

2016 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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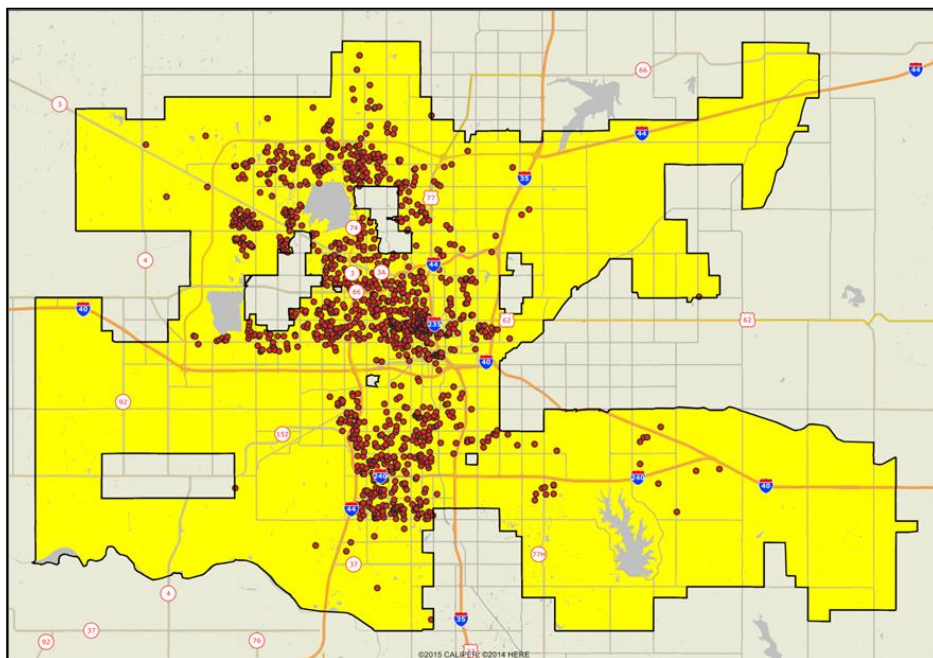
2016 DirectionFinder[®] Survey

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, 2014 and 2015. The purpose of the survey was to assess citizen satisfaction with the delivery of major city services and to help determine priorities for the community as part of the City's ongoing planning process.

The six-page survey was mailed to a random sample of households in the City of Oklahoma City. A URL link was provided in the cover letter (www.OKCitySurvey.org) for residents who preferred to take the survey online. 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 1,367 households completed the survey. The results for the random sample of 1,367 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.** Fifty-seven percent (57%) of the residents surveyed, who had an opinion, were satisfied with the overall quality of services provided by the City. This was 8% higher than the national average for large cities in the U.S. (57% Oklahoma City versus 49% Large U.S. City Average).
- **Ratings of Oklahoma City as a Place to Live, Work and Raise Children.** Residents who had an opinion rated the City of Oklahoma as an “excellent” or “good” place to live (79%), work (72%) and raise children (66%). Ratings of the City as place to live was 4% above the national average for large U.S. cities (79% Oklahoma City versus 75% Large U.S. City Average).
- **Satisfaction with the Image of Oklahoma City.** Fifty-nine percent (59%) of the residents surveyed, who had an opinion, were satisfied with the image of the City. This was 4% lower than the national average for large cities in the U.S. (59% Oklahoma City versus 63% Large U.S. City Average).
- **Satisfaction with How Well the City is Planning Growth.** Fifty-five percent (55%) of the residents surveyed, who had an opinion, were satisfied with how well the City is planning growth. This was 16% higher than the national average for large cities in the U.S. (55% Oklahoma City versus 39% 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 (88%), quality of ambulance service (78%), and the quality of police services (68%). Residents were least satisfied with the condition of City streets (9%). 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.
- **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 (48%) and the enforcement of clean-up of junk and debris on private property (46%). The code enforcement category that residents thought was most important for the City to emphasize over the next two years was the enforcement of clean-up of junk and debris on private property.
- **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%), bulky item pick-up/removal services (83%), and water service (80%). Residents were least satisfied with the speed of services, such as repairs and starting of service (65%).
- **Parks and Recreation.** The parks and recreation services with the highest levels of satisfaction, based on the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the maintenance of City parks (71%), Civic Center Music Hall experience (69%), quality of City parks near neighborhoods (66%), and walking and biking trails in the City (60%). The parks and recreation service that residents thought was most important for the City to emphasize over the next two years was walking and biking trails in the City.
- **City Maintenance.** The City 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 (54%) and snow removal on snow routes (52%). Residents were least satisfied with the condition of major City streets (18%). The City maintenance service that residents thought was most important for the City to emphasize over the next two years was the condition of major City streets.

- **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 (73%) and the City’s website (www.okc.gov) as a course of information (62%).

The sources of information residents used most to get information about the City were: the Water bill newsletter (64%), the television news (60%), the City website (41%), and local newspapers (38%). Residents were also asked to indicate the areas they would like the City to provide more information; the top areas selected by residents were: street projects (60%), festivals/events (53%), and parks programs (44%).

- **Other Findings.** Some of the other major findings from the survey are provided below:
 - Nineteen percent (19%) 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 3% from 2015.
 - Seventeen percent (17%) of the residents surveyed indicated that stray dogs are a problem in their neighborhood at least once a week; 27% 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. more than three times per week; 25% 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.

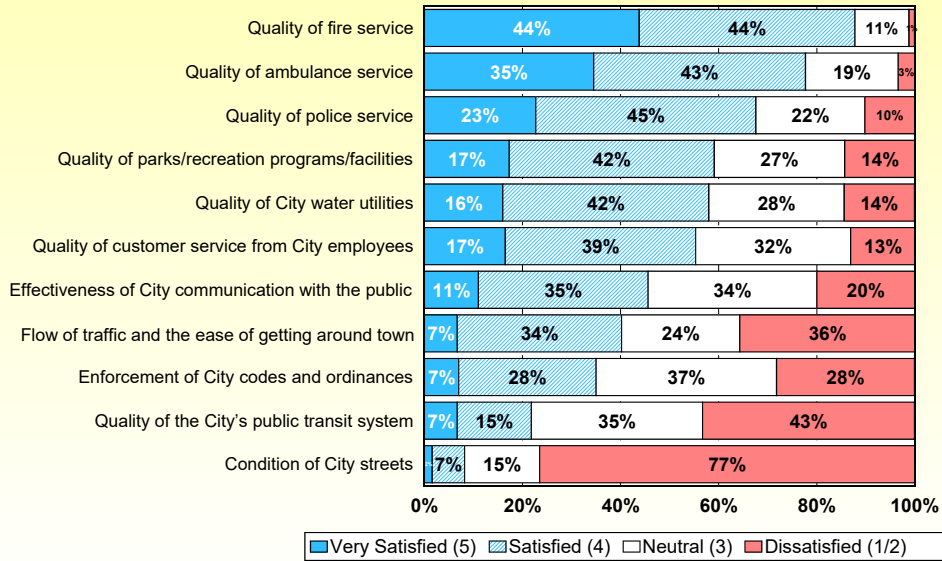
- **Overall Priorities.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the 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 junk and debris on private property, enforcing the mowing and cutting of weeds and grass on private property, and enforcing the exterior maintenance of residential property
 - **Parks and Recreation:** walking and biking trails in the City, quality of City parks near neighborhoods, City recreation centers, and maintenance of City parks
 - **City Maintenance:** condition of major City streets and condition of neighborhood streets

Section 1:
Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

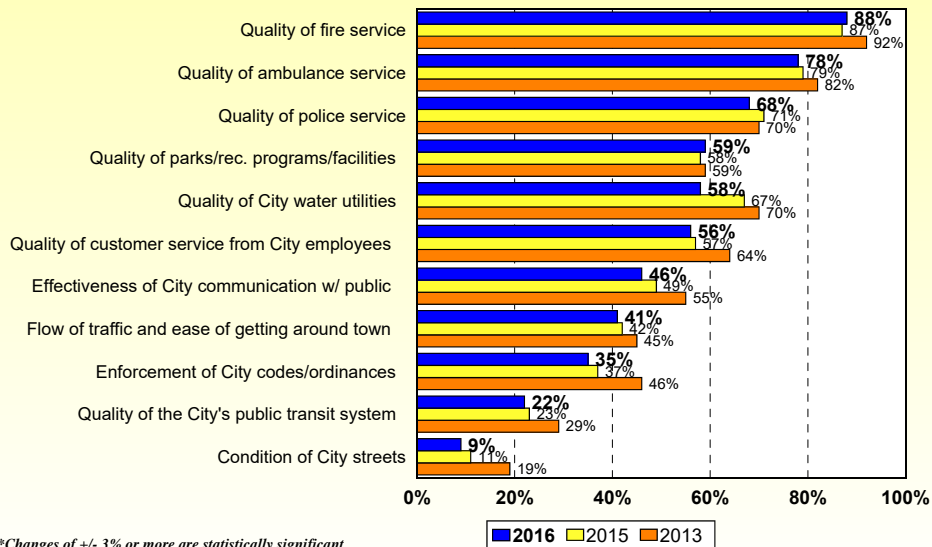
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Oklahoma City, OK)

Overall Satisfaction With City Services by Major Category: 2013 to 2016

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



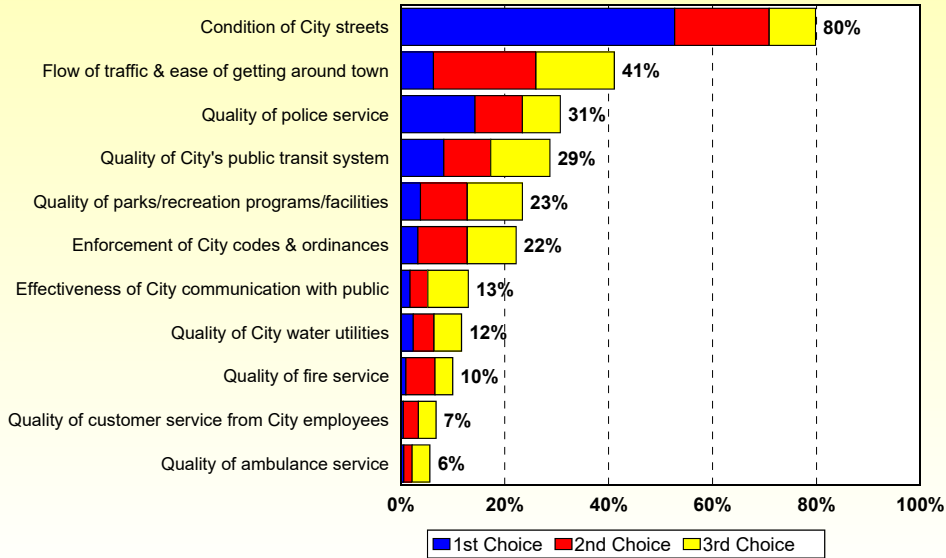
*Changes of +/- 3% or more are statistically significant

Source: ETC Institute (2016 - Oklahoma City, OK)

TRENDS

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

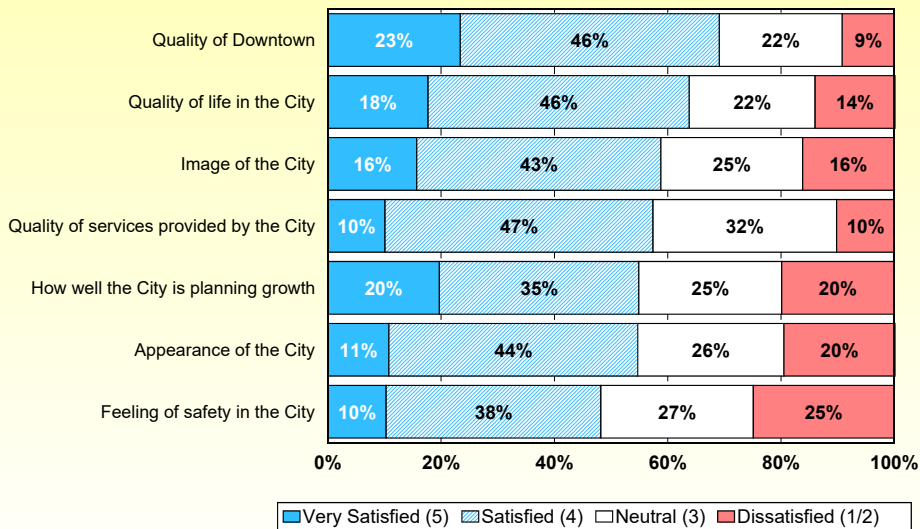
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016 - Oklahoma City, OK)

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

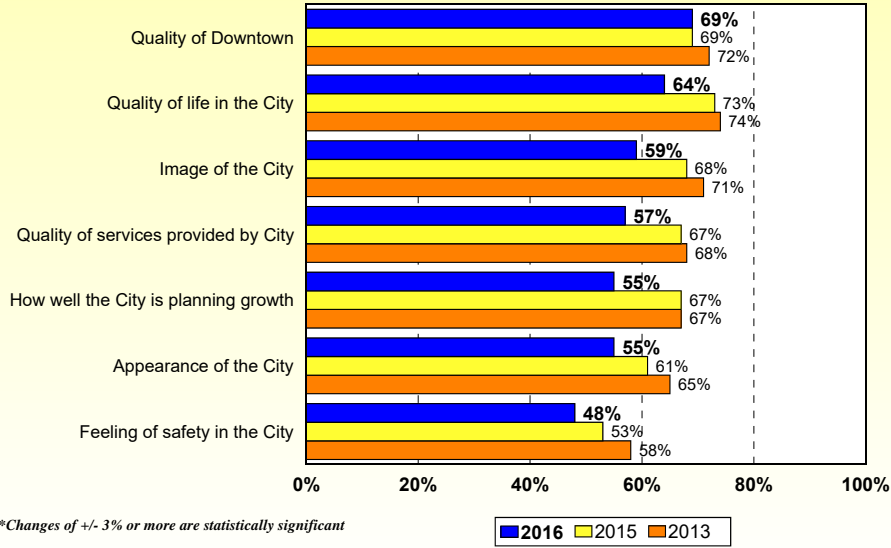
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Oklahoma City, OK)

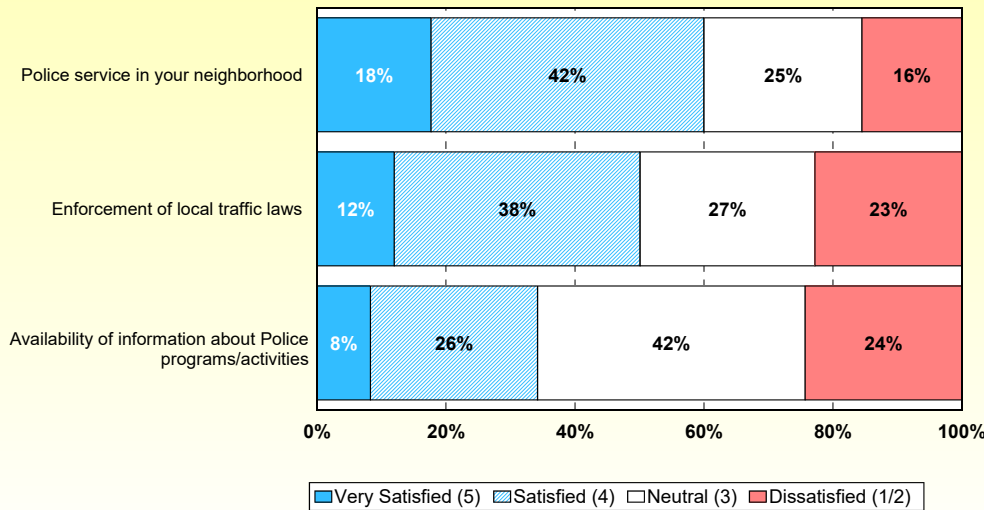
Satisfaction With Items That Influence the Perception Residents Have of the City: 2013 to 2016

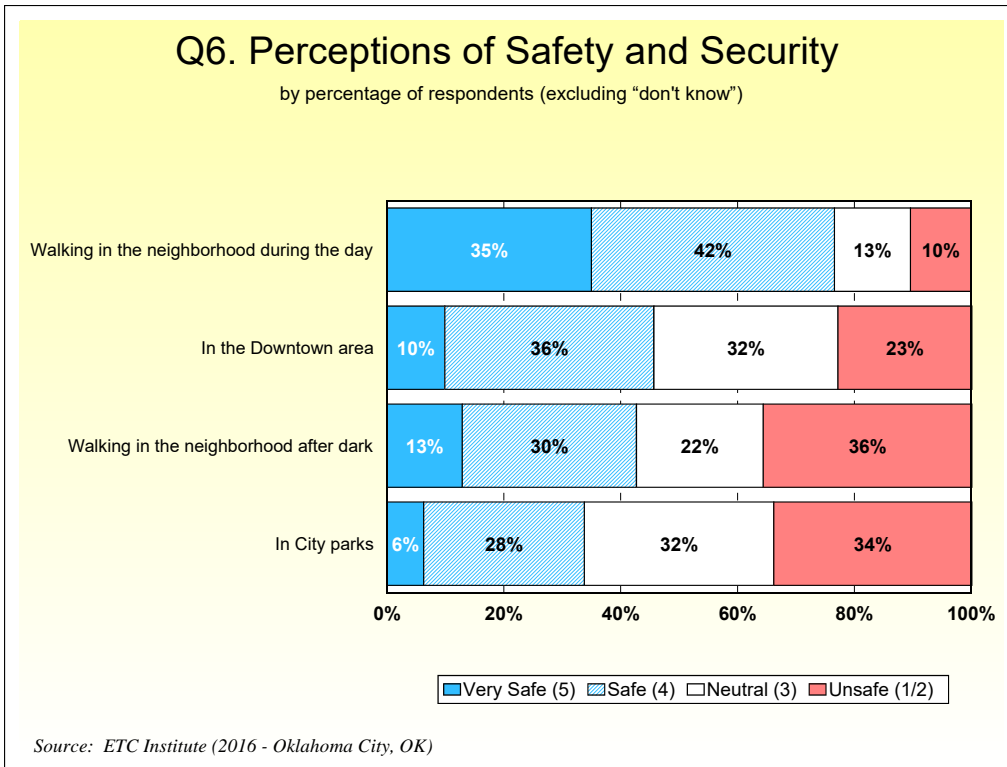
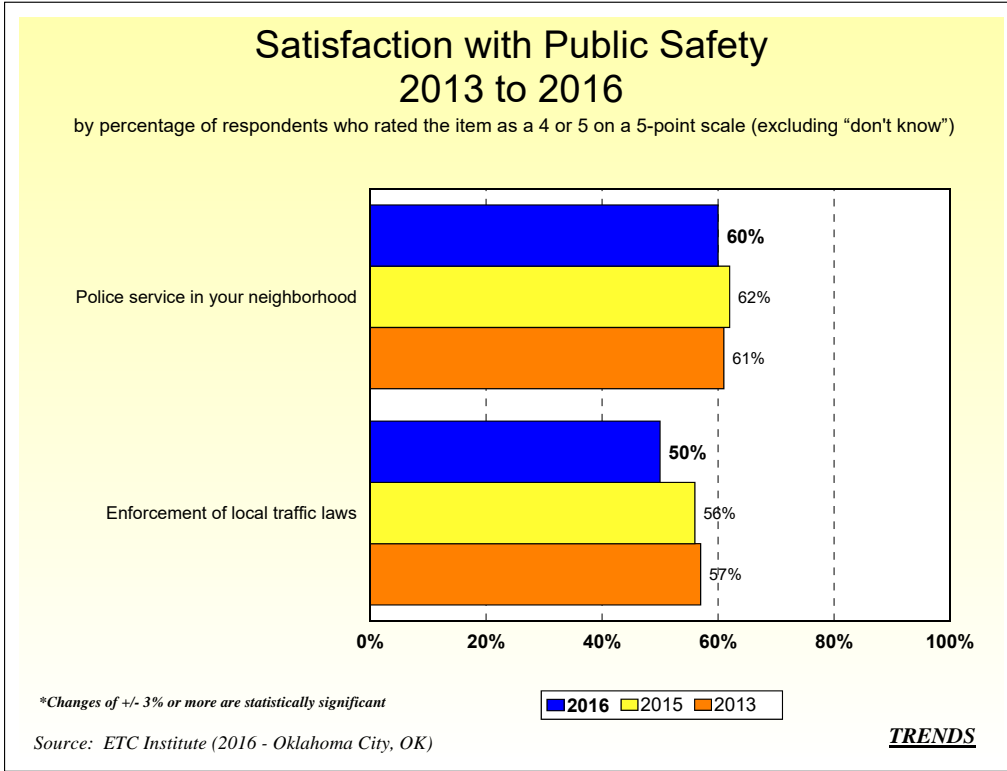
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

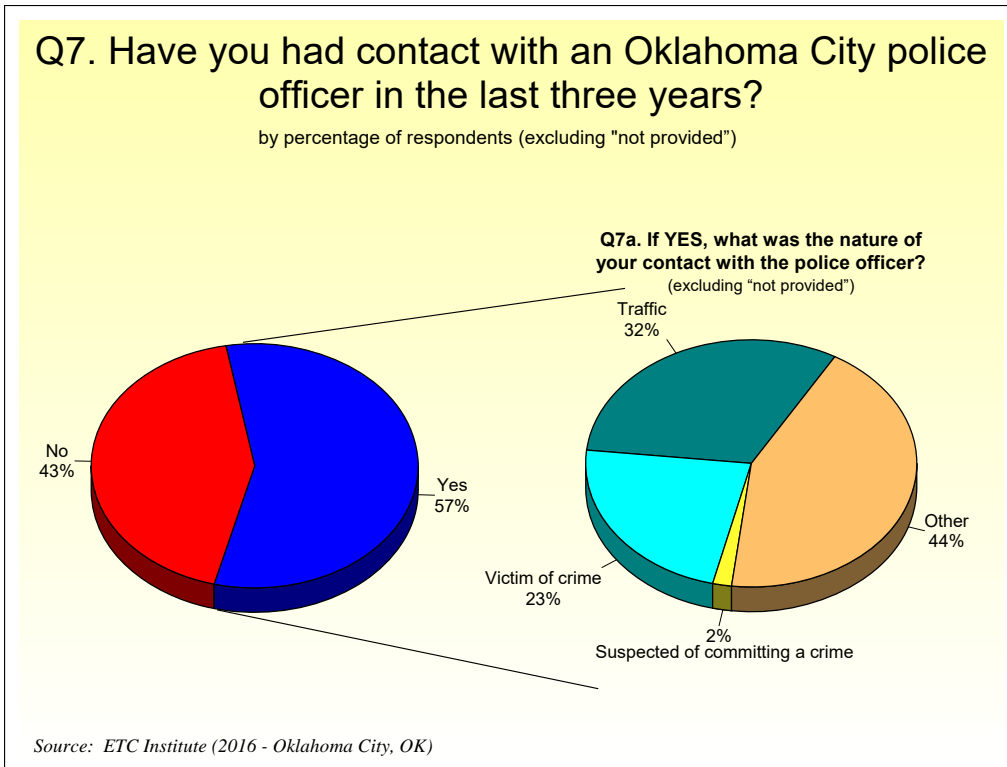
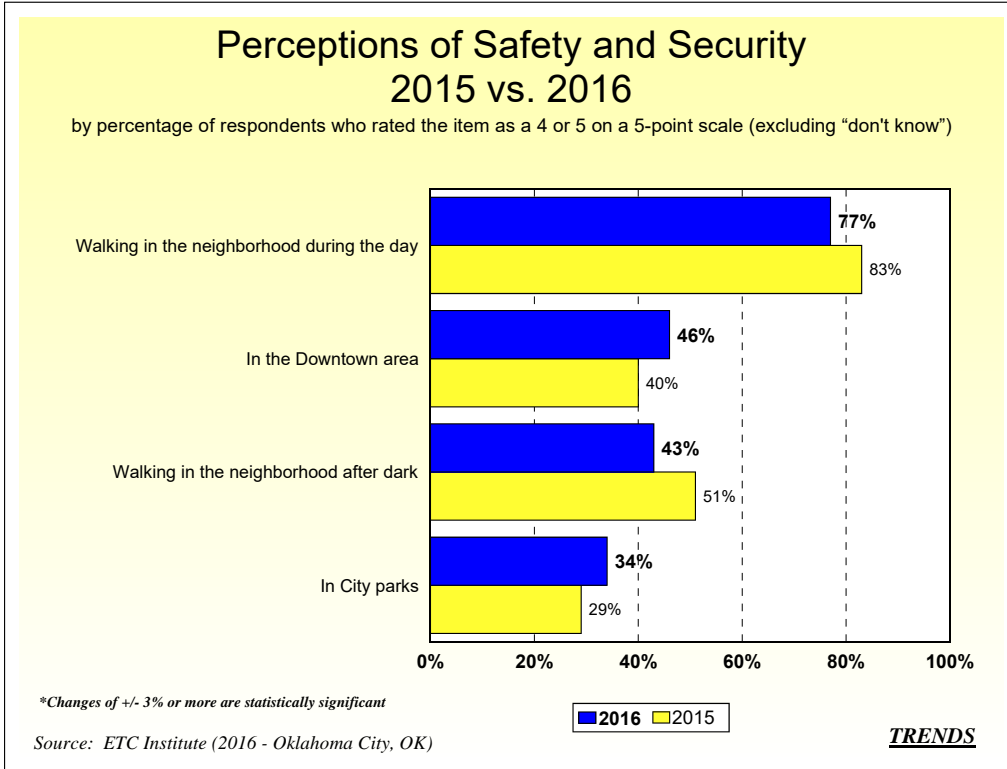


Q5. Satisfaction with Public Safety

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



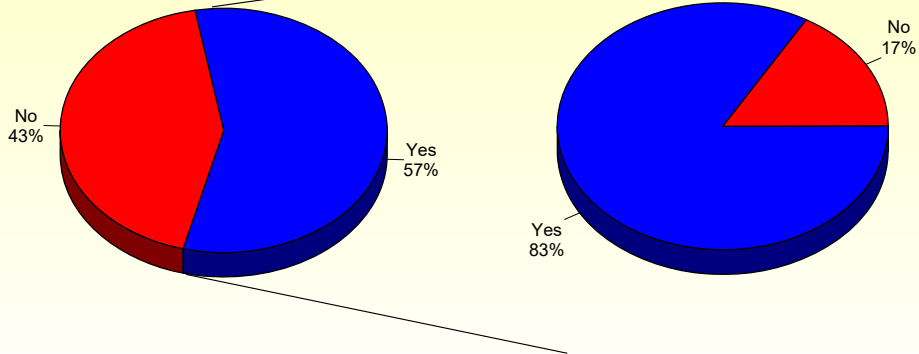




Q7. Have you had contact with an Oklahoma City police officer in the last three years?

by percentage of respondents (excluding "not provided")

Q7b. If YES, were you treated fairly by the office? (excluding "not provided")

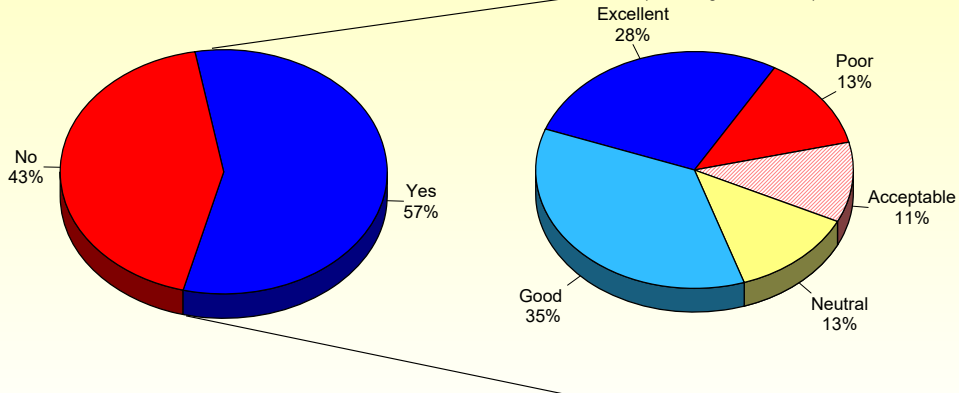


Source: ETC Institute (2016 - Oklahoma City, OK)

Q7. Have you had contact with an Oklahoma City police officer in the last three years?

by percentage of respondents (excluding "not provided")

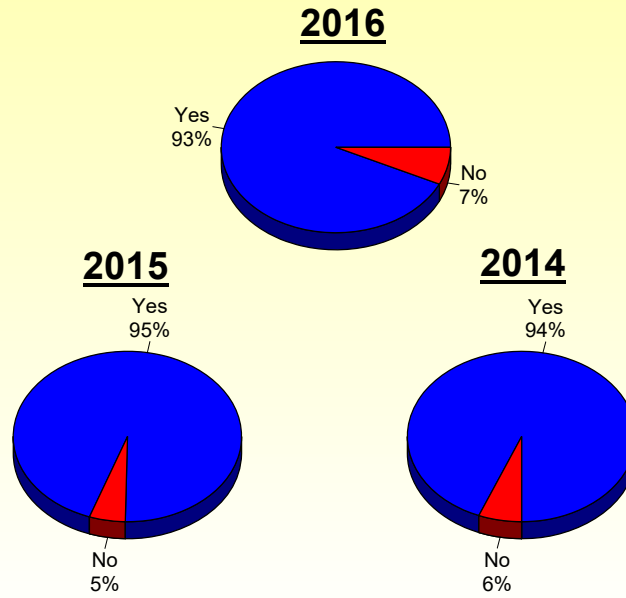
Q7c. If YES, how would you rate the response time of the officer? (excluding "don't know")



Source: ETC Institute (2016 - Oklahoma City, OK)

Q9. Do you have a working smoke alarm in your home?

by percentage of respondents (excluding "not provided")

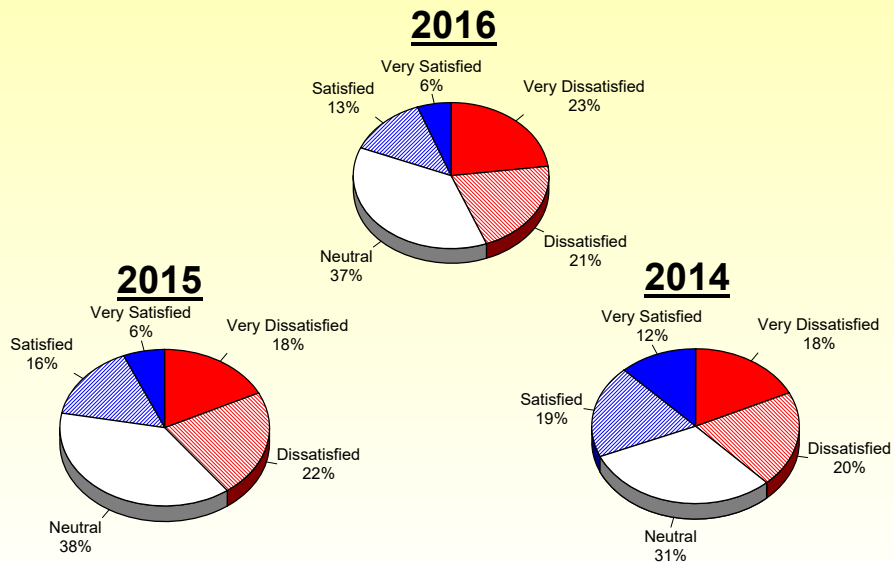


Source: ETC Institute (2016 - Oklahoma City, OK)

TRENDS

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

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

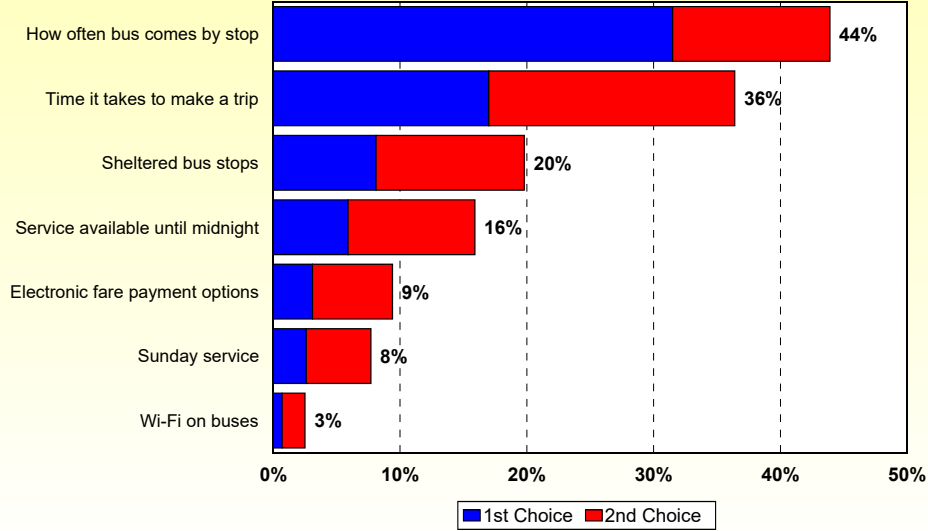


*Changes of +/- 3% or more are statistically significant
 Source: ETC Institute (2016 - Oklahoma City, OK)

TRENDS

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

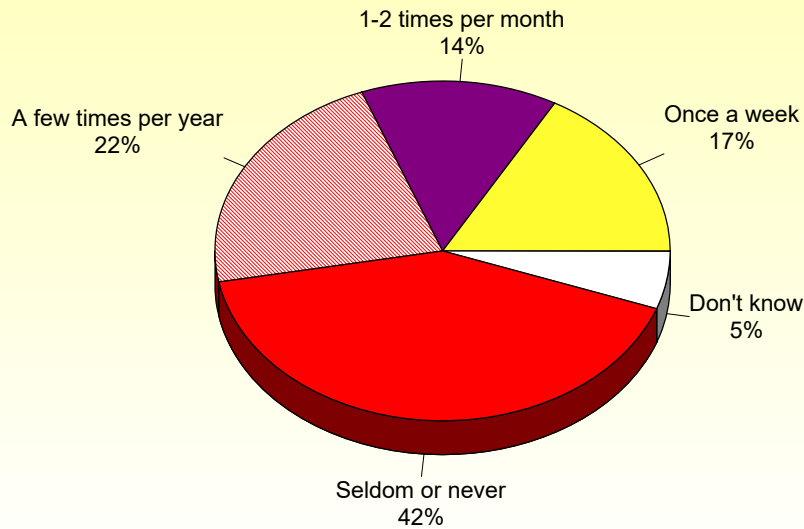
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2016 - Oklahoma City, OK)

Q13. How often would you say stray dogs are a problem in your neighborhood?

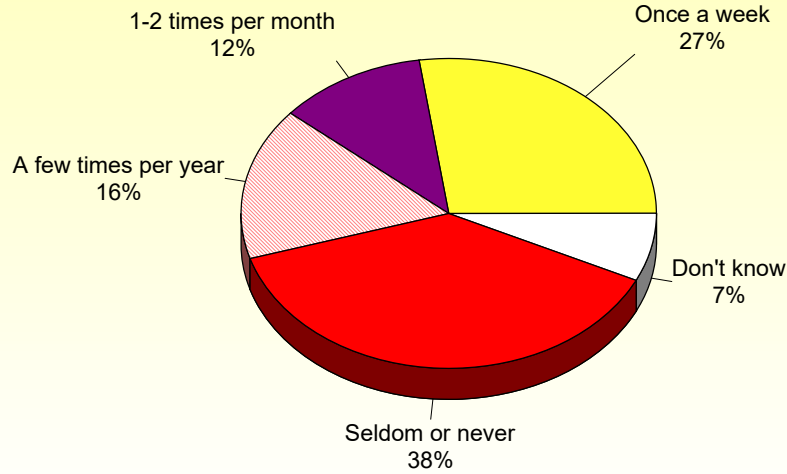
by percentage of respondents



Source: ETC Institute (2016 - Oklahoma City, OK)

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

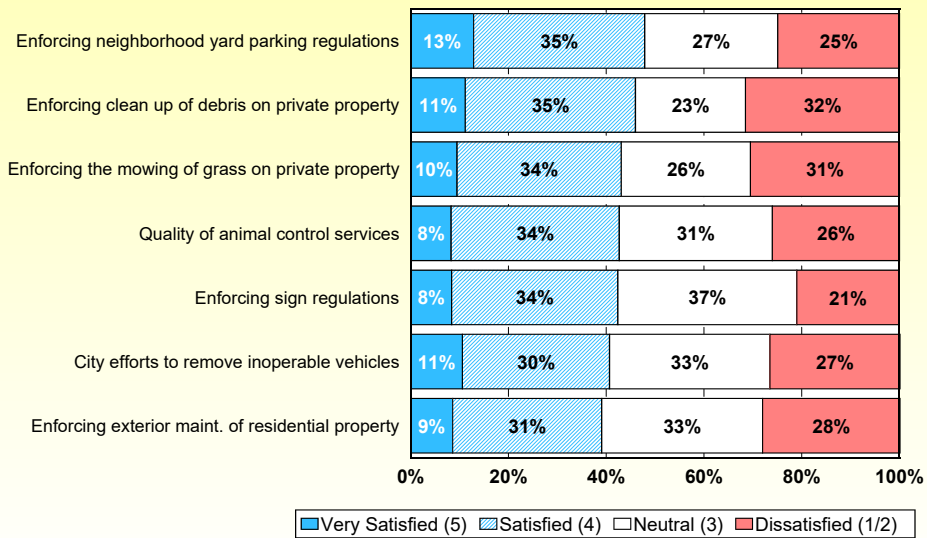
by percentage of respondents



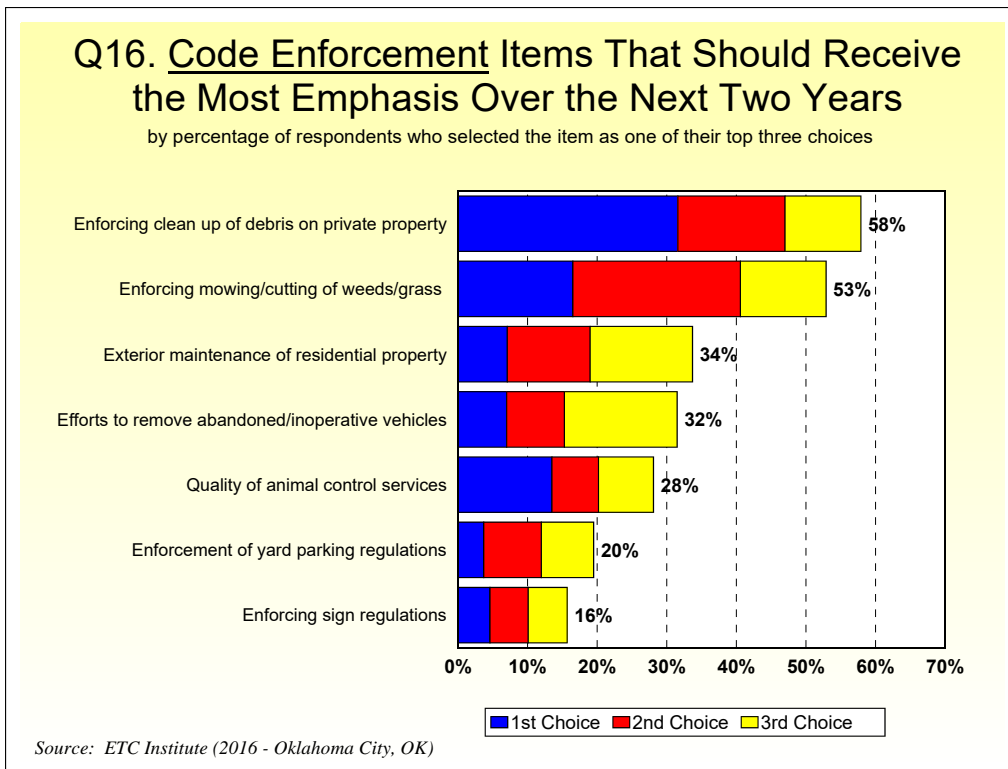
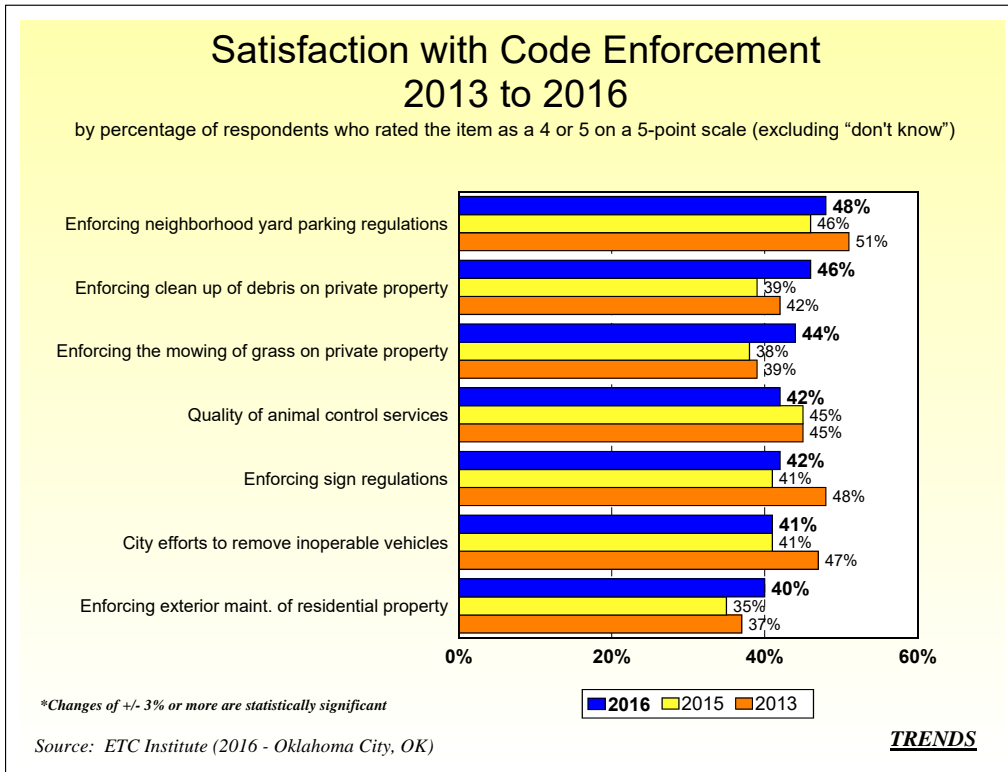
Source: ETC Institute (2016 - Oklahoma City, OK)

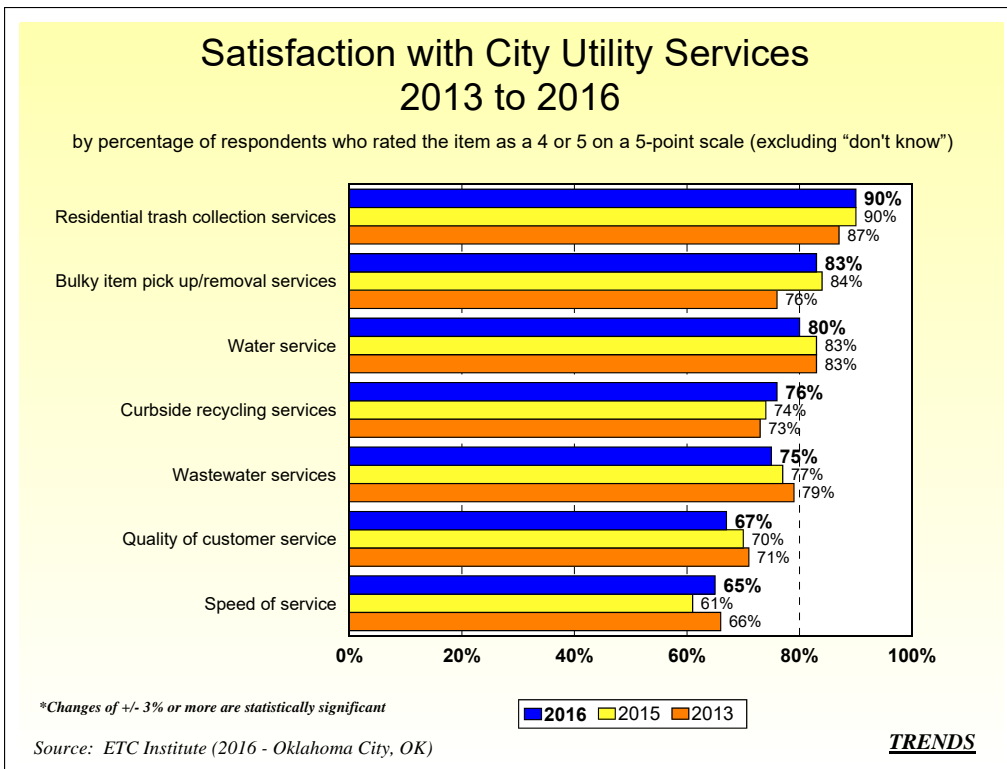
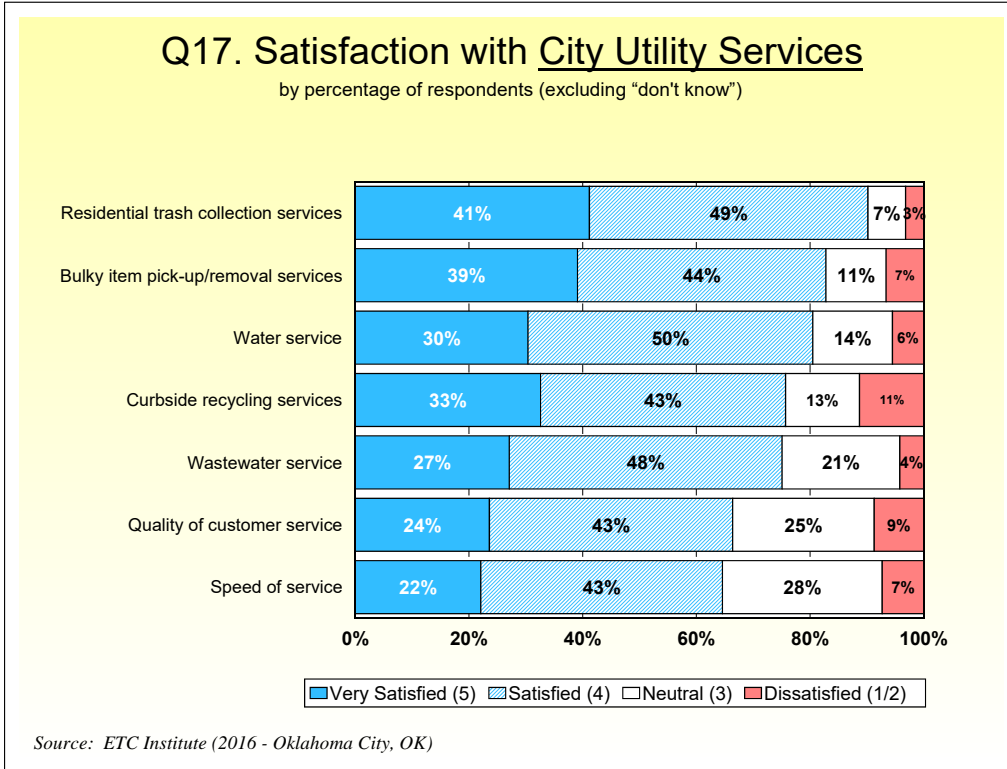
Q15. Satisfaction with Code Enforcement

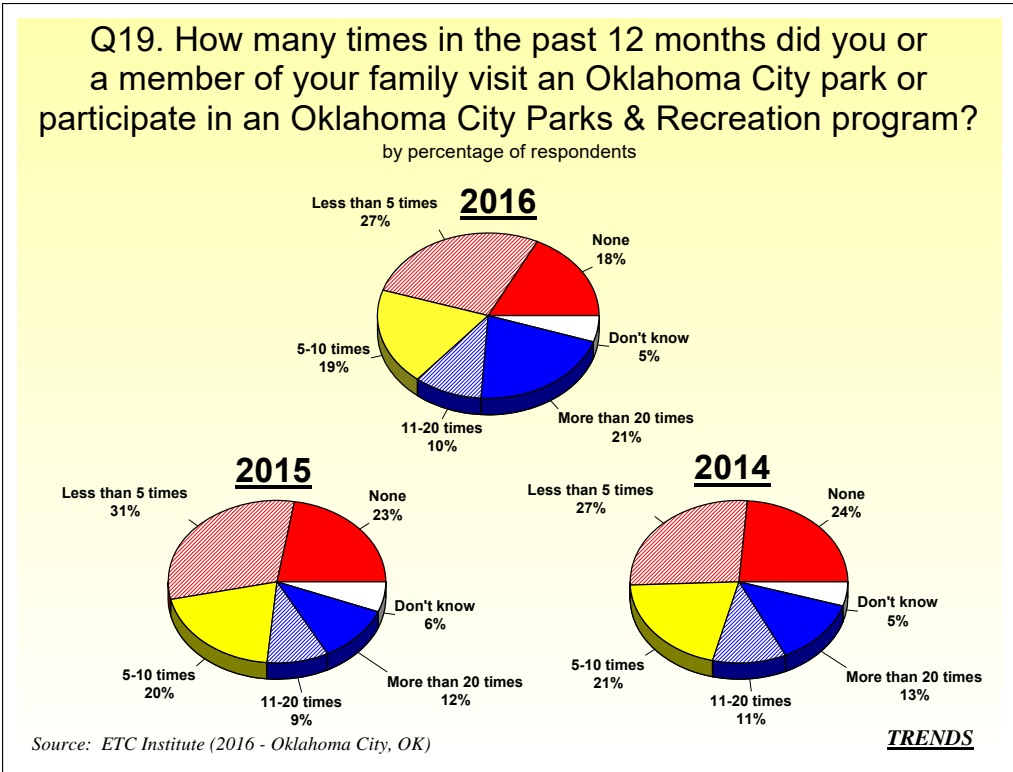
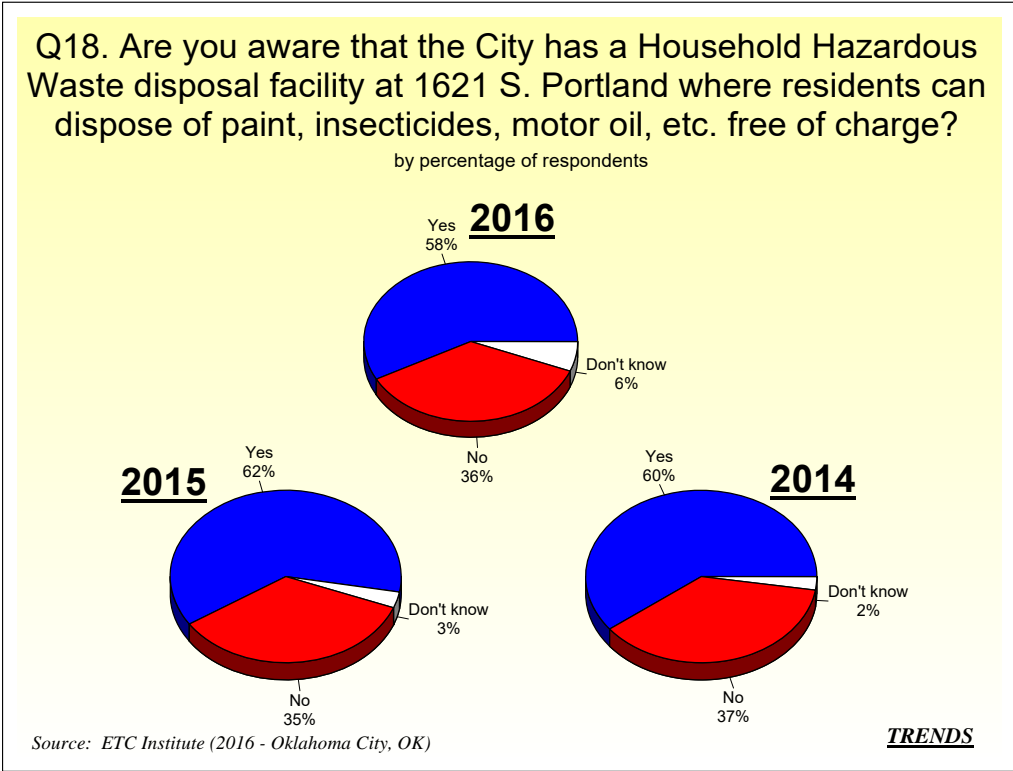
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Oklahoma City, OK)

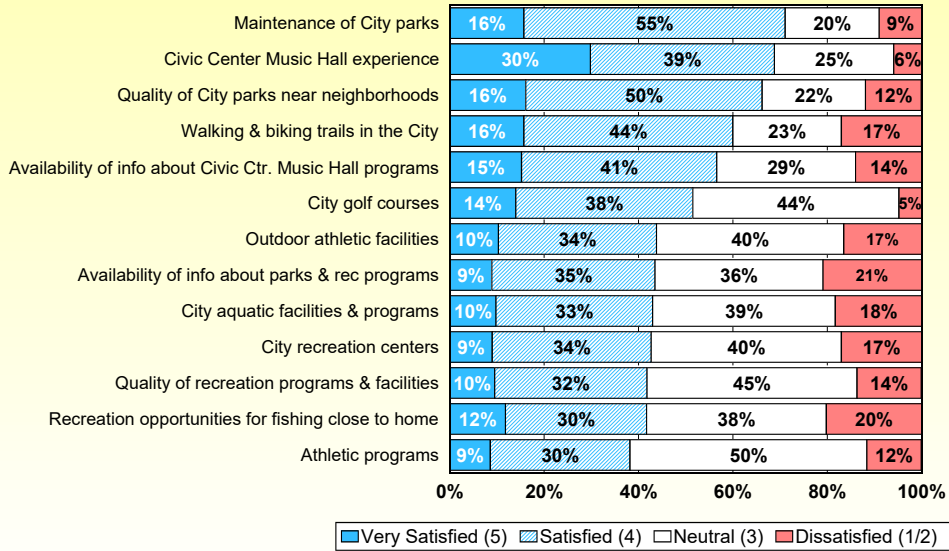






Q20. Satisfaction with Parks and Recreation

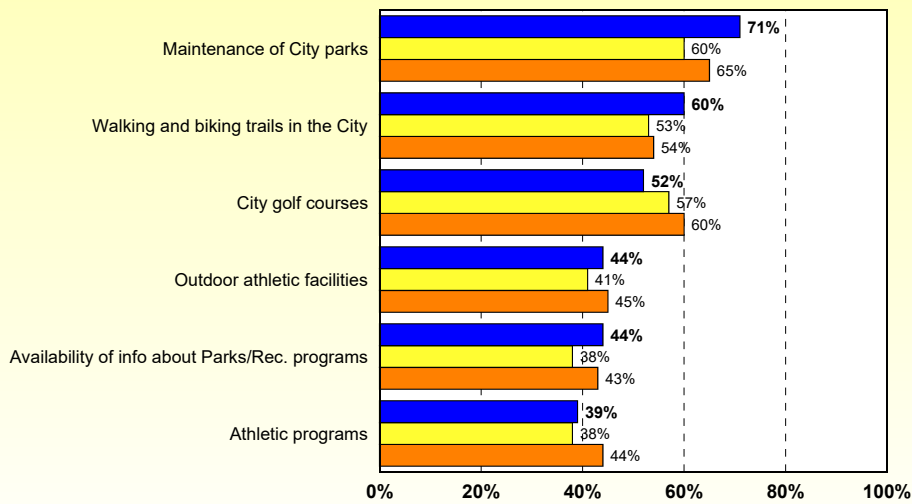
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Oklahoma City, OK)

Satisfaction with Parks and Recreation 2013 to 2016

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



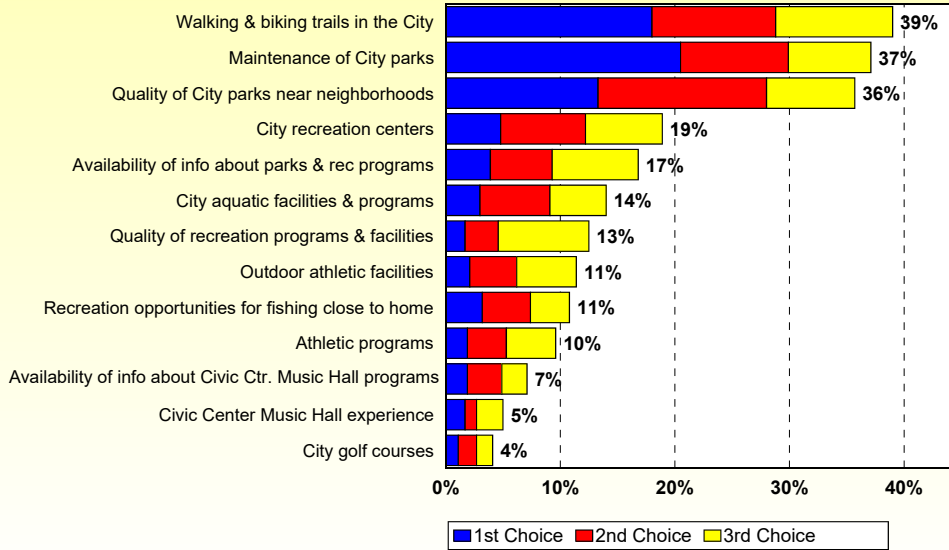
*Changes of +/- 3% or more are statistically significant

Source: ETC Institute (2016 - Oklahoma City, OK)

TRENDS

Q21. Parks and Recreation Items That Should Receive the Most Emphasis Over the Next Two Years

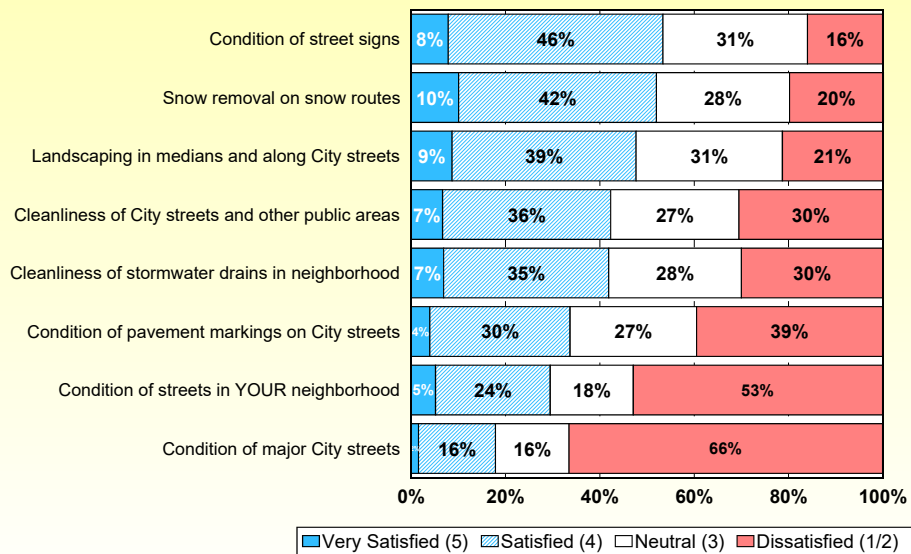
by percentage of respondents who selected the item as one of their top three choices



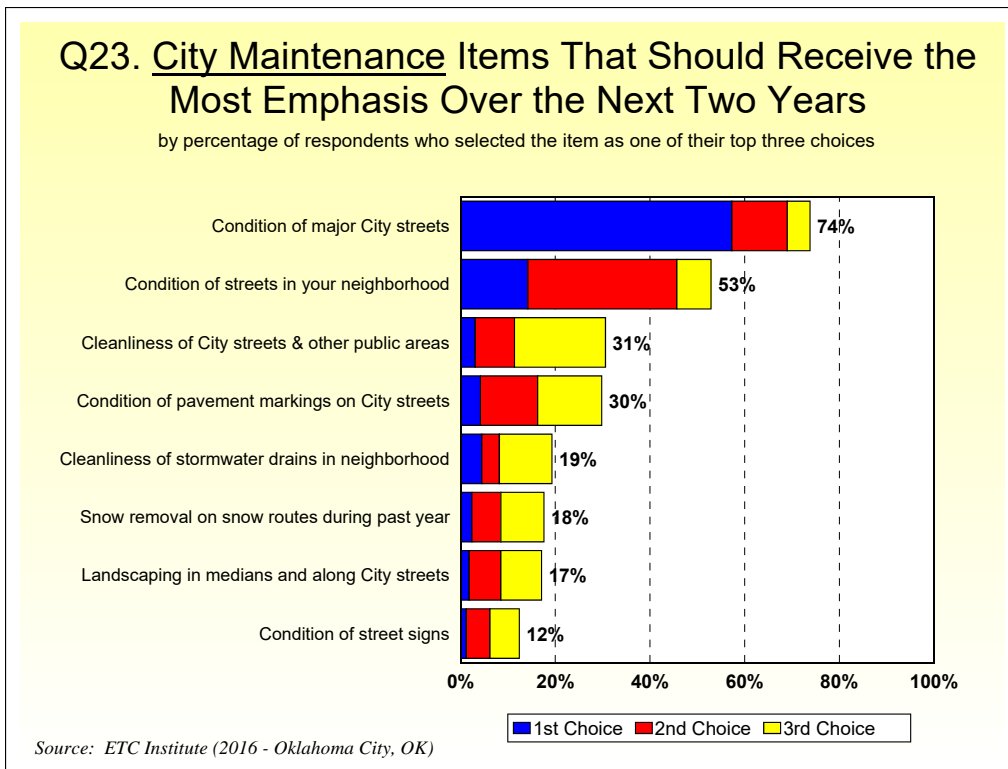
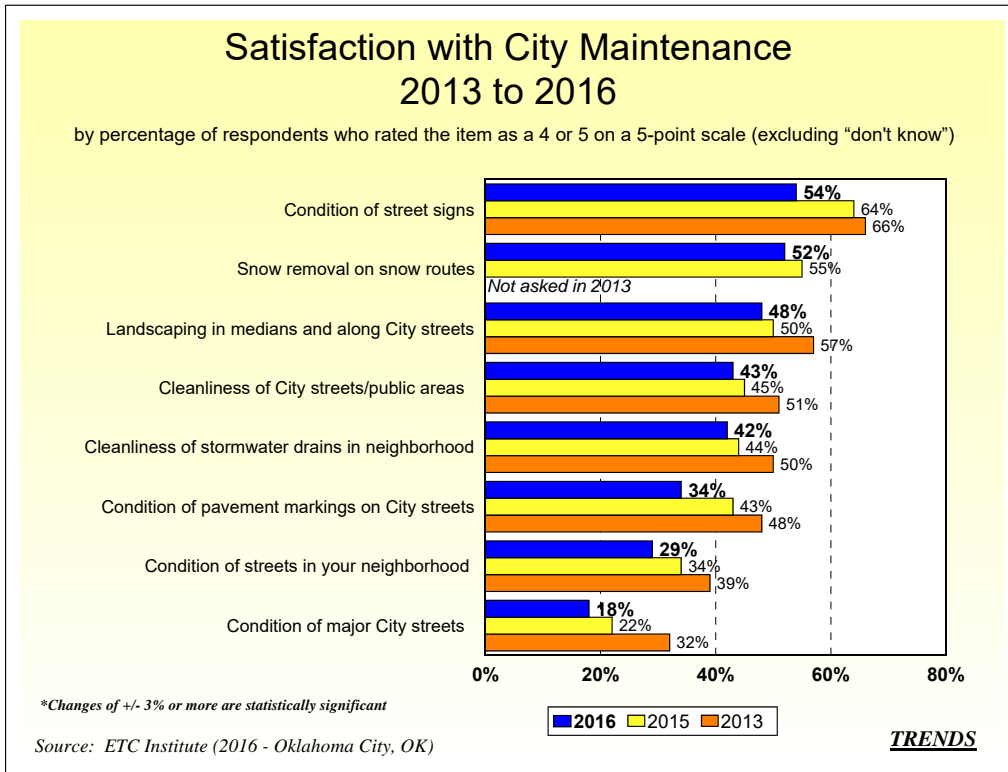
Source: ETC Institute (2016 - Oklahoma City, OK)

Q22. Satisfaction with City Maintenance

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

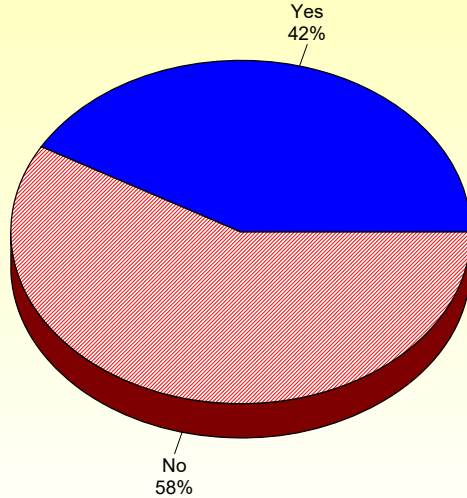


Source: ETC Institute (2016 - Oklahoma City, OK)



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

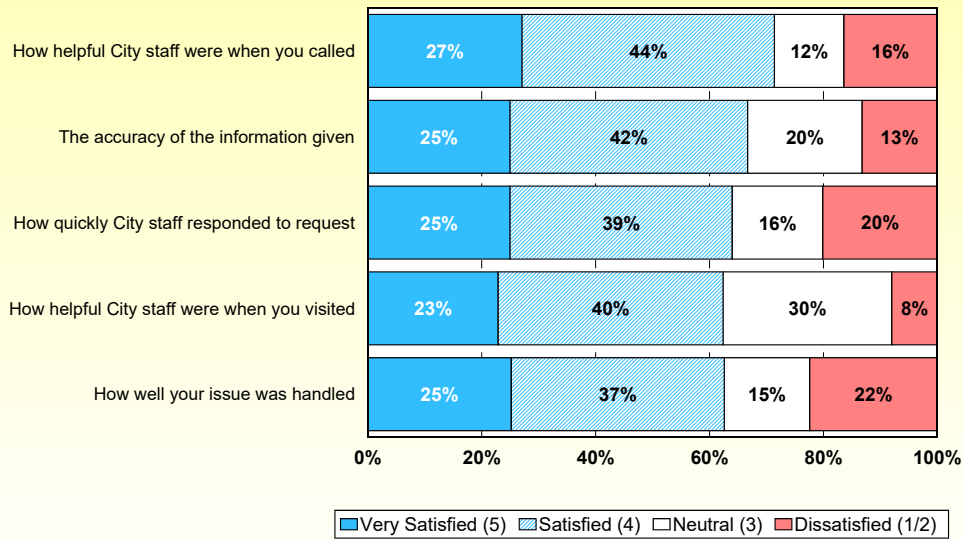
by percentage of respondents (excluding "not provided")



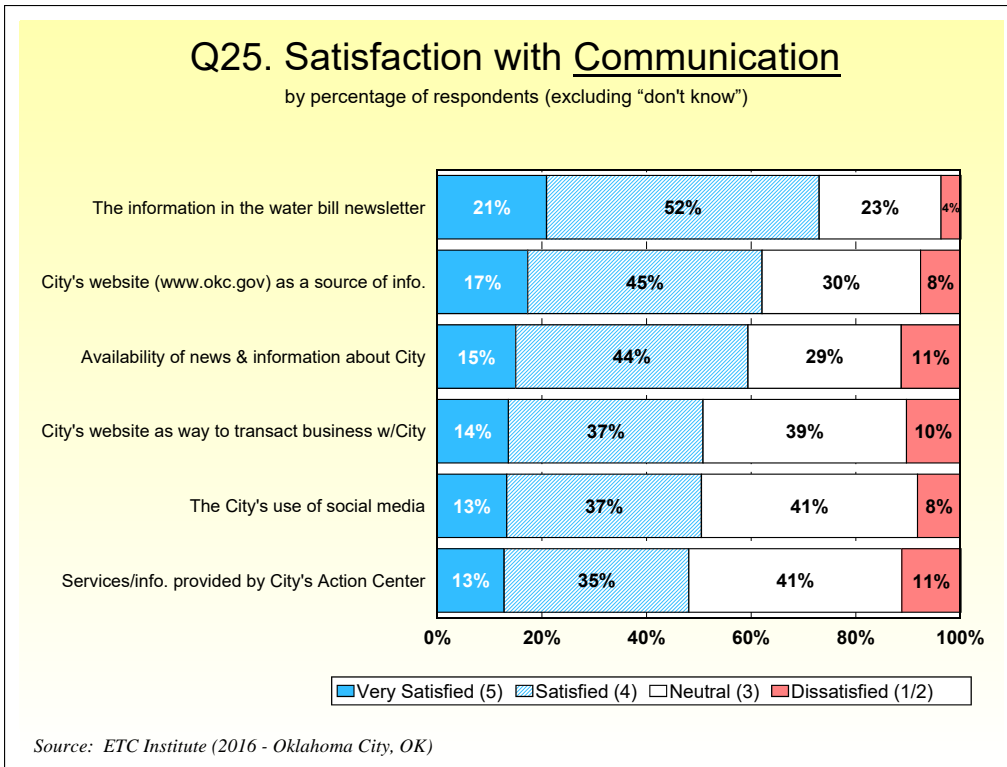
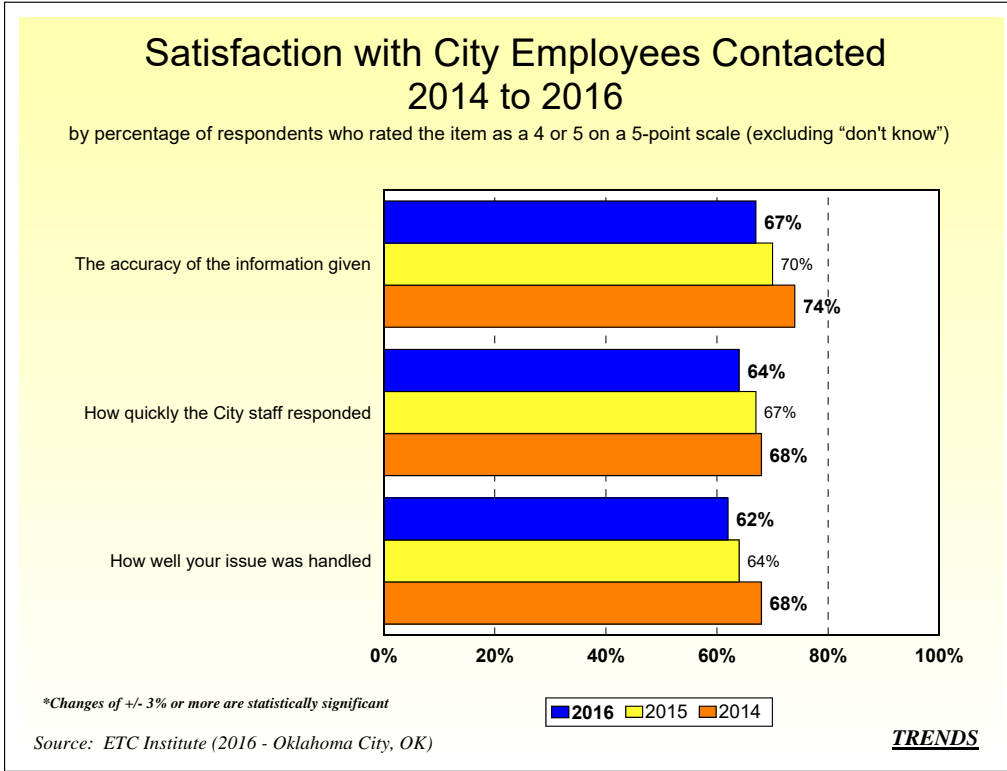
Source: ETC Institute (2016 - Oklahoma City, OK)

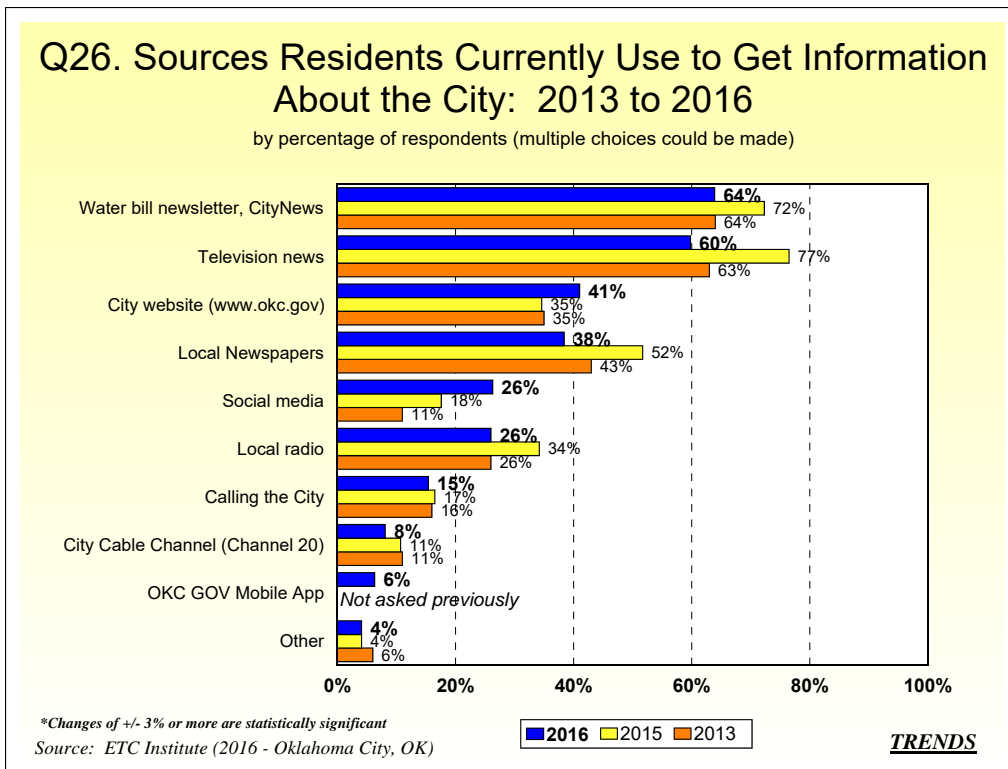
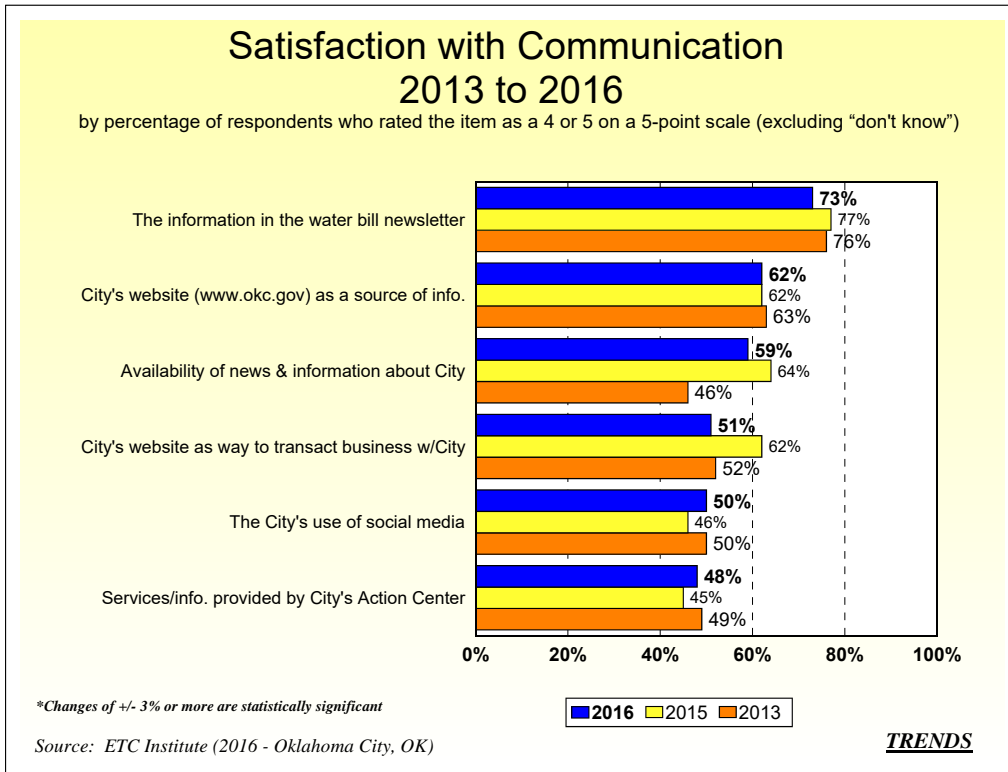
Q24a-e. Satisfaction with City Employees Contacted

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



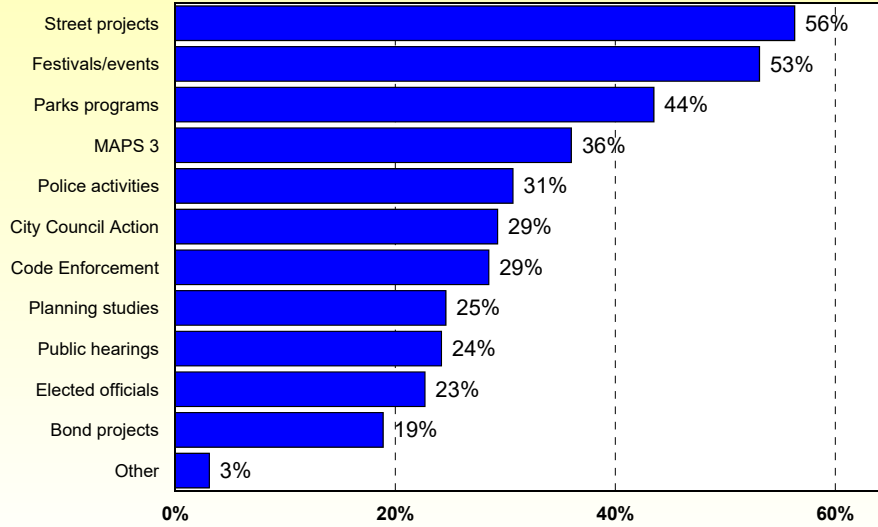
Source: ETC Institute (2016 - Oklahoma City, OK)





Q27. In which of the following areas would you like the City to provide more information?

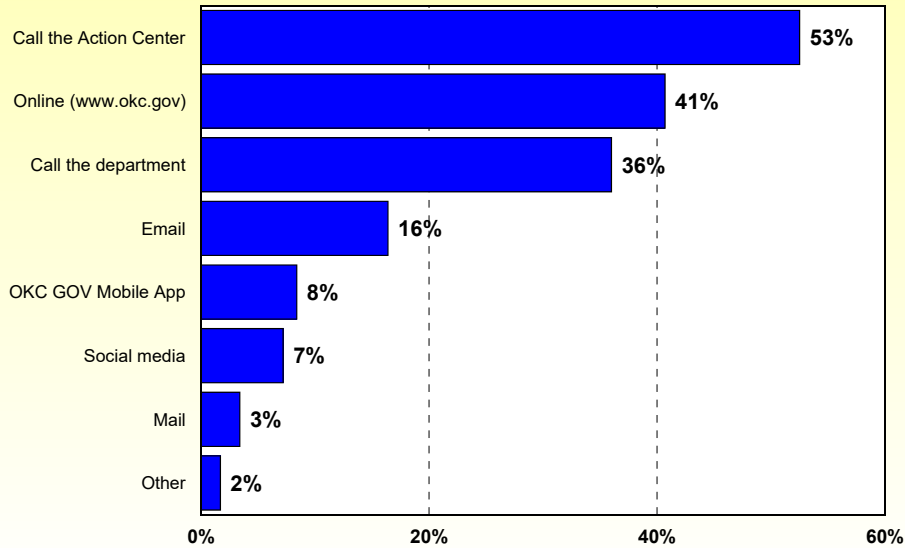
by percentage of respondents (multiple choices could be made)



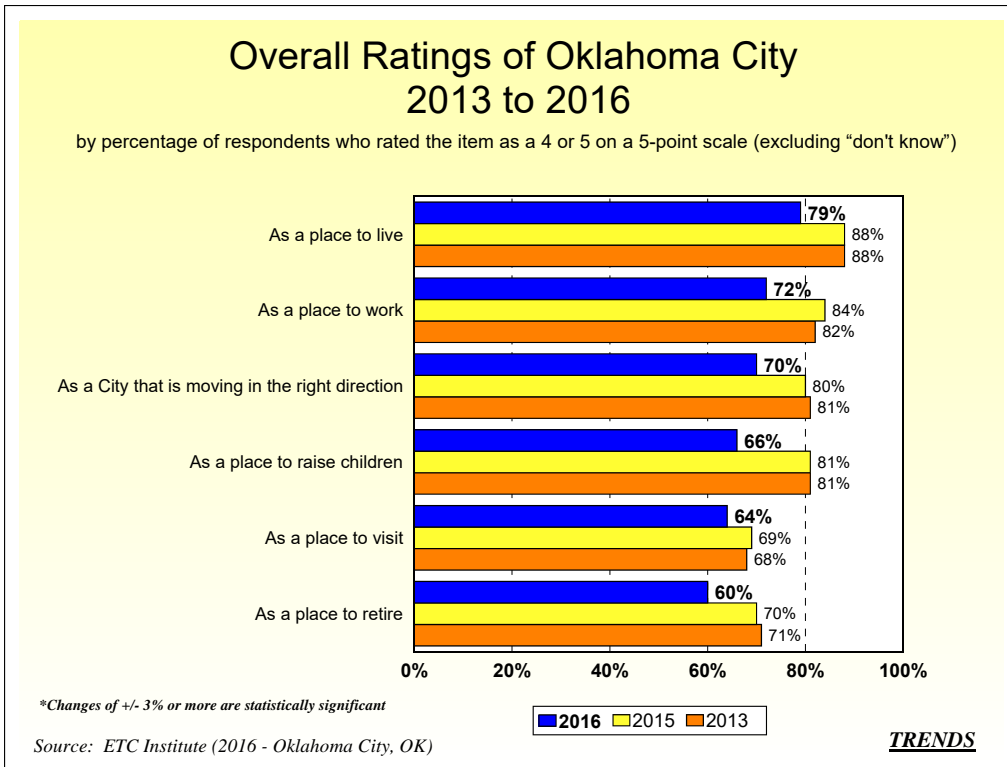
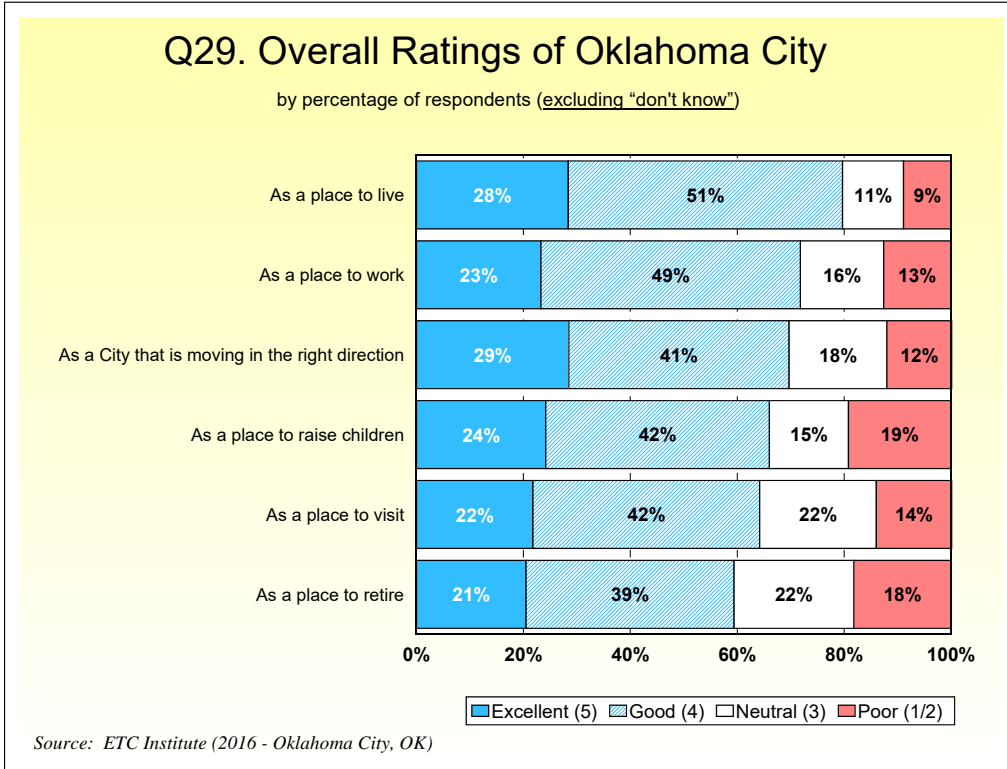
Source: ETC Institute (2016 - Oklahoma City, OK)

Q28. 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)

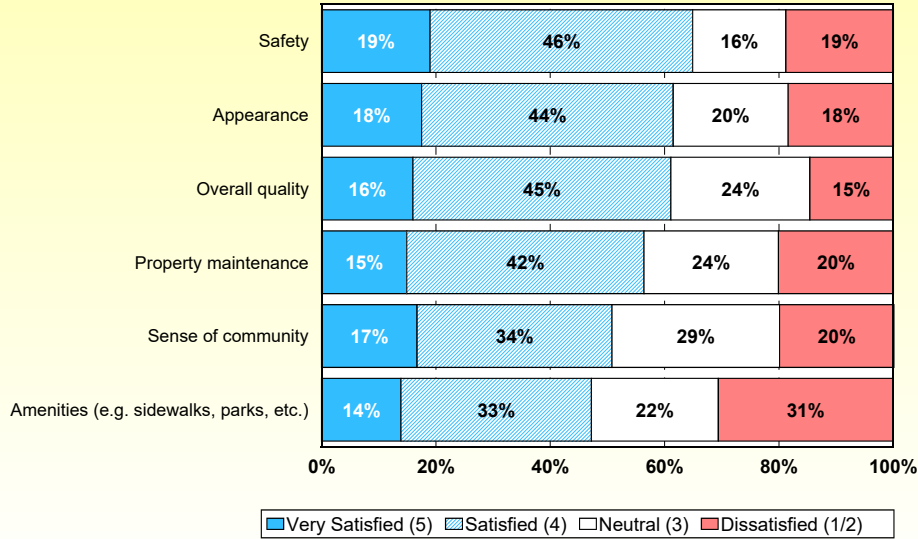


Source: ETC Institute (2016 - Oklahoma City, OK)



Q30. Satisfaction with the Various Aspects of the Neighborhood

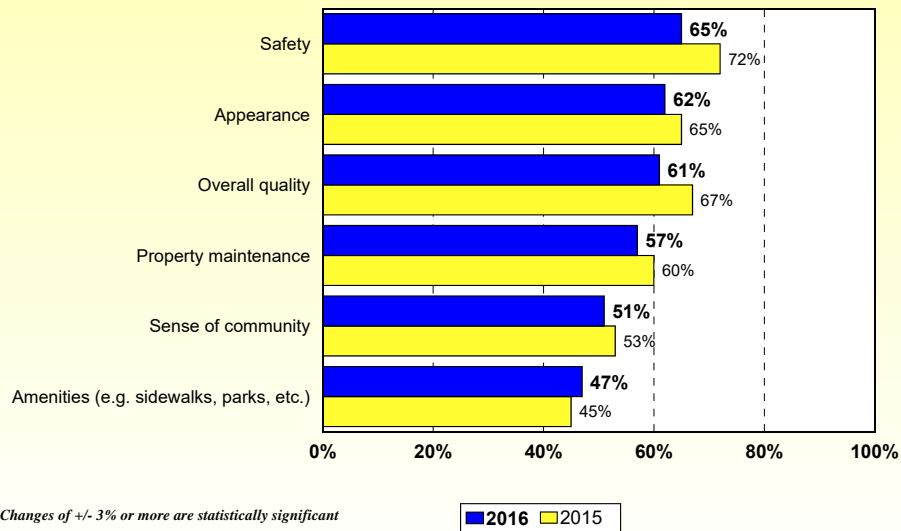
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Oklahoma City, OK)

Satisfaction with the Various Aspects of the Neighborhood - 2015 vs. 2016

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



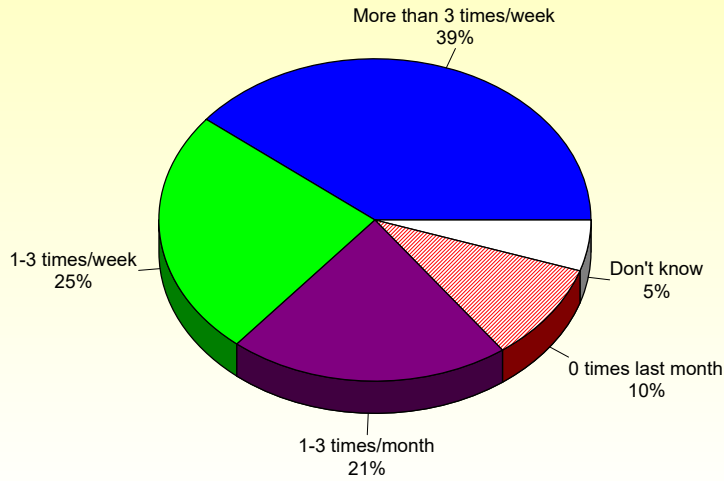
*Changes of +/- 3% or more are statistically significant

Source: ETC Institute (2016 - Oklahoma City, OK)

TRENDS

Q31. 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

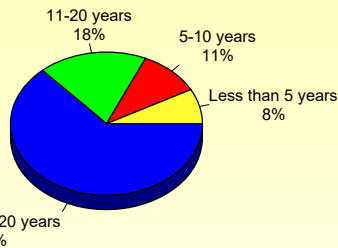


Source: ETC Institute (2016 - Oklahoma City, OK)

Q32. Approximately how many years have you lived in Oklahoma City?

by percentage of respondents (excluding "not provided")

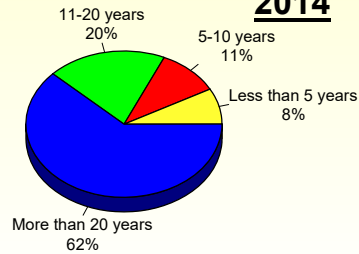
2016



2015



2014

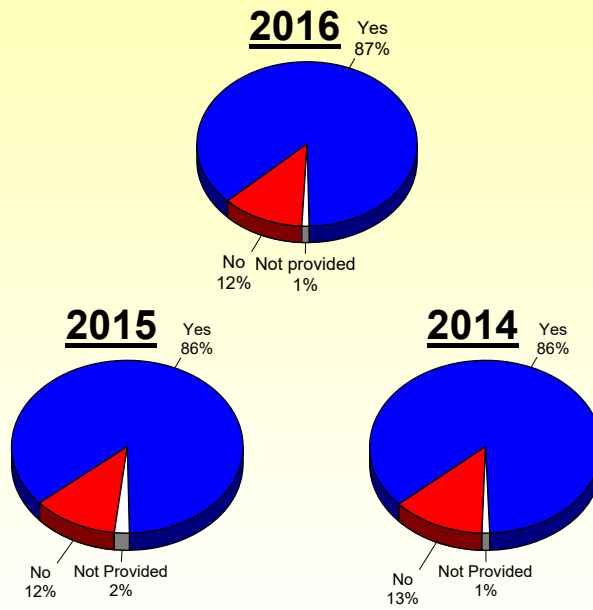


Source: ETC Institute (2016 - Oklahoma City, OK)

TRENDS

Q33. Are you registered to vote?

by percentage of respondents

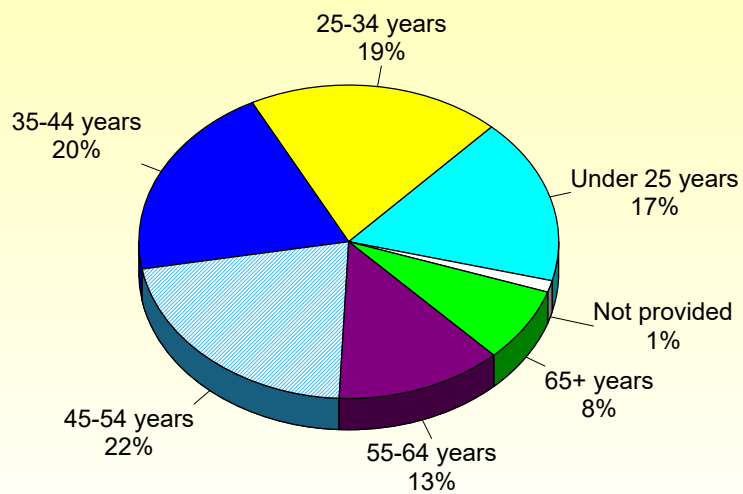


Source: ETC Institute (2016 - Oklahoma City, OK)

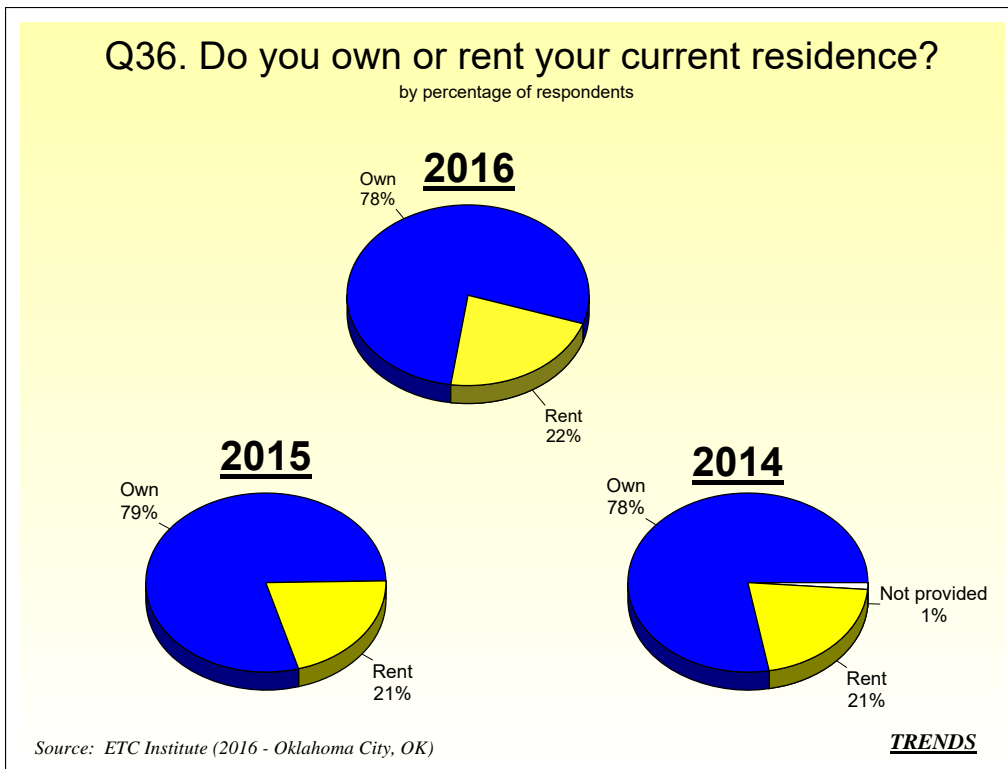
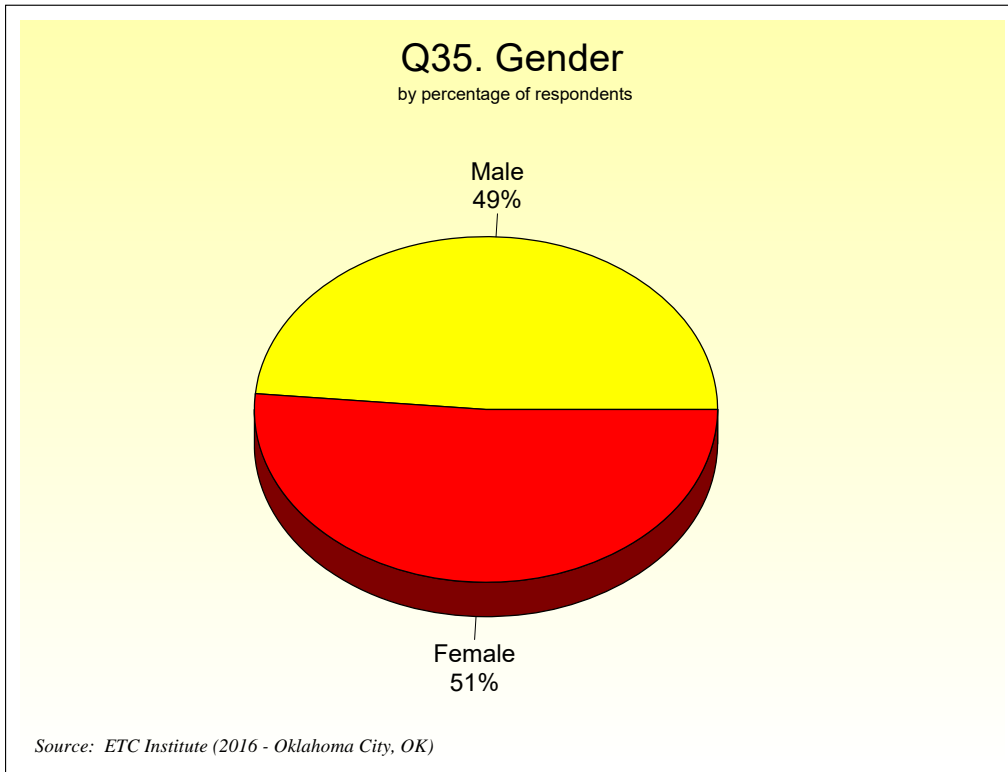
TRENDS

Q34. Age of Respondents

by percentage of respondents

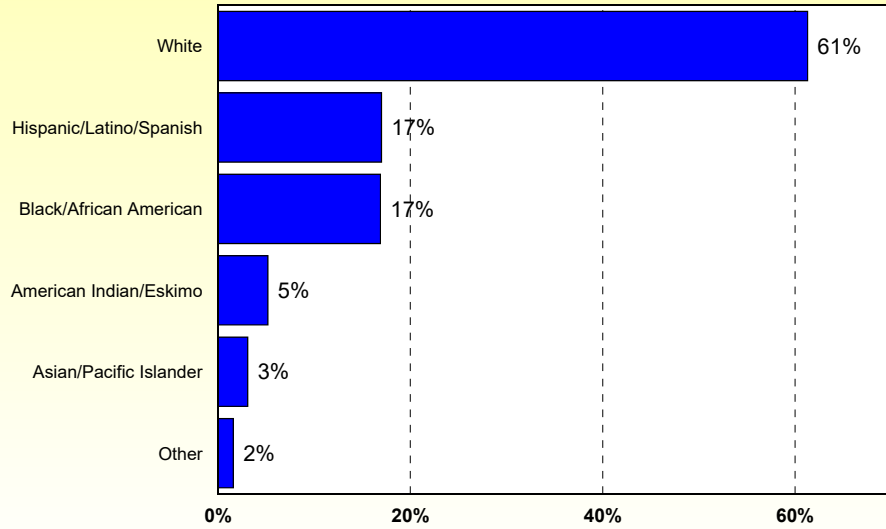


Source: ETC Institute (2016 - Oklahoma City, OK)



Q37. Which of the following best describes your race/ethnicity?

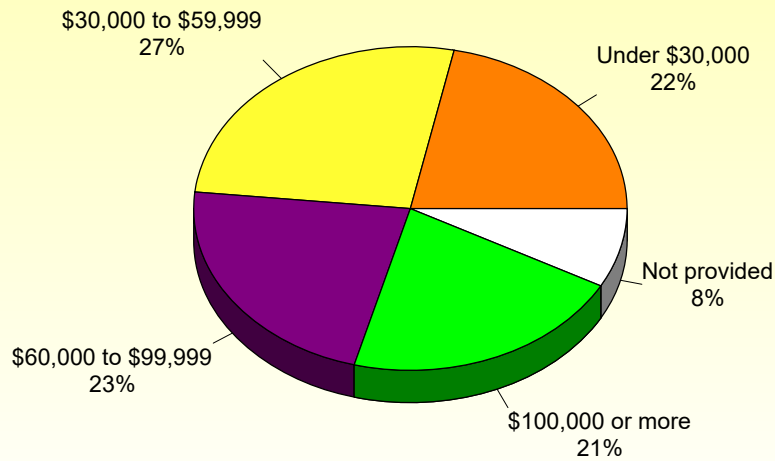
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2016 - Oklahoma City, OK)

Q38. Annual Household Income

by percentage of respondents



Source: ETC Institute (2016 - Oklahoma City, OK)

Section 2: Benchmarking Data

DirectionFinder® Survey

Year 2016 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 2015 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 2012 and June 2016. 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 8 areas in which Oklahoma City rated significantly above the national average (more than 5% above the national average). These areas are listed below:

- Bulky item pick up/removal services (+19%)
- How well the City is planning growth (+16%)
- Customer service received from City employees (+15%)
- Residential trash collection services (+11%)
- Water service (+10%)
- Oklahoma City as a place to retire (+9%)
- Overall quality of City services provided (+8%)
- Maintenance of City parks (+7%)

Significantly Below Average. There were 9 areas in which Oklahoma City rated significantly below the national average (more than 5% below the national average). Those areas are listed below:

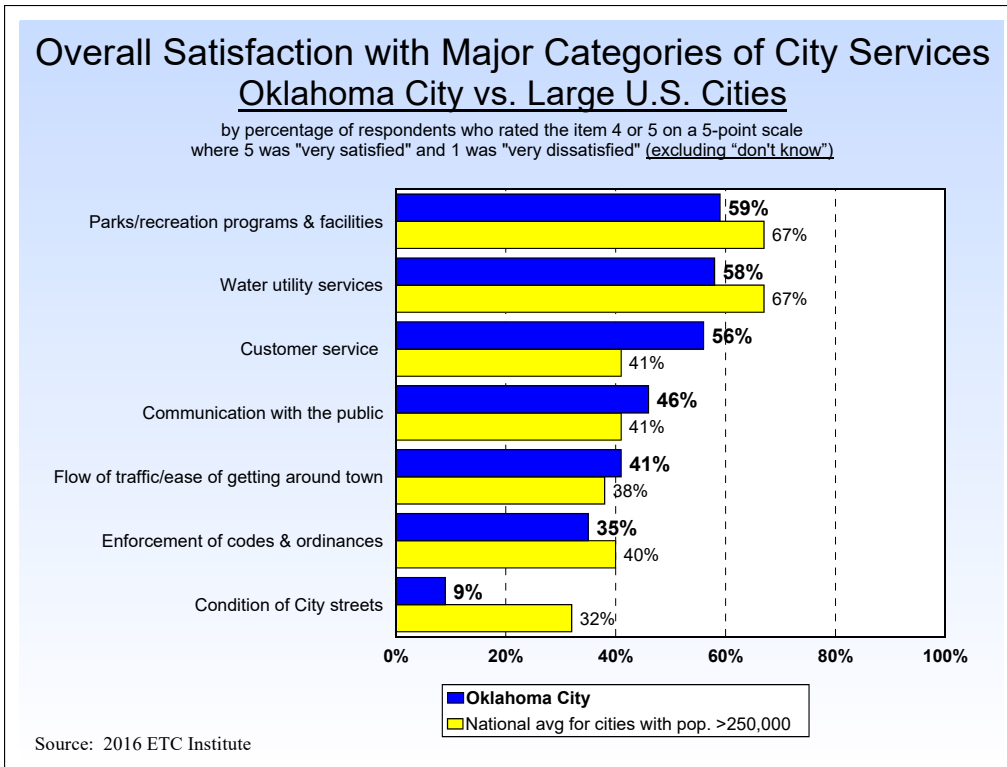
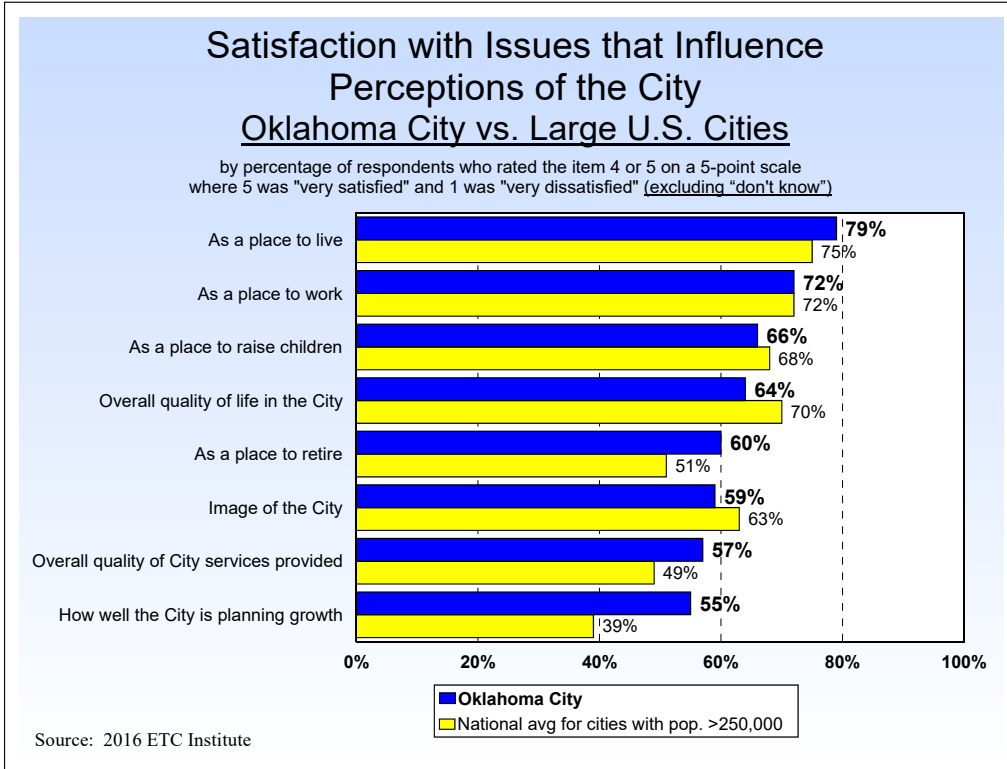
- Condition of major City streets (-29%)
- Condition of City streets (-23%)
- Condition of neighborhood streets (-16%)
- Outdoor athletic facilities (-15%)
- Cleanliness of City streets and other public areas (-15%)
- City aquatic facilities/programs (-11%)
- Quality of City water utilities (-9%)
- Parks/recreation programs & facilities (-8%)
- Overall quality of life in the City (-6%)

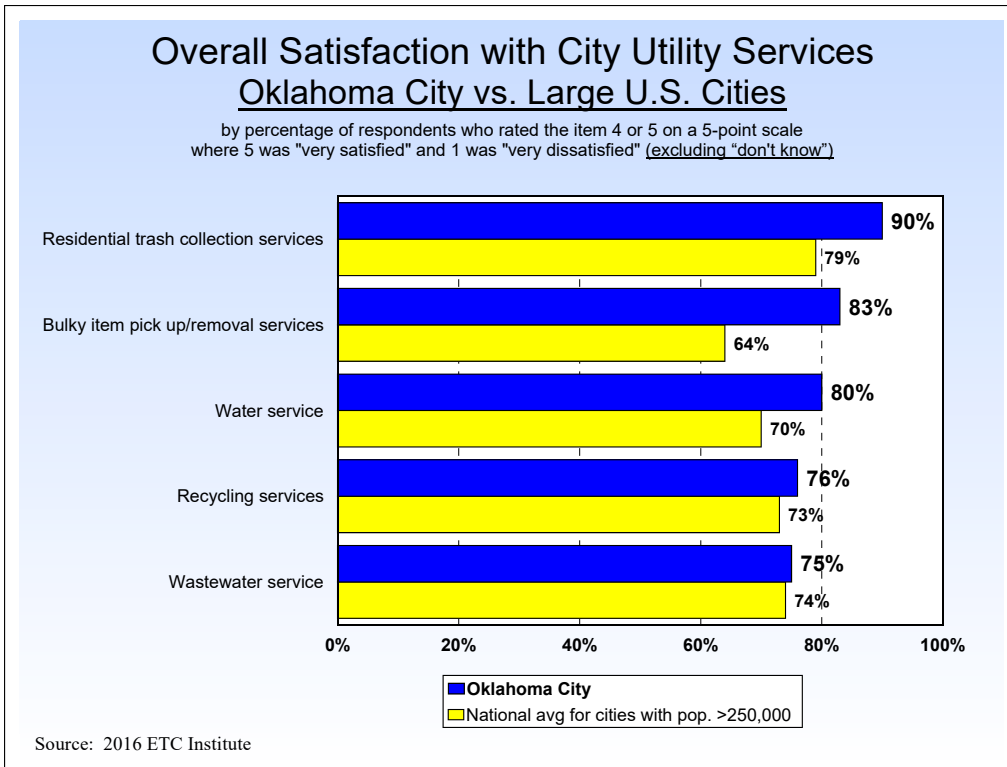
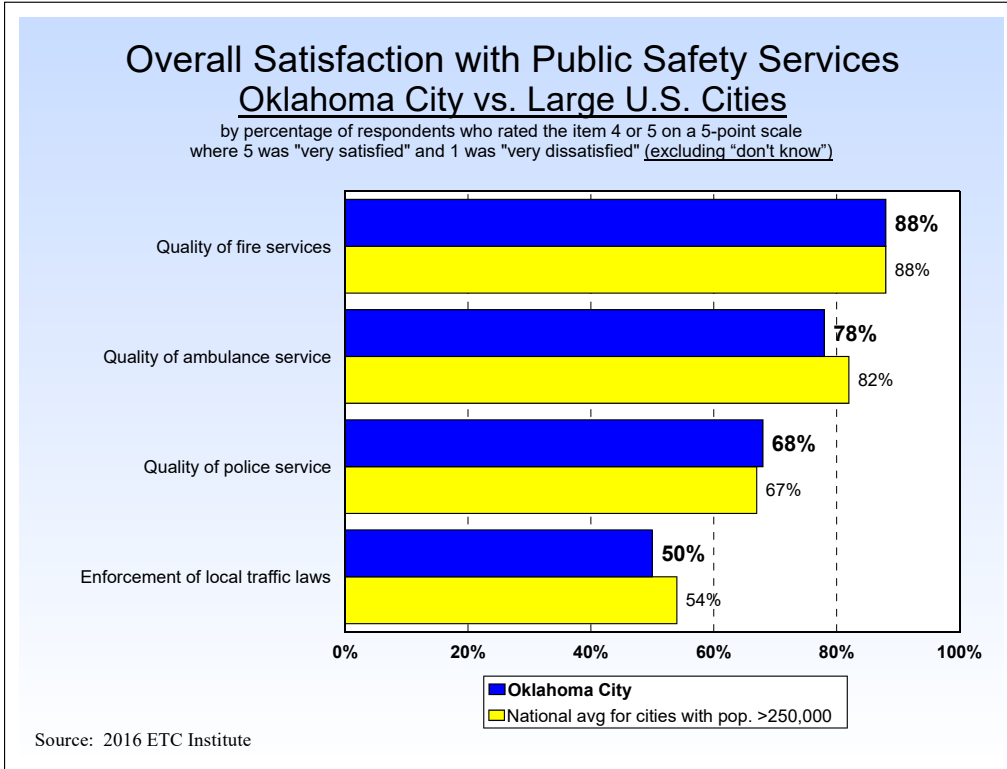
National Benchmarks

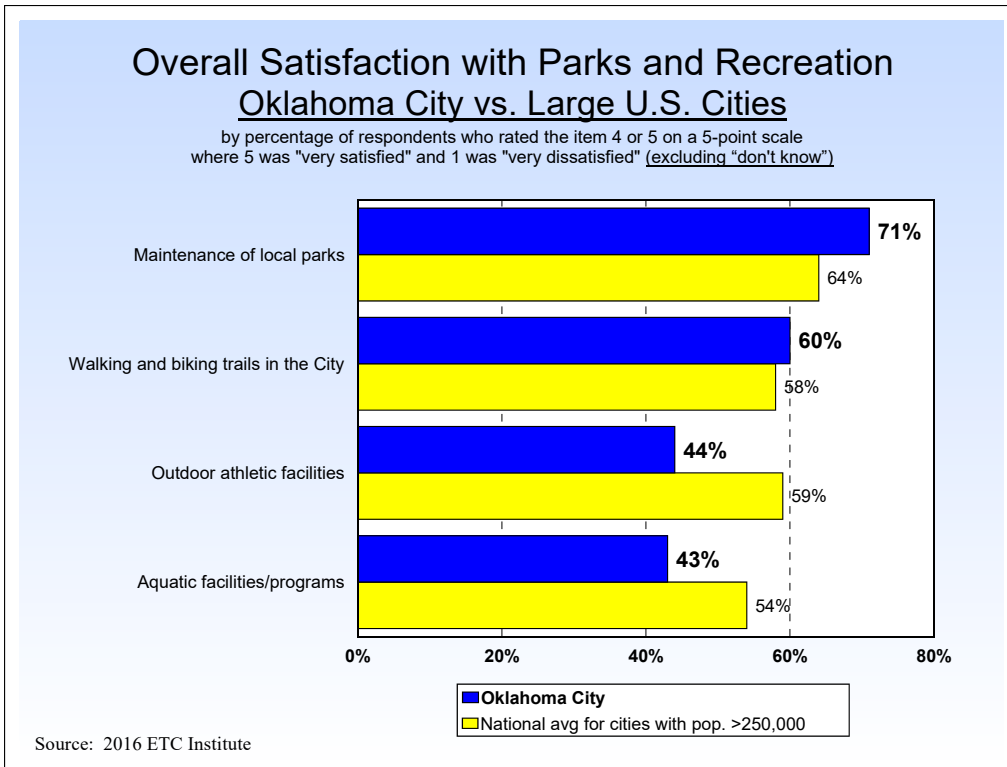
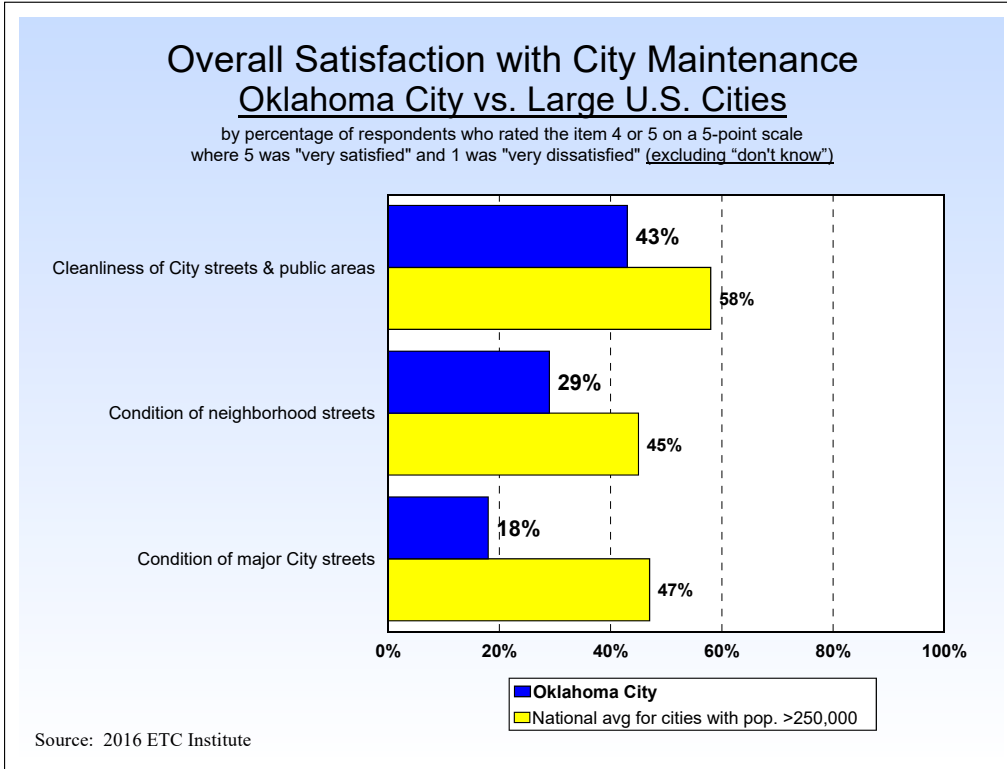
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Oklahoma City is not authorized without written consent from ETC Institute.

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





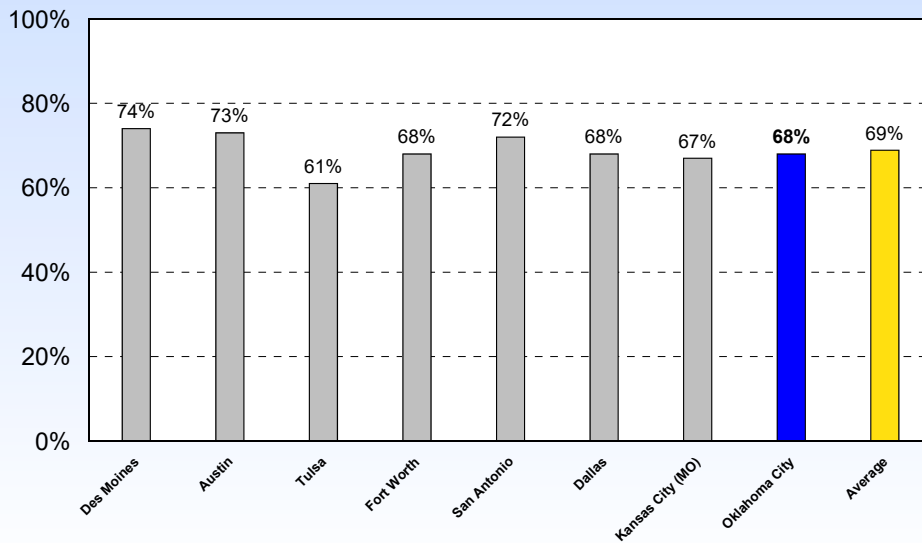


Selected Head-to-Head Comparisons

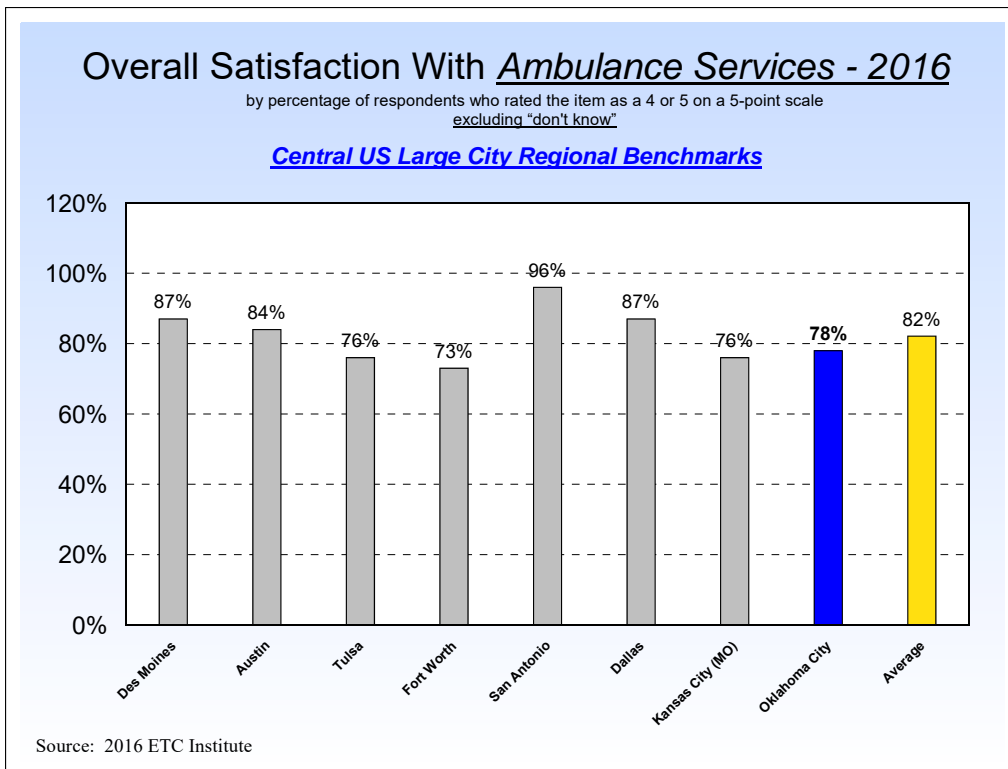
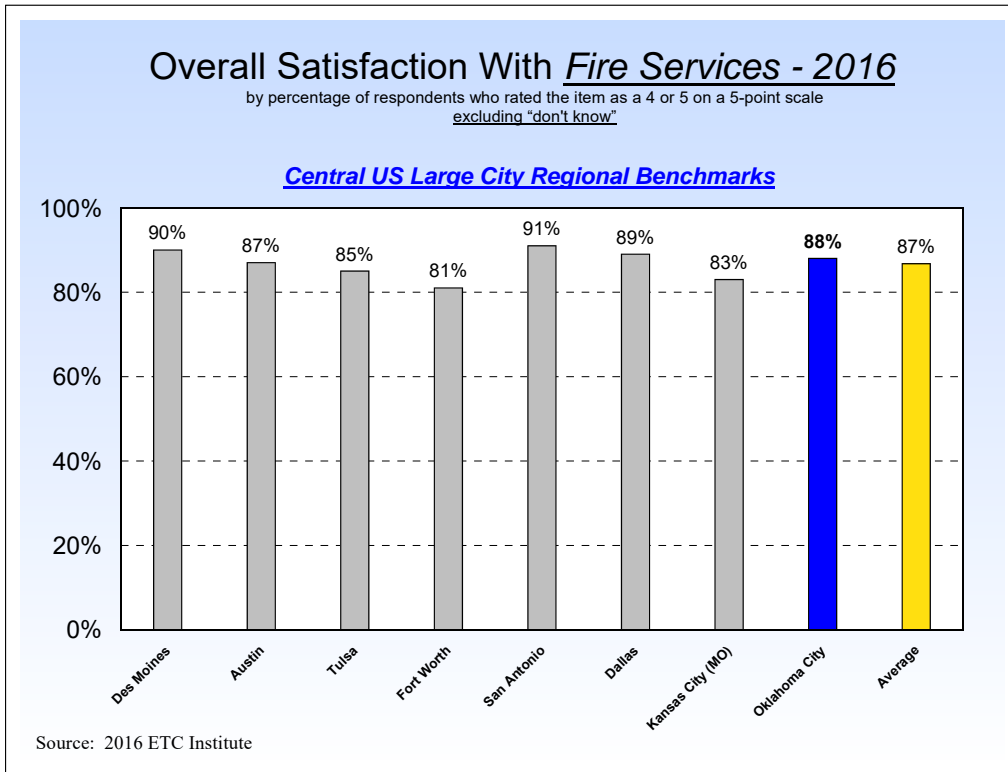
Overall Satisfaction With *Police Services* - 2016

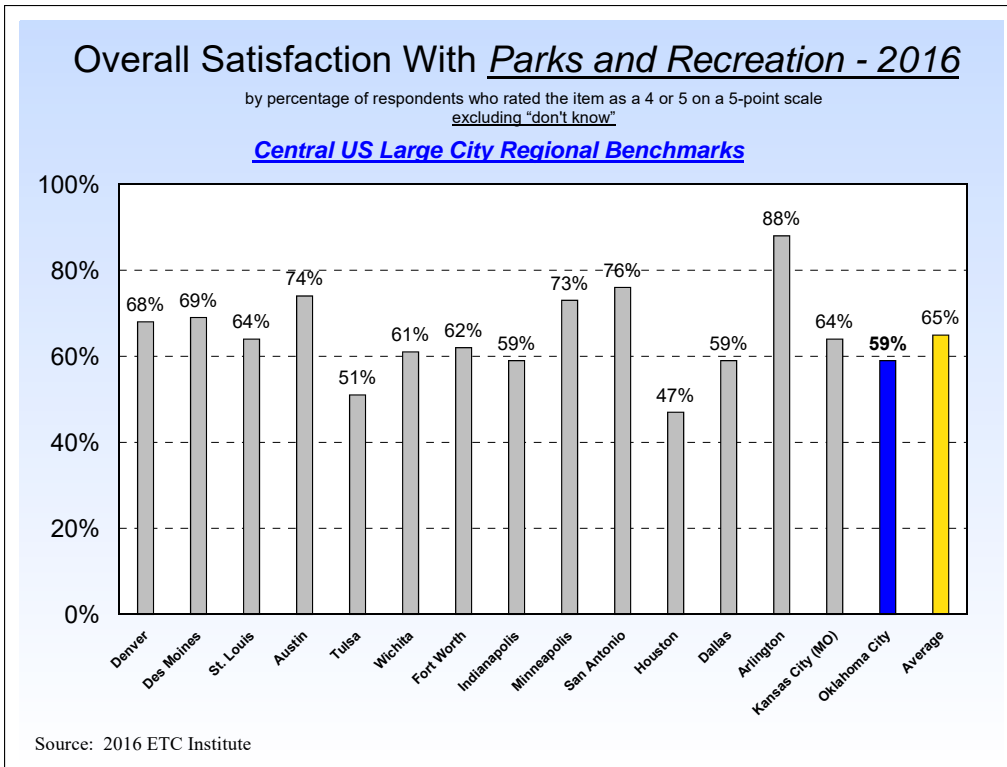
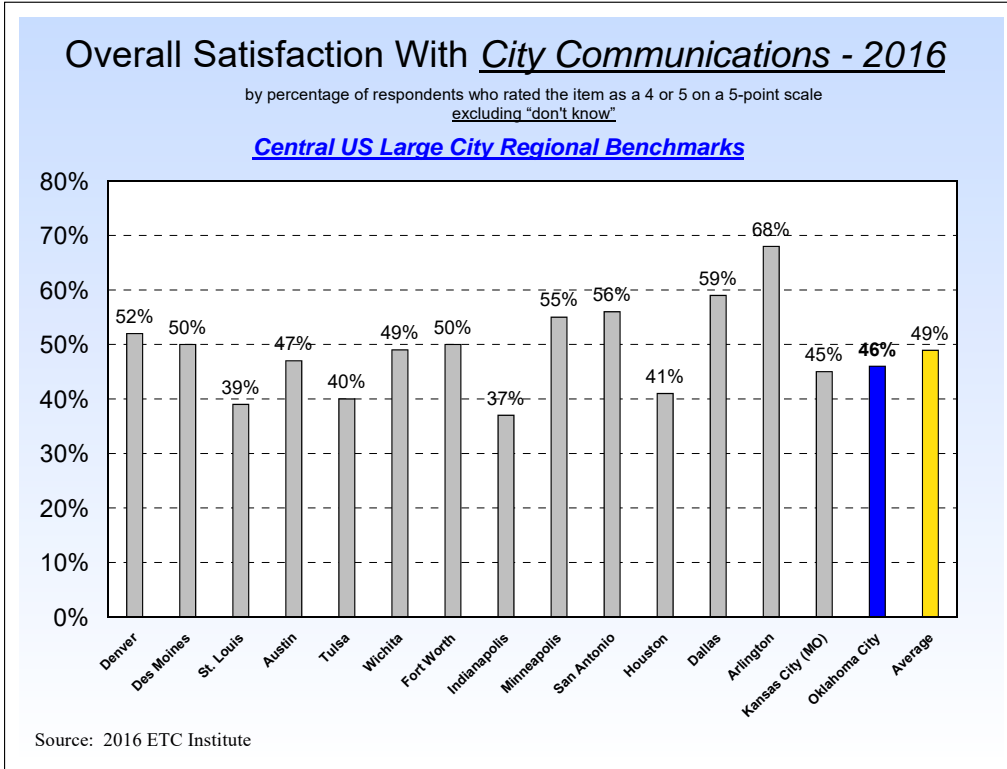
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding "don't know"

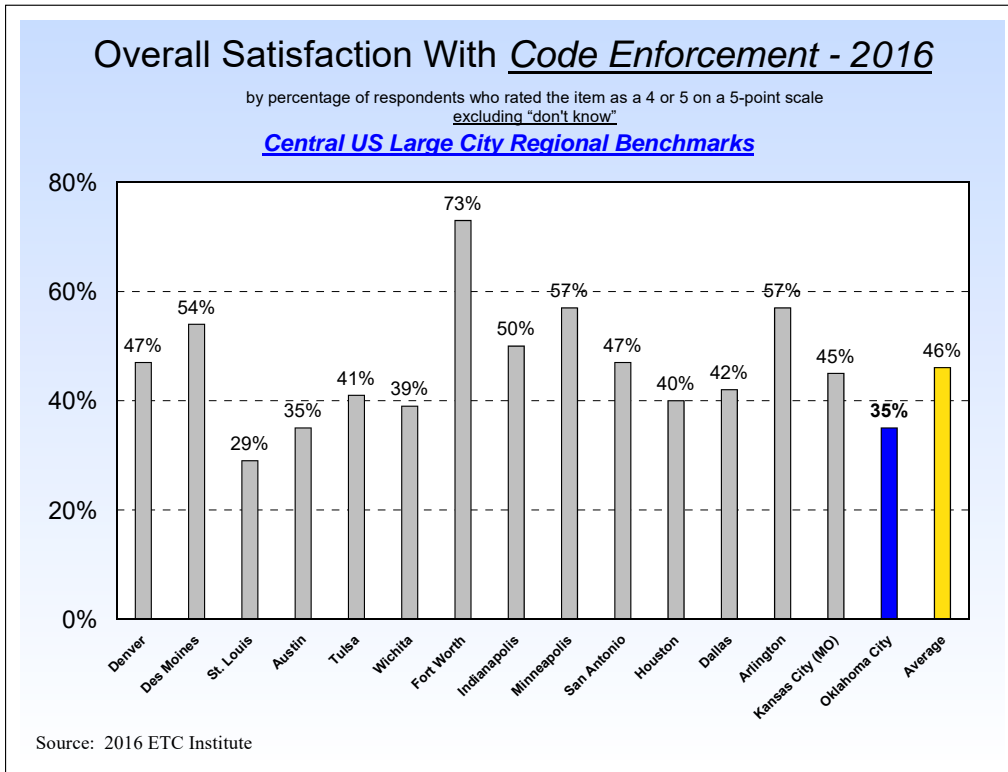
Central US Large City Regional Benchmarks



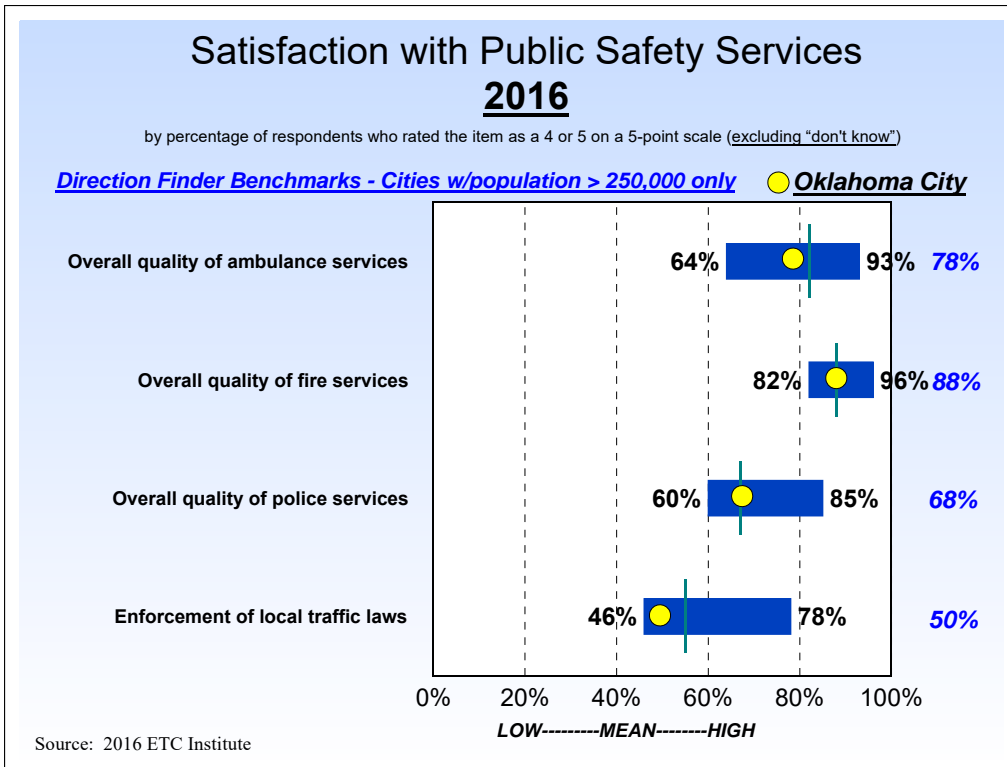
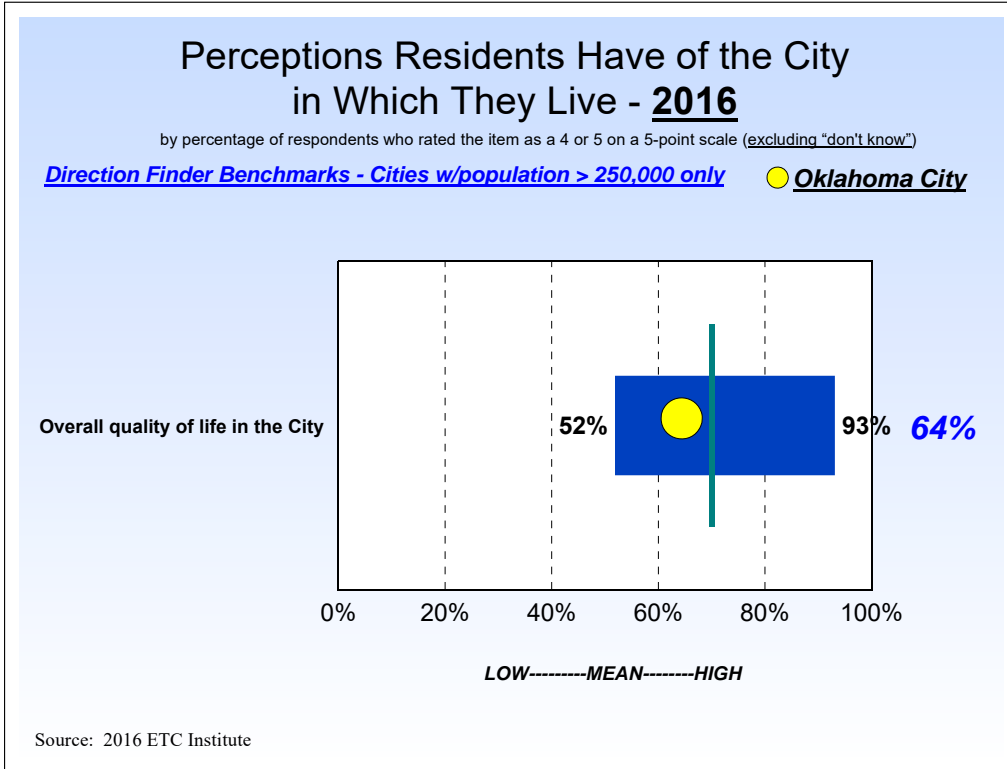
Source: 2016 ETC Institute

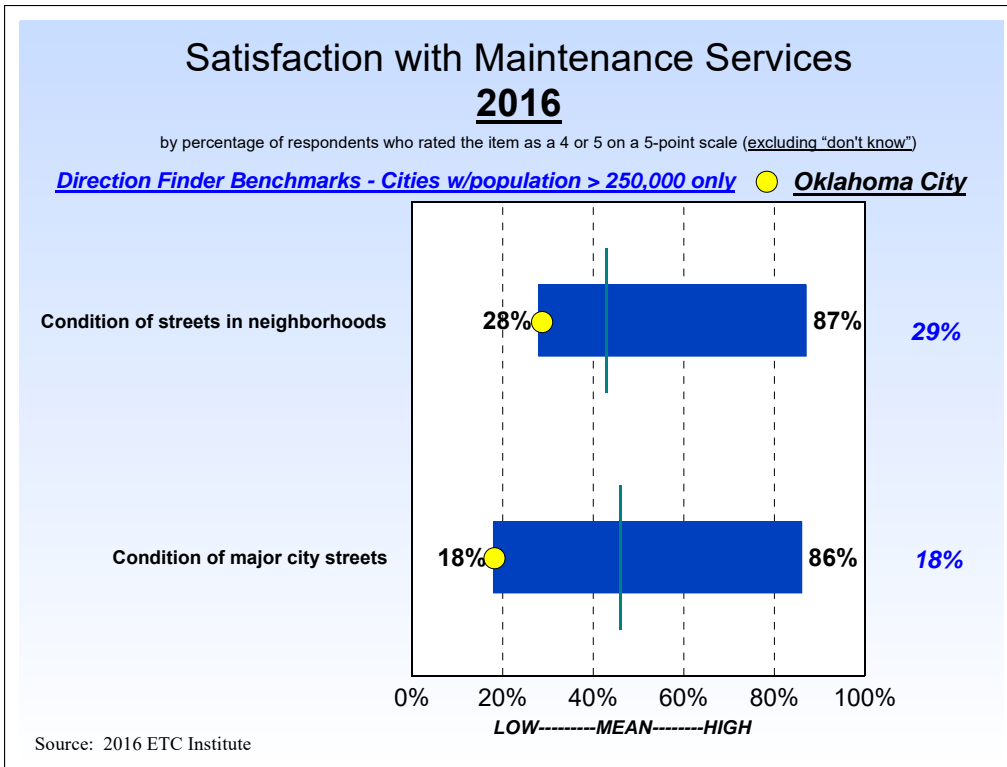
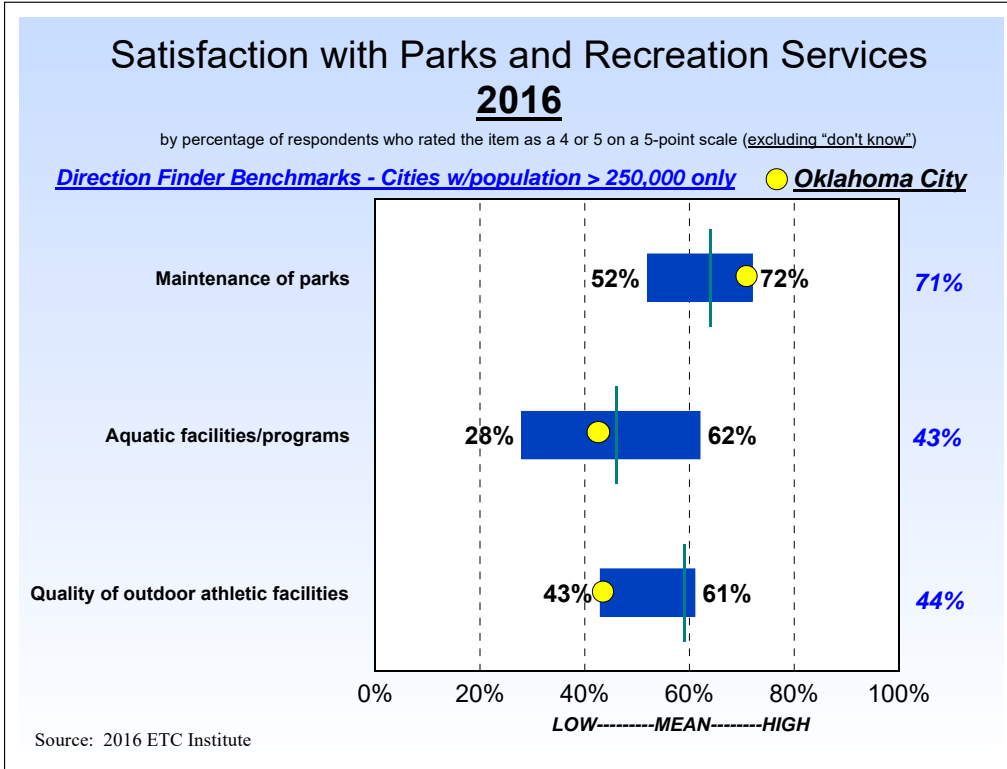






Comparison to a Range of Performance





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 twenty-two percent (22.2%) ranked "enforcement of City codes and ordinances" as one of the most important services to emphasize over the next two years.

With regard to satisfaction, “enforcement of City codes and ordinances” was ranked ninth overall, with 35% rating this category as a “4” or a “5” on a 5-point scale, excluding “don't know” responses. The I-S rating for “enforcement of City codes and ordinances” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 22.2% was multiplied by 65% (1-0.35). This calculation yielded an I-S rating of 0.1443, which was ranked fourth 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 - 2016 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	80%	1	8%	11	0.7326	1
Flow of traffic and the ease of getting around town	41%	2	40%	8	0.2458	2
Quality of the City's public transit system	29%	4	22%	10	0.2244	3
<u>High Priority (IS .10-.20)</u>						
Enforcement of City codes and ordinances	22%	6	35%	9	0.1443	4
<u>Medium Priority (IS < .10)</u>						
Quality of police service	31%	3	68%	3	0.0995	5
Quality of parks/recreation programs/facilities	23%	5	59%	4	0.0957	6
Effectiveness of City communication with the public	13%	7	46%	7	0.0707	7
Quality of City water utilities	12%	8	58%	5	0.0491	8
Quality of customer service from City employees	7%	10	55%	6	0.0304	9
Quality of ambulance service	6%	11	78%	2	0.0125	10
Quality of fire service	10%	9	88%	1	0.0122	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 - 2016 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 junk/debris on private property	58%	1	46%	2	0.3127	1
Enforcing the mowing/cutting of weeds/grass on private property	53%	2	43%	3	0.3010	2
Enforcing exterior maintenance of residential property	34%	3	39%	7	0.2052	3
<u>High Priority (IS .10-.20)</u>						
Efforts to remove abandoned/inoperative vehicles	32%	4	41%	6	0.1868	4
Quality of animal control services	28%	5	43%	4	0.1610	5
Enforcing neighborhood yard parking regulations	20%	6	48%	1	0.1016	6
<u>Medium Priority (IS < .10)</u>						
Enforcing sign regulations	16%	7	42%	5	0.0904	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 - 2016 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 & biking trails in the City	39%	1	60%	4	0.1560	1
Quality of City parks near neighborhoods	36%	3	66%	3	0.1207	2
City recreation centers	19%	4	43%	10	0.1083	3
Maintenance of City parks	37%	2	71%	1	0.1072	4
Medium Priority (IS <.10)						
Availability of info about parks & rec programs	17%	5	44%	8	0.0949	5
City aquatic facilities & programs	14%	6	43%	9	0.0798	6
Quality of recreation programs & facilities	13%	7	42%	11	0.0728	7
Outdoor athletic facilities	11%	8	44%	7	0.0641	8
Recreation opportunities for fishing close to home	11%	9	42%	12	0.0630	9
Athletic programs	10%	10	38%	13	0.0593	10
Availability of info about Civic Ctr. Music Hall programs	7%	11	57%	5	0.0308	11
City golf courses	4%	13	52%	6	0.0199	12
Civic Center Music Hall experience	5%	12	69%	2	0.0156	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 Rating

Oklahoma City - 2016

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	18%	8	0.6059	1
Condition of streets in YOUR neighborhood	53%	2	30%	7	0.3729	2
<u>High Priority (IS .10-.20)</u>						
Condition of pavement markings on City streets	30%	4	34%	6	0.1976	3
Cleanliness of City streets and other public areas	31%	3	42%	4	0.1766	4
Cleanliness of stormwater drains in neighborhood	19%	5	42%	5	0.1121	5
<u>Medium Priority (IS <.10)</u>						
Landscaping/streetscaping in medians and along City streets	17%	7	48%	3	0.0894	6
Snow removal on snow routes	18%	6	52%	2	0.0845	7
Condition of street signs	12%	8	53%	1	0.0578	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 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.

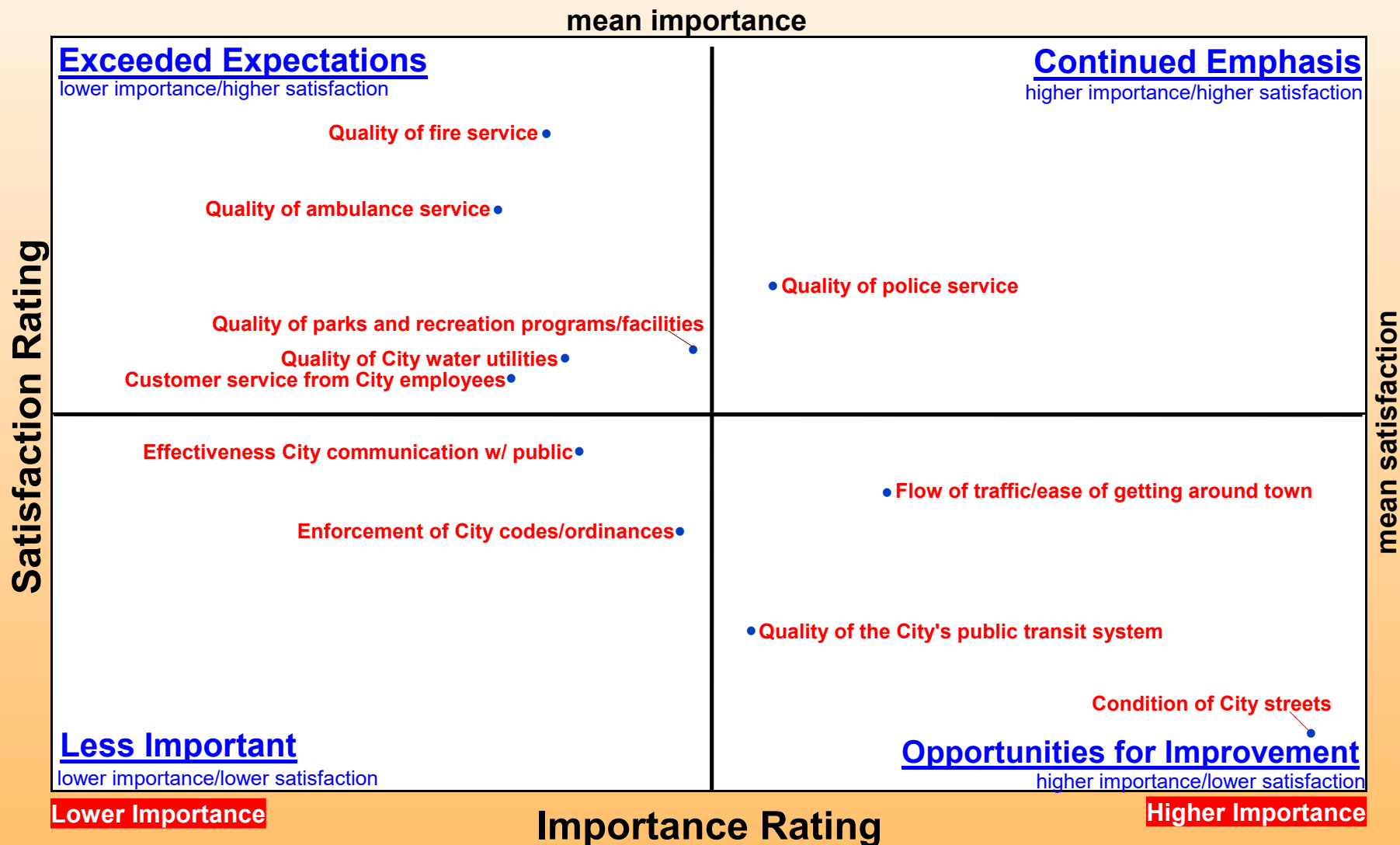
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

2016 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)

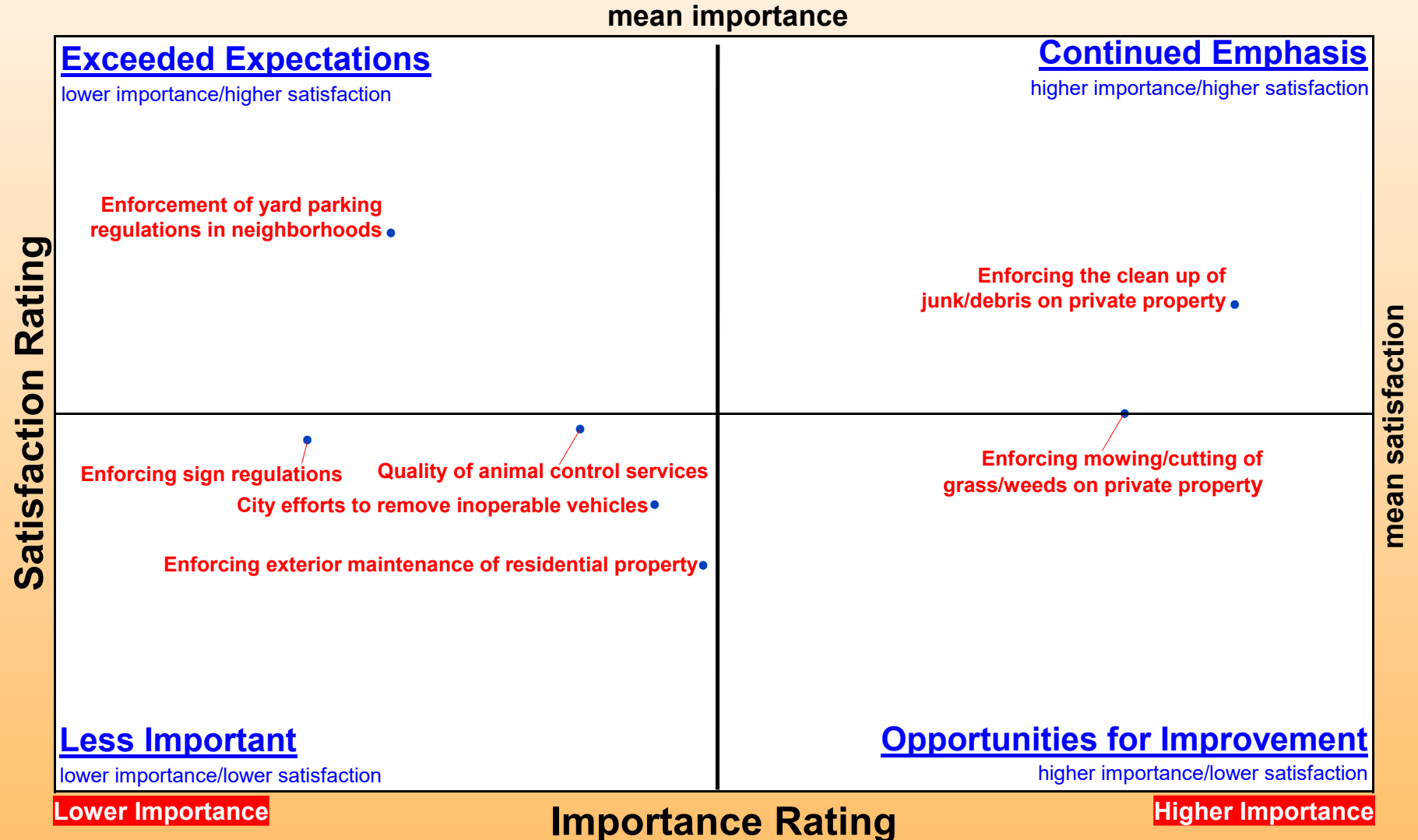


Source: ETC Institute (2016)

2016 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)

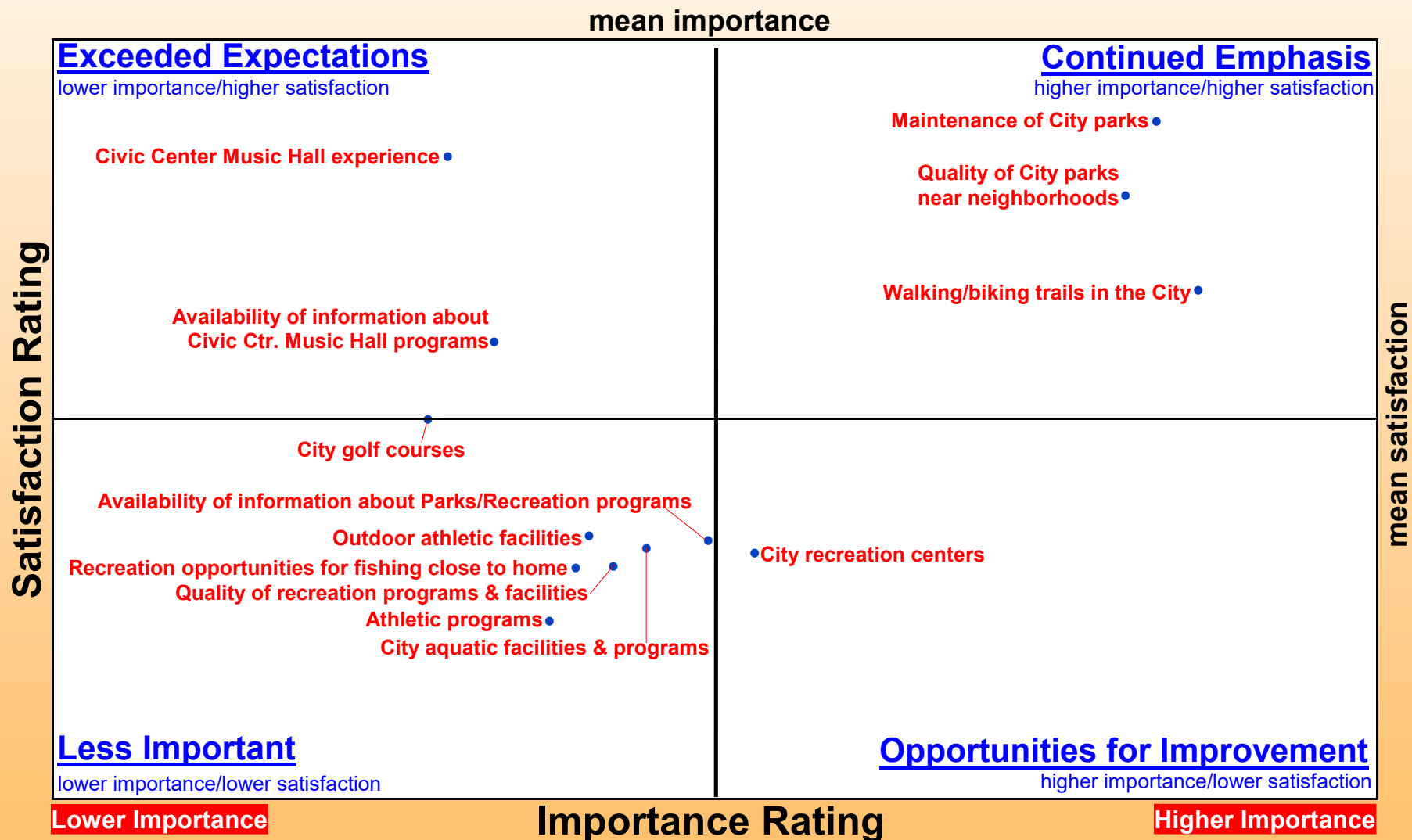


Source: ETC Institute (2016)

2016 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)

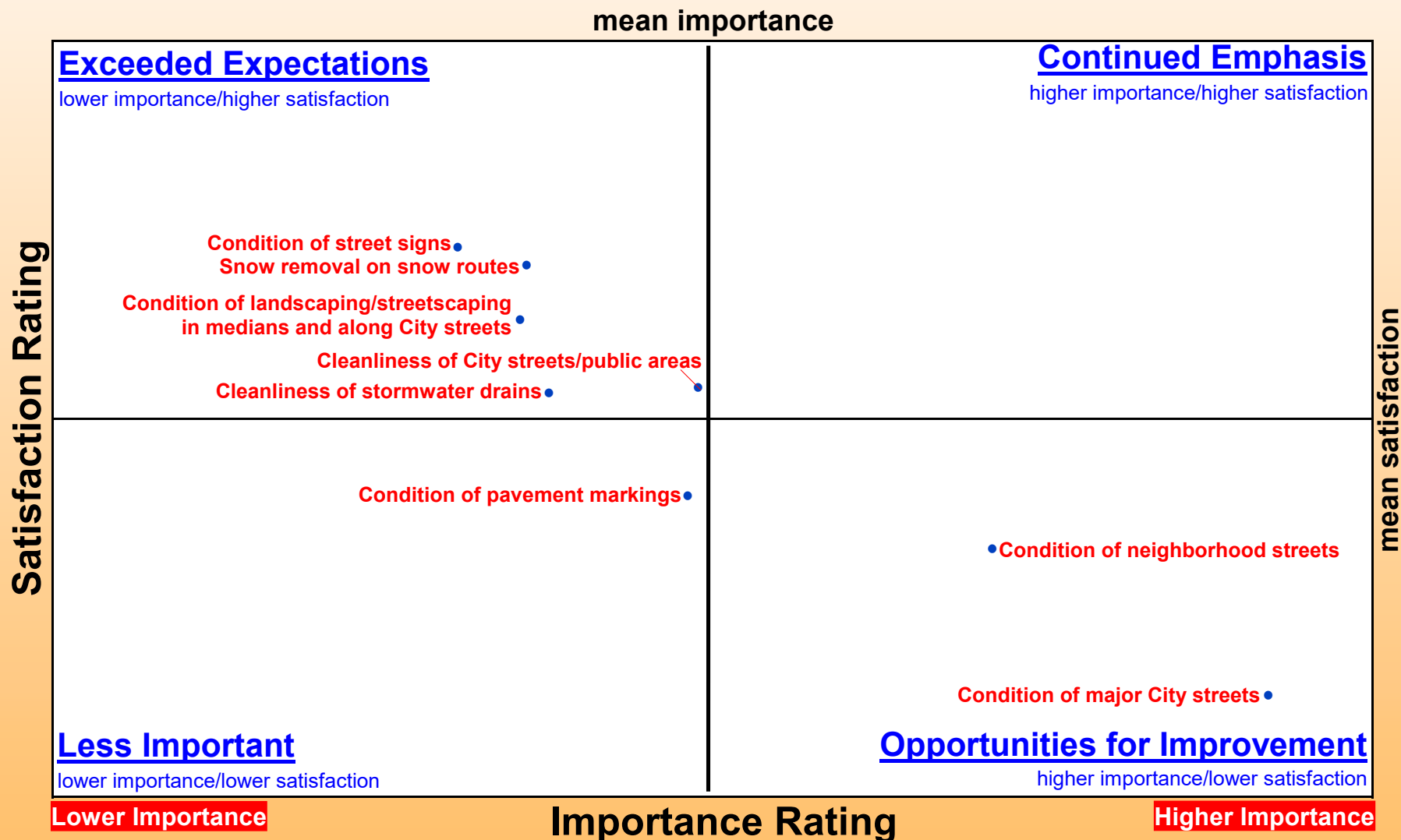


Source: ETC Institute (2016)

2016 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 (2016)

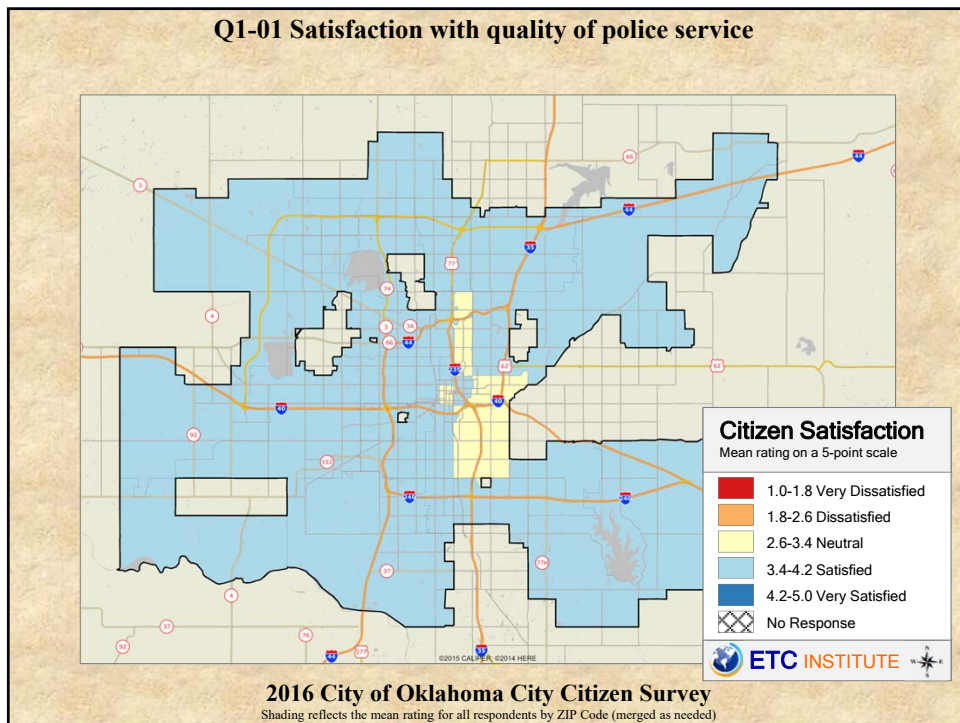
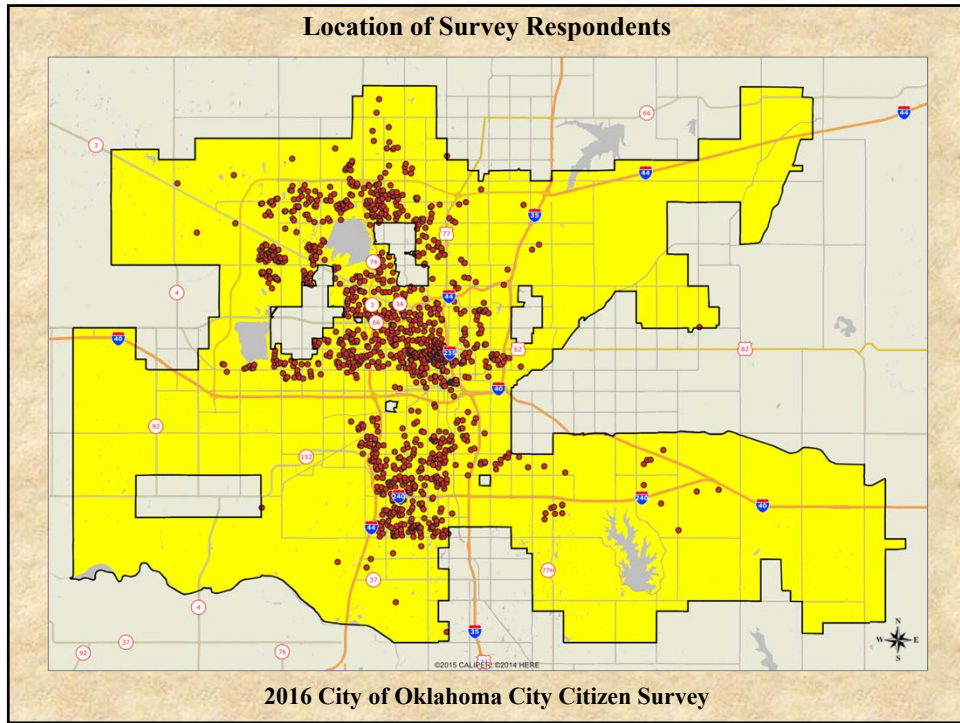
***Section 4:
GIS Maps***

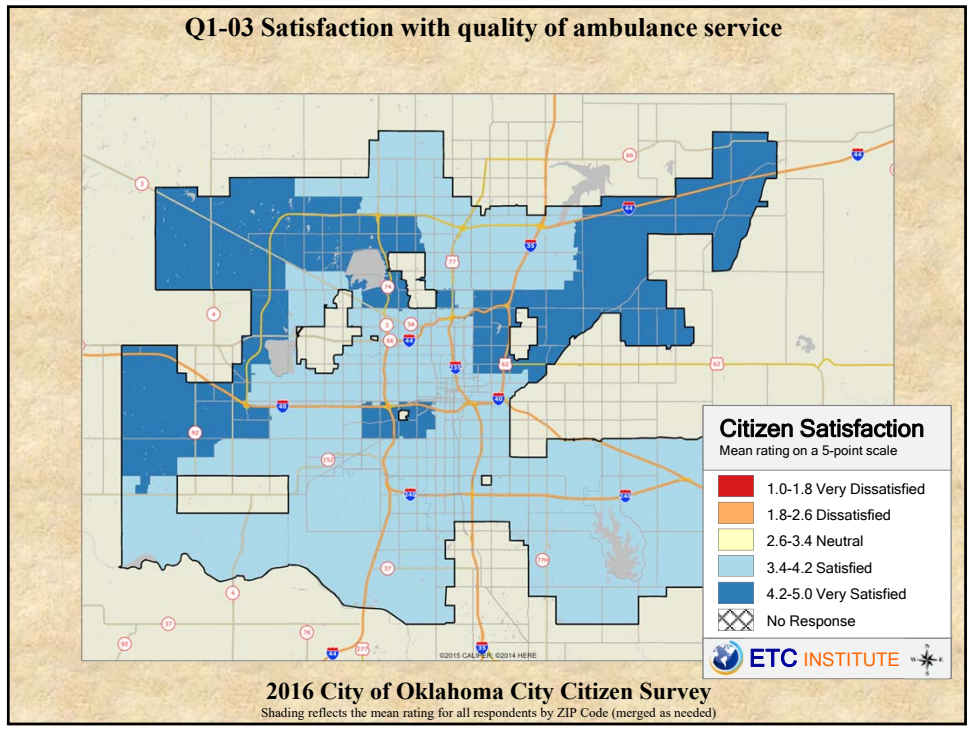
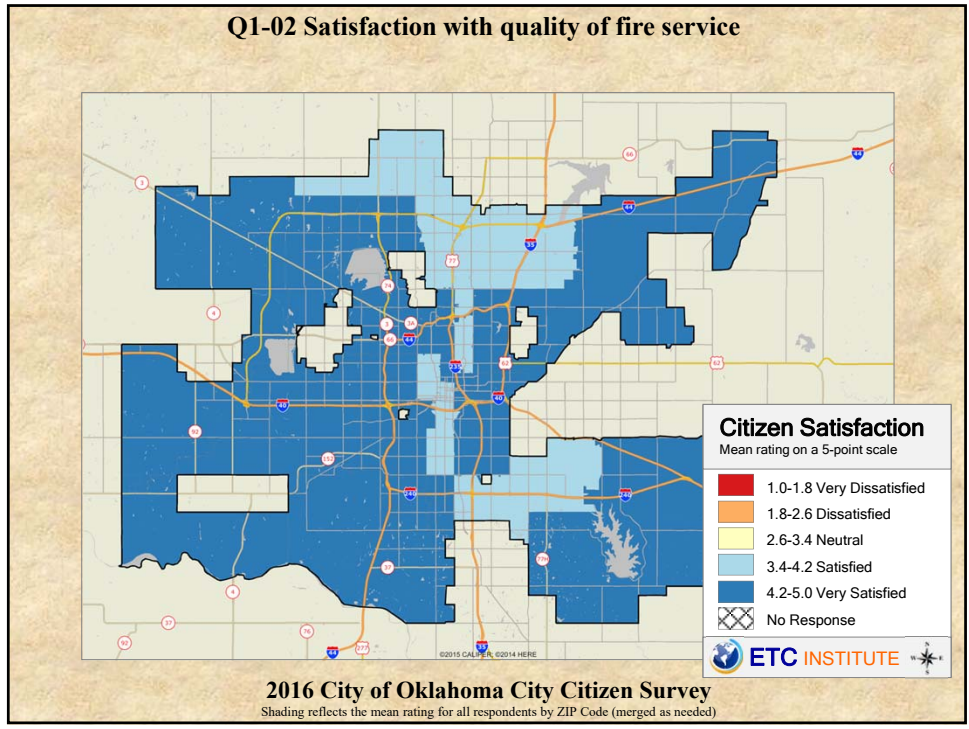
Interpreting the Maps

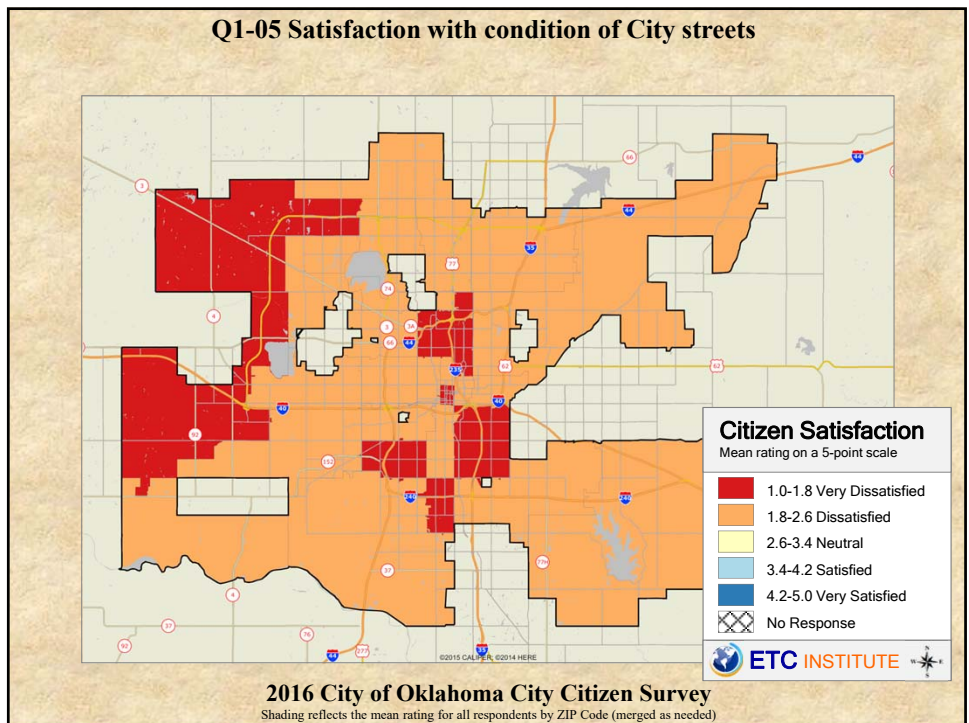
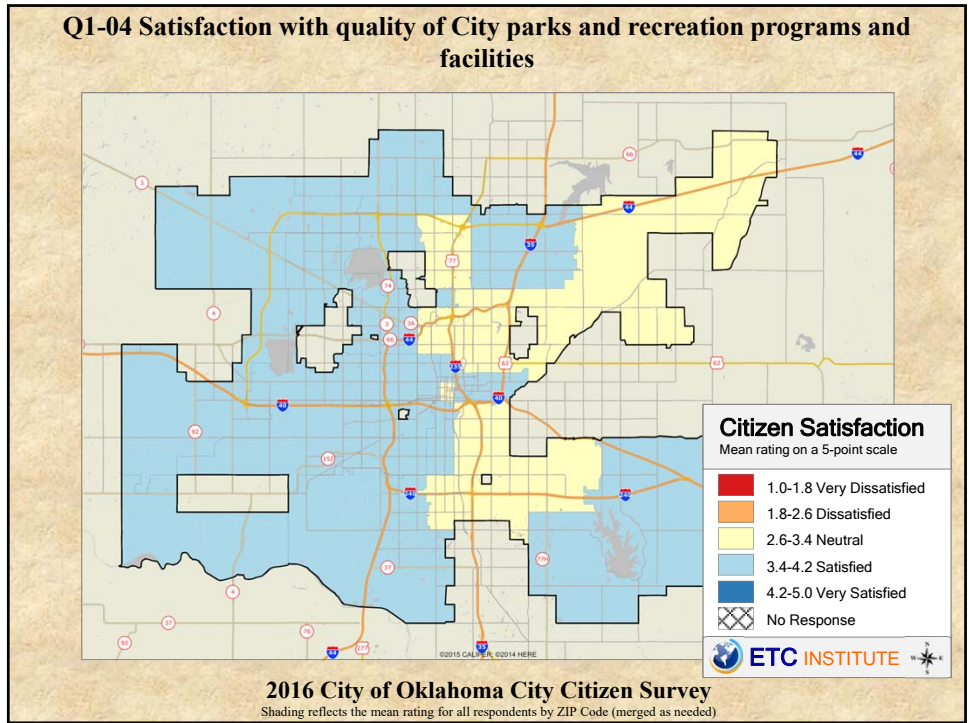
The maps on the following pages show the mean ratings for several questions on the survey by Zip Code. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

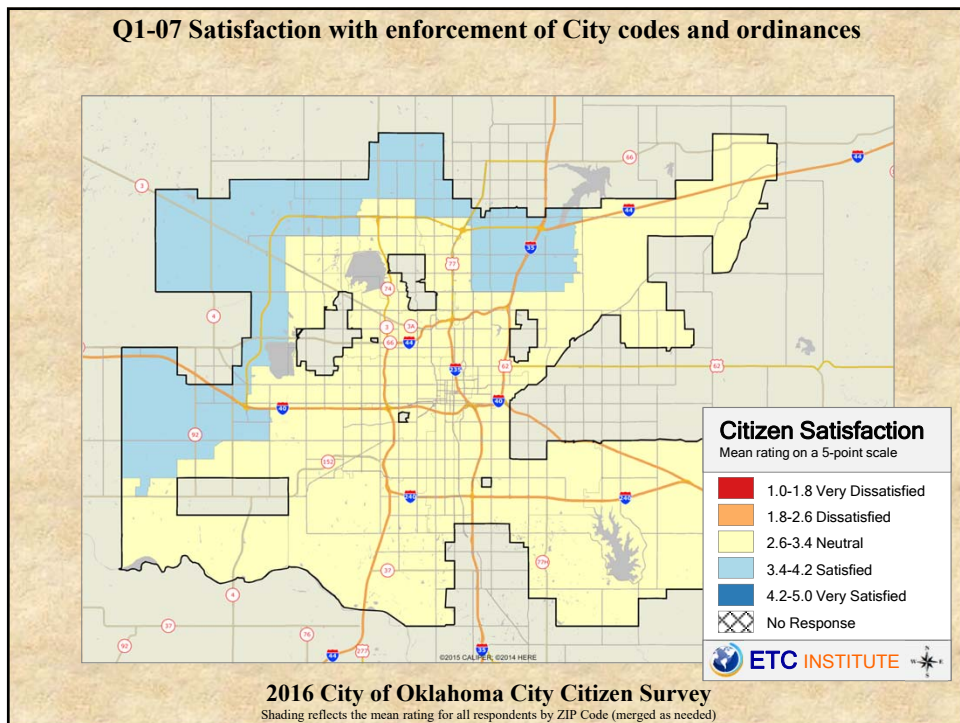
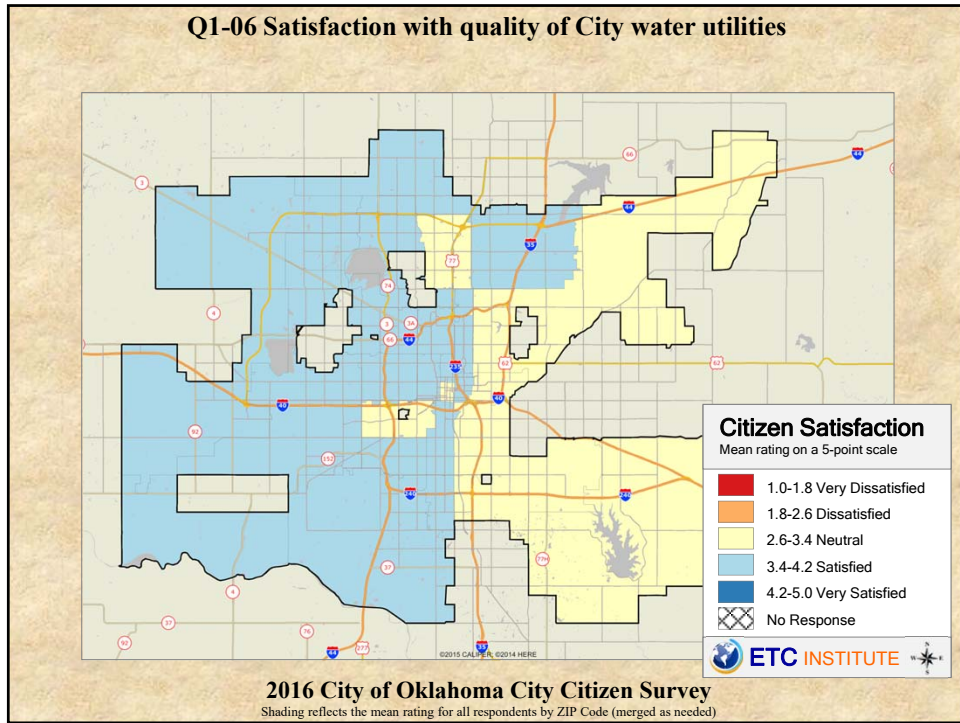
When reading the maps, please use the following color scheme as a guide:

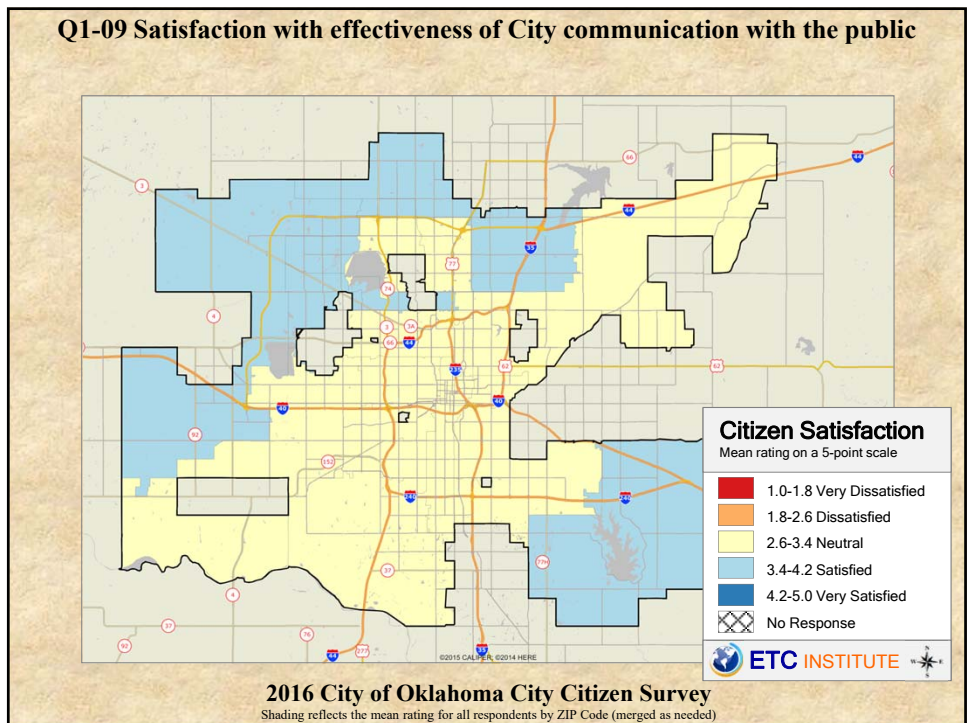
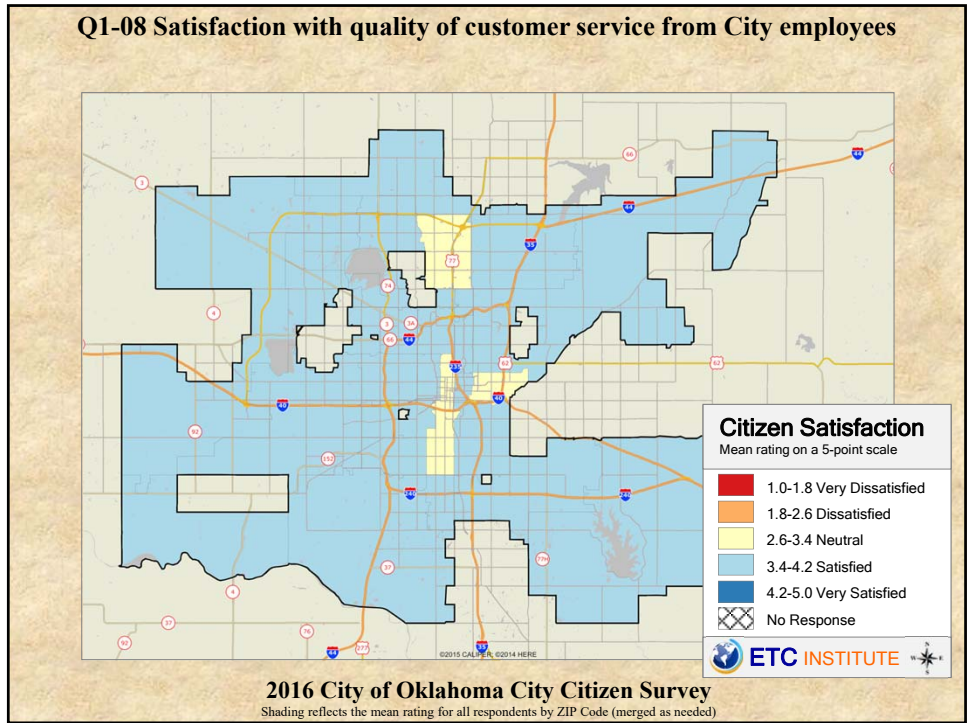
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the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

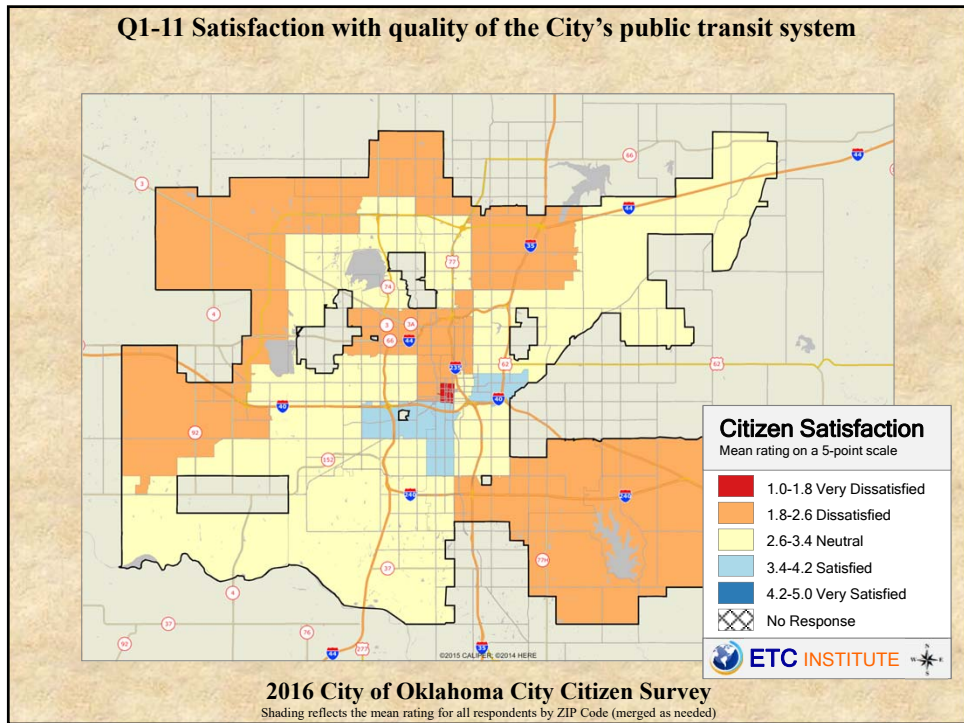
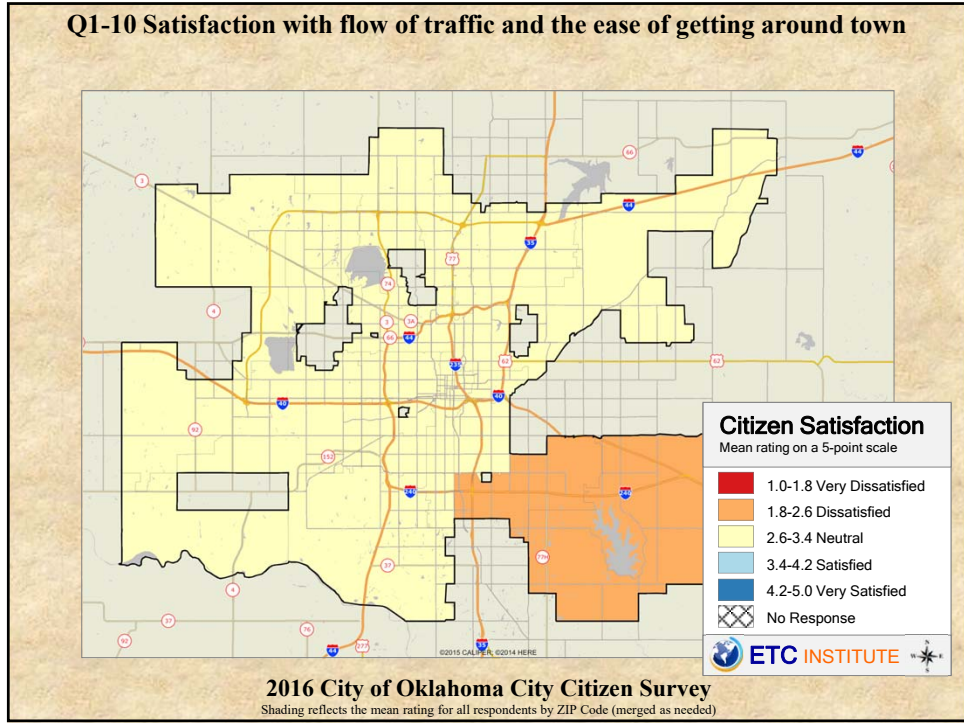


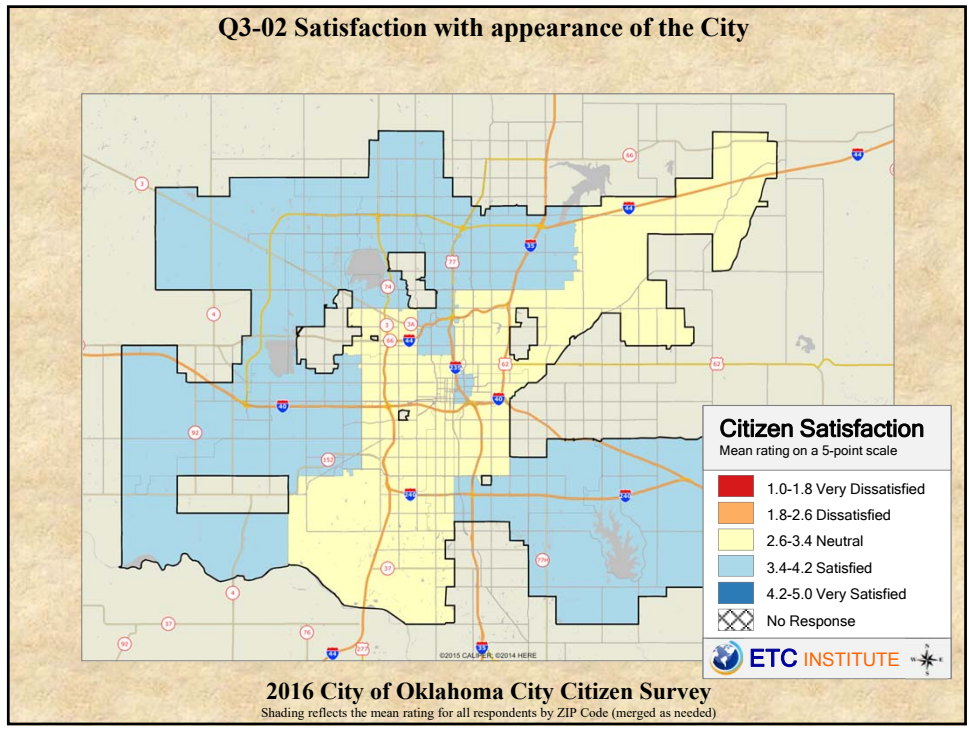
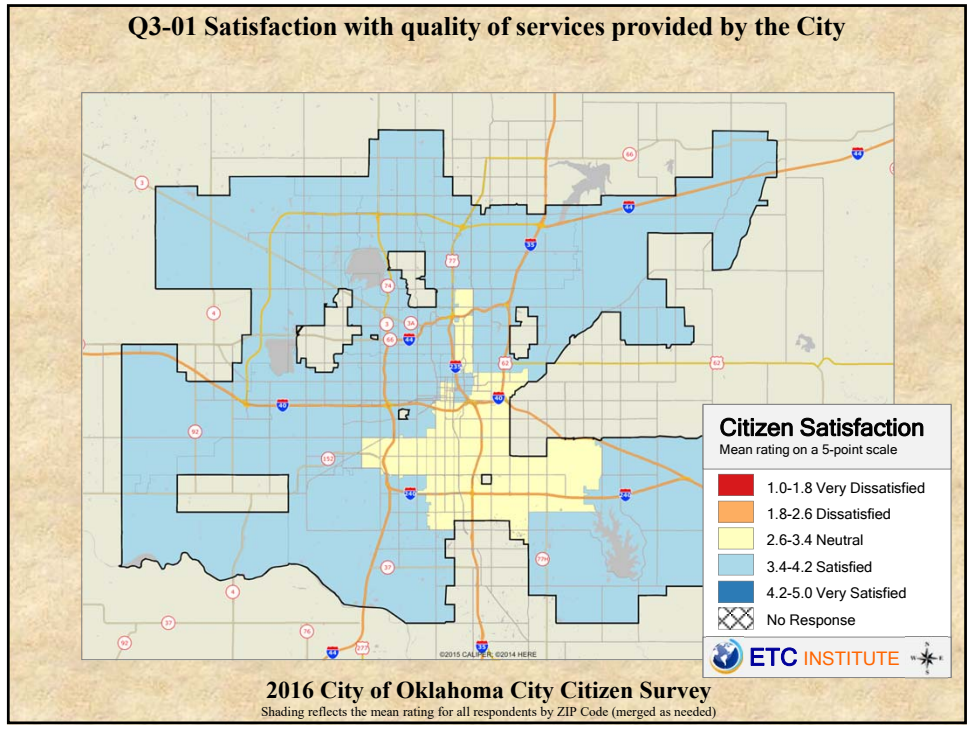


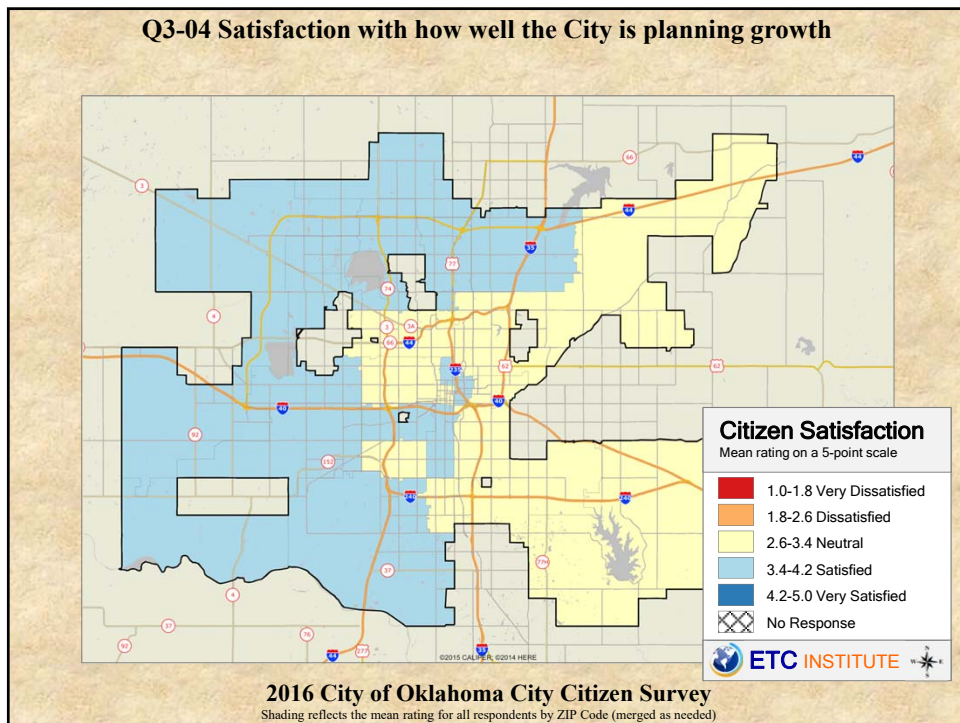
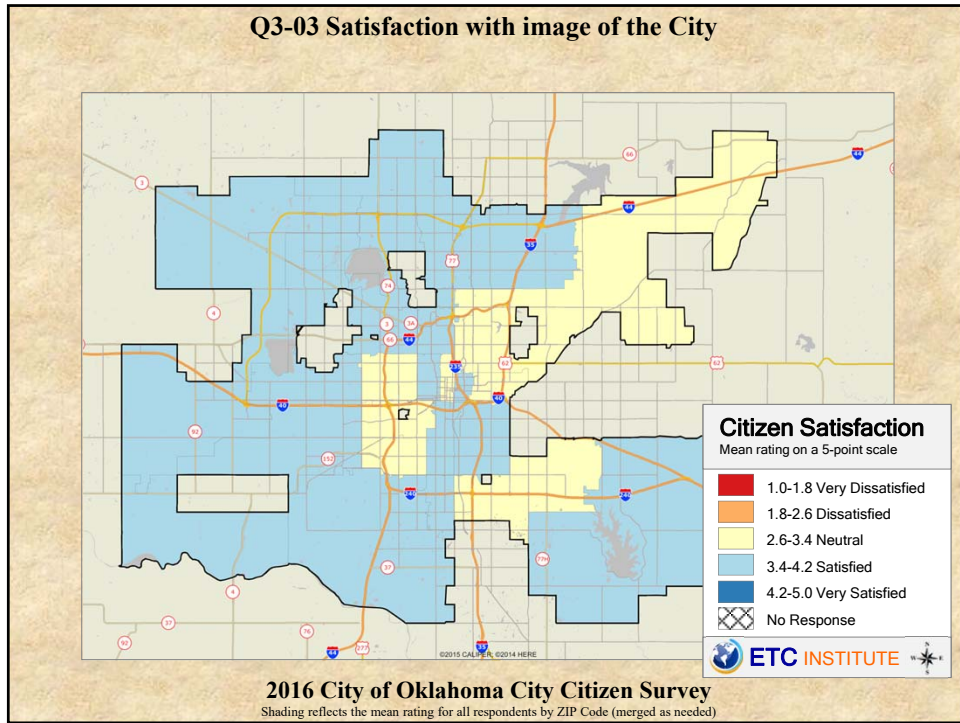


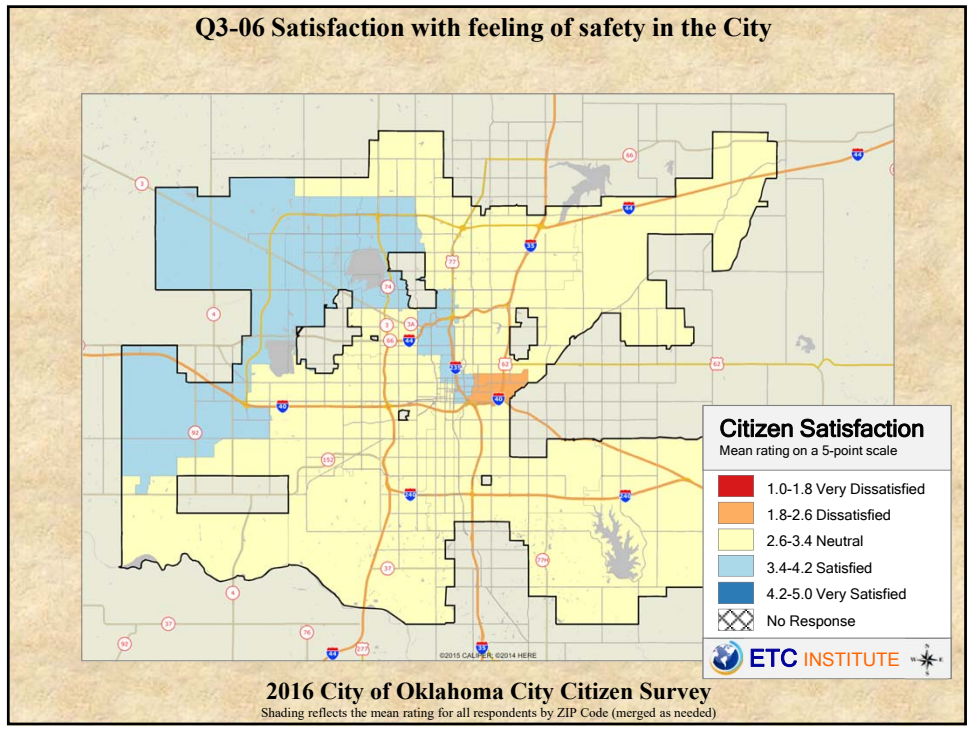
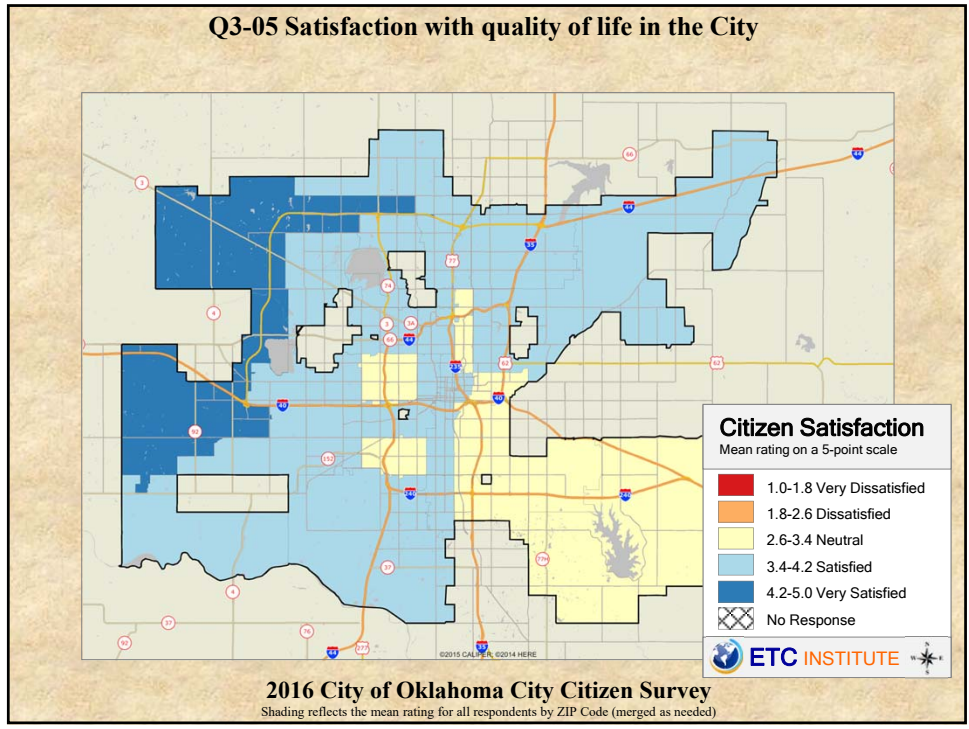


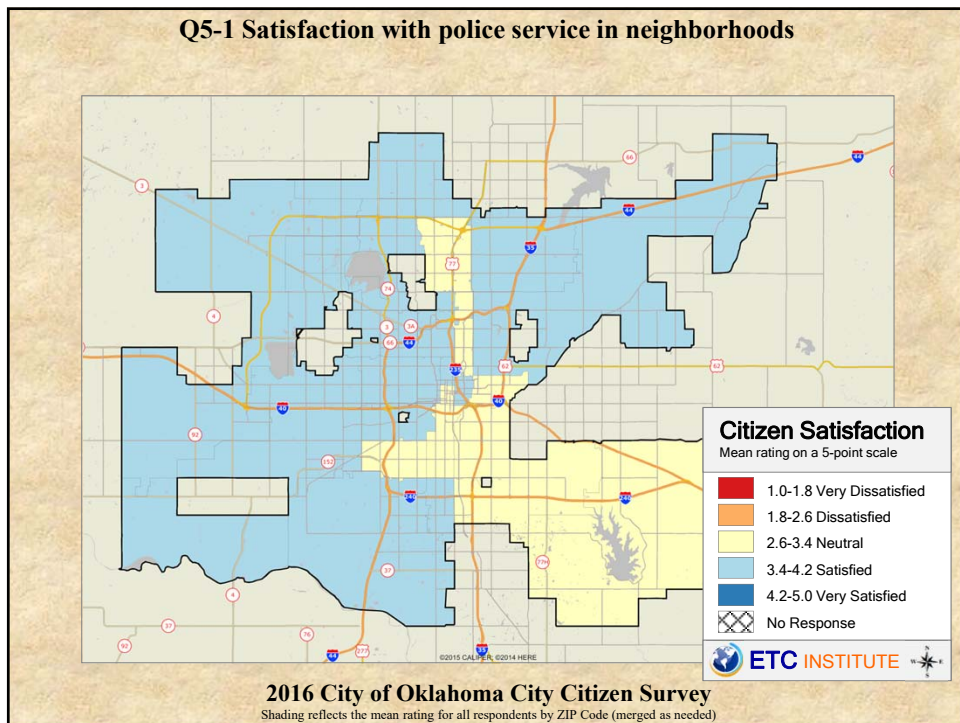
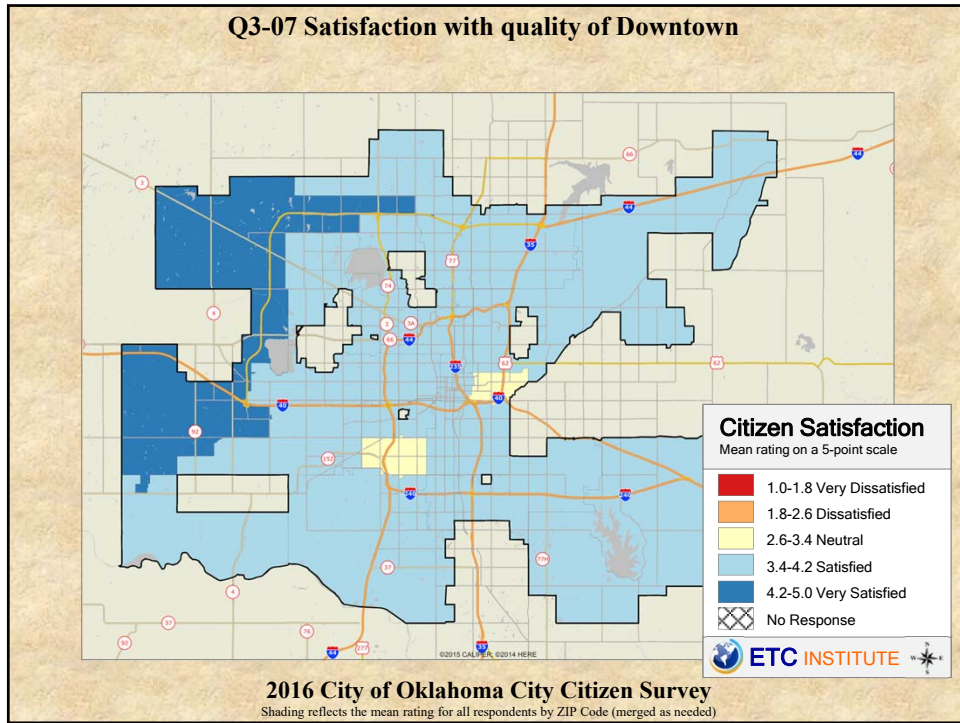


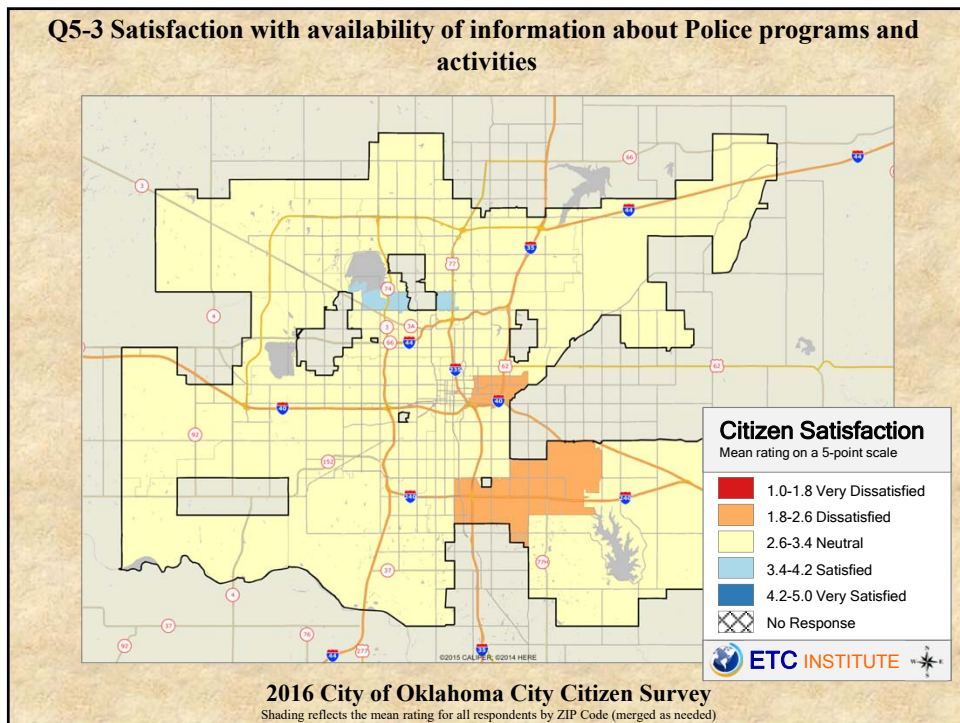
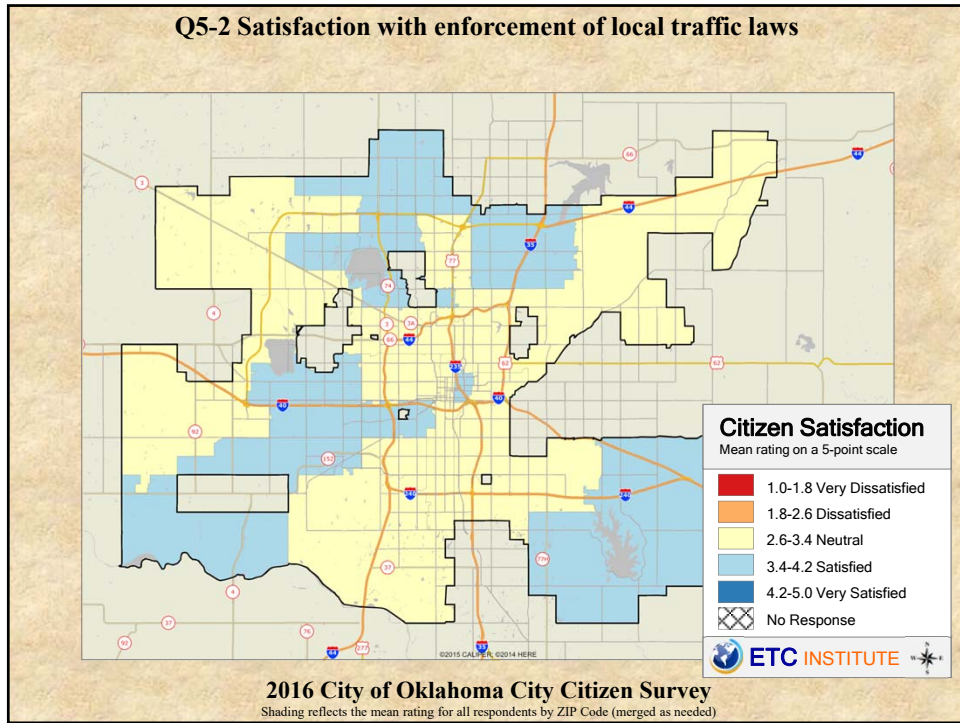


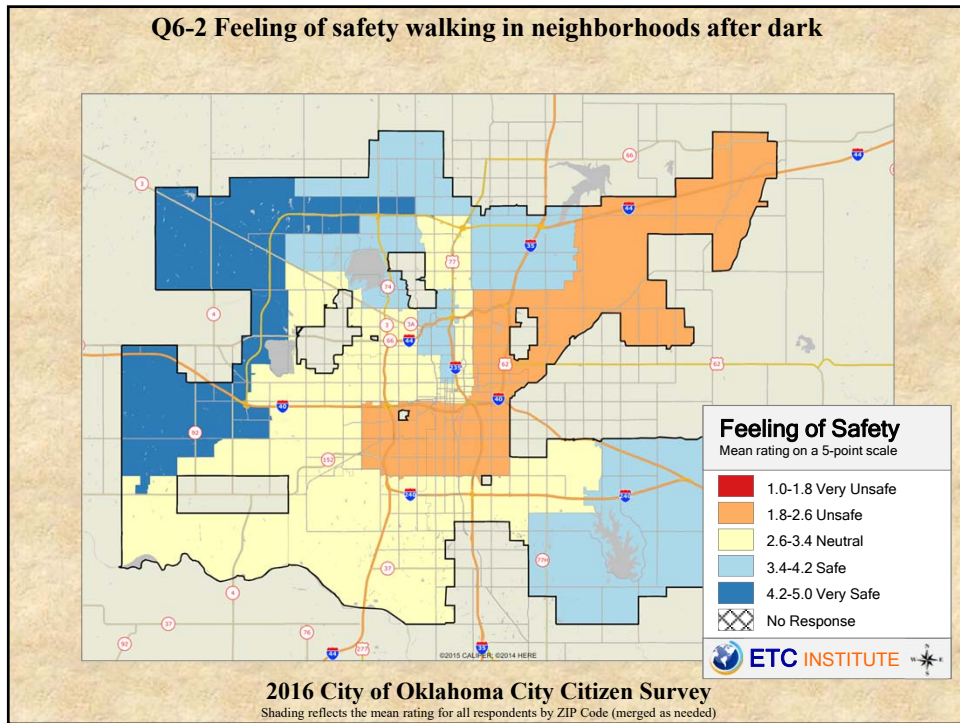
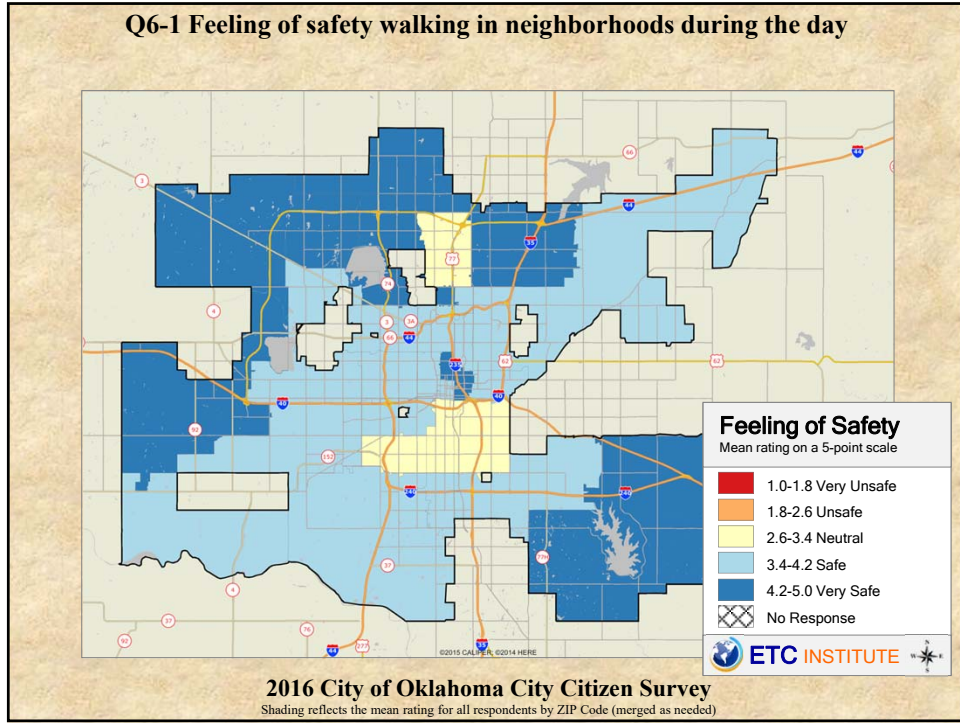


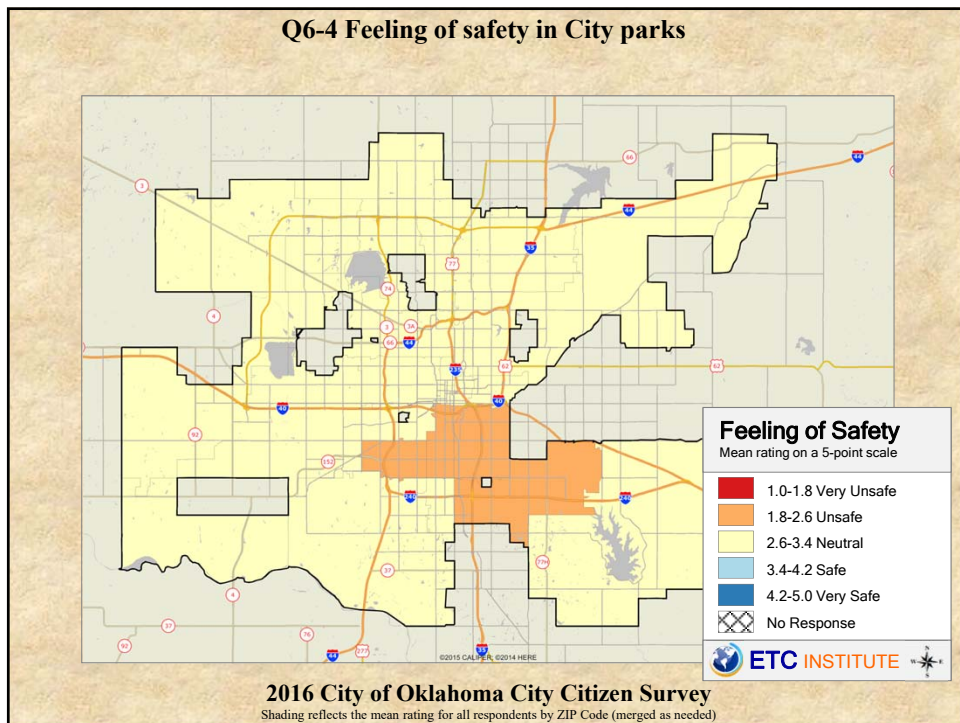
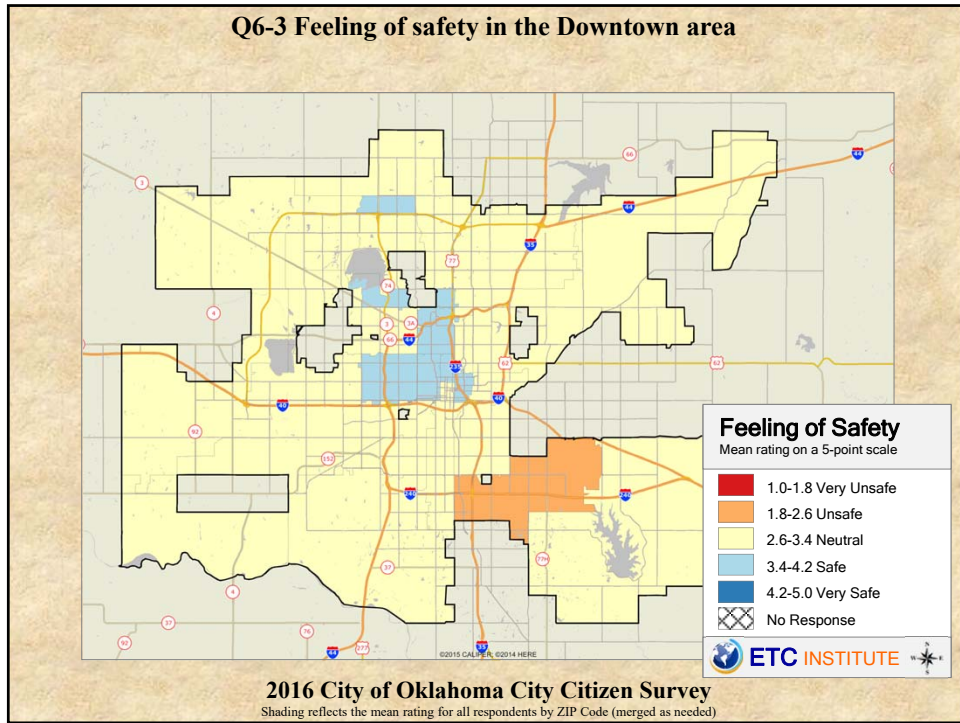


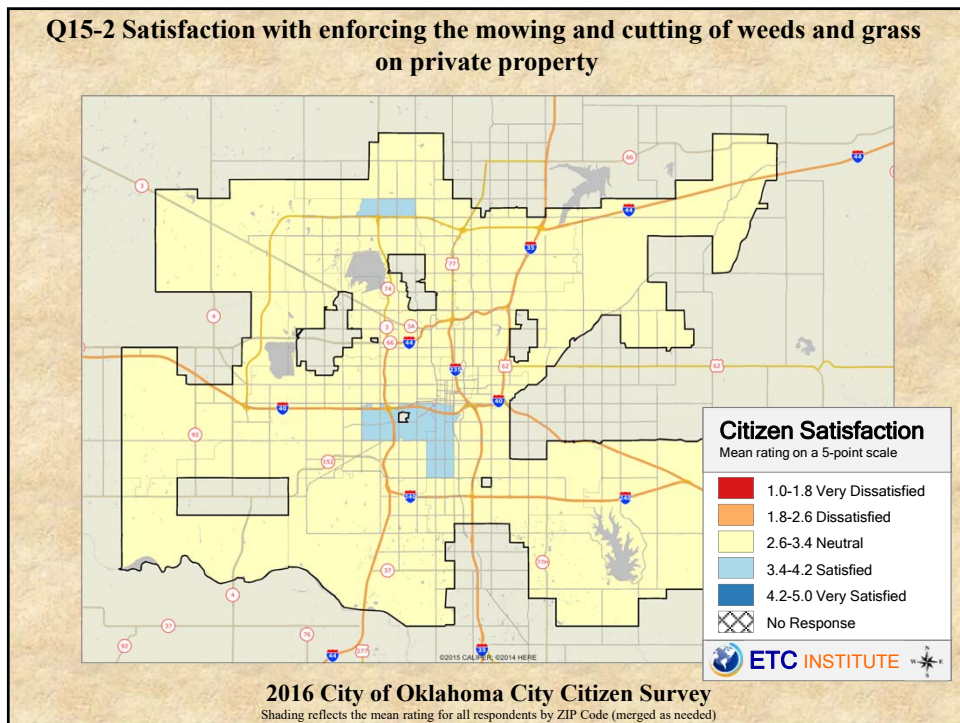
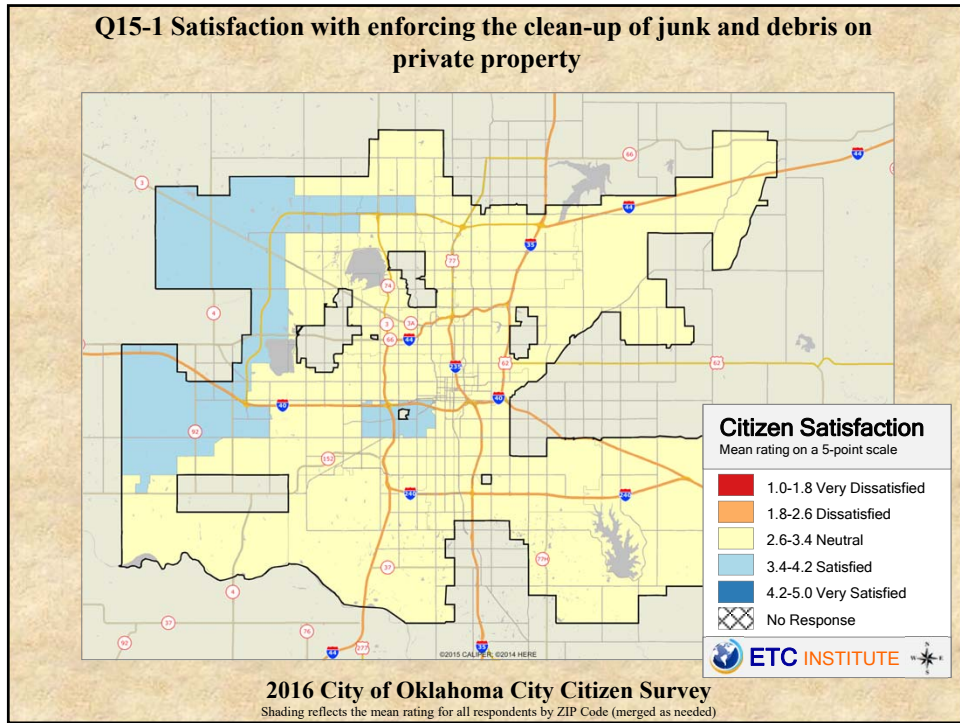




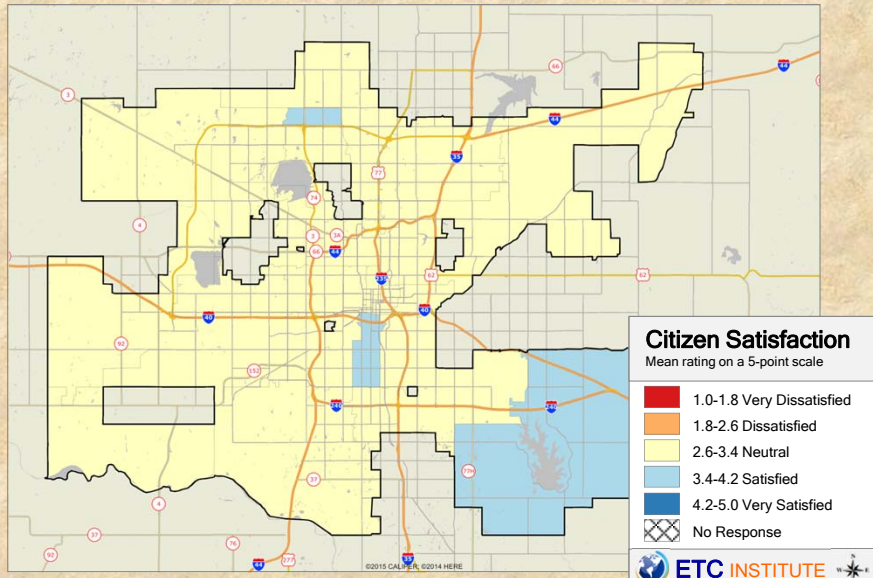






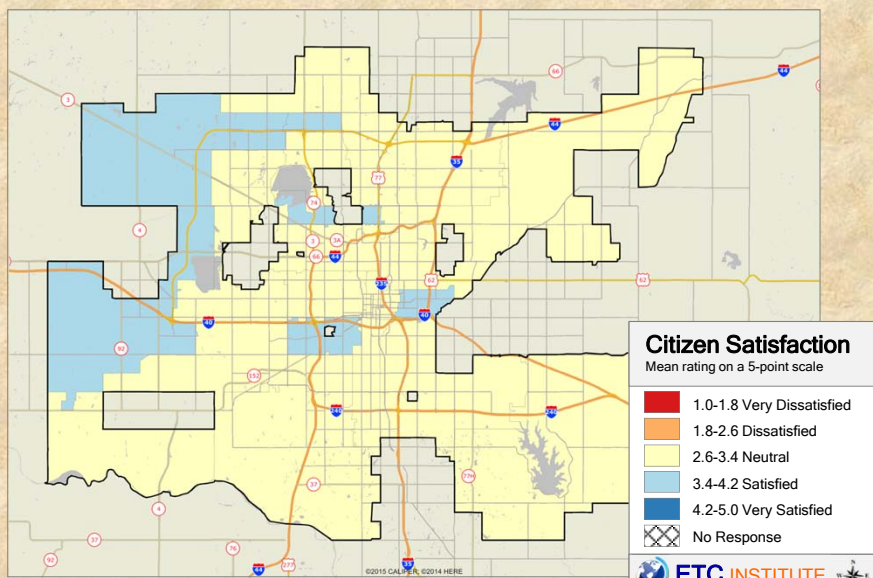


Q15-3 Satisfaction with enforcing the exterior maintenance of residential property

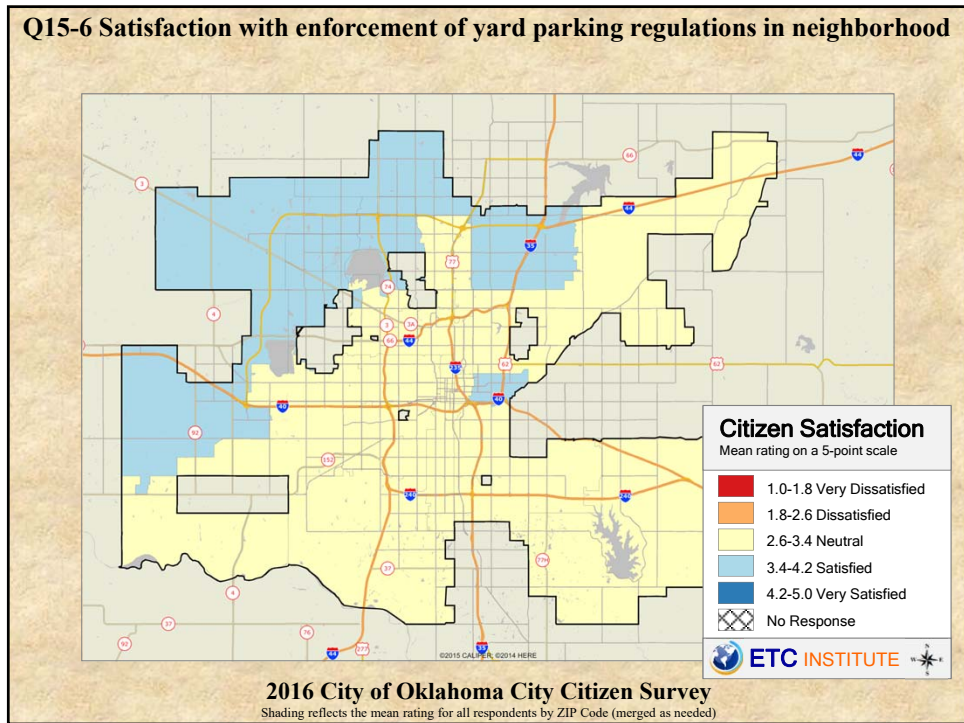
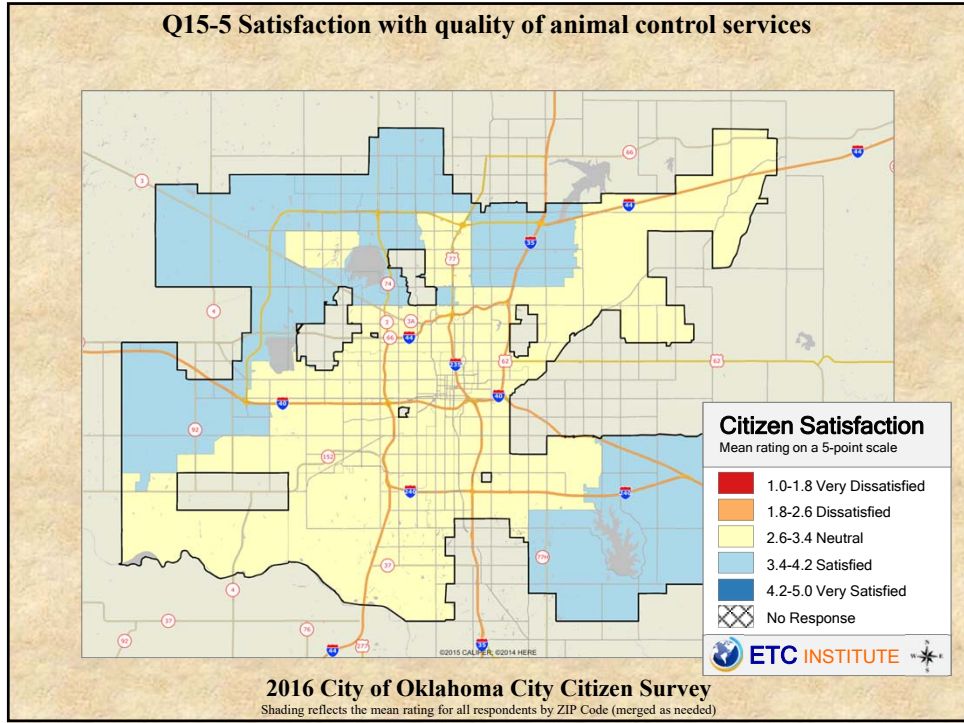


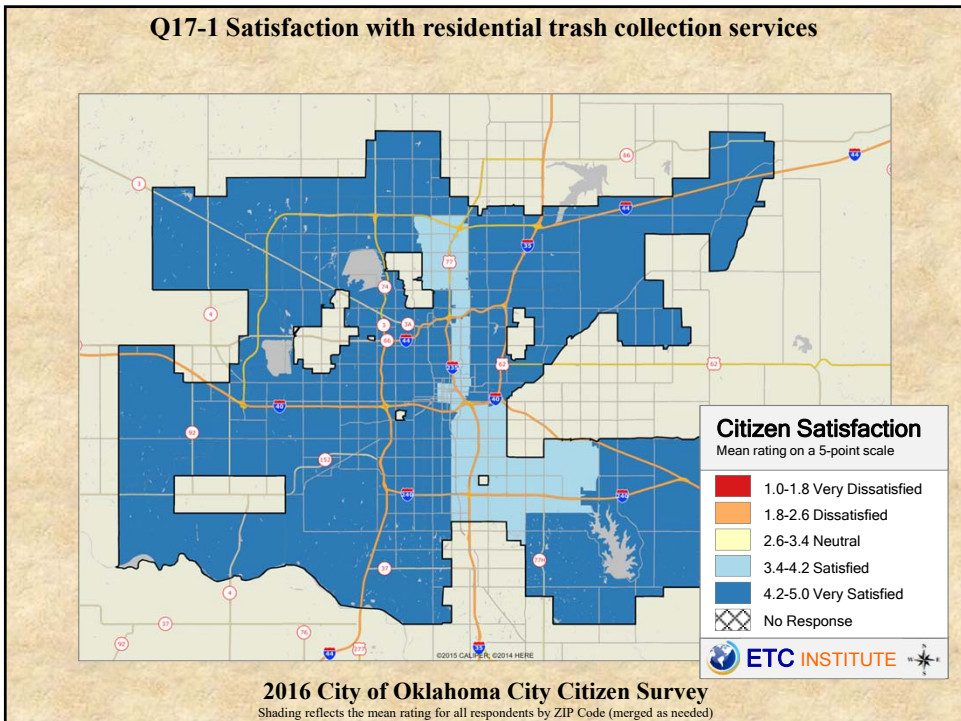
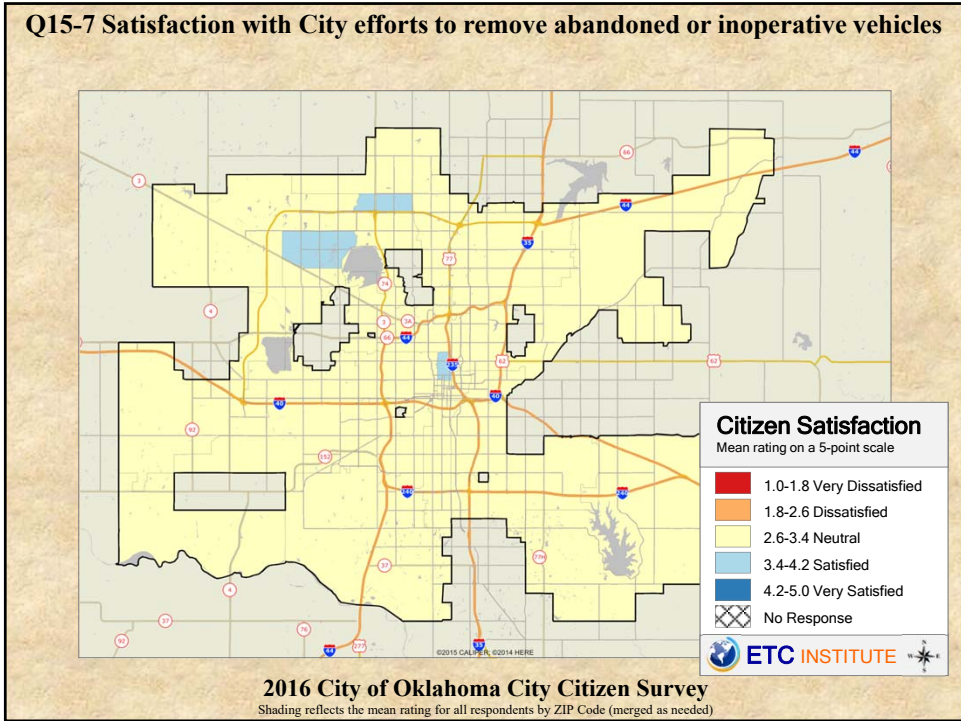
2016 City of Oklahoma City Citizen Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

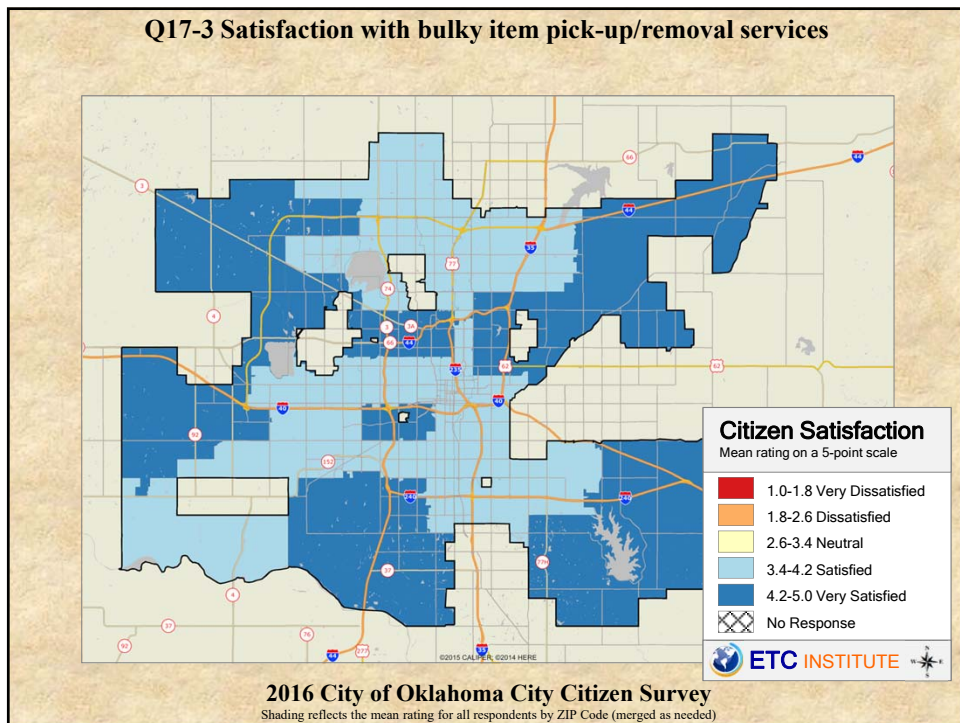
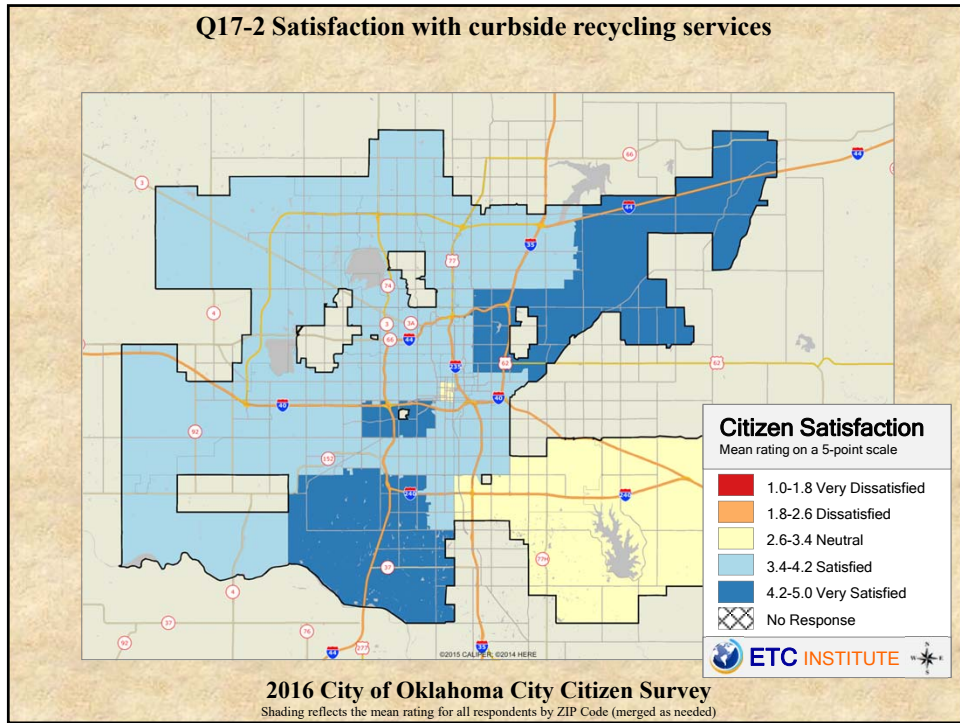
Q15-4 Satisfaction with enforcing sign regulations

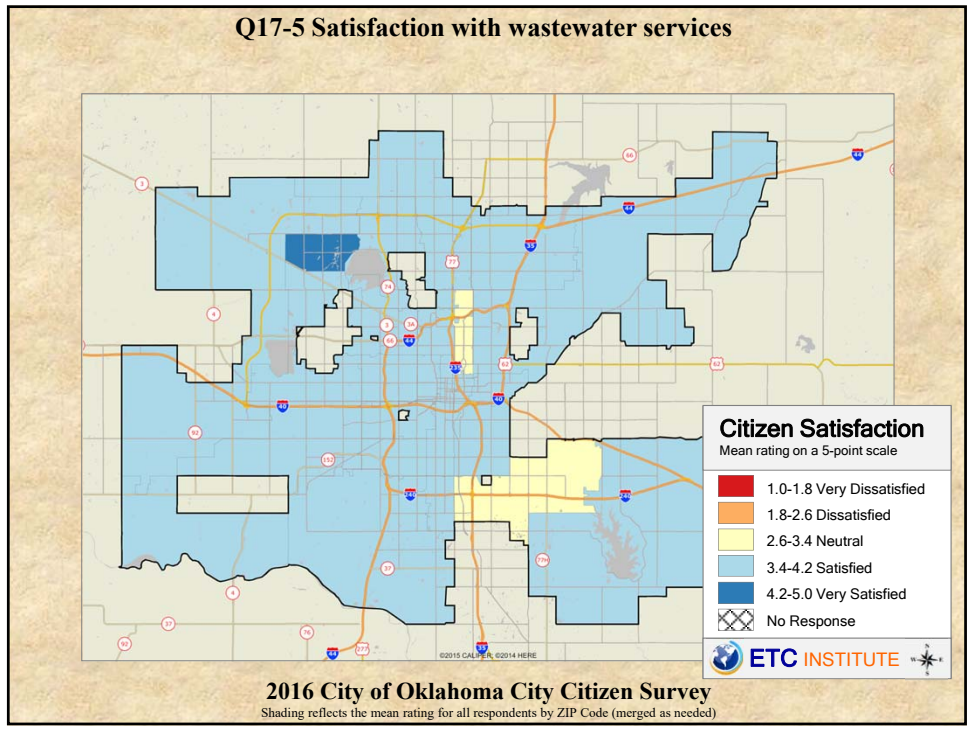
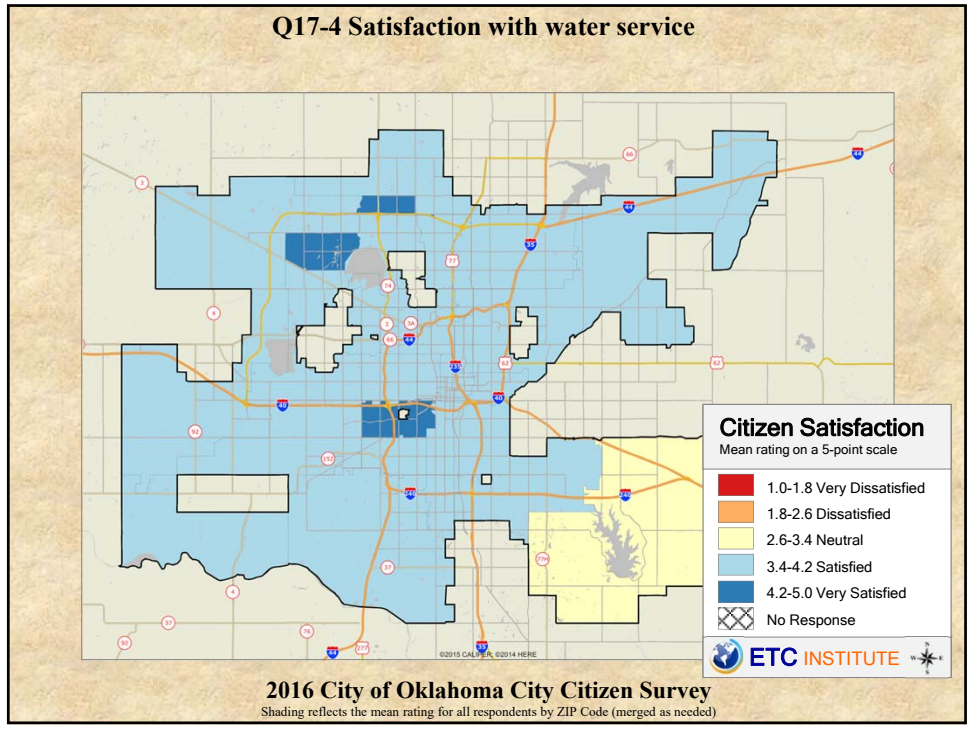


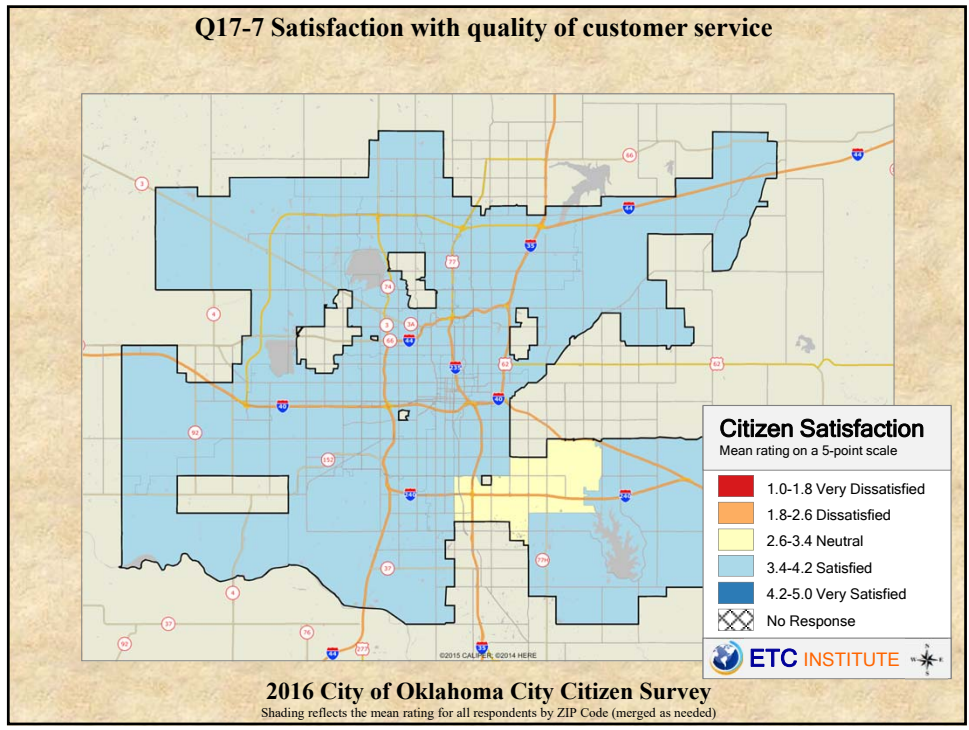
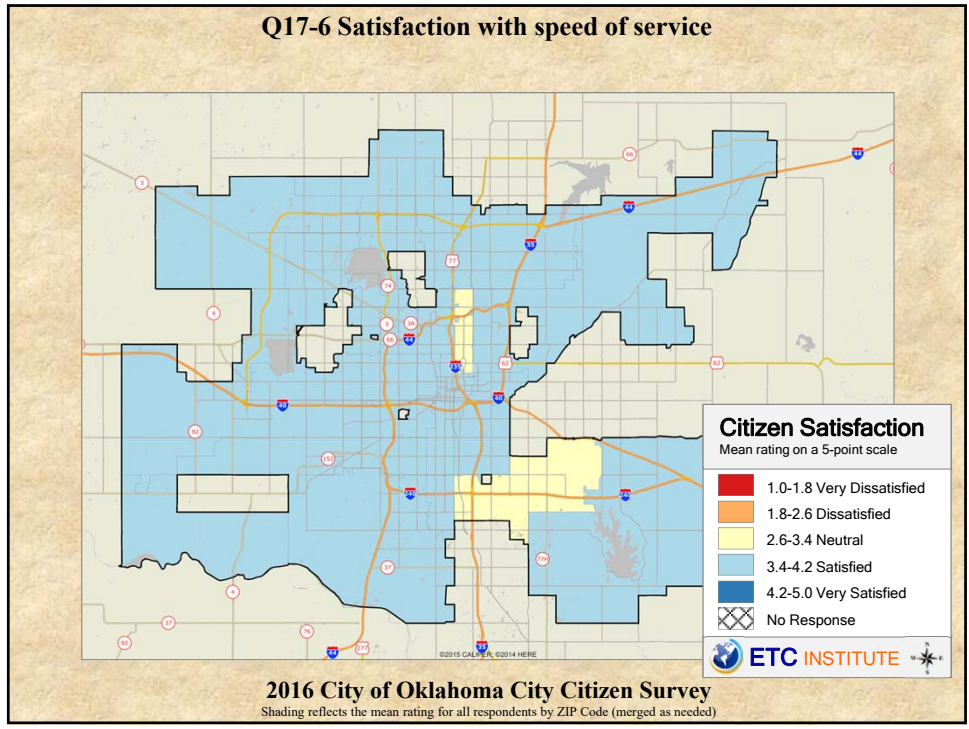
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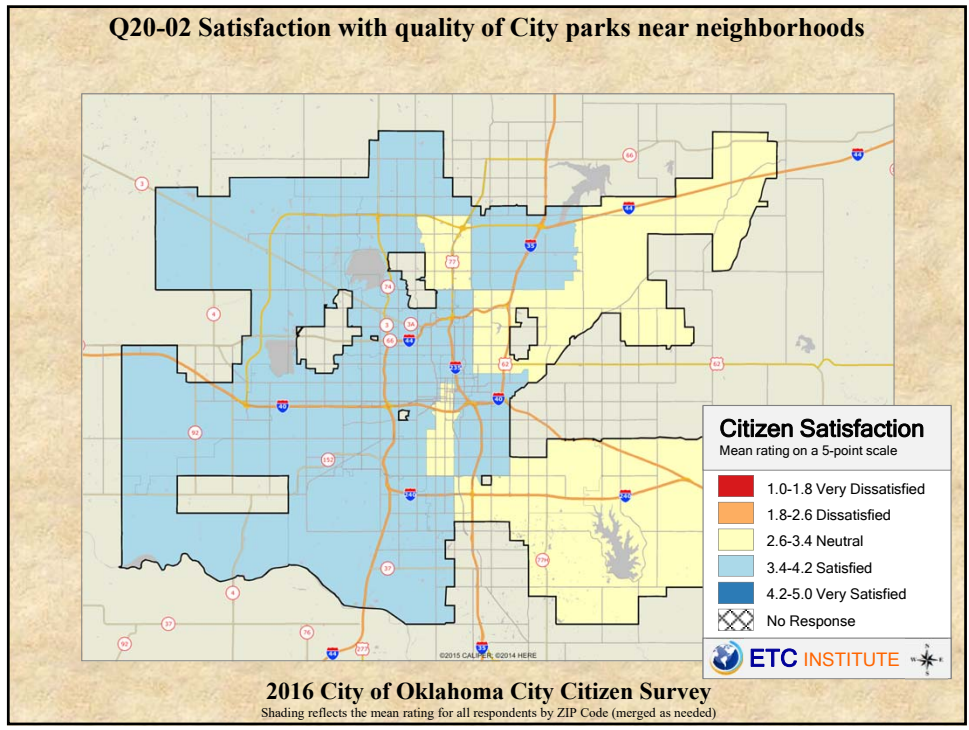
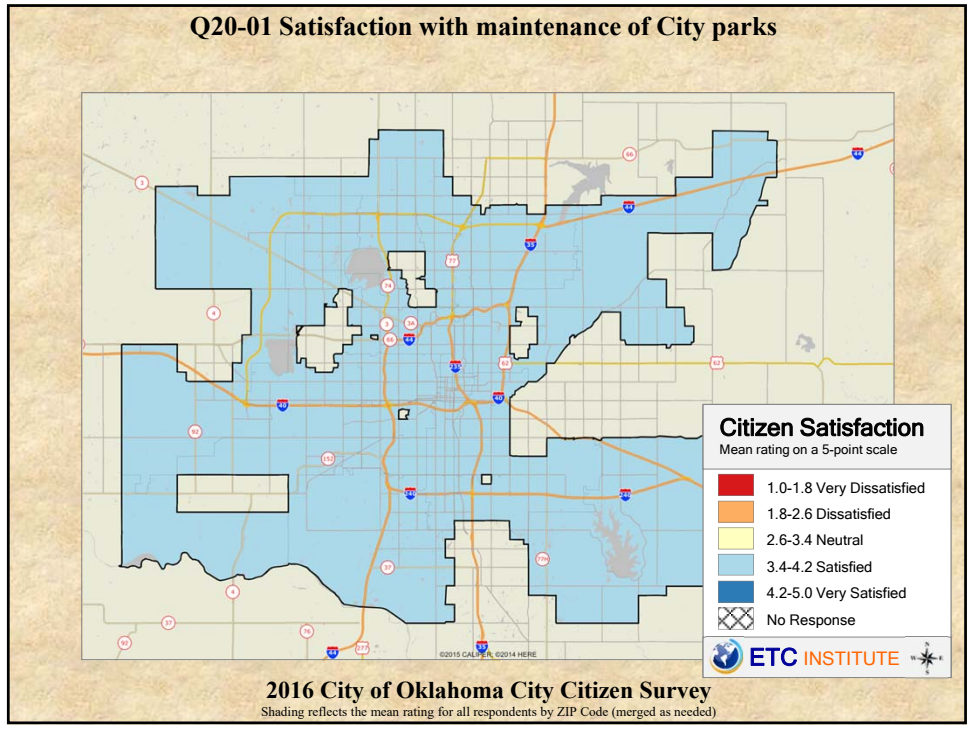


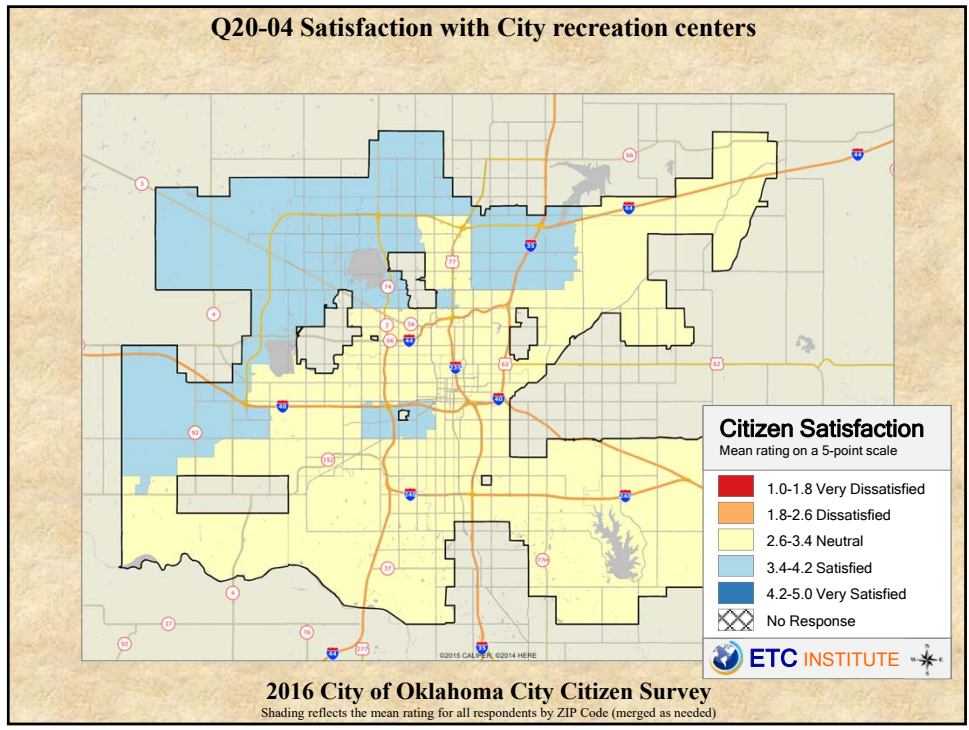
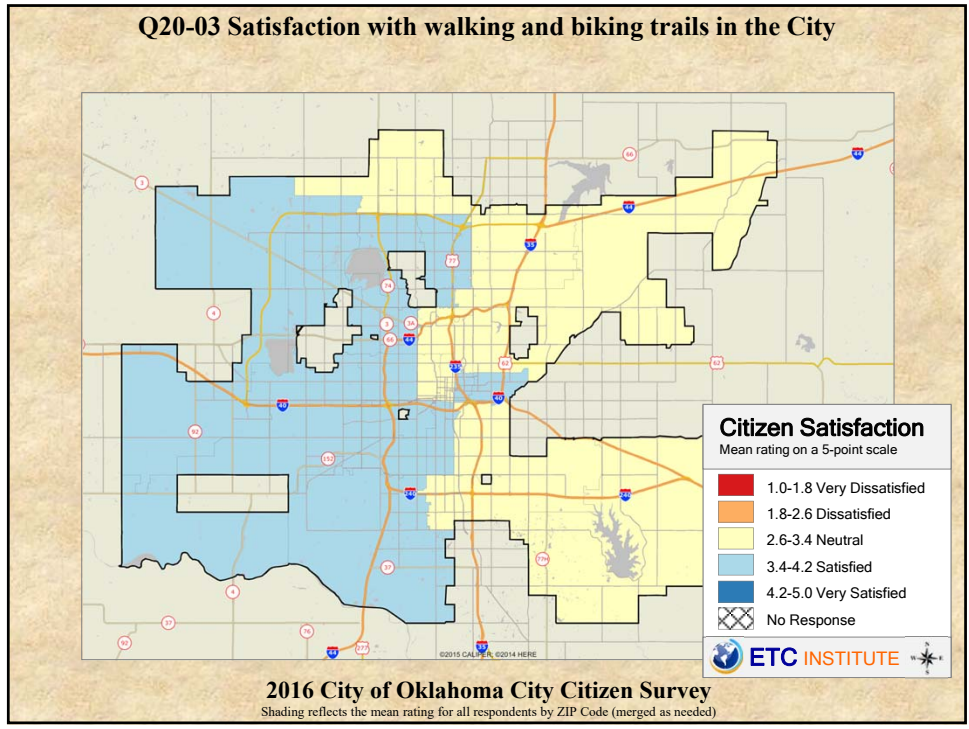


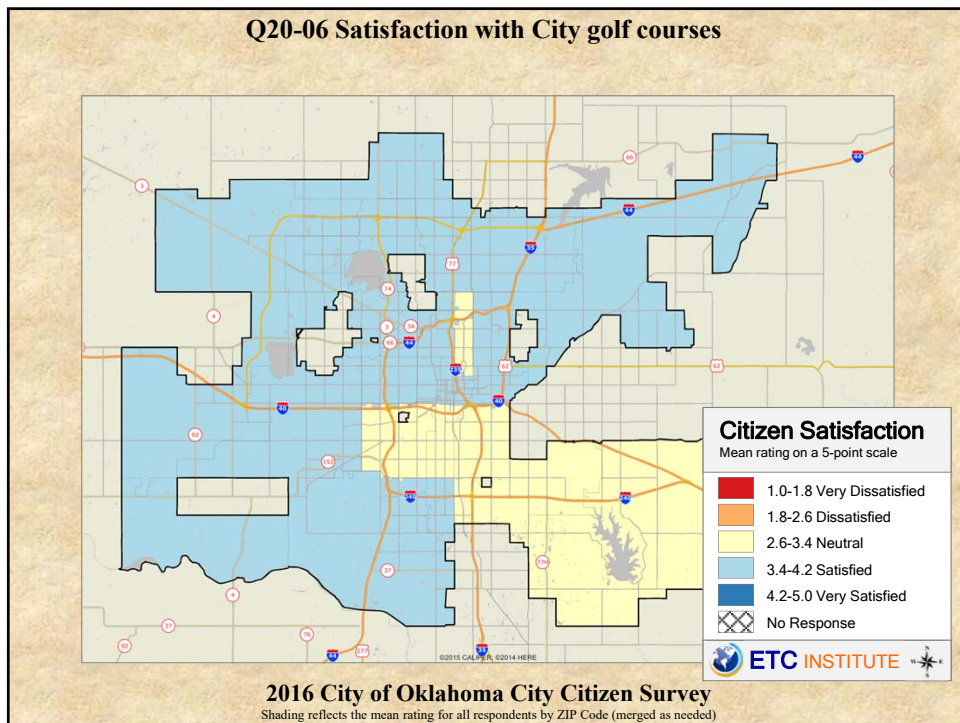
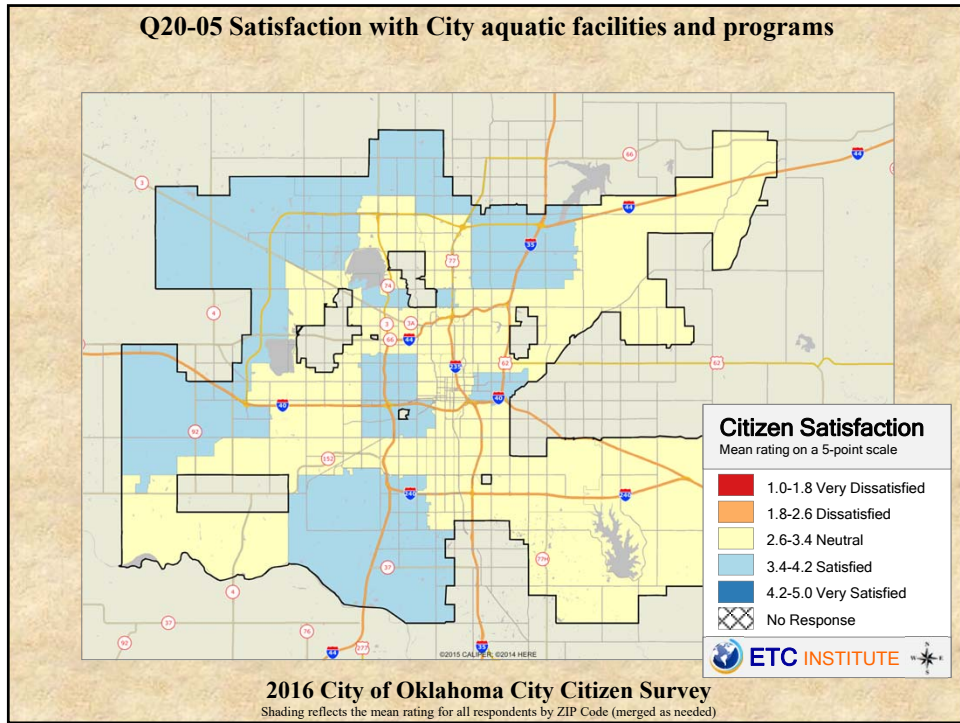


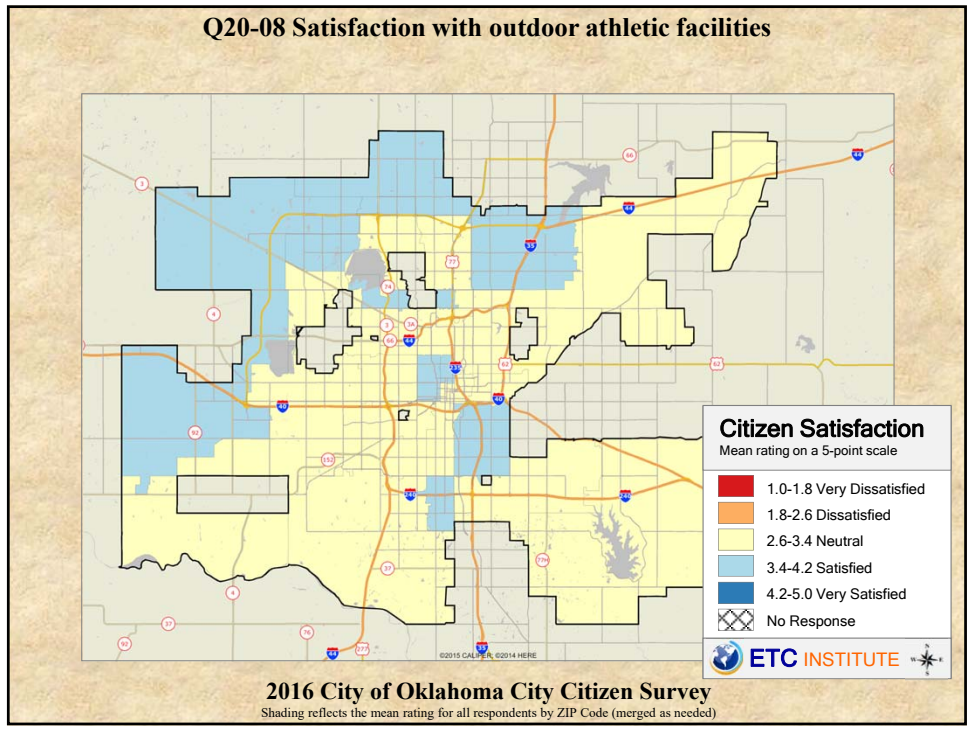
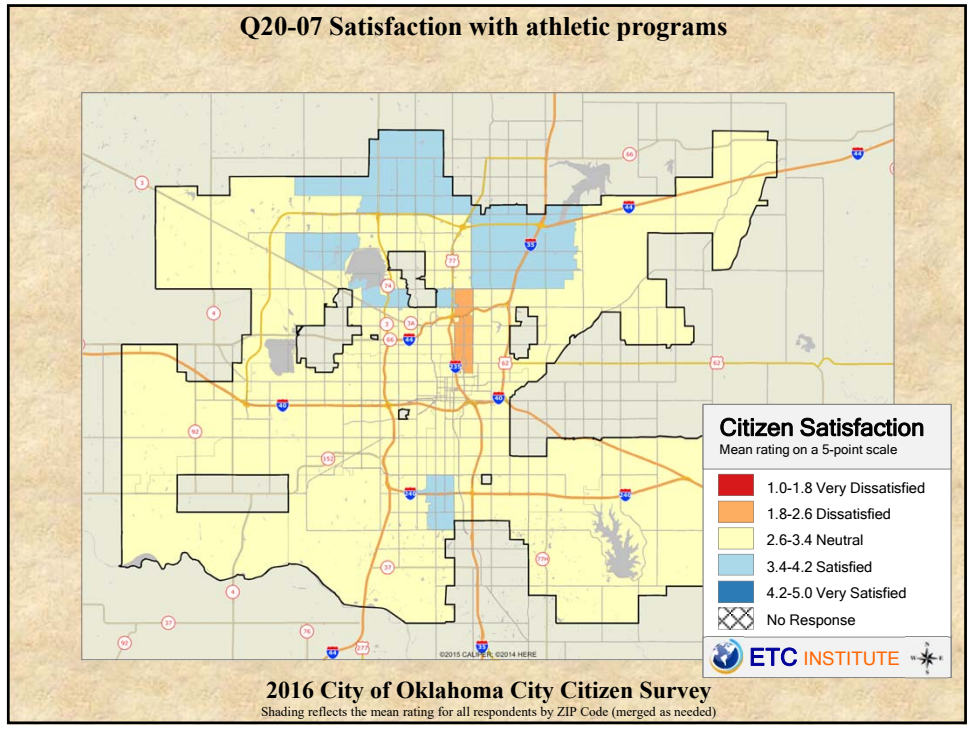


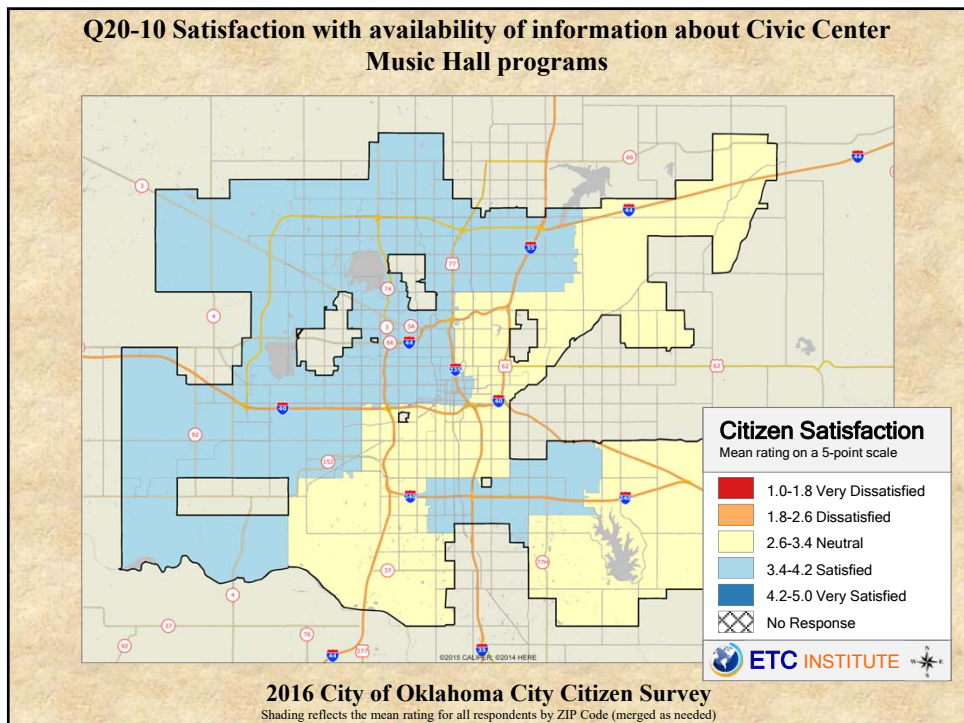
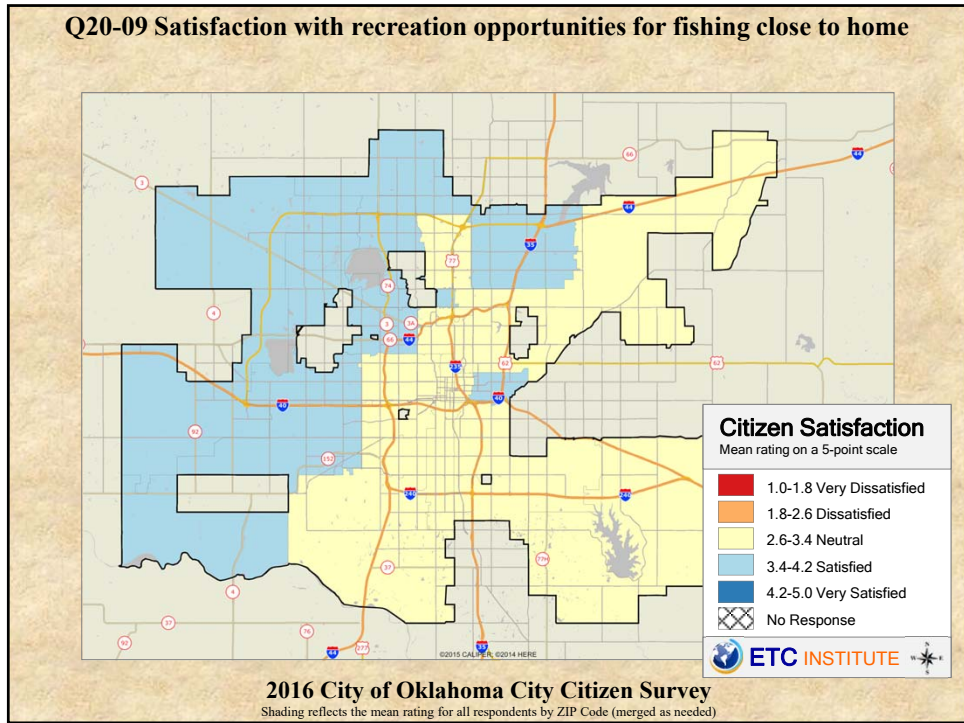


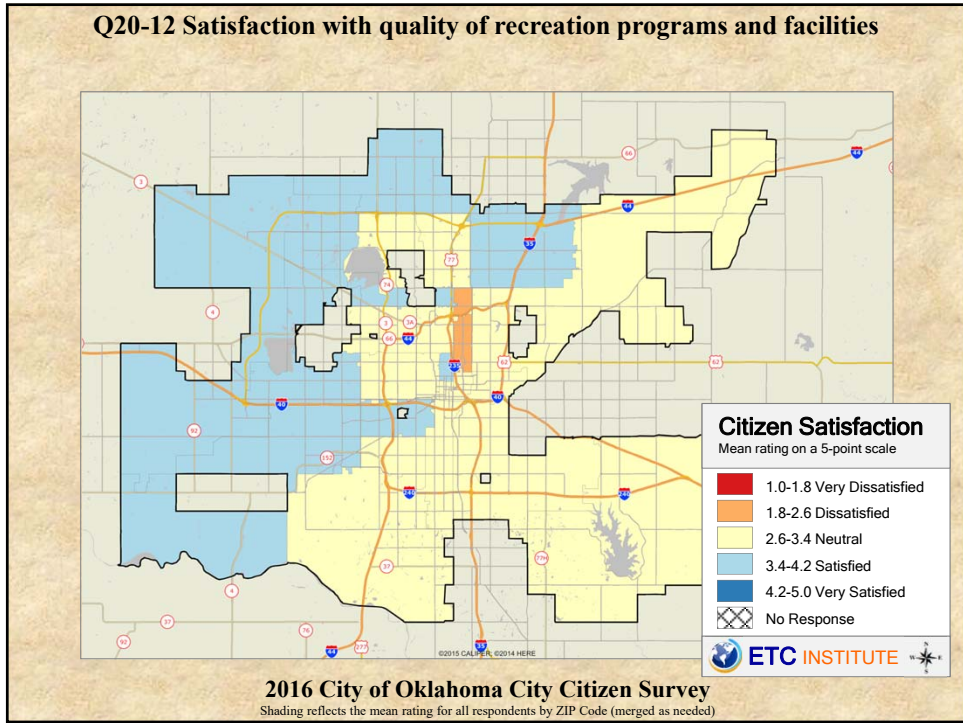
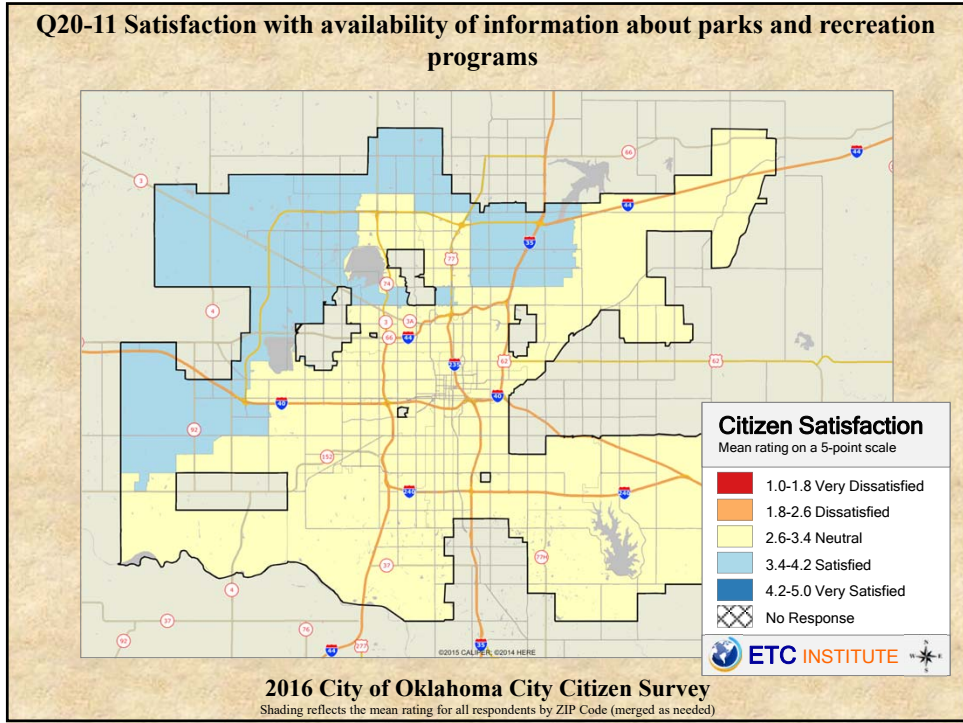


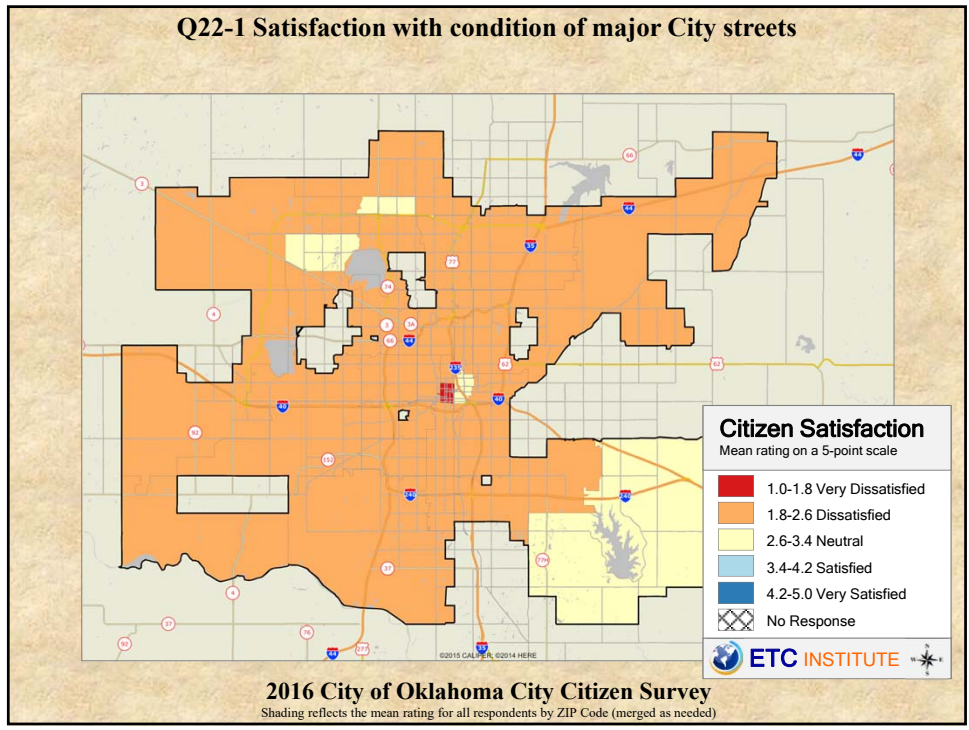
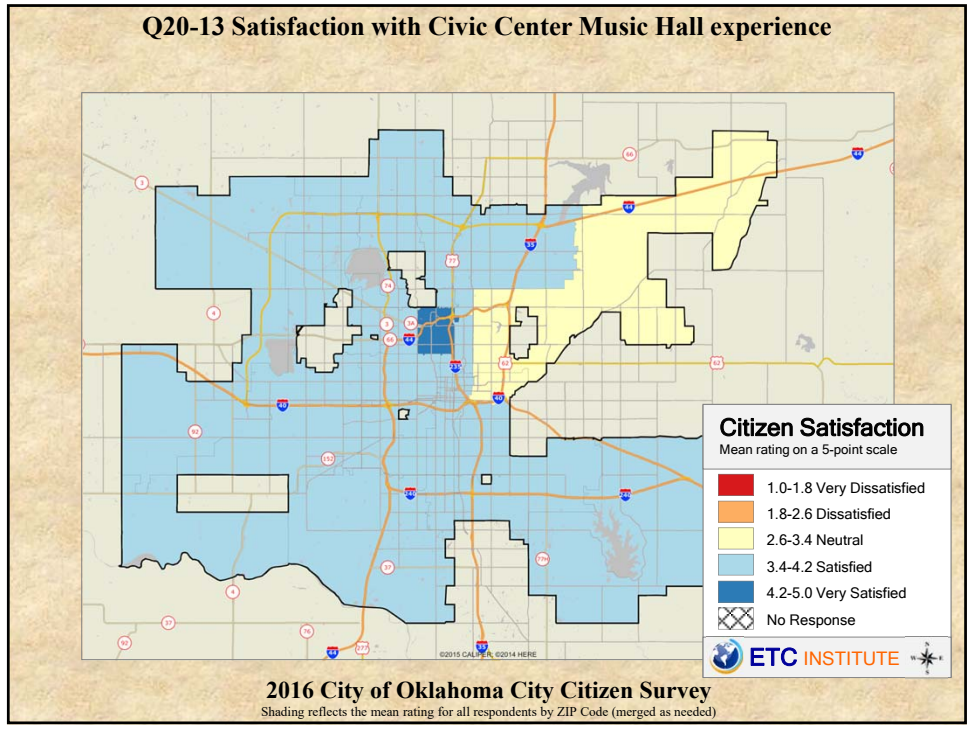


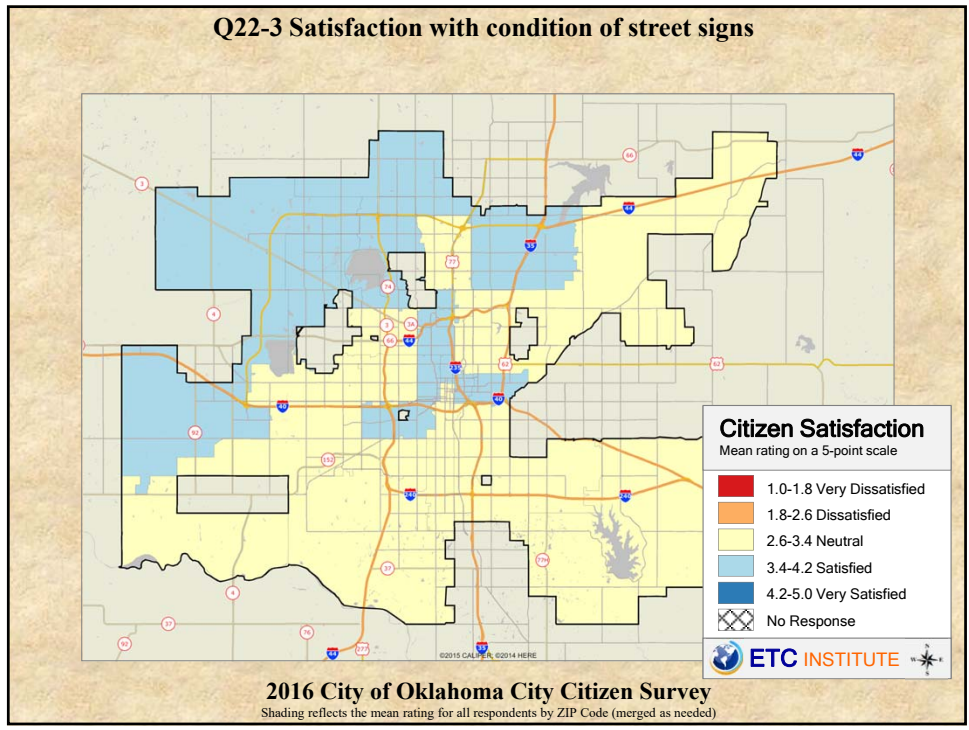
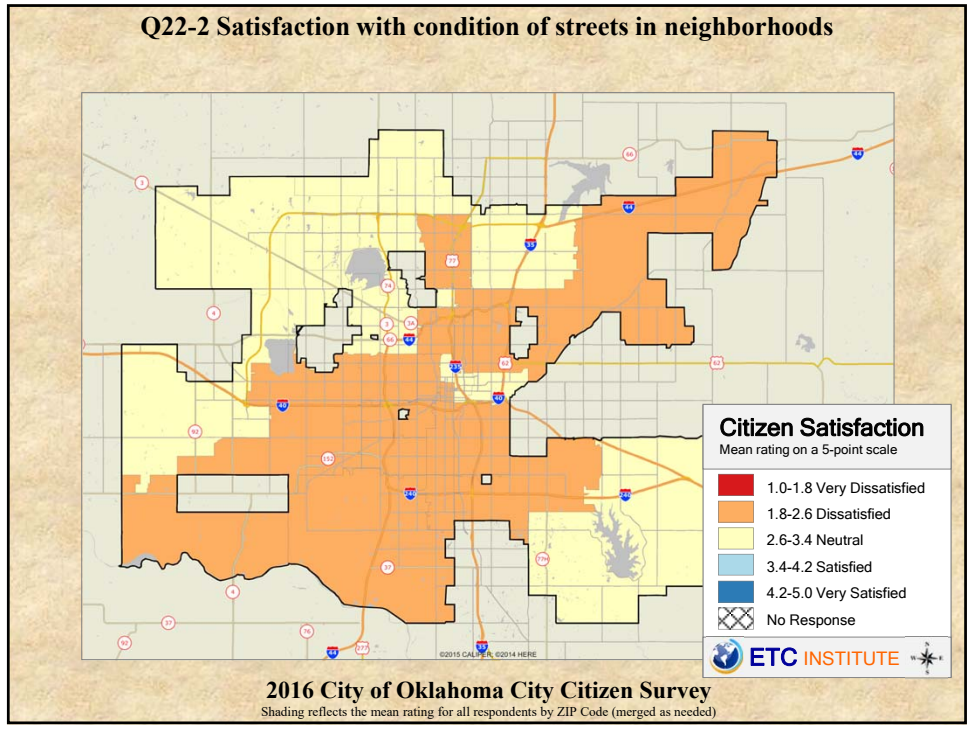


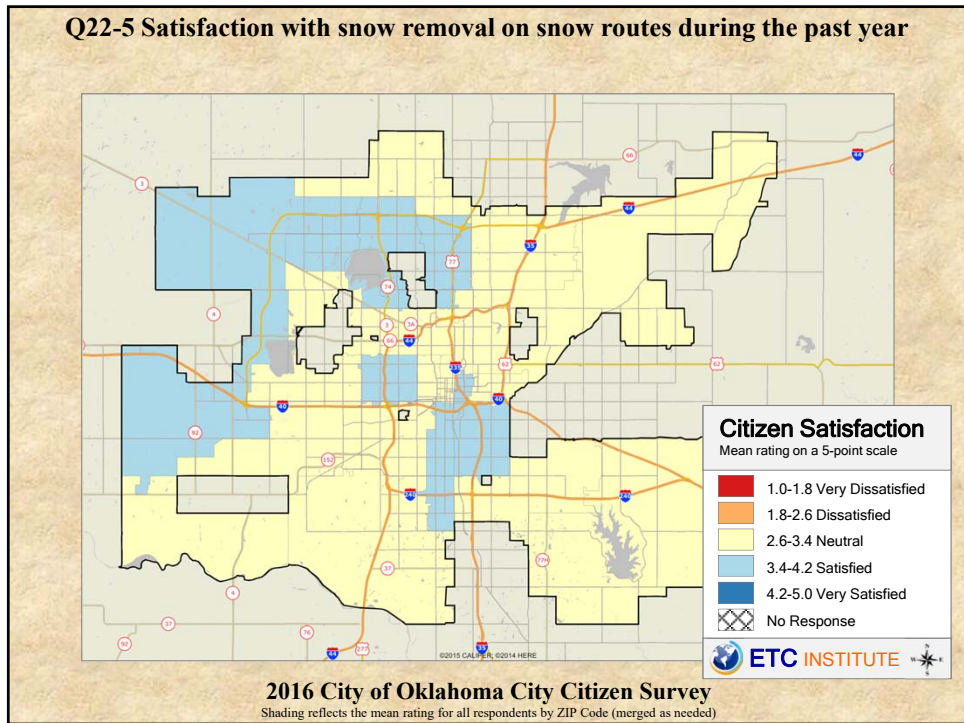
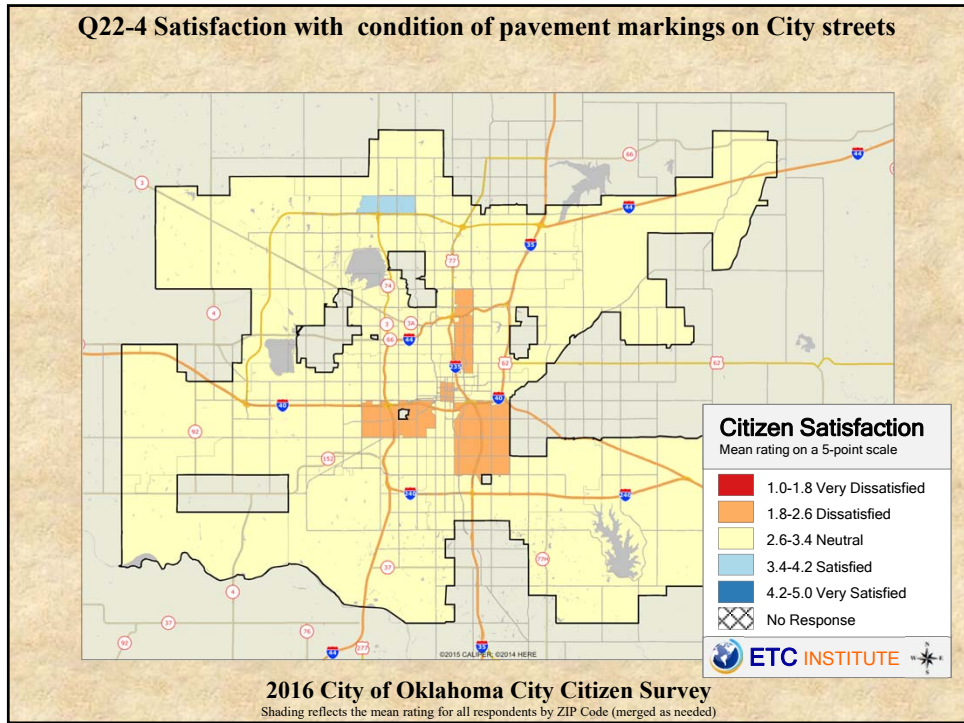


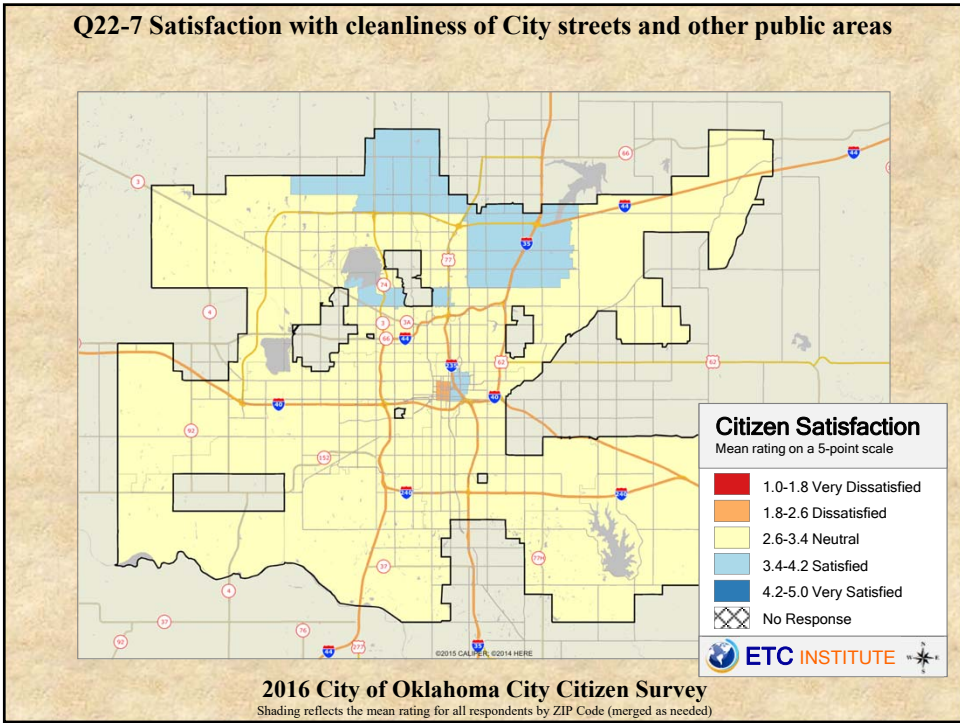
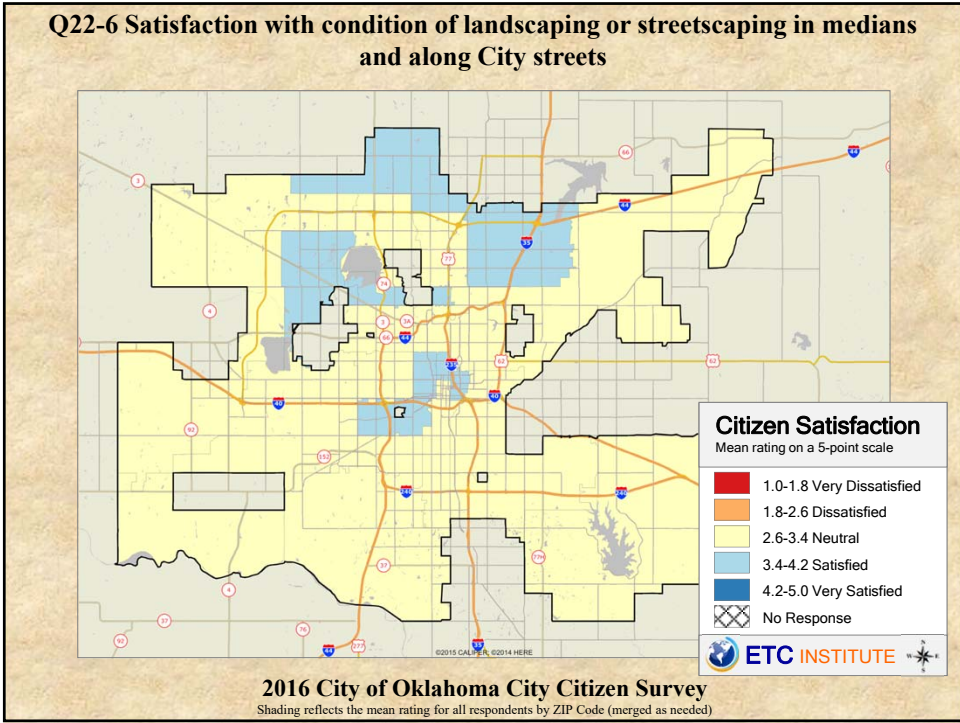




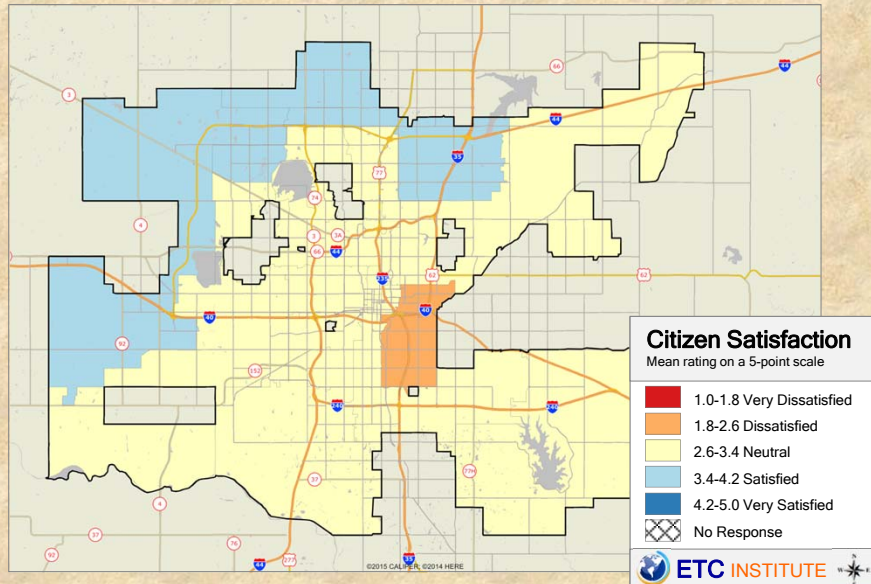






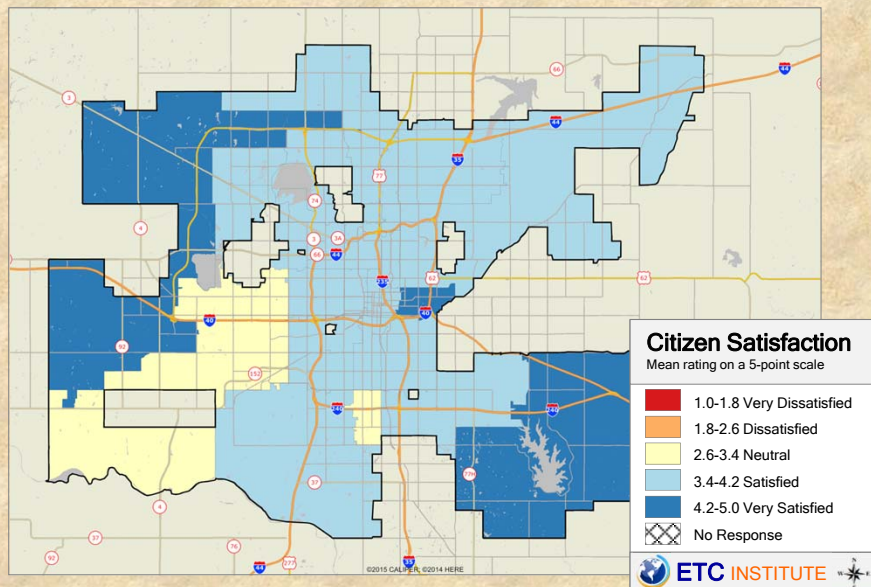


Q22-8 Satisfaction with cleanliness of stormwater drains in neighborhoods

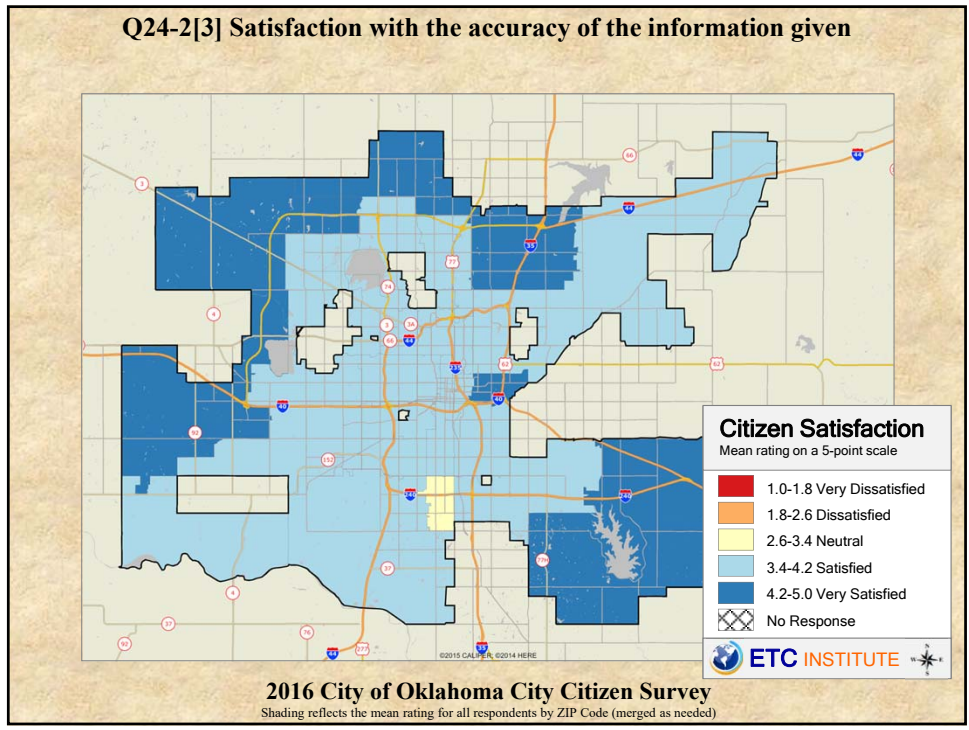
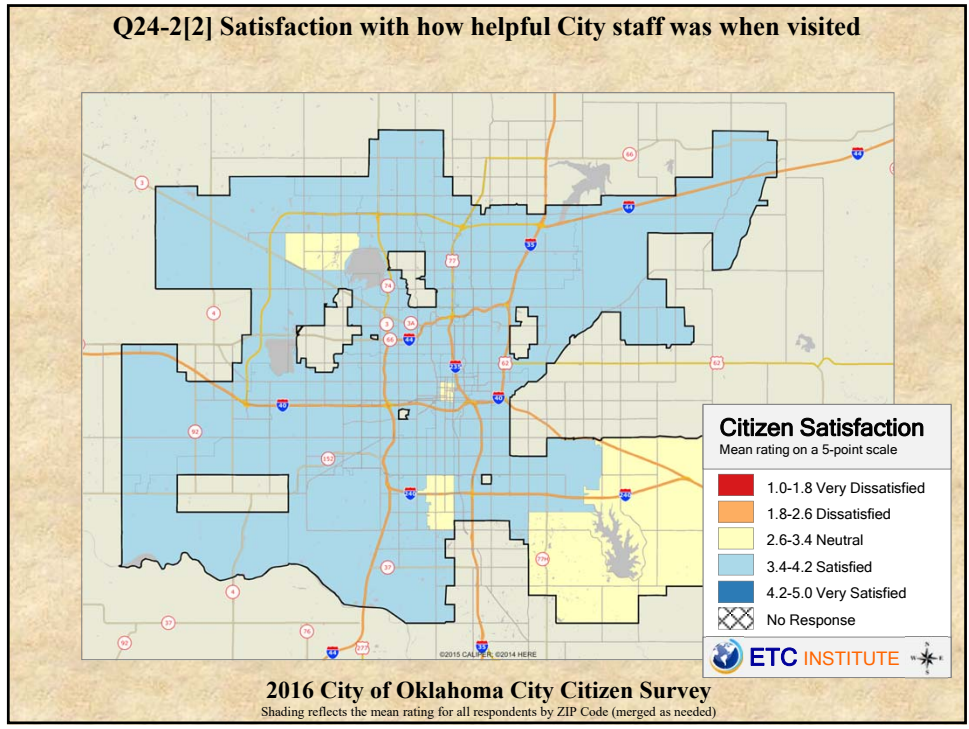


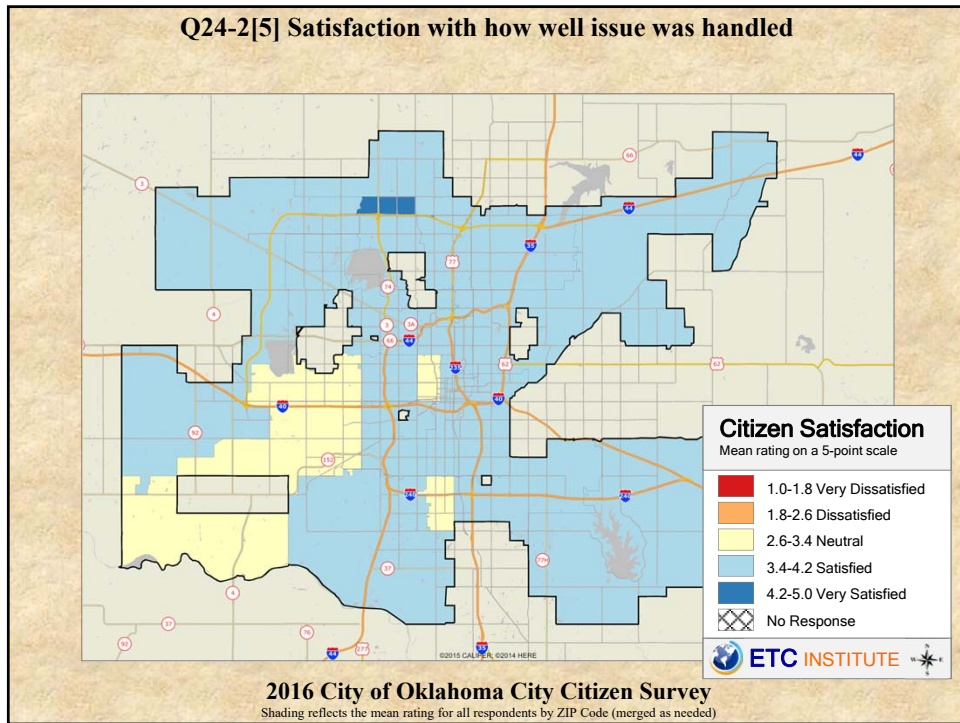
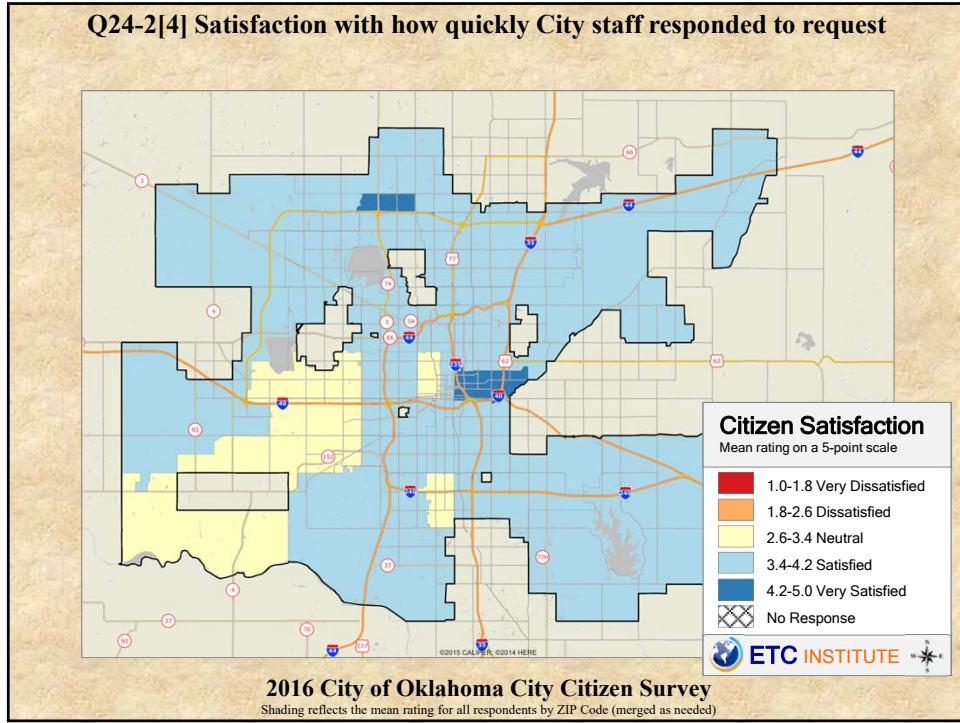
2016 City of Oklahoma City Citizen Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

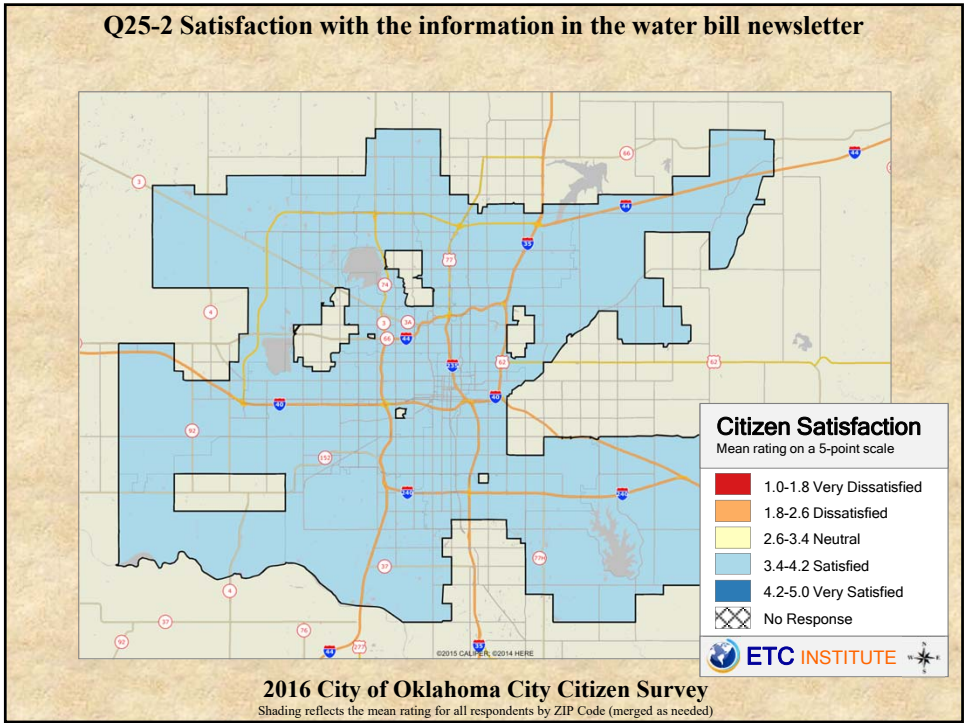
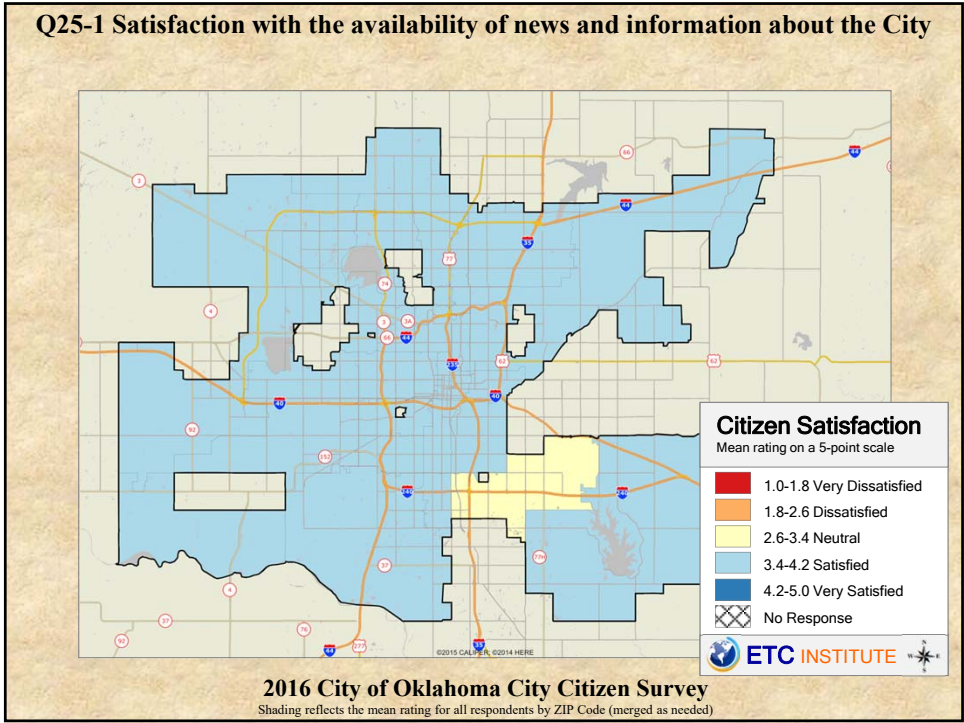
Q24-2[1] Satisfaction with how helpful City staff was when called

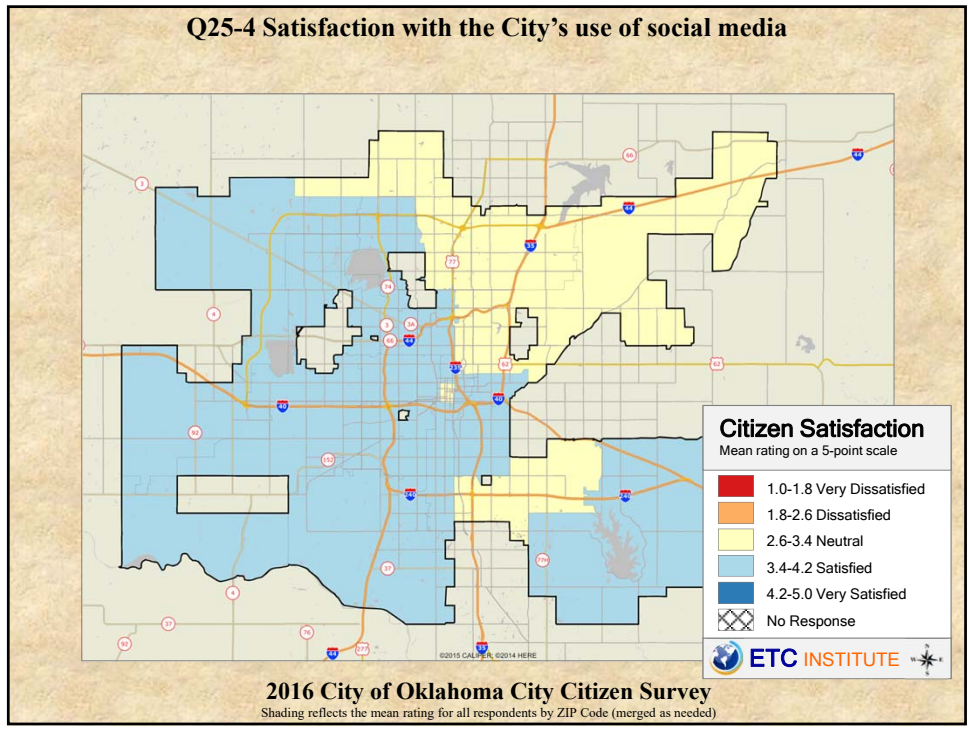
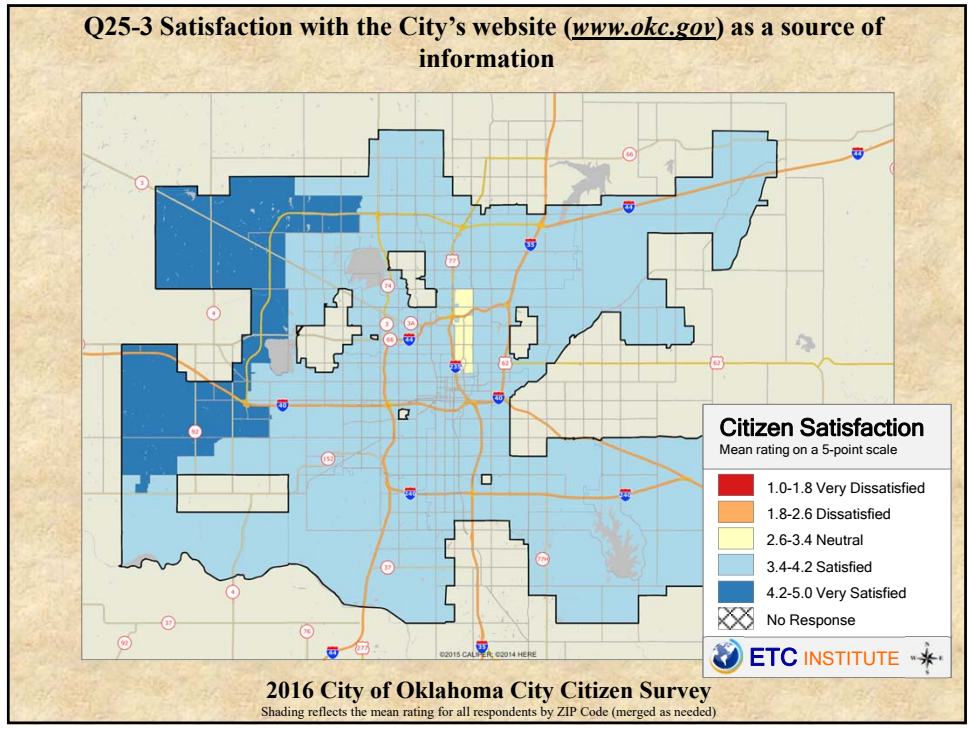


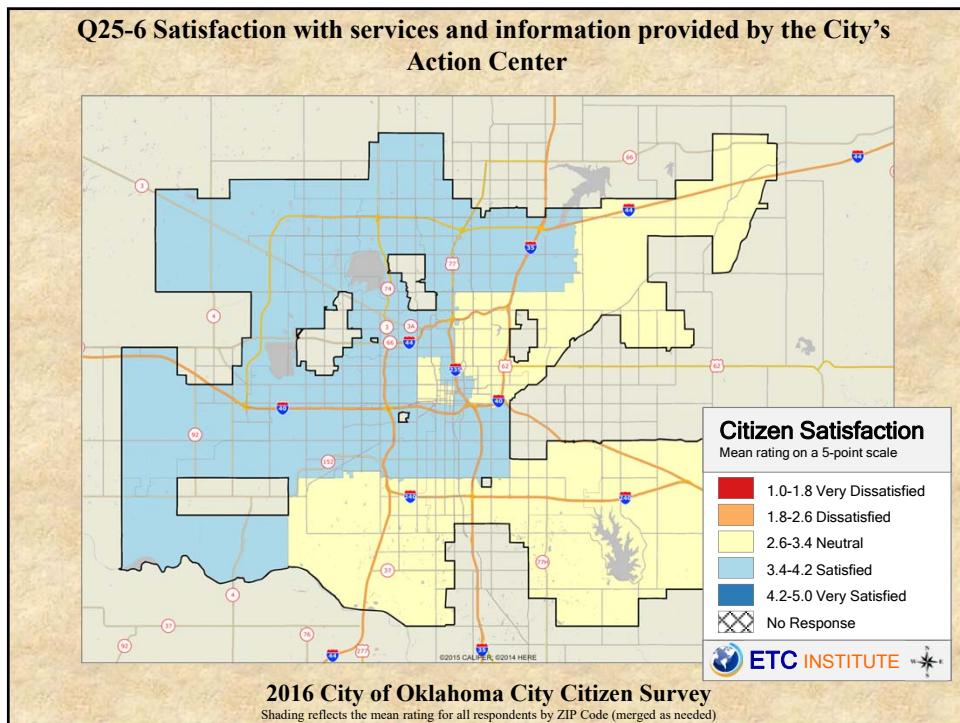
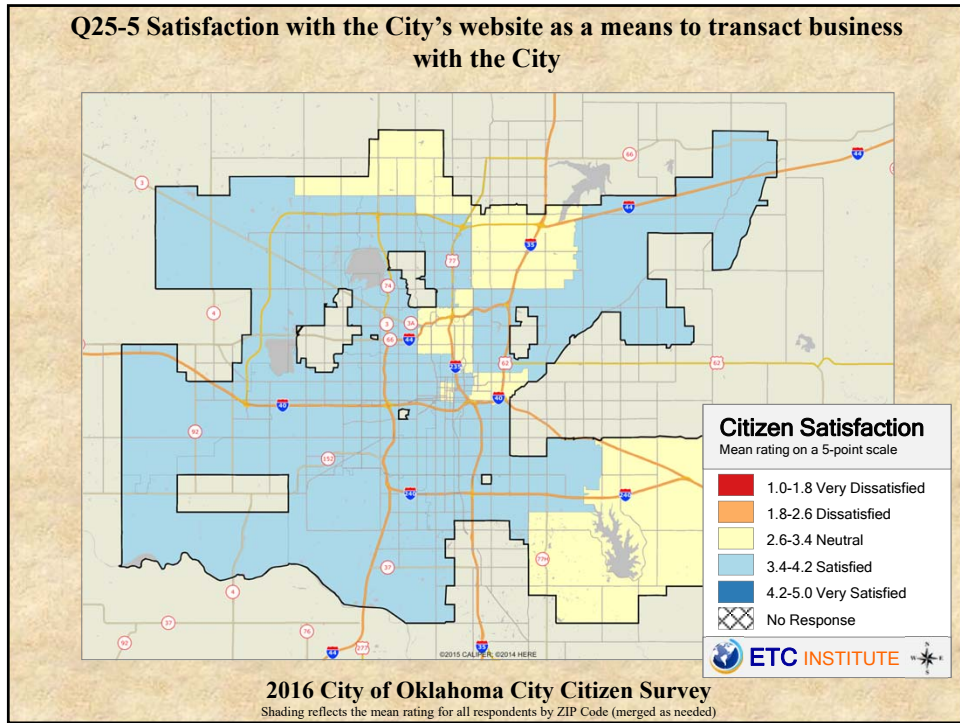
2016 City of Oklahoma City Citizen Survey
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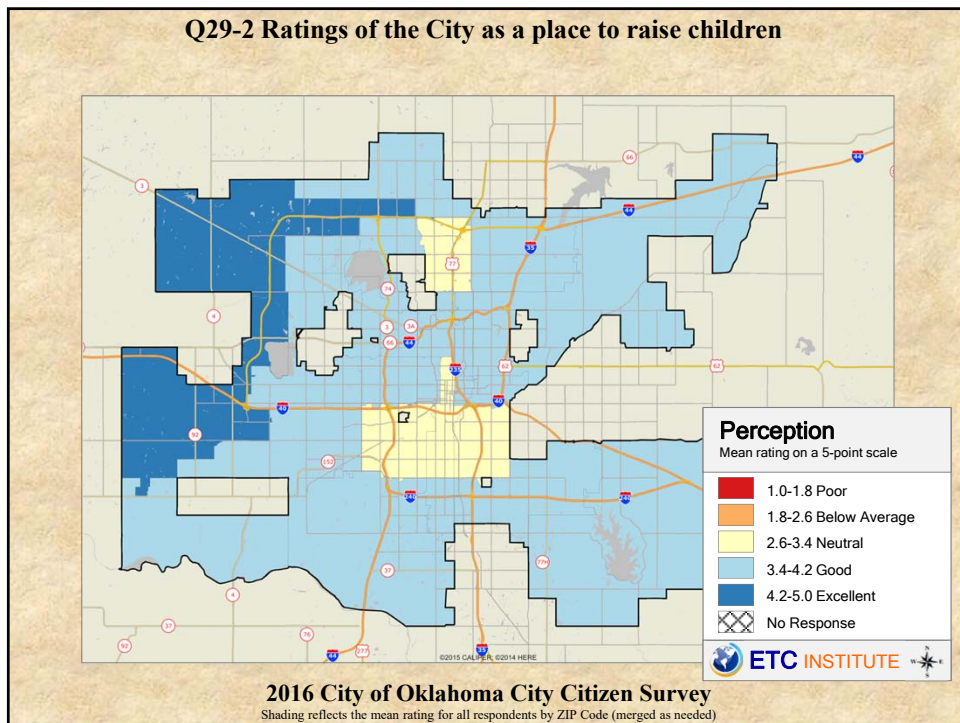
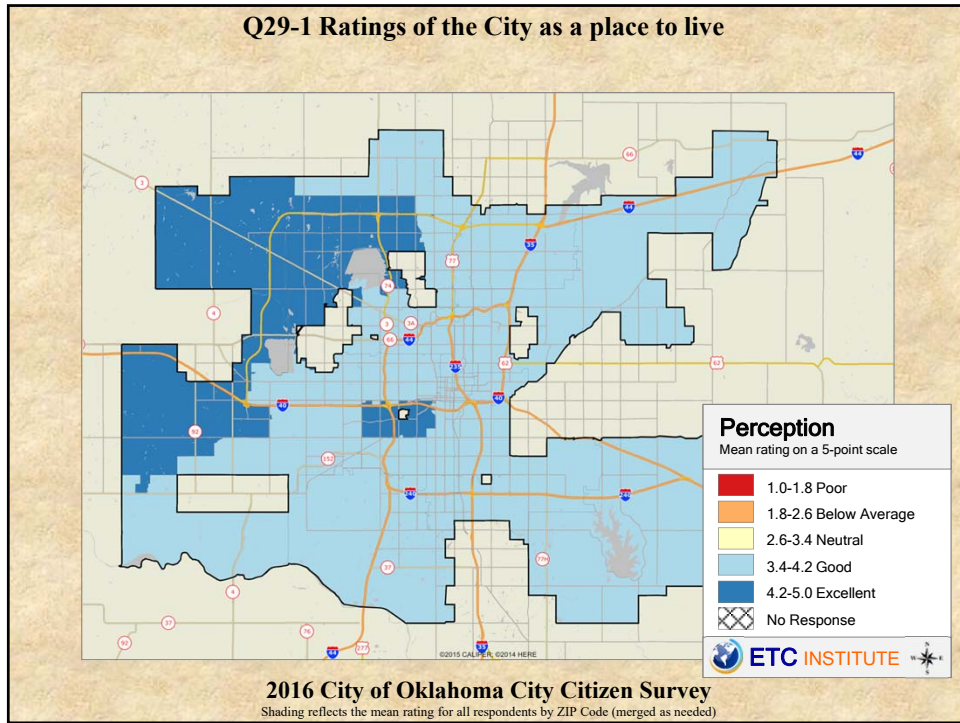


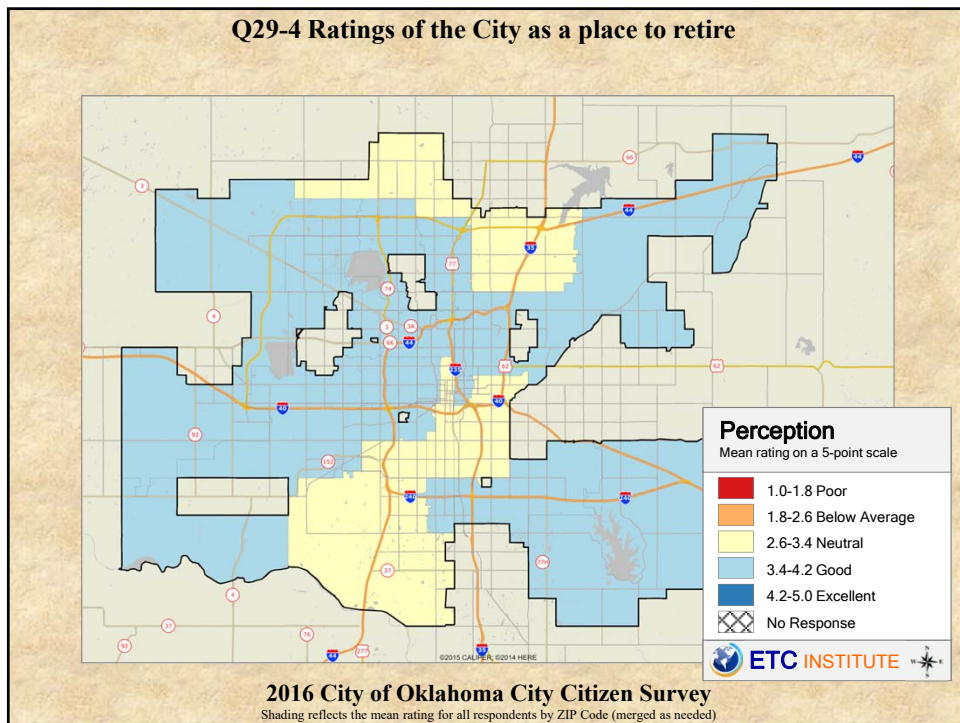
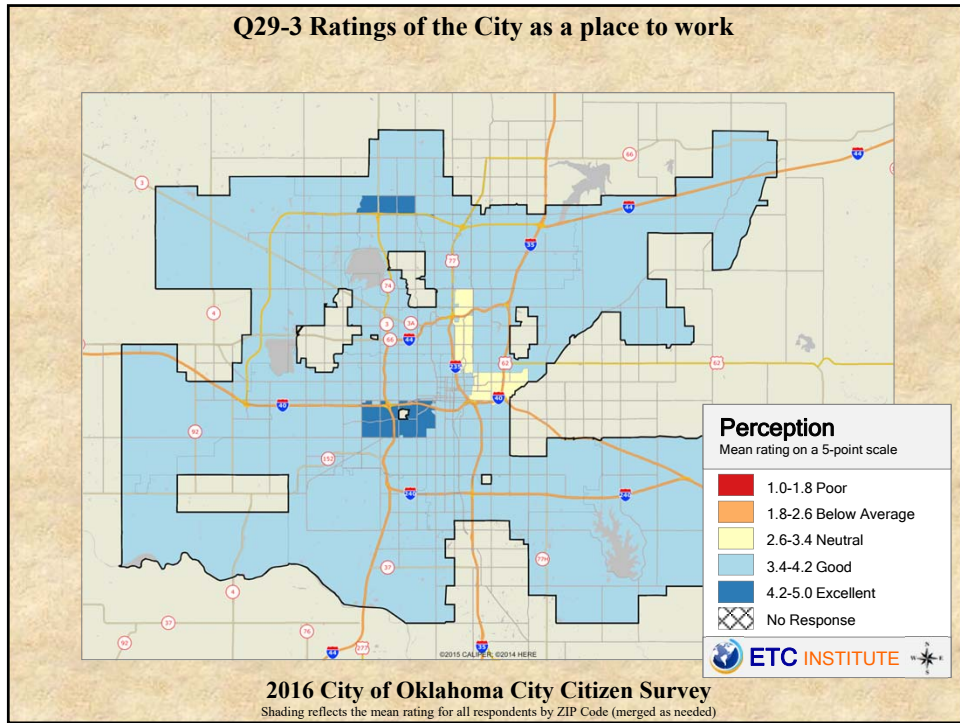


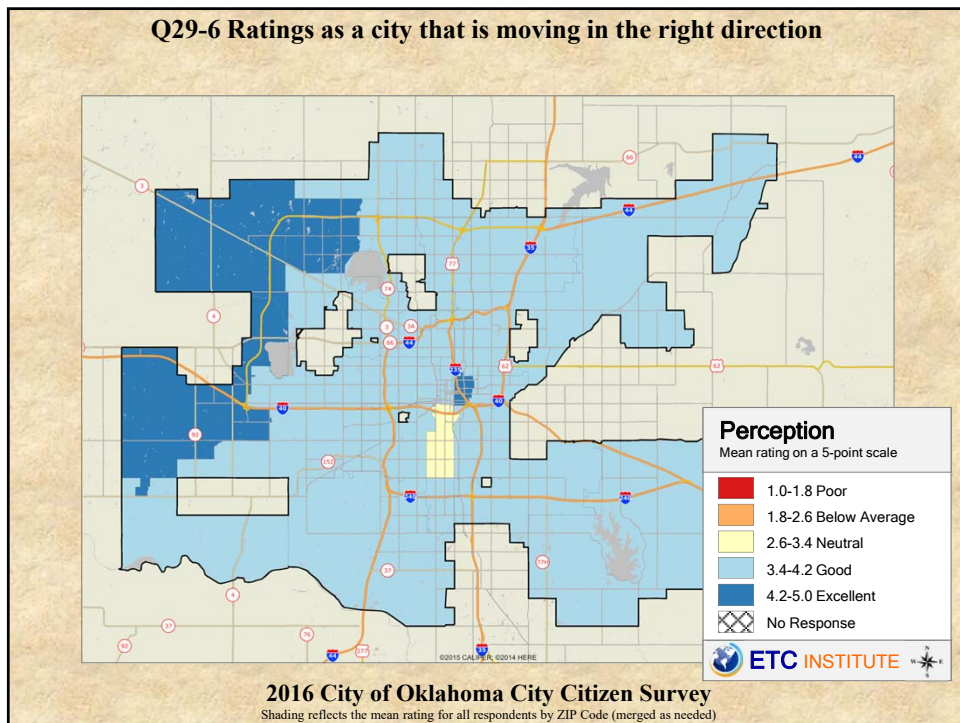
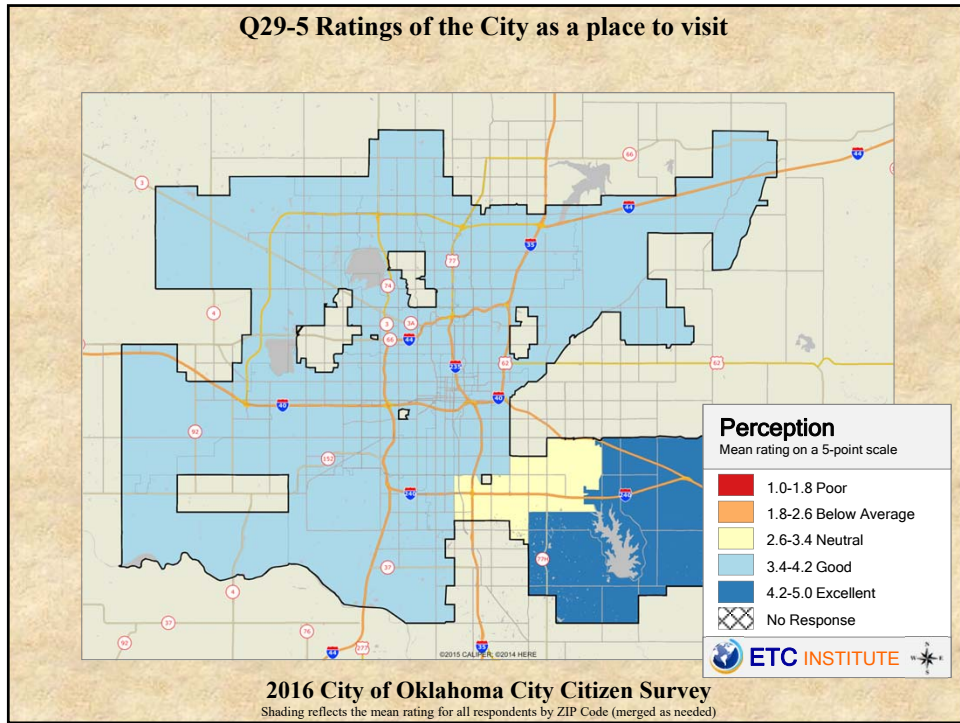


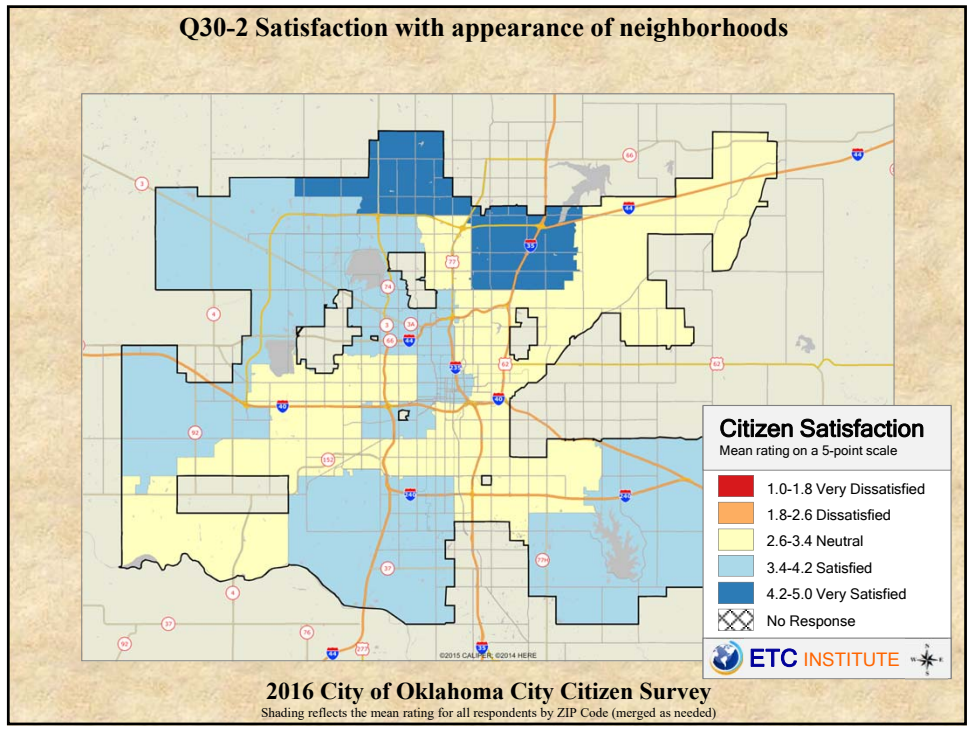
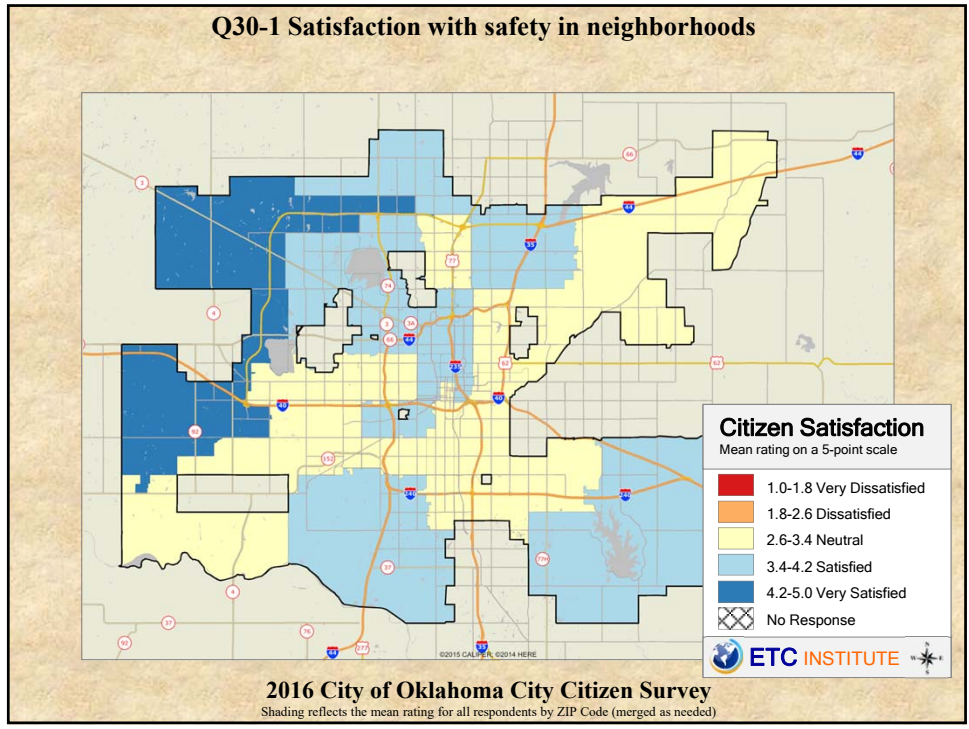


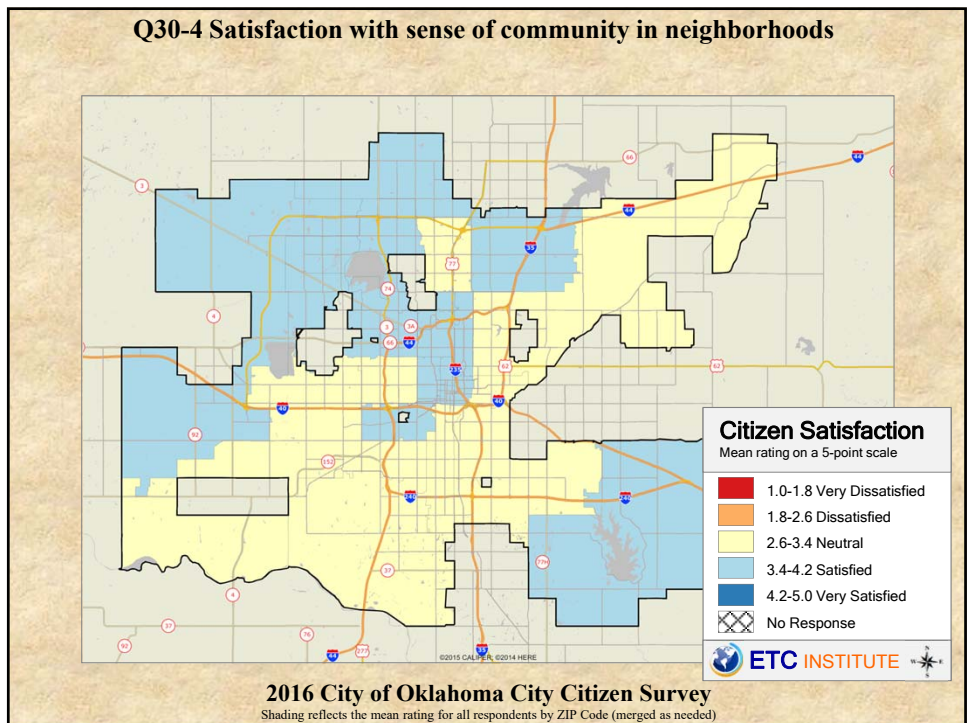
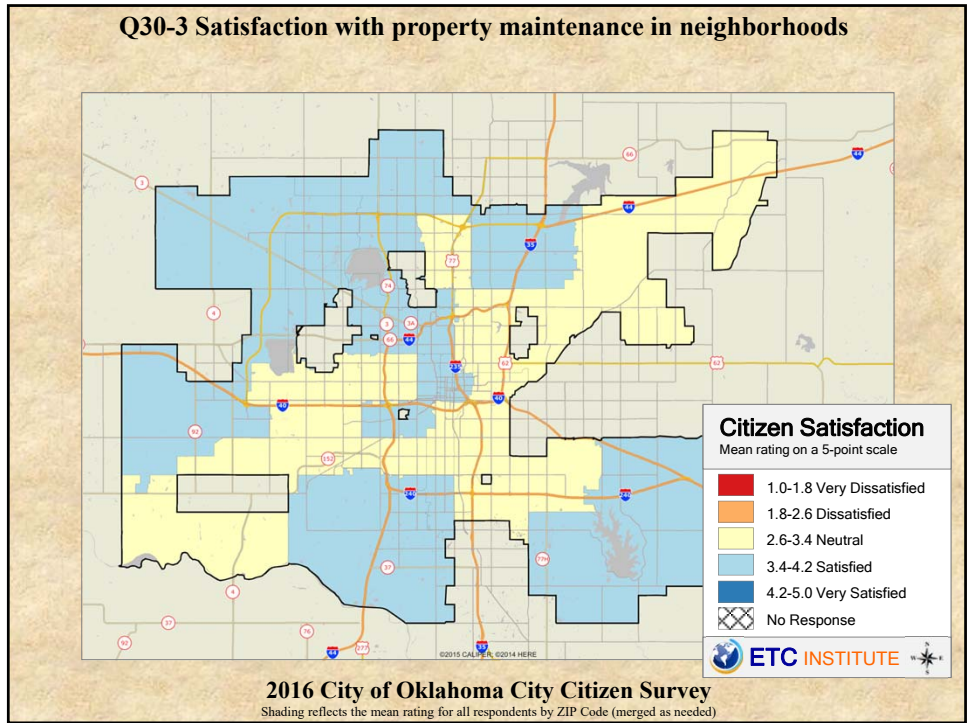


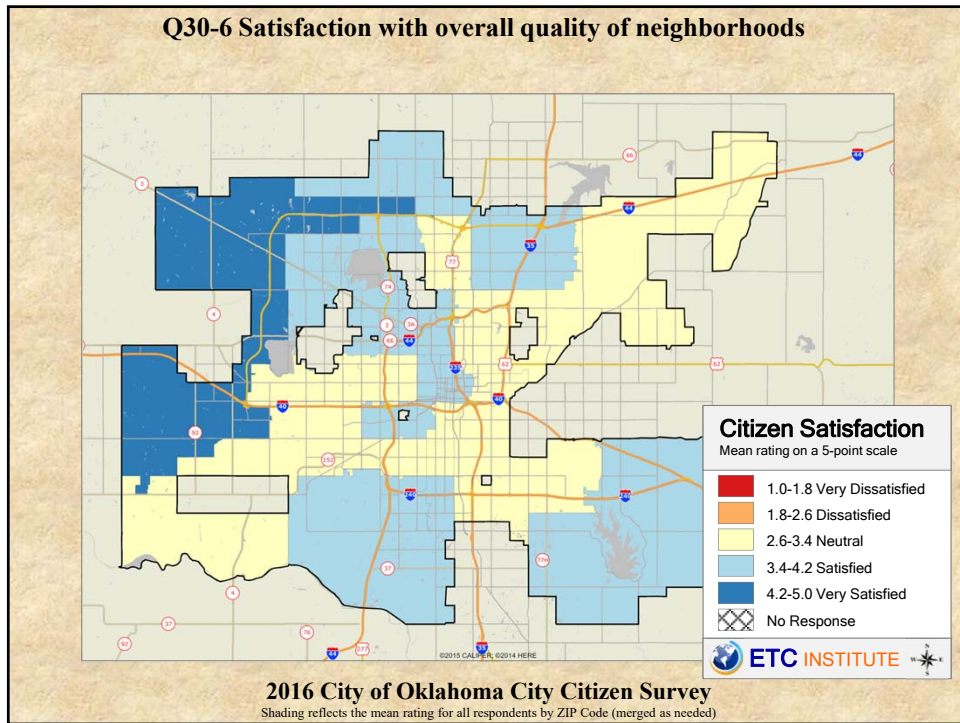
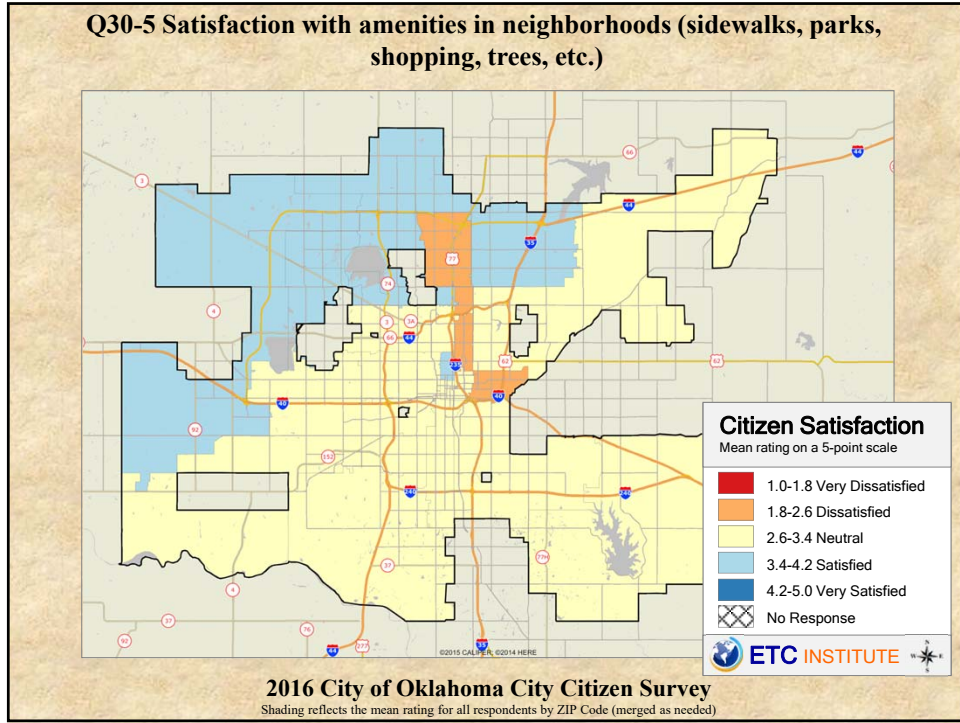












***Section 5:
Tabular Data***

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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. Quality of police service	21.3%	42.3%	20.9%	6.7%	3.0%	5.8%
Q1-2. Quality of fire service	39.4%	39.7%	9.9%	0.7%	0.4%	9.9%
Q1-3. Quality of ambulance service	28.6%	35.9%	15.7%	2.2%	0.6%	17.0%
Q1-4. Quality of City parks & recreation programs & facilities	16.3%	39.3%	25.0%	10.1%	3.4%	5.8%
Q1-5. Condition of City streets	1.6%	6.6%	15.3%	39.6%	36.6%	0.4%
Q1-6. Quality of City water utilities	15.8%	41.3%	27.1%	10.0%	4.0%	1.8%
Q1-7. Enforcement of City codes & ordinances	6.5%	25.9%	34.0%	16.6%	9.4%	7.7%
Q1-8. Quality of customer service you receive from City employees	15.0%	35.3%	28.8%	7.6%	4.3%	8.9%
Q1-9. Effectiveness of City communication with the public	10.4%	32.5%	32.4%	13.2%	5.7%	5.8%
Q1-10. Flow of traffic & ease of getting around town	6.6%	33.2%	23.9%	24.4%	11.1%	0.9%
Q1-11. Quality of City's public transit system	4.7%	10.6%	24.4%	14.9%	15.3%	30.0%

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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Quality of police service	22.7%	44.9%	22.2%	7.1%	3.1%
Q1-2. Quality of fire service	43.8%	44.0%	11.0%	0.7%	0.4%
Q1-3. Quality of ambulance service	34.5%	43.2%	18.9%	2.7%	0.7%
Q1-4. Quality of City parks & recreation programs & facilities	17.3%	41.8%	26.6%	10.8%	3.6%
Q1-5. Condition of City streets	1.6%	6.6%	15.3%	39.8%	36.7%
Q1-6. Quality of City water utilities	16.0%	42.0%	27.6%	10.2%	4.1%
Q1-7. Enforcement of City codes & ordinances	7.0%	28.0%	36.8%	18.0%	10.1%
Q1-8. Quality of customer service you receive from City employees	16.5%	38.8%	31.6%	8.4%	4.8%
Q1-9. Effectiveness of City communication with the public	11.0%	34.6%	34.4%	14.0%	6.0%
Q1-10. Flow of traffic & ease of getting around town	6.7%	33.5%	24.1%	24.6%	11.2%
Q1-11. Quality of City's public transit system	6.7%	15.1%	34.9%	21.3%	21.9%

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

Q2. 1st choice	Number	Percent
Quality of police service	196	14.3 %
Quality of fire service	14	1.0 %
Quality of ambulance service	8	0.6 %
Quality of City parks & recreation programs & facilities	52	3.8 %
Condition of City streets	720	52.7 %
Quality of City water utilities	33	2.4 %
Enforcement of City codes & ordinances	45	3.3 %
Quality of customer service you receive from City employees	7	0.5 %
Effectiveness of City communication with the public	24	1.8 %
Flow of traffic & ease of getting around town	86	6.3 %
Quality of City's public transit system	113	8.3 %
None chosen	69	5.0 %
Total	1367	100.0 %

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

Q2. 2nd choice	Number	Percent
Quality of police service	124	9.1 %
Quality of fire service	76	5.6 %
Quality of ambulance service	22	1.6 %
Quality of City parks & recreation programs & facilities	123	9.0 %
Condition of City streets	249	18.2 %
Quality of City water utilities	54	4.0 %
Enforcement of City codes & ordinances	130	9.5 %
Quality of customer service you receive from City employees	39	2.9 %
Effectiveness of City communication with the public	47	3.4 %
Flow of traffic & ease of getting around town	269	19.7 %
Quality of City's public transit system	123	9.0 %
None chosen	111	8.1 %
Total	1367	100.0 %

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

Q2. 3rd choice	Number	Percent
Quality of police service	100	7.3 %
Quality of fire service	46	3.4 %
Quality of ambulance service	46	3.4 %
Quality of City parks & recreation programs & facilities	145	10.6 %
Condition of City streets	121	8.9 %
Quality of City water utilities	73	5.3 %
Enforcement of City codes & ordinances	128	9.4 %
Quality of customer service you receive from City employees	47	3.4 %
Effectiveness of City communication with the public	106	7.8 %
Flow of traffic & ease of getting around town	206	15.1 %
Quality of City's public transit system	156	11.4 %
None chosen	193	14.1 %
Total	1367	100.0 %

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

Q2. Sum of top 3 choices	Number	Percent
Quality of police service	420	30.7 %
Quality of fire service	136	9.9 %
Quality of ambulance service	76	5.6 %
Quality of City parks & recreation programs & facilities	320	23.4 %
Condition of City streets	1090	79.7 %
Quality of City water utilities	160	11.7 %
Enforcement of City codes & ordinances	303	22.2 %
Quality of customer service you receive from City employees	93	6.8 %
Effectiveness of City communication with the public	177	12.9 %
Flow of traffic & ease of getting around town	561	41.0 %
Quality of City's public transit system	392	28.7 %
None chosen	69	5.0 %
Total	3797	

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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-1. Quality of services provided by the City	9.8%	46.1%	31.5%	7.5%	2.5%	2.6%
Q3-2. Appearance of the City	10.8%	43.7%	25.7%	16.0%	3.5%	0.3%
Q3-3. Image of the City	15.6%	42.8%	24.8%	11.5%	4.5%	0.9%
Q3-4. How well the City is planning growth	18.8%	33.5%	23.9%	13.7%	5.2%	4.9%
Q3-5. Quality of life in the City	17.7%	45.9%	22.1%	9.8%	4.1%	0.4%
Q3-6. Feeling of safety in the City	10.2%	37.7%	26.8%	17.3%	7.4%	0.6%
Q3-7. Quality of Downtown	22.9%	44.7%	21.2%	6.0%	3.0%	2.2%

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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-1. Quality of services provided by the City	10.1%	47.3%	32.4%	7.7%	2.5%
Q3-2. Appearance of the City	10.8%	43.9%	25.8%	16.0%	3.6%
Q3-3. Image of the City	15.7%	43.1%	25.0%	11.6%	4.5%
Q3-4. How well the City is planning growth	19.7%	35.2%	25.2%	14.4%	5.4%
Q3-5. Quality of life in the City	17.7%	46.1%	22.2%	9.9%	4.2%
Q3-6. Feeling of safety in the City	10.3%	37.9%	26.9%	17.4%	7.4%
Q3-7. Quality of Downtown	23.4%	45.7%	21.7%	6.1%	3.1%

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety?**

- Not enough cops, too many overweight cops that cannot properly discharge their duties due to their weight. Unchecked rapist cops preying on our innocent women.
- The OKC PD need to be more professional and have more cops working the streets and fewer behind desks.
- Enforcement of drivers - drivers that don't adhere to road and driving laws.
- The world at large is increasingly unsafe and there are so many threats that ISIS and other terrorists are already infiltrating our cities. Our police force is very good and I respect them tremendously. The force needs to be increased and we need to ensure we are well-protected against outside threat as well as subversive attacks inside.
- There needs to be increased number of city cameras in frequently used areas and high crime areas to dissuade criminals.
- Too many break-ins.
- More infrastructure to protect pedestrians and cyclists in the urban core.
- I'm concerned that cuts to police and fire departments combined with cuts to education, mental health services, public health, etc. will combine to have a very adverse effect on public safety/a rise in crime.
- Use of TIFs that take money away for too long from public services like public education - when many at this point would build in those areas anyway. Lack of transparency about major decisions. A feeling that main decision makers have corporate agendas and friends and citizens are not heard enough. Lack of quality attention to poverty and how that impacts people's lives and increases crime. Still very upset about City Council's messaging on outlawing panhandling on medians as a public safety issue, when we know it was not, and emails now prove it.
- In general our fire and police forces need expanded.
- Lack of concern for the poor leads to more misconduct.
- Public safety in public places need to be better to have a sense of feeling safe. Some areas of town do not feel safe.
- The lack of animal control personnel and services
- It's a big city and we can't stop all the crime. Worried for the increase in robberies at the gas pump.
- Training of city employees on interacting with persons with disabilities.
- Lack of ability for people without cars to safely navigate from one place to another. We need more sidewalks, better crosswalks and intersections, more protected bike lanes, and we need to simply design things to not require cars to get from one place to another.
- Neighborhood traffic.
- Bums.
- Street lights and sidewalks at night.
- Transients.
- Ability of police to do their job in a friendly and safe manner.
- Infrastructure.
- My neighbors.
- Inadequate traffic law enforcement.
- A bridge fell down very close to my home. It's a bridge that I regularly drove over. It is terrifying that a bridge could collapse.
- Giving everyone access to guns and ways to carry them everywhere. Police racism is also tied with that. I have been a victim of it myself.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- That the police don't know how to calm a mob down but they are great at making them mad.
- Bridge quality and road maintenance are abysmal.
- Safety at parks.
- Reputation of department in terms of racism, sexism, and classism. Need more streetlights and sidewalks in neighborhoods.
- Crime.
- My truck falling off a bridge on the Belle Isle passover which I take everyday to work and home.
- Traffic is getting out of control and nothing is being done to make it any safer.
- People speeding in the right lanes on the major highways. I drive the speed limit and I always drive in the right lane and people always act like I'm hogging the passing lane. It's scary.
- The amount of homeless and general wanderers. I feel as though adding more places for them to find shelter and/or other assistance such as job help, etc, It may decrease the amount of people who are potentially dangerous and also potentially in danger.
- Saw OKC needs revitalized to give those residents pride in the neighborhood.
- Shootings, random violence, scams.
- Not enough sidewalks.
- Too many guns, too much graffiti.
- Not enough REAL jobs to keep people meaningful employed and out of trouble.
- There aren't enough sidewalks.
- Public safety in Koch is frightening because of the guns; the police are often confrontational, antagonistic, or apathetic. Very rarely are they serving and protecting, I see more officers handing out wasteful, costly tickets that are meant to fill the holes in budgets.
- Low education resulting in gang involvement.
- I'm very concerned that the constitutional carry movement will cause serious problems. I'm not comfortable with open carry but at least it requires classes and a license. The few encounters I have had with the police have all been very civil and professional, so I have no complaints. My only comment about the police would be to respect all citizens regardless of ethnicity/orientation. Please do not act like some of the police depts. in other parts of the country and assume you have the right to kill someone for little or no provocation.
- Gangs.
- We are neglecting people at the margins: the chronically indigent, the mentally ill, the homeless. This lack of care for "the least of these" creates dangerous situations for them....and for the rest of us.
- Safety of events in downtown OKC.
- Transients standing on medians soliciting money.
- Crime going up and not enough officers. Gang control, murders and homicides and drugs.
- So many murders, drugs.
- Crime, it's getting out of control.
- Increased crime over the past 10 years.
- Not enough sidewalks, not enough public transportation. Cars are everywhere and drivers are conditioned to think cars get priority. Biking, walking do not feel safe.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- The fact that I have to keep checking outside my kitchen window almost every night to make sure that someone isn't trying to break into one of my family members cars and also the fact that in my old neighborhood the minors who are breaking into other people's home and cars keep getting let go and they keep getting more confident because they know they will just be let go.
- The drinking water.
- The roads throughout Oklahoma City, but most specifically central Oklahoma City, are in horrible condition. Beyond being an eyesore, it is a safety hazard.
- Crime is rampant, illicit drug use and deals are everywhere, and gang violence is out of control. It is scary that there is no such thing as an argument without someone being shot in this city.
- People carrying guns without permits!!!
- The police need to continue to do good as now but keep improving.
- My neighbor has had their door kicked in and their cars broken into but will not call the police. Population in my area of town is predominately Hispanic and are afraid to call in these crimes. They fear being deported.
- There are two concerns: 1. Safe from crime and 2. traffic control during peak hours.
- Slow response time and lack of enforcement of traffic laws especially vehicle registration.
- Police response too slow.
- I don't have any major public safety concerns except perhaps the unnecessarily excessive displays of force in Bricktown at times on weekend evenings (lights flashing by cars in the median when there is nothing going on). Don't object to the officers being there, and I appreciate them, but I feel the light flashing without something going on both incites unnecessary concern and also desensitizes the public to real issues.
- Public transportation.
- There are too many meth-labs and transients in OKC. The pan-handlers are a blight, the police should concentrate on South OKC because half the drivers don't have car insurance and a valid driver's license.
- Need to run on Sunday! And the hours should be longer on all bus routes at least till 10.00PM.
- Policy needs to reflect more than political alliance. Need to show the country we are thinking about the future not the past.
- Some parts of the city I am very comfortable, not so much other parts City streets need police in areas of troublesome persons.
- Not enough police presence. Need more patrols in neighborhoods.
- Education, while not directly connected to public safety, is extremely vital to the health of the city, which, in turn, influences public safety. We need to spend much, much more on education (yes, we should raise taxes to do this).
- There does not seem to be enough police to effectively police certain areas. No one should have to live with threat of crime. We also have poor roads and bridge repairs. These are also issues of public concern and safety.
- Leash laws in parks not enforced, so there are often large animals running around uncontrolled.
- Need 4 way stops sign on NW 90 Harvey.
- Drug use and abuse and gang activities.
- Violence.
- Panhandlers.
- Safety.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- The police admin exaggerate the response times. No small crimes are solved (burglaries, theft, assaults, motor thefts). Look at solved cases in the police case logs. OCPD are lazy!!
- Some parts of OKC are great. Except the NE side of OKC. Looks really bad. Downtown is great but not everyone can go downtown.
- Section 8 housing and apartments in the 240 and May area.
- Well, I don't know that anyone is safe. The state needs a large enhancement in mental health services. Not much the police can do with mentally ill people.
- Most growth is centered downtown.
- Police take too long to respond.
- I am not scared to go out in the city. But I always try to be careful and alert because crime is getting a lot worse.
- Being out at night, walking alone, driving alone through "bad" part of town.
- Gangs, breaking in on older people, too many random calls.
- Crime.
- I avoid areas with lots of violence.
- Shooting & drugs.
- Gangs, graffiti, gunshots heard.
- Need more police presence in places other than Bricktown. More police on outer area streets. School zones need more police there, uneducated kids break into homes.
- Crime.
- Weapons.
- Bad cops/government.
- To many young kids with no direction.
- Too many robberies, etc., break-ins of homes.
- Traffic.
- Burglary, vandalism.
- I am tired of all the killings going on but know that it can't be stopped, been here all my life.
- Homeless people.
- Not enough officers to patrol areas that really need it.
- The physical square miles that the police/fire/etc. have to cover in OKC.
- I have no real concern about public safety.
- Safety of elderly citizens.
- No comment !!!
- The homeless that are so abundant on the off ramps around the city. One could get hit by a car.
- In my area, I often hear gun shots. It is very dark outside at night, and unless it is absolutely necessary, I refuse to go out until the sun is up.
- Gangs.
- Unsure.
- Brazen drunks and beggars constantly approaching and wanting things.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- There are no police to patrol the neighborhoods. There is no code enforced in the neighborhoods so anything goes. I think that we need to make an effort to save old neighborhoods instead of moving north. These old neighborhoods have great history and nice old houses if taken care of. If people felt safe in these neighborhoods, maybe more people that took care of things would stay and that would become a trend and everyone would take pride in their homes and the city.
- People driving while texting.
- Hit and runs, traffic violations in neighborhoods.
- Schools and programs.
- Lighting for downtown parking lots, more frequent neighborhood patrols.
- Neighborhood protection.
- Gang activity in the older sections of town.
- Driving thru certain areas of OKC. North Western from NW 63rd Britton Rd to 122.
- Gang related violence and frequent shootings - not in my neighborhood but in areas I might park, walk or eat.
- Highways need to be mowed/people begging on the street corners, homeless trashing up behind buildings and some vacant houses and just throwing their trash down everywhere.
- Appearance of city - trash on the interstates.
- Robberies.
- Too many blvds., too many downtown parks; not enough public parking; need a quality bus depot; complete the OKC Native American Museum.
- Need more police.
- Make sure criminals are well tended to.
- All crime. Job losses and the low med. income families getting DHS. Gov. and other agencies, etc. cut out of funding will affect all areas of crime. It will increase!
- Quality of driver planning and obeying the rules.
- Gangs/drugs.
- People breaking into houses.
- Quality and attention is unequally applied according to area in which you reside.
- Need to do away with EMSA.
- In my neighborhood at nights, you hear gunshots. There is a fire station just blocks away, but it takes a long time for police to show up, sometimes they don't.
- Burglary of cars and homes. Street repairs are needed badly.
- There are too many shootings and home invasions apparently targeting passersby or random homes picked. Car chases should not be allowed first have the police keep person in view until there is a safe time to apprehend them.
- I am scared of being mugged, robbed, raped, or just beating.
- There are areas we would NOT want to be in at night - Hefner and N Western for example.
- Guns.
- The greatest asset we have for safety is that for the most part people still care about one another - you should promote and encourage that!
- Being robbed in a shopping center and gang violence.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- Floods and unfair police officers.
- Too many homeless people being robbed or mugged.
- I am constantly embarrassed by the politics of this city - house and senate - why do these people keep getting elected?
- People ignoring stop signs in our neighborhood. More importantly the 4 way stop at the corner we live at.
- Areas that have street lighting already installed but not functioning...see Crosstown Blvd and many areas of Bricktown & downtown.
- However, the GREATEST concern has to be blighted areas that we seem to overlook or don't want to secure.
- Open gun carry laws.
- Our major streets don't have dedicated bicycle lanes.
- Not enough police and slow response.
- Council bigotry, especially regarding homeless.
- Gangs/drugs/robberies in urban community
- The sheer amount of red tape one must overcome to get anything done.
- Community police focus
- Too much crime. We need constitutional carry. Stop worrying about growth, focus on crime.
- Get shot, burglarized, robbed, stabbed, gangs.
- Theft, shootings and thugs.
- Crime rate, break ins, robberies, ID theft.
- Lack of quality law enforcement dealings with illegal drugs, illegal aliens, gangs, traffic enforcement in neighborhoods and city streets.
- Gun fire every night, witness numerous traffic violations on a daily basis, afraid to leave home after dark.
- General crime and violence.
- Crime.
- Too many illegal aliens, they just run people over, they shoot them. (They are not all bad).
- Lack of proper lighted barricades and warning signs on suburban section line roads, hazard at night, open unguarded paving cut holes, damaging cars, causing accidents.
- More police presence.
- Number of police personnel to patrol streets.
- High murder rate in certain areas, likely gang related.
- The city is more worried about putting in sidewalks verses hiring more law enforcement.
- Growth of crime overall in our inner city.
- You see the police driving around and not enforcing the law. Over and over I see the laws being broken and a cop just sits there. If you need a cop, you will be in trouble before one gets there.
- I'm sure certain areas are "safer" than others, but I do not feel like I could walk in my neighborhood.
- Ensuring that we have accountable and transparent law enforcement; better mental health care; less severe sentencing for non-violent crimes; reduction of reliance on for-profit prisons.
- Open carry of weapons.
- Not enough police officers.
- Break-ins.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- The streets we drive on are not safe. Stray dangerous dogs in the neighborhood is not safe.
- The killing.
- Everyday someone is shot and killed. I feel like there isn't enough police presence in rough neighborhoods.
- Someone trying to hurt my family in home invasion or a shooter in a public place.
- Drugged homeless people downtown.
- Too many people have guns who should not have them.
- There is not enough sidewalk for pedestrians, so we have to walk in the street, therefore endangering the pedestrian or cyclist.
- NW Tulsa between NW 63rd and NW 50 should be made a no parking zone. A pickup parked on curve for months until it got hit.
- Drug dealers.
- Drug related crime i.e. robbery, murders, burglary, etc.
- The city and police don't enforce the laws and codes we have.
- Road conditions.
- People are very hostile, drivers are rude, politicians do not care about the citizen.
- Home invasions - robberies, guns are too available.
- Too much crime.
- Aggressive dogs and gang related violence.
- Public safety issues seemingly appear more relevant in areas of the city that are more affluent/better educated or part of the "old boy system."
- Gang activity, drive by shootings, random shootings.
- Quality of downtown.
- Parking lots, homeless people trash my garden, kids are worse, convenient stores, construction on roads.
- Some people can be out of control.
- I don't feel comfortable walking around with my two children.
- No turn signal on car, no speed limit on roads in neighborhoods.
- Don't go downtown much.
- Increased murder rate, unlicensed drivers, illegals, no insurance, traffic enforcement not being enforced and since when does a red light mean GO! Also influx of illegal gang activity.
- Gangs.
- Transients, vagrants, and homeless men who loiter downtown or sleep on public benches. I live downtown as was approached by a homeless man at 4am when no one else was around to see him.
- Homeless.
- There should be laws to prevent panhandlers from standing in intersections to ask for donations. Licensed or not, they are putting themselves in a dangerous position and putting drivers at risk, too.
- Gangs, illegals.
- Help for the safety of the homeless.
- Drive-by's and shootings in southwest side.
- I will not go anywhere at night by myself.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- Do not feel safe - meth use is high, criminals are out of prison on deferred or suspended sentences, and murder rates are high. The less educated and the bigger the income gap = more crime.
- Shootings and break-ins.
- Crime, burglaries and murders are on the increase.
- Not enough police force.
- The City has made great strides in public safety. I had some concerns when the Thunder and major league professional sports came to OKC, but the City has done a great job with security. Thank you!
- All the above.
- People can't walk down the street without looking over their shoulder.
- Rising cost of city services and increase property or sales tax.
- Dangerous people.
- Homeless and auto burglaries and larceny.
- Safety of pedestrians and bicyclists.
- People running red lights. It is very dangerous and not very well enforced.
- Having been in other large cities, I feel quite safe in OKC and haven't been in any real situation where I didn't.
- Roads are in horrible condition. Too many vagrants at street corners.
- The homeless situation we need a program like the one in Utah Home First. There are many vacant apartment complexes in the city. Most of the help for the hungry and homeless men women and children come from private donations.
- Too much robbery.
- Gun related incidents/home break-ins.
- Too many home invasions and too many robberies and muggings.
- The need for protected bike lanes and enforcement of laws concerning bicycles, pedestrian ROW.
- Road and overpass conditions.
- Crime rate is growing - seems to be faster than the growth rate.
- Not enough of a police presence at high traffic areas - Bricktown, Plaza District, etc.
- It more of the people coming together in the city.
- The lack of public transit means anyone out late without a vehicle is at risk. It also translates to more deserted streets, transportation hubs, downtown, etc. and this is in and of itself a safety problem. I personally feel safe because I have a vehicle and do not rely on the city's services.
- My greatest concern: equip the Police & Fire departments with the latest apparatus & technology to do their jobs. Oklahoma City is as a tier below Kansas City, MO; we shouldn't be purchasing their hand-me-down ambulances.
- Oklahoma City should have a schedule of replacing police, fire & ambulance vehicles with the most up-to-date technology & equipment available.
- I suppose I'm concerned that the area I live in (the core) has improved greatly, but I understand there are substantial pockets of town that have not experienced the overall investment in safety and activity that I have.
- The fact that people everywhere now get to carry weapons. It's asinine. It's my biggest fear about public safety is that it's now partially being handled by untrained, unqualified citizens.
- It depends on what part of town you are in. Some neighborhoods feel safer than others.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- Number of homicides in OKC continues to increase. Need more mental health services and services for children and families.
- Concern is because of increased violence in residential area.
- Driving on highway and speeds even on streets uncertain if people will obey stop and yield signs. Too many yield signs, people don't know how to merge with traffic.
- Rundown apartment property and vacant apartments closed attracts low life people.
- Gangs, drug deals take place all the time, robbery - I've been a victim multiple times, illegal immigrants! We need more police on the streets.
- Going to malls - parking lots.
- Gang life, infiltrating the suburbs even.
- Our older citizens must be willing to accept change; including, mixed race couples.
- Speaking to neighbors, they have countless stories of long wait times for services, over the top code enforcement and a lack of focus from the city on SOKC. I love downtown. I love the districts. I hope, as the urban core moves south of the river, SOKC improves quality without losing the residents who love where they live.
- That my feelings of safety vary within neighborhoods - it should be equal.
- The criminals going under the radar. I've met a few in my neighborhood. Even made calls and yet nothing has been done. What good is a tip line if no investigation occurs?
- Not enough police officers in community.
- Paying for fleet replacement and the amount they get of the general fund.
- Shootings and gangs - bunch of idiots.
- Rape, murder, shooting, break-ins.
- Ability to walk safely in the downtown area. Pedestrian friendly city would increase my satisfaction with city.
- Not enough police presence in neighborhoods to deter petty crimes.
- Police behavior towards minorities.
- Fear of getting my house broken into again. Hearing gunshots at night in my neighborhood.
- Crowds downtown.
- Too many people hanging out under bridges.
- No real concern.
- Cars not being aware of pedestrians while attempting to cross street/sidewalks.
- Drug use, gang activity, lack of youth mentors.
- Gang activity.
- We need more police officers in lower income neighborhoods to help prevent crimes.
- Public school systems need better education for the kids so they don't grow up to be thieves and involved in gang and violence.
- Need be more police patrol around the streets, actually in the South West side streets.
- Lack of traffic enforcement in and around high-pedestrian areas. Drivers run red lights with impunity because they are never pulled over for doing so.
- Lack of safe bike routes.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- Lighting. Street lamps will go out and it will take OGE months to fix them.
- Pedestrian lighting in urban neighborhoods and districts makes an area more safe.
- I'm satisfied with the way police handle most issues. I'm not satisfied with the way police disproportionately target minorities and the way the police and courts handle non-violent drug offenders. Arrest and lock up murderers and rapists, not someone who smokes weed. Our jails are too overcrowded.
- Two actually: firstly that the OCPD maintain its community orientation and quality of training its officers in a positive orientation toward the community and secondly that the diseconomy of using the massive fire engines as responders be recognized and the ambulance services be placed in the OCFP.
- I feel unsafe when attempting to bicycle from my home in midtown to my office in downtown. There are some neighborhoods which are unsafe due to a high number of transients. More importantly, the lacking emphasis on safe biking routes is frustrating. I recognize that our city grew around automotive transportation but we need to plan for growth - which I believe requires more bike friendly routes. Y'all are doing great though!
- Police don't respond to break in of vehicles are damage to property they just take report over phone and nothing is ever done.
- How dark and isolated some streets can feel, and having to walk in the street on numerous occasions either due to blocked sidewalks or nonexistent sidewalks.
- Gangs fueled by illegal immigration. Response time by police. Failure of the police department to act beyond taking a report. Unequal protection depending on which part of the city you reside in. 45 minutes for an officer to respond to residential burglary followed by the officer walking in and out in less than 5 minutes was my personal experience.
- Driving while Black is still a problem.
- Children not being able to go outside.
- The thought of open carry firearms frightens me
- Mostly related to traffic - poor synchronization of lights (looking at you, NW Expressway!) leads people to run red lights far too often. Would be helpful if OKCPD were to step up enforcement along NW Expressway.
- THAT THERE IS NOT ENOUGH AWARENESS OF IT.
- Too few officers.
- Profiling.
- The overwhelming lack of sidewalks. Thus is very dangerous for pedestrians and especially the disabled in wheelchairs and on electric scooters.
- The number of homeless people in the city has increased over the last few years. While the city is growing at an incredible rate, it also should build facilities that can help house, take care of, and train the homeless people back into society. This is particularly worse on the south and eastern side of the city.
- Home break ins, whether someone home or not.
- Seems like the crime rate is getting worst, and there is not enough police to handle the increase of trouble. It needs to take more aggressive actions for the people who commit this crimes. The police are doing the best they can with the storage of man power.
- More police officers.
- Police preparedness for large activities and terror events.
- Gangs in neighborhoods.
- I would like to feel safer when I ride the bike downtown.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- State of Oklahoma does not spend enough on mental health providing treatment and care. So local police officers are our main mental health officers and county jail is our largest mental health facility. This puts the general population of Oklahoma City at risk.
- Traffic. Speed limit should be reduced. Alternate forms of transit should be embraced. More bike lanes.
- Police presence and patrolling. Speeding is a big problem along Upton 23rd and the Paseo Neighborhood. Cars parked along the street and in driveways also have gotten items stolen from them. An increase in police patrols could potentially deter these activities and help families feel safer living and walking in these areas.
- Effectiveness in prosecuting robbers. Detectives never follow through!
- Police need to fight crime, quit being revenue agents, reduce response time on 911 calls. Quit scaring people when you get stopped, treat us like innocent people until proven we are not!! Get rid of the attitudes!!
- Lots of older neighborhoods with little to no police presence. They seem neglected by the city especially in the SW and SE areas. Poor street lighting in many areas.
- City spends too much on downtown, at the expense of adequate # of police.
- Response time and number of resources available on police department.
- I'm seeing more and more bikers and wish there were more designated lanes for them (other ways to keep them safe.) I'd like to see more enforcement of slow speeds throughout the urban neighborhoods. People still drive 40-50 mph through residential areas and bypass main streets.
- Public officials' lack of concern for it. And cops getting away with violating citizens' rights when responding to calls.
- Decisions made by city council and lack of diversity.
- The number of people ignoring traffic signals is too high!
- I have no concerns.
- SW OKC is in the news a lot for violence and gangs.
- The enormous homeless population and lack of resources for the homeless community to use.
- Gangs.
- Too many home invasion and robbery and attacks on elderly. We do not go out at night.
- Violent crimes related to drug use have persisted with population in poverty.
- Home invasions.
- Too many drug dealers and shootings almost every weekend.
- Murder rate, robberies, burglaries - all are too high - mainly due to repeat offenders. Must do something with drug addicts to help rehabilitate rather than just put them in a cell and keep turning them loose and do it before the charges escalate.
- Crime rates seem to be increasing, but it seems the rate of arrest and conviction is the same.
- The increase of violent crime over the last year.
- Being alone in parking garages and parking lots.
- THERE IS ENOUGH BEING DONE TO STOP OR PREVENT CRIME, LAWS ARE DESIGNED TO PROTECT THE GUILTY NOT THE VICTIMS.
- There is the need of more patrol needed in the area by police because it is getting dangerous at night.
- Gang bangers with all the murders, shootings, and burglaries along with spray painting/tagging in neighborhoods.
- Gun control.
- More police on the streets.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- Too many gangs that do drive by's.
- Someone breaking in my home and police take a long time getting there.
- THE HOMELESS ON EVERY CORNER BEGGING IN THE PARKING LOTS OF SHOPPING CENTERS OR HIGHWAYS CORNERS.
- Overgrown yards, broke down cars (over 10 on my street).
- IRRESPONSIBLE DRIVING, INCREASE IN CRIME.
- SEEMS TO BE MORE VIOLENT CRIMES MOVING INTO QUIET NEIGHBORHOODS.
- I TRY NOT TO BE OUT AFTER DARK.
- Need cops to be more visible - out of cars, on bikes, walking, etc.
- Safe parking and lighting.
- FEELING OF SAFETY IN THE CITY.
- HOODLUMS, DRUGGIES, PANHANDLERS, EVERYWHERE, GANG MEMBERS.
- The widespread violence in the city.
- RACIAL PROFILING BY GOVERNMENT OFFICIALS, THE POLICE DEPT ESPECIALLY I FEEL EVERY RACE SHOULD BE TREATED THE SAME.
- Crime among the elderly.
- GUNS IN GENERAL PUBLIC AREA WHETHER LICENSED OR NOT.
- GANG VIOLENCE IN EACH SECTOR OF THE METRO AREA.
- Not every street is treated the same. Different areas get more protection over others. Spread out more and equal.
- Threats for big crowds and gatherings because of recent threats. Also, downtown safety and safety in bricktown.
- Crime and drugs.
- Gangs. Emphasis seems to be focused on the downtown/Bricktown areas, not outlying areas.
- Need more fire and police.
- Having police presence and removal of homeless hanging out on corners and living in public areas.
- Not enough manpower, security. Having to rely on oneself to be armed to stay safe or protected.
- Crime (theft in particular) in our neighborhood.
- Not enough public interaction with public safety officers in the neighborhoods.
- THE HISPANIC DISTRICT SEEMS VERY DANGEROUS AND DEADLY.
- I CAN NOT RATE A CITY WHOSE LAW ENFORCEMENT PERSONNEL SHOW SUCH A STRONG BIAS FOR HIGH SPEED CHASES.
- I FEEL SAFE BUT I WISH MORE COULD BE DONE ABOUT PANHANDLERS, USUALLY THERE IS ONE AT BOTTOM OF EVERY EXIT RAMP, NOT A GOOD IMPRESSION.
- MORE POLICE PRESENCE WHILE ON THE ROADS.
- THE POLICE THEY SEEM TO BE WORTHLESS SOMETIMES. WE ALSO NEED MORE SECURITY IN NEIGHBORHOODS
- WE FEAR OF LOCAL & STATE LEADERS AS THEY PREY UPON CITIZENS AND US THE POLICE/JUDGES AS WEAPONS.
- NOT ENOUGH POLICE OFFICERS ON THE JOB
- Undereducated, unemployed citizens; gang violence.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- SAFETY IN SCHOOLS, SHOPPING CENTER, CITY ST.
- Gang related activity in older neighborhoods.
- Stupidity of police.
- House burglaries/crime various.
- The amount of crime I am seeing.
- I-35 HEADING SOUTH, JUNK BUSINESS IN VIEW, RECYCLE BUSINESS SHOULD BE OUT OF SITE ANY BUSINWSS THAT IS NOT KEPT NEAT AND ORDERLY SHOULD MOVE OUT OF SITE.
- I am worried about being hit by a car crossing the street. It seems like drivers do not pay attention.
- THE GROWTH OF THE MEXICAN POPULATION WITH GANGS IN THE MEXICAN POPULATION ILLEGALLY HERE.
- Gang members are moving into quiet residential areas and recruiting our children because they don't have places to play, Boys & Girls Clubs, recreation centers.
- Water; the Okla River has been polluted by means of waste that contaminates the water.
- Visibility of police presence.
- My greatest concern is that our officers and fire dept. aren't given the proper tools and support they need to do their jobs efficiently. I don't doubt their abilities one bit; I just hope they're being well-cared for by our city. With budget cuts being the buzz word, I don't want to see them affected and not receive everything they need, whether it be better equipment or newer technologies, to continue their jobs at peak performance.
- I am rethinking my decision to live and work in the city because I do not feel entirely safe around parts of town.
- I FEEL VERY SAFE WHERE I LIVE MAYBE NOT SO IN OTHER AREAS.
- High crime rate.
- GUN LAWS.
- NE OKC.
- To be able to walk down the street and being protected to walk without fear.
- The increase in home invasion and murders.
- OKC police shootings.
- THEFT AND GUN CONTROL.
- DRIVERS DISOBEY LAWS, SPEEDING, KNOCKING SING DOWN, CRIME NOT SAFE ON NW 23RD TOO MANY PREDATORS APPROACHED, PANHANDLING EVERYWHERE WE GO HAS NOT SLOWED DOWN SINCE NEW LAWS ENACTED BY THE CITY, THEY PRY ON SENIORS.
- Crime.
- Safer.
- HOMELESS BREAKING INTO MY HOUSE AND BEGGING AROUND TOWN.
- Drugs and violence.
- PEOPLE WITH GUNS, CAN'T TOO MANY BLACK PEOPLE GET TOGETHER WITHOUT SHOOTING AND KILLINGS
- DURING PAS PASEO ARTS FESTIVAL PEOPLE PARKED ON BOTH SIDES OF STREET, SOME STREETS ARE TOO NARROW FOR EMERGENCY VEHICLES. NEIGHBORS PUT ORANGE CONES, POLICE TOLD THEM TO REMOVE THEM OR RISK ARREST AND FINES. NO ONE OPPOSES THE FESTIVALS BUT WE ARE CONCERNED ABOUT PUBLIC SAFETY WHEN CARS BLOCK EMERGENCY VEHICLES.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- I WAS STANDING IN MY FRONT YARD AND A THIEF STOLE MY CAR BATTERY, THE THIEF HAD NO FEAR. THE POLICE SAID IF HE FOUND HIM HE WOULD TRY TO GET THE BATTERY BACK. THERE WERE SO MANY IFS IN OUR CONVERSATION IT MADE ME THINK WHY DID I CALL THE POLICE IN THE FIRST PLACE?
- SAFETY.
- We need more police officers.
- TOO MANY VIOLENT PIT BULLS ACROSS THE STREET FROM ME. THEY HAVE BIT SEVERAL PEOPLE, ANIMAL CONTROL AND THE POLICE HAVE BEEN OUT TO NO AVAIL. THEY HAVE 3 IN THEIR HOUSE.
- Too much crime and too lenient of punishment-need lots more police-no more sports arenas and such as that!
- RESPONSE TIME AND NO HELP FOR RESIDENTIAL CRIME.
- Running stop signs, cars racing.
- Visible police in shopping areas.
- Crime/endangerment at home and in public.
- Breaking in homes so easily-police take forever to respond to 911 calls. The operators are terrible. They all need to be retrained on dealing with emergency calls!!!!
- Shootings or bombing in areas with large groups like Chesapeake Arena.
- Abundance of firearms on street with citizens and felons.
- Burglaries, robberies, crime.
- THERE IS TOO MUCH GANG VIOLENCE AND NOT ENOUGH JAIL SPACE, QUIT TURNING THEM LOOSE FASTER THAN THE POLICE CAN CATCH THEM.
- Parking is horrible! Ft. Worth opens their city county garage free of charge after 5:00 pm until next morning to allow free parking for downtown events.
- INADEQUATE ATTENTION TO RESIDENTIAL BURGLARIES AND LOW CLEARANCE RATE AS THE SAME.
- NO ONE SHOULD CARRY GUNS AND OPEN BACK UP THUNDER ALLEY.
- Drive by shootings, home invasions, attacking persons in public places.
- Too many speeders in residential streets. SW 26th and Portland. People drive down SW 26th way too fast.
- Homeless people, panhandlers.
- RUNNING INTO THE WRONG PERSON/GROUP AT THE WRONG TIME AND ALL TAKES AN HOUR TO GET THERE ONLY TO SIT IN THEIR CAR FOR 5 MIN THEN TAKE OFF NEVER CHECKING IN ON THE SITUATION. NEED TO PUT THEIR FOCUS AND TIME ON THE REAL CRIME, STOP PUTTING SO MUCH EFFORT IN THE B.S. SITUATION. STOP TURNING LIGHTS/SIRENS ON JUST TO GET THROUGH AN INTERSECTION.
- High rape rate compared to many other large cities.
- street lights
- take too long for police to respond to a telephone call & getting to the location
- THE PEOPLE WHO CASE HOUSES TO BREAK INTO BY THE DAY BECAUSE WE DON'T HAVE POLICE PRESENCE UNLESS THERE IS A CRIME IN PROGRESS
- PARTS OF OKC OR NEIGHBORHOODS THAT ARE NOT SAFE TO VISIT
- Need more police presence - maybe officers on bike patrol?

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- DO NOT FEEL SAFE ON STREETS BECAUSE OF MANY VAGRANTS AND BEGGERS.
- TOO MUCH GUN VIOLENCE, POLICE SHOULD CONCENTRATE MORE ON GANG & UN VIOLENCE IN OKC. NOT HARASSING ORDINARY TAX PAYING CITIZENS ON THE EAST SIDE AND STOP RACIAL PROFILING.
- GUN CONTROL #1, I THINK THAT LEADS TO MORE CRIME WHICH OKC SEEMS TO HAVE.
- Not fast enough police response.
- Crime rate is really gone up in the last few years.
- I HAVE HAD SEVERAL TIMES THAT MY LIFE HAS BEEN THREATENED BY STRANGERS, I AM OLD AND FEEL THREATENED TOO OFTEN.
- Not enough police - police pay.
- TOO MUCH CRIME, PEDIFILE, THIEF, BURGLARIES, SHOOTINGS NOT ENOUGH DISCIPLINE.
- NO RESPECT FOR SAFETY AND OR SPEED IN TRAFFIC SYSTEM.
- Vehicles racing down neighborhood streets & highways, gun fire all hours of the day and night.
- Thieves trying to break into automobiles. Neighbors that stalk others with cameras aimed at others homes. police who shoot persons that are unarmed. Maybe police should only have tasers and radios.
- I feel the police are overwhelmed with the rising rate of intrusion, theft, and violent crimes they are having to respond to while being forced to meet the required speeding ticket demands they have to meet. I get tired of seeing police everywhere writing speeding tickets, and people complaining that the response time for break ins is very slow.
- The downtown area is well cared for, but the remainder of the city lacks good roads, sidewalks, crossing lights and effective public transport.
- There is a lot of crime and shootings/stabbings/break ins to our house and our neighbors.
- Drive by shootings, gangs, etc.
- The murder rate is so high, what's going on?
- GRIM & GANGS, HOME INVASIONS, THEFT , DRIVE BY SHOOTINGS AND DRUGS.
- Public health. We need to focus more on the health of our community. More facilities. More sidewalks, etc.
- Too much random violence.
- Try thinking who the most I should be afraid the crooks or the police.
- Open carry & concealed carry of weapons.
- THERE IS VERY LITTLE POLICE PRESENCE IN COMMUNITY.
- SHOPPING AT MALLS CAN BE DANGEROUS BECAUSE OF LACK OF PROTECTION OF SECURITY GUARDS IF THERE ARE ANY AT ALL.
- I AM GOING TO MOVE OUT OF THE CITY, THE SCHOOLS MY BOYS GO TO SUCK, THEY THINK ABOUT SPORTS THAN GRADES THEY MAKE.
- Crime & illegals.
- We need to be more supportive of our police and fire personnel and we need more officers to serve our community.
- Growing population with insufficient or poor quality roads to accommodate.
- Certain areas not well lit and gangs tend to roam. Strip clubs & bars attract less than reputable people to surrounding areas. Also many loose dogs roam our family cannot walk just anywhere.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- Grass and weeds along streets should be kept out & maintained. Make residents aware of charges that will affect their community. Lincoln park on the 50th st side across from Zoo needs to be restored with walking/biking trails and play areas, tennis courts, soccer fields, basketball courts just as they are in other areas.
- Poverty and education.
- There needs to be more control on the amount of crime going on however, I've notice more night patrons, so good job there.
- EVERY PERSON TO BE SAFE, OUR POLICE SHOULD BE A PRIORITY IN OKLAHOMA. WATCH THE NEWS EVERYDAY, I WOULD RATHER LIVE IN A SAFE STATE AND PAY MORE THAN TO LIVE IN FEAR WITH ALL THAT IS HAPPENING. LET'S TAKE CARE OF OUR POLICE WHO TAKES CARE OF US.
- MY GREATEST CONCERN IS BEING ABLE TO WALK IN MY NEIGHBORHOOD AND NOT BE AFRAID OF BEING SHOT AT.
- Neighborhood on the edge.
- You are not safe anywhere.
- Not enough police presence.
- It should be extended to all parts of the city instead of just downtown.
- We need more police. We have all these nice hinges but unless you have enough police what does it matter on the nice stuff. We need police before we need a park or anything else.
- Illegals moving into the neighborhood, and panhandlers at street intersections.
- The amount of traffic in OKC today....Everywhere you go, there is a wait.
- The growing transient population is getting out of control. Tent cities are on the side of the highway. Getting approached at city parks or even at home by individuals that look to be mentally unstable or just plain criminal looking.
- My greatest concern is the speed of cars in residential areas and parents not being vigilant with their children in the street.
- Gangs.
- As the city grows, will the city keep up with public safety.
- The crime rate.
- I feel safe here, although watching the people beg for money on the street corners is a bit unnerving sometimes.
- The gun waving robbers in convenience stores. Cameras don't stop them. They are so mentally ill. Bullets kill. Those guys need to be put away for many years, while being trained to work in a trade.
- Parks feel unsafe in early evening.
- Public is profiled by police and that seems to make a difference in the protection or quality of care you get. I think it stinks OKC police are rednecks , rude, act like your bothering them if you ask a question for directions , they need to be taught some pretty skills.
- That the public feels safe in our city.
- The city ignores the central, east, and south central parts of the city. Only focusing on downtown and the maps projects. These other parts of the city look scary, dirty and ran down. The roads are a safety issue.
- The panhandlers (which have drastically decreased). The amount of individuals walking the streets (I have noticed the sidewalks being added). The drug pushers living in my neighborhood.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- I feel like the crime rate is higher than usual.
- Illegal immigrants.
- Ability to trust.
- Lack of information.
- I don't have any concerns.
- Police do not respond quickly.
- South side needs noise control for vehicle, loud mufflers, radios, public speakers with cussing and religion in empty parking lots heard all day long from inside homes and businesses. Need noise ordinance enforced for OKC and Del City, 44th and Bryant Street. No police action ever about it!!
- Gang valance and break into homes.
- Break-ins and robberies.
- Break-ins and the treatment of the victim by police.
- Too many irresponsible people carrier guns on the streets!
- We have a great police force but it seems that the police are held back from enforcement by political correctness issues by community leaders!
- Perception of state is awful to the legislative due to the legislature.
- Lack of care and concern of the part of police and city officials. All about the money they can make, rather than quality of service.
- Do not feel safe in north end of city.
- Traffic enforcement. Car crashes are a part of public safety; they result in personal injury. Running red lights, following too closely, and aggressive lane changing all need to be reduced.
- Being attacked by an aggressive dog or person. I was almost attacked by a pit bull and couldn't get any response from animal control. My neighbor in a wheelchair and her little tiny dog were attacked by a pit bull. Her little dog died and she was traumatized and hospitalized. She still has not fully recovered.
- The grass is so high it makes OKC look so ugly and not taken care of. It's embarrassing. Bricktown is not our only concern.
- You can't go out without being afraid of someone shooting you or stealing your belongings.
- Our apartment was broken into by a robber. The police were not helpful and their response was inadequate.
- Crimes in poorer areas of the city aren't given adequate attention or concern.
- Lack of funding causing our city to become unsafe due to constraints on the ability to hire the appropriate number of public safety employees and the quality of training and experience of public safety employees who are currently employed/will be employed in the future.
- Seems question 3 was mainly concerned with "How do we look? "What else can we build?" "Are we good enough to lure more people here?" "Very rarely on the news, are criminals actually caught." i.e.: Still at large" OKC police need your help" help. I take the safety and security of me, my family and home into MY hands (at any cost) and will deal with any consequences to my actions. OKC is full of criminals and victims - I will not be either!
- Not enough roads!
- I wish the Action line would be able to enforce neighborhood code violations at a faster rate. I have waited for years for changes to occur, at unkempt homes. Waiting for emails from Action line that never came.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- Not having time to deal with petty theft from people who may take tools out of a neighbors garage vs. a more substantial crime.
- I'm concerned about the growing number of laws being passed to legally allow more guns on the streets. We live in a civilized society and we're not in the "Wild West" era any longer.
- There is not place anywhere really safe. Have a lot of poverty, most never see.
- When people call the police about feeling not safe in a certain situation but they never take it seriously.
- Homeless people.
- Shootings.
- Violence in a large crowd of people at a public event.
- Underserved neighborhoods and failing schools.
- OKC is growing up but things need to still improve. Gangs are a concern. I am also concerned about people with guns. I am not against guns. I think it is too easy for people to get guns that should not.
- May be more trouble happening because people will be able to get around easier.
- While the city has done a great job of improving the downtown area, they seem to have forgotten that is not the only part of OKC. Seems they have forgotten there is more to OKC (where taxpayers live) than downtown. That's why there is a mass exodus to the suburbs...i.e. Edmond, Yukon, Piedmont.
- Too many shootings in the city and too many speeders on residential streets.
- Laws and ordinances are not enforced.
- Violence.
- All of the crime and shootings.
- Southside OKC not comfortable at night!
- The lack of support for police force concerning OKC gang problem and the lack of acknowledgment by state officials. Also the possibility of contaminated water.
- Guns.
- Not enough sidewalks for exercise.
- My home is on NW 150th between Penn and May. Our neighborhood is assigned to the Springlake PD, which is South of 150th on Eastern. All of the surrounding neighborhoods have closer Police Departments. I have an unstable neighbor of Mideastern descent who often displays his gun, which he says is loaded, in his front yard. He often tells my son and I that we cannot walk around the block in our otherwise very safe neighborhood, because the paranoid, unstable man thinks that the only reason people walk is to spy on him. I have had two surgeries, and have six more scheduled this summer. I have blood clots and need to take short walks as often as possible. I do not even walk on his side of the street to avoid him, but he walks over to me, even after 11PM, to scream at me that I need to go to the park if I want to walk and to get off "his" street. The one time I threatened to call the police on him, he made a false police report. When I told the officer what was going on, he told me to avoid walking in my neighborhood! I guess your officer thought this great-grandmother should just roll over and die, because I have to walk to stay alive after my surgeries at the heart hospital. I do not believe that the Edmond PD or your closer PD on 122nd would have treated me as a disposable citizen whose life does not matter. The neighborhood association has forced this man to quit working from his home. He drives around telling people that he is in charge of the neighborhood watch, but he has never been associated with it. The president of our association said he could claim he is Queen of England, and there is nothing we can do. His vicious fabricated stories make people afraid of other people that they do not even know, and that causes real harm. I will be 66 in August. I have a problem with blood clots and six failing organs. I have to walk as often as I can, therefore I cannot follow your

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

officer's ill-advised instructions to not walk in my own neighborhood. If I get shot or harmed walking around the block in my own neighborhood, it will be because the Oklahoma City politically correct Police Department refuses to tell a man of Mideastern descent that he cannot threaten his neighbors with a loaded gun. It should be noted that we do not even talk to this man or walk on his side of the street. My home is across the street from his house.

- My great-grandsons are sixteenth generation Americans. Our family has contributed to every war and police action that secures our freedom. I wonder what our founding fathers would have thought about Oklahoma City's politically correct Police Department robbing us of the most basic freedom of walking safely around the block in our own neighborhood, simply because the person disturbing the peace is of Midwestern descent!
- Gun laws.
- All those motorcycle crotch rockets running around Bricktown that are crazy loud.
- They give people a feeling of unrest.
- Lack of concern for public safety and effective follow-up crimes committed against citizens.
- Public Safety is not an issue at this time.
- Property crimes and home invasions, as well as public health.
- Trust of officers by public and respect for the public and the office by the officers.
- It is getting dangerous to walk outside lately; a lot of violence and crimes are happening. It seems that you are not safe anymore, especially downtown.
- Loose dogs.
- Too many people begging for money on corners.
- Our water!
- Police need to be nicer and treat people like human beings.
- Not enough pedestrian friendly streets with public trash cans.
- Unsafe drivers on the road.
- Gangs.
- I think OKC needs to take a good look at the overall attitude and arrogance that the OKC PD is portraying to the public. They need to remember that the residents of this city are their customers and they work for the public. Particularly those in need in our downtown area. They are looking for a better life just like everyone else but some need a little guidance and a friendly nudge in the right direction.
- Homeless all around OKC, streets, stores.
- My greatest concern is that safety, prosperity, and quality of life are not equally shared by all parts of OKC. We are only as great as our poorest areas.
- Growing homeless population.
- Gun laws allows just about anyone to be armed. I don't feel safer with more guns.
- Vagrants, drug and alcohol abusers, petty theft, groups of teenagers with nothing to do looking for trouble. Crime flowing out of section 8 apartments close to homeowners causing trouble.
- The apartment complex on 23rd street between Cross and Billens needs to be torn down!
- Way too many home invasions and thefts going on. Personal theft in this city seems to be worse than anywhere I have lived. Almost every one of my neighbors has had something stolen from their property including myself. We had a kid working for us one day, and a thief stopped his car got out and stole the kids brand new backpack out of the back of my pickup while we were standing about 40 ft. away. I chased him, but he was driving so fast I couldn't catch him.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- Not enough sidewalks for the public to get around without walking and jogging the streets.
- Neighborhood safety.
- Getting out on poorly maintained roads with people who drive poorly.
- Killing of youth.
- We need more tornado shelters.
- Increased violence.
- No checks or balances regarding police enforcement and municipal judicial performance and protection of public. Corruption regarding police seizure. Systemic corruption.
- Traffic safety.
- Crumbling bridges and city streets.
- Bicycle riders in the streets adjacent to bicycle trails built specifically for them. It make motorists VERY MAD and not as cautious as they should be when passing cyclists.
- Murders.
- The amount of people who own and have access to guns.
- Poor lighting in heavy pedestrian areas and public spaces.
- South side of town?
- No sidewalk. No bike lanes. Poor public transit.
- Cuts in taxes that reduce availability of safety net services will lead to increases in crime around the city, layoffs, education system problems worse than current issues.
- Getting hit by a car when I ride a bike.
- Danger to pedestrians.
- Noisy, drunk, and smoking people in the downtown.
- Money for public safety jobs.
- Safe neighborhoods for walking, jogging, bike riding.
- Too many cars on the road and almost a complete lack of sidewalks. OKC should put an immediate emphasis on improving accessibility of sidewalks for handicapped folk and people who walk.
- Hope there is an end to the recent crime wave that seems to be building up here. From continuous burglaries, shootings - my stuff stolen and no results for three years....enough!
- Police department is a joke.
- Being alone downtown is not in my opinion very safe. Especially around the bus station and city municipal buildings.
- Ratio of police force per resident.
- There has been a noticeable increase in police helicopters flying over my neighborhood every night, very late at night, sometimes for 30 to 45 minutes at a time, in a circle, over and over. I know there can't be police chases going on every night in my neighborhood. It isn't in a high crime area. I don't know why this is necessary, and they fly so low that it is impossible to sleep through the noise.
- Run down/vacant buildings & homes in which drug dealers & users are squatting. It brings crime to otherwise law abiding neighborhoods
- Oklahoma City has too many murders. I would like to see more patrol cars on the residential streets.
- Police working traffic when 2nd and 1st degree burgs are in progress
- NW 23rd street from May to Broadway. Get rid of the blood donor clinic, the pawn shops, the high interest loan shops and this street will blossom!

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- Drunk driving.
- Not being approached by Jehovah's Witnesses with the brochure. I am sure they walk away with more than sharing the good word.
- More sidewalks. People need to stop walking along the street!
- I'm a 51 year old male and lived here all my life (south side) but the jogging trail downtown along the river looks nice but I cringe at the thought of walking it. I'm afraid of vagrants asking for money and if you don't or refuse they always want to become hostile.
- People on street corners. Sometimes I don't feel safe while I am waiting for the light to change.
- Gangs.
- The excessive amount of people disobeying the traffic laws.
- VIOLATION OF TRAFFIC LAWS.
- I HAVE NEVER SEEN A POLICE OFFICER PATROLLING MY NEIGHBORHOOD EVEN THOUGH LOST OF TRANSIENT PEOPLE FROM I-40 WALK THROUGH MY YARD.
- INCREASED CRIME, ROBBERIES, SHOOTING, HOMELESS, NOT ENOUGH HELP FOR THE MENTALLY ILL.
- THE PEOPLE DRIVING AROUND WITH NO LICENSE AND INSURANCE AND WILL TRY TO SUE LIKE THEY HAVE A RIGHT TO DRIVE WITH THESE WHEN THEY ARE THE WRONG AND GET AWAY WITH IT.
- MORE POLICE FOR PATROLS AND TAKE CAR OF BUSINESS.
- Unhealthy eating habits and lack of activity.
- Not feeling safe in your own home.
- TOO HIGH OF RATIO OF LOW INCOME HOUSING IN PARTICULAR AREAS, NW 10TH W OF I-AA.
- Crime rate increasing.
- Police take too long to get to a home invasion.
- NEEDING MORE AFTER SCHOOL PROGRAMS TO KEEP KIDS BUSY.
- Police and fire funding.
- CLIMATE AND SHOOTINGS.
- Most neighborhoods need a LOT more lighting and sidewalks.
- I don't know about it necessarily being a concern of public safety, exactly, but I have noticed an incline of homeless in my area. I feel like the city could do a better job at reaching out to these people to inform them of the resources that are available to them.
- Poor cops.
- THIS NEIGHBORHOOD AND AROUND IS NOT SAFE ESPECIALLY AT NIGHT. ALWAYS SOMEONE WALKING AT ALL HOURS AFTER MIDNIGHT IN GROUPS OF 2-3 OR MORE.
- Homeless people panhandling. It scares me to think people have the right to beg for money and yell at everyday citizens that are just trying to make a living. Our city and state cares more about an image to the outside world than treating its current residents how they deserve to be treated. The roads are horrible, traffic is getting worse and this survey asks how you think we care how others view us. WHO CARES?
- PERSONAL SAFETY WHILE OUT IN PUBLIC, THUGS AND BULLYING TOWARDS SENIORS, CHILDREN BY STRANGERS.
- Need more community policing.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- Road conditions.
- DOWNTOWN EVENTS ARE CRAZY POOR PARKING.
- THE POLICE RESPONSE TIME IS SOMETIMES VERY LONG AS WELL AS ERMSA.
- The rapidly changing demographic within our neighborhood that used to be quiet and peaceful, yet now are changing to gang like crowds, continued domestic issues and the slow response of police to respond and almost passive attitude as though it is the norm.
- Having enough police officers and firemen.
- VERY VIOLENT ALL THE CITY.
- OUR NEIGHBORS SELL DOPE AND STEAL, HAVE TRIED TO ASK FOR HELP, NOTHING HAS HAPPENED.
- PEOPLE OUT WALKING THROUGH NEIGHBORHOOD LATE AT NIGH 1, 2 ,3 O'CLOCK AM.
- Opportunities for housing and jobs for the poor.
- Oklahoma's gun control laws will encourage more gun violence. Open carry will be proven to be a fatal mistake.
- I have no particular public safety concerns.
- INCREASED GUN VIOLENCE, HOME ROBBERIES, RANDOM VIOLENCE, ROAD RAGE, INCREASING ACCESS TO WEAPONS.
- Gang and drug violence, thefts and home invasion crimes, homicides increasing due to lack of punishment.
- HOMELESS PEOPLE ARE STARTING TO GATHER IN NEIGHBORHOODS, HIGHWAYS, CITY STREETS ARE FULL OF TRASH. WE NEED MORE PARKS, NOT MORE BUILDINGS. NEED TO RESTORE OLD BUILDINGS.
- CRIME IS INCREASING IN RESIDENTIAL AREAS. CITIZEN SHOULD FEEL SAFE WALKING DOWN THEIR OWN STREETS.
- Cycling safety on city streets.
- HIGH CRIMES AREA WITHING 2 MILES OF OUR NEIGHBORHOOD.
- Uninsured drivers in o.k. and street people----too many.
- Racism, profiling, and equality.
- I hear about violent deaths every day here, but because they're mostly on the south or east sides of town, I don't have a strong feeling about them.
- Crime.
- I feel the tagging of the city, state and other areas has increased. This tells me the gangs are increasing and the attention to immediately remove and prevent allows them to get bolder. The city needs to step up and reverse the theory of being lazy by not appearing lazy and entitled a government job once they have been employed a couple years.
- Too many guns.
- Broken down street lights that do not get reported and therefore making it an easier target for vandalism.
- The beggars on corners. Some are aggressive.
- Crime & the police do very little to try to prevent it.
- Robberies.
- Quality people doing their jobs correctly.
- People who speed inside city limits.
- The city does not attend to abandoned buildings or work to bring quality neighborhoods to lower income individuals and families.

Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)

- More tornado shelters for people.
- OTM - other than Mexican's being dropped off at state Greyhound bus terminals by homeland security in Georgia & Arizona and other states recently; making their way to our OKC Greyhound terminal! Third world diseases are just deadly as the rampant cartels running poison through I-35 & I-40 here.
- The drugs.
- No specific concerns.
- Hate crime.
- The lack of care to the roads. so many pot holes and the flood so easy.
- I do have some concern that the budget cuts have had an impact on mental health services.
- Also, living near downtown, it's just more "on the edge" so that I try to be cautious, e.g., I'm a runner and put a lot of thought into my routes and the times of day that I run (and run with a friend at times). It's a calculated risk to be a female running alone; I definitely feel safer when I see a good (or, usual) number of police cars around.
- Panhandling.
- The spread of crime to support drug habits.
- Being attacked by a dog or criminal.
- Transients passing through neighborhood.
- Making sure we, the public is as safe as possible.
- Robberies at Belle Isle shopping center and the huge number of auto break ins in my neighborhood.
- Not enough of officers to deal with traffic violators.
- Cars speeding through neighborhoods.
- Downtown security should be heightened.
- Guns.
- The rates of crimes for each area of the city should be posted on the city's website.
- Sale and regulation of firearms.
- There are areas where I do not feel safe, I avoid them.
- People have lost their manners
- Our officers do not make us feel safer, aggressive and abusive.
- People ride bikes around during the night and steal.
- Homeless/panhandlers.
- Gun control.
- More avenues for pedestrians and cyclists, please. These will increase pedestrian and cyclist safety, while encouraging more pedestrians and cyclists (thus reducing the wear and tear on the roads).
- Not enough officers, long response times.
- Drugs and guns.
- Not enough lighting. Not enough patrolling through neighborhoods.
- That we do not have enough law enforcement to keep us safe.
- Racial profiling.
- I am concerned about the safety of the homeless.
- Drivers running red light. GOT TO STOP!
- Police harassment of residents in my neighborhood.

**Q4. [If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:]
What is your greatest concern about public safety? (cont.)**

- Increasing rate in crime, transient population. No obvious corresponding increase in public safety sector.
- Public safety is question 5. Police seem to be stopping the wrong people.
- Main shopping areas and neighborhood robberies and assaults. Saturday night racing up Council Rd./NW Exp. and burnouts in Wal-Mart back parking lot.
- Dangerous neighborhoods/gangs.
- I would like to see some of the streets in downtown to have better lighting. The area between Automobile Alley and Midtown can seem sketchy for people that are walking.
- Gangs & Crimes associated w/gangs.
- Roads and bridges.
- Focus is on flashy growth while poverty grows---all the wrong priorities.
- Preparedness for a weather concern or a strategy against those who may try to harm innocent people.

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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5-1. Police service in your neighborhood	17.0%	40.4%	23.5%	10.4%	4.4%	4.4%
Q5-2. Enforcement of local traffic laws	11.6%	36.9%	26.2%	15.6%	6.4%	3.2%
Q5-3. Availability of information about Police programs & activities	7.1%	22.3%	35.7%	15.2%	5.7%	14.0%

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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5-1. Police service in your neighborhood	17.7%	42.3%	24.5%	10.9%	4.6%
Q5-2. Enforcement of local traffic laws	12.0%	38.1%	27.1%	16.2%	6.6%
Q5-3. Availability of information about Police programs & activities	8.3%	25.9%	41.5%	17.6%	6.7%

Q6. PERCEPTION 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 each of the following situations:

(N=1367)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Q6-1. Walking in your neighborhood during the day	34.7%	41.4%	13.0%	7.4%	2.9%	0.7%
Q6-2. Walking in your neighborhood after dark	12.6%	29.2%	21.2%	21.0%	13.8%	2.2%
Q6-3. In the Downtown area	9.2%	33.2%	29.2%	14.0%	7.2%	7.2%
Q6-4. In City parks	5.8%	25.3%	29.8%	21.5%	9.6%	7.9%

WITHOUT DON'T KNOW

Q6. PERCEPTION 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 each of the following situations: (without "don't know")

(N=1367)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q6-1. Walking in your neighborhood during the day	35.0%	41.6%	13.0%	7.4%	3.0%
Q6-2. Walking in your neighborhood after dark	12.9%	29.8%	21.7%	21.5%	14.2%
Q6-3. In the Downtown area	9.9%	35.8%	31.5%	15.1%	7.8%
Q6-4. In City parks	6.3%	27.5%	32.4%	23.4%	10.5%

Q7. Have you had contact with an Oklahoma City police officer in the last three years?

Q7. Have you had contact with an Oklahoma City police officer in last three years	Number	Percent
Yes	758	55.4 %
No	581	42.5 %
Not provided	28	2.0 %
Total	1367	100.0 %

WITHOUT NOT PROVIDED

Q7. Have you had contact with an Oklahoma City police officer in the last three years? (without "not provided")

Q7. Have you had contact with an Oklahoma City police officer in last three years	Number	Percent
Yes	758	56.6 %
No	581	43.4 %
Total	1339	100.0 %

Q7a. (If YES to Question 7) What was the nature of your contact with the police officer?

Q7a. What was the nature of your contact with the police officer	Number	Percent
Traffic	235	31.0 %
Victim of crime	171	22.6 %
Suspected of committing a crime	13	1.7 %
Other	323	42.6 %
Not provided	16	2.1 %
Total	758	100.0 %

WITHOUT NOT PROVIDED

Q7a. (If YES to Question 7) What was the nature of your contact with the police officer? (without "not provided")

Q7a. What was the nature of your contact with the police officer	Number	Percent
Traffic	235	31.7 %
Victim of crime	171	23.0 %
Suspected of committing a crime	13	1.8 %
Other	323	43.5 %
Total	742	100.0 %

Q7a. Other

<u>Q7a. Other</u>	<u>Number</u>	<u>Percent</u>
domestic	4	1.4 %
car accident	3	1.1 %
Wreck	2	0.7 %
Neighborhood disturbance	2	0.7 %
Witness	2	0.7 %
Car accident	2	0.7 %
Noise	2	0.7 %
Neighborhood meeting	2	0.7 %
Break-in	2	0.7 %
Domestic disturbance	2	0.7 %
criminal acting of neighbor prompted me to call police	1	0.4 %
Reporting suspicious activity	1	0.4 %
An officer was sent to my home to verify living conditions	1	0.4 %
courtesy call	1	0.4 %
Resource officer at my son's school	1	0.4 %
Response to 911 call	1	0.4 %
Someone followed my child home from school	1	0.4 %
checking on neighbor	1	0.4 %
possible break in of home	1	0.4 %
interacted with an officer while he was working for a community event	1	0.4 %
Reporting questionable activity in the park across the street	1	0.4 %
animal control issue	1	0.4 %
My Bible study group	1	0.4 %
Neighbors alarm went off	1	0.4 %
Neighbors domestic violence calls	1	0.4 %
identity theft	1	0.4 %
Two officers gave me a needed ride	1	0.4 %
Called for assistance	1	0.4 %
Son died from overdose	1	0.4 %
Lost senior citizen	1	0.4 %
Reporting a crime, work on project with police	1	0.4 %
neighborhood meetings	1	0.4 %
Drunk driving	1	0.4 %
nuisance neighbor	1	0.4 %
Vehicle accident in public parking lot	1	0.4 %
Resource officer at my school	1	0.4 %
In neighborhood	1	0.4 %
House break-in across the street	1	0.4 %
As event security	1	0.4 %
Reported a crime at work	1	0.4 %
traffic stop	1	0.4 %
a man passed out in my driveway	1	0.4 %
Informed police of possible domestic situation	1	0.4 %
Neighborhood fight	1	0.4 %
I serve on Crime Stopper of OKC Board	1	0.4 %
Accident report	1	0.4 %
Homeless trespassing on my property and neighbors'	1	0.4 %
Attempted home invasion	1	0.4 %
concern for neighbor	1	0.4 %
Relative	1	0.4 %
Suspicious issue in neighborhood (while taking a walk)	1	0.4 %
crime in our area	1	0.4 %
Protester	1	0.4 %
lost child	1	0.4 %
Neighbor-state trooper	1	0.4 %
gun shots	1	0.4 %
Yard worker is surly and impolite	1	0.4 %

Q7a. Other

Q7a. Other	Number	Percent
Neighbors house was broken into	1	0.4 %
possible abandoned child across street from our home	1	0.4 %
About my son's parked car with no wheels	1	0.4 %
Impounding car in church lot at our request	1	0.4 %
Home break-in attempt	1	0.4 %
Friends/Family, Auto wreck, Burglery	1	0.4 %
Code enforcement officer	1	0.4 %
Autistic grandson ran and lost	1	0.4 %
Outreach	1	0.4 %
Conversation at banquet	1	0.4 %
Tax identity theft report	1	0.4 %
Have many friends	1	0.4 %
Reported a crime	1	0.4 %
Neighbor and code enforcement	1	0.4 %
Home burglary	1	0.4 %
Unsafe loose dog	1	0.4 %
Neighbor has big pit bulls	1	0.4 %
Neighbors yelling, was worried of abuse.	1	0.4 %
Home alarm going off	1	0.4 %
To move into new house after being on streets for awhile	1	0.4 %
Code and laws	1	0.4 %
Stolen car	1	0.4 %
Just stopped to check	1	0.4 %
Public forum	1	0.4 %
We called Police due to suspicious activity	1	0.4 %
School resource officer	1	0.4 %
Issues regarding neighborhood	1	0.4 %
My husband died Dec 11, 2015	1	0.4 %
Auto theft	1	0.4 %
Short conversation in a local convenience store	1	0.4 %
Listen to a neighborhood lecture	1	0.4 %
neighbors' fight outside our house	1	0.4 %
Complaint about loud music	1	0.4 %
Personally observed officers failing to enforce traffic laws	1	0.4 %
School contact interaction	1	0.4 %
Called police for assaulted victim	1	0.4 %
Neighborhood information	1	0.4 %
Property damage/vandalism	1	0.4 %
Jail for not paying probation fees	1	0.4 %
Bad neighbor	1	0.4 %
Home alarm went off	1	0.4 %
Regular patrols in my neighborhood	1	0.4 %
inter agency assistance	1	0.4 %
Thought home was being robbed	1	0.4 %
Homeless person living on my property	1	0.4 %
Left car open at night	1	0.4 %
Gunshots fired on my street	1	0.4 %
Paid \$250 for parking on my lawn	1	0.4 %
Neighborhood problem	1	0.4 %
Call repeatedly for neighbor's domestic disputes	1	0.4 %
House alarm went off	1	0.4 %
civil case dispute over goods with associate	1	0.4 %
Called to report home burglary	1	0.4 %
Conversations at events	1	0.4 %
Coordinated a volunteer event	1	0.4 %
false house alarm and a heated dispute of next-door-neighbor	1	0.4 %
Police attempting to arrest next door neighbor	1	0.4 %

Q7a. Other

Q7a. Other	Number	Percent
Police officer is my son-in-law	1	0.4 %
Just questions about the laws	1	0.4 %
items robbed at home	1	0.4 %
Work with officers during the OKC Memorial Marathon	1	0.4 %
Welfare check on an elderly person	1	0.4 %
Neighbor's home was broken into while they were on vacation	1	0.4 %
Community events	1	0.4 %
Our cars in the neighborhood always get broken into	1	0.4 %
my sister's estranged husband broke into the house while my mom was babysitting	1	0.4 %
return credit card	1	0.4 %
Asked about crime in the area	1	0.4 %
Bogus welfare check and fishing attempt	1	0.4 %
At the Cowboy Museum, City Bites and other outside events	1	0.4 %
Sporting events	1	0.4 %
spouse suicide	1	0.4 %
house alarm went off	1	0.4 %
Roommate abuse	1	0.4 %
reponse to alarm	1	0.4 %
Ambulance call, coronary death	1	0.4 %
called to report a noisy party across street	1	0.4 %
loud music	1	0.4 %
Welfare check	1	0.4 %
disturbance at Apt Complex	1	0.4 %
Witness crime	1	0.4 %
House across the street had emergency	1	0.4 %
Burglary	1	0.4 %
Attending a funeral	1	0.4 %
Inquiry of neighbor	1	0.4 %
Vehicle accident	1	0.4 %
wife's medical condition	1	0.4 %
noise complaint	1	0.4 %
Alarm at home	1	0.4 %
Park on city property	1	0.4 %
Found weapon in our yard one morning	1	0.4 %
neighbor placed trash in yard near run off drain	1	0.4 %
school compliance officer	1	0.4 %
Bag left on street	1	0.4 %
Home was shot at	1	0.4 %
somebody was shot and killed	1	0.4 %
person squatting in abandoned house	1	0.4 %
barking dogs	1	0.4 %
To complain about loiters at business	1	0.4 %
neighbor parking his large wrecker truck on residential street	1	0.4 %
Neighbors	1	0.4 %
Suspicious threat	1	0.4 %
Illegal parking	1	0.4 %
reported a suspicious person looking into cars	1	0.4 %
neighbors fighting	1	0.4 %
Former owner had left a firearm in my garage	1	0.4 %
called for noise of neighbors	1	0.4 %
neighbor quarrel	1	0.4 %
debit card fraud	1	0.4 %
Neighbor domestic dispute	1	0.4 %
a murder in neighborhood	1	0.4 %
Call on problem with neighbor	1	0.4 %
events	1	0.4 %

Q7a. Other

Q7a. Other	Number	Percent
home burglary	1	0.4 %
homeless person needing help	1	0.4 %
officer on the train/safety event	1	0.4 %
home security alarm	1	0.4 %
vacant home in neighborhood being vandalized	1	0.4 %
burglar alarm going off	1	0.4 %
possibly intruder	1	0.4 %
speeding	1	0.4 %
to report a crime	1	0.4 %
sounded as if someone was messing with my locks	1	0.4 %
suspected crime in neighborhood	1	0.4 %
someone was shot and killed down the street	1	0.4 %
found an uber phone in park	1	0.4 %
alarm	1	0.4 %
officer walked into our home	1	0.4 %
report abandoned car	1	0.4 %
security alarm went off at home	1	0.4 %
check out a car	1	0.4 %
Asked police about possible crimes in my neighborhood	1	0.4 %
Community forum	1	0.4 %
Attended a ride along	1	0.4 %
Called for man squatting at vacant house	1	0.4 %
Neighborhood kids causing problems	1	0.4 %
We had a domestic disturbance at work	1	0.4 %
Reporting a crime	1	0.4 %
Suspicious object in middle of the street	1	0.4 %
Officer was canvassing following a break in up the street	1	0.4 %
Teens racing on streets	1	0.4 %
Response to home alarm going off	1	0.4 %
Came to my house about a noise complaint	1	0.4 %
Tail light out	1	0.4 %
Event	1	0.4 %
Neighbor draining pool in our back yard	1	0.4 %
Snake in yard	1	0.4 %
alarm going off in my neighbourhood	1	0.4 %
Work related	1	0.4 %
Conversation in convenient store	1	0.4 %
Someone was trying to get in our home	1	0.4 %
Neighbor driving fast down street with children present	1	0.4 %
Contact was in response to 911 call I placed	1	0.4 %
Hired off duty officer	1	0.4 %
Ask question about disturbance downtown	1	0.4 %
noise	1	0.4 %
Suspicious activity in the neighborhood	1	0.4 %
Notified when out of town	1	0.4 %
minors with guns	1	0.4 %
friend's husband had mental health crisis	1	0.4 %
Witnessed a crime	1	0.4 %
Off duty security	1	0.4 %
noise problem in neighbor's house	1	0.4 %
called police officer so I could pick up enhebrated brother	1	0.4 %
called to report a drive by shooting	1	0.4 %
neighborhood meeting	1	0.4 %
I often work with the OKC Police department	1	0.4 %
I had a noise complaint from a neighbor	1	0.4 %
a family member who refused to leave the house or pay rent	1	0.4 %
Crime Reduction presentation at neighborhood meeting	1	0.4 %

Q7a. Other

<u>Q7a. Other</u>	<u>Number</u>	<u>Percent</u>
accident	1	0.4 %
Lost person	1	0.4 %
Had to call	1	0.4 %
Home invasion	1	0.4 %
neighbor incident	1	0.4 %
people living in vacant house next door	1	0.4 %
Traffic	1	0.4 %
false house alarm	1	0.4 %
noisy neighbors	1	0.4 %
Kids in park after it was closed	1	0.4 %
called about a person with gun	1	0.4 %
violence in the neighborhood, vandalism, etc.	1	0.4 %
kids speeding on street	1	0.4 %
unwanted visitor	1	0.4 %
Police present during a social/community event	1	0.4 %
neighborhood traffic	1	0.4 %
volunteer work	1	0.4 %
THEY CAME TO MY HOUSE BECAUSE MY GRANDSON CALLED 911 ACCIDENTALLY	1	0.4 %
Community Event	1	0.4 %
trouble in neighborhood	1	0.4 %
Seeing them in stores	1	0.4 %
Conversation with an officer at a festival	1	0.4 %
Officer responding to burglar alarm	1	0.4 %
Cross walk complaint during Thunder rally	1	0.4 %
House alarm-search for possible break-in	1	0.4 %
Someone Trespassing on private property	1	0.4 %
Husband committed suicide.	1	0.4 %
Police search for person in neighborhood	1	0.4 %
Reported car stolen	1	0.4 %
working for city at police station	1	0.4 %
HOA Meeting	1	0.4 %
neighborhood watch	1	0.4 %
neighbors	1	0.4 %
aid a VA patient	1	0.4 %
Sgt. Bob Skalla came to discuss safety	1	0.4 %
Work as a LEO in another jurisdiction	1	0.4 %
Domestic violence	1	0.4 %
noisy neighbor	1	0.4 %
Reported gunshots & domestic violence in my neighborhood	1	0.4 %
<u>Total</u>	<u>279</u>	<u>100.0 %</u>

Q7b. (If YES to Question 7) Were you treated fairly by the officer?

Q7b. Were you treated fairly by the officer	Number	Percent
Yes	597	78.8 %
No	119	15.7 %
Not provided	42	5.5 %
Total	758	100.0 %

WITHOUT NOT PROVIDED

Q7b. (If YES to Question 7) Were you treated fairly by the officer? (without "not provided")

Q7b. Were you treated fairly by the officer	Number	Percent
Yes	597	83.4 %
No	119	16.6 %
Total	716	100.0 %

Q7c. (If YES to Question 7) How would you rate response time of the officer?

Q7c. How would you rate response time of the officer	Number	Percent
Excellent	192	25.3 %
Good	244	32.2 %
Neutral	90	11.9 %
Acceptable	74	9.8 %
Poor	90	11.9 %
Don't know	68	9.0 %
Total	758	100.0 %

WITHOUT DON'T KNOW

Q7c. (If YES to Question 7) How would you rate response time of the officer? (without "don't know")

Q7c. How would you rate response time of the officer	Number	Percent
Excellent	192	27.8 %
Good	244	35.4 %
Neutral	90	13.0 %
Acceptable	74	10.7 %
Poor	90	13.0 %
Total	690	100.0 %

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?

- Hire more officers provided the city has the funds.
- More officers. I think they should all should be trained continually on terrorist response. They should be required to be in regular physical training as well so that we don't have officers that can't run or fight. Soft skill training, critical thinking, and other areas of training should be provided frequently to keep them all on top of their game and never casual about their job. Push them to be experts and give them great pay as they achieve their goals.
- Setup speed cameras. If speed cameras are not allowed in Oklahoma, pass a law that will make them legal. Then install several speed photo camera along 122nd street, there are idiots who are speeding 80 mph on a 45 mph road.
- When a non-injury accident occurs in a public parking lot, the dispatcher should tell the caller the police do not respond to these types of reports. The dispatcher should simply instruct all parties involved to take down each other's insurance information and report it through their insurance companies. If this does not happen, all parties are remaining in place for over an hour before a patrol unit responds. In this case, the police officer was very agitated dispatch had called him to this scene. He was very confrontational as soon as he exited his vehicle.
- Better funding, better screenings of officers combined with better training, better positive outreach to communities situated in high crime areas, and I am baffled why police officers are not required to maintain high physical fitness.
- Less funding of city services on the backs of average citizens via fees and fines, and better, fairer tax structure that properly funds public services.
- I have experienced a lack of politeness, respect and manners from our police at times, that is not conducive to improving community relations.
- On days and times when the parks are in heavy use, more visibility could help avoid some issues.
- Thank you for your service. I feel very safe in my community.
- Training for working with people with disabilities -- including as witnesses and reporters.
- Proactively address implicit racial bias and how it can affect policing.
- All in all I feel they do a good job.
- I don't see officers in my neighborhood often. I wish there were more of a patrol presence off main city roads.
- Quit wasting police resources on drug law enforcement and social work. Stop focusing on reacting to reported crimes and focus on preventing crimes from occurring. 20% of the criminals commit 80% of the crimes; focus on that 20%. Most officers are white males and this doesn't reflect the makeup of the people they serve. The police force should be representative of the population, even if hiring standards have to be lowered to do it. We are more likely to be killed, injured, or suffer loss by the actions of a traffic violator than by the actions of a criminal, yet traffic law enforcement in OKC seems to have virtually disappeared.
- Don't brand people liars. If someone is shaken they are in shock which is a perfectly normal reaction. This doesn't make a person a liar.
- They need more staff and better training.
- More neighborhood patrols and citizen interaction. More aggressive drug enforcement and safety officers while children are commuting through their neighborhoods to school.
- OKCPD officers are professional and courteous. I think we have an excellent PD.
- Zero tolerance for racism, sexism, classism, etc.
- Enforce and obey traffic laws. Don't sleep in cars when you are on duty.
- An officer should never lie!

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?
(cont.)

- If someone's house is robbed, actually taking fingerprints and trying to catch the person that robbed you might be nice.
- I don't have much contact with them, but there are many homeless people near where I live and it seems like the police are usually concerned with their well-being and are compassionate toward them, so I like that.
- Quit wasting time on petty crime. It's only overcrowding the jail.
- Focus on gun control, and transients that roam where they don't belong.
- As I said in my earlier comment, please do not have an attitude that deadly force is always the answer. That being said, I really have no idea of the pressures you are under and I would not want your job, but I am very thankful to have you!
- I admire the work of the homeless liaison team and would like to see it expanded.
- More visibility of police at all events.
- Set patrol on busy streets (S Penn & SW 134th). Ambulance went through the other day - lights blaring and five cars zipped in front of them. Where was a cop?
- Hire more officers.
- Yes. Do not violate traffic laws to pull over citizens.
- Add more officers, better training, social and communication training.
- Drive thru our neighborhood more often.
- Give officers a raise.
- Police need to focus on non-violent response to citizens. Police need training on how to get past their racial biases. Las Vegas police department has undergone significant changes that Oklahoma City would do well to emulate. We also need to stop criminalizing being poor or being black. Also, police need more accountability on how they respond to domestic violence events.
- Maybe just that if there is a crime being committed that they try to be a bit faster to reply but besides that nothing I respect our police force so much.
- Much more interactive foot patrols...communications within neighborhoods... not just roaming around as deep dark menacing black cars like Darth Vader patrolling the space for the REBEL ALLIANCE and giving out tickets! They need to SMILE A LOT MORE.
- A few days ago, my wife, daughter, and I went for a walk downtown (where we live), and we walked past two police cars that were "parked" side-by-side in the entrance to a parking lot. This was in the evening, around 6 p.m. Both cars were sitting idle with the engines running while the police officers had a conversation. We walked for more than an hour, and when we returned, those same two police cars were parked in the same location, still with their engines running. In my opinion, this is a poor use of the police force, a waste of gas, and a waste of tax-payer funding.
- Stop using traffic infractions as a revenue stream.
- Dire need for more officers in the neighborhoods not bounded by the Central Business District and rural incorporated areas.
- No respect was given.
- To be kind dealing with citizens, especially minorities.
- Remember that the police department represents public service.
- They need to make a lot more meth-lab busts (2208 SW 77th Street). They should pull over and impound people who drive without car insurance which is about half of South OKC.

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department? (cont.)

- Yes. They all need to take classes for how to deal with the people, especially when the person is the victim!!
- Yes we are going to be upset!
- If someone hit us are mistreat us. And from my experience they get upset and lock you up just because you can't control your words from someone beating you up!!
- Spend more on salaries.
- Could possibly patrol drug areas or high drinking problem areas more or better.
- When time allows getting out of the car and talking to people.
- Better training is very important, especially psychological training. Understanding the implicit biases present within human perception, something that plagues many police forces in the U.S., is vital to combating them.
- Add more officers to patrol city streets and neighborhoods.
- Stolen ID. They did not care.
- OCPD officers are just report takers! They are not in the neighborhoods unless called. No follow-ups and detectives act put-off and irritated when asked about cases. OCPD officers try to get out of reports!!
- My car was broken into at Lake Hefner while running in the a.m. before light. Many cars get broken into. Department discouraged me from filing a report and if they do that to everyone then they don't have a record of how many break-ins there are. I know of 6 in the same parking lot. We quit parking there.
- Body cameras. Drones. Less than lethal training.
- Take finger prints when someone breaks into your house.
- More officers to cover the growing city.
- Cover more area during a shift and assign certain officers for certain areas.
- More officers.
- They think they are better than we are. Treat people like dirt.
- Hire more officers.
- Need more officers.
- Police department should have community & neighborhood involvement activities.
- When people report drug houses they need to do something about it. Monitor school zones.
- Need more patrols.
- More visible in neighborhoods.
- Most OKC police officers are jerks. And I'm not even a criminal. They act like the city belongs to them.
- Thank you for protecting us.
- Spend time protecting and serving - not writing tickets/reports/hassling citizens. When was the last time you saw them serving?
- Be nice.
- When large group complain of a drug house, take care of the problem.
- Hire more to help out.
- Police should obey speed limits like citizens.
- Put them in neighborhoods, not hiding with speed traps.
- See more of them on neighboring streets.
- Pay them more, send them to more schools so kids get used to them and learn at a young age that they are not the enemy.
- More polite, listen instead of being rude!

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?
(cont.)

- No not really, because most police officers don't seem to care!!
- Like most areas of the United States, we could use more police in our communities, as long as they are well-trained and not racist.
- This particular officer was red faced and antagonistic. He seemed like he wanted me to say something so he could harass me. I treated him with ultimate respect, he took my license and insurance card and returned to his car. He came back, threw my cards at me and said he was giving me a warning this time.
- Maybe we make it a special program to inform people of driving laws, of litter, of basic good neighbor polices. Maybe commercials and billboards to inform people of what is the right way to do things. How to merge, how to make a turn with a signal, how not to tailgate, how to be a polite driver. How not to litter.
- Being more proactive in VPO situations.
- More patrolling in areas of nightclub and restaurants at closing times.
- Need more neighborhood patrols and visibility, more patrolmen, more communication/interactions and after school youth programs.
- Need to be more visible and friendly to others around them.
- They can also be rude and make fun of the situation.
- Slow people down. Stop the shootings.
- Use different methods to restrain criminals such as tasers, beanbag bullets, rubber bullets, etc instead of deadly force.
- More presence seen throughout the neighborhood.
- Police officers need to act concerned if when they are not concerned to gain trust in the community.
- More police, police training on handling PTSD individuals.
- My neighborhood is so far away from the police that check our neighbor.
- Jail is horrendous. Majority of personnel very good/some just putting in time.
- Give tickets to those committing a true crime. Being pulled over in my own neighborhood and given a high dollar ticket for "rolling a stop sign" (w/great driving record) without warning is wrong!
- Enforce expired paper license tags. Enforce speeding - give more tickets.
- More officers.
- One officer was disrespectful to me and my grandson.
- Enforce texting while driving laws.
- Remind the police officers that they are the police for a reason, to protect and serve.
- Less preconceived notions as to what will happen in any particular area of city
- Hire more police officers.
- Worry more about true crimes instead of their quotas.
- More officers.
- Weed out corruption.
- To be more understanding when called for the elderly and disabled.
- Training in deescalating situations.
- Enforcing the 4 way stop at the corner of SE 31st St and Phillips Ave. At night it's run at 70-80 mph. Every night.
- Officer was unable to speak Spanish with the child but quickly engaged another officer who was able to get a phone number from little girl and make comm's to the mother. All involved were very caring and comforting.

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?
(cont.)

- Better communication with people instead of the police stereotyping people.
- Effort to improve image among youth.
- They should always remember they are a "public servant" (same as me)!
- Please continue to patrol the nice neighborhoods. We live in Roxboro, I would love to see patrols.
- Get rid of the black and white cars, they send a fascist message. Return to the color of the late 50's and early 60's.
- People in the community know the criminals yet police do not have a vested interest in urban OKC.
- After 2 home burglaries I would expect more police presence. I understand traffic laws are important, but catching actual criminals is more important.
- Raise intelligence requirements. Lower the number of frivolous and/or unconstitutional laws. Bring back beats and broad public interaction. Honor the 2nd amendment as written. Stop going after cannabis and remove all government stipulations on the recreational use. Don't have multiple officers saying that the head of OHP wants them to target higher end vehicles because, "wealthy people will actually pay the fines instead of being thrown in jail."
- Ongoing police/community outreach with a focus on the youth and elderly.
- Hire more officers - raise their pay.
- Garage sales block streets. Cell phones. Lack of insurance.
- Quicker response time, better traffic enforcement on off streets that have a lot of traffic. Code enforcement officers need to be pro-active with citizens by issuing warnings and speaking with citizens and explain codes, rather than just issue tickets.
- Be visible in the areas.
- Never had problems with officers, but feel there should be more.
- Stop profiling.
- More concentration on public running red lights and texting while driving.
- Too many police in the rich neighborhood and not enough in the poorer side of town. The poor people mean nothing, just their taxes!
- Maintain photo and information file on autistic "runners" at stations in their area.
- Add more members to the police force to patrol streets.
- Hire more officers.
- More visibility.
- More officers.
- Quit driving around like nothing is happening. Enforce the laws and patrol the neighborhoods! And tags and insurance!
- More police officers! Assign officers to beats so that a particular group of officers patrols my neighborhood.
- Many times when the police are called they only drive by and never follow up.
- More police.
- Live in inner city, people cut through neighborhoods to get to NW 23rd - down Harvey, Hudson, Walker, Dewey and constantly speed - 35-40 mph. Never see police ever! Could be dangerous for pedestrians.
- Don't be so quick to pull a gun and shoot and kill someone.
- If the police are going to enter a home they should let the homeowners know they did. We only found out by the foot prints on our carpet and our security cameras.

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?
(cont.)

- Better communication with the people.
- They want us to obey the traffic rules, then they also must obey - it's not right to expect something if you don't practice it yourself!
- The price for minor traffic violations is excessive, or show how income from tickets benefits the city.
- More officers.
- More presence.
- Enforce our laws ! Quit making everyone feel like they're the BAD GUYS!
- Seems they are only trained to write tickets, other matter, they are careless.
- Hire more police.
- More visible on the street and traffic control.
- Police officer very competent and helpful.
- More patrolling high crime neighborhoods.
- More community awareness, participation in workshops, forums and meetings.
- Training in speaking to people within communities, community involvement, less confrontational attitudes toward non-combatant/aggressive citizens.
- Pay more attention to the older people.
- After break in have someone walk thru ways to prevent happening again.
- The officer did great on my case. Very satisfied with my neighborhood police.
- Continue citizen outreach programs.
- Everyone should be treated the same and fair.
- Increase the number of police (obviously requires money).
- I live on a 25 mph street, though drivers routinely drive 40-60 or more on it, Douglas Ave SW 70th to 74th street. People use it as a short cut. We had a car totaled one night while parked in our driveway from a hit and run.
- More manpower.
- Increase the number of police officers.
- No. I appreciate everything they do.
- Classes about racial bias and more training on those suffering from Mental Health issues as well as gender bias concerning rape.
- Too many police officers appear to be out of shape. There should be some requirements for them to keep in good physical health.
- I feel there should be police placed around busy streets to control traffic for people who speed almost causing accidents. I also feel police should not follow someone because they think they will do something wrong. I recommend not turning on emergency lights and sirens to get through a traffic light and immediately cutting them off. I recommend police and other officers obey speed laws on streets and highways just the same as the citizens have to. To set that example because none of us have special privileges.
- City is doing a fine job.
- More officers
- Send them back to training - need more understanding.
- I would like to see improvement in the public relations, and community outreach departments.
- Police need to follow rules.

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?
(cont.)

- I have called the Police Department on several instances to report accidents or other issues. They have been very responsive and very effective. Thank you!
- Get the gangs and taggers out of our state.
- Increase budget in order to employ more officers in order to improve response time. Especially in rural areas.
- Make sure those jailed for nonpayment of tickets or other nonviolent crimes are processed through the jail and not detained because an attorney is collecting fees.
- Having had the opportunity to be around numerous officers and firefighters most of my life, I think the best thing any city can do is increase the number of officers employed. Not only does it show their presence in our lives and a concern for our safety, but it then gives officers more down time. They need their rest. They need the chance to relax and be with family. To get more sleep, etc. They need to feel that the "Powers That Be" are truly invested in their best interest. The last thing anyone needs are officers stressed, tired and unable to keep their aggression under control.
- And of course, increase in pay and benefits are important. Nothing like putting your life on the line EVERY DAY, and feeling unable to support your own family.
- Increased presence.
- ID those who are on a power trip. Get rid of them! Those who are concerned with safety (and relay the same) will receive much more respect.
- More officers, lower response times.
- Need more officers!
- Stop lying in police reports. Train police better. More accountability for Sr. officers.
- Pay more attention to everything and make everyone obey the law.
- I never have a reason to interact with OKCPD, so their visibility in my life is very low.
- Female police are great officers; they have to pass the same training and tests to become a part of the force.
- I was troubled when I was involved in a traffic accident at 1800 N. M.L. King Jr., boulevard to see female officer investigate an automobile accident without any back up or assistance.
- I got a ticket for not stopping at a stop sign. The officer confirmed that I had stopped but he needed to cite me because his supervisor was in the car. I attempted to contact the city several times to have it removed from my record even though I agreed to pay the fine, but no one has ever responded to my request.
- It seems like OKC Police does a fine job.
- Start giving tickets for people running red lights. I have seen people run red lights in front of an officer MANY times and the officer not do anything about it.
- Better funding - hire more officers - community policing.
- The police should not use excessive abuse putting the handcuffs on women who definitely are not a problem!
- Add additional officers when budget allows.
- Our apartment facility has a dumpster that is frequented by random people from who knows where. One gentleman looked like a person wanted for identity theft and he still frequents the dumpster.
- No, but probably could use more police officers.
- They were very nice.
- More officers on patrol all the time, I see crimes take place all the time but there is never any police around.

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department? (cont.)

- Don't always come to Lyrewood looking for trouble. Everyone here isn't bad or thugs.
- Focus on real crimes rather than more traffic tickets.
- I have seen them being fair without prejudice; yet, our officers need to become more active with the public.
- More visible in neighborhood - being present without looking for someone.
- College degree from accredited 4 yr university.
- Believe there's too much stereotyping and they make you feel like your breaking a crime when you're not insensitive to answer you give make you feel belittled.
- Need to be more visible throughout the city - and I'm not talking about just writing speeding tickets; I'm talking about ENGAGEMENT! Have officers at community events, local shops and venues, and SCHOOLS!!! Not that they're looking for somebody, but rather, that there's ENGAGEMENT with the city. This builds trust and also helps limit the riff-raff from escalating. Be proactive by engaging the community will prevent a lot of trouble (vs. how police are often REACTIVE, showing up when the trouble is over). I think the city should also bring back BEAT COPS for ALL of the downtown districts but also throughout the core such as Uptown and OCU, Paseo, Asian District, Plaza, Capitol Hill, OHC, 39th Street, NWXBD, and the Eastside downtown areas; you know, WALKING (and bike riding) police that are there not just for events but every day. Proactive policing makes a city feel safe; lighting helps also but that's a different subject (request).
- Had a squatter living in the electrical easement behind my house. Told him to leave and he told us to "f*** off". Called OKCPD and it took the cops 3 hrs to get there. By that time he had left his tent and drug use (heroin) station to go hide from us and the cops. Cops showed up and told us that he couldn't do anything because the electrical easement was someone else's private property. Refused to do anything about it told us we needed to find the owner of the vacant lot adjacent to the easement. Had to literally argue that it wasn't private property because he was camped next to a power line pole in an alley! HOW IGNORANT CAN YOU BE!? They refused to even look through the window of his tent in which you could see empty tin foil, syringes, candle and spoon and more. COMPLETELY USELESS! They told us he wasn't committing any crimes other than having a tent erected on a property! So he wrote a warning to the owner of a vacant lot for having a tent erected. When the squatter came back I got my baseball bat and went out and told him to leave. He was nice and apologized, packed up and left. So now I no longer trust or respect the OKCPD; if there's ever another problem I won't think twice, I'll handle it myself rather than dealing with those ignorant lazy poor excuses for police.
- More youth and immigrant connections.
- He was sitting somewhere where he could see the stop sign. He then pulls into my driveway. No lights nothing. Announces do I know why he stopped me. He didn't. I was in my driveway. He was pushy, rude and shouldn't have handled a so-called traffic stop ref way he did. And the first question out of other officer's mouth and his is not one they should ask: what is your phone number? Sorry. Unprofessional and not needed.
- When citizens call for police officers it's because they NEED help, so always treat a citizen's call with importance.
- More accountability. I hit a pothole that caused over \$3,000 damage to my car. Officer said he would report it. He did not report it. When I reported it, discovered my claim would be unfounded because the pothole had been unreported and city had not been offered the opportunity to make a repair. This causes lack of accountability by OKC police for the next inevitable accident forthcoming.
- Need be more police officers (undercover) surround the avenues at night time, and have more cameras in the streets to help them. Whit more official vehicles and very good personnel prepared the City will be more safe. And more people prepared speech with another language that will avoid bad understanding situations (and less cost to the City Budget from the complaints).

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department? (cont.)

- My son's cell phone was stolen. We tracked it to the location and had the license plate number. I felt we did not receive enough help to recover. They even recommended to my 18 year old son to go to the location and then call for help. I know there are more significant crimes occurring, but I didn't feel the police officer was interested and bordered on rude.
- Significantly increase traffic enforcement in walkable areas (downtown, commercial districts, schools, transit center). Pedestrians are at risk of injury, not because of their personal actions, but because of reckless driving that goes unpunished.
- Require all police officers in OKC wear body cameras. I know some do, but not all.
- I am aware of the OCPD and must say that I am impressed with the quality of community orientation. One improvement I would suggest is to repaint the patrol cars, eliminating the black and whites. Black and white is an intimidating schema and not conducive to community orientation for the department. There are multiple colors in the state flag and city seal that would enhance community orientation and confidence.
- 1st, Officer made it to my home for the alarm dispatch very quickly -mid day on a weekend. 2nd, officers had not shown in over 30 minutes so I called the station and cancelled dispatch as the dispute had resolved after unidentified man made threats and drove off in hurry.
- They should try to help with car break-ins and not just push them off to nothing can be done.
- Quit sitting around giving tickets on street that has never had an accident and has an abnormally low speed limit. A 4 lane street, a 30 mile an hour speed limit. I got a ticket when there was zero traffic on the street. Your police don't redirect traffic when a lights out, don't patrol dangerous neighborhoods. Are corrupt, don't give tickets to other people who work in law enforcement agencies, if they advertise it.
- More focus on red light running, etc. along NW Expressway. Can't count how many times I've almost been nailed by a speeding light runner @ Expressway & Wedgewood.
- YES WHEN MY HOUSE WAS ROBBED AND I FOUND ONE OF MY GUITARS AT A PAWN SHOP AND I TRIED TO TELL THEM WHO COMITTED THE CRIME THEY JUST BLEW IT OFF . I WAS VERY UPSET AS THESE HOODLUMS ARE STILL DOING CRIME AND NO ONE CARES . IT HAS BECOME THE NORM OF THE WORLD
- Enforce the traffic laws. Specifically, traffic signals are now taken as suggestions, enforce them. Also, enforce the license plate laws.
- Diversity-more women of all backgrounds and more non-Caucasian men.
- The only time I really see the police is during traffic violations. I don't really see them around the neighborhood on patrols and they seem somewhat slow in responding to concerns/crime in the community. I think the police department needs to focus on being more active/aware in the communities they serve. They need to be move of a positive visible presence in the community that doesn't necessarily deal with handling traffic violations. Having them talk to the neighbors, even a friendly wave can go a long way.
- Police needs more officers on the force, and need to get rid of the corrupt ones that give the good officers a bad name. The Police need our total support and trust. They need not fear for their lives on the line of duty. Need better pay also.
- Do your job without prejudices!!!
- No, everything was great.
- THEY ARE BUSY AND SHORT HANDED SO IT TOOK A LITTLE WHILE TO COME TO HOME. BUT THEY WERE WONDERFUL.

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?
(cont.)

- The first officer that showed up was accusing us of not living in our area and demanded to see all of our identifications, even my son and daughter who are 20 and 17, respectively. However, the 2nd officer that showed up was more than apologetic for his peer's reaction.
- More community policing, bike cops.
- If surveillance footage is found and the victim solves the crime for the police the victim should have the assistance of law enforcement and either reclaim property stolen or restitution equal to property stolen.
- Get a new police chief that is a conservative, not a liberal!!
- More patrols and involvement in inner city area. Not just to make stops/arrests but to verify well-being. Have police presence near or at parks at night.
- We have too few officers to enforce property crimes, and gang activity in some neighborhoods. Quit spending money on downtown and hire more cops.
- When cops see brown skin in a primarily Caucasian neighborhood, don't assume "immigrant" and get into a law abiding US citizen's face because you don't like what's being said. I was threatened with arrest, nowhere near the incident (in my car awaiting permission to leave with the kids) because the officer didn't like my phone conversation about him doing nothing to protect my sister. He had just told her they were leaving and he would only come back to process her murder.
- Integrity.
- They need to get a handle on the red-light runners. Just today I witnessed and have on dash cam a driver who pulled out from behind a truck that had stopped at a red light, and then proceeded to run that red light. I also have video of an OKCPD officer blowing through a red light. Got to start by setting examples.
- No recommendations.
- More canine officers to prevent unnecessary shootings.
- Adequate background checks for each police officer and fair justice when they commit a heinous crime.
- Pay increase.
- Doing a great job.
- More officers, more pay.
- Provide more tools and resources they need to combat the rise in violent crime.
- Give them the tools to do their job - auto plate readers allowing impounding of the vehicle. And other items like body cams and additional training.
- We have great police and fire departments. Thank you!
- I would suggest that when investigating a crime they should treat people who have information like a human being.
- TOO MANY DRIVING AROUND WITH EXPIRED TAGS ESPECIALLY NEW CAR TAGS. DOES THIS MEAN THEY DON'T HAVE INSURANCE?
- ALLOW LAW ENFORCEMENT TO DO THEIR JOB AND QUIT PROTECTING THE CROOKS.
- LEARN OTHER POLICE FORCES TACTICS OR DISARMING AND DIFFUSING A SITUATION BEFORE KILLING WITH GUNS, TASERS, FORCE, ETC.
- They are rude and act more like jack-booted thugs than public servants, so be nicer.
- Do a more intense and private background check on new applicants.
- SPEEDING IS A PROBLEM CITY WIDE, MOTORIST WITHOUT TAGS IS A BIG PROBLEM.

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?
(cont.)

- They need to be active, friendly in the neighborhoods. Interactive with the kids and teenagers - play ball.
- IMPROVE AWARENESS ABOUT POLICE INITIATIVES.
- Community oriented policing.
- Traffic stop. Officer was yelling at me when he got to my car. Was aggressive during the whole encounter.
- OKC needs to increase the number of officers.
- Increase the amount of patrol out in the neighborhoods and not just main roads.
- To not be so harsh on petty criminals doing a little drugs. For police to always be in control of their tempers - be professional.
- MORE TRAINING OF WORKING WITH THE CITIZENS, THE RACIAL PROFILE.
- CITY RECORDS NOT ACCEPTING CREDIT/DEBIT CARDS IS NOT ACCEPTABLE.
- Hire more officers/detectives. Get drugs in schools under control. Think 21 Jump Street.
- Hire more police.
- Being a single parent, a woman should be able to tell the cop you can't enter due to what's been going on in the news. At least have women cops come to the scene.
- No suggestions, I haven't had any personal interactions.
- Increase size of police force.
- Stop and give tickets to texting while driving, slower than speed and crossing lines. Same with talking on phone!!
- Officers should be more fair towards citizens judgment.
- Hire more officers.
- Yes. Better and improved patrols and presence.
- More neighborhood interaction. Local officers building relationships within our neighborhood.
- Meet the public.
- GET THE ILLEGALS AND THEIR CRIMES IN CHECK.
- QUIT VIOLATING THE VERY SPEED LIMITS THEY SHOULD BE ENFORCING.
- COURTESY.
- YEAH, HAVE THEM DO MORE FOR US THEY SEEM TO HAVE THEIR HANDS TIED, RESPOND FASTER AND HELP OUT BETTER ALL AROUND IN THE COMMUNITY.
- START OVER, FIRE THEM ALL AND TRAIN THE NEW HOW TO BE POSITIVE AND HELPFUL SERVANTS OF THE PEOPLE.
- CITY COUNCIL & MAYOR NEED TO ALLOW CHIEF TO HIRE MORE OFFICERS.
- Police patrol in roes area.
- Increased presence in neighborhoods prone to high crime and gang related activities.
- Fire them or put them back in preschool.
- More officers.
- The police are very aggressive and disrespectful. The police needs citizen rights training and sensitivity.
- Job well done.
- Lower amount of traffic tickets with more consistent enforcement.
- I THINK THEY COULD DO MORE TO REDUCE THE ILLEGAL POPULATION BECAUSE THAT IS WHERE THE DOPE DEALERS AND GANGS ARE.

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?
(cont.)

- MONITOR THE NEIGHBORHOOD STREETS MORE, THERE ARE ALWAYS PEOPLE IGNORING STOP SIGNS.
- No, officer was courteous and caring. I appreciated him and it was a false alarm.
- Have more crime patrol training for neighborhoods and educating neighborhoods on what to do when gangs move in.
- Communication skills.
- Neighborhood patrols or drive thru's.
- A pay raise and better benefits! I don't know what these ladies and gentlemen are paid, but I'm sure it's not enough. I also wish we had the resources to bring back the DARE program, maybe even with K-9 unit. I think the kids would really enjoy those in school.
- High professional standards and suppress thought of entitlement.
- Police need to interact with the public.
- The officer scared me and my kids by having his hand on his gun.
- I KNOW A LOT OF POLICE OFFICERS, THEY ALL DO A GREAT JOB. THANK YOU OKCPD.
- OFFICERS DO A GOOD JOB.
- THEY ARE DOING A GREAT JOB. WE NEED TO FIX THE JAIL THROUGH (COUNTY?).
- When you call them wanting to be anonymous and they show up at your door in front of the neighbors you called the police on asking what the problem is.
- We need more law enforcement. Too few for such a large area.
- JUST KEEP PATROLLING AND KEEPING THESE YOUNG FOOLS OFF THE STREETS
- PATROL THE STREETS OF PASEO REGULARLY.
- POLICE CAN ACT ONLY AS THE LAW ALLOWS, TOO MANY LOOP HOLES FOR CRIMINALS
- MORE HELP TO PROTECT PROPERTY OWNERS FROM TRANSIT IN ABANDON PROPERTY/HOUSES
- We need more officers.
- ENFORCEMENT OF DISTURBING THE PEACE, BARKING DOGS, ETC.
- We need more presence to deter loiters at our place of business - 1528 Linwood Blvd., OKC 73106.
- SIT AT THE CORNER OF MEYERS AND CORRINE DRIVE AND WRITE TICKETS OR WARNINGS TO PEOPLE GOING 30-40 DOWN A RESIDENTIAL STREET.
- OFFICER SHOULDN'T TELL VICTIM OF CRIME "S*** HAPPENS" AND TELL US REPORT IS FOR INSURANCE NOT FURTHER INVESTIGATION.
- More officers.
- I haven't seen any police officers walking in OKC. Some cities groups of 2-6 police officers walk the neighborhoods.
- Check out neighborhood where many seniors live, but are often scared of stepping out in their own yard.
- It would be nice to have surveillance throughout the neighborhood two times a day to make sure all is well.
- Higher pay for police.
- Hire more law enforcement-pay them well-more public awareness of the goodness, helpfulness, bravery, accomplishments of officers-thank them for their services/reward them.
- Serve and protect. Try that!!
- No - there are just mean and evil people everywhere and the PD can't be everywhere all the time.

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?
(cont.)

- Ticket parking violations and drivers.
- QUIT PRACTICING POLITICAL CORRECTNESS AND LET THEM DO THEIR JOB, QUIT LISTENING TO THE MINORITIES AND DO YOUR JOB.
- ADDITIONAL PRECINCT STATIONS, INCREASED PATROLS, INCREASED ATTENTION TO BURGLARIES.
- STOP PEOPLE FROM TEXTING, EVERY TIME I PULL UP TO A STOP LIGHT THE DRIVER NEXT TO ME IS TEXTING AND OPEN BACK UP THUNDER ALLEY.
- Be more visual but that takes more officers to be hire and service.
- The police dept. needs a public image that speaks more to community involvement and less to massive busts and militarization.
- CHECK AND LOOK AROUND MAKE SURE EVERYTHING IS SAFE.
- PROTECT & SERVE MORE GOING ON IN THIS TOWN BESIDES SPEEDERS. I SEE SO MANY DRIVERS DRINKING AND PLAYING WITH PHONE WHILE OFFICERS ARE PARKED LOOKING FOR SPEEDERS.
- Drive through neighborhoods a little more.
- More traffic cameras, tickets for running red light (23rd & Broadway) May Ave.
- OFFICERS NEED TO INTERACT MORE WITH SMALL CHILDREN, PALS'S IS AWESOME BUT MAYBE CLASS PRESENTATION ON CHOICES OR DRUG AWARENESS.
- ADDITIONAL POLICE OFFICES ON THE STREETS THIS WOULD HELP SPEED UP RESPONSE TIMES IN EMERGENCIES.
- I believe they are working hard.
- EXTENSIVE TRAINING FOR USE OF GUNS.
- GET RID OF DIRTY COPS, EACH POLICE OFFICER SHOULD BE EVALUATED ON THE WAY THEY TICKETD MONORITIES AND TREATMENT.
- Increase number.
- Education of traffic laws pertaining to cyclists.
- Additional police presence in OKC public schools.
- Do not pull over and ticket people for turning left onto Walker from Westbound NW 36th Street. Remove "no left turn" sign. It's stupid.
- I FEEL THEY ARE OVERWHELMED BY CIMINALS AND THEIR ACTIVITIES.
- More police - less aggression by law enforcement.
- I live in rural SE OKC and police presence is very limited.
- PORTABLE CAMERAS ON THEMSELVES AND USING THEM FOR THE INTENDED PURPOSE.
- FOLLOW THE LAWS THAT THEY ARE SUPPOSED TO UPHOLD, THEY ARE SUPPOSED TO BE AN EXAMPLE.
- MORE POLICE OFFICERS.
- THEY ARE GOOD, PLEASE REMAIN SO.
- Stop speed trap used by the police just south of I-40 on Douglas Blvd.
- I would suggest they work on ticketing out of date tags, state and city would both make money.

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?
(cont.)

- The recent call about deviants attempting to steal from cars parked outside was acceptable, however, previously I had my auto stolen and the officers insisted I sign a form stating that I had not traded my vehicle for methamphetamine use. Desplicable. I work hard. I pay my taxes. Help my neighbors. I am honest. Don't use DRUGS. Treated like a CRIMINAL while trying to retrieve my stolen vehicle. If this is the motto of OKC, then OKC is trash.
- A visible presence on the streets, not just in cars, but in the neighborhoods and at large events.
- Better and longer training especially in the area of use of deadly force.
- Police hiding behind wall to catch people speeding/hiding in unmarked cars/speeding tickets way to high. Police should protect us not try to generate money.
- Stop civil asset forfeiture because it's unconstitutional.
- Increased number.
- More officers.
- Stop bullying people just 'cause you wear a gun.
- Police need to serve the public not harm them. Police are too scary for the job, don't need that job.
- More visibility in neighborhoods.
- THE TRAFFIC ON 36TH ST IS SO BAD AND PEOPLE DON'T GO THE SPEED LIMIT.
- Another officer was very polite and understanding about the false alarm.
- The officer was smug to my 15 yr. old driver when he could have used the incident as a learning teaching.
- We can always use more officers they are a tremendous help & deterrent.
- Body cams, diversity training, conflict resolution, de-escalation less than lethal weapons community policing
- More police presence.
- MORE OFFICERS, MORE POLICE CARS ON THE STREETS, OKLAHOMA NEEDS TO STAY ON TOP OF CRIME, LET THEM CRIMINALS ETC (OKLAHOMA) WILL NOT TOLERATE CRIME.
- IF I AM NOT DOING ANYTHING WRONG, THEY STILL SHINE THEIR FLASHLIGHT IN YOUR FACE.
- NEED MORE OFFICERS.
- Quit demanding more information from witnesses and citizens than you require from suspects for the privilege of helping.
- More police better traffic enforcement.
- Hire more.
- Patrol and detour car break ins on meridian at hotels, this is my work area.
- They are doing a great job. You need to let them do their job.
- None. Only contact was over three years ago, Very professional, and helped my wife out when she was stuck in traffic.
- Make sure all stay physically fit and have continued training.
- Don't use bullets unless life is in danger. All life is so precious.
- Increase presence in NE OKC after dark.
- Learn some pretty skills, they are abusive and get away with it. I had comments on this on a previous question
- I see they are doing what they can. It's the area I'm in, unfortunately. I had moved from living in Moore (off 19th & Santa Fe) my entire life to SW 50th and Santa Fe. It's been an adjustment. With the issues I've had, the police have always responded and did start patrolling. So they are definitely putting in the effort!

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?
(cont.)

- Ticket prices are too high.
- Police officers should be active in their communities, church, schools, etc.
- My husband witnessed a fatal accident and he was very impressed with both police and fire,
- From my experience, the police are doing a good job.
- Regular daily patrols,
- More patrols in this area, more insurance check points, DUI check points, be seen more not just tickets between 1st and 8th of each month.
- Train on customer service. Have the police understand that we the people who were victimized have no idea how the police system works, and that we have been traumatized.
- Do needed repairs on the downtown jail.
- Let the police force do their jobs!
- More drug houses taken down.
- Out with the old, in with the new. Get rid of the bureaucratic b.s. and get people in who actually care about the community they are supposed to be serving.
- More officers patrolling neighborhoods at night.
- Maybe have some focus on crime prevention. Have required training throughout career of a police officer. There needs to be checks in place to make sure officers do not abuse their authority.
- I've called for several YEARS about the speeders on my street. I've never seen one thing done about it. I guess a child needs to die before any action is taken.
- Take a step towards helping us victims from any thefts, we can't just depend on them to make a report, we need actions taken to prevent this.
- The response time of a burglary was inadequate. It took several hours for an officer to show up.
- All crime is important, not just violent crime. We were the victim of a house burglary and we had credible evidence that it was one of our neighbors, but the police didn't care and showed no willingness to follow up with our concerns. If you don't pursue lesser crimes, neighborhoods will only deteriorate. People need to feel that the city is concerned for their welfare and not just responding to high profile crimes.
- At SW 54th and Walker the only PD activity seen is them (PD) parked in hidden areas of apartment/church lots and catching speeders (on Walker) vigorously - then gone. Need more secondary street patrols and occasional "beat cops" - get out of the car and meet people!!
- Pay them more.
- Patrol neighborhoods.
- When someone reaches out to you, listen and take them seriously. Nobody asks for help when they don't need it, especially kids.
- Overall response time in the area is very low compared to the number of times gunshots that can be heard. I have all but given up on calling when in my own neighborhood and seeing violations.
- Have more education for officers dealing with people that have mental health issues.
- For lookout for those running and sometimes pausing, then, going through red lights.
- Be more prompt when they get called out, don't take their time getting to a location. Dispatch out 2.
- Better screening of potential applicants.
- Please work on stopping these folks with expired temporary dealer tags. I see multiple every day.

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?
(cont.)

- Just start enforcing laws.
- No, they do a good job.
- Crack down on cell phone usage while driving.
- None.
- Less area to cover per unit with more hired, better training, body cameras, and a raise instead of state officials that don't deserve it. (billion plus budget hole unaccounted for). They need to be arrested.
- Everyone should be treated fairly. Special consideration should not be given to individuals of Midwestern descent.
- More training on gun control.
- No.
- I personally think that the Bricktown police department is doing an awesome job!!
- Our home was burglarized and we never received any follow up. There were numerous burglaries in Milam and Linwood Place and I don't feel like there was/is enough patrol of the area.
- I have had little dealing with officers in the past few years. However, I am familiar with the attitude of some that creates a strong division between those employed to serve and those to whom they are serving. This is not a one sided problem, but the fix must be initiated by the side wielding more power, the police. The idea that officers abuse Thai power is a prevalent one in the states and is not unfounded. I have, in the past, received a ticket on the last day of the month at close to midnight. I knew I had done nothing wrong. The officer needed to fill his quota. Could I have contested? Yes. Would I have won? Unlikely. I know that my qualms are minor in comparison with many. I am a young, white female. I am not subjected to the same treatment as a young black man, but I know that if even I have witnessed abuses of power then the young black male has most likely seen much worse. How is this serving the public? This abuse and these policies have made the public afraid of those who have been employed to protect. We feel like we are being trailed by a shark if we notice the black and white pattern slide into view from our rearview mirrors. Don't get me wrong, I have also met fantastic officers, but fear is a strong emotion and I am in a privileged position anyway. I have less to fear. There is no cohesion. There is no trust. There needs to be some major house cleaning in this country and then there needs to be some rehabilitation. It has just gotten that bad.
- All our cops are anymore is revenue collectors for city and state . Where's the protect and serve?
- I think they are doing a great job.
- Transparency in responding to requests under the Oklahoma Open Records Act is important. I was denied records that the City confessed were open records based upon my place of employment. There is no exclusion in the Act for a person's place of employment.
- Would like closed circuit TV like London!!!
- Yes, be a part of the community and operate with intelligence and compassion. The focus of the police should not be writing tickets and punishing citizens. They should be guardians of safety and peacefully resolve situations.
- More officers. But that takes money the city supposedly doesn't have.
- Just that their time is no more or less valuable than ours. Doing your job does not mean acting like you're out . Be prideful of your positions and respect our citizens.
- Respond promptly to a burglary so the victim isn't waiting outside her house 1.5 hours and a little empathy wouldn't hurt.
- Not to be so racist.

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?
(cont.)

- Training. Better resolution training. Too many officer involved shootings and car chases.
- Safety on our roads is a huge issue: running red lights, road rage, and distracted driving. The lack of enforcement on these issues makes driving dangerous and stressful.
- Be mindful that not all citizens are criminals. Some are just scared people in stressful situations.
- I was involved in a hit and run. It totaled my car. Several witnesses told the officer that they had seen the likely suspect pull into a driveway and attempt to hide the car. There was no follow up. The officer decided it was my fault.
- Give the citizens a little more benefit of the doubt when it comes to traffic violations.
- We need MORE OFFICERS!
- Make them go to college
- More citizen oversight power and influence.
- Increase traffic violations/tickets to boost city revenue.
- Get out of you police car, walk around and get to know the people on your beat.
- They need more treatment on mental health care, they let an abusive suicidal man come back into the household because he talked to them sanely. Most abusers can charm anyone, esp. the smart ones. It's what happens when the doors close that matter. It felt like they just didn't want to do paperwork.
- More community interaction.
- When the city is poor, it is poor - my opinion, not the officers, just bad upper management.
- Speed should not be taken before the sign to reduce it is met. No warning for reduced speed is present before the reduction. IE: Speed reducing to 45 mph on the east bound boulevard after leaving I-40. Officer said I was "clocked at the top of the hill" before the 45 mph signs.
- I primarily find the OKC police officers to be courteous, professional and well educated.
- Let's not lose my burglary report again. And is there any possible progress after all this time? I lost a good deal of equipment that cannot be replaced. Not heard any word of any good that has been recovered from any busts - to even look at to identify.
- Degree requirement.
- More special interest sections regarding the department reported on the local news.
- Less concentration on speeding tickets and more concentration on dangerous driving practices, like not signaling lane changes.
- I feel that the Oklahoma City Police Department in an individual basis does a fine job. I would like to see more patrol cars cruising the residential areas after dark.
- Yes, place civilians in HQ briefing stations to free commissioned officers.
- You need funds.
- Get involved with minority communities so both sides will be forced to respect each other and not be afraid of one another.
- Obey traffic laws if they expect the public to!!!!
- No texting or typing on the computer while driving.
- Set up more SOUTH SIDE neighborhood street watches like at the state fair does at walkway intersections..more road blocks checking for DUIs, no insurance, expired tags etc..We people that live on the south side that are law abiding citizens LIKE to see police VISIBLE we feel secure SAFE when police are VISIBLE...We respect THE POLICE and we cannot or don't want to move out of our neighborhoods we grew up in..(between s.w.29 & s.w.59 on south Pennsylvania).

**Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?
(cont.)**

- They do a great job. Get rid of gangs. Let citizens know how they can help.
- Start paying more attention.
- I APPRECIATE POLICE PRESENCE AT EVENTS AND THROUGH OUT THE CITY.
- MORE OFFICERS NEEDED TO PATROL
- INCREASE PATROL AROUND PARKS & NEIGHBORHOODS.
- MORE COMMON SENSE NEEDED, A LOT LESS RUDENESS.
- GIVE THEM EVERYTHING THEY NEED AND TURN THEM LOOSE ON THE BAD GUYS.
- No. They have a tough job. I'm glad we have them.
- Response time - for some areas.
- NOT THEM, NEED MORE OF THEM.
- Promote Brent Jameson.
- THEY ARE DISRESPECTFUL TO ME BOTH TIMES I CONTACTED THEM SO I AVOID THEM NOW.
- STOP STOPPING PEOPLE FOR NOTHING.
- Yes - be polite to the new people that as moved here. I was given speeding ticket because a sign was poorly marked.
- MAYBE HIRE MORE OFFICERS.
- I feel like cops have to work within boundaries that protect criminals, while on the other hand set up road blocks to generate revenue. It's not a police problem, it's a political problem.
- LISTEN TO PUBLIC BETTER BEFORE CUTTING IN.
- Seem to do a good job.
- TRAFFIC LAWS APPLY TO EVERYONE THE SAME.
- STOP PUTTING SO MANY PEOPLE IN JAIL FOR NON VIOLENT OFFENCES.
- Many times I see enforcement of violations of laws, which are in my opinion easy money. When there are much more and important issues at hand. How is it that every adolescent knows when and where to purchase drugs and it can't be stopped. Public places like school yards at night become a conducive atmosphere for sex, drugs, violence and gang activity.
- We need to hear more info about the good programs and/or improvement in crime statistics.
- CLEAN IT UP, PUT THE BODY CAM BACK UP.
- NO, THEY HAVE A LARGE TASK AND PEOPLE TODAY YOU DON'T KNOW HOW THEY WILL REACT.
- MORE VISIBILITY.
- YES, SOMEONE TO TALK WITH, SEE A PATROL CAR MORE OFTEN AFTER ASKING FOR HELP.
- Keep Highway patrol or police off highways during peak traffic times they end up slowing the flow of traffic.
- More patrols more often.
- Combine sheriff and police to one force and increase visibility in all areas.
- DOES IT REALLY MATTER? NOTHING EVER CHANGES.
- STOP STEREOTYPING FOCUS ON REAL ISSUES INSTEAD OF MINOR PROBLEMS.
- THEY WORK HARD, GIVE PAY RAISE.
- SHOW POLICE FORCE, MORE ACTIVE IN THE COMMUNITY, GOOD PR NOT BAD PR, SHOOTINGS, CHASES, VIOLENCE, ETC.
- RESPOND TO CALLS AND ALARMS IN A TIMELY MANNER.

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?
(cont.)

- Bike riders around neighborhoods.
- I think that the new officers should have to be in a program that works with the middle and lower division students of the schools. They should get to understand how the you children and reaction and their perception of the police because these children will be who they are dealing with in the future. Start an early positive childhood impact!!
- Yes, to make sure officer responses in a timely manner if needed after incident as they give you a card and a number to be reached at. I gave up after calling for 2 weeks trying to reach him. It's been over a month and yet to receive a call.
- Please treat all people equally regardless of race, gender or nationality.
- Look at privatizing the police.
- Body cameras need to be returned to officers for their safety.
- Try to make better public impression. Just do your job and do not act like you are due respect just because you are an officer. People respond better to actions not fear of the badge.
- More police auctions of seized properties to fund more beat patrols to reinforce confidence in the public to go outdoors more in our city parks if the presence of one patrol unit on bike or car is possible? A officer once in a while ride the bus to help make local homeless who camp out on the bus line know where to go for better health & hygiene and not intimidate folks just try to go to work or school every day and scare off tourist too!
- Police did not respond last time I had a concern, though it may have changed now.
- They don't need to have a attitude and that down to people it's rude and disrespectful.
- I'm happy that I do see police cars in my area with appropriate regularity (not usually due to anything in particular--just the presence).
- Walking to the neighbor I would like to see police officer walking to the street.
- More patrolling in residential neighborhoods at night.
- Just patrol neighborhood streets a bit more often, I feel like in some of the streets where there is not enough traffic signs, cars just fly by.
- More pay.
- I can tell you that the overall police force is doing a good job with limited resources. However, the crap pulled arresting employees at Ludivine for putting bacon in the vodka should result in the termination of the leader of that crew. Our special forces run amok with too much power and not enough non-police oversight.
- There need to be stricter regulations concerning police officer fitness. An obese police officer does NOT instill confidence in their ability to chase or detain criminals. AND they set a bad example for kids. If a police officer cannot maintain fitness, they should have three choices: 1) lose the fat, 2) take a desk job or 3) take early retirement, regardless of the length of service.
- Keep up positive media stories.
- Whole jail system is a mess. Court costs are astounding.
- Be more neighborly.
- More police in neighborhoods.
- They need to set the example and follow the rules.
- That some officers stop being racist and hateful. All people should be treated the same.
- More police presence in south Edmond.
- More officers

Q8. Do you have any recommendations or suggestions for the improvement of the Police Department?
(cont.)

- Better and more training.
- Sensitivity training for police officers and respect for humanity would go a long way in improving police relations in my neighborhood.
- I was recently stopped by police officers at 2:30 pm on a Sunday 5 houses from my residence and questioned and had my ID called in. Sunday afternoon stroll in one's neighborhood is non-existent in my neighborhood for fear of the police.
- More officers on the street for faster response time.
- I think their pay should increase.
- Please keep police well trained, give them good wages & tools to succeed. They make a very difficult job look easy & we all know that's not the case.
- More focus on deterring the drugs sales within the city limits than on the highways.
- Not everyone is a criminal, but I do understand being cautious during any traffic stop. Being thorough is fine, but not making a citizen feel threatened is important.

Q9. Do you have a working smoke alarm in your home?

Q9. Do you have a working smoke alarm in your home	Number	Percent
Yes	1262	92.3 %
No	91	6.7 %
Not provided	14	1.0 %
Total	1367	100.0 %

WITHOUT NOT PROVIDED

Q9. Do you have a working smoke alarm in your home? (without "not provided")

Q9. Do you have a working smoke alarm in your home	Number	Percent
Yes	1262	93.3 %
No	91	6.7 %
Total	1353	100.0 %

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

Q10. How satisfied are you with the convenience of public transportation	Number	Percent
Very Satisfied	45	3.3 %
Satisfied	110	8.0 %
Neutral	302	22.1 %
Dissatisfied	174	12.7 %
Very Dissatisfied	188	13.8 %
Don't Know	548	40.1 %
Total	1367	100.0 %

WITHOUT DON' T KNOW

Q10. Overall, how satisfied are you with the convenience of public transportation in Oklahoma City? (without "don't know")

Q10. How satisfied are you with the convenience of public transportation	Number	Percent
Very Satisfied	45	5.5 %
Satisfied	110	13.4 %
Neutral	302	36.9 %
Dissatisfied	174	21.2 %
Very Dissatisfied	188	23.0 %
Total	819	100.0 %

Q11. Which TWO of the following bus service characteristics are MOST IMPORTANT to you when considering whether or not to use public transit?

Q11. 1st choice	Number	Percent
How often the bus comes by your stop	431	31.5 %
Service available until midnight	80	5.9 %
Sheltered Bus Stops	111	8.1 %
The time it takes to make a trip	233	17.0 %
Sunday Service	36	2.6 %
Wi-Fi on Buses	10	0.7 %
Electronic Fare Payment Option	42	3.1 %
None chosen	424	31.0 %
Total	1367	100.0 %

Q11. Which TWO of the following bus service characteristics are MOST IMPORTANT to you when considering whether or not to use public transit?

Q11. 2nd choice	Number	Percent
How often the bus comes by your stop	170	12.4 %
Service available until midnight	137	10.0 %
Sheltered Bus Stops	160	11.7 %
The time it takes to make a trip	265	19.4 %
Sunday Service	70	5.1 %
Wi-Fi on Buses	24	1.8 %
Electronic Fare Payment Option	86	6.3 %
None chosen	455	33.3 %
Total	1367	100.0 %

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

Q11. Sum of top 3 choices	Number	Percent
How often the bus comes by your stop	601	44.0 %
Service available until midnight	217	15.9 %
Sheltered Bus Stops	271	19.8 %
The time it takes to make a trip	498	36.4 %
Sunday Service	106	7.8 %
Wi-Fi on Buses	34	2.5 %
Electronic Fare Payment Option	128	9.4 %
None chosen	424	31.0 %
Total	2279	

Q12. Do you have any suggestions for improving public transportation in Oklahoma City?

- From what I understand, it very poorly covers the city. We have the second largest city in area in the United States, there is NO WAY any attempt to cover the city will work.
- Unfortunately we don't have the need for it as much as a larger populated city. Everyone drives. So I understand why there aren't routes where I need to go and they don't run as often as I would like. I also live on the border of Moore/SW OKC. I wish Moore would participate in public transportation.
- People here from Europe say our buses are very substandard compared to theirs. Maybe we should see why everyone uses their buses without hesitation. US buses are scary.
- First you have to have a public transportation system, then you can improve it. Can't improve something that does not exist. Need light rail passenger train from Norman all the way to Edmond.
- I would recommend public transportation routing be voted through the neighborhoods.
- Invest in rapid transit buses and invest in expanding the streetcar system when it comes online.
- I'm not a fan of the streetcar proposal, and especially not thrilled by it's limited area of service. However, if we are going to implement this proposal I would like the cars to run through the downtown surrounding neighborhoods (Plaza District, Mesta Park/Heritage Hills, Classen Ten-Penn, etc...). It feels more and more lately that the City Council is more interested in being helpful to tourists than to their own constituents.
- The buses are beautiful, we just need easier ways to access schedules and easier/faster ways to get around the city on them.
- There should be more busses, more routes and very affordable rates in order to promote public transportation.
- More accessibility to all of the city. Easier access to outer metro.
- Provide more information about bus services.
- Do not use this service.
- YES. I think you need more EMBARK paratransit buses. It is very hard to schedule rides especially in the morning and late afternoon. We rely on this, and think the service is excellent. But more buses would be much appreciated.
- Yes, let's have some. Meaningful public transportation that workers will use
- More frequent stops so that people can count on using the bus without having to work out a schedule every time they want to use it.
- Advertise bus routes. Educate how/where to change buses. I've only ever used the bus twice in 16 years because I'm scared and uneducated. Tours at Open Streets were a good start.
- More bus routes.
- Commuter trains.
- I wish the bus system had a better public image. I feel the bus system is primarily used by lower income individuals and as such the perception of the bus system is that it is shady or unsafe. I wish that the metro would focus on improving metro mass transit, making it a desirable and usable system for more of the city's population.
- When I ride a bus, it's pretty obvious that I am the only person who is there by choice. Almost all the other riders have no other means of transportation. We should stop making it so easy for commuters to drive and park their own cars. If middle class folks HAD to ride a bus, we would soon have LOTS of support for improving public transportation in OKC. Instead, we keep spending money making streets wider, opening more suburban areas to development, and building more parking garages downtown. No wonder our rush hours are becoming more like Dallas and Houston, while buses are practically empty!
- We need more services going longer. The drivers I've met were professional but could have used a break.

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Provide more well-lit covered bus stops in neighborhoods. Highlight routes to libraries and colleges. Refer to Denver public transportation.
- Have more than just a few buses. Other major cities have so many choices for public transportation. Buses, rails, etc., and they are much more efficient and safe than ours.
- Need to invest in a metropolitan subway system that covers OKC and runs to Edmond, MWC, Moore, and Norman.
- For a city our size we should have 24 hour bus routes I would start using the bus and leave my truck at home.
- I don't use public transportation. I own a car. I've never taken a bus in Oklahoma City and have no working knowledge of where stops are, how much it costs, how to get to the bus stop (or where to park your car when you're there), what the bus routes are, etc. I've used public transportation in NYC and Chicago and it was great! It just does not seem very convenient in OKC. If there was some sort of "park and ride" shuttle lot, to get from NW OKC to downtown for Thunder games or weekend festivities, that would be awesome and I would totally use it (if I knew how/when/where).
- Light rail would be AWESOME. Please make it happen in my lifetime.
- I'd like to see buses open to popular events where parking is a challenge. Busses from my area to state fair for example.
- Either get with the Rail system or forget it. It's got to be financially viable, not something you can put in once and forget.
- Increased reliability. Safer stops.
- City cab system similar operation of private companies, bigger fleet, multiple vehicle choices based on number of passengers or disabled needs
- I would like to see more mass trans in OKC. My only comparison is Las Vegas and Orlando. We were able to take the bus from the hotel to the airport in both cities for a fraction of the cost of a taxi. I would like to see expanded routes and later run times. I think shift workers would be more likely to use the bus if they ran until midnight and if the transit time was less.
- Expand routes.
- Would love to see Broadway Extn replaced with light rail service between Edmond and Downtown OKC.
- Bus safety and bus stops for handicap or wheelchair recipients.
- Run city bus service for events in downtown with one or two stops for groups to park and ride.
- Need more frequent and comprehensive public transportation throughout entire metroplex. More than one AMTRAK route out of OKC per day would be very beneficial.
- I do not use public transportation.
- We don't use.
- More of it, extended routes, integrated systems with trains to other cities, like Tulsa and from Edmond to Norman.
- None at all, they are great the way they are.
- My wife and I recently moved back to OKC from Los Angeles, where we lived for 11 years. I was born in OKC, and lived here for more than 25-years. In addition to Los Angeles, my wife and I have also lived in Fort Lauderdale, Florida, and I can tell you from personal experience, the public transportation system in OKC is far inferior to that of the other cities where I have lived. Yes, OKC is a much smaller market, but it seems the city is not making a genuine effort to improve or even to encourage people to use the system. In Los Angeles, for example, I went to graduate school at UCLA, and I was given a discounted bus fare by showing my student ID. The fare in LA is \$1.00, with a discounted student rate for 50 cents. In OKC, I pay \$1.75, which is expensive,

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

especially considering the difference in cost of living. I realize OKC is a city that is reliant upon and controlled by the oil industry, but they would be much better off in the long run if they improved the sidewalks (added more sidewalks), added more bus routes (and had the buses run more hours), and if they encouraged people to use the bus system. In LA, people of all ages and socioeconomic backgrounds used public transportation on a regular basis. In OKC, from my observation, public transportation is used primarily by people of low income who do not have cars. In LA, for example, my wife and I could have driven, but we chose to use public transportation because it was convenient and economically feasible. In fact, my wife's employer in LA paid for her monthly bus pass. OKC discourages people from using the bus system by not having enough sidewalks, by not having enough covered areas, by overcharging, and by not having bus routes that are thorough enough to be usable (no buses running to where you may actually need to go and no buses running in the evening in certain areas, and no buses on Sundays). If you are serious about bringing OKC to the next level (and into the current century) you should seriously consider resolving these issues.

- I might consider using the bus sometimes, but I don't understand the routes and schedules.
- I think street cars will be an expensive mistake!
- Combine the OKCPS and Metro Bus System fleets. Use economics of scale to improve availability of services.
- Longer operating service hours, sheltered bus stops, more frequent stop sites, weekend service time, service later in the evenings, particularly for people that may work late or to attend events in the downtown/deep deuce/bricktown areas.
- Support for the mobile app and website are unsatisfactory. Major components of the mobile app presently don't work and when I submitted a ticket it was closed without resolution. If you're not going to fix the app, remove its availability and stop advertising it. Also, since there ARE routes that run late, if I call the service number at 7pm (not particularly late), I should have an option to speak to a person about an issue, not just get a message saying the office is closed.
- Add more routes, number of buses, cleanliness on buses, feeling of safety.
- More buses and longer services.
- Well, for one, the way a person is treated when getting on the BUS! And the service I get when I go downtown at the window!
- I for one wouldn't mind paying a little more for the Bus to run longer on all the routes !! At least to 10:00 PM.
- Every half hour coming by is too long for service when you are in a hurry to get some place. Like emergencies. for instance.
- The public transportation system is horrendously underdeveloped. More buses would certainly help those in the city, particularly those who are impoverished.
- An interesting idea to consider for the future: when self-driving cars become available, having a city-wide fleet that is capable of taxiing and is readily accessible would be amazing.
- We really need around the clock transportations services 7 days a week. It would be awesome if we could expand those services as well.
- More buses.
- Really looking forward to the streetcar.
- More options.
- Put bus stops on Broadway Ext. to Britton, Hefner Wilshire, etc.
- Yes, the bus does not come to SW 104th in OKC. No bus services!
- More routes, more frequent buses, expanded hours of service.

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Extend some buses south of OCCC.
- People need to know more about how to use it. I'm 62 and would have no idea how to ride the bus.
- No street cars in downtown.
- Routes take a very long time.
- Downtown rail lines.
- Smaller buses, more often and come down to SW 119th street.
- Handicap access.
- More frequent service.
- Get rid of it/call Uber.
- Need programs to make buses appeal to affluent population to take stress off horrific roads and bridges
- Expand bus service and build rail system.
- More available public transportation to avoid long walking distances.
- It would be a significant investment for the city, but a light-rail system that would feed into downtown from outlying communities would be great.
- Keep buses on time.
- Forget rail cars in downtown - stop tearing up streets that will be torn out in a few years.
- \$2 day passes/free transfers (again). More buses/bus stops with benches.
- More buses, better bus stops.
- Increase frequency, hours, and stops. Allow high school students to ride free to increase future ridership.
- Expand Spokies to true transportation use, not just tourism.
- Later bus routes. People work 24 hours. Maybe smaller vehicles that arrive more frequently. Expanded routes.
- Light rail system.
- More bus sheltered stops closer to south side neighborhood.
- It would also be nice if there was Sunday services and service until midnight.
- We need a light rail or subway system. We are very behind other cities in this area!
- Parking lots in suburbs.
- Getting bus routes around neighborhoods closer to 20th Street, Oklahoma, OK 73111.
- More routes for metro transit and add transfer tickets to metro transit. Add bus route between Melrose and SW 44th and Council road.
- 24 hour bus service, service to all warehouses in OKC, park and drive spots.
- Transfers on line were more convenient.
- Make sure all highways are fixed as soon as possible.
- A rail system to downtown, or to the airport. Smaller rails for local stuff.
- Need a commuter train.
- Better driver training for the bus drivers. They are involved in a lot of accidents.
- Elevated rail.
- More stops and routes.
- It looks like large buses are a waste of money when only two or three people are on them - why not smaller buses?
- Need more buses.
- Need train service that goes from OKC to Tulsa. More bus routes in NW OKC off NW Expy.
- More routes and smaller vehicles.

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Sunday service. Wait times at stops and the connecting routes.
- Am looking forward to street car system and using it when visiting downtown areas.
- They need to run all night.
- More routes.
- Make it more affordable. Provide more information on how to use inexpensive transportation (advertise).
- Ideally, we'd have smaller buses going up and down each main street fairly frequently, adding large buses to high-volume times/routes. The problem is paying for it.
- Services after 7pm and Sundays please. Also more shelters and benches at stops.
- Have more buses available for shorter wait times and longer availability.
- Begin research, saving or investing in automated electric vehicles.
- Covered bus stops, more stops at heavily used streets, (hospitals, schools, etc). Benches at each stop. Buses should make each stop every 20 minutes. Schedules posted at each bus stop.
- No, do not use it.
- Wider roads.
- Sunday service. More routes.
- Put out more buses.
- Weekend routes and some shelter from weather.
- More routes and better buses.
- Too much disrespect and too many gang-bangers.
- Day of operation, time of operation
- We need lateral routes, so that e.g. someone could get a bus at NW Exp and Rockwell and go to Mercy Hospital without first going downtown.
- We need a route that goes further up NW Espy.
- Sunday service.
- Evening service.
- More buses!
- The city should spend more money on sheltered bus stops so our children will be protected in inclement weather.
- Implementation of street car system in downtown.
- Almost everyone here has one or more cars it seems - so how do you get them to ride the bus?
- Expanding the routes to go further out.
- Move quicker on the street cars in downtown and to downtown neighborhoods.
- More areas should have access to bus stops, public transportation.
- Longer hours and more frequent buses.
- Be on time.
- I come from a city where buses come by every 15-20 minutes during the day and there was Sunday service. Employers who need staff 24/7 need employees who can get to work on weekends. Also 11-7 am shifts!
- I don't see the times the buses pass a certain location posted on the stop. I don't want to wait an unknown amount of time.
- To teach bus drivers to stop at bus stops when there are at least 3 people who want to ride the bus.
- More rail, metro, bike lanes.
- Make no parking zone between NW 63rd and NW 50 on Tulsa Street.
- People don't ride the bus! Get the punks and gang-bangers off and make folks feel safe.

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Other means of transportation other than the bus.
- Send schedules to all households (maybe in the water bill).
- Rail transit.
- More buses more frequently to more places.
- More routes.
- 24 hour service.
- More routes and cover more of Oklahoma City area. I have tried to plan my routes to get to places I regularly go, but the bus stops are 5 miles from where I need to be, and that's within Oklahoma City limits. I have 2 small children and can't walk 5 miles just to get to the bus stop to take me the extra 1 mile to my home.
- More bus stops so a person wouldn't have to walk along way to a stop.
- Have the kids safe at school. Have police at the bus stops at school.
- Buses run 24 hrs.
- Make maps easier to read.
- Study how Chicago/DC/NYC/etc. do their "L"/Subway/etc. and do that. I'm thinking rail system set up like bicycle spokes from downtown to Norman/Edmond/Yukon/Guthrie.
- More short route buses, continue downtown trolley, continue "Drop Off Bike" program.
- I am dissatisfied based on my patient's complaints. I do not use public transportation because it is not convenient, though it is better than five years ago.
- Add rail and/or subway service like Dallas, New York City, Boston, San Francisco, Washington DC, instead of purchasing the very expensive trolley/bus for the small downtown area.
- The bus system is inconvenient, doesn't stop where I work, and seems unsafe.
- It should be free for low income citizens.
- Stop wasting any more money on a trolley system. NONE of the other trolley systems in the US make money.
- I feel buses should come around more often and also have cleaner facilities.
- PM routes available after 7 pm.
- More buses and longer service times.
- Well, it has improved significantly, but we still don't use it. We use public transportation all the time when visiting San Francisco, Seattle, or Atlanta, but not OKC. I think it still may have an image problem despite the new Embark branding. If I felt that other people like me were using public transportation, I would probably be more likely to use it as well.
- Don't use bus service.
- Make it a grid system instead of a destination trip.
- Fix the roads...they are in horrible condition.
- We need a nonstop hub from downtown to Edmond, Norman, Tinker, and Yukon.
- I have never been on a bus in OKC, but after college lived in Chicago and used public transportation often. As we grow our beautiful city public transportation will continue to be more important. More importantly, public transportation is extremely important to the economic growth of those in lower to middle class.
- More buses - shorter bus rides.
- Please make an on-ramp and off-ramp to and from the Kilpatrick and newly expanded Highway 74 (Portland), which would allow for the bypassing of Memorial. This would make going from one to the other easier and less congested.

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- If possible, try to speed up the construction and opening of the downtown streetcar project as well as the light rail transit throughout the metro. I believe that these will both not only make transportation around the city and downtown easier, but improve the appearance and image of OKC. I also believe that the projects to expand the highway interchanges will do the same thing, and make the city better to drive in.
- More routes.
- I think that the public bus system needs to be completely reworked. The routes need to be streamlined and service needs to be expanded to include late night/ overnight service and regular weekend services. The poor in this community are disenfranchised by the lack of service and the quality of transportation in OKC is laughable compared to cities of similar size. We need to better fund the system and provide more stops, more buses, and better quality. We also need to incorporate the oncoming streetcar system and push for light rail across the metro. We need to be able to take all modes of transportation and make them work with each other, and not opposed to each other. We need a public transportation system that allows for movement around city. Service should be focused on areas of greatest need. We need to realize that as much as most of us love our vehicle, a true urban city should not be focused on vehicles but on people. A person living in or around downtown in a city of our size should not have to rely on a vehicle for daily living.
- Have a separate downtown tram/trolley for biz people. Give buses on regular city routes more advantages with bus lanes or widened lanes for easier passing. Make buses that can hold bikes on the front. Make more noticeable and safe stops/shelters. Don't destroy historic bus station!
- The City extends beyond 600 square miles; you'll need to consolidate and attend to the areas that need the most service where a person doesn't have to wait longer than 10 minutes. Hourly, service those areas that don't need as much service until ridership increases.
- Continue to run those east-west routes like 10th, 23rd, 36th that interconnect with north-south bound buses that go to the transit center. Continue to maintain the current transit center (Hudson) for city buses; use the intermodal transit hub (Santa Fe Station) for Greyhound, Charter, Amtrak and taxi-shuttle services. Don't mix the city buses with the new intermodal hub; you have two different types of clientele--a potential clash or turn off that could kill the whole transit operations.
- More buses - create more jobs.
- I don't see that many people riding the larger buses. Money might be better spent on smaller buses.
- YES! Streamline the routes. You've got an absolutely horrendous route map. The timing of routes is bad, but the design of the routes is just absolute junk. They don't take me anywhere I need to go. Start connecting things that people actually use. Build some decent stops with shelter. Time the routes better and again, go where people need/want to go! Look at what other cities like Houston have done to streamline the routes and actually take them where people want to go. And make the buses feel safer.
- Education - how do you pay for bus rides? How do you get where to want to go on a bus?
- Offer more routes - more to NW side of city to Mercy area without going to Classen to get on.
- Make signs more visible and publicize.
- Don't put in trolley cars downtown.
- Covered bus stops - I often see people in the rain waiting and getting wet.
- I don't know the routes or where the stops are.
- I wish we had a rail system like Washington D.C.
- The transportation authorities are doing a great job.
- Speaking with the Hispanic community in SOKC, many need transportation but feel overwhelmed by the system, the stops. They feel they have to go out of their way to get anywhere.

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Sunday service! Light rail!
- Street cars.
- Providing route maps at all stops and clear instructions on times, destinations, and transfers.. Right now its information is very hard to find and difficult to interpret.
- Tie the new loop rail system in with existing transport systems(s).
- I don't use public transportation but would love to see light rail service
- The drivers are very rude.
- Although OKC should be complemented for the strides it has made in public transit over the past few years, it still should be ashamed of itself for having such a sub-par transit system compared to its peer and even much smaller cities. I think the city needs to continue to make investments into the bus network (even at a potential loss) so that residents can SEE the system in action and perhaps the city can work with businesses to encourage ridership AND ALSO AT EVENTS.
- There's no reason why the city buses should quit running before midnight. Come on, OKC is a big city now and there at least needs to be hourly service from 8pm-midnight for at least the core and key suburban nodes of the city and metro suburbs. That way, someone who works or is having fun downtown could take a bus LATE to get home.
- I think OKC should have Sunday service, perhaps not all day on all routes but at least in the core and inner suburban OKC; and it should run until 6 with a few routes (like a couple of the crosstown and spokes into downtown) running late until 10pm. Again, to start this is about perception but with the city partnering with businesses and maybe churches/schools, you can really get ridership to the point where it starts to be more sustainable.
- One area that was not included that I think NEEDS to be added is an Airport Bus. WRWA needs airport bus and this should be from downtown, but also there might need to be routes from a NW OKC node and perhaps Crossroads Mall (with commuter buses from Shawnee and Norman feeding). You wouldn't need to go crazy here but there should be some DAILY service and even perhaps some late - again, to service workers and perhaps FAA students.
- Removing traffic cones when construction is not in progress.
- Routes are confusing. Routes don't go outer edges of city. Need more routes to Social Security.
- Is not developed to accommodate differently abled persons who require additional assistance in order to navigate the system and effectively have their needs met to access the community.
- All bus stops need to be sheltered.
- Need be more routes to cover the most important City streets.
- Increase the number of routes that have evening service. Add Sunday service. Improve bus stops beyond the Tyler Media benches (really low quality), and make sure the stops are accessible to and from the things that people are riding the bus to get to. Increase the number of buses per route. Go fare-free to make the system faster.
- More frequent, later service. Would be nice to have BRT.
- Increase and reliability of service:
 - Add wifi
 - Make dignified bus shelter stops
 - Make the routes more straight with less turns...it's easier to understand the network that way.
- Most bus stops in this city are laughable. Some only have benches and most of them are decrepit. Some don't even have anything to sit on at all! Please make all bus stops in this city COVERED!

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- It first must be said that the recent improvements are much appreciated but far less than is necessary. OKC must become a city where people can access work, shopping, worship, education and recreation via transit. We need to become a city where automobiles are not necessary 24/7/365. That would not only improve the city's image, it would also enhance household incomes by reducing the overall cost of household transportation, reducing work absenteeism, and reduce the cost of bus service by the schools.
- Extend the planned streetcar system to reach more residential areas!
- You need to start planning HOV lanes. Your street streets will soon be parking lots, no construction for expansion, what are you going to do.
- Don't waste money on it. Most people in this city will never utilize it.
- I grew up in a big city, if we want life downtown or people being able to get to work 7 days a week then we need more bus runs.
- Make transit more dignified! People should not have to stand by a metal pole on the side of the road to catch a bus. ALL stops should be sheltered.
- For me to use it, it is will need to expand greatly.
- Offer an incentive to business owners with more than 10 employees to purchase discounted bus fares for their employees.
- I'm from Seattle and bus service is much more convenient there. Even people with cars will ride the bus for big event because of the convenience. Buses connect all the suburbs (i.e. buses should run from OKC to Edmond, Moore, Yukon, etc), route frequency is based on the importance/popularity of the stop (i.e.. Buses running from downtown to the main hospital run every 5-10 minutes). Buses until late night or early the next morning in high-use areas. Seattle also has light rail which connects the suburbs to the city and takes traffic off the roads. Better transportation would increase independence for teens, young adults and the elderly.
- Increasing the number of routes and stops throughout the city would be a key advantage.
- We should have a modern streetcar connection from the OKC airport to Downtown transportation hubs, the State Fairgrounds, and shopping centers. We should have commuter rail from Guthrie to Norman and Shawnee to El Reno.
- Bikes are a form of public transportation. Expand the bike share system and bike lanes. This will make us healthier too.
- If we want to have a serious public transit system, it means we have to fully buy into a commuter rail system that makes it more convenient to use the system than to drive. Otherwise, it will never work.
- Assure reliability. Mimic Germany's public transport timetables. They are never late and service comes often.
- Don't waste our sales tax money on these idiot street cars and an expensive building to house them in when not in use. Put the money in new fire trucks and fire equipment.
- Try to make buses safer for all residents. Add a trolley/train/street car that spans all major areas.
- More buses, more routes. Especially in urban core...population density is increasing and there is a LOT of interest in being able to hop on a bus to get downtown. Midtown/plaza district. How is this not happening?
- Light rail between Edmond, OKC and Norman.
- I don't take public transportation. I have a car.
- Return service to the 1970 type of service.
- It would be nice to have transport from the Health Sciences Complex to downtown/midtown.
- An accountability system for drivers who do not stop when a passenger is clearly waiting for the bus. Too many people get passed by at a bus stop and are forced to wait 30 minutes for the next bus.

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- More sheltered bus stops during hot summer and cold winter.
- Rail would be beneficial.
- I'm excited about the downtown trolley and I hope it is a success and will be expanded.
- Make transportation easier for the downtown/Bricktown/midtown area.
- Sidewalks, streets need repairs to improve the quality of transportation.
- Put the old inner urban lines back in use for neighborhoods and connect the suburbs.
- INSTEAD OF SPENDING MONEY ON STREET CARS, IMPROVE PUBLIC TRANSPORTATION SO WE DON'T HAVE TO RELY ON PRIVATE CARS.
- THERE ARE PLENTY OF BUS TOPS IN THE CITY, WE NEED MORE BUSES TO HANDLE MORE RIDERS.
- Lower cost for everyone - not just lowest income with Sooner Care.
- MORE BUS STOPS ON NW EXPRESSWAY WHERE BUSINESS ARE LOCATED.
- Increase overall availability. Streetcar.
- Have security personnel on every bus.
- More drivers - better city streets - less traffic because of more lanes.
- A SET SCHEDULE FOR THE BUSES, A ROUTE FOR EACH BUS AND A SCHEDULE FOR MORE THAN ONE BUS YOU ROUTE, MORE LOCATIONS THROUGHOUT THE CITY.
- I DON'T USE IT SO I CAN'T MAKE SUGGESTIONS.
- Expand routes to suburbs; pick up services to/from events downtown.
- LIGHT RAIL EAST/WEST I-40/NORTH/SOUTH BRDWAY EXT/I 35 S.
- More of it!
- DOWNTOWN RAIL SYSTEM RETRO WASTE.
- Hire more workers.
- None, I have never used public transportation but I think it's great for people that need to use it and hope that this service is expanded to serve the people of OKC.
- Buses run more often.
- Smaller buses. Never see a full bus go by.
- Change (money) should be provided.
- I like that you're trying more frequent buses on routes and going later. Please make it work for all areas of the city.
- Yes. Incorporate more info into app and current running time.
- Need more routes to cover more area.
- More routes. Faster service (better routes). Improved public perception of bus use.
- FLEET NEEDS TO BE EXPANDED TO COVER ALL MAJOR SECTION LINE ROADS WITH A REGULAR SERVICE AND MULTIPLE TRANSFER TERMINALS TO MAKE IT A TRULY VIABLE CITY WIDE SYSTEM.
- LONGER HOURS OF SERVICE.
- EXTEND BUS STOPS WEST OF COUNCIL.
- MAYBE A LITTLE CHEAPER FOR THE LAW, INCOME AND HAVE EXTENDED HOURS OF SERVICE, SOME PEOPLE WORK LATE NIGHTS.
- MODEL AFTER BUS SERVICES IN COUNTRIES LIKE THE UK WHERE SERVICE IS GREAT.
- Widen Centennial Exp at 36th and 50th!!!

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Add east-west buses. Stop sending everybody downtown.
- Never used transportation.
- MORE SHELTERED BUS STOPS AND THE RETURN OF THE BUS FREE TRANSFER AND NOT HAVE TO PAY FOR EACH ROUTE TAKEN.
- Need a trolley-type system to/from Bricktown/Chesapeake Arena to help with parking. 2. Need sidewalks. Ride the bus but the walking through yards or the streets.
- A railway/monorail from Edmond to OKC to Moore maybe to Norman.
- MAKE IT FREE.
- Look at trains.
- Have buses run later and improving bus shelters and well lighting.
- light rail options would be a huge improvement.
- Sunday service.
- Less transfers necessary to go across town. Express routes.
- Make it cheaper.
- More drivers and more routes to shorter walks to stop. Run bus 18 every half hour and on Saturday.
- Re-loadable cards to pay would be a convenient option. Like a pike pass, almost. You could go online to either put a set amount on it or pay for your fare for a trip. They could either be sized like a flash drive to fit on a lanyard or credit card sized so they could again hang from a lanyard or fit in a wallet.
- Get the cable system going.
- LEFT TURN LANES WHERE TRAFFIC IS HEAVIEST (AUTOS, MORE ROUTES) MAYBE SOME OUTSIDE CITY LIMITS (BUS).
- Have bus routes without having to go downtown. The routes are woefully inadequate.
- The bus stops and transfer can be a long distance apart. The bus line needs to be 24 hours.
- No - and I don't think we need street cars with tracks in streets and overhead wires.
- NO, JUST MORE ROUTES AND INCREASED INFORMATION ABOUT SCHEDULES AND ROUTES.
- More options for transfers to make it easier to reach a destination not on the same route.
- NOT NEGATIVE.
- MY PAST EXPERIENCE IS BUSES DON'T SHOW UP AS SCHEDULES AND OFTEN YOU HAD TO WAIT FOR THE NEXT SCHEDULED BUS.
- NEED TO GO OUT TO MORGAN RD/YUKON.
- More buses. More routes to far north and south.
- Expand the routes until there is a connection to any place in the city.
- Fix the roads for traffic to run smoothly.
- Move bus stops all over city. Multiple routes that don't go through hub.
- DON'T USE IT.
- OPEN UP THUNDER ALLEY.
- Have not used it yet.
- More buses so more places would have nearby stops.
- Stops need shelter, fast service for folks trying to make it to work & colleges and shopping.
- WE NEED MORE COVERED BUS STOPS AT 29TH & WESTERN AN OLDER MAN STANDS IN ALL WEATHER.

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- YES, ADDING MORE BUS ROUTES TO FOR NORTH OKC.
- NEED BUS STOPS TO HAVE SHELTER.
- Campaign to make it acceptable, safe and available for all citizens, not just lower income people.
- NO, I DON'T USE IT.
- Dates & times routes at all stops.
- More buses?
- Make better - fast to downtown. Take Crossroads Mall and make it parking for downtown workers.
- THEY APPEAR TO PROVIDE GOOD SERVICES.
- More buses.
- No - more buses?
- INCREASE ROUTS AND ALLOW THE BUSES TO RUN ON SUNDAYS.
- I'M NOT A BIG fan of public transportation.
- Add a rail link to Amtrack in Wichita.
- Bus stops; see a lot of parents with small children, need coverage for all weather.
- Do not know of any service in my area, have never looked to the possibility of a route for 5 am pickup.
- Make sure it goes all over the city. Make sure it goes to the places that people requiring public transport need to go (hospitals, clinics, state agencies).
- More routes.
- More buses, more bike lanes, downtown to suburb access lines.
- Don't use.
- I THINK THE CENTRAL HUB WAS A MISTAKE.
- Express bus routes.
- Expand routes so that more people will use the buses extend service hours.
- MORE OPTIONS FOR PUBLIC TRAANSPORTATION SUCH AS LIGHT RAIL.
- The route and stop maps are not easy to read and understand.
- Light rail, change appearance of downtown bus depot don't feel safe.
- Maybe add some type of security officer for public transportation to add safety measures.
- Have not used public transit in okc so I just don't know.
- Light rail> greater investment support from leaders, complimentary patronage free rides.
- Rail, metro system.
- Over in Europe there are buses but also trains. Maybe build a rail track around the whole city for train service, you can make it electric.
- IMPROVE THE BUS SERVICE, MAKE IT AWARD THAT ITS OUT THERE AND SAFE, LOOK HOW DOWNTOWN IS GROWING AND ALL THE PEOPLE ARE BECOMING AWARE.
- BETTER SIGNS ON THE HWY.
- MAKING THE STOPS/ROUTES/TIMES OF PUBLIC TRANSPORT MORE EASILY ACCESSED ALSO MAKE IT FLEXIBLE.
- Make it a subway, traffic is bad enough.
- You may have already done but make a general map of routes with fare ranges and time rangeS available on one pamphlet instead of details info on a jozin.
- Extended hours and coverage.

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Provide evening trolley service Meridian Hotels to Downtown.
- I never go.
- Don't ride the bus, so nothing to suggest.
- Get with the program if you want to be considered an up and coming city than people want alternates to driving cars. The millennial want greener options like light rail or natural gas buses that don't take 2 hours to get a few miles away. Service the younger neighborhoods with transportation to get to local night spots. Light up the stops and make it feel safe.
- Adding more routes or stops just a tad south of where they currently are.
- Make it a treat like in Europe.
- Better service - weekends and late night. Poor people or those that prefer public transportation should not be limited as many work evenings and weekends.
- Expand the routes farther out - IE out to 104th or even 119th - the current routes are based on the past residency status. The city has grown.
- I work on Sundays and since I don't have a car I have to rely on cabs or Lyft or Uber to get to work. It makes no sense to me whatsoever why the Number 5 bus doesn't take the same route as it does coming back from Mercy hospital as going towards it. I have to walk a couple blocks when I come home.
- Don't use it.
- Don't utilize the bus/transportation system.
- Expand scope.
- More education for general public about our buses. They are clean and safe. Most people think taking the bus is for poor/under privileged.
- Letting the public know more about bus service, shelters with times and general info. Having lived in SF, CA and Chicago. We HAVE NO PUBLIC TRANSPORTATION HERE REALLY!
- More areas of service.
- Oklahoma City could use more study in moving large numbers of people in the downtown areas and public related areas near to heart of the city!
- Where do I start? We have no public transit in this city. Not even downtown. I know where to start! Sidewalks! I want to get to the bus stop without having to hike across a field, and I want to get where I am going when I get off the bus without having to walk down the middle of the NW Expressway.
- Bus service 24 hours a day, 7 days a week. Need shelters at the bus stops.
- No street cars are needed. Money spent needs to go on our children. EDUCATION AND SCHOOLS, TEACHERS.
- While I understand not running lots of empty buses, since that is a waste of money. It is quite inconvenient to travel around the city by bus. A 15 minute car ride can take well over an hour by bus, especially if you have to switch routes. Also, since the frequency of buses is low, it is difficult to get to a place at a specific time or even near it. Promoting the use of public transportation by making it a feasible alternative for all travelers, regardless of economic background, would improve not only the city's environment, but also the vibrancy of the city as more people will be walking, biking, shopping and dining. Light rail would be a considerable cost, but a line connecting Norman to downtown to Edmond would be an amazing thing for this city.
- A shuttle or trolley for people to easily get around downtown.
- I don't use (know how to use) the public transit but have several friends who do.

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Light rail and trolley system.
- I have a car, no need currently.
- Better frequency, improved bus shelters.
- Establish regional hubs instead of just a central hub. Each hub would serve as a mini-terminal where current information would be easily accessed, transfers could be made, passes purchased, and time between various regions could be reduced.
- It takes 2 hours with current route planning to get to a location that I could walk to in an hour. In very underserved and poor areas like where I live, having increased bus routes and longer runs would help those without cars get to work. Increases in daytime routing would help with access to schooling for adults and ability for parents of small children to get their children to doctor appointments
- Have more routes available.
- Trolley, increased bus routes.
- Increase routes and speed of service.
- Have it go to more different areas of city, put more bus stops around city, make it easier for some people to get to bus stop.
- It would be nice (but not practical now) to have a trolley/train system running N-S and E-W along major routes (i.e. Western, May, Britton, 23rd, etc.).
- No! It's a chicken or egg question. If you build it, will they come?
- Trains or trams from the suburbs to DT.
- Put some pavement or concrete around the benches, cover the benches, and put in some sidewalks to get to the benches.
- Better skilled drivers, and all should be covered.
- We need a train.
- Need a bus stop closer to my home.
- More convenient bus stops.
- Yes include the entire metro, like Bethany and Warr Acres. The fact that the buses avoid these cities is stupid and reflects leadership.
- I suggest a campaign focusing on how public transit is for ALL people (not just low income people). Nothing will change until public perception changes. I lived in Denver for two years and everyone used public transportation (buses and light rail) because traffic was a nightmare for commuters and parking was too expensive. When I came to OKC, I wanted to try to use bus service to commute to and from work, but it's not convenient (takes 30 minutes to travel 3.5 miles) or comfortable (i.e., waiting without shelter in unpredictable Oklahoma weather). We need to provide for our neediest residents, and make sure transportation is accessible for people with disabilities. But I would also like to see a focus on how public transportation just might improve quality of life for everyone- and our environment. Express buses would help.
- Greater frequency and greater circuit area.
- I do not use public transportation, because the only option is the city bus. The busses do not run late enough. The drivers drive like crazy people. I am looking forward to streetcar service downtown. Wish we could have a tube or subway or light rail service in the city someday.
- Needs to be expanded to greater areas...only available in limited area of city. If there were park and ride stations like other cities, it would be nice too!
- Light rail.

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Haven't used bus here. The other cities I lived had a train. A free trolley Downtown from a centralized parking area would be nice as parking Downtown (esp. handicapped) is very inadequate.
- Clean up the bus stops.
- Should look at a hub system. With regional hubs then connecting to each other.
- I have the perception that riding public transit in OKC is dangerous including waiting outside for busses to appear, lack of air conditioning on busses, etc. These may not be true because not a single person I know has ever tried it. I know about the Embark app. And I have happily ridden on public transit all over the world (Japan, Australia, England, Scotland, Washington DC, San Francisco, Chicago, NYC, etc...). I wonder constantly how to access this system in OKC safely.
- Provide better bus stop areas.
- More locations.
- Marketing to the public that it is the most environmentally friendly and responsible way to travel around town.
- Incorporate mobile apps to create an easier use. This is beside the point of needing more transit, more often, with better stops.
- More buses, more direct routes...fast lane for only buses would help.
- More direct routes.
- New Routes that cross n/s and e/w without going to hub.
- Oklahoma public transport is terrible.
- Far better in New York and Boston.
- None. I don't use public transportation. I am not familiar on how it works nor its hours.
- More frequent service, Sunday service, buses running later than they currently run. More routes. Provide transfer tickets like they do in San Francisco, CA Muni.
- Public transit is neither convenient nor useful. The focus in OKC is moving cars, not people. The entire transportation system in OKC needs to move from a car based system to a public transit based system. It should be expensive and inconvenient to drive and park locally and extremely easy and affordable public system. Increased usage of public transit improves environmental, traffic, safety and even economic issues (more people have access to jobs and services...increasing the sales tax benefits to the city).
- More buses/transports - security cameras might be a good safety option.
- Help make it feel more safe to ride the buses.
- I have never used the service.
- They should add bus service to more areas of the city. In some places, you have to walk over a mile to reach service.
- Increase locations & frequency.
- I would like to see some kind of smaller transportation to serve the elderly incapacitated residents to have an inexpensive way to take them to doctors and grocery stores. Places of necessity. I was recently in Galveston and they have small buses handicap equipped that come to pick up people that are elderly and in wheelchairs to take them to the places of necessity such as their doctors and the grocery stores and pharmacies. This is done for a minimal cost to the residents. The City does very little for its senior citizens who have paid their property taxes for years and years and still do sometimes struggling to do so.
- Yes, more routes.
- You need funds.
- It shouldn't take two hours to get across town.

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Expand variable locations like if we're to visit Sprint I would have to walk the 2 miles.
- Would like to see additional light rail options, especially around Quail Springs area.
- We need a better option a tram or something.
- No, we never use.
- Provide sheltered bus stops. I see people standing in heat, rain and cold.
- THERE SHOULD BE A SHUTTLE FOR THE BARS TO AVOID DRINKING AND DRIVING.
- FOCUS ROUTES IN AREAS WITH RIDERSHIP.
- MAKE SURE AVALALE AND EDUCATED PEOPLE ABOUT IT,
- BUSES SEEM SUFFICIENT, CABS ARE AN OPTION FOR FASTER SERVICE,
- I want to feel safe using the bus.
- Yes - after the police shooting in my area I would suggest more patrol in the area of 23rd & Classen.
- Do not install the trolley system downtown. Use that money to fix the current roads and work on traffic flow.
- BEING ON TIME AND COURTEOUS TO ALL.
- I don't think many people who use public transportation are taking this survey. There should be some ways people who have cars could be more attracted to ride. Maybe use buses for tours of the city on the weekend to get people to ride.
- I'M SORRY I DON'T USE IT, I TRIED ONCE WITH SMALL KIDS, HORRIBLE ACCESS FOR STROLLERS AND GOT LOST.
- AS WE ARE A LARGE LAND CITY IT IS HARED TO COVER HOWEVER, KIDS TRYING TO GET TO SCHOOL OR JOB SPEND TOO MUCH TIME ON GETTING THERE.
- CONSISTENCY.
- RAIL FROM EDMOND, YUKON MUSTANG, NORMAN, CHOCTAO TO AND FROM BRICKTOWN.
- We need 24 hour service such as trains or trolleys that extend to further areas of the city. We need airport connected to downtown via lite rail.
- I would use public transportation if they had routes to locations where activities are happening.
- Light rail service, look at San Francisco "BART" , New York and Chicago.
- Increase service throughout the city by providing more routes and buses.
- INCREASE POPULARITY (BETTER PR CAMPAIGN) VERY POOR PERCEPTION, THUS PEOPLE FEEL EMBARRASSED RESORTING TO PUBLIC TRANSORTATION.
- THE ROADS ARE VERY CONFUSING WHEN TRYING TO LOOK UP ON THE WEBSITE.
- OFFICER RIDES OUTSIDE NEIGHBORING CITIES OFF OKLAHOMA CITY.
- MAKE IT EASIER FOR SENIOR CITIZENS. BABY BOOMERS ARE GETTING OLDER AND THE CITY IS NOT READY FOR IT.
- STOP SPENDING ALL OF THE MONEY IN THE DOWNTOWN AREA.
- NO TRANSPORTATION.
- Shelter on all stops.
- Haven't used it here, but from what I've heard, it's not a practical choice. Service is unreliable. Light rail between Edmond and downtown OKC would be great.
- Smaller busses. Invest in electric buses and add more services. We have outgrown our roads and hi ways aging already.
- Somehow encourage more use of public transportation. Have a "Ride the Bus Free" day to introduce people to the services. Publicize it on TV, in the paper, get church groups, businesses and schools involved. Insure people's safety on the buses and provide schedules and bus stop locations. Electronic payment would be great. Bus passes.

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Smaller vans or vehicles for more frequent service.
- Getting light rail and expanding Amtrak.
- Discounts for students and lower fares overall.
- Better improved stops/shelters - designated stops.
- If the disabled obviously get on board with a walking cane; the bus should never be in motion until we are seated! The pain and fear to just pay and get seated before these drivers in trolley's and street buses gun out of a bus stop can cripple an already disabled veteran! Rode both for one year the #5 to Bus hub then trolley to Bricktown and found them to be hazardous to my wellbeing! Educate drivers about being impatient with the elderly and the disabled before they can be seated safely?
- Make you bus go out further so you can bring more people in without the traffic.
- No suggestions, really, because I'm afraid that I don't use the buses.
- Public transportation is a little tough; when I'm in areas where it's more commonly used among larger portion of population, such as the DC metropolitan area, I use it, but in OKC, I typically do not, option to walk, ride my bike, or use a car.
- Public transportation is good for the environment that should be the slogan for advertisement.
- Yes, light rail that goes to Tulsa and other surrounding areas within a 100-150 mile radius.
- Need more routes, later times and run on Sunday. Many people depend on public transportation for work.
- Only that it is possible that I might consider using public transportation if I know routes and schedule.
- Yes, we should have a metro rail through the main arteries of the city a bit like the one in Houston.
- Stop spreading out, build from within.
- I have only ridden the downtown discovery bus, but it did not get me the best impression of the city buses. Aside from that, the frequency that they come and where they stop don't make it a good option for my commute to work (from 20th and Walker to Broadway and Park). I'm very excited for the streetcar to be up and running though. I think it will offer a great option for things like lunchtime trips to Midtown or Broadway and 10th and evening transportation around the downtown/midtown area.
- Quit attempting to take care of the entire city. It is too big. Choose high volume areas and service it extremely well, particularly if it services lower income neighborhoods. Over time we can improve from there.
- Make the buses more attractive to ride: on board video screens that give information, better connections, possibly even smaller buses that also have cleaner-burning engines (natural gas?).
- Trolley or trains.
- Develop something like DART in Dallas, run to Edmond and Norman.
- Coordinated car pools.
- Increase routes.
- Cover the entire city and advertise.
- Have a stop and express bus on the west side of Edmond.
- I can (and do) bicycle to my place of employment in half the time it would take me to ride the bus. Run routes more often reducing wait time to catch the bus, and to transfer.
- I personally don't use public transportation and don't plan to anytime soon.
- Adding shade.
- OKC needs to do a better job. Maybe have the people in each area to come up with ideas.
- Extend service to Mike Monroney Aeronautical Center.
- Pedestrian, bicycling route increases and bus service extended.

Q12. Do you have any suggestions for improving public transportation in Oklahoma City? (cont.)

- Expand routes, more covered waiting areas, park and ride areas.
- Buses that travel east-west and north-south all day - blvds. and main streets.
- Spend money on improving bus program. Do NOT invest in street cars.
- Schedules seem difficult to interpret. Frequency/availability seems to have decreased.
- The stops are not near enough to densely populated neighborhoods. It's too far to walk to a stop.
- Is there an alternative to buses?
- The bus station in downtown OKC seems very unsafe. I think a trolley system that goes through downtown and Midtown would be wonderful.
- The bus is free in Edmond.
- More public transportation.
- Make a real system. People without cars are out of luck. You can't get anywhere in any reasonable amount of time.

Q13. How often would you say stray dogs are a problem in your neighborhood?

Q13. How often are stray dogs a problem in your neighborhood	Number	Percent
Once a week	231	16.9 %
1-2 times per month	188	13.8 %
A few times per year	303	22.2 %
Seldom or never	571	41.8 %
Don't know	74	5.4 %
Total	1367	100.0 %

WITHOUT DON' T KNOW

Q13. How often would you say stray dogs are a problem in your neighborhood? (without "don't know")

Q13. How often are stray dogs a problem in your neighborhood	Number	Percent
Once a week	231	17.9 %
1-2 times per month	188	14.5 %
A few times per year	303	23.4 %
Seldom or never	571	44.2 %
Total	1293	100.0 %

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

Q14. How often are stray cats a problem in your neighborhood	Number	Percent
Once a week	370	27.1 %
1-2 times per month	158	11.6 %
A few times per year	214	15.7 %
Seldom or never	524	38.3 %
Don't know	101	7.4 %
Total	1367	100.0 %

WITHOUT DON' T KNOW

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

Q14. How often are stray cats a problem in your neighborhood	Number	Percent
Once a week	370	29.2 %
1-2 times per month	158	12.5 %
A few times per year	214	16.9 %
Seldom or never	524	41.4 %
Total	1266	100.0 %

Q15. 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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15-1. Enforcing clean-up of junk & debris on private property	10.5%	32.8%	21.2%	20.7%	8.9%	5.9%
Q15-2. Enforcing mowing & cutting of weeds & grass on private property	9.0%	31.8%	25.0%	20.8%	8.1%	5.3%
Q15-3. Enforcing exterior maintenance of residential property	8.0%	28.3%	30.5%	18.2%	7.7%	7.3%
Q15-4. Enforcing sign regulations	7.5%	30.4%	32.7%	12.0%	6.7%	10.7%
Q15-5. Quality of animal control services	7.7%	31.7%	28.8%	14.2%	9.8%	8.0%
Q15-6. Enforcement of yard parking regulations in your neighborhood	11.7%	31.8%	24.6%	13.2%	9.3%	9.3%
Q15-7. City efforts to remove abandoned or inoperative vehicles	9.3%	26.2%	28.6%	13.8%	9.4%	12.7%

WITHOUT DON' T KNOW

Q15. 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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15-1. Enforcing clean-up of junk & debris on private property	11.2%	34.8%	22.5%	22.0%	9.5%
Q15-2. Enforcing mowing & cutting of weeds & grass on private property	9.5%	33.6%	26.4%	21.9%	8.6%
Q15-3. Enforcing exterior maintenance of residential property	8.6%	30.5%	32.9%	19.7%	8.4%
Q15-4. Enforcing sign regulations	8.4%	34.0%	36.6%	13.4%	7.5%
Q15-5. Quality of animal control services	8.3%	34.4%	31.3%	15.4%	10.6%
Q15-6. Enforcement of yard parking regulations in your neighborhood	12.9%	35.0%	27.2%	14.6%	10.3%
Q15-7. City efforts to remove abandoned or inoperative vehicles	10.6%	30.1%	32.8%	15.8%	10.8%

Q16. Which THREE code enforcement items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q16. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property	432	31.6 %
Enforcing mowing & cutting of weeds & grass on private property	225	16.5 %
Enforcing exterior maintenance of residential property	97	7.1 %
Enforcing sign regulations	63	4.6 %
Quality of animal control services	184	13.5 %
Enforcement of yard parking regulations in your neighborhood	50	3.7 %
City efforts to remove abandoned or inoperative vehicles	96	7.0 %
<u>None chosen</u>	<u>220</u>	<u>16.1 %</u>
Total	1367	100.0 %

Q16. Which THREE code enforcement items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q16. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property	211	15.4 %
Enforcing mowing & cutting of weeds & grass on private property	329	24.1 %
Enforcing exterior maintenance of residential property	162	11.9 %
Enforcing sign regulations	75	5.5 %
Quality of animal control services	92	6.7 %
Enforcement of yard parking regulations in your neighborhood	114	8.3 %
City efforts to remove abandoned or inoperative vehicles	113	8.3 %
<u>None chosen</u>	<u>271</u>	<u>19.8 %</u>
Total	1367	100.0 %

Q16. Which THREE code enforcement items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q16. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property	149	10.9 %
Enforcing mowing & cutting of weeds & grass on private property	168	12.3 %
Enforcing exterior maintenance of residential property	201	14.7 %
Enforcing sign regulations	76	5.6 %
Quality of animal control services	108	7.9 %
Enforcement of yard parking regulations in your neighborhood	102	7.5 %
City efforts to remove abandoned or inoperative vehicles	221	16.2 %
<u>None chosen</u>	<u>342</u>	<u>25.0 %</u>
Total	1367	100.0 %

Q16. Which THREE code enforcement items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q16. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property	792	57.9 %
Enforcing mowing & cutting of weeds & grass on private property	722	52.8 %
Enforcing exterior maintenance of residential property	460	33.7 %
Enforcing sign regulations	214	15.7 %
Quality of animal control services	384	28.1 %
Enforcement of yard parking regulations in your neighborhood	266	19.5 %
City efforts to remove abandoned or inoperative vehicles	430	31.5 %
None chosen	220	16.1 %
Total	3488	

Q17. 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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q17-1. Residential trash collection services	40.7%	48.3%	6.5%	2.7%	0.5%	1.3%
Q17-2. Curbside recycling services	30.8%	40.8%	12.3%	6.7%	4.1%	5.3%
Q17-3. Bulky item pick-up/removal services (old furniture, appliances. etc.)	38.0%	42.5%	10.3%	4.6%	1.8%	2.8%
Q17-4. Water service	29.9%	49.3%	13.8%	3.8%	1.6%	1.6%
Q17-5. Wastewater services	24.8%	43.9%	18.9%	2.4%	1.4%	8.6%
Q17-6. Speed of service (Repairs, starting service, etc.)	19.1%	36.8%	24.3%	4.6%	1.8%	13.4%
Q17-7. Quality of customer service	21.4%	38.9%	22.6%	5.5%	2.5%	9.0%

WITHOUT DON' T KNOW

Q17. 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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q17-1. Residential trash collection services	41.2%	49.0%	6.6%	2.7%	0.5%
Q17-2. Curbside recycling services	32.6%	43.1%	13.0%	7.1%	4.3%
Q17-3. Bulky item pick-up/removal services (old furniture, appliances. etc.)	39.1%	43.7%	10.6%	4.7%	1.9%
Q17-4. Water service	30.4%	50.1%	14.0%	3.8%	1.7%
Q17-5. Wastewater services	27.1%	48.0%	20.7%	2.6%	1.6%
Q17-6. Speed of service (Repairs, starting service, etc.)	22.1%	42.5%	28.1%	5.3%	2.1%
Q17-7. Quality of customer service	23.6%	42.8%	24.9%	6.0%	2.7%

Q18. 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?

Q18. Are you aware that City has a Household Hazardous Waste disposal facility at 1621 S Portland	Number	Percent
Yes	789	57.7 %
No	497	36.4 %
Not provided	81	5.9 %
Total	1367	100.0 %

Q18. 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 "not provided")

Q18. Are you aware that City has a Household Hazardous Waste disposal facility at 1621 S Portland	Number	Percent
Yes	789	61.4 %
No	497	38.6 %
Total	1286	100.0 %

Q19. PARKS AND RECREATION. How many times in the past 12 months did you or a member of your family visit an Oklahoma City park or participate in an Oklahoma City Parks & Recreation program?

Q19. How many times did you visit an Oklahoma City park or participate in an Oklahoma City Parks & Recreation program in past 12 months	Number	Percent
20+ times	287	21.0 %
11 to 20 times	137	10.0 %
5 to 10 times	259	18.9 %
Less than 5 times	373	27.3 %
None	243	17.8 %
Don't know	68	5.0 %
Total	1367	100.0 %

WITHOUT DON' T KNOW

Q19. PARKS AND RECREATION. How many times in the past 12 months did you or a member of your family visit an Oklahoma City park or participate in an Oklahoma City Parks & Recreation program? (without "don't know")

Q19. How many times did you visit an Oklahoma City park or participate in an Oklahoma City Parks & Recreation program in past 12 months	Number	Percent
20+ times	287	22.1 %
11 to 20 times	137	10.5 %
5 to 10 times	259	19.9 %
Less than 5 times	373	28.7 %
None	243	18.7 %
Total	1299	100.0 %

Q20. 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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q20-1. Maintenance of City parks	14.5%	51.2%	18.4%	6.8%	1.5%	7.5%
Q20-2. Quality of City parks near neighborhoods	14.9%	46.4%	20.3%	8.3%	2.7%	7.4%
Q20-3. Walking & biking trails in the City	14.1%	39.8%	20.7%	11.7%	3.6%	10.0%
Q20-4. City recreation centers	6.6%	24.8%	29.7%	9.7%	2.9%	26.4%
Q20-5. City aquatic facilities & programs	6.8%	23.3%	27.1%	9.5%	3.3%	30.0%
Q20-6. City golf courses	9.0%	24.0%	28.0%	2.1%	0.9%	35.9%
Q20-7. Athletic programs	5.5%	18.9%	32.1%	5.2%	2.2%	36.1%
Q20-8. Outdoor athletic facilities (e.g., tennis, baseball, soccer, & football)	7.5%	24.4%	28.9%	9.4%	2.7%	27.1%
Q20-9. Recreation opportunities for fishing close to home	8.2%	20.8%	26.5%	10.6%	3.5%	30.3%
Q20-10. Availability of information about Civic Center Music Hall programs	12.7%	34.8%	24.7%	9.4%	2.4%	15.9%
Q20-11. Availability of information about parks & recreation programs	7.4%	28.9%	29.8%	13.5%	4.0%	16.3%
Q20-12. Quality of recreation programs & facilities	7.1%	23.9%	33.0%	7.9%	2.2%	25.9%
Q20-13. Civic Center Music Hall experience	23.7%	31.0%	20.0%	3.4%	1.3%	20.7%

WITHOUT DON' T KNOW

Q20. 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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q20-1. Maintenance of City parks	15.7%	55.4%	19.9%	7.4%	1.6%
Q20-2. Quality of City parks near neighborhoods	16.1%	50.1%	21.9%	8.9%	2.9%
Q20-3. Walking & biking trails in the City	15.7%	44.3%	23.0%	13.0%	4.0%
Q20-4. City recreation centers	9.0%	33.7%	40.3%	13.1%	3.9%
Q20-5. City aquatic facilities & programs	9.8%	33.2%	38.7%	13.6%	4.8%
Q20-6. City golf courses	14.0%	37.5%	43.7%	3.3%	1.5%
Q20-7. Athletic programs	8.6%	29.6%	50.2%	8.1%	3.4%
Q20-8. Outdoor athletic facilities (e.g., tennis, baseball, soccer, & football)	10.3%	33.5%	39.7%	12.9%	3.6%
Q20-9. Recreation opportunities for fishing close to home	11.8%	29.9%	38.1%	15.2%	5.0%
Q20-10. Availability of information about Civic Center Music Hall programs	15.2%	41.4%	29.4%	11.2%	2.9%
Q20-11. Availability of information about parks & recreation programs	8.9%	34.6%	35.6%	16.1%	4.8%
Q20-12. Quality of recreation programs & facilities	9.5%	32.3%	44.5%	10.7%	2.9%
Q20-13. Civic Center Music Hall experience	29.8%	39.0%	25.3%	4.3%	1.6%

Q21. Which THREE of the parks and recreation items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q21. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	280	20.5 %
Quality of City parks near neighborhoods	182	13.3 %
Walking & biking trails in the City	246	18.0 %
City recreation centers	65	4.8 %
City aquatic facilities & programs	41	3.0 %
City golf courses	15	1.1 %
Athletic programs	26	1.9 %
Outdoor athletic facilities (e.g., tennis, baseball, soccer, & football)	29	2.1 %
Recreation opportunities for fishing close to home	44	3.2 %
Availability of information about Civic Center Music Hall programs	26	1.9 %
Availability of information about parks & recreation programs	53	3.9 %
Quality of recreation programs & facilities	23	1.7 %
Civic Center Music Hall experience	23	1.7 %
<u>None chosen</u>	<u>314</u>	<u>23.0 %</u>
Total	1367	100.0 %

Q21. Which THREE of the parks and recreation items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q21. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	128	9.4 %
Quality of City parks near neighborhoods	201	14.7 %
Walking & biking trails in the City	148	10.8 %
City recreation centers	101	7.4 %
City aquatic facilities & programs	84	6.1 %
City golf courses	22	1.6 %
Athletic programs	47	3.4 %
Outdoor athletic facilities (e.g., tennis, baseball, soccer, & football)	56	4.1 %
Recreation opportunities for fishing close to home	58	4.2 %
Availability of information about Civic Center Music Hall programs	41	3.0 %
Availability of information about parks & recreation programs	74	5.4 %
Quality of recreation programs & facilities	40	2.9 %
Civic Center Music Hall experience	16	1.2 %
<u>None chosen</u>	<u>351</u>	<u>25.7 %</u>
Total	1367	100.0 %

Q21. Which THREE of the parks and recreation items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q21. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	99	7.2 %
Quality of City parks near neighborhoods	105	7.7 %
Walking & biking trails in the City	139	10.2 %
City recreation centers	91	6.7 %
City aquatic facilities & programs	67	4.9 %
City golf courses	19	1.4 %
Athletic programs	59	4.3 %
Outdoor athletic facilities (e.g., tennis, baseball, soccer, & football)	71	5.2 %
Recreation opportunities for fishing close to home	46	3.4 %
Availability of information about Civic Center Music Hall programs	30	2.2 %
Availability of information about parks & recreation programs	102	7.5 %
Quality of recreation programs & facilities	108	7.9 %
Civic Center Music Hall experience	32	2.3 %
<u>None chosen</u>	<u>399</u>	<u>29.2 %</u>
Total	1367	100.0 %

Q21. Which THREE of the parks and recreation items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q21. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	507	37.1 %
Quality of City parks near neighborhoods	488	35.7 %
Walking & biking trails in the City	533	39.0 %
City recreation centers	257	18.8 %
City aquatic facilities & programs	192	14.0 %
City golf courses	56	4.1 %
Athletic programs	132	9.7 %
Outdoor athletic facilities (e.g., tennis, baseball, soccer, & football)	156	11.4 %
Recreation opportunities for fishing close to home	148	10.8 %
Availability of information about Civic Center Music Hall programs	97	7.1 %
Availability of information about parks & recreation programs	229	16.8 %
Quality of recreation programs & facilities	171	12.5 %
Civic Center Music Hall experience	71	5.2 %
<u>None chosen</u>	<u>314</u>	<u>23.0 %</u>
Total	3351	

Q22. 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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q22-1. Condition of major City streets	1.6%	16.2%	15.5%	38.0%	28.0%	0.7%
Q22-2. Condition of streets in your neighborhood	5.2%	24.2%	17.5%	31.4%	21.1%	0.6%
Q22-3. Condition of street signs	7.8%	45.0%	30.2%	11.1%	4.7%	1.3%
Q22-4. Condition of pavement markings on City streets	3.9%	29.1%	26.2%	25.2%	13.5%	2.0%
Q22-5. Snow removal on snow routes during past year	9.5%	39.4%	26.5%	11.5%	7.2%	6.0%
Q22-6. Condition of landscaping or streetscaping in medians & along City streets	8.6%	38.4%	30.5%	14.9%	6.1%	1.5%
Q22-7. Cleanliness of City streets & other public areas	6.7%	35.4%	27.0%	20.7%	9.5%	0.7%
Q22-8. Cleanliness of stormwater drains in your neighborhood	6.5%	33.2%	26.6%	18.4%	10.0%	5.3%

WITHOUT DON' T KNOW

Q22. 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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q22-1. Condition of major City streets	1.6%	16.3%	15.6%	38.2%	28.2%
Q22-2. Condition of streets in your neighborhood	5.2%	24.3%	17.6%	31.6%	21.2%
Q22-3. Condition of street signs	7.9%	45.5%	30.6%	11.2%	4.7%
Q22-4. Condition of pavement markings on City streets	4.0%	29.7%	26.8%	25.7%	13.7%
Q22-5. Snow removal on snow routes during past year	10.1%	41.9%	28.2%	12.2%	7.7%
Q22-6. Condition of landscaping or streetscaping in medians & along City streets	8.7%	39.0%	31.0%	15.1%	6.2%
Q22-7. Cleanliness of City streets & other public areas	6.7%	35.6%	27.2%	20.9%	9.5%
Q22-8. Cleanliness of stormwater drains in your neighborhood	6.9%	35.0%	28.1%	19.5%	10.5%

Q23. Which THREE of the maintenance items listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q23. 1st choice	Number	Percent
Condition of major City streets	783	57.3 %
Condition of streets in your neighborhood	194	14.2 %
Condition of street signs	17	1.2 %
Condition of pavement markings on City streets	57	4.2 %
Snow removal on snow routes during past year	33	2.4 %
Condition of landscaping or streetscaping in medians & along City streets	24	1.8 %
Cleanliness of City streets & other public areas	42	3.1 %
Cleanliness of stormwater drains in your neighborhood	62	4.5 %
None chosen	155	11.3 %
Total	1367	100.0 %

Q23. Which THREE of the maintenance items listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q23. 2nd choice	Number	Percent
Condition of major City streets	160	11.7 %
Condition of streets in your neighborhood	431	31.5 %
Condition of street signs	69	5.0 %
Condition of pavement markings on City streets	165	12.1 %
Snow removal on snow routes during past year	83	6.1 %
Condition of landscaping or streetscaping in medians & along City streets	92	6.7 %
Cleanliness of City streets & other public areas	113	8.3 %
Cleanliness of stormwater drains in your neighborhood	51	3.7 %
None chosen	203	14.9 %
Total	1367	100.0 %

Q23. Which THREE of the maintenance items listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q23. 3rd choice	Number	Percent
Condition of major City streets	65	4.8 %
Condition of streets in your neighborhood	99	7.2 %
Condition of street signs	85	6.2 %
Condition of pavement markings on City streets	185	13.5 %
Snow removal on snow routes during past year	125	9.1 %
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	152	11.1 %
None chosen	275	20.1 %
Total	1367	100.0 %

Q23. Which THREE of the maintenance items listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q23. Sum of top 3 choices	Number	Percent
Condition of major City streets	1008	73.7 %
Condition of streets in your neighborhood	724	53.0 %
Condition of street signs	171	12.5 %
Condition of pavement markings on City streets	407	29.8 %
Snow removal on snow routes during past year	241	17.6 %
Condition of landscaping or streetscaping in medians & along City streets	234	17.1 %
Cleanliness of City streets & other public areas	418	30.6 %
Cleanliness of stormwater drains in your neighborhood	265	19.4 %
None chosen	155	11.3 %
Total	3623	

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

Q24. Have you contacted City of Oklahoma City during past year	Number	Percent
Yes	546	39.9 %
No	760	55.6 %
Not provided	61	4.5 %
Total	1367	100.0 %

WITHOUT NOT PROVIDED

Q24. Have you contacted the City of Oklahoma City during the past year? (without "not provided")

Q24. Have you contacted City of Oklahoma City during past year	Number	Percent
Yes	546	41.8 %
No	760	58.2 %
Total	1306	100.0 %

Q24a. (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 each of the following:

(N=546)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q24a-1. How helpful City staff was when you called	26.9%	44.0%	12.2%	11.6%	4.6%	0.7%
Q24a-2. How helpful City staff was when you visited	17.5%	30.1%	22.6%	3.7%	2.4%	23.8%
Q24a-3. Accuracy of information you were given	24.7%	41.1%	19.8%	7.9%	5.0%	1.5%
Q24a-4. How quickly City staff responded to your request	24.5%	38.4%	15.7%	12.2%	7.6%	1.7%
Q24a-5. How well your issue was handled	24.9%	36.8%	14.7%	12.9%	9.2%	1.5%

WITHOUT DON' T KNOW

Q24a. (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 each of the following: (without "don't know")

(N=546)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q24a-1. How helpful City staff was when you called	27.1%	44.3%	12.2%	11.7%	4.6%
Q24a-2. How helpful City staff was when you visited	22.9%	39.5%	29.6%	4.8%	3.2%
Q24a-3. Accuracy of information you were given	25.0%	41.7%	20.1%	8.0%	5.1%
Q24a-4. How quickly City staff responded to your request	25.0%	39.0%	15.9%	12.4%	7.7%
Q24a-5. How well your issue was handled	25.2%	37.4%	15.0%	13.1%	9.3%

Q25. 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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q25-1. Availability of news & information about City	14.4%	42.6%	28.1%	8.6%	2.3%	4.0%
Q25-2. Information in water bill newsletter	19.2%	47.9%	21.5%	2.3%	1.2%	8.0%
Q25-3. City's website (www.okc.gov) as a source of information	14.6%	37.6%	25.4%	4.9%	1.4%	16.1%
Q25-4. City's use of social media	10.1%	28.1%	31.2%	4.6%	1.6%	24.4%
Q25-5. City's website as a means to transact business with City	10.3%	28.1%	29.4%	5.5%	2.2%	24.4%
Q25-6. Services & information provided by City's Action Center	9.2%	25.3%	29.3%	5.2%	2.9%	28.2%

WITHOUT DON' T KNOW

Q25. 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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q25-1. Availability of news & information about City	15.0%	44.4%	29.3%	9.0%	2.3%
Q25-2. Information in water bill newsletter	20.9%	52.1%	23.3%	2.5%	1.3%
Q25-3. City's website (www.okc.gov) as a source of information	17.3%	44.8%	30.3%	5.9%	1.7%
Q25-4. City's use of social media	13.3%	37.2%	41.3%	6.1%	2.1%
Q25-5. City's website as a means to transact business with City	13.6%	37.2%	38.9%	7.3%	2.9%
Q25-6. Services & information provided by City's Action Center	12.8%	35.3%	40.7%	7.2%	4.1%

Q26. Which of the following do you use to get information about the City of Oklahoma City?

Q26. What do you use to get information about City of Oklahoma City	Number	Percent
Water bill newsletter, CityNews	874	63.9 %
Newspapers	525	38.4 %
Radio	355	26.0 %
Television news	817	59.8 %
City website (www.okc.gov)	560	41.0 %
City cable channel (Channel 20)	111	8.1 %
Calling the City	211	15.4 %
Social media	359	26.3 %
OKC GOV Mobile App	86	6.3 %
Other	56	4.1 %
Total	3954	

Q26. Other

Q26. Other	Number	Percent
Word of mouth	6	13.3 %
Friends	3	6.7 %
OKCTalk.com	2	4.4 %
Library	2	4.4 %
Oklahoma Gazette	1	2.2 %
NonDoc, Oklahoma Watch, Oklahoma Gazette	1	2.2 %
Google, Internet research	1	2.2 %
Phone book	1	2.2 %
Google	1	2.2 %
Neighborhood Association	1	2.2 %
I call	1	2.2 %
Word of mouth, various internet	1	2.2 %
Councilman info	1	2.2 %
OKDOT.org	1	2.2 %
Other news outlets or news aggregate services/websites	1	2.2 %
OKC gov	1	2.2 %
Internet search	1	2.2 %
I talk with neighbors	1	2.2 %
OKCTalk.com-its the best	1	2.2 %
OKCTalk.com, Steve Lackmeyer	1	2.2 %
Metropolitan library system	1	2.2 %
local online forums	1	2.2 %
neighbors	1	2.2 %
internet	1	2.2 %
Neighborhood Alliance	1	2.2 %
PBS	1	2.2 %
City workers	1	2.2 %
Internet news sites	1	2.2 %
other people	1	2.2 %
Internet searches	1	2.2 %
Google search	1	2.2 %
General intranet sites with	1	2.2 %
Internet	1	2.2 %
NEXTDOOR APP	1	2.2 %
City employees	1	2.2 %
News 9 app	1	2.2 %
Total	45	100.0 %

Q27. In which of the following areas would you like the City to provide more information?

Q27. In what areas would you like City to provide more information	Number	Percent
City Council Action	400	29.3 %
Street projects	770	56.3 %
MAPS 3	492	36.0 %
Planning studies	336	24.6 %
Elected officials	310	22.7 %
Public hearings	331	24.2 %
Bond projects	258	18.9 %
Festivals/events	726	53.1 %
Police activities	419	30.7 %
Code Enforcement	390	28.5 %
Parks programs	595	43.5 %
Other	43	3.1 %
Total	5070	

Q27. Other

<u>Q27. Other</u>	<u>Number</u>	<u>Percent</u>
Access issues for persons with disabilities	1	2.7 %
City budget	1	2.7 %
Neutral	1	2.7 %
newspaper	1	2.7 %
do your job	1	2.7 %
info on all programs	1	2.7 %
Fix streets	1	2.7 %
Help people that are elderly and disabled	1	2.7 %
less 'legalese'	1	2.7 %
City budget and spending	1	2.7 %
Driving laws enforced	1	2.7 %
Sell of surplus items	1	2.7 %
recycling haz material that cannot be taken to the recycle center	1	2.7 %
Animal control and dead animal removal	1	2.7 %
Sidewalks	1	2.7 %
More banners in viewing area	1	2.7 %
Fishing lakes and ponds	1	2.7 %
Information where there are issues	1	2.7 %
MORE EMPHASIS ON SUBURBS	1	2.7 %
Mail	1	2.7 %
HOW MUCH KICK BACK THEY ARE GETTING	1	2.7 %
THUNDER UP	1	2.7 %
CODE	1	2.7 %
Education funding	1	2.7 %
Local events	1	2.7 %
SCHOOLS	1	2.7 %
Park maps, including locations of restrooms etc.	1	2.7 %
CHANGES IN CITY POLICIES	1	2.7 %
KEEP OKLAHOMA INFORMED	1	2.7 %
school board meeting	1	2.7 %
I would love to see more sidewalks	1	2.7 %
HP hearings	1	2.7 %
Exact information about the sidewalk project	1	2.7 %
AFTER SCHOOL KIDS PROGRAM	1	2.7 %
LOUD MUSIC (NOISE)	1	2.7 %
TRAFFIC SIGNS IN NEIGHBORHOODS	1	2.7 %
Health Department information	1	2.7 %
Total	37	100.0 %

Q28. How do you prefer to report code violations and non-emergency problems or request a City service?

Q28. How do you prefer to report code violations & non-emergency problems or request a City service	Number	Percent
Call the Action Center (297-2535)	717	52.5 %
Online (www.okc.gov)	556	40.7 %
Social media	98	7.2 %
OKC GOV Mobile App	115	8.4 %
Call the department	492	36.0 %
Email	224	16.4 %
Mail	47	3.4 %
Other	23	1.7 %
Total	2272	

Q28. Other

Q28. Other	Number	Percent
text	2	13.3 %
check boxes are fun	1	6.7 %
Text/call	1	6.7 %
Telephone, no mechanical voice, real person	1	6.7 %
Call council representative	1	6.7 %
In person	1	6.7 %
Non ER line	1	6.7 %
List info on billboard or bus stops	1	6.7 %
Walk in	1	6.7 %
I DON'T REPORT PROBLEMS	1	6.7 %
THE PEOPLE HAVE ENOUGH PROBLEMS	1	6.7 %
It would be great to be able to	1	6.7 %
CALL POLICE	1	6.7 %
action center	1	6.7 %
Total	15	100.0 %

Q29. 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 each of the following:

(N=1367)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q29-1. As a place to live	28.3%	51.2%	11.3%	6.2%	2.7%	0.3%
Q29-2. As a place to raise children	23.5%	40.6%	14.4%	11.1%	7.5%	2.9%
Q29-3. As a place to work	23.0%	47.8%	15.4%	8.6%	3.8%	1.5%
Q29-4. As a place to retire	20.0%	37.9%	21.9%	11.6%	6.1%	2.4%
Q29-5. As a place to visit	21.5%	41.8%	21.5%	9.3%	4.6%	1.3%
Q29-6. As a City that is moving in right direction	28.1%	40.6%	18.0%	6.5%	5.4%	1.3%

WITHOUT DON' T KNOW

Q29. 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 each of the following: (without "don't know")

(N=1367)

	Excellent	Good	Neutral	Below Average	Poor
Q29-1. As a place to live	28.4%	51.3%	11.4%	6.2%	2.7%
Q29-2. As a place to raise children	24.2%	41.8%	14.8%	11.5%	7.7%
Q29-3. As a place to work	23.3%	48.5%	15.6%	8.7%	3.8%
Q29-4. As a place to retire	20.5%	38.9%	22.4%	11.9%	6.3%
Q29-5. As a place to visit	21.8%	42.4%	21.8%	9.4%	4.7%
Q29-6. As a City that is moving in right direction	28.5%	41.2%	18.3%	6.6%	5.5%

Q30. 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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q30-1. Safety	18.9%	45.7%	16.2%	13.6%	5.2%	0.5%
Q30-2. Appearance	17.4%	43.8%	20.0%	14.2%	4.1%	0.4%
Q30-3. Property maintenance	14.8%	41.2%	23.3%	15.3%	4.6%	0.7%
Q30-4. Sense of community	16.4%	33.5%	28.7%	14.3%	5.3%	1.8%
Q30-5. Amenities (things like sidewalks, parks, shopping, trees, etc.)	13.7%	32.9%	21.9%	19.2%	11.0%	1.2%
Q30-6. Overall quality	15.9%	44.7%	24.1%	10.0%	4.4%	0.9%

WITHOUT DON' T KNOW

Q30. 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=1367)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q30-1. Safety	19.0%	45.9%	16.3%	13.6%	5.2%
Q30-2. Appearance	17.5%	44.0%	20.1%	14.3%	4.1%
Q30-3. Property maintenance	14.9%	41.5%	23.5%	15.4%	4.7%
Q30-4. Sense of community	16.7%	34.1%	29.3%	14.6%	5.4%
Q30-5. Amenities (things like sidewalks, parks, shopping, trees, etc.)	13.9%	33.3%	22.2%	19.4%	11.1%
Q30-6. Overall quality	16.0%	45.1%	24.3%	10.1%	4.4%

Q31. PHYSICAL ACTIVITY. Not counting activity at work, how often did you participate in any physical activity or exercise such as running, golfing, gardening, walking, cycling, or calisthenics in the past month?

Q31. How often did you participate in any physical activity or exercise in past month	Number	Percent
More than 3 times a week (often)	537	39.3 %
1-3 times a week (regularly)	338	24.7 %
1-3 times a month (occasionally)	287	21.0 %
0 times last month (never)	137	10.0 %
Don't know	68	5.0 %
Total	1367	100.0 %

WITHOUT DON' T KNOW

Q31. PHYSICAL ACTIVITY. Not counting activity at work, how often did you participate in any physical activity or exercise such as running, golfing, gardening, walking, cycling, or calisthenics in the past month? (without "don't know")

Q31. How often did you participate in any physical activity or exercise in past month	Number	Percent
More than 3 times a week (often)	537	41.3 %
1-3 times a week (regularly)	338	26.0 %
1-3 times a month (occasionally)	287	22.1 %
0 times last month (never)	137	10.5 %
Total	1299	100.0 %

Q32. Approximately how many years have you lived in Oklahoma City?

Q32. How many years have you lived in Oklahoma City	Number	Percent
20+ years	857	62.7 %
11-20 years	246	18.0 %
5-10 years	143	10.5 %
Less than 5 years	105	7.7 %
Not provided	16	1.2 %
Total	1367	100.0 %

WITHOUT NOT PROVIDED

Q32. Approximately how many years have you lived in Oklahoma City? (without "not provided")

Q32. How many years have you lived in Oklahoma City	Number	Percent
20+ years	857	63.4 %
11-20 years	246	18.2 %
5-10 years	143	10.6 %
Less than 5 years	105	7.8 %
Total	1351	100.0 %

Q33. Are you registered to vote?

Q33. Are you registered to vote	Number	Percent
Yes	1188	86.9 %
No	165	12.1 %
Not provided	14	1.0 %
Total	1367	100.0 %

WITHOUT NOT PROVIDED

Q33. Are you registered to vote? (without "not provided")

Q33. Are you registered to vote	Number	Percent
Yes	1188	87.8 %
No	165	12.2 %
Total	1353	100.0 %

Q34. What is your age?

Q34. Your age	Number	Percent
Under 25 years	233	17.0 %
25-34 years	265	19.4 %
35-44 years	276	20.2 %
45-54 years	295	21.6 %
55-64 years	175	12.8 %
65+ years	107	7.8 %
Not provided	16	1.2 %
Total	1367	100.0 %

WITHOUT NOT PROVIDED

Q34. What is your age? (without "not provided")

Q34. Your age	Number	Percent
Under 25 years	233	17.2 %
25-34 years	265	19.6 %
35-44 years	276	20.4 %
45-54 years	295	21.8 %
55-64 years	175	13.0 %
65+ years	107	7.9 %
Total	1351	100.0 %

Q35. What is your gender?

<u>Q35. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	665	48.6 %
Female	702	51.4 %
Total	1367	100.0 %

Q36. Do you own or rent your current residence?

<u>Q36. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	1050	76.8 %
Rent	300	21.9 %
Not provided	17	1.2 %
Total	1367	100.0 %

WITHOUT NOT PROVIDED

Q36. Do you own or rent your current residence? (without "not provided")

<u>Q36. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	1050	77.8 %
Rent	300	22.2 %
Total	1350	100.0 %

Q37. Which of the following best describes your race/ethnicity?

<u>Q37. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	42	3.1 %
White	838	61.3 %
American Indian/Eskimo	71	5.2 %
Black/African American	231	16.9 %
Hispanic/Latino Spanish	233	17.0 %
Other	22	1.6 %
Total	1437	

Q37. Other

Q37. Other	Number	Percent
Mixed	3	25.0 %
Portuguese and Indian	1	8.3 %
Italian	1	8.3 %
Chicano	1	8.3 %
German Mennonite	1	8.3 %
American Indian	1	8.3 %
Caucasian	1	8.3 %
Bi-Racial	1	8.3 %
American	1	8.3 %
Iran	1	8.3 %
Total	12	100.0 %

Q38. Would you say your total annual household income is:

Q38. Your total annual household income	Number	Percent
Under \$30K	299	21.9 %
\$30K to \$59,999	363	26.6 %
\$60K to \$99,999	308	22.5 %
\$100K+	290	21.2 %
Not provided	107	7.8 %
Total	1367	100.0 %

WITHOUT NOT PROVIDED

Q38. Would you say your total annual household income is: (without "not provided")

Q38. Your total annual household income	Number	Percent
Under \$30K	299	23.7 %
\$30K to \$59,999	363	28.8 %
\$60K to \$99,999	308	24.4 %
\$100K+	290	23.0 %
Total	1260	100.0 %

***Section 6:
Survey Instrument***



The City of Oklahoma City

May 2016

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 or complete it on-line at www.OKCitySurvey.org.

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

2016 City of Oklahoma City Citizen Survey

Please take a few minutes to complete this survey, as your input is an important part of the City's ongoing effort to identify and respond to citizen concerns. If you have questions, please call the City's Action Center at 297-2535. You may also complete the survey online by going to www.OKCitySurvey.org.

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."**

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Quality of police service	5	4	3	2	1	9
02.	Quality of fire service	5	4	3	2	1	9
03.	Quality of ambulance service	5	4	3	2	1	9
04.	Quality of City parks and recreation programs and facilities	5	4	3	2	1	9
05.	Condition of City streets	5	4	3	2	1	9
06.	Quality of City water utilities	5	4	3	2	1	9
07.	Enforcement of City codes and ordinances	5	4	3	2	1	9
08.	Quality of customer service you receive from City employees	5	4	3	2	1	9
09.	Effectiveness of City communication with the public	5	4	3	2	1	9
10.	Flow of traffic and the ease of getting around town	5	4	3	2	1	9
11.	Quality of the City's public transit system	5	4	3	2	1	9

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

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

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

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Quality of services provided by the City	5	4	3	2	1	9
02.	Appearance of the city	5	4	3	2	1	9
03.	Image of the city	5	4	3	2	1	9
04.	How well the City is planning growth	5	4	3	2	1	9
05.	Quality of life in the city	5	4	3	2	1	9
06.	Feeling of safety in the city	5	4	3	2	1	9
07.	Quality of Downtown	5	4	3	2	1	9

4. ***[If you are NOT SATISFIED with the feeling of safety in your city as rated in Question 3, item 6:] What is your greatest concern about public safety?***

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:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Police service in your neighborhood	5	4	3	2	1	9
2. Enforcement of local traffic laws	5	4	3	2	1	9
3. Availability of information about Police programs and activities	5	4	3	2	1	9

6. **PERCEPTION 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 each of the following situations:

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

7. **Have you had contact with an Oklahoma City police officer in the last three years?**

___(1) Yes ___(2) No [Skip to Question 8.]

7-2. **What was the nature of your contact with the police officer?**

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

7-3. **Were you treated fairly by the officer?** ___(1) Yes ___(2) No

7-4. **How would you rate response time of the officer?**

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

8. **Do you have any recommendations or suggestions for the improvement of the Police Department?** [You can also make suggestions at www.okc.gov.]

9. **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 can't install or check your smoke alarm, please call 297-3584 or stop by any OKC fire station.)

10. **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

11. **Which TWO of the following bus service characteristics are MOST IMPORTANT to you when considering whether or not to use public transit?** [Write-in your answers using the numbers in the list below that correspond to your 1st and 2nd choices.]

- | | | |
|---|-------------------------------------|-----------------------------------|
| 1. How often the bus comes by your stop | 4. The time it takes to make a trip | 7. Electronic Fare Payment Option |
| 2. Service available until midnight | 5. Sunday Service | |
| 3. Sheltered Bus Stops | 6. Wi-Fi on Buses | |

1st: ___ 2nd: ___

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

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

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

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

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

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

How Satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the clean-up of junk and debris on private property	5	4	3	2	1	9
2. Enforcing the mowing and cutting of weeds and grass on private property	5	4	3	2	1	9
3. Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
4. Enforcing sign regulations	5	4	3	2	1	9
5. Quality of animal control services	5	4	3	2	1	9
6. Enforcement of yard parking regulations in your neighborhood	5	4	3	2	1	9
7. City efforts to remove abandoned or inoperative vehicles	5	4	3	2	1	9

16. Which THREE code enforcement items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next two years? [Write-in your answers below using the numbers from the list in Question 15.]

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

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

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

18. 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

19. **PARKS AND RECREATION.** How many times in the past 12 months did you or a member of your family visit an Oklahoma City park or participate in an Oklahoma City Parks & Recreation program?

- (5) More than 20 times (3) 5 to 10 times (1) None
 (4) 11 to 20 times (2) Less than 5 times (9) Don't know

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

How Satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of City parks	5	4	3	2	1	9
02. Quality of City parks near neighborhoods	5	4	3	2	1	9
03. Walking and biking trails in the city	5	4	3	2	1	9
04. City recreation centers	5	4	3	2	1	9
05. City aquatic facilities and programs	5	4	3	2	1	9
06. City golf courses	5	4	3	2	1	9
07. Athletic programs	5	4	3	2	1	9
08. Outdoor athletic facilities (e.g., tennis, baseball, soccer, and football)	5	4	3	2	1	9
09. Recreation opportunities for fishing close to home	5	4	3	2	1	9
10. Availability of information about Civic Center Music Hall programs	5	4	3	2	1	9
11. Availability of information about parks and recreation programs	5	4	3	2	1	9
12. Quality of recreation programs and facilities	5	4	3	2	1	9
13. Civic Center Music Hall experience	5	4	3	2	1	9

21. Which THREE of the parks and recreation items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next two years? [Write-in your answers below using the numbers from the list in Question 20.]

1st: _____ 2nd: _____ 3rd: _____

22. **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:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Condition of major City streets	5	4	3	2	1	9
2. Condition of streets in your neighborhood	5	4	3	2	1	9
3. Condition of street signs	5	4	3	2	1	9
4. Condition of pavement markings on City streets	5	4	3	2	1	9
5. Snow removal on snow routes during the past year	5	4	3	2	1	9
6. Condition of landscaping or streetscaping in medians and along City streets	5	4	3	2	1	9
7. Cleanliness of City streets and other public areas	5	4	3	2	1	9
8. Cleanliness of stormwater drains in your neighborhood	5	4	3	2	1	9

23. Which THREE of the maintenance items listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next two years? [Write-in your answers below using the numbers from the list in Question 22.]

1st: _____ 2nd: _____ 3rd: _____

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

___(1) Yes ___(2) No [Skip to Question 25.]

24-2. 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 each of the following:

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

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

How Satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of news and information about the City	5	4	3	2	1	9
2. The information in the water bill newsletter	5	4	3	2	1	9
3. The City's website (www.okc.gov) as a source of information	5	4	3	2	1	9
4. The City's use of social media	5	4	3	2	1	9
5. The City's website as a means to transact business with the City	5	4	3	2	1	9
6. Services and information provided by the City's Action Center	5	4	3	2	1	9

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

- ___(01) Water bill newsletter, CityNews ___(05) City website (www.okc.gov) ___(09) OKC GOV Mobile App
 ___(02) Newspapers ___(06) City cable channel (Channel 20) ___(10) Other: _____
 ___(03) Radio ___(07) Calling the City
 ___(04) Television news ___(08) Social media

27. 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: _____

28. How do you prefer to report code violations and non-emergency problems or request a City service? [Check all that apply.]

- ___(1) Call the Action Center (297-2535) ___(4) OKC GOV Mobile App ___(7) Mail
 ___(2) Online (www.okc.gov) ___(5) Call the department ___(8) Other: _____
 ___(3) Social media ___(6) Email

29. **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 each of the following:

How would you rate Oklahoma City:	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a place to visit	5	4	3	2	1	9
6. As a city that is moving in the right direction	5	4	3	2	1	9

30. **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:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Safety	5	4	3	2	1	9
2. Appearance	5	4	3	2	1	9
3. Property maintenance	5	4	3	2	1	9
4. Sense of community	5	4	3	2	1	9
5. Amenities (<i>things like sidewalks, parks, shopping, trees, etc.</i>)	5	4	3	2	1	9
6. Overall quality	5	4	3	2	1	9

31. **PHYSICAL ACTIVITY.** Not counting activity at work, how often did you participate in any physical activity or exercise such as running, golfing, gardening, walking, cycling, or calisthenics in the past month? [Check only one.]

(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*)

DEMOGRAPHICS

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

(4) More than 20 years
 (3) 11-20 years
 (2) 5-10 years
 (1) Less than 5 years

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

34. **What is your age?**

(1) Under 25 years
 (3) 35-44 years
 (5) 55-64 years
 (7) 75+ years
 (2) 25-34 years
 (4) 45-54 years
 (6) 65-74 years

35. **What is your gender?** (1) Male (2) Female

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

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

- (1) Asian/Pacific Islander (3) American Indian/Eskimo (5) Hispanic/Latino/Spanish
 (2) White (4) Black/African American (6) Other: _____

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

- (1) Under \$30,000 (2) \$30,000 to \$59,999 (3) \$60,000 to \$99,999 (4) \$100,000 or more

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. Thank you.