2023 RESIDENT SURVEY

Findings Report

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Presented to the
CITY OF OKLAHOMA CITY,
OKLAHOMA

SEPTEMBER 2023

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Purpose

ETC Institute administered a resident survey for the City of Oklahoma City during the summer of 2023. 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 1,293 residents by mail and online. At least 150 surveys were completed in each of the City's eight council wards. The results of the random sample of 1,293 households have a precision of at least +/-2.7% at the 95% level of confidence.

The six-page survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in Oklahoma City. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. 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.

Trends: Trends are based on the results of the 2022 and 2023 City of Oklahoma City Resident Survey. When comparing trend data in this report, a significant increase or decrease is defined as a change of 3% or more.

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.

This report contains the following:
- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for the survey (Section 1)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 2)
- benchmarking data that show how the results for the City of Oklahoma City compare to other U.S. communities (Section 3)
- cross-tabular data showing the survey results by Ward (Section 4)
- tabular data showing the overall results for all questions on the survey (Section 5)
- the cover letter and survey instrument (Section 6)

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2023 Survey Results vs. 2022 Survey Results

The City of Oklahoma City's rating for overall quality of services decreased 1.1%, from 65.5% in 2022 to 64.4% in 2023. The table below shows how the 2023 results for major City services compare to the 2022 survey results.

City of Oklahoma City 2023 Survey Results vs. 2022 Survey Results			
Results are the sum percentage of "very satisfied" and "satisfied" responses.			
Major City Services	**2023**	**2022**	**Difference**
Quality of parks & recreation programs/facilities	**64.50%**	62.90%	1.60%
Condition of City streets	**16.20%**	14.60%	1.60%
Flow of traffic & ease of getting around town	**44.40%**	42.90%	1.50%
Quality of city trash services	**84.70%**	84.00%	0.70%
Quality of fire service	**91.60%**	91.00%	0.60%
Quality of ambulance service	**74.80%**	74.50%	0.30%
Effectiveness of city communication with public	**50.20%**	50.70%	-0.50%
Quality of City water utilities	**67.40%**	69.20%	-1.80%
Enforcement of City codes & ordinances	**35.90%**	38.00%	-2.10%
Quality of police service	**69.20%**	72.00%	-2.80%
Quality of customer service from city employees	**59.20%**	62.60%	-3.40%
Quality of City's public transit system	**29.00%**	32.80%	-3.80%

Trends from 2022 to 2023

Of the 74 services that were assessed in both 2022 and 2023, 49 services showed an increase in satisfaction; 2 services showed no change in satisfaction, and 23 services showed a decrease in satisfaction. Of the 49 services that showed an increase in satisfaction, 17 services showed a significant increase of 3% or more. Of the 23 services that showed a decrease in satisfaction, 6 services showed a significant decrease of 3% or more.

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Key Survey Findings
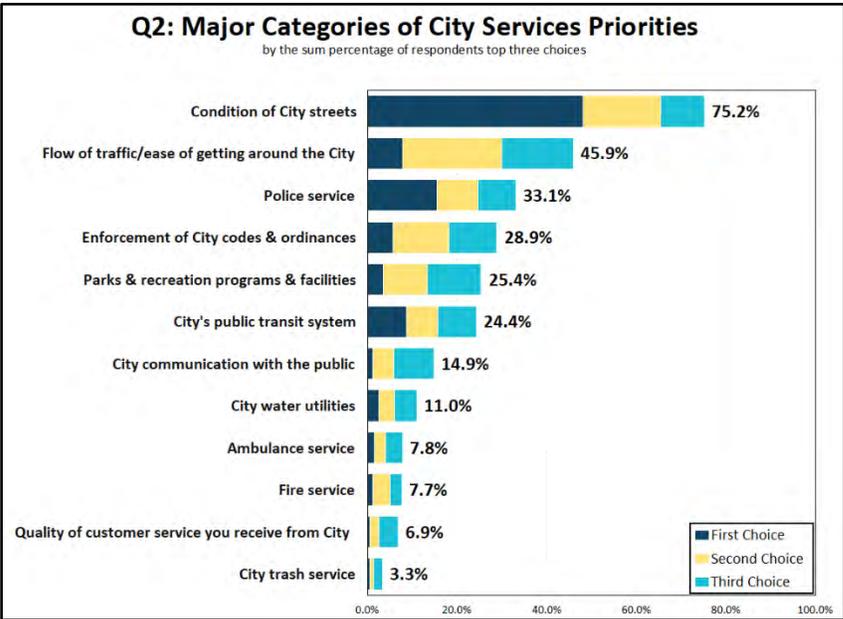
Overall Ratings of the City

Two out of three residents rated Oklahoma City as being either an "excellent" or "good" place to live (81%), work (76%), and raise children (67%). Seventy-one percent (71%) of residents gave Oklahoma City ratings of "excellent" or "good" as a City that is moving in the right direction.

Customer Service Provided by the City

- 59% of residents were either "very satisfied" or "satisfied" with the customer service received from City employees.

- During the past year, 41% of residents indicated they had contacted the City. Of those, the majority were satisfied with various aspects of customer service provided by City employees. Seventy-one percent (71%) were satisfied with how helpful City staff was when they called; 69% were satisfied with the accuracy of the information given, 65% were satisfied with how quickly City staff responded to their request, 65% were satisfied with how helpful City staff was when they visited, and 63% were satisfied with how well their issue was handled.

Major Categories of City Services

- The 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 (72%), flow of traffic/ease of getting around the City (46%), and police service (33%). *See chart to the right.*

- 44% of residents are satisfied with the flow of traffic and the ease of getting around the City, and 16% of residents are satisfied with the condition of City streets.

Q2: Major Categories of City Services Priorities
by the sum percentage of respondents top three choices

Category	%
Condition of City streets	75.2%
Flow of traffic/ease of getting around the City	45.9%
Police service	33.1%
Enforcement of City codes & ordinances	28.9%
Parks & recreation programs & facilities	25.4%
City's public transit system	24.4%
City communication with the public	14.9%
City water utilities	11.0%
Ambulance service	7.8%
Fire service	7.7%
Quality of customer service you receive from City	6.9%
City trash service	3.3%

Legend: First Choice, Second Choice, Third Choice

- Though 69% of residents are satisfied with the quality of police service and this rating is 14% above the National Average, this service is still very important to residents.

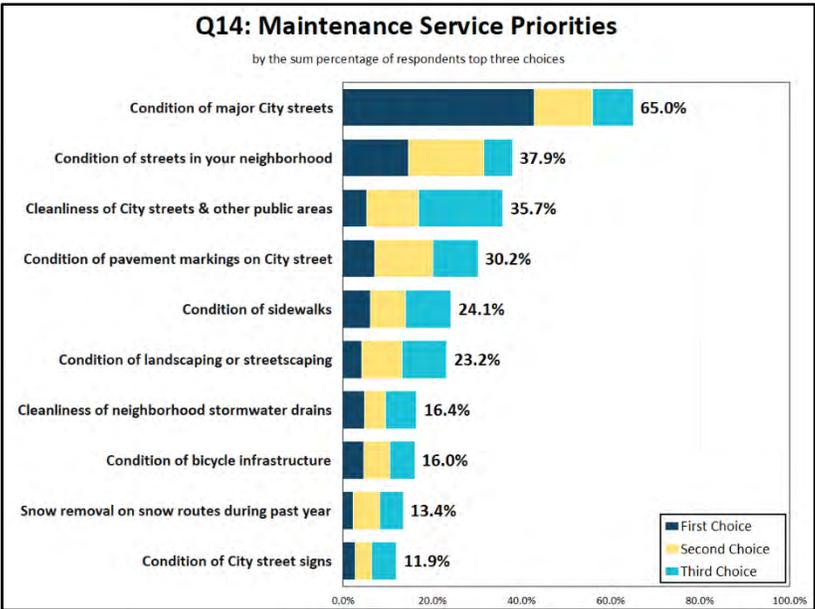# 2023 City of Oklahoma City Resident Survey
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Public Safety Services

- 86% of residents were satisfied with fire protection provided in their neighborhood.

- 62% of residents were satisfied with the police service in their neighborhood.

- 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 after dark.

- When residents were asked to rate their level of satisfaction with

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Fire protection in your neighborhood	37%	49%	12%		
Police service in your neighborhood	19%	43%	24%	11%	4%
Fire safety info. and public education programs	20%	38%	33%	7%	
Enforcement of local traffic laws	11%	39%	24%	18%	8%
Availability of info. about programs/activities	10%	28%	42%	16%	5%

various aspects of neighborhoods, 72% indicated they were satisfied with the safety in neighborhoods.
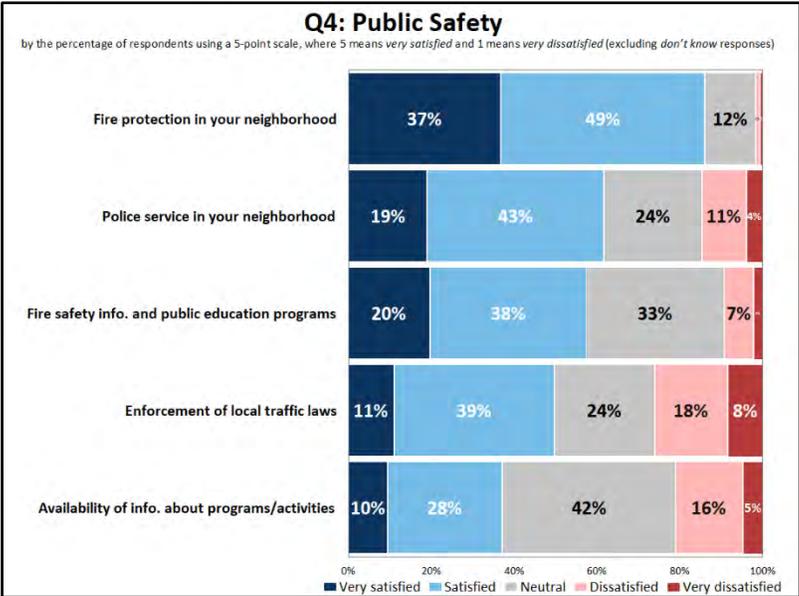
Maintenance Services

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

- 59% of residents indicated they were satisfied with the condition of City street signs and 59% 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 condition of

Q14: Maintenance Service Priorities
by the sum percentage of respondents top three choices

Condition of major City streets	65.0%
Condition of streets in your neighborhood	37.9%
Cleanliness of City streets & other public areas	35.7%
Condition of pavement markings on City street	30.2%
Condition of sidewalks	24.1%
Condition of landscaping or streetscaping	23.2%
Cleanliness of neighborhood stormwater drains	16.4%
Condition of bicycle infrastructure	16.0%
Snow removal on snow routes during past year	13.4%
Condition of City street signs	11.9%

First Choice / Second Choice / Third Choice

bicycle infrastructure (37%), the cleanliness of City streets and other public areas (35%), and the condition of major City streets (27%).

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Additional Findings

- The top three bus service characteristics that are most important to residents when considering whether or not to use public transit are: 1) routes going to more places (43%), 2) bus stops within walking distance of home (39%), and 3) how often the bus comes by their stop (36%).

- The top two code enforcement services that residents think should receive the most emphasis from City leaders over the next two years are: 1) enforcing the clean-up junk and debris on private property (66%) and 2) enforcing the mowing and cutting of weeds and grass on private property (56%).

- More than three out of four residents (77%) 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 (78%), the condition of Bricktown Canal and landscaping (70%), the maintenance of City parks (68%), and the maintenance of new or upgraded facilities (68%).

- The parks and recreation services that residents think should receive the most emphasis over the next two years is the maintenance of City parks (45%).

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 the City
- Enforcement of City codes and ordinances
- City's public transit system
- Police service

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

Importance-Satisfaction Analysis Ratings
2023 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	75.2%	9	16.2%	12	0.6302	1
Flow of traffic/ease of getting around the City	45.9%	11	44.4%	9	0.2552	2
High Priority (I-S = 0.10-0.20)						
Enforcement of City codes and ordinances	28.9%	10	35.9%	10	0.1852	3
City's public transit system	24.4%	12	29.0%	11	0.1732	4
Police service	33.1%	6	69.2%	4	0.1019	5
Medium Priority (I-S < 0.10)						
Parks and recreation programs and facilities	25.4%	3	64.5%	6	0.0902	6
City communication with the public	14.9%	8	50.2%	8	0.0742	7
City water utilities	11.0%	5	67.4%	5	0.0359	8
Customer service received from City employees	6.9%	7	59.2%	7	0.0282	9
Ambulance service	7.8%	4	74.8%	3	0.0197	10
Fire service	7.7%	1	91.6%	1	0.0065	11
City trash service	3.3%	2	84.7%	2	0.0050	12

1 Charts and Graphs

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)

Service	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Fire services	51%	41%	8%	1%	
City trash services	33%	52%	11%	4%	
Ambulance service	31%	44%	20%	3%	2%
Police service	25%	44%	19%	8%	4%
City water utilities	18%	49%	23%	7%	3%
Parks and recreation programs and facilities	19%	45%	24%	9%	2%
Customer service received from City employees	20%	39%	32%	6%	3%
City communication with the public	13%	37%	35%	12%	3%
Flow of traffic/ease of getting around the City	7%	37%	22%	25%	9%
Enforcement of City codes and ordinances	9%	27%	35%	20%	10%
City's public transit system	8%	21%	40%	18%	13%
Condition of City streets	3%	14%	18%	40%	26%

Legend: ■ Very satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very dissatisfied

Q1: Major Categories of City Services

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

Category	2023	2022
Fire service	91.6%	91.0%
City trash services	84.7%	84.0%
Ambulance service	74.8%	74.5%
Police service	69.2%	72.0%
City water utilities	67.4%	69.2%
Parks & recreation programs/facilities	64.5%	62.9%
Customer service received from City employees	59.2%	62.6%
City communication with the public	50.2%	50.7%
Flow of traffic & ease of getting around town	44.4%	42.9%
Enforcement of City codes & ordinances	35.9%	38.0%
City's public transit system	29.0%	32.8%
Condition of City streets	16.2%	14.6%

Q2: Major Categories of City Services Priorities
by the sum percentage of respondents top three choices

Category	Percentage
Condition of City streets	75.2%
Flow of traffic/ease of getting around the City	45.9%
Police service	33.1%
Enforcement of City codes & ordinances	28.9%
Parks & recreation programs & facilities	25.4%
City's public transit system	24.4%
City communication with the public	14.9%
City water utilities	11.0%
Ambulance service	7.8%
Fire service	7.7%
Quality of customer service you receive from City	6.9%
City trash service	3.3%

Legend:
- First Choice
- Second Choice
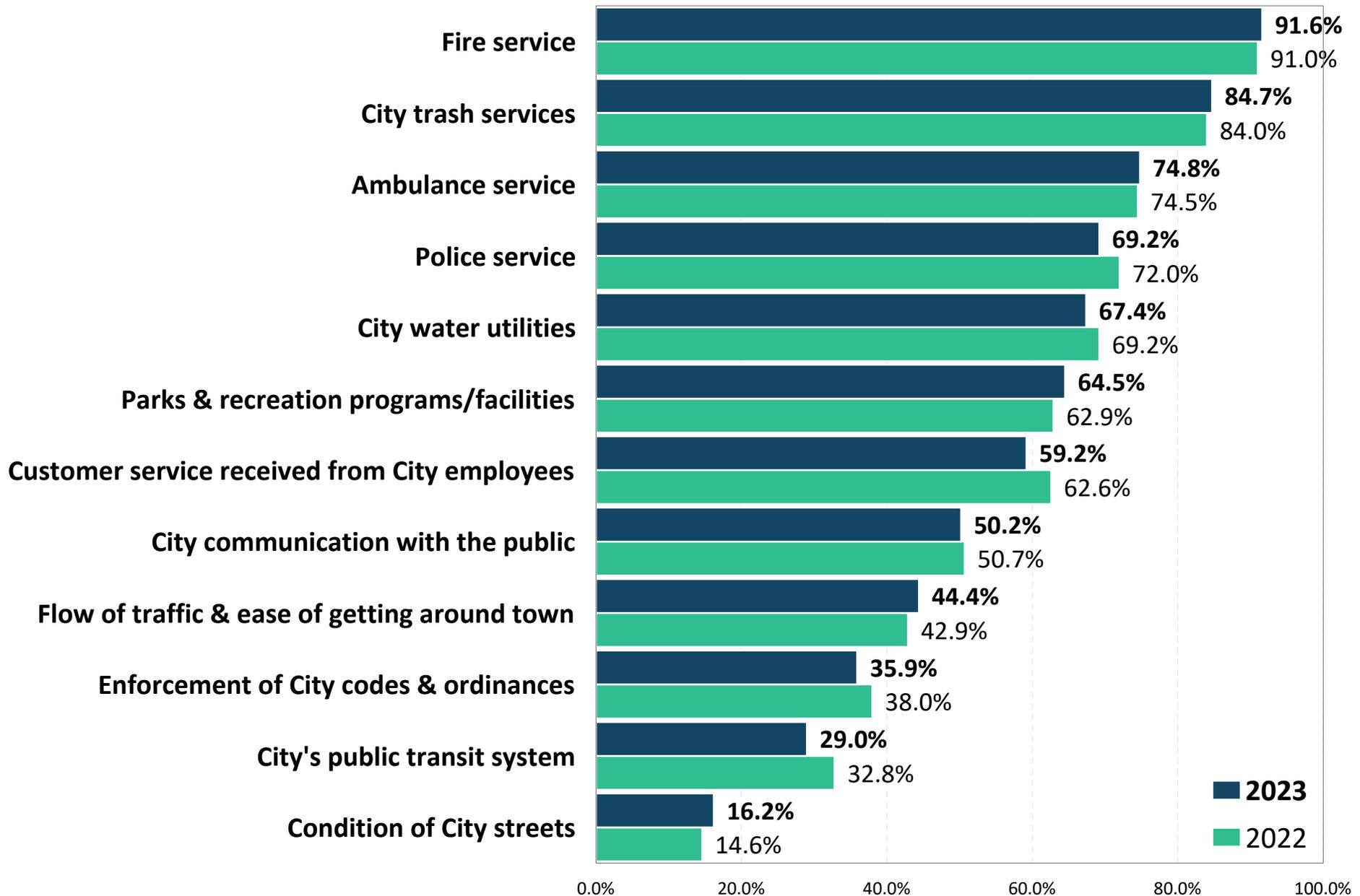- Third Choice

x-axis: 0.0%, 20.0%, 40.0%, 60.0%, 80.0%, 100.0%

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)
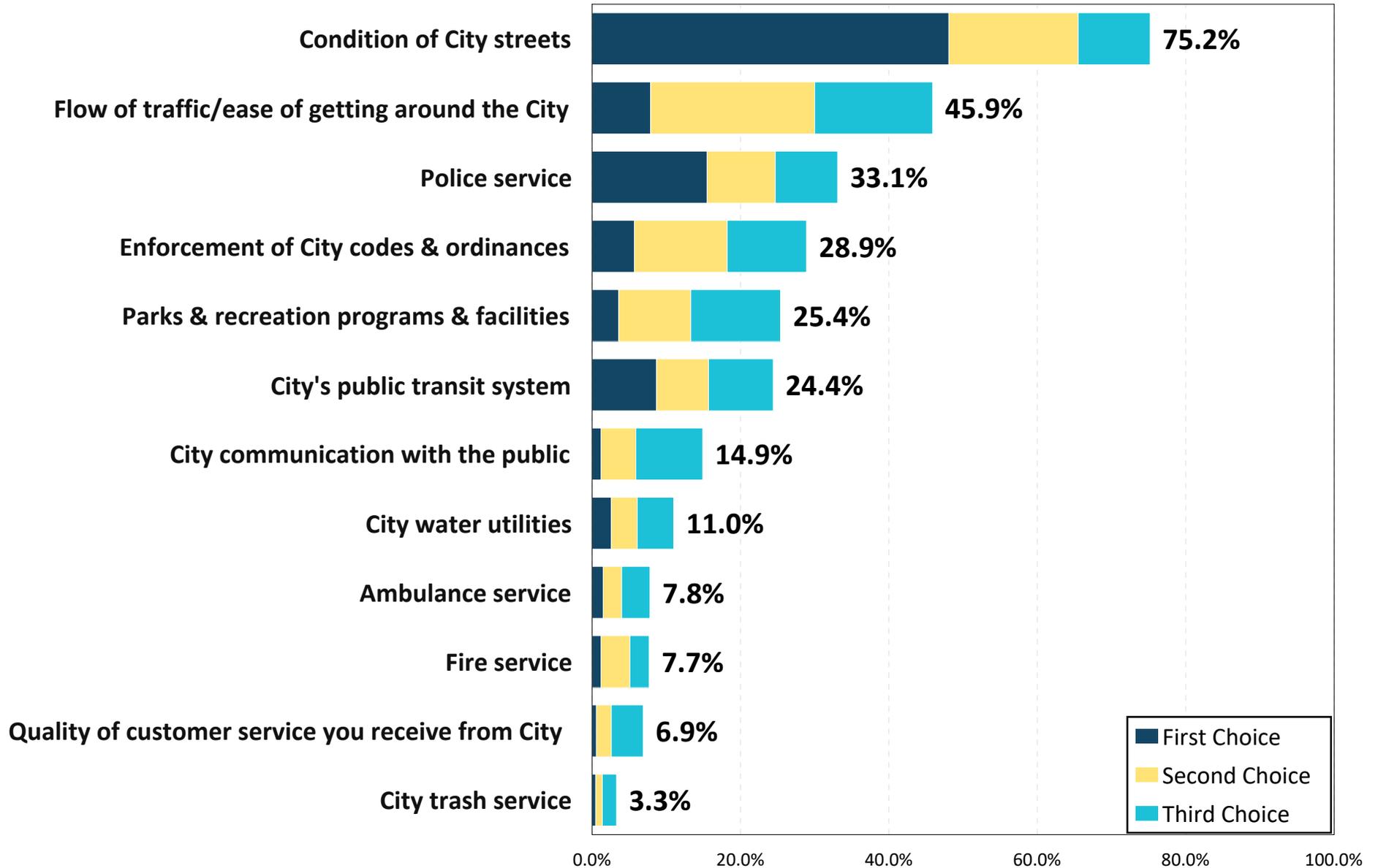
Category	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Quality of life in the City	18%	49%	21%	10%	3%
Quality of services provided by the City	11%	54%	29%	6%	*
Quality of downtown	16%	43%	26%	12%	3%
Image of the City	13%	40%	28%	16%	4%
How well the City is planning growth	15%	37%	25%	16%	7%
Feeling of safety in the City	10%	41%	26%	18%	6%
Appearance of the City	10%	39%	25%	21%	6%

Legend: ■ Very satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very dissatisfied

Q3: Perception of the City

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

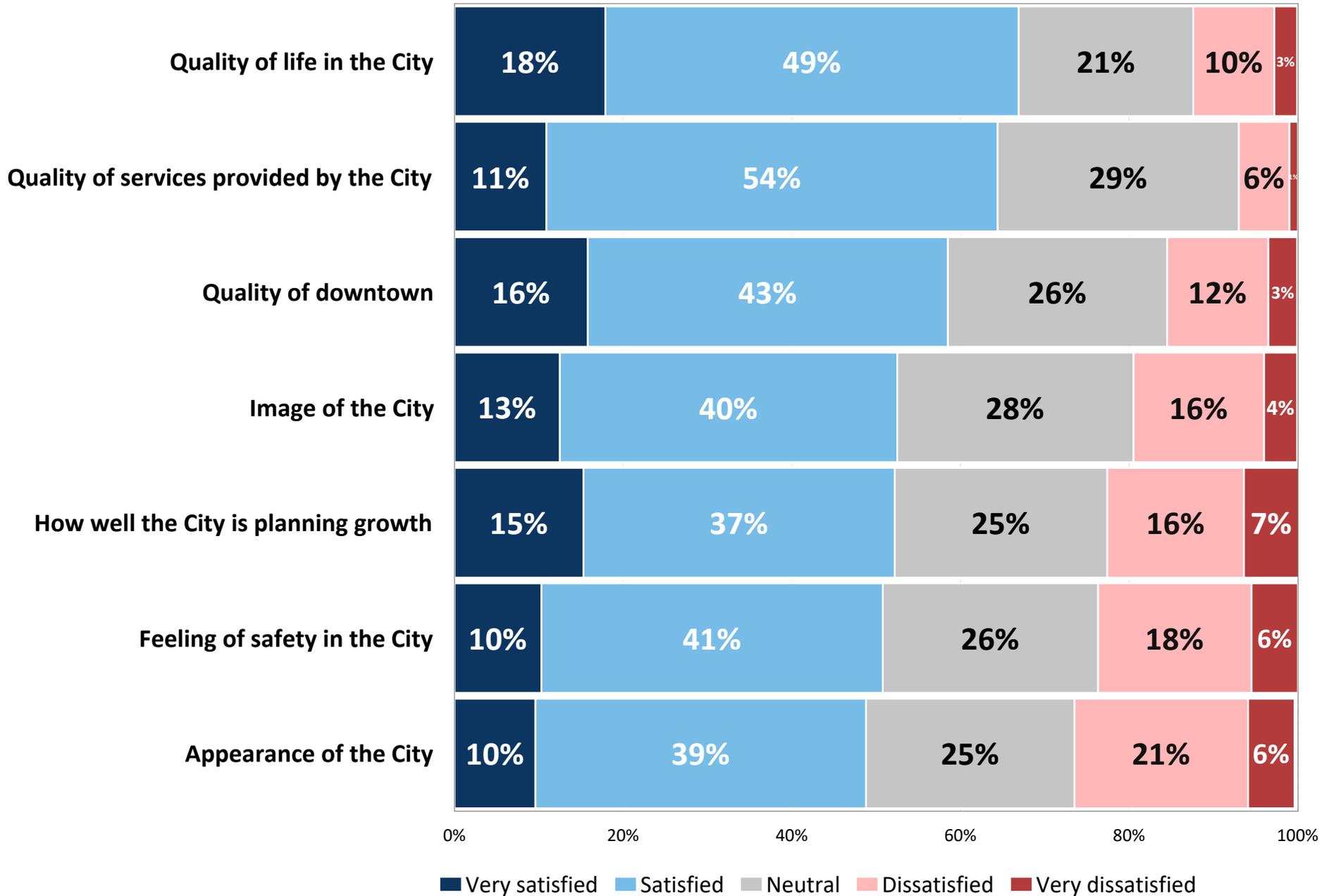|	2023	2022
Quality of life in City	66.9%	65.6%
Quality of services provided by City	64.4%	65.5%
Quality of Downtown	58.5%	60.0%
Image of City	52.5%	54.4%
How well City is planning growth	52.2%	51.4%
Feeling of safety in City	50.8%	50.1%
Appearance of City	48.8%	51.0%

Q4: Public Safety
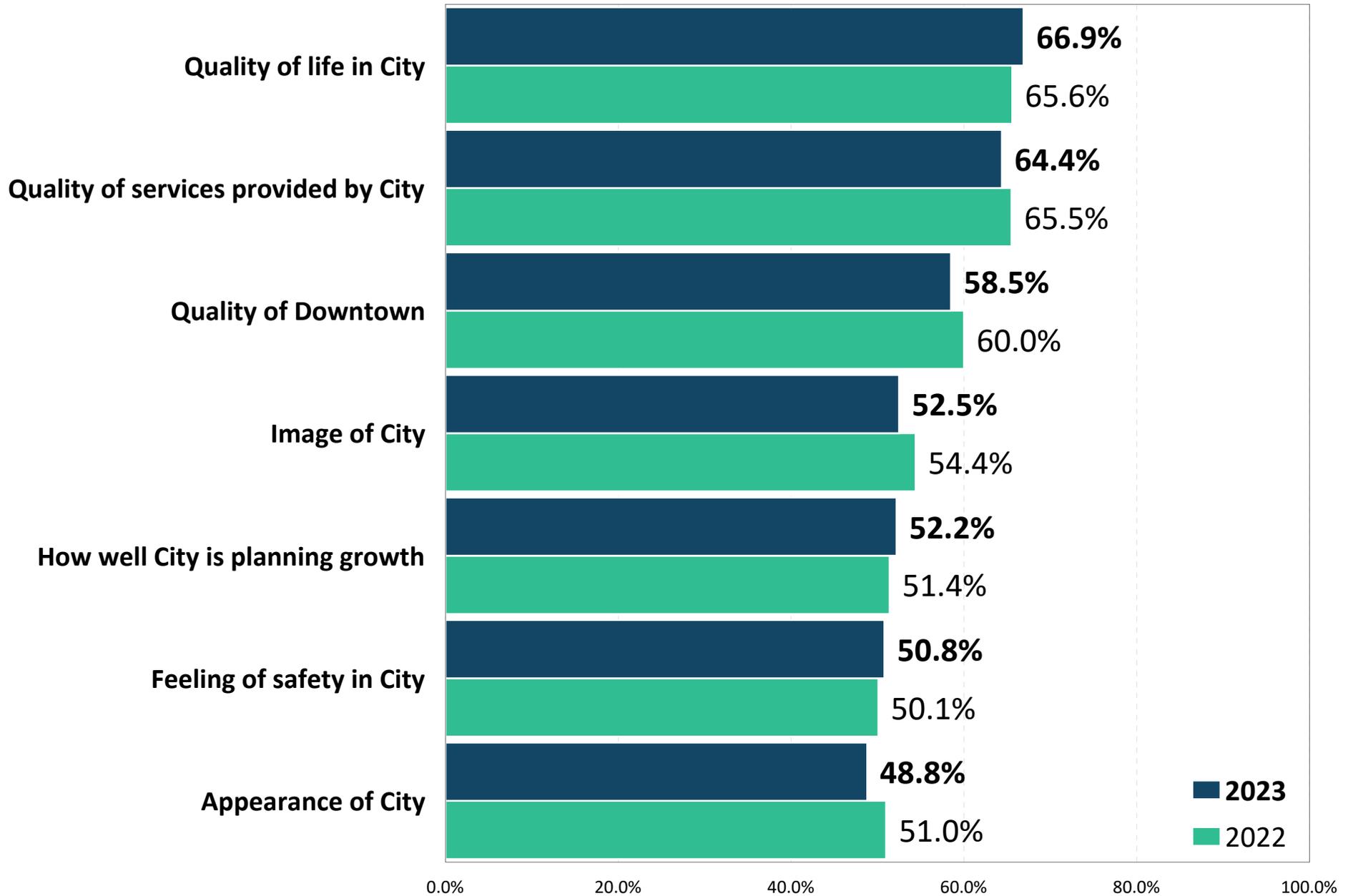
by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)
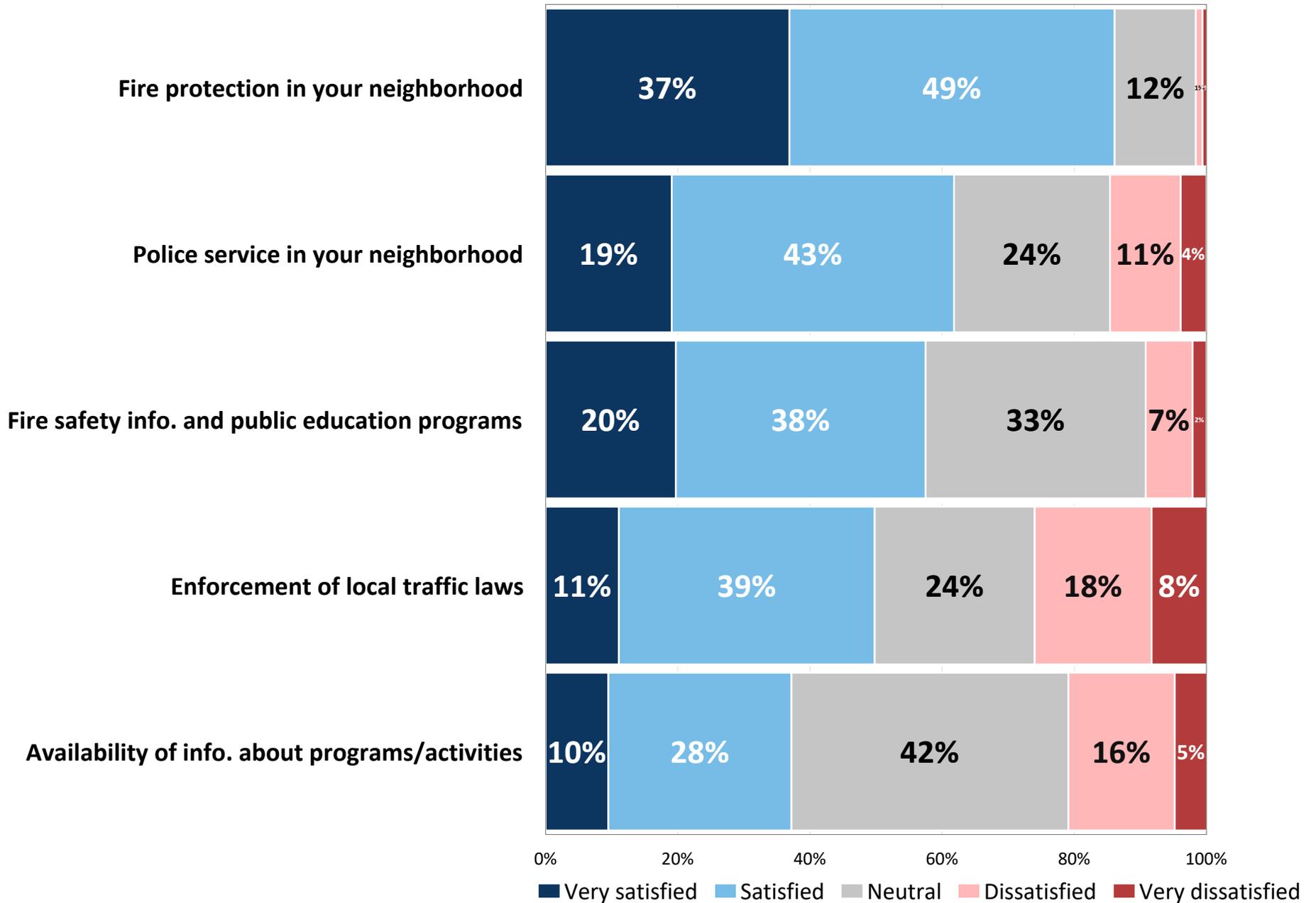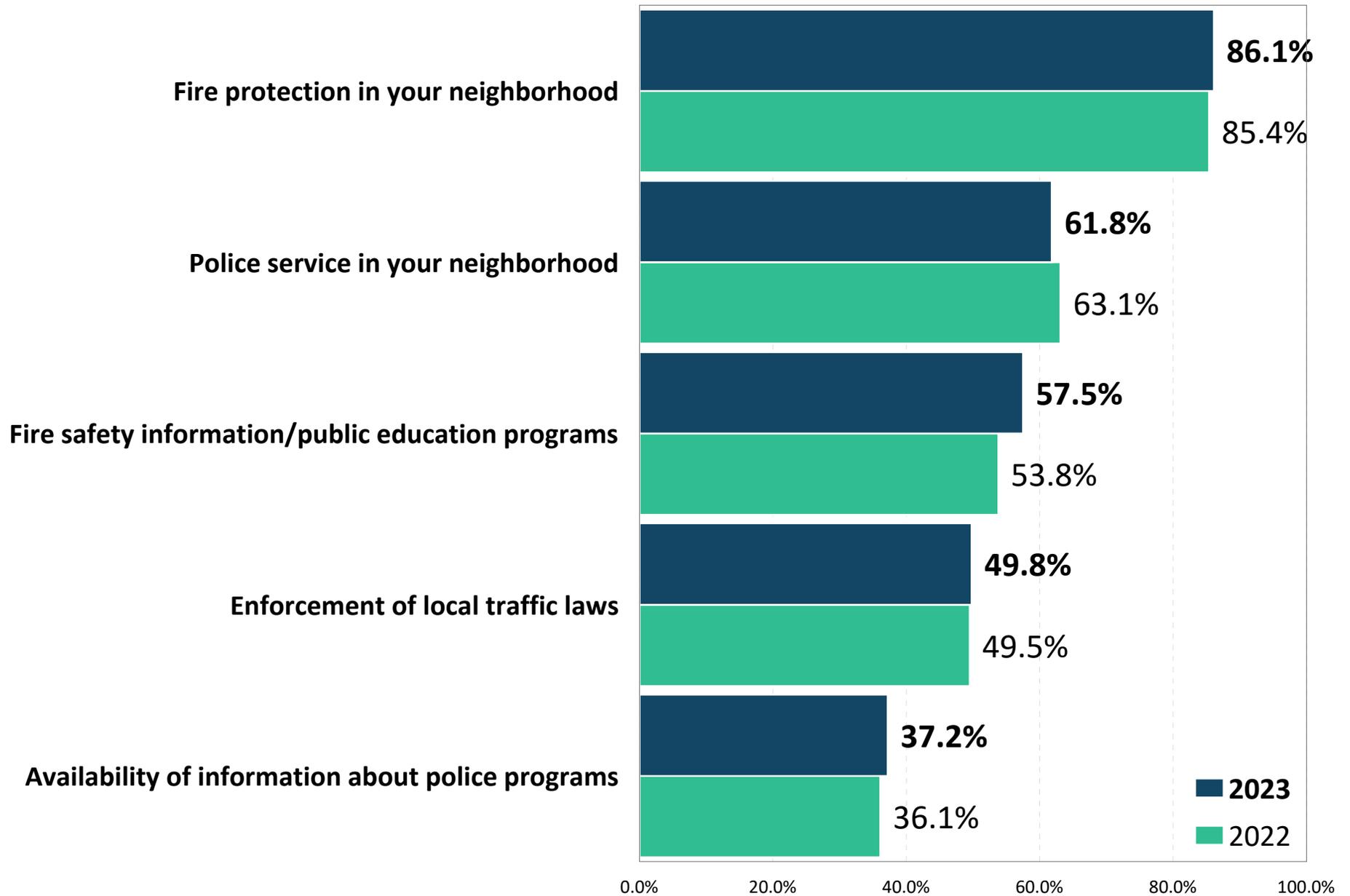

Fire protection in your neighborhood
- Very satisfied: 37%
- Satisfied: 49%
- Neutral: 12%

Police service in your neighborhood
- Very satisfied: 19%
- Satisfied: 43%
- Neutral: 24%
- Dissatisfied: 11%
- Very dissatisfied: 4%

Fire safety info. and public education programs
- Very satisfied: 20%
- Satisfied: 38%
- Neutral: 33%
- Dissatisfied: 7%
- Very dissatisfied: 2%

Enforcement of local traffic laws
- Very satisfied: 11%
- Satisfied: 39%
- Neutral: 24%
- Dissatisfied: 18%
- Very dissatisfied: 8%

Availability of info. about programs/activities
- Very satisfied: 10%
- Satisfied: 28%
- Neutral: 42%
- Dissatisfied: 16%
- Very dissatisfied: 5%

Legend: ■ Very satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very dissatisfied

Q4: Public Safety

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

Fire protection in your neighborhood
- 2023: **86.1%**
- 2022: 85.4%

Police service in your neighborhood
- 2023: **61.8%**
- 2022: 63.1%

Fire safety information/public education programs
- 2023: **57.5%**
- 2022: 53.8%

Enforcement of local traffic laws
- 2023: **49.8%**
- 2022: 49.5%

Availability of information about police programs
- 2023: **37.2%**
- 2022: 36.1%

Legend: **2023**, 2022

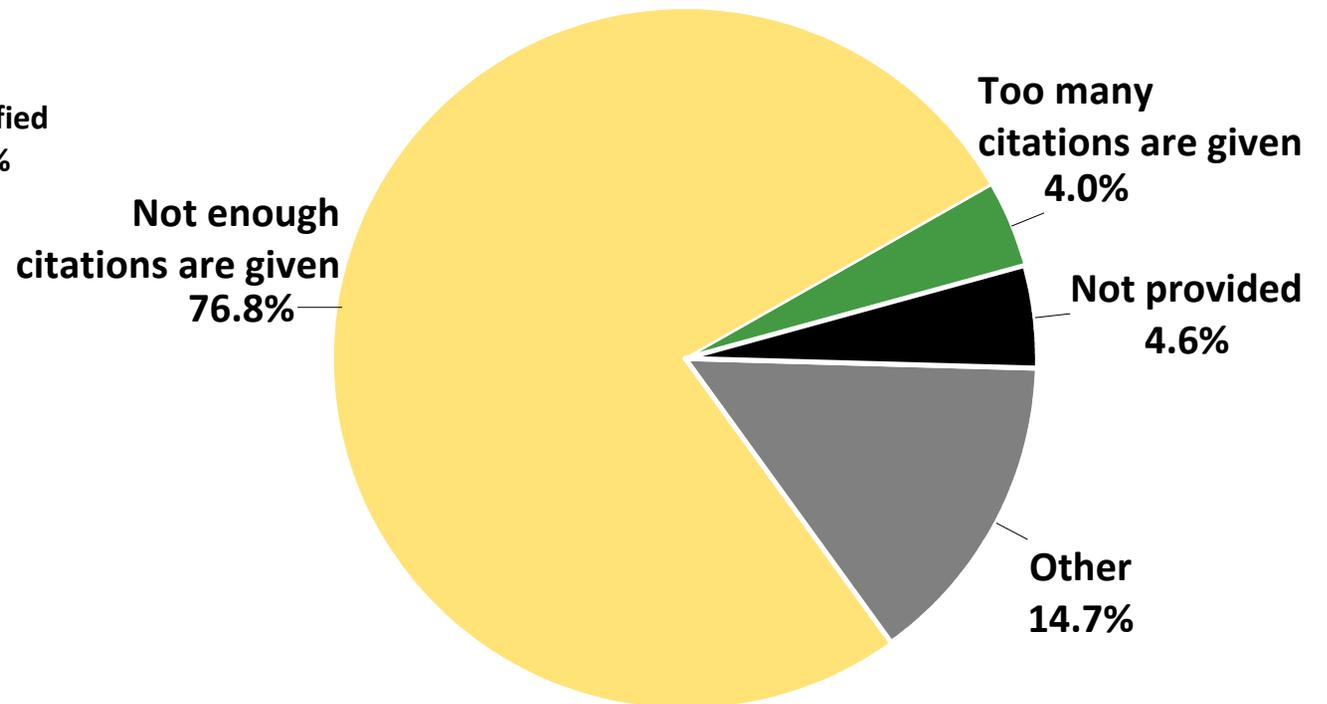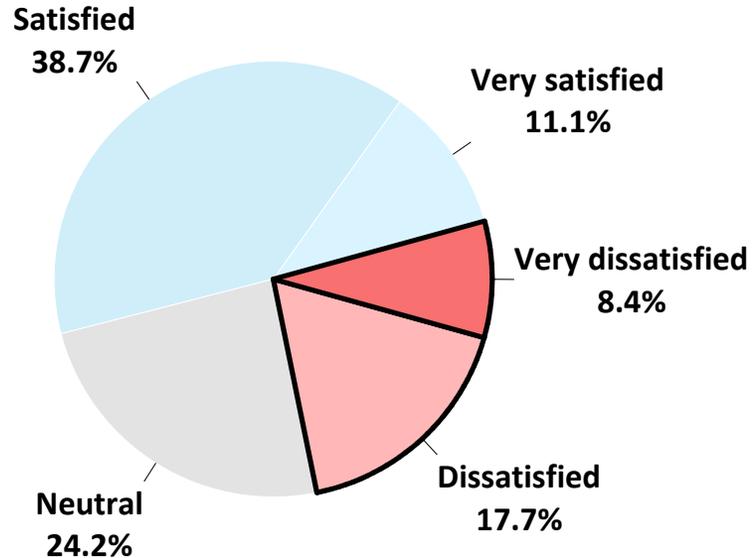X-axis: 0.0%, 20.0%, 40.0%, 60.0%, 80.0%, 100.0%

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

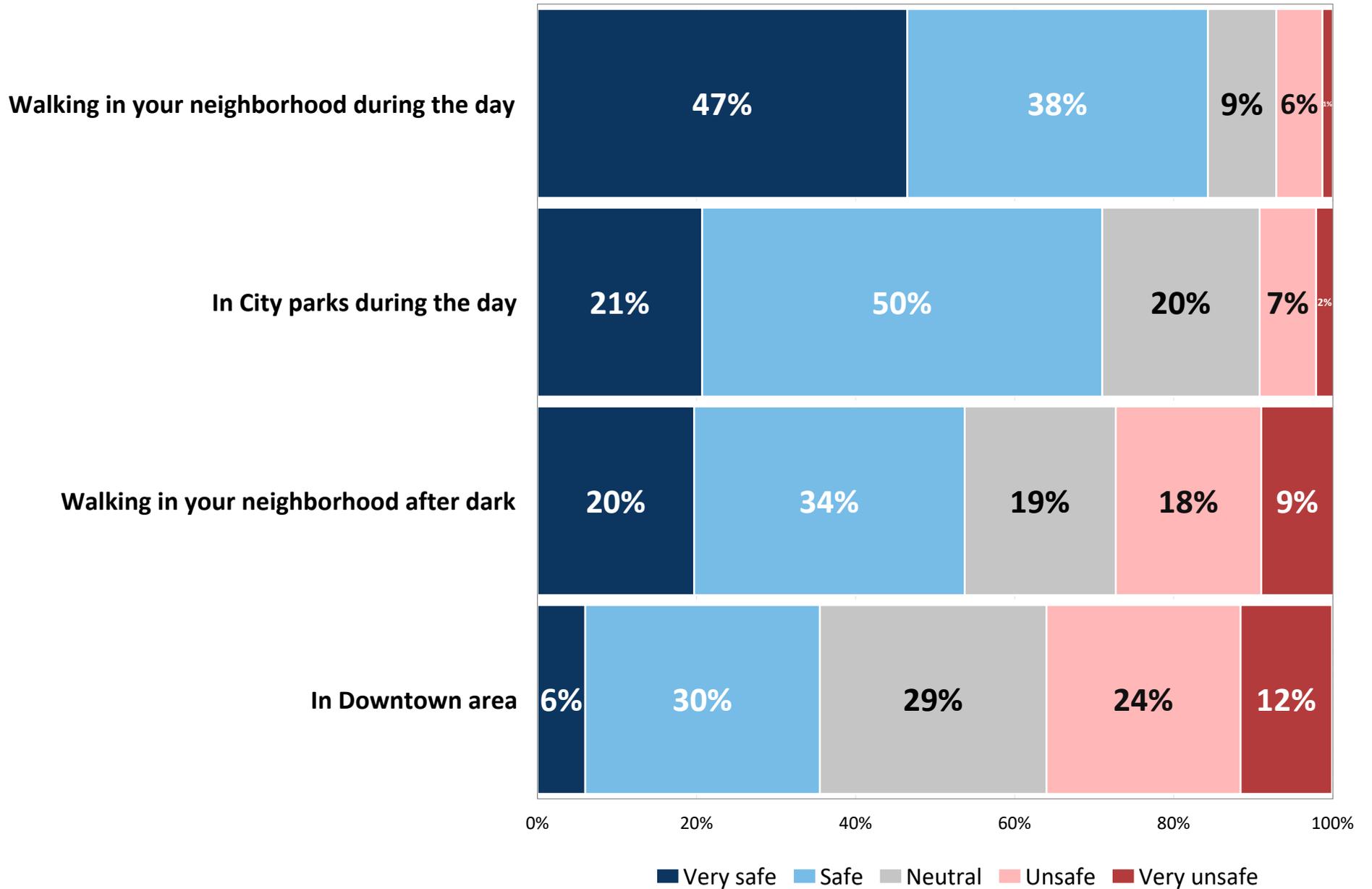by percentage of respondents (excluding *not provided* responses)

Q4: Enforcement of local traffic laws
by percentage of respondents
(excluding *don't know* responses)

Satisfied
38.7%

Very satisfied
11.1%

Very dissatisfied
8.4%

Neutral
24.2%

Dissatisfied
17.7%

Not enough
citations are given
76.8%

Too many
citations are given
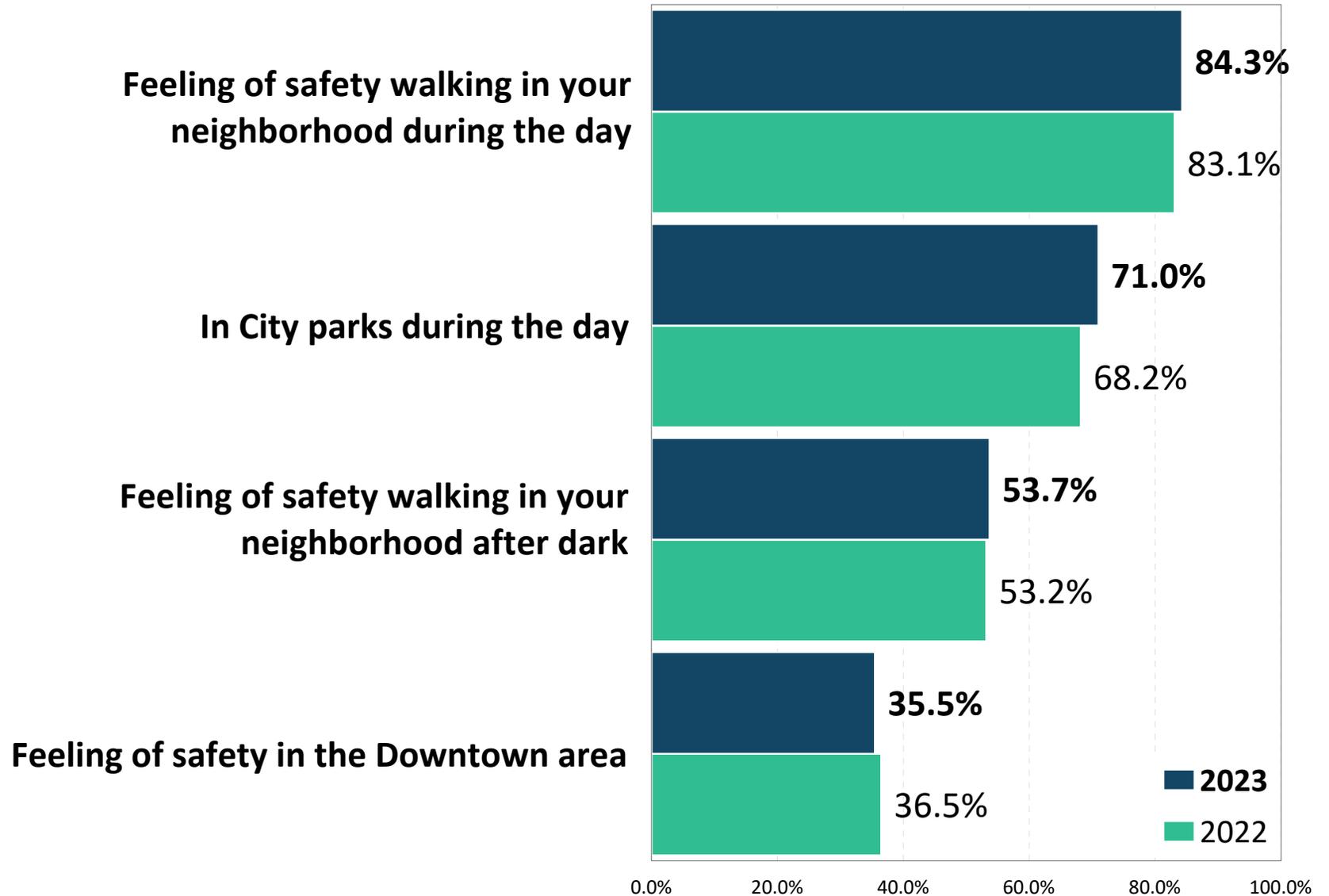4.0%

Not provided
4.6%

Other
14.7%

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)

Walking in your neighborhood during the day
47% | 38% | 9% | 6% | 1%

In City parks during the day
21% | 50% | 20% | 7% | 2%

Walking in your neighborhood after dark
20% | 34% | 19% | 18% | 9%

In Downtown area
6% | 30% | 29% | 24% | 12%

0%   20%   40%   60%   80%   100%

■ Very safe   ■ Safe   ■ Neutral   ■ Unsafe   ■ Very unsafe

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)

Feeling of safety walking in your neighborhood during the day
- **84.3%** (2023)
- 83.1% (2022)

In City parks during the day
- **71.0%** (2023)
- 68.2% (2022)

Feeling of safety walking in your neighborhood after dark
- **53.7%** (2023)
- 53.2% (2022)

Feeling of safety in the Downtown area
- **35.5%** (2023)
- 36.5% (2022)

Legend:
- **2023**
- 2022

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)

Yes
48.3%

No
51.7%
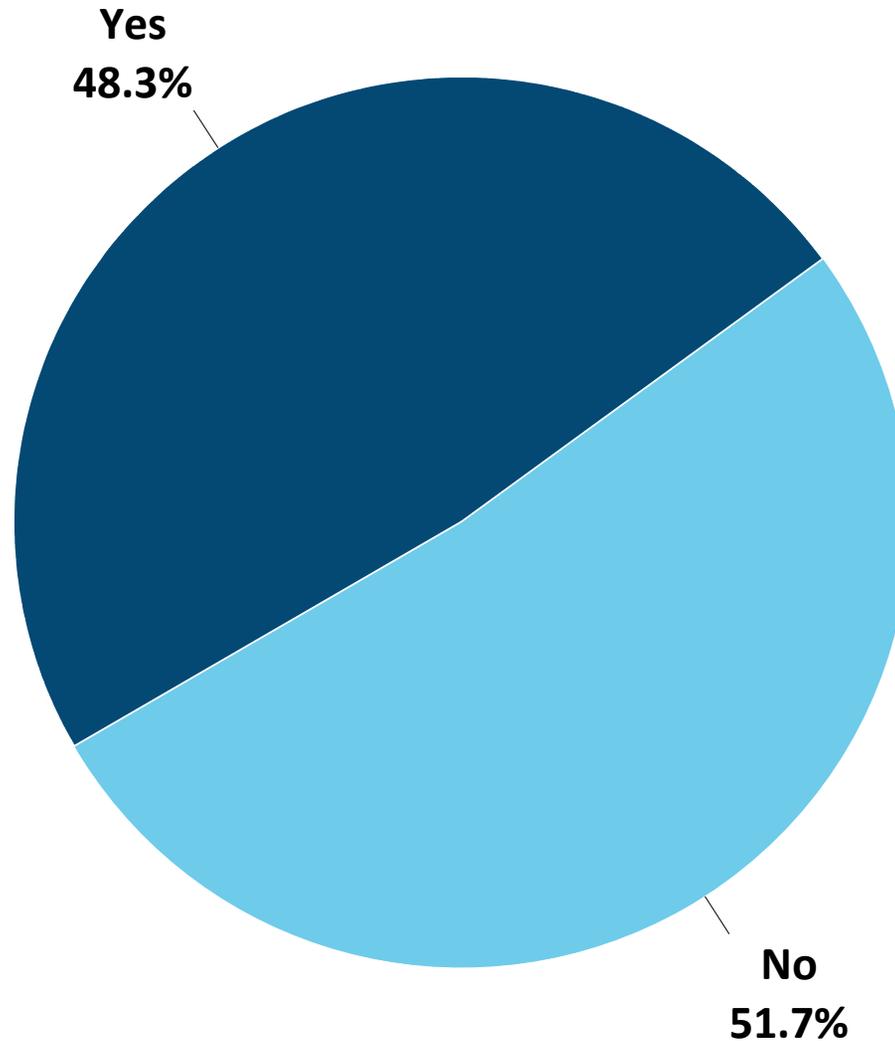
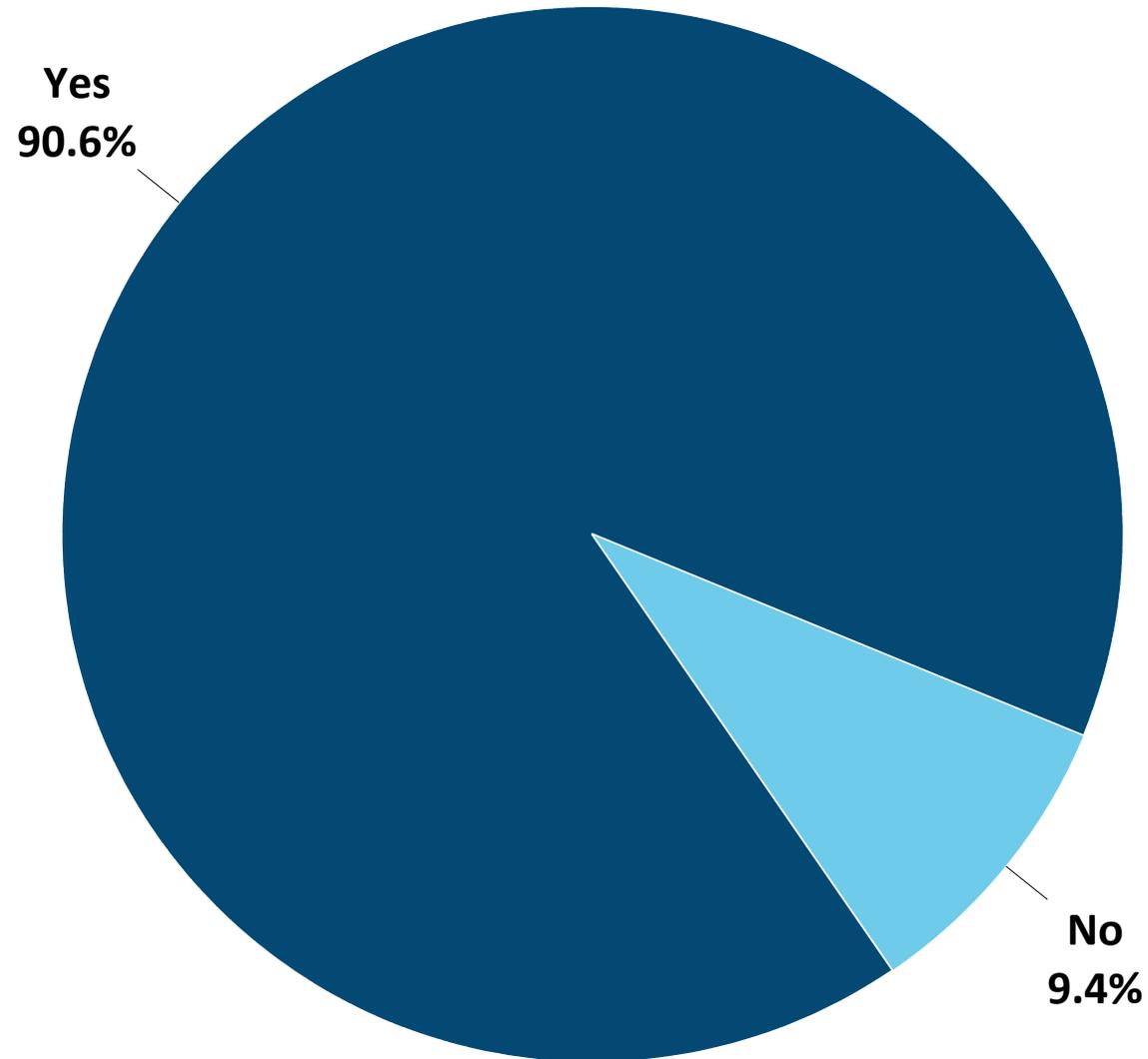# Q6a: (If YES to Question 6) What was the nature of your contact with the police officer?

by percentage of respondents

Traffic
24.5%

Victim of crime
24.8%

2.7%
Suspected of committing a crime

Other
48.0%
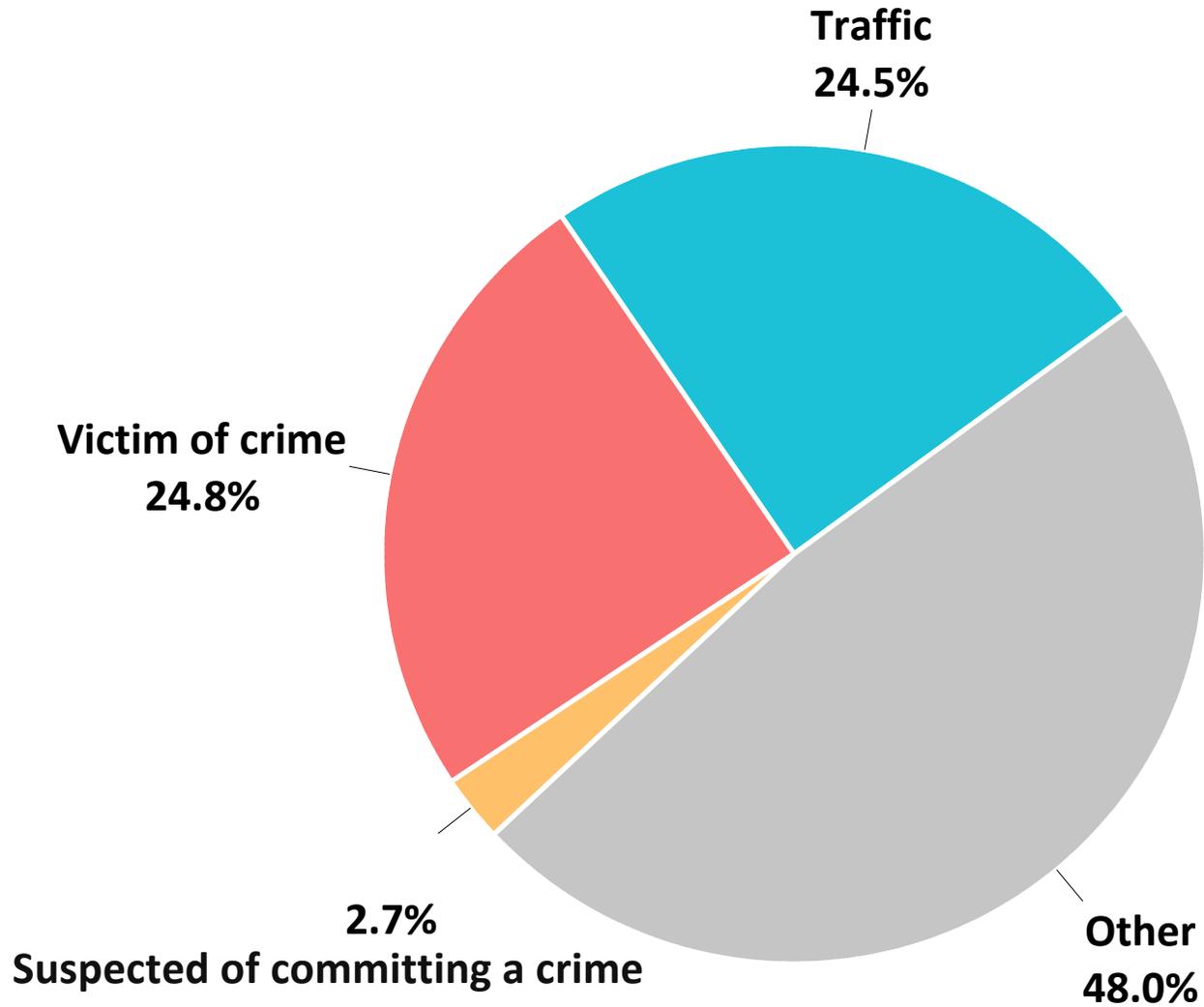
Q6b: (If YES to Question 6) Were you treated fairly by the officer?

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

Yes
90.6%

No
9.4%

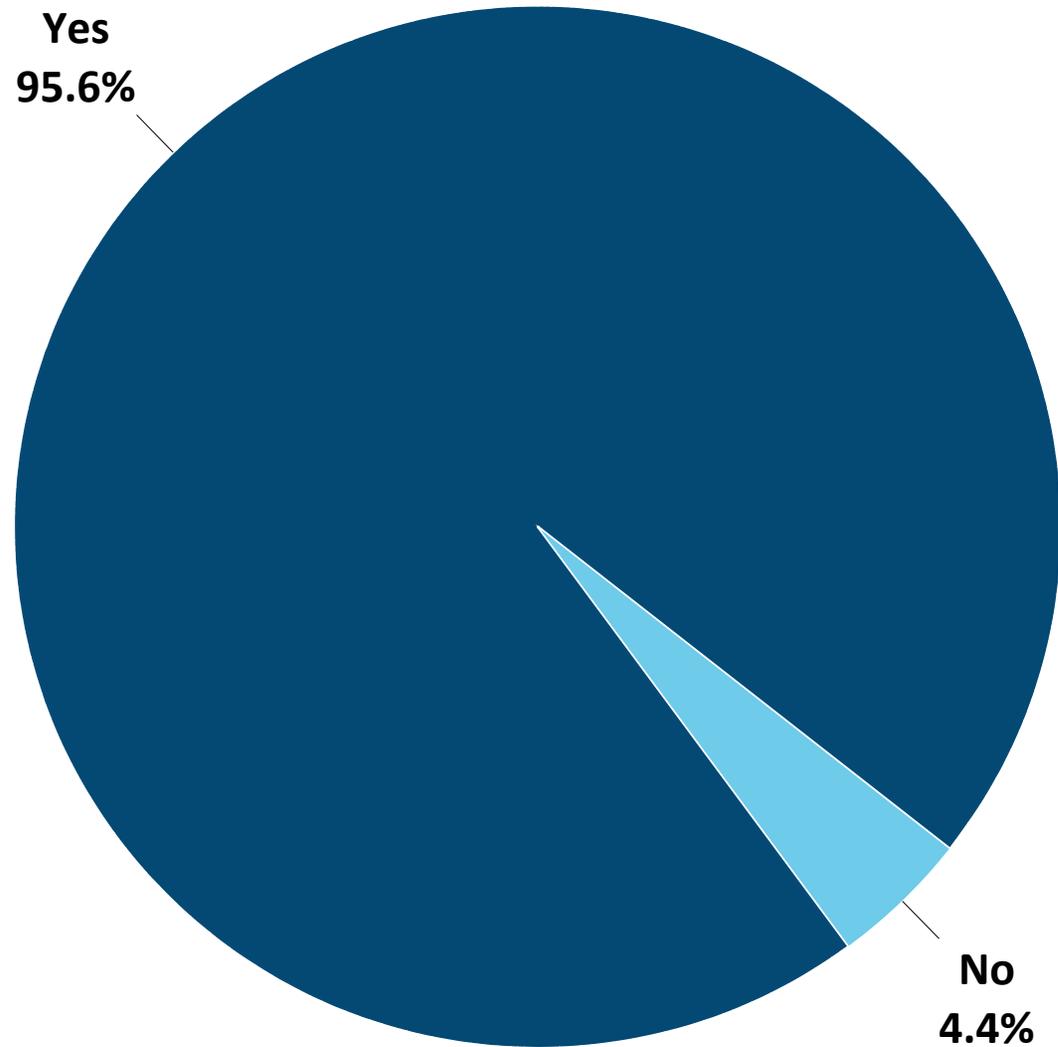# Q6c. (If YES to Question 6) How would you rate response time of the officer?

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

Good
31.9%

Excellent
35.2%

Neutral
13.8%

Acceptable
9.1%

Poor
10.0%
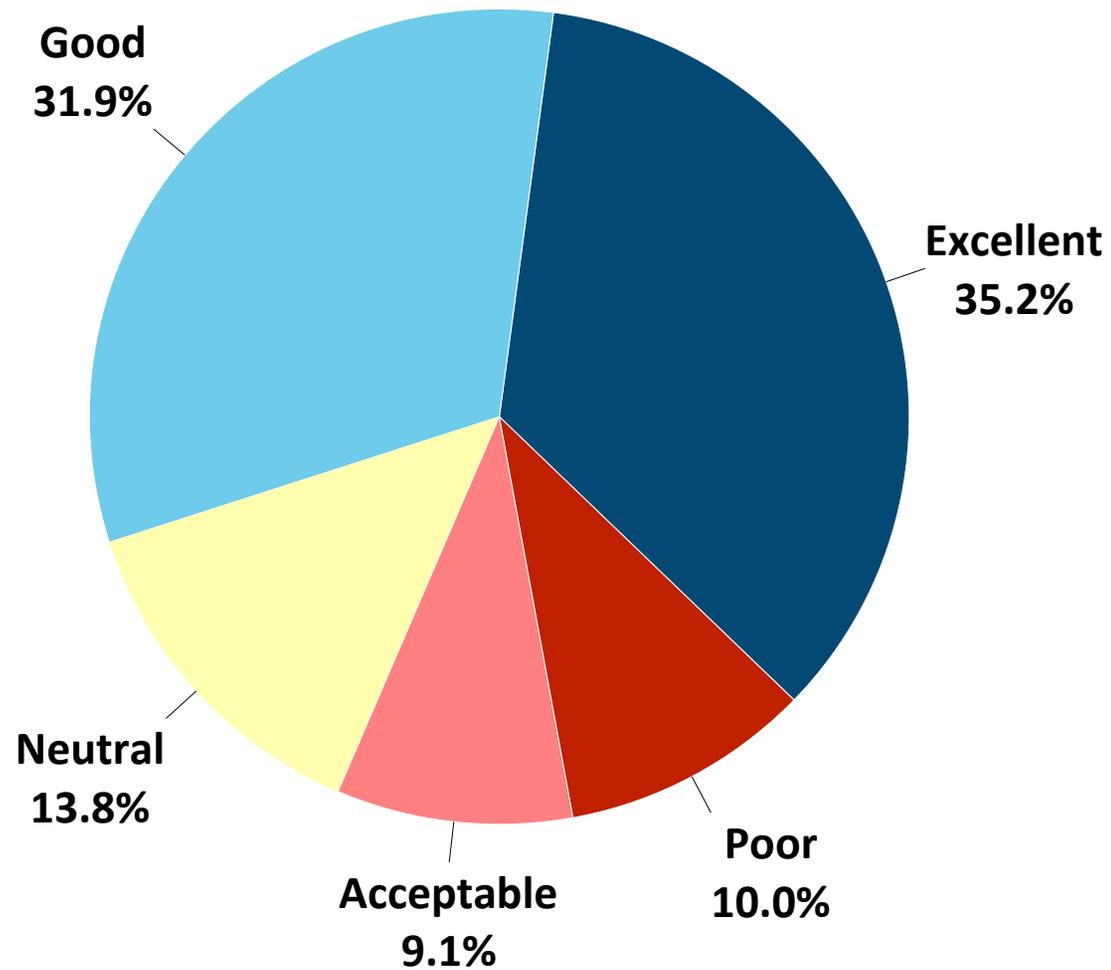
Q8: Do you have a working smoke alarm in your home?

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

Yes
95.6%

No
4.4%

Q9: Bus Service Characteristics That Are Most Important When Considering Whether or Not to Use Public Transit

by the sum percentage of respondents top three choices

- Routes to more places — 42.9%
- Bus stop within walking distance of my home — 38.8%
- How often the bus comes by your stop — 35.8%
- The time it takes to make a trip — 30.9%
- Sheltered bus stops — 25.9%
- Access to a park-&-ride location — 15.4%
- Pedestrian access to bus stops — 13.0%
- Service available until midnight — 11.7%
- Later weekend service — 9.9%

Legend:
- First Choice
- Second Choice
- Third Choice

X-axis: 0.0% 20.0% 40.0% 60.0% 80.0% 100.0%
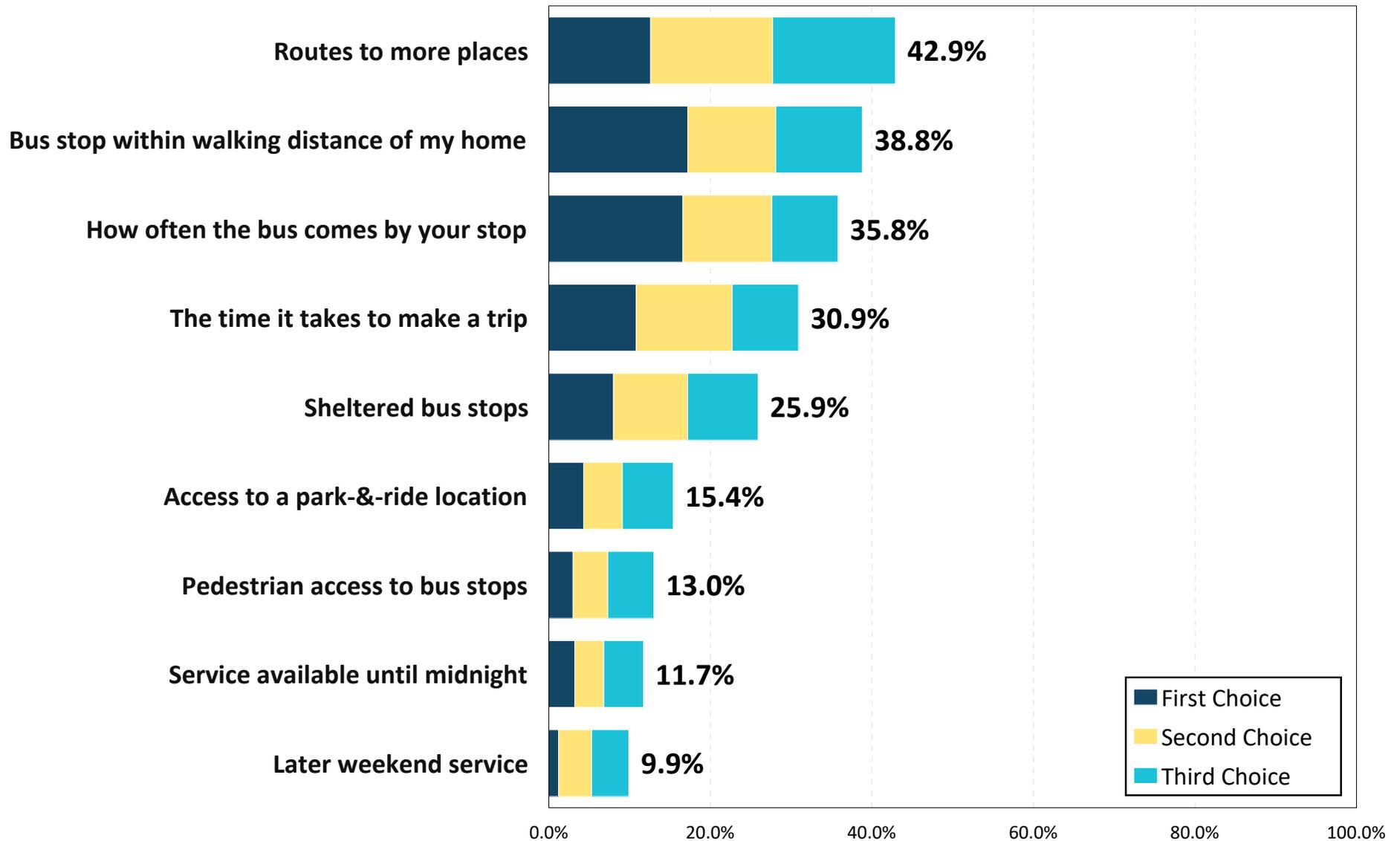
Q10: How Often the Following Items Are a Problem in Neighborhoods

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)

	Seldom/never	A few times per year	1-2 times per month	Once per week	More than once per week
Abandoned or dilapidated properties	61%	23%	7%	3%	6%
Lighting	49%	28%	9%	4%	10%
Traffic/pedestrian safety	44%	23%	11%	7%	16%
Stray dogs	33%	33%	13%	8%	13%
Homelessness	47%	14%	8%	6%	25%
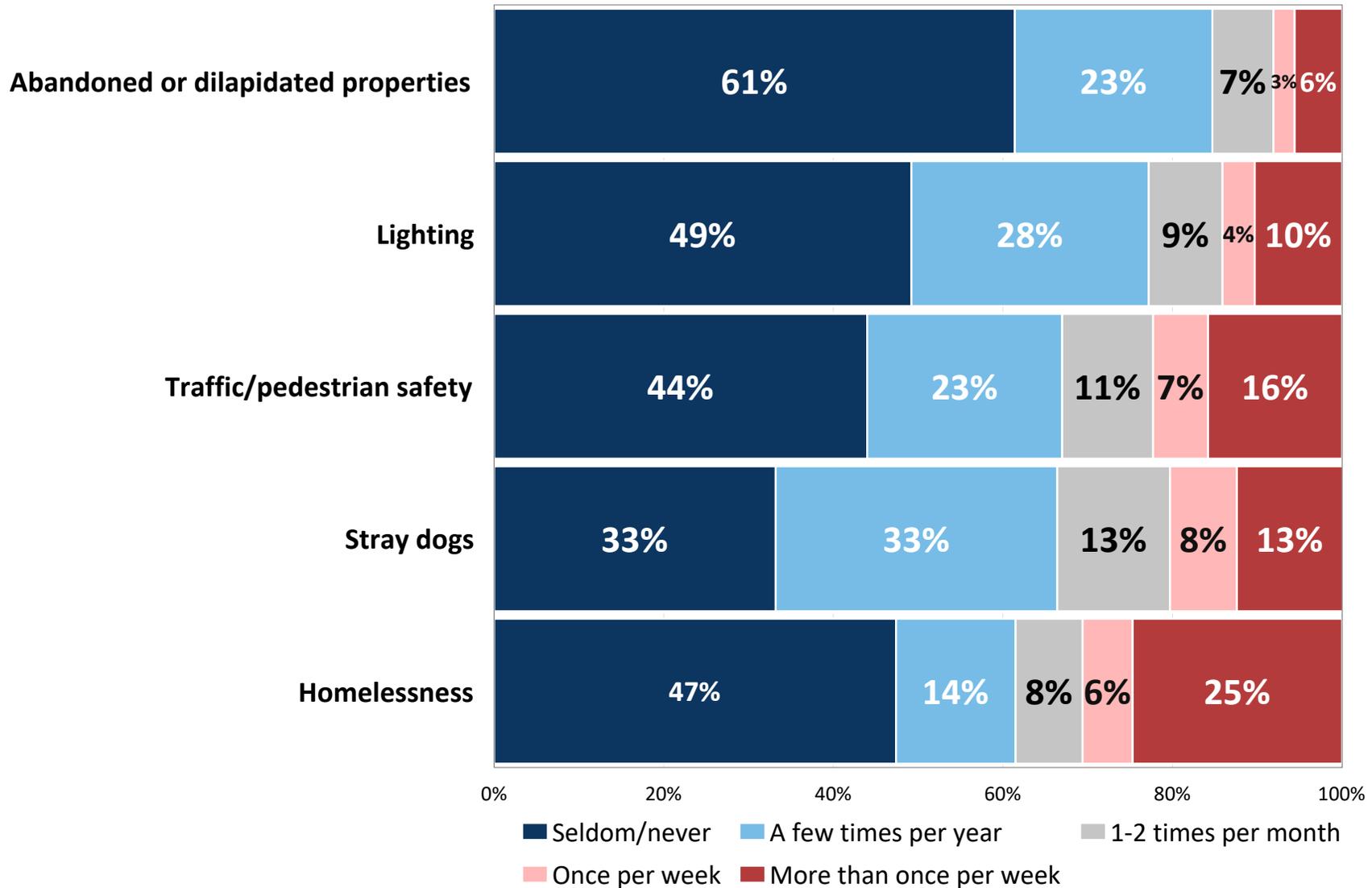
Q11: Code Enforcement

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Enforcement of yard parking regulations in your neighborhood	18%	32%	29%	12%	9%
Enforcing the clean-up of junk and debris on private property	13%	32%	25%	20%	11%
Quality of animal control services	10%	33%	29%	17%	10%
City efforts to remove abandoned or inoperative vehicles	12%	30%	34%	15%	9%
Enforcing sign regulations	11%	29%	39%	13%	7%
Enforcing the mowing and cutting of weeds and grass on private property	11%	29%	24%	24%	12%
Enforcing the exterior maintenance of residential property	11%	28%	33%	20%	9%

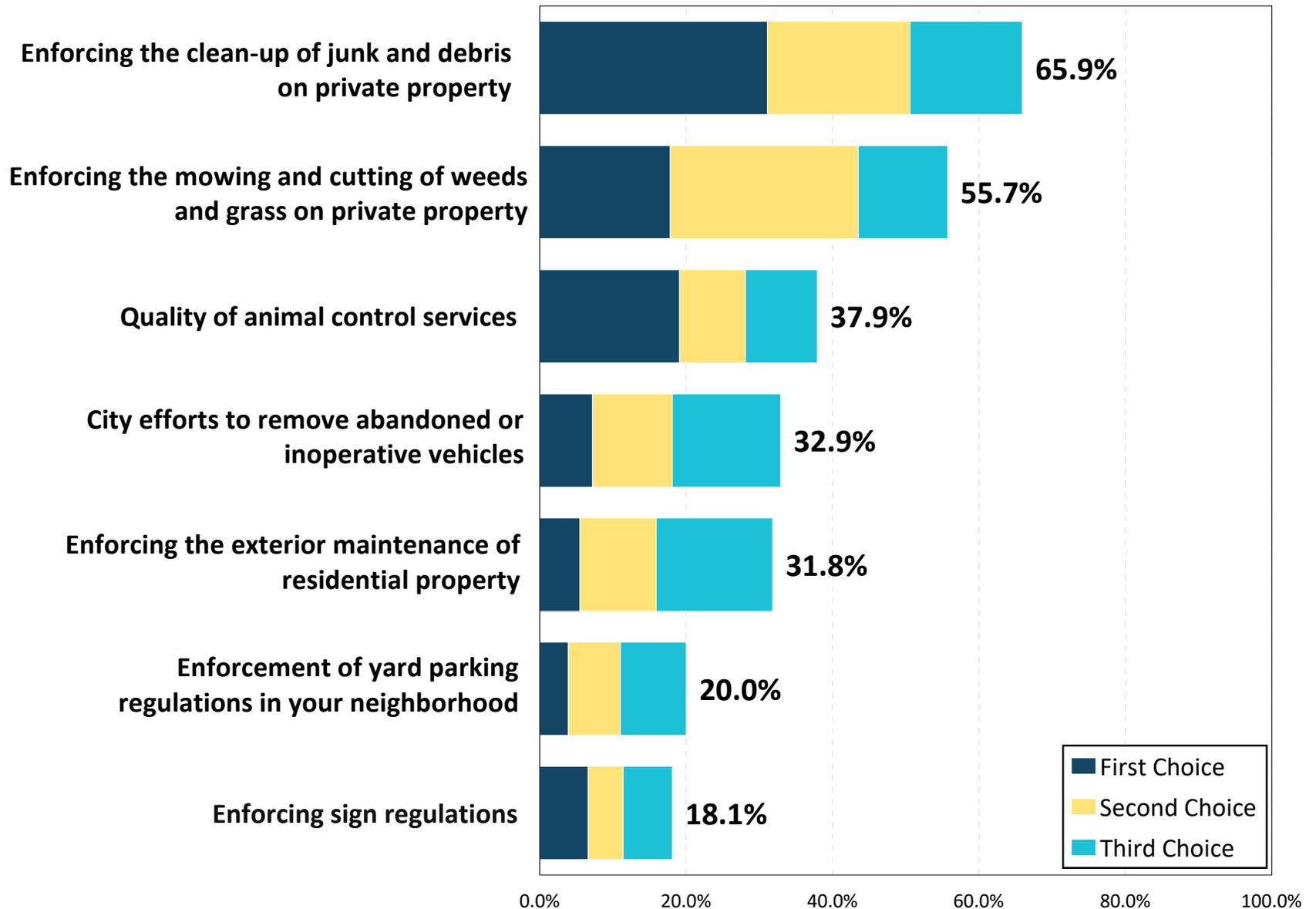Legend: ■ Very satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very dissatisfied

Q11: Code Enforcement

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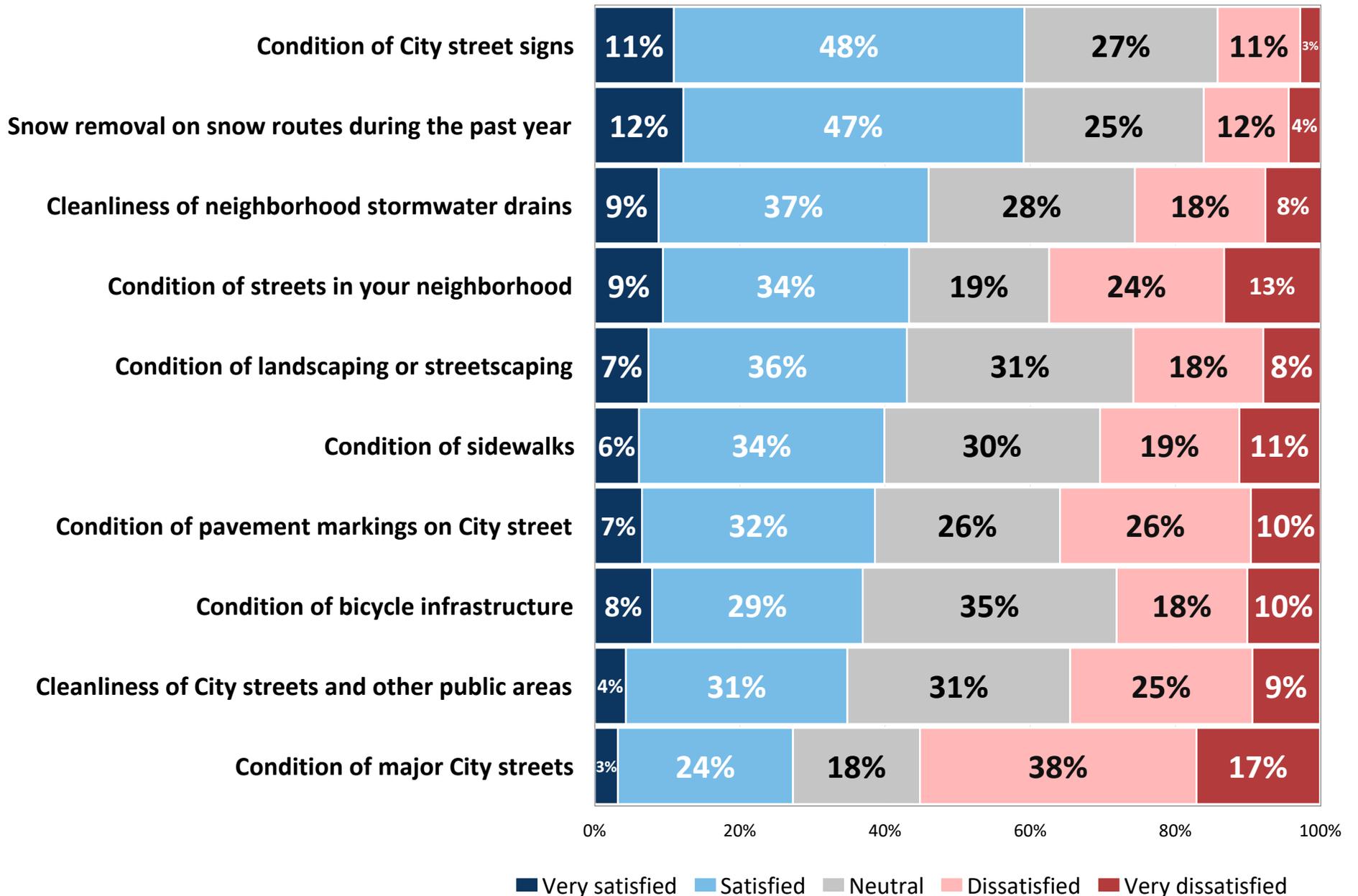

Enforcement of yard parking regulations in your neighborhood
- **50.4%** (2023)
- 23.0% (2022)

Enforcing clean-up of junk & debris on private property
- **44.6%** (2023)
- 68.3% (2022)

Quality of animal control services
- **43.7%** (2023)
- 31.3% (2022)

Efforts to remove abandoned/inoperative vehicles
- **42.0%** (2023)
- 33.6% (2022)

Enforcing sign regulations
- **40.8%** (2023)
- 18.8% (2022)

Enforcing mowing & cutting of weeds & grass on private property
- **40.0%** (2023)
- 52.6% (2022)

Enforcing exterior maintenance of residential property
- **38.3%** (2023)
- 35.1% (2022)

2023
2022

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

Q12: Code Enforcement Priorities

by the sum percentage of respondents top three choices

- Enforcing the clean-up of junk and debris on private property — 65.9%
- Enforcing the mowing and cutting of weeds and grass on private property — 55.7%
- Quality of animal control services — 37.9%
- City efforts to remove abandoned or inoperative vehicles — 32.9%
- Enforcing the exterior maintenance of residential property — 31.8%
- Enforcement of yard parking regulations in your neighborhood — 20.0%
- Enforcing sign regulations — 18.1%

Legend:
- First Choice
- Second Choice
- Third Choice
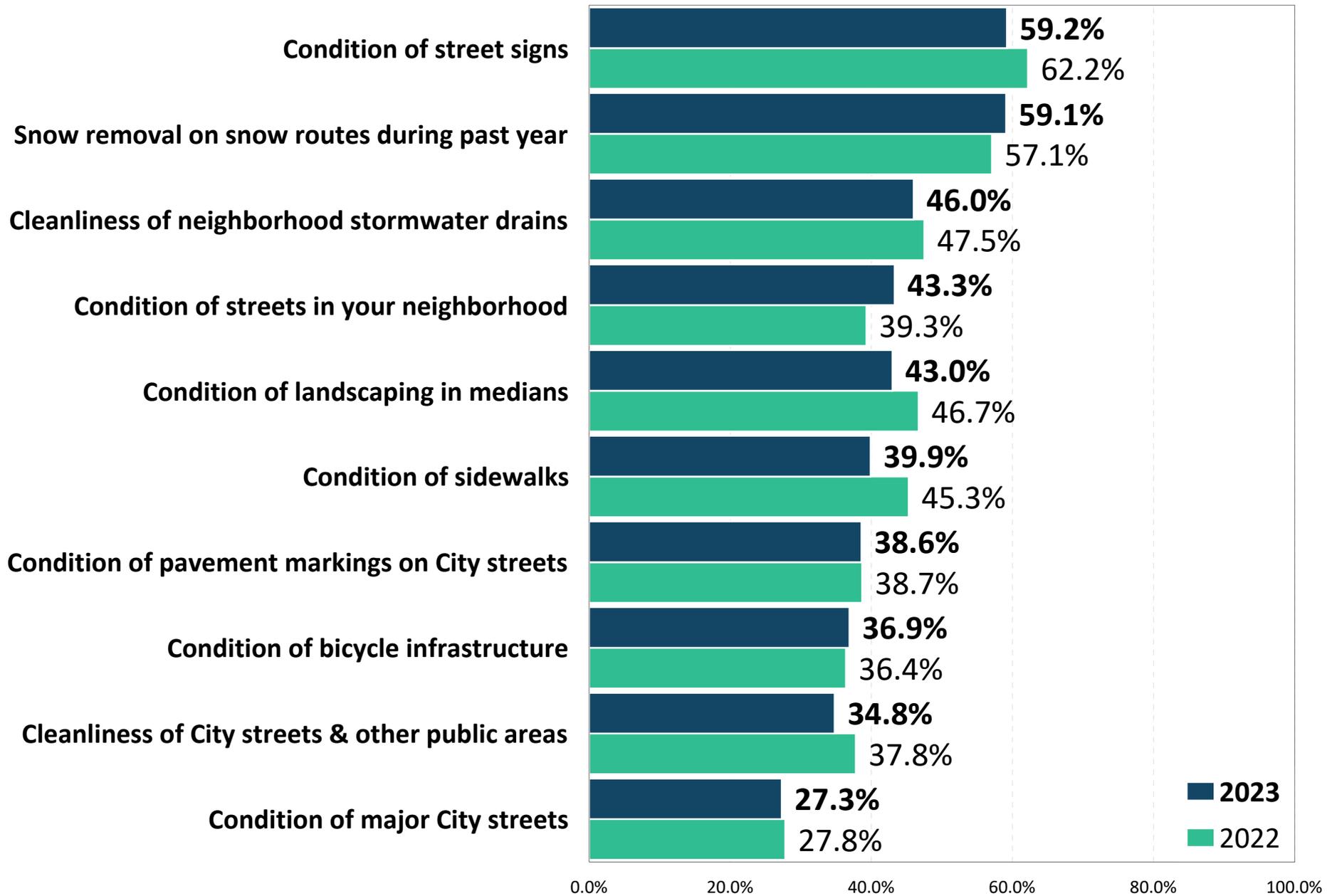
X-axis: 0.0% 20.0% 40.0% 60.0% 80.0% 100.0%

Q13: 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)
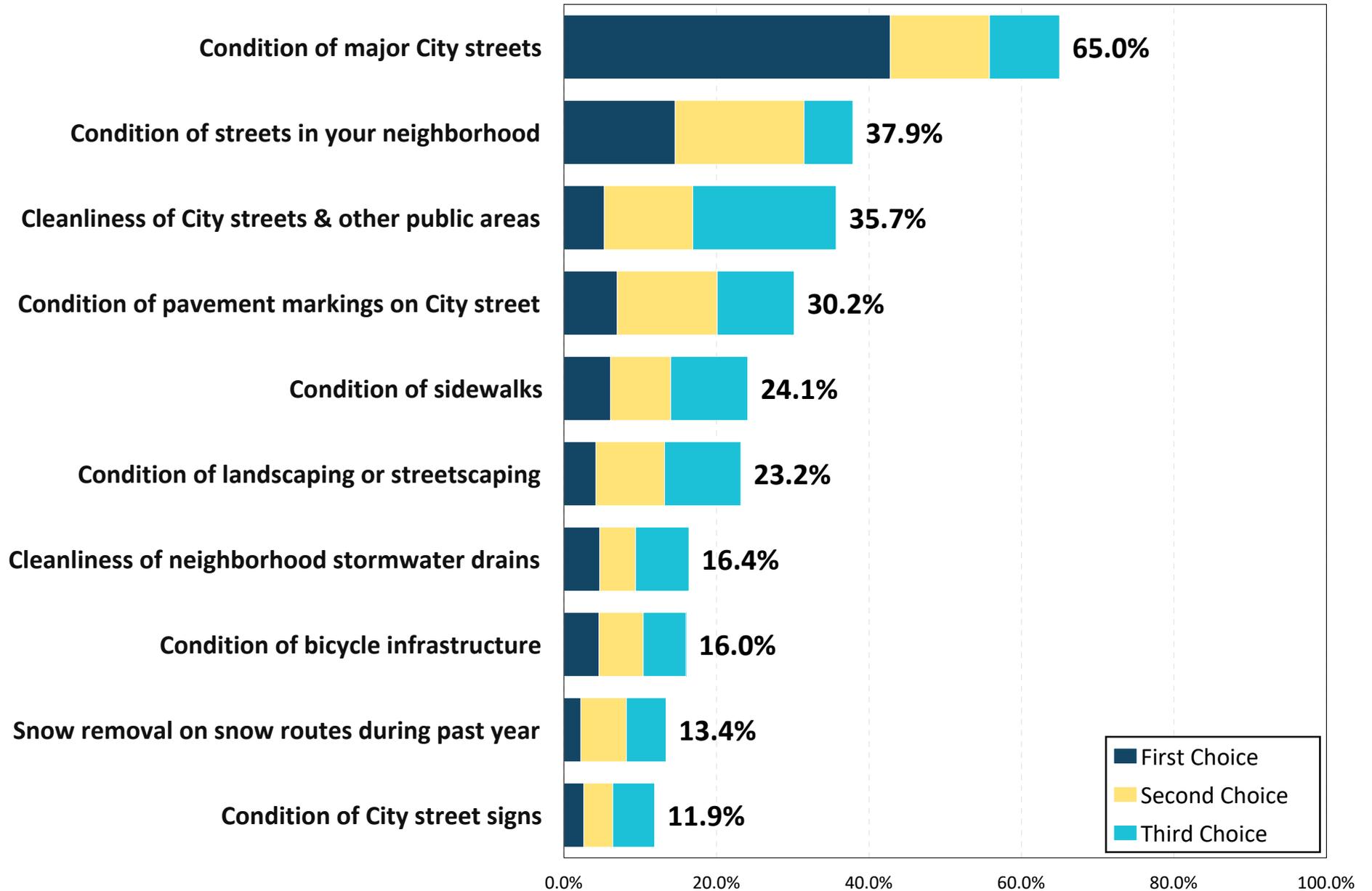
Category	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Condition of City street signs	11%	48%	27%	11%	3%
Snow removal on snow routes during the past year	12%	47%	25%	12%	4%
Cleanliness of neighborhood stormwater drains	9%	37%	28%	18%	8%
Condition of streets in your neighborhood	9%	34%	19%	24%	13%
Condition of landscaping or streetscaping	7%	36%	31%	18%	8%
Condition of sidewalks	6%	34%	30%	19%	11%
Condition of pavement markings on City street	7%	32%	26%	26%	10%
Condition of bicycle infrastructure	8%	29%	35%	18%	10%
Cleanliness of City streets and other public areas	4%	31%	31%	25%	9%
Condition of major City streets	3%	24%	18%	38%	17%

■ Very satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very dissatisfied

Q13: Maintenance Services

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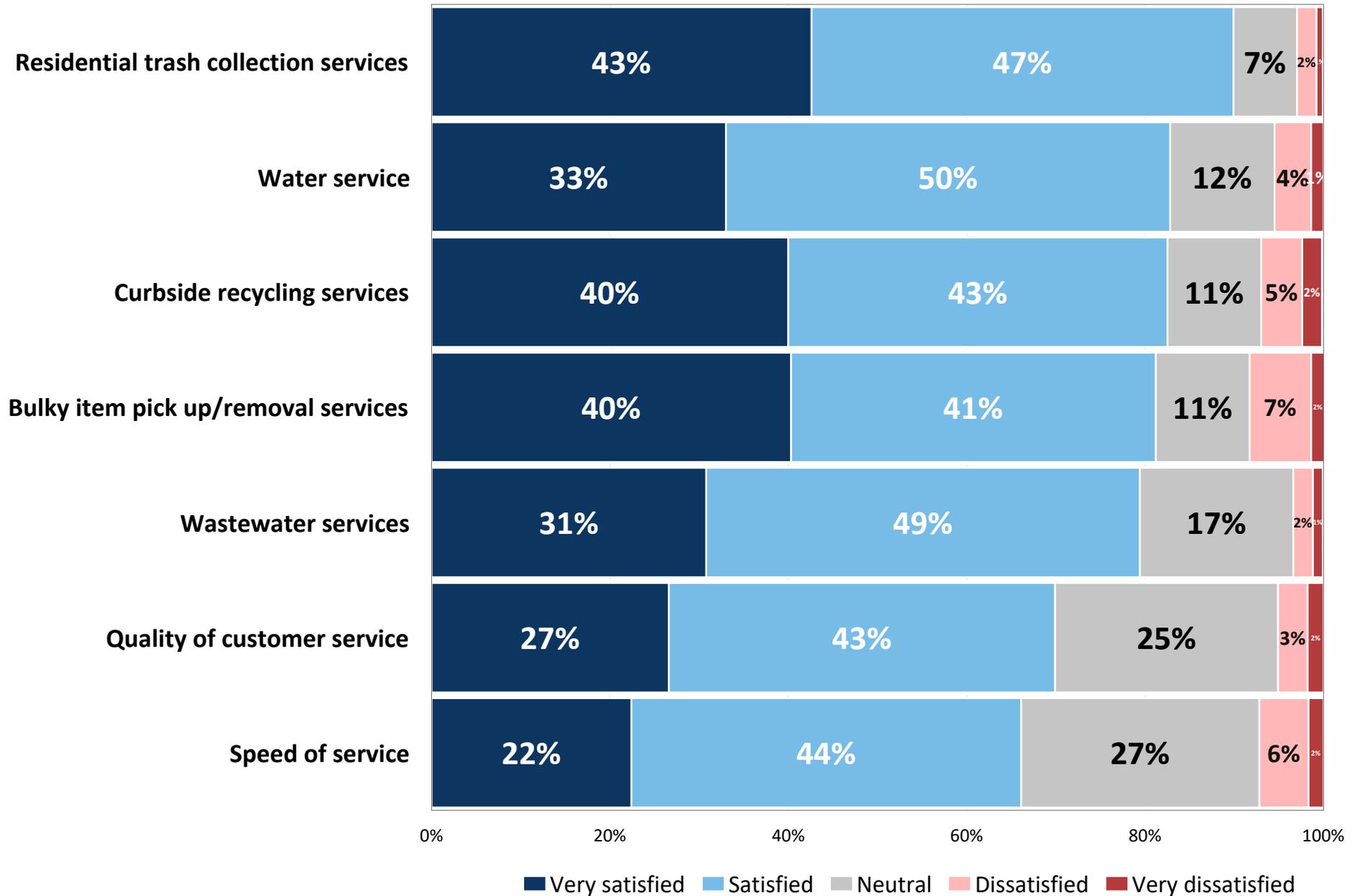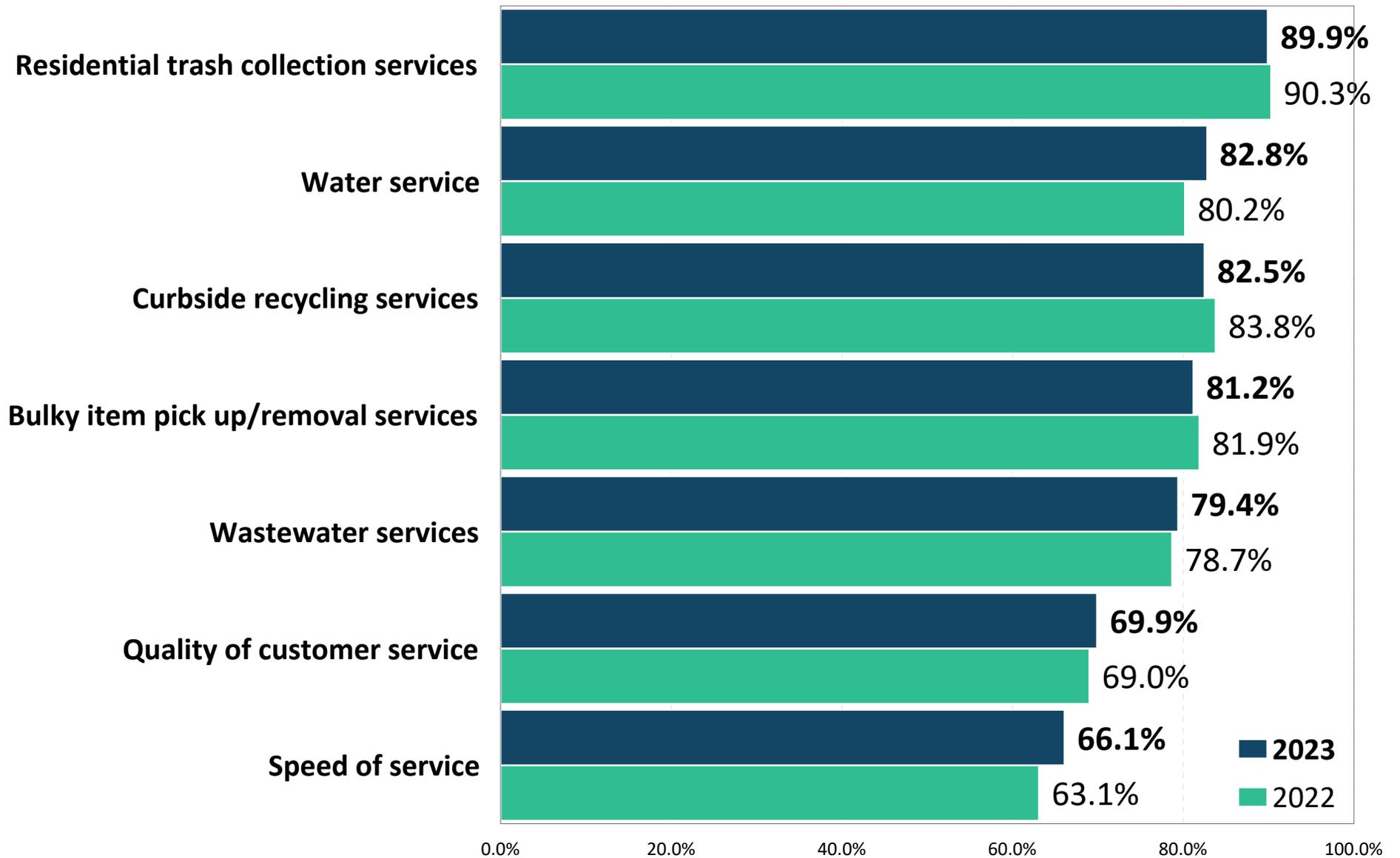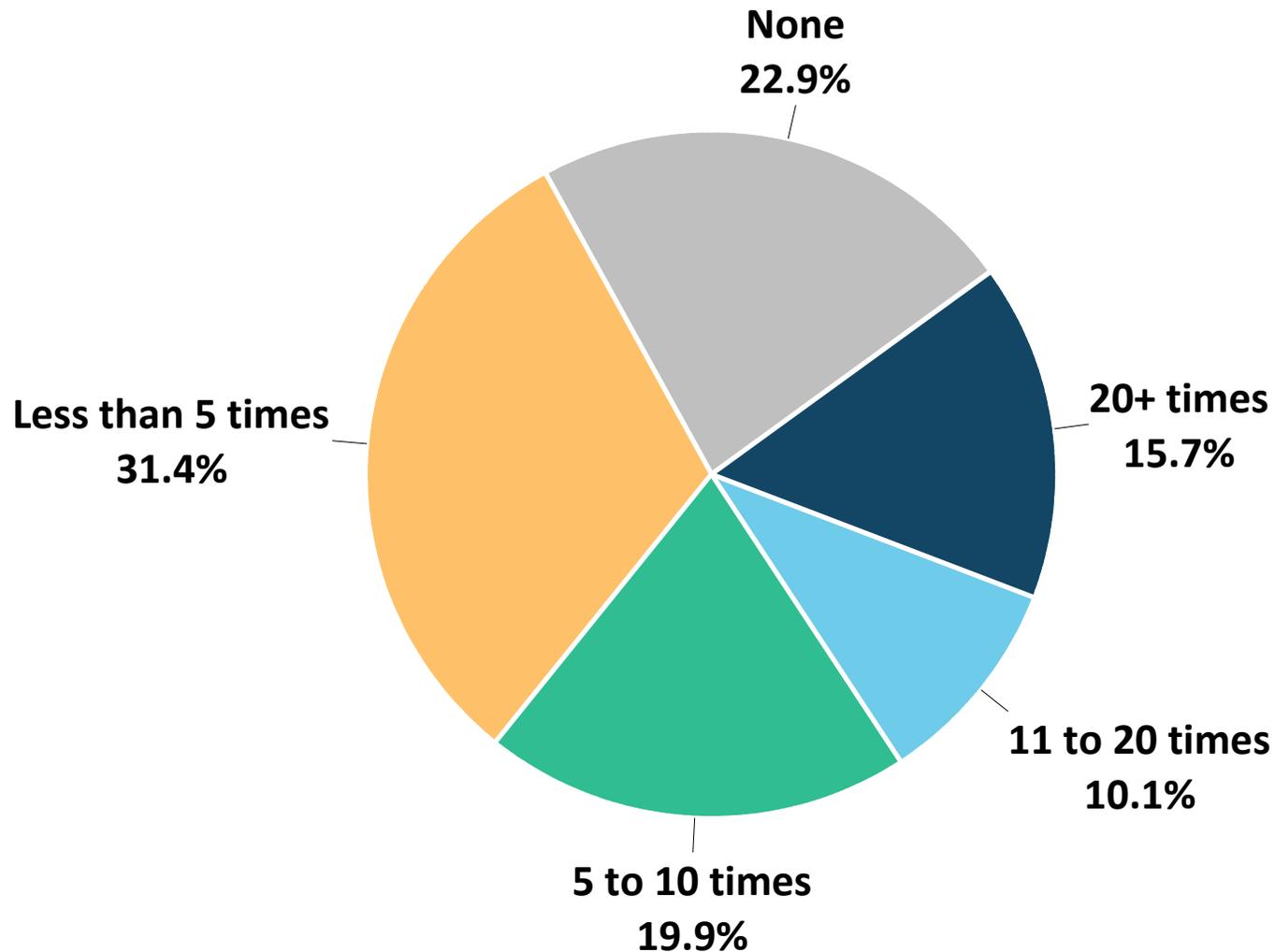

Condition of street signs
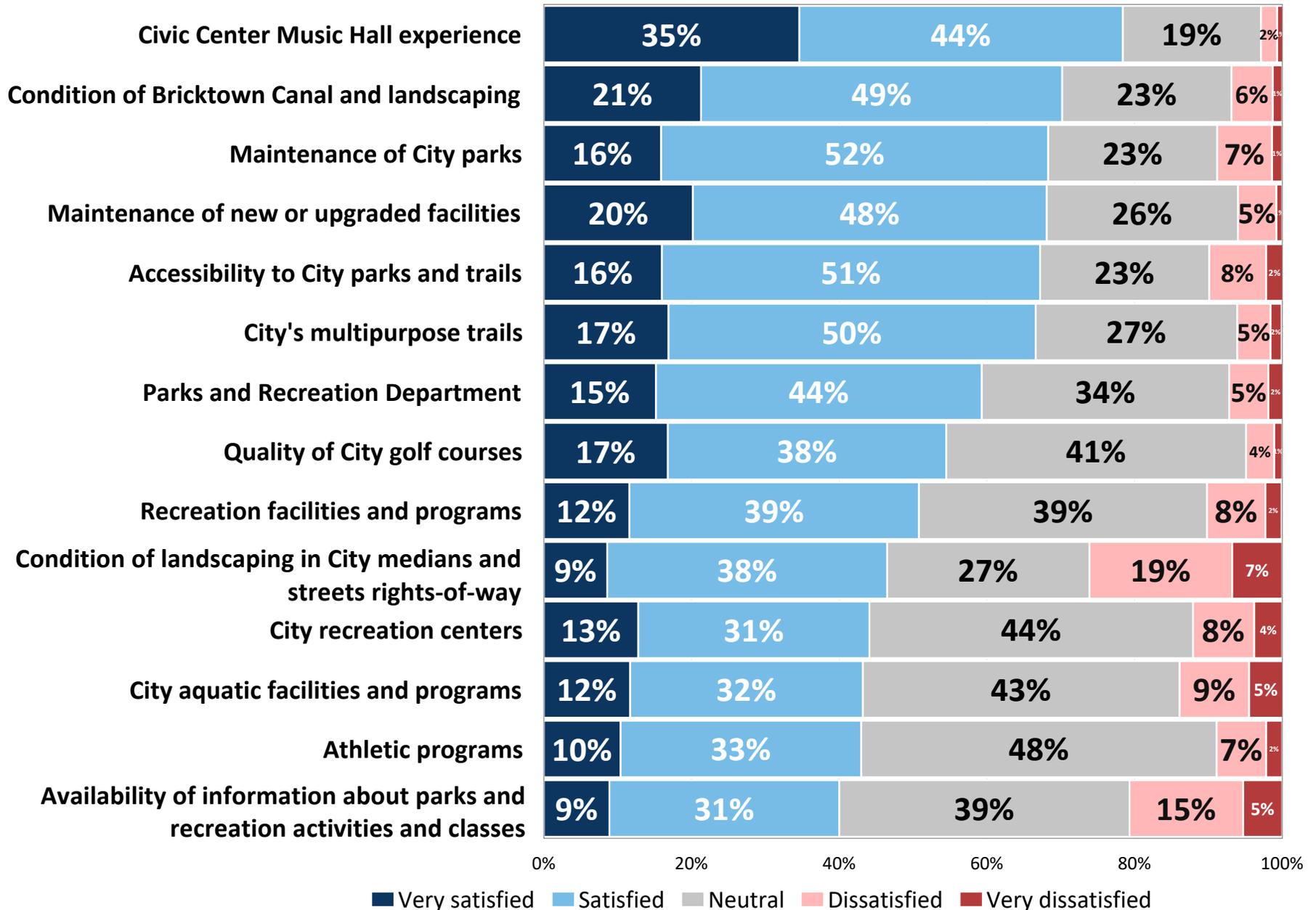- 2023: **59.2%**
- 2022: 62.2%

Snow removal on snow routes during past year
- 2023: **59.1%**
- 2022: 57.1%

Cleanliness of neighborhood stormwater drains
- 2023: **46.0%**
- 2022: 47.5%

Condition of streets in your neighborhood
- 2023: **43.3%**
- 2022: 39.3%

Condition of landscaping in medians
- 2023: **43.0%**
- 2022: 46.7%

Condition of sidewalks
- 2023: **39.9%**
- 2022: 45.3%

Condition of pavement markings on City streets
- 2023: **38.6%**
- 2022: 38.7%

Condition of bicycle infrastructure
- 2023: **36.9%**
- 2022: 36.4%

Cleanliness of City streets & other public areas
- 2023: **34.8%**
- 2022: 37.8%

Condition of major City streets
- 2023: **27.3%**
- 2022: 27.8%

Legend: **2023**, 2022

Q14: Maintenance Service Priorities

by the sum percentage of respondents top three choices

Condition of major City streets	**65.0%**
Condition of streets in your neighborhood	**37.9%**
Cleanliness of City streets & other public areas	**35.7%**
Condition of pavement markings on City street	**30.2%**
Condition of sidewalks	**24.1%**
Condition of landscaping or streetscaping	**23.2%**
Cleanliness of neighborhood stormwater drains	**16.4%**
Condition of bicycle infrastructure	**16.0%**
Snow removal on snow routes during past year	**13.4%**
Condition of City street signs	**11.9%**

Legend:
- First Choice
- Second Choice
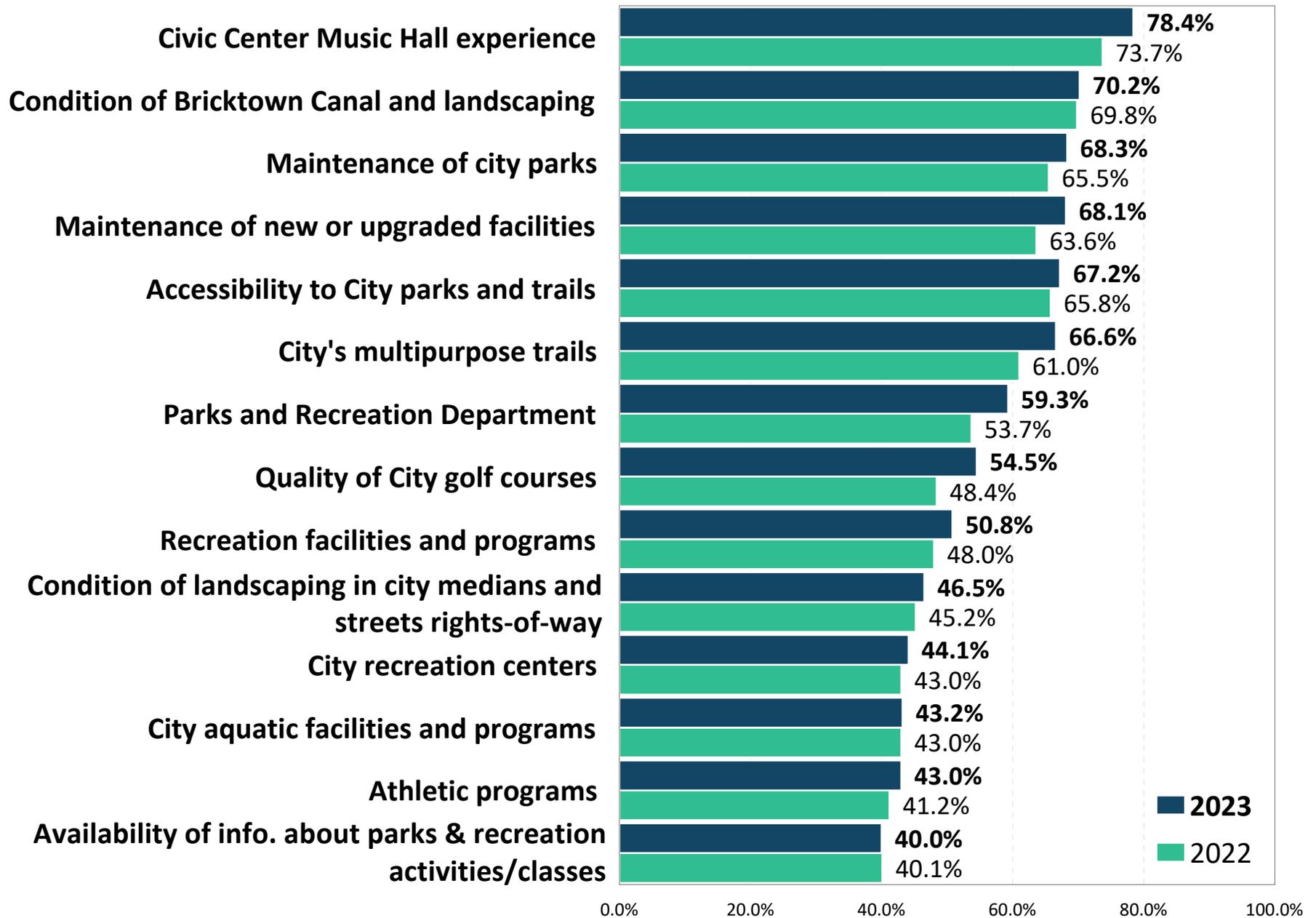- Third Choice

X-axis: 0.0%, 20.0%, 40.0%, 60.0%, 80.0%, 100.0%

Q15: 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)
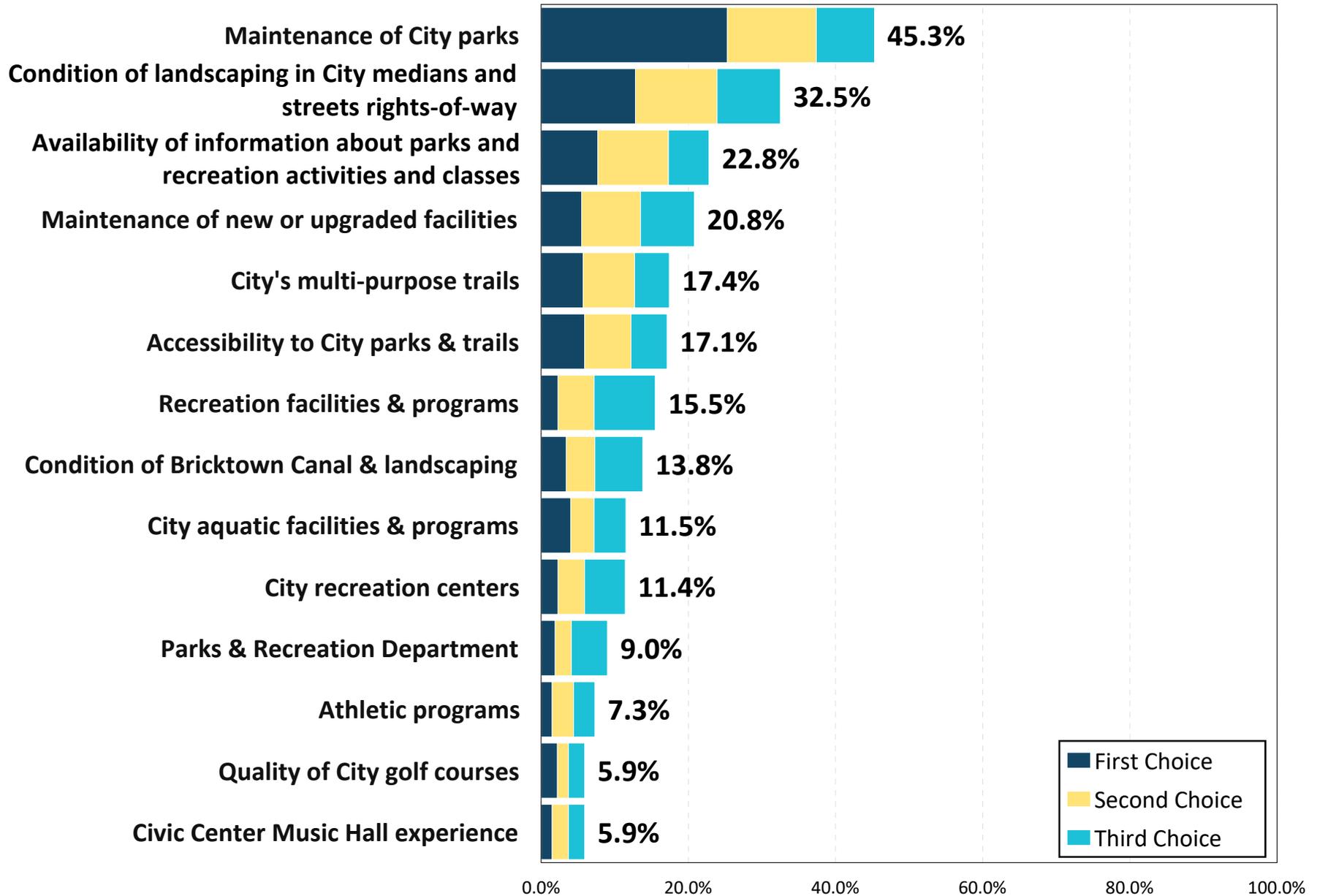

Service	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Residential trash collection services	43%	47%	7%	2%	
Water service	33%	50%	12%	4%	1%
Curbside recycling services	40%	43%	11%	5%	2%
Bulky item pick up/removal services	40%	41%	11%	7%	2%
Wastewater services	31%	49%	17%	2%	1%
Quality of customer service	27%	43%	25%	3%	2%
Speed of service	22%	44%	27%	6%	2%

■ Very satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very dissatisfied

Q15: City Utility Services

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

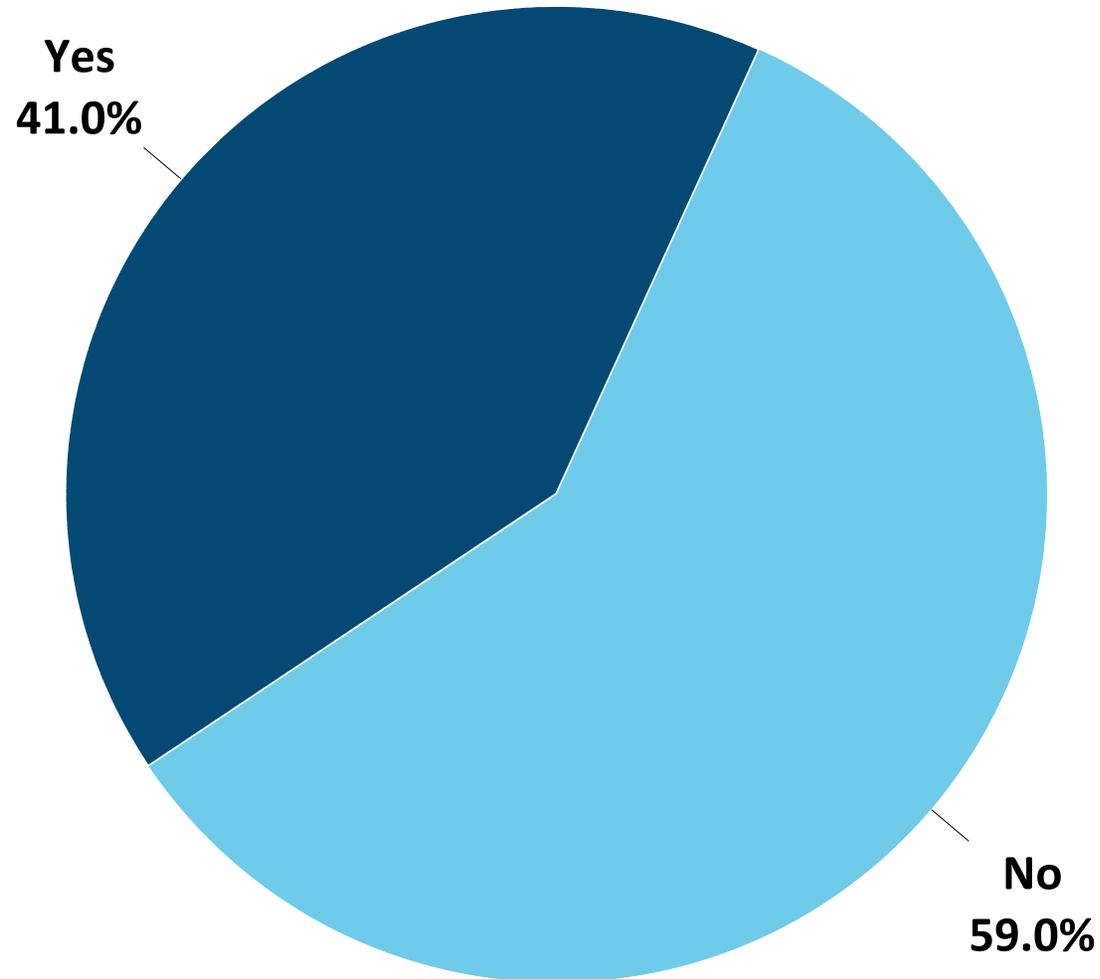**Residential trash collection services**
- 2023: **89.9%**
- 2022: 90.3%

Water service
- 2023: **82.8%**
- 2022: 80.2%

Curbside recycling services
- 2023: **82.5%**
- 2022: 83.8%

Bulky item pick up/removal services
- 2023: **81.2%**
- 2022: 81.9%

Wastewater services
- 2023: **79.4%**
- 2022: 78.7%

Quality of customer service
- 2023: **69.9%**
- 2022: 69.0%

Speed of service
- 2023: **66.1%**
- 2022: 63.1%

Legend: **2023**, 2022

X-axis: 0.0%, 20.0%, 40.0%, 60.0%, 80.0%, 100.0%

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 *don't know* responses)

None
22.9%

20+ times
15.7%

11 to 20 times
10.1%

5 to 10 times
19.9%

Less than 5 times
31.4%

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)

Service	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Civic Center Music Hall experience	35%	44%	19%	2%	
Condition of Bricktown Canal and landscaping	21%	49%	23%	6%	1%
Maintenance of City parks	16%	52%	23%	7%	1%
Maintenance of new or upgraded facilities	20%	48%	26%	5%	
Accessibility to City parks and trails	16%	51%	23%	8%	2%
City's multipurpose trails	17%	50%	27%	5%	2%
Parks and Recreation Department	15%	44%	34%	5%	2%
Quality of City golf courses	17%	38%	41%	4%	1%
Recreation facilities and programs	12%	39%	39%	8%	2%
Condition of landscaping in City medians and streets rights-of-way	9%	38%	27%	19%	7%
City recreation centers	13%	31%	44%	8%	4%
City aquatic facilities and programs	12%	32%	43%	9%	5%
Athletic programs	10%	33%	48%	7%	2%
Availability of information about parks and recreation activities and classes	9%	31%	39%	15%	5%

Legend: ■ Very satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very dissatisfied

Q17: Parks and Recreation Services

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

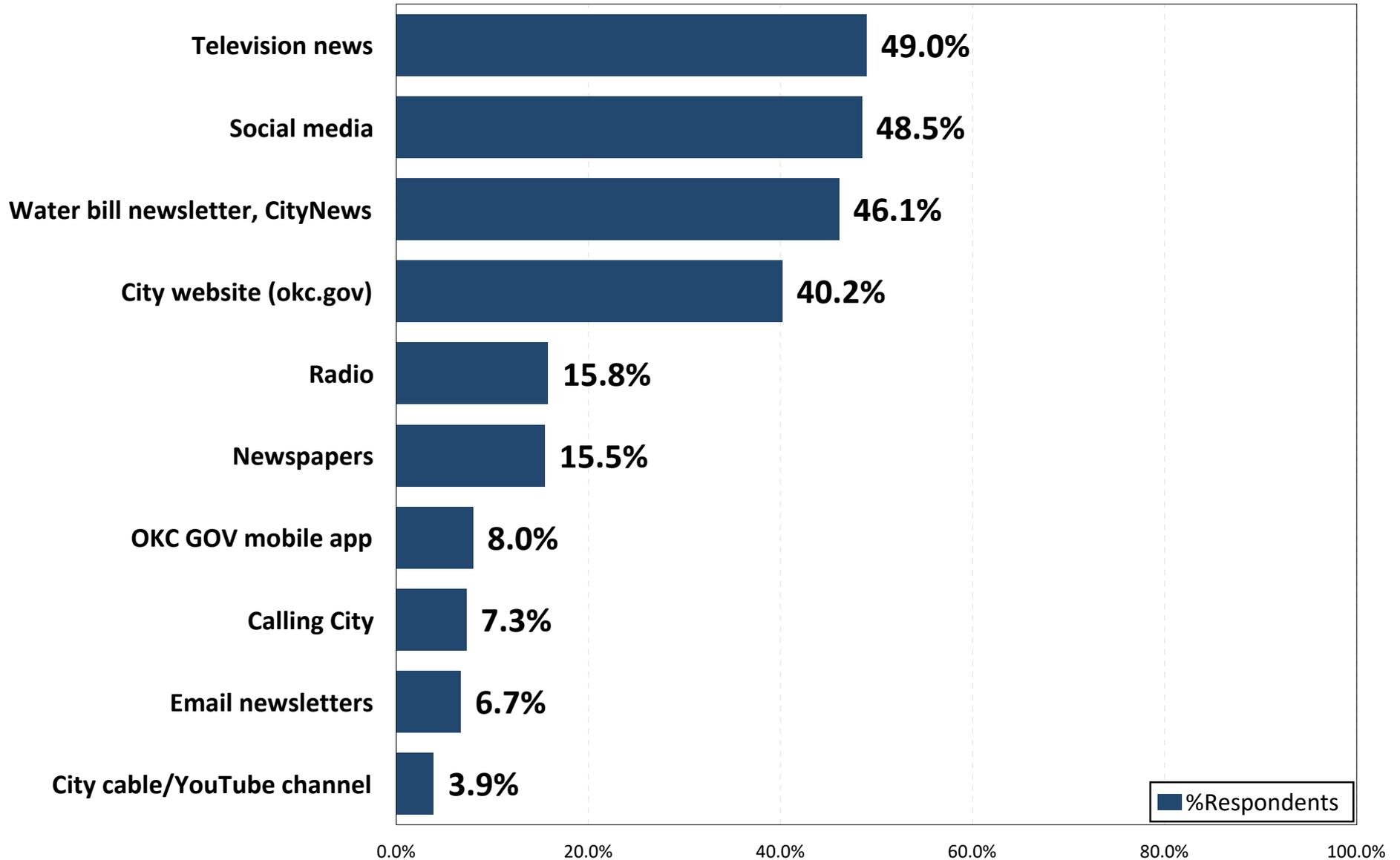| Service	2023	2022
Civic Center Music Hall experience	78.4%	73.7%
Condition of Bricktown Canal and landscaping	70.2%	69.8%
Maintenance of city parks	68.3%	65.5%
Maintenance of new or upgraded facilities	68.1%	63.6%
Accessibility to City parks and trails	67.2%	65.8%
City's multipurpose trails	66.6%	61.0%
Parks and Recreation Department	59.3%	53.7%
Quality of City golf courses	54.5%	48.4%
Recreation facilities and programs	50.8%	48.0%
Condition of landscaping in city medians and streets rights-of-way	46.5%	45.2%
City recreation centers	44.1%	43.0%
City aquatic facilities and programs	43.2%	43.0%
Athletic programs	43.0%	41.2%
Availability of info. about parks & recreation activities/classes	40.0%	40.1%

Q18: Parks and Recreation Services Priorities
by the sum percentage of respondents top three choices

Service	Percentage
Maintenance of City parks	45.3%
Condition of landscaping in City medians and streets rights-of-way	32.5%
Availability of information about parks and recreation activities and classes	22.8%
Maintenance of new or upgraded facilities	20.8%
City's multi-purpose trails	17.4%
Accessibility to City parks & trails	17.1%
Recreation facilities & programs	15.5%
Condition of Bricktown Canal & landscaping	13.8%
City aquatic facilities & programs	11.5%
City recreation centers	11.4%
Parks & Recreation Department	9.0%
Athletic programs	7.3%
Quality of City golf courses	5.9%
Civic Center Music Hall experience	5.9%

Legend:
- First Choice
- Second Choice
- Third Choice

(X-axis: 0.0%, 20.0%, 40.0%, 60.0%, 80.0%, 100.0%)

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

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

Yes
41.0%

No
59.0%

Q19a: 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)
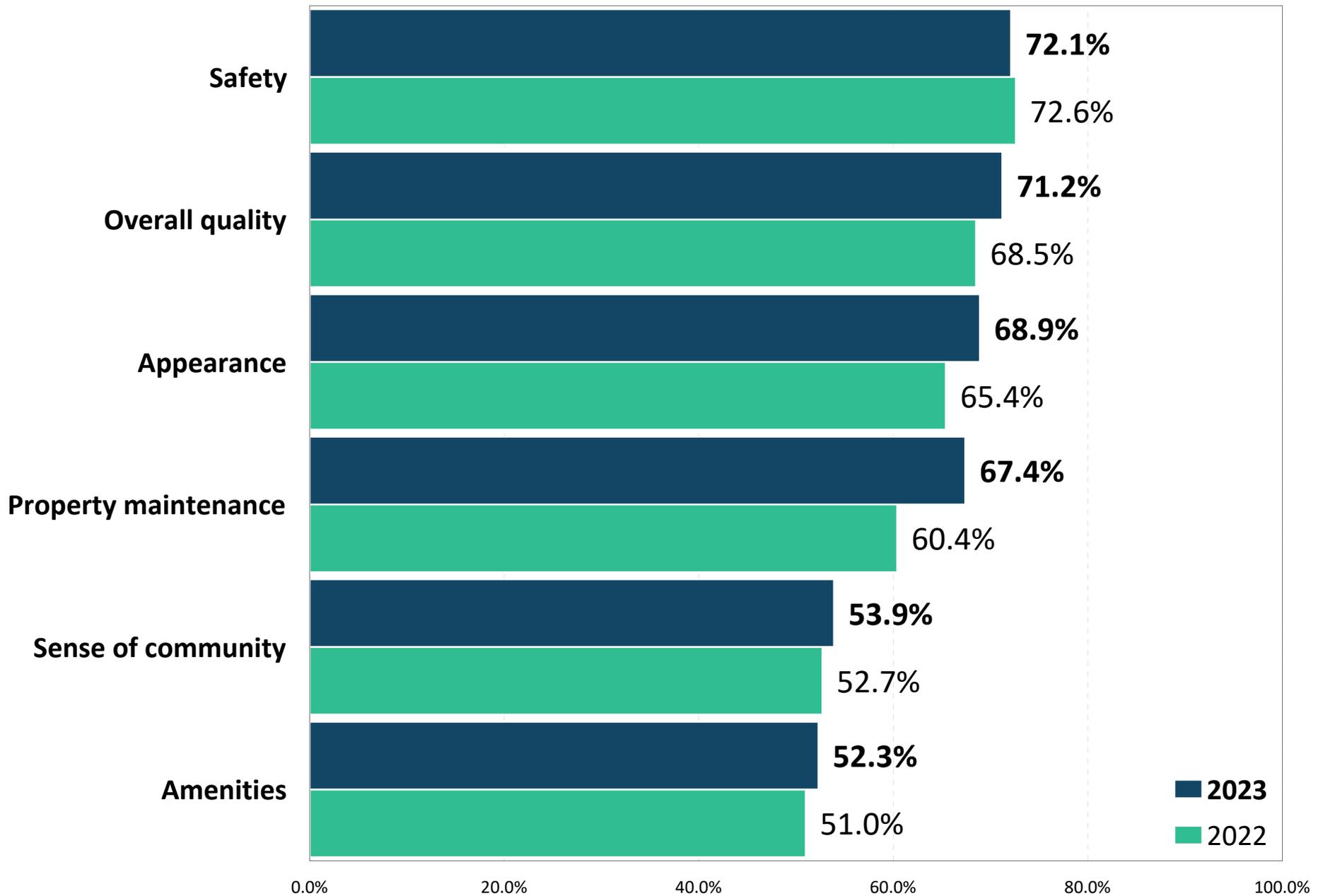

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
How helpful City staff was when you called	32%	39%	14%	11%	5%
The accuracy of the information you were given	31%	38%	18%	9%	5%
How quickly City staff responded to your request	27%	39%	15%	11%	8%
How helpful City staff was when you visited	30%	35%	20%	10%	4%
How well your issue was handled	28%	35%	14%	13%	10%
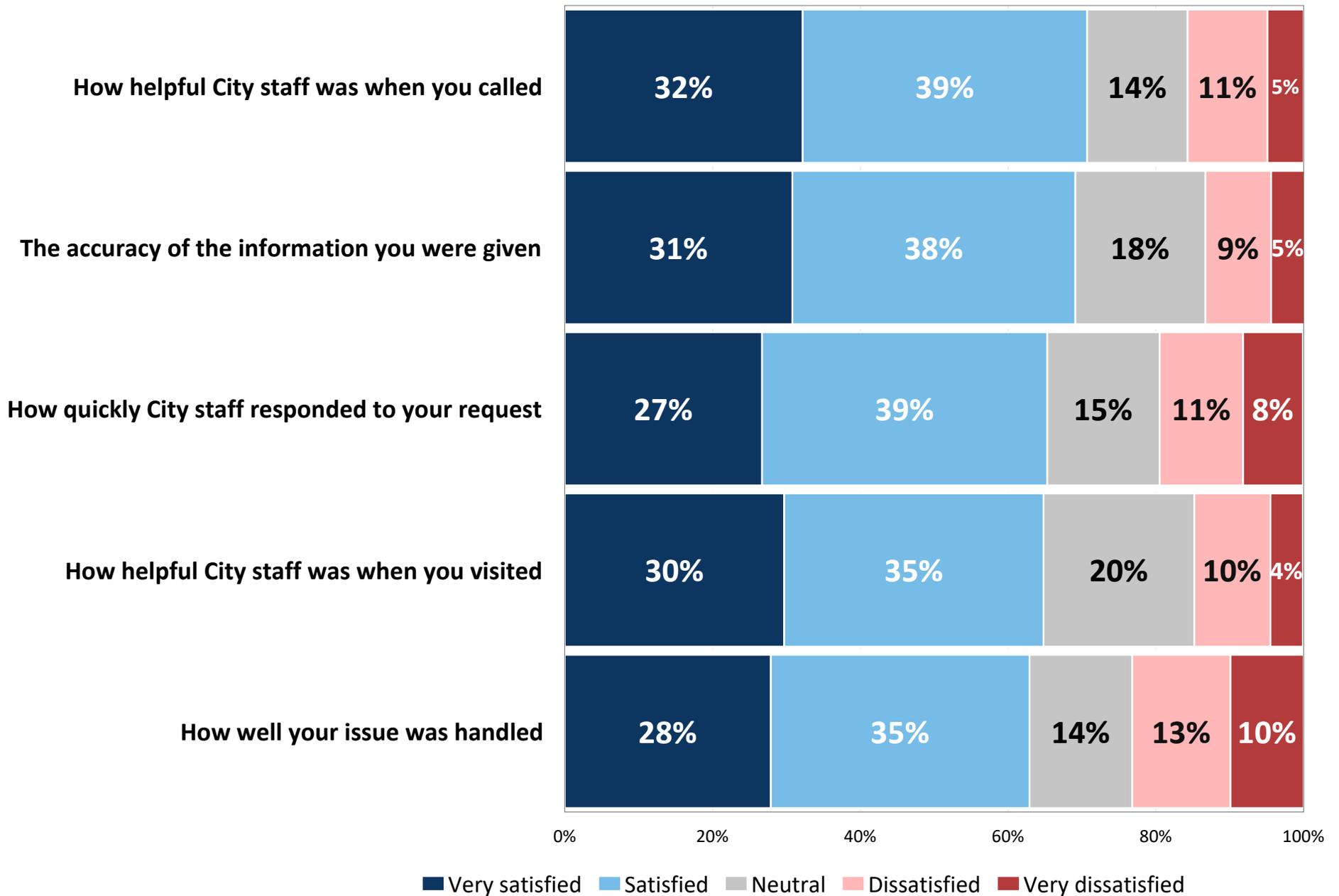
Q19a: Customer Service Provided by City Employees

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

How helpful City staff was when you called
- 2023: **70.7%**
- 2022: 70.7%

Accuracy of information you were given
- 2023: **69.1%**
- 2022: 67.9%

How quickly City staff responded to your request
- 2023: **65.3%**
- 2022: 67.3%

How helpful City staff was when you visited
- 2023: **64.8%**
- 2022: 62.0%

How well your issue was handled
- 2023: **62.9%**
- 2022: 61.3%

Legend: **2023**, 2022
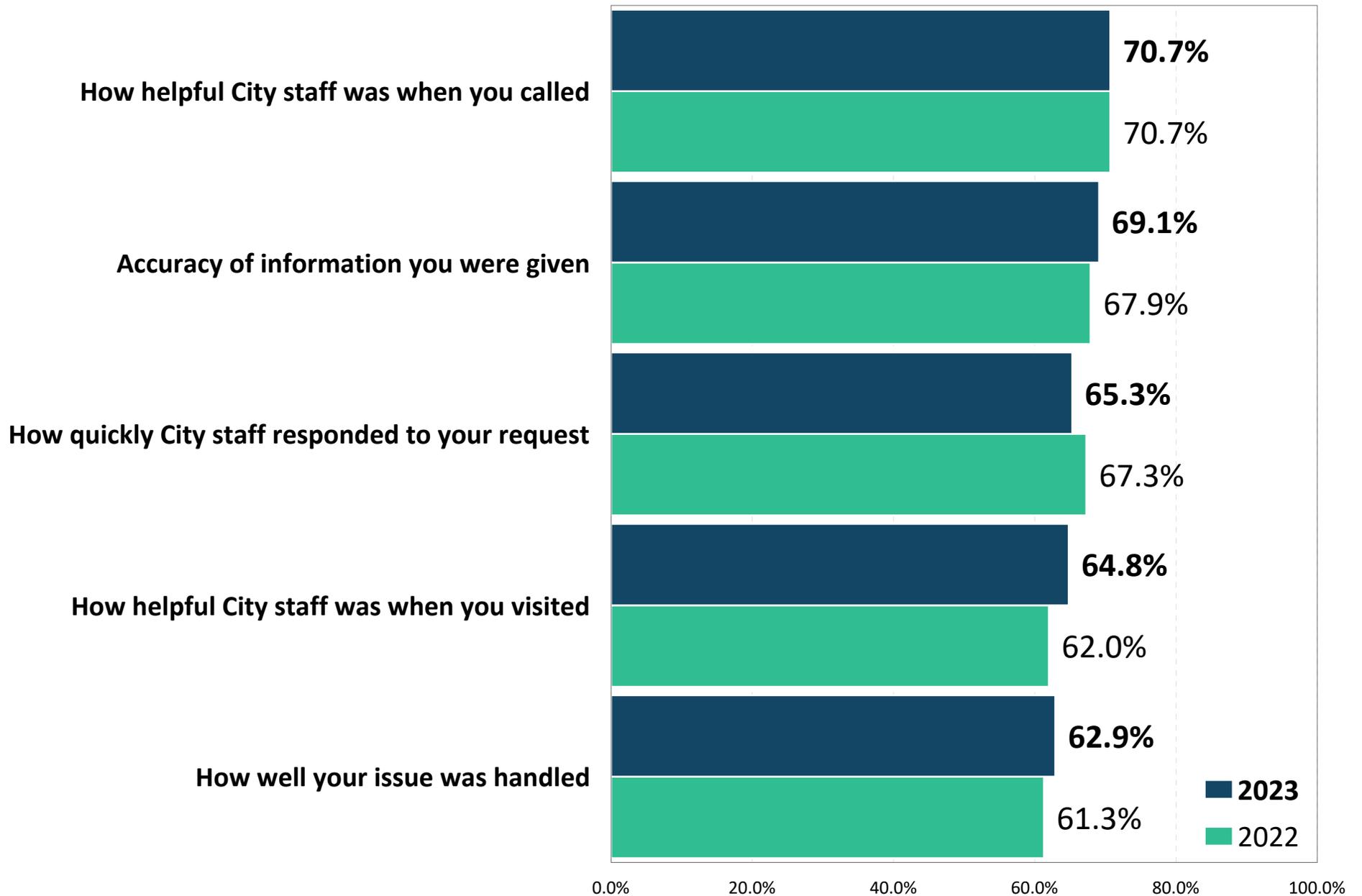
Q20: Communication

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)


	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
The information in the water bill newsletter	19%	51%	26%	4%	
The City's website (okc.gov) as a source of information	16%	47%	31%	6%	1%
The availability of news and information about the City	16%	39%	38%	7%	
Availability of news & information about the City	13%	41%	34%	10%	2%
The City's website as a means to transact business with the City	13%	39%	39%	7%	3%
Services and information provided by the City's Action Center	15%	35%	38%	10%	3%

Q20: Communication

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

ETC Institute (2023)
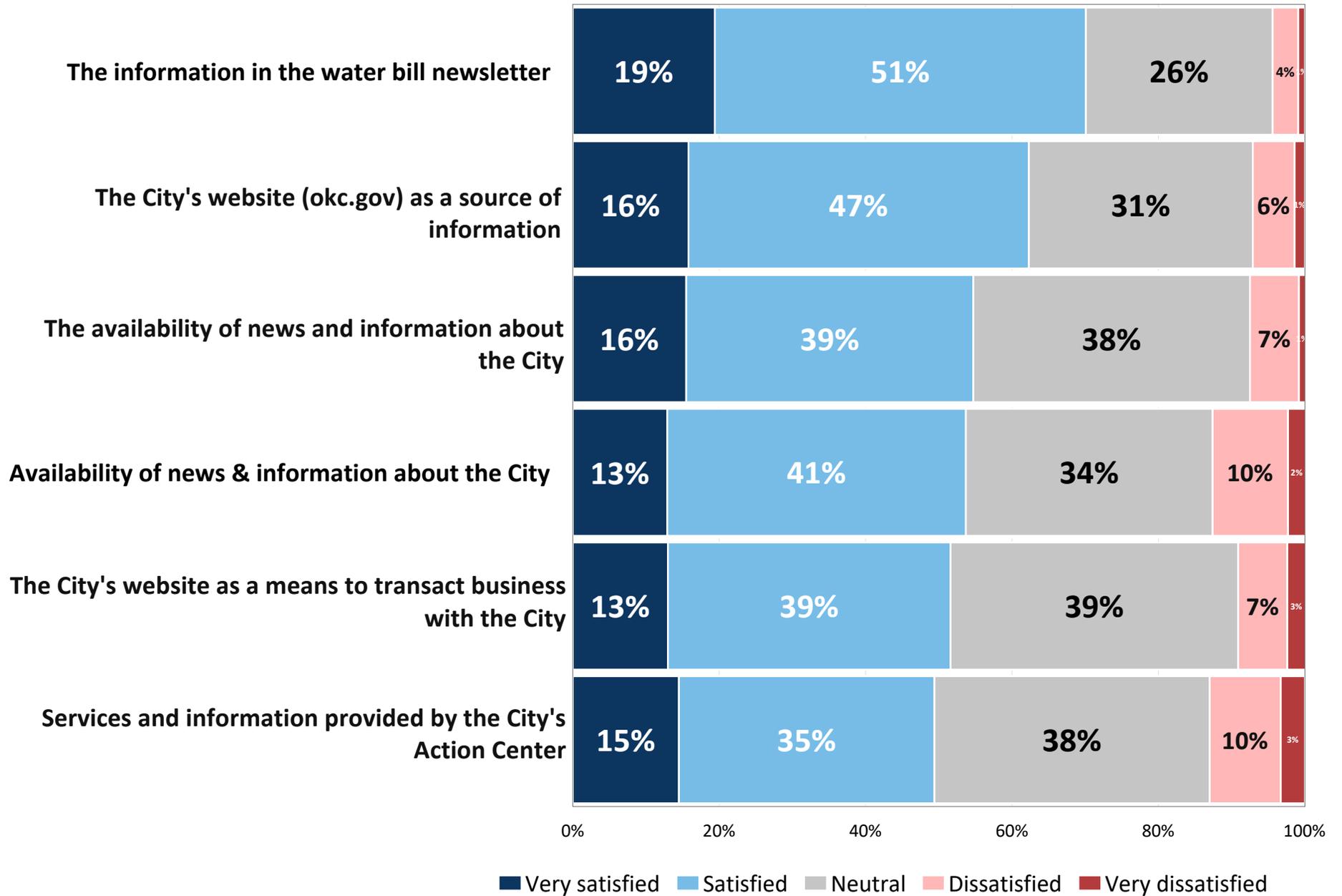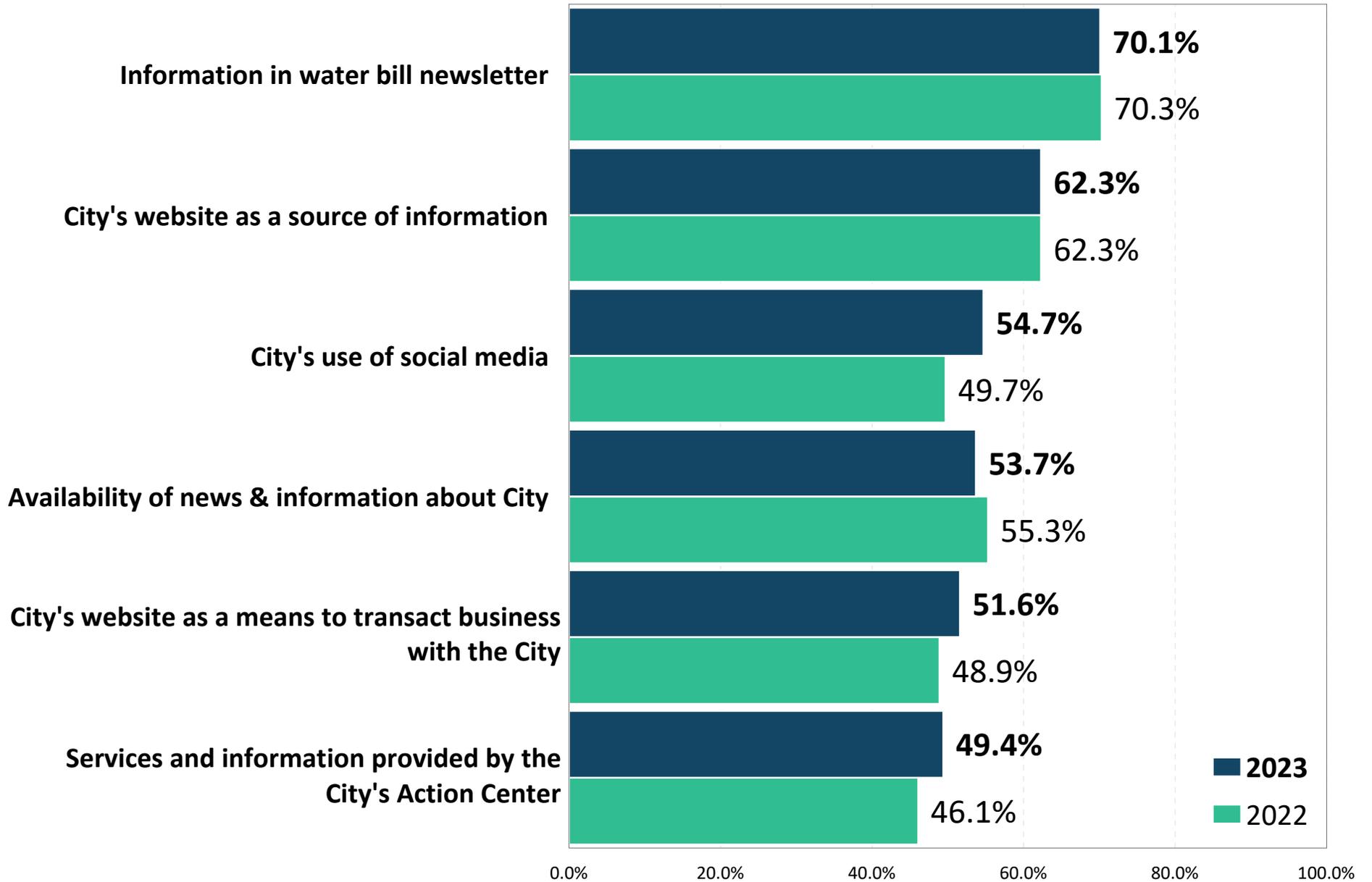
Q21: Physical Activity. Not counting activity at work, how often did you participate in any physical activity or exercise such as running, golfing, gardening, walking, cycling or calisthenics in the past month?

by percentage of respondents (excluding *don't know* responses)
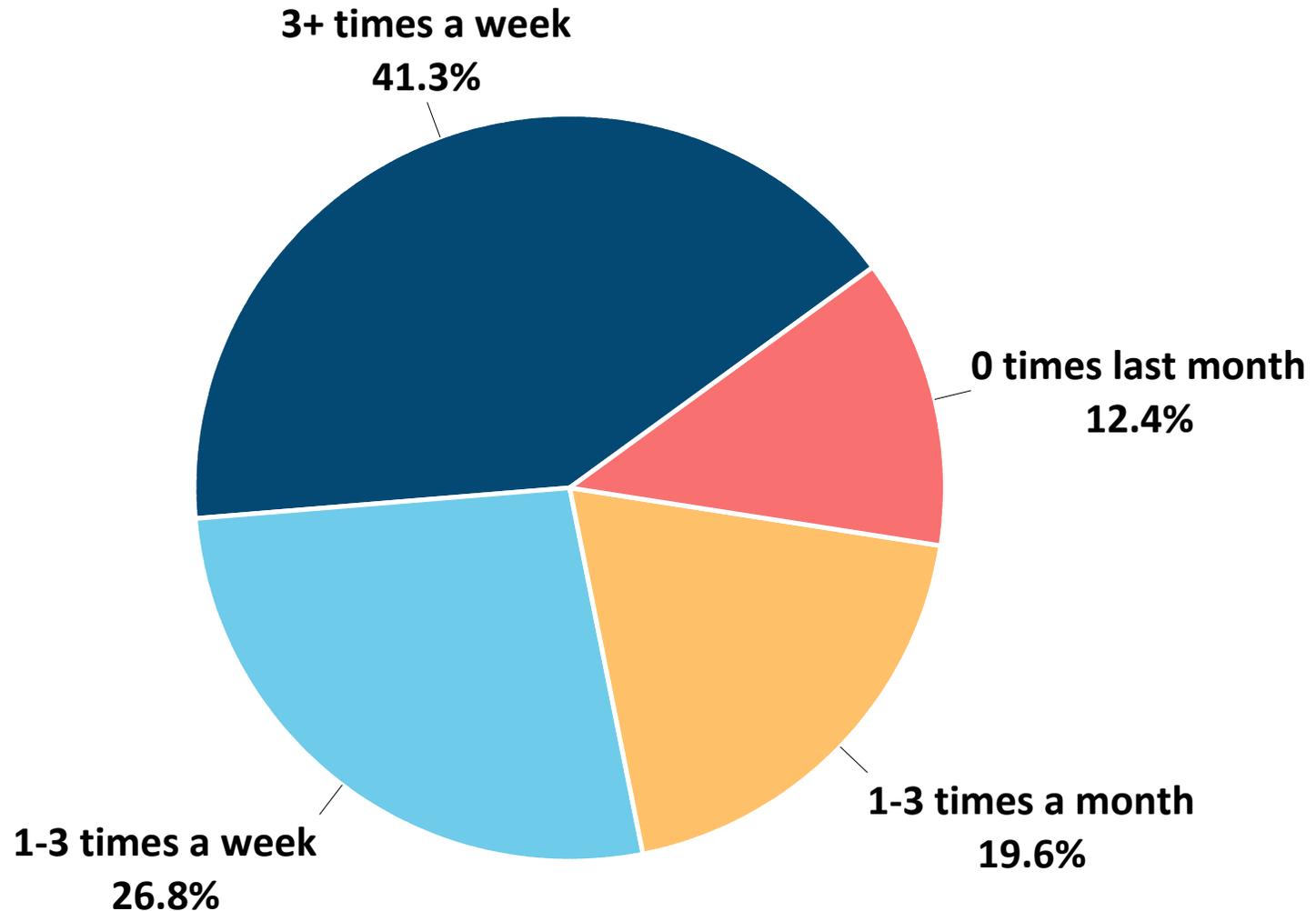
3+ times a week
41.3%

0 times last month
12.4%

1-3 times a month
19.6%

1-3 times a week
26.8%

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)

Category	Percentage
Television news	49.0%
Social media	48.5%
Water bill newsletter, CityNews	46.1%
City website (okc.gov)	40.2%
Radio	15.8%
Newspapers	15.5%
OKC GOV mobile app	8.0%
Calling City	7.3%
Email newsletters	6.7%
City cable/YouTube channel	3.9%

%Respondents

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

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)

Category	%Respondents
Call Action Center (297-2535)	39.4%
Online at okc.gov	36.7%
Call the department	27.5%
Text 405-252-1053	13.0%
OKC Connect mobile app	13.0%
Email	11.5%
Social media	4.3%
Mail	0.8%
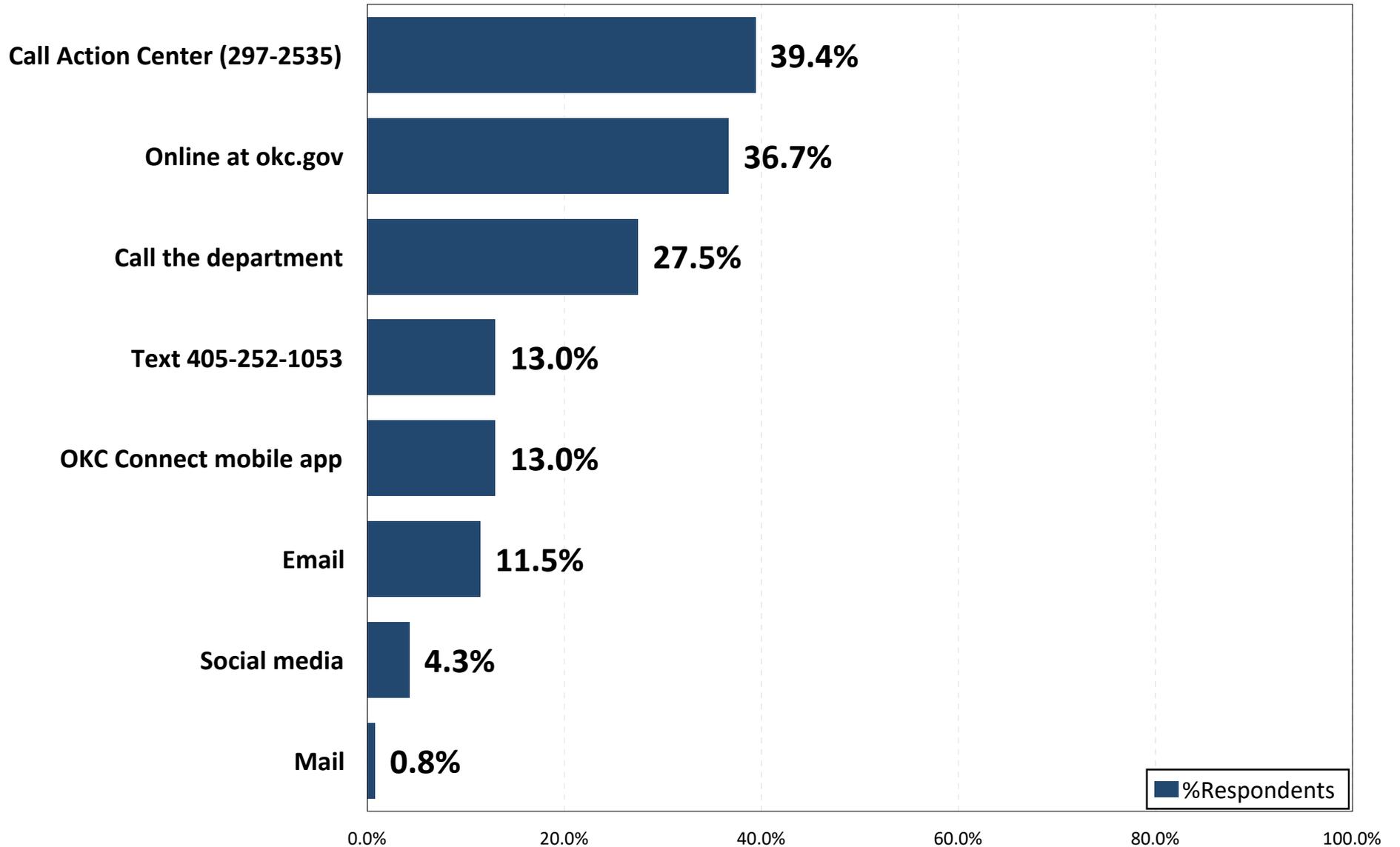
Q24: Overall Ratings of the City

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

	Excellent	Good	Neutral	Below average	Poor
As a place to live	28%	53%	10%	7%	2%
As a place to work	26%	51%	14%	8%	2%
As a City that is moving in the right direction	29%	42%	18%	7%	4%
As a place to raise children	24%	43%	15%	12%	6%
As a place to visit	22%	43%	19%	12%	4%
As a place to retire	23%	41%	18%	11%	7%

■ Excellent ■ Good ■ Neutral ■ Below average ■ Poor

Q24: Overall Ratings of the City

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

As a place to live
- 2023: **81.2%**
- 2022: 81.4%

As a place to work
- 2023: **76.3%**
- 2022: 76.8%

As a City that is moving in right direction
- 2023: **70.6%**
- 2022: 69.0%

As a place to raise children
- 2023: **67.1%**
- 2022: 69.8%

As a place to visit
- 2023: **65.2%**
- 2022: 65.7%

As a place to retire
- 2023: **64.1%**
- 2022: 65.3%

■ **2023**
■ 2022

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

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Safety	28%	45%	14%	10%	4%
Overall quality	19%	52%	18%	9%	2%
Appearance	24%	45%	16%	12%	3%
Property maintenance	21%	47%	17%	12%	4%
Sense of community	20%	34%	28%	13%	5%
Amenities	14%	38%	21%	18%	9%

■ Very satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very dissatisfied

Q25: Aspects of Neighborhoods

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

Safety — 72.1% (2023), 72.6% (2022)
Overall quality — 71.2% (2023), 68.5% (2022)
Appearance — 68.9% (2023), 65.4% (2022)
Property maintenance — 67.4% (2023), 60.4% (2022)
Sense of community — 53.9% (2023), 52.7% (2022)
Amenities — 52.3% (2023), 51.0% (2022)

Legend: 2023, 2022

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

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

21-30 years
18%

16-20 years
8%

11-15 years
6%

6-10 years
9%

0-5 years
10%

31+ years
50%
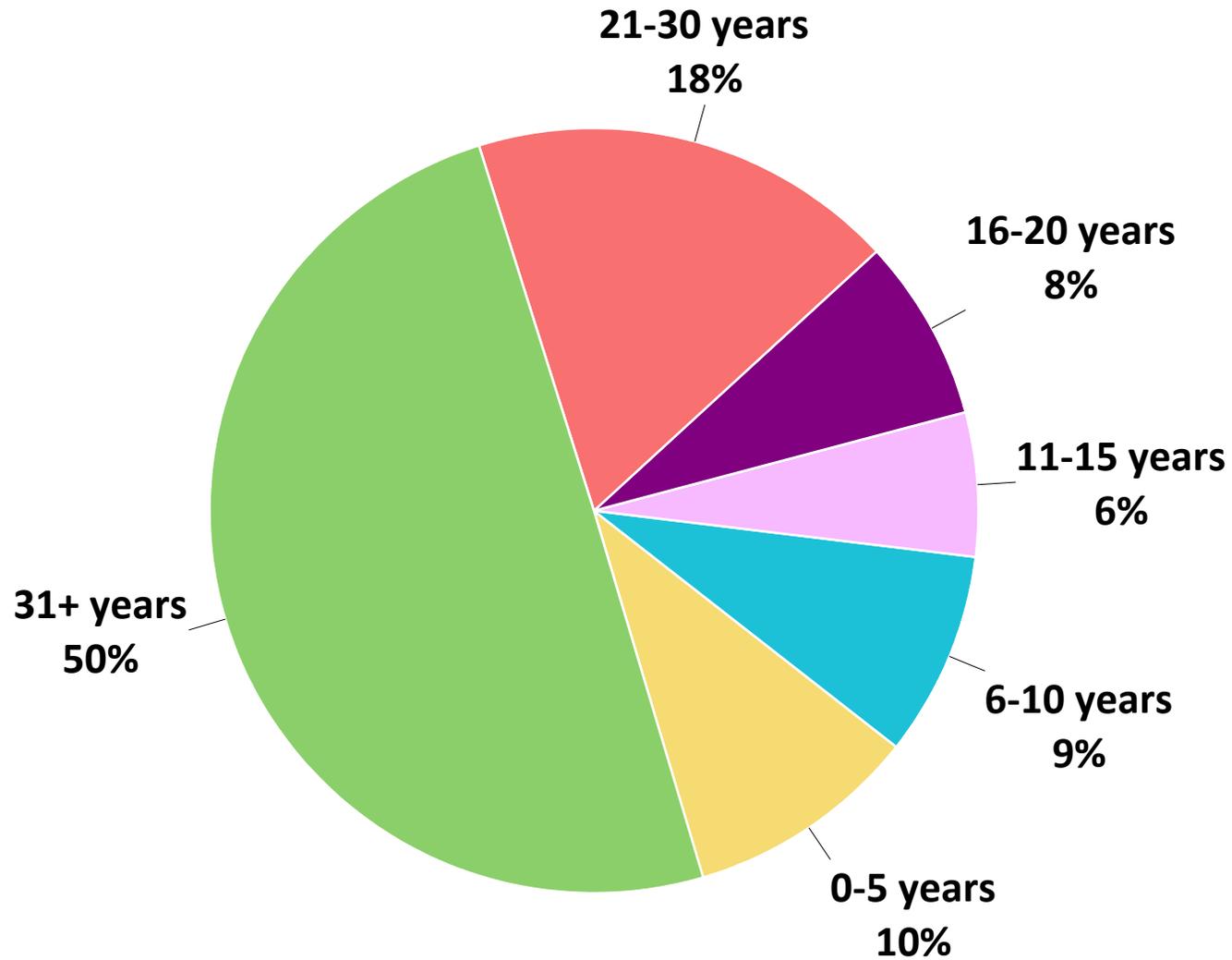
Q27: Are you registered to vote?

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

Yes
92.7%

No
7.3%
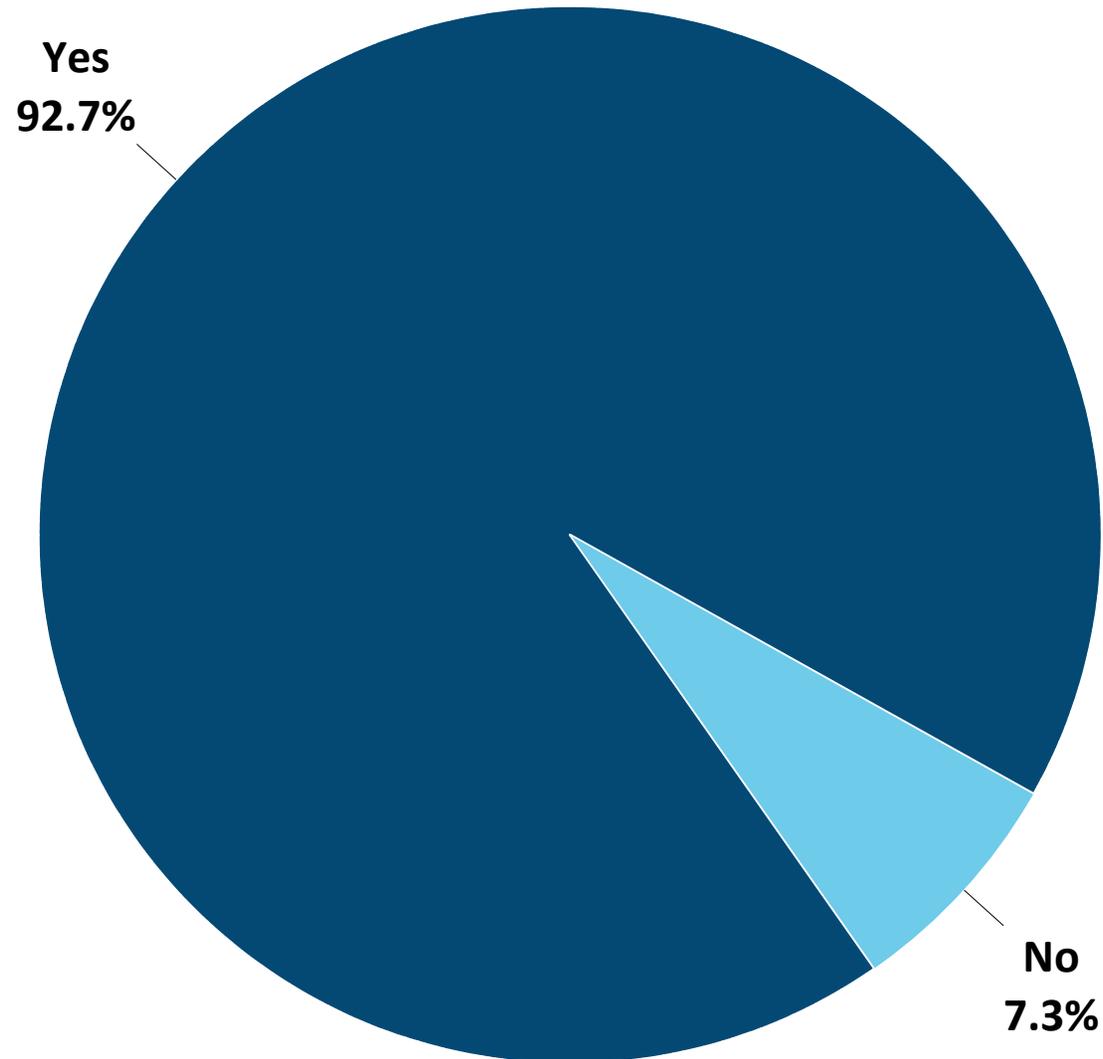
Q28: What is your age?

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

45-54 years
19.5%

35-44 years
19.8%

55-64 years
20.5%

18-34 years
19.8%

65+ years
20.3%
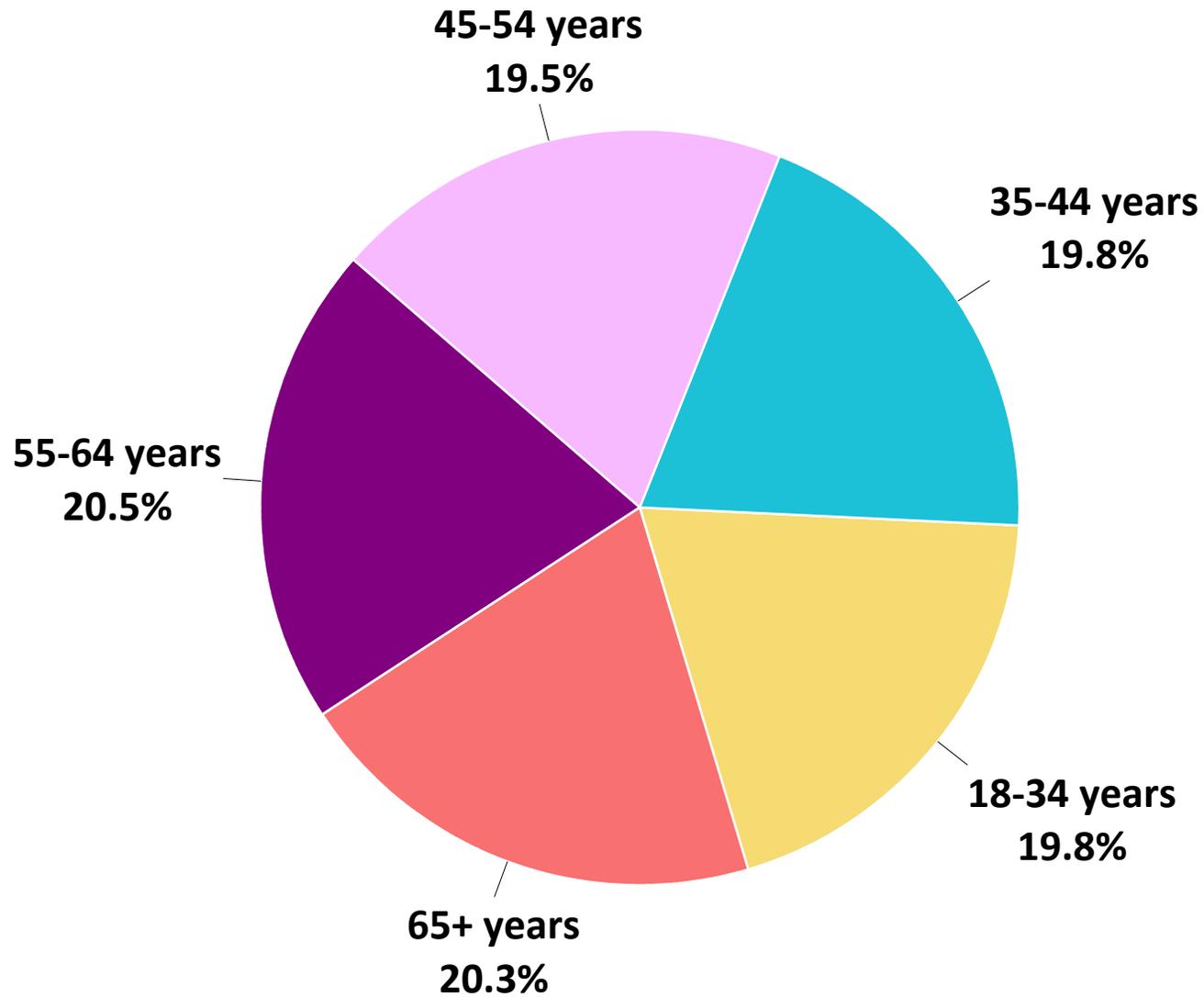
Q29: With which of the following genders do you identify most?

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

Male
49.7%

Female
49.5%

Prefer to self-describe
0.3%

Non-Binary
0.5%
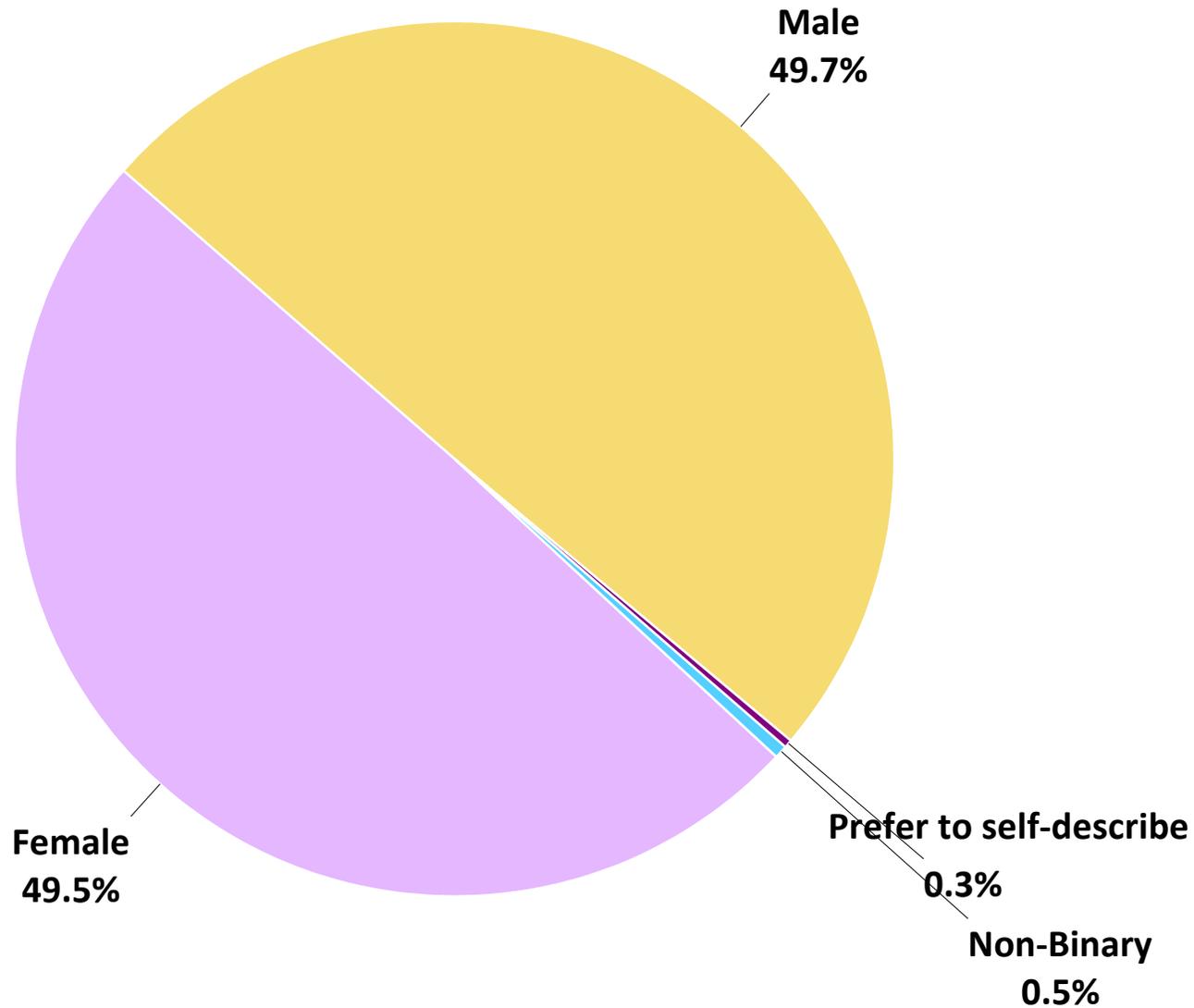
Q30: Do you own or rent your current residence?

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

Own
74.9%

Rent
25.1%
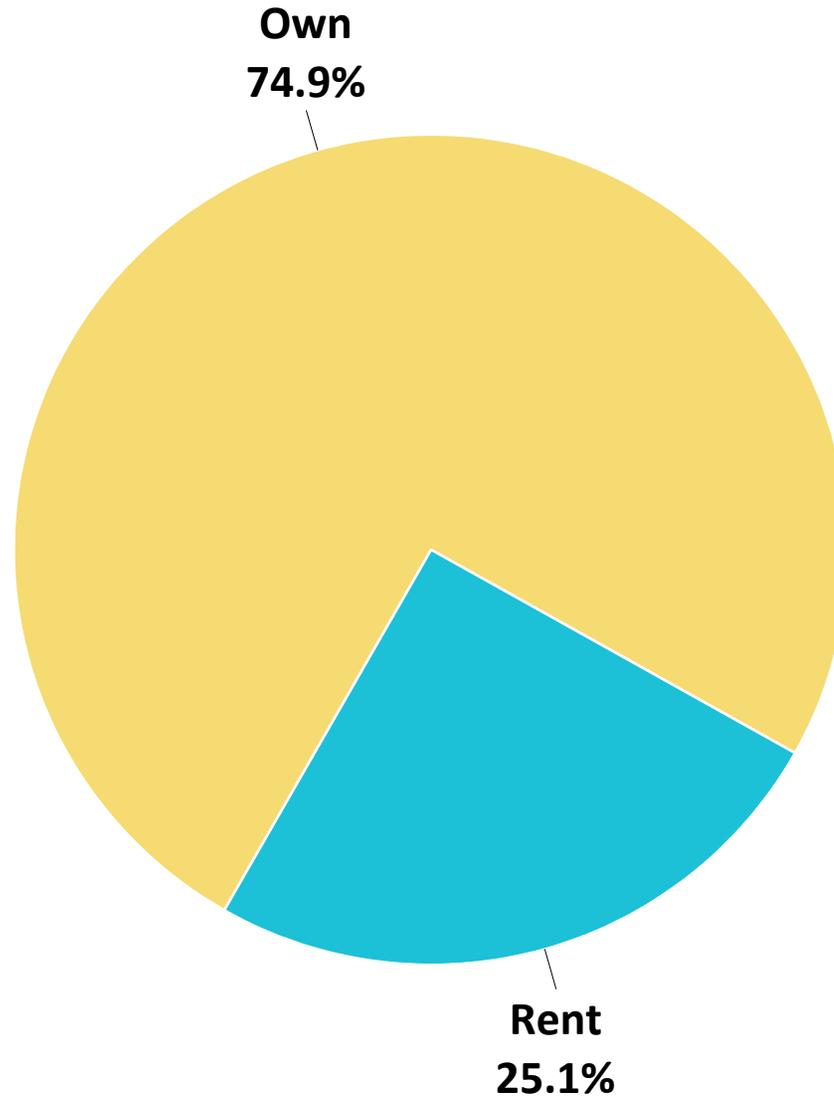
Q31. Which of the following best describes your race/ethniCity?

by percentage of respondents (multiple choices could be selected)

Category	%
White or Caucasian	63.4%
Hispanic, Spanish, or Latino/a/x	19.1%
Black or African American	13.8%
Asian or Asian Indian	4.3%
American Indian or Alaska Native	3.5%
Native Hawaiian or other Pacific Islander	0.3%
Other	0.9%
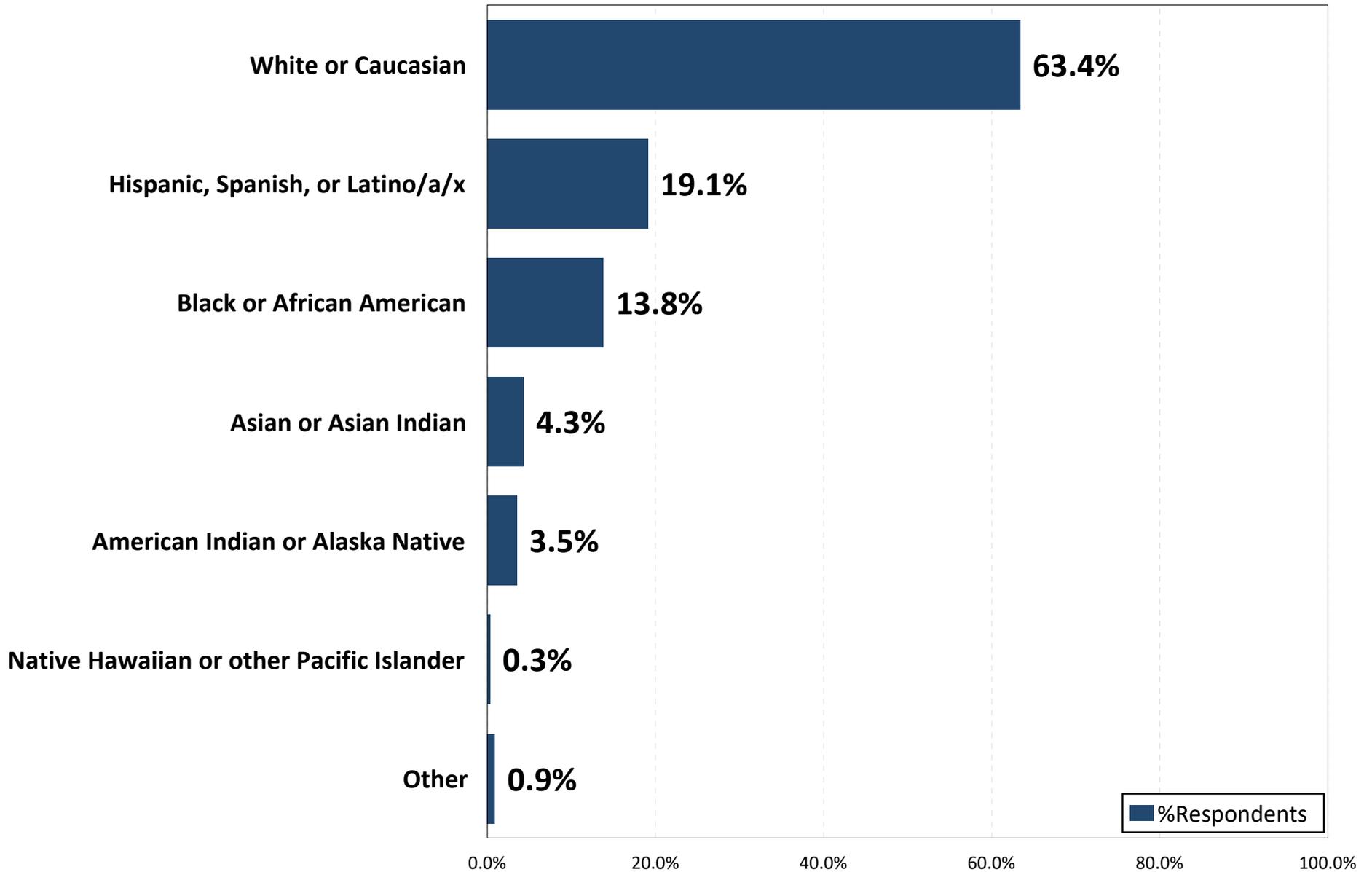
%Respondents

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

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

$60K to $99,999
28.5%

$30K to $59,999
28.2%

$100K+
26.2%

Under $30K
17.1%
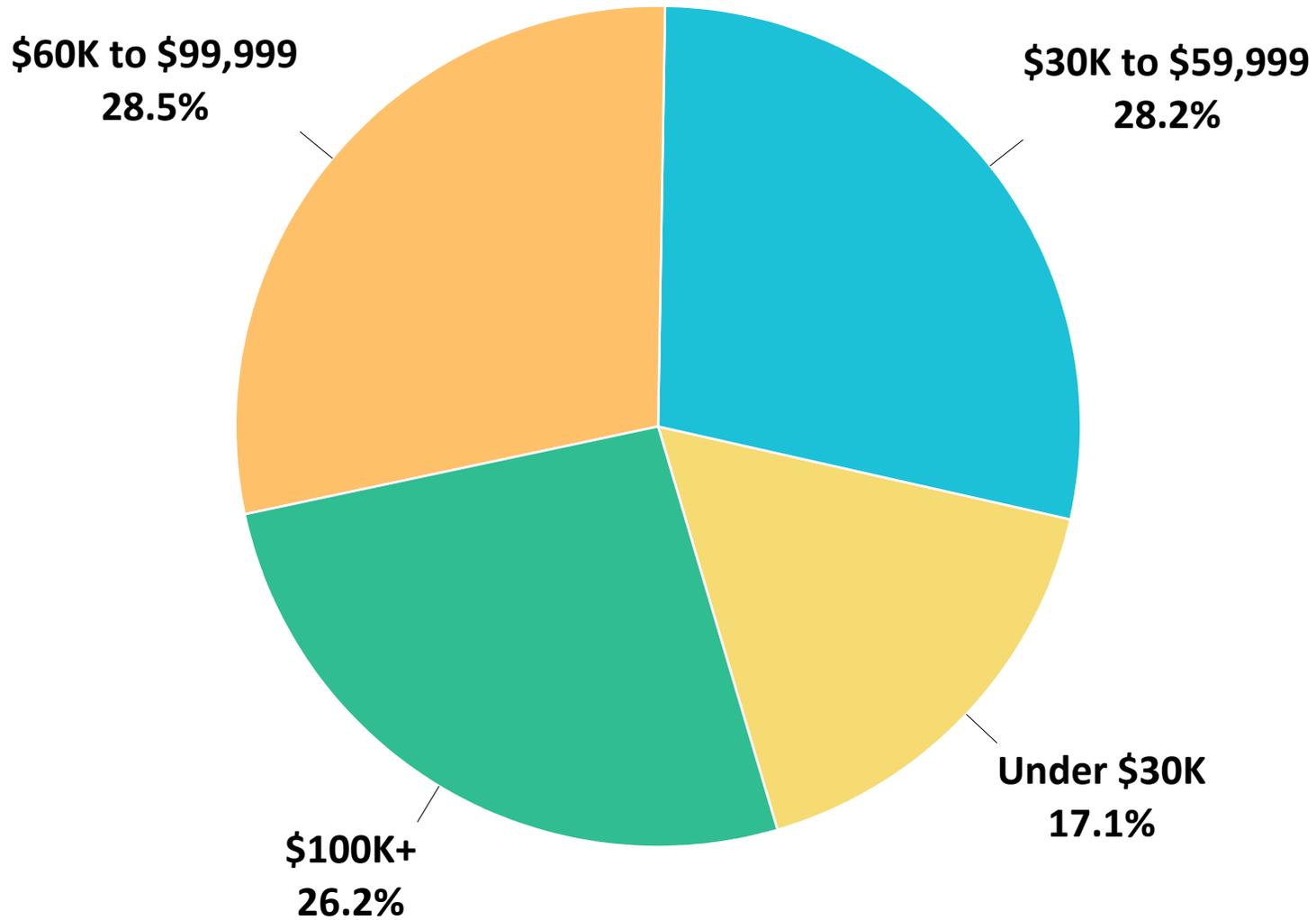
2

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Overview

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

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

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

I-S Rating = Importance x (1-Satisfaction)

Example of the Calculation

Respondents were asked to identify the overall categories of City services that were most important to their household. More than three-fourths (75.2%) of the households selected *"condition of City streets"* as one of the most important services to emphasize over the next two years.

With regard to satisfaction, 16.2% of respondents surveyed rated *"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 was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 75.2% was multiplied by 83.8% (1-0.162). This calculation yielded an I-S rating of 0.6302, which ranked first out of twelve categories of City services analyzed.

Importance-Satisfaction Analysis

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

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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

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

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

Importance-Satisfaction Analysis Ratings
2023 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	75.2%	9	16.2%	12	0.6302	1
Flow of traffic/ease of getting around the City	45.9%	11	44.4%	9	0.2552	2
High Priority (I-S = 0.10-0.20)						
Enforcement of City codes and ordinances	28.9%	10	35.9%	10	0.1852	3
City's public transit system	24.4%	12	29.0%	11	0.1732	4
Police service	33.1%	6	69.2%	4	0.1019	5
Medium Priority (I-S < 0.10)						
Parks and recreation programs and facilities	25.4%	3	64.5%	6	0.0902	6
City communication with the public	14.9%	8	50.2%	8	0.0742	7
City water utilities	11.0%	5	67.4%	5	0.0359	8
Customer service received from City employees	6.9%	7	59.2%	7	0.0282	9
Ambulance service	7.8%	4	74.8%	3	0.0197	10
Fire service	7.7%	1	91.6%	1	0.0065	11
City trash service	3.3%	2	84.7%	2	0.0050	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
2023 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 the clean-up of junk and debris on private property	65.9%	1	44.6%	2	0.3651	1
Enforcing the mowing and cutting of weeds and grass on private property	55.7%	2	40.0%	6	0.3342	2
Quality of animal control services	37.9%	3	43.7%	3	0.2134	3
High Priority (I-S = 0.10-0.20)						
Enforcing the exterior maintenance of residential property	31.8%	5	38.3%	7	0.1962	4
City efforts to remove abandoned or inoperative vehicles	32.9%	4	42.0%	4	0.1908	5
Enforcing sign regulations	18.1%	7	40.8%	5	0.1072	6
Medium Priority (I-S < 0.10)						
Enforcement of yard parking regulations in your neighborhood	20.0%	6	50.4%	1	0.0992	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
2023 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	65.0%	1	27.3%	10	0.4726	1
Cleanliness of city streets and other public areas	35.7%	3	34.8%	9	0.2328	2
Condition of streets in your neighborhood	37.9%	2	43.3%	4	0.2149	3
High Priority (I-S = 0.10-0.20)						
Condition of pavement markings on city street	30.2%	4	38.6%	7	0.1854	4
Condition of sidewalks	24.1%	5	39.9%	6	0.1448	5
Condition of landscaping or streetscaping	23.2%	6	43.0%	5	0.1322	6
Condition of bicycle infrastructure	16.0%	8	36.9%	8	0.1010	7
Medium Priority (I-S < 0.10)						
Cleanliness of neighborhood stormwater drains	16.4%	7	46.0%	3	0.0886	8
Snow removal on snow routes during the past year	13.4%	9	59.1%	2	0.0548	9
Condition of city street signs	11.9%	10	59.2%	1	0.0486	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
2023 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 and streets rights-of-way	32.5%	2	46.5%	10	0.1739	1
Maintenance of city parks	45.3%	1	68.3%	3	0.1436	2
Availability of information about parks and recreation activities and classes	22.8%	3	40.0%	14	0.1368	3
Medium Priority (I-S < 0.10)						
Recreation facilities and programs	15.5%	7	50.8%	9	0.0763	4
Maintenance of new or upgraded facilities	20.8%	4	68.1%	4	0.0664	5
City aquatic facilities and programs	11.5%	9	43.2%	12	0.0653	6
City recreation centers	11.4%	10	44.1%	11	0.0637	7
City's multipurpose trails	17.4%	5	66.6%	6	0.0581	8
Accessibility to city parks and trails	17.1%	6	67.2%	5	0.0561	9
Athletic programs	7.3%	12	43.0%	13	0.0416	10
Condition of Bricktown Canal and landscaping	13.8%	8	70.2%	2	0.0411	11
Parks and Recreation Department	9.0%	11	59.3%	7	0.0366	12
Quality of city golf courses	5.9%	13	54.5%	8	0.0268	13
Civic Center Music Hall experience	5.9%	14	78.4%	1	0.0127	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.

3 Benchmarking Analysis
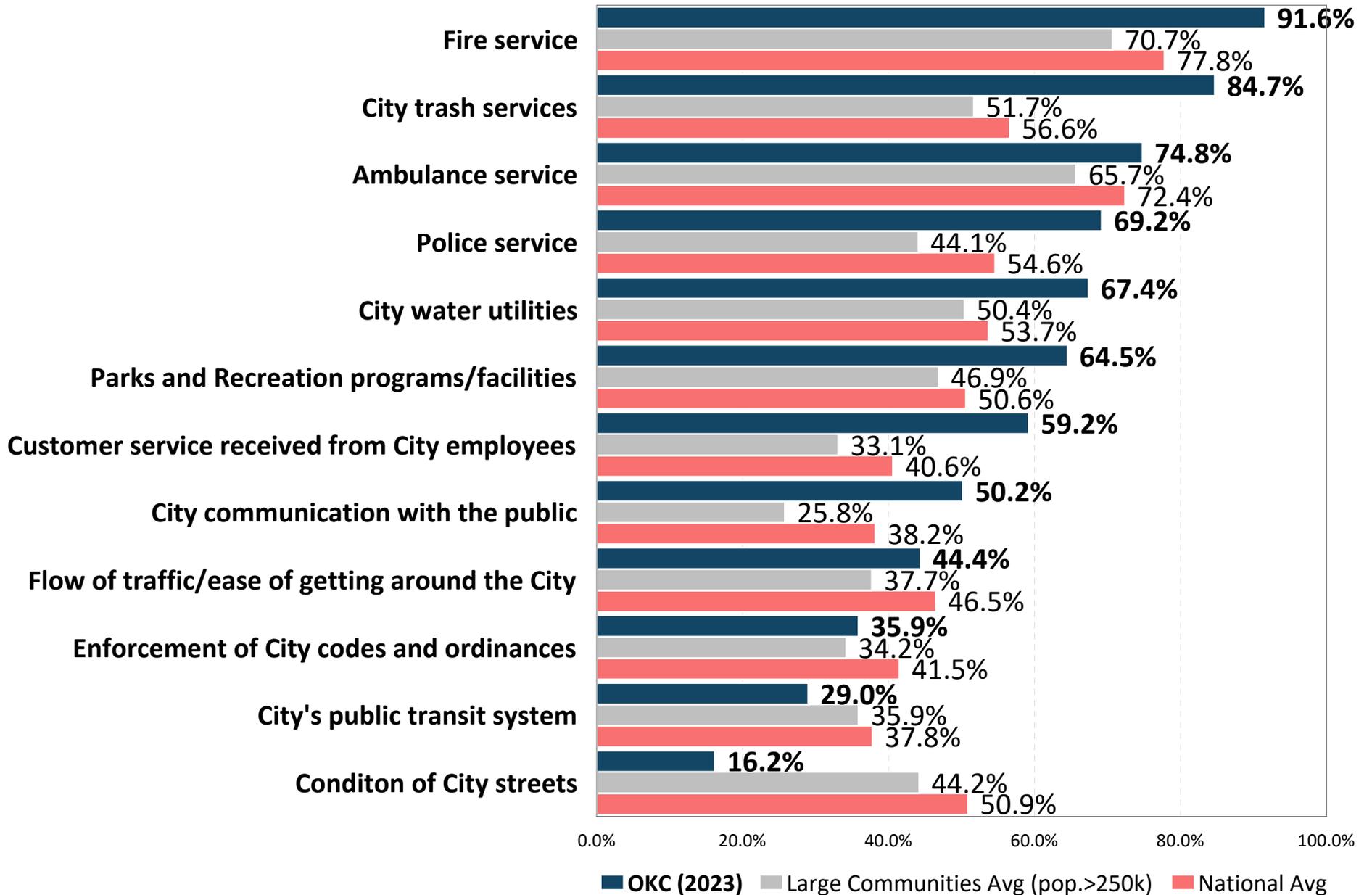
Benchmarking Analysis

Overview

ETC Institute's *DirectionFinder®* program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 1,200 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the winter of 2022 to a random sample of over 9,000 residents in the continental United States and (2) surveys administered by ETC Institute during the winter of 2022 in large communities with a population greater than 250,000.

The charts on the following pages show how the results for the City of Oklahoma City compare to the national average and the large community average. The blue bar shows the results for Oklahoma City. The gray bar shows the average from large U.S. communities with a population greater than 250,000. The red bar shows the national average.
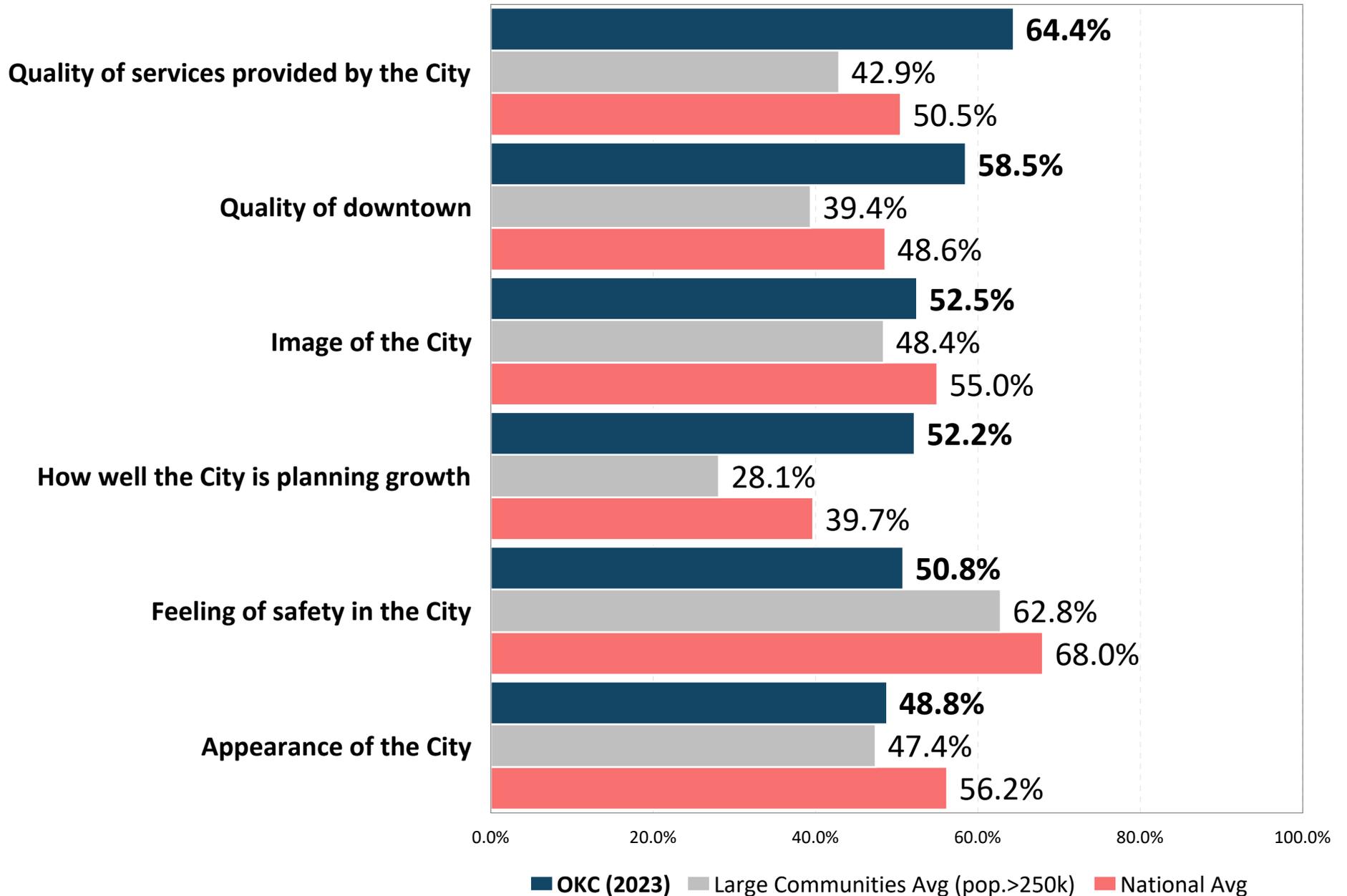
Q1: Major Categories of City Services

by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)
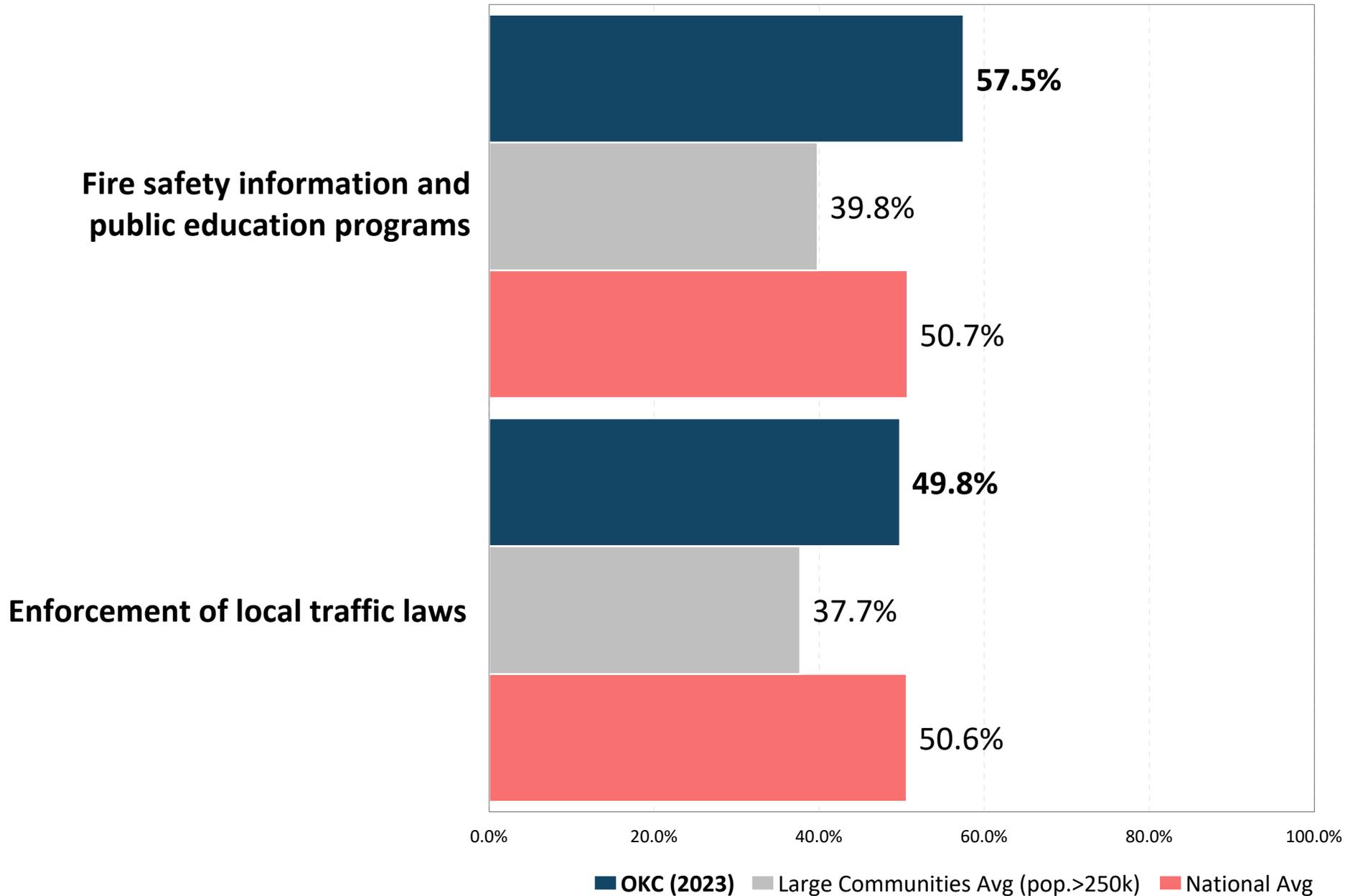
Fire service
- OKC (2023): 91.6%
- Large Communities Avg: 70.7%
- National Avg: 77.8%

City trash services
- OKC (2023): 84.7%
- Large Communities Avg: 51.7%
- National Avg: 56.6%

Ambulance service
- OKC (2023): 74.8%
- Large Communities Avg: 65.7%
- National Avg: 72.4%

Police service
- OKC (2023): 69.2%
- Large Communities Avg: 44.1%
- National Avg: 54.6%

City water utilities
- OKC (2023): 67.4%
- Large Communities Avg: 50.4%
- National Avg: 53.7%

Parks and Recreation programs/facilities
- OKC (2023): 64.5%
- Large Communities Avg: 46.9%
- National Avg: 50.6%

Customer service received from City employees
- OKC (2023): 59.2%
- Large Communities Avg: 33.1%
- National Avg: 40.6%

City communication with the public
- OKC (2023): 50.2%
- Large Communities Avg: 25.8%
- National Avg: 38.2%

Flow of traffic/ease of getting around the City
- OKC (2023): 44.4%
- Large Communities Avg: 37.7%
- National Avg: 46.5%

Enforcement of City codes and ordinances
- OKC (2023): 35.9%
- Large Communities Avg: 34.2%
- National Avg: 41.5%

City's public transit system
- OKC (2023): 29.0%
- Large Communities Avg: 35.9%
- National Avg: 37.8%

Conditon of City streets
- OKC (2023): 16.2%
- Large Communities Avg: 44.2%
- National Avg: 50.9%

Legend: **OKC (2023)** | Large Communities Avg (pop.>250k) | National Avg

Axis: 0.0% 20.0% 40.0% 60.0% 80.0% 100.0%

Q3: Perception of the City

by the sum percentage of respondents who were either *very satisfied* or *satisfied* (excluding *don't know* responses)
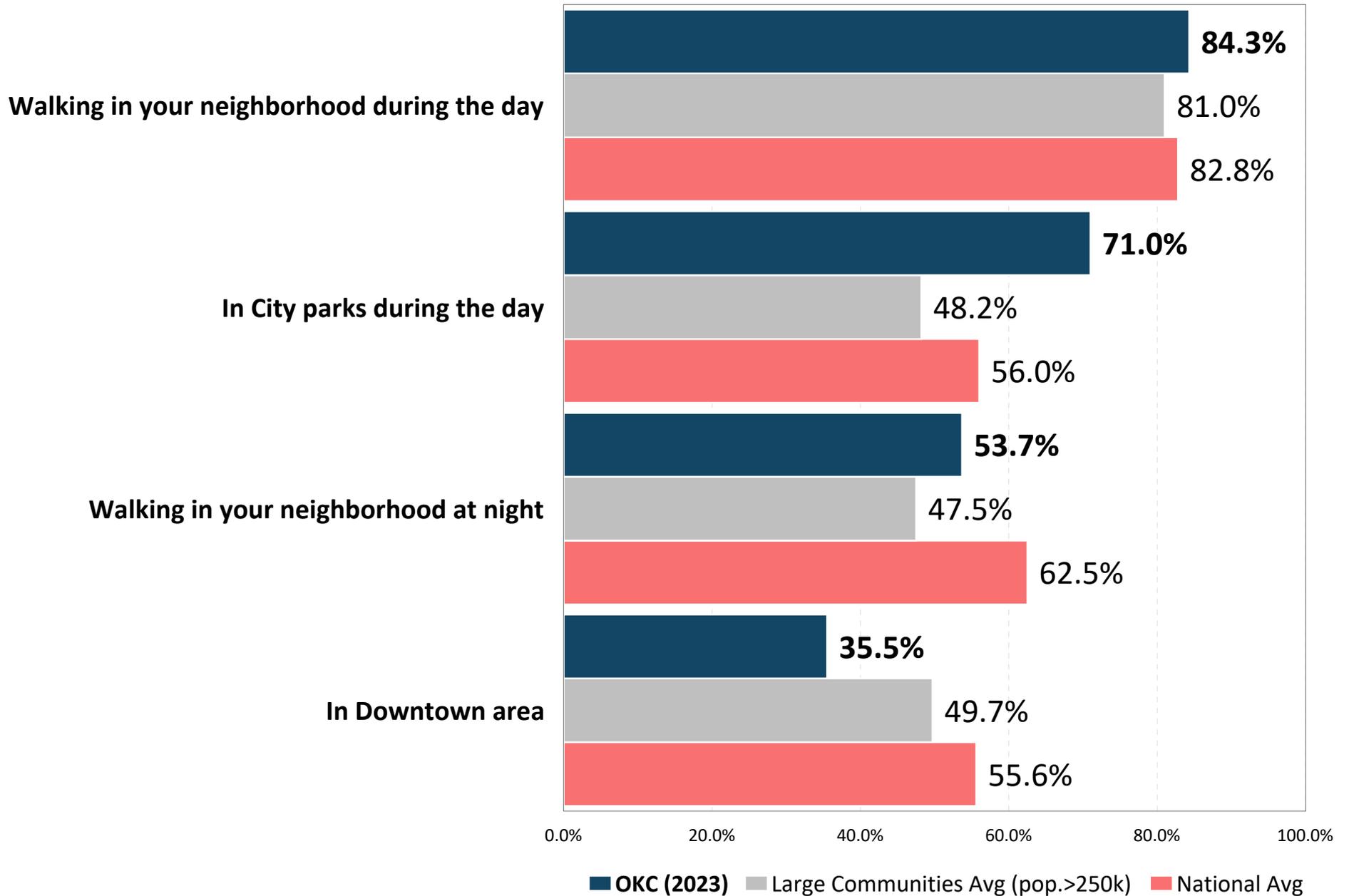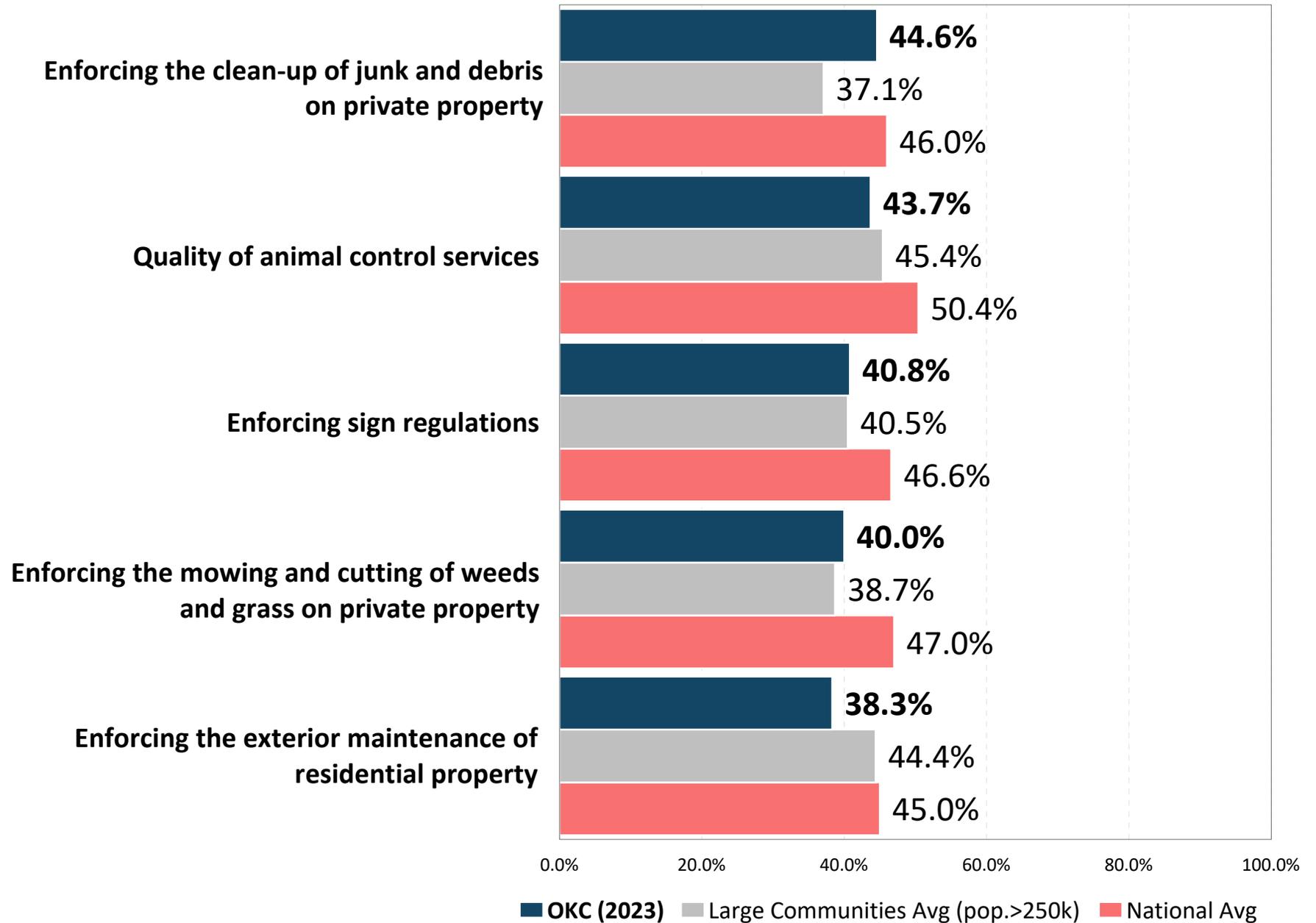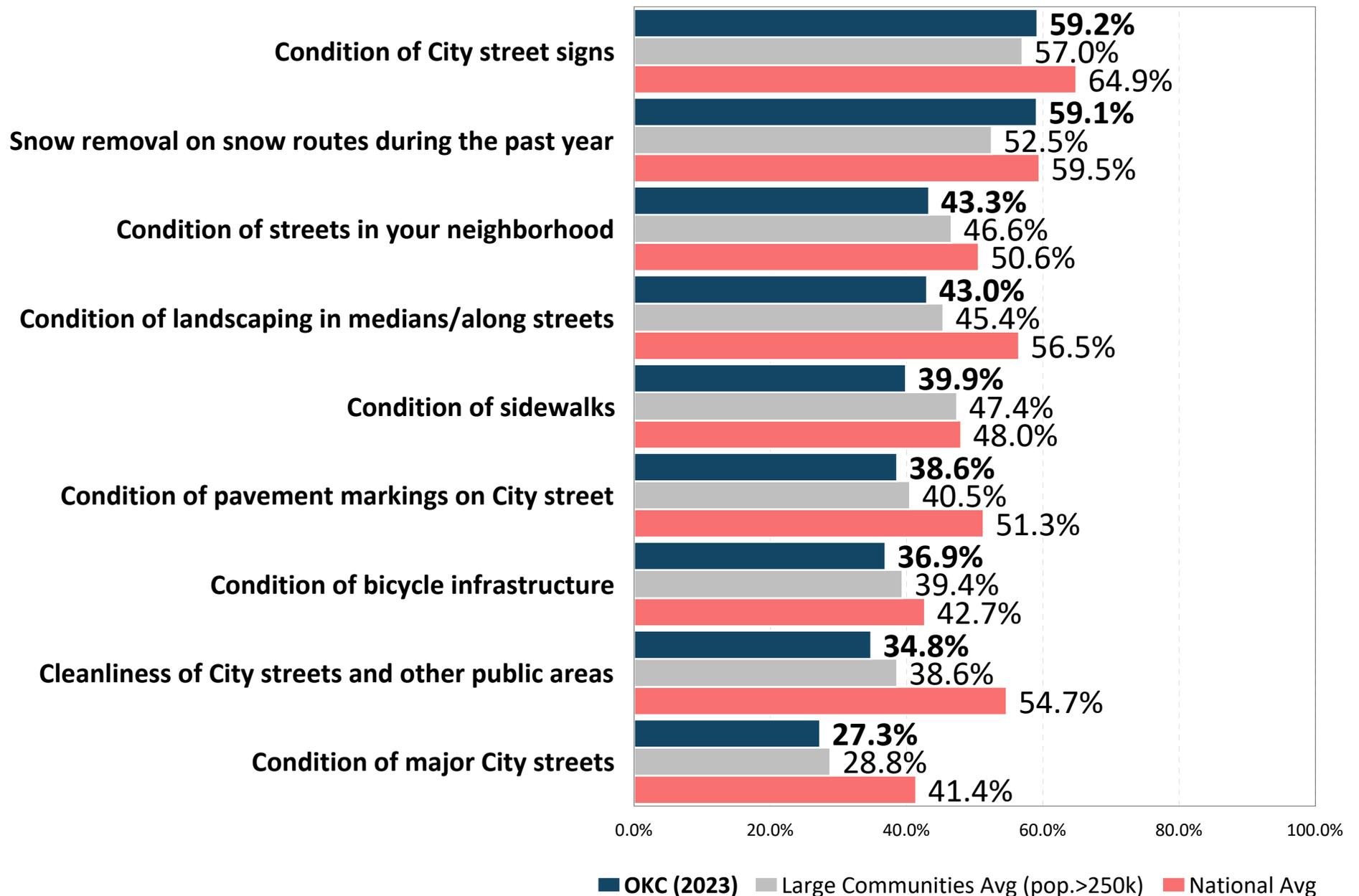
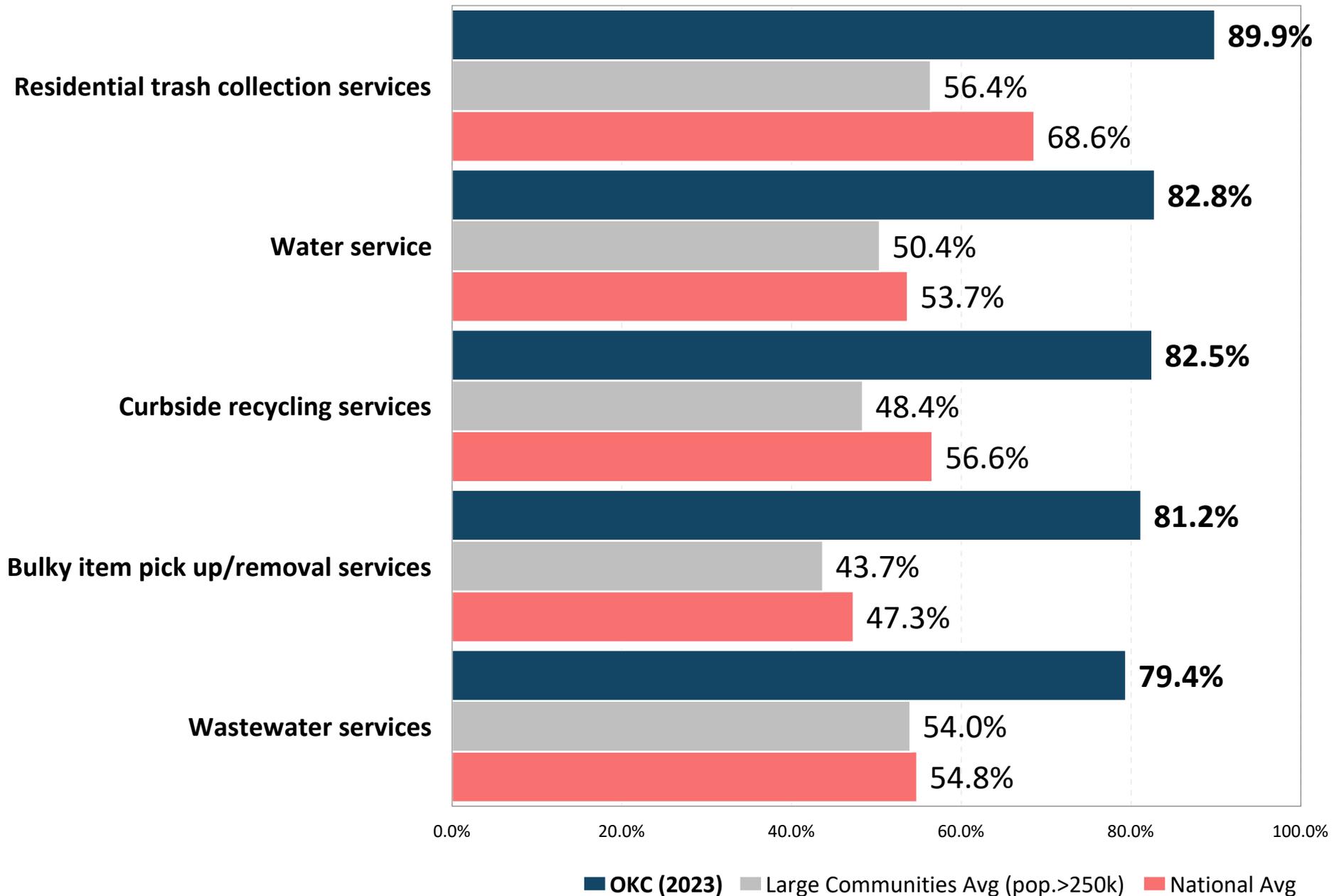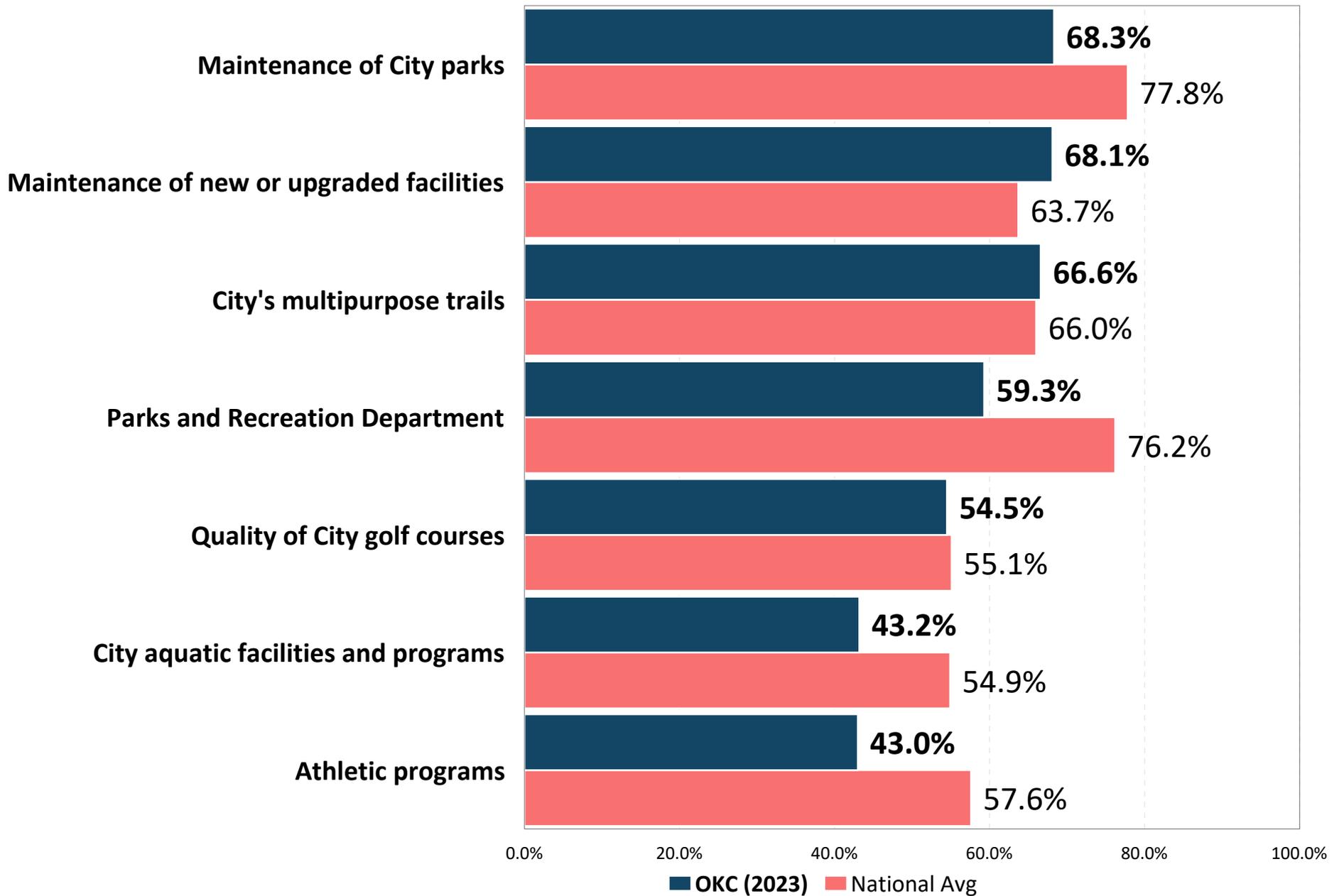**Quality of services provided by the City**
- OKC (2023): 64.4%
- Large Communities Avg: 42.9%
- National Avg: 50.5%

Quality of downtown
- OKC (2023): 58.5%
- Large Communities Avg: 39.4%
- National Avg: 48.6%

Image of the City
- OKC (2023): 52.5%
- Large Communities Avg: 48.4%
- National Avg: 55.0%

How well the City is planning growth
- OKC (2023): 52.2%
- Large Communities Avg: 28.1%
- National Avg: 39.7%

Feeling of safety in the City
- OKC (2023): 50.8%
- Large Communities Avg: 62.8%
- National Avg: 68.0%

Appearance of the City
- OKC (2023): 48.8%
- Large Communities Avg: 47.4%
- National Avg: 56.2%

Legend: ■ OKC (2023) ■ Large Communities Avg (pop.>250k) ■ National Avg

Q4: Public Safety

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

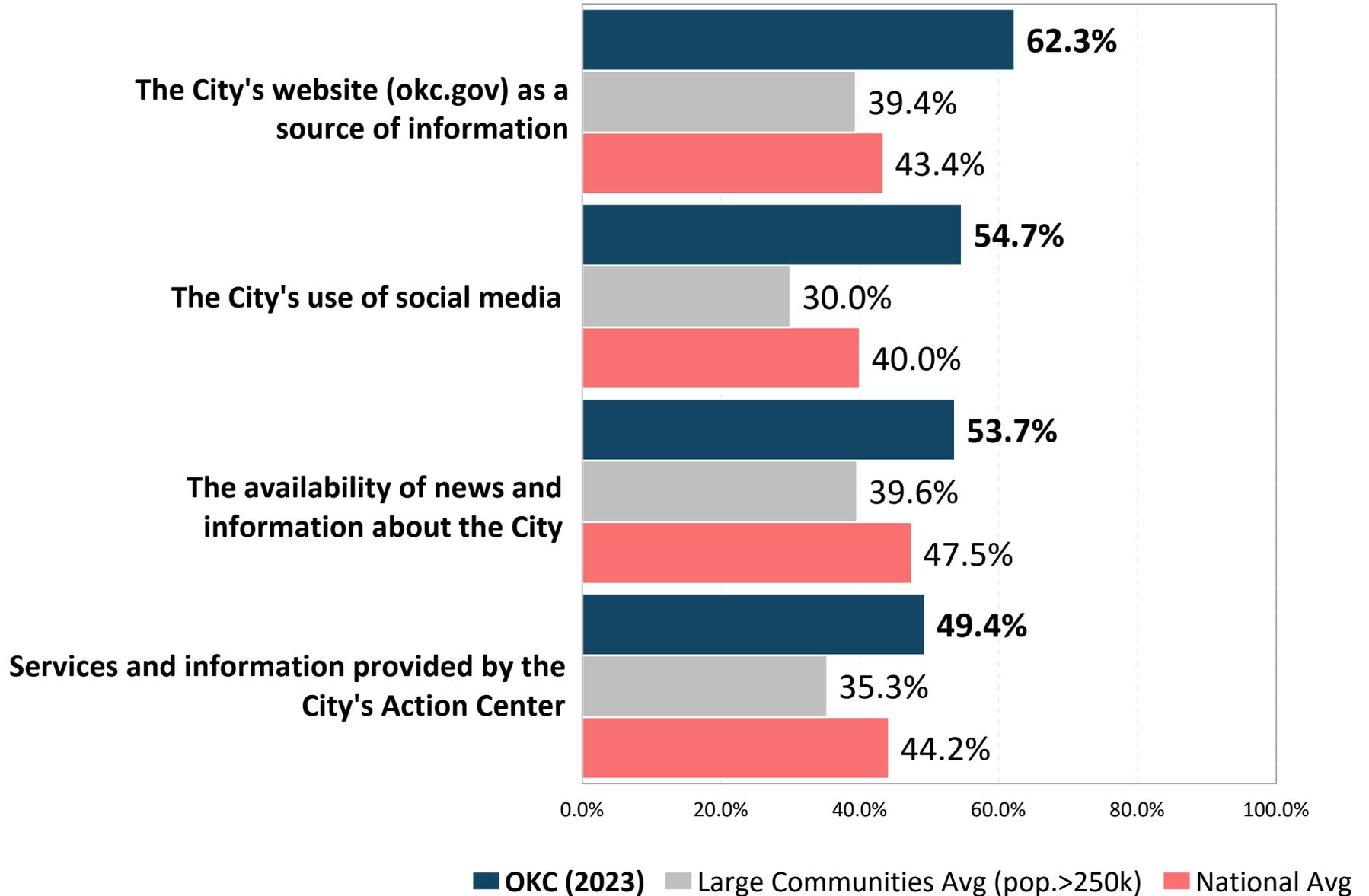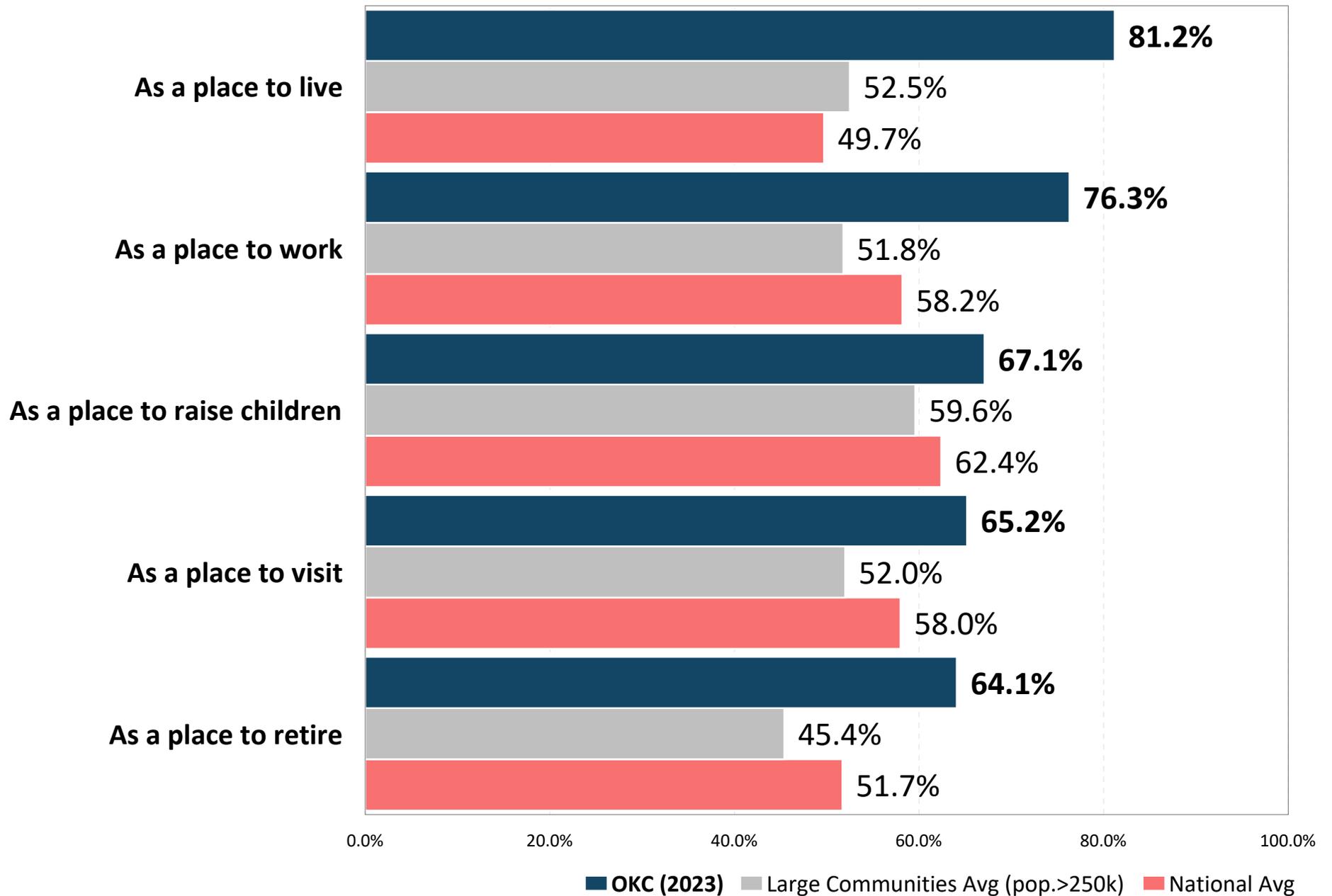**Fire safety information and public education programs**
- OKC (2023): 57.5%
- Large Communities Avg (pop.>250k): 39.8%
- National Avg: 50.7%

Enforcement of local traffic laws
- OKC (2023): 49.8%
- Large Communities Avg (pop.>250k): 37.7%
- National Avg: 50.6%

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

■ **OKC (2023)**　■ Large Communities Avg (pop.>250k)　■ National Avg

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
- 84.3% — OKC (2023)
- 81.0% — Large Communities Avg
- 82.8% — National Avg

In City parks during the day
- 71.0% — OKC (2023)
- 48.2% — Large Communities Avg
- 56.0% — National Avg

Walking in your neighborhood at night
- 53.7% — OKC (2023)
- 47.5% — Large Communities Avg
- 62.5% — National Avg

In Downtown area
- 35.5% — OKC (2023)
- 49.7% — Large Communities Avg
- 55.6% — National Avg

■ **OKC (2023)** ■ Large Communities Avg (pop.>250k) ■ National Avg

Q11: Code Enforcement

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

Enforcing the clean-up of junk and debris on private property
- **44.6%** OKC (2023)
- 37.1% Large Communities Avg
- 46.0% National Avg

Quality of animal control services
- **43.7%** OKC (2023)
- 45.4% Large Communities Avg
- 50.4% National Avg

Enforcing sign regulations
- **40.8%** OKC (2023)
- 40.5% Large Communities Avg
- 46.6% National Avg

Enforcing the mowing and cutting of weeds and grass on private property
- **40.0%** OKC (2023)
- 38.7% Large Communities Avg
- 47.0% National Avg

Enforcing the exterior maintenance of residential property
- **38.3%** OKC (2023)
- 44.4% Large Communities Avg
- 45.0% National Avg

■ **OKC (2023)**   ■ Large Communities Avg (pop.>250k)   ■ National Avg

Q13: Maintenance Services

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

Condition of City street signs
- OKC (2023): **59.2%**
- Large Communities Avg: 57.0%
- National Avg: 64.9%

Snow removal on snow routes during the past year
- OKC (2023): **59.1%**
- Large Communities Avg: 52.5%
- National Avg: 59.5%

Condition of streets in your neighborhood
- OKC (2023): **43.3%**
- Large Communities Avg: 46.6%
- National Avg: 50.6%

Condition of landscaping in medians/along streets
- OKC (2023): **43.0%**
- Large Communities Avg: 45.4%
- National Avg: 56.5%

Condition of sidewalks
- OKC (2023): **39.9%**
- Large Communities Avg: 47.4%
- National Avg: 48.0%

Condition of pavement markings on City street
- OKC (2023): **38.6%**
- Large Communities Avg: 40.5%
- National Avg: 51.3%

Condition of bicycle infrastructure
- OKC (2023): **36.9%**
- Large Communities Avg: 39.4%
- National Avg: 42.7%

Cleanliness of City streets and other public areas
- OKC (2023): **34.8%**
- Large Communities Avg: 38.6%
- National Avg: 54.7%

Condition of major City streets
- OKC (2023): **27.3%**
- Large Communities Avg: 28.8%
- National Avg: 41.4%

■ OKC (2023) ■ Large Communities Avg (pop.>250k) ■ National Avg

Q15: City Utility Services

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

Residential trash collection services
- OKC (2023): 89.9%
- Large Communities Avg (pop.>250k): 56.4%
- National Avg: 68.6%

Water service
- OKC (2023): 82.8%
- Large Communities Avg (pop.>250k): 50.4%
- National Avg: 53.7%

Curbside recycling services
- OKC (2023): 82.5%
- Large Communities Avg (pop.>250k): 48.4%
- National Avg: 56.6%

Bulky item pick up/removal services
- OKC (2023): 81.2%
- Large Communities Avg (pop.>250k): 43.7%
- National Avg: 47.3%

Wastewater services
- OKC (2023): 79.4%
- Large Communities Avg (pop.>250k): 54.0%
- National Avg: 54.8%

■ **OKC (2023)**   ■ Large Communities Avg (pop.>250k)   ■ National Avg

Q17: Parks and Recreation Services

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

Category	OKC (2023)	National Avg
Maintenance of City parks	68.3%	77.8%
Maintenance of new or upgraded facilities	68.1%	63.7%
City's multipurpose trails	66.6%	66.0%
Parks and Recreation Department	59.3%	76.2%
Quality of City golf courses	54.5%	55.1%
City aquatic facilities and programs	43.2%	54.9%
Athletic programs	43.0%	57.6%

■ OKC (2023) ■ National Avg

Q20: Communication

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

The City's website (okc.gov) as a source of information
- OKC (2023): **62.3%**
- Large Communities Avg: 39.4%
- National Avg: 43.4%

The City's use of social media
- OKC (2023): **54.7%**
- Large Communities Avg: 30.0%
- National Avg: 40.0%

The availability of news and information about the City
- OKC (2023): **53.7%**
- Large Communities Avg: 39.6%
- National Avg: 47.5%

Services and information provided by the City's Action Center
- OKC (2023): **49.4%**
- Large Communities Avg: 35.3%
- National Avg: 44.2%

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

■ **OKC (2023)**   ■ Large Communities Avg (pop.>250k)   ■ National Avg

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)

As a place to live
- 81.2%
- 52.5%
- 49.7%

As a place to work
- 76.3%
- 51.8%
- 58.2%

As a place to raise children
- 67.1%
- 59.6%
- 62.4%

As a place to visit
- 65.2%
- 52.0%
- 58.0%

As a place to retire
- 64.1%
- 45.4%
- 51.7%

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

■ **OKC (2023)** ■ Large Communities Avg (pop.>250k) ■ National Avg

4

Cross-Tabular Data by Ward

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=1293

				Ward					Total
	1	2	3	4	5	6	7	8	
Q1-1. Quality of police service									
Very satisfied	35.8%	25.9%	24.2%	17.6%	32.1%	17.4%	19.7%	27.6%	25.4%
Satisfied	34.5%	38.6%	55.0%	46.5%	44.2%	45.8%	41.5%	46.2%	43.8%
Neutral	19.4%	17.5%	14.8%	24.6%	17.6%	22.2%	22.5%	14.5%	19.0%
Dissatisfied	8.5%	12.7%	4.0%	8.5%	3.6%	8.3%	9.2%	6.2%	7.7%
Very dissatisfied	1.8%	5.3%	2.0%	2.8%	2.4%	6.3%	7.0%	5.5%	4.1%
Q1-2. Quality of fire service									
Very satisfied	60.0%	51.4%	45.8%	43.8%	55.3%	49.3%	44.8%	56.9%	51.1%
Satisfied	29.0%	41.1%	47.9%	48.9%	38.5%	39.4%	45.5%	34.7%	40.5%
Neutral	10.3%	7.6%	6.3%	6.6%	6.2%	11.3%	9.1%	7.6%	8.1%
Dissatisfied	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.7%	0.2%
Very dissatisfied	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.1%

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=1293

				Ward					Total
	1	2	3	4	5	6	7	8	
Q1-3. Quality of ambulance service									
Very satisfied	38.7%	28.0%	24.1%	24.6%	35.1%	29.4%	33.6%	32.3%	30.8%
Satisfied	33.1%	44.5%	54.9%	52.4%	41.1%	42.6%	40.5%	44.6%	44.0%
Neutral	23.2%	21.3%	18.8%	19.0%	15.9%	25.0%	22.9%	16.2%	20.3%
Dissatisfied	3.5%	4.9%	0.8%	3.2%	4.6%	2.2%	3.1%	3.8%	3.3%
Very dissatisfied	1.4%	1.2%	1.5%	0.8%	3.3%	0.7%	0.0%	3.1%	1.5%
Q1-4. Quality of City parks & recreation programs & facilities									
Very satisfied	19.9%	18.5%	16.9%	17.7%	14.5%	20.4%	24.5%	23.6%	19.4%
Satisfied	48.3%	47.8%	45.8%	37.6%	46.1%	46.9%	40.3%	46.4%	45.1%
Neutral	23.8%	21.2%	19.7%	24.8%	28.9%	24.5%	25.9%	22.9%	23.9%
Dissatisfied	7.9%	9.8%	15.5%	12.1%	8.6%	6.8%	9.4%	5.7%	9.4%
Very dissatisfied	0.0%	2.7%	2.1%	7.8%	2.0%	1.4%	0.0%	1.4%	2.2%

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=1293

				Ward					Total
	1	2	3	4	5	6	7	8	
Q1-5. Condition of City streets									
Very satisfied	2.4%	1.0%	0.7%	2.6%	3.0%	4.6%	2.6%	4.0%	2.6%
Satisfied	14.1%	14.7%	10.5%	14.6%	11.2%	12.6%	13.9%	17.3%	13.6%
Neutral	21.8%	15.2%	13.2%	16.6%	20.7%	17.9%	15.2%	23.3%	18.0%
Dissatisfied	38.8%	41.1%	41.4%	36.4%	38.5%	44.4%	41.7%	40.0%	40.3%
Very dissatisfied	22.9%	27.9%	34.2%	29.8%	26.6%	20.5%	26.5%	15.3%	25.6%
Q1-6. Quality of City water utilities									
Very satisfied	20.4%	12.9%	15.1%	13.5%	23.0%	20.1%	20.0%	18.9%	18.0%
Satisfied	41.3%	61.3%	55.5%	45.1%	50.3%	45.6%	44.3%	48.0%	49.4%
Neutral	27.5%	15.5%	19.9%	30.1%	21.8%	24.8%	22.9%	19.6%	22.5%
Dissatisfied	5.4%	7.2%	6.2%	8.3%	3.6%	8.1%	10.0%	9.5%	7.2%
Very dissatisfied	5.4%	3.1%	3.4%	3.0%	1.2%	1.3%	2.9%	4.1%	3.1%

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=1293

				Ward					Total
	1	2	3	4	5	6	7	8	

Q1-7. Quality of City trash services

	1	2	3	4	5	6	7	8	Total
Very satisfied	36.3%	35.6%	30.1%	29.3%	36.3%	29.5%	27.2%	37.6%	32.9%
Satisfied	50.0%	53.6%	61.4%	51.3%	50.0%	47.3%	52.4%	48.3%	51.8%
Neutral	11.3%	7.7%	3.9%	12.7%	8.3%	19.9%	15.0%	12.8%	11.2%
Dissatisfied	1.8%	2.6%	3.9%	6.0%	5.4%	3.4%	4.1%	1.3%	3.5%
Very dissatisfied	0.6%	0.5%	0.7%	0.7%	0.0%	0.0%	1.4%	0.0%	0.5%

Q1-8. Enforcement of City codes & ordinances

	1	2	3	4	5	6	7	8	Total
Very satisfied	8.3%	6.9%	7.1%	9.6%	6.5%	9.9%	9.0%	11.9%	8.5%
Satisfied	31.0%	29.3%	27.0%	21.3%	26.5%	25.5%	28.4%	29.6%	27.4%
Neutral	29.0%	31.0%	36.2%	35.3%	37.4%	33.3%	35.8%	38.5%	34.5%
Dissatisfied	20.7%	19.0%	18.4%	22.1%	21.9%	20.6%	20.9%	15.6%	19.9%
Very dissatisfied	11.0%	13.8%	11.3%	11.8%	7.7%	10.6%	6.0%	4.4%	9.7%

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=1293				Ward						Total
	1	2	3	4	5	6	7	8		

Q1-9. Quality of customer service you receive from City employees

Very satisfied	22.3%	19.5%	15.6%	13.2%	19.6%	18.9%	25.9%	24.4%		20.0%
Satisfied	41.0%	44.8%	36.7%	40.3%	35.1%	29.9%	42.4%	41.7%		39.2%
Neutral	25.9%	28.7%	37.5%	37.2%	36.5%	41.7%	23.0%	28.3%		32.1%
Dissatisfied	7.9%	4.6%	7.8%	5.4%	6.8%	5.5%	5.8%	5.5%		6.1%
Very dissatisfied	2.9%	2.3%	2.3%	3.9%	2.0%	3.9%	2.9%	0.0%		2.5%

Q1-10. Effectiveness of City communication with the public

Very satisfied	13.6%	13.2%	9.1%	10.6%	10.6%	12.5%	17.9%	15.4%		12.9%
Satisfied	35.7%	42.6%	36.4%	32.6%	37.3%	38.2%	33.8%	39.9%		37.3%
Neutral	34.4%	33.7%	35.7%	37.6%	36.0%	33.3%	33.8%	34.3%		34.8%
Dissatisfied	14.3%	7.4%	16.1%	14.9%	14.3%	13.2%	8.3%	7.7%		11.9%
Very dissatisfied	1.9%	3.2%	2.8%	4.3%	1.9%	2.8%	6.2%	2.8%		3.2%

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=1293

	Ward								Total
	1	2	3	4	5	6	7	8	

Q1-11. Flow of traffic & ease of getting around town on City streets

Very satisfied	5.9%	9.7%	4.6%	4.0%	6.5%	8.1%	8.7%	10.1%	7.3%
Satisfied	34.9%	44.4%	29.8%	42.4%	32.7%	40.9%	30.9%	39.2%	37.1%
Neutral	20.1%	18.4%	23.8%	22.5%	25.6%	19.5%	28.2%	19.6%	22.1%
Dissatisfied	27.8%	20.4%	27.2%	21.2%	26.2%	26.2%	23.5%	26.4%	24.7%
Very dissatisfied	11.2%	7.1%	14.6%	9.9%	8.9%	5.4%	8.7%	4.7%	8.8%

Q1-12. Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)

Very satisfied	6.1%	2.1%	2.9%	8.6%	8.8%	11.9%	11.9%	12.1%	7.8%
Satisfied	20.0%	24.8%	24.3%	23.8%	14.9%	22.9%	17.8%	19.8%	21.2%
Neutral	36.5%	37.6%	43.7%	43.8%	51.8%	30.5%	39.6%	35.2%	39.8%
Dissatisfied	22.6%	19.9%	10.7%	13.3%	16.7%	28.0%	15.8%	13.2%	17.9%
Very dissatisfied	14.8%	15.6%	18.4%	10.5%	7.9%	6.8%	14.9%	19.8%	13.4%

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=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q2. Sum of top 3 choices									
Quality of police service	31.2%	37.6%	32.7%	27.0%	28.4%	31.1%	42.4%	34.7%	33.2%
Quality of fire service	8.2%	5.6%	9.8%	6.6%	8.3%	8.6%	6.6%	8.0%	7.7%
Quality of ambulance service	8.8%	3.6%	8.5%	6.6%	13.0%	6.0%	6.0%	10.0%	7.7%
Quality of City parks & recreation programs & facilities	22.9%	30.5%	22.9%	22.4%	26.6%	30.5%	25.8%	20.7%	25.4%
Condition of City streets	78.2%	75.1%	83.7%	75.7%	75.7%	68.9%	69.5%	74.7%	75.3%
Quality of City water utilities	14.1%	12.2%	9.8%	14.5%	5.3%	8.6%	9.3%	14.0%	11.0%
Quality of City trash services	2.9%	3.6%	5.9%	4.6%	1.2%	2.6%	4.0%	2.0%	3.3%
Enforcement of City codes & ordinances	26.5%	34.0%	22.9%	35.5%	28.4%	30.5%	24.5%	27.3%	28.8%
Quality of customer service you receive from City employees	7.1%	6.1%	4.6%	9.2%	3.0%	10.6%	7.3%	8.0%	6.9%
Effectiveness of City communication with the public	12.9%	12.2%	13.1%	19.1%	16.0%	12.6%	18.5%	16.0%	14.9%

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) (cont.)

N=1293

				Ward					Total
	1	2	3	4	5	6	7	8	

Q2. Sum of top 3 choices (cont.)

	1	2	3	4	5	6	7	8	Total
Flow of traffic & ease of getting around town on City streets	51.8%	36.0%	52.9%	39.5%	53.8%	43.0%	45.0%	46.7%	45.9%
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	25.3%	30.5%	19.6%	17.1%	20.1%	34.4%	20.5%	27.3%	24.5%
None chosen	0.6%	3.0%	2.0%	4.6%	5.3%	2.6%	2.0%	1.3%	2.7%

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=1293	Ward								Total
	1	2	3	4	5	6	7	8	
Q3-1. Quality of services provided by City									
Very satisfied	11.5%	10.0%	8.1%	9.6%	10.3%	10.5%	15.3%	12.3%	10.9%
Satisfied	49.7%	57.4%	56.8%	50.0%	53.9%	55.9%	45.1%	58.2%	53.5%
Neutral	30.3%	26.8%	26.4%	34.2%	28.5%	25.9%	34.7%	22.6%	28.6%
Dissatisfied	8.5%	4.2%	6.1%	4.8%	7.3%	7.7%	3.5%	6.2%	6.0%
Very dissatisfied	0.0%	1.6%	2.7%	1.4%	0.0%	0.0%	1.4%	0.7%	1.0%
Q3-2. Appearance of Oklahoma City									
Very satisfied	11.2%	6.6%	7.2%	11.5%	8.9%	10.3%	13.5%	8.3%	9.6%
Satisfied	38.5%	42.3%	40.1%	37.2%	35.7%	36.6%	37.8%	44.8%	39.2%
Neutral	27.8%	21.9%	24.3%	26.4%	20.2%	24.1%	27.0%	26.9%	24.7%
Dissatisfied	16.6%	22.4%	21.1%	19.6%	27.4%	22.8%	16.2%	17.9%	20.6%
Very dissatisfied	5.9%	6.6%	7.2%	5.4%	7.7%	6.2%	5.4%	2.1%	5.9%

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=1293	Ward								Total
	1	2	3	4	5	6	7	8	
Q3-3. Image of Oklahoma City									
Very satisfied	12.6%	12.9%	5.3%	13.4%	10.1%	14.0%	16.2%	16.2%	12.5%
Satisfied	38.9%	38.7%	45.3%	38.3%	39.3%	41.3%	37.8%	41.2%	40.0%
Neutral	27.5%	27.3%	28.7%	29.5%	29.8%	28.7%	27.7%	25.0%	28.0%
Dissatisfied	16.2%	16.5%	17.3%	12.1%	17.3%	13.3%	14.2%	16.2%	15.5%
Very dissatisfied	4.8%	4.6%	3.3%	6.7%	3.6%	2.8%	4.1%	1.4%	3.9%
Q3-4. How well City is planning growth									
Very satisfied	16.0%	16.0%	12.3%	9.7%	13.9%	16.7%	17.0%	20.6%	15.3%
Satisfied	39.3%	40.6%	31.5%	40.3%	36.7%	38.2%	32.6%	34.8%	36.9%
Neutral	25.2%	26.7%	28.1%	23.6%	29.1%	18.1%	23.4%	26.2%	25.2%
Dissatisfied	13.5%	11.8%	18.5%	18.8%	17.1%	20.1%	16.3%	14.9%	16.2%
Very dissatisfied	6.1%	4.8%	9.6%	7.6%	3.2%	6.9%	10.6%	3.5%	6.5%

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=1293

				Ward					Total
	1	2	3	4	5	6	7	8	
Q3-5. Quality of life in Oklahoma City									
Very satisfied	18.8%	16.8%	15.8%	15.0%	16.8%	20.0%	19.7%	20.5%	17.9%
Satisfied	47.6%	52.0%	53.9%	46.9%	52.7%	39.3%	42.9%	55.5%	49.0%
Neutral	20.6%	17.3%	18.4%	25.2%	19.8%	26.7%	25.9%	13.0%	20.7%
Dissatisfied	9.4%	10.2%	8.6%	11.6%	9.6%	11.3%	7.5%	8.9%	9.6%
Very dissatisfied	3.5%	3.6%	3.3%	1.4%	1.2%	2.7%	4.1%	2.1%	2.7%
Q3-6. Feeling of safety in Oklahoma City									
Very satisfied	12.4%	7.1%	7.8%	10.0%	6.0%	8.1%	14.9%	17.6%	10.3%
Satisfied	37.3%	48.5%	41.8%	34.7%	39.5%	40.3%	37.2%	43.2%	40.5%
Neutral	20.7%	20.9%	28.1%	26.7%	27.5%	27.5%	27.7%	26.4%	25.5%
Dissatisfied	20.1%	18.9%	18.3%	24.7%	21.6%	15.4%	15.5%	10.1%	18.2%
Very dissatisfied	9.5%	4.6%	3.9%	4.0%	5.4%	8.7%	4.7%	2.7%	5.5%

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=1293	Ward								Total
	1	2	3	4	5	6	7	8	
Q3-7. Quality of downtown									
Very satisfied	15.2%	15.8%	12.4%	10.5%	12.6%	20.8%	16.5%	22.9%	15.8%
Satisfied	45.6%	51.1%	45.5%	44.1%	35.8%	34.7%	44.6%	38.2%	42.7%
Neutral	25.9%	22.6%	24.1%	27.3%	33.3%	27.1%	21.6%	26.4%	26.0%
Dissatisfied	8.9%	7.9%	10.3%	16.1%	15.1%	12.5%	15.1%	11.8%	12.0%
Very dissatisfied	4.4%	2.6%	7.6%	2.1%	3.1%	4.9%	2.2%	0.7%	3.4%

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=1293	Ward								Total
	1	2	3	4	5	6	7	8	
Q4-1. Police service in your neighborhood									
Very satisfied	26.4%	16.9%	17.1%	10.9%	19.6%	18.5%	16.2%	26.1%	19.1%
Satisfied	39.9%	44.8%	44.5%	40.9%	51.3%	31.5%	39.7%	47.9%	42.7%
Neutral	19.0%	24.0%	26.0%	28.5%	22.2%	33.6%	18.4%	17.6%	23.6%
Dissatisfied	11.7%	9.8%	9.6%	15.3%	5.1%	9.6%	18.4%	7.7%	10.7%
Very dissatisfied	3.1%	4.4%	2.7%	4.4%	1.9%	6.8%	7.4%	0.7%	3.9%
Q4-2. Enforcement of local traffic laws									
Very satisfied	10.7%	7.0%	9.5%	8.8%	11.0%	8.9%	14.1%	20.1%	11.1%
Satisfied	47.6%	39.0%	40.1%	35.4%	39.0%	37.7%	31.5%	37.6%	38.7%
Neutral	12.5%	24.6%	23.1%	31.3%	23.2%	31.5%	32.2%	16.8%	24.2%
Dissatisfied	16.1%	18.7%	21.1%	19.0%	21.3%	14.4%	10.7%	19.5%	17.7%
Very dissatisfied	13.1%	10.7%	6.1%	5.4%	5.5%	7.5%	11.4%	6.0%	8.4%

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=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q4-3. Availability of information about police programs & activities									
Very satisfied	9.1%	8.9%	6.1%	8.3%	9.9%	8.5%	10.7%	14.3%	9.5%
Satisfied	25.9%	26.1%	31.8%	25.0%	27.7%	21.5%	30.5%	33.1%	27.7%
Neutral	43.4%	47.8%	37.1%	40.2%	41.8%	51.5%	35.1%	36.8%	41.9%
Dissatisfied	16.1%	13.4%	18.9%	18.9%	18.4%	12.3%	16.8%	14.3%	16.1%
Very dissatisfied	5.6%	3.8%	6.1%	7.6%	2.1%	6.2%	6.9%	1.5%	4.9%
Q4-4. Fire protection in your neighborhood									
Very satisfied	45.5%	36.0%	30.3%	31.7%	37.7%	37.9%	35.2%	39.7%	36.9%
Satisfied	41.7%	52.7%	54.9%	48.2%	49.1%	46.9%	51.4%	48.2%	49.2%
Neutral	10.3%	9.7%	10.6%	18.0%	11.9%	15.2%	13.4%	10.6%	12.3%
Dissatisfied	1.3%	1.1%	2.8%	1.4%	0.0%	0.0%	0.0%	1.4%	1.0%
Very dissatisfied	1.3%	0.5%	1.4%	0.7%	1.3%	0.0%	0.0%	0.0%	0.7%

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=1293

				Ward					Total
	1	2	3	4	5	6	7	8	

Q4-5. Fire safety information & public education programs

	1	2	3	4	5	6	7	8	Total
Very satisfied	21.4%	13.8%	15.2%	20.0%	19.3%	23.5%	20.3%	25.2%	19.7%
Satisfied	37.1%	43.1%	41.7%	33.1%	37.9%	34.1%	32.3%	42.5%	37.8%
Neutral	34.3%	36.9%	28.8%	37.7%	32.9%	34.8%	33.8%	26.0%	33.3%
Dissatisfied	4.3%	5.0%	9.8%	7.7%	8.6%	6.8%	11.3%	3.9%	7.1%
Very dissatisfied	2.9%	1.3%	4.5%	1.5%	1.4%	0.8%	2.3%	2.4%	2.1%

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=327	Ward								Total
	1	2	3	4	5	6	7	8	
Q4a. Why are you dissatisfied with the enforcement of traffic laws									
Traffic laws are too strictly enforced/too many citations are given	0.0%	3.7%	8.1%	2.9%	4.9%	3.3%	3.2%	8.3%	4.2%
Traffic laws are not enforced enough/not enough citations are given	85.7%	83.3%	81.1%	79.4%	82.9%	73.3%	83.9%	69.4%	80.4%
Other	14.3%	13.0%	10.8%	17.6%	12.2%	23.3%	12.9%	22.2%	15.4%

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=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q5-1. Walking in your neighborhood during the day									
Very safe	50.0%	39.2%	50.3%	40.9%	47.3%	32.7%	51.0%	62.4%	46.5%
Safe	38.8%	43.8%	40.5%	41.6%	37.1%	34.0%	30.6%	33.6%	37.8%
Neutral	5.9%	6.7%	3.9%	10.7%	10.2%	19.3%	11.6%	1.3%	8.6%
Unsafe	3.5%	9.8%	5.2%	4.7%	4.8%	10.7%	4.8%	2.0%	5.8%
Very unsafe	1.8%	0.5%	0.0%	2.0%	0.6%	3.3%	2.0%	0.7%	1.3%
Q5-2. Walking in your neighborhood after dark									
Very safe	24.0%	11.2%	25.2%	18.4%	19.4%	9.4%	21.4%	30.9%	19.7%
Safe	35.9%	32.7%	33.1%	36.1%	33.3%	26.8%	33.8%	40.3%	34.0%
Neutral	17.4%	21.9%	17.2%	19.7%	22.4%	18.1%	16.6%	17.4%	19.0%
Unsafe	14.4%	22.4%	17.2%	13.6%	18.8%	28.9%	20.0%	10.1%	18.3%
Very unsafe	8.4%	11.7%	7.3%	12.2%	6.1%	16.8%	8.3%	1.3%	9.1%

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=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q5-3. In downtown area									
Very safe	5.3%	7.7%	6.3%	3.8%	2.0%	11.9%	5.2%	5.1%	6.0%
Safe	22.5%	33.9%	30.3%	26.3%	24.2%	34.3%	29.9%	34.6%	29.5%
Neutral	26.5%	35.5%	26.1%	28.6%	25.5%	23.8%	29.9%	30.9%	28.5%
Unsafe	30.5%	18.0%	23.9%	28.6%	32.2%	19.6%	23.9%	19.9%	24.4%
Very unsafe	15.2%	4.9%	13.4%	12.8%	16.1%	10.5%	11.2%	9.6%	11.5%
Q5-4. In City parks during the day									
Very safe	17.6%	25.8%	15.6%	20.1%	18.6%	19.7%	24.6%	22.6%	20.7%
Safe	52.7%	49.5%	51.8%	44.6%	49.4%	49.0%	48.6%	56.9%	50.3%
Neutral	20.6%	13.7%	22.7%	28.1%	19.9%	19.7%	18.8%	16.8%	19.8%
Unsafe	5.5%	8.2%	5.7%	6.5%	9.6%	10.2%	7.2%	2.9%	7.1%
Very unsafe	3.6%	2.7%	4.3%	0.7%	2.6%	1.4%	0.7%	0.7%	2.2%

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

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	

Q6. Have you had contact with a City police officer in last three years

	1	2	3	4	5	6	7	8	Total
Yes	45.3%	52.8%	45.8%	49.0%	46.7%	53.7%	46.7%	45.3%	48.3%
No	54.7%	47.2%	54.2%	51.0%	53.3%	46.3%	53.3%	54.7%	51.7%

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

N=621

	Ward								Total
	1	2	3	4	5	6	7	8	

Q6a. What was the nature of your contact with the police officer

	1	2	3	4	5	6	7	8	Total
Traffic	33.3%	18.2%	26.2%	22.6%	21.4%	20.8%	23.8%	32.3%	24.5%
Victim of crime	21.3%	27.3%	24.6%	33.9%	21.4%	29.2%	20.6%	19.4%	24.8%
Suspected of committing a crime	2.7%	4.0%	0.0%	6.5%	2.9%	0.0%	1.6%	3.2%	2.7%
Other	42.7%	50.5%	49.2%	37.1%	54.3%	50.0%	54.0%	45.2%	48.0%

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

N=621	Ward								Total
	1	2	3	4	5	6	7	8	

Q6b. Were you treated fairly by the officer

	1	2	3	4	5	6	7	8	Total
Yes	94.8%	90.0%	90.8%	88.9%	90.4%	90.9%	88.1%	90.5%	90.6%
No	5.2%	10.0%	9.2%	11.1%	9.6%	9.1%	11.9%	9.5%	9.4%

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

N=621	Ward								Total
	1	2	3	4	5	6	7	8	

Q6c. How would you rate the response time of the officer

	1	2	3	4	5	6	7	8	Total
Excellent	42.9%	40.0%	27.4%	34.4%	36.8%	29.0%	23.8%	44.8%	35.2%
Good	35.7%	31.6%	38.7%	25.0%	29.4%	37.7%	36.5%	19.0%	31.9%
Neutral	8.6%	8.4%	19.4%	12.5%	14.7%	13.0%	19.0%	19.0%	13.8%
Acceptable	4.3%	8.4%	8.1%	12.5%	16.2%	4.3%	11.1%	8.6%	9.1%
Poor	8.6%	11.6%	6.5%	15.6%	2.9%	15.9%	9.5%	8.6%	10.0%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	

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

Yes	95.9%	96.4%	96.7%	95.3%	94.6%	89.2%	98.0%	98.6%	95.6%
No	4.1%	3.6%	3.3%	4.7%	5.4%	10.8%	2.0%	1.4%	4.4%

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

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	

Q9. Sum of top 3 choices

	1	2	3	4	5	6	7	8	Total
How often the bus comes by your stop	39.4%	38.6%	32.0%	30.3%	34.9%	40.4%	31.8%	37.3%	35.7%
Service available until midnight	11.2%	12.7%	7.8%	13.8%	7.7%	16.6%	14.6%	10.0%	11.8%
Sheltered bus stops	24.7%	29.9%	22.2%	22.4%	25.4%	26.5%	25.2%	30.0%	25.9%
The time it takes to make a trip	27.6%	42.6%	26.1%	26.3%	32.5%	33.1%	26.5%	29.3%	30.9%
Later weekend service	10.6%	12.2%	5.9%	8.6%	11.2%	11.9%	9.3%	8.7%	9.9%
Access to a park-&-ride location	15.9%	10.2%	18.3%	18.4%	19.5%	9.3%	13.2%	18.7%	15.3%
Routes to more places	43.5%	41.6%	44.4%	41.4%	36.7%	45.7%	43.7%	46.7%	42.8%
Pedestrian access to bus stops	11.2%	15.7%	11.8%	11.2%	13.0%	11.3%	13.9%	16.0%	13.1%
Bus stop within walking distance of my home	39.4%	39.6%	45.8%	34.9%	42.6%	32.5%	34.4%	40.0%	38.7%
None chosen	24.1%	17.3%	27.5%	27.0%	21.9%	22.5%	27.8%	19.3%	23.2%

Q10. Neighborhood Problems. Please rate how often the following items are problems in your neighborhood. (without "don't know")

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	

Q10-1. Abandoned or dilapidated properties

	1	2	3	4	5	6	7	8	Total
Seldom/never	65.8%	54.9%	66.9%	63.2%	70.2%	30.2%	63.9%	76.6%	61.4%
A few times per yeas	23.9%	25.5%	18.7%	22.6%	19.9%	41.7%	18.8%	14.9%	23.3%
1-2 times per month	3.9%	8.7%	10.1%	6.0%	7.3%	12.2%	5.3%	4.3%	7.2%
Once per week	2.6%	5.4%	1.4%	0.0%	0.7%	2.2%	4.5%	2.1%	2.5%
More than once per week	3.9%	5.4%	2.9%	8.3%	2.0%	13.7%	7.5%	2.1%	5.6%

Q10-2. Stray dogs

	1	2	3	4	5	6	7	8	Total
Seldom/never	29.5%	30.6%	30.6%	28.0%	37.2%	25.2%	40.6%	45.1%	33.2%
A few times per yeas	38.6%	38.2%	32.6%	31.5%	37.2%	21.1%	26.6%	37.3%	33.2%
1-2 times per month	13.3%	13.4%	13.2%	12.6%	12.8%	20.4%	12.6%	7.7%	13.3%
Once per week	7.2%	7.5%	11.1%	10.5%	4.5%	8.8%	7.0%	7.0%	7.9%
More than once per week	11.4%	10.2%	12.5%	17.5%	8.3%	24.5%	13.3%	2.8%	12.5%

Q10. Neighborhood Problems. Please rate how often the following items are problems in your neighborhood. (without "don't know")

N=1293

					Ward					Total
	1	2	3	4	5	6	7	8		

Q10-3. Homelessness

Seldom/never	67.6%	19.9%	56.0%	56.4%	44.6%	11.0%	57.7%	76.2%		47.4%
A few times per yeas	12.8%	17.7%	17.7%	6.8%	18.5%	15.1%	13.9%	8.4%		14.1%
1-2 times per month	6.1%	13.4%	6.4%	6.0%	7.6%	11.0%	7.3%	3.5%		7.9%
Once per week	2.0%	9.7%	2.1%	5.3%	7.0%	10.3%	7.3%	2.1%		5.9%
More than once per week	11.5%	39.2%	17.7%	25.6%	22.3%	52.7%	13.9%	9.8%		24.7%

Q10-4. Lighting

Seldom/never	52.9%	45.8%	45.5%	56.2%	59.2%	29.8%	44.8%	57.6%		49.2%
A few times per yeas	30.7%	28.9%	29.1%	19.8%	21.1%	29.0%	35.2%	30.2%		28.0%
1-2 times per month	5.9%	9.0%	8.2%	12.4%	10.5%	14.5%	4.8%	5.0%		8.7%
Once per week	2.6%	3.0%	3.7%	2.5%	3.3%	9.2%	6.4%	0.7%		3.8%
More than once per week	7.8%	13.3%	13.4%	9.1%	5.9%	17.6%	8.8%	6.5%		10.3%

Q10. Neighborhood Problems. Please rate how often the following items are problems in your neighborhood. (without "don't know")

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q10-5. Traffic/pedestrian safety									
Seldom/never	48.7%	37.4%	38.1%	54.5%	46.6%	23.9%	51.2%	52.5%	44.0%
A few times per yeas	22.8%	24.0%	27.3%	20.5%	25.3%	23.1%	21.7%	18.4%	23.0%
1-2 times per month	10.8%	12.3%	10.8%	6.8%	8.9%	19.4%	10.1%	6.4%	10.7%
Once per week	3.8%	5.3%	7.9%	5.3%	4.8%	13.4%	4.7%	7.8%	6.5%
More than once per week	13.9%	21.1%	15.8%	12.9%	14.4%	20.1%	12.4%	14.9%	15.8%

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=1293

	Ward								Total
	1	2	3	4	5	6	7	8	

Q11-1. Enforcing clean-up of junk & debris on private property

Very satisfied	15.6%	7.4%	12.1%	15.2%	16.6%	11.3%	10.2%	15.3%	12.9%
Satisfied	32.5%	36.9%	38.3%	31.2%	29.8%	23.4%	26.3%	34.3%	31.7%
Neutral	22.1%	24.4%	25.5%	16.7%	27.2%	31.2%	27.0%	23.4%	24.7%
Dissatisfied	22.1%	19.3%	16.3%	21.7%	18.5%	22.0%	21.2%	19.7%	20.1%
Very dissatisfied	7.8%	11.9%	7.8%	15.2%	7.9%	12.1%	15.3%	7.3%	10.6%

Q11-2. Enforcing mowing & cutting of weeds & grass on private property

Very satisfied	13.3%	5.1%	10.7%	12.9%	12.6%	9.1%	13.2%	14.7%	11.3%
Satisfied	25.9%	34.3%	33.6%	26.4%	30.5%	26.6%	23.5%	27.3%	28.7%
Neutral	22.8%	23.6%	22.1%	22.1%	21.2%	31.5%	23.5%	25.9%	24.1%
Dissatisfied	25.9%	25.8%	20.7%	22.9%	25.2%	23.8%	22.8%	26.6%	24.3%
Very dissatisfied	12.0%	11.2%	12.9%	15.7%	10.6%	9.1%	16.9%	5.6%	11.7%

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=1293

				Ward					Total
	1	2	3	4	5	6	7	8	
Q11-3. Enforcing exterior maintenance of residential property									
Very satisfied	11.8%	4.1%	9.5%	10.1%	15.4%	8.0%	12.3%	15.8%	10.7%
Satisfied	25.5%	32.7%	32.1%	23.2%	26.8%	22.6%	22.3%	33.8%	27.6%
Neutral	32.0%	33.3%	34.3%	41.3%	32.2%	36.5%	32.3%	25.2%	33.4%
Dissatisfied	19.6%	21.6%	16.8%	13.0%	18.8%	23.4%	22.3%	21.6%	19.7%
Very dissatisfied	11.1%	8.2%	7.3%	12.3%	6.7%	9.5%	10.8%	3.6%	8.7%
Q11-4. Enforcing sign regulations									
Very satisfied	13.1%	4.8%	11.2%	12.1%	16.1%	5.5%	12.7%	16.7%	11.4%
Satisfied	28.3%	33.3%	32.8%	23.5%	27.7%	32.0%	26.2%	30.3%	29.4%
Neutral	37.9%	41.8%	36.6%	46.2%	38.0%	41.4%	38.9%	33.3%	39.3%
Dissatisfied	13.1%	12.7%	12.7%	12.1%	13.1%	13.3%	15.1%	14.4%	13.3%
Very dissatisfied	7.6%	7.3%	6.7%	6.1%	5.1%	7.8%	7.1%	5.3%	6.6%

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=1293

				Ward					Total
	1	2	3	4	5	6	7	8	
Q11-5. Quality of animal control services									
Very satisfied	12.3%	4.2%	7.7%	7.5%	12.9%	8.8%	12.9%	18.3%	10.4%
Satisfied	37.7%	40.1%	37.8%	32.1%	29.9%	20.4%	32.6%	33.6%	33.3%
Neutral	26.6%	28.1%	30.1%	32.1%	32.7%	31.4%	21.2%	32.8%	29.3%
Dissatisfied	12.3%	20.4%	18.9%	14.2%	18.4%	21.9%	20.5%	12.2%	17.4%
Very dissatisfied	11.0%	7.2%	5.6%	14.2%	6.1%	17.5%	12.9%	3.1%	9.6%
Q11-6. Enforcement of yard parking regulations in your neighborhood									
Very satisfied	20.0%	10.2%	19.5%	13.4%	22.1%	9.8%	23.4%	29.8%	18.3%
Satisfied	33.8%	36.1%	31.6%	26.0%	33.6%	31.8%	29.0%	32.8%	32.1%
Neutral	27.6%	28.3%	27.8%	40.2%	22.9%	35.6%	22.6%	27.5%	29.0%
Dissatisfied	10.3%	16.9%	12.0%	12.6%	11.4%	9.1%	16.1%	6.1%	11.9%
Very dissatisfied	8.3%	8.4%	9.0%	7.9%	10.0%	13.6%	8.9%	3.8%	8.7%

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=1293

				Ward					Total
	1	2	3	4	5	6	7	8	

Q11-7. City efforts to remove abandoned or inoperative vehicles

	1	2	3	4	5	6	7	8	Total
Very satisfied	13.6%	4.5%	11.9%	12.7%	12.5%	6.9%	15.4%	20.8%	12.0%
Satisfied	27.1%	34.8%	32.5%	21.2%	33.8%	27.5%	27.4%	34.2%	30.0%
Neutral	33.6%	36.1%	34.9%	39.0%	27.9%	40.5%	29.9%	30.0%	34.0%
Dissatisfied	16.4%	16.8%	14.3%	14.4%	14.0%	15.3%	15.4%	11.7%	14.9%
Very dissatisfied	9.3%	7.7%	6.3%	12.7%	11.8%	9.9%	12.0%	3.3%	9.1%

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=1293

				Ward					Total
	1	2	3	4	5	6	7	8	
Q12. Sum of top 3 choices									
Enforcing cleanup of junk & debris on private property	61.8%	72.6%	66.7%	61.2%	66.9%	60.9%	66.2%	69.3%	65.9%
Enforcing mowing & cutting of weeds & grass on private property	60.6%	60.4%	54.2%	48.7%	61.5%	45.0%	55.0%	57.3%	55.7%
Enforcing exterior maintenance of residential property	35.9%	37.1%	31.4%	26.3%	29.0%	33.1%	27.2%	32.7%	31.8%
Enforcing sign regulations	20.0%	18.3%	22.2%	13.8%	13.6%	17.2%	17.2%	22.0%	18.0%
Quality of animal control services	38.8%	33.5%	40.5%	35.5%	36.7%	47.0%	39.1%	33.3%	37.9%
Enforcement of yard parking regulations in your neighborhood	16.5%	22.3%	21.6%	18.4%	21.3%	24.5%	17.9%	17.3%	20.0%
City efforts to remove abandoned or inoperative vehicles	31.2%	28.9%	30.7%	45.4%	33.7%	29.8%	29.1%	35.3%	32.9%
None chosen	7.6%	6.1%	7.8%	11.8%	9.5%	9.3%	12.6%	7.3%	8.9%

Q13. 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=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q13-1. Condition of major City streets									
Very satisfied	2.4%	1.0%	1.3%	2.7%	3.0%	4.7%	7.6%	4.1%	3.2%
Satisfied	25.9%	22.6%	24.5%	29.1%	20.6%	22.0%	24.1%	25.0%	24.1%
Neutral	18.8%	12.8%	15.9%	14.2%	19.4%	17.3%	15.9%	27.0%	17.5%
Dissatisfied	32.9%	43.6%	37.1%	33.8%	41.8%	40.0%	40.7%	33.8%	38.1%
Very dissatisfied	20.0%	20.0%	21.2%	20.3%	15.2%	16.0%	11.7%	10.1%	17.0%
Q13-2. Condition of streets in your neighborhood									
Very satisfied	13.5%	4.7%	8.6%	6.0%	10.8%	6.7%	11.8%	14.4%	9.4%
Satisfied	37.6%	32.6%	33.1%	32.0%	28.1%	32.2%	35.4%	40.4%	33.9%
Neutral	17.6%	19.7%	17.2%	18.0%	24.0%	20.8%	18.1%	18.5%	19.3%
Dissatisfied	21.2%	28.5%	23.8%	24.7%	25.1%	32.9%	18.1%	17.1%	24.1%
Very dissatisfied	10.0%	14.5%	17.2%	19.3%	12.0%	7.4%	16.7%	9.6%	13.3%

Q13. 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=1293	Ward								Total
	1	2	3	4	5	6	7	8	
Q13-3. Condition of City street signs									
Very satisfied	14.3%	8.3%	7.9%	12.0%	12.0%	6.2%	17.1%	9.5%	10.9%
Satisfied	47.6%	52.8%	53.3%	41.3%	47.0%	46.9%	43.2%	53.4%	48.3%
Neutral	27.4%	21.8%	25.0%	31.3%	25.3%	33.8%	24.0%	25.7%	26.6%
Dissatisfied	7.7%	15.5%	7.9%	13.3%	13.9%	8.3%	11.6%	11.5%	11.4%
Very dissatisfied	3.0%	1.6%	5.9%	2.0%	1.8%	4.8%	4.1%	0.0%	2.8%
Q13-4. Condition of pavement markings on City street									
Very satisfied	8.5%	4.1%	4.0%	6.8%	9.0%	2.7%	11.2%	6.2%	6.5%
Satisfied	31.1%	32.6%	38.0%	27.9%	28.9%	31.3%	34.3%	32.9%	32.1%
Neutral	23.8%	25.9%	16.0%	33.3%	24.1%	27.9%	21.0%	32.2%	25.5%
Dissatisfied	23.2%	25.9%	29.3%	25.9%	29.5%	31.3%	23.1%	21.9%	26.3%
Very dissatisfied	13.4%	11.4%	12.7%	6.1%	8.4%	6.8%	10.5%	6.8%	9.6%

Q13. 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=1293			Ward							Total
	1	2	3	4	5	6	7	8		

Q13-5. Snow removal on snow routes during past year

	1	2	3	4	5	6	7	8	Total
Very satisfied	10.0%	9.5%	9.7%	12.9%	15.6%	14.2%	16.7%	10.0%	12.2%
Satisfied	48.1%	52.0%	45.5%	37.4%	47.4%	48.5%	41.3%	52.9%	46.9%
Neutral	24.4%	24.0%	28.4%	36.0%	24.0%	19.4%	21.0%	21.4%	24.8%
Dissatisfied	12.5%	11.7%	10.4%	10.1%	9.1%	13.4%	13.8%	12.9%	11.7%
Very dissatisfied	5.0%	2.8%	6.0%	3.6%	3.9%	4.5%	7.2%	2.9%	4.4%

Q13-6. Condition of landscaping or streetscaping in medians & along City streets

	1	2	3	4	5	6	7	8	Total
Very satisfied	6.0%	3.6%	2.7%	10.3%	9.0%	8.2%	11.3%	9.4%	7.4%
Satisfied	40.7%	38.1%	35.1%	30.8%	33.7%	36.1%	35.5%	33.6%	35.6%
Neutral	25.1%	32.5%	31.8%	30.8%	36.7%	30.6%	27.0%	34.2%	31.2%
Dissatisfied	22.2%	15.5%	18.9%	18.5%	12.7%	19.0%	18.4%	18.8%	17.9%
Very dissatisfied	6.0%	10.3%	11.5%	9.6%	7.8%	6.1%	7.8%	4.0%	7.9%

Q13. 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=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q13-7. Condition of sidewalks									
Very satisfied	9.8%	5.9%	1.4%	4.3%	8.1%	2.9%	10.1%	6.3%	6.1%
Satisfied	33.5%	27.4%	40.5%	36.9%	36.6%	31.7%	28.1%	37.1%	33.8%
Neutral	31.1%	26.3%	27.7%	39.0%	28.0%	25.9%	28.8%	32.2%	29.7%
Dissatisfied	18.3%	22.6%	19.6%	10.6%	19.9%	22.3%	20.9%	18.2%	19.2%
Very dissatisfied	7.3%	17.7%	10.8%	9.2%	7.5%	17.3%	12.2%	6.3%	11.1%
Q13-8. Condition of bicycle infrastructure									
Very satisfied	10.6%	9.9%	5.7%	8.3%	6.8%	5.4%	10.3%	5.7%	7.9%
Satisfied	33.1%	29.6%	34.1%	22.3%	23.5%	29.5%	28.2%	31.1%	29.0%
Neutral	33.1%	34.0%	26.8%	43.8%	40.2%	35.7%	35.0%	32.0%	35.0%
Dissatisfied	16.9%	16.7%	22.8%	14.9%	19.7%	17.8%	17.1%	18.9%	18.0%
Very dissatisfied	6.3%	9.9%	10.6%	10.7%	9.8%	11.6%	9.4%	12.3%	10.0%

Q13. 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=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q13-9. Cleanliness of City street & other public areas									
Very satisfied	3.6%	4.7%	1.3%	6.0%	3.0%	4.0%	7.6%	4.8%	4.3%
Satisfied	29.8%	32.8%	37.3%	24.5%	24.2%	28.2%	32.4%	34.9%	30.5%
Neutral	34.5%	27.6%	22.0%	30.5%	41.2%	26.8%	31.0%	31.5%	30.7%
Dissatisfied	25.0%	24.5%	28.7%	31.1%	22.4%	26.8%	20.7%	21.9%	25.1%
Very dissatisfied	7.1%	10.4%	10.7%	7.9%	9.1%	14.1%	8.3%	6.8%	9.3%
Q13-10. Cleanliness of stormwater drains in your neighborhood									
Very satisfied	11.5%	7.6%	6.3%	7.1%	6.0%	5.9%	12.8%	13.3%	8.8%
Satisfied	36.9%	41.1%	44.4%	32.1%	35.3%	29.4%	35.3%	41.3%	37.2%
Neutral	29.9%	19.5%	22.9%	34.3%	34.7%	34.6%	26.3%	27.3%	28.4%
Dissatisfied	14.0%	24.9%	19.4%	16.4%	16.7%	19.1%	15.8%	16.1%	18.0%
Very dissatisfied	7.6%	7.0%	6.9%	10.0%	7.3%	11.0%	9.8%	2.1%	7.7%

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

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q14. Sum of top 3 choices									
Condition of major City streets	68.2%	67.5%	68.6%	65.1%	61.5%	58.9%	60.9%	68.0%	65.0%
Condition of streets in your neighborhood	37.1%	41.1%	37.9%	44.1%	41.4%	34.4%	35.8%	30.7%	38.0%
Condition of City street signs	11.2%	14.2%	11.1%	14.5%	13.0%	9.3%	9.9%	11.3%	11.9%
Condition of pavement markings on City street	33.5%	24.4%	32.7%	27.6%	34.3%	27.8%	27.8%	34.7%	30.2%
Snow removal on snow routes during past year	16.5%	6.6%	11.8%	11.2%	13.0%	10.6%	22.5%	17.3%	13.5%
Condition of landscaping or streetscaping in medians & along City street	23.5%	26.9%	25.5%	21.1%	14.8%	22.5%	21.2%	29.3%	23.1%
Condition of sidewalks	24.1%	28.9%	17.0%	14.5%	23.7%	32.5%	27.2%	24.0%	24.1%
Condition of bicycle infrastructure	12.9%	17.3%	14.4%	17.1%	15.4%	22.5%	12.6%	16.7%	16.1%
Cleanliness of City streets & other public areas	28.8%	38.1%	42.5%	31.6%	39.6%	35.8%	33.1%	36.0%	35.7%
Cleanliness of stormwater drains in your neighborhood	17.1%	18.3%	13.1%	15.1%	18.9%	20.5%	13.9%	13.3%	16.4%
None chosen	5.9%	4.6%	4.6%	7.2%	4.7%	5.3%	9.3%	4.7%	5.7%

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

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q15-1. Residential trash collection services									
Very satisfied	48.5%	44.7%	36.2%	43.6%	38.8%	37.0%	44.1%	47.0%	42.6%
Satisfied	43.7%	48.4%	55.9%	40.9%	51.5%	45.2%	44.8%	47.7%	47.3%
Neutral	4.8%	4.2%	5.3%	10.1%	6.7%	14.4%	7.7%	5.4%	7.1%
Dissatisfied	3.0%	1.1%	1.3%	4.0%	3.0%	2.7%	2.8%	0.0%	2.2%
Very dissatisfied	0.0%	1.6%	1.3%	1.3%	0.0%	0.7%	0.7%	0.0%	0.7%
Q15-2. Curbside recycling services									
Very satisfied	49.4%	39.7%	36.7%	34.1%	41.9%	31.3%	38.4%	46.2%	40.0%
Satisfied	38.0%	44.6%	49.7%	31.8%	46.3%	47.0%	42.0%	40.0%	42.5%
Neutral	7.8%	7.1%	4.8%	18.9%	10.0%	14.9%	15.2%	8.3%	10.5%
Dissatisfied	4.2%	6.5%	6.8%	5.3%	1.3%	5.2%	2.2%	5.5%	4.6%
Very dissatisfied	0.6%	2.2%	2.0%	9.8%	0.6%	1.5%	2.2%	0.0%	2.2%

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

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q15-3. Bulky item pick up/removal services (e.g., old furniture, appliances)									
Very satisfied	47.3%	40.9%	37.2%	42.1%	37.4%	35.8%	41.0%	39.7%	40.3%
Satisfied	35.3%	38.2%	45.9%	33.8%	47.2%	40.9%	41.7%	44.5%	40.9%
Neutral	10.2%	11.8%	8.1%	13.8%	9.2%	10.9%	10.8%	8.9%	10.5%
Dissatisfied	6.0%	6.5%	7.4%	8.3%	5.5%	10.9%	4.3%	6.8%	6.9%
Very dissatisfied	1.2%	2.7%	1.4%	2.1%	0.6%	1.5%	2.2%	0.0%	1.5%
Q15-4. Water service									
Very satisfied	39.6%	31.6%	28.4%	25.6%	34.1%	33.1%	34.4%	35.1%	33.0%
Satisfied	40.9%	55.3%	61.0%	45.5%	53.0%	45.5%	47.7%	48.0%	49.8%
Neutral	9.8%	8.4%	9.2%	20.7%	10.4%	17.9%	10.9%	9.5%	11.7%
Dissatisfied	7.3%	2.6%	0.7%	7.4%	1.2%	2.8%	6.3%	5.4%	4.1%
Very dissatisfied	2.4%	2.1%	0.7%	0.8%	1.2%	0.7%	0.8%	2.0%	1.4%

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

N=1293

				Ward					Total
	1	2	3	4	5	6	7	8	
Q15-5. Wastewater services									
Very satisfied	37.0%	29.0%	28.0%	24.4%	31.3%	32.1%	30.9%	32.4%	30.8%
Satisfied	44.8%	51.7%	54.5%	43.7%	52.0%	46.4%	44.7%	49.6%	48.6%
Neutral	13.6%	15.9%	15.2%	25.2%	13.3%	20.7%	21.1%	15.1%	17.2%
Dissatisfied	3.9%	3.4%	0.8%	3.4%	0.7%	0.7%	2.4%	2.2%	2.2%
Very dissatisfied	0.6%	0.0%	1.5%	3.4%	2.7%	0.0%	0.8%	0.7%	1.1%
Q15-6. Speed of service (e.g., repairs, starting service)									
Very satisfied	27.5%	18.5%	21.0%	19.7%	21.5%	23.1%	26.5%	21.8%	22.4%
Satisfied	40.6%	53.7%	45.4%	39.3%	48.1%	37.3%	35.9%	45.9%	43.7%
Neutral	26.1%	21.0%	26.9%	35.9%	22.2%	31.3%	29.1%	24.1%	26.7%
Dissatisfied	5.8%	6.2%	4.2%	1.7%	5.9%	6.0%	8.5%	5.3%	5.5%
Very dissatisfied	0.0%	0.6%	2.5%	3.4%	2.2%	2.2%	0.0%	3.0%	1.7%

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

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q15-7. Quality of customer service									
Very satisfied	30.8%	29.6%	19.7%	23.2%	25.7%	25.6%	35.5%	21.9%	26.6%
Satisfied	40.6%	44.4%	48.5%	41.6%	43.6%	39.8%	37.1%	50.8%	43.3%
Neutral	18.9%	23.1%	25.8%	32.0%	24.3%	30.8%	23.4%	22.7%	25.0%
Dissatisfied	6.3%	2.4%	2.3%	1.6%	4.3%	2.3%	3.2%	3.9%	3.3%
Very dissatisfied	3.5%	0.6%	3.8%	1.6%	2.1%	1.5%	0.8%	0.8%	1.8%

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=1293

				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

	1	2	3	4	5	6	7	8	Total
None	22.1%	18.2%	30.3%	30.1%	22.5%	15.5%	25.4%	20.9%	22.9%
Less than 5 times	33.7%	27.3%	26.2%	35.6%	31.9%	30.4%	30.3%	36.5%	31.4%
5 to 10 times	22.7%	17.6%	20.0%	13.7%	19.4%	20.3%	21.8%	23.6%	19.9%
11 to 20 times	6.1%	15.5%	12.4%	6.2%	10.6%	10.8%	9.2%	8.8%	10.1%
20+ times	15.3%	21.4%	11.0%	14.4%	15.6%	23.0%	13.4%	10.1%	15.7%

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=1293

				Ward					Total
	1	2	3	4	5	6	7	8	

Q17-1. Maintenance of City parks

	1	2	3	4	5	6	7	8	Total
Very satisfied	15.3%	15.3%	12.8%	19.4%	16.2%	16.2%	21.2%	12.0%	15.9%
Satisfied	53.5%	55.1%	51.9%	43.5%	50.7%	53.5%	50.0%	59.2%	52.4%
Neutral	23.6%	18.2%	26.3%	29.8%	25.4%	19.0%	22.0%	20.8%	22.9%
Dissatisfied	6.3%	9.7%	8.3%	4.8%	6.3%	9.9%	5.9%	7.2%	7.4%
Very dissatisfied	1.4%	1.7%	0.8%	2.4%	1.4%	1.4%	0.8%	0.8%	1.4%

Q17-2. Maintenance of new or upgraded facilities

	1	2	3	4	5	6	7	8	Total
Very satisfied	19.6%	21.5%	16.1%	21.2%	21.5%	18.8%	24.6%	17.9%	20.2%
Satisfied	49.3%	49.7%	48.4%	39.8%	44.6%	51.1%	43.0%	56.4%	47.9%
Neutral	29.0%	23.9%	30.6%	32.2%	26.2%	23.3%	24.6%	17.9%	25.9%
Dissatisfied	2.2%	4.3%	3.2%	5.1%	6.2%	6.0%	7.9%	7.7%	5.2%
Very dissatisfied	0.0%	0.6%	1.6%	1.7%	1.5%	0.8%	0.0%	0.0%	0.8%

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=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q17-3. City's multi-purpose trails									
Very satisfied	21.1%	18.0%	13.3%	15.6%	14.8%	16.5%	20.4%	15.2%	16.9%
Satisfied	48.8%	53.3%	51.7%	36.7%	48.1%	50.4%	49.1%	58.0%	49.7%
Neutral	23.6%	22.0%	28.3%	42.2%	33.3%	24.0%	27.8%	20.5%	27.3%
Dissatisfied	5.7%	4.7%	5.0%	4.6%	2.8%	6.6%	1.9%	4.5%	4.5%
Very dissatisfied	0.8%	2.0%	1.7%	0.9%	0.9%	2.5%	0.9%	1.8%	1.5%
Q17-4. Accessibility to City parks & trails									
Very satisfied	16.3%	15.6%	14.8%	17.4%	15.4%	16.0%	19.3%	13.4%	16.0%
Satisfied	54.6%	58.1%	47.7%	37.4%	45.4%	53.4%	52.6%	56.7%	51.2%
Neutral	23.4%	18.6%	28.1%	31.3%	29.2%	18.3%	16.7%	18.9%	22.9%
Dissatisfied	5.0%	7.8%	5.5%	7.8%	8.5%	9.9%	10.5%	7.1%	7.7%
Very dissatisfied	0.7%	0.0%	3.9%	6.1%	1.5%	2.3%	0.9%	3.9%	2.3%

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=1293

					Ward					Total
	1	2	3	4	5	6	7	8		

Q17-5. Condition of landscaping in City medians & streets rights-of-way

	1	2	3	4	5	6	7	8	Total
Very satisfied	8.3%	5.5%	7.9%	11.2%	7.5%	9.8%	11.5%	8.5%	8.6%
Satisfied	35.3%	43.7%	32.1%	37.3%	34.7%	39.2%	42.3%	37.3%	37.9%
Neutral	26.9%	23.5%	30.7%	26.1%	34.7%	29.4%	23.1%	25.4%	27.4%
Dissatisfied	20.5%	19.1%	21.4%	17.2%	17.0%	17.5%	18.5%	23.2%	19.3%
Very dissatisfied	9.0%	8.2%	7.9%	8.2%	6.1%	4.2%	4.6%	5.6%	6.8%

Q17-6. Quality of City golf courses

	1	2	3	4	5	6	7	8	Total
Very satisfied	17.1%	13.7%	13.0%	12.5%	10.4%	13.2%	25.8%	28.0%	16.8%
Satisfied	34.2%	42.5%	30.4%	34.4%	37.3%	36.8%	45.2%	41.3%	37.7%
Neutral	44.7%	39.7%	47.8%	46.9%	47.8%	48.5%	27.4%	22.7%	40.6%
Dissatisfied	1.3%	1.4%	7.2%	4.7%	4.5%	1.5%	1.6%	8.0%	3.8%
Very dissatisfied	2.6%	2.7%	1.4%	1.6%	0.0%	0.0%	0.0%	0.0%	1.1%

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=1293

				Ward					Total
	1	2	3	4	5	6	7	8	

Q17-7. City aquatic facilities & programs

	1	2	3	4	5	6	7	8	Total
Very satisfied	10.1%	12.7%	11.1%	13.6%	12.8%	11.3%	10.7%	11.1%	11.7%
Satisfied	29.1%	35.4%	31.9%	28.4%	30.8%	27.5%	37.5%	33.3%	31.5%
Neutral	53.2%	36.7%	40.3%	42.0%	41.0%	51.3%	32.1%	42.9%	42.9%
Dissatisfied	7.6%	11.4%	12.5%	9.9%	9.0%	2.5%	14.3%	9.5%	9.4%
Very dissatisfied	0.0%	3.8%	4.2%	6.2%	6.4%	7.5%	5.4%	3.2%	4.6%

Q17-8. Athletic programs

	1	2	3	4	5	6	7	8	Total
Very satisfied	9.1%	7.8%	9.9%	12.0%	15.2%	9.4%	10.7%	9.5%	10.4%
Satisfied	29.9%	32.5%	32.4%	28.0%	24.2%	37.5%	41.1%	38.1%	32.6%
Neutral	49.4%	50.6%	47.9%	52.0%	54.5%	43.8%	37.5%	46.0%	48.1%
Dissatisfied	10.4%	6.5%	5.6%	2.7%	4.5%	9.4%	8.9%	6.3%	6.7%
Very dissatisfied	1.3%	2.6%	4.2%	5.3%	1.5%	0.0%	1.8%	0.0%	2.2%

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=1293

				Ward					Total
	1	2	3	4	5	6	7	8	

Q17-9. Availability of information about parks & recreation activities/classes

	1	2	3	4	5	6	7	8	Total
Very satisfied	7.3%	8.2%	7.0%	13.5%	10.3%	8.9%	5.8%	10.1%	8.9%
Satisfied	25.2%	39.0%	31.3%	31.5%	27.6%	30.4%	32.0%	30.3%	31.1%
Neutral	46.3%	33.6%	39.1%	32.4%	44.0%	37.5%	33.0%	48.6%	39.3%
Dissatisfied	17.1%	14.4%	15.7%	15.3%	16.4%	18.8%	20.4%	5.5%	15.4%
Very dissatisfied	4.1%	4.8%	7.0%	7.2%	1.7%	4.5%	8.7%	5.5%	5.3%

Q17-10. City recreation centers

	1	2	3	4	5	6	7	8	Total
Very satisfied	9.5%	14.1%	13.1%	15.1%	12.2%	11.5%	15.6%	11.8%	12.8%
Satisfied	30.5%	36.4%	27.4%	29.1%	20.0%	28.7%	36.4%	42.4%	31.3%
Neutral	52.6%	39.4%	48.8%	36.0%	51.1%	43.7%	39.0%	38.8%	43.8%
Dissatisfied	3.2%	8.1%	6.0%	14.0%	12.2%	12.6%	5.2%	4.7%	8.3%
Very dissatisfied	4.2%	2.0%	4.8%	5.8%	4.4%	3.4%	3.9%	2.4%	3.8%

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=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q17-11. Civic Center Music Hall experience									
Very satisfied	29.5%	40.4%	27.1%	35.4%	27.6%	30.8%	41.0%	41.0%	34.6%
Satisfied	44.8%	45.5%	39.6%	30.2%	43.8%	52.3%	46.0%	45.3%	43.8%
Neutral	25.7%	12.8%	30.2%	29.2%	21.9%	13.1%	10.0%	12.0%	18.7%
Dissatisfied	0.0%	0.6%	1.0%	3.1%	5.7%	2.8%	3.0%	1.7%	2.2%
Very dissatisfied	0.0%	0.6%	2.1%	2.1%	1.0%	0.9%	0.0%	0.0%	0.8%
Q17-12. Condition of Bricktown Canal & landscaping									
Very satisfied	17.3%	18.3%	19.7%	19.2%	17.2%	26.2%	26.1%	27.6%	21.3%
Satisfied	46.5%	54.2%	54.3%	45.8%	50.8%	45.9%	45.2%	46.3%	48.9%
Neutral	28.3%	22.2%	18.1%	28.3%	25.4%	18.9%	20.9%	21.1%	22.9%
Dissatisfied	7.1%	3.3%	7.1%	5.8%	4.9%	6.6%	7.0%	4.1%	5.6%
Very dissatisfied	0.8%	2.0%	0.8%	0.8%	1.6%	2.5%	0.9%	0.8%	1.3%

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=1293

				Ward					Total
	1	2	3	4	5	6	7	8	

Q17-13. Recreation facilities & programs

	1	2	3	4	5	6	7	8	Total
Very satisfied	9.3%	9.9%	10.5%	15.5%	7.3%	14.1%	12.5%	14.4%	11.6%
Satisfied	41.2%	48.6%	40.7%	30.9%	34.4%	34.3%	45.0%	37.8%	39.2%
Neutral	40.2%	33.3%	38.4%	39.2%	51.0%	38.4%	30.0%	41.1%	39.0%
Dissatisfied	7.2%	7.2%	7.0%	9.3%	4.2%	11.1%	11.3%	6.7%	7.9%
Very dissatisfied	2.1%	0.9%	3.5%	5.2%	3.1%	2.0%	1.3%	0.0%	2.2%

Q17-14. City of Oklahoma City's Parks & Recreation Department

	1	2	3	4	5	6	7	8	Total
Very satisfied	14.3%	15.6%	14.7%	15.9%	12.7%	16.4%	15.7%	16.7%	15.2%
Satisfied	42.9%	51.1%	39.4%	37.4%	40.7%	43.6%	49.0%	47.2%	44.1%
Neutral	37.0%	24.4%	38.5%	39.3%	39.8%	30.9%	30.4%	28.7%	33.5%
Dissatisfied	5.0%	6.7%	5.5%	4.7%	5.1%	6.4%	3.9%	4.6%	5.3%
Very dissatisfied	0.8%	2.2%	1.8%	2.8%	1.7%	2.7%	1.0%	2.8%	2.0%

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? (top 3)

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	

Q18. Sum of top 3 choices

	1	2	3	4	5	6	7	8	Total
Maintenance of City parks	41.8%	55.3%	43.1%	34.2%	43.2%	50.3%	38.4%	53.3%	45.2%
Maintenance of new or upgraded facilities	22.4%	17.8%	18.3%	18.4%	19.5%	21.9%	27.8%	21.3%	20.8%
City's multi-purpose trails	18.8%	19.3%	22.2%	11.2%	15.4%	19.2%	15.9%	16.7%	17.4%
Accessibility to City parks & trails	17.1%	17.3%	13.1%	16.4%	16.0%	17.9%	19.2%	20.7%	17.2%
Condition of landscaping in City medians & streets right-of-way	34.7%	34.5%	34.0%	28.3%	30.2%	30.5%	29.1%	38.0%	32.5%
Quality of City golf courses	5.9%	7.1%	6.5%	3.9%	5.9%	5.3%	2.6%	9.3%	5.9%
City aquatic facilities & programs	12.4%	10.2%	11.1%	9.2%	11.8%	14.6%	12.6%	10.7%	11.5%
Athletic programs	6.5%	5.6%	9.8%	8.6%	6.5%	7.3%	9.3%	4.7%	7.2%
Availability of information about parks & recreation activities & classes	25.9%	23.9%	18.3%	23.0%	21.9%	25.8%	23.8%	18.7%	22.7%

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) (cont.)

N=1293

Q18. Sum of top 3 choices (cont.)	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Total
City recreation centers	10.0%	10.2%	10.5%	14.5%	14.8%	8.6%	10.6%	12.7%	11.4%
Civic Center Music Hall experience	4.1%	6.1%	3.9%	6.6%	8.9%	4.6%	4.6%	8.7%	6.0%
Condition of Bricktown Canal & landscaping	13.5%	15.2%	13.7%	11.2%	17.8%	9.9%	10.6%	18.0%	13.8%
Recreation facilities & programs	14.7%	14.7%	15.7%	14.5%	16.6%	16.6%	17.2%	14.7%	15.5%
City of Oklahoma City's Parks & Recreation Department	11.8%	9.6%	9.8%	9.2%	7.7%	9.9%	5.3%	8.7%	9.0%
None chosen	17.6%	15.2%	19.0%	27.6%	17.2%	15.9%	21.2%	11.3%	18.0%

Q19. Have you contacted the City of Oklahoma City during the past year? (without "not provided")

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	

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

Yes	41.7%	45.6%	39.7%	42.0%	36.7%	40.9%	44.5%	35.8%	41.0%
No	58.3%	54.4%	60.3%	58.0%	63.3%	59.1%	55.5%	64.2%	59.0%

Q19a. 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=522

				Ward					Total
	1	2	3	4	5	6	7	8	
Q19a-1. How helpful City staff was when you called									
Very satisfied	24.6%	37.2%	33.3%	29.0%	38.3%	25.4%	34.9%	34.0%	32.2%
Satisfied	46.4%	36.0%	35.0%	40.3%	35.0%	47.5%	41.3%	24.0%	38.5%
Neutral	13.0%	8.1%	15.0%	16.1%	11.7%	11.9%	9.5%	28.0%	13.6%
Dissatisfied	4.3%	15.1%	10.0%	11.3%	8.3%	13.6%	9.5%	14.0%	10.8%
Very dissatisfied	11.6%	3.5%	6.7%	3.2%	6.7%	1.7%	4.8%	0.0%	4.9%
Q19a-2. How helpful City staff was when you visited									
Very satisfied	28.3%	32.8%	36.6%	20.8%	29.5%	25.0%	31.1%	34.1%	29.7%
Satisfied	39.6%	32.8%	24.4%	35.4%	38.6%	45.8%	37.8%	25.0%	35.1%
Neutral	20.8%	14.1%	24.4%	25.0%	15.9%	18.8%	17.8%	29.5%	20.4%
Dissatisfied	3.8%	15.6%	4.9%	14.6%	13.6%	10.4%	6.7%	11.4%	10.3%
Very dissatisfied	7.5%	4.7%	9.8%	4.2%	2.3%	0.0%	6.7%	0.0%	4.4%

Q19a. 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=522

				Ward					Total
	1	2	3	4	5	6	7	8	

Q19a-3. Accuracy of the information you were given

	1	2	3	4	5	6	7	8	Total
Very satisfied	23.9%	37.3%	29.3%	27.1%	36.4%	26.7%	33.9%	30.0%	30.8%
Satisfied	43.3%	39.8%	39.7%	42.4%	29.1%	36.7%	38.7%	34.0%	38.3%
Neutral	14.9%	9.6%	17.2%	20.3%	23.6%	23.3%	11.3%	26.0%	17.6%
Dissatisfied	10.4%	8.4%	8.6%	6.8%	5.5%	13.3%	9.7%	8.0%	8.9%
Very dissatisfied	7.5%	4.8%	5.2%	3.4%	5.5%	0.0%	6.5%	2.0%	4.5%

Q19a-4. How quickly City staff responded to your request

	1	2	3	4	5	6	7	8	Total
Very satisfied	17.4%	31.4%	24.1%	26.7%	31.0%	30.0%	25.4%	27.5%	26.7%
Satisfied	40.6%	31.4%	43.1%	38.3%	37.9%	40.0%	46.0%	33.3%	38.6%
Neutral	17.4%	14.0%	15.5%	16.7%	15.5%	13.3%	9.5%	21.6%	15.2%
Dissatisfied	14.5%	12.8%	6.9%	8.3%	6.9%	10.0%	12.7%	17.6%	11.3%
Very dissatisfied	10.1%	10.5%	10.3%	10.0%	8.6%	6.7%	6.3%	0.0%	8.1%

Q19a. 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=522	Ward								Total
	1	2	3	4	5	6	7	8	
Q19a-5. How well your issue was handled									
Very satisfied	22.1%	33.3%	23.7%	30.0%	27.6%	28.8%	28.6%	27.5%	27.9%
Satisfied	36.8%	29.9%	37.3%	31.7%	39.7%	33.9%	42.9%	29.4%	35.0%
Neutral	17.6%	13.8%	11.9%	16.7%	6.9%	15.3%	4.8%	25.5%	13.9%
Dissatisfied	10.3%	13.8%	8.5%	13.3%	13.8%	16.9%	12.7%	17.6%	13.3%
Very dissatisfied	13.2%	9.2%	18.6%	8.3%	12.1%	5.1%	11.1%	0.0%	9.9%

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

N=1293

				Ward					Total
	1	2	3	4	5	6	7	8	
Q20-1. Availability of news & information about City of Oklahoma City's services									
Very satisfied	14.1%	9.4%	8.6%	10.0%	16.3%	13.1%	16.7%	15.8%	12.9%
Satisfied	34.2%	47.2%	43.8%	41.4%	34.0%	44.5%	35.7%	44.4%	40.8%
Neutral	38.3%	30.6%	34.4%	31.4%	40.5%	27.7%	33.3%	33.1%	33.7%
Dissatisfied	10.7%	10.6%	12.5%	12.1%	7.8%	13.1%	9.5%	6.0%	10.3%
Very dissatisfied	2.7%	2.2%	0.8%	5.0%	1.3%	1.5%	4.8%	0.8%	2.4%
Q20-2. Information in water bill newsletter									
Very satisfied	19.7%	20.0%	16.0%	16.5%	22.1%	17.9%	19.3%	22.6%	19.4%
Satisfied	47.9%	52.7%	52.8%	52.9%	49.0%	52.7%	48.7%	48.9%	50.7%
Neutral	28.2%	24.2%	26.4%	23.1%	25.5%	24.1%	26.9%	25.6%	25.5%
Dissatisfied	2.1%	3.0%	4.0%	7.4%	2.8%	4.5%	2.5%	2.3%	3.5%
Very dissatisfied	2.1%	0.0%	0.8%	0.0%	0.7%	0.9%	2.5%	0.8%	0.9%

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

N=1293

				Ward					Total
	1	2	3	4	5	6	7	8	
Q20-3. City's website (okc.gov) as a source of information									
Very satisfied	13.6%	17.3%	14.4%	9.4%	13.5%	15.2%	23.0%	19.7%	15.8%
Satisfied	45.7%	49.4%	50.8%	44.1%	48.9%	51.2%	36.5%	44.9%	46.5%
Neutral	34.3%	26.8%	26.3%	35.4%	33.3%	28.8%	29.4%	30.7%	30.6%
Dissatisfied	5.7%	4.8%	6.8%	8.7%	2.8%	4.8%	9.5%	3.1%	5.7%
Very dissatisfied	0.7%	1.8%	1.7%	2.4%	1.4%	0.0%	1.6%	1.6%	1.4%
Q20-4. City's use of social media									
Very satisfied	15.1%	14.0%	12.0%	16.8%	12.5%	17.6%	21.2%	15.4%	15.5%
Satisfied	31.7%	40.9%	38.9%	36.3%	43.8%	51.3%	32.7%	36.8%	39.2%
Neutral	46.8%	38.4%	34.3%	38.1%	39.8%	25.2%	38.1%	40.2%	37.8%
Dissatisfied	5.6%	5.5%	13.9%	6.2%	3.9%	5.0%	8.0%	6.8%	6.7%
Very dissatisfied	0.8%	1.2%	0.9%	2.7%	0.0%	0.8%	0.0%	0.9%	0.9%

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

N=1293

				Ward					Total
	1	2	3	4	5	6	7	8	
Q20-5. City's website as a means to transact business with City									
Very satisfied	12.9%	13.7%	8.7%	8.9%	12.0%	11.1%	20.8%	15.7%	13.0%
Satisfied	33.9%	37.9%	40.4%	33.9%	42.7%	46.3%	36.8%	38.0%	38.6%
Neutral	43.5%	39.2%	40.4%	45.5%	39.3%	34.3%	33.0%	38.0%	39.3%
Dissatisfied	8.1%	6.5%	9.6%	5.4%	3.4%	6.5%	6.6%	7.4%	6.7%
Very dissatisfied	1.6%	2.6%	1.0%	6.3%	2.6%	1.9%	2.8%	0.9%	2.5%
Q20-6. Services & information provided by City's Action Center									
Very satisfied	12.5%	13.7%	10.9%	14.3%	12.3%	15.7%	19.8%	17.2%	14.5%
Satisfied	27.7%	36.7%	38.0%	26.4%	37.7%	41.2%	37.5%	33.3%	34.9%
Neutral	45.5%	38.8%	29.3%	44.0%	40.6%	28.4%	32.3%	40.4%	37.6%
Dissatisfied	11.6%	7.2%	17.4%	9.9%	4.7%	11.8%	9.4%	7.1%	9.7%
Very dissatisfied	2.7%	3.6%	4.3%	5.5%	4.7%	2.9%	1.0%	2.0%	3.3%

Q21. 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=1293

				Ward					Total
	1	2	3	4	5	6	7	8	

Q21. How often did you participate in any physical activity or exercise in past month

	1	2	3	4	5	6	7	8	Total
3+ times a week (often)	42.1%	40.4%	46.8%	30.0%	37.7%	42.1%	42.3%	49.3%	41.3%
1-3 times a week (regularly)	27.4%	21.3%	28.4%	32.1%	31.8%	26.2%	26.3%	21.8%	26.8%
1-3 times a month (occasionally)	20.7%	24.5%	14.9%	21.4%	15.6%	17.2%	19.7%	21.1%	19.6%
0 times last month (never)	9.8%	13.8%	9.9%	16.4%	14.9%	14.5%	11.7%	7.7%	12.4%

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

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	

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

	1	2	3	4	5	6	7	8	Total
Newspapers	15.9%	21.8%	12.4%	12.5%	12.4%	16.6%	12.6%	18.0%	15.5%
Radio	18.2%	14.2%	15.7%	17.1%	14.8%	15.2%	15.9%	15.3%	15.8%
Television news	53.5%	52.3%	53.6%	52.6%	47.9%	38.4%	47.0%	44.7%	49.0%
Water bill newsletter, CityNews	44.7%	50.8%	46.4%	41.4%	50.3%	39.7%	43.7%	50.0%	46.1%
City website (okc.gov)	35.3%	41.6%	41.8%	38.8%	32.5%	46.4%	39.7%	46.7%	40.2%
City cable/YouTube channel	2.9%	3.0%	3.3%	4.6%	4.7%	4.0%	3.3%	6.0%	3.9%
Calling the City	4.7%	9.1%	5.2%	6.6%	5.9%	7.3%	9.9%	9.3%	7.3%
Social media	48.2%	49.2%	47.1%	40.1%	50.9%	55.6%	44.4%	52.0%	48.5%
OKC GOV mobile app	10.0%	8.1%	6.5%	2.6%	7.7%	9.3%	8.6%	11.3%	8.0%
Email newsletters	3.5%	7.6%	4.6%	5.3%	5.3%	13.9%	4.0%	9.3%	6.7%
Other	2.4%	2.5%	2.0%	4.6%	1.8%	2.6%	2.0%	6.0%	2.9%

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

N=1293

	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

	1	2	3	4	5	6	7	8	Total
Call Action Center (297-2535)	36.5%	40.6%	37.9%	38.8%	43.2%	36.4%	39.1%	42.0%	39.4%
Online at okc.gov	44.7%	37.6%	30.1%	34.2%	32.5%	37.7%	33.8%	42.7%	36.7%
Social media	3.5%	3.6%	6.5%	5.3%	4.7%	2.0%	4.0%	4.7%	4.3%
OKC Connect mobile app	13.5%	14.7%	15.7%	11.2%	10.7%	16.6%	11.3%	10.0%	13.0%
Text 405-252-1053	14.7%	9.6%	14.4%	10.5%	14.2%	15.9%	13.9%	11.3%	13.0%
Call the department	24.7%	29.9%	29.4%	27.6%	29.0%	24.5%	25.8%	28.7%	27.5%
Email	9.4%	9.1%	9.8%	10.5%	13.0%	9.3%	12.6%	19.3%	11.5%
Mail	0.6%	1.5%	0.0%	0.7%	0.6%	0.7%	0.7%	1.3%	0.8%

Q24. Overall Ratings of Oklahoma 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=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q24-1. As a place to live									
Excellent	31.2%	29.7%	23.1%	28.9%	26.8%	21.3%	26.0%	38.9%	28.3%
Good	48.8%	52.8%	59.2%	44.7%	60.4%	54.0%	54.7%	48.3%	52.9%
Neutral	10.6%	9.7%	8.2%	15.1%	6.7%	12.7%	10.7%	5.4%	9.9%
Below average	6.5%	6.2%	7.5%	10.5%	6.1%	10.7%	7.3%	4.7%	7.4%
Poor	2.9%	1.5%	2.0%	0.7%	0.0%	1.3%	1.3%	2.7%	1.6%
Q24-2. As a place to raise children									
Excellent	26.5%	22.2%	22.9%	28.2%	24.4%	18.0%	20.4%	32.4%	24.4%
Good	45.7%	41.1%	42.1%	35.6%	53.2%	38.8%	44.4%	40.0%	42.7%
Neutral	9.9%	14.4%	20.7%	14.8%	10.9%	18.7%	17.6%	13.8%	14.9%
Below average	11.7%	16.7%	12.1%	12.8%	8.3%	12.2%	12.7%	8.3%	12.0%
Poor	6.2%	5.6%	2.1%	8.7%	3.2%	12.2%	4.9%	5.5%	6.0%

Q24. Overall Ratings of Oklahoma 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=1293

				Ward					Total
	1	2	3	4	5	6	7	8	
Q24-3. As a place to work									
Excellent	26.8%	24.5%	21.6%	26.7%	25.3%	22.4%	22.6%	36.1%	25.7%
Good	48.8%	49.5%	58.3%	51.3%	51.3%	51.7%	52.1%	42.9%	50.6%
Neutral	14.9%	16.5%	12.2%	10.7%	14.6%	15.6%	13.0%	11.6%	13.8%
Below average	6.5%	8.5%	7.2%	9.3%	7.6%	8.2%	10.3%	4.8%	7.8%
Poor	3.0%	1.1%	0.7%	2.0%	1.3%	2.0%	2.1%	4.8%	2.1%
Q24-4. As a place to retire									
Excellent	20.6%	21.5%	17.1%	25.5%	26.7%	16.8%	19.6%	33.6%	22.7%
Good	44.2%	41.4%	46.6%	36.9%	40.4%	40.9%	43.4%	37.7%	41.4%
Neutral	13.3%	21.0%	17.1%	18.1%	21.1%	18.2%	19.6%	15.1%	18.0%
Below average	12.7%	11.3%	11.6%	9.4%	8.1%	16.1%	9.8%	7.5%	10.8%
Poor	9.1%	4.8%	7.5%	10.1%	3.7%	8.0%	7.7%	6.2%	7.1%

Q24. Overall Ratings of Oklahoma 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=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q24-5. As a place to visit									
Excellent	20.0%	24.0%	15.9%	21.8%	25.9%	24.8%	19.6%	27.0%	22.4%
Good	40.6%	46.4%	47.6%	45.6%	39.2%	44.1%	41.2%	37.2%	42.8%
Neutral	21.8%	15.1%	20.7%	19.0%	25.3%	12.4%	20.3%	19.6%	19.2%
Below average	13.9%	12.5%	11.7%	9.5%	5.7%	11.7%	15.5%	11.5%	11.5%
Poor	3.6%	2.1%	4.1%	4.1%	3.8%	6.9%	3.4%	4.7%	4.0%
Q24-6. As a City that is moving in the right direction									
Excellent	27.3%	29.5%	21.4%	28.2%	27.0%	29.9%	27.2%	39.9%	28.8%
Good	41.8%	47.7%	51.0%	35.6%	42.9%	40.1%	36.1%	37.8%	41.8%
Neutral	18.2%	14.0%	18.6%	20.8%	20.9%	19.0%	20.4%	12.8%	18.0%
Below average	9.1%	6.2%	3.4%	10.1%	4.9%	4.8%	12.9%	6.1%	7.2%
Poor	3.6%	2.6%	5.5%	5.4%	4.3%	6.1%	3.4%	3.4%	4.2%

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=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q25-1. Safety									
Very satisfied	27.2%	26.3%	27.0%	26.5%	25.3%	17.4%	27.0%	44.6%	27.6%
Satisfied	47.3%	44.3%	43.2%	43.7%	49.4%	36.9%	45.9%	44.6%	44.5%
Neutral	13.0%	14.4%	14.9%	13.9%	17.5%	20.1%	12.8%	5.4%	14.1%
Dissatisfied	8.3%	11.9%	12.2%	9.9%	6.6%	16.8%	12.2%	3.4%	10.1%
Very dissatisfied	4.1%	3.1%	2.7%	6.0%	1.2%	8.7%	2.0%	2.0%	3.7%
Q25-2. Appearance									
Very satisfied	26.5%	26.0%	19.7%	18.0%	20.6%	17.7%	22.4%	36.7%	23.6%
Satisfied	43.5%	41.1%	53.1%	42.0%	45.5%	44.9%	46.9%	46.9%	45.3%
Neutral	14.1%	16.7%	8.8%	22.7%	21.2%	19.0%	17.7%	9.5%	16.3%
Dissatisfied	12.9%	12.0%	15.0%	14.0%	9.7%	14.3%	11.6%	6.1%	11.9%
Very dissatisfied	2.9%	4.2%	3.4%	3.3%	3.0%	4.1%	1.4%	0.7%	2.9%

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=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q25-3. Property maintenance									
Very satisfied	24.6%	21.8%	16.3%	17.2%	16.4%	17.4%	21.5%	31.3%	20.8%
Satisfied	45.5%	46.1%	53.7%	45.0%	48.5%	40.3%	45.0%	49.0%	46.6%
Neutral	11.4%	17.6%	14.3%	19.2%	19.4%	25.5%	14.8%	12.2%	16.8%
Dissatisfied	14.4%	10.4%	10.9%	16.6%	11.5%	12.8%	14.1%	6.1%	12.1%
Very dissatisfied	4.2%	4.1%	4.8%	2.0%	4.2%	4.0%	4.7%	1.4%	3.7%
Q25-4. Sense of community									
Very satisfied	20.1%	18.7%	14.9%	16.4%	20.1%	20.5%	19.7%	27.9%	19.8%
Satisfied	28.4%	35.8%	35.5%	33.6%	29.6%	34.2%	35.4%	41.5%	34.1%
Neutral	27.8%	28.3%	29.1%	29.5%	33.3%	25.3%	27.2%	19.7%	27.6%
Dissatisfied	17.2%	11.8%	17.0%	14.4%	13.2%	11.6%	12.2%	8.2%	13.2%
Very dissatisfied	6.5%	5.3%	3.5%	6.2%	3.8%	8.2%	5.4%	2.7%	5.2%

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=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Q25-5. Amenities (e.g., sidewalks, parks, shopping, trees)									
Very satisfied	14.9%	13.0%	6.9%	7.6%	15.2%	16.1%	11.3%	26.5%	14.0%
Satisfied	39.3%	38.0%	38.6%	34.0%	38.4%	36.2%	35.5%	46.3%	38.3%
Neutral	19.6%	18.8%	24.8%	22.2%	26.2%	22.1%	20.6%	13.6%	21.0%
Dissatisfied	17.3%	19.3%	20.7%	23.6%	14.6%	18.1%	22.0%	8.2%	17.9%
Very dissatisfied	8.9%	10.9%	9.0%	12.5%	5.5%	7.4%	10.6%	5.4%	8.8%
Q25-6. Overall quality									
Very satisfied	18.3%	19.3%	14.9%	14.5%	16.4%	18.2%	18.1%	33.1%	19.0%
Satisfied	52.1%	53.1%	59.5%	48.0%	55.2%	47.3%	53.5%	48.6%	52.2%
Neutral	17.8%	17.7%	13.5%	25.0%	19.4%	20.3%	15.3%	14.2%	17.9%
Dissatisfied	11.2%	7.8%	9.5%	9.2%	8.5%	12.8%	11.8%	2.0%	9.1%
Very dissatisfied	0.6%	2.1%	2.7%	3.3%	0.6%	1.4%	1.4%	2.0%	1.7%

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Tabular Data

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Quality of police service	24.4%	42.0%	18.3%	7.4%	3.9%	4.0%
Q1-2. Quality of fire service	47.9%	37.9%	7.6%	0.2%	0.1%	6.3%
Q1-3. Quality of ambulance service	26.5%	37.9%	17.5%	2.9%	1.3%	13.9%
Q1-4. Quality of City parks & recreation programs & facilities	17.9%	41.7%	22.1%	8.7%	2.0%	7.5%
Q1-5. Condition of City streets	2.6%	13.6%	17.9%	40.2%	25.5%	0.2%
Q1-6. Quality of City water utilities	17.2%	47.4%	21.6%	6.9%	2.9%	3.9%
Q1-7. Quality of City trash services	32.5%	51.1%	11.1%	3.5%	0.5%	1.4%
Q1-8. Enforcement of City codes & ordinances	7.7%	24.6%	30.9%	17.9%	8.7%	10.2%
Q1-9. Quality of customer service you receive from City employees	17.2%	33.7%	27.6%	5.3%	2.2%	14.1%
Q1-10. Effectiveness of City communication with the public	12.1%	35.2%	32.9%	11.2%	3.0%	5.6%
Q1-11. Flow of traffic & ease of getting around town on City streets	7.2%	36.7%	21.9%	24.5%	8.7%	0.9%
Q1-12. Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	5.3%	14.5%	27.3%	12.3%	9.2%	31.3%

WITHOUT "DON'T KNOW"

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of police service	25.4%	43.8%	19.0%	7.7%	4.1%
Q1-2. Quality of fire service	51.1%	40.5%	8.1%	0.2%	0.1%
Q1-3. Quality of ambulance service	30.8%	44.0%	20.3%	3.3%	1.5%
Q1-4. Quality of City parks & recreation programs & facilities	19.4%	45.1%	23.9%	9.4%	2.2%
Q1-5. Condition of City streets	2.6%	13.6%	18.0%	40.3%	25.6%
Q1-6. Quality of City water utilities	18.0%	49.4%	22.5%	7.2%	3.1%
Q1-7. Quality of City trash services	32.9%	51.8%	11.2%	3.5%	0.5%
Q1-8. Enforcement of City codes & ordinances	8.5%	27.4%	34.5%	19.9%	9.7%
Q1-9. Quality of customer service you receive from City employees	20.0%	39.2%	32.1%	6.1%	2.5%
Q1-10. Effectiveness of City communication with the public	12.9%	37.3%	34.8%	11.9%	3.2%
Q1-11. Flow of traffic & ease of getting around town on City streets	7.3%	37.1%	22.1%	24.7%	8.8%
Q1-12. Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	7.8%	21.2%	39.8%	17.9%	13.4%

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

Q2. Top choice	Number	Percent
Quality of police service	201	15.5 %
Quality of fire service	16	1.2 %
Quality of ambulance service	19	1.5 %
Quality of City parks & recreation programs & facilities	47	3.6 %
Condition of City streets	622	48.1 %
Quality of City water utilities	33	2.6 %
Quality of City trash services	7	0.5 %
Enforcement of City codes & ordinances	74	5.7 %
Quality of customer service you receive from City employees	8	0.6 %
Effectiveness of City communication with the public	16	1.2 %
Flow of traffic & ease of getting around town on City streets	102	7.9 %
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	113	8.7 %
None chosen	35	2.7 %
Total	1293	100.0 %

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

Q2. 2nd choice	Number	Percent
Quality of police service	119	9.2 %
Quality of fire service	50	3.9 %
Quality of ambulance service	32	2.5 %
Quality of City parks & recreation programs & facilities	125	9.7 %
Condition of City streets	225	17.4 %
Quality of City water utilities	45	3.5 %
Quality of City trash services	12	0.9 %
Enforcement of City codes & ordinances	161	12.5 %
Quality of customer service you receive from City employees	26	2.0 %
Effectiveness of City communication with the public	61	4.7 %
Flow of traffic & ease of getting around town on City streets	286	22.1 %
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	91	7.0 %
None chosen	60	4.6 %
Total	1293	100.0 %

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

Q2. 3rd choice	Number	Percent
Quality of police service	109	8.4 %
Quality of fire service	33	2.6 %
Quality of ambulance service	49	3.8 %
Quality of City parks & recreation programs & facilities	157	12.1 %
Condition of City streets	126	9.7 %
Quality of City water utilities	64	4.9 %
Quality of City trash services	24	1.9 %
Enforcement of City codes & ordinances	138	10.7 %
Quality of customer service you receive from City employees	55	4.3 %
Effectiveness of City communication with the public	116	9.0 %
Flow of traffic & ease of getting around town on City streets	206	15.9 %
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	113	8.7 %
None chosen	103	8.0 %
Total	1293	100.0 %

SUM OF TOP 3 CHOICES

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

Q2. Sum of top 3 choices	Number	Percent
Quality of police service	429	33.1 %
Quality of fire service	99	7.7 %
Quality of ambulance service	100	7.8 %
Quality of City parks & recreation programs & facilities	329	25.4 %
Condition of City streets	973	75.2 %
Quality of City water utilities	142	11.0 %
Quality of City trash services	43	3.3 %
Enforcement of City codes & ordinances	373	28.9 %
Quality of customer service you receive from City employees	89	6.9 %
Effectiveness of City communication with the public	193	14.9 %
Flow of traffic & ease of getting around town on City streets	594	45.9 %
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	317	24.4 %
None chosen	35	2.7 %
Total	3716	

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=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Quality of services provided by City	10.5%	51.6%	27.6%	5.8%	0.9%	3.6%
Q3-2. Appearance of Oklahoma City	9.4%	38.5%	24.3%	20.3%	5.8%	1.7%
Q3-3. Image of Oklahoma City	12.3%	39.2%	27.5%	15.2%	3.9%	2.0%
Q3-4. How well City is planning growth	14.5%	35.0%	23.8%	15.3%	6.1%	5.3%
Q3-5. Quality of life in Oklahoma City	17.6%	48.3%	20.4%	9.5%	2.7%	1.4%
Q3-6. Feeling of safety in Oklahoma City	10.2%	40.1%	25.2%	18.0%	5.4%	1.0%
Q3-7. Quality of downtown	14.9%	40.4%	24.6%	11.4%	3.2%	5.5%

WITHOUT "DON'T KNOW"

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Quality of services provided by City	10.9%	53.5%	28.6%	6.0%	1.0%
Q3-2. Appearance of Oklahoma City	9.6%	39.2%	24.7%	20.6%	5.9%
Q3-3. Image of Oklahoma City	12.5%	40.0%	28.0%	15.5%	3.9%
Q3-4. How well City is planning growth	15.3%	36.9%	25.2%	16.2%	6.5%
Q3-5. Quality of life in Oklahoma City	17.9%	49.0%	20.7%	9.6%	2.7%
Q3-6. Feeling of safety in Oklahoma City	10.3%	40.5%	25.5%	18.2%	5.5%
Q3-7. Quality of downtown	15.8%	42.7%	26.0%	12.0%	3.4%

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=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Police service in your neighborhood	17.9%	40.0%	22.1%	10.1%	3.6%	6.3%
Q4-2. Enforcement of local traffic laws	10.8%	37.6%	23.5%	17.2%	8.1%	2.8%
Q4-3. Availability of information about police programs & activities	8.0%	23.5%	35.6%	13.7%	4.2%	15.0%
Q4-4. Fire protection in your neighborhood	34.5%	46.0%	11.5%	0.9%	0.6%	6.4%
Q4-5. Fire safety information & public education programs	16.6%	32.0%	28.2%	6.0%	1.8%	15.4%

WITHOUT "DON'T KNOW"

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Police service in your neighborhood	19.1%	42.7%	23.6%	10.7%	3.9%
Q4-2. Enforcement of local traffic laws	11.1%	38.7%	24.2%	17.7%	8.4%
Q4-3. Availability of information about police programs & activities	9.5%	27.7%	41.9%	16.1%	4.9%
Q4-4. Fire protection in your neighborhood	36.9%	49.2%	12.3%	1.0%	0.7%
Q4-5. Fire safety information & public education programs	19.7%	37.8%	33.3%	7.1%	2.1%

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

Q4a. Why are you dissatisfied with the enforcement of traffic laws	Number	Percent
Traffic laws are too strictly enforced/too many citations are given	13	4.0 %
Traffic laws are not enforced enough/not enough citations are given	251	76.8 %
Other	48	14.7 %
Not provided	15	4.6 %
Total	327	100.0 %

WITHOUT "NOT PROVIDED"

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

Q4a. Why are you dissatisfied with the enforcement of traffic laws	Number	Percent
Traffic laws are too strictly enforced/too many citations are given	13	4.2 %
Traffic laws are not enforced enough/not enough citations are given	251	80.4 %
Other	48	15.4 %
Total	312	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=1293)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q5-1. Walking in your neighborhood during the day	46.0%	37.4%	8.5%	5.7%	1.3%	1.1%
Q5-2. Walking in your neighborhood after dark	19.3%	33.3%	18.6%	17.9%	8.9%	1.9%
Q5-3. In downtown area	5.4%	26.8%	25.8%	22.1%	10.4%	9.4%
Q5-4. In City parks during the day	19.3%	46.9%	18.5%	6.6%	2.0%	6.8%

WITHOUT "DON'T KNOW"

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

(N=1293)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q5-1. Walking in your neighborhood during the day	46.5%	37.8%	8.6%	5.8%	1.3%
Q5-2. Walking in your neighborhood after dark	19.7%	34.0%	19.0%	18.3%	9.1%
Q5-3. In downtown area	6.0%	29.5%	28.5%	24.4%	11.5%
Q5-4. In City parks during the day	20.7%	50.3%	19.8%	7.1%	2.2%

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	621	48.0 %
No	666	51.5 %
Not provided	6	0.5 %
Total	1293	100.0 %

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

Q6. Have you had contact with a City police officer in last three years	Number	Percent
Yes	621	48.3 %
No	666	51.7 %
Total	1287	100.0 %

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

Q6a. What was the nature of your contact with the police officer	Number	Percent
Traffic	138	22.2 %
Victim of crime	140	22.5 %
Suspected of committing a crime	15	2.4 %
Other	271	43.6 %
Not provided	57	9.2 %
Total	621	100.0 %

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

Q6a. What was the nature of your contact with the police officer	Number	Percent
Traffic	138	24.5 %
Victim of crime	140	24.8 %
Suspected of committing a crime	15	2.7 %
Other	271	48.0 %
Total	564	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	538	86.6 %
No	56	9.0 %
Not provided	27	4.3 %
Total	621	100.0 %

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

Q6b. Were you treated fairly by the officer	Number	Percent
Yes	538	90.6 %
No	56	9.4 %
Total	594	100.0 %

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

Q6c. How would you rate the response time of the officer	Number	Percent
Excellent	193	31.1 %
Good	175	28.2 %
Neutral	76	12.2 %
Acceptable	50	8.1 %
Poor	55	8.9 %
Not provided	72	11.6 %
Total	621	100.0 %

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

Q6c. How would you rate the response time of the officer	Number	Percent
Excellent	193	35.2 %
Good	175	31.9 %
Neutral	76	13.8 %
Acceptable	50	9.1 %
Poor	55	10.0 %
Total	549	100.0 %

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

Q8. Do you have a working smoke alarm in your home	Number	Percent
Yes	1218	94.2 %
No	56	4.3 %
Not provided	19	1.5 %
Total	1293	100.0 %

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

Q8. Do you have a working smoke alarm in your home	Number	Percent
Yes	1218	95.6 %
No	56	4.4 %
Total	1274	100.0 %

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

Q9. Top choice	Number	Percent
How often the bus comes by your stop	214	16.6 %
Service available until midnight	42	3.2 %
Sheltered bus stops	103	8.0 %
The time it takes to make a trip	140	10.8 %
Later weekend service	15	1.2 %
Access to a park-&-ride location	55	4.3 %
Routes to more places	163	12.6 %
Pedestrian access to bus stops	39	3.0 %
Bus stop within walking distance of my home	222	17.2 %
None chosen	300	23.2 %
Total	1293	100.0 %

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

Q9. 2nd choice	Number	Percent
How often the bus comes by your stop	142	11.0 %
Service available until midnight	47	3.6 %
Sheltered bus stops	119	9.2 %
The time it takes to make a trip	154	11.9 %
Later weekend service	53	4.1 %
Access to a park-&-ride location	62	4.8 %
Routes to more places	195	15.1 %
Pedestrian access to bus stops	56	4.3 %
Bus stop within walking distance of my home	141	10.9 %
None chosen	324	25.1 %
Total	1293	100.0 %

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

Q9. 3rd choice	Number	Percent
How often the bus comes by your stop	106	8.2 %
Service available until midnight	63	4.9 %
Sheltered bus stops	113	8.7 %
The time it takes to make a trip	106	8.2 %
Later weekend service	60	4.6 %
Access to a park-&-ride location	81	6.3 %
Routes to more places	196	15.2 %
Pedestrian access to bus stops	74	5.7 %
Bus stop within walking distance of my home	138	10.7 %
None chosen	356	27.5 %
Total	1293	100.0 %

SUM OF TOP 3 CHOICES

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

Q9. Sum of top 3 choices	Number	Percent
How often the bus comes by your stop	462	35.8 %
Service available until midnight	152	11.7 %
Sheltered bus stops	335	25.9 %
The time it takes to make a trip	400	30.9 %
Later weekend service	128	9.9 %
Access to a park-&-ride location	198	15.4 %
Routes to more places	554	42.9 %
Pedestrian access to bus stops	169	13.0 %
Bus stop within walking distance of my home	501	38.8 %
None chosen	300	23.2 %
Total	3199	

Q10. Neighborhood Problems. Please rate how often the following items are problems in your neighborhood.

(N=1293)

	Seldom/never	A few times per year	1-2 times per month	Once per week	More than once per week	Don't know
Q10-1. Abandoned or dilapidated properties	55.8%	21.2%	6.6%	2.2%	5.1%	9.1%
Q10-2. Stray dogs	31.5%	31.5%	12.6%	7.5%	11.8%	5.1%
Q10-3. Homelessness	43.7%	13.0%	7.3%	5.4%	22.7%	7.9%
Q10-4. Lighting	42.6%	24.3%	7.6%	3.3%	8.9%	13.3%
Q10-5. Traffic/pedestrian safety	39.1%	20.4%	9.5%	5.8%	14.1%	11.1%

WITHOUT "DON'T KNOW"
Q10. Neighborhood Problems. Please rate how often the following items are problems in your neighborhood. (without "don't know")

(N=1293)

	Seldom/never	A few times per year	1-2 times per month	Once per week	More than once per week
Q10-1. Abandoned or dilapidated properties	61.4%	23.3%	7.2%	2.5%	5.6%
Q10-2. Stray dogs	33.2%	33.2%	13.3%	7.9%	12.5%
Q10-3. Homelessness	47.4%	14.1%	7.9%	5.9%	24.7%
Q10-4. Lighting	49.2%	28.0%	8.7%	3.8%	10.3%
Q10-5. Traffic/pedestrian safety	44.0%	23.0%	10.7%	6.5%	15.8%

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=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Enforcing clean-up of junk & debris on private property	11.7%	28.8%	22.4%	18.3%	9.7%	9.1%
Q11-2. Enforcing mowing & cutting of weeds & grass on private property	10.4%	26.4%	22.1%	22.4%	10.8%	8.0%
Q11-3. Enforcing exterior maintenance of residential property	9.6%	24.6%	29.8%	17.6%	7.7%	10.8%
Q11-4. Enforcing sign regulations	9.7%	25.0%	33.4%	11.3%	5.6%	15.0%
Q11-5. Quality of animal control services	9.2%	29.5%	26.0%	15.4%	8.5%	11.4%
Q11-6. Enforcement of yard parking regulations in your neighborhood	15.5%	27.2%	24.6%	10.1%	7.4%	15.1%
Q11-7. City efforts to remove abandoned or inoperative vehicles	9.7%	24.2%	27.5%	12.0%	7.3%	19.3%

WITHOUT "DON'T KNOW"

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=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Enforcing clean-up of junk & debris on private property	12.9%	31.7%	24.7%	20.1%	10.6%
Q11-2. Enforcing mowing & cutting of weeds & grass on private property	11.3%	28.7%	24.1%	24.3%	11.7%
Q11-3. Enforcing exterior maintenance of residential property	10.7%	27.6%	33.4%	19.7%	8.7%
Q11-4. Enforcing sign regulations	11.4%	29.4%	39.3%	13.3%	6.6%
Q11-5. Quality of animal control services	10.4%	33.3%	29.3%	17.4%	9.6%
Q11-6. Enforcement of yard parking regulations in your neighborhood	18.3%	32.1%	29.0%	11.9%	8.7%
Q11-7. City efforts to remove abandoned or inoperative vehicles	12.0%	30.0%	34.0%	14.9%	9.1%

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?

Q12. Top choice	Number	Percent
Enforcing cleanup of junk & debris on private property	402	31.1 %
Enforcing mowing & cutting of weeds & grass on private property	230	17.8 %
Enforcing exterior maintenance of residential property	71	5.5 %
Enforcing sign regulations	85	6.6 %
Quality of animal control services	247	19.1 %
Enforcement of yard parking regulations in your neighborhood	50	3.9 %
City efforts to remove abandoned or inoperative vehicles	93	7.2 %
None chosen	115	8.9 %
Total	1293	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?

Q12. 2nd choice	Number	Percent
Enforcing cleanup of junk & debris on private property	252	19.5 %
Enforcing mowing & cutting of weeds & grass on private property	332	25.7 %
Enforcing exterior maintenance of residential property	134	10.4 %
Enforcing sign regulations	62	4.8 %
Quality of animal control services	116	9.0 %
Enforcement of yard parking regulations in your neighborhood	92	7.1 %
City efforts to remove abandoned or inoperative vehicles	141	10.9 %
None chosen	164	12.7 %
Total	1293	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?

Q12. 3rd choice	Number	Percent
Enforcing cleanup of junk & debris on private property	198	15.3 %
Enforcing mowing & cutting of weeds & grass on private property	158	12.2 %
Enforcing exterior maintenance of residential property	206	15.9 %
Enforcing sign regulations	86	6.7 %
Quality of animal control services	127	9.8 %
Enforcement of yard parking regulations in your neighborhood	117	9.0 %
City efforts to remove abandoned or inoperative vehicles	191	14.8 %
None chosen	210	16.2 %
Total	1293	100.0 %

SUM OF TOP 3 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)

Q12. Sum of top 3 choices	Number	Percent
Enforcing cleanup of junk & debris on private property	852	65.9 %
Enforcing mowing & cutting of weeds & grass on private property	720	55.7 %
Enforcing exterior maintenance of residential property	411	31.8 %
Enforcing sign regulations	233	18.1 %
Quality of animal control services	490	37.9 %
Enforcement of yard parking regulations in your neighborhood	259	20.0 %
City efforts to remove abandoned or inoperative vehicles	425	32.9 %
None chosen	115	8.9 %
Total	3505	

Q13. 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=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Condition of major City streets	3.2%	23.7%	17.2%	37.5%	16.7%	1.6%
Q13-2. Condition of streets in your neighborhood	9.3%	33.3%	18.9%	23.7%	13.1%	1.8%
Q13-3. Condition of City street signs	10.7%	47.4%	26.1%	11.1%	2.8%	1.9%
Q13-4. Condition of pavement markings on City street	6.3%	31.2%	24.7%	25.5%	9.4%	2.9%
Q13-5. Snow removal on snow routes during past year	11.1%	42.7%	22.6%	10.7%	4.0%	8.9%
Q13-6. Condition of landscaping or streetscaping in medians & along City streets	7.2%	34.6%	30.3%	17.4%	7.7%	2.7%
Q13-7. Condition of sidewalks	5.8%	31.9%	28.1%	18.1%	10.5%	5.6%
Q13-8. Condition of bicycle infrastructure	6.4%	23.5%	28.4%	14.6%	8.1%	18.9%
Q13-9. Cleanliness of City street & other public areas	4.3%	29.9%	30.1%	24.6%	9.1%	2.1%
Q13-10. Cleanliness of stormwater drains in your neighborhood	8.0%	34.2%	26.1%	16.6%	7.0%	8.1%

Q13. 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=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Condition of major City streets	3.2%	24.1%	17.5%	38.1%	17.0%
Q13-2. Condition of streets in your neighborhood	9.4%	33.9%	19.3%	24.1%	13.3%
Q13-3. Condition of City street signs	10.9%	48.3%	26.6%	11.4%	2.8%
Q13-4. Condition of pavement markings on City street	6.5%	32.1%	25.5%	26.3%	9.6%
Q13-5. Snow removal on snow routes during past year	12.2%	46.9%	24.8%	11.7%	4.4%
Q13-6. Condition of landscaping or streetscaping in medians & along City streets	7.4%	35.6%	31.2%	17.9%	7.9%
Q13-7. Condition of sidewalks	6.1%	33.8%	29.7%	19.2%	11.1%
Q13-8. Condition of bicycle infrastructure	7.9%	29.0%	35.0%	18.0%	10.0%
Q13-9. Cleanliness of City street & other public areas	4.3%	30.5%	30.7%	25.1%	9.3%
Q13-10. Cleanliness of stormwater drains in your neighborhood	8.8%	37.2%	28.4%	18.0%	7.7%

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

Q14. Top choice	Number	Percent
Condition of major City streets	553	42.8 %
Condition of streets in your neighborhood	189	14.6 %
Condition of City street signs	34	2.6 %
Condition of pavement markings on City street	91	7.0 %
Snow removal on snow routes during past year	29	2.2 %
Condition of landscaping or streetscaping in medians & along City street	54	4.2 %
Condition of sidewalks	79	6.1 %
Condition of bicycle infrastructure	60	4.6 %
Cleanliness of City streets & other public areas	69	5.3 %
Cleanliness of stormwater drains in your neighborhood	61	4.7 %
None chosen	74	5.7 %
Total	1293	100.0 %

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

Q14. 2nd choice	Number	Percent
Condition of major City streets	168	13.0 %
Condition of streets in your neighborhood	219	16.9 %
Condition of City street signs	49	3.8 %
Condition of pavement markings on City street	169	13.1 %
Snow removal on snow routes during past year	78	6.0 %
Condition of landscaping or streetscaping in medians & along City street	116	9.0 %
Condition of sidewalks	102	7.9 %
Condition of bicycle infrastructure	75	5.8 %
Cleanliness of City streets & other public areas	150	11.6 %
Cleanliness of stormwater drains in your neighborhood	61	4.7 %
None chosen	106	8.2 %
Total	1293	100.0 %

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

Q14. 3rd choice	Number	Percent
Condition of major City streets	119	9.2 %
Condition of streets in your neighborhood	83	6.4 %
Condition of City street signs	71	5.5 %
Condition of pavement markings on City street	131	10.1 %
Snow removal on snow routes during past year	67	5.2 %
Condition of landscaping or streetscaping in medians & along City street	129	10.0 %
Condition of sidewalks	131	10.1 %
Condition of bicycle infrastructure	73	5.6 %
Cleanliness of City streets & other public areas	243	18.8 %
Cleanliness of stormwater drains in your neighborhood	90	7.0 %
None chosen	156	12.1 %
Total	1293	100.0 %

SUM OF TOP 3 CHOICES

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

Q14. Sum of top 3 choices	Number	Percent
Condition of major City streets	840	65.0 %
Condition of streets in your neighborhood	491	37.9 %
Condition of City street signs	154	11.9 %
Condition of pavement markings on City street	391	30.2 %
Snow removal on snow routes during past year	174	13.4 %
Condition of landscaping or streetscaping in medians & along City street	299	23.2 %
Condition of sidewalks	312	24.1 %
Condition of bicycle infrastructure	208	16.0 %
Cleanliness of City streets & other public areas	462	35.7 %
Cleanliness of stormwater drains in your neighborhood	212	16.4 %
None chosen	74	5.7 %
Total	3617	

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Residential trash collection services	41.5%	46.2%	7.0%	2.2%	0.7%	2.5%
Q15-2. Curbside recycling services	37.4%	39.7%	9.8%	4.3%	2.1%	6.7%
Q15-3. Bulky item pick up/ removal services (e.g., old furniture, appliances)	38.4%	38.9%	10.0%	6.6%	1.4%	4.8%
Q15-4. Water service	30.6%	46.2%	10.9%	3.8%	1.3%	7.1%
Q15-5. Wastewater services	27.0%	42.6%	15.1%	1.9%	1.0%	12.4%
Q15-6. Speed of service (e.g., repairs, starting service)	18.3%	35.7%	21.8%	4.5%	1.4%	18.4%
Q15-7. Quality of customer service	22.5%	36.7%	21.1%	2.8%	1.5%	15.4%

WITHOUT "DON'T KNOW"

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Residential trash collection services	42.6%	47.3%	7.1%	2.2%	0.7%
Q15-2. Curbside recycling services	40.0%	42.5%	10.5%	4.6%	2.2%
Q15-3. Bulky item pick up/ removal services (e.g., old furniture, appliances)	40.3%	40.9%	10.5%	6.9%	1.5%
Q15-4. Water service	33.0%	49.8%	11.7%	4.1%	1.4%
Q15-5. Wastewater services	30.8%	48.6%	17.2%	2.2%	1.1%
Q15-6. Speed of service (e.g., repairs, starting service)	22.4%	43.7%	26.7%	5.5%	1.7%
Q15-7. Quality of customer service	26.6%	43.3%	25.0%	3.3%	1.8%

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	284	22.0 %
Less than 5 times	389	30.1 %
5 to 10 times	246	19.0 %
11 to 20 times	125	9.7 %
20+ times	195	15.1 %
Don't know	54	4.2 %
Total	1293	100.0 %

WITHOUT "DON'T KNOW"

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	284	22.9 %
Less than 5 times	389	31.4 %
5 to 10 times	246	19.9 %
11 to 20 times	125	10.1 %
20+ times	195	15.7 %
Total	1239	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=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Maintenance of City parks	13.6%	44.7%	19.6%	6.3%	1.2%	14.6%
Q17-2. Maintenance of new or upgraded facilities	16.2%	38.4%	20.8%	4.2%	0.6%	19.8%
Q17-3. City's multi-purpose trails	12.5%	36.6%	20.1%	3.3%	1.1%	26.5%
Q17-4. Accessibility to City parks & trails	13.0%	41.7%	18.6%	6.3%	1.9%	18.6%
Q17-5. Condition of landscaping in City medians & streets rights-of-way	7.8%	34.4%	24.9%	17.6%	6.2%	9.1%
Q17-6. Quality of City golf courses	7.2%	16.2%	17.4%	1.6%	0.5%	57.2%
Q17-7. City aquatic facilities & programs	5.3%	14.3%	19.5%	4.3%	2.1%	54.5%
Q17-8. Athletic programs	4.4%	13.8%	20.4%	2.9%	0.9%	57.5%
Q17-9. Availability of information about parks & recreation activities/classes	6.4%	22.5%	28.4%	11.1%	3.9%	27.7%
Q17-10. City recreation centers	7.0%	17.0%	23.8%	4.5%	2.1%	45.6%
Q17-11. Civic Center Music Hall experience	23.6%	29.9%	12.8%	1.5%	0.5%	31.8%
Q17-12. Condition of Bricktown Canal & landscaping	16.6%	38.1%	17.9%	4.4%	1.0%	22.0%
Q17-13. Recreation facilities & programs	6.8%	22.9%	22.8%	4.6%	1.3%	41.5%
Q17-14. City of Oklahoma City's Parks & Recreation Department	10.7%	30.9%	23.5%	3.7%	1.4%	29.8%

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=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Maintenance of City parks	15.9%	52.4%	22.9%	7.4%	1.4%
Q17-2. Maintenance of new or upgraded facilities	20.2%	47.9%	25.9%	5.2%	0.8%
Q17-3. City's multi-purpose trails	16.9%	49.7%	27.3%	4.5%	1.5%
Q17-4. Accessibility to City parks & trails	16.0%	51.2%	22.9%	7.7%	2.3%
Q17-5. Condition of landscaping in City medians & streets rights-of-way	8.6%	37.9%	27.4%	19.3%	6.8%
Q17-6. Quality of City golf courses	16.8%	37.7%	40.6%	3.8%	1.1%
Q17-7. City aquatic facilities & programs	11.7%	31.5%	42.9%	9.4%	4.6%
Q17-8. Athletic programs	10.4%	32.6%	48.1%	6.7%	2.2%
Q17-9. Availability of information about parks & recreation activities/classes	8.9%	31.1%	39.3%	15.4%	5.3%
Q17-10. City recreation centers	12.8%	31.3%	43.8%	8.3%	3.8%
Q17-11. Civic Center Music Hall experience	34.6%	43.8%	18.7%	2.2%	0.8%
Q17-12. Condition of Bricktown Canal & landscaping	21.3%	48.9%	22.9%	5.6%	1.3%
Q17-13. Recreation facilities & programs	11.6%	39.2%	39.0%	7.9%	2.2%
Q17-14. City of Oklahoma City's Parks & Recreation Department	15.2%	44.1%	33.5%	5.3%	2.0%

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?

Q18. Top choice	Number	Percent
Maintenance of City parks	327	25.3 %
Maintenance of new or upgraded facilities	71	5.5 %
City's multi-purpose trails	74	5.7 %
Accessibility to City parks & trails	76	5.9 %
Condition of landscaping in City medians & streets right-of-way	166	12.8 %
Quality of City golf courses	28	2.2 %
City aquatic facilities & programs	52	4.0 %
Athletic programs	19	1.5 %
Availability of information about parks & recreation activities & classes	99	7.7 %
City recreation centers	30	2.3 %
Civic Center Music Hall experience	20	1.5 %
Condition of Bricktown Canal & landscaping	44	3.4 %
Recreation facilities & programs	30	2.3 %
City of Oklahoma City's Parks & Recreation Department	24	1.9 %
None chosen	233	18.0 %
Total	1293	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?

Q18. 2nd choice	Number	Percent
Maintenance of City parks	156	12.1 %
Maintenance of new or upgraded facilities	103	8.0 %
City's multi-purpose trails	90	7.0 %
Accessibility to City parks & trails	82	6.3 %
Condition of landscaping in City medians & streets right-of-way	143	11.1 %
Quality of City golf courses	20	1.5 %
City aquatic facilities & programs	42	3.2 %
Athletic programs	37	2.9 %
Availability of information about parks & recreation activities & classes	124	9.6 %
City recreation centers	47	3.6 %
Civic Center Music Hall experience	29	2.2 %
Condition of Bricktown Canal & landscaping	51	3.9 %
Recreation facilities & programs	64	4.9 %
City of Oklahoma City's Parks & Recreation Department	29	2.2 %
None chosen	276	21.3 %
Total	1293	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?

Q18. 3rd choice	Number	Percent
Maintenance of City parks	102	7.9 %
Maintenance of new or upgraded facilities	95	7.3 %
City's multi-purpose trails	61	4.7 %
Accessibility to City parks & trails	64	4.9 %
Condition of landscaping in City medians & streets right-of-way	111	8.6 %
Quality of City golf courses	28	2.2 %
City aquatic facilities & programs	55	4.3 %
Athletic programs	37	2.9 %
Availability of information about parks & recreation activities & classes	71	5.5 %
City recreation centers	71	5.5 %
Civic Center Music Hall experience	28	2.2 %
Condition of Bricktown Canal & landscaping	84	6.5 %
Recreation facilities & programs	107	8.3 %
City of Oklahoma City's Parks & Recreation Department	64	4.9 %
None chosen	315	24.4 %
Total	1293	100.0 %

SUM OF TOP 3 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)

Q18. Sum of top 3 choices	Number	Percent
Maintenance of City parks	585	45.3 %
Maintenance of new or upgraded facilities	269	20.8 %
City's multi-purpose trails	225	17.4 %
Accessibility to City parks & trails	222	17.1 %
Condition of landscaping in City medians & streets right-of-way	420	32.5 %
Quality of City golf courses	76	5.9 %
City aquatic facilities & programs	149	11.5 %
Athletic programs	93	7.3 %
Availability of information about parks & recreation activities & classes	294	22.8 %
City recreation centers	148	11.4 %
Civic Center Music Hall experience	77	5.9 %
Condition of Bricktown Canal & landscaping	179	13.8 %
Recreation facilities & programs	201	15.5 %
City of Oklahoma City's Parks & Recreation Department	117	9.0 %
None chosen	233	18.0 %
Total	3288	

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

Q19. Have you contacted City of Oklahoma City during past year	Number	Percent
Yes	522	40.4 %
No	751	58.1 %
Not provided	20	1.5 %
Total	1293	100.0 %

WITHOUT "NOT PROVIDED"
Q19. Have you contacted the City of Oklahoma City during the past year? (without "not provided")

Q19. Have you contacted City of Oklahoma City during past year	Number	Percent
Yes	522	41.0 %
No	751	59.0 %
Total	1273	100.0 %

Q19a. 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=522)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19a-1. How helpful City staff was when you called	31.4%	37.5%	13.2%	10.5%	4.8%	2.5%
Q19a-2. How helpful City staff was when you visited	22.0%	26.1%	15.1%	7.7%	3.3%	25.9%
Q19a-3. Accuracy of the information you were given	29.1%	36.2%	16.7%	8.4%	4.2%	5.4%
Q19a-4. How quickly City staff responded to your request	25.9%	37.4%	14.8%	10.9%	7.9%	3.3%
Q19a-5. How well your issue was handled	27.0%	33.9%	13.4%	12.8%	9.6%	3.3%

WITHOUT "DON'T KNOW"

Q19a. 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=522)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19a-1. How helpful City staff was when you called	32.2%	38.5%	13.6%	10.8%	4.9%
Q19a-2. How helpful City staff was when you visited	29.7%	35.1%	20.4%	10.3%	4.4%
Q19a-3. Accuracy of the information you were given	30.8%	38.3%	17.6%	8.9%	4.5%
Q19a-4. How quickly City staff responded to your request	26.7%	38.6%	15.2%	11.3%	8.1%
Q19a-5. How well your issue was handled	27.9%	35.0%	13.9%	13.3%	9.9%

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Availability of news & information about City of Oklahoma City's services	11.4%	36.1%	29.9%	9.1%	2.1%	11.4%
Q20-2. Information in water bill newsletter	15.9%	41.6%	21.0%	2.9%	0.8%	17.9%
Q20-3. City's website (okc.gov) as a source of information	13.1%	38.6%	25.4%	4.7%	1.2%	17.1%
Q20-4. City's use of social media	11.8%	29.9%	28.8%	5.1%	0.7%	23.6%
Q20-5. City's website as a means to transact business with City	9.4%	27.8%	28.3%	4.8%	1.8%	27.9%
Q20-6. Services & information provided by City's Action Center	9.4%	22.6%	24.4%	6.3%	2.2%	35.3%

WITHOUT "DON'T KNOW"

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Availability of news & information about City of Oklahoma City's services	12.9%	40.8%	33.7%	10.3%	2.4%
Q20-2. Information in water bill newsletter	19.4%	50.7%	25.5%	3.5%	0.9%
Q20-3. City's website (okc. gov) as a source of information	15.8%	46.5%	30.6%	5.7%	1.4%
Q20-4. City's use of social media	15.5%	39.2%	37.8%	6.7%	0.9%
Q20-5. City's website as a means to transact business with City	13.0%	38.6%	39.3%	6.7%	2.5%
Q20-6. Services & information provided by City's Action Center	14.5%	34.9%	37.6%	9.7%	3.3%

Q21. 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?

Q21. How often did you participate in any physical activity or exercise in past month	Number	Percent
3+ times a week (often)	500	38.7 %
1-3 times a week (regularly)	324	25.1 %
1-3 times a month (occasionally)	237	18.3 %
0 times last month (never)	150	11.6 %
Don't know	82	6.3 %
Total	1293	100.0 %

WITHOUT "DON'T KNOW"

Q21. 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")

Q21. How often did you participate in any physical activity or exercise in past month	Number	Percent
3+ times a week (often)	500	41.3 %
1-3 times a week (regularly)	324	26.8 %
1-3 times a month (occasionally)	237	19.6 %
0 times last month (never)	150	12.4 %
Total	1211	100.0 %

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

Q22. Which following do you use to get information about City of Oklahoma City	Number	Percent
Newspapers	200	15.5 %
Radio	204	15.8 %
Television news	633	49.0 %
Water bill newsletter, CityNews	596	46.1 %
City website (okc.gov)	520	40.2 %
City cable/YouTube channel	51	3.9 %
Calling the City	94	7.3 %
Social media	627	48.5 %
OKC GOV mobile app	104	8.0 %
Email newsletters	86	6.7 %
Other	38	2.9 %
Total	3153	

Q22-11. Other

Q22-11. Other	Number	Percent
Word of mouth	13	34.2 %
Google	6	15.8 %
Internet	3	7.9 %
Online	1	2.6 %
Text	1	2.6 %
NPR	1	2.6 %
Discover Oklahoma	1	2.6 %
Knowing the area	1	2.6 %
Online news	1	2.6 %
Water bill	1	2.6 %
News	1	2.6 %
TV	1	2.6 %
Mayor's postings	1	2.6 %
Online media like OKC Free Press and NONDOC	1	2.6 %
News 9 online	1	2.6 %
Facebook	1	2.6 %
Neighborhood Alliance	1	2.6 %
Posters at Community Center	1	2.6 %
Nexdoor app	1	2.6 %
Total	38	100.0 %

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

Q23. How do you prefer to report code violations & non-emergency problems or request a City service	Number	Percent
Call Action Center (297-2535)	509	39.4 %
Online at okc.gov	475	36.7 %
Social media	55	4.3 %
OKC Connect mobile app	168	13.0 %
Text 405-252-1053	168	13.0 %
Call the department	356	27.5 %
Email	149	11.5 %
Mail	10	0.8 %
Total	1890	

Q24. Overall Ratings of Oklahoma 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=1293)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q24-1. As a place to live	28.0%	52.2%	9.7%	7.3%	1.5%	1.2%
Q24-2. As a place to raise children	22.9%	40.1%	14.0%	11.2%	5.6%	6.2%
Q24-3. As a place to work	24.7%	48.6%	13.2%	7.5%	2.0%	3.9%
Q24-4. As a place to retire	21.7%	39.5%	17.2%	10.3%	6.7%	4.6%
Q24-5. As a place to visit	21.7%	41.3%	18.6%	11.1%	3.9%	3.5%
Q24-6. As a City that is moving in the right direction	28.0%	40.7%	17.5%	7.0%	4.1%	2.8%

WITHOUT "DON'T KNOW"

Q24. Overall Ratings of Oklahoma 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=1293)

	Excellent	Good	Neutral	Below average	Poor
Q24-1. As a place to live	28.3%	52.9%	9.9%	7.4%	1.6%
Q24-2. As a place to raise children	24.4%	42.7%	14.9%	12.0%	6.0%
Q24-3. As a place to work	25.7%	50.6%	13.8%	7.8%	2.1%
Q24-4. As a place to retire	22.7%	41.4%	18.0%	10.8%	7.1%
Q24-5. As a place to visit	22.4%	42.8%	19.2%	11.5%	4.0%
Q24-6. As a City that is moving in the right direction	28.8%	41.8%	18.0%	7.2%	4.2%

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=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Safety	27.1%	43.9%	13.8%	10.0%	3.6%	1.5%
Q25-2. Appearance	23.0%	44.3%	15.9%	11.7%	2.9%	2.2%
Q25-3. Property maintenance	20.4%	45.7%	16.5%	11.8%	3.6%	1.9%
Q25-4. Sense of community	19.0%	32.8%	26.5%	12.7%	5.0%	3.9%
Q25-5. Amenities (e.g., sidewalks, parks, shopping, trees)	13.5%	37.0%	20.3%	17.3%	8.5%	3.3%
Q25-6. Overall quality	18.6%	51.1%	17.6%	8.9%	1.7%	2.1%

WITHOUT "DON'T KNOW"

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=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Safety	27.6%	44.5%	14.1%	10.1%	3.7%
Q25-2. Appearance	23.6%	45.3%	16.3%	11.9%	2.9%
Q25-3. Property maintenance	20.8%	46.6%	16.8%	12.1%	3.7%
Q25-4. Sense of community	19.8%	34.1%	27.6%	13.2%	5.2%
Q25-5. Amenities (e.g., sidewalks, parks, shopping, trees)	14.0%	38.3%	21.0%	17.9%	8.8%
Q25-6. Overall quality	19.0%	52.2%	17.9%	9.1%	1.7%

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

Q26. How many years have you lived in Oklahoma City	Number	Percent
0-5	126	9.7 %
6-10	110	8.5 %
11-15	74	5.7 %
16-20	99	7.7 %
21-30	226	17.5 %
31+	629	48.6 %
Not provided	29	2.2 %
Total	1293	100.0 %

WITHOUT "NOT PROVIDED"

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

Q26. How many years have you lived in Oklahoma City	Number	Percent
0-5	126	10.0 %
6-10	110	8.7 %
11-15	74	5.9 %
16-20	99	7.8 %
21-30	226	17.9 %
31+	629	49.8 %
Total	1264	100.0 %

Q27. Are you registered to vote?

Q27. Are you registered to vote	Number	Percent
Yes	1194	92.3 %
No	94	7.3 %
Not provided	5	0.4 %
Total	1293	100.0 %

WITHOUT "NOT PROVIDED"

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

Q27. Are you registered to vote	Number	Percent
Yes	1194	92.7 %
No	94	7.3 %
Total	1288	100.0 %

Q28. What is your age?

Q28. Your age	Number	Percent
18-34	251	19.4 %
35-44	251	19.4 %
45-54	247	19.1 %
55-64	260	20.1 %
65+	257	19.9 %
Not provided	27	2.1 %
Total	1293	100.0 %

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

Q28. Your age	Number	Percent
18-34	251	19.8 %
35-44	251	19.8 %
45-54	247	19.5 %
55-64	260	20.5 %
65+	257	20.3 %
Total	1266	100.0 %

Q29. With which of the following genders do you identify most?

Q29. With which following genders do you identify most	Number	Percent
Male	640	49.5 %
Female	638	49.3 %
Non-Binary	7	0.5 %
Prefer to self-describe	4	0.3 %
Not provided	4	0.3 %
Total	1293	100.0 %

WITHOUT "NOT PROVIDED"

Q29. With which of the following genders do you identify most? (without "not provided")

Q29. With which following genders do you identify most	Number	Percent
Male	640	49.7 %
Female	638	49.5 %
Non-Binary	7	0.5 %
Prefer to self-describe	4	0.3 %
Total	1289	100.0 %

Q29-4. Self-describe your gender:

Q29-4. Self-describe your gender	Number	Percent
Fluid	2	50.0 %
Transmale	1	25.0 %
In transition	1	25.0 %
Total	4	100.0 %

Q30. Do you own or rent your current residence?

Q30. Do you own or rent your current residence	Number	Percent
Own	966	74.7 %
Rent	324	25.1 %
Not provided	3	0.2 %
Total	1293	100.0 %

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

Q30. Do you own or rent your current residence	Number	Percent
Own	966	74.9 %
Rent	324	25.1 %
Total	1290	100.0 %

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

Q31. Your race/ethnicity	Number	Percent
Asian or Asian Indian	56	4.3 %
Black or African American	178	13.8 %
American Indian or Alaska Native	45	3.5 %
White or Caucasian	820	63.4 %
Native Hawaiian or other Pacific Islander	4	0.3 %
Hispanic, Spanish, or Latino/a/x	247	19.1 %
Other	11	0.9 %
Total	1361	

Q31-7. Self-describe your race/ethnicity:

Q31-7. Self-describe your race/ethnicity	Number	Percent
Middle Eastern	3	27.3 %
Mixed	3	27.3 %
More than one	1	9.1 %
Native and White	1	9.1 %
Multi-race	1	9.1 %
Mixed of Black and White	1	9.1 %
Indian, British, Irish, Scottish	1	9.1 %
Total	11	100.0 %

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

Q32. Your total annual household income	Number	Percent
Under $30K	195	15.1 %
$30K to $59,999	321	24.8 %
$60K to $99,999	325	25.1 %
$100K+	298	23.0 %
Not provided	154	11.9 %
Total	1293	100.0 %

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

Q32. Your total annual household income	Number	Percent
Under $30K	195	17.1 %
$30K to $59,999	321	28.2 %
$60K to $99,999	325	28.5 %
$100K+	298	26.2 %
Total	1139	100.0 %

Ward

Ward	Number	Percent
1	170	13.1 %
2	197	15.2 %
3	153	11.8 %
4	152	11.8 %
5	169	13.1 %
6	151	11.7 %
7	151	11.7 %
8	150	11.6 %
Total	1293	100.0 %

6

Survey Instrument

The City of
OKLAHOMA CITY

July 2023

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 <u>extremely important</u>. 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 <u>YOU</u> 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 OKCitySurvey.com.

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,

David Holt
Mayor

2023 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.com*.

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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 (do not include interstates and State highways)	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 (do not include interstates and State highways)	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.]*

<div align="center">1st: ____   2nd: ____   3rd: ____</div>

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 Oklahoma City	5	4	3	2	1	9
3.	Image of Oklahoma 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 Oklahoma City	5	4	3	2	1	9
6.	Feeling of safety in Oklahoma 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 Oklahoma 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 Question 6a-c.]*   ____(2) No *[Go to Question 8.]*

6a. **[Only if "YES" to Q6.] What was the nature of your contact with the police officer?**

____(1) Traffic   ____(3) Suspected of committing a crime
____(2) Victim of crime   ____(4) Other: _____

6b. **[Only if "YES" to Q6.] Were you treated fairly by the officer?**   ____(1) Yes   ____(2) No

6c. **[Only if "YES" to Q6.] How would you rate the 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 405-316-BEEP, visit SmokeAlarmsOKC.com or stop by any OKC fire station.

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

1. How often the bus comes by your stop
2. Service available until midnight
3. Sheltered bus stops
4. The time it takes to make a trip
5. Later weekend service

6. Access to a park and ride location
7. Routes to more places
8. Pedestrian access to bus stops
9. Bus stop within walking distance of my home

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

10. **Neighborhood Problems.** **Please rate how often the following items are problems in your neighborhood.**

How often are these issues problems in your neighborhood?	Seldom/ Never	A few times per yeas	1-2 times per month	Once per week	More than once per week	Don't Know
1. Abandoned or dilapidated properties	5	4	3	2	1	9
2. Stray dogs	5	4	3	2	1	9
3. Homelessness	5	4	3	2	1	9
4. Lighting	5	4	3	2	1	9
5. Traffic/Pedestrian safety	5	4	3	2	1	9

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. **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 (do not include interstates and State highways)	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 (do not include interstates and State highways)	5	4	3	2	1	9
04.	Condition of pavement markings on *City* street (do not include interstates and State highways)	5	4	3	2	1	9
05.	Snow removal on snow routes during the past year	5	4	3	2	1	9
06.	Condition of landscaping or streetscaping in medians and along *City* streets	5	4	3	2	1	9
07.	Condition of sidewalks	5	4	3	2	1	9
08.	Condition of bicycle infrastructure	5	4	3	2	1	9
09.	Cleanliness of *City* street and other public areas	5	4	3	2	1	9
10.	Cleanliness of stormwater drains in your neighborhood	5	4	3	2	1	9

14. **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 13.]*

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

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

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

16. **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 & recreation activities/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. The City of Oklahoma City's 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 17.]*

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

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

____(1) Yes *[Answer Q19a.]* ____(2) No *[Skip to Q20.]*

19a. **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

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

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of news and information about the City of Oklahoma City's services	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

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

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

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

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

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) ____(6) Call the department
____(2) Online at *okc.gov* ____(7) Email
____(3) Social media ____(8) Mail
____(4) OKC Connect Mobile App ____(9) Other: _____
____(5) Text (405) 252-1053

24. **Overall Ratings of Oklahoma 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 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 **Approximately how many years have you lived in Oklahoma City?** _____ years

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

28. **What is your age?** _____ years

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

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

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

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

____(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 or Caucasian

32. **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

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

____(1) Yes *[Answer Q33a.]*   ____(2) No

33a. **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.