2021 Oklahoma City Police Services Survey
Findings Report

Presented to the City of Oklahoma City, Oklahoma

October 2021

ETC INSTITUTE

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Purpose and Methodology

Overview. During the fall of 2021, ETC Institute administered a police survey to residents living in Oklahoma City. The purpose of the survey was to gather input and feedback to better understand the expectations residents have regarding the Police Department and police interactions.   The results will help inform recommendations to the City Council on how police officers should respond to 9-1-1 calls and other situations that may arise in Oklahoma City.

Methodology. A three-page survey was mailed to a random sample of households in Oklahoma City. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey and encouraged residents to return their surveys in the mail. Residents were also given the option of completing the survey online or by phone.

The goal was to receive at least 1,200 completed surveys. This goal was far exceeded, with a total of 1,644 households completing a survey. The results for the random sample of 1,644 households have a 95% level of confidence with a precision of at least +/- 2.4%.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report, but has been provided in the tabular data section. 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 report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for the survey
- tabular data showing the overall results for all questions on the survey
- a copy of the cover letter and survey instrument

Major Findings

- Eighty-three percent (83%) of respondents indicated they feel "very safe" or "safe" in their neighborhood during the day; 14% feel "somewhat safe," and only 2% feel "unsafe" or "very unsafe" in their neighborhood during the day. Sixty-one percent (61%) of respondents indicated they feel "very safe" or "safe" in their neighborhood at night; 29% feel "somewhat safe," and 10% indicated they feel "unsafe" or "very unsafe" in their neighborhood at night.

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- Eighty-one percent (81%) of respondents who had an opinion indicated they are "very likely" or "likely" to provide information about criminal activity in their neighborhood to the police; 8% are "somewhat likely," and 11% are "unlikely" or "very unlikely" to provide information about criminal activity in their neighborhood to the police.

- Eighteen percent (18%) of respondents who had an opinion indicated they had been stopped by a police officer in Oklahoma City while walking, in a vehicle, or on a bike during the past year. Of the 18% who had been stopped, 73% who had an opinion indicated the officer clearly explained the reason for the stop, and 57% who had an opinion felt the officer listened "very carefully" or "somewhat carefully" to their concerns, explanation, or version of events. When respondents were asked if they thought certain factors contributed to the reason that they were stopped by a police officer, 23% thought it was due to race, 15% believed gender was a contributing factor, and 14% thought it was due to ethnicity.

- When asked if they had interacted with anyone from the Oklahoma City Police Department during the past year for various other reasons, 19% indicated they had interacted with police at events or a public meeting; 17% interacted with police to report a crime or suspicious behavior, and 16% called 911 for an emergency.

- Seventy-seven percent (77%) of respondents who had an opinion either "strongly agree" or "agree" that Oklahoma City police officers with whom they have had the most contact are generally fair and unbiased; 75% who had an opinion agree that during their most recent request for assistance from OKCPD, the officer(s) adequately addressed their concerns.

- Sixty-two percent (62%) who had an opinion were "very satisfied" or "satisfied" with their interaction(s) with the Oklahoma City Police Department; 20% were "neutral," 9% were "dissatisfied" and 10% were "very dissatisfied" with their interaction(s) with the Police Department.

- When respondents were asked their level of support for various de-escalation initiatives, 94% who had an opinion were "very supportive" or "supportive" of increasing community training and public education on how residents should call for emergency situations that involve a mental health crisis. Ninety-four percent (94%) who had an opinion were "very supportive" or "supportive" of increasing training for Oklahoma City Police Department leaders in mental illness engagement. No fewer than 87% were supportive of any of the five de-escalation initiatives listed on the survey.

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- When respondents were asked their level of support for various accountability initiatives, 94% who had an opinion were "very supportive" or "supportive" of the OKCPD shortening the waiting period for interviewing officers who have been involved in an officer-involved shooting or use of force incident. Ninety-four percent (94%) who had an opinion were supportive of OKCPD and the City actively beginning public education processes that give citizens a clear understanding of how they may make a formal complaint against OKCPD and its employees. Ninety-two percent (92%) who had an opinion were supportive of OKCPD prohibiting officers from viewing video evidence before providing an interview in critical events, such as officer-involved shootings.

1 Charts and Graphs

Q1. How safe do you feel in your neighborhood during the DAY?

by percentage of respondents

42%

41%

14%

1%

1%

■ Very safe ■ Safe ▨ Somewhat safe ■ Unsafe ■ Very unsafe
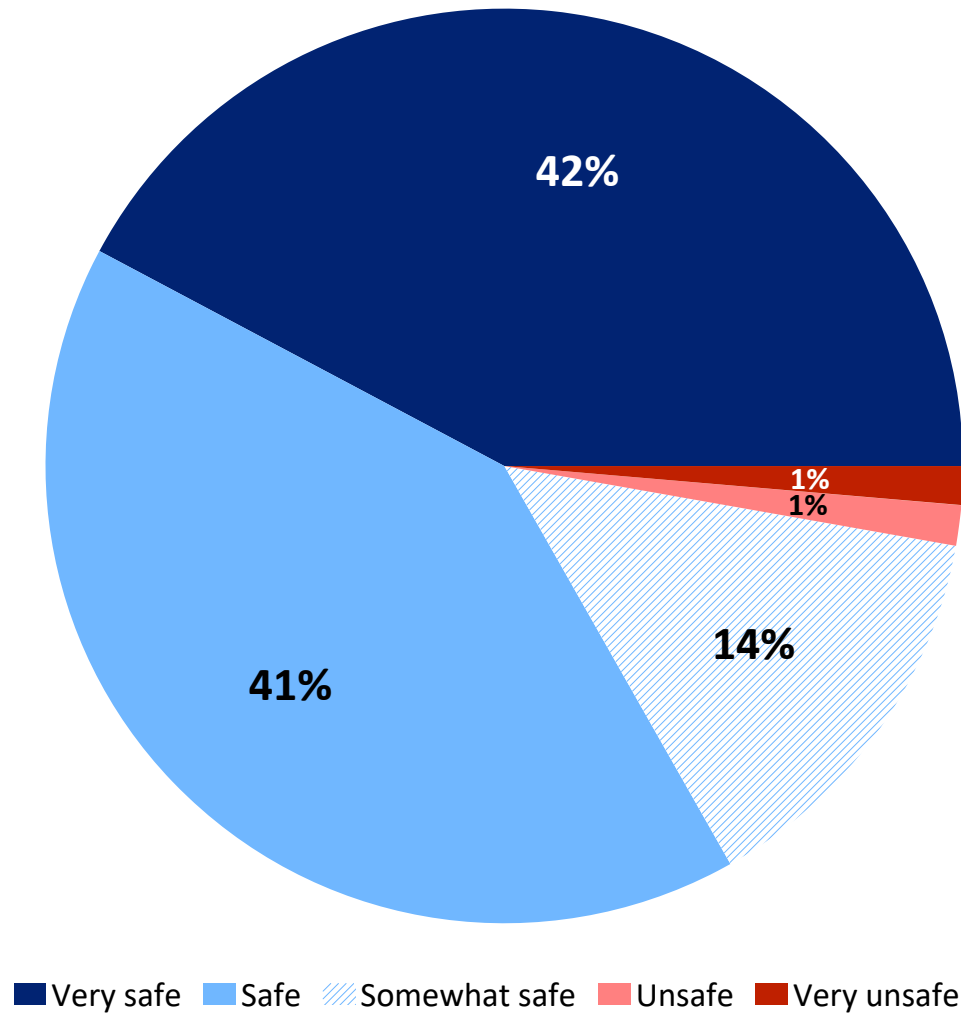
Q2. How safe do you feel in your neighborhood at NIGHT?

by percentage of respondents
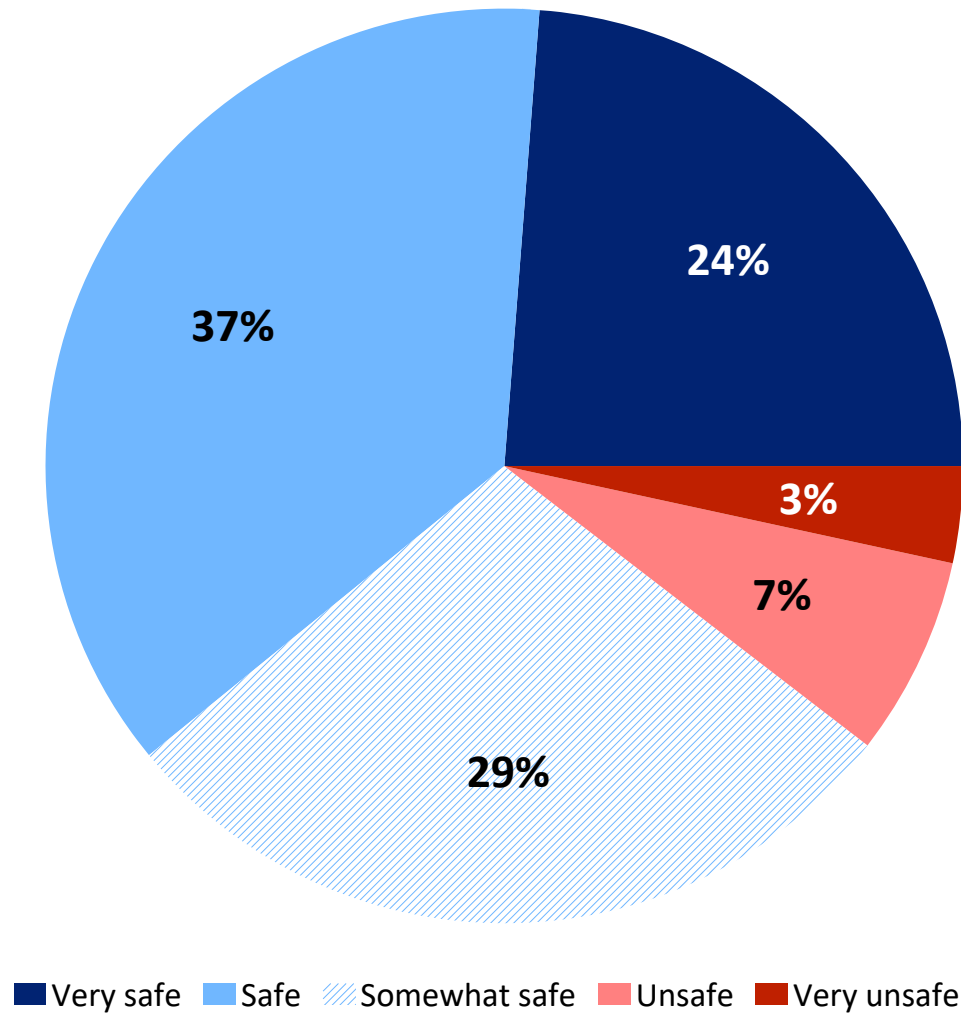
Very safe   Safe   Somewhat safe   Unsafe   Very unsafe

Q3. How likely are you to provide information about criminal activity in your neighborhood to the police?

by percentage of respondents (excluding "don't know")
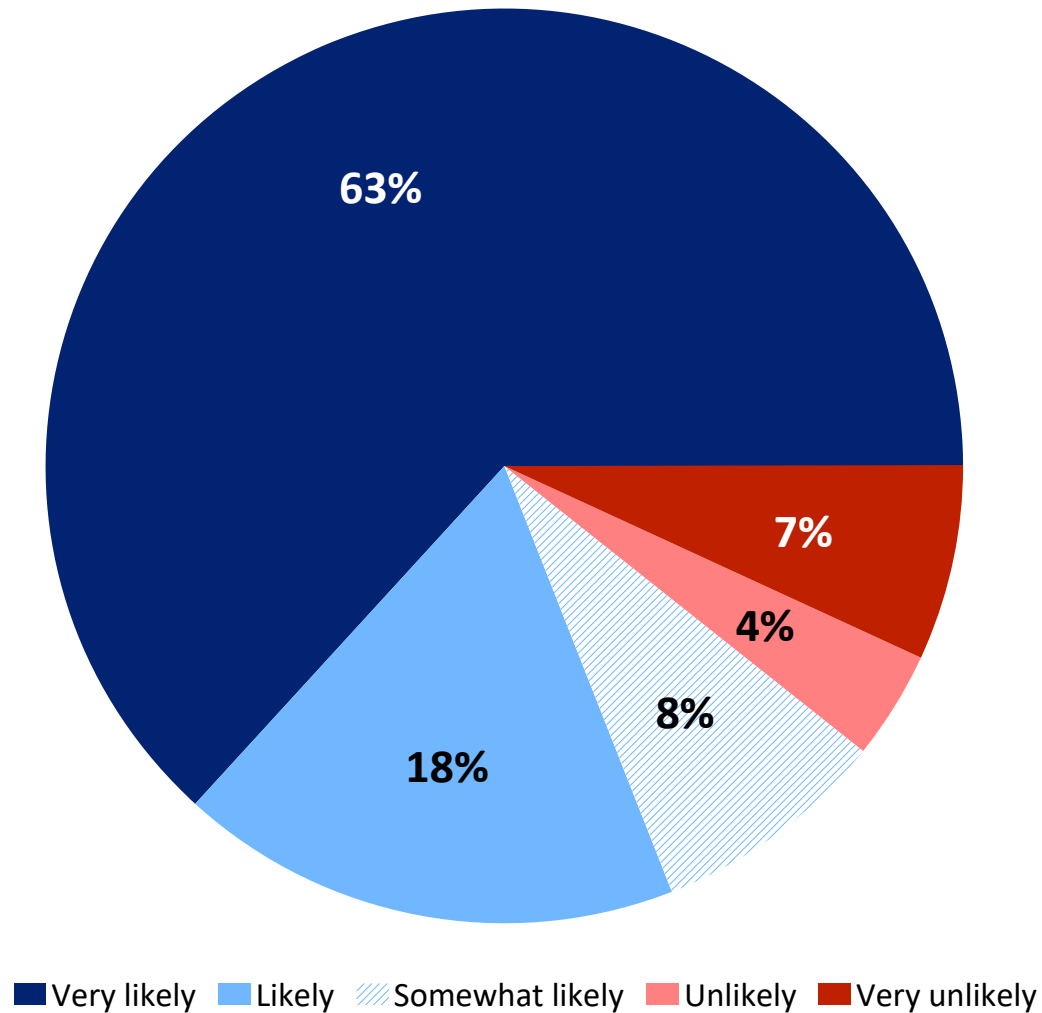
Very likely • Likely • Somewhat likely • Unlikely • Very unlikely

Q4. Have you been stopped by a police officer in Oklahoma City while walking, in a vehicle, or on your bike during the past year?

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

18%

82%
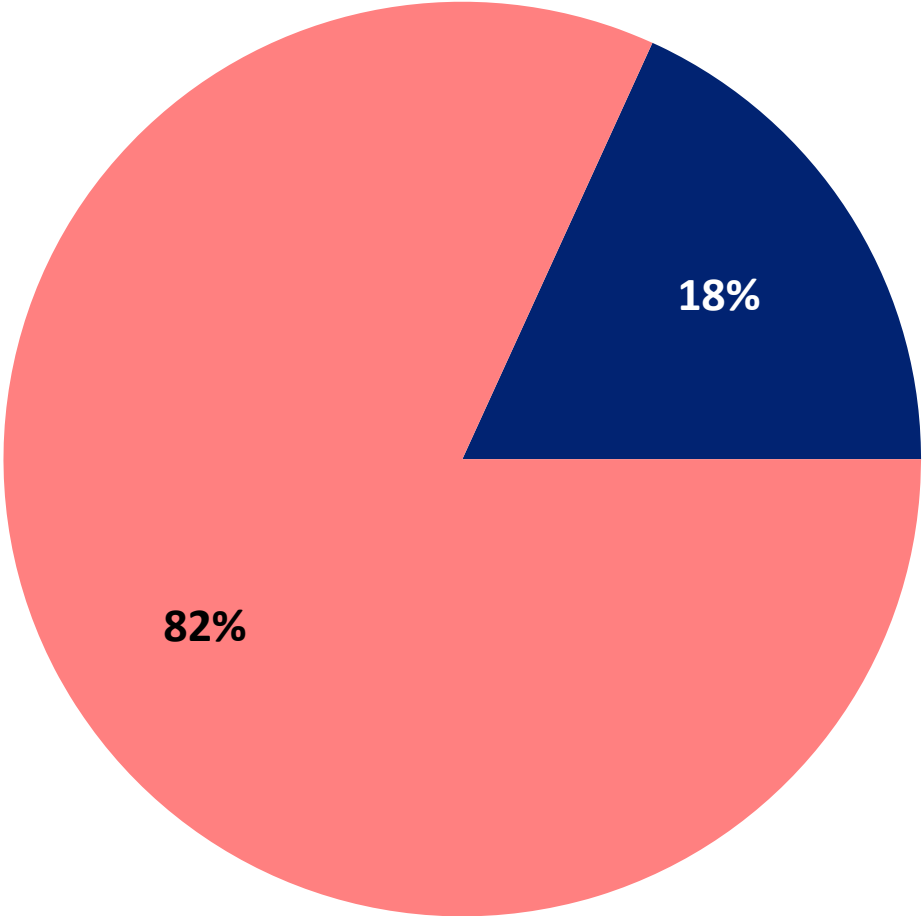
■ Yes ■ No

Q4a. Did the officer clearly explain the reason for the stop?

by percentage of respondents who indicated they had been stopped by a police officer
during the past year (excluding "don't remember")

73%

27%

■ Yes ■ No
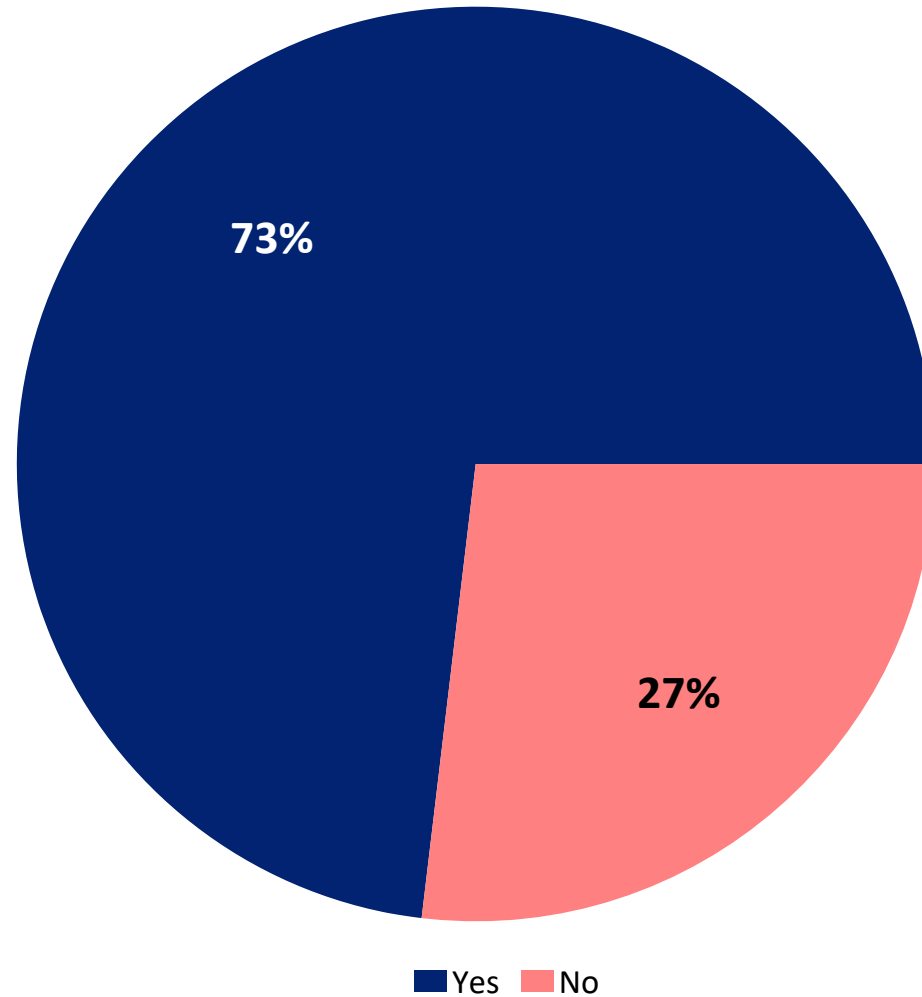
Q4b. During this encounter, how carefully did the officer listen to your concerns, explanation, or version of events?
Do you feel the officer...

by percentage of respondents who indicated they had been stopped by a police officer
during the past year (excluding "don't remember")

37%

20%

15%

28%
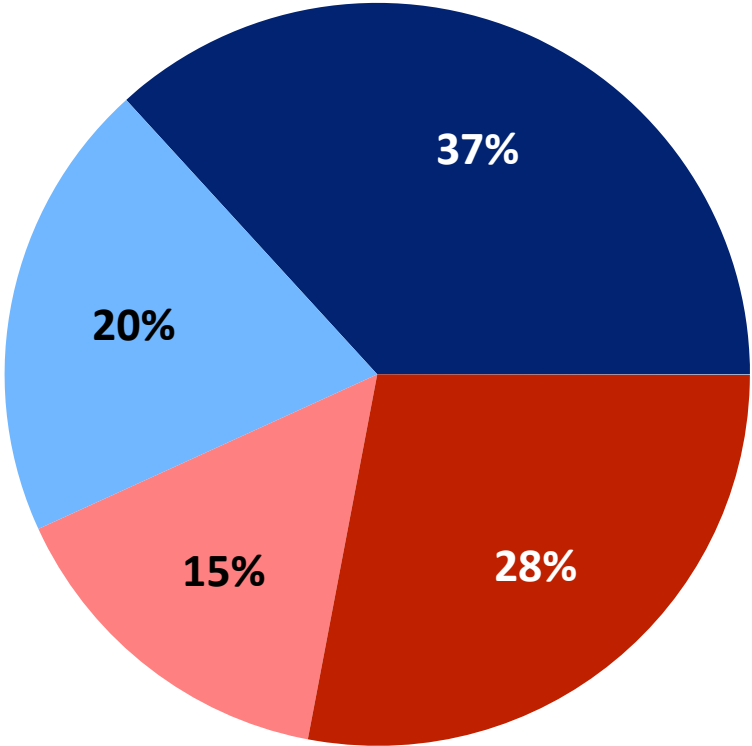
■ Listened very carefully   ■ Listened somewhat carefully
■ Did not listen very carefully   ■ Did not listen at all

Q4c. Do you think any of the following factors contributed to the reason you were stopped?

by percentage of respondents who indicated they had been stopped by a police officer during the past year (<u>multiple selections could be made</u>)
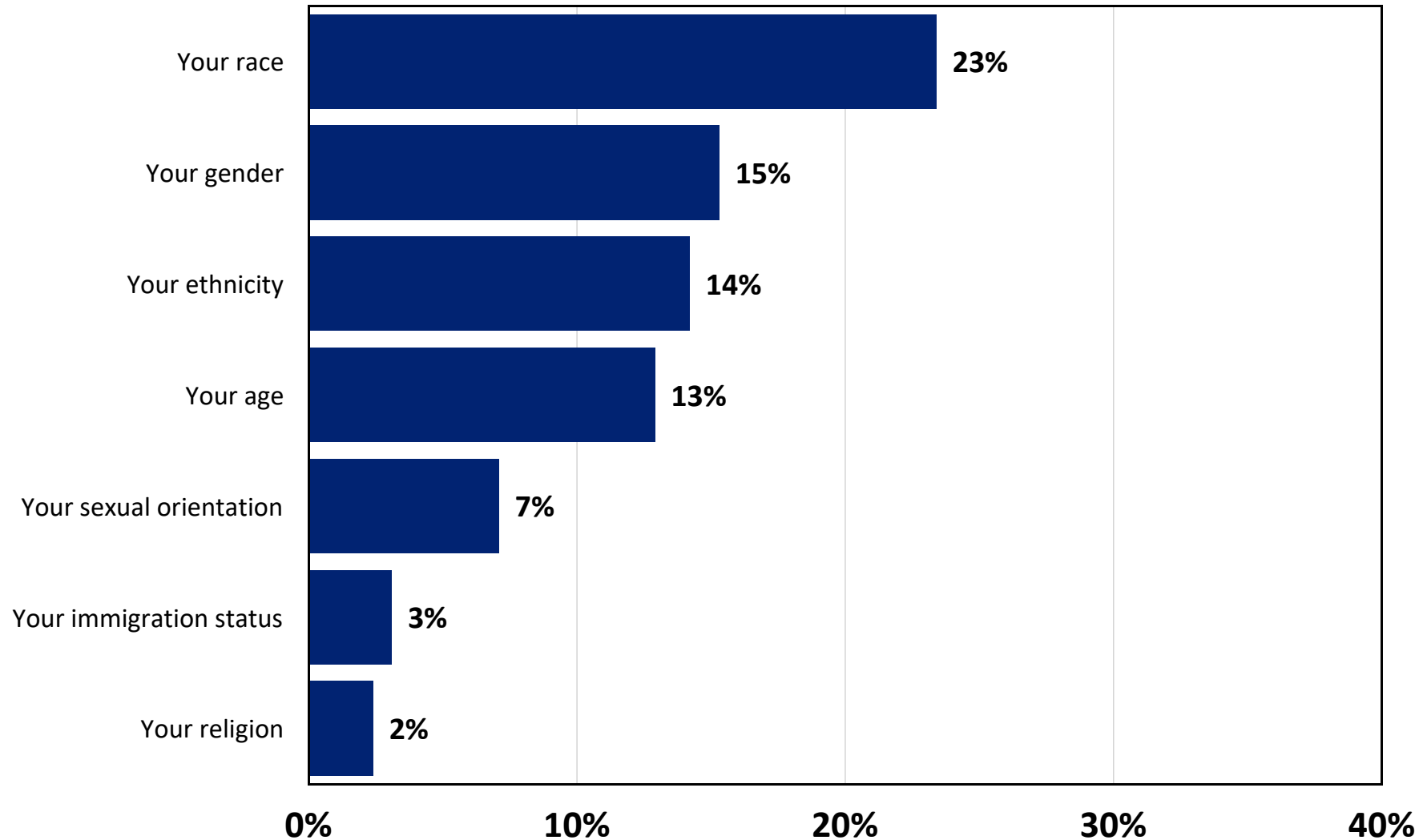
Factor	Percentage
Your race	23%
Your gender	15%
Your ethnicity	14%
Your age	13%
Your sexual orientation	7%
Your immigration status	3%
Your religion	2%

0%   10%   20%   30%   40%

Q5. Have you interacted with anyone from the Oklahoma City Police Department during the past year for any of the other reasons listed below?
by percentage of respondents (<u>multiple selections could be made</u>)
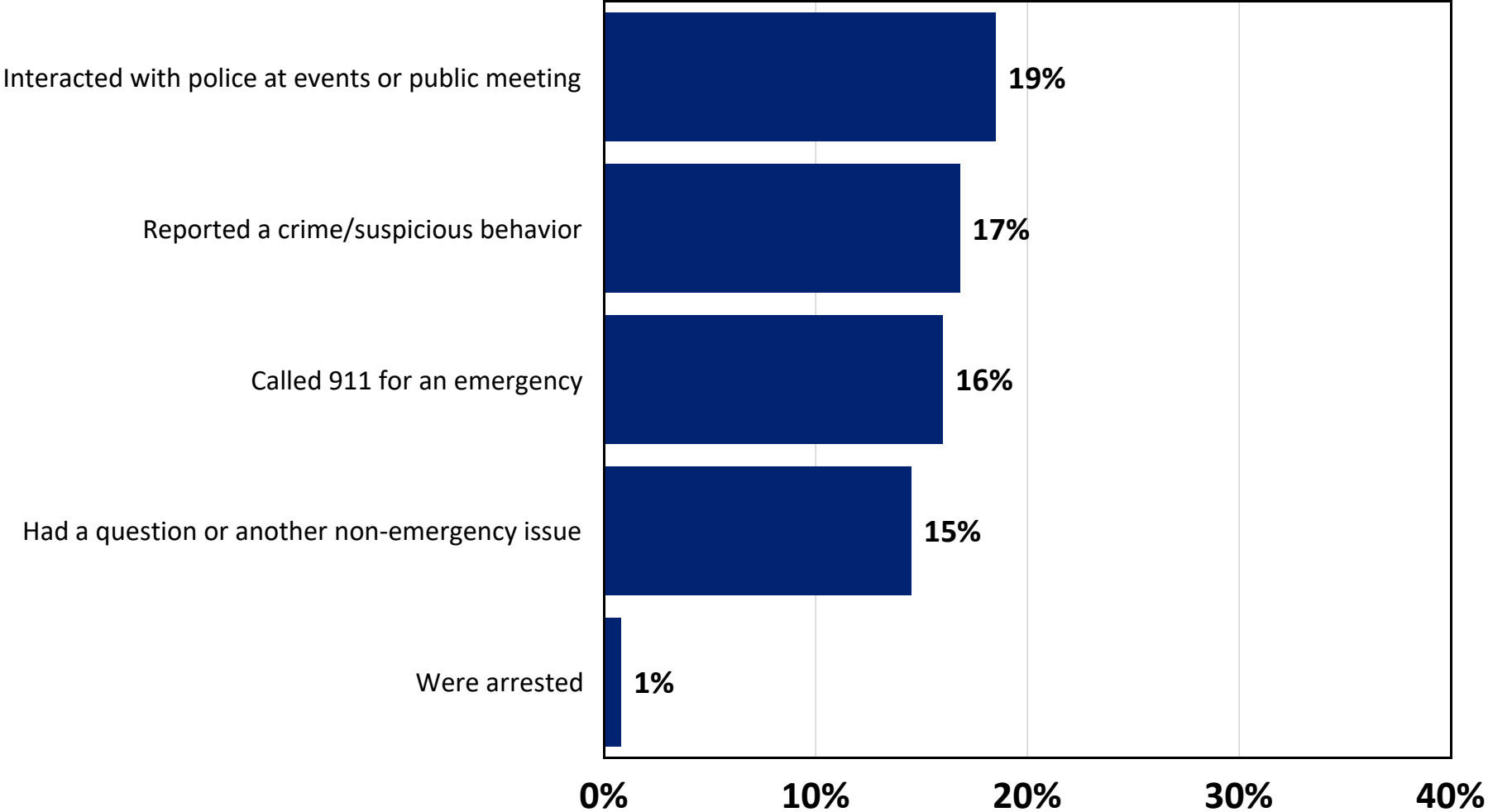
Q6. Level of Agreement With the Following Statements:

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

Statement	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)
I believe that Oklahoma City police officers with whom I have had the most contact are generally fair & unbiased	39%	38%	9%	14%
During my most recent request for assistance from OKCPD, the officer(s) adequately addressed my concerns	39%	36%	10%	15%
Police in OKC share necessary and/or relevant information with the community through outreach, social media, or other local media, such as television or radio	28%	42%	16%	15%
I think Oklahoma City Police do a good job working with the community to solve local problems	30%	39%	15%	17%

■ Strongly Agree (4) ■ Agree (3) ▨ Disagree (2) ■ Strongly Disagree (1)

Q7. Overall, how satisfied were you with your interaction(s) with OKC Police Department?

by percentage of respondents (excluding "not provided")

- ■ Very satisfied
- ■ Satisfied
- ■ Neutral (neither satisfied/dissatisfied)
- ■ Dissatisfied
- ■ Very dissatisfied
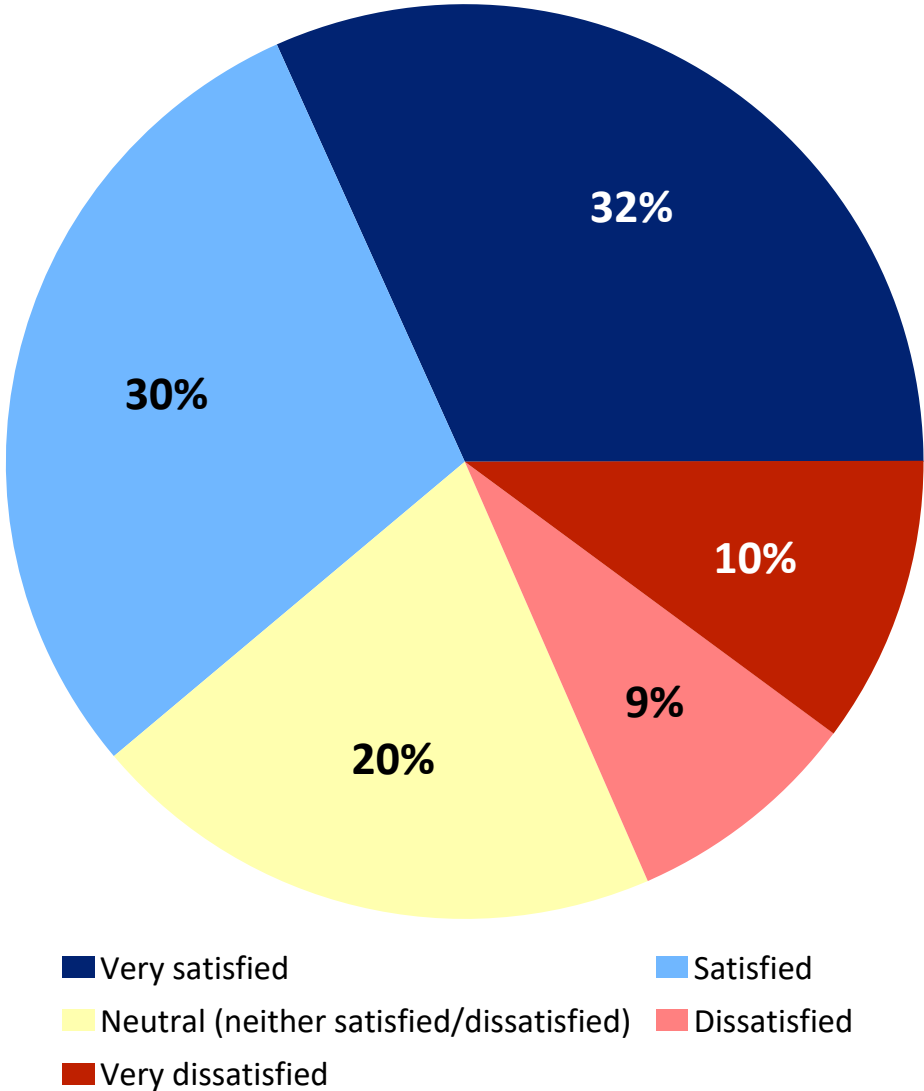
Q8. Level of Support for Various De-Escalation Initiatives

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

Increase community training & public education on how residents should call for emergency situations that involve a mental health crisis — 62% / 32% / 4% / 2%

Increase training for OKC Police Department leaders in mental illness engagement — 62% / 32% / 3% / 3%

Increase number of police officers who are fully trained in Crisis Intervention Training — 61% / 31% / 3% / 5%

Explore use of Enhanced 911 services so residents can voluntarily input information about their households directly into the system to help first responders be prepared for situations that could involve persons with mental health challenges — 57% / 35% / 5% / 3%

Create a city or county level Crisis Intervention Committee that is not part of OKCPD to focus on mental health responses for OKC community — 58% / 29% / 8% / 5%

Legend:
- Very Supportive (4)
- Supportive (3)
- Not Supportive (2)
- Not Supportive at All (1)

Q9. Level of Support for Various Accountability Initiatives

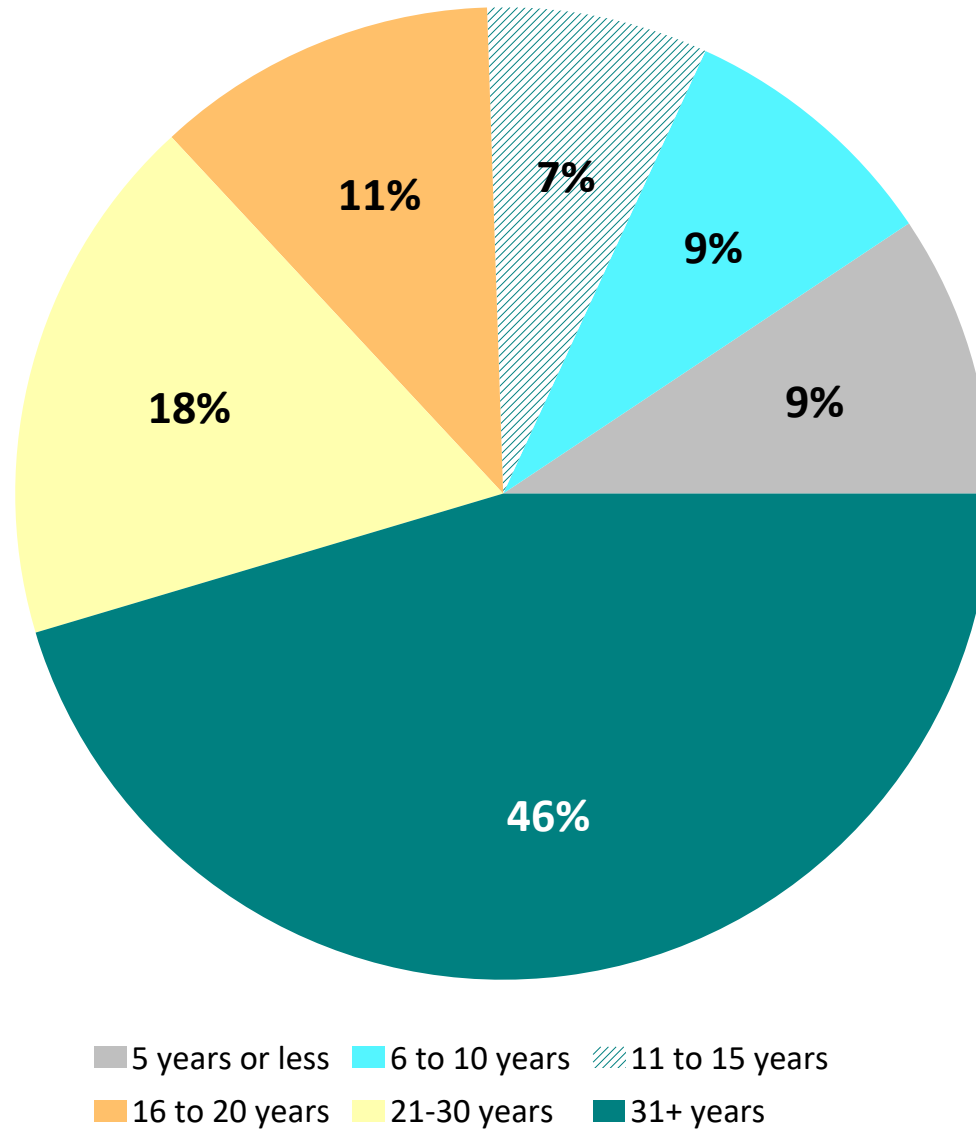by percentage of respondents (excluding "not applicable" or "don't know")

Initiative	Very Supportive (4)	Supportive (3)	Not Supportive (2)	Not Supportive at All (1)
OKCPD should shorten waiting period for interviewing officers who have been involved in an officer-involved shooting or use of force incident. Ideally officers would be interviewed before end of shift.	62%	32%	4%	2%
OKCPD & City of Oklahoma should actively begin public education processes that give citizens a clear understanding of how they may make a formal complaint against OKCPD & its employees.	62%	32%	3%	3%
OKCPD should prohibit officers from viewing video evidence before providing an interview in critical events, such as officer-involved shootings.	61%	31%	3%	5%

Legend:
- Very Supportive (4)
- Supportive(3)
- Not Supportive (2)
- Not Supportive at All (1)

Q10. How many years have you lived in Oklahoma City?

by percentage of respondents (excluding "not provided")

Legend:
- 5 years or less
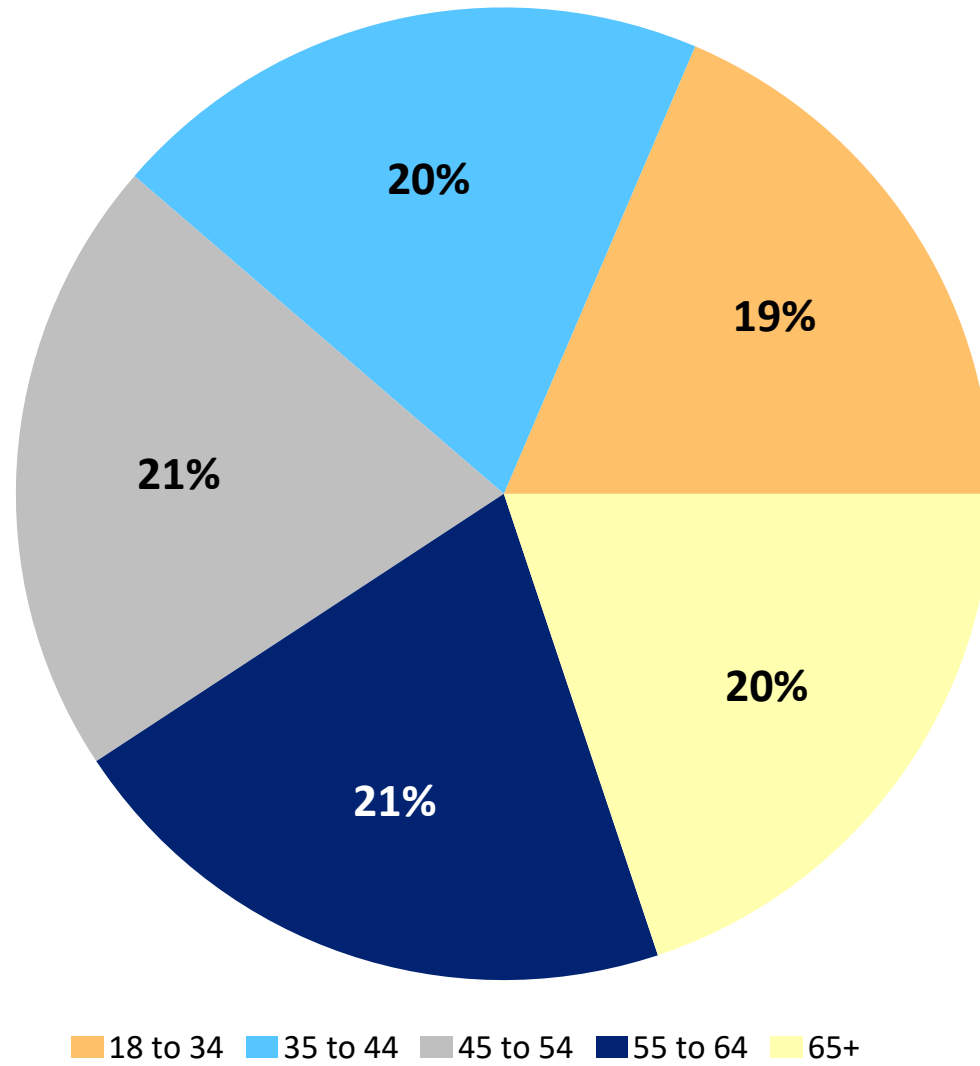- 6 to 10 years
- 11 to 15 years
- 16 to 20 years
- 21-30 years
- 31+ years

Q11. What is your gender?

by percentage of respondents (excluding "prefer not to say")

49%

1%

50%

■ Male ■ Female ■ Prefer to self-describe
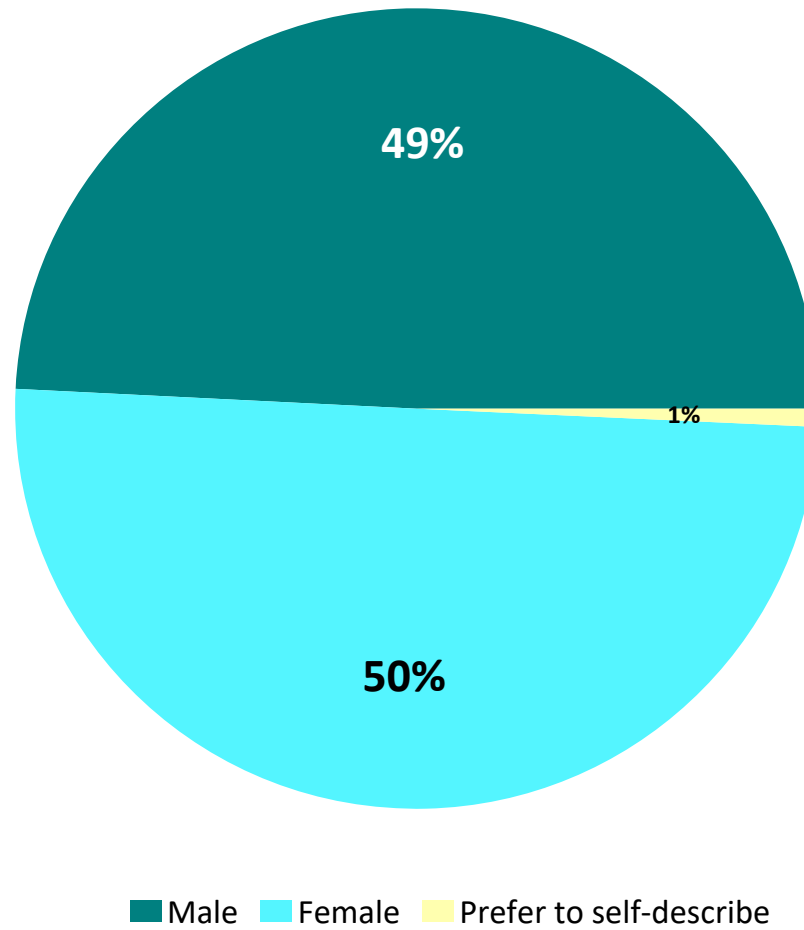
Q12. What is your age?

by percentage of respondents

Legend: 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65+

Q13. Which of the following describes your race?

by percentage of respondents

56.5%

13.1%

19.3%

3.9%

3.7%

2.7%

0.6% Other (non-Hispanic)

0.2% Pacific Islander (non-Hispanic)

■ White (non-Hispanic)
■ African American/Black (non-Hispanic)
▨ Hispanic (any race)
■ Asian (non-Hispanic)
■ Native American (non-Hispanic)
■ Pacific Islander (non-Hispanic)
■ Other (non-Hispanic)
■ Not provided
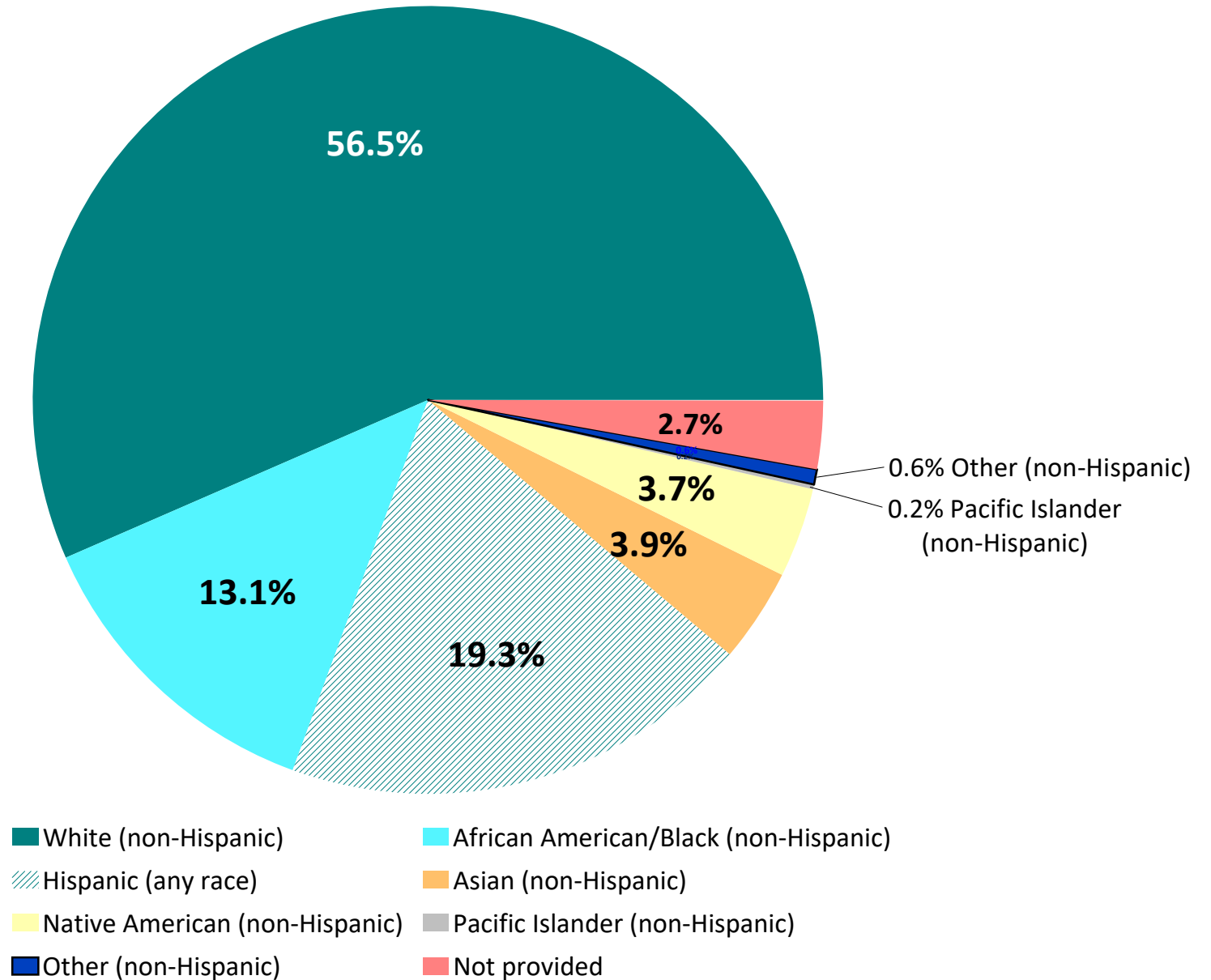
2 Tabular Data

Q1. How safe do you feel in your neighborhood during the DAY?

Q1. How safe do you feel in your neighborhood during the day	Number	Percent
Very safe	695	42.3 %
Safe	670	40.8 %
Somewhat safe	234	14.2 %
Unsafe	23	1.4 %
Very unsafe	22	1.3 %
Total	1644	100.0 %

Q2. How safe do you feel in your neighborhood at NIGHT?

Q2. How safe do you feel in your neighborhood at night	Number	Percent
Very safe	392	23.8 %
Safe	608	37.0 %
Somewhat safe	472	28.7 %
Unsafe	117	7.1 %
Very unsafe	55	3.3 %
Total	1644	100.0 %

Q3. How likely are you to provide information about criminal activity in your neighborhood to the police?

Q3. How likely are you to provide information about criminal activity in your neighborhood to the police	Number	Percent
Very likely	1019	62.0 %
Likely	283	17.2 %
Somewhat likely	137	8.3 %
Unlikely	62	3.8 %
Very unlikely	109	6.6 %
Don't know	34	2.1 %
Total	1644	100.0 %

WITHOUT "DON'T KNOW"
Q3. How likely are you to provide information about criminal activity in your neighborhood to the police? (without "don't know")

Q3. How likely are you to provide information about criminal activity in your neighborhood to the police	Number	Percent
Very likely	1019	63.3 %
Likely	283	17.6 %
Somewhat likely	137	8.5 %
Unlikely	62	3.9 %
Very unlikely	109	6.8 %
Total	1610	100.0 %

Q4. Have you been stopped by a police officer in Oklahoma City while walking, in a vehicle, or on your bike during the past year?

Q4. Have you been stopped by a police officer in Oklahoma City while walking, in a vehicle, or on your bike during past year	Number	Percent
Yes	295	17.9 %
No	1321	80.4 %
Don't remember	28	1.7 %
Total	1644	100.0 %

WITHOUT "DON'T REMEMBER"

Q4. Have you been stopped by a police officer in Oklahoma City while walking, in a vehicle, or on your bike during the past year? (without "don't remember")

Q4. Have you been stopped by a police officer in Oklahoma City while walking, in a vehicle, or on your bike during past year	Number	Percent
Yes	295	18.3 %
No	1321	81.7 %
Total	1616	100.0 %

Q4a. Did the officer clearly explain the reason for the stop?

Q4a. Did the officer clearly explain the reason for the stop	Number	Percent
Yes	210	71.2 %
No	77	26.1 %
Don't remember	8	2.7 %
Total	295	100.0 %

WITHOUT "DON'T REMEMBER"

Q4a. Did the officer clearly explain the reason for the stop? (without "don't remember")

Q4a. Did the officer clearly explain the reason for the stop	Number	Percent
Yes	210	73.2 %
No	77	26.8 %
Total	287	100.0 %

Q4b. During this encounter, how carefully did the officer listen to your concerns, explanation, or version of events? Do you feel the officer...

Q4b. How carefully did the officer listen to your concerns, explanation, or version of events during this encounter	Number	Percent
Listened very carefully	103	34.9 %
Listened somewhat carefully	56	19.0 %
Did not listen very carefully	43	14.6 %
Did not listen at all	78	26.4 %
Don't remember	15	5.1 %
Total	295	100.0 %

WITHOUT "DON'T REMEMBER"
Q4b. During this encounter, how carefully did the officer listen to your concerns, explanation, or version of events? Do you feel the officer... (without "don't remember")

Q4b. How carefully did the officer listen to your concerns, explanation, or version of events during this encounter	Number	Percent
Listened very carefully	103	36.8 %
Listened somewhat carefully	56	20.0 %
Did not listen very carefully	43	15.4 %
Did not listen at all	78	27.9 %
Total	280	100.0 %

Q4c. Do you think any of the following factors contributed to the reason you were stopped?

Q4c. What following factors contributed to the reason you were stopped	Number	Percent
Your race	69	23.4 %
Your ethnicity	42	14.2 %
Your religion	7	2.4 %
Your age	38	12.9 %
Your sexual orientation	21	7.1 %
Your gender	45	15.3 %
Your immigration status	9	3.1 %
Other	84	28.5 %
Total	315	

Q5. Have you interacted with anyone from the Oklahoma City Police Department during the past year for any of the other reasons listed below?

Q5. For what following reasons have you interacted with Oklahoma City Police Department during past year	Number	Percent
Called 911 for an emergency	263	16.0 %
Were arrested	13	0.8 %
Reported a crime/suspicious behavior	276	16.8 %
Interacted with police at events or public meeting	304	18.5 %
Had a question or another non-emergency issue	238	14.5 %
Other	180	10.9 %
Total	1274	

Q6. Using a scale of 1 to 4, where 4 means "Strongly AGREE" and 1 means "Strongly DISAGREE," please rate your level of agreement with the following statements.

(N=1644)

	Strongly agree	Agree	Disagree	Strongly disagree	Not applicable or don't know
Q6-1. During my most recent request for assistance from OKCPD, the officer(s) adequately addressed my concerns	19.6%	18.1%	4.9%	7.4%	49.9%
Q6-2. I believe that Oklahoma City police officers with whom I have had the most contact are generally fair & unbiased	23.5%	23.0%	5.6%	8.2%	39.7%
Q6-3. Police in OKC share necessary and/or relevant information with the community through outreach, social media, or other local media, such as television or radio	16.1%	24.7%	9.1%	8.6%	41.5%
Q6-4. I think Oklahoma City Police do a good job working with the community to solve local problems	19.0%	24.9%	9.3%	11.1%	35.7%

WITHOUT "NOT APPLICABLE OR DON'T KNOW"

Q6. Using a scale of 1 to 4, where 4 means "Strongly AGREE" and 1 means "Strongly DISAGREE," please rate your level of agreement with the following statements. (without "not applicable or don't know")

(N=1644)

	Strongly agree	Agree	Disagree	Strongly disagree
Q6-1. During my most recent request for assistance from OKCPD, the officer(s) adequately addressed my concerns	39.2%	36.2%	9.8%	14.8%
Q6-2. I believe that Oklahoma City police officers with whom I have had the most contact are generally fair & unbiased	39.1%	38.1%	9.3%	13.5%
Q6-3. Police in OKC share necessary and/or relevant information with the community through outreach, social media, or other local media, such as television or radio	27.6%	42.2%	15.5%	14.7%
Q6-4. I think Oklahoma City Police do a good job working with the community to solve local problems	29.5%	38.8%	14.5%	17.2%

Q7. Overall, how satisfied were you with your interaction(s) with OKC Police Department?

Q7. How satisfied were you with your interaction(s) with OKC Police Department	Number	Percent
Very satisfied	365	22.2 %
Satisfied	341	20.7 %
Neutral (neither satisfied/dissatisfied)	235	14.3 %
Dissatisfied	98	6.0 %
Very dissatisfied	117	7.1 %
Not provided	488	29.7 %
Total	1644	100.0 %

WITHOUT "NOT PROVIDED"

Q7. Overall, how satisfied were you with your interaction(s) with OKC Police Department? (without "not provided")

Q7. How satisfied were you with your interaction(s) with OKC Police Department	Number	Percent
Very satisfied	365	31.6 %
Satisfied	341	29.5 %
Neutral (neither satisfied/dissatisfied)	235	20.3 %
Dissatisfied	98	8.5 %
Very dissatisfied	117	10.1 %
Total	1156	100.0 %

Q8. De-escalation Initiatives. Using a scale of 1 to 4, where 4 means "Very Supportive" and 1 means "Not Supportive At All," please rate your level of support for the initiatives below that are being considered by the City to de-escalate potentially violent situations with police.

(N=1644)

	Very supportive	Supportive	Not supportive	Not supportive at all	Not applicable or don't know
Q8-1. Increase number of police officers who are fully trained in Crisis Intervention Training	58.3%	29.3%	3.0%	4.3%	5.2%
Q8-2. Create a city or county level Crisis Intervention Committee that is not part of OKCPD to focus on mental health responses for OKC community	52.9%	27.1%	7.4%	4.7%	8.0%
Q8-3. Increase training for OKC Police Department leaders in mental illness engagement	58.3%	30.6%	3.2%	2.6%	5.2%
Q8-4. Increase community training & public education on how residents should call for emergency situations that involve a mental health crisis	57.8%	30.4%	3.5%	2.2%	6.0%
Q8-5. Explore use of Enhanced 911 services so that residents can voluntarily input information about their households directly into the system to help first responders be prepared for situations that could involve persons with mental health challenges	51.6%	31.1%	4.3%	3.0%	10.0%

WITHOUT "NOT APPLICABLE OR DON'T KNOW"

Q8. De-escalation Initiatives. Using a scale of 1 to 4, where 4 means "Very Supportive" and 1 means "Not Supportive At All," please rate your level of support for the initiatives below that are being considered by the City to de-escalate potentially violent situations with police. (without "not applicable or don't know")

(N=1644)

	Very supportive	Supportive	Not supportive	Not supportive at all
Q8-1. Increase number of police officers who are fully trained in Crisis Intervention Training	61.4%	30.9%	3.2%	4.5%
Q8-2. Create a city or county level Crisis Intervention Committee that is not part of OKCPD to focus on mental health responses for OKC community	57.5%	29.4%	8.0%	5.1%
Q8-3. Increase training for OKC Police Department leaders in mental illness engagement	61.6%	32.3%	3.4%	2.8%
Q8-4. Increase community training & public education on how residents should call for emergency situations that involve a mental health crisis	61.6%	32.4%	3.8%	2.3%
Q8-5. Explore use of Enhanced 911 services so that residents can voluntarily input information about their households directly into the system to help first responders be prepared for situations that could involve persons with mental health challenges	57.3%	34.6%	4.8%	3.3%

Q9. Accountability Initiatives. Using a scale of 1 to 4 where 4 means "Very Supportive" and 1 means "Not Supportive At All," please rate your level of support for the initiatives below that are being considered by the City to ensure accountability among OKC Police officers.

(N=1644)

	Very supportive	Supportive	Not supportive	Not supportive at all	Not applicable or don't know
Q9-1. OKCPD should shorten waiting period for interviewing officers who have been involved in an officer involved shooting or use of force incident. Ideally officers would be interviewed before end of shift	50.2%	28.2%	5.5%	4.5%	11.6%
Q9-2. OKCPD should prohibit officers from viewing video evidence before providing an interview in critical events, such as officer-involved shootings	42.5%	21.4%	10.8%	9.8%	15.6%
Q9-3. OKCPD & City of Oklahoma should actively begin public education processes that give citizens a clear understanding of how they may make a formal complaint against OKCPD & its employees	44.5%	32.7%	7.9%	4.2%	10.7%

WITHOUT "NOT APPLICABLE OR DON'T KNOW"

Q9. Accountability Initiatives. Using a scale of 1 to 4 where 4 means "Very Supportive" and 1 means "Not Supportive At All," please rate your level of support for the initiatives below that are being considered by the City to ensure accountability among OKC Police officers. (without "not applicable or don't know")

(N=1644)

	Very supportive	Supportive	Not supportive	Not supportive at all
Q9-1. OKCPD should shorten waiting period for interviewing officers who have been involved in an officer involved shooting or use of force incident. Ideally officers would be interviewed before end of shift	56.8%	31.9%	6.2%	5.1%
Q9-2. OKCPD should prohibit officers from viewing video evidence before providing an interview in critical events, such as officer-involved shootings	50.3%	25.3%	12.8%	11.6%
Q9-3. OKCPD & City of Oklahoma should actively begin public education processes that give citizens a clear understanding of how they may make a formal complaint against OKCPD & its employees	49.9%	36.6%	8.9%	4.7%

Q10. How many years have you lived in Oklahoma City?

Q10. How many years have you lived in Oklahoma City	Number	Percent
0-5	149	9.1 %
6-10	145	8.8 %
11-15	116	7.1 %
16-20	184	11.2 %
21-30	283	17.2 %
31+	732	44.5 %
Not provided	35	2.1 %
Total	1644	100.0 %

WITHOUT "NOT PROVIDED"
Q10. How many years have you lived in Oklahoma City? (without "not provided")

Q10. How many years have you lived in Oklahoma City	Number	Percent
0-5	149	9.3 %
6-10	145	9.0 %
11-15	116	7.2 %
16-20	184	11.4 %
21-30	283	17.6 %
31+	732	45.5 %
Total	1609	100.0 %

Q11. What is your gender?

Q11. What is your gender	Number	Percent
Male	801	48.7 %
Female	806	49.0 %
Prefer not to say	26	1.6 %
Prefer to self-describe	11	0.7 %
Total	1644	100.0 %

WITHOUT "PREFER NOT TO SAY"
Q11. What is your gender? (without "prefer not to say")

Q11. What is your gender	Number	Percent
Male	801	49.5 %
Female	806	49.8 %
Prefer to self-describe	11	0.7 %
Total	1618	100.0 %

Q11-4. Self-describe your gender:

Q11-4. Self-describe your gender	Number	Percent
Non-binary	6	54.5 %
Neutral	1	9.1 %
Infinite	1	9.1 %
Never a man, but only sometimes a lady	1	9.1 %
I choose not to be classified by gender	1	9.1 %
FTM Transgender	1	9.1 %
Total	11	100.0 %

Q12. What is your age?

Q12. What is your age	Number	Percent
18-34	308	18.7 %
35-44	328	20.0 %
45-54	337	20.5 %
55-64	342	20.8 %
65+	329	20.0 %
Total	1644	100.0 %

Q13. Which of the following describes your race?

Q13. Which following describes your race	Number	Percent
Asian (Central, South, or Eastern Asia)	72	4.4 %
Black/African American	239	14.5 %
Native American/Alaskan Native	66	4.0 %
Native Hawaiian/Pacific Islander	6	0.4 %
White/Caucasian	1084	65.9 %
Other	80	4.9 %
Total	1547	

Q13-6. Other

Q13-6. Self-describe your race	Number	Percent
Hispanic	39	51.3 %
Mexican	8	10.5 %
Latino	5	6.6 %
Mestizo	2	2.6 %
Multi-racial	2	2.6 %
White/Native American	2	2.6 %
Mixed	2	2.6 %
White Hispanic	1	1.3 %
Middle Eastern	1	1.3 %
Mexican heritage	1	1.3 %
From Perú	1	1.3 %
Latin	1	1.3 %
Half Hispanic	1	1.3 %
Black Indian	1	1.3 %
Black Dutch	1	1.3 %
American Iranian	1	1.3 %
Asian & Black	1	1.3 %
Persian	1	1.3 %
Black/Indian	1	1.3 %
Jewish	1	1.3 %
Asian and African American	1	1.3 %
Portuguese	1	1.3 %
Mexican native	1	1.3 %
Total	76	100.0 %

Q14. Are you of Hispanic/Latino/a/x origin?

Q14. Are you of Hispanic/Latino/a/x origin	Number	Percent
Yes	317	19.3 %
No	1310	79.7 %
Not provided	17	1.0 %
Total	1644	100.0 %

WITHOUT "NOT PROVIDED"
Q14. Are you of Hispanic/Latino/a/x origin? (without "not provided")

Q14. Are you of Hispanic/Latino/a/x origin	Number	Percent
Yes	317	19.5 %
No	1310	80.5 %
Total	1627	100.0 %

3 Survey Instrument

Dear Oklahoma City Resident:

We would like to invite you to participate in a community-wide survey to help us better understand the expectations you have regarding the City of Oklahoma City Police Department and police encounters. By participating in this survey, you will help inform our recommendations to the City Council on how police officers should respond to 9-1-1 calls and other situations that may arise in Oklahoma City.

We ask you to answer the questions based on your personal experience as it relates to the Oklahoma City Police Department. We realize this survey will take some time to complete but every question is important, and your opinion matters. Please be assured that all survey results will remain confidential, and we look forward to your candid feedback.

To make it convenient to participate in the survey there are three ways in which you can respond:

- to complete the survey by mail, *please return the enclosed survey within one week* in the provided postage-paid envelope.
- to complete the survey online, please visit www.OKCPoliceSurvey.org.
- to complete the survey by phone (toll-free), please dial 1+(888) 801-5368.

If you need further assistance with accessibility to the survey, please call us at the toll-free number listed above. Thank you in advance for your participation. We value your responses.

Sincerely,

Craig Freeman
City Manager

Oklahoma City Police Services Survey

The City of Oklahoma City invites you to participate in this survey. This survey is designed to understand your expectations of police encounters with the Oklahoma City Police Department and the appropriate role of the Police Department to keep our community safe. The results will be used to inform recommendations to City Council. We encourage you to complete the survey on-line at *OKCPoliceSurvey.org*. You may also complete this survey and return it in the postage-paid envelope provided.

Part 1: Neighborhood Safety

1. How safe do you feel in your neighborhood during the DAY?

____(1) Very safe   ____(3) Somewhat safe   ____(5) Very unsafe
____(2) Safe   ____(4) Unsafe   ____(9) Don't know

2. How safe do you feel in your neighborhood at NIGHT?

____(1) Very safe   ____(3) Somewhat safe   ____(5) Very unsafe
____(2) Safe   ____(4) Unsafe   ____(9) Don't know

3. How likely are you to provide information about criminal activity in your neighborhood to the police?

____(1) Very likely   ____(3) Somewhat likely   ____(5) Very unlikely
____(2) Likely   ____(4) Unlikely   ____(9) Don't know

Part 2: Interactions with the Oklahoma City Police Department (OKCPD)

4. Have you been stopped by a police officer in Oklahoma City while walking, in a vehicle, or on your bike during the past year?

____(1) Yes *[Answer Q4a-c.]*   ____(2) No *[Skip to Q5.]*   ____(9) Don't remember *[Skip to Q5.]*

4a. Did the officer clearly explain the reason for the stop?

____(1) Yes   ____(2) No   ____(9) Don't remember

4b. During this encounter, how carefully did the officer listen to your concerns, explanation, or version of events? Do you feel the officer...

____(1) Listened very carefully   ____(3) Did not listen very carefully   ____(9) Don't remember
____(2) Listened somewhat carefully   ____(4) Did not listen at all

4c. Do you think any of the following factors contributed to the reason you were stopped? *[Check all that apply.]*

____(1) Your race   ____(5) Your sexual orientation
____(2) Your ethnicity   ____(6) Your gender
____(3) Your religion   ____(7) Your immigration status
____(4) Your age   ____(8) Other: _____

5. Have you interacted with anyone from the Oklahoma City Police Department during the past year for any of the other reasons listed below? *[Check all that apply.]*

____(1) Called 9-1-1 for an emergency   ____(4) Interacted with police at events or public meeting
____(2) Were arrested   ____(5) Had a question or another non-emergency issue
____(3) Reported a crime/suspicious behavior   ____(6) Other: _____

6. **Using a scale of 1 to 4, where 4 means "Strongly AGREE" and 1 means "Strongly DISAGREE," please rate your level of agreement with the following statements.**

		Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable or Don't Know
1.	During my most recent request for assistance from the OKCPD, the officer(s) adequately addressed my concerns.	4	3	2	1	9
2.	I believe that Oklahoma City police officers with whom I have had the most contact are generally fair and unbiased.	4	3	2	1	9
3.	The police in OKC share necessary and/or relevant information with the community through outreach, social media, or other local media, such as television or radio.	4	3	2	1	9
4.	I think the Oklahoma City Police do a good job working with the community to solve local problems.	4	3	2	1	9

7. **Overall, how satisfied were you with your interaction(s) with OKC Police Department?**

____(1) Very satisfied ____(3) Neutral (neither sat/dis) ____(5) Very dissatisfied
____(2) Satisfied ____(4) Dissatisfied

Part 3: Support for Initiatives Being Considered

8. **De-escalation Initiatives. Using a scale of 1 to 4, where 4 means "Very Supportive" and 1 means "NOT Supportive At All," please rate your level of support for the initiatives below that are being considered by the City to de-escalate potentially violent situations with police.**

		Very Supportive	Supportive	Not Supportive	Not Supportive At All	Not Applicable or Don't Know
1.	Increase the number of police officers who are fully trained in Crisis Intervention Training	4	3	2	1	9
2.	Create a city or county level Crisis Intervention Committee that is not part of OKCPD to focus on mental health responses for the OKC community	4	3	2	1	9
3.	Increase training for OKC Police Department leaders in mental illness engagement	4	3	2	1	9
4.	Increase community training and public education on how residents should call for emergency situations that involve a mental health crisis	4	3	2	1	9
5.	Explore the use of Enhanced 911 services so that residents can voluntarily input information about their households directly into the system to help first responders be prepared for situations that could involve persons with mental health challenges	4	3	2	1	9

9. **Accountability Initiatives. Using a scale of 1 to 4 where 4 means "Very Supportive" and 1 means "NOT Supportive At All," please rate your level of support for the initiatives below that are being considered by the City to ensure accountability among OKC Police officers.**

		Very Supportive	Supportive	Not Supportive	Not Supportive At All	Not Applicable or Don't Know
1.	OKCPD should shorten the waiting period for interviewing officers who have been involved in an officer involved shooting or use of force incident. Ideally officers would be interviewed before end of shift	4	3	2	1	9
2.	OKCPD should prohibit officers from viewing video evidence before providing an interview in critical events, such as officer-involved shootings	4	3	2	1	9
3.	OKCPD and the City of Oklahoma should actively begin public education processes that give citizens a clear understanding of how they may make a formal complaint against the OKCPD and its employees	4	3	2	1	9

Part 4: Demographic Questions

10. **How many years have you lived in Oklahoma City?** _____ years

11. **What is your gender?**

    ____(1) Male   ____(2) Female   ____(3) Prefer Not to Say   ____(4) Prefer to self-describe: _____

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

13. **Which of the following describes your race?** *[Check all that apply.]*

    ____(1) Asian (Central, South, or Eastern Asia)   ____(4) Native Hawaiian/Pacific Islander
    ____(2) Black/African American   ____(5) White/Caucasian
    ____(3) Native American/Alaskan Native   ____(99) Other: _____

14. **Are you of Hispanic/Latino/a/x origin?** ____(1) Yes   ____(2) No

15. *[Optional]* **What should Oklahoma City Police Department's top priority for improvement be over the next two years? Write "None" if you do not have any suggestions.**

    _____

    _____

    _____

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 the level of satisfaction with City services in your area. If your address is not correct, please provide the correct information. Thank you.