

2014 City of Oklahoma City Citizen Survey

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Final Report

Submitted to the City of Oklahoma City, Oklahoma

by:

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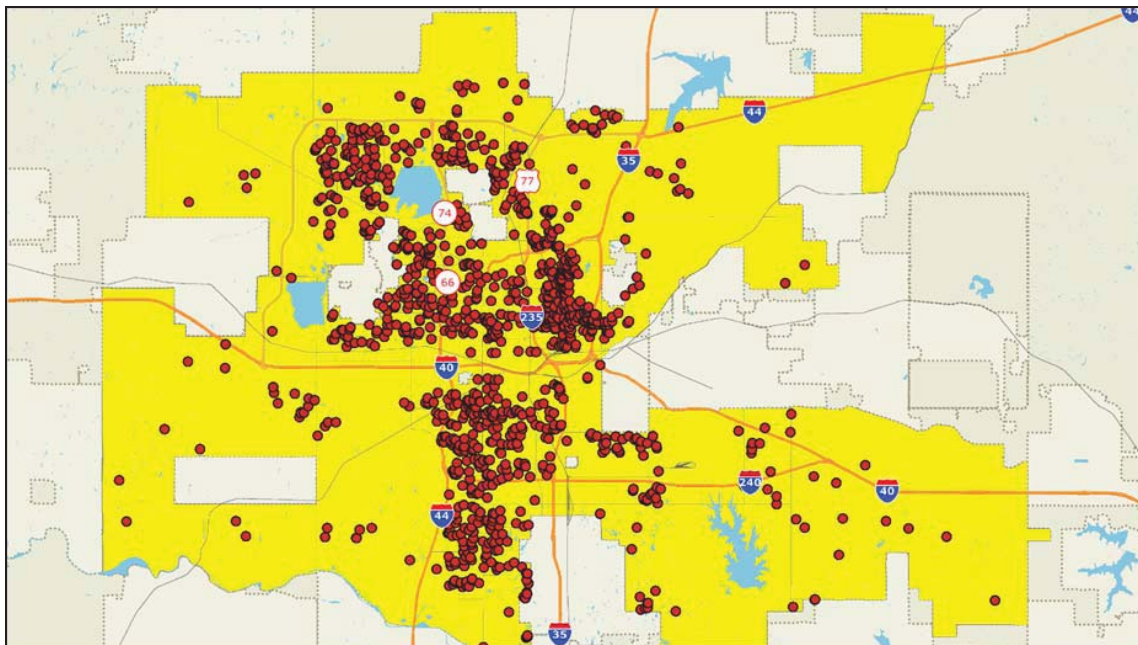
2014 DirectionFinder® Survey

Executive Summary Report

Overview and Methodology

During the summer of 2014, ETC Institute administered its eighth *DirectionFinder*® survey on behalf of the City of Oklahoma City. The previous *DirectionFinder*® surveys were conducted in 2005, 2007, 2008, 2009, 2011, 2012 and 2013. The purpose of the survey was to assess citizen satisfaction with the delivery of major city services and to help determine priorities for the community as part of the City's ongoing planning process.

The six-page survey was mailed to a random sample of 3,000 households in the City of Oklahoma City. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. A total of 1,201 households completed the survey. The results for the random sample of 1,201 households have a 95% level of confidence with a precision of at least +/- 2.8%. In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map below shows the physical distribution of survey respondents based on the location of their home.



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

This summary report contains:

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

Trends

Satisfaction ratings improved or stayed the same in 45 of the 66 City services that were rated in 2013 and 2014 and decreased in 21 areas. The 15 areas that showed **significant increases** (increases of 3% or more) in satisfaction or positive ratings from 2013 to 2014 are listed below:

- Curbside recycling services (+5%)
- Bulky item pick up/removal services (+10%)
- Speed of service (utility) (+3%)
- Quality of customer service (utility) (+3%)
- Enforcing clean-up of debris on private property (+4%)
- Enforcing the mowing of grass/weeds on private property (+4%)
- Enforcing exterior upkeep of residential property (+5%)
- Enforcing sign regulations (+3%)
- Enforcing neighborhood yard parking regulations (+3%)
- City efforts to remove inoperable vehicles (+3%)
- Maintenance of City parks (+6%)
- Availability of City recreation centers (+4%)
- Availability of information about Parks and Recreation programs (+4%)
- Services and information provided by the City’s Action Center (+4%)
- Oklahoma City as a place to visit (+3%)

The 11 areas that showed **significant decreases** (decreases of 3% or more) in satisfaction or positive ratings from 2013 to 2014 are listed below:

- Condition of City streets (-5%)
- Quality of City water utilities (-3%)
- Effectiveness of City communication with the public (-3%)
- Appearance of the City (-3%)
- Image of the City (-4%)
- Feeling of safety in the City (-7%)
- Snow removal on major City streets (-8%)
- Oklahoma City as a place to live (-4%)
- Oklahoma City as a place to raise children (-4%)
- Oklahoma City as a place to work (-4%)
- Oklahoma City as a city that is moving in the right direction (-3%)

Major Findings

- **Overall Satisfaction with City Services.** Sixty-six percent (66%) of the residents surveyed, who had an opinion, were satisfied with the overall quality of services provided by the City. This was 18% higher than the national average for large cities in the U.S. (66% Oklahoma City versus 48% Large U.S. City Average).
- **Ratings of Oklahoma City as a Place to Live, Work and Raise Children.** Most of the residents surveyed, who had an opinion, rated the City of Oklahoma as an “excellent” or “good” place to live (84%), work (78%) and raise children (77%). Ratings for all of these items were significantly above the national average for large U.S. cities: ratings of the City as place to live was 10% above the national average for large U.S. cities (84% Oklahoma City versus 74% Large U.S. City Average), ratings of the City as a place to work was 5% above the national average for large U.S. cities (78% Oklahoma City versus 73% Large U.S. City Average), and ratings of the City as a place to raise children was 8% above the national average for large U.S. cities (77% Oklahoma City versus 69% Large U.S. City Average).
- **Satisfaction with the Image of Oklahoma City.** Sixty-seven percent (67%) of the residents surveyed, who had an opinion, were satisfied with the image of the City. This was 4% higher than the national average for large cities in the U.S. (67% Oklahoma City versus 63% Large U.S. City Average).
- **Satisfaction with How Well the City is Planning Growth.** Sixty-six percent (66%) of the residents surveyed, who had an opinion, were satisfied with how well the City is planning growth. This was 28% higher than the national average for large cities in the U.S. (66% Oklahoma City versus 38% Large U.S. City Average).

- **Satisfaction with Major Categories of City Services.** Most of the residents surveyed, who had an opinion, were satisfied with the quality of fire service (91%), quality of ambulance service (82%), and the quality of police services (69%). Residents were least satisfied with the condition of City streets (14%). The major City service that residents thought was most important for the City to emphasize over the next two years was the condition of City streets. Residents also felt the quality of police service and the flow of traffic/ease of getting around town were important for the City to emphasize over the next two years.
- **Utility Services.** The highest levels of satisfaction with City utility services, based on the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: residential trash collection services (89%), bulk item pick-up/removal services (86%), and water service (83%). Residents were least satisfied with the speed of services, such as repairs and starting of service (69%).
- **Codes and Ordinances.** The highest levels of satisfaction with the enforcement of City codes and ordinances, based on the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the enforcement of yard parking regulations in neighborhoods (54%) and the enforcement of sign regulations (51%).
- **Maintenance.** The maintenance services with the highest levels of satisfaction, based on the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: condition of street signs (67%), snow removal on major City streets during the past 2 years (59%) and condition of landscaping/streetscaping in medians and along City streets (55%). Residents were least satisfied with the condition of major City streets (32%).
- **Parks and Recreation.** The parks and recreation services with the highest levels of satisfaction, based on the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the maintenance of City parks (71%), location of City parks (66%), recreation opportunities along the Oklahoma River (65%) and City golf courses (61%).
- **Communication.** The City communication services with the highest levels of satisfaction, based on the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the information in the water bill newsletter (75%) and the City’s website as a source of information (61%).

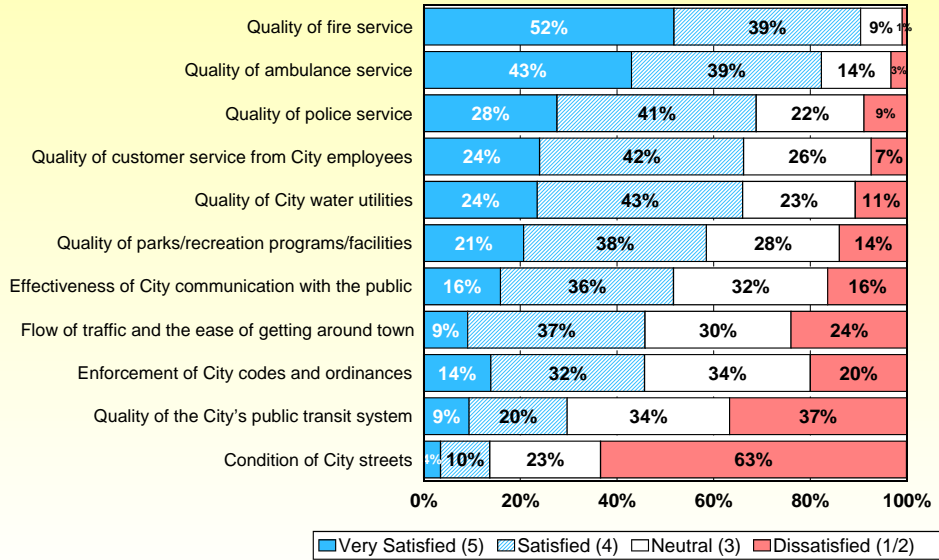
The sources of information residents used most to get information about the City were: the Water bill newsletter (65%), television news (62%), local newspapers (42%) and the City website (31%). Residents were also asked to indicate the areas they would like the City to provide more information; the top areas selected by residents were: festivals/events (54%), parks programs (48%) and street projects (47%).

- **Other Findings.** Some of the other major findings from the survey are provided below:
 - Thirty-one percent (31%) of the residents surveyed indicated they are either “very satisfied” or “satisfied” with the convenience of public transportation in Oklahoma City; this is an increase of 4% from 2013.
 - Twenty-six percent (26%) of the residents surveyed indicated that stray dogs are a problem in their neighborhood at least once a week; 29% responded that stray cats are a problem at least once a week.
 - More than one-third (36%) of the residents surveyed indicated they participate in physical activities or exercises such as running, golfing, gardening, etc. four times per week or more; 30% participate in physical activities or exercises one to three times per week.

Section 1:
Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

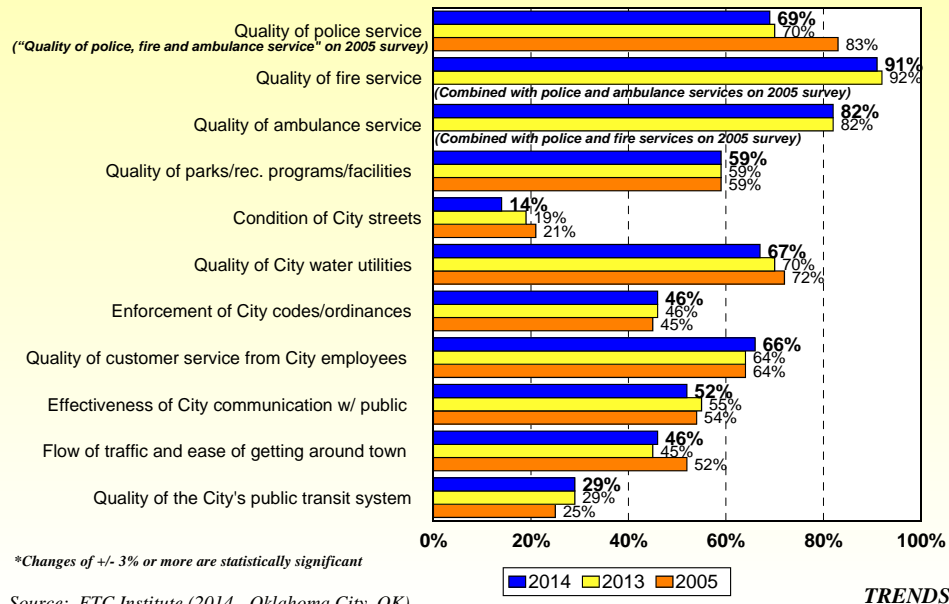
by percentage of respondents who rated the item on a 5-point scale (excluding "don't know")



Source: ETC Institute (2014 - Oklahoma City, OK)

Overall Satisfaction With City Services by Major Category: 2005, 2013 & 2014

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



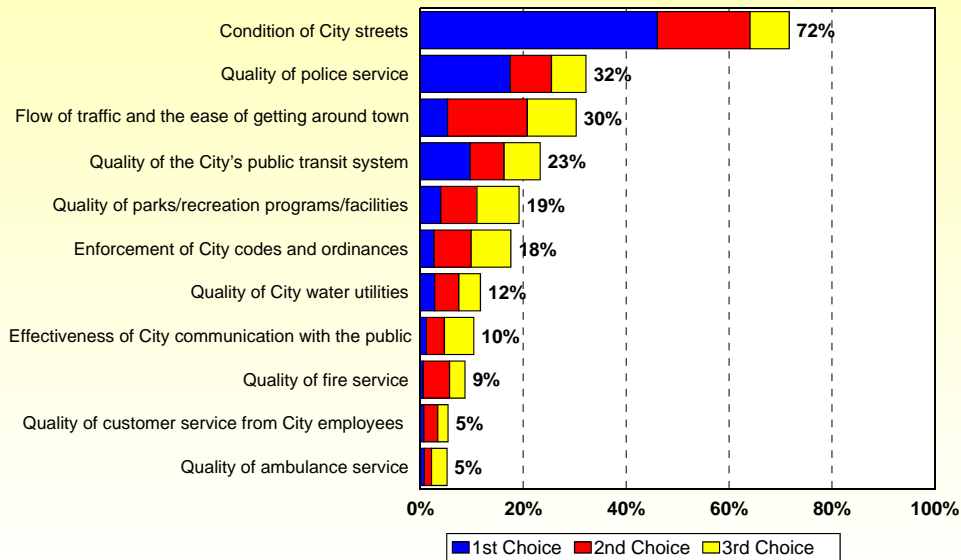
*Changes of +/- 3% or more are statistically significant

Source: ETC Institute (2014 - Oklahoma City, OK)

TRENDS

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

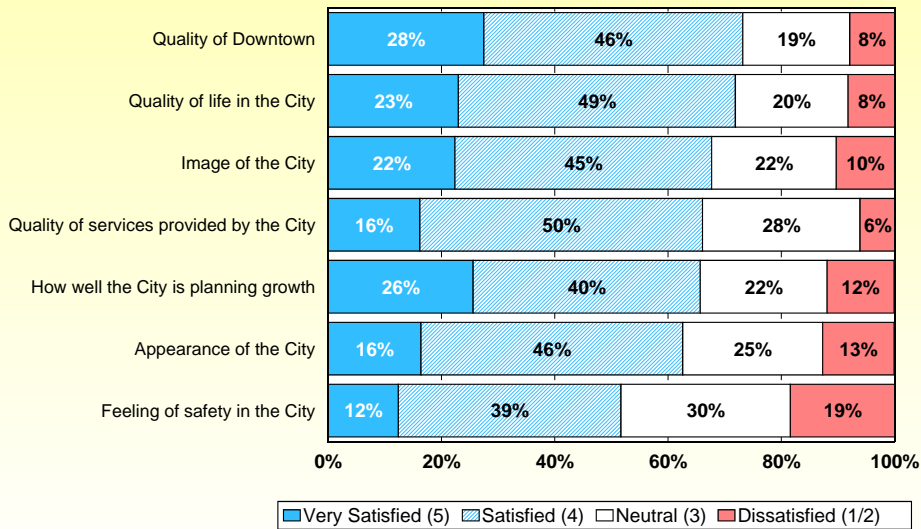
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2014 - Oklahoma City, OK)

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

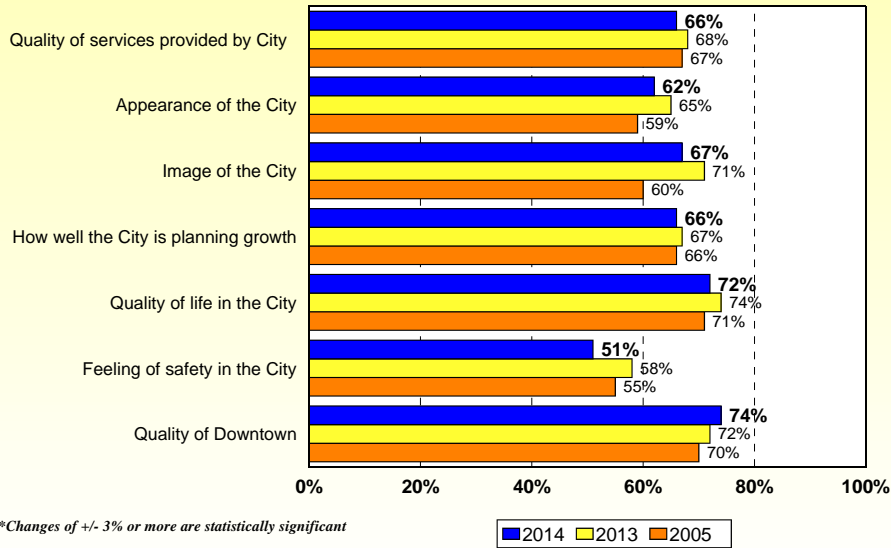
by percentage of respondents who rated the item on a 5-point scale (excluding "don't know")



Source: ETC Institute (2014 - Oklahoma City, OK)

Satisfaction With Items That Influence the Perception Residents Have of the City: 2005, 2013 & 2014

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



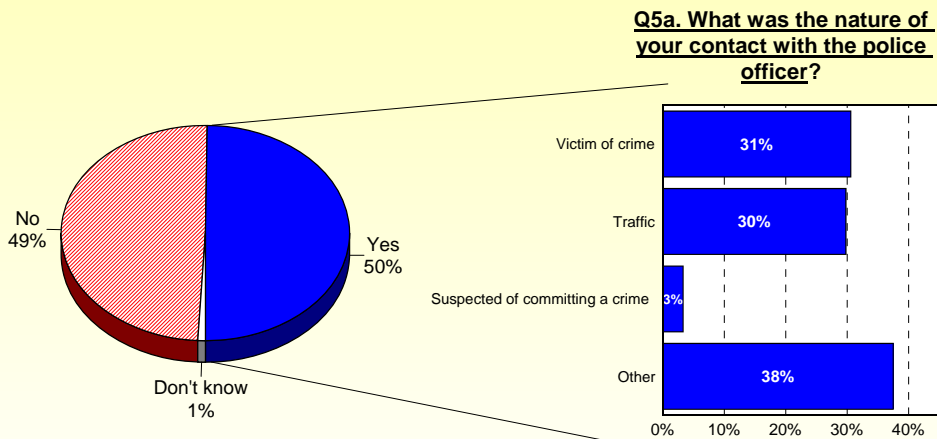
*Changes of +/- 3% or more are statistically significant

Source: ETC Institute (2014 - Oklahoma City, OK)

TRENDS

Q5. Have you had contact with a City of Oklahoma City police officer in the last 3 years?

by percentage of respondents

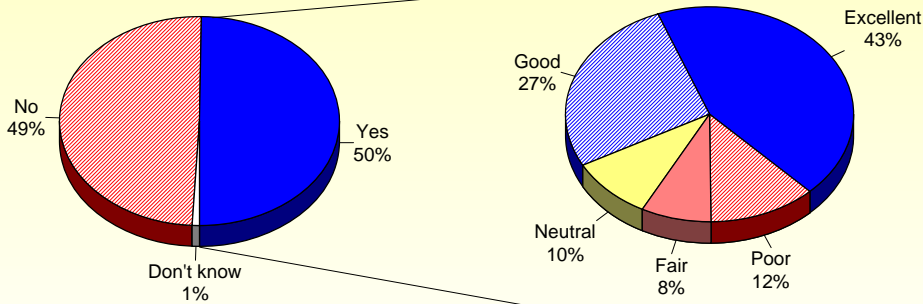


Source: ETC Institute (2014 - Oklahoma City, OK)

Q5. Have you had contact with a City of Oklahoma City police officer in the last 3 years?

by percentage of respondents

Q5b. How would you rate the officer's conduct during the contact?

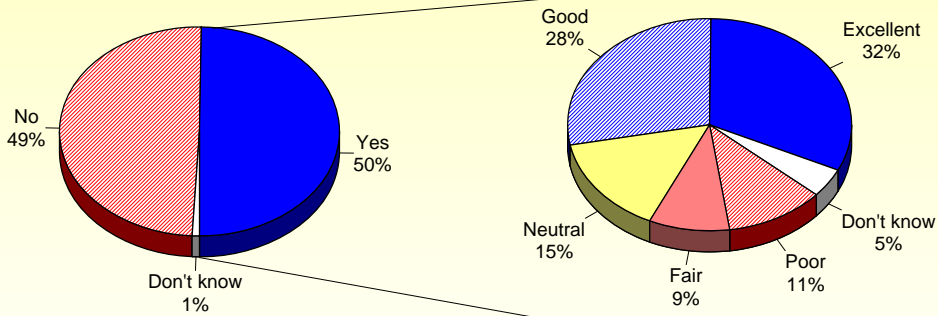


Source: ETC Institute (2014 - Oklahoma City, OK)

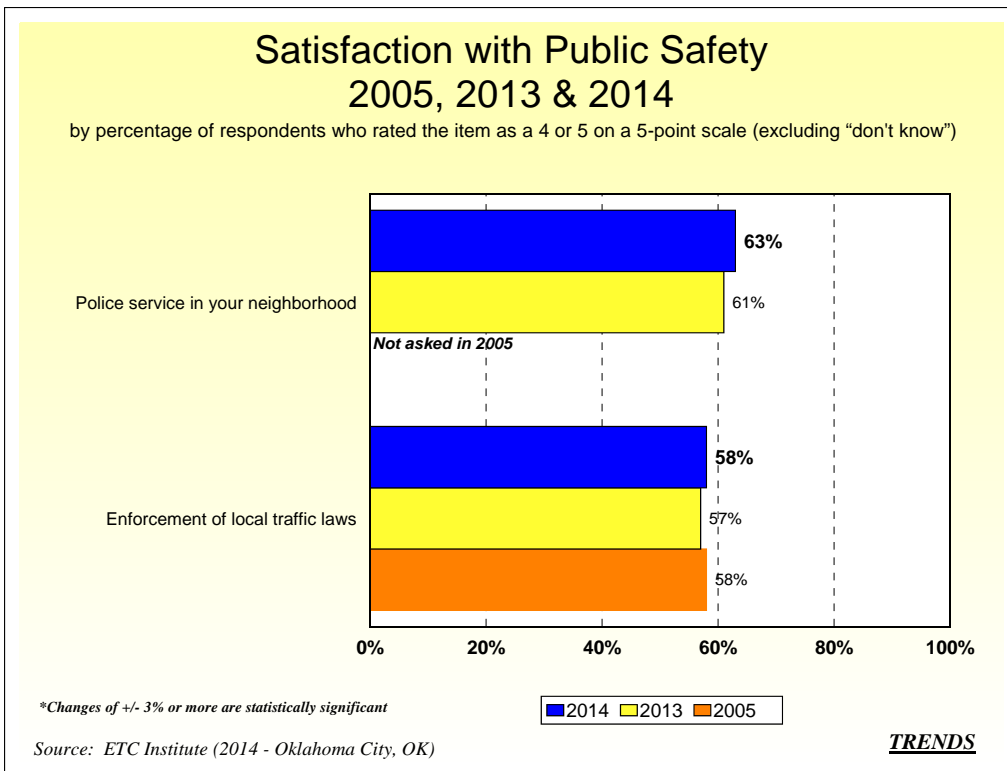
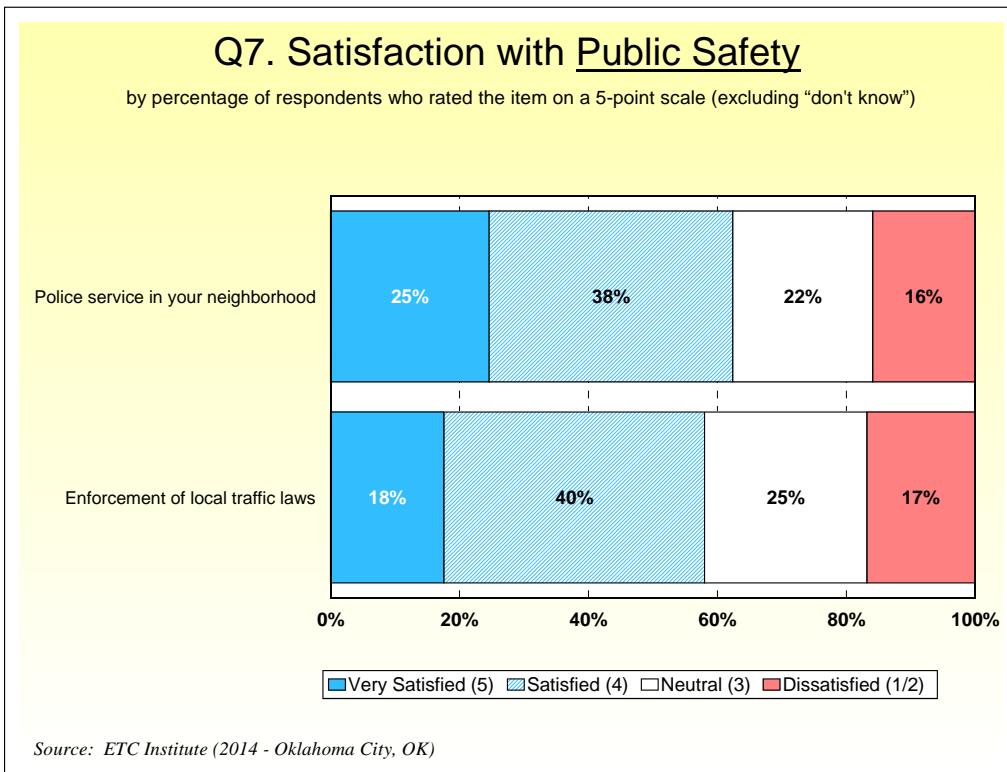
Q5. Have you had contact with a City of Oklahoma City police officer in the last 3 years?

by percentage of respondents

Q5c. How would you rate the officer's response time during the contact?

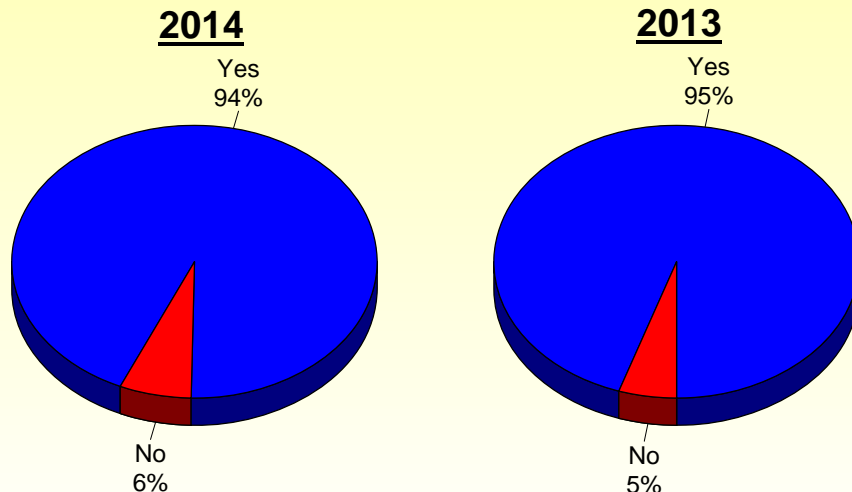


Source: ETC Institute (2014 - Oklahoma City, OK)



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

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

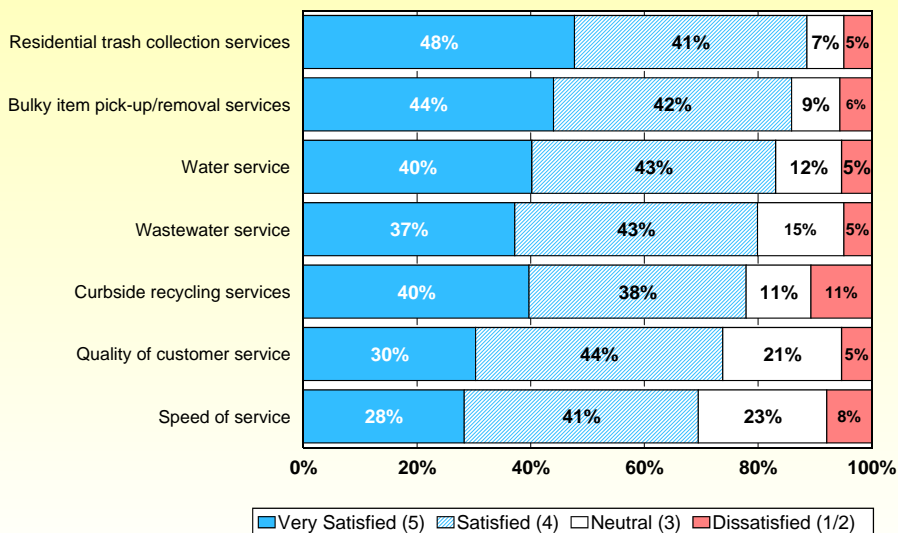


Source: ETC Institute (2014 - Oklahoma City, OK)

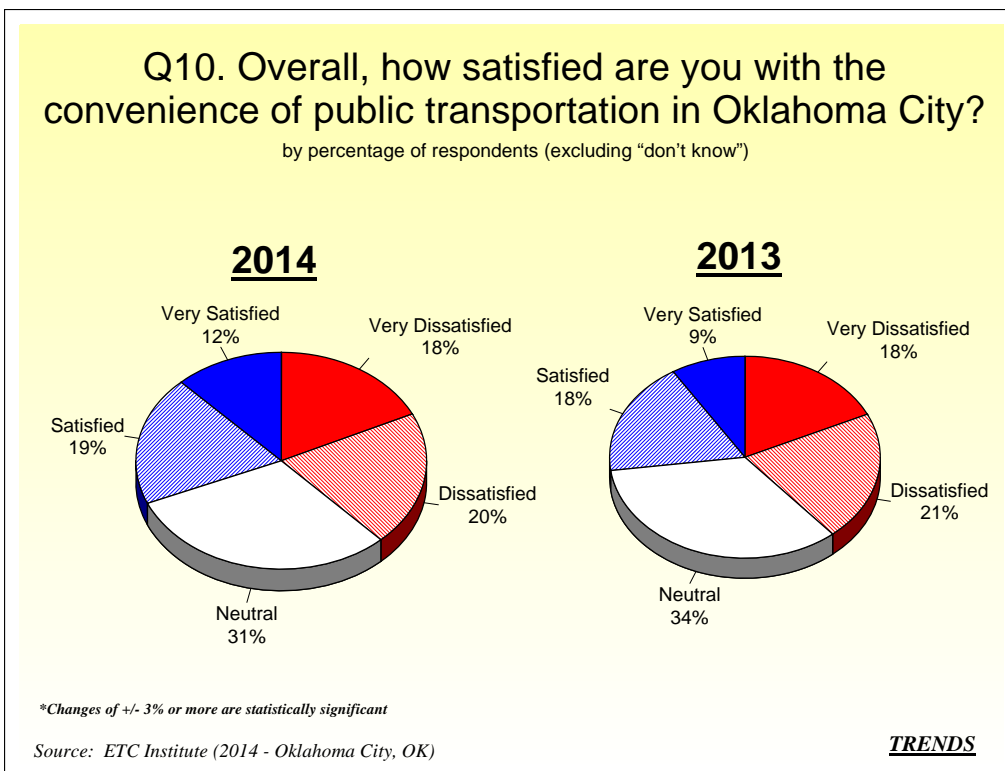
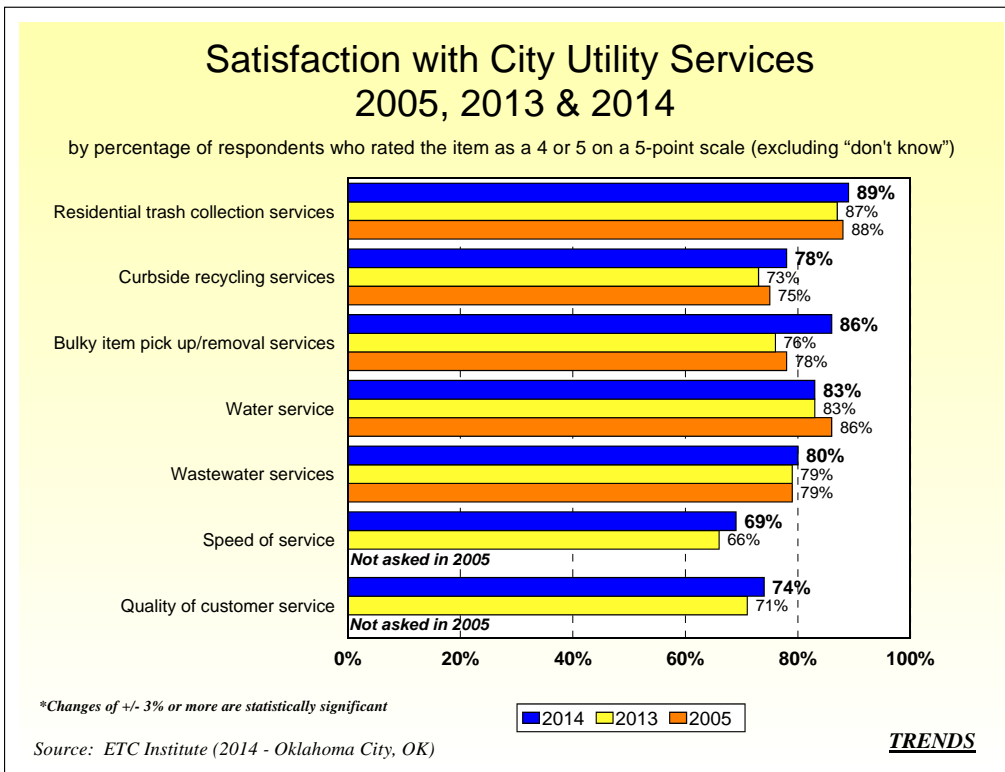
TRENDS

Q9. Satisfaction with City Utility Services

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

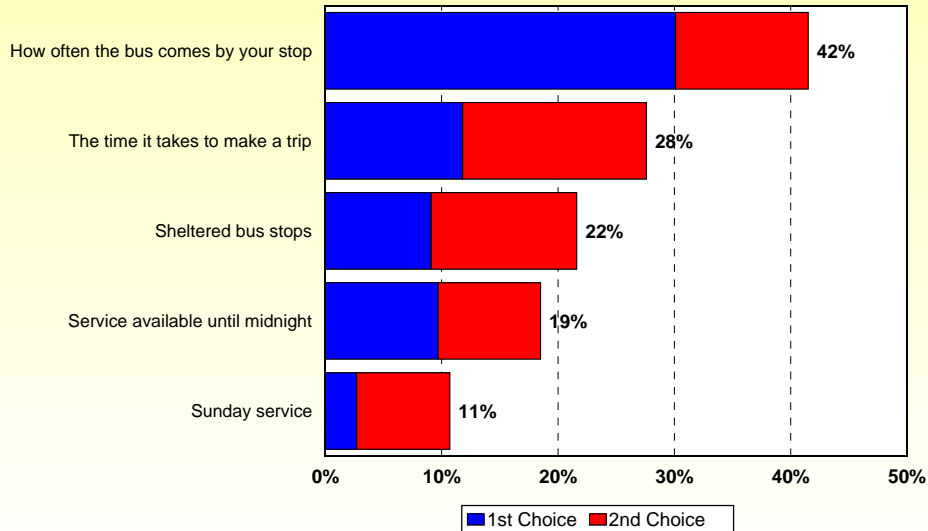


Source: ETC Institute (2014 - Oklahoma City, OK)



Q11. Bus Service Characteristics Most Important to Residents When Considering Whether or Not to Use Public Transit

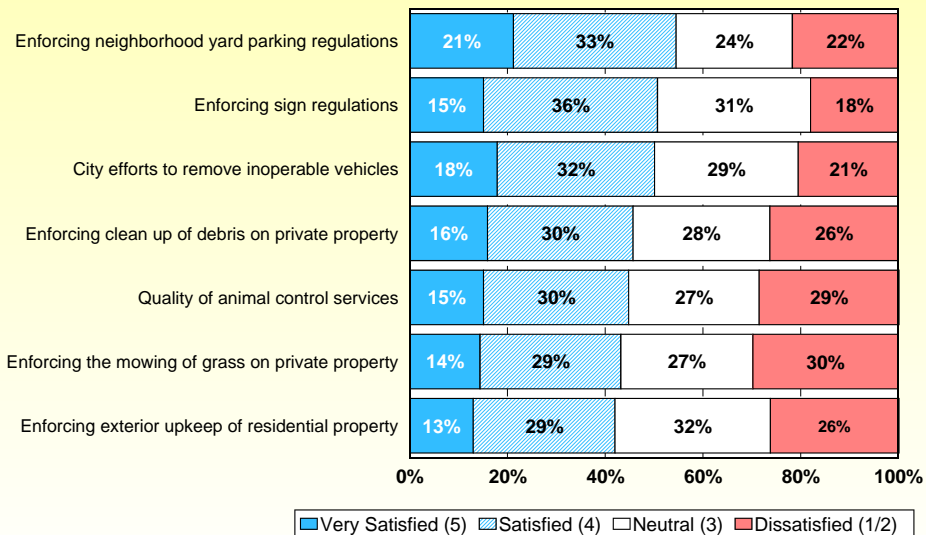
by percentage of respondents who selected the item as one of their top two choices



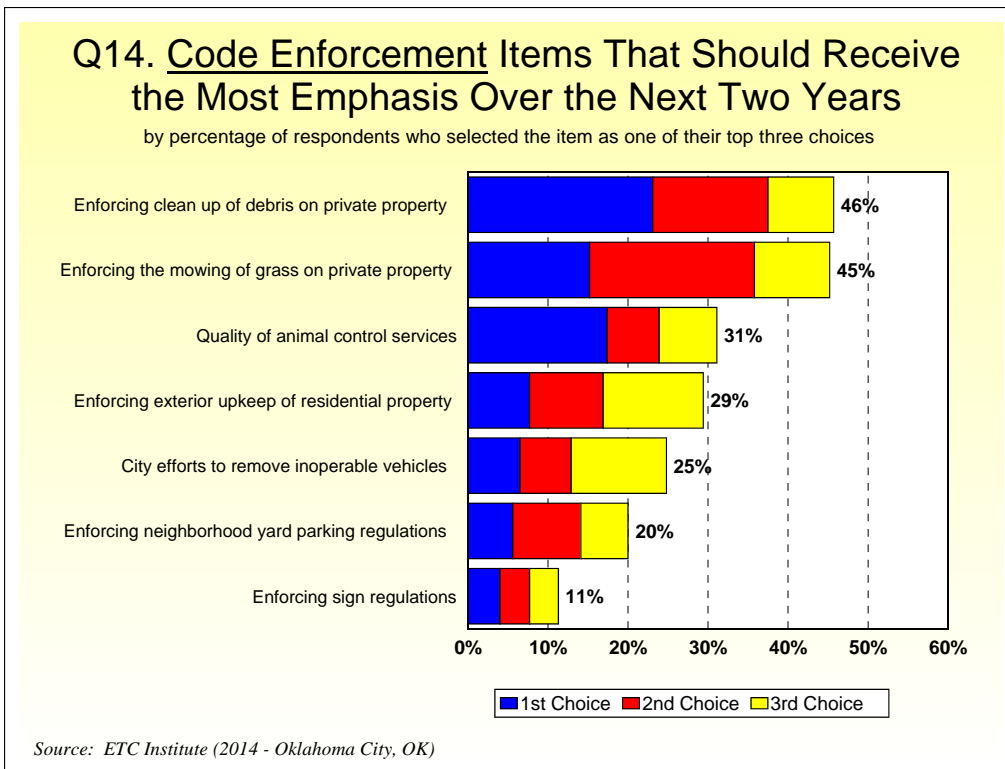
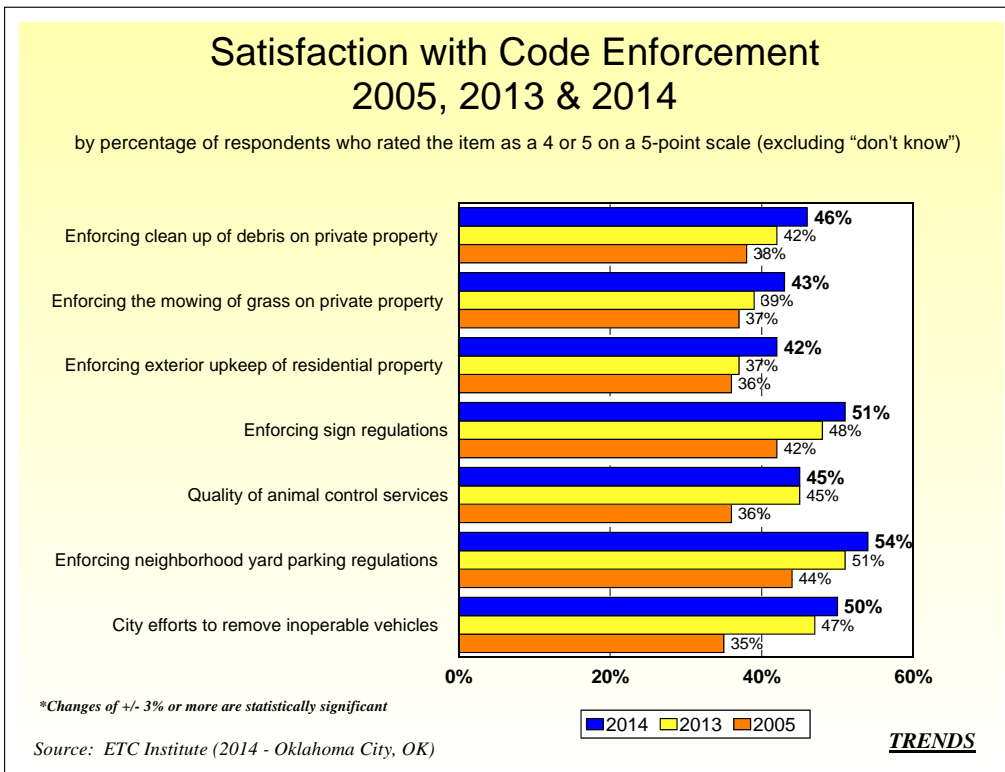
Source: ETC Institute (2014 - Oklahoma City, OK)

Q13. Satisfaction with Code Enforcement

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

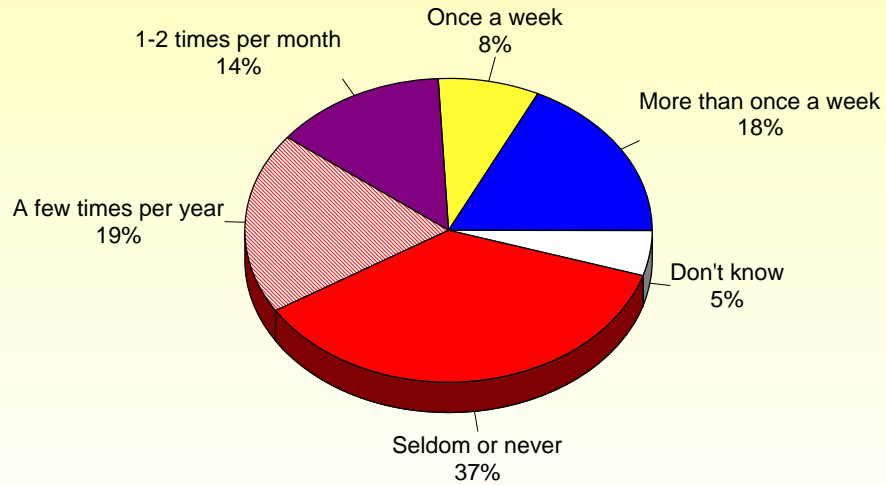


Source: ETC Institute (2014 - Oklahoma City, OK)



Q15. How often would you say stray dogs are a problem in your neighborhood?

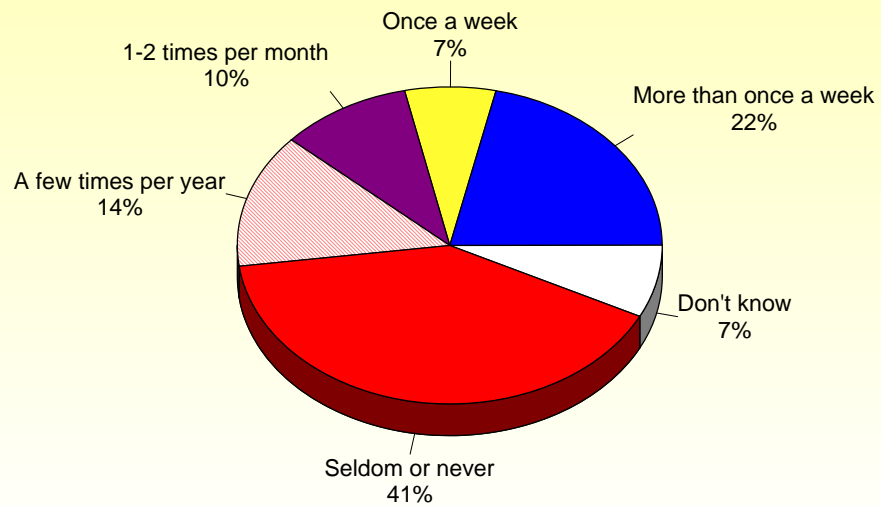
by percentage of respondents



Source: ETC Institute (2014 - Oklahoma City, OK)

Q16. How often would you say stray cats are a problem in your neighborhood?

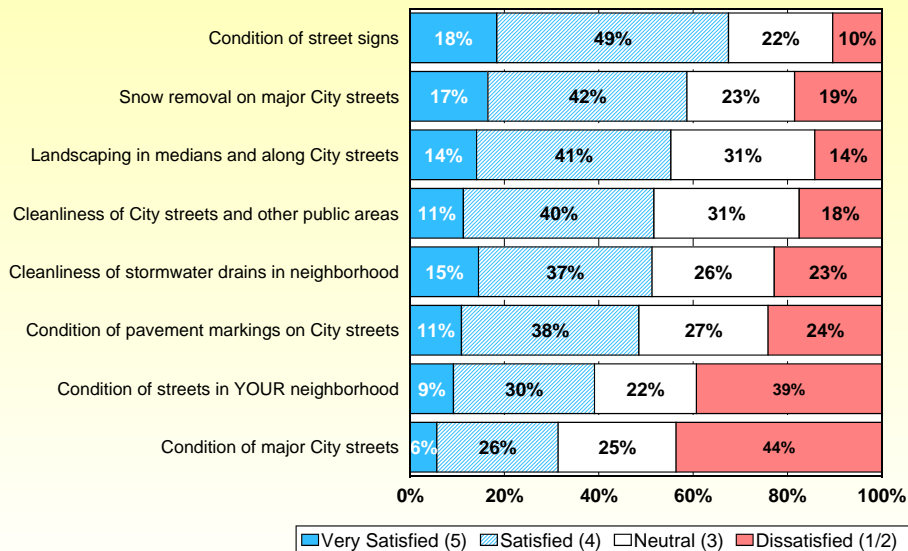
by percentage of respondents



Source: ETC Institute (2014 - Oklahoma City, OK)

Q17. Satisfaction with City Maintenance

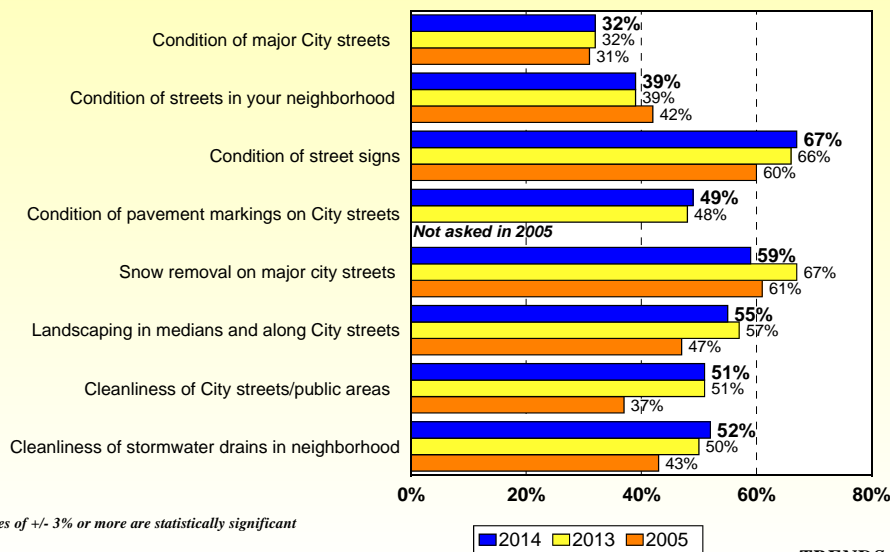
by percentage of respondents who rated the item on a 5-point scale (excluding "don't know")



Source: ETC Institute (2014 - Oklahoma City, OK)

Satisfaction with City Maintenance 2005, 2013 & 2014

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



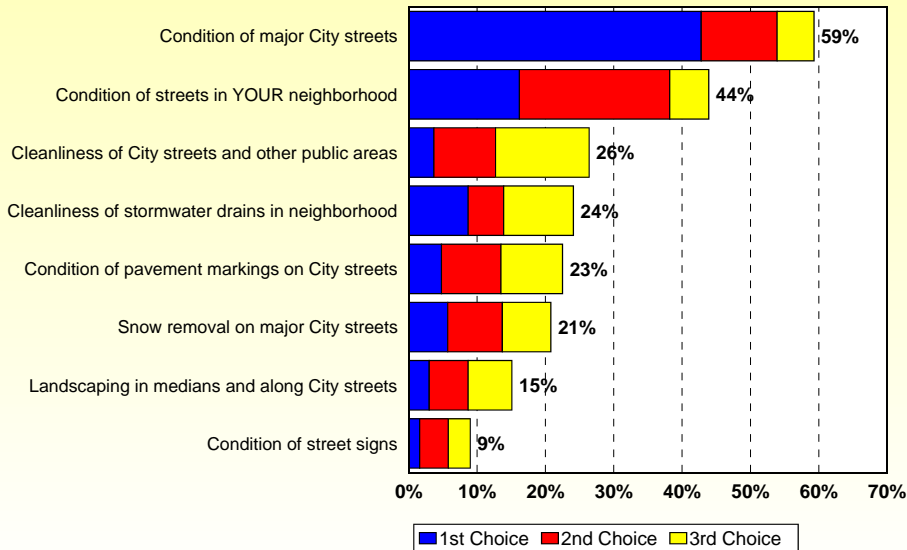
*Changes of +/- 3% or more are statistically significant

Source: ETC Institute (2014 - Oklahoma City, OK)

TRENDS

Q18. City Maintenance Items That Should Receive the Most Emphasis Over the Next Two Years

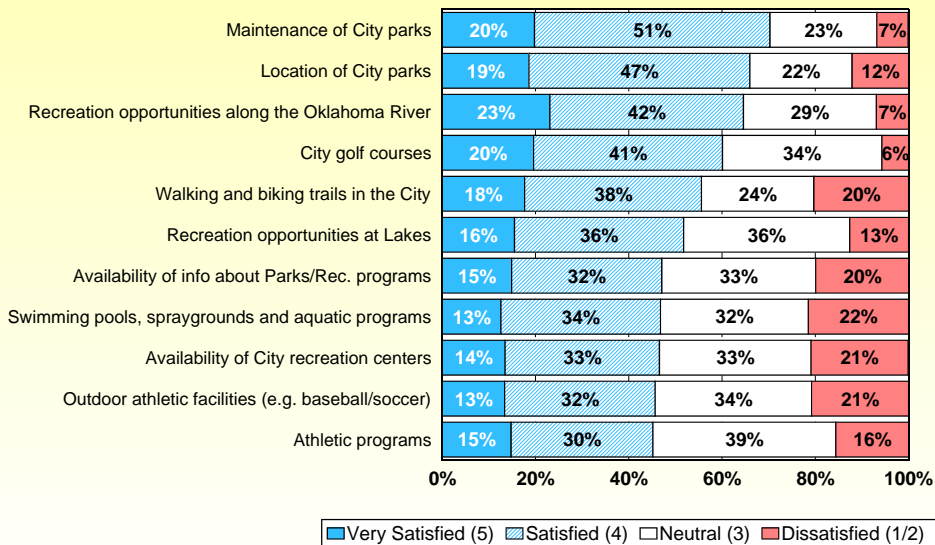
by percentage of respondents who selected the item as one of their top three choices



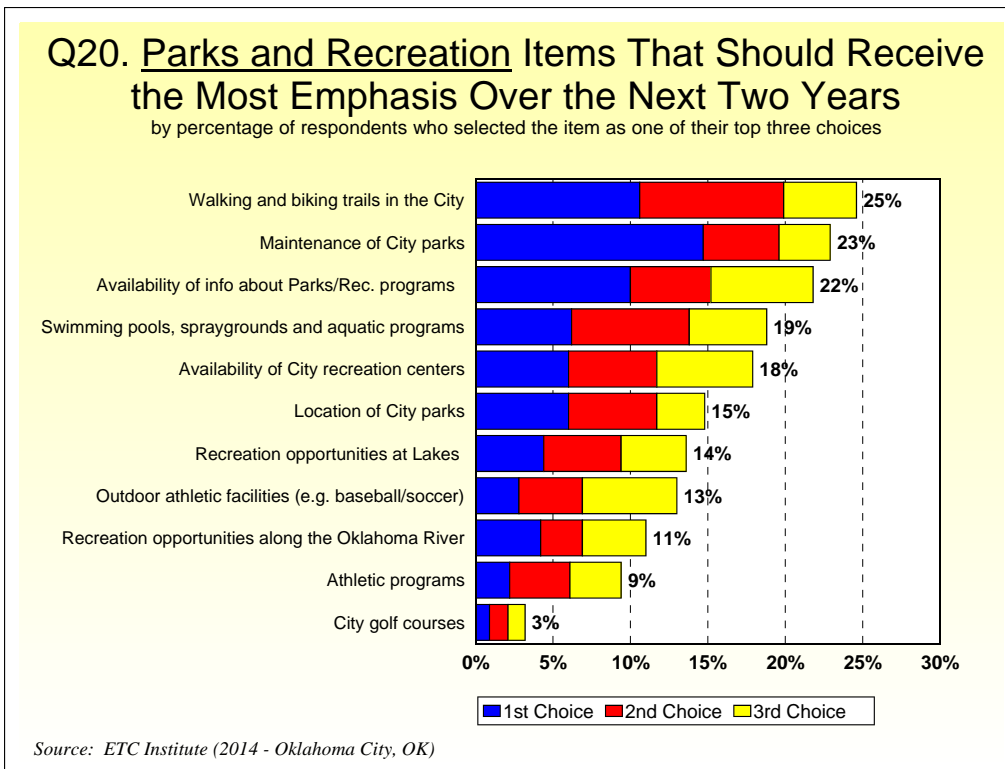
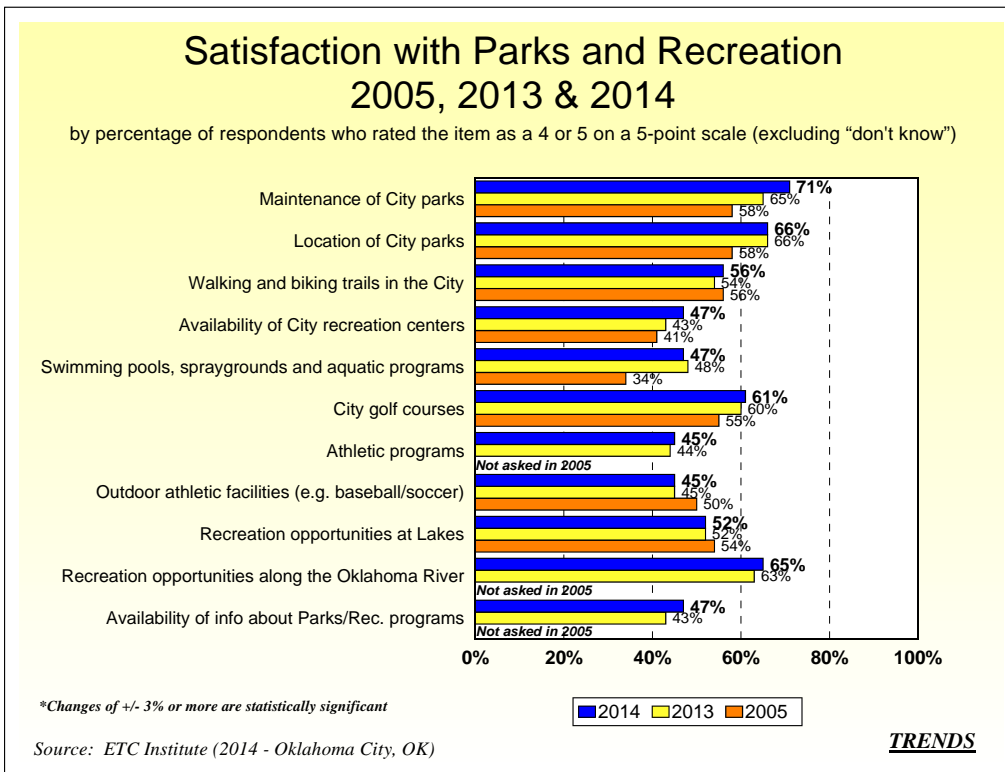
Source: ETC Institute (2014 - Oklahoma City, OK)

Q19. Satisfaction with Parks and Recreation

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

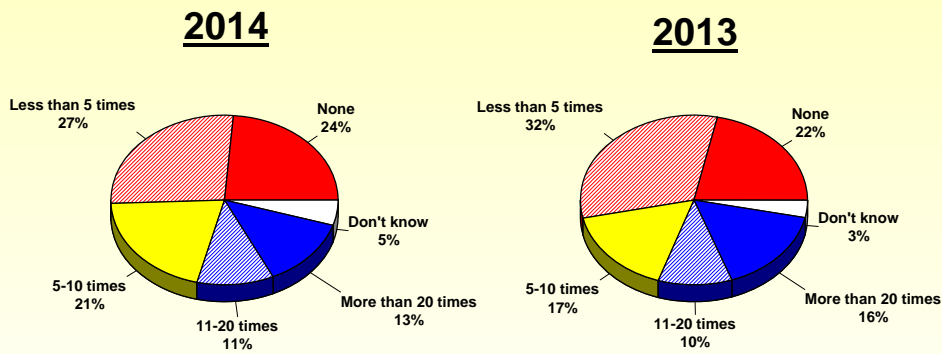


Source: ETC Institute (2014 - Oklahoma City, OK)



Q21. 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 park program?

by percentage of respondents

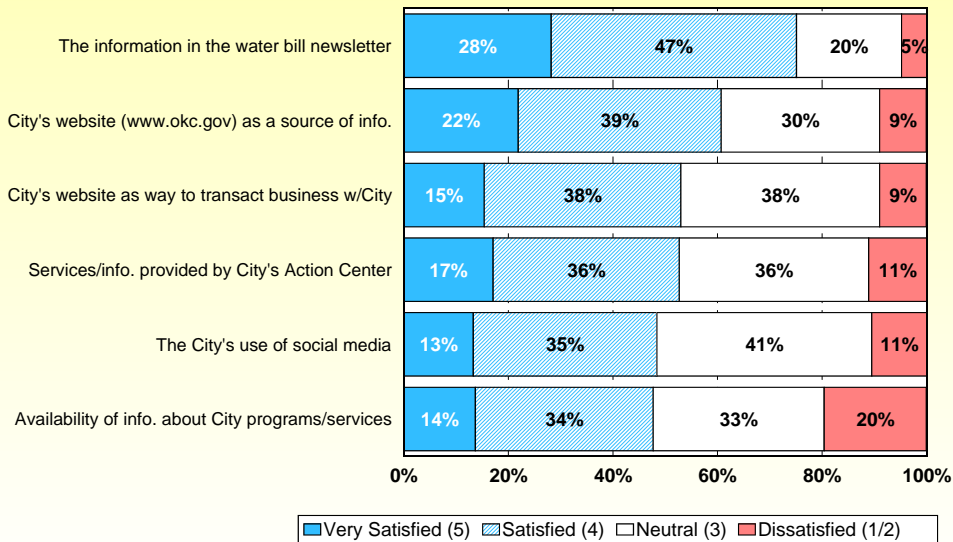


Source: ETC Institute (2014 - Oklahoma City, OK)

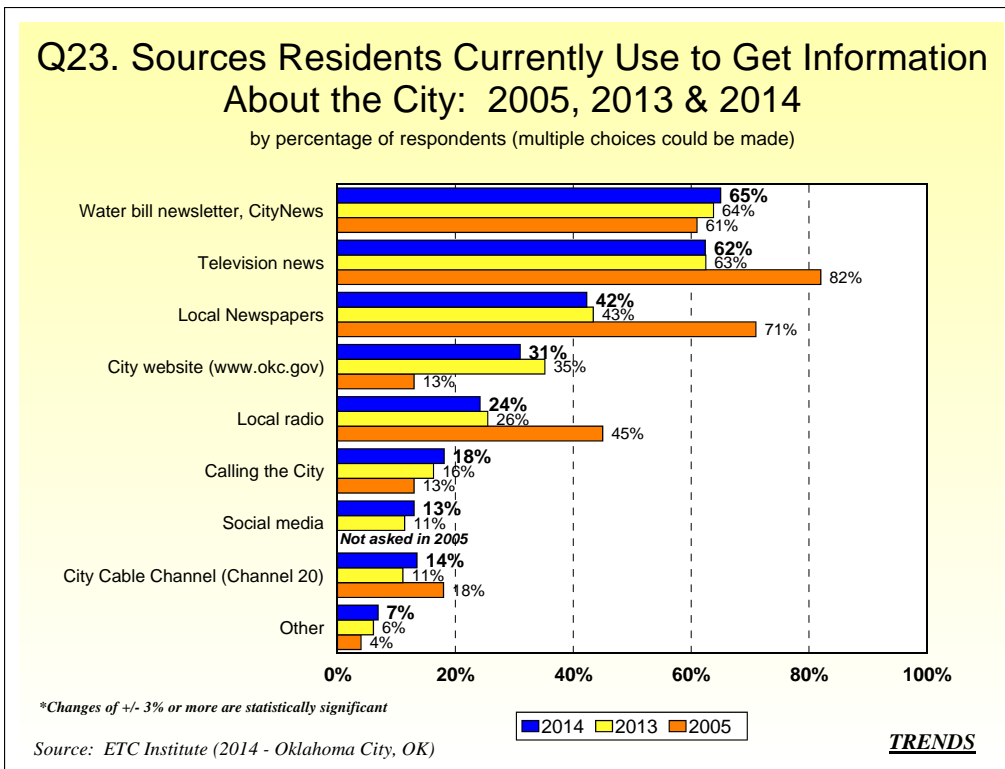
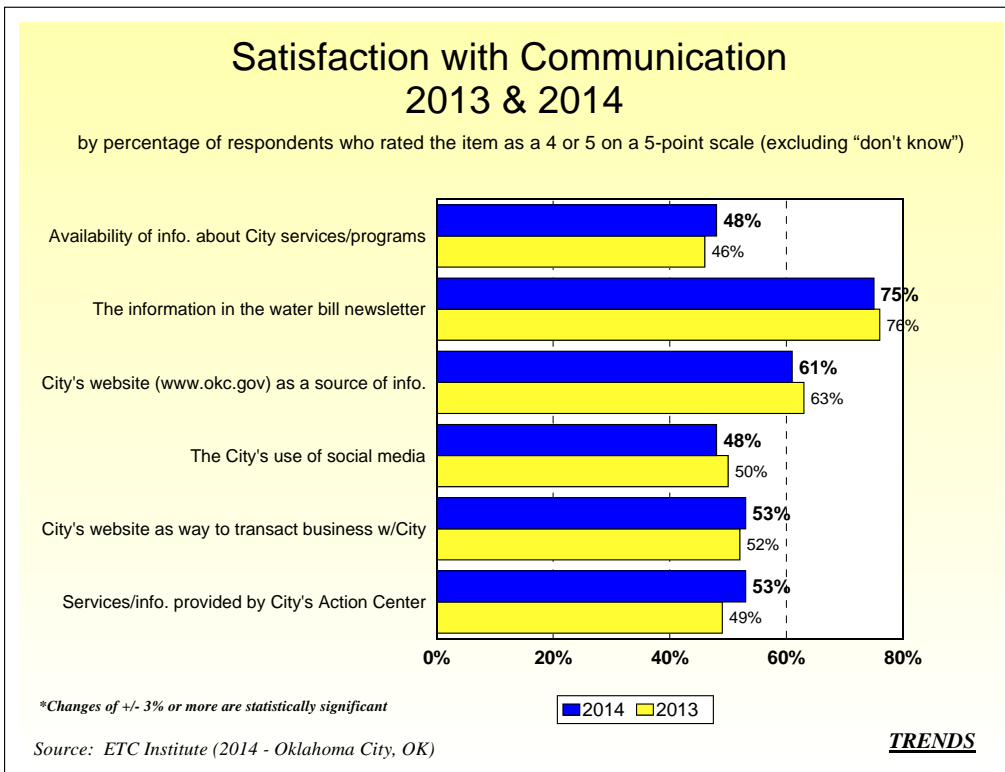
TRENDS

Q22. Satisfaction with Communication

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

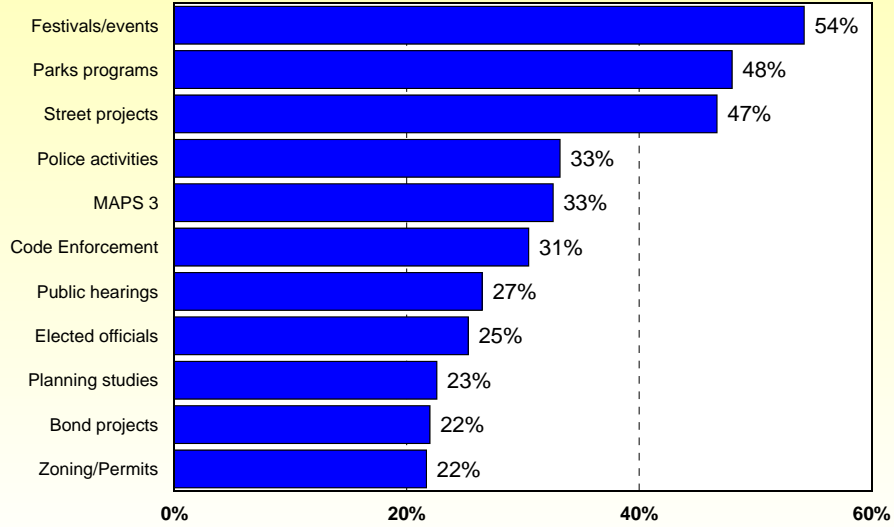


Source: ETC Institute (2014 - Oklahoma City, OK)



Q24. In which of the following areas would you like the City to provide more information?

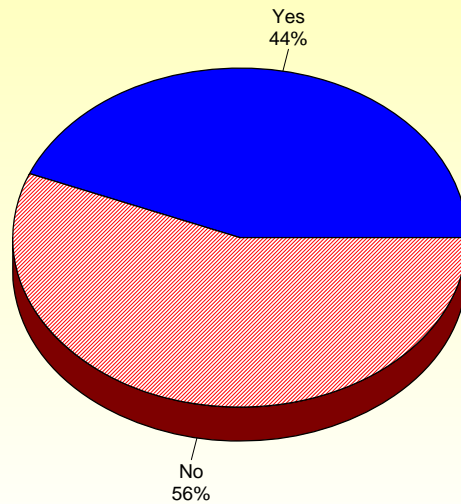
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2014 - Oklahoma City, OK)

Q25. Have you contacted the City of Oklahoma City during the past year?

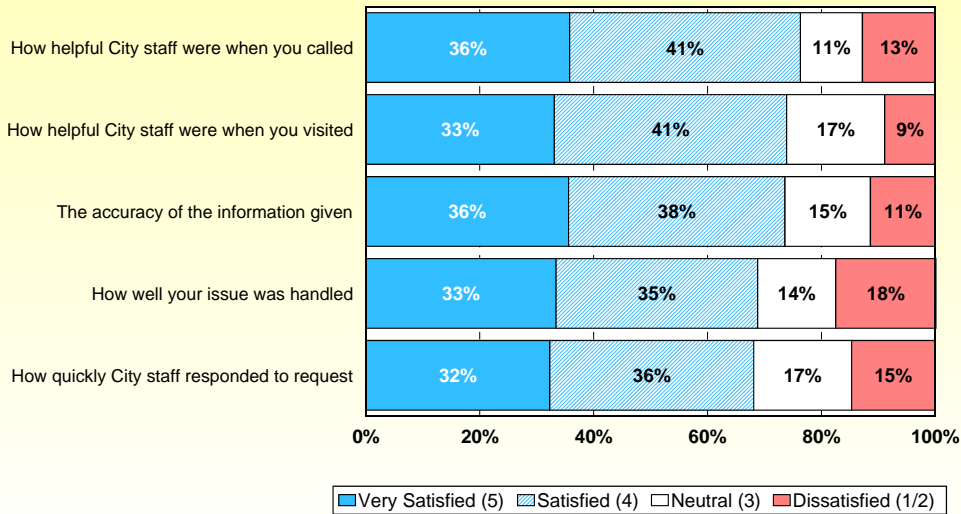
by percentage of respondents



Source: ETC Institute (2014 - Oklahoma City, OK)

Q25a-e. Satisfaction with City Employees Contacted

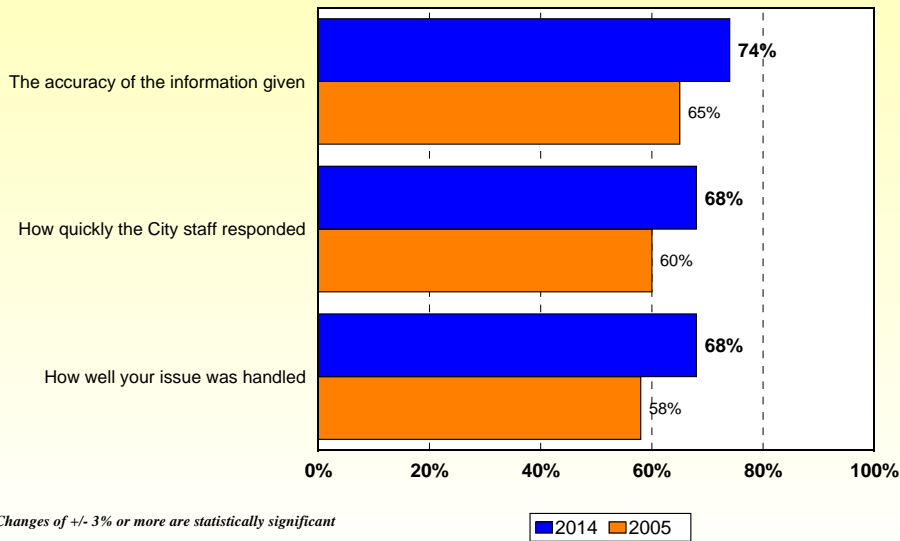
by percentage of respondents who answered "yes" to Question 25 and rated the item on a 5-point scale (excluding "don't know")



Source: ETC Institute (2014 - Oklahoma City, OK)

Satisfaction with City Employees Contacted 2005 and 2014

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



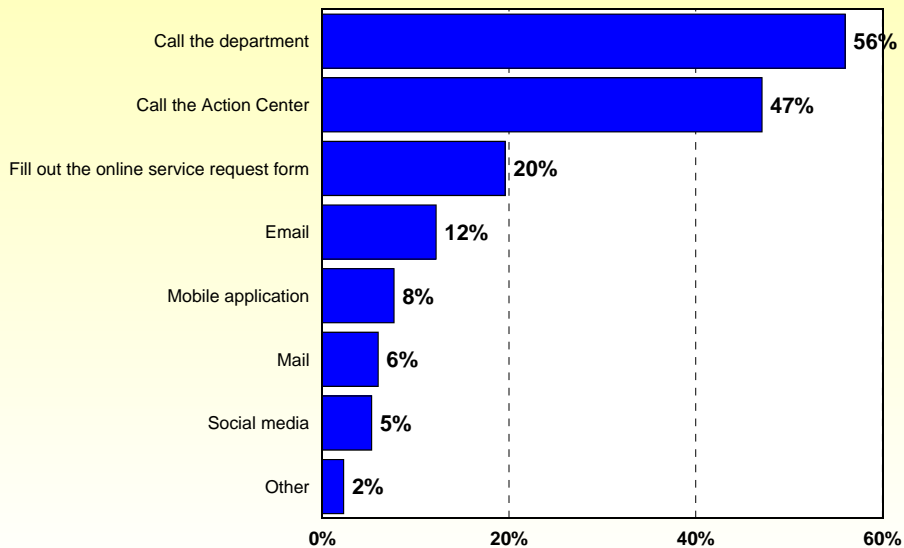
*Changes of +/- 3% or more are statistically significant

Source: ETC Institute (2014 - Oklahoma City, OK)

TRENDS

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

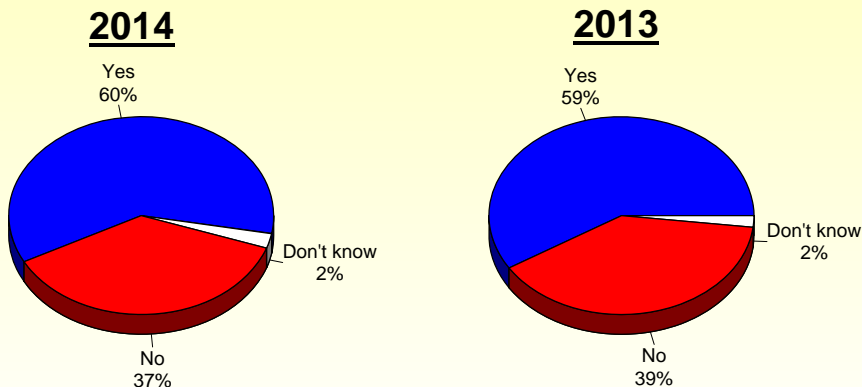
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2014 - Oklahoma City, OK)

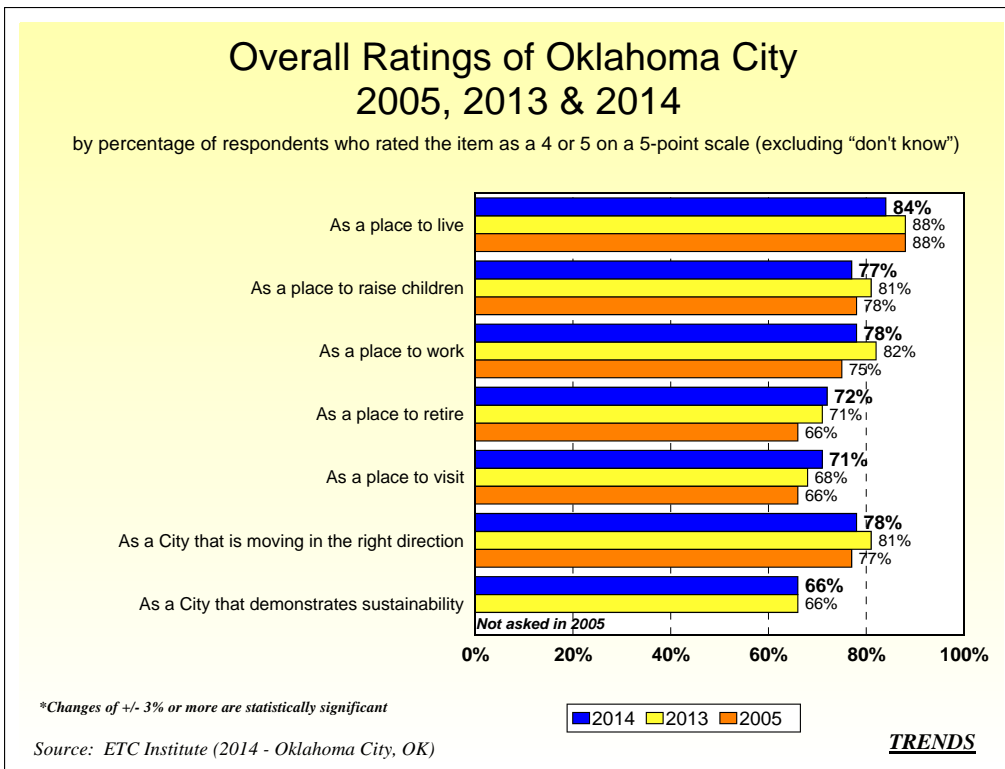
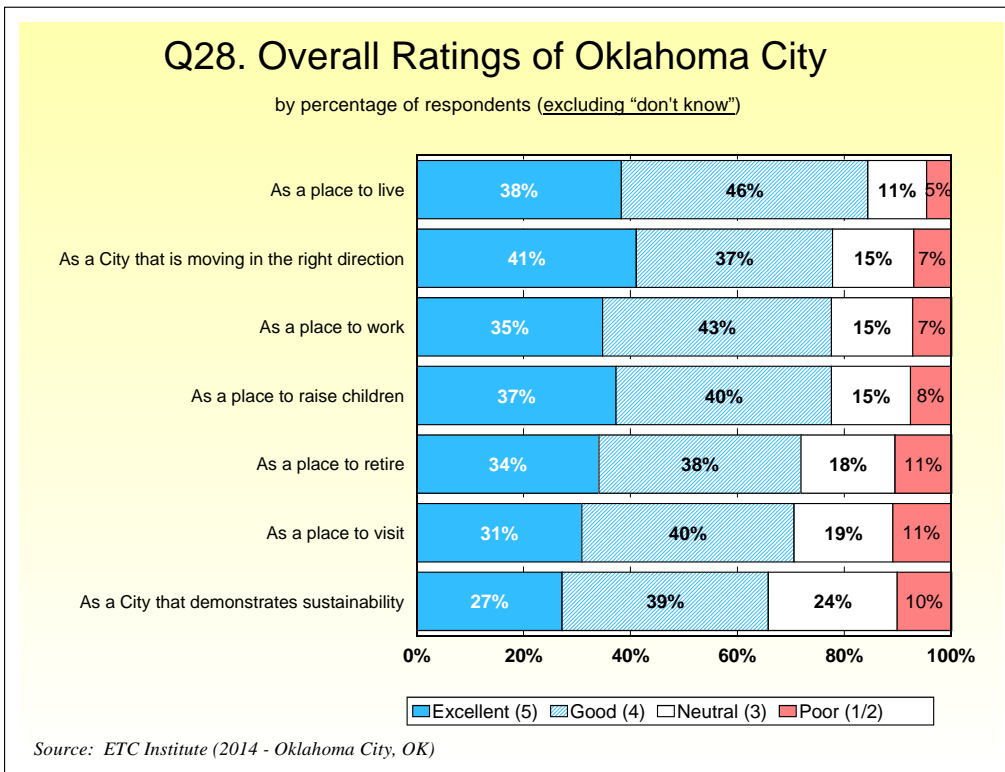
Q27. Are you aware that the City has a Household Hazardous Waste disposal facility at 1621 S. Portland where residents can dispose of paint, insecticides, motor oil, etc. free of charge?

by percentage of respondents



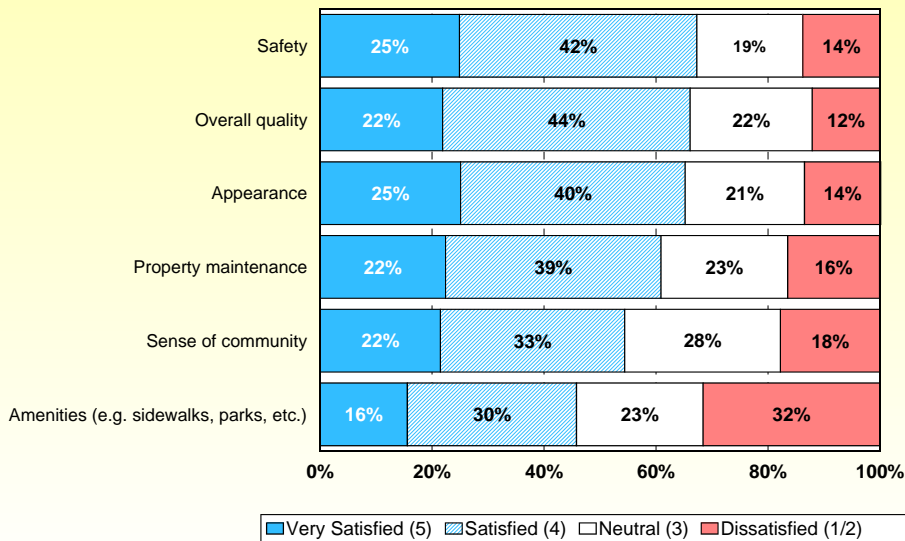
Source: ETC Institute (2014 - Oklahoma City, OK)

TRENDS



Q29. Satisfaction with the Various Aspects of the Neighborhood

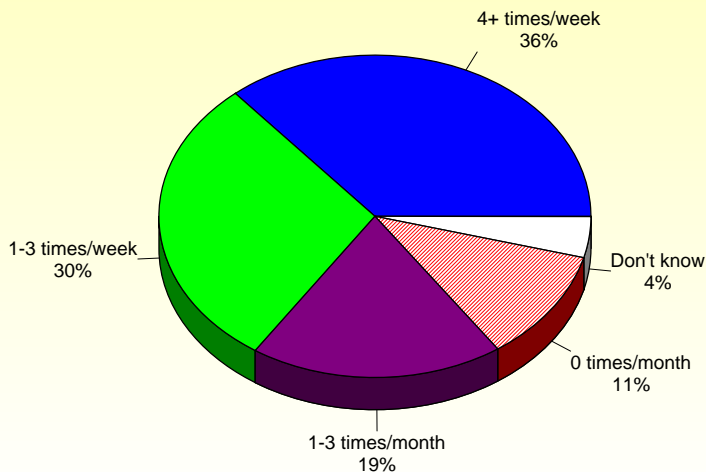
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2014 - Oklahoma City, OK)

Q30. Not counting activity at work, how often did you participate in any physical activities or exercises such as running, golfing, gardening, walking, cycling or calisthenics during the past month?

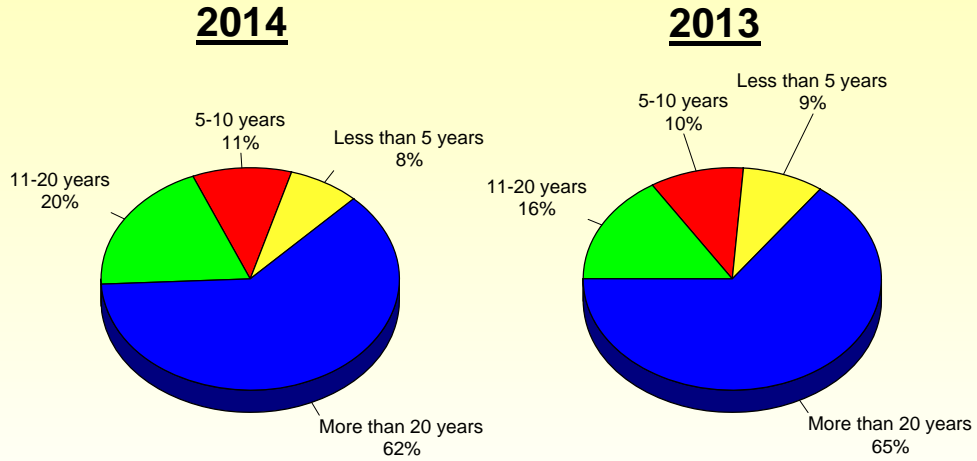
by percentage of respondents



Source: ETC Institute (2014 - Oklahoma City, OK)

Q31. Approximately how many years have you lived in Oklahoma City?

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

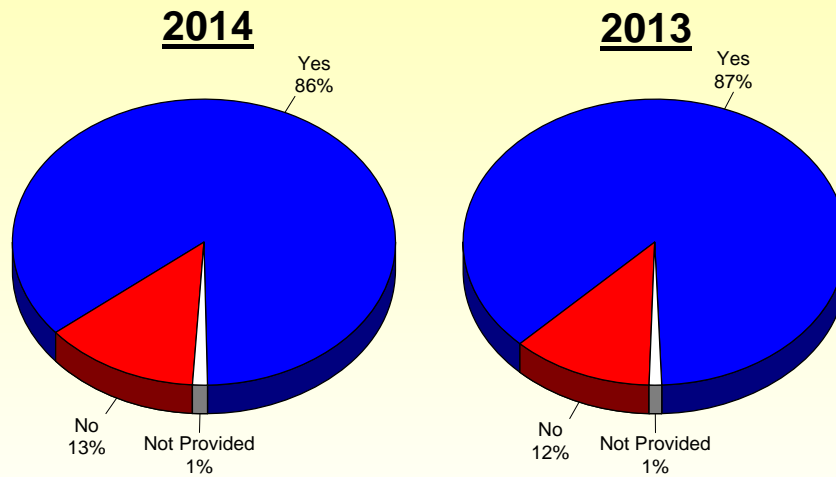


Source: ETC Institute (2014 - Oklahoma City, OK)

TRENDS

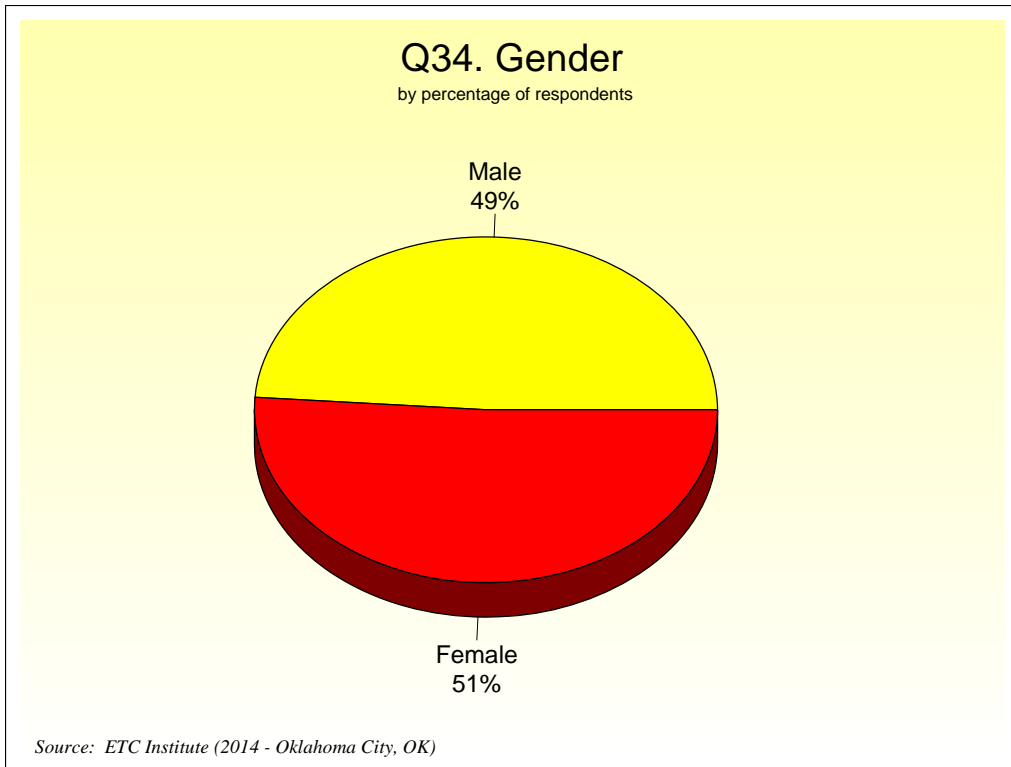
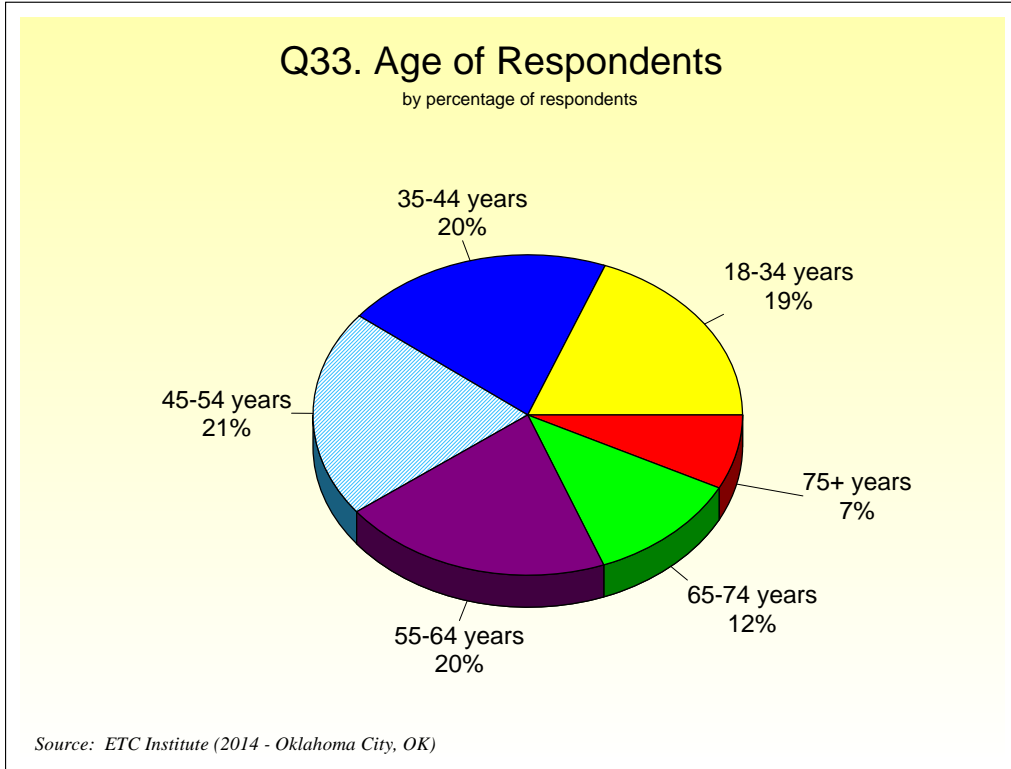
Q32. Are you registered to vote?

by percentage of respondents



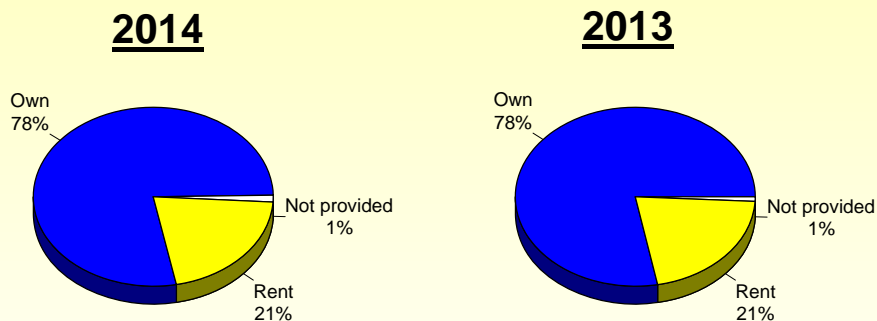
Source: ETC Institute (2014 - Oklahoma City, OK)

TRENDS



Q35. Do you own or rent your current residence?

by percentage of respondents

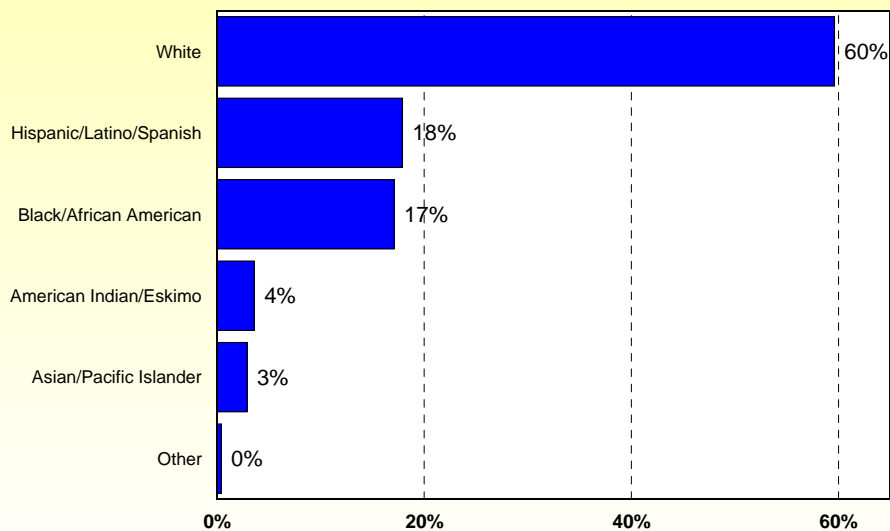


Source: ETC Institute (2014 - Oklahoma City, OK)

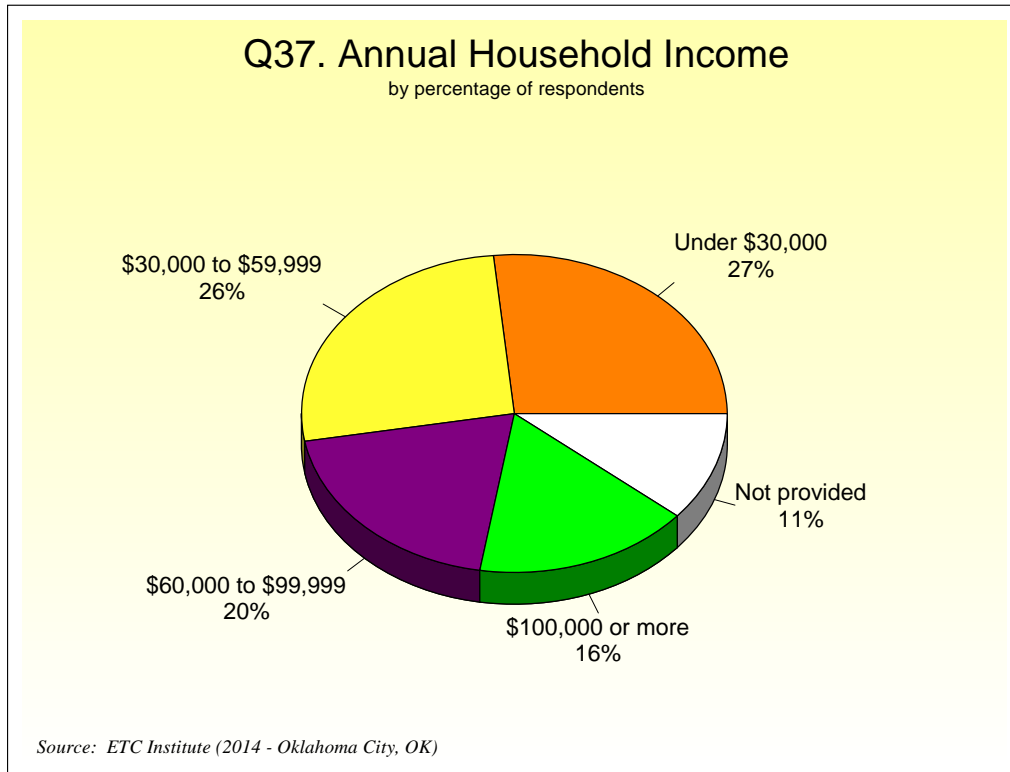
TRENDS

Q36. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2014 - Oklahoma City, OK)



Section 2: Benchmarking Data



DirectionFinder® Survey

Year 2014 Benchmarking Summary Report

Overview

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

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during July 2013 to a random sample of residents in the continental United States living in cities with a population of 250,000 or more and (2) survey results from 30 large communities (population of 250,000 or more) where the *DirectionFinder*® survey was administered between May 2010 and July 2014. The national survey results were used as the basis for the average performance ratings that are shown in this report. The results from individual cities were used as the basis for developing the range of performance and head-to-head comparisons. The communities included in the performance comparisons that are shown in this report are listed below:

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

There are three sets of charts in this report:

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

Significantly Above Average. There were 11 areas in which Oklahoma City rated significantly above the national average (more than 5% above the national average). These areas are listed below:

- How well the City is planning growth (+28%)
- Customer service received from City employees (+25%)
- Overall quality of City services provided (+18%)
- Communication with the public (+14%)
- Oklahoma City as a place to live (+10%)
- Water service (+13%)
- As a place to raise children (+8%)
- As a place to retire (+13%)
- Bulky item pick up/removal services (+21%)
- Flow of traffic and ease of getting around town (+7%)
- Residential trash collection services (+7%)

Significantly Below Average. There were 6 areas in which Oklahoma City rated significantly below the national average (more than 5% below the national average). Those areas are listed below:

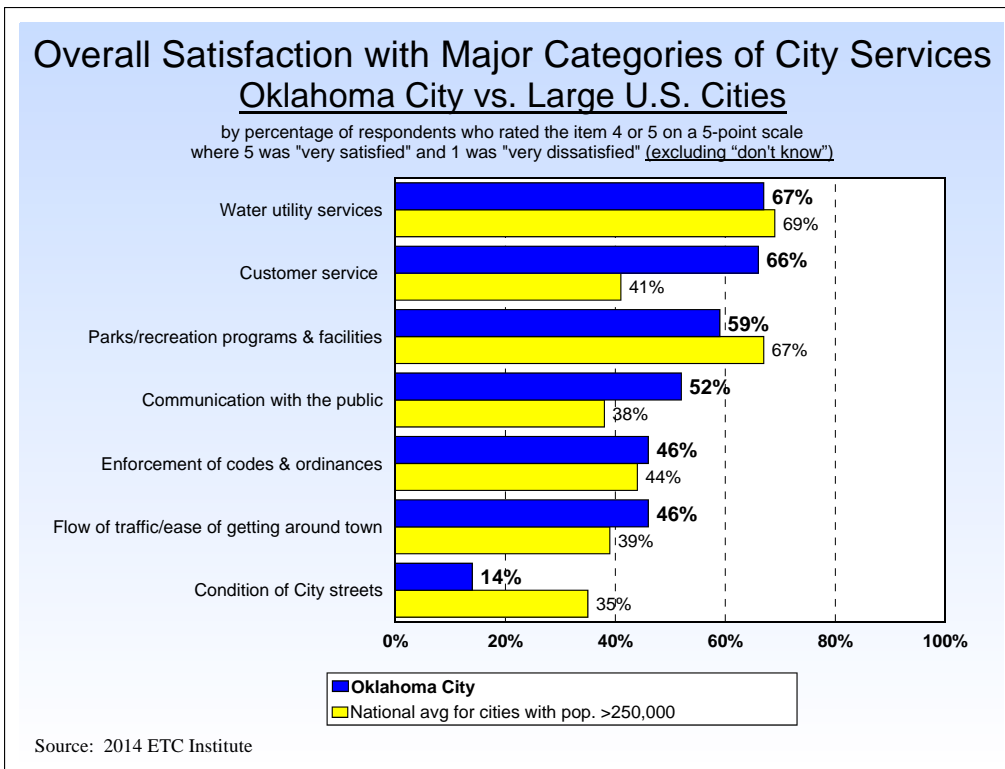
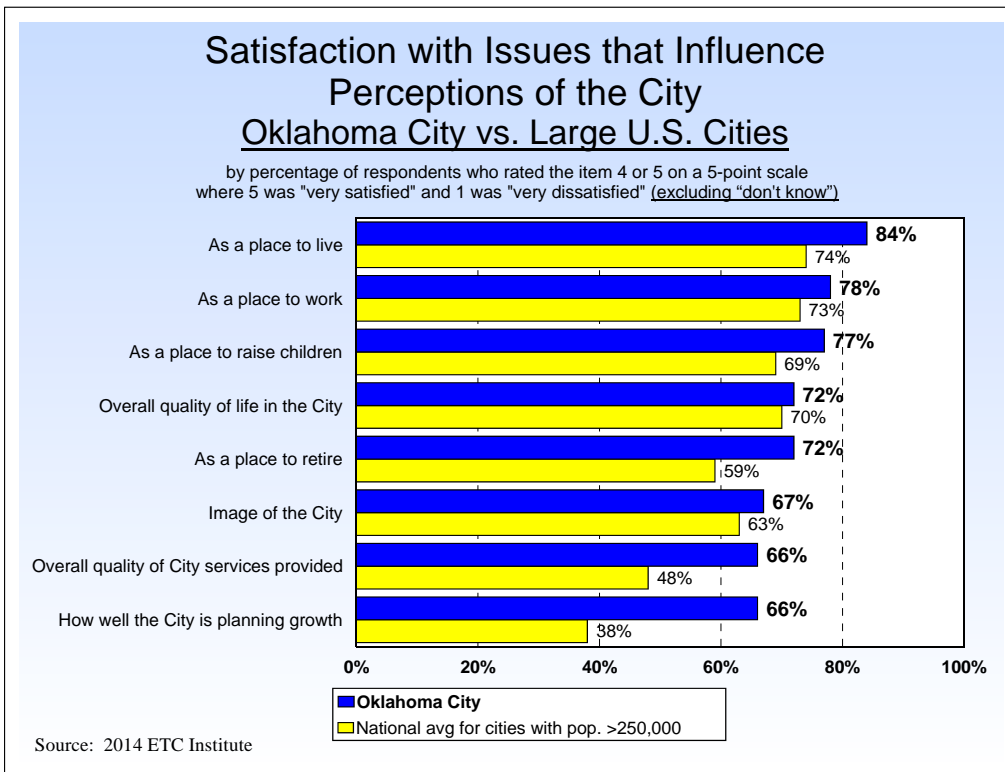
- Condition of City streets (-21%)
- Condition of major City streets (-15%)
- Outdoor athletic facilities (-14%)
- Parks and recreation programs and facilities (-8%)
- Cleanliness of City streets and other public areas (-7%)
- Aquatic facilities/programs: swimming pools, spraygrounds and aquatic programs (-8%)

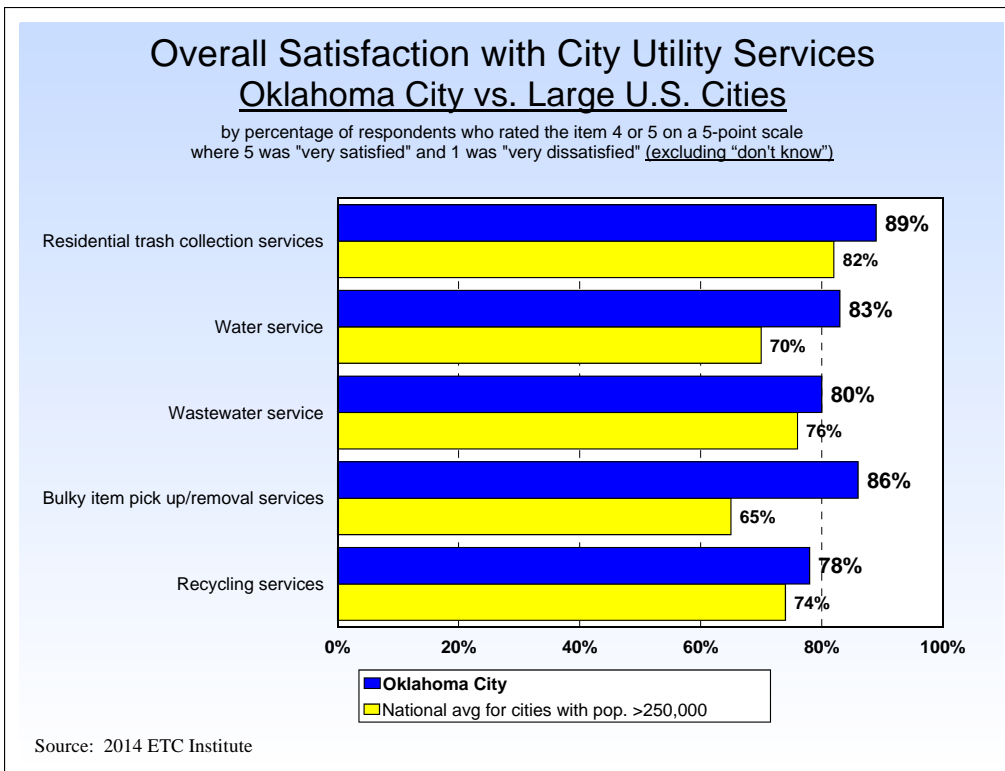
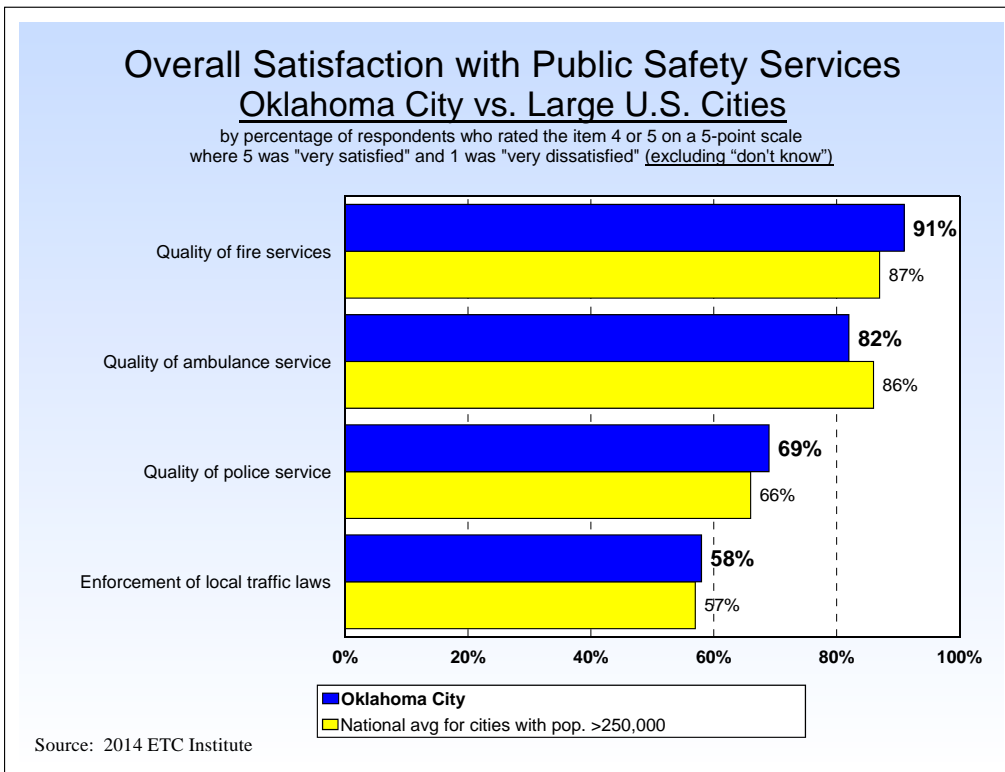
National Benchmarks

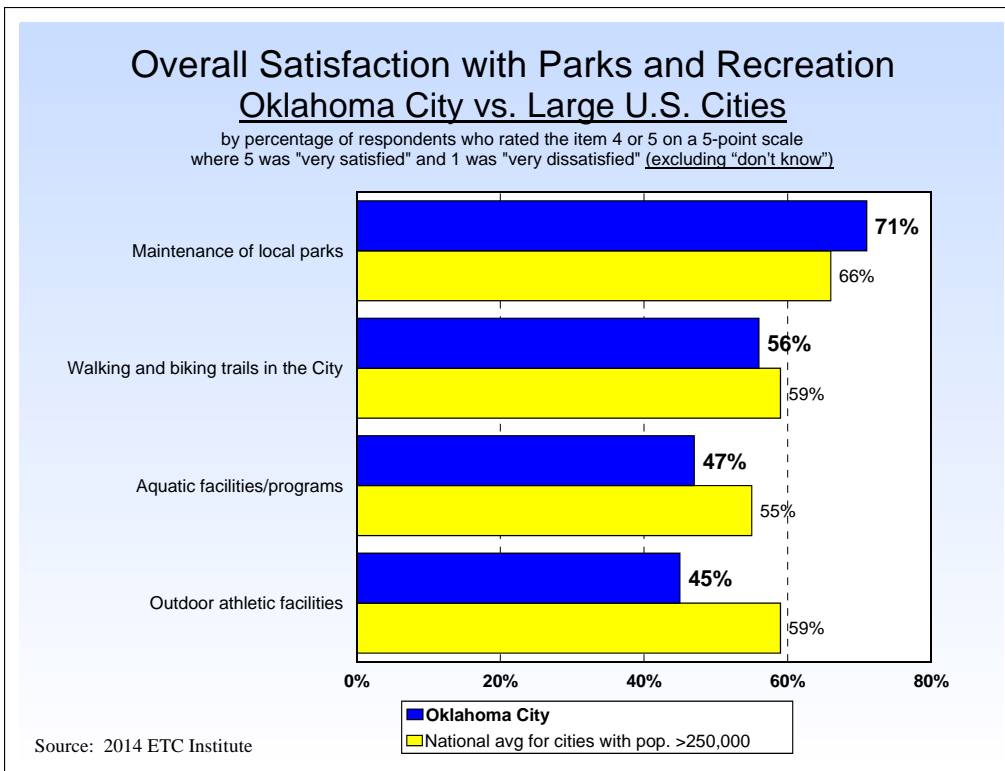
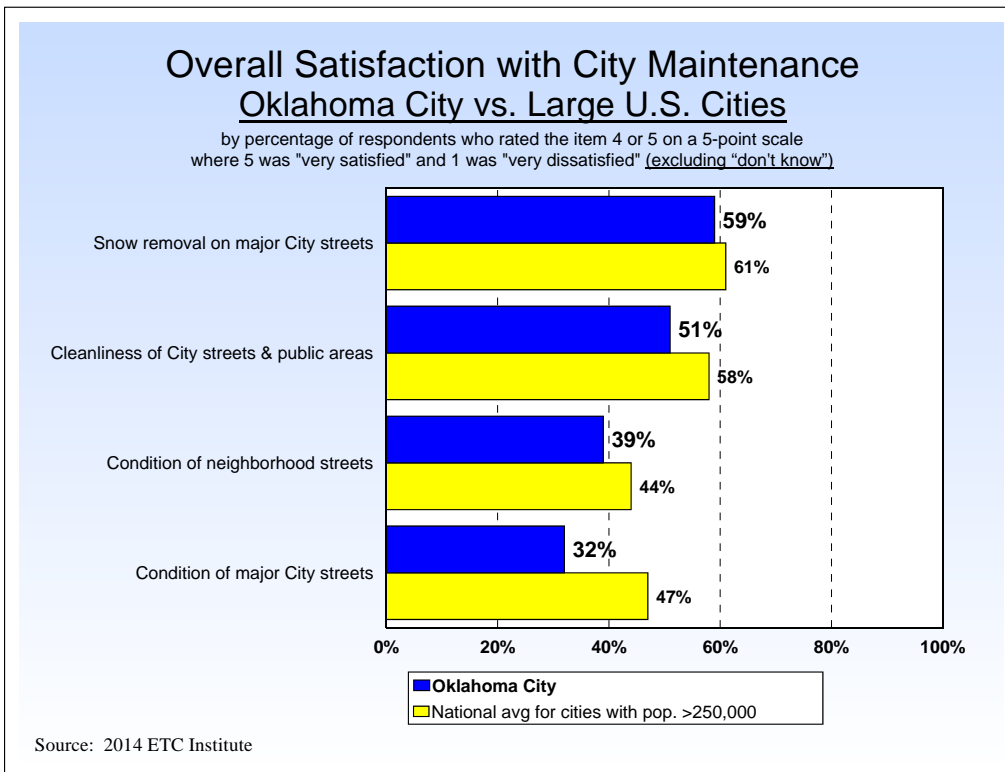
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Oklahoma City is not authorized without written consent from ETC Institute.

Benchmarking Communities

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





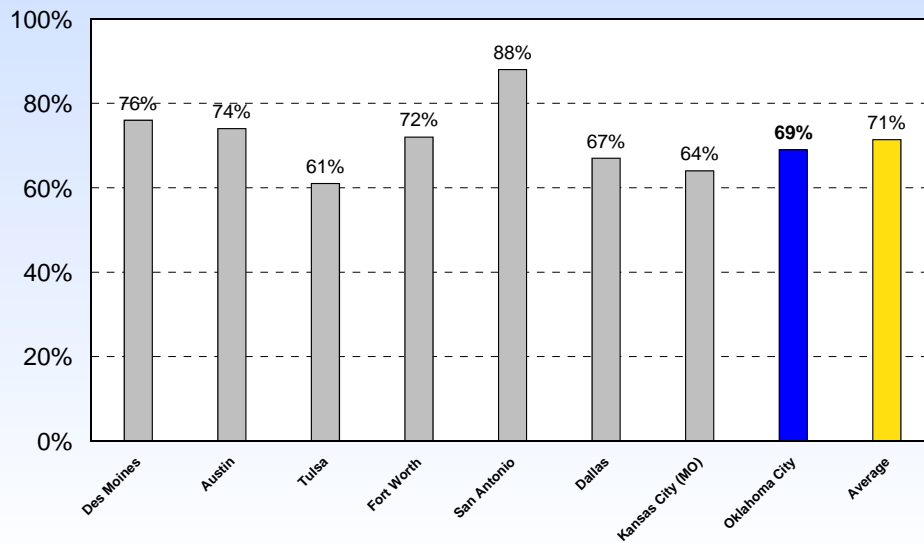


Selected Head-to-Head Comparisons

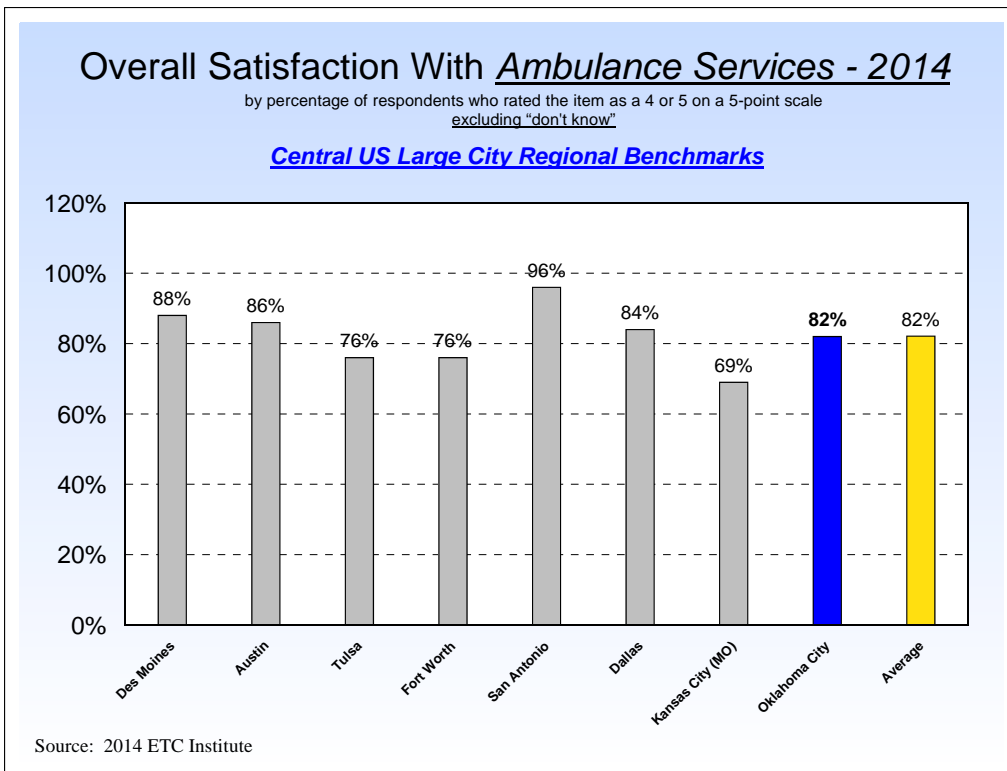
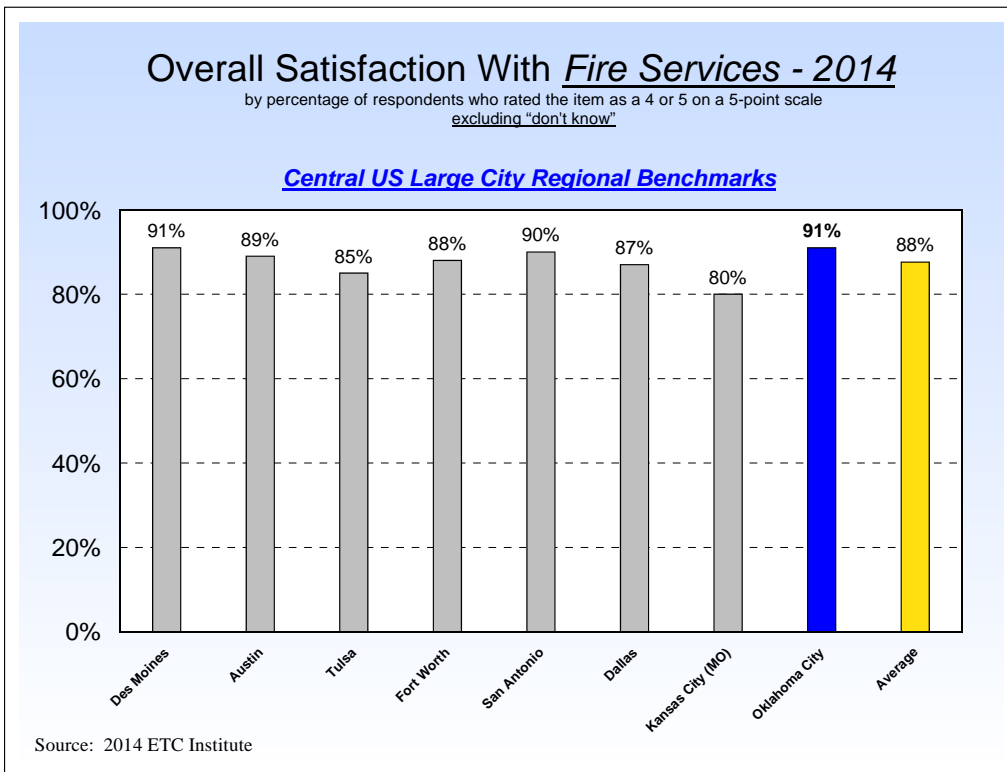
Overall Satisfaction With *Police Services* - 2014

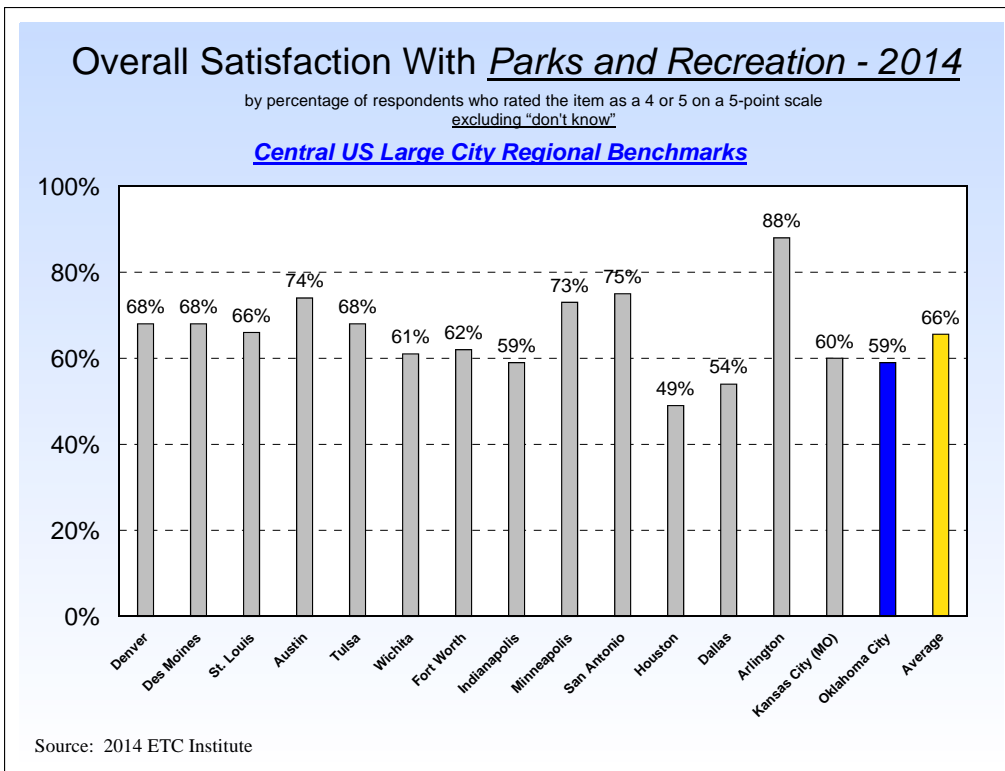
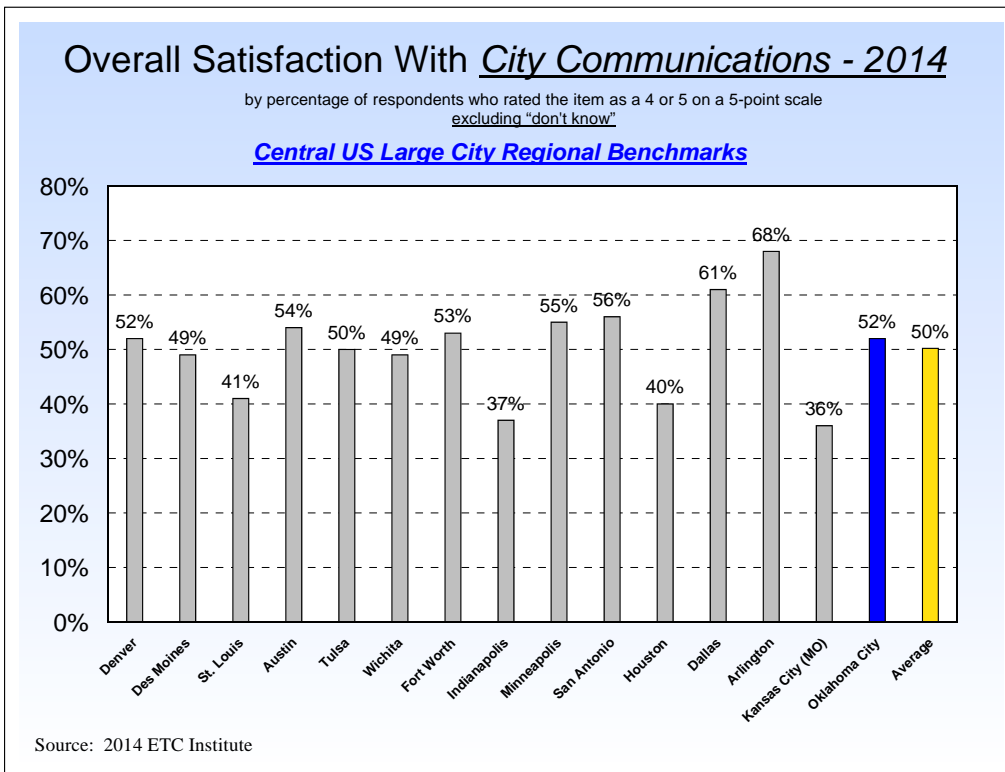
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding "don't know"

Central US Large City Regional Benchmarks



Source: 2014 ETC Institute

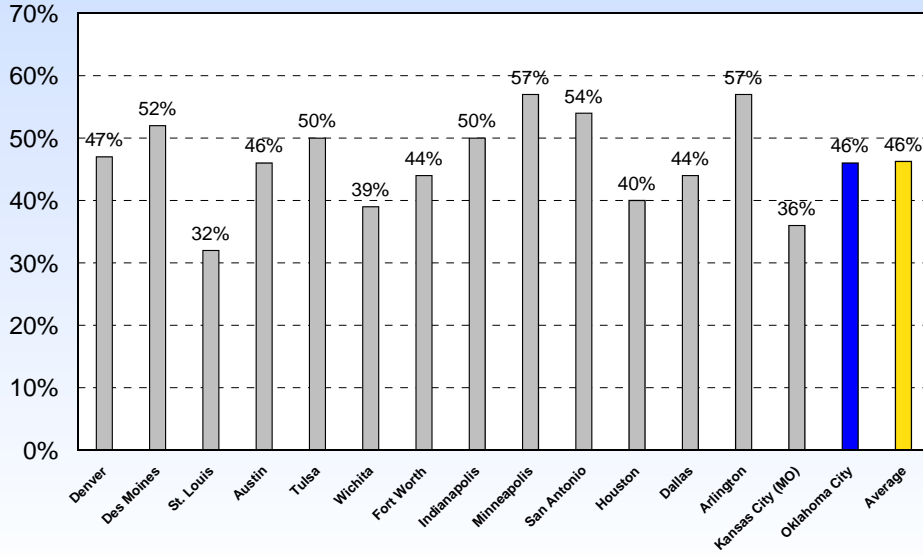




Overall Satisfaction With Code Enforcement - 2014

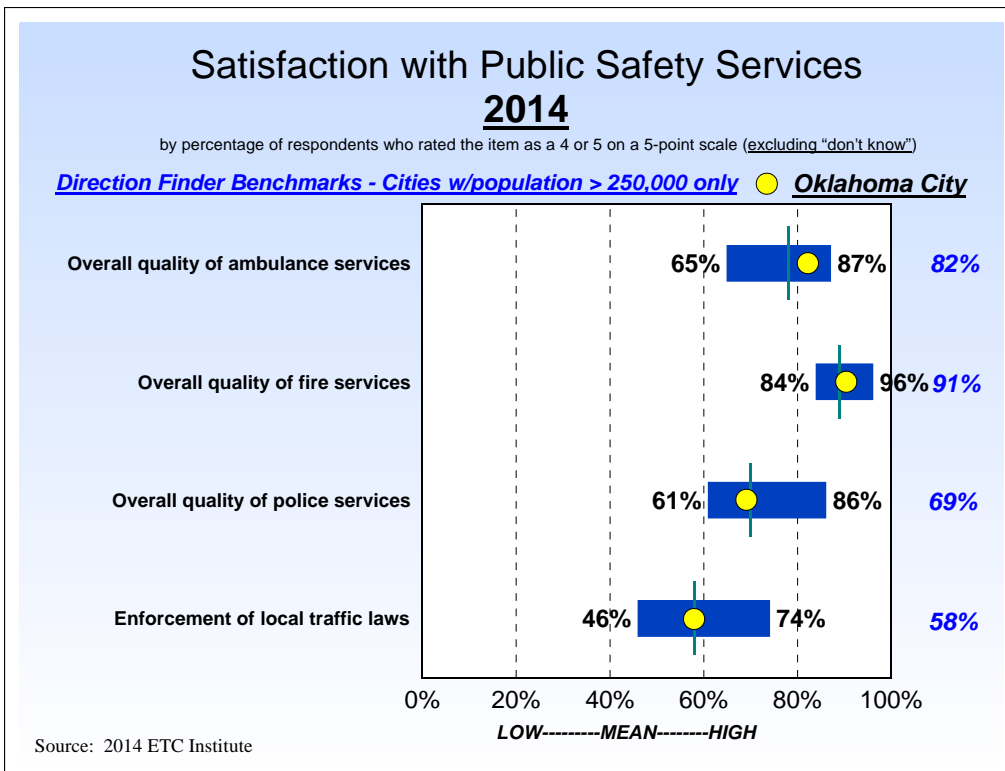
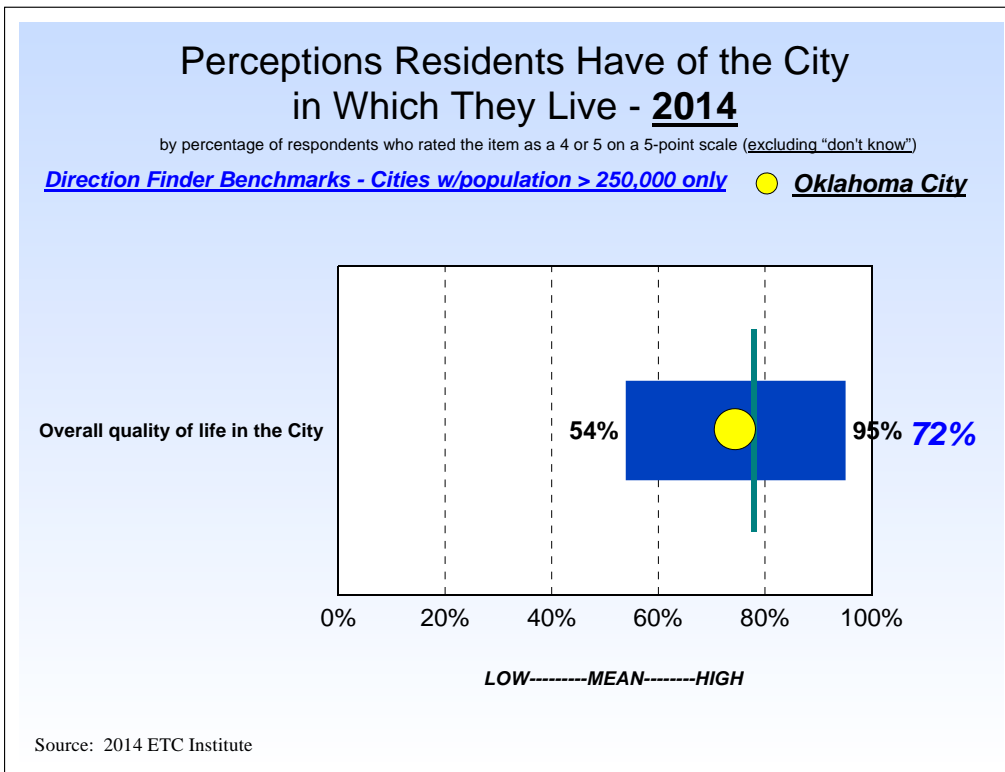
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding "don't know"

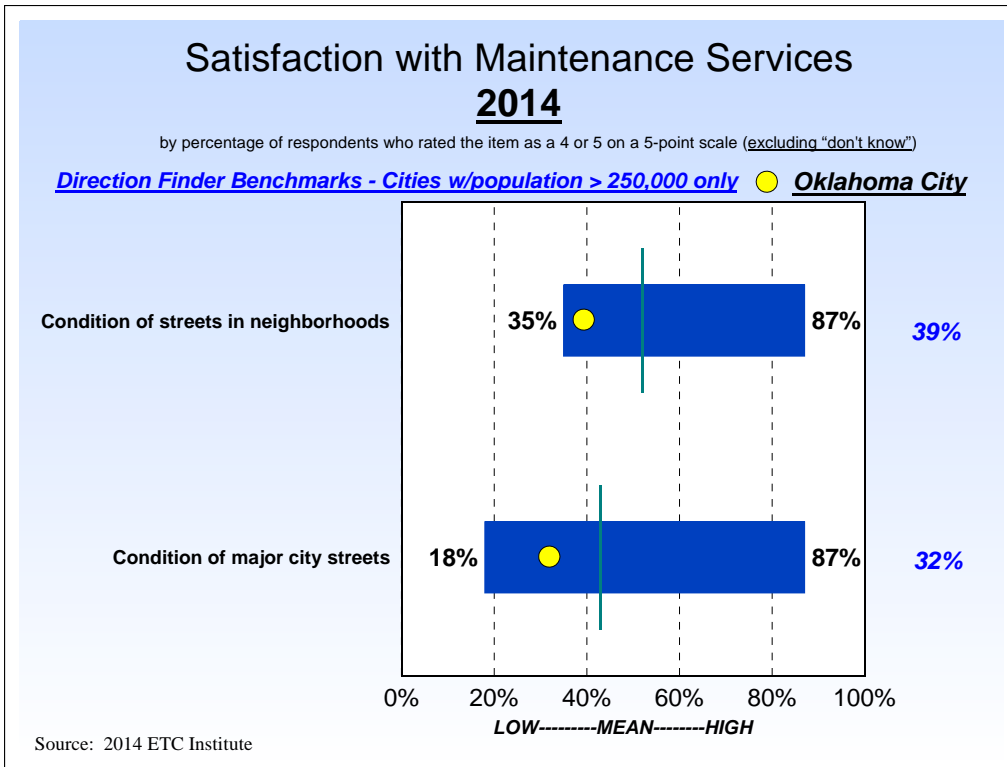
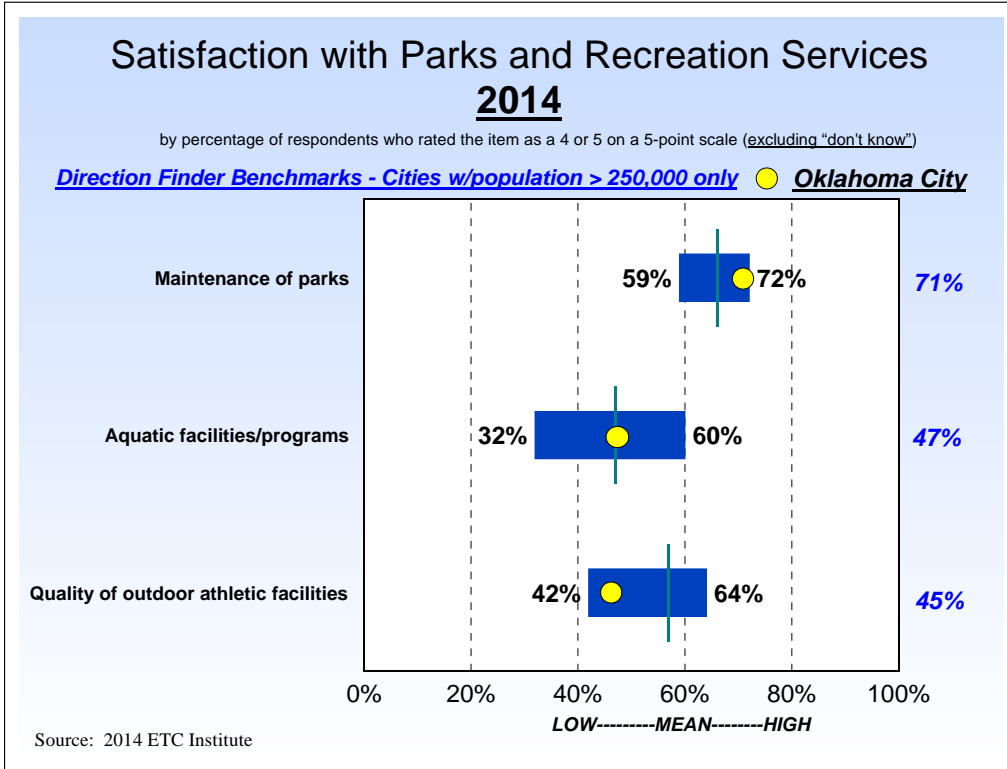
Central US Large City Regional Benchmarks



Source: 2014 ETC Institute

Comparison to a Range of Performance





Section 3:
Importance-Satisfaction Analysis



Importance-Satisfaction Analysis Oklahoma City, Oklahoma

Overview

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

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

Methodology

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

Example of the Calculation. Respondents were asked to identify the major categories of city services they thought should receive the most emphasis from City leaders over the next two years. Approximately seventy-two percent (71.7%) ranked the "condition of City streets" as the most important service to emphasize over the next two years.

With regard to satisfaction, the “condition of City streets” was ranked eleventh overall, with 13.7% rating the “condition of City streets” as a “4” or a “5” on a 5-point scale excluding “don't know” responses. The I-S rating for the “Condition of City Streets” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 71.7% was multiplied by 86.3% (1-0.137). This calculation yielded an I-S rating of 0.6188, which was ranked first out of eleven major service categories.

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

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

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

Interpreting the Ratings

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

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

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

Importance-Satisfaction Rating Oklahoma City - 2014 Overall

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Condition of City streets	72%	1	14%	11	0.6188	1
<u>High Priority (IS .10-.20)</u>						
Flow of traffic and the ease of getting around town	30%	3	46%	8	0.1642	2
Quality of the City's public transit system	23%	4	30%	10	0.1638	3
Quality of police service	32%	2	69%	3	0.1005	4
<u>Medium Priority (IS < .10)</u>						
Enforcement of City codes and ordinances	18%	6	46%	9	0.0956	5
Quality of parks/recreation programs/facilities	19%	5	59%	6	0.0797	6
Effectiveness of City communication with the public	10%	8	52%	7	0.0502	7
Quality of City water utilities	12%	7	66%	5	0.0398	8
Quality of customer service you receive from City employees	5%	10	66%	4	0.0183	9
Quality of ambulance service	5%	11	82%	2	0.0092	10
Quality of fire service	9%	9	90%	1	0.0084	11

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

Oklahoma City - 2014

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Enforcing the mowing of grass on private property	45%	2	43%	6	0.2567	1
Enforcing clean up of debris on private property	46%	1	46%	4	0.2482	2
<u>High Priority (IS .10-.20)</u>						
Quality of animal control services	31%	3	45%	5	0.1717	3
Enforcing exterior upkeep of residential property	29%	4	42%	7	0.1705	4
City efforts to remove inoperable vehicles	25%	5	50%	3	0.1238	5
<u>Medium Priority (IS < .10)</u>						
Enforcing neighborhood yard parking regulations	20%	6	55%	1	0.0910	6
Enforcing sign regulations	11%	7	51%	2	0.0557	7

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

Oklahoma City - 2014

City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .20)						
Condition of major City streets	59%	1	31%	8	0.4068	1
Condition of streets in YOUR neighborhood	44%	2	39%	7	0.2674	2
High Priority (IS .10-.20)						
Cleanliness of City streets and other public areas	26%	3	52%	4	0.1275	3
Cleanliness of stormwater drains in neighborhood	24%	4	51%	5	0.1174	4
Condition of pavement markings on City streets	23%	5	49%	6	0.1159	5
Medium Priority (IS < .10)						
Snow removal on major City streets	21%	6	59%	2	0.0859	6
Landscaping in medians and along City streets	15%	7	55%	3	0.0675	7
Condition of street signs	9%	8	68%	1	0.0293	8

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating Oklahoma City - 2014 Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Availability of info about Parks/Rec. programs	22%	3	47%	7	0.1153	1
Walking and biking trails in the City	25%	1	56%	5	0.1092	2
Swimming pools, spraygrounds and aquatic programs	19%	4	47%	8	0.1000	3
Medium Priority (IS <.10)						
Availability of City recreation centers	18%	5	47%	9	0.0956	4
Outdoor athletic facilities (e.g. baseball/soccer)	13%	8	46%	10	0.0706	5
Maintenance of City parks	23%	2	70%	1	0.0680	6
Recreation opportunities at Lakes	14%	7	52%	6	0.0656	7
Athletic programs	9%	10	45%	11	0.0515	8
Location of City parks	15%	6	66%	2	0.0503	9
Recreation opportunities along the Oklahoma River	11%	9	65%	3	0.0389	10
City golf courses	3%	11	60%	4	0.0128	11

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Matrix Analysis

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

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

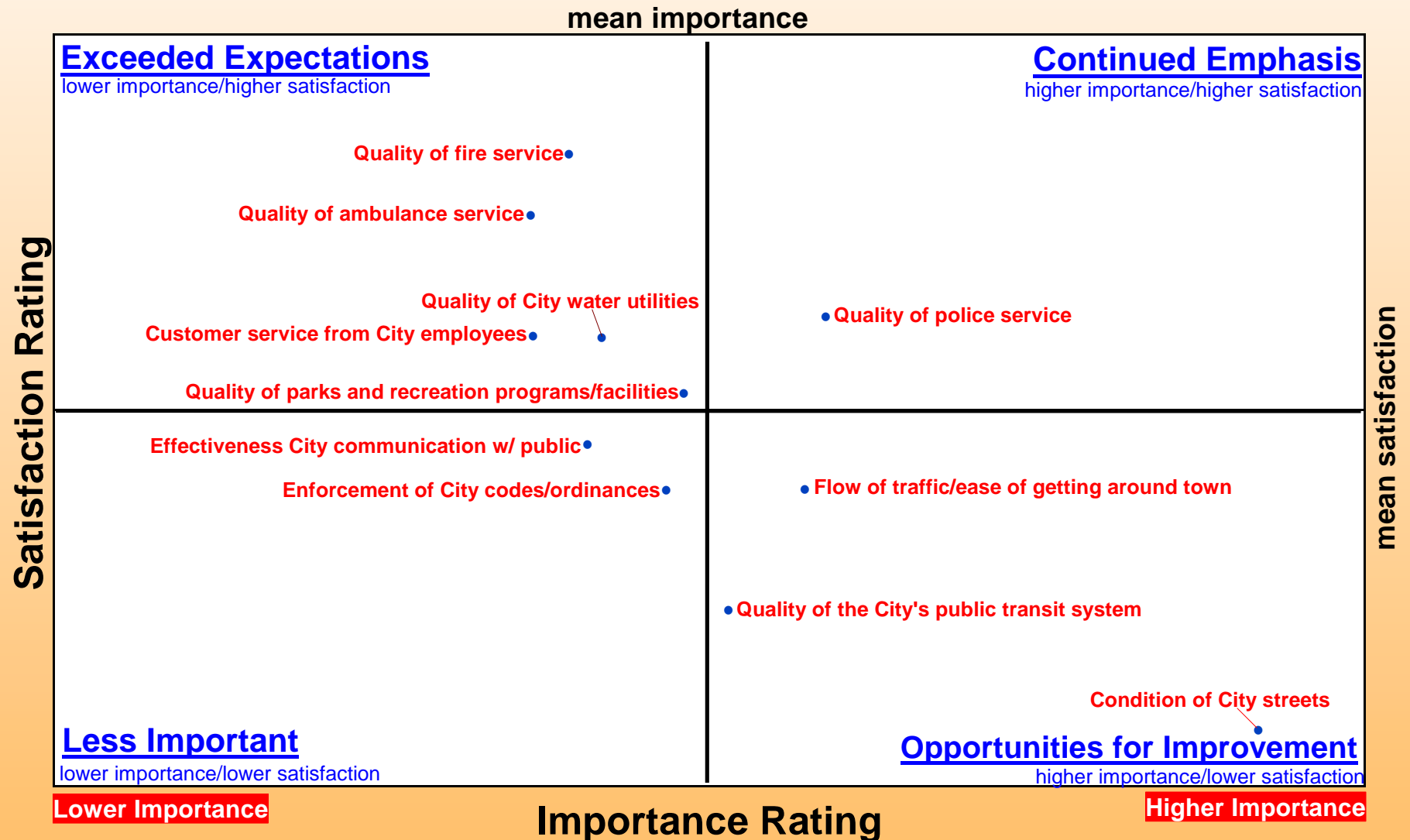
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

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

2014 City of Oklahoma City DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

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

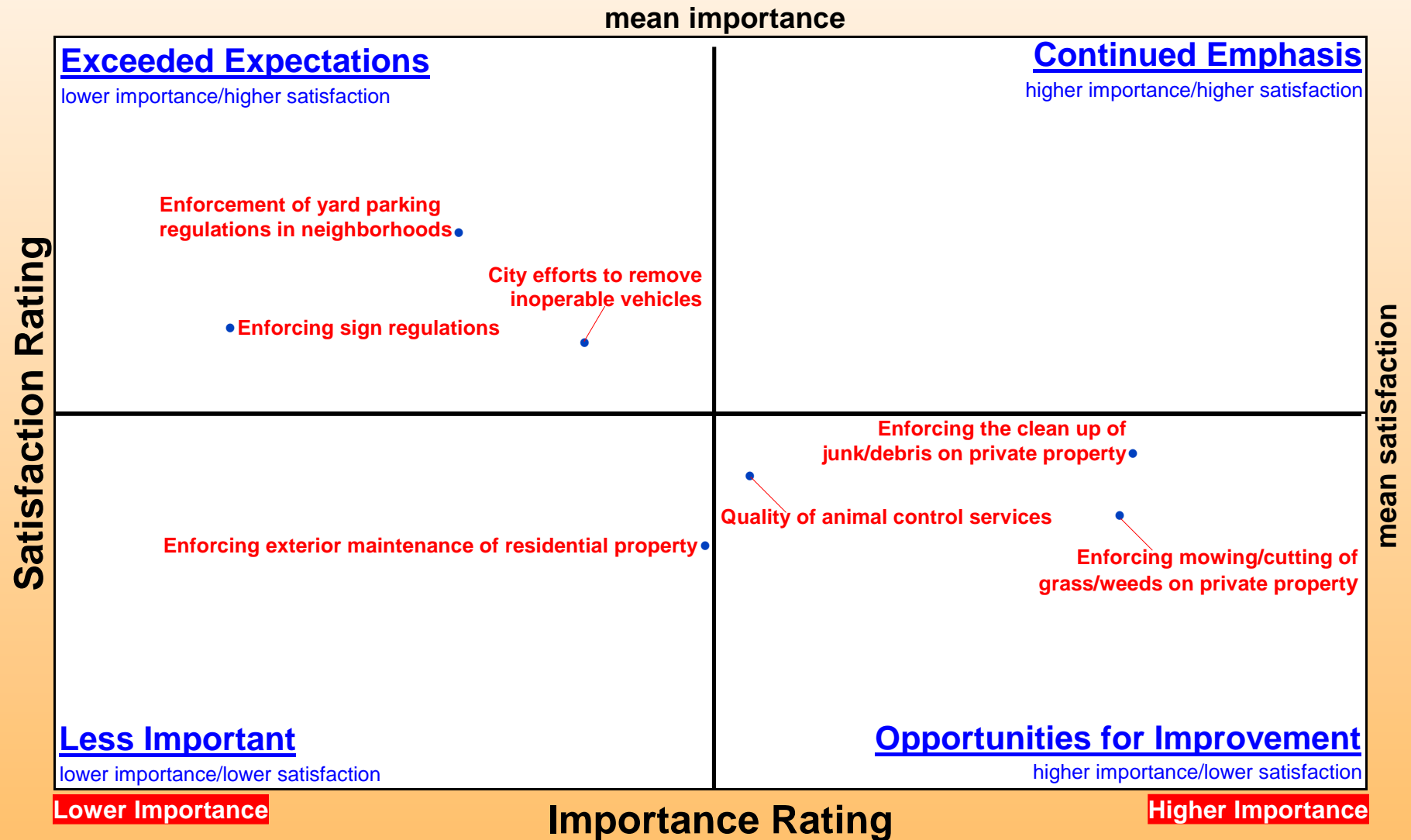


Source: ETC Institute (2014)

2014 City of Oklahoma City DirectionFinder Importance-Satisfaction Assessment Matrix

-Code Enforcement-

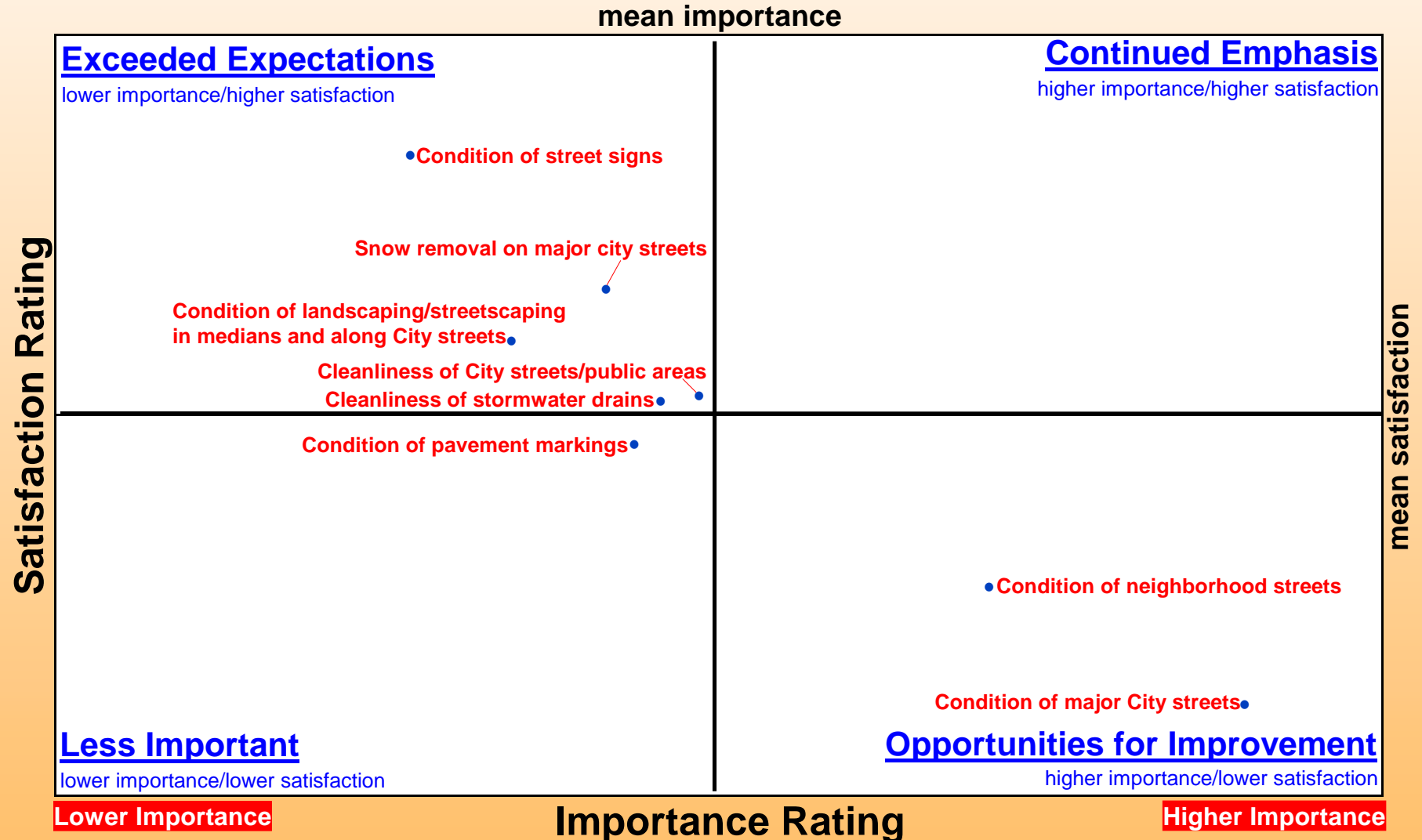
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2014)

2014 City of Oklahoma City DirectionFinder Importance-Satisfaction Assessment Matrix -City Maintenance-

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

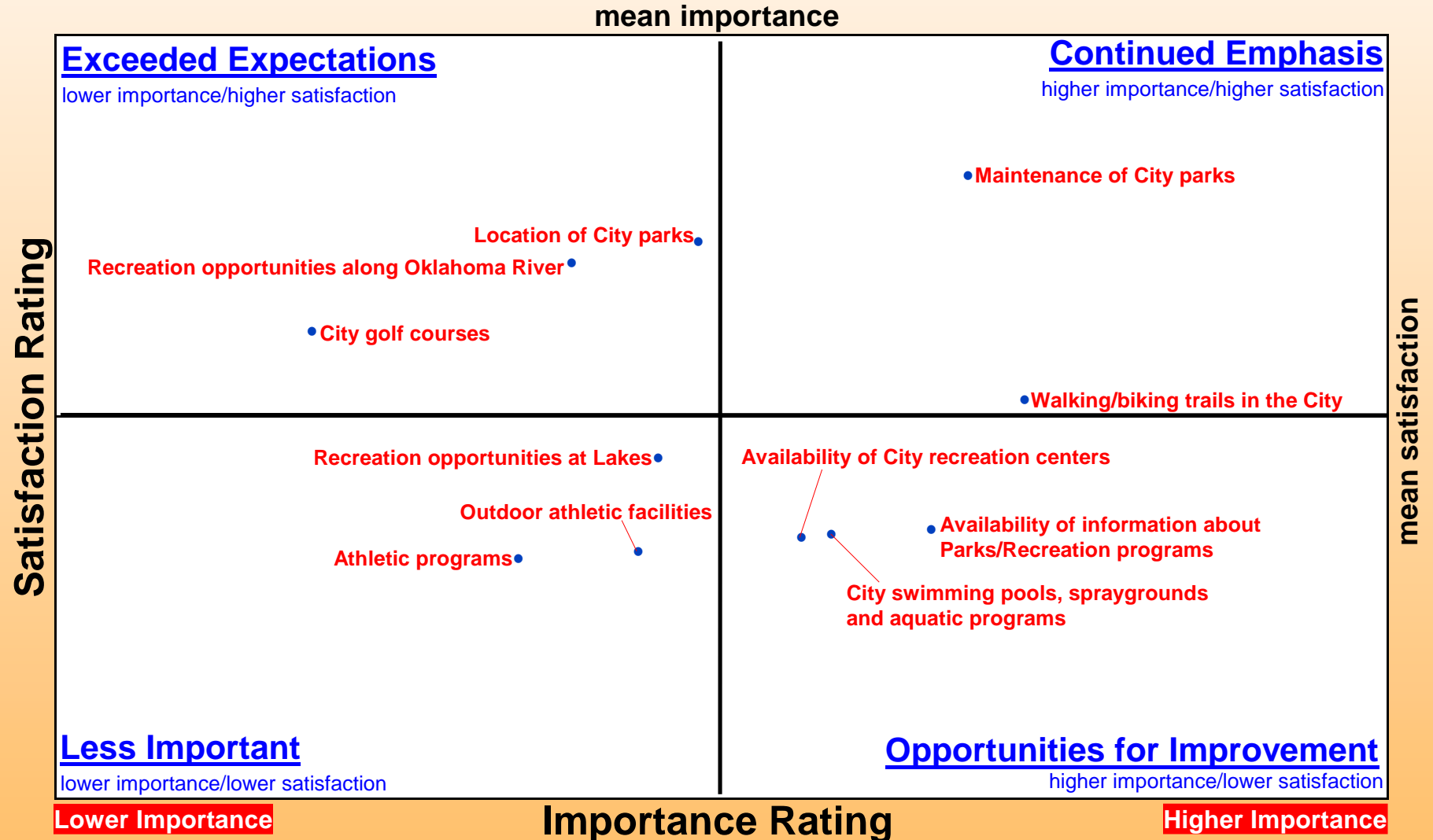


Source: ETC Institute (2014)

2014 City of Oklahoma City DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

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



Source: ETC Institute (2014)

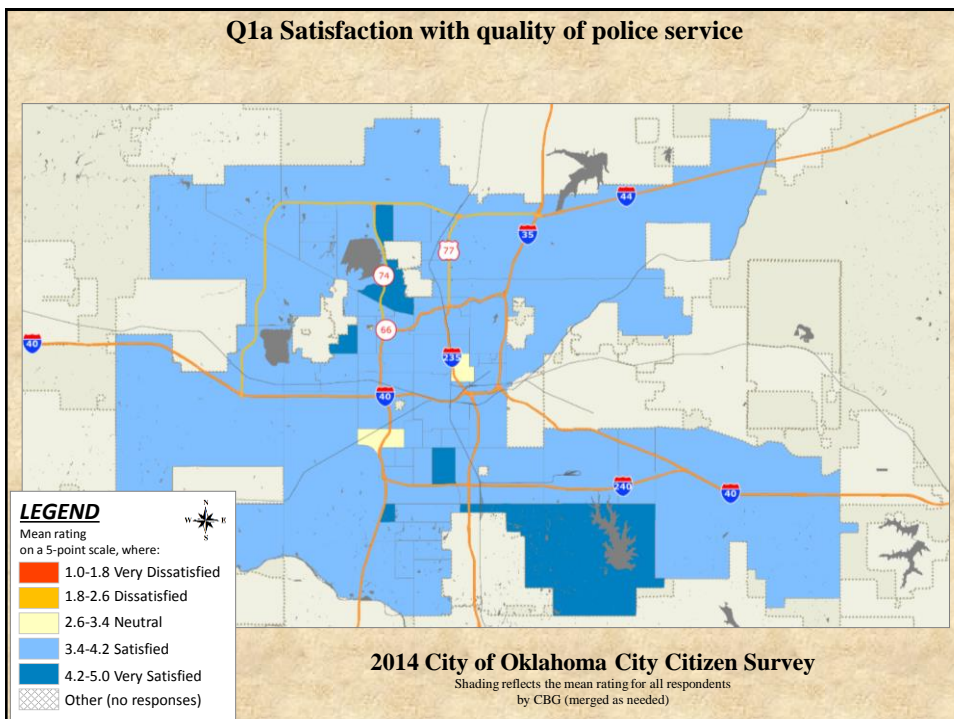
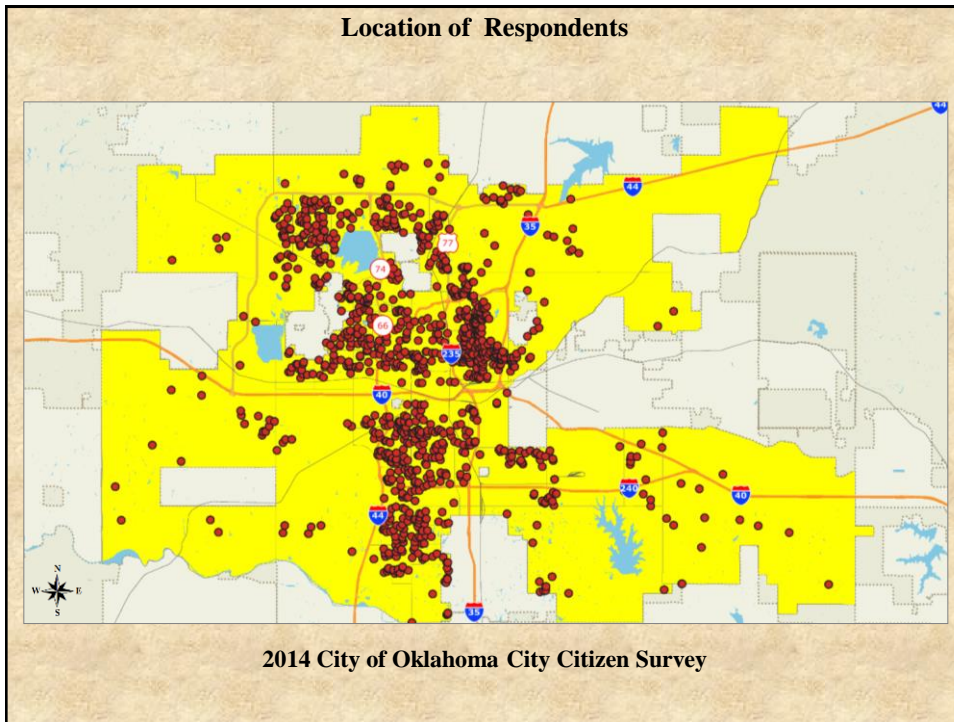
Section 4:
GIS Maps

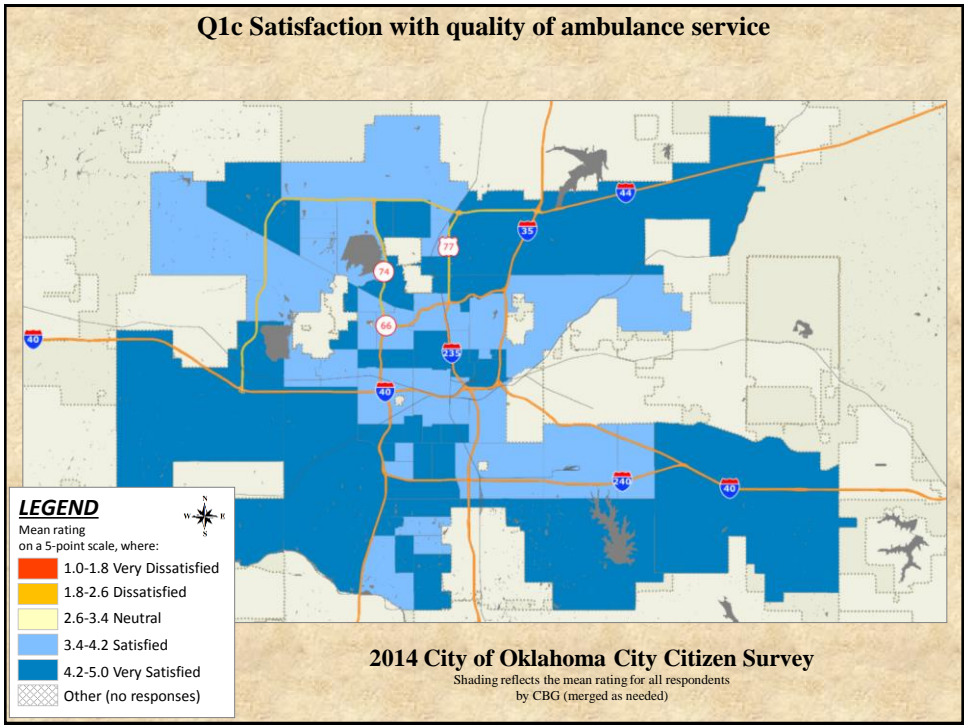
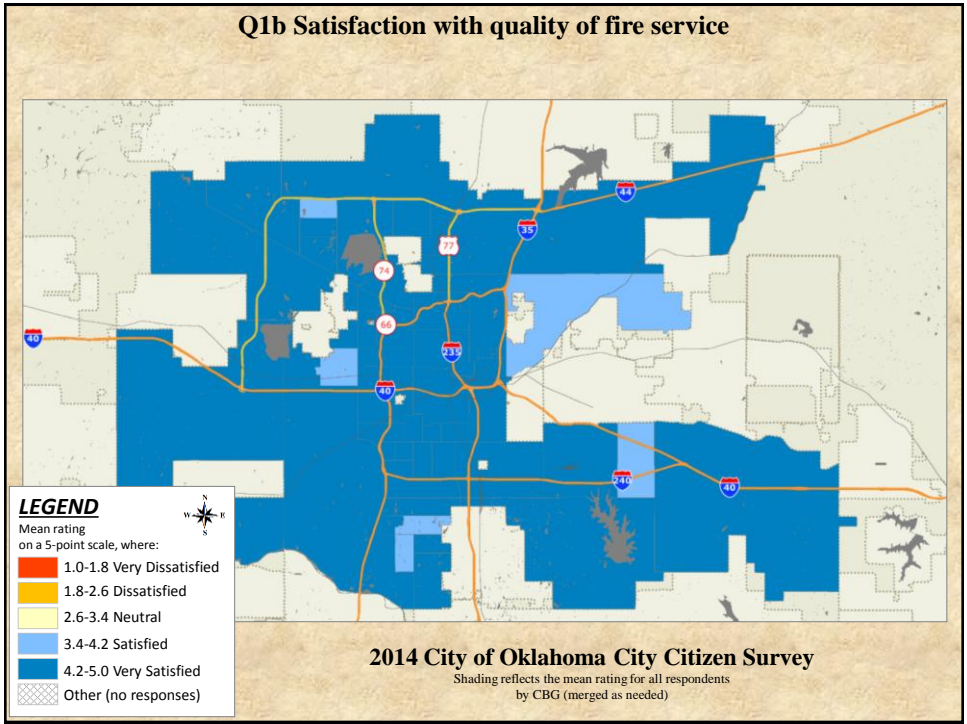
Interpreting the Maps

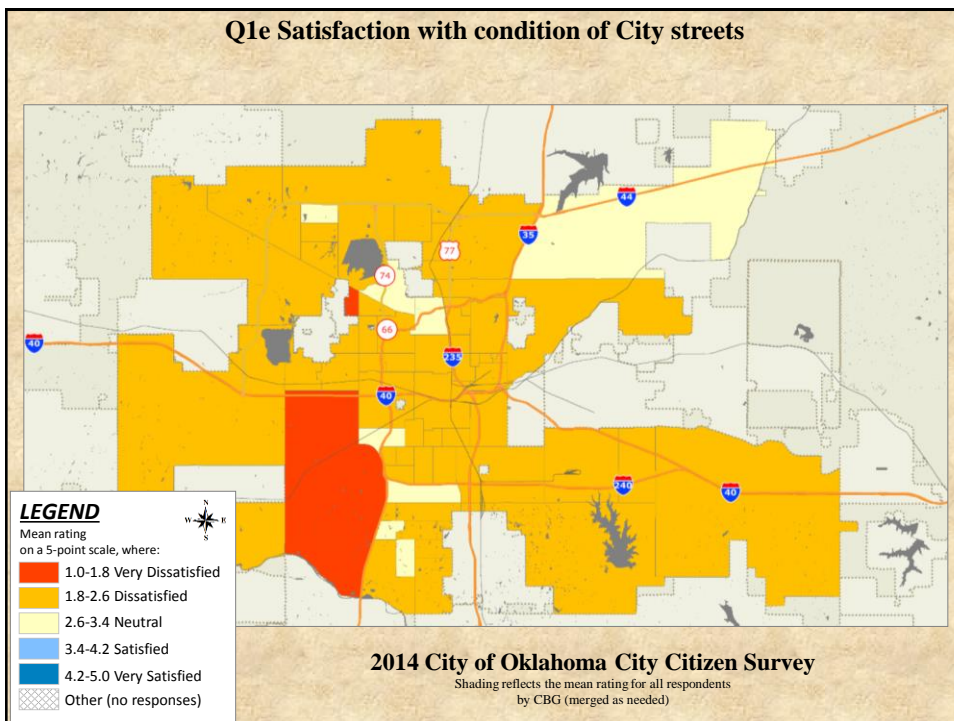
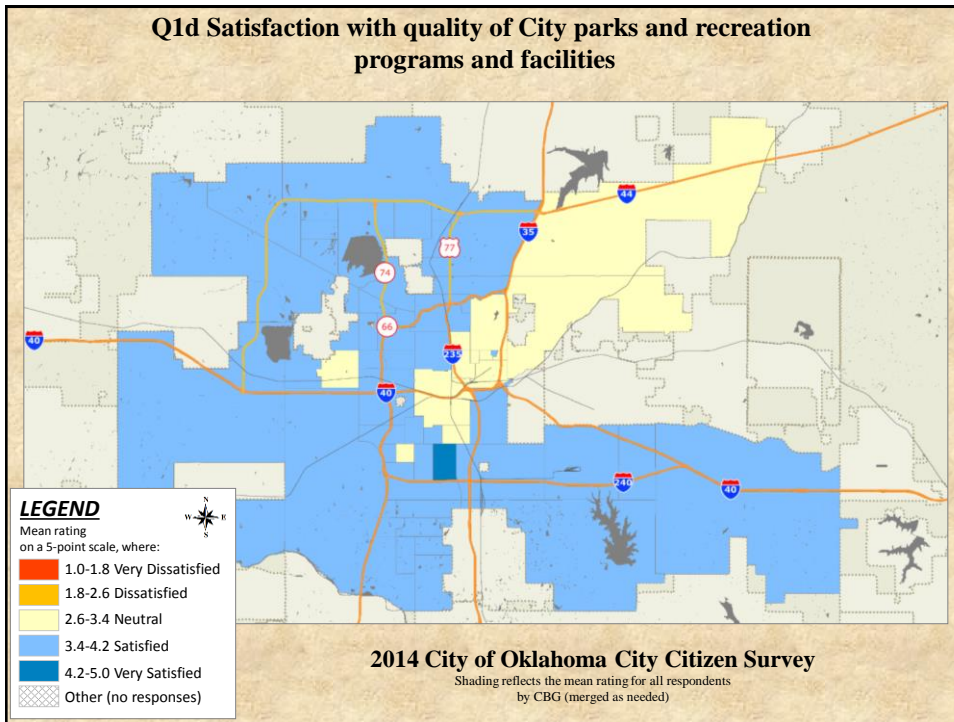
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

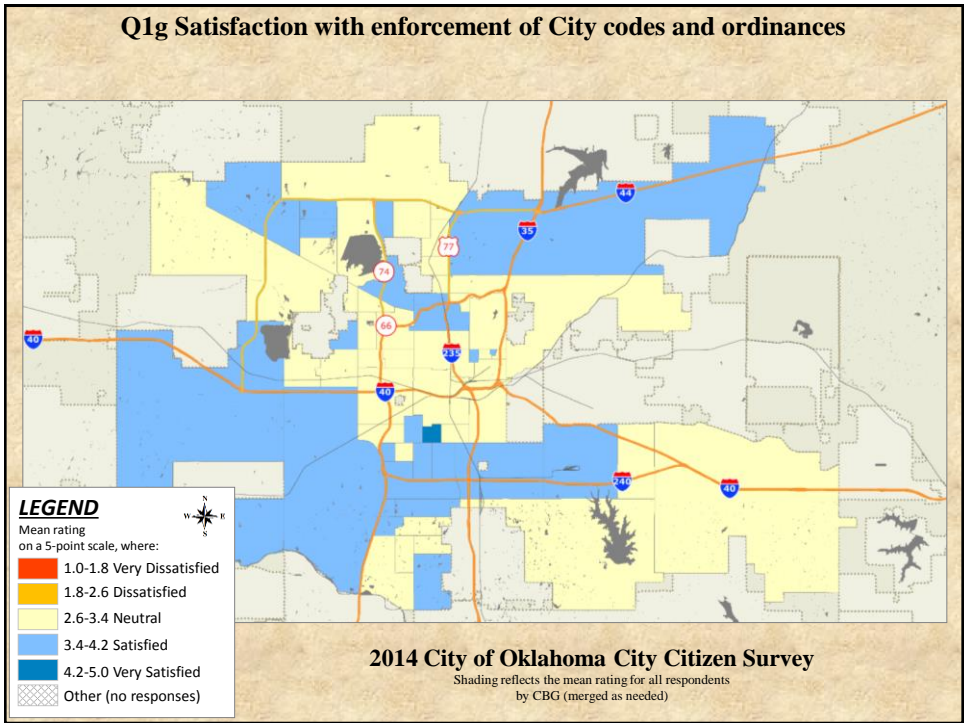
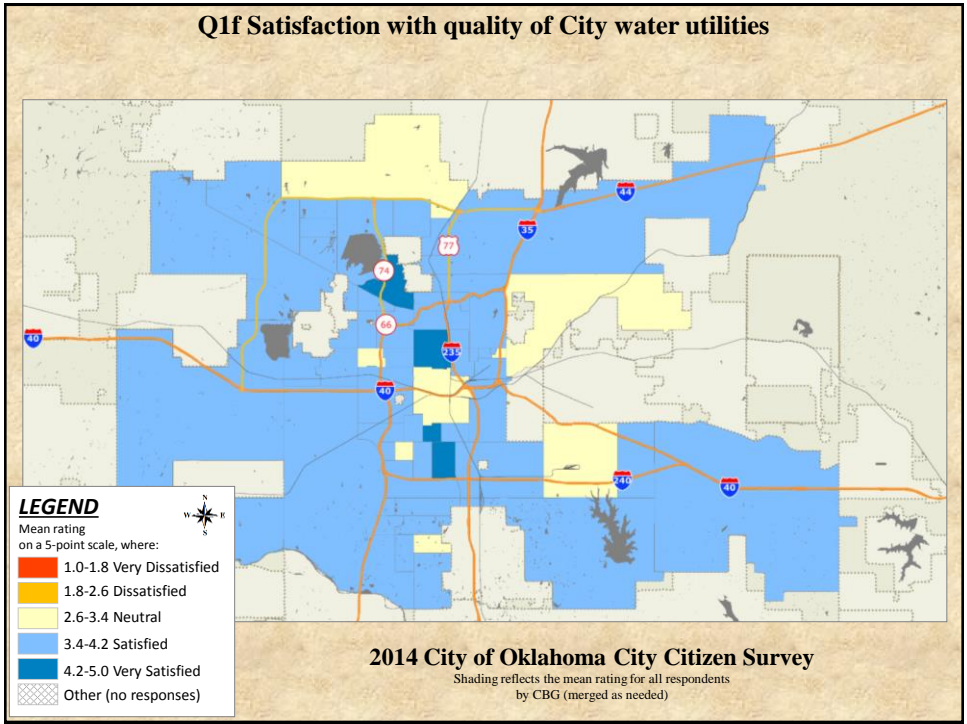
When reading the maps, please use the following color scheme as a guide:

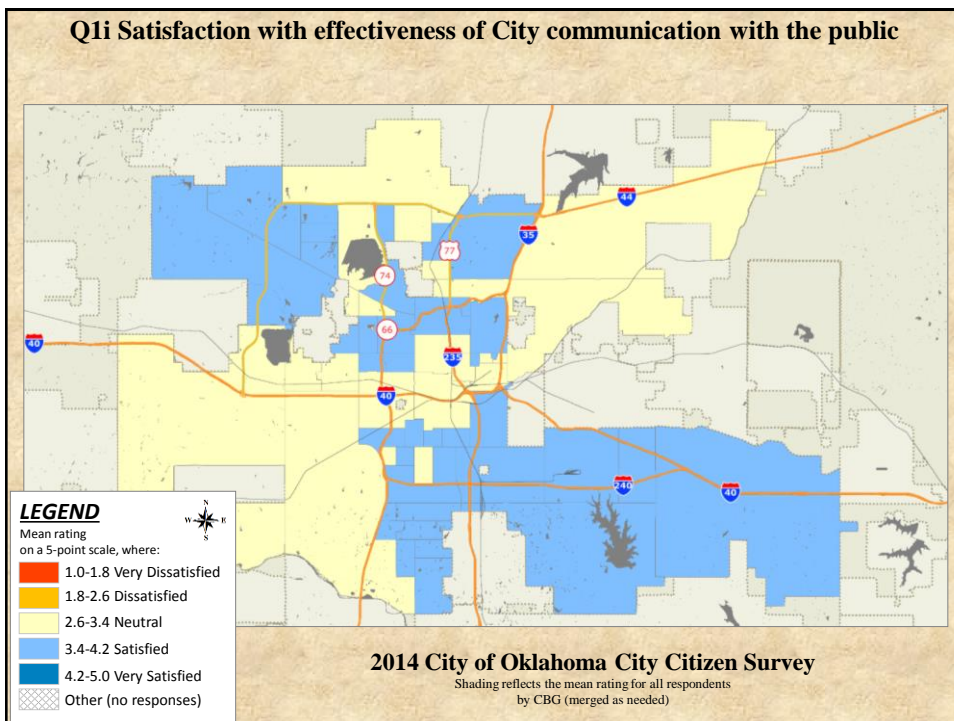
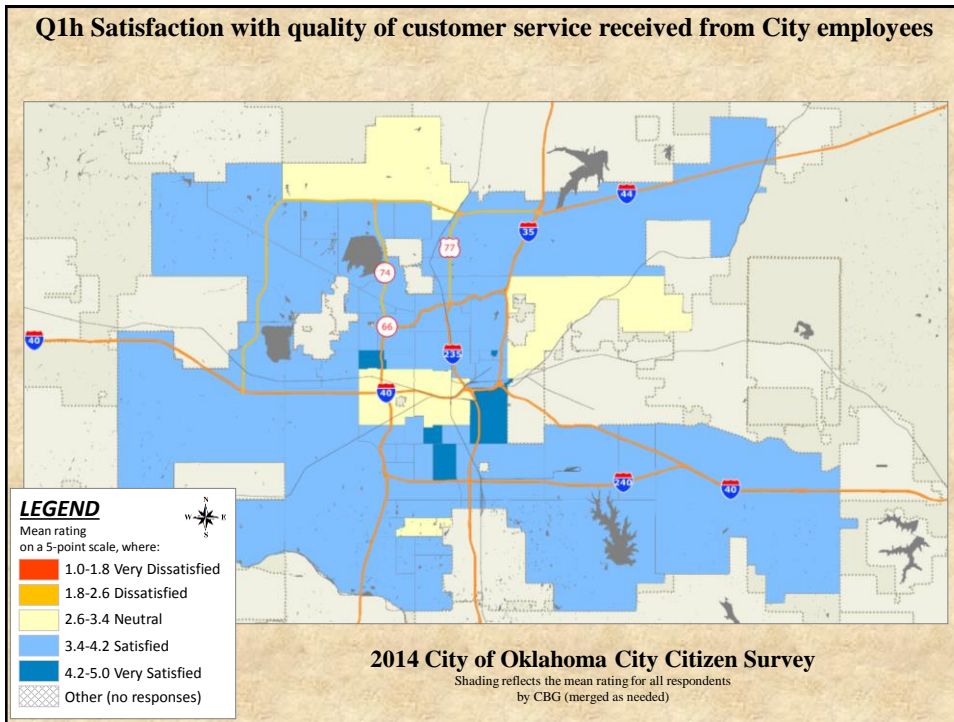
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the 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.”

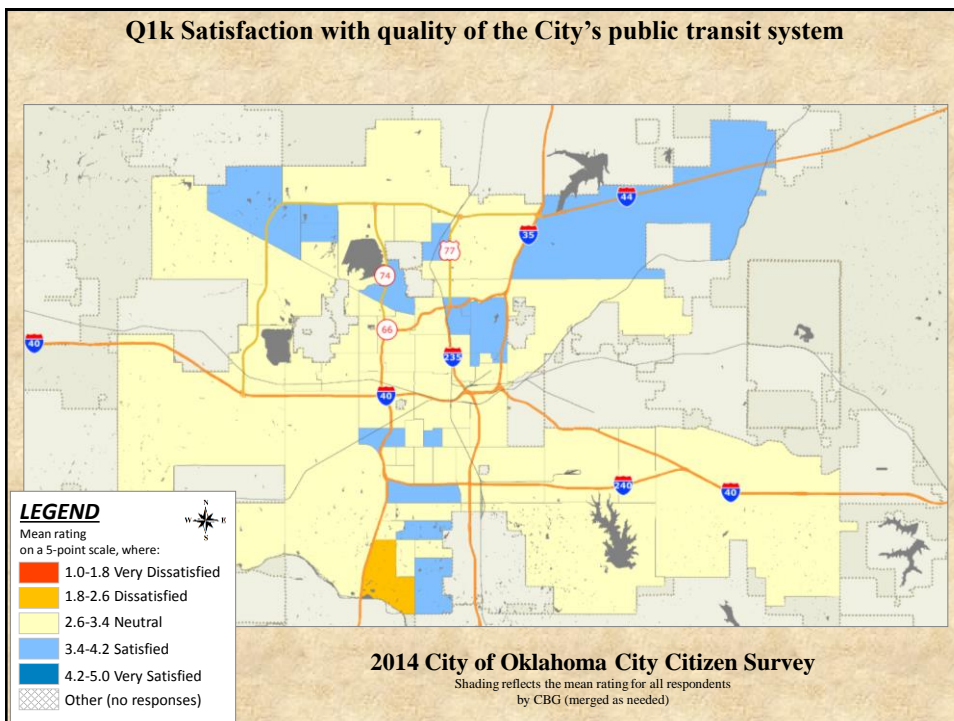
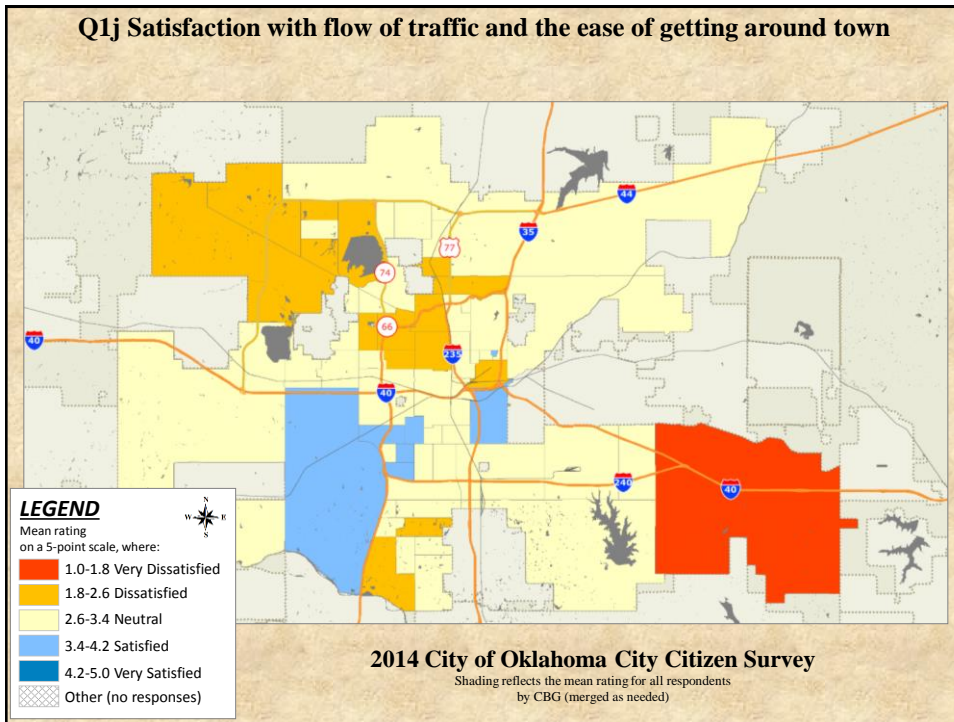


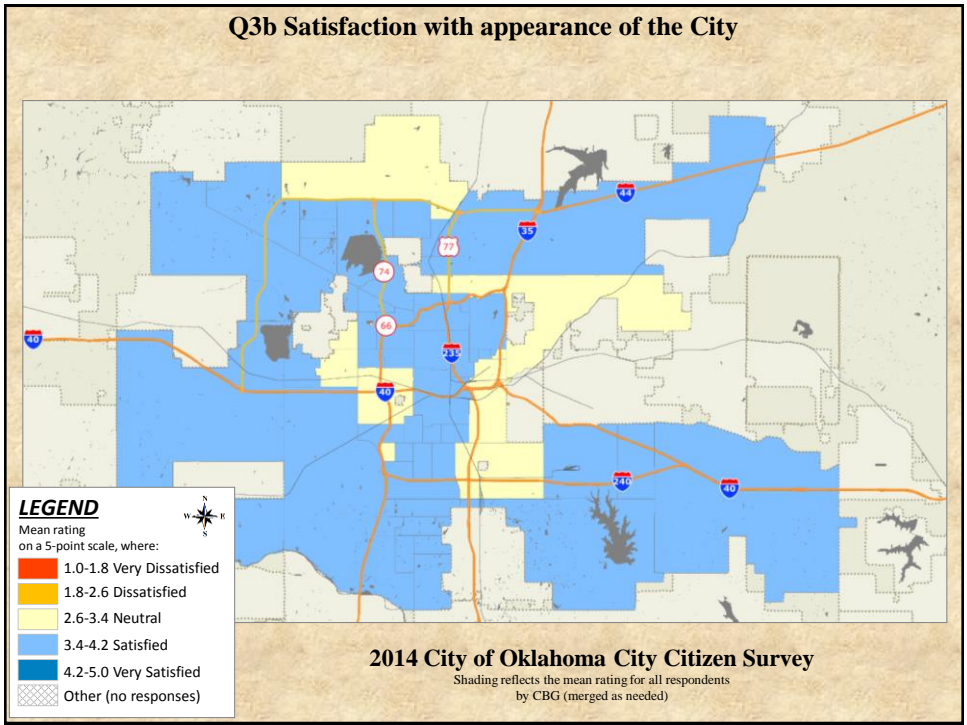
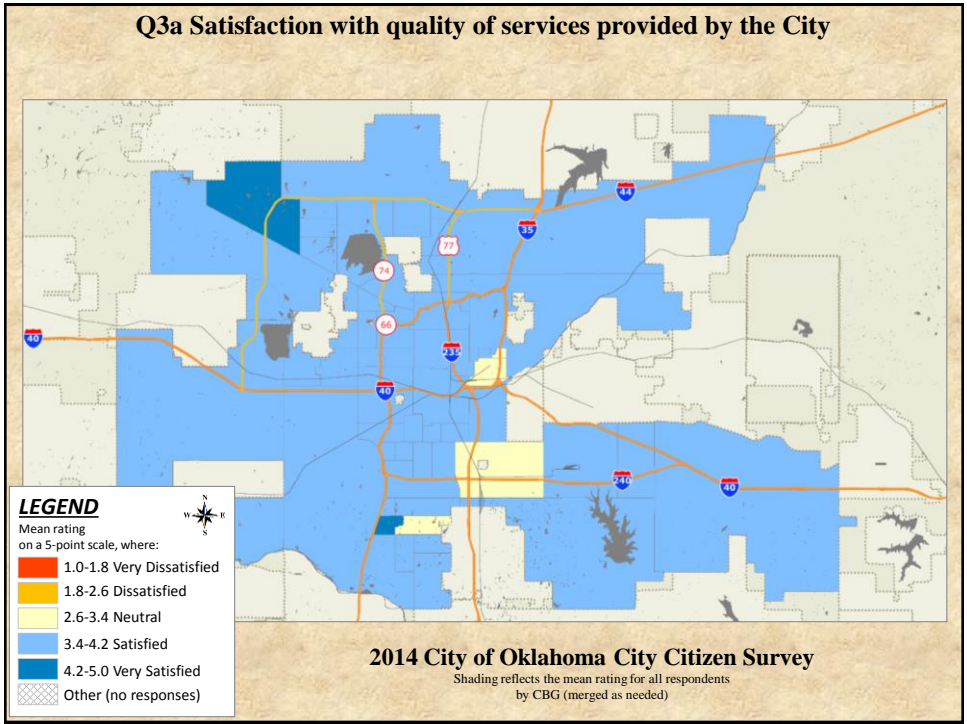


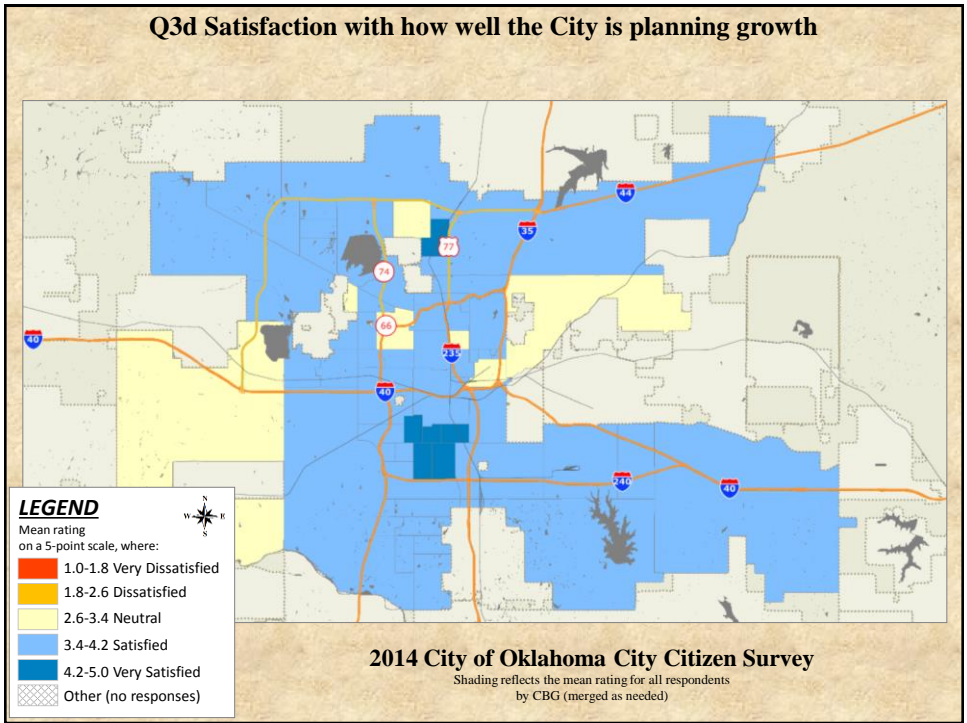
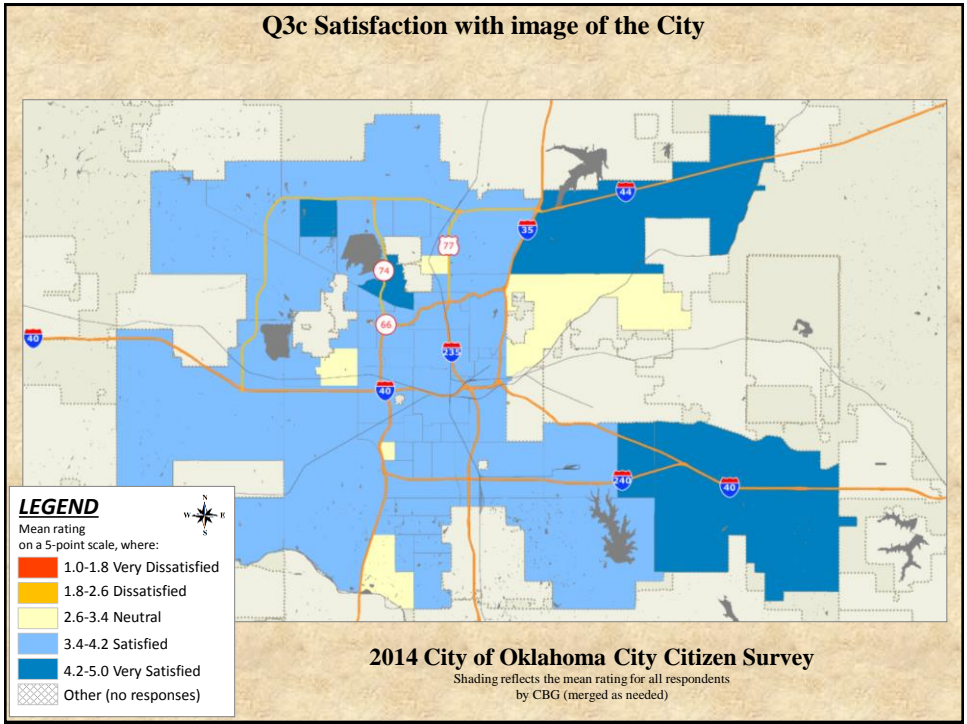


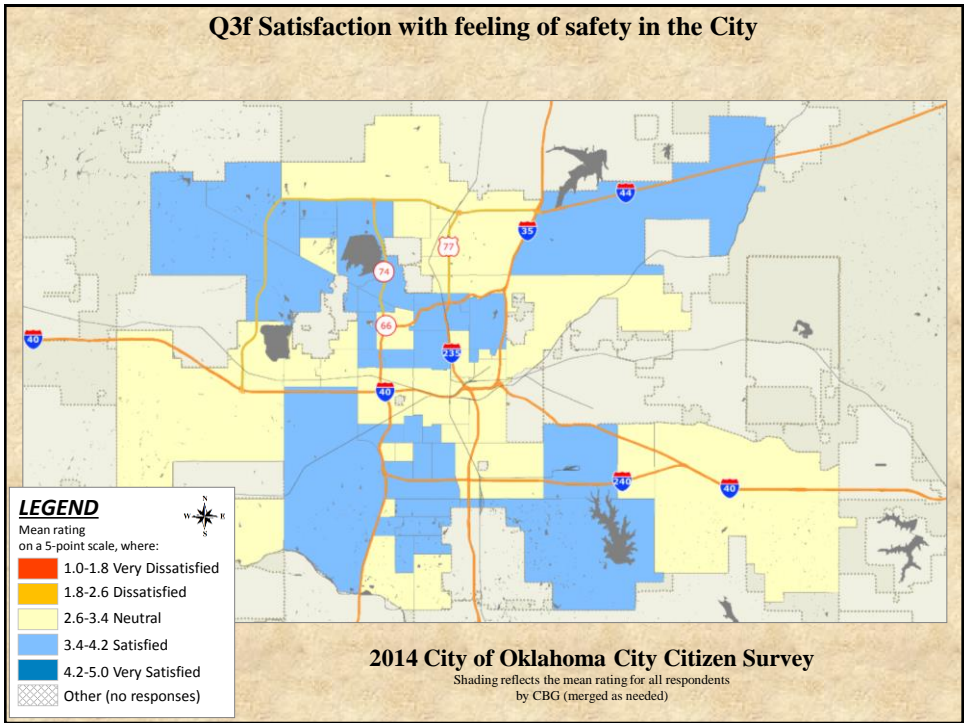
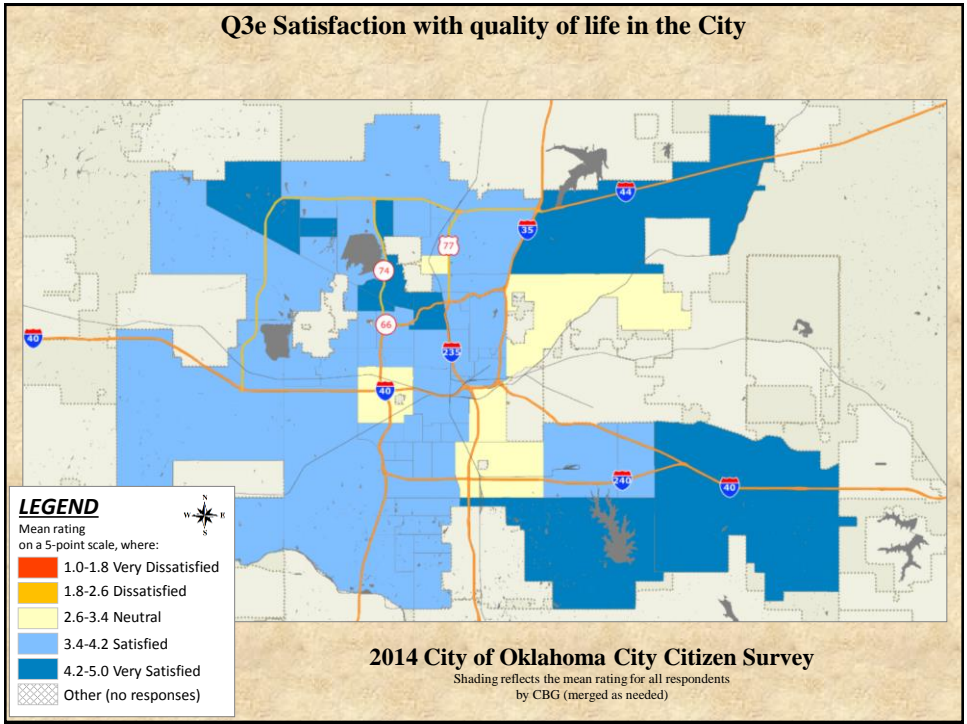


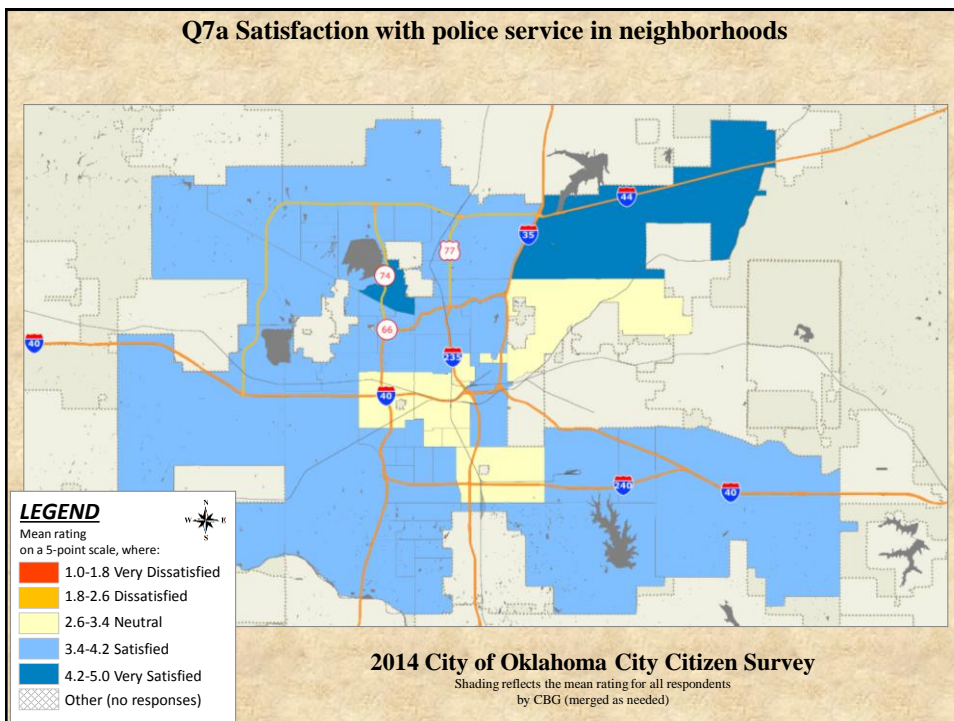
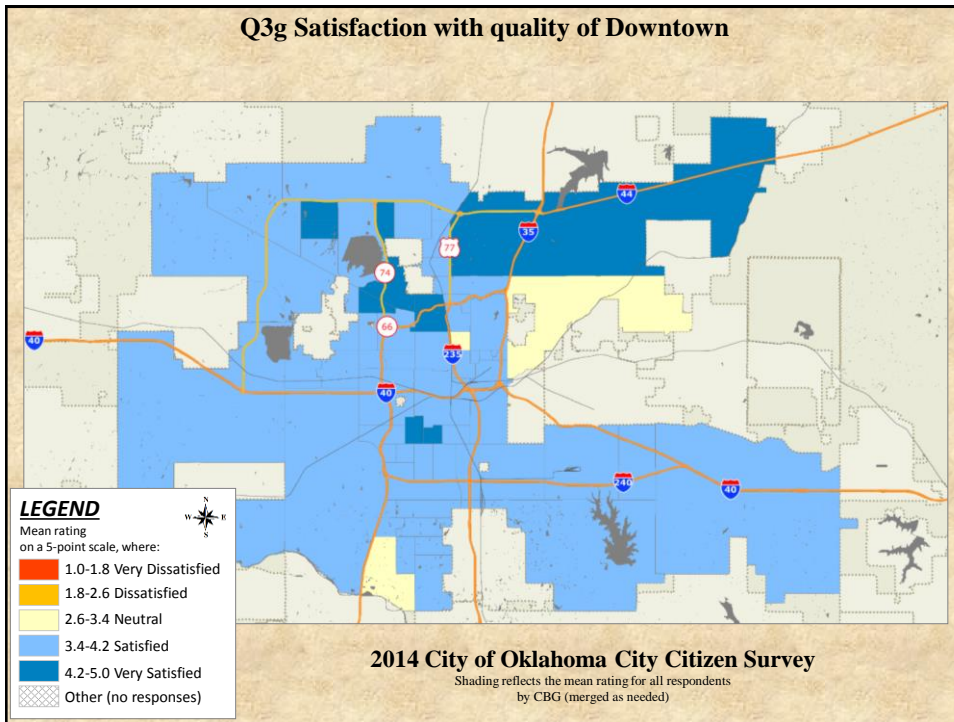




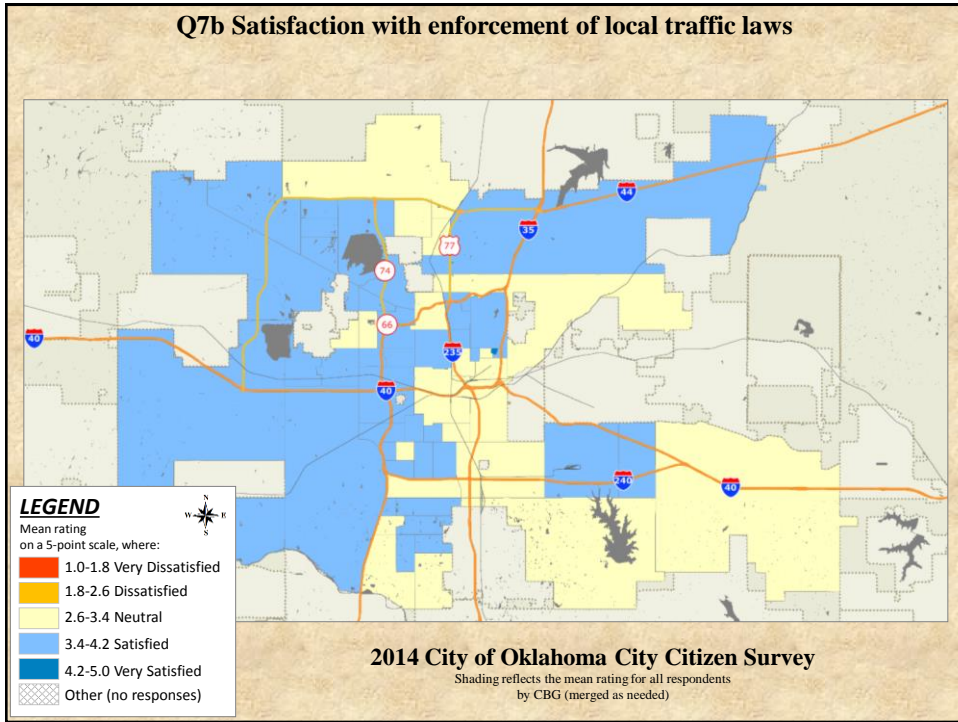




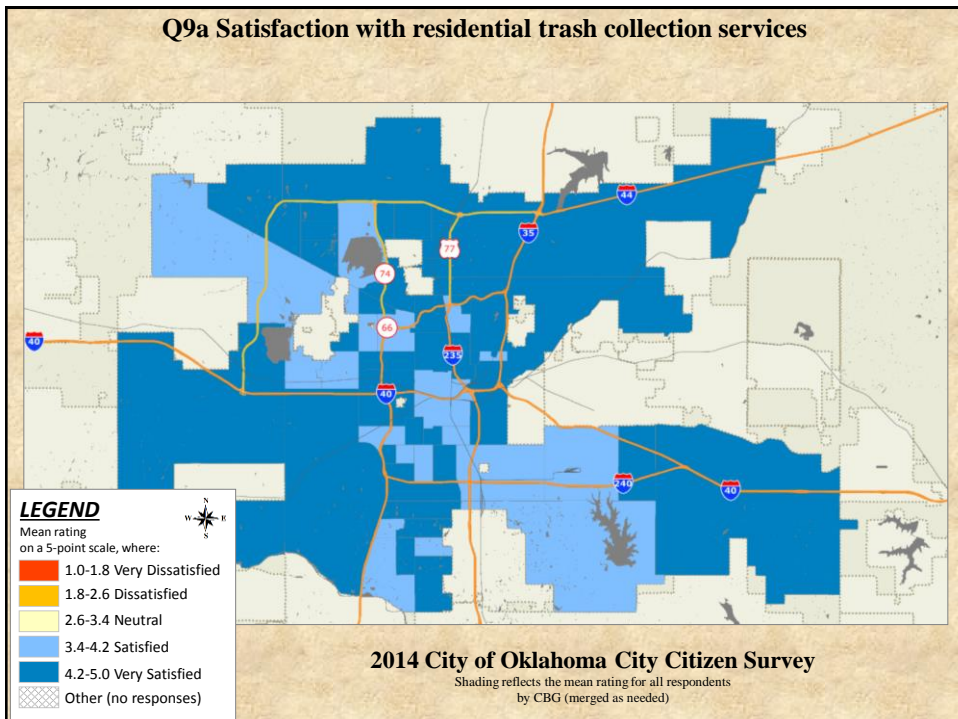


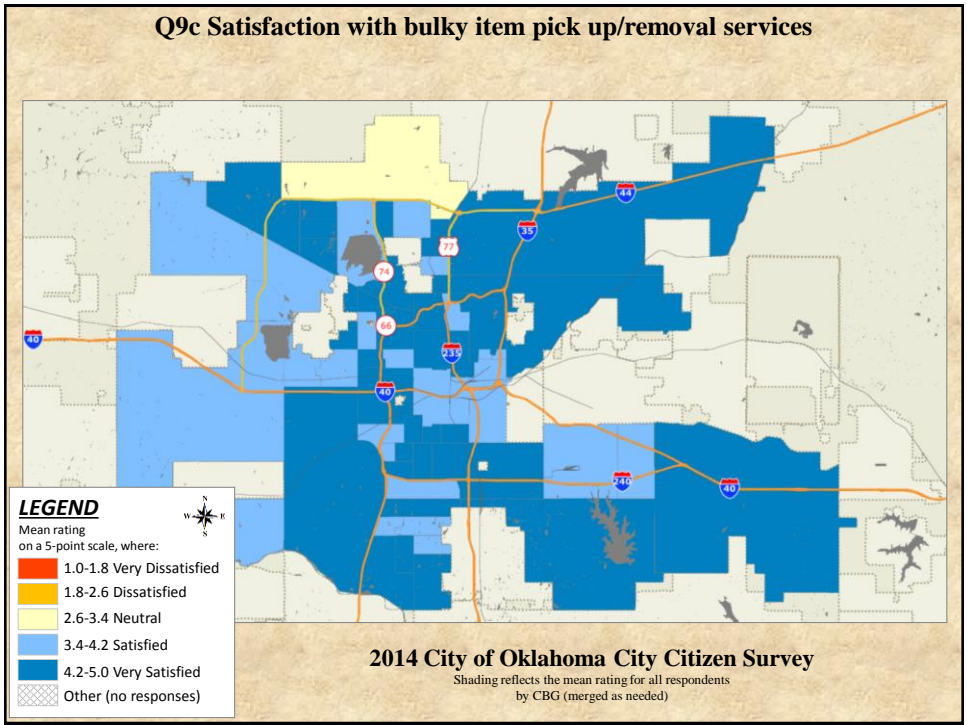
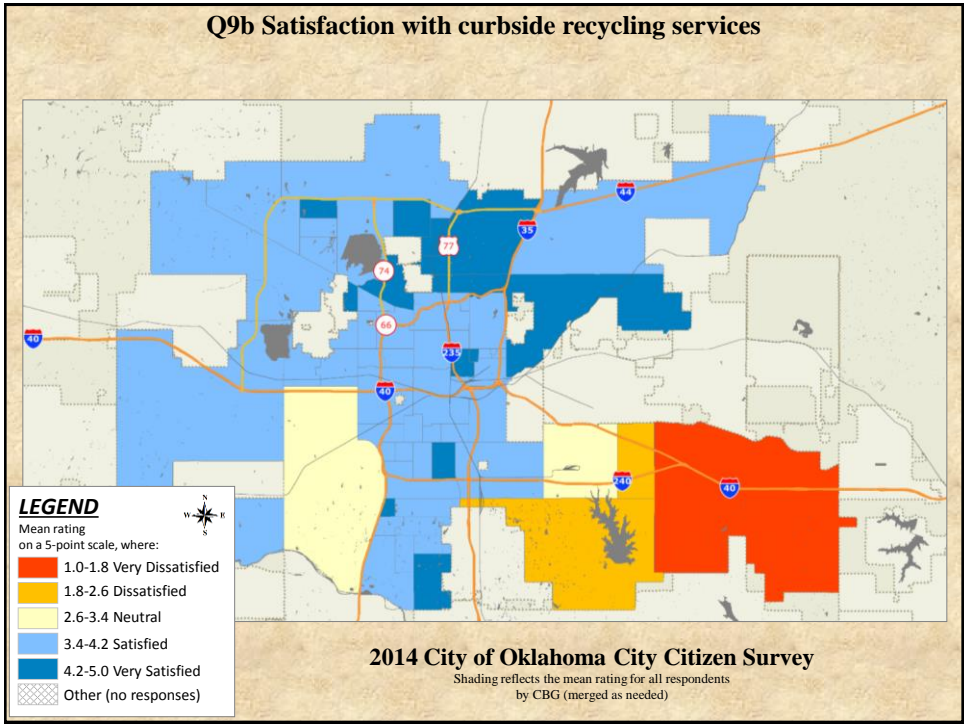


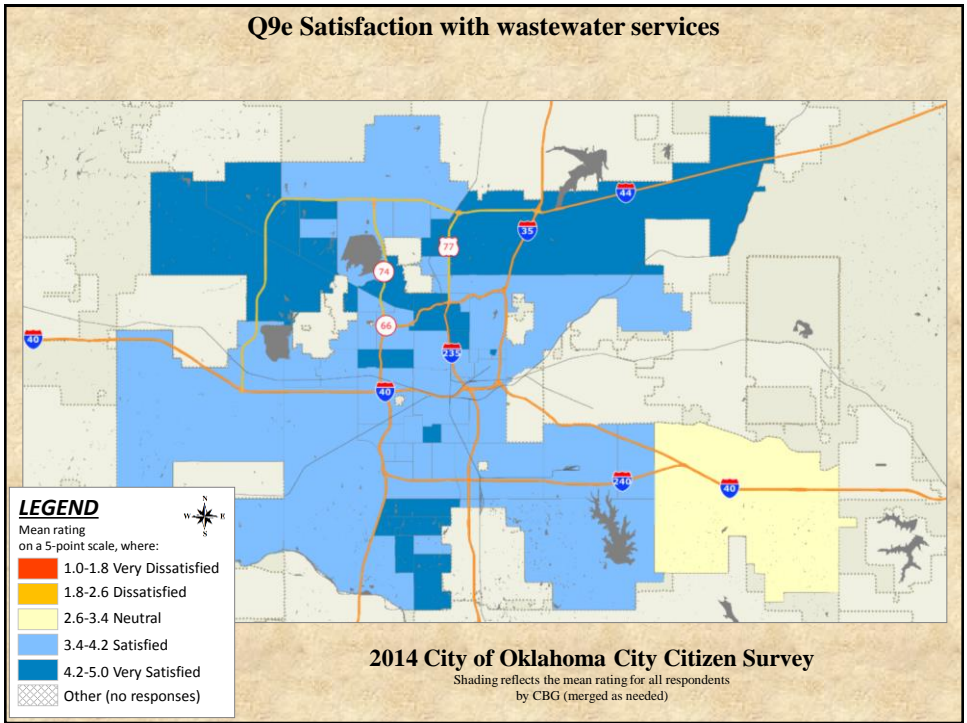
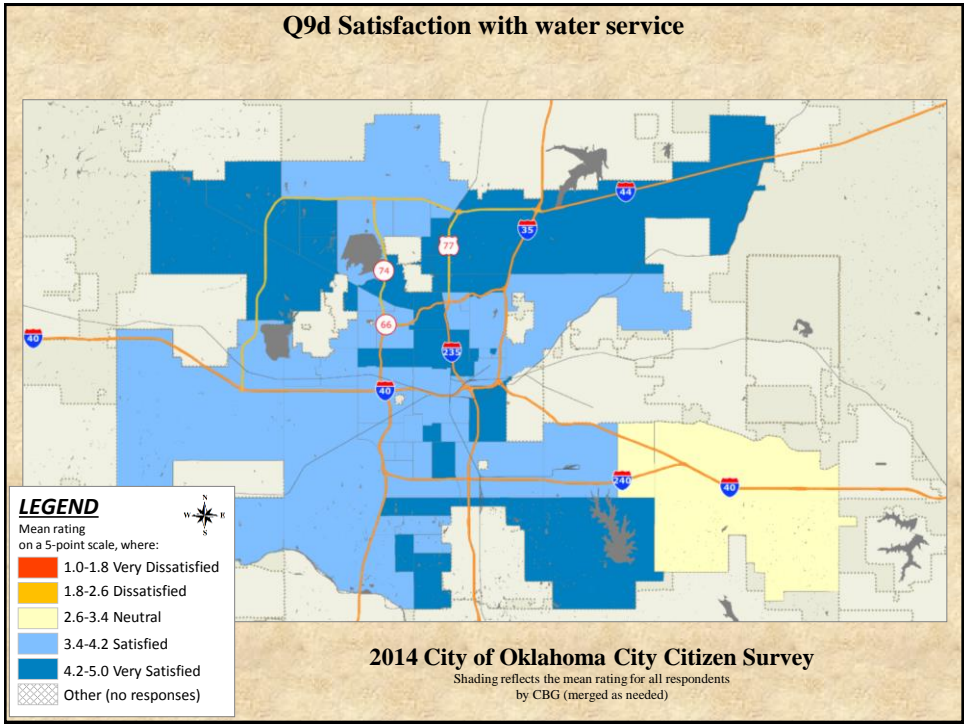
Q7b Satisfaction with enforcement of local traffic laws

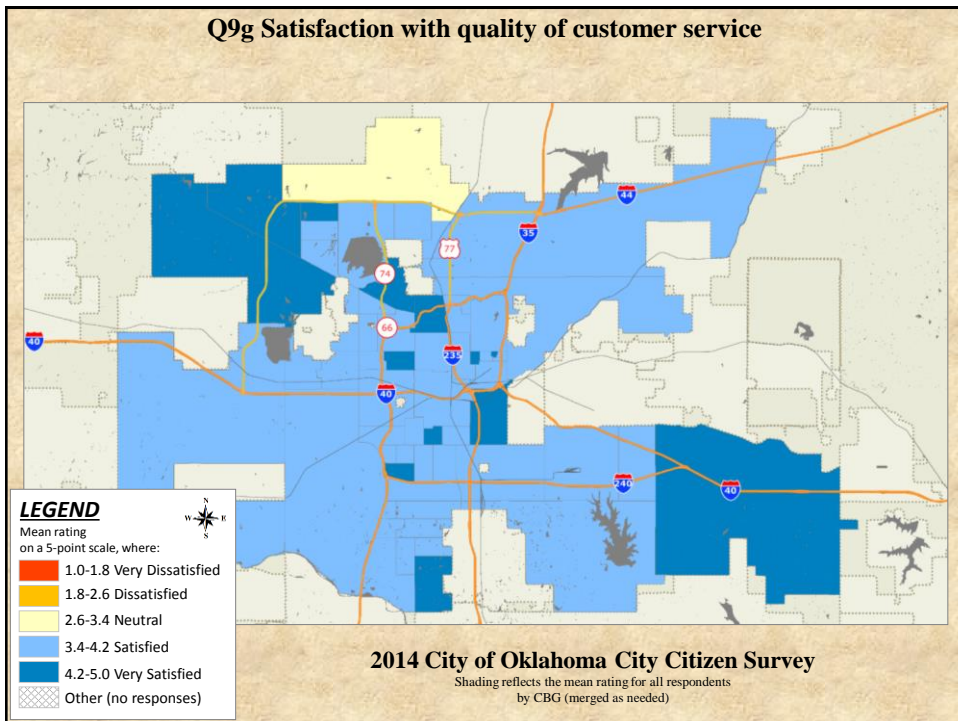
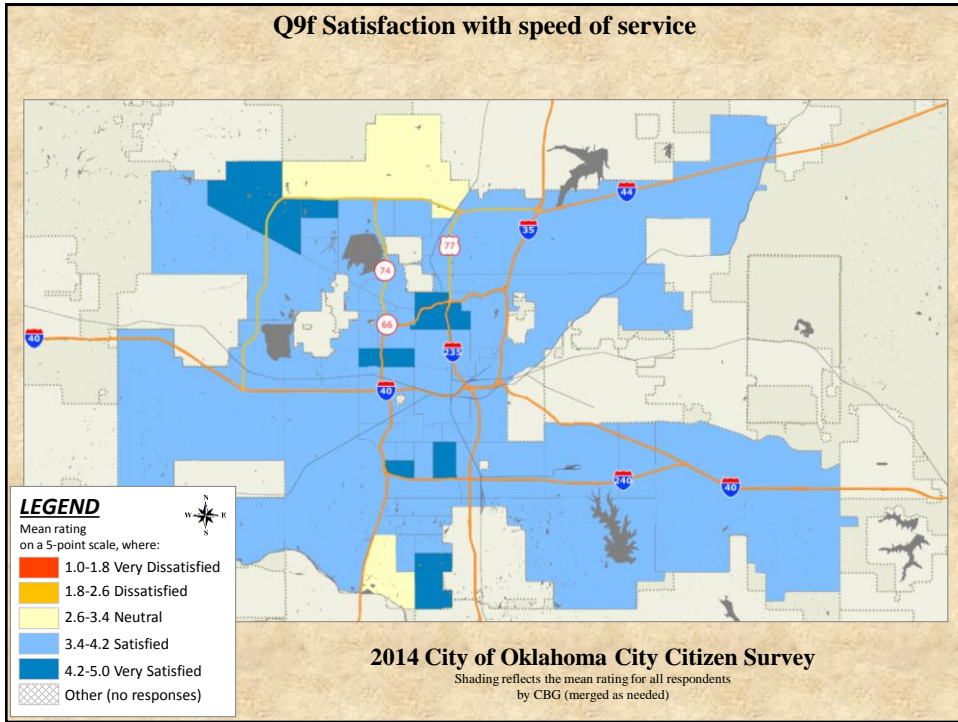


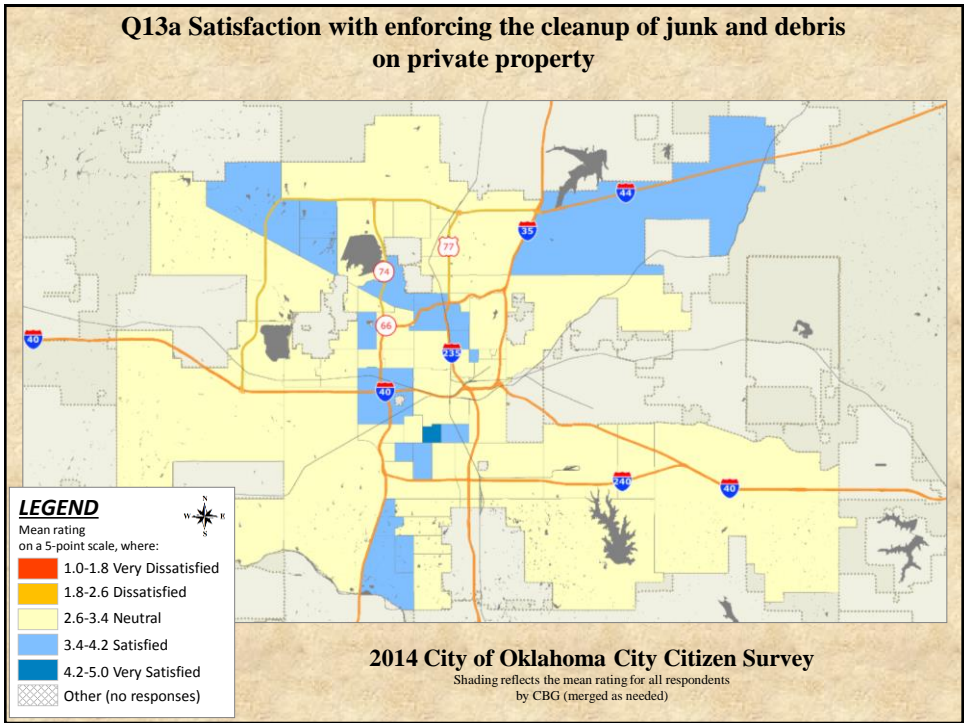
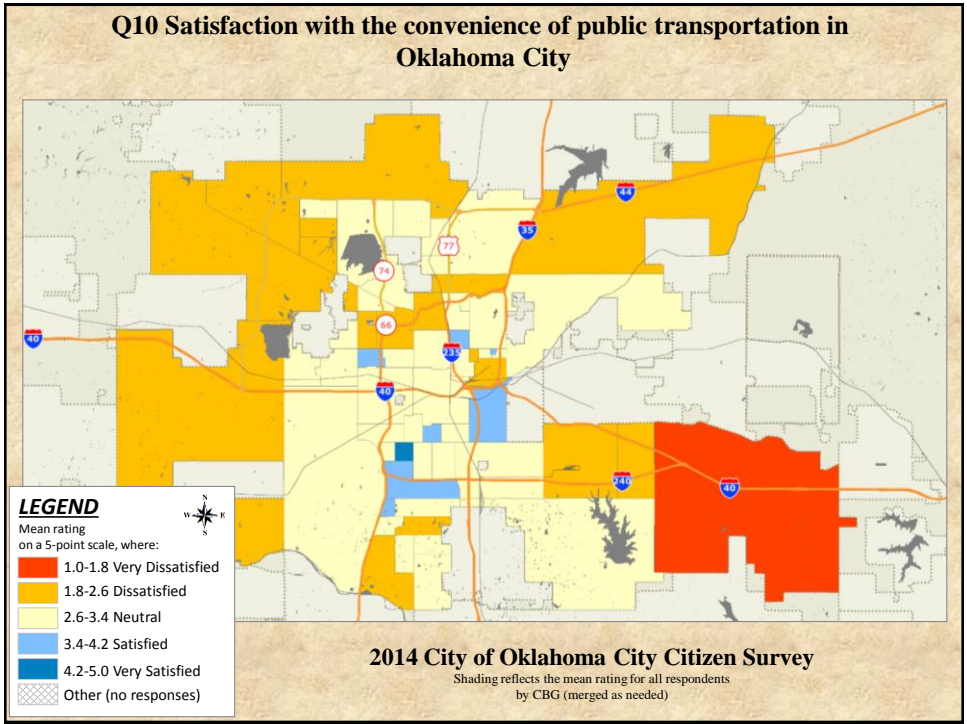
Q9a Satisfaction with residential trash collection services

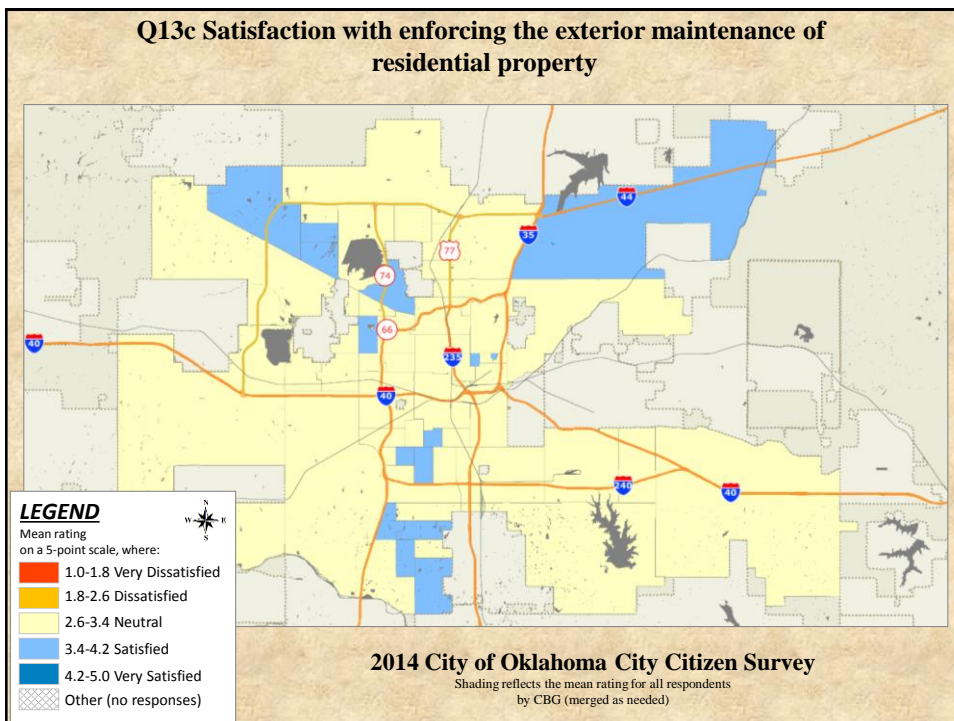
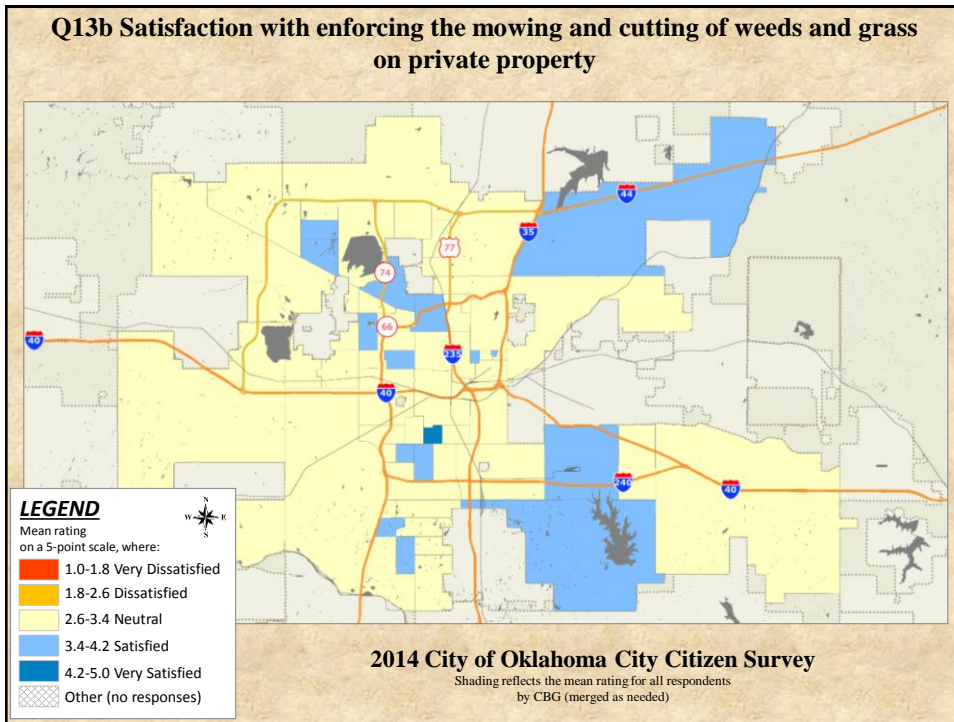


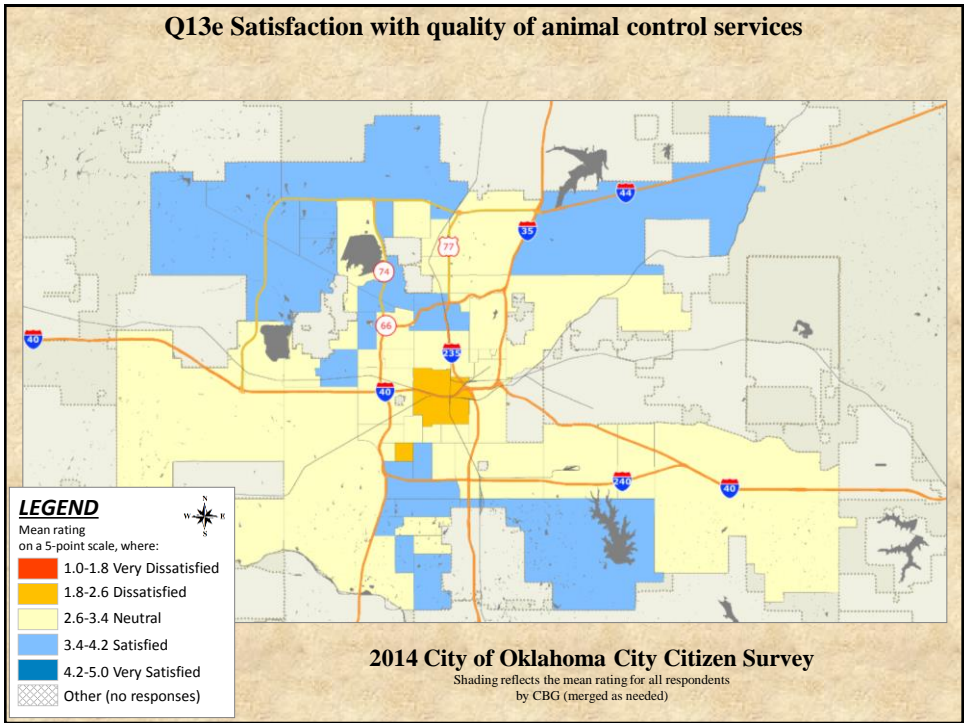
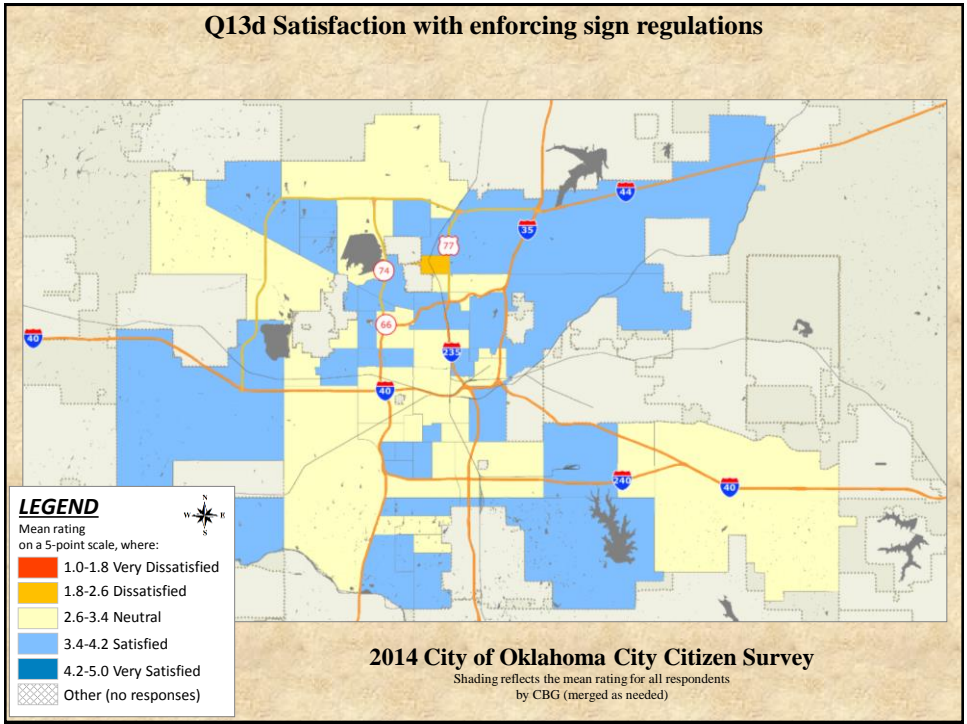


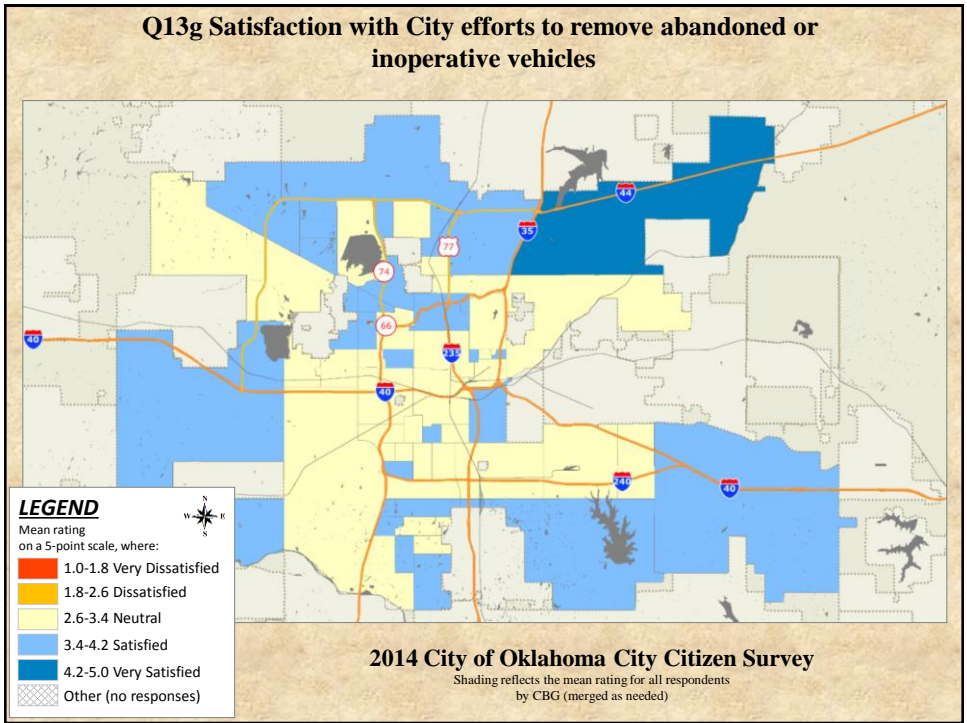
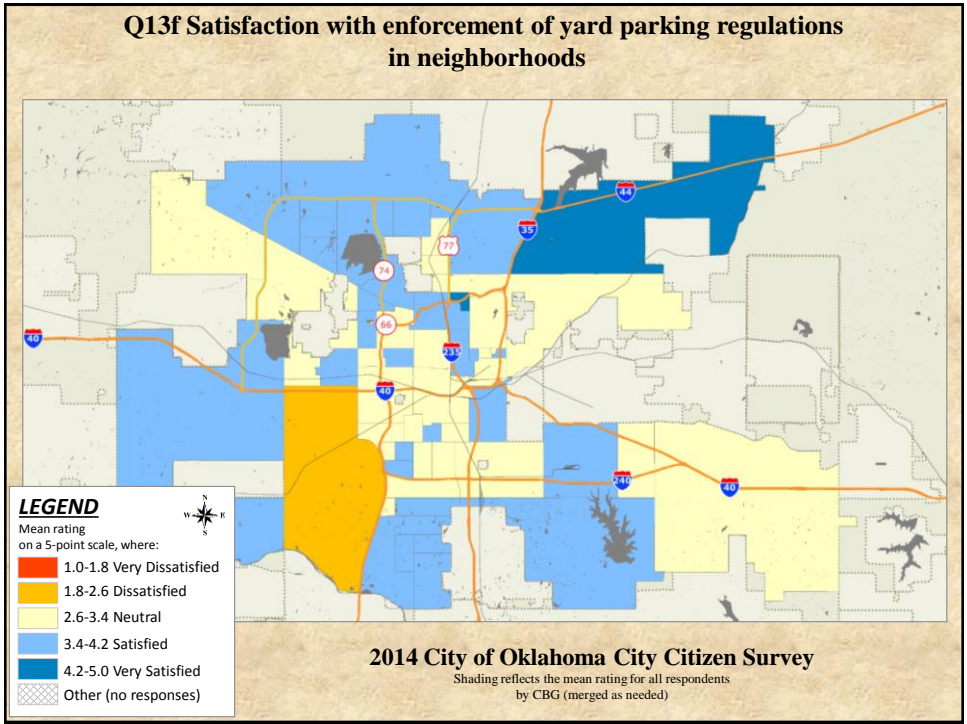




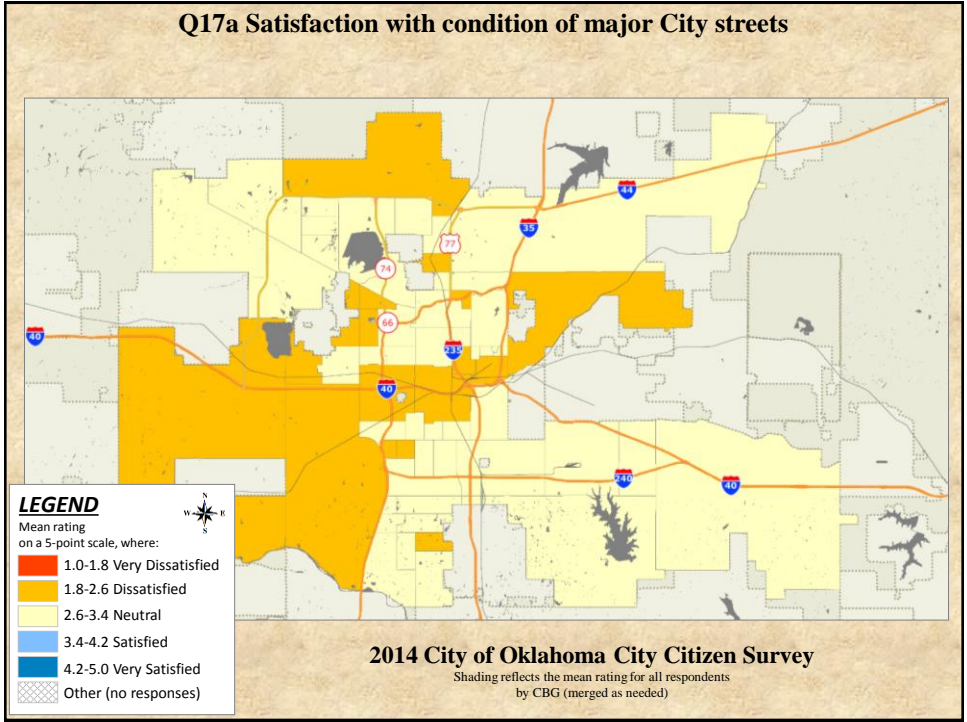




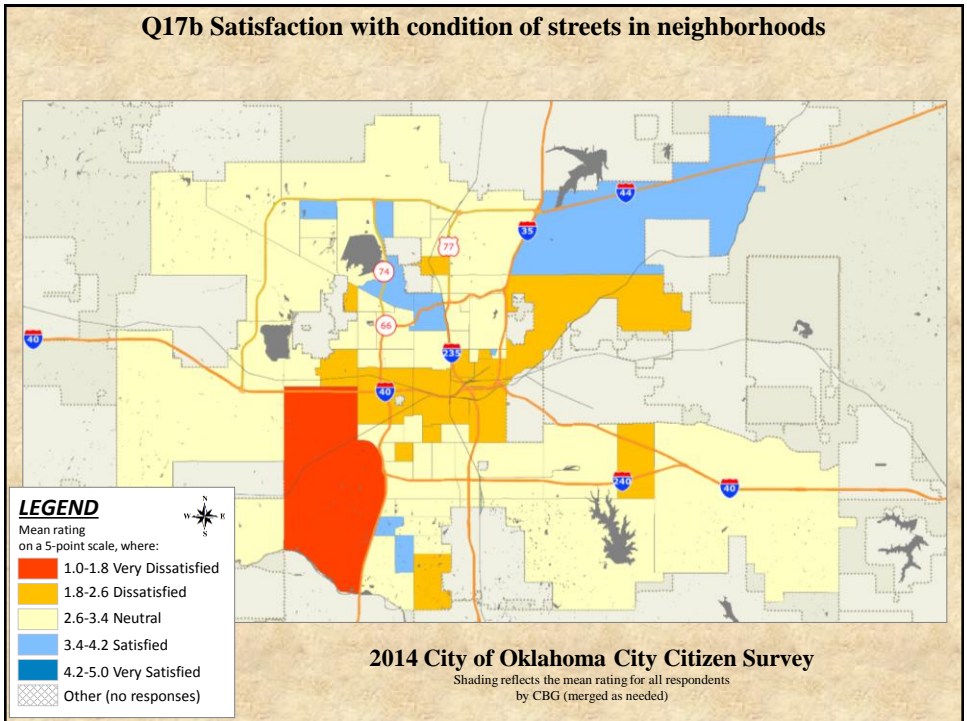


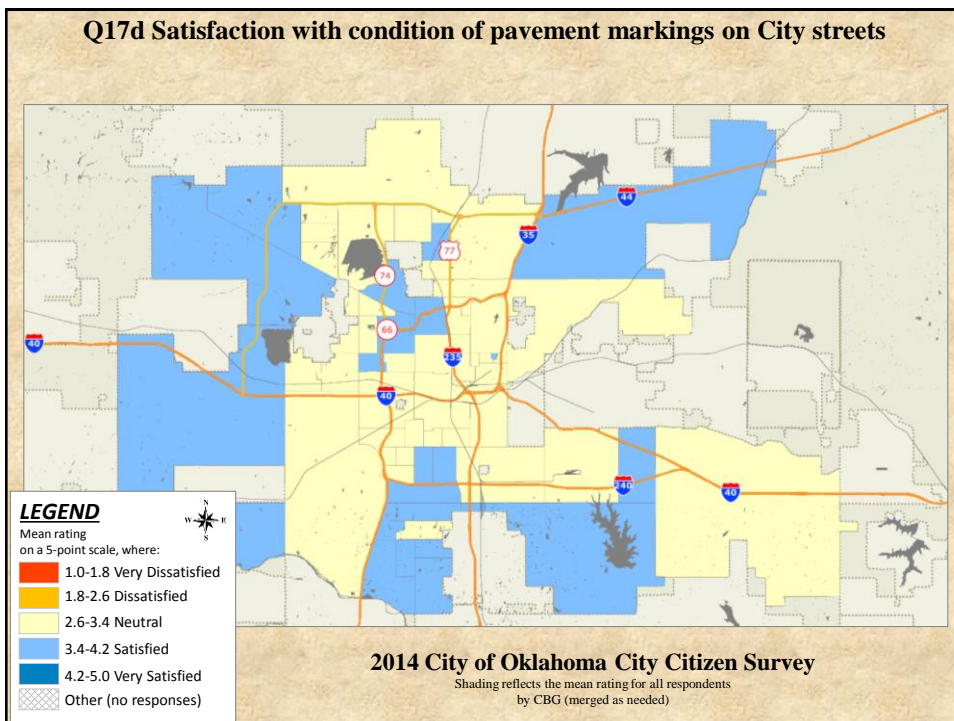
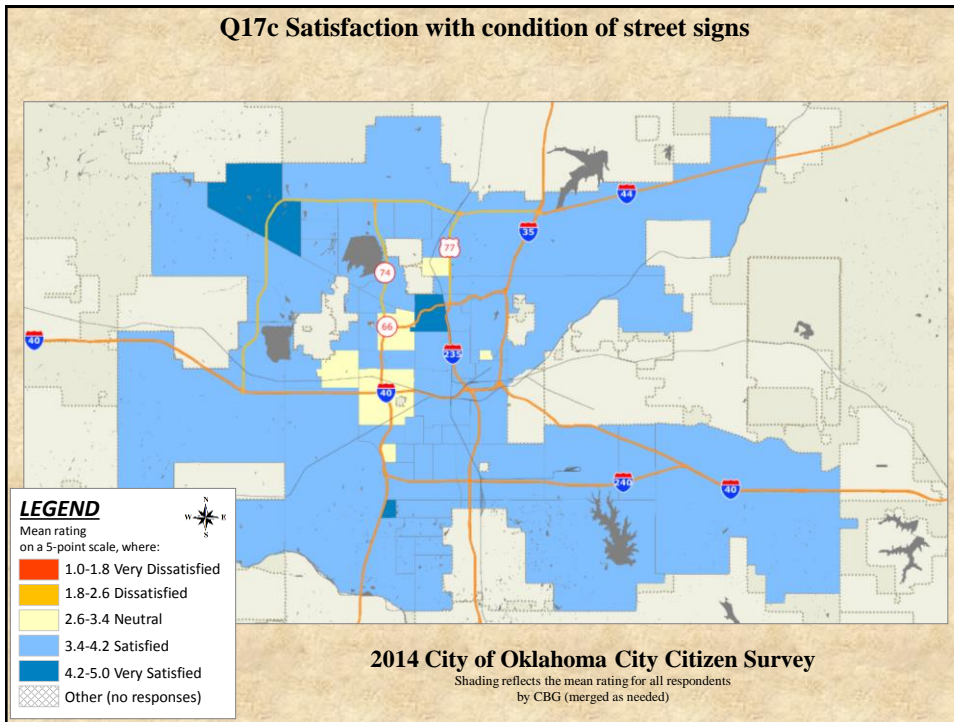


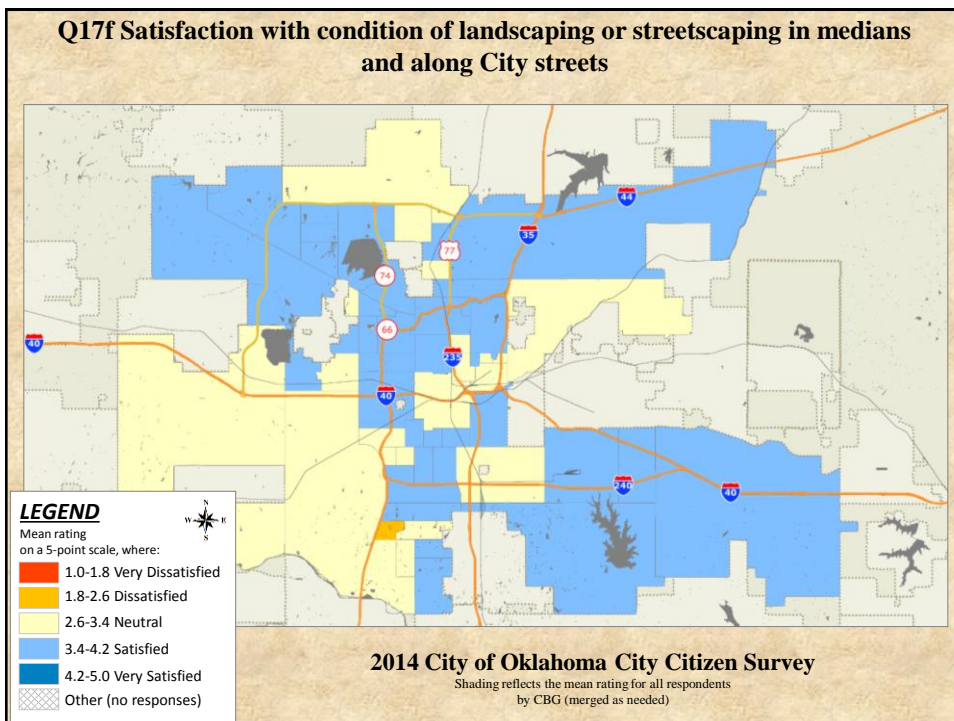
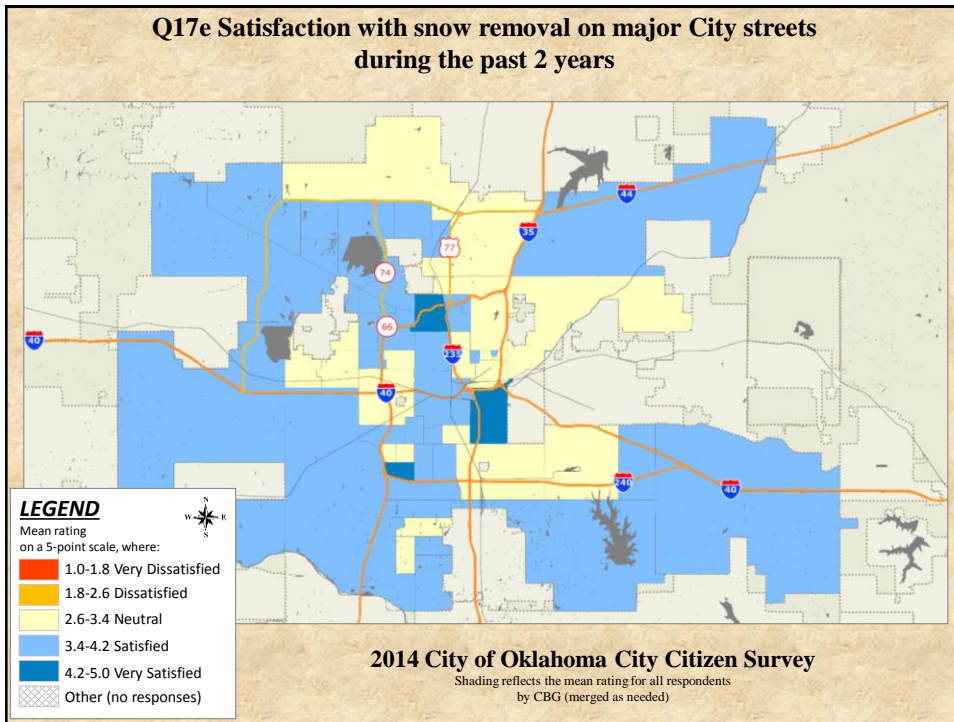
Q17a Satisfaction with condition of major City streets

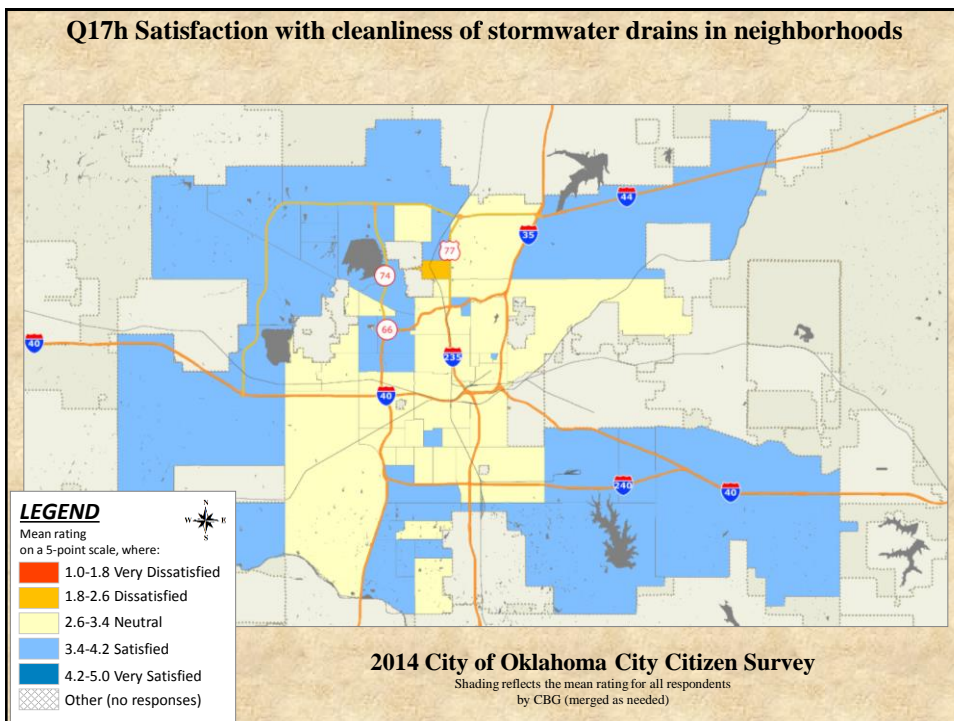
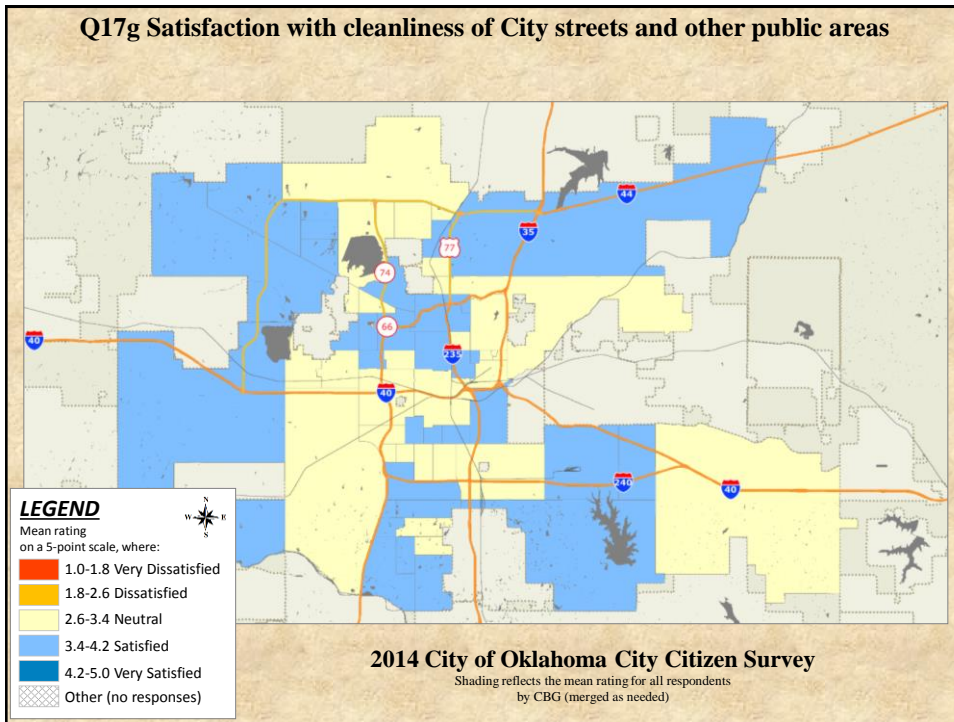


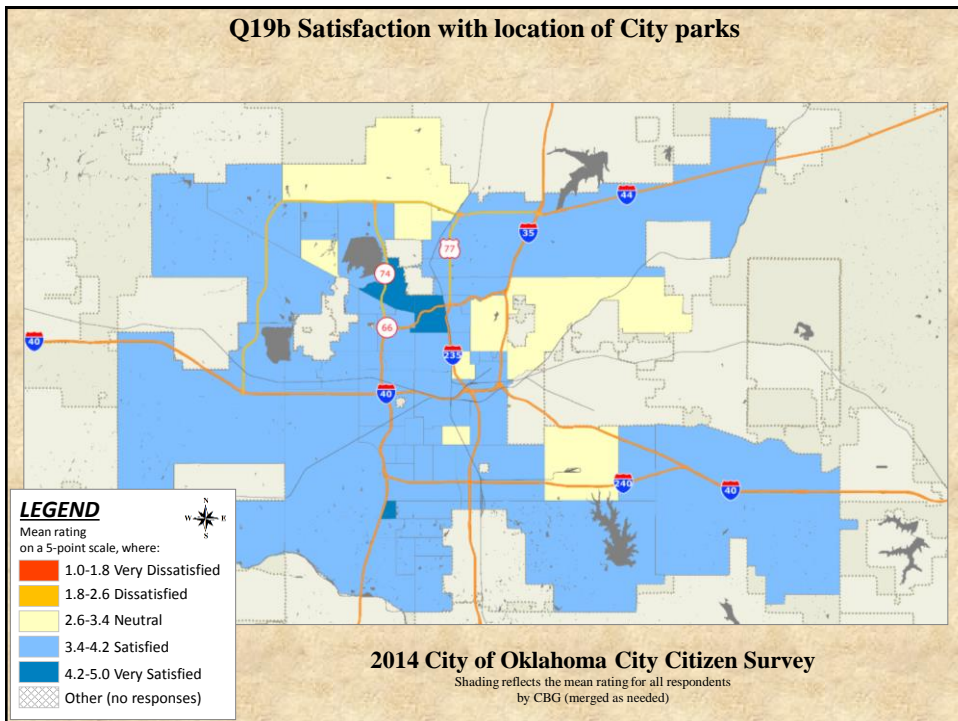
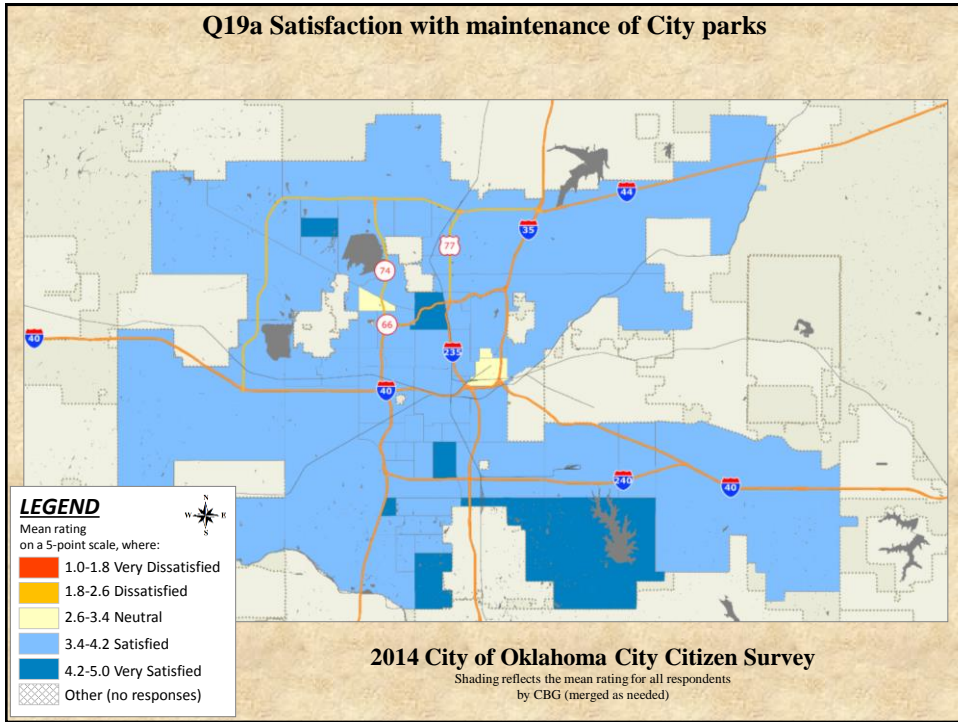
Q17b Satisfaction with condition of streets in neighborhoods

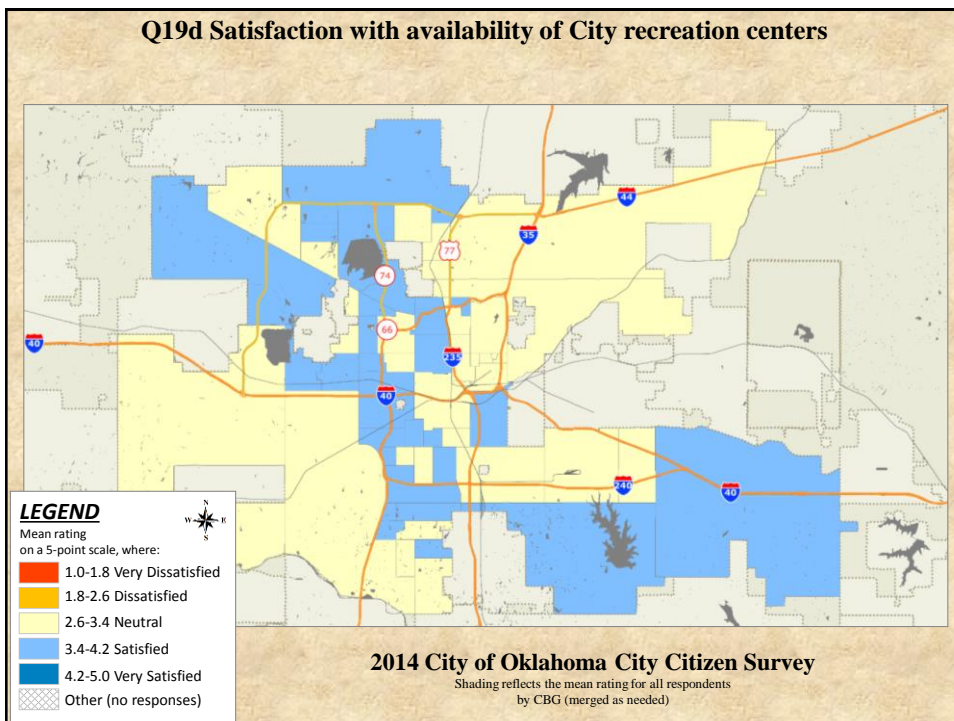
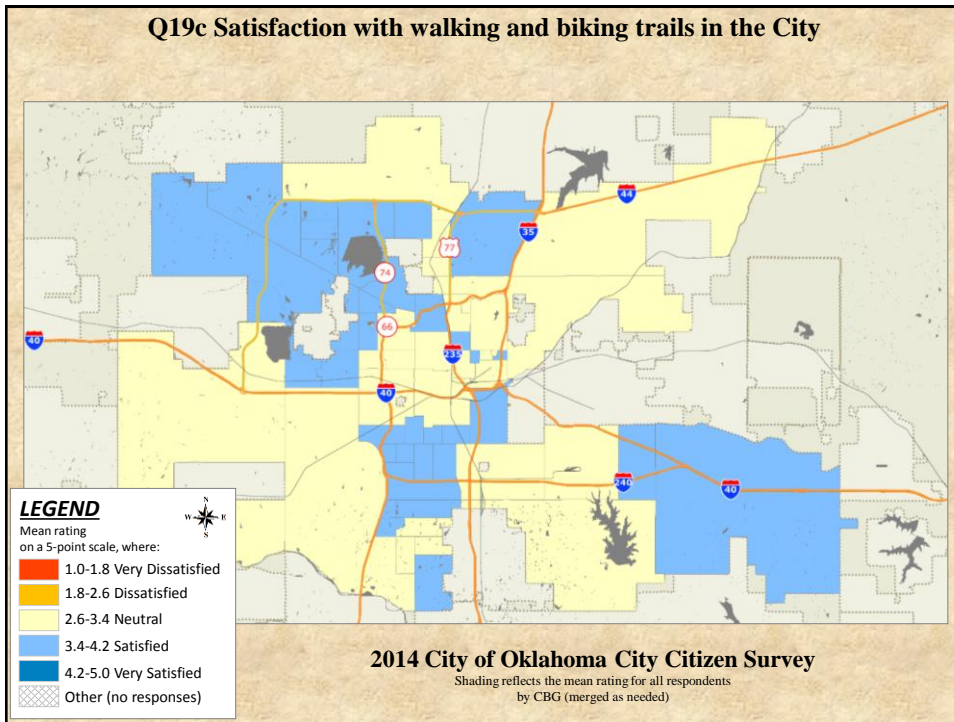


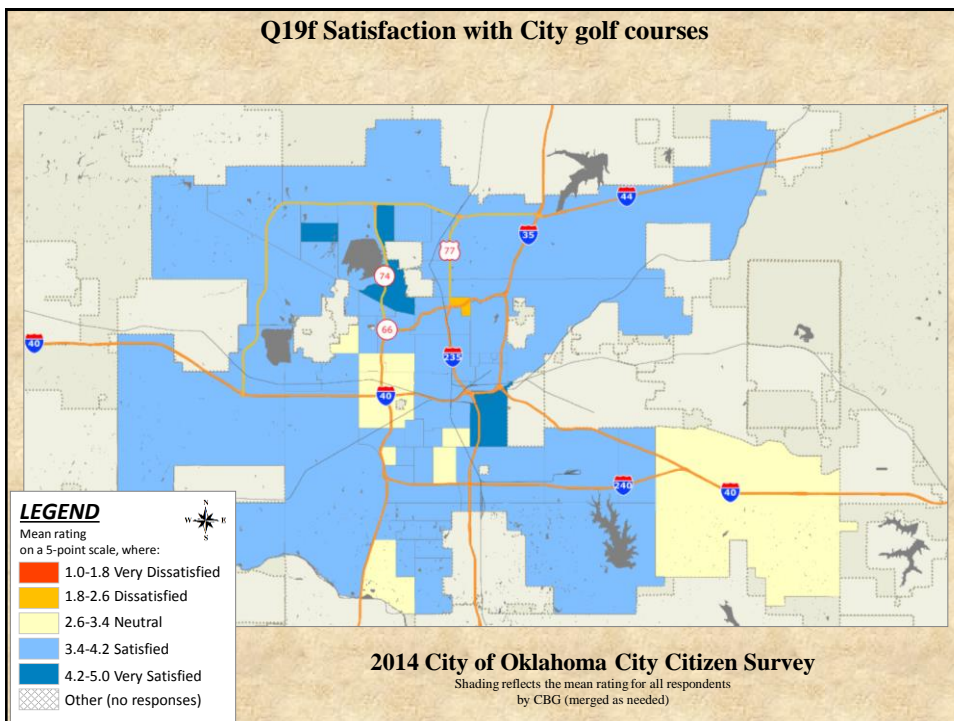
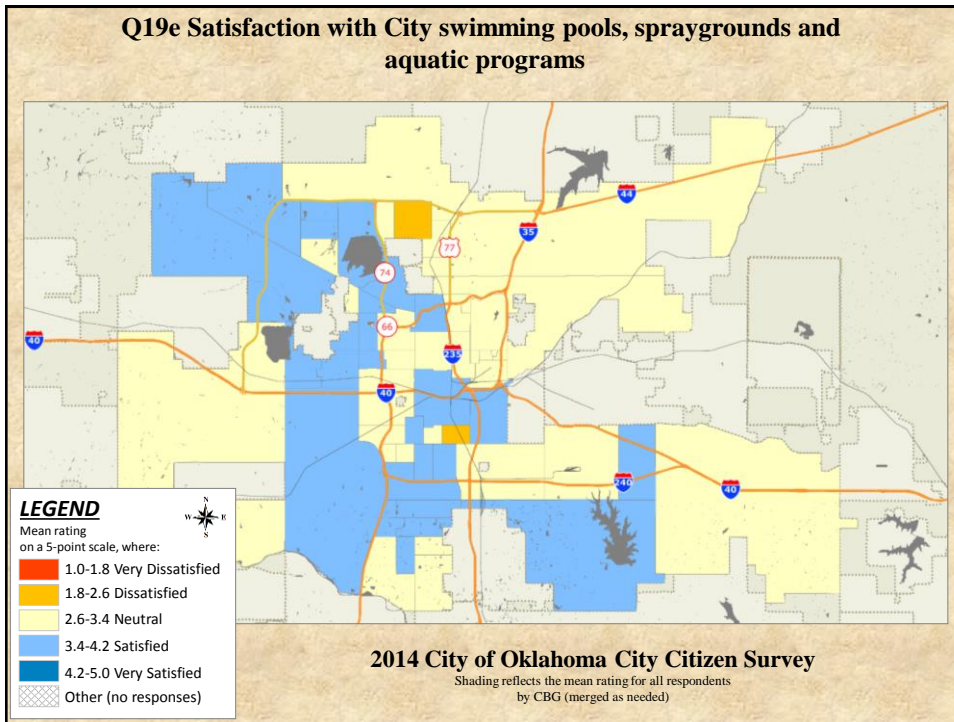


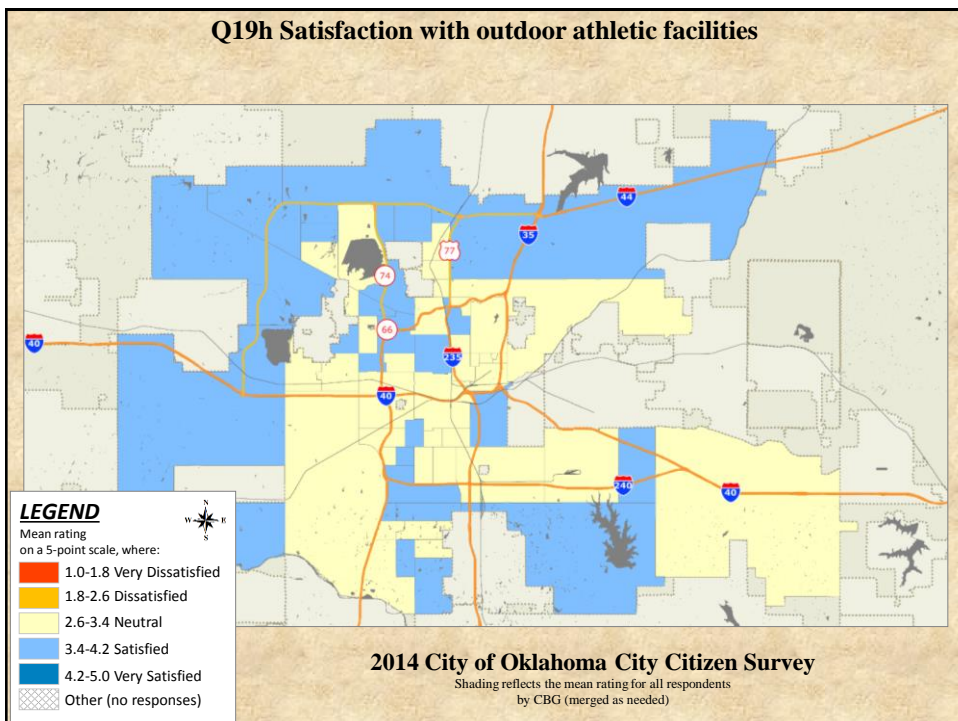
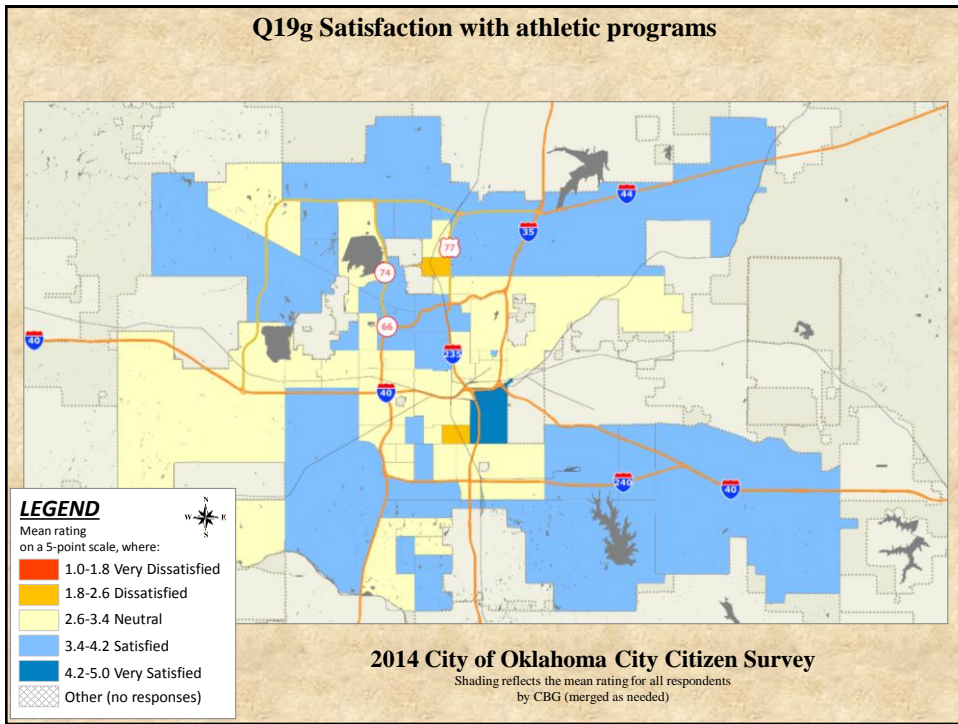


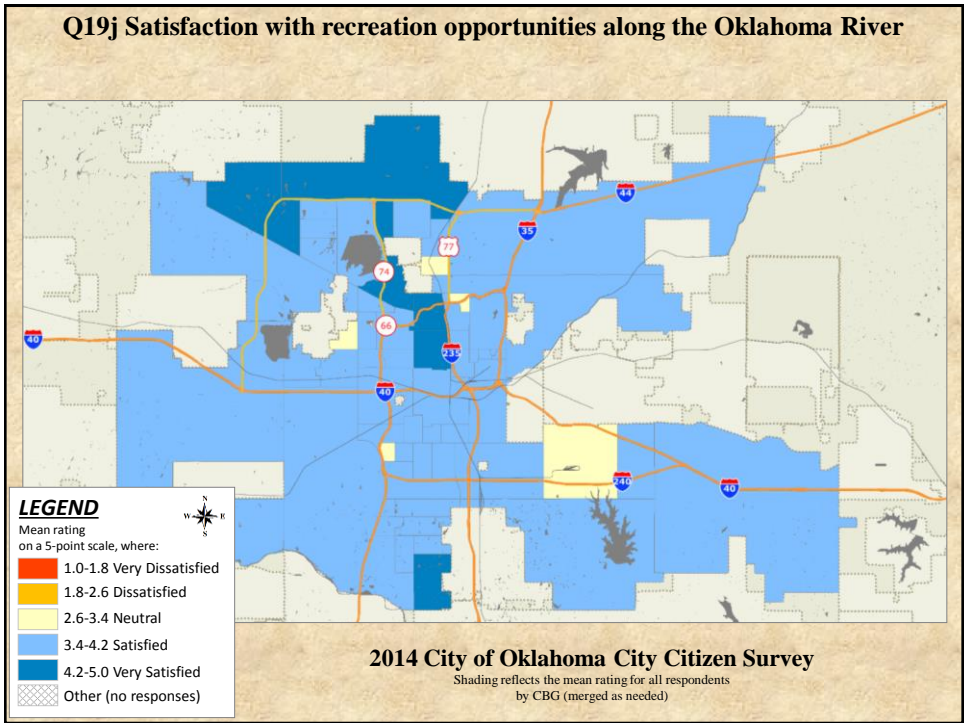
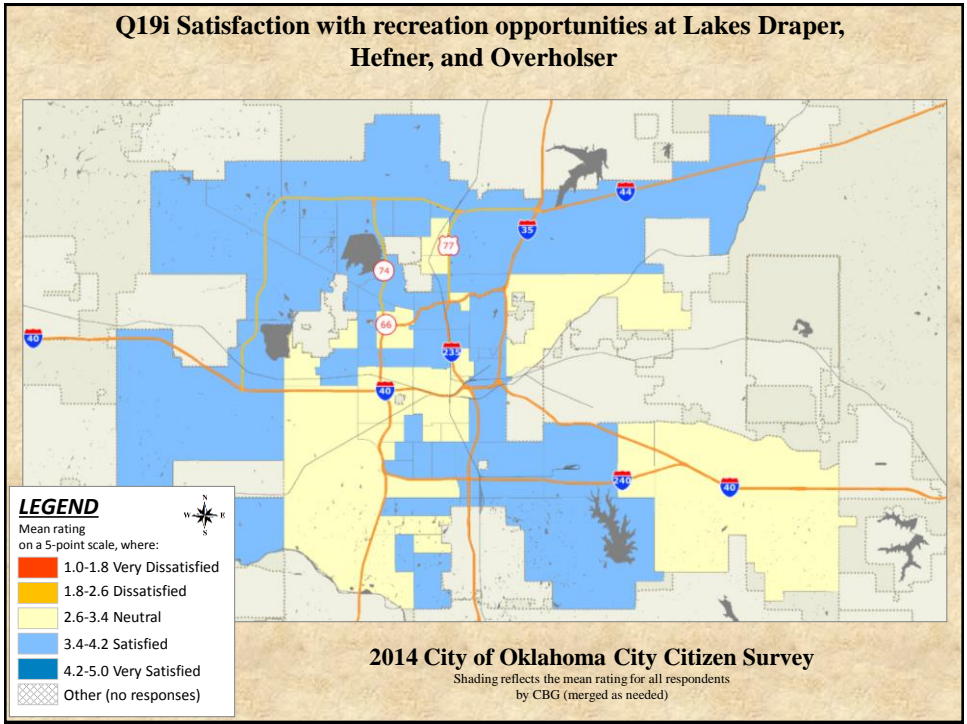


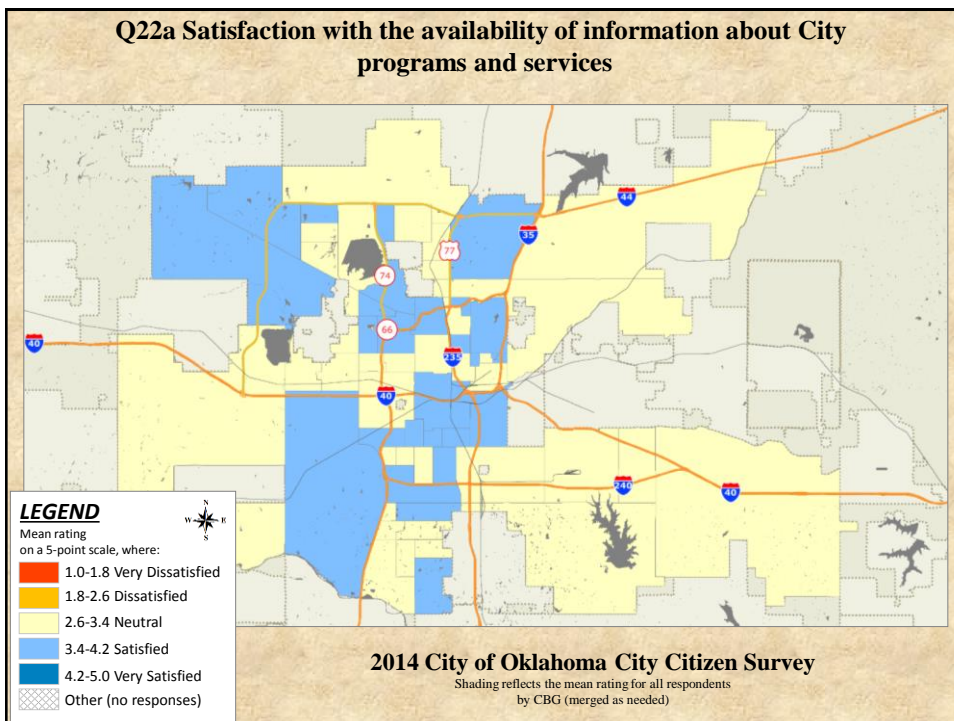
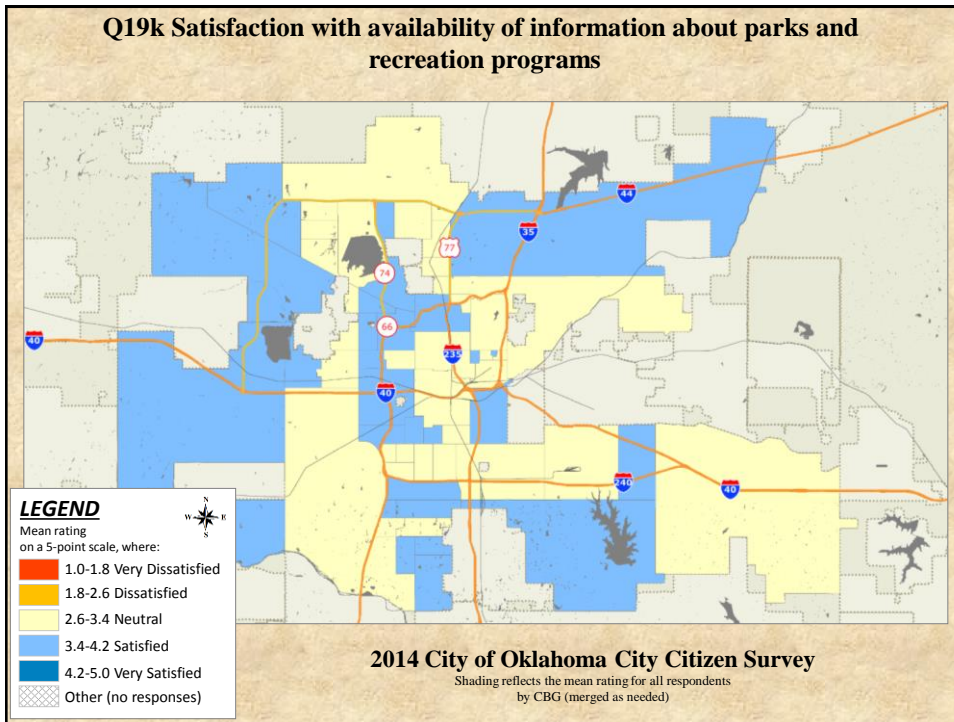


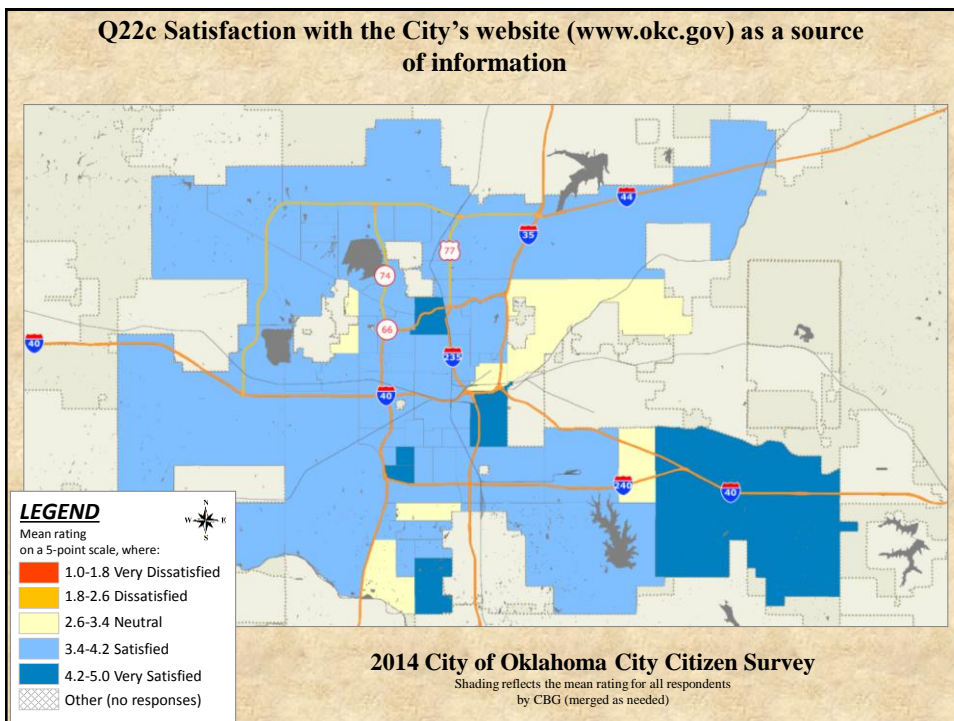
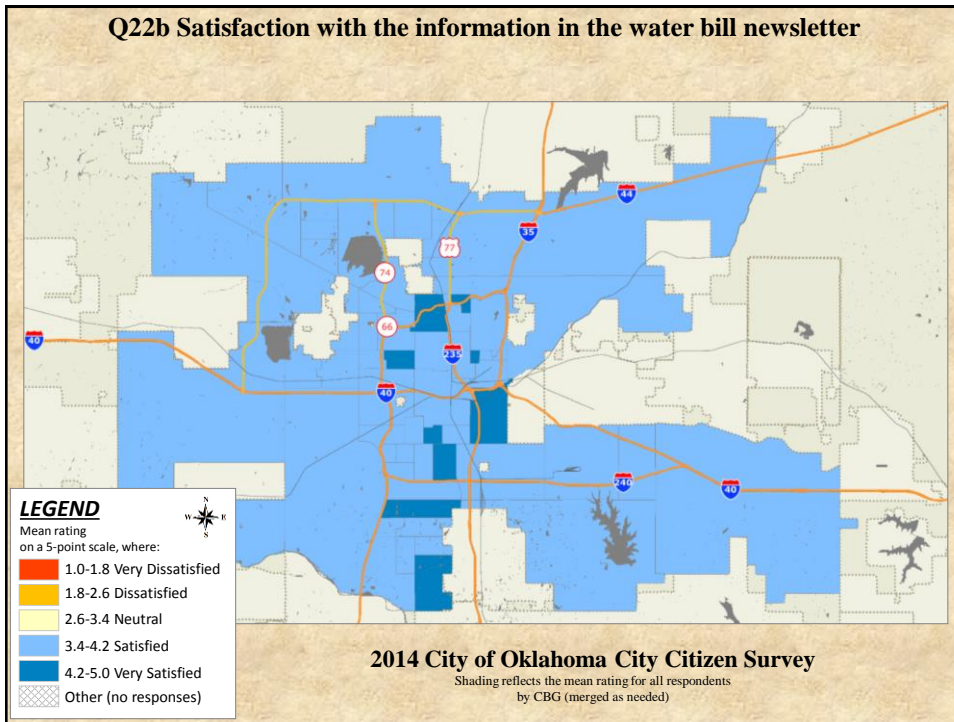


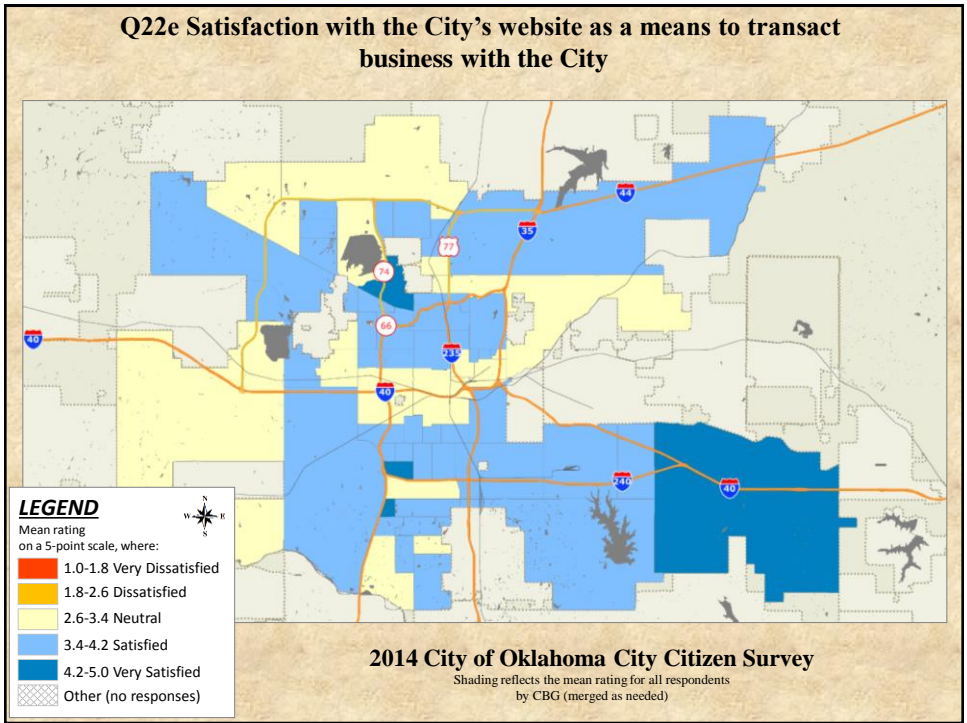
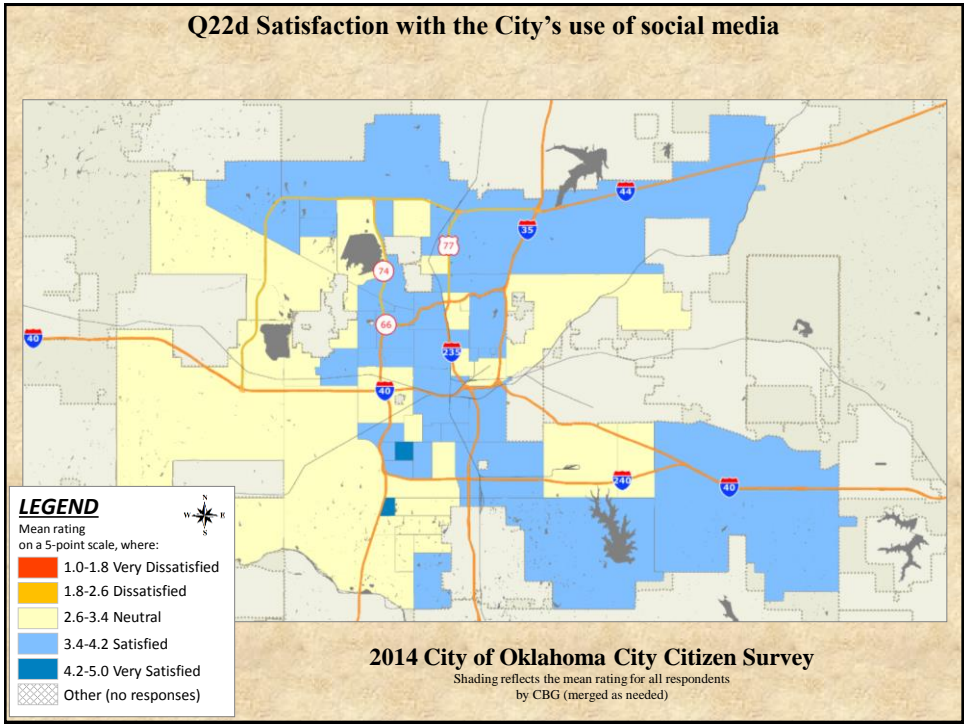


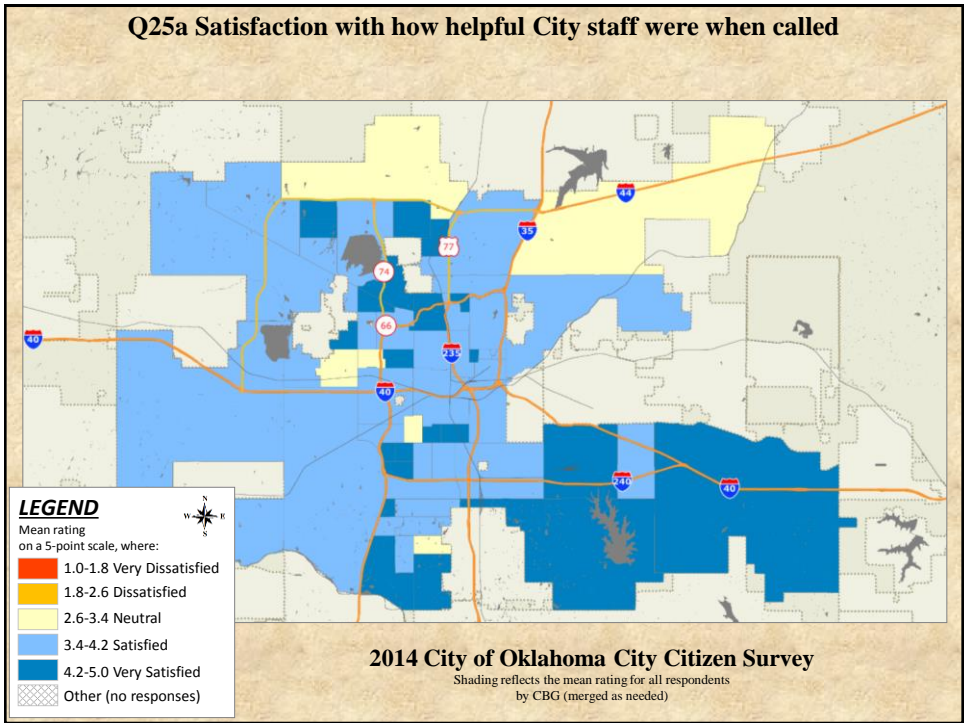
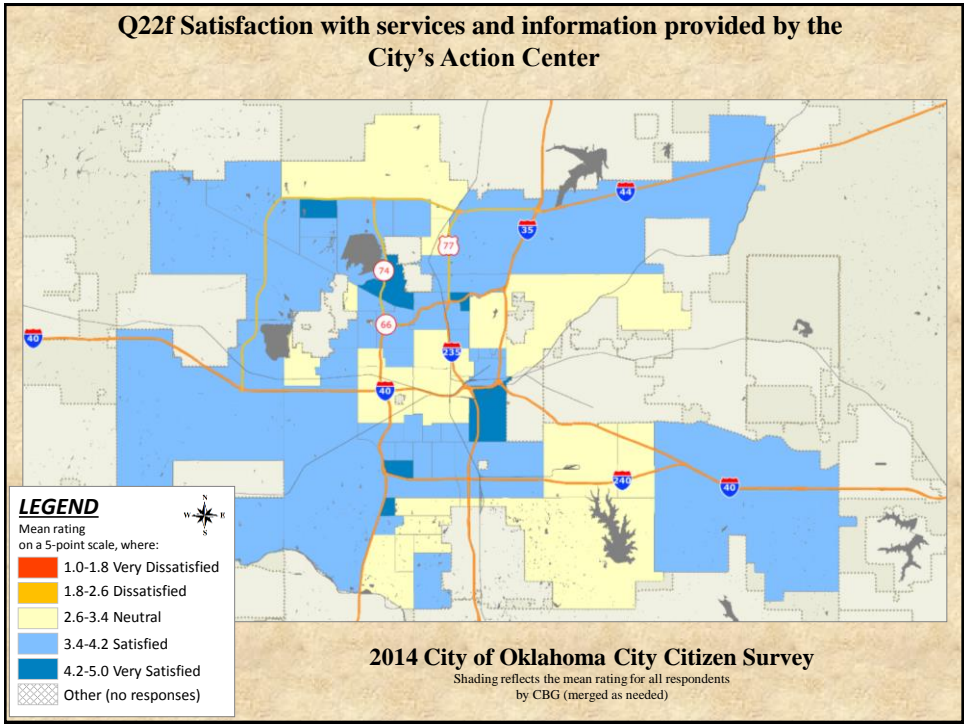


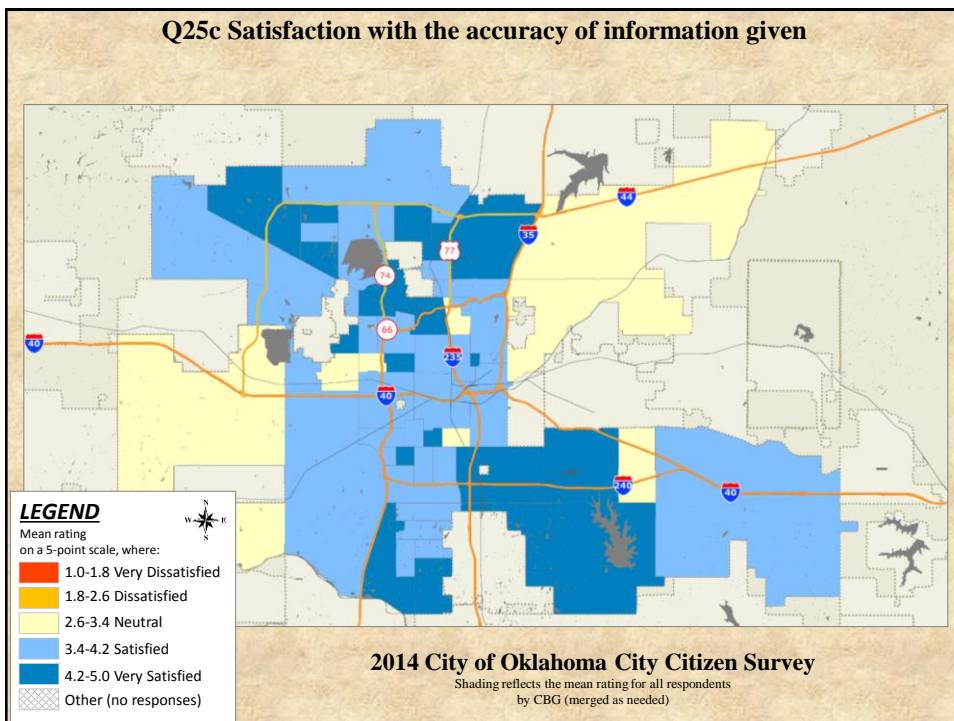
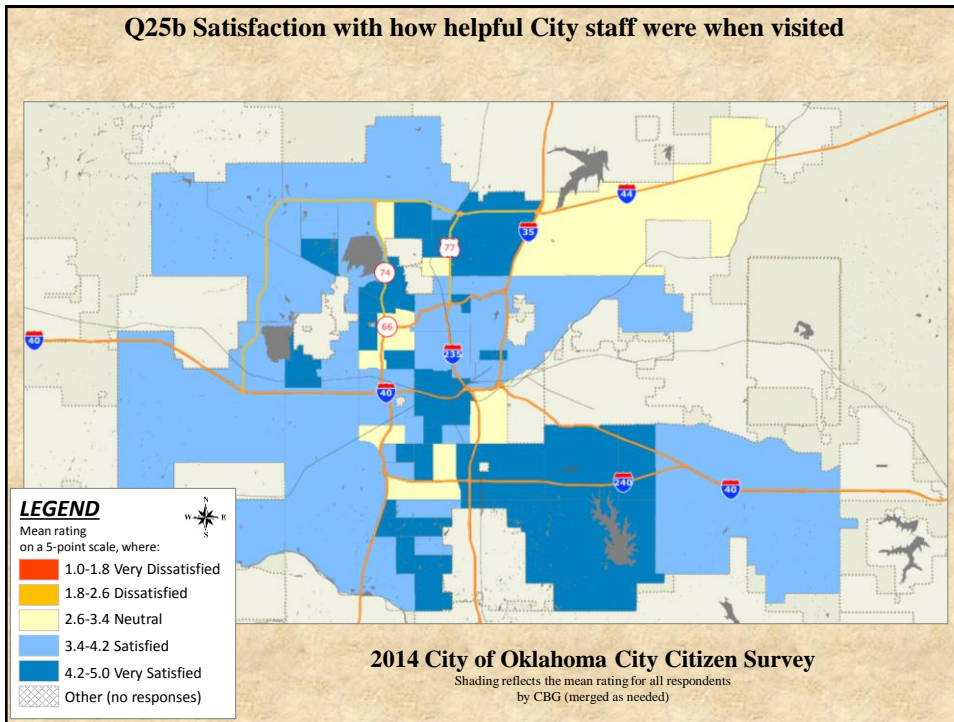


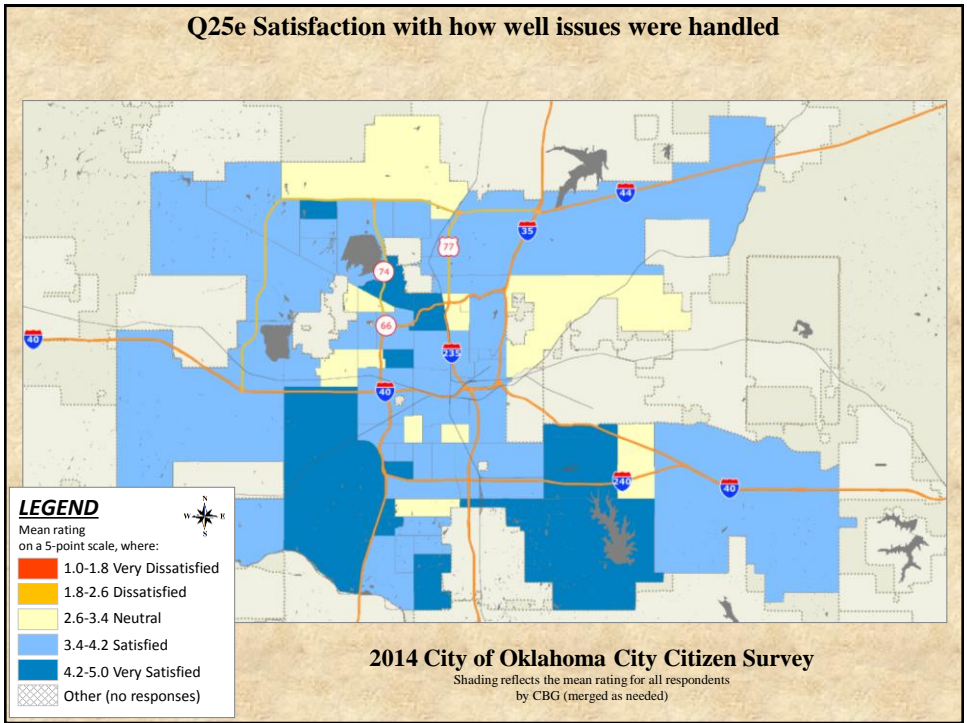
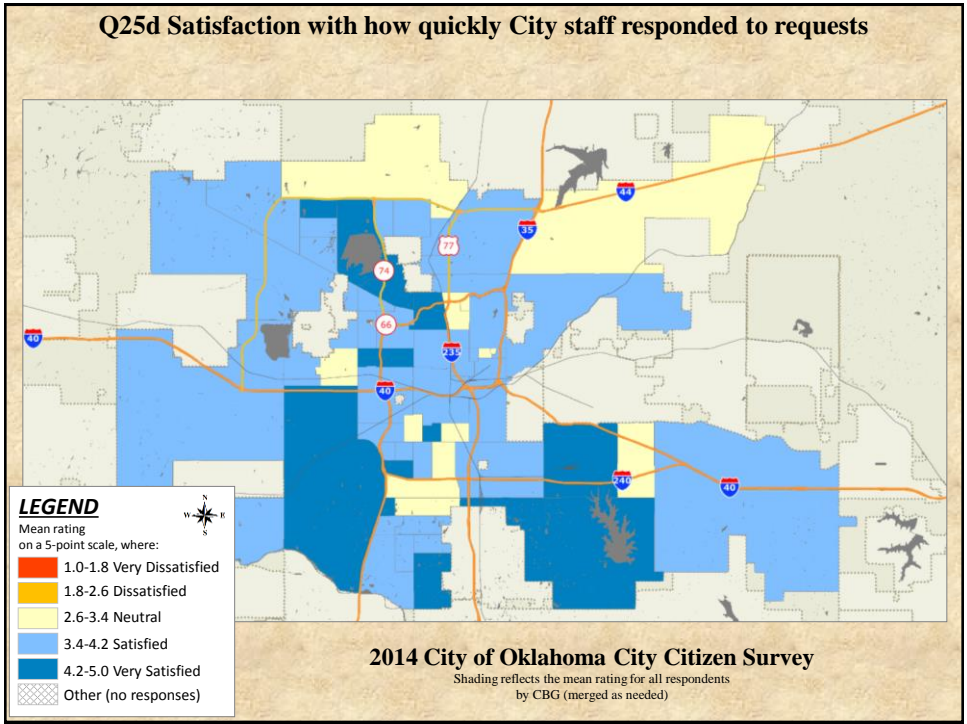


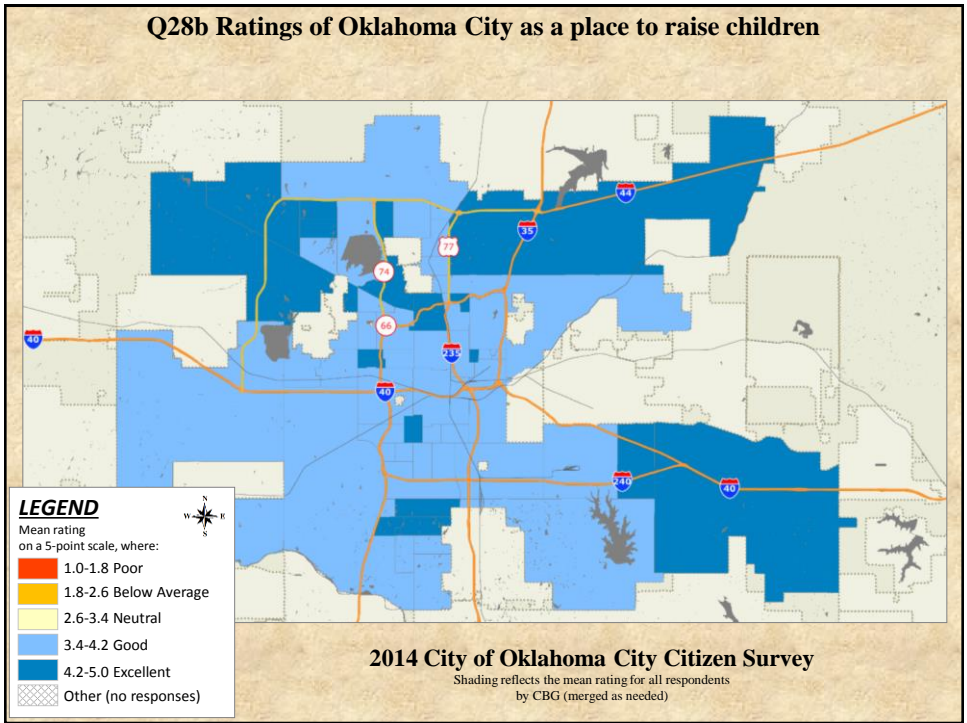
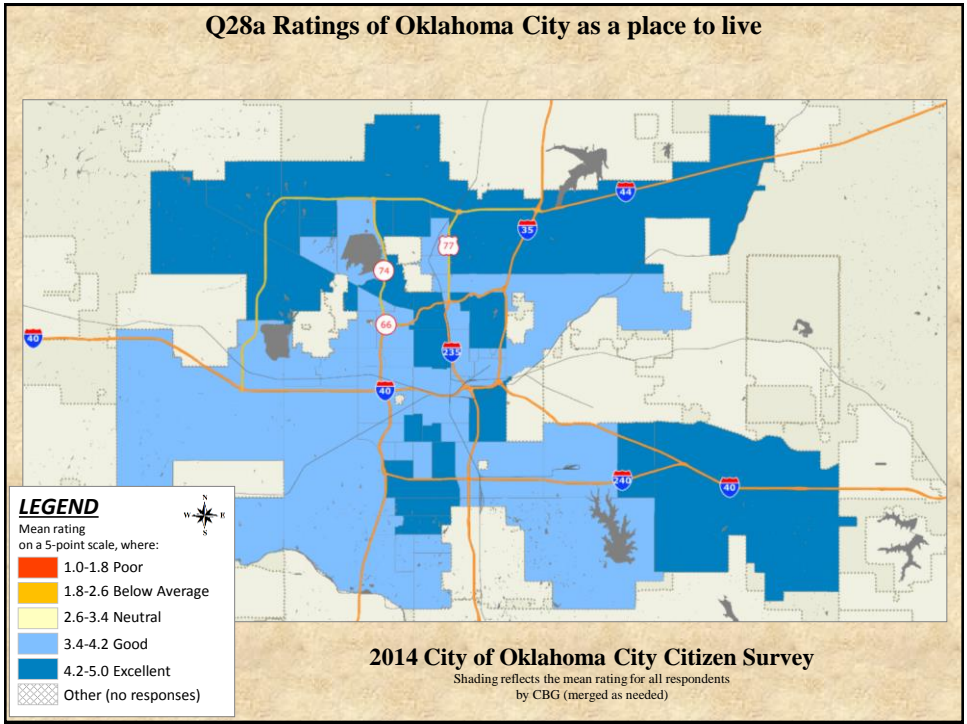


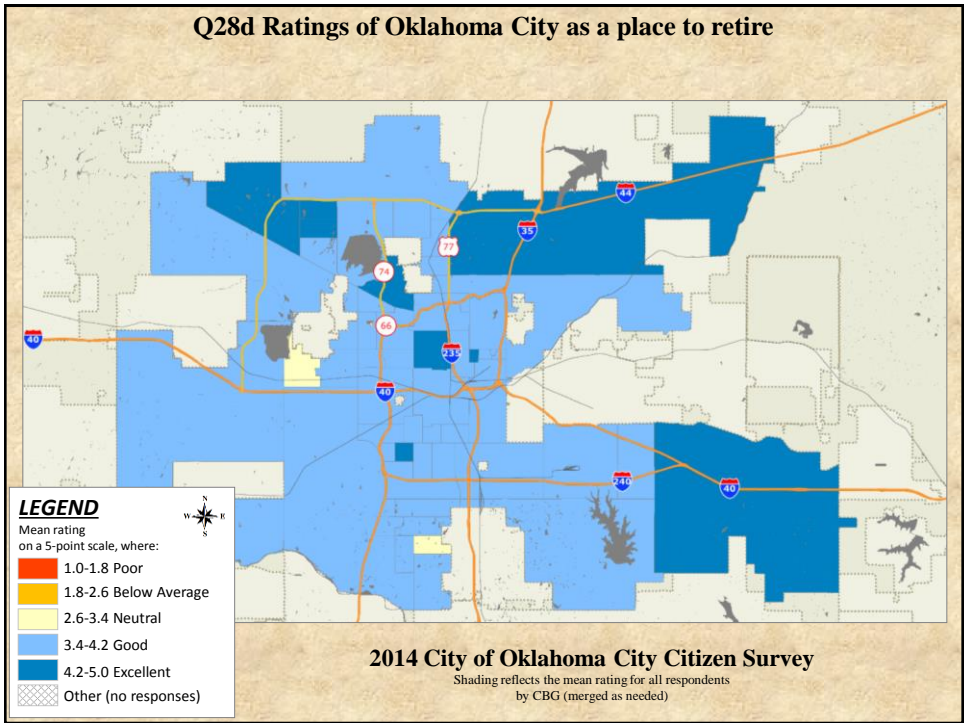
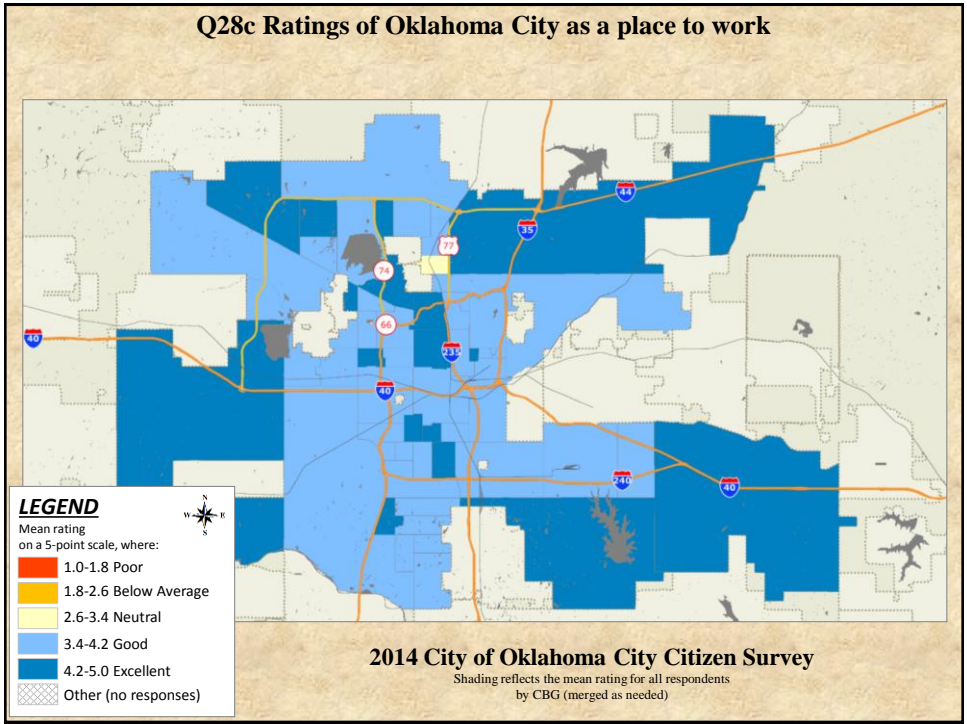


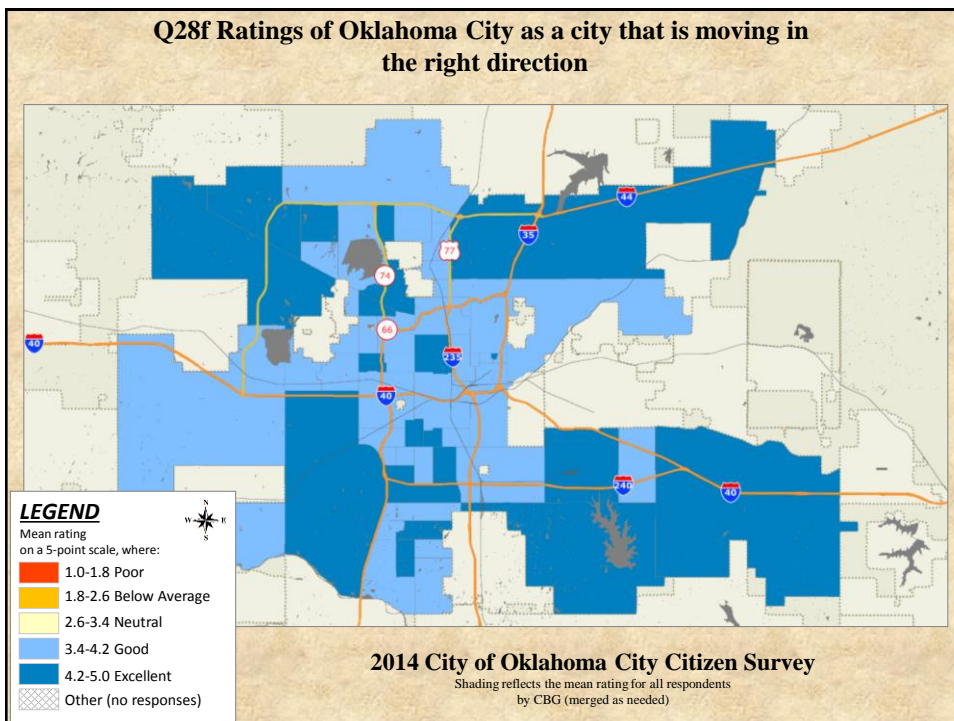
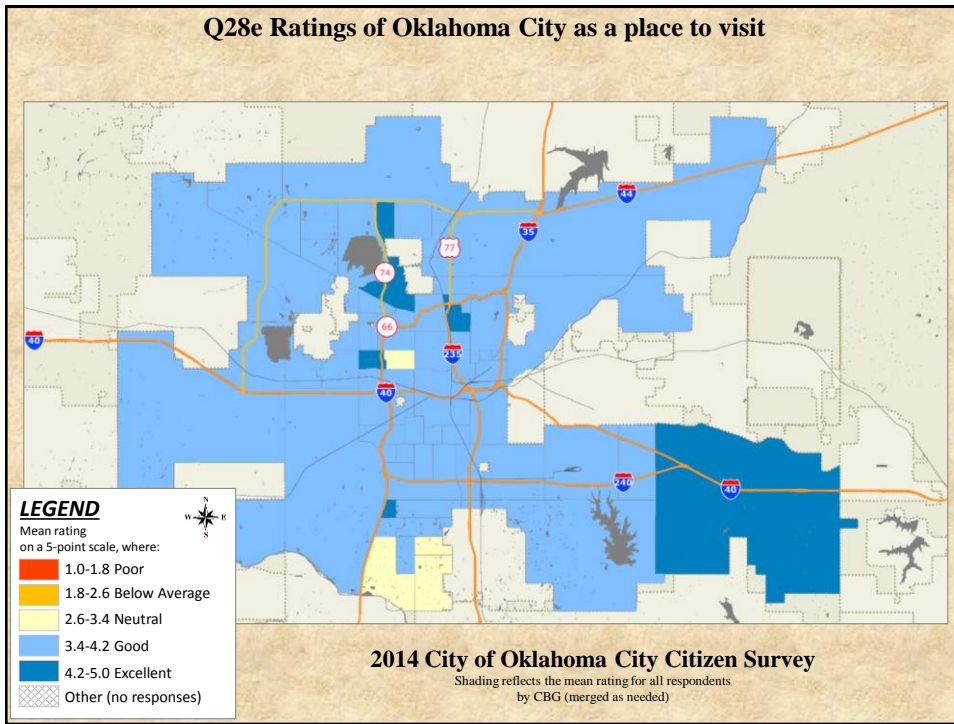


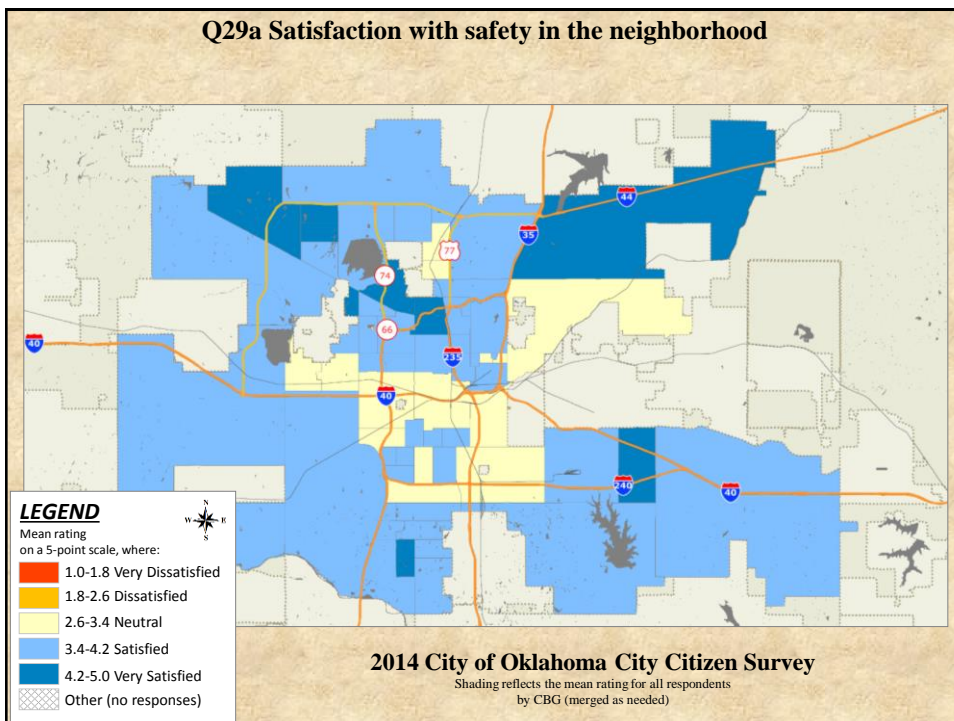
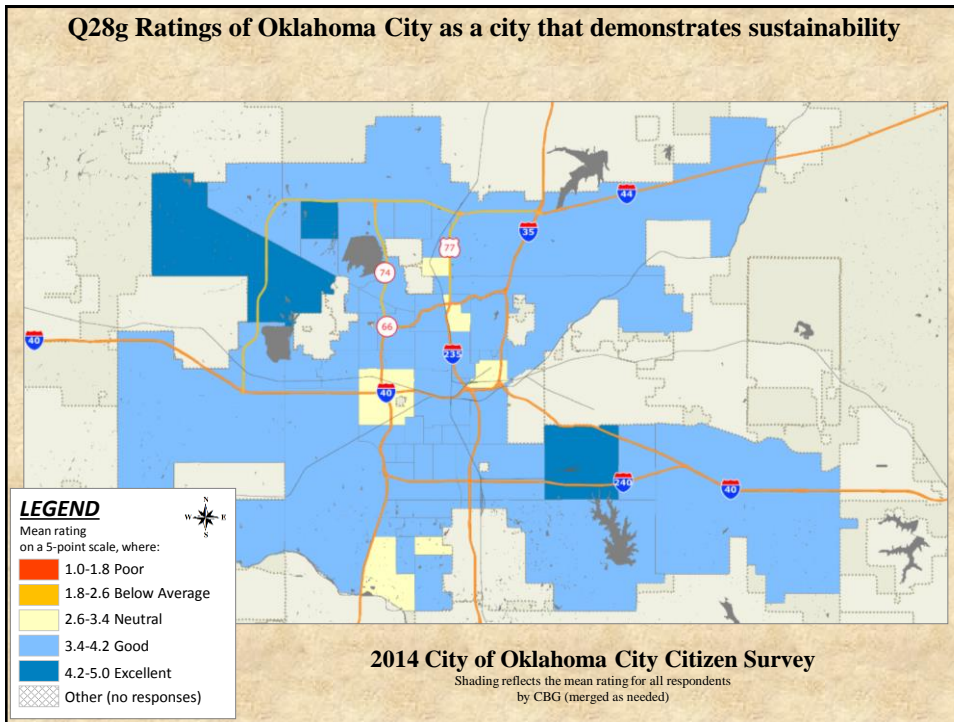


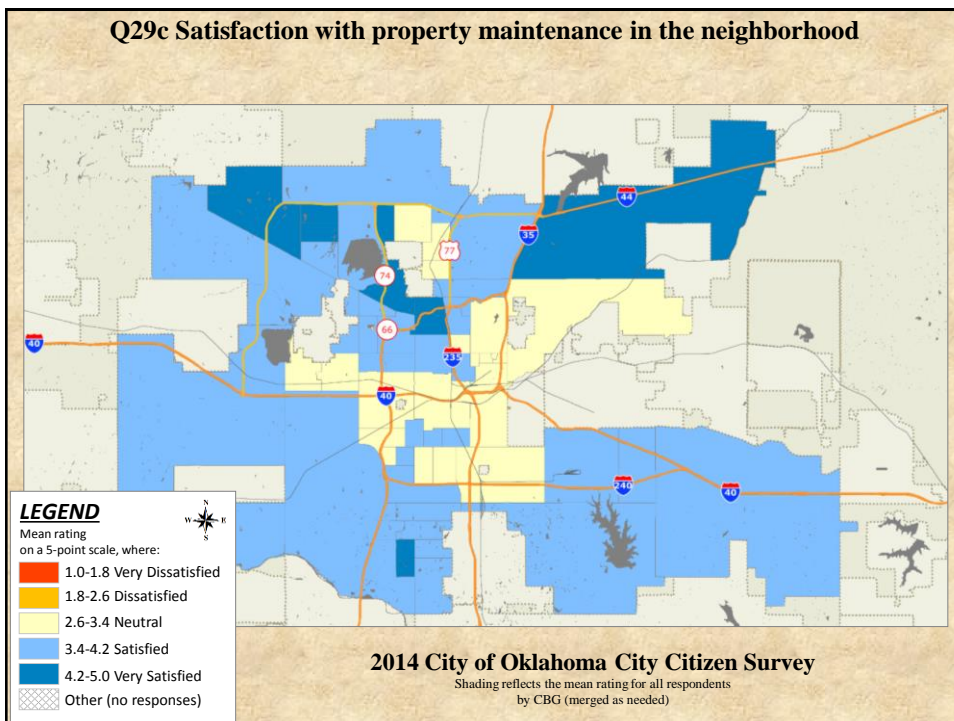
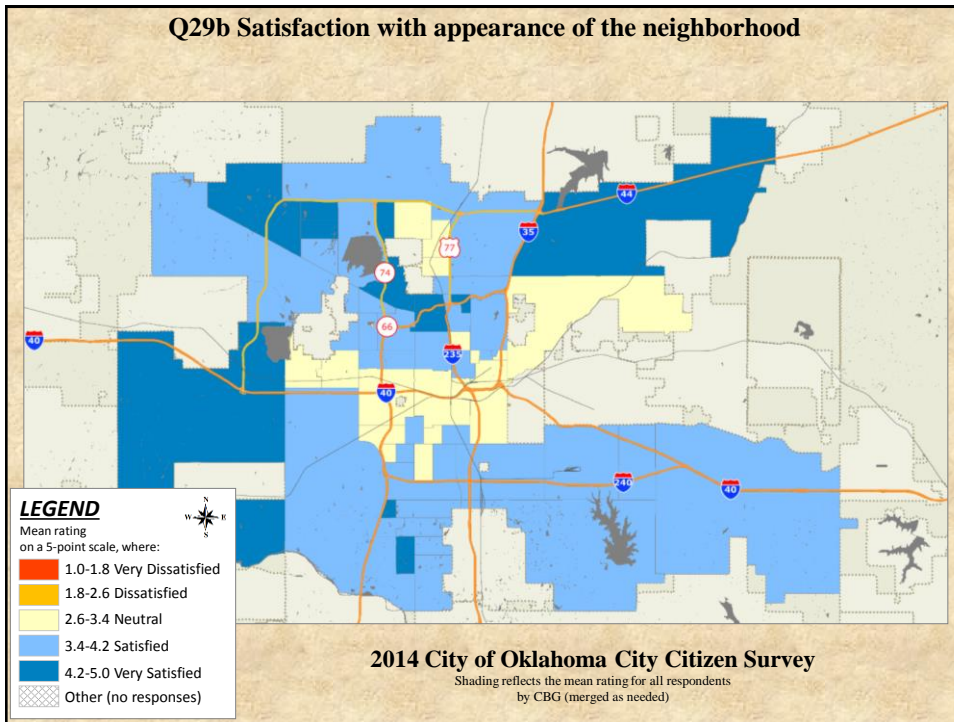


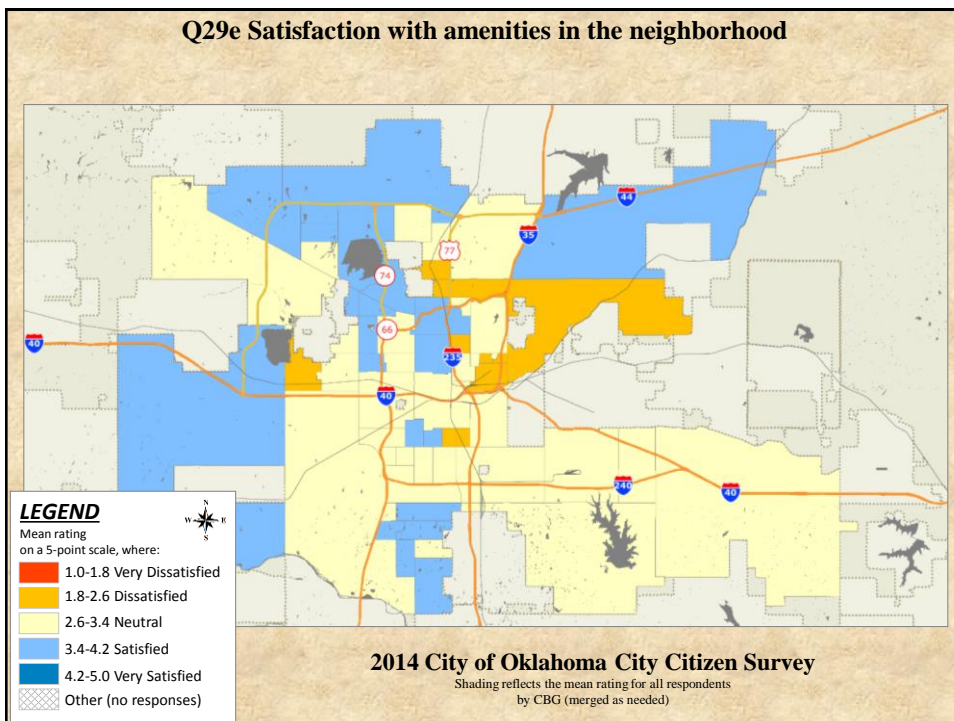
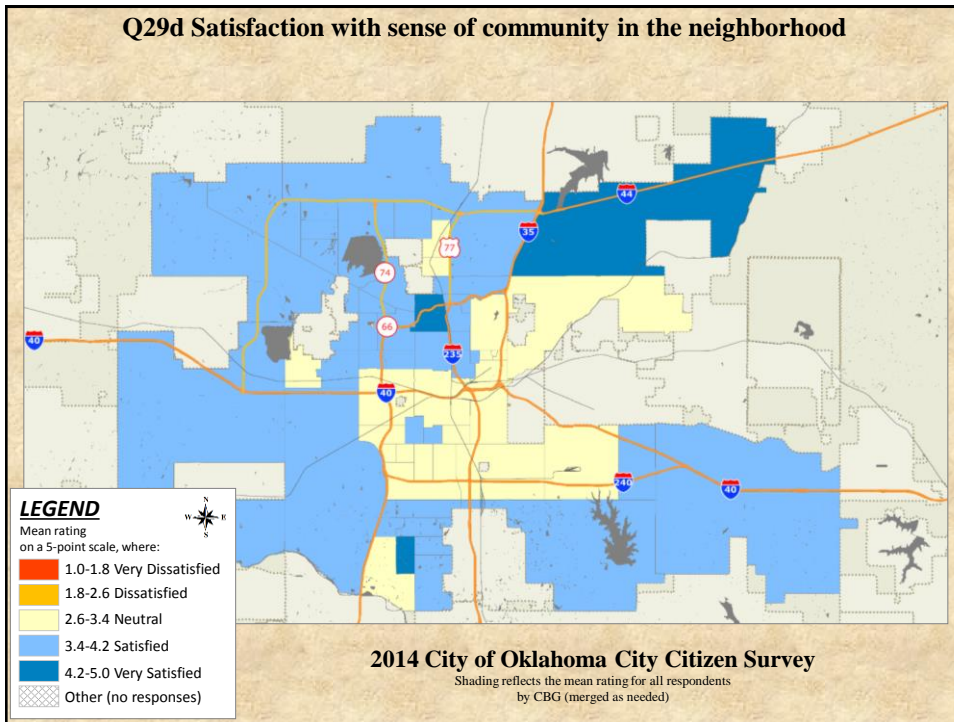


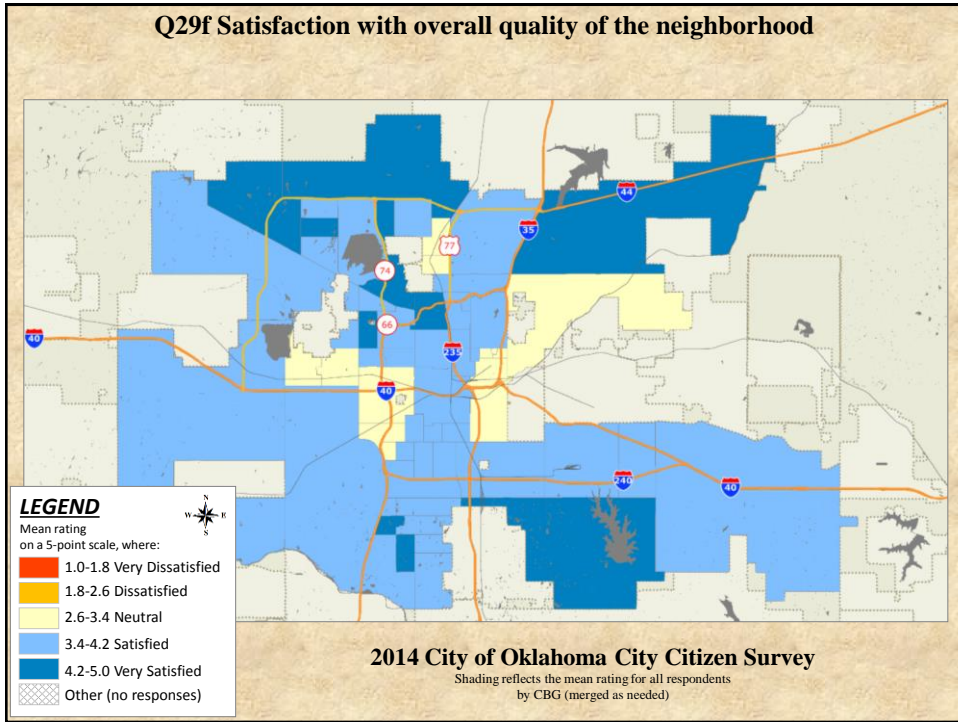












***Section 5:
Tabular Data***

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

(N=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q1a. Quality of police service	26.0%	38.8%	21.0%	5.7%	2.8%	5.7%
Q1b. Quality of fire service	47.0%	35.0%	7.8%	0.6%	0.2%	9.4%
Q1c. Quality of ambulance service	35.1%	32.1%	11.7%	1.8%	0.9%	18.4%
Q1d. Quality of City parks and recreation programs and facilities	17.9%	32.7%	23.8%	9.5%	2.7%	13.4%
Q1e. Condition of City streets	3.5%	10.1%	22.6%	35.9%	26.7%	1.2%
Q1f. Quality of City water utilities	22.1%	40.0%	21.9%	6.5%	3.6%	5.8%
Q1g. Enforcement of City codes and ordinances	12.3%	28.1%	30.3%	12.5%	5.2%	11.6%
Q1h. Quality of customer service you receive from City employees	21.4%	37.6%	23.6%	4.2%	2.3%	10.8%
Q1i. Effectiveness of City communication with the public	14.8%	33.4%	29.7%	10.9%	4.4%	6.7%
Q1j. Flow of traffic and the ease of getting around town	9.0%	36.1%	29.7%	16.3%	7.3%	1.5%
Q1k. Quality of the City's public transit system	5.8%	12.6%	20.8%	13.2%	9.5%	38.1%

WITHOUT DON'T KNOW

Q1. Major categories of services provided by the City of Oklahoma City are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Quality of police service	27.6%	41.2%	22.3%	6.0%	3.0%
Q1b. Quality of fire service	51.8%	38.6%	8.6%	0.6%	0.3%
Q1c. Quality of ambulance service	43.0%	39.3%	14.4%	2.2%	1.1%
Q1d. Quality of City parks and recreation programs and facilities	20.7%	37.8%	27.5%	11.0%	3.1%
Q1e. Condition of City streets	3.5%	10.2%	22.9%	36.3%	27.0%
Q1f. Quality of City water utilities	23.5%	42.5%	23.3%	6.9%	3.8%
Q1g. Enforcement of City codes and ordinances	13.9%	31.8%	34.3%	14.1%	5.8%
Q1h. Quality of customer service you receive from City employees	24.0%	42.2%	26.4%	4.8%	2.6%
Q1i. Effectiveness of City communication with the public	15.9%	35.8%	31.9%	11.7%	4.7%
Q1j. Flow of traffic and the ease of getting around town	9.1%	36.7%	30.2%	16.6%	7.4%
Q1k. Quality of the City's public transit system	9.4%	20.3%	33.6%	21.3%	15.3%

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next two years?

<u>Q2. Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	210	17.5 %
Quality of fire service	7	0.6 %
Quality of ambulance service	10	0.8 %
Quality of City parks and recreation programs and facilities	48	4.0 %
Condition of City streets	554	46.1 %
Quality of City water utilities	34	2.8 %
Enforcement of City codes and ordinances	33	2.7 %
Quality of customer service you receive from City employees	9	0.7 %
Effectiveness of City communication with the public	15	1.2 %
Flow of traffic and the ease of getting around town	64	5.3 %
Quality of the City's public transit system	116	9.7 %
<u>None Chosen</u>	<u>101</u>	<u>8.4 %</u>
Total	1201	100.0 %

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next two years?

<u>Q2. 2nd Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	96	8.0 %
Quality of fire service	61	5.1 %
Quality of ambulance service	17	1.4 %
Quality of City parks and recreation programs and facilities	84	7.0 %
Condition of City streets	216	18.0 %
Quality of City water utilities	57	4.7 %
Enforcement of City codes and ordinances	87	7.2 %
Quality of customer service you receive from City employees	32	2.7 %
Effectiveness of City communication with the public	42	3.5 %
Flow of traffic and the ease of getting around town	186	15.5 %
Quality of the City's public transit system	79	6.6 %
<u>None Chosen</u>	<u>244</u>	<u>20.3 %</u>
Total	1201	100.0 %

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next two years?

Q2. 3rd Most Emphasis	Number	Percent
Quality of police service	80	6.7 %
Quality of fire service	36	3.0 %
Quality of ambulance service	36	3.0 %
Quality of City parks and recreation programs and facilities	99	8.2 %
Condition of City streets	91	7.6 %
Quality of City water utilities	51	4.2 %
Enforcement of City codes and ordinances	93	7.7 %
Quality of customer service you receive from City employees	24	2.0 %
Effectiveness of City communication with the public	68	5.7 %
Flow of traffic and the ease of getting around town	114	9.5 %
Quality of the City's public transit system	84	7.0 %
None Chosen	425	35.4 %
Total	1201	100.0 %

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next two years? (Sum of Top Three Choices)

Q2. Sum of Top 3 Choices	Number	Percent
Quality of police service	386	32.1 %
Quality of fire service	104	8.7 %
Quality of ambulance service	63	5.2 %
Quality of City parks and recreation programs and facilities	231	19.2 %
Condition of City streets	861	71.7 %
Quality of City water utilities	142	11.8 %
Enforcement of City codes and ordinances	213	17.7 %
Quality of customer service you receive from City employees	65	5.4 %
Effectiveness of City communication with the public	125	10.4 %
Flow of traffic and the ease of getting around town	364	30.3 %
Quality of the City's public transit system	279	23.2 %
Total	2833	

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

(N=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q3a. Quality of services provided by the City	15.5%	47.7%	26.6%	4.7%	1.2%	4.3%
Q3b. Appearance of the City	16.2%	45.5%	24.4%	10.5%	2.0%	1.4%
Q3c. Image of the City	21.7%	44.0%	21.4%	7.8%	2.2%	2.8%
Q3d. How well the City is planning growth	23.5%	36.8%	20.6%	7.8%	3.0%	8.3%
Q3e. Quality of life in the City	22.6%	48.0%	19.6%	6.2%	1.8%	1.8%
Q3f. Feeling of safety in the City	12.2%	38.9%	29.6%	14.4%	3.8%	1.0%
Q3g. Quality of Downtown	25.6%	42.5%	17.6%	5.3%	2.1%	6.9%

WITHOUT DON'T KNOW

Q3. Items that may influence your perception of the City of Oklahoma City are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Quality of services provided by the City	16.2%	49.9%	27.8%	4.9%	1.3%
Q3b. Appearance of the City	16.4%	46.2%	24.7%	10.6%	2.0%
Q3c. Image of the City	22.4%	45.3%	22.0%	8.1%	2.2%
Q3d. How well the City is planning growth	25.6%	40.1%	22.4%	8.5%	3.3%
Q3e. Quality of life in the City	23.0%	48.9%	19.9%	6.4%	1.9%
Q3f. Feeling of safety in the City	12.4%	39.3%	29.9%	14.6%	3.9%
Q3g. Quality of Downtown	27.5%	45.7%	18.9%	5.7%	2.2%

Q5. Have you had contact with a police officer?

Q5. Have you had contact with a City police officer in the last three years?	Number	Percent
Yes	598	49.8 %
No	593	49.4 %
Don't know	10	0.8 %
Total	1201	100.0 %

Q5a. What was the nature of your contact with the police officer?

Q5a. What was the nature of your contact with the police officer?	Number	Percent
Other	224	37.5 %
Victim of crime	183	30.6 %
Traffic	178	29.8 %
Suspected of committing a crime	20	3.3 %
Total	605	

Q5a. Other

Q5a Other

911 CALL TO MY HOME
 A GUY SPIT ON ME.
 ACCIDENT
 ACCIDENT IN PARKING LOT
 ADALESCENT PROBLEM
 AGGRESSIVE SOLICITORS
 ALARM
 ALARM GOING OFF
 ALARM SECURITY SYSTEM WENT OFF.
 ALARM SYSTEM
 ALARM WENT OFF AT HOME
 ANIMAL CONTROL
 ARRESTED
 ASKED POLICE ABOUT A LEGAL QUESTION
 ASSISTED MEAT WORK
 AT CIVIC CENTER
 ATTENDED MEETING
 BLOW OUT ON HIGHWAY
 BREAK IN
 BREAK IN
 BURGLAR ALARM
 BURGLARY
 BY FRIEND
 CALLED 911 FOR HIS WIFE
 CALLED NOISE COMPLAINT
 CARS BLOCKING MY DRIVEWAY
 CASE
 CHECKING ON PEOPLE PARKINIG IN WRONG PLACES
 CHILD LOCK OUT
 CHURCH
 CIT CONCERNED WITH FAMILY MEMB
 COMMUNITY
 COMMUNITY MEETING
 COMPLAINT
 CONFLICT WITH NEIGHBORS
 CONFLICT WITH NEIGHBORS (NOISE)
 CONSULTING ABOUT INDIVIDUAL REPORTING HE WAS DOING A CRIME
 CRIME IN AREA
 CRIME IN MY NEIGHBORHOOD
 CRIME IN NEIGHBORHOOD.
 CRIME IN THE VICINITY
 CRIMINAL ACTIVITY IN MY NEIGHBORHOOD
 DAUGHTER'S CAR ACCIDENT
 DEALING WITH A MENTALLY ILL PERSON
 DISPUTE
 DOCUMENT FROM POLICE DEPARTMEN
 DOMESTIC
 DOMESTIC
 DOMESTIC
 DOMESTIC
 DOMESTIC

Q5a. Other

Q5a Other

DOMESTIC

DOMESTIC AFFAIRS

DOMESTIC CALL

DOMESTIC FIGHT CALLED POLICE

DOMESTIC ISSUE NEXT DOOR

DRUNK HIT OUR CARPORT

EMERGENCY (TORNADO)

EMPLOYMENT

ENFORCEMENT OF CITY CODES

FALSE ARREST

FALSE SECURITY SYSTEM

FAMILY MEMBER IS A POLICE OFFICER

FATHER IN LAW PASSED AT HOME

FENDER BENDER

FIRE @ HOME

FIRECRACKERS

FOUND A LOST ITEM

FOUND SOMETHING QUESTIONABLE IN YARD

FRAUD

FRIEND

GIRL ROAMING NEIGHBORHOOD

GRANDSON

HEARD GUNFIRE NEAR HOME

HOME ALARM WENT OFF

HOME DISPUTE

HOME SECURITY

HOUSE ALARM

HUSBAND HAD ALZHEIMER

HUSBAND IS AN OFFICER

HUSBAND WORKS FOR FIRE DEPT

I AM A PAL VOLUNTEER

I HAD INFORMATION ON A CRIME

INCIDENT

INCIDENT IN NEIGHBORHOOD

ISSUES WITH NEIGHBOR

JURY DUTY

KIDS OUT OF CONTROL

LOOKING FOR A SUSPECT

LOOKING FOR LOST CHILD

LOOKING FOR PEOPLE AT HER PLACE BECAUSE HER DAUGHTER LIVES THERE, SHE KNOWS EVERYBODY SO THEY COME ASK HER ALL THE TIME.

LOOKING FOR SOMEONE

LOOSE DOG

LOOSE DOG

LOUD NEIGHBORS

MAN RAN INTO HER VEHICLE

MEDICAL EMERGENCY AT HOME

MISUNDERSTANDING

MOTHER PASSED SO THREE CAME

MULTIPLY

MY NEPHEW WAS SHOT BY AN OFFICER. HAD A LOT OF RED TAPE.

Q5a. Other

Q5a Other

NEIGHBORHOOD ACTIVITIES
 NEIGHBOR BEING A STALKER
 NEIGHBOR FIRED GUN
 NEIGHBOR HAD PIT BULLS RUNNING LOOSE AND THE PIT BULL BROKE MY FRONT WINDOW. WE HAVE CHILDREN AROUND HERE AND I AM REALLY WORRIED ABOUT THEM.
 NEIGHBOR PLAYING MUSIC OUTSIDE, LATE AT NIGHT, UP LOUD
 NEIGHBORHOOD ASSOCIATION
 NEIGHBORHOOD DISPUTES
 NEIGHBORHOOD MEETING
 NEIGHBORHOOD POLICING
 NEIGHBORHOOD SPEAKER
 NEIGHBORHOOD WATCH
 NEIGHBORHOOD WATCH
 NEIGHBORS CALLED IN
 NEIGHBORS WERE HAVING A PARTY W 23 CARS AFTER 10PM
 NOISE
 NOISE COMPLAINT
 NOISE COMPLAINT
 OFF DUTY
 OFFICER CHECKING ON NEIGHBORS
 OLDER MAN WALKING AIMLESSLY OUTSIDE
 ON BOARD OF DIRECTORS
 ON THE STREET I LIVE ON
 ONE OF NEIGHBOR IS A POLICE OFFICER
 OUT OF CONTROL NEIGHBORS
 PATROLING THE PLAZA
 PEEPING TOM
 PERMIT CHECK ON ALARM SYSTEM
 POLICE ACADEMY CITIZEN CLASS
 PROFESSIONAL
 PROTECTING ALZHEIMER PEOPLE
 REF
 RELATIVE
 REPORTED A CRIME
 REPORTED A CRIME
 REPORTED A CRIME
 REPORTING A CRIME
 REPORTING A CRIME SHE WITNESSED.
 REPORTING A CRIMINAL OF DEALING DRUGS
 REPORTING LOST ITEMS
 RESOURCE OFFICER
 RESPONSE TO HOUSE ALARM
 RIDE TO HOSPITAL
 SAEFTY ISSUES ON THE NEIGHBORHOOD PARK
 SCENE OF AN ACCIDENT
 SECURITY REPORT
 SOCIAL
 SOMEONE BROKE INTO THE HOUSE.
 SOMEONE ELSE VICTIM OF CRIME
 SOMEONE WAS BEATING ON THE DOOR

Q5a. Other

Q5a Other

SOMEONE WAS MAKING CHARGES ON MY CREDIT CARD, AND I GOT CONFUSED ABOUT WHO TO CALL. THE OFFICER WAS
SON AND I ARE A HARASSED BY THE POLICE AND HE WALKS HOME EVERY DAY.
SPEAKING WITH POLICE OFFICER IN CHARGE OF EMERGENCY MANAGEMENT
SQUATERS IN ABANDONED HOUSE
STALKER
STOCKING ISSUES
STOLEN VEHICLE
STOP FOR NOT USING TURN SIGNAL
STOPPED BY THE POLICE OFFICER
STRAY DOG ATTACK IN MY YARD
SUICIDE ATTEMPT
SUSPECT OF A TRAFFIC CRASH
SUSPECT OF A TRAFFIC ISSUE
SUSPECT WAS IN AREA WALKING
SUSPECTED A CRIME IN MY NEIGHBORHOOD
SUSPICIOUS ACTIVITY NEAR HOME
SUSPICIOUS ACTIVITY NEAR HOME
SUSPICIOUS PACKAGE AT WORK
SUSPICIOUS VEHICLE
THE POLICE THOUGHT I WAS SOME ELSE.
THREAT
THUGS WONDERING AROUND
TRESPASSER ON MY PROPERTY. CABLE.
UNATTENDED DEATH IN FAMILY
USE OF THE PROPERTY THAT IS EMPTY
VICTIM OF A CAR ACCIDENT
VICTIM OF THE MOORE TORNADO. POLICE PROTECTING ARE FROM LOOTING.
VOLUNTEERING
WITNESS TO A CRIME
WITNESSED AN INCIDENT OUTSIDE THE HOUSE
WORK AT HOSPITAL
WORK RELATED
WORK SECURITY AT EVENTS FOR ME
WORKS IN RETAIL & HAD A SHOPLIFTER.
WRONG PLACE

Q5b. How would you rate the officer's conduct during the contact?

Q5b. How would you rate the officer's conduct during the contact?	Number	Percent
Excellent	258	43.1 %
Good	160	26.8 %
Neutral	57	9.5 %
Fair	46	7.7 %
Poor	75	12.5 %
Don't Know	2	0.3 %
Total	598	100.0 %

Q5c. How would you rate the response time of the officer during the contact?

Q5c. How would you rate the response time of the officer?	Number	Percent
Excellent	190	31.8 %
Good	168	28.1 %
Neutral	91	15.2 %
Fair	54	9.0 %
Poor	68	11.4 %
Don't Know	27	4.5 %
Total	598	100.0 %

Q7. 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=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q7a. Police service in your neighborhood	23.4%	35.9%	20.6%	9.9%	5.2%	5.1%
Q7b. Enforcement of local traffic laws	16.5%	38.0%	23.7%	10.5%	5.2%	6.0%

WITHOUT DON'T KNOW

Q7. 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=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7a. Police service in your neighborhood	24.6%	37.8%	21.7%	10.4%	5.4%
Q7b. Enforcement of local traffic laws	17.6%	40.4%	25.2%	11.2%	5.5%

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

Q8. Do you have a working smoke alarm in your home?	Number	Percent
Yes	1106	92.1 %
No	74	6.2 %
Not provided	21	1.7 %
Total	1201	100.0 %

Q9. 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=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q9a. Residential trash collection services	47.0%	40.4%	6.4%	3.0%	1.8%	1.3%
Q9b. Curbside recycling services	35.7%	34.3%	10.3%	5.1%	4.6%	10.1%
Q9c. Bulky item pick up/ removal services (old furniture, appliances, etc.)	42.0%	40.0%	8.1%	3.6%	1.8%	4.5%
Q9d. Water service	38.2%	40.8%	11.0%	3.3%	1.8%	5.0%
Q9e. Wastewater services	32.5%	37.3%	13.3%	2.8%	1.6%	12.6%
Q9f. Speed of service (Repairs, starting service, etc.)	22.4%	32.6%	17.9%	4.0%	2.3%	20.8%
Q9g. Quality of customer service	26.6%	38.2%	18.4%	3.3%	1.4%	12.0%

WITHOUT DON'T KNOW

Q9. 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=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9a. Residential trash collection services	47.7%	40.9%	6.5%	3.0%	1.9%
Q9b. Curbside recycling services	39.7%	38.2%	11.4%	5.7%	5.1%
Q9c. Bulky item pick up/removal services (old furniture, appliances, etc.)	44.0%	41.9%	8.5%	3.8%	1.9%
Q9d. Water service	40.2%	42.9%	11.6%	3.5%	1.8%
Q9e. Wastewater services	37.2%	42.7%	15.2%	3.1%	1.8%
Q9f. Speed of service (Repairs, starting service, etc.)	28.3%	41.2%	22.6%	5.1%	2.8%
Q9g. Quality of customer service	30.3%	43.5%	20.9%	3.8%	1.6%

Q10. Overall, how satisfied are you with the convenience of public transportation in Oklahoma City?

Q10. How satisfied are you with the convenience of public transportation in Oklahoma City?	Number	Percent
Very Satisfied	78	6.5 %
Satisfied	124	10.3 %
Neutral	198	16.5 %
Dissatisfied	129	10.7 %
Very Dissatisfied	116	9.7 %
Don't know	556	46.3 %
Total	1201	100.0 %

Q11. Which TWO (2) of the following bus service characteristics are most important to you when considering whether or not to use public transit?

Q11. Most Important	Number	Percent
How often the bus comes by your stop	361	30.1 %
Service available until midnight	116	9.7 %
Sheltered bus stop	109	9.1 %
The time it takes to make a trip	142	11.8 %
Sunday Service	33	2.7 %
None Chosen	440	36.6 %
Total	1201	100.0 %

Q11. Which TWO (2) of the following bus service characteristics are most important to you when considering whether or not to use public transit?

<u>Q11. 2nd Most Important</u>	<u>Number</u>	<u>Percent</u>
How often the bus comes by your stop	137	11.4 %
Service available until midnight	106	8.8 %
Sheltered bus stop	150	12.5 %
The time it takes to make a trip	190	15.8 %
Sunday Service	96	8.0 %
None Chosen	522	43.5 %
Total	1201	100.0 %

Q11. Which TWO (2) of the following bus service characteristics are most important to you when considering whether or not to use public transit?

<u>Q11. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
How often the bus comes by your stop	498	41.5 %
Service available until midnight	222	18.5 %
Sheltered bus stop	259	21.6 %
The time it takes to make a trip	332	27.6 %
Sunday Service	129	10.7 %
Total	1440	

Q13. Code Enforcement: Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q13a. Enforcing the cleanup of junk and debris on private property	14.1%	26.4%	24.8%	16.2%	7.2%	11.3%
Q13b. Enforcing the mowing and cutting of weeds and grass on private property	13.1%	26.1%	24.5%	19.1%	7.9%	9.4%
Q13c. Enforcing the exterior maintenance of residential property	11.4%	25.5%	27.9%	16.7%	6.3%	12.2%
Q13d. Enforcing sign regulations	12.7%	30.0%	26.3%	10.5%	4.6%	15.9%
Q13e. Quality of animal control services	13.5%	26.5%	23.8%	15.2%	10.2%	10.7%
Q13f. Enforcement of yard parking regulations in your neighborhood	18.3%	28.8%	20.6%	11.0%	7.8%	13.4%
Q13g. City efforts to remove abandoned or inoperative vehicles	14.7%	26.4%	24.1%	10.2%	6.6%	18.0%

WITHOUT DON'T KNOW

Q13. Code Enforcement: Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13a. Enforcing the cleanup of junk and debris on private property	15.9%	29.8%	28.0%	18.2%	8.1%
Q13b. Enforcing the mowing and cutting of weeds and grass on private property	14.4%	28.8%	27.0%	21.0%	8.7%
Q13c. Enforcing the exterior maintenance of residential property	13.0%	29.0%	31.8%	19.1%	7.2%
Q13d. Enforcing sign regulations	15.1%	35.6%	31.3%	12.5%	5.4%
Q13e. Quality of animal control services	15.1%	29.7%	26.7%	17.1%	11.5%
Q13f. Enforcement of yard parking regulations in your neighborhood	21.2%	33.3%	23.8%	12.7%	9.0%
Q13g. City efforts to remove abandoned or inoperative vehicles	17.9%	32.2%	29.4%	12.5%	8.0%

Q14. Which THREE code enforcement items listed above do you think should receive the most emphasis from City leaders over the next two years?

Q14. Most Emphasis	Number	Percent
Enforcing the cleanup of junk and debris on private property	278	23.1 %
Enforcing the mowing and cutting of weeds and grass on private property	183	15.2 %
Enforcing the exterior maintenance of residential property	93	7.7 %
Enforcing sign regulations	48	4.0 %
Quality of animal control services	209	17.4 %
Enforcement of yard parking regulations in your neighborhood	67	5.6 %
City efforts to remove abandoned or inoperative vehicles	78	6.5 %
None Chosen	245	20.4 %
Total	1201	100.0 %

Q14. Which THREE code enforcement items listed above do you think should receive the most emphasis from City leaders over the next two years?

Q14. 2nd Most Emphasis	Number	Percent
Enforcing the cleanup of junk and debris on private property	173	14.4 %
Enforcing the mowing and cutting of weeds and grass on private property	247	20.6 %
Enforcing the exterior maintenance of residential property	110	9.2 %
Enforcing sign regulations	44	3.7 %
Quality of animal control services	78	6.5 %
Enforcement of yard parking regulations in your neighborhood	102	8.5 %
City efforts to remove abandoned or inoperative vehicles	77	6.4 %
None Chosen	370	30.8 %
Total	1201	100.0 %

Q14. Which THREE code enforcement items listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q14. 3rd Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Enforcing the cleanup of junk and debris on private property	98	8.2 %
Enforcing the mowing and cutting of weeds and grass on private property	113	9.4 %
Enforcing the exterior maintenance of residential property	150	12.5 %
Enforcing sign regulations	43	3.6 %
Quality of animal control services	86	7.2 %
Enforcement of yard parking regulations in your neighborhood	71	5.9 %
City efforts to remove abandoned or inoperative vehicles	143	11.9 %
<u>None Chosen</u>	<u>497</u>	<u>41.4 %</u>
Total	1201	100.0 %

Q14. Which THREE code enforcement items listed above do you think should receive the most emphasis from City leaders over the next two years? (Top Three Without "None Chosen")

<u>Q14. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Enforcing the cleanup of junk and debris on private property	549	45.7 %
Enforcing the mowing and cutting of weeds and grass on private property	543	45.2 %
Enforcing the exterior maintenance of residential property	353	29.4 %
Enforcing sign regulations	135	11.2 %
Quality of animal control services	373	31.1 %
Enforcement of yard parking regulations in your neighborhood	240	20.0 %
<u>City efforts to remove abandoned or inoperative vehicles</u>	<u>298</u>	<u>24.8 %</u>
Total	2491	

Q15. How often would you say stray dogs are a problem in your neighborhood?

Q15. How often would you say stray dogs are a problem?	Number	Percent
More than once per week	215	17.9 %
Once a week	95	7.9 %
1 - 2 times per month	166	13.8 %
A few times per year	231	19.2 %
Seldom or never	438	36.5 %
Don't Know	56	4.7 %
Total	1201	100.0 %

Q16. How often would you say stray cats are a problem in your neighborhood?

Q16. How often would you say stray cats are a problem?	Number	Percent
More than once per week	259	21.6 %
Once a week	81	6.7 %
1 - 2 times per month	121	10.1 %
A few times per year	163	13.6 %
Seldom or never	489	40.7 %
Don't Know	88	7.3 %
Total	1201	100.0 %

Q17. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q17a. Condition of major City streets	5.6%	25.3%	24.6%	26.5%	16.6%	1.4%
Q17b. Condition of streets in YOUR neighborhood	9.1%	29.4%	21.2%	23.1%	15.6%	1.6%
Q17c. Condition of street signs	18.0%	48.0%	21.6%	6.9%	3.2%	2.3%
Q17d. Condition of pavement markings on City streets	10.6%	36.6%	26.7%	16.9%	6.6%	2.6%
Q17e. Snow removal on major City streets during the past 2 years	15.8%	40.5%	21.8%	11.9%	5.8%	4.2%
Q17f. Condition of landscaping or streetscaping in medians and along City streets	13.7%	39.9%	29.6%	10.2%	3.7%	3.1%
Q17g. Cleanliness of City streets and other public areas	11.2%	39.7%	30.3%	13.3%	3.9%	1.6%
Q17h. Cleanliness of stormwater drains in your neighborhood	13.2%	33.6%	23.6%	14.5%	6.3%	8.7%

WITHOUT DON'T KNOW

Q17. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q17a. Condition of major City streets	5.7%	25.7%	25.0%	26.9%	16.8%
Q17b. Condition of streets in YOUR neighborhood	9.2%	29.9%	21.6%	23.5%	15.8%
Q17c. Condition of street signs	18.4%	49.1%	22.1%	7.1%	3.3%
Q17d. Condition of pavement markings on City streets	10.9%	37.6%	27.4%	17.4%	6.8%
Q17e. Snow removal on major City streets during the past 2 years	16.5%	42.2%	22.8%	12.4%	6.1%
Q17f. Condition of landscaping or streetscaping in medians and along City streets	14.1%	41.2%	30.5%	10.5%	3.8%
Q17g. Cleanliness of City streets and other public areas	11.3%	40.4%	30.8%	13.5%	4.0%
Q17h. Cleanliness of stormwater drains in your neighborhood	14.5%	36.8%	25.9%	15.9%	6.9%

Q18. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q18. Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	514	42.8 %
Condition of streets in YOUR neighborhood	195	16.2 %
Condition of street signs	19	1.6 %
Condition of pavement markings on City streets	58	4.8 %
Snow removal on major City streets during the past 2 years	69	5.7 %
Condition of landscaping or streetscaping in medians and along City streets	36	3.0 %
Cleanliness of City streets and other public areas	44	3.7 %
Cleanliness of stormwater drains in your neighborhood	104	8.7 %
<u>None Chosen</u>	<u>162</u>	<u>13.5 %</u>
Total	1201	100.0 %

Q18. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q18. 2nd Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	133	11.1 %
Condition of streets in YOUR neighborhood	264	22.0 %
Condition of street signs	51	4.2 %
Condition of pavement markings on City streets	105	8.7 %
Snow removal on major City streets during the past 2 years	96	8.0 %
Condition of landscaping or streetscaping in medians and along City streets	69	5.7 %
Cleanliness of City streets and other public areas	108	9.0 %
Cleanliness of stormwater drains in your neighborhood	63	5.2 %
<u>None Chosen</u>	<u>312</u>	<u>26.0 %</u>
Total	1201	100.0 %

Q18. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next two years?

Q18. 3rd Most Emphasis	Number	Percent
Condition of major City streets	65	5.4 %
Condition of streets in YOUR neighborhood	68	5.7 %
Condition of street signs	39	3.2 %
Condition of pavement markings on City streets	108	9.0 %
Snow removal on major City streets during the past 2 years	85	7.1 %
Condition of landscaping or streetscaping in medians and along City streets	77	6.4 %
Cleanliness of City streets and other public areas	165	13.7 %
Cleanliness of stormwater drains in your neighborhood	122	10.2 %
<u>None Chosen</u>	<u>472</u>	<u>39.3 %</u>
Total	1201	100.0 %

Q18. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next two years? (Sum of Top 3 Choices)

Q18. Sum of Top 3 Choices	Number	Percent
Condition of major City streets	712	59.3 %
Condition of streets in YOUR neighborhood	527	43.9 %
Condition of street signs	109	9.1 %
Condition of pavement markings on City streets	271	22.6 %
Snow removal on major City streets during the past 2 years	250	20.8 %
Condition of landscaping or streetscaping in medians and along City streets	182	15.2 %
Cleanliness of City streets and other public areas	317	26.4 %
<u>Cleanliness of stormwater drains in your neighborhood</u>	<u>289</u>	<u>24.1 %</u>
Total	2657	

Q19. 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=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q19a. Maintenance of City parks	16.7%	42.5%	19.3%	4.3%	1.3%	15.8%
Q19b. Location of City parks	16.0%	40.7%	18.8%	7.7%	2.7%	14.1%
Q19c. Walking and biking trails in the City	14.7%	31.6%	20.1%	11.4%	5.5%	16.7%
Q19d. Availability of City recreation centers	9.7%	23.8%	23.4%	10.7%	4.2%	28.1%
Q19e. City swimming pools, spraygrounds and aquatic programs	8.9%	24.1%	22.3%	10.8%	4.3%	29.6%
Q19f. City golf courses	11.3%	23.4%	19.7%	2.0%	1.2%	42.3%
Q19g. Athletic programs	8.5%	17.5%	22.6%	5.2%	3.8%	42.5%
Q19h. Outdoor athletic facilities (e.g., tennis, baseball, soccer, and football)	9.0%	21.7%	22.5%	9.3%	4.7%	32.8%
Q19i. Recreation opportunities at Lakes Draper, Hefner, and Overholser	10.7%	25.0%	24.5%	6.1%	2.6%	31.2%
Q19j. Recreation opportunities along the Oklahoma River	16.0%	28.7%	19.7%	2.4%	2.3%	30.8%
Q19k. Availability of information about parks and recreation programs	11.7%	25.2%	25.9%	10.6%	5.1%	21.6%

WITHOUT DON'T KNOW**Q19. 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=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19a. Maintenance of City parks	19.8%	50.5%	22.9%	5.1%	1.6%
Q19b. Location of City parks	18.6%	47.4%	21.9%	8.9%	3.2%
Q19c. Walking and biking trails in the City	17.7%	37.9%	24.1%	13.7%	6.6%
Q19d. Availability of City recreation centers	13.5%	33.1%	32.5%	14.9%	5.9%
Q19e. City swimming pools, spraygrounds and aquatic programs	12.6%	34.2%	31.7%	15.4%	6.1%
Q19f. City golf courses	19.6%	40.5%	34.2%	3.5%	2.2%
Q19g. Athletic programs	14.8%	30.4%	39.2%	9.0%	6.7%
Q19h. Outdoor athletic facilities (e.g., tennis, baseball, soccer, and football)	13.4%	32.3%	33.5%	13.9%	6.9%
Q19i. Recreation opportunities at Lakes Draper, Hefner, and Overholser	15.5%	36.3%	35.6%	8.8%	3.8%
Q19j. Recreation opportunities along the Oklahoma River	23.1%	41.5%	28.5%	3.5%	3.4%
Q19k. Availability of information about parks and recreation programs	14.9%	32.2%	33.0%	13.5%	6.5%

Q20. 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?

<u>Q20. Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	177	14.7 %
Location of City parks	72	6.0 %
Walking and biking trails in the City	127	10.6 %
Availability of City recreation centers	72	6.0 %
City swimming pools, spraygrounds and aquatic programs	74	6.2 %
City golf courses	11	0.9 %
Athletic programs	26	2.2 %
Outdoor athletic facilities (e.g., tennis, baseball, soccer, and football)	34	2.8 %
Recreation opportunities at Lakes Draper, Hefner, and Overholser	53	4.4 %
Recreation opportunities along the Oklahoma River	51	4.2 %
Availability of information about parks and recreation programs	120	10.0 %
<u>None Chosen</u>	<u>384</u>	<u>32.0 %</u>
Total	1201	100.0 %

Q20. 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?

<u>Q20. 2nd Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	59	4.9 %
Location of City parks	69	5.7 %
Walking and biking trails in the City	112	9.3 %
Availability of City recreation centers	69	5.7 %
City swimming pools, spraygrounds and aquatic programs	91	7.6 %
City golf courses	15	1.2 %
Athletic programs	47	3.9 %
Outdoor athletic facilities (e.g., tennis, baseball, soccer, and football)	49	4.1 %
Recreation opportunities at Lakes Draper, Hefner, and Overholser	60	5.0 %
Recreation opportunities along the Oklahoma River	33	2.7 %
Availability of information about parks and recreation programs	63	5.2 %
<u>None Chosen</u>	<u>534</u>	<u>44.5 %</u>
Total	1201	100.0 %

Q20. 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?

<u>Q20. 3rd Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	40	3.3 %
Location of City parks	37	3.1 %
Walking and biking trails in the City	57	4.7 %
Availability of City recreation centers	75	6.2 %
City swimming pools, spraygrounds and aquatic programs	60	5.0 %
City golf courses	13	1.1 %
Athletic programs	40	3.3 %
Outdoor athletic facilities (e.g., tennis, baseball, soccer, and football)	73	6.1 %
Recreation opportunities at Lakes Draper, Hefner, and Overholser	50	4.2 %
Recreation opportunities along the Oklahoma River	49	4.1 %
Availability of information about parks and recreation programs	79	6.6 %
<u>None Chosen</u>	<u>628</u>	<u>52.3 %</u>
Total	1201	100.0 %

Q20. 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? (Sum of Top 3 Choices)

<u>Q20. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	276	23.0 %
Location of City parks	178	14.8 %
Walking and biking trails in the City	296	24.6 %
Availability of City recreation centers	216	18.0 %
City swimming pools, spraygrounds and aquatic programs	225	18.7 %
City golf courses	39	3.2 %
Athletic programs	113	9.4 %
Outdoor athletic facilities (e.g., tennis, baseball, soccer, and football)	156	13.0 %
Recreation opportunities at Lakes Draper, Hefner, and Overholser	163	13.6 %
Recreation opportunities along the Oklahoma River	133	11.1 %
<u>Availability of information about parks and recreation programs</u>	<u>262</u>	<u>21.8 %</u>
Total	2057	

Q21. 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 park program?

Q21. 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 park program?

	Number	Percent
None	286	23.8 %
Less than 5 times	322	26.8 %
5 to 10 times	247	20.6 %
11 to 20 times	128	10.7 %
More than 20 times	161	13.4 %
Don't Know	57	4.7 %
Total	1201	100.0 %

Q22. 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=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q22a. The availability of information about City programs and services	12.2%	30.4%	29.2%	13.1%	4.3%	10.7%
Q22b. The information in the water bill newsletter	24.4%	40.5%	17.4%	3.2%	1.0%	13.5%
Q22c. The City's website (www.okc.gov) as a source of information	14.5%	25.6%	20.0%	4.2%	1.7%	34.0%
Q22d. The City's use of social media	7.6%	20.1%	23.5%	4.4%	1.6%	42.9%
Q22e. The City's website as a means to transact business with the City	8.9%	21.7%	22.0%	3.4%	1.7%	42.2%
Q22f. Services and information provided by the City's Action Center	10.2%	21.1%	21.5%	4.2%	2.3%	40.6%

WITHOUT DON'T KNOW

Q22. 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=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q22a. The availability of information about City programs and services	13.7%	34.0%	32.7%	14.6%	4.9%
Q22b. The information in the water bill newsletter	28.2%	46.9%	20.1%	3.7%	1.2%
Q22c. The City's website (www.okc.gov) as a source of information	21.9%	38.8%	30.3%	6.4%	2.5%
Q22d. The City's use of social media	13.3%	35.1%	41.1%	7.7%	2.8%
Q22e. The City's website as a means to transact business with the City	15.4%	37.6%	38.0%	5.9%	3.0%
Q22f. Services and information provided by the City's Action Center	17.1%	35.6%	36.2%	7.2%	3.9%

Q23. Which of the following do you use to get information about the City of Oklahoma City?

Q23. Which of the following do you use to get information about the City of Oklahoma City?	Number	Percent
Water bill newsletter, CityNews	781	65.0 %
TV news	750	62.4 %
Newspapers	508	42.3 %
City website (www.okc.gov)	372	31.0 %
Radio	291	24.2 %
Calling the City	217	18.1 %
City cable channel (Channel 20)	162	13.5 %
Social media	156	13.0 %
Other	83	6.9 %
Total	3320	

Q23. Other

Q23 Other

AREA REPRESENTATIVE MAILS OUT A NEWSLETTER
BILLBOARDS
BREAKFAST WITH CITY MANAGER 4X A YEAR.
CALLING 311
CHAMBER OF COMMERCE -- THROUGH EMPLOYMENT
CITY ACTION CENTER. THEY SHOULD PUBLICIZE THESE THINGS MONTHLY, HIGHLY TRANSPARENT. HE ALSO
TALKS TO CITY MAINTENANCE PERSON OR POLICE OFFICER, TO VISIT.
COALITION MEETINGS
COWORKERS AND FRIENDS
DIRECT MAIL
DIRECT MAILING
DON'T KNOW
DRIVING AROUND THE CITY
EMAIL
EMAILS
EMAILS FROM DOWNTOWN OKC
EMAILS FROM SPECIFIC DEPARTMENTS
EVENTFUL WEBSITE
FAMILY
FAMILY MEMBERS
FRIENDS AND FAMILY
GAZETTE
GAZETTE
GOOGLE
GOOGLE
GOOGLE
GOOGLE TELEPHONE INFO
I JUST LIKE IT IN PRINT
INTERNET
INTERNET
MAGAZINE
MAGAZINES
MAIL
MAPS 3 UPDATE
MY DAD. ALSO BLUE PAGES OF PHONE BOOK.
NEIGHBOR GIVES INFORMATION
NEIGHBORHOOD ASSOCIATION
NEIGHBORS
NEIGHBORS
NEIGHBORS
NEITHER
NETWORK
NEWS
NONE
NONE
NONE
NONE
OK GAZETTE
ONLINE

Q23. Other

Q23 Other

ONLINE NEW WEB SITES

PAPER PHONE BOOK

PEOPLE

SCHOOLS(ATHLETICS)

SENIOR CENTER

TALKOKC

TRASH BILL

TRASH BILL

USED TO WORK FOR THE CITY.

WIFE

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WORD OF MOUTH, AND NEIGHBORHOOD WEBSITE

WORD OF MOUTH. MY NEIGHBORHOOD ORGAIZATION

WORD OF WORTH

YELLOW PAGES IN THE PHONEBOOKS

Q24. In which of the following areas would you like the City to provide more information?

Q24. In which of the following areas would you like the City to provide more information?	Number	Percent
Festivals/events	651	54.2 %
Parks programs	576	48.0 %
Street projects	561	46.7 %
Police activities	399	33.2 %
MAPS 3	392	32.6 %
Code Enforcement	366	30.5 %
Public hearings	318	26.5 %
Elected officials	304	25.3 %
Planning studies	271	22.6 %
Bond projects	264	22.0 %
Zoning/Permits	261	21.7 %
Other	46	3.8 %
Total	4409	

Q24. Other

Q24 Other

ADVERTISE THINGS ACCORDING TO AGE GROUPS, INTEREST LEVEL-WISE.
 ASD
 AVAILABILITY OF RESIDENTIAL AND HOUSING AREAS LIKE INFO LIKE TAXES ETC...
 BETTER CAMPING AND RV SERVICES AT THE LAKES
 BUDGETING AND FINANCIAL CHARGES
 CALENDAR WITH EVENTS LISTED
 CITIZEN COMMITTEES
 CODE REGULATIONS TO NEWCOMERS
 CONVERSATIONS PROGRAMS
 CURRENT EVENTS
 DIVERSITY
 DK
 DON'T KNOW
 DON'T KNOW
 DON'T KNOW
 DON'T KNOW
 ELDERLY PROGRAMS
 ELECTIONS
 FIX STREETS
 HEALTH ISSUES
 HIGH CRIME DISTRICTS; WHERE TO STAY AWAY FROM IN CRITICAL TIMES.
 HOW TO RESOLVE DISRUPTIVE PEOPLE IN THE NEIGHBORHOOD
 ILLEGAL ACTIVITIES
 INFORMATION ABOUT NATURAL GASES ON HIS PROPERTY
 INFORMATION ON HOW TO BE A COMMITTEE VOLUNTEER OR DO SERVICES FOR THE CITY, LIKE GARDENING
 MAINTENANCE OF THE CITY STREETS.
 MASS TRANSIT INFORMATION
 MORE ABOUT THE FIRE DEPARTMENT
 MORE CITY ACTION CENTER NEEDS MORE EMPHASIS IN THE PUBLIC MEDIA FOR THE SAFETY AND WELFARE OF THE PEOPLE. I AM ALSO EXTREMELY INTERESTED IN THE MAPS PROJECT. IMPROVING QUALITY OF LIFE IMMENSELY.
 MORE SPANISH EXPLENATIONS OF BILLS
 MORE TOWN HALL MEETINGS WITH COUNCILMEN
 N/A
 NATURE
 NEIGHBORHOOD WATCH PROGRAMS
 NONE
 NONE
 NONE
 PARTY AFFILIATION
 POLICE ACTIVITIES IS AN AMBIGUOUS QUESTION. I DON'T NEED TO KNOW SCARY DETAILS.
 PUBLIC BUSES
 PUBLIC EXECUTION
 SENIOR PROGRAMS
 SIDEWALKS
 SOCIAL MEDIA
 STORM SHELTER REBATE INFORMATION
 THE WEBSITE NEEDS TO BE FRIENDLIER. AND DEFINITELY NEED MORE INFORMATION ON PARKS & RECREATION.
 THERE ARE NICE THINGS AROUND TOWN I NEVER HEAR ABOUT.
 WANT EVENT INFORMATION BEFORE TWO DAYS BEFORE. START ADVERTISING A WEEK OR TWO BEFORE SO WE CAN OUR TIME BETTER.

Q24. Other

Q24 Other

WE NEED ALL OF IT
WEBSITE

WHEN DO YOU PLAN TO UPDATE OUR NEIGHBORHOOD PARKS. KIDS DON'T HAVE GOOD FACILITIES IN 73121 AREA.

YOUTH PROGRAMS AVAILABLE THROUGH PARK & REC

Q25. Have you contacted the City of Oklahoma City during the past year?

Q25. Have you contacted the City of Oklahoma City
during the past year?

	Number	Percent
Yes	522	43.5 %
No	666	55.5 %
Don't know	13	1.1 %
Total	1201	100.0 %

Q25a-e. Using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following:

(N=522)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q25a. How helpful City staff were when you called	34.7%	39.3%	10.5%	7.3%	5.2%	3.1%
Q25b. How helpful City staff were when you visited	20.7%	25.5%	10.7%	3.6%	1.9%	37.5%
Q25c. The accuracy of the information you were given	34.7%	37.0%	14.6%	5.6%	5.6%	2.5%
Q25d. How quickly City staff responded to your request	31.3%	34.7%	16.7%	6.1%	8.1%	3.1%
Q25e. How well your issue was handled	32.8%	34.7%	13.4%	7.1%	10.2%	1.7%

WITHOUT DON'T KNOW

Q25a-e. Using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following: (Without "Don't Know")

(N=522)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q25a. How helpful City staff were when you called	35.8%	40.5%	10.9%	7.5%	5.3%
Q25b. How helpful City staff were when you visited	33.1%	40.8%	17.2%	5.8%	3.1%
Q25c. The accuracy of the information you were given	35.6%	38.0%	15.0%	5.7%	5.7%
Q25d. How quickly City staff responded to your request	32.3%	35.8%	17.2%	6.3%	8.3%
Q25e. How well your issue was handled	33.4%	35.4%	13.7%	7.2%	10.4%

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

Q26. How do you prefer to report code violations and non-emergency problems or request a City service?	Number	Percent
Call the department	672	56.0 %
Action Center (297-2535)	566	47.1 %
Fill out the online service request form on www.okc.gov	235	19.6 %
Email	146	12.2 %
Mobile application	92	7.7 %
Mail	72	6.0 %
Social media	64	5.3 %
Other	28	2.3 %
Total	1875	

Q26. Other

Q26_Other

211
 211
 ANTICIPATE USING THE PHONE, BUT HAVEN'T MADE A REPORT YET
 ASK A POLICE MAN.
 CALL 911
 CALL CITY COUNCIL
 CALL CITY HALL
 GO IN PERSON
 HAVE NOT CONTACTED ANYONE
 HAVEN'T REPORTED ANYTHING LATELY
 HOME PHONE
 I CALL THE NON EMERGENCY NUMBER OF THE POLICE DEPARTMENT.
 I HAVE PHONE NUMBERS
 IN PERSON
 KNOWS MAYOR CALLS HIM IF NO RESPONSE
 NEIGHBORHOOD
 NEVER REPORTED A PROBLEM
 NONE
 NONE
 PERSONAL VISIT
 PHONE BOOK OR GOOGLE PHONE INFO
 SEE A LAW ATTORNEY
 WE NEED A NUMBER FOR NON-EMERGENCIES. IS THE ACTION CENTER MEAN THAT? BUT SEVERELY DISTURBING NOISE THAT NEEDS IMMEDIATE RESPONSE, BUT NOT EMERGENCY.
 WEBSITE TO FIND NUMBER NEEDED
 WOULD LIKE TO BE ABLE TO TALK TO LIVE PERSON
 YOU CAN CALL THE ACTION CENTER BUT SOME TIMES IT DOES NOT DO ANY GOOD.

Q27. Are you aware that the City has a Household Hazardous Waste disposal facility at 1621 S. Portland where residents can dispose of paint, insecticides, motor oil, etc. free of charge?

Q27. Are you aware?	Number	Percent
Yes	725	60.4 %
No	447	37.2 %
Don't Know	29	2.4 %
Total	1201	100.0 %

Q28. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Oklahoma City with regard to the following:

(N=1201)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q28a. As a place to live	37.9%	45.6%	10.9%	2.7%	1.9%	1.0%
Q28b. As a place to raise children	36.2%	39.1%	14.4%	4.9%	2.4%	2.9%
Q28c. As a place to work	33.9%	41.7%	14.8%	5.2%	1.8%	2.5%
Q28d. As a place to retire	32.2%	35.7%	16.7%	6.5%	3.5%	5.4%
Q28e. As a place to visit	30.2%	38.8%	18.1%	6.8%	3.7%	2.3%
Q28f. As a City that is moving in the right direction	40.0%	35.7%	14.8%	4.4%	2.4%	2.6%
Q28g. As a City that demonstrates sustainability through the responsible use of energy and natural resources	24.2%	34.4%	21.5%	5.6%	3.5%	10.8%

WITHOUT DON'T KNOW

Q28. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Oklahoma City with regard to the following: (Without "Don't Know")

(N=1201)

	Excellent	Good	Neutral	Below Average	Poor
Q28a. As a place to live	38.3%	46.1%	11.0%	2.7%	1.9%
Q28b. As a place to raise children	37.3%	40.3%	14.8%	5.1%	2.5%
Q28c. As a place to work	34.8%	42.8%	15.2%	5.4%	1.9%
Q28d. As a place to retire	34.1%	37.8%	17.6%	6.9%	3.7%
Q28e. As a place to visit	30.9%	39.7%	18.5%	7.0%	3.8%
Q28f. As a City that is moving in the right direction	41.1%	36.7%	15.2%	4.5%	2.5%
Q28g. As a City that demonstrates sustainability through the responsible use of energy and natural resources	27.2%	38.6%	24.1%	6.3%	3.9%

Q29. How satisfied are you with the various aspects of your neighborhood? Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q29a. Safety	24.6%	41.9%	18.7%	9.2%	4.5%	1.2%
Q29b. Appearance	24.6%	39.5%	20.9%	9.3%	4.0%	1.7%
Q29c. Property maintenance	22.0%	37.8%	22.2%	12.4%	3.7%	1.8%
Q29d. Sense of community	20.6%	31.6%	26.7%	11.5%	5.6%	3.9%
Q29e. Amenities (things like sidewalks, parks, shopping, trees, etc.)	15.0%	29.1%	21.7%	17.0%	13.5%	3.7%
Q29f. Overall quality	21.5%	43.4%	21.4%	7.7%	4.2%	1.9%

WITHOUT DON'T KNOW

Q29. How satisfied are you with the various aspects of your neighborhood? Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=1201)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q29a. Safety	24.9%	42.4%	18.9%	9.3%	4.5%
Q29b. Appearance	25.1%	40.1%	21.3%	9.5%	4.1%
Q29c. Property maintenance	22.4%	38.5%	22.6%	12.6%	3.8%
Q29d. Sense of community	21.5%	32.9%	27.8%	12.0%	5.8%
Q29e. Amenities (things like sidewalks, parks, shopping, trees, etc.)	15.6%	30.2%	22.6%	17.6%	14.0%
Q29f. Overall quality	21.9%	44.2%	21.8%	7.8%	4.2%

Q30. Physical Activity. Not counting activity at work, how often did you participate in any physical activities or exercises such as running, golfing, gardening, walking, cycling or calisthenics during the past month?

Q30. How often did you participate in any physical activities or exercises?	Number	Percent
More than 3 times a week (Often)	433	36.1 %
1-3 times a week (Regularly)	354	29.5 %
1-3 times a month (Occasionally)	226	18.8 %
0 times last month (Never)	137	11.4 %
Don't Know	51	4.2 %
Total	1201	100.0 %

Q31. Approximately how many years have you lived in Oklahoma City?

Q31. Approximately how many years have you lived in Oklahoma City?	Number	Percent
Less than 5 years	94	7.8 %
5-10 years	126	10.5 %
11-20 years	234	19.5 %
More than 20 years	743	61.9 %
Not provided	4	0.3 %
Total	1201	100.0 %

Q32. Are you registered to vote?

<u>Q32. Are you registered to vote?</u>	<u>Number</u>	<u>Percent</u>
Yes	1027	85.5 %
No	159	13.2 %
Not provided	15	1.2 %
Total	1201	100.0 %

Q33. What is your age?

<u>Q33. What is your age?</u>	<u>Number</u>	<u>Percent</u>
18-34 years	230	19.2 %
35-44 years	241	20.1 %
45-54 years	250	20.8 %
55-64 years	244	20.3 %
65-74 years	143	11.9 %
75+ years	89	7.4 %
Not provided	4	0.3 %
Total	1201	100.0 %

Q34. What is your gender?

<u>Q34. What is your gender?</u>	<u>Number</u>	<u>Percent</u>
Male	587	48.9 %
Female	614	51.1 %
Total	1201	100.0 %

Q35. Do you own or rent your current residence?

Q35. Do you own or rent your current residence?	Number	Percent
Own	934	77.8 %
Rent	253	21.1 %
Not provided	14	1.2 %
Total	1201	100.0 %

Q36. Which of the following best describes your race/ethnicity?

Q36. Which of the following best describes your race/ ethnicity?	Number	Percent
White	716	59.6 %
Hispanic/Latino/Spanish	215	17.9 %
Black/African American	205	17.1 %
American Indian/Eskimo	43	3.6 %
Asian/Pacific Islander	35	2.9 %
Other	5	0.4 %
Total	1219	

Q37. Would you say your total annual household income is:

Q37. Would you say your total annual household income is:	Number	Percent
Under \$30,000	318	26.5 %
\$30,000 to \$59,999	315	26.2 %
\$60,000 to \$99,9999	238	19.8 %
\$100,000 or more	197	16.4 %
Not provided	133	11.1 %
Total	1201	100.0 %

Section 6:
Survey Instrument



The City of
OKLAHOMA CITY

June 2014

Dear Oklahoma City Resident:

Your input on the enclosed survey is extremely important.

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

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

Please return your survey sometime during the next week. Your responses will remain confidential. Please return your survey in the enclosed postage-paid envelope.

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

Sincerely,

A handwritten signature in cursive script that reads "Mick Cornett".

Mick Cornett
Mayor

2014 City of Oklahoma City Citizen Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and respond to citizen concerns. If you have questions, please call the City's Action Center at 297-2535.



1. Major categories of services provided by the City of Oklahoma City are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>How Satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Quality of police service	5	4	3	2	1	9
B. Quality of fire service	5	4	3	2	1	9
C. Quality of ambulance service	5	4	3	2	1	9
D. Quality of City parks and recreation programs and facilities	5	4	3	2	1	9
E. Condition of City streets	5	4	3	2	1	9
F. Quality of City water utilities	5	4	3	2	1	9
G. Enforcement of City codes and ordinances	5	4	3	2	1	9
H. Quality of customer service you receive from City employees	5	4	3	2	1	9
I. Effectiveness of City communication with the public	5	4	3	2	1	9
J. Flow of traffic and the ease of getting around town	5	4	3	2	1	9
K. Quality of the City's public transit system	5	4	3	2	1	9

2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 1 above.]

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

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

<i>How Satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Quality of services provided by the City	5	4	3	2	1	9
B. Appearance of the City	5	4	3	2	1	9
C. Image of the City	5	4	3	2	1	9
D. How well the City is planning growth	5	4	3	2	1	9
E. Quality of life in the City	5	4	3	2	1	9
F. Feeling of safety in the City	5	4	3	2	1	9
G. Quality of Downtown	5	4	3	2	1	9

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

12. Do you have any suggestions for improving public transportation in Oklahoma City?

13. **Code Enforcement:** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

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

14. Which **THREE code enforcement** items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 13 above.]

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

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

- (1) More than once per week
 (3) 1-2 times per month
 (5) Seldom or never
 (2) Once a week
 (4) A few times per year
 (9) Don't know

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

- (1) More than once per week
 (3) 1-2 times per month
 (5) Seldom or never
 (2) Once a week
 (4) A few times per year
 (9) Don't know

17. **Maintenance.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>How Satisfied are you with:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Condition of major City streets	5	4	3	2	1	9
B.	Condition of streets in YOUR neighborhood	5	4	3	2	1	9
C.	Condition of street signs	5	4	3	2	1	9
D.	Condition of pavement markings on City streets	5	4	3	2	1	9
E.	Snow removal on major City streets during the past 2 years	5	4	3	2	1	9
F.	Condition of landscaping or streetscaping in medians and along City streets	5	4	3	2	1	9
G.	Cleanliness of City streets and other public areas	5	4	3	2	1	9
H.	Cleanliness of stormwater drains in your neighborhood	5	4	3	2	1	9

18. Which **THREE of the maintenance** items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 17 above.]

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

19. 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."

<i>How Satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Maintenance of City parks	5	4	3	2	1	9
B. Location of City parks	5	4	3	2	1	9
C. Walking and biking trails in the City	5	4	3	2	1	9
D. Availability of City recreation centers	5	4	3	2	1	9
E. City swimming pools, spraygrounds and aquatic programs	5	4	3	2	1	9
F. City golf courses	5	4	3	2	1	9
G. Athletic programs	5	4	3	2	1	9
H. Outdoor athletic facilities (e.g., tennis, baseball, soccer, and football)	5	4	3	2	1	9
I. Recreation opportunities at Lakes Draper, Hefner, and Overholser	5	4	3	2	1	9
J. Recreation opportunities along the Oklahoma River	5	4	3	2	1	9
K. Availability of information about parks and recreation programs	5	4	3	2	1	9

20. 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 the letters below using the letters from the list in Question 19 above.]

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

21. 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 park 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

22. 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."

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

23. Which of the following do you use to get information about the City of Oklahoma City? (Check all that apply.)

(1) Water bill newsletter, *CityNews* (6) City cable channel (Channel 20)
 (2) Newspapers (7) Calling the City
 (3) Radio (8) Social media
 (4) Television news (9) Other: _____
 (5) City website (www.okc.gov)

24. In which of the following areas would you like the City to provide more information? (Check all that apply.)

(01) Zoning/Permits (05) Elected officials (09) Police activities
 (02) Street projects (06) Public hearings (10) Code Enforcement
 (03) MAPS 3 (07) Bond projects (11) Parks programs
 (04) Planning studies (08) Festivals/events (12) Other: _____

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

(1) Yes [Answer Questions 25a-e] (2) No [Go to Question 26]

25a-e. [Only if “YES” to Question 25] **Using a 5-point scale, where 5 means “very satisfied” and 1 means “very dissatisfied,” please rate your satisfaction with the City employees you have contacted with regard to the following:**

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

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

(Check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> (1) Call the Action Center (297-2535) | <input type="checkbox"/> (5) Call the department |
| <input type="checkbox"/> (2) Fill out the online service request form on www.okc.gov | <input type="checkbox"/> (6) Email |
| <input type="checkbox"/> (3) Social media | <input type="checkbox"/> (7) Mail |
| <input type="checkbox"/> (4) Mobile application | <input type="checkbox"/> (8) Other: _____ |

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

- (1) Yes
 (2) No

28. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means “excellent” and 1 means “poor,” please rate the City of Oklahoma City with regard to the following:

How would you rate the City of Oklahoma City:		<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
A.	As a place to live	5	4	3	2	1	9
B.	As a place to raise children	5	4	3	2	1	9
C.	As a place to work	5	4	3	2	1	9
D.	As a place to retire	5	4	3	2	1	9
E.	As a place to visit	5	4	3	2	1	9
F.	As a City that is moving in the right direction	5	4	3	2	1	9
G.	As a City that demonstrates sustainability through the responsible use of energy and natural resources	5	4	3	2	1	9

29. How satisfied are you with the various aspects of your neighborhood? Please rate each item on a scale of 1 to 5, where 5 means “very satisfied” and 1 means “very dissatisfied.”

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

30. **Physical Activity.** Not counting activity at work, how often did you participate in any physical activities or exercises such as running, golfing, gardening, walking, cycling or calisthenics during the past month?
 (4) More than 3 times a week (Often) (2) 1-3 times a month (Occasionally) (9) Don't Know
 (3) 1-3 times a week (Regularly) (1) 0 times last month (Never)
31. **Approximately how many years have you lived in Oklahoma City?**
 (1) Less than 5 years (3) 11-20 years
 (2) 5-10 years (4) More than 20 years
32. **Are you registered to vote?**
 (1) Yes
 (2) No
33. **What is your age?**
 (1) Under 25 years (5) 55-64 years
 (2) 25-34 years (6) 65-74 years
 (3) 35-44 years (7) 75+ years
 (4) 45-54 years
34. **What is your gender?**
 (1) Male
 (2) Female
35. **Do you own or rent your current residence?**
 (1) Own
 (2) Rent
36. **Which of the following best describes your race/ethnicity?** (check all that apply)
 (1) Asian/Pacific Islander (4) Black/African American
 (2) White (5) Hispanic/Latino/Spanish
 (3) American Indian/Eskimo (6) Other: _____
37. **Would you say your total annual household income is:**
 (1) Under \$30,000 (3) \$60,000 to \$99,999
 (2) \$30,000 to \$59,999 (4) \$100,000 or more
38. **What is your home zip code?** _____

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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