



2023 RESIDENT SURVEY

Findings Report

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Presented to the
CITY OF OKLAHOMA CITY,
OKLAHOMA

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Executive Summary

2023 City of Oklahoma City Resident Survey Executive Summary



Purpose

ETC Institute administered a resident survey for the City of Oklahoma City during the summer of 2023. The purpose of the survey was to objectively assess resident satisfaction with the delivery of City services and to gather input about priorities for the City.

Methodology

The survey was administered to a random sample of 1,293 residents by mail and online. At least 150 surveys were completed in each of the City's eight council wards. The results of the random sample of 1,293 households have a precision of at least $\pm 2.7\%$ at the 95% level of confidence.

The six-page survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in Oklahoma City. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Once households received the survey in the mail, ETC Institute sent follow-up reminder communications to encourage participation. The communication methods contained a link to the online version of the survey to make it convenient for residents to complete. For verification purposes, residents were asked to enter their home address at the end of the survey. ETC Institute then matched the addresses that were entered with the addresses originally selected for the random sample. If the address entered online did not match with an address on the random sample, that online survey was not counted.

Trends: Trends are based on the results of the 2022 and 2023 City of Oklahoma City Resident Survey. When comparing trend data in this report, a significant increase or decrease is defined as a change of 3% or more.

Don't Know Responses: The number of "don't know" responses often reflect the utilization and awareness of City services, however, for comparison purposes, the percentage of "don't know" and "no opinion" responses have been excluded from the graphs. Excluding "don't know" responses facilitate valid comparisons of the results from previous surveys and with the results from other communities in ETC Institute's database of survey results.

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for the survey (Section 1)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 2)
- benchmarking data that show how the results for the City of Oklahoma City compare to other U.S. communities (Section 3)
- cross-tabular data showing the survey results by Ward (Section 4)
- tabular data showing the overall results for all questions on the survey (Section 5)
- the cover letter and survey instrument (Section 6)

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2023 Survey Results vs. 2022 Survey Results

The City of Oklahoma City's rating for overall quality of services decreased 1.1%, from 65.5% in 2022 to 64.4% in 2023. The table below shows how the 2023 results for major City services compare to the 2022 survey results.

City of Oklahoma City 2023 Survey Results vs. 2022 Survey Results			
<i>Results are the sum percentage of "very satisfied" and "satisfied" responses.</i>			
Major City Services	2023	2022	Difference
Quality of parks & recreation programs/facilities	64.50%	62.90%	1.60%
Condition of City streets	16.20%	14.60%	1.60%
Flow of traffic & ease of getting around town	44.40%	42.90%	1.50%
Quality of city trash services	84.70%	84.00%	0.70%
Quality of fire service	91.60%	91.00%	0.60%
Quality of ambulance service	74.80%	74.50%	0.30%
Effectiveness of city communication with public	50.20%	50.70%	-0.50%
Quality of City water utilities	67.40%	69.20%	-1.80%
Enforcement of City codes & ordinances	35.90%	38.00%	-2.10%
Quality of police service	69.20%	72.00%	-2.80%
Quality of customer service from city employees	59.20%	62.60%	-3.40%
Quality of City's public transit system	29.00%	32.80%	-3.80%

Trends from 2022 to 2023

Of the 74 services that were assessed in both 2022 and 2023, 49 services showed an increase in satisfaction; 2 services showed no change in satisfaction, and 23 services showed a decrease in satisfaction. Of the 49 services that showed an increase in satisfaction, 17 services showed a significant increase of 3% or more. Of the 23 services that showed a decrease in satisfaction, 6 services showed a significant decrease of 3% or more.

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Key Survey Findings

Overall Ratings of the City

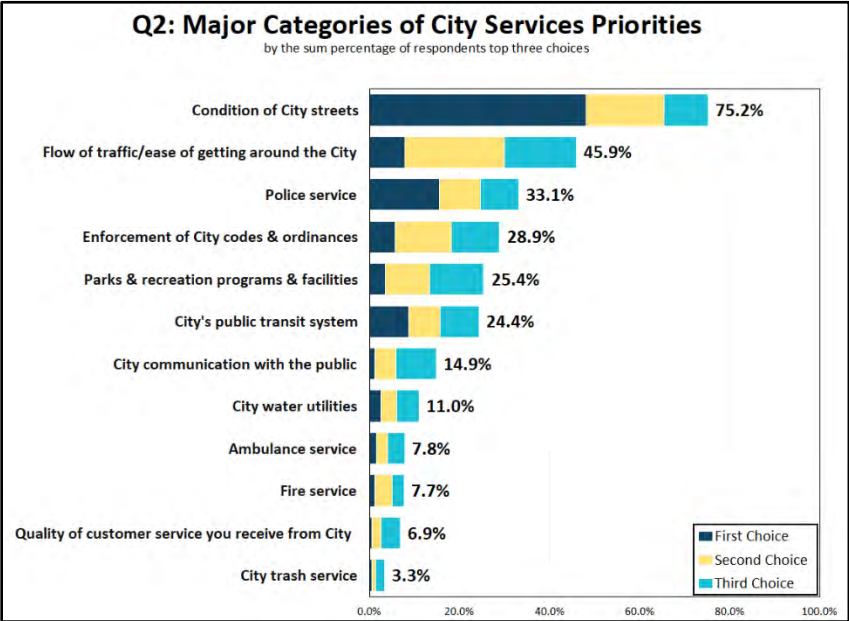
Two out of three residents rated Oklahoma City as being either an “excellent” or “good” place to live (81%), work (76%), and raise children (67%). Seventy-one percent (71%) of residents gave Oklahoma City ratings of “excellent” or “good” as a City that is moving in the right direction.

Customer Service Provided by the City

- 59% of residents were either “very satisfied” or “satisfied” with the customer service received from City employees.
- During the past year, 41% of residents indicated they had contacted the City. Of those, the majority were satisfied with various aspects of customer service provided by City employees. Seventy-one percent (71%) were satisfied with how helpful City staff was when they called; 69% were satisfied with the accuracy of the information given, 65% were satisfied with how quickly City staff responded to their request, 65% were satisfied with how helpful City staff was when they visited, and 63% were satisfied with how well their issue was handled.

Major Categories of City Services

- The three most important services that residents think should receive the most emphasis from City leaders over the next two years are the condition of City streets (72%), flow of traffic/ease of getting around the City (46%), and police service (33%). See chart to the right.
- 44% of residents are satisfied with the flow of traffic and the ease of getting around the City, and 16% of residents are satisfied with the condition of City streets.



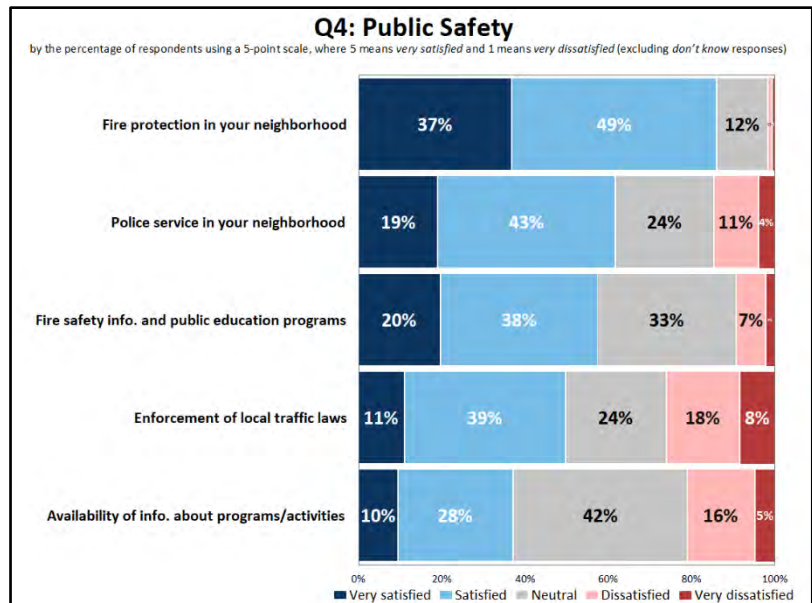
- Though 69% of residents are satisfied with the quality of police service and this rating is 14% above the National Average, this service is still very important to residents.

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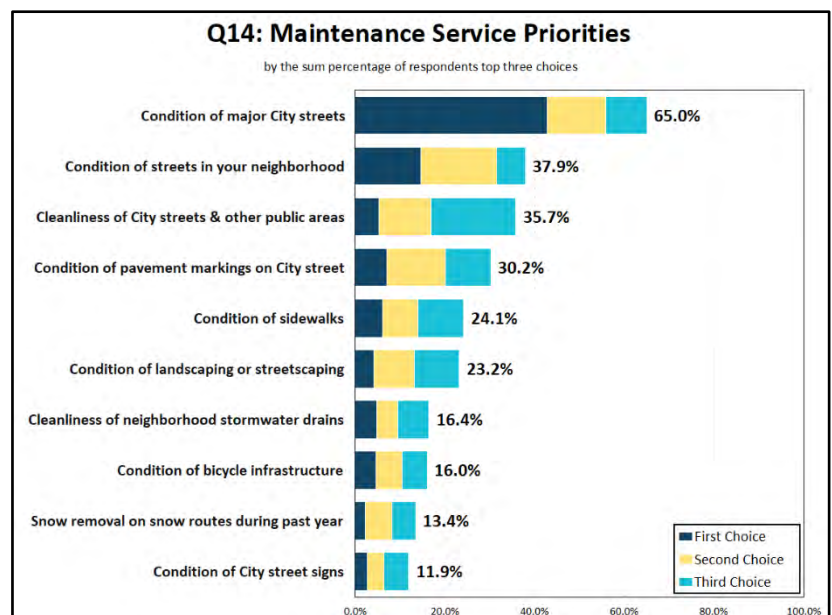
Public Safety Services

- 86% of residents were satisfied with fire protection provided in their neighborhood.
- 62% of residents were satisfied with the police service in their neighborhood.
- One out of two residents feel safe walking in their neighborhood during the day, in City parks during the day, and walking in their neighborhood after dark.
- When residents were asked to rate their level of satisfaction with various aspects of neighborhoods, 72% indicated they were satisfied with the safety in neighborhoods.



Maintenance Services

- Based on residents' top three choices, the most important maintenance service that the City should emphasize over the next two years is the condition of major City streets.
- 59% of residents indicated they were satisfied with the condition of City street signs and 59% were satisfied with the snow removal on snow routes during the past year.
- The three maintenance services that received the lowest levels of satisfaction were condition of bicycle infrastructure (37%), the cleanliness of City streets and other public areas (35%), and the condition of major City streets (27%).



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Additional Findings

- The top three bus service characteristics that are most important to residents when considering whether or not to use public transit are: 1) routes going to more places (43%), 2) bus stops within walking distance of home (39%), and 3) how often the bus comes by their stop (36%).
- The top two code enforcement services that residents think should receive the most emphasis from City leaders over the next two years are: 1) enforcing the clean-up junk and debris on private property (66%) and 2) enforcing the mowing and cutting of weeds and grass on private property (56%).
- More than three out of four residents (77%) have used an Oklahoma City park and/or participated in an Oklahoma City Parks and Recreation program during the past year. Most residents are satisfied with the experience at the Civic Center Music Hall (78%), the condition of Bricktown Canal and landscaping (70%), the maintenance of City parks (68%), and the maintenance of new or upgraded facilities (68%).
- The parks and recreation services that residents think should receive the most emphasis over the next two years is the maintenance of City parks (45%).

Recommendations

To help the City of Oklahoma City identify areas to emphasize over the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance of items based on the percentage of importance and the percentage of satisfaction with each service. ETC Institute has based their recommendations on the Importance-Satisfaction analysis to objectively assess the priorities for the City of Oklahoma City. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. Based on the results of the Importance-Satisfaction Analysis, ETC Institute recommends the following:

Top Priorities for City Services. To increase the overall satisfaction with major City services, the City of Oklahoma City should emphasize improvements in the following areas over the next two years:

- Condition of City streets
- Flow of traffic and ease of getting around the City
- Enforcement of City codes and ordinances
- City's public transit system
- Police service

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The table below shows the Importance-Satisfaction (I-S) Rating Rankings for the 12 categories of City services analyzed.

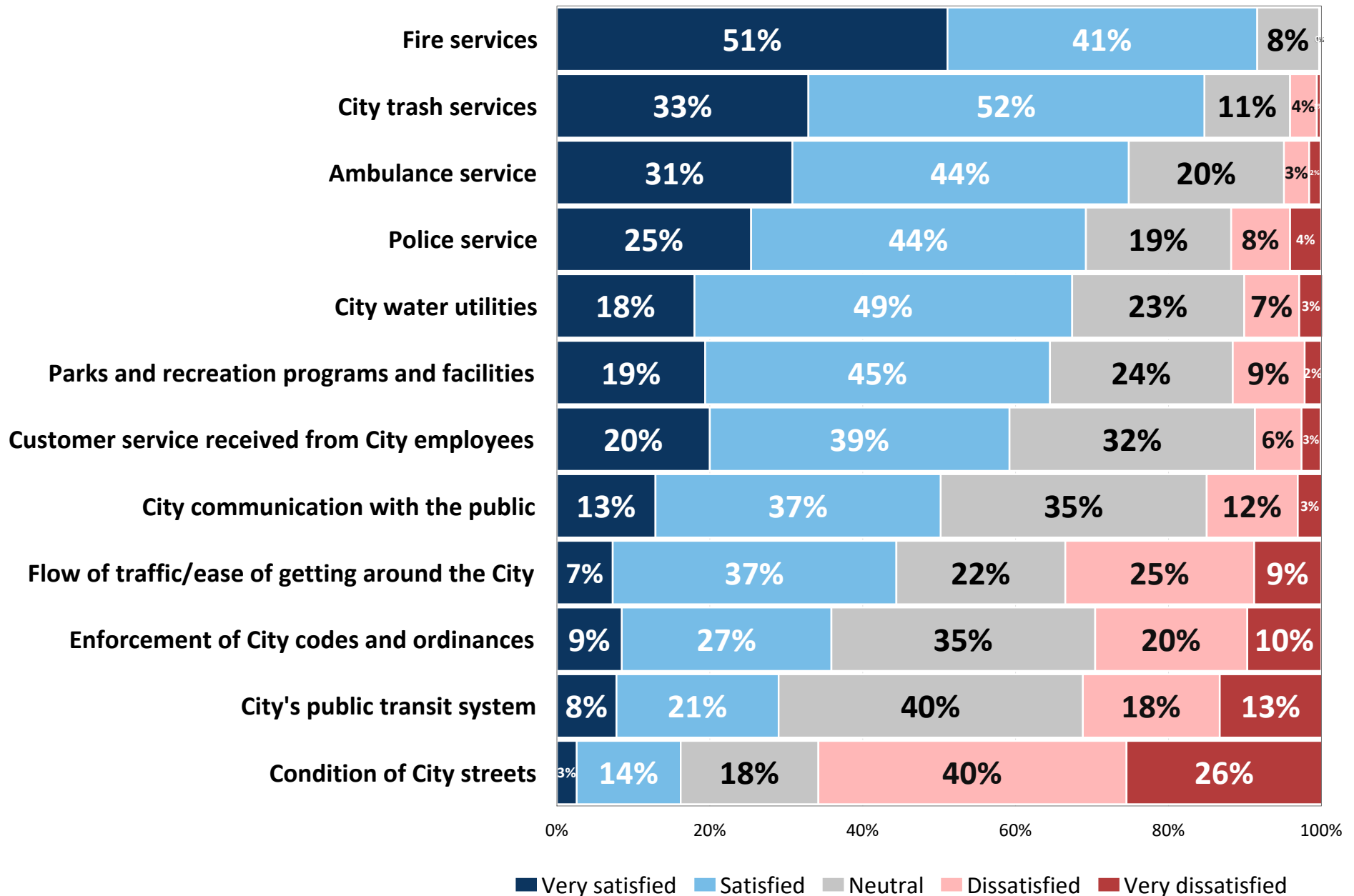
Importance-Satisfaction Analysis Ratings 2023 City of Oklahoma City Resident Survey Major Categories of City Services Oklahoma City, OK						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Condition of City streets	75.2%	9	16.2%	12	0.6302	1
Flow of traffic/ease of getting around the City	45.9%	11	44.4%	9	0.2552	2
High Priority (I-S = 0.10-0.20)						
Enforcement of City codes and ordinances	28.9%	10	35.9%	10	0.1852	3
City's public transit system	24.4%	12	29.0%	11	0.1732	4
Police service	33.1%	6	69.2%	4	0.1019	5
Medium Priority (I-S < 0.10)						
Parks and recreation programs and facilities	25.4%	3	64.5%	6	0.0902	6
City communication with the public	14.9%	8	50.2%	8	0.0742	7
City water utilities	11.0%	5	67.4%	5	0.0359	8
Customer service received from City employees	6.9%	7	59.2%	7	0.0282	9
Ambulance service	7.8%	4	74.8%	3	0.0197	10
Fire service	7.7%	1	91.6%	1	0.0065	11
City trash service	3.3%	2	84.7%	2	0.0050	12



Charts and Graphs

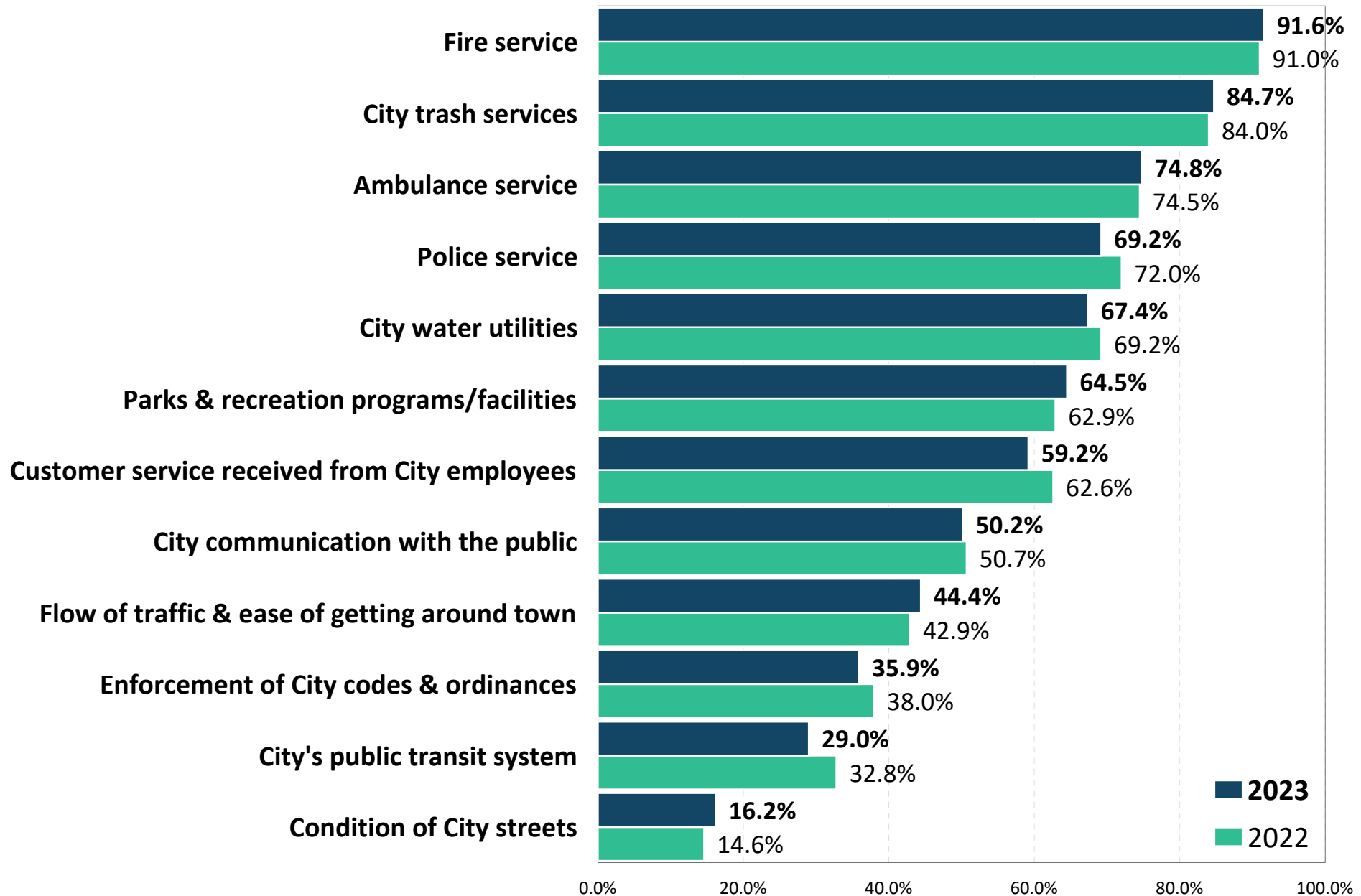
Q1: Major Categories of City Services

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



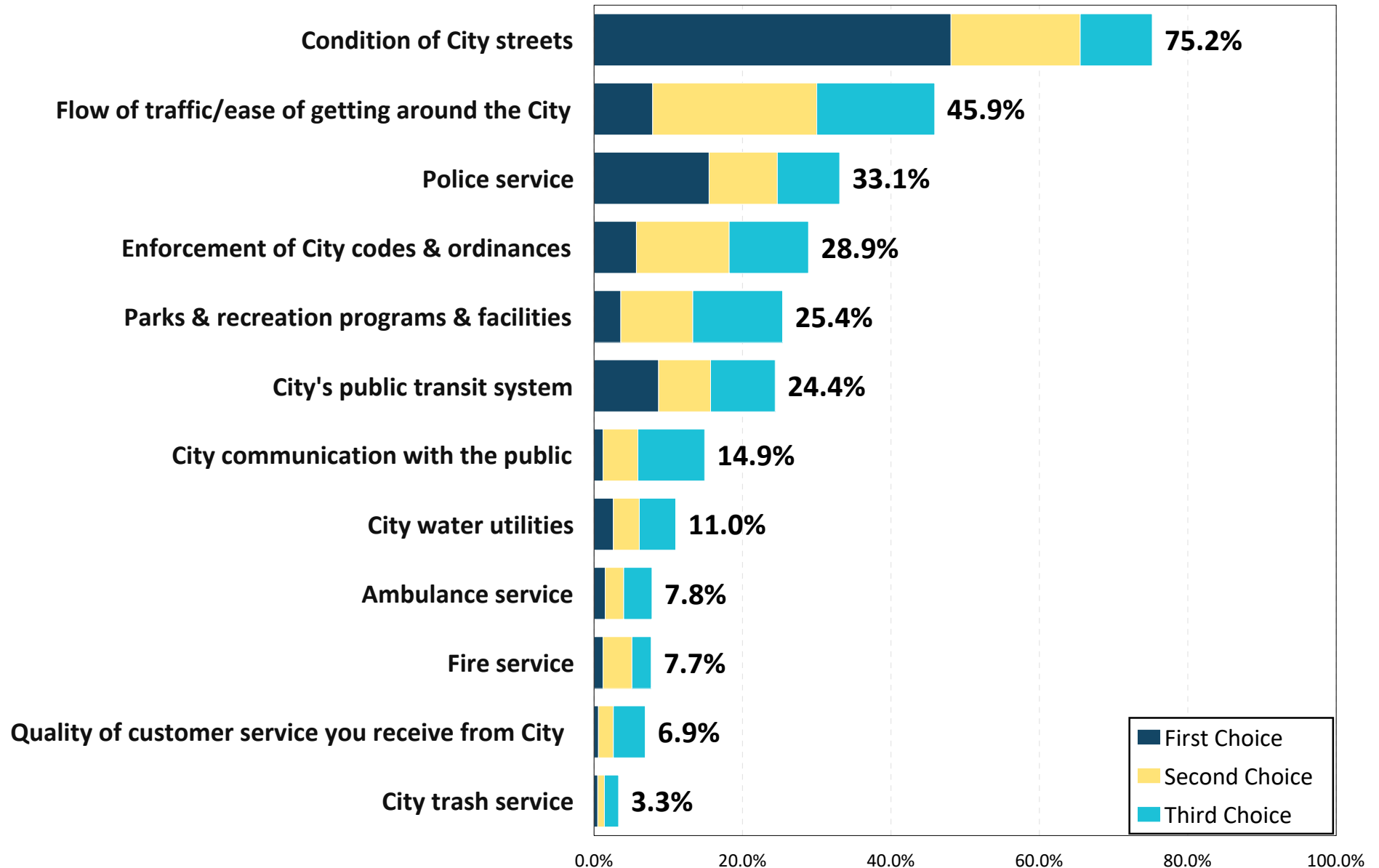
Q1: Major Categories of City Services

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



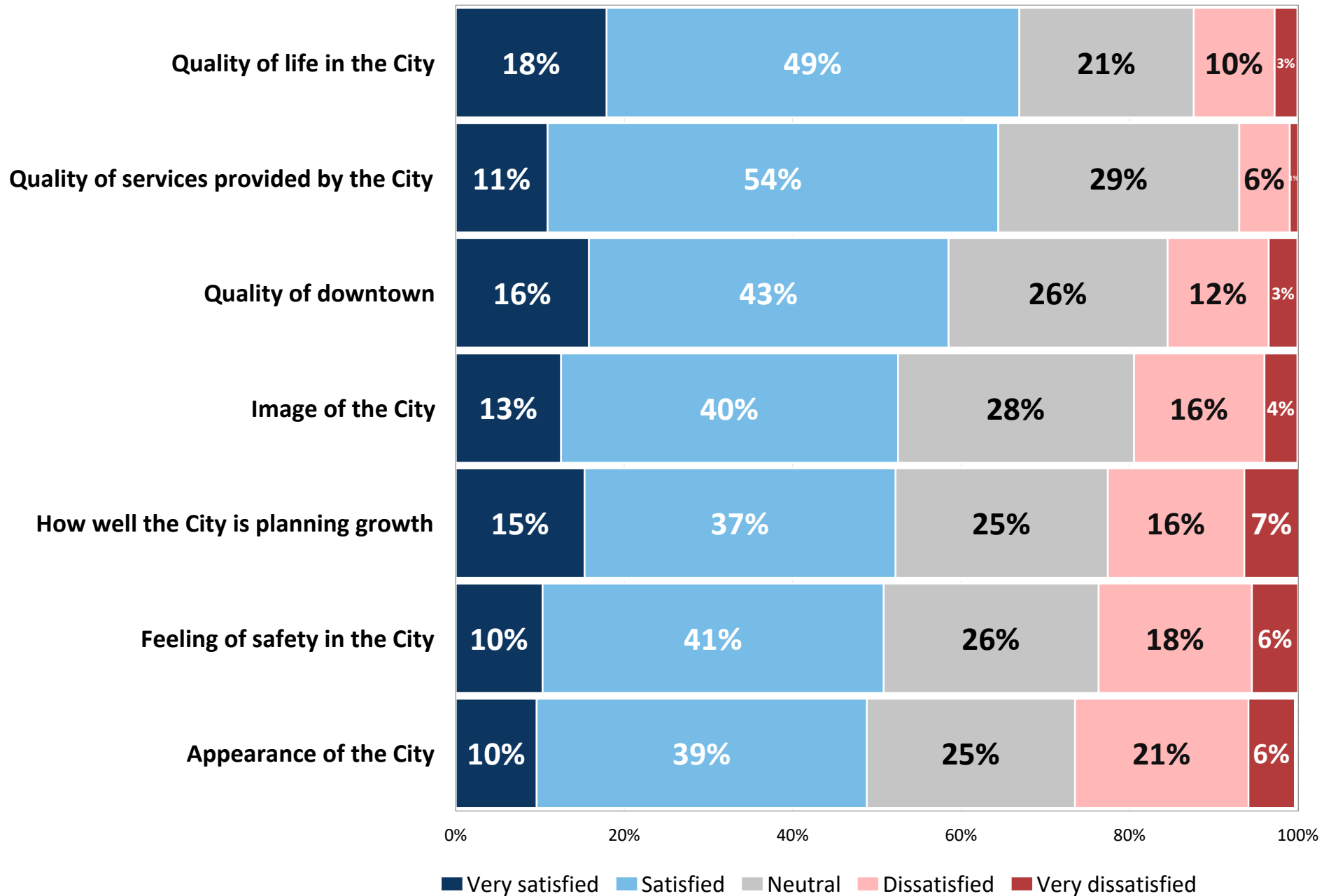
Q2: Major Categories of City Services Priorities

by the sum percentage of respondents top three choices



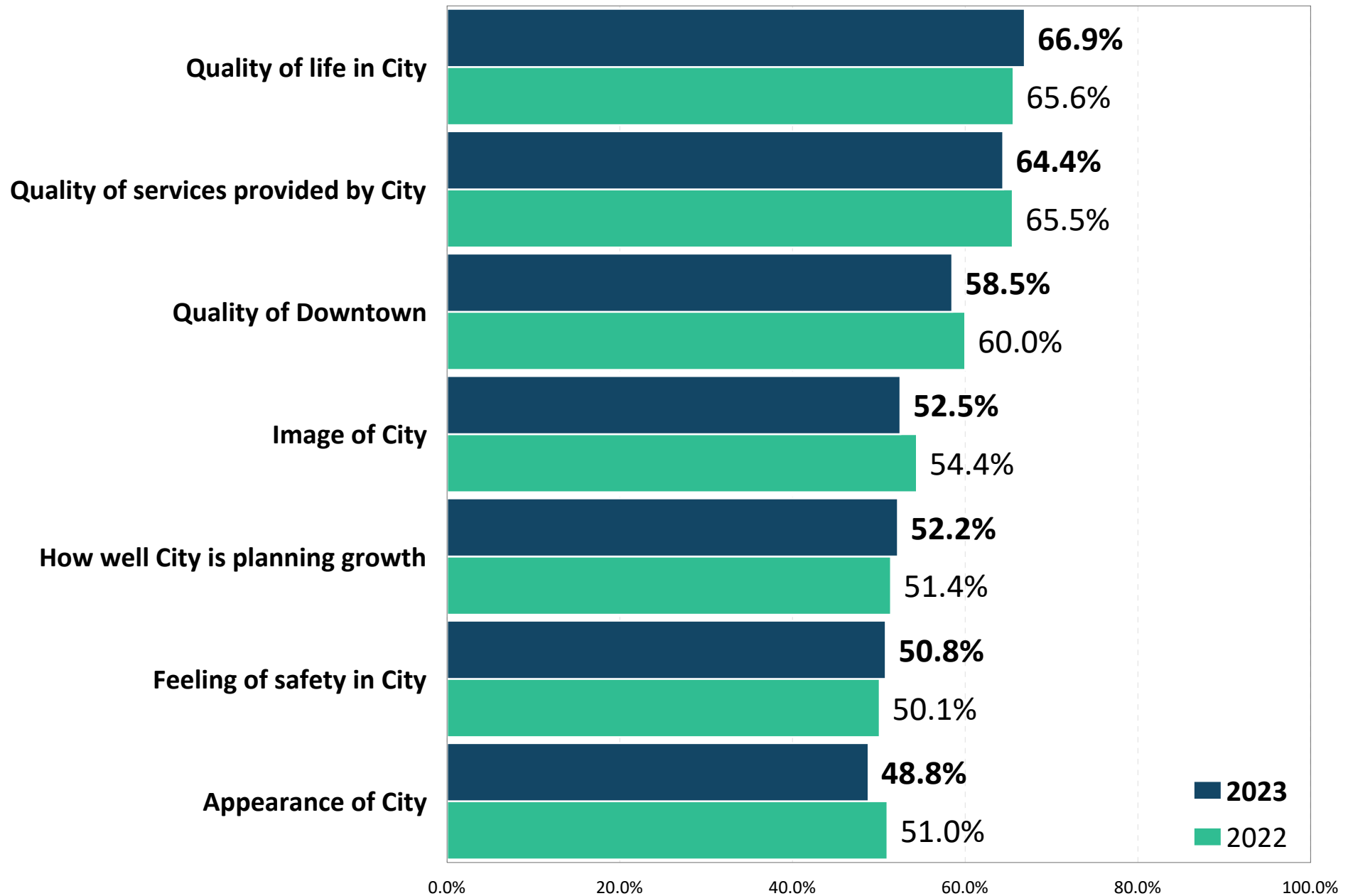
Q3: Perception of the City

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



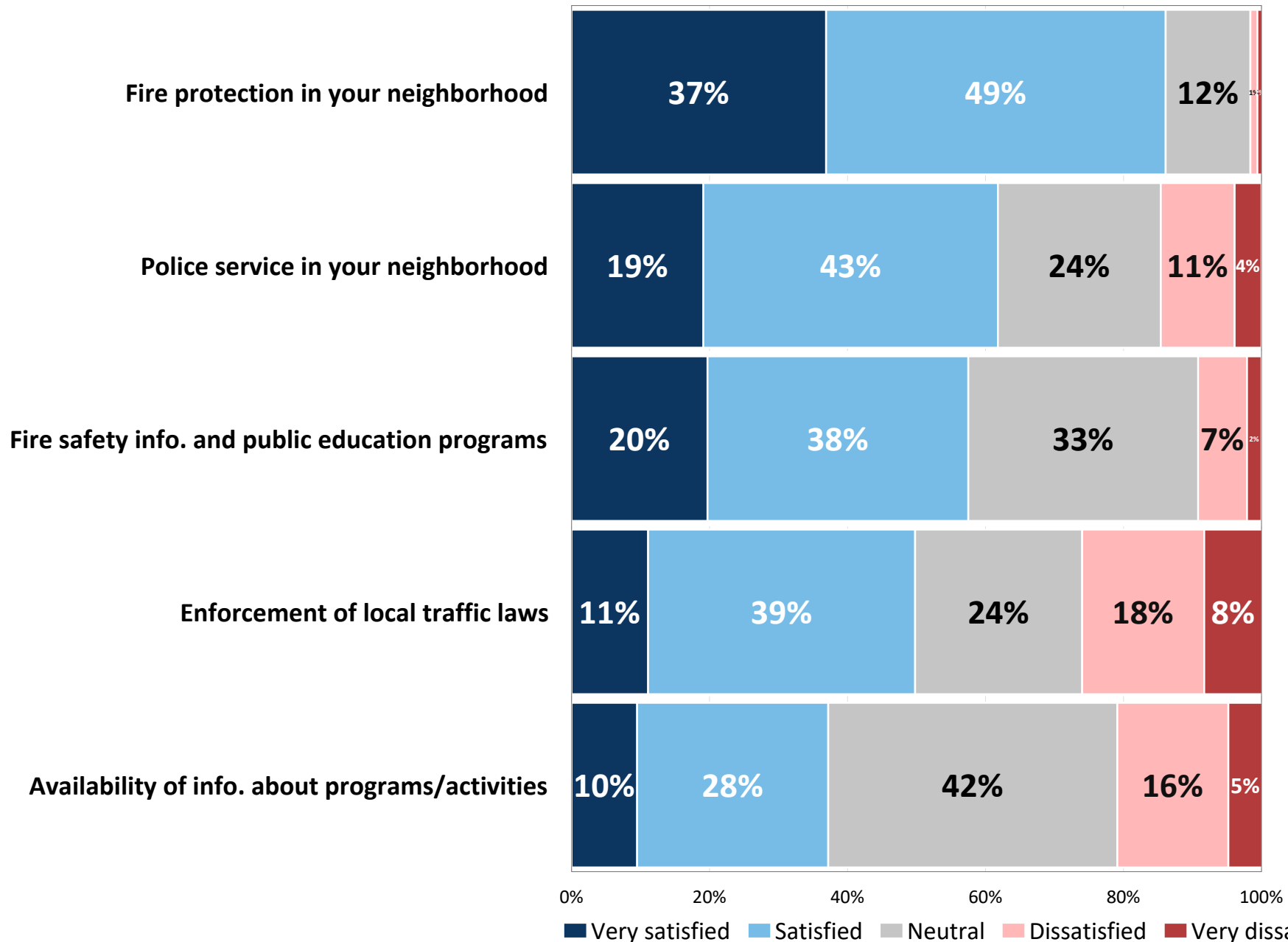
Q3: Perception of the City

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



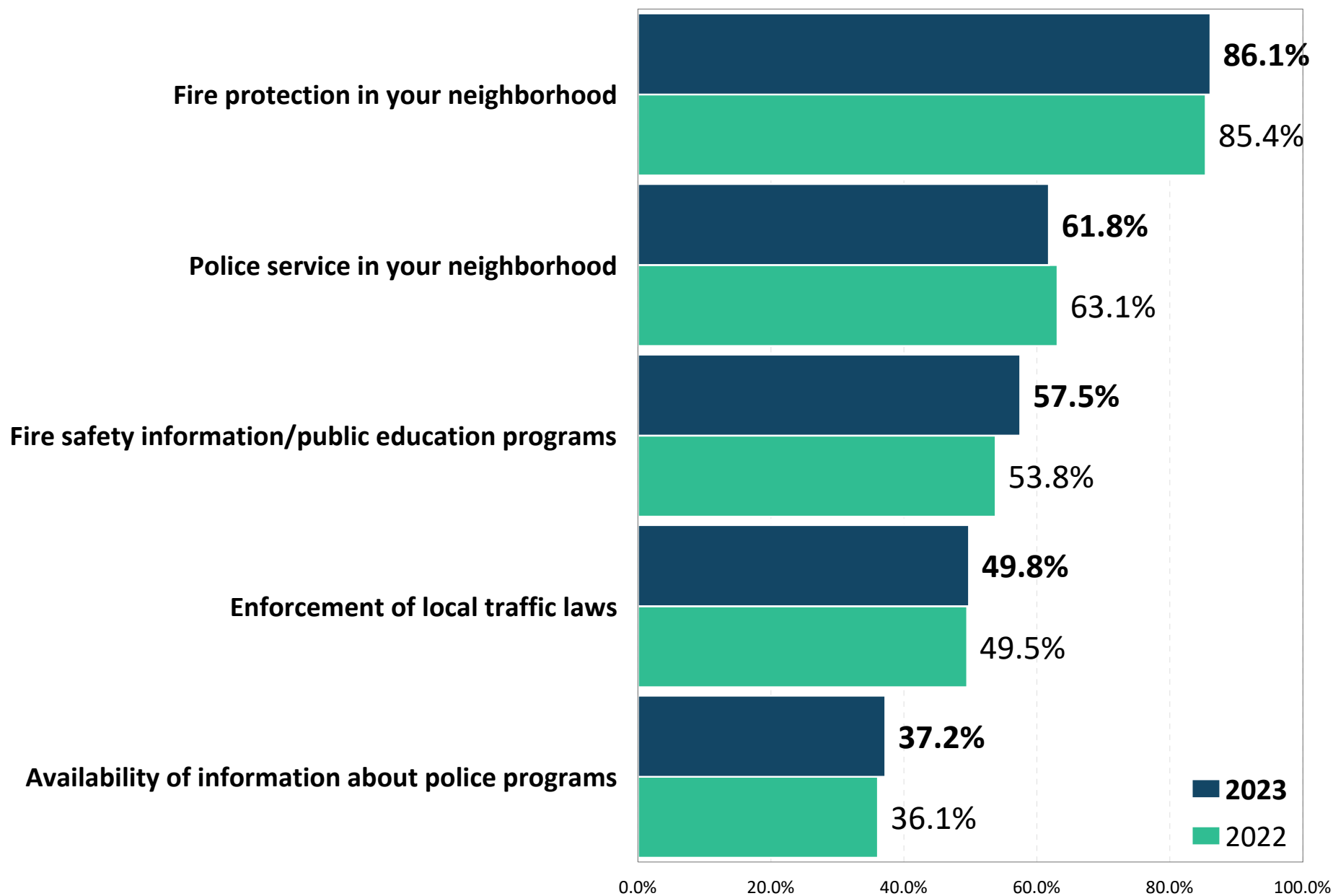
Q4: Public Safety

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



Q4: Public Safety

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



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

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

Q4: Enforcement of local traffic laws

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

Satisfied

38.7%

Very satisfied

11.1%

Very dissatisfied

8.4%

Dissatisfied

17.7%

Neutral

24.2%

**Not enough
citations are given**
76.8%

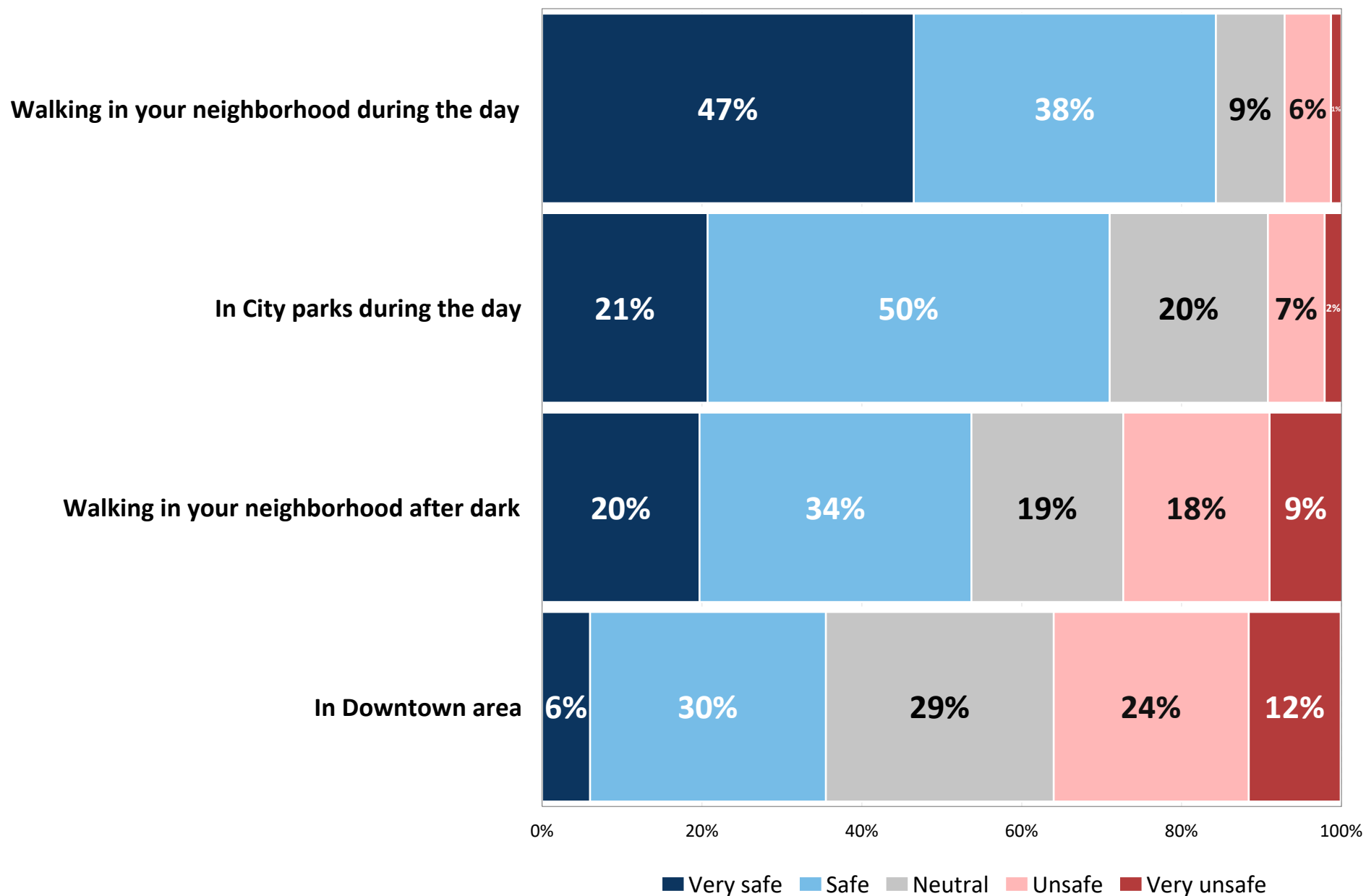
**Too many
citations are given**
4.0%

Not provided
4.6%

Other
14.7%

Q5: Feeling of Safety

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



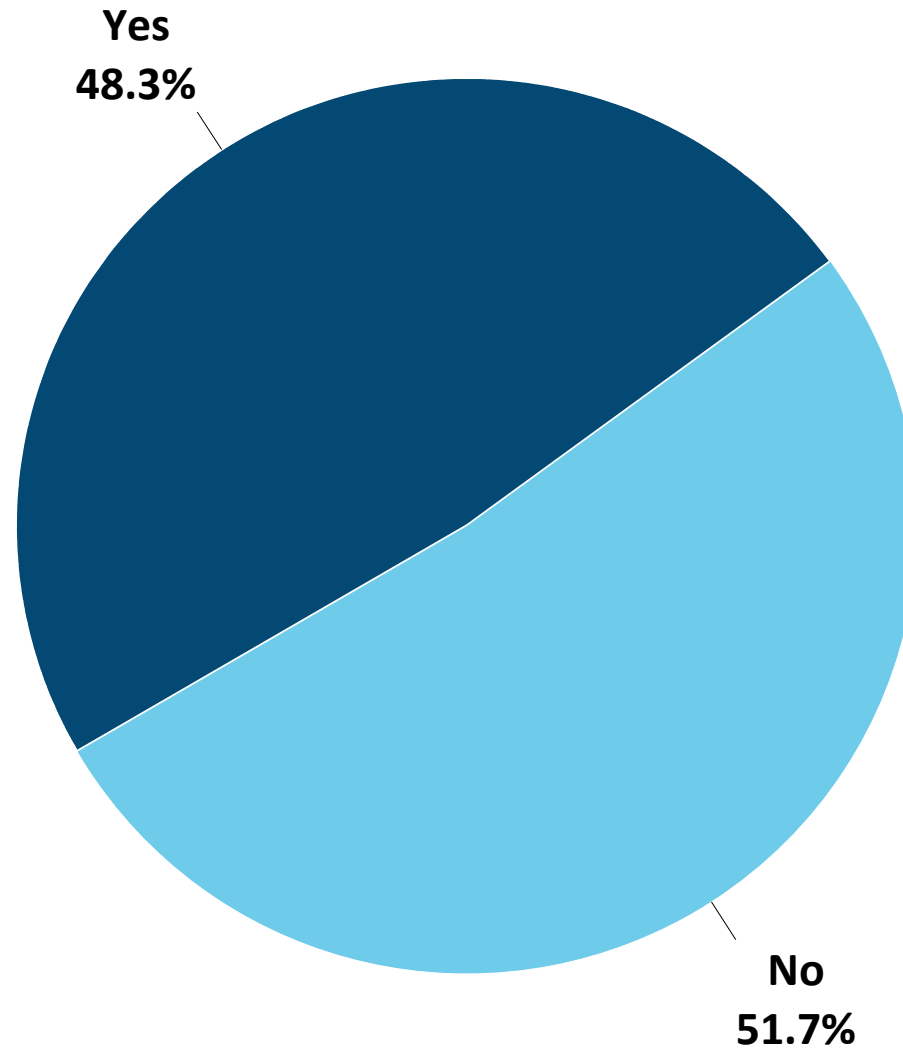
Q5: Feeling of Safety

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

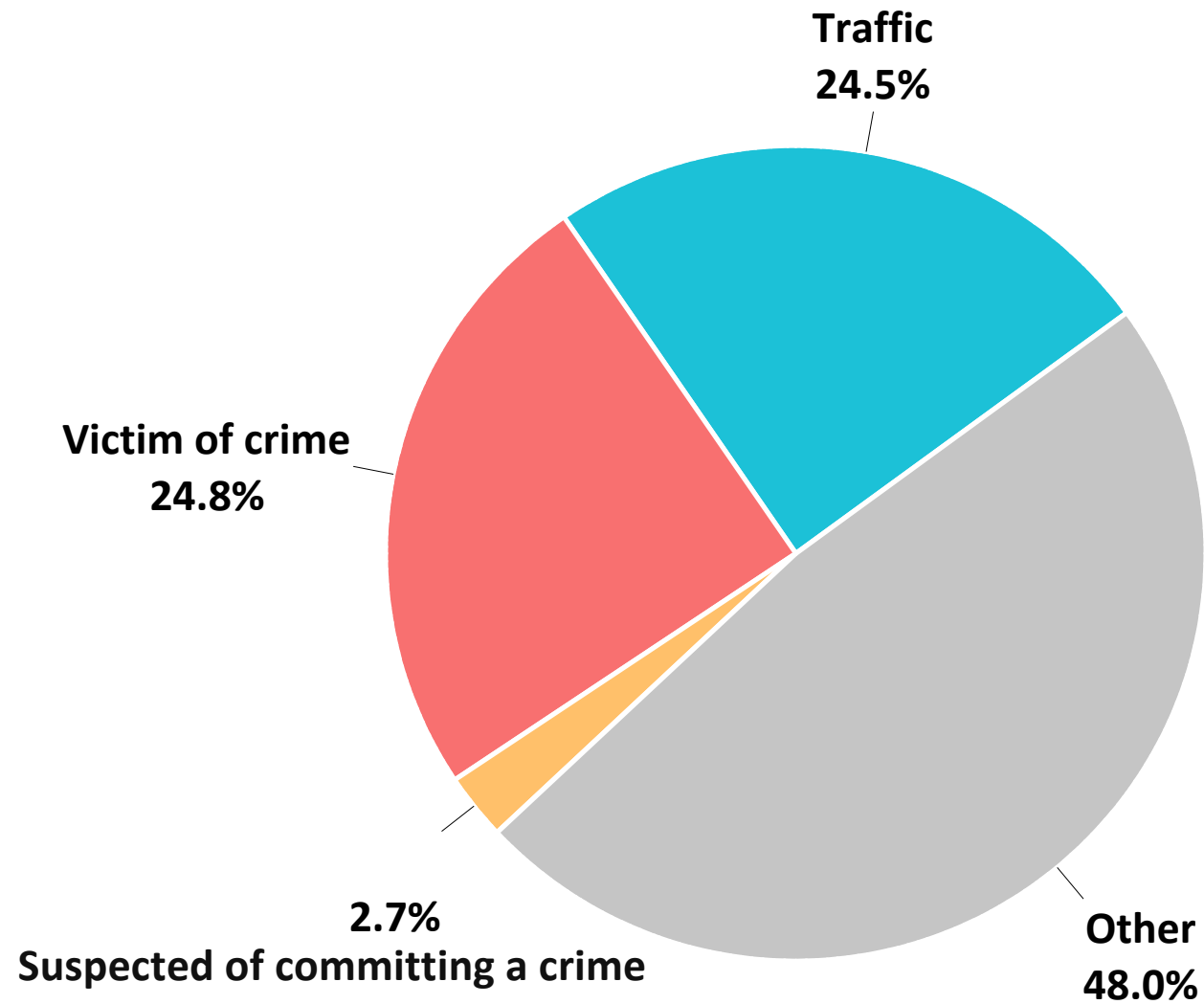


Q6: Have you had contact with a City of Oklahoma City police officer in the last three years?

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

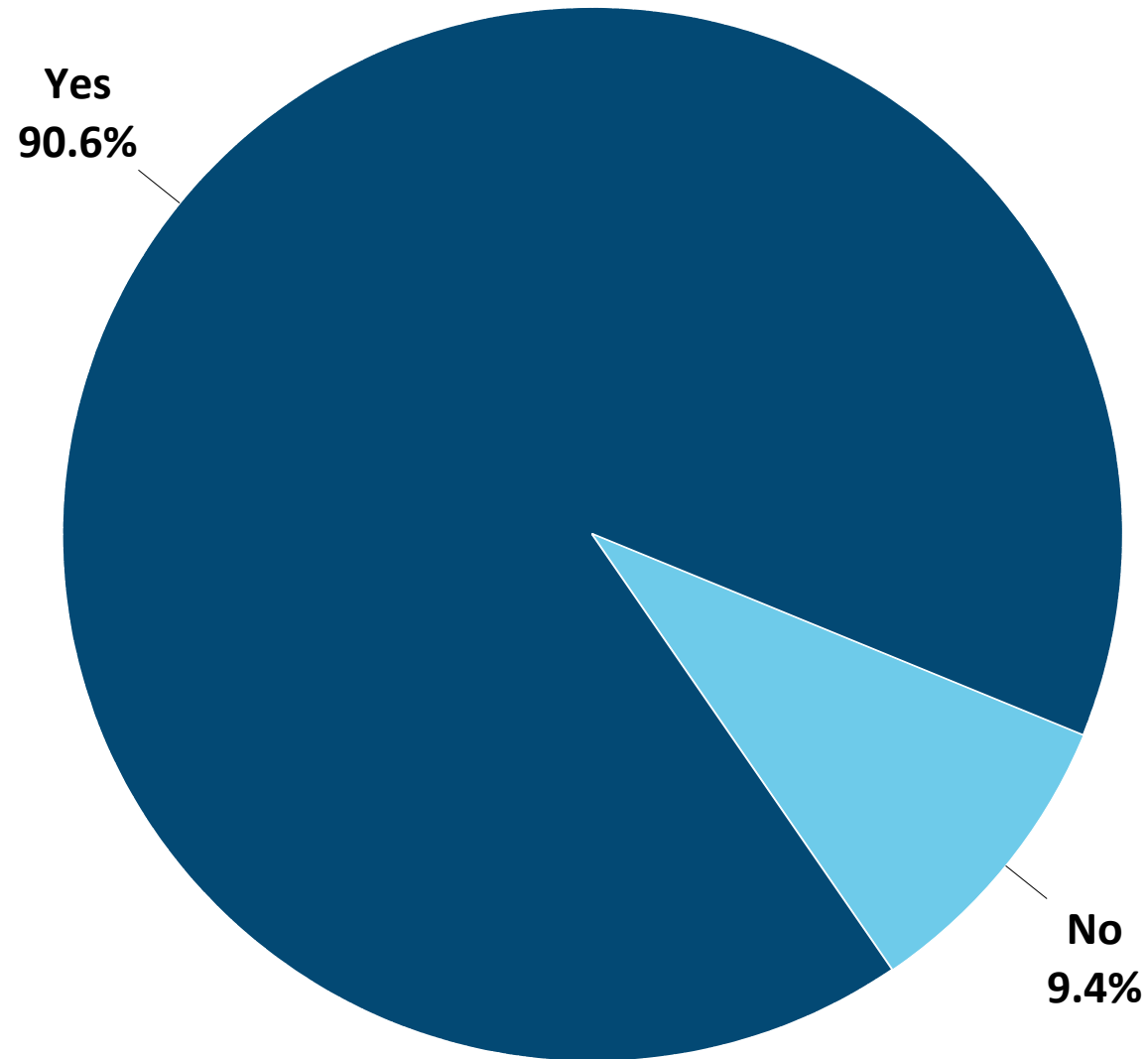


Q6a: (If YES to Question 6) What was the nature of your contact with the police officer? by percentage of respondents



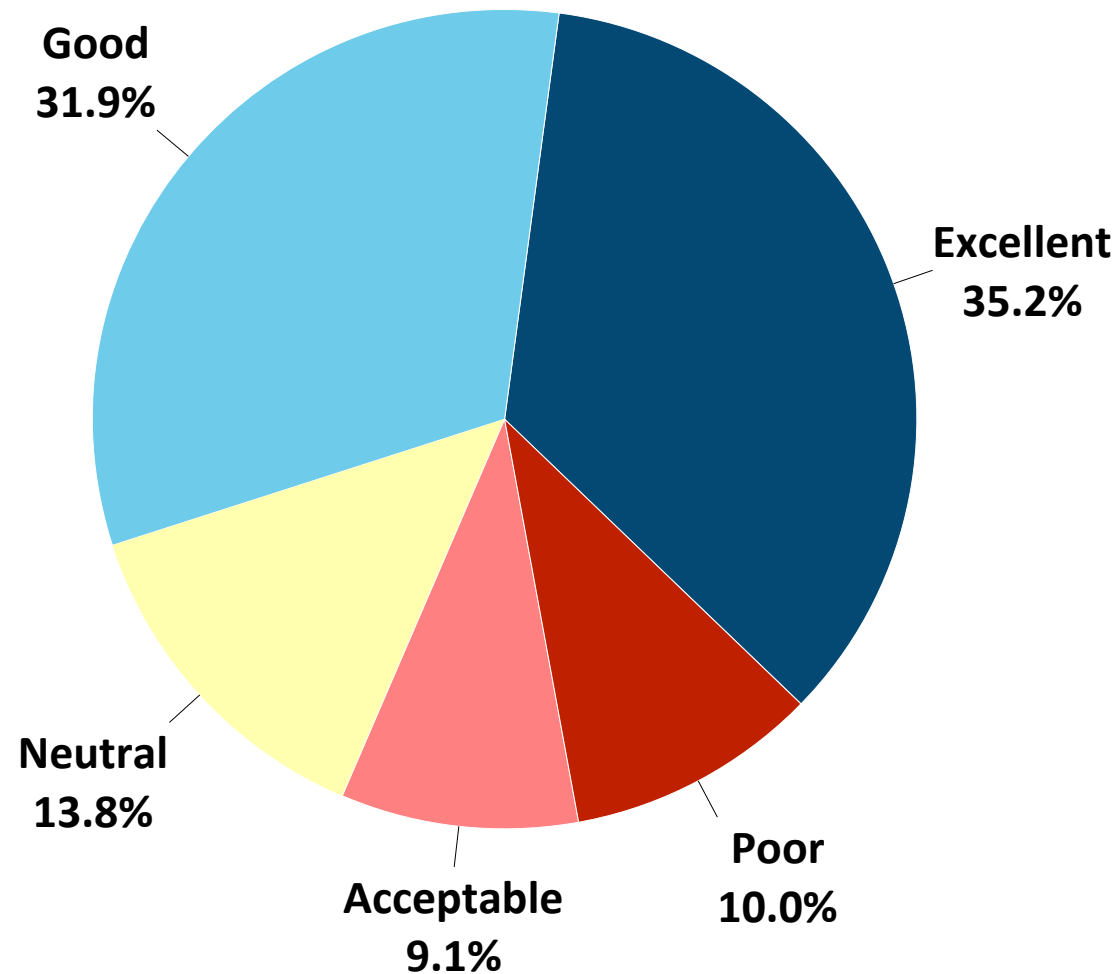
Q6b: (If YES to Question 6) Were you treated fairly by the officer?

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



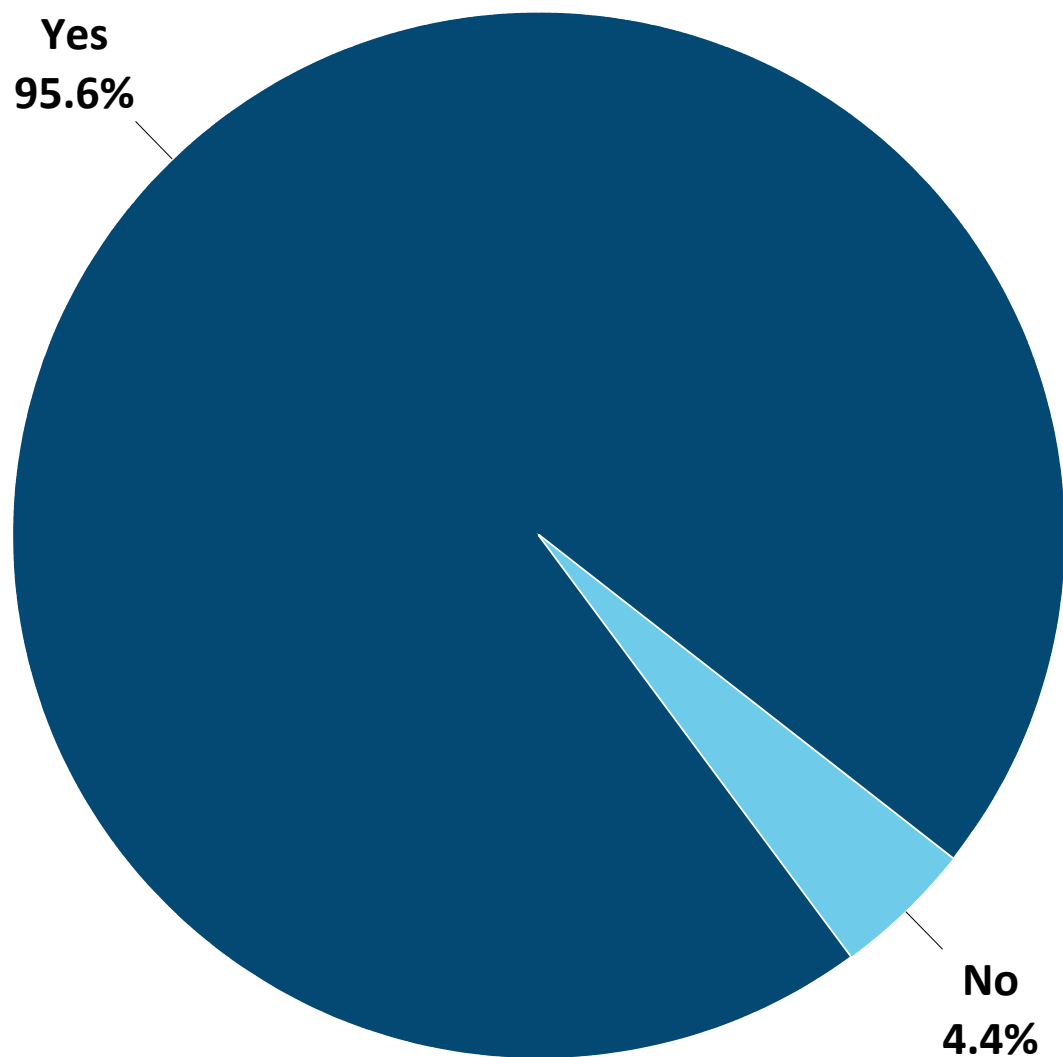
Q6c. (If YES to Question 6) How would you rate response time of the officer?

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



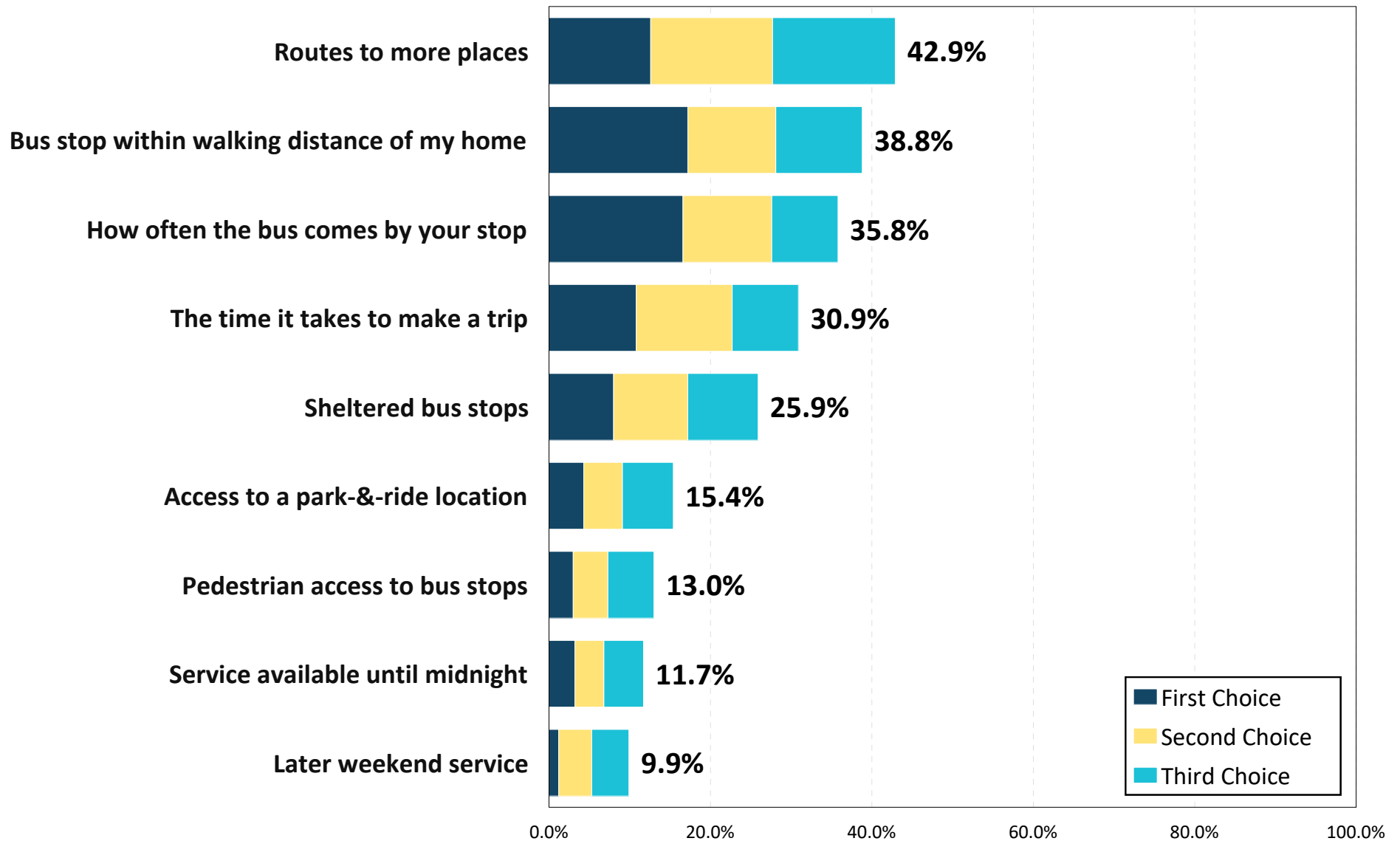
Q8: Do you have a working smoke alarm in your home?

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



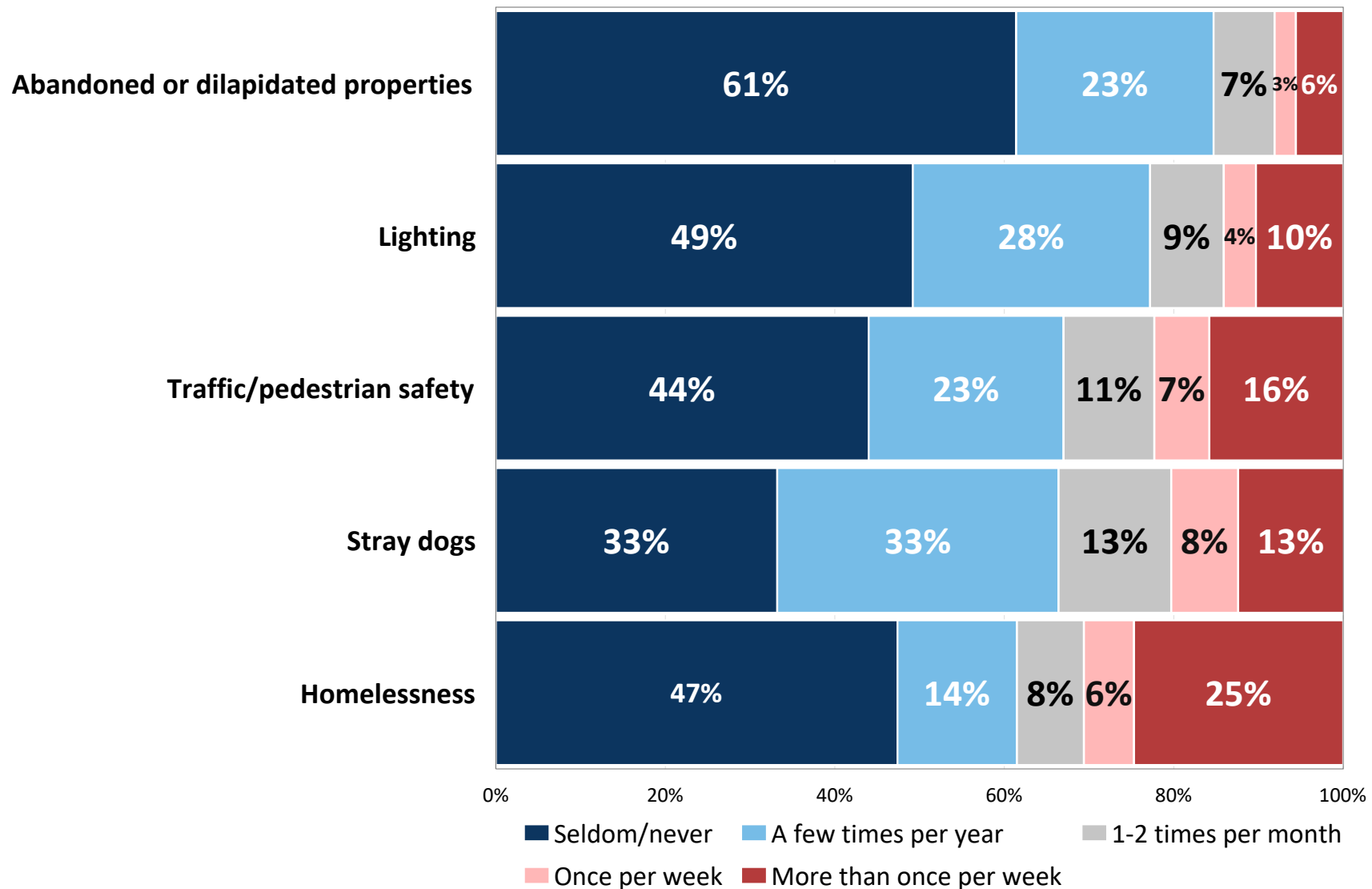
Q9: Bus Service Characteristics That Are Most Important When Considering Whether or Not to Use Public Transit

by the sum percentage of respondents top three choices



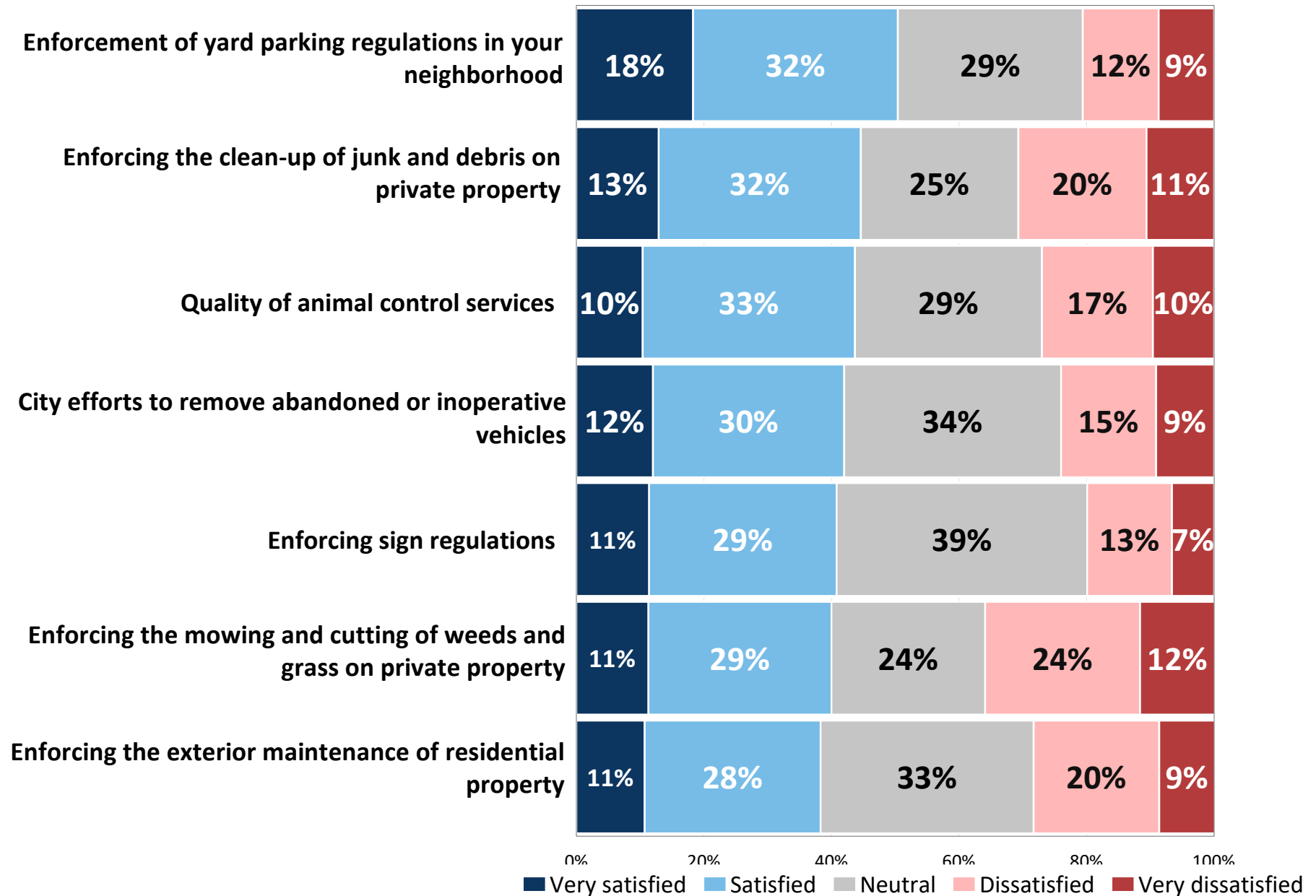
Q10: How Often the Following Items Are a Problem in Neighborhoods

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



Q11: Code Enforcement

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



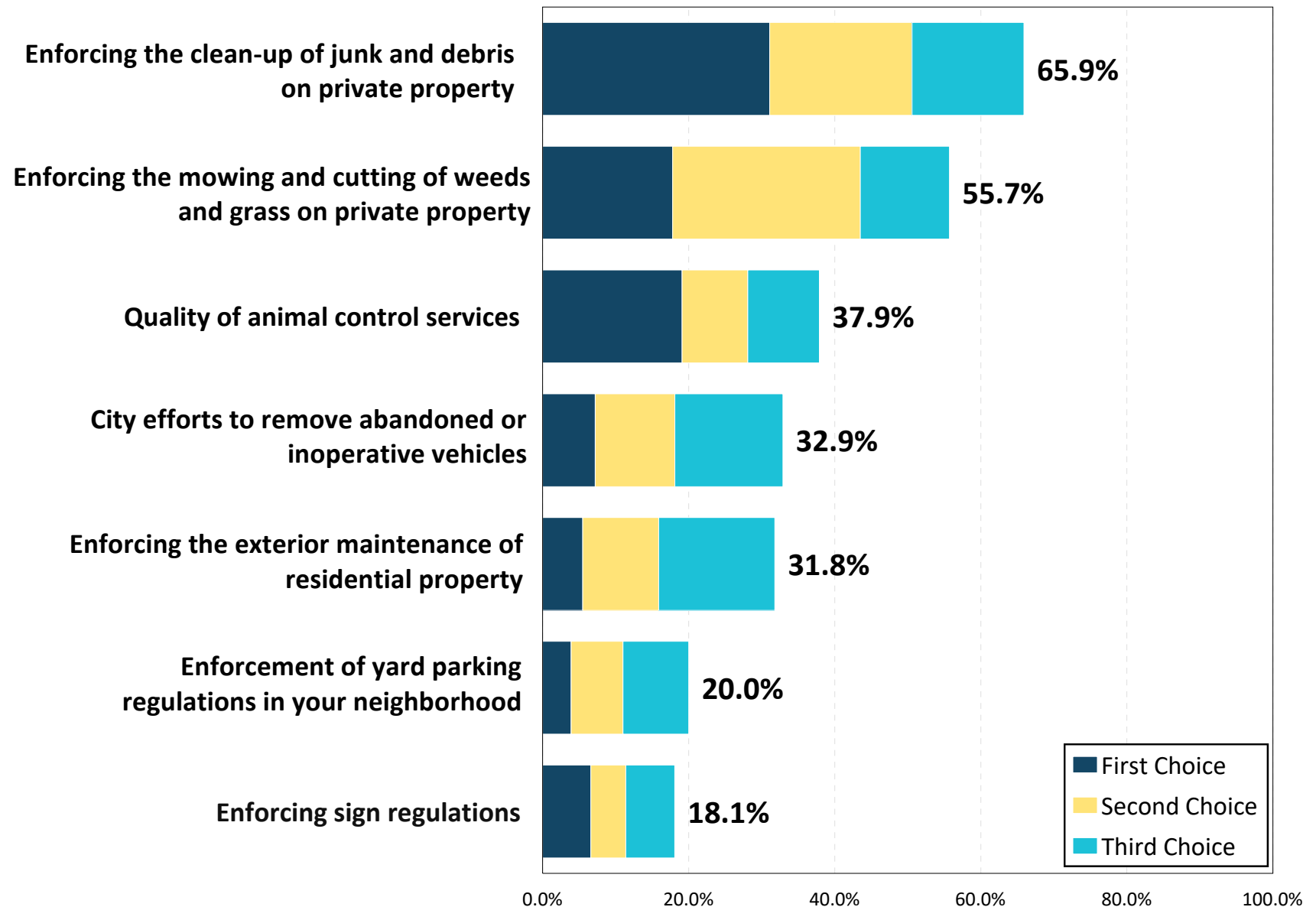
Q11: Code Enforcement

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



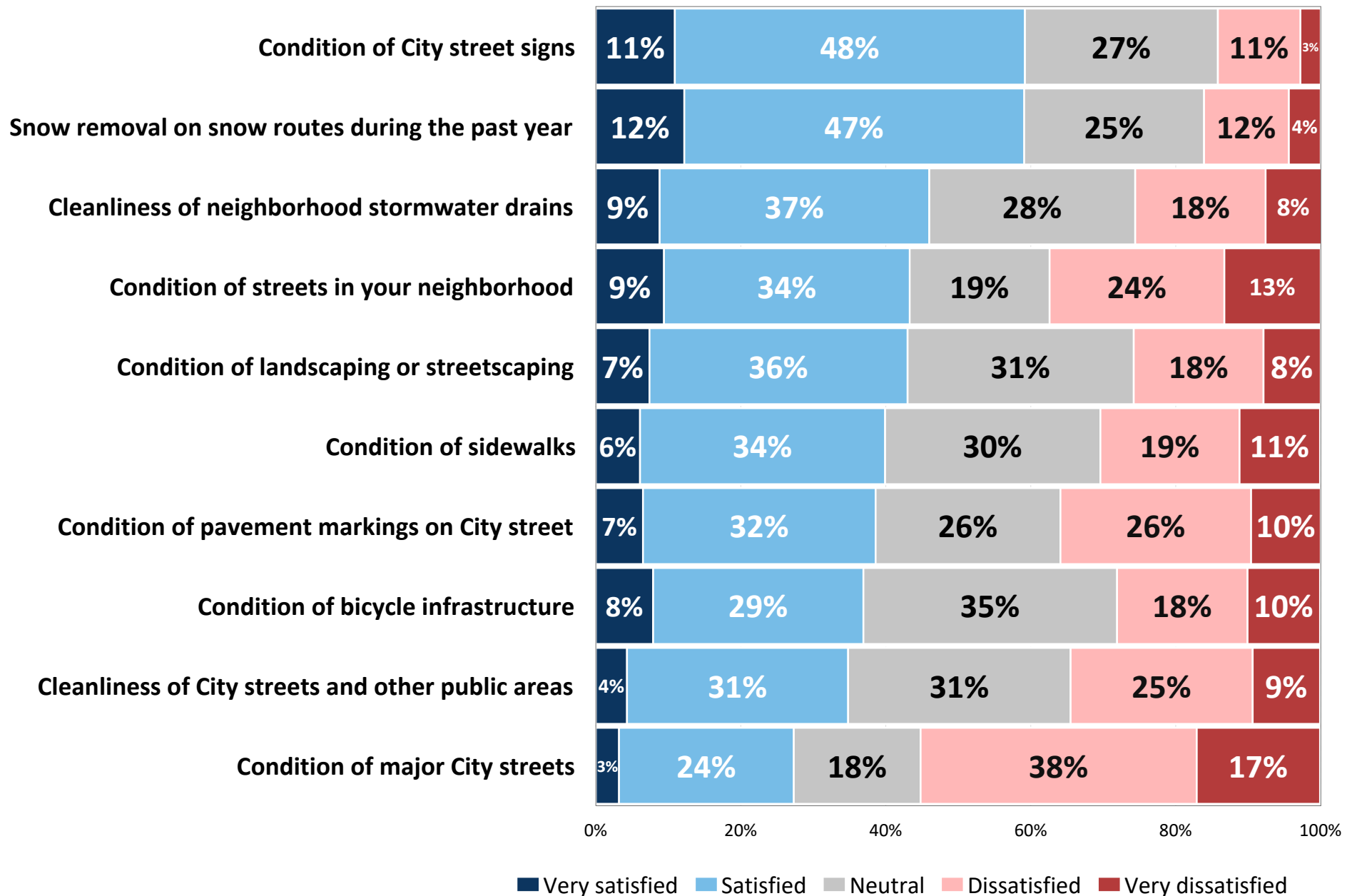
Q12: Code Enforcement Priorities

by the sum percentage of respondents top three choices



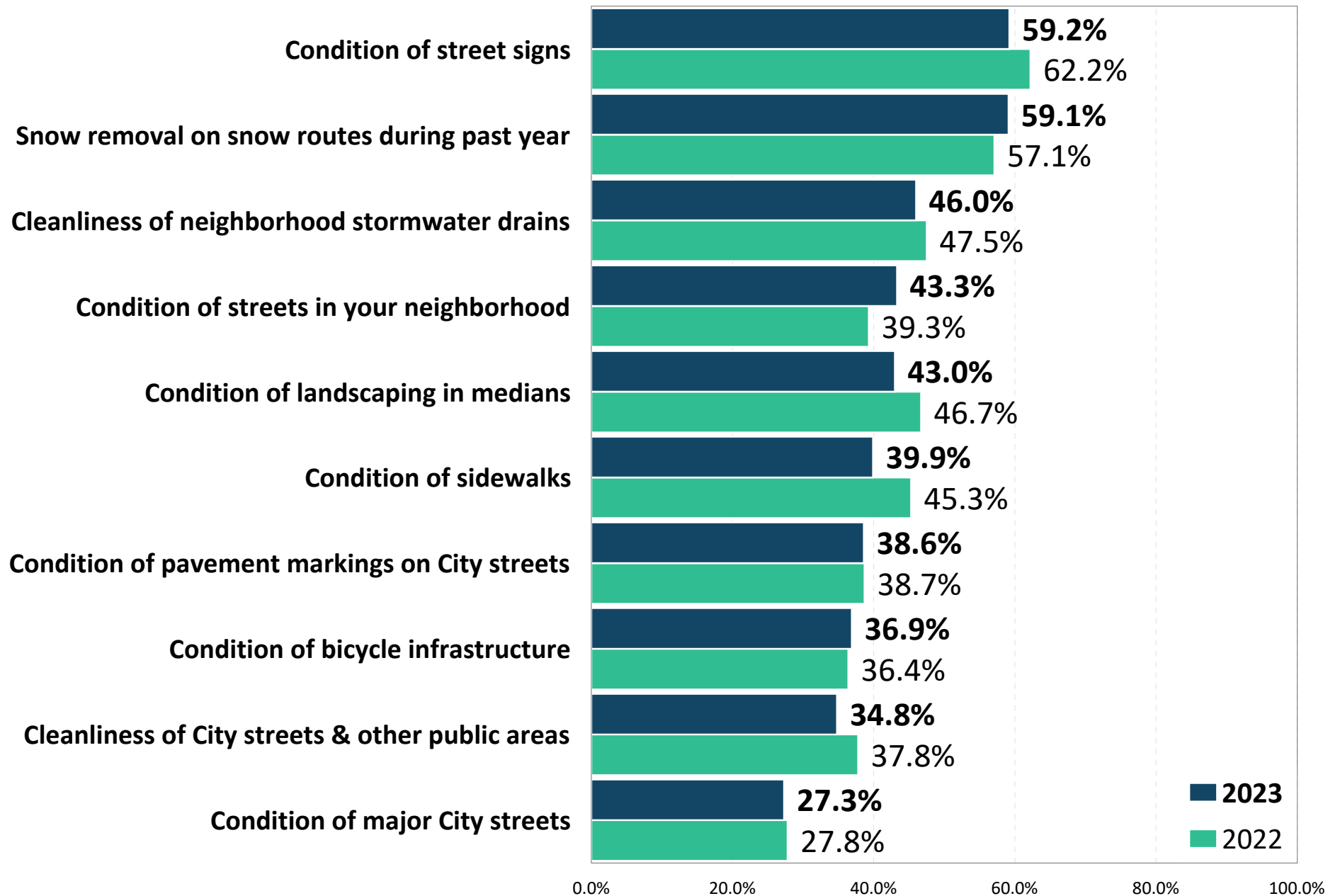
Q13: Maintenance Services

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



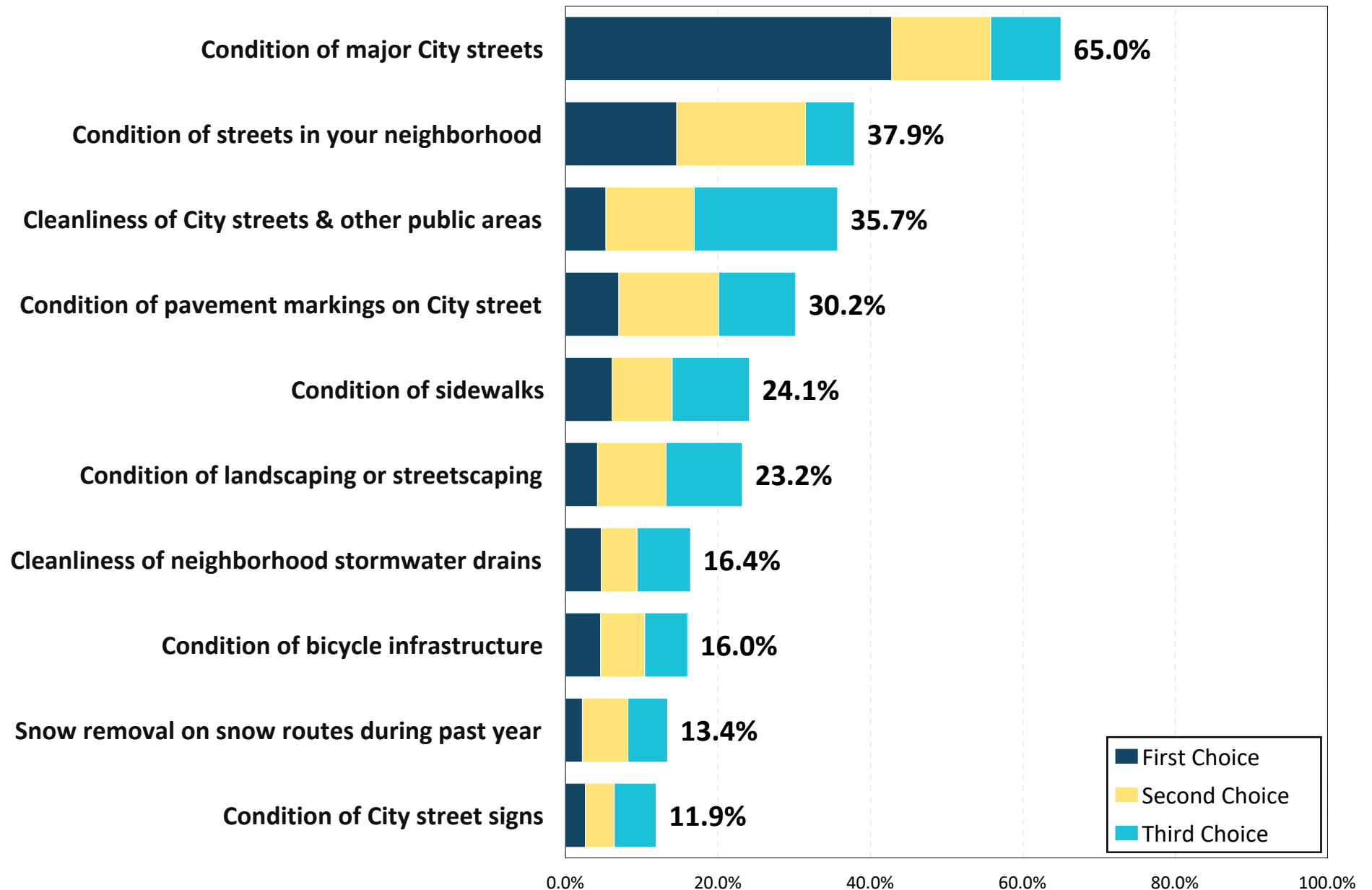
Q13: Maintenance Services

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



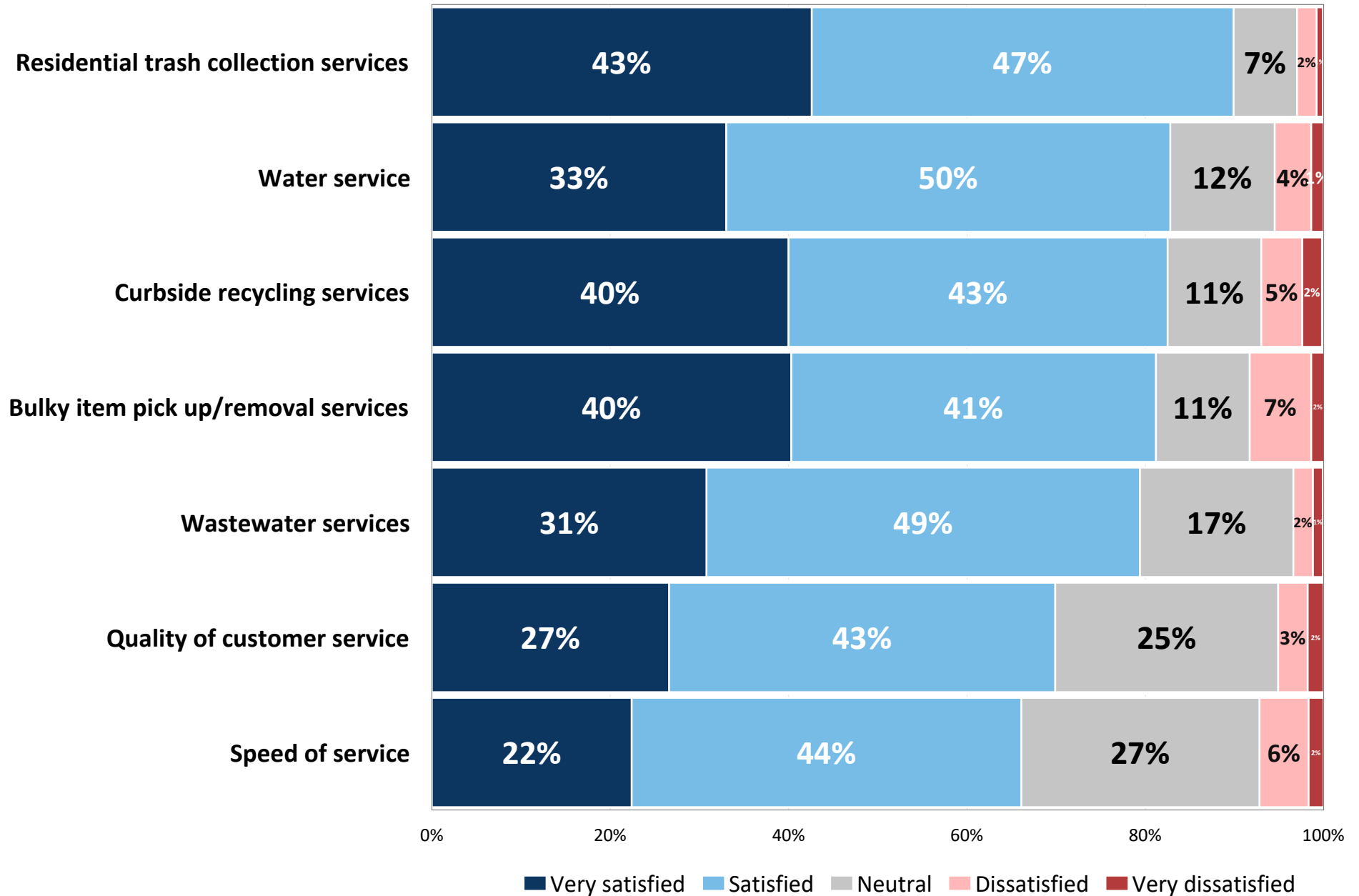
Q14: Maintenance Service Priorities

by the sum percentage of respondents top three choices



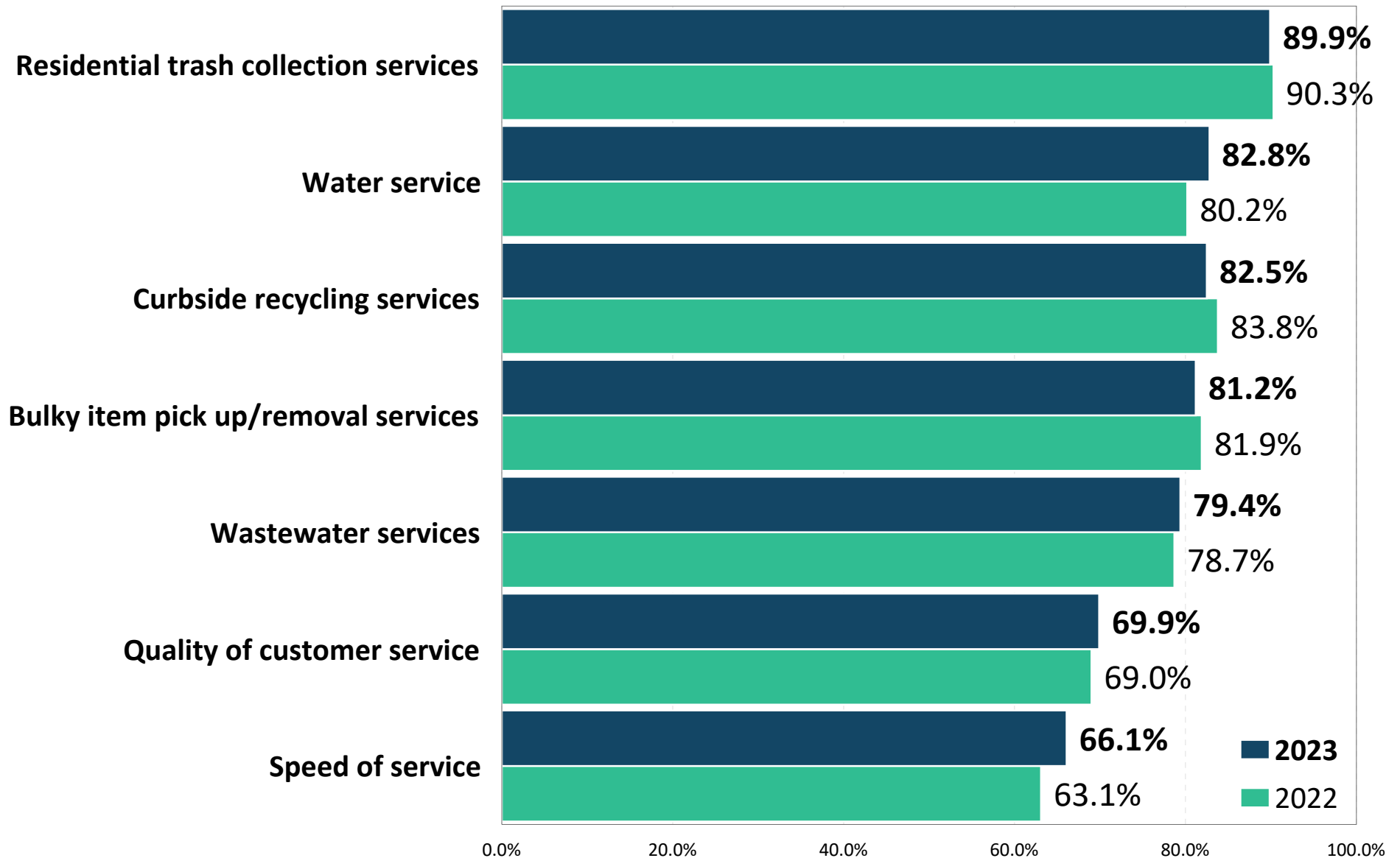
Q15: City Utility Services

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



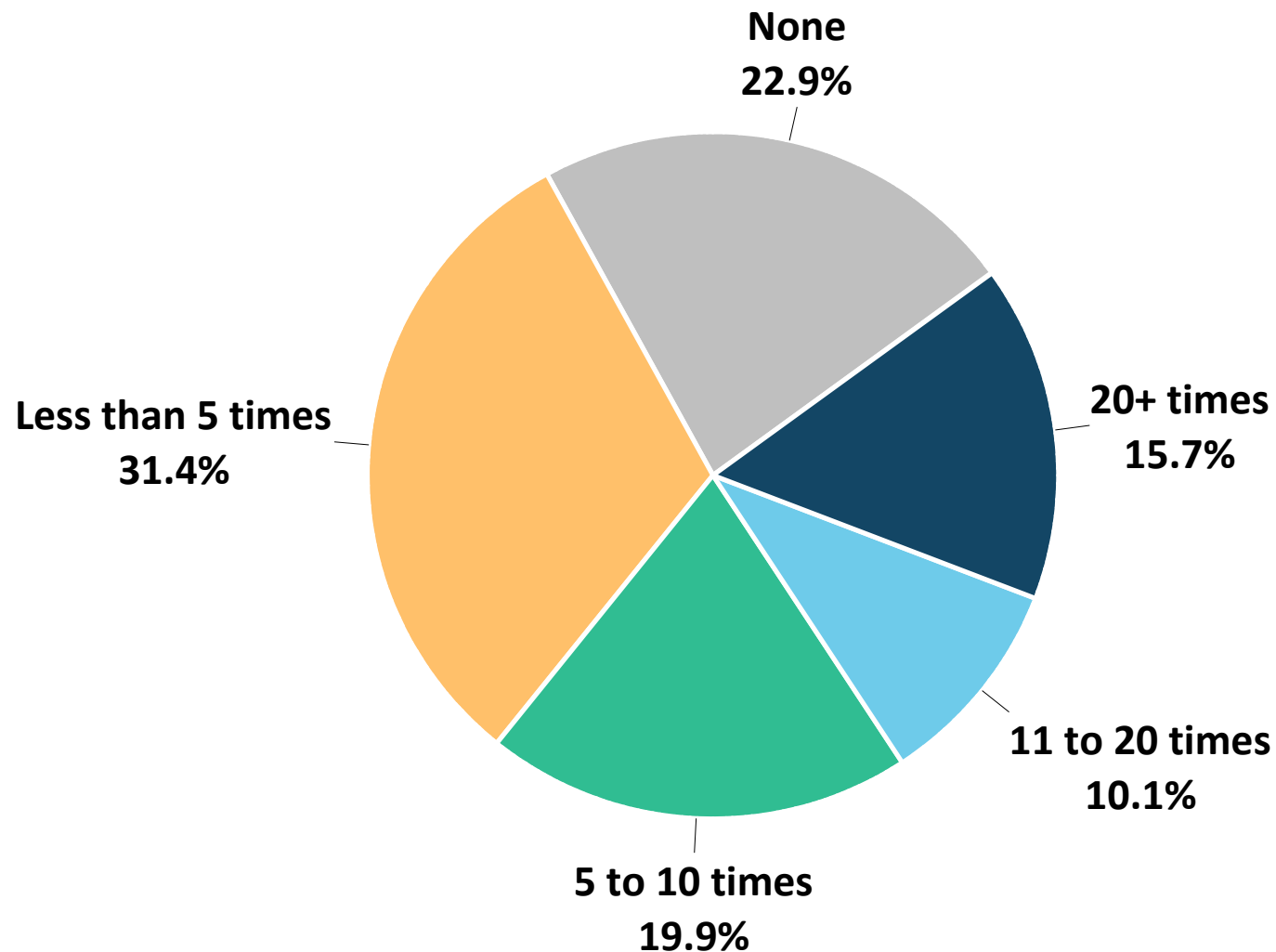
Q15: City Utility Services

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



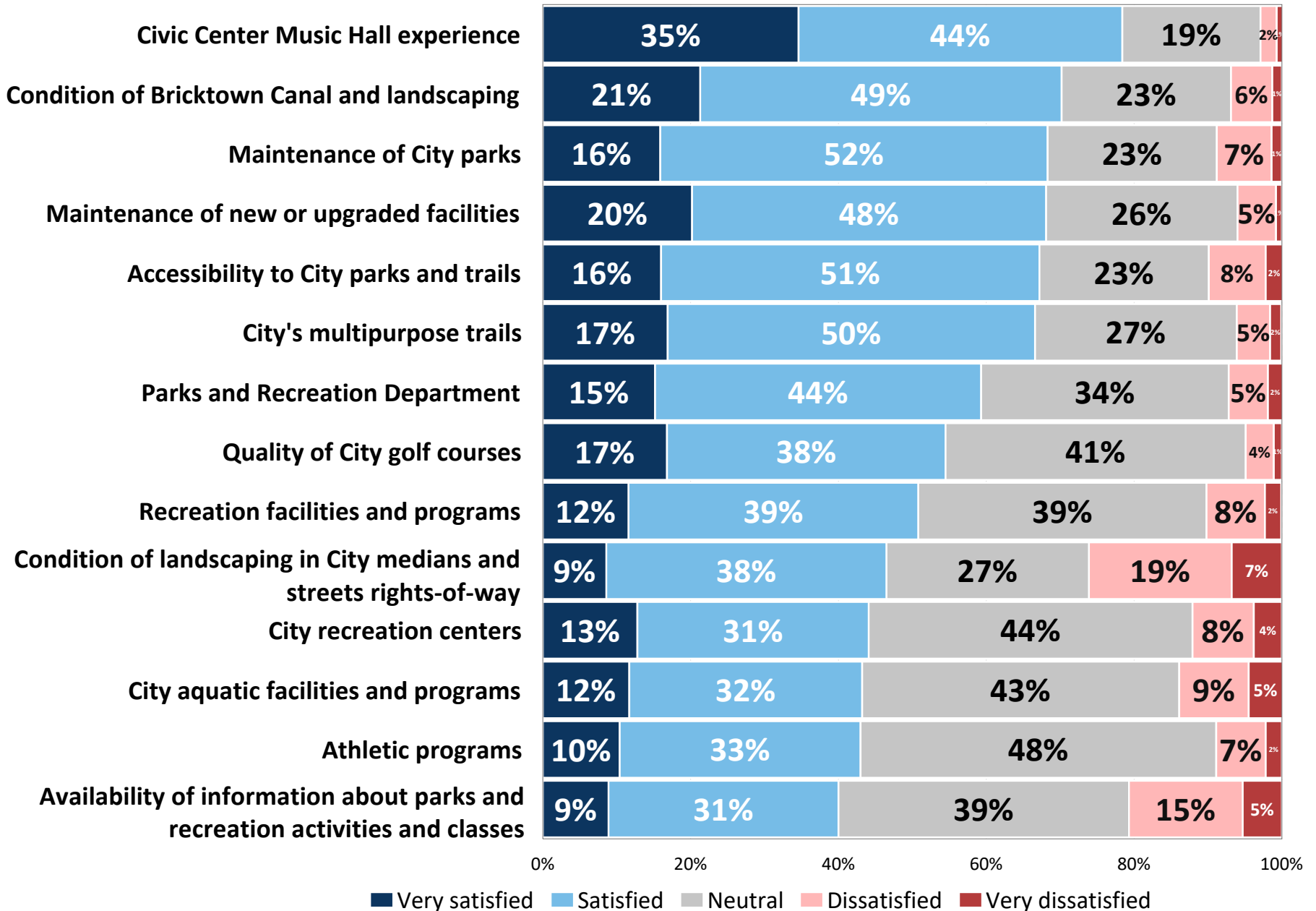
Q16: How many times in the past 12 months did you or a member of your family visit an Oklahoma City park and/or participate in an Oklahoma City Parks and Recreation program?

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



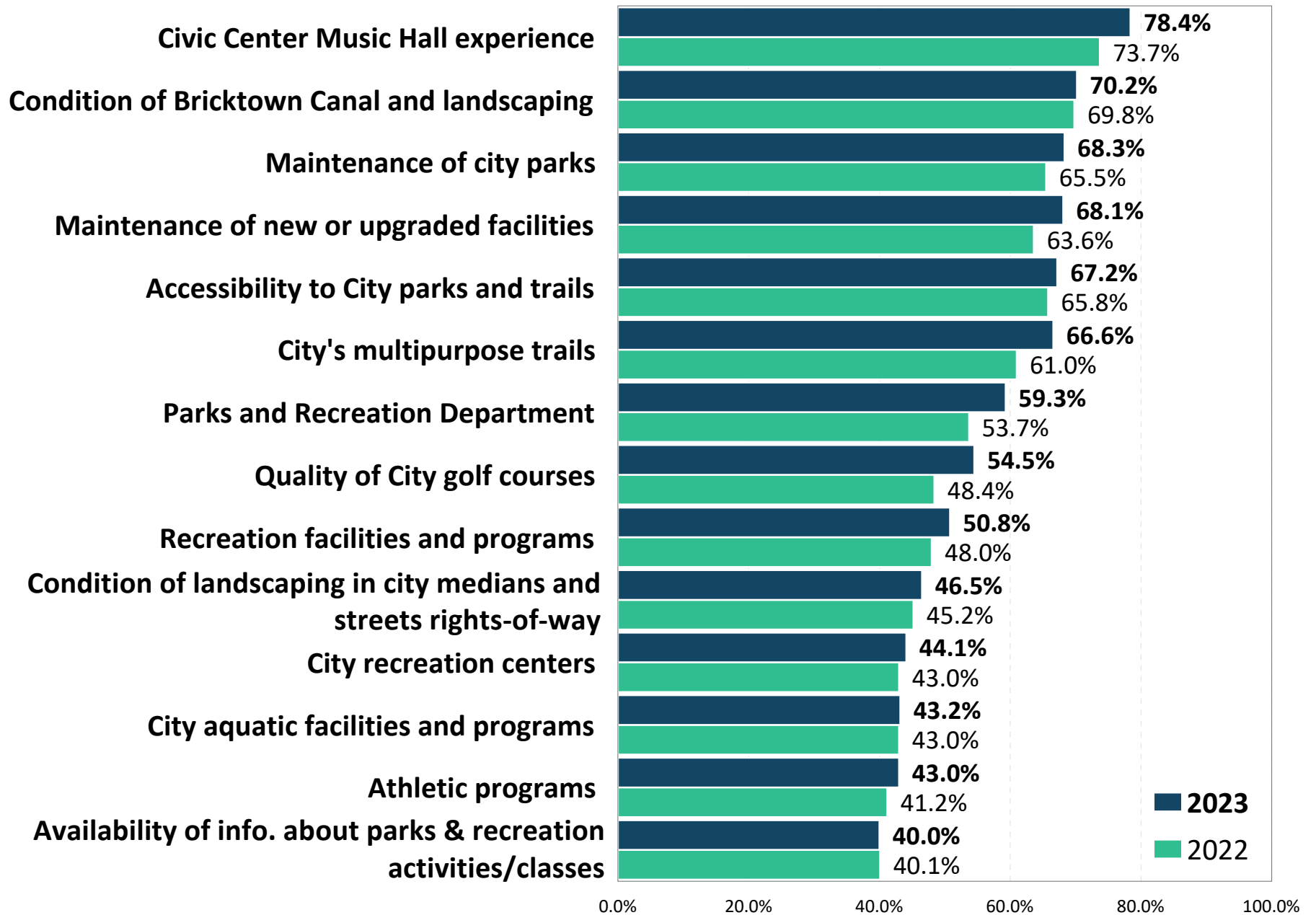
Q17: Parks and Recreation Services

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



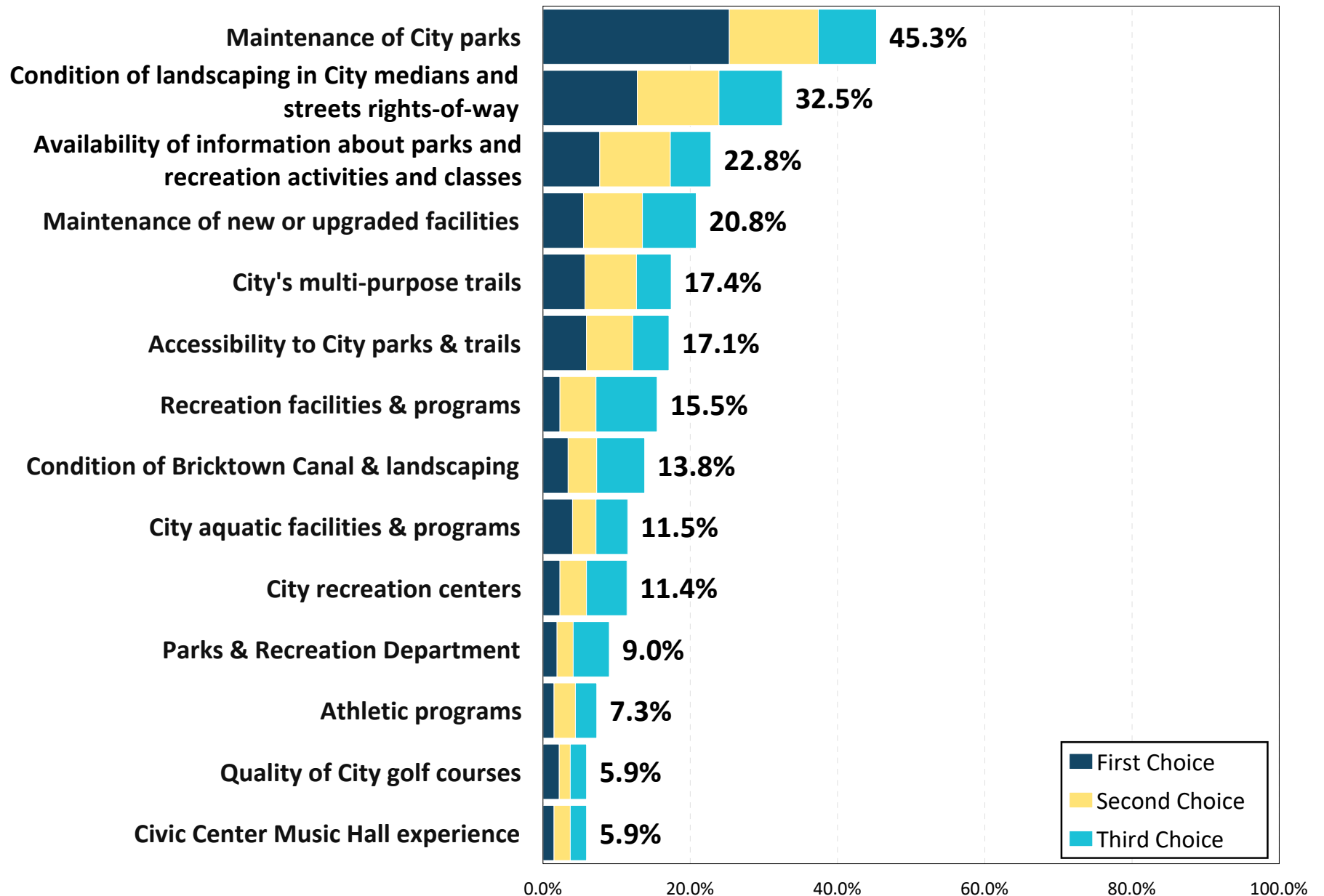
Q17: Parks and Recreation Services

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



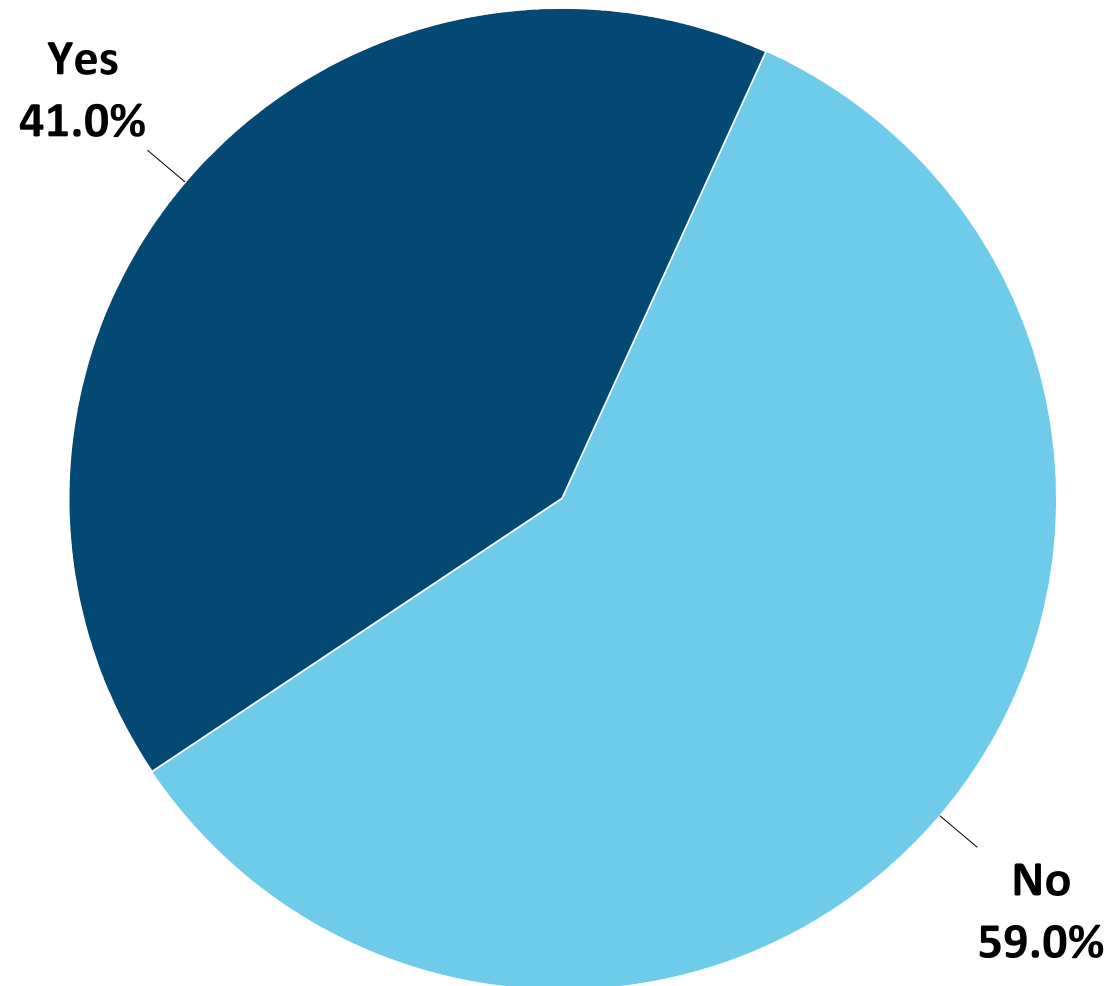
Q18: Parks and Recreation Services Priorities

by the sum percentage of respondents top three choices



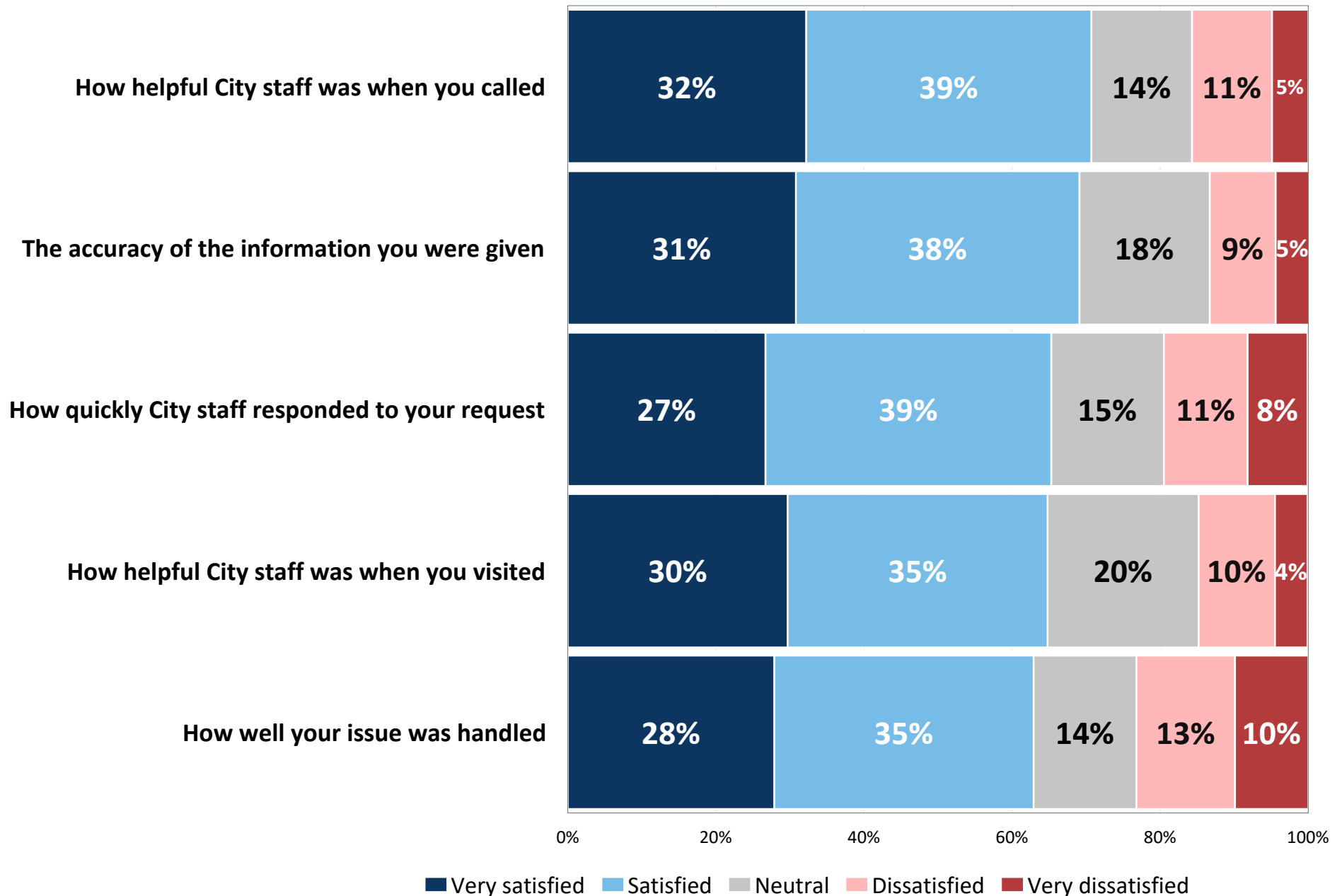
Q19: Have you contacted the City of Oklahoma City during the past year?

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



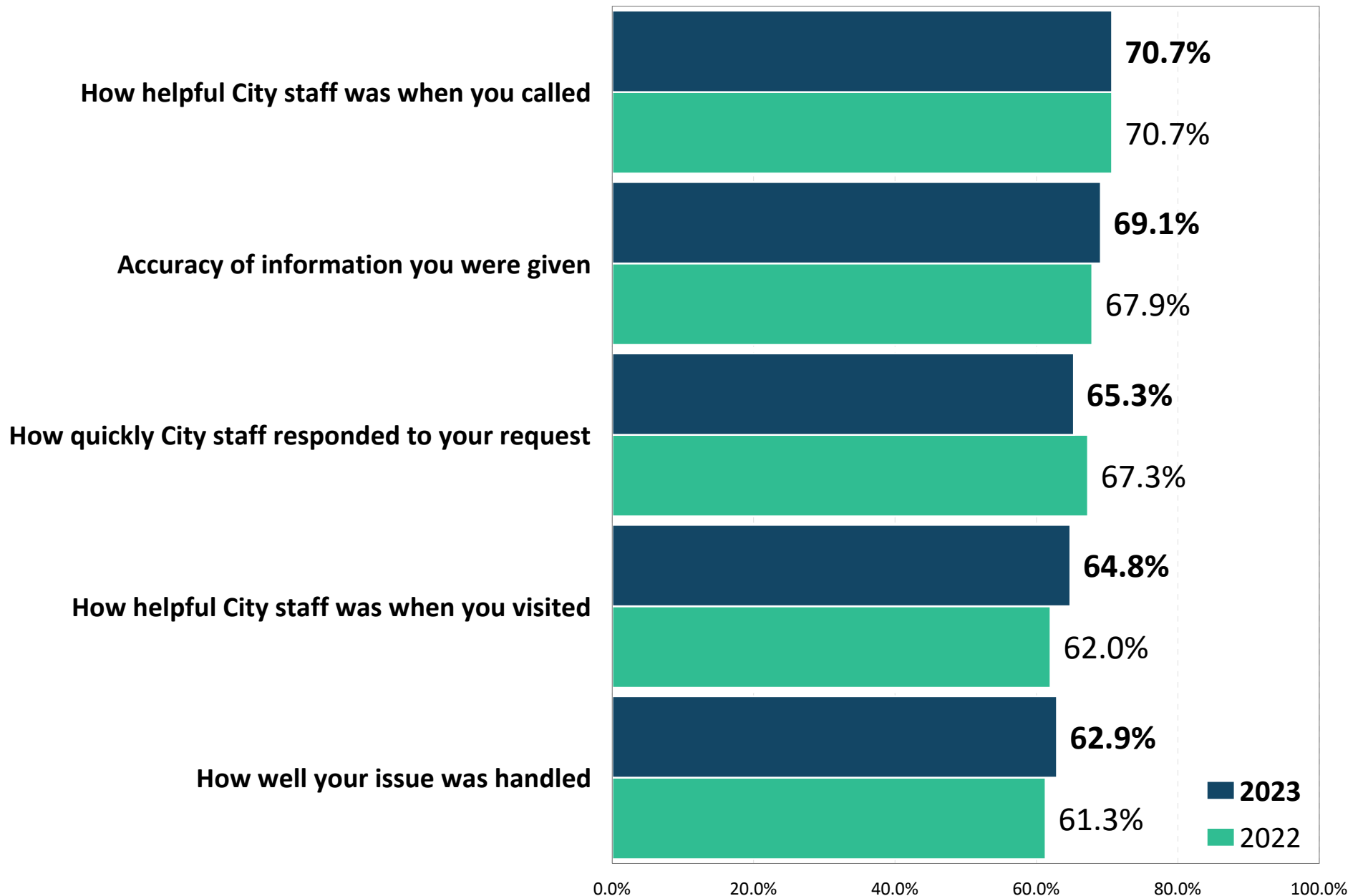
Q19a: Customer Service Provided by City Employees

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



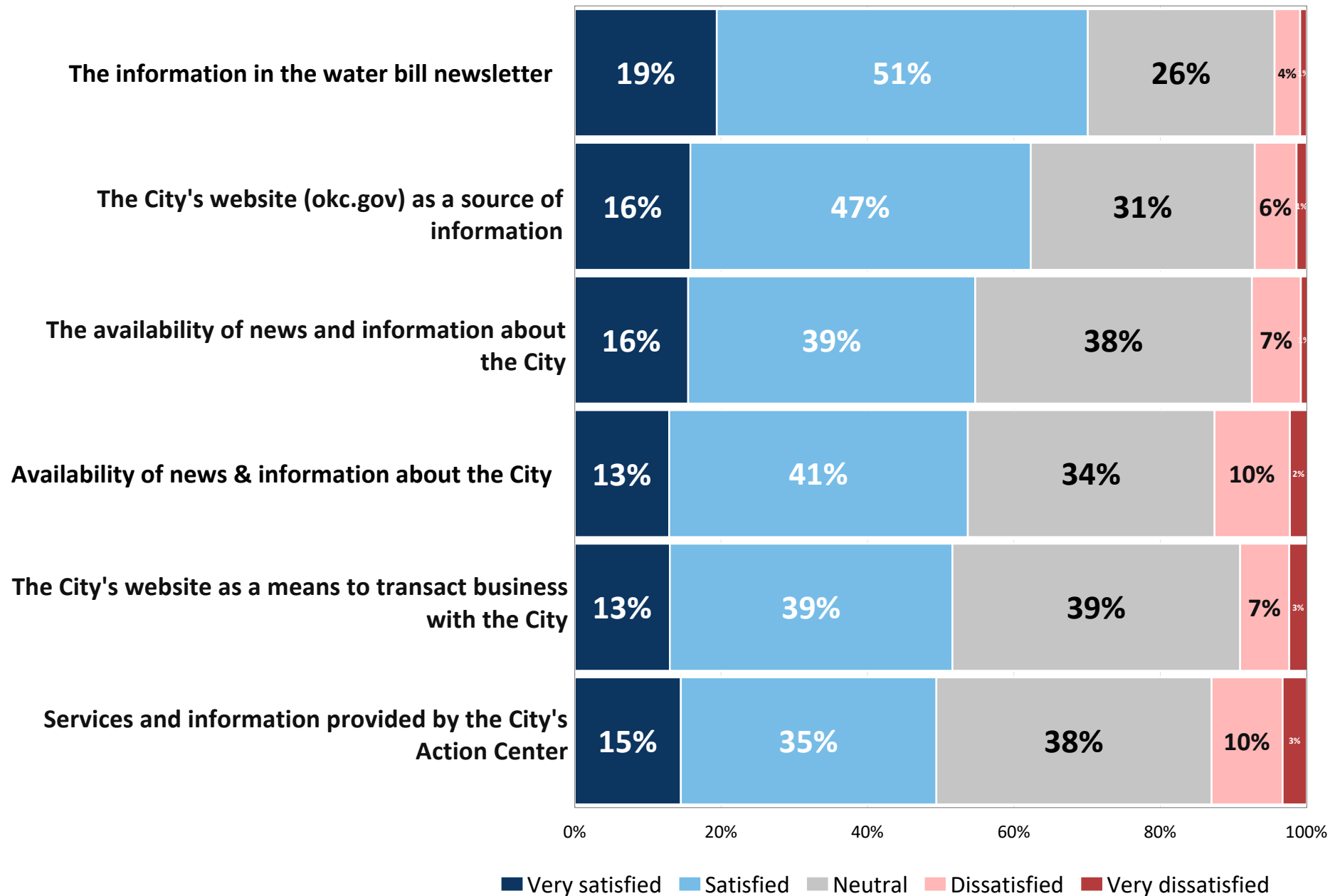
Q19a: Customer Service Provided by City Employees

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



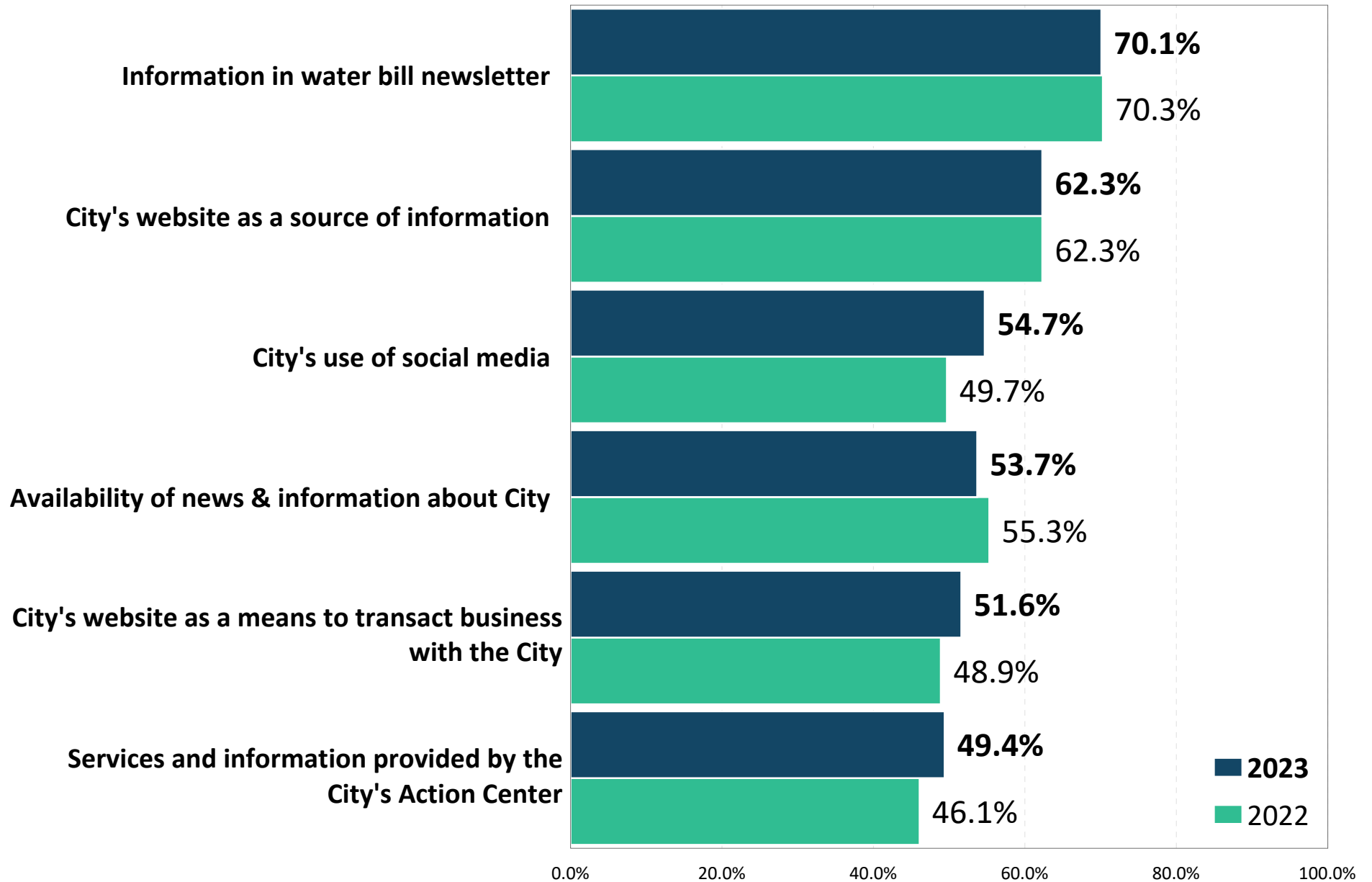
Q20: Communication

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



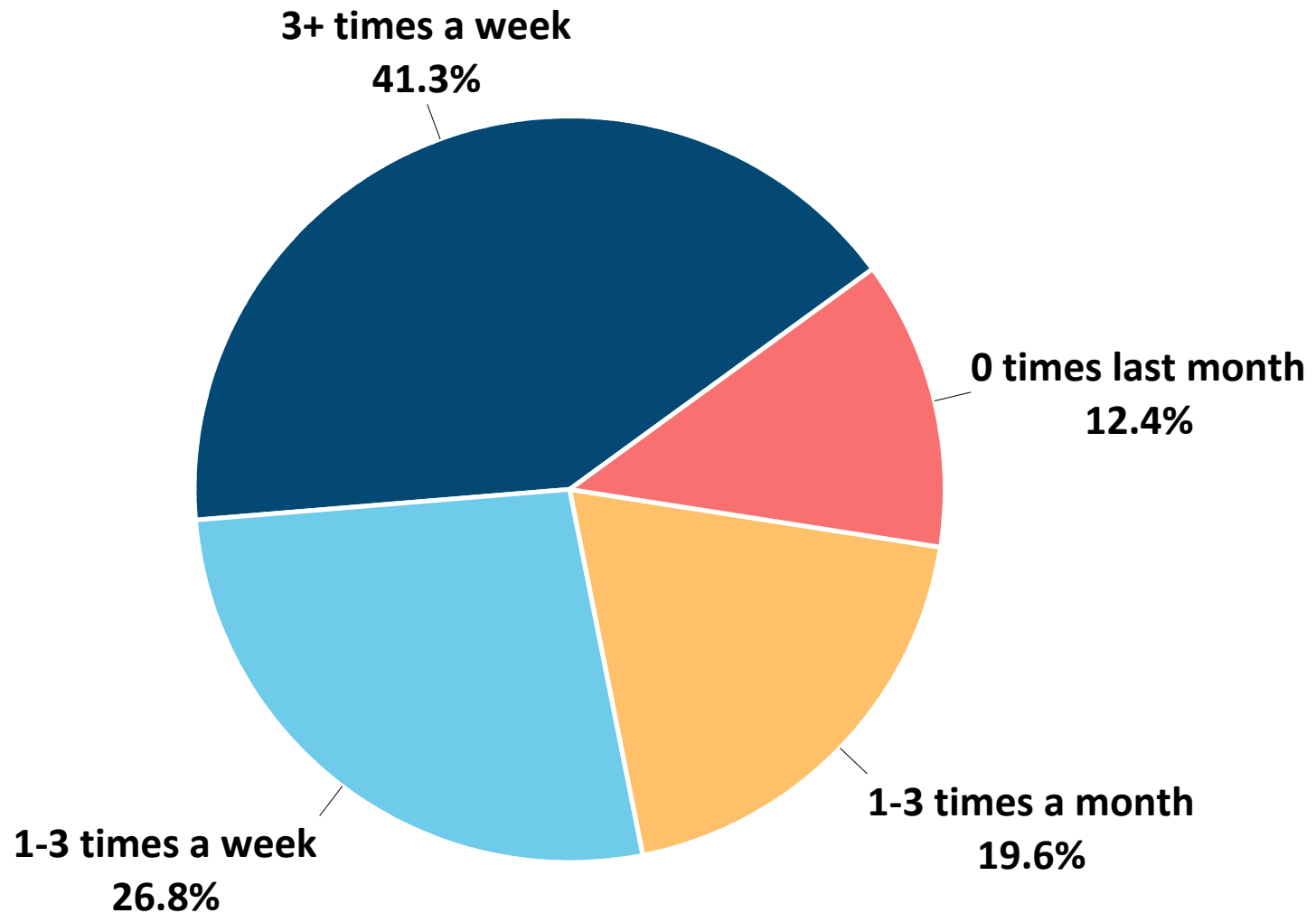
Q20: Communication

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



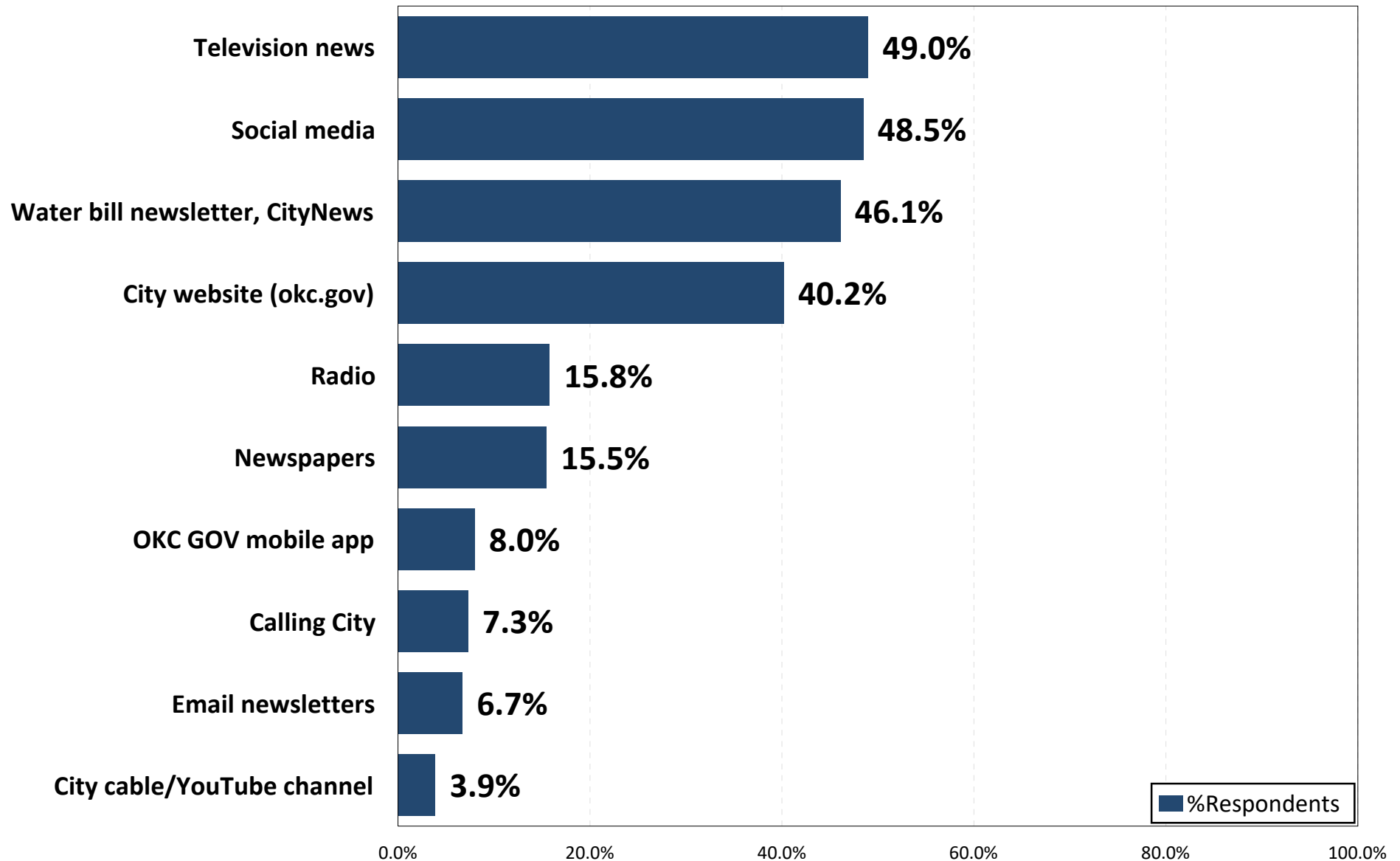
Q21: Physical Activity. Not counting activity at work, how often did you participate in any physical activity or exercise such as running, golfing, gardening, walking, cycling or calisthenics in the past month?

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



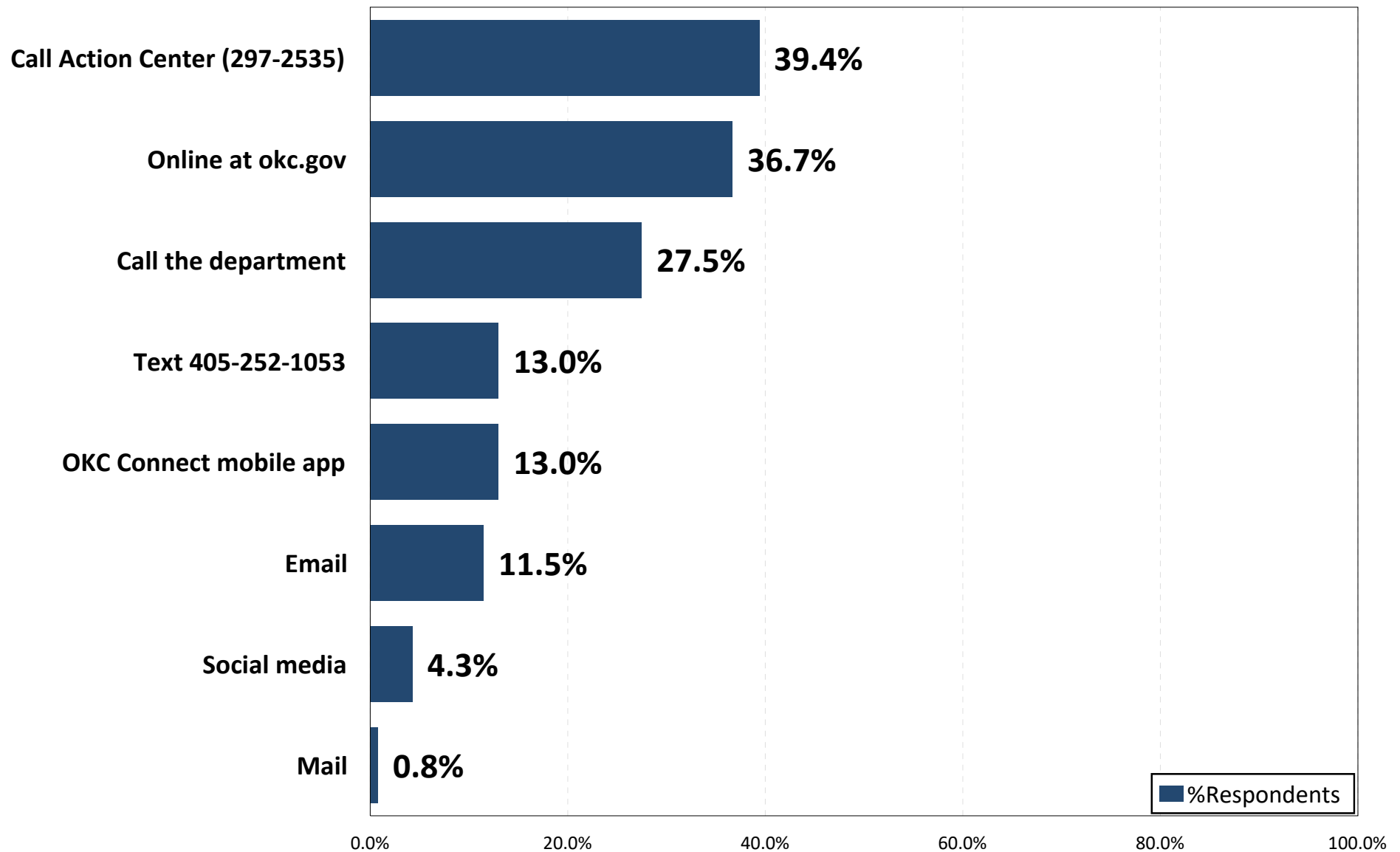
Q22: Which of the following do you use to get information about the City of Oklahoma City?

by percentage of respondents (multiple choices could be selected)



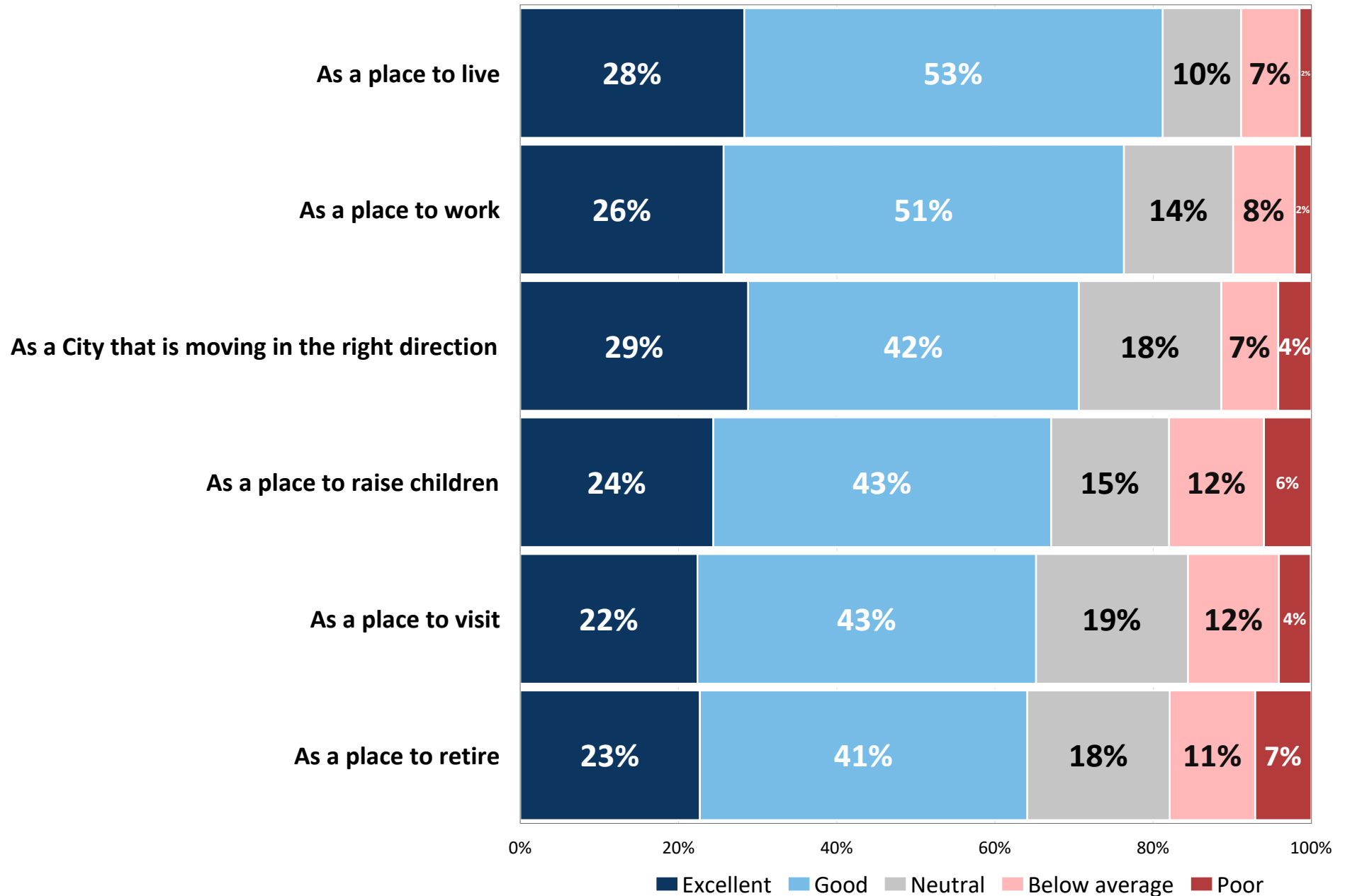
Q23: How do you prefer to report code violations and non-emergency problems or request a City service?

by percentage of respondents (multiple choices could be selected)



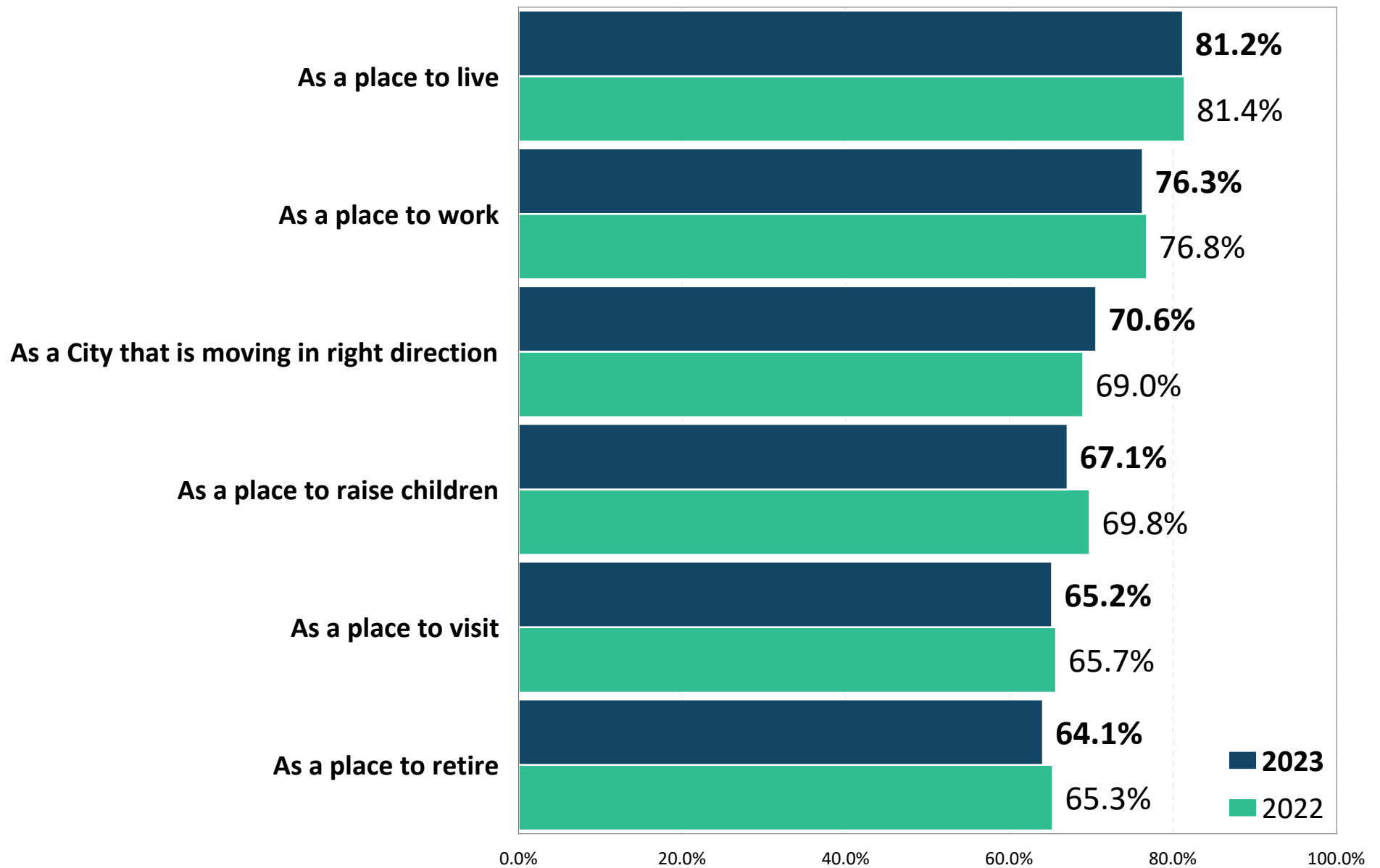
Q24: Overall Ratings of the City

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



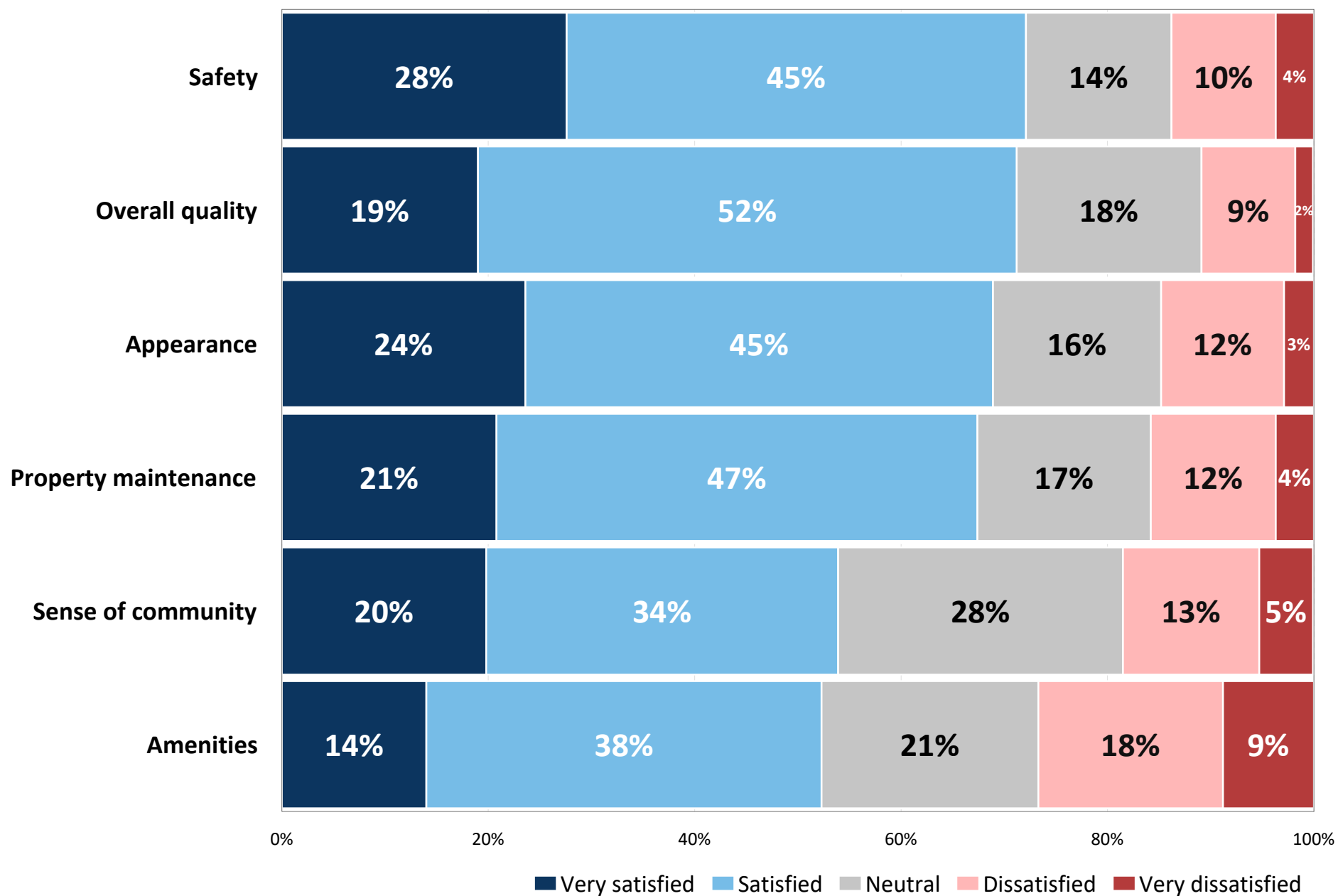
Q24: Overall Ratings of the City

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



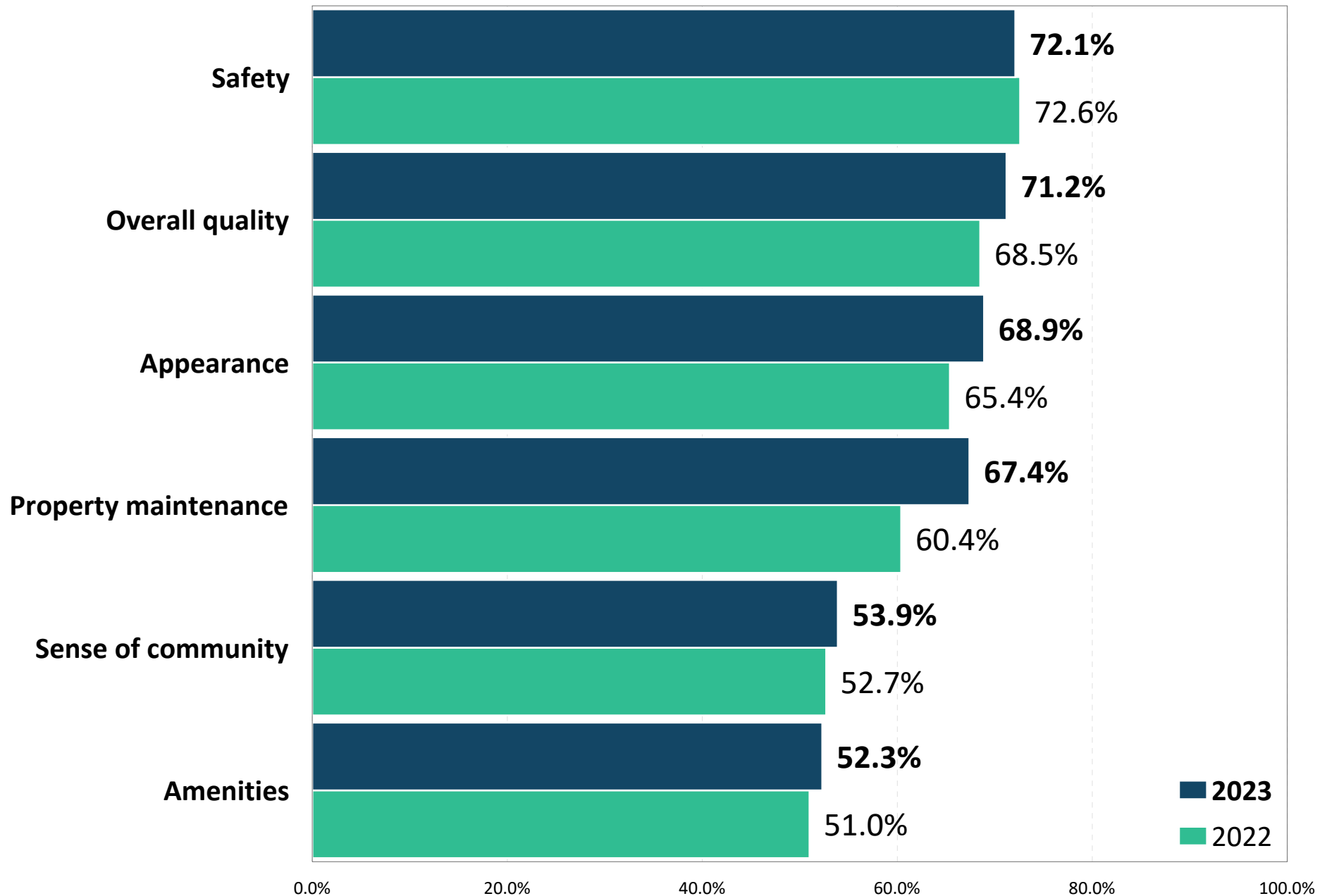
Q25: Aspects of Neighborhoods

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



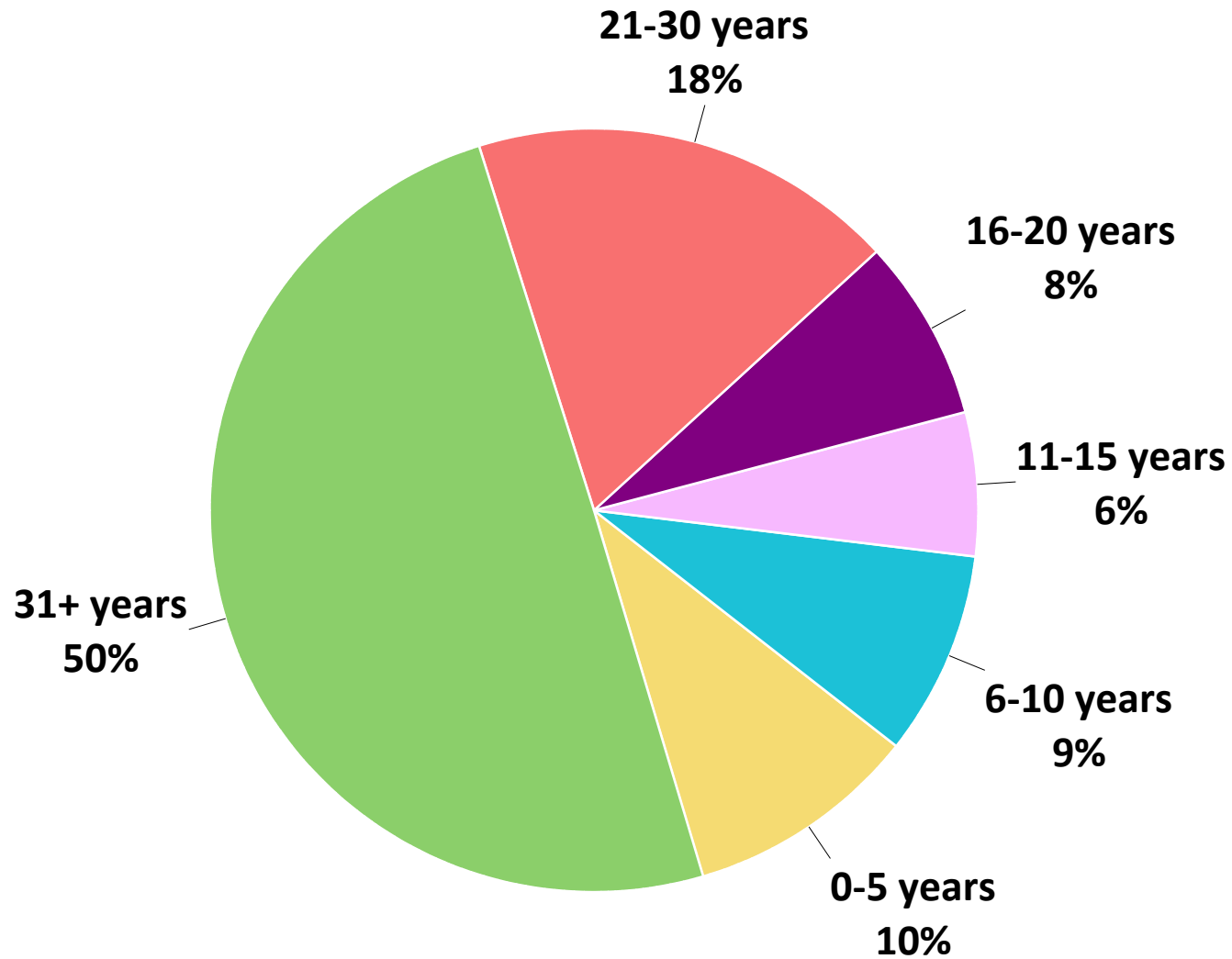
Q25: Aspects of Neighborhoods

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



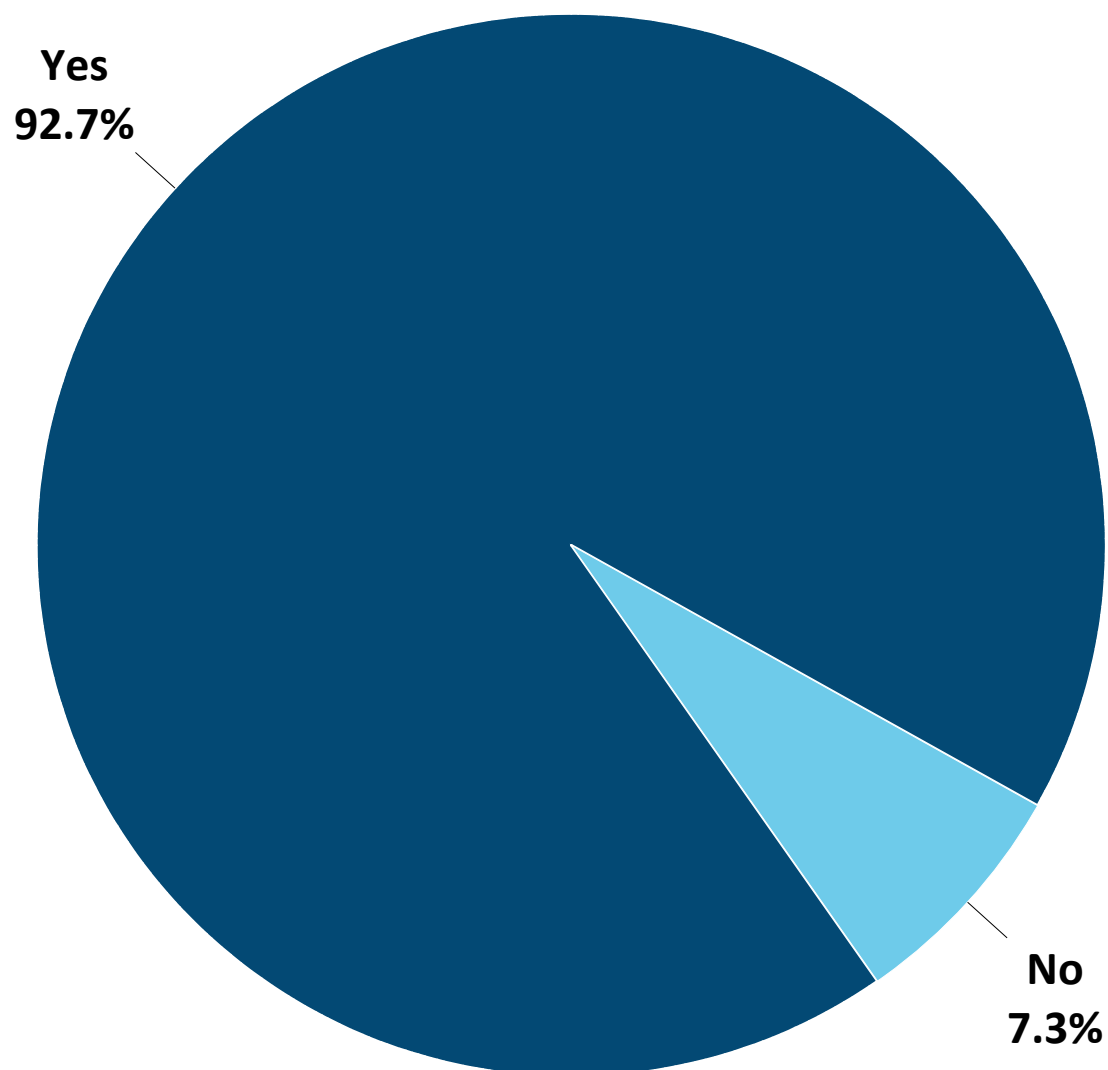
Q26: Approximately how many years have you lived in Oklahoma City?

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



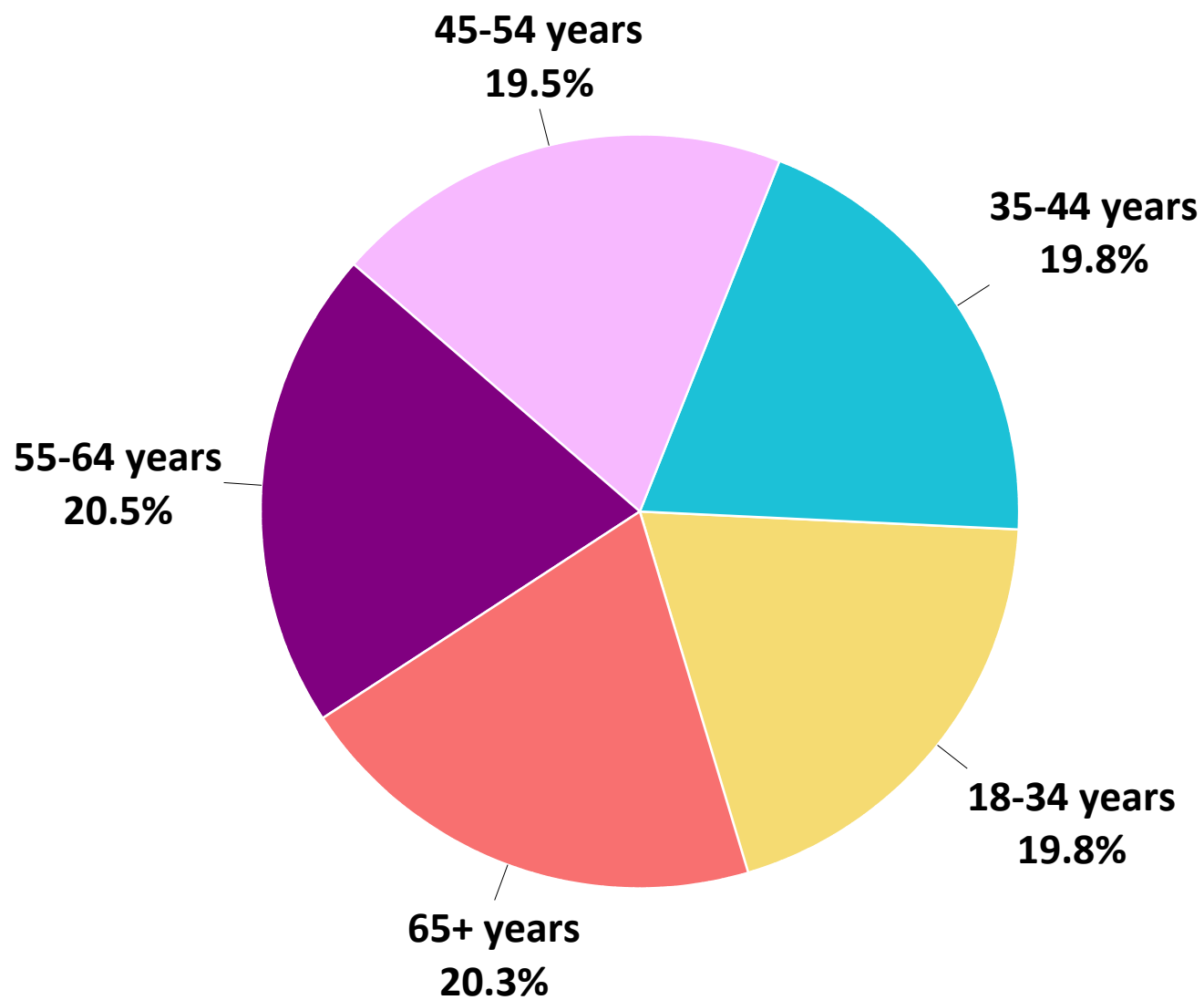
Q27: Are you registered to vote?

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



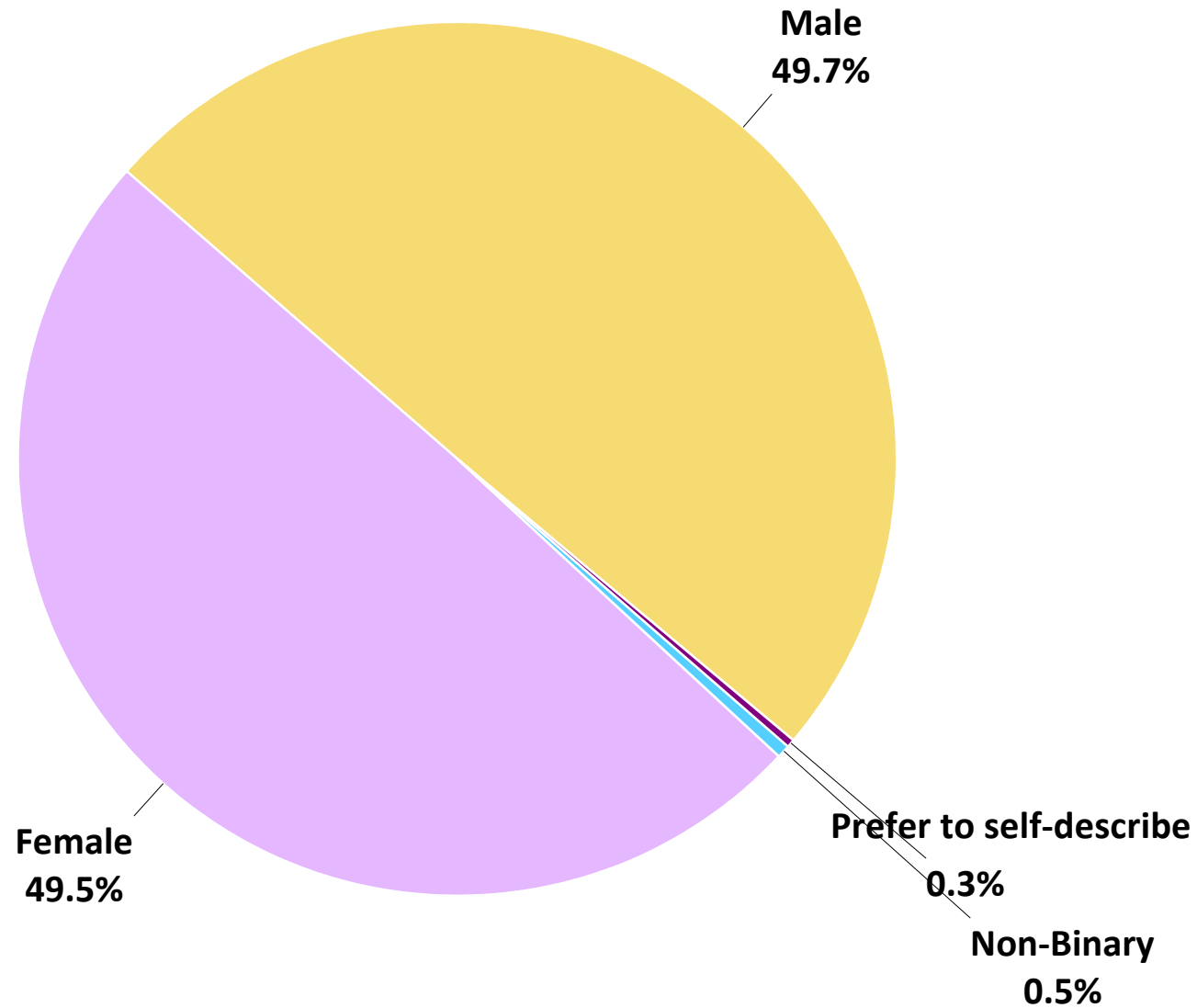
Q28: What is your age?

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



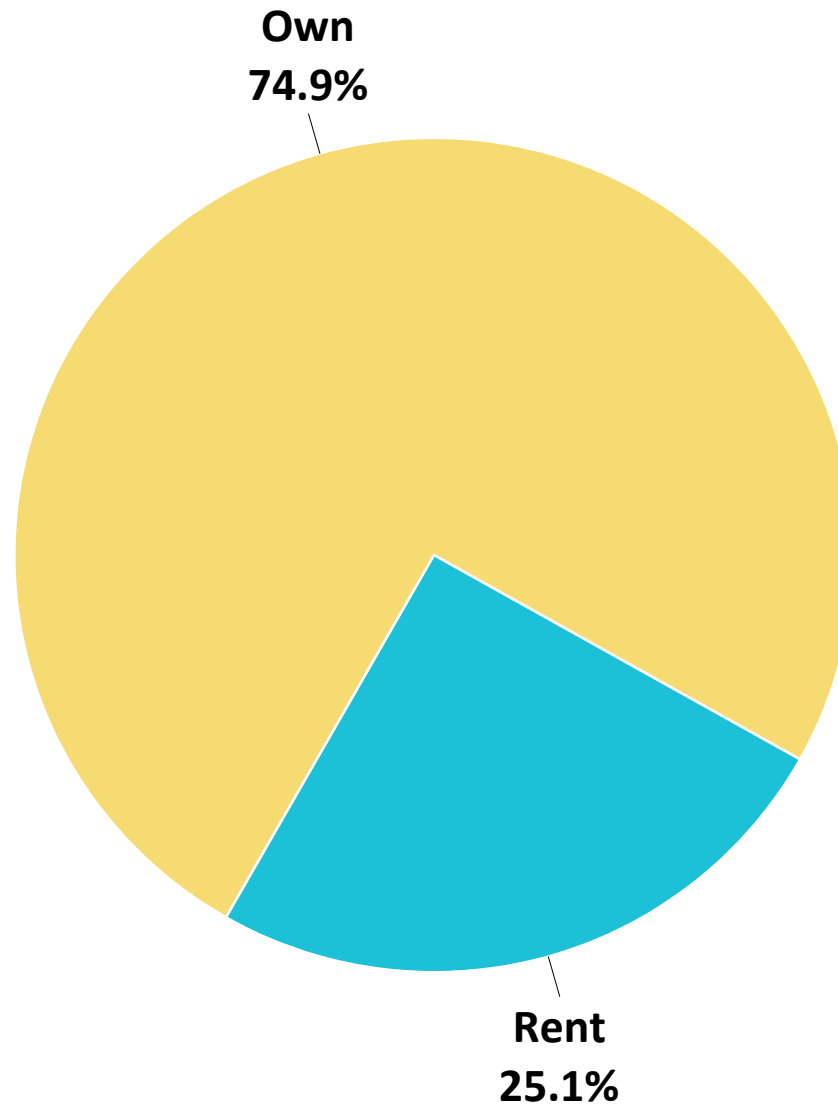
Q29: With which of the following genders do you identify most?

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



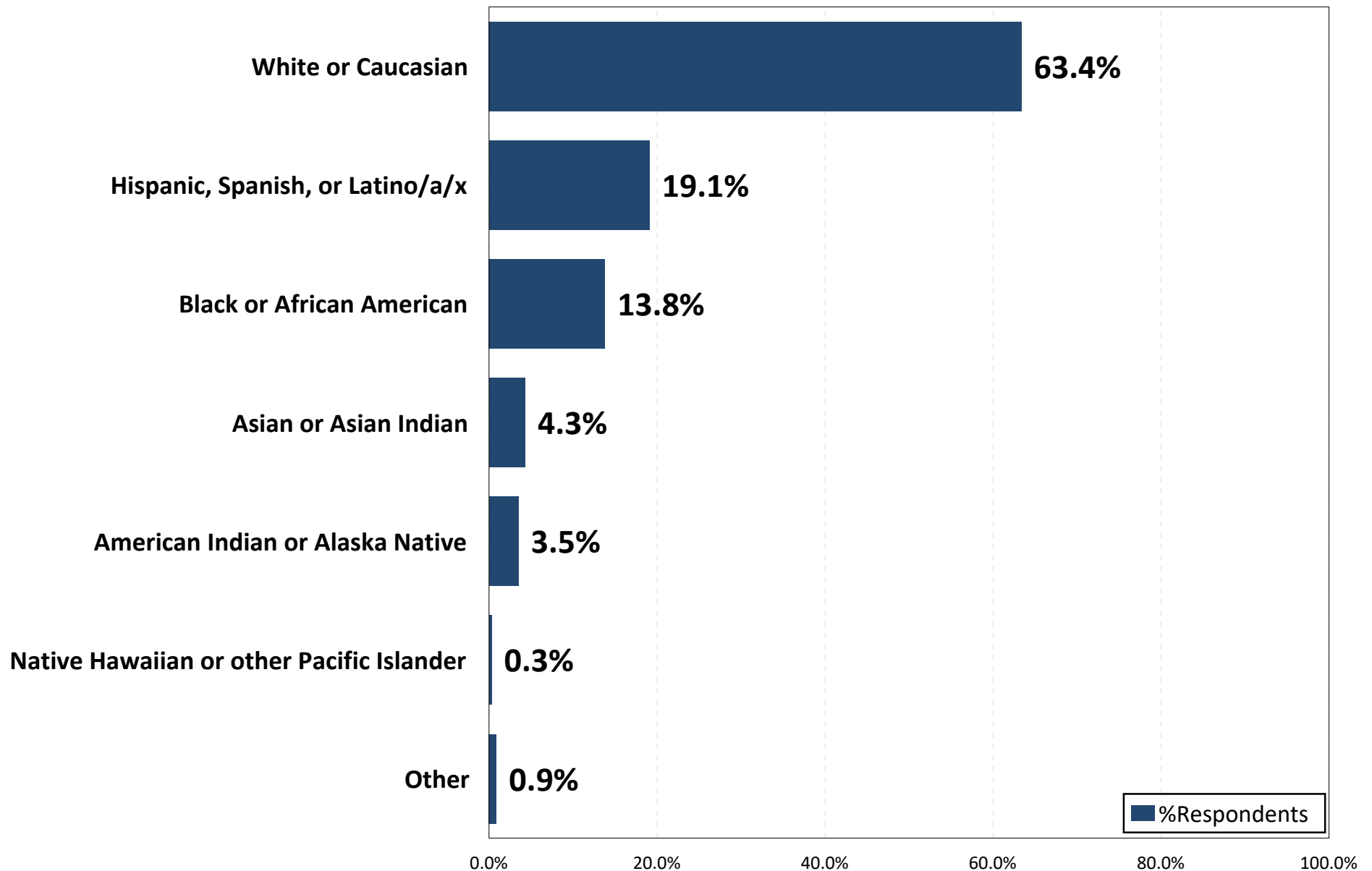
Q30: Do you own or rent your current residence?

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



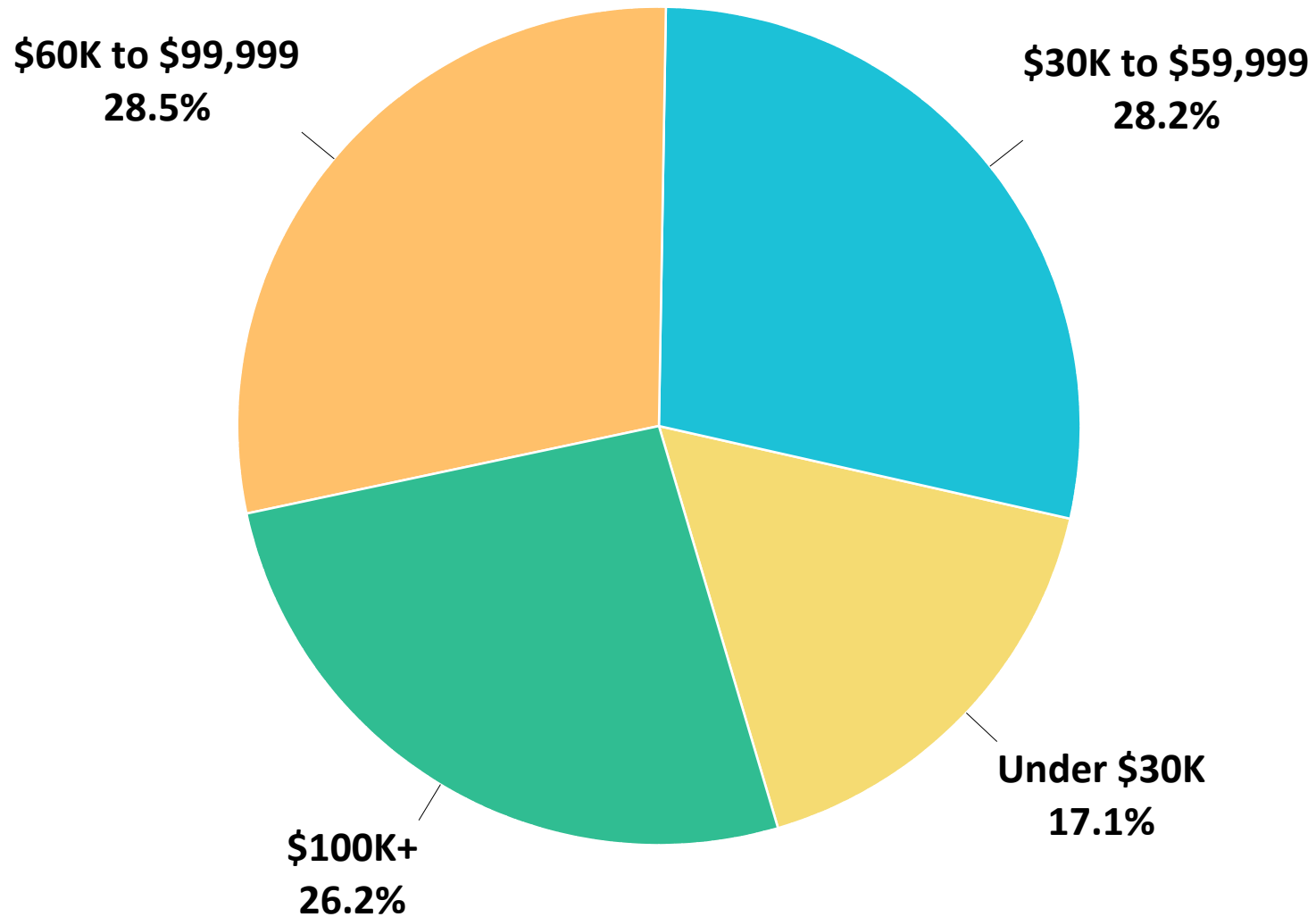
Q31. Which of the following best describes your race/ethniCity?

by percentage of respondents (multiple choices could be selected)



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

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





Importance- Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

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

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

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

Example of the Calculation

Respondents were asked to identify the overall categories of City services that were most important to their household. More than three-fourths (75.2%) of the households selected "*condition of City streets*" as one of the most important services to emphasize over the next two years.

With regard to satisfaction, 16.2% of respondents surveyed rated "*condition of City streets*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied"), excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 75.2% was multiplied by 83.8% (1-0.162). This calculation yielded an I-S rating of 0.6302, which ranked first out of twelve categories of City services analyzed.

Importance-Satisfaction Analysis



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

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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

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

Importance-Satisfaction Analysis Ratings

2023 City of Oklahoma City Resident Survey

Major Categories of City Services

Oklahoma City, OK

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Condition of City streets	75.2%	9	16.2%	12	0.6302	1
Flow of traffic/ease of getting around the City	45.9%	11	44.4%	9	0.2552	2
High Priority (I-S = 0.10-0.20)						
Enforcement of City codes and ordinances	28.9%	10	35.9%	10	0.1852	3
City's public transit system	24.4%	12	29.0%	11	0.1732	4
Police service	33.1%	6	69.2%	4	0.1019	5
Medium Priority (I-S < 0.10)						
Parks and recreation programs and facilities	25.4%	3	64.5%	6	0.0902	6
City communication with the public	14.9%	8	50.2%	8	0.0742	7
City water utilities	11.0%	5	67.4%	5	0.0359	8
Customer service received from City employees	6.9%	7	59.2%	7	0.0282	9
Ambulance service	7.8%	4	74.8%	3	0.0197	10
Fire service	7.7%	1	91.6%	1	0.0065	11
City trash service	3.3%	2	84.7%	2	0.0050	12

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2023 City of Oklahoma City Resident Survey

Code Enforcement Services

Oklahoma City, OK

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Enforcing the clean-up of junk and debris on private property	65.9%	1	44.6%	2	0.3651	1
Enforcing the mowing and cutting of weeds and grass on private property	55.7%	2	40.0%	6	0.3342	2
Quality of animal control services	37.9%	3	43.7%	3	0.2134	3
High Priority (I-S = 0.10-0.20)						
Enforcing the exterior maintenance of residential property	31.8%	5	38.3%	7	0.1962	4
City efforts to remove abandoned or inoperative vehicles	32.9%	4	42.0%	4	0.1908	5
Enforcing sign regulations	18.1%	7	40.8%	5	0.1072	6
Medium Priority (I-S < 0.10)						
Enforcement of yard parking regulations in your neighborhood	20.0%	6	50.4%	1	0.0992	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 Analysis Ratings

2023 City of Oklahoma City Resident Survey

Maintenance Services

Oklahoma City, OK

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Condition of major city streets	65.0%	1	27.3%	10	0.4726	1
Cleanliness of city streets and other public areas	35.7%	3	34.8%	9	0.2328	2
Condition of streets in your neighborhood	37.9%	2	43.3%	4	0.2149	3
High Priority (I-S = 0.10-0.20)						
Condition of pavement markings on city street	30.2%	4	38.6%	7	0.1854	4
Condition of sidewalks	24.1%	5	39.9%	6	0.1448	5
Condition of landscaping or streetscaping	23.2%	6	43.0%	5	0.1322	6
Condition of bicycle infrastructure	16.0%	8	36.9%	8	0.1010	7
Medium Priority (I-S < 0.10)						
Cleanliness of neighborhood stormwater drains	16.4%	7	46.0%	3	0.0886	8
Snow removal on snow routes during the past year	13.4%	9	59.1%	2	0.0548	9
Condition of city street signs	11.9%	10	59.2%	1	0.0486	10

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2023 City of Oklahoma City Resident Survey

Parks and Recreation Services

Oklahoma City, OK

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Condition of landscaping in city medians and streets rights-of-way	32.5%	2	46.5%	10	0.1739	1
Maintenance of city parks	45.3%	1	68.3%	3	0.1436	2
Availability of information about parks and recreation activities and classes	22.8%	3	40.0%	14	0.1368	3
Medium Priority (I-S < 0.10)						
Recreation facilities and programs	15.5%	7	50.8%	9	0.0763	4
Maintenance of new or upgraded facilities	20.8%	4	68.1%	4	0.0664	5
City aquatic facilities and programs	11.5%	9	43.2%	12	0.0653	6
City recreation centers	11.4%	10	44.1%	11	0.0637	7
City's multipurpose trails	17.4%	5	66.6%	6	0.0581	8
Accessibility to city parks and trails	17.1%	6	67.2%	5	0.0561	9
Athletic programs	7.3%	12	43.0%	13	0.0416	10
Condition of Bricktown Canal and landscaping	13.8%	8	70.2%	2	0.0411	11
Parks and Recreation Department	9.0%	11	59.3%	7	0.0366	12
Quality of city golf courses	5.9%	13	54.5%	8	0.0268	13
Civic Center Music Hall experience	5.9%	14	78.4%	1	0.0127	14

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.

3 Benchmarking Analysis

Benchmarking Analysis



Overview

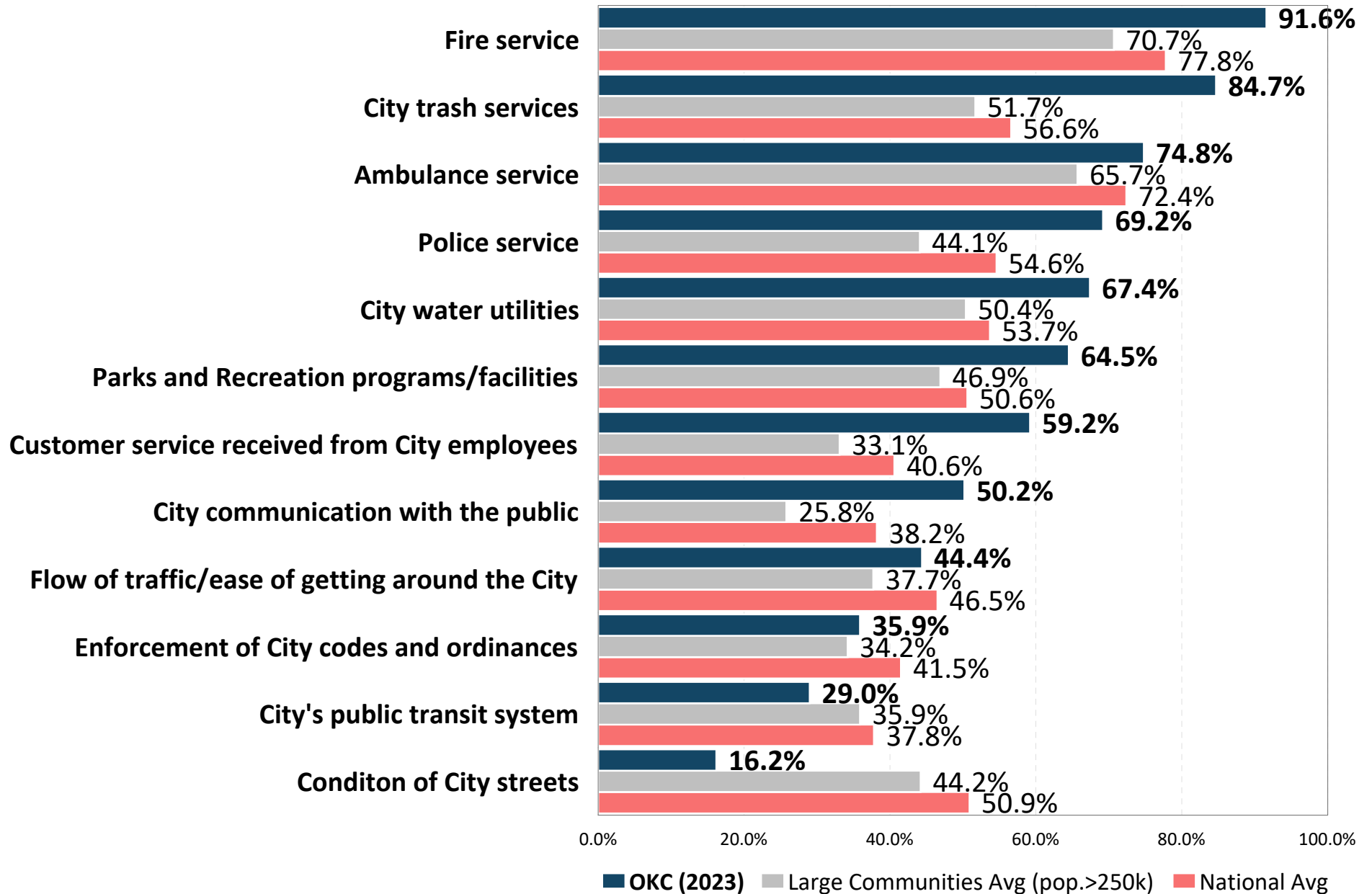
ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 1,200 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the winter of 2022 to a random sample of over 9,000 residents in the continental United States and (2) surveys administered by ETC Institute during the winter of 2022 in large communities with a population greater than 250,000.

The charts on the following pages show how the results for the City of Oklahoma City compare to the national average and the large community average. The blue bar shows the results for Oklahoma City. The gray bar shows the average from large U.S. communities with a population greater than 250,000. The red bar shows the national average.

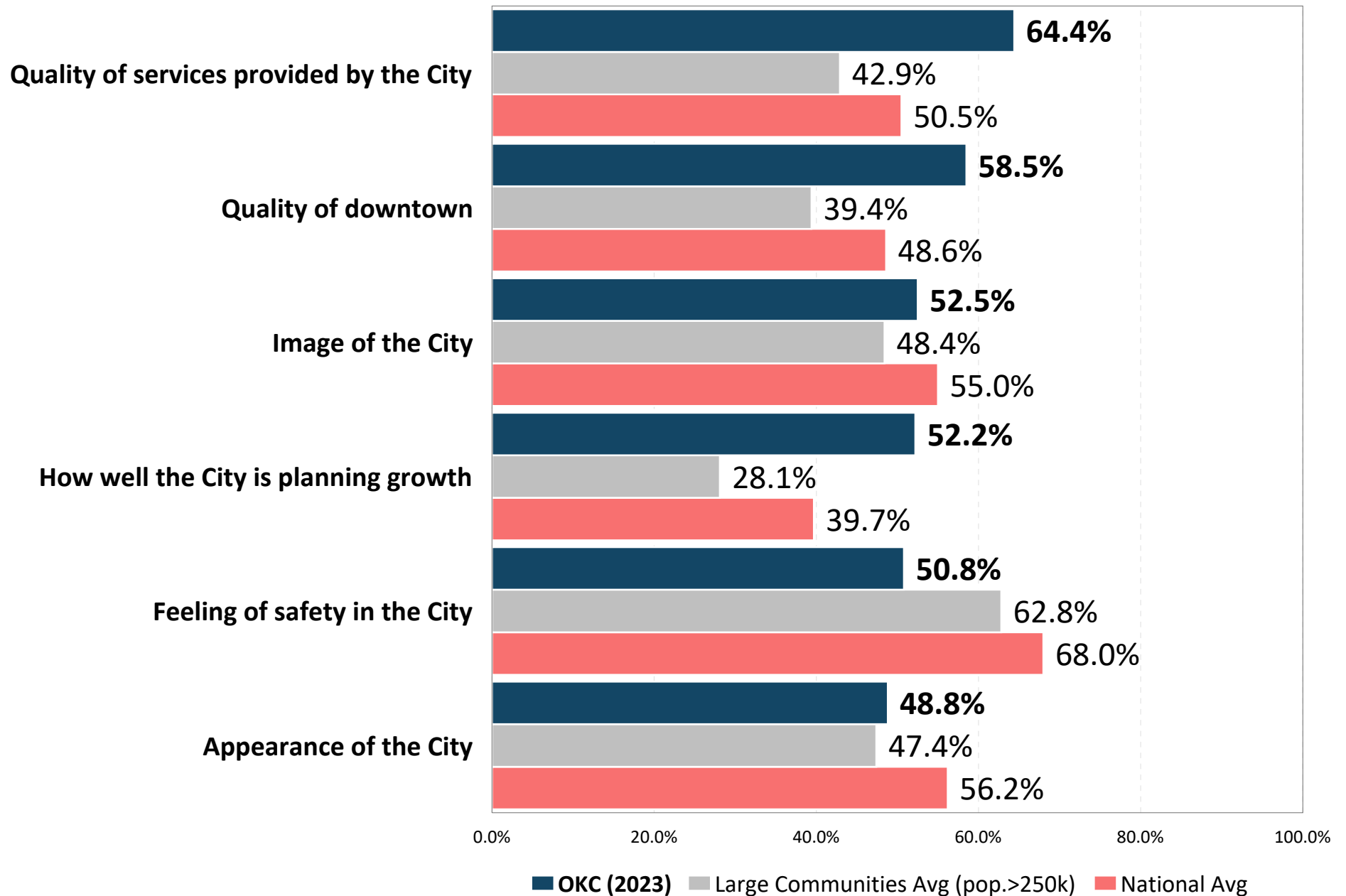
Q1: Major Categories of City Services

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



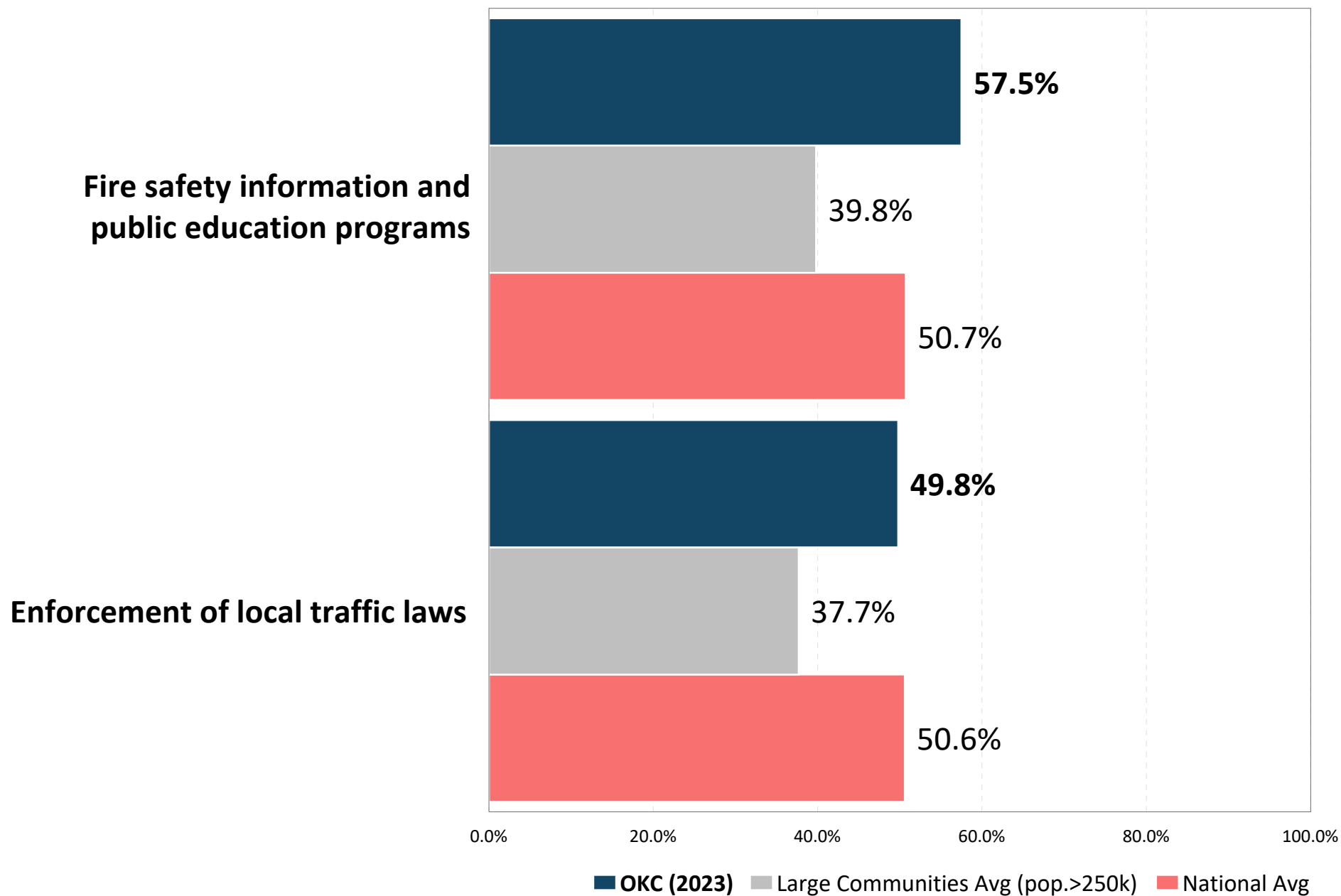
Q3: Perception of the City

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



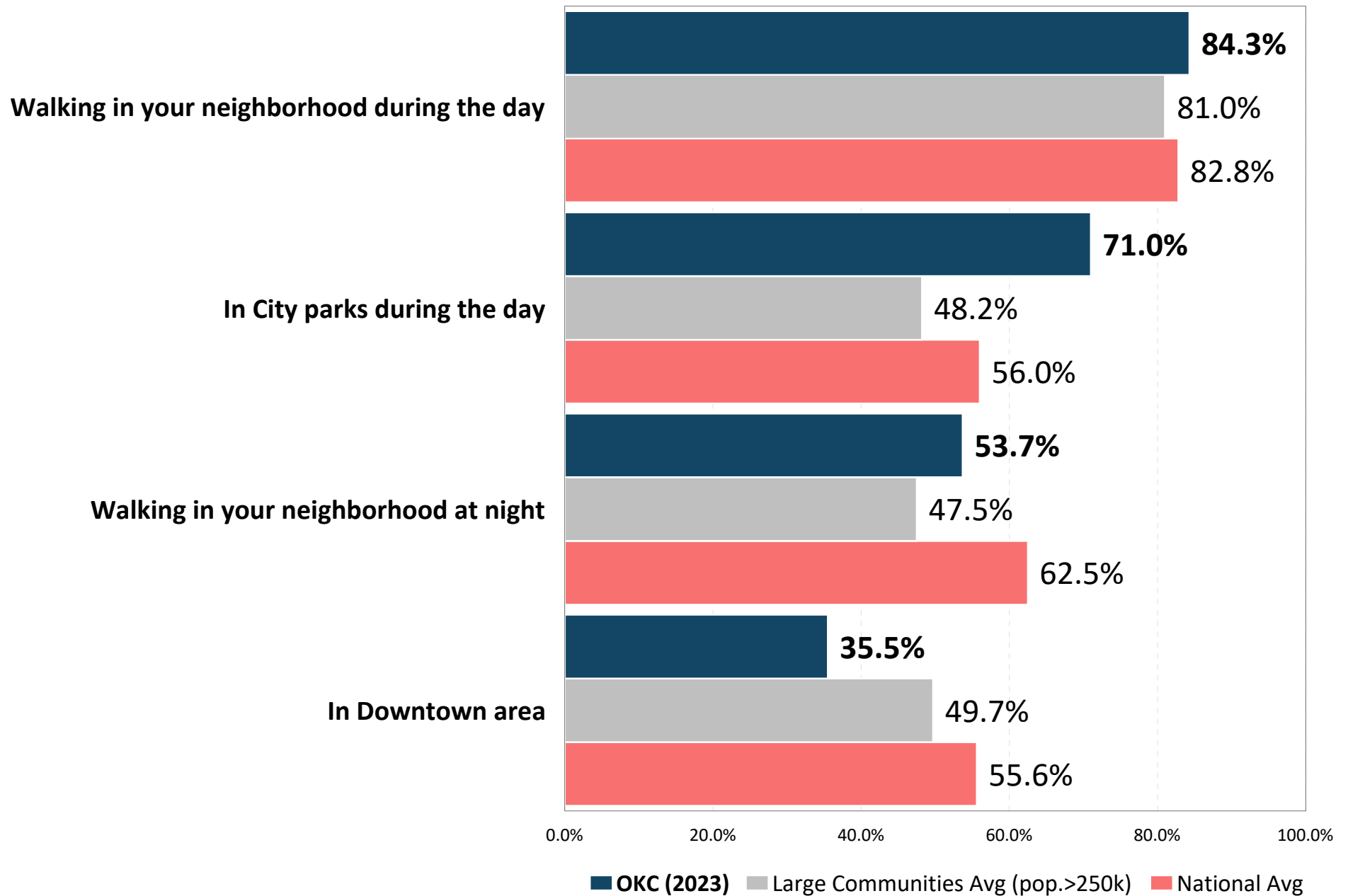
Q4: Public Safety

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



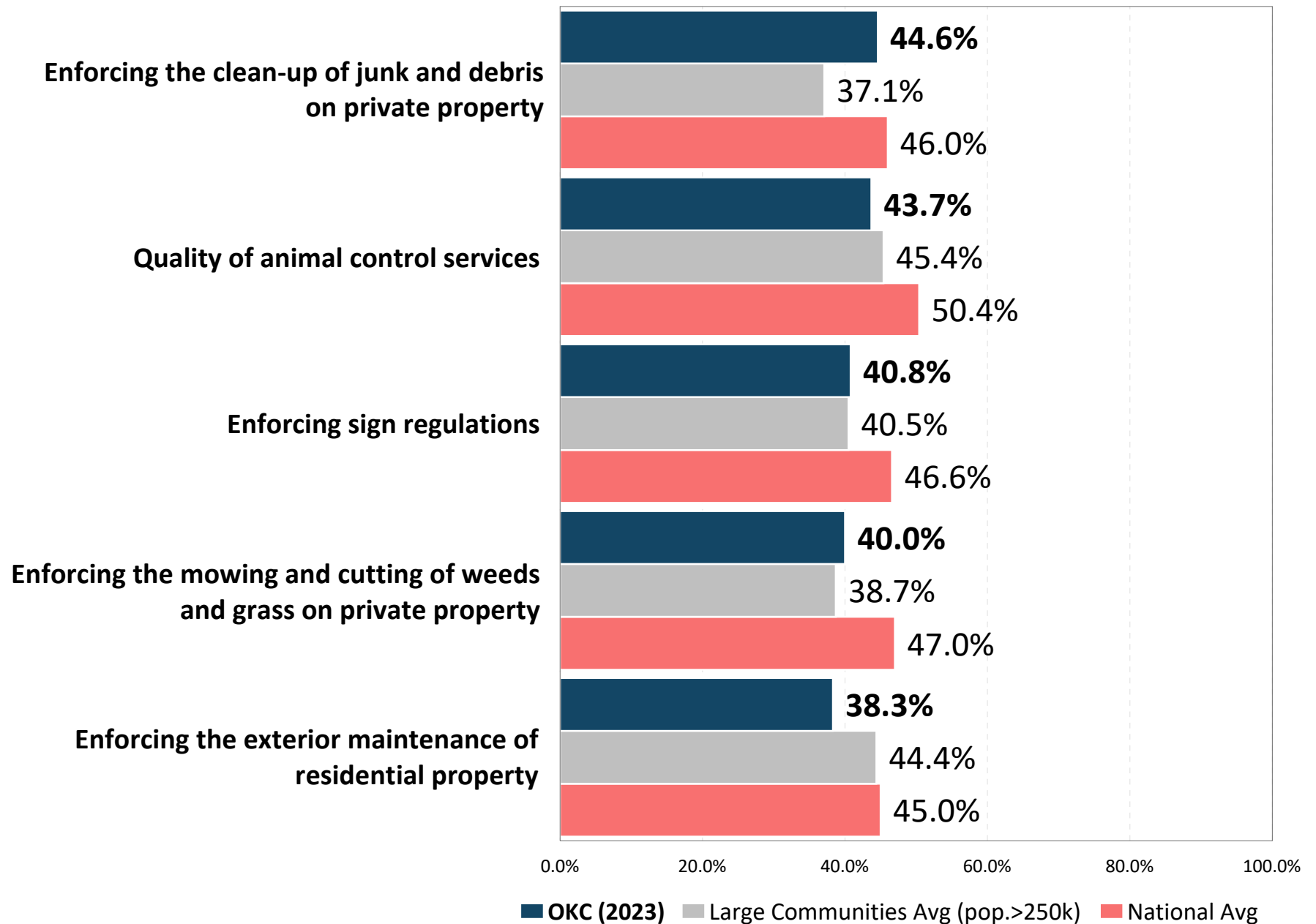
Q5: Feeling of Safety

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



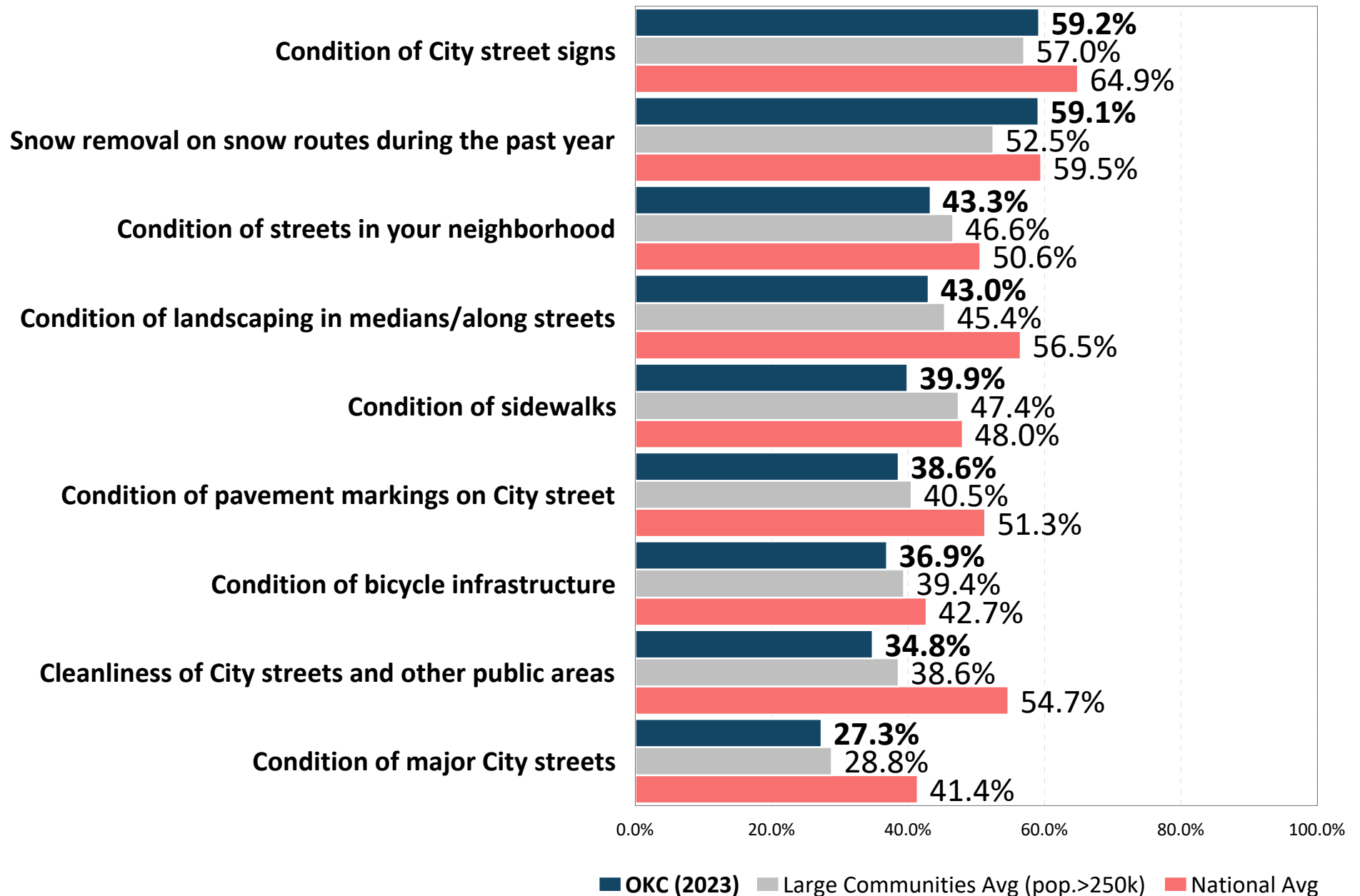
Q11: Code Enforcement

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



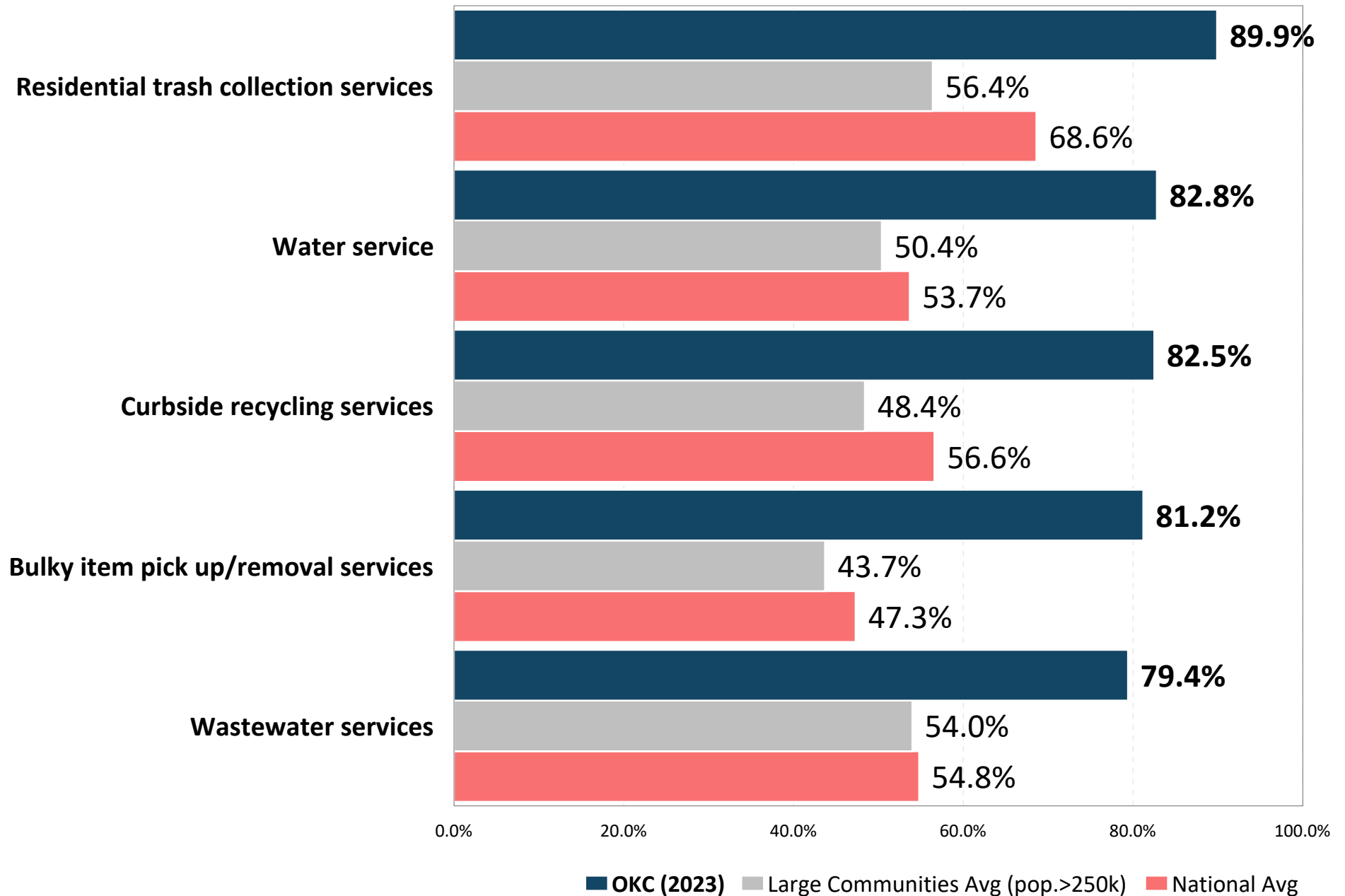
Q13: Maintenance Services

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



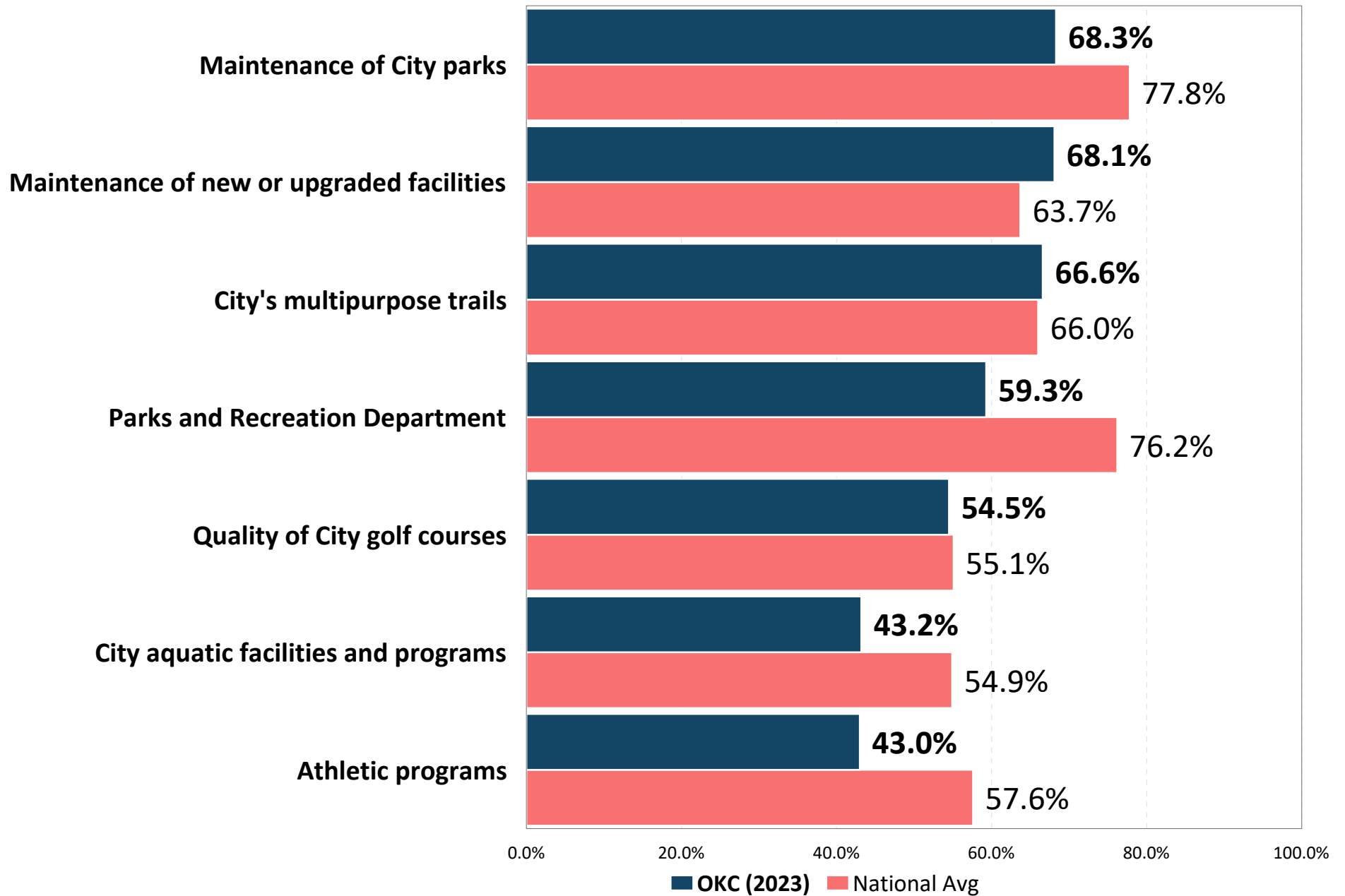
Q15: City Utility Services

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



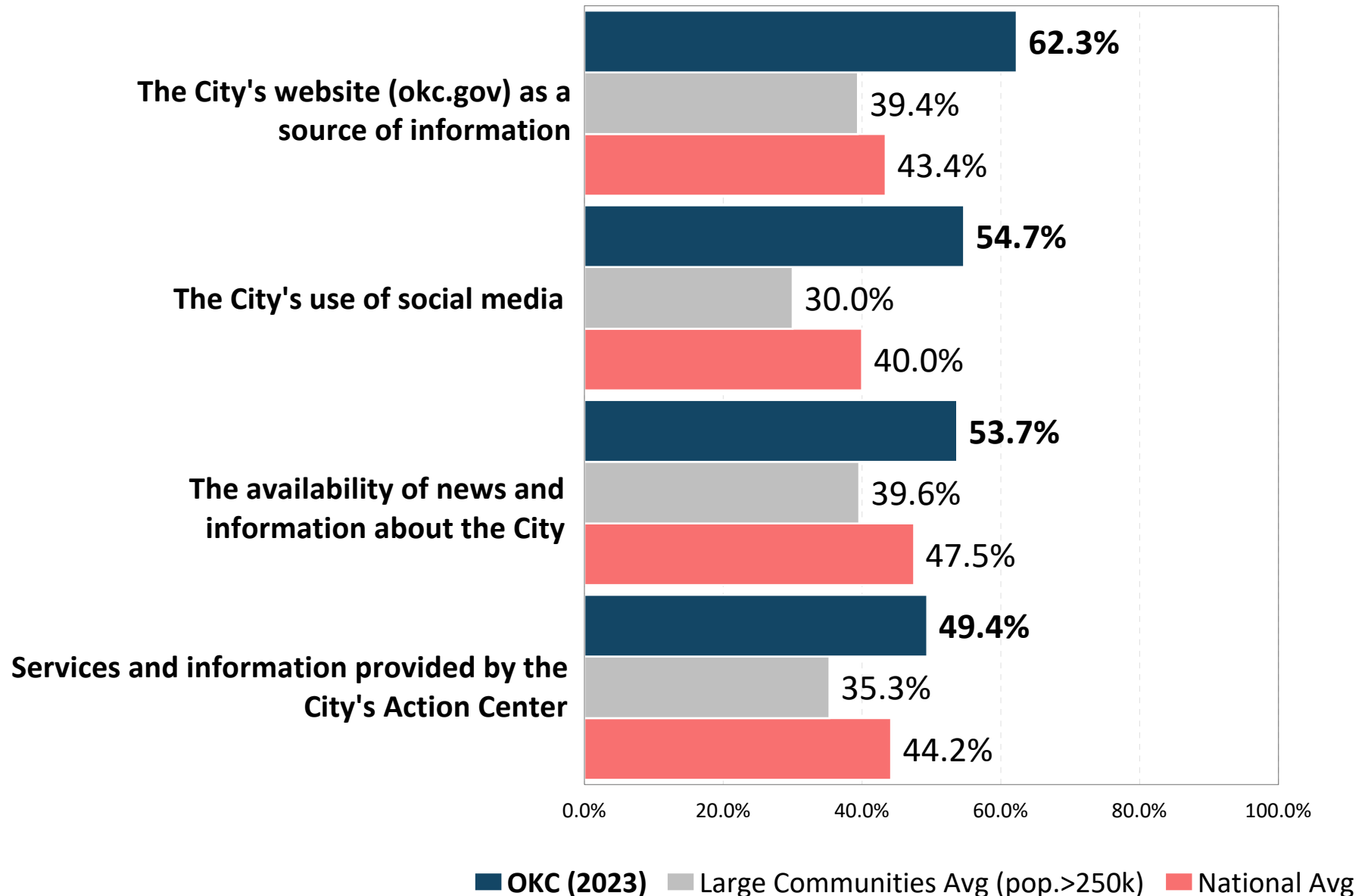
Q17: Parks and Recreation Services

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



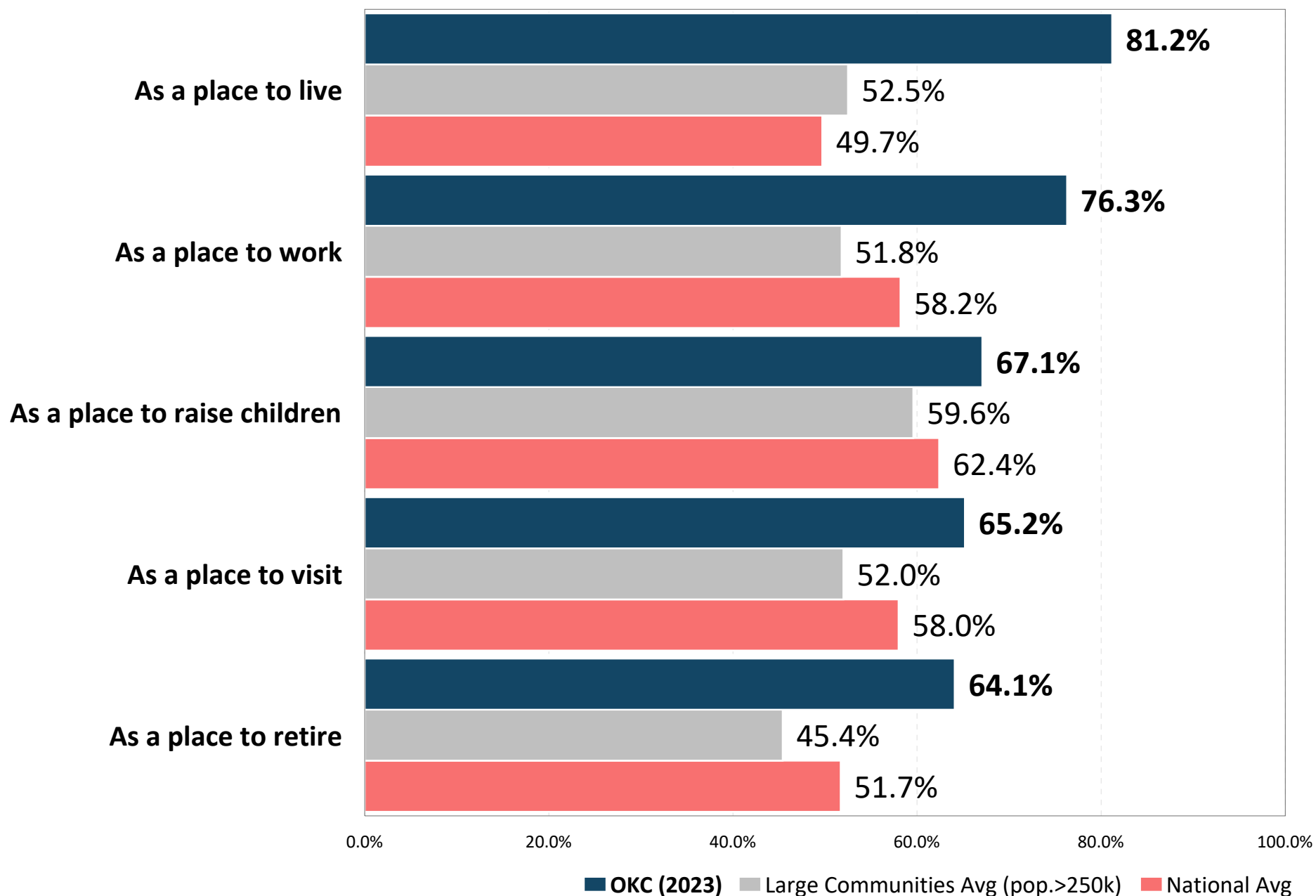
Q20: Communication

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



Q24: Overall Ratings of the City

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





Cross-Tabular Data by Ward

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-1. Quality of police service</u>									
Very satisfied	35.8%	25.9%	24.2%	17.6%	32.1%	17.4%	19.7%	27.6%	25.4%
Satisfied	34.5%	38.6%	55.0%	46.5%	44.2%	45.8%	41.5%	46.2%	43.8%
Neutral	19.4%	17.5%	14.8%	24.6%	17.6%	22.2%	22.5%	14.5%	19.0%
Dissatisfied	8.5%	12.7%	4.0%	8.5%	3.6%	8.3%	9.2%	6.2%	7.7%
Very dissatisfied	1.8%	5.3%	2.0%	2.8%	2.4%	6.3%	7.0%	5.5%	4.1%

Q1-2. Quality of fire service

Very satisfied	60.0%	51.4%	45.8%	43.8%	55.3%	49.3%	44.8%	56.9%	51.1%
Satisfied	29.0%	41.1%	47.9%	48.9%	38.5%	39.4%	45.5%	34.7%	40.5%
Neutral	10.3%	7.6%	6.3%	6.6%	6.2%	11.3%	9.1%	7.6%	8.1%
Dissatisfied	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.7%	0.2%
Very dissatisfied	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.1%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-3. Quality of ambulance service</u>									
Very satisfied	38.7%	28.0%	24.1%	24.6%	35.1%	29.4%	33.6%	32.3%	30.8%
Satisfied	33.1%	44.5%	54.9%	52.4%	41.1%	42.6%	40.5%	44.6%	44.0%
Neutral	23.2%	21.3%	18.8%	19.0%	15.9%	25.0%	22.9%	16.2%	20.3%
Dissatisfied	3.5%	4.9%	0.8%	3.2%	4.6%	2.2%	3.1%	3.8%	3.3%
Very dissatisfied	1.4%	1.2%	1.5%	0.8%	3.3%	0.7%	0.0%	3.1%	1.5%

Q1-4. Quality of City parks & recreation programs & facilities

Very satisfied	19.9%	18.5%	16.9%	17.7%	14.5%	20.4%	24.5%	23.6%	19.4%
Satisfied	48.3%	47.8%	45.8%	37.6%	46.1%	46.9%	40.3%	46.4%	45.1%
Neutral	23.8%	21.2%	19.7%	24.8%	28.9%	24.5%	25.9%	22.9%	23.9%
Dissatisfied	7.9%	9.8%	15.5%	12.1%	8.6%	6.8%	9.4%	5.7%	9.4%
Very dissatisfied	0.0%	2.7%	2.1%	7.8%	2.0%	1.4%	0.0%	1.4%	2.2%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-5. Condition of City streets</u>									
Very satisfied	2.4%	1.0%	0.7%	2.6%	3.0%	4.6%	2.6%	4.0%	2.6%
Satisfied	14.1%	14.7%	10.5%	14.6%	11.2%	12.6%	13.9%	17.3%	13.6%
Neutral	21.8%	15.2%	13.2%	16.6%	20.7%	17.9%	15.2%	23.3%	18.0%
Dissatisfied	38.8%	41.1%	41.4%	36.4%	38.5%	44.4%	41.7%	40.0%	40.3%
Very dissatisfied	22.9%	27.9%	34.2%	29.8%	26.6%	20.5%	26.5%	15.3%	25.6%

Q1-6. Quality of City water utilities

Very satisfied	20.4%	12.9%	15.1%	13.5%	23.0%	20.1%	20.0%	18.9%	18.0%
Satisfied	41.3%	61.3%	55.5%	45.1%	50.3%	45.6%	44.3%	48.0%	49.4%
Neutral	27.5%	15.5%	19.9%	30.1%	21.8%	24.8%	22.9%	19.6%	22.5%
Dissatisfied	5.4%	7.2%	6.2%	8.3%	3.6%	8.1%	10.0%	9.5%	7.2%
Very dissatisfied	5.4%	3.1%	3.4%	3.0%	1.2%	1.3%	2.9%	4.1%	3.1%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-7. Quality of City trash services</u>									
Very satisfied	36.3%	35.6%	30.1%	29.3%	36.3%	29.5%	27.2%	37.6%	32.9%
Satisfied	50.0%	53.6%	61.4%	51.3%	50.0%	47.3%	52.4%	48.3%	51.8%
Neutral	11.3%	7.7%	3.9%	12.7%	8.3%	19.9%	15.0%	12.8%	11.2%
Dissatisfied	1.8%	2.6%	3.9%	6.0%	5.4%	3.4%	4.1%	1.3%	3.5%
Very dissatisfied	0.6%	0.5%	0.7%	0.7%	0.0%	0.0%	1.4%	0.0%	0.5%

Q1-8. Enforcement of City codes & ordinances

Very satisfied	8.3%	6.9%	7.1%	9.6%	6.5%	9.9%	9.0%	11.9%	8.5%
Satisfied	31.0%	29.3%	27.0%	21.3%	26.5%	25.5%	28.4%	29.6%	27.4%
Neutral	29.0%	31.0%	36.2%	35.3%	37.4%	33.3%	35.8%	38.5%	34.5%
Dissatisfied	20.7%	19.0%	18.4%	22.1%	21.9%	20.6%	20.9%	15.6%	19.9%
Very dissatisfied	11.0%	13.8%	11.3%	11.8%	7.7%	10.6%	6.0%	4.4%	9.7%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-9. Quality of customer service you receive from City employees</u>									
Very satisfied	22.3%	19.5%	15.6%	13.2%	19.6%	18.9%	25.9%	24.4%	20.0%
Satisfied	41.0%	44.8%	36.7%	40.3%	35.1%	29.9%	42.4%	41.7%	39.2%
Neutral	25.9%	28.7%	37.5%	37.2%	36.5%	41.7%	23.0%	28.3%	32.1%
Dissatisfied	7.9%	4.6%	7.8%	5.4%	6.8%	5.5%	5.8%	5.5%	6.1%
Very dissatisfied	2.9%	2.3%	2.3%	3.9%	2.0%	3.9%	2.9%	0.0%	2.5%

Q1-10. Effectiveness of City communication with the public

Very satisfied	13.6%	13.2%	9.1%	10.6%	10.6%	12.5%	17.9%	15.4%	12.9%
Satisfied	35.7%	42.6%	36.4%	32.6%	37.3%	38.2%	33.8%	39.9%	37.3%
Neutral	34.4%	33.7%	35.7%	37.6%	36.0%	33.3%	33.8%	34.3%	34.8%
Dissatisfied	14.3%	7.4%	16.1%	14.9%	14.3%	13.2%	8.3%	7.7%	11.9%
Very dissatisfied	1.9%	3.2%	2.8%	4.3%	1.9%	2.8%	6.2%	2.8%	3.2%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q1-11. Flow of traffic & ease of getting around town on City streets</u>									
Very satisfied	5.9%	9.7%	4.6%	4.0%	6.5%	8.1%	8.7%	10.1%	7.3%
Satisfied	34.9%	44.4%	29.8%	42.4%	32.7%	40.9%	30.9%	39.2%	37.1%
Neutral	20.1%	18.4%	23.8%	22.5%	25.6%	19.5%	28.2%	19.6%	22.1%
Dissatisfied	27.8%	20.4%	27.2%	21.2%	26.2%	26.2%	23.5%	26.4%	24.7%
Very dissatisfied	11.2%	7.1%	14.6%	9.9%	8.9%	5.4%	8.7%	4.7%	8.8%

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

Very satisfied	6.1%	2.1%	2.9%	8.6%	8.8%	11.9%	11.9%	12.1%	7.8%
Satisfied	20.0%	24.8%	24.3%	23.8%	14.9%	22.9%	17.8%	19.8%	21.2%
Neutral	36.5%	37.6%	43.7%	43.8%	51.8%	30.5%	39.6%	35.2%	39.8%
Dissatisfied	22.6%	19.9%	10.7%	13.3%	16.7%	28.0%	15.8%	13.2%	17.9%
Very dissatisfied	14.8%	15.6%	18.4%	10.5%	7.9%	6.8%	14.9%	19.8%	13.4%

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

N=1293

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q2. Sum of top 3 choices</u>									
Quality of police service	31.2%	37.6%	32.7%	27.0%	28.4%	31.1%	42.4%	34.7%	33.2%
Quality of fire service	8.2%	5.6%	9.8%	6.6%	8.3%	8.6%	6.6%	8.0%	7.7%
Quality of ambulance service	8.8%	3.6%	8.5%	6.6%	13.0%	6.0%	6.0%	10.0%	7.7%
Quality of City parks & recreation programs & facilities	22.9%	30.5%	22.9%	22.4%	26.6%	30.5%	25.8%	20.7%	25.4%
Condition of City streets	78.2%	75.1%	83.7%	75.7%	75.7%	68.9%	69.5%	74.7%	75.3%
Quality of City water utilities	14.1%	12.2%	9.8%	14.5%	5.3%	8.6%	9.3%	14.0%	11.0%
Quality of City trash services	2.9%	3.6%	5.9%	4.6%	1.2%	2.6%	4.0%	2.0%	3.3%
Enforcement of City codes & ordinances	26.5%	34.0%	22.9%	35.5%	28.4%	30.5%	24.5%	27.3%	28.8%
Quality of customer service you receive from City employees	7.1%	6.1%	4.6%	9.2%	3.0%	10.6%	7.3%	8.0%	6.9%
Effectiveness of City communication with the public	12.9%	12.2%	13.1%	19.1%	16.0%	12.6%	18.5%	16.0%	14.9%

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? (top 3) (cont.)

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	

Q2. Sum of top 3 choices (cont.)

Flow of traffic & ease of getting around town on City streets	51.8%	36.0%	52.9%	39.5%	53.8%	43.0%	45.0%	46.7%	45.9%
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	25.3%	30.5%	19.6%	17.1%	20.1%	34.4%	20.5%	27.3%	24.5%
None chosen	0.6%	3.0%	2.0%	4.6%	5.3%	2.6%	2.0%	1.3%	2.7%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q3-1. Quality of services provided by City</u>									
Very satisfied	11.5%	10.0%	8.1%	9.6%	10.3%	10.5%	15.3%	12.3%	10.9%
Satisfied	49.7%	57.4%	56.8%	50.0%	53.9%	55.9%	45.1%	58.2%	53.5%
Neutral	30.3%	26.8%	26.4%	34.2%	28.5%	25.9%	34.7%	22.6%	28.6%
Dissatisfied	8.5%	4.2%	6.1%	4.8%	7.3%	7.7%	3.5%	6.2%	6.0%
Very dissatisfied	0.0%	1.6%	2.7%	1.4%	0.0%	0.0%	1.4%	0.7%	1.0%
<u>Q3-2. Appearance of Oklahoma City</u>									
Very satisfied	11.2%	6.6%	7.2%	11.5%	8.9%	10.3%	13.5%	8.3%	9.6%
Satisfied	38.5%	42.3%	40.1%	37.2%	35.7%	36.6%	37.8%	44.8%	39.2%
Neutral	27.8%	21.9%	24.3%	26.4%	20.2%	24.1%	27.0%	26.9%	24.7%
Dissatisfied	16.6%	22.4%	21.1%	19.6%	27.4%	22.8%	16.2%	17.9%	20.6%
Very dissatisfied	5.9%	6.6%	7.2%	5.4%	7.7%	6.2%	5.4%	2.1%	5.9%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q3-3. Image of Oklahoma City</u>									
Very satisfied	12.6%	12.9%	5.3%	13.4%	10.1%	14.0%	16.2%	16.2%	12.5%
Satisfied	38.9%	38.7%	45.3%	38.3%	39.3%	41.3%	37.8%	41.2%	40.0%
Neutral	27.5%	27.3%	28.7%	29.5%	29.8%	28.7%	27.7%	25.0%	28.0%
Dissatisfied	16.2%	16.5%	17.3%	12.1%	17.3%	13.3%	14.2%	16.2%	15.5%
Very dissatisfied	4.8%	4.6%	3.3%	6.7%	3.6%	2.8%	4.1%	1.4%	3.9%

Q3-4. How well City is planning growth

Very satisfied	16.0%	16.0%	12.3%	9.7%	13.9%	16.7%	17.0%	20.6%	15.3%
Satisfied	39.3%	40.6%	31.5%	40.3%	36.7%	38.2%	32.6%	34.8%	36.9%
Neutral	25.2%	26.7%	28.1%	23.6%	29.1%	18.1%	23.4%	26.2%	25.2%
Dissatisfied	13.5%	11.8%	18.5%	18.8%	17.1%	20.1%	16.3%	14.9%	16.2%
Very dissatisfied	6.1%	4.8%	9.6%	7.6%	3.2%	6.9%	10.6%	3.5%	6.5%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q3-5. Quality of life in Oklahoma City</u>									
Very satisfied	18.8%	16.8%	15.8%	15.0%	16.8%	20.0%	19.7%	20.5%	17.9%
Satisfied	47.6%	52.0%	53.9%	46.9%	52.7%	39.3%	42.9%	55.5%	49.0%
Neutral	20.6%	17.3%	18.4%	25.2%	19.8%	26.7%	25.9%	13.0%	20.7%
Dissatisfied	9.4%	10.2%	8.6%	11.6%	9.6%	11.3%	7.5%	8.9%	9.6%
Very dissatisfied	3.5%	3.6%	3.3%	1.4%	1.2%	2.7%	4.1%	2.1%	2.7%

Q3-6. Feeling of safety in Oklahoma City

Very satisfied	12.4%	7.1%	7.8%	10.0%	6.0%	8.1%	14.9%	17.6%	10.3%
Satisfied	37.3%	48.5%	41.8%	34.7%	39.5%	40.3%	37.2%	43.2%	40.5%
Neutral	20.7%	20.9%	28.1%	26.7%	27.5%	27.5%	27.7%	26.4%	25.5%
Dissatisfied	20.1%	18.9%	18.3%	24.7%	21.6%	15.4%	15.5%	10.1%	18.2%
Very dissatisfied	9.5%	4.6%	3.9%	4.0%	5.4%	8.7%	4.7%	2.7%	5.5%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q3-7. Quality of downtown</u>									
Very satisfied	15.2%	15.8%	12.4%	10.5%	12.6%	20.8%	16.5%	22.9%	15.8%
Satisfied	45.6%	51.1%	45.5%	44.1%	35.8%	34.7%	44.6%	38.2%	42.7%
Neutral	25.9%	22.6%	24.1%	27.3%	33.3%	27.1%	21.6%	26.4%	26.0%
Dissatisfied	8.9%	7.9%	10.3%	16.1%	15.1%	12.5%	15.1%	11.8%	12.0%
Very dissatisfied	4.4%	2.6%	7.6%	2.1%	3.1%	4.9%	2.2%	0.7%	3.4%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q4-1. Police service in your neighborhood</u>									
Very satisfied	26.4%	16.9%	17.1%	10.9%	19.6%	18.5%	16.2%	26.1%	19.1%
Satisfied	39.9%	44.8%	44.5%	40.9%	51.3%	31.5%	39.7%	47.9%	42.7%
Neutral	19.0%	24.0%	26.0%	28.5%	22.2%	33.6%	18.4%	17.6%	23.6%
Dissatisfied	11.7%	9.8%	9.6%	15.3%	5.1%	9.6%	18.4%	7.7%	10.7%
Very dissatisfied	3.1%	4.4%	2.7%	4.4%	1.9%	6.8%	7.4%	0.7%	3.9%
<u>Q4-2. Enforcement of local traffic laws</u>									
Very satisfied	10.7%	7.0%	9.5%	8.8%	11.0%	8.9%	14.1%	20.1%	11.1%
Satisfied	47.6%	39.0%	40.1%	35.4%	39.0%	37.7%	31.5%	37.6%	38.7%
Neutral	12.5%	24.6%	23.1%	31.3%	23.2%	31.5%	32.2%	16.8%	24.2%
Dissatisfied	16.1%	18.7%	21.1%	19.0%	21.3%	14.4%	10.7%	19.5%	17.7%
Very dissatisfied	13.1%	10.7%	6.1%	5.4%	5.5%	7.5%	11.4%	6.0%	8.4%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q4-3. Availability of information about police programs & activities</u>									
Very satisfied	9.1%	8.9%	6.1%	8.3%	9.9%	8.5%	10.7%	14.3%	9.5%
Satisfied	25.9%	26.1%	31.8%	25.0%	27.7%	21.5%	30.5%	33.1%	27.7%
Neutral	43.4%	47.8%	37.1%	40.2%	41.8%	51.5%	35.1%	36.8%	41.9%
Dissatisfied	16.1%	13.4%	18.9%	18.9%	18.4%	12.3%	16.8%	14.3%	16.1%
Very dissatisfied	5.6%	3.8%	6.1%	7.6%	2.1%	6.2%	6.9%	1.5%	4.9%

Q4-4. Fire protection in your neighborhood

Very satisfied	45.5%	36.0%	30.3%	31.7%	37.7%	37.9%	35.2%	39.7%	36.9%
Satisfied	41.7%	52.7%	54.9%	48.2%	49.1%	46.9%	51.4%	48.2%	49.2%
Neutral	10.3%	9.7%	10.6%	18.0%	11.9%	15.2%	13.4%	10.6%	12.3%
Dissatisfied	1.3%	1.1%	2.8%	1.4%	0.0%	0.0%	0.0%	1.4%	1.0%
Very dissatisfied	1.3%	0.5%	1.4%	0.7%	1.3%	0.0%	0.0%	0.0%	0.7%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q4-5. Fire safety information & public education programs</u>									
Very satisfied	21.4%	13.8%	15.2%	20.0%	19.3%	23.5%	20.3%	25.2%	19.7%
Satisfied	37.1%	43.1%	41.7%	33.1%	37.9%	34.1%	32.3%	42.5%	37.8%
Neutral	34.3%	36.9%	28.8%	37.7%	32.9%	34.8%	33.8%	26.0%	33.3%
Dissatisfied	4.3%	5.0%	9.8%	7.7%	8.6%	6.8%	11.3%	3.9%	7.1%
Very dissatisfied	2.9%	1.3%	4.5%	1.5%	1.4%	0.8%	2.3%	2.4%	2.1%

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

N=327	Ward								Total
	1	2	3	4	5	6	7	8	
Traffic laws are too strictly enforced/too many citations are given	0.0%	3.7%	8.1%	2.9%	4.9%	3.3%	3.2%	8.3%	4.2%
Traffic laws are not enforced enough/not enough citations are given	85.7%	83.3%	81.1%	79.4%	82.9%	73.3%	83.9%	69.4%	80.4%
Other	14.3%	13.0%	10.8%	17.6%	12.2%	23.3%	12.9%	22.2%	15.4%

Q5. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q5-1. Walking in your neighborhood during the day</u>									
Very safe	50.0%	39.2%	50.3%	40.9%	47.3%	32.7%	51.0%	62.4%	46.5%
Safe	38.8%	43.8%	40.5%	41.6%	37.1%	34.0%	30.6%	33.6%	37.8%
Neutral	5.9%	6.7%	3.9%	10.7%	10.2%	19.3%	11.6%	1.3%	8.6%
Unsafe	3.5%	9.8%	5.2%	4.7%	4.8%	10.7%	4.8%	2.0%	5.8%
Very unsafe	1.8%	0.5%	0.0%	2.0%	0.6%	3.3%	2.0%	0.7%	1.3%
<u>Q5-2. Walking in your neighborhood after dark</u>									
Very safe	24.0%	11.2%	25.2%	18.4%	19.4%	9.4%	21.4%	30.9%	19.7%
Safe	35.9%	32.7%	33.1%	36.1%	33.3%	26.8%	33.8%	40.3%	34.0%
Neutral	17.4%	21.9%	17.2%	19.7%	22.4%	18.1%	16.6%	17.4%	19.0%
Unsafe	14.4%	22.4%	17.2%	13.6%	18.8%	28.9%	20.0%	10.1%	18.3%
Very unsafe	8.4%	11.7%	7.3%	12.2%	6.1%	16.8%	8.3%	1.3%	9.1%

Q5. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q5-3. In downtown area</u>									
Very safe	5.3%	7.7%	6.3%	3.8%	2.0%	11.9%	5.2%	5.1%	6.0%
Safe	22.5%	33.9%	30.3%	26.3%	24.2%	34.3%	29.9%	34.6%	29.5%
Neutral	26.5%	35.5%	26.1%	28.6%	25.5%	23.8%	29.9%	30.9%	28.5%
Unsafe	30.5%	18.0%	23.9%	28.6%	32.2%	19.6%	23.9%	19.9%	24.4%
Very unsafe	15.2%	4.9%	13.4%	12.8%	16.1%	10.5%	11.2%	9.6%	11.5%

Q5-4. In City parks during the day

Very safe	17.6%	25.8%	15.6%	20.1%	18.6%	19.7%	24.6%	22.6%	20.7%
Safe	52.7%	49.5%	51.8%	44.6%	49.4%	49.0%	48.6%	56.9%	50.3%
Neutral	20.6%	13.7%	22.7%	28.1%	19.9%	19.7%	18.8%	16.8%	19.8%
Unsafe	5.5%	8.2%	5.7%	6.5%	9.6%	10.2%	7.2%	2.9%	7.1%
Very unsafe	3.6%	2.7%	4.3%	0.7%	2.6%	1.4%	0.7%	0.7%	2.2%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q6. Have you had contact with a City police officer in last three years</u>									
Yes	45.3%	52.8%	45.8%	49.0%	46.7%	53.7%	46.7%	45.3%	48.3%
No	54.7%	47.2%	54.2%	51.0%	53.3%	46.3%	53.3%	54.7%	51.7%

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

N=621	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q6a. What was the nature of your contact with the police officer</u>									
Traffic	33.3%	18.2%	26.2%	22.6%	21.4%	20.8%	23.8%	32.3%	24.5%
Victim of crime	21.3%	27.3%	24.6%	33.9%	21.4%	29.2%	20.6%	19.4%	24.8%
Suspected of committing a crime	2.7%	4.0%	0.0%	6.5%	2.9%	0.0%	1.6%	3.2%	2.7%
Other	42.7%	50.5%	49.2%	37.1%	54.3%	50.0%	54.0%	45.2%	48.0%

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

N=621	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q6b. Were you treated fairly by the officer</u>									
Yes	94.8%	90.0%	90.8%	88.9%	90.4%	90.9%	88.1%	90.5%	90.6%
No	5.2%	10.0%	9.2%	11.1%	9.6%	9.1%	11.9%	9.5%	9.4%

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

N=621	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q6c. How would you rate the response time of the officer</u>									
Excellent	42.9%	40.0%	27.4%	34.4%	36.8%	29.0%	23.8%	44.8%	35.2%
Good	35.7%	31.6%	38.7%	25.0%	29.4%	37.7%	36.5%	19.0%	31.9%
Neutral	8.6%	8.4%	19.4%	12.5%	14.7%	13.0%	19.0%	19.0%	13.8%
Acceptable	4.3%	8.4%	8.1%	12.5%	16.2%	4.3%	11.1%	8.6%	9.1%
Poor	8.6%	11.6%	6.5%	15.6%	2.9%	15.9%	9.5%	8.6%	10.0%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q8. Do you have a working smoke alarm in your home</u>									
Yes	95.9%	96.4%	96.7%	95.3%	94.6%	89.2%	98.0%	98.6%	95.6%
No	4.1%	3.6%	3.3%	4.7%	5.4%	10.8%	2.0%	1.4%	4.4%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q9. Sum of top 3 choices</u>									
How often the bus comes by your stop	39.4%	38.6%	32.0%	30.3%	34.9%	40.4%	31.8%	37.3%	35.7%
Service available until midnight	11.2%	12.7%	7.8%	13.8%	7.7%	16.6%	14.6%	10.0%	11.8%
Sheltered bus stops	24.7%	29.9%	22.2%	22.4%	25.4%	26.5%	25.2%	30.0%	25.9%
The time it takes to make a trip	27.6%	42.6%	26.1%	26.3%	32.5%	33.1%	26.5%	29.3%	30.9%
Later weekend service	10.6%	12.2%	5.9%	8.6%	11.2%	11.9%	9.3%	8.7%	9.9%
Access to a park-&-ride location	15.9%	10.2%	18.3%	18.4%	19.5%	9.3%	13.2%	18.7%	15.3%
Routes to more places	43.5%	41.6%	44.4%	41.4%	36.7%	45.7%	43.7%	46.7%	42.8%
Pedestrian access to bus stops	11.2%	15.7%	11.8%	11.2%	13.0%	11.3%	13.9%	16.0%	13.1%
Bus stop within walking distance of my home	39.4%	39.6%	45.8%	34.9%	42.6%	32.5%	34.4%	40.0%	38.7%
None chosen	24.1%	17.3%	27.5%	27.0%	21.9%	22.5%	27.8%	19.3%	23.2%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q10-1. Abandoned or dilapidated properties</u>									
Seldom/never	65.8%	54.9%	66.9%	63.2%	70.2%	30.2%	63.9%	76.6%	61.4%
A few times per yeas	23.9%	25.5%	18.7%	22.6%	19.9%	41.7%	18.8%	14.9%	23.3%
1-2 times per month	3.9%	8.7%	10.1%	6.0%	7.3%	12.2%	5.3%	4.3%	7.2%
Once per week	2.6%	5.4%	1.4%	0.0%	0.7%	2.2%	4.5%	2.1%	2.5%
More than once per week	3.9%	5.4%	2.9%	8.3%	2.0%	13.7%	7.5%	2.1%	5.6%

Q10-2. Stray dogs

Seldom/never	29.5%	30.6%	30.6%	28.0%	37.2%	25.2%	40.6%	45.1%	33.2%
A few times per yeas	38.6%	38.2%	32.6%	31.5%	37.2%	21.1%	26.6%	37.3%	33.2%
1-2 times per month	13.3%	13.4%	13.2%	12.6%	12.8%	20.4%	12.6%	7.7%	13.3%
Once per week	7.2%	7.5%	11.1%	10.5%	4.5%	8.8%	7.0%	7.0%	7.9%
More than once per week	11.4%	10.2%	12.5%	17.5%	8.3%	24.5%	13.3%	2.8%	12.5%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q10-3. Homelessness</u>									
Seldom/never	67.6%	19.9%	56.0%	56.4%	44.6%	11.0%	57.7%	76.2%	47.4%
A few times per yeas	12.8%	17.7%	17.7%	6.8%	18.5%	15.1%	13.9%	8.4%	14.1%
1-2 times per month	6.1%	13.4%	6.4%	6.0%	7.6%	11.0%	7.3%	3.5%	7.9%
Once per week	2.0%	9.7%	2.1%	5.3%	7.0%	10.3%	7.3%	2.1%	5.9%
More than once per week	11.5%	39.2%	17.7%	25.6%	22.3%	52.7%	13.9%	9.8%	24.7%

Q10-4. Lighting

Seldom/never	52.9%	45.8%	45.5%	56.2%	59.2%	29.8%	44.8%	57.6%	49.2%
A few times per yeas	30.7%	28.9%	29.1%	19.8%	21.1%	29.0%	35.2%	30.2%	28.0%
1-2 times per month	5.9%	9.0%	8.2%	12.4%	10.5%	14.5%	4.8%	5.0%	8.7%
Once per week	2.6%	3.0%	3.7%	2.5%	3.3%	9.2%	6.4%	0.7%	3.8%
More than once per week	7.8%	13.3%	13.4%	9.1%	5.9%	17.6%	8.8%	6.5%	10.3%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q10-5. Traffic/pedestrian safety</u>									
Seldom/never	48.7%	37.4%	38.1%	54.5%	46.6%	23.9%	51.2%	52.5%	44.0%
A few times per yeas	22.8%	24.0%	27.3%	20.5%	25.3%	23.1%	21.7%	18.4%	23.0%
1-2 times per month	10.8%	12.3%	10.8%	6.8%	8.9%	19.4%	10.1%	6.4%	10.7%
Once per week	3.8%	5.3%	7.9%	5.3%	4.8%	13.4%	4.7%	7.8%	6.5%
More than once per week	13.9%	21.1%	15.8%	12.9%	14.4%	20.1%	12.4%	14.9%	15.8%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q11-1. Enforcing clean-up of junk & debris on private property</u>									
Very satisfied	15.6%	7.4%	12.1%	15.2%	16.6%	11.3%	10.2%	15.3%	12.9%
Satisfied	32.5%	36.9%	38.3%	31.2%	29.8%	23.4%	26.3%	34.3%	31.7%
Neutral	22.1%	24.4%	25.5%	16.7%	27.2%	31.2%	27.0%	23.4%	24.7%
Dissatisfied	22.1%	19.3%	16.3%	21.7%	18.5%	22.0%	21.2%	19.7%	20.1%
Very dissatisfied	7.8%	11.9%	7.8%	15.2%	7.9%	12.1%	15.3%	7.3%	10.6%

Q11-2. Enforcing mowing & cutting of weeds & grass on private property

Very satisfied	13.3%	5.1%	10.7%	12.9%	12.6%	9.1%	13.2%	14.7%	11.3%
Satisfied	25.9%	34.3%	33.6%	26.4%	30.5%	26.6%	23.5%	27.3%	28.7%
Neutral	22.8%	23.6%	22.1%	22.1%	21.2%	31.5%	23.5%	25.9%	24.1%
Dissatisfied	25.9%	25.8%	20.7%	22.9%	25.2%	23.8%	22.8%	26.6%	24.3%
Very dissatisfied	12.0%	11.2%	12.9%	15.7%	10.6%	9.1%	16.9%	5.6%	11.7%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q11-3. Enforcing exterior maintenance of residential property</u>									
Very satisfied	11.8%	4.1%	9.5%	10.1%	15.4%	8.0%	12.3%	15.8%	10.7%
Satisfied	25.5%	32.7%	32.1%	23.2%	26.8%	22.6%	22.3%	33.8%	27.6%
Neutral	32.0%	33.3%	34.3%	41.3%	32.2%	36.5%	32.3%	25.2%	33.4%
Dissatisfied	19.6%	21.6%	16.8%	13.0%	18.8%	23.4%	22.3%	21.6%	19.7%
Very dissatisfied	11.1%	8.2%	7.3%	12.3%	6.7%	9.5%	10.8%	3.6%	8.7%

Q11-4. Enforcing sign regulations

Very satisfied	13.1%	4.8%	11.2%	12.1%	16.1%	5.5%	12.7%	16.7%	11.4%
Satisfied	28.3%	33.3%	32.8%	23.5%	27.7%	32.0%	26.2%	30.3%	29.4%
Neutral	37.9%	41.8%	36.6%	46.2%	38.0%	41.4%	38.9%	33.3%	39.3%
Dissatisfied	13.1%	12.7%	12.7%	12.1%	13.1%	13.3%	15.1%	14.4%	13.3%
Very dissatisfied	7.6%	7.3%	6.7%	6.1%	5.1%	7.8%	7.1%	5.3%	6.6%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q11-5. Quality of animal control services</u>									
Very satisfied	12.3%	4.2%	7.7%	7.5%	12.9%	8.8%	12.9%	18.3%	10.4%
Satisfied	37.7%	40.1%	37.8%	32.1%	29.9%	20.4%	32.6%	33.6%	33.3%
Neutral	26.6%	28.1%	30.1%	32.1%	32.7%	31.4%	21.2%	32.8%	29.3%
Dissatisfied	12.3%	20.4%	18.9%	14.2%	18.4%	21.9%	20.5%	12.2%	17.4%
Very dissatisfied	11.0%	7.2%	5.6%	14.2%	6.1%	17.5%	12.9%	3.1%	9.6%

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

Very satisfied	20.0%	10.2%	19.5%	13.4%	22.1%	9.8%	23.4%	29.8%	18.3%
Satisfied	33.8%	36.1%	31.6%	26.0%	33.6%	31.8%	29.0%	32.8%	32.1%
Neutral	27.6%	28.3%	27.8%	40.2%	22.9%	35.6%	22.6%	27.5%	29.0%
Dissatisfied	10.3%	16.9%	12.0%	12.6%	11.4%	9.1%	16.1%	6.1%	11.9%
Very dissatisfied	8.3%	8.4%	9.0%	7.9%	10.0%	13.6%	8.9%	3.8%	8.7%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q11-7. City efforts to remove abandoned or inoperative vehicles</u>									
Very satisfied	13.6%	4.5%	11.9%	12.7%	12.5%	6.9%	15.4%	20.8%	12.0%
Satisfied	27.1%	34.8%	32.5%	21.2%	33.8%	27.5%	27.4%	34.2%	30.0%
Neutral	33.6%	36.1%	34.9%	39.0%	27.9%	40.5%	29.9%	30.0%	34.0%
Dissatisfied	16.4%	16.8%	14.3%	14.4%	14.0%	15.3%	15.4%	11.7%	14.9%
Very dissatisfied	9.3%	7.7%	6.3%	12.7%	11.8%	9.9%	12.0%	3.3%	9.1%

Q12. Which THREE code enforcement items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1293

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q12. Sum of top 3 choices</u>									
Enforcing cleanup of junk & debris on private property	61.8%	72.6%	66.7%	61.2%	66.9%	60.9%	66.2%	69.3%	65.9%
Enforcing mowing & cutting of weeds & grass on private property	60.6%	60.4%	54.2%	48.7%	61.5%	45.0%	55.0%	57.3%	55.7%
Enforcing exterior maintenance of residential property	35.9%	37.1%	31.4%	26.3%	29.0%	33.1%	27.2%	32.7%	31.8%
Enforcing sign regulations	20.0%	18.3%	22.2%	13.8%	13.6%	17.2%	17.2%	22.0%	18.0%
Quality of animal control services	38.8%	33.5%	40.5%	35.5%	36.7%	47.0%	39.1%	33.3%	37.9%
Enforcement of yard parking regulations in your neighborhood	16.5%	22.3%	21.6%	18.4%	21.3%	24.5%	17.9%	17.3%	20.0%
City efforts to remove abandoned or inoperative vehicles	31.2%	28.9%	30.7%	45.4%	33.7%	29.8%	29.1%	35.3%	32.9%
None chosen	7.6%	6.1%	7.8%	11.8%	9.5%	9.3%	12.6%	7.3%	8.9%

Q13. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q13-1. Condition of major City streets</u>									
Very satisfied	2.4%	1.0%	1.3%	2.7%	3.0%	4.7%	7.6%	4.1%	3.2%
Satisfied	25.9%	22.6%	24.5%	29.1%	20.6%	22.0%	24.1%	25.0%	24.1%
Neutral	18.8%	12.8%	15.9%	14.2%	19.4%	17.3%	15.9%	27.0%	17.5%
Dissatisfied	32.9%	43.6%	37.1%	33.8%	41.8%	40.0%	40.7%	33.8%	38.1%
Very dissatisfied	20.0%	20.0%	21.2%	20.3%	15.2%	16.0%	11.7%	10.1%	17.0%

Q13-2. Condition of streets in your neighborhood

Very satisfied	13.5%	4.7%	8.6%	6.0%	10.8%	6.7%	11.8%	14.4%	9.4%
Satisfied	37.6%	32.6%	33.1%	32.0%	28.1%	32.2%	35.4%	40.4%	33.9%
Neutral	17.6%	19.7%	17.2%	18.0%	24.0%	20.8%	18.1%	18.5%	19.3%
Dissatisfied	21.2%	28.5%	23.8%	24.7%	25.1%	32.9%	18.1%	17.1%	24.1%
Very dissatisfied	10.0%	14.5%	17.2%	19.3%	12.0%	7.4%	16.7%	9.6%	13.3%

Q13. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q13-3. Condition of City street signs</u>									
Very satisfied	14.3%	8.3%	7.9%	12.0%	12.0%	6.2%	17.1%	9.5%	10.9%
Satisfied	47.6%	52.8%	53.3%	41.3%	47.0%	46.9%	43.2%	53.4%	48.3%
Neutral	27.4%	21.8%	25.0%	31.3%	25.3%	33.8%	24.0%	25.7%	26.6%
Dissatisfied	7.7%	15.5%	7.9%	13.3%	13.9%	8.3%	11.6%	11.5%	11.4%
Very dissatisfied	3.0%	1.6%	5.9%	2.0%	1.8%	4.8%	4.1%	0.0%	2.8%

Q13-4. Condition of pavement markings on City street

Very satisfied	8.5%	4.1%	4.0%	6.8%	9.0%	2.7%	11.2%	6.2%	6.5%
Satisfied	31.1%	32.6%	38.0%	27.9%	28.9%	31.3%	34.3%	32.9%	32.1%
Neutral	23.8%	25.9%	16.0%	33.3%	24.1%	27.9%	21.0%	32.2%	25.5%
Dissatisfied	23.2%	25.9%	29.3%	25.9%	29.5%	31.3%	23.1%	21.9%	26.3%
Very dissatisfied	13.4%	11.4%	12.7%	6.1%	8.4%	6.8%	10.5%	6.8%	9.6%

Q13. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q13-5. Snow removal on snow routes during past year</u>									
Very satisfied	10.0%	9.5%	9.7%	12.9%	15.6%	14.2%	16.7%	10.0%	12.2%
Satisfied	48.1%	52.0%	45.5%	37.4%	47.4%	48.5%	41.3%	52.9%	46.9%
Neutral	24.4%	24.0%	28.4%	36.0%	24.0%	19.4%	21.0%	21.4%	24.8%
Dissatisfied	12.5%	11.7%	10.4%	10.1%	9.1%	13.4%	13.8%	12.9%	11.7%
Very dissatisfied	5.0%	2.8%	6.0%	3.6%	3.9%	4.5%	7.2%	2.9%	4.4%

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

Very satisfied	6.0%	3.6%	2.7%	10.3%	9.0%	8.2%	11.3%	9.4%	7.4%
Satisfied	40.7%	38.1%	35.1%	30.8%	33.7%	36.1%	35.5%	33.6%	35.6%
Neutral	25.1%	32.5%	31.8%	30.8%	36.7%	30.6%	27.0%	34.2%	31.2%
Dissatisfied	22.2%	15.5%	18.9%	18.5%	12.7%	19.0%	18.4%	18.8%	17.9%
Very dissatisfied	6.0%	10.3%	11.5%	9.6%	7.8%	6.1%	7.8%	4.0%	7.9%

Q13. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	

Q13-7. Condition of sidewalks

Very satisfied	9.8%	5.9%	1.4%	4.3%	8.1%	2.9%	10.1%	6.3%	6.1%
Satisfied	33.5%	27.4%	40.5%	36.9%	36.6%	31.7%	28.1%	37.1%	33.8%
Neutral	31.1%	26.3%	27.7%	39.0%	28.0%	25.9%	28.8%	32.2%	29.7%
Dissatisfied	18.3%	22.6%	19.6%	10.6%	19.9%	22.3%	20.9%	18.2%	19.2%
Very dissatisfied	7.3%	17.7%	10.8%	9.2%	7.5%	17.3%	12.2%	6.3%	11.1%

Q13-8. Condition of bicycle infrastructure

Very satisfied	10.6%	9.9%	5.7%	8.3%	6.8%	5.4%	10.3%	5.7%	7.9%
Satisfied	33.1%	29.6%	34.1%	22.3%	23.5%	29.5%	28.2%	31.1%	29.0%
Neutral	33.1%	34.0%	26.8%	43.8%	40.2%	35.7%	35.0%	32.0%	35.0%
Dissatisfied	16.9%	16.7%	22.8%	14.9%	19.7%	17.8%	17.1%	18.9%	18.0%
Very dissatisfied	6.3%	9.9%	10.6%	10.7%	9.8%	11.6%	9.4%	12.3%	10.0%

Q13. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q13-9. Cleanliness of City street & other public areas</u>									
Very satisfied	3.6%	4.7%	1.3%	6.0%	3.0%	4.0%	7.6%	4.8%	4.3%
Satisfied	29.8%	32.8%	37.3%	24.5%	24.2%	28.2%	32.4%	34.9%	30.5%
Neutral	34.5%	27.6%	22.0%	30.5%	41.2%	26.8%	31.0%	31.5%	30.7%
Dissatisfied	25.0%	24.5%	28.7%	31.1%	22.4%	26.8%	20.7%	21.9%	25.1%
Very dissatisfied	7.1%	10.4%	10.7%	7.9%	9.1%	14.1%	8.3%	6.8%	9.3%

Q13-10. Cleanliness of stormwater drains in your neighborhood

Very satisfied	11.5%	7.6%	6.3%	7.1%	6.0%	5.9%	12.8%	13.3%	8.8%
Satisfied	36.9%	41.1%	44.4%	32.1%	35.3%	29.4%	35.3%	41.3%	37.2%
Neutral	29.9%	19.5%	22.9%	34.3%	34.7%	34.6%	26.3%	27.3%	28.4%
Dissatisfied	14.0%	24.9%	19.4%	16.4%	16.7%	19.1%	15.8%	16.1%	18.0%
Very dissatisfied	7.6%	7.0%	6.9%	10.0%	7.3%	11.0%	9.8%	2.1%	7.7%

Q14. Which THREE of the maintenance items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1293

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q14. Sum of top 3 choices</u>									
Condition of major City streets	68.2%	67.5%	68.6%	65.1%	61.5%	58.9%	60.9%	68.0%	65.0%
Condition of streets in your neighborhood	37.1%	41.1%	37.9%	44.1%	41.4%	34.4%	35.8%	30.7%	38.0%
Condition of City street signs	11.2%	14.2%	11.1%	14.5%	13.0%	9.3%	9.9%	11.3%	11.9%
Condition of pavement markings on City street	33.5%	24.4%	32.7%	27.6%	34.3%	27.8%	27.8%	34.7%	30.2%
Snow removal on snow routes during past year	16.5%	6.6%	11.8%	11.2%	13.0%	10.6%	22.5%	17.3%	13.5%
Condition of landscaping or streetscaping in medians & along City street	23.5%	26.9%	25.5%	21.1%	14.8%	22.5%	21.2%	29.3%	23.1%
Condition of sidewalks	24.1%	28.9%	17.0%	14.5%	23.7%	32.5%	27.2%	24.0%	24.1%
Condition of bicycle infrastructure	12.9%	17.3%	14.4%	17.1%	15.4%	22.5%	12.6%	16.7%	16.1%
Cleanliness of City streets & other public areas	28.8%	38.1%	42.5%	31.6%	39.6%	35.8%	33.1%	36.0%	35.7%
Cleanliness of stormwater drains in your neighborhood	17.1%	18.3%	13.1%	15.1%	18.9%	20.5%	13.9%	13.3%	16.4%
None chosen	5.9%	4.6%	4.6%	7.2%	4.7%	5.3%	9.3%	4.7%	5.7%

Q15. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q15-1. Residential trash collection services</u>									
Very satisfied	48.5%	44.7%	36.2%	43.6%	38.8%	37.0%	44.1%	47.0%	42.6%
Satisfied	43.7%	48.4%	55.9%	40.9%	51.5%	45.2%	44.8%	47.7%	47.3%
Neutral	4.8%	4.2%	5.3%	10.1%	6.7%	14.4%	7.7%	5.4%	7.1%
Dissatisfied	3.0%	1.1%	1.3%	4.0%	3.0%	2.7%	2.8%	0.0%	2.2%
Very dissatisfied	0.0%	1.6%	1.3%	1.3%	0.0%	0.7%	0.7%	0.0%	0.7%

Q15-2. Curbside recycling services

Very satisfied	49.4%	39.7%	36.7%	34.1%	41.9%	31.3%	38.4%	46.2%	40.0%
Satisfied	38.0%	44.6%	49.7%	31.8%	46.3%	47.0%	42.0%	40.0%	42.5%
Neutral	7.8%	7.1%	4.8%	18.9%	10.0%	14.9%	15.2%	8.3%	10.5%
Dissatisfied	4.2%	6.5%	6.8%	5.3%	1.3%	5.2%	2.2%	5.5%	4.6%
Very dissatisfied	0.6%	2.2%	2.0%	9.8%	0.6%	1.5%	2.2%	0.0%	2.2%

Q15. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q15-3. Bulky item pick up/removal services (e.g., old furniture, appliances)</u>									
Very satisfied	47.3%	40.9%	37.2%	42.1%	37.4%	35.8%	41.0%	39.7%	40.3%
Satisfied	35.3%	38.2%	45.9%	33.8%	47.2%	40.9%	41.7%	44.5%	40.9%
Neutral	10.2%	11.8%	8.1%	13.8%	9.2%	10.9%	10.8%	8.9%	10.5%
Dissatisfied	6.0%	6.5%	7.4%	8.3%	5.5%	10.9%	4.3%	6.8%	6.9%
Very dissatisfied	1.2%	2.7%	1.4%	2.1%	0.6%	1.5%	2.2%	0.0%	1.5%

Q15-4. Water service

Very satisfied	39.6%	31.6%	28.4%	25.6%	34.1%	33.1%	34.4%	35.1%	33.0%
Satisfied	40.9%	55.3%	61.0%	45.5%	53.0%	45.5%	47.7%	48.0%	49.8%
Neutral	9.8%	8.4%	9.2%	20.7%	10.4%	17.9%	10.9%	9.5%	11.7%
Dissatisfied	7.3%	2.6%	0.7%	7.4%	1.2%	2.8%	6.3%	5.4%	4.1%
Very dissatisfied	2.4%	2.1%	0.7%	0.8%	1.2%	0.7%	0.8%	2.0%	1.4%

Q15. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q15-5. Wastewater services</u>									
Very satisfied	37.0%	29.0%	28.0%	24.4%	31.3%	32.1%	30.9%	32.4%	30.8%
Satisfied	44.8%	51.7%	54.5%	43.7%	52.0%	46.4%	44.7%	49.6%	48.6%
Neutral	13.6%	15.9%	15.2%	25.2%	13.3%	20.7%	21.1%	15.1%	17.2%
Dissatisfied	3.9%	3.4%	0.8%	3.4%	0.7%	0.7%	2.4%	2.2%	2.2%
Very dissatisfied	0.6%	0.0%	1.5%	3.4%	2.7%	0.0%	0.8%	0.7%	1.1%

Q15-6. Speed of service (e.g., repairs, starting service)

Very satisfied	27.5%	18.5%	21.0%	19.7%	21.5%	23.1%	26.5%	21.8%	22.4%
Satisfied	40.6%	53.7%	45.4%	39.3%	48.1%	37.3%	35.9%	45.9%	43.7%
Neutral	26.1%	21.0%	26.9%	35.9%	22.2%	31.3%	29.1%	24.1%	26.7%
Dissatisfied	5.8%	6.2%	4.2%	1.7%	5.9%	6.0%	8.5%	5.3%	5.5%
Very dissatisfied	0.0%	0.6%	2.5%	3.4%	2.2%	2.2%	0.0%	3.0%	1.7%

Q15. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q15-7. Quality of customer service</u>									
Very satisfied	30.8%	29.6%	19.7%	23.2%	25.7%	25.6%	35.5%	21.9%	26.6%
Satisfied	40.6%	44.4%	48.5%	41.6%	43.6%	39.8%	37.1%	50.8%	43.3%
Neutral	18.9%	23.1%	25.8%	32.0%	24.3%	30.8%	23.4%	22.7%	25.0%
Dissatisfied	6.3%	2.4%	2.3%	1.6%	4.3%	2.3%	3.2%	3.9%	3.3%
Very dissatisfied	3.5%	0.6%	3.8%	1.6%	2.1%	1.5%	0.8%	0.8%	1.8%

Q16. How many times in the past 12 months did you or a member of your family visit an Oklahoma City park and/or participate in an Oklahoma City Parks and Recreation program? (without "don't know")

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q16. How many times in past 12 months did you visit a City park and/or participate in a City Parks & Recreation program</u>									
None	22.1%	18.2%	30.3%	30.1%	22.5%	15.5%	25.4%	20.9%	22.9%
Less than 5 times	33.7%	27.3%	26.2%	35.6%	31.9%	30.4%	30.3%	36.5%	31.4%
5 to 10 times	22.7%	17.6%	20.0%	13.7%	19.4%	20.3%	21.8%	23.6%	19.9%
11 to 20 times	6.1%	15.5%	12.4%	6.2%	10.6%	10.8%	9.2%	8.8%	10.1%
20+ times	15.3%	21.4%	11.0%	14.4%	15.6%	23.0%	13.4%	10.1%	15.7%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-1. Maintenance of City parks</u>									
Very satisfied	15.3%	15.3%	12.8%	19.4%	16.2%	16.2%	21.2%	12.0%	15.9%
Satisfied	53.5%	55.1%	51.9%	43.5%	50.7%	53.5%	50.0%	59.2%	52.4%
Neutral	23.6%	18.2%	26.3%	29.8%	25.4%	19.0%	22.0%	20.8%	22.9%
Dissatisfied	6.3%	9.7%	8.3%	4.8%	6.3%	9.9%	5.9%	7.2%	7.4%
Very dissatisfied	1.4%	1.7%	0.8%	2.4%	1.4%	1.4%	0.8%	0.8%	1.4%

Q17-2. Maintenance of new or upgraded facilities

Very satisfied	19.6%	21.5%	16.1%	21.2%	21.5%	18.8%	24.6%	17.9%	20.2%
Satisfied	49.3%	49.7%	48.4%	39.8%	44.6%	51.1%	43.0%	56.4%	47.9%
Neutral	29.0%	23.9%	30.6%	32.2%	26.2%	23.3%	24.6%	17.9%	25.9%
Dissatisfied	2.2%	4.3%	3.2%	5.1%	6.2%	6.0%	7.9%	7.7%	5.2%
Very dissatisfied	0.0%	0.6%	1.6%	1.7%	1.5%	0.8%	0.0%	0.0%	0.8%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-3. City's multi-purpose trails</u>									
Very satisfied	21.1%	18.0%	13.3%	15.6%	14.8%	16.5%	20.4%	15.2%	16.9%
Satisfied	48.8%	53.3%	51.7%	36.7%	48.1%	50.4%	49.1%	58.0%	49.7%
Neutral	23.6%	22.0%	28.3%	42.2%	33.3%	24.0%	27.8%	20.5%	27.3%
Dissatisfied	5.7%	4.7%	5.0%	4.6%	2.8%	6.6%	1.9%	4.5%	4.5%
Very dissatisfied	0.8%	2.0%	1.7%	0.9%	0.9%	2.5%	0.9%	1.8%	1.5%

Q17-4. Accessibility to City parks & trails

Very satisfied	16.3%	15.6%	14.8%	17.4%	15.4%	16.0%	19.3%	13.4%	16.0%
Satisfied	54.6%	58.1%	47.7%	37.4%	45.4%	53.4%	52.6%	56.7%	51.2%
Neutral	23.4%	18.6%	28.1%	31.3%	29.2%	18.3%	16.7%	18.9%	22.9%
Dissatisfied	5.0%	7.8%	5.5%	7.8%	8.5%	9.9%	10.5%	7.1%	7.7%
Very dissatisfied	0.7%	0.0%	3.9%	6.1%	1.5%	2.3%	0.9%	3.9%	2.3%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-5. Condition of landscaping in City medians & streets rights-of-way</u>									
Very satisfied	8.3%	5.5%	7.9%	11.2%	7.5%	9.8%	11.5%	8.5%	8.6%
Satisfied	35.3%	43.7%	32.1%	37.3%	34.7%	39.2%	42.3%	37.3%	37.9%
Neutral	26.9%	23.5%	30.7%	26.1%	34.7%	29.4%	23.1%	25.4%	27.4%
Dissatisfied	20.5%	19.1%	21.4%	17.2%	17.0%	17.5%	18.5%	23.2%	19.3%
Very dissatisfied	9.0%	8.2%	7.9%	8.2%	6.1%	4.2%	4.6%	5.6%	6.8%

Q17-6. Quality of City golf courses

Very satisfied	17.1%	13.7%	13.0%	12.5%	10.4%	13.2%	25.8%	28.0%	16.8%
Satisfied	34.2%	42.5%	30.4%	34.4%	37.3%	36.8%	45.2%	41.3%	37.7%
Neutral	44.7%	39.7%	47.8%	46.9%	47.8%	48.5%	27.4%	22.7%	40.6%
Dissatisfied	1.3%	1.4%	7.2%	4.7%	4.5%	1.5%	1.6%	8.0%	3.8%
Very dissatisfied	2.6%	2.7%	1.4%	1.6%	0.0%	0.0%	0.0%	0.0%	1.1%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-7. City aquatic facilities & programs</u>									
Very satisfied	10.1%	12.7%	11.1%	13.6%	12.8%	11.3%	10.7%	11.1%	11.7%
Satisfied	29.1%	35.4%	31.9%	28.4%	30.8%	27.5%	37.5%	33.3%	31.5%
Neutral	53.2%	36.7%	40.3%	42.0%	41.0%	51.3%	32.1%	42.9%	42.9%
Dissatisfied	7.6%	11.4%	12.5%	9.9%	9.0%	2.5%	14.3%	9.5%	9.4%
Very dissatisfied	0.0%	3.8%	4.2%	6.2%	6.4%	7.5%	5.4%	3.2%	4.6%

Q17-8. Athletic programs

Very satisfied	9.1%	7.8%	9.9%	12.0%	15.2%	9.4%	10.7%	9.5%	10.4%
Satisfied	29.9%	32.5%	32.4%	28.0%	24.2%	37.5%	41.1%	38.1%	32.6%
Neutral	49.4%	50.6%	47.9%	52.0%	54.5%	43.8%	37.5%	46.0%	48.1%
Dissatisfied	10.4%	6.5%	5.6%	2.7%	4.5%	9.4%	8.9%	6.3%	6.7%
Very dissatisfied	1.3%	2.6%	4.2%	5.3%	1.5%	0.0%	1.8%	0.0%	2.2%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-9. Availability of information about parks & recreation activities/classes</u>									
Very satisfied	7.3%	8.2%	7.0%	13.5%	10.3%	8.9%	5.8%	10.1%	8.9%
Satisfied	25.2%	39.0%	31.3%	31.5%	27.6%	30.4%	32.0%	30.3%	31.1%
Neutral	46.3%	33.6%	39.1%	32.4%	44.0%	37.5%	33.0%	48.6%	39.3%
Dissatisfied	17.1%	14.4%	15.7%	15.3%	16.4%	18.8%	20.4%	5.5%	15.4%
Very dissatisfied	4.1%	4.8%	7.0%	7.2%	1.7%	4.5%	8.7%	5.5%	5.3%

Q17-10. City recreation centers

Very satisfied	9.5%	14.1%	13.1%	15.1%	12.2%	11.5%	15.6%	11.8%	12.8%
Satisfied	30.5%	36.4%	27.4%	29.1%	20.0%	28.7%	36.4%	42.4%	31.3%
Neutral	52.6%	39.4%	48.8%	36.0%	51.1%	43.7%	39.0%	38.8%	43.8%
Dissatisfied	3.2%	8.1%	6.0%	14.0%	12.2%	12.6%	5.2%	4.7%	8.3%
Very dissatisfied	4.2%	2.0%	4.8%	5.8%	4.4%	3.4%	3.9%	2.4%	3.8%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-11. Civic Center Music Hall experience</u>									
Very satisfied	29.5%	40.4%	27.1%	35.4%	27.6%	30.8%	41.0%	41.0%	34.6%
Satisfied	44.8%	45.5%	39.6%	30.2%	43.8%	52.3%	46.0%	45.3%	43.8%
Neutral	25.7%	12.8%	30.2%	29.2%	21.9%	13.1%	10.0%	12.0%	18.7%
Dissatisfied	0.0%	0.6%	1.0%	3.1%	5.7%	2.8%	3.0%	1.7%	2.2%
Very dissatisfied	0.0%	0.6%	2.1%	2.1%	1.0%	0.9%	0.0%	0.0%	0.8%

Q17-12. Condition of Bricktown Canal & landscaping

Very satisfied	17.3%	18.3%	19.7%	19.2%	17.2%	26.2%	26.1%	27.6%	21.3%
Satisfied	46.5%	54.2%	54.3%	45.8%	50.8%	45.9%	45.2%	46.3%	48.9%
Neutral	28.3%	22.2%	18.1%	28.3%	25.4%	18.9%	20.9%	21.1%	22.9%
Dissatisfied	7.1%	3.3%	7.1%	5.8%	4.9%	6.6%	7.0%	4.1%	5.6%
Very dissatisfied	0.8%	2.0%	0.8%	0.8%	1.6%	2.5%	0.9%	0.8%	1.3%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q17-13. Recreation facilities & programs</u>									
Very satisfied	9.3%	9.9%	10.5%	15.5%	7.3%	14.1%	12.5%	14.4%	11.6%
Satisfied	41.2%	48.6%	40.7%	30.9%	34.4%	34.3%	45.0%	37.8%	39.2%
Neutral	40.2%	33.3%	38.4%	39.2%	51.0%	38.4%	30.0%	41.1%	39.0%
Dissatisfied	7.2%	7.2%	7.0%	9.3%	4.2%	11.1%	11.3%	6.7%	7.9%
Very dissatisfied	2.1%	0.9%	3.5%	5.2%	3.1%	2.0%	1.3%	0.0%	2.2%

Q17-14. City of Oklahoma City's Parks & Recreation Department

Very satisfied	14.3%	15.6%	14.7%	15.9%	12.7%	16.4%	15.7%	16.7%	15.2%
Satisfied	42.9%	51.1%	39.4%	37.4%	40.7%	43.6%	49.0%	47.2%	44.1%
Neutral	37.0%	24.4%	38.5%	39.3%	39.8%	30.9%	30.4%	28.7%	33.5%
Dissatisfied	5.0%	6.7%	5.5%	4.7%	5.1%	6.4%	3.9%	4.6%	5.3%
Very dissatisfied	0.8%	2.2%	1.8%	2.8%	1.7%	2.7%	1.0%	2.8%	2.0%

Q18. Which THREE of the Parks and Recreation items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1293

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q18. Sum of top 3 choices</u>									
Maintenance of City parks	41.8%	55.3%	43.1%	34.2%	43.2%	50.3%	38.4%	53.3%	45.2%
Maintenance of new or upgraded facilities	22.4%	17.8%	18.3%	18.4%	19.5%	21.9%	27.8%	21.3%	20.8%
City's multi-purpose trails	18.8%	19.3%	22.2%	11.2%	15.4%	19.2%	15.9%	16.7%	17.4%
Accessibility to City parks & trails	17.1%	17.3%	13.1%	16.4%	16.0%	17.9%	19.2%	20.7%	17.2%
Condition of landscaping in City medians & streets right-of-way	34.7%	34.5%	34.0%	28.3%	30.2%	30.5%	29.1%	38.0%	32.5%
Quality of City golf courses	5.9%	7.1%	6.5%	3.9%	5.9%	5.3%	2.6%	9.3%	5.9%
City aquatic facilities & programs	12.4%	10.2%	11.1%	9.2%	11.8%	14.6%	12.6%	10.7%	11.5%
Athletic programs	6.5%	5.6%	9.8%	8.6%	6.5%	7.3%	9.3%	4.7%	7.2%
Availability of information about parks & recreation activities & classes	25.9%	23.9%	18.3%	23.0%	21.9%	25.8%	23.8%	18.7%	22.7%

Q18. Which THREE of the Parks and Recreation items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1293

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q18. Sum of top 3 choices (cont.)</u>									
City recreation centers	10.0%	10.2%	10.5%	14.5%	14.8%	8.6%	10.6%	12.7%	11.4%
Civic Center Music Hall experience	4.1%	6.1%	3.9%	6.6%	8.9%	4.6%	4.6%	8.7%	6.0%
Condition of Bricktown Canal & landscaping	13.5%	15.2%	13.7%	11.2%	17.8%	9.9%	10.6%	18.0%	13.8%
Recreation facilities & programs	14.7%	14.7%	15.7%	14.5%	16.6%	16.6%	17.2%	14.7%	15.5%
City of Oklahoma City's Parks & Recreation Department	11.8%	9.6%	9.8%	9.2%	7.7%	9.9%	5.3%	8.7%	9.0%
None chosen	17.6%	15.2%	19.0%	27.6%	17.2%	15.9%	21.2%	11.3%	18.0%

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

N=1293

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q19. Have you contacted City of Oklahoma City during past year</u>									
Yes	41.7%	45.6%	39.7%	42.0%	36.7%	40.9%	44.5%	35.8%	41.0%
No	58.3%	54.4%	60.3%	58.0%	63.3%	59.1%	55.5%	64.2%	59.0%

Q19a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following. (without "don't know")

N=522	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q19a-1. How helpful City staff was when you called</u>									
Very satisfied	24.6%	37.2%	33.3%	29.0%	38.3%	25.4%	34.9%	34.0%	32.2%
Satisfied	46.4%	36.0%	35.0%	40.3%	35.0%	47.5%	41.3%	24.0%	38.5%
Neutral	13.0%	8.1%	15.0%	16.1%	11.7%	11.9%	9.5%	28.0%	13.6%
Dissatisfied	4.3%	15.1%	10.0%	11.3%	8.3%	13.6%	9.5%	14.0%	10.8%
Very dissatisfied	11.6%	3.5%	6.7%	3.2%	6.7%	1.7%	4.8%	0.0%	4.9%

Q19a-2. How helpful City staff was when you visited

Very satisfied	28.3%	32.8%	36.6%	20.8%	29.5%	25.0%	31.1%	34.1%	29.7%
Satisfied	39.6%	32.8%	24.4%	35.4%	38.6%	45.8%	37.8%	25.0%	35.1%
Neutral	20.8%	14.1%	24.4%	25.0%	15.9%	18.8%	17.8%	29.5%	20.4%
Dissatisfied	3.8%	15.6%	4.9%	14.6%	13.6%	10.4%	6.7%	11.4%	10.3%
Very dissatisfied	7.5%	4.7%	9.8%	4.2%	2.3%	0.0%	6.7%	0.0%	4.4%

Q19a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following. (without "don't know")

N=522	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q19a-3. Accuracy of the information you were given</u>									
Very satisfied	23.9%	37.3%	29.3%	27.1%	36.4%	26.7%	33.9%	30.0%	30.8%
Satisfied	43.3%	39.8%	39.7%	42.4%	29.1%	36.7%	38.7%	34.0%	38.3%
Neutral	14.9%	9.6%	17.2%	20.3%	23.6%	23.3%	11.3%	26.0%	17.6%
Dissatisfied	10.4%	8.4%	8.6%	6.8%	5.5%	13.3%	9.7%	8.0%	8.9%
Very dissatisfied	7.5%	4.8%	5.2%	3.4%	5.5%	0.0%	6.5%	2.0%	4.5%

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

Very satisfied	17.4%	31.4%	24.1%	26.7%	31.0%	30.0%	25.4%	27.5%	26.7%
Satisfied	40.6%	31.4%	43.1%	38.3%	37.9%	40.0%	46.0%	33.3%	38.6%
Neutral	17.4%	14.0%	15.5%	16.7%	15.5%	13.3%	9.5%	21.6%	15.2%
Dissatisfied	14.5%	12.8%	6.9%	8.3%	6.9%	10.0%	12.7%	17.6%	11.3%
Very dissatisfied	10.1%	10.5%	10.3%	10.0%	8.6%	6.7%	6.3%	0.0%	8.1%

Q19a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following. (without "don't know")

N=522	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q19a-5. How well your issue was handled</u>									
Very satisfied	22.1%	33.3%	23.7%	30.0%	27.6%	28.8%	28.6%	27.5%	27.9%
Satisfied	36.8%	29.9%	37.3%	31.7%	39.7%	33.9%	42.9%	29.4%	35.0%
Neutral	17.6%	13.8%	11.9%	16.7%	6.9%	15.3%	4.8%	25.5%	13.9%
Dissatisfied	10.3%	13.8%	8.5%	13.3%	13.8%	16.9%	12.7%	17.6%	13.3%
Very dissatisfied	13.2%	9.2%	18.6%	8.3%	12.1%	5.1%	11.1%	0.0%	9.9%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q20-1. Availability of news & information about City of Oklahoma City's services</u>									
Very satisfied	14.1%	9.4%	8.6%	10.0%	16.3%	13.1%	16.7%	15.8%	12.9%
Satisfied	34.2%	47.2%	43.8%	41.4%	34.0%	44.5%	35.7%	44.4%	40.8%
Neutral	38.3%	30.6%	34.4%	31.4%	40.5%	27.7%	33.3%	33.1%	33.7%
Dissatisfied	10.7%	10.6%	12.5%	12.1%	7.8%	13.1%	9.5%	6.0%	10.3%
Very dissatisfied	2.7%	2.2%	0.8%	5.0%	1.3%	1.5%	4.8%	0.8%	2.4%

Q20-2. Information in water bill newsletter

Very satisfied	19.7%	20.0%	16.0%	16.5%	22.1%	17.9%	19.3%	22.6%	19.4%
Satisfied	47.9%	52.7%	52.8%	52.9%	49.0%	52.7%	48.7%	48.9%	50.7%
Neutral	28.2%	24.2%	26.4%	23.1%	25.5%	24.1%	26.9%	25.6%	25.5%
Dissatisfied	2.1%	3.0%	4.0%	7.4%	2.8%	4.5%	2.5%	2.3%	3.5%
Very dissatisfied	2.1%	0.0%	0.8%	0.0%	0.7%	0.9%	2.5%	0.8%	0.9%

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

N=1293

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q20-3. City's website (okc.gov) as a source of information</u>									
Very satisfied	13.6%	17.3%	14.4%	9.4%	13.5%	15.2%	23.0%	19.7%	15.8%
Satisfied	45.7%	49.4%	50.8%	44.1%	48.9%	51.2%	36.5%	44.9%	46.5%
Neutral	34.3%	26.8%	26.3%	35.4%	33.3%	28.8%	29.4%	30.7%	30.6%
Dissatisfied	5.7%	4.8%	6.8%	8.7%	2.8%	4.8%	9.5%	3.1%	5.7%
Very dissatisfied	0.7%	1.8%	1.7%	2.4%	1.4%	0.0%	1.6%	1.6%	1.4%

Q20-4. City's use of social media

Very satisfied	15.1%	14.0%	12.0%	16.8%	12.5%	17.6%	21.2%	15.4%	15.5%
Satisfied	31.7%	40.9%	38.9%	36.3%	43.8%	51.3%	32.7%	36.8%	39.2%
Neutral	46.8%	38.4%	34.3%	38.1%	39.8%	25.2%	38.1%	40.2%	37.8%
Dissatisfied	5.6%	5.5%	13.9%	6.2%	3.9%	5.0%	8.0%	6.8%	6.7%
Very dissatisfied	0.8%	1.2%	0.9%	2.7%	0.0%	0.8%	0.0%	0.9%	0.9%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q20-5. City's website as a means to transact business with City</u>									
Very satisfied	12.9%	13.7%	8.7%	8.9%	12.0%	11.1%	20.8%	15.7%	13.0%
Satisfied	33.9%	37.9%	40.4%	33.9%	42.7%	46.3%	36.8%	38.0%	38.6%
Neutral	43.5%	39.2%	40.4%	45.5%	39.3%	34.3%	33.0%	38.0%	39.3%
Dissatisfied	8.1%	6.5%	9.6%	5.4%	3.4%	6.5%	6.6%	7.4%	6.7%
Very dissatisfied	1.6%	2.6%	1.0%	6.3%	2.6%	1.9%	2.8%	0.9%	2.5%

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

Very satisfied	12.5%	13.7%	10.9%	14.3%	12.3%	15.7%	19.8%	17.2%	14.5%
Satisfied	27.7%	36.7%	38.0%	26.4%	37.7%	41.2%	37.5%	33.3%	34.9%
Neutral	45.5%	38.8%	29.3%	44.0%	40.6%	28.4%	32.3%	40.4%	37.6%
Dissatisfied	11.6%	7.2%	17.4%	9.9%	4.7%	11.8%	9.4%	7.1%	9.7%
Very dissatisfied	2.7%	3.6%	4.3%	5.5%	4.7%	2.9%	1.0%	2.0%	3.3%

Q21. Physical Activity. Not counting activity at work, how often did you participate in any physical activity or exercise such as running, golfing, gardening, walking, cycling or calisthenics in the past month? (without "don't know")

N=1293

Ward									Total
1	2	3	4	5	6	7	8		

Q21. How often did you participate in any physical activity or exercise in past month

3+ times a week (often)	42.1%	40.4%	46.8%	30.0%	37.7%	42.1%	42.3%	49.3%	41.3%
1-3 times a week (regularly)	27.4%	21.3%	28.4%	32.1%	31.8%	26.2%	26.3%	21.8%	26.8%
1-3 times a month (occasionally)	20.7%	24.5%	14.9%	21.4%	15.6%	17.2%	19.7%	21.1%	19.6%
0 times last month (never)	9.8%	13.8%	9.9%	16.4%	14.9%	14.5%	11.7%	7.7%	12.4%

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

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	

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

Newspapers	15.9%	21.8%	12.4%	12.5%	12.4%	16.6%	12.6%	18.0%	15.5%
Radio	18.2%	14.2%	15.7%	17.1%	14.8%	15.2%	15.9%	15.3%	15.8%
Television news	53.5%	52.3%	53.6%	52.6%	47.9%	38.4%	47.0%	44.7%	49.0%
Water bill newsletter, CityNews	44.7%	50.8%	46.4%	41.4%	50.3%	39.7%	43.7%	50.0%	46.1%
City website (okc.gov)	35.3%	41.6%	41.8%	38.8%	32.5%	46.4%	39.7%	46.7%	40.2%
City cable/YouTube channel	2.9%	3.0%	3.3%	4.6%	4.7%	4.0%	3.3%	6.0%	3.9%
Calling the City	4.7%	9.1%	5.2%	6.6%	5.9%	7.3%	9.9%	9.3%	7.3%
Social media	48.2%	49.2%	47.1%	40.1%	50.9%	55.6%	44.4%	52.0%	48.5%
OKC GOV mobile app	10.0%	8.1%	6.5%	2.6%	7.7%	9.3%	8.6%	11.3%	8.0%
Email newsletters	3.5%	7.6%	4.6%	5.3%	5.3%	13.9%	4.0%	9.3%	6.7%
Other	2.4%	2.5%	2.0%	4.6%	1.8%	2.6%	2.0%	6.0%	2.9%

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

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
Call Action Center (297-2535)	36.5%	40.6%	37.9%	38.8%	43.2%	36.4%	39.1%	42.0%	39.4%
Online at okc.gov	44.7%	37.6%	30.1%	34.2%	32.5%	37.7%	33.8%	42.7%	36.7%
Social media	3.5%	3.6%	6.5%	5.3%	4.7%	2.0%	4.0%	4.7%	4.3%
OKC Connect mobile app	13.5%	14.7%	15.7%	11.2%	10.7%	16.6%	11.3%	10.0%	13.0%
Text 405-252-1053	14.7%	9.6%	14.4%	10.5%	14.2%	15.9%	13.9%	11.3%	13.0%
Call the department	24.7%	29.9%	29.4%	27.6%	29.0%	24.5%	25.8%	28.7%	27.5%
Email	9.4%	9.1%	9.8%	10.5%	13.0%	9.3%	12.6%	19.3%	11.5%
Mail	0.6%	1.5%	0.0%	0.7%	0.6%	0.7%	0.7%	1.3%	0.8%

Q24. Overall Ratings of Oklahoma City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Oklahoma City with regard to the following. (without "don't know")

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	

Q24-1. As a place to live

Excellent	31.2%	29.7%	23.1%	28.9%	26.8%	21.3%	26.0%	38.9%	28.3%
Good	48.8%	52.8%	59.2%	44.7%	60.4%	54.0%	54.7%	48.3%	52.9%
Neutral	10.6%	9.7%	8.2%	15.1%	6.7%	12.7%	10.7%	5.4%	9.9%
Below average	6.5%	6.2%	7.5%	10.5%	6.1%	10.7%	7.3%	4.7%	7.4%
Poor	2.9%	1.5%	2.0%	0.7%	0.0%	1.3%	1.3%	2.7%	1.6%

Q24-2. As a place to raise children

Excellent	26.5%	22.2%	22.9%	28.2%	24.4%	18.0%	20.4%	32.4%	24.4%
Good	45.7%	41.1%	42.1%	35.6%	53.2%	38.8%	44.4%	40.0%	42.7%
Neutral	9.9%	14.4%	20.7%	14.8%	10.9%	18.7%	17.6%	13.8%	14.9%
Below average	11.7%	16.7%	12.1%	12.8%	8.3%	12.2%	12.7%	8.3%	12.0%
Poor	6.2%	5.6%	2.1%	8.7%	3.2%	12.2%	4.9%	5.5%	6.0%

Q24. Overall Ratings of Oklahoma City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Oklahoma City with regard to the following. (without "don't know")

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q24-3. As a place to work</u>									
Excellent	26.8%	24.5%	21.6%	26.7%	25.3%	22.4%	22.6%	36.1%	25.7%
Good	48.8%	49.5%	58.3%	51.3%	51.3%	51.7%	52.1%	42.9%	50.6%
Neutral	14.9%	16.5%	12.2%	10.7%	14.6%	15.6%	13.0%	11.6%	13.8%
Below average	6.5%	8.5%	7.2%	9.3%	7.6%	8.2%	10.3%	4.8%	7.8%
Poor	3.0%	1.1%	0.7%	2.0%	1.3%	2.0%	2.1%	4.8%	2.1%

Q24-4. As a place to retire

Excellent	20.6%	21.5%	17.1%	25.5%	26.7%	16.8%	19.6%	33.6%	22.7%
Good	44.2%	41.4%	46.6%	36.9%	40.4%	40.9%	43.4%	37.7%	41.4%
Neutral	13.3%	21.0%	17.1%	18.1%	21.1%	18.2%	19.6%	15.1%	18.0%
Below average	12.7%	11.3%	11.6%	9.4%	8.1%	16.1%	9.8%	7.5%	10.8%
Poor	9.1%	4.8%	7.5%	10.1%	3.7%	8.0%	7.7%	6.2%	7.1%

Q24. Overall Ratings of Oklahoma City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Oklahoma City with regard to the following. (without "don't know")

N=1293

	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q24-5. As a place to visit</u>									
Excellent	20.0%	24.0%	15.9%	21.8%	25.9%	24.8%	19.6%	27.0%	22.4%
Good	40.6%	46.4%	47.6%	45.6%	39.2%	44.1%	41.2%	37.2%	42.8%
Neutral	21.8%	15.1%	20.7%	19.0%	25.3%	12.4%	20.3%	19.6%	19.2%
Below average	13.9%	12.5%	11.7%	9.5%	5.7%	11.7%	15.5%	11.5%	11.5%
Poor	3.6%	2.1%	4.1%	4.1%	3.8%	6.9%	3.4%	4.7%	4.0%

Q24-6. As a City that is moving in the right direction

Excellent	27.3%	29.5%	21.4%	28.2%	27.0%	29.9%	27.2%	39.9%	28.8%
Good	41.8%	47.7%	51.0%	35.6%	42.9%	40.1%	36.1%	37.8%	41.8%
Neutral	18.2%	14.0%	18.6%	20.8%	20.9%	19.0%	20.4%	12.8%	18.0%
Below average	9.1%	6.2%	3.4%	10.1%	4.9%	4.8%	12.9%	6.1%	7.2%
Poor	3.6%	2.6%	5.5%	5.4%	4.3%	6.1%	3.4%	3.4%	4.2%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q25-1. Safety</u>									
Very satisfied	27.2%	26.3%	27.0%	26.5%	25.3%	17.4%	27.0%	44.6%	27.6%
Satisfied	47.3%	44.3%	43.2%	43.7%	49.4%	36.9%	45.9%	44.6%	44.5%
Neutral	13.0%	14.4%	14.9%	13.9%	17.5%	20.1%	12.8%	5.4%	14.1%
Dissatisfied	8.3%	11.9%	12.2%	9.9%	6.6%	16.8%	12.2%	3.4%	10.1%
Very dissatisfied	4.1%	3.1%	2.7%	6.0%	1.2%	8.7%	2.0%	2.0%	3.7%
<u>Q25-2. Appearance</u>									
Very satisfied	26.5%	26.0%	19.7%	18.0%	20.6%	17.7%	22.4%	36.7%	23.6%
Satisfied	43.5%	41.1%	53.1%	42.0%	45.5%	44.9%	46.9%	46.9%	45.3%
Neutral	14.1%	16.7%	8.8%	22.7%	21.2%	19.0%	17.7%	9.5%	16.3%
Dissatisfied	12.9%	12.0%	15.0%	14.0%	9.7%	14.3%	11.6%	6.1%	11.9%
Very dissatisfied	2.9%	4.2%	3.4%	3.3%	3.0%	4.1%	1.4%	0.7%	2.9%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q25-3. Property maintenance</u>									
Very satisfied	24.6%	21.8%	16.3%	17.2%	16.4%	17.4%	21.5%	31.3%	20.8%
Satisfied	45.5%	46.1%	53.7%	45.0%	48.5%	40.3%	45.0%	49.0%	46.6%
Neutral	11.4%	17.6%	14.3%	19.2%	19.4%	25.5%	14.8%	12.2%	16.8%
Dissatisfied	14.4%	10.4%	10.9%	16.6%	11.5%	12.8%	14.1%	6.1%	12.1%
Very dissatisfied	4.2%	4.1%	4.8%	2.0%	4.2%	4.0%	4.7%	1.4%	3.7%
<u>Q25-4. Sense of community</u>									
Very satisfied	20.1%	18.7%	14.9%	16.4%	20.1%	20.5%	19.7%	27.9%	19.8%
Satisfied	28.4%	35.8%	35.5%	33.6%	29.6%	34.2%	35.4%	41.5%	34.1%
Neutral	27.8%	28.3%	29.1%	29.5%	33.3%	25.3%	27.2%	19.7%	27.6%
Dissatisfied	17.2%	11.8%	17.0%	14.4%	13.2%	11.6%	12.2%	8.2%	13.2%
Very dissatisfied	6.5%	5.3%	3.5%	6.2%	3.8%	8.2%	5.4%	2.7%	5.2%

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

N=1293	Ward								Total
	1	2	3	4	5	6	7	8	
<u>Q25-5. Amenities (e.g., sidewalks, parks, shopping, trees)</u>									
Very satisfied	14.9%	13.0%	6.9%	7.6%	15.2%	16.1%	11.3%	26.5%	14.0%
Satisfied	39.3%	38.0%	38.6%	34.0%	38.4%	36.2%	35.5%	46.3%	38.3%
Neutral	19.6%	18.8%	24.8%	22.2%	26.2%	22.1%	20.6%	13.6%	21.0%
Dissatisfied	17.3%	19.3%	20.7%	23.6%	14.6%	18.1%	22.0%	8.2%	17.9%
Very dissatisfied	8.9%	10.9%	9.0%	12.5%	5.5%	7.4%	10.6%	5.4%	8.8%

Q25-6. Overall quality

Very satisfied	18.3%	19.3%	14.9%	14.5%	16.4%	18.2%	18.1%	33.1%	19.0%
Satisfied	52.1%	53.1%	59.5%	48.0%	55.2%	47.3%	53.5%	48.6%	52.2%
Neutral	17.8%	17.7%	13.5%	25.0%	19.4%	20.3%	15.3%	14.2%	17.9%
Dissatisfied	11.2%	7.8%	9.5%	9.2%	8.5%	12.8%	11.8%	2.0%	9.1%
Very dissatisfied	0.6%	2.1%	2.7%	3.3%	0.6%	1.4%	1.4%	2.0%	1.7%



Tabular Data

Q1. Perception of the City. Major categories of services provided by the City of Oklahoma City are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Quality of police service	24.4%	42.0%	18.3%	7.4%	3.9%	4.0%
Q1-2. Quality of fire service	47.9%	37.9%	7.6%	0.2%	0.1%	6.3%
Q1-3. Quality of ambulance service	26.5%	37.9%	17.5%	2.9%	1.3%	13.9%
Q1-4. Quality of City parks & recreation programs & facilities	17.9%	41.7%	22.1%	8.7%	2.0%	7.5%
Q1-5. Condition of City streets	2.6%	13.6%	17.9%	40.2%	25.5%	0.2%
Q1-6. Quality of City water utilities	17.2%	47.4%	21.6%	6.9%	2.9%	3.9%
Q1-7. Quality of City trash services	32.5%	51.1%	11.1%	3.5%	0.5%	1.4%
Q1-8. Enforcement of City codes & ordinances	7.7%	24.6%	30.9%	17.9%	8.7%	10.2%
Q1-9. Quality of customer service you receive from City employees	17.2%	33.7%	27.6%	5.3%	2.2%	14.1%
Q1-10. Effectiveness of City communication with the public	12.1%	35.2%	32.9%	11.2%	3.0%	5.6%
Q1-11. Flow of traffic & ease of getting around town on City streets	7.2%	36.7%	21.9%	24.5%	8.7%	0.9%
Q1-12. Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	5.3%	14.5%	27.3%	12.3%	9.2%	31.3%

WITHOUT "DON'T KNOW"

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of police service	25.4%	43.8%	19.0%	7.7%	4.1%
Q1-2. Quality of fire service	51.1%	40.5%	8.1%	0.2%	0.1%
Q1-3. Quality of ambulance service	30.8%	44.0%	20.3%	3.3%	1.5%
Q1-4. Quality of City parks & recreation programs & facilities	19.4%	45.1%	23.9%	9.4%	2.2%
Q1-5. Condition of City streets	2.6%	13.6%	18.0%	40.3%	25.6%
Q1-6. Quality of City water utilities	18.0%	49.4%	22.5%	7.2%	3.1%
Q1-7. Quality of City trash services	32.9%	51.8%	11.2%	3.5%	0.5%
Q1-8. Enforcement of City codes & ordinances	8.5%	27.4%	34.5%	19.9%	9.7%
Q1-9. Quality of customer service you receive from City employees	20.0%	39.2%	32.1%	6.1%	2.5%
Q1-10. Effectiveness of City communication with the public	12.9%	37.3%	34.8%	11.9%	3.2%
Q1-11. Flow of traffic & ease of getting around town on City streets	7.3%	37.1%	22.1%	24.7%	8.8%
Q1-12. Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	7.8%	21.2%	39.8%	17.9%	13.4%

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. Top choice	Number	Percent
Quality of police service	201	15.5 %
Quality of fire service	16	1.2 %
Quality of ambulance service	19	1.5 %
Quality of City parks & recreation programs & facilities	47	3.6 %
Condition of City streets	622	48.1 %
Quality of City water utilities	33	2.6 %
Quality of City trash services	7	0.5 %
Enforcement of City codes & ordinances	74	5.7 %
Quality of customer service you receive from City employees	8	0.6 %
Effectiveness of City communication with the public	16	1.2 %
Flow of traffic & ease of getting around town on City streets	102	7.9 %
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	113	8.7 %
None chosen	35	2.7 %
Total	1293	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	119	9.2 %
Quality of fire service	50	3.9 %
Quality of ambulance service	32	2.5 %
Quality of City parks & recreation programs & facilities	125	9.7 %
Condition of City streets	225	17.4 %
Quality of City water utilities	45	3.5 %
Quality of City trash services	12	0.9 %
Enforcement of City codes & ordinances	161	12.5 %
Quality of customer service you receive from City employees	26	2.0 %
Effectiveness of City communication with the public	61	4.7 %
Flow of traffic & ease of getting around town on City streets	286	22.1 %
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	91	7.0 %
None chosen	60	4.6 %
Total	1293	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	109	8.4 %
Quality of fire service	33	2.6 %
Quality of ambulance service	49	3.8 %
Quality of City parks & recreation programs & facilities	157	12.1 %
Condition of City streets	126	9.7 %
Quality of City water utilities	64	4.9 %
Quality of City trash services	24	1.9 %
Enforcement of City codes & ordinances	138	10.7 %
Quality of customer service you receive from City employees	55	4.3 %
Effectiveness of City communication with the public	116	9.0 %
Flow of traffic & ease of getting around town on City streets	206	15.9 %
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	113	8.7 %
None chosen	103	8.0 %
Total	1293	100.0 %

SUM OF TOP 3 CHOICES

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

Q2. Sum of top 3 choices	Number	Percent
Quality of police service	429	33.1 %
Quality of fire service	99	7.7 %
Quality of ambulance service	100	7.8 %
Quality of City parks & recreation programs & facilities	329	25.4 %
Condition of City streets	973	75.2 %
Quality of City water utilities	142	11.0 %
Quality of City trash services	43	3.3 %
Enforcement of City codes & ordinances	373	28.9 %
Quality of customer service you receive from City employees	89	6.9 %
Effectiveness of City communication with the public	193	14.9 %
Flow of traffic & ease of getting around town on City streets	594	45.9 %
Overall quality of City's public transit system (Bus, Ferry, Bike Share, Streetcar)	317	24.4 %
None chosen	35	2.7 %
Total	3716	

Q3. Items that may influence your perception of the City of Oklahoma City are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Quality of services provided by City	10.5%	51.6%	27.6%	5.8%	0.9%	3.6%
Q3-2. Appearance of Oklahoma City	9.4%	38.5%	24.3%	20.3%	5.8%	1.7%
Q3-3. Image of Oklahoma City	12.3%	39.2%	27.5%	15.2%	3.9%	2.0%
Q3-4. How well City is planning growth	14.5%	35.0%	23.8%	15.3%	6.1%	5.3%
Q3-5. Quality of life in Oklahoma City	17.6%	48.3%	20.4%	9.5%	2.7%	1.4%
Q3-6. Feeling of safety in Oklahoma City	10.2%	40.1%	25.2%	18.0%	5.4%	1.0%
Q3-7. Quality of downtown	14.9%	40.4%	24.6%	11.4%	3.2%	5.5%

WITHOUT "DON'T KNOW"

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Quality of services provided by City	10.9%	53.5%	28.6%	6.0%	1.0%
Q3-2. Appearance of Oklahoma City	9.6%	39.2%	24.7%	20.6%	5.9%
Q3-3. Image of Oklahoma City	12.5%	40.0%	28.0%	15.5%	3.9%
Q3-4. How well City is planning growth	15.3%	36.9%	25.2%	16.2%	6.5%
Q3-5. Quality of life in Oklahoma City	17.9%	49.0%	20.7%	9.6%	2.7%
Q3-6. Feeling of safety in Oklahoma City	10.3%	40.5%	25.5%	18.2%	5.5%
Q3-7. Quality of downtown	15.8%	42.7%	26.0%	12.0%	3.4%

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Police service in your neighborhood	17.9%	40.0%	22.1%	10.1%	3.6%	6.3%
Q4-2. Enforcement of local traffic laws	10.8%	37.6%	23.5%	17.2%	8.1%	2.8%
Q4-3. Availability of information about police programs & activities	8.0%	23.5%	35.6%	13.7%	4.2%	15.0%
Q4-4. Fire protection in your neighborhood	34.5%	46.0%	11.5%	0.9%	0.6%	6.4%
Q4-5. Fire safety information & public education programs	16.6%	32.0%	28.2%	6.0%	1.8%	15.4%

WITHOUT "DON'T KNOW"

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Police service in your neighborhood	19.1%	42.7%	23.6%	10.7%	3.9%
Q4-2. Enforcement of local traffic laws	11.1%	38.7%	24.2%	17.7%	8.4%
Q4-3. Availability of information about police programs & activities	9.5%	27.7%	41.9%	16.1%	4.9%
Q4-4. Fire protection in your neighborhood	36.9%	49.2%	12.3%	1.0%	0.7%
Q4-5. Fire safety information & public education programs	19.7%	37.8%	33.3%	7.1%	2.1%

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

Q4a. Why are you dissatisfied with the enforcement of traffic laws	Number	Percent
Traffic laws are too strictly enforced/too many citations are given	13	4.0 %
Traffic laws are not enforced enough/not enough citations are given	251	76.8 %
Other	48	14.7 %
Not provided	15	4.6 %
Total	327	100.0 %

WITHOUT "NOT PROVIDED"

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

Q4a. Why are you dissatisfied with the enforcement of traffic laws	Number	Percent
Traffic laws are too strictly enforced/too many citations are given	13	4.2 %
Traffic laws are not enforced enough/not enough citations are given	251	80.4 %
Other	48	15.4 %
Total	312	100.0 %

Q5. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=1293)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q5-1. Walking in your neighborhood during the day	46.0%	37.4%	8.5%	5.7%	1.3%	1.1%
Q5-2. Walking in your neighborhood after dark	19.3%	33.3%	18.6%	17.9%	8.9%	1.9%
Q5-3. In downtown area	5.4%	26.8%	25.8%	22.1%	10.4%	9.4%
Q5-4. In City parks during the day	19.3%	46.9%	18.5%	6.6%	2.0%	6.8%

WITHOUT "DON'T KNOW"

Q5. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=1293)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q5-1. Walking in your neighborhood during the day	46.5%	37.8%	8.6%	5.8%	1.3%
Q5-2. Walking in your neighborhood after dark	19.7%	34.0%	19.0%	18.3%	9.1%
Q5-3. In downtown area	6.0%	29.5%	28.5%	24.4%	11.5%
Q5-4. In City parks during the day	20.7%	50.3%	19.8%	7.1%	2.2%

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

Q6. Have you had contact with a City police officer in last three years	Number	Percent
Yes	621	48.0 %
No	666	51.5 %
Not provided	6	0.5 %
Total	1293	100.0 %

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

Q6. Have you had contact with a City police officer in last three years	Number	Percent
Yes	621	48.3 %
No	666	51.7 %
Total	1287	100.0 %

Q6a. (If YES to Question 6) What was the nature of your contact with the police officer?

Q6a. What was the nature of your contact with the police officer	Number	Percent
Traffic	138	22.2 %
Victim of crime	140	22.5 %
Suspected of committing a crime	15	2.4 %
Other	271	43.6 %
Not provided	57	9.2 %
Total	621	100.0 %

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

Q6a. What was the nature of your contact with the police officer	Number	Percent
Traffic	138	24.5 %
Victim of crime	140	24.8 %
Suspected of committing a crime	15	2.7 %
Other	271	48.0 %
Total	564	100.0 %

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

Q6b. Were you treated fairly by the officer	Number	Percent
Yes	538	86.6 %
No	56	9.0 %
Not provided	27	4.3 %
Total	621	100.0 %

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

Q6b. Were you treated fairly by the officer	Number	Percent
Yes	538	90.6 %
No	56	9.4 %
Total	594	100.0 %

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

Q6c. How would you rate the response time of the officer	Number	Percent
Excellent	193	31.1 %
Good	175	28.2 %
Neutral	76	12.2 %
Acceptable	50	8.1 %
Poor	55	8.9 %
Not provided	72	11.6 %
Total	621	100.0 %

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

Q6c. How would you rate the response time of the officer	Number	Percent
Excellent	193	35.2 %
Good	175	31.9 %
Neutral	76	13.8 %
Acceptable	50	9.1 %
Poor	55	10.0 %
Total	549	100.0 %

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

<u>Q8. Do you have a working smoke alarm in your home</u>	<u>Number</u>	<u>Percent</u>
Yes	1218	94.2 %
No	56	4.3 %
Not provided	19	1.5 %
Total	1293	100.0 %

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

<u>Q8. Do you have a working smoke alarm in your home</u>	<u>Number</u>	<u>Percent</u>
Yes	1218	95.6 %
No	56	4.4 %
Total	1274	100.0 %

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

Q9. Top choice	Number	Percent
How often the bus comes by your stop	214	16.6 %
Service available until midnight	42	3.2 %
Sheltered bus stops	103	8.0 %
The time it takes to make a trip	140	10.8 %
Later weekend service	15	1.2 %
Access to a park-&-ride location	55	4.3 %
Routes to more places	163	12.6 %
Pedestrian access to bus stops	39	3.0 %
Bus stop within walking distance of my home	222	17.2 %
None chosen	300	23.2 %
Total	1293	100.0 %

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

Q9. 2nd choice	Number	Percent
How often the bus comes by your stop	142	11.0 %
Service available until midnight	47	3.6 %
Sheltered bus stops	119	9.2 %
The time it takes to make a trip	154	11.9 %
Later weekend service	53	4.1 %
Access to a park-&-ride location	62	4.8 %
Routes to more places	195	15.1 %
Pedestrian access to bus stops	56	4.3 %
Bus stop within walking distance of my home	141	10.9 %
None chosen	324	25.1 %
Total	1293	100.0 %

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

Q9. 3rd choice	Number	Percent
How often the bus comes by your stop	106	8.2 %
Service available until midnight	63	4.9 %
Sheltered bus stops	113	8.7 %
The time it takes to make a trip	106	8.2 %
Later weekend service	60	4.6 %
Access to a park-&-ride location	81	6.3 %
Routes to more places	196	15.2 %
Pedestrian access to bus stops	74	5.7 %
Bus stop within walking distance of my home	138	10.7 %
None chosen	356	27.5 %
Total	1293	100.0 %

SUM OF TOP 3 CHOICES

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

Q9. Sum of top 3 choices	Number	Percent
How often the bus comes by your stop	462	35.8 %
Service available until midnight	152	11.7 %
Sheltered bus stops	335	25.9 %
The time it takes to make a trip	400	30.9 %
Later weekend service	128	9.9 %
Access to a park-&-ride location	198	15.4 %
Routes to more places	554	42.9 %
Pedestrian access to bus stops	169	13.0 %
Bus stop within walking distance of my home	501	38.8 %
None chosen	300	23.2 %
Total	3199	

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

(N=1293)

	Seldom/never	A few times per year	1-2 times per month	Once per week	More than once per week	Don't know
Q10-1. Abandoned or dilapidated properties	55.8%	21.2%	6.6%	2.2%	5.1%	9.1%
Q10-2. Stray dogs	31.5%	31.5%	12.6%	7.5%	11.8%	5.1%
Q10-3. Homelessness	43.7%	13.0%	7.3%	5.4%	22.7%	7.9%
Q10-4. Lighting	42.6%	24.3%	7.6%	3.3%	8.9%	13.3%
Q10-5. Traffic/pedestrian safety	39.1%	20.4%	9.5%	5.8%	14.1%	11.1%

WITHOUT "DON'T KNOW"

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

(N=1293)

	Seldom/never	A few times per year	1-2 times per month	Once per week	More than once per week
Q10-1. Abandoned or dilapidated properties	61.4%	23.3%	7.2%	2.5%	5.6%
Q10-2. Stray dogs	33.2%	33.2%	13.3%	7.9%	12.5%
Q10-3. Homelessness	47.4%	14.1%	7.9%	5.9%	24.7%
Q10-4. Lighting	49.2%	28.0%	8.7%	3.8%	10.3%
Q10-5. Traffic/pedestrian safety	44.0%	23.0%	10.7%	6.5%	15.8%

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Enforcing clean-up of junk & debris on private property	11.7%	28.8%	22.4%	18.3%	9.7%	9.1%
Q11-2. Enforcing mowing & cutting of weeds & grass on private property	10.4%	26.4%	22.1%	22.4%	10.8%	8.0%
Q11-3. Enforcing exterior maintenance of residential property	9.6%	24.6%	29.8%	17.6%	7.7%	10.8%
Q11-4. Enforcing sign regulations	9.7%	25.0%	33.4%	11.3%	5.6%	15.0%
Q11-5. Quality of animal control services	9.2%	29.5%	26.0%	15.4%	8.5%	11.4%
Q11-6. Enforcement of yard parking regulations in your neighborhood	15.5%	27.2%	24.6%	10.1%	7.4%	15.1%
Q11-7. City efforts to remove abandoned or inoperative vehicles	9.7%	24.2%	27.5%	12.0%	7.3%	19.3%

WITHOUT "DON'T KNOW"

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Enforcing clean-up of junk & debris on private property	12.9%	31.7%	24.7%	20.1%	10.6%
Q11-2. Enforcing mowing & cutting of weeds & grass on private property	11.3%	28.7%	24.1%	24.3%	11.7%
Q11-3. Enforcing exterior maintenance of residential property	10.7%	27.6%	33.4%	19.7%	8.7%
Q11-4. Enforcing sign regulations	11.4%	29.4%	39.3%	13.3%	6.6%
Q11-5. Quality of animal control services	10.4%	33.3%	29.3%	17.4%	9.6%
Q11-6. Enforcement of yard parking regulations in your neighborhood	18.3%	32.1%	29.0%	11.9%	8.7%
Q11-7. City efforts to remove abandoned or inoperative vehicles	12.0%	30.0%	34.0%	14.9%	9.1%

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

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of junk & debris on private property	402	31.1 %
Enforcing mowing & cutting of weeds & grass on private property	230	17.8 %
Enforcing exterior maintenance of residential property	71	5.5 %
Enforcing sign regulations	85	6.6 %
Quality of animal control services	247	19.1 %
Enforcement of yard parking regulations in your neighborhood	50	3.9 %
City efforts to remove abandoned or inoperative vehicles	93	7.2 %
None chosen	115	8.9 %
Total	1293	100.0 %

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

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of junk & debris on private property	252	19.5 %
Enforcing mowing & cutting of weeds & grass on private property	332	25.7 %
Enforcing exterior maintenance of residential property	134	10.4 %
Enforcing sign regulations	62	4.8 %
Quality of animal control services	116	9.0 %
Enforcement of yard parking regulations in your neighborhood	92	7.1 %
City efforts to remove abandoned or inoperative vehicles	141	10.9 %
None chosen	164	12.7 %
Total	1293	100.0 %

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

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of junk & debris on private property	198	15.3 %
Enforcing mowing & cutting of weeds & grass on private property	158	12.2 %
Enforcing exterior maintenance of residential property	206	15.9 %
Enforcing sign regulations	86	6.7 %
Quality of animal control services	127	9.8 %
Enforcement of yard parking regulations in your neighborhood	117	9.0 %
City efforts to remove abandoned or inoperative vehicles	191	14.8 %
None chosen	210	16.2 %
Total	1293	100.0 %

SUM OF TOP 3 CHOICES

Q12. Which THREE code enforcement items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q12. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of junk & debris on private property	852	65.9 %
Enforcing mowing & cutting of weeds & grass on private property	720	55.7 %
Enforcing exterior maintenance of residential property	411	31.8 %
Enforcing sign regulations	233	18.1 %
Quality of animal control services	490	37.9 %
Enforcement of yard parking regulations in your neighborhood	259	20.0 %
City efforts to remove abandoned or inoperative vehicles	425	32.9 %
None chosen	115	8.9 %
Total	3505	

Q13. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Condition of major City streets	3.2%	23.7%	17.2%	37.5%	16.7%	1.6%
Q13-2. Condition of streets in your neighborhood	9.3%	33.3%	18.9%	23.7%	13.1%	1.8%
Q13-3. Condition of City street signs	10.7%	47.4%	26.1%	11.1%	2.8%	1.9%
Q13-4. Condition of pavement markings on City street	6.3%	31.2%	24.7%	25.5%	9.4%	2.9%
Q13-5. Snow removal on snow routes during past year	11.1%	42.7%	22.6%	10.7%	4.0%	8.9%
Q13-6. Condition of landscaping or streetscaping in medians & along City streets	7.2%	34.6%	30.3%	17.4%	7.7%	2.7%
Q13-7. Condition of sidewalks	5.8%	31.9%	28.1%	18.1%	10.5%	5.6%
Q13-8. Condition of bicycle infrastructure	6.4%	23.5%	28.4%	14.6%	8.1%	18.9%
Q13-9. Cleanliness of City street & other public areas	4.3%	29.9%	30.1%	24.6%	9.1%	2.1%
Q13-10. Cleanliness of stormwater drains in your neighborhood	8.0%	34.2%	26.1%	16.6%	7.0%	8.1%

WITHOUT "DON'T KNOW"

Q13. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Condition of major City streets	3.2%	24.1%	17.5%	38.1%	17.0%
Q13-2. Condition of streets in your neighborhood	9.4%	33.9%	19.3%	24.1%	13.3%
Q13-3. Condition of City street signs	10.9%	48.3%	26.6%	11.4%	2.8%
Q13-4. Condition of pavement markings on City street	6.5%	32.1%	25.5%	26.3%	9.6%
Q13-5. Snow removal on snow routes during past year	12.2%	46.9%	24.8%	11.7%	4.4%
Q13-6. Condition of landscaping or streetscaping in medians & along City streets	7.4%	35.6%	31.2%	17.9%	7.9%
Q13-7. Condition of sidewalks	6.1%	33.8%	29.7%	19.2%	11.1%
Q13-8. Condition of bicycle infrastructure	7.9%	29.0%	35.0%	18.0%	10.0%
Q13-9. Cleanliness of City street & other public areas	4.3%	30.5%	30.7%	25.1%	9.3%
Q13-10. Cleanliness of stormwater drains in your neighborhood	8.8%	37.2%	28.4%	18.0%	7.7%

Q14. Which THREE of the maintenance items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	553	42.8 %
Condition of streets in your neighborhood	189	14.6 %
Condition of City street signs	34	2.6 %
Condition of pavement markings on City street	91	7.0 %
Snow removal on snow routes during past year	29	2.2 %
Condition of landscaping or streetscaping in medians & along City street	54	4.2 %
Condition of sidewalks	79	6.1 %
Condition of bicycle infrastructure	60	4.6 %
Cleanliness of City streets & other public areas	69	5.3 %
Cleanliness of stormwater drains in your neighborhood	61	4.7 %
None chosen	74	5.7 %
Total	1293	100.0 %

Q14. Which THREE of the maintenance items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	168	13.0 %
Condition of streets in your neighborhood	219	16.9 %
Condition of City street signs	49	3.8 %
Condition of pavement markings on City street	169	13.1 %
Snow removal on snow routes during past year	78	6.0 %
Condition of landscaping or streetscaping in medians & along City street	116	9.0 %
Condition of sidewalks	102	7.9 %
Condition of bicycle infrastructure	75	5.8 %
Cleanliness of City streets & other public areas	150	11.6 %
Cleanliness of stormwater drains in your neighborhood	61	4.7 %
None chosen	106	8.2 %
Total	1293	100.0 %

Q14. Which THREE of the maintenance items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. 3rd choice	Number	Percent
Condition of major City streets	119	9.2 %
Condition of streets in your neighborhood	83	6.4 %
Condition of City street signs	71	5.5 %
Condition of pavement markings on City street	131	10.1 %
Snow removal on snow routes during past year	67	5.2 %
Condition of landscaping or streetscaping in medians & along City street	129	10.0 %
Condition of sidewalks	131	10.1 %
Condition of bicycle infrastructure	73	5.6 %
Cleanliness of City streets & other public areas	243	18.8 %
Cleanliness of stormwater drains in your neighborhood	90	7.0 %
None chosen	156	12.1 %
Total	1293	100.0 %

SUM OF TOP 3 CHOICES

Q14. Which THREE of the maintenance items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q14. Sum of top 3 choices	Number	Percent
Condition of major City streets	840	65.0 %
Condition of streets in your neighborhood	491	37.9 %
Condition of City street signs	154	11.9 %
Condition of pavement markings on City street	391	30.2 %
Snow removal on snow routes during past year	174	13.4 %
Condition of landscaping or streetscaping in medians & along City street	299	23.2 %
Condition of sidewalks	312	24.1 %
Condition of bicycle infrastructure	208	16.0 %
Cleanliness of City streets & other public areas	462	35.7 %
Cleanliness of stormwater drains in your neighborhood	212	16.4 %
None chosen	74	5.7 %
Total	3617	

Q15. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Residential trash collection services	41.5%	46.2%	7.0%	2.2%	0.7%	2.5%
Q15-2. Curbside recycling services	37.4%	39.7%	9.8%	4.3%	2.1%	6.7%
Q15-3. Bulky item pick up/ removal services (e.g., old furniture, appliances)	38.4%	38.9%	10.0%	6.6%	1.4%	4.8%
Q15-4. Water service	30.6%	46.2%	10.9%	3.8%	1.3%	7.1%
Q15-5. Wastewater services	27.0%	42.6%	15.1%	1.9%	1.0%	12.4%
Q15-6. Speed of service (e.g., repairs, starting service)	18.3%	35.7%	21.8%	4.5%	1.4%	18.4%
Q15-7. Quality of customer service	22.5%	36.7%	21.1%	2.8%	1.5%	15.4%

WITHOUT "DON'T KNOW"

Q15. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Residential trash collection services	42.6%	47.3%	7.1%	2.2%	0.7%
Q15-2. Curbside recycling services	40.0%	42.5%	10.5%	4.6%	2.2%
Q15-3. Bulky item pick up/ removal services (e.g., old furniture, appliances)	40.3%	40.9%	10.5%	6.9%	1.5%
Q15-4. Water service	33.0%	49.8%	11.7%	4.1%	1.4%
Q15-5. Wastewater services	30.8%	48.6%	17.2%	2.2%	1.1%
Q15-6. Speed of service (e.g., repairs, starting service)	22.4%	43.7%	26.7%	5.5%	1.7%
Q15-7. Quality of customer service	26.6%	43.3%	25.0%	3.3%	1.8%

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

Q16. How many times in past 12 months did you visit a City park and/or participate in a City Parks & Recreation program

	Number	Percent
None	284	22.0 %
Less than 5 times	389	30.1 %
5 to 10 times	246	19.0 %
11 to 20 times	125	9.7 %
20+ times	195	15.1 %
Don't know	54	4.2 %
Total	1293	100.0 %

WITHOUT "DON'T KNOW"

Q16. How many times in the past 12 months did you or a member of your family visit an Oklahoma City park and/or participate in an Oklahoma City Parks and Recreation program? (without "don't know")

Q16. How many times in past 12 months did you visit a City park and/or participate in a City Parks & Recreation program

	Number	Percent
None	284	22.9 %
Less than 5 times	389	31.4 %
5 to 10 times	246	19.9 %
11 to 20 times	125	10.1 %
20+ times	195	15.7 %
Total	1239	100.0 %

Q17. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Maintenance of City parks	13.6%	44.7%	19.6%	6.3%	1.2%	14.6%
Q17-2. Maintenance of new or upgraded facilities	16.2%	38.4%	20.8%	4.2%	0.6%	19.8%
Q17-3. City's multi-purpose trails	12.5%	36.6%	20.1%	3.3%	1.1%	26.5%
Q17-4. Accessibility to City parks & trails	13.0%	41.7%	18.6%	6.3%	1.9%	18.6%
Q17-5. Condition of landscaping in City medians & streets rights-of-way	7.8%	34.4%	24.9%	17.6%	6.2%	9.1%
Q17-6. Quality of City golf courses	7.2%	16.2%	17.4%	1.6%	0.5%	57.2%
Q17-7. City aquatic facilities & programs	5.3%	14.3%	19.5%	4.3%	2.1%	54.5%
Q17-8. Athletic programs	4.4%	13.8%	20.4%	2.9%	0.9%	57.5%
Q17-9. Availability of information about parks & recreation activities/classes	6.4%	22.5%	28.4%	11.1%	3.9%	27.7%
Q17-10. City recreation centers	7.0%	17.0%	23.8%	4.5%	2.1%	45.6%
Q17-11. Civic Center Music Hall experience	23.6%	29.9%	12.8%	1.5%	0.5%	31.8%
Q17-12. Condition of Bricktown Canal & landscaping	16.6%	38.1%	17.9%	4.4%	1.0%	22.0%
Q17-13. Recreation facilities & programs	6.8%	22.9%	22.8%	4.6%	1.3%	41.5%
Q17-14. City of Oklahoma City's Parks & Recreation Department	10.7%	30.9%	23.5%	3.7%	1.4%	29.8%

WITHOUT "DON'T KNOW"

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Maintenance of City parks	15.9%	52.4%	22.9%	7.4%	1.4%
Q17-2. Maintenance of new or upgraded facilities	20.2%	47.9%	25.9%	5.2%	0.8%
Q17-3. City's multi-purpose trails	16.9%	49.7%	27.3%	4.5%	1.5%
Q17-4. Accessibility to City parks & trails	16.0%	51.2%	22.9%	7.7%	2.3%
Q17-5. Condition of landscaping in City medians & streets rights-of-way	8.6%	37.9%	27.4%	19.3%	6.8%
Q17-6. Quality of City golf courses	16.8%	37.7%	40.6%	3.8%	1.1%
Q17-7. City aquatic facilities & programs	11.7%	31.5%	42.9%	9.4%	4.6%
Q17-8. Athletic programs	10.4%	32.6%	48.1%	6.7%	2.2%
Q17-9. Availability of information about parks & recreation activities/classes	8.9%	31.1%	39.3%	15.4%	5.3%
Q17-10. City recreation centers	12.8%	31.3%	43.8%	8.3%	3.8%
Q17-11. Civic Center Music Hall experience	34.6%	43.8%	18.7%	2.2%	0.8%
Q17-12. Condition of Bricktown Canal & landscaping	21.3%	48.9%	22.9%	5.6%	1.3%
Q17-13. Recreation facilities & programs	11.6%	39.2%	39.0%	7.9%	2.2%
Q17-14. City of Oklahoma City's Parks & Recreation Department	15.2%	44.1%	33.5%	5.3%	2.0%

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

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	327	25.3 %
Maintenance of new or upgraded facilities	71	5.5 %
City's multi-purpose trails	74	5.7 %
Accessibility to City parks & trails	76	5.9 %
Condition of landscaping in City medians & streets right-of-way	166	12.8 %
Quality of City golf courses	28	2.2 %
City aquatic facilities & programs	52	4.0 %
Athletic programs	19	1.5 %
Availability of information about parks & recreation activities & classes	99	7.7 %
City recreation centers	30	2.3 %
Civic Center Music Hall experience	20	1.5 %
Condition of Bricktown Canal & landscaping	44	3.4 %
Recreation facilities & programs	30	2.3 %
City of Oklahoma City's Parks & Recreation Department	24	1.9 %
<u>None chosen</u>	<u>233</u>	<u>18.0 %</u>
Total	1293	100.0 %

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

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	156	12.1 %
Maintenance of new or upgraded facilities	103	8.0 %
City's multi-purpose trails	90	7.0 %
Accessibility to City parks & trails	82	6.3 %
Condition of landscaping in City medians & streets right-of-way	143	11.1 %
Quality of City golf courses	20	1.5 %
City aquatic facilities & programs	42	3.2 %
Athletic programs	37	2.9 %
Availability of information about parks & recreation activities & classes	124	9.6 %
City recreation centers	47	3.6 %
Civic Center Music Hall experience	29	2.2 %
Condition of Bricktown Canal & landscaping	51	3.9 %
Recreation facilities & programs	64	4.9 %
City of Oklahoma City's Parks & Recreation Department	29	2.2 %
<u>None chosen</u>	<u>276</u>	<u>21.3 %</u>
Total	1293	100.0 %

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

<u>Q18. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	102	7.9 %
Maintenance of new or upgraded facilities	95	7.3 %
City's multi-purpose trails	61	4.7 %
Accessibility to City parks & trails	64	4.9 %
Condition of landscaping in City medians & streets right-of-way	111	8.6 %
Quality of City golf courses	28	2.2 %
City aquatic facilities & programs	55	4.3 %
Athletic programs	37	2.9 %
Availability of information about parks & recreation activities & classes	71	5.5 %
City recreation centers	71	5.5 %
Civic Center Music Hall experience	28	2.2 %
Condition of Bricktown Canal & landscaping	84	6.5 %
Recreation facilities & programs	107	8.3 %
City of Oklahoma City's Parks & Recreation Department	64	4.9 %
None chosen	315	24.4 %
Total	1293	100.0 %

SUM OF TOP 3 CHOICES

Q18. Which THREE of the Parks and Recreation items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q18. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	585	45.3 %
Maintenance of new or upgraded facilities	269	20.8 %
City's multi-purpose trails	225	17.4 %
Accessibility to City parks & trails	222	17.1 %
Condition of landscaping in City medians & streets right-of-way	420	32.5 %
Quality of City golf courses	76	5.9 %
City aquatic facilities & programs	149	11.5 %
Athletic programs	93	7.3 %
Availability of information about parks & recreation activities & classes	294	22.8 %
City recreation centers	148	11.4 %
Civic Center Music Hall experience	77	5.9 %
Condition of Bricktown Canal & landscaping	179	13.8 %
Recreation facilities & programs	201	15.5 %
City of Oklahoma City's Parks & Recreation Department	117	9.0 %
None chosen	233	18.0 %
Total	3288	

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

Q19. Have you contacted City of Oklahoma City during past year	Number	Percent
Yes	522	40.4 %
No	751	58.1 %
Not provided	20	1.5 %
Total	1293	100.0 %

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

Q19. Have you contacted City of Oklahoma City during past year	Number	Percent
Yes	522	41.0 %
No	751	59.0 %
Total	1273	100.0 %

Q19a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following.

(N=522)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19a-1. How helpful City staff was when you called	31.4%	37.5%	13.2%	10.5%	4.8%	2.5%
Q19a-2. How helpful City staff was when you visited	22.0%	26.1%	15.1%	7.7%	3.3%	25.9%
Q19a-3. Accuracy of the information you were given	29.1%	36.2%	16.7%	8.4%	4.2%	5.4%
Q19a-4. How quickly City staff responded to your request	25.9%	37.4%	14.8%	10.9%	7.9%	3.3%
Q19a-5. How well your issue was handled	27.0%	33.9%	13.4%	12.8%	9.6%	3.3%

WITHOUT "DON'T KNOW"

Q19a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following. (without "don't know")

(N=522)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19a-1. How helpful City staff was when you called	32.2%	38.5%	13.6%	10.8%	4.9%
Q19a-2. How helpful City staff was when you visited	29.7%	35.1%	20.4%	10.3%	4.4%
Q19a-3. Accuracy of the information you were given	30.8%	38.3%	17.6%	8.9%	4.5%
Q19a-4. How quickly City staff responded to your request	26.7%	38.6%	15.2%	11.3%	8.1%
Q19a-5. How well your issue was handled	27.9%	35.0%	13.9%	13.3%	9.9%

Q20. Communication. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Availability of news & information about City of Oklahoma City's services	11.4%	36.1%	29.9%	9.1%	2.1%	11.4%
Q20-2. Information in water bill newsletter	15.9%	41.6%	21.0%	2.9%	0.8%	17.9%
Q20-3. City's website (okc.gov) as a source of information	13.1%	38.6%	25.4%	4.7%	1.2%	17.1%
Q20-4. City's use of social media	11.8%	29.9%	28.8%	5.1%	0.7%	23.6%
Q20-5. City's website as a means to transact business with City	9.4%	27.8%	28.3%	4.8%	1.8%	27.9%
Q20-6. Services & information provided by City's Action Center	9.4%	22.6%	24.4%	6.3%	2.2%	35.3%

WITHOUT "DON'T KNOW"

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Availability of news & information about City of Oklahoma City's services	12.9%	40.8%	33.7%	10.3%	2.4%
Q20-2. Information in water bill newsletter	19.4%	50.7%	25.5%	3.5%	0.9%
Q20-3. City's website (okc.gov) as a source of information	15.8%	46.5%	30.6%	5.7%	1.4%
Q20-4. City's use of social media	15.5%	39.2%	37.8%	6.7%	0.9%
Q20-5. City's website as a means to transact business with City	13.0%	38.6%	39.3%	6.7%	2.5%
Q20-6. Services & information provided by City's Action Center	14.5%	34.9%	37.6%	9.7%	3.3%

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

Q21. How often did you participate in any physical activity or exercise in past month

	Number	Percent
3+ times a week (often)	500	38.7 %
1-3 times a week (regularly)	324	25.1 %
1-3 times a month (occasionally)	237	18.3 %
0 times last month (never)	150	11.6 %
Don't know	82	6.3 %
Total	1293	100.0 %

WITHOUT "DON'T KNOW"

Q21. Physical Activity. Not counting activity at work, how often did you participate in any physical activity or exercise such as running, golfing, gardening, walking, cycling or calisthenics in the past month? (without "don't know")

Q21. How often did you participate in any physical activity or exercise in past month

	Number	Percent
3+ times a week (often)	500	41.3 %
1-3 times a week (regularly)	324	26.8 %
1-3 times a month (occasionally)	237	19.6 %
0 times last month (never)	150	12.4 %
Total	1211	100.0 %

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

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

	Number	Percent
Newspapers	200	15.5 %
Radio	204	15.8 %
Television news	633	49.0 %
Water bill newsletter, CityNews	596	46.1 %
City website (okc.gov)	520	40.2 %
City cable/YouTube channel	51	3.9 %
Calling the City	94	7.3 %
Social media	627	48.5 %
OKC GOV mobile app	104	8.0 %
Email newsletters	86	6.7 %
Other	38	2.9 %
Total	3153	

Q22-11. Other

Q22-11. Other	Number	Percent
Word of mouth	13	34.2 %
Google	6	15.8 %
Internet	3	7.9 %
Online	1	2.6 %
Text	1	2.6 %
NPR	1	2.6 %
Discover Oklahoma	1	2.6 %
Knowing the area	1	2.6 %
Online news	1	2.6 %
Water bill	1	2.6 %
News	1	2.6 %
TV	1	2.6 %
Mayor's postings	1	2.6 %
Online media like OKC Free Press and NONDOC	1	2.6 %
News 9 online	1	2.6 %
Facebook	1	2.6 %
Neighborhood Alliance	1	2.6 %
Posters at Community Center	1	2.6 %
Nexdoor app	1	2.6 %
Total	38	100.0 %

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

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

	Number	Percent
Call Action Center (297-2535)	509	39.4 %
Online at okc.gov	475	36.7 %
Social media	55	4.3 %
OKC Connect mobile app	168	13.0 %
Text 405-252-1053	168	13.0 %
Call the department	356	27.5 %
Email	149	11.5 %
Mail	10	0.8 %
Total	1890	

Q24. Overall Ratings of Oklahoma City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Oklahoma City with regard to the following.

(N=1293)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q24-1. As a place to live	28.0%	52.2%	9.7%	7.3%	1.5%	1.2%
Q24-2. As a place to raise children	22.9%	40.1%	14.0%	11.2%	5.6%	6.2%
Q24-3. As a place to work	24.7%	48.6%	13.2%	7.5%	2.0%	3.9%
Q24-4. As a place to retire	21.7%	39.5%	17.2%	10.3%	6.7%	4.6%
Q24-5. As a place to visit	21.7%	41.3%	18.6%	11.1%	3.9%	3.5%
Q24-6. As a City that is moving in the right direction	28.0%	40.7%	17.5%	7.0%	4.1%	2.8%

WITHOUT "DON'T KNOW"

Q24. Overall Ratings of Oklahoma City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Oklahoma City with regard to the following. (without "don't know")

(N=1293)

	Excellent	Good	Neutral	Below average	Poor
Q24-1. As a place to live	28.3%	52.9%	9.9%	7.4%	1.6%
Q24-2. As a place to raise children	24.4%	42.7%	14.9%	12.0%	6.0%
Q24-3. As a place to work	25.7%	50.6%	13.8%	7.8%	2.1%
Q24-4. As a place to retire	22.7%	41.4%	18.0%	10.8%	7.1%
Q24-5. As a place to visit	22.4%	42.8%	19.2%	11.5%	4.0%
Q24-6. As a City that is moving in the right direction	28.8%	41.8%	18.0%	7.2%	4.2%

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Safety	27.1%	43.9%	13.8%	10.0%	3.6%	1.5%
Q25-2. Appearance	23.0%	44.3%	15.9%	11.7%	2.9%	2.2%
Q25-3. Property maintenance	20.4%	45.7%	16.5%	11.8%	3.6%	1.9%
Q25-4. Sense of community	19.0%	32.8%	26.5%	12.7%	5.0%	3.9%
Q25-5. Amenities (e.g., sidewalks, parks, shopping, trees)	13.5%	37.0%	20.3%	17.3%	8.5%	3.3%
Q25-6. Overall quality	18.6%	51.1%	17.6%	8.9%	1.7%	2.1%

WITHOUT "DON'T KNOW"

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

(N=1293)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Safety	27.6%	44.5%	14.1%	10.1%	3.7%
Q25-2. Appearance	23.6%	45.3%	16.3%	11.9%	2.9%
Q25-3. Property maintenance	20.8%	46.6%	16.8%	12.1%	3.7%
Q25-4. Sense of community	19.8%	34.1%	27.6%	13.2%	5.2%
Q25-5. Amenities (e.g., sidewalks, parks, shopping, trees)	14.0%	38.3%	21.0%	17.9%	8.8%
Q25-6. Overall quality	19.0%	52.2%	17.9%	9.1%	1.7%

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

Q26. How many years have you lived in Oklahoma City	Number	Percent
0-5	126	9.7 %
6-10	110	8.5 %
11-15	74	5.7 %
16-20	99	7.7 %
21-30	226	17.5 %
31+	629	48.6 %
Not provided	29	2.2 %
Total	1293	100.0 %

WITHOUT "NOT PROVIDED"**Q26. Approximately how many years have you lived in Oklahoma City? (without "not provided")**

Q26. How many years have you lived in Oklahoma City	Number	Percent
0-5	126	10.0 %
6-10	110	8.7 %
11-15	74	5.9 %
16-20	99	7.8 %
21-30	226	17.9 %
31+	629	49.8 %
Total	1264	100.0 %

Q27. Are you registered to vote?

Q27. Are you registered to vote	Number	Percent
Yes	1194	92.3 %
No	94	7.3 %
Not provided	5	0.4 %
Total	1293	100.0 %

WITHOUT "NOT PROVIDED"**Q27. Are you registered to vote? (without "not provided")**

Q27. Are you registered to vote	Number	Percent
Yes	1194	92.7 %
No	94	7.3 %
Total	1288	100.0 %

Q28. What is your age?

Q28. Your age	Number	Percent
18-34	251	19.4 %
35-44	251	19.4 %
45-54	247	19.1 %
55-64	260	20.1 %
65+	257	19.9 %
Not provided	27	2.1 %
Total	1293	100.0 %

WITHOUT "NOT PROVIDED"**Q28. What is your age? (without "not provided")**

Q28. Your age	Number	Percent
18-34	251	19.8 %
35-44	251	19.8 %
45-54	247	19.5 %
55-64	260	20.5 %
65+	257	20.3 %
Total	1266	100.0 %

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

Q29. With which following genders do you identify

most	Number	Percent
Male	640	49.5 %
Female	638	49.3 %
Non-Binary	7	0.5 %
Prefer to self-describe	4	0.3 %
Not provided	4	0.3 %
Total	1293	100.0 %

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

Q29. With which following genders do you identify

most	Number	Percent
Male	640	49.7 %
Female	638	49.5 %
Non-Binary	7	0.5 %
Prefer to self-describe	4	0.3 %
Total	1289	100.0 %

Q29-4. Self-describe your gender:

Q29-4. Self-describe your gender	Number	Percent
Fluid	2	50.0 %
Transmale	1	25.0 %
In transition	1	25.0 %
Total	4	100.0 %

Q30. Do you own or rent your current residence?

Q30. Do you own or rent your current residence	Number	Percent
Own	966	74.7 %
Rent	324	25.1 %
Not provided	3	0.2 %
Total	1293	100.0 %

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

Q30. Do you own or rent your current residence	Number	Percent
Own	966	74.9 %
Rent	324	25.1 %
Total	1290	100.0 %

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

Q31. Your race/ethnicity	Number	Percent
Asian or Asian Indian	56	4.3 %
Black or African American	178	13.8 %
American Indian or Alaska Native	45	3.5 %
White or Caucasian	820	63.4 %
Native Hawaiian or other Pacific Islander	4	0.3 %
Hispanic, Spanish, or Latino/a/x	247	19.1 %
Other	11	0.9 %
Total	1361	

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

Q31-7. Self-describe your race/ethnicity	Number	Percent
Middle Eastern	3	27.3 %
Mixed	3	27.3 %
More than one	1	9.1 %
Native and White	1	9.1 %
Multi-race	1	9.1 %
Mixed of Black and White	1	9.1 %
Indian, British, Irish, Scottish	1	9.1 %
Total	11	100.0 %

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

Q32. Your total annual household income	Number	Percent
Under \$30K	195	15.1 %
\$30K to \$59,999	321	24.8 %
\$60K to \$99,999	325	25.1 %
\$100K+	298	23.0 %
Not provided	154	11.9 %
Total	1293	100.0 %

WITHOUT "NOT PROVIDED"**Q32. Would you say your total annual household income is... (without "not provided")**

Q32. Your total annual household income	Number	Percent
Under \$30K	195	17.1 %
\$30K to \$59,999	321	28.2 %
\$60K to \$99,999	325	28.5 %
\$100K+	298	26.2 %
Total	1139	100.0 %

Ward

Ward	Number	Percent
1	170	13.1 %
2	197	15.2 %
3	153	11.8 %
4	152	11.8 %
5	169	13.1 %
6	151	11.7 %
7	151	11.7 %
8	150	11.6 %
Total	1293	100.0 %



Survey Instrument



The City of OKLAHOMA CITY

July 2023

Dear Neighbor:

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

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

We appreciate your time. We realize this survey takes some time to complete, but every question is important. The time you invest in this survey will influence 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 our community.

Please return your survey sometime during the next week. Your responses will remain confidential. Your survey can be returned in the enclosed postage-paid envelope or complete it online at OKCitySurvey.com.

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

Again, please return your survey and thank you for your time. For us to continue our forward progress as "#1OKC," your voice must be heard.

Sincerely,

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

David Holt
Mayor

2023 City of Oklahoma City Resident Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to resident concerns. If you have questions, please call the City's Action Center at 297-2535. You may also complete the survey on-line by going to [OKCitySurvey.com](https://www.okcitysurvey.com).

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of police service	5	4	3	2	1	9
02. Quality of fire service	5	4	3	2	1	9
03. Quality of ambulance service	5	4	3	2	1	9
04. Quality of City parks and recreation programs and facilities	5	4	3	2	1	9
05. Condition of <i>City</i> streets (do not include interstates and State highways)	5	4	3	2	1	9
06. Quality of City water utilities	5	4	3	2	1	9
07. Quality of City trash services	5	4	3	2	1	9
08. Enforcement of City codes and ordinances	5	4	3	2	1	9
09. Quality of customer service you receive from City employees	5	4	3	2	1	9
10. Effectiveness of City communication with the public	5	4	3	2	1	9
11. Flow of traffic and the ease of getting around town on <i>City</i> streets (do not include interstates and State highways)	5	4	3	2	1	9
12. Overall quality of the City's public transit system (Bus, Ferry, Bike Share, Streetcar)	5	4	3	2	1	9

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

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

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of services provided by the City	5	4	3	2	1	9
2. Appearance of Oklahoma City	5	4	3	2	1	9
3. Image of Oklahoma City	5	4	3	2	1	9
4. How well the City is planning growth	5	4	3	2	1	9
5. Quality of life in Oklahoma City	5	4	3	2	1	9
6. Feeling of safety in Oklahoma City	5	4	3	2	1	9
7. Quality of downtown	5	4	3	2	1	9

- 3a. If you are NOT satisfied with the feeling of safety in Oklahoma City (as rated in Q3-6 above), what is your greatest concern about public safety?

4. **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
4. Fire protection in your neighborhood	5	4	3	2	1	9
5. Fire safety information and public education programs	5	4	3	2	1	9

- 4a. If you were dissatisfied to Q4-2, why are you dissatisfied with the enforcement of traffic laws?

____(1) Traffic laws are too strictly enforced/too many citations are given
 ____ (2) Traffic laws are not enforced enough/not enough citations are given
 ____ (3) Other: _____

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

How safe do you feel...	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 during the day	5	4	3	2	1	9

- 5a. If you indicated you felt unsafe in any of the areas above, why did you feel that way?

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

____(1) Yes [Answer Question 6a-c.] ____ (2) No [Go to Question 8.]

- 6a. [Only if "YES" to Q6.] 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: _____

- 6b. [Only if "YES" to Q6.] Were you treated fairly by the officer? ____ (1) Yes ____ (2) No

- 6c. [Only if "YES" to Q6.] How would you rate the response time of the officer?

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

7. Do you have any recommendations or suggestions for improvement for the Police Department? (You can also make suggestions at okc.gov.)

8. Do you have a working smoke alarm in your home? ____ (1) Yes ____ (2) No

If you cannot afford a smoke alarm, don't know how/can't install or check your smoke alarm, please call 405-316-BEEP, visit SmokeAlarmsOKC.com or stop by any OKC fire station.

9. Which THREE 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 from the list below.]

- | | |
|-----------------------------------------|------------------------------------------------|
| 1. How often the bus comes by your stop | 6. Access to a park and ride location |
| 2. Service available until midnight | 7. Routes to more places |
| 3. Sheltered bus stops | 8. Pedestrian access to bus stops |
| 4. The time it takes to make a trip | 9. Bus stop within walking distance of my home |
| 5. Later weekend service | |

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

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

How often are these issues problems in your neighborhood?	Seldom/ Never	A few times per year	1-2 times per month	Once per week	More than once per week	Don't Know
1. Abandoned or dilapidated properties	5	4	3	2	1	9
2. Stray dogs	5	4	3	2	1	9
3. Homelessness	5	4	3	2	1	9
4. Lighting	5	4	3	2	1	9
5. Traffic/Pedestrian safety	5	4	3	2	1	9

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

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

12. Which THREE code enforcement items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 11.]

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

13. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." [For questions that ask about **City streets, please do not consider highways, such as I-35 or I-44 in your rating. The State's highways are managed by the Oklahoma Department of Transportation.]**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Condition of major City streets (do not include interstates and State highways)	5	4	3	2	1	9
02. Condition of streets in your neighborhood	5	4	3	2	1	9
03. Condition of City street signs (do not include interstates and State highways)	5	4	3	2	1	9
04. Condition of pavement markings on City street (do not include interstates and State highways)	5	4	3	2	1	9
05. Snow removal on snow routes during the past year	5	4	3	2	1	9
06. Condition of landscaping or streetscaping in medians and along City streets	5	4	3	2	1	9
07. Condition of sidewalks	5	4	3	2	1	9
08. Condition of bicycle infrastructure	5	4	3	2	1	9
09. Cleanliness of City street and other public areas	5	4	3	2	1	9
10. Cleanliness of stormwater drains in your neighborhood	5	4	3	2	1	9

14. Which THREE of the maintenance items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 13.]

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

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

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

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

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

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of City parks	5	4	3	2	1	9
02. Maintenance of new or upgraded facilities	5	4	3	2	1	9
03. City's multipurpose trails	5	4	3	2	1	9
04. Accessibility to City parks and trails	5	4	3	2	1	9
05. Condition of landscaping in City medians and streets rights-of-way	5	4	3	2	1	9
06. Quality of City golf courses	5	4	3	2	1	9
07. City aquatic facilities and programs	5	4	3	2	1	9
08. Athletic programs	5	4	3	2	1	9
09. Availability of information about parks & recreation activities/classes	5	4	3	2	1	9
10. City recreation centers	5	4	3	2	1	9
11. Civic Center Music Hall experience	5	4	3	2	1	9
12. Condition of Bricktown Canal and landscaping	5	4	3	2	1	9
13. Recreation facilities and programs	5	4	3	2	1	9
14. The City of Oklahoma City's Parks and Recreation Department	5	4	3	2	1	9

18. **Which THREE of the Parks and Recreation items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 17.]*

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

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

____ (1) Yes *[Answer Q19a.]* ____ (2) No *[Skip to Q20.]*

- 19a. **Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following.**

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

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

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

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

☐ (1) More than 3 times a week (often) ☐ (3) 1-3 times a month (occasionally) ☐ (9) Don't Know
☐ (2) 1-3 times a week (regularly) ☐ (4) 0 times last month (never)

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

☐ (01) Newspapers ☐ (07) Calling the City
☐ (02) Radio ☐ (08) Social media
☐ (03) Television news ☐ (09) OKC GOV Mobile App
☐ (04) Water bill newsletter, CityNews ☐ (10) Email newsletters
☐ (05) City website (okc.gov) ☐ (11) Other: _____
☐ (06) City cable/YouTube channel

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

☐ (1) Call the Action Center (297-2535) ☐ (6) Call the department
☐ (2) Online at okc.gov ☐ (7) Email
☐ (3) Social media ☐ (8) Mail
☐ (4) OKC Connect Mobile App ☐ (9) Other: _____
☐ (5) Text (405) 252-1053

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

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

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Safety	5	4	3	2	1	9
2. Appearance	5	4	3	2	1	9
3. Property maintenance	5	4	3	2	1	9
4. Sense of community	5	4	3	2	1	9
5. Amenities (e.g., sidewalks, parks, shopping, trees)	5	4	3	2	1	9
6. Overall quality	5	4	3	2	1	9

26. Approximately how many years have you lived in Oklahoma City? _____ years
27. Are you registered to vote? ____ (1) Yes ____ (2) No
28. What is your age? _____ years
29. With which of the following genders do you identify most?
____ (1) Male ____ (2) Female ____ (3) Non-Binary ____ (4) Prefer to self-describe: _____
30. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent
31. Which of the following best describes your race/ethnicity? *[Check all that apply.]*
____ (01) Asian or Asian Indian ____ (05) Native Hawaiian or other Pacific Islander
____ (02) Black or African American ____ (06) Hispanic, Spanish, or Latino/a/x
____ (03) American Indian or Alaska Native ____ (99) Other: _____
____ (04) White or Caucasian
32. Would you say your total annual household income is...
____ (1) Under \$30,000 ____ (2) \$30,000 to \$59,999 ____ (3) \$60,000 to \$99,999 ____ (4) \$100,000 or more
33. Would you be willing to participate in future surveys or focus groups sponsored by the City?
____ (1) Yes *[Answer Q33a.]* ____ (2) No
- 33a. Please provide your contact information below.
- Name: _____ Phone Number: _____
Email: _____

This concludes the survey. Thank you for your time!
Please return your completed survey in the enclosed return-reply envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The address information printed to the right will ONLY be used to help identify areas with specific needs. Thank you.



2023 RESIDENT SURVEY

Open-Ended Comments

Prepared by ETC INSTITUTE
OLATHE, KANSAS

Presented to the
CITY OF OKLAHOMA CITY,
OKLAHOMA

SEPTEMBER 2023





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Q3a. If you are NOT satisfied with the feeling of safety in Oklahoma City (as rated in Question 3-6), what is your greatest concern about public safety?

- #6 highway violation enforcement- homeless, crimes, drugs
- All the shootings and number of homeless people.
- Amount of homelessness and mental health access.
- Areas of high crime
- Areas that are impoverished and have neglected access to things like transit resources, food desserts, and lack resources to repair and maintain structures psychologically encourage more crime through apathy and desperation.
- Armed citizens.
- As someone who is queer it can be difficult to just be who I am in this city. There are many times I worry about holding my partners hand or being affectionate in public because of potential backlash. It shouldn't be this way.
- Assaults, robberies are too frequent.
- Being shot anytime, anywhere.
- Brick town
- Bricktown after dark is not safe, drive around the city and you don't see many police officers at all so not sure how safe you really are.
- Bricktown is bad- murders, drugs. Police dept is close by but not very effective. In the last 10 yrs., really has gone downhill
- Bricktown is very scary at night
- Burglaries and no resolve from police
- Car jacking, robbery, response time of police.
- Common thieves, cars being broken into in residential areas, gangs and gang shootings. It doesn't seem like things are improving.
- crime
- Crime and homeless. The homeless have all but taken over the corner where I work. The argue on a daily basis. The pitch their tents where it's clearly marked no trespassing.
- crime and lack of ethics by city government....major corruption
- Crime and the potential of crime; lack of officers in high crime areas
- Crime rate over all and the street people.
- Crime rate, hazardous driving conditions due to speed, reckless driving, people on their phones, running red lights.
- crime, drugs
- Crime. Theft mostly.
- Crime. How many shootings are there weekly in Orc?
- Dirty cops, racists, and partisan laws
- Downtown needs to be cleaned up and patrolled bet er
- Drug addicts and homeless roaming the neighborhoods at all hours
- drugs and crime
- Fear the mayor is turning OKC into a liberal city.
- Flash mobs, robberies and homicides.

- Gangs
- Gangs and homeless
- Gangs, people congregate and start fighting/shooting
- Gangs-guns-thieves-break-ins of homes and in general bad neighborhoods where crime abounds
- getting shot at store
- Going out at night, getting caught up in a fight
- Going out in public.....youth issues
- Greatest concern is the increase in violence in downtown even after certain hours, increase in gangs and gang violence, and the increase in hate groups that are getting bolder.
- Growing homeless population
- growing homeless population. Recently was at OKCMOA across street from City Hall and homeless lady was bathing in fountain in front of city hall.
- Growth planning is only being done for downtown. They need to look at other areas
- gun ownership needs to be more strict
- Gun safety. I've never had any experience with guns but every night on news, there are reports of shooting somewhere. When I drive by myself, I watch more carefully than ever before.
- gun shots in the neighborhood- police do not patrol enough
- gun violence
- Gun violence and crime
- Guns and gangs and panhandlers
- Have to be CONSTANTLY aware of surroundings, who is near you and who is coming into "your area".
- High traffic rate of homeless in my area
- homeless
- homeless & run down living areas
- Homeless , mentally challenged people wandering around, sleeping on my business property, defecating behind my business that I have to clean up, and sitting at the entrance of businesses that I used to frequent. They are very intimidating. If the leaders and prominent people in OKC had to deal with this daily they might think twice before getting on TV and telling the public to love and embrace these people. The panhandlers at tons of intersections in OKC come right up to car windows begging for money this is extremely intimidating, I thought they weren't suppose to get in the street unless someone summoned them. I choose to stay in the suburbs to live and shop because if this.
- homeless and thieves have more rights than the law abiding, tax paying citizens do in OKC. I also live in Nashville and they have it under control. It is embarrassing when family comes to visit. They can not exit off Broadway I-235 I40 or I44 without seeing the decay of society.
- Homeless and vagrants everywhere.
- Homeless and/or mentally ill persons, homeless camps, theft, burglary.
- Homeless camps and number of panhandlers.
- homeless downtown
- Homeless getting into apartments and trashing them out.
- Homeless growing in SE area around my home.

- Homeless harass me if I stop to get gas anywhere near my neighborhood or downtown. I have to stop at more affluent areas away from downtown and surrounding neighborhoods to get gas or grocery shop without being harassed. And I'm a guy.
- Homeless is an issue and the trash they leave.
- Homeless need more help dealing with mental health issues.
- homeless on corners, parking lots, and walking around businesses
- homeless panhandling on street corners aggressively
- Homeless people & crime all over the city
- Homeless people and backyard bulldog breeders are a major safety issue
- Homeless people are everywhere and causing most of our crime issues
- homeless people wandering in my neighborhood an stealing anything not locked down. some even driving cars and pilfering our neighborhood I have on camera. there has been some improvement.
- Homeless population
- homeless population (panhandlers) drug use in public
- Homeless population and drug activity
- Homeless population and police force with military grade equipment. I watched a swat team respond to a suicidal person in the apt complex up the street. His dad came and talked him down. Swat team was potentially hazardous to entire neighborhood.
- Homeless population is increasing so rapidly. Too many juveniles roaming and causing problems.
- Homeless population.
- Homeless roaming the streets.
- Homeless, and residential break-ins
- Homeless, people need to stop panhandling along the streets-dangerous, all these sidewalks put nothing edged/weed eater/high grass, code enforcement, running of lights and stop signs, passing stopped busses, streets filled with holes and crumbling, paint the lines in the streets,
- homeless, stealing from stores
- homelessness
- Homelessness and drug use!
- Homelessness is out of control. Homeless camps are out of control.
- Homelessness is rampant and causing crime to raise and officers are told not to arrest due to lack of staff in the jail
- Homelessness!! They have no choice but to invade public spaces for relief. Convenience stores, empty buildings, neighborhood alleyways/backyards, every street corner. Always approached for help. Scary for both parties. OKC has willing and capable social service agencies to lead the solution. Funding and CITY government's priorities have pushed this low in priorities.
- Homelessness, petty theft
- Homelessness. Pan handlers walking the streets and having them on every street corner. They have even migrated to I-40 and the exit for Mustang road. This is basically Yukon in OKC district. I grew up in this town. It's a hard working, blue collar town and yet I have been seeing more and more homeless men and women right there at that exit. Drug use, poor mental health and homelessness are all huge factors that make my wife and children feel unsafe.

- Homelessness. Panhandling. Drugs. The prices are getting out of control for homes. If apartments are allowed they should be held to hire standards
- Homelessness. Shelters have been underfunded and/or closed, the appearance of OKC struggles because of this. Visually and morally. If we don't fix our for profit prison system, that ties directly to homelessness, we will be no better than California.
- Housing for the homeless and not all in one place. Spread out the affordable housing, temporary housing, homeless shelters, recovery clinics, etc. They are too concentrated near the river / downtown. Strongly encourage the suburbs and surrounding cities to build things like addiction and abuse and mental health clinics. I come from a business background, the solution is to bill the cities whose citizens use your clinics instead of building their own. We generally need more solutions for the mentally ill. All of these things require investment outside of policing. Policing is important but it won't resolve the public safety issue in relationship to homeless and the mentally ill.
- I do not see any police present in my neighborhood like I once did
- I don't feel safe in my neighborhood or surrounding areas bc of violent crime.
- I don't feel safe in general here. As a woman I feel my rights are diminished and not respected. As an adult I feel many in the general public are more self reliant to resolve issues in a violent manner (fighting, weapons, vehicles). I came from Southern California and have spent time in and around the worst parts of LA... This place is scary in comparison.
- I have lived in Downtown OKC since November 2018. During this time, I have witnessed an increasing visibility of people that appear to be experiencing homelessness, mental health issues, substance abuse, agitation, and anger. We need substantially increased services to help and provide for people. This is my number one concern.
- I live in a 7 story apartment building in Midtown. I came home to a homeless man beating on my door (7th story). I can't tell you the number of times I have been cussed and my car vandalized because I won't roll my window down when people are being for money on the corners
- I live in a predominantly black part of Oklahoma City, and I feel that more focus is being put on random stops, then policing to secure
- I live in an area full of transients and aggressive panhandlers. The city put in sidewalks to make the area walkable. But as a female, I am frightened to walk from Shepherd Neighborhood to the Plaza District or other surrounding districts. Plus the lights on the main streets never work. It's very dark and unsafe.
- I live on the west side in a good neighborhood. Not fancy but nice. I love my neighbors, my home, and the diversity. However, I hear gun fire most nights. There are drive by shootings nearby on the regular. I don't feel like my kids can ride their bikes in their own neighborhood. I wish the city would clean up the area.
- I think overall violent crime rate is a bit high for a city our size
- I think safety is becoming more of an issue. We need to make sure we have enough police.
- I won't go south of I-40 or east of Broadway after dark.
- In my area- The Pines near Twin Lakes, we have too many people from North & West wondering around. Too many homeless.
- Increase in homelessness
- Increase of crimes
- Increased crime and shoplifting is of great concern.

- Increased numbers of homeless/transients/beggars
- insufficient visible presence of law enforcement
- It is not safe in downtown or Bricktown late evening.
- It's too easy to transit from areas of safety to pockets of lack of safety, all within blocks of each other. The unsafe areas are growing larger.
- kidnapping at empts. don't feel safe taking my children out alone
- Lack of mental health programs. Police killing first asking questions later.
- Lack of police officers. Officers advise their morale is low because the city does not support them..
- Lack of police presence
- Lack of police presence. People are constantly running red lights and there are no police to issue citations. Occasionally I see someone from the sheriffs department involved in a traffic stop but rarely see Oklahoma City police conducting traffic stops.
- Lack of sufficient police officers available to cruise neighborhoods regularly.
- Lack of traffic law enforcement. Too much red light running and out of date paper tags. The burden and paperwork of enforcing the law.
- lawmakers are cultivating a culture of hate toward minorities. combined with the apathy toward vigilantes makes the city unsafe
- Level of homelessness and lack of shelters
- Low Police presence in neighborhoods specially in low-mid income areas. But you see them everyday hiding behind big posts trying to catch people speeding.
- More and more areas are no longer safe to be in after dark
- More lighting on dark streets.
- My children and taking them to community events. With mass shootings a nearly daily occurrence and Oklahoma being a state that allows open carry with no permit or training to own a fire arm. If we were to be at a community event, some idiot who doesn't need to carry the size of rifle he does, can be both a person planning on opening fire at any time, or someone stupid enough to think that his presence deters someone from a mass shooting. Bet er to not risk and steer clear of those events. Which sucks for my kids.
- My greatest concern would be the safety of my well being involving cars hitting pedestrians.
- My home was robbed in the last year and nothing was done. There are any number of incidents happening around our city that cause great concern.
- My main reason for not feeling safe is the lack of police enforcement of traffic laws. It seems to be always a crapshoot if you are going to make it to your destination without someone running a red light or speeding and weaving around you. Of course contributing to this is the fact that many traffic lights are not in "sync" with the traffic load, so people will speed through a red light.
- Need more police officers patrolling and available for all calls.
- need more police officers working patrol to monitor safety or citizens around problem areas in the city. Police officers have much more to so, need to hire more officers
- Need to remove the people doing drugs on the street. Homeless all over the place.
- No longer feel safe walking in my neighborhood or even being in front yard alone. Mentally I'll people walking, acting crazy infringing on everyone else's right to be outside in public areas.
- no police presence
- Not enough officers. Our sign on bonus is low compared to other major cities.

- Not enough police patrol, need to fix the homeless issues.
- Not enough sidewalks and streets lights
- Oklahoma City has a lot of crime, and I don't feel safe going out at night alone.
- Oklahoma City Homeless population
- Orc is filled with crime now. Theft is running rampant. People have no problem fist fighting out in the open. Drugs are everywhere. Orc is becoming an awful place. I am actually thinking about selling my house. I don't think our cops can keep up with this. The criminals outnumber them and apparently it's just like fishing. Catch and release. Crime is OK in Orc
- Overall safety
- Pan handlers, homeless, drugs gangs
- People have just gone crazy. How do you fix that?
- People on streets needing mental health services - screaming at the skies; as a woman I feel vulnerable day and night; wandering dogs in the inner city suburbs; vacant and abandoned buildings.
- People running red lights
- Personal and property crime
- Personal safety in my home and neighborhood. I am a 67-year-old woman who lives alone I have lived in the same home for 42 years crime has greatly increased in my area. I do not go out at night.
- Please provide transitional housing and services for the homeless community instead of arresting them.
- Police are too slow to respond to my neighborhood. And when and if they show up they don't do anything. I had about 100 people shooting fireworks and guns over my house during the drought on July 4th. They sent 1 officer and he didn't do a thing
- Police focus on looks rather than service. How about serve the public instead of worrying about stupid videos (VLOGs) by officers. If they are so short handed that officers are working on their days off then cut out some of the stupidity and put them to work. Continue the quality of public programs instead of getting programs going. Rejoicing in your own self (police chief) and then getting rid of the programs or cutting back in them so much they are not service the original purpose. My family has been helped so much by the YES Unit. Now there's no one left but a couple officers and the service has declined. Those people that sit at the top of the food chain only worry about themselves.
- Police not being trained well or they are aggressive for no reason. People are on edge because we all are struggling paycheck to paycheck while we see millionaires and billionaires complaining about not making enough or we the people make too much and shouldn't.
- Police not treating people with respect. Being judgmental, therefore, people taking matters into their own hands. By them not following rules, (esp. on the job) it put everyone at risk
- Police Officers need more support for handling criminals and the need to start ticketing- out dated paper tag and the lack of auto insurance.
- police presence in parks
- Police presence should be more on foot or bicycle during events, at Bricktown, and in many neighborhoods need to be patrolled more often. Speeding is a huge problem on City streets and

police don't seem to consider it a priority. Homelessness and pan handling is out of control in Oklahoma City.

- Police training, communications with public, and lack of street lights at night. We have a very dark City at night.
- Police. protection at public events
- Protection from thieves and other property crimes as well as stiffer penalties for property crimes.
- Public safety you need to watch your back at all times
- Racism against black Oklahomans, too much extreme religion, and the increasing amount of violent crimes. Guns are also everywhere, a 5th grader may be forced to have a baby in OKC, and it is very unsafe for a woman of childbearing age to live anywhere in OK.
- random violence by youths
- Rarely ever see police. Never see an officer outside of a car unless I'm in bricktown. City is too big by area and police are stretched too thin to really be effective.
- response time to incidents and overall lack of concern to most assistance calls.
- Response times to "shots fired" calls is way too slow in less affluent neighborhoods.
- Riff Raff downtown in the evenings/weekends. I work in the area of I-40 between Meridian/MacArthur, and the transient/druggie population makes that entire area scary and unsafe.
- Rise in crime rate, especially violent crimes
- Robberies, violators of road laws
- robbery, crime, violence
- Safety downtown.
- shootings & murders
- Shootings and robberies at shopping center parking lots
- Shootings at bricktown
- Shootings going on every day
- Shootings, drugs , homeless , people living on the street ,
- so many mentally ill people around the city. Shelters are full. High crime, burglarly, etc.
- Speed limits are too high. That in itself can and does cause a lot of other problems. For Police, Firemen, citizens, and many other services.
- Street people, gangs, young people who think they are entitled and the way we are tying our police hands to the point they can't and won't do anything .
- Strong sense of racial/political tribalism, disrespect of others, and prevalence of guns of war is a dangerous mix.
- The abundance of homeless
- The amount of homeless and street people is concerning. The panhandle on every corner also. I no longer take walks or bike rides along city streets for these reasons.
- The amount of homeless people and addicts on the streets. Services not provided they resort to stealing and breaking into properties, sleeping on the streets because help isn't provided
- The amount of homeless people in the soccer field near my house, with possibility of break in of my residence.
- The amount of homeless people that are allowed to wonder wherever, be it the streets, around schools or on sidewalks. The amount of children that roam the streets at night and during school

hours. The absurdity the Police have adopted for fire works. Speeding cars near schools and play grounds. It seems the neighborhoods are forgot en. Police cars abound in a car chase. But, in the neighborhoods, we are on our own. Police do not have time for us. It might be pointed out that the more police check on this roaming public, the more they will detour them from breaking into homes, stealing and selling drugs. Crime starts in the home. Kids that skip school, steal from business etc., will go on to bigger crimes.

- The amount of speeders and reckless drivers (in neighborhoods and city streets) has increased. As well as the increased amount of speeders through school zones.
- the amount of vagrants in getting out of control. People do not feel safe with them around. It makes out town look bad.
- The constant fear that we'll be mugged getting into our car at a grocery store in the city, or that our vehicle will be bugled, or that my vehicle will be molested at an intersection by any of the 7 panhandlers and the 10 people living under the bridge. The next advertisement we do for the city, make sure we include images of drug addicts taking showers at the splash pad.
- The cops instigate all the things
- The growing number of illegals and homeless. I know both are very hard to contend with but that is concerning.
- The growing unhoused population and increasing number of folks on the street who seem to be struggling with addiction and mental illness.
- The homeless people everywhere!!! There is tents, camps, trash it is unsightly! There are panhandlers everywhere. All the way from I40 to I240. They are there all times of the day and night. They walk in the middle of the street, they are sleeping on the concrete under the bridges under the highway on main roads busy intersections! What is gonna happen when there is a wreck and a child is in the car and has to see a dead panhandler because the panhandler would NOT stay out of the street and off the easement! Out of HAND!
- The homeless people make me feel unsafe.
- the homeless population has become aggressive in their pan-handling
- The homeless population is a huge problem in okc. This issue need addressed. I can't believe you get off a plane at our wonderful airport only to drive north on meridian to homeless people all over the place trashing our streets!
- The increased level of serious crimes being committed daily. Prevention is the key not incarceration. That is not helping anybody.
- The number of uniformed officers I see around town and at events like the fair. It seems the numbers are dwindling in contrast to what the police chief and city leaders say.
- The overall level of hate fueled by political motives, ignorance, etc. leaves no room for anyone with beliefs outside of hard right wing. I literally don't feel safe in my own neighborhood because of it.
- The overwhelming number of homeless people who vandalize and destroy properties. A majority obviously have substance and mental health issues and have taken over numerous communities, parks, and local businesses throughout the city.
- The police are racist and violent.
- The police dept is full of gay-hating officers. They ALL look like they are in steroids and want to be extras in a tough man movie! Get back to community policing!

- the quality of our communities have saved by the decrease of number of homeless on the street- esp. at night.
- The rate of violent crimes that have no resolutions is a big concern. We are close to 10th & Rockwell and I am always concerned with all of the shooting I hear on a regular basis. The amount of homeless in the area is consistently rising from the first year we moved here. Some mental health, others that just do not care to handle responsibility. Education is the foundation of critical thinking, and critical thinking is something we are lacking on not only in the city; but across the state. Given the few reasons above, it has been nothing shy of a miracle that we have managed and successfully launched a manufacturing business in the city without any incidents.
- The rise in homeless population and all the encampments around town.
- The statistics of gun violence, violence against minorities, sex trafficking, missing people, and sexual assault on minors and adults.
- the unnecessary killing of law abiding citizens (esp. black men)
- The way the police are shooting people. It has to stop its not safe. Also all the other shootings.
- Theft spreading to all neighborhoods. Lack of prosecution and sentencing of criminals.
- Theft, vandalism and the homeless endemic
- There are a LOT of homeless people camping out in parks, downtown and on the sides of roads. While I don't know that they are unsafe, we need a better solution for them.
- There are far too many shootings.
- There are multiple shootings everyday and usually a fatality. Drug enforcement needs to be funded to stop the drug trade. Homelessness just increases day by day and puts a bad image on our city (I-40). Some code enforcement and laws need to be established to keep our city from looking dirty.
- There are not enough police officers. They are short handed need more officers.
- There are shootings all the time in the city. Bricktown is a great place during the day. My wife and I enjoy walking the river walk. But at night it's a place we 100% avoid. Would like to see more communication about how young adults can get more involved. Being a recent couple who moved here it's so hard to find places and groups to get involved in. Coming from Northwest Arkansas where there's so so much to do to OKC has been a disappointment.
- There are so many shootings each day and the homicide count is ridiculous. Gun violence is a huge issue in our city, including from our own police department. No wonder people don't call the police for help, it's most likely the police will shoot and kill an unarmed person and the district attorney will drop charges and the officers get away with murder and end up back on the streets.
- There are way too many homeless on the streets, little to no police officers. Most of the time homeless are fighting or showing public indecency. Since they are homeless they get no punishment. Meanwhile our kids happen to be viewers of all this.
- There is so much focus on Downtown and the special planning districts that the rest of the city has become downtrodden. Suburban neighborhoods that were once pristine are now looking run down. Reactive code enforcement simply does not help; neighborhoods sink to the lowest common denominator. The trails also need maintenance. Don't build more amenities that can't be maintained. There are actual holes in the West River Trail and the homeless are everywhere. OKC spends too much on Fire and Police and not enough on the things we use several times every day of the week. These are our only gripes. Everything else seems to be going well. Thanks for asking.

- stealing seems to be out of control and drugs, including too many marijuana stores. I think it all goes hand-in-hand. Better family and care about family values
- Things don't change. There is no patrol in our neighborhood. They turn a blind eye to homeless/sketchy areas. There are so many expired tags on vehicles here but I get charged extra if I'm a day late doing mine.
- Too many guns.
- Too many guns. We need more parks.
- Too many homeless meth heads on the streets.
- too many homeless people and people with access to guns
- too many people with guns
- Too many personal attacks, hotels are not safe. Many sections of town have "reputations" gang violence, not enough officers, cars being vandalized
- Too many shootings
- Too many shootings and thefts.
- Too many transients.
- too many transients/homeless
- Too many truck crews blocking roads, causing damages near, threatening innocent citizens with weapons.
- Too much reckless behavior, shootings, transients, homeless around downtown
- Too much violence downtown don't feel safe. Crime is high downtown.
- Transients downtown are a problem
- trash throughout the city, streets, roads, appearance of being unsafe ,too many shootings in downtown area
- Unsafe streets.
- Unsafe to walk streets
- Very rarely see police in my neighborhood unless something happens I would like to see police patrol neighborhoods more often
- Walking in the store in the evening every night I get confronted by someone wanting to fight.
- We do not feel safe in Bricktown or Downtown after dark.
- We have significant homelessness and mental health issues, and unfortunately sometimes that leads to unsafe situations. We desperately need more intervention services.
- We need more police officers
- While building and upgrading downtown/midtown areas is fantastic, it's pushed the undomed population into area neighborhoods. This is a huge issue that needs to be taken seriously by the city. I'm worried in particular about fires being started.
- Worn down streets that contain potholes, lack markings that can be seen at night or in the rain, lack sufficient lighting
- You can't even go to a rest on me 10th without worrying about getting mugged
- you cannot file policing reports and get back some of the things you need. the police department was closed to the public and the lobby is still closed to the public. I need police reports from the past and cannot see how to get these. These are before computer records and used to be in a file in the same office. With a wait and a fee these could be obtained, but nobody seems to know how to do this easily and also there are reports which have a second searchable serial number for

assigned detective action or prosecution which is also not obvious and may involve other counties but do not list notes and then you can't find the prior employee to ask what they know or did or did not do and why.

- You just don't know anymore where you are safe, too many crazy people doing random crazy violence!
- You put too much money into downtown and not enough on the street repair.

Q4a-3 [Other]. If you were dissatisfied to Q4-2, why are you dissatisfied with the enforcement of traffic laws?

- 2 years ago, an officer pulled me over for speeding, which I was not! I told him I was not, but another car had passed me that was. He still gave me a ticket and I had absolutely no recourse but to pay it as I was scheduled to be out of town at the time of the court date. That is just crap!!
- Blatant traffic violations don't get addressed thanks to dwindling numbers of officers and increasing 911 calls.
- Enforcing things that should be low priority and not the high priority.
- Every day I see speeders, drag racers, people running stop sign/and or stop lights, making illegal turns, tags on cars that are expired, saw one with the Indian which I loved but they replaced, if tags are expired, people don't have insurance, etc.
- Everywhere we drive I see expired car tags, up to a year. These cars should be stopped, towed away till owner gets tag and insurance and pay any and all fines.
- Excessive speeding; aggressive drivers; little regard for street signs
- Focus on the wrong things. Police should be patrolling for road rage, recklessness, and speeding in school zones, running school bus "reds", rather than hiding and catching speeders who are otherwise driving safely.
- Having lived here for 6 years, I never see a cop actually get anybody who is actually driving crazy and breaking the law, but will pull me over at 4am when I'm going home from a night shift and harass me when I'm doing 5 over the speed. When I was hit in an accident, the officer wouldn't investigate who was at fault, when it was clearly ME who wasn't at fault. Causing me to incur major financial loss.
- hot uniformly enforced
- I feel that my community is over police, and not given the proper education to understand why the laws and restrictions are put in place. The lack of readable street signs.
- I have seen people run red lights right in front of cops on NW Expressway- you will get 2 or 3 cars going through a red. Yet I got pulled over as a training exercise for some rookie who could not even figure out where we were- verbally informed me it was a road half mile ahead- but also said I blew a stop sign . . . when there had been no stop signs when she was behind me. Unfortunately, my personal recording device was not working. Then again, I also saw a officer headed west on Reno looking over at his laptop as he was going down the road- and we have laws against distracted driving or specifically using a cell phone.
- I see hundreds of cars daily with expired paper tags. Some of them expired by years. We need to start enforcing this
- Inconsistent enforcement of traffic laws, depending on location, time of month, and/or time of day. Too great an emphasis on excess speed and not enough emphasis on safe driving practices - slow drivers blocking traffic and causing backups, use of turn signals, proper use of left turn center lanes, etc.
- It's scary to be a pedestrian here
- mini bikes, go carts, dune buggies, off road motorcycles on residential streets- racing, no license plates
- My neighborhood needs more stop signs and enforcement. I regularly clock people cutting through the Belle Isle neighborhood at more than 45 MPH (I own a radar gun)
- Need to be more fair when it comes to giving citations as well as the overall compassion of police officers yes they need to enforce law but also have compassion towards others.
- Not enough free parking. Police are getting too much of our budget.

- Not number of citations, but enforcing traffic laws.
- Our cities population is exploding and there are more people on the streets. Red lights are constantly being run through, panhandlers in the streets. I've been hit by uninsured motorists and nothing is done to the offenders. Speeding tickets seem to be the main target.
- Paper tags expired everywhere
- people are running red lights at will
- People driving too fast, too slow or erratic Lu should be apprehended, but I totally disagree with high speed chases. The only exception should be in murder cases. High speed chases out too many lives at risk, especially if a serious, violent crime has not been committed.
- people run red lights
- People run stop signs all the time in my neighborhood.
- Police breaking the traffic laws they're supposed to enforce
- red light runners, need cameras
- road rage
- Rolling stops at stop signs. Speeders. Cars with burned out tail lights. Drivers not dimming headlights to oncoming traffic. Drivers NOT USING TURN SIGNALS.
- See police cars on rare occasions, thus no deterrent or citations given very often. Every so often you see the unmarked suv in the area.
- Stop signs and stop light runners
- The number of paper tags that are way out of date is unreal.
- The police focus solely on speeding violations. Rarely, if ever, do they worry about poor driving skills (lack of turn signals, following too closely, drivers on the phone...the list goes on and on). While I am all for policemen earning money in their off time, I really dislike that the police vehicles can be "hired" to direct traffic for whomever has the biggest "contribution."
- There are literally hundreds of people rolling around this city with long expired paper tags, likely uninsured.
- There is no policing in my area at all.
- They profile you if you are a person of color
- too many cars speeding & not obeying traffic laws and running red lights
- Too many people are driving badly with no police pulling them over. 3-4 vehicles turn on a red light when my light is green. Too many vehicles are zigzagging and speeding through the streets. I feel unsafe driving.
- Too many uninsured motorists.
- Traffic enforcement seems to be enforced differently in different parts of the city. Not enough stop sign enforcement. Do something about the speeding/racing on Broadway extension.
- traffic laws are made for everyone to follow
- Traffic laws enforced on the poor, not the aggressive higher income.
- Traffic laws should be followed by everyone, including police officers
- Traffic stops are used to harass people based on made up patterns and baseless accusations
- Unequal enforcement. Overpowering of Black communities and almost no police in most of okc. Response time to accidents or break ins over an hour while 100 police are in car chases.
- Uneven enforcement, people speeding thru neighborhoods.
- Very rarely see anyone pulled over these days, and traffic light runners and tailgaters do what they wish in the presence of officers with no fear of repercussions.

- Was given a hefty ticket for getting in the left hand turn lane two car lengths too early. I believe this police officer was out to prove a point as I have never been pulled over before in my life and had a spotless record prior to this incident. He was not understanding at all and very rude.

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

- A lot of violent crimes have been reported downtown especially later in the evening.
- After dark group of kids stand in streets and will not move if you are trying to get thru.
- After dark is not safe for any woman. There are homeless wandering around after dark.
- After dark, I would not go for a walk in my neighborhood. There are sometimes people hanging out in the park whom I wouldn't trust. Older teens sometimes treat public property with great disrespect to the extent of destroying playgrounds and damaging facilities such as benches and splash pads.
- after dark, people may be intoxicated
- After dark, the foot traffic really ramps up and I guess people feel more able to follow you. Someone followed me until I literally ran away this past Tuesday. Again, the city needs to take more responsibility for neighborhoods having displaced unhomed people for downtown areas that have been changed/gentrified.
- Again, Bricktown and the "adult fun" areas are consistently dealing with crime. Getting into some of these places, businesses are screening people at the door but once you're exposed on the street you're vulnerable.
- Again, homeless people are camping out all over. They might be safe, but it still startles me and I won't take my kid to a park with tents pitched. There's been a tent pitched at the park across from southeast middle school since before school started. The other day homeless people were sleeping under the tree. This doesn't seem safe for our children.
- Agitated homeless people
- Amount of wayward souls wondering
- Apartment complex has a lot of late night activity.
- Area still has a lot of crime.
- As far as downtown nothing but problems over at the transportation center the security is worthless and I'm constantly being harassed or threatened. As for my neighborhood gun shots go off frequently after dark. Very few police patrols
- As mentioned earlier, people experiencing homelessness, mental health issues, and substance abuse issues need more resources and assistance.
- because I am a woman and Latino
- Because of all the homeless areas I avoid businesses in those places day or night.
- Because of all the homeless people.
- Because of crime, car jackings, car break ins, road rage, lack of law enforcement.
- Because of that Trump person that makes me unsafe to be out in the city. Oklahoma is a red state so it's unsafe now.
- Because of the crime taking place in okc.
- Because of the homeless population.
- Because of the lack of police and the influx of crime
- Because the few times I have there have been gangs of kids causing chaos about.
- Because there are so many homeless and corrupt people
- Because there have been multiple burglaries
- Because there seems to be lack of surveillance at any time. There are no police in our area unless they are driving from Penn to Western, taking a shortcut or avoiding stoplights on 59th. There is a constant group of speeder's around our two schools. The homeless parade in little clothing and

disgusting filth. It is not a an area one feels safe to take a walk. Heaven forbid, if you leave a gate open.

- Because we hear GUNSHOTS!
- Being a single female, I'm afraid of being robbed, shot or abducted downtown... Too many people loitering around the alleys and parking lots. I feel I need to carry a gun for protection.
- Being threatened to fight every time.
- belief that personal crimes may occur
- Brick town is getting rowdy
- Brick town is getting scary again after dark.
- Brick town needs more presence on the weekends
- Bricktown after dark seems to be more unsafe lately
- Bricktown at night has become more and more dangerous. I rarely do anything down there any more.
- Bricktown at night is not safe for families. Too many un supervised hoodlums
- Bricktown is dangerous
- Bricktown is unsafe. Stars & stripes drugs
- Bums hanging around
- car break-ins, break-down in morals
- City parks are not safe at night due to homeless population. Instead of building miles of unused sidewalks maybe we should take care of the huge homeless problem and stop beggars on almost every street corner.
- City parks in our neighborhood has become a haven for those without homes. If you accidentally wake them by playing, the kids get yelled and cussed at. When we call for help with noise violations at parties that are leading to drinking and driving, the police won't even come, then fights break out at the party.
- Confrontations with panhandlers and drug users.
- crackheads
- Creepy people loitering, homeless and druggies around
- Crime
- Crime
- Crime
- Crime
- CRIME and homeless encampments full of drug users.
- crime and shootings in Downtown Area
- crime rate is too high to walk anywhere after dark- esp. for women
- Crimes against people, especially after dark, lack of apprehension of offenders
- crimes in neighborhood
- Criminal activity and shootings in Bricktown
- criminals are out at night
- Criminals, drugs, lack of police on patrol.
- crowd control
- Dangerous dogs
- dark areas
- do not feel safe after dark downtown unless I am with a group
- dogs and homeless people roaming the areas
- Dogs and people.

- Dogs running loose - potentially aggressive. Frequently hear of people/pets being fearful and/or attached when walking in their neighborhood.
- Dogs!!! Never know who's in the parks, etc. watching because I'm alone
- don't feel safe after dark, lots of vagrants roaming around
- Don't know who is a predator, homeless etc.
- Down to w does t feel safe because I rarely see police in the area
- Down town area is in safe okc PD does a great job but they can not be everywhere
- Down town is dark and doesn't feel safe to me.
- Down town. Knowledge of the crime that has happened
- Downtown after dark is generally empty.
- Downtown all the panhandlers during the day, some are pretty aggressive! And at night all the gang bangers running around! The city parks are full of homeless, Dolese park must have at least 100 homeless people living there!
- Downtown and Bricktown are not safe after dark.
- downtown area after dark due to crime
- Downtown at night is scary due to ignorant people consuming alcohol and just bad people in general exist downtown.
- Downtown by western to many homeless
- Downtown can be scary after dark.
- Downtown doesn't even feel safe during the day.
- Downtown gets sketchy at night
- downtown has dark spaces and too many vagrants
- Downtown has high homeless population. The city seems more interested in giving them bottled water than removing them from high traffic intersections
- downtown homeless is much higher than the past years
- Downtown is concerning to me.
- Downtown okc is not where I would go or recommend to anyone. Not safe from gangs, shootings and woke nuts.
- Downtown okc near the city bus terminal is an eyesore!! It is filthy, horribly unsafe, poorly planned and lacks a law enforcement presence. The driver drive the streets as if everyone should yield to them as they speed in and out of the terminal and take more than 1 lane of travel. A true plan to address the homeless population in a humane way is well OVERDUE. I am no suggesting displacing them so the "rich folks" crowding into the downtown area don't have to see or interact with folks suffering from mental health issues.
- downtown still is not as safe as it should be
- Drug addicts shooting drugs and homeless using parks as campsites
- Drug deals and people having sex in cars in my neighborhood.
- Druggies laying around on sidewalks - homeless tents - beggars.
- Due to crimes reported in the news.
- Due to vagrants and the numerous tent communities etc. It isn't just one every once in a while. Feel outnumbered and I wouldn't walk anywhere alone.
- During visits to the downtown area, I have been accosted by transients and / or someone seeking physical altercations including physical and verbal confrontation. Interdiction by business owners or well-meaning citizens prevented more serious events. Remembering those incidents, I try to eliminate visits to the downtown area or I make sure to heighten my awareness of the surrounding environment. My guests notice this vigilance. In addition, crimes of opportunity are

on the rise in my neighborhood. So frequent are these crimes that my neighbors have resorted to lighting the block to the point our area resembles a outdoor sporting arena. Outdoor security lights now flood into windows and gardens. They spoil the effect of landscape lighting that used to be a point of pride for me. Throwing problems at the feet of public administrators without offering a solution is poor citizenship. I understand the plight of the homeless and feel a deep sympathy. The cost of living continues to rise simply because of the greed of corporate institutions. The solution to homelessness as well as battling perpetrators of crime are issues that could be improved with a quality education system. However, ideological attacks on educators by state administrators prevent those educators from doing what they do so very, very well: The education of the next generation.

- Fear of assault or getting robbed.
- Folks naturally do bad things when it gets dark.
- For all of the money spent on bringing downtown back to life, I avoid the area, due to constantly having to "watch my back" wherever I go. I'm always aware of my surroundings, but this is ridiculous, and I just won't go anymore.
- Gang activity
- Gang activity
- gangs
- gangs & homeless in some parks
- gangs, live in old neighborhood
- General feeling of not being able to protect the self, being obviously marginalized in the current Oklahoma and United States climate, a lack of affordable housing and food making people more desperate and crime rising
- Going to Bricktown after dark is very dangerous, we as a family never go
- Growing homeless population
- Have seen kids walking around openly carrying firearms. Bulldogs roaming ready to bite a foot right off of a person
- Have you been to any? As a single person it feels unsafe a lot of times navigating public facilities.
- Have you seen the crime rate lately, people are getting robbed, shot at, car jacked every day
- hearing about shootings, theft, etc.
- High rates of drive-by shootings, kidnappings, muggings.
- High unhoused presence. We need to provide services for these people instead of chasing them around town.
- History of robbery in our neighborhood
- History of violent incidents
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- homeless & immigrants
- Homeless and other characters walking around.
- Homeless and/or mentally ill persons, homeless camps, theft, burglary.
- Homeless approach everyone. Many have mental health issues

- Homeless are everywhere; almost all have mental issues, some are on drugs, and several have no regard for public decency.
- Homeless begging for money.
- Homeless camps are everywhere and constant aggressive panhandling. In all the parks
- homeless camps- at Reno & Western areas, bus station. 3yrs living downtown has gone from pleasant to accosted frequently
- Homeless camps drug use and sales of drugs people panhandling and sleeping in front of restaurants
- Homeless camps, people walking around at night
- Homeless encampments that are ignored along with the criminal element from illegal drugs
- Homeless fighting or threatening you.
- Homeless in the area
- Homeless is out at night like roaches.
- Homeless issues need to be resolved
- Homeless nearby allowed to panhandle and leave debris in underpass at 240/Western. Items have been taken from my porch. Home break in a few years ago
- Homeless panhandlers. The popularity of guns
- Homeless people
- Homeless people and drunks
- Homeless people are all over the place especially in my neighborhood stealing stuff and downtown
- Homeless people around my neighborhood are unstable and unsettling.
- Homeless people begging for money everywhere!
- Homeless people everywhere, drug users. Areas are covered by tents, trash and in front of stores
- Homeless people everywhere.
- Homeless people walking around everywhere. Also many loose dogs in the neighborhood.
- Homeless people, drug deals, speeding cars and motorcycles
- Homeless persons are unchecked and political leaders are inept in dealing with this in a constructive manner. There are too many social justice warriors on the council who are clueless about the real world.
- Homeless population
- Homeless population
- Homeless population
- Homeless population has grown because city leadership is not doing enough to enforce laws.
- Homeless population is growing in my area. 39th and Penn. some of them come across as hostile.
- Homeless sleeping in the parks. Went to take my daughter and they had traps and blankets all of the play equipment sleeping. High or drunk in a area for families and children isn't it ok!
- homeless walking all hours of night
- Homeless wondering around. Panhandlers begging for money.
- homeless, fighting, gangs
- Homeless, mentally ill in these areas
- Homeless, panhandlers and shootings.
- homeless, youth
- Homeless/mentally unstable population
- Homelessness and assaults are way up in okc

- Homelessness and drug use has exploded in our neighborhood since we bought our home around December 2019! When we first moved in I'd frequently walk along the trail in our neighborhood. Now I barely feel safe there because of the homeless people camping and hanging out day and night. Last time I was there there were at least 3 abandoned overnight camps of homeless people. There was a stolen purse with contents of the purse strewn about, clothes, and trash everywhere. I've now found 3 syringes in our neighborhood! We have a 7 year old and I don't want to take him down there anymore. I saw the "survey" the city supposedly conducted on the homeless population and it's obviously a joke or had no funding to be properly assessed. These people are stumbling around every corner and standing on every intersection of our city! It breaks my heart the city isn't doing anything to help these people - absolutely unacceptable! Earlier this year my office, located 2 blocks from my home, was broken into. The window was smashed and my belongings were stolen.
- Housing crisis with homelessness on the rise- it's not safe.
- I am always on high alert. Too many people doing drugs
- I am an average non-descript white woman. When I take my kids to the park, it's uneventful. Should I go with a friend of color, they get a very different reaction. It's hard to trust Jekyll and Hyde neighbors that seem to have their actions justified by many of those in office.
- I am approached often by males in groups asking for my name and number or money.
- I am approached or verbally harassed by homeless people.
- I am femme presenting and it is always an issue when walking in an urban area at night.
- I do not feel safe going out after dark.
- I do not feel safe in crowds at night. Afraid for kids in schools. Shopping areas.
- I do not walk around after dark
- I don't think it's safe anywhere at night.
- I don't think walking anywhere after dark is safe in general.
- I don't know my neighbors
- I don't really have a good answer to this flawed question if you don't know already.
- I feel if I go down town I need to carry concealed to remain safe
- I feel the Bricktown area not as safe after 12 pm. I indicated dissatisfaction with streets as well, but that does not mean I endorse the building of any extra toll roads. I am most familiar with city streets in the southwest side of town, and some of those need to be addressed.
- I feel there is still too much crime in the entertainment districts in the downtown midtown areas.
- I feel unsafe being out after dark
- I feel unsafe walking after dark in my neighborhood, because of the homeless people living in the soccer field a half a block from my house.
- I feel vulnerable in downtown areas & city parks at night if I'm by myself because there is not enough protection.
- I have 3 children & don't feel safe taking them out
- I have needed to re-route several times while walking downtown
- I have no sidewalks past my dead end cul-de-sac. So I rarely feel safe walking beyond that with the traffic close to me.
- I have to travel to areas on the other side of town to enjoy a park. Unknown if I am safe or not. Nothing within 10 miles of my home. West OKC
- I live 6 blocks from spring lake division. 4 accounts of property stolen. Nothing done other than a report taken ??
- I live in an area full of transients and aggressive panhandlers. The city put in sidewalks to make the area walkable. But as a female, I am frightened to walk from Shepherd Neighborhood to the

Plaza District or other surrounding districts. Plus the lights on the main streets never work. It's very dark and unsafe.

- I live in midtown and have been verbally assaulted several times by unstable homeless individuals when out walking alone (one time my husband was with me). You just never know when you may come across someone that is mentally unstable and can turn violent. I will not walk my neighborhood alone anymore. I always go to one of the local parks and walk there.
- I live in southside Oklahoma City (Near Shartel between 29th and 36th). I don't feel safe walking at night because there are always strange people walking at night. Many people also do not have their dogs on leashes .
- I live in the classentenpen neighborhood and the homeless problem is huge, we can't even use our nearby parks because homeless people own them 24/7. Create more homeless and mental health services and spread them out across the city and suburbs. The city needs to sell the abandoned schools in the metro park neighborhood, they've been sitting on them for years and finally put one of them up for sale recently. The city needs to be more open to rezoning especially the school that is for sale so it can be turned into something productive and attractive like lofts with bottom floor shops. The city also needs to find someone to develop the city owned empty lots along 10th street from n Pennsylvania to n classen.
- I live in the plaza area. Homeless and or lower income folks get more brazen in bothering me for money after dark. Also people leaving the bars and speeding along 16th st. Really speeding is a problem on 16th all day long. Occasionally I will see people fighting in the street outside my house after dark.
- I live near the urban core, and there are often folks sleeping in our neighborhood park or traversing the major street that borders our neighborhood (Penn)
- I live next to a trail where homeless are camping
- I live off of Lyrewood either way it's known as the hood, so I'm careful at night especially but I do keep an eye out during the day also. Overall, it's not a bad place to live though
- I live off of S 44th and Western where there are homeless everywhere. They make camps and just lay or sit on the sidewalks. I refuse to go to the grocery store if it is getting dark because of the loitering people just watching shoppers. I am approached often for handouts. The same for the park's downtown and river trail's downtown. Scissortail is fine when there are people there but it's certainly not a place you would want to be after dark without a significant group. The river trails are scary because the homeless just come out of nowhere and there is no police presence.
- So sad to see this in our city.
- I personally don't walk at night anywhere.
- I see strangers roaming at night
- I walk alone
- I would like to see more of a police presence and crowd control during weekends mostly at night.
- I'm in the country
- I'm living in Lyrewood Lane where gunshots are heard almost every week. Management of apartment complex is lousy. Right now, garbage collection had stopped on its 3rd week. Last year, a postman was held up in broad daylight.
- In Bricktown I felt/perceived gang activity with big groups of cussing and loud young adults. It appeared dirty and there wasn't the usual crowd of families and "date night" couples as I used to see 5-10 years ago. It was sad, and I won't be back to Bricktown due to the unsafe and unsavory crowd. In downtown the homeless population is out of control.
- In Midtown there are a lot of homeless and delayed police response

- In the downtown area, many times I do not know where I am actually headed and worry I will turn down the wrong street. Being unfamiliar with the downtown, I am not sure if I will end up with a business closed (but sign still around) and then I need to cross back to where I parked my car. Lack of people around impacts this. I am never sure if drivers will comply with pedestrian crossings.
- Increased crime more homeless entering our neighborhoods for shelter. Higher crime rates in nearby apartment complexes.
- increased homeless in the city
- Increasing homeless population makes me feel unsafe in certain areas.
- influx of people who do not follow city ordinances/ don't mow/ have a ton of cars in their driveway
- It depends on which park if I would feel safe. I don't feel all that safe walking in my neighborhood because of stray dogs and people walking dogs without leash.
- It seems to be at night time the likelihood of crime increases. Also with the heat the likelihood of crime increases. I see more incidents of drive-by shootings lately as well.
- It's just not wise to be walking after dark anywhere, in this day , only if necessary!!
- I've seen some scary people walking around town asking for things besides money
- Just last night we were at the Civic Center for a Broadway play and walking to our car had to step over people sleeping on the sidewalk and even had to cross the street to get safely around a crazy person sitting on the sidewalk pounding his shoe, very hard and loudly on the sidewalk and yelling random things.
- Just not safe to be downtown
- just the overall people in the world today
- Known drug dealers and criminals living in my neighborhood, lax police enforcement
- Lack of lighting and a place to walk due to lack of sidewalks. Overly aggressive police unwilling to deescalate a situation to understand what is going on
- lack of lighting and high crime rate
- Lack of lighting and sidewalks.
- Lack of night street lights. We have a very dark City at night. Police don't walk around and drive around much. Get out and walk some
- Lack of overall protection
- Lack of patrol and or on foot officers in the downtown area
- Lack of police disability
- Lack of police on routine patrol in neighborhoods. There is no program to bond neighborhoods ,with local officers. If we can meet the weather teams at a mall on a Saturday, why not meet the people who keep us safe and how they do it.
- Lack of police presence at night.
- Lack of police presence. Homeless people. Some with mental issues. Someone tried to break through her front door at 10 PM while we were at home.
- Lack of street lighting
- Lack of sufficient police officers in all areas. Criminals know that are unlikely to get caught due to having time to leave and get away because police are not nearby to respond.
- Lack of well lit areas increase in unusual wildlife in neighborhood areas (raccoons, skunks, opossums).
- Large groups of people and confusion. No obvious "safety" provisions
- Large groups of teens or young adults wandering around. Street people asking for money
- Large homeless population and bars close to residential areas

- Last time I took my son to a park a vagrant was on the play equipment passed out surrounded by alcohol bottles and a needle in his arm. Another friend's last trip was because one had peed on a slide
- Latest trouble in bricktown
- lighting system his weak
- Lighting.
- Local news reports
- located in sketchy areas, not enough lighting
- look at our current property theft and personal crimes stats. Some of the highest in the nation
- Loose dogs
- Loose dogs
- Loose dogs and people coming from the relax motel.
- loose dogs and teens out late
- Loose dogs in this neighborhood and in the city in general. I used to walk our Great Pyrenees regularly in the neighborhood. Too many NextDoor posts about aggressive dogs. My girl was attacked by a German shepherd in the city on the Bert Cooper trail about 8 months ago. Sometimes my young daughter would walk with me. She just wasn't with me that day-thank God. It is a real problem.
- Loose dogs running free, no longer walk in my neighborhood because of dogs. I have not seen any of the people in retirement places walk either.
- Lots gangs come out at night
- Lots of homeless downtown.
- Lots of homeless in our Gatewood UCD area.
- lots of homeless, break-ins, car theft, drug dealers
- lots of pit bulls and loose dogs roaming around
- lots of unsavory people walking around
- low income apartments nearby
- Lyrewood is a very unsafe area!
- Mainly because it is very dark, no Street lights. We live on 5 acres tracks. Also neighbors don't keep their dogs in their yard. We get chased on bikes and walking/running
- Many people suffering from major mental health and monetary issues.
- Mentally ill people everywhere, housed and unhoused. Wages are stagnant, costs are up, people are desperate.
- Mentally unwell people walking around, having episodes
- more "drug houses" & homeless and more cannabis
- more crime
- More crime occurs after dark
- More downtown police officers
- More police in bricktown
- Most areas don't have sidewalks to safely walk. I live in a "nice" area and it's not conducive to walk. Driver's are aggressive and many don't pay attention.
- Most city parks are in bad areas, no patrols by police, gangbangers hang out there.
- Motorists regularly speed 15-20mph above the limit in my neighborhood. I have phoned the police several times begging for additional patrol, but help doesn't come because there simply isn't enough coverage.
- Multiple shootings in downtown,

- my area is fine except Sec 8 housing is near. They are problems
- My city street has no sidewalks and is dimly lit. To walk, you have to walk in the street. I do not feel comfortable walking in the street with my dogs or stroller.
- My neighbor has no side walks or street lights and a lot of speeding cars
- My neighborhood can be sketchy at night.
- My neighborhood is low income. People are loud and don't have respect for others. They let their dogs loose. There have been so many times where I'm scared I'm going to get bit by dogs.
- My neighborhood is near a school and well-lit. Crime areas downtown at night, specifically Bricktown. Our city parks are mostly well-kept and free of crime during the daytime.
- My neighborhood is nice but open to surrounding miscreants. It is well known there are car thieves nightly. There is a half way house close by as well as a new homeless shelter that the public was not made aware of.
- My previous response indicated we live near the 10th & Rockwell intersection. I wouldn't let my family out of our gated yard under any circumstances past dark. Random acts of violence with people who have nothing to lose is a dangerous mixture that we cannot risk. We would love to go on afternoon bike rides, early morning runs, and even some night-time strolls through the city. But it seems like a distant dream that is only getting further out of reach.
- Need to repair lights on trails and signage
- Neighborhood is and has changed. Never see police cars in Neighborhood. Of course that probably is a good thing. Means no problems I suppose.
- Neighborhood is too dark at night
- Never sure where the homeless have taken over an empty house.
- news advertising crimes
- News reports about drive by shootings and assaults.
- Nightly shooting, neighborhood break ends , polices& fire stretched over larger areas due to continued housing/apartments development. Brick town has issues frequently with crime.
- No code enforcement and no police in the area. Too slow to respond
- No enough lighting around my neighborhood.
- No particular reason, I'm a female walking alone which always makes me feel on high alert.
- No patrol
- no police in my area at all. 25mph on streets
- No police presence, lots of unlawfulness going on and nobody doing anything
- No street lights and loose dogs
- No street lights cars speed up and down. Our neighborhood streets
- not adequate presence
- Not enough law enforcement around.
- not enough lighting or sidewalks.
- Not enough lights
- Not enough lights
- Not enough lights
- Not enough police presence
- Not enough police presence. Depends on location of park.
- Not enough sidewalks
- not enough street lighting
- not enough street lights to light up neighborhoods
- Nothing good happens after dark, get people home where they belong

- Nowhere is safe to walk after dark.
- Nuisance animals are a huge problem. The number of uncontrolled, large breed dogs is excessive, and city animal control is really not helpful.
- Numerous events reported on the news regarding public safety in some neighborhoods.
- Numerous homeless with aggressiveness
- Oklahoma City is now a top-20 city. We have big city problems. Mayor Holt wants to dance around the murder rate and, instead, talk about feel-good things that don't mean squat. Let's talk the gang problem or the theft problem or any other actual crime issue.
- On rare occasions homeless people are in the park next door to my condo. They have also inundated the area of Penn and interstate 44 in the five years she has lived there. If the situation had been as such when we went to look before buying we would not have purchased the home.
- On the SW side the homeless problem around the store areas on 29th and drug use plus all the loose dogs on the streets and people driving over the speed limits
- Once again, we live in the metro area and there are homeless camps everywhere
- Our neighborhood has a lot of homeless people that sleep at the park. In downtown with the amount of people it appears to be not patrolled as well and therefore unsafe
- out of control kids. Too much section 8 housing allowed in the area
- Owners of vicious dogs should be accountable for all the actions of their vicious dogs. For example, Antwon Demetris Burk owned two pit-bulls that killed a lady and her dog in my neighborhood. Antwon got no prison time and no fine, so he doesn't care. He should be in prison and fined. The lady who died and her family still carry the sadness of her horrible death.
- Panhandlers, homeless people, drug addicts are everywhere!!!! Get them off of the street and OUT of our city!
- parks after dark- attracts undesirable folks
- People are just roaming around. Some are looking for trouble.
- people get drunk and into trouble downtown
- People just hanging out
- People roaming around.
- people walking up to you & asking for money & getting mad
- police don't patrol enough
- Police force is spending too much effort on private business and not in the community. There is a bicycle chop shop on Virginia and Main.
- Presence of homeless close to pedestrian areas, neighborhood youth with absent parents
- Rampant crime has become worse around the nation, but especially in big cities. More police presence is needed.
- Random gun shots
- random people walking around and the crimes that already happened
- recent news reports, only concerned with certain areas.
- See 3a. Also, I walk Draper Lake Trail, always cars & motorcycles speeding on Midwest Blvd
- See above answer ... people are crazy and unpredictable
- See Q3a
- Seems like Bricktown & Downtown are not as safe, recently. Even reaching up to Midtown, more violent crimes seem to make the news.
- seems like there are always people with bad intentions, everywhere
- Sidewalks.
- So many bad people that want something for nothing.

- So many homeless in the area of NW 23rd and penn.
- So many homeless people and drug users walking around.
- So many homeless walk the neighborhood at night looking for stuff to steal and breaking in cars.
- Some areas are not well lit. Not enough police presence.
- Some people on streets are scary. Too much assault on some streets
- Sometimes there is not luminosity.
- Statistics on gun violence, sexual assault and trafficking, missing people, lack of walkability, low quality and lack of public transportation throughout the city, police violence or lack of presence in areas with high violence. I like the efforts towards supporting homeless and those seeking help recovering from mental illness and substance abuse, but there are still cases of violence towards civilians. More efforts may help, or at least police presence in risky areas.
- Stray dogs gangs And street people
- Suspicious individuals or activities. Drug related?
- teens harassing people in the parks, breaking into vehicles
- the amount of homeless around downtown, panhandlers and the unsightliness of the homeless encampments around all the major intersections and overpasses
- The amount of transients and individuals with mental illness congregating in many areas. It seems that as the downtown area has improved they have been pushed to meridian area around I-40. I think the area around the airport needs attention. If visitors to the hotels need to grab a few items the shopping center at meridian and reno is scary. Also, the panhandling and tents in the medians of our intersections is dangerous for everyone. It slows traffic, as some people stop to give money etc. I even hate all the organizations that have started panhandling at busy intersections.
- The amount of unhoused people walking around, yelling, asking for money, harassing people who say no or ignore them. The amount of unhoused people living on and walking on neighborhood streets is a huge problem.
- The area I live at has too many weird people, too many people speed
- The bad guys are not afraid of breaking the law and it shows terribly. No accountability what so ever
- the downtown area has many homeless street people & drugs
- The downtown is no longer a safe place to walk around after dark. Too many shootings and gang activity in the area.
- The druggie and homeless population is scary because many of them are very active at night and harass people
- The homeless and drug people that wonder around at night.
- The homeless and their mental health issues.
- The homeless downtown is downright scary and unacceptable.
- The homeless population along I40 needs to be addressed in a loving way. People with mental health issues walk around my area quite frequently and mixed with hard drugs it seems like it isn't safe. Glad we have open carry laws. Also fix the lights to increase flow. Literally an AI program can make it happen. No reason to stop at a mid mile light for someone turning right.
- The homeless population is dominating the city, especially near the downtown bus hub. Drug activity is a regular event at the bus hub and so is gang presence. I as a regular working OKC citizen can never see myself making regular use of the Embark system. It's unsafe and the protection provided there seems to be useless or completely ineffective. THERE NEED TO BE MINIMALLY TWO ON DUTY OKC POLICE OFFICERS at the bus hub anytime service is in progress.

- The homeless population is growing even more. Walking is not safe in almost every neighborhood. Downtown and Midtown are the worst. I took the kids to a park and there were 6 homeless people asleep. One started yelling at my 10 year old for being loud on the playground. This was daytime.
- the homeless population is out of control. The homeless population is taking over parks and public spaces and the police do nothing as a matter of fact there is a new law this year that requires police give vagrants a 24 hr. notice to move off not their properties. Seeing less children in parks and more tents and clothes lines it's ridiculous, but the property taxes keep rising. . . .
- The homeless population needs to be addressed. Our country need to help them before we send funds to other countries. Our State and city leaders need to find a way to help our homeless community.
- The homeless populations seems to have really taken off of the last few years and we need to address ways in which to provide housing for these people instead of letting them live in tent cities all across our downtown area and panhandling areas
- The homeless problem is out of control. Every day I spot a new homeless camp. There have been friends and neighbors reporting drug dealing near NW 23rd and Penn for years, yet they always seem to be there to prey/create/contribute to the homelessness.
- The homeless.
- The increase in vagrants in our neighborhood, some of them have significant mental health issues, they approach children at bus stops, the proximity of gang violence to our community.
- The lack of addressing panhandling, public intoxication, & homeless camped out everywhere
- the new sidewalks have helped. People don't use them like they should, still walk in the street
- The number of homeless downtown makes me uncomfortable.
- the unknown
- Thefts, tent camps, too many homeless people
- There are a lot of homeless people out, and many of them need professional help, as they are genuinely mentally unstable. Anytime I have to be out at night I regularly get accosted and/or harassed by the homeless asking me for money, with some getting quite threatening when I say no.
- There are a lot of vagrants/homeless and drug use in the City. Being approached, as a woman, is unsettling.
- There are lots of dogs wandering around in this neighborhood sometimes, so I'm scared of other dogs trying to bite me
- There are lots of homeless people living in and around public trails and parks.
- there are many streets walkers/dealers in my neighborhood. We need more drug reform
- There are people that maybe sleeping in these areas. The transient is a problem.
- There are stories about people being robbed at knife-point downtown near Myriad Gardens, and regardless of where the city is, the downtown area tends to be more dangerous because of a larger homeless population and all of the places to hide/disappear because of the number and size of buildings. I would say I feel safer in downtown Oklahoma City than in downtown Memphis, which I grew up near.
- There are stray animals in our area that are aggressive despite calls to animal control. Animal control needs to be doubled and that needs to be enforced. I don't feel safe due to the number of street people and homeless camps everywhere. We need enforcement. They beg on corners blocking traffic and standing in the street to approach cars. I am afraid I will hit someone. Regarding parks — Some city parks (such as Woodson) WERE nice areas for family. When that park was first donated to the city many years ago, it was in the stipulation it could not be used for anything residents would be charged to use. Now it has been renovated, locked up and no longer

available for family use. It is being used for ball fields that are either rented out for groups or city programs. It was being used by families constantly. The groups that were playing there have been forced to move to private fields like before we had such parks.

- There is a great deal of person to person crime that occurs in the downtown/ Bricktown area.
- There is a growing homeless population that is becoming very aggressive and there have been many shootings at night throughout Oklahoma City.
- There is a large population of criminal people out at night who will approach you specifically in and around bricktown. Some are just homeless but others are criminal. There is a big difference between the two.
- There is a lot of crime in OKC.
- There is a significant population of homeless and gang activity in the downtown/bricktown area.
- There is an apartment complex at the end of our neighborhood and the speed limit is totally ignored, mostly by those who live in the apartment. We have people walking and children playing and the traffic is allowed to drive 40 plus miles per hour.
- There is never an obvious police presence in my neighborhood. Where are all the police? Working out at the gym is my guess.
- There is not enough street lighting in many areas of OKC that make it unsafe to walk at night.
- There seem to be a lot of violent incidents in Bricktown on the weekends, so I don't like to go down there or take my family after dark. That makes me sad b/c it's a great city.
- There's too many homeless and vagrants looking for opportunities to commit crimes of opportunity on law abiding citizens.
- There's a lot of trouble at night
- Thieves even try to get into my backyard at night and steal lighting from my front yard. I've chased them off a few times, but I've also seen them harass people walking their dogs around sunset.
- too many people consuming alcohol flow from bricktown
- Too many homeless and people with mental problems in my neighborhood. Just ask police they are aware of issue.
- Too close to major city streets and older part of OKC plus footprint to staff ratio of Sprengle Division. (Persimmon Hill)
- Too dark at night, too many homeless
- Too many attacks on people in the downtown area too many underage kids running the streets
- Too many bars and way too many guns! Not enough Police or Security presence. There are also too many unlit areas.
- Too many car break ins. Shooting in the metro in general.
- Too many crazies out there. People are angry, no respect for others, selfish, immoral, Godless. Most People don't care about anyone but themselves.
- Too many crimes reported downtown, especially in Bricktown
- Too many drug heads in the parks
- too many drunk and high people on the streets with a low per capita police presence
- Too many homeless - stop building worthless bicycle lanes that no one uses and use the funds to assist homelessness around downtown.
- Too many homeless and people begging on the streets, people just hanging outside at convenience stores.
- Too many homeless around
- too many homeless downtown
- Too many homeless downtown or living in tents in our parks.

- Too many homeless hanging out in my neighborhood.
- Too many homeless interactions while walking Downtown area. Not particularly Bricktown but courthouse and city hall area
- Too many homeless mentally challenged people everywhere
- too many homeless- not enough police presence
- too many homeless people
- Too many homeless people
- Too many homeless people. Too many people with mental health issues making it unsafe to walk around.
- Too many homeless walking around. Need more police.
- Too many homeless. Too many drug deals going down and too many kids walking around thinking they bad and gonna take care of it themselves.
- too many illegal aliens invading our city
- Too many individuals hang around convenience stores and intersections.
- Too many kids that are out at night when they should be home with supervision
- too many people ganging around houses and not sure what they are doing.
- too many people walking at night, little to no police presence in neighborhoods
- Too many people walking dogs with no leash.
- Too many people with guns and a short temper
- Too many people with weapons. I feel that I would be stopped or harassed because I don't look like I live be in the neighborhood.
- Too many roaming the neighborhood after dark.
- too many seedy characters downtown
- Too many shootings downtown
- too many shootings in downtown area
- Too many shootings.
- Too many transients and homeless on the streets. Increasing number of gang related and drive by shootings
- Too many transients committing crimes.
- too many transients in the area
- Too many transients.
- Too many transients. The city needs to do something about them being everywhere. They are a public health risk. The police department needs more officers to patrol the areas and be able to do something about the homeless people.
- Too many unlit areas. Too many empty structures. No really good shelters for the homeless.
- too may people have no respect or regard for others
- Too much cars driving high speed, guns being g shooting
- Too much crime
- Too much crime
- Too much crime
- Too much crime
- Too much crime. Too much domestic violence. I rarely see the police pull anyone over anymore?!
- Too much crime/violence in our area
- Too much going on in every neighborhood! And it's not good! Lots of car burglaries, break-ins, shootings
- Too much seems to be happening to innocent people

- Too much traffic, not enough sidewalks.
- too old to run
- Traffic speeding through residential areas.
- Traffic uncontrolled, no parking available without \$\$\$\$, poorly lit, sidewalks dirty,
- Transients are a problem and they're everywhere.
- Transients- mentally ill- drugged up roaming around
- Unhoused people on all of the benches and sidewalks. I have to practically walk over them in city parking garages in the mornings
- unleashed pets
- unsafe at night because I am a woman
- Unsavory people on the streets. Harassment by others on the street.
- vagrants everywhere
- Vagrants, homeless and criminals run wild downtown. Downtown is not a safe place to be, particularly after dark. Bricktown is out of control with drugs and violence.
- Very rarely ever see patrol cars in the neighborhood. I see people running stop signs on a daily basis.
- Walking downtown after dark can be concerning.
- Want more protection
- Watch the local news - we have crime happening daily. In fact, last night our neighborhood homeowners' association text was following someone suspicious walking onto our properties and around our homes.
- Watch the news. Too much violent crime in NW OKC made us decide to move to Cleveland county. Panhandlers are too aggressive.
- Way too many homeless people now.
- We need more street lights.
- Would not feel safe walking after dark most places.
- WOULD NOT GO DOWNTOWN BY MYSELF
- You never know when someone is up to no good. Lots of crime.
- Young kids hanging downtown/Bricktown. Crime in general.

Q6a-4 [Other]. If YES to Question 6, what was the nature of your contact with the police officer?

- 39th and Penn - under bridge - homeless thieves
- 911 call on transients
- A child not dressed for cold weather was walking down middle of street by herself, a toddler maybe 2 y/o, I called okc pd they responded promptly.
- Accident
- accident, disturbance
- Administration
- Alarm malfunction at home. Seen shooting at neighbor through fence without identification
- Alarm sounding
- Alarm went off and police responded
- Allowed an individual to access my property without alerting me that they were on my property.
- Amazon accused me of stealing my package
- An intoxicated person on my porch.
- Animal control
- annual police visit
- Arrested for protesting, multiple encounters at public meetings
- Asked for increased patrols of neighborhood. We have a stop sign in front of our house that people run 99% of the time
- Asked where I could cross the marathon
- Asking questions regarding my rights as a tenant
- At an event at paycom
- at the voters booth when he voted
- attempted to seek help reporting child neglect
- attorney
- B&E in my neighborhood, took police 45 min to get there and I live in the metroplex
- Belligerent neighbor
- burglar alarm set off
- buying them breakfast without them knowing
- Call on child threatening himself.
- Call to report a crime
- Called based on someone in my driveway
- Called because of domestic violence next door!
- Called for a welfare check on a neighbor. He had passed. The cop was great!
- Called for help when someone else had a car accident next to me.
- Called for welfare check
- called in drunk driver info-testified in court against him
- Called on possible break in.
- Called to my home
- Called to report a suspicious person on my property.
- Called when people were knocking on my door and shouting to be let in. They left before police arrived. Responding officer made fun of me.
- Calling to report violent behavior of houseless people in my neighborhood
- Car accident witness

- Car parked in front of my home. Person sitting in the car.
- casual
- Checking crime in my neighborhood.
- Checking on neighborhood
- checking on someone at my work
- CIT mental health
- citizen assist
- Citizens Police Academy
- Civil
- CO-2 alarm
- Community event (blood drive)
- Community events
- Community events
- Community events
- Community outreach
- Confused elderly man walking down middle of the street
- Contact at events
- Contacted about video for a crime committed near my home.
- conversation
- conversation about crime I reported
- Coparenting/custody/visitation issue
- Crime committed on my street
- crimes in old neighborhood
- Custody dispute.
- Dahs home visit
- daughter accidentally called 911
- dealing with calling out
- Death of tenant
- Delivery purchase report
- dementia neighbor called, officer simply told us to call if needed
- Discuss disturbing activities at a neighbor
- Dispute with neighbor
- Disturbance at a neighbors home concerning domestic violence. Officers made an inquiry to me about what I knew. They were very respectful.
- Dog barking
- Dog complaint
- domestic at another apt
- Domestic disturbances
- Events
- Eviction
- family visit regarding death of family member
- fire arm question
- Foot patrols outside of Thunder games
- Found neighbor dead in apartment.
- friendly conversation
- Go to church with an officer

- gr daughter abused by husband
- Had called ambulance for my dad, and police came also, as a routine I think.
- Had one on my lawn I talked to during and armed stand off at the corner of 16th and McKinley.
- Had to call about underage neighbors drinking and driving.
- Had to call because drugs were being sold at the transit center
- He was my customer
- He's a friend
- Help an elder.
- Help with the homeless.
- helped with car trouble
- Helping with car accident on I235
- HOA Board member in touch with Msgt. Skalla
- Homeless
- homeless agitated man
- Homeless camp by my home.
- Homeless camps on our business property.
- Homeless disturbing the public
- Homeless drunk passed out on sidewalk and traffic accidents
- Homeless hanging around in my backyard and cutting my fence
- Homeless on commercial property
- Homeless people being aggressive
- Homeless people left their things by my house after being moved out an encampment.
- Homeless people stealing from my front porch.
- Homeless people trans passing my property
- Homeless people.
- Homeless person trespassing in apartment complex
- house alarm went off and monitoring office called police
- Husband with dementia took car, police were wonderful helping to find him.
- I called about suspicious substance
- I reported finding a stolen item.
- I spoke to him while he was on guard at an OnCue. They have better security than your bus hub downtown. Lol
- I was a potential witness.
- I work in a hospital and deal with many of them daily.
- I worked alongside them
- Identity theft.
- Illegal dumping.
- In my neighborhood reshooting
- In neighborhood
- In the judicial system as a legal representative
- Informational conversation
- interaction at conv store
- Interaction at stores, shops, etc.
- Interaction outside of official duties
- Interaction with a LEO at the hospital I am employed with
- Interaction with officers at the airport just visiting

- Investigating neighbors
- Involved complaint
- Involved party in a police report as neither victim nor suspect.
- isolated children
- issues with my daughter
- Just asking a question
- just passing.
- just say "good job" to him
- Just talk. I'm an ex-cop
- just talking with them
- Just to ask a question.
- Made a report
- Meet them at the ER I work at.
- Mental health crisis
- Mental health episode of homeless person walking through the neighborhood.
- Mental health/squatter issue
- Met at the neighborhood events.
- missing person
- My alarm went off accidentally.
- My neighbor which was out of town called me because he was out of town. A "crazy lady" was knocking on his door. He could see it through his "ring app." He asked me to check it out. An officer was already on scene when I walked out the door. I told him what my neighbor told me. The officer informed me that the lady had been no king on the wrong door. I thanked him for his service and went back into my home.
- My nephew ran away
- My sister drinking
- Need assistance with aggressive stray dogs
- Needed a CIT officer for a family member
- Neighbor
- Neighbor
- Neighbor
- Neighbor
- Neighbor
- Neighbor
- neighbor conflict
- Neighbor had a mental break and was hallucinating and police came and cleared house.
- Neighbor harassed me
- Neighbor needed them called
- Neighbor stalking us/disturbing us
- Neighbor threatening children and other neighbors.
- Neighbor wellness check
- Neighborhood code enforcement matter
- Neighborhood crime, they wanted camera footage
- Neighborhood investigation of home invasion.
- neighborhood issue
- neighborhood meeting

- neighborhood meetings
- neighborhood meetings
- neighborhood police
- Neighborhood relations officers
- Neighbors car was being broken into
- Neighbors daughter's boyfriend was causing quite a scene
- Neighbors issues
- Neighbors son died
- Neighbors son was on drugs and fighting with his mom, called the police to assist.
- No thank you
- Noise complaint
- noise complaint "lost Lakes"
- Noise violations
- Non-official business - in the community
- Notification that I had accidentally left my garage door open
- Notify down vehicles, power lines, questionable sounds or disturbances.
- officer investigating alarm
- officers assist me at my job.
- One was requested to speak at our neighborhood association meeting, our neighbor was arrested for armed robbery after they followed him home and with 11 cars at the house (drug house) I went out and spoke to them.
- Other
- Our special needs 12 year old girl ran out of the house and down the street like an Olympian. She was way too fast for us and not in her right mind. The police were so kind to grab her before she got to a busy street. We are so grateful.
- People with mental disabilities wreaking havoc in our neighborhood and putting themselves and others in danger. ADPS, CIT officers, no one who could effectively deal with the issues. Poor response from ADPS caseworkers & CIT/police.
- police assistance
- Police came to my door at 10pm because someone left their bicycle on my lawn, they were chasing that person. They asked me if a guy was in my house and I said nobody was in the house other than myself and my wife. They asked to search my house and I refused because my no answer should have been good enough. Anyone can drop their bike on my front lawn, but doesn't mean I'm harboring a criminal. I'm new to OKC and don't know anyone.
- Police randomly made disparaging comments to me at court house
- Possum got into my house at 4 am. Because of recent surgery I wasn't able to chase him out. Didn't want to call FD and get them out of bed. PD dispatch said probably no one would come but nice officer showed up in 10 mins and between us we got him out. Just another Friday night in the big town!
- Potential witness to criminal activity
- Providing security at our church
- Prowler
- Prowler
- Public events
- Public nuisance calls handled well

- Question about city ordinance on a home in the neighborhood that has a large amount of trash around it.
- Questioned in front of my home
- Questions about parked cars in street for long periods of time and people wandering the streets and neighborhood at night.
- Random encounter during work
- repeated stolen cars
- Report crime; locate a missing person
- Report of gunfire in the neighborhood.
- Reported a light pole was damaged by a Amazon truck
- Reported a suspicious vehicle on private property
- Reporting a crime
- Reporting a crime
- Reporting a crime
- Reporting a crime
- Reporting a crime
- Reporting a loose dog attack
- Reporting homeless on our private property
- respond to MVC
- Responding to an issue I had with another person
- Returning Alzheimer person to my home
- Safety check
- Safety check
- Saying hello.
- Shooting fireworks at my house.
- Shooting in our complex.
- Someone climbed on our roof.
- Someone left an empty suitcase on my lawn two times on big trash day.
- Spoke to my men's group at church.
- Standing on the sidewalk smoking in bricktown
- stolen car
- stolen car driver ended up in my backyard and broke thru fence
- stranger at the door on camera
- survey
- Suspicious activity in my neighborhood
- Suspicious activity in neighborhood
- suspicious vehicles circling neighborhood
- Talked in public
- Talked to policeman when we couldn't get into our neighborhood because of a search for a suspect.
- Talked to some officers about someone they were arresting on our street.
- Talking with friends who are police
- Teenage son ran away
- The officer did me a favor could have given me a ticket for a way over do tag. He saw that I was a block from. He told to go straight home, which I did.

- The question should allow for multiple answer. One for traffic, incident in the neighborhood, assisting with an event.
- They were canvassing our neighborhood
- To report incidents
- Traffic accident
- Traffic light issues. Directed traffic due to faulty signal.
- Transport to hospital.
- trespassing
- trespassing of a homeless man
- Unsafe individuals walking in the middle of the street possibly under the influence of something.
- Vacant property issues
- Violent neighbor dispute
- Walked into the Santa Fe station bc no one answers the phone, ever, not in the 10 years I've lived here, to tell them there are too many vagrants at the park/library its city property and they need to make them move!
- Was at my neighbors house
- We had a man hanging out on our front porch that was under the influence.
- We have school resource officers at the school where I teach.
- We hire police for guards where I work
- welfare of elderly neighbor
- Wellness check on a neighbor
- wellness check on neighbor that died
- witness on behalf of the person
- Witness to a crime
- Witness to car appearing to scope out neighborhood houses to rob.
- Work related
- working with OKC festival of the Arts & community relations of other neighborhood functions
- Working with them at Paycom Center
- would not enforce law

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

- A more comprehensive analysis of homelessness to aid in control of their impact on the other citizens of OKC.
- A phone call from police is not an effective response
- Action my Dog was Attacked an killed by 3 pits in my backyard no action was taken for months
- Add more officers and disregard the opinions of the three city counsel persons who routinely criticize the PD
- Add or redirect funding for mental health response and treatment, add funding for guaranteed minimum income, provide more affordable housing, make public transportation more reliable and feel safer, and find ways to make healthy food affordable.
- Address ways to retain qualified officers leaving en masse and hire more new officers. Lack of help & overwork creates a negative workplace. The best interactions I've had are with the retired officers that work the horse shows at the fairgrounds.
- Allocate resources to mental health, clean up the drunks in our parks.
- allow police and supporting services to remove homeless from under bridges & intersections
- Always notify property owners when you enter their property.
- As alumni of both initial Citizens Fire and Police Academies, recommend more PR about these opportunities for citizens to get better understanding of how these departments work and serve the community. Only time they will get to ride in a fire engine on an emergency response.
- Assumptions made by police due to our appearance. Profiling was obvious
- Audit the okc pd. More transparency. Dice funds from police to a mental health response service.
- Be a little more compassionate. Used to my previous state and city police officers they were able to read people and be compassionate and assess the situation. Encounter I had here in OKC, officer was short even though I was receiving a traffic citation, but the state I was in after a devastating situation prior to getting pulled over, it would have been nice to at least have a are you ok ma'am do you need assistance after receiving my ticket (I'm not mad about the ticket I deserved the ticket I broke a traffic law and owned up to it) but a little compassion goes a long way. I wasn't rude to the officer and responded with a yes and no Sir.
- Be public friendly. Try smiling.
- be respectful to Seniors on the NE Side
- Be respectful!
- Besides the aforementioned training exercise, I think it is hilarious I got a postcard asking if I found my stolen car AND identity theft over the checkbooks left in the car was never seriously investigated. I mean they wrote one out to a bank- they should have had to provide ID and been on security cameras, but that was too much work.
- better communication
- Better interaction with the public
- Better traffic enforcement during 3-7pm traffic. Almost daily I see traffic infractions or worse, dangerous driving that will kill somebody.
- Better training with interacting with the public. Perhaps give them more paid time off for better mental health. A raise would be nice too.
- Between county sheriff and OKC police, the territories are confusing.
- Bicycle and motorcycle theft is something the police don't seem to take seriously. In both my experiences with the police, I've given them a great lead on they don't follow up on it so I end up having to take matters into my own hands and "steal" the items back.

- Cameras on always (if this isn't already a thing). Protects the officer and the civilian.
- Change the hiring process because it focuses too much on weeding out on minutia things when it should be focusing on recruiting desirable traits. The force needs more dedicated, well rounded officers instead of power hungry gang banger types, or burn out doomers.
- Chief Gourley is openly rude to City Council members in Wards 2, 6 and 7. He also tends to stand in the way or obfuscate at any attempt to implement police reforms the community supports.
- Clarify service provider especially in areas where school districts differ from public service.
- Come when we call, calls shouldn't be "cancelled" because you don't have time. If someone is calling, they have good reason. At least reach out to the caller and see what is happening before you just cancel it.
- Continue efforts to improve IT Strategies. Use the data to drive crime reduction, enforcement and early identification of burnout. Tickets still not focused on high accident locations.
- De-escalation training
- Despite the council, do the work you were called to do. It is thankless and officers see the worst in people. It is extremely difficult work but necessary. Hang tough.
- Do a better job enforcing laws.
- Do the impossible, hire more good cops.
- Do your job. People on the streets and all the roads hauling a** and no tags.
- Drive around neighborhood/ developments more frequently to monitor. Actually have a police presence in these areas.
- Drive thru neighborhoods more often.
- Education on the mentally ill.
- Enforce all laws
- enforce city codes when alerted
- Enforce fire cracker ordinance, they are dangerous.
- enforce more traffic laws
- Enforce school zones! Enforce insurance compliance!
- Enforce traffic laws
- Enforcement of expired tags and panhandling at intersections.
- Ethics
- Everyone benefits from open dialogue about hard topics (policy brutality, etc.) so that true progress and understanding can occur. Also CIT training and efforts to be more integrated with mental health (and not just the community mental health agencies), but where the culture of protect and serve is integrated well when engaging with public safety (aka understanding human dynamics and what increases fear, reactivity, etc. - this can reduce how violent or out of hand situations can become).
- Faster hiring practices for civilian employees.
- Faster response times. Resources and training to help deal with homeless population
- Faster response would help.
- Find a way to show you are here to protect all, regardless of who they are
- Fire seven officers who killed three individuals in 2020. Retrain all officers to handle mental health crises (better yet, have those calls answered by mental health specialists), teach de-escalation techniques to ALL officers. We are second in the nation in officers killing citizens.
- Focus less on traffic stops for minor infractions in tag/lights/lane change
- Focus more on patrolling areas not covered by other agencies

- Focus on de-escalation. Reduce military style interventions. Reduce No-knock warrants. Limit high speed chases.
- Follow up on robberies
- Generally, the officers are not very friendly in public. Most of them don't speak to people and have a cranky disposition. I get that the job is challenging, and they have my support!
- Get funding to hire more officers.
- get more police officers/ I rarely see them
- Get rid of about 1/2 of the underused administrators and put the positions in patrol cars.
- get rid of racist cops
- Get the panhandlers out of OUR city! A policeman was making one move off of 240 and western about a year ago with his grocery carts piled high. Everyone was honking and clapping out of their windows. No one wants them on our streets!
- Getting a police report takes too much computer savvy! It should be easier to get an accident report and you shouldn't have to PAY for it! The officer never even gave me a copy of his report
- give them more money
- Give them raises and better cars
- Give them their power back.
- go after internal corruption
- Go do something more productive with your life
- Go to the address I give you on phone. Stop asking questions.
- Good job
- Have coverage in underserved areas- specifically the area that has okc utilities, Yukon address and mustang schools. Any time our neighborhood calls it takes a long time for anyone to arrive
- he was wonderful- very empathetic & honest with police limitations
- Help residents
- Hire many more officers
- Hire more and take care of the ones serving our citizens
- Hire more officers
- Hire more officers and give them back the respect and gratitude they deserve for serving in such a dangerous position.
- Hire more officers.
- hire more police & train all equally
- Hire more police and give them all raises in their pay
- Hire more police officers. Slow down growth until services can catch up.
- Hire more staff; trauma informed training; domestic abuse training; victim training
- Hire more.
- Hiring more officers
- How to be polite and professional.
- I am very grateful for how I was treated by the officers and investigators at the sheriff's office.
- I called about the homeless guy. The police never even came to my apartment. They said the weren't going to check each floor so they would simply keep an eye out for him. Strange since all the had for a description was very tall black homeless man wearing a black coat. The 911 operator did call me back 2 hours later to let me know they located the man near the church across the street. Said that I needed to be aware that although he was considered to be off his medication and unstable there was nothing they could do. They let him walk away less than 2 blocks from my apartment.

- I feel there's too much crime on the west side. The Meridian to Rockwell area. I live in Windsor Oaks a very nice clean neighborhood but hear gun shots too frequently. Although not as much this summer as years past.
- I got stopped for an expired tag. My wife had not replaced. I see expired tag and out of date paper tags. People speed up and down my street and never see the police stop anybody. But the officer stopped me. I'm a senior citizen. Feel like I was stopped because he knew I would be easy to cite.
- I have great respect for officers. With the growth of OKC we need more of them
- I have had multiple instances of officers refusing reports. Once after a traffic accident and once after mail was stolen and my bank account was scammed. I think that is inappropriate.
- I have had trouble reporting things where I am not the owner of the location and the owner will not share their reports, insurance or any information with me. The owner can block the report, investigation and not tell me I need to be contacted or I need to be filing and then this is all a mess.
- I have very little contact with police, but I feel like some make me feel more safe and others make me feel less safe. The white men with guns are particularly frightening.
- I have witnessed racists comments from OKC PD
- I miss having the police station near Will Rogers. In years past we had good police presence driving through. I rarely see police now.
- I never expected to be sarcastically ridiculed by an officer. I have respect for law enforcement. He felt okay joking in front of his fellow officers. I was alone and scared about people trying to get in my door. I said that someone was knocking earlier and he said, "yeah, that was me." He continued in a mocking tone. I felt let down by the police department that he was allowed to act this way.
- I think in my area they do the best at focusing on actual crimes and not petty stuff just to fine people.
- I think or police do a great job in a climate that refuses to give them respect and appreciation
- I think our officers need to be trained on helping people with mental health issues. It should be easier to get help for family members.
- I think our police department does a very good job.
- I think the police department is great and they do the best they can with what they have. They just need more resources and support from the public.
- I think they could hire more people like social workers and addiction experts to ride alongside for domestic abuse and drug related calls.
- I think they are fine. Their hands are tied from social norms
- I think they're doing as well as they can, but I think they could use more cops. I also believe that cops have gotten a bad reputation via Legacy Media coverage. I blame the media!
- I think we all struggle in the last 8 years. It's not that the police aren't better than they were, it's that the perception people have has been made to believe that they aren't as good as they are. We've got to change that perception.
- I wish they would enforce speed limits and running lights.
- I wish they would respond to animal bite calls when animal control is closed. After being attacked by a neighbor's dog and appearing in municipal court, during a recess I was encouraged by an officer of the court to report it as a domestic situation in order to get police to respond. That's ridiculous.
- I would like to see more police officers on the streets.
- I would like to see regular patrolling in my neighborhood.
- I'm not going for an ACAB flair, I promise, I have good friends in the OKCPD, family members who are state troopers. But we rank what, #2 in the US for per capita police-related violence? There

has to be systemic change from the top down AND the bottom up. Mental health training should be prioritized and mental health-related calls should be fielded by appropriate professionals with better training. OKCPD officers aren't licensed psychiatrists, psychologists, therapists, or mental health workers. Let those people do the mental health stuff. You don't see psychologists pulling people over for traffic violations!

- Improved ability to deal with the homeless, mentally impaired. More patrol in outlying neighborhoods. Better patrol & enforcement of traffic violations. There seems to be a shortage of police presence in many areas.
- Increase the number of officers.
- Increase the size of the police force and improve the jail. We are known country wide for the worst jail
- Increase training in de-escalation. Better training with empathy and identification of the situation rather than shoot first and ask questions later. Daily rules of engagement with deadly force. Always have active body cams and cameras on vehicles.
- interact with more people
- involvement in community teens and pre-teens
- It felt like it took forever to get an officer to me.
- It would have been nice if the officer had been honest! He gave me a speeding ticket when I was not speeding!!
- It's a waste of time when cops set up traps for seeking minor traffic offenses. There are real matters to attend to in our city right now. Not waiting at a stop sign for 5 long seconds when no one is around should not warrant the efforts of our already looked down-upon police dept. When my household desperately called 911 for a time-sensitive crime last year, we waited four hours for a cop to show before we stopped waiting. I see this department as being pretty useless. I've witnessed police community involvement in large cities and its possible to use their platform for good. Sadly, that is not something I have witnessed here in OKC.
- Just keep up the good work
- keep doing what you are doing. keep up above average response times
- keep kids off neighborhood streets riding non-street legal vehicles, ticket hot-ridders
- Keep the gangs out of the bus stops.
- Keep the patrol cars visible in neighborhoods, it does help
- keep up the good work
- Keep up the good work
- Less trigger happy.
- Let them apply laws to homeless.
- let them police
- Like to see them patrol area more.
- Listen better
- Love OKC police force. 99.9% of them are just trying to make a living just like the rest of us. There are a few very cranky officers. Just rude communications. Those crabby few don't ruin it for the rest. I am hundred percent behind OKC police and fire. Just the best. Great leaders, use OKC resources wisely. Love both chiefs!
- make community policing a priority, details are too great for surveys
- Make officers ride more bike patrol
- Make sure there are more CIT officers trained and available.
- make them uphold the law in regards to abandoned cars and expires plates

- Maybe increase sensitivity classes/courses to be taken by all LEO's. Officers should be setting an example to the general public, not abusing the system for favoritism.
- Maybe patrol a little more the late night and morning hours
- Mental health professionals should respond with police to make sure they don't kill people. Police are NOT trained to deal with homeless or mental health issues.
- More are needed. There are not enough for the population growth the city is having.
- more attention is needed for illegal street racing on NW 39th Expressway
- More CIT officers and mental health training for all officers
- More community interaction.
- More community policing. Even good neighborhoods need this.
- More emphasis on community policing, less emphasis on cruising around in cars that depersonalize officers and encourage an "us vs them" culture. Less emphasis on punishment, more emphasis on social ostracism for criminal activity, and messaging that promises that trespassers will be caught (punishment is irrelevant to reducing crime, only the sense that one will be caught [the reality of this truth is less relevant than the perception]).
- More enforcement of existing traffic laws in the city. Speeders, tailgaters, inattentive drivers, and road rangers are rampant in the city in my opinion.
- More enforcement of the running of red lights. Any drive on the street will produce numerous cars with expired tags. They should at least be stopped and asked to produce a reregistration and insurance form and if they can't the car should be impounded until they can.
- More enforcement of traffic laws on city streets. Speeding happens on interstates but it's controlled access. Arterial and neighborhood collector streets need enforcement. Also need to stop people with 6 month old paper license plate. They probably have no insurance
- More friendly interactions with the public, outside of controlled settings - if you patrol our neighborhood, get to know us.
- More funding and more officers
- more neighborhood patrols
- More of a police presence near SE 44th and Sunnylane
- More of a presences
- More officers
- More officers
- More officers while maintaining the current quality of the officers. The officers are great, but by the time they are here it is usually taken care of by me. We live on Rockwell Ave so we are consistently having transient issues.
- More officers with better training in dealing with mental health
- More patrols in the forgotten southeast area (east of Tinker)
- More patrols in the neighborhoods not related to crime reports. More officer presence that is obvious to bad guys. Most of our problems were either 3-4 in the morning or afternoon when delivery trucks were in neighborhood.
- more patrols on residential streets
- More patrols, more enforcement
- More personnel around city
- more police
- More police and more authority for moving the homeless off private property when ask by owners.
- More police officers augmented with mental health professionals

- more presence in the neighborhoods, need more as they are spread thin
- More regular presents or drives thru,
- More service for mental health issues
- More staff to patrol. Cameras throughout the city. Use of updated and most advanced technology in fighting crime should be funded.
- more traffic enforcement, officers are overworked
- MORE TRAFFIC POLICE ARE NEEDED
- More training in responding to mental health crisis. They are sick- not criminals. Overall, I believe most of our officers are dedicated and hard working. There are, however, implicit bias in all of us and officers need more awareness of their own biases.
- More training on de-escalation techniques
- More units patrolling SE OKC
- My contact with the officer was limited to direction of traffic at an accident. His handling of the situation was professional.
- My home was burgled, so I called and was told an officer would be there within 30 minutes. It took nearly two hours. I get it if the officer is responding to more important situations - that's not a problem. But maybe we could have some kind of appointment system? Also, nothing was done. I filed the report and never heard that anyone was working on my case. It was about \$3,000 in items, which maybe doesn't sound like a lot to the OKC Police or City of OKC, but that's a lot to me.
- Need more in this area. Never see them until a crime happens.
- need more officers
- need more officers
- Need more officers and patrol cars
- Need more officers, it's a problem in every city. No one wants to work for a police department. Police don't get enough support from city council, city managers, and the public.
- need more police
- Need more support for property owners when homeless camp on their properties and leave tons of waste and trash
- Need more tickets given at intersections for red light runners, speeders, tail gating, etc.
- Need station on the west side
- Need to fix the jail
- need to listen, treat people with respect, don't blow off the concern. More police presence
- Never defund the police.
- No, but it needs to be improved.
- no, they are awesome
- No, they did their job as professionals. Great to have women officers. I believe because they were ladies, it de-escalated the situation and took the spouse away without incident.
- none, very professional
- Nope. Give those guys a raise.
- Not be so quick to pull their guns.
- Not personally, but am concerned how minorities are treated. Often as I'm driving I see officers stopping black and brown people. The news is filled with killing suspects. I don't understand shoot to kill. Tasers, tear gas, etc. should be used.
- Not really, because they are so kind and good at what they do.

- Occasionally driving through neighborhoods when a cluster of 911 calls about various issues such as gunfire, speeders, vandalism and theft. Also, designating someone to monitor social media and Next Door app where people often post information even if they do not call police. Watch for trends.
- OCPD Officers do a marvelous job of protecting the citizens and reflect the best of Oklahoma City. Please continue to train them on the latest of law enforcement and interactions with the public.
- Officer Harrison (traffic) was very patient with me & Professional
- Officers are really aggressive.
- Officers should not try to entrap people, esp. when prejudice is apparent
- OKC Police needs big overhaul especially in dealing with the homeless and mentally ill.
- Once my son was pulled over in the middle of a mental health crisis and the police officer inappropriately escalated it. Ended up giving him eight tickets and sending him to county overnight which prompted a manic episode. All of the tickets were dismissed. I did not pursue this further because of my sons decompensation of his mental health issues. Otherwise when we have called the police to our house when he's having a mental health crisis as they have been excellent. OKC has a few bad eggs out there
- Ongoing cultural sensitivity training, officers on each shift with advanced training to respond to scenes involving: mental health crises, persons with intellectual disabilities, children under 15 in any capacity.
- Our cops often start interactions with an attitude.
- Our police officers do not earn enough money for the work and hours they provide to our community. They deserve a raise. I think our judicial system needs to continue to "back our blue" when it comes to lawsuits and criminal charges against our officers. Body worn cameras, I believe, have helped our officers immensely when it comes to false accusations against them. I don't know how to request body worn data. Maybe make this data more accessible so that our public can see the hard work and dedication our officers provide for our community.
- Outreach programs for homeless, drug addicts, and other less fortunate people in our community. I'd also like to see a demilitarization of the police force and more foot patrols.
- Participation in community activities to increase visibility of 'good' actions
- Patrol parks at night
- Pay raises - more police hired and city ordinances changed. They aren't supposed by the City like they should be. The city absolutely must address the begging and homeless tents. Especially in the 39th and Penn area. It makes our city look ridiculous and unsafe.
- Pay them more, support and respect
- Please start enforcing left lane laws and cell phone laws
- Police our streets - they see all these people and do nothing - untie their hands and kept them do their jobs
- Police should hold their own accountable
- prioritize neighborhood outreach and communication
- program where police get cheap housing to live in problem areas
- Prompt to respond.
- public outreach programs/mental health training
- public respect
- Put the positive news out
- Quit profiling/targeting people of color.
- Remove the chips from their shoulders and their "I'm above the law" attitudes. Treat EVERYBODY fairly, including people of color and the LGBTQ+ COMMUNITY.

- Reported a drug deal caught on camera of my apartment complex. No one returned my phone call.
- Respond when called.
- Response time is poor and not arresting the homeless.
- Return phone calls
- Safety meetings with police.
- See previous answers
- Seems like there's no traffic stops for speeding and running red lights unless accident involved in my experience.
- shots fired on road by my home, It took them over an hour to show up
- Show more presence in neighborhoods in the evening
- Smile more. Add some color to their cars and uniforms.
- Some of them need to know when to shoot, and when not to after 20 years of combat, I understand the stresses of the situation. A lot of them need to dial it down keep your gun holstered.
- Sometimes demand is greater than others. They do the best they can
- Start enforcing laws - dogs off leashes, cars parked for days in dedicated lanes need to be addressed.
- Stop criminalizing and arresting people for problems the police create, such as mental health crises and lack of support in the community.
- Stop killing people.
- Stop making it crappy for the people who already work for the police department. Stand up for your officers instead of playing politics for self gratification
- STOP RED LIGHT RUNNING!!!! How sad do you think it is...when you're sitting next to cops at an intersection...and witness drivers running red lights...WELL AFTER THE LIGHT HAS TURNED RED...and the cops just proceed to go back to the police station....2 blocks away?!?! And not just on one occasion...but more than I care to remember. Safety my butt!
- Stop targeting working people and start looking for the real problems on the streets drinking, guns, homeless, drugs, robberies
- Stop the excessive speeding on city streets
- Stop using sworn officers for anything that is not direct law enforcement. Civilians can learn and perform every police task just as well, except one: use of force. And stop asking officers to serve as social workers, counselors, mental health workers, domestic relations counselors, school security guards, clerks, equipment managers, and other functions civilians should be doing. Quit letting veteran officers ruin rookies by teaching them to "unlearn" everything they are taught in the academy. Hire people who are more like the citizens they serve, so they fit in with the community instead of being outsiders. Focus more on white collar crimes and on the 20% of criminals who commit 80% of the crimes. Finally, stop the insanity of the "War On Drugs" and other efforts to control people's vices. We tried prohibition 100 years ago; it didn't work then and it's not working now. We are destroying generations of families by imprisoning people for using drugs.
- support your officers for their safety
- Tenants can not file complaints, only the landlord.
- The department needs help with homelessness. We've had to call the police due to vagrancy before. The police are not equipped to solve this problem.

- The Northwest part of the city needs more police presence, especially at speed zones at Frontier Elem and Heartland Middle School. The schools are Edmond, but N. Penn is OKC. Periodic patrols through the neighborhoods would be great and help reduce reckless speeding.
- the officer was great & went beyond duty to help
- The officers are great. They need to know they can do their job without interference.
- The patrol of churches, neighborhood streets and parks could be improved. Most patrol cars are only seen on main streets unless their has been a 911 call
- The pay for Orc officers needs to raised to comparable cities of our size. They are paid less than the suburban officers that have less training.
- The police department needs more oversight other than themselves and the Fraternal Order of Police. My expectation as a taxpayer is that, when I heard of their 23-24% pay increase, I would see improvements in response time and I would see crime decrease in my neighborhood. That's not been the case at all. In fact, crime has become worse. It feels like apathy + lack of police accountability is running amuck, specifically in the Springlake division.
- The police department seems to be on the right trajectory over the last few years by inviting more citizen involvement and transparency.
- the police should be active and engaged members of the community
- The responding officer went to get the dogs. They didn't come to us until I called again to see if they needed us to stay. It was fine. I just didn't want to leave until I knew it was okay
- They are always great. Zero complaints
- They deserve better pay & insurance etc.
- They deserve better public support
- they need a raise. They have to put up with too much crap
- They need a raise. They do an excellent job!
- They need better crisis training and to become trauma informed.
- they need to reevaluate racial assumptions
- They seem frightened to deal with criminals
- They seem short of staff and don't do enough drive-bys
- They should know the fines. He told me if I fixed my tag in 24 hours there would be none, he was wrong.
- Think of how you would like to be treated, if you were in the other person's situation. Keep up the good work. Plan ahead. Be real. Stay in the now, brainstorm later.
- train & hire more- try to have a mental health team assist as needed
- Training to de-escalate situations instead of looking for ways to escalate or "get control" of a situation. Unless I am running or fighting, why act so confrontational? What's the advantage of attempting to intimidate me when I didn't come to a full stop?
- treat all equally regardless of race, gender, sexual orientation
- treat them well/keep them active in the community
- Treating people fairly and listening without interrupting.
- Try to do more drive throughs in every subdivision at least once a week. Also, perhaps patrol Penn from Memorial up to 150th more frequently.
- Understanding mental health issues
- Warning sometimes instead of a ticket-less than 5 mph over the speed limit [really?]. Judge dismissed the ticket. What a waste of time.
- We had several car burglaries in our neighborhood which caused two to three thousand in damage to each vehicle and I would have liked to see crime scene techs called out to see if there

was anything to process. A single print when over thirty vehicles are damaged can make a case. We are relying way too much on hoping someone got video of the suspects.

- we live west OKC, Yukon, Mustang and it takes a bit to come out
- We need more and they need to be paid better.
- We need more officers in duty
- we need more police & training in dealing with mentally ill
- We need more police coverage in the city due to a rise in crime and drug related offenses.
- We need more police officers out on the streets. They are way undermanned for the size of the city. The city has grown exponentially and the police department has not.
- We need more quality officers
- We still have too many instances of police officers using a shoot first policy when they don't know how to control/contain someone, like shooting Bennie in the back when he was running away, or that kid that surrendered and put his hands up when he climbed out that window, because they know that police shooting policy and training makes these murders legal. Police are hired killers, period. I'm treated fairly because I'm old and white, period.
- Whatever is needed for faster response times. Mental health identification and response unit.
- Why do I constantly see vehicles with dealer temporary tags that are many months overdue? Why do I pay on time and yet so many don't and just drive Scott free??
- Why do you only ask this question for the police department? What about the others?
- work more on DEI and work on better mental health and social service response options
- Would have liked to know the outcome of my case.
- Write tickets
- Yeah. They need to understand they aren't special somehow. By virtue of their job title, they don't get special privileges. Most OKC cops are great. But there are a few that think differently. This isn't Baghdad. We are Americans with rights.
- Yes. Better training on de-escalation and accountability when officers misuse lethal force.
- You cannot teach integrity, honesty, cultural competency, or work ethic So, choosing to hire folks with those characteristics is vital.
- You need more officers. I understand it's a work in progress. Just do your best to hire the best officers with a good temperament and a deep understanding of how to handle people in a professional manner. Bad attitudes have no place in police work. I have to be nice and professional in my line of work. They should do the same.
- Your response is exactly what I mean. This survey just hands our complaints to the next person.