

2015 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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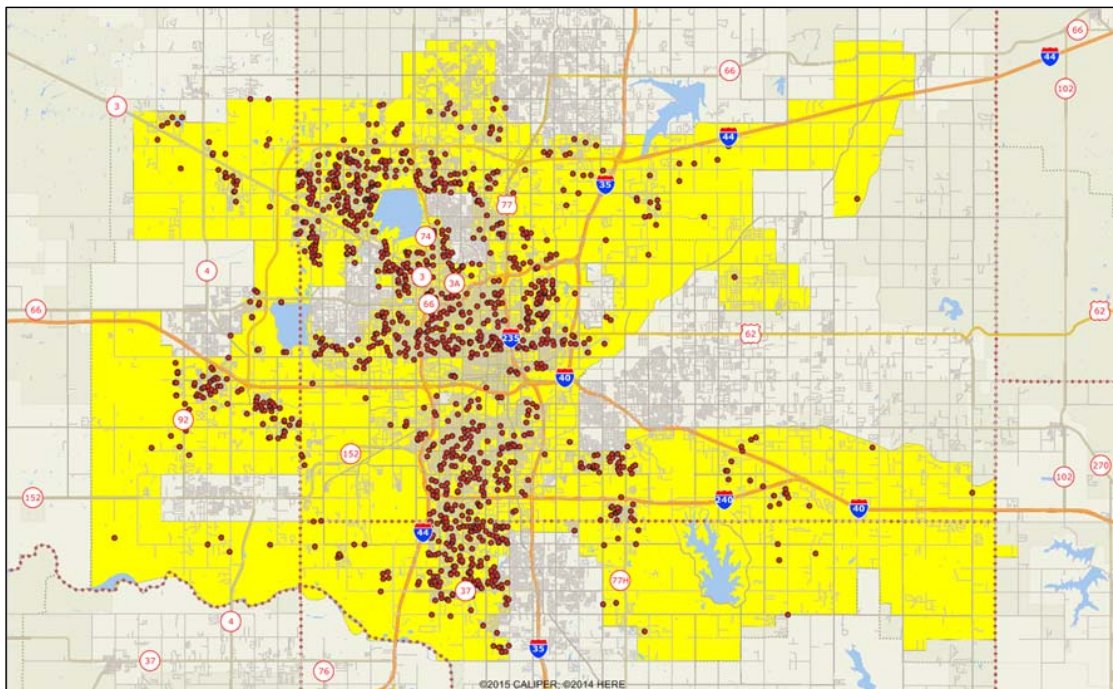
2015 DirectionFinder[®] Survey

Executive Summary Report

Overview and Methodology

During the summer of 2015, ETC Institute administered its ninth *DirectionFinder*[®] survey on behalf of the City of Oklahoma City. The previous *DirectionFinder*[®] surveys were conducted in 2005, 2007, 2008, 2009, 2011, 2012, 2013 and 2014. 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 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 1,370 households completed the survey. The results for the random sample of 1,370 households have a 95% level of confidence with a precision of at least +/- 2.6%. 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 as maps of the City
- tabular data that show the results for each question on the survey
- a copy of the survey instrument

Major Findings

- **Overall Satisfaction with City Services.** Sixty-seven percent (67%) of the residents surveyed, who had an opinion, were satisfied with the overall quality of services provided by the City. This was 19% higher than the national average for large cities in the U.S. (67% 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 (88%), work (84%) and raise children (81%). 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 16% above the national average for large U.S. cities (88% Oklahoma City versus 72% Large U.S. City Average), ratings of the City as a place to work was 11% above the national average for large U.S. cities (84% Oklahoma City versus 73% Large U.S. City Average), and ratings of the City as a place to raise children was 12% above the national average for large U.S. cities (81% Oklahoma City versus 69% Large U.S. City Average).
- **Satisfaction with the Image of Oklahoma City.** Sixty-eight percent (68%) of the residents surveyed, who had an opinion, were satisfied with the image of the City. This was 6% higher than the national average for large cities in the U.S. (68% Oklahoma City versus 62% Large U.S. City Average).

- **Satisfaction with How Well the City is Planning Growth.** Sixty-seven percent (67%) of the residents surveyed, who had an opinion, were satisfied with how well the City is planning growth. This was 29% higher than the national average for large cities in the U.S. (67% 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 (87%), quality of ambulance service (79%), and the quality of police services (71%). Residents were least satisfied with the condition of City streets (11%). 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 flow of traffic/ease of getting around town and the quality of police service was 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 (90%), bulk item pick-up/removal services (84%), and water service (83%). Residents were least satisfied with the speed of services, such as repairs and starting of service (61%).
- **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 (46%) and quality of animal control services (45%).
- **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 (64%) and condition of landscaping/streetscaping in medians and along City streets (50%). Residents were least satisfied with the condition of major City streets (22%).
- **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 (60%), location of City parks (59%), recreation opportunities along the Oklahoma River (58%) and City golf courses (57%).
- **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 (77%) and the availability of information about City services and programs (64%).

The sources of information residents used most to get information about the City were: the television news (77%), the Water bill newsletter (72%), local newspapers (52%) and the City website (35%). 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 (60%), street projects (60%) and parks programs (45%).

- **Other Findings.** Some of the other major findings from the survey are provided below:
 - Twenty-two percent (22%) of the residents surveyed indicated they are either “very satisfied” or “satisfied” with the convenience of public transportation in Oklahoma City; this is a decrease of 9% from 2014.
 - Seventeen percent (17%) of the residents surveyed indicated that stray dogs are a problem in their neighborhood at least once a week; 25% responded that stray cats are a problem at least once a week.
 - More than one-third (39%) of the residents surveyed indicated they participate in physical activities or exercises such as running, golfing, gardening, etc. four times per week or more; 28% participate in physical activities or exercises one to three times per week.

OPPORTUNITIES FOR IMPROVEMENT

In order to help the City identify opportunities for improvement, ETC Institute conducted an Importance-Satisfaction (I-S) Priorities Analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years.

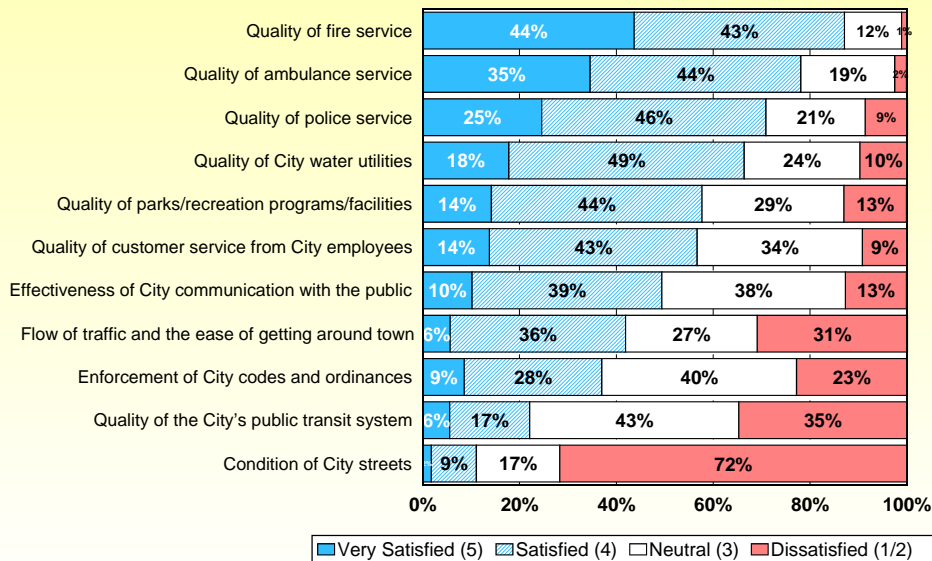
- **Overall Priorities.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top two opportunities for improvement over the next two years in order to raise the City’s overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Condition of City streets
 - Flow of traffic and the ease of getting around town
 - Quality of the City’s public transit system
 - Enforcement of City codes and ordinances

- **Priorities within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
 - **Code Enforcement:** enforcing clean-up of debris on private property, enforcing the mowing of grass on private property, and enforcing the exterior upkeep of residential property
 - **City Maintenance:** condition of major City streets and condition of neighborhood streets
 - **Parks and Recreation:** walking and biking trails in the City, maintenance of City parks, availability of information about Parks and Recreation programs, and swimming pools, spraygrounds and aquatic programs

Section 1:
Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

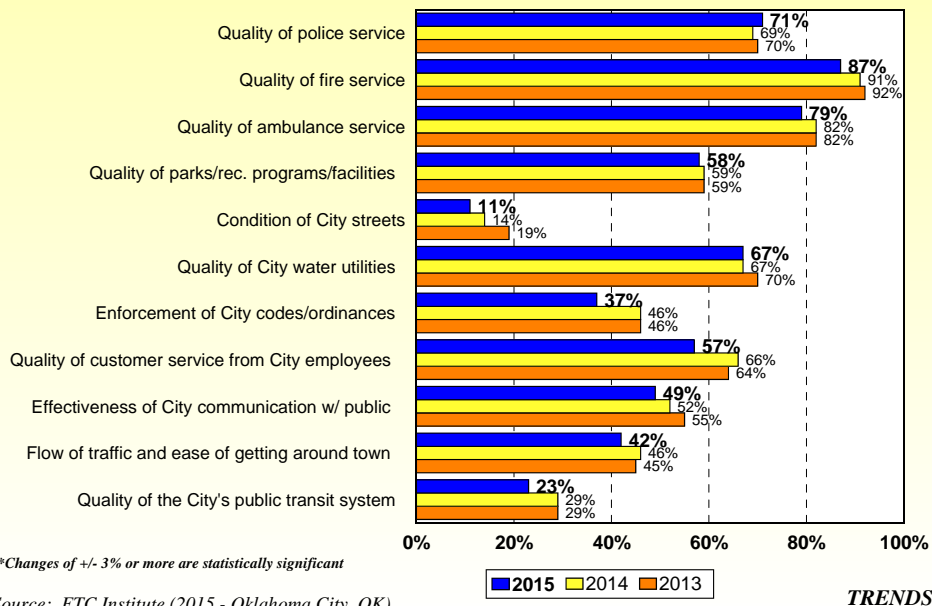
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2015 - Oklahoma City, OK)

Overall Satisfaction With City Services by Major Category: 2013 to 2015

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



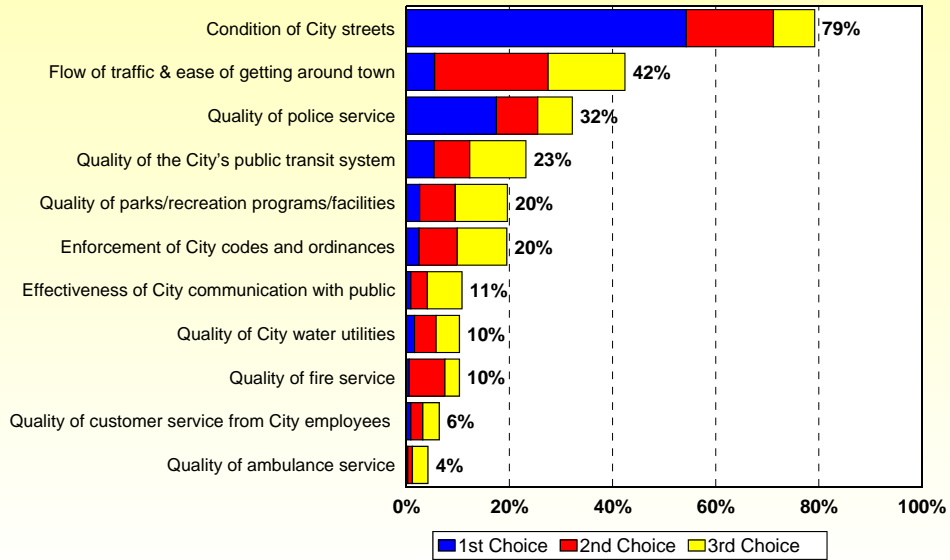
*Changes of +/- 3% or more are statistically significant

Source: ETC Institute (2015 - Oklahoma City, OK)

TRENDS

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

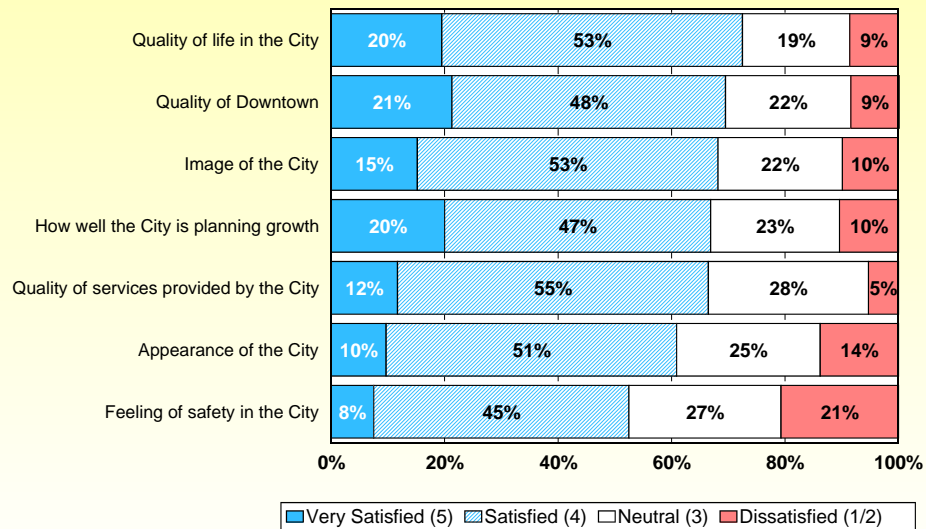
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2015 - Oklahoma City, OK)

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

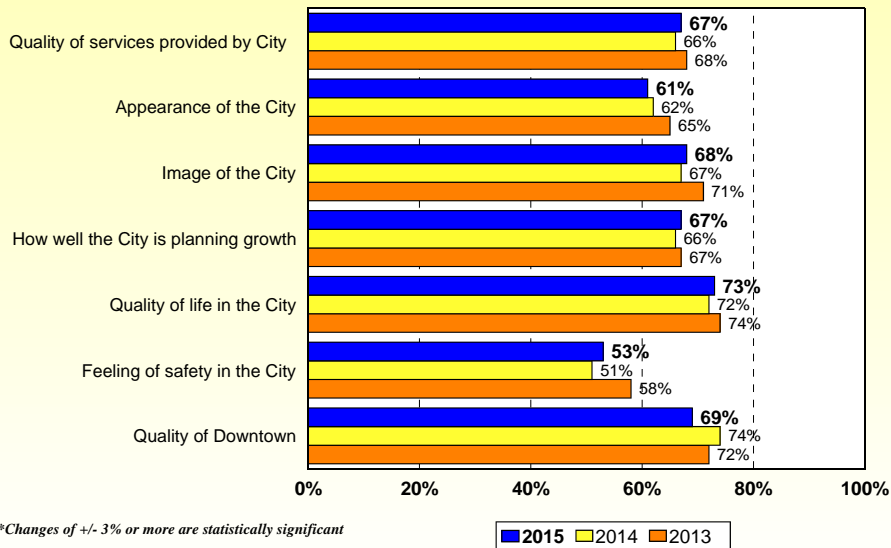
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2015 - Oklahoma City, OK)

Satisfaction With Items That Influence the Perception Residents Have of the City: 2013 to 2015

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



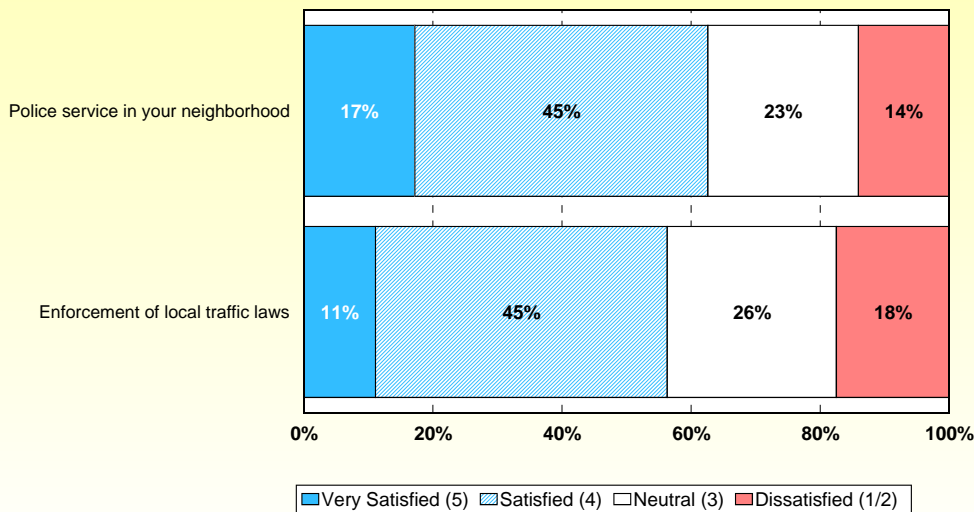
*Changes of +/- 3% or more are statistically significant

Source: ETC Institute (2015 - Oklahoma City, OK)

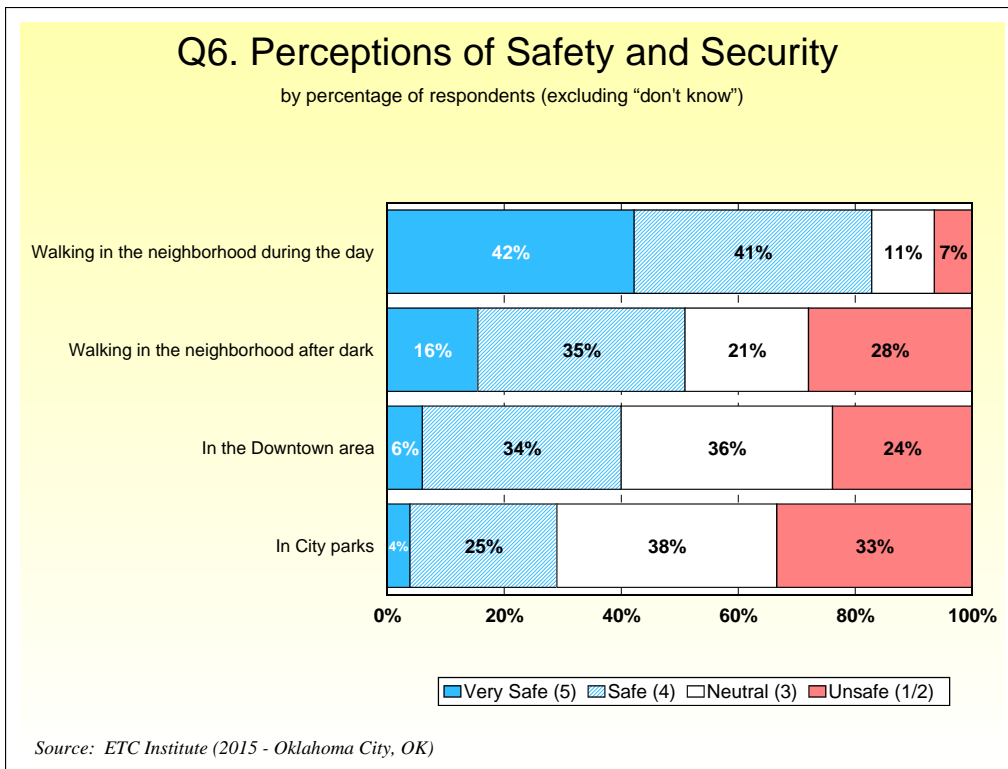
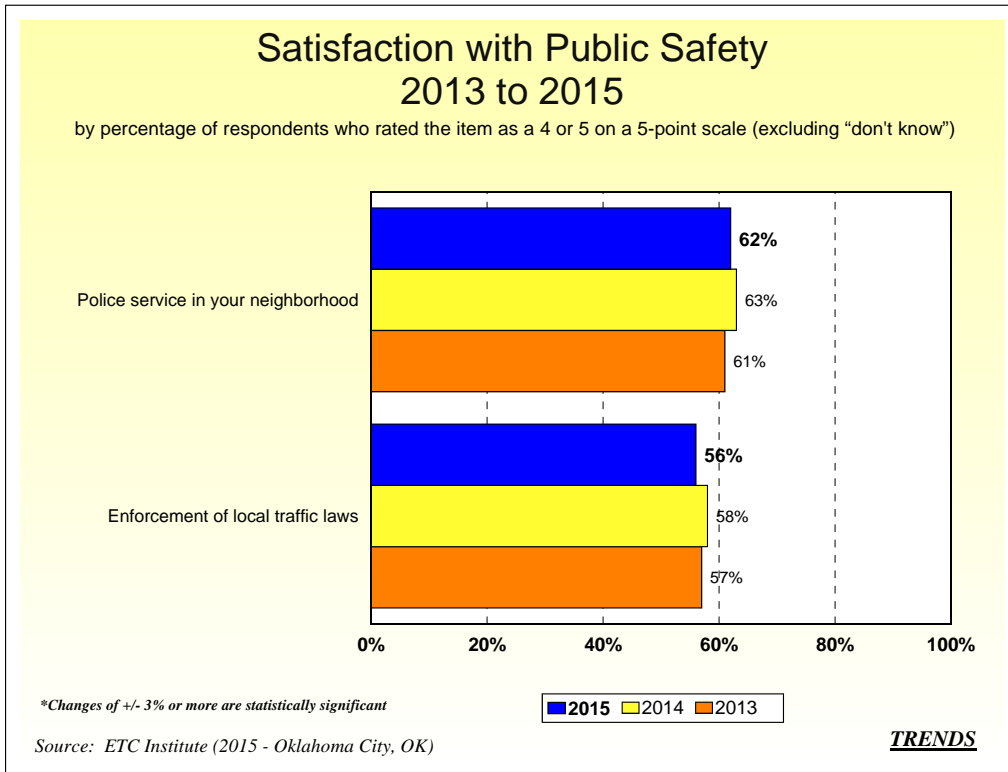
TRENDS

Q5. Satisfaction with Public Safety

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

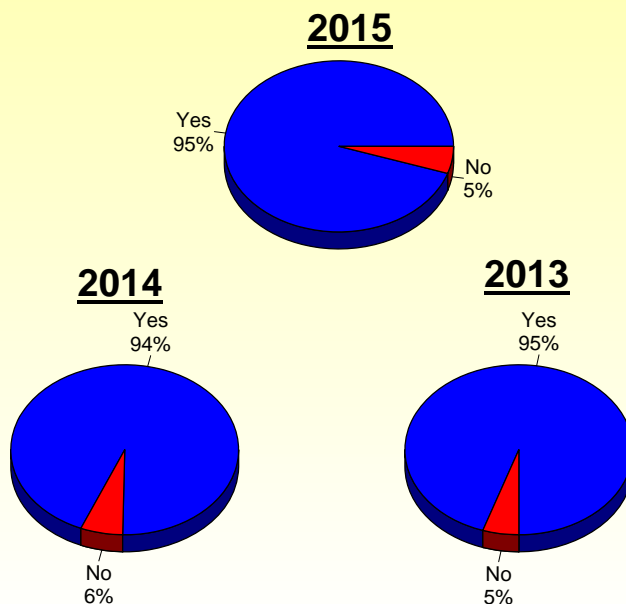


Source: ETC Institute (2015 - Oklahoma City, OK)



Q7. Do you have a working smoke alarm in your home?

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

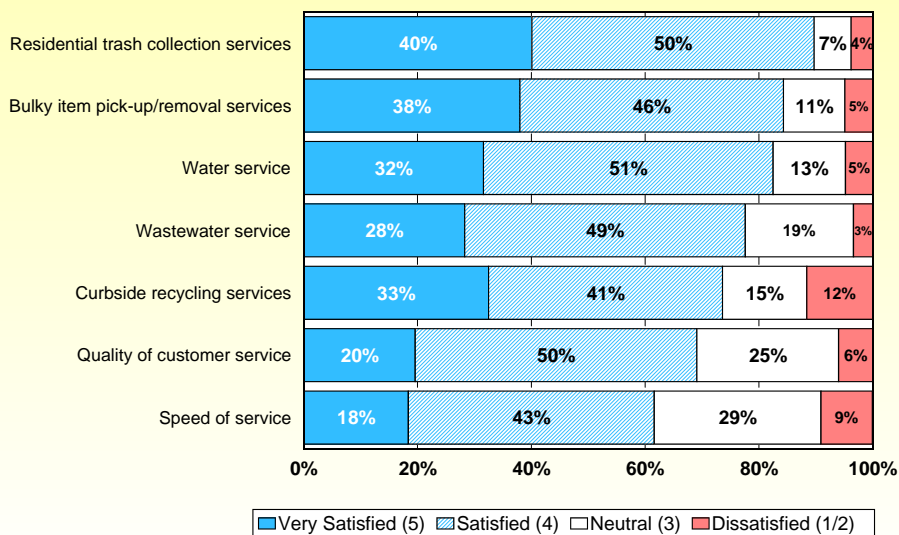


Source: ETC Institute (2015 - Oklahoma City, OK)

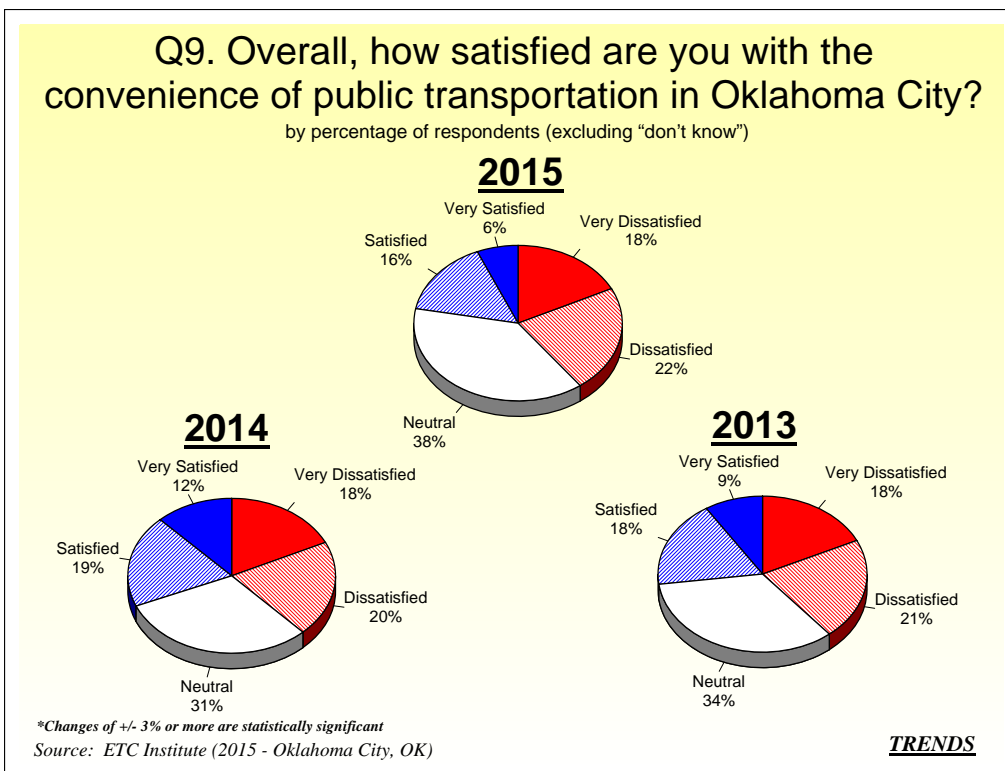
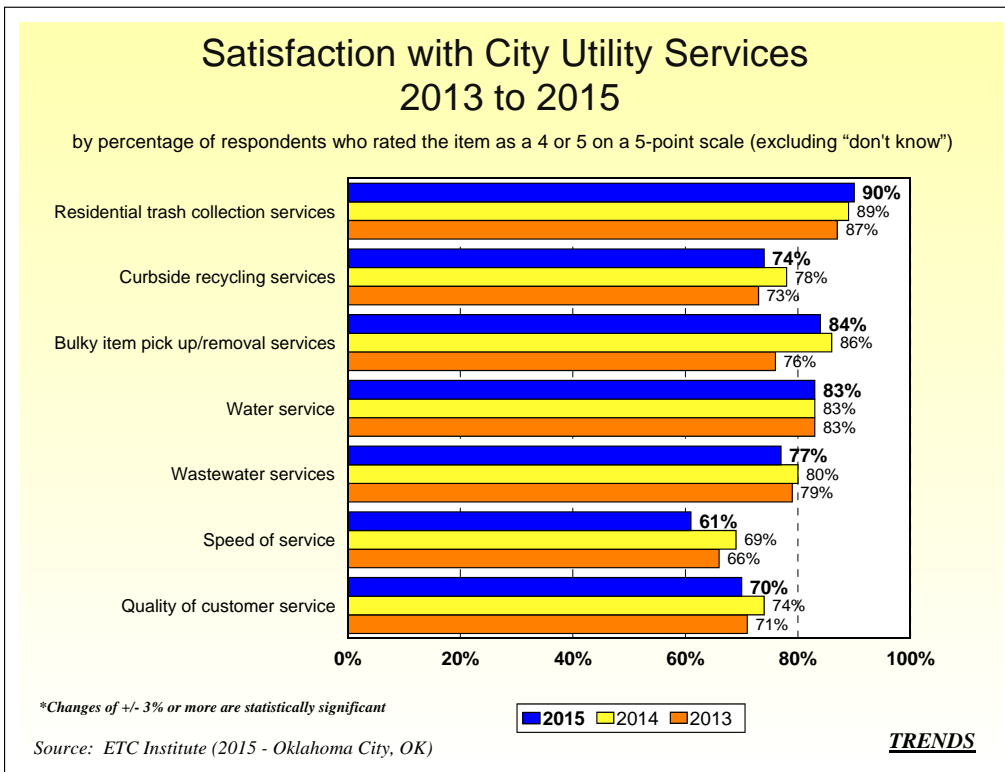
TRENDS

Q8. Satisfaction with City Utility Services

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

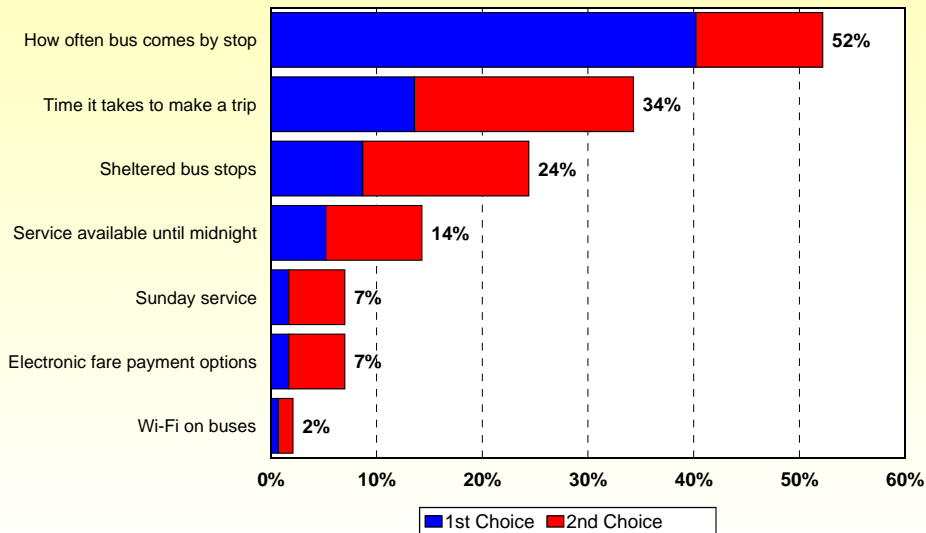


Source: ETC Institute (2015 - Oklahoma City, OK)



Q10. Bus Service Characteristics Most Important to Residents When Considering Whether or Not to Use Public Transit

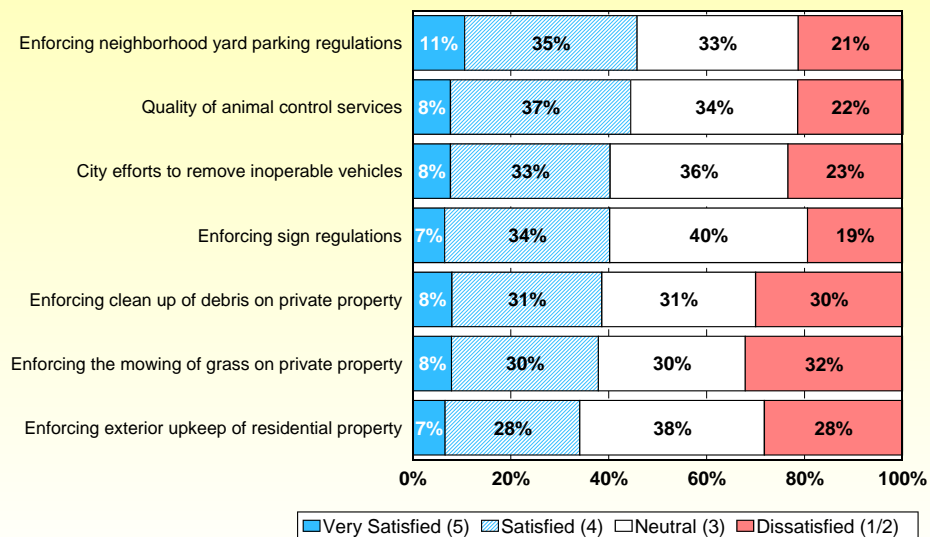
by percentage of respondents who selected the item as one of their top two choices



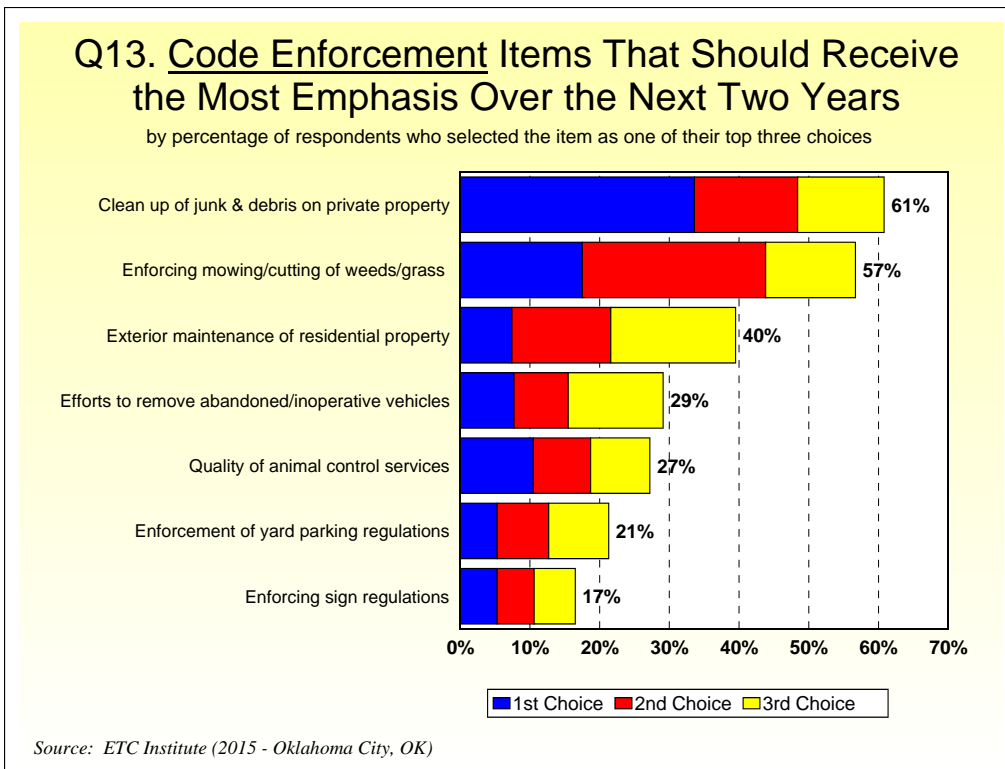
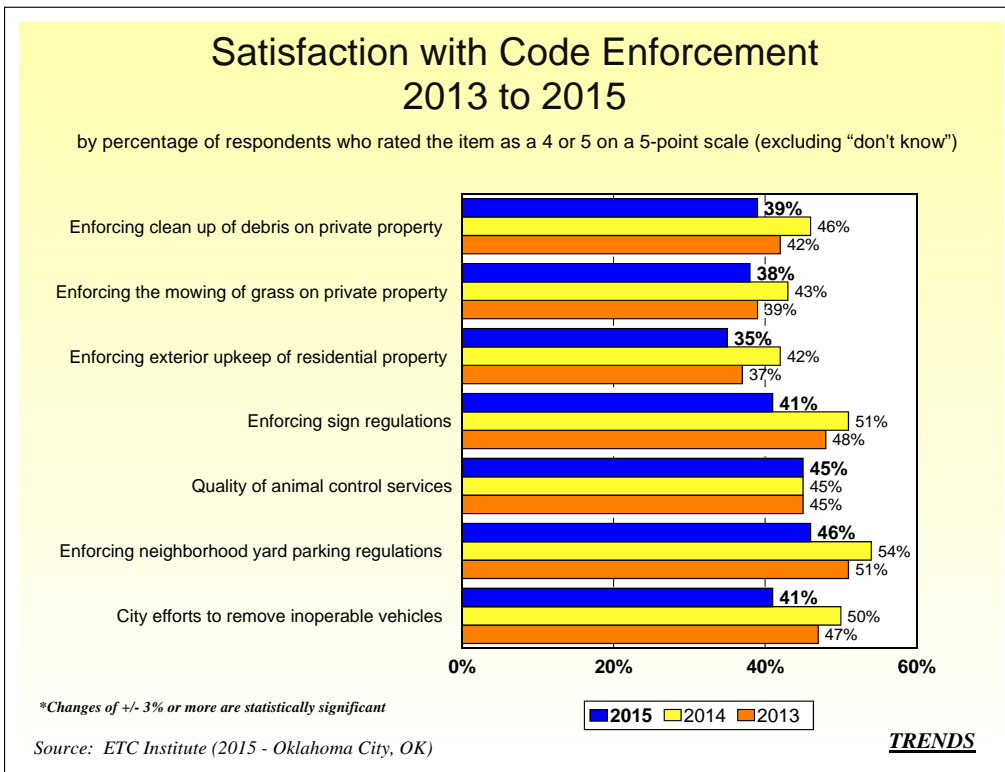
Source: ETC Institute (2015 - Oklahoma City, OK)

Q12. Satisfaction with Code Enforcement

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

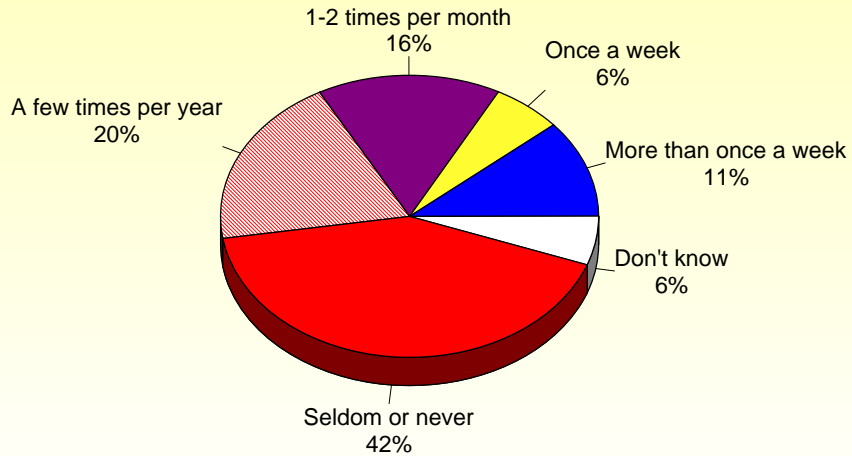


Source: ETC Institute (2015 - Oklahoma City, OK)



Q14. How often would you say stray dogs are a problem in your neighborhood?

by percentage of respondents



Source: ETC Institute (2015 - Oklahoma City, OK)

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

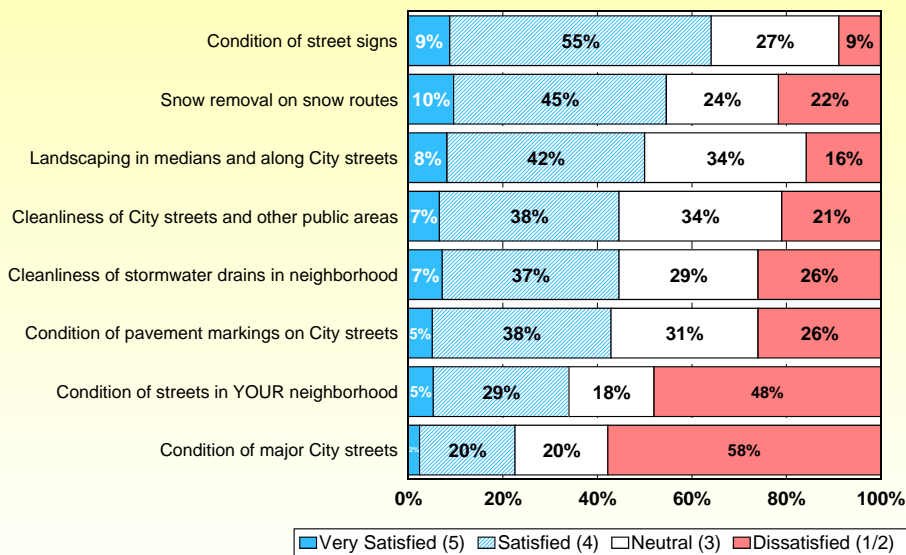
by percentage of respondents



Source: ETC Institute (2015 - Oklahoma City, OK)

Q16. Satisfaction with City Maintenance

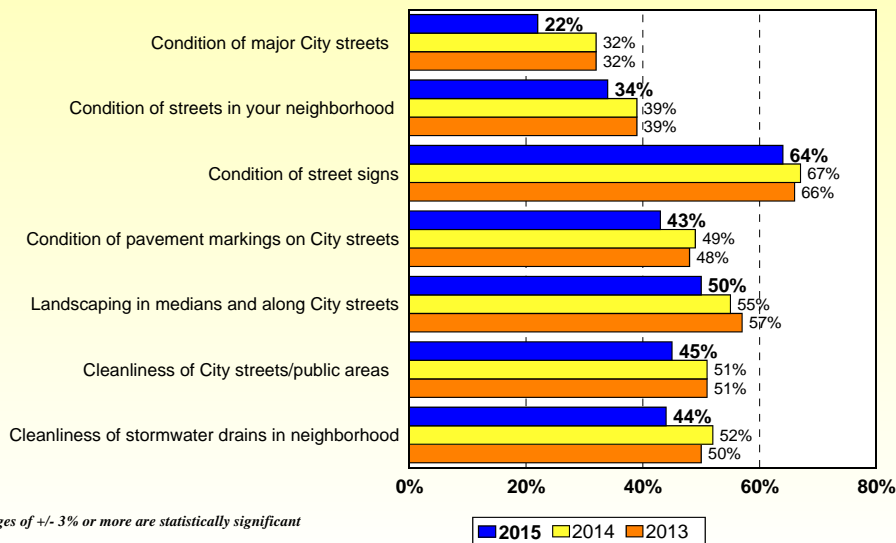
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2015 - Oklahoma City, OK)

Satisfaction with City Maintenance 2013 to 2015

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



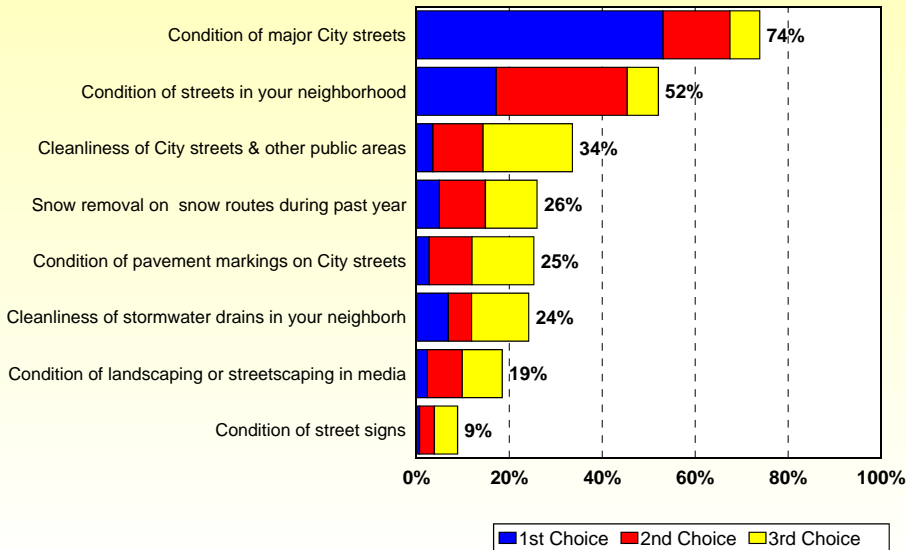
*Changes of +/- 3% or more are statistically significant

Source: ETC Institute (2015 - Oklahoma City, OK)

TRENDS

Q17. City Maintenance Items That Should Receive the Most Emphasis Over the Next Two Years

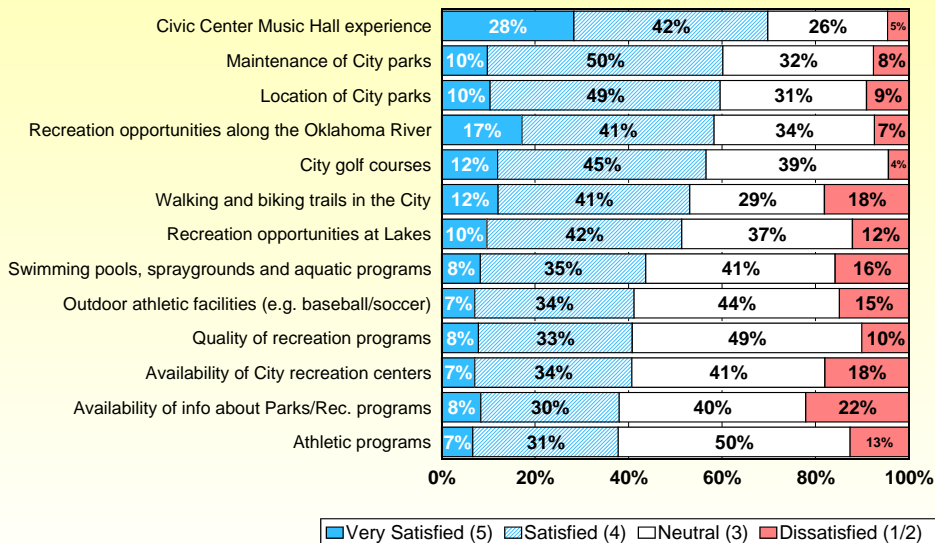
by percentage of respondents who selected the item as one of their top three choices



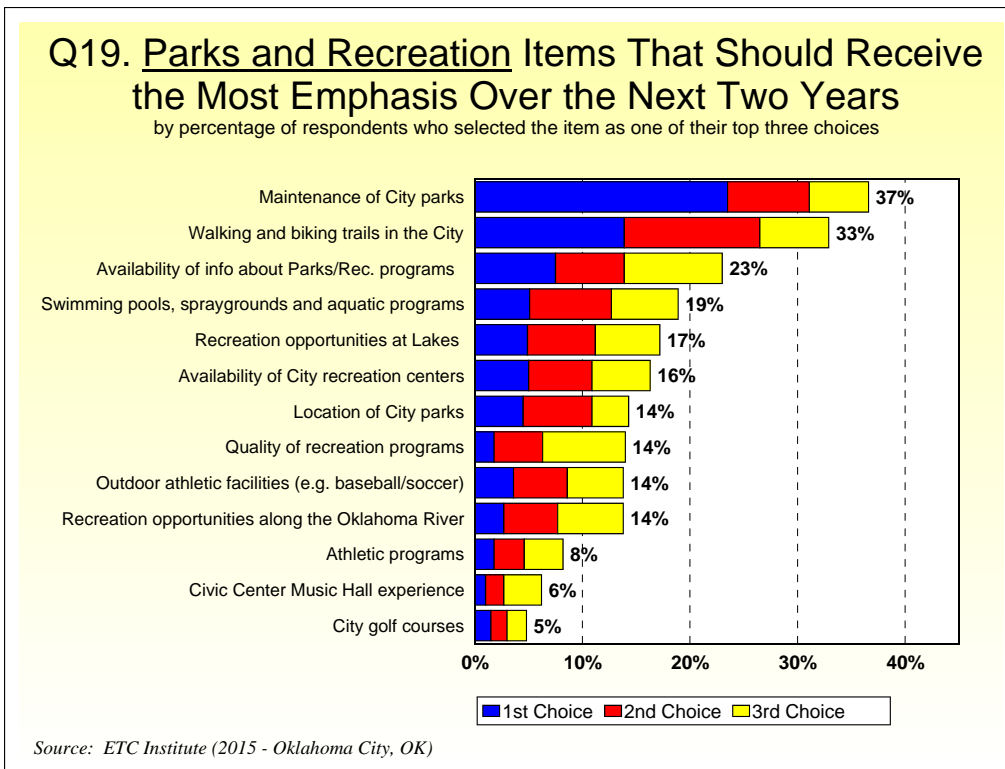
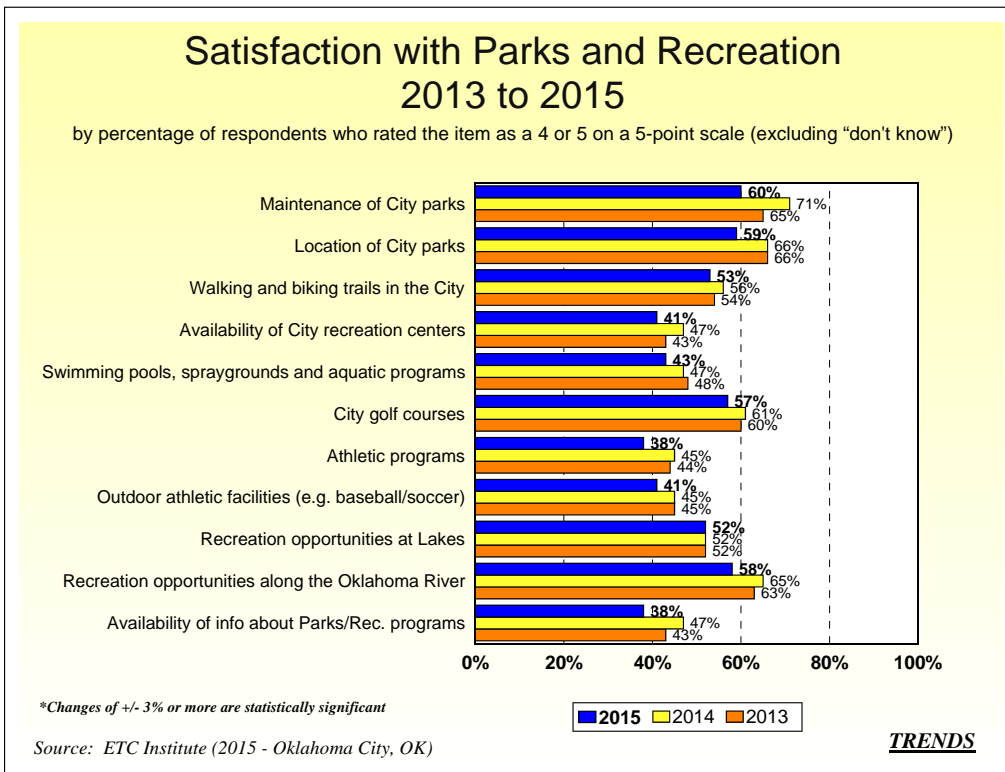
Source: ETC Institute (2015 - Oklahoma City, OK)

Q18. Satisfaction with Parks and Recreation

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

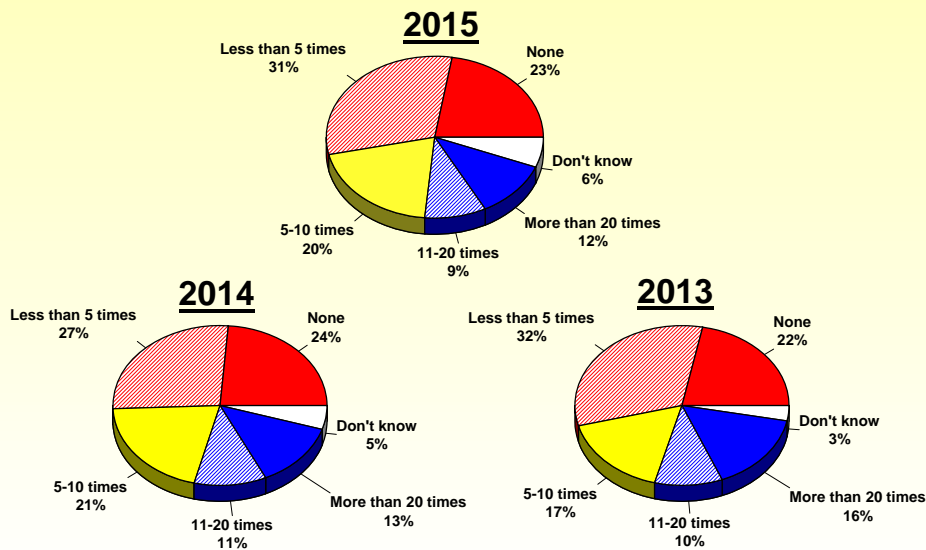


Source: ETC Institute (2015 - Oklahoma City, OK)



Q20. 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

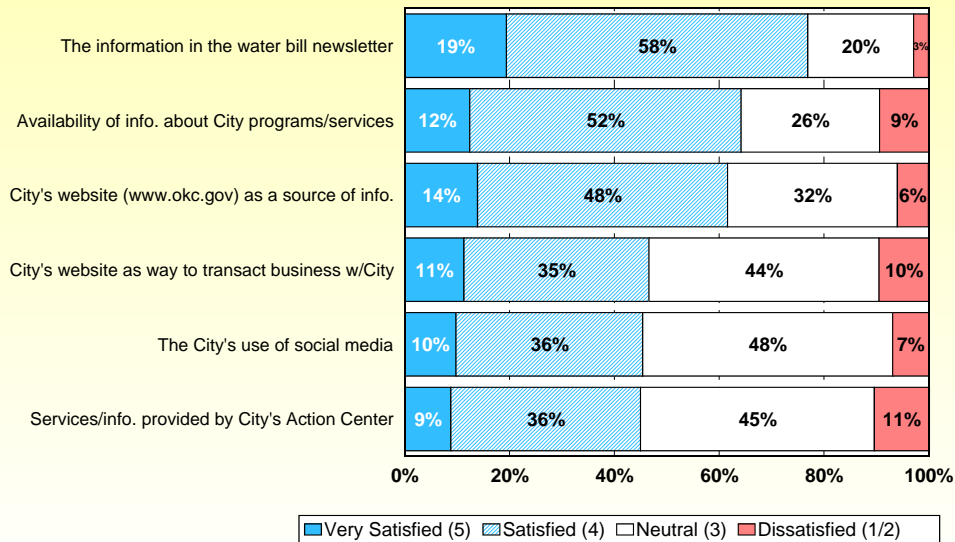


Source: ETC Institute (2015 - Oklahoma City, OK)

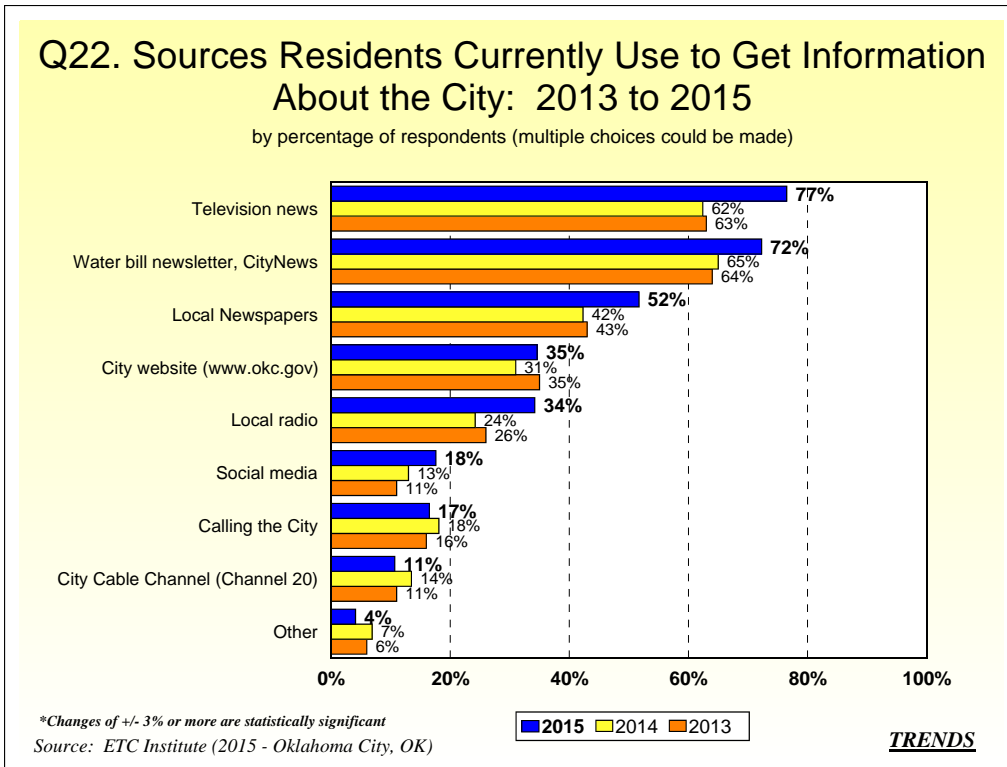
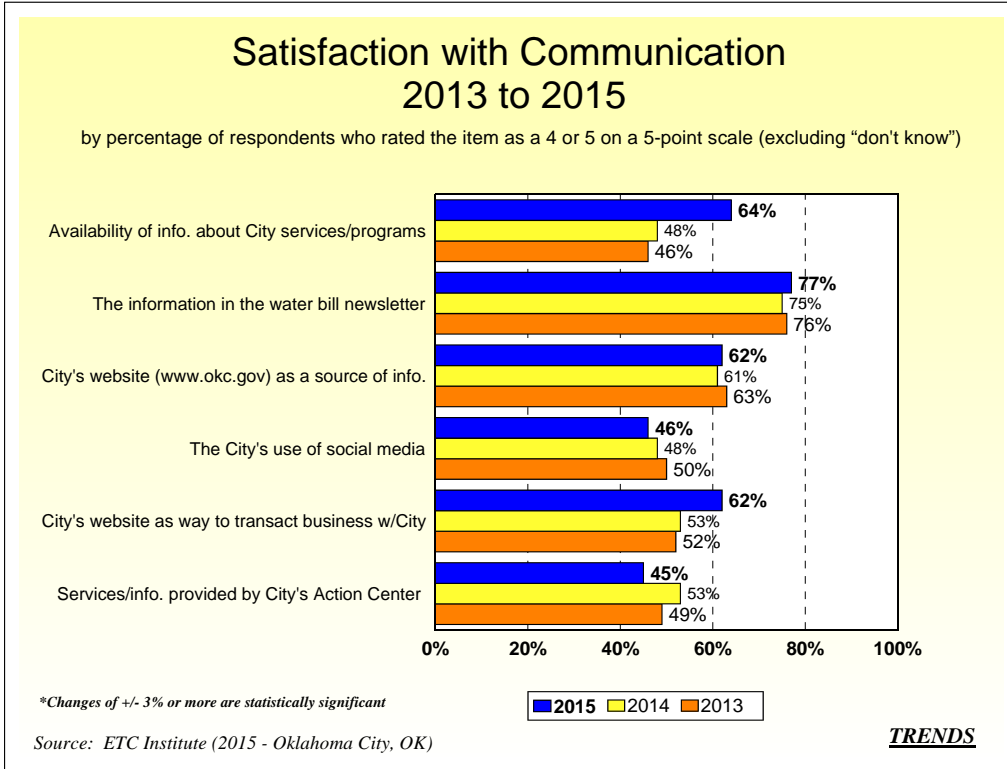
TRENDS

Q21. Satisfaction with Communication

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

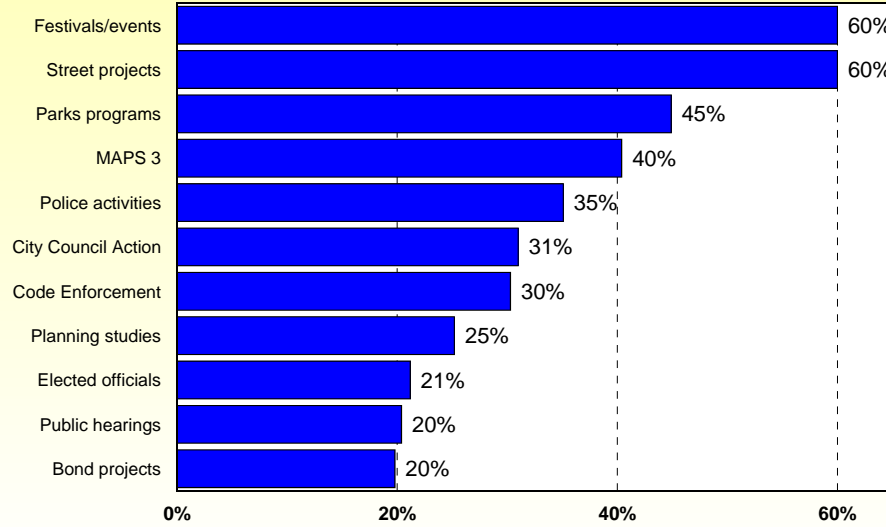


Source: ETC Institute (2015 - Oklahoma City, OK)



Q23. In which of the following areas would you like the City to provide more information?

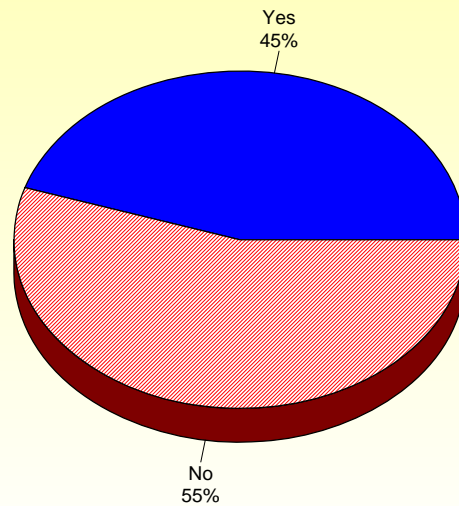
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2015 - Oklahoma City, OK)

Q24. Have you contacted the City of Oklahoma City during the past year?

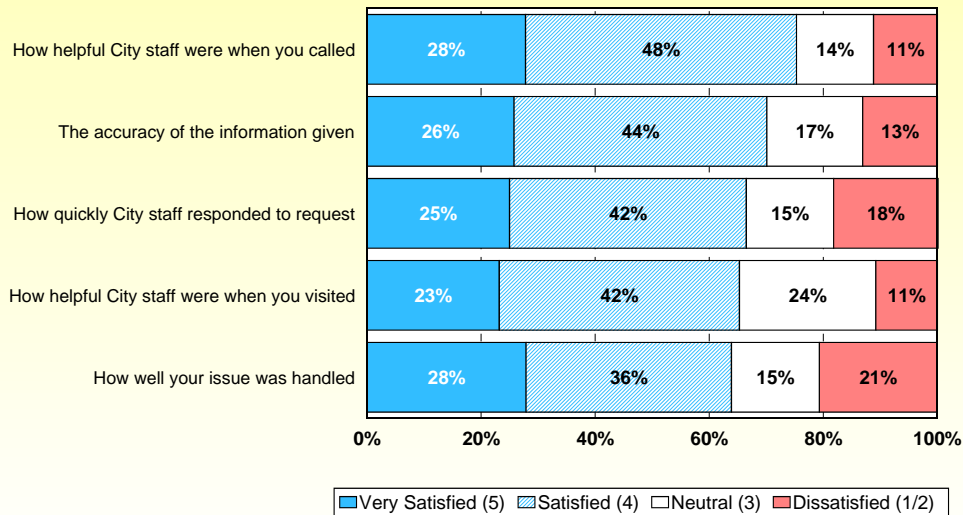
by percentage of respondents



Source: ETC Institute (2015 - Oklahoma City, OK)

Q24a-e. Satisfaction with City Employees Contacted

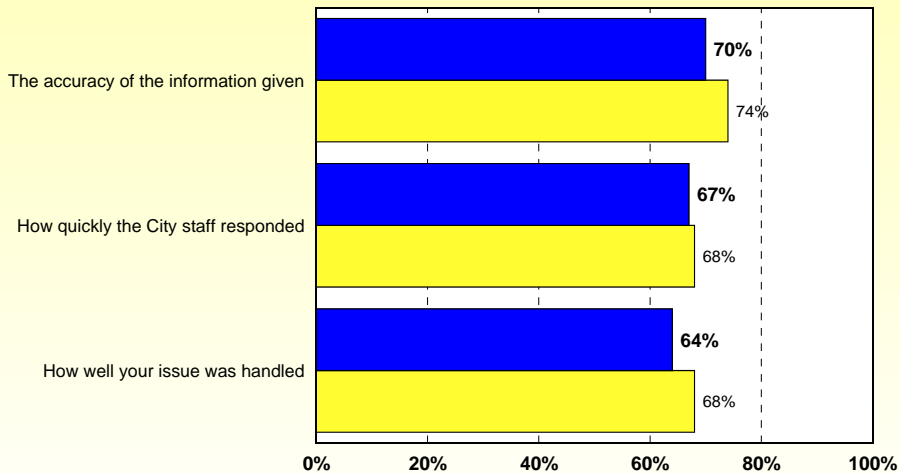
by percentage of respondents who contacted the City during the past year (excluding "don't know")



Source: ETC Institute (2015 - Oklahoma City, OK)

Satisfaction with City Employees Contacted 2014 and 2015

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

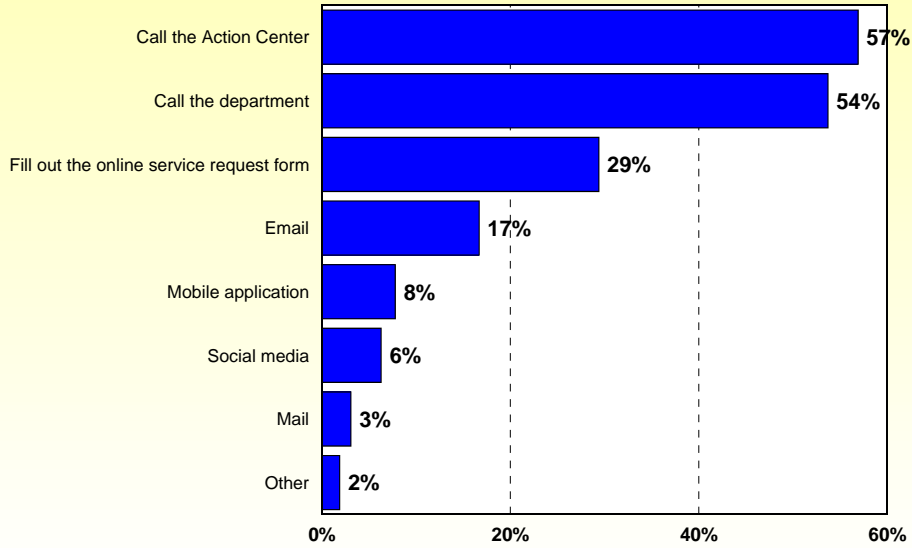
Source: ETC Institute (2015 - Oklahoma City, OK)

■ 2015 ■ 2014

TRENDS

Q25. How do you prefer to report code violations and non-emergency problems or request a City service?

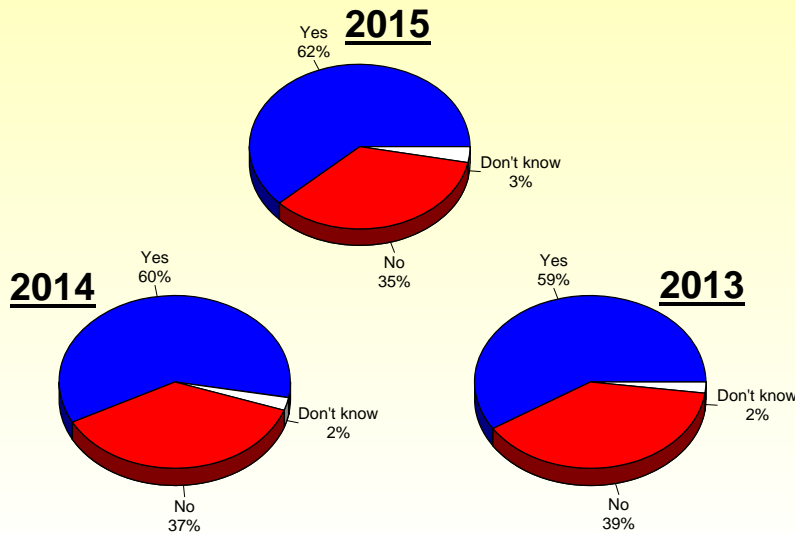
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2015 - Oklahoma City, OK)

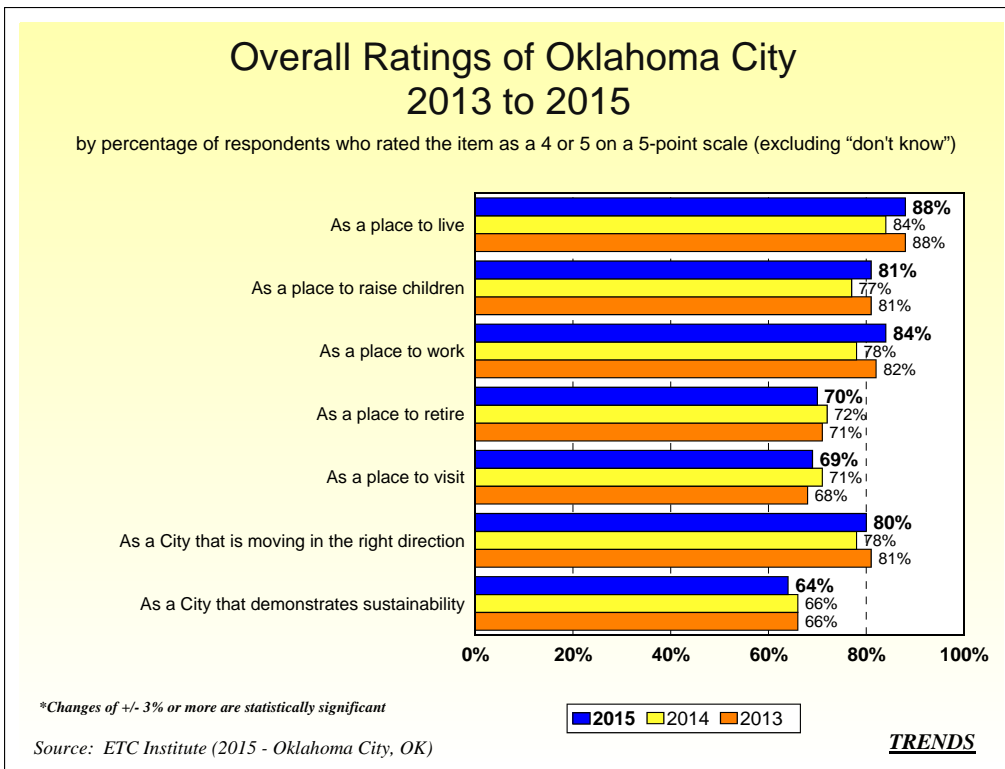
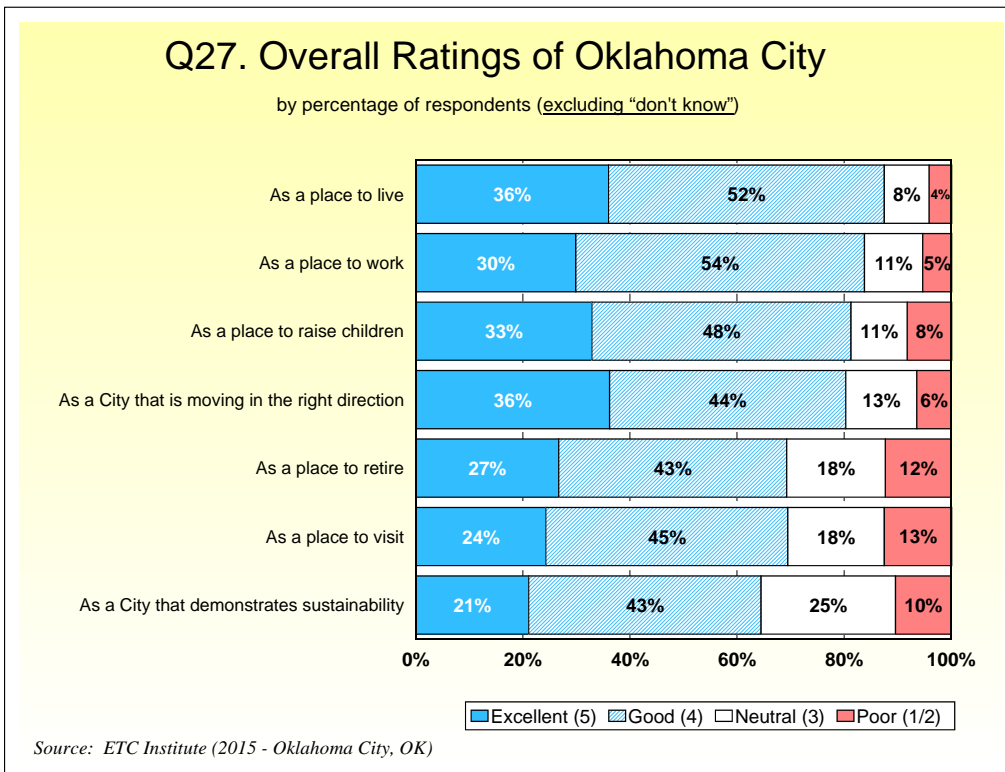
Q26. Are you aware that the City has a Household Hazardous Waste disposal facility at 1621 S. Portland where residents can dispose of paint, insecticides, motor oil, etc. free of charge?

by percentage of respondents



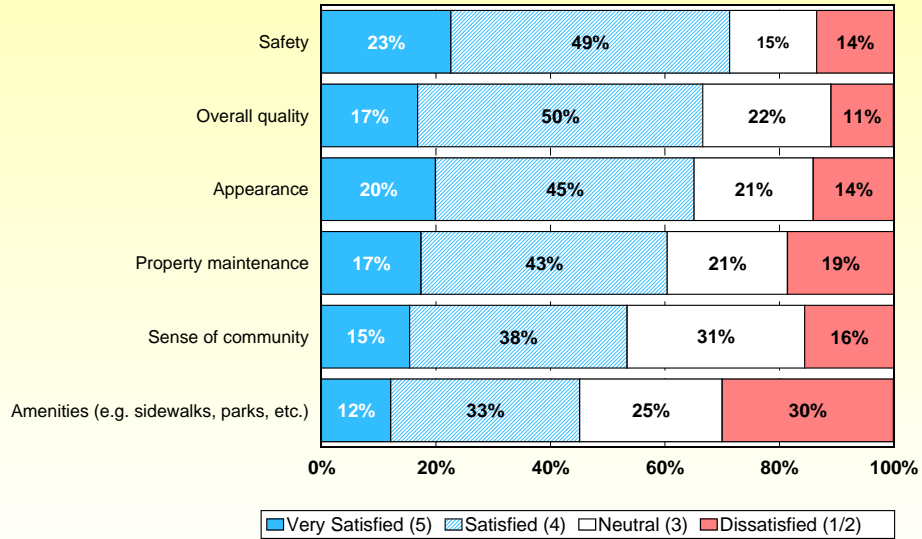
Source: ETC Institute (2015 - Oklahoma City, OK)

TRENDS



Q28. Satisfaction with the Various Aspects of the Neighborhood

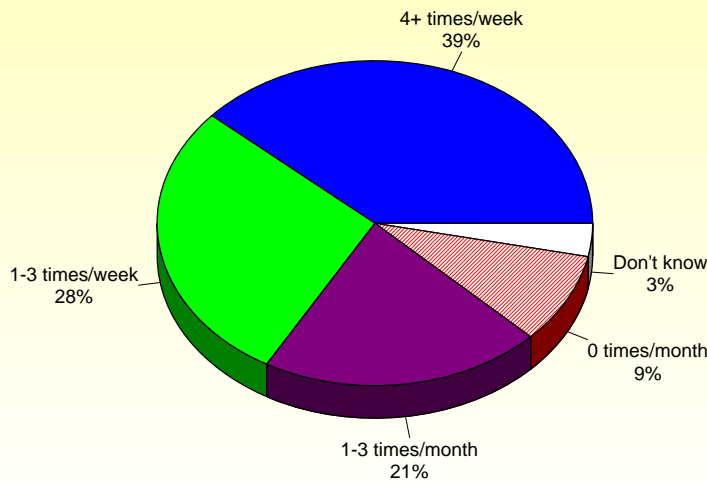
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2015 - Oklahoma City, OK)

Q29. 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?

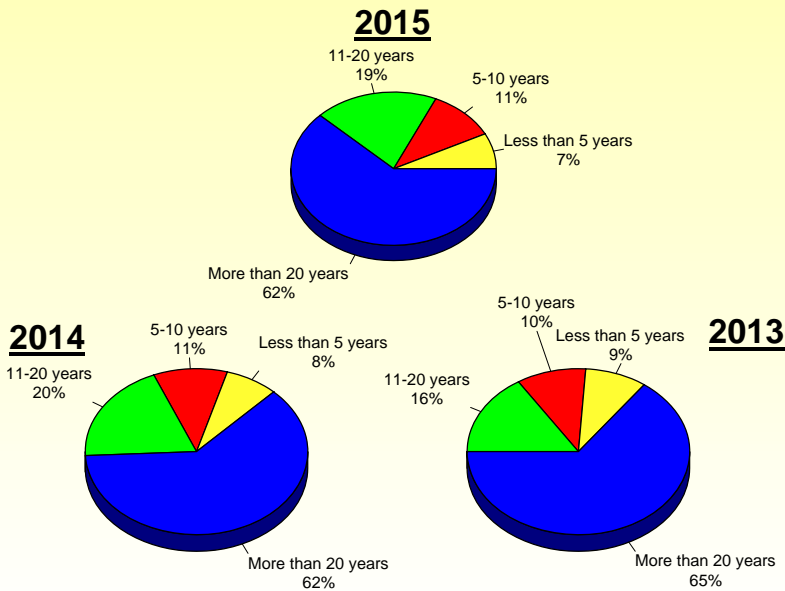
by percentage of respondents



Source: ETC Institute (2015 - Oklahoma City, OK)

Q30. Approximately how many years have you lived in Oklahoma City?

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

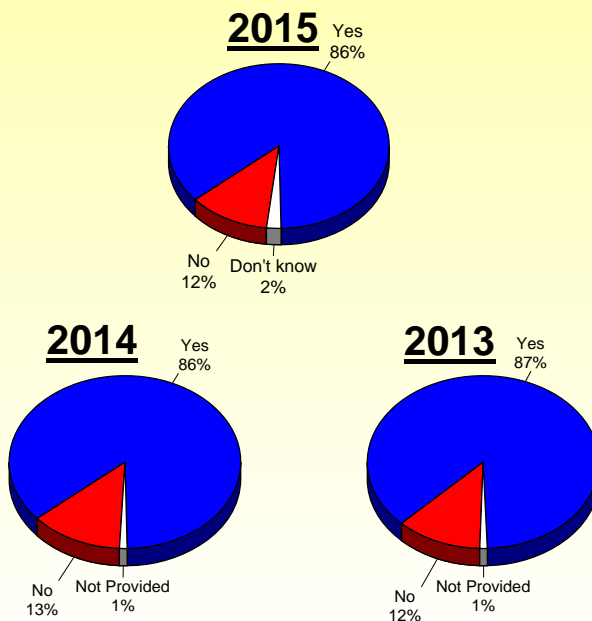


Source: ETC Institute (2015 - Oklahoma City, OK)

TRENDS

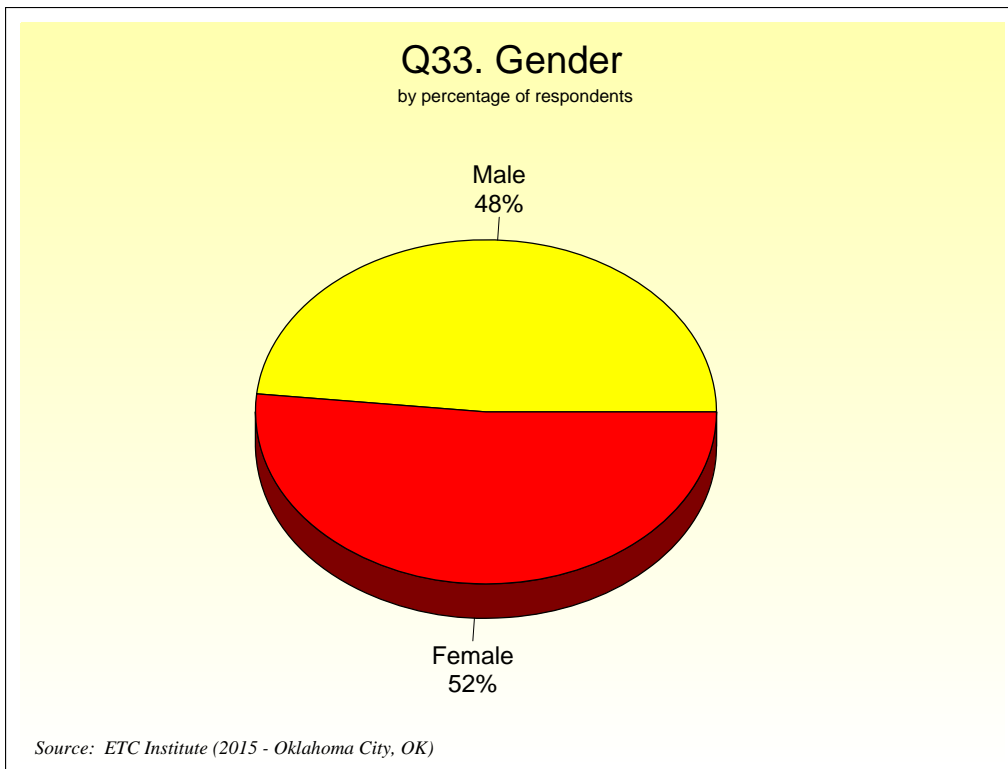
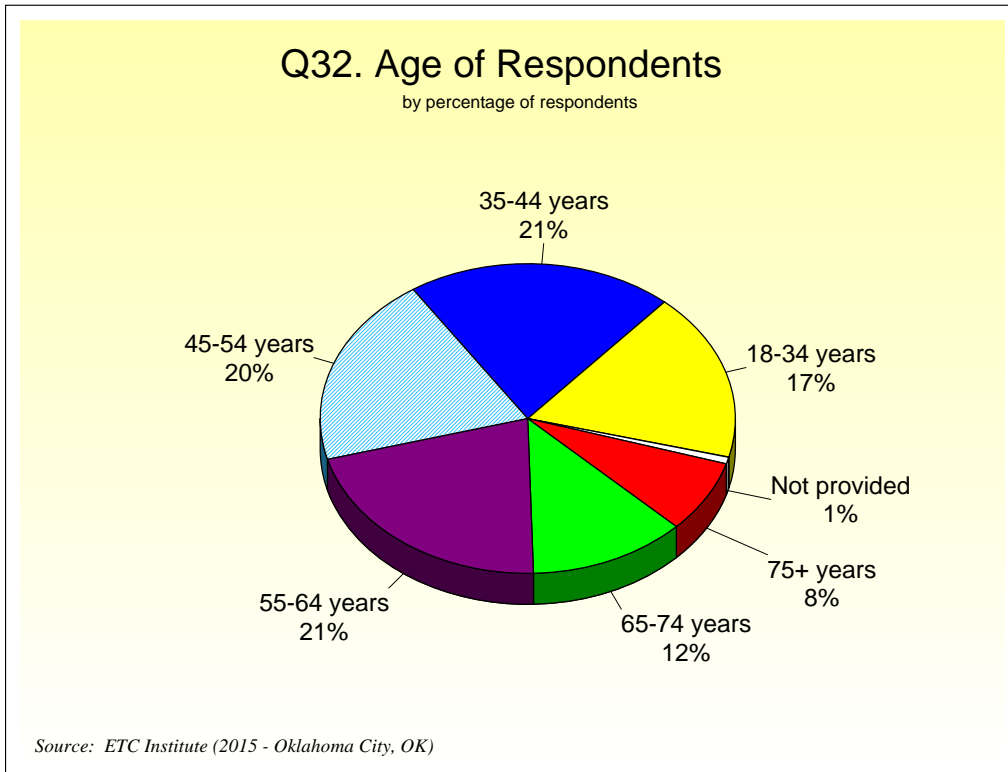
Q31. Are you registered to vote?

by percentage of respondents



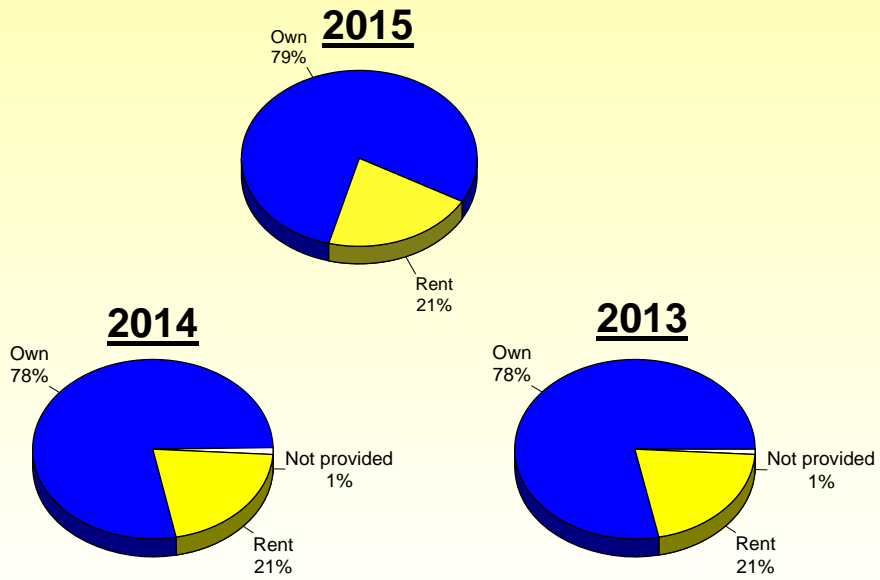
Source: ETC Institute (2015 - Oklahoma City, OK)

TRENDS



Q34. Do you own or rent your current residence?

by percentage of respondents

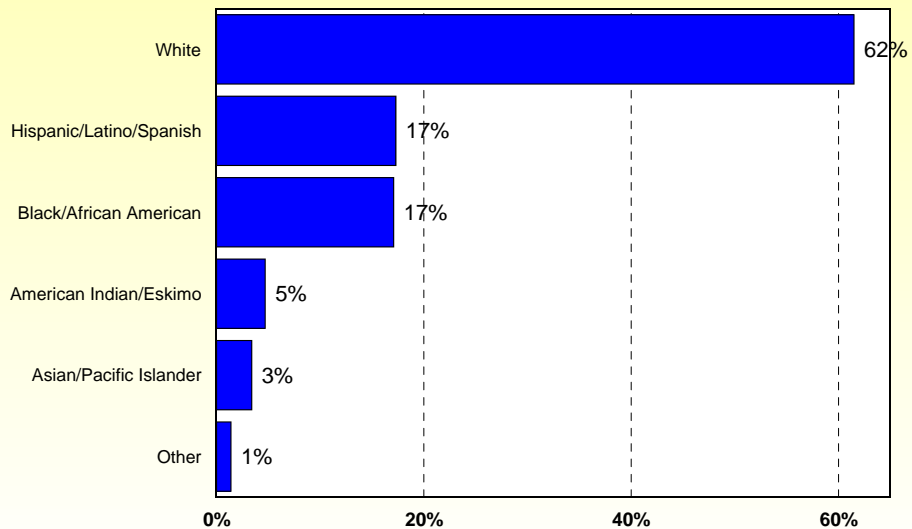


Source: ETC Institute (2015 - Oklahoma City, OK)

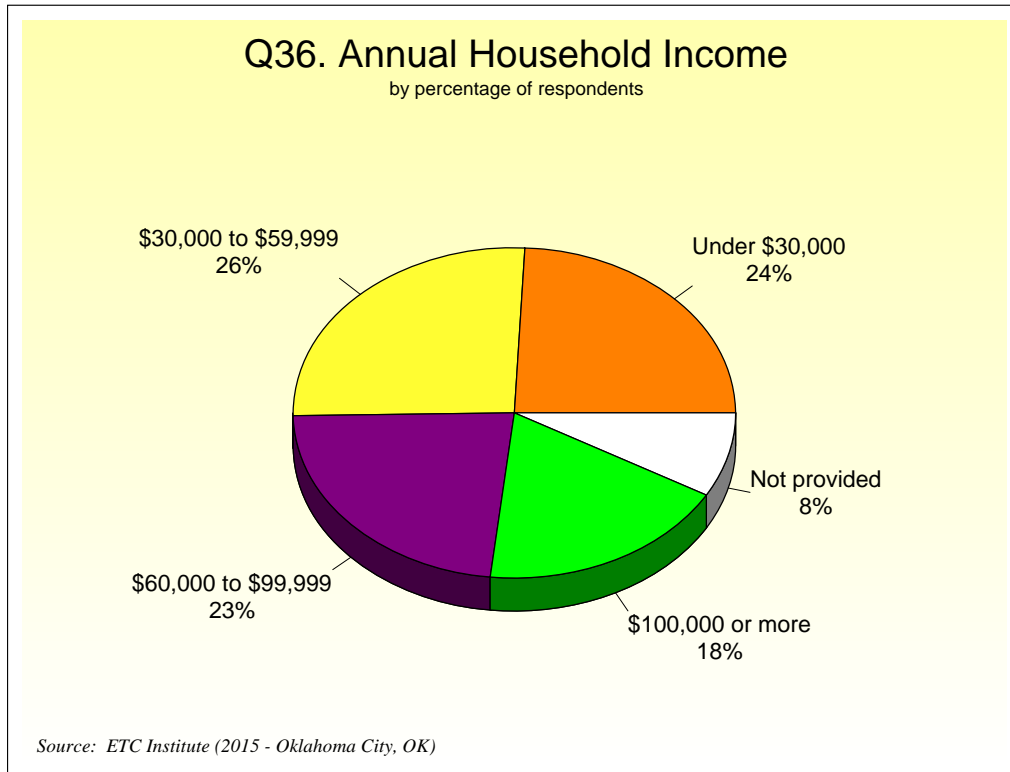
TRENDS

Q35. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2015 - Oklahoma City, OK)



Section 2: Benchmarking Data

DirectionFinder® Survey

Year 2015 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 2014 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 2011 and June 2015. 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 13 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 (+29%)
- Bulky item pick up/removal services (+19%)
- Overall quality of City services provided (+19%)
- Oklahoma City as a place to live (+16%)
- Customer service received from City employees (+16%)
- Water service (+13%)
- Communication with the public (+12%)
- Oklahoma City as a place to raise children (+12%)
- Oklahoma City as a place to retire (+11%)
- Oklahoma City as a place to work (+11%)
- Residential trash collection services (+9%)
- Flow of traffic and ease of getting around town (+7%)
- Image of the City (+6%)

Significantly Below Average. There were 7 areas in which Oklahoma City rated significantly below the national average (more than 5% below the national average). Those areas are listed below:

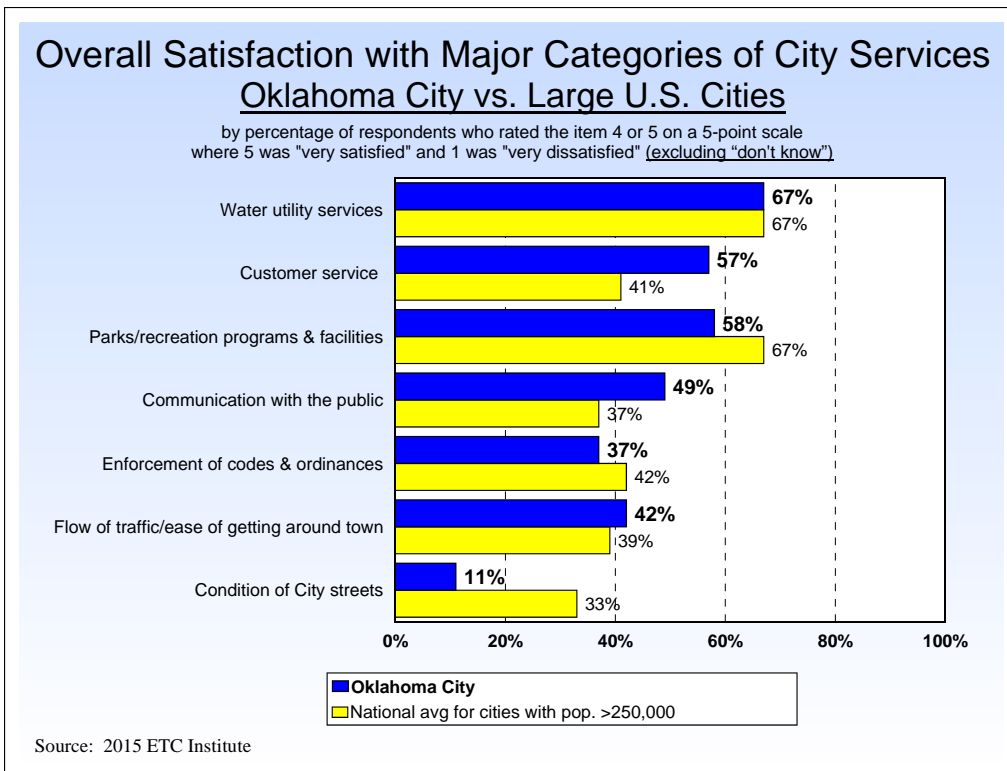
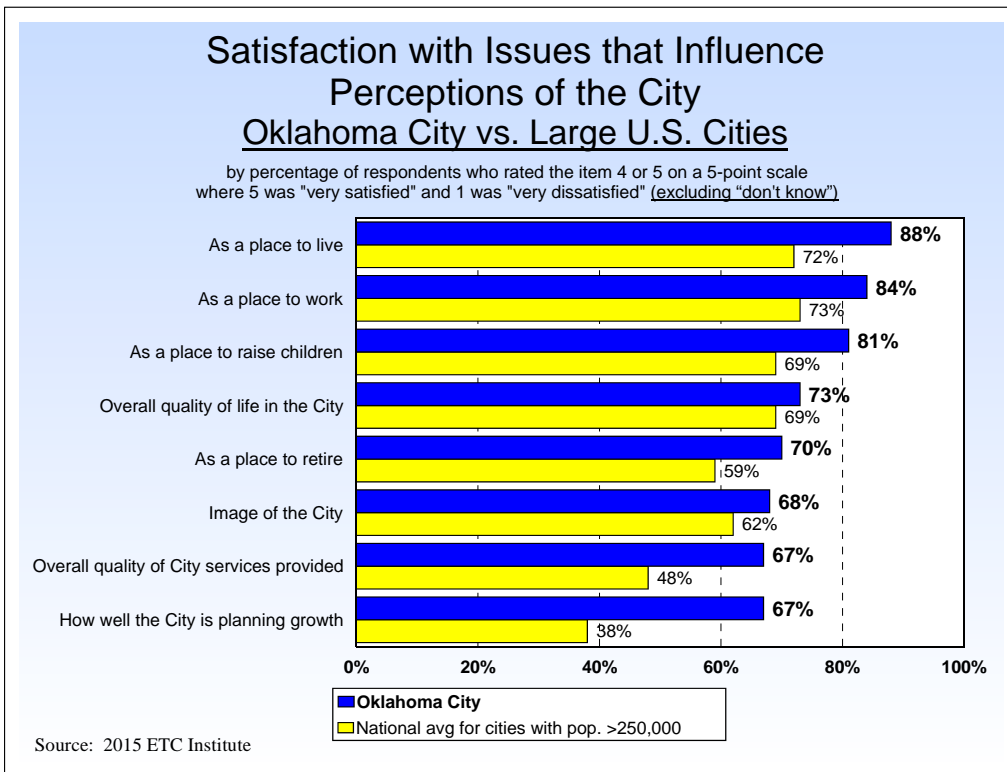
- Condition of major City streets (-22%)
- Condition of City streets (-22%)
- Outdoor athletic facilities (-16%)
- Cleanliness of City streets and other public areas (-11%)
- Aquatic facilities/programs: swimming pools, spraygrounds and aquatic programs (-10%)
- Parks/recreation programs & facilities (-9%)
- Condition of neighborhood streets (-9%)

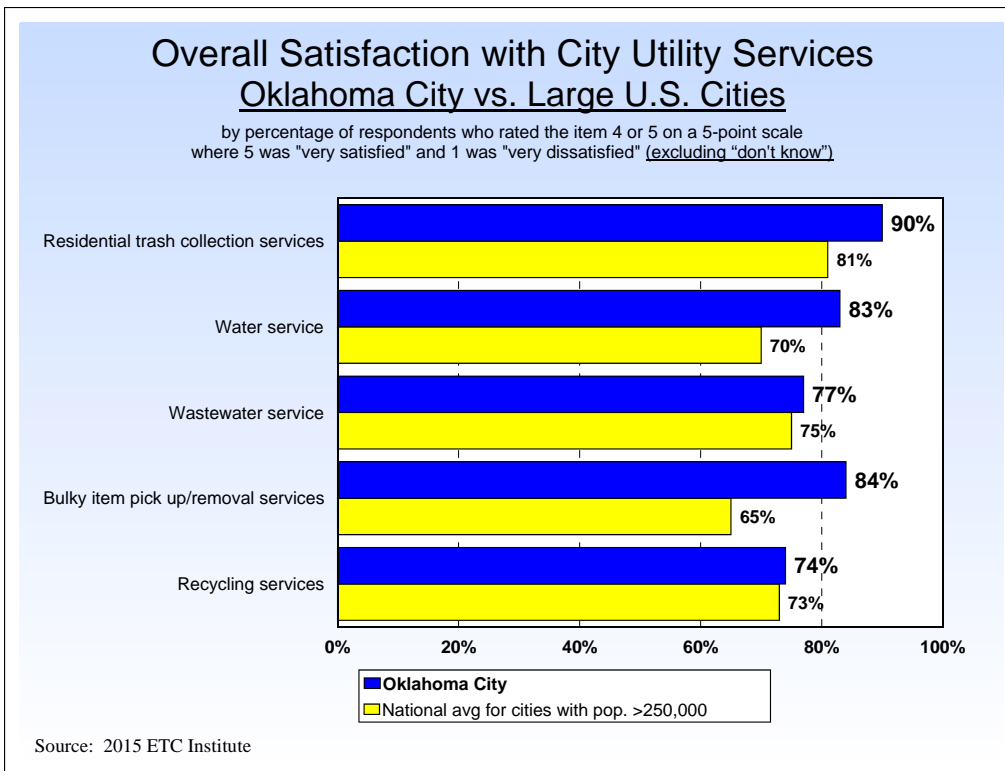
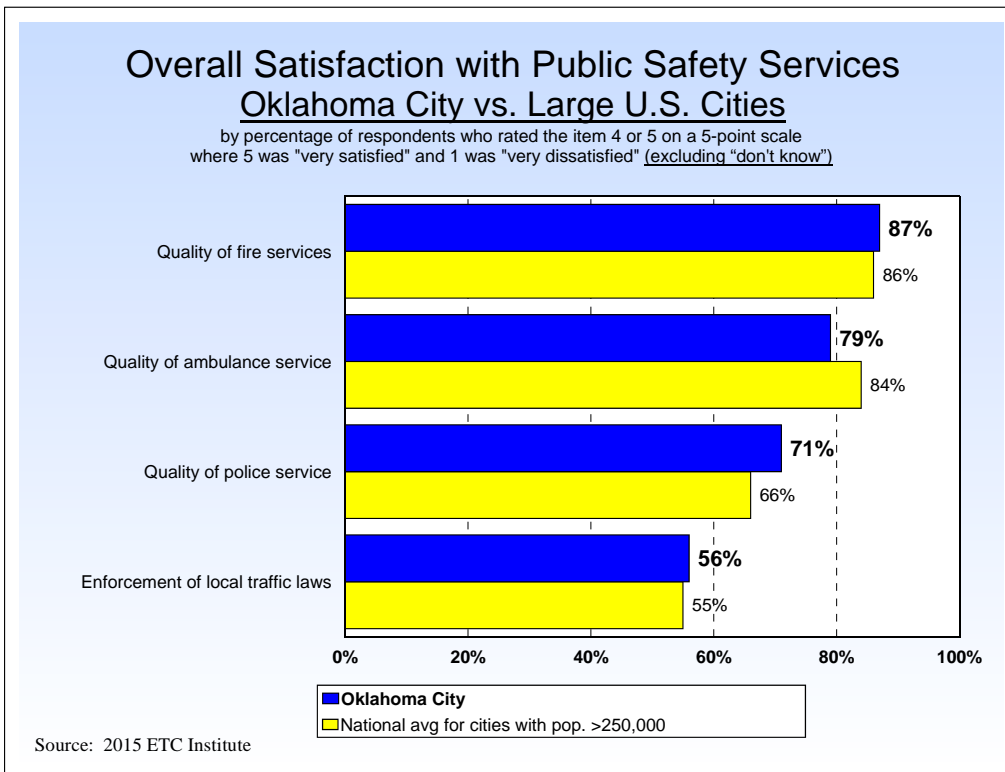
National Benchmarks

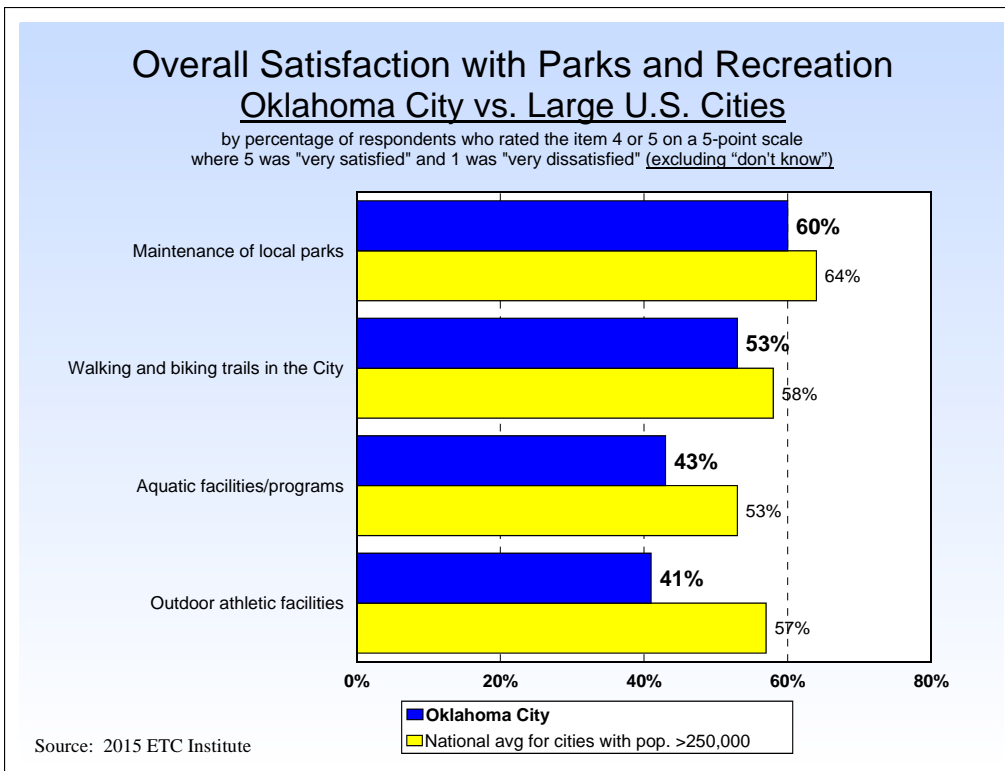
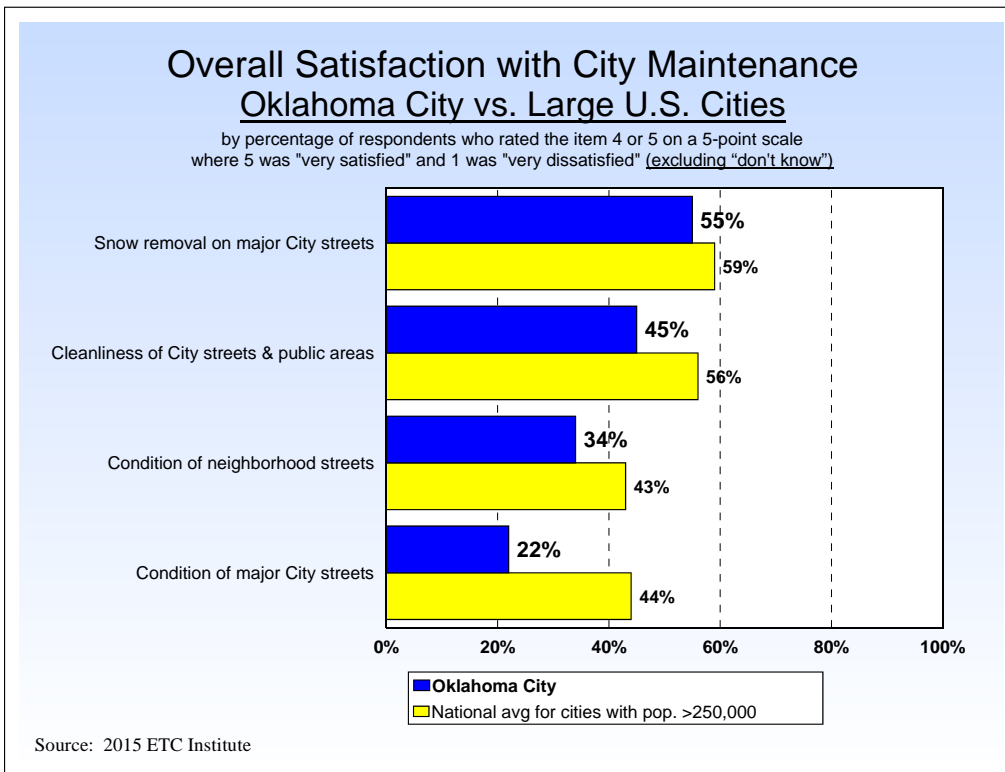
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Oklahoma City is not authorized without written consent from ETC Institute.

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





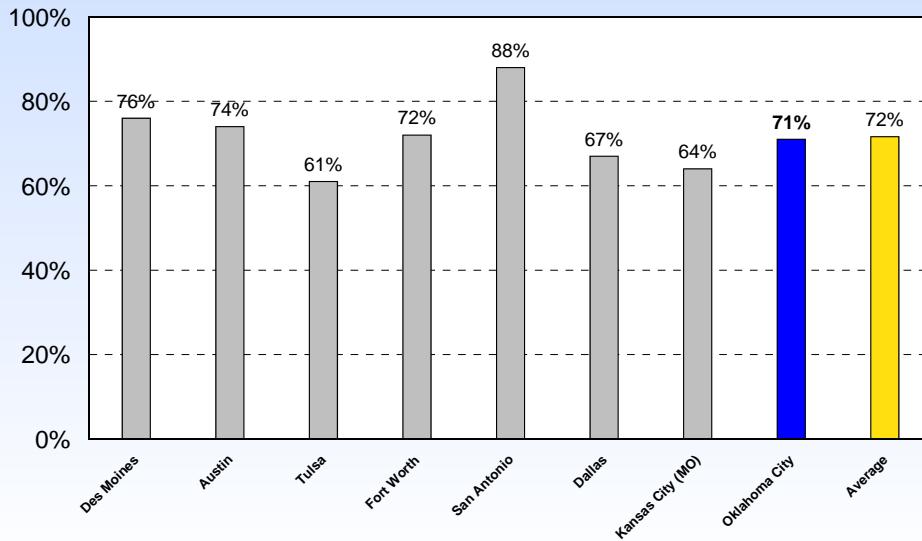


Selected Head-to-Head Comparisons

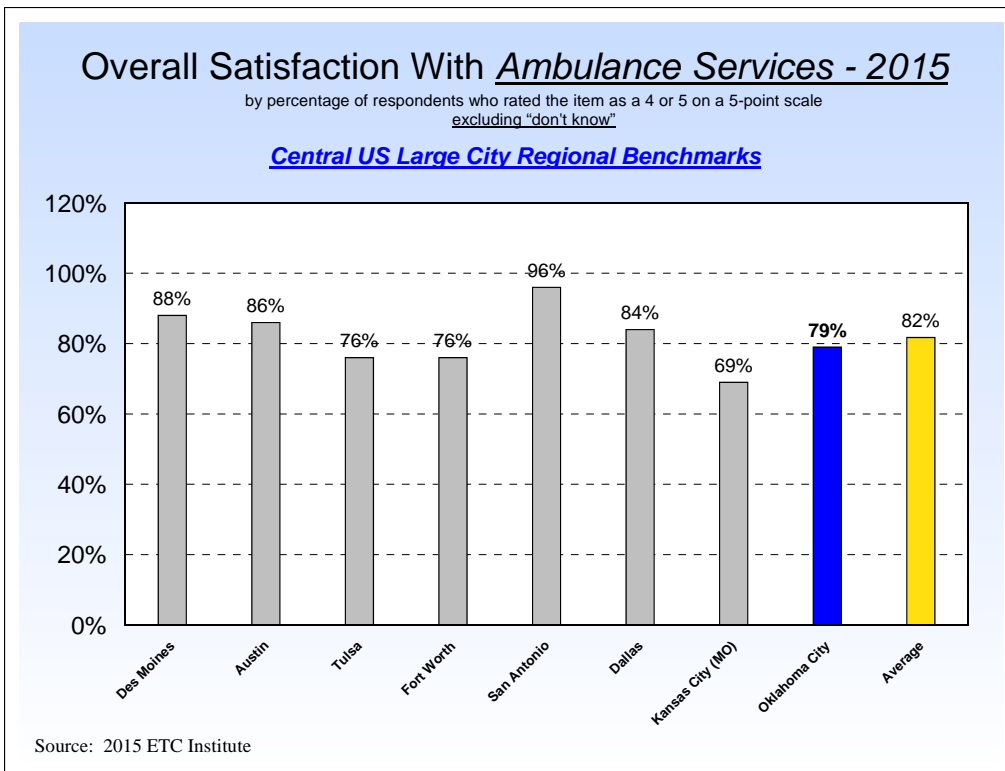
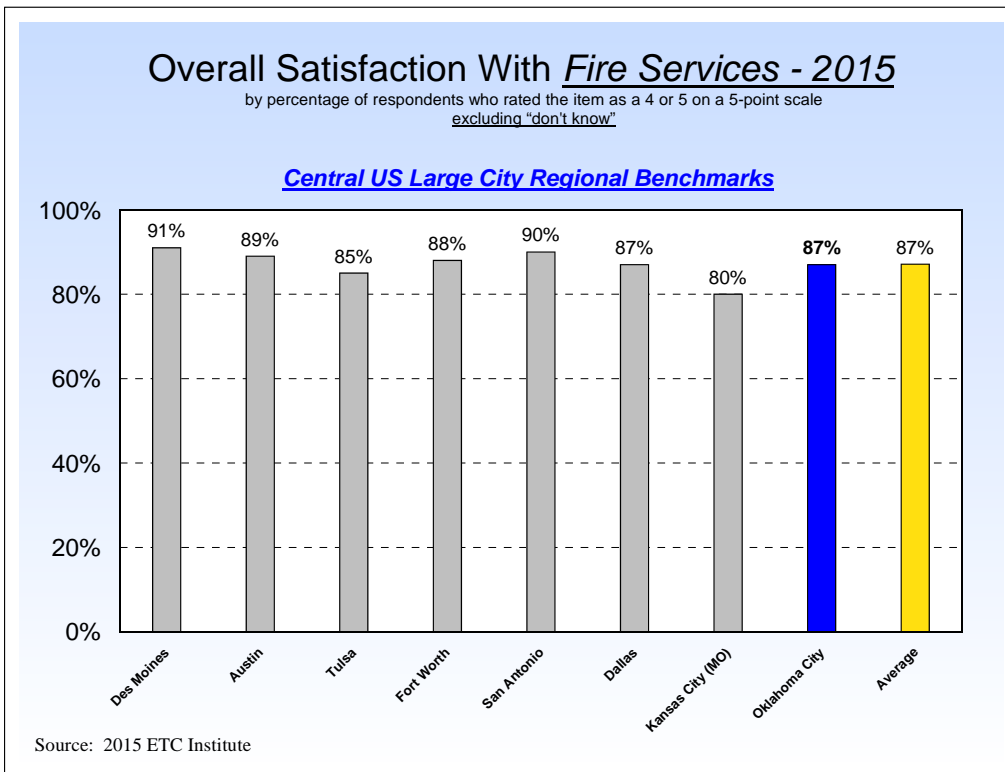
Overall Satisfaction With *Police Services* - 2015

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



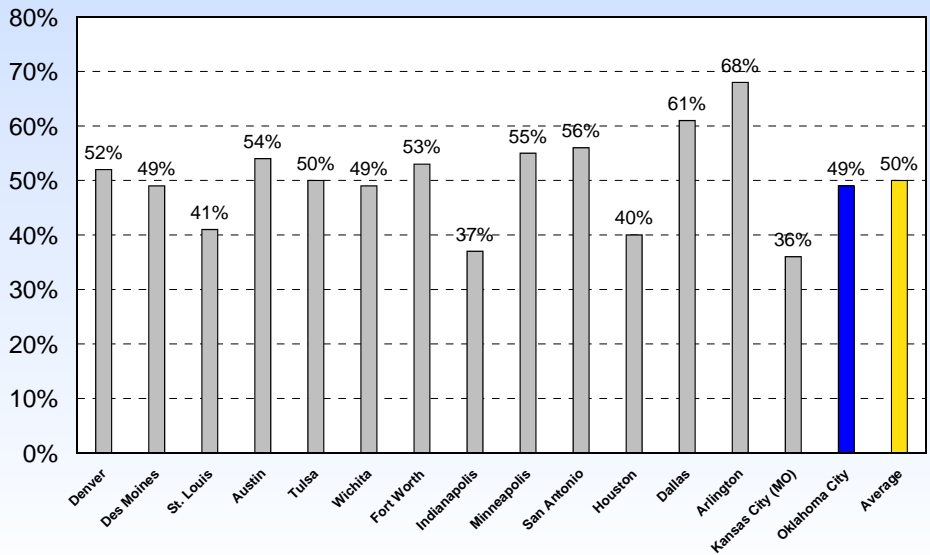
Source: 2015 ETC Institute



Overall Satisfaction With *City Communications* - 2015

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

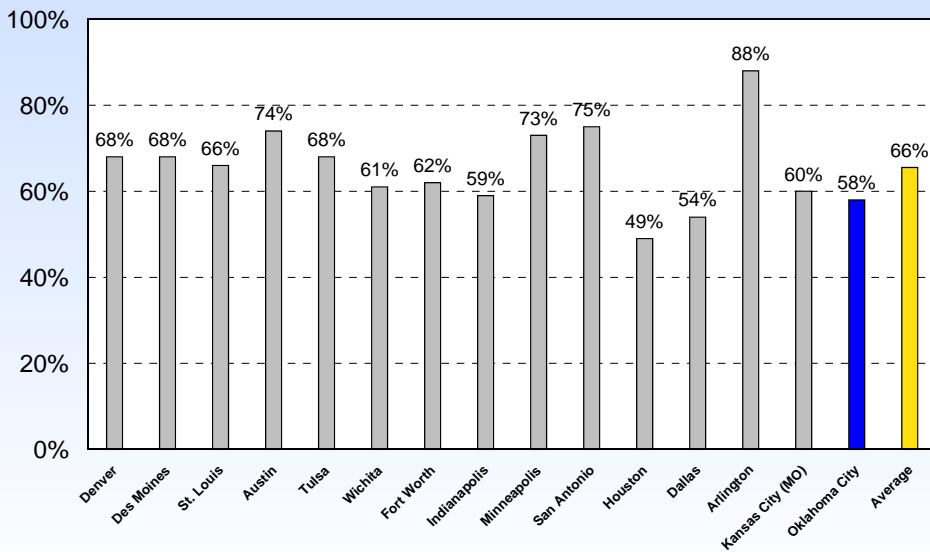


Source: 2015 ETC Institute

Overall Satisfaction With *Parks and Recreation* - 2015

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

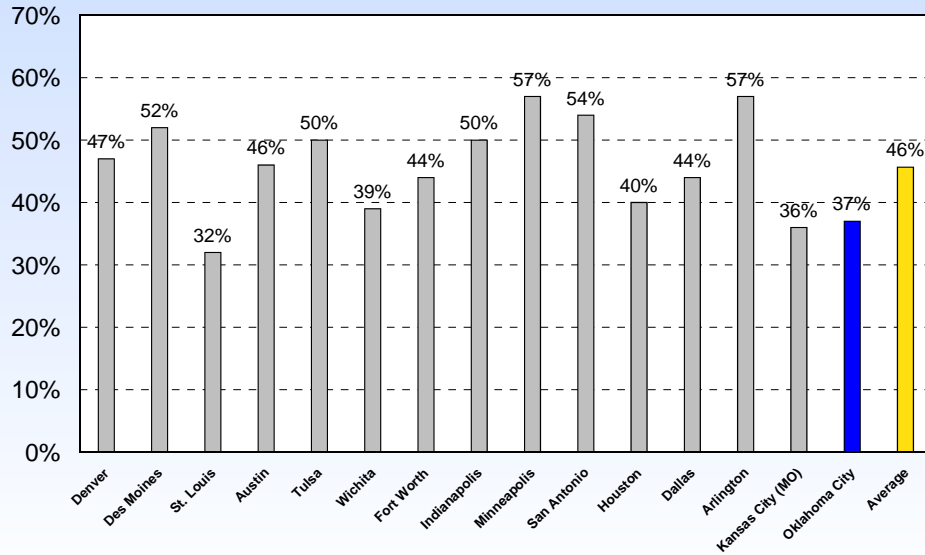


Source: 2015 ETC Institute

Overall Satisfaction With Code Enforcement - 2015

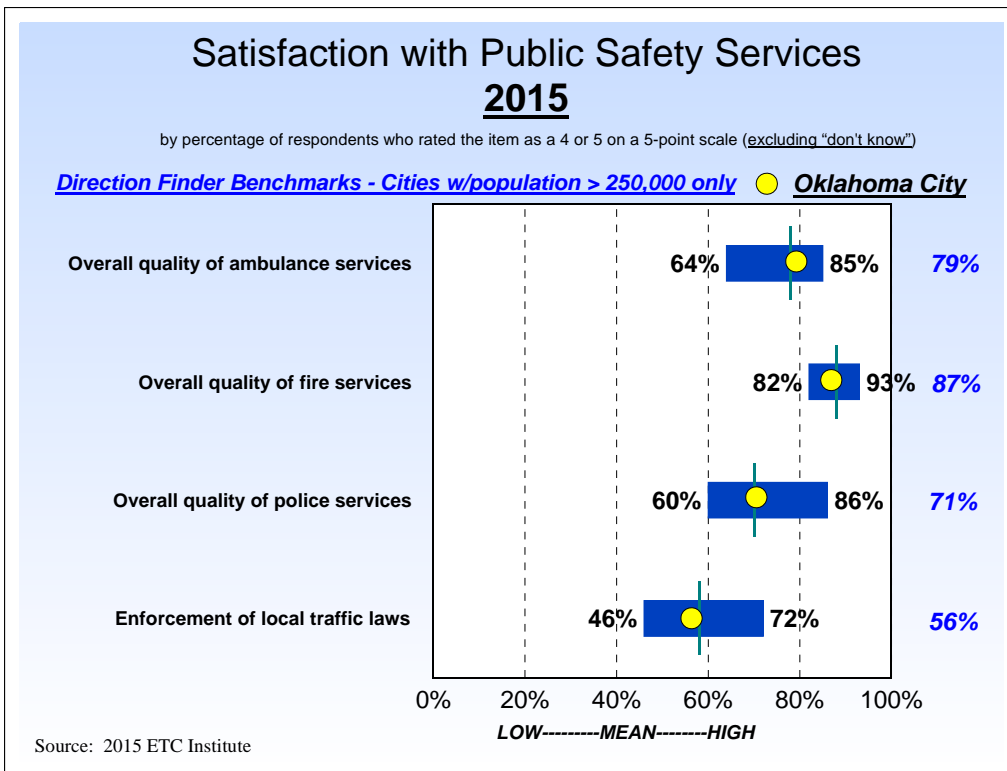
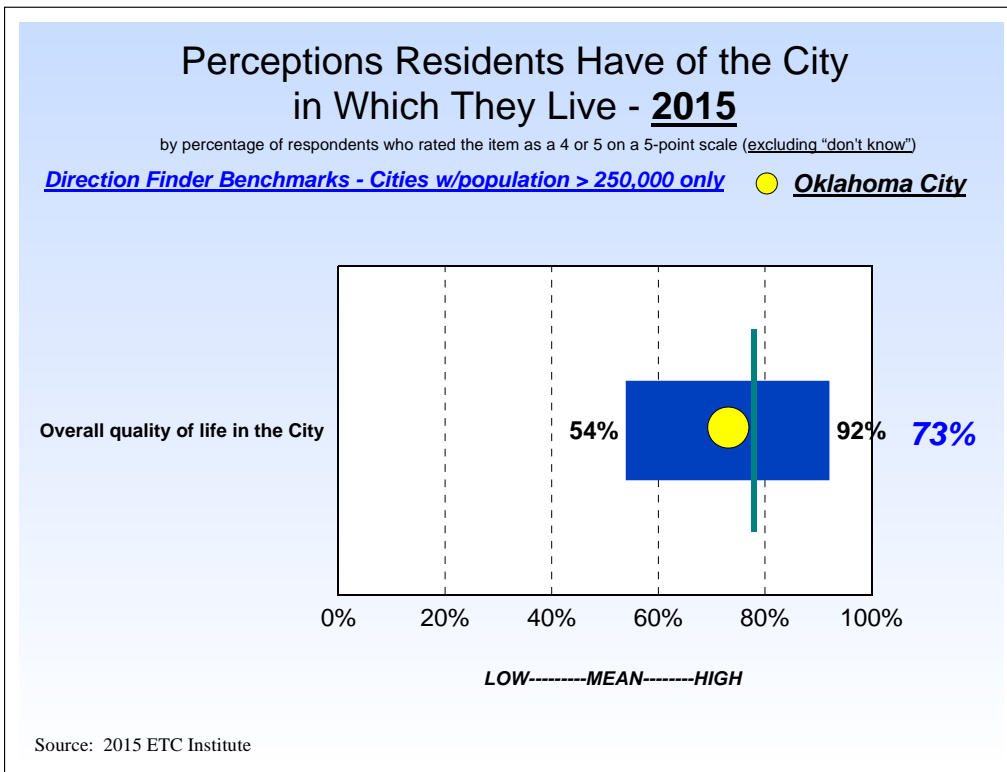
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding "don't know"

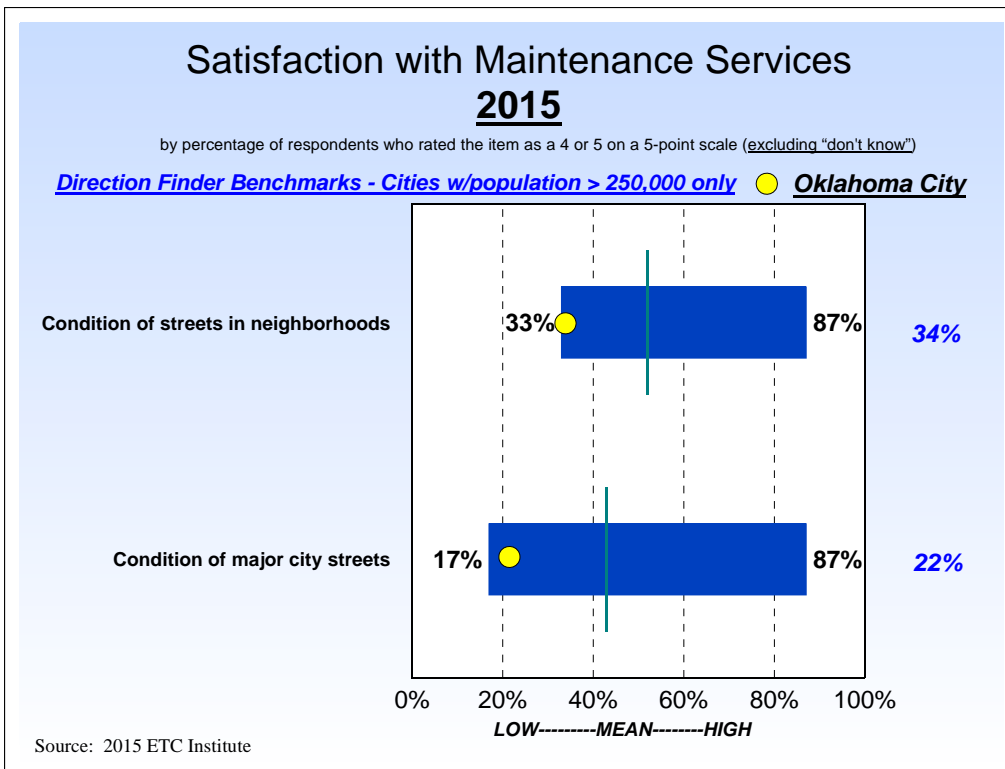
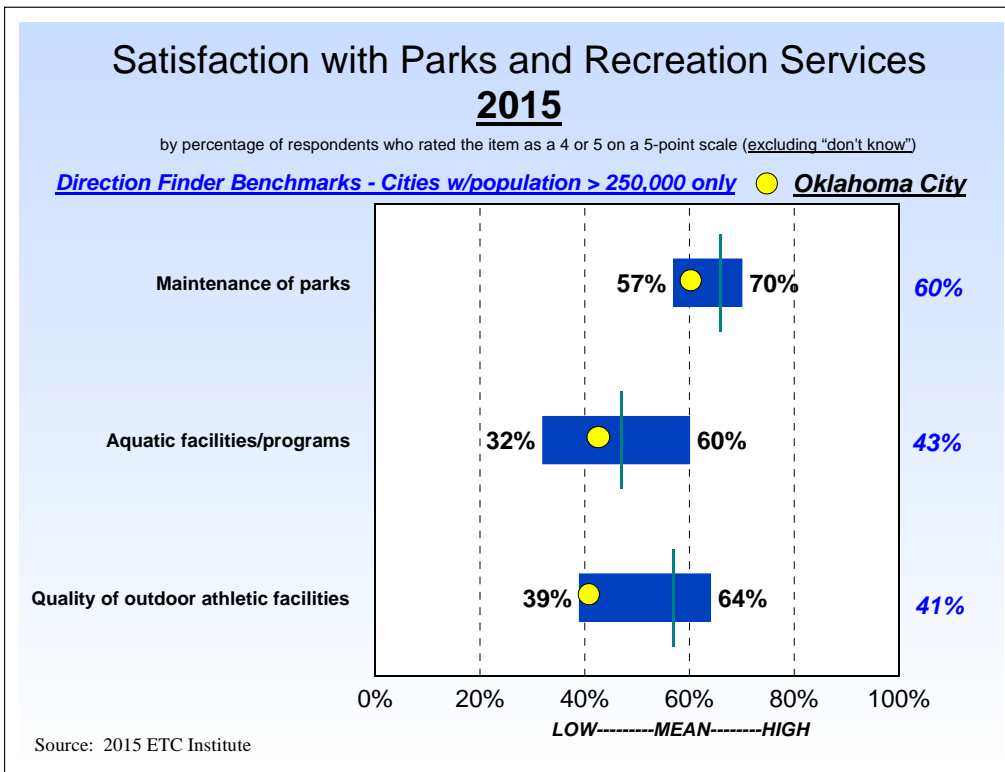
Central US Large City Regional Benchmarks



Source: 2015 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-nine percent (79.2%) 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 11.1% 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, 79.2% was multiplied by 88.9% (1-0.111). This calculation yielded an I-S rating of 0.7041, 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 - 2015 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	79%	1	11%	11	0.7041	1
Flow of traffic and the ease of getting around town	42%	2	42%	8	0.2463	2
<u>High Priority (IS .10-.20)</u>						
Quality of the City's public transit system	23%	4	22%	10	0.1807	3
Enforcement of City codes and ordinances	20%	6	37%	9	0.1229	4
<u>Medium Priority (IS < .10)</u>						
Quality of police service	32%	3	71%	3	0.0937	5
Quality of parks/recreation programs/facilities	20%	5	58%	5	0.0829	6
Effectiveness of City communication with the public	11%	7	49%	7	0.0546	7
Quality of City water utilities	10%	9	66%	4	0.0346	8
Quality of customer service from City employees	6%	10	57%	6	0.0277	9
Quality of fire service	10%	8	87%	1	0.0133	10
Quality of ambulance service	4%	11	78%	2	0.0092	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 - 2015 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 clean up of debris on private property	61%	1	39%	5	0.3733	1
Enforcing the mowing of grass on private property	57%	2	38%	6	0.3521	2
Enforcing exterior upkeep of residential property	40%	3	34%	7	0.2603	3
<u>High Priority (IS .10-.20)</u>						
City efforts to remove inoperable vehicles	29%	4	40%	3	0.1737	4
Quality of animal control services	27%	5	45%	2	0.1510	5
Enforcing neighborhood yard parking regulations	21%	6	46%	1	0.1154	6
<u>Medium Priority (IS < .10)</u>						
Enforcing sign regulations	17%	7	40%	4	0.0987	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 - 2015

City Maintenance

<u>Category of Service</u>	<u>Most Important %</u>	<u>Most Important Rank</u>	<u>Satisfaction %</u>	<u>Satisfaction Rank</u>	<u>Importance-Satisfaction Rating</u>	<u>I-S Rating Rank</u>
<u>Very High Priority (IS>.20)</u>						
Condition of major City streets	74%	1	23%	8	0.5720	1
Condition of streets in YOUR neighborhood	52%	2	34%	7	0.3439	2
<u>High Priority (IS .10-.20)</u>						
Cleanliness of City streets and other public areas	34%	3	45%	4	0.1861	3
Condition of pavement markings on City streets	25%	5	43%	6	0.1445	4
Cleanliness of stormwater drains in neighborhood	24%	6	45%	5	0.1341	5
Snow removal on snow routes	26%	4	55%	2	0.1180	6
<u>Medium Priority (IS <.10)</u>						
Landscaping in medians and along City streets	19%	7	50%	3	0.0925	7
Condition of street signs	9%	8	64%	1	0.0320	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 - 2015 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)						
Walking and biking trails in the City	33%	2	53%	6	0.1543	1
Maintenance of City parks	37%	1	60%	2	0.1457	2
Availability of info about Parks/Rec. programs	23%	3	38%	12	0.1426	3
Swimming pools, spraygrounds and aquatic programs	19%	4	44%	8	0.1064	4
Medium Priority (IS <.10)						
Availability of City recreation centers	16%	7	41%	11	0.0967	5
Recreation opportunities at Lakes	17%	6	51%	7	0.0836	6
Quality of recreation programs	14%	9	41%	10	0.0829	7
Outdoor athletic facilities (e.g. baseball/soccer)	14%	10	41%	9	0.0811	8
Recreation opportunities along the Oklahoma River	17%	5	58%	4	0.0717	9
Location of City parks	14%	8	60%	3	0.0578	10
Athletic programs	8%	11	38%	13	0.0510	11
City golf courses	5%	13	57%	5	0.0208	12
Civic Center Music Hall experience	6%	12	70%	1	0.0187	13

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

Most Important %:

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

Satisfaction %:

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

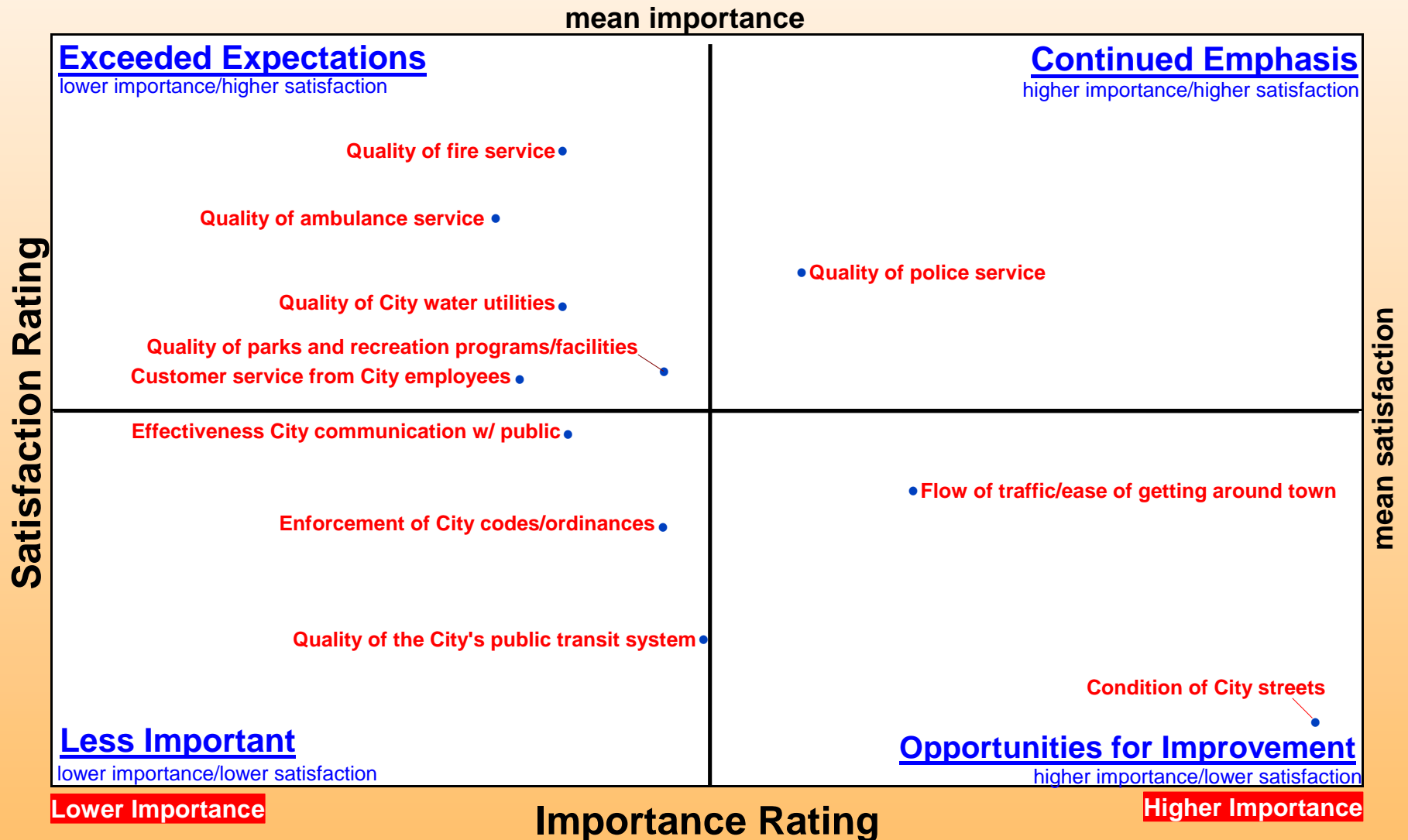
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

2015 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)

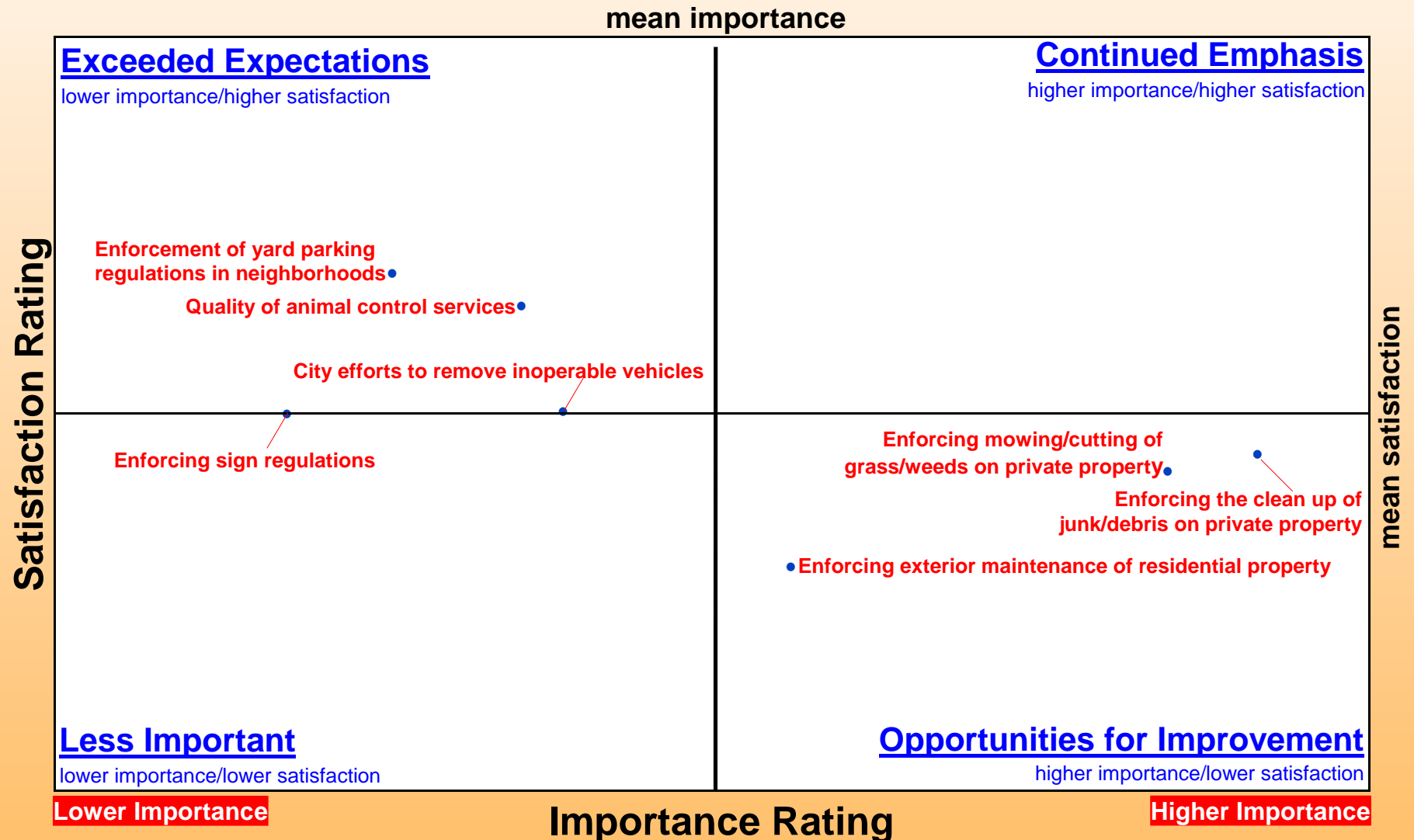


Source: ETC Institute (2015)

2015 City of Oklahoma City DirectionFinder Importance-Satisfaction Assessment Matrix

-Code Enforcement-

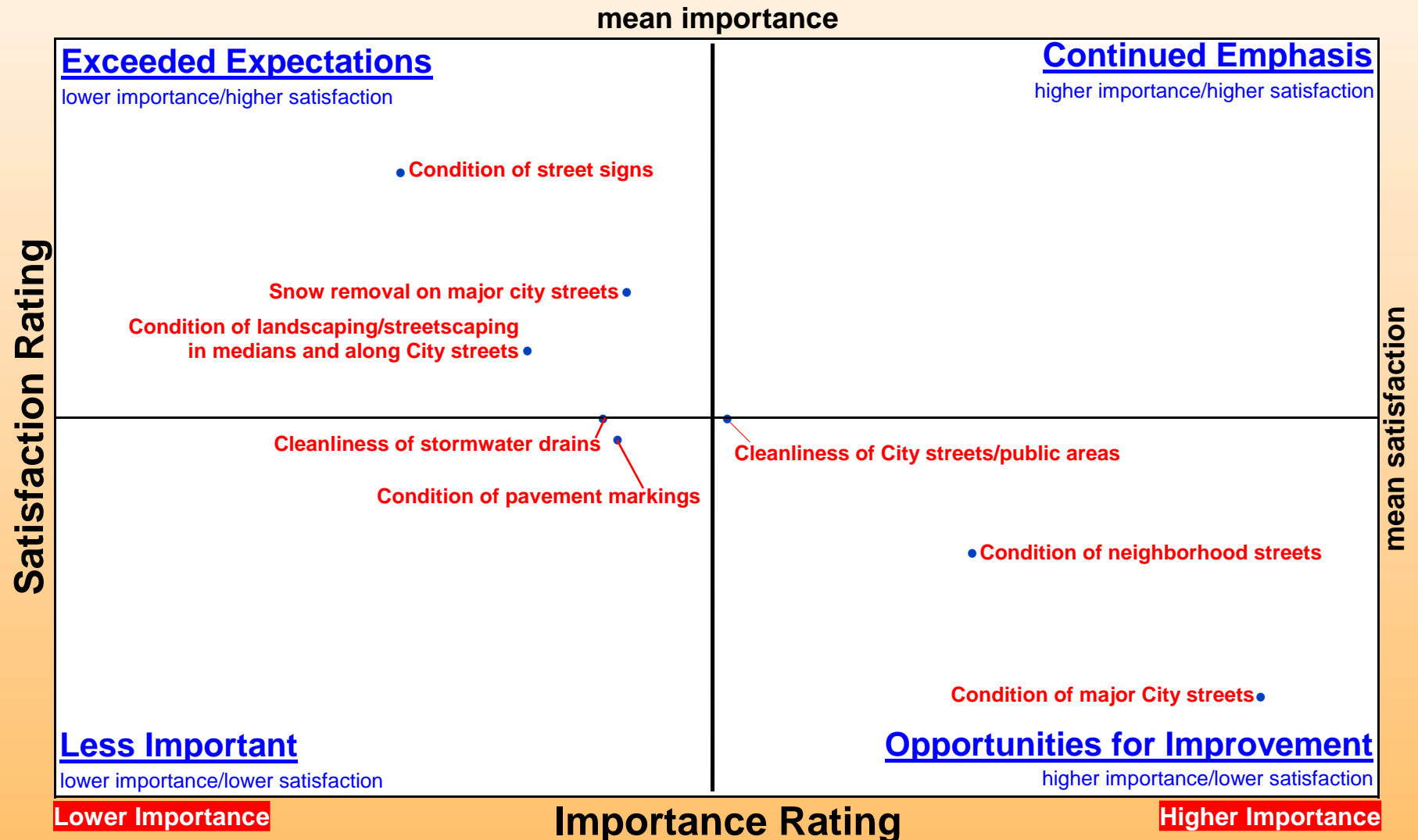
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

2015 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)

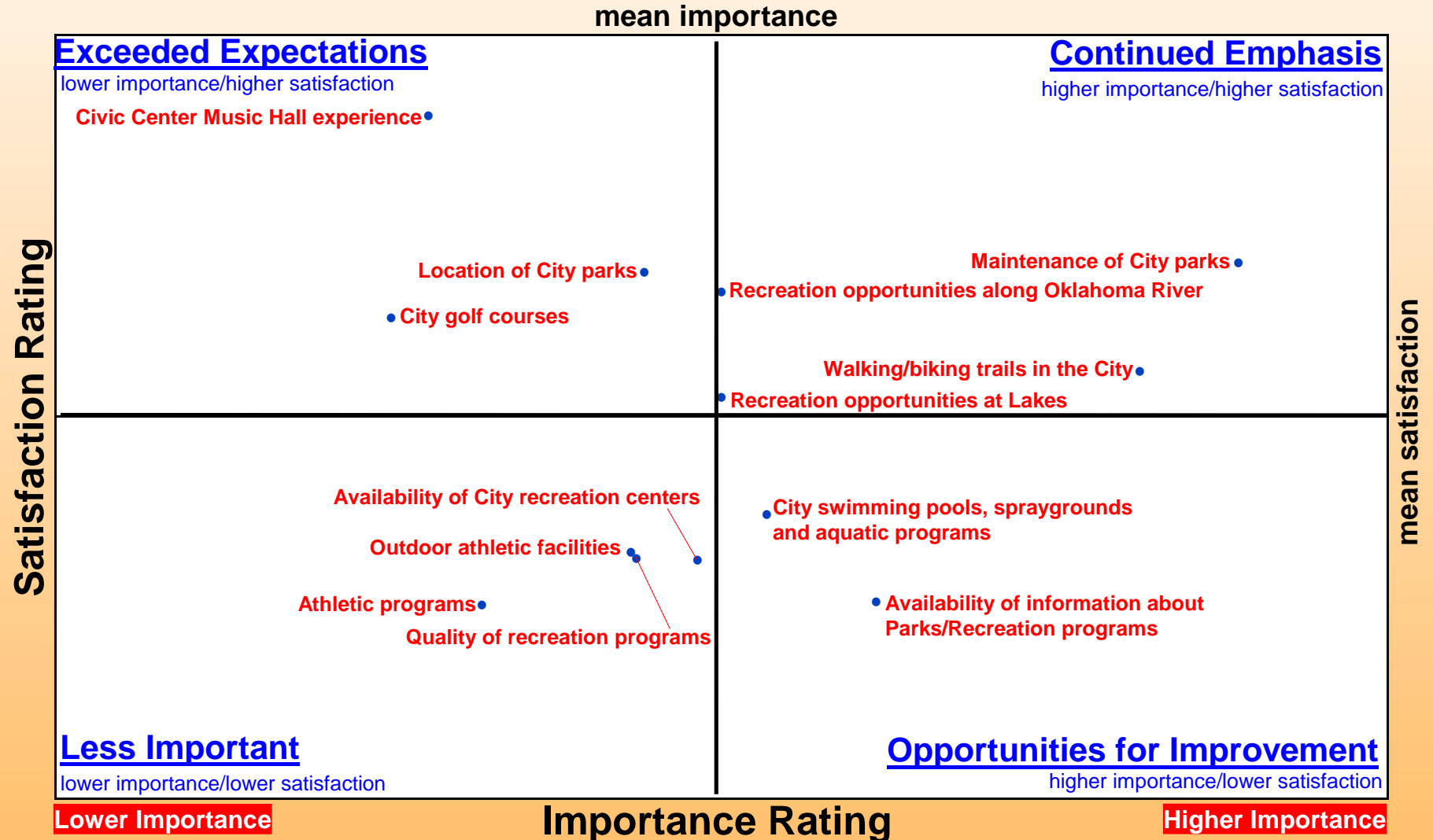


Source: ETC Institute (2015)

2015 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 (2015)

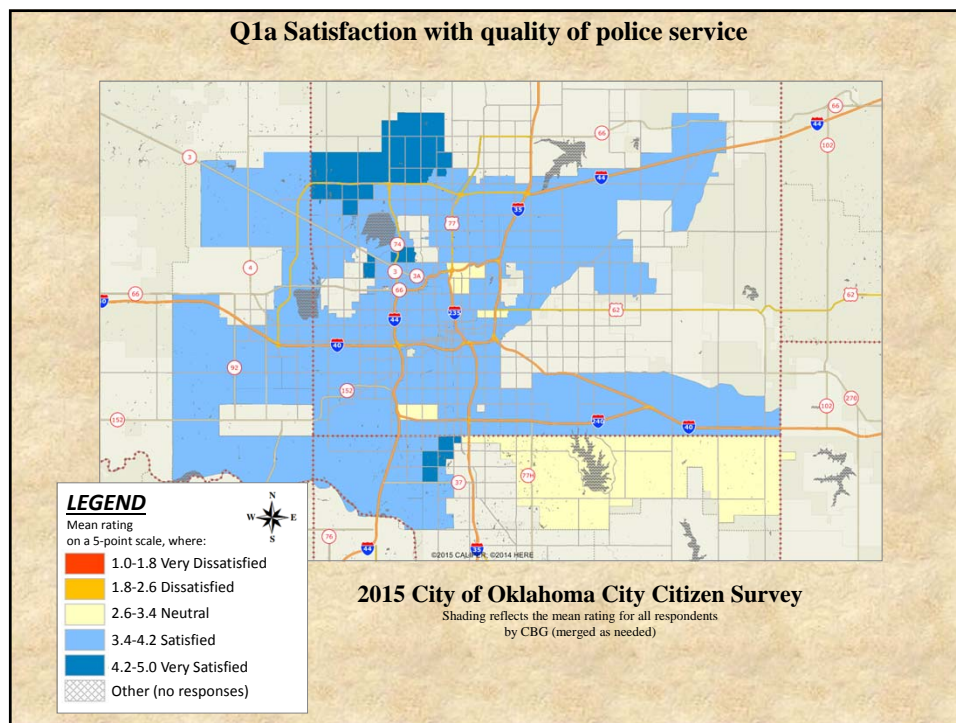
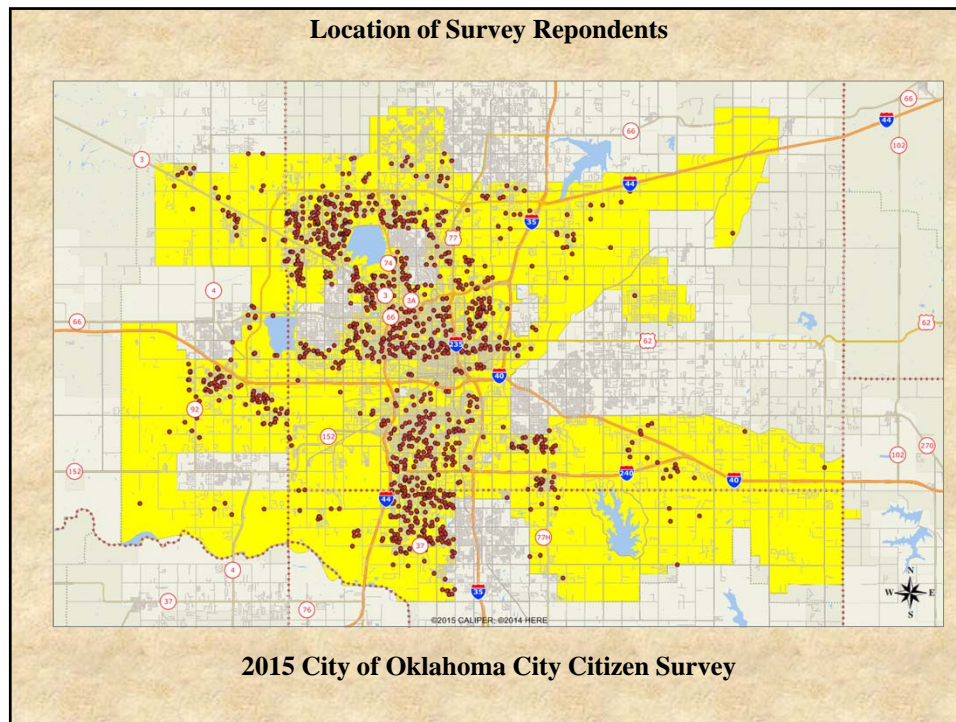
***Section 4:
GIS Maps***

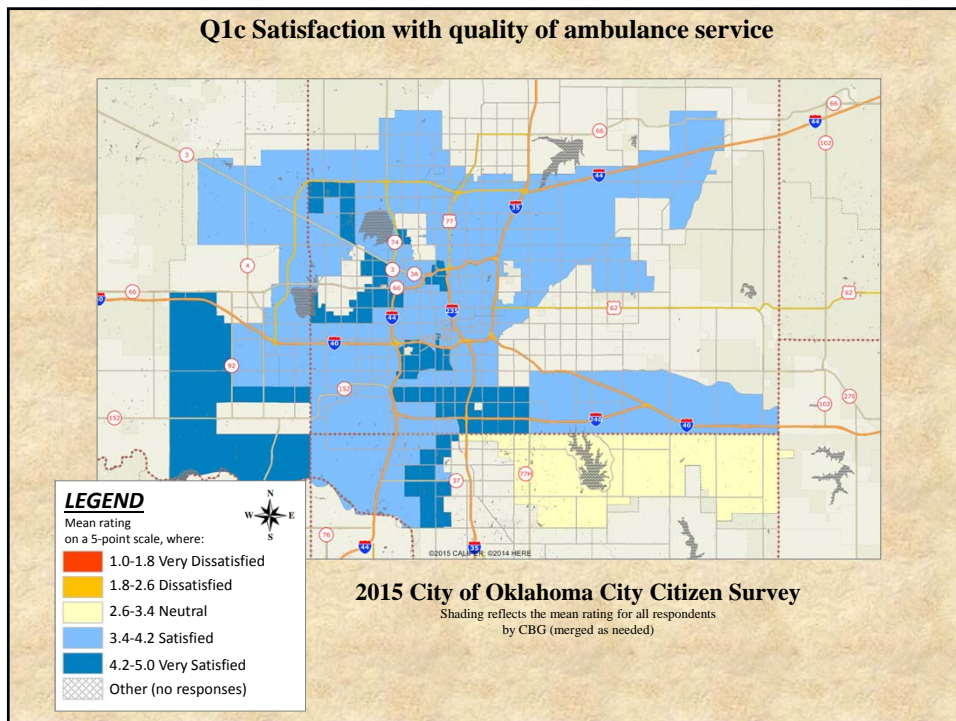
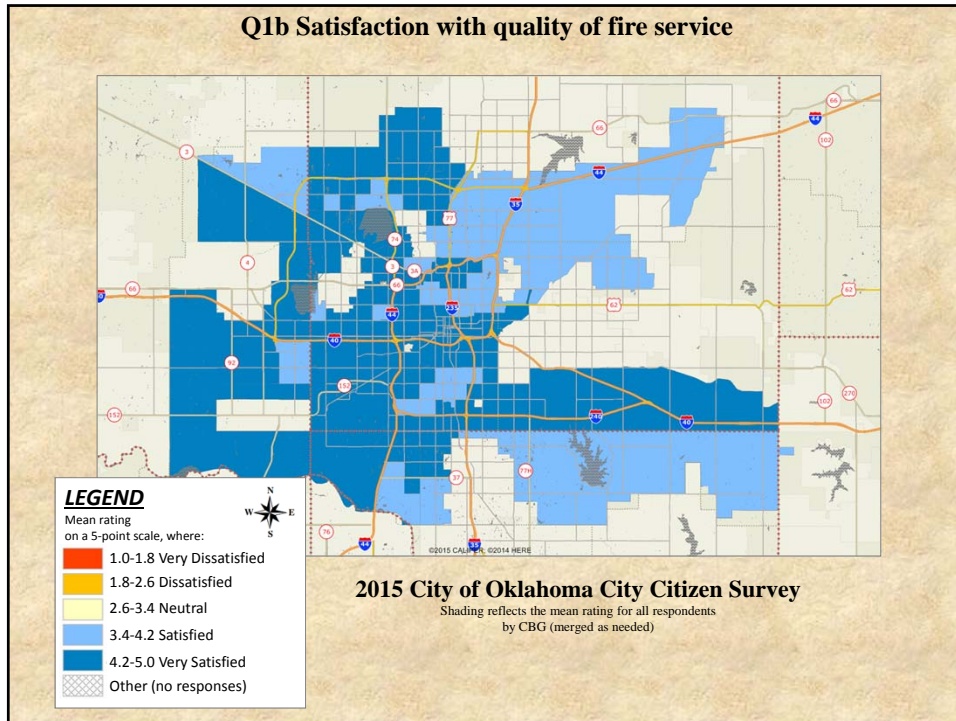
Interpreting the Maps

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.

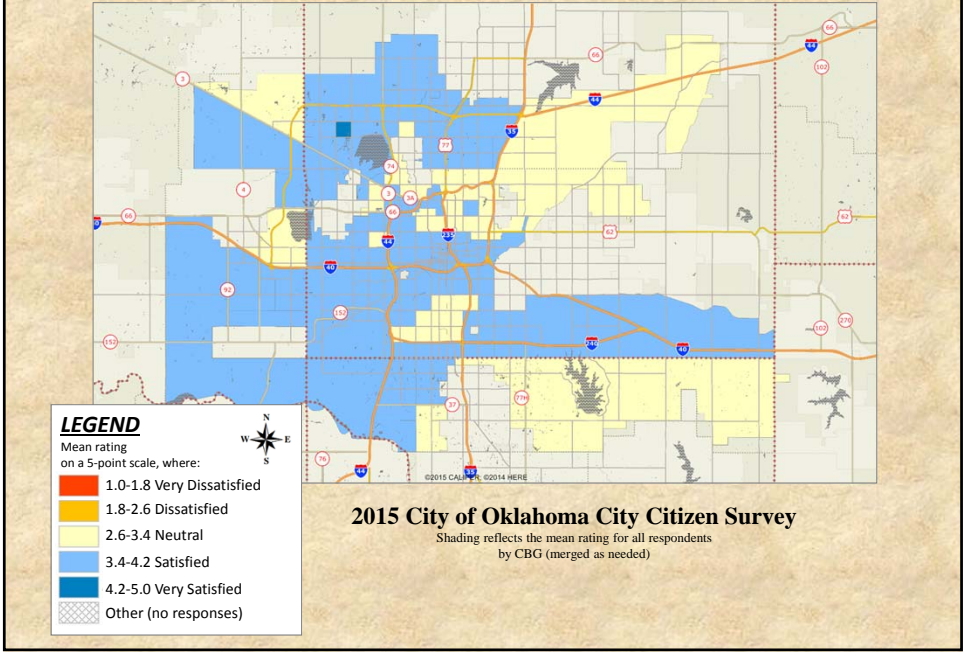
When reading the maps, please use the following color scheme as a guide:

- **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.”

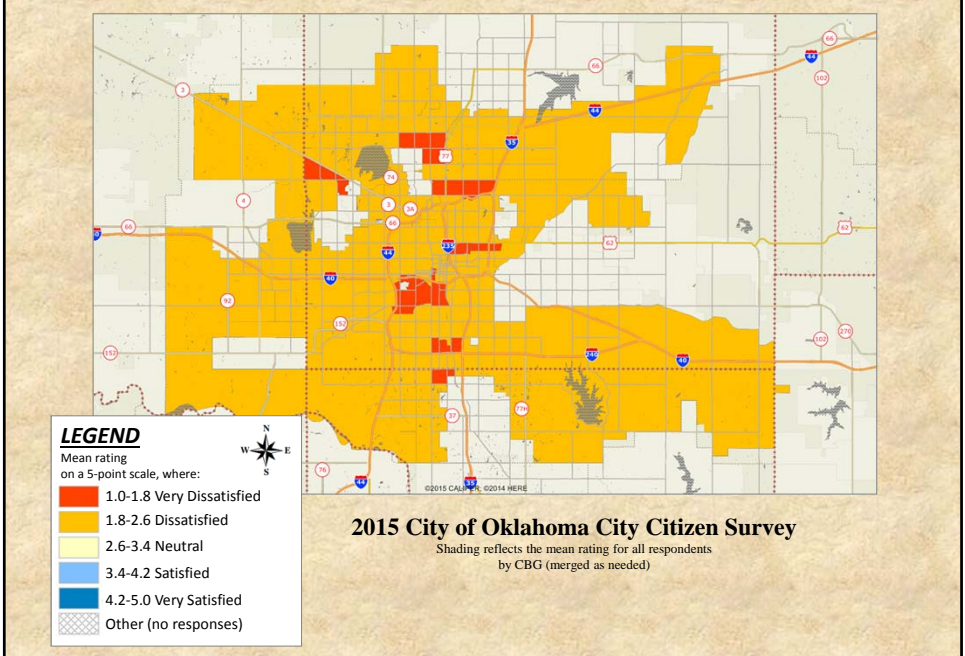


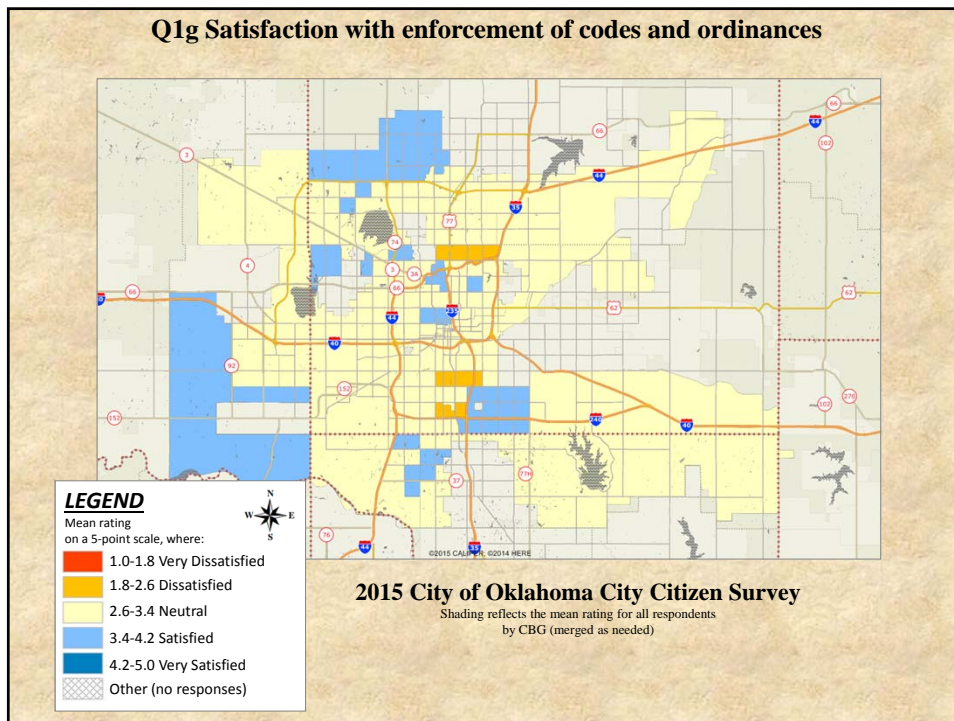
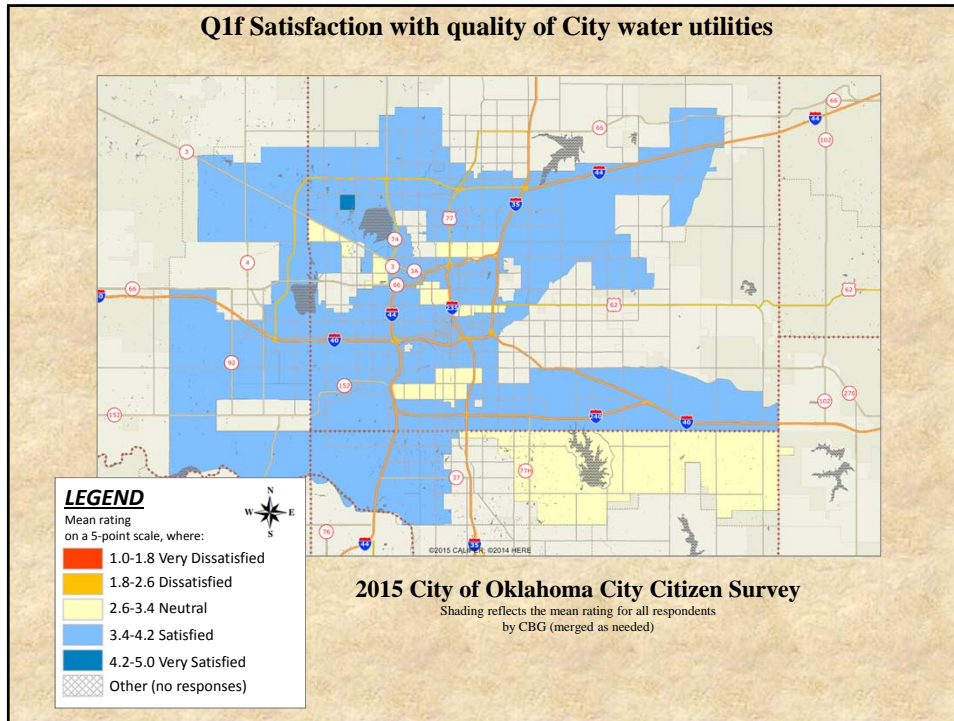


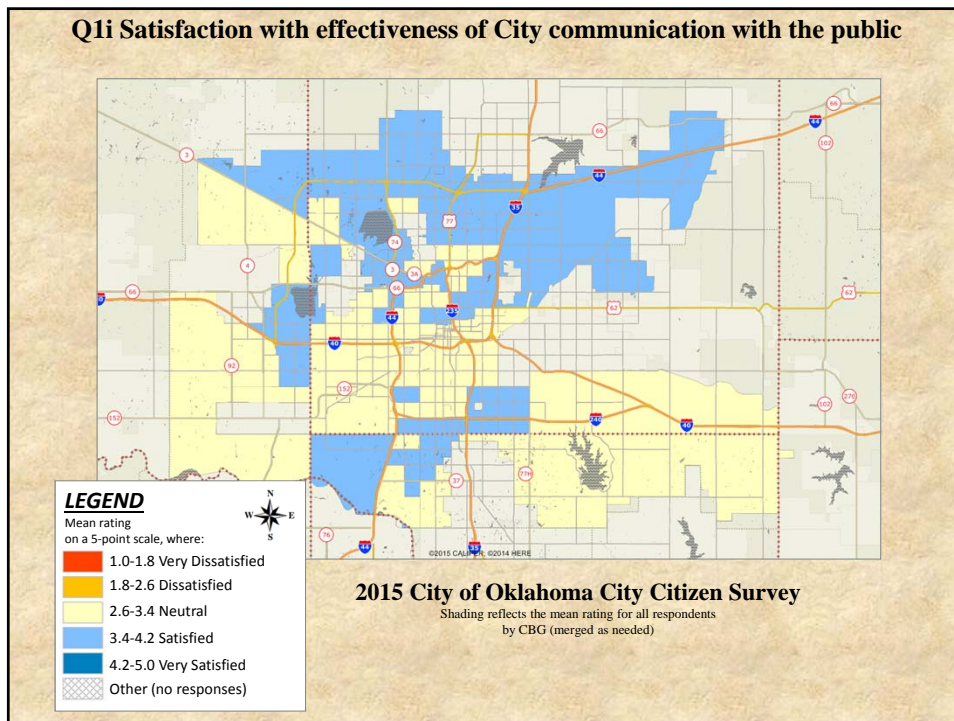
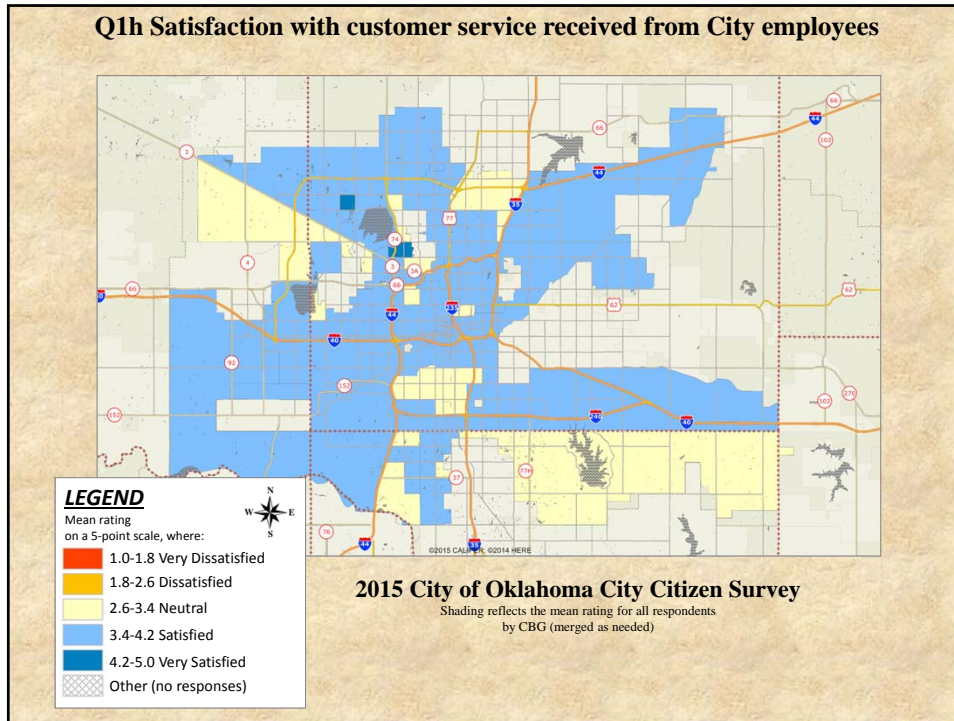
Q1d Satisfaction with quality of parks and recreation programs and facilities



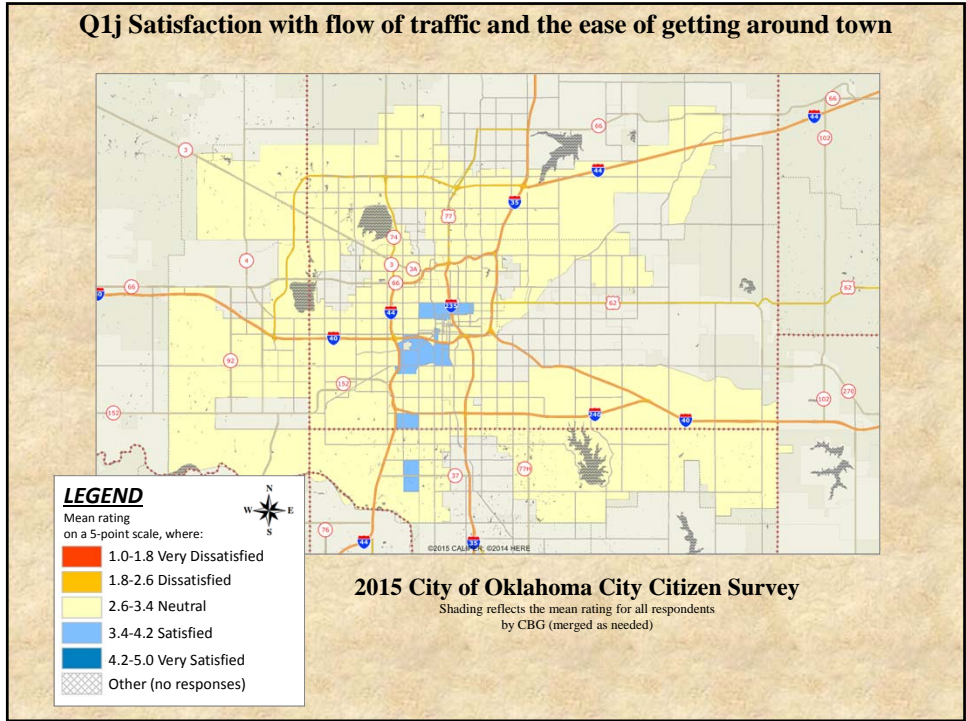
Q1e Satisfaction with condition of City streets



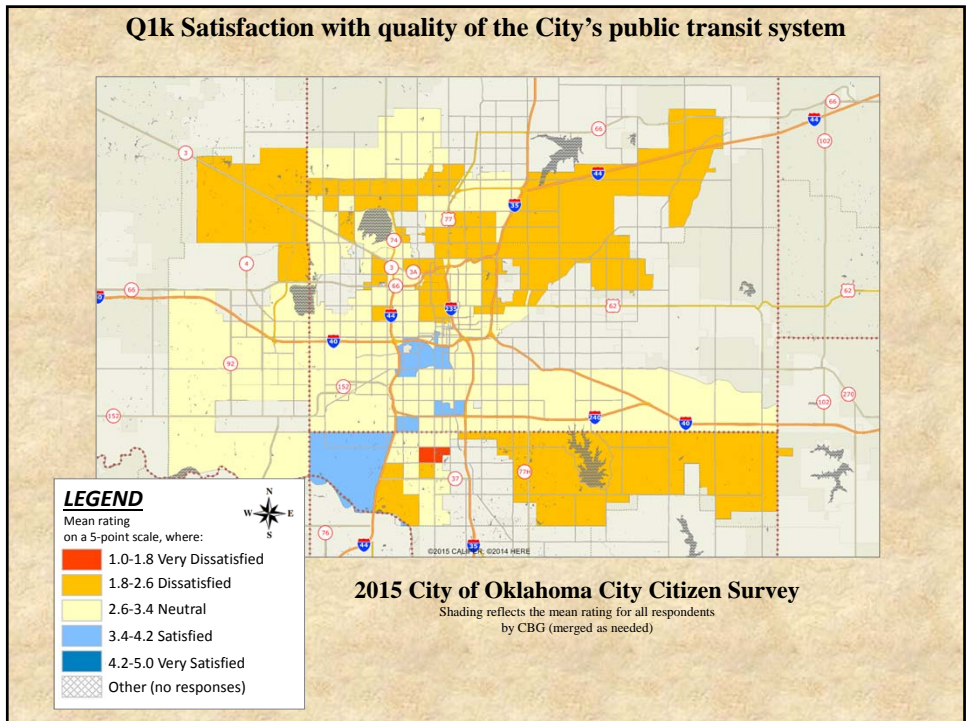


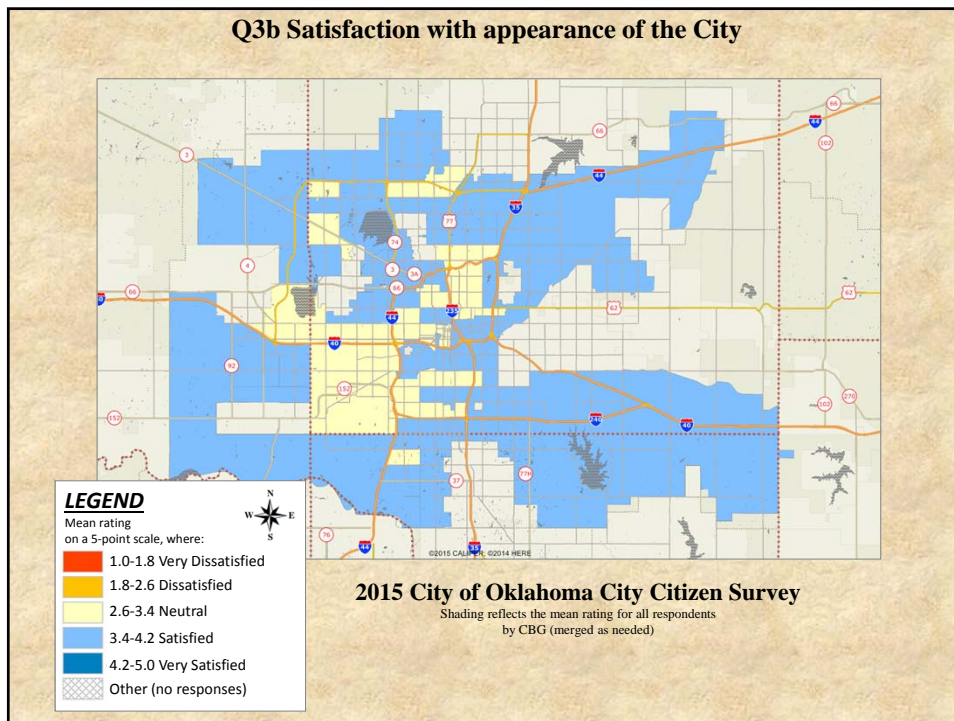
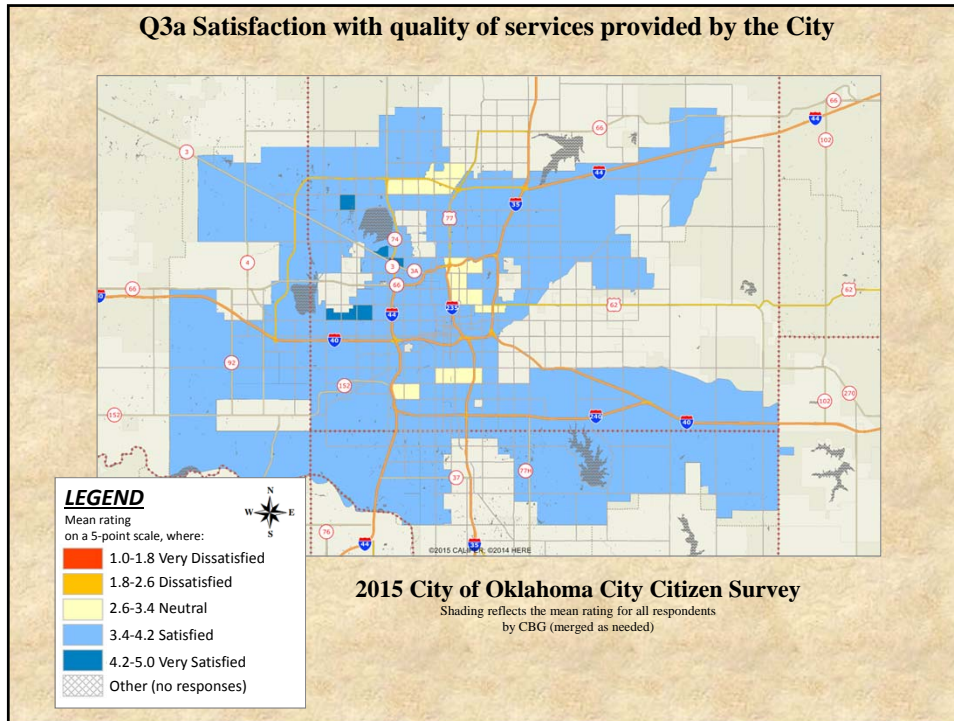


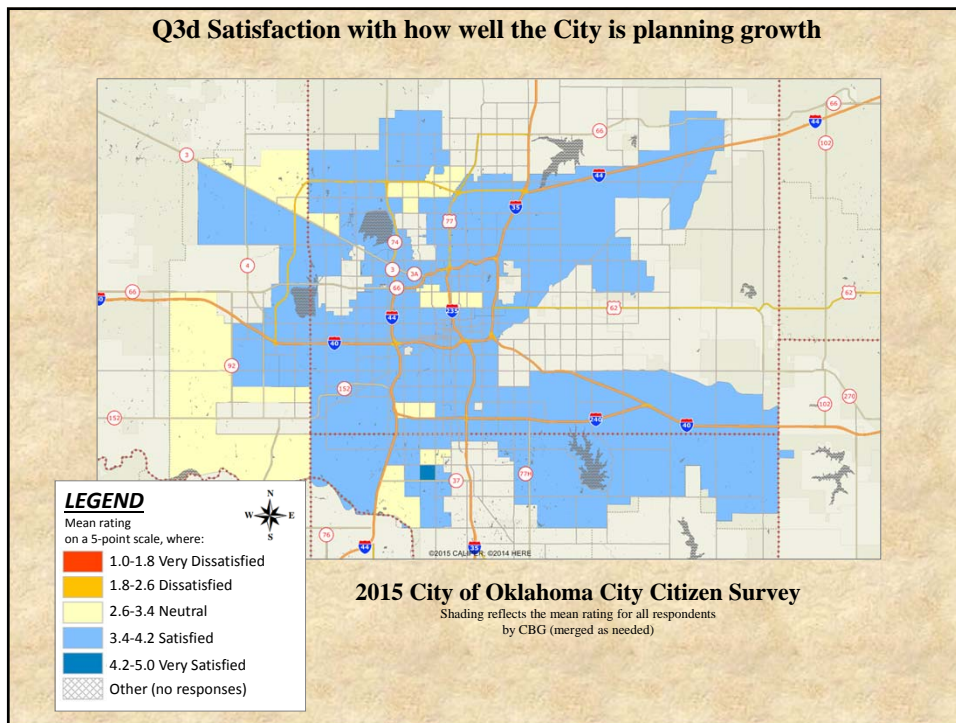
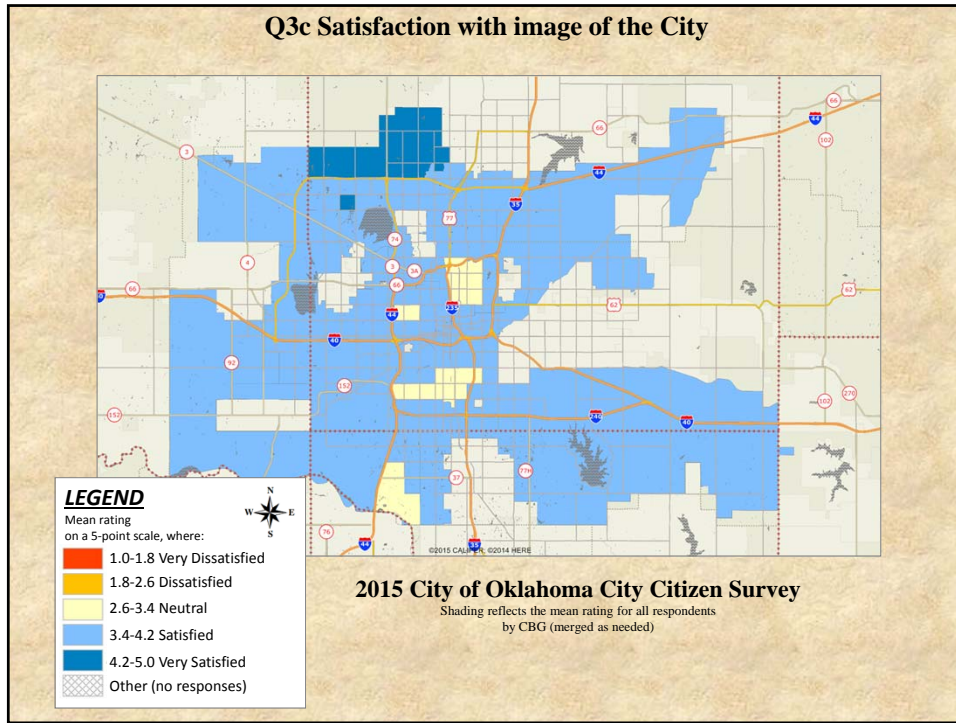
Q1j Satisfaction with flow of traffic and the ease of getting around town

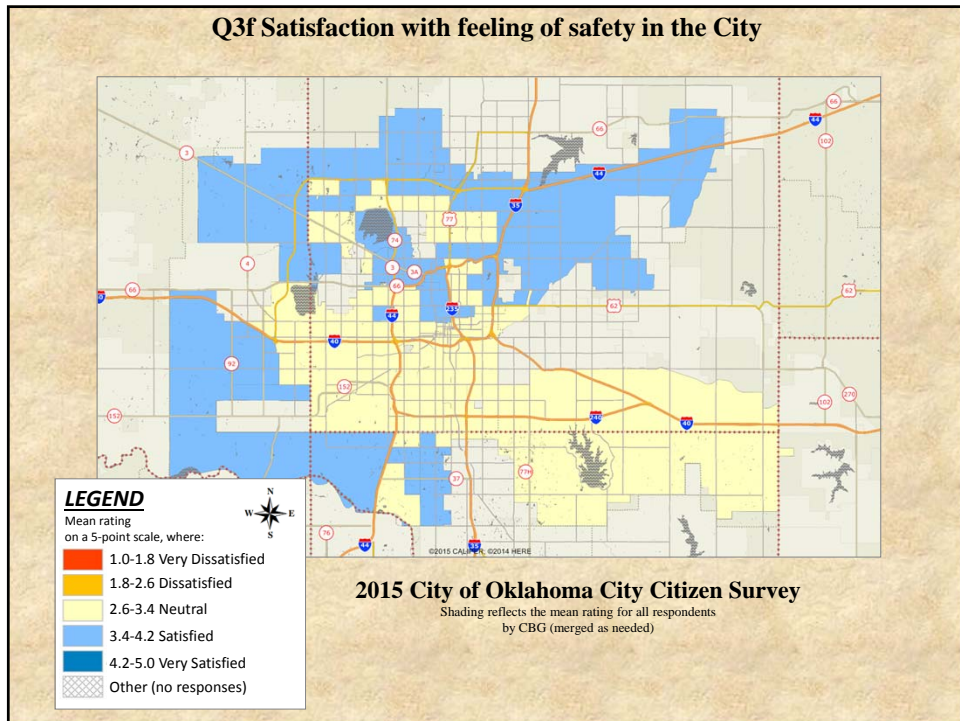
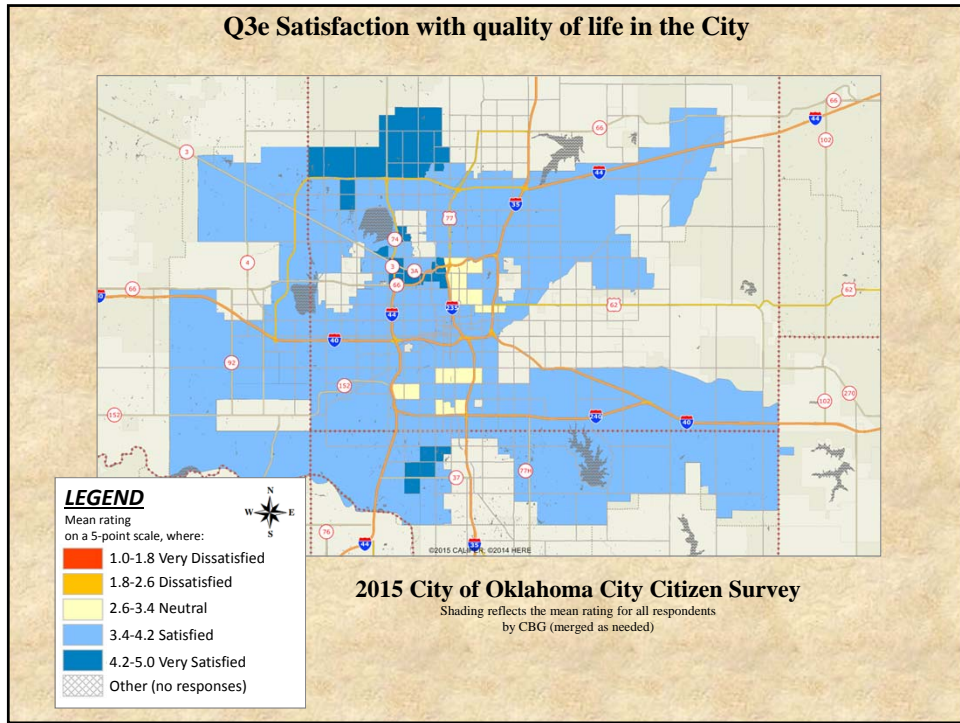


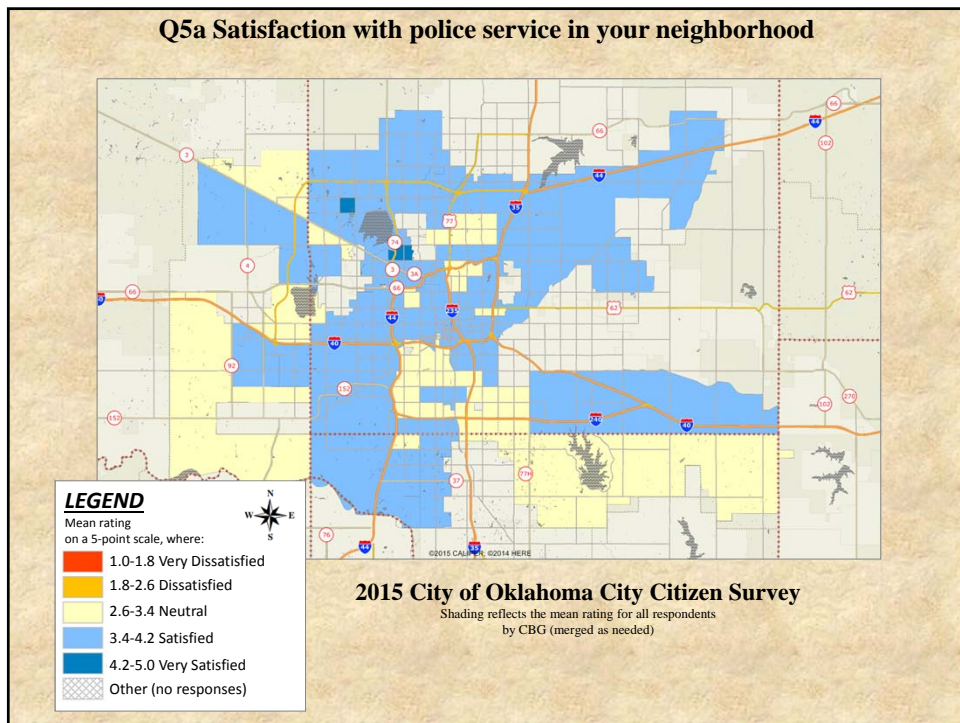
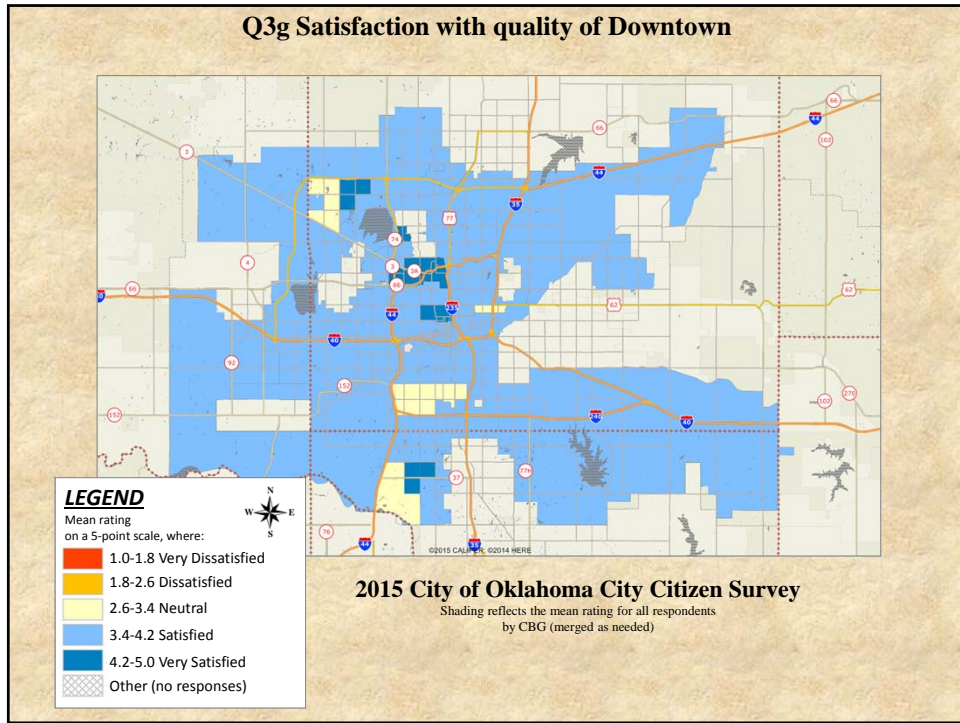
Q1k Satisfaction with quality of the City's public transit system

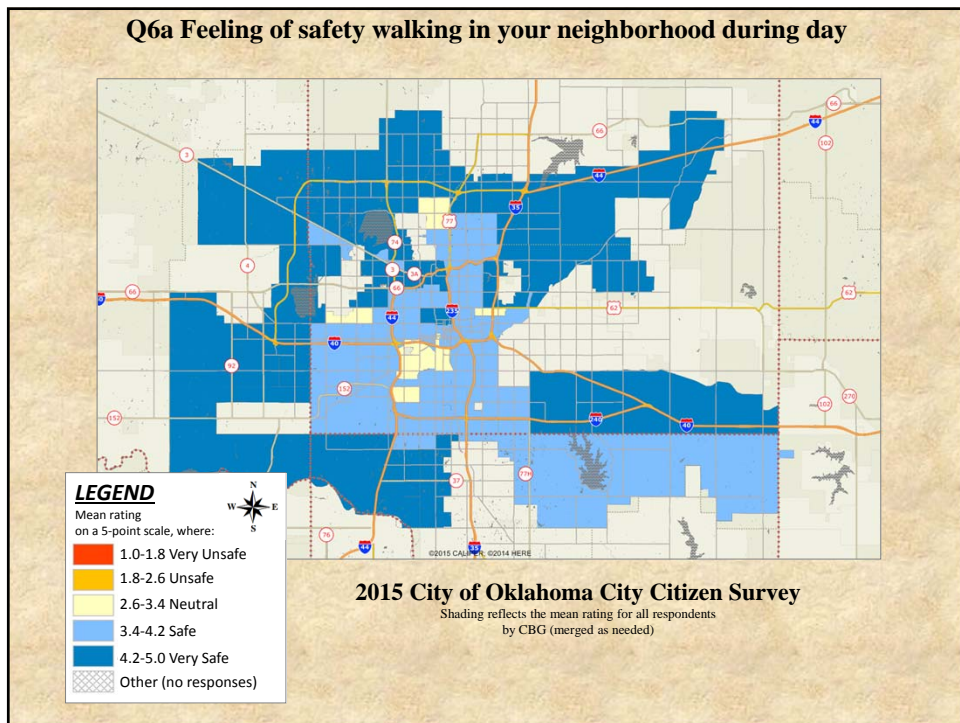
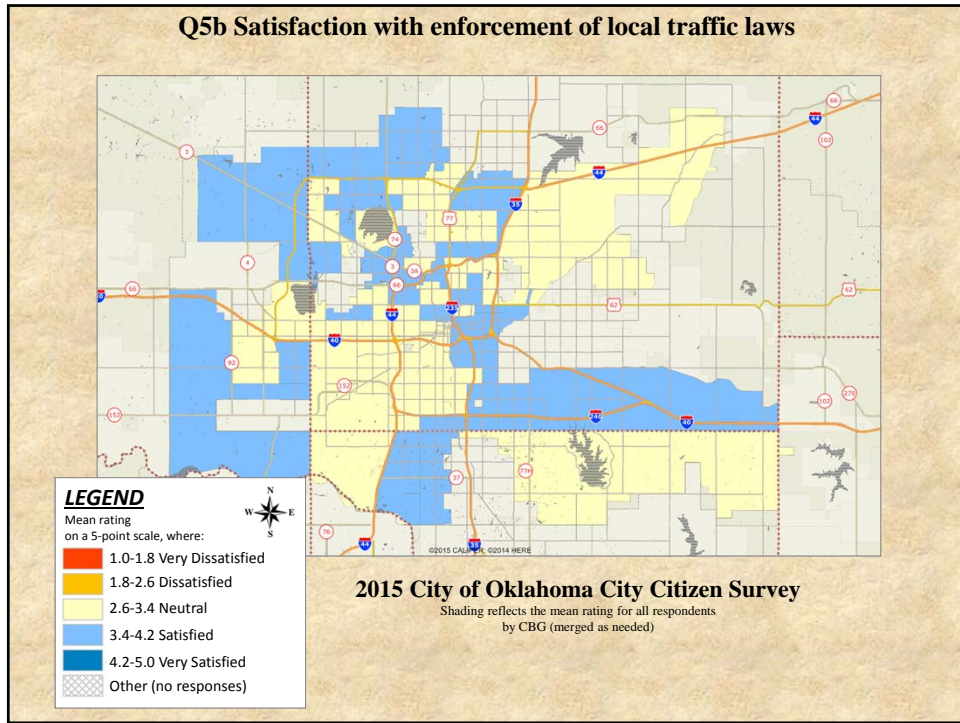


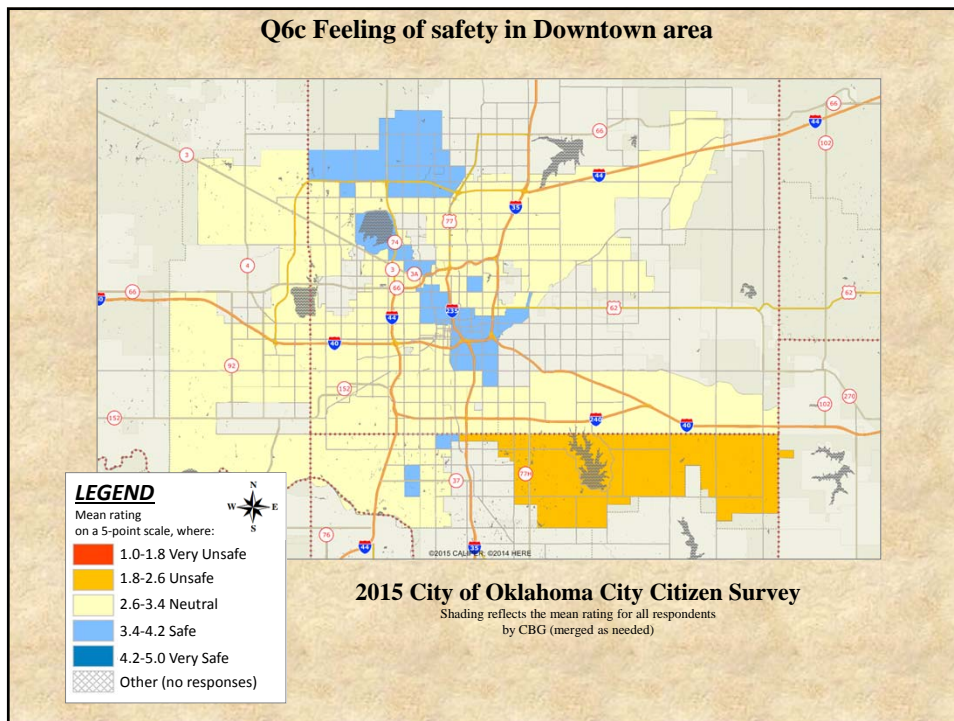
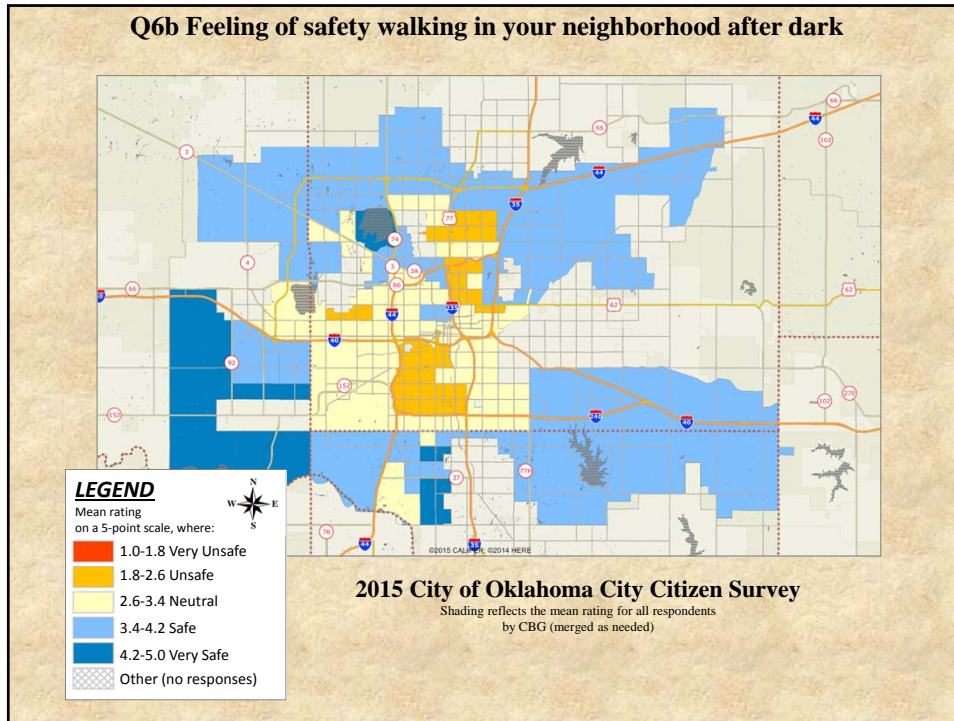


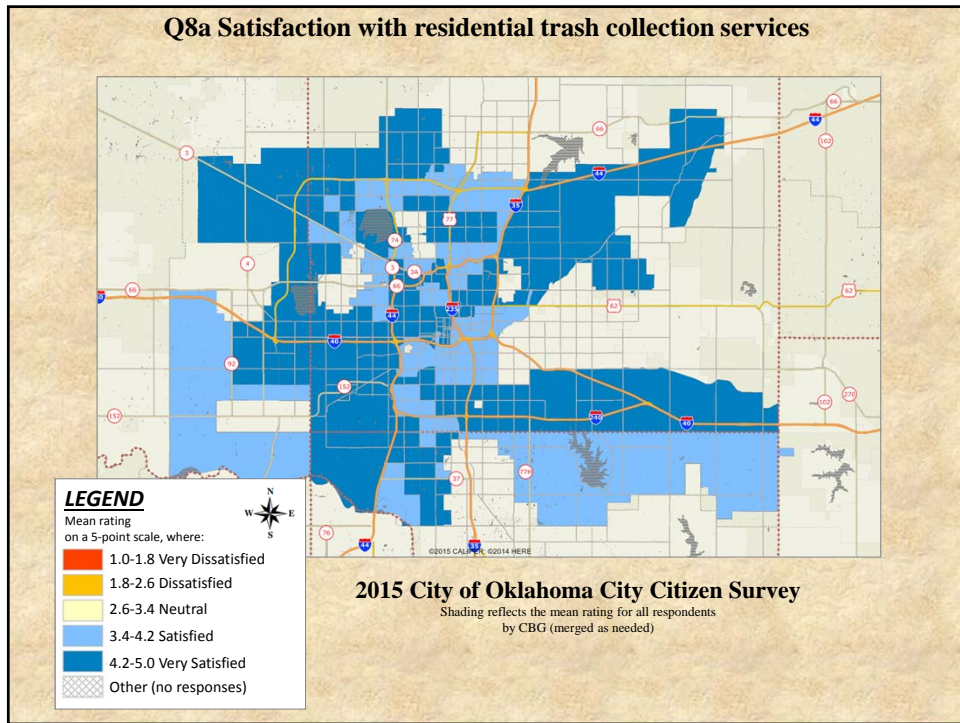
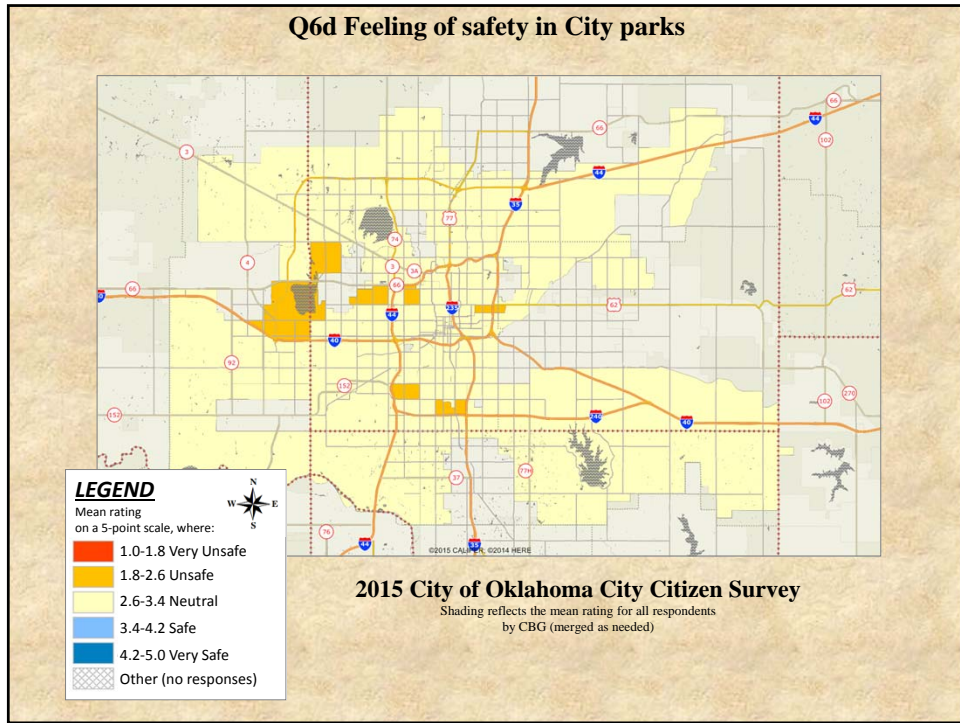


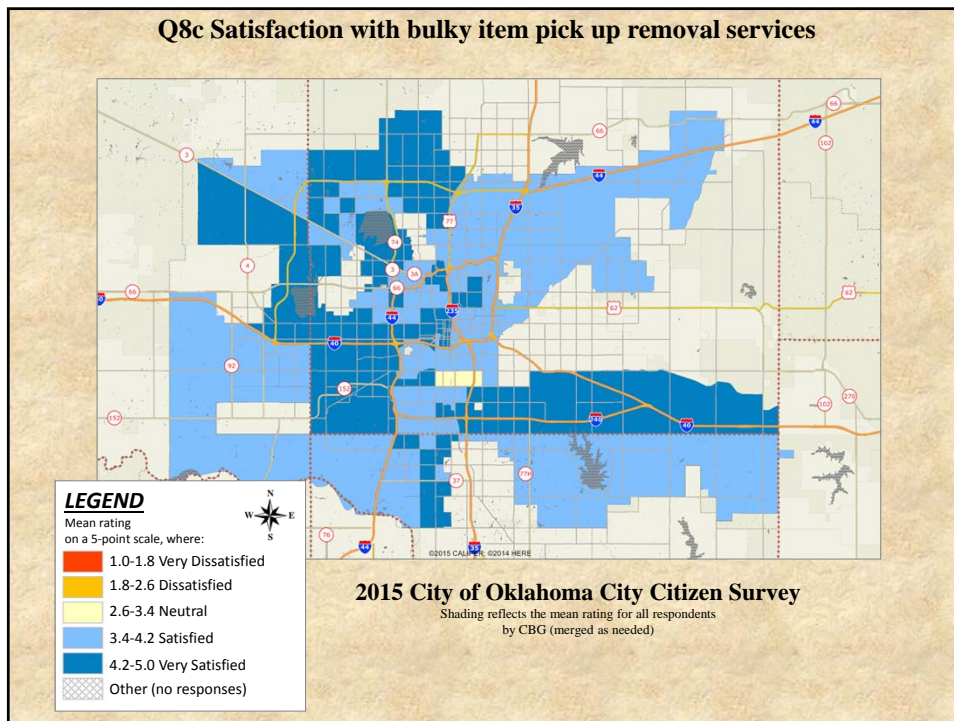
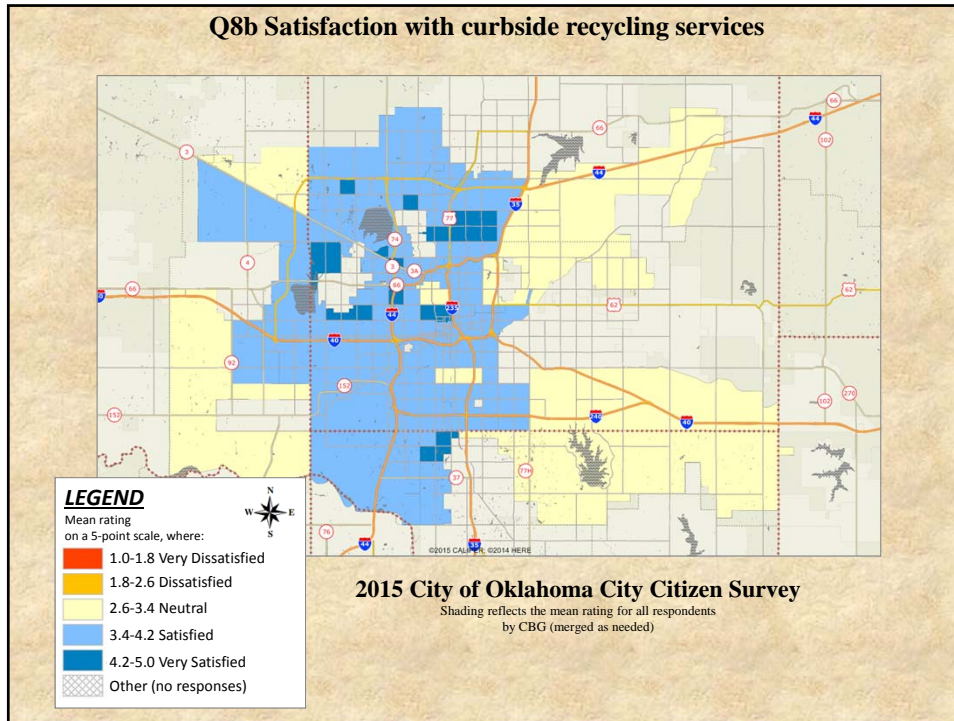


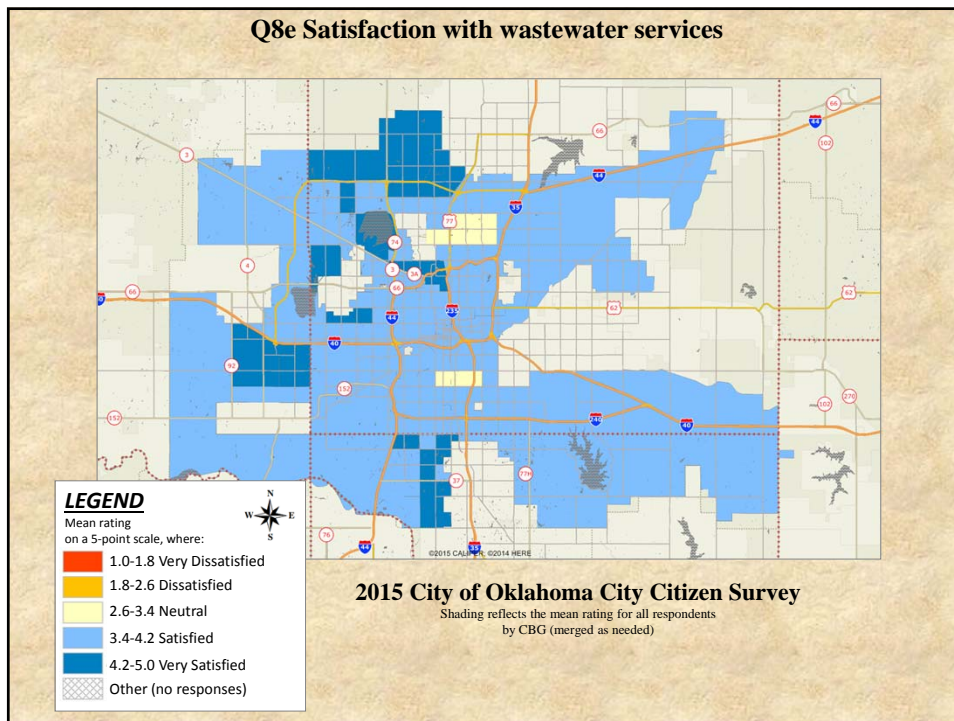
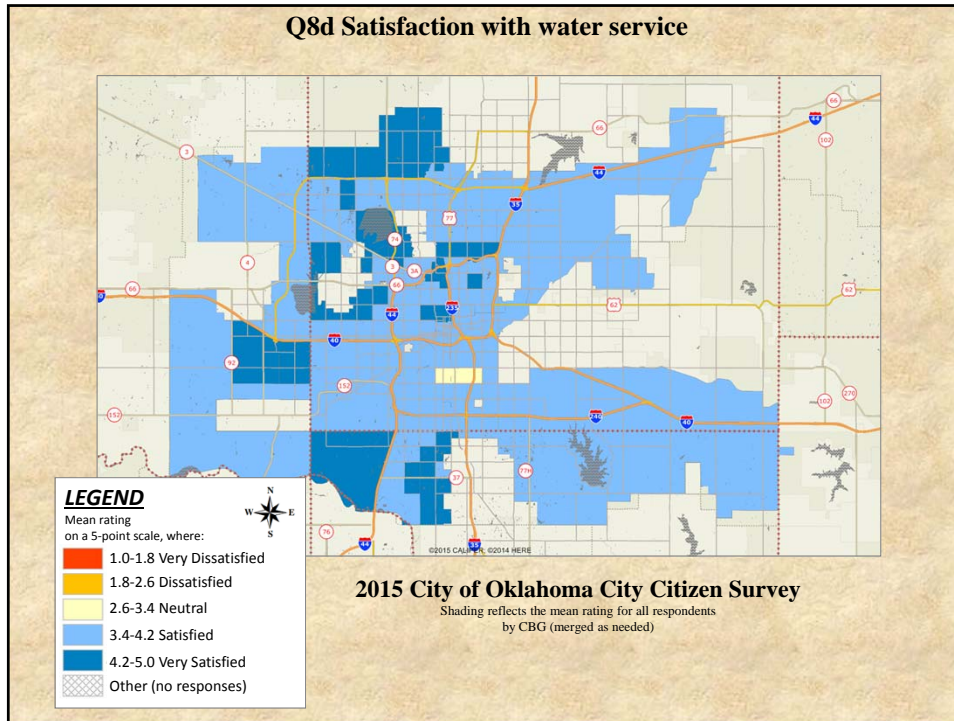


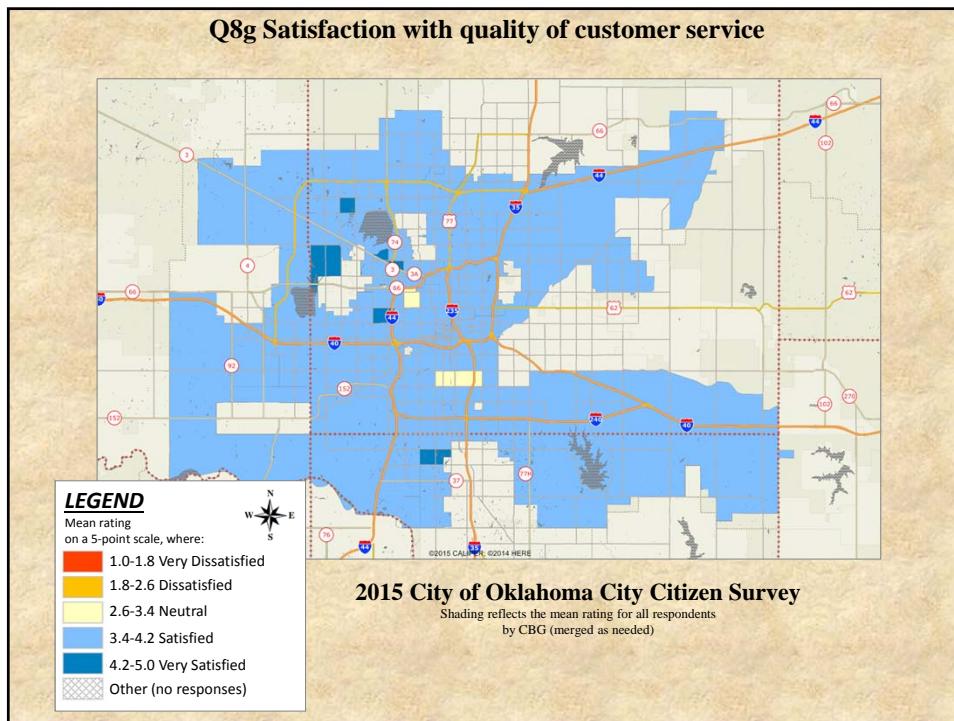
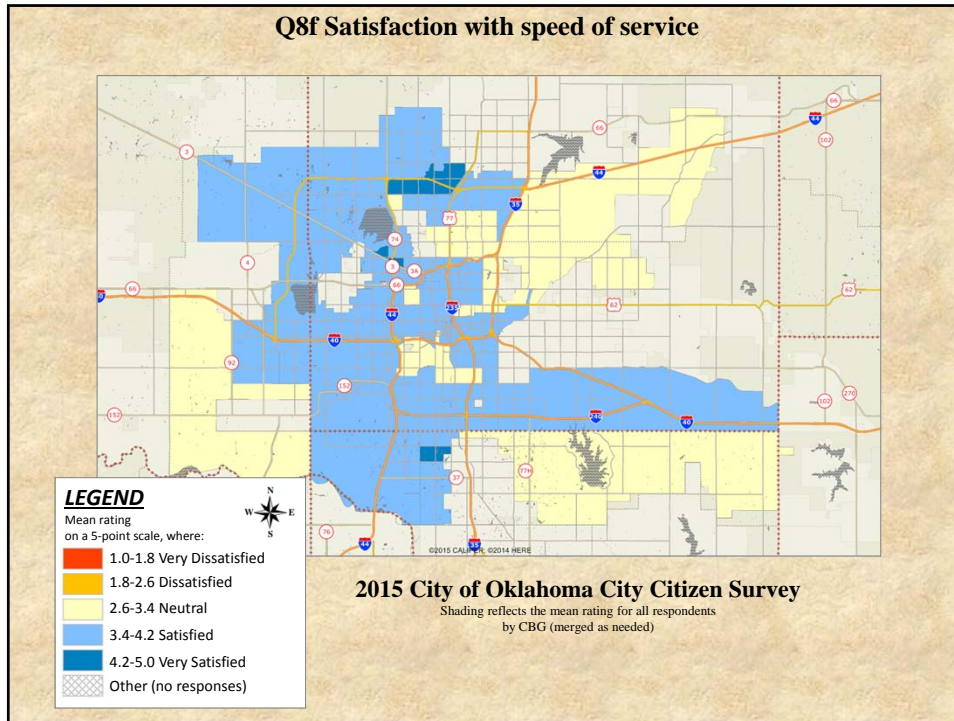




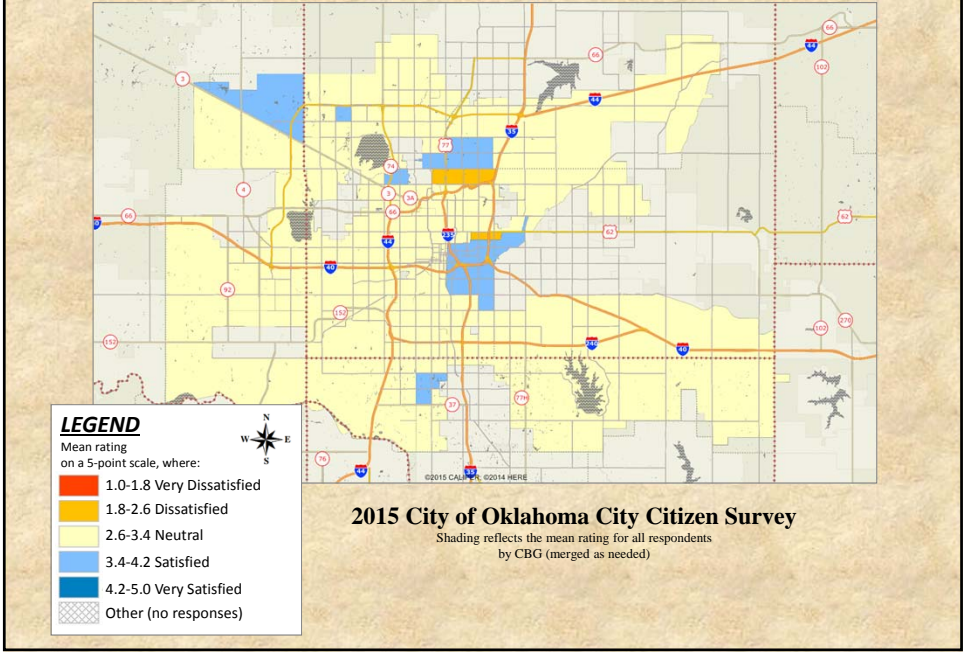




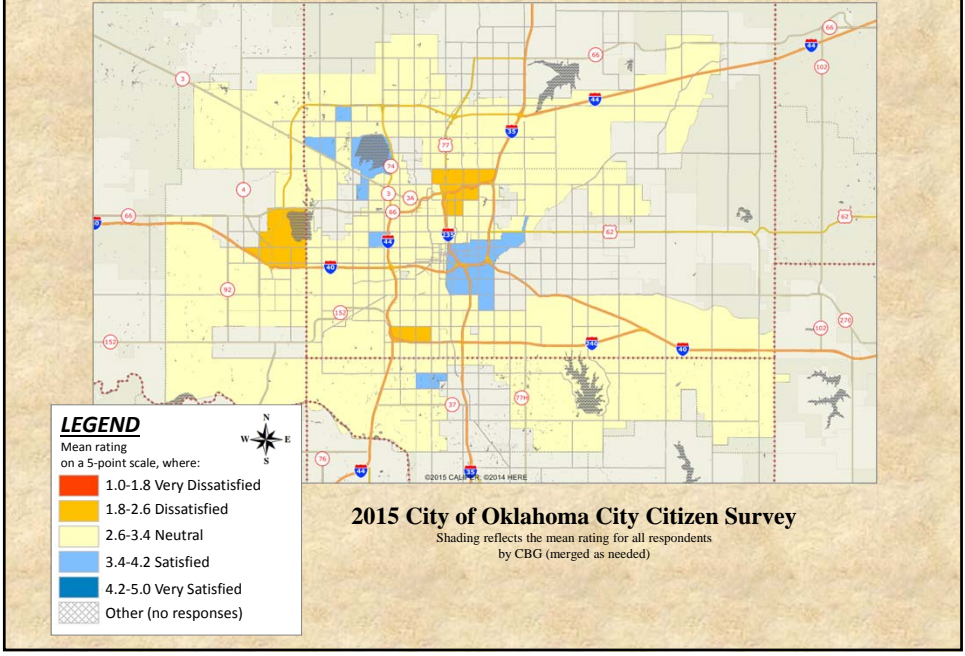




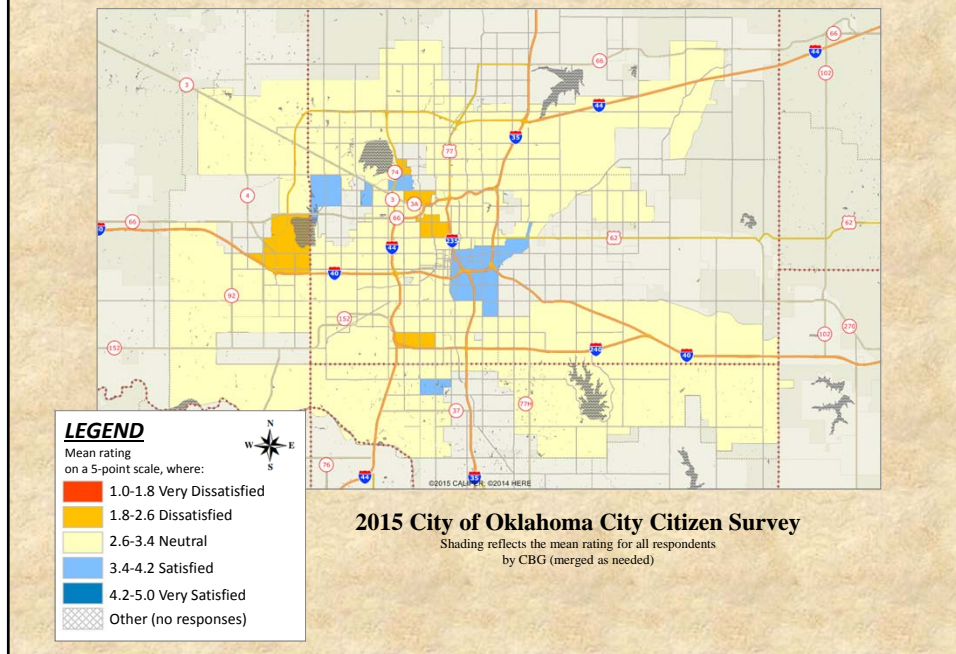
Q12a Satisfaction with enforcing cleanup of junk and debris on private property



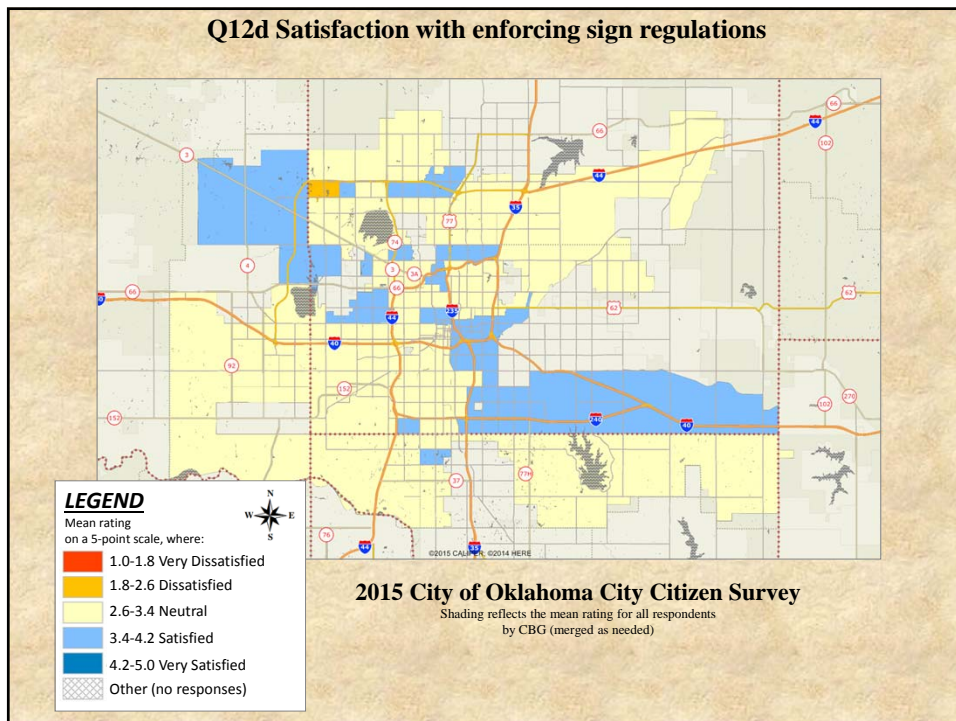
Q12b Satisfaction with enforcing the mowing and cutting of weeds on private property

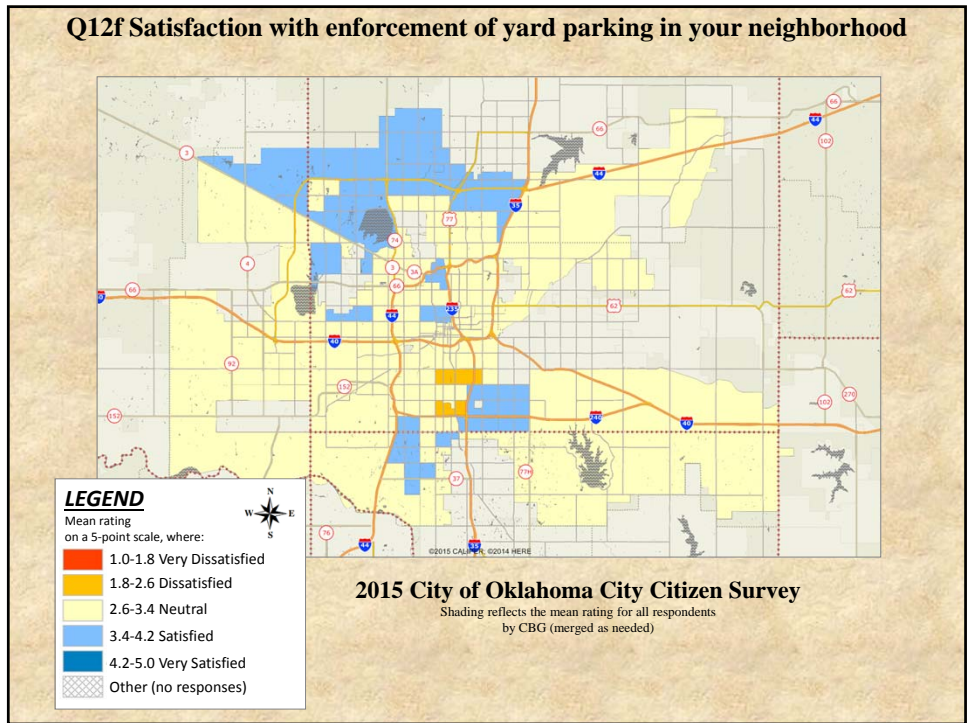
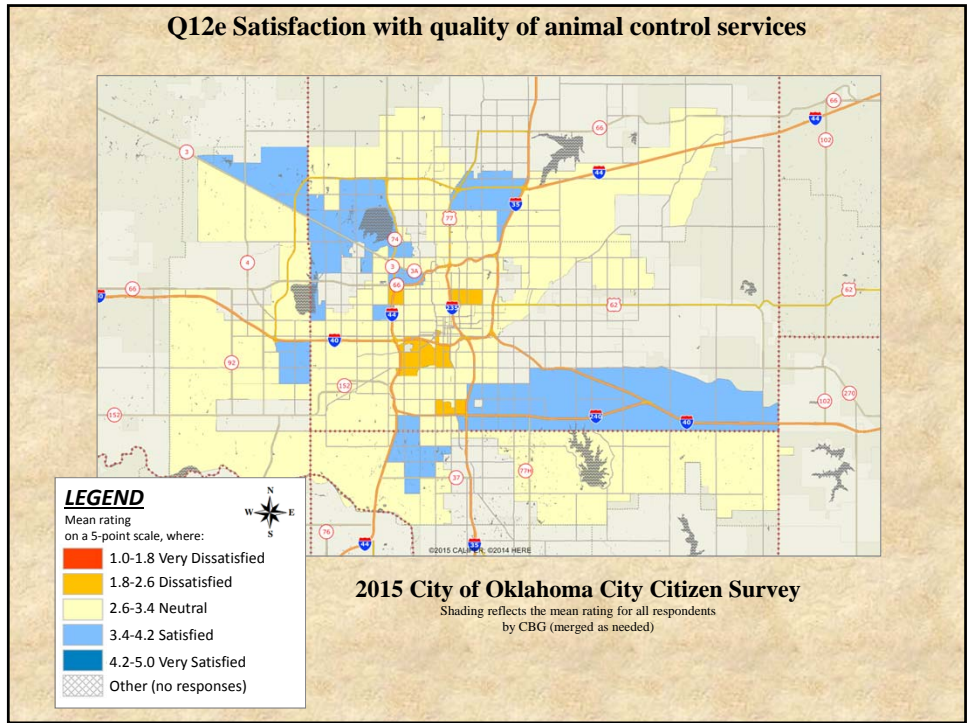


Q12c Satisfaction with enforcing the exterior maintenance of residential property

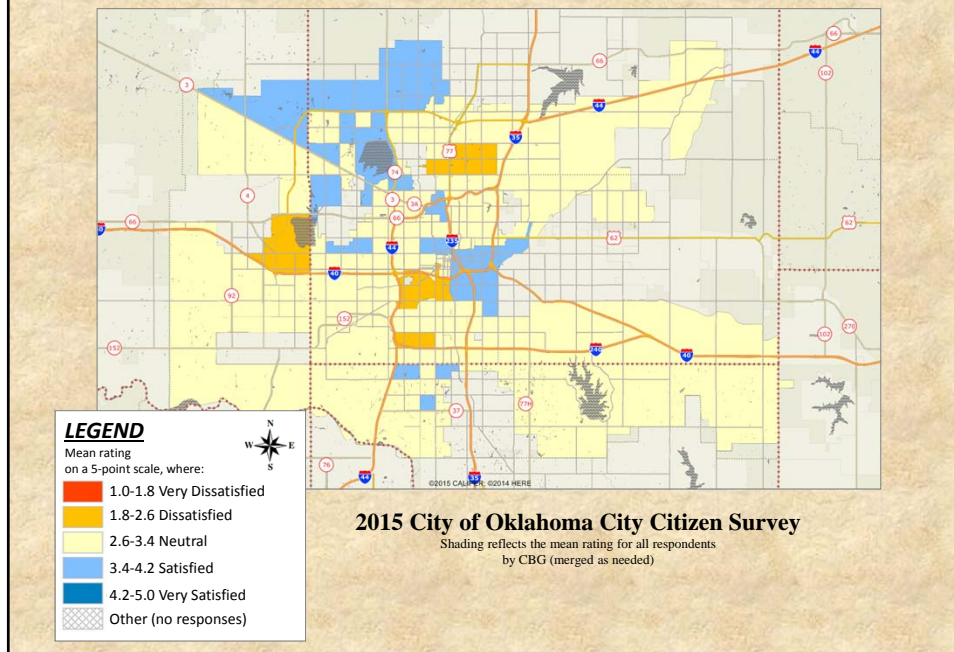


Q12d Satisfaction with enforcing sign regulations

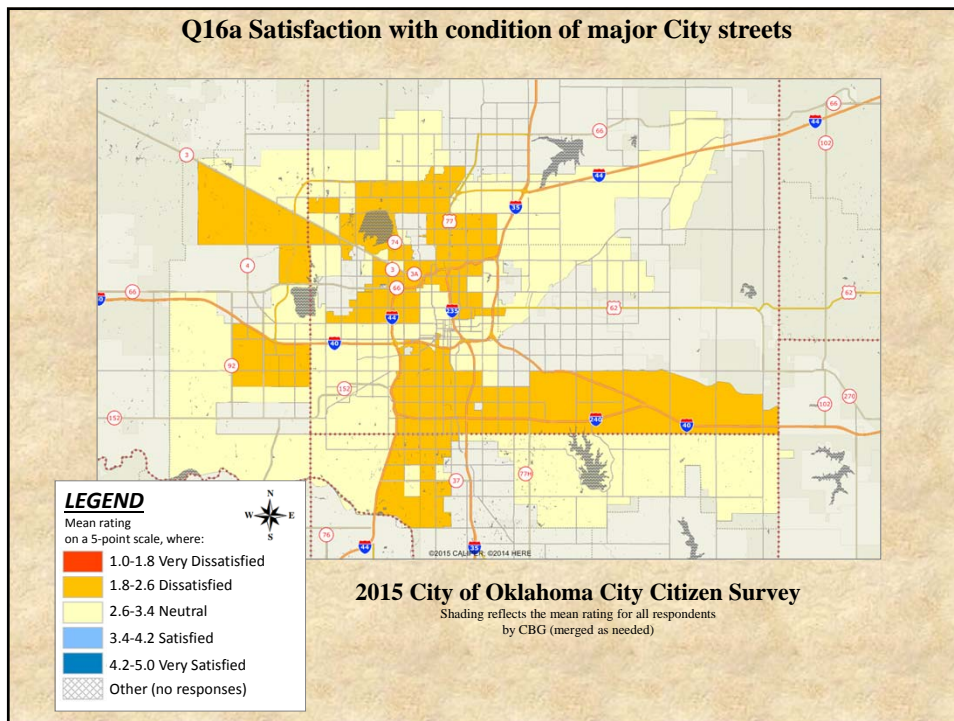


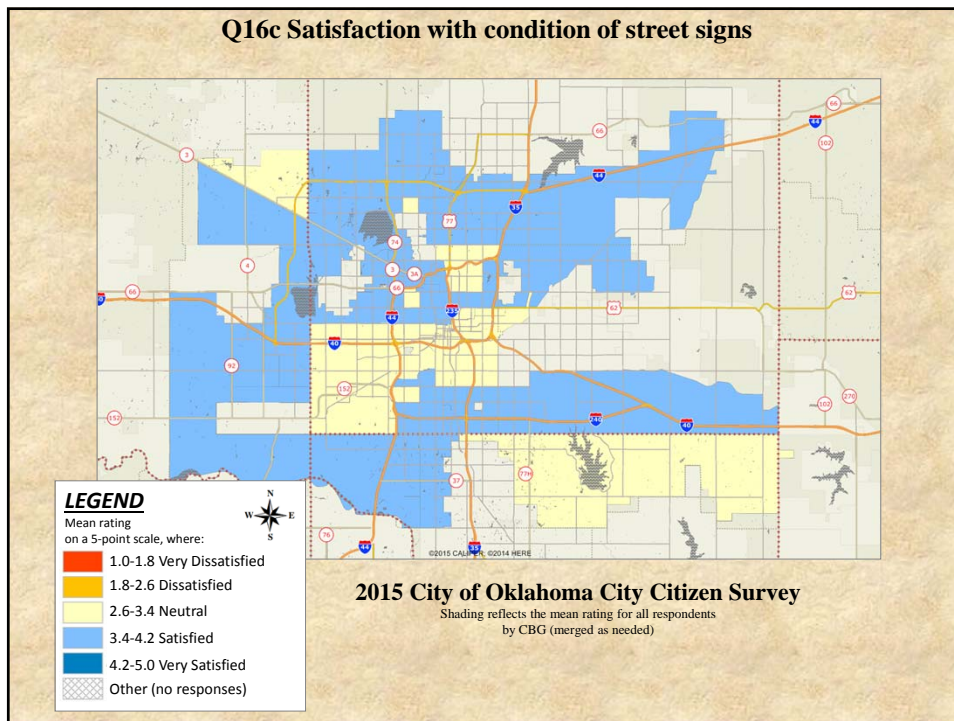
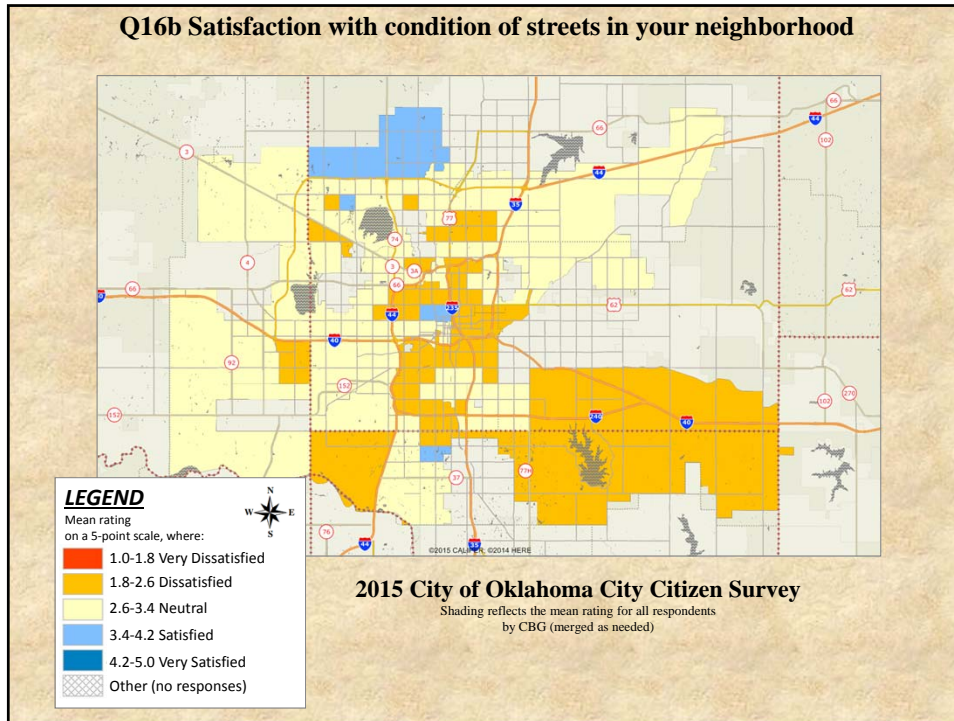


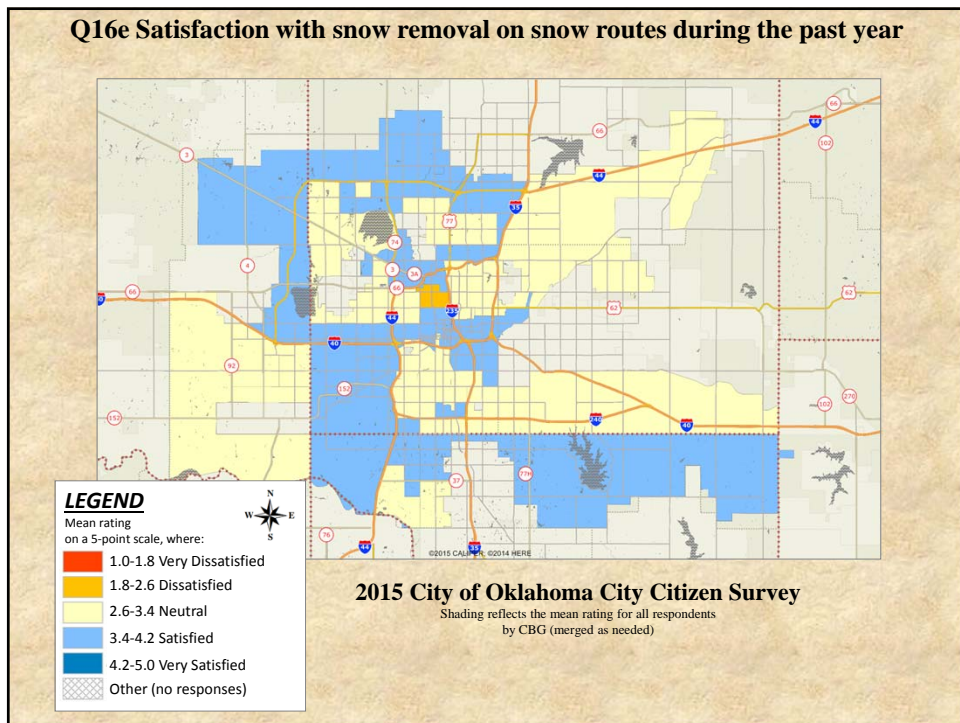
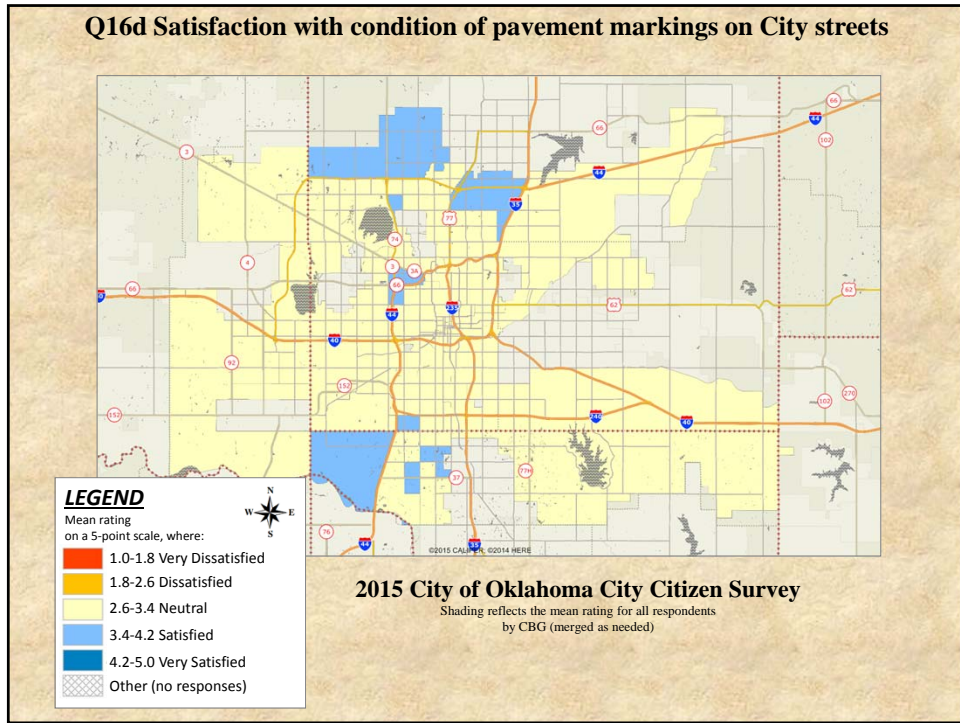
Q12g Satisfaction with City efforts to remove abandoned or inoperative vehicles



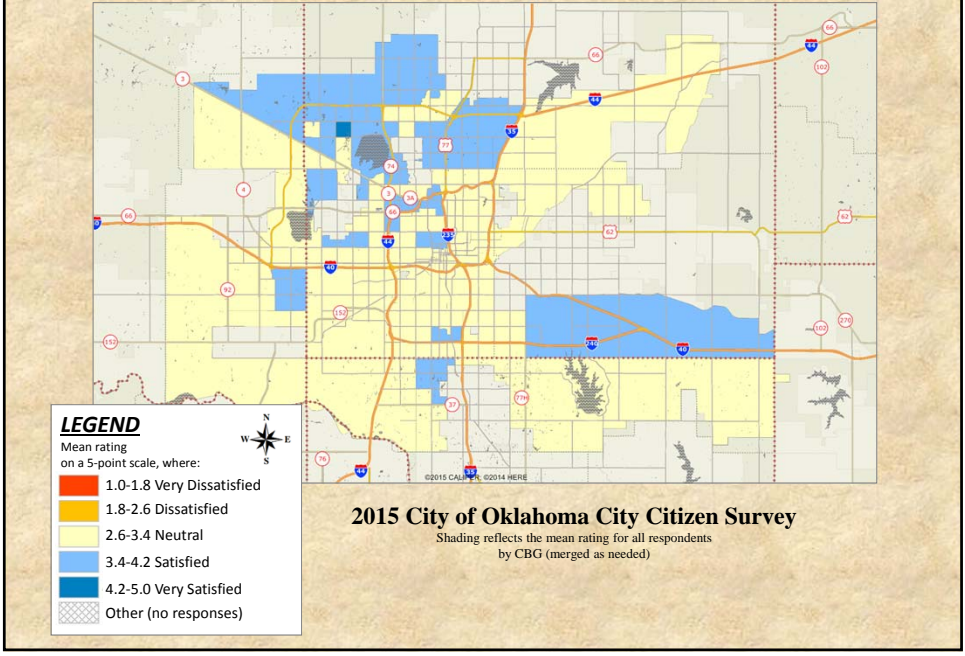
Q16a Satisfaction with condition of major City streets



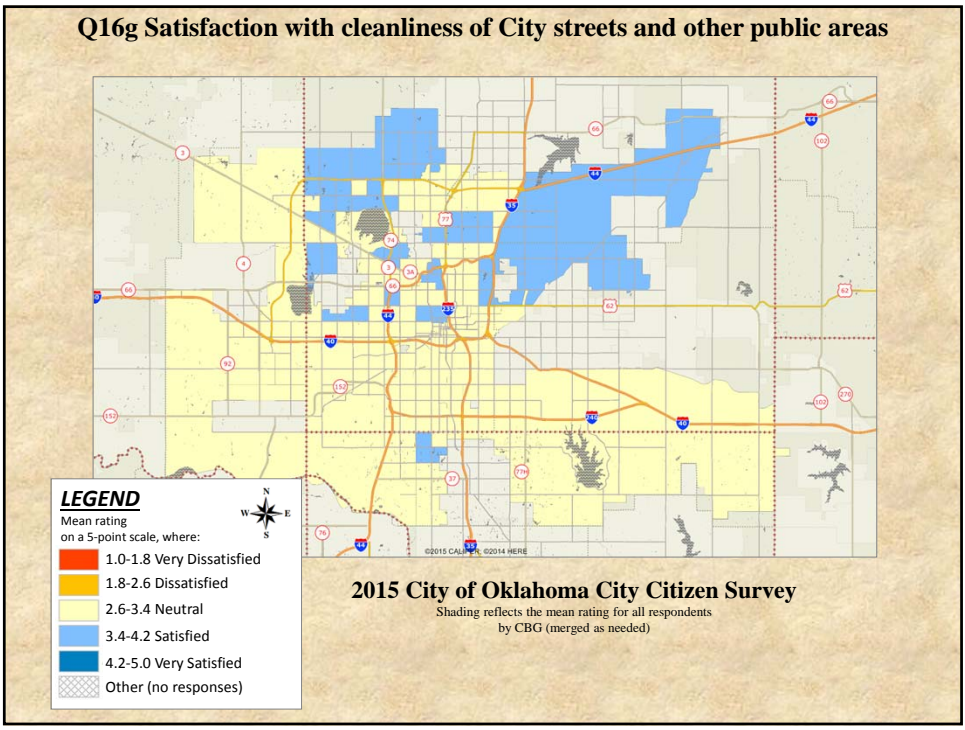




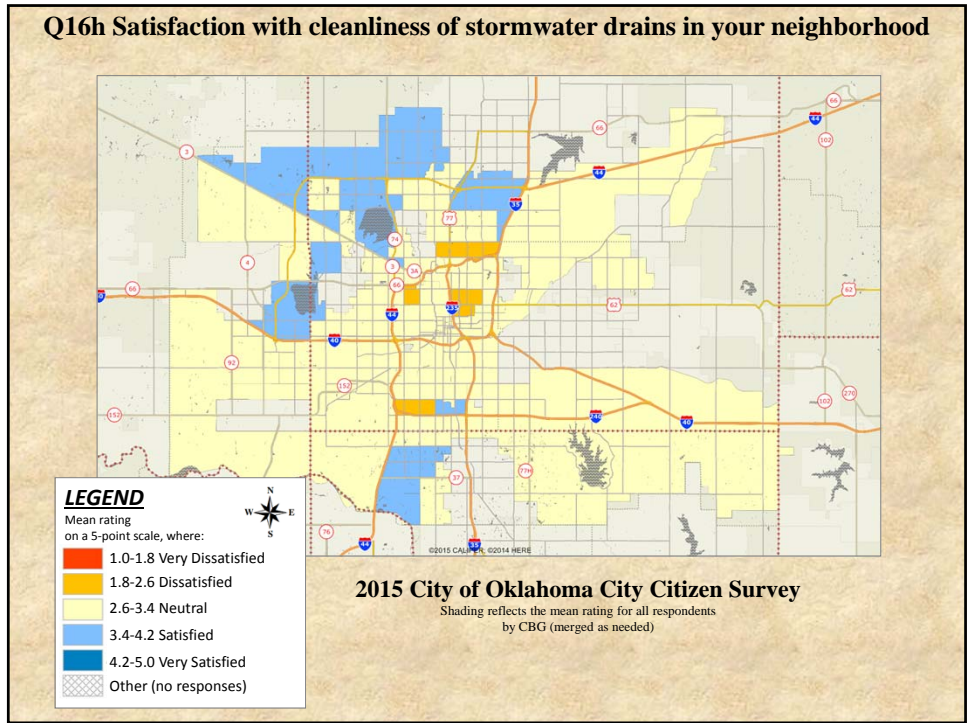
Q16f Satisfaction with condition of landscaping or streetscaping in medians and along City streets



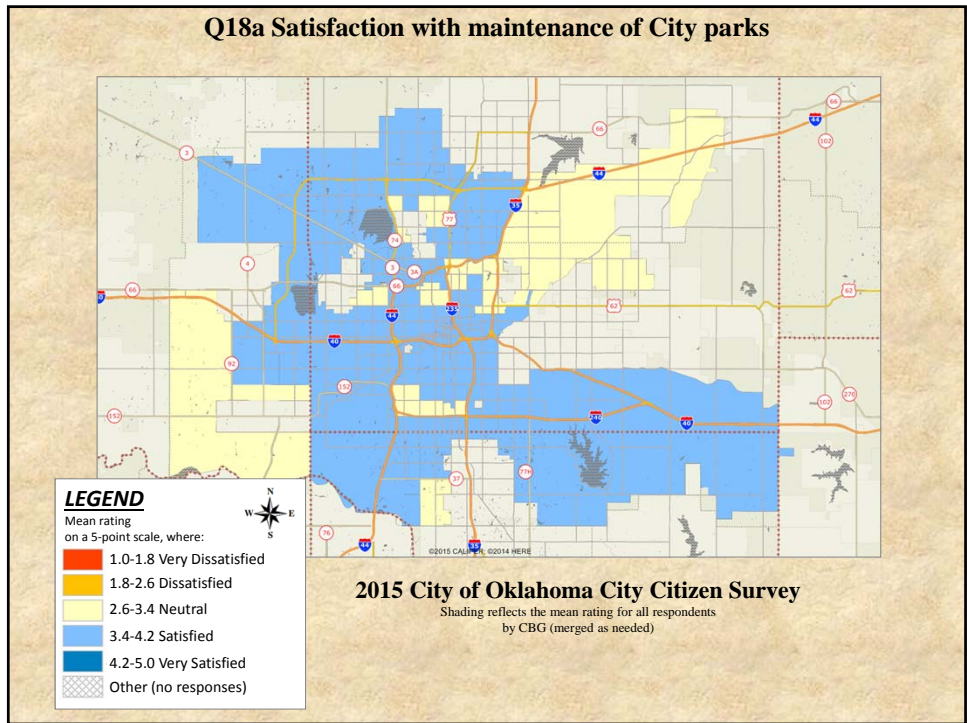
Q16g Satisfaction with cleanliness of City streets and other public areas

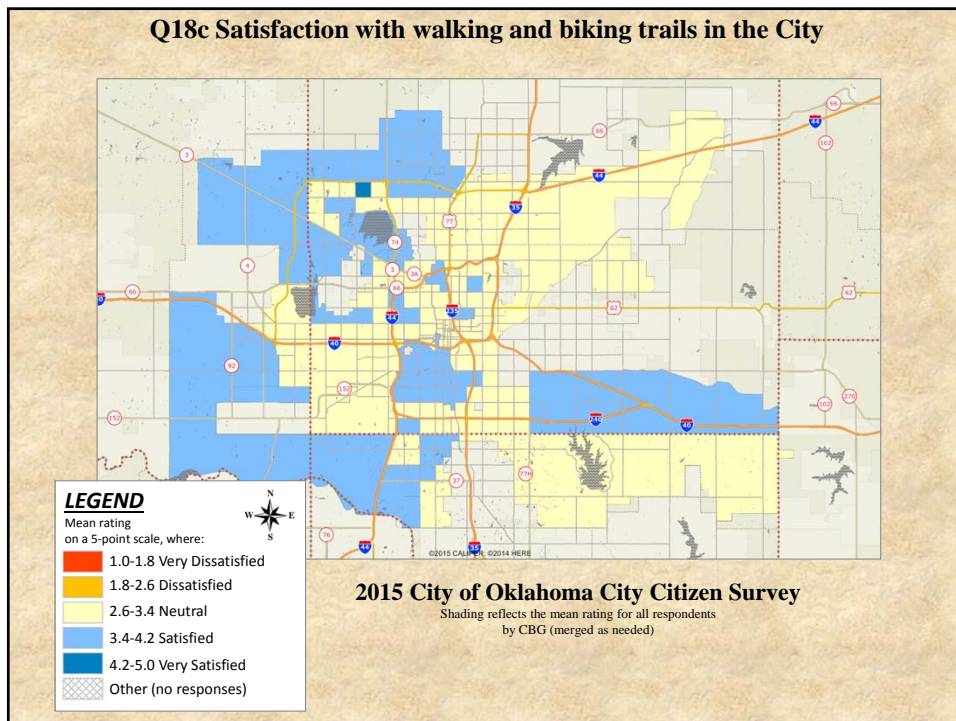
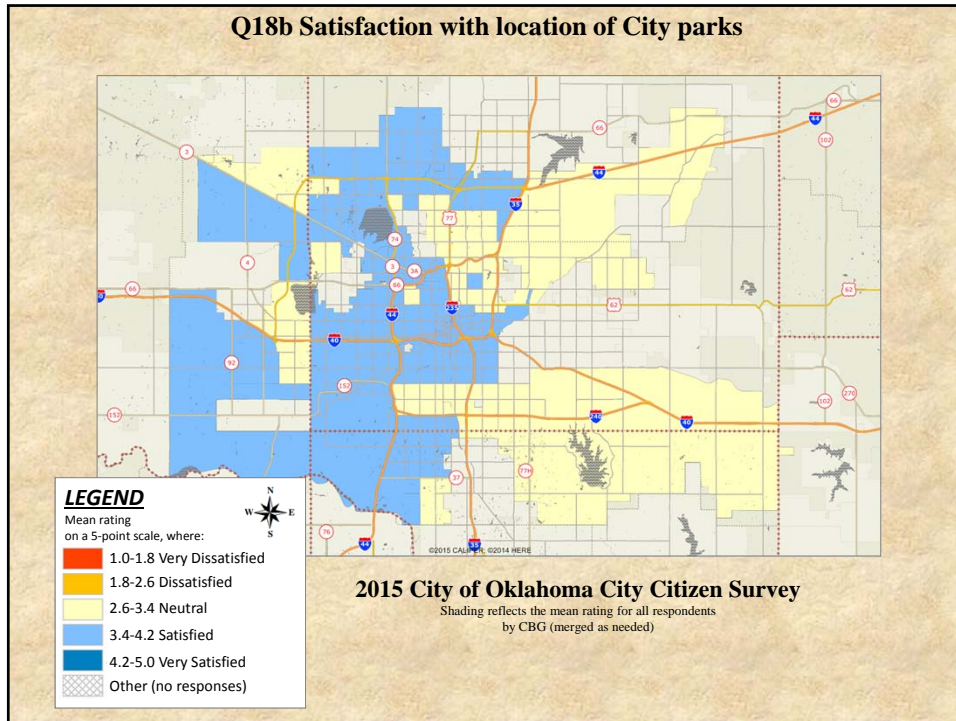


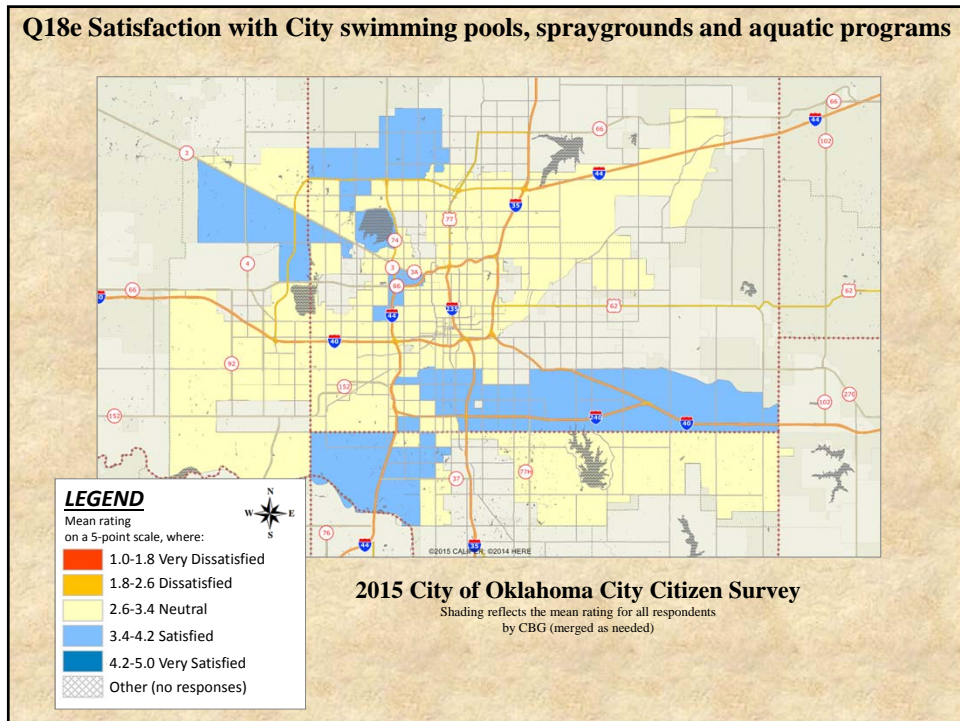
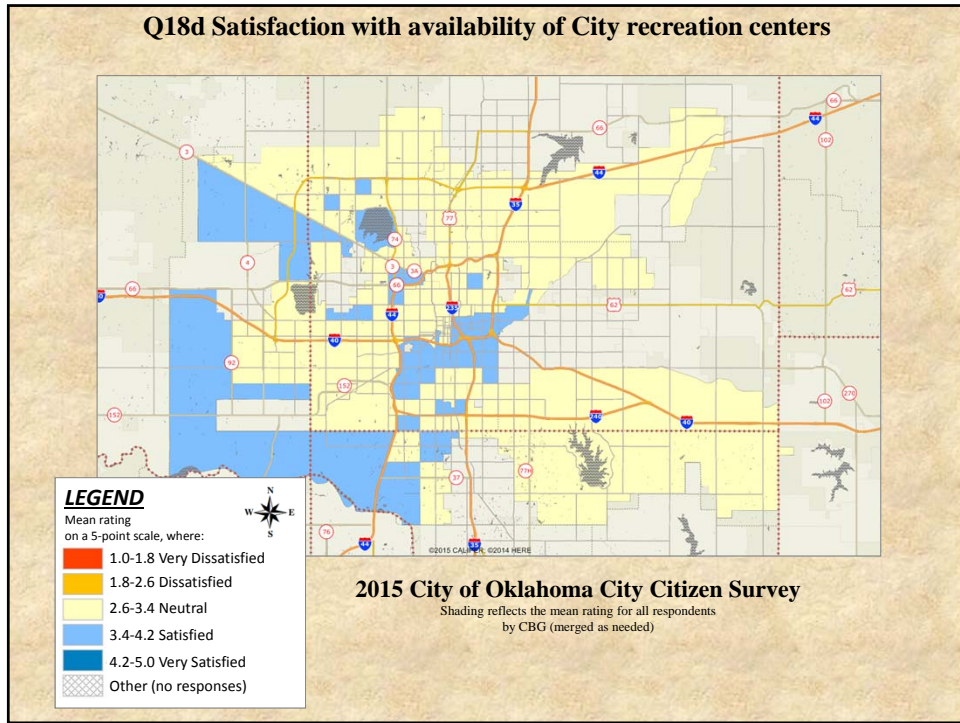
Q16h Satisfaction with cleanliness of stormwater drains in your neighborhood

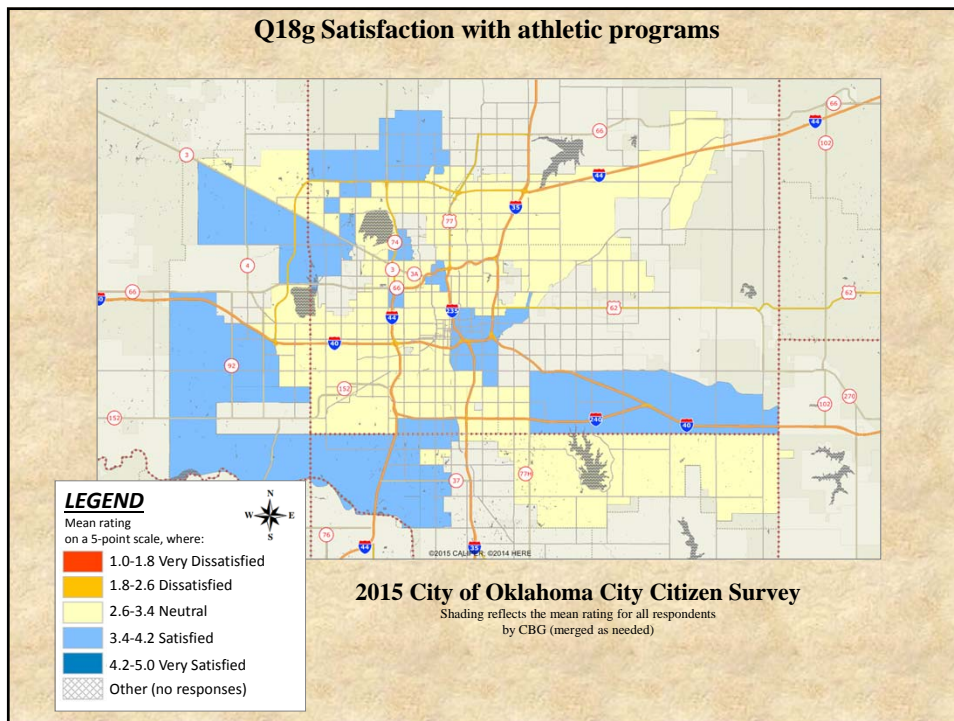
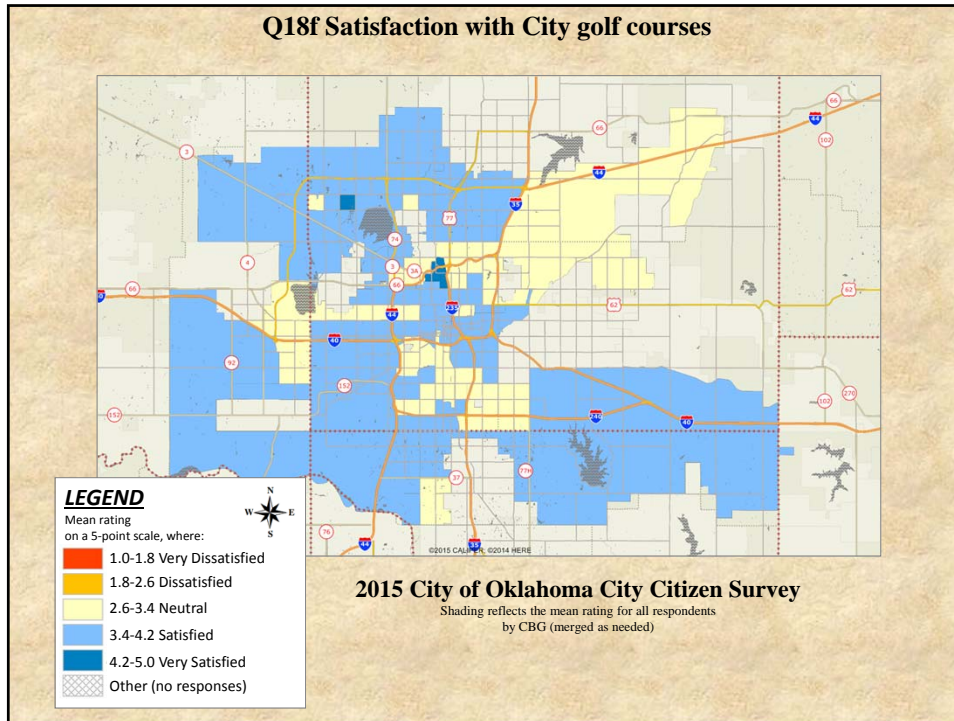


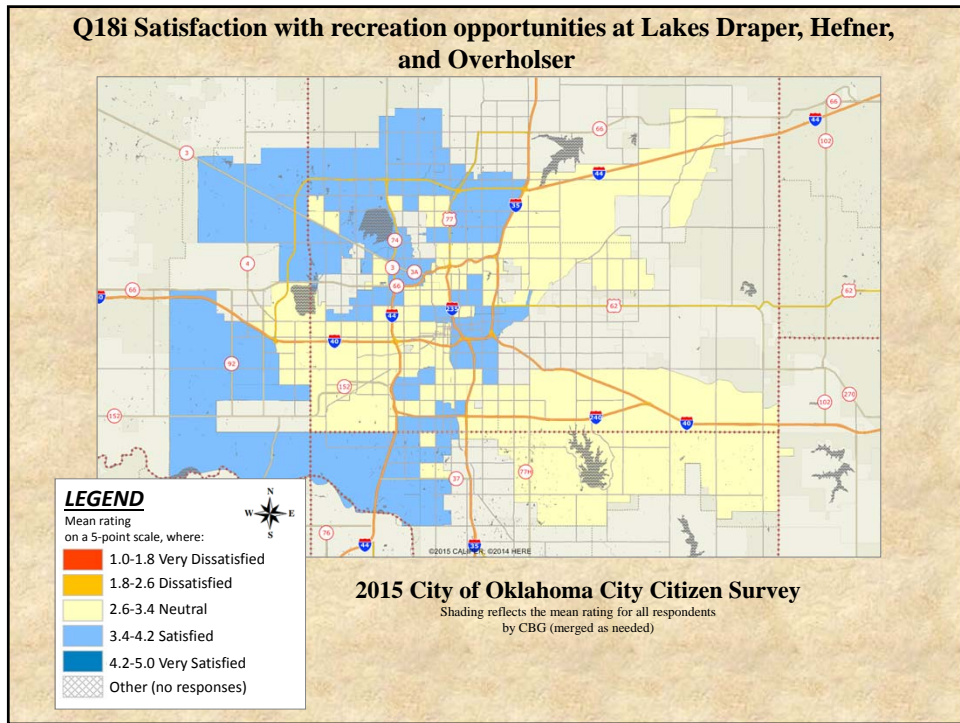
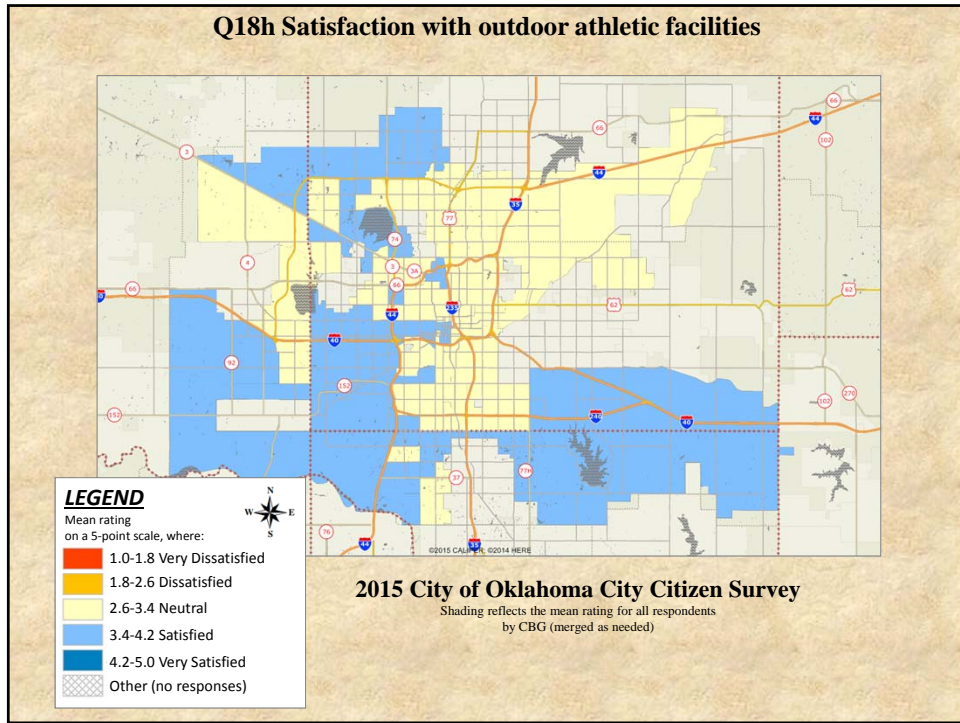
Q18a Satisfaction with maintenance of City parks



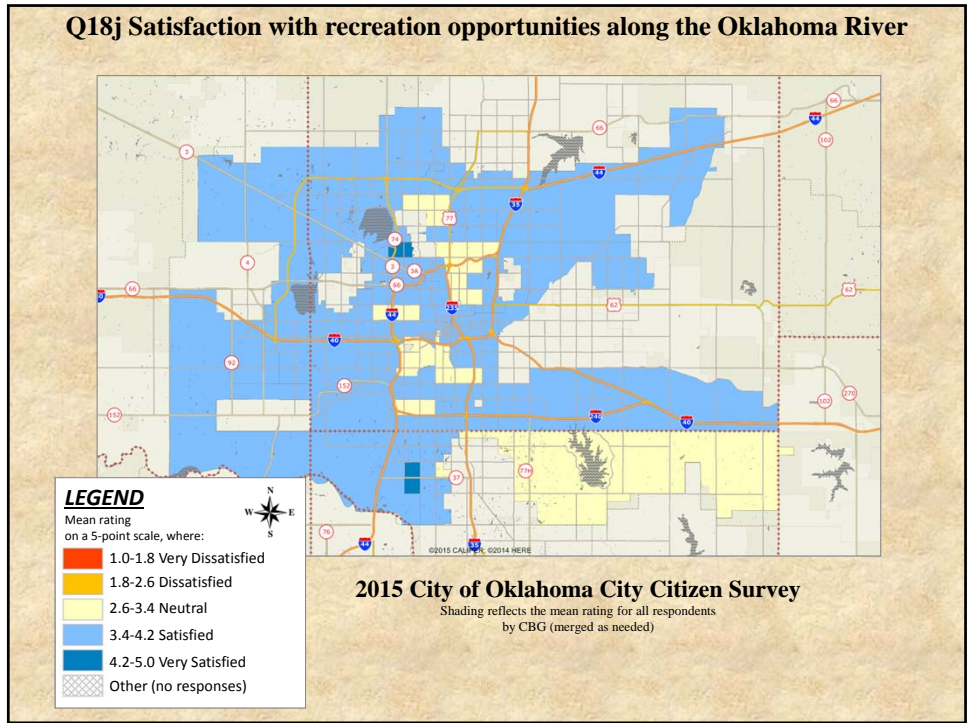




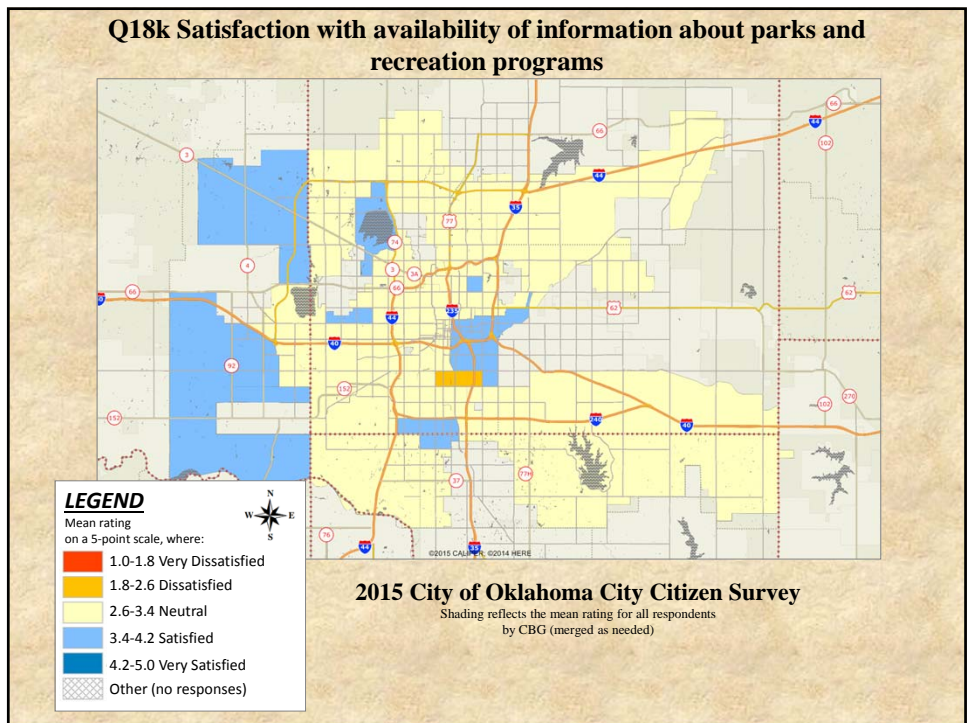


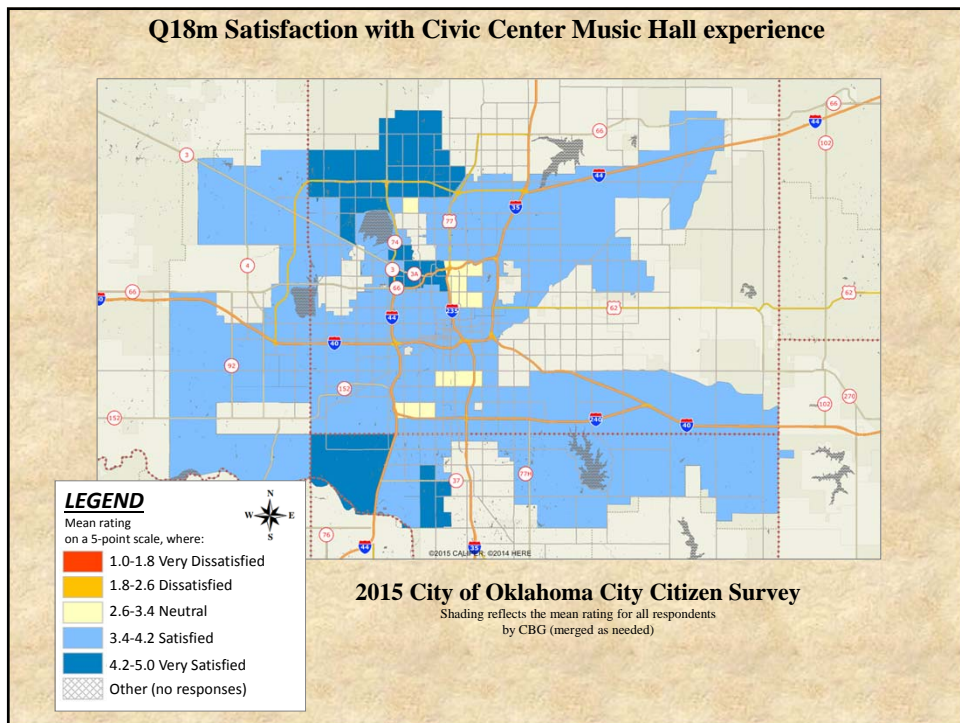
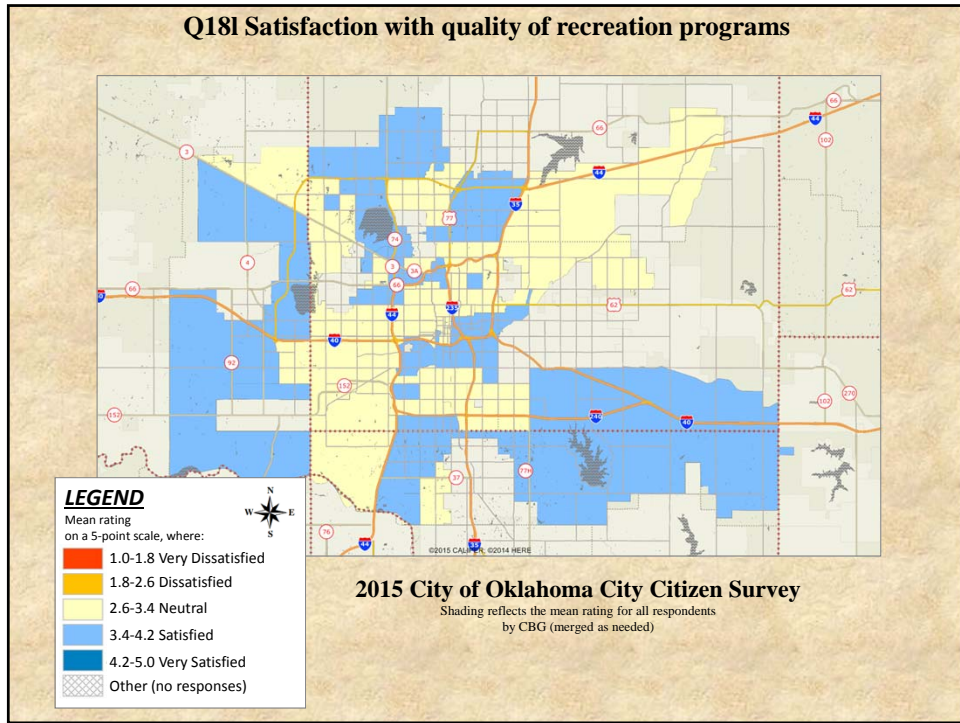


Q18j Satisfaction with recreation opportunities along the Oklahoma River

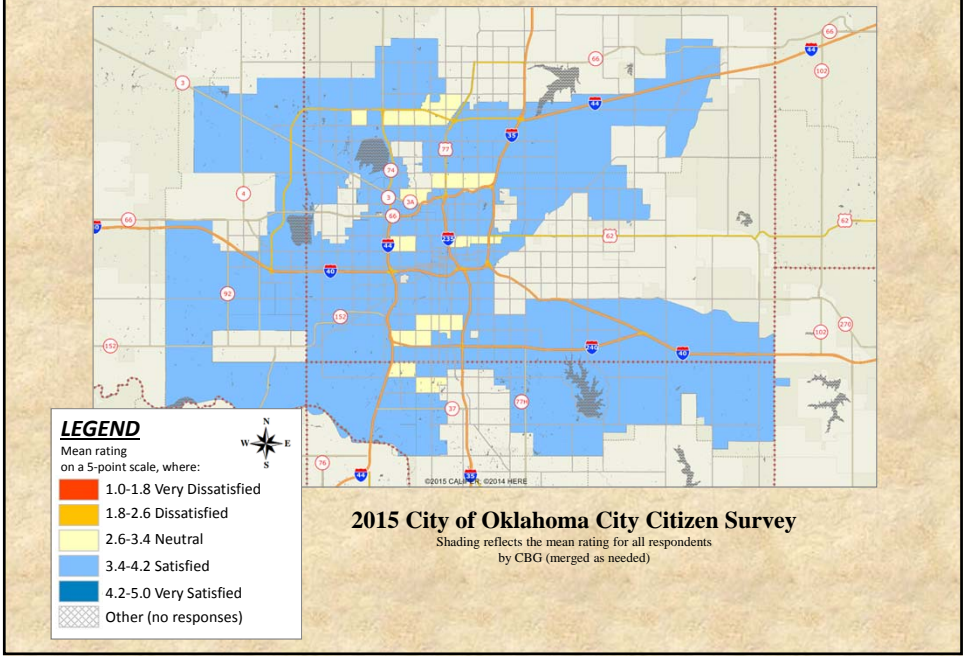


Q18k Satisfaction with availability of information about parks and recreation programs

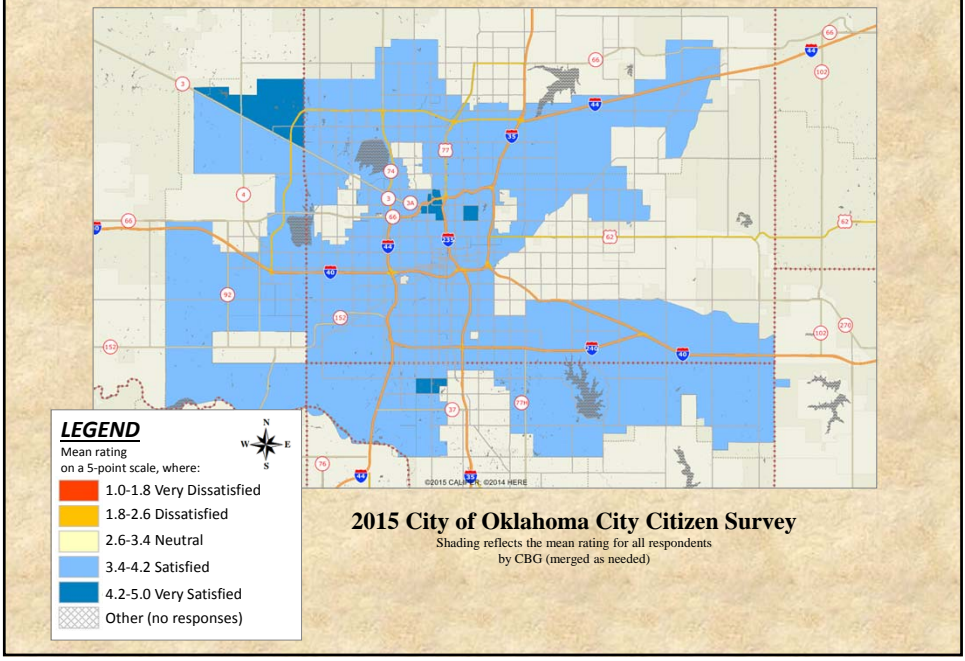


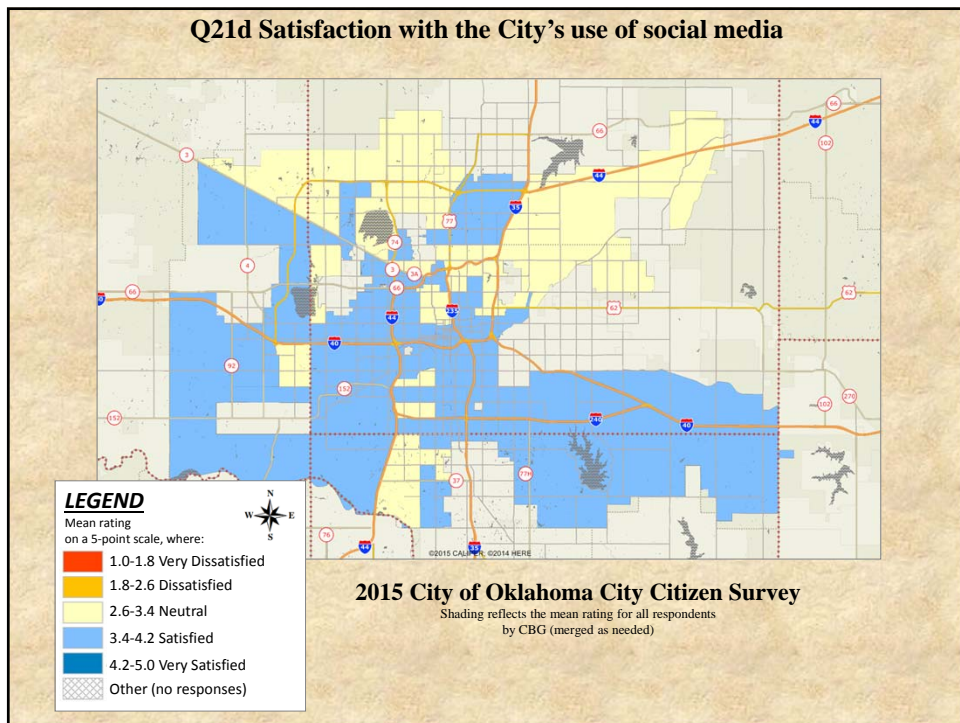
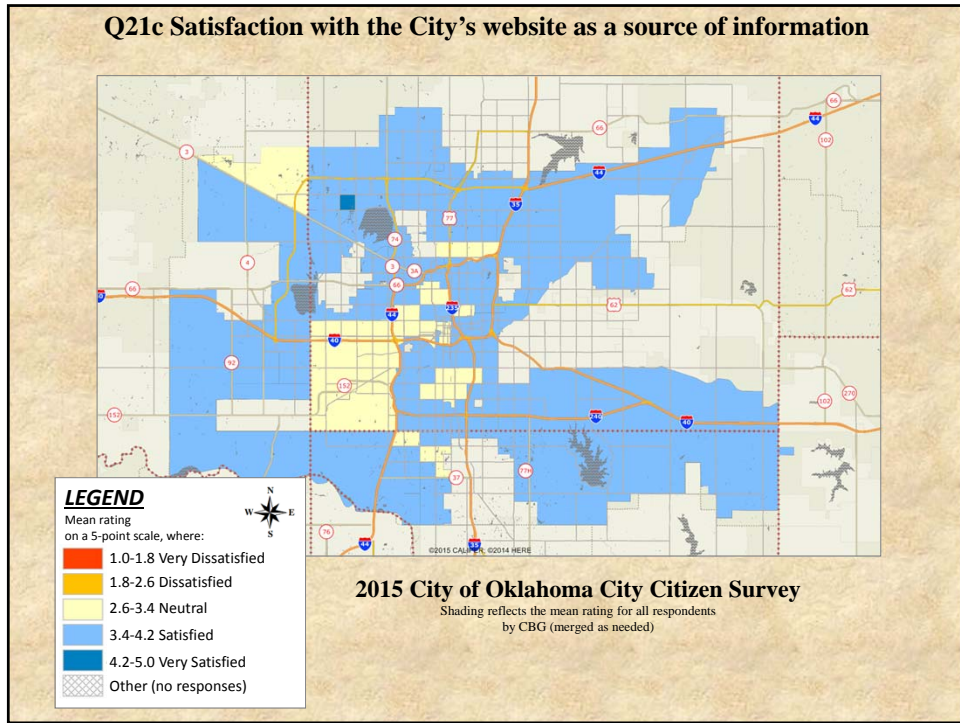


Q21a Satisfaction with the availability of news information about the City

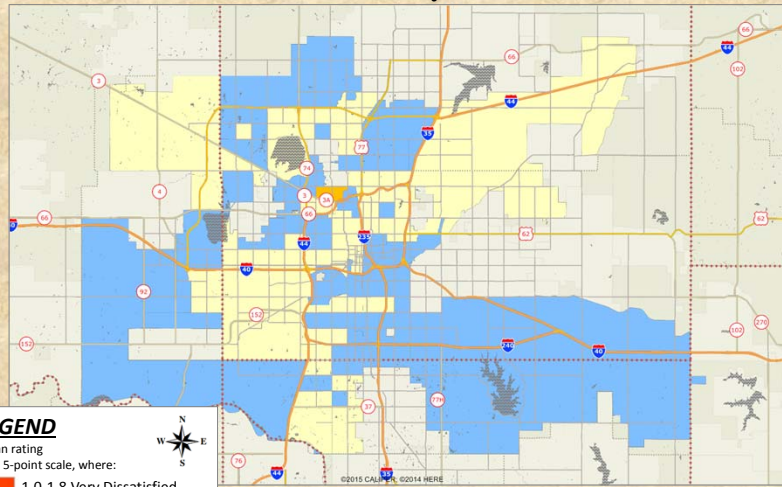


Q21b Satisfaction with the information in the water bill newsletter





Q21e Satisfaction with the City's website as a means to transact business with the City



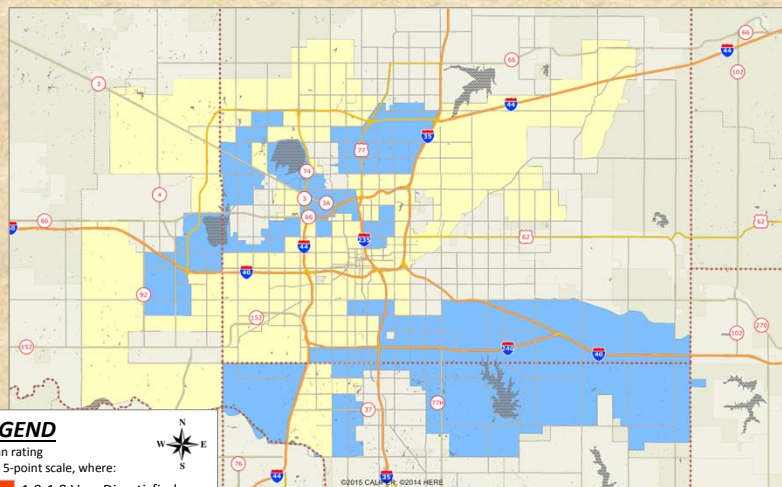
LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2015 City of Oklahoma City Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21f Satisfaction with services and information provided by the City's Action Center

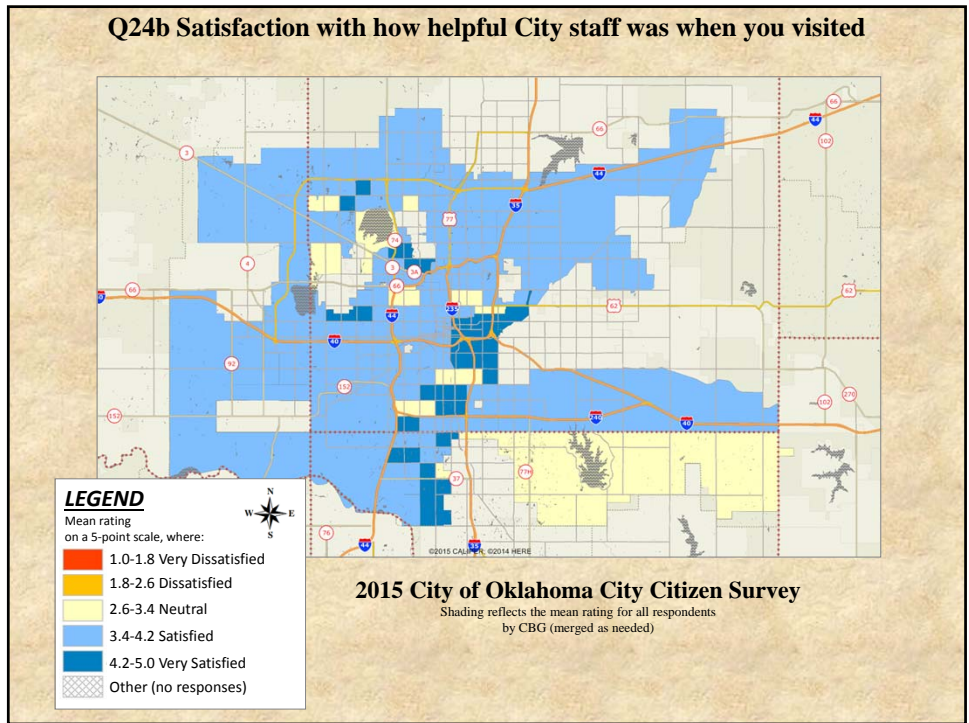
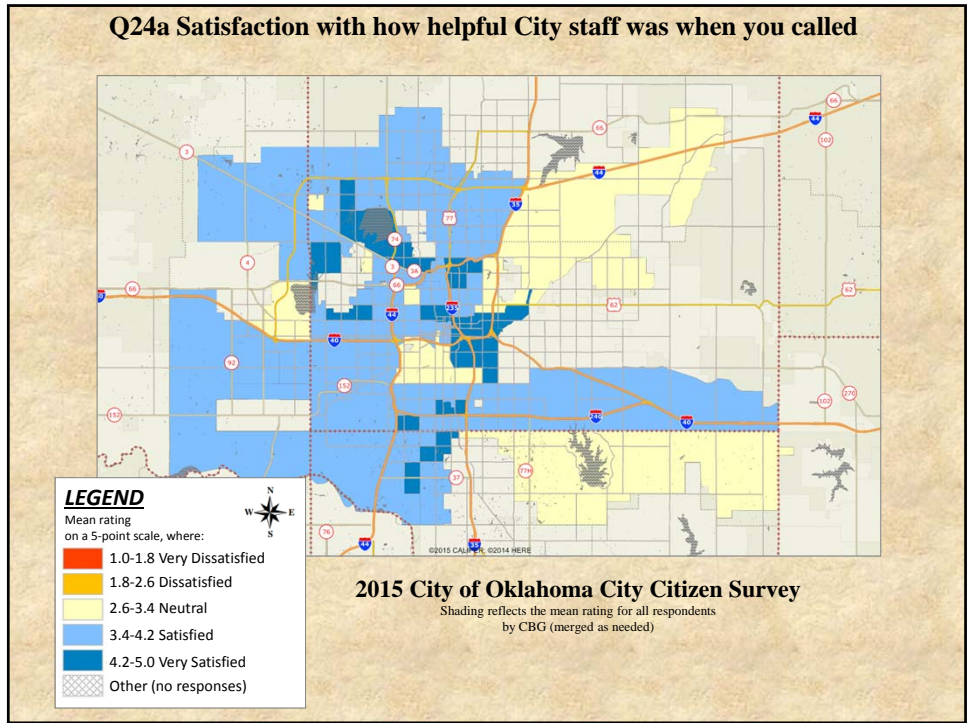


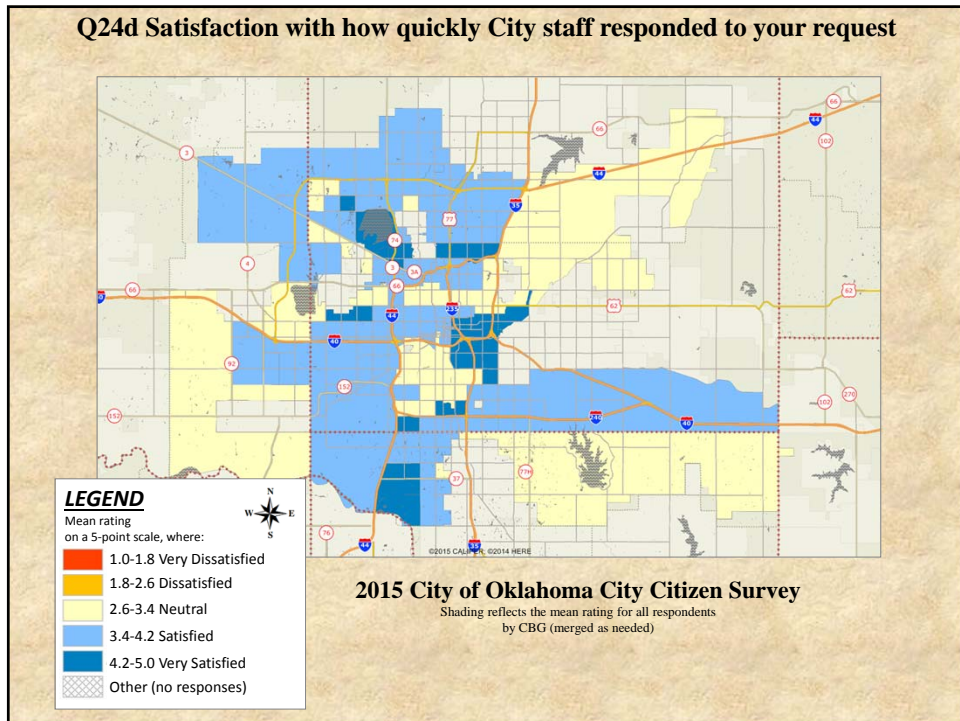
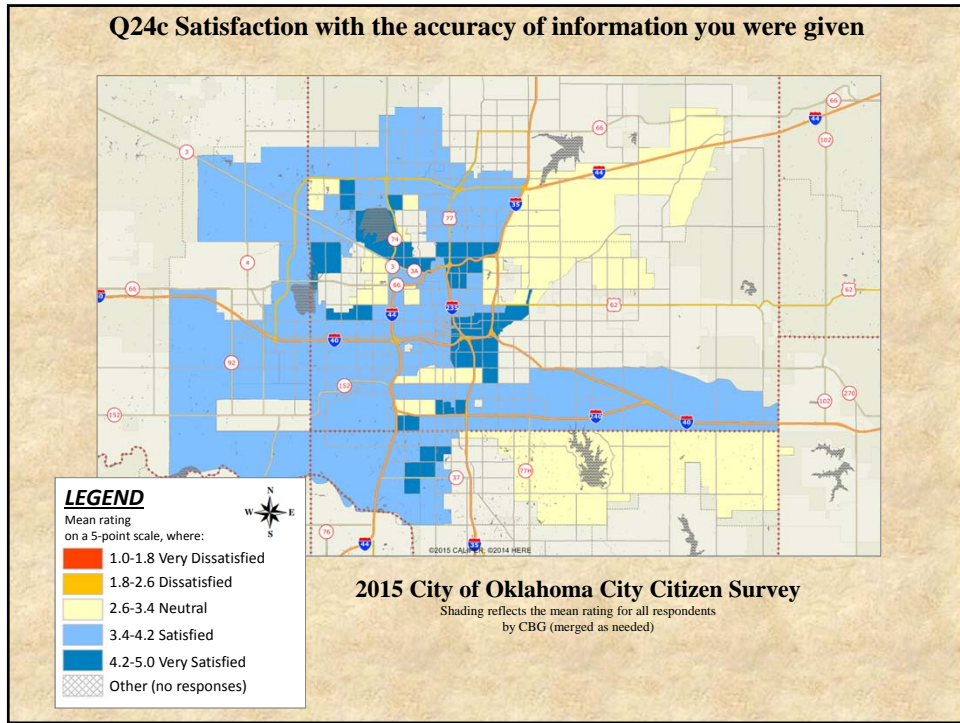
LEGEND
 Mean rating on a 5-point scale, where:

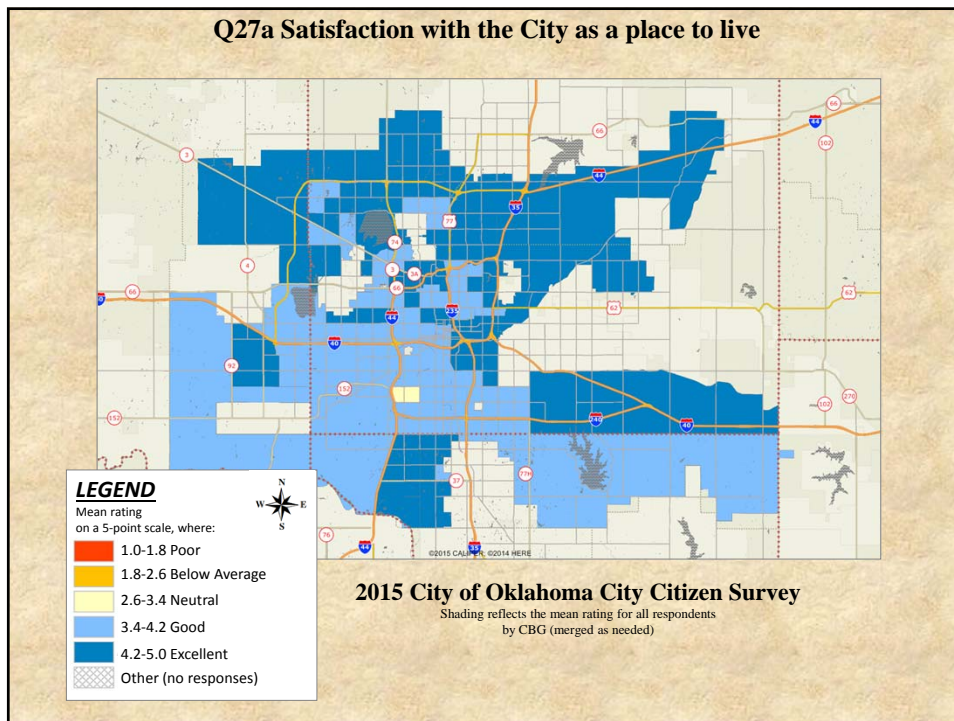
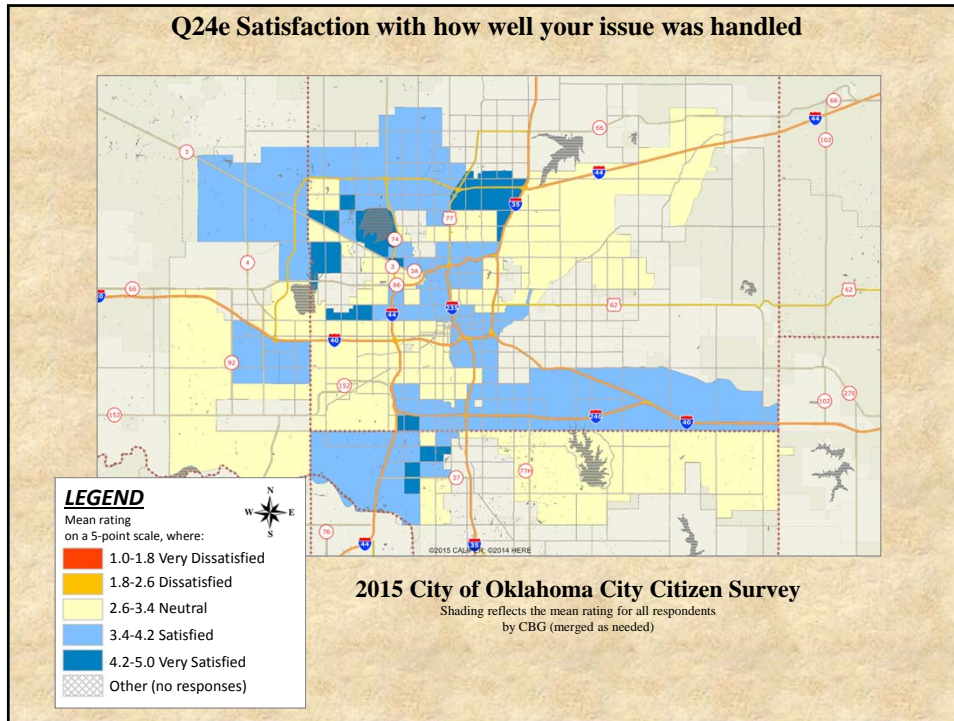
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

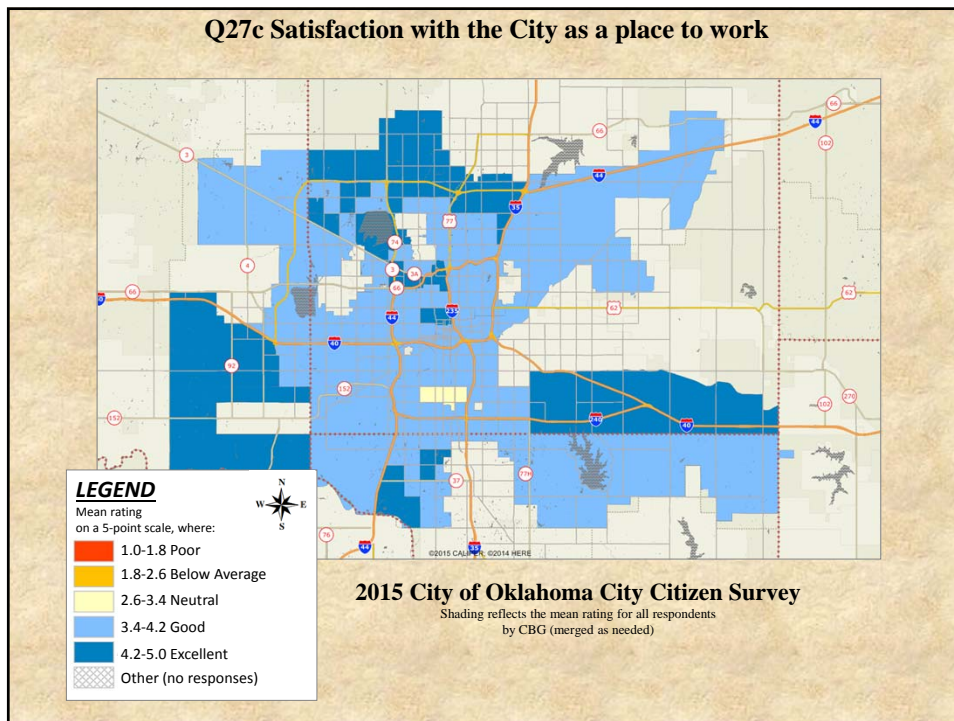
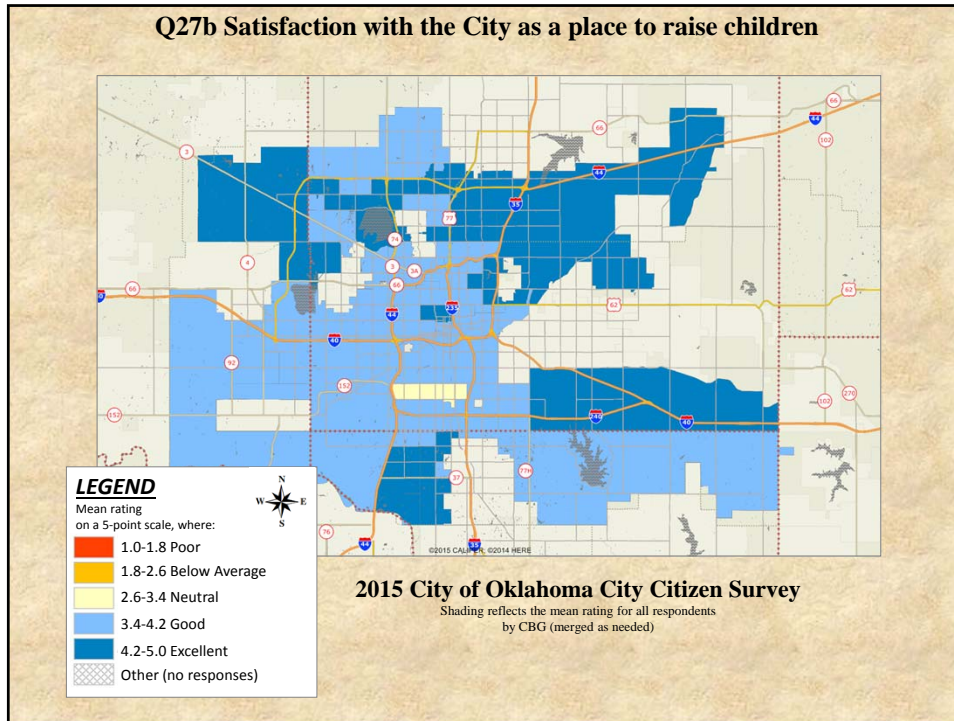
2015 City of Oklahoma City Citizen Survey

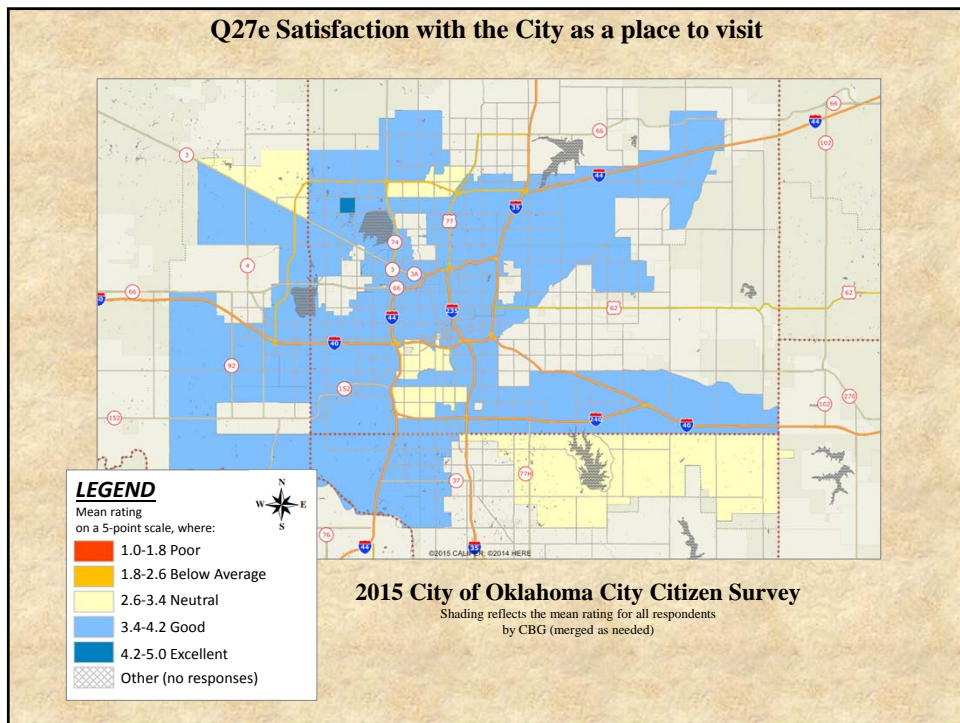
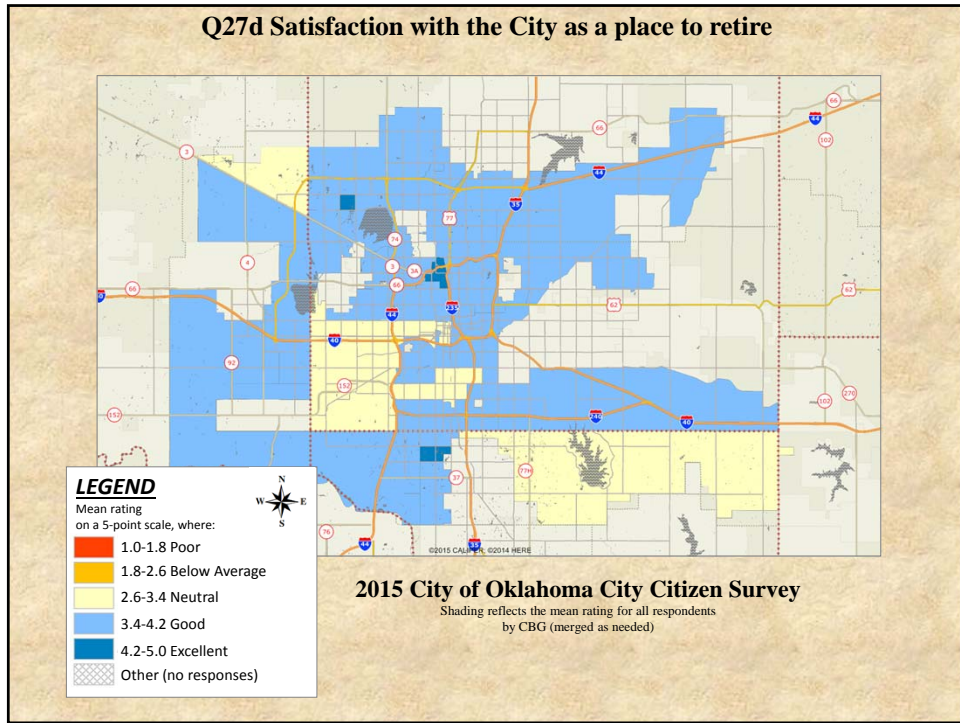
Shading reflects the mean rating for all respondents by CBG (merged as needed)



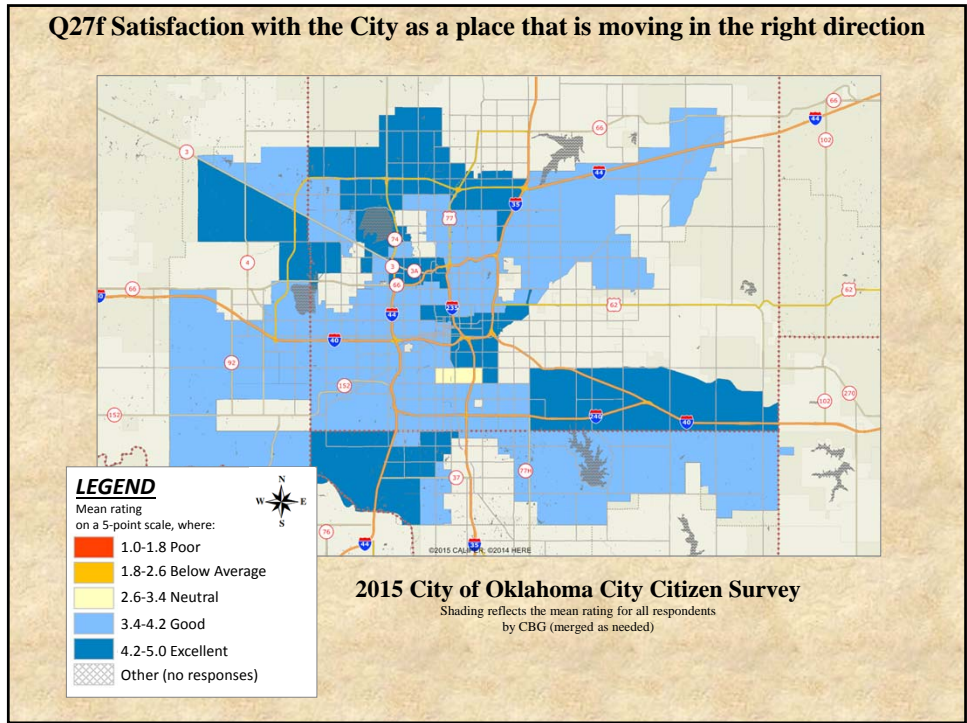




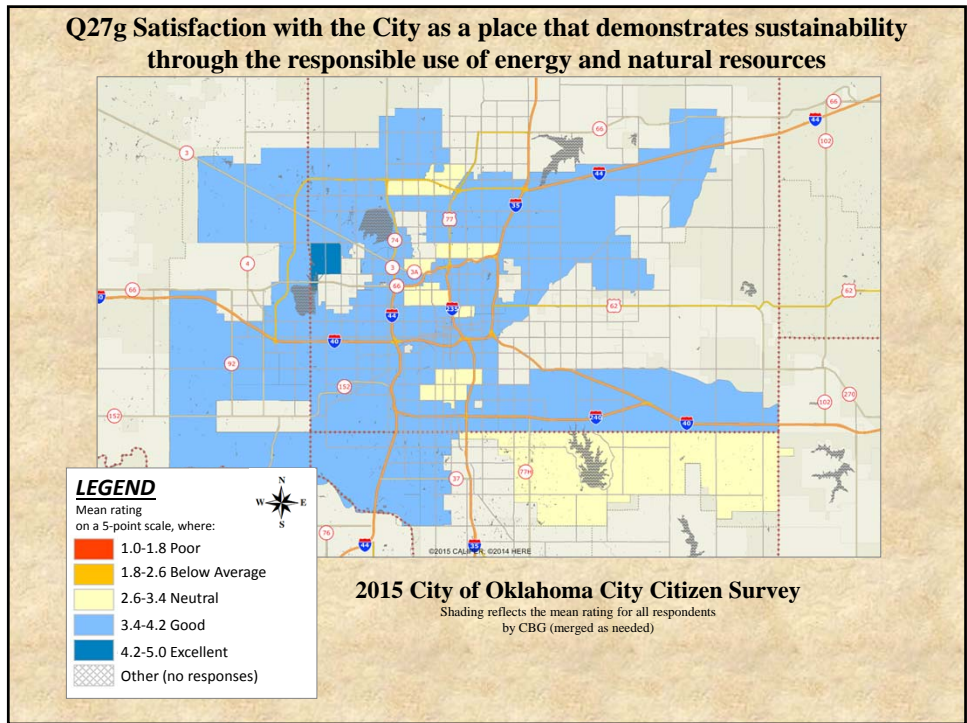


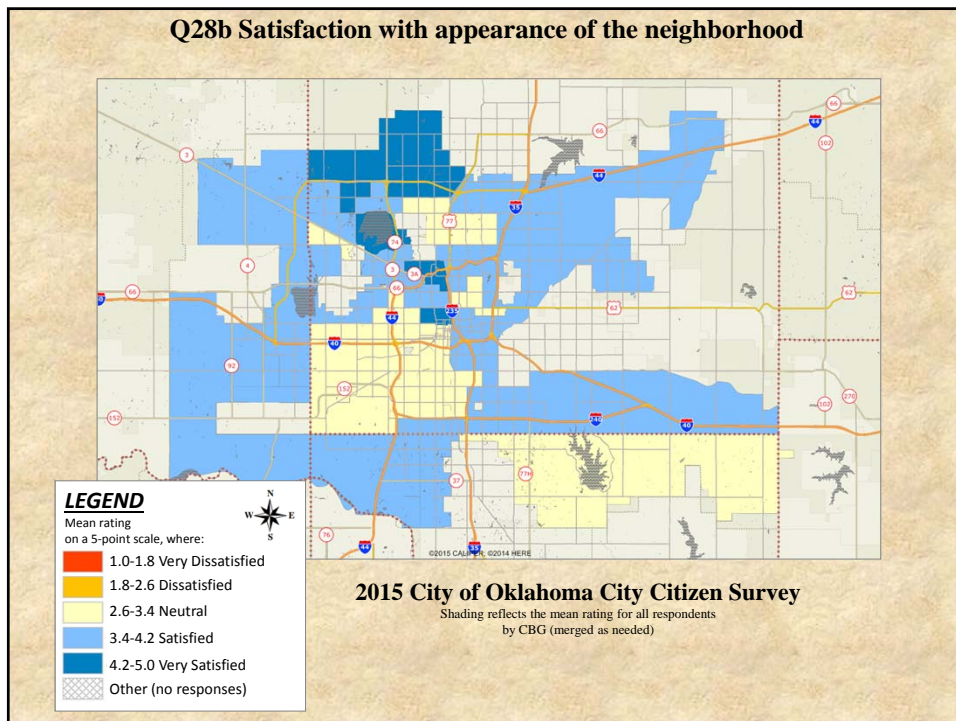
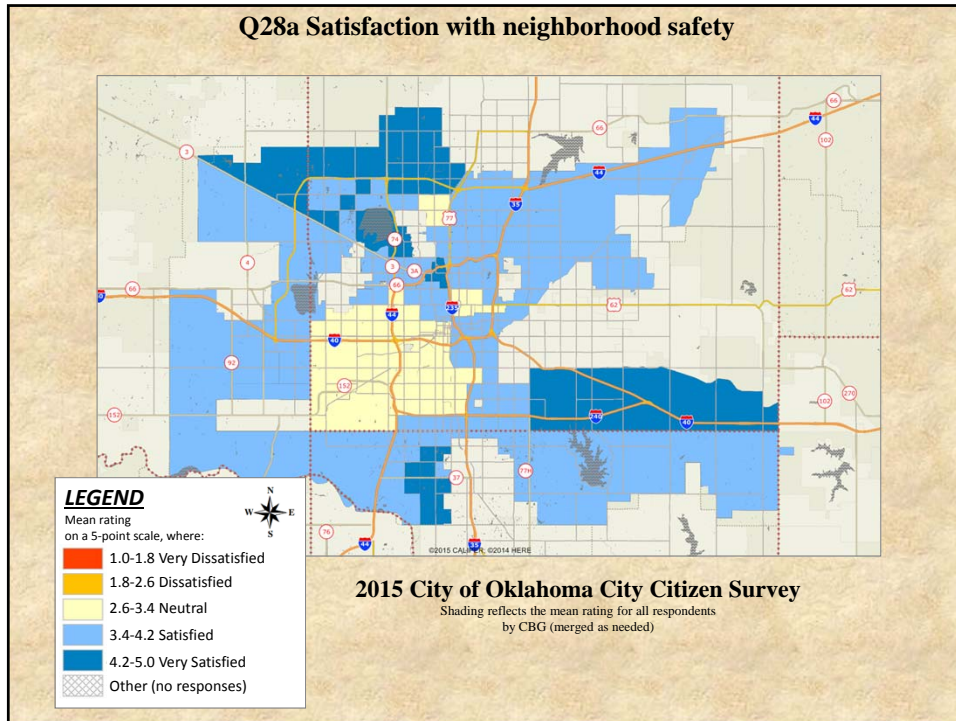


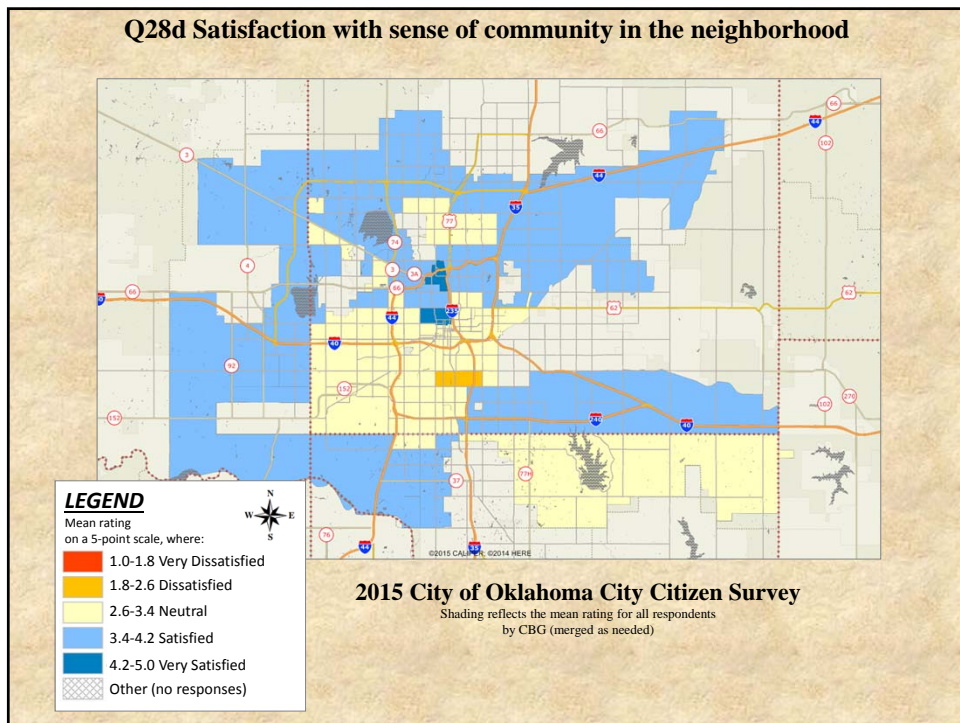
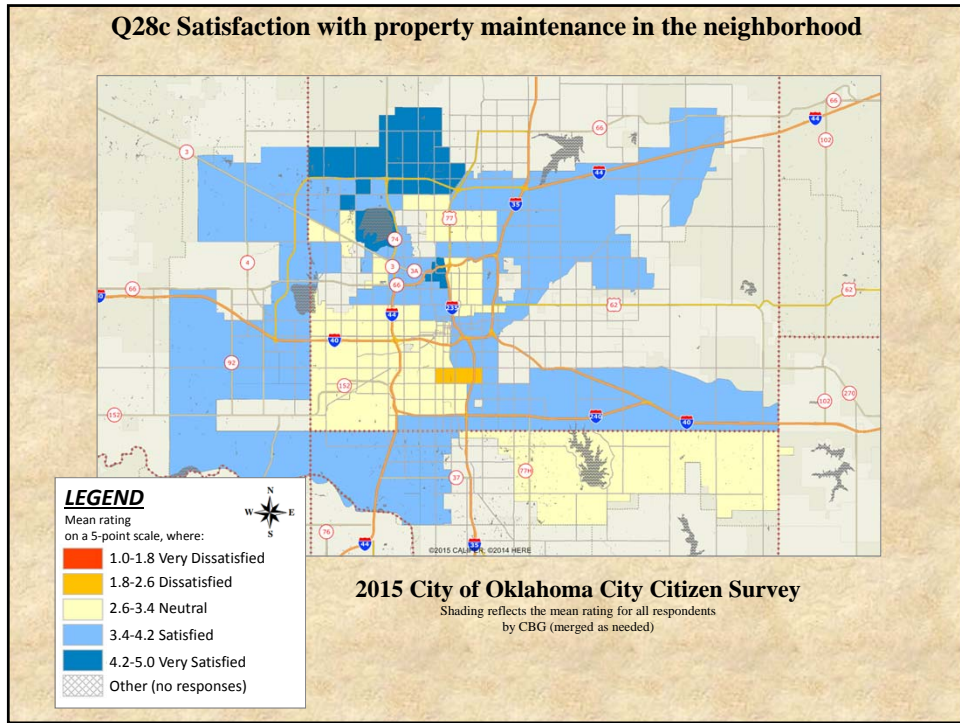
Q27f Satisfaction with the City as a place that is moving in the right direction

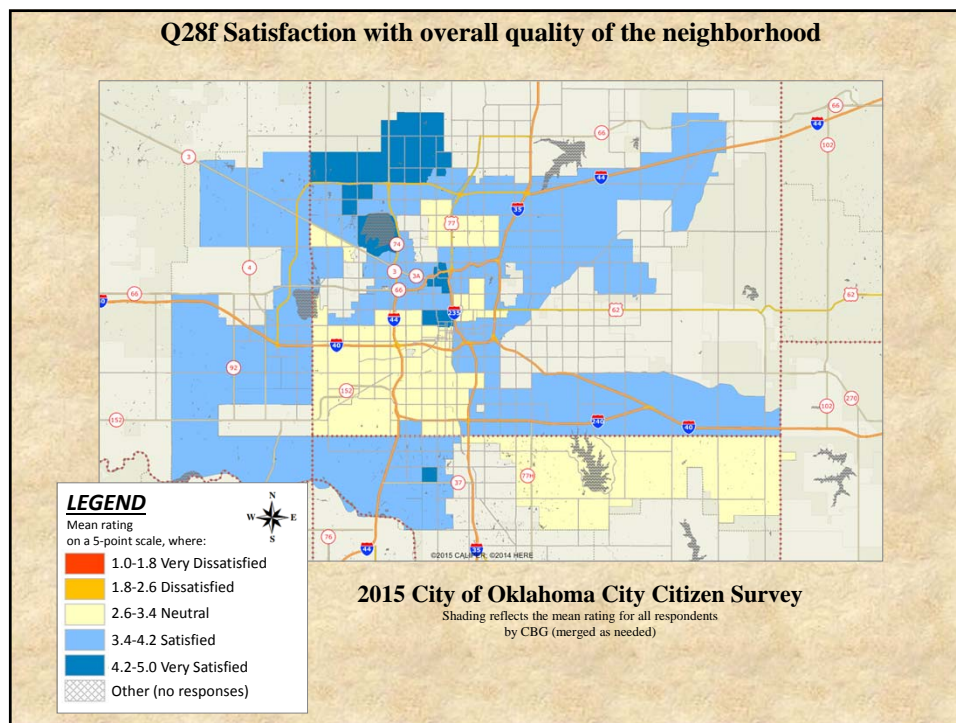
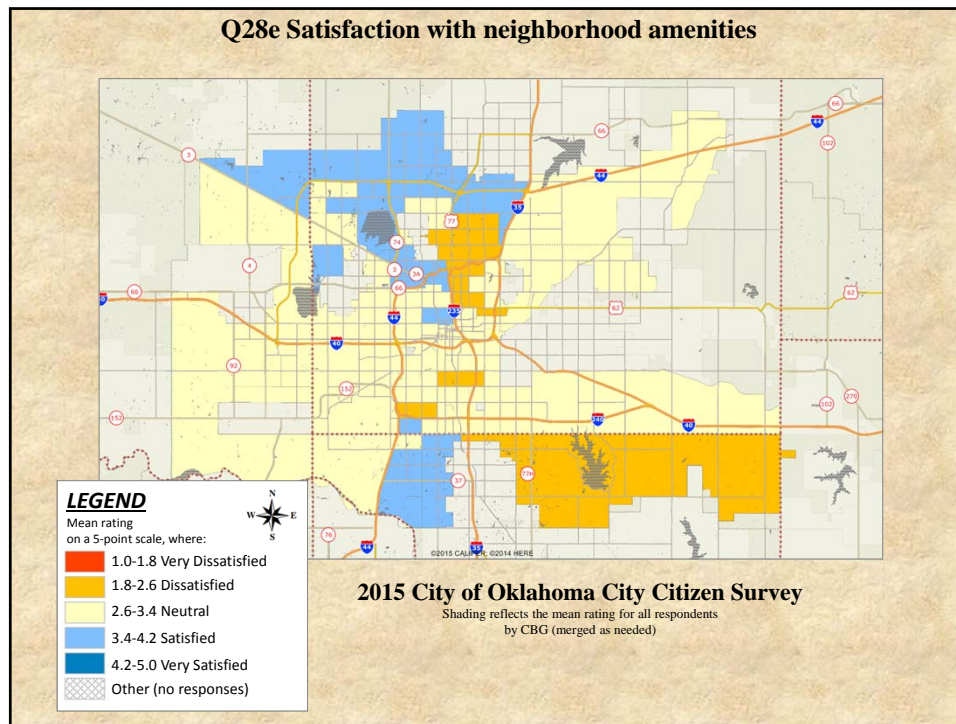


Q27g Satisfaction with the City as a place that demonstrates sustainability through the responsible use of energy and natural resources









***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=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Quality of police service	22.7%	42.7%	18.9%	6.4%	1.5%	7.7%
Q1b. Quality of fire service	38.8%	38.5%	10.4%	0.7%	0.4%	11.2%
Q1c. Quality of ambulance service	27.5%	34.7%	15.5%	1.5%	0.4%	20.4%
Q1d. Quality of City parks & recreation programs & facilities	12.7%	39.0%	26.3%	9.3%	2.3%	10.4%
Q1e. Condition of City streets	1.8%	9.2%	17.0%	39.4%	31.6%	1.0%
Q1f. Quality of City water utilities	16.8%	45.8%	22.6%	6.6%	2.6%	5.6%
Q1g. Enforcement of City codes & ordinances	7.5%	24.9%	35.2%	13.6%	6.4%	12.5%
Q1h. Quality of customer service you receive from City employees	12.4%	38.5%	30.6%	6.1%	2.1%	10.2%
Q1i. Effectiveness of City communication with public	9.6%	36.6%	35.5%	8.8%	3.0%	6.5%
Q1j. Flow of traffic & ease of getting around town	5.6%	35.5%	26.6%	22.9%	7.4%	1.9%
Q1k. Quality of City's public transit system	3.4%	10.1%	26.4%	12.1%	9.1%	39.0%

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=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Quality of police service	24.6%	46.3%	20.5%	7.0%	1.7%
Q1b. Quality of fire service	43.7%	43.4%	11.8%	0.7%	0.4%
Q1c. Quality of ambulance service	34.6%	43.5%	19.4%	1.9%	0.5%
Q1d. Quality of City parks & recreation programs & facilities	14.2%	43.5%	29.3%	10.4%	2.5%
Q1e. Condition of City streets	1.8%	9.3%	17.2%	39.8%	31.9%
Q1f. Quality of City water utilities	17.8%	48.6%	23.9%	7.0%	2.7%
Q1g. Enforcement of City codes & ordinances	8.6%	28.4%	40.2%	15.5%	7.3%
Q1h. Quality of customer service you receive from City employees	13.8%	42.9%	34.1%	6.8%	2.4%
Q1i. Effectiveness of City communication with public	10.2%	39.2%	37.9%	9.4%	3.2%
Q1j. Flow of traffic & ease of getting around town	5.7%	36.2%	27.2%	23.4%	7.6%
Q1k. Quality of City's public transit system	5.6%	16.5%	43.2%	19.8%	14.9%

Q2. Which THREE of these items listed in Question 1 above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q2. 1st Choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	236	17.2 %
Quality of fire service	8	0.6 %
Quality of ambulance service	4	0.3 %
Quality of City parks & recreation programs & facilities	35	2.6 %
Condition of City streets	744	54.3 %
Quality of City water utilities	22	1.6 %
Enforcement of City codes & ordinances	34	2.5 %
Quality of customer service you receive from City employees	12	0.9 %
Effectiveness of City communication with public	12	0.9 %
Flow of traffic & ease of getting around town	76	5.5 %
Quality of City's public transit system	74	5.4 %
<u>None chosen</u>	<u>113</u>	<u>8.2 %</u>
Total	1370	100.0 %

Q2. Which THREE of these items listed in Question 1 above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	135	9.9 %
Quality of fire service	94	6.9 %
Quality of ambulance service	12	0.9 %
Quality of City parks & recreation programs & facilities	95	6.9 %
Condition of City streets	232	16.9 %
Quality of City water utilities	57	4.2 %
Enforcement of City codes & ordinances	102	7.4 %
Quality of customer service you receive from City employees	31	2.3 %
Effectiveness of City communication with public	44	3.2 %
Flow of traffic & ease of getting around town	301	22.0 %
Quality of City's public transit system	95	6.9 %
<u>None chosen</u>	<u>172</u>	<u>12.6 %</u>
Total	1370	100.0 %

Q2. Which THREE of these items listed in Question 1 above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	114	8.3 %
Quality of fire service	38	2.8 %
Quality of ambulance service	41	3.0 %
Quality of City parks & recreation programs & facilities	139	10.1 %
Condition of City streets	110	8.0 %
Quality of City water utilities	61	4.5 %
Enforcement of City codes & ordinances	132	9.6 %
Quality of customer service you receive from City employees	44	3.2 %
Effectiveness of City communication with public	92	6.7 %
Flow of traffic & ease of getting around town	204	14.9 %
Quality of City's public transit system	149	10.9 %
<u>None chosen</u>	<u>246</u>	<u>18.0 %</u>
Total	1370	100.0 %

Q2. Which THREE of these items listed in Question 1 above do you think should receive the most emphasis from City leaders over the next two years? (top 3)

<u>Q2. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	485	35.4 %
Quality of fire service	140	10.2 %
Quality of ambulance service	57	4.2 %
Quality of City parks & recreation programs & facilities	269	19.6 %
Condition of City streets	1086	79.3 %
Quality of City water utilities	140	10.2 %
Enforcement of City codes & ordinances	268	19.6 %
Quality of customer service you receive from City employees	87	6.4 %
Effectiveness of City communication with public	148	10.8 %
Flow of traffic & ease of getting around town	581	42.4 %
Quality of City's public transit system	318	23.2 %
<u>None chosen</u>	<u>113</u>	<u>8.2 %</u>
Total	3692	

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=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3a. Quality of services provided by City	11.1%	52.0%	26.8%	4.3%	0.7%	5.0%
Q3b. Appearance of City	9.5%	50.2%	24.8%	11.5%	2.0%	2.0%
Q3c. Image of City	14.8%	51.5%	21.3%	8.1%	1.5%	2.8%
Q3d. How well City is planning growth	18.8%	44.0%	21.3%	7.3%	2.5%	6.1%
Q3e. Quality of life in City	19.0%	51.5%	18.3%	7.2%	1.1%	2.8%
Q3f. Feeling of safety in City	7.4%	43.9%	26.1%	16.6%	3.6%	2.3%
Q3g. Quality of Downtown	20.1%	45.5%	20.9%	6.3%	1.7%	5.6%

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=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Quality of services provided by City	11.7%	54.8%	28.2%	4.5%	0.8%
Q3b. Appearance of City	9.7%	51.2%	25.3%	11.8%	2.0%
Q3c. Image of City	15.2%	53.0%	21.9%	8.3%	1.5%
Q3d. How well City is planning growth	20.0%	46.9%	22.7%	7.8%	2.6%
Q3e. Quality of life in City	19.5%	53.0%	18.9%	7.4%	1.1%
Q3f. Feeling of safety in City	7.5%	45.0%	26.8%	17.0%	3.7%
Q3g. Quality of Downtown	21.3%	48.2%	22.1%	6.7%	1.8%

Q4. If you are not satisfied with the feeling of safety in your neighborhood [as rated in Question 3F], what is your greatest concern about public safety in your neighborhood?

- Petty theft; Ski Island gets a lot of door to door.
- Gangs.
- Need to have extremely strict and enforceable laws against distracted driving.
- Lack of periodic police patrol in the neighborhood.
- Burglary.
- Robbery and murder.
- We are surrounded by Section 8 apartments. Police reports will verify serious crime in our sector. In contact with friends of 10th Street, very angry about state efforts banking and real estate interests to continue the existence of vast tracts of abandoned apartments.
- Drugs, condemned houses, and homeless.
- Breaking and entering.
- Child safety.
- We never see them in our neighborhoods on the Southside.
- No police presence in our area.
- Getting shot or mugged.
- Police response time.
- Police response.
- Not safe walking on the streets. Sidewalks would be wonderful.
- Not enough police visibility for what seems like a big increase in homicides, gang activity, petty crime, along with car and home break ins.
- Theft and gangs.
- Home invaders are not being caught by Oklahoma City Police.
- Robbery.
- We were robbed in our neighborhood a year ago. Tried to start patrol in our neighborhood. Police were more than willing to help, but the neighbors were not. Very discouraging. There are drug houses on almost every street here. Do not feel safe anymore.
- Lack of police presence.
- Drinking, gangs, drugs, drunks, and prostitutes.
- Speed and loud music.
- Speeding cars.
- Not enough police officers.
- Violence and break ins.
- Robbery and unlit streets.
- Robbery and vandalism.
- The neighborhood break ins.
- Reoccurring break ins to vehicles.
- We do not have a strong presence of police in our community. I feel we need more police patrolling. We have numerous break ins during a week in our neighborhood. We need more policemen.
- Gang problem.
- People are driving too fast on residential neighborhood, including police cars.
- Patrol side streets more often.
- Intersection stops and running yellow lights.
- Overcrowded and home invasions.
- Too many crimes, not enough patrol officers driving around making sure everything is okay.
- Violence and shootings.

Q4. If you are not satisfied with the feeling of safety in your neighborhood [as rated in Question 3F], what is your greatest concern about public safety in your neighborhood? (cont.)

- Undocumented people.
- Gated neighborhood on private road, so no safety issue. However, very unsafe city. (malls, murder rate, etc.)
- Home invasions/robbery.
- Traffic enforcement; robberies and break ins; slow police response.
- Number of abandoned homes.
- Code enforcement lacking and crime.
- Gangs.
- All the Section 9 apartments are by my neighborhood.
- More police.
- Car burglaries.
- The shooting and robberies all over the city.
- Crime - no police.
- Police need to respond promptly to calls in Oklahoma City area, west of Mustang. Response, if we get it at all, is not satisfactory.
- I feel safe. It's the kids that go to the school right across the street that I am concerned for with all the traffic going through.
- Not being able to actually do anything about the juvenile crimes. There is nowhere to deal with all the adolescent thieves.
- Parents do not watch their children.
- Drive by shooting next door; multiple robberies nearby.
- Speeders in housing areas, solicitors, and panhandlers.
- Crime, stealing, and punks breaking in while at work. Downtown needs more things to do.
- Between 1am to 6am there are no police patrolling the streets.
- I am afraid of forced break ins in my neighborhood.
- Drugs, loud music, children running up and down the neighborhood.
- Robberies in stores and parking lots; Gangs
- More neighborhood patrol.
- If we leave our cars unlocked, someone will go through them. I am sure it is kids, but I hate that feeling.
- Auto theft in neighborhood; need more police drive through and police neighborhood watch.
- Lots of stray dogs and random people walking around even knocking on my door from time to time.
- Loitering around retail stores and constant asking for money.
- I do not feel safe. Stray dogs, people speeding down street, too many strange people walking down street that do not live close by.
- Burglaries.
- My neighborhood is fine. Outside my neighborhood is questionable.
- Feeling of safety in the city.
- New people moved in, but I don't know them.
- It is a dead end street still get lots of traffic that doesn't belong.
- Parked cars with unknown individuals. No reoccurring police patrols.
- People speeding down the streets while children are playing.
- Gangs.
- Theft.
- There's not much security, or vigilance.
- The number of shootings in Oklahoma City amazes me.
- Speeding cars and car break ins.
- Traffic in and around Crown Heights is terrible. Our cars, parked in front of our house on 40th Street, have been hit 4 times, twice during current construction on Western.

Q4. If you are not satisfied with the feeling of safety in your neighborhood [as rated in Question 3F], what is your greatest concern about public safety in your neighborhood? (cont.)

- Need streets to be replaced, or repaired in a bad way. Hard on cars front end. Potholes are everywhere; 4 way intersections need to be replaced. We pay all in the taxes in state of Oklahoma and don't see where it's going.
- Sidewalks not on every street. Don't feel safe walking after dark.
- I am satisfied with the feeling of safety in my neighborhood.
- Thugs.
- More police on streets.
- Robberies.
- Vacant homes with open doors allows kids to meet up after dark. Need to do something.
- Being a retired citizen, we have fear of being overpowered by bad individuals during the light of day. Seems as though there is a rise in that sort of crime.
- Less drugs and crime in the city.
- Too many Latino's hanging around parks, Sunday evenings at Rotary Park; Drugs, sex, gangs, at least one or two hundred vehicles running around in parks; cars spinning out; loud, tearing up parks; glass beer broken in parks. Sorry service from the city.
- Vandalism, theft, and robberies.
- Police response time.
- Increase in gang activity and presence.
- Pedophiles that live in this neighborhood. I live 3 houses away from an elementary school, gym, and a park. A teenage girl was raped in the park in broad daylight last year.
- There should be a code, or ordinance that requires homes to have our numerical address displayed so it can be seen from the streets everywhere.
- More police patrol
- Rough crowd/23rd Street filled with sketchy characters.
- People speed using this street to avoid traffic light.
- Increase in crime NW Oklahoma City.
- More police presence.
- In flow of people into neighborhood has short term stays and don't mow the yards or keep litter out of their yards.
- Very dissatisfied.
- Mexicans.
- Too many break ins; would like to see more police drive byes.
- Making sure people are safe and comfortable.
- Repair neighborhood streets, cut grass, especially on Penn. Enforce code all year. Less noise from cars and music.
- Speeding and running stop signs in my neighborhood.
- Rare to see police presence on my block.
- I am relatively new to the city. Can't say I've ever felt threatened.
- Fast cars.
- Can't walk due to poor lighting and hazardous potholes. Stop and yield signs not in place. Overgrown lots obstruct view and line of sight.
- I live at the end of Pinehurst Rd. 73120. At the intersection a city street light has been out for over a year. It is very dark on our cul-de-sac. I have seen a guy lurking in the shadows next door.
- Seems like neighborhood watch is being targeted by criminals for protecting our own neighborhoods. Could be trying to scare the watch people from patrolling.
- Teenagers breaking into cars.
- Gang activity.
- No city lights at night.

Q4. If you are not satisfied with the feeling of safety in your neighborhood [as rated in Question 3F], what is your greatest concern about public safety in your neighborhood? (cont.)

- Fairly safe, although there are break ins, but mainly neighborhoods have repeated drug activity, violence, etc.
- Apartments in disrepair; gang areas; traffic enforcement.
- Burglaries.
- Speeder's; and there is some criminal element.
- Sidewalks and lighting.
- Hoodlums
- Thefts; personal property damage.
- People breaking into our home and cars.
- Very unsafe.
- See more patrols.
- Influx of gangs.
- Too few officers.
- Burglaries, break ins, drugs, prostitution, homeless population.
- Gangs.
- Speeding vehicles.
- Drugs and gangs.
- Not enough lighting; too many homeless out and about.
- Too many gangs and graffiti.
- People breaking into your car at night, stealing.
- Not enough police patrolling through the area.
- Lack of uniformed police officers. One officer per 400 square mile, which is average area, doesn't get it. More cops on the streets means less gangs, crime, and danger to our population.
- Gang infiltration.
- Dogs not on leash. Owner's not being responsible to their pets. Use to be against the law, not having your pet vaccinated. We have had 3 people bit and nothing was done about it.
- Crime in apartment complexes.
- Need more law enforcement in the area.
- People are constantly walking around 2am to 4am breaking into cars and houses; and, during work hours. It happened around the neighborhood.
- A lot of wreck less and speeding driving. And, a huge influx of illegal Mexican people driving with no license, etc.
- More lighting; drug houses; loose dogs.
- Public schools in Oklahoma City and Oklahoma are a shameful fright upon our community and state. They get only a fraction of the budget they should receive.
- Prostitutes on NE 16.
- Break ins
- Break ins and theft-home and auto.
- Need more police traffic in neighborhoods. Before Will Rogers closed, the police would cut through my neighborhood on their way to station-doesn't happen now.
- Break ins by juveniles.
- You don't have a Somewhat Satisfied category, but that's how I feel.
- Dark streets. Made complaints to Oklahoma Gas and Electric. No lights from NW 29th and Pennsylvania to NW 39th and Pennsylvania.
- Police response time and code enforcement. Selective enforcement of car license and insurance checks by police department. More than once a week, I observe police officers behind cars with no current tag. Best new car tag at 9 months past expiration date.

Q4. If you are not satisfied with the feeling of safety in your neighborhood [as rated in Question 3F], what is your greatest concern about public safety in your neighborhood? (cont.)

- There is absolute lack of pedestrian safety from traffic.
- Burglaries.
- Violence in surrounding neighborhoods.
- Crime=need to see more police patrol cars in the area.
- Empty apartment complexes; increase in crime rated area.
- Gang violence; graffiti; crime rate.
- #F, define 'city', which I feel very unsafe outside my neighborhood, and not so safe in this city.
- Home break ins and speed limit signs.
- Stop allowing new Walmart's.
- Gangs.
- Need more code enforcement by police around in back streets.
- Violence; meanness; too many people not caring about our city, because it is not their home.
- Not in my neighborhood, but in my daughter's neighborhood on Roxbury Boulevard, it's really bad. She has been broken into. I was also, but have police neighbors now.
- My neighborhood is safe, however other areas of the city are not. I was mugged off Wilshire and Lyrewood. That is not a safe area.
- Drug traffic and shootings.
- Rising crime rate.
- Vandalism and youth out late roaming the streets.
- One of the street lights is out on the corner of our street. Has been for months. We need a sign that says children playing. People drive too fast down here and the sign tells the speed is 25 miles per hour.
- We need night patrol to help with car break in, etc.
- Gangs and graffiti; Bunsen Corner; illegal immigrants.
- I feel safe in my neighborhood, but I fear for friends that live near Air Depot and NE 10th. Need more police officers.
- Hear a lot of news on robberies, shootings, etc.
- Violence escalation.
- Not enough street lights.
- I feel safe in my neighborhood, but I don't feel safe overall in the city after dark.
- Lighting and lack of public storm shelters.
- Lack of neighborhood lighting.
- Break ins.
- Too many illegal Mexicans allowed in.
- Gangs.
- Corner lights; and cannot see due to individuals not keeping trees trimmed back. There is a blind spot.
- Lack of parental supervision.
- Gangs.
- Unwanted gypsy con artists.
- Fix the holes in the streets.
- Violent crime in the city in general. My neighborhood hasn't had problem, but much in the city.
- Kids break in cars here daily. No parents around.
- I live close to 122nd and Pennsylvania. The apartments and convenient stores around there have always been bad. Additionally, lots of panhandlers and dogs not on a leash.
- Last summer, teenagers were frightening and shooting in front of our house. The police response time was five hours. They left because of a neighbor with a rifle, not the police.
- Teenagers looking for mischief after 11pm.

Q4. If you are not satisfied with the feeling of safety in your neighborhood [as rated in Question 3F], what is your greatest concern about public safety in your neighborhood? (cont.)

- Gangs; black on white violence.
- Police don't patrol neighborhood streets.
- People collecting money on street corners.
- Cars are constantly being vandalized.
- Gangs and drugs.
- Gangs, burglary, robberies, gun shootings almost every night.
- Burglary and lack of speed bumps in residential neighborhoods.
- Speeding cars.
- I back up to Lake Hefner. People can come and go easy.
- Too many guns; panhandlers are taking over.
- Break ins of the home and car.
- More police presence in neighborhoods. Too many robberies for cars and homes.
- The possibility of a home invasion, which would more than likely be a random event.
- For most part satisfied, however believe we get over looked due to location in Oklahoma City, Yukon, and Mustang areas.
- Police are rude and not helpful, reducing the feeling of safety.
- I have heard gunshots; little girl followed to school by a man; someone here tries to open garage door 3 times at night; and evidence of gang activity.
- Thievery and robbery.
- Downtown is woefully lacking 'handicap' parking spaces-need 3/corner.
- Our neighborhood is okay, but not happy with the streets; Hefner is used to get out of our neighborhood; used streets are breaking and dangerous driving. Need more paving and stop signs. People don't stop.
- Violence.
- There are a lot of factors rolled into a complexity on different issues: including the property tax on homeowner's who shoulder the burdens that voters who aren't property owners vote in/pass. This is an issue because it is not a natural process for development area.
- Want to be thugs (608 Cactus Court) for example.
- My neighborhood is okay. There are many parts of the metro we avoid.
- Crime, like theft, burglary, robberies, and violent crimes.
- Burglary, gangs, and robberies.
- Abandoning animals and trash.
- Crime.
- There is gang tagging in my neighborhood.
- Not enough officers to do adequate job.
- The tenants Section 8 properties attract.
- Gangs.
- I believe this is dependent on where you live.
- Graffiti is reappearing especially Southside Oklahoma City.
- Break ins.
- We are on dead end streets. Police so not come around unless they are called.
- Groups of kids.
- No sidewalks so random people walk through yards.
- Lack of lighting and sidewalk in neighborhoods.
- Gangs and guns.
- Break ins-houses and cars.

Q4. If you are not satisfied with the feeling of safety in your neighborhood [as rated in Question 3F], what is your greatest concern about public safety in your neighborhood? (cont.)

- Lots of crime and drugs in addition, just south of Hefner Road between Western and Pennsylvania.
- Need planning of infrastructure to keep up with growth.
- My neighborhood is safe, but there are some areas I do not feel are safe, like SW 59 May to I-35, especially.
- Unknowns causing problems-robbery, assault, and destruction.
- Personal property tax going up, while home value goes down.
- Bars on NE corner of NW 10th and MacArthur.
- I've never had a problem, but not feeling safe; I know there are problem areas.
- Safety of neighborhood is good, but feel safety of some area neighborhoods are poor. Greatest concern is drug activity.
- Break ins, robbery, rape, drugs, and gangs.
- There are many rental homes, people in and out.
- Cars driving fast in the neighborhood.
- Gangs-kids roaming in the evening.
- Going to stores and walking in neighborhood at night, also, the park on 62nd needs more police overseeing it.
- Police gather at restaurants in large groups to eat. Who is watching the public? They should stagger their breaks at different times. Fire Department wears out large trucks going shopping. Use a van and save miles on expensive trucks.
- Robbery; cars cruising streets in our neighborhood looking for houses to rob and stuff to steal. We have had to form our own neighborhood patrol.
- Problems with Section 8 housing.
- My neighborhood is great; worry about others.
- Little to no Oklahoma City Police Department patrols in our neighborhood.
- Questionable people walking the street.
- I am feeling satisfied, but the streets are a big concern.
- Very very dim street light, no sidewalks, little presence of police, huge potholes that are never fixed and causing problems.
- Drugs, vacant houses, want to be gangs, unkempt yards and street lights.
- Home invasions.
- Armed robbery.
- It is just the neighborhood and the growing number of rental homes.
- Theft.
- Stealing.
- No matter where I were to live, I don't like going out after dark.
- Feel safe and secure.
- Breaking in your house and any empty houses; stealing of items in yard; loud music all the time above what is allowed.
- Police presence.
- The violation of code enforcement; lack of lighting.
- Would like to see more police patrols in area.
- Being able to walk places alone day or night.
- Police violence against citizens is deplorable use of police to enforce victimless crimes and enforce laws that violate natural law and constitution. Disband local police forces and leave operations to Sheriffs. Use money saved from firing cops to fix roads. Educate the people on how taxes are theft.
- Attitude of others; guns in streets; not enough Christian people.
- Apartments behind our home, NW Oklahoma City, have shootings.
- The police and firemen don't know the neighborhood.
- Police and others driving well over the speed limit on neighborhood streets.
- Street lamp are needed.
- Street lights are too dim.

Q4. If you are not satisfied with the feeling of safety in your neighborhood [as rated in Question 3F], what is your greatest concern about public safety in your neighborhood? (cont.)

- I feel safe in my neighborhood.
- Robbery and theft.
- Homeless people and panhandlers.
- Lighting.
- Southside, 29th and May, is scary.
- Need more street lights; more police patrols; more emergency shelters.
- Not enough public transportation.
- Lack of traffic controls and stop lights.
- Vehicles speeding on my residential street with no sidewalks.
- Theft.
- Thefts and break ins.
- Need to eradicate all gangs in the city.
- Not enough police presence.
- Not enough police presence, and if called the response time is slow. Need more police.
- Feeling of safety varies by location. I am pretty comfortable in my neighborhood, although we do have some traffic from a big apartment complex I do not like.
- Theft.
- Break ins.
- Actually, it is when I am out and about, road rage is a concern and safety going to and from car in public places.
- Run-down apartment complexes attract citizens who don't respect and obey the law.
- Women raped by police officer in my area.
- Response of police when 911 is called.
- More police.
- I do not like the image our city has, due to all the panhandlers, on what seems like every corner of the city.
- Fear of violence in downtown area.
- Late evening activities with youth.
- Quality of police service.
- I am satisfied with safety in my neighborhood. It's other neighborhoods that I frequent quite often.
- Theft and violence.
- The right to carry guns.
- I think the police could be more cooperative when complaints are lodged. The public used to have respect from our individual lawmen. Now, they are just as disrespectful to law abiders as they are to criminal types.
- There is no patrolling the neighborhood.
- Children of all ages; bicycle lanes; sidewalks, like most other cities have; dangerous streets/pavements.
- Feel safe, but a lack of police presence in my area.
- Not so much my neighborhood, but overall, when I am not home, I think the police must remember they are to protect and serve. I worry that there are so many homicides by the police. I could give you examples on the back of this survey.
- Personal safety.
- Home invasion/break ins.
- There is always police helicopter hovering over the neighborhood looking for bad people.
- Burglaries.
- More police.
- Street lighting; the lack of police response time, or presence.
- If calling police, or action center for problems, they tell the people who the caller was. Causes and creates more problems in the neighborhood.

Q4. If you are not satisfied with the feeling of safety in your neighborhood [as rated in Question 3F], what is your greatest concern about public safety in your neighborhood? (cont.)

- They put a hope center right across the street. I get all types of people walking up and down my street day and night.
- Robbery and assault.
- People driving too fast down the street. One family has several cars they park on the street. This slows cars down, but when they all go to work and the vehicles are gone, people start driving fast again.
- Dropping home prices and gangs in area. Our park (sellers) is great, but too many people come and trash it out who aren't from our neighborhood.
- Speeding in residential neighborhoods.
- Night time burglaries in our area.
- More working street lights.
- Gangs, thieves, bad sidewalks; and bad pavement on streets.
- Crime rate has been increasing.
- I just don't feel safe, especially with what is going on in the news with unjust policemen, etc.
- No concerns really unless it would be more street lights.
- Drivers speeding in neighborhood while lots of kids are playing and people walking.
- Theft.
- The people and traffic on my street.
- High speed traffic in neighborhoods.
- Not my neighborhood, but apartments around town.
- Too many vagrants.
- We need more police and firemen. They are constantly busy because there are too few.
- Continued break in with cars.
- It is not so much as my neighborhood as it is having to travel through certain area's to get to work, or another part of the city.
- Cop's will get you for 2 mph, going down a hill and have no problem dishing out tickets, also abusing their authority. Bad cops? Just watch it on to in Oklahoma City. Who polices the police? They are way out of line.
- Robberies and drive by shooting. And, I live in a very nice area too.
- Takes police far too long to get to my area.
- Crime.
- Air quality-if you go to the top of the SandRidge Sky Trail and look east, you'll find smoke from 3 yellow manufacturing towers. The smoke stinks and keep everyone inside in John F. Kennedy neighborhood. We have to wear masks. Sometimes you can't see it.
- More lighting.
- Cars traveling too fast down streets; too many cars parking on streets, can't even see to back out of your driveway, much less get out of the driveway; too many parties and loud music.
- Okay in my area. Too many gun related incidents all over.
- Thieves, robbers, and drugged up gang thugs.
- Crime in apartment complexes.
- A lot of prostitutes all over.
- Gangs moving in the area with all the types of drugs on the market.
- Could use better night lighting; way too dark.
- Crime in general seems to be rising. In my neighborhood my concern would be burglary and theft.
- Break ins of my home and injury, or death from criminal elements.
- City lights repaired in a timely manner.
- More police presence downtown would be nice.
- Burglary.
- Lack of police presence. 10th NW apartment complexes-abandoned, especially one of them.

Q4. If you are not satisfied with the feeling of safety in your neighborhood [as rated in Question 3F], what is your greatest concern about public safety in your neighborhood? (cont.)

- The type of people moving to our neighborhood; a lot of people that might be into drugs. We feel safe now, but feel the area could be changing. Oklahoma City is losing a lot of good people from North Oklahoma City to Edmond. The type of people moving into NW Expressway area are looking bad/scary.
- Burglaries.
- It takes police services a very long time to arrive on non-911 calls.
- Drugs, prostitution, bar on corner, drunk drivers, and people speeding down 51st Street. There are children on this street.
- Drug activity.
- Theft.
- The number of transients roaming neighborhood and speeding traffic on residential streets.
- There is a shooting/murder almost daily.
- Theft and vehicles in driveways.
- Cars speeding down street.
- Robberies, home invasions, and any crime related.
- Lots of burglaries in our neighborhood at night. Police can't, or won't do anything about it when you report. Need more resources/funding for patrolling neighborhoods.
- Not enough city patrol. Inadequate lighting.
- I feel safe in my neighborhood, but safety could be enhanced with more streetlights.
- My neighborhood is safe, however the same areas that had issues 20 years ago, still have issues of vandalism and safety today. Partner with local churches, or civic organizations to mentor students.
- Theft.
- Drivers speeding on side streets where there are children.
- Violence, theft, and personal safety.
- Selective law enforcement: they only enforce the laws that are profitable, or get good press.
- Drugs and gang activities.
- Response time of Police Department.
- Gunfire on weekly basis; Section 8 apartment complexes; older aged children roaming streets at night.
- Gangs.
- Not enough police officers.
- Speeding automobiles on residential street.
- Need more police traffic by Section 8 apartments. There are many that have recurring issues that police patrol greatly reduces the problems that manifest.
- Burglary.
- Lyrewood Lane apartments; and, we have so few policemen on our force for such a large city area. I understand that there may be as few as 5 policemen on some shifts in our NW Sector.
- Rental properties causing instability with neighbors and problems with management companies.
- Theft.
- Apartments close to our neighborhood are constant concern. I feel safer downtown than in my neighborhood, in Rock Knoll.
- Too much crime in neighborhoods.
- Crime seems to be up; murders, hit and runs, break ins, etc. It's scary.
- Profiling.
- Burglary and theft.
- Break ins, gangs, and drugs.
- Number of foot travelers through the neighbors.
- Robbery, loitering, and stealing mail.
- Break ins and robbery seem to be on the rise.

Q4. If you are not satisfied with the feeling of safety in your neighborhood [as rated in Question 3F], what is your greatest concern about public safety in your neighborhood? (cont.)

- Crime.
- The homeless population.
- Not patrolled.
- Crime is rampant. There is no deterrent, or prevention.
- Growth of gangs across city; get rid of these thugs.
- Need patrol officers go by often. Traffic signal light on NE 36th and Broadway.
- Unruly kids, hearing of gunshots, and vandalizing of property.
- Residents who are lousy citizens don't follow laws, keep up properties, and have little, or no concern for others.
- Speeding on city streets.
- Never see patrol cars in my neighborhood.
- Unsafe feeling comes from parents not teaching their children of respect of others property and person. Bad attitudes of children.
- Bad kids terrorizing the neighborhood.
- Influx of gangs.
- Speeding.
- Amount of break ins this city has; cars always crashing into homes and buildings. It happens a lot.
- Mentally ill people, panhandlers, and drug dealers.
- Would like to see the presence of police in our area.
- Too many shootings.
- There are law breakers everywhere no matter what area of the city we live in.
- No police patrol; slow response time by police due to under staffing.
- Speeders.
- Large dogs running loose in neighborhoods.
- Armed home invasion.
- My neighborhood is okay, but increase in shootings in Oklahoma City is a concern.
- Homeless and unsupervised teen congregating.
- In the office where I work, we have a lot of drug and alcohol problems publically on the street. We are located close to 4 shelters, several treatment centers, and a detox center. The food traffic is substantial.
- Robbery.
- Not enough police presence.
- Armed robbery.
- Police response time and road conditions.
- Youngsters roaming streets at night shooting guns.
- People you don't know wandering around.
- Not enough police officers, especially certain areas.
- Home and auto break ins.
- I feel satisfied, but if we need a police officer for a burglary, it took them 35 minutes to come out and by then they were gone with our neighbor's belongings.
- Just concerned with safety in general for Oklahoma City.
- Parking ; making street one way.
- The police don't enforce anything in our gated community; you must request a supervisor to get a report written; the police department needs direction for gated communities.
- Vagrants.
- More police presence and curfew enforcement.
- Law enforcement over react; overly aggressive law officers.

Q4. If you are not satisfied with the feeling of safety in your neighborhood [as rated in Question 3F], what is your greatest concern about public safety in your neighborhood? (cont.)

- Our neighborhood has to hire a security patrol.
- Theft.
- I have a feeling of safety in the city, but not in my neighborhood.
- Home invasion.
- No neighborhood watch; a lot of break ins.
- Never see a police car; loose dogs; and kids wandering.
- Violence, like guns and drugs.
- Rarely see patrol cars checking public parks; would be more reassuring when there alone with children.
- Please, we need sidewalks on Pennsylvania Avenue, south of 119th Street.
- Growing crime in area.
- Panhandlers are everywhere in NW Oklahoma City. I feel unsafe at stop lights as I run errands.
- Abandoned apartment buildings.
- My neighborhood is okay, but some are not.
- We are far south Oklahoma City and have no police presence at all.
- Car break ins; live in a 'slice' of southwest Oklahoma City, so don't feel that we are part of Oklahoma City, particularly surveillance and safety; speeding in neighborhood are, Main Street/ Santa Fe; flood blocked neighborhood access.
- People moving in and out of neighborhood. Low housing mixed in with regular housing owners versus renters-duplex.
- Time it takes for Oklahoma City police to get to Yukon addresses, but considered Oklahoma City limits.
- Police patrol and time required to get help.
- Renters unpredictable; very little police patrol.
- Traffic on Friday and Saturday nights around Midnight to 2am, some racing.
- Lighting.
- I am concerned about the youth that just hang out late at night and when you report it to the police department, nothing can be done. They have nowhere to go and the parents don't care.
- There was a time when you saw police everywhere, everyday. Now it might be weeks before you see a policeman driving around.
- Theft and assault.
- Lack of patrols and people speeding.
- Abandoned buildings and run-down apartment buildings on NW 10th Street. Our area is very frustrated that nothing is done.
- Homeless people, vandalism, beggars in parking lots, and unattractive buildings.
- Bums on the corners. My home has been robbed twice.
- In my neighborhood, burglaries and frequent gun shots.
- Home break ins and illegal aliens driving without insurance and/or license.
- Get all street lights working.
- Crime
- Need more public storm shelters.
- Robbery and personal safety.
- We are lucky. Our neighborhood is very safe.
- It appears crime is up all over Oklahoma City. The neighborhood I reside never had a problem until 2010. There have been several since then.
- There have been many cases regarding house break ins that went not convicted.
- Petty crimes and cars broken in to.
- Lack of sidewalks. I can't walk to the library because of no sidewalks.
- Speeding cars; loud music at night; groups of kids walking the streets at night.
- There are not enough police patrols like there used to be.

Q4. If you are not satisfied with the feeling of safety in your neighborhood [as rated in Question 3F], what is your greatest concern about public safety in your neighborhood? (cont.)

- Door to door solicitors.
- I try to stay in safe areas; but drugs, gangs, spray paint tagging is terrible.
- Break ins and taking a walk.
- Young persons had stolen from yards; police don't drive by.
- Robbery and theft.
- Burglary.
- House stealing.
- Car and home break ins.
- My neighborhood is great because we some of us pay for private security patrol. Many other neighborhoods around us have a lot of crime.
- The way police communicate with persons.
- Feel safe in my neighborhood but there are area not too far away that I have safety concerns.
- All neighborhoods should be considered on their appearance, not just downtown.
- Bad roads, poor street lighting and no sidewalks.
- Crime in quiet neighborhoods.
- Break ins and vandalism.
- Need pedestrian crossing sign at Sequoyah Elementary School.
- Home invasions and robbery.
- Need more police patrolling the neighborhood.
- Paying too much for security. I am retired and can't afford it.
- Too much theft.
- Robberies.
- We need more sidewalks.
- Robberies.
- Police response time, it took them 30 minutes to get here when my house alarm went off.
- Theft.
- We need more police patrol.
- Safety at night.
- Theft.
- More police patrol.
- People walking the streets at all times of day and night.
- Speeding.
- We need street lights. Neighbors need to leave lights on at night.
- Gang violence, drug abuse and homicides.
- Gangs, drug activity, violent crimes and robberies.
- Break-ins.
- Running of red lights.
- Speeding.
- Street lights are needed.
- Burglaries, gangs, drugs and the growth of homeless.
- More patrol officers on all three shifts.
- Police response time is poor.
- More police patrol and more street lights
- We need more police patrolling the area, cars have been broken into three times.
- Big city crime is on the increase.

Q4. If you are not satisfied with the feeling of safety in your neighborhood [as rated in Question 3F], what is your greatest concern about public safety in your neighborhood? (cont.)

- Too much crime and auto break-ins.
- Gangs.
- Home and cars broken into. Sex offenders and pedophiles in the area.
- Just a bad area to live in, nobody cares about us.
- Stray dogs, drug use and gangs. No one follows the posted traffic signs.
- People freely walking around to solicit.
- Gangs, drugs and illegal Mexicans.
- Theft.
- Bad people.
- Increased crime rate, I do not feel safe.
- Lack of enforcement of city codes.
- Drug activity.
- Burglaries. Thieves are brave and do not fear getting caught.
- Guns, rape and murders.
- High crime area.
- Need more police patrolling the neighborhood.
- Drive by shootings.
- Thefts and drugs in schools.
- Home break-ins.
- Speeding and enforce curfews.
- Traffic laws are not obeyed. We need more police patrolling the area.

Q5. 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=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5a. Police service in your neighborhood	16.3%	43.0%	22.0%	9.9%	3.4%	5.4%
Q5b. Enforcement of local traffic laws	10.6%	43.2%	25.0%	12.6%	4.2%	4.4%

WITHOUT DON'T KNOW

Q5. 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=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5a. Police service in your neighborhood	17.2%	45.4%	23.3%	10.5%	3.5%
Q5b. Enforcement of local traffic laws	11.1%	45.2%	26.2%	13.1%	4.4%

Q6. Perceptions of Safety and Security. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

(N=1370)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Q6a. Walking in your neighborhood during the day	41.6%	40.0%	10.6%	4.9%	1.5%	1.5%
Q6b. Walking in your neighborhood after dark	15.0%	34.3%	20.4%	19.5%	7.5%	3.2%
Q6c. In Downtown area	5.3%	29.8%	31.7%	15.8%	5.2%	12.3%
Q6d. In City parks	3.4%	21.8%	32.6%	20.8%	8.2%	13.4%

WITHOUT DON'T KNOW

Q6. Perceptions of Safety and Security. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")

(N=1370)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q6a. Walking in your neighborhood during the day	42.2%	40.6%	10.7%	5.0%	1.5%
Q6b. Walking in your neighborhood after dark	15.5%	35.4%	21.1%	20.1%	7.8%
Q6c. In Downtown area	6.0%	34.0%	36.1%	18.0%	5.9%
Q6d. In City parks	3.9%	25.1%	37.6%	24.0%	9.4%

Q7. Do you have a working smoke alarm in your home?

<u>Q7. Do you have a working smoke alarm in your home</u>	<u>Number</u>	<u>Percent</u>
Yes	1228	89.6 %
No	58	4.2 %
Don't know	84	6.1 %
Total	1370	100.0 %

WITHOUT DON'T KNOW

Q7. Do you have a working smoke alarm in your home? (without "don't know")

<u>Q7. Do you have a working smoke alarm in your home</u>	<u>Number</u>	<u>Percent</u>
Yes	1228	95.5 %
No	58	4.5 %
Total	1286	100.0 %

Q8. 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=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q8a. Residential trash collection services	39.7%	49.2%	6.4%	2.6%	1.2%	0.9%
Q8b. Curbside recycling services	30.0%	38.0%	13.6%	6.7%	3.9%	7.7%
Q8c. Bulky item pick up/removal services	36.6%	44.5%	10.4%	3.4%	1.3%	3.8%
Q8d. Water service	29.8%	48.0%	12.0%	3.9%	0.6%	5.7%
Q8e. Wastewater services	24.7%	43.1%	16.6%	2.1%	0.9%	12.7%
Q8f. Speed of service	15.1%	35.5%	24.1%	5.1%	2.3%	17.9%
Q8g. Quality of customer service	17.4%	43.9%	22.0%	3.9%	1.5%	11.3%

WITHOUT DON'T KNOW**Q8. 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=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8a. Residential trash collection services	40.1%	49.6%	6.5%	2.6%	1.3%
Q8b. Curbside recycling services	32.5%	41.1%	14.8%	7.3%	4.3%
Q8c. Bulky item pick up/removal services	38.0%	46.3%	10.8%	3.5%	1.4%
Q8d. Water service	31.6%	50.9%	12.7%	4.2%	0.6%
Q8e. Wastewater services	28.3%	49.3%	19.0%	2.4%	1.0%
Q8f. Speed of service	18.4%	43.2%	29.3%	6.2%	2.8%
Q8g. Quality of customer service	19.6%	49.5%	24.9%	4.4%	1.7%

Q9. Overall, how satisfied are you with the convenience of public transportation in Oklahoma City?

Q9. How satisfied are you with convenience of public transportation	Number	Percent
Very Satisfied	44	3.2 %
Satisfied	110	8.0 %
Neutral	265	19.3 %
Dissatisfied	154	11.2 %
Very Dissatisfied	124	9.1 %
Don't Know	673	49.1 %
Total	1370	100.0 %

WITHOUT DON'T KNOW

Q9. Overall, how satisfied are you with the convenience of public transportation in Oklahoma City? (without "don't know")

Q9. How satisfied are you with convenience of public transportation	Number	Percent
Very Satisfied	44	6.3 %
Satisfied	110	15.8 %
Neutral	265	38.0 %
Dissatisfied	154	22.1 %
Very Dissatisfied	124	17.8 %
Total	697	100.0 %

Q10. Which TWO (2) of the following bus service characteristics are most important to you when considering whether or not to use public transit?

<u>Q10. 1st Choice</u>	<u>Number</u>	<u>Percent</u>
How often bus comes by your stop	551	40.2 %
Service available until midnight	71	5.2 %
Sheltered bus stops	119	8.7 %
Time it takes to make a trip	187	13.6 %
Sunday service	23	1.7 %
Wi-Fi on buses	9	0.7 %
Electronic fare payment options	23	1.7 %
<u>None chosen</u>	<u>387</u>	<u>28.2 %</u>
Total	1370	100.0 %

Q10. Which TWO (2) of the following bus service characteristics are most important to you when considering whether or not to use public transit?

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
How often bus comes by your stop	165	12.0 %
Service available until midnight	124	9.1 %
Sheltered bus stops	215	15.7 %
Time it takes to make a trip	284	20.7 %
Sunday service	73	5.3 %
Wi-Fi on buses	19	1.4 %
Electronic fare payment options	73	5.3 %
<u>None chosen</u>	<u>417</u>	<u>30.4 %</u>
Total	1370	100.0 %

Q10. Which TWO (2) of the following bus service characteristics are most important to you when considering whether or not to use public transit? (top 2)

<u>Q10. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
How often bus comes by your stop	716	52.3 %
Service available until midnight	195	14.2 %
Sheltered bus stops	334	24.4 %
Time it takes to make a trip	471	34.4 %
Sunday service	96	7.0 %
Wi-Fi on buses	28	2.0 %
Electronic fare payment options	96	7.0 %
<u>None chosen</u>	<u>388</u>	<u>28.3 %</u>
Total	2324	

Q11. Do you have any suggestions for improving public transportation in Oklahoma City?

- Add more stoplights in and around super high traffic areas, like Hefner and Rockwell area. NW Express and Rockwell area, etc.
- Be on time.
- Stop the plan for the downtown trolley. It's a complete waste of money.
- Image, not considered safe.
- Bus service does not extend to where we live.
- Focus on main or priority roads.
- Expand the service area to keep up with city growth.
- We need more bus routes.
- Dump the downtown 'train' and spend the money to extend bus service to outlying areas.
- Sheltered bus stops.
- The bus stop for handicap has improved.
- New street cars would be an absolute waste of my dollars.
- It would be great to have options for events to use public transportation.
- We need a more effective wide spread system.
- No, but when I visit other cities that have overhead cables for street cars, it really makes it look ugly.
- Better routes need to serve SW 119 and 134 Penn and Western to Mercy and downtown.
- Rise prices higher.
- Provide more park and ride locations from and to the suburbs.
- Bulletproof windows.
- More and easier to use.
- Speed rail train.
- More stops and the city needs 24 hour bus service, along with Sunday bus services.
- Use smaller vehicles.
- Have more buses so people do not have to wait a long time for buses.
- All routes should run on Sunday run longer routes to 10pm, at least.
- Make routes that go somewhere and lower rates.
- Should stop more often for older men.
- Needs to be more sheltered stops and wheelchair access.
- The availability of service throughout the metro could be improved.
- Either eliminate it altogether, or make it effective, which would be cost prohibitive.
- Put the trolley system back.
- Busses specifically for travel to and from downtown on weekend evenings , so you can drink, but get home safely. \$50 cab rides are a non-starter. Extended above ground rail.
- Cover more of the city; and number of buses.
- More frequent service would enable more usage.
- More route with direct locations.
- Add more routes.
- All bus stops should be shaded.
- More buses and more bus stops. Also, electronic fare payment options are important for those who don't carry cash.
- No, but I do love bike trails like in Toronto and other major cities. We are small enough to really use safe bike trails to work, or shop.
- Provide service near Tinker Airbase. SE 59th and Sooner.
- Reduce the number of buses.
- Need more routes and more buses.

Q11. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Make it more a part of the culture like it is in New York, Washington, and Boston.
- 24 hour bus service would help people that work at night.
- I have never been on a public bus. I'm pretty sure it doesn't come past SW 74th, going south.
- More stops making it more convenient to high schools and places teens like to go.
- You could expand bus service beyond the core. Loops around areas that bring folks into better served areas would help.
- More stops.
- Every 30 minutes wouldn't hurt for bus service.
- It will take time and money. Put together a plan and let the folks of Oklahoma City vote on it.
- I would like to see bus service expanded to all areas of Oklahoma City.
- A light rail.
- Open up more lines on west side of town.
- More busses; keep on schedule; and have an app for schedule.
- Oklahoma City is so slow on doing anything about what's going on.
- Need to reach out further on NW Expressway to Yukon.
- Light rail, or trolley.
- Trolley system that actually goes somewhere.
- More bus stops; bus needs to run later in the day.
- More covered bus stops.
- We had a trolley years ago and it cost a lot to take in and out. Are we going to repeat this problem?
- I'm not getting on an unsafe bus.
- More service in far northwest Oklahoma City.
- That buses run on Sunday and available until midnight everyday.
- Get more buses or lower prices where we disabled veterans can afford.
- Make the buses smaller and all use natural gas.
- More routes and times.
- More availability of different modes of public transportation.
- There is little to none. Not even in the realm of comparable to other cities.
- Don't make buses go to downtown hub.
- More buses running.
- More buses.
- Would like to see trash cans put at the bus stops. People trash the streets.
- More smaller vehicles than large buses.
- More service available later in the evening.
- Bring back inner/outer city trains.
- Expand routes and timely pick-ups.
- Later routes available; areas without stops need improvement to include a stop.
- Sheltered stops with posted schedules.
- Recess the curb pick up at bus stop, so the bus does not impede the flow of traffic when picking up riders.
- Run and open later; more days of operation; keep affordable by removing transfer fees. Should be inclusive.
- I think we need buses. I'm opposed to light rail.
- More plans for expanded light rail.
- Rail
- Need more.
- The bus doesn't come to 14900 N. Penn. We need bus service too.
- Buses like Switzerland; clean; on time; on/off mechanics for entry and departure; steps drop to flat ground.

Q11. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Have more trained employees.
- Have a train that runs from Edmond to Downtown Oklahoma City and from Norman to Downtown Oklahoma City. I think it would help traffic in the city in the mornings and evenings.
- Educate citizens who don't normally use services on 'how to.' For example, Is it still available in Bricktown? Otherwise, if you need a one-time use, 'how do you pay.' Where are schedules, etc.
- Make the stops more appealing.
- I wish buses could have the people that smell bad, take bathes, because that is not healthy for them. Also, a covered bus stop over on 28th and Lincoln, by the Credit Union.
- More transportation in far NW Oklahoma City.
- Better service for the low income parts of town.
- You have to add more routes to pick up or catch the bus.
- Trains/Rail transit hub that reaches all quadrants of the city, like Edmond, Arcadia Luther, Shawnee; Moore, Normandy, Yukon Mustang, El Reno, and Piedmont.
- Express to multiple hubs.
- A bench and see through enclosure with visible street signs illuminates; to get an easy to read bus schedule with time and route bus directions. Simple yet big in details.
- Too far between stops. More stops. Three blocks between stops.
- Don't spend more money on something few people will every use.
- More availability until midnight, or later.
- Stop using full size buses. Possibly much smaller buses would save a lot of money. The buses I ride on, or seen going by have less than 10 and sometimes less the 5 passengers.
- We don't get public transportation in our area.
- Need more bus stops.
- Remove sleeping people.
- Install the sidewalks that should have been in place from the beginning. When walking isn't much of an option, you can't boast that you have public transportation access.
- More routes to service more area.
- Bricktown train to and from Adventure District.
- Amtrak routes, and/or train transit system.
- Need transportation to and from Edmond to downtown and Norman to and from downtown. Maybe train, bus, or subway; later from Yukon and Shawnee; park and ride, we are now a big city; cut down on parking downtown.
- Step it up like Chicago and other cities like theirs-providing taxi cabs, city bus trans, trolley, etc.; to point where people without transportation can get places and others can also make decisions to patron it; and limit our traffic flow of cars. It has gotten bad in Oklahoma City.
- The buses should travel around North, South, East, and West routes and not go to a hub station. Oklahoma City is planned in a wonderful G Ride, so let's use it.
- More buses, better timing. Better transport equipment. Changing the name does not make it better. Waste of money on name change.
- Do anything and it will be an improvement. This is the worst public transportation system I have ever encountered and I have lived in many cities throughout the U.S. and the world.
- Increased service in other areas. We are near N.W. 10th and Sara; zero service.
- Mass trans should be self-supporting; no public funds.
- Concentrate on connections to hubs of other transportation, i.e. bus station (Grey Hound), airport, park and ride lots, malls, etc.
- Please stop allowing Walmart to infest our city.
- Electronic fare and payment options.

Q11. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Extend service on Northwest Expressway. More covered areas.
- Smaller N.G. buses.
- Build a commuter train for Oklahoma City.
- Get a committee to discuss what improvement should be made from each zip code area. Discuss this issue on a monthly basis.
- More routes in NW Oklahoma City.
- Would be nice to have downtown shuttles/railway running from an off-site parking lot. Not enough parking downtown when large events are happening.
- Include route in brochures.
- More stops.
- Connect to Moore, Oklahoma.
- Provide service to western Oklahoma City.
- More routes.
- More routes and longer hours.
- Have more buses and frequently.
- Evening rail service to downtown from south Oklahoma City. Park and ride services to Bricktown.
- Who cares?
- Put in real LRV's using overhead wire, not battery powered buses.
- More routes.
- No street cars. Wasted money.
- Park all the buses and close the doors. Pave more roads.
- The bus needs to run down NW Rockwell; there are no stops from Wilshire to 63rd, 63rd to 39th. Need more convenient stop areas.
- I feel that public transportation should be more convenient, especially on Sunday's and after midnight. Everyone does not have transportation to work on these days and after hours.
- Reach parts of Oklahoma City that is not services. Also, run in the entertainment area, at least until midnight.
- Check for drugs and guns on the bus lines.
- We have a small city for population for top flight public service, but we need better public trans to grow and make our city special.
- Not really. It's hard in Midwest cities.
- More buses and more routes.
- Service to more areas; service more often; other transportation besides the bus.
- Do not feel safe riding.
- Safety.
- Addition of light rail, etc.
- More covered bus stops.
- Expand area covered: NW Oklahoma City.
- Buses go through unnecessary places like highways and businesses where well off people work.
- Provide longer duration/time access services. Friendly staff.
- Sidewalks along all bus routes are a complaint.
- Add shelters to all bus stops.
- More pick up spots, time is too far apart.
- Have you considered metro trans, or trains? That would help traffic, roads, and image.
- Enforce lane merger; too many people waiting until the last minute causing more delays; restrict semi traffic during rush hours; and, possibly rail service like, B.A.R.T. in California, servicing the metros. Understand very costly.
- Do not do the trolley program.

Q11. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Do not use public transportation.
- Small, economical buses and more of them vans for transport of wheelchairs.
- More buses, more working hours, and more locations.
- Increase the number of routes and buses; provide covered shelter. Just awful to see people waiting for bus in the inclement weather; what about a bond issue, an 'adopt a shelter' cause?
- Run until 1am on weekends, including Friday and Saturday; no pets except special trained for the needy.
- More convenient.
- Bus service for Meadows at Surrey Hills, would be nice.
- Get a rail line similar to Atlanta. Have downtown, Line East I-40 to West I-40; Line North I-35 and North I-235 to South I-35; Line I-44/244 corridors, all with parking.
- Some type of shade around bus stops.
- More stops; more frequent from NW Oklahoma City.
- Buses should run every 15 minutes.
- More city bike options with bike paths.
- Electric.
- No bus runs near Hefner and MacArthur, or Hefner and Rockwell.
- Do not waste money on that trolley. Use that money more sensibly for public transit for all of Oklahoma City.
- I think trans would be neat but not necessary.
- Street car/rail system downtown is a waste of money to benefit relatively few.
- Making it on time to a scheduled stop, and being on time, and the use of electronic fare payment, would help in more people using the service.
- Provide more of it.
- Provide more routes.
- Get sheltered bus stops.
- More stop availability.
- Need park and ride public transportation for commuters; make bus routes more convenient.
- If riding the bus to work, need places to park vehicles.
- There is just too large an area to have an effective system. The only answer I see is to have more buses, but no one wants to pay for them. When you get the unnecessary trolley system going, maybe you can use some of the county buses elsewhere.
- Make it safe and not just for the poor.
- I think you are starting to make a difference.
- More posted time schedules.
- Cleanliness and safety.
- More smaller buses or vans.
- Rail service between Norman/Edmond to Oklahoma City.
- Expand the number of stops available, especially in the NW part of city.
- Good streets would help so we wouldn't have to dodge potholes.
- Have service further out from downtown during events downtown, such as concerts, sports events, allowing people to come downtown and not have to drive downtown and park.
- Eliminate.
- More routes: Midwest City and Del City.
- I have lived in larger cities where I heavily utilized public transportation. In Oklahoma City, the rails are limited, and to be honest, I'd be scared.
- Oklahoma City just wasn't built for the transportation we now need. More buses, more routes, more sidewalks for more stops; interactive maps and electronic fares.
- Stop blocking off streets for bicycling races. I have been locked out of free access outside of my neighborhood.

Q11. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Just be on time.
- Increase number of buses; invest in light rail/metro.
- Need shuttle from several locations: Edmond, North Oklahoma City, etc. to Bricktown, etc.
- A map of bus routes and timetable at each bus stop would make it easier to navigate the system. Major cities have these on all bus stops.
- Web page: be able to input origin and destination address and know which bus to get on and where to catch it.
- More routes; more buses; more stops.
- Create one. Trans, comprehensive routes, etc.
- NO light rail system is needed in Oklahoma City.
- Feel unsafe.
- More routes.
- Do not tear up as many streets at one time.
- More advertising of use.
- I would really like to see buses run holiday's and Sunday's.
- Advertising that it's for everyone.
- Maybe have Z transit centers, so you have to go through downtown.
- Can we make buses faster?
- 24 hour service.
- It costs way too much and prices are going up.
- Do not install the streetcar downtown. They are ugly, tracks, or wires, tear up downtown roads again.
- Put street cars back running with buses.
- More money to house them.
- Get some more, or monorail.
- More visible bus signs and routes and cost of use.
- More routes; and more options other than buses.
- There is a need for bus stop shelters and benches.
- More buses, more often and more stops.
- Buses run more often.
- We need a well maintained fleet with enough vehicles to accommodate more frequent stops along main routes.
- Most of the bus stops don't have shelters, or handicap ramps from seat to road.
- Wider bus transportation coverage.
- We need more than bus service. Need light rail, or streetcars. Bus service is not convenient.
- Smaller buses and more often, opposed to permanent rail system funded by tax dollars to serve only small and select part of the city.
- Sunday/weekends and later at night.
- Don't stop on curb of the street.
- Need more routes.
- It's cumbersome.
- I would like dependable, frequent (at least 2 times an hour) and no longer than 30 minute trip time. Also, at least a partial shelter from wind, rain, snow, and blazing sun.
- Expansion of bus service.
- More options and widen the bus routes to more areas of the city.
- Moe routes needed.
- Send out a free map with city service; build more bike racks; payment by electronic fare payment.
- More buses and more stops; more frequent stops.
- Great job.

Q11. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Security on the buses.
- Expand.
- Use smaller buses, but add more stops.
- Stops need to be more frequent and better sheltered stops.
- Train, or subway for outlying areas.
- Dump the folly trolley. It's a waste of our money. None of us out here want it, and we don't remember seeing it on the 'maps 3' vote. None of us would vote for it. Money should not be wasted on that. Use the money to improve streets.
- More stops and safer stops.
- Four times a day suburban service.
- Give them their own space to park/wait, so they are not blocking traffic.
- Straight through routes, if possible.
- Same as above, Question #10: A, How often the bus comes by your stop. B, Service available until midnight. C, Sheltered bus stops. D, The time it takes to make a trip. and E, Sunday service.
- It is not worth the cost.
- The bus takes a long time to come to my stop. We need more buses that will reduce the waiting times to get to your destination. Also, need buses services late at night, without getting stranded.
- Reduce the time it takes to make a trip, then more people will ride. Increase routes until midnight.
- Wi-Fi availability and Sunday service.
- More available routes; make the downtown transfer center safer, cleaner, and less congested.
- Nearest bus stop to us is miles and miles away.
- I don't use it, but from what I've read, they seem to be trying to make it better, with longer hours and quicker trips. I wish them luck.
- Add to existing services.
- More frequent stops and longer service hours, if feasible.
- More routes; longer hours.
- Feeling safe.
- Keep up the good job. God bless.
- More options other than bus.
- Unemployment will improve if bus services are provided until midnight.
- As a citizen who could not drive for years due to illness, would have loved public transit options that ran specific types of routes, like grocery shopping route, shopping route, etc.
- Get light rail.
- Stop changing routes and moving bus stops.
- Weekend service, especially Sunday's.
- It seems that some odd people ride the bus up to busy areas in North Oklahoma City to stand and try to get money. Makes our city look really bad.
- Please have sheltered bus stops. It really bothers me to see people out in the cold, rain, and extreme heat without any shelter.
- Offer public transportation in all areas of the city. The closest stop to my house is 1.5 miles away and there is no covered bus stop there.
- Don't use the bus because it is not available in our Piedmont area.
- Doesn't cover the whole metro area.
- Better routes, covered shelters, shouldn't take more than 20 minutes to get anywhere, and I have no idea where to find bus schedules and stops.
- Have them run on Sunday's.
- Live in Surrey Hills, so public transportation doesn't come this far out.
- More reliable pick-ups at bus stops and more frequent pick up/drop off at all stops.

Q11. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Offer incentives to ride that outweigh the cost and time of using a personal vehicle.
- Continue to add routes and services.
- Right now I don't use it, but if I did sheltered bus stops and the time it takes to make a trip would be mine.
- Make sure each stop is well lighted for at least a 2 block area.
- Strategic location re-evaluation.
- Have the drivers quit taking breaks by parking on and congesting heavily traveled streets, like on NW 23rd in the street in front of a 7-11, etc.
- Look at cities like Denver and Dallas. Survey businesses and ask what they need for their employees and how many use public transportation. Stops should go to, or by all hospitals, grocery stores, high schools, and middle schools.
- I would look more into an expanded streetcar system, like going to Pennsylvania Square Mall, zoo area, airport, Native American Museum, and Capitol Hill, areas; run buses from those areas.
- For me to use the bus, there would have to be service after midnight.
- Target environmentally conscience residents. Use compressed natural gas in buses. Institute Wi-Fi on buses and Electronic Fare payment options.
- Clean; security-you can walk all over Washington D.C. and never feel scared no matter what time of day it is, but here, drive by a bus stop and feel un-empowered. Public transportation in Oklahoma City is only for the poor, unfortunately.
- Public image of buses in Oklahoma City.
- An ugly site in Oklahoma City, which out-of-town visitors have commented on and all the panhandlers. If you can't legally stop them, get the word out for people to stop giving them money, so they will move on.
- Add more stops.
- More route information.
- That expensive streetcar money should have been directed to a rail system like Dallas-Fort Worth. Light rail from Northwest Oklahoma City to downtown and Edmond to downtown would be an ideal solution to working commuters and those of us who would attend downtown events. Parking downtown is an absolute nightmare.
- Come up with better route plan instead of going through the main station. Use light rail service along all boulevards in Oklahoma City - Classen, 12th St. NW, 19th Street NW, Lottie NW Expressway, etc.
- Continuous trolley stops for downtown visitors and local attractions.
- Monorail.
- Bus routes.
- Bricktown: when calling the phone number for bus service, after hours, there is no information available, like a message indicating 'no service' on Sunday, would be helpful; also, a recording with hours of operation, fares, etc. We are frequently in Bricktown and frustrated not knowing if the buses are even running.
- No light service-waste of money. No more maps projects.
- Safer and cleanliness.
- Service made available until midnight for people working late.
- Provide light rail from airport to downtown, or major transit hub.
- A light rail express service from Moore, Norman, and Edmond to reduce downtown traffic during the week.
- More stops, more buses, and wider variety of hours.
- Fund it and make it work; have it go where people need to get at times; it needs to be 'big league' cities, like San Francisco, Seattle, etc. have excellent public transportation.
- NE 63 and Martin Luther King are unsafe location and traffic; intersections.
- More buses and shorter cycle time.
- Need buses on NW Expressway and downtown areas.
- Better planning and more money allocated to availability of the buses during working hours and stops on routes.
- Getting buses to run longer.
- Enclosures.

Q11. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Better marketing.
- Have police remove disturbing riders, not just send them off.
- Let public know bus schedule to downtown and Walmart; re-design bus routes through major communities and housing additions; and encourage public to ride bus instead of driving their cars.
- More buses and routes.
- Smaller buses running more often. I will continue to use my personal car at any rate, but it would be good to improve downtown public transportation.
- Light rail.
- Increase buses for quicker pick-ups and pick up on Sunday's; services available to midnight.
- Covered bus stops.
- Lighted bus stops and better quality of service.
- Stay off residential streets; more frequent stops on arterials.
- More postings of times.
- Keep the homeless, hobo, and hookers from owning the seats.
- With more downtown and midtown activities, some type of light rail: from east Bricktown to 13/Walker area to downtown.
- More scheduled stops; start with bigger businesses in city, get their employers to commit to using public transportation. There need to be more buses and stops. Central parking areas for people to catch buses.
- Expand service area.
- Go as far in every direction you can.
- Availability.
- Increasing public awareness of public transportation and what is available; advertise, so that services can expand.
- There needs to be a lot more stops for places throughout Oklahoma City that will take you to popular sites in Oklahoma City.
- Fix the streets.
- Need express routes and secure parking areas so people can park and ride the bus to the downtown area for work.
- Additional bus services too for NW Oklahoma City.
- Hours need to have longer times past 7pm.
- Extend services to outlying areas; subsidize rate for poor.
- Long range must either expand bus service to NW quadrant, or put in a rail service to Edmond.
- Somehow connect midtown; Plaza Bricktown; North Broadway; Park and ride.
- Have some buses that run 24/7.
- Expedite current plans.
- Add more routes and more times.
- Commuter rail service from suburbs.
- Smaller buses.
- Need to add stops past 74th street south.
- An elevated system from Edmond, Yukon, Moore, Norman, East of Oklahoma City, to downtown Oklahoma City, would be wonderful. Chicago and Denver have good tram/train system would cut a lot of car traffic and taxi's.
- More frequency.
- Stop running empty buses.
- Need service.
- No access from my neighborhood.
- Have Sunday service.
- No public transportation in our area.
- It should be more available and have more hours of operation.
- More buses that will travel all over Oklahoma City and maybe flat screen televisions, or Wi-Fi services; and maybe jazz, or classical music to calm the patrons.

Q11. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- I believe the city would make improvements if more people would use public transportation.
- Oklahoma City used to have very few taxi services, now they are everywhere, because our bus service is so poor. People are even being robbed at bus stops.
- Rail transportation should be a priority.
- Light trains that run from Shawnee to Yukon.
- More stops throughout all areas of the city.
- Don't put in street cars.
- Safety and frequency; also, road conditions, high speed roads, stop building more roads and fix the ones we have; people unsafely walking on fast roads.
- Have more bus routes.
- Get rid of the buses. If you must have bus service, buses should be small and more numerous, and many more routes. A better future solution will be drive less cars and taxis.
- Smaller buses that use less fuel; big buses are empty, or almost empty when I see them; lower the bus fare fee.
- Not a priority.
- Cover more of the city; buses more often; not have to go downtown to go, for example, from one Northside point to another.
- Later hours; increased routes.
- Security on the buses.
- Extend transportation to major streets.
- Speed up the mass transit trolley plans.
- Expand routes to all of metro area.
- It would be very nice to pay with a debit card.
- Street turnouts would keep traffic flowing instead of making people play 'dodge bus's when bus stops in the middle of street.
- Oklahoma City has so much land, so many home owners and almost everyone owns a car.
- You should put the bus back like it was.
- Light rail/spoke system; if you live in Oklahoma City you have to have a car. I wish we had a transit service like Chicago, San Francisco, and Seattle.
- Appearance of bus stops.
- More stops close to senior housing centers on south side.
- The bicycle lanes are completely idiotic, like on Hefner Rd, between May and the lake. One bicycle recently was using an entire car lane going East at 7:40am. Traffic was backed up and several near accidents by people changing lanes, etc. The biker was obnoxious. Car lanes should not be used by cyclists. I have other examples. Call me if you care about citizen input. Gary at 570-9500.
- Be able to take all days and times.
- Safety on bus and routes.
- Light rail throughout city.
- Service on Friday, Saturday and Sunday until 2 a.m.
- More buses to outlying areas.
- Schools and city should work together to provide service to students.
- Privatize.
- Expand to outlying areas.
- Color-coded routes displayed at all stops and time table of hours posted.
- Streetcars-yes! More bus routes on Sunday, electronic pay, increase frequency and decrease transfer time.
- More buses and routes.
- Schedules need to fit with work schedules.
- Lighted bus stops. Service to high work areas.

Q11. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Rail system for downtown, Midtown to Penn Square and surrounding areas.
- Covered bus stops.
- Increase the geographical area of routes.
- Expand the service.
- Offer more options.
- Need a scooter loader on buses.
- More stops.
- Buses should run every 30 minutes on weekends and increase routes.
- Allow open carry weapons on city transportation.
- We would love to have service!
- Improve the stops and how often it runs.
- Bus service to and from Bricktown at night would help.
- Need more routes. A shuttle service to and from parking to Bricktown activities.
- Later hours.
- Would be nice to have a parking lot and direct service from my area to downtown. A light rail from N/S/E/W to downtown would be superb.
- Rail system.
- Too many to list. Public transportation here is a huge downfall, and keeps people I know from moving here.
- Streetcar would be nice.
- Make it more available.
- Schedules need to be available on line.
- Frequent bus stops to meet the rider's needs.
- Shelters are needed at bus stops.
- Better commuter travel options, like light rail.
- Maps need to be more user friendly and available.
- Shelters are needed at bus stops.
- No service in my area.
- Run smaller buses.

Q12. 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=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q12a. Enforcing clean-up of junk & debris on private property	7.2%	27.4%	28.1%	19.8%	7.1%	10.5%
Q12b. Enforcing mowing & cutting of weeds & grass on private property	7.2%	27.4%	27.4%	21.8%	7.4%	8.9%
Q12c. Enforcing exterior maintenance of residential property	5.8%	24.5%	33.5%	18.6%	6.5%	11.1%
Q12d. Enforcing sign regulations	5.5%	28.6%	34.3%	11.7%	4.7%	15.1%
Q12e. Quality of animal control services	6.6%	32.0%	29.6%	11.2%	7.4%	13.2%
Q12f. Enforcement of yard parking regulations in your neighborhood	9.3%	30.9%	28.9%	11.6%	7.1%	12.2%
Q12g. City efforts to remove abandoned or inoperative vehicles	6.3%	26.5%	29.6%	12.4%	6.6%	18.6%

WITHOUT DON'T KNOW

Q12. 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=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12a. Enforcing clean-up of junk & debris on private property	8.0%	30.6%	31.4%	22.1%	7.9%
Q12b. Enforcing mowing & cutting of weeds & grass on private property	7.9%	30.0%	30.0%	23.9%	8.2%
Q12c. Enforcing exterior maintenance of residential property	6.6%	27.5%	37.7%	20.9%	7.3%
Q12d. Enforcing sign regulations	6.5%	33.7%	40.4%	13.8%	5.6%
Q12e. Quality of animal control services	7.7%	36.8%	34.1%	12.9%	8.6%
Q12f. Enforcement of yard parking regulations in your neighborhood	10.6%	35.2%	32.9%	13.2%	8.1%
Q12g. City efforts to remove abandoned or inoperative vehicles	7.7%	32.6%	36.3%	15.2%	8.2%

Q13. Which THREE code enforcement items listed in Question 13 above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q13. 1st Choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property	460	33.6 %
Enforcing mowing & cutting of weeds & grass on private property	240	17.5 %
Enforcing exterior maintenance of residential property	101	7.4 %
Enforcing sign regulations	72	5.3 %
Quality of animal control services	144	10.5 %
Enforcement of yard parking regulations in your neighborhood	73	5.3 %
City efforts to remove abandoned or inoperative vehicles	105	7.7 %
<u>None chosen</u>	<u>175</u>	<u>12.8 %</u>
Total	1370	100.0 %

Q13. Which THREE code enforcement items listed in Question 13 above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property	203	14.8 %
Enforcing mowing & cutting of weeds & grass on private property	360	26.3 %
Enforcing exterior maintenance of residential property	195	14.2 %
Enforcing sign regulations	72	5.3 %
Quality of animal control services	113	8.2 %
Enforcement of yard parking regulations in your neighborhood	102	7.4 %
City efforts to remove abandoned or inoperative vehicles	107	7.8 %
<u>None chosen</u>	<u>218</u>	<u>15.9 %</u>
Total	1370	100.0 %

Q13. Which THREE code enforcement items listed in Question 13 above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q13. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property	170	12.4 %
Enforcing mowing & cutting of weeds & grass on private property	177	12.9 %
Enforcing exterior maintenance of residential property	245	17.9 %
Enforcing sign regulations	81	5.9 %
Quality of animal control services	116	8.5 %
Enforcement of yard parking regulations in your neighborhood	118	8.6 %
City efforts to remove abandoned or inoperative vehicles	186	13.6 %
<u>None chosen</u>	<u>277</u>	<u>20.2 %</u>
Total	1370	100.0 %

Q13. Which THREE code enforcement items listed in Question 13 above do you think should receive the most emphasis from City leaders over the next two years? (top 3)

Q13. Sum of Top 3 Choices	Number	Percent
Enforcing clean-up of junk & debris on private property	833	60.8 %
Enforcing mowing & cutting of weeds & grass on private property	777	56.7 %
Enforcing exterior maintenance of residential property	541	39.5 %
Enforcing sign regulations	225	16.4 %
Quality of animal control services	373	27.2 %
Enforcement of yard parking regulations in your neighborhood	293	21.4 %
City efforts to remove abandoned or inoperative vehicles	398	29.1 %
None chosen	175	12.8 %
Total	3615	

Q14. How often would you say stray dogs are a problem in your neighborhood?

Q14. How often are stray dogs a problem in your neighborhood	Number	Percent
More than once per week	154	11.2 %
Once a week	83	6.1 %
1-2 times per month	212	15.5 %
A few times per year	268	19.6 %
Seldom or never	577	42.1 %
Don't know	76	5.5 %
Total	1370	100.0 %

WITHOUT DON'T KNOW

Q14. How often would you say stray dogs are a problem in your neighborhood? (without "don't know")

Q14. How often are stray dogs a problem in your neighborhood	Number	Percent
More than once per week	154	11.9 %
Once a week	83	6.4 %
1-2 times per month	212	16.4 %
A few times per year	268	20.7 %
Seldom or never	577	44.6 %
Total	1294	100.0 %

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

Q15. How often are stray cats a problem in your neighborhood	Number	Percent
More than once per week	255	18.6 %
Once a week	80	5.8 %
1-2 times per month	132	9.6 %
A few times per year	224	16.4 %
Seldom or never	553	40.4 %
Don't know	126	9.2 %
Total	1370	100.0 %

WITHOUT DON'T KNOW

Q15. How often would you say stray cats are a problem in your neighborhood? (without "don't know")

Q15. How often are stray cats a problem in your neighborhood	Number	Percent
More than once per week	255	20.5 %
Once a week	80	6.4 %
1-2 times per month	132	10.6 %
A few times per year	224	18.0 %
Seldom or never	553	44.5 %
Total	1244	100.0 %

Q16. 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=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q16a. Condition of major City streets	2.4%	19.9%	19.4%	37.3%	19.8%	1.2%
Q16b. Condition of streets in your neighborhood	5.3%	28.4%	17.8%	29.7%	17.7%	1.2%
Q16c. Condition of street signs	8.7%	54.4%	26.6%	6.3%	2.4%	1.7%
Q16d. Condition of pavement markings on City streets	5.0%	36.6%	30.1%	18.0%	7.2%	3.1%
Q16e. Snow removal on snow routes during past year	9.1%	42.6%	22.4%	13.2%	7.3%	5.4%
Q16f. Condition of landscaping or streetscaping in medians & along City streets	8.0%	40.7%	33.3%	10.5%	5.0%	2.6%
Q16g. Cleanliness of City streets & other public areas	6.4%	37.2%	33.6%	16.0%	4.7%	2.0%
Q16h. Cleanliness of stormwater drains in your neighborhood	6.7%	34.7%	27.2%	15.4%	8.6%	7.4%

WITHOUT DON'T KNOW

Q16. 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=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16a. Condition of major City streets	2.4%	20.2%	19.6%	37.8%	20.0%
Q16b. Condition of streets in your neighborhood	5.3%	28.7%	18.0%	30.1%	17.9%
Q16c. Condition of street signs	8.8%	55.3%	27.0%	6.4%	2.4%
Q16d. Condition of pavement markings on City streets	5.1%	37.8%	31.1%	18.5%	7.5%
Q16e. Snow removal on snow routes during past year	9.6%	45.0%	23.7%	14.0%	7.7%
Q16f. Condition of landscaping or streetscaping in medians & along City streets	8.2%	41.8%	34.2%	10.8%	5.1%
Q16g. Cleanliness of City streets & other public areas	6.6%	38.0%	34.4%	16.3%	4.8%
Q16h. Cleanliness of stormwater drains in your neighborhood	7.2%	37.4%	29.4%	16.6%	9.3%

Q17. Which THREE of the maintenance items listed in Question 16 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q17. 1st Choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	728	53.1 %
Condition of streets in your neighborhood	236	17.2 %
Condition of street signs	10	0.7 %
Condition of pavement markings on City streets	39	2.8 %
Snow removal on snow routes during past year	69	5.0 %
Condition of landscaping or streetscaping in medians & along City streets	33	2.4 %
Cleanliness of City streets & other public areas	49	3.6 %
Cleanliness of stormwater drains in your neighborhood	95	6.9 %
<u>None chosen</u>	<u>111</u>	<u>8.1 %</u>
Total	1370	100.0 %

Q17. Which THREE of the maintenance items listed in Question 16 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q17. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	197	14.4 %
Condition of streets in your neighborhood	386	28.2 %
Condition of street signs	44	3.2 %
Condition of pavement markings on City streets	126	9.2 %
Snow removal on snow routes during past year	135	9.9 %
Condition of landscaping or streetscaping in medians & along City streets	103	7.5 %
Cleanliness of City streets & other public areas	148	10.8 %
Cleanliness of stormwater drains in your neighborhood	68	5.0 %
<u>None chosen</u>	<u>163</u>	<u>11.9 %</u>
Total	1370	100.0 %

Q17. Which THREE of the maintenance items listed in Question 16 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q17. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	87	6.4 %
Condition of streets in your neighborhood	92	6.7 %
Condition of street signs	69	5.0 %
Condition of pavement markings on City streets	182	13.3 %
Snow removal on snow routes during past year	152	11.1 %
Condition of landscaping or streetscaping in medians & along City streets	118	8.6 %
Cleanliness of City streets & other public areas	263	19.2 %
Cleanliness of stormwater drains in your neighborhood	169	12.3 %
<u>None chosen</u>	<u>238</u>	<u>17.4 %</u>
Total	1370	100.0 %

Q17. Which THREE of the maintenance items listed in Question 16 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q17. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	1012	73.9 %
Condition of streets in your neighborhood	714	52.1 %
Condition of street signs	123	9.0 %
Condition of pavement markings on City streets	347	25.3 %
Snow removal on snow routes during past year	356	26.0 %
Condition of landscaping or streetscaping in medians & along City streets	254	18.5 %
Cleanliness of City streets & other public areas	460	33.6 %
Cleanliness of stormwater drains in your neighborhood	332	24.2 %
<u>None chosen</u>	<u>111</u>	<u>8.1 %</u>
Total	3709	

Q18. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q18a. Maintenance of City parks	8.1%	41.7%	26.6%	5.5%	0.9%	17.2%
Q18b. Location of City parks	9.1%	43.1%	27.4%	6.1%	1.9%	12.4%
Q18c. Walking & biking trails in City	10.3%	35.0%	24.5%	12.3%	3.2%	14.7%
Q18d. Availability of City recreation centers	5.5%	26.0%	32.0%	11.3%	2.6%	22.6%
Q18e. City swimming pools, spraygrounds & aquatic programs	6.2%	26.6%	30.4%	8.8%	3.1%	25.0%
Q18f. City golf courses	8.0%	29.9%	26.1%	2.0%	0.9%	33.1%
Q18g. Athletic programs	4.2%	19.3%	30.7%	5.8%	2.0%	38.0%
Q18h. Outdoor athletic facilities	5.0%	23.7%	30.6%	8.2%	2.1%	30.4%
Q18i. Recreation opportunities at Lakes Draper, Hefner, & Overholser	7.3%	31.5%	27.6%	7.2%	1.9%	24.5%
Q18j. Recreation opportunities along Oklahoma River	13.1%	31.2%	26.1%	3.7%	1.9%	24.1%
Q18k. Availability of information about parks & recreation programs	6.9%	24.1%	32.4%	13.2%	4.7%	18.7%
Q18l. Quality of recreation programs	5.3%	22.3%	33.3%	5.1%	1.8%	32.2%
Q18m. Civic Center Music Hall experience	21.1%	30.9%	19.1%	2.3%	1.2%	25.4%

WITHOUT DON'T KNOW

Q18. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18a. Maintenance of City parks	9.8%	50.4%	32.2%	6.6%	1.1%
Q18b. Location of City parks	10.4%	49.2%	31.3%	7.0%	2.2%
Q18c. Walking & biking trails in City	12.1%	41.0%	28.8%	14.4%	3.8%
Q18d. Availability of City recreation centers	7.1%	33.6%	41.3%	14.6%	3.4%
Q18e. City swimming pools, spraygrounds & aquatic programs	8.3%	35.4%	40.5%	11.7%	4.1%
Q18f. City golf courses	12.0%	44.6%	39.0%	2.9%	1.4%
Q18g. Athletic programs	6.7%	31.1%	49.6%	9.3%	3.3%
Q18h. Outdoor athletic facilities	7.1%	34.1%	43.9%	11.8%	3.0%
Q18i. Recreation opportunities at Lakes Draper, Hefner, & Overholser	9.7%	41.7%	36.5%	9.6%	2.5%
Q18j. Recreation opportunities along Oklahoma River	17.2%	41.1%	34.3%	4.9%	2.5%
Q18k. Availability of information about parks & recreation programs	8.4%	29.6%	39.9%	16.2%	5.8%
Q18l. Quality of recreation programs	7.9%	32.9%	49.1%	7.5%	2.6%
Q18m. Civic Center Music Hall experience	28.3%	41.5%	25.6%	3.0%	1.6%

Q19. Which THREE of the parks and recreation items listed in Question 18 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q19. 1st Choice	Number	Percent
Maintenance of City parks	322	23.5 %
Location of City parks	61	4.5 %
Walking & biking trails in City	191	13.9 %
Availability of City recreation centers	68	5.0 %
City swimming pools, spraygrounds & aquatic programs	70	5.1 %
City golf courses	20	1.5 %
Athletic programs	25	1.8 %
Outdoor athletic facilities	50	3.6 %
Recreation opportunities at Lakes Draper, Hefner, & Overholser	67	4.9 %
Recreation opportunities along Oklahoma River	37	2.7 %
Availability of information about parks & recreation programs	103	7.5 %
Quality of recreation programs	24	1.8 %
Civic Center Music Hall experience	14	1.0 %
None chosen	318	23.2 %
Total	1370	100.0 %

Q19. Which THREE of the parks and recreation items listed in Question 18 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q19. 2nd choice	Number	Percent
Maintenance of City parks	104	7.6 %
Location of City parks	88	6.4 %
Walking & biking trails in City	173	12.6 %
Availability of City recreation centers	81	5.9 %
City swimming pools, spraygrounds & aquatic programs	104	7.6 %
City golf courses	20	1.5 %
Athletic programs	39	2.8 %
Outdoor athletic facilities	68	5.0 %
Recreation opportunities at Lakes Draper, Hefner, & Overholser	86	6.3 %
Recreation opportunities along Oklahoma River	69	5.0 %
Availability of information about parks & recreation programs	88	6.4 %
Quality of recreation programs	61	4.5 %
Civic Center Music Hall experience	23	1.7 %
None chosen	366	26.7 %
Total	1370	100.0 %

Q19. Which THREE of the parks and recreation items listed in Question 18 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q19. 3rd choice	Number	Percent
Maintenance of City parks	75	5.5 %
Location of City parks	46	3.4 %
Walking & biking trails in City	87	6.4 %
Availability of City recreation centers	74	5.4 %
City swimming pools, spraygrounds & aquatic programs	85	6.2 %
City golf courses	25	1.8 %
Athletic programs	49	3.6 %
Outdoor athletic facilities	71	5.2 %
Recreation opportunities at Lakes Draper, Hefner, & Overholser	82	6.0 %
Recreation opportunities along Oklahoma River	84	6.1 %
Availability of information about parks & recreation programs	124	9.1 %
Quality of recreation programs	105	7.7 %
Civic Center Music Hall experience	48	3.5 %
None chosen	415	30.3 %
Total	1370	100.0 %

Q19. Which THREE of the parks and recreation items listed in Question 18 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q19. Sum of Top 3 Choices	Number	Percent
Maintenance of City parks	501	36.6 %
Location of City parks	195	14.2 %
Walking & biking trails in City	451	32.9 %
Availability of City recreation centers	223	16.3 %
City swimming pools, spraygrounds & aquatic programs	259	18.9 %
City golf courses	65	4.7 %
Athletic programs	113	8.2 %
Outdoor athletic facilities	189	13.8 %
Recreation opportunities at Lakes Draper, Hefner, & Overholser	235	17.2 %
Recreation opportunities along Oklahoma River	190	13.9 %
Availability of information about parks & recreation programs	315	23.0 %
Quality of recreation programs	190	13.9 %
Civic Center Music Hall experience	85	6.2 %
None chosen	1099	80.2 %
Total	4110	

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Q20. 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?

Q20. How many times in the past 12 months did you visit an Oklahoma City park and/or participate in an Oklahoma City park program

	Number	Percent
None	308	22.5 %
Less than 5 times	422	30.8 %
5 to 10 times	277	20.2 %
11 to 20 times	123	9.0 %
20+ times	158	11.5 %
Don't know	82	6.0 %
Total	1370	100.0 %

WITHOUT DON'T KNOW

Q20. 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? (without "don't know")

Q20. How many times in the past 12 months did you visit an Oklahoma City park and/or participate in an Oklahoma City park program

	Number	Percent
None	308	23.9 %
Less than 5 times	422	32.8 %
5 to 10 times	277	21.5 %
11 to 20 times	123	9.5 %
20+ times	158	12.3 %
Total	1288	100.0 %

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

(N=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q21a. Availability of news & information about City	11.8%	49.3%	25.1%	7.2%	1.7%	4.9%
Q21b. Information in water bill newsletter	18.2%	54.0%	19.0%	2.3%	0.4%	6.1%
Q21c. City's website (www.okc.gov) as a source of information	10.7%	36.7%	25.0%	3.5%	1.1%	23.0%
Q21d. City's use of social media	6.7%	24.3%	32.6%	3.7%	0.9%	31.8%
Q21e. City's website as a means to transact business with City	7.7%	24.0%	29.9%	4.2%	2.3%	31.9%
Q21f. Services & information provided by City's Action Center	5.8%	24.0%	29.6%	5.0%	1.9%	33.6%

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

(N=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q21a. Availability of news & information about City	12.4%	51.8%	26.4%	7.6%	1.8%
Q21b. Information in water bill newsletter	19.4%	57.5%	20.2%	2.4%	0.4%
Q21c. City's website (www.okc.gov) as a source of information	13.9%	47.7%	32.4%	4.5%	1.4%
Q21d. City's use of social media	9.8%	35.6%	47.7%	5.5%	1.4%
Q21e. City's website as a means to transact business with City	11.3%	35.3%	43.9%	6.2%	3.3%
Q21f. Services & information provided by City's Action Center	8.8%	36.2%	44.6%	7.6%	2.9%

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

<u>Q22. Which do you use to get information about City</u>	<u>Number</u>	<u>Percent</u>
Water bill newsletter, CityNews	970	70.8 %
Newspapers	693	50.6 %
Radio	458	33.4 %
Television news	1026	74.9 %
City website (www.okc.gov)	464	33.9 %
City cable channel (Channel 20)	144	10.5 %
Calling City	221	16.1 %
Social media	236	17.2 %
OKC GOV Mobile APP	34	2.5 %
Other	55	4.0 %
None chosen	30	2.2 %
Total	4331	

WITHOUT NONE CHOSEN

Q22. Which of the following do you use to get information about the City of Oklahoma City? (without "none chosen")

<u>Q22. Which do you use to get information about City</u>	<u>Number</u>	<u>Percent</u>
Television news	1026	76.5 %
Water bill newsletter, CityNews	970	72.3 %
Newspapers	693	51.7 %
City website (www.okc.gov)	464	34.6 %
Radio	458	34.2 %
Social media	236	17.6 %
Calling City	221	16.5 %
City cable channel (Channel 20)	144	10.7 %
Other	55	4.1 %
OKC GOV Mobile APP	34	2.5 %
Total	4301	

Q22. Other

<u>Q22. Other</u>	<u>Number</u>	<u>Percent</u>
WORD OF MOUTH	11	25.0 %
FRIENDS	3	6.8 %
NEIGHBORS	2	4.5 %
LOCAL NEWS WEBSITE	2	4.5 %
INTERNET	2	4.5 %
GAZETTE	2	4.5 %
SEEING IS BELIEVING	1	2.3 %
SPICE MAGAZINE	1	2.3 %
GOOGLE	1	2.3 %
GAZETTES/FLYERS	1	2.3 %
OKCTALK.COM	1	2.3 %
PEOPLE	1	2.3 %
FB	1	2.3 %
CITY COUNCIL	1	2.3 %
MAIL	1	2.3 %
ONG BILL NEWSLETTER	1	2.3 %
INTERNET, PEOPLE	1	2.3 %
LOCAL NEWS	1	2.3 %
PHONE BOOK	1	2.3 %
HOA MEETINGS	1	2.3 %
GAZZETT	1	2.3 %
TEXTS FROM CITY	1	2.3 %
CIVIC CENTER WEBSITE	1	2.3 %
CITY EMPLOYEES	1	2.3 %
NEXT DOOR	1	2.3 %
NONE	1	2.3 %
JUST HEARD ABOUT	1	2.3 %
PHONE	1	2.3 %
Total	44	100.0 %

Q23. In which of the following areas would you like the City to provide more information?

Q23. In which areas would you like City to provide more information

	Number	Percent
City Council Action	380	27.7 %
Street projects	735	53.6 %
MAPS 3	494	36.1 %
Planning studies	308	22.5 %
Elected official	259	18.9 %
Public hearings	250	18.2 %
Bond projects	242	17.7 %
Festivals/events	735	53.6 %
Police activities	430	31.4 %
Code enforcement	371	27.1 %
Parks programs	550	40.1 %
Other	32	2.3 %
None chosen	147	10.8 %
Total	4933	

WITHOUT NONE CHOSEN

Q23. In which of the following areas would you like the City to provide more information? (without "none chosen")

Q23. In which areas would you like City to provide more information

	Number	Percent
Street projects	735	60.0 %
Festivals/events	735	60.0 %
Parks programs	550	44.9 %
MAPS 3	494	40.4 %
Police activities	430	35.1 %
City Council Action	379	31.0 %
Code enforcement	371	30.3 %
Planning studies	308	25.2 %
Elected official	259	21.2 %
Public hearings	250	20.4 %
Bond projects	242	19.8 %
Other	32	2.6 %
Total	4785	

Q23. Other

<u>Q23. Other</u>	<u>Number</u>	<u>Percent</u>
PUBLIC TRANSPORTATION	2	8.7 %
HISTORIC PRESERVATION	1	4.3 %
CLEAN UP CREW	1	4.3 %
ECONOMIC DEVT. INITIATIVES	1	4.3 %
SENIOR PROGRAMS	1	4.3 %
SHREDDING AND TIRE PICKUP	1	4.3 %
HANIDCAP ACCESSIBILITIES	1	4.3 %
N/A	1	4.3 %
SIDEWALK DEV.	1	4.3 %
ALL OK	1	4.3 %
BICYCLE RACES	1	4.3 %
WEBSITE	1	4.3 %
HAZARDOUS WASTE POLICIES	1	4.3 %
PROJECT 180	1	4.3 %
INSPECTION DOGS	1	4.3 %
HOW TO RAID CRITTERS	1	4.3 %
PUBLIC TRANSPORT	1	4.3 %
DON'T UNDER THE DISTRICTS	1	4.3 %
TOURISM	1	4.3 %
BRING PARK TO WEST SIDE	1	4.3 %
LIBRARY	1	4.3 %
VOLUNTEER OPPORTUNITIES	1	4.3 %
Total	23	100.0 %

Q24. Have you contacted the City of Oklahoma City during the past year?

<u>Q24. Have you contacted City during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	618	45.1 %
No	752	54.9 %
Total	1370	100.0 %

Q24a-e. (Only if "YES" to Question 24) 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=618)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q24a. How helpful City staff was when you called	26.9%	46.0%	13.1%	7.1%	3.7%	3.2%
Q24b. How helpful City staff was when you visited	15.3%	27.8%	15.7%	5.4%	1.8%	34.1%
Q24c. Accuracy of information you were given	24.4%	41.9%	15.9%	7.6%	4.9%	5.3%
Q24d. How quickly City staff responded to your request	23.9%	39.8%	14.7%	10.0%	7.4%	4.0%
Q24e. How well your issue was handled	27.2%	35.1%	15.0%	8.9%	11.2%	2.6%

WITHOUT DON'T KNOW

Q24a-e. (Only if "YES" to Question 24) 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=618)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q24a. How helpful City staff was when you called	27.8%	47.5%	13.5%	7.4%	3.8%
Q24b. How helpful City staff was when you visited	23.2%	42.1%	23.9%	8.1%	2.7%
Q24c. Accuracy of information you were given	25.8%	44.3%	16.8%	8.0%	5.1%
Q24d. How quickly City staff responded to your request	25.0%	41.5%	15.3%	10.5%	7.8%
Q24e. How well your issue was handled	27.9%	36.0%	15.4%	9.1%	11.5%

Q25. How do you prefer to report code violations and non-emergency problems or request a City service?

Q25. How do you prefer to report code violations & non-emergency problems or request a City service	Number	Percent
Call the Action Center (297-2535)	724	52.8 %
Fill out online service request form on www.okc.gov	374	27.3 %
Social media	80	5.8 %
OKC GOV Mobile App	99	7.2 %
Call department	684	49.9 %
Email	212	15.5 %
Mail	39	2.8 %
Other	24	1.8 %
None chosen	97	7.1 %
Total	2333	

WITHOUT NONE CHOSEN

Q25. How do you prefer to report code violations and non-emergency problems or request a City service? (without "none chosen")

Q25. How do you prefer to report code violations & non-emergency problems or request a City service	Number	Percent
Call the Action Center (297-2535)	724	56.9 %
Call department	684	53.7 %
Fill out online service request form on www.okc.gov	374	29.4 %
Email	212	16.7 %
OKC GOV Mobile App	99	7.8 %
Social media	80	6.3 %
Mail	39	3.1 %
Other	24	1.9 %
Total	2236	

Q25. Other

Q25. Other	Number	Percent
DON'T REPORT	2	10.5 %
TEXT	2	10.5 %
NEIGHBORHOOD WATCH	1	5.3 %
POLICE PATROL	1	5.3 %
PERSONAL VISIT	1	5.3 %
ONLINE REQUEST	1	5.3 %
PARK SERVICE	1	5.3 %
MASS MEDIA	1	5.3 %
DON'T KNOW	1	5.3 %
DO NOT REPORT	1	5.3 %
CALL CITY COUNCILMAN	1	5.3 %
IN PERSON	1	5.3 %
COUNCILMAN	1	5.3 %
LOUD MUSIC	1	5.3 %
MIND BUSINESS	1	5.3 %
NEVER HAVE	1	5.3 %
911	1	5.3 %
Total	19	100.0 %

Q26. 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?

Q26. Are you aware that City has a Household Hazardous Waste disposal facility at 1621 S Portland

	Number	Percent
Yes	844	61.6 %
No	485	35.4 %
Don't Know	41	3.0 %
Total	1370	100.0 %

WITHOUT DON'T KNOW

Q26. Are you aware that the City has a Household Hazardous Waste disposal facility at 1621 S. Portland where residents can dispose of paint, insecticides, motor oil, etc. free of charge? (without "don't know")

Q26. Are you aware that City has a Household Hazardous Waste disposal facility at 1621 S Portland

	Number	Percent
Yes	844	63.5 %
No	485	36.5 %
Total	1329	100.0 %

Q27. Overall Ratings of the City. Using a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor," please rate Oklahoma City with regard to the following:

(N=1370)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q27a. As a place to live	35.7%	51.1%	8.3%	3.1%	1.0%	0.7%
Q27b. As a place to raise children	32.0%	47.2%	10.2%	6.4%	1.7%	2.5%
Q27c. As a place to work	29.3%	52.8%	10.7%	3.5%	1.8%	2.0%
Q27d. As a place to retire	26.1%	41.5%	18.0%	8.2%	3.7%	2.5%
Q27e. As a place to visit	23.6%	44.1%	17.5%	9.4%	2.8%	2.5%
Q27f. As a City that is moving in right direction	35.1%	42.8%	12.8%	4.2%	2.0%	3.1%
Q27g. As a City that demonstrates sustainability through responsible use of energy & natural resources	19.1%	39.4%	22.8%	6.9%	2.6%	9.2%

WITHOUT DON'T KNOW

Q27. Overall Ratings of the City. Using a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor," please rate Oklahoma City with regard to the following: (without "don't know")

(N=1370)

	Excellent	Good	Neutral	Below Average	Poor
Q27a. As a place to live	36.0%	51.5%	8.4%	3.2%	1.0%
Q27b. As a place to raise children	32.9%	48.4%	10.5%	6.6%	1.7%
Q27c. As a place to work	29.9%	53.9%	10.9%	3.6%	1.8%
Q27d. As a place to retire	26.7%	42.6%	18.4%	8.5%	3.8%
Q27e. As a place to visit	24.3%	45.2%	18.0%	9.7%	2.9%
Q27f. As a City that is moving in right direction	36.2%	44.1%	13.3%	4.3%	2.1%
Q27g. As a City that demonstrates sustainability through responsible use of energy & natural resources	21.1%	43.4%	25.1%	7.6%	2.8%

Q28. 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=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q28a. Safety	22.3%	47.9%	15.0%	10.7%	2.6%	1.6%
Q28b. Appearance	19.6%	44.5%	20.5%	11.2%	2.8%	1.5%
Q28c. Property maintenance	17.2%	42.4%	20.7%	14.9%	3.4%	1.4%
Q28d. Sense of community	14.8%	36.5%	29.7%	11.7%	3.3%	4.0%
Q28e. Amenities	11.8%	32.2%	24.3%	19.8%	9.3%	2.6%
Q28f. Overall quality	16.6%	49.1%	22.1%	8.0%	2.8%	1.5%

WITHOUT DON'T KNOW

Q28. 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=1370)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q28a. Safety	22.6%	48.7%	15.2%	10.8%	2.7%
Q28b. Appearance	19.9%	45.2%	20.8%	11.3%	2.8%
Q28c. Property maintenance	17.4%	43.0%	21.0%	15.1%	3.5%
Q28d. Sense of community	15.4%	38.0%	31.0%	12.2%	3.4%
Q28e. Amenities	12.1%	33.0%	24.9%	20.3%	9.6%
Q28f. Overall quality	16.8%	49.8%	22.4%	8.1%	2.8%

Q29. 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?

Q29. How often did you participate in any physical activities or exercises past month	Number	Percent
More than 3 times a week (often)	528	38.5 %
1-3 times a week (regularly)	388	28.3 %
1-3 times a month (occasionally)	286	20.9 %
0 times last month (never)	124	9.1 %
Don't know	44	3.2 %
Total	1370	100.0 %

WITHOUT DON'T KNOW

Q29. 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? (without "don't know")

Q29. How often did you participate in any physical activities or exercises past month	Number	Percent
3+ times a week (often)	528	39.8 %
1-3 times a week (regularly)	388	29.3 %
1-3 times a month (occasionally)	286	21.6 %
0 times last month (never)	124	9.4 %
Total	1326	100.0 %

Q30. Approximately how many years have you lived in Oklahoma City?

Q30. How many years have you lived in Oklahoma City	Number	Percent
Less than 5 years	102	7.4 %
5-10 years	149	10.9 %
11-20 years	264	19.3 %
20+ years	849	62.0 %
Not provided	6	0.4 %
Total	1370	100.0 %

Q31. Are you registered to vote?

Q31. Are you registered to vote	Number	Percent
Yes	1180	86.1 %
No	169	12.3 %
Not provided	21	1.5 %
Total	1370	100.0 %

Q32. What is your age?

Q32. What is your age	Number	Percent
18-34 years	240	17.5 %
35-44 years	283	20.7 %
45-54 years	273	19.9 %
55-64 years	292	21.3 %
65-74 years	168	12.3 %
75+ years	105	7.7 %
Not provided	9	0.7 %
Total	1370	100.0 %

Q33. What is your gender?

Q33. What is your gender	Number	Percent
Male	663	48.4 %
Female	707	51.6 %
Total	1370	100.0 %

Q34. Do you own or rent your current residence?

<u>Q34. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	1082	79.0 %
Rent	281	20.5 %
Not provided	7	0.5 %
Total	1370	100.0 %

Q35. Which of the following best describes your race/ethnicity?

<u>Q35. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	46	3.4 %
White	843	61.5 %
American Indian/Eskimo	65	4.7 %
Black/African American	234	17.1 %
Hispanic/Latino/Spanish	237	17.3 %
Other	19	1.4 %
Not provided	2	0.1 %
Total	1446	

Q36. Would you say your total annual household income is:

<u>Q36. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	333	24.3 %
\$30K-\$59,999	356	26.0 %
\$60K-\$99,999	316	23.1 %
\$100K+	253	18.5 %
Not provided	112	8.2 %
Total	1370	100.0 %

***Section 6:
Survey Instrument***



The City of
OKLAHOMA CITY

May 2015

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

2015 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 on-going 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 your neighborhood [as rated in Question 3.F above], what is your greatest concern about public safety in your neighborhood?

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

How Satisfied are you with:		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Police service in your neighborhood	5	4	3	2	1	9
B.	Enforcement of local traffic laws	5	4	3	2	1	9

6. **Perceptions of Safety and Security.** Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

How safe do you feel:		<i>Very Safe</i>	<i>Safe</i>	<i>Neutral</i>	<i>Unsafe</i>	<i>Very Unsafe</i>	<i>Don't Know</i>
A.	Walking in your neighborhood during the day	5	4	3	2	1	9
B.	Walking in your neighborhood after dark	5	4	3	2	1	9
C.	In the Downtown area	5	4	3	2	1	9
D.	In City parks	5	4	3	2	1	9

7. **Do you have a working smoke alarm in your home?** ___ (1) Yes ___ (2) No
 (If you cannot afford a smoke alarm or if you don't know how or cannot install or check your smoke alarm, please call 297-3584 or stop by any OKC fire station.)

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

How Satisfied are you with:		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Residential trash collection services	5	4	3	2	1	9
B.	Curbside recycling services	5	4	3	2	1	9
C.	Bulky item pick up/removal services (old furniture, appliances, etc.)	5	4	3	2	1	9
D.	Water service	5	4	3	2	1	9
E.	Wastewater services	5	4	3	2	1	9
F.	Speed of service (Repairs, starting service, etc.)	5	4	3	2	1	9
G.	Quality of customer service	5	4	3	2	1	9

9. **Overall, how satisfied are you with the convenience of public transportation in Oklahoma City?**
 ___ (5) Very Satisfied ___ (3) Neutral ___ (1) Very Dissatisfied
 ___ (4) Satisfied ___ (2) Dissatisfied ___ (9) Don't Know

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

- | | |
|---|------------------------------------|
| A. How often the bus comes by your stop | E. Sunday Service |
| B. Service available until midnight | F. Wi-Fi on Buses |
| C. Sheltered Bus Stops | G. Electronic Fare Payment Options |
| D. The time it takes to make a trip | |

1st.: ___ 2nd.: ___

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

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

How Satisfied are you with:		<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 clean up 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

13. 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 12 above.]

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

14. 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

15. 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

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

How Satisfied are you with:		<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 snow routes during the past year	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

17. 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 16 above.]

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

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

- (01) City Council Action (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: _____

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

- (1) Yes [Answer Question 24a-e.] (2) No [Go to Question 25.]

24a-e. [Only if “YES” to Question 24] **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 was when you called	5	4	3	2	1	9
B.	How helpful City staff was 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

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

(Check all that apply.)

- (1) Call the Action Center (297-2535) (5) Call the department
 (2) Fill out the online service request form on www.okc.gov (6) Email
 (3) Social media (7) Mail
 (4) OKC GOV Mobile App (8) Other: _____

26. 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

27. Overall Ratings of the city. Using a scale of 1 to 5 where 5 means “Excellent” and 1 means “Poor,” please rate Oklahoma City with regard to the following:

How would you rate the City of Oklahoma City:		<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

28. 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

29. **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)

30. **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

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

___ (1) Yes
 ___ (2) No

32. **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

33. **What is your gender?**

___ (1) Male
 ___ (2) Female

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

___ (1) Own
 ___ (2) Rent

35. **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: _____

36. **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

37. **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.