



2024 RESIDENT SURVEY

Findings Report

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Presented to the
CITY OF OKLAHOMA CITY,
OKLAHOMA

SEPTEMBER 2024





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Executive Summary

2024 City of Oklahoma City Resident Survey Executive Summary



Purpose

ETC Institute administered a resident survey for the City of Oklahoma City during the summer of 2024. 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 1,305 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 1,305 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 2023 and 2024 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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2024 Survey Results vs. 2023 Survey Results

The City of Oklahoma City’s rating for overall quality of services decreased 3.2%, from 64.4% in 2023 to 61.2% in 2024. The table below shows how the 2024 results for major City services compare to the 2023 survey results.

City of Oklahoma City 2024 Survey Results vs. 2023 Survey Results <i>Results are the sum percentage of "very satisfied" and "satisfied" responses.</i>			
Major City Services	2024	2023	Difference
Quality of City's public transit system	32.30%	29.00%	3.30%
Enforcement of City codes & ordinances	38.50%	35.90%	2.60%
Quality of customer service from city employees	60.10%	59.20%	0.90%
Quality of city trash services	84.00%	84.70%	-0.70%
Effectiveness of city communication with public	48.50%	50.20%	-1.70%
Quality of police service	67.30%	69.20%	-1.90%
Quality of parks & recreation programs/facilities	62.60%	64.50%	-1.90%
Quality of fire service	89.70%	91.60%	-1.90%
Flow of traffic & ease of getting around town	41.90%	44.40%	-2.50%
Condition of City streets	13.30%	16.20%	-2.90%
Quality of ambulance service	71.20%	74.80%	-3.60%
Quality of City water utilities	63.80%	67.40%	-3.60%

Trends from 2023 to 2024

Of the 89 areas that were assessed in both 2023 and 2024, 32 showed an increase in satisfaction; 2 areas showed no change in satisfaction, and 55 areas showed a decrease in satisfaction. Of the 32 areas that showed an increase in satisfaction, 2 showed a significant increase of 3% or more. Of the 55 areas that showed a decrease in satisfaction, 14 showed a significant decrease of 3% or more.

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Key Survey Findings

Overall Ratings of the City

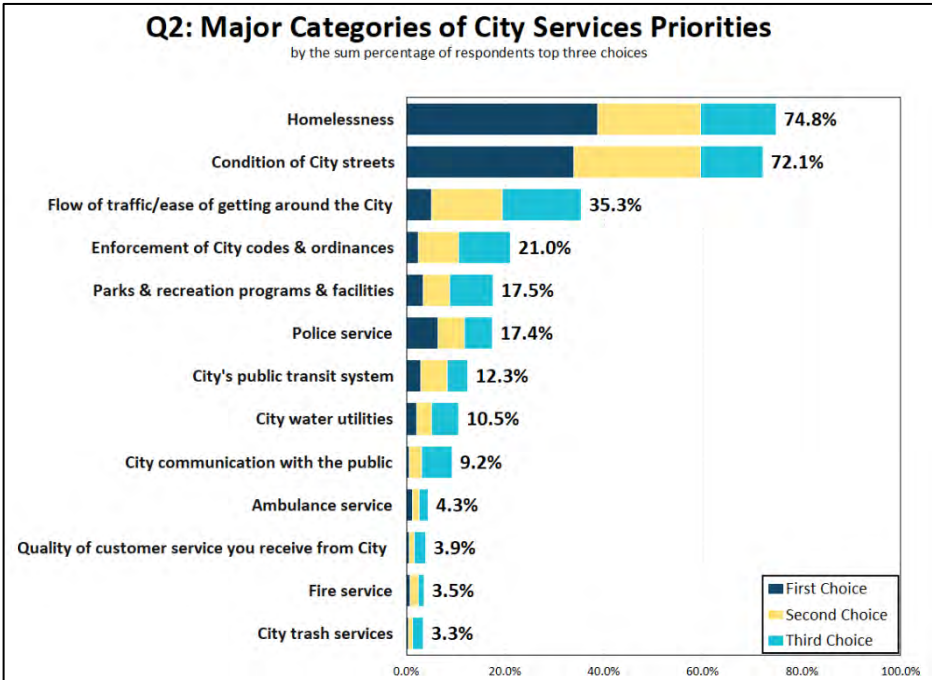
Two out of three residents rated Oklahoma City as being either an “excellent” or “good” place to live (80%), work (74%), and raise children (66%). Sixty-nine percent (69%) of residents gave Oklahoma City ratings of “excellent” or “good” as a City that is moving in the right direction.

Customer Service Provided by the City

- 60% 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-three percent (73%) were satisfied with how helpful City staff was when they called; 68% were satisfied with the accuracy of the information given, 66% were satisfied with how quickly City staff responded to their request, 63% were satisfied with how helpful City staff was when they visited, and 61% 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 homelessness (75%), the condition of City streets (72%), and flow of traffic/ease of getting around the City (35%). See chart to the right.
- 42% of residents are satisfied with the flow of traffic and the ease of getting around the City, and 13% of residents are satisfied with the condition of City streets.

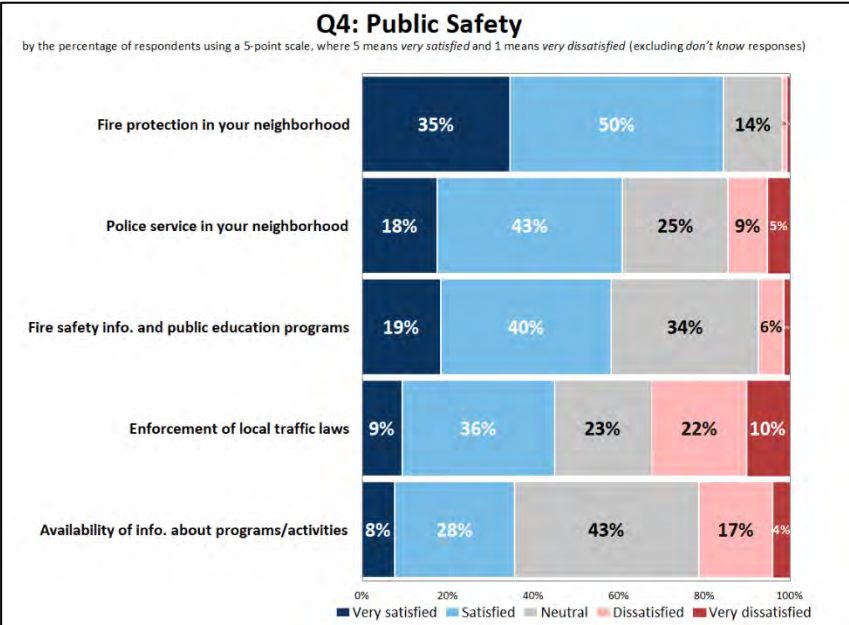


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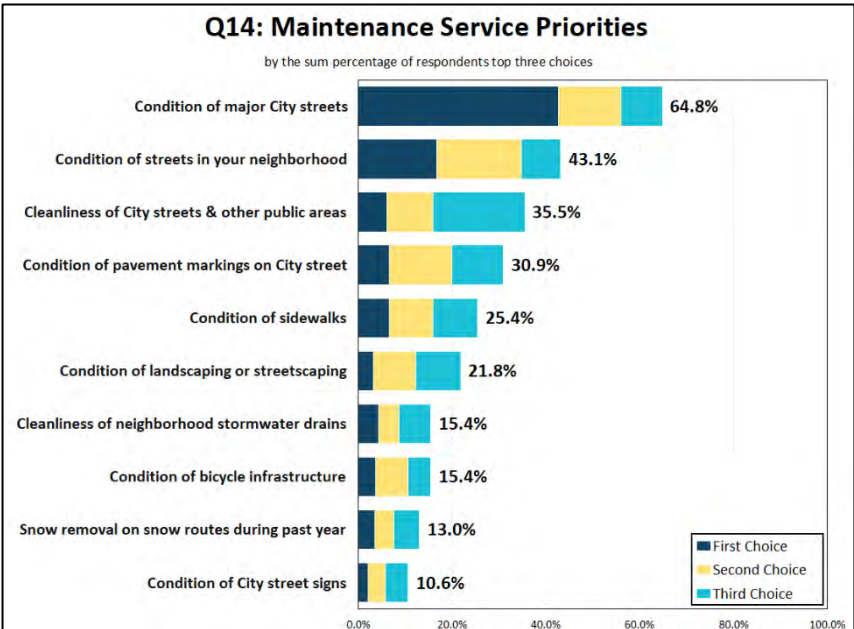
Public Safety Services

- 85% of residents were satisfied with fire protection provided in their neighborhood.
- 61% of residents were satisfied with 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 various aspects of neighborhoods, 72% indicated they were satisfied with 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 57% were satisfied with the snow removal on snow routes during the past year.
- The three maintenance services that received the lowest levels of satisfaction were condition of bicycle infrastructure (37%), the condition of pavement markings on City streets (34%), and the condition of major City streets (24%).



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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 (38%), 2) bus stops within walking distance of home (37%), 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 (61%) and 2) enforcing the mowing and cutting of weeds and grass on private property (57%).
- 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 (80%), the maintenance of new or upgraded facilities (68%), the condition of Bricktown Canal and landscaping (67%), and the maintenance of City parks (66%).
- The parks and recreation service that residents think should receive the most emphasis over the next two years is the maintenance of City parks (44%).

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:

- Homelessness
- Condition of City streets
- Flow of traffic and ease of getting around the City
- Enforcement of City codes and ordinances

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The table below shows the Importance-Satisfaction (I-S) Rating rankings for the 13 categories of City services analyzed.

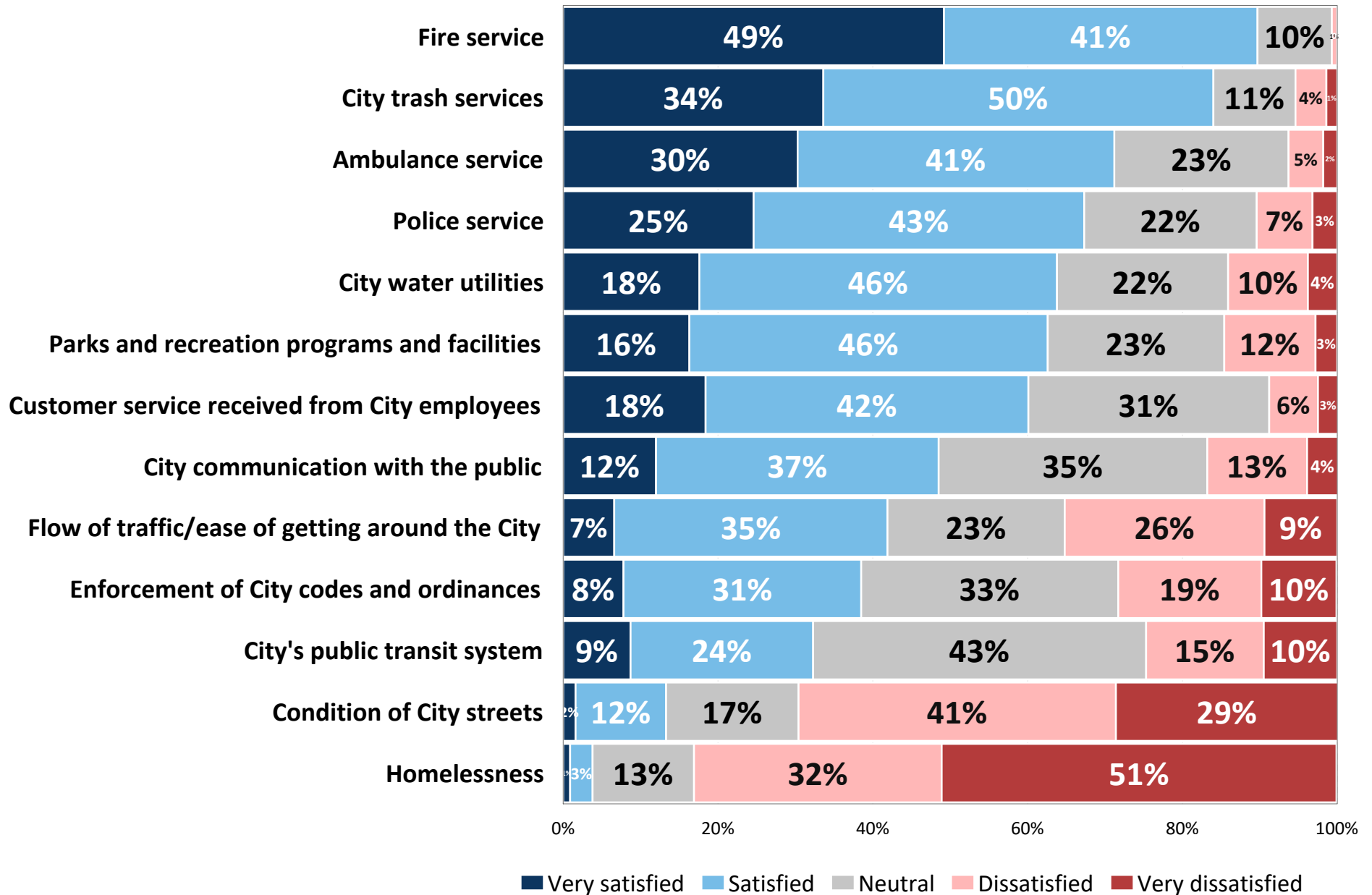
Importance-Satisfaction Analysis Ratings						
2024 City of Oklahoma City Resident Survey						
Major Categories of City Services						
Oklahoma City, OK						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Homelessness	74.8%	1	3.8%	13	0.7196	1
Condition of City streets	72.1%	2	13.3%	12	0.6251	2
Flow of traffic/ease of getting around the City	35.3%	3	41.9%	9	0.2051	3
High Priority (I-S = 0.10-0.20)						
Enforcement of City codes and ordinances	21.0%	4	38.5%	10	0.1292	4
Medium Priority (I-S < 0.10)						
City's public transit system	12.3%	7	32.3%	11	0.0833	5
Parks and recreation programs and facilities	17.5%	5	62.6%	6	0.0655	6
Police service	17.4%	6	67.3%	4	0.0569	7
City communication with the public	9.2%	9	48.5%	8	0.0474	8
City water utilities	10.5%	8	63.8%	5	0.0380	9
Customer service received from City employees	3.9%	11	60.1%	7	0.0156	10
Ambulance service	4.3%	10	71.2%	3	0.0124	11
City trash services	3.3%	13	84.0%	2	0.0053	12
Fire service	3.5%	12	89.7%	1	0.0036	13



Charts and Graphs

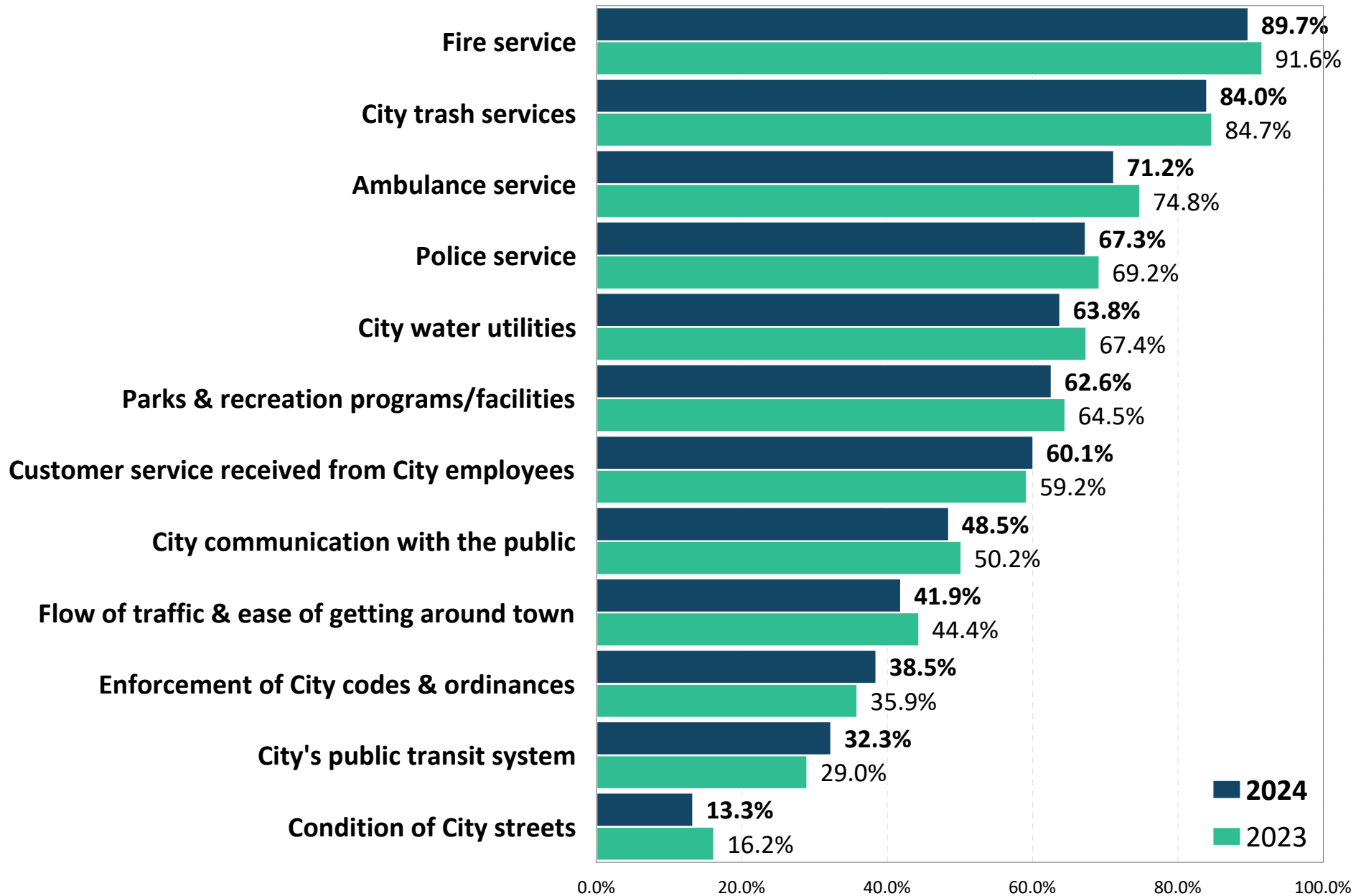
Q1: Major Categories of City Services

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)



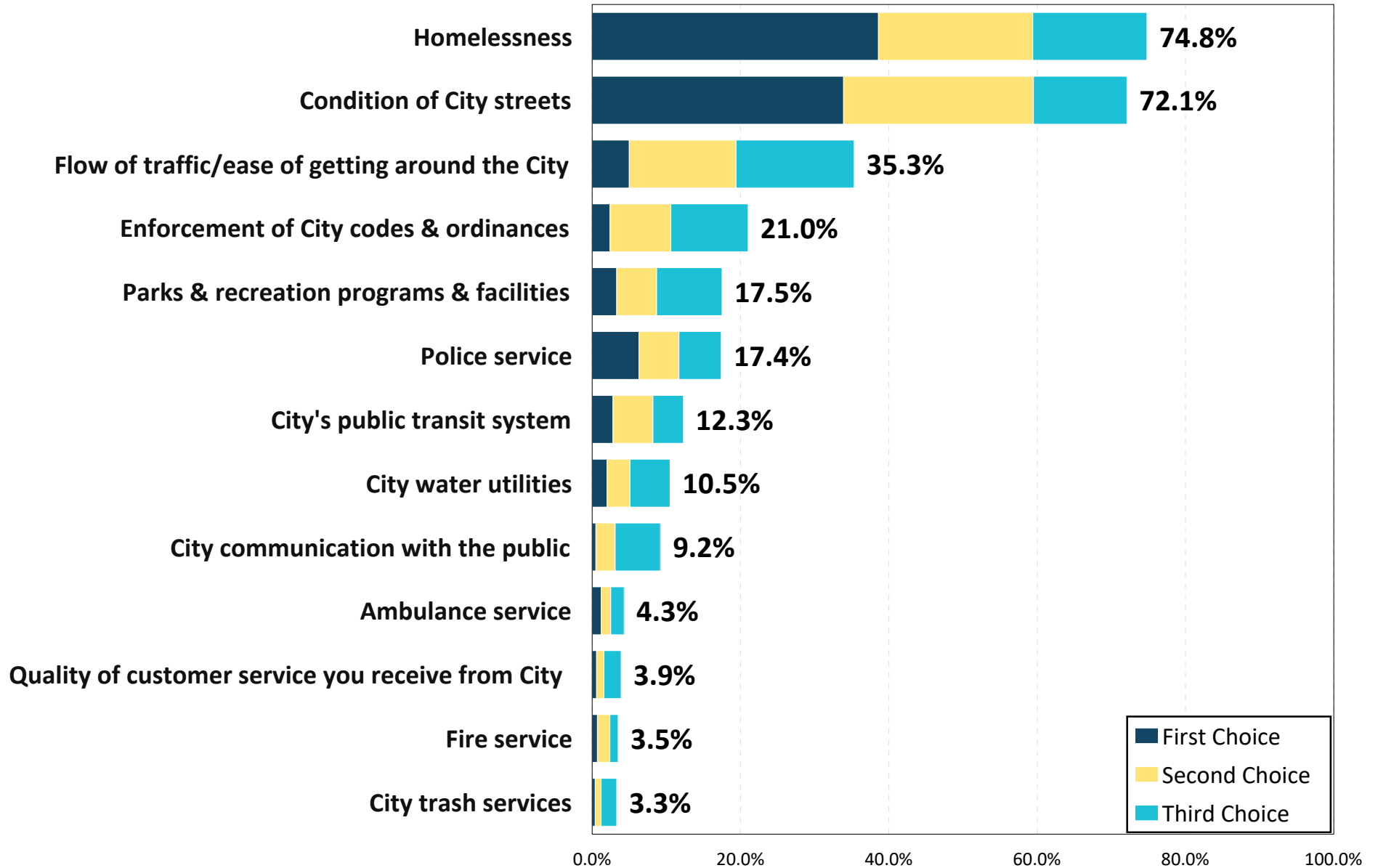
Q1: Major Categories of City Services

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



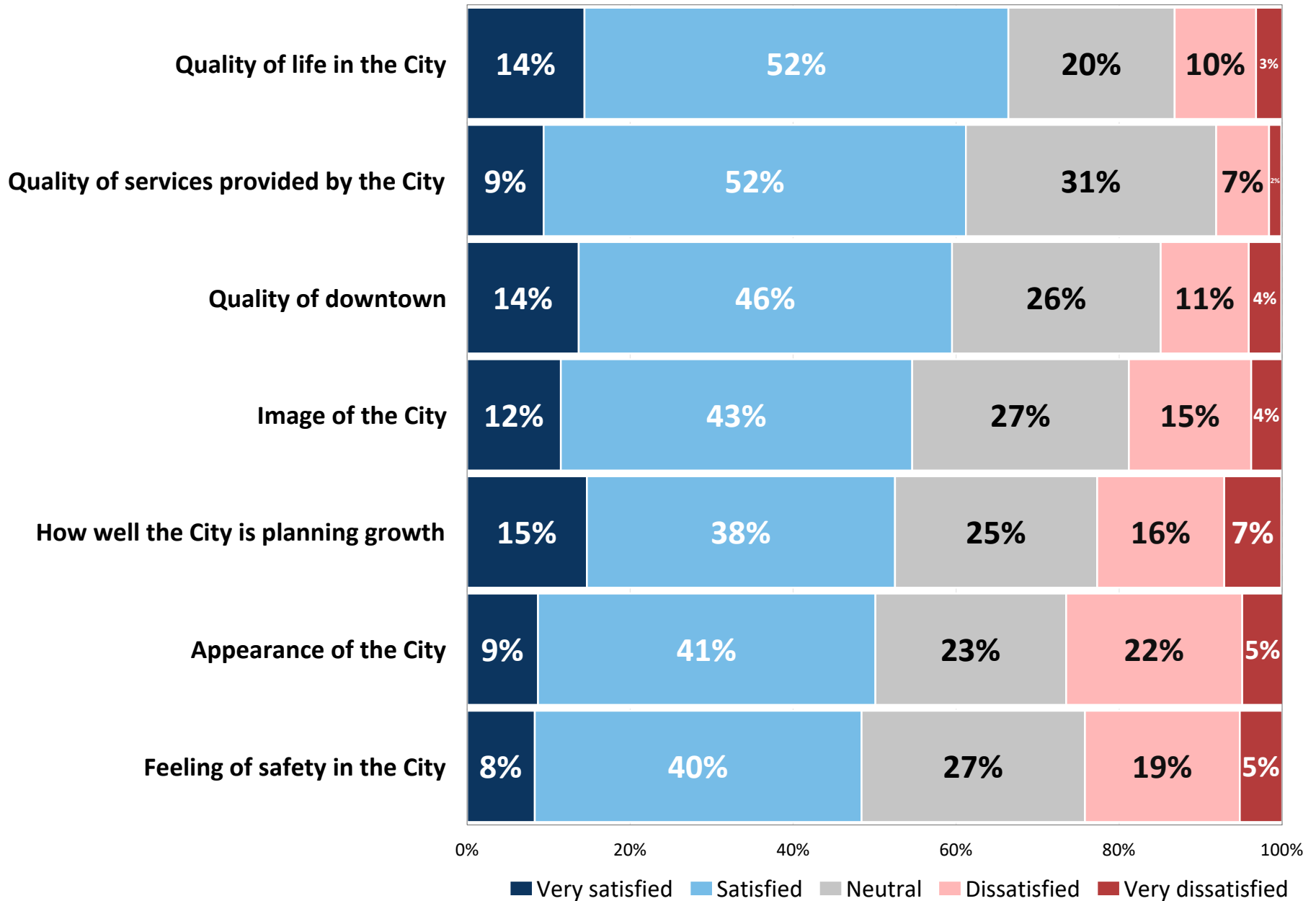
Q2: Major Categories of City Services Priorities

by the sum percentage of respondents top three choices



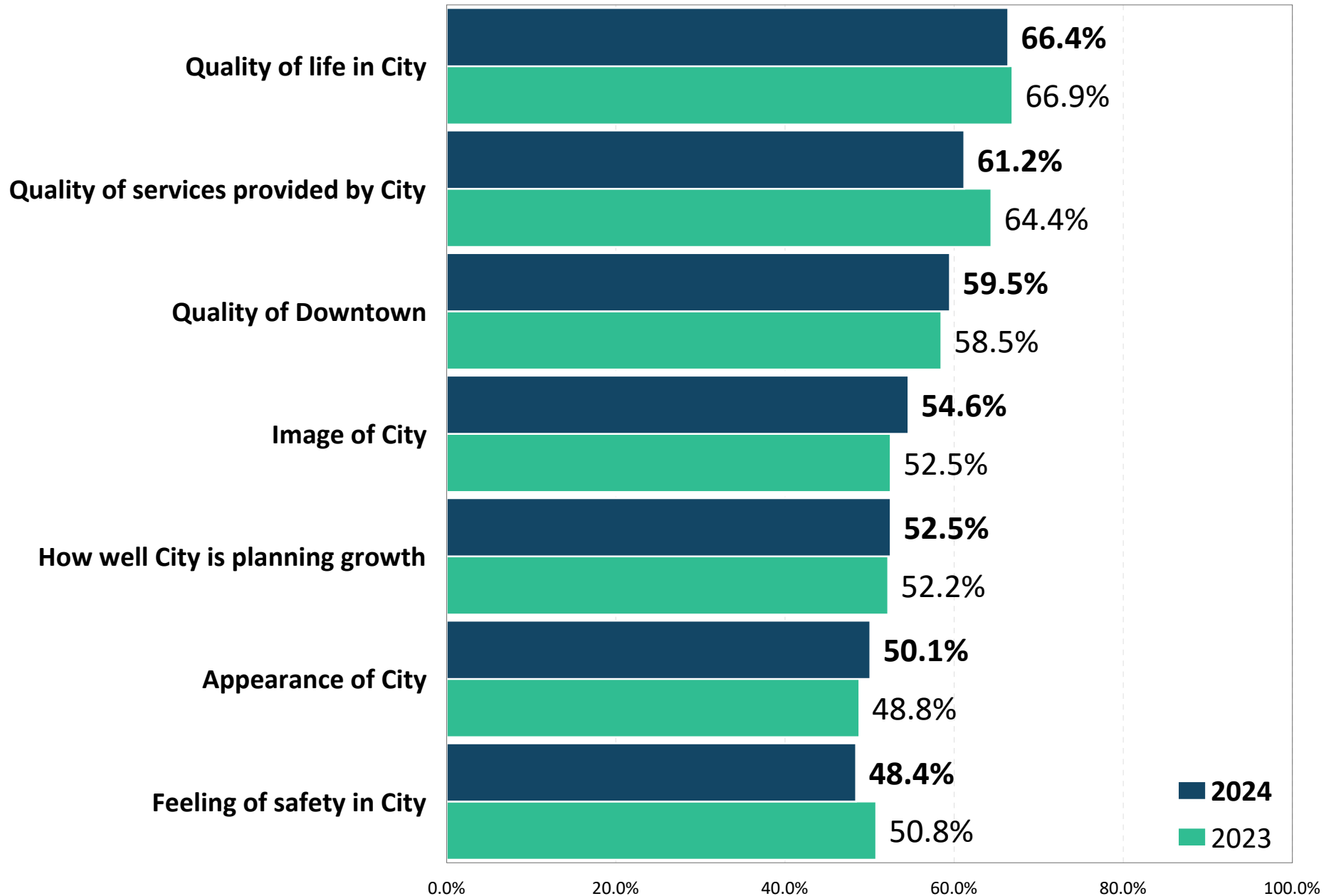
Q3: Perception of the City

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)



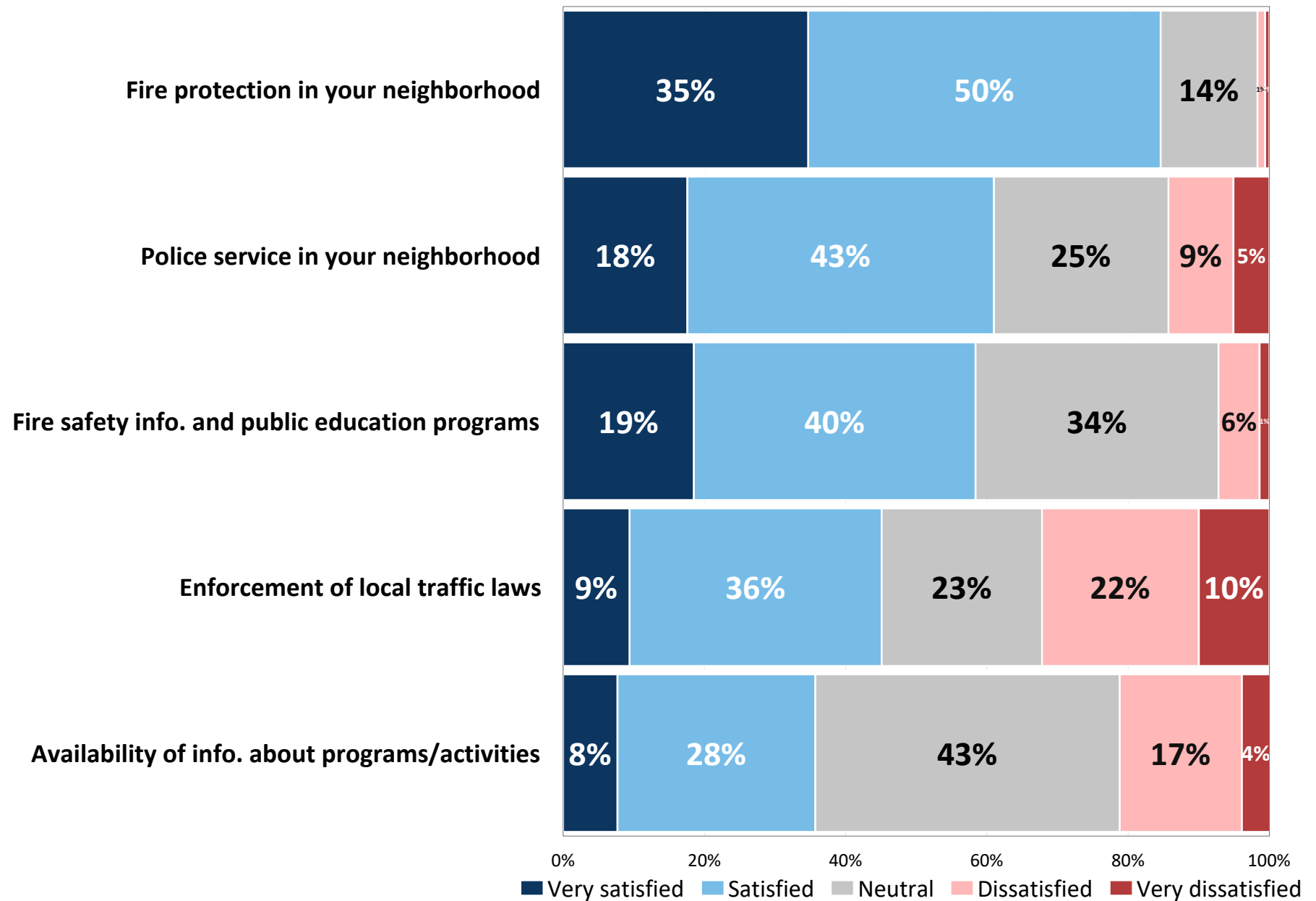
Q3: Perception of the City

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



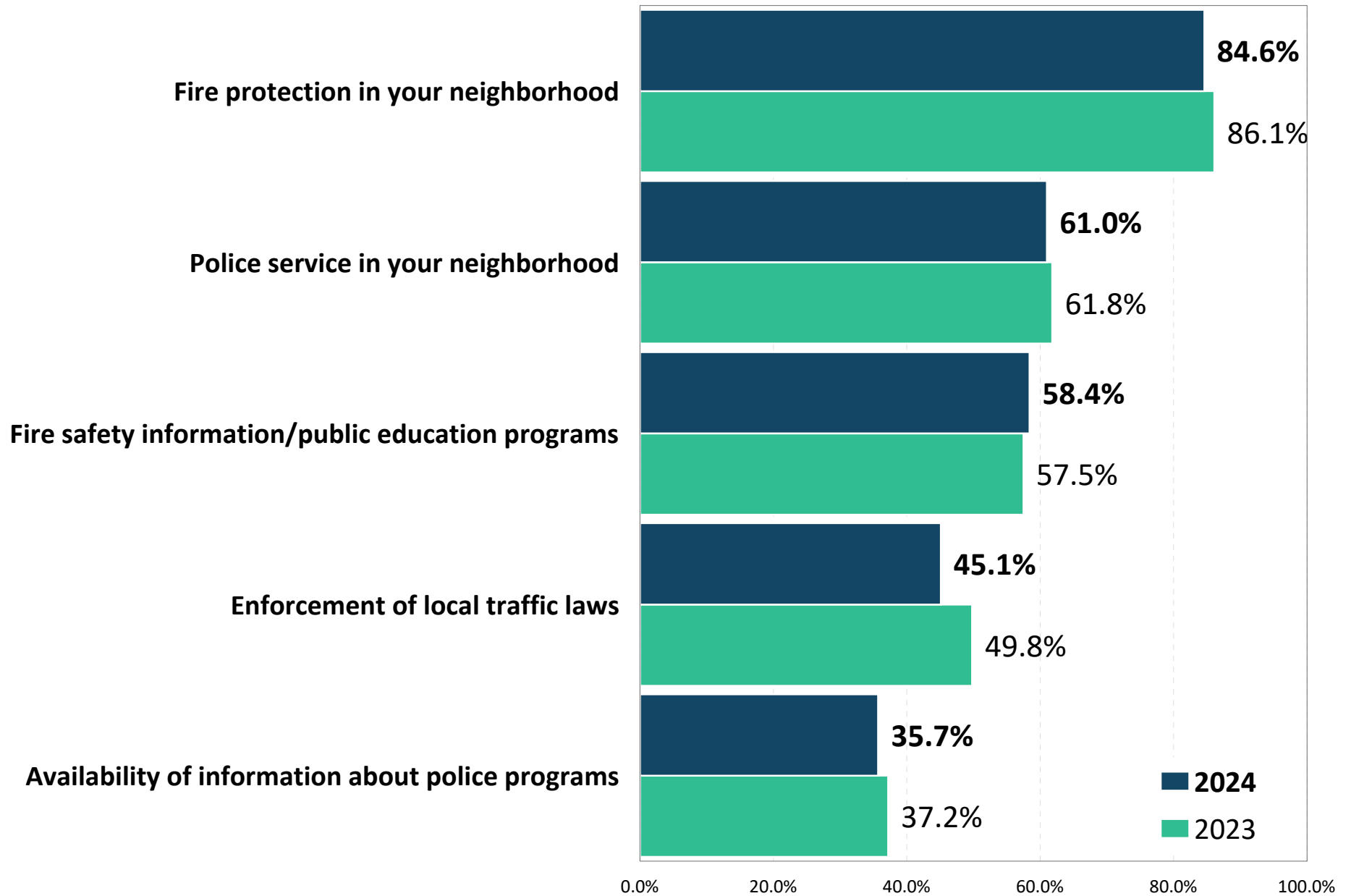
Q4: Public Safety

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



Q4: Public Safety

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

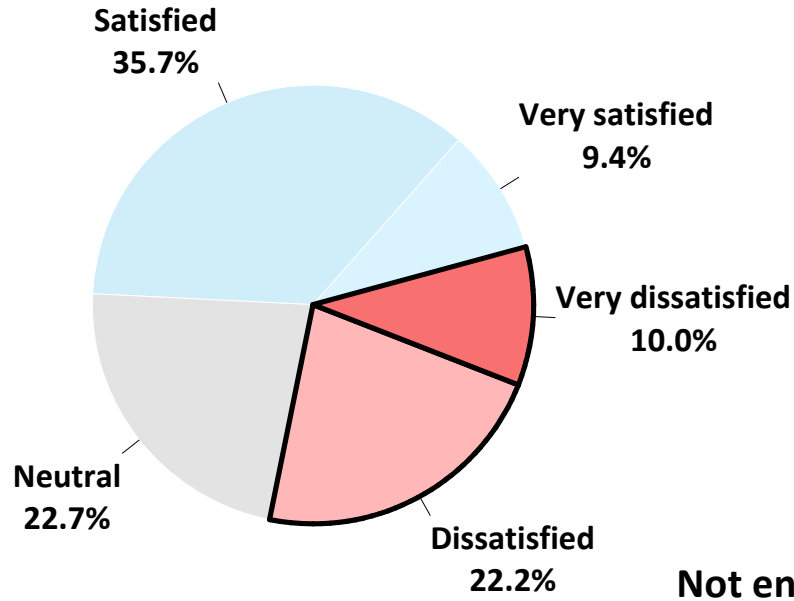


Q4a: If you were dissatisfied with Item 2 in Question 4, why are you dissatisfied with the enforcement of traffic laws?

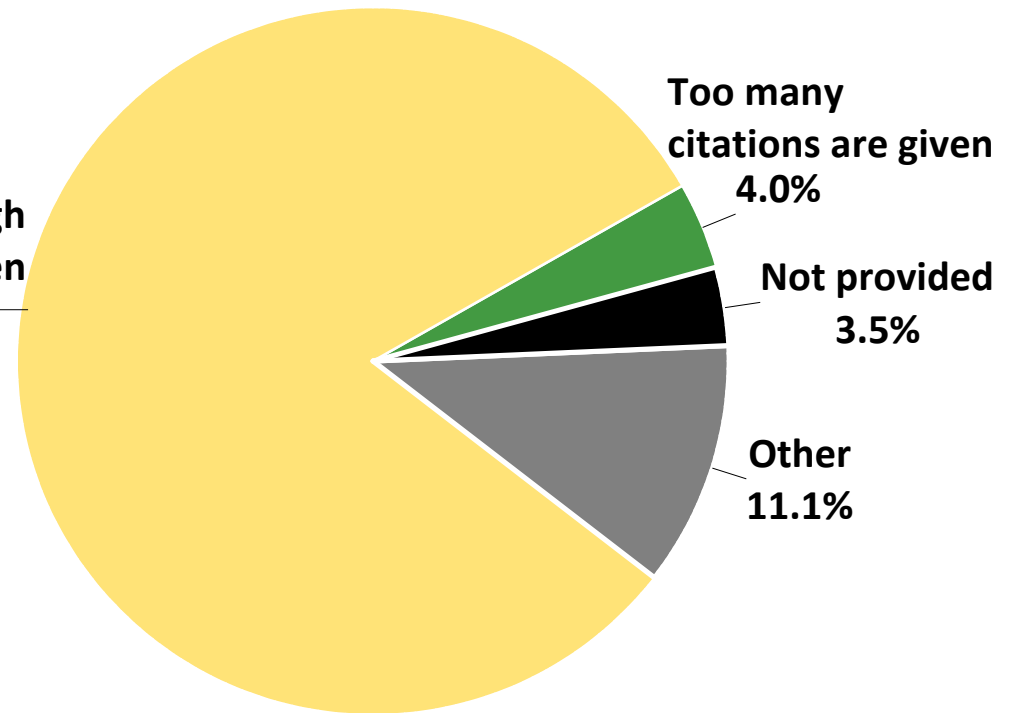
by percentage of respondents (excluding *not provided* responses)

Q4: Enforcement of local traffic laws

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

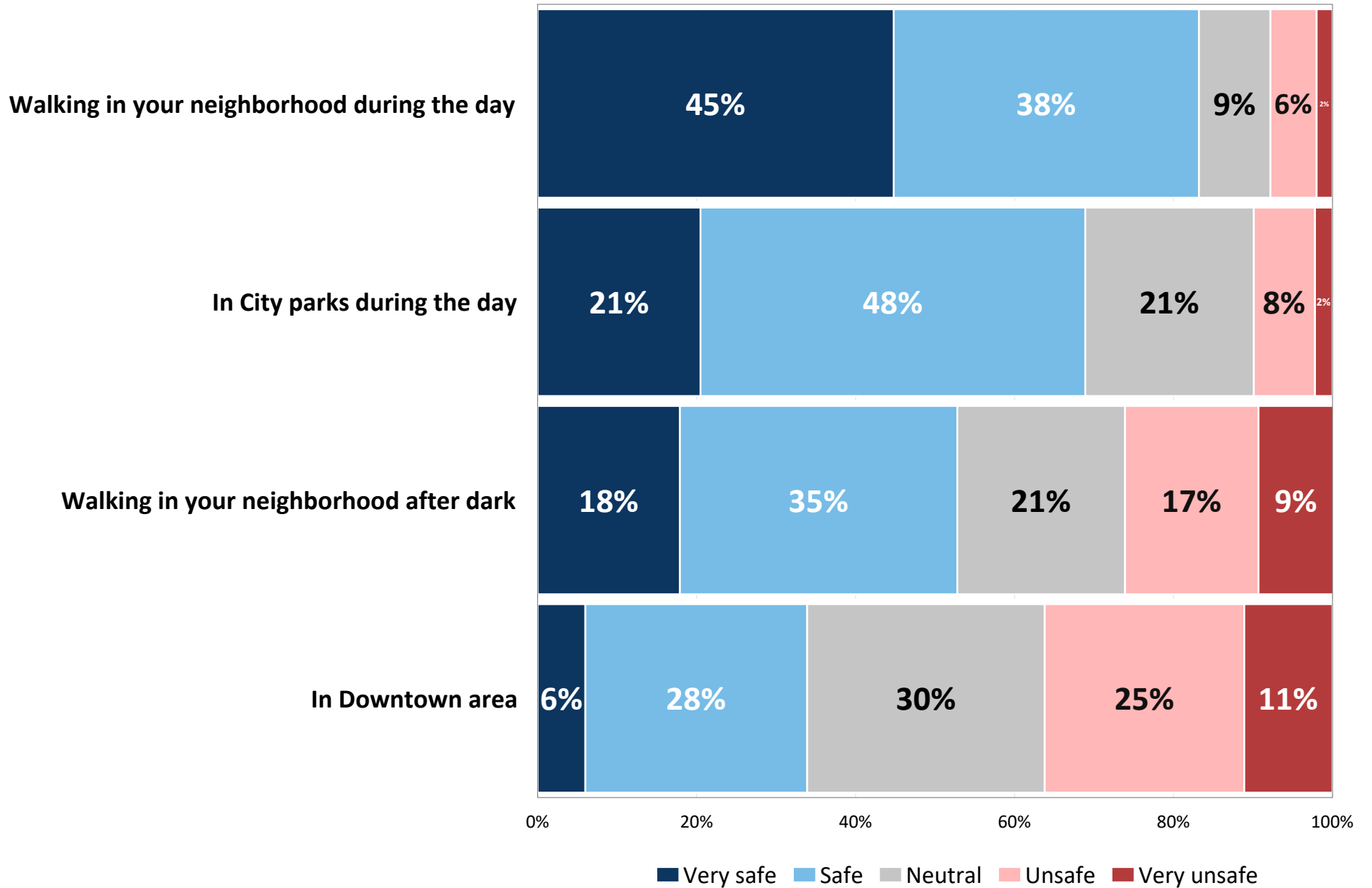


Not enough citations are given
81.4%



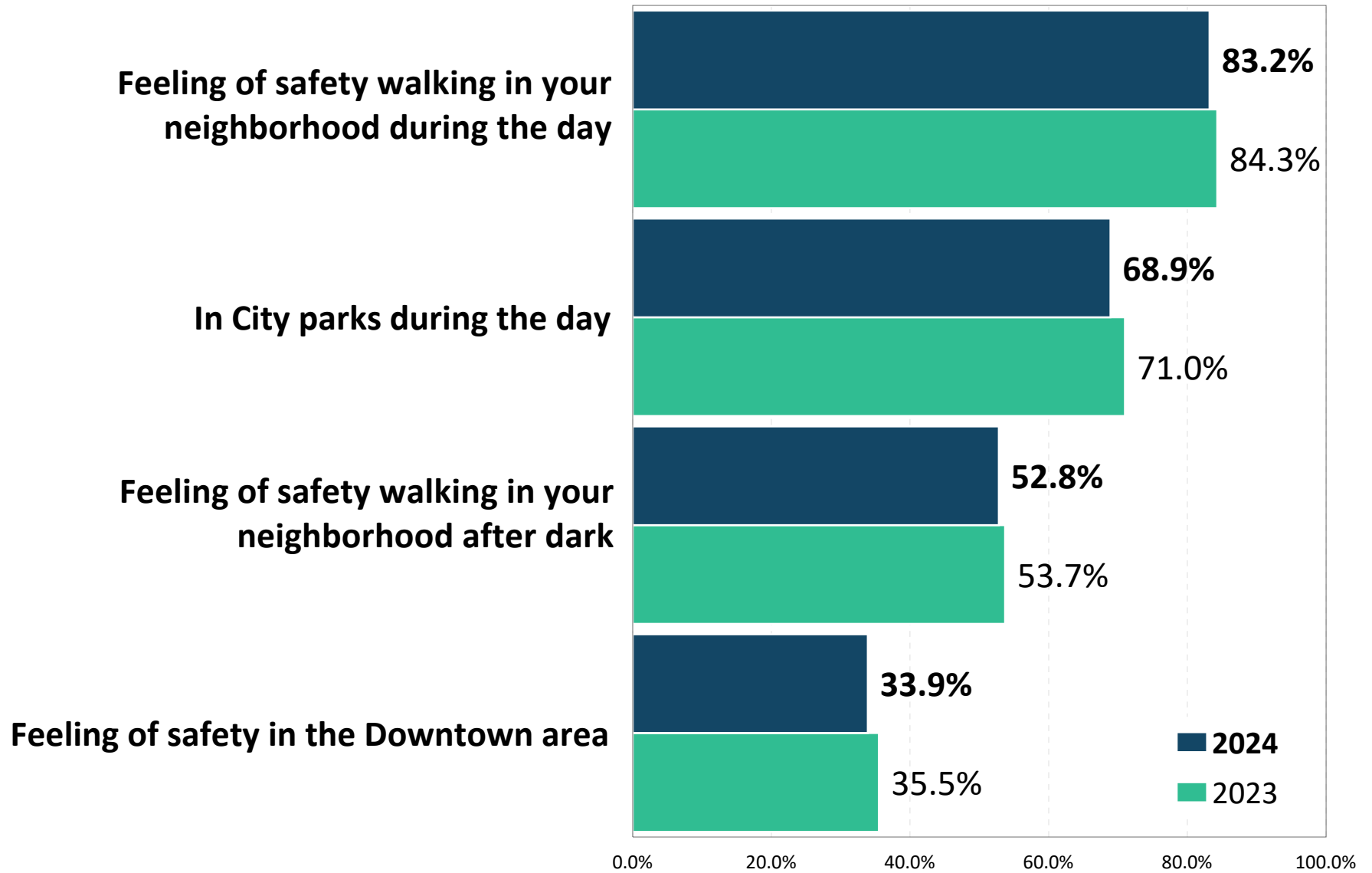
Q5: Feeling of Safety

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)



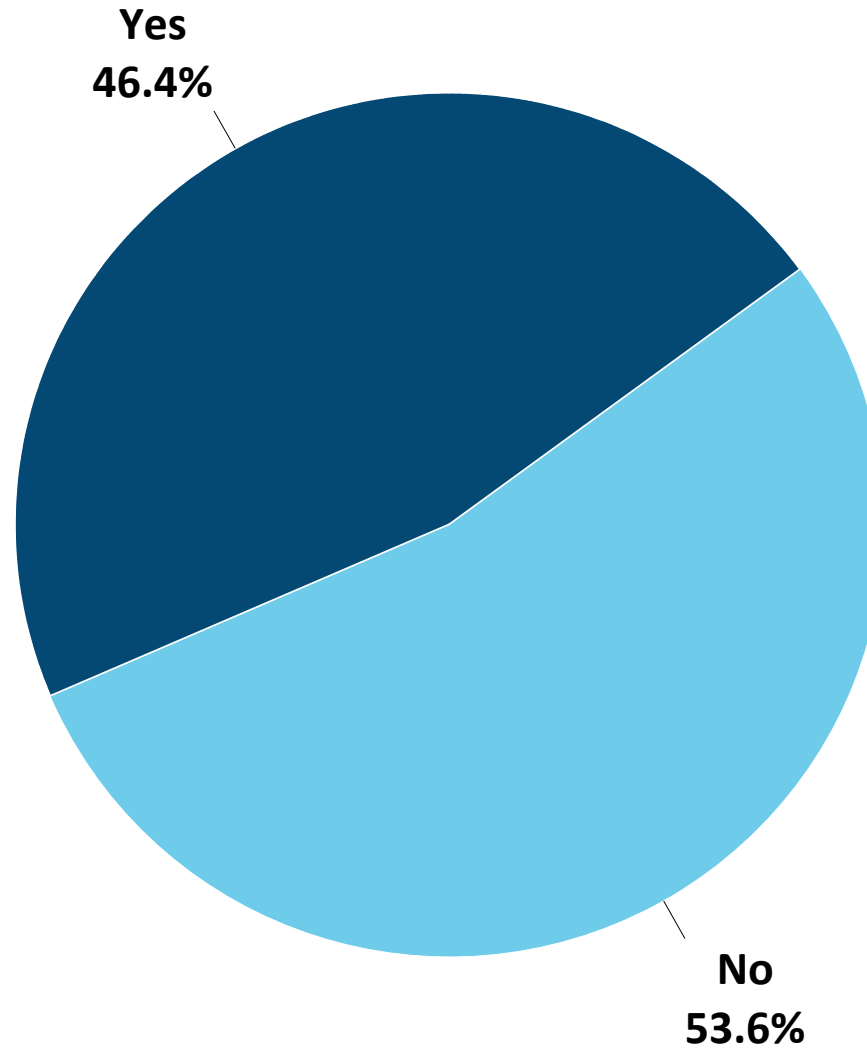
Q5: Feeling of Safety

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

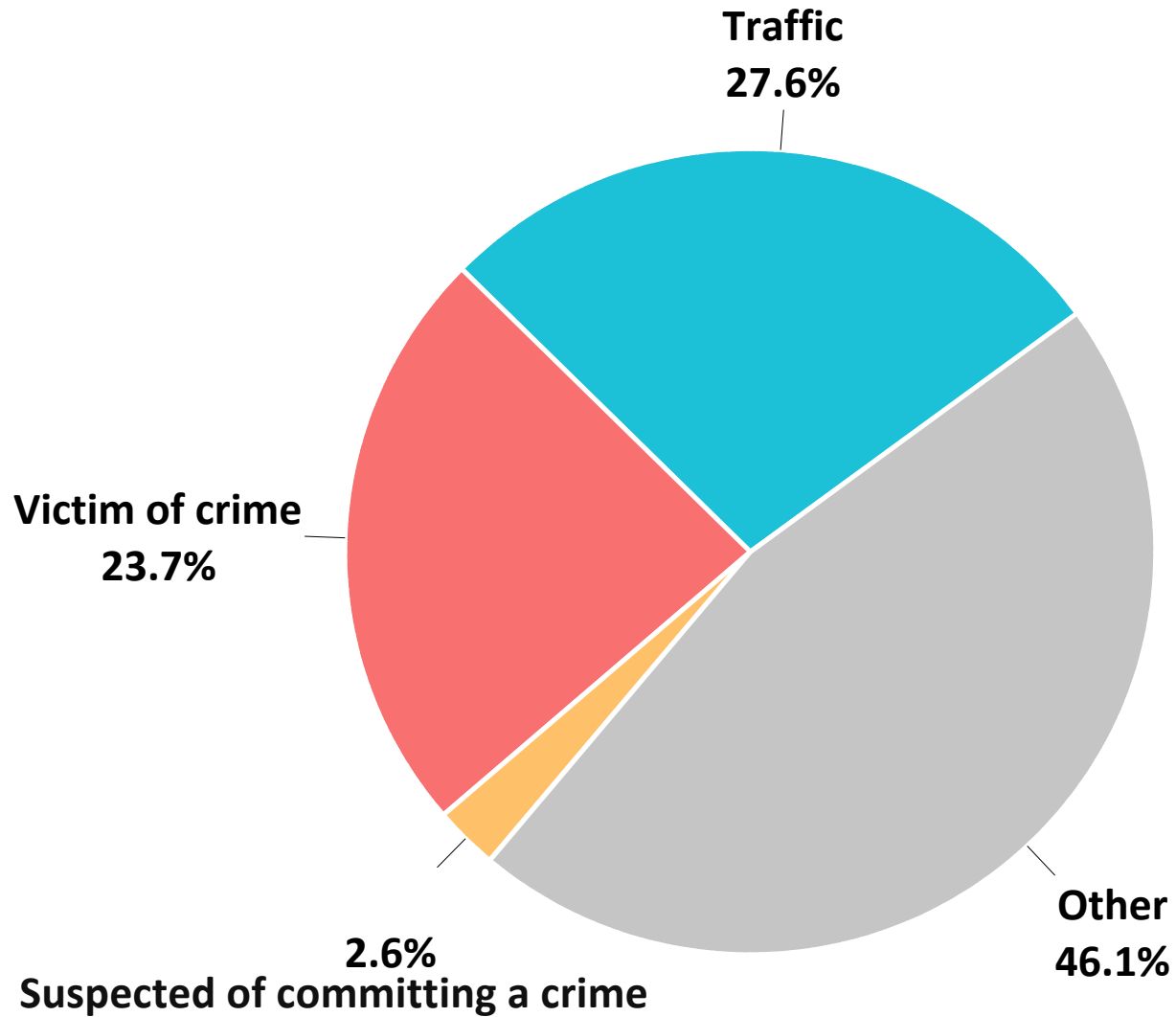


Q6: Have you had contact with a City of Oklahoma City police officer in the last three years?

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

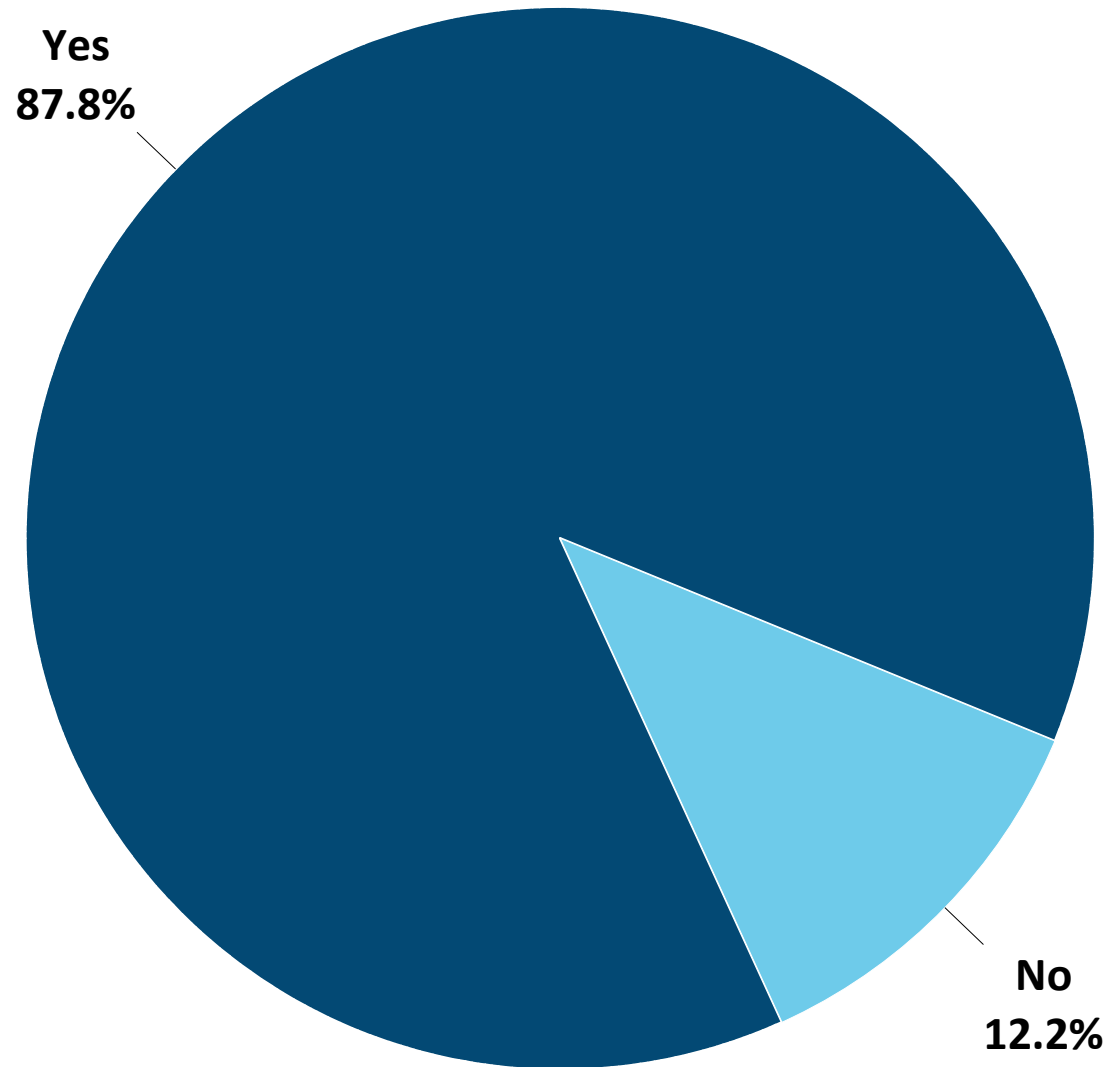


Q6a: (If YES to Question 6) What was the nature of your contact with the police officer? by percentage of respondents



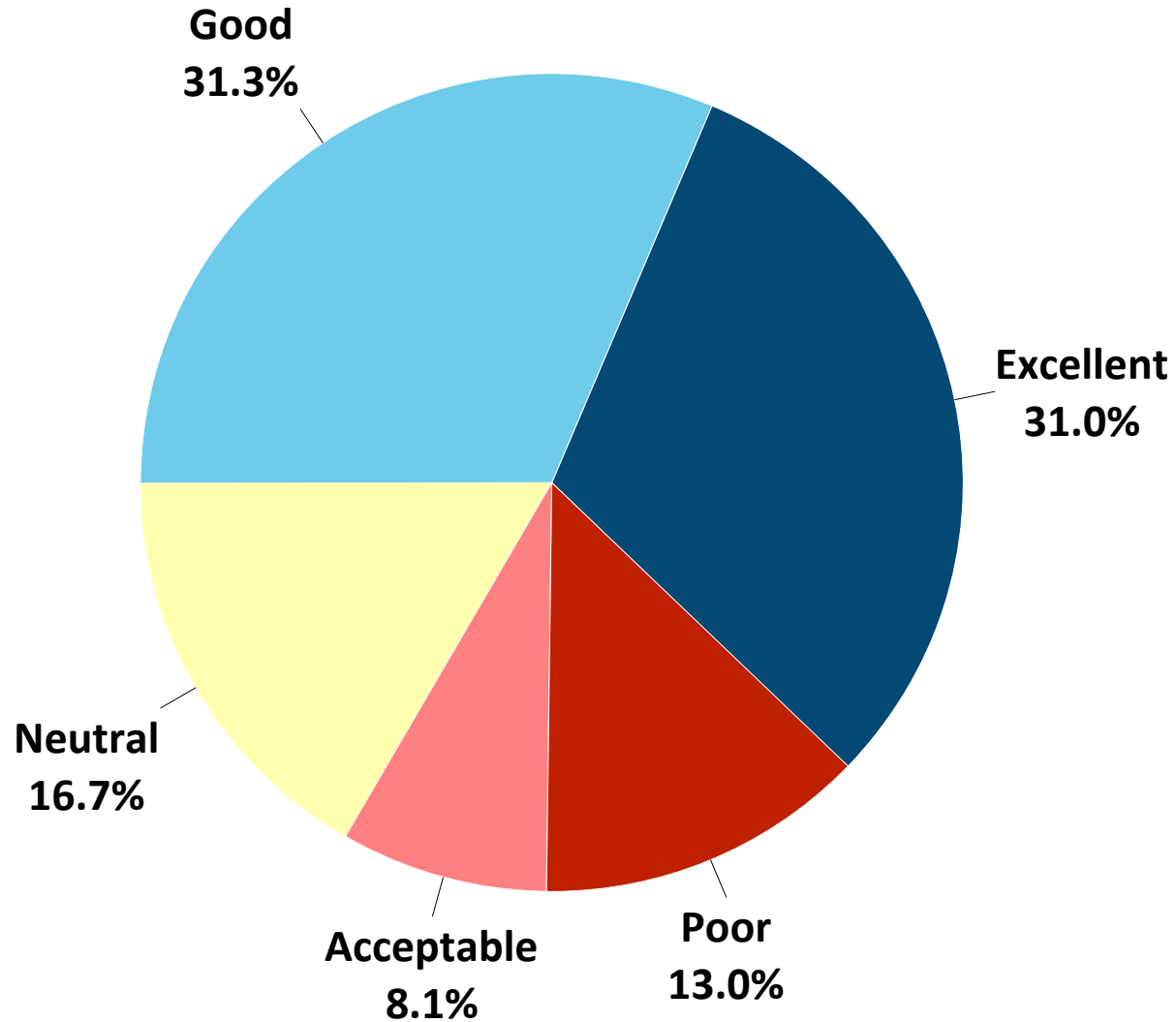
Q6b: (If YES to Question 6) Were you treated fairly by the officer?

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



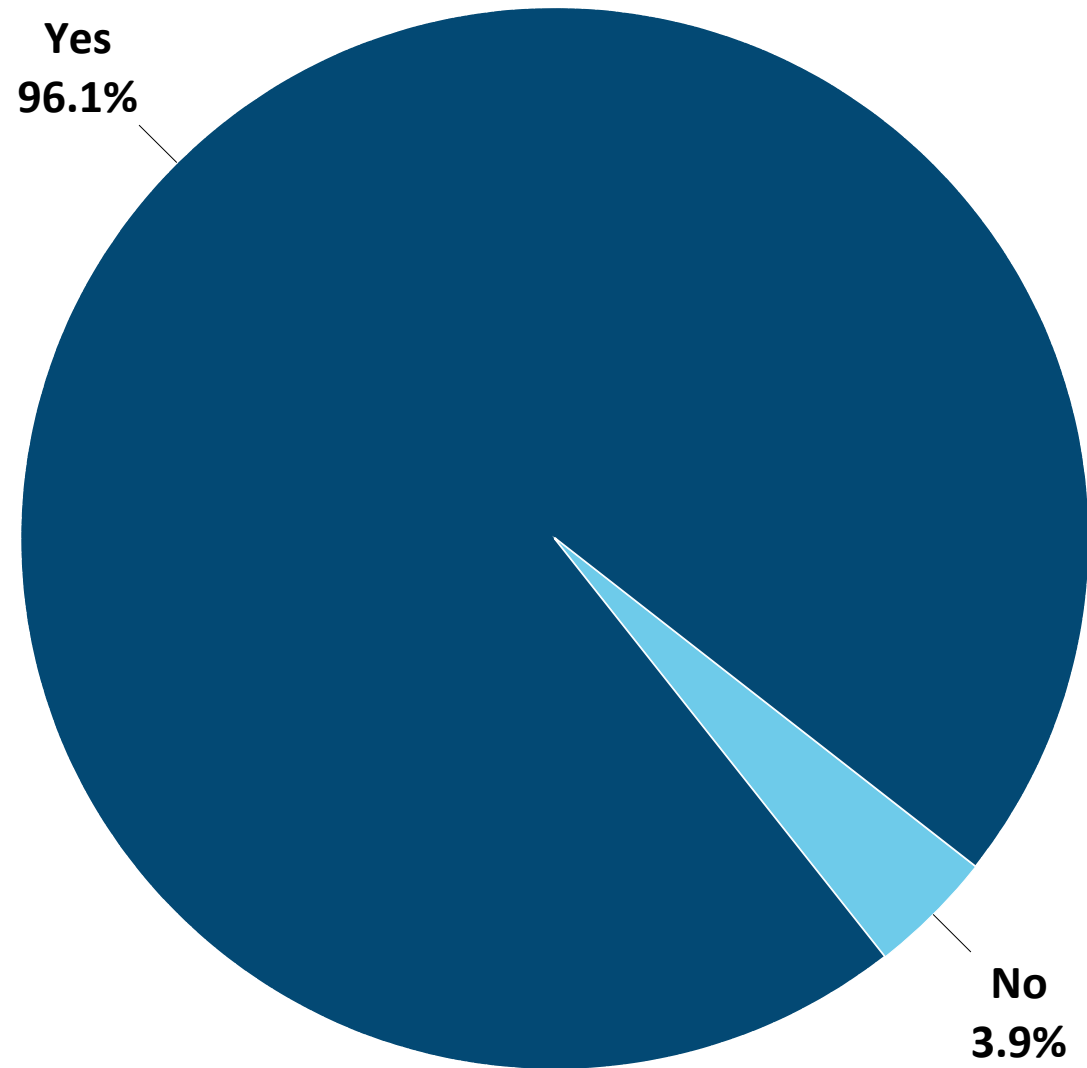
Q6c. (If YES to Question 6) How would you rate response time of the officer?

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



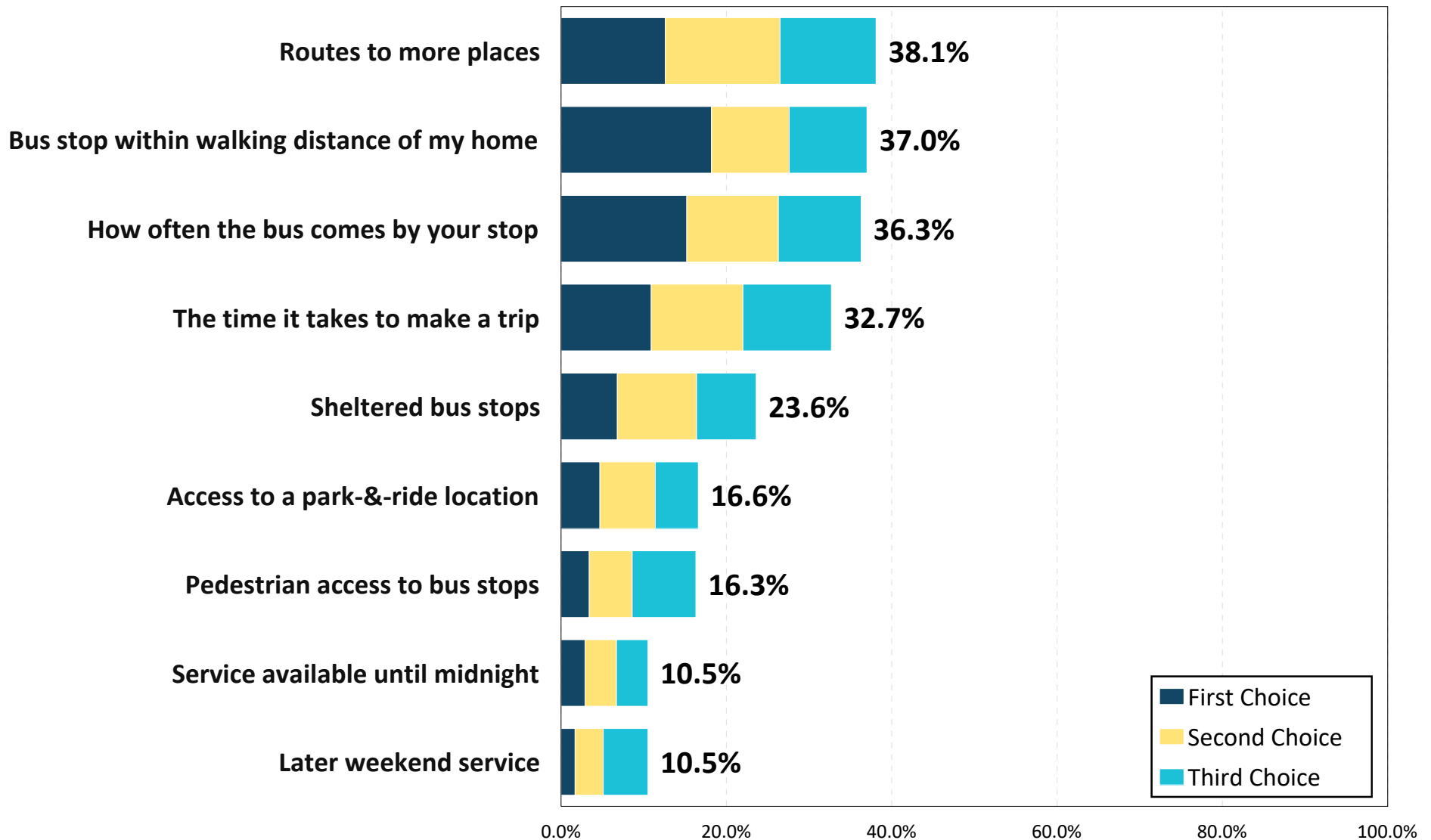
Q8: Do you have a working smoke alarm in your home?

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



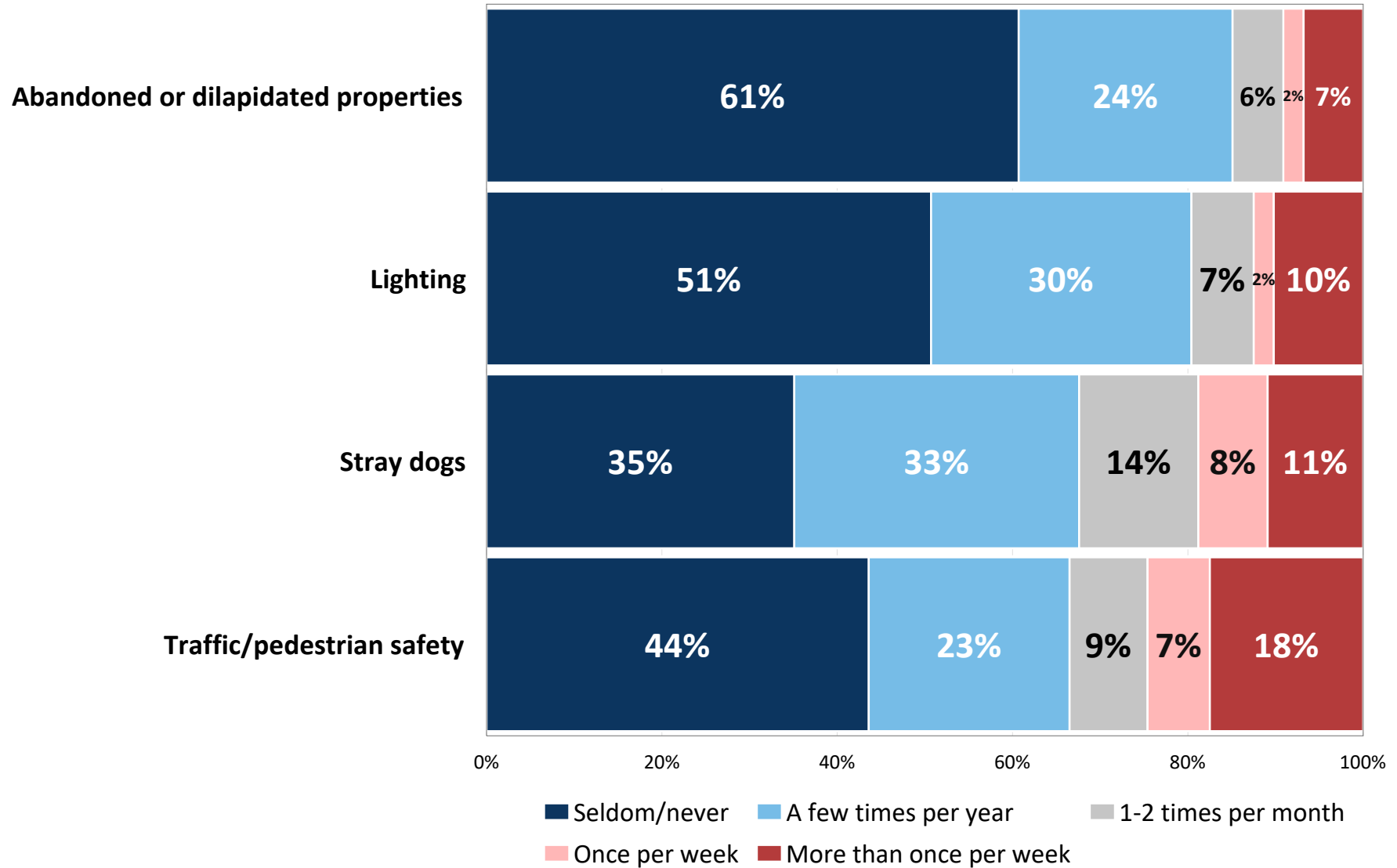
Q9: Bus Service Characteristics That Are Most Important When Considering Whether or Not to Use Public Transit

by the sum percentage of respondents top three choices



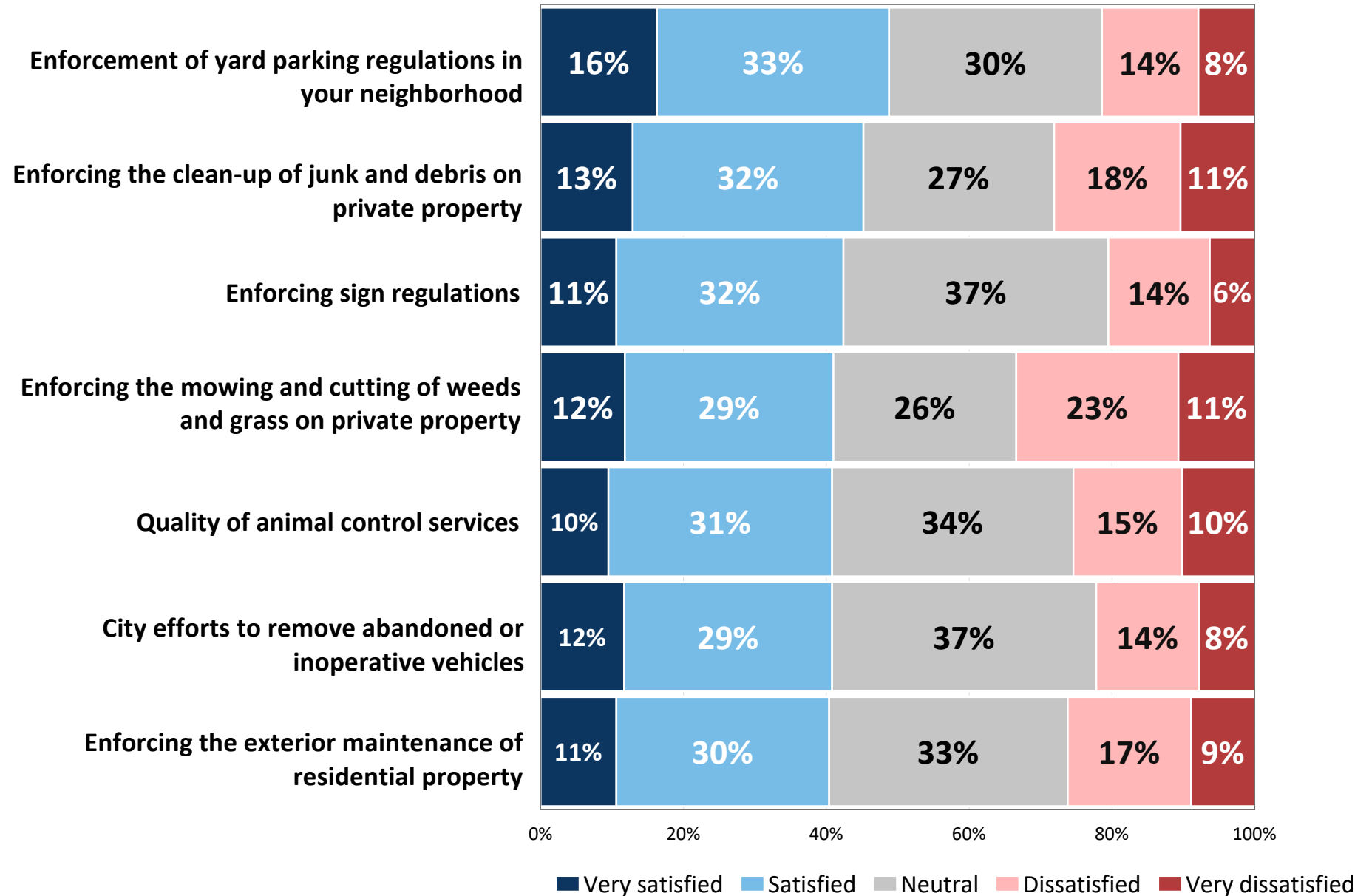
Q10: How Often the Following Items Are a Problem in Neighborhoods

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)



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)



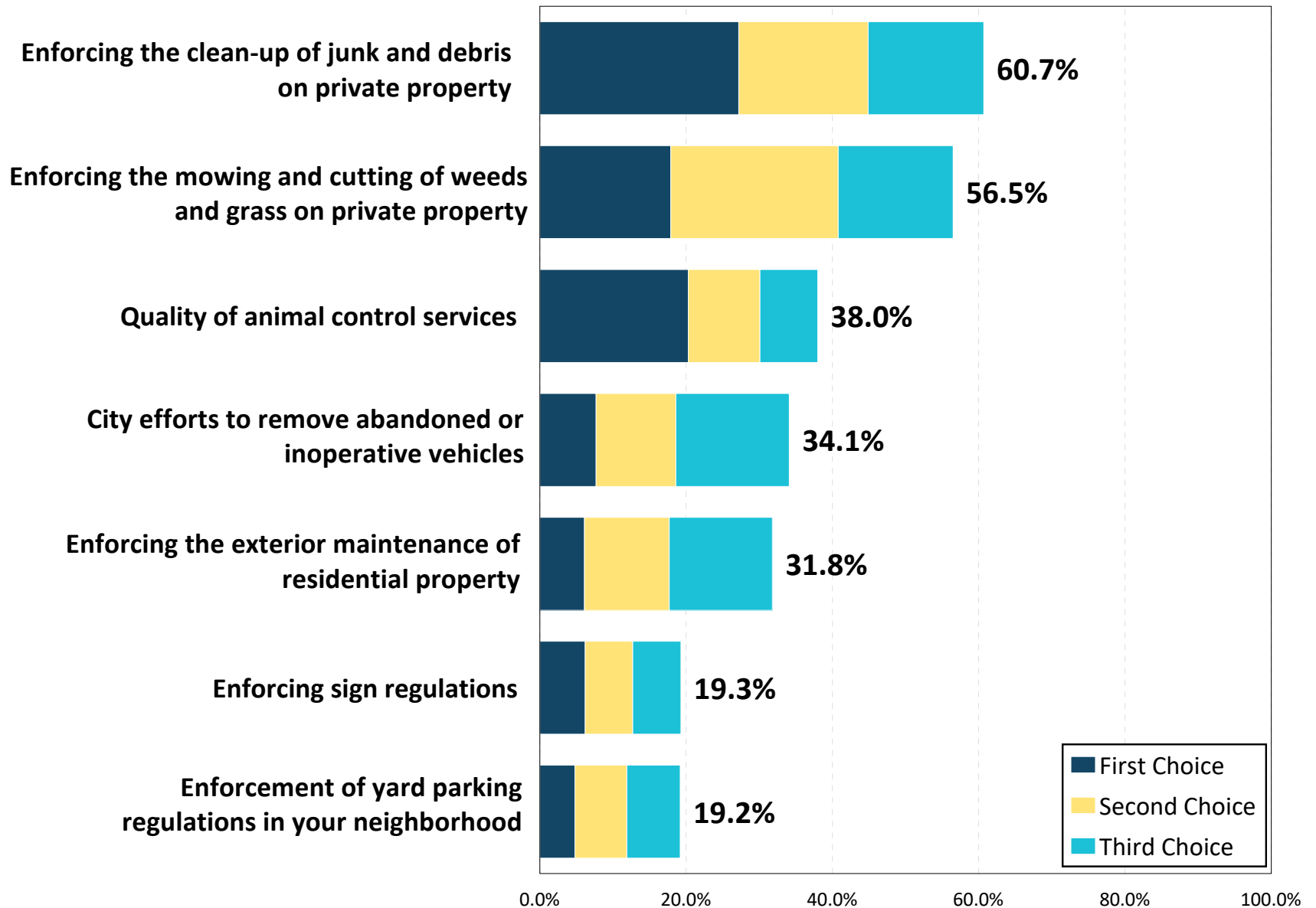
Q11: Code Enforcement

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



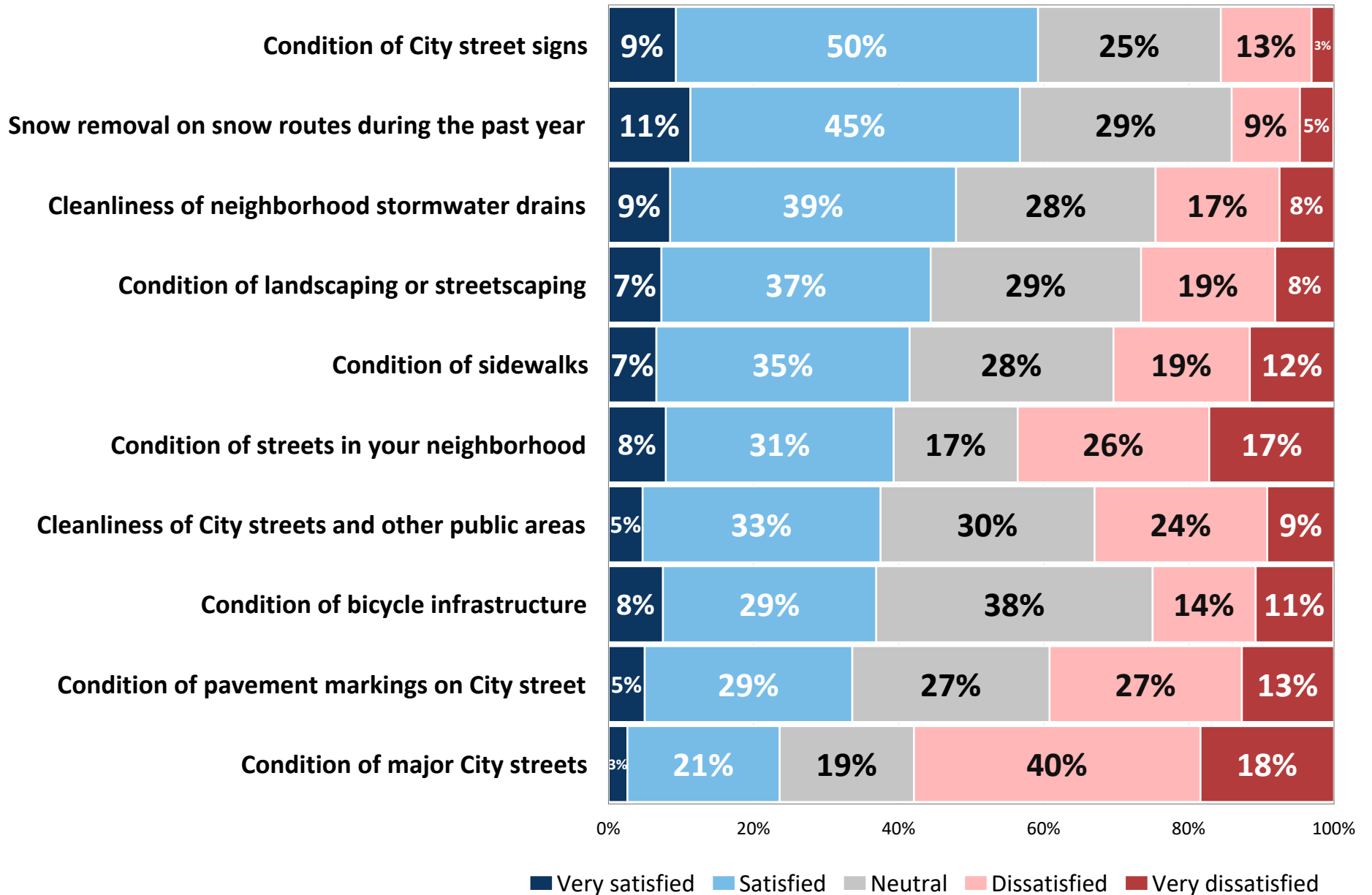
Q12: Code Enforcement Priorities

by the sum percentage of respondents top three choices



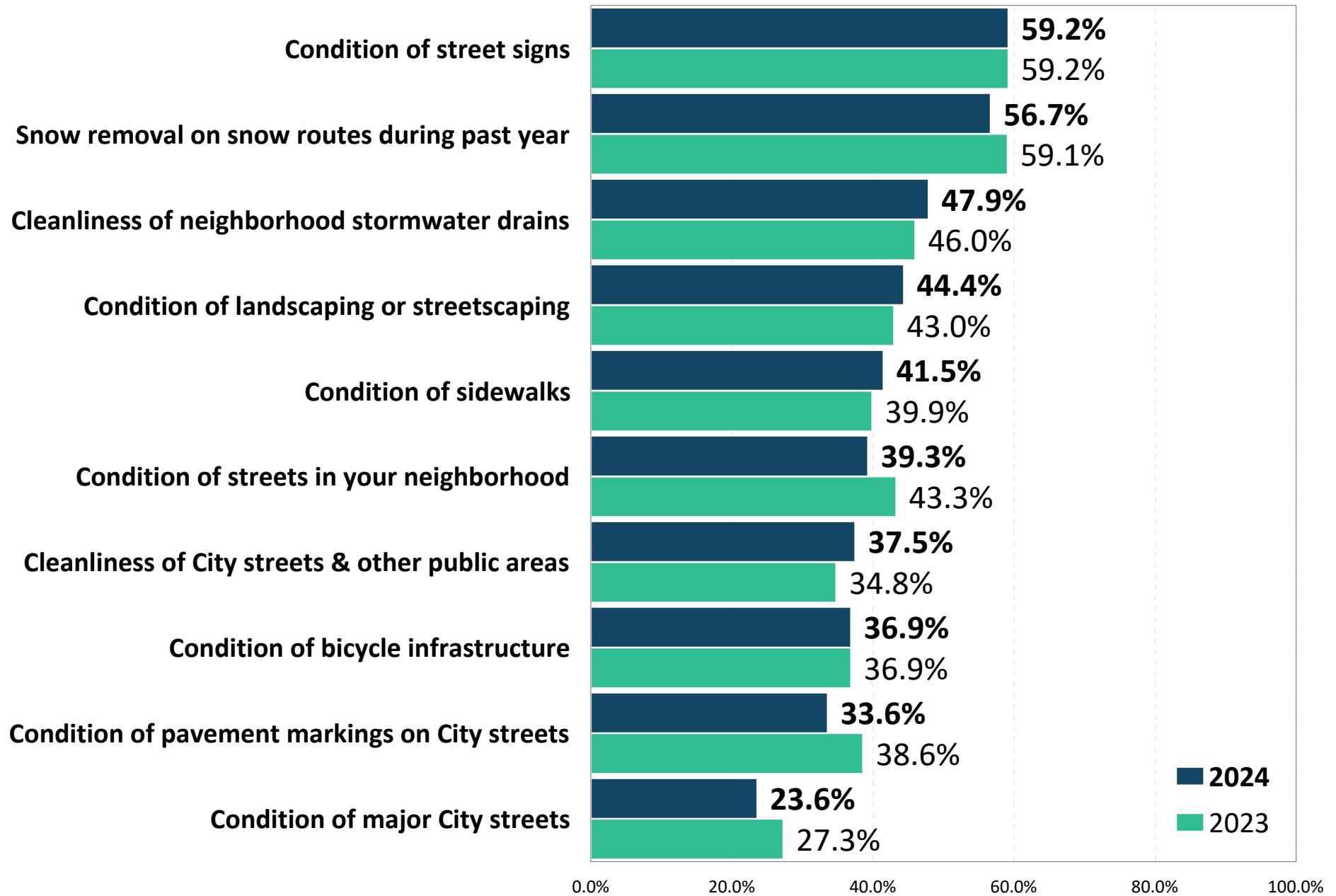
Q13: Maintenance Services

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)



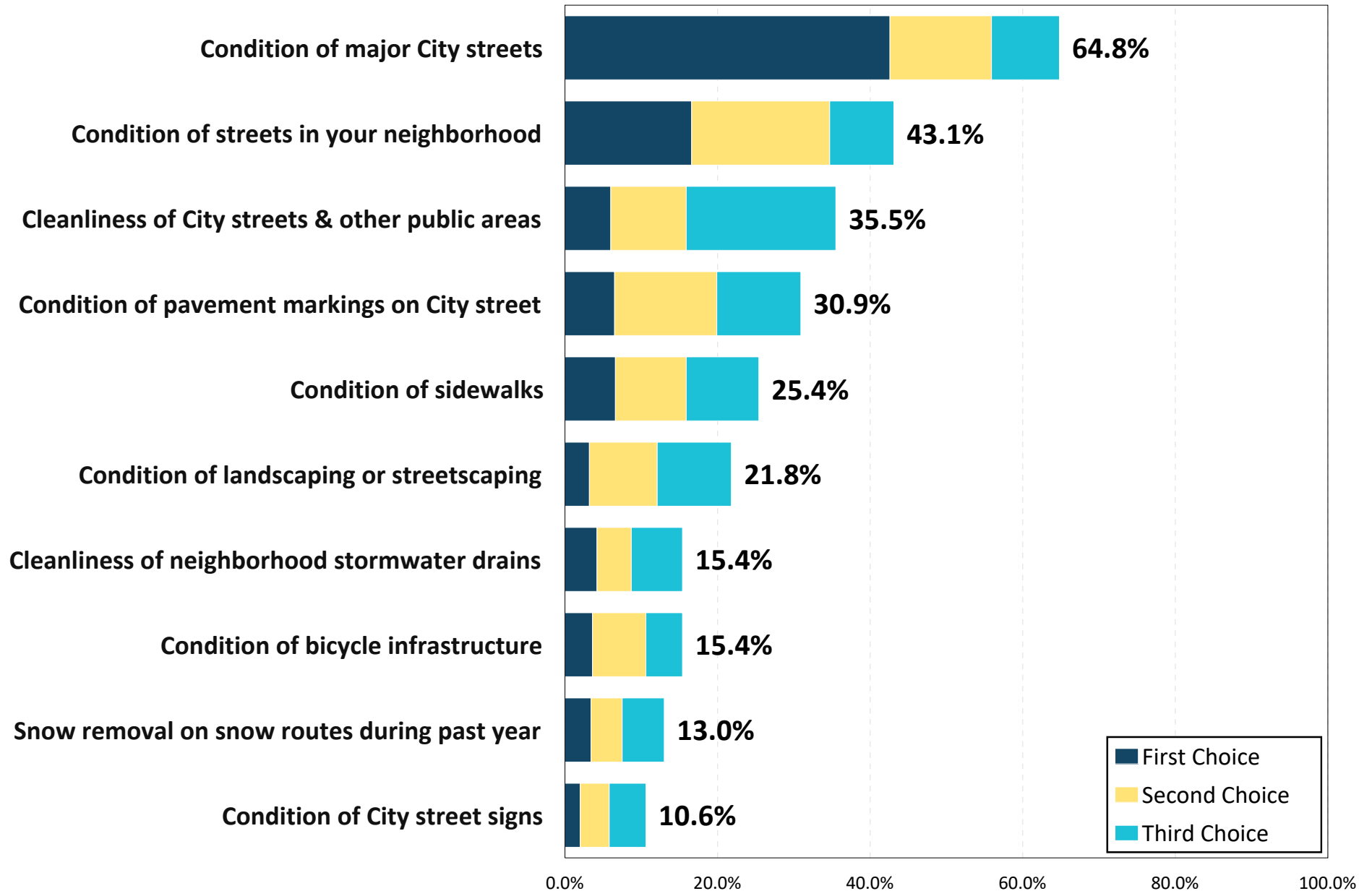
Q13: Maintenance Services

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



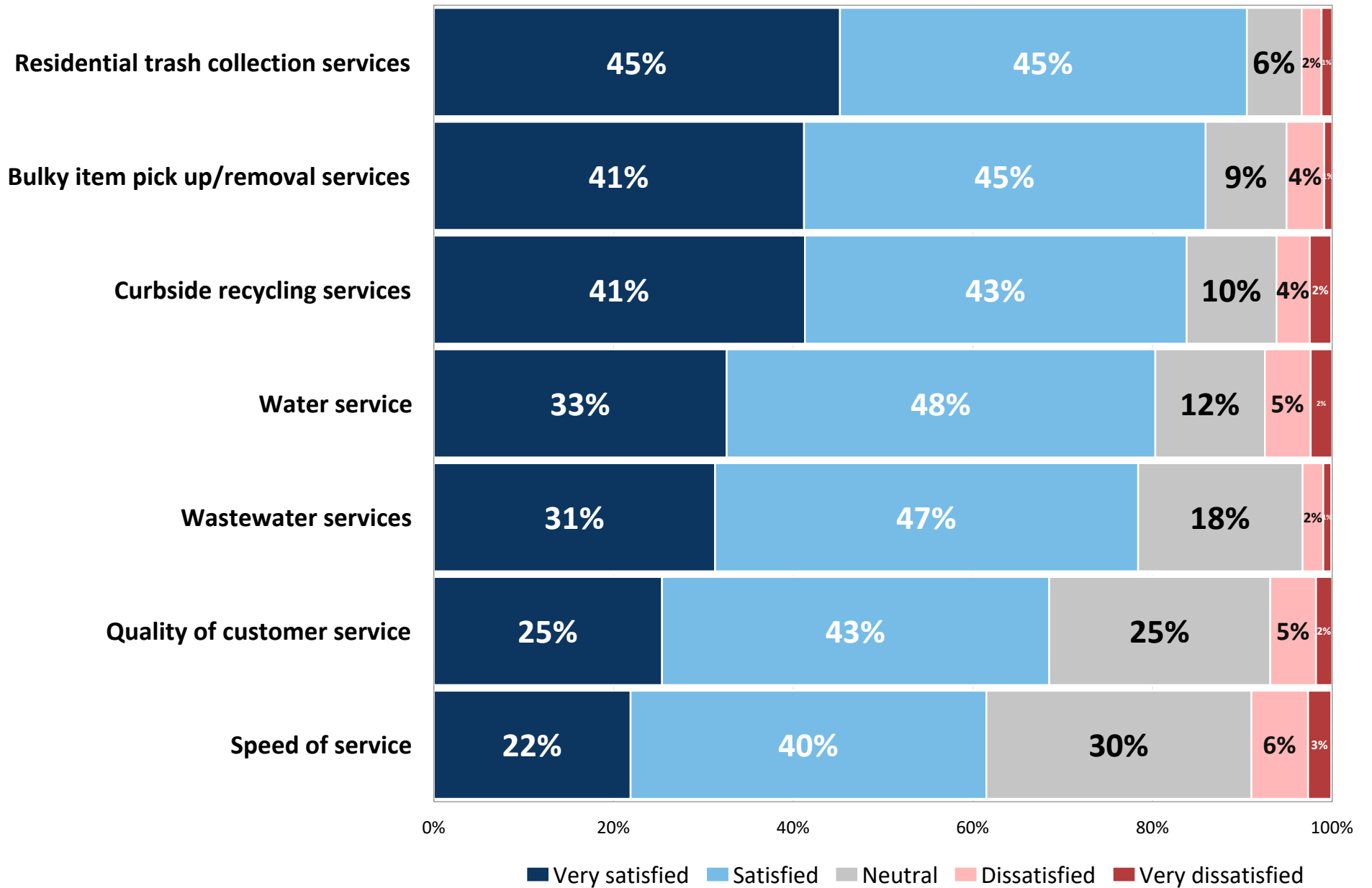
Q14: Maintenance Service Priorities

by the sum percentage of respondents top three choices



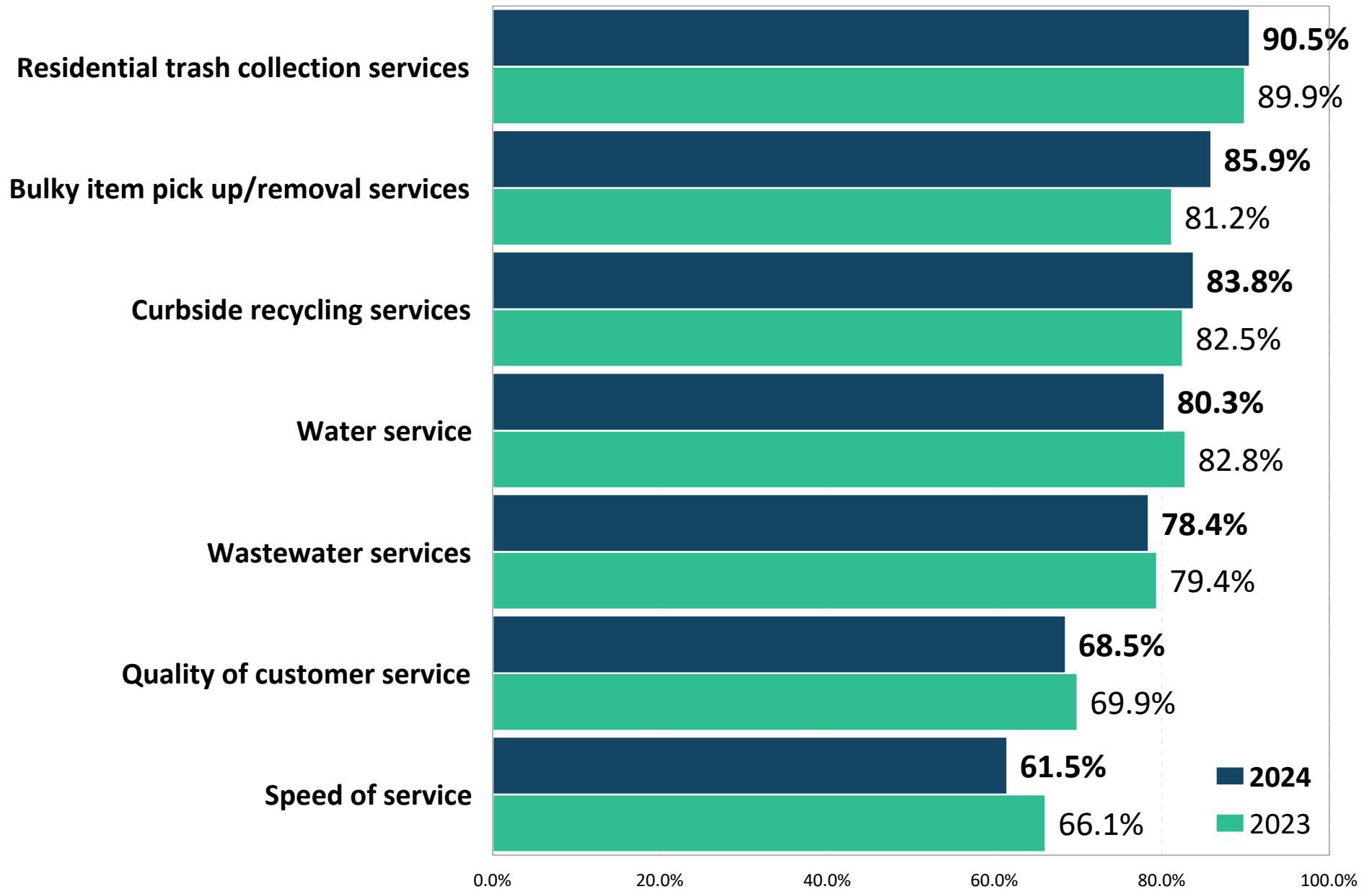
Q15: City Utility Services

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)



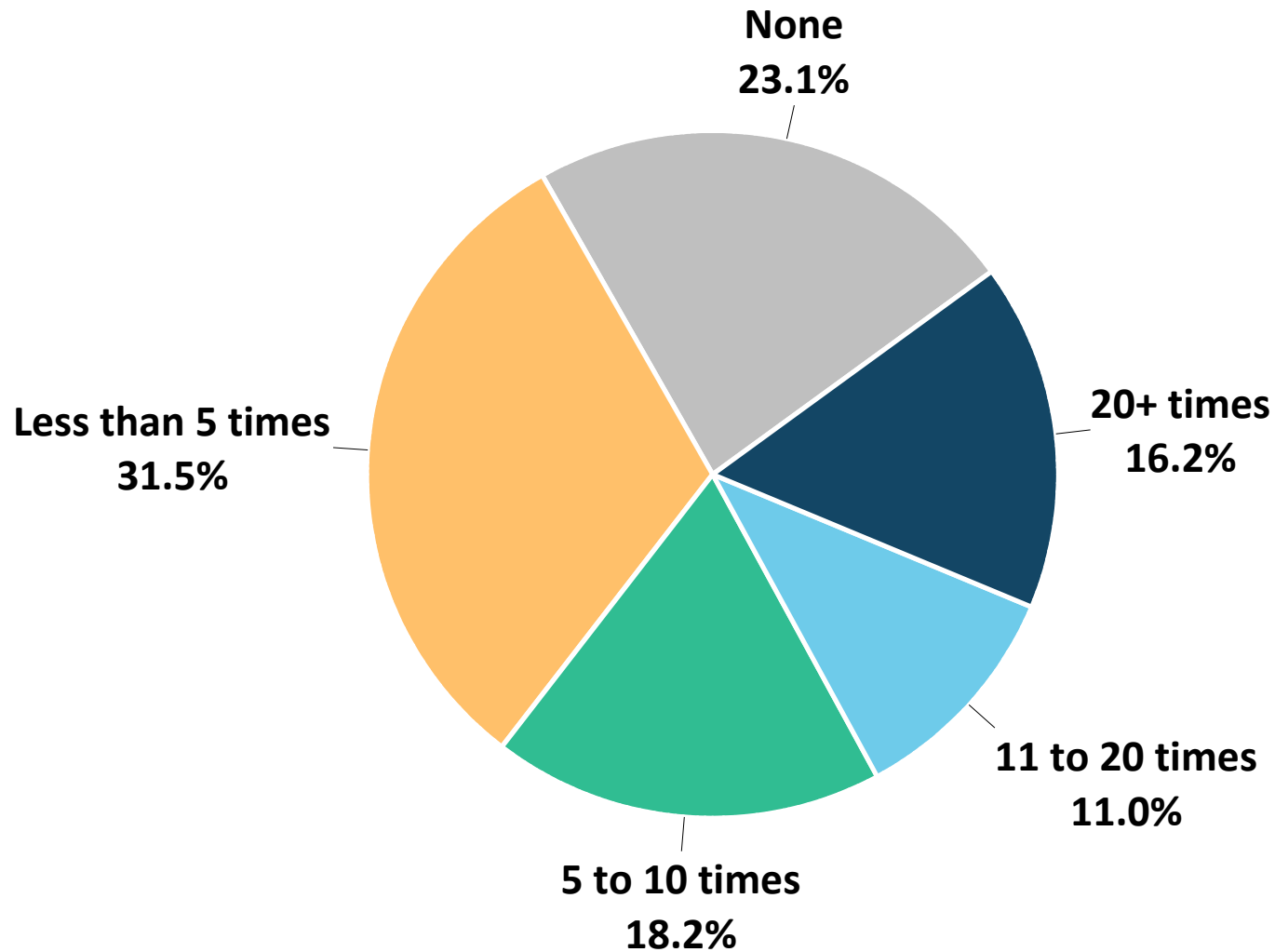
Q15: City Utility Services

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



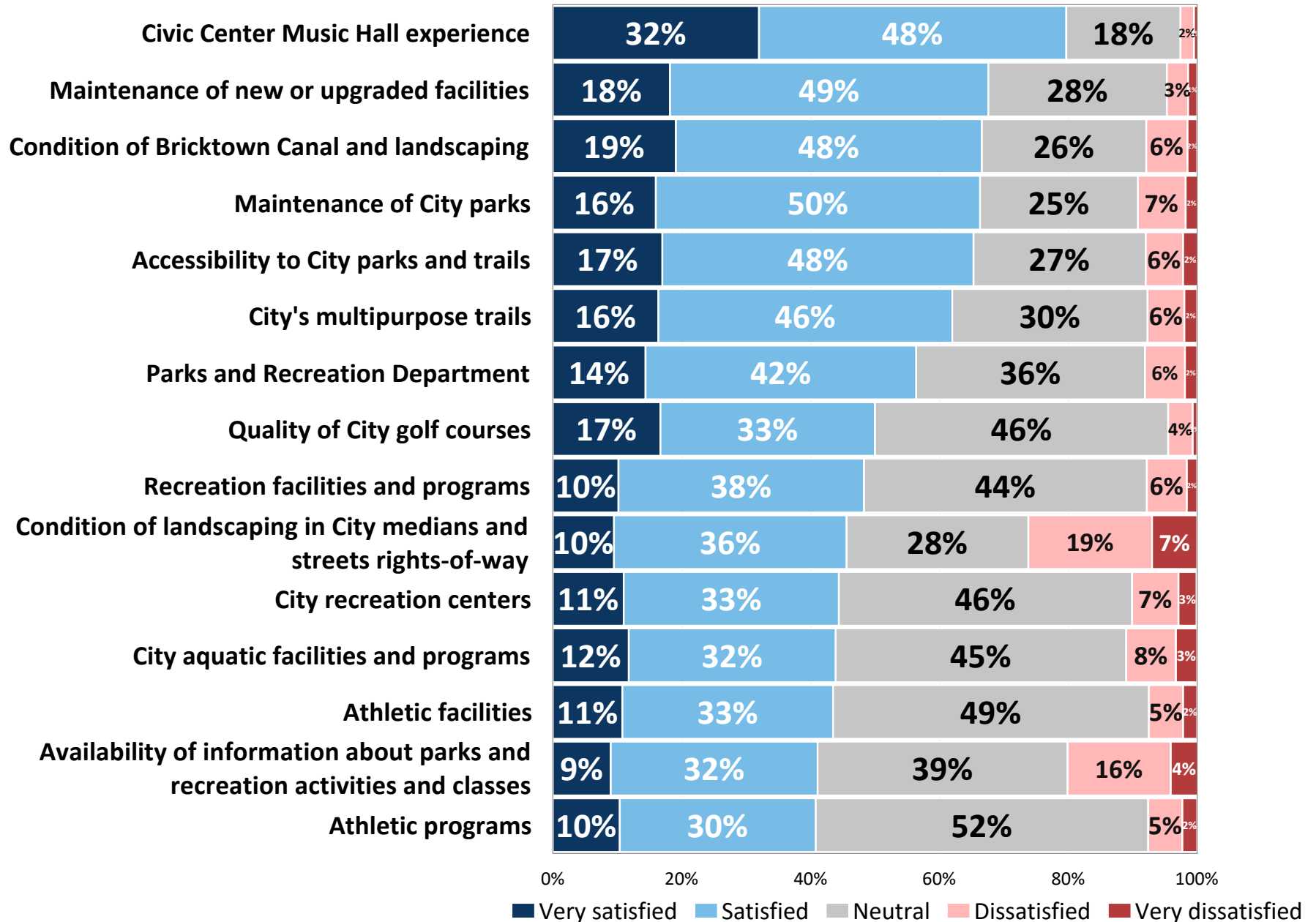
Q16: How many times in the past 12 months did you or a member of your family visit an Oklahoma City park and/or participate in an Oklahoma City Parks and Recreation program?

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



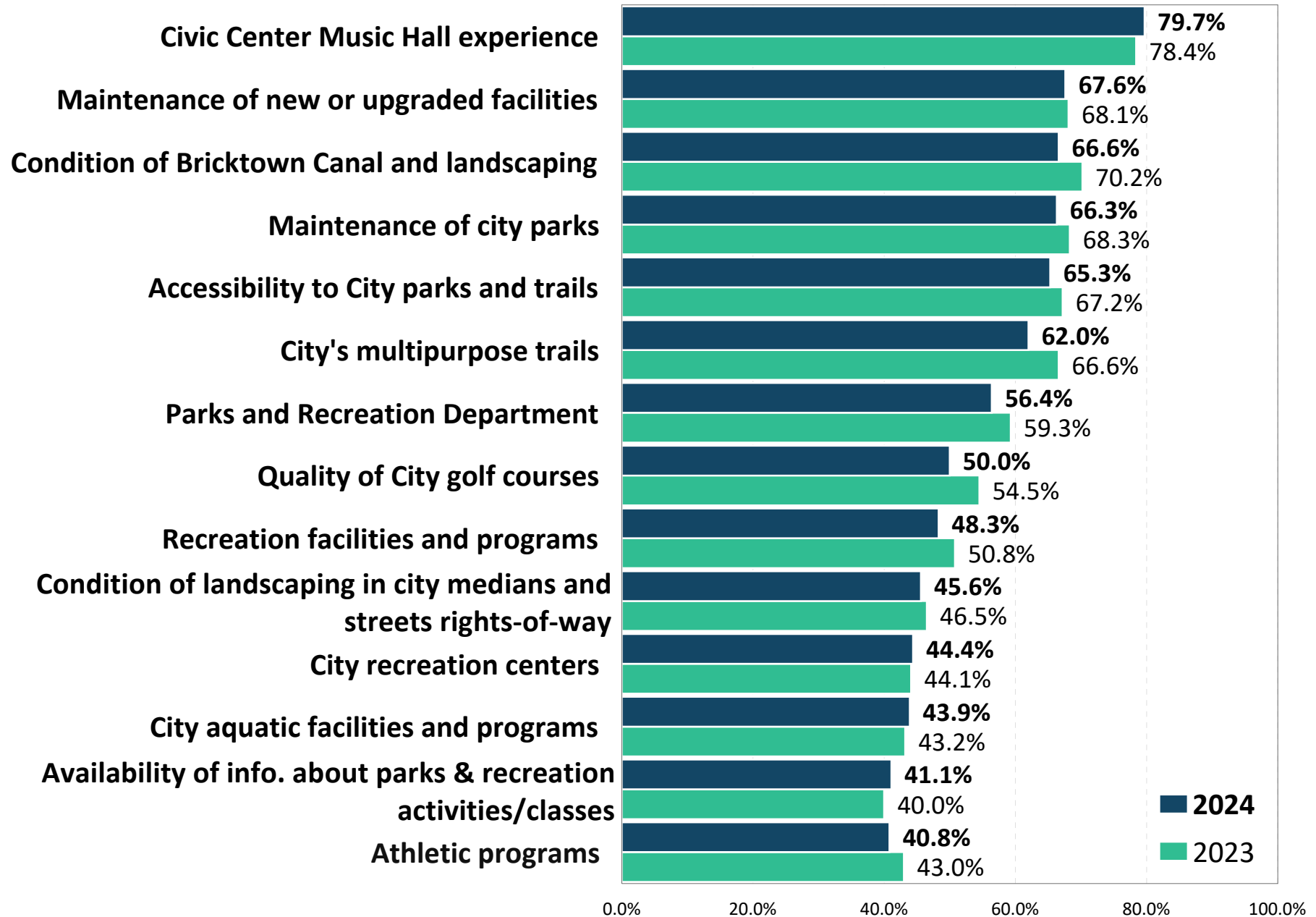
Q17: Parks and Recreation Services

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



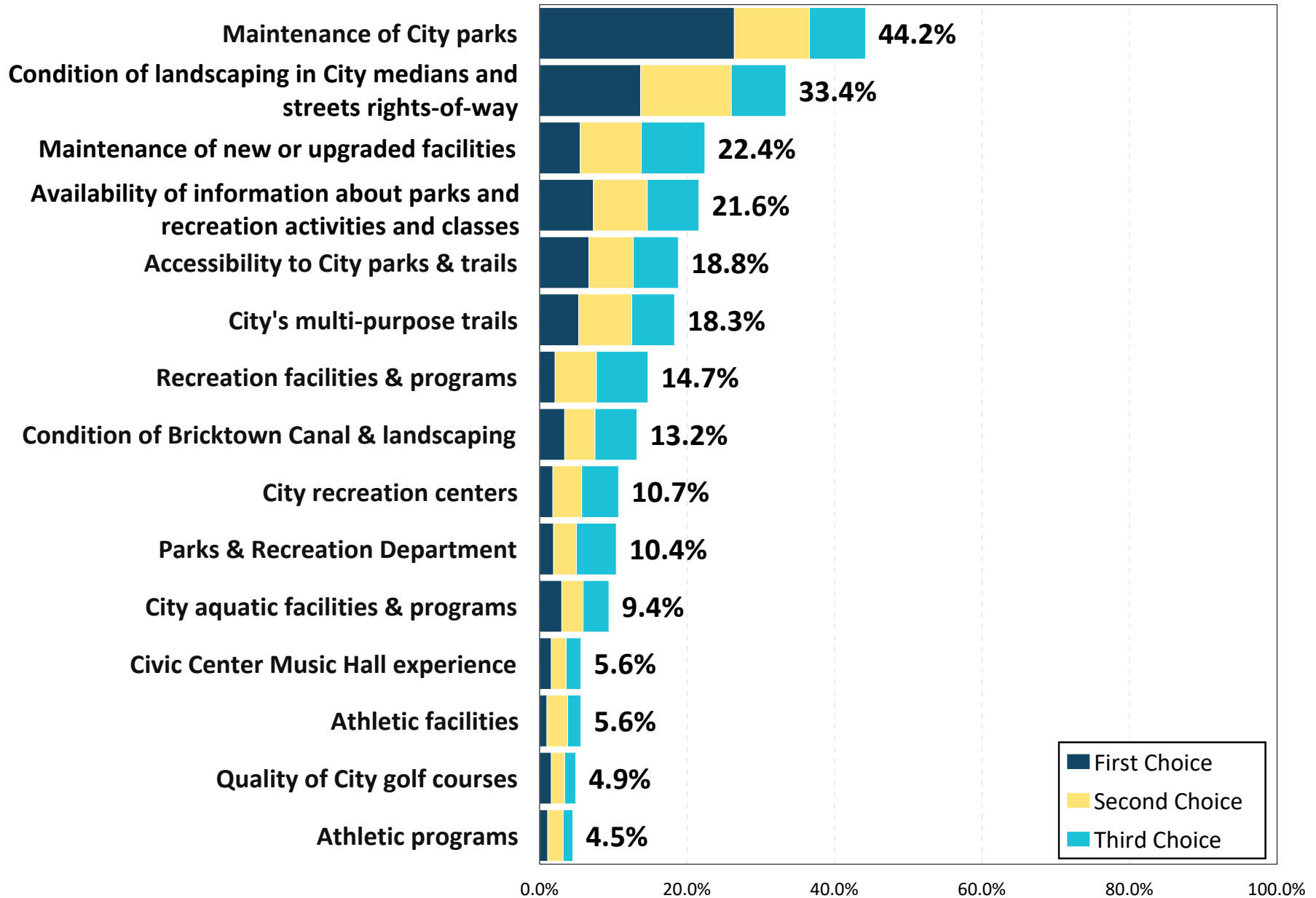
Q17: Parks and Recreation Services

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



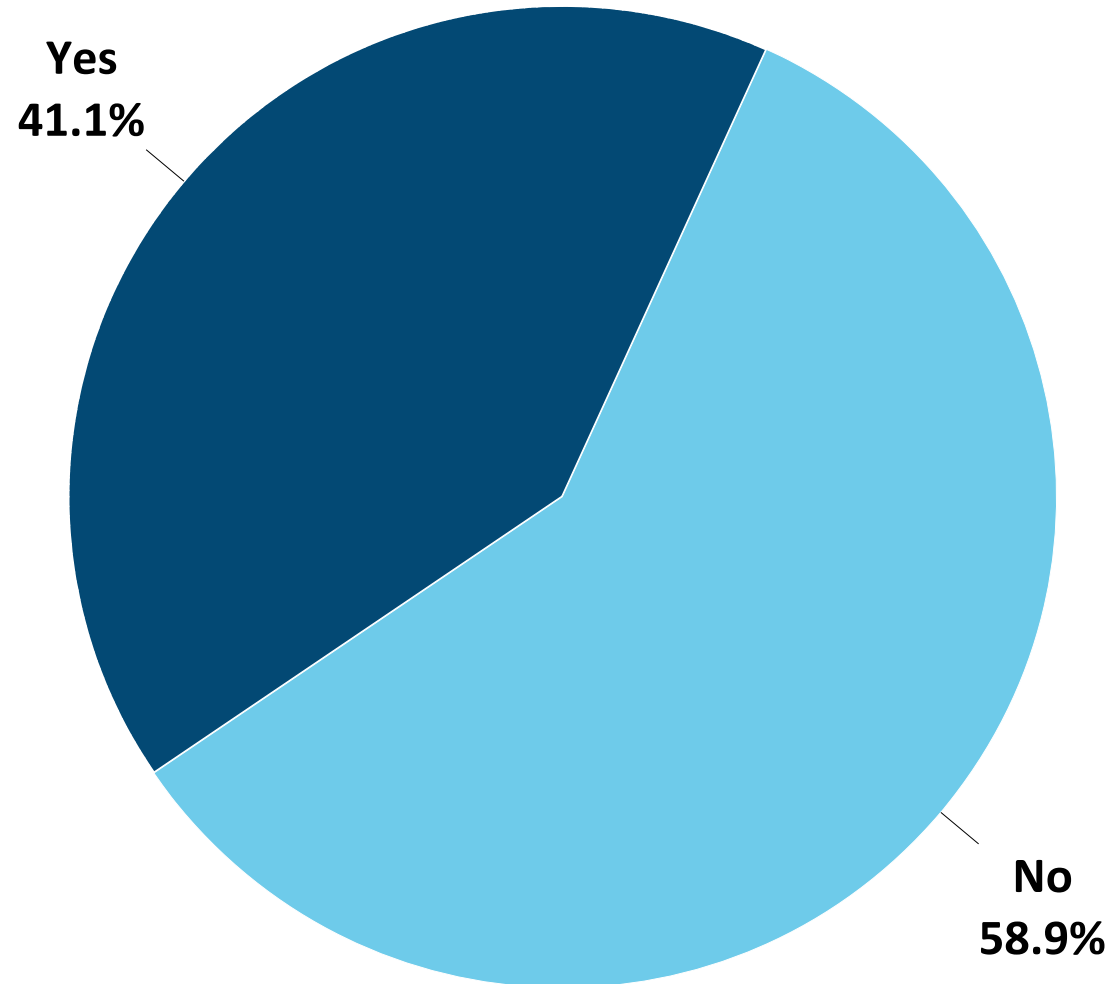
Q18: Parks and Recreation Services Priorities

by the sum percentage of respondents top three choices



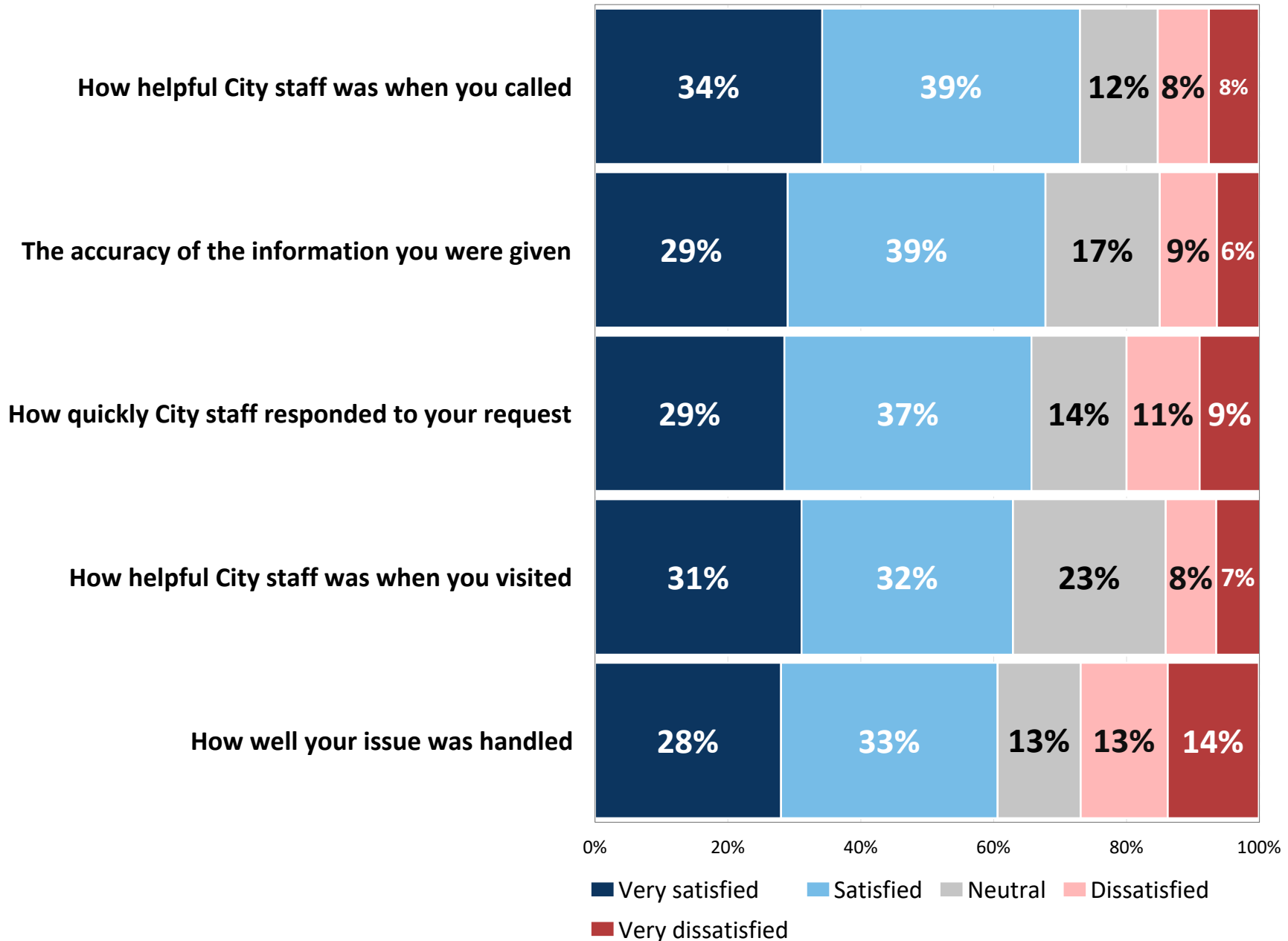
Q19: Have you contacted the City of Oklahoma City during the past year?

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



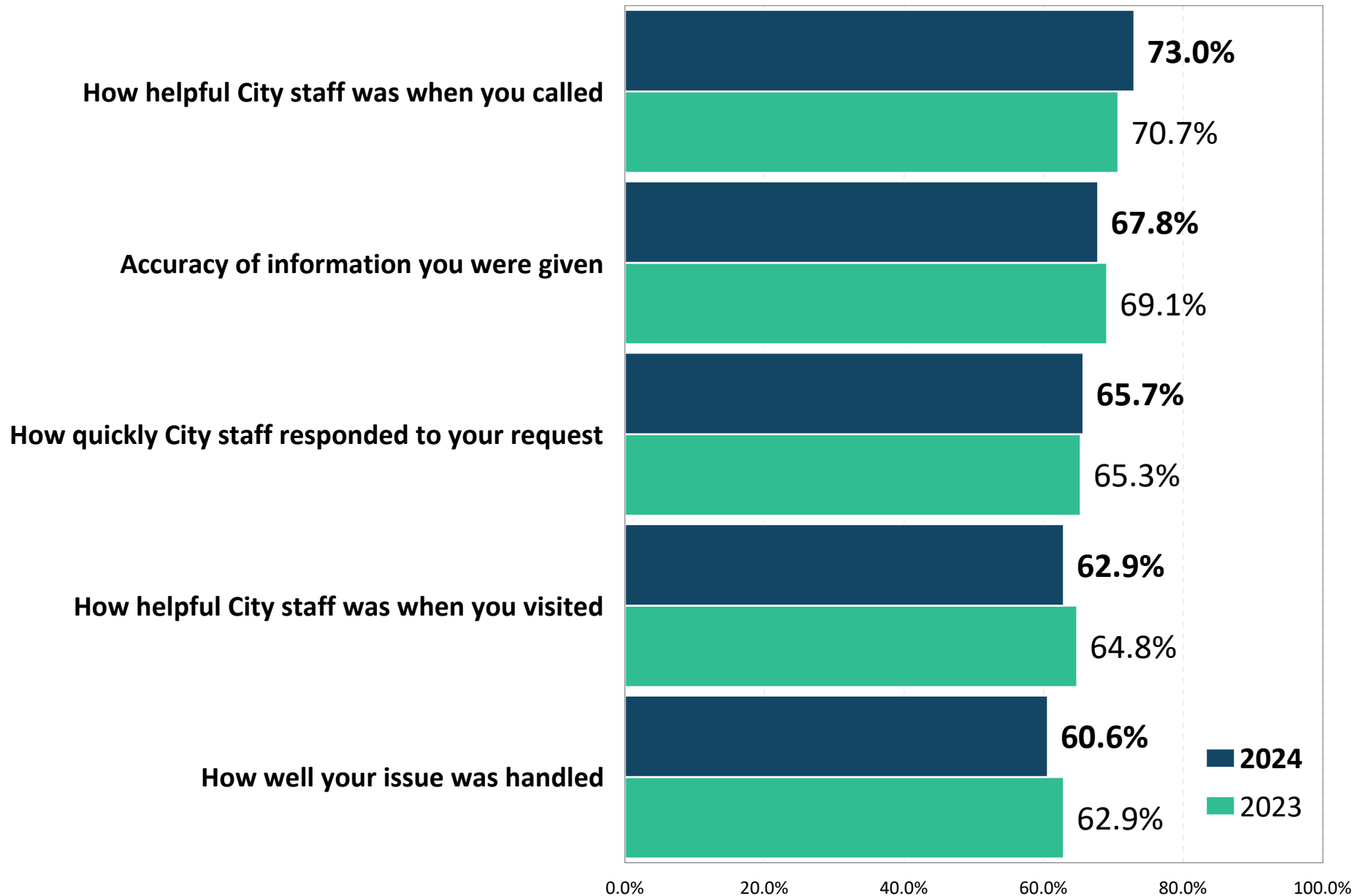
Q19a: Customer Service Provided by City Employees

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)



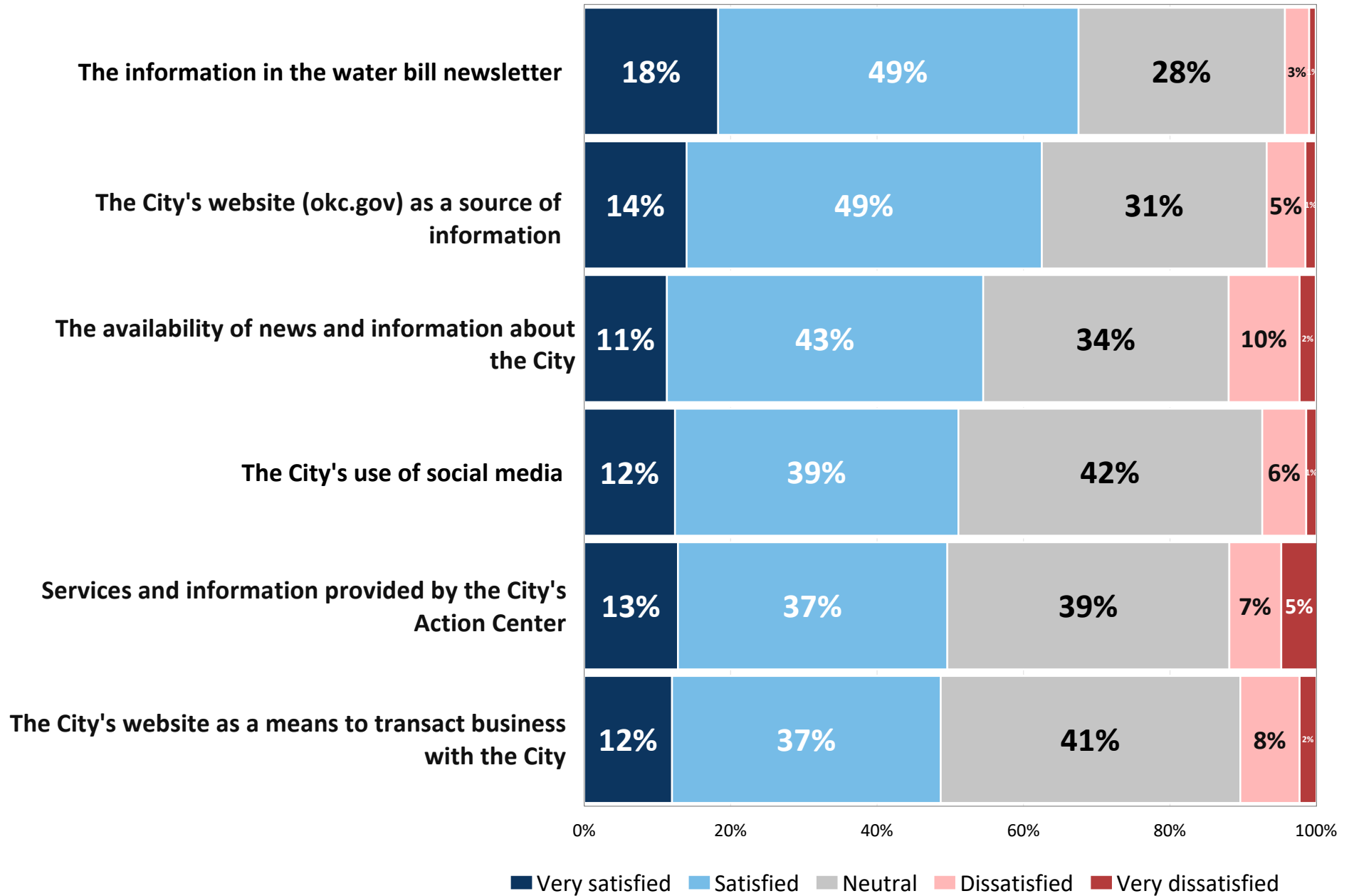
Q19a: Customer Service Provided by City Employees

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



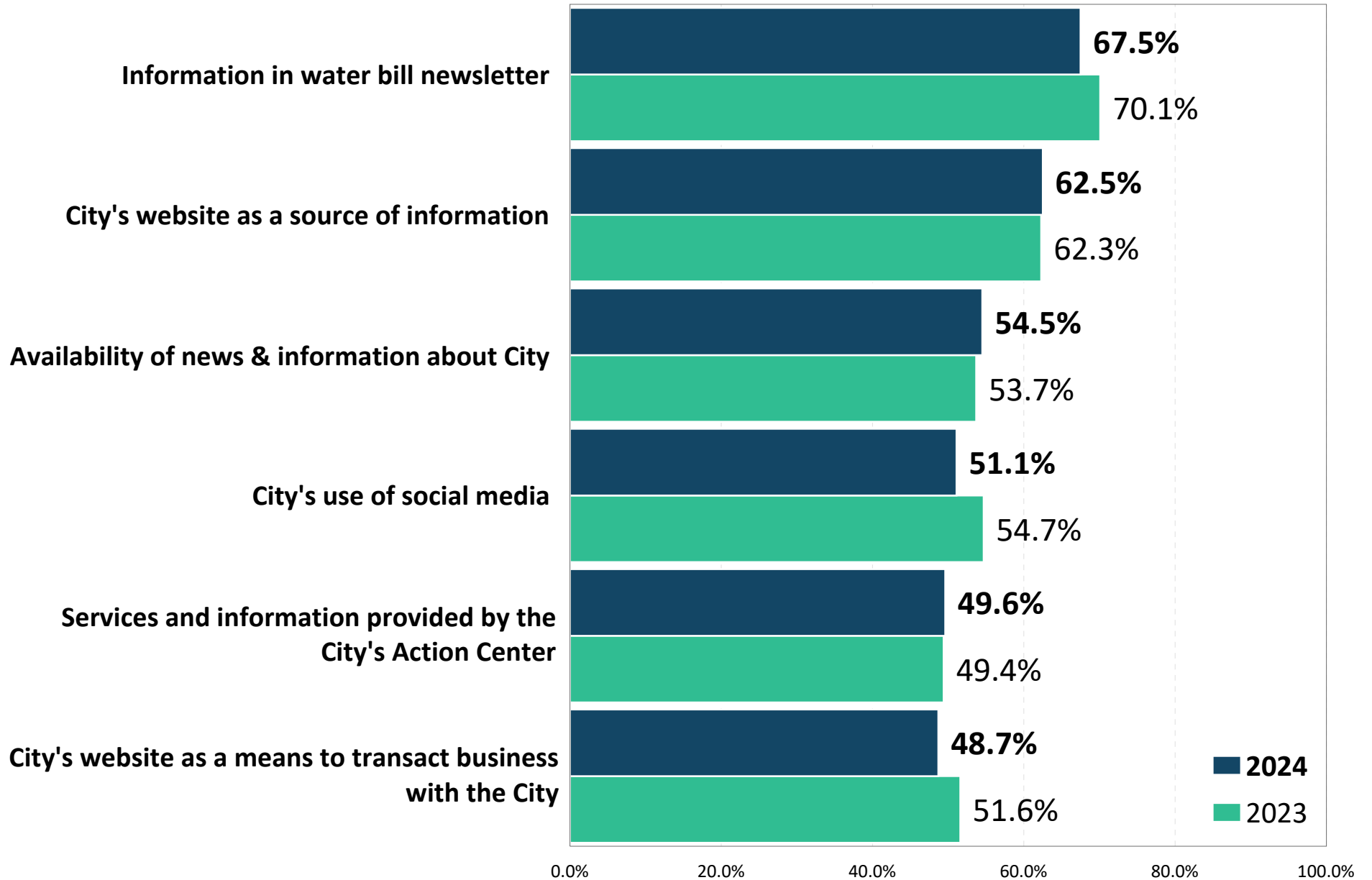
Q20: Communication

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)



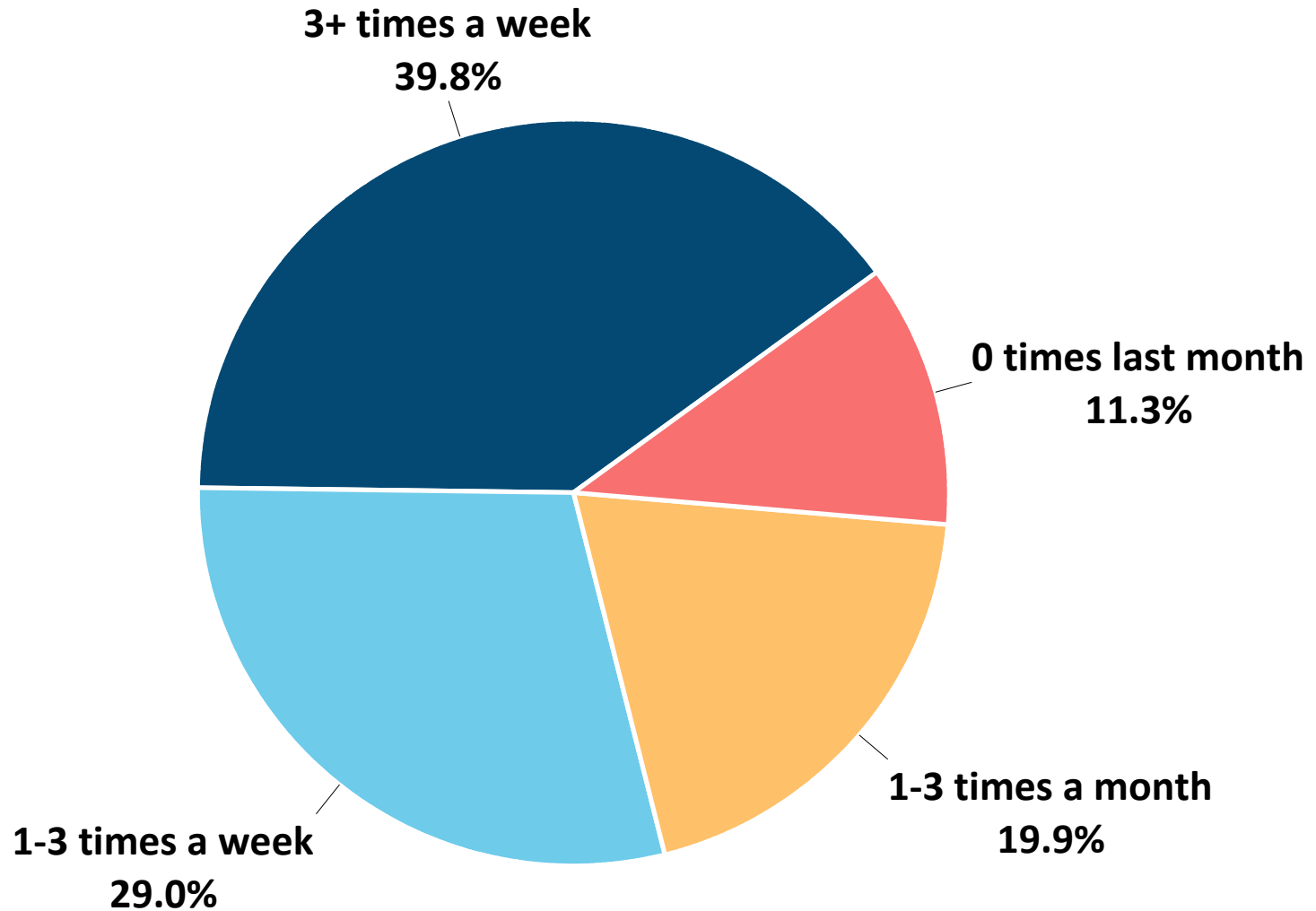
Q20: Communication

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



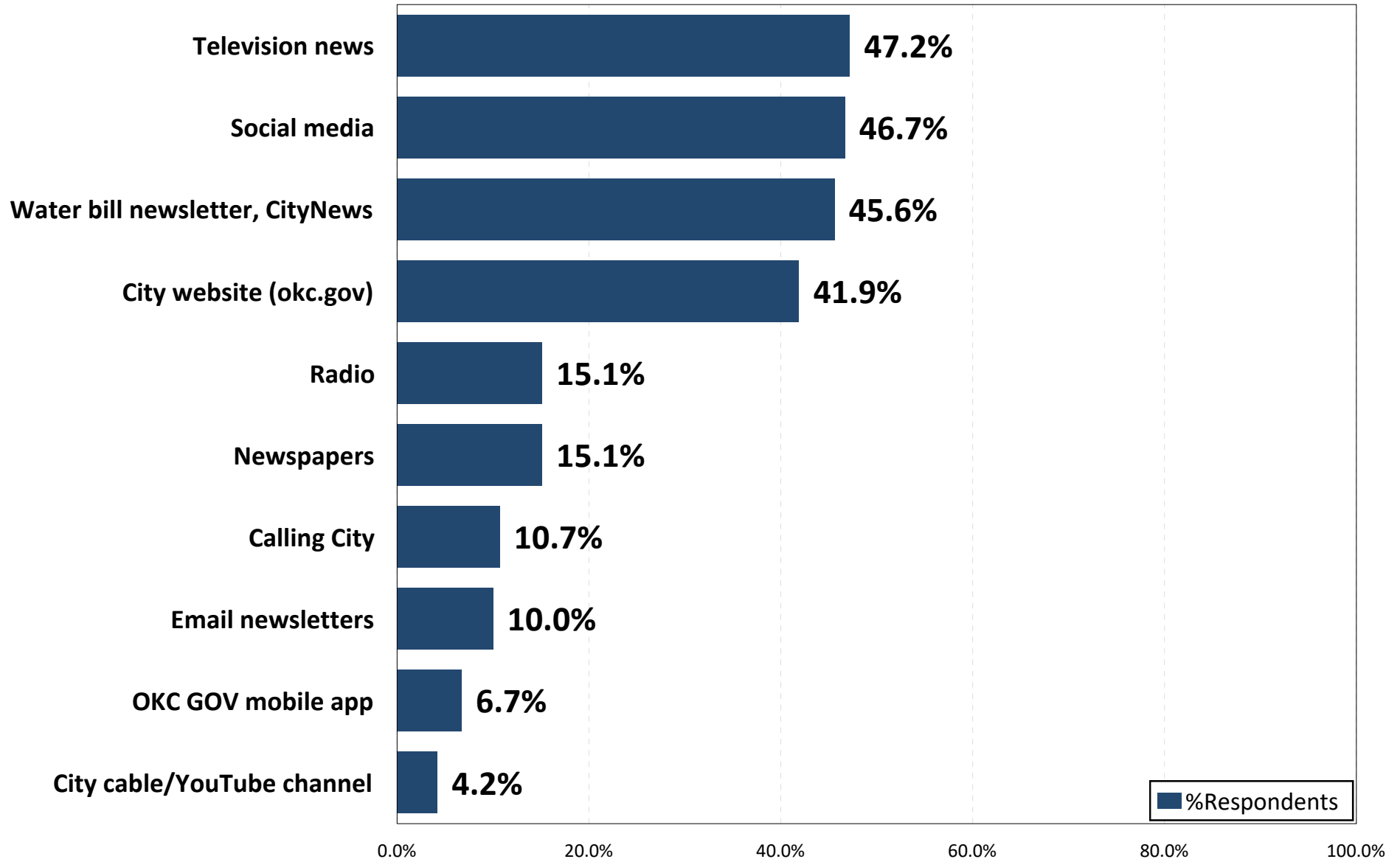
Q21: Physical Activity. Not counting activity at work, how often did you participate in any physical activity or exercise such as running, golfing, gardening, walking, cycling or calisthenics in the past month?

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



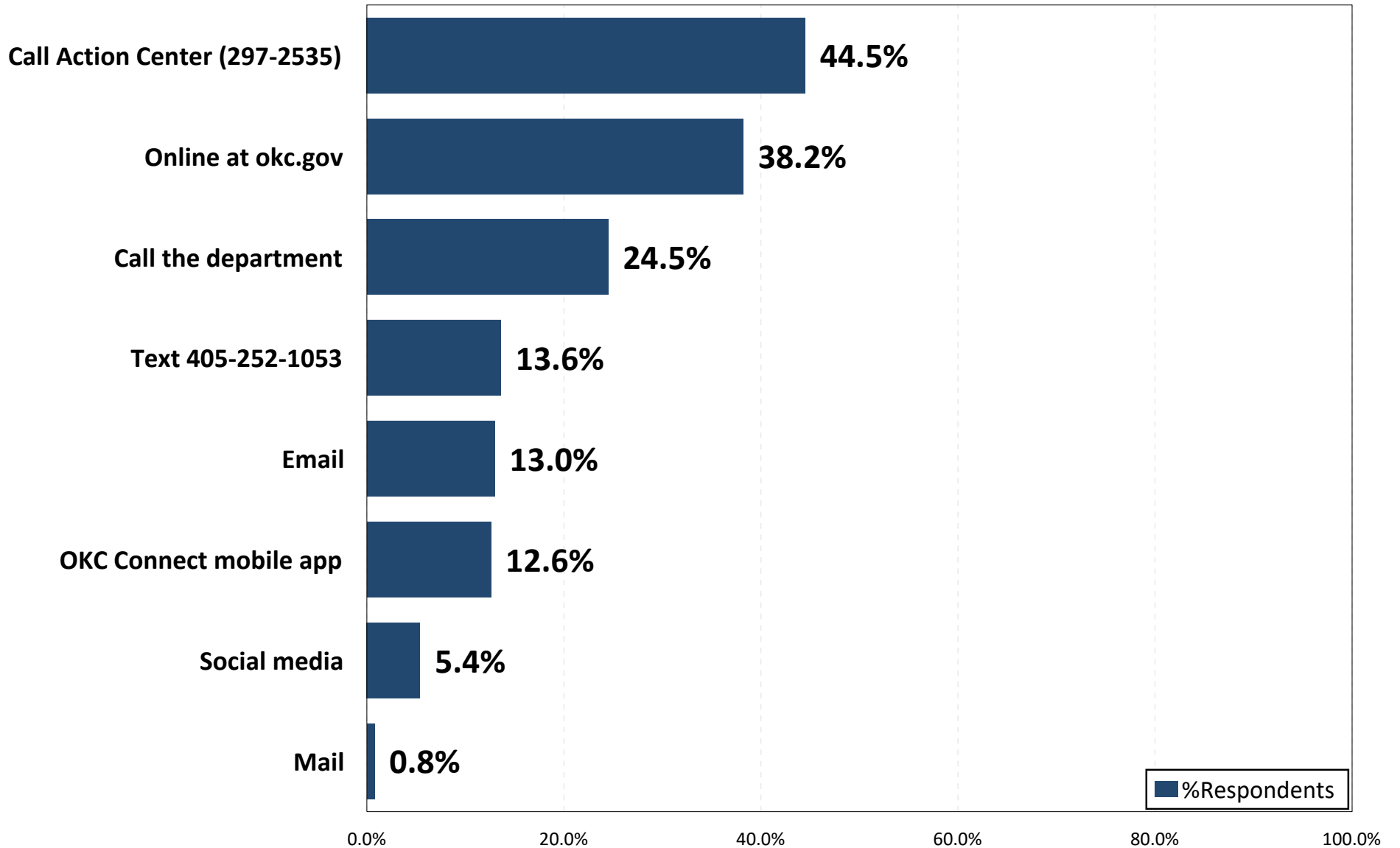
Q22: Which of the following do you use to get information about the City of Oklahoma City?

by percentage of respondents (multiple choices could be selected)



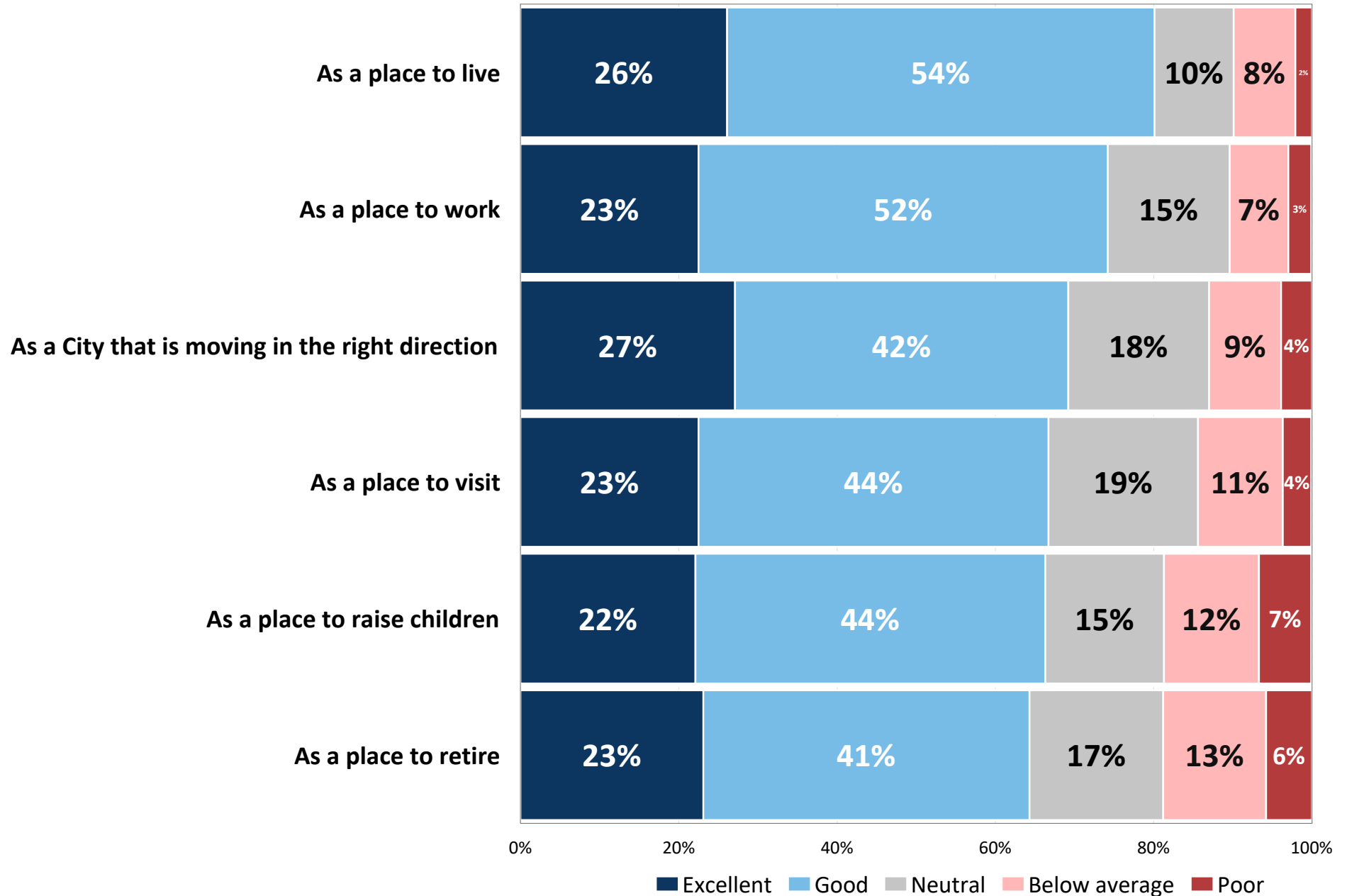
Q23: How do you prefer to report code violations and non-emergency problems or request a City service?

by percentage of respondents (multiple choices could be selected)



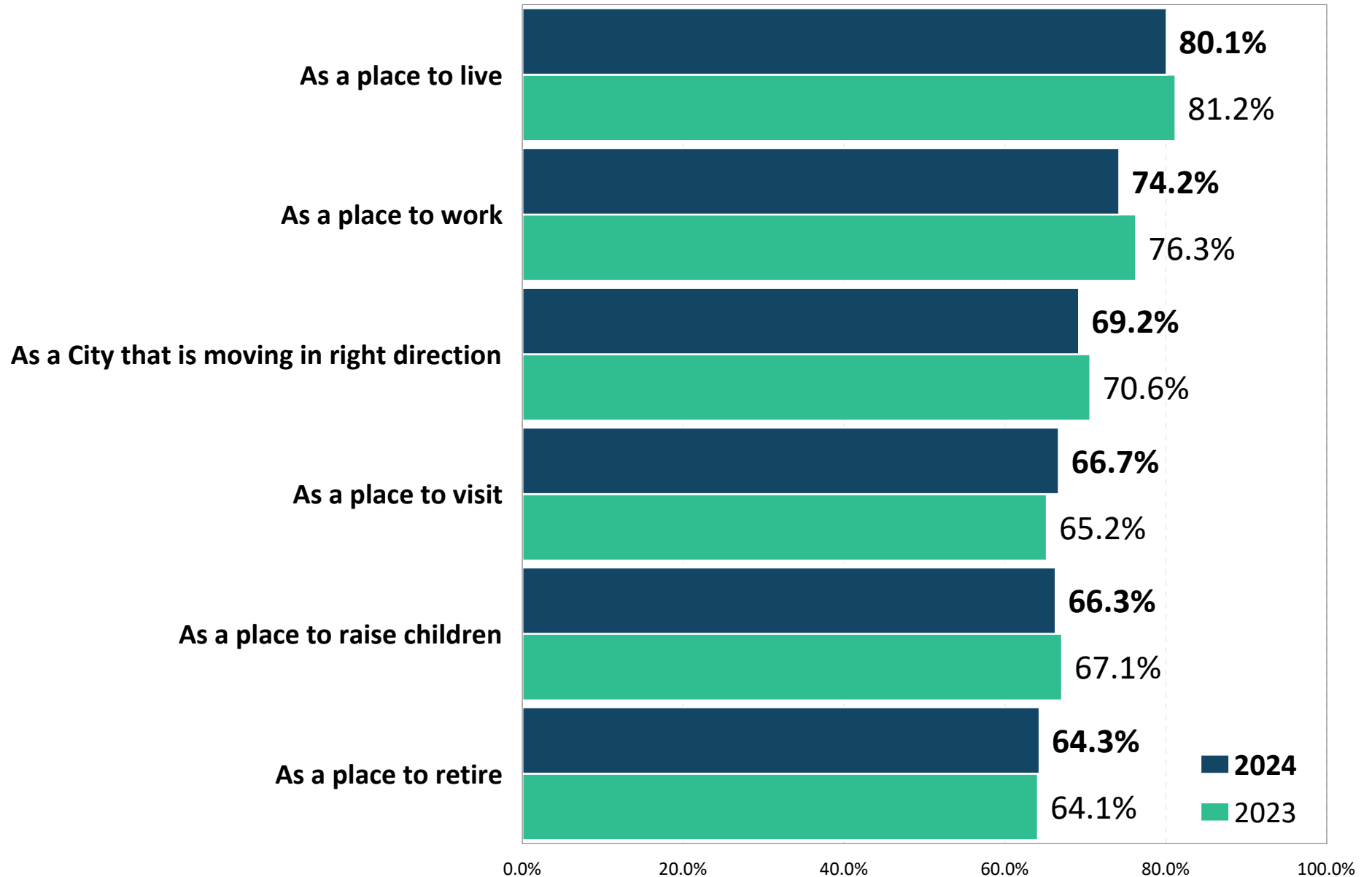
Q24: Overall Ratings of the City

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



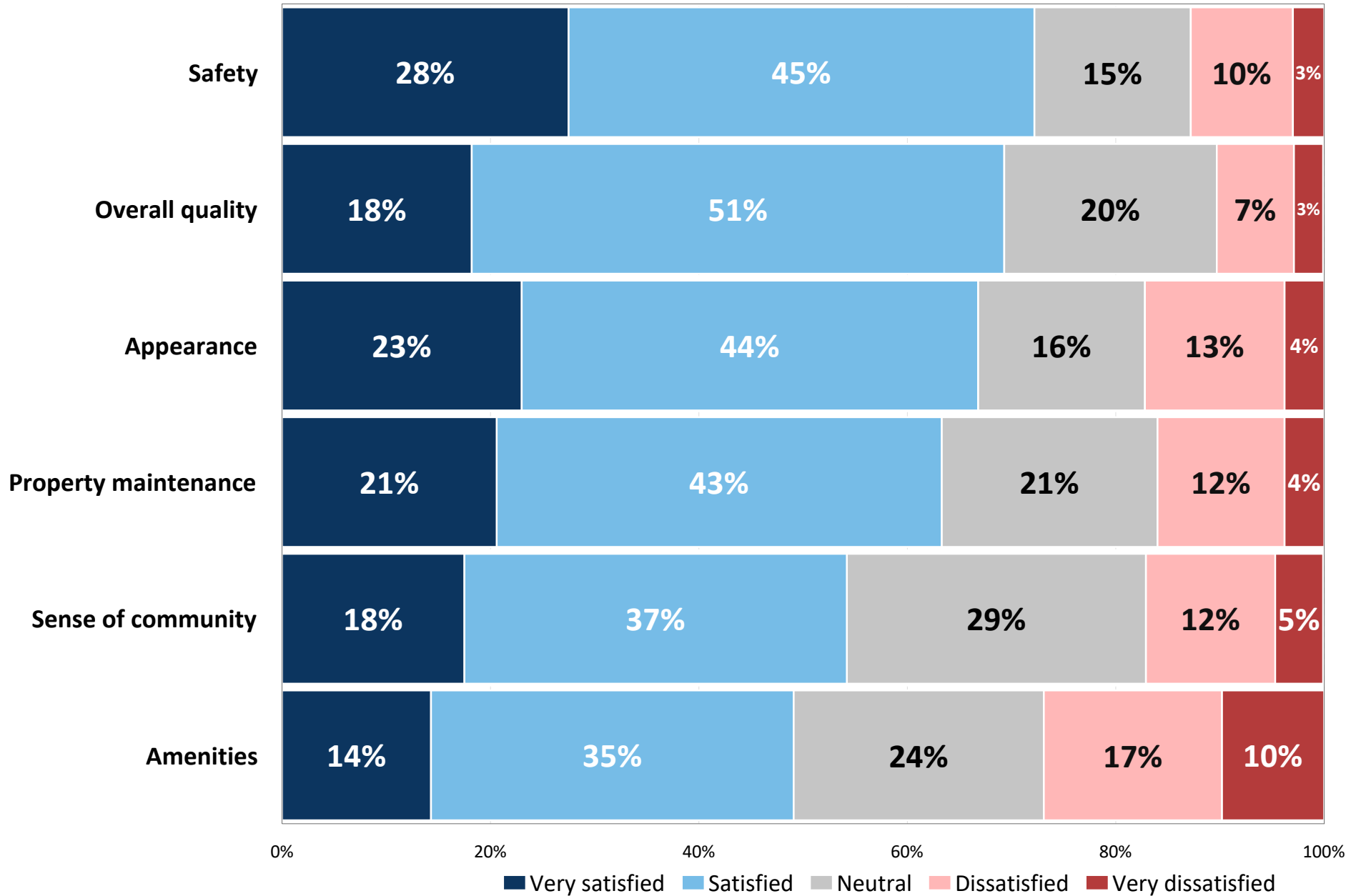
Q24: Overall Ratings of the City

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



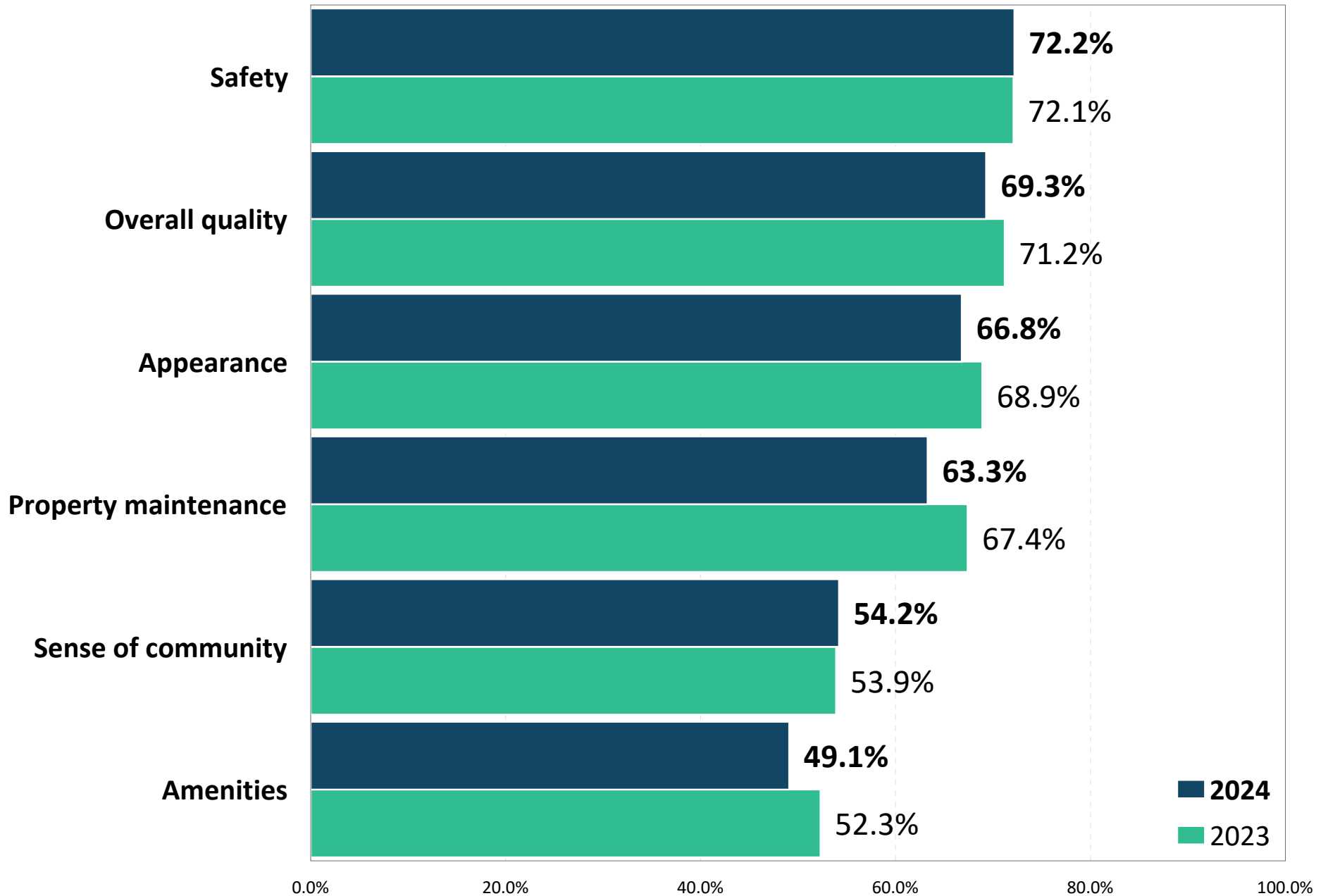
Q25: Aspects of Neighborhoods

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



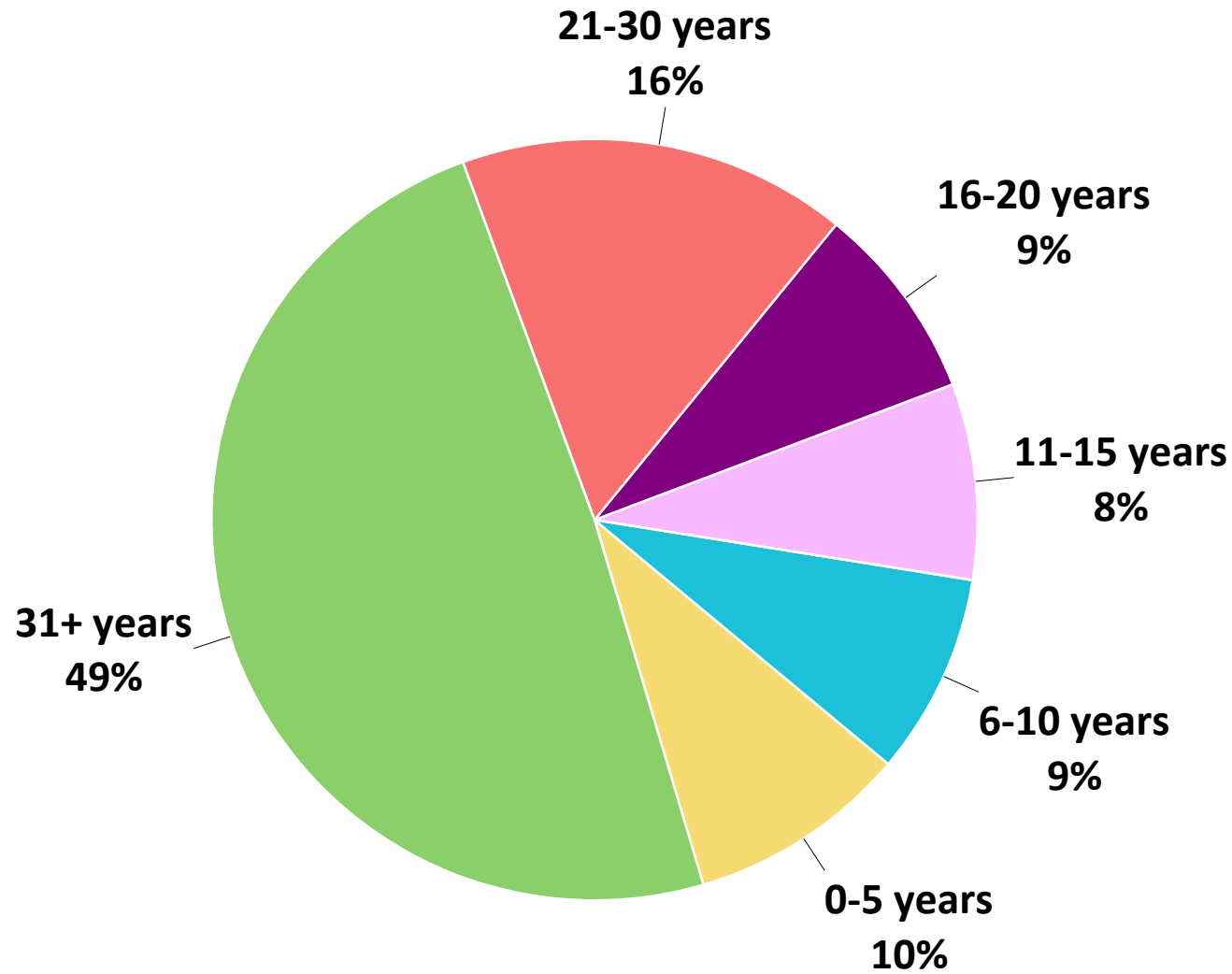
Q25: Aspects of Neighborhoods

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



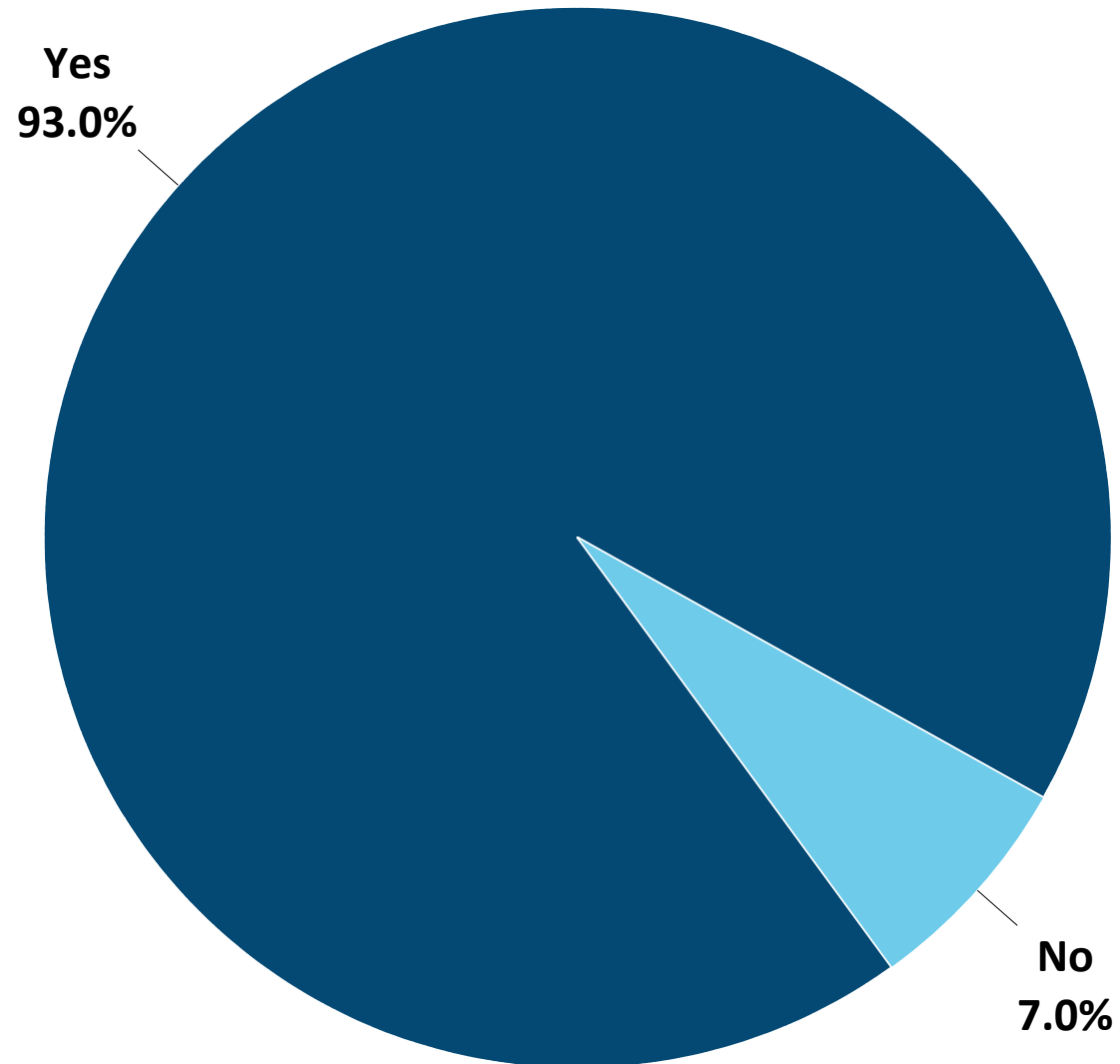
Q26: Approximately how many years have you lived in Oklahoma City?

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



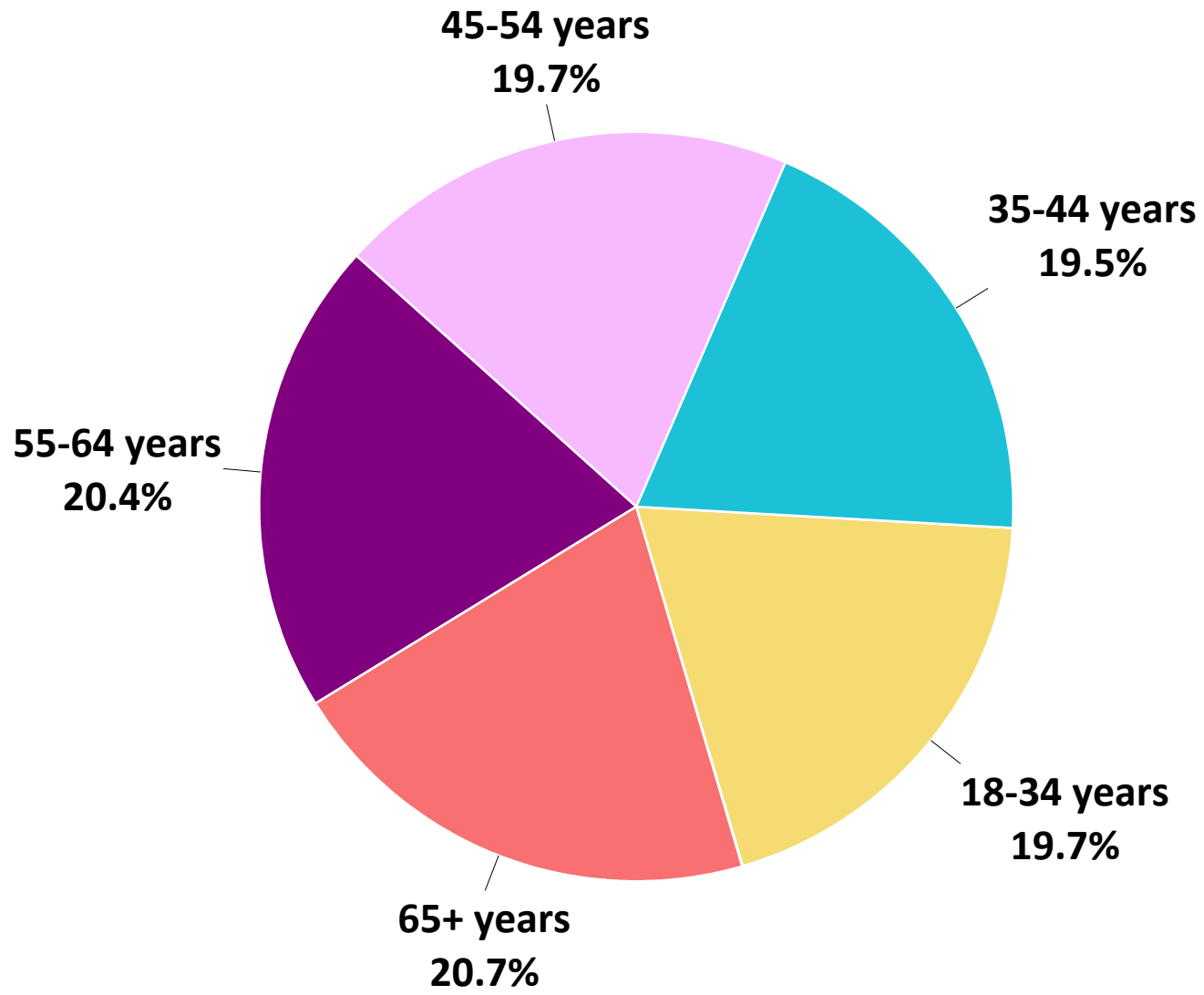
Q27: Are you registered to vote?

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



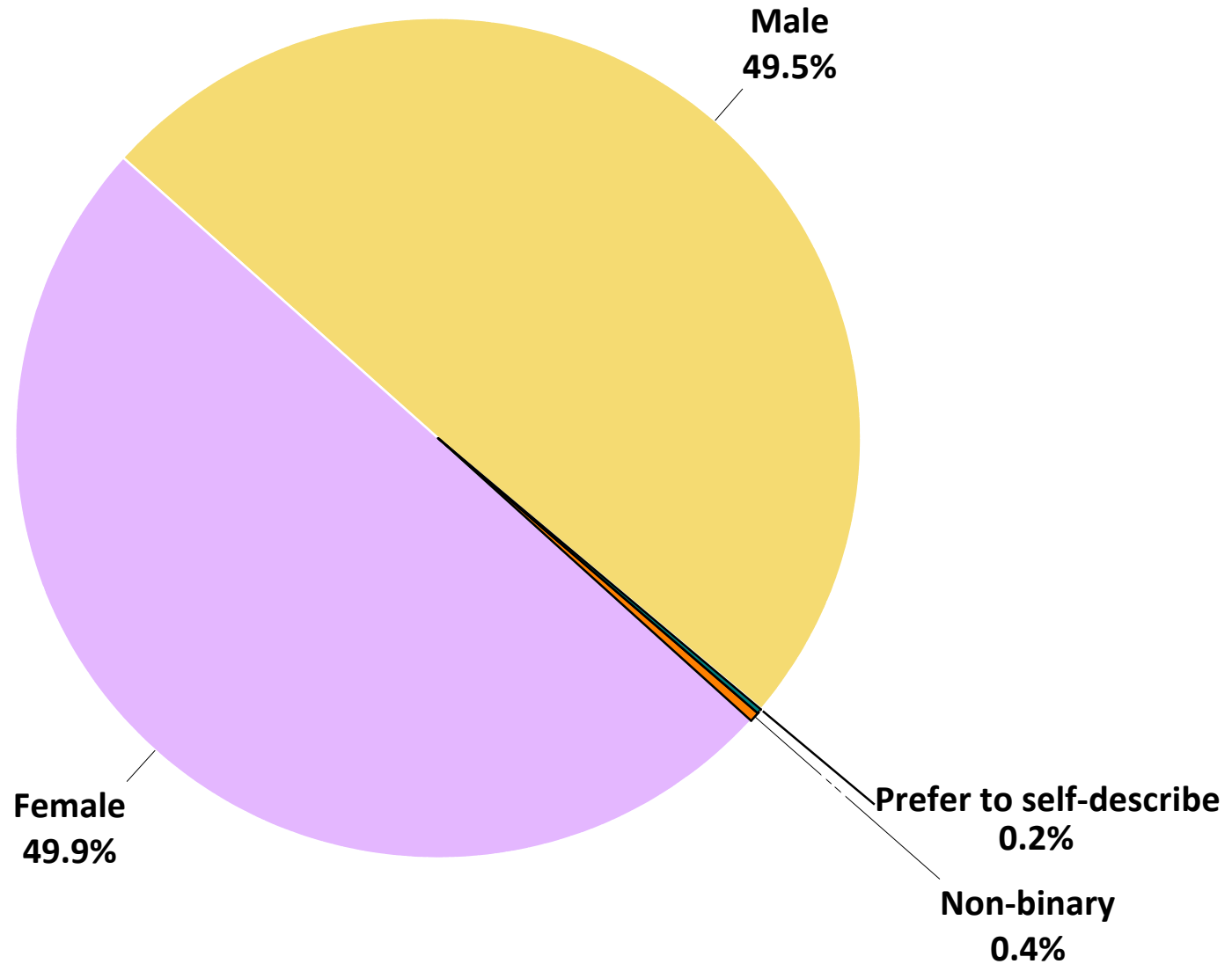
Q28: What is your age?

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



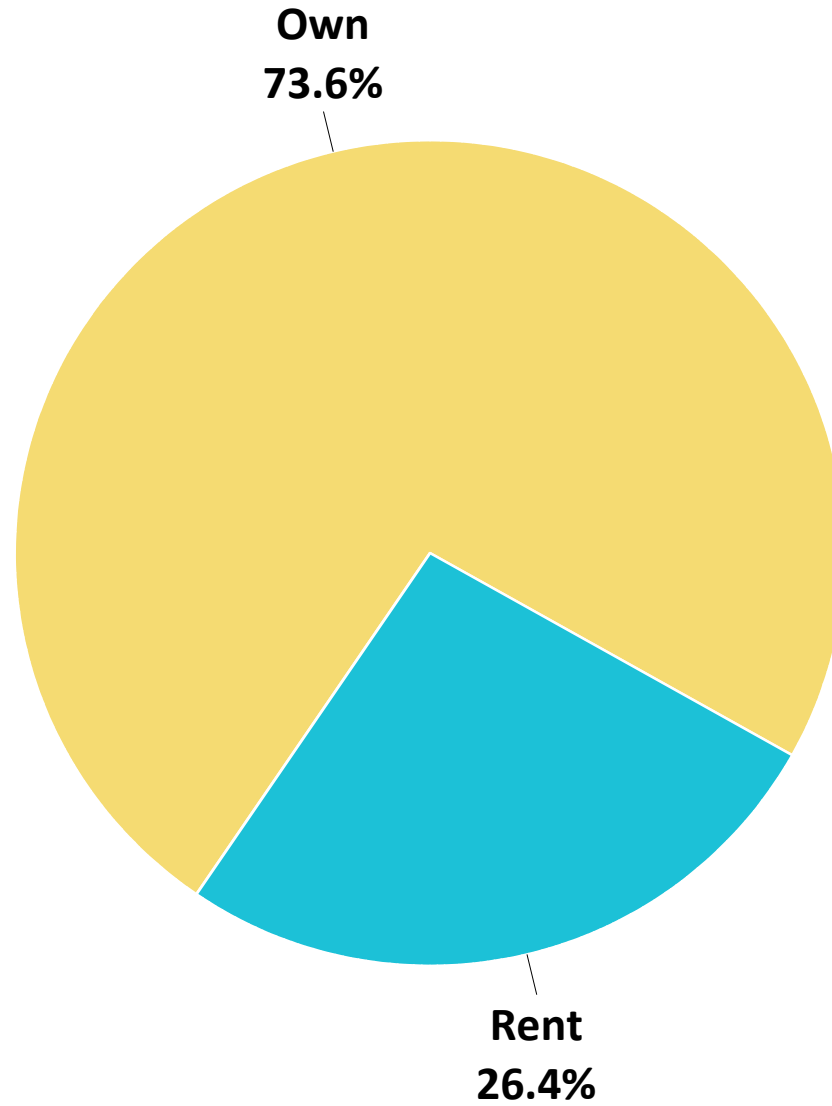
Q29: With which of the following genders do you identify most?

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



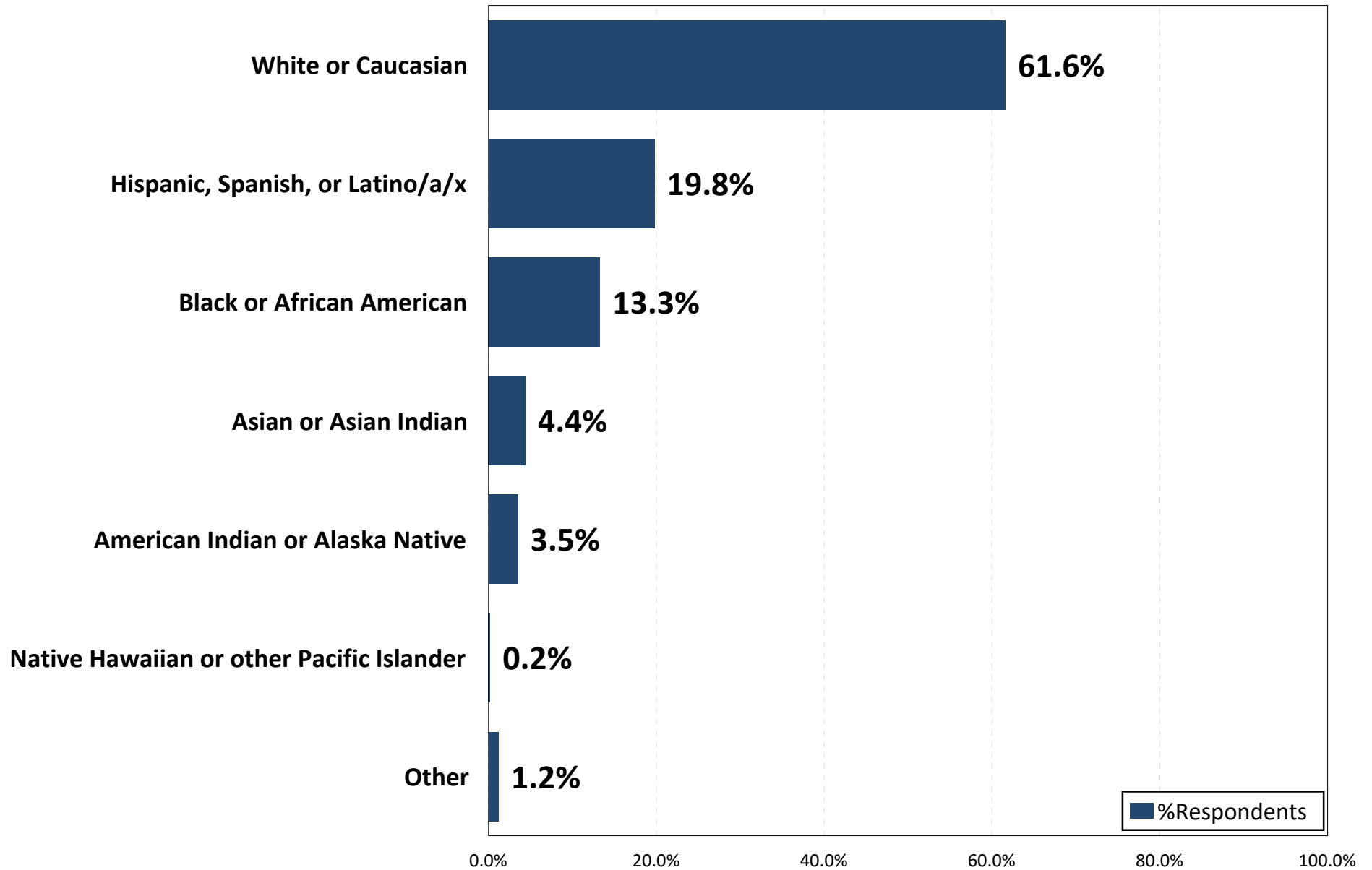
Q30: Do you own or rent your current residence?

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



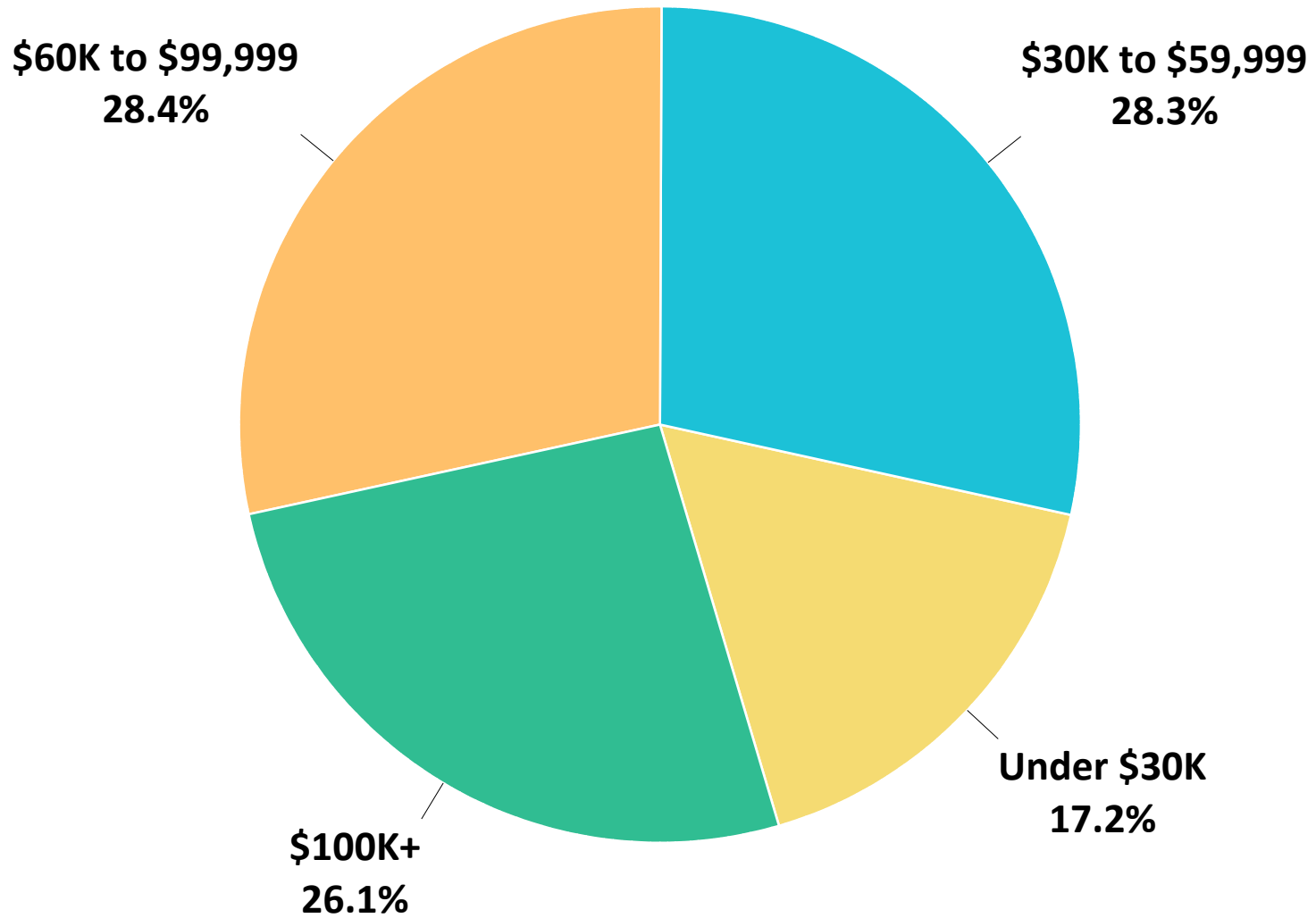
Q31. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be selected)



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

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





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 highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

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

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

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

Example of the Calculation

Respondents were asked to identify the overall categories of City services that were most important to their household. Nearly three-fourths (74.8%) of the households selected "*homelessness*" as one of the most important services to emphasize over the next two years.

With regard to satisfaction, 3.8% of respondents surveyed rated "*homelessness*" 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, 74.8% was multiplied by 96.2% (1-0.038). This calculation yielded an I-S rating of 0.7196, which ranked first out of thirteen 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

2024 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)						
Homelessness	74.8%	1	3.8%	13	0.7196	1
Condition of City streets	72.1%	2	13.3%	12	0.6251	2
Flow of traffic/ease of getting around the City	35.3%	3	41.9%	9	0.2051	3
High Priority (I-S = 0.10-0.20)						
Enforcement of City codes and ordinances	21.0%	4	38.5%	10	0.1292	4
Medium Priority (I-S < 0.10)						
City's public transit system	12.3%	7	32.3%	11	0.0833	5
Parks and recreation programs and facilities	17.5%	5	62.6%	6	0.0655	6
Police service	17.4%	6	67.3%	4	0.0569	7
City communication with the public	9.2%	9	48.5%	8	0.0474	8
City water utilities	10.5%	8	63.8%	5	0.0380	9
Customer service received from City employees	3.9%	11	60.1%	7	0.0156	10
Ambulance service	4.3%	10	71.2%	3	0.0124	11
City trash services	3.3%	13	84.0%	2	0.0053	12
Fire service	3.5%	12	89.7%	1	0.0036	13

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with 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

2024 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 mowing and cutting of weeds and grass on private property	56.5%	2	41.0%	4	0.3334	1
Enforcing the clean-up of junk and debris on private property	60.7%	1	45.2%	2	0.3326	2
Quality of animal control services	38.0%	3	40.8%	5	0.2250	3
City efforts to remove abandoned or inoperative vehicles	34.1%	4	40.8%	6	0.2019	4
High Priority (I-S = 0.10-0.20)						
Enforcing the exterior maintenance of residential property	31.8%	5	40.4%	7	0.1895	5
Enforcing sign regulations	19.3%	6	42.4%	3	0.1112	6
Medium Priority (I-S < 0.10)						
Enforcement of yard parking regulations in your neighborhood	19.2%	7	48.8%	1	0.0983	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 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

2024 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

2024 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	33.4%	2	45.6%	10	0.1817	1
Maintenance of City parks	44.2%	1	66.3%	4	0.1490	2
Availability of information about parks and recreation activities and classes	21.6%	4	41.1%	14	0.1272	3
Medium Priority (I-S < 0.10)						
Recreation facilities and programs	14.7%	7	48.3%	9	0.0760	4
Maintenance of new or upgraded facilities	22.4%	3	67.6%	2	0.0726	5
City's multipurpose trails	18.3%	6	62.0%	6	0.0695	6
Accessibility to City parks and trails	18.8%	5	65.3%	5	0.0652	7
City recreation centers	10.7%	9	44.4%	11	0.0595	8
City aquatic facilities and programs	9.4%	11	43.9%	12	0.0527	9
Parks and Recreation Department	10.4%	10	56.4%	7	0.0453	10
Condition of Bricktown Canal and landscaping	13.2%	8	66.6%	3	0.0441	11
Athletic facilities	5.6%	13	43.5%	13	0.0316	12
Athletic programs	4.5%	15	40.8%	15	0.0266	13
Quality of City golf courses	4.9%	14	50.0%	8	0.0245	14
Civic Center Music Hall experience	5.6%	12	79.7%	1	0.0114	15

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

Most Important %:

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

Satisfaction %:

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

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

3 Benchmarking Analysis

Benchmarking Analysis



Overview

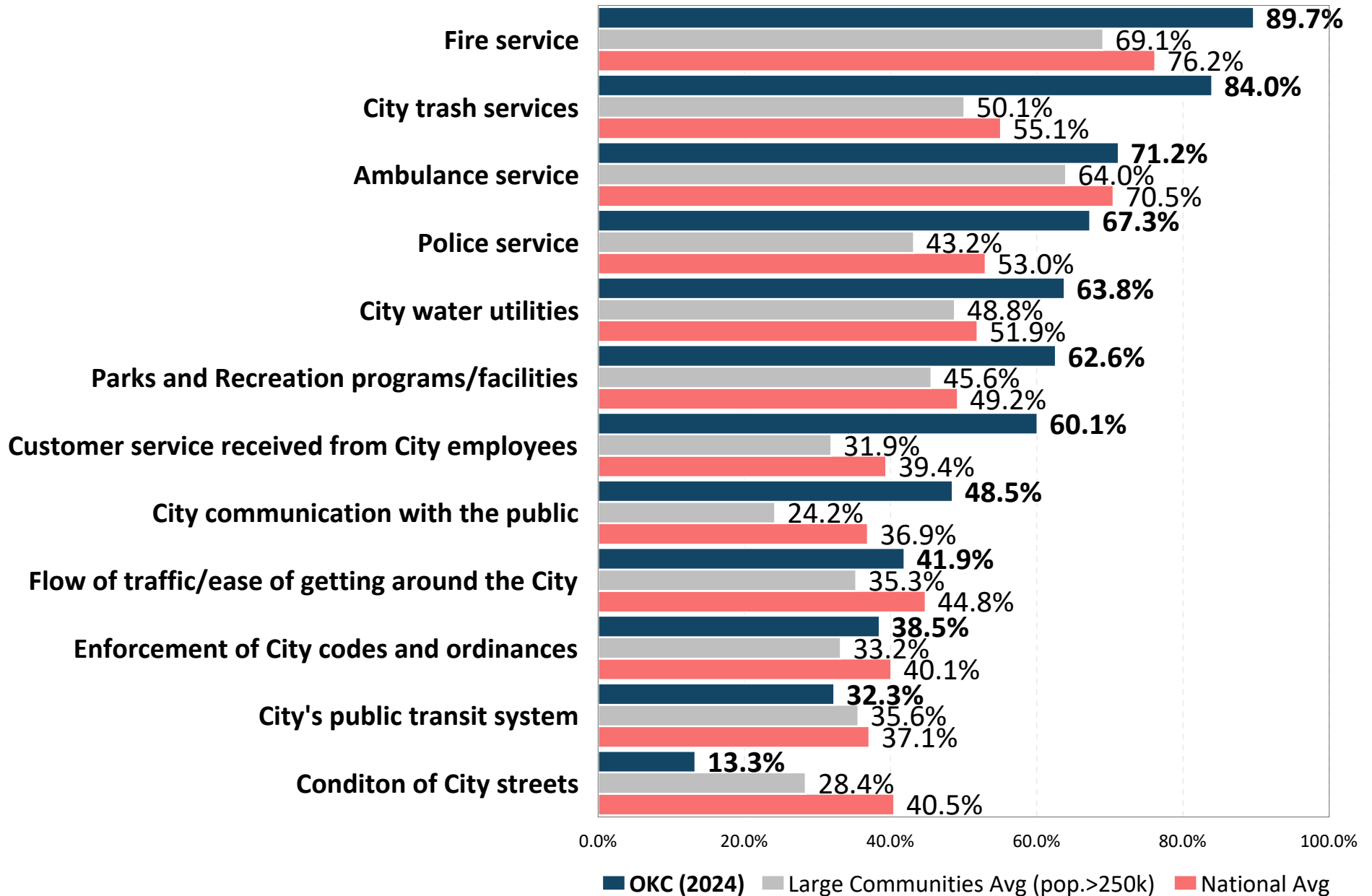
ETC Institute’s *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 1,200 cities and counties in 49 states. Most participating 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 summer of 2023 to a random sample of over 10,000 residents in the continental United States and (2) surveys administered by ETC Institute during the summer of 2023 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.

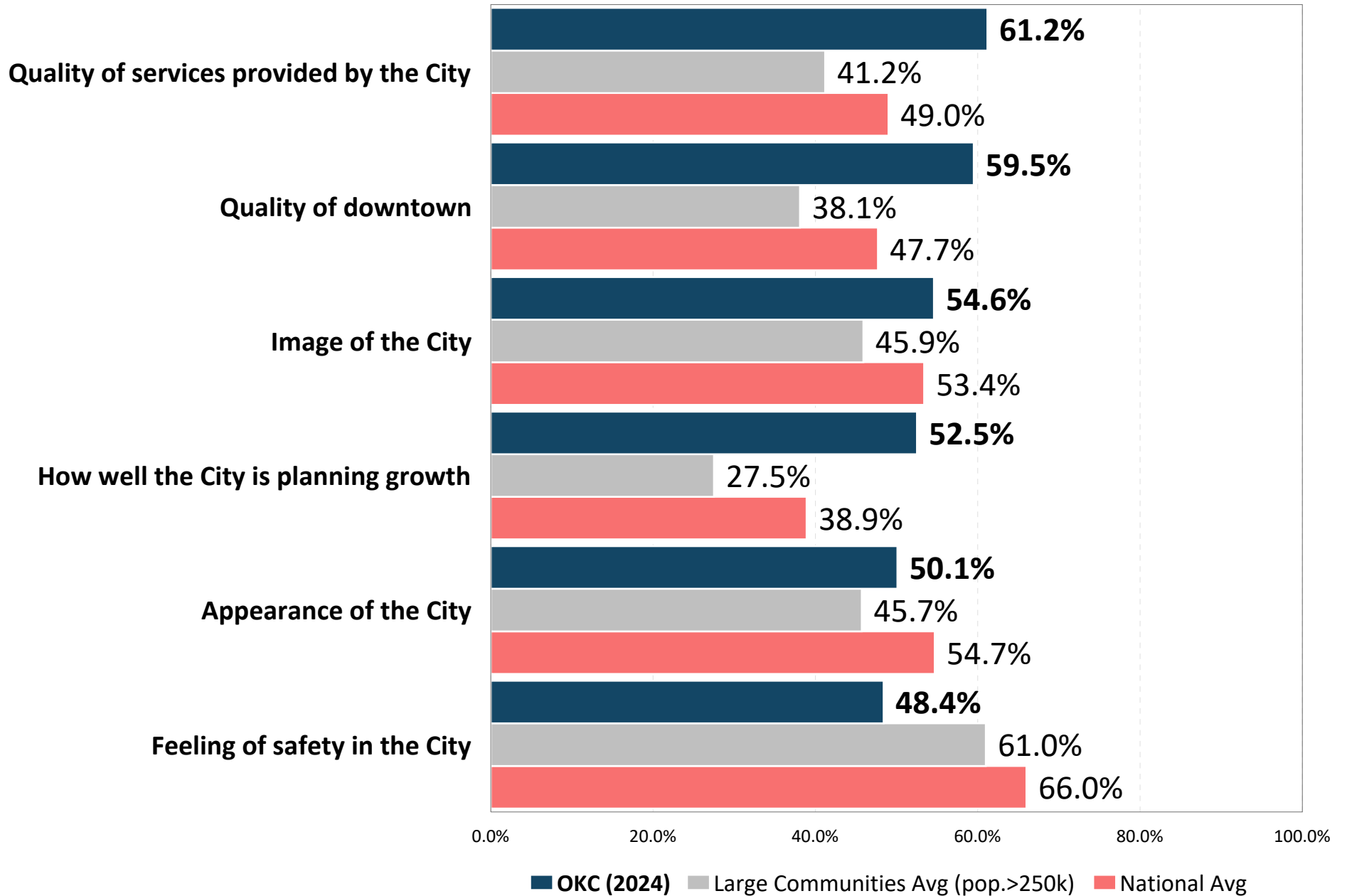
Q1: Major Categories of City Services

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



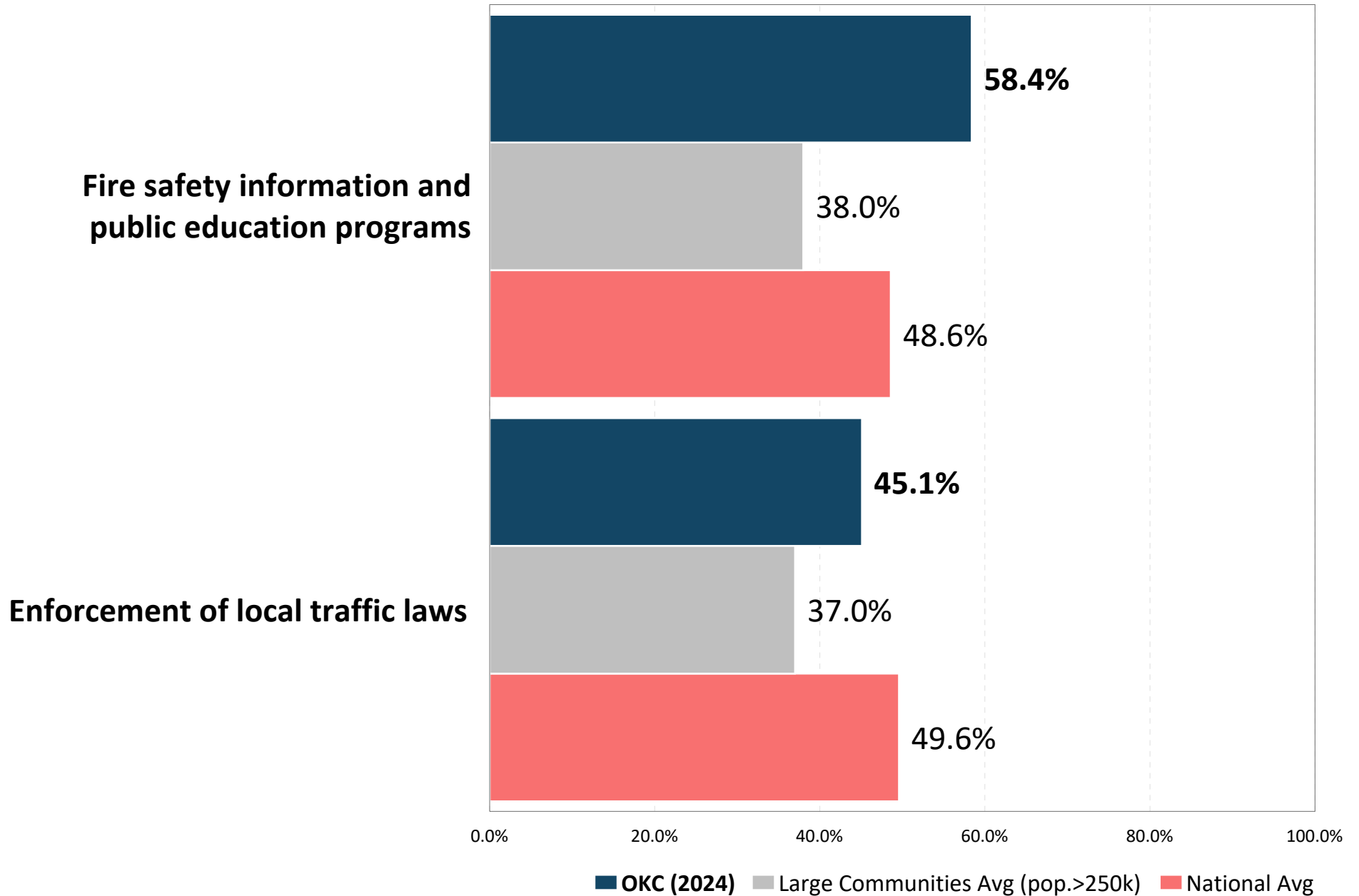
Q3: Perception of the City

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



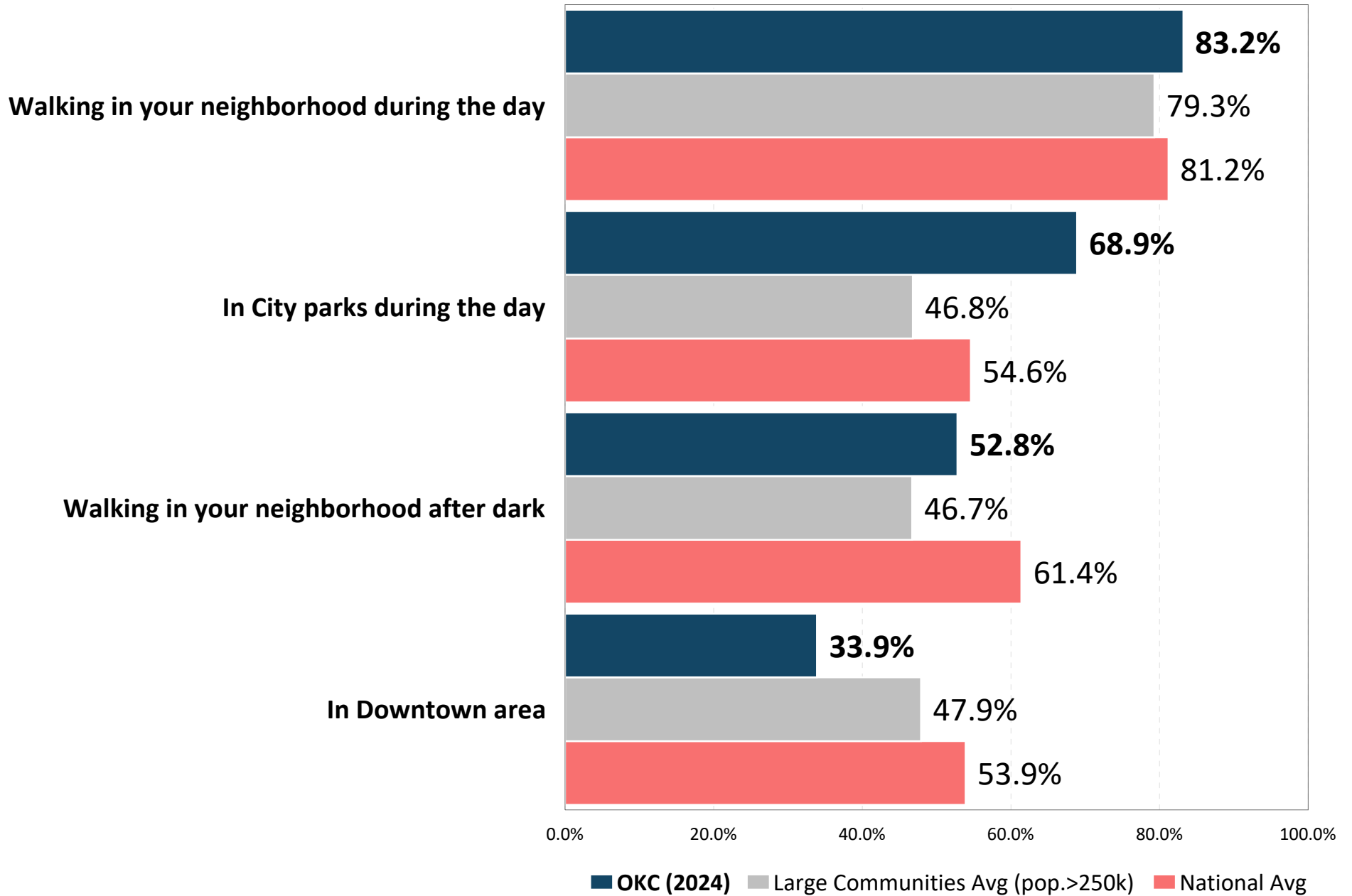
Q4: Public Safety

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



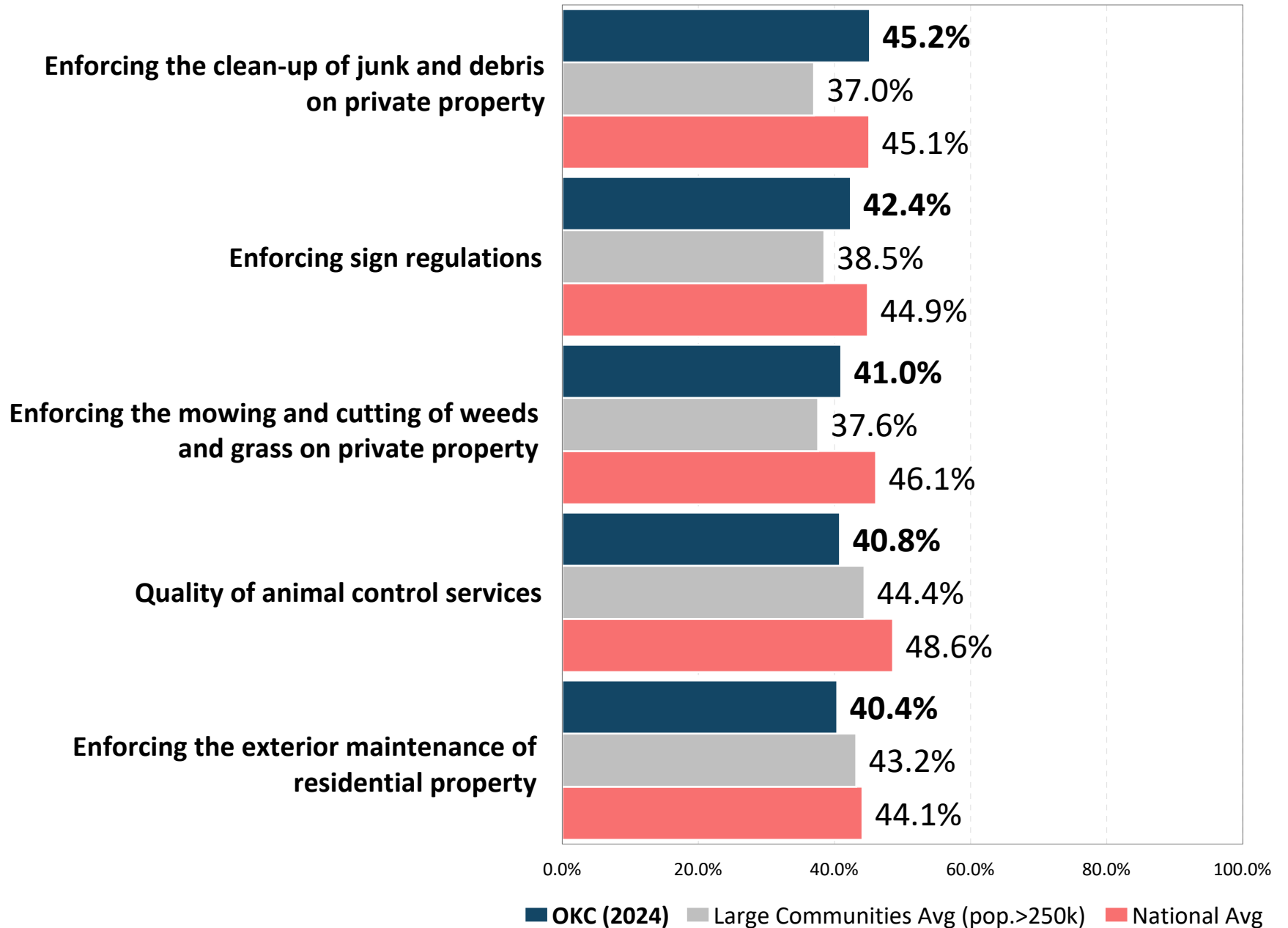
Q5: Feeling of Safety

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



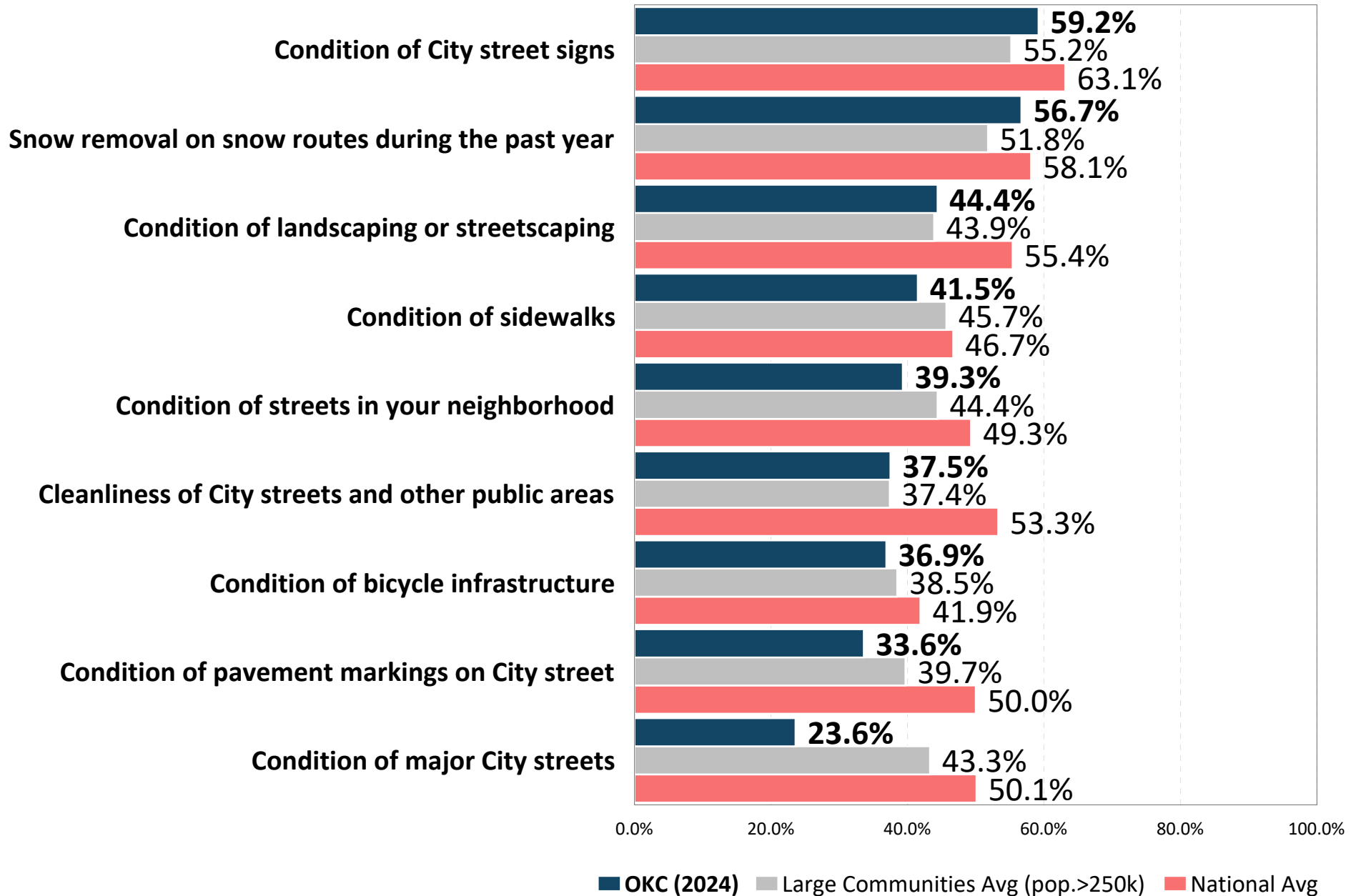
Q11: Code Enforcement

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



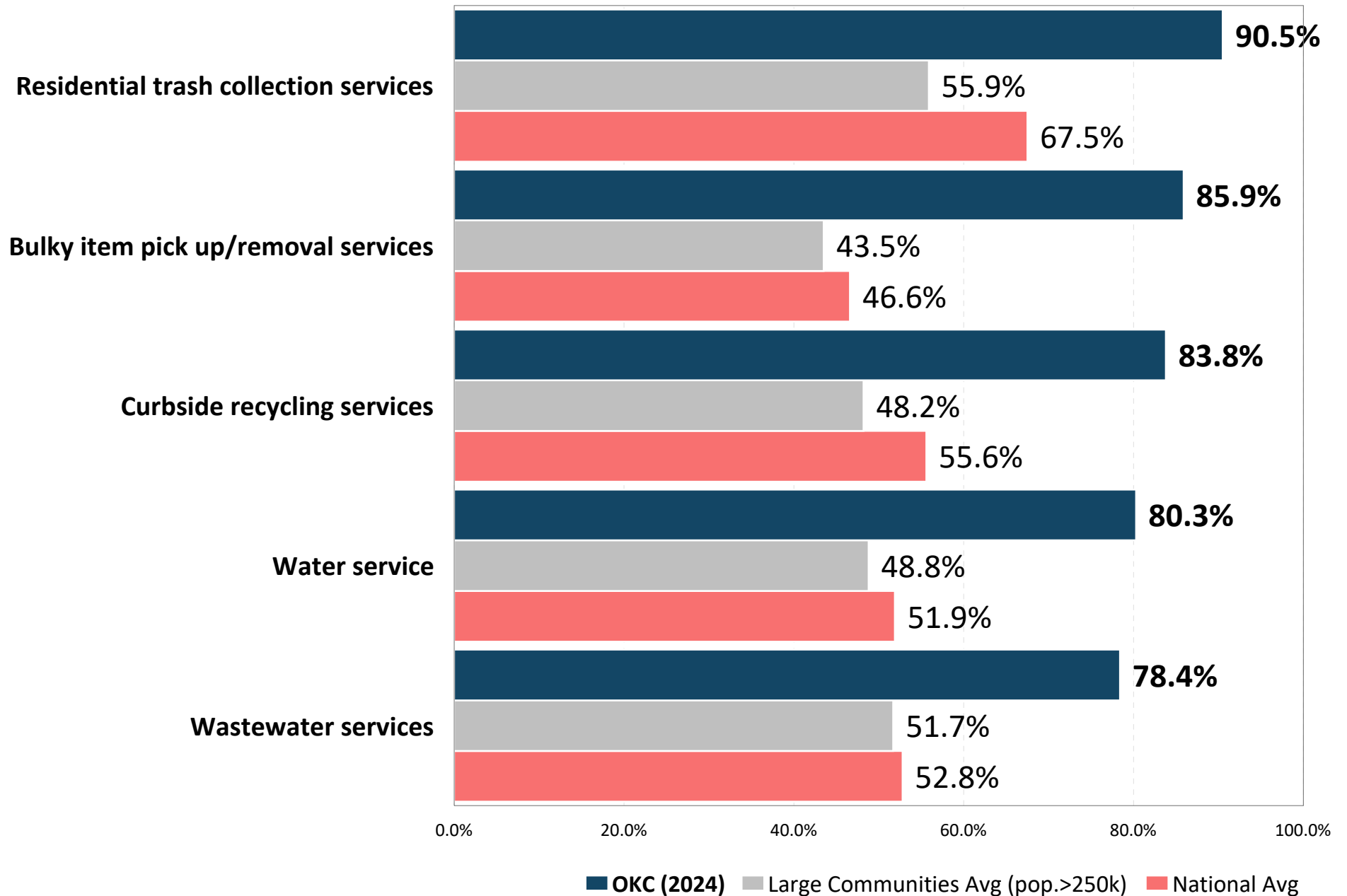
Q13: Maintenance Services

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



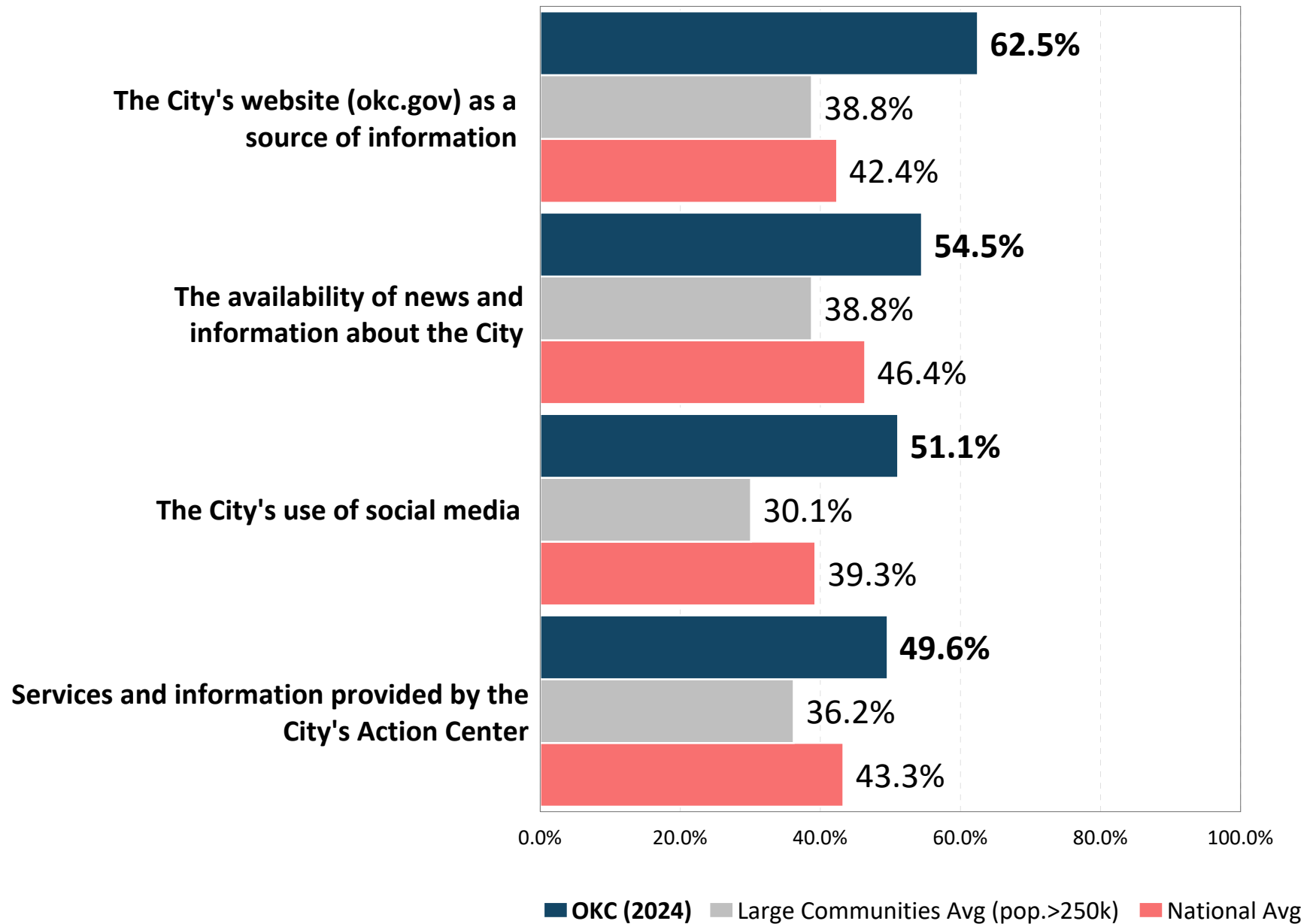
Q15: City Utility Services

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



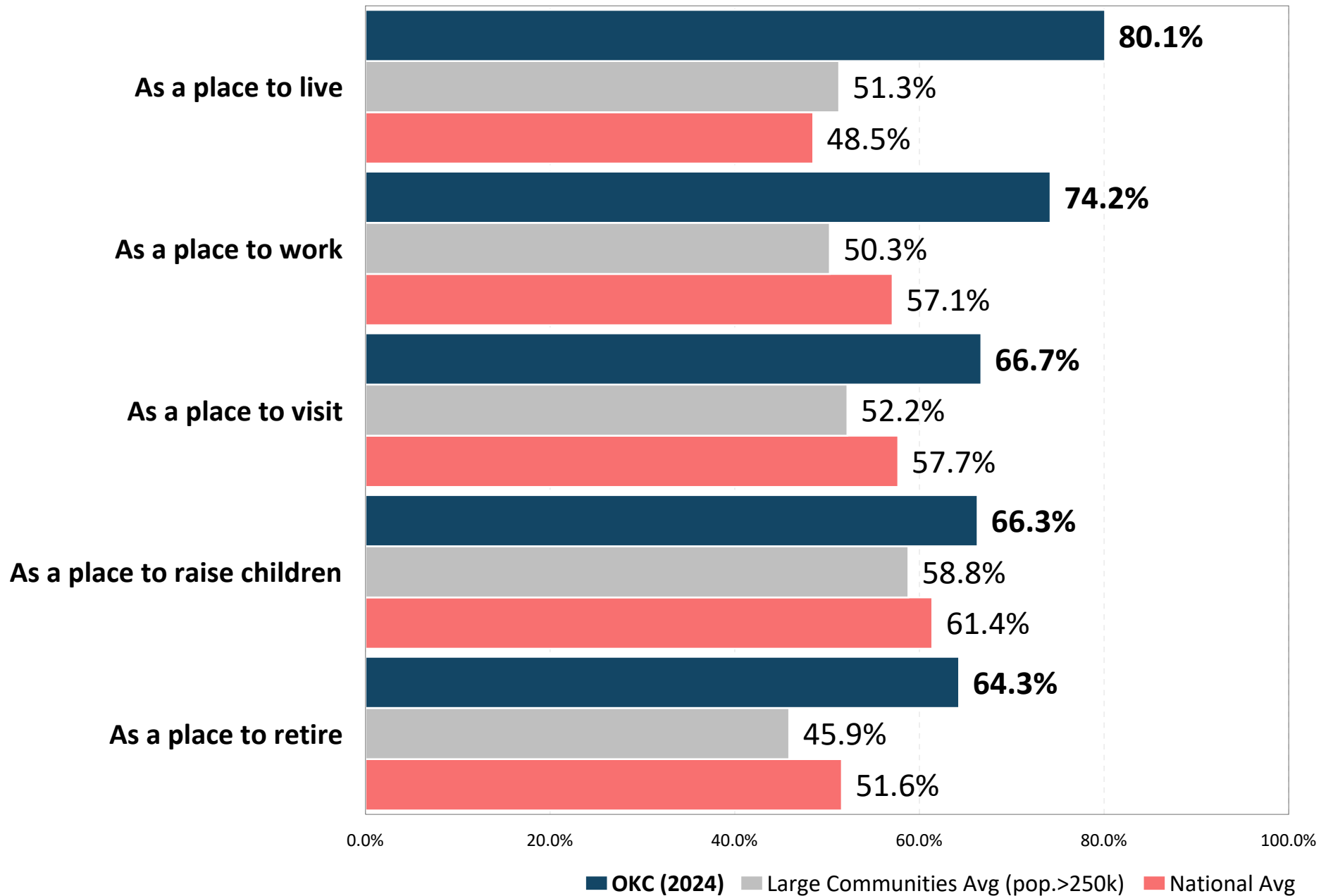
Q20: Communication

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



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)





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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-1. Quality of police service</u>									
Very satisfied	26.2%	19.4%	24.5%	27.8%	28.4%	17.4%	27.3%	25.7%	24.6%
Satisfied	43.3%	37.1%	40.3%	43.8%	44.5%	41.7%	43.4%	47.1%	42.7%
Neutral	17.7%	28.2%	24.5%	22.9%	23.2%	22.9%	19.6%	19.8%	22.3%
Dissatisfied	9.1%	10.0%	7.2%	3.5%	2.6%	13.2%	6.3%	5.9%	7.2%
Very dissatisfied	3.7%	5.3%	3.6%	2.1%	1.3%	4.9%	3.5%	1.6%	3.2%
 <u>Q1-2. Quality of fire service</u>									
Very satisfied	50.6%	44.4%	51.5%	54.3%	56.5%	45.3%	43.4%	47.5%	49.2%
Satisfied	38.8%	45.1%	39.7%	35.5%	35.7%	40.1%	46.3%	42.1%	40.5%
Neutral	9.4%	10.5%	8.1%	10.1%	7.1%	13.1%	8.8%	9.8%	9.6%
Dissatisfied	1.3%	0.0%	0.7%	0.0%	0.6%	1.5%	0.7%	0.5%	0.7%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-3. Quality of ambulance service</u>									
Very satisfied	30.3%	23.0%	27.9%	37.0%	30.8%	35.0%	32.0%	28.0%	30.3%
Satisfied	41.4%	42.2%	42.6%	38.6%	44.1%	33.3%	39.3%	44.1%	40.9%
Neutral	21.4%	31.1%	22.1%	18.9%	17.5%	22.5%	21.3%	24.8%	22.5%
Dissatisfied	4.1%	3.0%	4.1%	3.1%	6.3%	7.5%	5.7%	2.5%	4.5%
Very dissatisfied	2.8%	0.7%	3.3%	2.4%	1.4%	1.7%	1.6%	0.6%	1.8%
 <u>Q1-4. Quality of City parks & recreation programs & facilities</u>									
Very satisfied	19.7%	13.7%	13.3%	14.9%	17.0%	17.9%	17.1%	16.6%	16.3%
Satisfied	45.2%	48.8%	42.7%	50.4%	47.7%	43.4%	44.3%	47.5%	46.3%
Neutral	17.2%	18.5%	24.5%	22.0%	28.1%	20.7%	25.7%	26.0%	22.8%
Dissatisfied	14.0%	16.7%	16.1%	9.9%	6.5%	13.8%	9.3%	8.3%	11.8%
Very dissatisfied	3.8%	2.4%	3.5%	2.8%	0.7%	4.1%	3.6%	1.7%	2.8%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-5. Condition of City streets</u>									
Very satisfied	1.8%	1.1%	0.7%	2.0%	1.3%	2.0%	4.0%	0.5%	1.6%
Satisfied	9.6%	7.3%	8.7%	12.6%	7.5%	15.1%	12.0%	19.6%	11.7%
Neutral	16.8%	10.7%	11.4%	15.9%	21.3%	17.8%	22.0%	20.6%	17.1%
Dissatisfied	41.9%	51.1%	39.6%	39.1%	41.3%	35.5%	34.7%	42.3%	41.0%
Very dissatisfied	29.9%	29.8%	39.6%	30.5%	28.8%	29.6%	27.3%	17.0%	28.7%
 <u>Q1-6. Quality of City water utilities</u>									
Very satisfied	18.7%	15.3%	19.5%	16.0%	22.6%	13.3%	15.8%	18.9%	17.6%
Satisfied	49.4%	48.6%	42.3%	45.0%	42.8%	52.7%	38.1%	48.4%	46.2%
Neutral	21.7%	20.9%	23.5%	24.4%	22.0%	19.3%	27.3%	19.5%	22.1%
Dissatisfied	7.8%	10.7%	10.7%	10.7%	7.5%	13.3%	11.5%	10.5%	10.3%
Very dissatisfied	2.4%	4.5%	4.0%	3.8%	5.0%	1.3%	7.2%	2.6%	3.8%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-7. Quality of City trash services</u>									
Very satisfied	35.2%	33.7%	29.5%	34.7%	38.8%	29.1%	26.4%	39.6%	33.6%
Satisfied	52.1%	50.3%	52.3%	45.6%	51.3%	50.3%	52.0%	49.5%	50.4%
Neutral	9.7%	10.3%	14.1%	9.5%	6.9%	11.9%	15.5%	7.8%	10.6%
Dissatisfied	2.4%	3.4%	3.4%	7.5%	1.3%	6.0%	5.4%	3.1%	4.0%
Very dissatisfied	0.6%	2.3%	0.7%	2.7%	1.9%	2.6%	0.7%	0.0%	1.4%
 <u>Q1-8. Enforcement of City codes & ordinances</u>									
Very satisfied	10.7%	6.3%	7.9%	6.7%	5.4%	7.1%	11.1%	7.5%	7.8%
Satisfied	30.8%	25.2%	27.1%	35.8%	33.3%	34.3%	27.4%	32.2%	30.7%
Neutral	30.2%	40.3%	32.9%	31.3%	30.6%	29.3%	31.1%	38.5%	33.2%
Dissatisfied	17.6%	17.6%	21.4%	16.4%	21.1%	18.6%	20.7%	15.5%	18.5%
Very dissatisfied	10.7%	10.7%	10.7%	9.7%	9.5%	10.7%	9.6%	6.3%	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=1305	Ward								Total
	1	2	3	4	5	6	7	8	

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

Very satisfied	26.5%	18.0%	15.4%	16.0%	16.2%	15.9%	17.9%	19.8%	18.4%
Satisfied	32.7%	41.3%	46.2%	44.3%	42.6%	41.3%	41.8%	44.3%	41.7%
Neutral	36.1%	32.7%	29.2%	29.8%	27.9%	34.1%	32.1%	26.9%	31.1%
Dissatisfied	2.7%	6.0%	7.7%	6.1%	8.8%	5.1%	5.2%	8.4%	6.3%
Very dissatisfied	2.0%	2.0%	1.5%	3.8%	4.4%	3.6%	3.0%	0.6%	2.6%

Q1-10. Effectiveness of City communication with the public

Very satisfied	12.3%	10.1%	11.5%	9.7%	12.1%	13.8%	13.9%	12.4%	12.0%
Satisfied	33.8%	38.1%	33.8%	35.2%	34.9%	37.9%	31.9%	44.3%	36.5%
Neutral	39.0%	40.5%	30.9%	39.3%	34.9%	29.7%	35.4%	28.1%	34.7%
Dissatisfied	11.0%	9.5%	17.3%	13.1%	14.8%	11.0%	14.6%	12.4%	12.9%
Very dissatisfied	3.9%	1.8%	6.5%	2.8%	3.4%	7.6%	4.2%	2.7%	4.0%

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

N=1305	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	6.0%	6.2%	5.3%	4.1%	5.7%	7.3%	9.5%	8.2%	6.6%
Satisfied	38.6%	36.7%	27.8%	35.1%	30.4%	35.1%	36.5%	40.5%	35.3%
Neutral	25.3%	22.6%	21.2%	28.4%	25.3%	17.2%	23.0%	20.5%	22.9%
Dissatisfied	19.3%	28.8%	32.5%	23.6%	28.5%	27.8%	25.0%	22.1%	25.8%
Very dissatisfied	10.8%	5.6%	13.2%	8.8%	10.1%	12.6%	6.1%	8.7%	9.4%

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

Very satisfied	12.1%	7.1%	5.2%	9.9%	5.4%	12.4%	11.9%	5.5%	8.7%
Satisfied	18.2%	29.4%	21.6%	24.8%	20.4%	27.4%	21.8%	22.7%	23.6%
Neutral	45.5%	40.5%	40.2%	40.6%	49.5%	38.1%	49.5%	41.8%	43.0%
Dissatisfied	13.1%	15.9%	20.6%	19.8%	12.9%	13.3%	8.9%	17.3%	15.2%
Very dissatisfied	11.1%	7.1%	12.4%	5.0%	11.8%	8.8%	7.9%	12.7%	9.5%

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

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-13. Homelessness</u>									
Very satisfied	0.7%	0.6%	1.4%	1.4%	0.0%	0.7%	1.4%	1.1%	0.9%
Satisfied	3.3%	0.6%	0.7%	2.2%	3.9%	5.6%	3.6%	3.9%	2.9%
Neutral	16.4%	8.2%	10.3%	15.8%	14.2%	9.7%	14.3%	16.0%	13.1%
Dissatisfied	30.3%	32.4%	28.1%	34.5%	25.2%	25.7%	38.6%	40.3%	32.0%
Very dissatisfied	49.3%	58.2%	59.6%	46.0%	56.8%	58.3%	42.1%	38.7%	51.0%

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

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q2. Sum of top 3 choices</u>									
Quality of police service	25.7%	10.1%	15.2%	15.2%	12.5%	18.4%	14.7%	25.6%	17.4%
Quality of fire service	4.2%	2.2%	4.0%	4.6%	3.8%	2.0%	4.0%	3.1%	3.4%
Quality of ambulance service	4.8%	2.2%	5.3%	4.0%	6.9%	2.6%	6.0%	3.1%	4.3%
Quality of City parks & recreation programs & facilities	19.2%	21.2%	15.9%	13.2%	15.6%	23.0%	14.0%	16.9%	17.5%
Condition of City streets only	68.3%	74.9%	73.5%	74.8%	77.5%	64.5%	70.7%	72.8%	72.2%
Quality of City water utilities	9.6%	11.7%	9.3%	9.3%	8.1%	7.9%	12.7%	14.9%	10.6%
Quality of City trash services	0.6%	3.4%	3.3%	4.6%	2.5%	5.3%	5.3%	2.6%	3.4%
Enforcement of City codes & ordinances	23.4%	22.9%	17.9%	19.9%	19.4%	21.7%	22.7%	20.0%	21.0%
Quality of customer service you receive from City employees	4.2%	2.2%	4.6%	4.6%	5.0%	3.3%	4.7%	3.1%	3.9%
Effectiveness of City communication with the public	10.2%	6.1%	7.9%	13.9%	12.5%	5.9%	10.7%	7.2%	9.2%

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

N=1305

	Ward								Total
	1	2	3	4	5	6	7	8	

Q2. Sum of top 3 choices (cont.)

Flow of traffic & ease of getting around town on City streets	38.3%	29.1%	40.4%	34.4%	35.6%	34.2%	29.3%	40.0%	35.2%
Overall quality of City's public transit system (Bus, Ferry, RAPID, Streetcar)	10.2%	16.2%	15.2%	9.9%	7.5%	19.1%	11.3%	9.2%	12.3%
Homelessness	63.5%	87.2%	78.1%	70.9%	78.8%	80.9%	70.7%	69.2%	74.9%
None chosen	4.2%	0.6%	1.3%	4.0%	1.3%	1.3%	4.0%	1.5%	2.2%

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

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q3-1. Quality of services provided by City</u>									
Very satisfied	11.1%	7.6%	9.1%	10.3%	9.1%	7.6%	9.8%	10.4%	9.4%
Satisfied	51.9%	48.2%	53.1%	52.7%	51.9%	49.7%	47.6%	58.5%	51.8%
Neutral	30.9%	34.7%	30.1%	26.0%	31.8%	33.1%	32.9%	26.8%	30.7%
Dissatisfied	3.1%	7.6%	5.6%	9.6%	5.2%	9.0%	8.4%	4.4%	6.5%
Very dissatisfied	3.1%	1.8%	2.1%	1.4%	1.9%	0.7%	1.4%	0.0%	1.5%
 <u>Q3-2. Appearance of Oklahoma City</u>									
Very satisfied	9.1%	4.6%	7.4%	7.5%	7.6%	10.7%	8.1%	13.6%	8.7%
Satisfied	43.3%	40.8%	34.5%	43.5%	41.4%	40.3%	35.6%	49.2%	41.4%
Neutral	20.7%	24.7%	29.1%	21.8%	26.8%	22.1%	23.5%	19.4%	23.4%
Dissatisfied	23.2%	25.9%	23.0%	23.1%	18.5%	20.8%	26.8%	13.1%	21.6%
Very dissatisfied	3.7%	4.0%	6.1%	4.1%	5.7%	6.0%	6.0%	4.7%	5.0%

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

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q3-3. Image of Oklahoma City</u>									
Very satisfied	14.1%	9.8%	6.1%	10.3%	10.3%	14.5%	9.5%	16.3%	11.5%
Satisfied	41.7%	40.2%	42.6%	44.5%	44.9%	46.7%	38.5%	45.3%	43.1%
Neutral	25.2%	27.0%	29.1%	21.2%	27.6%	25.0%	33.1%	25.3%	26.6%
Dissatisfied	15.3%	19.5%	16.9%	21.2%	14.1%	8.6%	13.5%	11.6%	15.0%
Very dissatisfied	3.7%	3.4%	5.4%	2.7%	3.2%	5.3%	5.4%	1.6%	3.8%

Q3-4. How well City is planning growth

Very satisfied	18.9%	13.0%	11.9%	11.3%	13.5%	14.0%	13.2%	20.4%	14.7%
Satisfied	32.1%	40.2%	30.1%	39.7%	49.3%	39.2%	35.4%	36.5%	37.8%
Neutral	25.8%	24.3%	26.6%	27.0%	20.3%	23.8%	27.1%	24.3%	24.8%
Dissatisfied	15.7%	16.0%	21.0%	15.6%	11.5%	16.8%	16.0%	13.3%	15.6%
Very dissatisfied	7.5%	6.5%	10.5%	6.4%	5.4%	6.3%	8.3%	5.5%	7.0%

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

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q3-5. Quality of life in Oklahoma City</u>									
Very satisfied	14.5%	12.1%	9.5%	10.1%	15.8%	16.8%	12.8%	21.8%	14.4%
Satisfied	48.5%	52.9%	49.3%	56.4%	55.7%	46.3%	51.4%	54.9%	52.0%
Neutral	21.8%	20.1%	23.0%	19.5%	17.1%	20.8%	23.6%	18.1%	20.4%
Dissatisfied	12.7%	13.2%	14.2%	10.1%	7.6%	12.1%	8.1%	3.1%	10.0%
Very dissatisfied	2.4%	1.7%	4.1%	4.0%	3.8%	4.0%	4.1%	2.1%	3.2%

Q3-6. Feeling of safety in Oklahoma City

Very satisfied	8.6%	9.6%	6.0%	5.4%	5.7%	7.9%	9.5%	12.0%	8.3%
Satisfied	39.9%	39.0%	33.6%	44.2%	44.6%	43.7%	29.7%	44.8%	40.1%
Neutral	27.0%	23.7%	26.2%	26.5%	31.8%	21.2%	33.1%	29.7%	27.4%
Dissatisfied	19.6%	20.9%	27.5%	19.7%	12.1%	19.9%	25.0%	9.9%	19.0%
Very dissatisfied	4.9%	6.8%	6.7%	4.1%	5.7%	7.3%	2.7%	3.6%	5.2%

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

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q3-7. Quality of downtown</u>									
Very satisfied	15.6%	13.3%	12.0%	10.4%	14.9%	16.8%	10.8%	15.2%	13.7%
Satisfied	46.9%	53.0%	49.3%	49.3%	38.3%	38.3%	45.3%	45.7%	45.8%
Neutral	20.6%	23.5%	23.2%	25.0%	31.8%	26.2%	27.3%	27.2%	25.6%
Dissatisfied	12.5%	6.6%	12.0%	13.9%	9.1%	12.1%	12.9%	8.7%	10.8%
Very dissatisfied	4.4%	3.6%	3.5%	1.4%	5.8%	6.7%	3.6%	3.3%	4.0%

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

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q4-1. Police service in your neighborhood</u>									
Very satisfied	21.1%	14.5%	16.3%	17.7%	21.7%	10.3%	18.9%	19.5%	17.6%
Satisfied	42.2%	41.8%	37.6%	44.9%	44.7%	44.1%	41.3%	49.2%	43.4%
Neutral	21.1%	28.5%	24.1%	26.5%	27.0%	24.1%	25.2%	21.6%	24.7%
Dissatisfied	11.8%	9.7%	14.2%	8.2%	2.6%	10.3%	9.1%	8.1%	9.2%
Very dissatisfied	3.7%	5.5%	7.8%	2.7%	3.9%	11.0%	5.6%	1.6%	5.1%
 <u>Q4-2. Enforcement of local traffic laws</u>									
Very satisfied	13.0%	5.3%	7.5%	9.5%	8.9%	8.4%	11.7%	10.8%	9.4%
Satisfied	28.4%	34.3%	32.9%	36.1%	38.2%	35.7%	44.1%	36.6%	35.7%
Neutral	24.1%	25.4%	17.8%	21.1%	24.8%	26.6%	20.0%	21.5%	22.7%
Dissatisfied	23.5%	24.3%	31.5%	24.5%	18.5%	17.5%	16.6%	21.0%	22.2%
Very dissatisfied	11.1%	10.7%	10.3%	8.8%	9.6%	11.9%	7.6%	10.2%	10.0%

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

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	

Q4-3. Availability of information about police programs & activities

Very satisfied	9.1%	4.6%	5.4%	12.0%	7.6%	6.4%	7.8%	8.5%	7.7%
Satisfied	30.1%	26.5%	32.6%	22.6%	30.3%	32.8%	28.9%	22.0%	28.0%
Neutral	42.7%	45.0%	34.9%	47.4%	46.2%	36.0%	42.2%	48.2%	43.1%
Dissatisfied	16.1%	17.9%	19.4%	13.5%	15.2%	18.4%	18.0%	19.5%	17.3%
Very dissatisfied	2.1%	6.0%	7.8%	4.5%	0.8%	6.4%	3.1%	1.8%	4.0%

Q4-4. Fire protection in your neighborhood

Very satisfied	39.0%	34.4%	34.6%	36.7%	38.1%	29.6%	31.6%	33.1%	34.7%
Satisfied	52.2%	48.5%	46.3%	43.9%	52.3%	54.1%	50.4%	51.1%	49.9%
Neutral	7.5%	16.6%	14.7%	15.8%	7.7%	15.6%	16.5%	15.7%	13.7%
Dissatisfied	0.6%	0.0%	2.9%	2.2%	1.9%	0.7%	0.8%	0.0%	1.1%
Very dissatisfied	0.6%	0.6%	1.5%	1.4%	0.0%	0.0%	0.8%	0.0%	0.6%

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

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q4-5. Fire safety information & public education programs</u>									
Very satisfied	21.6%	18.9%	16.8%	18.6%	18.5%	19.0%	19.4%	15.8%	18.5%
Satisfied	37.2%	42.0%	40.0%	34.9%	43.7%	46.3%	40.3%	36.4%	39.9%
Neutral	36.5%	27.3%	35.2%	39.5%	32.6%	28.1%	34.7%	40.0%	34.4%
Dissatisfied	4.1%	9.8%	5.6%	6.2%	4.4%	4.1%	4.0%	7.3%	5.8%
Very dissatisfied	0.7%	2.1%	2.4%	0.8%	0.7%	2.5%	1.6%	0.6%	1.4%

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

N=404	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q4a. Why are you dissatisfied with enforcement of traffic laws</u>									
Traffic laws are too strictly enforced/too many citations are given	3.7%	5.4%	6.6%	4.3%	0.0%	5.3%	0.0%	5.4%	4.1%
Traffic laws are not enforced enough/not enough citations are given	83.3%	87.5%	78.7%	89.4%	79.1%	78.9%	85.7%	91.1%	84.4%
Other	13.0%	7.1%	14.8%	6.4%	20.9%	15.8%	14.3%	3.6%	11.5%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q5-1. Walking in your neighborhood during the day</u>									
Very safe	55.5%	38.2%	49.7%	36.2%	49.4%	32.0%	44.9%	50.8%	44.8%
Safe	38.4%	41.6%	32.2%	39.6%	34.4%	48.7%	29.3%	41.5%	38.4%
Neutral	4.3%	10.7%	6.7%	13.4%	10.6%	8.0%	15.0%	4.7%	9.0%
Unsafe	1.2%	9.6%	8.7%	6.7%	3.8%	7.3%	7.5%	2.6%	5.8%
Very unsafe	0.6%	0.0%	2.7%	4.0%	1.9%	4.0%	3.4%	0.5%	2.0%
 <u>Q5-2. Walking in your neighborhood after dark</u>									
Very safe	23.6%	10.7%	16.3%	17.6%	17.6%	10.1%	24.5%	22.2%	17.9%
Safe	40.0%	36.2%	30.6%	31.1%	39.0%	25.7%	24.5%	47.1%	34.9%
Neutral	21.8%	16.9%	23.1%	18.2%	22.0%	25.7%	21.0%	20.6%	21.1%
Unsafe	9.7%	22.6%	21.1%	20.9%	11.9%	25.0%	18.9%	6.9%	16.8%
Very unsafe	4.8%	13.6%	8.8%	12.2%	9.4%	13.5%	11.2%	3.2%	9.4%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	

Q5-3. In downtown area

Very safe	6.0%	6.2%	2.9%	6.6%	5.6%	8.0%	7.7%	5.1%	6.0%
Safe	26.8%	33.3%	27.9%	25.7%	18.8%	35.0%	30.8%	25.4%	27.9%
Neutral	29.5%	30.9%	25.7%	27.9%	32.6%	24.8%	30.0%	35.6%	29.9%
Unsafe	24.8%	23.5%	30.9%	33.1%	25.7%	19.0%	22.3%	22.6%	25.1%
Very unsafe	12.8%	6.2%	12.5%	6.6%	17.4%	13.1%	9.2%	11.3%	11.1%

Q5-4. In City parks during the day

Very safe	21.1%	23.8%	15.2%	17.0%	20.1%	27.7%	18.3%	19.4%	20.5%
Safe	49.3%	46.4%	53.6%	52.5%	49.7%	40.5%	48.1%	47.8%	48.4%
Neutral	21.1%	23.2%	16.7%	22.7%	22.1%	17.6%	22.9%	22.8%	21.2%
Unsafe	7.9%	4.8%	10.9%	7.1%	6.0%	9.5%	6.9%	8.9%	7.7%
Very unsafe	0.7%	1.8%	3.6%	0.7%	2.0%	4.7%	3.8%	1.1%	2.2%

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

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q6. Have you had contact with a City police officer in last three years</u>									
Yes	42.2%	51.4%	44.7%	47.0%	40.3%	56.6%	46.9%	42.7%	46.4%
No	57.8%	48.6%	55.3%	53.0%	59.7%	43.4%	53.1%	57.3%	53.6%

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

N=601	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q6a. What was the nature of your contact with the police officer</u>									
Traffic	31.8%	23.0%	22.6%	24.1%	32.8%	23.9%	21.3%	39.7%	27.6%
Victim of crime	18.2%	32.2%	17.7%	37.9%	13.1%	28.2%	21.3%	19.2%	23.7%
Suspected of committing a crime	3.0%	1.1%	4.8%	5.2%	1.6%	1.4%	3.3%	1.3%	2.6%
Other	47.0%	43.7%	54.8%	32.8%	52.5%	46.5%	54.1%	39.7%	46.1%

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

N=601	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q6b. Were you treated fairly by the officer</u>									
Yes	84.4%	90.7%	85.2%	91.2%	88.3%	86.1%	89.4%	86.3%	87.8%
No	15.6%	9.3%	14.8%	8.8%	11.7%	13.9%	10.6%	13.8%	12.2%

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

N=601	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q6c. How would you rate the response time of the officer</u>									
Excellent	39.7%	25.6%	30.0%	32.3%	35.6%	25.3%	30.8%	31.5%	31.0%
Good	22.2%	41.5%	31.7%	30.8%	27.1%	32.9%	30.8%	30.1%	31.3%
Neutral	17.5%	8.5%	13.3%	18.5%	22.0%	20.3%	15.4%	19.2%	16.7%
Acceptable	4.8%	6.1%	10.0%	12.3%	5.1%	11.4%	9.2%	5.5%	8.1%
Poor	15.9%	18.3%	15.0%	6.2%	10.2%	10.1%	13.8%	13.7%	13.0%

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

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	

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

Yes	97.6%	93.2%	98.0%	96.7%	97.5%	92.6%	95.9%	97.4%	96.1%
No	2.4%	6.8%	2.0%	3.3%	2.5%	7.4%	4.1%	2.6%	3.9%

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=1305

	Ward								Total
	1	2	3	4	5	6	7	8	

Q9. Sum of top 3 choices

How often the bus comes by your stop	37.1%	41.3%	31.8%	31.8%	35.0%	44.7%	32.7%	34.9%	36.2%
Service available until midnight	9.0%	11.7%	7.9%	7.9%	9.4%	11.8%	14.0%	11.3%	10.4%
Sheltered bus stops	19.2%	19.6%	26.5%	25.2%	20.0%	30.9%	28.0%	21.5%	23.6%
The time it takes to make a trip	30.5%	41.3%	28.5%	27.2%	30.0%	37.5%	28.7%	35.4%	32.6%
Later weekend service	7.2%	11.2%	12.6%	11.9%	4.4%	16.4%	9.3%	11.8%	10.6%
Access to a park & ride location	19.8%	19.0%	19.2%	19.2%	12.5%	6.6%	11.3%	22.6%	16.6%
Routes to more places	34.1%	38.0%	45.0%	36.4%	38.8%	32.2%	36.7%	43.1%	38.2%
Pedestrian access to bus stops	16.2%	17.9%	17.2%	15.2%	16.9%	16.4%	16.0%	14.9%	16.3%
Bus stop within walking distance of my home	43.1%	34.1%	35.1%	36.4%	36.3%	34.9%	41.3%	35.4%	37.0%
None chosen	25.7%	20.1%	21.2%	27.2%	30.0%	21.1%	22.7%	22.6%	23.8%

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

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	

Q10-1. Abandoned or dilapidated properties

Seldom/never	68.2%	53.0%	66.9%	57.7%	67.6%	40.3%	49.2%	76.1%	60.7%
A few times per year	24.2%	26.8%	21.1%	24.6%	22.8%	32.1%	28.6%	17.4%	24.4%
1-2 times per month	3.2%	6.7%	8.3%	5.4%	6.2%	7.5%	7.1%	3.3%	5.8%
Once per week	1.9%	2.4%	1.5%	2.3%	0.0%	6.7%	4.0%	0.5%	2.3%
More than once per week	2.5%	11.0%	2.3%	10.0%	3.4%	13.4%	11.1%	2.7%	6.8%

Q10-2. Stray dogs

Seldom/never	39.4%	33.9%	26.1%	27.9%	46.0%	20.0%	34.6%	48.4%	35.1%
A few times per year	31.9%	36.3%	34.8%	30.0%	30.7%	32.7%	27.9%	34.4%	32.5%
1-2 times per month	12.5%	17.0%	14.5%	14.3%	12.0%	16.0%	14.7%	9.1%	13.6%
Once per week	5.6%	7.0%	10.9%	10.0%	4.7%	13.3%	8.1%	4.8%	7.9%
More than once per week	10.6%	5.8%	13.8%	17.9%	6.7%	18.0%	14.7%	3.2%	10.9%

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

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q10-3. Lighting</u>									
Seldom/never	63.7%	51.0%	42.3%	43.8%	59.9%	41.5%	45.8%	54.3%	50.7%
A few times per year	21.9%	27.5%	36.2%	35.2%	23.4%	30.0%	31.3%	33.1%	29.7%
1-2 times per month	5.5%	7.8%	7.7%	6.3%	3.6%	13.8%	7.6%	5.1%	7.1%
Once per week	1.4%	3.3%	1.5%	1.6%	2.2%	1.5%	4.6%	2.3%	2.3%
More than once per week	7.5%	10.5%	12.3%	13.3%	10.9%	13.1%	10.7%	5.1%	10.2%
<u>Q10-4. Traffic/pedestrian safety</u>									
Seldom/never	55.0%	35.2%	32.8%	56.8%	39.3%	23.4%	48.4%	56.4%	43.6%
A few times per year	17.2%	22.2%	28.5%	15.2%	25.5%	31.4%	19.7%	22.9%	22.9%
1-2 times per month	6.6%	11.7%	11.7%	8.8%	8.3%	8.8%	10.7%	5.6%	8.9%
Once per week	7.3%	7.4%	8.0%	5.6%	4.8%	12.4%	5.7%	5.6%	7.1%
More than once per week	13.9%	23.5%	19.0%	13.6%	22.1%	24.1%	15.6%	9.5%	17.5%

Q11. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q11-1. Enforcing cleanup of junk & debris on private property</u>									
Very satisfied	17.7%	13.6%	7.9%	13.1%	11.1%	9.3%	15.6%	14.1%	12.9%
Satisfied	29.9%	28.4%	35.0%	29.2%	40.3%	35.7%	24.1%	35.3%	32.3%
Neutral	32.7%	22.2%	30.7%	28.5%	22.9%	22.9%	24.1%	29.4%	26.7%
Dissatisfied	10.9%	20.4%	16.4%	16.9%	16.0%	21.4%	24.1%	15.9%	17.7%
Very dissatisfied	8.8%	15.4%	10.0%	12.3%	9.7%	10.7%	12.1%	5.3%	10.5%
 <u>Q11-2. Enforcing mowing & cutting of weeds & grass on private property</u>									
Very satisfied	12.0%	12.7%	8.0%	14.5%	8.7%	8.5%	15.5%	14.4%	11.8%
Satisfied	29.3%	30.1%	30.4%	26.7%	35.6%	35.5%	21.8%	24.7%	29.2%
Neutral	27.3%	25.9%	19.6%	26.0%	24.2%	27.0%	26.1%	28.2%	25.6%
Dissatisfied	20.7%	21.1%	27.5%	19.1%	20.1%	20.6%	26.8%	25.3%	22.7%
Very dissatisfied	10.7%	10.2%	14.5%	13.7%	11.4%	8.5%	9.9%	7.5%	10.7%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q11-3. Enforcing exterior maintenance of residential property</u>									
Very satisfied	10.5%	10.4%	7.2%	9.5%	10.5%	7.2%	15.3%	13.9%	10.6%
Satisfied	27.3%	28.0%	33.3%	32.5%	28.0%	38.1%	25.5%	26.5%	29.8%
Neutral	39.9%	33.5%	34.1%	34.1%	33.6%	26.6%	29.9%	34.9%	33.4%
Dissatisfied	15.4%	17.7%	16.7%	15.9%	17.5%	18.7%	19.7%	16.9%	17.3%
Very dissatisfied	7.0%	10.4%	8.7%	7.9%	10.5%	9.4%	9.5%	7.8%	8.9%
 <u>Q11-4. Enforcing sign regulations</u>									
Very satisfied	12.4%	10.5%	7.7%	9.4%	10.4%	7.3%	14.9%	12.0%	10.6%
Satisfied	29.9%	30.9%	30.0%	33.9%	37.0%	34.1%	31.4%	28.1%	31.8%
Neutral	42.3%	38.8%	38.5%	34.6%	35.6%	36.6%	33.9%	35.9%	37.1%
Dissatisfied	13.1%	13.8%	15.4%	12.6%	12.6%	15.4%	11.6%	18.0%	14.2%
Very dissatisfied	2.2%	5.9%	8.5%	9.4%	4.4%	6.5%	8.3%	6.0%	6.3%

Q11. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q11-5. Quality of animal control services</u>									
Very satisfied	12.4%	8.7%	6.6%	8.1%	10.3%	8.1%	11.9%	9.4%	9.5%
Satisfied	28.3%	29.8%	26.5%	34.8%	30.8%	28.1%	33.6%	38.1%	31.3%
Neutral	38.6%	34.2%	41.9%	25.2%	37.7%	32.6%	24.6%	34.4%	33.8%
Dissatisfied	9.7%	17.4%	17.6%	21.5%	11.6%	15.6%	17.2%	11.9%	15.2%
Very dissatisfied	11.0%	9.9%	7.4%	10.4%	9.6%	15.6%	12.7%	6.3%	10.2%

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

Very satisfied	16.3%	12.8%	12.0%	16.0%	16.7%	10.8%	17.6%	26.8%	16.3%
Satisfied	31.3%	31.4%	33.8%	31.9%	34.0%	32.3%	32.1%	33.3%	32.5%
Neutral	31.3%	39.7%	31.6%	26.9%	28.5%	28.5%	26.0%	24.8%	29.8%
Dissatisfied	11.6%	9.6%	15.0%	18.5%	11.1%	17.7%	15.3%	11.1%	13.5%
Very dissatisfied	9.5%	6.4%	7.5%	6.7%	9.7%	10.8%	9.2%	3.9%	7.9%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q11-7. City efforts to remove abandoned or inoperative vehicles</u>									
Very satisfied	12.8%	11.5%	7.8%	11.5%	11.2%	8.8%	12.6%	16.6%	11.7%
Satisfied	29.3%	27.3%	34.4%	25.7%	28.8%	29.6%	26.8%	30.3%	29.1%
Neutral	36.1%	43.2%	34.4%	35.4%	38.4%	31.2%	37.8%	38.6%	37.0%
Dissatisfied	13.5%	10.8%	14.8%	16.8%	18.4%	16.8%	16.5%	9.0%	14.4%
Very dissatisfied	8.3%	7.2%	8.6%	10.6%	3.2%	13.6%	6.3%	5.5%	7.8%

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=1305

	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q12. Sum of top 3 choices</u>									
Enforcing cleanup of junk & debris on private property	58.1%	60.9%	58.9%	58.9%	59.4%	61.8%	64.0%	63.1%	60.7%
Enforcing mowing & cutting of weeds & grass on private property	58.7%	57.0%	53.6%	47.7%	60.6%	51.3%	58.0%	63.1%	56.6%
Enforcing exterior maintenance of residential property	28.1%	38.5%	25.8%	25.8%	34.4%	28.3%	38.0%	34.4%	31.9%
Enforcing sign regulations	20.4%	21.8%	19.2%	17.9%	15.6%	21.1%	12.7%	24.1%	19.3%
Quality of animal control services	35.3%	36.9%	44.4%	43.0%	30.6%	44.1%	37.3%	34.4%	38.0%
Enforcement of yard parking regulations in your neighborhood	23.4%	12.3%	29.8%	16.6%	21.9%	23.7%	16.0%	12.3%	19.2%
City efforts to remove abandoned or inoperative vehicles	38.3%	33.0%	34.4%	36.4%	33.1%	33.6%	34.0%	30.8%	34.1%
None chosen	9.6%	8.9%	7.3%	13.2%	11.9%	7.9%	9.3%	9.7%	9.7%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q13-1. Condition of major City streets</u>									
Very satisfied	2.5%	1.1%	2.0%	3.3%	1.9%	2.6%	4.8%	3.1%	2.6%
Satisfied	22.7%	13.1%	17.4%	17.3%	19.1%	25.7%	21.8%	29.7%	21.0%
Neutral	16.6%	19.9%	12.1%	20.7%	20.4%	18.4%	22.4%	17.7%	18.5%
Dissatisfied	36.8%	48.3%	42.3%	43.3%	42.0%	32.9%	35.4%	34.9%	39.5%
Very dissatisfied	21.5%	17.6%	26.2%	15.3%	16.6%	20.4%	15.6%	14.6%	18.4%
<u>Q13-2. Condition of streets in your neighborhood</u>									
Very satisfied	10.9%	2.8%	5.4%	6.7%	8.2%	6.6%	13.0%	9.8%	7.9%
Satisfied	31.5%	28.1%	31.8%	28.9%	35.8%	30.9%	30.1%	33.7%	31.4%
Neutral	21.2%	15.7%	13.5%	18.1%	14.5%	17.8%	19.2%	16.6%	17.1%
Dissatisfied	22.4%	33.1%	27.7%	25.5%	28.3%	27.0%	22.6%	23.8%	26.4%
Very dissatisfied	13.9%	20.2%	21.6%	20.8%	13.2%	17.8%	15.1%	16.1%	17.3%

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=1305

	Ward								Total
	1	2	3	4	5	6	7	8	

Q13-3. Condition of City street signs

Very satisfied	12.1%	6.9%	4.7%	11.1%	8.2%	7.4%	13.0%	10.4%	9.3%
Satisfied	51.5%	49.1%	49.0%	53.5%	52.5%	48.0%	44.5%	50.5%	49.9%
Neutral	21.8%	24.9%	26.8%	25.7%	24.7%	26.4%	24.7%	26.6%	25.2%
Dissatisfied	12.7%	13.9%	13.4%	7.6%	12.7%	14.2%	14.4%	11.5%	12.5%
Very dissatisfied	1.8%	5.2%	6.0%	2.1%	1.9%	4.1%	3.4%	1.0%	3.1%

Q13-4. Condition of pavement markings on City street

Very satisfied	6.8%	2.3%	2.1%	4.9%	5.1%	4.0%	8.3%	6.3%	5.0%
Satisfied	30.9%	22.1%	24.0%	25.2%	31.8%	30.7%	27.8%	34.9%	28.6%
Neutral	24.1%	27.9%	24.0%	28.7%	28.0%	25.3%	32.6%	27.5%	27.2%
Dissatisfied	22.8%	36.0%	30.8%	24.5%	26.8%	23.3%	25.0%	22.8%	26.5%
Very dissatisfied	15.4%	11.6%	19.2%	16.8%	8.3%	16.7%	6.3%	8.5%	12.7%

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=1305

	Ward								Total
	1	2	3	4	5	6	7	8	

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

Very satisfied	11.2%	8.2%	6.2%	18.0%	12.8%	10.5%	11.9%	11.7%	11.3%
Satisfied	42.8%	42.1%	46.5%	43.9%	51.0%	43.4%	44.4%	48.9%	45.4%
Neutral	34.2%	36.5%	27.1%	23.7%	26.2%	28.7%	28.9%	27.2%	29.2%
Dissatisfied	6.6%	8.2%	10.1%	11.5%	7.4%	11.9%	10.4%	10.0%	9.4%
Very dissatisfied	5.3%	5.0%	10.1%	2.9%	2.7%	5.6%	4.4%	2.2%	4.6%

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

Very satisfied	7.9%	6.8%	2.1%	8.3%	5.7%	8.8%	12.7%	6.3%	7.3%
Satisfied	39.0%	40.9%	32.2%	35.2%	35.7%	44.2%	30.3%	37.7%	37.1%
Neutral	26.8%	23.9%	33.6%	35.2%	35.0%	19.7%	32.4%	27.2%	29.0%
Dissatisfied	17.1%	20.5%	23.3%	17.9%	13.4%	17.7%	16.2%	20.9%	18.5%
Very dissatisfied	9.1%	8.0%	8.9%	3.4%	10.2%	9.5%	8.5%	7.9%	8.2%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	

Q13-7. Condition of sidewalks

Very satisfied	8.7%	4.1%	2.1%	5.7%	7.7%	6.2%	11.5%	7.0%	6.6%
Satisfied	37.3%	38.5%	35.0%	36.9%	28.4%	32.9%	33.8%	35.7%	34.9%
Neutral	24.2%	22.5%	24.3%	31.2%	36.1%	24.7%	31.7%	30.3%	28.1%
Dissatisfied	16.8%	18.9%	22.1%	18.4%	18.7%	17.1%	15.8%	21.6%	18.8%
Very dissatisfied	13.0%	16.0%	16.4%	7.8%	9.0%	19.2%	7.2%	5.4%	11.7%

Q13-8. Condition of bicycle infrastructure

Very satisfied	9.7%	8.2%	4.0%	8.7%	6.2%	6.9%	10.0%	6.3%	7.5%
Satisfied	34.0%	34.0%	24.2%	29.9%	24.6%	33.6%	30.0%	24.5%	29.4%
Neutral	34.7%	35.2%	33.1%	39.4%	40.0%	36.6%	40.8%	44.7%	38.1%
Dissatisfied	10.4%	11.9%	22.6%	10.2%	16.9%	13.7%	12.3%	16.4%	14.2%
Very dissatisfied	11.1%	10.7%	16.1%	11.8%	12.3%	9.2%	6.9%	8.2%	10.7%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q13-9. Cleanliness of City streets & other public areas</u>									
Very satisfied	6.2%	3.4%	2.8%	3.5%	5.1%	3.4%	7.6%	5.3%	4.7%
Satisfied	31.7%	27.5%	25.2%	34.0%	32.7%	34.9%	36.6%	38.9%	32.8%
Neutral	32.3%	29.2%	32.9%	30.6%	27.6%	32.9%	27.6%	24.2%	29.5%
Dissatisfied	21.7%	29.2%	28.0%	23.6%	24.4%	20.1%	16.6%	25.3%	23.8%
Very dissatisfied	8.1%	10.7%	11.2%	8.3%	10.3%	8.7%	11.7%	6.3%	9.3%
 <u>Q13-10. Cleanliness of stormwater drains in your neighborhood</u>									
Very satisfied	12.0%	6.4%	5.2%	11.3%	7.4%	3.5%	12.0%	9.7%	8.5%
Satisfied	39.9%	37.4%	32.8%	35.3%	47.0%	41.5%	33.8%	45.1%	39.4%
Neutral	20.3%	25.1%	35.8%	35.3%	25.5%	21.1%	32.3%	27.4%	27.5%
Dissatisfied	20.9%	22.8%	13.4%	12.8%	15.4%	23.9%	9.8%	15.4%	17.1%
Very dissatisfied	7.0%	8.2%	12.7%	5.3%	4.7%	9.9%	12.0%	2.3%	7.5%

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=1305

	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q14. Sum of top 3 choices</u>									
Condition of major City streets	65.3%	68.2%	68.9%	66.2%	72.5%	48.0%	60.7%	66.7%	64.8%
Condition of streets in your neighborhood	37.1%	48.6%	41.7%	48.3%	44.4%	38.2%	38.7%	45.6%	43.0%
Condition of City street signs	10.2%	12.3%	13.2%	12.6%	9.4%	6.6%	9.3%	10.3%	10.5%
Condition of pavement markings on City street	34.7%	30.7%	33.1%	35.8%	28.1%	32.9%	25.3%	27.7%	31.0%
Snow removal on snow routes during past year	16.2%	7.3%	15.9%	13.2%	9.4%	16.4%	12.7%	14.4%	13.1%
Condition of landscaping or streetscaping in medians & along City street	24.0%	18.4%	22.5%	16.6%	18.8%	19.1%	28.7%	25.6%	21.8%
Condition of sidewalks	25.7%	25.1%	21.9%	21.9%	21.3%	41.4%	18.7%	26.7%	25.4%
Condition of bicycle infrastructure	13.8%	15.6%	13.9%	13.9%	16.9%	23.0%	13.3%	12.8%	15.3%

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) (cont.)

N=1305

	Ward								Total
	1	2	3	4	5	6	7	8	

Q14. Sum of top 3 choices (cont.)

Cleanliness of City streets & other public areas	36.5%	38.0%	35.8%	32.5%	31.9%	34.9%	36.0%	37.4%	35.5%
Cleanliness of stormwater drains in your neighborhood	17.4%	15.1%	15.9%	13.2%	15.0%	19.1%	17.3%	11.3%	15.4%
None chosen	4.2%	2.8%	4.0%	6.6%	6.9%	3.9%	8.7%	5.6%	5.3%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q15-1. Residential trash collection services</u>									
Very satisfied	51.8%	42.6%	43.4%	49.0%	51.3%	32.2%	42.5%	47.4%	45.2%
Satisfied	42.7%	49.4%	46.9%	36.7%	41.9%	54.4%	44.5%	45.8%	45.3%
Neutral	4.9%	2.8%	6.9%	6.8%	5.0%	8.7%	10.3%	4.7%	6.1%
Dissatisfied	0.6%	2.8%	2.1%	6.1%	1.3%	2.7%	1.4%	1.1%	2.2%
Very dissatisfied	0.0%	2.3%	0.7%	1.4%	0.6%	2.0%	1.4%	1.1%	1.2%
<u>Q15-2. Curbside recycling services</u>									
Very satisfied	44.4%	39.0%	44.8%	37.7%	49.7%	31.3%	36.6%	45.3%	41.3%
Satisfied	44.4%	49.4%	42.7%	29.2%	43.4%	44.9%	40.0%	43.1%	42.5%
Neutral	9.4%	6.4%	7.7%	20.0%	5.7%	11.6%	15.9%	6.6%	10.0%
Dissatisfied	1.3%	2.9%	4.2%	3.8%	1.3%	8.8%	5.5%	2.8%	3.7%
Very dissatisfied	0.6%	2.3%	0.7%	9.2%	0.0%	3.4%	2.1%	2.2%	2.4%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q15-3. Bulky item pickup/removal services (e.g., old furniture, appliances)</u>									
Very satisfied	48.5%	33.7%	41.4%	46.5%	46.9%	30.8%	40.1%	41.4%	41.2%
Satisfied	41.8%	50.9%	46.9%	40.1%	45.6%	47.9%	40.1%	43.5%	44.7%
Neutral	7.9%	8.0%	7.6%	8.5%	4.4%	13.0%	12.0%	11.3%	9.0%
Dissatisfied	1.8%	5.1%	3.4%	3.5%	3.1%	6.8%	7.0%	3.2%	4.2%
Very dissatisfied	0.0%	2.3%	0.7%	1.4%	0.0%	1.4%	0.7%	0.5%	0.9%
 <u>Q15-4. Water service</u>									
Very satisfied	34.4%	30.7%	38.0%	32.2%	38.6%	23.5%	26.9%	35.4%	32.6%
Satisfied	48.1%	50.6%	41.5%	41.5%	44.3%	57.7%	47.8%	48.1%	47.7%
Neutral	11.3%	8.0%	14.1%	17.8%	13.3%	14.1%	13.4%	8.5%	12.2%
Dissatisfied	3.1%	7.4%	4.2%	6.8%	2.5%	3.4%	8.2%	5.3%	5.1%
Very dissatisfied	3.1%	3.4%	2.1%	1.7%	1.3%	1.3%	3.7%	2.6%	2.4%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q15-5. Wastewater services</u>									
Very satisfied	33.1%	31.1%	37.3%	29.5%	35.8%	24.6%	24.0%	33.3%	31.3%
Satisfied	46.1%	52.4%	40.3%	36.6%	44.4%	59.4%	47.2%	47.2%	47.1%
Neutral	17.5%	14.0%	17.9%	27.7%	17.2%	13.0%	25.6%	17.2%	18.3%
Dissatisfied	1.9%	1.2%	3.0%	5.4%	2.0%	1.4%	3.2%	1.7%	2.3%
Very dissatisfied	1.3%	1.2%	1.5%	0.9%	0.7%	1.4%	0.0%	0.6%	0.9%
<u>Q15-6. Speed of service (e.g., repairs, starting service)</u>									
Very satisfied	26.5%	21.6%	19.0%	23.8%	24.4%	17.4%	17.9%	23.4%	21.9%
Satisfied	36.7%	44.4%	41.3%	32.0%	38.2%	40.2%	43.1%	40.4%	39.6%
Neutral	30.6%	25.5%	28.6%	35.2%	29.8%	31.8%	27.6%	28.1%	29.5%
Dissatisfied	4.8%	4.6%	7.9%	6.6%	5.3%	7.6%	8.1%	6.4%	6.3%
Very dissatisfied	1.4%	3.9%	3.2%	2.5%	2.3%	3.0%	3.3%	1.8%	2.6%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q15-7. Quality of customer service</u>									
Very satisfied	29.4%	23.9%	26.2%	27.7%	29.4%	19.7%	15.3%	29.7%	25.4%
Satisfied	41.8%	43.2%	43.8%	39.2%	37.8%	48.5%	51.9%	40.1%	43.1%
Neutral	24.8%	22.6%	23.1%	24.6%	27.3%	24.2%	26.0%	24.4%	24.6%
Dissatisfied	2.0%	7.1%	6.2%	6.9%	4.2%	5.3%	4.6%	4.7%	5.1%
Very dissatisfied	2.0%	3.2%	0.8%	1.5%	1.4%	2.3%	2.3%	1.2%	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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q16. How many times in past 12 months did you visit an Oklahoma City park and/or participate in an Oklahoma City Parks & Recreation program</u>									
None	24.8%	17.6%	32.9%	22.2%	21.0%	21.6%	22.4%	23.4%	23.1%
Less than 5 times	27.9%	22.2%	34.2%	31.3%	32.5%	21.6%	39.9%	42.0%	31.5%
5 to 10 times	15.2%	21.0%	13.7%	22.9%	17.8%	18.2%	16.1%	19.7%	18.2%
11 to 20 times	14.5%	13.1%	7.5%	9.0%	13.4%	14.9%	11.2%	5.3%	11.0%
20+ times	17.6%	26.1%	11.6%	14.6%	15.3%	23.6%	10.5%	9.6%	16.2%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-1. Maintenance of City parks</u>									
Very satisfied	16.8%	20.1%	12.7%	20.3%	10.8%	12.5%	15.0%	18.5%	16.0%
Satisfied	41.3%	50.6%	46.8%	50.4%	58.3%	51.5%	48.0%	54.3%	50.3%
Neutral	32.9%	19.5%	29.4%	22.0%	25.2%	20.6%	27.6%	20.4%	24.5%
Dissatisfied	8.4%	7.9%	8.7%	5.7%	5.0%	11.0%	7.1%	5.6%	7.4%
Very dissatisfied	0.7%	1.8%	2.4%	1.6%	0.7%	4.4%	2.4%	1.2%	1.9%
<u>Q17-2. Maintenance of new or upgraded facilities</u>									
Very satisfied	15.2%	20.3%	15.3%	20.0%	15.2%	16.0%	19.1%	23.8%	18.2%
Satisfied	44.7%	53.8%	44.1%	45.2%	57.6%	52.7%	48.7%	47.6%	49.4%
Neutral	35.6%	23.8%	33.9%	29.6%	23.2%	23.7%	27.8%	25.2%	27.7%
Dissatisfied	4.5%	1.4%	5.1%	3.5%	3.2%	3.8%	2.6%	2.8%	3.3%
Very dissatisfied	0.0%	0.7%	1.7%	1.7%	0.8%	3.8%	1.7%	0.7%	1.4%

Q17. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-3. City's multipurpose trails</u>									
Very satisfied	18.5%	17.2%	13.4%	23.6%	12.8%	12.8%	17.6%	15.7%	16.4%
Satisfied	44.6%	54.5%	40.2%	33.0%	47.9%	47.9%	47.2%	46.3%	45.6%
Neutral	29.2%	19.3%	35.7%	33.0%	30.8%	30.8%	32.4%	34.3%	30.3%
Dissatisfied	5.4%	6.2%	6.3%	7.5%	7.7%	6.8%	2.8%	3.0%	5.7%
Very dissatisfied	2.3%	2.8%	4.5%	2.8%	0.9%	1.7%	0.0%	0.7%	2.0%
<u>Q17-4. Accessibility to City parks & trails</u>									
Very satisfied	17.8%	16.8%	12.6%	22.4%	13.0%	16.3%	16.4%	20.3%	17.0%
Satisfied	47.4%	55.0%	45.7%	41.4%	47.3%	50.4%	47.4%	49.7%	48.3%
Neutral	27.4%	19.5%	31.5%	28.4%	31.3%	20.9%	29.3%	26.8%	26.7%
Dissatisfied	4.4%	6.7%	4.7%	6.9%	6.9%	9.3%	6.0%	2.0%	5.8%
Very dissatisfied	3.0%	2.0%	5.5%	0.9%	1.5%	3.1%	0.9%	1.3%	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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-5. Condition of landscaping in City medians & streets rights-of-way</u>									
Very satisfied	9.2%	11.5%	6.3%	14.7%	7.4%	10.8%	10.0%	7.3%	9.5%
Satisfied	38.6%	40.6%	29.6%	31.8%	36.9%	38.8%	33.8%	36.9%	36.1%
Neutral	26.1%	21.8%	30.3%	32.6%	29.5%	27.3%	29.2%	29.6%	28.2%
Dissatisfied	20.3%	20.0%	23.2%	19.4%	19.5%	15.8%	17.7%	17.9%	19.2%
Very dissatisfied	5.9%	6.1%	10.6%	1.6%	6.7%	7.2%	9.2%	8.4%	7.0%

Q17-6. Quality of City golf courses

Very satisfied	20.5%	9.8%	12.3%	24.2%	20.6%	13.3%	11.9%	18.9%	16.7%
Satisfied	31.5%	26.2%	24.7%	27.3%	32.4%	40.0%	45.8%	38.9%	33.3%
Neutral	41.1%	60.7%	56.2%	43.9%	45.6%	45.0%	40.7%	34.4%	45.5%
Dissatisfied	5.5%	1.6%	5.5%	4.5%	1.5%	1.7%	1.7%	6.7%	3.8%
Very dissatisfied	1.4%	1.6%	1.4%	0.0%	0.0%	0.0%	0.0%	1.1%	0.7%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-7. City aquatic facilities & programs</u>									
Very satisfied	13.2%	2.8%	2.7%	20.8%	19.0%	9.6%	14.3%	11.6%	11.8%
Satisfied	21.1%	35.2%	35.6%	25.0%	35.4%	45.2%	30.0%	29.0%	32.1%
Neutral	52.6%	47.9%	50.7%	43.1%	38.0%	28.8%	52.9%	47.8%	45.1%
Dissatisfied	7.9%	12.7%	8.2%	6.9%	3.8%	11.0%	2.9%	8.7%	7.7%
Very dissatisfied	5.3%	1.4%	2.7%	4.2%	3.8%	5.5%	0.0%	2.9%	3.3%
<u>Q17-8. Athletic programs</u>									
Very satisfied	12.2%	2.6%	2.8%	20.8%	13.0%	11.6%	11.3%	9.6%	10.4%
Satisfied	23.0%	36.8%	32.4%	18.1%	36.2%	40.6%	33.9%	23.3%	30.4%
Neutral	59.5%	53.9%	57.7%	51.4%	43.5%	39.1%	51.6%	54.8%	51.6%
Dissatisfied	4.1%	3.9%	4.2%	6.9%	4.3%	4.3%	3.2%	11.0%	5.3%
Very dissatisfied	1.4%	2.6%	2.8%	2.8%	2.9%	4.3%	0.0%	1.4%	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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-9. Athletic facilities</u>									
Very satisfied	14.1%	3.8%	2.7%	22.1%	12.2%	9.7%	9.0%	12.5%	10.8%
Satisfied	24.4%	36.7%	35.6%	20.8%	39.2%	47.2%	32.8%	26.3%	32.7%
Neutral	55.1%	48.1%	58.9%	48.1%	40.5%	33.3%	55.2%	52.5%	49.0%
Dissatisfied	3.8%	8.9%	2.7%	6.5%	5.4%	5.6%	3.0%	6.3%	5.3%
Very dissatisfied	2.6%	2.5%	0.0%	2.6%	2.7%	4.2%	0.0%	2.5%	2.2%
<u>Q17-10. Availability of information about parks & recreation activities/classes</u>									
Very satisfied	6.3%	5.2%	3.5%	18.3%	8.5%	8.7%	10.5%	12.3%	9.0%
Satisfied	27.8%	38.8%	37.4%	25.0%	29.2%	37.5%	32.6%	28.5%	32.1%
Neutral	40.5%	31.3%	37.4%	37.5%	46.2%	37.5%	43.2%	37.7%	38.8%
Dissatisfied	20.6%	17.9%	15.7%	16.3%	12.3%	12.5%	12.6%	18.5%	16.0%
Very dissatisfied	4.8%	6.7%	6.1%	2.9%	3.8%	3.8%	1.1%	3.1%	4.2%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-11. City recreation centers</u>									
Very satisfied	11.3%	5.9%	6.4%	18.3%	12.5%	8.3%	11.0%	14.7%	11.0%
Satisfied	28.9%	42.2%	30.8%	32.9%	31.8%	32.1%	31.5%	35.3%	33.4%
Neutral	55.7%	37.3%	51.3%	37.8%	44.3%	42.9%	54.8%	42.2%	45.5%
Dissatisfied	1.0%	11.8%	9.0%	6.1%	9.1%	10.7%	2.7%	6.9%	7.2%
Very dissatisfied	3.1%	2.9%	2.6%	4.9%	2.3%	6.0%	0.0%	1.0%	2.8%
<u>Q17-12. Civic Center Music Hall experience</u>									
Very satisfied	29.2%	33.8%	30.3%	33.3%	29.0%	34.0%	27.0%	37.0%	32.0%
Satisfied	46.0%	53.1%	45.9%	41.1%	47.7%	46.6%	52.0%	47.3%	47.7%
Neutral	22.1%	10.8%	19.3%	23.3%	21.5%	15.5%	21.0%	12.3%	17.7%
Dissatisfied	2.7%	1.5%	4.6%	1.1%	1.9%	1.9%	0.0%	2.7%	2.1%
Very dissatisfied	0.0%	0.8%	0.0%	1.1%	0.0%	1.9%	0.0%	0.7%	0.6%

Q17. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-13. Condition of Bricktown Canal & landscaping</u>									
Very satisfied	21.5%	16.5%	21.5%	20.7%	17.6%	18.9%	11.8%	23.2%	19.1%
Satisfied	42.2%	54.0%	43.0%	44.6%	53.6%	44.3%	56.3%	43.2%	47.5%
Neutral	23.0%	20.9%	27.3%	32.2%	23.2%	27.9%	27.7%	23.2%	25.5%
Dissatisfied	9.6%	6.5%	8.3%	1.7%	4.8%	5.7%	4.2%	9.0%	6.4%
Very dissatisfied	3.7%	2.2%	0.0%	0.8%	0.8%	3.3%	0.0%	1.3%	1.5%
<u>Q17-14. Recreation facilities & programs</u>									
Very satisfied	7.7%	9.3%	8.8%	17.0%	9.3%	7.5%	7.6%	14.3%	10.2%
Satisfied	31.7%	41.7%	32.5%	31.8%	47.7%	41.9%	41.3%	36.2%	38.1%
Neutral	51.9%	38.9%	50.0%	44.3%	36.0%	39.8%	45.7%	44.8%	43.9%
Dissatisfied	6.7%	9.3%	7.5%	3.4%	5.8%	8.6%	4.3%	3.8%	6.2%
Very dissatisfied	1.9%	0.9%	1.3%	3.4%	1.2%	2.2%	1.1%	1.0%	1.6%

Q17. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-15. City of Oklahoma City's Parks & Recreation Department</u>									
Very satisfied	12.5%	14.2%	8.2%	20.0%	12.2%	17.6%	12.7%	17.2%	14.4%
Satisfied	38.3%	44.8%	40.2%	33.0%	56.5%	43.5%	47.1%	33.6%	42.0%
Neutral	42.2%	29.9%	45.4%	37.0%	25.2%	29.6%	33.3%	41.8%	35.5%
Dissatisfied	5.5%	9.0%	4.1%	8.0%	5.2%	5.6%	5.9%	6.0%	6.2%
Very dissatisfied	1.6%	2.2%	2.1%	2.0%	0.9%	3.7%	1.0%	1.5%	1.9%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q18. Sum of top 3 choices</u>									
Maintenance of City parks	46.1%	46.4%	44.4%	39.1%	43.8%	45.4%	39.3%	47.7%	44.2%
Maintenance of new or upgraded facilities	19.8%	15.1%	20.5%	25.8%	28.8%	19.1%	24.0%	26.2%	22.4%
City's multipurpose trails	20.4%	19.6%	19.9%	15.2%	17.5%	23.7%	14.0%	16.4%	18.3%
Accessibility to City parks & trails	19.8%	20.1%	20.5%	18.5%	20.0%	21.7%	16.7%	13.8%	18.8%
Condition of landscaping in City medians & streets rights-of-way	35.3%	28.5%	34.4%	31.1%	38.8%	32.9%	34.0%	32.8%	33.4%
Quality of City golf courses	7.2%	2.8%	6.0%	4.0%	2.5%	2.6%	4.0%	9.2%	4.9%
City aquatic facilities & programs	8.4%	9.5%	12.6%	8.6%	11.9%	9.9%	8.0%	7.2%	9.4%
Athletic programs	4.2%	3.9%	0.7%	7.3%	6.9%	5.3%	4.7%	4.1%	4.6%
Athletic facilities	5.4%	6.7%	4.6%	1.3%	3.8%	8.6%	4.0%	9.2%	5.6%

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=1305

	Ward								Total
	1	2	3	4	5	6	7	8	

Q18. Sum of top 3 choices (cont.)

Availability of information about parks & recreation activities/classes	24.0%	28.5%	19.2%	17.2%	20.0%	18.4%	26.0%	19.0%	21.6%
City recreation centers	13.8%	12.3%	11.9%	11.9%	10.6%	9.2%	8.0%	8.2%	10.7%
Civic Center Music Hall experience	3.6%	3.9%	5.3%	7.9%	5.6%	5.9%	4.7%	7.7%	5.6%
Condition of Bricktown Canal & landscaping	13.8%	8.4%	13.2%	15.9%	13.8%	9.9%	9.3%	20.5%	13.3%
Recreation facilities & programs	13.8%	15.6%	11.9%	10.6%	14.4%	18.4%	19.3%	14.4%	14.8%
City of Oklahoma City's Parks & Recreation Department	10.8%	16.8%	9.3%	8.6%	7.5%	7.2%	12.7%	9.2%	10.3%
None chosen	15.0%	17.9%	17.2%	21.2%	15.6%	16.4%	21.3%	15.4%	17.4%

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

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q19. Have you contacted City of Oklahoma City during past year</u>									
Yes	38.3%	45.3%	38.3%	41.6%	40.9%	41.4%	45.3%	38.1%	41.1%
No	61.7%	54.7%	61.7%	58.4%	59.1%	58.6%	54.7%	61.9%	58.9%

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=534	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q19a-1. How helpful City staff was when you called</u>									
Very satisfied	37.1%	32.9%	35.7%	42.6%	33.3%	20.0%	25.4%	45.8%	34.2%
Satisfied	41.9%	39.2%	41.1%	27.9%	41.3%	43.3%	44.8%	31.9%	38.8%
Neutral	9.7%	11.4%	7.1%	11.5%	11.1%	16.7%	13.4%	12.5%	11.7%
Dissatisfied	4.8%	5.1%	7.1%	9.8%	6.3%	10.0%	11.9%	6.9%	7.7%
Very dissatisfied	6.5%	11.4%	8.9%	8.2%	7.9%	10.0%	4.5%	2.8%	7.5%
<u>Q19a-2. How helpful City staff was when you visited</u>									
Very satisfied	41.7%	31.7%	31.7%	36.7%	30.2%	17.8%	21.8%	36.4%	31.1%
Satisfied	33.3%	31.7%	31.7%	24.5%	30.2%	40.0%	34.5%	29.1%	31.8%
Neutral	16.7%	20.0%	26.8%	20.4%	30.2%	24.4%	27.3%	20.0%	23.0%
Dissatisfied	0.0%	5.0%	4.9%	14.3%	4.7%	6.7%	10.9%	12.7%	7.6%
Very dissatisfied	8.3%	11.7%	4.9%	4.1%	4.7%	11.1%	5.5%	1.8%	6.6%

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=534	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q19a-3. Accuracy of information you were given</u>									
Very satisfied	31.1%	31.6%	28.1%	34.4%	28.6%	18.6%	21.5%	36.6%	29.0%
Satisfied	36.1%	32.9%	42.1%	34.4%	42.9%	49.2%	40.0%	35.2%	38.8%
Neutral	18.0%	17.1%	15.8%	9.8%	15.9%	18.6%	23.1%	18.3%	17.2%
Dissatisfied	4.9%	9.2%	8.8%	14.8%	7.9%	6.8%	7.7%	8.5%	8.6%
Very dissatisfied	9.8%	9.2%	5.3%	6.6%	4.8%	6.8%	7.7%	1.4%	6.4%

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

Very satisfied	31.7%	21.1%	30.4%	30.6%	31.7%	18.6%	23.5%	40.3%	28.5%
Satisfied	41.3%	44.7%	33.9%	40.3%	33.3%	44.1%	32.4%	27.8%	37.2%
Neutral	6.3%	9.2%	7.1%	11.3%	20.6%	18.6%	25.0%	15.3%	14.3%
Dissatisfied	11.1%	13.2%	10.7%	8.1%	6.3%	11.9%	10.3%	15.3%	11.0%
Very dissatisfied	9.5%	11.8%	17.9%	9.7%	7.9%	6.8%	8.8%	1.4%	9.1%

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=534	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q19a-5. How well your issue was handled</u>									
Very satisfied	33.9%	22.7%	28.6%	35.5%	29.7%	16.9%	22.1%	34.7%	28.0%
Satisfied	29.0%	36.0%	32.1%	27.4%	32.8%	37.3%	33.8%	31.9%	32.6%
Neutral	12.9%	10.7%	12.5%	11.3%	14.1%	11.9%	16.2%	11.1%	12.5%
Dissatisfied	6.5%	13.3%	10.7%	14.5%	12.5%	18.6%	14.7%	13.9%	13.1%
Very dissatisfied	17.7%	17.3%	16.1%	11.3%	10.9%	15.3%	13.2%	8.3%	13.7%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q20-1. Availability of news & information about City of Oklahoma City's services</u>									
Very satisfied	9.2%	9.1%	14.4%	13.3%	10.7%	7.7%	11.2%	14.7%	11.3%
Satisfied	44.2%	42.7%	37.9%	41.4%	43.6%	50.0%	44.0%	42.4%	43.2%
Neutral	31.3%	33.5%	31.8%	34.4%	34.9%	29.2%	36.6%	35.9%	33.5%
Dissatisfied	13.5%	11.6%	9.1%	8.6%	10.1%	11.5%	6.7%	6.5%	9.7%
Very dissatisfied	1.8%	3.0%	6.8%	2.3%	0.7%	1.5%	1.5%	0.6%	2.2%
 <u>Q20-2. Information in water bill newsletter</u>									
Very satisfied	15.4%	18.2%	19.5%	21.5%	19.3%	15.8%	18.7%	18.5%	18.3%
Satisfied	53.7%	50.7%	43.9%	42.1%	56.3%	50.0%	54.5%	42.0%	49.2%
Neutral	28.2%	24.3%	30.9%	35.5%	20.7%	28.3%	24.4%	34.4%	28.2%
Dissatisfied	2.7%	5.4%	3.3%	0.9%	3.0%	3.3%	2.4%	4.5%	3.3%
Very dissatisfied	0.0%	1.4%	2.4%	0.0%	0.7%	2.5%	0.0%	0.6%	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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q20-3. City's website (okc.gov) as a source of information</u>									
Very satisfied	12.7%	13.2%	12.0%	15.8%	13.9%	13.0%	18.6%	13.6%	14.0%
Satisfied	53.5%	44.4%	52.0%	44.2%	48.9%	52.0%	44.9%	48.1%	48.5%
Neutral	31.0%	35.1%	26.4%	34.2%	29.2%	25.2%	32.2%	31.8%	30.7%
Dissatisfied	2.8%	4.6%	6.4%	5.0%	7.3%	8.1%	3.4%	5.2%	5.3%
Very dissatisfied	0.0%	2.6%	3.2%	0.8%	0.7%	1.6%	0.8%	1.3%	1.4%
 <u>Q20-4. City's use of social media</u>									
Very satisfied	8.5%	9.0%	15.3%	12.7%	14.4%	10.5%	13.4%	15.9%	12.4%
Satisfied	43.4%	41.0%	39.8%	32.2%	35.6%	43.9%	41.1%	33.1%	38.7%
Neutral	39.5%	40.3%	38.1%	49.2%	41.5%	36.0%	42.9%	44.1%	41.5%
Dissatisfied	7.8%	6.9%	4.2%	4.2%	7.6%	8.8%	2.7%	5.5%	6.0%
Very dissatisfied	0.8%	2.8%	2.5%	1.7%	0.8%	0.9%	0.0%	1.4%	1.4%

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

N=1305	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	9.7%	8.3%	10.5%	19.0%	12.5%	11.5%	12.6%	12.9%	12.0%
Satisfied	45.2%	34.1%	41.2%	27.6%	33.3%	39.4%	35.0%	36.7%	36.7%
Neutral	33.9%	43.2%	34.2%	43.8%	39.2%	39.4%	49.5%	44.2%	40.9%
Dissatisfied	8.9%	10.6%	9.6%	9.5%	12.5%	6.7%	1.9%	4.8%	8.1%
Very dissatisfied	2.4%	3.8%	4.4%	0.0%	2.5%	2.9%	1.0%	1.4%	2.3%

Q20-6. Services & information provided by City's Action Center

Very satisfied	7.9%	13.5%	10.2%	16.7%	9.7%	14.9%	13.1%	17.1%	12.8%
Satisfied	43.9%	36.9%	36.1%	27.1%	38.9%	35.6%	38.4%	35.8%	36.8%
Neutral	39.5%	32.4%	38.9%	44.8%	35.4%	36.6%	41.4%	39.8%	38.5%
Dissatisfied	6.1%	10.8%	6.5%	6.3%	11.5%	6.9%	4.0%	4.1%	7.1%
Very dissatisfied	2.6%	6.3%	8.3%	5.2%	4.4%	5.9%	3.0%	3.3%	4.9%

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=1305

	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

3+ times a week (often)	42.9%	41.4%	36.4%	41.5%	36.0%	40.9%	33.6%	43.9%	39.8%
1-3 times a week (regularly)	27.9%	31.4%	27.3%	26.1%	33.3%	29.2%	30.7%	26.2%	29.0%
1-3 times a month (occasionally)	19.5%	16.0%	21.0%	22.5%	19.3%	17.5%	25.5%	19.3%	19.9%
0 times last month (never)	9.7%	11.2%	15.4%	9.9%	11.3%	12.4%	10.2%	10.7%	11.3%

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

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q22. Which following do you use to get information about City of Oklahoma City</u>									
Newspapers	18.6%	14.5%	12.6%	11.3%	10.6%	17.8%	16.7%	17.9%	15.1%
Radio	16.8%	16.2%	12.6%	16.6%	13.8%	13.8%	15.3%	15.4%	15.1%
Television news	46.7%	45.3%	47.0%	53.0%	44.4%	41.4%	51.3%	48.7%	47.2%
Water bill newsletter, CityNews	49.7%	43.6%	38.4%	46.4%	53.1%	35.5%	46.7%	49.7%	45.6%
City website (okc.gov)	40.7%	43.6%	45.7%	37.7%	45.0%	45.4%	38.7%	39.0%	41.9%
City cable/YouTube channel	4.2%	3.9%	2.0%	3.3%	1.9%	5.9%	6.0%	6.2%	4.2%
Calling City	9.6%	13.4%	7.3%	9.9%	16.9%	12.5%	8.7%	7.2%	10.7%
Social media	45.5%	51.4%	43.7%	49.7%	40.0%	54.6%	41.3%	46.7%	46.7%
OKC GOV mobile app	4.8%	7.8%	6.0%	9.9%	6.3%	6.6%	5.3%	6.7%	6.7%
Email newsletters	11.4%	10.1%	6.6%	9.9%	6.9%	13.8%	11.3%	10.3%	10.0%
Other	2.4%	3.4%	2.0%	2.0%	1.9%	2.6%	4.0%	3.1%	2.7%

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

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q23. How do you prefer to report code violations & non-emergency problems or request a City service</u>									
Call Action Center (297-2535)	41.9%	43.6%	41.1%	42.4%	46.9%	42.8%	56.7%	42.1%	44.5%
Online at okc.gov	36.5%	37.4%	37.1%	39.7%	39.4%	40.1%	38.0%	37.9%	38.2%
Social media	4.8%	3.9%	5.3%	4.0%	3.8%	9.9%	6.7%	5.6%	5.4%
OKC Connect mobile app	12.6%	15.6%	12.6%	10.6%	9.4%	18.4%	12.0%	10.3%	12.6%
Text 405-252-1053	13.8%	11.2%	14.6%	11.3%	13.1%	18.4%	9.3%	16.4%	13.6%
Call the department	22.2%	25.7%	18.5%	24.5%	25.0%	29.6%	24.0%	26.2%	24.5%
Email	15.0%	11.7%	13.9%	15.9%	10.0%	15.8%	10.7%	11.8%	13.0%
Mail	0.6%	0.0%	0.7%	0.7%	1.3%	1.3%	1.3%	1.0%	0.8%
Other	1.8%	0.0%	1.3%	0.7%	0.0%	0.7%	0.7%	0.0%	0.6%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q24-1. As a place to live</u>									
Excellent	33.1%	20.2%	19.6%	21.5%	32.5%	24.5%	21.8%	33.5%	26.1%
Good	52.4%	57.3%	57.4%	57.7%	50.6%	51.0%	53.1%	52.6%	54.0%
Neutral	5.4%	10.7%	10.1%	7.4%	10.6%	12.6%	15.6%	8.2%	10.0%
Below average	6.6%	7.9%	10.1%	13.4%	5.0%	9.9%	6.8%	4.1%	7.8%
Poor	2.4%	3.9%	2.7%	0.0%	1.3%	2.0%	2.7%	1.5%	2.1%
 <u>Q24-2. As a place to raise children</u>									
Excellent	26.9%	13.0%	19.7%	17.9%	28.3%	22.1%	21.1%	26.5%	22.1%
Good	42.5%	39.0%	41.6%	49.7%	47.4%	40.4%	44.4%	48.1%	44.2%
Neutral	16.3%	16.9%	13.1%	15.2%	13.2%	19.1%	14.8%	12.2%	15.0%
Below average	8.1%	18.2%	16.8%	11.7%	7.2%	9.6%	14.8%	10.5%	12.0%
Poor	6.3%	13.0%	8.8%	5.5%	3.9%	8.8%	4.9%	2.8%	6.6%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q24-3. As a place to work</u>									
Excellent	28.2%	15.4%	18.1%	18.9%	28.4%	24.2%	19.7%	26.6%	22.5%
Good	48.5%	50.3%	52.1%	57.4%	49.0%	48.3%	53.1%	54.8%	51.7%
Neutral	16.0%	20.0%	16.7%	12.2%	15.5%	14.8%	15.6%	12.8%	15.4%
Below average	3.1%	9.7%	11.1%	8.8%	4.5%	10.1%	8.8%	4.3%	7.4%
Poor	4.3%	4.6%	2.1%	2.7%	2.6%	2.7%	2.7%	1.6%	2.9%
 <u>Q24-4. As a place to retire</u>									
Excellent	29.3%	15.6%	15.4%	21.9%	28.8%	20.1%	21.1%	30.2%	23.1%
Good	39.5%	39.5%	43.4%	45.2%	39.7%	34.5%	45.8%	42.2%	41.2%
Neutral	14.6%	21.0%	18.2%	12.3%	17.3%	20.1%	12.7%	18.2%	16.9%
Below average	10.8%	16.8%	14.0%	15.8%	10.3%	13.7%	16.9%	7.3%	13.0%
Poor	5.7%	7.2%	9.1%	4.8%	3.8%	11.5%	3.5%	2.1%	5.8%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q24-5. As a place to visit</u>									
Excellent	27.5%	20.8%	14.6%	21.1%	22.3%	25.3%	20.1%	26.8%	22.5%
Good	38.8%	45.8%	45.8%	46.9%	45.9%	42.5%	42.4%	45.3%	44.2%
Neutral	19.4%	16.1%	18.8%	19.7%	21.7%	19.2%	24.5%	14.2%	18.9%
Below average	9.4%	12.5%	15.3%	9.5%	7.0%	10.3%	10.8%	11.1%	10.7%
Poor	5.0%	4.8%	5.6%	2.7%	3.2%	2.7%	2.2%	2.6%	3.6%
 <u>Q24-6. As a City that is moving in the right direction</u>									
Excellent	28.5%	26.0%	21.4%	22.6%	27.8%	30.4%	21.7%	35.6%	27.1%
Good	45.5%	46.2%	37.2%	41.8%	44.9%	36.5%	39.2%	43.3%	42.1%
Neutral	12.7%	13.9%	23.4%	24.7%	15.8%	18.9%	24.5%	11.9%	17.8%
Below average	9.7%	10.4%	11.0%	8.9%	7.6%	8.1%	9.8%	7.7%	9.1%
Poor	3.6%	3.5%	6.9%	2.1%	3.8%	6.1%	4.9%	1.5%	3.9%

Q25. How satisfied are you with the various aspects of your neighborhood? Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q25-1. Safety</u>									
Very satisfied	31.9%	19.2%	25.3%	28.6%	26.4%	18.0%	27.6%	40.4%	27.5%
Satisfied	50.0%	49.2%	40.4%	44.2%	52.2%	39.3%	38.6%	42.0%	44.7%
Neutral	11.4%	15.8%	17.8%	10.9%	14.5%	22.0%	15.9%	13.0%	15.0%
Dissatisfied	5.4%	14.1%	11.0%	11.6%	5.7%	14.7%	14.5%	3.6%	9.8%
Very dissatisfied	1.2%	1.7%	5.5%	4.8%	1.3%	6.0%	3.4%	1.0%	3.0%
<u>Q25-2. Appearance</u>									
Very satisfied	25.3%	17.5%	22.6%	23.6%	18.8%	17.2%	24.5%	32.8%	23.0%
Satisfied	50.0%	45.2%	44.5%	41.9%	52.5%	40.4%	32.9%	41.7%	43.8%
Neutral	9.6%	15.8%	18.5%	16.9%	15.6%	19.9%	20.3%	13.0%	16.0%
Dissatisfied	12.7%	18.1%	11.0%	12.8%	9.4%	15.2%	19.6%	9.4%	13.4%
Very dissatisfied	2.4%	3.4%	3.4%	4.7%	3.8%	7.3%	2.8%	3.1%	3.8%

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=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q25-3. Property maintenance</u>									
Very satisfied	20.7%	18.1%	18.8%	20.4%	16.3%	15.5%	19.3%	32.6%	20.6%
Satisfied	47.6%	42.4%	52.1%	39.5%	43.1%	37.2%	37.9%	42.0%	42.7%
Neutral	18.3%	18.1%	21.5%	21.1%	23.1%	30.4%	24.8%	11.9%	20.7%
Dissatisfied	12.2%	16.4%	4.2%	14.3%	12.5%	12.8%	13.1%	11.4%	12.2%
Very dissatisfied	1.2%	5.1%	3.5%	4.8%	5.0%	4.1%	4.8%	2.1%	3.8%
<u>Q25-4. Sense of community</u>									
Very satisfied	20.1%	15.2%	17.0%	19.0%	14.0%	15.8%	16.8%	21.4%	17.5%
Satisfied	40.2%	39.2%	36.9%	29.6%	33.8%	34.2%	38.5%	39.6%	36.7%
Neutral	24.4%	25.1%	25.5%	28.9%	35.0%	33.6%	28.7%	29.2%	28.7%
Dissatisfied	11.6%	14.0%	13.5%	16.9%	13.4%	11.0%	12.6%	7.8%	12.4%
Very dissatisfied	3.7%	6.4%	7.1%	5.6%	3.8%	5.5%	3.5%	2.1%	4.6%

Q25. How satisfied are you with the various aspects of your neighborhood? Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1305	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q25-5. Amenities (e.g., sidewalks, parks, shopping, trees)</u>									
Very satisfied	13.4%	12.0%	11.2%	13.0%	15.8%	15.5%	14.1%	18.2%	14.3%
Satisfied	34.1%	35.4%	37.8%	24.6%	38.0%	32.4%	31.0%	42.2%	34.8%
Neutral	31.1%	20.6%	21.7%	28.3%	20.9%	23.6%	24.6%	21.9%	24.0%
Dissatisfied	12.2%	21.1%	14.0%	23.9%	17.1%	18.9%	17.6%	13.0%	17.1%
Very dissatisfied	9.1%	10.9%	15.4%	10.1%	8.2%	9.5%	12.7%	4.7%	9.8%
 <u>Q25-6. Overall quality</u>									
Very satisfied	23.5%	17.1%	15.4%	16.4%	14.4%	16.2%	19.3%	22.2%	18.2%
Satisfied	49.4%	46.9%	52.4%	48.6%	57.5%	47.3%	45.5%	58.8%	51.1%
Neutral	19.3%	25.1%	18.9%	21.9%	20.0%	27.0%	19.3%	13.4%	20.4%
Dissatisfied	6.6%	7.4%	10.5%	10.3%	4.4%	5.4%	11.7%	4.6%	7.4%
Very dissatisfied	1.2%	3.4%	2.8%	2.7%	3.8%	4.1%	4.1%	1.0%	2.8%



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=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Quality of police service	23.4%	40.8%	21.3%	6.9%	3.1%	4.5%
Q1-2. Quality of fire service	45.4%	37.4%	8.9%	0.6%	0.1%	7.6%
Q1-3. Quality of ambulance service	25.0%	33.7%	18.5%	3.7%	1.5%	17.6%
Q1-4. Quality of City parks & recreation programs & facilities	15.3%	43.6%	21.5%	11.1%	2.6%	5.9%
Q1-5. Condition of City streets	1.6%	11.6%	17.0%	40.8%	28.6%	0.3%
Q1-6. Quality of City water utilities	17.0%	44.6%	21.4%	10.0%	3.7%	3.4%
Q1-7. Quality of City trash services	33.2%	49.7%	10.4%	3.9%	1.4%	1.4%
Q1-8. Enforcement of City codes & ordinances	7.1%	28.0%	30.3%	16.9%	8.8%	9.0%
Q1-9. Quality of customer service you receive from City employees	15.9%	36.2%	27.0%	5.4%	2.2%	13.2%
Q1-10. Effectiveness of City communication with the public	11.3%	34.4%	32.6%	12.1%	3.8%	5.8%
Q1-11. Flow of traffic & ease of getting around town on City streets	6.5%	35.0%	22.7%	25.6%	9.3%	0.8%
Q1-12. Overall quality of City's public transit system (Bus, Ferry, RAPID, Streetcar)	5.6%	15.2%	27.7%	9.8%	6.1%	35.6%
Q1-13. Homelessness	0.8%	2.8%	12.3%	30.1%	48.0%	6.0%

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=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of police service	24.6%	42.7%	22.3%	7.2%	3.2%
Q1-2. Quality of fire service	49.2%	40.5%	9.6%	0.7%	0.1%
Q1-3. Quality of ambulance service	30.3%	40.9%	22.5%	4.5%	1.8%
Q1-4. Quality of City parks & recreation programs & facilities	16.3%	46.3%	22.8%	11.8%	2.8%
Q1-5. Condition of City streets	1.6%	11.7%	17.1%	41.0%	28.7%
Q1-6. Quality of City water utilities	17.6%	46.2%	22.1%	10.3%	3.8%
Q1-7. Quality of City trash services	33.6%	50.4%	10.6%	4.0%	1.4%
Q1-8. Enforcement of City codes & ordinances	7.8%	30.7%	33.2%	18.5%	9.7%
Q1-9. Quality of customer service you receive from City employees	18.4%	41.7%	31.1%	6.3%	2.6%
Q1-10. Effectiveness of City communication with the public	12.0%	36.5%	34.7%	12.9%	4.0%
Q1-11. Flow of traffic & ease of getting around town on City streets	6.6%	35.3%	22.9%	25.8%	9.4%
Q1-12. Overall quality of City's public transit system (Bus, Ferry, RAPID, Streetcar)	8.7%	23.6%	43.0%	15.2%	9.5%
Q1-13. Homelessness	0.9%	2.9%	13.1%	32.0%	51.0%

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

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	82	6.3 %
Quality of fire service	9	0.7 %
Quality of ambulance service	16	1.2 %
Quality of City parks & recreation programs & facilities	43	3.3 %
Condition of City streets only	443	33.9 %
Quality of City water utilities	26	2.0 %
Quality of City trash services	5	0.4 %
Enforcement of City codes & ordinances	31	2.4 %
Quality of customer service you receive from City employees	8	0.6 %
Effectiveness of City communication with the public	7	0.5 %
Flow of traffic & ease of getting around town on City streets	65	5.0 %
Overall quality of City's public transit system (Bus, Ferry, RAPID, Streetcar)	37	2.8 %
Homelessness	504	38.6 %
None chosen	29	2.2 %
Total	1305	100.0 %

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

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	70	5.4 %
Quality of fire service	22	1.7 %
Quality of ambulance service	17	1.3 %
Quality of City parks & recreation programs & facilities	70	5.4 %
Condition of City streets only	334	25.6 %
Quality of City water utilities	41	3.1 %
Quality of City trash services	11	0.8 %
Enforcement of City codes & ordinances	107	8.2 %
Quality of customer service you receive from City employees	13	1.0 %
Effectiveness of City communication with the public	34	2.6 %
Flow of traffic & ease of getting around town on City streets	188	14.4 %
Overall quality of City's public transit system (Bus, Ferry, RAPID, Streetcar)	70	5.4 %
Homelessness	272	20.8 %
None chosen	56	4.3 %
Total	1305	100.0 %

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

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	75	5.7 %
Quality of fire service	14	1.1 %
Quality of ambulance service	23	1.8 %
Quality of City parks & recreation programs & facilities	115	8.8 %
Condition of City streets only	165	12.6 %
Quality of City water utilities	71	5.4 %
Quality of City trash services	28	2.1 %
Enforcement of City codes & ordinances	136	10.4 %
Quality of customer service you receive from City employees	30	2.3 %
Effectiveness of City communication with the public	79	6.1 %
Flow of traffic & ease of getting around town on City streets	207	15.9 %
Overall quality of City's public transit system (Bus, Ferry, RAPID, Streetcar)	53	4.1 %
Homelessness	201	15.4 %
None chosen	108	8.3 %
Total	1305	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)

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	227	17.4 %
Quality of fire service	45	3.5 %
Quality of ambulance service	56	4.3 %
Quality of City parks & recreation programs & facilities	228	17.5 %
Condition of City streets only	942	72.1 %
Quality of City water utilities	138	10.5 %
Quality of City trash services	44	3.3 %
Enforcement of City codes & ordinances	274	21.0 %
Quality of customer service you receive from City employees	51	3.9 %
Effectiveness of City communication with the public	120	9.2 %
Flow of traffic & ease of getting around town on City streets	460	35.3 %
Overall quality of City's public transit system (Bus, Ferry, RAPID, Streetcar)	160	12.3 %
Homelessness	977	74.8 %
None chosen	29	2.2 %
Total	3751	

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=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Quality of services provided by City	9.0%	49.5%	29.3%	6.2%	1.5%	4.5%
Q3-2. Appearance of Oklahoma City	8.5%	40.5%	22.9%	21.1%	4.9%	2.0%
Q3-3. Image of Oklahoma City	11.3%	42.1%	26.1%	14.7%	3.7%	2.1%
Q3-4. How well City is planning growth	13.9%	35.6%	23.4%	14.7%	6.6%	5.9%
Q3-5. Quality of life in Oklahoma City	14.2%	51.2%	20.1%	9.8%	3.1%	1.6%
Q3-6. Feeling of safety in Oklahoma City	8.1%	39.5%	27.0%	18.7%	5.1%	1.6%
Q3-7. Quality of downtown	13.0%	43.4%	24.3%	10.3%	3.8%	5.1%

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=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Quality of services provided by City	9.4%	51.8%	30.7%	6.5%	1.5%
Q3-2. Appearance of Oklahoma City	8.7%	41.4%	23.4%	21.6%	5.0%
Q3-3. Image of Oklahoma City	11.5%	43.1%	26.6%	15.0%	3.8%
Q3-4. How well City is planning growth	14.7%	37.8%	24.8%	15.6%	7.0%
Q3-5. Quality of life in Oklahoma City	14.4%	52.0%	20.4%	10.0%	3.2%
Q3-6. Feeling of safety in Oklahoma City	8.3%	40.1%	27.4%	19.0%	5.2%
Q3-7. Quality of downtown	13.7%	45.8%	25.6%	10.8%	4.0%

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

(N=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Police service in your neighborhood	16.7%	41.2%	23.4%	8.7%	4.8%	5.1%
Q4-2. Enforcement of local traffic laws	9.0%	34.3%	21.8%	21.3%	9.7%	3.8%
Q4-3. Availability of information about police programs & activities	6.5%	23.7%	36.5%	14.6%	3.4%	15.3%
Q4-4. Fire protection in your neighborhood	31.9%	45.8%	12.6%	1.0%	0.5%	8.2%
Q4-5. Fire safety information & public education programs	15.5%	33.3%	28.7%	4.8%	1.1%	16.5%

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=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Police service in your neighborhood	17.6%	43.4%	24.7%	9.2%	5.1%
Q4-2. Enforcement of local traffic laws	9.4%	35.7%	22.7%	22.2%	10.0%
Q4-3. Availability of information about police programs & activities	7.7%	28.0%	43.1%	17.3%	4.0%
Q4-4. Fire protection in your neighborhood	34.7%	49.9%	13.7%	1.1%	0.6%
Q4-5. Fire safety information & public education programs	18.5%	39.9%	34.4%	5.8%	1.4%

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

Q4a. Why are you dissatisfied with enforcement of traffic laws	Number	Percent
Traffic laws are too strictly enforced/too many citations are given	16	4.0 %
Traffic laws are not enforced enough/not enough citations are given	329	81.4 %
Other	45	11.1 %
Not provided	14	3.5 %
Total	404	100.0 %

WITHOUT "NOT PROVIDED"

Q4a. If you were Dissatisfied or Very 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 enforcement of traffic laws	Number	Percent
Traffic laws are too strictly enforced/too many citations are given	16	4.1 %
Traffic laws are not enforced enough/not enough citations are given	329	84.4 %
Other	45	11.5 %
Total	390	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=1305)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q5-1. Walking in your neighborhood during the day	44.3%	37.9%	8.9%	5.7%	2.0%	1.1%
Q5-2. Walking in your neighborhood after dark	17.5%	34.1%	20.6%	16.4%	9.2%	2.2%
Q5-3. In downtown area	5.4%	25.1%	26.8%	22.5%	10.0%	10.3%
Q5-4. In City parks during the day	18.9%	44.8%	19.6%	7.1%	2.1%	7.5%

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=1305)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q5-1. Walking in your neighborhood during the day	44.8%	38.4%	9.0%	5.8%	2.0%
Q5-2. Walking in your neighborhood after dark	17.9%	34.9%	21.1%	16.8%	9.4%
Q5-3. In downtown area	6.0%	27.9%	29.9%	25.1%	11.1%
Q5-4. In City parks during the day	20.5%	48.4%	21.2%	7.7%	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	601	46.1 %
No	695	53.3 %
Not provided	9	0.7 %
Total	1305	100.0 %

WITHOUT "NOT PROVIDED"

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

Q6. Have you had contact with a City police officer in last three years	Number	Percent
Yes	601	46.4 %
No	695	53.6 %
Total	1296	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	150	25.0 %
Victim of crime	129	21.5 %
Suspected of committing a crime	14	2.3 %
Other	251	41.8 %
Not provided	57	9.5 %
Total	601	100.0 %

WITHOUT "NOT PROVIDED"

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

Q6a. What was the nature of your contact with the police officer	Number	Percent
Traffic	150	27.6 %
Victim of crime	129	23.7 %
Suspected of committing a crime	14	2.6 %
Other	251	46.1 %
Total	544	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	495	82.4 %
No	69	11.5 %
Not provided	37	6.2 %
Total	601	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	495	87.8 %
No	69	12.2 %
Total	564	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	169	28.1 %
Good	171	28.5 %
Neutral	91	15.1 %
Acceptable	44	7.3 %
Poor	71	11.8 %
Not provided	55	9.2 %
Total	601	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	169	31.0 %
Good	171	31.3 %
Neutral	91	16.7 %
Acceptable	44	8.1 %
Poor	71	13.0 %
Total	546	100.0 %

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

<u>Q8. Do you have a working smoke alarm in your home</u>	<u>Number</u>	<u>Percent</u>
Yes	1240	95.0 %
No	50	3.8 %
Not provided	15	1.1 %
Total	1305	100.0 %

WITHOUT "NOT PROVIDED"

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

<u>Q8. Do you have a working smoke alarm in your home</u>	<u>Number</u>	<u>Percent</u>
Yes	1240	96.1 %
No	50	3.9 %
Total	1290	100.0 %

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

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
How often the bus comes by your stop	198	15.2 %
Service available until midnight	38	2.9 %
Sheltered bus stops	89	6.8 %
The time it takes to make a trip	142	10.9 %
Later weekend service	22	1.7 %
Access to a park & ride location	61	4.7 %
Routes to more places	164	12.6 %
Pedestrian access to bus stops	44	3.4 %
Bus stop within walking distance of my home	237	18.2 %
None chosen	310	23.8 %
Total	1305	100.0 %

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

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
How often the bus comes by your stop	145	11.1 %
Service available until midnight	49	3.8 %
Sheltered bus stops	125	9.6 %
The time it takes to make a trip	145	11.1 %
Later weekend service	45	3.4 %
Access to a park & ride location	87	6.7 %
Routes to more places	182	13.9 %
Pedestrian access to bus stops	68	5.2 %
Bus stop within walking distance of my home	123	9.4 %
None chosen	336	25.7 %
Total	1305	100.0 %

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

<u>Q9. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
How often the bus comes by your stop	130	10.0 %
Service available until midnight	49	3.8 %
Sheltered bus stops	94	7.2 %
The time it takes to make a trip	139	10.7 %
Later weekend service	71	5.4 %
Access to a park & ride location	68	5.2 %
Routes to more places	152	11.6 %
Pedestrian access to bus stops	101	7.7 %
Bus stop within walking distance of my home	123	9.4 %
None chosen	378	29.0 %
Total	1305	100.0 %

SUM OF TOP 3 CHOICES

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

<u>Q9. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
How often the bus comes by your stop	473	36.3 %
Service available until midnight	136	10.5 %
Sheltered bus stops	308	23.6 %
The time it takes to make a trip	426	32.7 %
Later weekend service	138	10.5 %
Access to a park & ride location	216	16.6 %
Routes to more places	498	38.1 %
Pedestrian access to bus stops	213	16.3 %
Bus stop within walking distance of my home	483	37.0 %
None chosen	310	23.8 %
Total	3201	

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

(N=1305)

	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	54.6%	21.9%	5.2%	2.1%	6.1%	10.1%
Q10-2. Stray dogs	33.1%	30.7%	12.9%	7.4%	10.3%	5.7%
Q10-3. Lighting	43.9%	25.7%	6.1%	2.0%	8.8%	13.4%
Q10-4. Traffic/pedestrian safety	38.7%	20.3%	7.9%	6.3%	15.6%	11.3%

WITHOUT "DON'T KNOW"

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

(N=1305)

	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	60.7%	24.4%	5.8%	2.3%	6.8%
Q10-2. Stray dogs	35.1%	32.5%	13.6%	7.9%	10.9%
Q10-3. Lighting	50.7%	29.7%	7.1%	2.3%	10.2%
Q10-4. Traffic/pedestrian safety	43.6%	22.9%	8.9%	7.1%	17.5%

Q11. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Enforcing cleanup of junk & debris on private property	11.6%	29.0%	24.0%	15.9%	9.4%	10.0%
Q11-2. Enforcing mowing & cutting of weeds & grass on private property	10.8%	26.7%	23.4%	20.7%	9.7%	8.7%
Q11-3. Enforcing exterior maintenance of residential property	9.4%	26.4%	29.6%	15.3%	7.9%	11.4%
Q11-4. Enforcing sign regulations	8.9%	26.6%	31.0%	11.9%	5.3%	16.3%
Q11-5. Quality of animal control services	8.4%	27.7%	29.8%	13.4%	9.0%	11.7%
Q11-6. Enforcement of yard parking regulations in your neighborhood	13.9%	27.7%	25.4%	11.5%	6.7%	14.7%
Q11-7. City efforts to remove abandoned or inoperative vehicles	9.3%	23.1%	29.3%	11.4%	6.2%	20.7%

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=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Enforcing cleanup of junk & debris on private property	12.9%	32.3%	26.7%	17.7%	10.5%
Q11-2. Enforcing mowing & cutting of weeds & grass on private property	11.8%	29.2%	25.6%	22.7%	10.7%
Q11-3. Enforcing exterior maintenance of residential property	10.6%	29.8%	33.4%	17.3%	8.9%
Q11-4. Enforcing sign regulations	10.6%	31.8%	37.1%	14.2%	6.3%
Q11-5. Quality of animal control services	9.5%	31.3%	33.8%	15.2%	10.2%
Q11-6. Enforcement of yard parking regulations in your neighborhood	16.3%	32.5%	29.8%	13.5%	7.9%
Q11-7. City efforts to remove abandoned or inoperative vehicles	11.7%	29.1%	37.0%	14.4%	7.8%

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

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of junk & debris on private property	355	27.2 %
Enforcing mowing & cutting of weeds & grass on private property	234	17.9 %
Enforcing exterior maintenance of residential property	80	6.1 %
Enforcing sign regulations	81	6.2 %
Quality of animal control services	265	20.3 %
Enforcement of yard parking regulations in your neighborhood	62	4.8 %
City efforts to remove abandoned or inoperative vehicles	101	7.7 %
None chosen	127	9.7 %
Total	1305	100.0 %

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

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of junk & debris on private property	231	17.7 %
Enforcing mowing & cutting of weeds & grass on private property	299	22.9 %
Enforcing exterior maintenance of residential property	152	11.6 %
Enforcing sign regulations	85	6.5 %
Quality of animal control services	128	9.8 %
Enforcement of yard parking regulations in your neighborhood	93	7.1 %
City efforts to remove abandoned or inoperative vehicles	142	10.9 %
None chosen	175	13.4 %
Total	1305	100.0 %

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

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of junk & debris on private property	206	15.8 %
Enforcing mowing & cutting of weeds & grass on private property	205	15.7 %
Enforcing exterior maintenance of residential property	184	14.1 %
Enforcing sign regulations	86	6.6 %
Quality of animal control services	103	7.9 %
Enforcement of yard parking regulations in your neighborhood	95	7.3 %
City efforts to remove abandoned or inoperative vehicles	202	15.5 %
None chosen	224	17.2 %
Total	1305	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)

<u>Q12. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of junk & debris on private property	792	60.7 %
Enforcing mowing & cutting of weeds & grass on private property	738	56.5 %
Enforcing exterior maintenance of residential property	416	31.8 %
Enforcing sign regulations	252	19.3 %
Quality of animal control services	496	38.0 %
Enforcement of yard parking regulations in your neighborhood	250	19.8.2 %
City efforts to remove abandoned or inoperative vehicles	445	34.1 %
None chosen	127	9.7 %
Total	3516	

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=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Condition of major City streets	2.6%	20.7%	18.2%	38.9%	18.1%	1.5%
Q13-2. Condition of streets in your neighborhood	7.8%	31.0%	16.9%	26.1%	17.1%	1.1%
Q13-3. Condition of City street signs	9.0%	48.7%	24.6%	12.3%	3.1%	2.3%
Q13-4. Condition of pavement markings on City streets	4.8%	27.7%	26.4%	25.7%	12.3%	3.2%
Q13-5. Snow removal on snow routes during the past year	10.3%	41.3%	26.5%	8.6%	4.2%	9.1%
Q13-6. Condition of landscaping or streetscaping in medians & along City streets	7.0%	36.0%	28.2%	17.9%	8.0%	2.8%
Q13-7. Condition of sidewalks	6.3%	33.0%	26.6%	17.8%	11.0%	5.3%
Q13-8. Condition of bicycle infrastructure	6.4%	24.9%	32.3%	12.0%	9.0%	15.4%
Q13-9. Cleanliness of City streets & other public areas	4.5%	31.8%	28.6%	23.1%	9.0%	3.0%
Q13-10. Cleanliness of stormwater drains in your neighborhood	7.7%	36.1%	25.2%	15.6%	6.9%	8.4%

WITHOUT "DON'T KNOW"

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=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Condition of major City streets	2.6%	21.0%	18.5%	39.5%	18.4%
Q13-2. Condition of streets in your neighborhood	7.9%	31.4%	17.1%	26.4%	17.3%
Q13-3. Condition of City street signs	9.3%	49.9%	25.2%	12.5%	3.1%
Q13-4. Condition of pavement markings on City streets	5.0%	28.6%	27.2%	26.5%	12.7%
Q13-5. Snow removal on snow routes during the past year	11.3%	45.4%	29.2%	9.4%	4.6%
Q13-6. Condition of landscaping or streetscaping in medians & along City streets	7.3%	37.1%	29.0%	18.5%	8.2%
Q13-7. Condition of sidewalks	6.6%	34.9%	28.1%	18.8%	11.7%
Q13-8. Condition of bicycle infrastructure	7.5%	29.4%	38.1%	14.2%	10.7%
Q13-9. Cleanliness of City streets & other public areas	4.7%	32.8%	29.5%	23.8%	9.3%
Q13-10. Cleanliness of stormwater drains in your neighborhood	8.5%	39.4%	27.5%	17.1%	7.5%

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?

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	556	42.6 %
Condition of streets in your neighborhood	216	16.6 %
Condition of City street signs	26	2.0 %
Condition of pavement markings on City street	85	6.5 %
Snow removal on snow routes during past year	45	3.4 %
Condition of landscaping or streetscaping in medians & along City streets	42	3.2 %
Condition of sidewalks	86	6.6 %
Condition of bicycle infrastructure	47	3.6 %
Cleanliness of City streets & other public areas	78	6.0 %
Cleanliness of stormwater drains in your neighborhood	55	4.2 %
<u>None chosen</u>	<u>69</u>	<u>5.3 %</u>
Total	1305	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?

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	173	13.3 %
Condition of streets in your neighborhood	236	18.1 %
Condition of City street signs	49	3.8 %
Condition of pavement markings on City street	175	13.4 %
Snow removal on snow routes during past year	54	4.1 %
Condition of landscaping or streetscaping in medians & along City streets	116	8.9 %
Condition of sidewalks	121	9.3 %
Condition of bicycle infrastructure	91	7.0 %
Cleanliness of City streets & other public areas	129	9.9 %
Cleanliness of stormwater drains in your neighborhood	59	4.5 %
<u>None chosen</u>	<u>102</u>	<u>7.8 %</u>
Total	1305	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?

<u>Q14. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	116	8.9 %
Condition of streets in your neighborhood	109	8.4 %
Condition of City street signs	62	4.8 %
Condition of pavement markings on City street	144	11.0 %
Snow removal on snow routes during past year	72	5.5 %
Condition of landscaping or streetscaping in medians & along City streets	126	9.7 %
Condition of sidewalks	124	9.5 %
Condition of bicycle infrastructure	62	4.8 %
Cleanliness of City streets & other public areas	256	19.6 %
Cleanliness of stormwater drains in your neighborhood	87	6.7 %
None chosen	147	11.3 %
Total	1305	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)

<u>Q14. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	845	64.8 %
Condition of streets in your neighborhood	561	43.1 %
Condition of City street signs	137	10.6 %
Condition of pavement markings on City street	404	30.9 %
Snow removal on snow routes during past year	171	13.0 %
Condition of landscaping or streetscaping in medians & along City streets	284	21.8 %
Condition of sidewalks	331	25.4 %
Condition of bicycle infrastructure	200	15.4 %
Cleanliness of City streets & other public areas	463	35.5 %
Cleanliness of stormwater drains in your neighborhood	201	15.4 %
None chosen	69	5.3 %
Total	3666	

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=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Residential trash collection services	44.2%	44.4%	6.0%	2.1%	1.1%	2.1%
Q15-2. Curbside recycling services	39.2%	40.3%	9.5%	3.5%	2.3%	5.2%
Q15-3. Bulky item pickup/removal services (e.g., old furniture, appliances)	39.8%	43.2%	8.7%	4.1%	0.8%	3.4%
Q15-4. Water service	30.7%	44.8%	11.4%	4.8%	2.3%	6.1%
Q15-5. Wastewater services	27.8%	41.8%	16.2%	2.1%	0.8%	11.3%
Q15-6. Speed of service (e.g., repairs, starting service)	18.5%	33.6%	25.0%	5.4%	2.2%	15.3%
Q15-7. Quality of customer service	22.3%	37.9%	21.6%	4.4%	1.6%	12.2%

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=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Residential trash collection services	45.2%	45.3%	6.1%	2.2%	1.2%
Q15-2. Curbside recycling services	41.3%	42.5%	10.0%	3.7%	2.4%
Q15-3. Bulky item pickup/removal services (e.g., old furniture, appliances)	41.2%	44.7%	9.0%	4.2%	0.9%
Q15-4. Water service	32.6%	47.7%	12.2%	5.1%	2.4%
Q15-5. Wastewater services	31.3%	47.1%	18.3%	2.3%	0.9%
Q15-6. Speed of service (e.g., repairs, starting service)	21.9%	39.6%	29.5%	6.3%	2.6%
Q15-7. Quality of customer service	25.4%	43.1%	24.6%	5.1%	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 an Oklahoma City park and/or participate in an Oklahoma

City Parks & Recreation program	Number	Percent
None	293	22.5 %
Less than 5 times	399	30.6 %
5 to 10 times	230	17.6 %
11 to 20 times	140	10.7 %
20+ times	205	15.7 %
Don't know	38	2.9 %
Total	1305	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 an Oklahoma City park and/or participate in an Oklahoma

City Parks & Recreation program	Number	Percent
None	293	23.1 %
Less than 5 times	399	31.5 %
5 to 10 times	230	18.2 %
11 to 20 times	140	11.0 %
20+ times	205	16.2 %
Total	1267	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=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Maintenance of City parks	13.7%	43.1%	21.0%	6.4%	1.6%	14.2%
Q17-2. Maintenance of new or upgraded facilities	14.3%	38.7%	21.7%	2.6%	1.1%	21.7%
Q17-3. City's multipurpose trails	12.2%	33.9%	22.5%	4.2%	1.5%	25.7%
Q17-4. Accessibility to City parks & trails	13.7%	39.1%	21.6%	4.7%	1.8%	19.1%
Q17-5. Condition of landscaping in City medians & streets rights-of-way	8.7%	32.8%	25.6%	17.5%	6.4%	9.1%
Q17-6. Quality of City golf courses	7.0%	14.0%	19.2%	1.6%	0.3%	57.9%
Q17-7. City aquatic facilities & programs	5.3%	14.3%	20.2%	3.4%	1.5%	55.3%
Q17-8. Athletic programs	4.5%	13.2%	22.4%	2.3%	1.0%	56.6%
Q17-9. Athletic facilities	5.0%	15.0%	22.5%	2.5%	1.0%	54.0%
Q17-10. Availability of information about parks & recreation activities/classes	6.4%	23.1%	27.9%	11.5%	3.0%	28.1%
Q17-11. City recreation centers	6.0%	18.1%	24.6%	3.9%	1.5%	45.9%
Q17-12. Civic Center Music Hall experience	22.0%	32.8%	12.2%	1.5%	0.4%	31.2%
Q17-13. Condition of Bricktown Canal & landscaping	15.2%	37.8%	20.2%	5.1%	1.2%	20.5%
Q17-14. Recreation facilities & programs	5.9%	22.1%	25.4%	3.6%	0.9%	42.1%
Q17-15. City of Oklahoma City's Parks & Recreation Department	10.1%	29.6%	25.0%	4.4%	1.3%	29.7%

WITHOUT "DON'T KNOW"**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=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Maintenance of City parks	16.0%	50.3%	24.5%	7.4%	1.9%
Q17-2. Maintenance of new or upgraded facilities	18.2%	49.4%	27.7%	3.3%	1.4%
Q17-3. City's multipurpose trails	16.4%	45.6%	30.3%	5.7%	2.0%
Q17-4. Accessibility to City parks & trails	17.0%	48.3%	26.7%	5.8%	2.3%
Q17-5. Condition of landscaping in City medians & streets rights-of-way	9.5%	36.1%	28.2%	19.2%	7.0%
Q17-6. Quality of City golf courses	16.7%	33.3%	45.5%	3.8%	0.7%
Q17-7. City aquatic facilities & programs	11.8%	32.1%	45.1%	7.7%	3.3%
Q17-8. Athletic programs	10.4%	30.4%	51.6%	5.3%	2.3%
Q17-9. Athletic facilities	10.8%	32.7%	49.0%	5.3%	2.2%
Q17-10. Availability of information about parks & recreation activities/classes	9.0%	32.1%	38.8%	16.0%	4.2%
Q17-11. City recreation centers	11.0%	33.4%	45.5%	7.2%	2.8%
Q17-12. Civic Center Music Hall experience	32.0%	47.7%	17.7%	2.1%	0.6%
Q17-13. Condition of Bricktown Canal & landscaping	19.1%	47.5%	25.5%	6.4%	1.5%
Q17-14. Recreation facilities & programs	10.2%	38.1%	43.9%	6.2%	1.6%
Q17-15. City of Oklahoma City's Parks & Recreation Department	14.4%	42.0%	35.5%	6.2%	1.9%

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

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	345	26.4 %
Maintenance of new or upgraded facilities	72	5.5 %
City's multipurpose trails	69	5.3 %
Accessibility to City parks & trails	87	6.7 %
Condition of landscaping in City medians & streets rights-of-way	179	13.7 %
Quality of City golf courses	21	1.6 %
City aquatic facilities & programs	39	3.0 %
Athletic programs	15	1.1 %
Athletic facilities	13	1.0 %
Availability of information about parks & recreation activities/ classes	95	7.3 %
City recreation centers	24	1.8 %
Civic Center Music Hall experience	21	1.6 %
Condition of Bricktown Canal & landscaping	45	3.4 %
Recreation facilities & programs	28	2.1 %
City of Oklahoma City's Parks & Recreation Department	25	1.9 %
<u>None chosen</u>	<u>227</u>	<u>17.4 %</u>
Total	1305	100.0 %

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

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	133	10.2 %
Maintenance of new or upgraded facilities	108	8.3 %
City's multipurpose trails	94	7.2 %
Accessibility to City parks & trails	78	6.0 %
Condition of landscaping in City medians & streets rights-of-way	160	12.3 %
Quality of City golf courses	23	1.8 %
City aquatic facilities & programs	38	2.9 %
Athletic programs	28	2.1 %
Athletic facilities	36	2.8 %
Availability of information about parks & recreation activities/ classes	95	7.3 %
City recreation centers	51	3.9 %
Civic Center Music Hall experience	26	2.0 %
Condition of Bricktown Canal & landscaping	53	4.1 %
Recreation facilities & programs	73	5.6 %
City of Oklahoma City's Parks & Recreation Department	40	3.1 %
<u>None chosen</u>	<u>269</u>	<u>20.6 %</u>
Total	1305	100.0 %

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

<u>Q18. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	99	7.6 %
Maintenance of new or upgraded facilities	112	8.6 %
City's multipurpose trails	76	5.8 %
Accessibility to City parks & trails	80	6.1 %
Condition of landscaping in City medians & streets rights-of-way	97	7.4 %
Quality of City golf courses	20	1.5 %
City aquatic facilities & programs	46	3.5 %
Athletic programs	17	1.3 %
Athletic facilities	24	1.8 %
Availability of information about parks & recreation activities/ classes	92	7.0 %
City recreation centers	65	5.0 %
Civic Center Music Hall experience	26	2.0 %
Condition of Bricktown Canal & landscaping	75	5.7 %
Recreation facilities & programs	92	7.0 %
City of Oklahoma City's Parks & Recreation Department	70	5.4 %
None chosen	314	24.1 %
Total	1305	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)

<u>Q18. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	577	44.2 %
Maintenance of new or upgraded facilities	292	22.4 %
City's multipurpose trails	239	18.3 %
Accessibility to City parks & trails	245	18.8 %
Condition of landscaping in City medians & streets rights-of-way	436	33.4 %
Quality of City golf courses	64	4.9 %
City aquatic facilities & programs	123	9.4 %
Athletic programs	60	4.5 %
Athletic facilities	73	5.6 %
Availability of information about parks & recreation activities/ classes	282	21.6 %
City recreation centers	140	10.7 %
Civic Center Music Hall experience	73	5.6 %
Condition of Bricktown Canal & landscaping	173	13.2 %
Recreation facilities & programs	193	14.7 %
City of Oklahoma City's Parks & Recreation Department	135	10.4 %
None chosen	227	17.4 %
Total	3332	

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	534	40.9 %
No	765	58.6 %
Not provided	6	0.5 %
Total	1305	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	534	41.1 %
No	765	58.9 %
Total	1299	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=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19a-1. How helpful City staff was when you called	33.3%	37.8%	11.4%	7.5%	7.3%	2.6%
Q19a-2. How helpful City staff was when you visited	23.0%	23.6%	17.0%	5.6%	4.9%	25.8%
Q19a-3. Accuracy of information you were given	27.9%	37.3%	16.5%	8.2%	6.2%	3.9%
Q19a-4. How quickly City staff responded to your request	27.7%	36.1%	13.9%	10.7%	8.8%	2.8%
Q19a-5. How well your issue was handled	27.2%	31.6%	12.2%	12.7%	13.3%	3.0%

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=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19a-1. How helpful City staff was when you called	34.2%	38.8%	11.7%	7.7%	7.5%
Q19a-2. How helpful City staff was when you visited	31.1%	31.8%	23.0%	7.6%	6.6%
Q19a-3. Accuracy of information you were given	29.0%	38.8%	17.2%	8.6%	6.4%
Q19a-4. How quickly City staff responded to your request	28.5%	37.2%	14.3%	11.0%	9.1%
Q19a-5. How well your issue was handled	28.0%	32.6%	12.5%	13.1%	13.7%

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=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Availability of news & information about City of Oklahoma City's services	10.1%	38.8%	30.0%	8.7%	2.0%	10.3%
Q20-2. Information in water bill newsletter	14.9%	40.1%	23.0%	2.7%	0.8%	18.6%
Q20-3. City's website (okc.gov) as a source of information	11.5%	39.8%	25.2%	4.4%	1.1%	18.0%
Q20-4. City's use of social media	9.5%	29.6%	31.7%	4.6%	1.1%	23.5%
Q20-5. City's website as a means to transact business with City	8.7%	26.7%	29.7%	5.9%	1.7%	27.3%
Q20-6. Services & information provided by City's Action Center	8.5%	24.4%	25.5%	4.7%	3.2%	33.7%

WITHOUT "DON'T KNOW"

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

(N=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Availability of news & information about City of Oklahoma City's services	11.3%	43.2%	33.5%	9.7%	2.2%
Q20-2. Information in water bill newsletter	18.3%	49.2%	28.2%	3.3%	0.9%
Q20-3. City's website (okc.gov) as a source of information	14.0%	48.5%	30.7%	5.3%	1.4%
Q20-4. City's use of social media	12.4%	38.7%	41.5%	6.0%	1.4%
Q20-5. City's website as a means to transact business with City	12.0%	36.7%	40.9%	8.1%	2.3%
Q20-6. Services & information provided by City's Action Center	12.8%	36.8%	38.5%	7.1%	4.9%

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)	485	37.2 %
1-3 times a week (regularly)	353	27.0 %
1-3 times a month (occasionally)	243	18.6 %
0 times last month (never)	138	10.6 %
Don't Know	86	6.6 %
Total	1305	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)	485	39.8 %
1-3 times a week (regularly)	353	29.0 %
1-3 times a month (occasionally)	243	19.9 %
0 times last month (never)	138	11.3 %
Total	1219	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	197	15.1 %
Radio	197	15.1 %
Television news	616	47.2 %
Water bill newsletter, CityNews	595	45.6 %
City website (okc.gov)	547	41.9 %
City cable/YouTube channel	55	4.2 %
Calling City	139	10.7 %
Social media	609	46.7 %
OKC GOV mobile app	87	6.7 %
Email newsletters	131	10.0 %
Other	35	2.7 %
Total	3208	

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)	581	44.5 %
Online at okc.gov	499	38.2 %
Social media	71	5.4 %
OKC Connect mobile app	165	12.6 %
Text 405-252-1053	177	13.6 %
Call the department	320	24.5 %
Email	170	13.0 %
Mail	11	0.8 %
Other	8	0.6 %
Total	2002	

Q23-9. Other:

Q23-9. Other

	Number	Percent
I choose not to report code violations	1	12.5 %
No code enforcement calls have been made by me	1	12.5 %
I don't report them	1	12.5 %
I don't call anyone	1	12.5 %
Never reported	1	12.5 %
I never call on someone	1	12.5 %
Non-emergency dispatch	1	12.5 %
Contact block, Captain of neighborhood Association	1	12.5 %
Total	8	100.0 %

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.

(N=1305)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q24-1. As a place to live	25.9%	53.5%	9.9%	7.7%	2.1%	0.9%
Q24-2. As a place to raise children	20.5%	40.9%	13.9%	11.1%	6.1%	7.5%
Q24-3. As a place to work	21.9%	50.3%	15.0%	7.2%	2.8%	2.8%
Q24-4. As a place to retire	22.0%	39.2%	16.1%	12.3%	5.5%	4.8%
Q24-5. As a place to visit	21.6%	42.4%	18.2%	10.3%	3.4%	4.1%
Q24-6. As a City that is moving in the right direction	26.4%	41.0%	17.3%	8.9%	3.8%	2.5%

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=1305)

	Excellent	Good	Neutral	Below average	Poor
Q24-1. As a place to live	26.1%	54.0%	10.0%	7.8%	2.1%
Q24-2. As a place to raise children	22.1%	44.2%	15.0%	12.0%	6.6%
Q24-3. As a place to work	22.5%	51.7%	15.4%	7.4%	2.9%
Q24-4. As a place to retire	23.1%	41.2%	16.9%	13.0%	5.8%
Q24-5. As a place to visit	22.5%	44.2%	18.9%	10.7%	3.6%
Q24-6. As a City that is moving in the right direction	27.1%	42.1%	17.8%	9.1%	3.9%

Q25. How satisfied are you with the various aspects of your neighborhood? Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Safety	27.0%	43.9%	14.8%	9.7%	2.9%	1.7%
Q25-2. Appearance	22.6%	43.1%	15.7%	13.2%	3.8%	1.7%
Q25-3. Property maintenance	20.2%	41.8%	20.3%	12.0%	3.7%	2.1%
Q25-4. Sense of community	16.9%	35.3%	27.7%	12.0%	4.4%	3.8%
Q25-5. Amenities (e.g., sidewalks, parks, shopping, trees)	13.8%	33.6%	23.1%	16.5%	9.5%	3.4%
Q25-6. Overall quality	17.9%	50.0%	20.0%	7.3%	2.8%	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=1305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Safety	27.5%	44.7%	15.0%	9.8%	3.0%
Q25-2. Appearance	23.0%	43.8%	16.0%	13.4%	3.8%
Q25-3. Property maintenance	20.6%	42.7%	20.7%	12.2%	3.8%
Q25-4. Sense of community	17.5%	36.7%	28.7%	12.4%	4.6%
Q25-5. Amenities (e.g., sidewalks, parks, shopping, trees)	14.3%	34.8%	24.0%	17.1%	9.8%
Q25-6. Overall quality	18.2%	51.1%	20.4%	7.4%	2.8%

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	122	9.3 %
6-10	110	8.4 %
11-15	104	8.0 %
16-20	108	8.3 %
21-30	208	15.9 %
31+	626	48.0 %
Not provided	27	2.1 %
Total	1305	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	122	9.5 %
6-10	110	8.6 %
11-15	104	8.1 %
16-20	108	8.5 %
21-30	208	16.3 %
31+	626	49.0 %
Total	1278	100.0 %

Q27. Are you registered to vote?

Q27. Are you registered to vote	Number	Percent
Yes	1210	92.7 %
No	91	7.0 %
Not provided	4	0.3 %
Total	1305	100.0 %

WITHOUT "NOT PROVIDED"

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

Q27. Are you registered to vote	Number	Percent
Yes	1210	93.0 %
No	91	7.0 %
Total	1301	100.0 %

Q28. What is your age?

<u>Q28. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	251	19.2 %
35-44	248	19.0 %
45-54	250	19.2 %
55-64	260	19.9 %
65+	263	20.2 %
Not provided	33	2.5 %
Total	1305	100.0 %

WITHOUT "NOT PROVIDED"

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

<u>Q28. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	251	19.7 %
35-44	248	19.5 %
45-54	250	19.7 %
55-64	260	20.4 %
65+	263	20.7 %
Total	1272	100.0 %

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

Q29. With which gender do you identify most	Number	Percent
Male	641	49.1 %
Female	647	49.6 %
Non-Binary	5	0.4 %
Prefer to self-describe	3	0.2 %
Not provided	9	0.7 %
Total	1305	100.0 %

WITHOUT "NOT PROVIDED"

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

Q29. With which gender do you identify most	Number	Percent
Male	641	49.5 %
Female	647	49.9 %
Non-Binary	5	0.4 %
Prefer to self-describe	3	0.2 %
Total	1296	100.0 %

Q29-4. Self-describe your gender:

Q29-4. Self-describe your gender	Number	Percent
Fluid	1	33.3 %
A sexual	1	33.3 %
Transmale	1	33.3 %
Total	3	100.0 %

Q30. Do you own or rent your current residence?

<u>Q30. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	942	72.2 %
Rent	338	25.9 %
Not provided	25	1.9 %
Total	1305	100.0 %

WITHOUT "NOT PROVIDED"

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

<u>Q30. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	942	73.6 %
Rent	338	26.4 %
Total	1280	100.0 %

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

<u>Q31. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	57	4.4 %
Black or African American	173	13.3 %
American Indian or Alaska Native	46	3.5 %
White or Caucasian	804	61.6 %
Native Hawaiian or other Pacific Islander	3	0.2 %
Hispanic, Spanish, or Latino/a/x	259	19.8 %
Other	16	1.2 %
Total	1358	

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

<u>Q31-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Mixed	6	37.5 %
Cajun Puerto Rican	1	6.3 %
English Scottish German Dutch Norwegian	1	6.3 %
New Mexican-American	1	6.3 %
Iranian	1	6.3 %
2 or more	1	6.3 %
Middle Eastern	1	6.3 %
Northern European	1	6.3 %
Arab	1	6.3 %
Italian American	1	6.3 %
More than one	1	6.3 %
Total	16	100.0 %

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

Q32. Your total annual household income	Number	Percent
Under \$30K	198	15.2 %
\$30K to \$59,999	325	24.9 %
\$60K to \$99,999	327	25.1 %
\$100K+	300	23.0 %
Not provided	155	11.9 %
Total	1305	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	198	17.2 %
\$30K to \$59,999	325	28.3 %
\$60K to \$99,999	327	28.4 %
\$100K+	300	26.1 %
Total	1150	100.0 %

Ward

Ward	Number	Percent
1	167	12.8 %
2	179	13.7 %
3	151	11.6 %
4	151	11.6 %
5	160	12.3 %
6	152	11.6 %
7	150	11.5 %
8	195	14.9 %
Total	1305	100.0 %

A graphic consisting of a dark blue horizontal bar. On the left side of the bar, there is a white circle containing a large, bold, dark blue number '6'. To the right of the circle, the words 'Survey Instrument' are written in a white, sans-serif font.

6 Survey Instrument



The City of
OKLAHOMA CITY

August 2024

Dear Neighbor:

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

Your input on the enclosed survey is extremely important. Over the course of the next year, your representatives at City Hall will make decisions regarding a wide range of City services, including public safety, streets, transit, parks and recreation, code enforcement and others. To ensure that the City's priorities are aligned with the needs of our residents, **we need to know what YOU think.**

We appreciate your commitment to complete this important survey. We realize this survey takes some time to complete, but every question is important. The time you invest in this survey will influence decisions about our City's future.

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 you can complete it online at OKCitySurvey.org.

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

Again, please return your survey and thank you for your time. For our city to continue its momentum as "One OKC," your voice must be heard.

Sincerely,

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

David Holt
Mayor

2024 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 ongoing effort to identify and respond to resident concerns. If you have questions, please call the City's Action Center at 405-297-2535. You may also complete the survey online by going to OKCitySurvey.org.

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of police service	5	4	3	2	1	9
02. Quality of fire service	5	4	3	2	1	9
03. Quality of ambulance service	5	4	3	2	1	9
04. Quality of City parks and recreation programs and facilities	5	4	3	2	1	9
05. Condition of City streets (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, RAPID, Streetcar)	5	4	3	2	1	9
13. Homelessness	5	4	3	2	1	9

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

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

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of services provided by the City	5	4	3	2	1	9
2. Appearance of 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 Dissatisfied or Very Dissatisfied with the feeling of safety in Oklahoma City (as rated in item 6 above), what is your greatest concern about public safety?**

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 year	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. Lighting	5	4	3	2	1	9
4. 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. Athletic facilities	5	4	3	2	1	9
10. Availability of information about parks and recreation activities/classes	5	4	3	2	1	9
11. City recreation centers	5	4	3	2	1	9
12. Civic Center Music Hall experience	5	4	3	2	1	9
13. Condition of Bricktown Canal and landscaping	5	4	3	2	1	9
14. Recreation facilities and programs	5	4	3	2	1	9
15. 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) (4) 0 times last month (never)
 (2) 1-3 times a week (regularly) (9) Don't Know
 (3) 1-3 times a month (occasionally)

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

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

Demographics

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.



2024 RESIDENT SURVEY

GIS Maps

Prepared by ETC INSTITUTE
OLATHE, KANSAS

Presented to the
CITY OF OKLAHOMA CITY,
OKLAHOMA

SEPTEMBER 2024



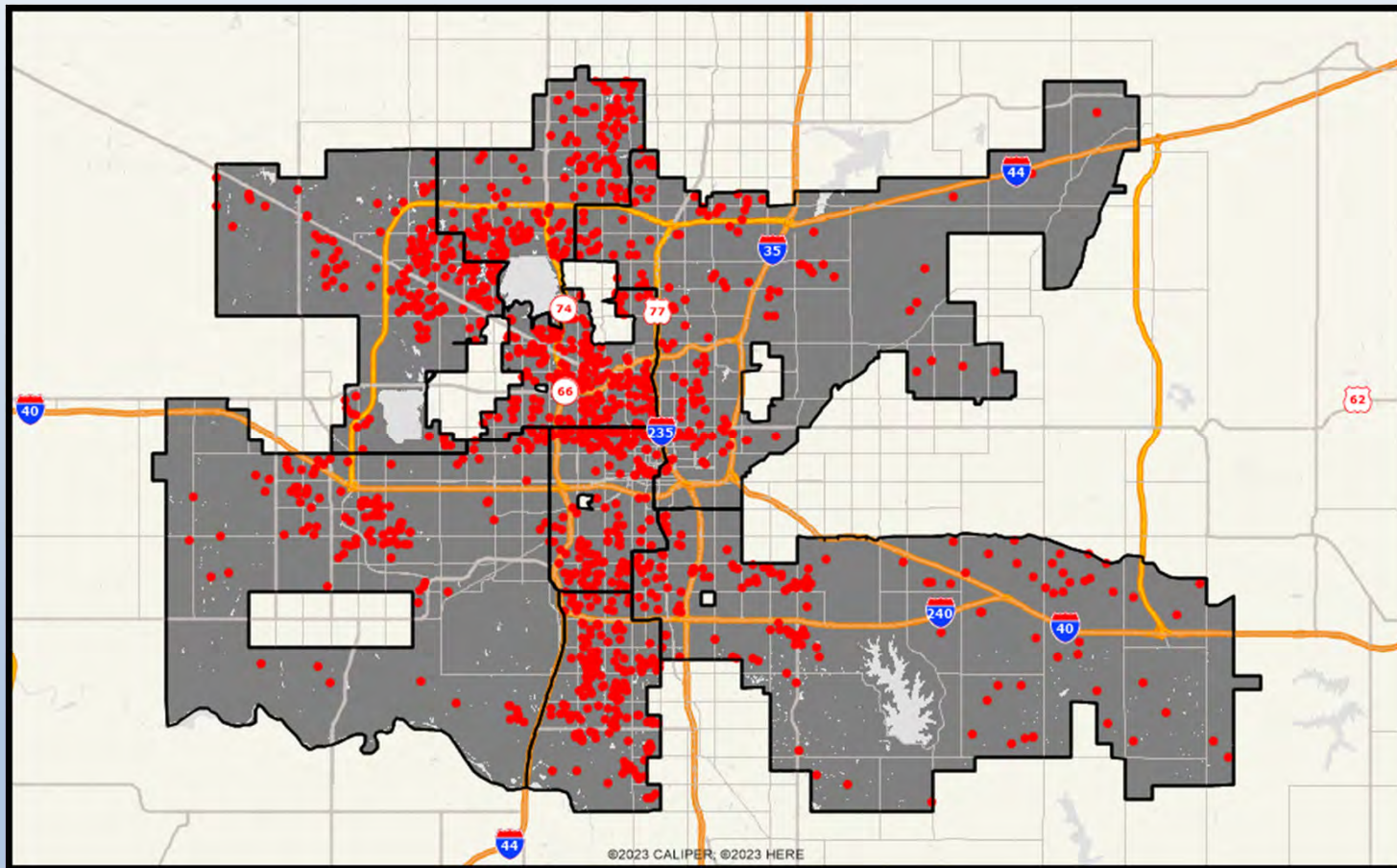
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Ward. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

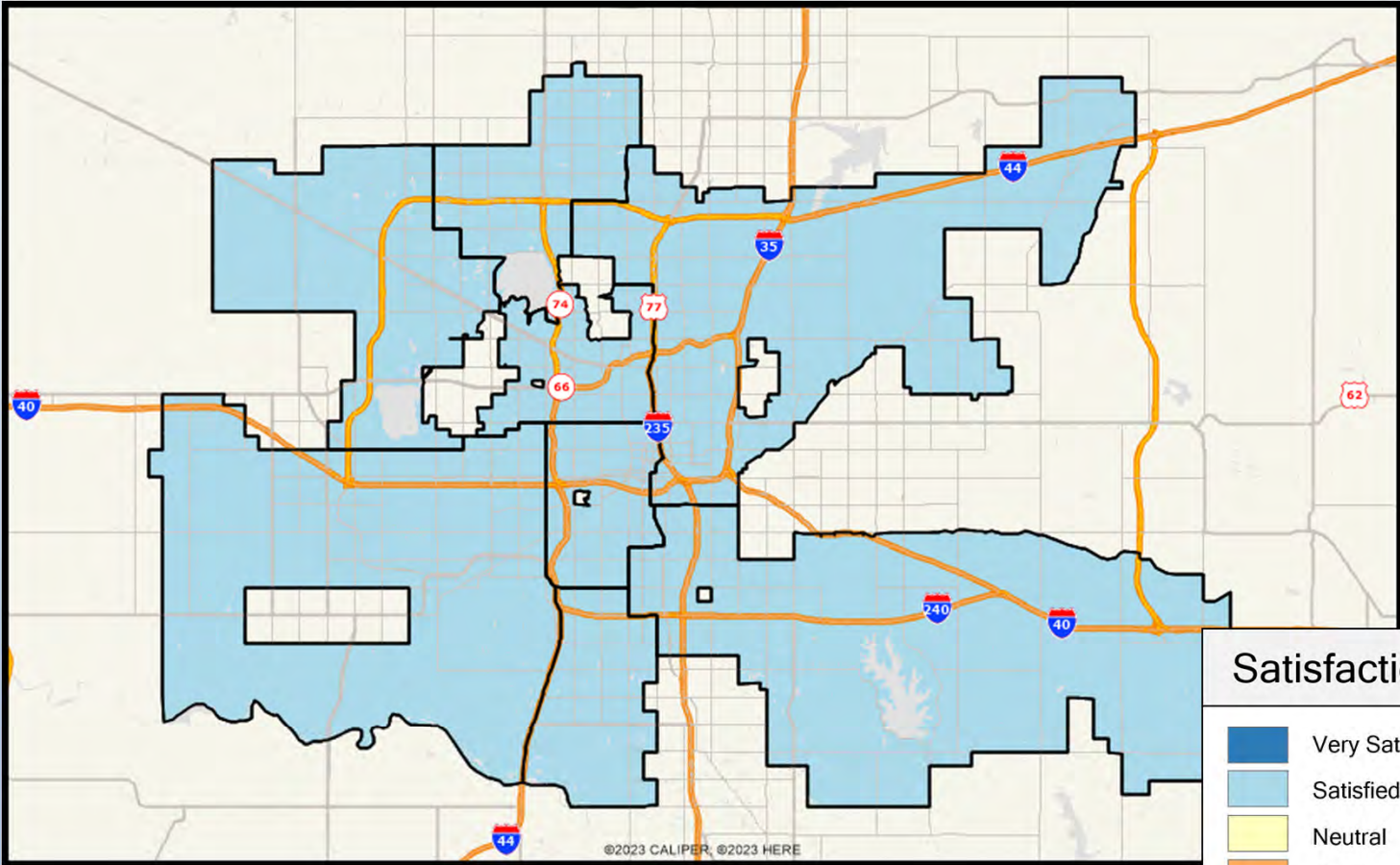
When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

Location of Respondents (Boundaries by Ward)



Q1-01. Quality of police service

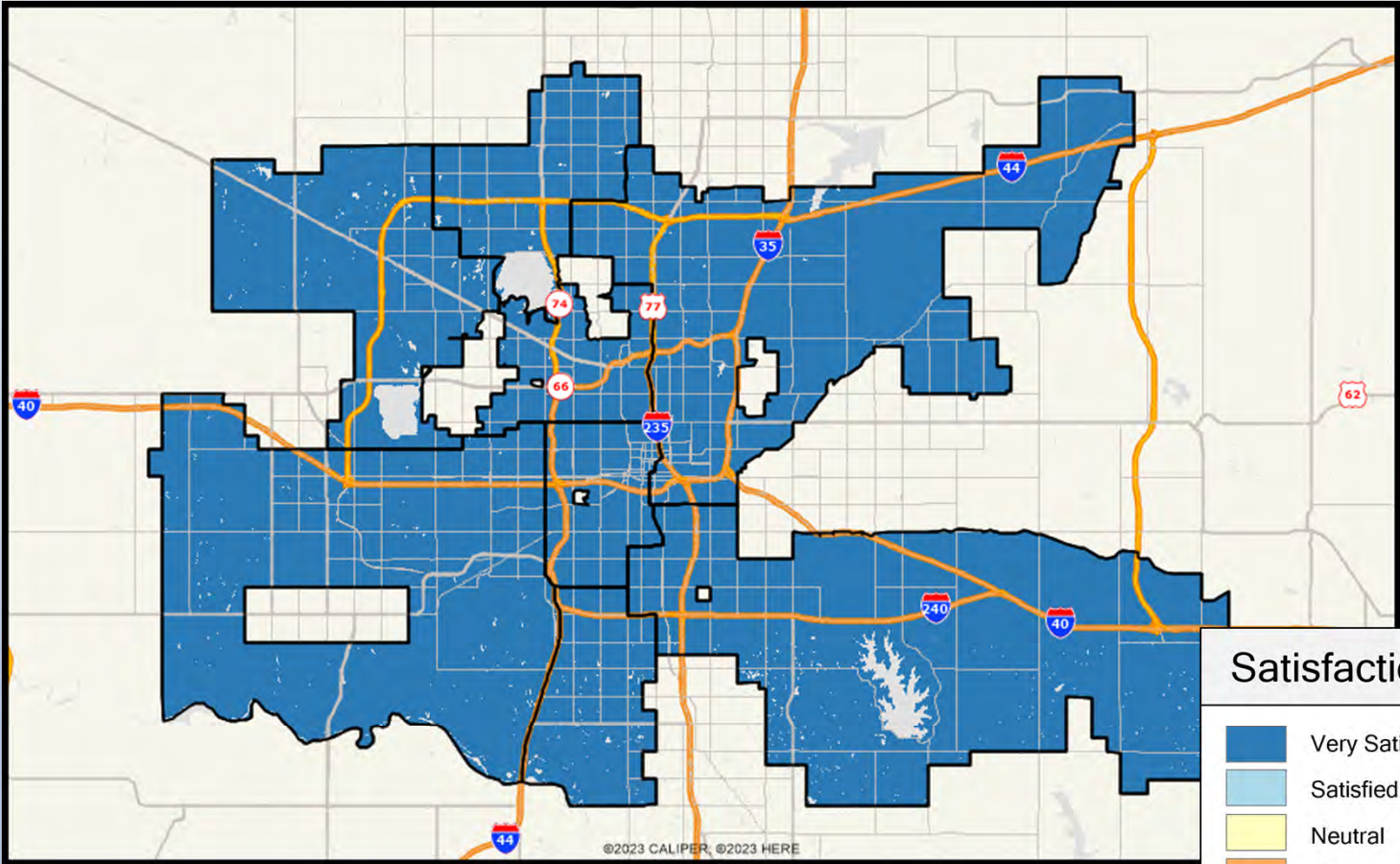


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q1-02. Quality of fire service

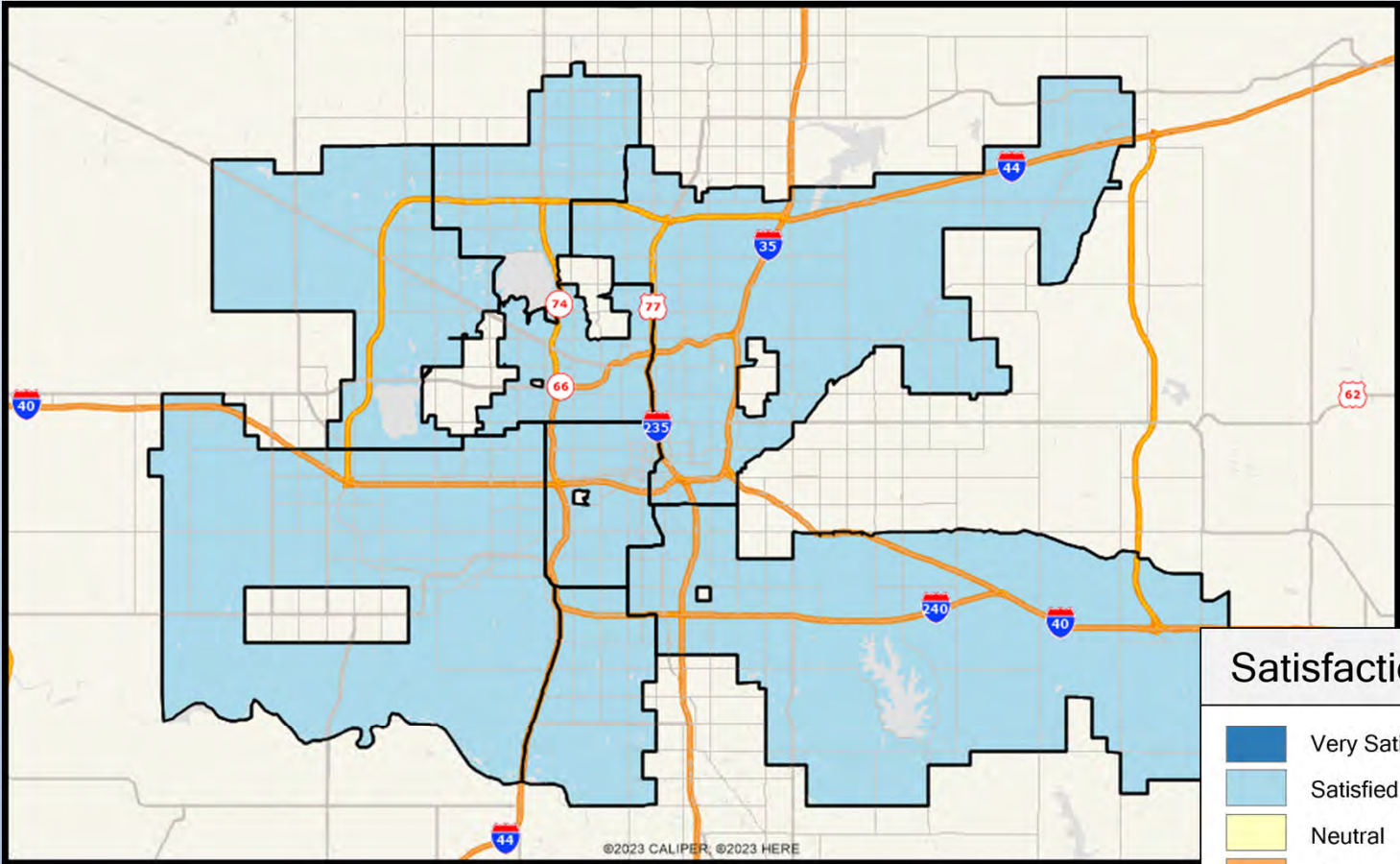


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q1-03. Quality of ambulance service

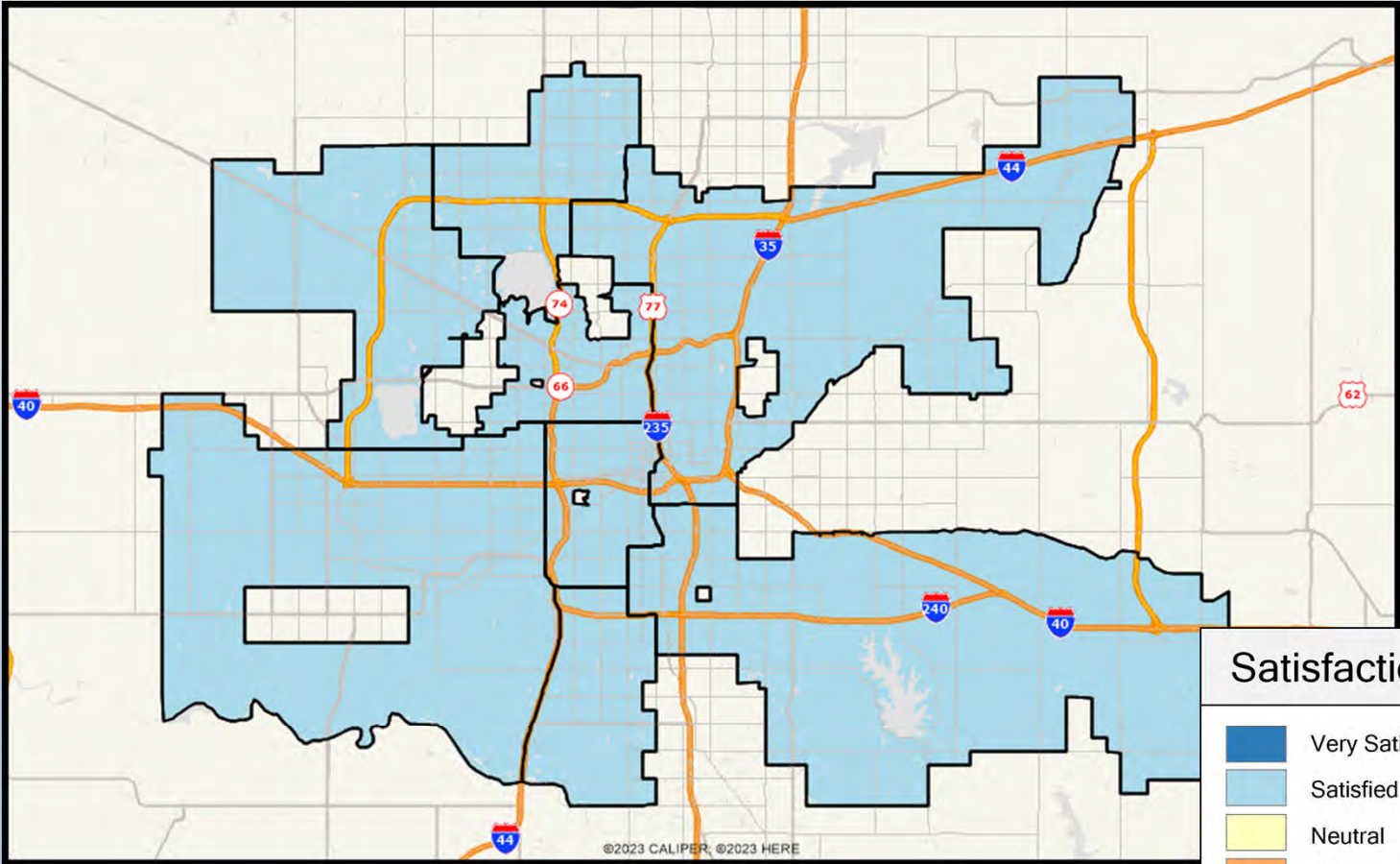


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q1-04. Quality of City parks and recreation programs and facilities

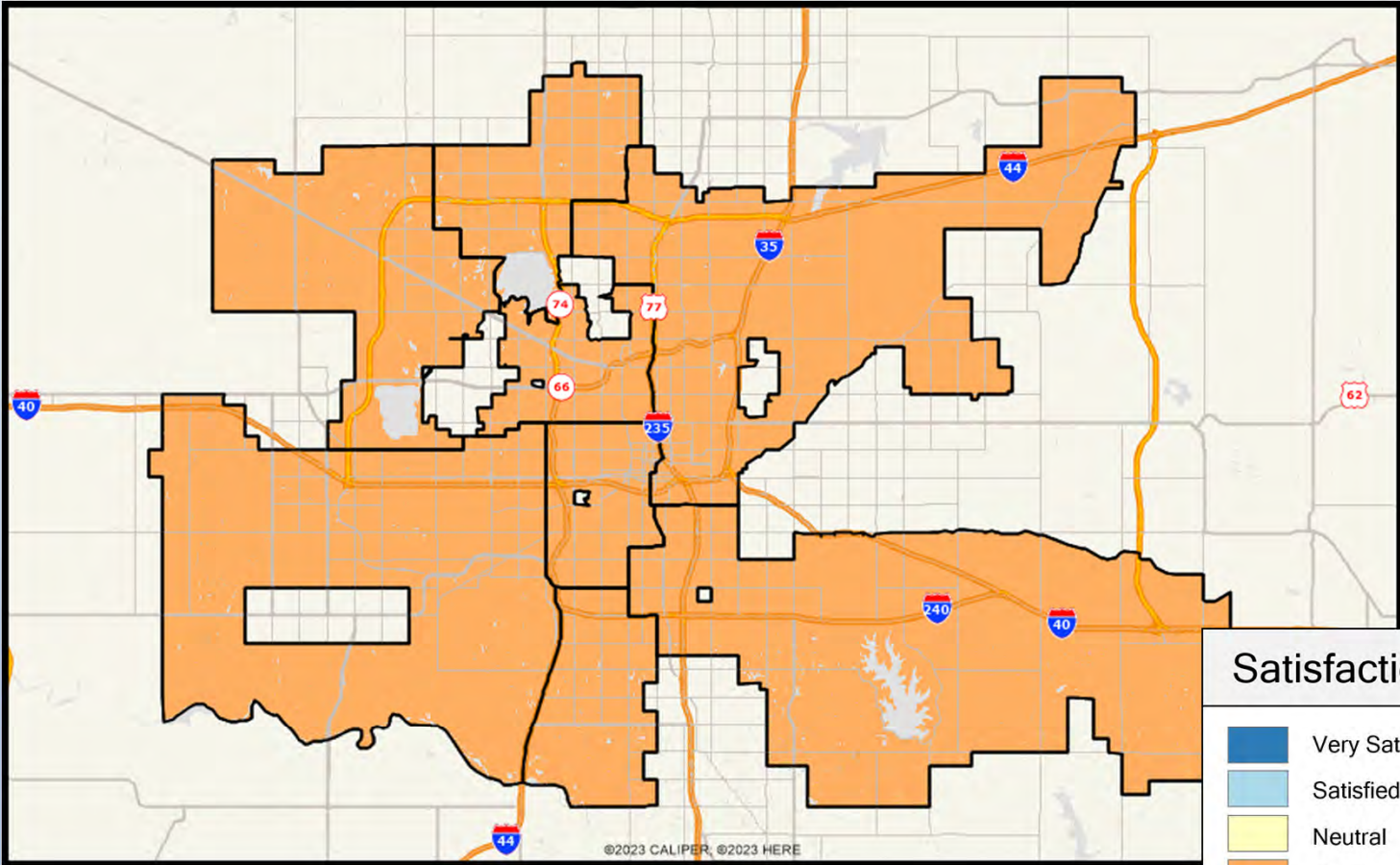


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q1-05. Condition of City streets (do not include interstates and State highways)

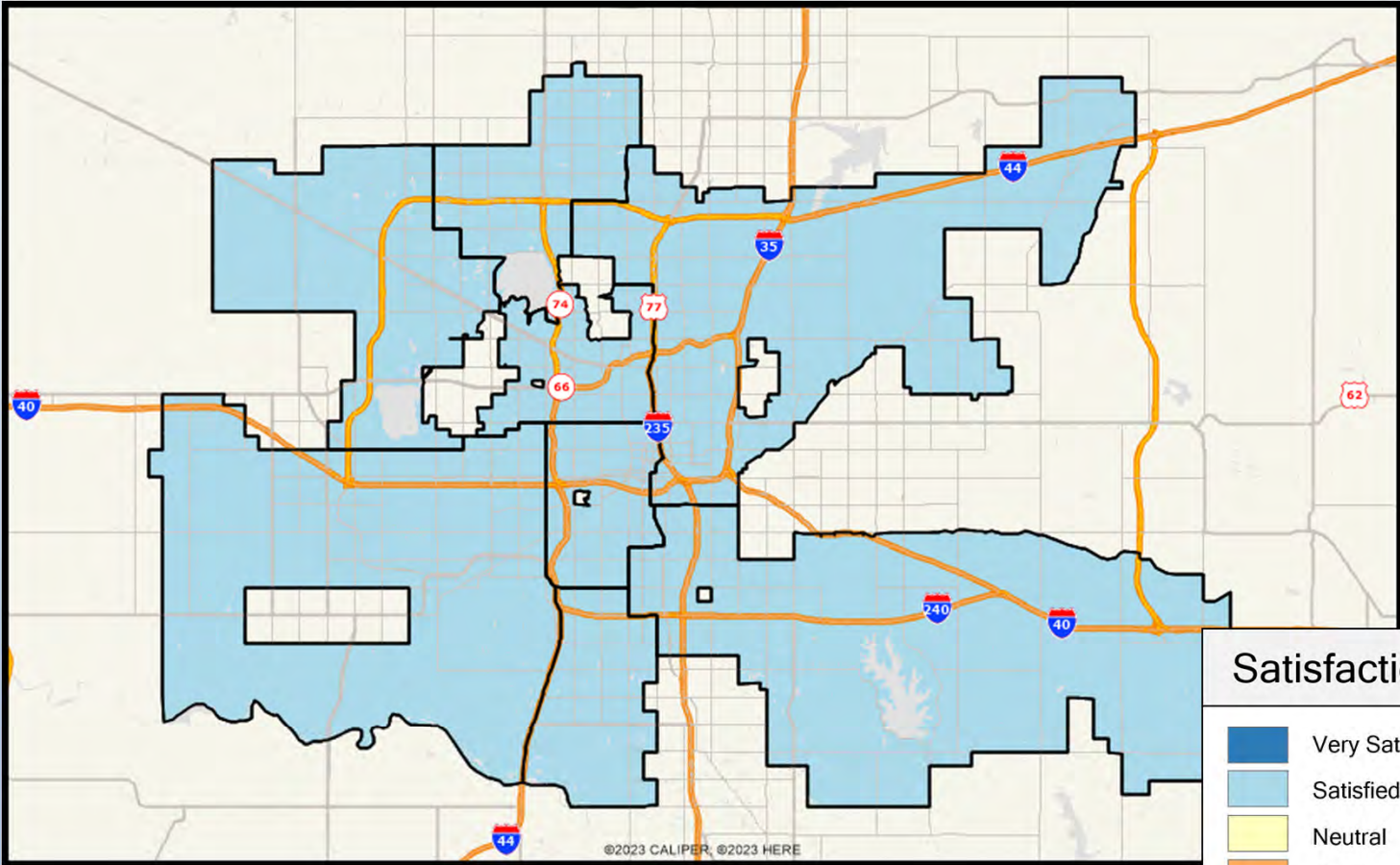


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q1-06. Quality of City water utilities

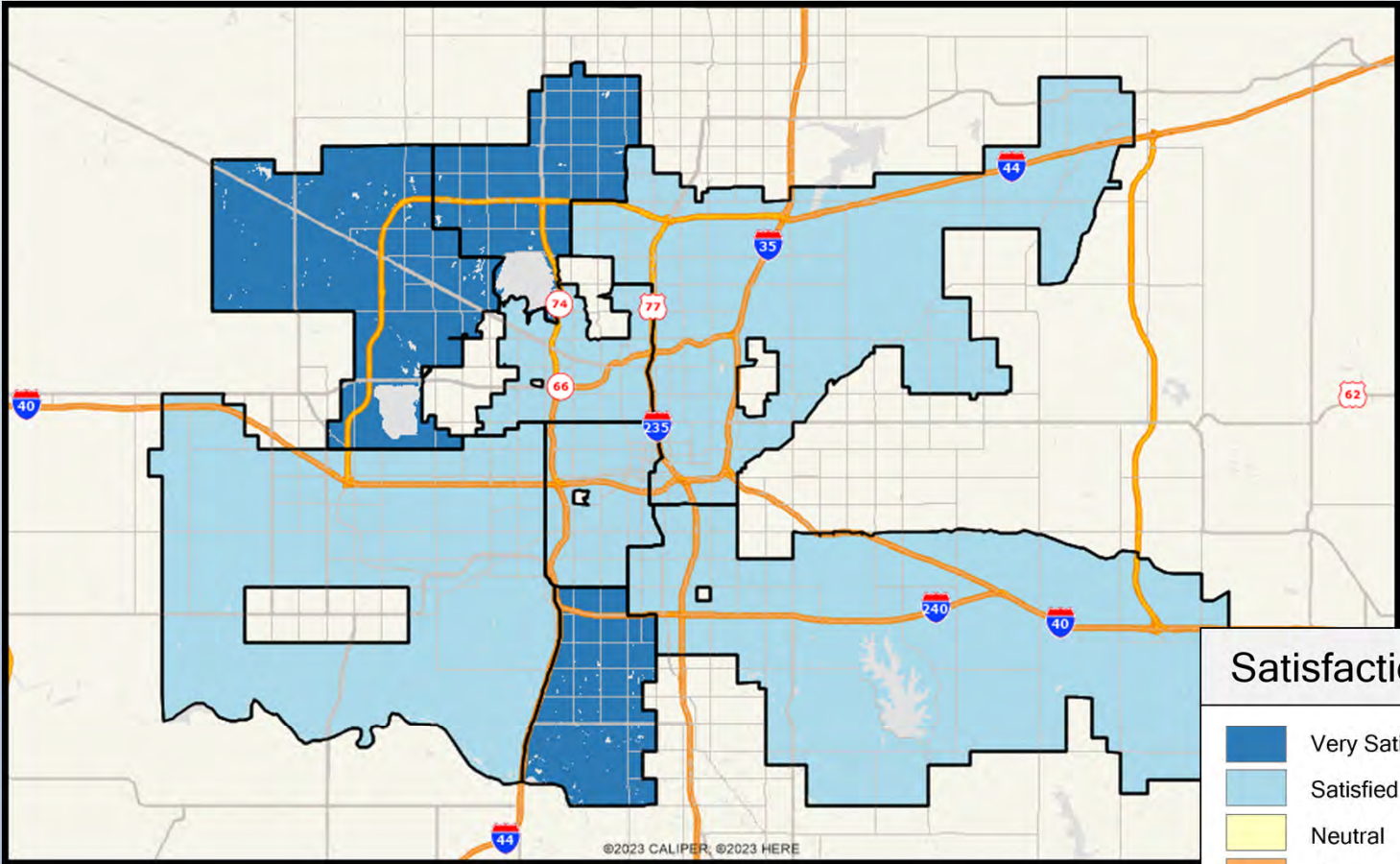


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



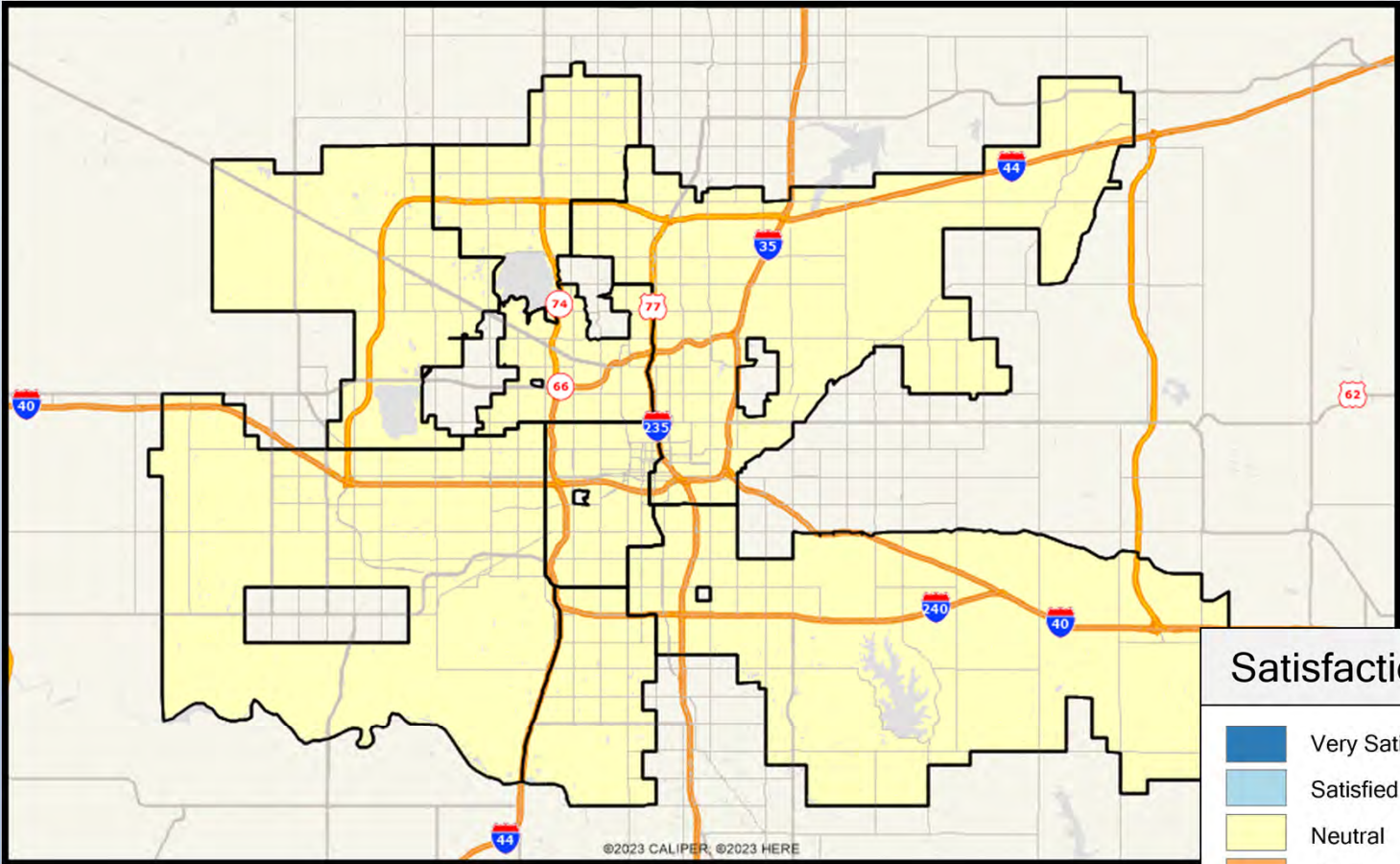
Q1-07. Quality of City trash services



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

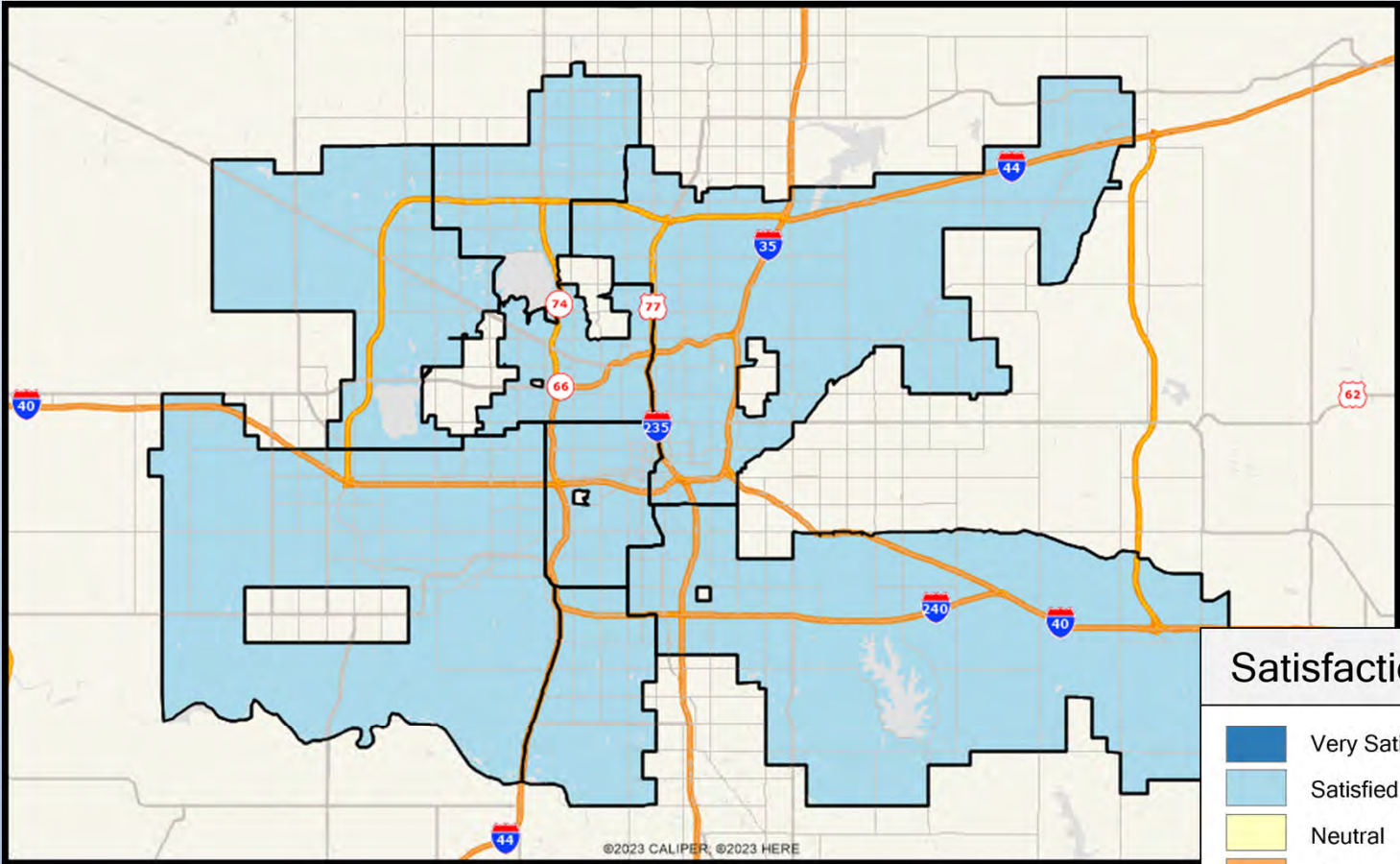
Q1-08. Enforcement of City codes and ordinances



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

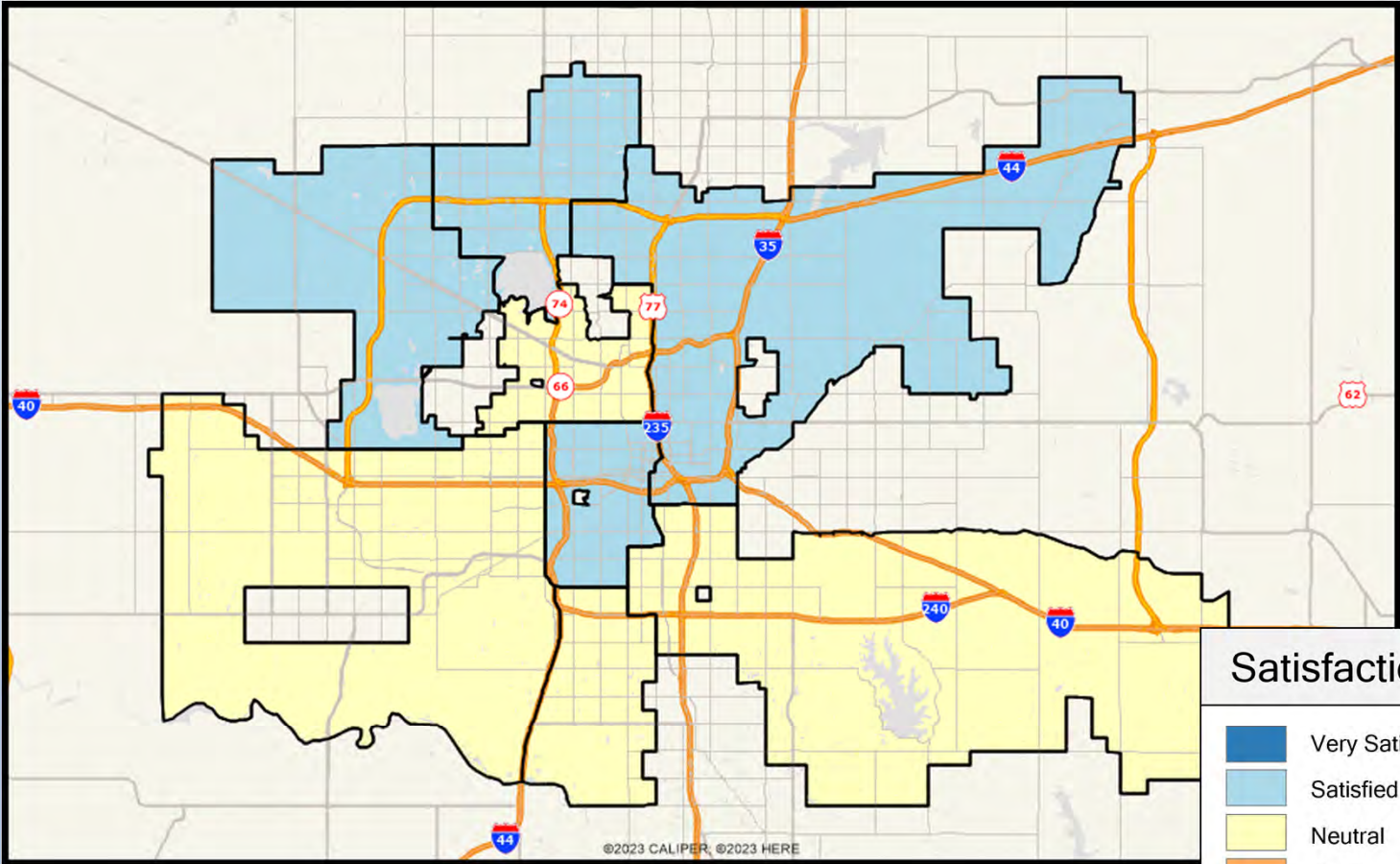
Q1-09. Quality of customer service you receive from City employees



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q1-10. Effectiveness of City communication with the public

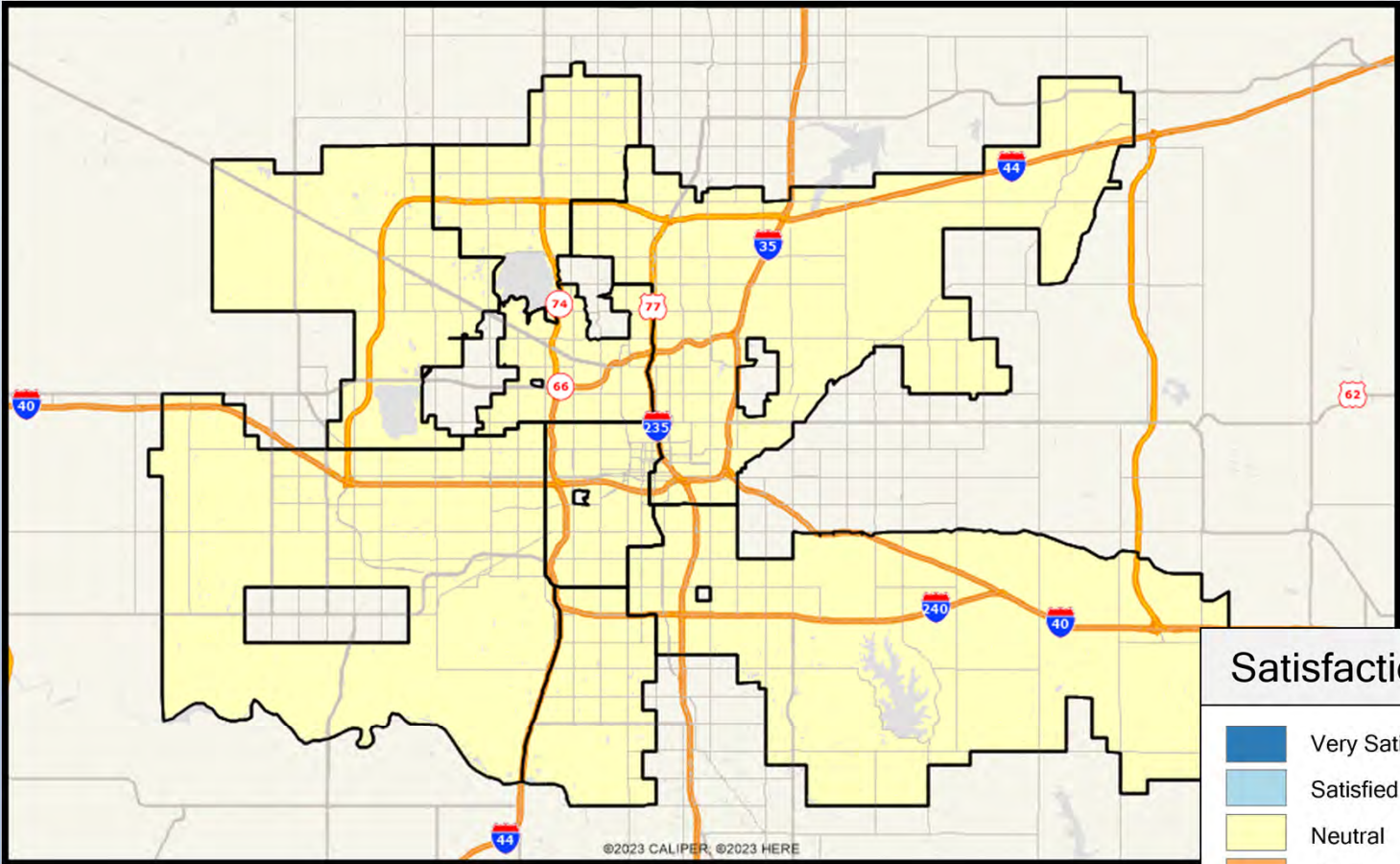


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q1-11. Flow of traffic and the ease of getting around town on City streets (do not include interstates and State highways)

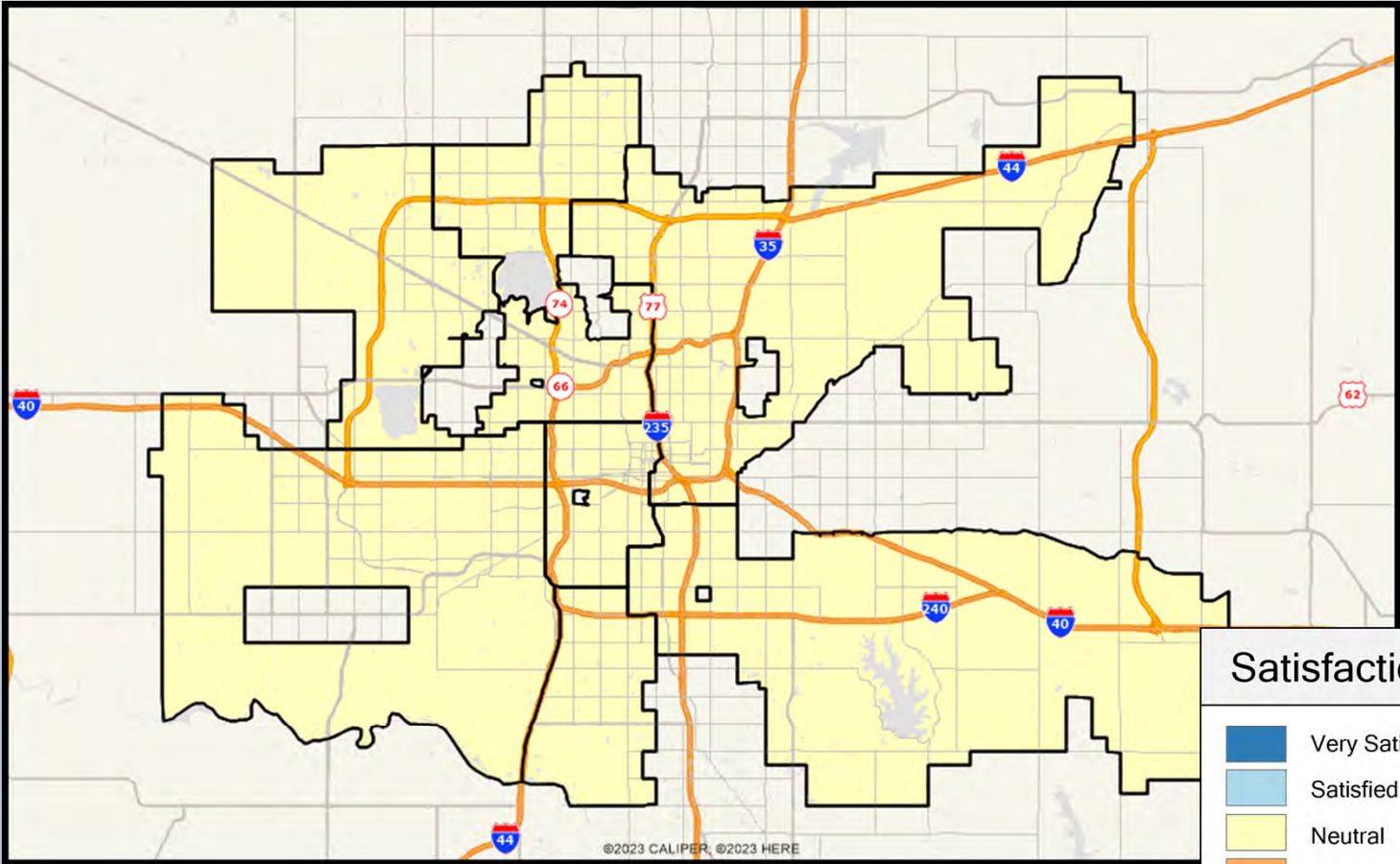


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



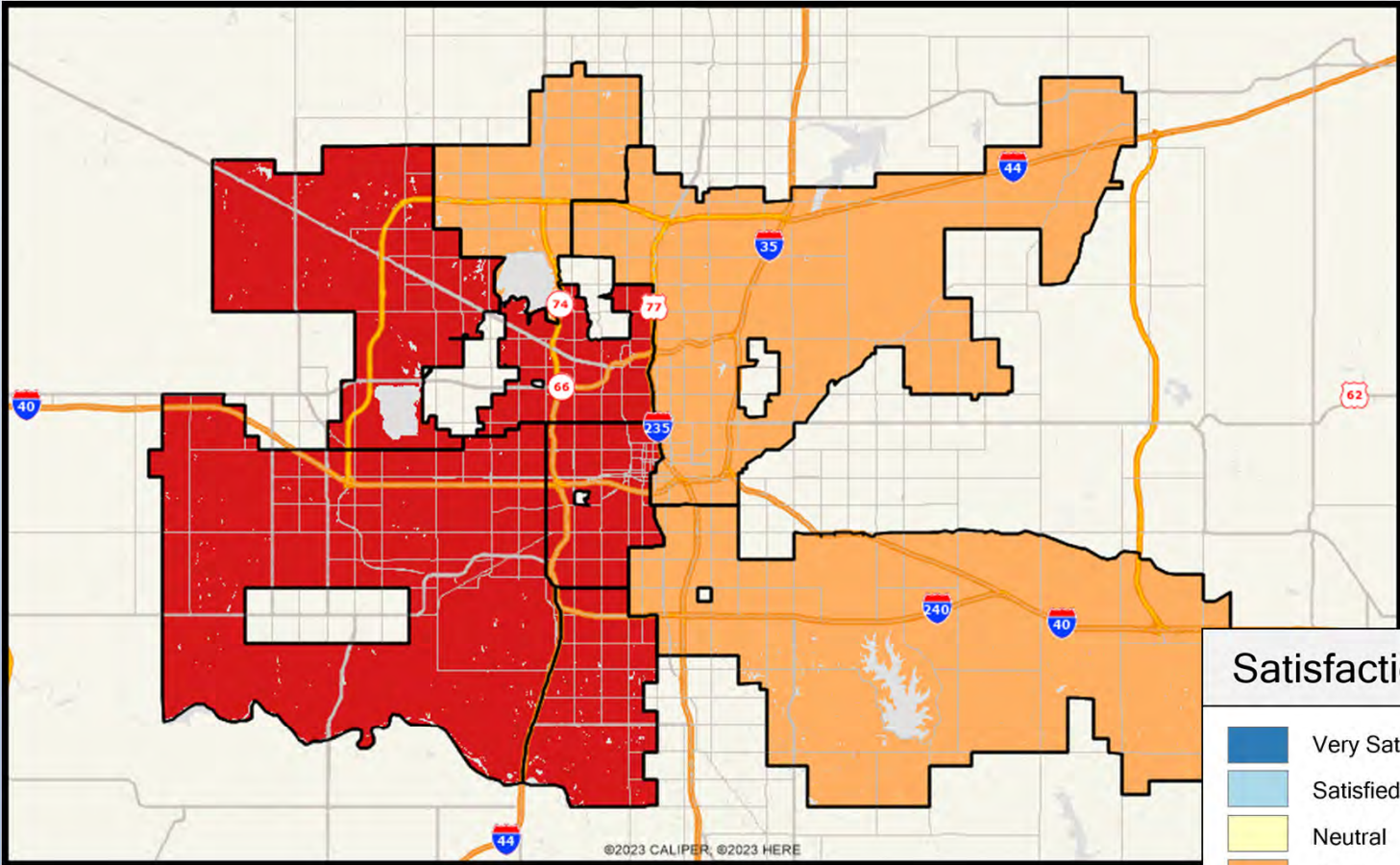
Q1-12. Overall quality of the City's public transit system (Bus, Ferry, RAPID, Streetcar)



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q1-13. Homelessness

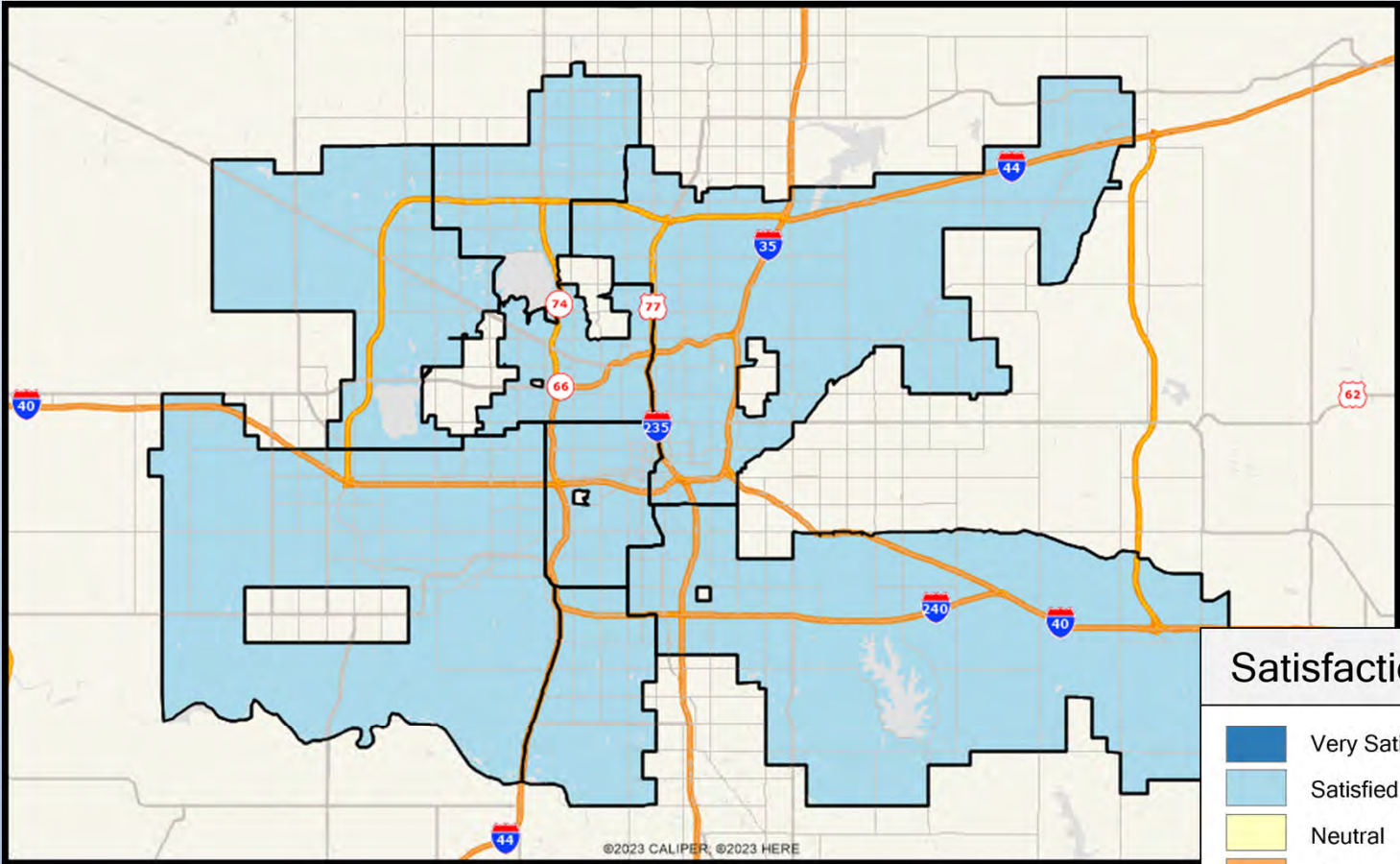


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q3-01. Quality of services provided by the City

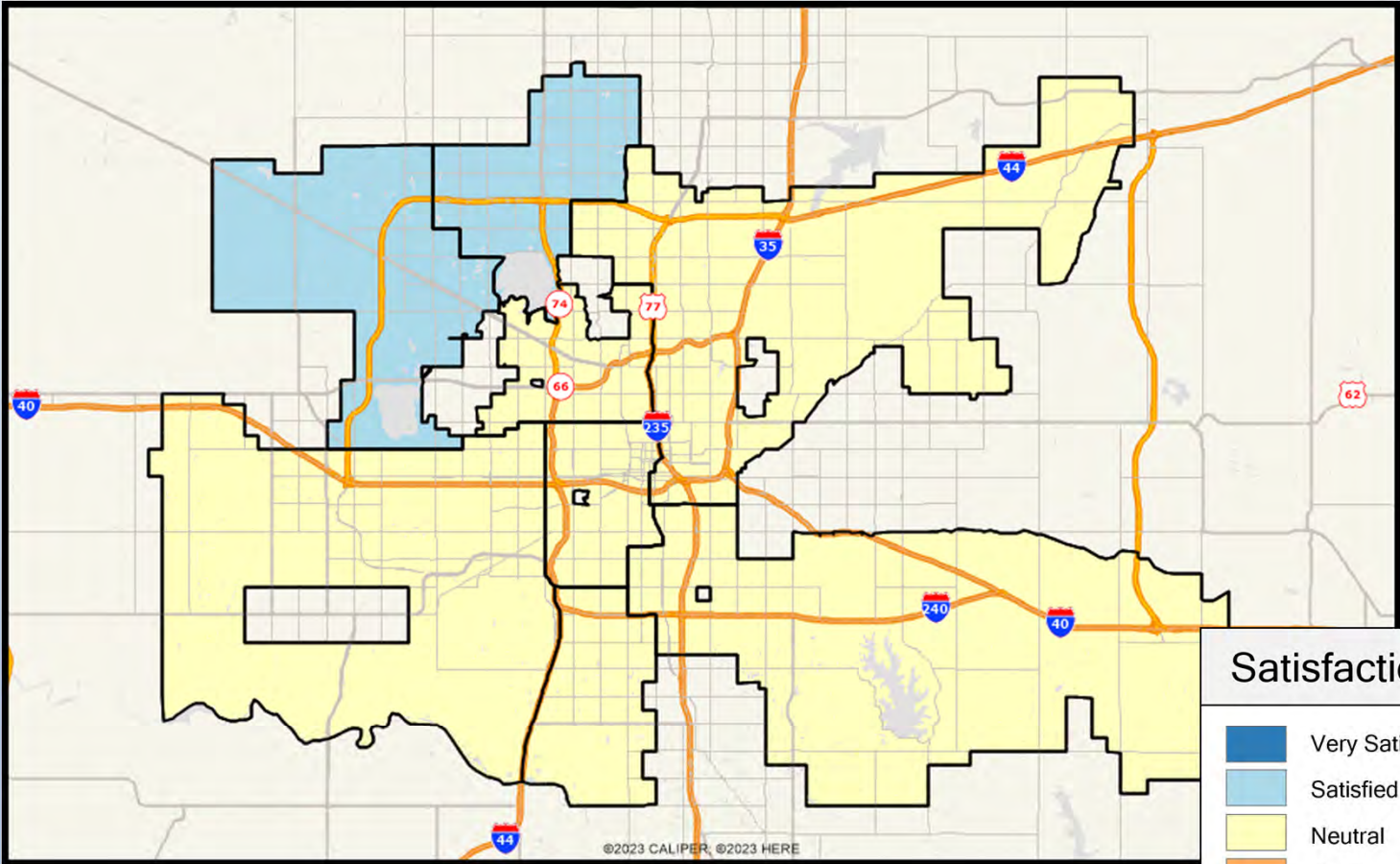


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q3-02. Appearance of Oklahoma City

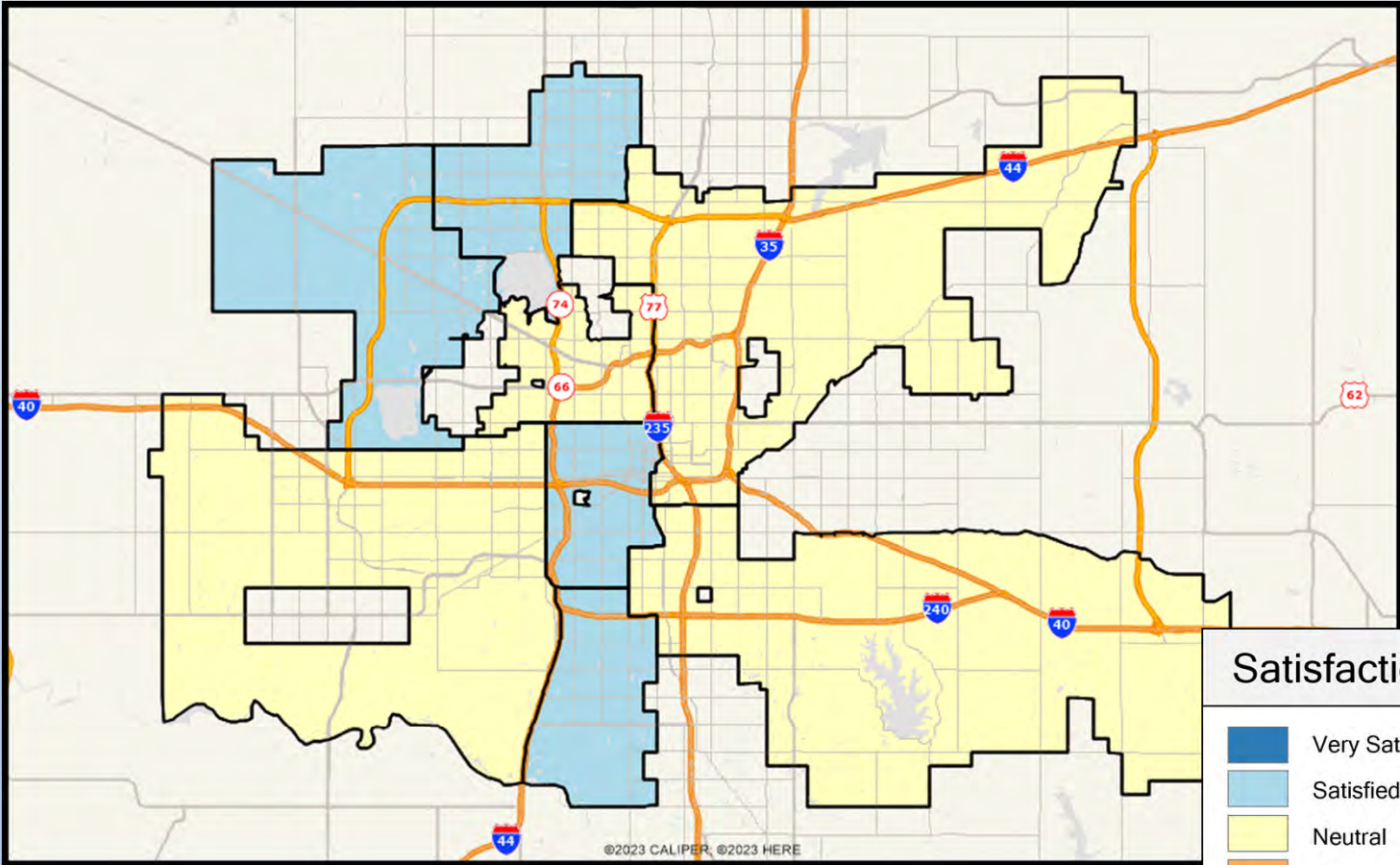


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q3-03. Image of Oklahoma City

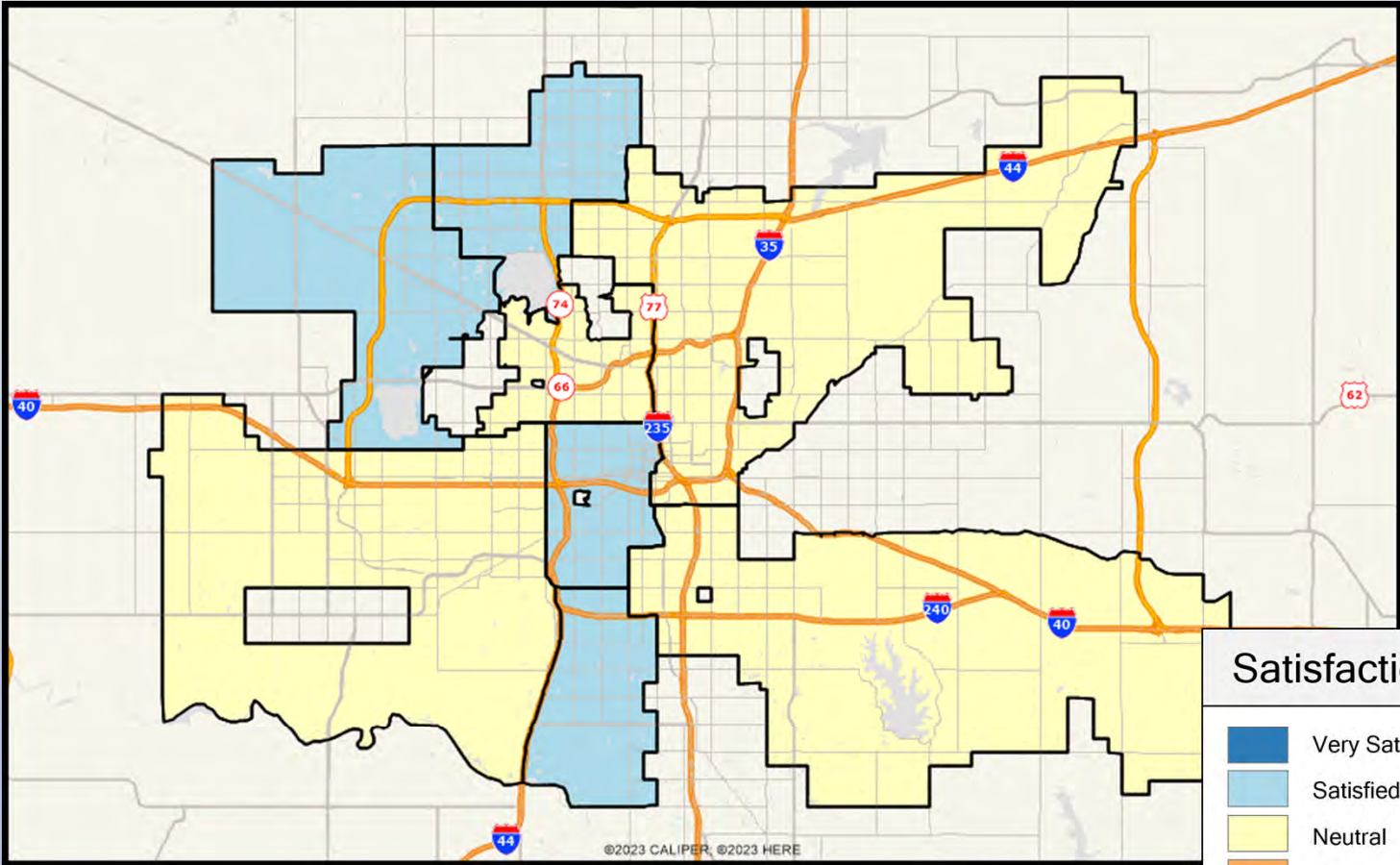


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q3-04. How well the City is planning growth

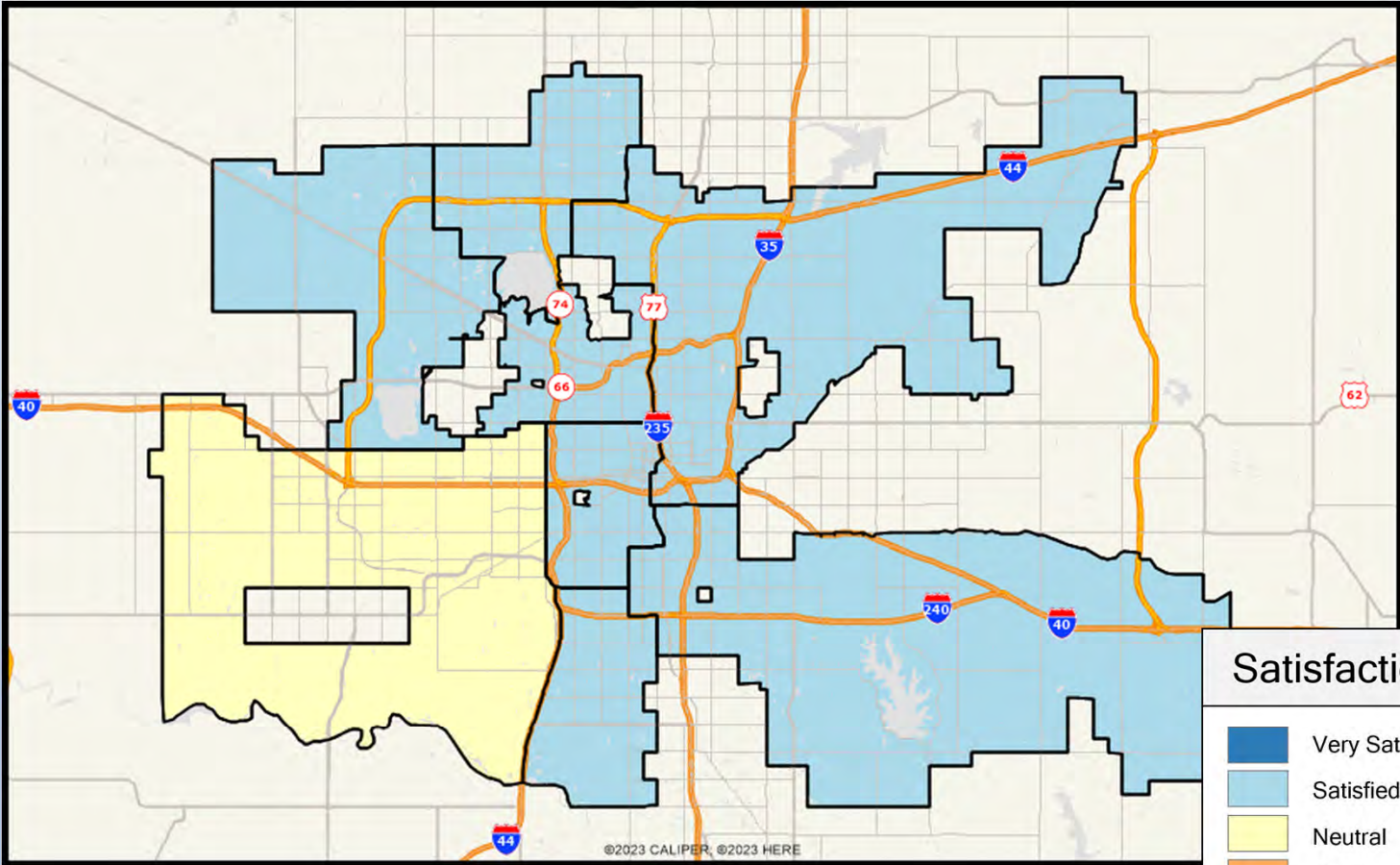


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q3-05. Quality of life in Oklahoma City

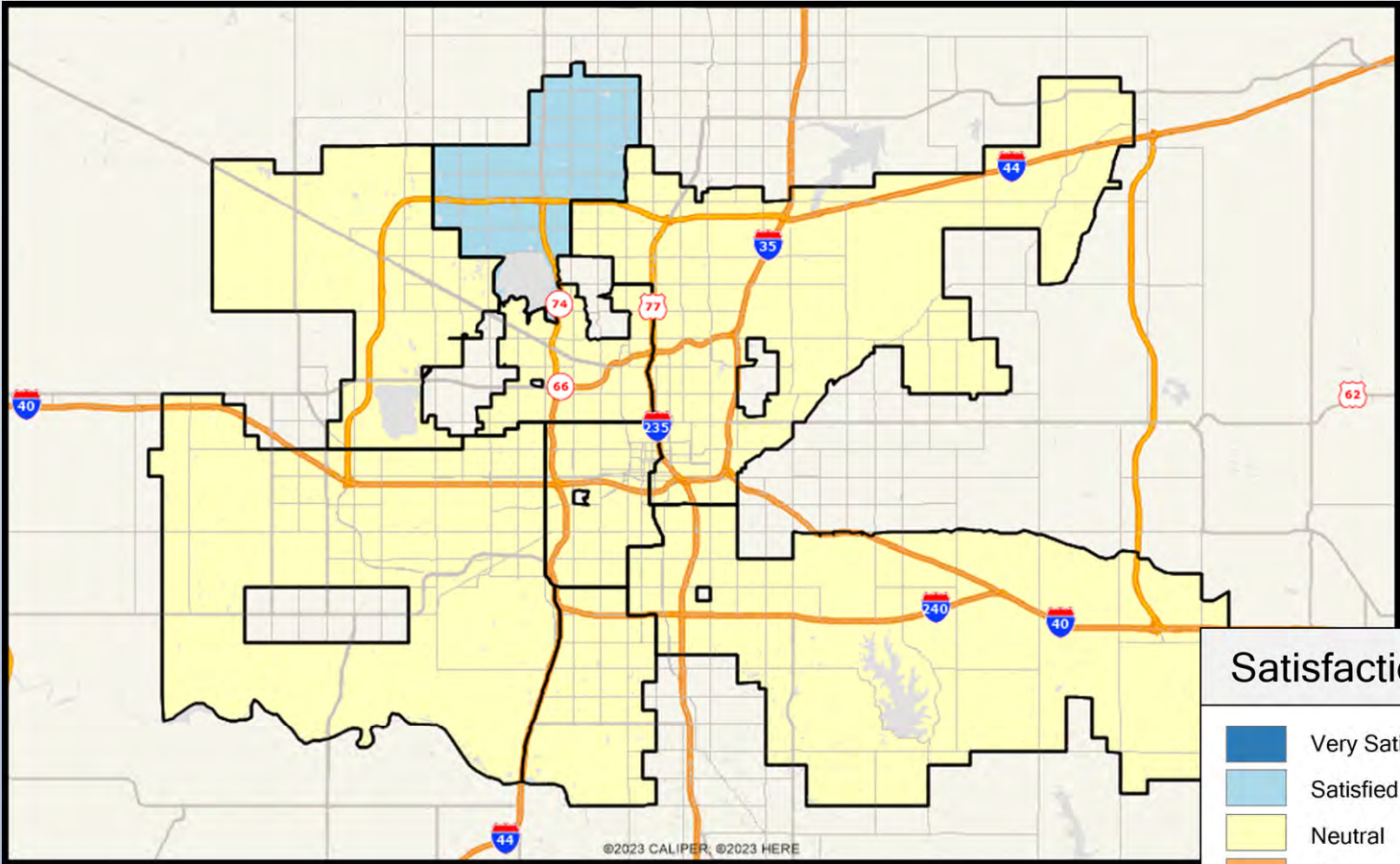


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q3-06. Feeling of safety in Oklahoma City

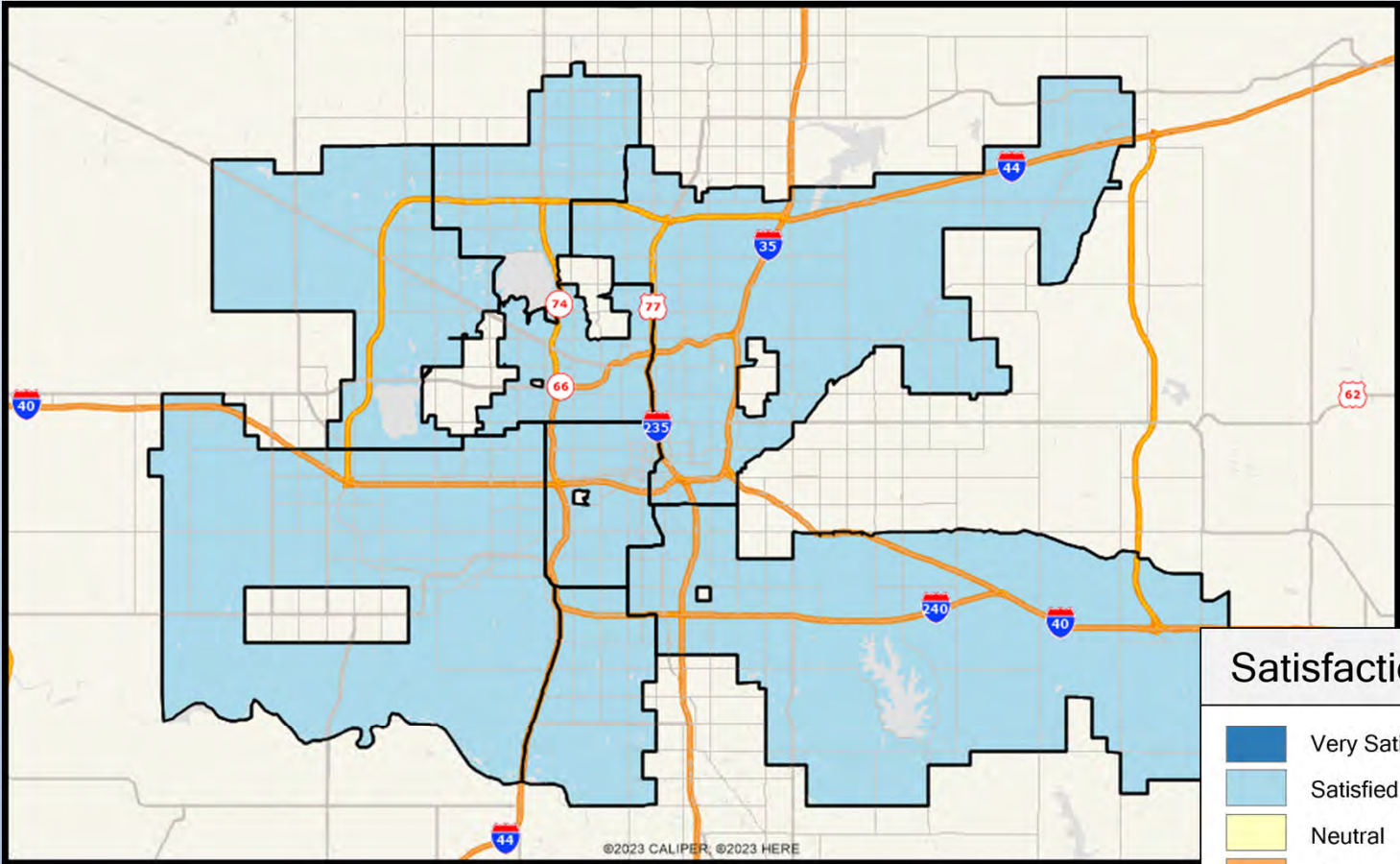


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q3-07. Quality of downtown

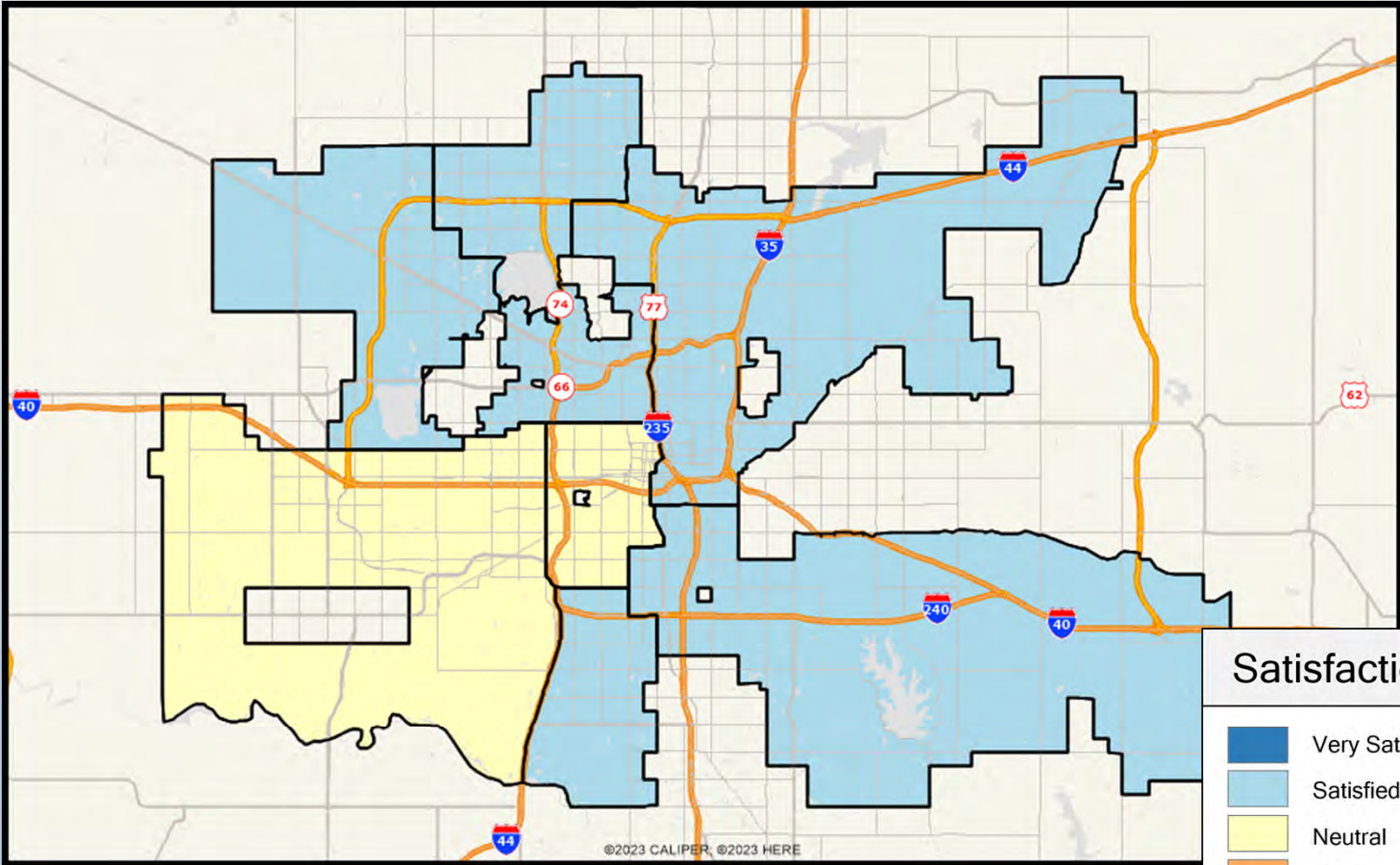


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



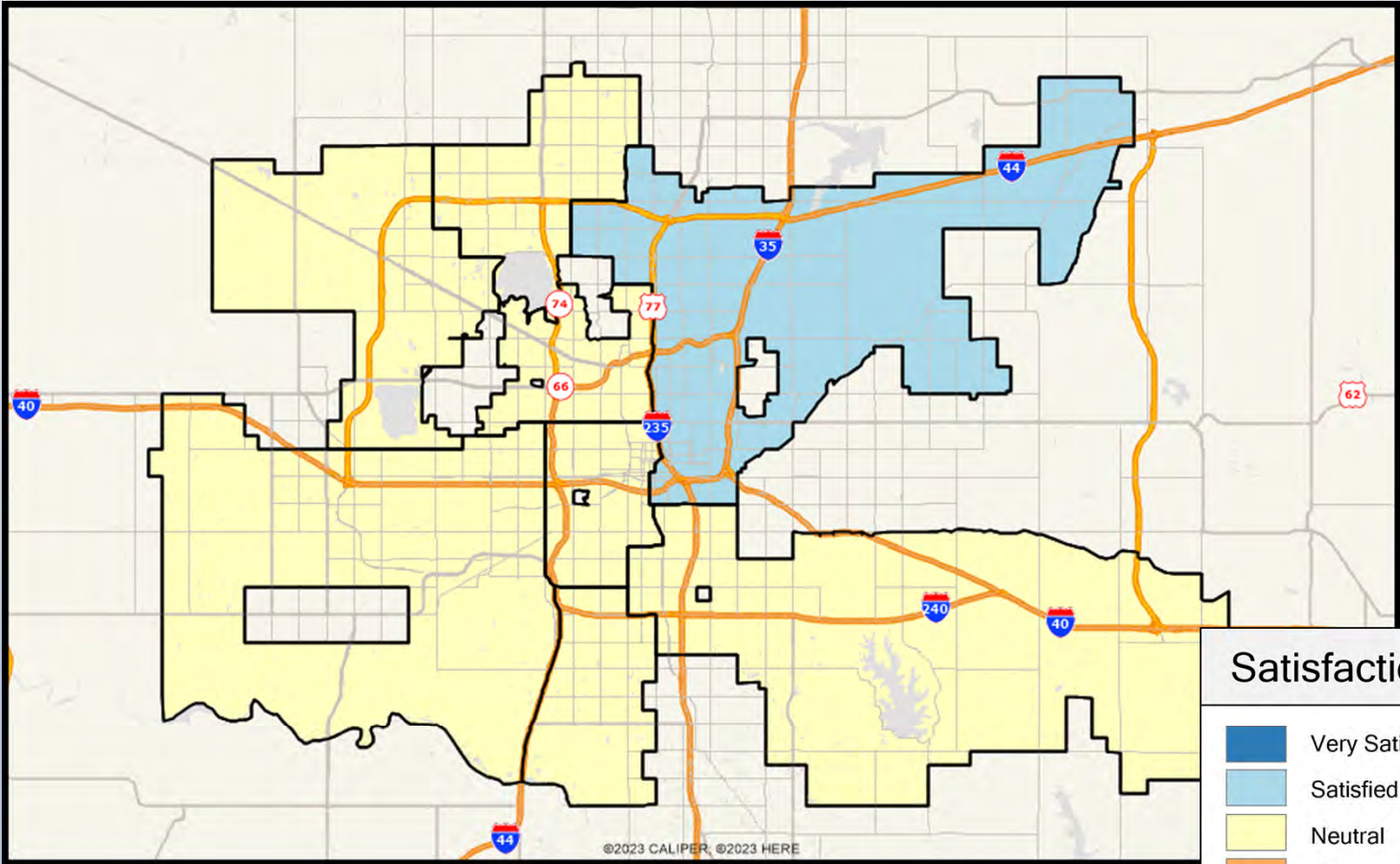
Q4-01. Police service in your neighborhood



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q4-02. Enforcement of local traffic laws

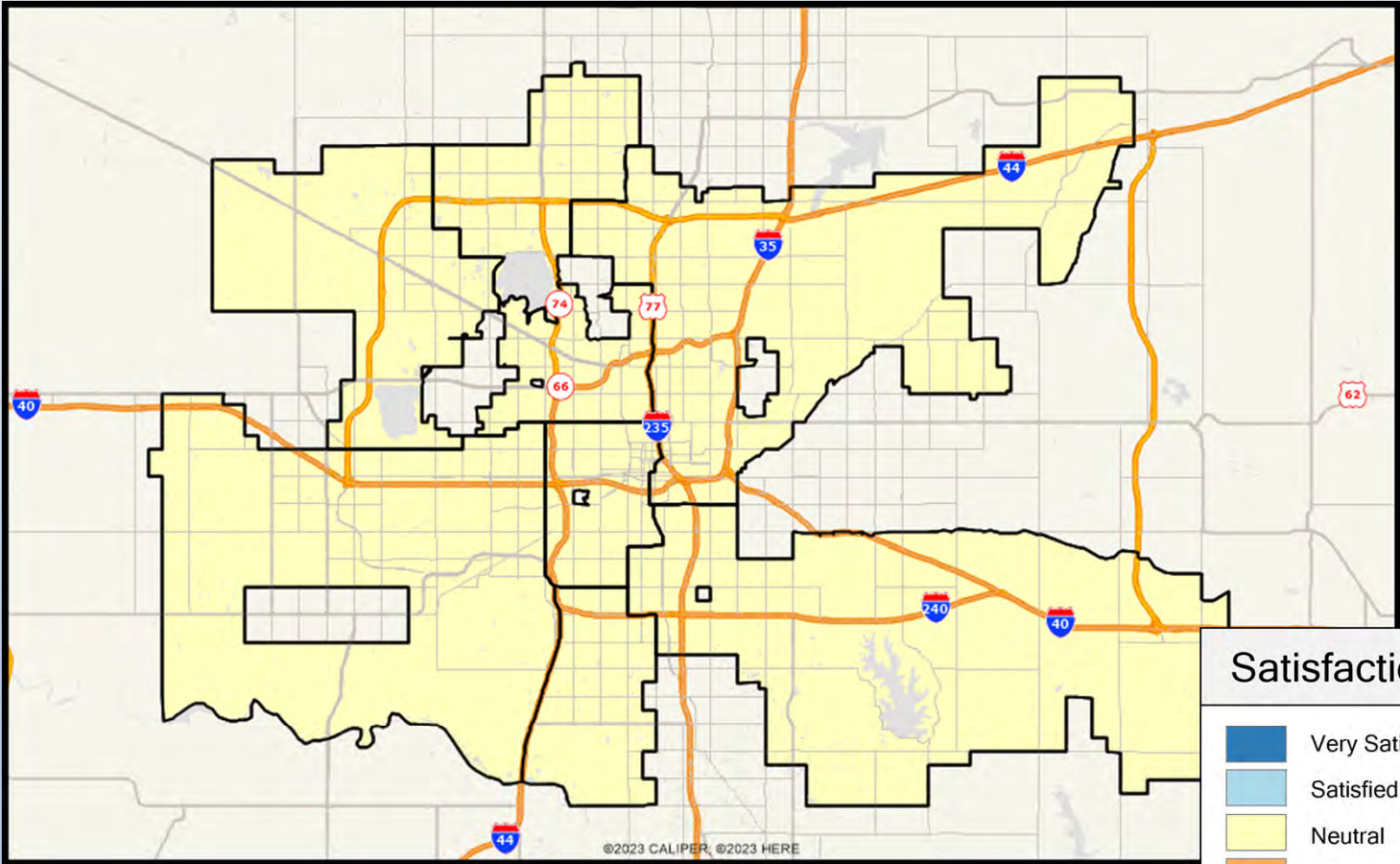


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



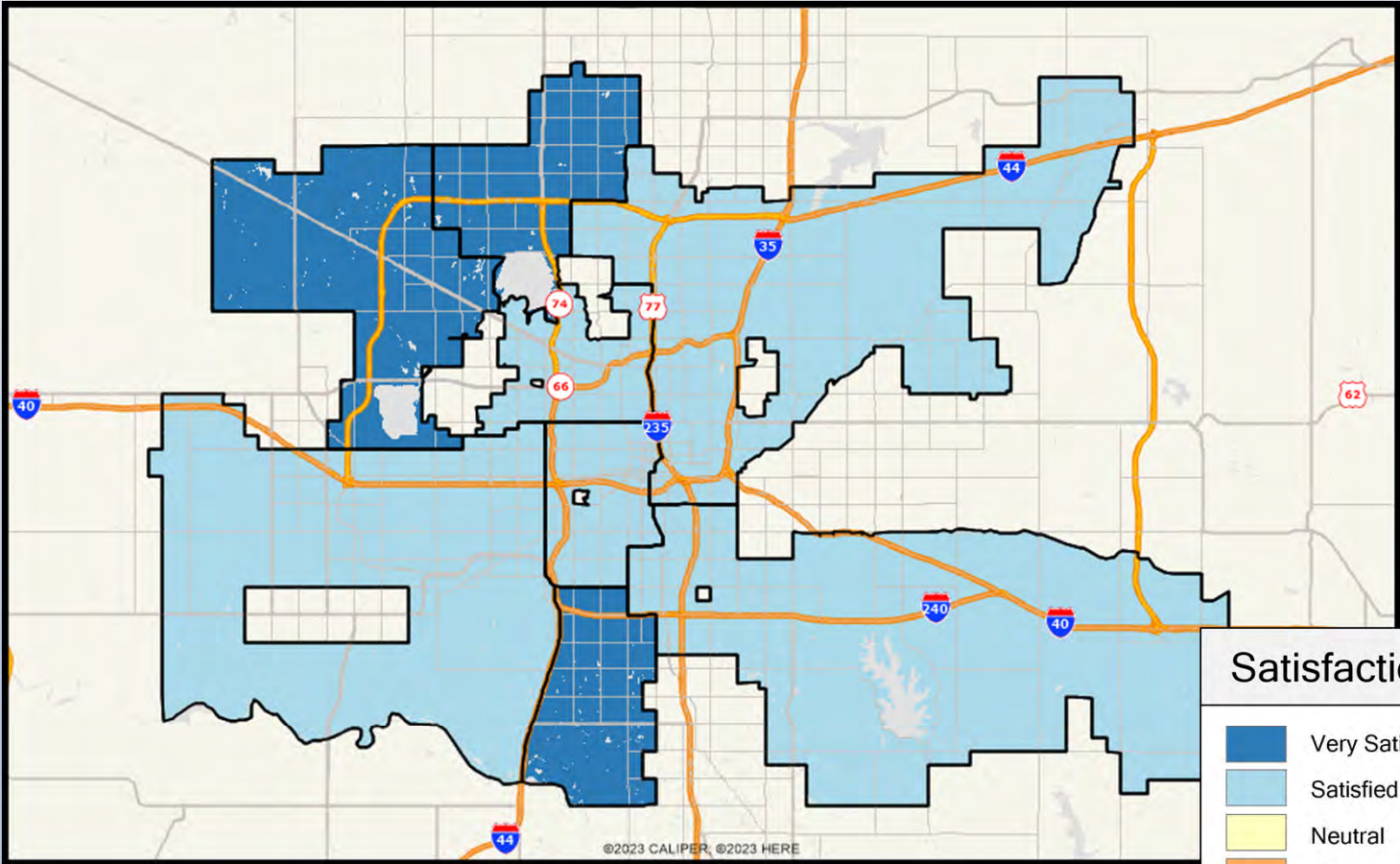
Q4-03. Availability of information about police programs and activities



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q4-04. Fire protection in your neighborhood

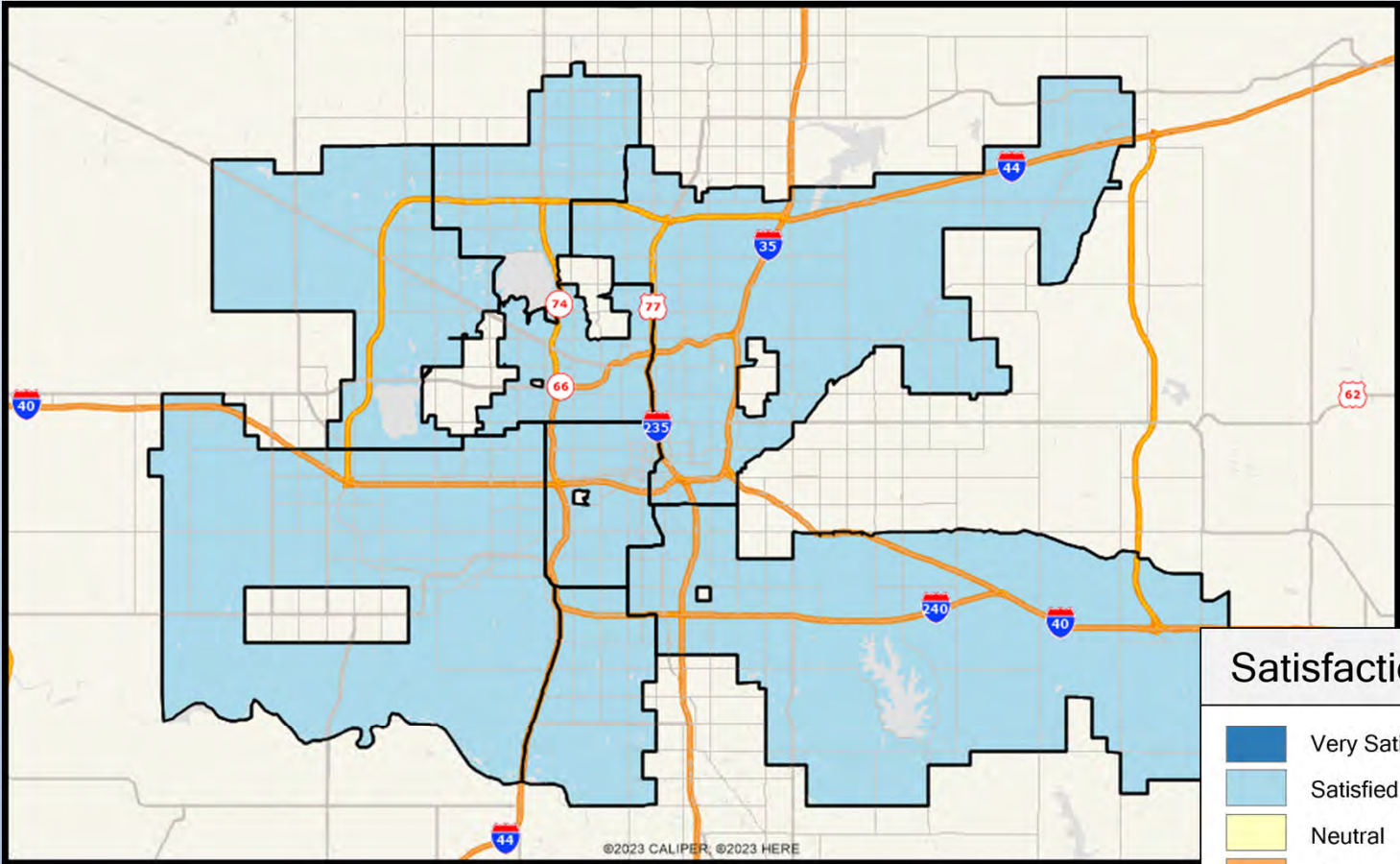


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



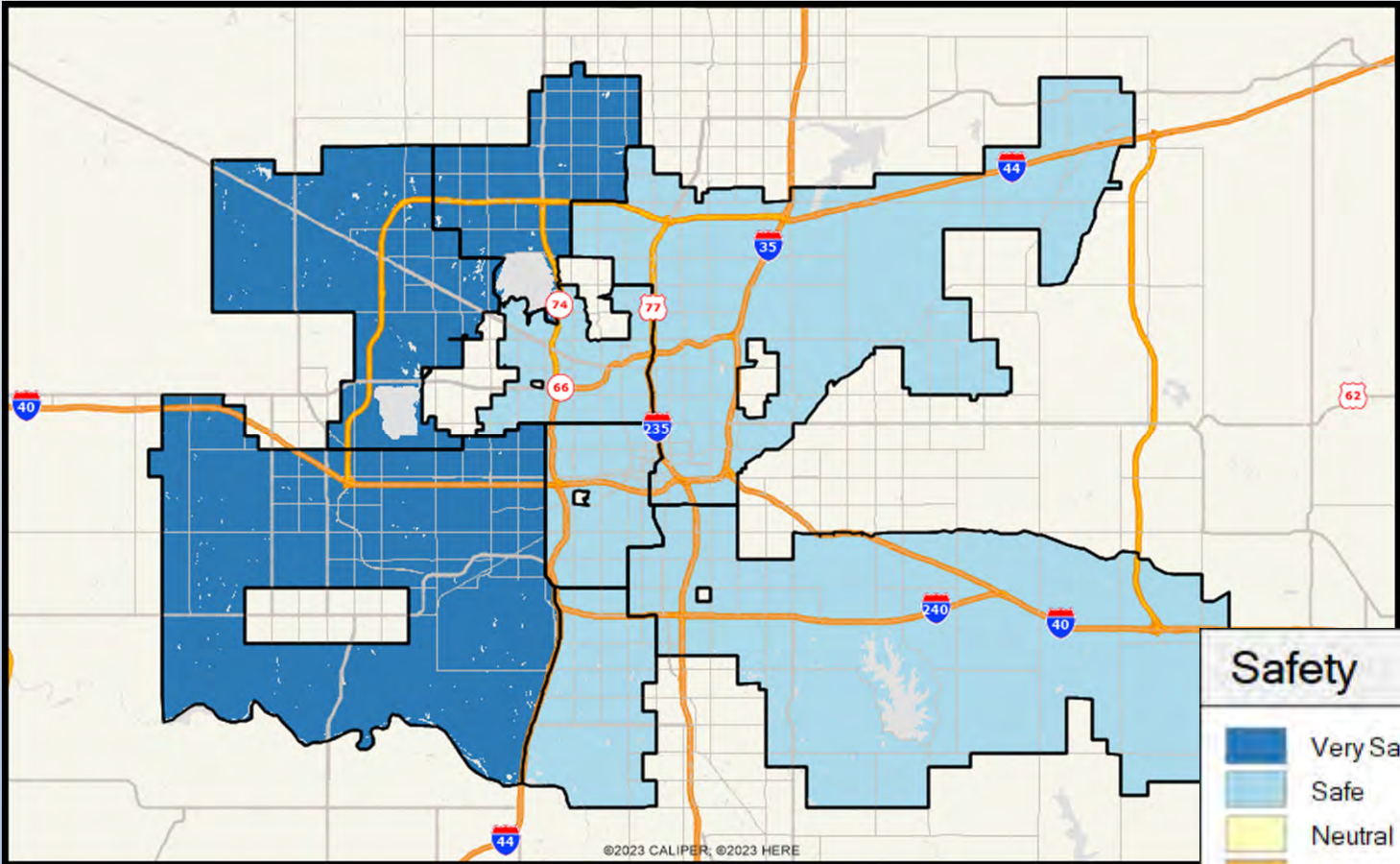
Q4-05. Fire safety information and public education programs



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q5-01. Walking in your neighborhood during the day

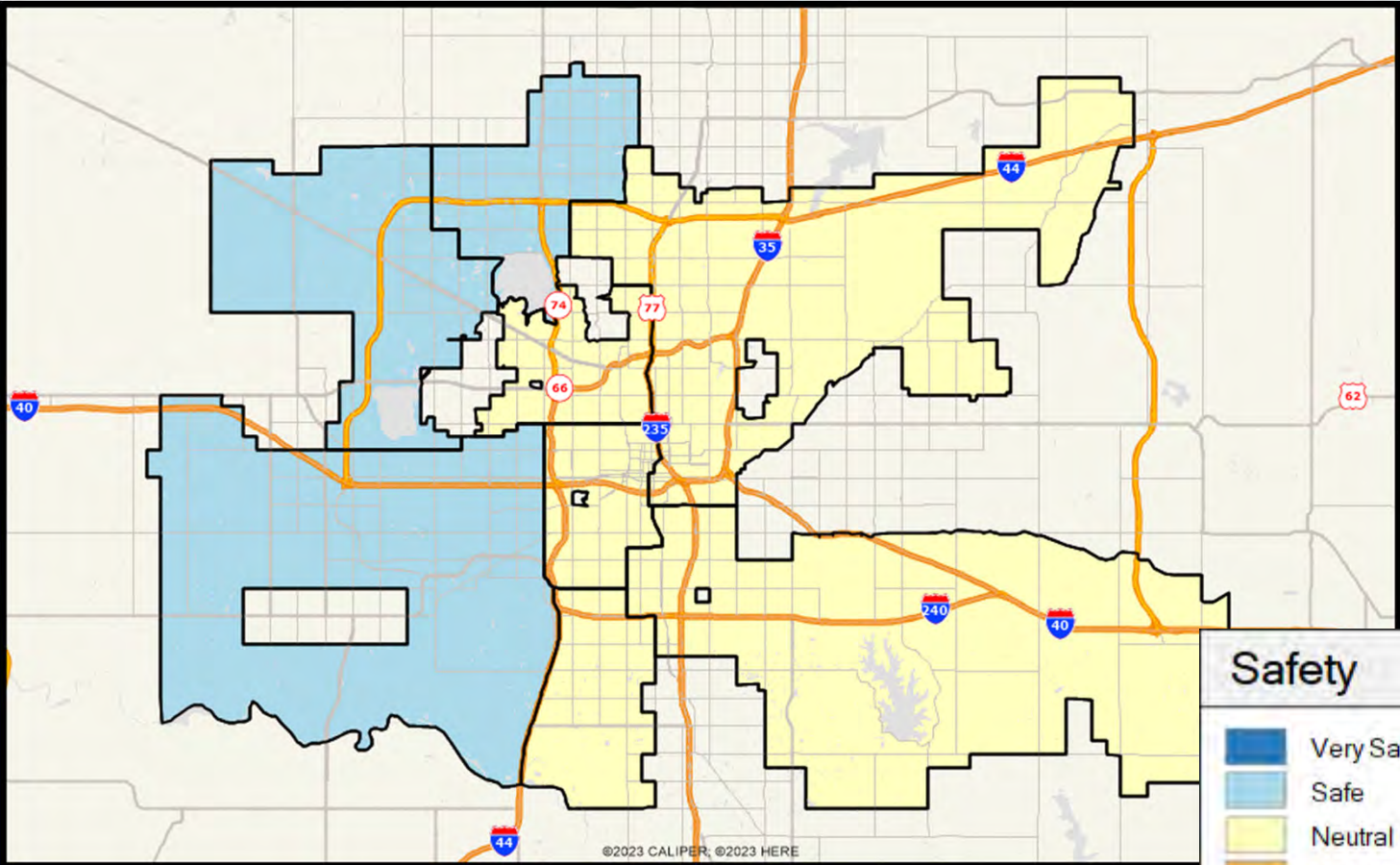


Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response



Q5-02. Walking in your neighborhood after dark

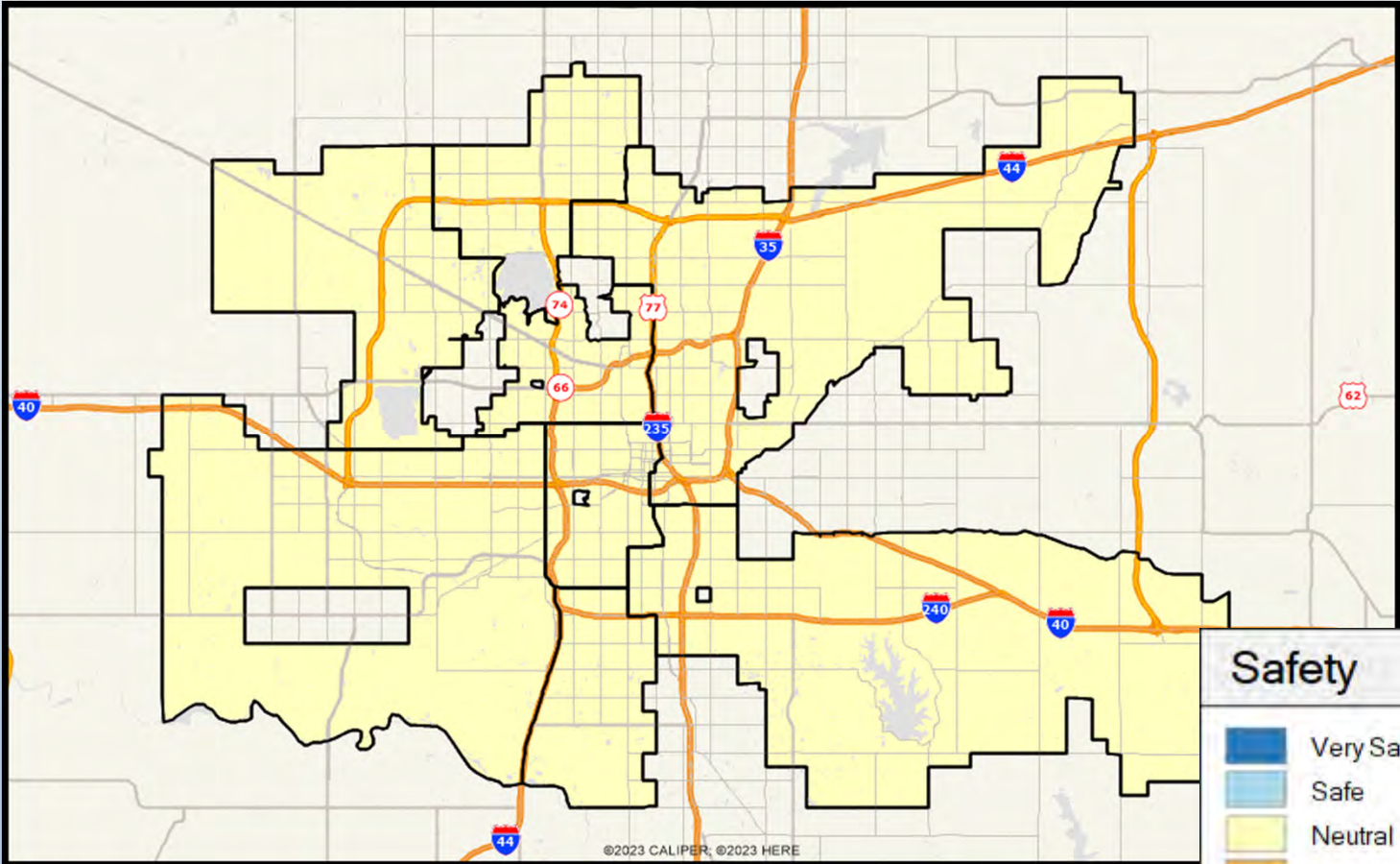


Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response



Q5-03. In the downtown area

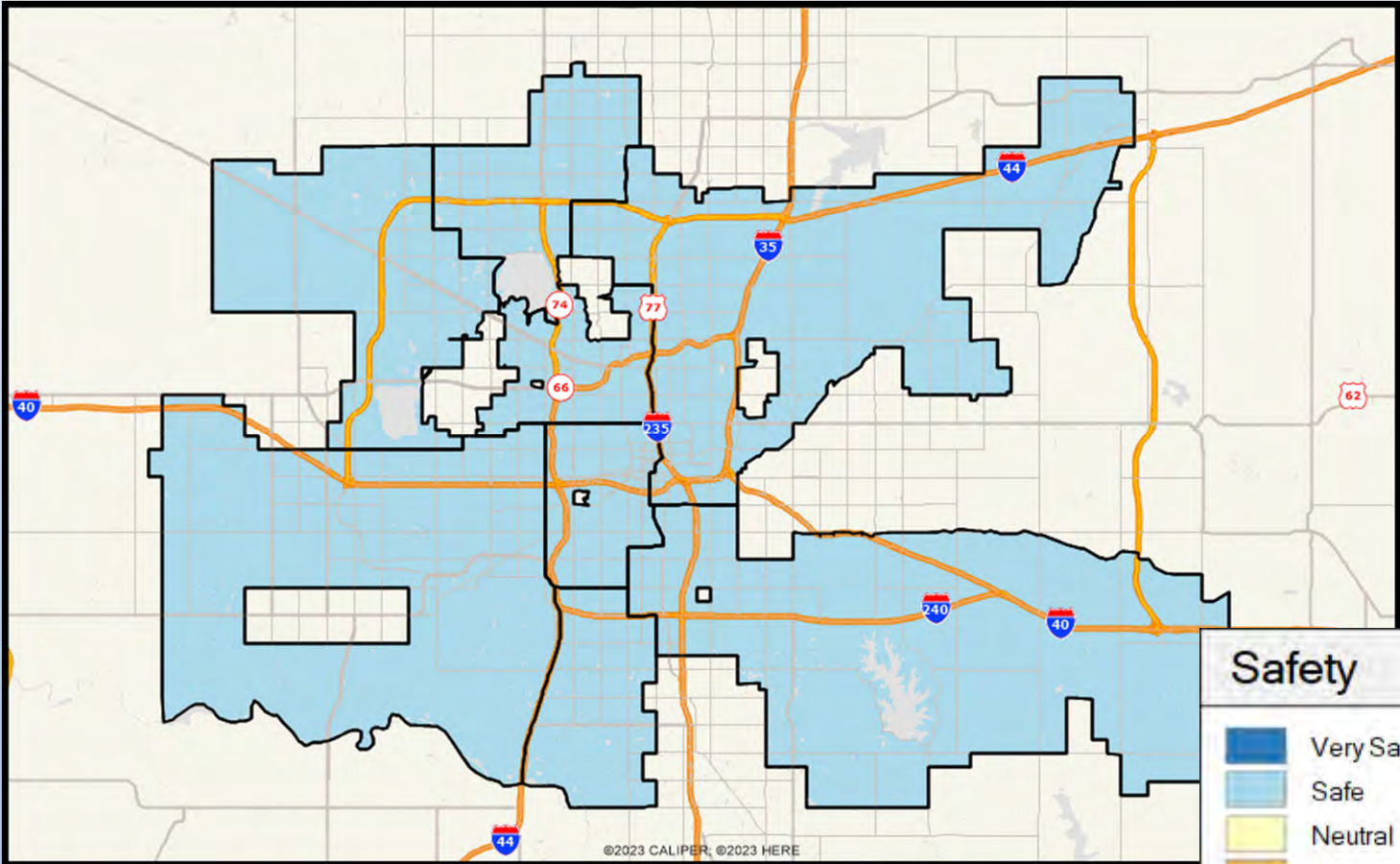


Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

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Q5-04. In City parks during the day

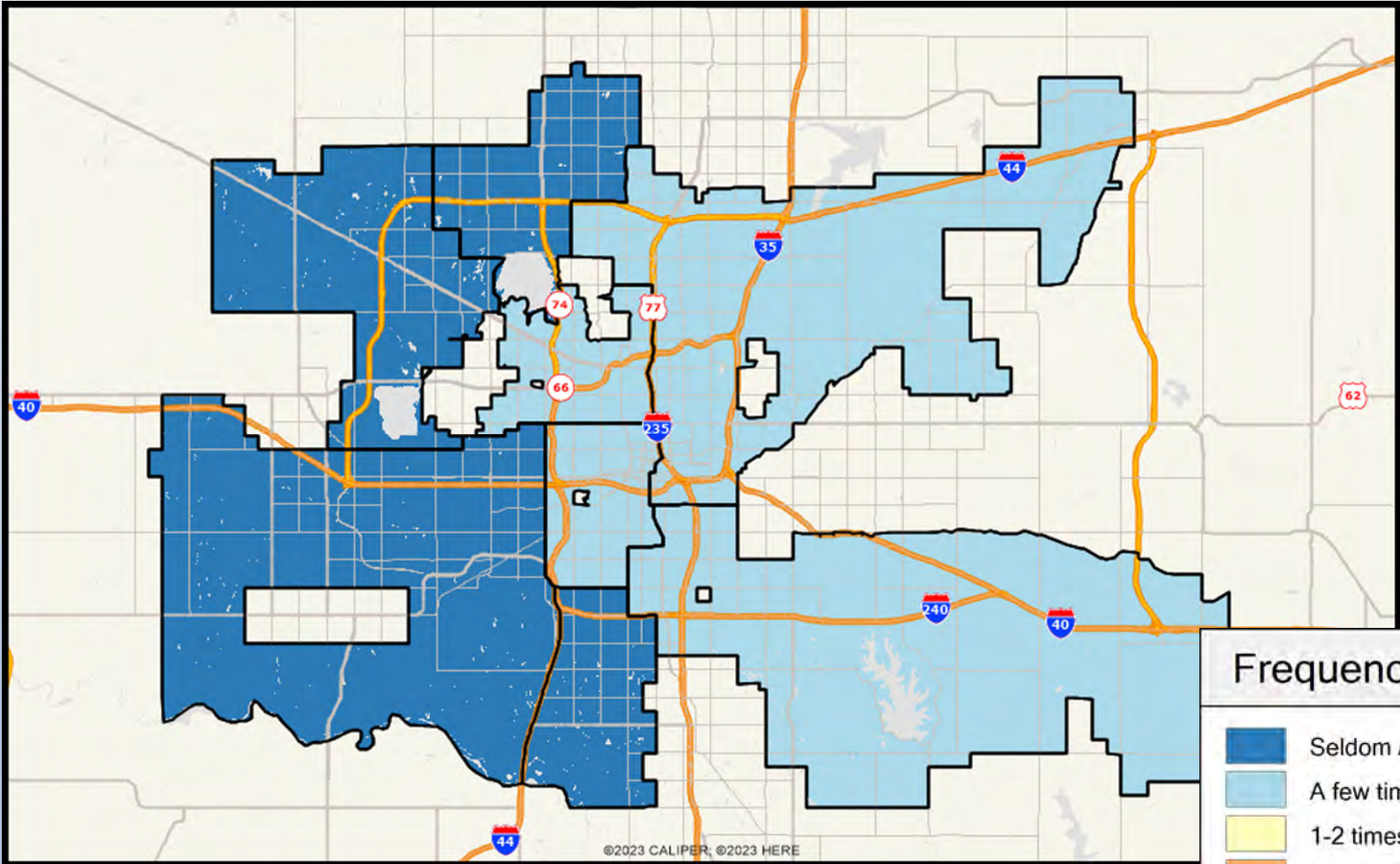


Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response


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Q10-01. Abandoned or dilapidated properties

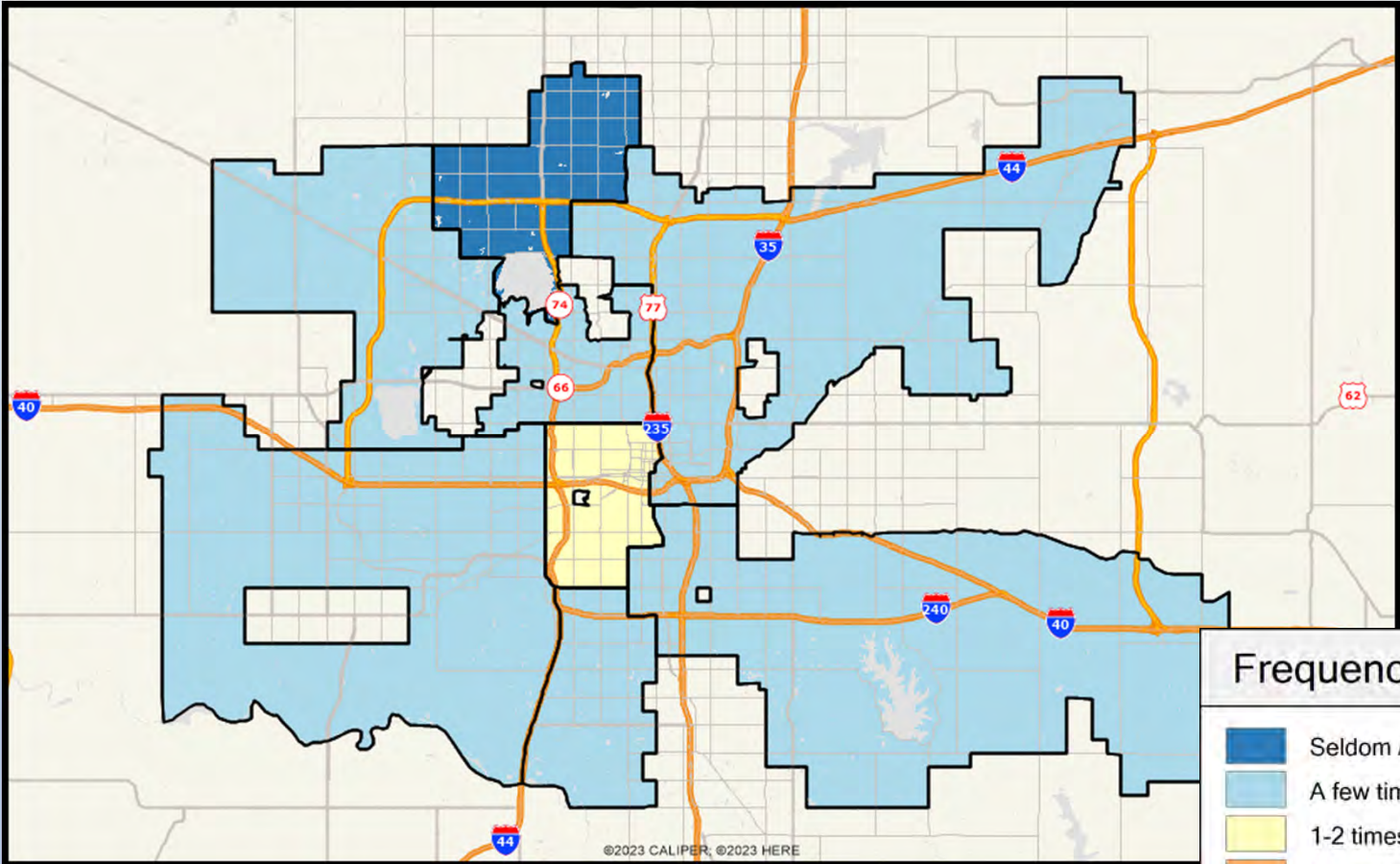


Frequency

- Seldom / Never
- A few times per year
- 1-2 times per month
- Once per week
- More than once per week
- No Response




Q10-02. Stray dogs

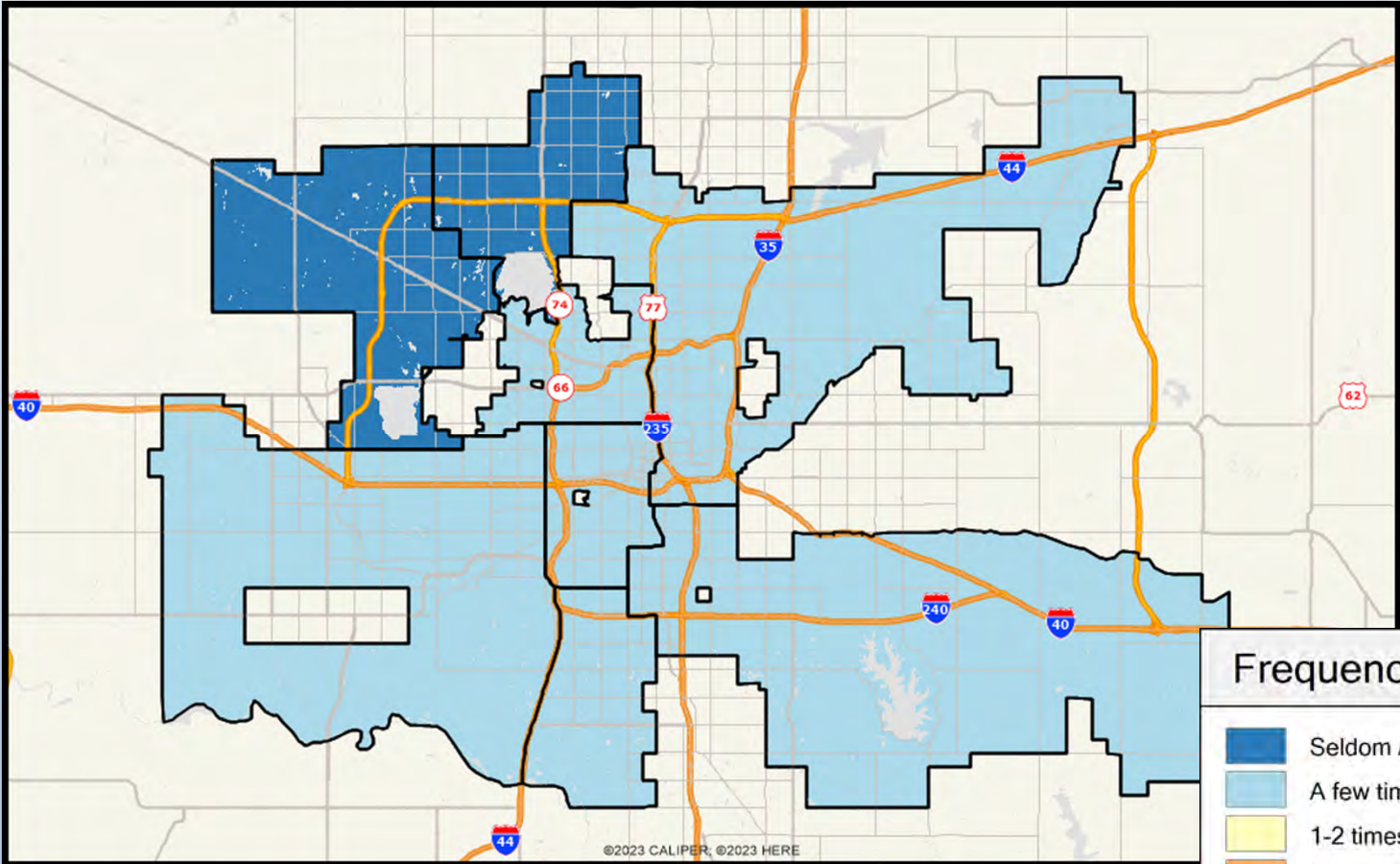


Frequency

- Seldom / Never
- A few times per year
- 1-2 times per month
- Once per week
- More than once per week
- No Response




Q10-03. Lighting

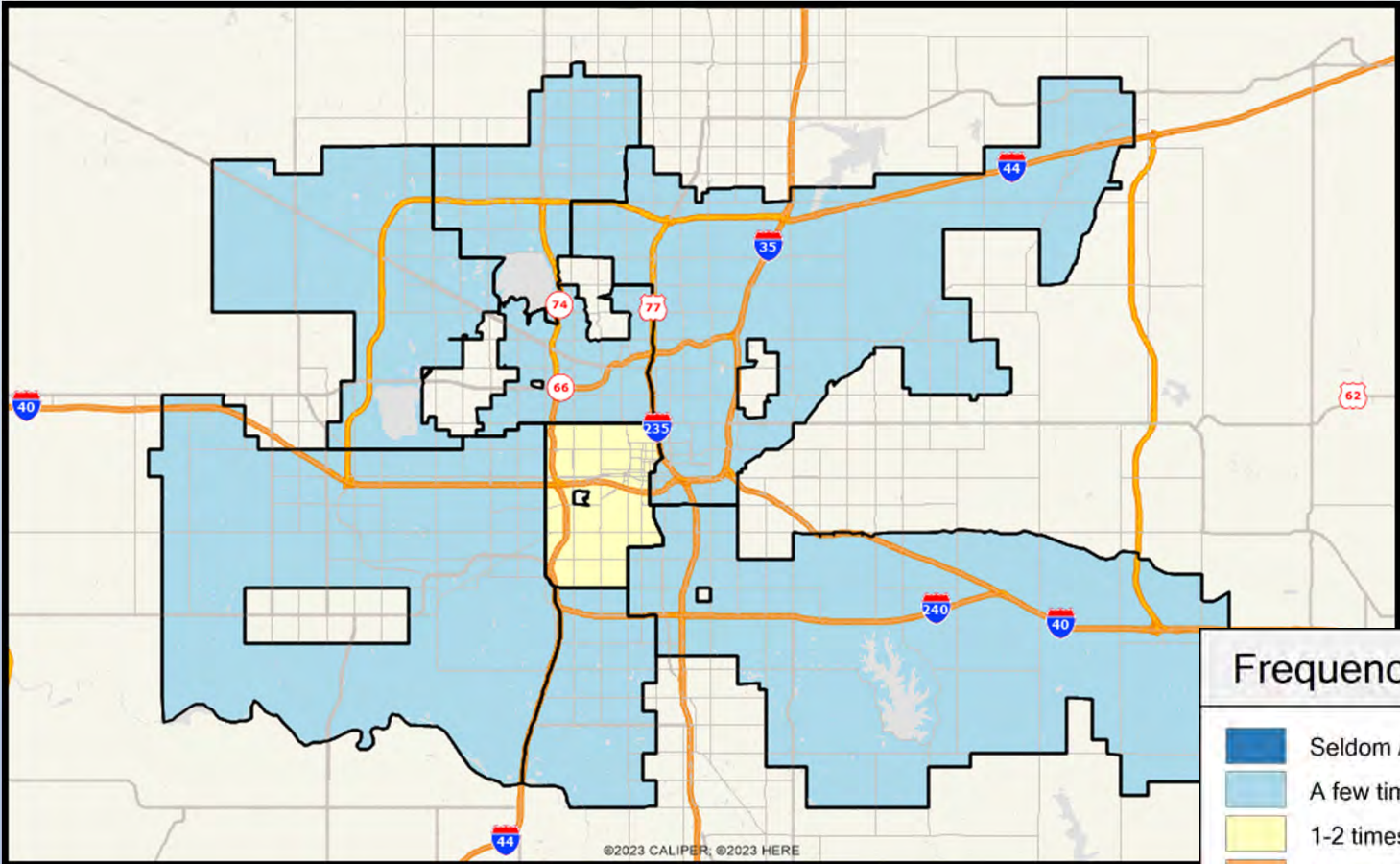


Frequency

- Seldom / Never
- A few times per year
- 1-2 times per month
- Once per week
- More than once per week
- No Response



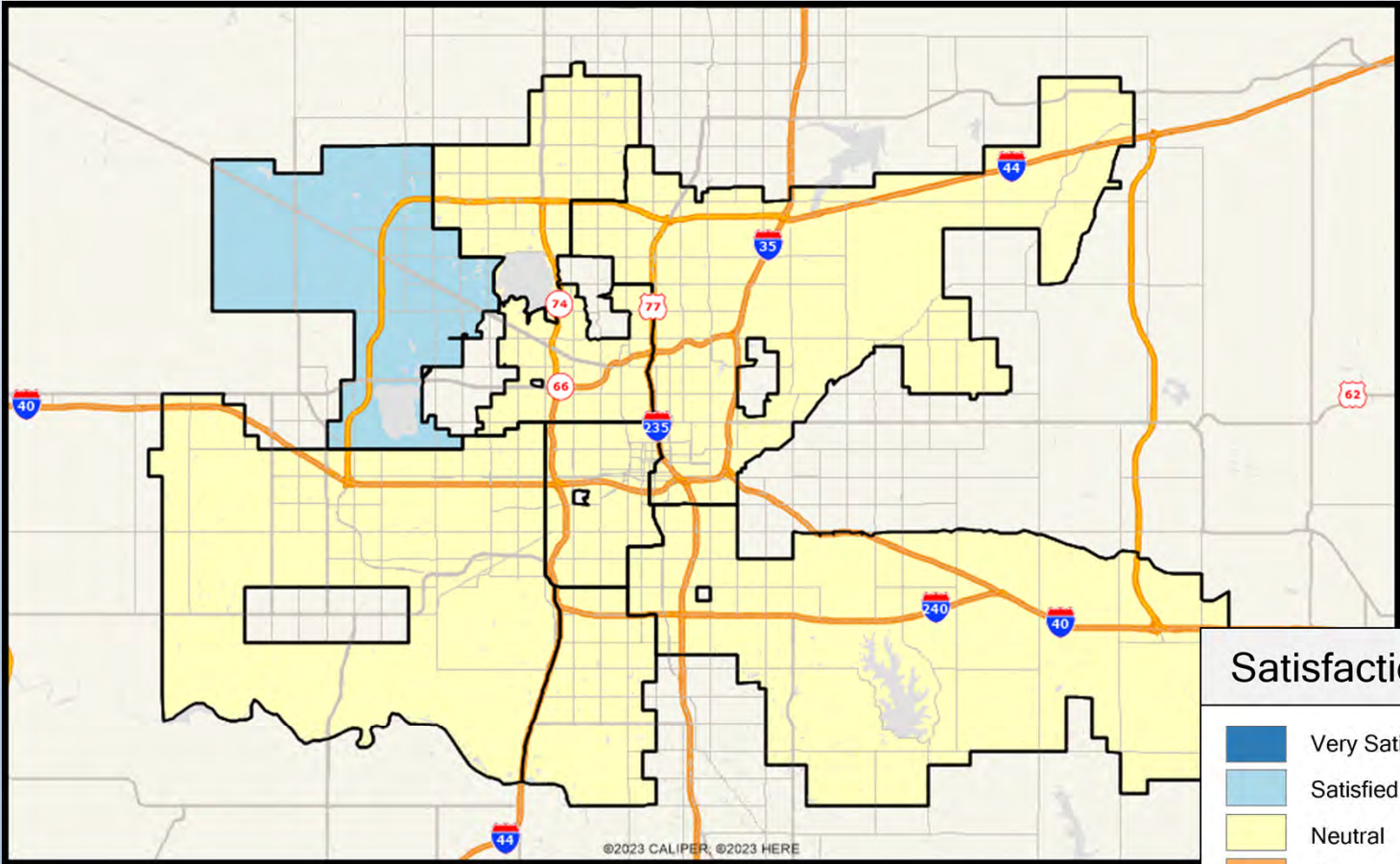
Q10-04. Traffic/Pedestrian Safety



Frequency

- Seldom / Never
- A few times per year
- 1-2 times per month
- Once per week
- More than once per week
- No Response

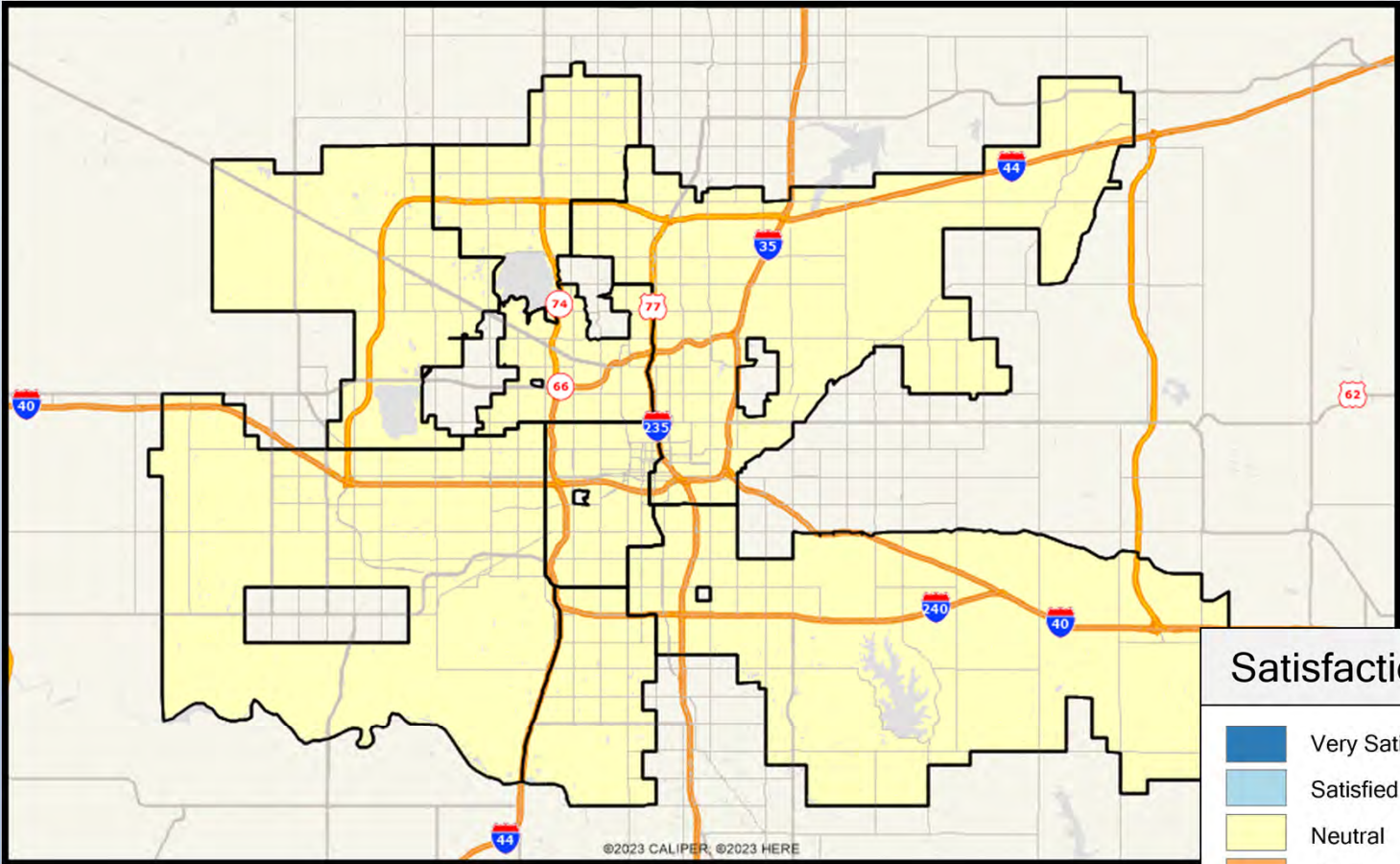
Q11-01. Enforcing the clean-up of junk and debris on private property



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

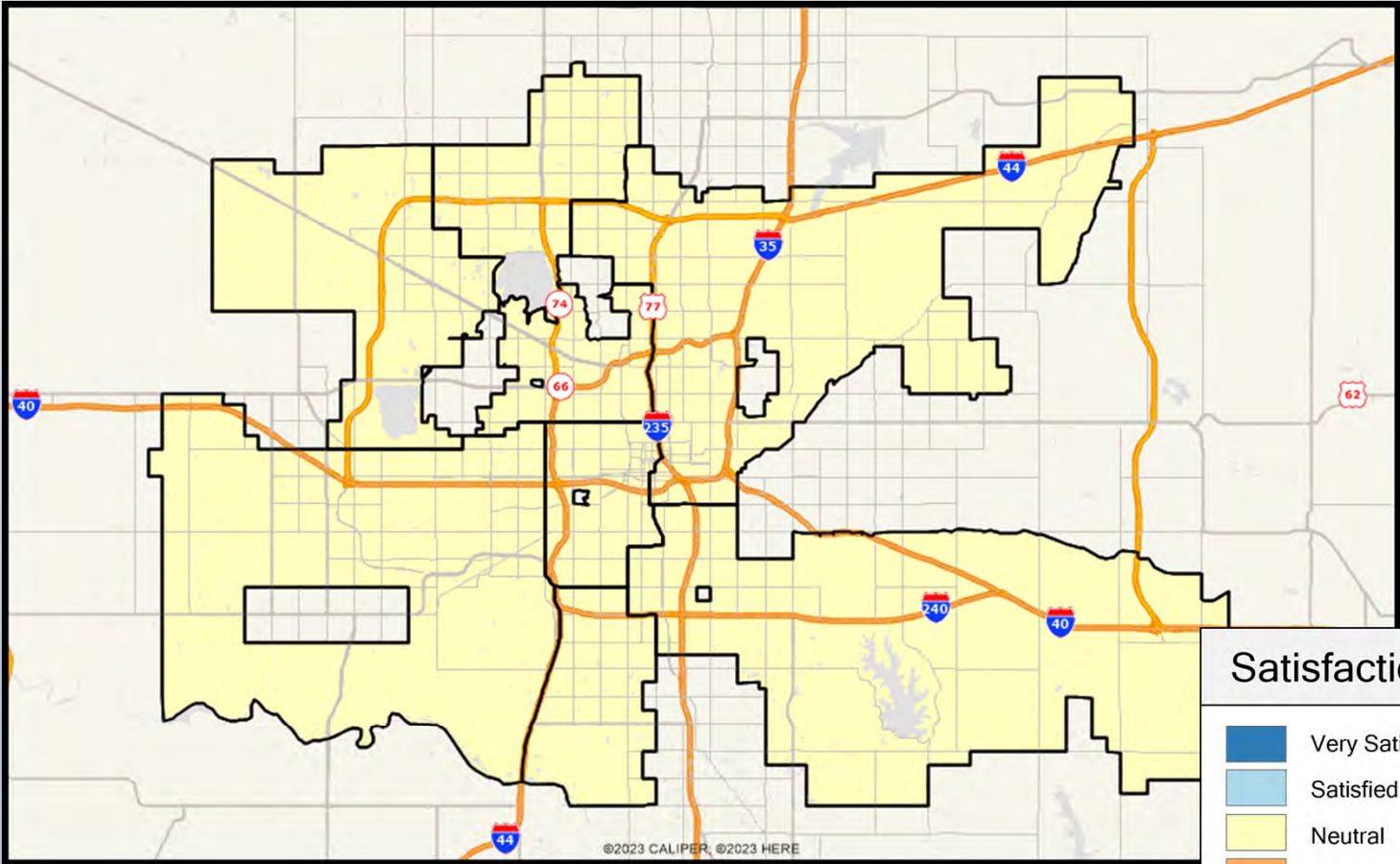
Q11-02. Enforcing the mowing and cutting of weeds and grass on private property



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

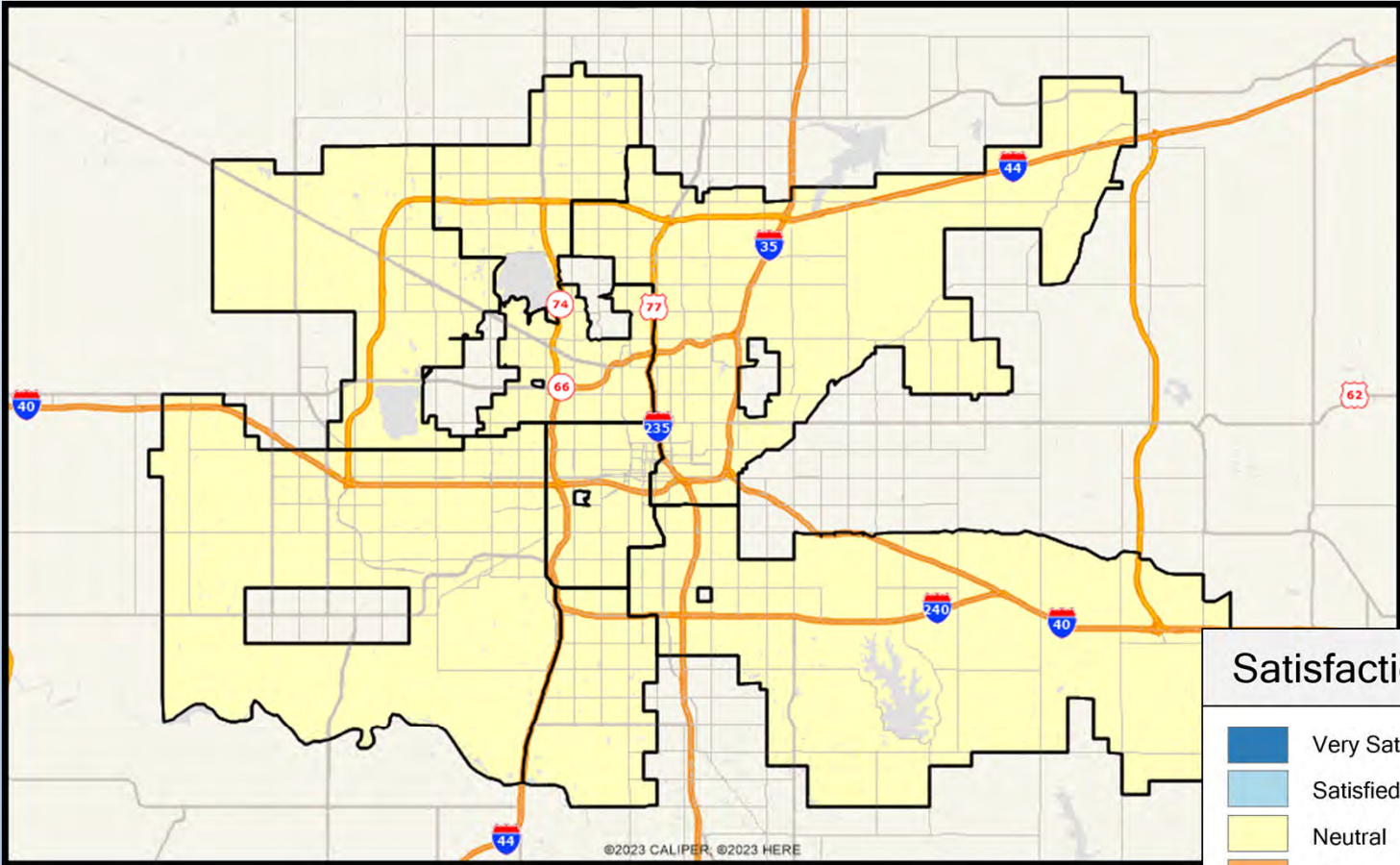
Q11-03. Enforcing the exterior maintenance of residential property



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

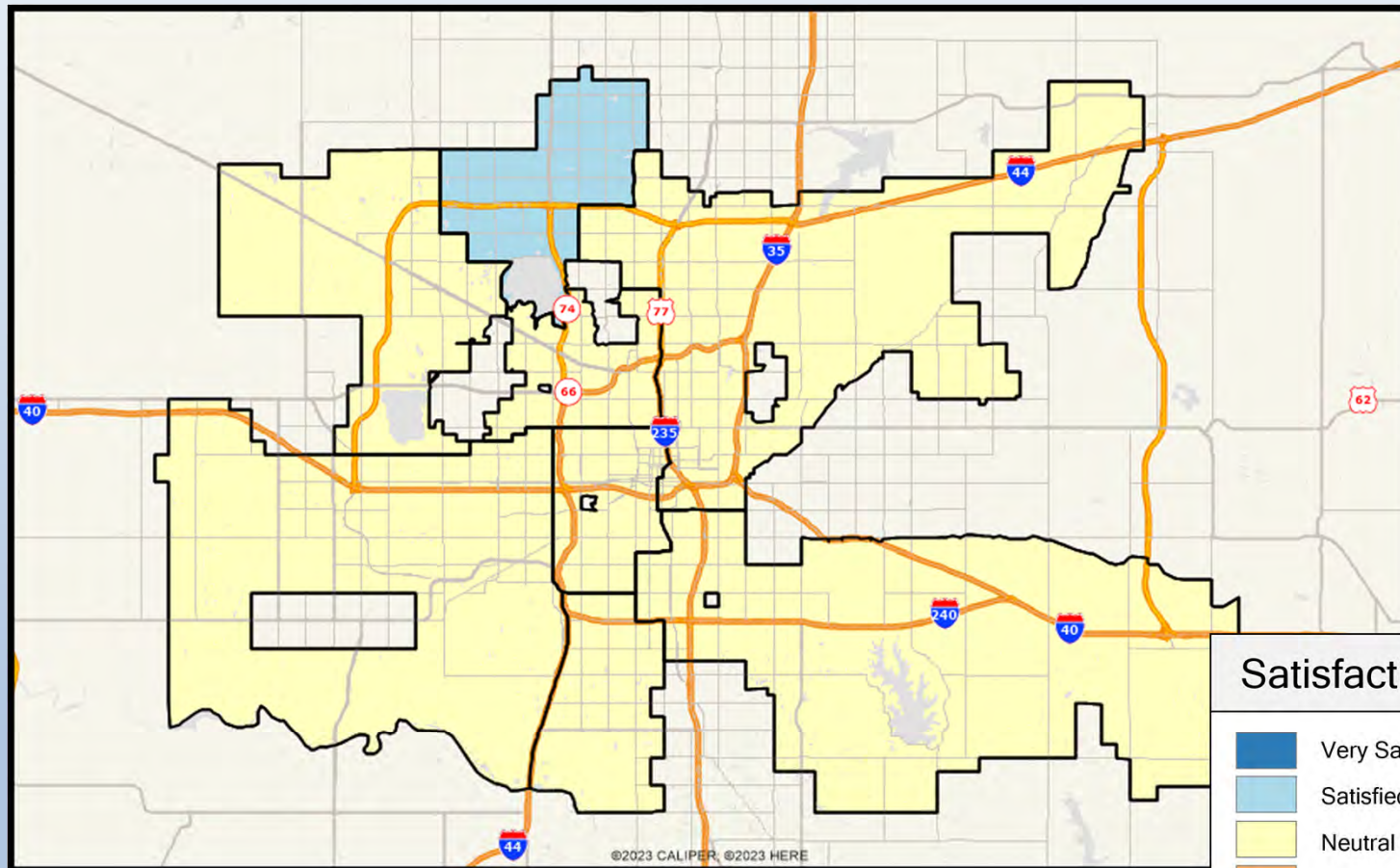
Q11-04. Enforcing sign regulations



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

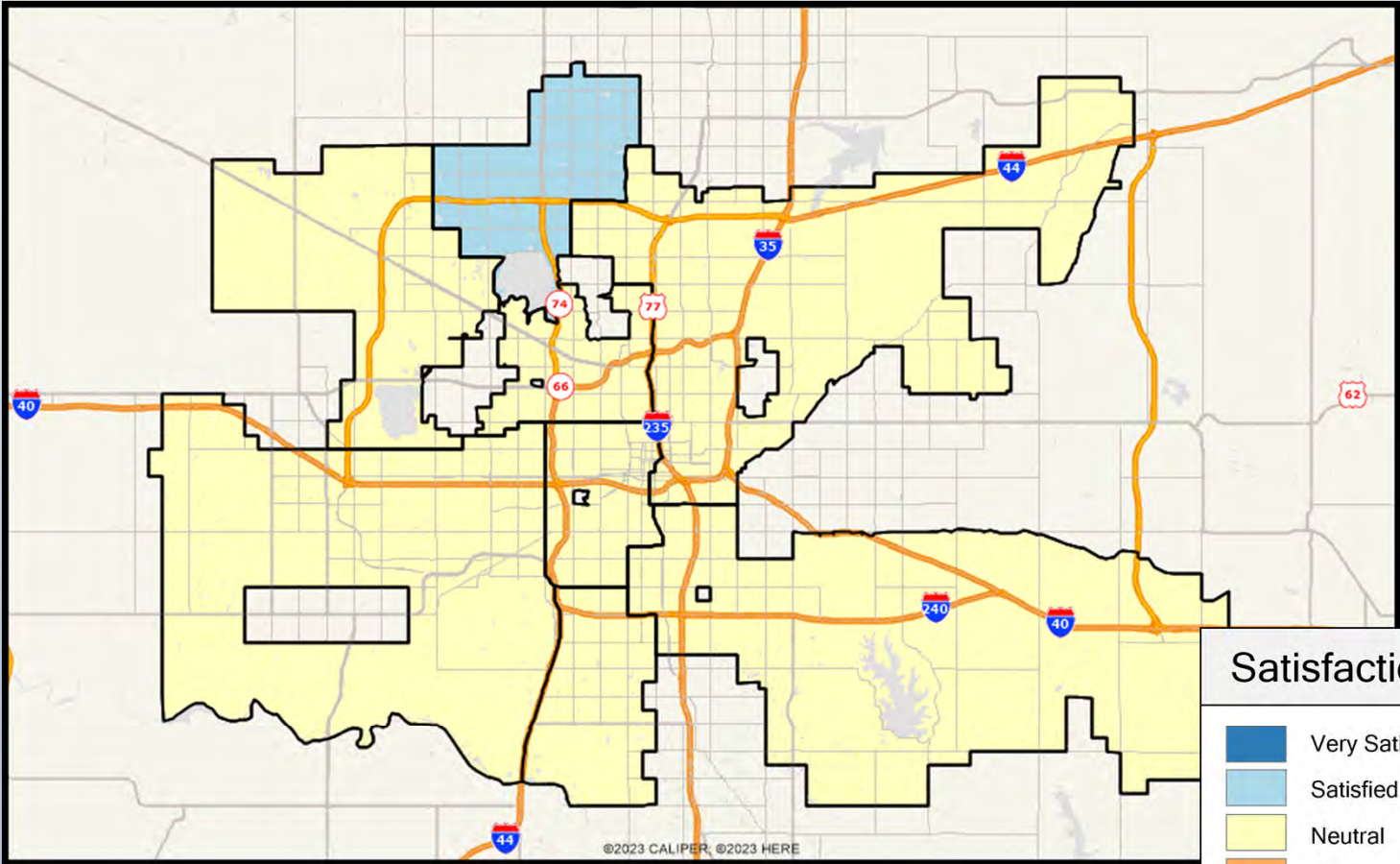
Q11-05. Quality of animal control services



Satisfaction

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

Q11-06. Enforcement of yard parking regulations in your neighborhood

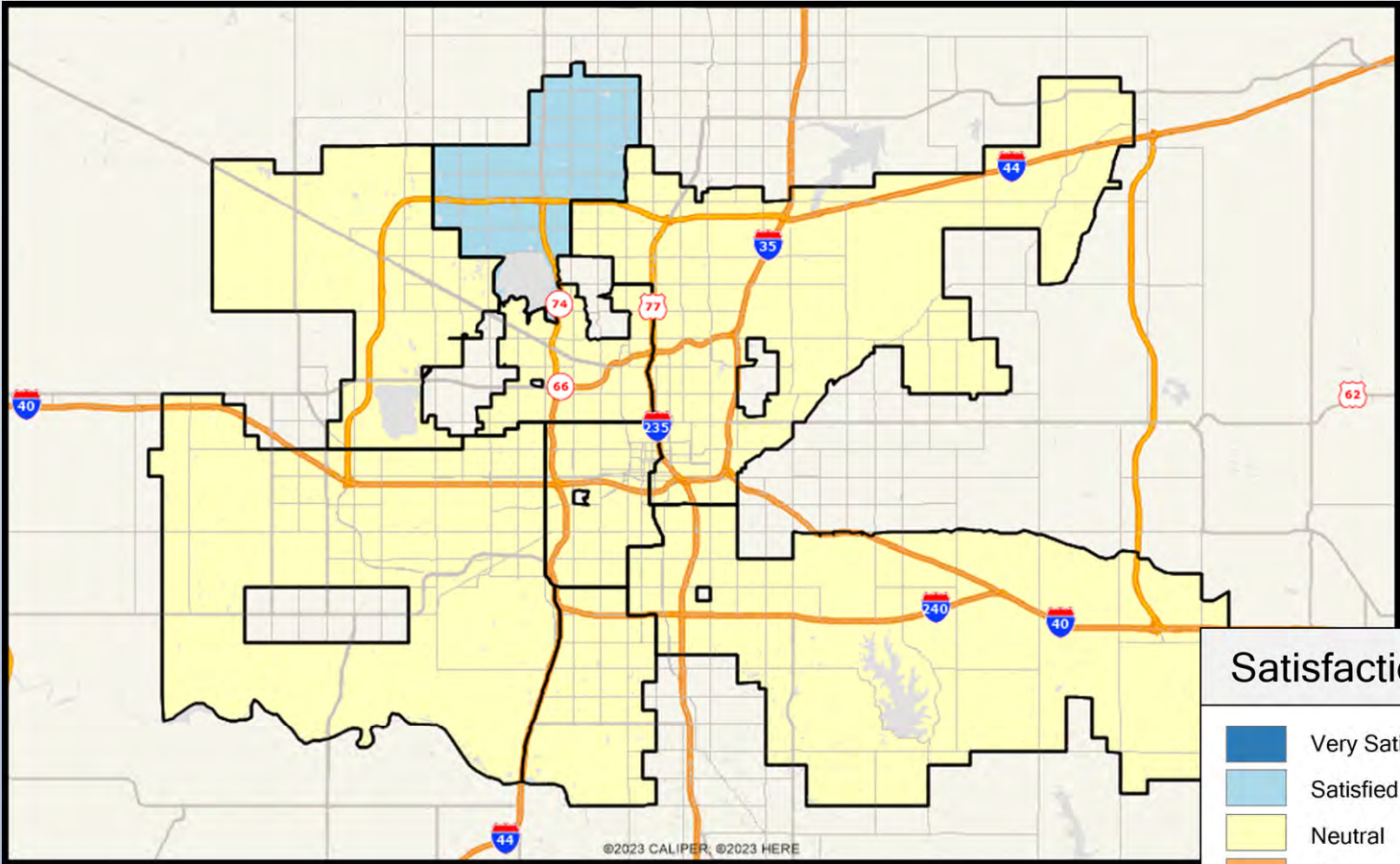


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q11-07. City efforts to remove abandoned or inoperative vehicles

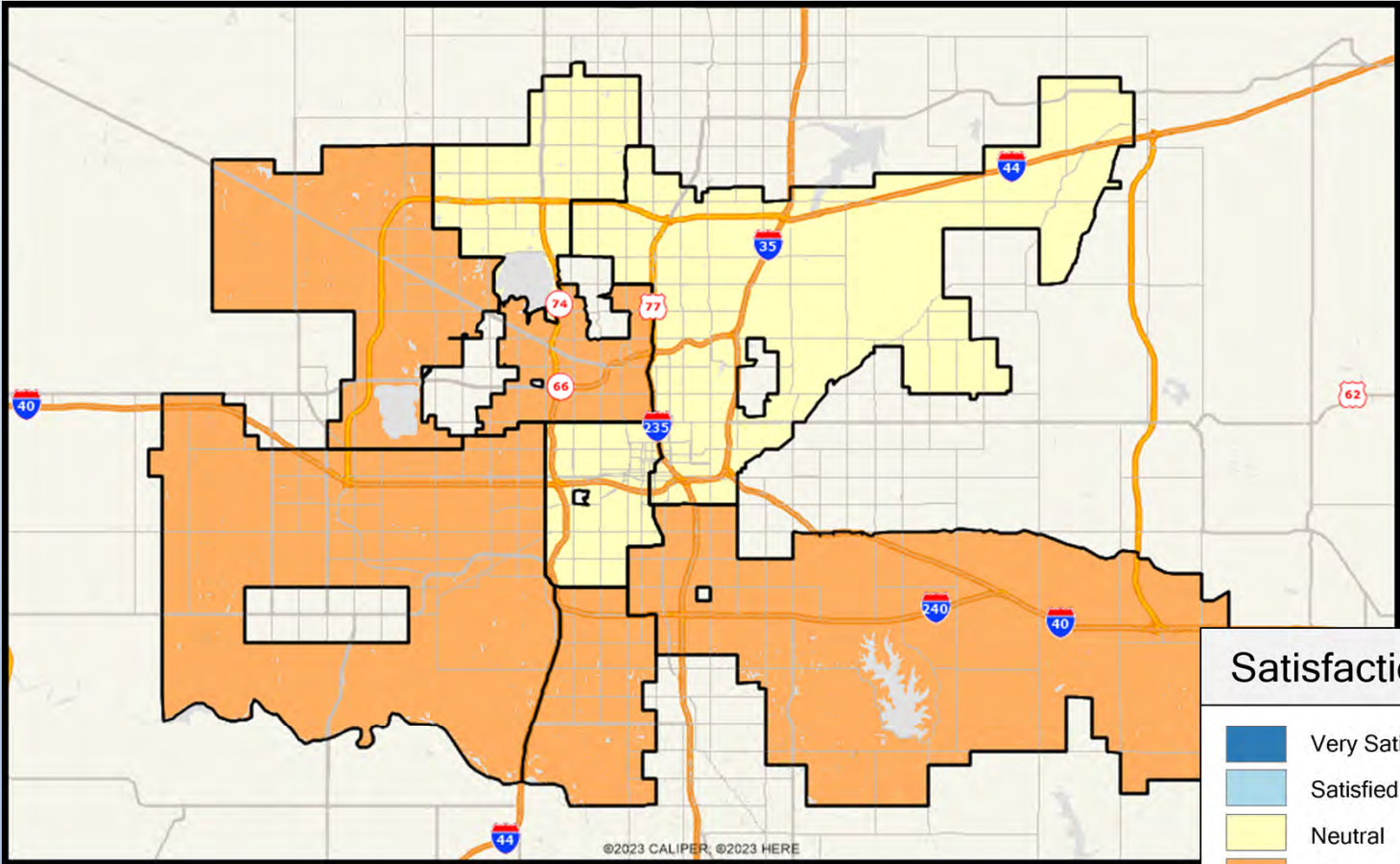


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q13-01. Condition of major City streets (do not include interstates and State highways)

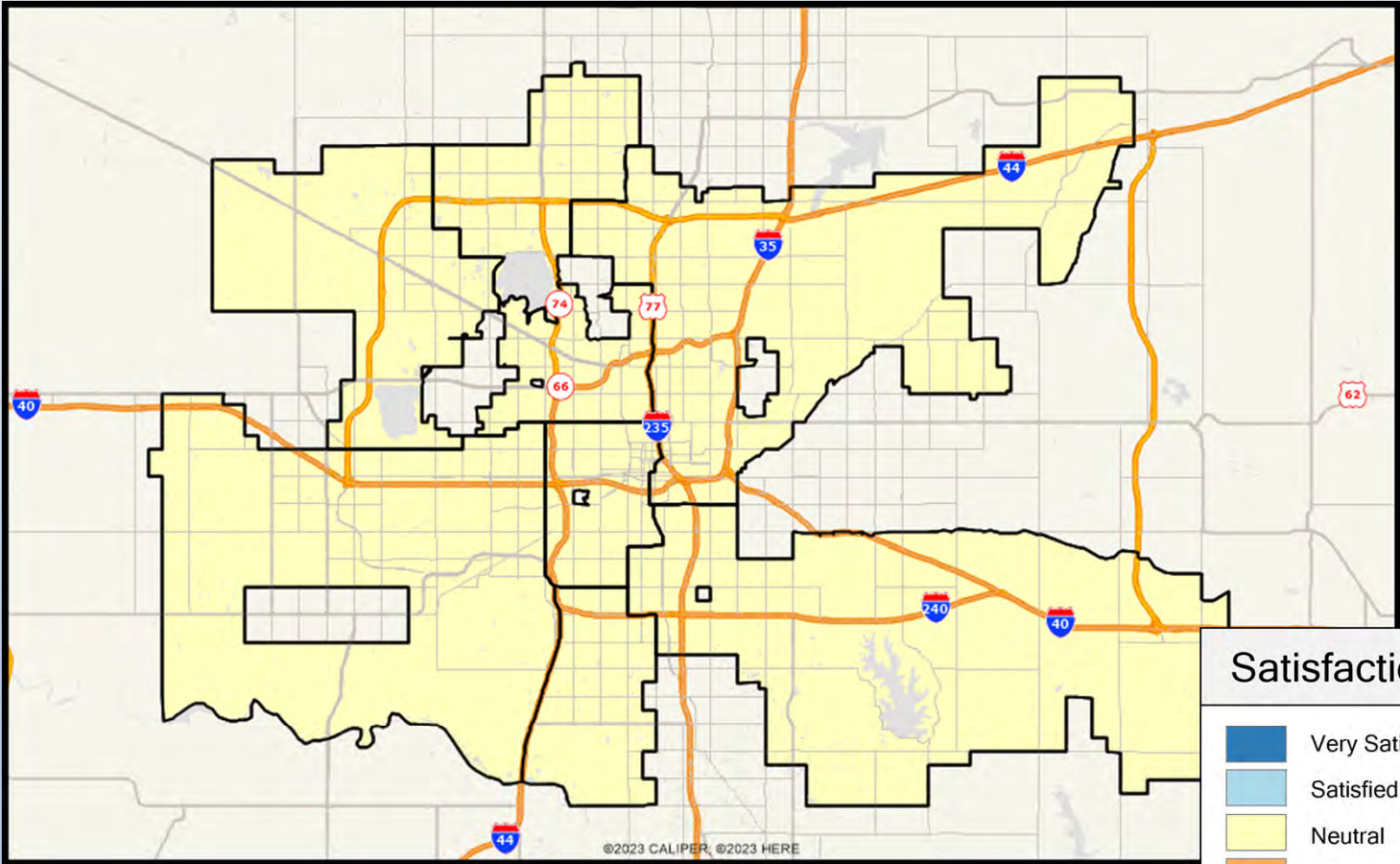


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q13-02. Condition of streets in your neighborhood

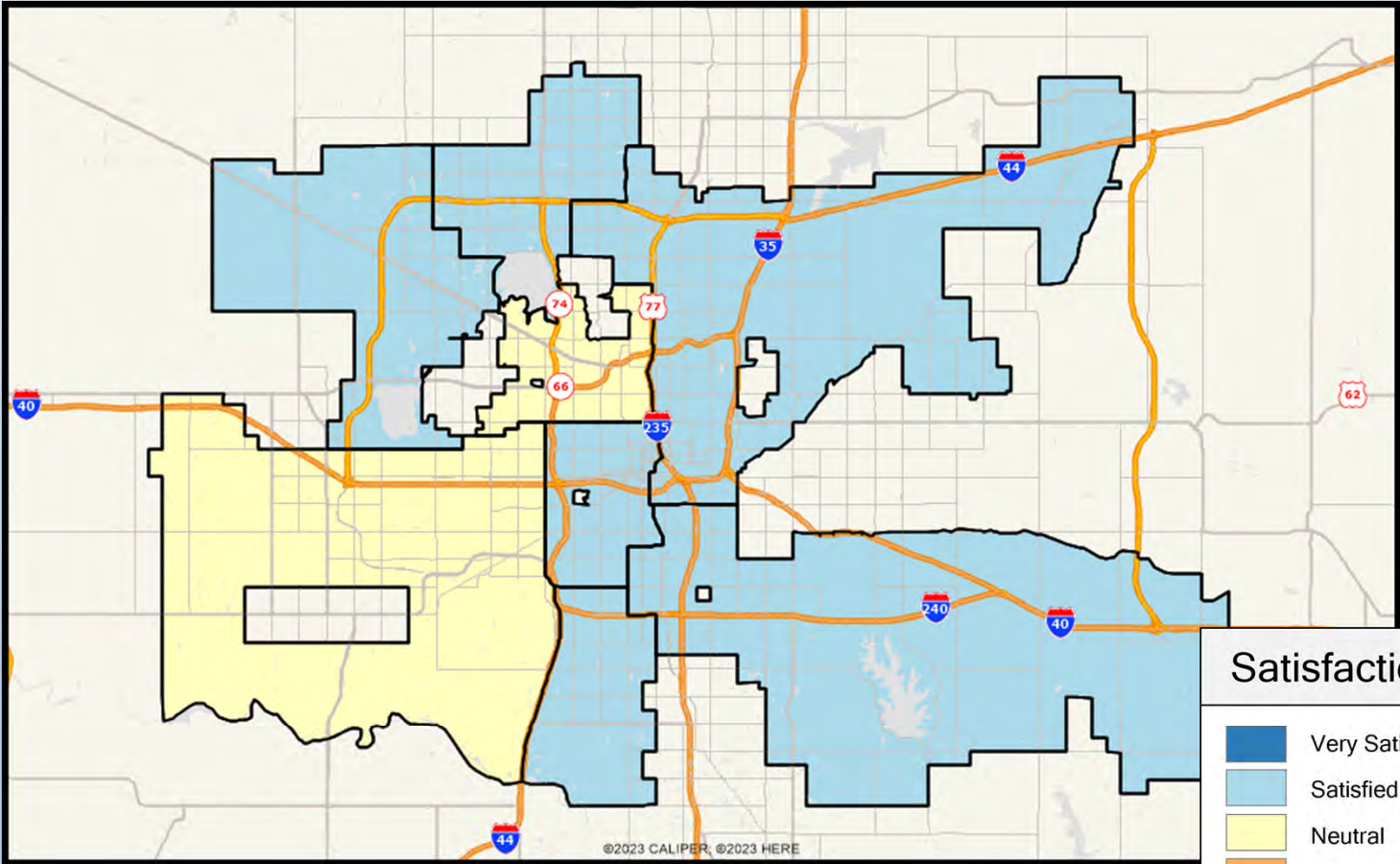


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q13-03. Condition of City street signs (do not include interstates and State highways)

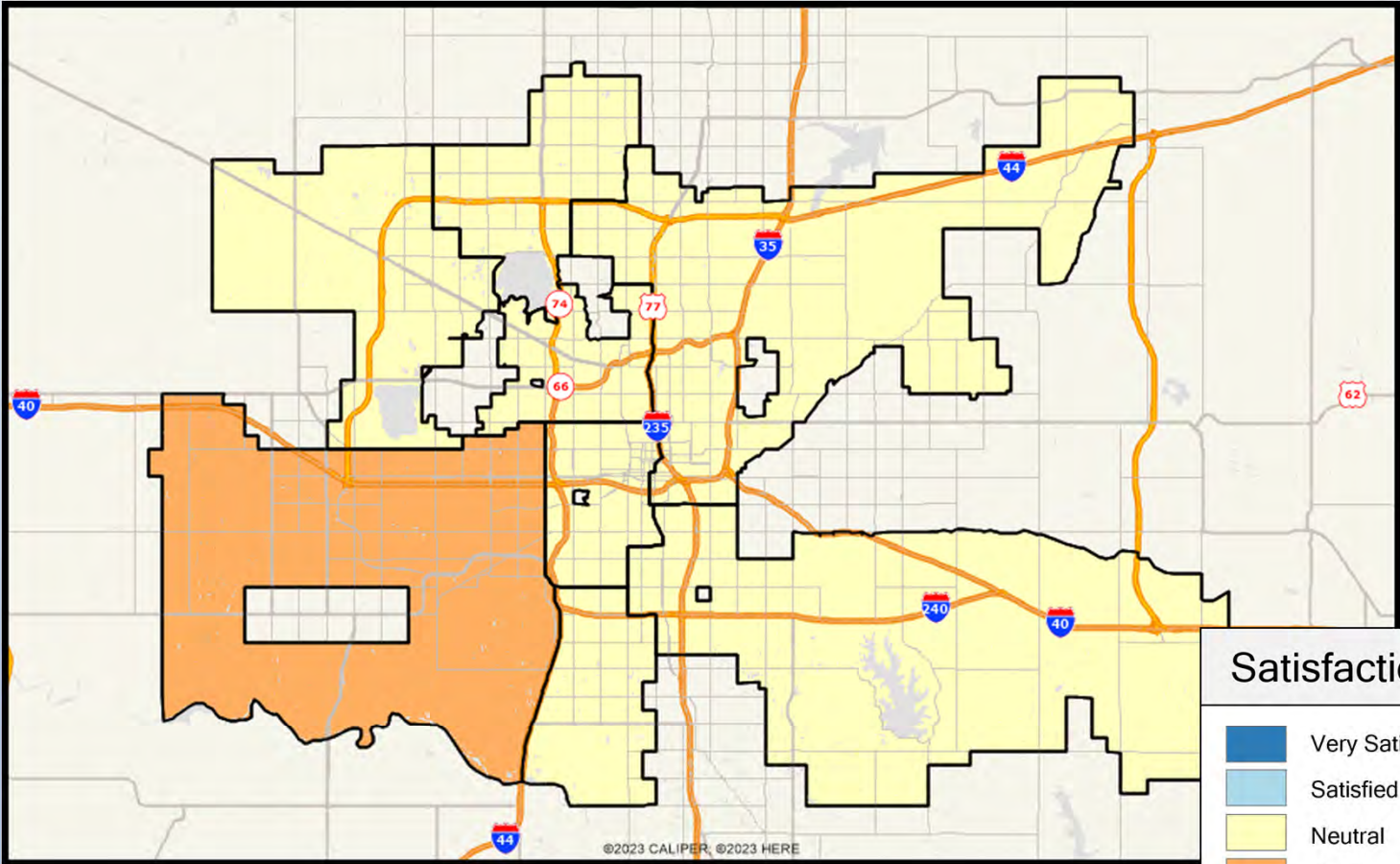


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



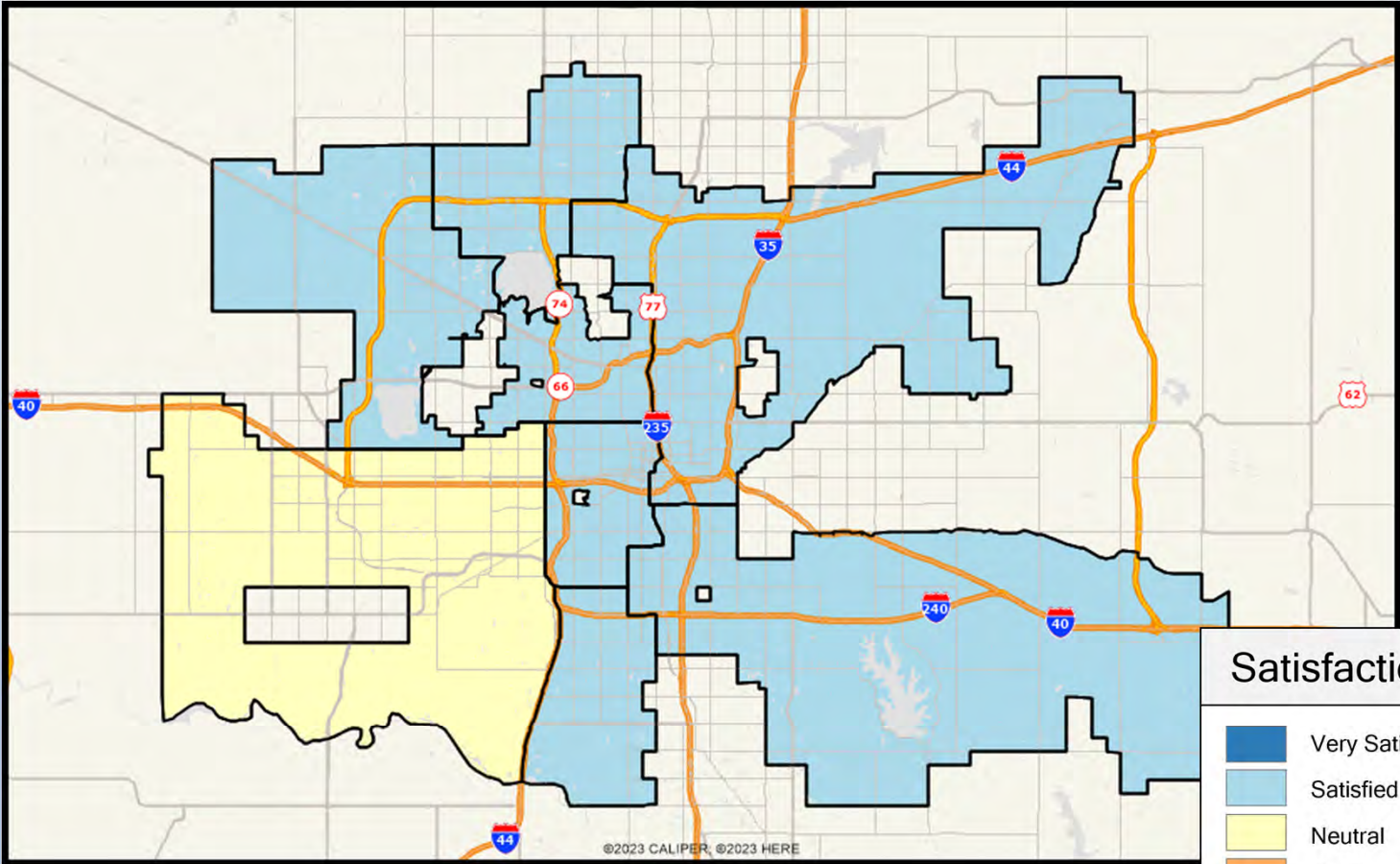
Q13-04. Condition of pavement markings on City street (do not include interstates and State highways)



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

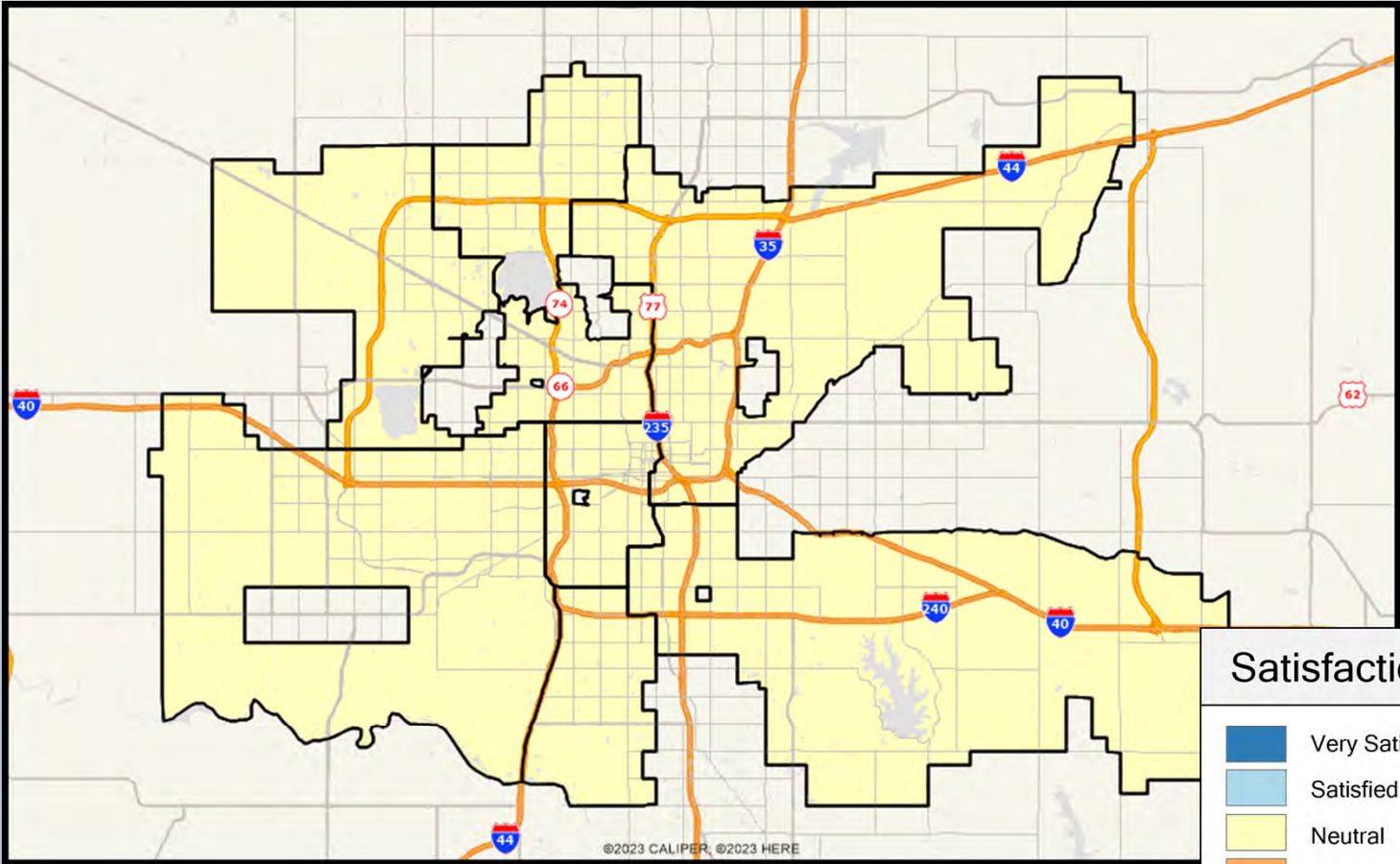
Q13-05. Snow removal on snow routes during the past year



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q13-06. Condition of landscaping or streetscaping in medians and along City streets

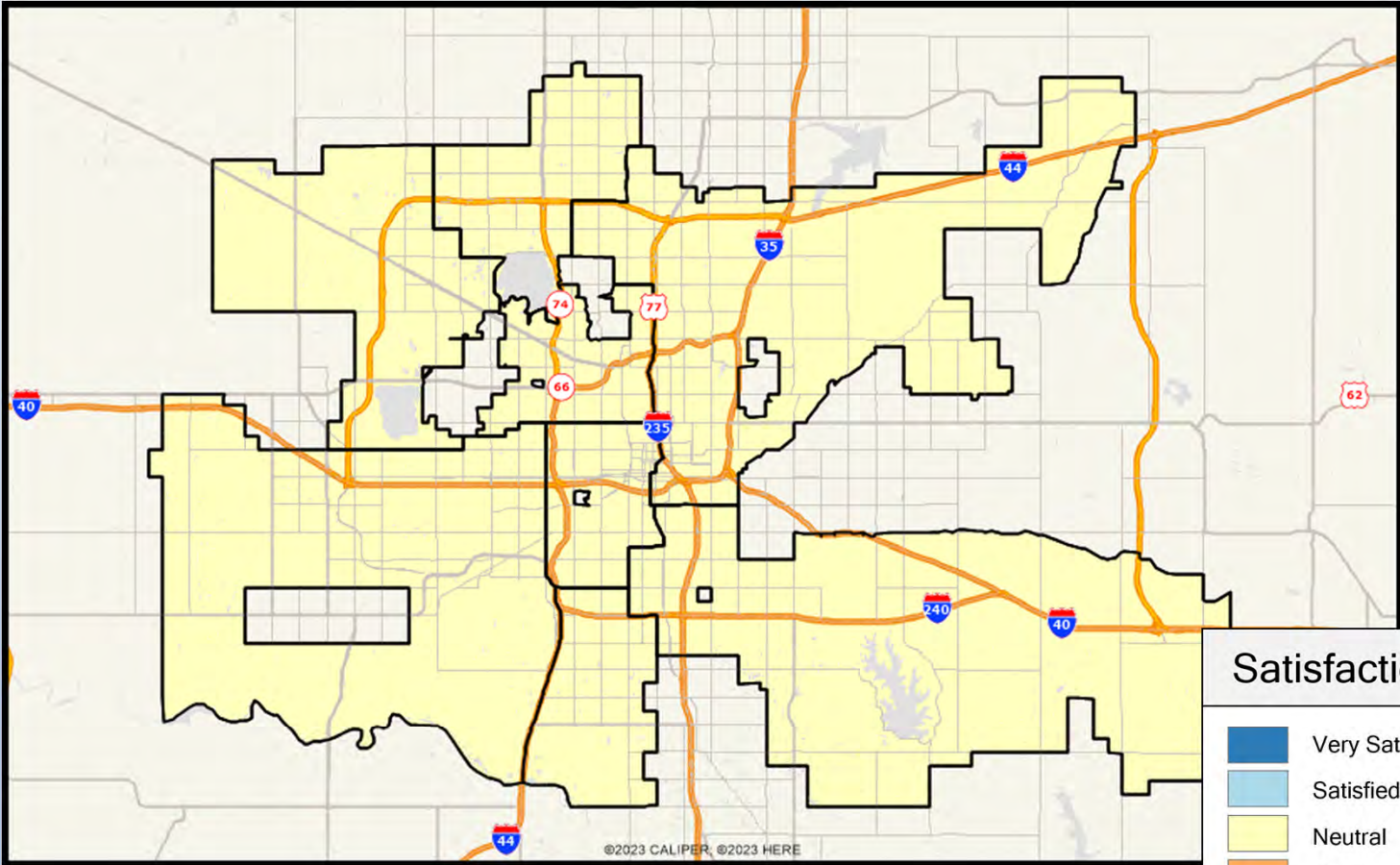


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q13-07. Condition of sidewalks

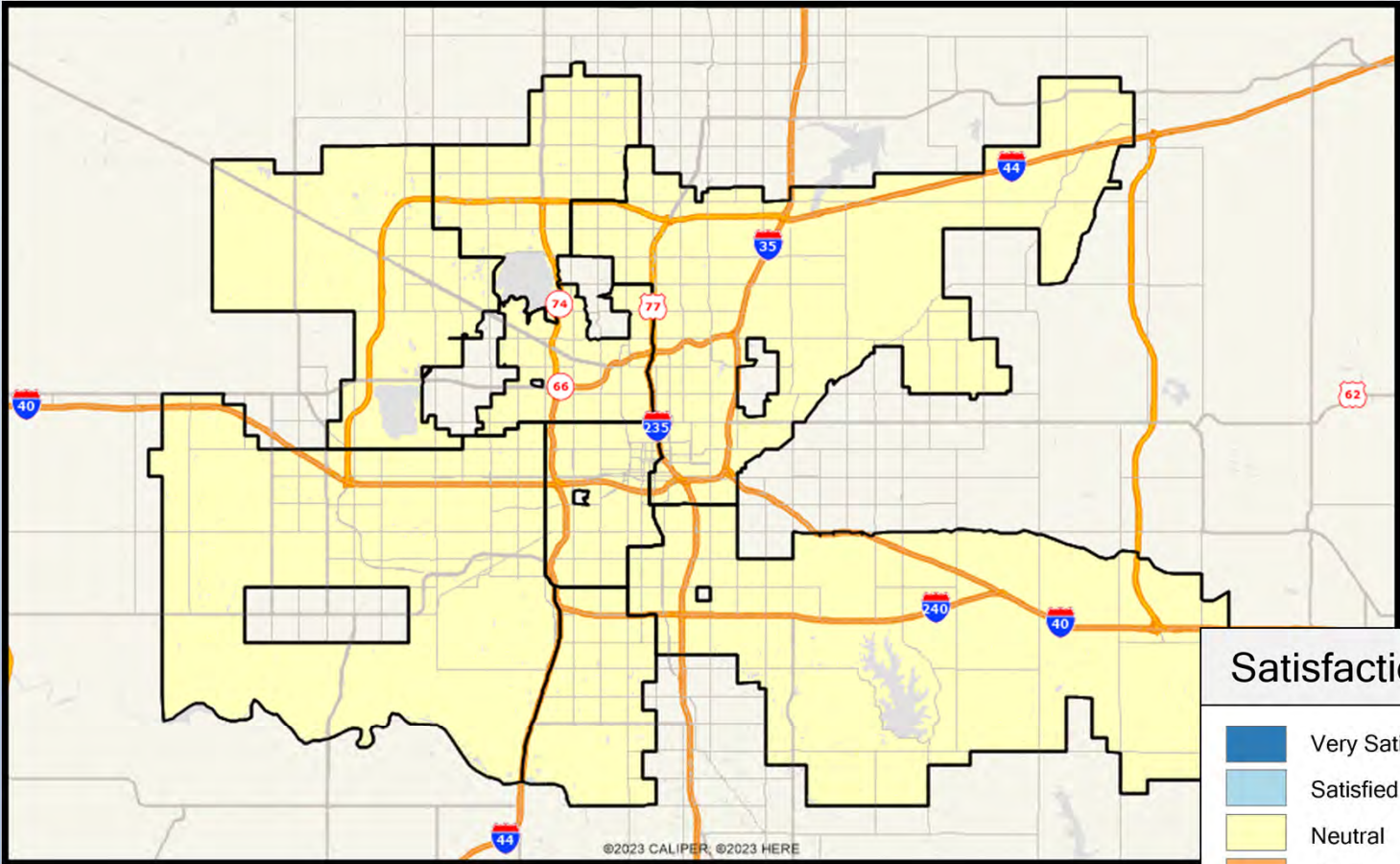


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q13-08. Condition of bicycle infrastructure

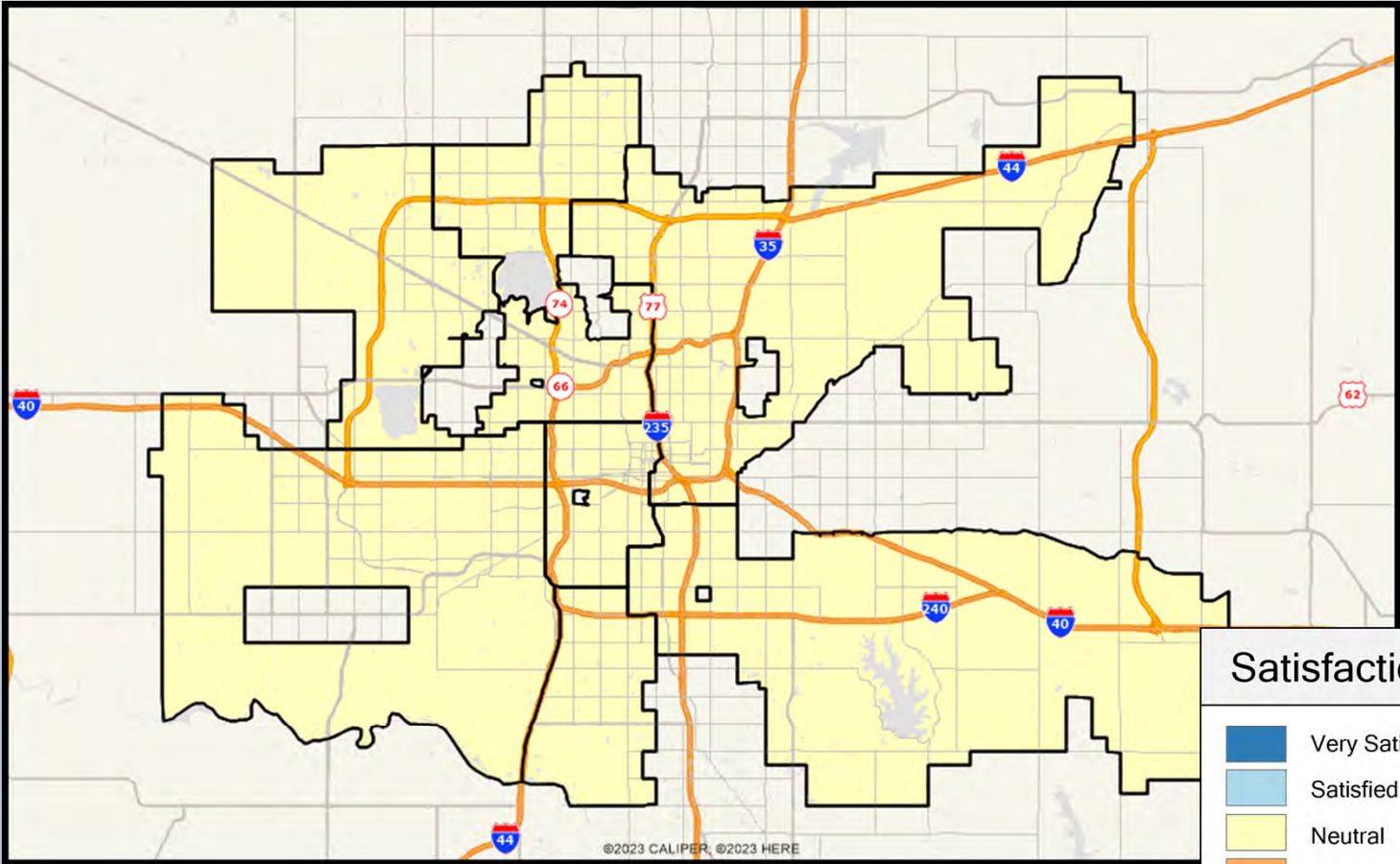


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



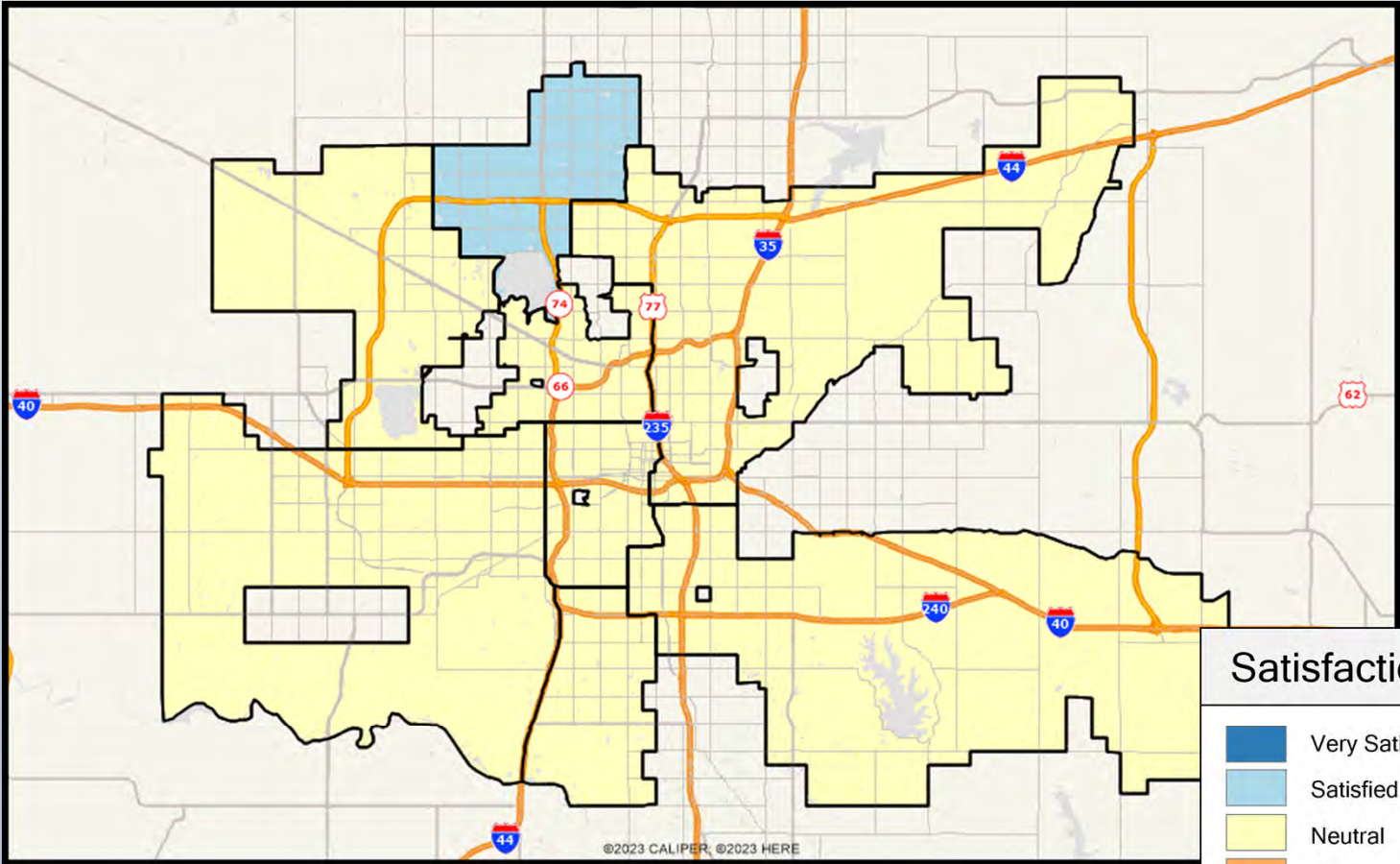
Q13-09. Cleanliness of City street and other public areas



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q13-10. Cleanliness of stormwater drains in your neighborhood

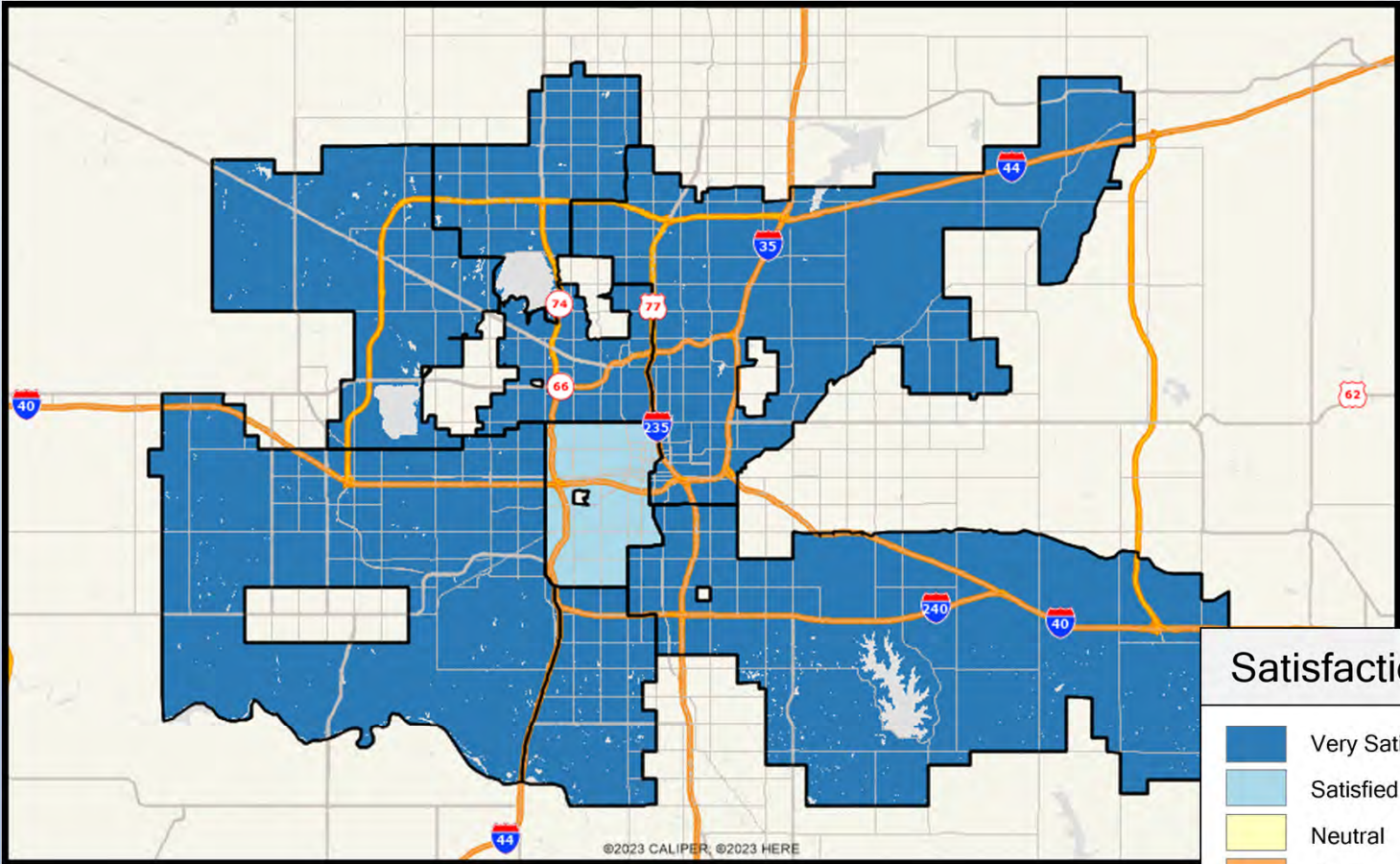


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q15-01. Residential trash collection services

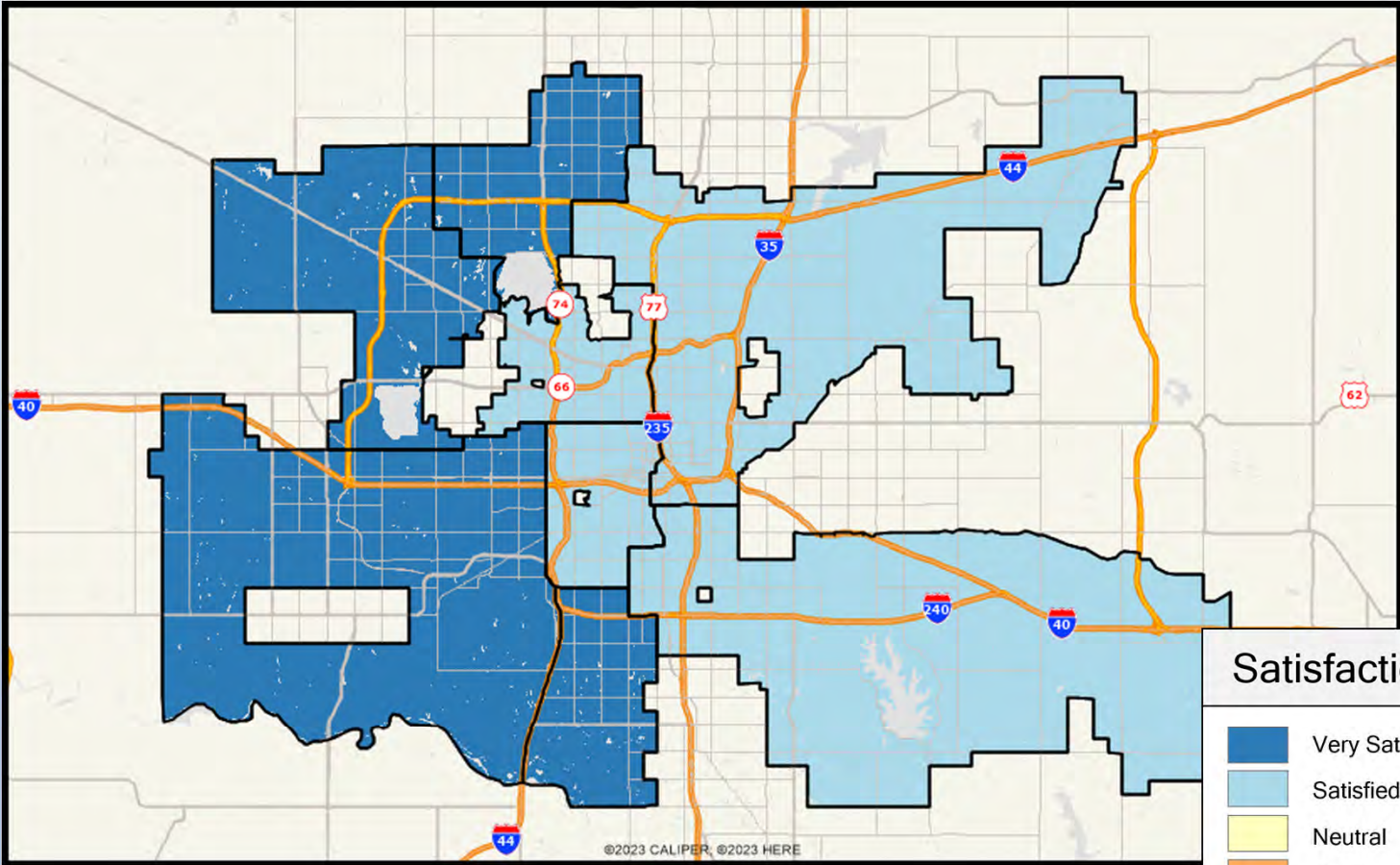


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q15-02. Curbside recycling services

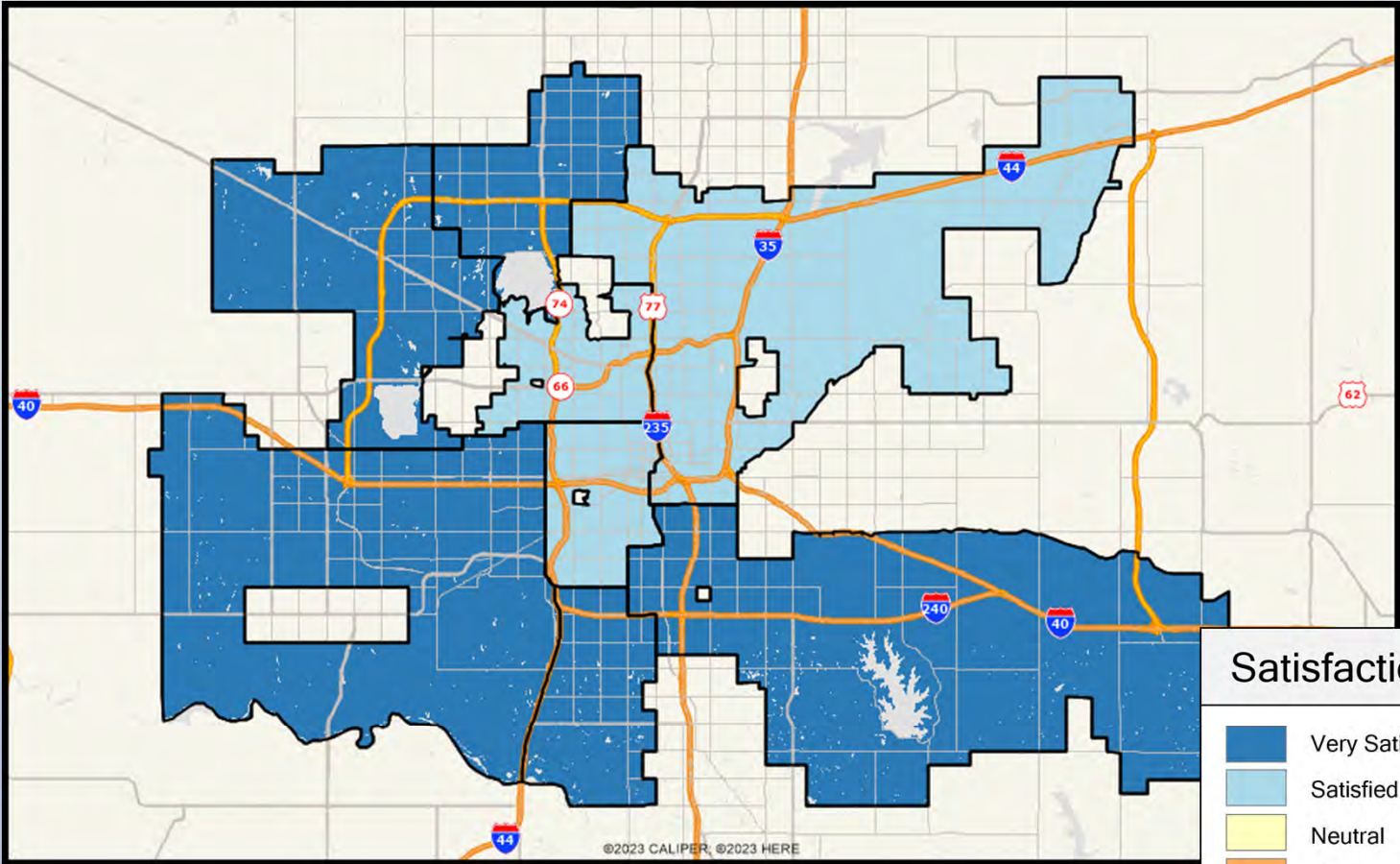


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



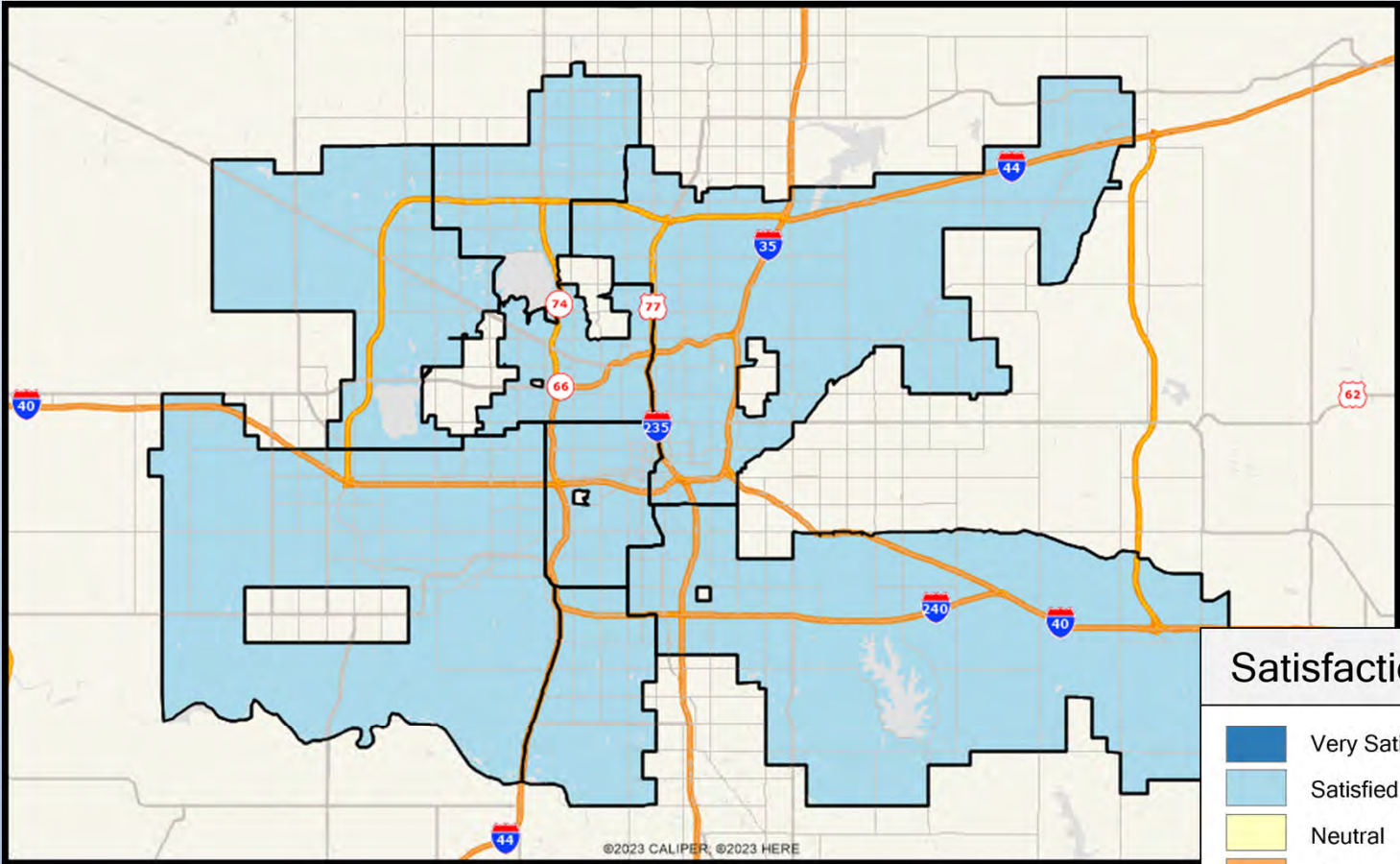
Q15-03. Bulky item pick up/removal services (e.g., old furniture, appliances)



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q15-04. Water service

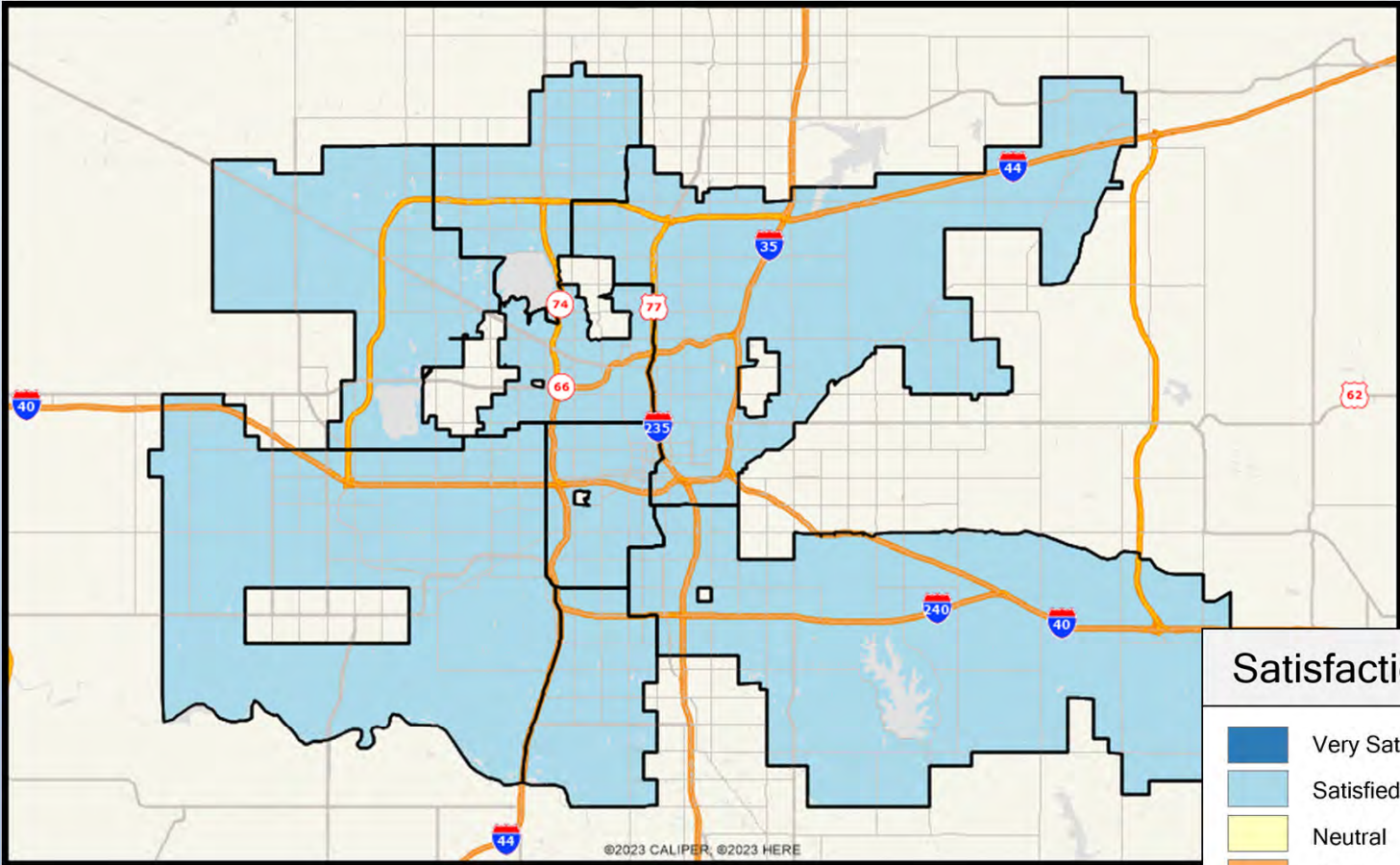


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q15-05. Wastewater services

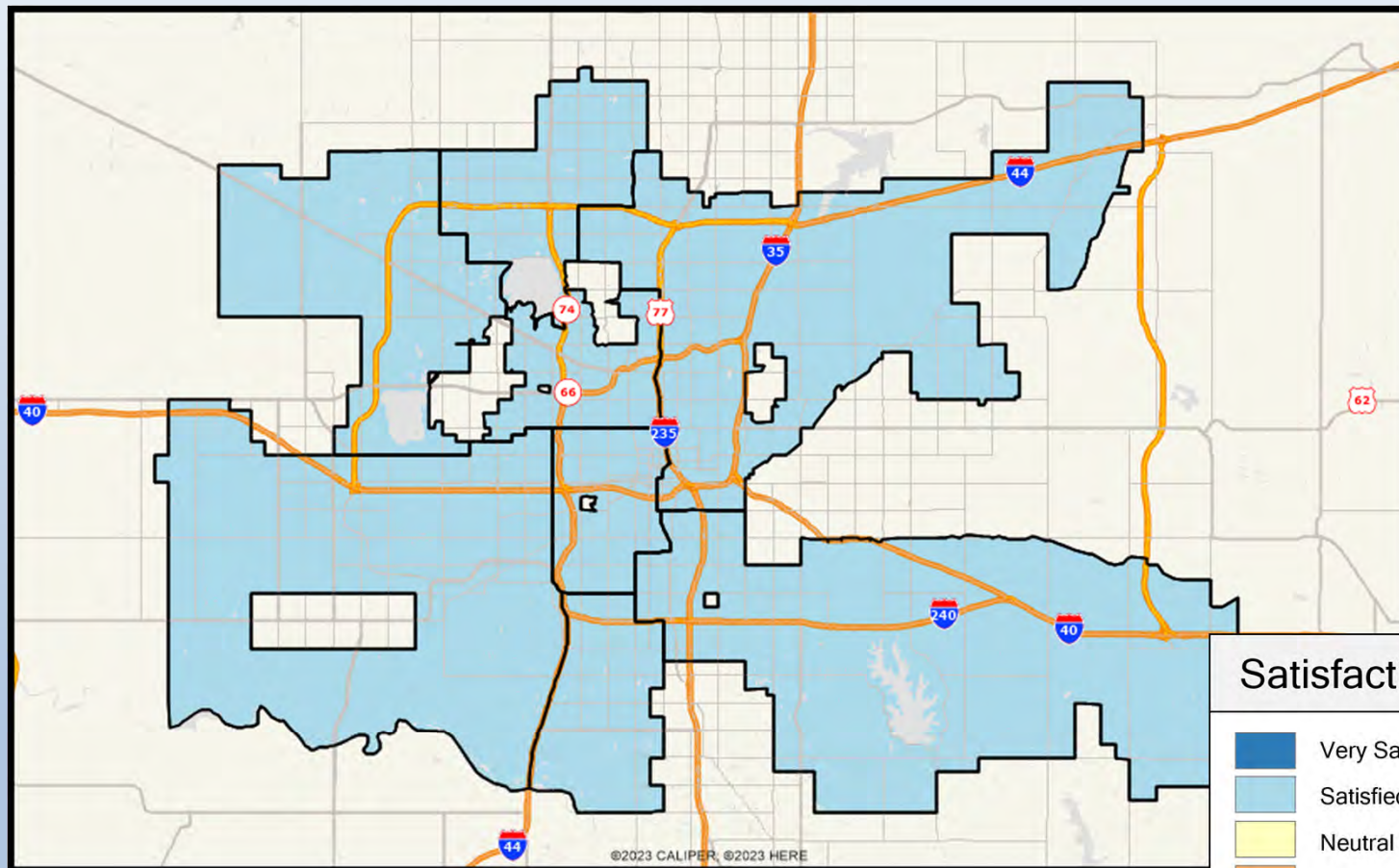


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



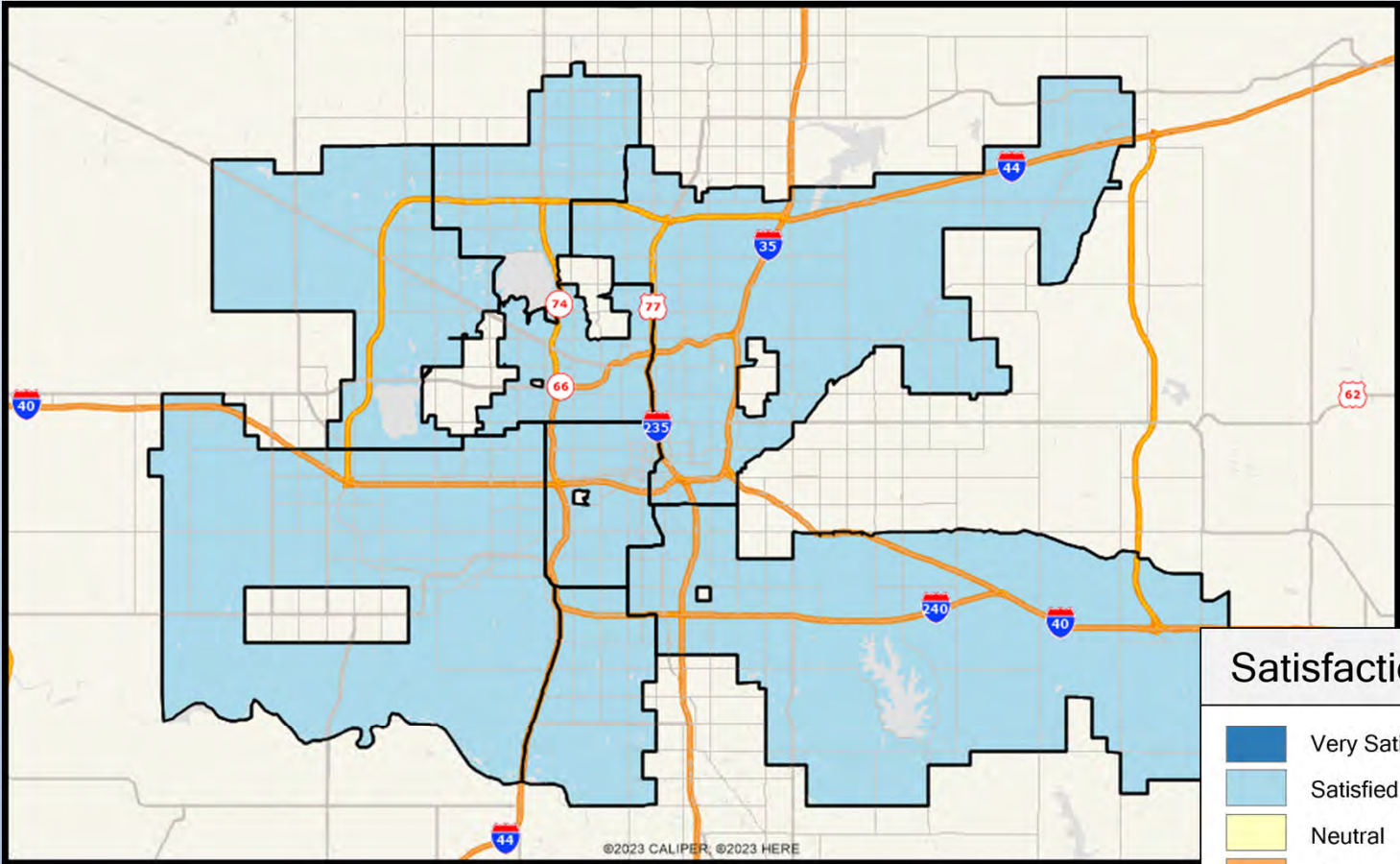
Q15-06. Speed of service (e.g., repairs, starting service)



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q15-07. Quality of customer service

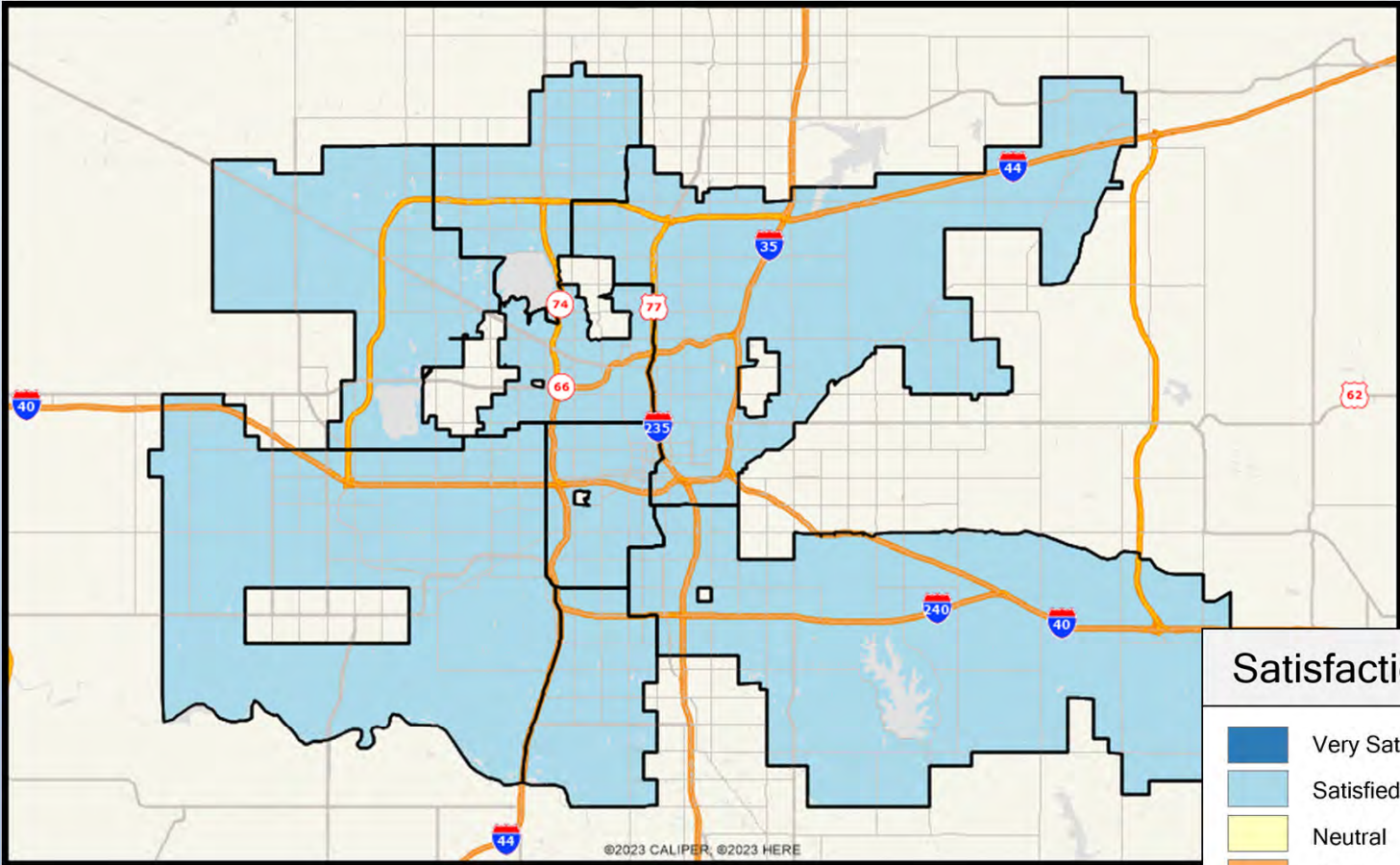


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q17-01. Maintenance of City parks

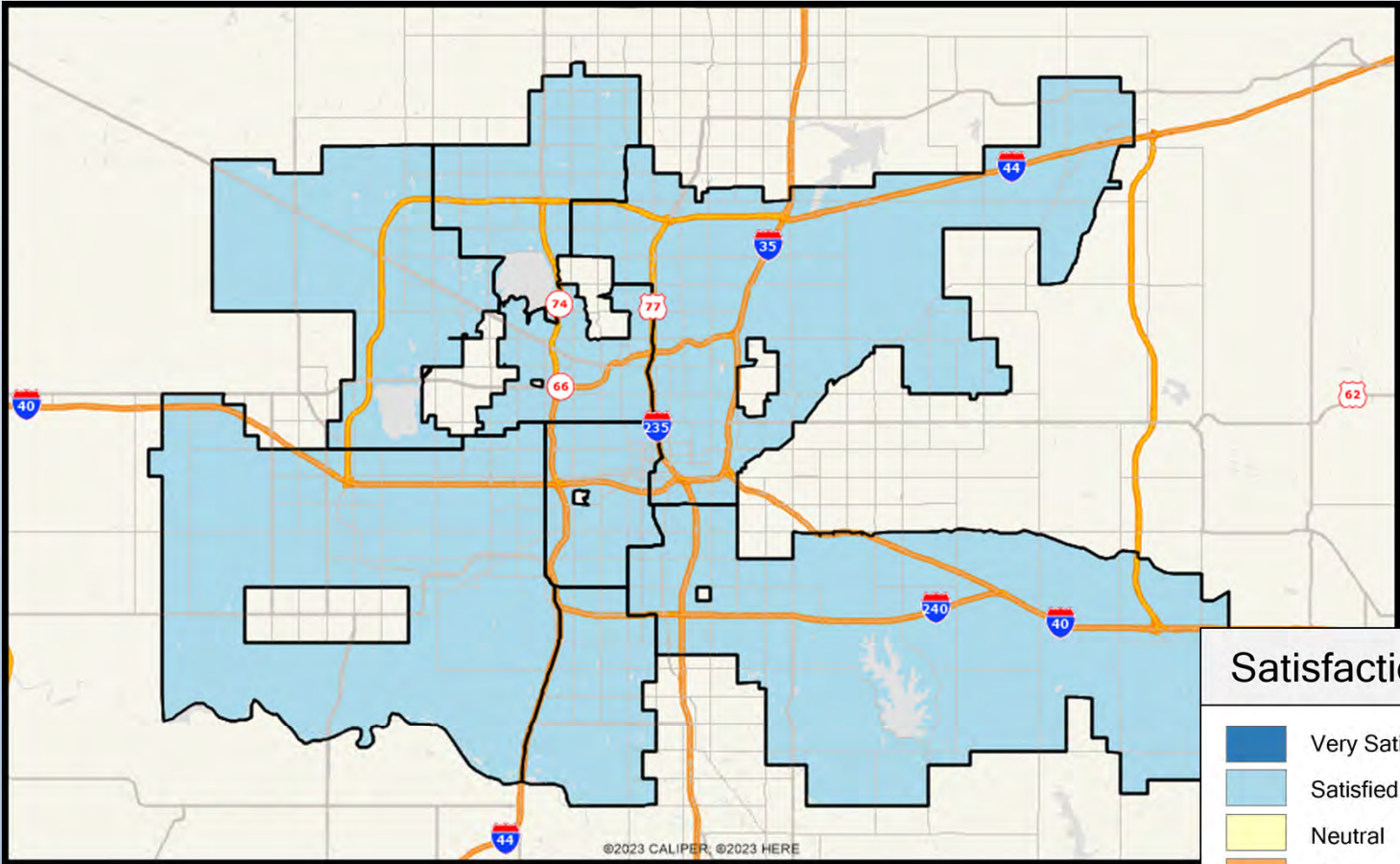


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q17-02. Maintenance of new or upgraded facilities

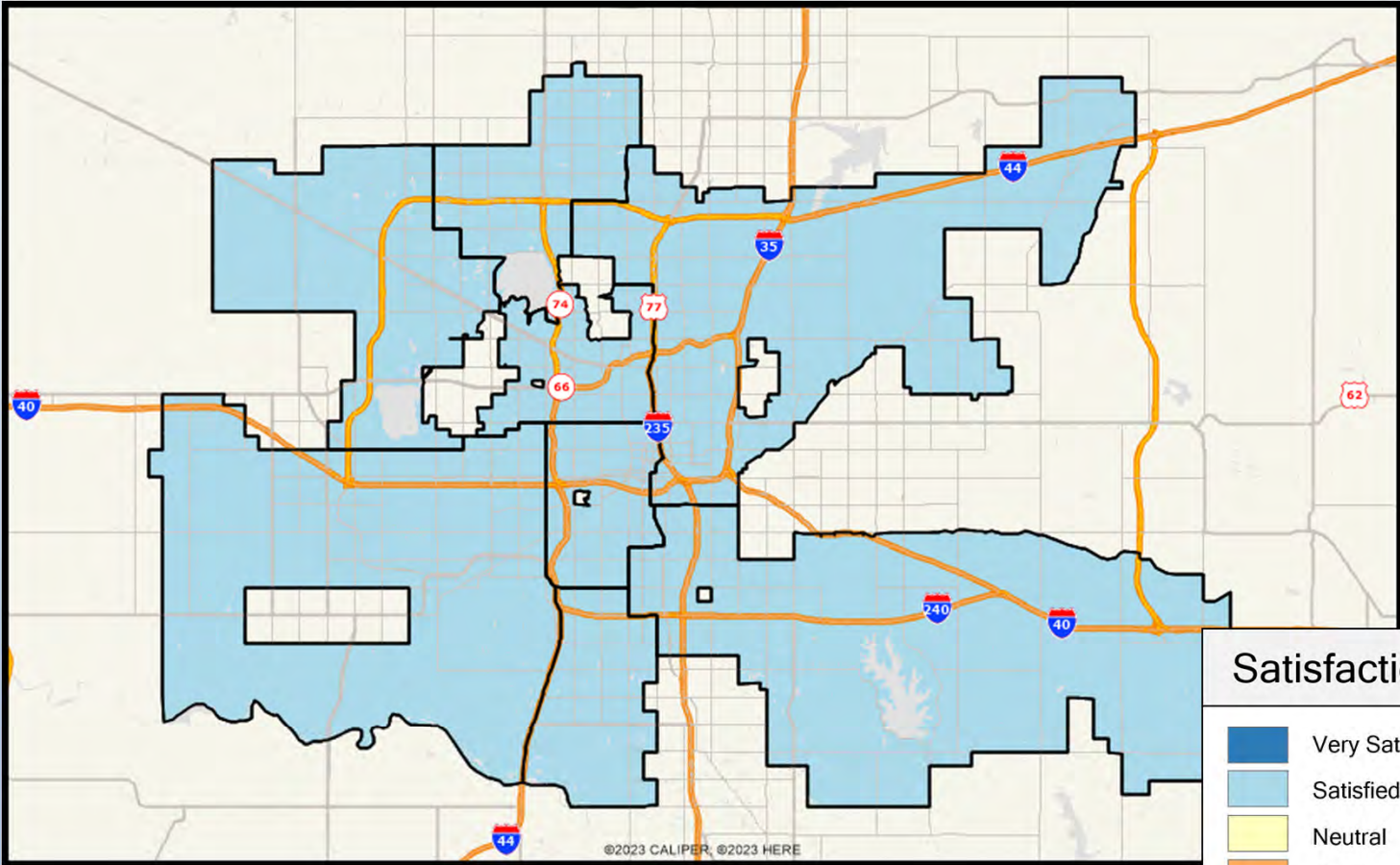


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q17-03. City's multipurpose trails

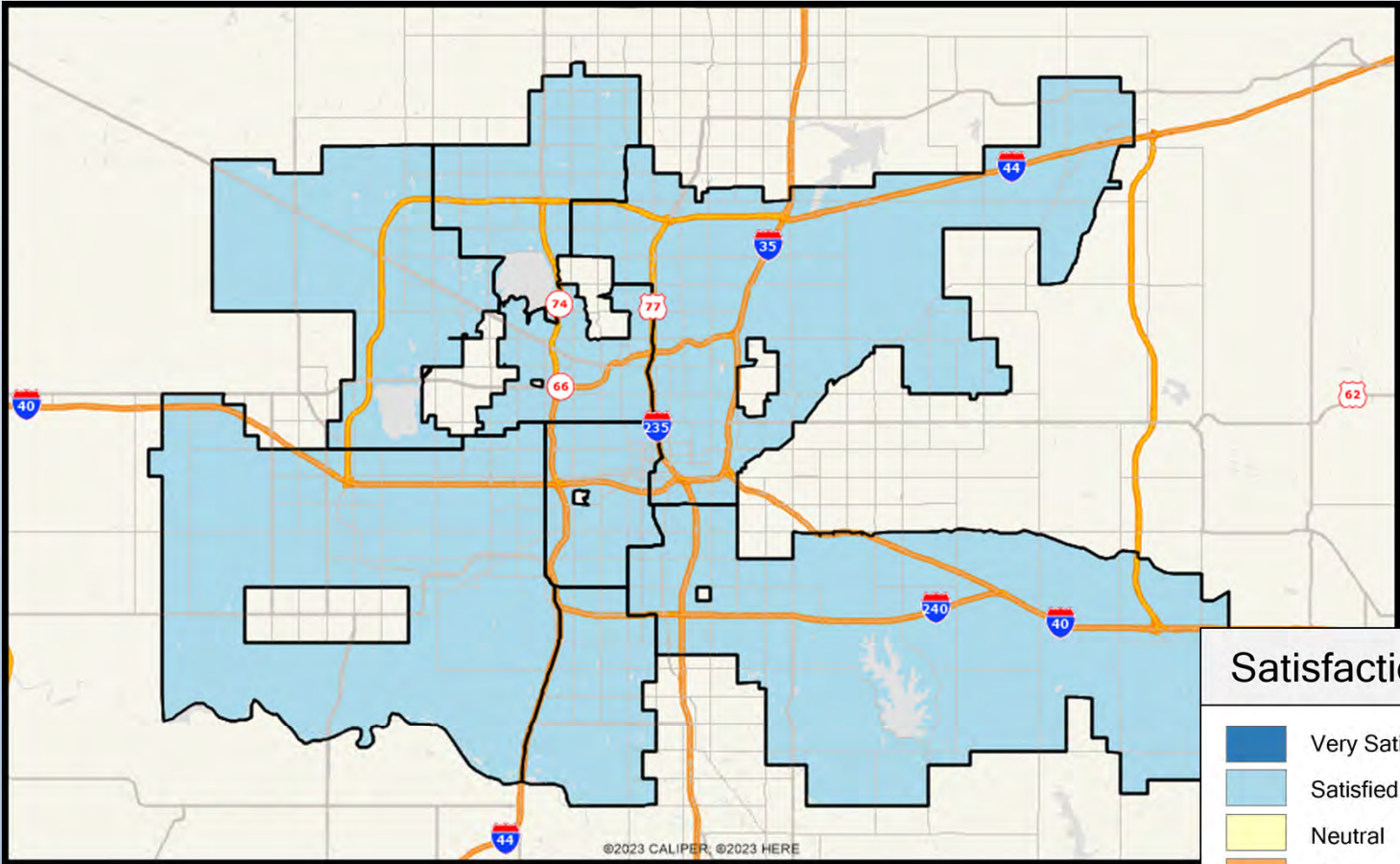


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q17-04. Accessibility to City parks and trails

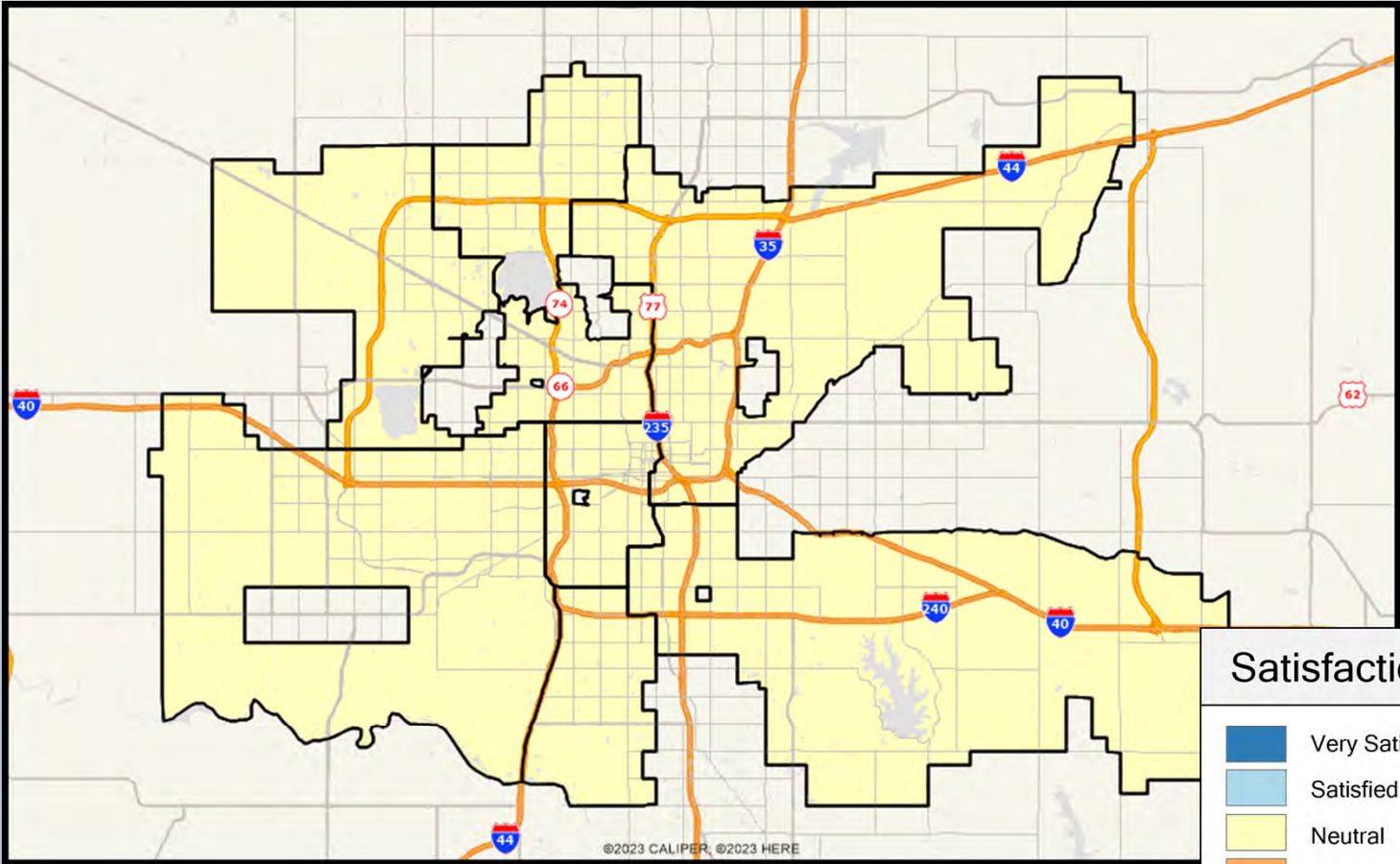


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q17-05. Condition of landscaping in City medians and streets rights-of-way

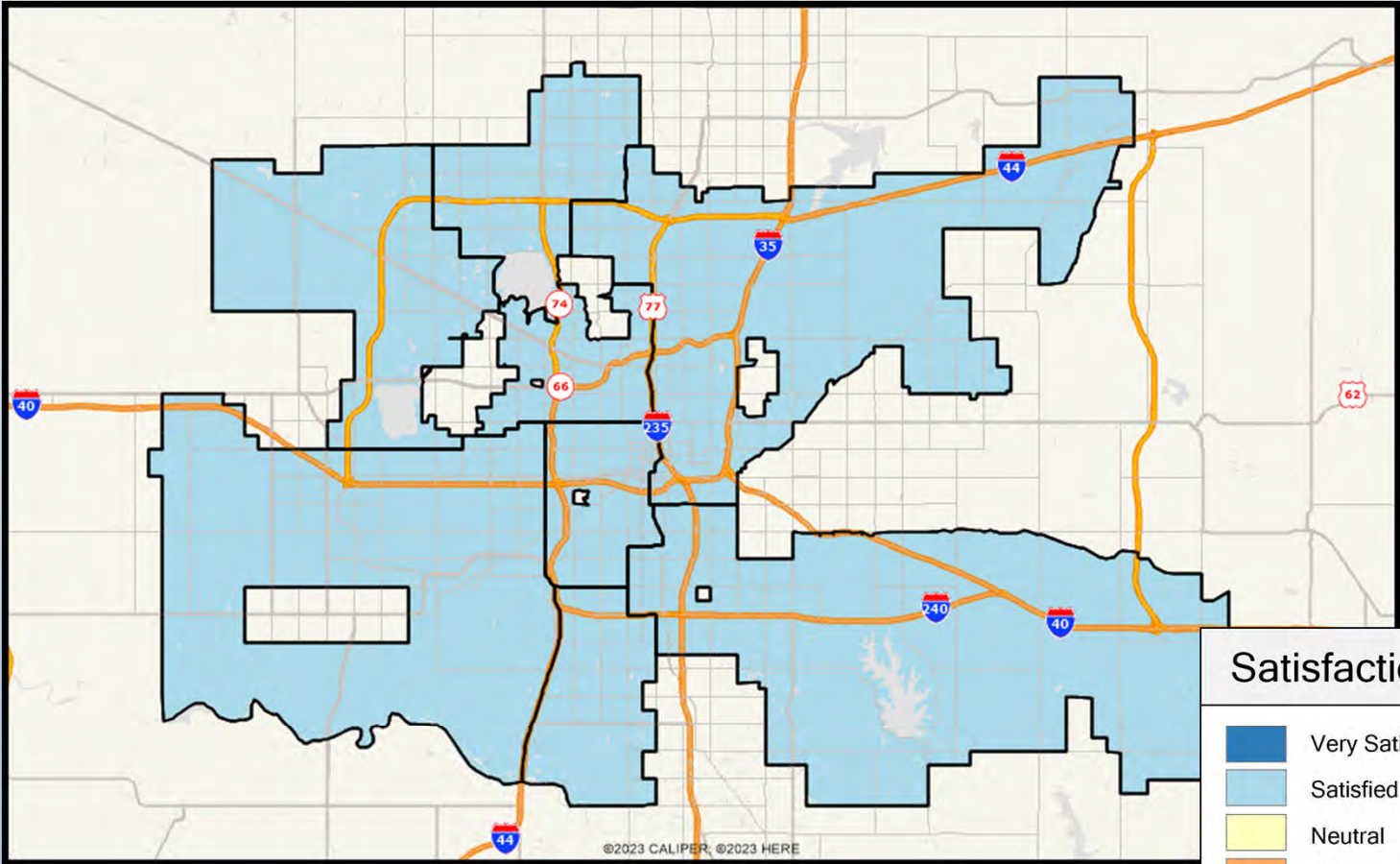


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q17-06. Quality of City golf courses

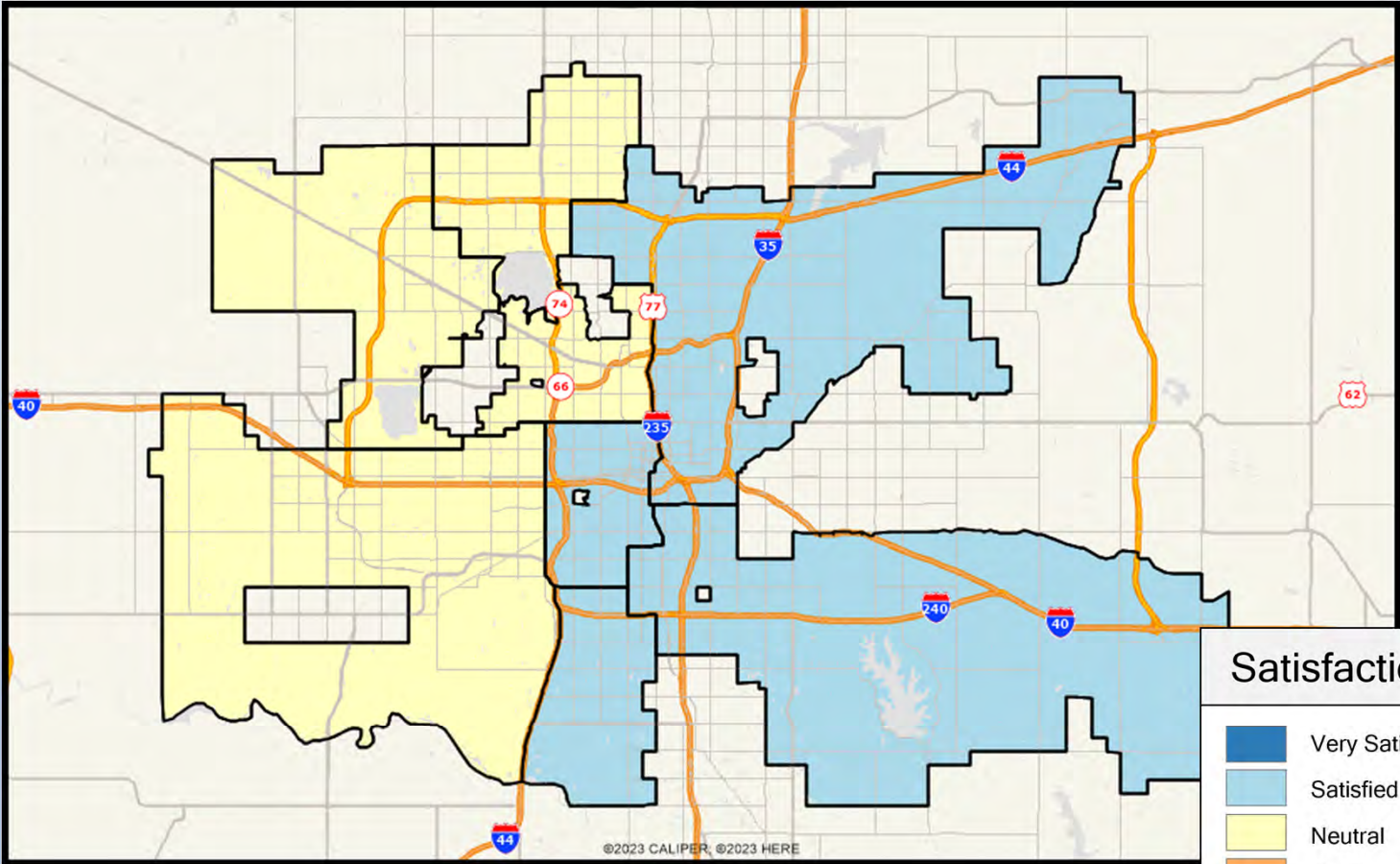


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q17-07. City aquatic facilities and programs

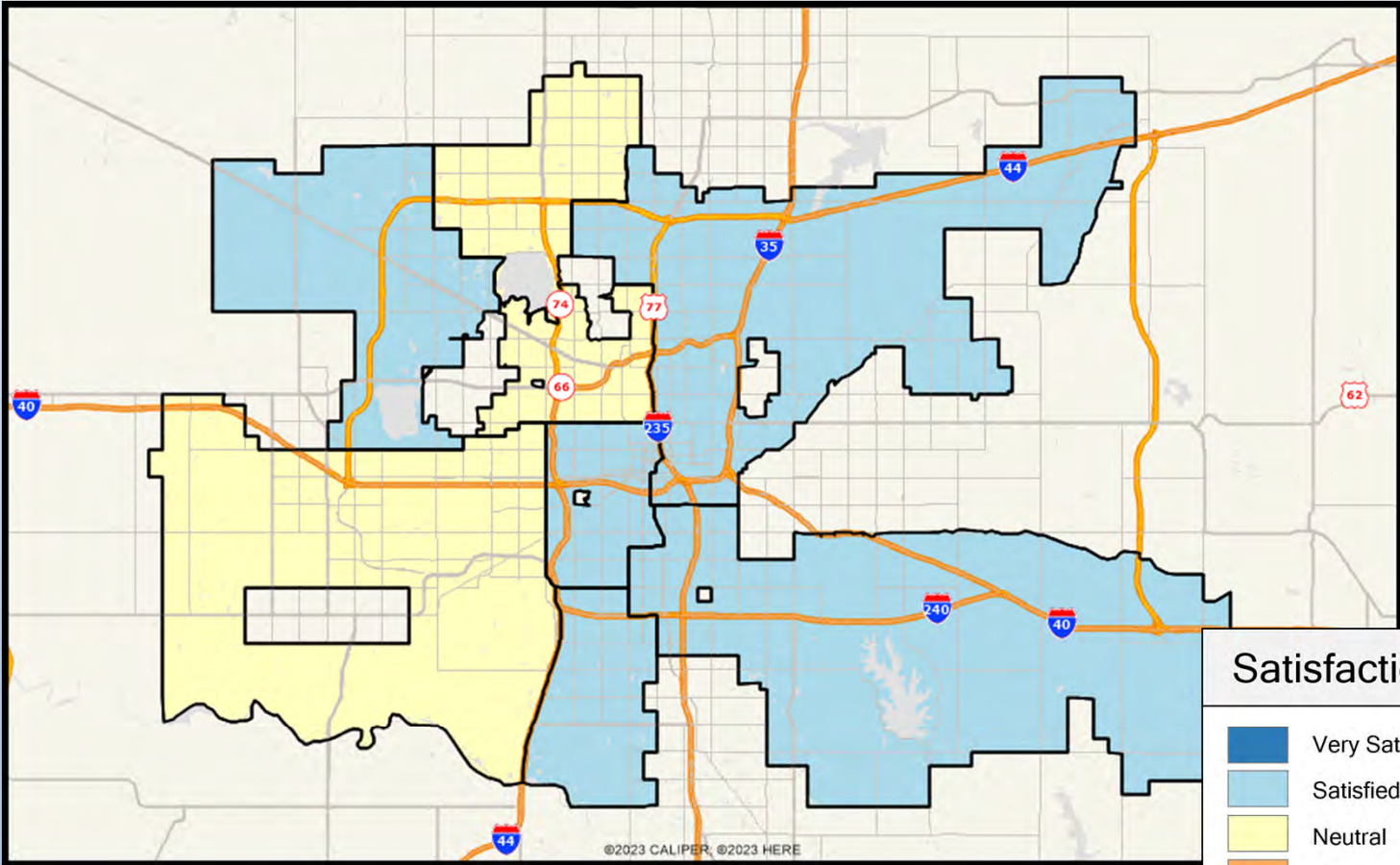


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



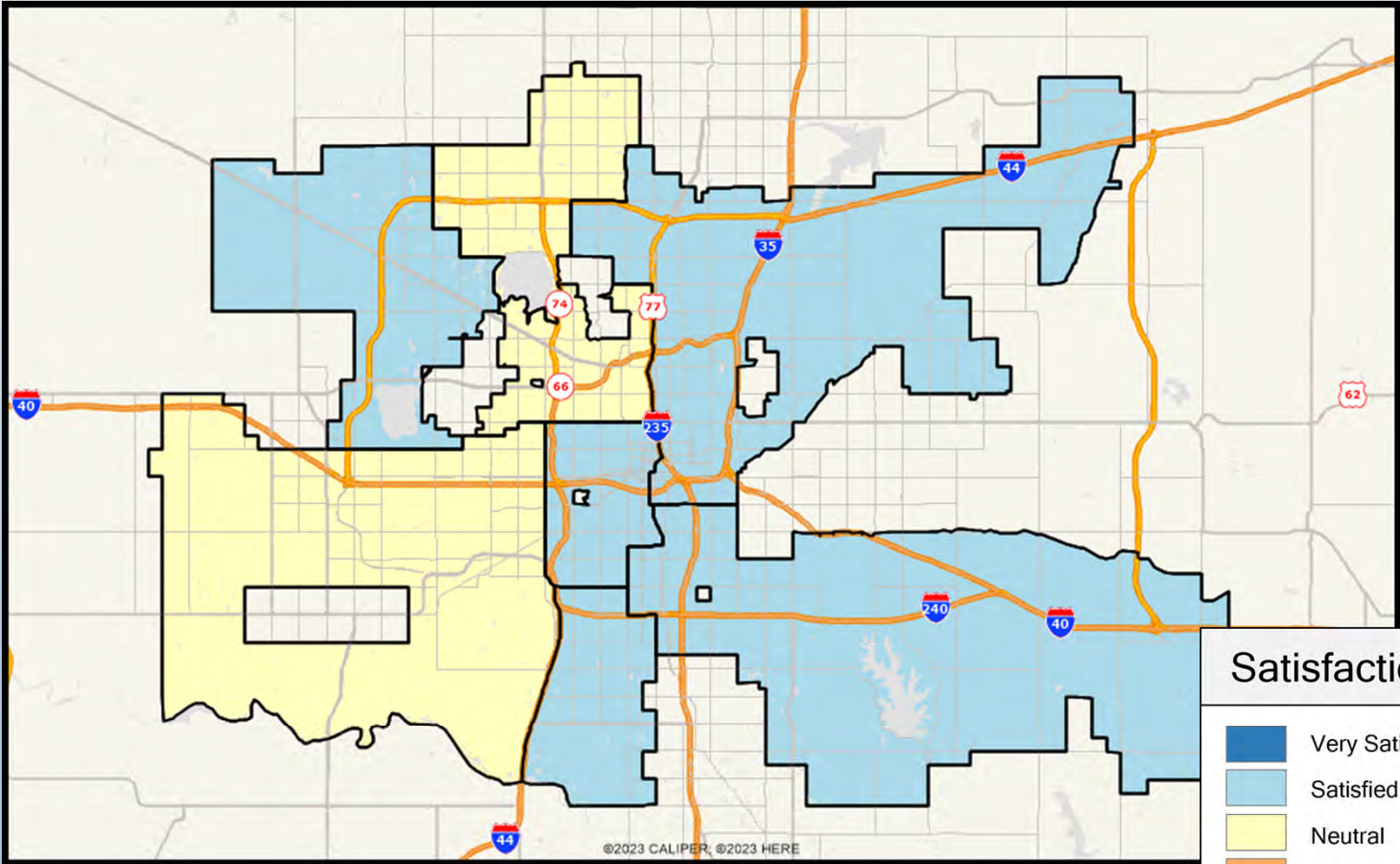
Q17-08. Athletic programs



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q17-09. Athletic facilities

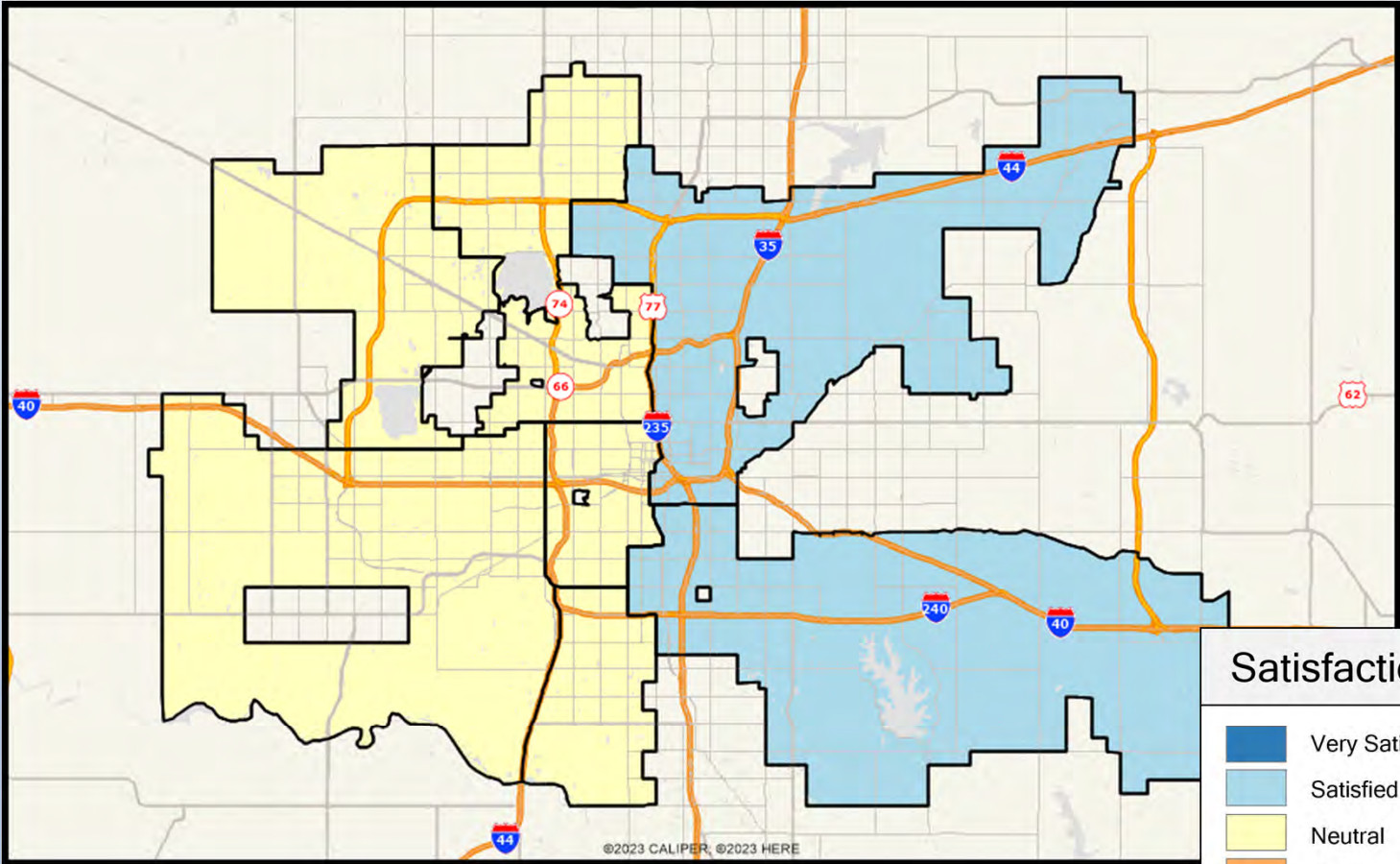


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q17-10. Availability of information about parks and recreation activities/classes

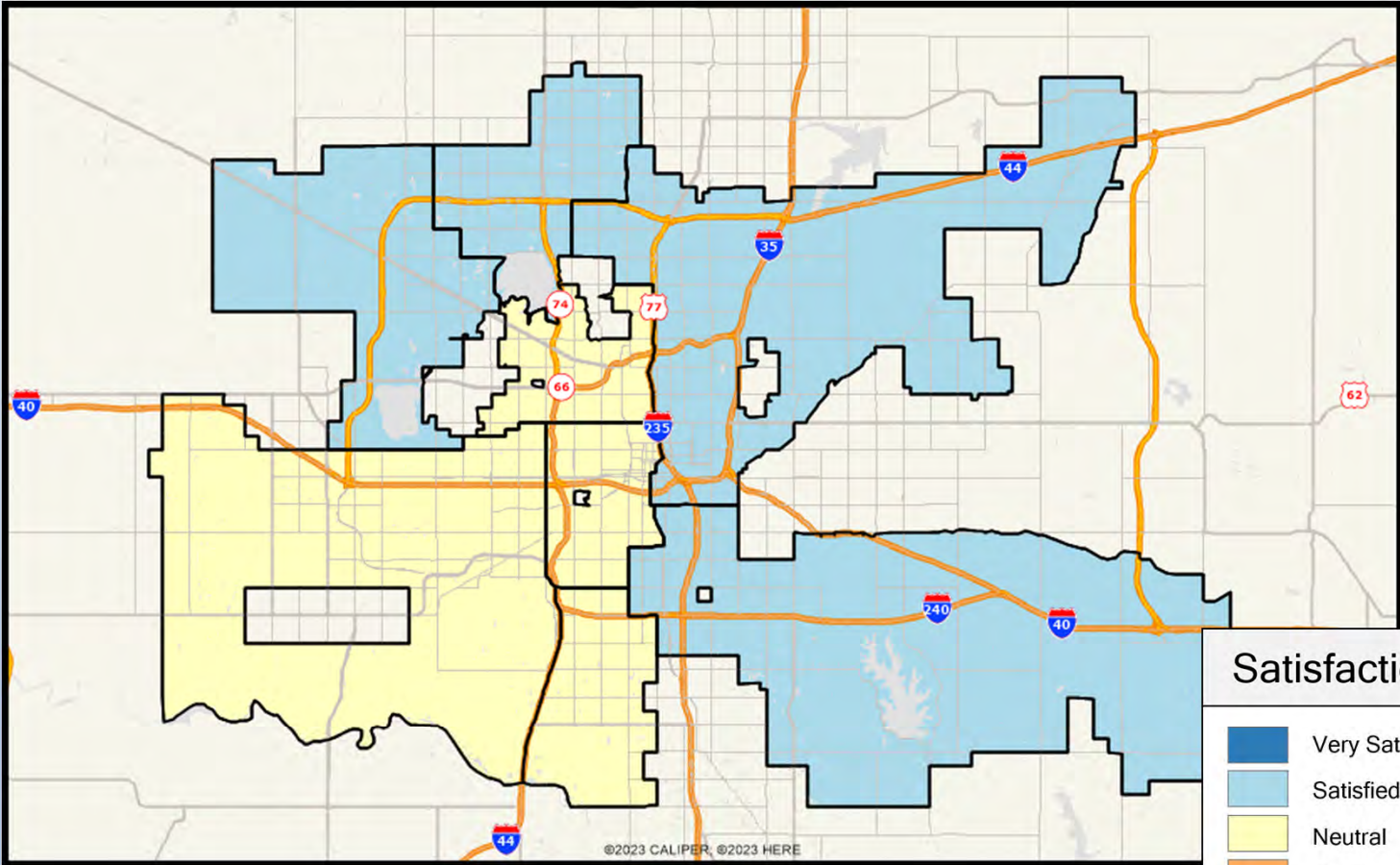


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q17-11. City recreation centers

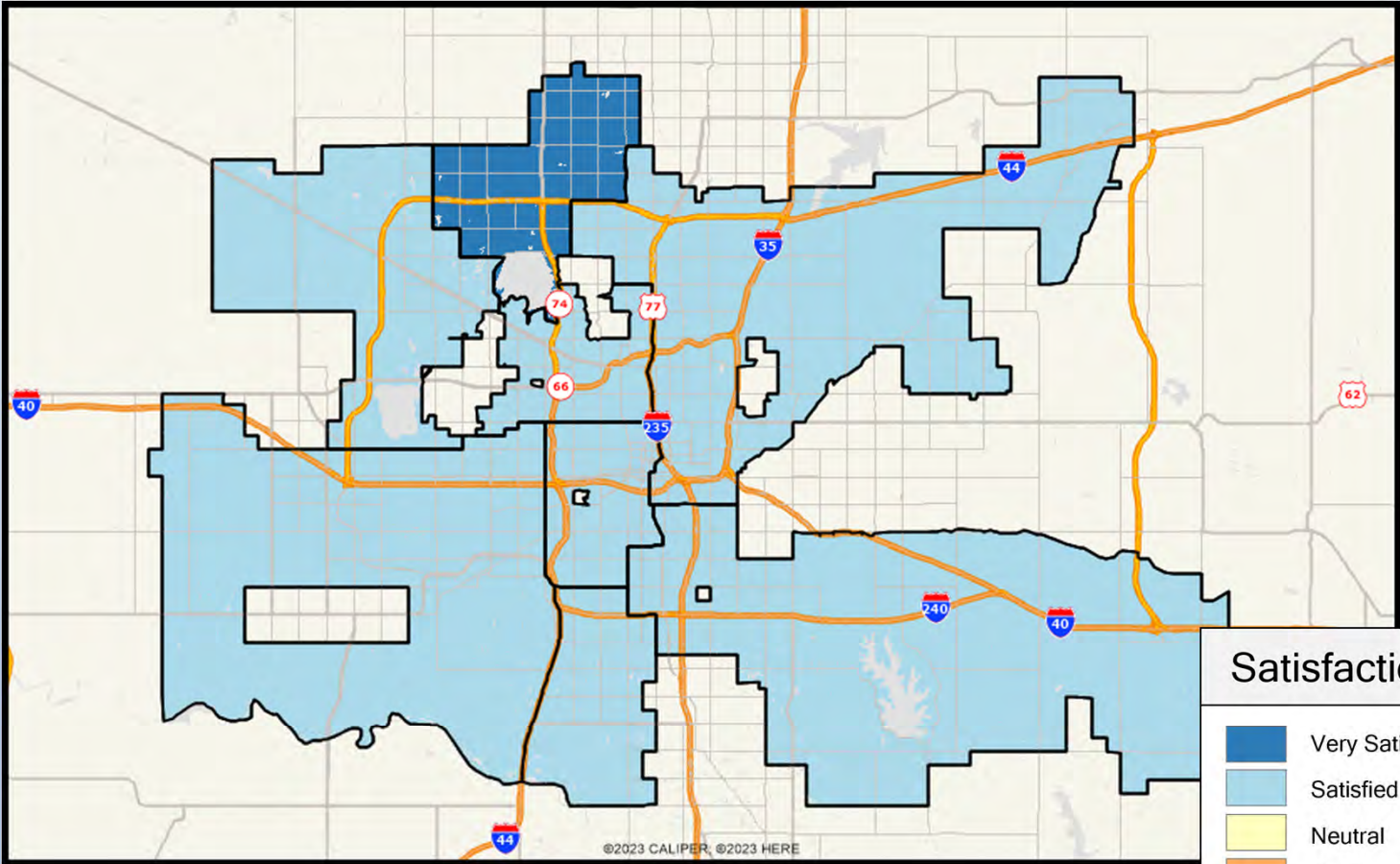


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q17-12. Civic Center Music Hall experience

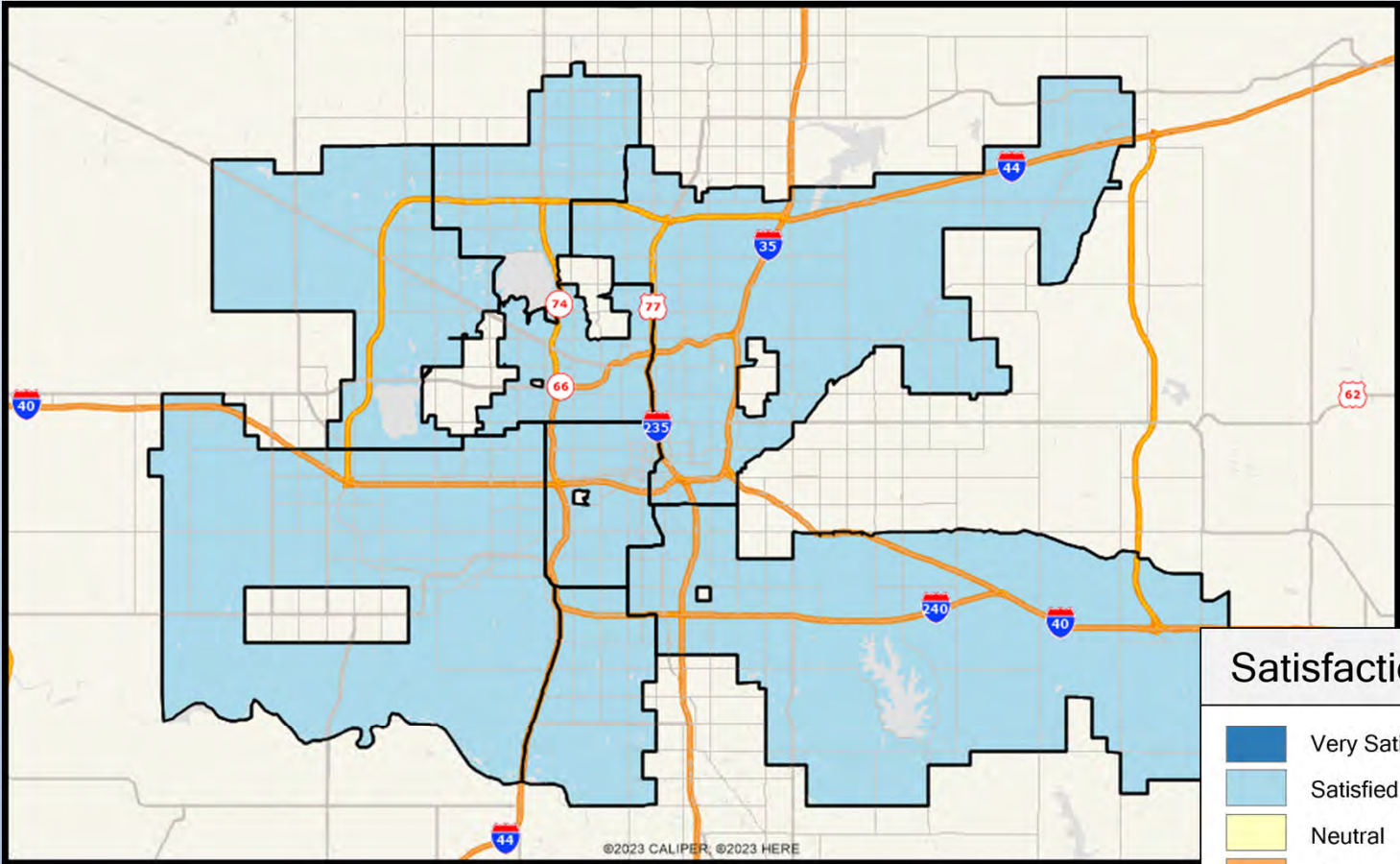


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q17-13. Condition of Bricktown Canal and landscaping

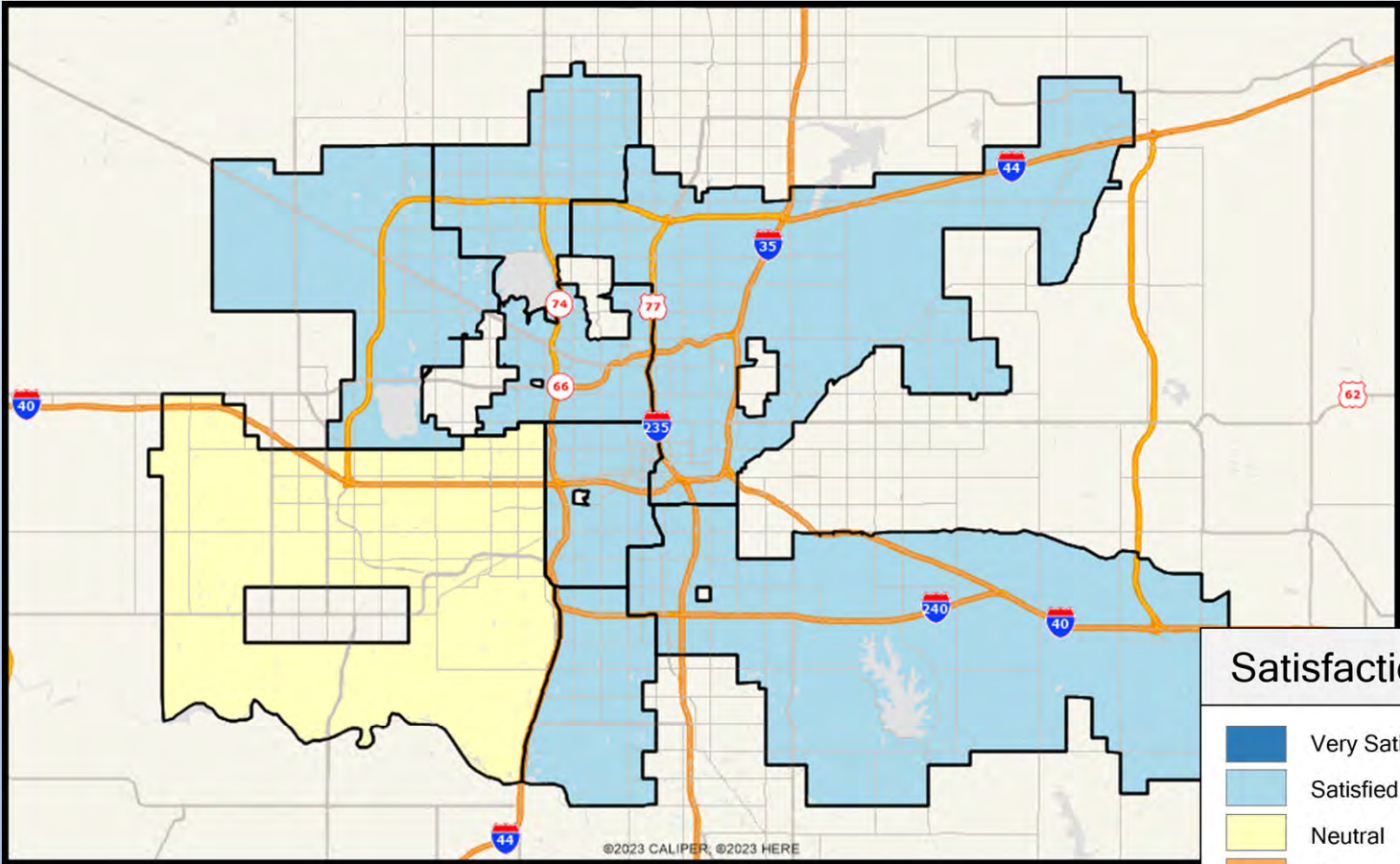


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q17-14. Recreation facilities and programs

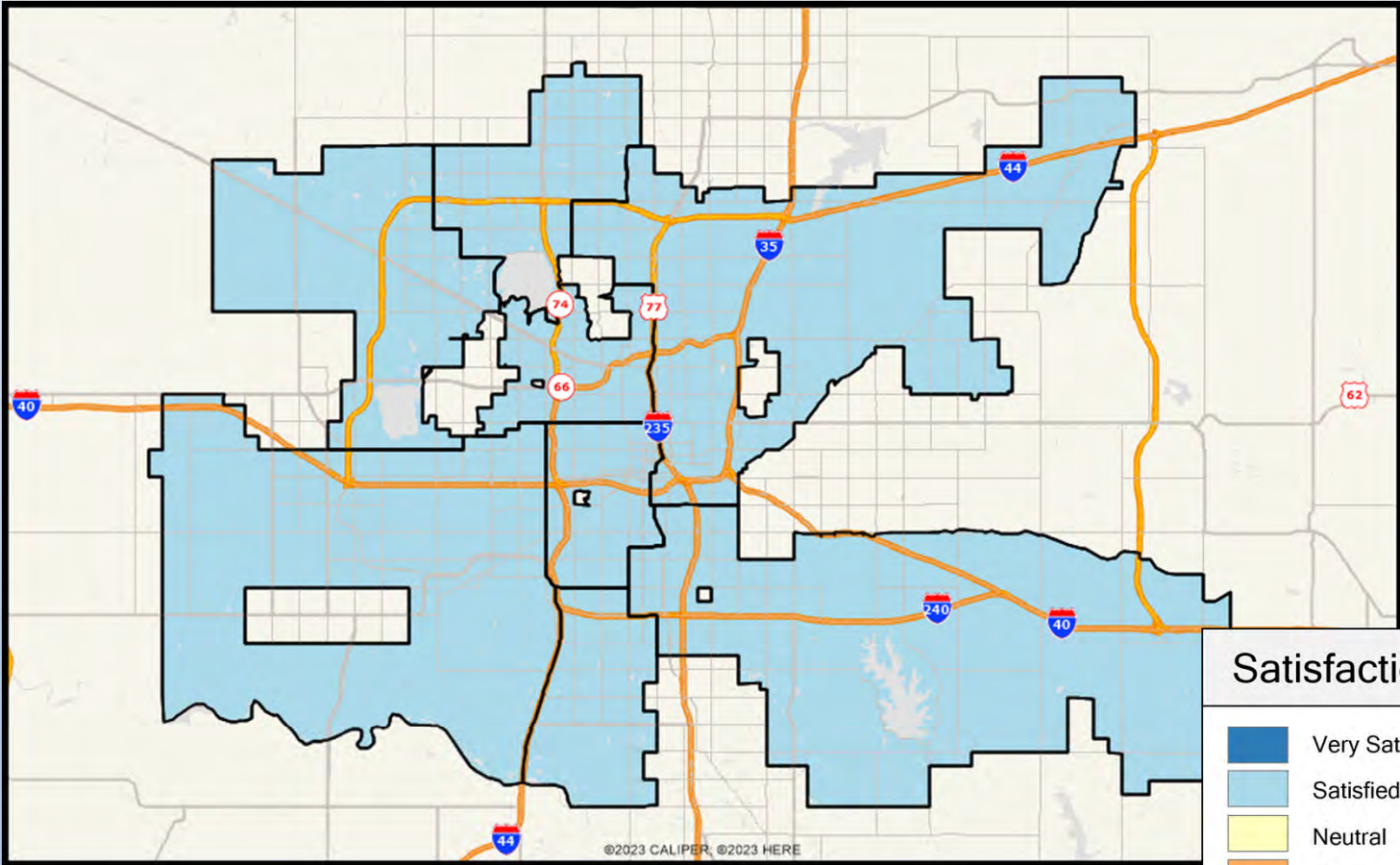


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q17-15. The City of Oklahoma City's Parks and Recreation Department

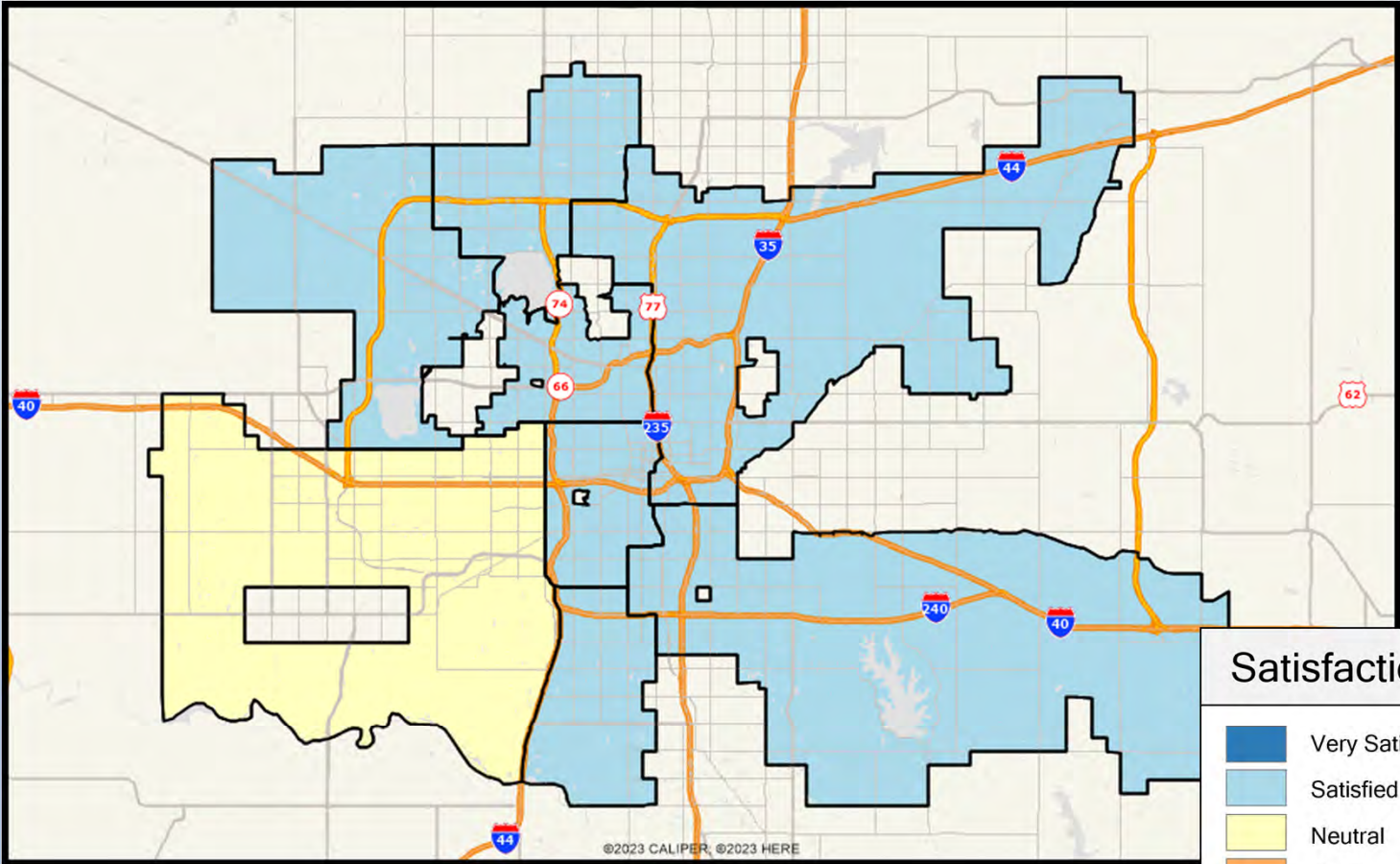


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



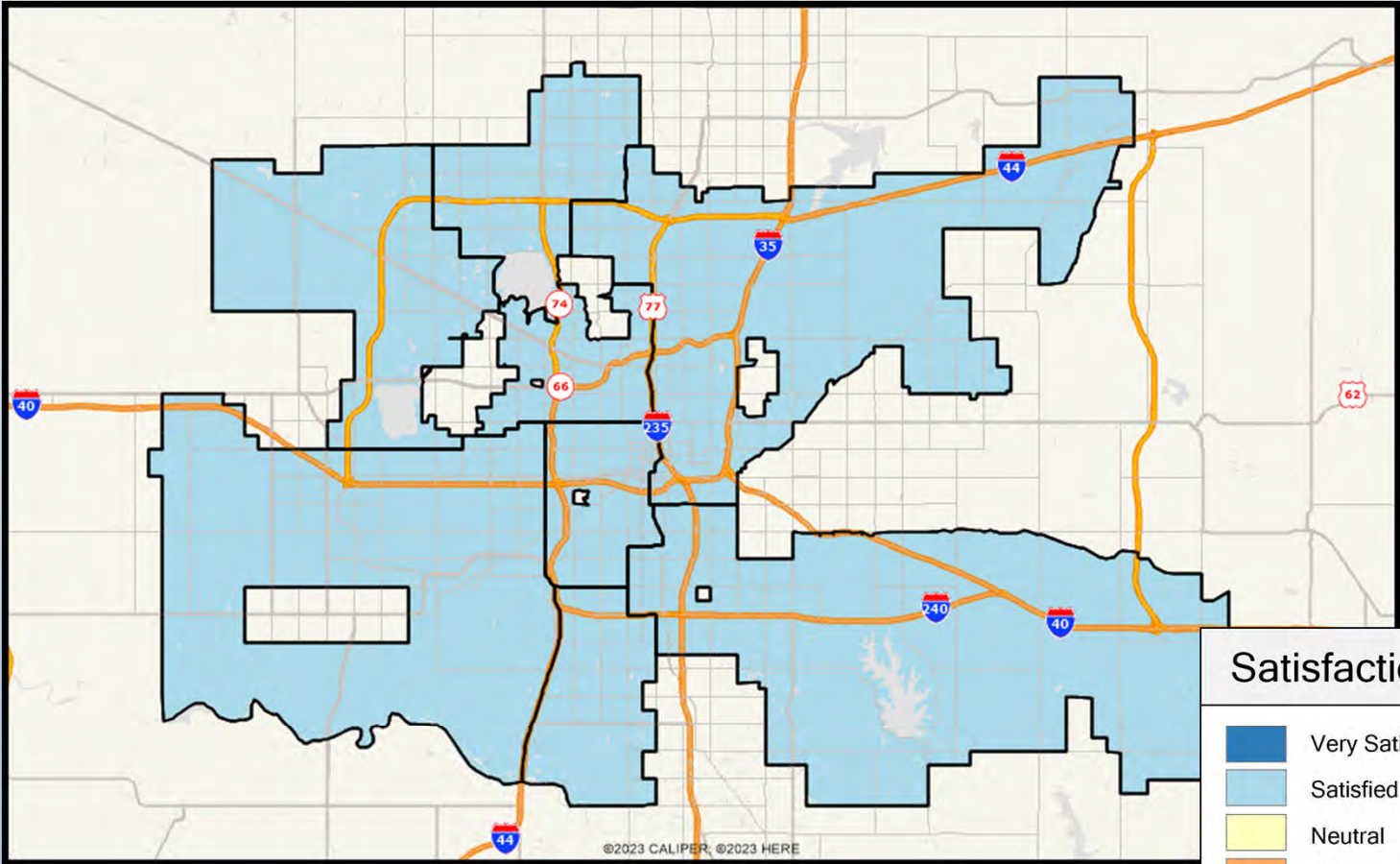
Q20-01. The availability of news and information about the City of Oklahoma City's services



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q20-02. The information in the water bill newsletter

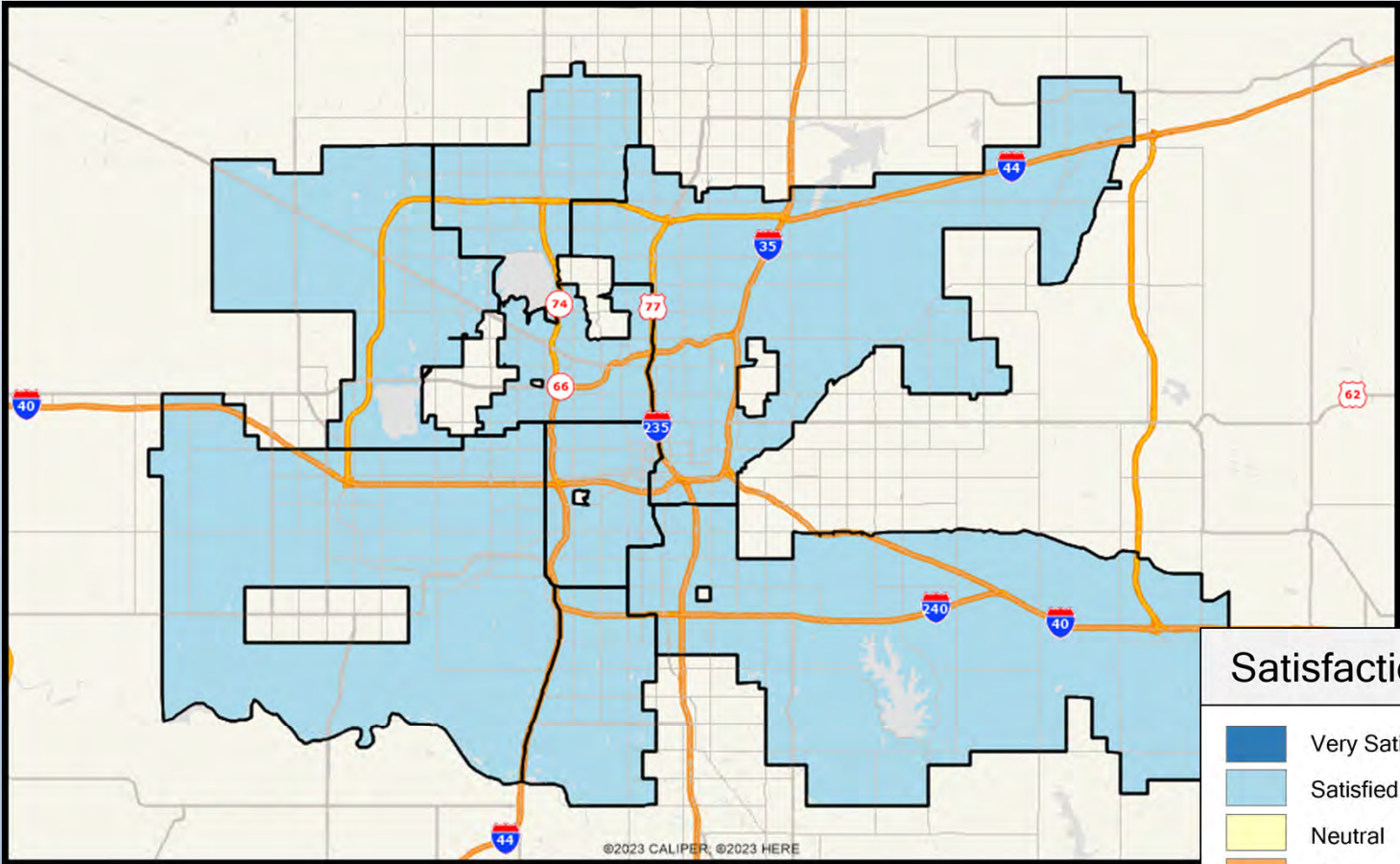


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q20-03. The City's website (okc.gov) as a source of information

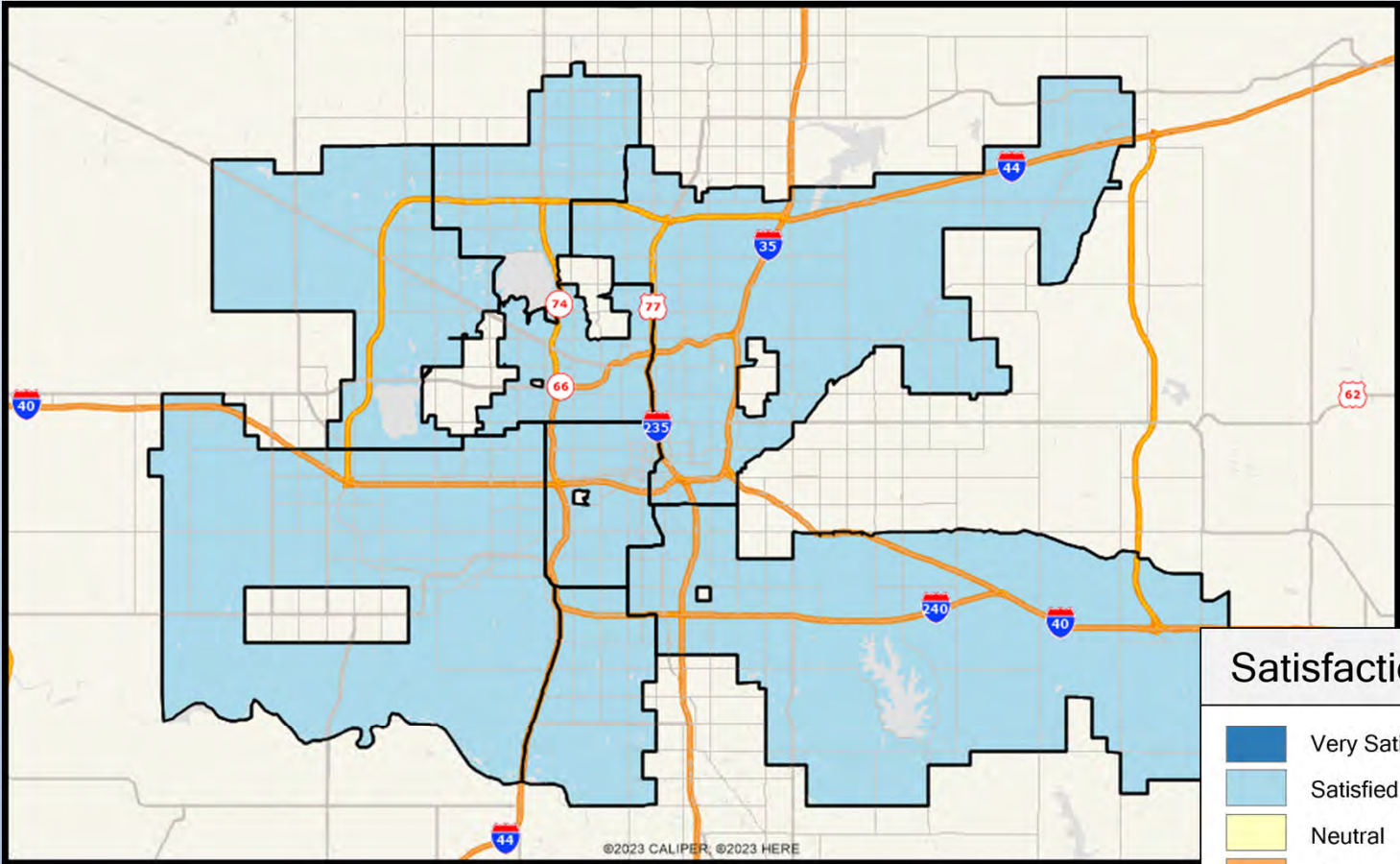


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q20-04. The City's use of social media

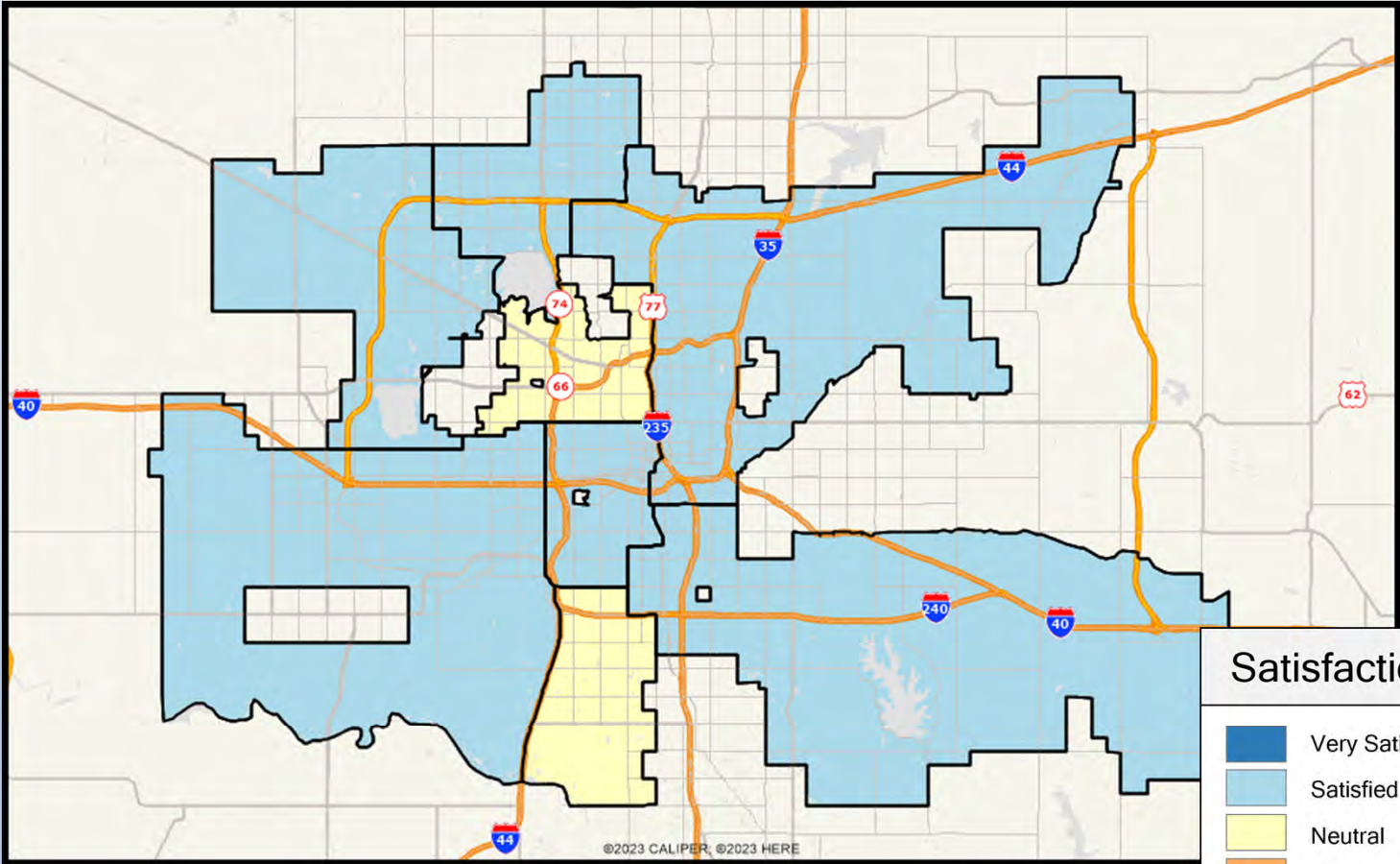


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



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

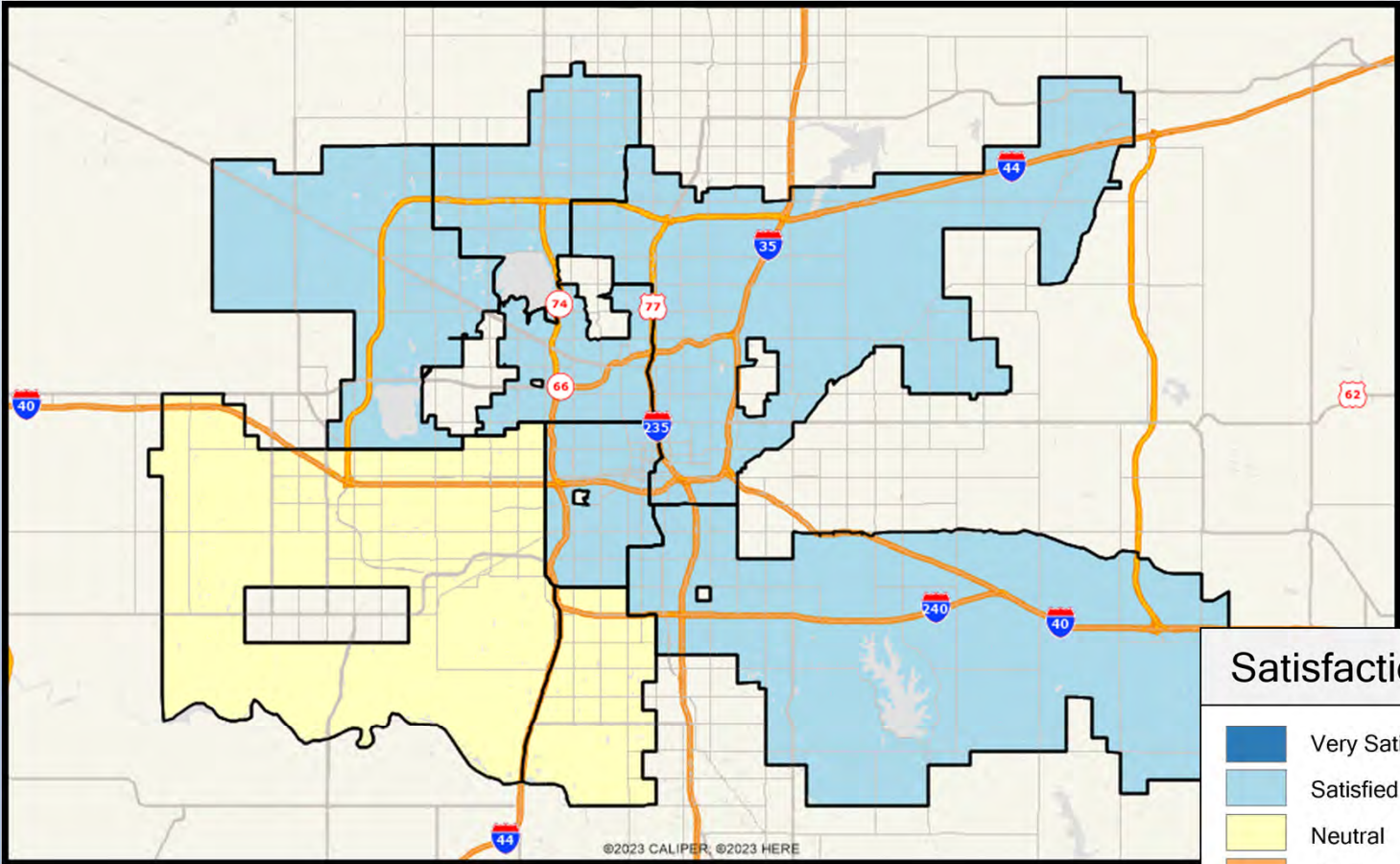


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



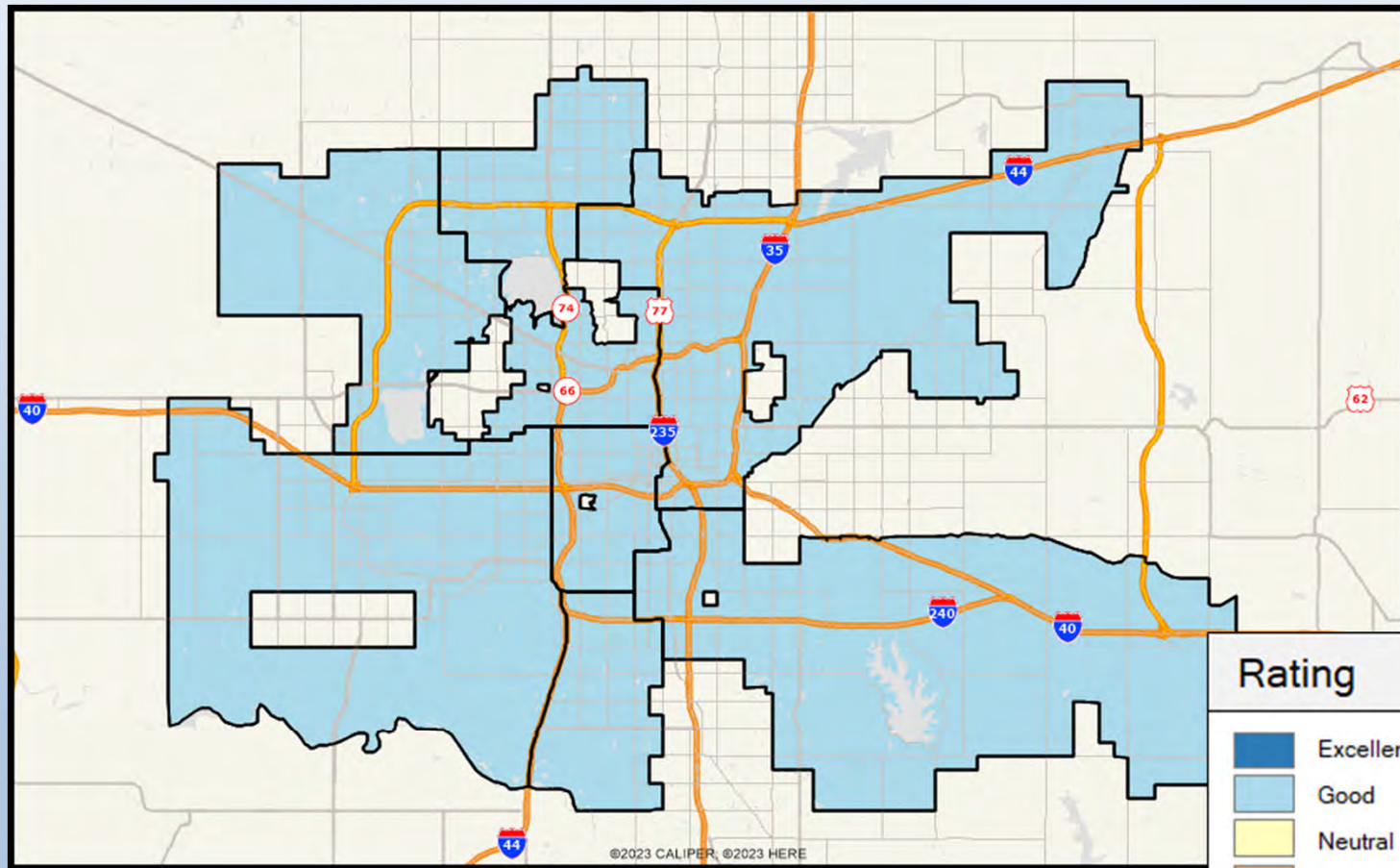
Q20-06. Services and information provided by the City's Action Center



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

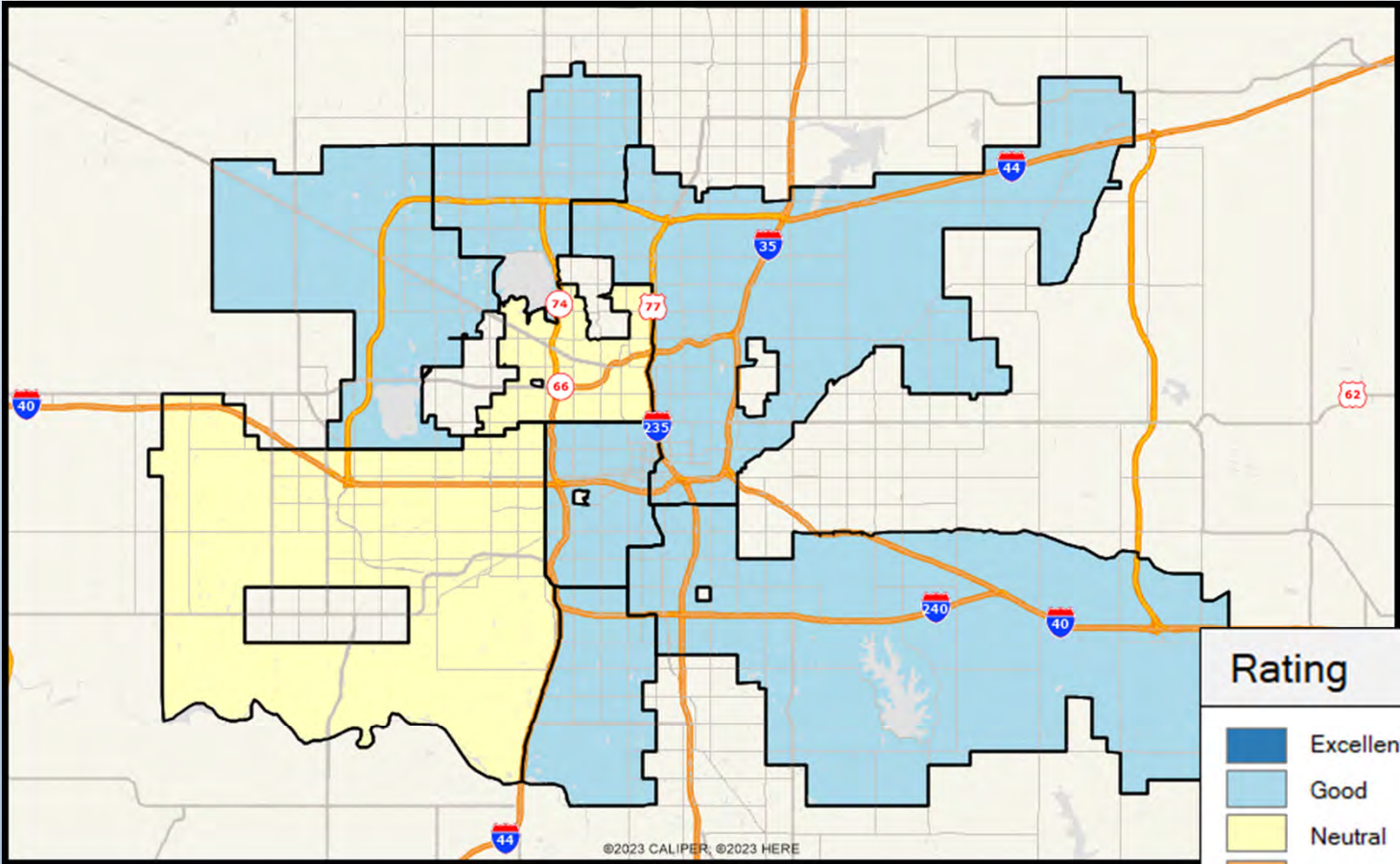
Q24-01. As a place to live



Rating


- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

Q24-02. As a place to raise children

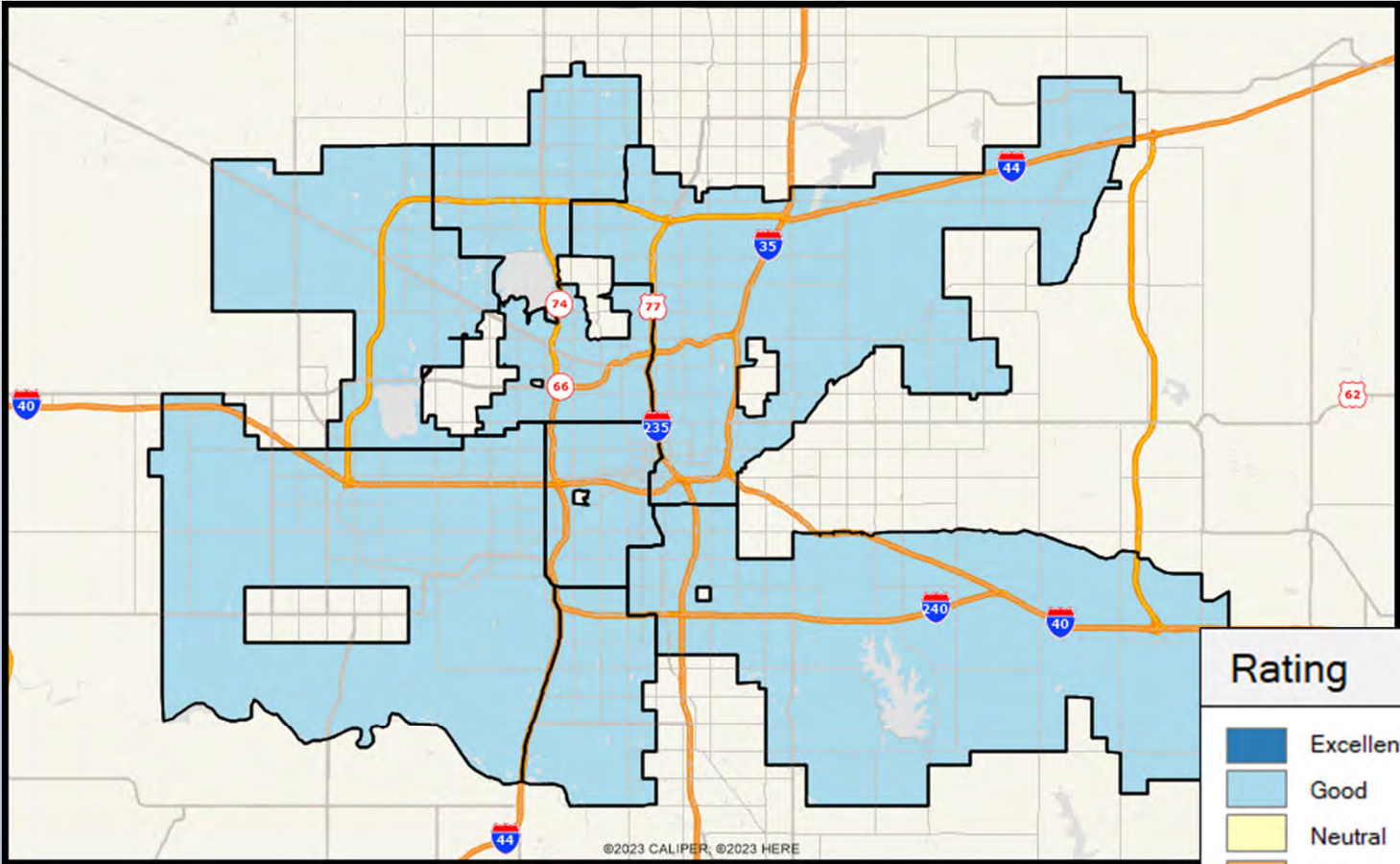


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response



Q24-03. As a place to work

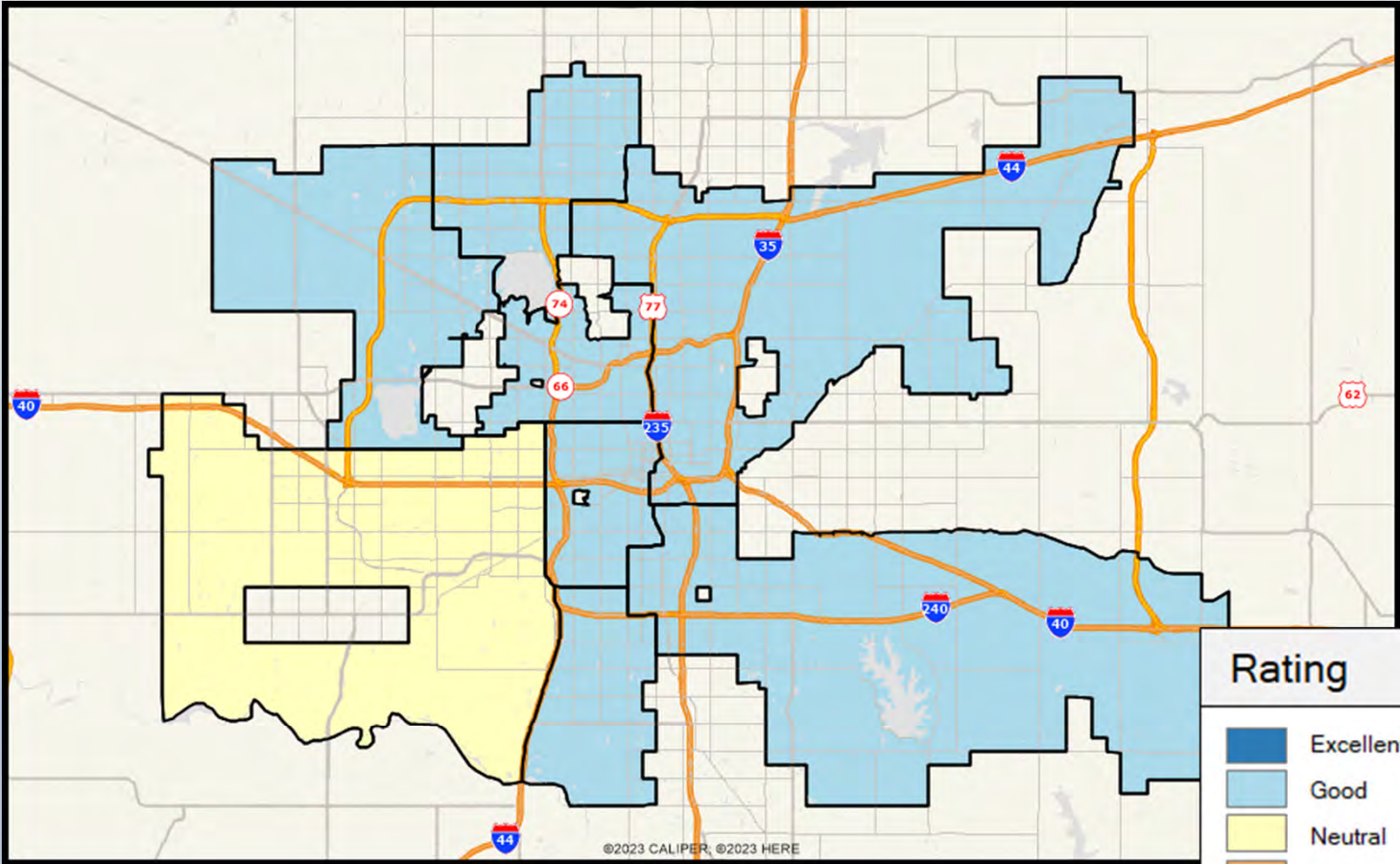


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response


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Q24-04. As a place to retire

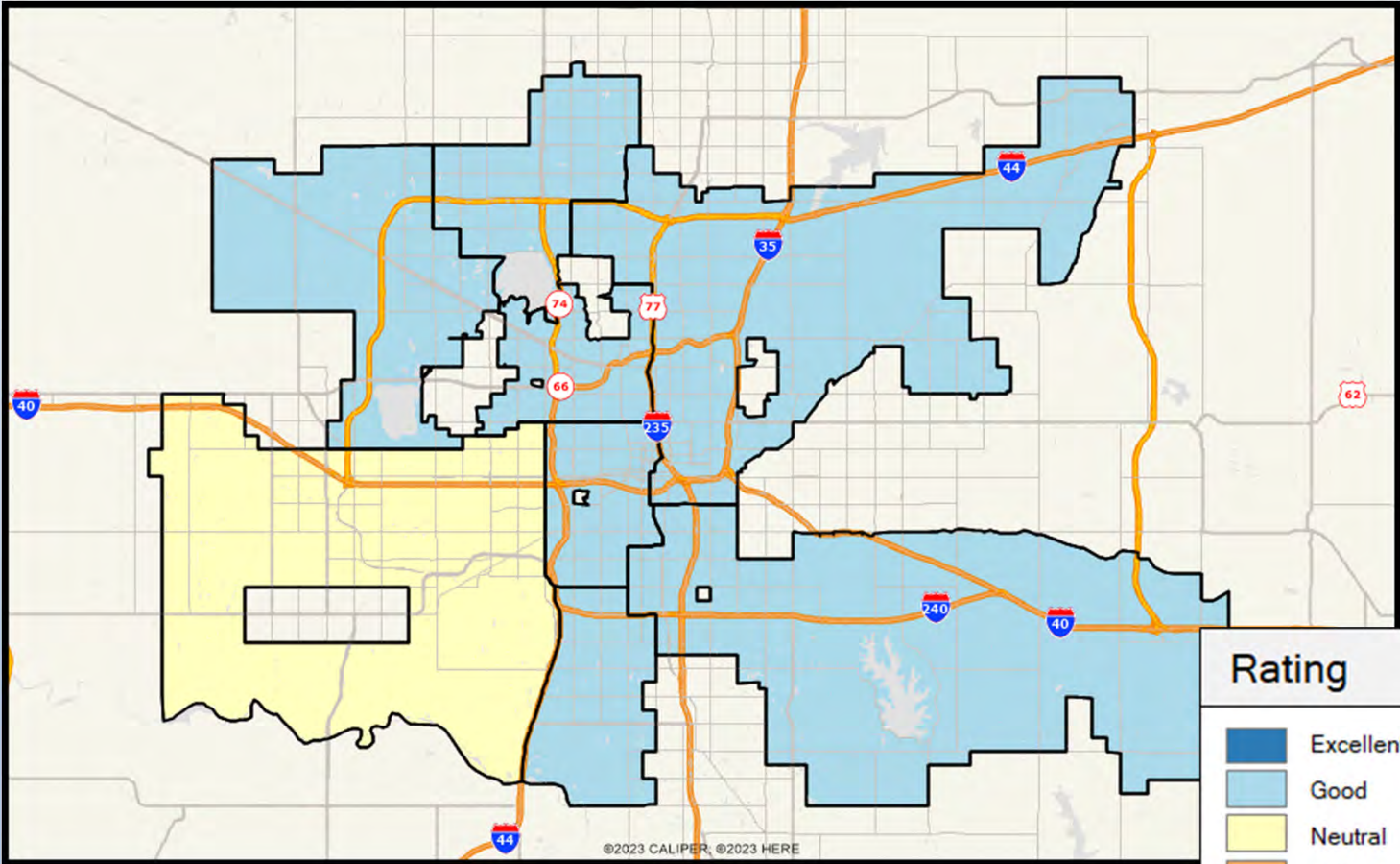


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response



Q24-05. As a place to visit

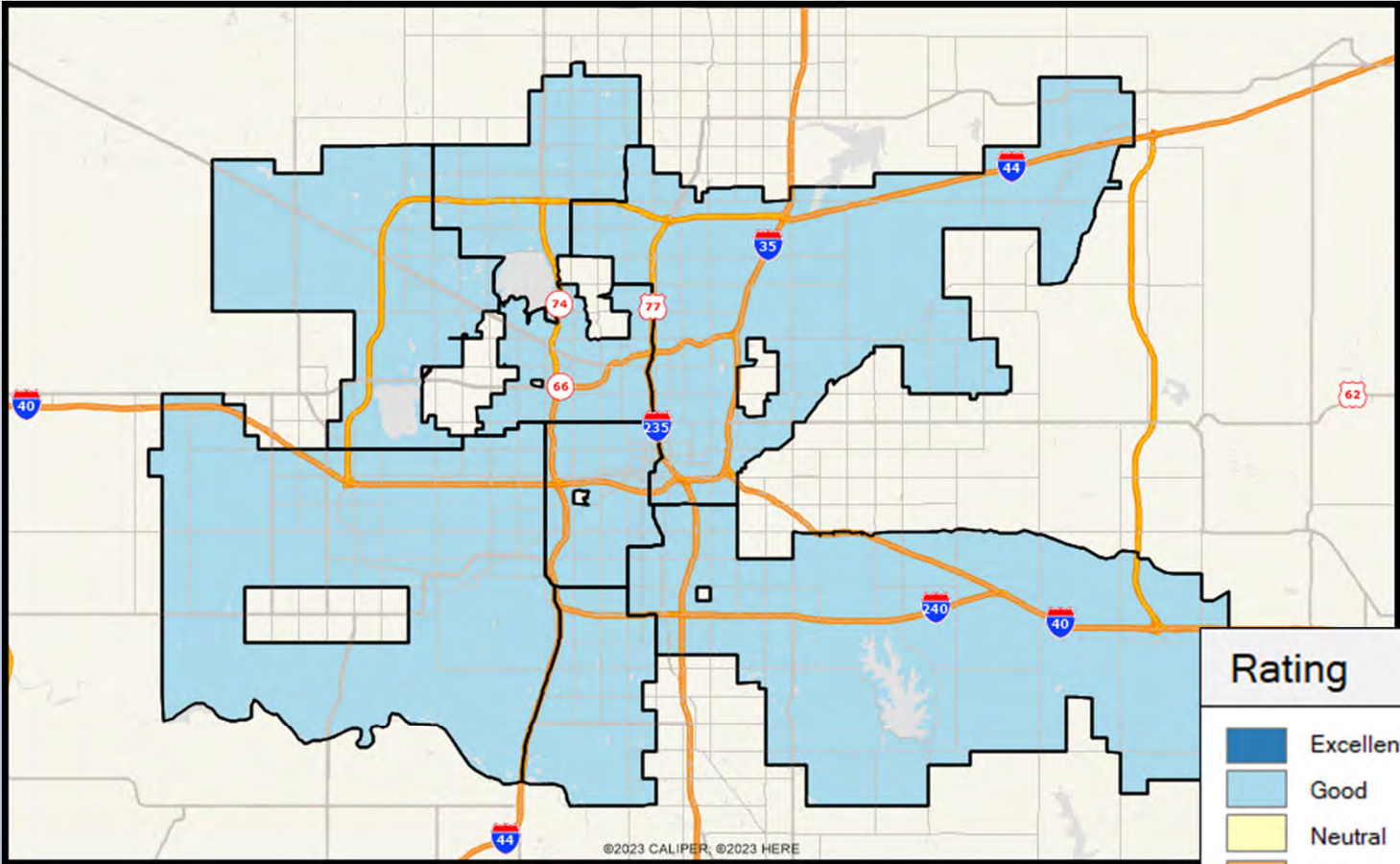


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

ETC INSTITUTE

Q24-06. As a city that is moving in the right direction

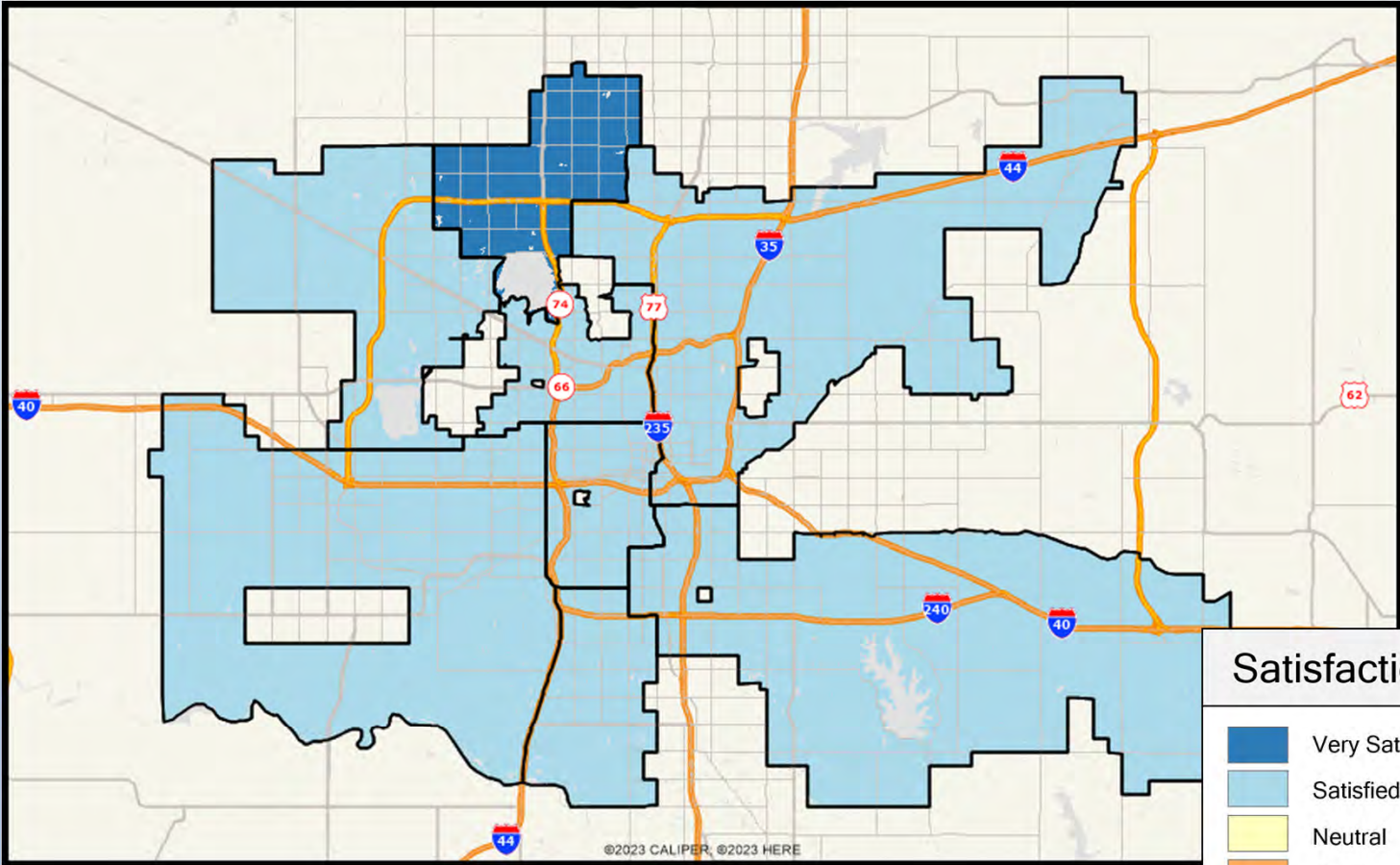


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

ETC INSTITUTE

Q25-01. Safety of your neighborhood

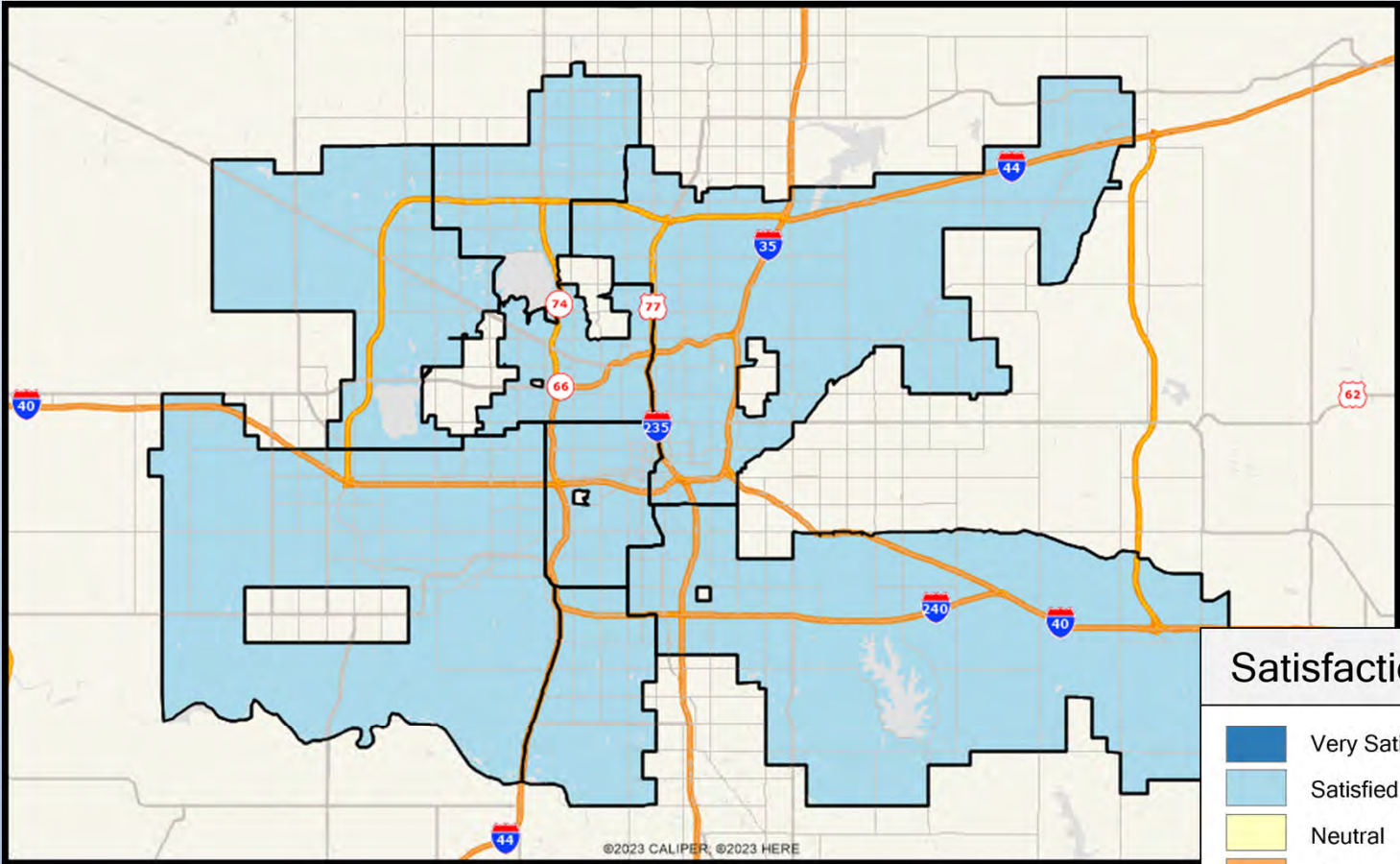


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q25-02. Appearance of your neighborhood

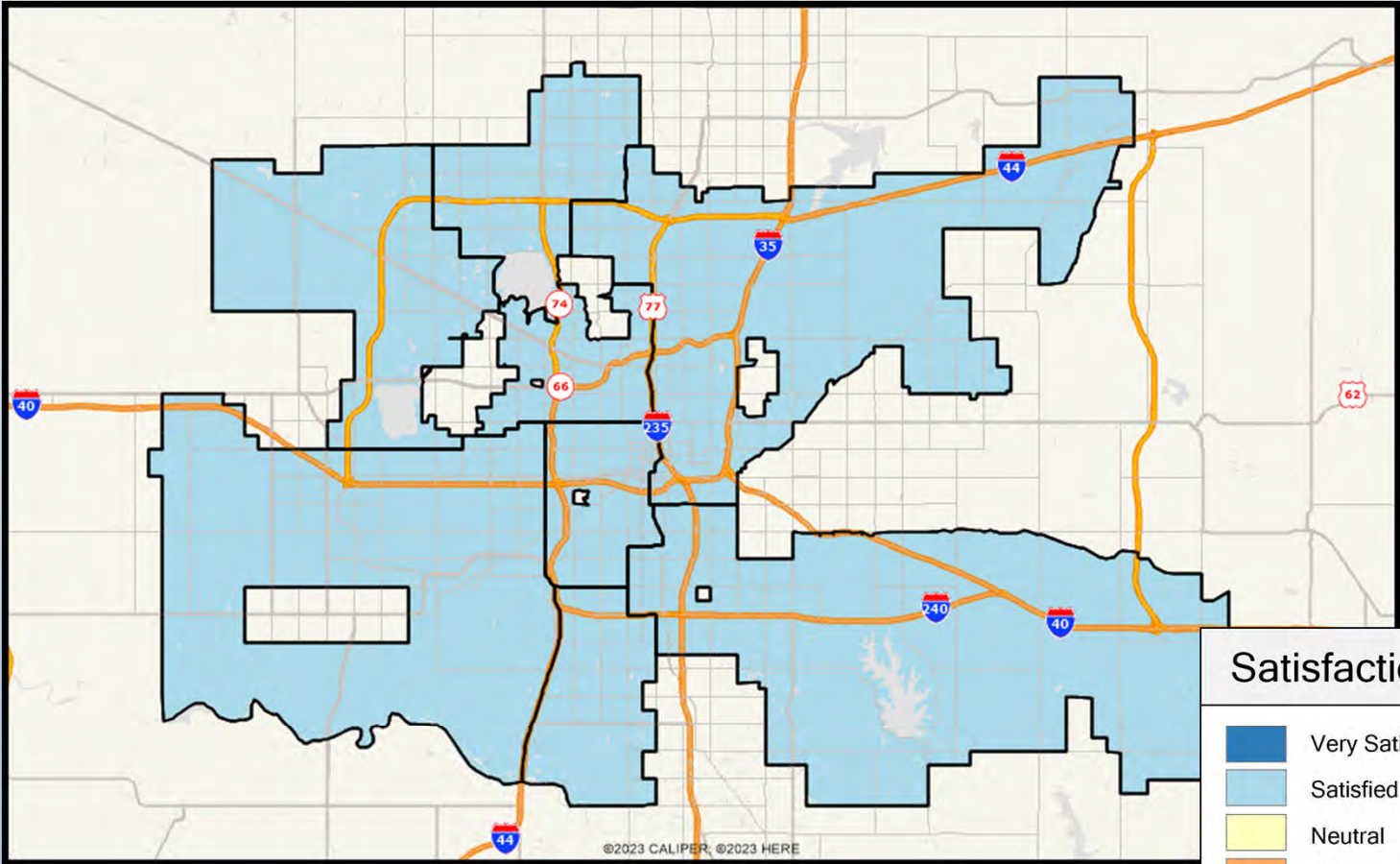


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q25-03. Property maintenance in your neighborhood

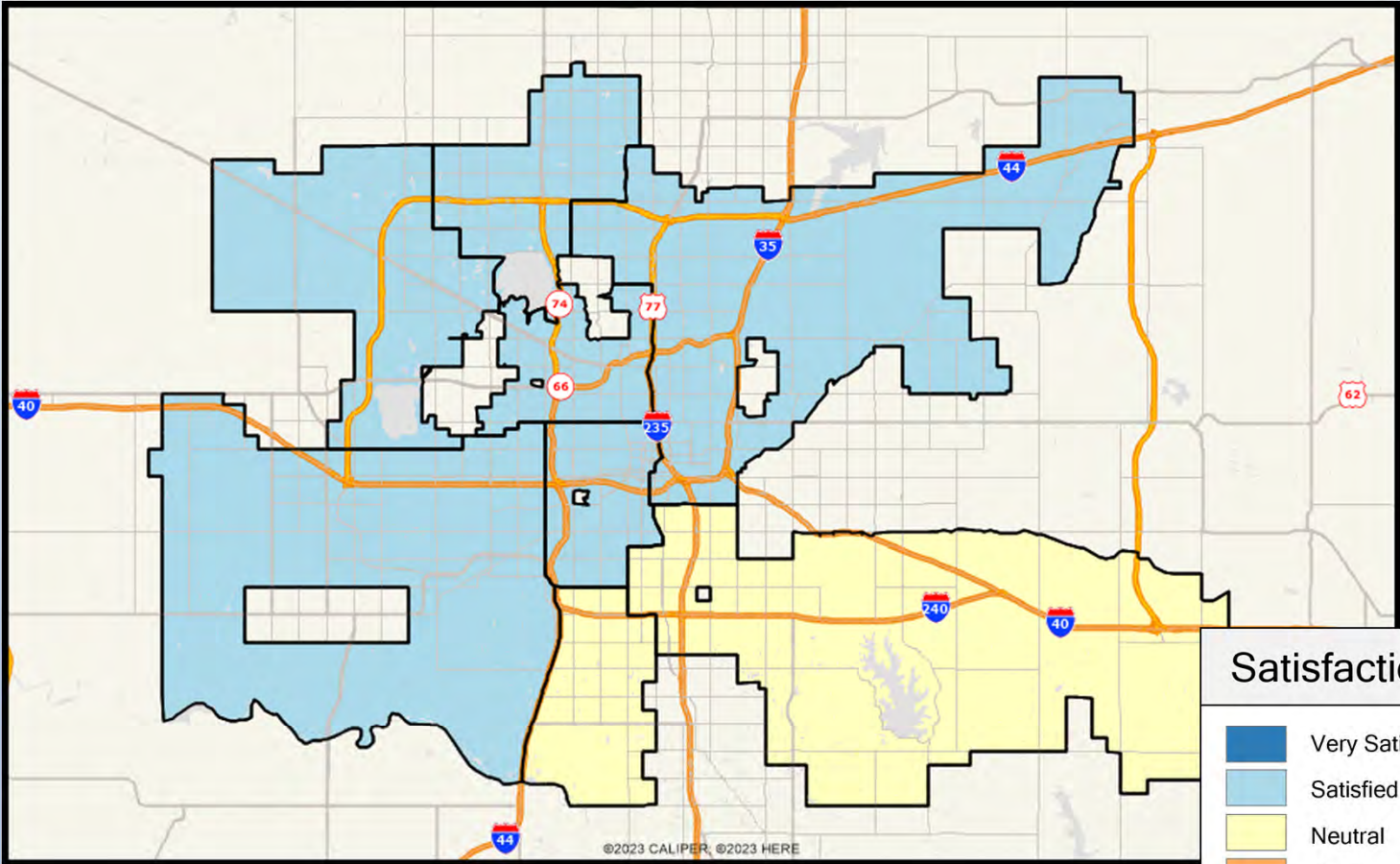


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



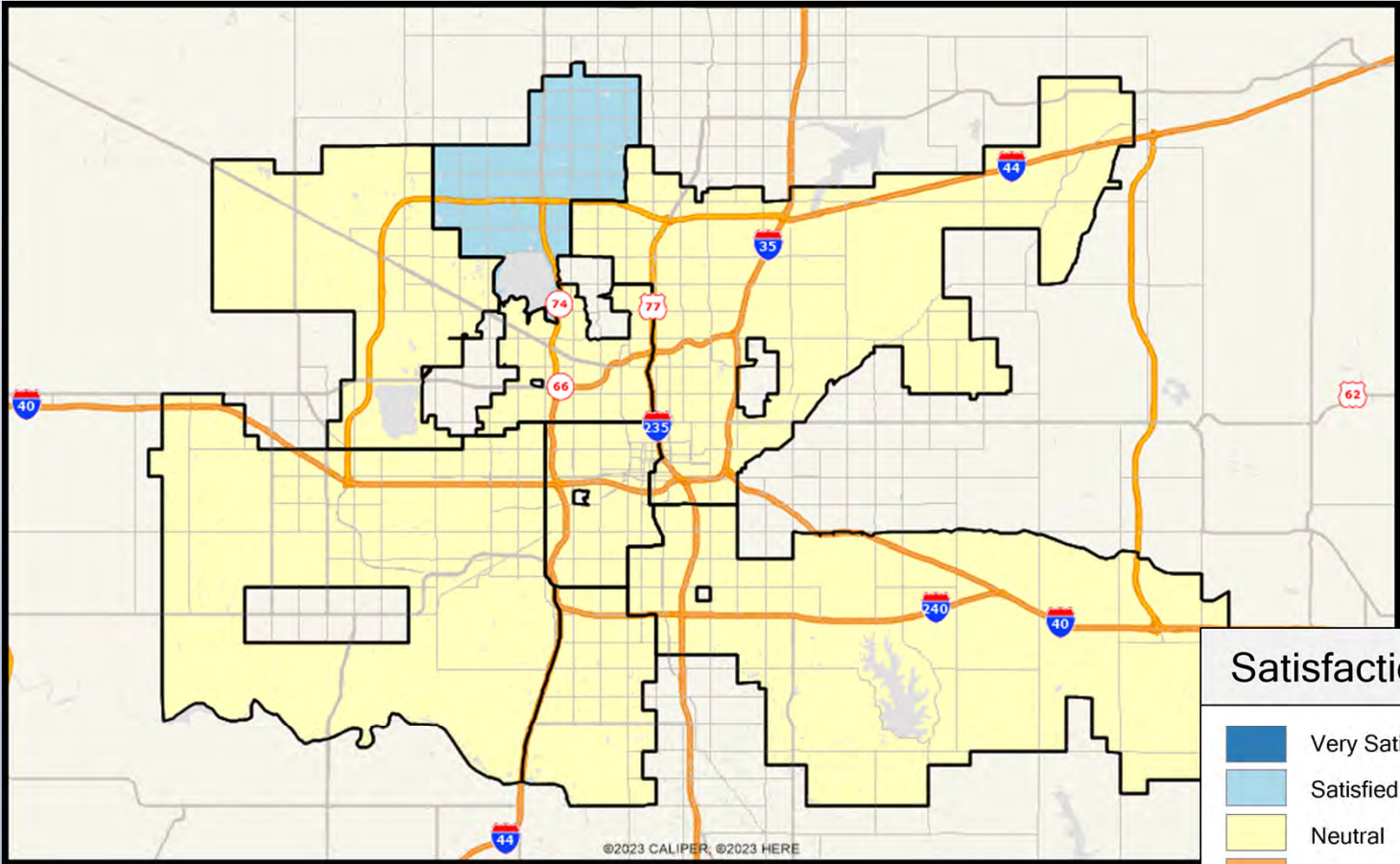
Q25-04. Sense of community in your neighborhood



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q25-05. Amenities (e.g., sidewalks, parks, shopping, trees) in your neighborhood

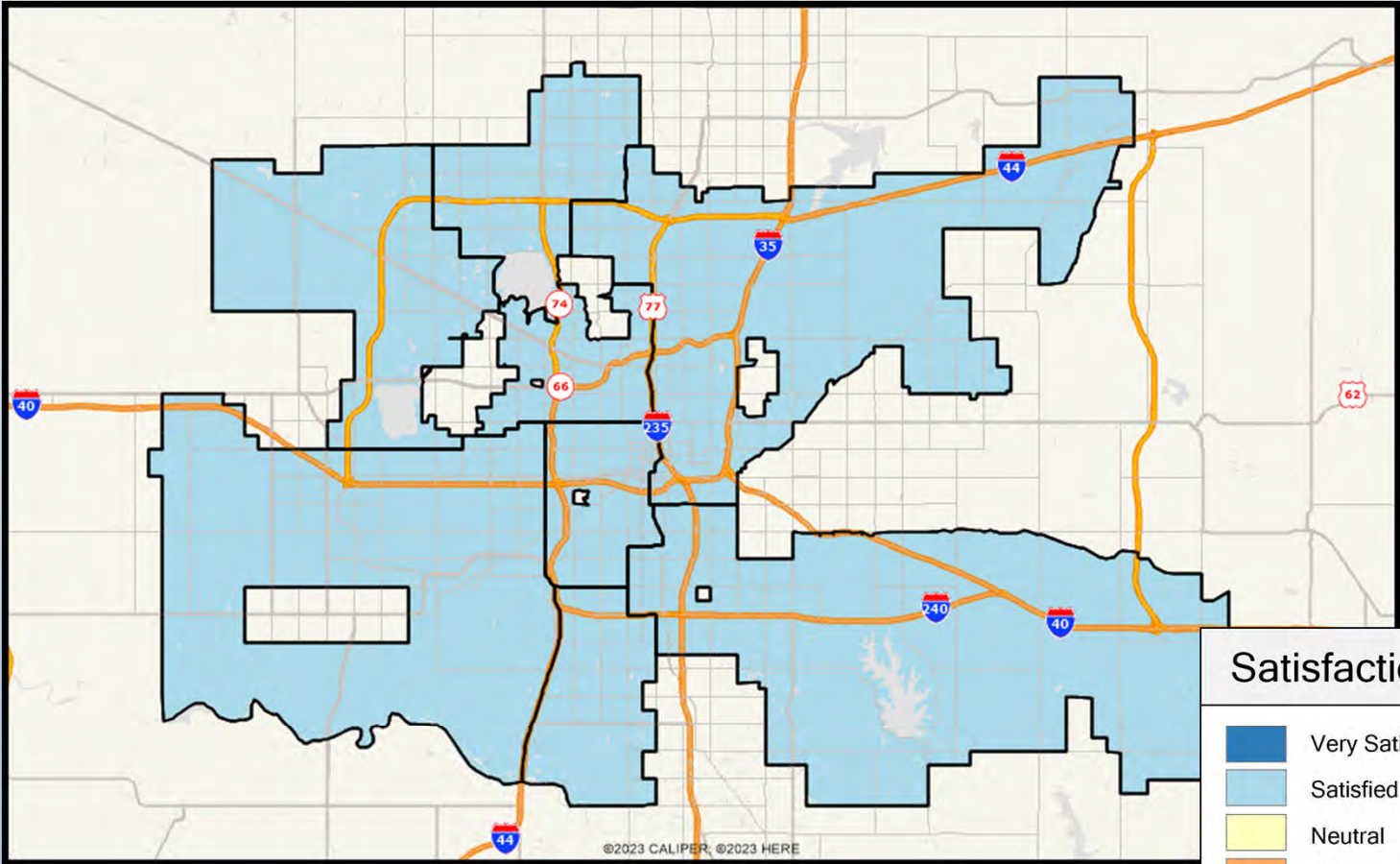


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q25-06. Overall quality of your neighborhood



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response





2024 RESIDENT SURVEY

Open-Ended Comments

Prepared by ETC INSTITUTE
OLATHE, KANSAS

Presented to the
CITY OF OKLAHOMA CITY,
OKLAHOMA

SEPTEMBER 2024





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Q3a. If you are Dissatisfied or Very Dissatisfied with the feeling of safety in Oklahoma City (as rated in item 6 above), what is your greatest concern about public safety?

- 1.Homeless population in and out of my neighborhood. I used to be able to take walks, now I can't. 2. I live across from a stop sign no one ever stops at for over 20 years. 3. Stray dogs in my neighborhood.
- All of my concerns revolve around ridiculous number of homelessness and panhandling. People setting up freaking tents and living under 240 for weeks. Trash and being out in the middle of roads. It is disgusting and horrible. Trash everywhere. Smells like stinky Marijuana EVERYWHERE. Marijuana shops EVERYWHERE. It does not reflect the healthy community that OKC is working so hard to achieve. People laying out in front of my bank at 240 and walker. Midfirst bank. You don't know if they are dead or sleeping. They have poor little dogs with them. It is scary to get out of your car to go into the bank or ATM. I see many police cars drive by. I know there isn't much they can do. But I think these tent city/communities need to be removed. Okc has all these new interstates and intersections that are stunning. Just beautiful. But I think the south okc area is being forgotten. I don't think we need more shelters. They need to move on! If they want to live an outdoor life, get a job and buy your own land. Otherwise move on. They will never be productive with shelters. They want to be nomads. They like it. But they Need to do it on their own land. It is embarrassing. They urinate and defecate everywhere. Trash, with needles are discarded. Horrible.
- All of the killing and lack of police protection
- All the shootings that seem to occur far too often.
- Animal Welfare -animal shelter not able to do their job due to lack of space and funds. No regulation on responsibility in dog-animal ownership. No spay and neuter obligations and too expensive. Bad grade in creating a humane society and responsibility towards those who can't defend themselves.
- Areas of town with high volumes of violent crimes. NE, SW, SE
- As a female, there are a lot of homeless folks that are threatening especially downtown. I have been intentionally ran into or grabbed by them. It is uncomfortable and scary. This is during business hours. I cannot imagine what it is like at night.
- As a woman, the share amount of homeless folks walking around is scary. They are pushy for money and make me afraid to tell them no. I'm older and I've never seen anything like what is happening.
- Assault, of any kind. Theft/robbery.
- Bad drivers doing whatever they want, panhandling, graffiti, loitering outside businesses, illegal growing facilities
- Being out after dark
- Bigotry, rampant guns, and a hate filled cowardly minority of aggressive white men.
- Cars fly down my street(SW 39th). Please do something. Please fix the street SW Independence between SW29 and SW37th. Mr. Mayor, too many potholes.
- Clean up the homeless camps, widen roads in SW OKC BEFORE approving massive developments and keep homeless and crime away. Roads are becoming worn down and unsafe and crime is working it away into our neighborhoods that were quiet and safe just a year ago

- Continued legislation that promises discrimination and harassment with no equality for people. Also forced Christian religion should not be allowed. violates religious freedom & constitutional rights. What about all these empty churches with no operations being used for tax fraud! Oklahoma needs to investigate this and get these properties turned into housing.
- Cops need to stop traffic light runners, red means stop not keep going. City homelessness is becoming a huge problem, city street more potholes than Swiss cheese.
- Crazy street people everywhere. Very aggressive drivers on the roads. I don't know what to do about the homeless situation, but it is out of control. They need some kind of help. They need rehabilitation and places to live.
- Crime
- crime
- Crime
- Crime (burglaries and vandalism) on my downtown property by mainly homeless makes me want to pull up stakes and move to the country
- Crime and illegals
- crime in sw of the city
- Crime is up in OKC. Police quick to shoot. Police need to be visible in community like they used to growing up in okc we new the police they new the people in the community ??
- Crime rate. It seems out of control
- Do not feel safe being outdoors after dark anywhere in the city. In some areas, don't feel safe being outdoors even during the daylight (e.g. apartment complexes near 122nd and Penn). Fear of road rage incidents. Fear of being attacked, robbed, shot, car jacked, raped... Don't feel safe going for a simple walk for exercise.
- DO not feel safe walking around Bricktown, driving on OKC Blvd. sometimes is uncomfortable.
- Downtown is dangerous/work on transportation
- Downtown is nice but does not feel safe. More lights are needed.
- Drugs - homelessness
- drugs, crime
- Enforcement on the outer edges of the city, particularly the West side closer to Yukon/Mustang border.
- Feeling safe in public , shopping in NW okc
- Gang violence and tagging, cops aren't doing anything about it and reporting. Cops also show a bias towards particular areas and talked down about an area I live in that they patrol. They should not be patrolling the area if they are already bias. I would prefer a cop to patrol our area that also volunteers in our area, that is very lacking.
- Gang violence.
- General anger of drivers and people in general
- Get ride of the homeless ! Your not helping them with all the money that's being throw at them! We need to bring back mental hospitals to house them! If they can't make f good choices they need to be put away where they can't hurt themselves or others! We don't need to become California in Oklahoma!
- Getting killed
- Gun and gang crimes shady hotels and untagged vehicles those should be impounded

- Gun control
- Gun controlSince we did away with needing a permit people use guns like the wild west.
- Gun violence
- Gun violence in Okc and poor customer service from city hall - like zero response to citizens when trying to discuss an issue
- Gun violence, bad people who keep getting out of the things they do, that are just cruel.
- Gun violence, especially in Bricktown where we've seen an increase of gun related incidents. We don't ever visit at night anymore and starting to avoid going there during the day now.
- Guns and automatic weapons
- Homeless
- Homeless and/or street scammers with encampments in Parks and Open Spaces create big trash and safety issues; Numerous shootings in bricktown/downtown; Animal control never responded to our call of a pit bull attacking 2 dogs/people
- Homeless camps in many neighborhoods, under many overpasses, and along biking trails. I'm male, 6' 2", and 270 lbs., and they still scare me sometimes, and always make me nervous. A deputy sheriff has warned my wife and I not to engage them, because so many are mentally ill or on the edge of it. I've had multiple items stolen from my property as well. The scammers at nearly every major intersection are a constant issue also.
- Homeless drug use
- Homeless encampments causing issues on thorough affairs in the neighborhoods
- Homeless have occupied the corner of NW 23rd and N Pennsylvania Ave. They may need some services or other assistance.
- Homeless people
- Homeless people and gangs
- Homeless people bothering you anywhere after dark.
- Homeless people everywhere. You can't even park your car without someone coming out of nowhere asking for money. It's not a safe feeling trying to go out downtown and not get continually asked for money or other stuff. These homeless people have just as many rights as I do to live as they choose, but the right to not be harassed or threatened is my right as well.
- Homeless people in and around neighborhoods
- Homeless people in city parks. No police response. Downtown is not safe.
- Homeless people panhandling along I-240 needs attention immediately. They block traffic, they walk in the street between cars. They sleep under the underpass if there is a wreck there, and the car or truck or whatever goes onto the concrete it is going to kill the person sleeping. I pray there is not a child in the vehicle that has to see a dead person because someone is sleeping, walking, standing, sitting where they DO NOT BELONG!!!!
- Homeless people sleeping on sidewalks. Mental illness among the population. Council to downtown from Reno to Nw22rd is becoming over run
- Homeless people that need mental health support
- Homeless population always fighting walking in neighborhoods just looking for something to steal
- Homeless population is out of control. They are an aggressive safety issues.
- homeless, crime

- Homeless, homeless encampments, panhandlers, makes our city look less than desirable. Closing traffic lanes for bike lanes (2 of the best examples are #1: NE 13th walnut to Robinson & Classen Blvd.) seems like "the needs Few outweigh the needs of the many."
- Homeless/ drug /alcohol people roaming the neighborhood and coming to the door to ask for money.
- Homelessness and crime.
- Homelessness and Lime scooters on the sidewalks. Piece don't enforce
- Homelessness has made it to were my kids now see the effects of addiction right outside the car window. We have had them expose themselves to bathe at our park. The police were no help in a domestic issue I had and neither were the courts. Women are punished for leaving abuse here.
- Homelessness in public areas , neighborhoods, library, in front of commercial stores, restaurants , street corners, bridges!!!!
- Homelessness in the communities. The possibility of gang violence exploding. There are not enough police to handle problems effectively.
- Homelessness is rampant . Quit letting these people setup tents anywhere they please. They are a danger continually committing crimes and making the general population feel unsafe. Take care of this problem already!
- Homelessness, and the social programs you squander my money on is making the problem worse
- Homelessness, panhandlers, increased shoplifting
- Homelessness/mental health; gang violence
- Homes in my neighborhood have had multiple robberies and cars/trucks parked outside have been broken into and vandalized.
- I believe more needs to be done to address violent crime and speed enforcement on the freeways.
- I can't get dispatch to answer in an emergency. I either get put on hold or get hung up on. If it were a true life and death issue or active shooter at my school, we're doomed!
- I cannot walk outside my neighborhood without being harassed by people on the street (homeless, panhandling, etc.). Trash is everywhere. Plus what used to take me 10 minutes to drive now takes 20-30 minutes because of poorly timed traffic lights.
- I don't get out at night because of the shooting and the homeless. The roads, starting at New penn heading south and 10th street to I40 is the worse!
- I feel like I can't go anywhere without being run off the road by crazy drivers, and if I get there, like I'm going to be shot because anyone can carry anywhere, and if neither of those things happen, I'm worried about my kids getting taken.
- I have lived in 3 different areas of Oklahoma City. In twelve years, the crime seems to be within a mile from where I live. Keep Seniors and Children more safe .
- I have lived in cities of various sizes across the country, and have never encountered stray and loose dogs like I have here, right in the urban core. I don't feel safe walking my dog and need to carry pepper spray, which I never have living anywhere else before. Animal Control is clearly under resourced and unable to handle the problem, as is the city shelter.
- I live in a nice neighborhood but my house was broken into. Also, I live near Penn Square Mall but I don't feel it's safe anymore. Homeless people seem to be everywhere now. I don't feel safe around them. Bricktown is another place I don't go to at night anymore.

- I live in a sketchy area and do not feel safe seeing some sketchy characters walking around my neighborhood.
- I live in an area with a high homeless population and don't feel safe walking or biking in my neighborhood.
- I live in SW OKC and gun violence is quickly getting worse. Road safety is out of control. We have had two vehicles (2 different neighbors) totaled in 2 weeks just down our neighborhood street @ 45th and S. Western. SW 44th between Western and Robinson don't even have lines.
- I live in the Yukon/West OKC area. There seems to be little to no concern from the City Council or any other governing body, about the fact that it will take at a minimum of 20 minutes for any one of the over 500 families to get any police or fire protection. They also are not apparently not bothered by the fact that with the rate of growth that Canadian County has experienced over the last 5 to 7 years that there has been little to no improvement in the roadways in this area.
- I live on the corner of Southeast 36th and East Avenue in Oklahoma City every weekend you can hear gunshots call the cops but by the time they get here the people are gone lots of illegal immigrants over here do not feel safe at all. My family used to go down to Bricktown and spend three or four hours walking around eating looking at the sites now we go down eat maybe do the boats and leave you can't stay after 9:00. Lots of homeless walking around.
- I think violent crime is pretty high in OKC and there's an invisibility to the police presence here. The only places you really see them are in bricktown or at events. There's too much poverty and segregation and homelessness. And when you rarely see police anywhere it leaves you feeling vulnerable.
- Illegal alien taking jobs and breaking law
- Illegal shooting guns//bangs. Holidays are unsafe to go outside.
- In general
- Increase in violent crimes in South, East, and Downtown in recent years. Spreading to the suburbs more each year.
- Increased crime as a result of lack of social supports. We need to house the homeless and increase funding to education to support our communities. Not taking these steps will result in more crime and violence. Shootings in Bricktown have gotten out of control, I won't go to that district at all anymore because of the threat of gun violence.
- increased number of homeless with limited effort to remove them
- Influx of immigrants & with homelessness and mental health of those individuals
- It appears we are having more violent crimes recently.
- It really has nothing to do with our law enforcement, they go above and beyond the call of duty. It has everything to do with the violence in the city. I'm a former EMT for EMSA and I have seen it first hand how violent the city can be and how the community as a whole doesn't even begin to see how violent it is and it just seems to be getting worse.
- It's out of hand
- Just look at the crime map. It's void of crime free space that's developed land.
- lack of officers, paroling inmates too early
- Lack of police officers. Our officers bust their a**es with lack of support from administration and catering to liberal people. We need administrators that allow officers to do their jobs effectively. We also need more police officers. Response times are horrendous, at no fault of our current officers.

- Lack of police presence and enforcement of traffic and / or pedestrian laws
- Lack of policing done in areas of homelessness. Plus Lack of police doing there jobs overall. When elderly people are afraid to go to a corner store at night alone and a clerk walks them in and out if the store because of the drug addicts and homeless people. There is a very clear problem. And also the lack of following the law and the officers side stepping there duties in general.
- Lack of sufficient police force.
- Lack of traffic enforcement, and inability to control gang/youth crime.
- Lack of visibility of police. I have recently been in Seattle, Dallas, Tampa, FL. I did not seen any cars running red lights. When the traffic light turns green for me in OKC. I hope no one will run the light and crash into me.
- Late night, early morning, people roaming the streets and neighborhoods!
- Legal aliens
- Level of people who choose to open carry makes me very uncomfortable, because there are no regulations to limit open carry to licensed, insured and trained gun owners who have demonstrated proficient control and ability to use a firearm.
- Lights not lit up to replaced, homeless ppl walking around bothering pp.
- Like of police doing their job
- More police. Better trained.
- More support of local neighborhoods.
- Much more crime. Part of that could be from higher prices, or from all the stress in the current world. Part of it is people are meaner now, and they know they will get little to no punishment.
- My car has been robbed twice in two years and the police did literally nothing. There's a lot of randos just walking around doing who knows what and there's so many homeless people and no one helps them or cleans up after them. Why is everything made of concrete? Honestly other than downtown this place looks horrible and sad.
- My greatest concerns over public safety are the number of homeless people and drifters around the city, especially on public transit, many of which are in dire need of mental health services. My second greatest concern is how drivers around the city are continuously becoming more reckless, especially when it comes to speeding on roads and residential streets. This could be eased with traffic calming such as narrowed streets and reduced speed limits in more dense areas.
- My kid goes to school downtown. Downtown should feel safe but sometimes it doesn't. That could be gangsters shooting up or homeless people around every corner everywhere in downtown and OKC. Traffic signals or something needs to be installed around John rex. Ppl are constantly getting hit and it's a pain as a parent in the pick up line to get out of there without being t-boned.
- My main concern is homeless/drug abuse
- My neighborhood is full of guns, and folks like to shoot them at night. You never know exactly where or why, but you know not to be in your backyard after dark if you can't see.
- My personal safety. I no longer feel safe here because of rampant hate and self-serving political agendas.
- Need a direct approach to the issues with vandalism, property damage and theft in the OKC area. After dark some areas are not safe. Especially down town.
- Need a police substation in the northwest sector.
- Need to get the crime rate down

- Need to mow the easements along city Street – I don't see much protection.
- No traffic citations visible for super excessive speeding, running red lights on traffic signals, texting on cell phones, rolling stop signs, window tinting too dark for officers that have to approach cars they have pulled over.
- Not dealing with little crimes so that bigger crimes are fewer if at all. IOW no crime in the bud before potential perps either don't get a chance to commit a crime or they are discouraged to in the future.
- Not enforcing laws. Homeless people do as they please, crime, trespass, littering, i.e. and the city looks the other way.
- Not enough law enforcement
- Not enough police
- Not enough police presence around troubled areas
- Not enough police presence in NE OKC area. High crime - Dungee Park area.
- Not enough police presence in the area after dark.
- Not enough support for first responders. Need to increase the head count. I have called 911 and been on hold for 15+ minutes multiple times!!!! The amount of homeless people with mental health issues is scary. A coworker had one kick his truck at a stop light with his kids in the truck. Human trafficking and drug running thru okc. Projects delayed because of the inspection department and never able to reach anyone without calling multiple times.
- Not feeling safe to go out in public areas for concerts, gatherings, etc. for fear of gun violence
- Not sure of anything specific.
- Number of gangs and guns and drugs
- Number of guns.... never use to be afraid of being shot.
- Number of shootings, murders, and other major crimes
- Number of shootings.
- OCPD who hide instead of patrolling neighborhoods. Of course you won't believe me, I already expect that, but you did ask. Why would an officer need to park behind a church instead of patrolling neighborhoods.
- Okc's gun buying process allows criminals to commit crimes with the police helpless to do anything!
- Oklahoma City needs more presents of police departments and more Police officers to be seen.
- One notable concern about public safety in Oklahoma City, as in many large cities, is crime. Issues such as property crime, violent crime, and the need for effective community policing can be areas of focus. Additionally, like many urban areas, Oklahoma City may face challenges related to homelessness and substance abuse, which can impact overall safety. Addressing these concerns often involves a combination of community engagement, effective law enforcement, and supportive social services. Addressing public safety issues in the city of Oklahoma City will involve a multi-faceted approach: Enhanced Policing and Community Engagement: Strengthening relationships between law enforcement and the community can help build trust and improve safety. Community policing strategies, where officers engage directly with residents, can make a significant difference. Crime Prevention Programs: Implementing programs focused on preventing crime, such as neighborhood watch initiatives and youth engagement activities, can help reduce crime rates. Addressing Homelessness: Providing more comprehensive support services for the

homeless, including affordable housing, mental health services, and addiction treatment, can help mitigate some of the associated safety concerns. Improving Social Services: Investing in mental health services, substance abuse treatment, and job training programs can address underlying issues that contribute to crime. Public Awareness and Education: Educating the public about crime prevention strategies and fostering a culture of safety and vigilance can empower communities to contribute to their own safety. Data-Driven Policing: Utilizing crime data to identify hotspots and deploy resources effectively can help law enforcement address crime more proactively. Collaboration with Nonprofits and Community Groups: Partnering with local organizations to provide support services and community programs can enhance overall safety and well-being. Addressing these issues will require coordinated efforts from government agencies, law enforcement, community organizations, and residents.

- Open carry and homelessness
- Open carry laws, high rate of violent crime, would love to use public transit but concerned for safety.
- Open Carry – I don't want to be around strangers with guns.
- Our murder rate exceed San Francisco. What are our police doing wrong?
- Our street are terrible. City needs to do something about homeless camps all over the city. They are now popping up around and parks and neighborhoods. Shootings are on the rise, if they are gangs do something about the gangs problem it will only get worse. Look at what has happened in Colorado.
- Overreach of police and politicians abusing police power.
- Overall lack of code enforcement is not helping item 2 appearance. The city does not enforce clean up or landscaping code after Certificate of Occupancy. Many retail and commercial businesses simply let the landscaping die and there seems to be no dollars for inspection above grass mowing. If we want to be a top city, we need to fine people into compliance like other Cities including Edmond. The manager of a Lowe's store flat out told me that "corporate does not care about the look of the store be a there are no fines in OKC". Aldi said about the same that they would only replant if the City sent a notice. In essence, although there are set landscape requirements after a certificate of occupancy from the City of Oklahoma City it appears the owner could simply sell all the landscaping material and fill in the holes with no consequence from the city. It is unfortunate because the Landscaping requirements are actually nice, but our city will never be greener without enforcement as relying on the goodness of absent corporate owners who do not care about our city and only about revenue, will never put money into landscaping maintenance.
- Panhandlers everywhere including intersections, convenience store entrances. Panhandlers=Illegal immigrants, crazies, professional freeloaders and mooches.
- Parking on city streets that don't follow ordinances make it dangerous for kids going to the bus, or people walking their dogs due to the lack of sidewalks.
- Parts of OKC are blighted and homeless encampments are filthy, Streets are terrible with faded stripes everywhere.
- People drive too fast and the streets are small
- Personal and private property.
- Petty theft from the homeless/transient over population. Downtown/Bricktown safety
- Police involved shooting and they only received paid time off for shooting someone

- Police need to crack down on drivers running red lights. Streets need to have lines repainted more often.
- Police response times are abysmal. If I needed them in a hurry no confidence they would respond in time. When I have needed them to report a theft and provided them with video evidence, they did nothing about it. Homeless people illegally camping, burning, littering, in the same places every day, nothing changes. Windows at my kids school have been shot out multiple times, no actions taken.
- Police response, Take to long to get to crime scene on time
- Police training is causing a huge disconnect from the public. By training police to view everything as a threat, instead of a way to help, it has increased police on citizen violence to an untenable level. It also minimizes the trust folks have in calling the police when they often come in guns drawn for small things. I was recently told by a retired officer that there is more paperwork for tazing someone than shooting them, and that's a huge problem if true. Non lethal force should be the preferred method at all times. Also referring folks to services rather than jail actually addresses the problem vs just locking up people who need help.
- Police work, not enforcing codes, etc.
- Policeman, discharge their weapons at very slight provocation.
- Policing and ok county detention center
- Policy shouldn't have to change. Just a more visible police or fire would make a difference. We arrived at Scissortail Park when we had to park closer to Devon Park. As it got dark our event ended and it was a little uneasy walking back to my car across empty parking lots.
- Profiling races, disrespect
- Random shootings. I am 80. I am on the watch even buying groceries
- Reckless driving, aggressive drivers, gang influence
- Response time for police and homeless
- Rising crime, illegal immigrant population increasing, rampant homelessness, lack of police presence in high crime areas
- Rising prices
- road rage, gangs
- Robberies or violent crime.
- Robbers, home invasions, lack of resources for the police to enforce laws.
- Safe the for the homeless. I was down town the other day. And I thought the homeless had been taken care of. But I see it hasn't
- safety in my neighborhood, and Bricktown
- Safety in the downtown area has tremendously declined in the last decade that I completely avoid the area. Additionally, homelessness/drug addict presence along I-40 from Portland to Council has increased exponentially, as well as the I-240/May Ave area. It is a major safety hazard for those driving, conducting business, working in those areas.
- Scared to go to brick town after dark. Roads the high up travel are ok- others are really bad.
- Shooting and stabbings should not be the norm in the city parks. It is a shame when you can't take your family for outings without running into some thugs or punks looking for trouble. With the fair fast approaching I hope we have better police presence. Now clean up your homeless BS. Fix the darn streets and not just put a 2 inch cap on them. Update water lines.....

- Shootings
- Shootings and crime
- Shootings and drug use.
- Shootings and lack of law enforcement by judicial system
- Shootings and large crowds
- So many homeless people. Sometimes it's worrisome when out walking or visiting a store.
- So much crime and people being attacked
- Some many drugged out homeless everywhere!
- Stalkers of women at our larger shopping centers, too many dark streets and highways, cars and motorcycles racing on the city streets, excess speed in neighborhoods, crime on the SE and SW parts of the City, gang violence. Turn the law enforcement loose to clean this stuff up. Get tough on crime.
- Support our police officers better. Listen to the officers on where there needs to be more presence. City come up with a plan to curtail gang activity and break ins and hijacking and theft and murder, etc.
- SW OKC has been overrun by violent crime and reckless drivers. Gang graffiti & grifters on every corner and wandering our neighborhoods is most unsettling. Drivers speeding through red lights and neighborhoods is an epidemic now because it's been allowed to happen for so long with no accountability.
- SWPD doesn't do the job that they are paid for.
- Teens with guns
- The ability to go to work, run errands or go to dinner with family with out being in danger.
- The amount of homeless people walking around and camping in wooded areas around neighborhoods within the city affects the feeling of safety and security in the area. The amount of shootings in the city seems to be up and more widespread in the from what it appears on the news.
- The amount of shootings in open places like bricktown. The gang activity. The homeless population in crowded places. The violence all around. The leniency judges have after the police do their job.
- The city and state need stricter punishments and make pan handling illegal. I don't want to see brokies running around. The police need to be more strict.
- The crime rate is still high. I was assaulted at dusk in front of a CVS on the southside in Nov 2022. I never go out past 4 pm now because of that. I just don't feel safe unless my husband is with me. There are way too many incidents all over the city, especially violence against women.
- The Customer Service Reps of The City are horrible unprofessional and do not care. They know they won't get fired and do what they want regardless.
- The fact that the number of officers has not kept pace with population growth. This is an embarrassment. We are placed on hold when we call 911 and trying to get any type of traffic enforcement on city streets is almost a joke.
- The feeling of "safety" is an illusion. There are bad people everywhere with bad intentions. Always expect the unexpected and ALWAYS be aware of your surroundings, no matter of day or night.
- The focus is on downtown and there are other parts of the city being ignored/overlooked due to relocation of shelter for the homeless away from downtown to near my neighborhood.

- The homeless aggressive behavior at almost every main stop lights, the theft and vandalism that happens when we get an encampment near our neighborhood.
- The homeless approaching you, harassing you, the fights amongst them, and that they impede traffic, almost getting hit begging for money
- The homeless population in our area is bad. We have been vandalized by them and they have stolen from us.
- The homeless population is making the city become a very unsafe place to live. Gun violence is also seeming to be at an all time high around the City.
- The homeless population is out of this world. It's not safe to walk anywhere especially downtown where I live
- The homeless scare me and make me feel like I can't walk the streets alone. I purchased pepper spray to feel more secure on walks but some of the people still unnerve me. The cars backfiring also tends to put me extremely on edge (I always think it's gunshots) so if anything could be done about that I would be appreciative.
- The horrible roads are not safe to drive on and the beggars at every major intersection.
- The inherent and consistent racism of our police force, system, and members
- The lack of ability to cut down crime. Police are dissatisfied with leadership which runs down the drain.
- The lack of available mental health and available housing.
- The number of criminals not being in jail/punished appropriately.
- The police have a "don't care" attitude dealing with the citizens on routine report taking i.e. burglary calls, traffic accidents. There is no pride in their job, they are just there for the paycheck. There are very good officers in the department, but the patrol division is a mess with the attitude.
- The quality of protection within the city itself. The structure has diminished over the years and it shows.
- The rise in crime there seems to be a shooting every day now
- The streets are dark and I never see a police car
- The United States stands for freedom, pursuit of happiness, liberty. There are many challenges in Oklahoma City in terms of infra structure. Also, Oklahoma City is a strategic intersection in terms of logistics of illegal trafficking however they are. I am dissatisfied and very dissatisfied with the abuse of power entrusted to law enforcements related to ordinances targeting businesses when businesses are the core foundation to economic prosperity, the solution would targeting the head of the snake where transportation are improved with security instead of businesses whereby officers would take advantage under temptations and abuse their power. My recommendations is to put an emphasis on transportation structures where substantiated investigations in terms of identifications and illegal practices can be identified. Also, parks are the source of attractions to people psychiatric health regardless of their economic status. Our parks need a lot of fixing more specifically granting access to nonprofit entities for events whereby now most of access is limited to again the abuse to entrusted entities or the forgotten unstimulated parks in unfavorable or forgotten sites. To be more specific, will Rogers park is booked completely for the remaining of the year yet many nonprofit organizations are trying to schedule events for the community and struggle to locate a site because others are either unfavorably unsafe or unaccommodating. Last, internal transportation is not an overnight fixing but a continuous strive and a lot of work yet to be done for budget recovering.

- The vagrants. We have panhandlers everywhere. They approach people in parking lots, like Target and Walmart and restaurants. They flop in houses in neighborhoods and wreak havoc. Tent cities are popping up all over the place. On top of all of that, the sex trafficking in the city is terrifying. Women and children being followed in stores, malls, out of parking lots.
- The way people drive, they could kill someone. Everyone should be required to take a safety course every 7 years to get license renewed.
- Theft and homelessness is too much.
- Theft lack of officers available to patrol neighborhoods, yet seeing officers posted up on interstate highways etc.
- Theft of property and panhandling in intersections.
- There are areas of the city, like Bricktown, mall and shopping areas, that feel unsafe, especially during the evening and night
- There are many areas of the city, downtown, near parks, in neighborhoods, where there are so many unhoused people that it's not safe to walk. They are not bad people, but many need mental health treatment and aren't safe to walk past. They walk through my neighborhood. One day a man with a hammer walked down my street, yelling and swinging the hammer. I won't walk my dog in my neighborhood anymore because of it.
- There are sections of OKC I do not go in as I feel unsafe in them. Often I hear bad things about them on the news.
- There are so many shooting- stabbings etc. in bricktown and downtown at all hours of the night.
- There are vagrants in every city park. They are addicts and/or mentally ill and a danger to the tax payers in this city. I am a photographer and I cannot take advantage of the city-scape in many occasions due to fear of walking clients into a confrontation with a transient.
- There have been many kidnappings in past year. Pollution is bad aksi,
- There is a huge problem with the homeless especially in the downtown area. Quit allowing people to set up homeless encampments. Downtown is extremely unsafe because of the drug addicts and mentally ill being allowed to camp out. Panhandling is also a huge issue. This should not be allowed and be enforced.
- There is a lack of caring about one's self in this city. All you have to do is drive around and you see low income in just about every neighborhood south of memorial and not around Nichols Hills. If one goes on any social media and even local news everyday someone is shot, robbed, stabbed or road rage. Where is the safety when the city is full of despair?
- There is a large homeless population downtown. A lot of them need psychiatric help that they can't get or afford. Please see them and their basic needs met.
- There is a problem with aggressive homeless people. The streets are in rough condition and dangerous for people who ride a bicycle for transportation.
- There seems to be a lot of shootings all across the city these days.
- They need to do more about the homeless and people standing on corners begging for money. Some of them are out of their minds and on drugs looking like death. I had a homeless man jump on my car because I refused to give him money.
- This mostly relates to being a woman in the world, in addition to having a teen daughter. However, the rise of unhoused people in just about every location throughout the city is astronomical. Many of these people are mentally unstable and/or on substances. They are just about everywhere, even walking through our neighborhood. I do not deem this their fault. Instead, it is the fault of

the city for not providing stabilization, help with recovery, assistance with meeting their most basic and safety needs, and a place to live. They have nowhere to be, and are often run out of whatever place they attempt to find comfort and shelter. I believe this is of paramount importance, and should be prioritized over anything else, namely the building of a new arena for our basketball team. Our tax dollars should go to supporting our neighbors, even the ones who are unhoused, because they are human beings.

- To many thugs and homeless
- too many beggars , homeless
- Too many gangs, shooting drugs, people running red lights and stop signs.
- Too many guns on the streets
- Too many homeless people walk in the streets don't care about anything go trash everywhere in the city cleans it up and let him come right back so they can clean it up again and waste money do something about the homeless people make them camp outside of city limits
- Too many homeless. And I'm not able to walk anywhere due to known prostitute roads where I reside.
- Too many murderer, shootings, robberies, burglaries, and the retail theft is absolutely insane! We need a tougher DA for Oklahoma County. Our police can arrest them bit someone has to put these thrives behind bars. It raises our prices on everything we buy! My heart is torn every morning when the homicides come across my gmail or on the news. We live in a beautiful neighborhood but there is high crime less than two miles from here. It's frightening.
- Too many murders. Mostly done by kids who get access to guns by robbery. The crime seems a lot higher here. I'm not sure how you address it. Keep them in jail with no bond opportunities especially if they are repeats.
- Too many people get their feelings hurt and want to pull a gun on you.
- Too many problems in Bricktown. Too many homeless. Some are dangerous.
- Too many shootings
- Too many shootings, too few police; no parking downtown; no feeling of safety, so downtown is avoided.
- Too many shootings.
- Too many vagrants (not sure they are necessarily homeless) walking neighborhoods and parks. Leaving trash where they sleep or congregate. Red light runners. Very dangerous and getting worse. Number of expired license tags, especially temporary tags. Many of these are the ones driving dangerously.
- Too many vagrants hanging around venues.
- Too much crime daily, obviously
- Too much violence and break ins.
- Too much violence downtown. Never go there.
- Trashy everywhere, we need more street sweepers and more people to pick up trash. The homeless population has made everyone feel unsafe. Part of marijuana money should be to help homelessness. They're the reason why the homeless population showed up after 788 all the homeless people from the bordering states came here.
- Unhoused camps, graffiti, overgrown lawns, boring buildings outside of downtown area, trash
- Unhoused community members stealing and destroying literally everything

- Unlicensed drivers on the City streets. The number of car break-ins in residential neighborhoods, crime in Bricktown, and shootings across the metro.
- Unsafe drivers and crime. We need more police to enforce the laws. Running red lights, distracted on phones and/or on substances & weaving on the road. Drivers going way, way over the speed limit. 122nd & Penn has to be avoided certain times of the day due to the shootings & crime nearby. Drivers that don't get their tags when they buy a new car probably don't have insurance. So if they cause an injury the injured has to take care of it themselves. Those with insurance are paying too much because of these uninsured drivers. Home owners insurance has become unaffordable. Home owners cannot feel safe about their ability to take care of their home if it is damage because insurance will not cover it. Children in high school that are recruited to join gangs of thieves to prey on homeowners cars and homes in the middle of the night.
- Violent crimes – arrests, but no programs to really address root of issues for mental health, domestic violence, and associated job training for DV victims.
- Violent homeless citizens, trash, and tents strong about
- Was chased by homeless individual at night in Plaza.
- We seem to be overrun with migrants and homeless. I have been approached for money countless times in parking lots.
- You haven't improved the quality of parks east of i35 to the Del City border. We dint have any parks or side walks in Oak Cliff. It's a food desert also.
- Young boys out in early hours.
- Zoning is nonexistent. You have industrial buildings next to residential and commercial. Drivers are wild and some exhibit total disregard for laws.

Q4a-3 [Other]. If you were Dissatisfied or Very Dissatisfied with item 2, why are you dissatisfied with the enforcement of traffic laws?

- Can we get like a noise ordinance. Tired of MFers with no mufflers.
- City police routinely drive 20 - 30 mph over the speed limit, demonstrating utter disregard for the rule of law. How am I to respect them?
- Congestion roads need better
- const vehicles flying down our street, suppose to be 25 mph
- Every single day that I'm on the city streets someone runs a red light in front of me. Not just barely didn't make it, running it well after it was red. This week someone went around the car that stopped for the light. They drove into the oncoming lane to the left to go around them as the light turned red!
- Give people tickets for being on the dang phone.
- I am frankly exhausted with the constant loud noises coming from vehicles. It's either super loud sound systems (even driving through neighborhoods) at all hours of the day or it's super loud exhaust systems. The noise of the city has increased dramatically and I'm curious if they're aren't laws regarding vehicular noise. In addition, my partner recently received a ticket for driving through a light, even though the reason for this was that someone was literally attempting to enter his vehicle (and seemingly rob him). When he attempted to explain this to the police officer, he received a ticket anyway, and now has to appear in court to argue against it.
- I have never felt protected by our police. They need more training in how to not escalate situations and not bully victims and lie.
- I have seen people run red lights in front of officers and they don't seem to care or have the time to bother with the offender
- I live near Surrey Hills elementary, and specifically the school zones are not enforced. We are in OKC city limits, but there is a Canadian county sheriffs posted at the school. He told me himself (as he watches people speeding) that he can't write tickets since it's OKC jurisdiction. Do better in our school zones.
- I see more people running red lights than I ever have before. I see a lot of out of date paper tags on vehicles. There are a lot of scooters and non-licensed atvs on city streets.
- If you guys would actually focus on public safety and maybe ticketing people for things that cause wrecks like illegal lane changes, or following too closely, distracted driving, here in Oklahoma City it seems the majority of people think they have to veer the opposite way before making a turn, 4 or 5 lane undivided roads don't flow much better than 2 lane roads because hardly anyone, including patrol cars will turn onto a 4 lane road in stay in the lane closest at least 100 ft before turning into the inside lane. The norm is to illegally cross one lane to drive in the interior lane, without ever signaling for a lane change..
- Inconsistent enforcement of traffic laws as well as extreme discourtesy of OCPD officers. I have also witnessed a police officers blatantly lying while testifying in court. Or more accurately, committing perjury.
- Instead of speed traps, set traps for people, breaking into cars and stealing packages from porches
- It seems like enforcement is arbitrary. Unsafe drivers (i.e. following too closely, brake checking, driving distracted etc.) are passed by every day by police in favor of tickets that come with a heftier fine.
- lack of patrols
- Lack of police presence in SE OKC. SE 89th street between Choctaw rd. and triple X rd. is the most neglected street in the state. HORRIBLE road condition, getting worse by the day, NO

maintenance, hasn't been resurfaced in at least 25 years, no police patrols, but lots of speeding drivers

- Lime scooters aren't kept to the street, but terrorize sidewalks
- My area of town (west of airport and Hobby Lobby campus) hardly ever sees a police officer and needs a station nearby due to the massive amount of unfettered residential development. The police are great, no problems there.
- never see police in my neighborhood(N. Coronado Heights). people run red lights.
- No police patrols in the neighborhood
- Okc doesn't have enough officers to handle the size of the city
- PEOPLE NEED ACCOUNTABILITY
- people speed in my residential area.
- Police do not follow very often when traffic laws are not followed.
- Quit focusing on speed and pull over the folks doing much worse.
- Running red lights is very dangerous and prevalent in the city. Need to issue more tickets for this.
- See comment above homeless people ALL over I-240 they need to GO!
- Speed limits are not being enforced.
- Stop with the speed traps and actually work the traffic. It's the only way to stop road rage, dangerous and hazardous drivers, road racing, etc. all speed traps do generate revenue
- SWPD doesn't come over in my area and stop kids for riding illegal motorcycles without helmets.
- The entire city runs thru red lights even the police no citations ever given
- The police don't follow the law, but we have to. If you complain about them, they make things worse.
- There is no police presence in the Yukon / West OKC area.
- Tickets unfairly impact only those with the ability to pay them. The courts dismiss warrants and citations any time a person is unable to pay. This two tiered system effectively creates a tax on the middle class for operating a vehicle.
- too many drivers blow thru signals.
- Too many expired faded temporary license plates on uninsured motor vehicles. Uninsured vehicles need to be impounded, as well as vehicles 90days past the expiration. They are everywhere.
- Too many red lights are run and many are clearly deliberate
- Too many residents from Mexico DO NOT KNOW traffic laws and not enough police are patrolling SW Okc to enforce laws being broken by those drivers.
- Too many vehicles driving around with expired tags. Some for a year, or more. This needs to be fixed.
- Traffic laws not enforced on bicycles, scooters, motorized bicycles, golf carts etc..
- Traffic will not stop for school buses while picking up children at school bus stops, or residential pick ups
- Way too many red light runners! Speeders. Hundreds of expired tags.
- Why aren't expired tags enforced? Why won't police issue a ticket to a car at fault?

Q5a. If you indicated you felt unsafe in any of the areas above, why did you feel that way?

- 1. In the past year, a nearby homeless camp was disrupted due to new construction. Since then, my neighborhood near 10th and Meridian has become a homeless highway. They also camp in empty houses. Fight and yell in the street. 2. Stray dogs in the neighborhood. 3. A stop sign in front of my house that no one stops at for 20+ years.
- A lot of homelessness in the area. People asking for money. Reactions to being told no can be tricky and scary.
- A lot of people just kind of hanging around or walking through neighborhoods, maybe to empty homes in the area?
- A lot of people walk at night in my neighborhood and very loud people
- A lot of people who pass through, homeless people, at times lost dogs
- After dark , you can differentiate law enforcements from fraudsters.
- After dark is always skeptical. Too much graffiti.
- After dark, I do fear for my safety at most situations.
- After hours not safe in any community after hours
- Again homeless people make a camping Place that they have to camp in and they have to keep cleaned up not our city streets or underpasses they're always walking the streets getting out in the middle of the cars
- Again, vagrants. They're everywhere and they are brazen. They have no problem approaching people.
- Again...not enough officers to keep up with the size of okc.
- All I want to comment on about the city is WE NEED SIDEWALKS everywhere. These 1960's sidewalks are worthless, our city is completely unwalkable.
- All the homeless people
- All the homeless people and shooting in the city. We live on the outskirts and I will not take my children into the city parks
- And downtown you might get shot
- And savory, seedy people loitering at various public and private locations.
- ANXIOUS ABOUT A SIGNIFICANT PRESENCE OF HOMELESSNESS
- Area housing.
- Areas of crime seem to be spreading, downtown shootings, arrests, neighborhood domestic issues!
- As mentioned before, in many neighborhoods there are homeless people and unsavory characters roaming around. This is made worse by a lack of sidewalks and pedestrian paths that makes it hard to avoid vehicles both during the day and night.
- As mentioned previously, there are seemingly shady characters walking around at all hours now, and even in our neighborhoods. My daughter takes a school bus to and from school and I'm afraid.
- As stated above - Homeless and/or street scammers with encampments in Parks & Open Spaces; shootings in bricktown/downtown; And now knowing that Animal Control does NOT respond
- As stated above, there are to many homeless. I am not bothered by the ones that leave me alone but I feel like every time I go out one of the homeless men touch me in some way that feels threatening.
- At night time the criminal element comes out in droves.
- Bad area

- Because I'm a female and am typically scared of the unhoused population and have had bad interactions in the past.
- Because of all the shootings and loitering in Bricktown. We don't feel safe to go down there anymore.
- Because of people wandering the streets and panhandling.
- Because of the homeless population.
- Behavior of people I've seen
- Between the number of homeless people, illegal immigrants, and large groups of people walking on the city streets as well as in bricktown, at and around the lakes, as well as city parks, along with increased violent crimes, it does not feel as safe as it used to!
- Big homeless problem near where I live. It's been getting worse for years. The crime in my neighborhood has increased. I've encountered passed out homeless people in my neighborhood. I now carry pepper spray when I go on walks.
- Bluff Creek Park needs help. It is getting crime ridden. Shameful for a beautiful park
- boarded up houses, homelessness. glass on roads.
- Brick town has gotten rough. I will not take my family there again. Especially in the evening.
- Bricktown, Civic Center, etc. is not as safe now. Seems to be more crime happening in that area and walking to your vehicle when leaving various venues is worrisome.
- Burnt out street lights
- City parks are over run with homelessness and drugs.
- City parks tend to seem dangerous
- Clean up the homeless people that walk around looking for stuff to steal. Had a homeless man showering in the park
- Concerned about area and some of the people that live in it
- crime
- crime
- Crime gang activity
- Crime after dark
- Crime and drunks
- Crime and homelessness
- Crime fills each news cycle
- Crime in general is too high
- Crime in those areas
- Crime is high in Bricktown. Downtown is dead after 9p. Unattractive to visitors and tourists.
- Crime is rising and multiple car thefts have occurred.
- Crimes, suspicious persons, homeless, lighting issues.
- Dark, mainly. Lots of wanderers.
- Darkness innately brings trouble.
- Depending on the street, there is a lot of gang activity
- Depends greatly on what areas the parks would be located and what time of day. I live in a gated community so I feel somewhat safer in my neighborhood, but if I had to randomly walk in the neighborhoods around where I grew up, I would be greatly afraid. Our city is being taken over by homeless camps and crime. How can you feel safe with that? I'm embarrassed to have people from out of town/state come visit. Knowing they will have to drive past the monstrosity of Meridian when leaving the airport or even trying to take friends out to a nice dinner downtown or catch a game...we have to go by 50 tents with feces sliding down the sides of close by buildings.

Vomit and broken glass on the sides walks. I'm utterly disgusted by these sorts of things the City of Oklahoma City is allowing. It's no longer a place I am proud of.

- Depends where I am downtown and if it's busy or not.
- dogs and speeding cars
- Downtown (also my neighborhood) there are unfortunately a lot of homeless and vagrant individuals that add can create unexpected interactions for you, sometimes they are aggressive, though I've never been harmed.
- Downtown after Midnight. A lot of Youth in large groups.
- Downtown and city parks attract a lot of transients in the evenings.
- Downtown area - If one goes to the theater or out to eat at night downtown, there are always creepy people trolling around the areas. Not just homeless folks but folks looking like they are trying to identify a victim. City parks - Drug deals go down in city parks.
- Downtown because there is not enough police there at night
- Downtown gets pretty shady at night. Drunk people and people looking to rob you.
- Downtown has always felt uncomfortable to me day or night. Mainly I would have to park so far from where I needed to be.
- Downtown has had a lot of crime and some areas are unsafe. This can include intoxicated people, dark areas, homeless people etc.
- Downtown has to much homelessness
- Downtown homelessness
- Downtown in the evening and night time hours is very unsafe in this city. Just look at the crime statistics. Bricktown is a dangerous place to be after dark.
- Downtown is always having issues with violence and guns.
- Downtown is full of unsupervised youths and addicts.
- downtown is too sketchy, prefer to avoid
- Downtown lots thugs roaming around
- Downtown seems to be risky after dark. Hotels advise people to avoid being on foot after dark.
- Downtown, because of City Planning has many dead zones at street level. These are created by large parking garages, pay on and even the Convention center, not having businesses That are active along the street. This is a result of bad planning and the allowance of parking garages to be built with not enough depth for retail. Places looking more like first nationals first floor are needed to truly activate our cities downtown.
- downtown. alone after dark is not for me.
- Downtown. Homeless. Gangs need more Deputies patrolling
- Drugs, gun violence
- Drunks, unsupervised underaged thugs
- Every evening there are reports of another shooting somewhere in OKC, Downtown is trouble for sure. Robbery's and theft in my part of town is a problem.
- Everyone should always be cautious
- Excessive amount of creepy bums everywhere
- Fear of strangers at night
- Feel like I am watched and they plan to rob me.
- Female, alone, dark.
- For some reason cops don't patrol rock knol neighborhood. So they run stop signs park at stop signs and don't forget spppeeeeeeed at 40 plus. Don't worry I'm sure the cops well come once some kids are ran over. I know reaction based. Thanks!

- Got How much people Roman around?
- Gun violence downtown
- Guns
- guys jumping you or taking things from you.
- harassed by the homeless and panhandlers
- Have been assaulted while playing disc golf
- Have you ever been downtown in the evening? From homeless to people with mental illness it can go south very quickly.
- heavy migrant and homeless traffic
- Higher crime rate in downtown especially at night.
- Homeless
- Homeless
- Homeless and other unnerving individuals.
- Homeless and panhandlers, the speed of drivers in the residential areas, street racers, motorcycle weaving through heavy traffic, poorly lit streets.
- Homeless and substance addicted often roam the neighborhood
- Homeless and transients in the downtown area and youth criminals in bricktown.
- Homeless are aggressive
- Homeless are all around in west village
- Homeless asking for handouts.
- Homeless camped in every park but scissortail
- Homeless come through our neighborhood at night
- Homeless drug addicts walking around looking for people to assist and rob.
- Homeless encampments downtown make me feel very unsafe walking around after dark.
- Homeless encampments, drug addicts, mentally ill are a huge issue for downtown. Bricktown after dark has a bad violent crime as well.
- Homeless everywhere
- Homeless everywhere and in parks.
- Homeless getting closer and a sober living facility in my neighborhood
- Homeless in my area
- Homeless in our creek areas.
- Homeless in the downtown area, criminal activity, shootings, stabbings, and other assaults, not always well lit
- Homeless people
- Homeless people
- Homeless people
- Homeless people and crazy drivers racing .
- Homeless people and gangsters
- Homeless people and the response time for police, when I have had to call for help
- Homeless people come up begging Mental Health you don't know if they will attack you for saying no
- Homeless people congregated on side of street.
- Homeless people do as they please . Day and night they are not held to obey the law.
- Homeless people everywhere you go
- Homeless people get violent after dark. Even downtown in Bricktown.
- homeless people in downtown area

- Homeless people live in neighborhoods and parks
- Homeless people occupy my area.
- Homeless people taking advantage of parks
- Homeless people. Shootings reported in public areas
- Homeless population
- Homeless population is increasing
- Homeless population, many are mentally disturbed.
- Homeless seem to occupy the city parks and downtown area more and more these days. They give the appearance of a threat at times and approach pedestrians in a unwelcome way.
- Homeless sleeping in park
- Homeless walking at neighborhoods
- homeless, crime, shootings in Bricktown.
- Homeless. No police presence
- Homelessness
- Homelessness and drugs on the streets plus people carry guns. That is a terrible mix.
- Homelessness and the homeless people approaching strangers and standing in roadways panhandling
- Homelessness is abundant in after dark hours in the neighborhood. Also early wine park feels unsafe after dark due to some of the lights being burnt out.
- Homelessness issues.
- Homelessness seems to be on most sidewalks and properties around downtown. It is also spreading to neighborhood areas nearby. I don't feel safe using sidewalks when people are camped out nearby or directly on the sidewalk-adjacent areas. The trash and filth associated with homeless camps is unsanitary and created a negative image and appearance for the city. Bricktown at night is dangerous. The clubs attract crowds that stab and shoot each other. I have seen shootings in Bricktown and tell all my friends and family to avoid it.
- Homelessness, gangs, drug deals, marijuana stores.
- Homelessness-mentally ill and addicts
- I am a senior citizen, so I only walk on safe areas and not at night.
- I am a very untrusting person when it comes to strangers.
- I am a woman, I don't walk after dark.
- I am a woman.
- I am over 60, feel like a sitting duck.
- I am safe in my area, but there's no way I'd feel safe downtown at night alone. It's mostly empty, too many vagrants, not enough public activities to keep the area safe.
- I do not see a high police presence in my area. I live south of Baptist Hospital and there always seems to be a lot of people walking around plus homeless people behind my complex. We need to help these people with more of the tax dollars coming in. I see them getting on and off the highway now on the NW side of OKC. South side is much worse.
- I do not want to be downtown at night. There is more possibility I will need to use my licensed gun to defend myself.
- I do not want to get hurt.
- I do see a lot of folks that make me uncomfortable when I'm downtown
- I don't feel safe (for myself and family) out anywhere in ok especially in our neighborhood after dark. Gangs 2. Guns 3. Drivers No street lights in neighborhood. Homeless and bicycle bandits stealing stuff at night and early morning hours before daylight.

- I don't want to get shot.
- I feel like there is not enough security or police presence in and out around the downtown area
- I feel that I am not safe walking around by a person by myself in any parts of the city.
- I feel unsafe at night bc of all the violence that is happening now in OKC. I would like to see more police be more visible at night.
- I feel unsafe because of lighting, homeless people and not enough police presence.
- I feel unsafe in all areas listed because of the high number of assaults and robberies in parks and in my neighborhood because of the gang markings and homeless roaming around, day and night.
- I feel unsafe walking in my neighborhood at any time of day given the frequency of encounters with and sightings of loose and stray dogs. I would feel unsafe walking in my neighborhood at night given poor lighting and the homelessness rampant on May and the highway underpass on Youngs Blvd between 39th and 40th Sts NW, which often sees transient populations traversing Mayfair Heights.
- I have personally submitted just under half a dozen request for the Oklahoma City Police Department to patrol my neighborhood. Cars drive in excess of 45 miles an hour down neighborhood street marked at 25 miles an hour. I never see the police patrolling, I see dead animals everywhere, and the problem is only worsening. There was a fatality accident less than a quarter mile from my neighborhood last night even.
- I have seen multiple people roaming around that appear to be mentally unstable, I am unsure if they are homeless, possibly. But I would not want to walk around downtown knowing they could be near me and my family, we have 2 young children
- I live in a nice neighborhood but my house was broken into. There is too much homelessness & too much drug use. There are consistently problems at Penn Square Mall & in Bricktown.
- I live in an area with a high homeless population and don't feel safe walking or biking in my neighborhood.
- I live in an apartment complex. They do not have cameras on the property. I have seen a few things that look sketchy and honestly I'm not really comfortable anywhere after dark unless I am with other people.
- I live in south Oklahoma city, and the amount of individuals that are clearly high on drugs, and the homeless people with mental illness has skyrocketed over the last 4 years. You can't walk through our neighborhood without an interaction, and you never know the situation you are walking up on.
- I live in the houses near Lyrewood.
- I live on the south side and there are criminals, prostitutes, homeless people, illegal immigrants and gang members everywhere. Take a drive on Penn from Reno to I-240 and it is obvious. Cop are nowhere to be seen. There isn't a bike lane on this street. People run red lights ALL DAY LONG.
- I love the park where I live - Edgemere Park. But at night you don't know who might be lurking about.
- I was attacked by a stranger in public.
- I Was downtown last night for a concert. There were a lot of people around but once we got away to walk to our car I felt there wasn't enough lighting and too many homeless.
- I was shot at on 38th and Western, 73118, after sundown.
- I will not go out alone anywhere after dark.
- I worry about the dogs that are loose and the homeless are asking for money.
- I would like to see more cops on the beat and out in public. The city needs a larger budget for police personal.

- I would literally never walk around this town at night. Too many men walking the streets and too many homeless people.
- I wouldn't go to a city park alone to walk. And I don't even walk alone in our neighborhood at night. It's sad, really, that crime is so prevalent in our city.
- I wouldn't go anywhere near bricktown after dark, especially the weekends. Other parts of downtown around Classen are completely overrun with homeless and street begging.
- I'm female and don't feel too safe walking alone most times. After dark is not safe. Too many loose dogs too.
- I'm in a core neighborhood, very nearby homeless encampments. Sometimes people walk through here with all their belongings in a stolen shopping cart, ranting. Others just walk the streets at night, freaking out. I mostly feel safe in my house, but mostly fear not being here, because someone might take that as an invitation to seek shelter. Way too many transient people just wandering at times.
- I've had strange interaction with a homeless man early in the morning in my apartment complex now I no longer use my apartment amenities.
- I'm a single older female.
- In my neighborhood there are shots fired at least weekly, there are many stray animals who are aggressive to walkers and bikers, and the streets are not safe to walk on because of lack of proper sidewalks.
- Increased illicit drugs, increased homelessness, increased population of people crossing the border
- Influx of homeless
- Insufficient street lights
- It depends on which parks. Would like more police presents in Scissortail.
- It seems there is always something happening in which someone is injured or even killed on the streets. I don't attend festivals or large gatherings for this reason.
- It takes too long for police to get anywhere here, therefore, don't go out walking after dark. And there are no street lights in my neighborhood anyway.
- It's dark and there are bad people out there
- It's not safe
- Just the lack of the presence of law enforcement and in some cases, poor lighting.
- Known prostitute roads I love near by. I disliked women and men trying to hook up with me while I'm walking to the store or coming from the post office
- Lack of lighting
- Lack of lighting and police presence
- Lack of neighborhood sidewalks and lighting. Homeless.
- Lack of patrol
- lack of police
- Lack of police anywhere. Ever. They're in their cars driving around somewhere. Never on foot.
- lack of police presence
- Lack of presence of police officers.
- Lack of prosecution of criminals even when identified and arrested.
- Lack of security in public areas.
- Lack of sidewalks and lighting to make me feel safe walking at night in my neighborhood
- Lack of street lamps.
- Lack of street lights

- Large amount of homeless people coming up asking for money and if you don't give them some they become verbally and sometimes physically aggressive
- Lighting is poor and dogs around freely
- Little police presence in my neighborhood.
- Live near urban core. Many homeless wandering in area. Often staying in park in my neighborhood. Often don't feel I can take my grandson there.
- Living on the east side is scary.
- Loose dogs.
- Loose dogs; unkept fences to keep large dogs in; people not obeying speed limits and stop signs; vandalism at night
- Lots of crime in Bricktown these days.
- Lots of dark unlit spaces
- Lots of foot traffic in the neighborhood. Aren't neighbors
- Lots of groups of youths and easy access to weapons that can be hidden.
- Lots of homeless because all of the city and county homeless resources exist in one place, near my neighborhood casemented.
- Lots of standoffs in our area in the last few years.
- lots of street people, people coming up to you
- Lots of vandalism downtown. These individuals can cause people harm too.
- Low grade hotels, shootings, too many homeless
- Low police presence outside of Bricktown. Also low number of people in general, I've I were to be attacked I don't think there would be any help or witnesses. To be fair I don't have any reason to be downtown. Also high numbers of homeless.
- Many Isolated areas
- Many people in the neighborhood wandering through that don't live in area during the night.
- Mostly because of the numerous homeless people
- Mostly due to the homeless population.
- My age
- My husband won't let me walk around the block even in broad daylight because of fear of crime
- My neighborhood has a lot of crazies in it.
- My neighborhood has a lot of stray dogs. I can't walk mine around big unleashed dogs.
- My neighborhood is dark at night, somewhat of a rural feel, gunshots are common.
- My neighborhood is like the area the city forgot. Drugs, gangs, prostitution. No monitoring of Code Enforcement. No one cares. Can't sit outside for homeless people wanting money.
- My neighborhood is too dark and people stole packages from my mailbox
- My neighborhood is very bad with dogs and crime.
- Need more work
- Need security
- Neighborhood at night too much bad happens
- Neighbors-stray and many aggressive dogs and animal welfare seems uncaring. There was a time that I had to carry my fire arm with me when I walked around my yard. Complaints went unanswered for months from Police to animal welfare.
- Never any cops around
- news
- News stories
- Night time in downtown -- increase presence and lights

- No lighting in neighborhood
- no police presence
- No police presence
- No police presence in brick town or around civic center. Why have a police sub station in brick town and no police officers on the streets
- No police presence in my neighborhood ever unless they are called.
- No police presence. And when you call them for a problem, do not expect professional service. I don't ever call OCPD anymore. House gets broken into, I clean up the mess and move on. OCPD is a joke. Once again though, you will chalk this up to a law breaking citizen who has been arrested before. Well, you would be wrong.
- No police services in the Yukon / West OKC area, if something was to occur it would be 20 minutes or more before any kind of help arrived.
- no security presence while walking downtown
- No side walks or sidewalk just stop randomly and you have to walk in the street
- No sidewalks in my neighborhood to walk. Fast traffic.
- No sidewalks in neighborhood, transients. ,
- No sidewalks in this area. Gang activity is bad.
- No sidewalks, drivers do not slow down or move over for pedestrians.
- No sidewalks, not enough light to feel safe walking my neighborhood at night.
- No sidewalks, vagrants.
- No street lights in my neighborhood
- No visible police presence. No enforcement of traffic laws. Downtown/Bricktown was supposed to be safe, but it's not.
- North Highlands area
- not enough law enforcement
- Not enough law enforcement around.
- not enough law enforcement or lights
- not enough light, no sidewalks.
- Not enough lighting and police presence
- Not enough lighting in the evenings.
- Not enough lighting, not enough security.
- Not enough police downtown
- Not enough police in area where crowds are. I personal watched a group of teens rob a man downtown. It took more than 10 minutes for officers to arrive.
- Not enough police on patrol
- Not enough security
- Not enough street light; too many loose dogs
- Not enough street lights
- Not enough things open after dark to pull a lot of people down town
- Not enough visible police presence in the downtown area.
- not familiar with downtown/homeless
- not safe
- Not well lighted and crime statistics have already shown the number of crimes being committed.
- Not well lit, many homeless people begging on all corners
- Nothing good happens after dark anywhere, it seems. Way too many shootings in Bricktown. I feel bad for visitors. I don't want OKC to get a bad rep, which might keep tourists away.

- Odd folks come out at night, police take to long to help you if needed, a lot of things happen at night
- Our neighborhood has been neglected for years. No side walks, deplorable streets, literally can sweep up the gravel daily from roads breaking up. Would not dare to walk in the streets after dark as you have to walk in streets and the lighting is non-existent.
- Our neighborhood is in far NE OKC. Memorial and Eastern. We feel neglected by the city in all areas. Streets have turned to gravel Elderly cannot walk. Young mothers cannot stroll babies. You cannot ride a bike No sidewalks when we see them being poured all the way down Eastern and Kelley where there are no homes. Homes have become rentals w multiple cars blocking streets and mail access. Car repair businesses or furniture repair wood shops being run on the drive. We have no grocery store nearby. We are a food desert. Fox Hollow at Eastern and Memorial needs help
- Our parks have to many homeless people in them .
- Parked in a parking garage downtown. It was desolate at 5:45 pm, except for a young homeless man near the exit/entrance. The garage was virtually enclosed, with no escape without being in the line of vision of the homeless man. I was alone, in a dress and heels, and did not imagine this situation in OKC at 5:45!
- People are getting shot
- people looking for victims
- People speed on Sapulpa Avenue every day. I worry about the children that walk to and from school at the end of the block. We do not have sidewalks in this area and they are needed.
- PEOPLE SPEED THROUGH THE RESIDENTIAL AREAS
- People speed thru the 25 to 30 mph zones.
- People walking around after dark breaking into cars & homes.
- Pit bull dogs just be running around all over the neighborhood with and they try to attack you
- Pit bulls and other dangerous dogs on the streets.
- Police are not allowed to be police because of the sorry support from the Mayor, (mayor Holt) supporting the agendas of militant groups like the black lives matter idiots and the LGBTQ psyches. Plus the gangs that seem to have more pull with the mayor and city government than the men and women who bravely put on the uniform and patrol our city.
- Police officers, guards, legal staff in general, are disrespectful, and unknowledgeable and violent. Also lack of options and they're bad communication skills. Parks are trashed. Poor quality and empty.
- Poor lighting and closed businesses.
- Poor lighting and no pedestrian infrastructure makes me feel worried about being hit by cars, even though I live less than 200 feet away from a Walmart grocery store.
- Poorly maintained
- Porqué hay personas caminando en la calle aveces con algo en la mano o hablando sólo
- Problems in brick town area at night
- Rampant bigotry and excessive guns.
- Rampant unhoused
- Read crime reports and see homeless and people screaming with obvious mental illness or drug use walking around.
- Riff raff in the neighborhood.
- Same Homeless people sleeping, standing, wondering where they DO NOT BELONG!!!!
- Same issue with gun related violence. Seems to have increased over the last few years.
- Same reasons as given previously

- See previous remarks regarding homeless and scammers.
- Seems like a lot of crime in Bricktown
- Seems there is a shooting often in Bricktown
- Shooting incidents
- Shooting up guns
- Shootings
- Shootings and gang presence downtown keeps me from doing anything in that area starting at dusk. There is a serious hazard at SE 44th and Sunny Lane that I make sure I either take an alternate route home or get my errands done prior to dark.
- Shootings, muggings, negative press, etc.
- Sketchy people/beggars
- So many homeless around Will Rogers Park area, it does not feel safe in the evenings. The low growth grass and shrubs make great places to hide. Why did the park quit mowing along the creeks? (in WRP, Deep Fork Creek was 'improved' years ago as a water runoff plan into the dam area created under I-44. It kept homes from flooding to the west across Portland. I don't understand the theory in letting it all become overgrown and even cause parts of the concrete to break and fall in. It is unsightly and dangerous and potentially devastating to those homeowners.
- so many homeless people near the downtown
- So many homeless.
- Solitary, poor lighting, many homeless, no sidewalks.
- Stray dogs and people on drugs or with mental illness
- Stray dogs, people come and drop off their unwanted pets. I've been pinned in my car and house because of pit bull's.
- Stray dogs.
- Street crimes based on reports.
- SW OKC is getting more homeless and vehicle break ins.
- Take care of homeless camps and loitering
- THE AMOUNT OF HOMELESS PEOPLE AND TRAFFIC
- The area around my neighborhood has high crime and a lot of people on the streets (homeless, panhandling, etc.).
- The city has many unstable homeless
- The constant news of shootings and muggings in the downtown area.
- The cops have never helped me and my ex even used them as a weapon for a year against me.
- The downtown area went through a revitalization about two decades ago. It became a hub where people started feeling safe going. However, over the last 10-15 years, the area has yet again become overrun by people that I feel unsafe being around. I fear being a victim of gun violence downtown. It doesn't feel family friendly.
- The drug addicts and mentally unstable have taken over every public area in Oklahoma City. The Mayor has never met a tax he didn't like yet he allows vagrants to overrun the City we pay for.
- The drugs in the homeless community and with so many homeless people, on drugs, walking the streets.
- The freaks come out at night...and downtown.
- The homeless and drug addicts in our area
- the homeless and drug problems
- The homeless and drug usage in some downtown areas is not safe
- The homeless causing issues

- The homeless issue has spread and now is being felt in suburban neighborhoods.
- The homeless people are not respectful at times
- The homeless people walking around
- The homeless people walking around not in the right state of mind.
- The homeless population, fights, and limited number of police presence in (particularly after dark) downtown make me feel unsafe.
- The number of assaults/stabbings, areas not well lit.
- The number of shootings and assaults seems to be increasing. I use to venture out and about without any concerns. I especially do not travel alone at night in the Oklahoma City area.
- The police "protection" only extends to majority white neighborhoods. In other areas the police are instigators
- The police department policy toward employees is making them essentially ineffective at combatting crime. When narcissistic and tyrannical administrators like DC Brian Jennings have their subordinates more afraid of disciplinary action than criminals it renders the agency ineffective. Also the city police have not been fully staffed and likely never will be.
- The robberies, sexual assaults and assaults in the downtown area are massive for the square mileage. It's pitiful that we don't do much tax dollars for a bunch of thugs to run amuck.
- The vagrant and homeless population has exploded and they are all throughout downtown and in my area on SW side of town between I40-I240. My grandson goes to school right off I35 and SE 44th street and there is a homeless encampment with garbage and people fighting and living under the bridge within a block of the school. There doesn't appear to be any effort to control it.
- There's a lot of ppl that are strung out on drugs and they (especially the men) will stalk a woman and when they are on drugs and are mentally messed up they don't care about anything and really quick to beat on a woman....Plus there's been a lot of women coming up missing and killed
- There are a lot of gangs writing everywhere at the parks in my neighborhood and I feel unsafe going out at night. I hear gunshots all the time.
- There are displaced people/homeless everywhere. Sometimes people are desperate. There are homeless people on all of our corners camped out or begging for help. Let's help them!
- There are many loose dogs in my neighborhood and I have been attacked by them in the past.
- There are no sidewalks and streetlights in my neighborhood. It makes it very dangerous to walk at night because you have to do so in the street. I've almost been hit countless times.
- There are sketchy people in my neighborhood.
- There are so many homeless people wandering all over asking for help. Also, the number of shootings in the Bricktown area.
- There are too many homeless people downtown.
- There are way too many homeless camps around the city. They keep moving further south and causing issues with homeowners. There are not enough police officers to deal with this issue.
- There continues to be an increasing number of homeless that harass you while walking around. Additionally, a lack of sidewalks in my neighborhood lends itself to my feeling of unsafe.
- There has been an increase in crime, specifically shootings and stabbings, almost a daily occurrence around the city
- There have been more people with bikes around my neighborhood.
- There have been way too many shootings in the Bricktown area.
- There is a large homeless population downtown in every city - more dangerous with the more foot traffic..
- there is a small homeless problem in the area
- There is no street lighting where I live and there are stray dogs.

- there is so much meanness and crime How about some public service announcements on TV and bill boards saying being kind makes you feel good about yourself. Have happy hearts and be kind, not a gang thug who only hurt others.
- There is zero police presence in South okc. 15th to 74th and Portland to Western Area
- There needs to be better street lighting at night. Also there's homeless encampments near us and they walk up and down the street at night. There is also a bar on the corner and they are loud and their patrons have begun parking in front of our homes and walking on our lawns .
- There's no where to walk in our area but directly on the street with cars going 45+ mph .
- There's quite a few homeless people, some of them on drugs. It can be worrisome at night
- thugs - illegals homeless people
- To groups of kids in downtown
- Too much growth thanks to the mayor and that brings crime and violence. If people want to live in a city similar to Dallas, they can move. They are making our city too expensive to live in.
- too much violence
- Too many dark streets
- Too many dope heads walking the streets. Q 29 is very offensive to me....
- Too many drunks, homeless, and druggies in downtown. Only a little better in VERY populated areas or very ritzy areas.
- Too many firearms in the hands of criminals & the amount of drugs that are on the streets.
- Too many gangbangers in downtown
- Too many homeless
- Too many homeless
- Too many homeless
- Too many homeless
- Too many homeless
- Too many homeless and stray dogs
- Too many homeless folks, loose dogs and crime.
- Too many homeless harassing people for money and other things.
- Too many homeless living in the parks
- Too many homeless on drugs
- Too many homeless people
- Too many homeless people downtown that have mental illness
- Too many homeless people living IN or JUST OUTSIDE the parks approach you for money and when they don't receive they threaten to hurt you.
- Too many homeless people walking around everywhere after dark.
- Too many homeless people wandering around. Most are addicted to drugs &/or alcohol and many suffer from mental illness. The liberal groups need to stop fighting all the ordinances aimed at limiting some of them begging at intersections.
- Too many homeless people.
- Too many homeless running around after dark.
- Too many homeless walking in the same area that I am.. in the afternoon they are laid out in the park I don't want to go walking
- Too many homeless wandering the streets at night in my neighborhood and also many stray/unconfined dogs.
- Too many homeless/strange men hanging around
- too many homeless/vagrants downtown after dark

- Too many hoodlums there
- Too many illegals and homeless.
- Too many instances of fights or like disturbances in downtown area - particularly Bricktown.
- Too many mentally ill homeless people everywhere. Don't feel safe around them.
- Too many people are getting robbed or killed for no reason.
- Too many people in area with dog not on a leash in park, in front of their home and walking dogs with no leash
- Too many shady characters after Thunder games.
- Too many shootings
- Too many shootings
- Too many shootings and homeless people
- Too many shootings taking place we need less guns on the street
- Too many shootings, violent activities
- Too many strangers around
- Too many stray dogs and too many homeless roaming around
- Too many stupid kids with guns roaming downtown. They're the ones who shoot people and into crowds. Responsible Adult (over 30) supervision needed until minimum of 21.
- Too many things happen in downtown. Where there, I feel like I have to watch around me at all times.
- Too many thugs on the street!
- too many transients
- Too many transients and criminals roaming downtown.
- Too many unknowns
- Too many vagrants, panhandlers, mentally unstable, homeless, hobos
- Too many weirdos, drug users, illegals, vagrants.... and no police presence
- Too many women's in the streets
- Too much crazy in downtown. Shooting from bars.
- Too much crime
- Too much crime
- Too much crime
- Too much crime 24/7
- Too much crime downtown
- Too much crime downtown.
- Too much criminal activity at night and lots of homeless people walking around at night
- Too much Gang activity.
- Too much gang/youth activity, car break ins, robbery of property.
- Too much gun violence and fights in populated areas like downtown.
- Too much sketchy activity after dark
- Too much traffic in residential areas as a result of overbuilding at major inspection. no changes in traffic flow to manage a 50%+ increase in traffic.
- Too much violence and no security.
- Too much violence in the city and police are not proactive in their efforts to stop it.
- Traffic, animals and crime
- Transient population camping in public spaces and along trail systems
- Transients area.
- Unfamiliar and not enough lighting and cameras

- Unfamiliar with area or the people who frequent the space.
- Unhoused people are taking over downtown. They have attacked people. They sit outside the City buildings smoking weed and drinking all day long. Leave trash, urine, and feces everywhere.
- Unplanned interactions with people who are homeless and mentally unwell. I live near two intersections where many panhandle, and they cross through my neighborhood to get to the other intersection. The big city parks are very safe: Lake Hefner, Scissortale, etc. but I wouldn't walk alone at any others because trails are isolated
- Unpredictable homelessness
- Unsafe in my neighborhood because local housing developments and other factors lead to wildlife being forced into my neighborhood, and we don't have many street lights out here. Not to mention dogs being dumped and other stuff
- UNSAFE PEOPLE ARE MORE FREQUENTLY AROUND IN TODAY'S WORLD.
- Use extra caution at night due to vagrants, homeless walking through
- Vagrants in Bricktown along with disruptive behavior by individuals loitering.
- Vehicles driving over 45mph down okc neighborhood streets and no enforcement & no patrolling. As a runner I've watched driver after driver think they have the right away over pedestrians.
- Very few lights, no sidewalks.
- very little police presence in my neighborhood homeless and thugs hanging out in the parks Gun laws STINK
- Walk every morning. Carry mace & big stick, dogs roaming in the early mornings, between 8am-10am
- Walking and cycling in this city is exceptionally unsafe. The planned bike lanes are fine, but I have watched police allow cars to fail to yield to pedestrians in crosswalks and fail to yield to cyclists in green cycling crossings. I don't even think the police officers in OKC know pedestrian laws. It is exceptionally dangerous to cross the street on streets like Britton Road. In stead of enforcing the law at Northwest Expressway, we built a bridge. I was harassed at that very intersection by a police officer when I was almost hit by a car because the officer didn't know the law. OKC requires a car. I only live 8 miles from work and most of the ride is in a park, but anytime I have to "share the road" it's like playing Russian roulette. I asked about this issue to a police officer I know. His answer? Just drive. That's unacceptable.
- Walking at night in my area is not safe due to poor lighting and possibility of being attacked
- Watching the news...crime everyday
- We have a few people who are criminals. My neighbor was a meth user, his dealer would kick in his door and try to steal copper pipes. Omr day , the Meth head disappeared , The police came by looking for him , than his dealer disappeared too.
- We have an issue with big dogs running loose in our neighborhood. Safety issue
- We have crackheads that are always trying to fight with the younger individuals in the neighborhood.
- We have had break ins at night in neighborhood and we are in a gated community. While I feel compassionate for them, I don't feel safe in areas with a lot of transients nor homeless. I don't feel safe at night in most areas of OKC. We had our class reunion in Bricktown and most were concerned about walking alone or in small groups afterward.
- We have several transients that walk thru our neighborhood after dark. Most of the time they will sleep in city park nearby.
- We have some kids from the neighborhood next to ours come to our neighborhood, and they break into cars and walk our neighborhood looking for trouble
- We live close to I-240 and sometimes people wander thru our neighborhood.

- We live downtown, and have lived here for years. We walk our dogs in the morning and the city has let the transients and homeless literally take over. There are camps in front of civic center and city hall. There is literal human feces on the side walks. Talked to an officer one morning and he tried to run them off, but he said the city council has tied our hands on what we can and cannot do.
- We need more street lights.
- We've had a string of car break-ins recently. Not being able to reach police due to lack of dispatch makes me feel unsafe.
- Weird people come out
- West of, and in downtown has many areas, not well lit or patrolled.
- When I'm downtown, there are a lot of vagrants and it concerns me to walk alone as a female.
- Worry about gangs, being randomly attacked, robbed, raped, shot.

Q6a-4 [Other]. What was the nature of your contact with the police officer?

- 1) Vicious dogs. 2) Two officers allowed an individual onto my property to retrieve items she said was hers and they didn't inform me. I happen to hear voices and went to the doctor. The person wasn't a resident at my home. I was outraged. So they were assisting her with a crime. Was I treated fairly after I confronted them, yes.
- 911 call about gunshots on our street, officer arrived and talked to us
- A homeless man appeared to be trying to get into a home across the street.
- A mentally ill man was walking in the middle of Wilshire by Broadway extension
- A neighbor had a medical/mental health episode. Police, Emma, fire responded. Police asked if we saw any unusual behavior, which we didn't. Police, fire, emsa very polite and responsive. They treated man with dignity and compassion. Okc fire and police have ALWAYS been absolutely outstanding. I have always supported all law enforcement and fire in okc and the state.
- A neighborhood break in
- A police officer attended a neighborhood safety focus meeting.
- A stranger tried to enter my home.
- A stranger was sitting on our porch
- accident
- Advised them of a dope house down the street.
- Alarm at our house
- An accident
- Animal attack
- Asked a question
- Asking advice about a safety matter.
- At work downtown
- Brookwood HOA Meeting for apartment residents speeding on Brookwood Drive, and the need for speed-bumps or more frequent police presence.
- Business I worked at had a break in and I was the manager on duty that had to deal with the police when they responded.
- Call Dan on trespassers in an abandoned house
- Called and asked them to put speed radar screeners in our neighborhood. We don't have sidewalks and have lots of walkers and kids.
- Called due to homeless and trespassers.
- Called for an ambulance, a police car also showed up. He was kind.
- Called in for a domestic violence on a neighbor.
- Called to investigate parked car
- car accident
- car broke into
- Casual chat in a parking lot
- casual conversation about our neighborhood
- Casual conversation in at an event
- Casual conversation.

- Casual meeting with officer patrolling our neighborhood. Introduced ourselves and indicated location of our home. Discussed our neighborhood association and rules and safety.
- Chatted while the officer was monitoring the WRG trail by our neighborhood for illegal motorbike traffic.
- Citizens Academy
- code enforcement
- Community events.
- Cop was in my neighborhood patrolling and I stopped to ask them what was going on since they had driven down my street three times previously in the 10 minutes we were outside with the kids
- Crackheads and jail birds causing trouble with our kids.
- Creepy shirtless guy in a stalled car in front of our house late at night. Creepy guy tried to come to our door when He saw our lights on. Probably harmless, but I didn't want to chance it at midnight.
- Crime in our area seems to be escalating.
- dangerous dog
- Directing traffic for Thunder games.
- Disturbance in the night
- Domestic abuse
- Domestic case
- Domestic incident.
- Domestic problems and recently corporal punishment at school towards my child
- Driver hit husbands parked company car
- Driving in my neighborhood did not notice unmarked police car and two officers in a yard. One yelled very loudly at me to slow down, he had an assault weapon in his arms pointed my direction. I was not speeding as I was approaching a stop sign.
- Drug deals happening with neighbors
- During Covid (2021), I was at Braum's to get food to go. I was about 65 at time. The City had the mask requirement in place. A man inside walked all through the restaurant without a mask on loudly talking on his phone. After 5-6 min of that, I asked him to put on a mask— that it was required and that I had Lupus. He went ballistic— told me to “f” off—his rights were being violated. We exchanged words, and he very aggressively stepped towards me very angrily with fists clinched. I stepped close to the register and called the police. I was scared to go to get in my car to go home. An officer never made it. The response I got from a male dispatcher was “what do you want us to do about it?”
- Educational Neighborhood Safety Presentation
- Employment
- Engagement as a legal observer, in parade/event conditions, while witnessing an arrest
- Event in neighborhood
- Events
- Fellow church member.
- Firearm discharge in the neighborhood
- former detention sgt.
- Found a lost ID and turned it in
- Found a prohibited item while in the Airport

- Found bag of unidentified white powder and police came to the scene
- friendly contact
- Friends
- General passing, at events
- Gun shots fired in neighborhood.
- Gun violence from former squatters living next door, numerous trespassing complaints when other squatters kept moving in until the property was declared abandoned and sealed
- Habitants of a flop house in our neighborhood came to my front door, to potentially case it. They had warrants out on them. I called the police when they wouldn't leave.
- Had a wreck and waited 1 1/2 hours for an officer to show up.
- Had items stolen out of my vehicle downtown .
- Had to call because a man was huffing air and laying in the bushes by my condo
- Had to call police on my nephew. He was having mental health issues.
- Had to call then about a homeless person trying to stand in front of traffic
- Halloween event in Bricktown.
- He lives on my street. Nice man and family.
- Heard gun shots
- Heard gunfire
- Hearing gun fire in the middle of night
- Hearing gunshots.
- home alarm went off
- homeless
- homeless at my door
- Homeless camp on company property
- Homeless encampments on my property.
- homeless loitering on property
- Homeless people building camps in our neighborhood
- Homeless person decided to sit on our porch.
- Homeless person having a mental crisis, and threatening people.
- homeless problems in neighborhood
- Homeless sleeping on bud benches
- I called 911 about a man passed out on a sidewalk.
- I called about a man who may have been having a mental health episode.
- I called to report a police officer speeding recklessly through my neighborhood.
- I had to call 911 when someone in my home was experiencing psychosis after the 988 system repeatedly failed to assist me in any way.
- I had to call in regarding hearing gunshots. Also someone on drugs laying in my yard.
- I have bad legs. I collapsed . This lady officer came by , helped me and gave me a ride home, if not m I could have laid there' all night and no I wasn't drunk, I been sober since 1998. Big hand to her for what she did for me
- I have had officers help with a domestic dispute
- I have had the assist with a family emergency with my brother who was in a life threatening situation, and I'm very good friends with a couple current police officers and several recently

retired officers. I lead a church men's group which several officers are a part of and they talk about the spineless jelly fish in the department leadership and the Mayors office.

- I have had to call okc police to report vandalism, neighbors partying at all hours of the night with live bands.
- I have met several that work out where I do. And several are former students
- I interact with them at events and always say hello. I checked with an officer at a neighbors house where our kids play and the officer told me it is none of my business. I simply asked if I needed to reach out to the parents of the kids at this residence and if I needed to know anything since my kids have been there before.
- I live at NW 10th and Indiana and make 911 calls about 4 x per year for neighborhood concerns and homeless and wrecks at the intersection. The police are always responsive with a drive by and frequently check in with me in person
- I was a witness to an accident.
- I was accused of stealing a bag of ice from the freezer outside of the 7-Eleven at 23rd and Penn by a uniformed officer after filling my Audi with gas. My wife was inside the store still and had paid for the ice, I explained to the officer it was paid for just lie the gas I had purchased and asked if there was a report that there was someone stealing one bag of ice, and if he didn't have anything better to do than harass 7 - elevens customers. ... My wife came out of the store, we got in the car and left. Turned out of there and pulled across the street in to Cains parking lot to call and report what had just happened on a nonemergency number, and got nowhere with the phone call... After pulling out a Cains Chicken, I see a patrol car blazing code 3 lights and sirens speeding into the wrong lane of traffic blocks to get behind me where your officer pulled me over, even had me in handcuffs until his Superior officer showed up told him to release me, then wrote me a ticket for having faulty equipment, because there was a crack in my driver's side mirror. .. any other traffic stop by a pad by Oklahoma City cop the cop was unnecessarily an a***** and unprofessional.
- I was homeless living on the tracks on NW Penn and ppl that camped by me murdered someone and the other time was a friend that camped close to me was found dead after a fire at his camp.
- I was the RP of an injury to a neighbor
- I work at a place which hires police for security sometimes. I watch these officers play on their phone and don't pay attention to what's happening. One of them even brought their wife/girlfriend to hang out with them. Their hourly wage is way out of line for this type of behavior.
- I work closely with the emergency management office.
- I work for city
- I work in school transportation and we encounter them all the time with bus accidents. Biggest complaint is none or very little enforcement of cars running school buses loading students with their red lights on and speeding in school zones.
- I work in surveillance and speak with dispatch often.
- I worked at US Grant High school and we had couple of officers at our school.
- I yell at cops because they enforce bad policy
- I'm a journalist. I've have contact with OCPD for professional reasons.
- I'm a school professional police officers have responded to DHS calls.
- Inquiry regarding home alarm.
- Interacting with police at public events.

- Just a friendly conversation
- Just talked about an area.
- JUST TALKING WITH OFFICER IN PUBLIC
- Kids causing trouble in a abandon house
- know a former officer
- Late night noise from neighbors
- Leadership training
- Left my garage door open at night. Police. And to my door to check on me
- Let lady stay at my home and she wouldn't leave.
- Letting an officer know how much I appreciate the job he does.
- Loitering for over an hour across the street from my home.
- Loose cattle in yard.
- Man collapsed from heat exhaustion in greenbelt behind my home. EMSA, Fire, and Police all responded to 9-1-1 call. Very professional and helpful
- Meeting the officer and answering questions has to how the police could better serve the community.
- Mexicans playing loud music all through the day and night. Too many live in the house the back yard is a parking lot. Gas fumes.
- My brother and sister-in-law are both OCPD so I see cops all the time.
- My car, which is a nice car. Keeps having headlights go out. when I get pulled over, not knowing why I'm being pulled over the police are openly hostile to me. I will say this is been Village police. I appreciate them letting me know. My headlight is out, but do they have to be so mean about it?
- My child had dealings
- My grand daughter had been assaulted
- My neighbor had an incident with a loose dog mauling and killing her pet. I was outside and spoke with the neighbor and officer.
- My neighbor had her car stolen overnight and I supplied video to the investigating officer
- My neighbor shot my house
- My neighbor was murdered. A single mother was murdered. She called the police and let them know that Neighbor Across The Street was trying to kill her and rape her and they said get a ring camera. Yesterday on my anniversary, somebody murdered that lady and the police did absolutely nothing. 788 had everybody go easy on crime and this is the repercussions.
- My son and brother-in-law found a firearm at lake heffner.
- My son was suspected of a crime
- Needed help with an issue
- Neighbor
- Neighbor
- neighbor and attended a neighborhood safety meeting
- Neighbor harassing me
- neighbor health emergency
- Neighbor security alarm and heard screaming
- neighborhood dispute
- Neighborhood issues

- neighborhood meeting
- Neighborhood presentation
- Neighborhood safety
- Neighborhood Watch program
- Neighborhood watch program, and we've asked for speeding enforcement in our neighborhood.
- neighbors
- Neighbors being broke into.
- Neighbors complaint
- Neighbors Night Out
- Noise complaint
- Noise complaint
- Nosey unruly ghetto neighbors
- Officer gave a discussion Senior safety at our church for Native American Luncheon
- Officer had to explain why I couldn't go into my house (block was barricaded due to stand off down the street)
- Officer responding to threat from neighbor on video. Policeman didn't know laws correctly. Saint video evidence was not acceptable. Didn't know animal laws regarding need to have dogs on leash in the front yard. He thought law was okay to have unleashed dog in front yard. Really seemed to want to do little. Assumed my video taping woman walking dog without a leash was provoking her and not protecting myself
- Officer was rude, I call the boss.
- Officers came to our neighborhood block party and let kids see their police cars and gave out police stickers etc.
- Parking in front of driveway
- People had parked in my driveway for a long period of time without permission.
- people in yard at 2 am
- People parked cars for extended periods
- Personal problems
- Phone call concerning a missing person.
- Pleasant exchange at a convenience store.
- Police officers showing up at my house
- Police were harassing teenagers I am acquaintance with and of all of kids, they only handcuffed the two black teens. Then, because I questioned the officer regarding this, they put me in cuffs - purposely over-tightening the cuffs. I've had a mastectomy and lymph dissection, as well as damage to my left torso and shoulder. I tried to explained to the officer I can't have any constriction on my left arm. He didn't care, he continued to yank my left arm backwards and then literally shoved me into the cop car. All of this for asking why he was cuffing only the two black teenagers. I come from a family that has had 3 generations of OCPD officers - the Darraghs - plus oodles of OCPD friends and this officer made me completely ashamed of the way he was destroying the honor of such a venerable institution!
- Possible break in of my home
- Problem with neighbor dogs breaking fence and coming in yard or keeping people from getting out of cars

- Problems with my neighbor's dogs they can't keep them in their own yards
- Professional collaboration
- professional interaction
- Public event
- Removing the homeless.
- reported a crime, police were a no show , again.
- Reported location of convicted sex offender/felon who ran while out on bond.
- Reported possible criminal activity
- Reported suspicious activity
- Reporting a crime and town halls
- Reporting a trespassing juvenile committing animal cruelty
- Reporting an allegation of abuse at nursing home as Director of Nursing
- Reporting crime
- Reporting from school
- Request for assistance
- Response to false alarm
- Safety check. Officer was very kind
- Saw a police officer eating lunch at braums. We had a nice conversation.
- Saw a woman on drugs or having a mental break. She was placing herself in danger by wandering in and out of North Rockwell. Called 911 out of concern for her safety, not to get her arrested. An officer responded fairly quickly and de-escalated the situation. I assume he then took her somewhere safe. I appreciated the quick and kind response to this woman's sad situation.
- Saying hello and letting them know that I appreciate all that they do
- security alarm response
- Security alarm went off – very responsive and courteous
- Seeing police officers around (I live next to the police headquarters and volunteer with Palomar) and saying hi to them
- SO came and asked me if I had seen things.
- Social greeting at a service station
- Someone hit my car
- Someone stole a check out of a drop mail box, changed the name, and cashed it.
- Someone trying to hack my bank account.
- Someone unknown to me was banging on my front door continuously one night. I live alone and didn't know the person, so I called police. The man was gone when they got there.
- Sound ordinance complaint of business with repeated loud outdoor band. Could be heard over 1/2 mile away and yet no citation was given. Luckily the restaurant went out of business, however this and the lack of tickets for other loud noise like exhaust from vehicles shows a lack of enforcement of existing codes.
- Spoke in passing as police were responding to a disturbance from my neighbor.
- Spoke to an officer who was working security at my church.
- Strange vehicle in front of my home for days without moving
- Suspicious items found on tenant move-out. Officer advised on reporting options

- Talked with an officer parked in our neighborhood. I am a retired LEO and wanted introduce myself.
- The police were called to my home about a dispute between my daughter and her boyfriend (that occurred elsewhere) and the manner in which they treated me personally was as if I were some criminal. It felt very violating for them to be at my home, in our virtually crime-free area, and behaving as though they were talking to armed street gangs. One in particular, a female, was very aggressive, demeaning, and had a distinct interest in handcuffing someone, anyone, it seemed.
- Their presence at public events,, ensuring safety of participants.
- There is a Police presence at church. Sometimes, the Police respond to calls at Senior Housing. I also contacted Police because of Conflict during one of my moves.
- There was a refugee on my property
- There was a wanted criminal in the field behind my house.
- They use our driveway to work traffic. We open gates for easier access.
- They wanted to look at my Nest camera video because there was a shooting in front of my house and they found shell casing on the street.
- they were showing real time police work.
- to calm down my child
- To inform me of my sons death.
- To report crime in the area.
- traffic accident
- Trespassers
- Trying to get the motorcycle, atv ordinance enforce in my neighborhood and city streets and rt 66 park
- Trying to keep the homeless from squatting in my rental
- Turned in lost property. She was rude.
- Two drunks at excessive speed, with no insurance, had a head on collision in front of my house this summer. Both vehicles were heavily damaged, and one of them destroyed my curbside mailbox. Although there were multiple officers present, no citations were issued. I did not pursue having them repair/replace my mailbox because they had no insurance and I had no desire to deal with drunk drivers. I've carried injuries from a drunk driver for nearly 30 years, he didn't have insurance either, and wish to have nothing to do with them.
- unknown person at my door.
- unplanned road closure
- utility emergency
- Vacant house across the street was broken in and being trashed. Even though the people were inside. They would do nothing about it.
- Vacating homeless from street
- Various contacts within the community
- Vehicle accident
- Vehicle break in.
- Wanted to see my security feed to catch the shooter across the street.
- We go to church with several officers

- We have a neighborhood watch Association here and we have a meeting every other month and usually the master sergeant from our police division is at our meeting
- We hear gun shots about 4 times a year. And I had to do a wellness check on a neighbor who died. The police always come, they are always kind and professional.
- wellness check on neighbors
- When my brother in law passed away 6 weeks ago the two officers that was here was very professional and was worried about my great grandson seeing him took out of the house by the emt's
- Witness in a robbery.
- Witness of a traffic accident
- Witness to criminal activity
- Witnessed a t-bone accident at county line and nw expressway. Pulled over to block/ divert traffic around the disabled vehicle in the intersection. Called OKCPD non emergency number and waited almost 35 minutes for an officer to arrive and assist. As a new resident to OKC from DFW I understand that response times may vary, but the amount of time waiting for help is highly disappointing in a city of this size and population density.
- Work presentation
- Work related

Q7. Do you have any recommendations or suggestions for improvement for the Police Department?

- 2 OKCPD officers banged on my windows and doors at night demanding I come outside, only to find out they had the wrong address and were looking for my neighbor. As someone with PTSD, this is unacceptable and diminished my trust in OKCPD even further. I want no interaction with the police ever, they have only escalated situations in a negative way.
- A lot. More than I care to sit down a ND type.
- Absolutely no issues or concerns with our police departments. I feel they go above and beyond in most of my contacts with them.
- Active listening training. Training with special needs and mentally ill
- Add more communication officers that their only responsibility is talking with the public
- ADD MORE OFFICERS and de-annex the extreme outlying areas ... I respond to your calls in these areas and OCPD does not have the resources to patrol their own city limits
- Add occasional speed monitoring to outlying SE Streets.
- Adding more police officers.
- Additional officers are needed
- Additional support for recruiting more officers and increased staffing of patrol officers.
- All of the officers need to have more education. Many do not seem to know the laws they are enforcing. People would look on them better if they did not come off as being noncompliant of laws and police unions need to be monitored. They do need better pay which would help to gain and retain better employees. All of my law enforcement friends want to leave OCPD.
- ALL officers need to be crisis trained, not just one team. The officer who responded when I called on a person in my household experienced psychosis was not trained in mental health intervention and I was genuinely afraid that they were going to kill the person in a crisis.
- Authoritarian police officers should be dismissed.
- Be less systematically racist. Be trauma informed. Put resources toward social services.
- Be more proactive to citizens safety.
- Become more neighborhood involved. I know of 3 houses on my street that run drugs. Have seen drug deal in theory front yard and 2 house might be involved in dog fights. Wish I could prove that one.
- Being more apologetic when they make a mistake or take too long
- Better communication and follow up when calling dispatch to report concerns
- Better enforcement of noise violations.
- Better pay for police
- Better pay officers more.
- Better trained cops, They need to show more empathy, Stop shooting people because they seem to be afraid of everything. Executing a deaf man, shooting a kid 15 times because he reached in his pocket for ID, The list goes on.
- Better training for the times we are in. Updated training.
- Bias training. It exists, but education should be done annually.
- Build a new substation in the west part of the city.
- Build a precinct out in the eastern part of the county. The closest responding units come from the Santa Fe division... a long way!
- Change the officers activity reports where they get the same credit for writing warnings as they do for citations. The current system encourages officers to write financially punitive citations as

the preferable way of handling traffic violations. Let the officers decide what's in the best corrective action is. The decision should not only be based on revenue generated.

- Chief Gourley was excellent in leadership. We will see how it changes with new leadership. More visibility and transparency should continue to be a goal. Pay, training, morale and professionalism are areas to visit and include in their strategic planning.
- Communication training
- Considering everything that's happened over the years, we need to find ways to retain talented good officers.
- Crack down more on the homeless drug addicts and less on hiding and robbing tax payers on their way to work.
- Crisis Management in dealing with at risk/marginalized/mentally ill individuals.
- De-escalation, mental crisis, and a wide range of domestic abuse training is needed.
- Detectives need to take information provided to them seriously as well as provide full and open communication.
- Dispatch female doesn't have to have hateful tone.
- Dispatchers need to relay the information you give them to the officer. Officer talked to suspect in the orange shirt which I told the dispatcher he was wearing and let him go because she didn't tell him that. Not to mention the 45 minute wait.
- Diversity, de-escalation and community policing training
- Divest from policing. Our residents deserve housing access and more services, not one of the deadliest police forces in the nation.
- Do not allow officers and their dogs to hang out in residential backyards for no reason
- Do not rudely dismiss people calling with complaints about an officer. Implement all the recommendations of 21CP immediately. Increase funding to non police response teams.
- Don't ever see them on the highways doing traffic enforcement
- Don't be arrogant and dismissive.
- Don't break the law yourself, like the officer I saw pull out of the line of traffic and drive through a store parking lot to save 30 seconds. No lights, no siren, no apparent hurry before or after. Apparently s/he just didn't want to wait for the light. Enforce red lights.
- Drastic reform. Improved transparency.
- Drive. The. Speed. Limit.
- Eliminate about 70% of the special assignment units. Eliminate 2 DC positions 4 Major Positions, 8 Captains positions and 16 LT positions. The staffing level has not increased since 2004 but the admin staff has almost doubled. Those positions inevitably create vacancies in Patrol cars. The agency is entirely too top heavy.
- Enforce car registration and expired tags
- Enforce laws
- Enforce traffic laws
- Enforced traffic light runners
- Every interaction I have had with officers has been completely professional and even experienced empathy and compassion.
- Expand mental health unit /homeless unit
- For God's sake, pay them more! Get them every single piece of equipment they ask for. Support them!
- Further improve public safety and service quality in terms of police response time, community policing, transparency, training, and resource allocation.
- Get cars off the road with no insurance or tags. And get the mini bikes off the road

- get the supervisors to have the patrol officers "patrol" there are many areas where three and four cars with just sit backed up talking, sometimes for more than an hour. NW 63 and Portland SW corner nearly every afternoon.
- GIVEN THE CITY'S VAST AREA, I WOULD RECOMMEND ADDITIONAL CAMERAS AND IT ON TRAFFIC AREAS
- Go after financial crimes more seriously
- Go meet the public
- Great job!
- Had to call 3 times to receive help on a hit and go
- Have a meet and greet with officers.
- He was Johnny on the spot for a speeding ticket.
- Hire more officers
- Hire more officers, increase programs to decrease gun violence.
- Hire more police
- Hire more police
- Hire more police
- Hire more police
- Hold officers accountable for their actions
- Homeless walking around checking out cars.
- I am annoyed that I filed a report for someone trying to break in my condo, and nothing could be done. I am annoyed that that same person used my credit card with out my authorization or knowledge. I filed a report, it was sent over to the city attny office, and NOTHING HAS BEEN DONE ABOUT IT!! I have called Jacqueline several times, I have left voice mails, and I have emailed her several times with no response. It irritates me that people do things that are wrong or against the law, and nothing happens, They just keep getting away with stuff, and I keep getting walked all over.
- I am very happy with our police and I support them 100%. I have no problems with how law is enforced in OKC. That is one tough, thankless job and I appreciate that someone still wants to do it.
- I can't complain too much about our poor officers. They deal with people treating them like the enemy on a daily basis, yet their pay doesn't reflect the amount of physical and mental stressors they are forced to handle. There's always going to be a few that negatively impact the bunch. But my heart goes out to the officers who are positive role models just trying to make it with the little that they have and are able to do. Our society is so twisted, officers have to be afraid of doing their job. A shame. They need more protection.
- I do believe officers could do a better job of not congregating in open spaces and when working events. Would like to see them engaged with others instead of with each other.
- I don't blame the police department. I think they are understaffed and overworked
- I don't know but it seems they are not paid very well and in my area I rarely see them with exceptions of those that live in the area. Also they need more mental health training and working with autistic and or mentally challenged individuals
- I just believe there are not enough officers on the streets or on patrol.
- I just want OKC to continue to offer support for our officers. I have noticed an increase in crime around the city and I think more support for our officers will result in more officers wanting to come to OKC and that will ultimately reduce the crime.

- I learned the operator subjectively determines the nature of a break-in and vandalism. My business is 1.1 miles from OKCPD HQ. I stood in the parking lot across the street from my business and watched people vandalize my business and counted OKCPD cars drive past me for 40 minutes.
- I love our police department! I'm worried about the increase in crimes so I would like more officers on the streets
- I made a call to the non-emergency line regarding a distressed naked homeless person walking through my neighborhood, and was on hold for so long I ended up needing to call 911. Need greater resources and funding.
- I never received any update information and when the office rang my doorbell at 1:00 in the morning, he did not stay long enough for me to answer the door. My neighbor is the one who updated me at first what was going on
- I notice that many police cars do not use their turn signals.
- I realize that people constantly say they have this health issues or that when an officer is dealing with them. However, when a person can be as specific as I was to MacMillan about the damage I have suffered and can literally prove it by exposing my left upper torso - I have no breast, only a tattoo that includes a breast cancer ribbon and the word Survivor - then maybe, just maybe, the officer should actually listen and make accommodations. He had no reason to cuff me for asking a question, he was only trying to make a power play. I know that officers never know who they can trust when on a call, but they don't need to treat everyone in scene like criminals!!!
- I see Police driving aggressively frequently without their emergency lights on. Two OKC police were unsafely tailgating me on the interstate I44 recently because they wanted around me in moderate traffic. When I got over the sped by weaving in and out. All to get off at SW 29th. End of shift? But I see police who act like they are above the law frequently on roads.
- I think it's beyond time that this area (Yukon / West OKC) has a police station.
- I think it's wrong for the city to pay officers overtime and send them out to write tickets! Thus officer was working a neighborhood a gave a lot of tickets to residents- for allegedly rolling thru stop signs- which he also did to me- I did not roll thru the stop sign!
- I think new officers should have mandatory rotations at the public middle and high school in their work area. This will allow them and the soon to be adults to "grow up together", hopefully creating a bond of trust and mutual respect in the area. If this were implemented, I think after a few years, we might see a difference in crime and traffic issues in these areas.
- I think our police department is doing all they can, to adjust and react to today's world. Hats off good job!!!
- I think that the officers need to have a little more compassion for the homeless. I understand that some of the homeless have problems but there are a lot of the homeless like me didn't have a choice with child support taken out of my paychecks I couldn't afford to pay rent or utilities anywhere...I didn't want to be on the streets homeless and between the police and the citizens of OKC I would get looked at and treated like I was nothing but trash and that I wasn't worth enough to be treated like a human being..
- I want more officers patrolling neighborhoods and contacting citizens. I feel safer when I see officers stopping and investigating possible crimes because I believe that keeps potential crime lower than just responding to it afterwards.
- I was very pleased with the response time. I was also pleased that I was given a case number. However, I was not very pleased with the follow-up on the case. No one could tell me the status of the case or to whom it had been assigned for several weeks.
- I wish they were actually trained beyond being military rejects. I called to report someone breaking into my car and the person on the phone's exact words were "what would you want me to do?"

- I'm a middle aged white woman - if I have been treated with extreme disrespect, dismissiveness, and ableism when simply asking for help from an OCPD officer then I can't fathom the treatment received by marginalized and minority persons in our community. My recommendation is DO BETTER.
- If someone breaks the law (arrestable offense), arrest them whether the DA will charge or not. It's not your job to release; public safety should be first, not a conviction probability.
- If someone has a complaint, even if it's petty to a police officer, it's not petty to the person reporting.
- I'm happy with OCPD.
- improve the response effort to stay autonomous reporting website
- Increase number of police.
- Increase training for mental health issues and de-escalation training
- Increased patrols through neighborhoods
- install cameras that record traffic to help with accidents and watch for red-light violators. Strictly enforce red light and punish the red light runners with a shifty fine (with proof).
- Investigate the issue a little further, instead of just brushing it off.
- Investigation into the DG Brewer case.
- It seems they still have work to do in regard to level of trust in the northeast part of OKC. Seems to be improving, but more work to do. Also, better surveillance of red light running at certain city intersections.
- It takes a long time for a police officer to respond to a home call.
- It took several minutes and several tries to get through to a dispatcher than it took maybe 30 minutes or more before an officer arrived. It was late afternoon - not night.
- It took the officer some time to get to us, and I understand response time to property crimes vs crimes in progress. The officer apologized for it taking a while to get to us, and after that he was great and professional.
- It took them over an hour to respond.
- It would be so nice if they didn't wield their power over everyone they come into contact with. Just about anytime I've encountered an officer, they come across as very stern and rude, which is absolutely unnecessary, especially if it's something like a traffic stop. In addition, I would love if they were more trained in mental health and trauma so that they could better interact with a lot of people they come into contact with.
- It'd be nice when I called them out if it didn't take a complaint to the mayor's office that got an IA investigation to get the police report filed. We also call and beg the action line to get speed enforcement in our neighborhood but never get response.
- Just continued education dealing with unruly public and mentally unwell folks.
- Just found out today of an incident that happened next door, tried to get an incident report , one was not made, ridiculous. So much history at this house. 4 police cars came , I can assure you I can tell you more, I have everything on my ring camera.
- Just the nonchalant attitude, lack of caring, assuming we did something wrong
- Keep homeless people off the highway, if someone calls in about a person throwing out trash in front of a building and urinating outside in public, they need to come and address the situation and not take a long time.
- Know the actual laws. Target actual crime. Ticket people on their phones while driving.
- Lack of empathy. Have not met an officer who truly cares in a long time. Total change in character since I have retired. It's like the new generation doesn't care about anyone or anything. Including personally property. They are Very lazy. Especially when having to write a report. Could care less.

- Let them do their job free of politics.
- Listen and try to understand the public
- Listen better.
- Make all street speed limit signs easily visible
- Make them stop and ticket??
- Many calls had to be made before police finally came.
- Maybe announce when you're going to set off bombs at the training area so that people who have PTSD aren't having flash backs every time.
- maybe have them stop killing folks
- Mentally disabled training/deescalation training.
- More accountability, no more "qualified immunity" for corrupt officers.
- More beat officers especially where homeless are camped out.
- More cars in the outlying areas
- More CIT officers and better communication between the HOT Team and regular officers.
- More community outreach. And free education like proper carseat installs, bike cycle safety for kids
- More k9 officers.
- More manpower. Less lethal force.
- More mental health training for the officers.
- More neighborhood patrolling
- More neighborhood patrols within 3 miles of Northwest 10th and Penn
- More officers
- More officers
- More officers and patrols.
- More officers are needed
- More officers on the street.
- More officers/presence on the streets , in the neighborhoods.
- More patrol presence in bedroom neighborhoods
- More patrol would be nice – too many accidents due to red light runners
- More patrols near 73127 area.
- More pay and more help.
- more police
- More police in neighborhoods at night
- More positive interactions with surrounding communities
- more programs like the citizens academy
- More traffic enforcement please!
- More training for helping someone experiencing a mental health crisis.
- More training in mental health problems.
- More training on how to deal with mental health issues/social workers as part of response team to mental health calls.
- More training regarding mental health and elder issues.
- More visibility and letting the public know what they are doing to reduce violence and gang activities on the south side of the city
- More we need more!!
- Most officers I encountered don't take the time to hear the full story they profile you from the time they see you appearance dress and yes skin color

- My neighbor was killed in the officers done absolutely nothing about the problem they were called before. They could've issued simple assault charges on verbal abuse when Neighbor was doing to the other one, letting them know that they were held accountable. Instead, no charges were offered, and now the other neighbor killed the other neighbor. Imagine what that does to the value of my home.
- Need a station where city is booming in Piedmont
- Need bigger police force
- Need more follow up by police, but more important more prosecution by the DA.
- Need more officers
- Need more officers patrolling the city.
- Need more officers stationed in west okc
- Need more police but also better trained police. Do not defund the police
- Need more police officers
- Need more way out west
- Need to do self policing.
- Never come to my house again to inform me of a death....ever!
- No recs. Our cops are outstanding! They genuinely care for our city. And every single one of them functions as an ambassador to our community.
- No suggestions beyond my scope
- No, however I would like to thank them for their service.
- No, the actions were great
- No, they have been great.
- No. They're great.
- None the police is fine ! They do their jobs well and put themselves in danger for low pay! We support the police in our home!
- Not an easy fix, but increase head count and have two officers respond to every call. Increase dispatch and 911 head count also.
- Not thar I can think of at this moment.
- Nothing came of it. I had actual damage that cost me \$300.
- Officers should be accountable to same laws as other people.
- Officers shouldn't say things like "I was in the middle of reading a book when the call came in" or "there's nothing we can do because city council says we can't be mean to the homeless people"
- Our area is growing dramatically in population and with it the police, ambulance and fire will need to go with it.
- Patrol area more
- Patrol more out east
- Patrol neighborhoods more frequently, more community outreach/volunteering.
- Patrols the area more from the ground
- Pay them more money and back them up our streets are very unsafe in many areas we need more police in those high crime areas
- Pennsylvania ave between memorial and nw 150th st have cars running school bus stop signs and the red loading lights. There needs to be more police presence in this area between 650am-900am and 230pm-500pm. Cooperation with school districts on reporting red light runners should be a big priority. No slaps on the hand should be given to any motorist that runs a school bus red lights.
- Please take some of the regular calls as legit. There is more trouble here.

- Please up enforcement of noise and speed.
- Police need to be much more visible in this part of town.
- Policing should not be funded by tickets. It is a blatant conflict of interest which has led to a high rate of ticketing and a low rate of crime prevention.
- Provide more incentives to attract and retain police officers i.e. we intend to continue approving massive residential expansion in Ward 3.
- Provide them protection from civil lawsuits and let them do their jobs! Hard to “Protect & Serve” when you can be sued for “Protecting & Serving.”
- React faster and with more compassion!
- reaction time to scene of accident
- Recognize there are other professional people that should be respected that they cross paths with. Do not treat us like we are stupid
- Recruit more officers, better pay, COLA raise for retired officers
- Reduce violence against POC and immigrants. I have observed abuse toward homeless
- Reevaluate your goals, better staff, hire people who want to be public servants
- Replace our city's fire engines.
- Respect the citizen's rights . We have constitutional rights that must be respected. That badge and gun don't give you special powers!
- Response time on non-emergency calls.
- response times
- Running red lights seems to be the new norm all across the OKC metro area. I see vehicles speeding through intersections a good 3 or 4 seconds after the light has turned red. I have not see any police vehicles pull anyone over for these highly dangerous actions in years. The OKC police needs to put this at the top of the list of traffic violations. Just park at any major intersection in the city and it won't take 5 minutes to catch someone willing running a red light with no regard to anyone else's safety.
- Safety of disabled veterans and handicapped people at public events needs to be emphasized. Parking at these events requires the disabled to park and walk great distances from the event location, or be dropped off alone outside the venue. This puts them at greater risk from falls or subject to violence from the homeless.
- Same as all the others Homeless people all over I-240
- Saw a car run a totally red light right in front of the officer stopped at the light. Didn't do a thing.
- Seemed a bother for them to come over for such - won't call for that problem again
- Set up a closer station to the NE section of OKC to ensure sufficient patrols and response times.
- Set up radars in the school zones southside Oklahoma City
- Smaller police stations , but more of them .
- smile sometimes.
- Smile, I know that they need to appear tough most of the time but geez, if we smile at you is it against the rules to smile back?
- Some officers have a very unapproachable demeanor and rarely smile or speak with aggressive tones. It does not help when they wear shades while interacting in traffic stops.
- Someone speeding 10 mph above or less is average but I've seen people racing every day some going close to 100mph on Hefner rd and highways. I am a speeder but these people in souped up trashy Mustangs and other cars are ridiculous speeders.
- Spring lake division has to much area to cover. Needs to be in area code 73151 much more

- Start enforcing the 25 mph speed limit on Britton Rd. Start treating people out of cars like their lives have any value whatsoever.
- Start towing vehicles with paper tags that are more than 2 months out of date. This would increase funds for the city and make our streets safer. You can't get a tag number on someone committing a crime with a paper tag. Tags should be paid for at the time of purchase or added to the loan. This would completely alleviate the problem. Officers should also be issuing citations for those running red lights. I'm not talking about a light that turns red as you're going through the intersection. People run lights 3 car lengths after it's red...daily.
- Start writing citations for running of red lights
- Stay tough. Do not let the west coast liberals block what you do. Keep up the good work.
- Stop gang violence.
- Stop police from being aggressive and violence probe
- Stop the drag racing on 104th St
- Stop treating people who are addicts with "velvet gloves". They are not mental!!! They had a choice they chose wrong. But someone who is truly mental are not treated as such. The addicts get a get out of jail free card because of there stupid choices in life where as a law abiding citizens go to jail for something less. For instance if a person is a homeless drug addict you do nothing to them. But a regular person who does the same gets the book threw at them. Case in point if I caused an accident had no drivers license I would get a really put in jail. But a person who has a history of it officers do nothing to them. How is this fair??
- Stop writing tickets to homeless on buses. If it was equipment violation on car, it would be dismissed with cost. Almost \$200 to homeless person who fix their light is wrong.
- Sunny Lane - A lot of people speed
- tag enforcement broken or missing safety parts on cars speeding unlawful gathering on city streets sw 29 on Sunday evening is terrible
- Taking domestic violence and VPO violations more seriously (some officers are great at this, others do little); I'd also love to see more automated enforcement of traffic violations. It's obviously inefficient/impossible to put a police officer by every streetlight, but I've seen a number of people speed and run red lights downtown and throughout the city.
- Targeting of sports cars is unacceptable.
- Teach them the laws and remind them whom they serve
- Teach them to be professional and HONEST. I have worked around OCPD officers for 24 years and I tell everyone I see that if I've learned anything, it's that 85% of OCPD officers are crooked and/or dishonest in their job duties.
- The city should take a stand against the homeless issue camping on the streets and leaving their trash everywhere they should be fined and police enforcement to see the trash is picked up by said people(huge black eye to okc)
- The officer refused to take it (at Hefner station) and said I would need to go home and call it in. What a stupid use of resources! And I don't want people with guns on my property. OKC police kill too many people on that type of call.
- The officers I see working, seem to be doing a good job. I think the problem is that we're short of officers.
- The police are just absolutely outstanding here in OKC. My only complaints are the red-light and stop-sign runners that are everywhere. I feel like I need to wait 2-3 seconds at busy intersections, and it's saved me collisions 3 times this year.
- The police department is doing an amazing job. All the officers I have come in contact with are very kind and professional. We are very fortunate to have such an amazing police department

- The police department should have volunteer hours that officers can sign up for in the community they serve since so many police officers don't even live in the communities they serve. This could improve the impact they have and how they are viewed in more vulnerable communities.
- The police have always been polite and helpful.
- There are NO SPEED LIMITS other than speed traps "exceeding 25 MPH" in surrounding cities who do not write citations for speeding on their major streets
- There are not enough officers. Need to grow department compared to growth of city.
- There are not enough police officers in our city. The issue is the training program. The city hires, graduates, and trains these new officers, but when it comes to the officers that actually make it through the program it's cut down more than half of the ones that actually graduate. Revamp the field training program for those that have been officers for "x" number of years. Expedite their academy and shorten their FTO program. This would allow trained and certified officers to hit the streets much quicker to advance in helping more citizens. The "well we've always done it this way" mindset needs to change.
- There are rumors of making them move around the city after several years. We love our officers and it took time to get to know them. Constant movement will hurt our relationship and lower safety
- There just needs to be more police!
- There should be more locations for far north, southeast and west locations.
- They are always great.
- They are doing great.
- They are great. The sergeant meets with our neighborhood associate every other month.
- They definitely need training on how to interact with people
- They did not prosecute the person that stole my firearm.
- They didn't do anything about the speeders in our neighborhood.
- They have a I don't give a toss about your need
- They have a tough job. I think they are mostly caring people who do the best job they are able to do.
- They have my permission to be aggressive with criminals and slackers who drive around with expired license plates.
- they need more help
- They need to add speed bumps at the enter sections.
- They need to answer the calls in a timely manner.
- They need to have more of a positive PR. Let the public know they are here to help
- They need to think first before they shoot. Not every situation is self defense. They shoot first and assess later. Officers need to go through extensive de-escalation training to deal with mental health situations.
- They never came- said if we could get out front door - no big deal!
- They should treat people fairly
- They wouldn't do anything to the pitbull because it wasn't attacking
- This is a police state you guys are good at fear and intimidation, search and seizures, yeah. Good job, the police protect business interests not the citizens of the city.
- Ticket paper tags remove them from the streets
- Tough job. They need more help to expand services.
- Traffic around parks and speed especially by lake Hefner on Grand Blvd. it's crazy how fast people travel this road - so many families live off Portland and the traffic in and out is the park - this needs

to be monitored much more closely- so dangerous for the bikers and pedestrians traveling from May to Meridian.

- Traffic light violations are a real problem. So also is aggressive driving.
- Training in dealing with mental health issues
- Treat every person with respect
- Treating all with dignity. It never seems a priority. It isn't a problem in most settings because the situation is public, but in enforcement settings, the officers always seem to try to be large and in charge, never considering the individuals involved. If anything escalates, the officers always seem to transform into domination mode. They try to stop escalation by force, by intimidation. That is sad and hurtful. No wonder so many fear the police.
- Try to ask residents who have video cameras for information on the cars driving around shooting guns
- Unmarked or shadow marked police cars aren't okay. Every police car should be extremely visible. At this point some of these cars are one step above road pirates.
- Very pleased with OCPD. I think the main needs for change will need to be addressed by changing or clarifying regulations. This applies strongly to homelessness.
- Victims aren't criminals so you don't have to seem so angry.
- We all need more education, money and kindness
- We apparently need more dispatchers. I know many OKCPD and we employ many off-duty officers at my school. The officers aren't the problem. Inability to reach them in an emergency is.
- We could crack down on all these drivers with paper tags who have had them expired for almost 9 months- 3 years. That's getting an old.
- We knew the person that came to our home drunk and with an axe. We have the officer his name, phone number and address. Nothing was done about it.
- We need more non-police intervention services like downtown's Green Team.
- We need more non-police intervention services on call, especially mental health and minor violation related.
- We need more of them with training to be less aggressive and toned down below being overzealous and blinded with what appears to be some sort of rage that always comes across in the body cams.
- We need to remember to pray for them everyday.
- We need to stop the homeless from trashing up our parks.
- We need to systemically change how police are trained to view the every day citizen. Police are trained to view all folks as a threat. This is causing them to be incredibly violent and being more concerned with locking up folks than finding solutions for the real problem. Also the amount of police involved shootings is up and they are more deadly than ever. Police are trained to shoot too quickly. They are trained, armed, and have kevlar- they are far more prepared for combat than equipped with resources. Citizens are often unarmed, lacking protection, and are being screamed multiple orders by multiple officers- some conflicting where they don't know how to respond. Police see that as a threat and shoot without need. This creates deadly situations when common sense and reason should prevail. When you do that, the community learns to never trust the police and become less willing to cooperate which has created a vicious cycle in the OKC metro. The police need to change how they handle and de-escalate situations. They also need to be trained in implicit bias more. Many black and brown folks are not given the same grace white folks are.
- When I have seen police dealing with hard to get along individuals. I was always surprised of their lack of understanding. Scared persons taken as disobedient. Mentally ill seen as dangerous.

Confused seen as a threat. Please train Police to Properly Recognize different reactions to their presence.

- When the police department wanted a raise they were knocking on our doors after they got there raise no communication with our community
- When you have been carjacked in your own driveway, don't just stand there and act like I have him my car. Put an apb on the vehicle maybe? They never located my truck and it would have easily been found. There was no gas at all in it. The officer took 45 minutes to arrive, after I sat on hold for 911 for I think about 6 minutes. Seemed like an hour. I felt like I was burdening him with my story and he was put off that he might have to write a report. He certainly didn't ask anyone to look out for it.
- Work South Shields on traffic speed. People are constantly running the red lights on 36th and Shields, running red light on 44th and Shields, people doing 50 mph or better between 44th and 59th on Shields.
- Yeah....more cops. That poor officer apologized repeatedly for it taking him 40 minutes to get to me. He was on the other side of town and was dispatched to my side on town. 40 minutes!!!
- Yes support them much, much better!!!! Get them the tools they need to do their jobs. Pay them a wage commensurate with the danger in their job. Give them leaders that lead by example not from behind a desk because they didn't have the fortitude and talent to make it on the street.
- Yes. Please screen officers for issues with their egos. It's not safe, appropriate, or effective to have officers that will not listen to the people they interact with, it's not productive to threaten innocent people with handcuffs or jail simply for saying "This is my home, and I am not involved. Be respectful." Officers that don't understand that they not attorneys, can't make up things to arrest people for, and those who threaten to take the victim of domestic abuse to jail along with the perpetrator "if she files on him, he can file on her." type situation. To see such an example of treatment for women in abuse situations is disturbing at best. I've had difficulty assisting women because they know if they call the police, they will be arrested as well, simply for defending themselves from a much larger man. So if police can't handle situations like that without taking both and sending DHS for their children, then what purpose do they serve? It's outrageous. If it ever happened to me, which it wouldn't, I wouldn't want to call them, either.
- You all know protocol. Don't act as if citizens you took an oath to serve are STUPID!!!
- Zone residential areas, more frequently for violations

Q22-11 [Other]. Which of the following do you use to get information about the City of Oklahoma City?

- Black newspapers
- Calling a friend
- co workers
- Direct communication
- Direct communication with an employee
- Friends
- Google search
- Google search. The city website rarely comes up on searches which makes results seem sketchy.
- I know people who for the City.
- Internet
- Library
- My city councilperson's communication
- My daughter keeps us informed about grandsons ball games.
- news app
- NextDoor App
- NextDoor App
- NW OKC Chamber
- Online sources
- Other living people in Okc tell me what is happening.
- People
- Search engines
- Social media
- Social media. Facebook
- text newsletter
- The Googles.
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth