	16.0%	1.3%
Q14-3. Condition of City street signs	8.5%	52.7%	25.5%	9.7%	2.1%	1.6%
Q14-4. Condition of pavement markings on City street	4.3%	33.4%	26.4%	24.3%	8.8%	2.8%
Q14-5. Snow removal on snow routes during past year	10.3%	42.7%	22.3%	13.0%	4.6%	7.1%
Q14-6. Condition of landscaping or streetscaping in medians & along City street	7.1%	38.3%	29.6%	16.6%	5.7%	2.7%
Q14-7. Condition of sidewalks	6.3%	36.7%	26.4%	18.0%	7.4%	5.1%
Q14-8. Condition of bicycle infrastructure	5.9%	23.2%	30.0%	13.7%	7.0%	20.3%
Q14-9. Cleanliness of City streets & other public areas	3.9%	33.1%	29.0%	23.9%	8.1%	2.0%
Q14-10. Cleanliness of stormwater drains in your neighborhood	7.3%	36.1%	25.2%	17.3%	5.6%	8.6%

WITHOUT "DON'T KNOW" RESPONSES

Q14. 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=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Condition of major City streets	2.0%	25.8%	18.7%	39.0%	14.4%
Q14-2. Condition of streets in your neighborhood	6.6%	32.7%	16.8%	27.7%	16.2%
Q14-3. Condition of City street signs	8.6%	53.6%	25.9%	9.8%	2.1%
Q14-4. Condition of pavement markings on City street	4.4%	34.3%	27.2%	25.0%	9.0%
Q14-5. Snow removal on snow routes during past year	11.1%	46.0%	24.0%	14.0%	5.0%
Q14-6. Condition of landscaping or streetscaping in medians & along City street	7.3%	39.4%	30.5%	17.1%	5.8%
Q14-7. Condition of sidewalks	6.6%	38.7%	27.9%	19.0%	7.8%
Q14-8. Condition of bicycle infrastructure	7.4%	29.0%	37.6%	17.2%	8.8%
Q14-9. Cleanliness of City streets & other public areas	4.0%	33.8%	29.6%	24.4%	8.3%
Q14-10. Cleanliness of stormwater drains in your neighborhood	8.0%	39.5%	27.5%	18.9%	6.1%

Q15. Which THREE of the maintenance items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	642	47.8 %
Condition of streets in your neighborhood	221	16.5 %
Condition of City street signs	13	1.0 %
Condition of pavement markings on City street	59	4.4 %
Snow removal on snow routes during past year	49	3.6 %
Condition of landscaping or streetscaping in medians & along City street	34	2.5 %
Condition of sidewalks	67	5.0 %
Condition of bicycle infrastructure	48	3.6 %
Cleanliness of City streets & other public areas	83	6.2 %
Cleanliness of stormwater drains in your neighborhood	57	4.2 %
None chosen	70	5.2 %
Total	1343	100.0 %

Q15. Which THREE of the maintenance items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q15. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	182	13.6 %
Condition of streets in your neighborhood	291	21.7 %
Condition of City street signs	45	3.4 %
Condition of pavement markings on City street	144	10.7 %
Snow removal on snow routes during past year	63	4.7 %
Condition of landscaping or streetscaping in medians & along City street	126	9.4 %
Condition of sidewalks	90	6.7 %
Condition of bicycle infrastructure	64	4.8 %
Cleanliness of City streets & other public areas	163	12.1 %
Cleanliness of stormwater drains in your neighborhood	67	5.0 %
None chosen	108	8.0 %
Total	1343	100.0 %

Q15. Which THREE of the maintenance items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q15. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	103	7.7 %
Condition of streets in your neighborhood	94	7.0 %
Condition of City street signs	59	4.4 %
Condition of pavement markings on City street	147	10.9 %
Snow removal on snow routes during past year	100	7.4 %
Condition of landscaping or streetscaping in medians & along City street	125	9.3 %
Condition of sidewalks	120	8.9 %
Condition of bicycle infrastructure	73	5.4 %
Cleanliness of City streets & other public areas	257	19.1 %
Cleanliness of stormwater drains in your neighborhood	105	7.8 %
None chosen	160	11.9 %
Total	1343	100.0 %

SUM OF THE TOP THREE CHOICES

Q15. Which THREE of the maintenance items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	927	69.0 %
Condition of streets in your neighborhood	606	45.1 %
Condition of City street signs	117	8.7 %
Condition of pavement markings on City street	350	26.1 %
Snow removal on snow routes during past year	212	15.8 %
Condition of landscaping or streetscaping in medians & along City street	285	21.2 %
Condition of sidewalks	277	20.6 %
Condition of bicycle infrastructure	185	13.8 %
Cleanliness of City streets & other public areas	503	37.5 %
Cleanliness of stormwater drains in your neighborhood	229	17.1 %
None chosen	70	5.2 %
Total	3761	

Q16. 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?

Q16. 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	318	23.7 %
Less than 5 times	428	31.9 %
5 to 10 times	242	18.0 %
11 to 20 times	113	8.4 %
20+ times	203	15.1 %
Don't know	39	2.9 %
Total	1343	100.0 %

WITHOUT "DON'T KNOW" RESPONSES**Q16. 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")**

Q16. 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	318	24.4 %
Less than 5 times	428	32.8 %
5 to 10 times	242	18.6 %
11 to 20 times	113	8.7 %
20+ times	203	15.6 %
Total	1304	100.0 %

Q17. 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=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Maintenance of City parks	10.1%	45.7%	20.7%	7.6%	1.1%	14.7%
Q17-2. Maintenance of new or upgraded facilities	11.5%	38.0%	24.3%	3.5%	0.7%	22.0%
Q17-3. City's multi-purpose trails	10.4%	35.2%	24.9%	3.5%	0.7%	25.2%
Q17-4. Accessibility to City parks & trails	11.8%	43.3%	22.3%	4.8%	1.4%	16.3%
Q17-5. Condition of landscaping in City medians & streets right-of-way	7.3%	34.8%	30.2%	16.8%	3.9%	7.0%
Q17-6. Quality of City golf courses	5.7%	14.5%	19.8%	1.3%	0.4%	58.3%
Q17-7. City aquatic facilities & programs	4.5%	15.5%	21.2%	4.5%	0.7%	53.6%
Q17-8. Athletic programs	3.4%	15.0%	22.7%	2.8%	0.7%	55.4%
Q17-9. Availability of information about parks & recreation activities & classes	4.7%	24.2%	27.1%	11.4%	4.5%	28.1%
Q17-10. City recreation centers	5.1%	18.6%	24.8%	4.8%	1.9%	44.8%
Q17-11. Civic Center Music Hall experience	18.3%	32.1%	15.4%	2.0%	0.6%	31.6%
Q17-12. Condition of Bricktown Canal & landscaping	13.1%	41.8%	19.0%	4.1%	0.7%	21.4%
Q17-13. Recreation facilities & programs	4.7%	24.4%	25.8%	4.9%	0.7%	39.4%
Q17-14. Parks & Recreation Department	7.4%	29.7%	26.2%	4.8%	1.0%	30.9%

WITHOUT "DON'T KNOW" RESPONSES

Q17. 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=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Maintenance of City parks	11.9%	53.6%	24.3%	8.9%	1.3%
Q17-2. Maintenance of new or upgraded facilities	14.8%	48.8%	31.1%	4.5%	0.9%
Q17-3. City's multi-purpose trails	13.9%	47.1%	33.3%	4.7%	1.0%
Q17-4. Accessibility to City parks & trails	14.1%	51.7%	26.7%	5.8%	1.7%
Q17-5. Condition of landscaping in City medians & streets right-of-way	7.8%	37.4%	32.5%	18.1%	4.2%
Q17-6. Quality of City golf courses	13.6%	34.8%	47.5%	3.2%	0.9%
Q17-7. City aquatic facilities & programs	9.6%	33.4%	45.7%	9.8%	1.4%
Q17-8. Athletic programs	7.5%	33.7%	50.9%	6.3%	1.5%
Q17-9. Availability of information about parks & recreation activities & classes	6.5%	33.6%	37.7%	15.8%	6.3%
Q17-10. City recreation centers	9.3%	33.7%	44.9%	8.8%	3.4%
Q17-11. Civic Center Music Hall experience	26.8%	46.9%	22.5%	2.9%	0.9%
Q17-12. Condition of Bricktown Canal & landscaping	16.7%	53.1%	24.1%	5.2%	0.9%
Q17-13. Recreation facilities & programs	7.7%	40.3%	42.6%	8.1%	1.2%
Q17-14. Parks & Recreation Department	10.7%	43.0%	37.9%	7.0%	1.4%

Q18. Which THREE of the Parks and Recreation items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	404	30.1 %
Maintenance of new or upgraded facilities	74	5.5 %
City's multi-purpose trails	71	5.3 %
Accessibility to City parks & trails	79	5.9 %
Condition of landscaping in City medians & streets right-of-way	162	12.1 %
Quality of City golf courses	18	1.3 %
City aquatic facilities & programs	32	2.4 %
Athletic programs	24	1.8 %
Availability of information about parks & recreation activities & classes	123	9.2 %
City recreation centers	27	2.0 %
Civic Center Music Hall experience	23	1.7 %
Condition of Bricktown Canal & landscaping	37	2.8 %
Recreation facilities & programs	38	2.8 %
Parks & Recreation Department	19	1.4 %
<u>None chosen</u>	<u>212</u>	<u>15.8 %</u>
Total	1343	100.0 %

Q18. Which THREE of the Parks and Recreation items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	137	10.2 %
Maintenance of new or upgraded facilities	136	10.1 %
City's multi-purpose trails	85	6.3 %
Accessibility to City parks & trails	103	7.7 %
Condition of landscaping in City medians & streets right-of-way	136	10.1 %
Quality of City golf courses	28	2.1 %
City aquatic facilities & programs	49	3.6 %
Athletic programs	26	1.9 %
Availability of information about parks & recreation activities & classes	131	9.8 %
City recreation centers	56	4.2 %
Civic Center Music Hall experience	16	1.2 %
Condition of Bricktown Canal & landscaping	48	3.6 %
Recreation facilities & programs	70	5.2 %
Parks & Recreation Department	47	3.5 %
<u>None chosen</u>	<u>275</u>	<u>20.5 %</u>
Total	1343	100.0 %

Q18. Which THREE of the Parks and Recreation items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q18. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	101	7.5 %
Maintenance of new or upgraded facilities	105	7.8 %
City's multi-purpose trails	86	6.4 %
Accessibility to City parks & trails	84	6.3 %
Condition of landscaping in City medians & streets right-of-way	107	8.0 %
Quality of City golf courses	17	1.3 %
City aquatic facilities & programs	56	4.2 %
Athletic programs	30	2.2 %
Availability of information about parks & recreation activities & classes	106	7.9 %
City recreation centers	71	5.3 %
Civic Center Music Hall experience	23	1.7 %
Condition of Bricktown Canal & landscaping	77	5.7 %
Recreation facilities & programs	82	6.1 %
Parks & Recreation Department	66	4.9 %
<u>None chosen</u>	<u>332</u>	<u>24.7 %</u>
Total	1343	100.0 %

SUM OF THE TOP THREE CHOICES

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

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	642	47.8 %
Maintenance of new or upgraded facilities	315	23.5 %
City's multi-purpose trails	242	18.0 %
Accessibility to City parks & trails	266	19.8 %
Condition of landscaping in City medians & streets right-of-way	405	30.2 %
Quality of City golf courses	63	4.7 %
City aquatic facilities & programs	137	10.2 %
Athletic programs	80	6.0 %
Availability of information about parks & recreation activities & classes	360	26.8 %
City recreation centers	154	11.5 %
Civic Center Music Hall experience	62	4.6 %
Condition of Bricktown Canal & landscaping	162	12.1 %
Recreation facilities & programs	190	14.1 %
Parks & Recreation Department	132	9.8 %
<u>None chosen</u>	<u>212</u>	<u>15.8 %</u>
Total	3422	

Q19. 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?

Q19. How often did you participate in any physical activity or exercise in past month	Number	Percent
3+ times a week (often)	485	36.1 %
1-3 times a week (regularly)	348	25.9 %
1-3 times a month (occasionally)	270	20.1 %
0 times last month (never)	172	12.8 %
Don't know	68	5.1 %
Total	1343	100.0 %

WITHOUT "DON'T KNOW" RESPONSES**Q19. 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")**

Q19. How often did you participate in any physical activity or exercise in past month	Number	Percent
3+ times a week (often)	485	38.0 %
1-3 times a week (regularly)	348	27.3 %
1-3 times a month (occasionally)	270	21.2 %
0 times last month (never)	172	13.5 %
Total	1275	100.0 %

Q20. Have you contacted the City of Oklahoma City during the past year?

Q20. Have you contacted City during past year	Number	Percent
Yes	544	40.5 %
No	799	59.5 %
Total	1343	100.0 %

Q20a. 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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20a-1. How helpful City staff was when you called	35.5%	34.0%	14.5%	9.9%	4.2%	1.8%
Q20a-2. How helpful City staff was when you visited	19.5%	23.7%	18.0%	5.3%	3.1%	30.3%
Q20a-3. Accuracy of information you were given	29.6%	34.4%	16.4%	9.4%	4.4%	5.9%
Q20a-4. How quickly City staff responded to your request	29.2%	35.7%	12.7%	13.1%	5.7%	3.7%
Q20a-5. How well your issue was handled	29.8%	30.1%	13.4%	15.4%	9.0%	2.2%

WITHOUT "DON'T KNOW" RESPONSES**Q20a. 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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20a-1. How helpful City staff was when you called	36.1%	34.6%	14.8%	10.1%	4.3%
Q20a-2. How helpful City staff was when you visited	28.0%	34.0%	25.9%	7.7%	4.5%
Q20a-3. Accuracy of information you were given	31.4%	36.5%	17.4%	10.0%	4.7%
Q20a-4. How quickly City staff responded to your request	30.3%	37.0%	13.2%	13.5%	5.9%
Q20a-5. How well your issue was handled	30.5%	30.8%	13.7%	15.8%	9.2%

Q21. Communication. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Availability of news & information about City	8.9%	42.4%	29.0%	10.5%	1.9%	7.2%
Q21-2. Information in water bill newsletter	14.6%	45.7%	21.7%	2.8%	1.0%	14.3%
Q21-3. City's website (okc.gov) as a source of information	10.6%	39.9%	24.6%	4.7%	1.3%	18.9%
Q21-4. City's use of social media	7.6%	27.3%	28.8%	5.4%	1.1%	29.7%
Q21-5. City's website as a means to transact business with City	7.4%	27.0%	28.2%	5.6%	2.1%	29.8%
Q21-6. Services & information provided by City's Action Center	7.5%	21.1%	24.9%	6.6%	2.1%	37.8%

WITHOUT "DON'T KNOW" RESPONSES

Q21. Communication. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Availability of news & information about City	9.6%	45.7%	31.3%	11.3%	2.1%
Q21-2. Information in water bill newsletter	17.0%	53.3%	25.3%	3.2%	1.1%
Q21-3. City's website (okc.gov) as a source of information	13.1%	49.2%	30.3%	5.8%	1.6%
Q21-4. City's use of social media	10.8%	38.9%	41.0%	7.7%	1.6%
Q21-5. City's website as a means to transact business with City	10.5%	38.4%	40.2%	8.0%	3.0%
Q21-6. Services & information provided by City's Action Center	12.1%	34.0%	40.0%	10.6%	3.3%

Q22. Which of the following do you use to get information about the City of Oklahoma City?

<u>Q22. Which following do you use to get information about City</u>	<u>Number</u>	<u>Percent</u>
Water bill newsletter, CityNews	818	60.9 %
Newspapers	250	18.6 %
Radio	220	16.4 %
Television news	728	54.2 %
City website (okc.gov)	564	42.0 %
City cable/YouTube channel	60	4.5 %
Calling City	181	13.5 %
Social media	427	31.8 %
OKC GOV mobile app	117	8.7 %
Email newsletters	109	8.1 %
Other	35	2.6 %
Total	3509	

Q23. How do you prefer to report code violations and non-emergency problems or request a City service?

<u>Q23. How do you prefer to report code violations & non-emergency problems or request a City service</u>	<u>Number</u>	<u>Percent</u>
Call Action Center (297-2535)	631	47.0 %
Online at okc.gov	494	36.8 %
Social media	45	3.4 %
OKC Connect mobile app	143	10.6 %
Text 405-252-1053	182	13.6 %
Call the department	432	32.2 %
Email	177	13.2 %
Mail	8	0.6 %
Other	5	0.4 %
Total	2117	

Q23-9. Other

<u>Q23-9. Other</u>	<u>Number</u>	<u>Percent</u>
Call police dept, other means not helpful	1	20.0 %
Call	1	20.0 %
I TALK TO THE PERSON DIRECTLY	1	20.0 %
Contact City Councilman's office	1	20.0 %
I haven't tried to access any of the above	1	20.0 %
Total	5	100.0 %

Q24. 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=1343)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q24-1. As a place to live	26.4%	54.5%	10.3%	6.5%	1.8%	0.5%
Q24-2. As a place to raise children	20.3%	45.1%	14.1%	9.5%	4.8%	6.3%
Q24-3. As a place to work	21.4%	52.9%	14.3%	5.7%	2.5%	3.2%
Q24-4. As a place to retire	20.0%	42.2%	18.4%	9.4%	5.3%	4.8%
Q24-5. As a place to visit	19.3%	45.0%	19.6%	9.9%	3.9%	2.3%
Q24-6. As a City that is moving in the right direction	22.8%	44.5%	19.1%	7.4%	3.8%	2.5%

WITHOUT "DON'T KNOW" RESPONSES

Q24. 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=1343)

	Excellent	Good	Neutral	Below average	Poor
Q24-1. As a place to live	26.6%	54.8%	10.3%	6.5%	1.8%
Q24-2. As a place to raise children	21.6%	48.2%	15.0%	10.1%	5.1%
Q24-3. As a place to work	22.2%	54.6%	14.8%	5.9%	2.5%
Q24-4. As a place to retire	21.0%	44.3%	19.3%	9.9%	5.6%
Q24-5. As a place to visit	19.7%	46.0%	20.0%	10.1%	4.0%
Q24-6. As a City that is moving in the right direction	23.4%	45.6%	19.5%	7.6%	3.9%

Q25. How satisfied are you with the various 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=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Safety	24.7%	47.3%	13.6%	10.5%	3.1%	0.8%
Q25-2. Appearance	19.4%	45.3%	17.5%	14.2%	2.5%	1.0%
Q25-3. Property maintenance	17.0%	42.4%	20.7%	14.7%	3.6%	1.6%
Q25-4. Sense of community	14.2%	36.5%	28.8%	12.1%	4.7%	3.7%
Q25-5. Amenities (e.g., sidewalks, parks, shopping, trees)	12.9%	36.6%	23.3%	16.8%	7.4%	3.1%
Q25-6. Overall quality	16.5%	50.6%	19.7%	9.2%	2.1%	1.9%

WITHOUT "DON'T KNOW" RESPONSES

Q25. How satisfied are you with the various 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=1343)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Safety	24.9%	47.7%	13.7%	10.6%	3.1%
Q25-2. Appearance	19.6%	45.8%	17.7%	14.4%	2.6%
Q25-3. Property maintenance	17.3%	43.1%	21.0%	14.9%	3.6%
Q25-4. Sense of community	14.8%	37.9%	29.9%	12.5%	4.9%
Q25-5. Amenities (e.g., sidewalks, parks, shopping, trees)	13.3%	37.7%	24.0%	17.3%	7.7%
Q25-6. Overall quality	16.9%	51.6%	20.0%	9.4%	2.1%

Q26. City Neighborhoods. The City supports the Commercial District Revitalization Program in the following areas. How often have you visited these local neighborhood areas for shopping, dining, entertainment, and events during the past year?

(N=1343)

	10+ times	6-10 times	1-5 times	Never	Don't know
Q26-1. 39th Street District (NW 39th & Pennsylvania)	5.4%	3.9%	27.7%	51.5%	11.5%
Q26-2. Adventure District (OKC Zoo, Remington Park & Cowboy Museum Area)	6.0%	7.1%	57.5%	22.8%	6.6%
Q26-3. Asian District on Classen (Classen from NW 23rd to NW 30th)	9.9%	10.7%	37.5%	34.3%	7.5%
Q26-4. Britton District (Britton Rd from Western to I-235)	4.8%	4.3%	27.8%	53.5%	9.5%
Q26-5. Capitol Hill (SW 25th & Walker)	3.1%	3.9%	25.8%	57.9%	9.3%
Q26-6. Farmer's Market District (SW 3rd & Klein)	3.5%	5.4%	32.8%	50.0%	8.4%
Q26-7. Plaza District (NW 16th & Gatewood)	9.2%	12.1%	34.3%	35.4%	8.9%
Q26-8. Paseo Arts District (NW 28th & Walker)	9.5%	12.7%	40.0%	31.1%	6.7%
Q26-9. Stockyards City Main Street (Agnew & Exchange)	3.4%	8.8%	46.4%	33.9%	7.6%
Q26-10. SW 29th St (Shields to May)	5.7%	3.8%	19.6%	60.2%	10.7%
Q26-11. Uptown 23rd on NW 23rd St (NW 23rd from Broadway to Western)	11.8%	13.3%	39.1%	27.9%	7.8%
Q26-12. Western Avenue District (NW 36th to NW 50th)	10.7%	13.4%	35.5%	31.6%	8.8%
Q26-13. Windsor Area (NW 23rd from Portland to MacArthur)	8.5%	6.5%	25.0%	49.2%	10.8%

WITHOUT "DON'T KNOW" RESPONSES

Q26. City Neighborhoods. The City supports the Commercial District Revitalization Program in the following areas. How often have you visited these local neighborhood areas for shopping, dining, entertainment, and events during the past year? (without "don't know")

(N=1343)

	10+ times	6-10 times	1-5 times	Never
Q26-1. 39th Street District (NW 39th & Pennsylvania)	6.1%	4.5%	31.3%	58.2%
Q26-2. Adventure District (OKC Zoo, Remington Park & Cowboy Museum Area)	6.4%	7.7%	61.6%	24.4%
Q26-3. Asian District on Classen (Classen from NW 23rd to NW 30th)	10.7%	11.6%	40.6%	37.1%
Q26-4. Britton District (Britton Rd from Western to I-235)	5.3%	4.8%	30.8%	59.2%
Q26-5. Capitol Hill (SW 25th & Walker)	3.4%	4.3%	28.5%	63.8%
Q26-6. Farmer's Market District (SW 3rd & Klein)	3.8%	5.9%	35.8%	54.6%
Q26-7. Plaza District (NW 16th & Gatewood)	10.1%	13.3%	37.7%	38.9%
Q26-8. Paseo Arts District (NW 28th & Walker)	10.1%	13.6%	42.9%	33.4%
Q26-9. Stockyards City Main Street (Agnew & Exchange)	3.6%	9.5%	50.2%	36.7%
Q26-10. SW 29th St (Shields to May)	6.3%	4.3%	21.9%	67.5%
Q26-11. Uptown 23rd on NW 23rd St (NW 23rd from Broadway to Western)	12.8%	14.5%	42.4%	30.3%
Q26-12. Western Avenue District (NW 36th to NW 50th)	11.8%	14.7%	38.9%	34.6%
Q26-13. Windsor Area (NW 23rd from Portland to MacArthur)	9.5%	7.3%	28.0%	55.2%

Q27. Approximately how many years have you lived in Oklahoma City?

<u>Q27. How many years have you lived in Oklahoma City</u>	<u>Number</u>	<u>Percent</u>
0-5	93	6.9 %
6-10	94	7.0 %
11-15	93	6.9 %
16-20	104	7.7 %
21-30	241	17.9 %
31+	673	50.1 %
Not provided	45	3.4 %
Total	1343	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES

Q27. Approximately how many years have you lived in Oklahoma City? (without "not provided")

<u>Q27. How many years have you lived in Oklahoma City</u>	<u>Number</u>	<u>Percent</u>
0-5	93	7.2 %
6-10	94	7.2 %
11-15	93	7.2 %
16-20	104	8.0 %
21-30	241	18.6 %
31+	673	51.8 %
Total	1298	100.0 %

Q28. Are you registered to vote?

<u>Q28. Are you registered to vote</u>	<u>Number</u>	<u>Percent</u>
Yes	1239	92.3 %
No	98	7.3 %
Not provided	6	0.4 %
Total	1343	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES

Q28. Are you registered to vote? (without "not provided")

<u>Q28. Are you registered to vote</u>	<u>Number</u>	<u>Percent</u>
Yes	1239	92.7 %
No	98	7.3 %
Total	1337	100.0 %

Q29. What is your age?

Q29. Your age	Number	Percent
18-34	251	18.7 %
35-44	253	18.8 %
45-54	265	19.7 %
55-64	273	20.3 %
65+	277	20.6 %
Not provided	24	1.8 %
Total	1343	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES**Q29. What is your age? (without "not provided")**

Q29. Your age	Number	Percent
18-34	251	19.0 %
35-44	253	19.2 %
45-54	265	20.1 %
55-64	273	20.7 %
65+	277	21.0 %
Total	1319	100.0 %

Q30. With which of the following genders do you identify most?

Q30. With which gender do you identify most	Number	Percent
Male	659	49.1 %
Female	665	49.5 %
Non-Binary	7	0.5 %
Prefer to self-describe	4	0.3 %
Not provided	8	0.6 %
Total	1343	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES**30. With which of the following genders do you identify most? (without "not provided")**

Q30. With which gender do you identify most	Number	Percent
Male	659	49.4 %
Female	665	49.8 %
Non-Binary	7	0.5 %
Prefer to self-describe	4	0.3 %
Total	1335	100.0 %

Q30-4. Self-describe your gender:

<u>Q30-4. Self-describe your gender</u>	<u>Number</u>	<u>Percent</u>
Fluid	1	25.0 %
Gender fluid	1	25.0 %
FTM Transgender	1	25.0 %
Transman	1	25.0 %
Total	4	100.0 %

Q31. Do you own or rent your current residence?

<u>Q31. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	997	74.2 %
Rent	340	25.3 %
Not provided	6	0.4 %
Total	1343	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES**Q31. Do you own or rent your current residence? (without "not provided")**

<u>Q31. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	997	74.6 %
Rent	340	25.4 %
Total	1337	100.0 %

Q32. Which of the following best describes your race/ethnicity?

Q32. Your race/ethnicity	Number	Percent
Asian or Asian Indian	60	4.5 %
Black or African American	196	14.6 %
American Indian or Alaska Native	48	3.6 %
White	881	65.6 %
Native Hawaiian or other Pacific Islander	3	0.2 %
Hispanic, Spanish, or Latino/a/x	270	20.1 %
Other	9	0.7 %
Total	1467	

Q32-7. Self-describe your race/ethnicity:

Q32-7. Self-describe your race/ethnicity	Number	Percent
Mixed	4	44.4 %
Scott-Italian	1	11.1 %
Cajun	1	11.1 %
Middle Eastern	1	11.1 %
Multi-race	1	11.1 %
North Africa	1	11.1 %
Total	9	100.0 %

Q33. Would you say your total annual household income is...

Q33. Your total annual household income	Number	Percent
Under \$30K	210	15.6 %
\$30K to \$59,999	340	25.3 %
\$60K to \$99,999	332	24.7 %
\$100K+	300	22.3 %
Not provided	161	12.0 %
Total	1343	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES**Q33. Would you say your total annual household income is... (without "not provided")**

Q33. Your total annual household income	Number	Percent
Under \$30K	210	17.8 %
\$30K to \$59,999	340	28.8 %
\$60K to \$99,999	332	28.1 %
\$100K+	300	25.4 %
Total	1182	100.0 %



SURVEY INSTRUMENT

2022 CITY OF OKLAHOMA CITY RESIDENT SURVEY

July 2022

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.**

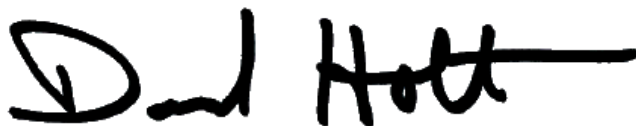
We appreciate your time. We realize this survey takes some time to complete, but every question is important. The time you invest in this survey will influence decisions that will be made about the City's future. Your responses will also allow City leaders to identify and address the many opportunities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

If you have any questions about this survey, please call the City's Action Center at 405-297-2535.

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". The signature is written in a cursive, slightly stylized font. The first name "David" is written with a large, looped 'D', and the last name "Holt" is written with a long horizontal stroke extending to the right.

David Holt
Mayor

2022 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.

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 only (please do not include highways such as I-35, I-44 in your ratings)	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 on city streets	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 not satisfied 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 to 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

5a. If you indicated you felt unsafe in any of the areas above, why did you feel that way?

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

- ___(1) Yes [Answer Q6a-6c.] ___(2) No [Skip to Q8.]

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

- ___(1) Traffic
- ___(2) Victim of Crime
- ___(3) Suspected of committing a 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?

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

7. Do you have any recommendations or suggestions for improvement for the Police Department?
[You can also make suggestions at 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 or GratisAlarms.com online, or stop by any OKC fire station.

9. Public Services. 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-and-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. 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

12. 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 11.]

1st: ____ 2nd: ____ 3rd: ____

13. 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

14. 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." [For questions that ask about city streets, please do not consider highways, such as I-35 or I-44 in your rating. The State's highways are managed by the Oklahoma Department of Transportation.]

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 city street signs	5	4	3	2	1	9
04. Condition of pavement markings on city street	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 street	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

15. 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 14.]

1st: ____ 2nd: ____ 3rd: ____

16. 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

17. 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. Maintenance of new or upgraded facilities	5	4	3	2	1	9
03. City's multipurpose trails	5	4	3	2	1	9
04. Accessibility to city parks and trails	5	4	3	2	1	9
05. Condition of landscaping in city medians and streets rights-of-way	5	4	3	2	1	9
06. Quality of city golf courses	5	4	3	2	1	9
07. City aquatic facilities and programs	5	4	3	2	1	9
08. Athletic programs	5	4	3	2	1	9
09. Availability of information about parks and recreation activities and classes	5	4	3	2	1	9
10. City recreation centers	5	4	3	2	1	9
11. Civic Center Music Hall experience	5	4	3	2	1	9
12. Condition of Bricktown Canal and landscaping	5	4	3	2	1	9
13. Recreation facilities and programs	5	4	3	2	1	9
14. Parks and Recreation Department	5	4	3	2	1	9

18. 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 15.]

1st: ____ 2nd: ____ 3rd: ____

19. **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)
- ___(2) 1-3 times a week (regularly)
- ___(3) 1-3 times a month (occasionally)
- ___(4) 0 times last month (never)
- ___(9) Don't Know

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

- ___(1) Yes [Answer Q20a.]
- ___(2) No [Skip to Q21.]

20a. **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

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

How satisfied are you with...	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

22. **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: _____

23. **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: _____

24. 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

25. How satisfied are you with the various 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

26. City Neighborhoods. The City supports the Commercial District Revitalization Program in the following areas. How often have you visited these local neighborhood areas for shopping, dining, entertainment, and events during the past year?

	More Than 10 Times	6-10 Times	1-5 Times	Never	Don't Know
01. 39th Street District (NW 39th & Pennsylvania)	4	3	2	1	9
02. Adventure District (OKC Zoo, Remington Park and Cowboy Museum Area)	4	3	2	1	9
03. Asian District on Classen (Classen from NW 23rd to NW 30th)	4	3	2	1	9
04. Britton District (Britton Rd from Western to I-235)	4	3	2	1	9
05. Capitol Hill (SW 25th & Walker)	4	3	2	1	9
06. Farmer's Market District (SW 3rd & Klein)	4	3	2	1	9
07. Plaza District (NW 16th & Gatewood)	4	3	2	1	9
08. Paseo Arts District (NW 28th & Walker)	4	3	2	1	9
09. Stockyards City Main Street (Agnew & Exchange)	4	3	2	1	9
10. SW 29th St (Shields to May)	4	3	2	1	9
11. Uptown 23rd on NW 23rd St (NW 23rd from Broadway to Western)	4	3	2	1	9
12. Western Avenue District (NW 36th to NW 50th)	4	3	2	1	9
13. Windsor Area (NW 23rd from Portland to MacArthur)	4	3	2	1	9

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

28. Are you registered to vote? ____ (1) Yes ____ (2) No

29. What is your age? _____ years

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

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

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

32. Which of the following best describes your race/ethnicity? [Check all that apply.]

- (01) Asian or Asian Indian (05) Native Hawaiian or other Pacific Islander
 (02) Black or African American (06) Hispanic, Spanish, or Latino/a/x
 (03) American Indian or Alaska Native (99) Other: _____
 (04) White

33. 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

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

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

34a. 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

Your responses will remain completely confidential. The address information printed to the right will ONLY be used to help identify areas with specific needs. Thank you.