



2024
Midwest City, OK
Community Survey
Findings Report



ETC
INSTITUTE

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Executive Summary

2024 Midwest City Community Survey

Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of Midwest City during the fall months of 2024. The purpose of the survey was to assess satisfaction with the delivery of major City services to help set community priorities so that tax dollars are spent wisely. This is the second community survey administered by ETC Institute, the first was completed in 2014.

The eight-page survey, cover letter, and postage paid return envelope were mailed to a random sample of households in Midwest 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. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

After the surveys were mailed, ETC Institute followed up with households that received the survey to encourage participation. To prevent people who were not residents of Midwest City from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 500 residents. This goal was met, with a total of 517 surveys collected. The overall results for the sample of 517 households has a precision of at least +/-4.3% at the 95% level of confidence.

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for the survey and trends comparing 2024 results to 2014 results
- Importance-Satisfaction analysis to determine priority actions for the City to address based upon the survey results,
- Benchmarking data that shows how Midwest City compares to other communities
- tables that show the results of the random sample for each question on the survey,
- answers to open-ended questions
- a copy of the survey instrument.

Major Findings

Major Categories of City Services

- The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the quality of police, fire, and emergency medical services (87%), customer service received from City employees (75%), and quality of City’s solid waste system (73%).
- Based on the sum of their top three choices, the areas that residents feel should receive the most emphasis from City leaders over the next two years were: (1) maintenance of City streets, buildings, facilities, (2) City parks, recreation programs, and facilities, and (3) overall flow of traffic and congestion management.

Perceptions of the City

- Most residents have a positive perception of the City. Seventy-three percent (73%) of residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with Midwest City as a place to live, 66% were satisfied with the overall quality of life in the City, and 63% were satisfied with the City as a welcoming community for people of diverse backgrounds.

Equal Opportunity

- The items related to equal opportunity respondents most often agreed (rating “agree” or “strongly agree”) with were that all residents receive the same educational opportunity (66%), all residents receive the same general opportunities (63%), and all residents are afforded the same amount of respect (62%).

Maintenance Services

- The maintenance services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were the appearance and condition of City medians, rights-of-way and public areas (58%), adequacy of City street lighting (57%), and condition of landscaping along public streets (57%).
- Based on the sum of their top two choices, the maintenance services that residents feel should receive the most emphasis from City leaders over the next two years were: (1) timing of traffic signals on City streets, (2) condition of major City streets, and (3) pedestrian accessibility and traffic flow on major City streets.

Police Services

- The police services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the quality of police protection (79%), police response time (75%), and the visibility of police in retail areas (60%).
- Based on the sum of their top two choices, the police services that residents feel should receive the most emphasis from City leaders over the next two years were: (1) visibility of police in neighborhoods, (2) efforts to prevent crime, and (3) enforcement of traffic laws.

Fire and Emergency Medical Services

- The fire and emergency medical services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the quality of fire protection (92%), the quality of fire emergency medical services (90%), and fire personnel emergency response time (89%).
- Based on the sum of their top two choices, the fire and emergency medical services that residents feel should receive the most emphasis from City leaders over the next two years were: (1) disaster preparedness public education, (2) quality of fire safety education programs, and (3) quality of fire emergency medical services.

9-1-1 Services

- The 9-1-1 services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were the satisfaction that members of the household know when its appropriate to call 9-1-1 (92%) and that members of the household understand when it is appropriate to call the non-emergency dispatch number (89%).

Ambulance Services

- Each of the ambulance service items received mostly high ratings from respondents. Respondents felt satisfied (rating “satisfied” or “very satisfied”) with the quality of care from SSM Health personnel (74%), ambulance service provided by SSM Health (72%), and ambulance response time from SSM Health (71%).

Feeling of Safety

- The “feeling of safety” items that had the highest levels of satisfaction, based upon the combined percentage of “safe” and “very safe” responses among residents, who had an opinion, were the feeling of safety in respondents’ neighborhoods during the day (89%), in their neighborhood at night (69%), and overall in the City (68%).

Code Enforcement and Neighborhood Services

- The code enforcement areas that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the cleanliness in their neighborhood (61%), the responsiveness of City code enforcement (44%), and the City effort to enforce code violations (36%).
- Based on the sum of their top two choices, the code enforcement areas that residents feel should receive the most emphasis from City leaders over the next two years were: (1) enforcing exterior maintenance and residential property upkeep, (2) enforcing of weed lots, abandoned vehicles, graffiti, and (3) efforts to remove dilapidated structures and efforts to identify abandoned or unsecured properties.

Animal Welfare Services

- The animal welfare services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were the accessibility of the animal services center (67%), animal welfare services provided by Midwest City (65%), and response time from animal welfare staff (53%).
- The animal welfare service respondents think should receive the most emphasis over the next two years is the overall animal welfare services provided by Midwest City (68%).

Sanitation Services

- The sanitation services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were quality of residential garbage collection (90%) and quality of residential curbside recycling services (80%).

Public Works Services

- The public works services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the quality of wastewater services (73%) and water and wastewater emergency response time (58%).

Parks and Recreation Services

- The parks and recreation services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the quality of the library (75%), the number and location of City parks (69%), and amount of walking and biking trails (68%).
- Based on the sum of their top two choices, the parks and recreation services that residents feel should receive the most emphasis from City leaders over the next two years were: (1) the amount of walking and biking trails, (2) the quality of picnic, pavilion areas, and playgrounds at City parks, and (3) the amount of walking and biking trails.

Utility Customer Service

- The utility customer service areas that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were the ease of monthly utility bill payment methods (76%) and the quality of customer service provided by the City (73%).

Communication

- The communication areas that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were the overall quality of the City’s e-newsletters (63%), the effectiveness of City communications with the public (60%), and the quality of the City’s website (57%).
- The sources used by the highest amount of respondents to receive information about City issues, services, and events are Facebook (45%), the City website (45%), word of mouth (34%), and City eNewsletter (email) (34%).

Education

- The education areas that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were the overall quality of education at Rose State College (77%), vocational/technical school opportunities (61%), and the overall condition of local schools (54%).

Housing

- The housing areas that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were the quality of owner housing options in Midwest City (50%) and the availability of homebuyer assistance programs (34%).

Other Findings

- Sixty-five percent (65%) of residents use the online bill payment option.
- Thirty-nine percent (39%) of residents have called or visited the City with a question, problem, or complaint during the past year. Most of the respondents (67%) contacted the City via phone. Of the 39% that have called or visited the City in the past year, 78% felt it was “very easy” or “somewhat easy” to address their issue, compared to 22% who felt it was “very difficult” or “difficult” to address their issue. These respondents were most satisfied (rating “satisfied” or “very satisfied”) with the politeness of City employees (79%) and the accuracy of answers they received (72%).

How Midwest City Compares to Other Communities

Midwest City **rated at or above the national average** in 40 of the 48 areas that were assessed. Midwest City rated significantly higher than the national average (5% or more above) in 32 of these areas. The areas in which Midwest City rated significantly above the national average are listed below:

- Customer service received from City employees (+36%)
- Overall quality of police services (+26%)
- As a place to live (+25%)
- Curbside recycling services (+24%)
- Trash/garbage collection services (+23%)
- Bulky item pick-up services (+22%)
- Effectiveness of communication by local government (+22%)
- Collection of household hazardous waste (+22%)
- Public safety services (police, fire, and emergency medical/ambulance services) (22%)
- Fire education programs in your community (+20%)
- Quality of wastewater services (+20%)
- Overall quality of emergency medical/ambulance services (+20%)
- Police response time (+19%)
- Quality of solid waste system (+18%)
- How quickly fire services personnel respond to emergencies (+17%)
- Parks and recreation programs and facilities (+17%)
- Overall quality of fire services (+16%)
- Quality of City's website (+15%)
- Effectiveness of City management (+14%)
- Police safety education programs (+14%)
- Leadership provided by the local elected officials (+13%)
- Stormwater management system (+12%)

- Library services (+11%)
- Visibility of police in commercial and retail areas (+9%)
- As a place to retire (+8%)
- In your neighborhood during the day (+8%)
- In your neighborhood at night (+8%)
- Condition of streets in your neighborhood (+7%)
- Enforcement of local traffic laws (+6%)
- Efforts to prevent crime (+6%)
- Efforts by local government to keep you informed about local issues (+6%)
- Quality of public schools in your area (+6%)

Midwest City **rated below the national average** in 8 of the 48 areas that were assessed. Midwest City rated significantly lower than the national average (5% or more below) in 3 of these areas. The areas in which Midwest City rated significantly below the national average are listed below:

- As a place to raise children (-5%)
- Appearance of your community (-7%)
- Safety in community parks (-19%)

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 4 of this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

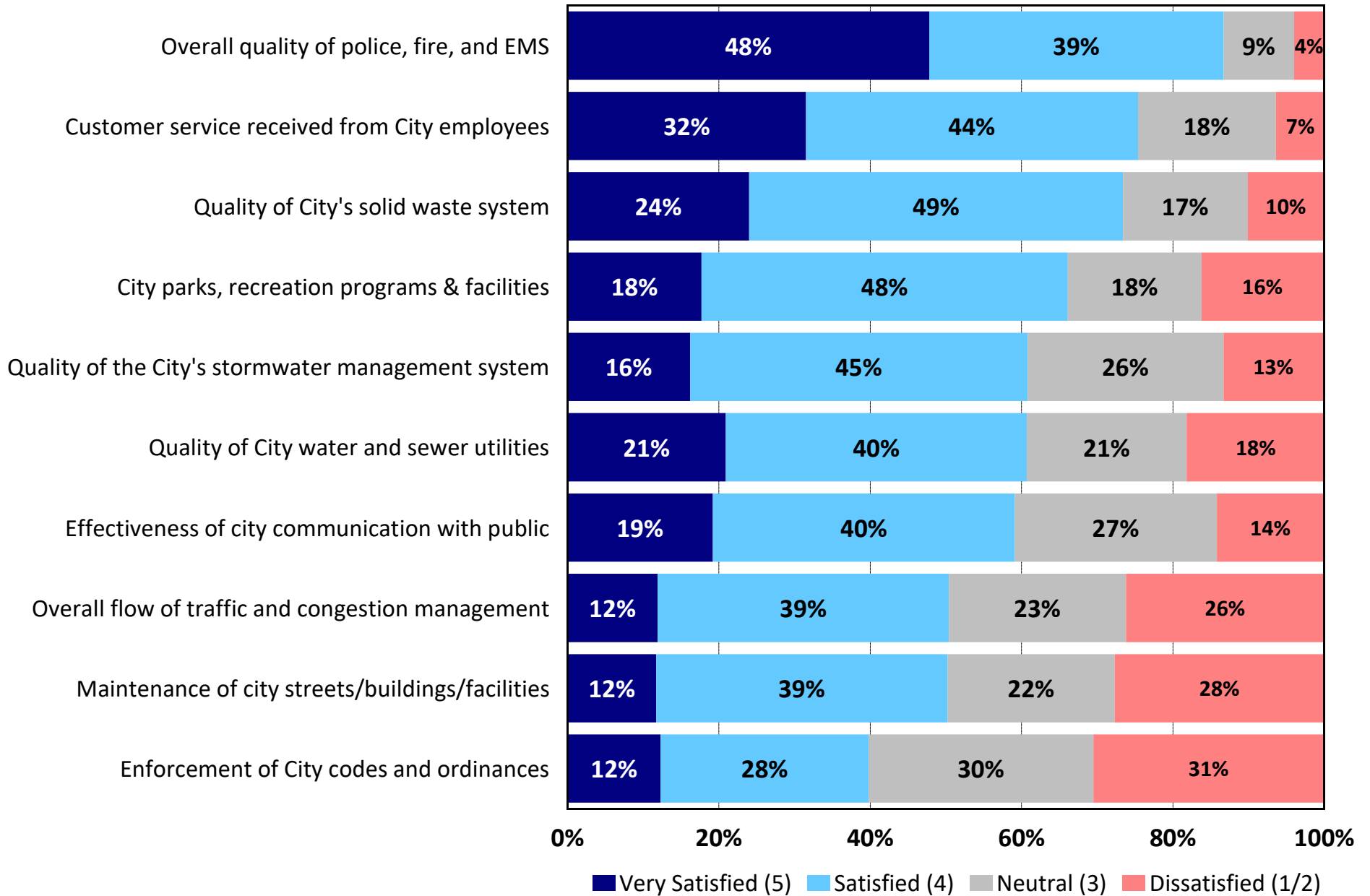
- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Maintenance of City streets, buildings, and facilities (IS Rating= 0.2794)
 - Enforcement of City codes and ordinances (IS Rating= 0.2131)
 - Overall flow of traffic and congestion management (IS Rating=0. 1805)
- **Priorities within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
 - **Maintenance:** Timing of traffic signals on City streets
 - **Police Services:** Condition of major City streets
 - **Police Services:** Visibility of police in neighborhoods
 - **Fire Services:** Disaster preparedness public education
 - **Code Enforcement:** Enforcement of overgrown lots, abandoned vehicles, graffiti
 - **Animal Welfare Services:** Overall animal welfare services provided by City
 - **Parks and Recreation:** Quality of City parks



Charts and Graphs

Q1. Overall Satisfaction With City Services

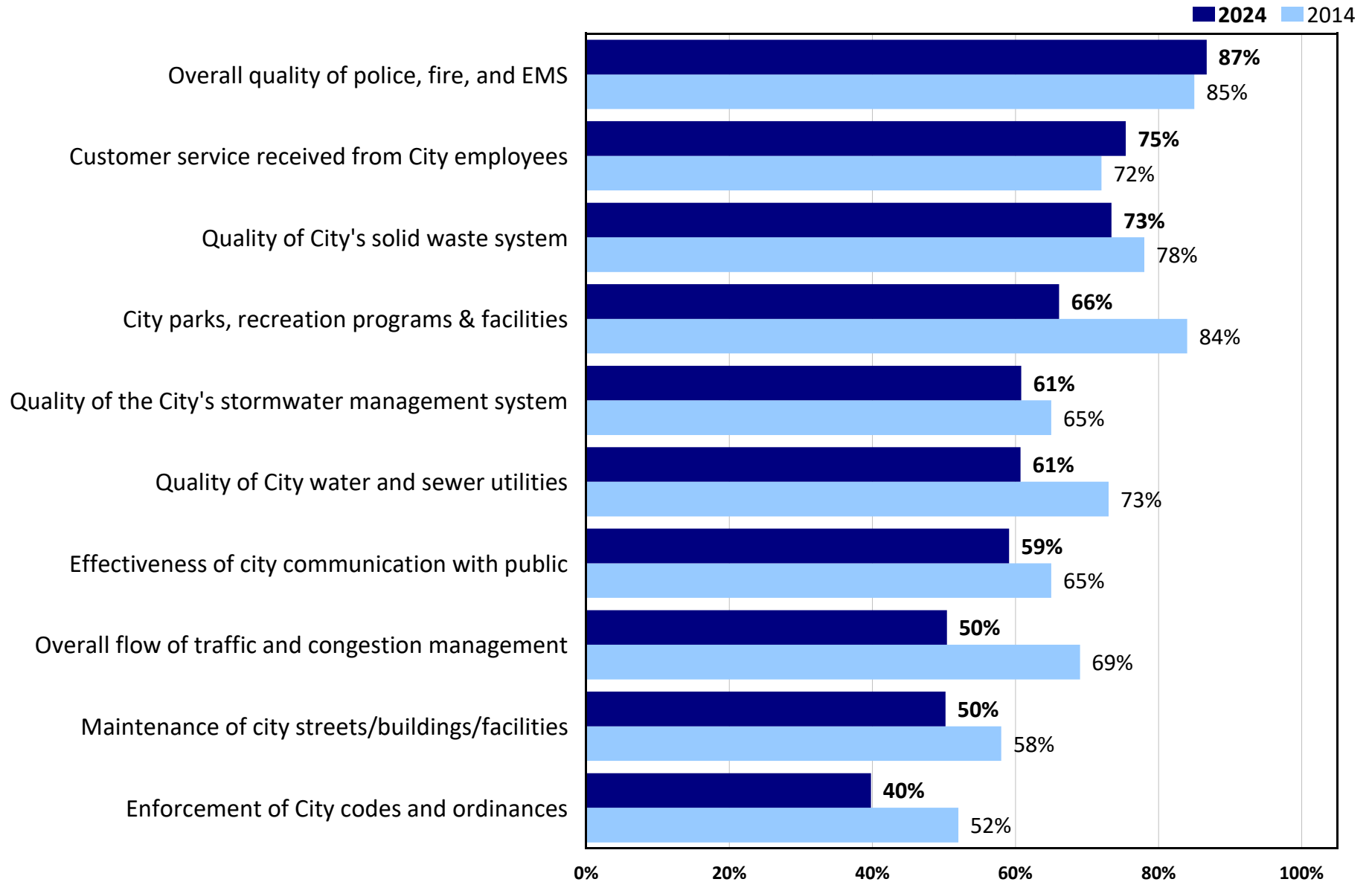
by percentage of respondents (excluding don't knows)



TRENDS

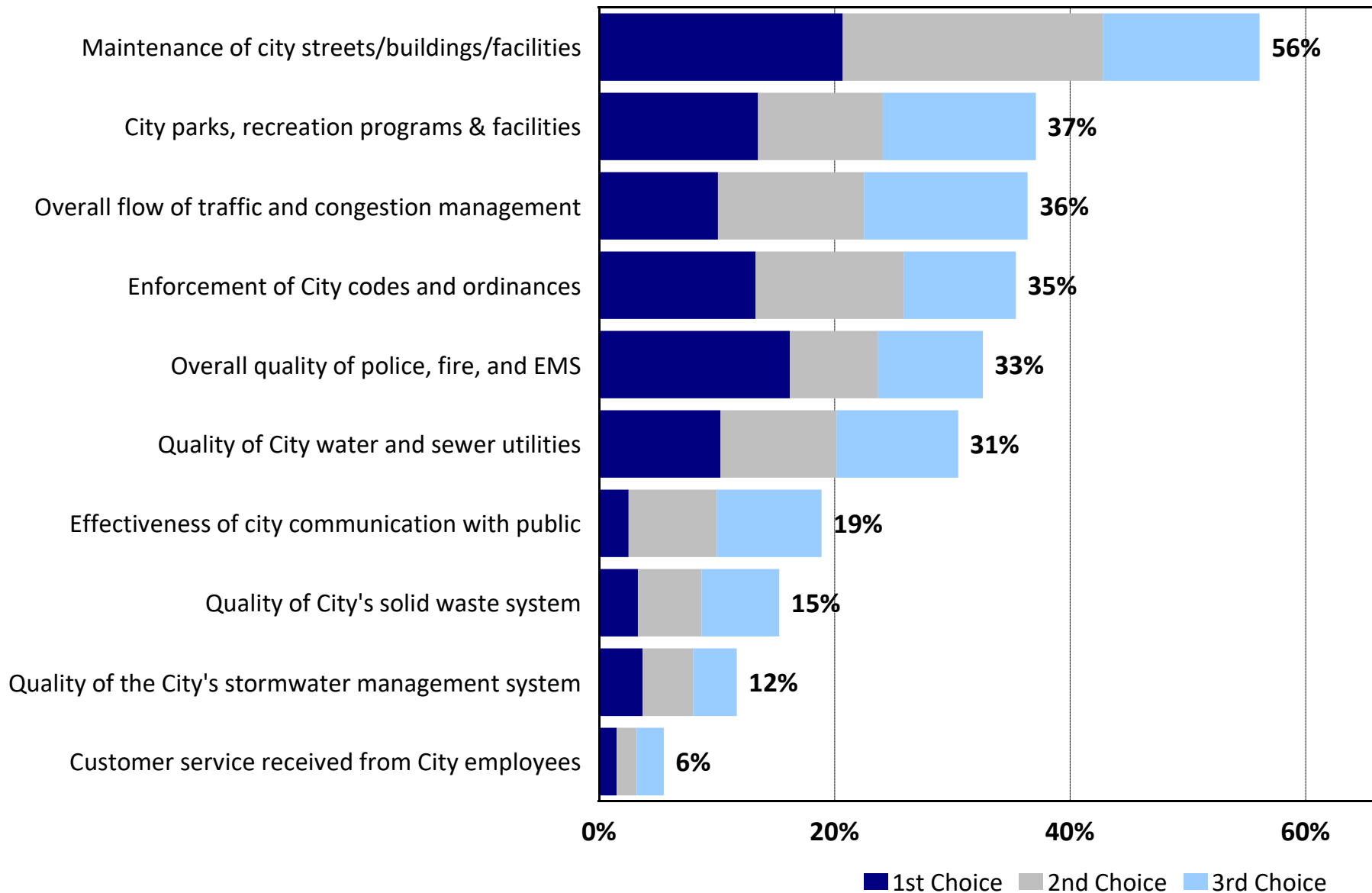
Satisfaction with City Services

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")



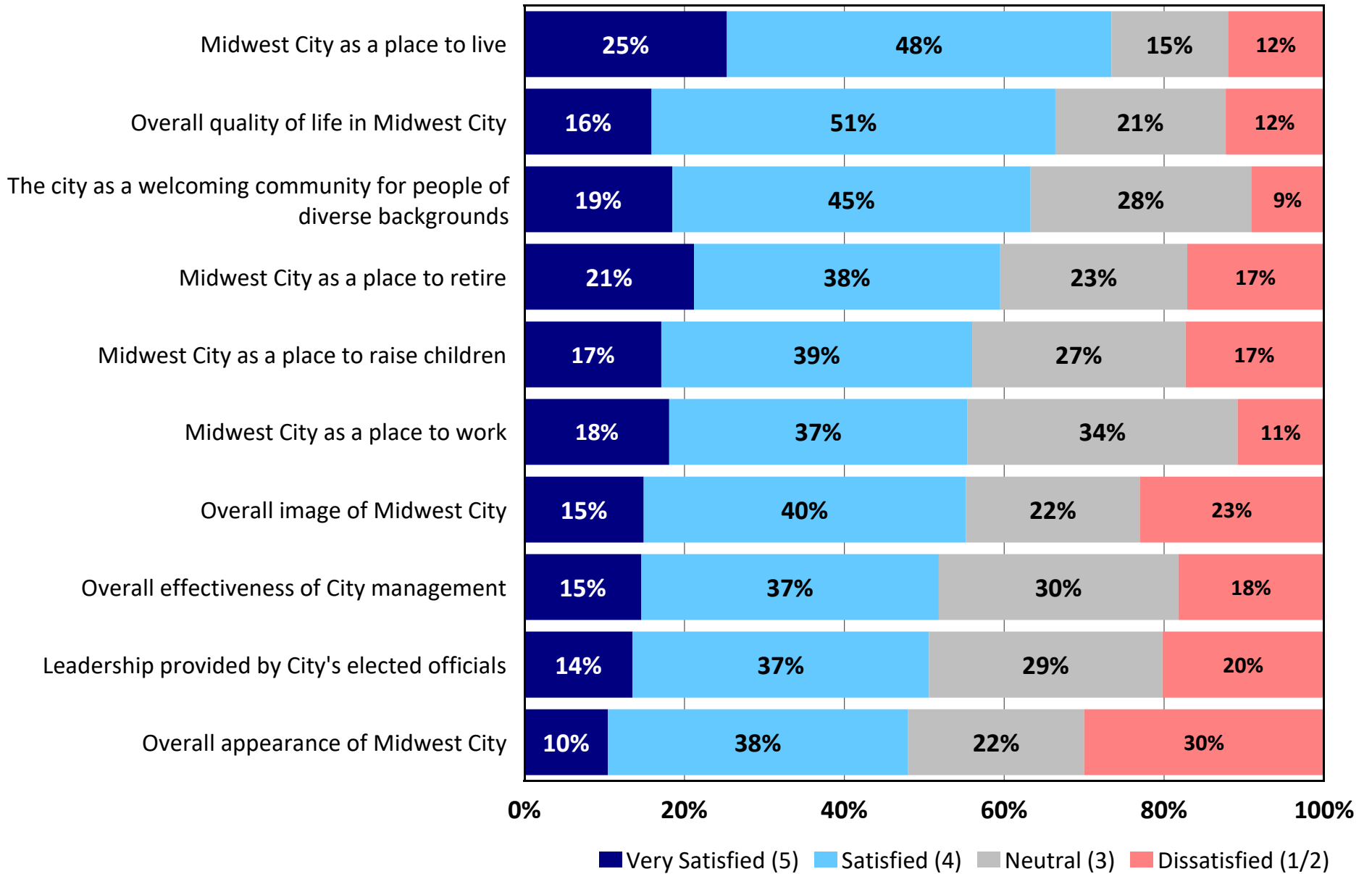
Q2. Which THREE of the Major Categories of City Services do you think should receive the most emphasis from city leaders over the next TWO Years?

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



Q3. Perceptions of the City

by percentage of respondents (excluding don't knows)

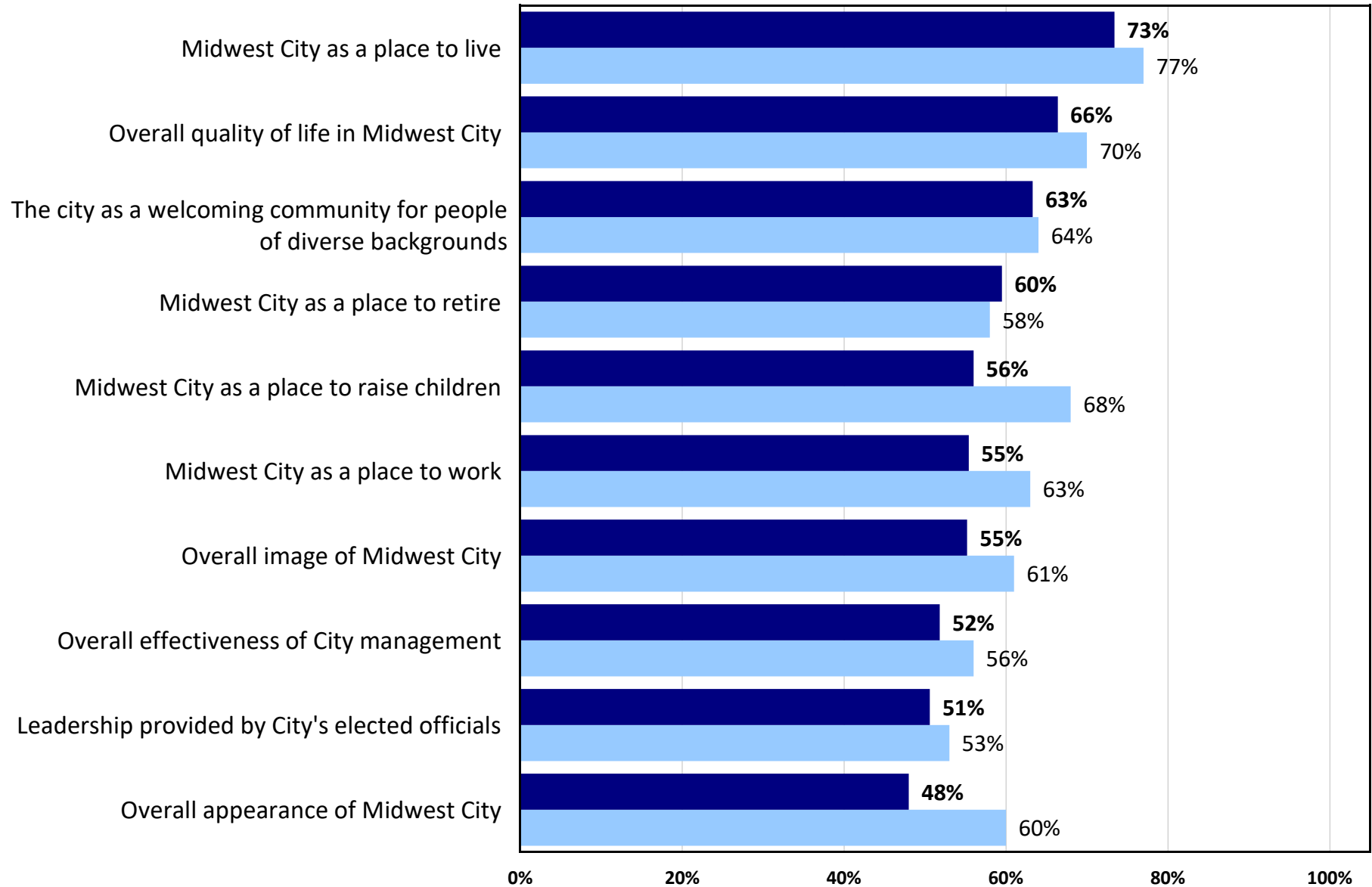


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Satisfaction with Perceptions

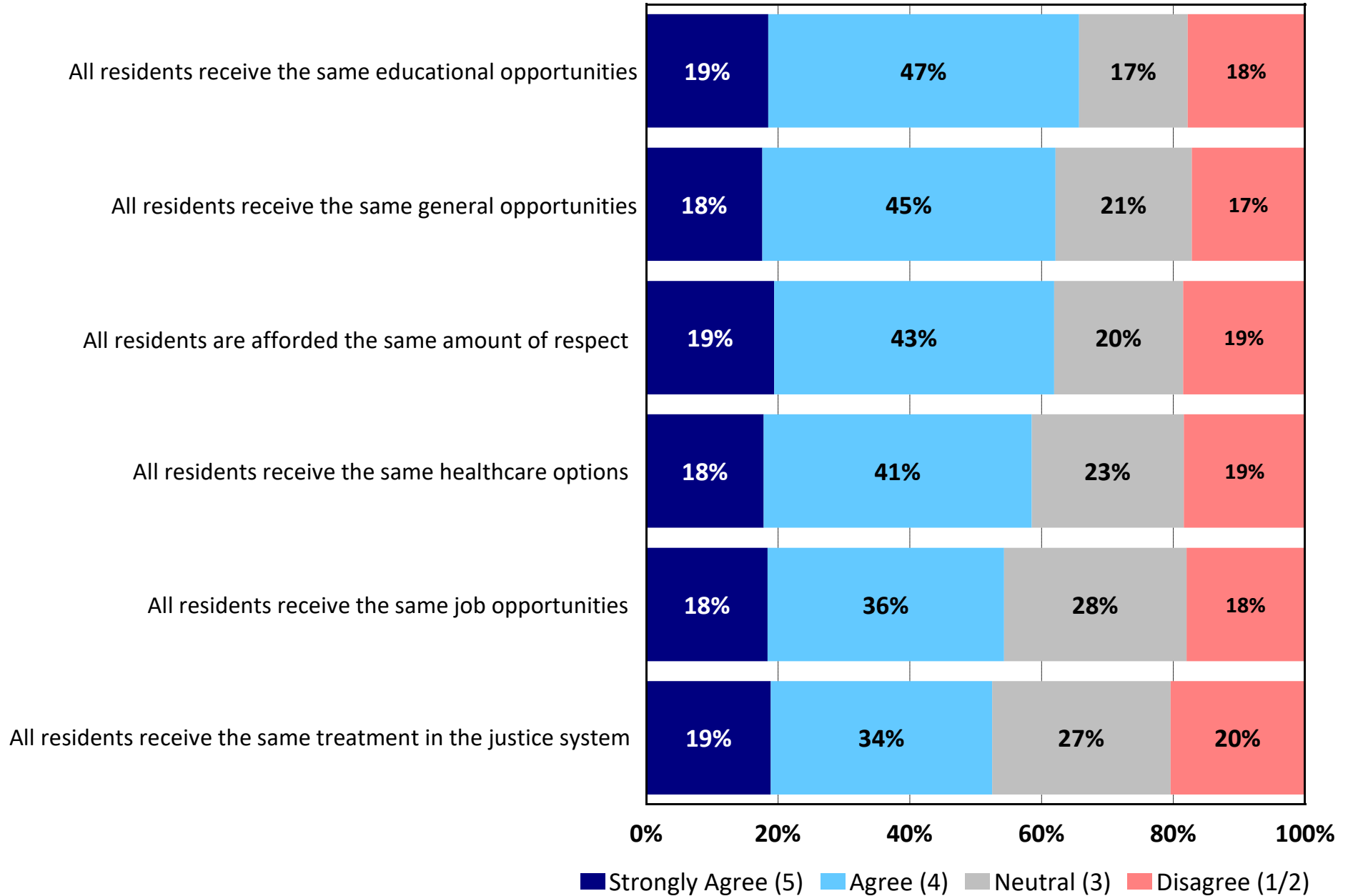
by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")

2024 2014



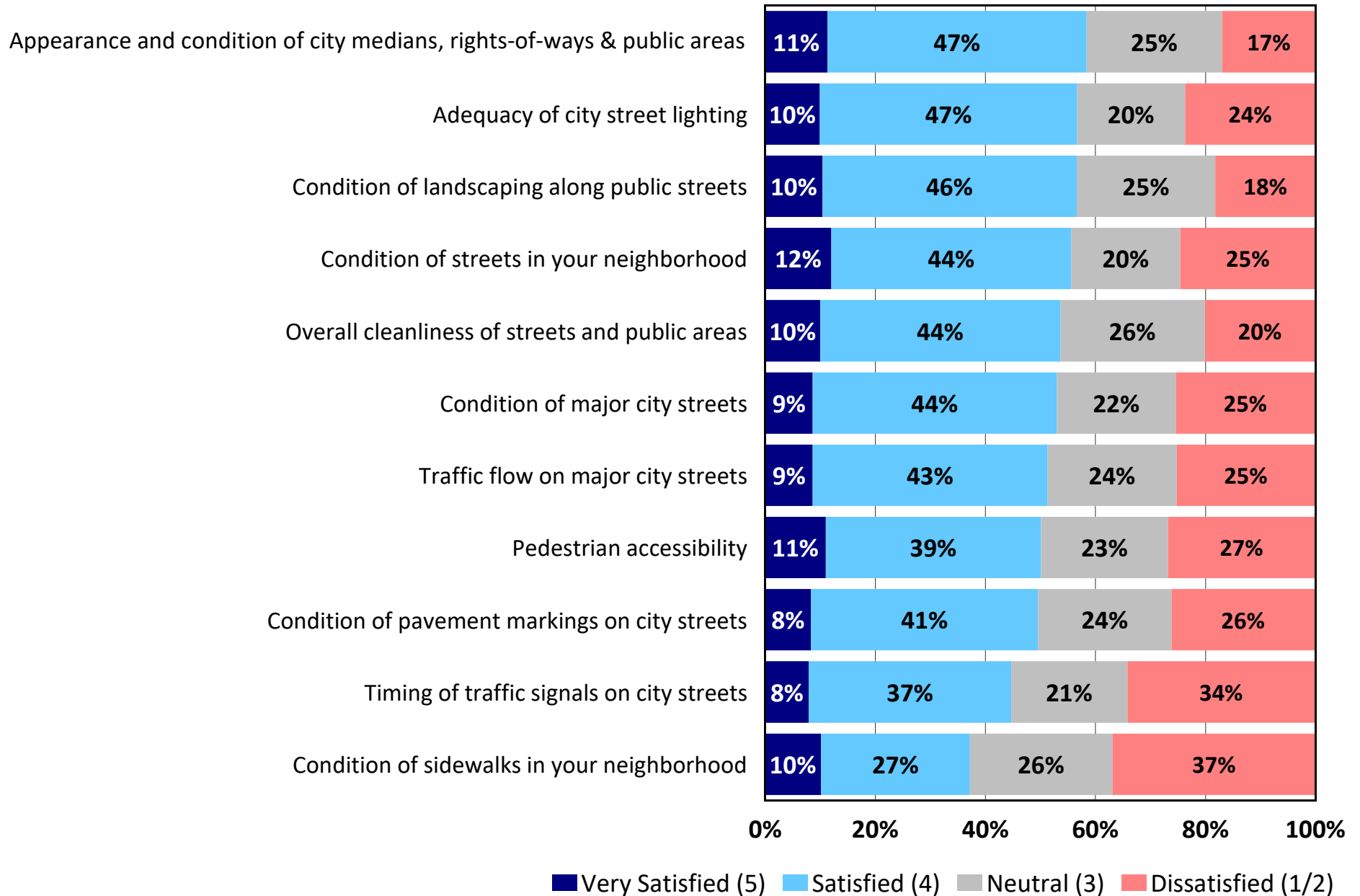
Q4. Equal Opportunity

by percentage of respondents (excluding don't knows)



Q5. City Maintenance

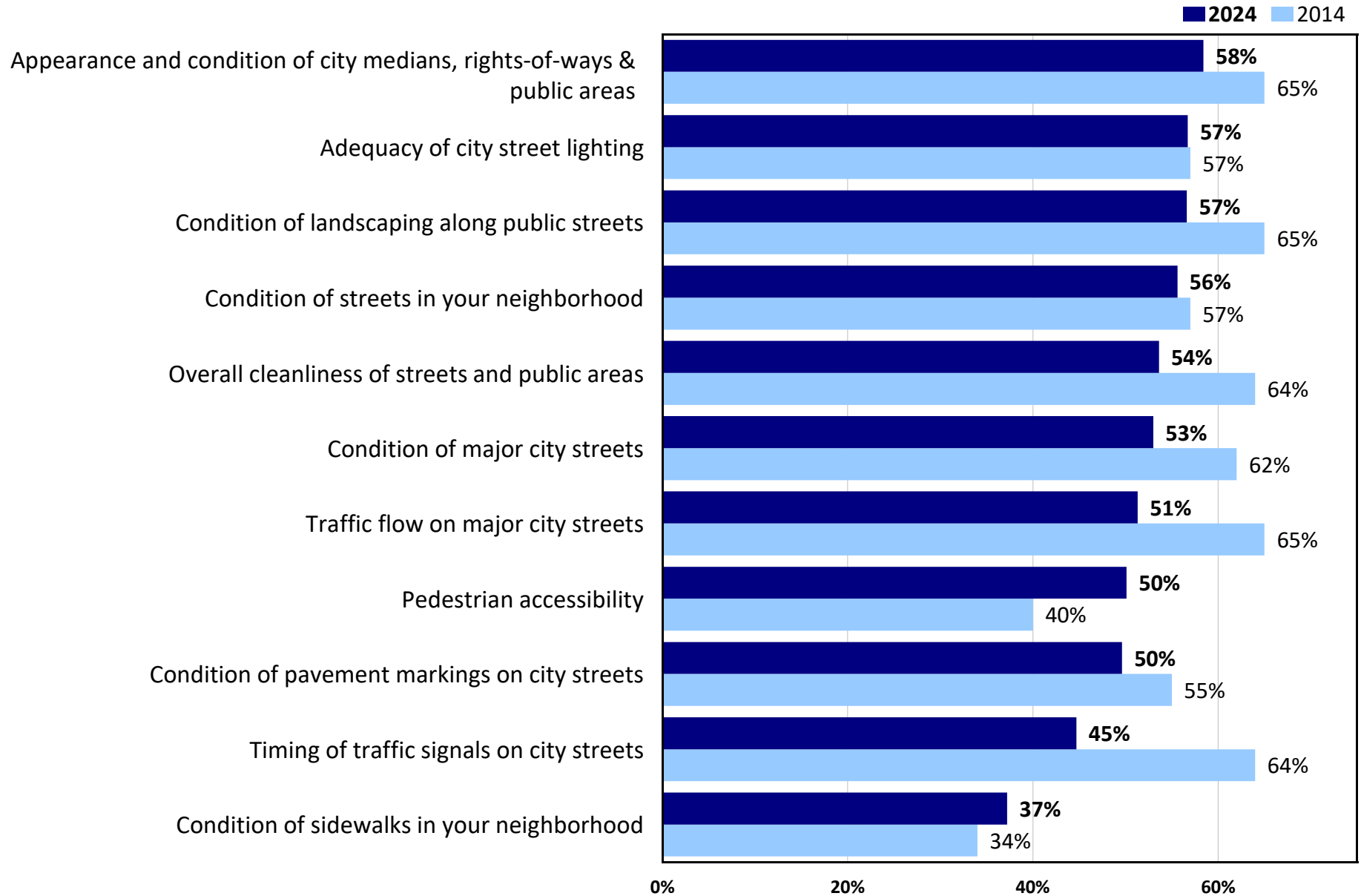
by percentage of respondents (excluding don't knows)



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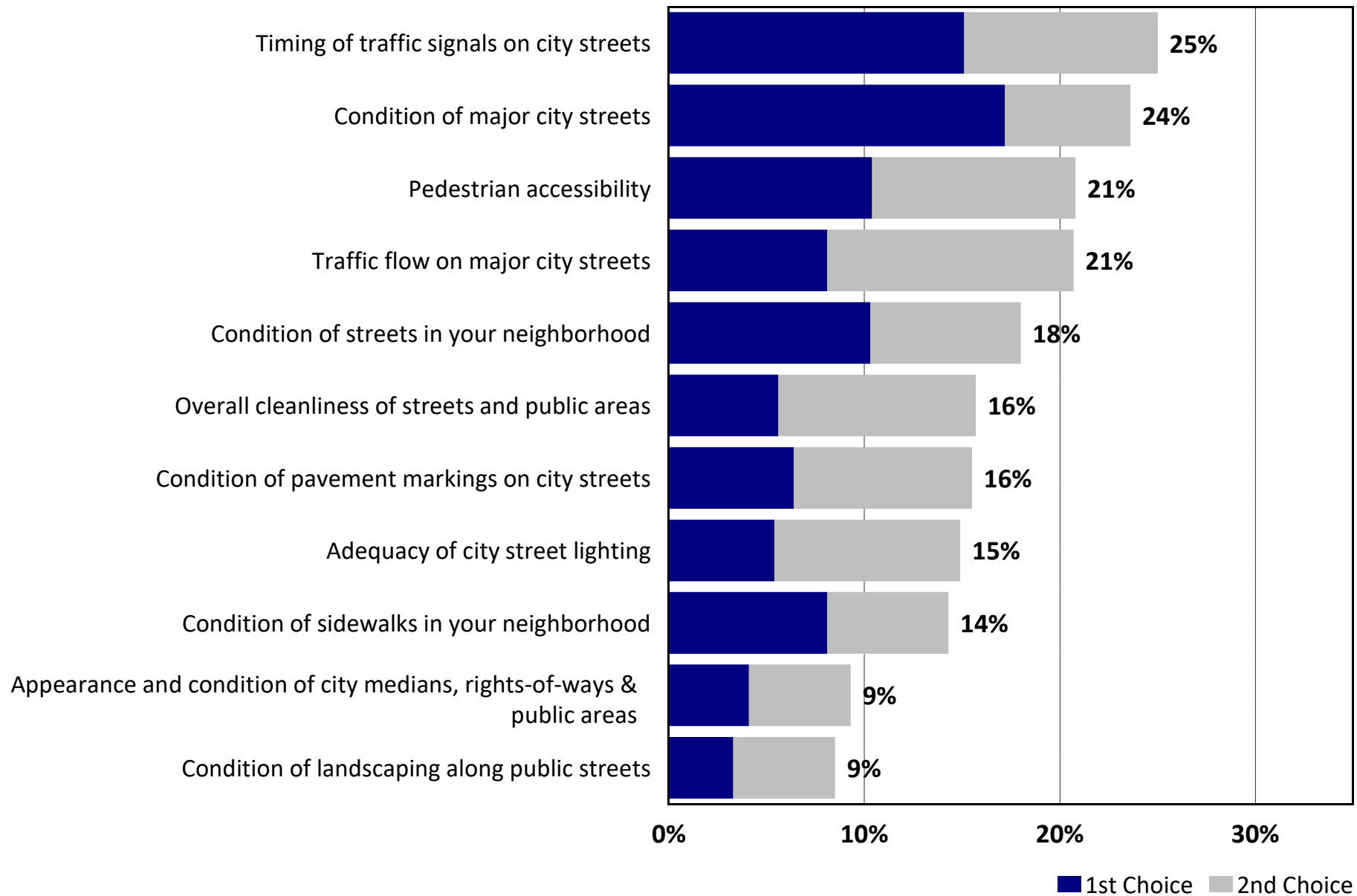
Satisfaction with City Maintenance

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")



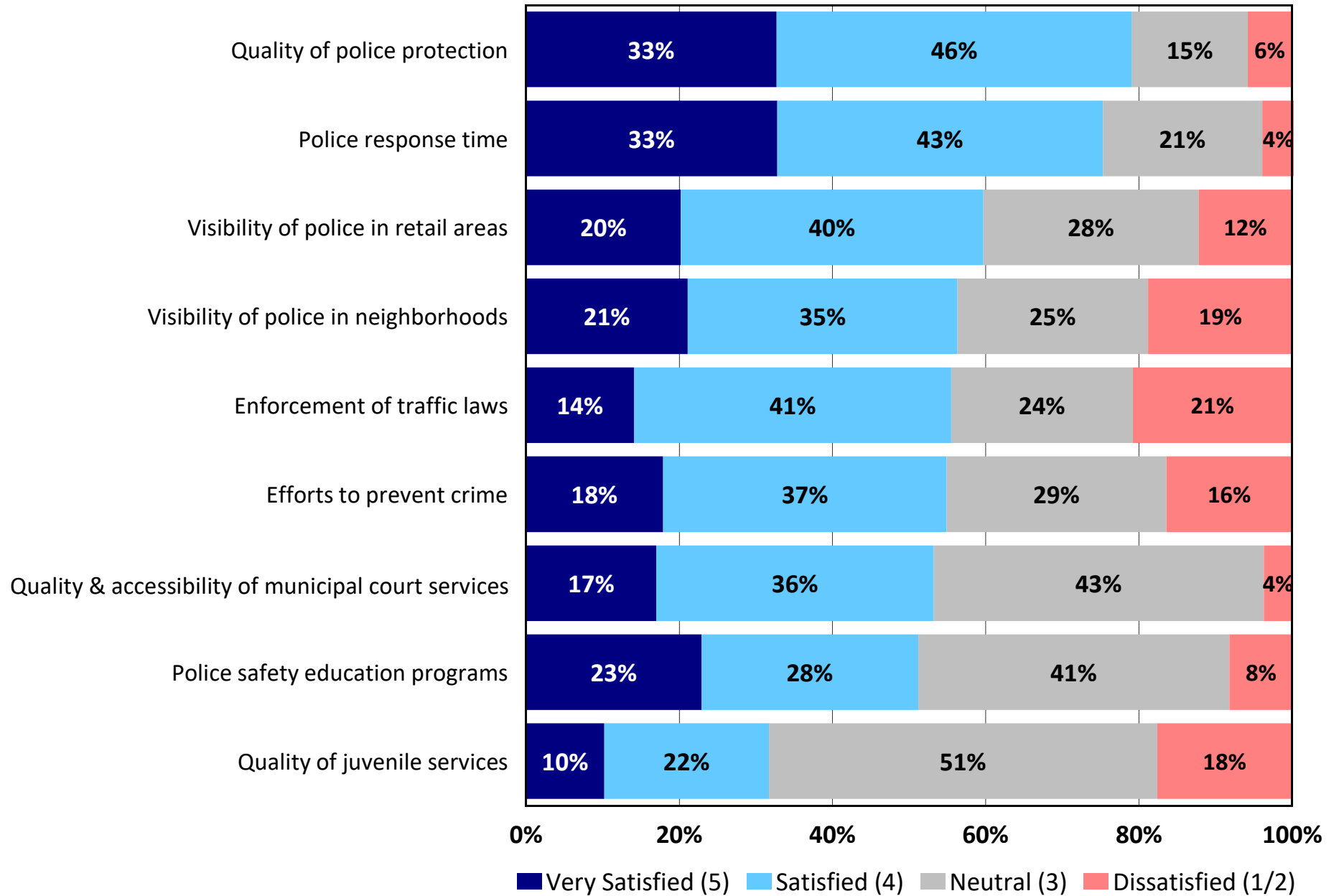
Q6. Which TWO of the City Maintenance services listed above do you think should receive the most emphasis from city leaders over the next TWO Years?

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



Q7. Police Services

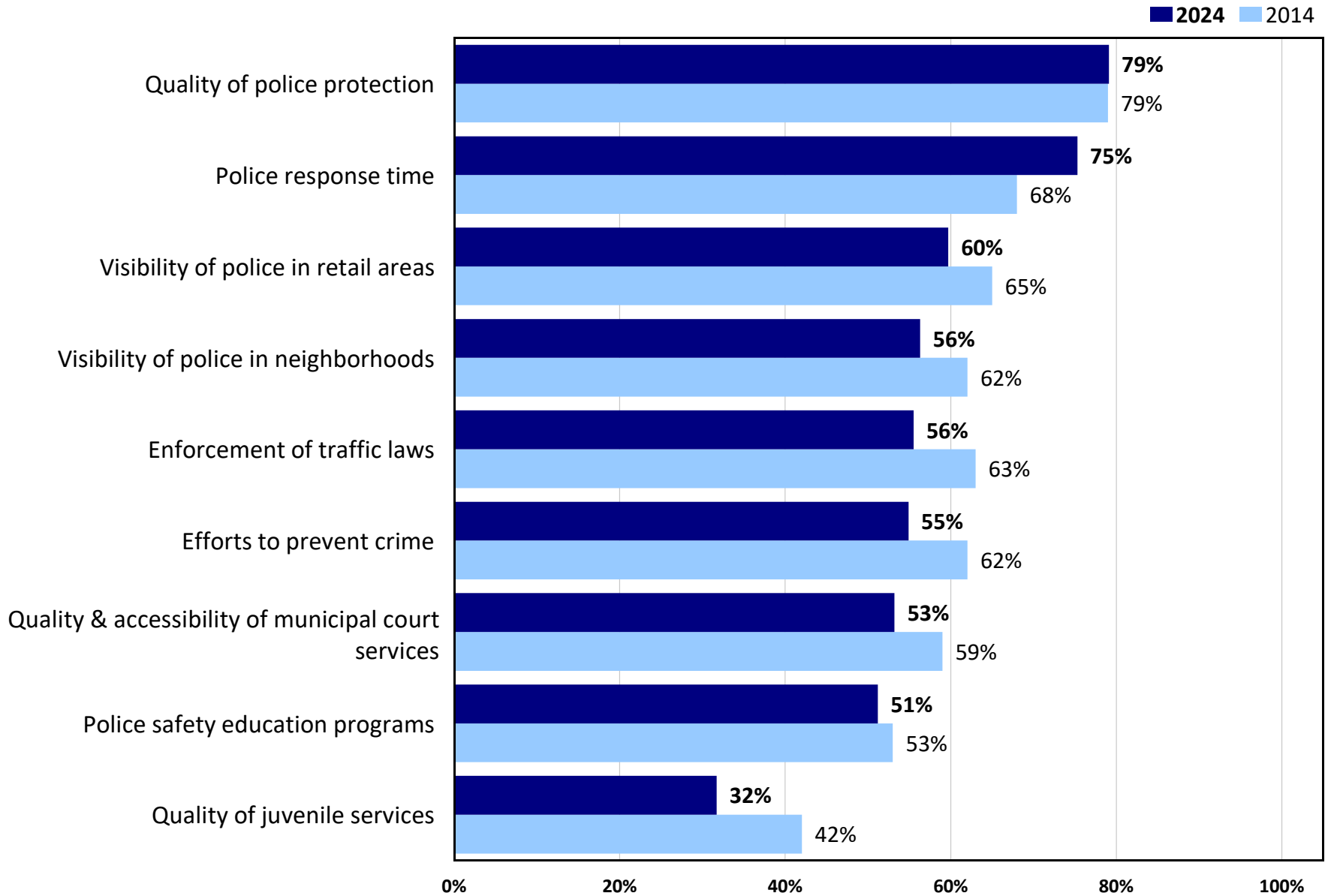
by percentage of respondents (excluding don't knows)



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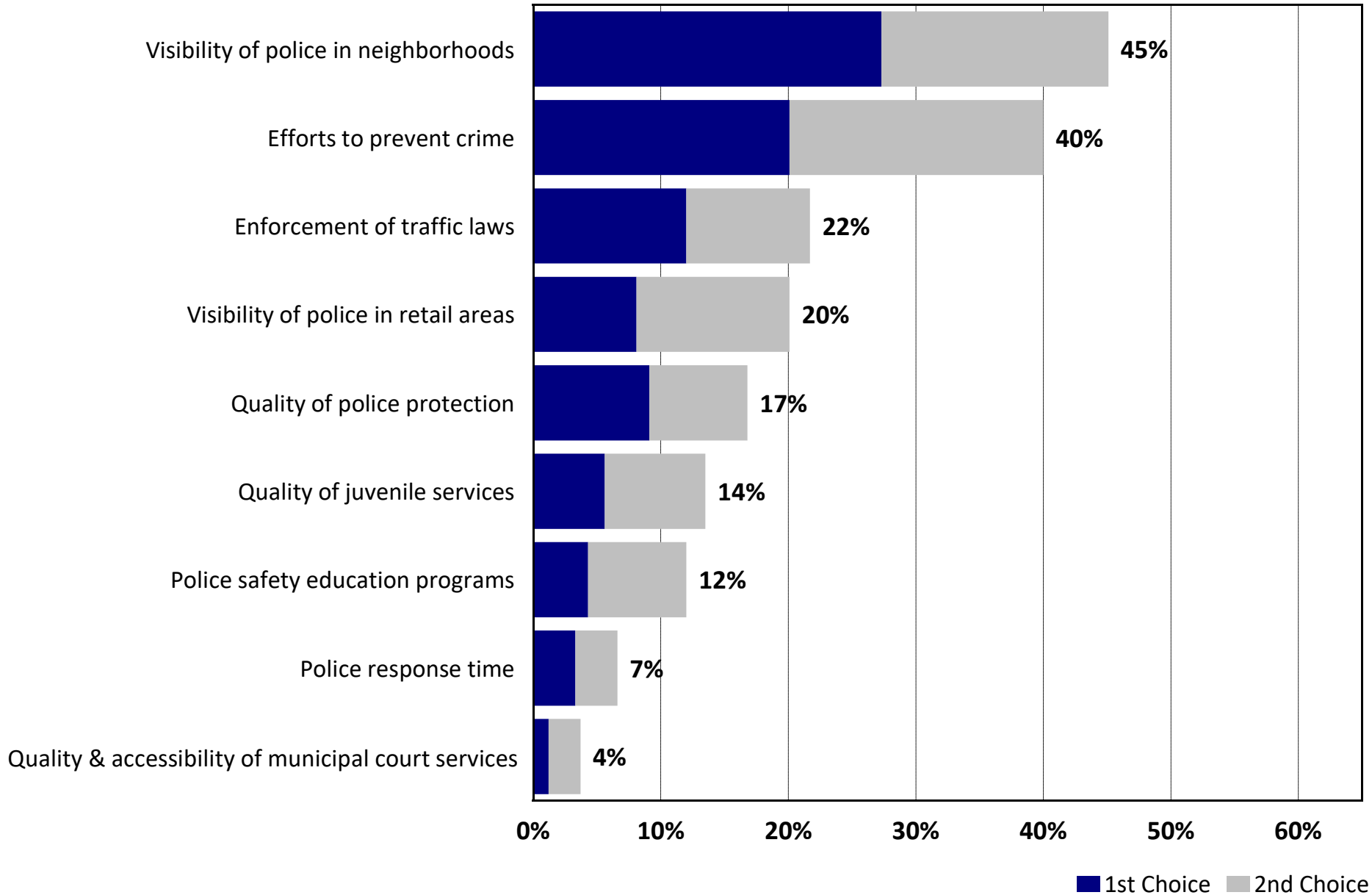
Satisfaction with Police Services

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")



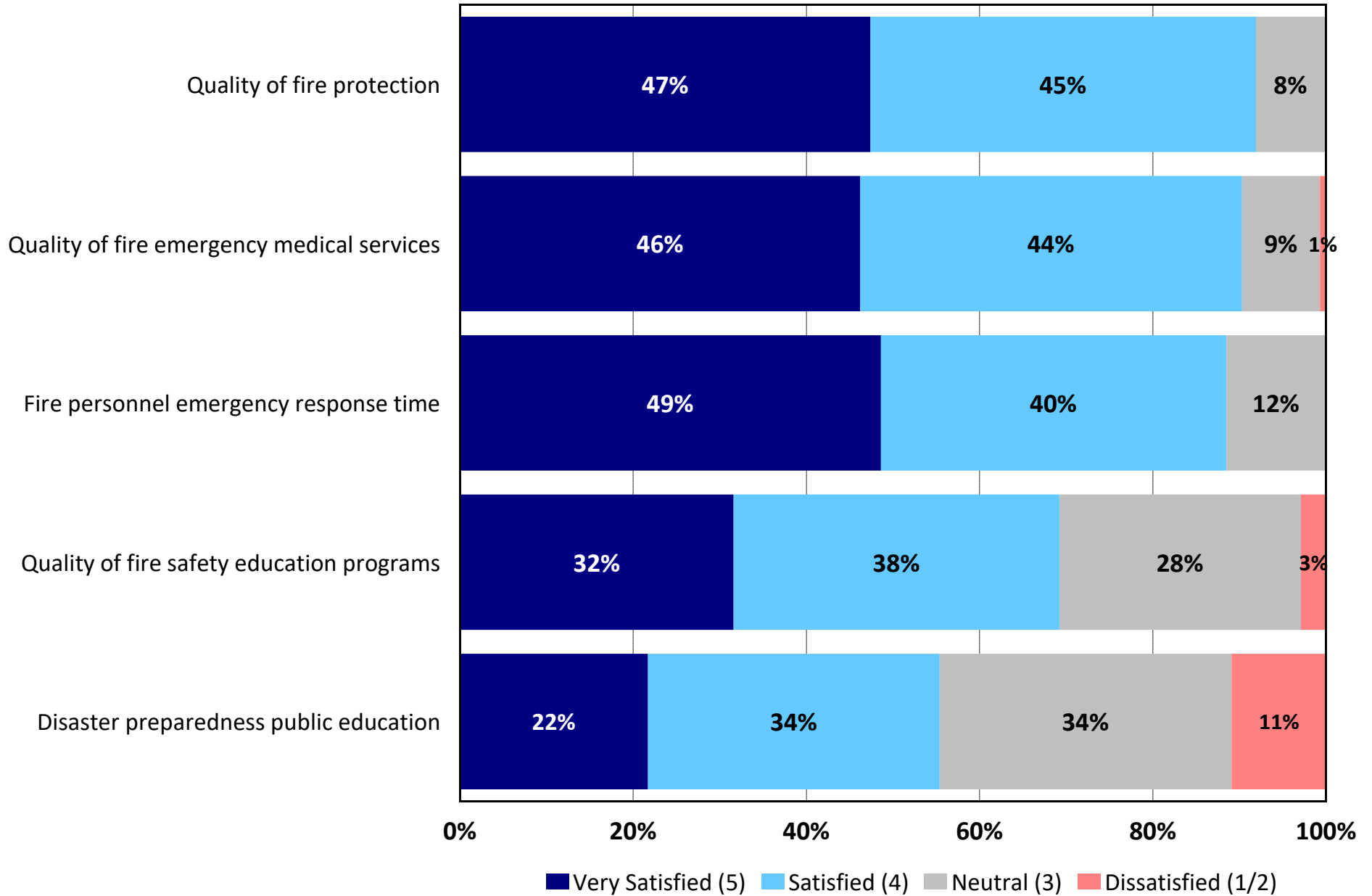
Q8. Which TWO of the Police Services listed in Question 7 on the previous page do you think should receive the most emphasis from city leaders over the next 2 Years?

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



Q9. Fire Services

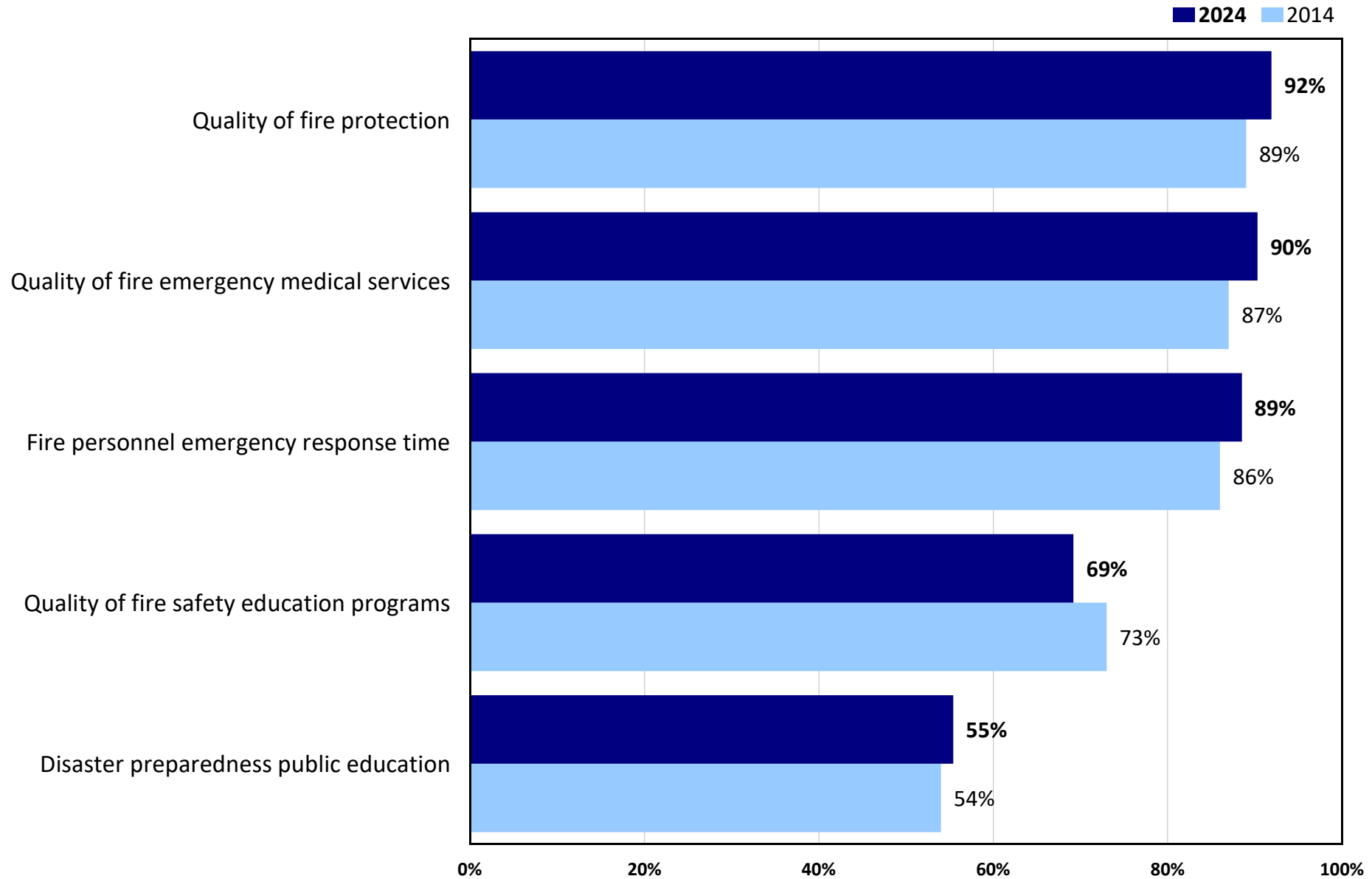
by percentage of respondents (excluding don't knows)



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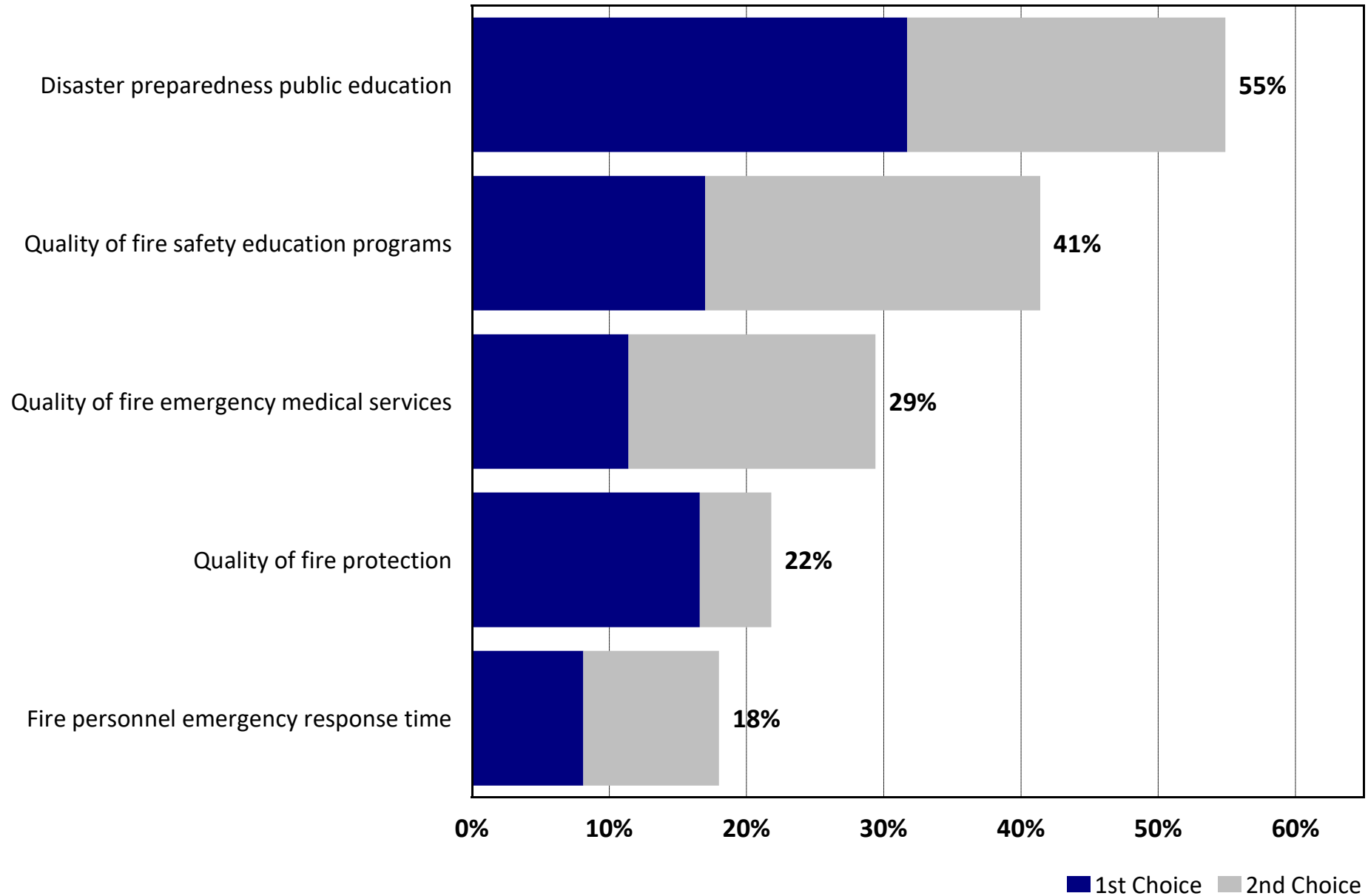
Satisfaction with Fire Services

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")



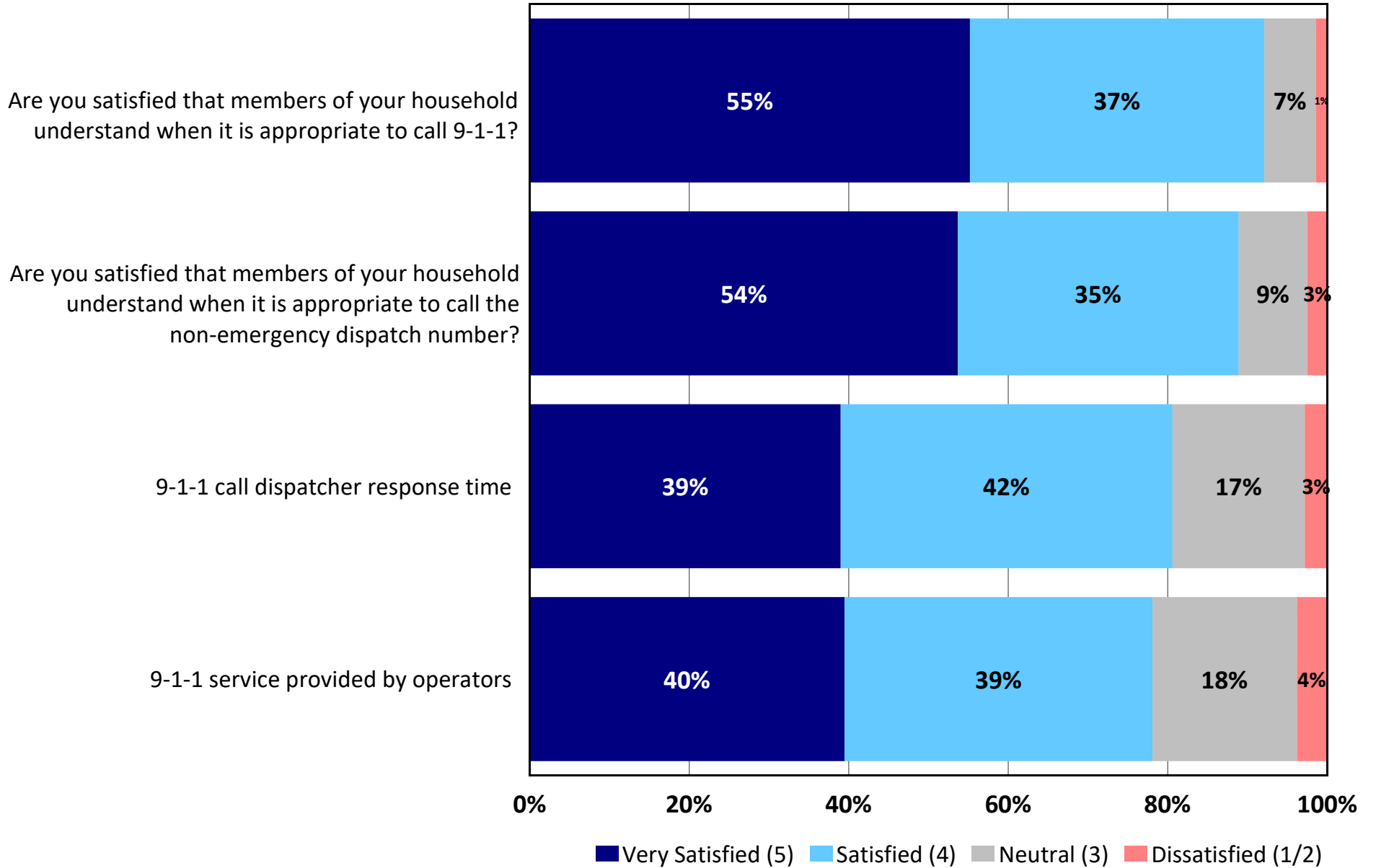
Q10. Which TWO of the Fire Services items listed above do you think should receive the most emphasis from city leaders over the next TWO Years?

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



Q11. 9-1-1 Services

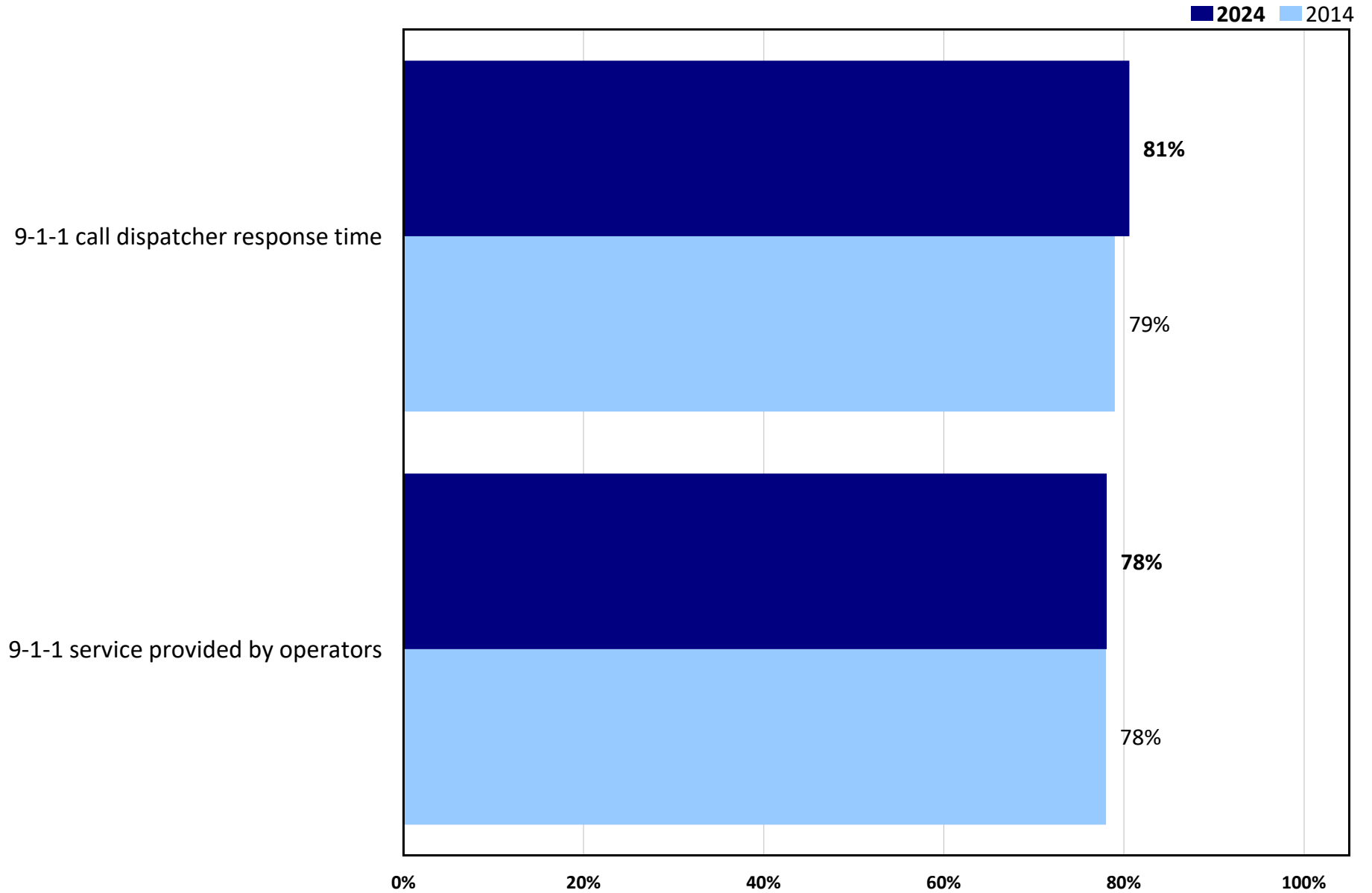
by percentage of respondents (excluding don't knows)



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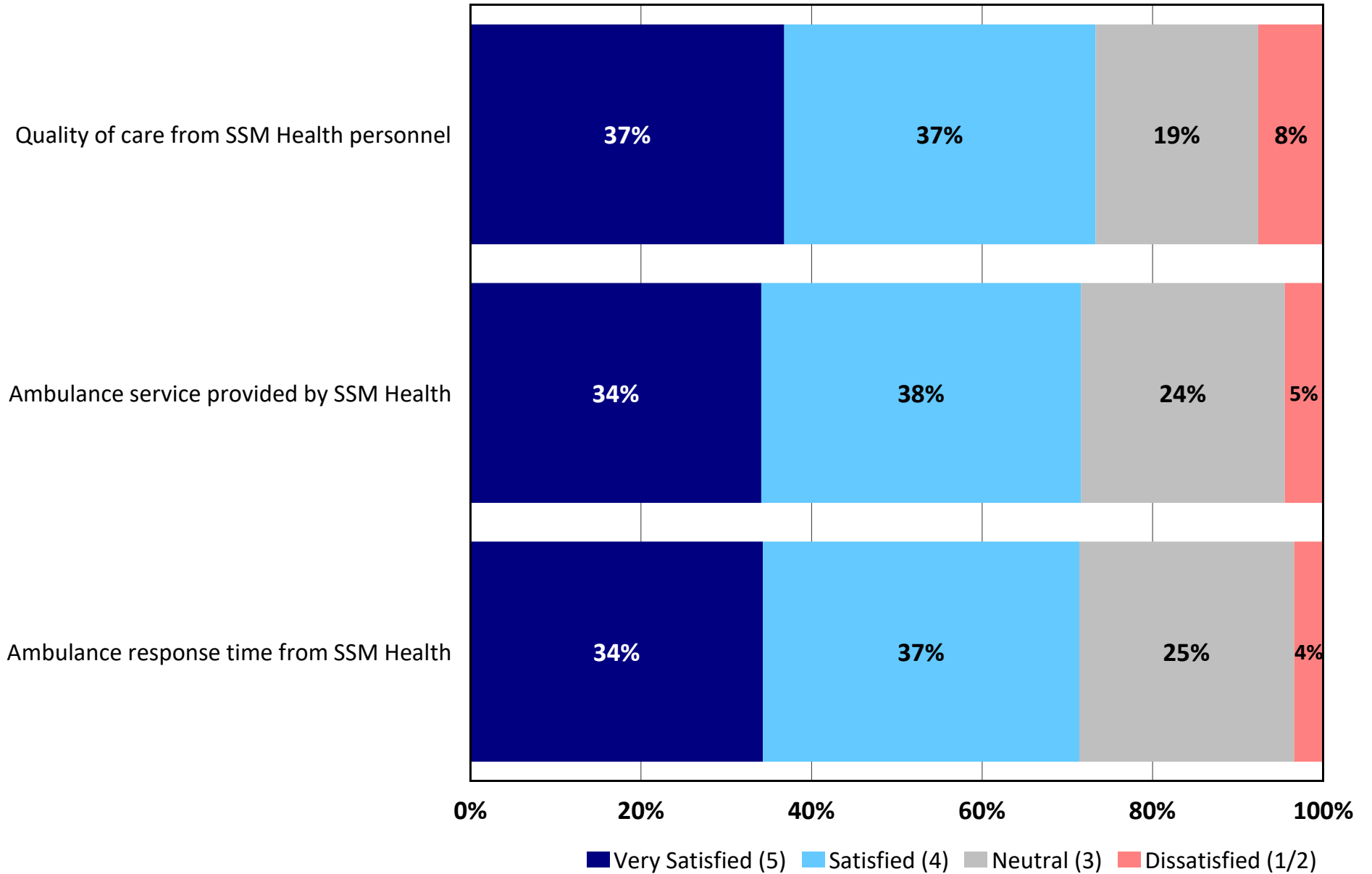
Satisfaction with 9-1-1 Services

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")



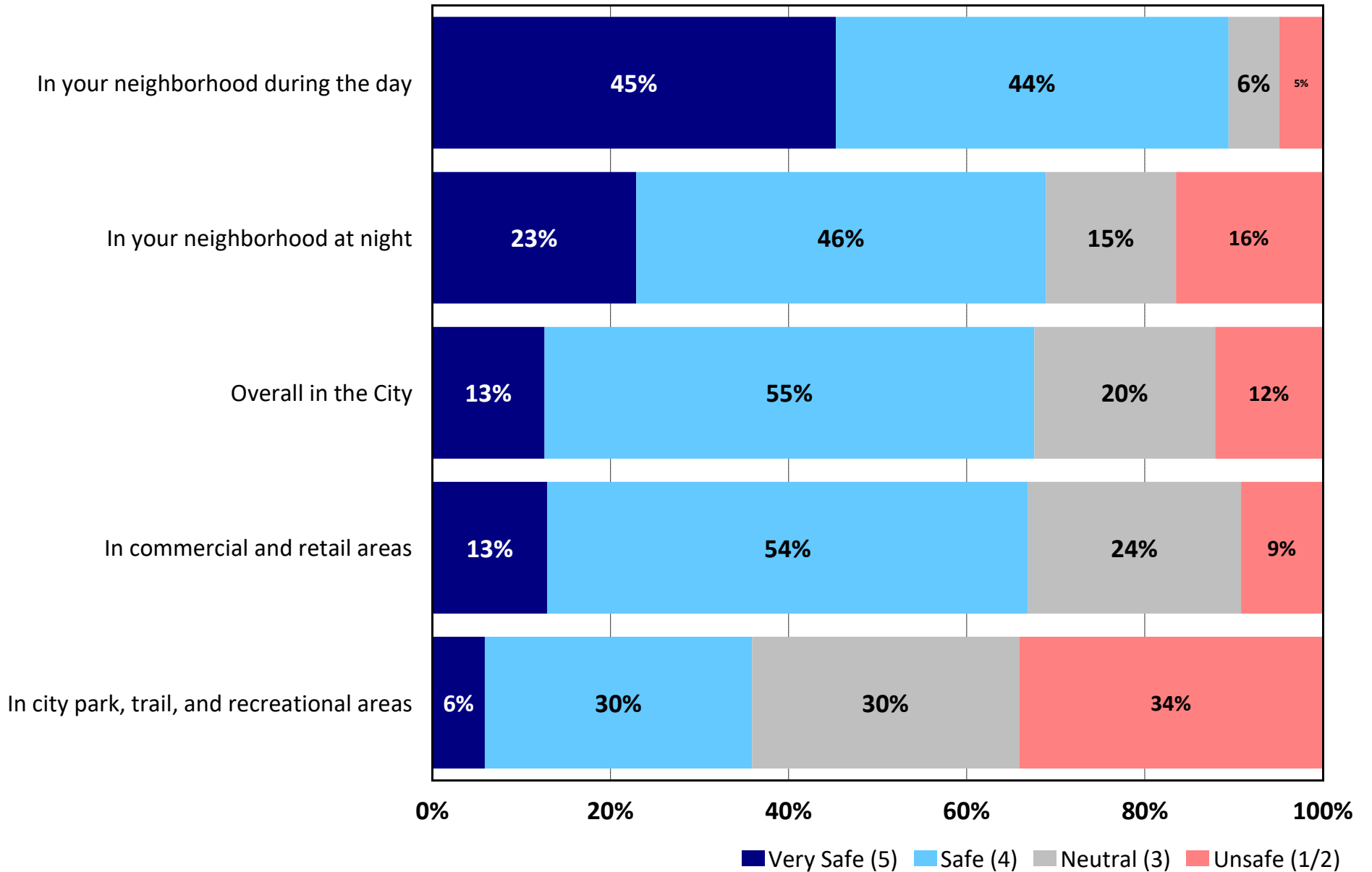
Q12. Ambulance Services

by percentage of respondents (excluding don't knows)



Q13. Feeling of Safety

by percentage of respondents (excluding don't knows)

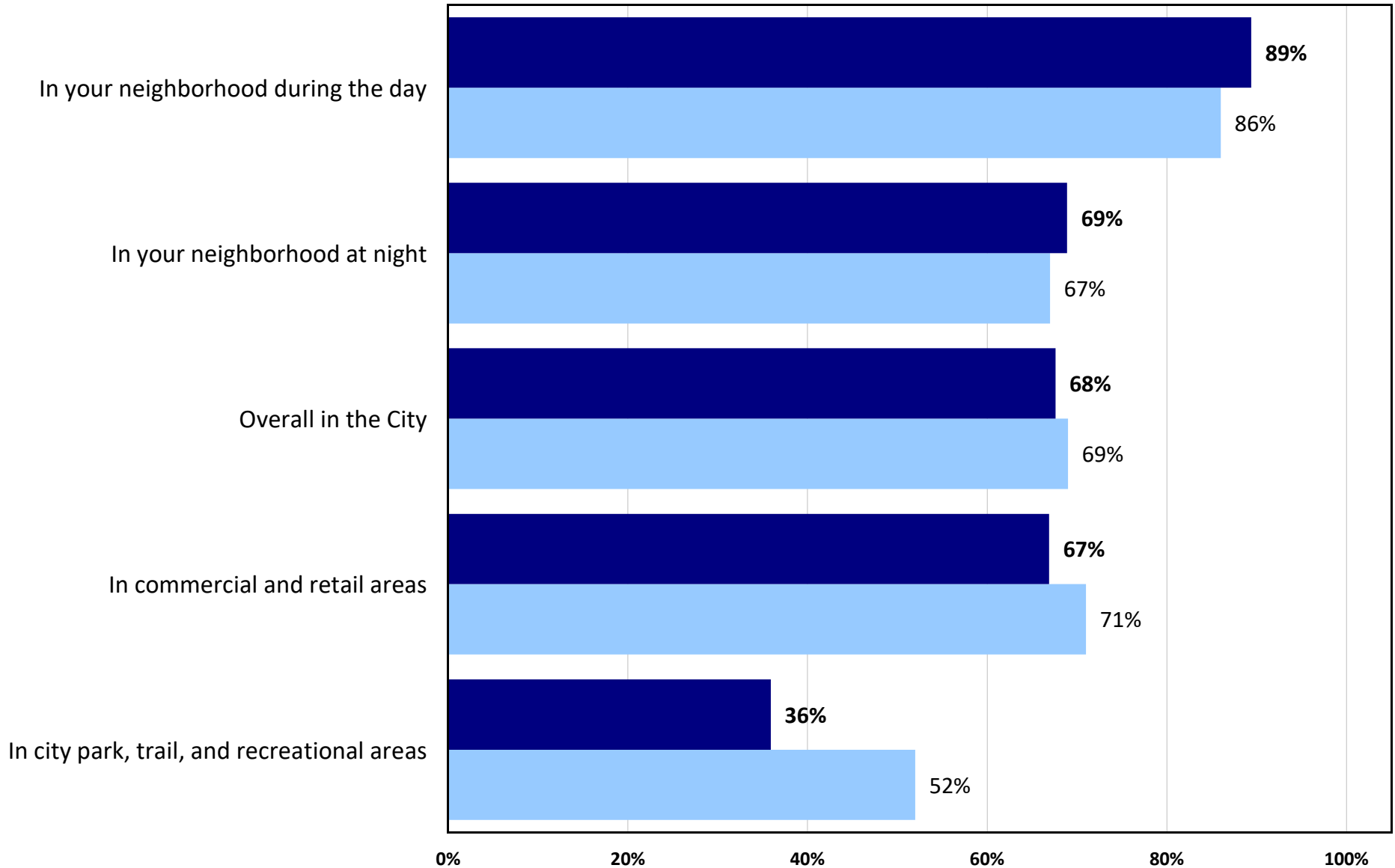


TRENDS

Satisfaction with Feeling of Safety

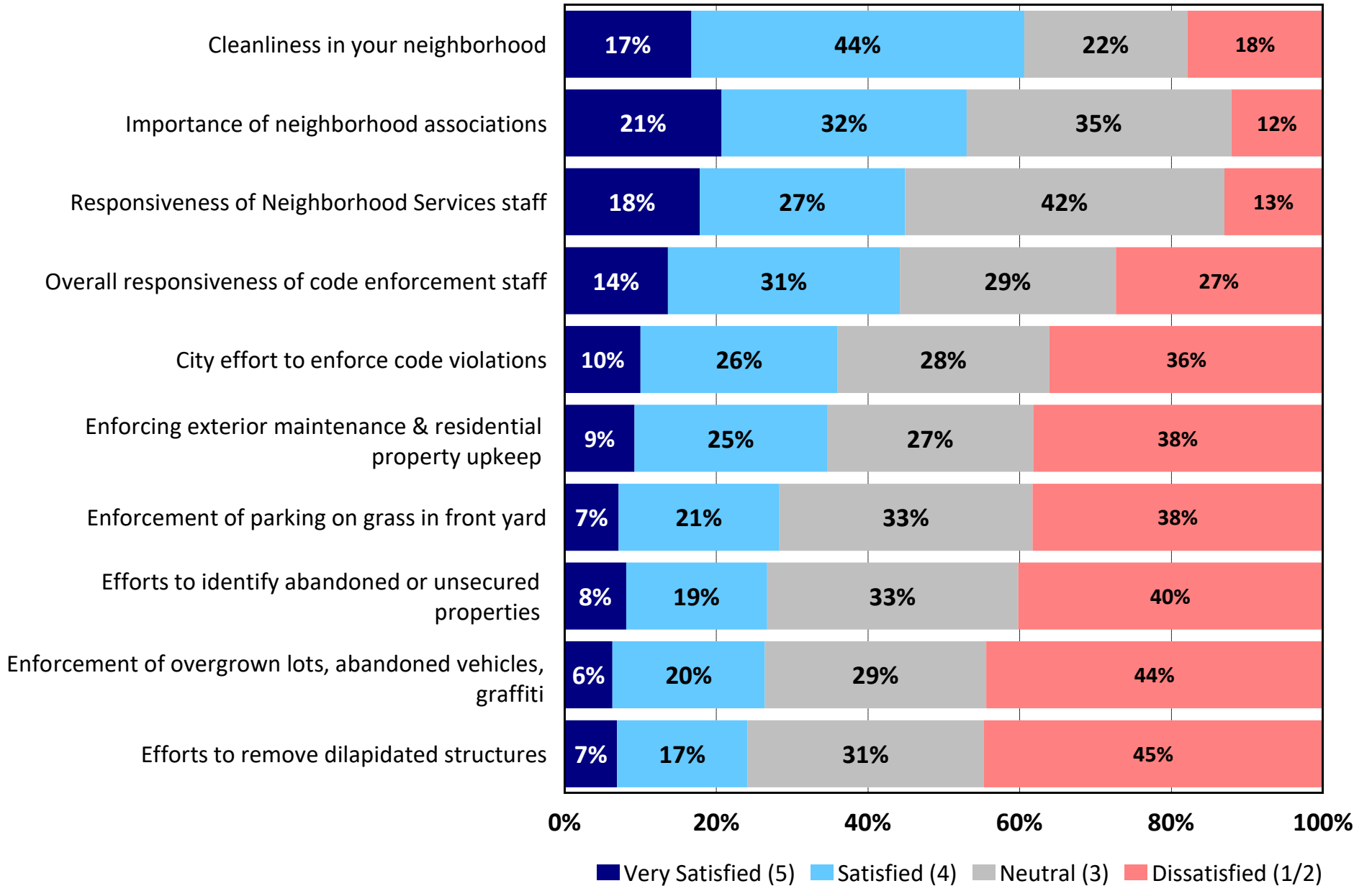
by percentage of respondents who rated their feeling as "safe" or "very safe" (excluding "don't know")

2024 2014



Q14. Code Enforcement & Neighborhood Services

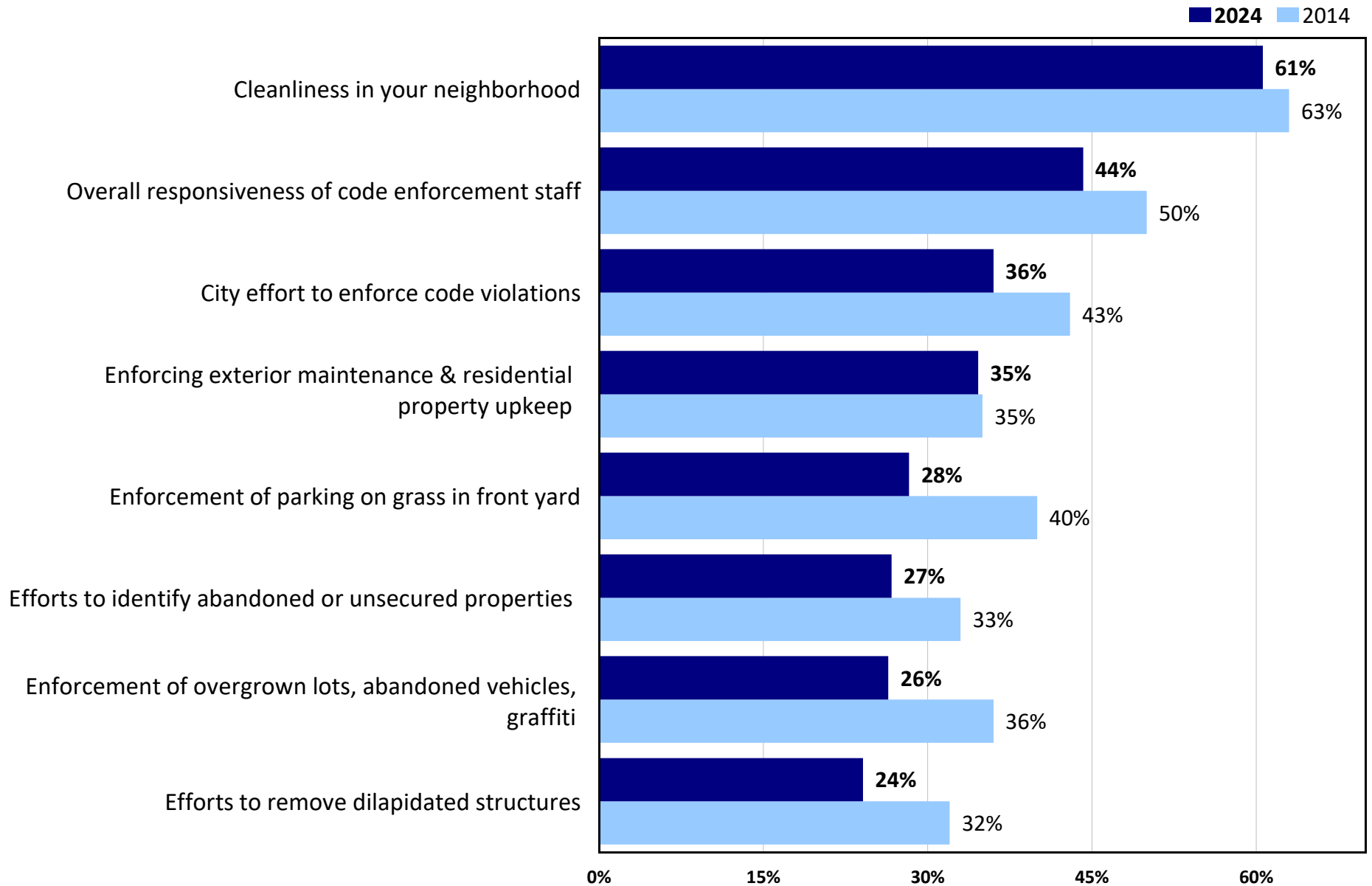
by percentage of respondents (excluding don't knows)



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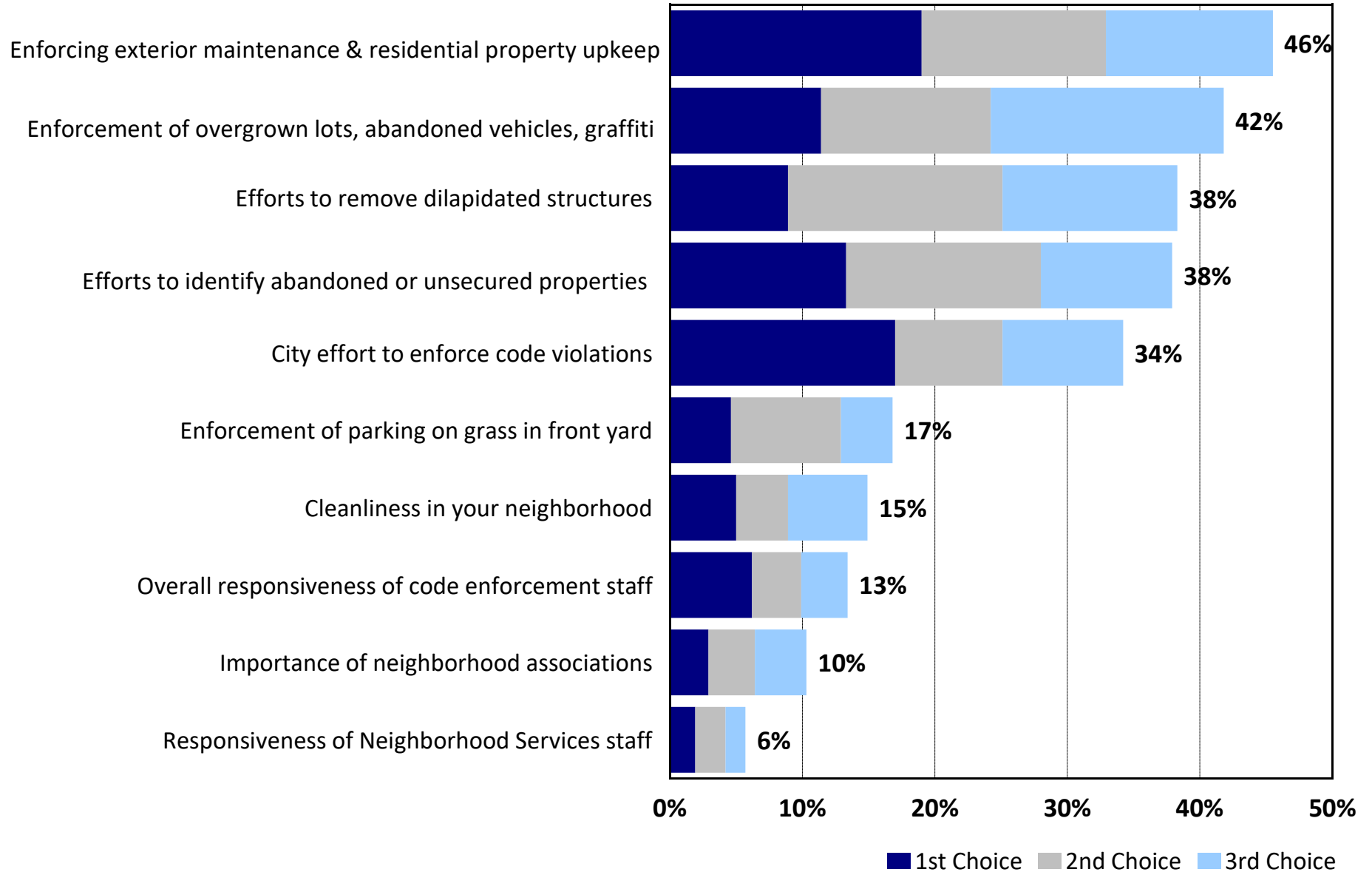
Satisfaction with Code Enforcement and Neighborhood Services

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")



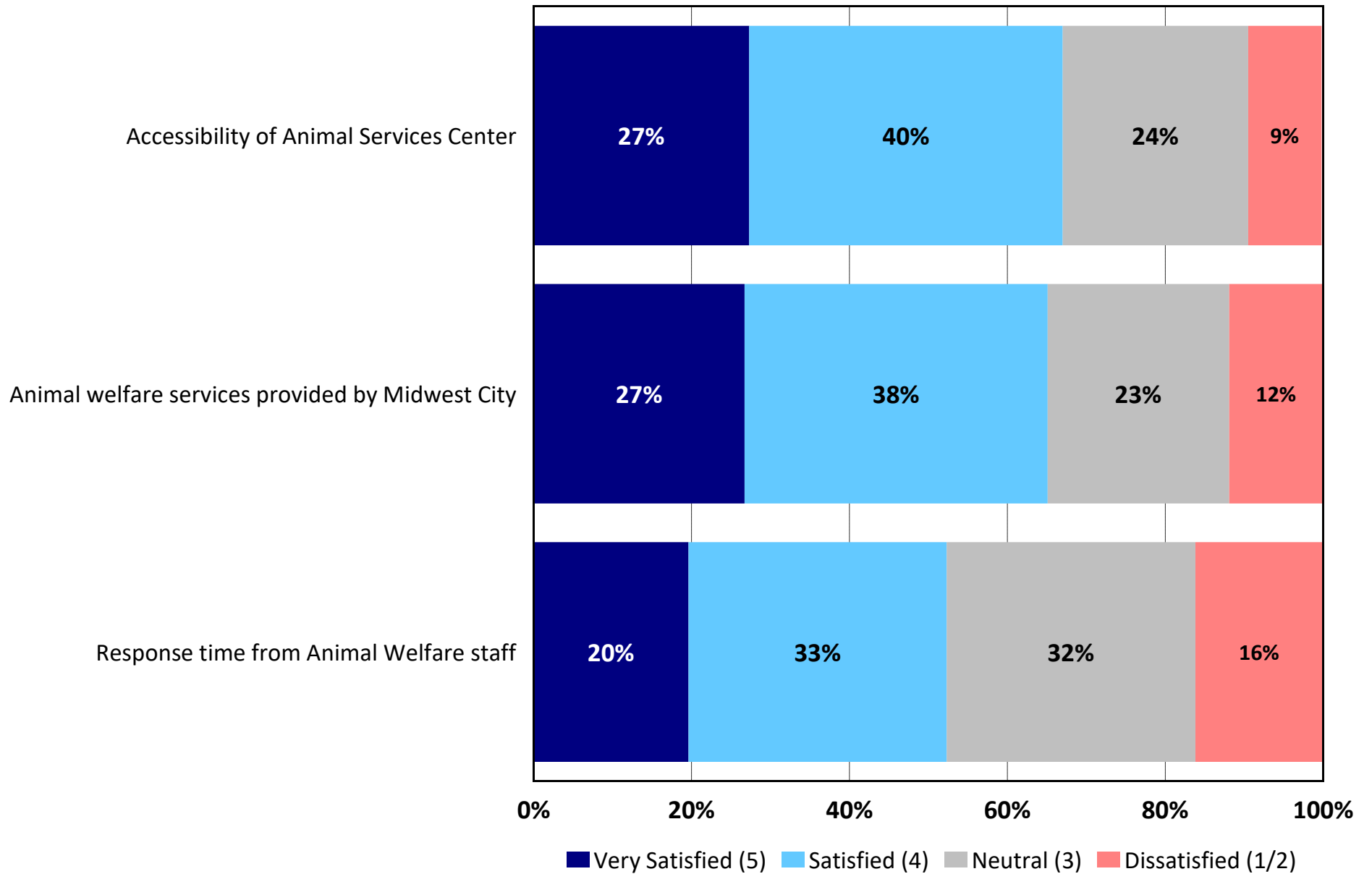
Q15. Which THREE of the services above do you think should receive the most emphasis from city leaders over the next TWO Years?

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



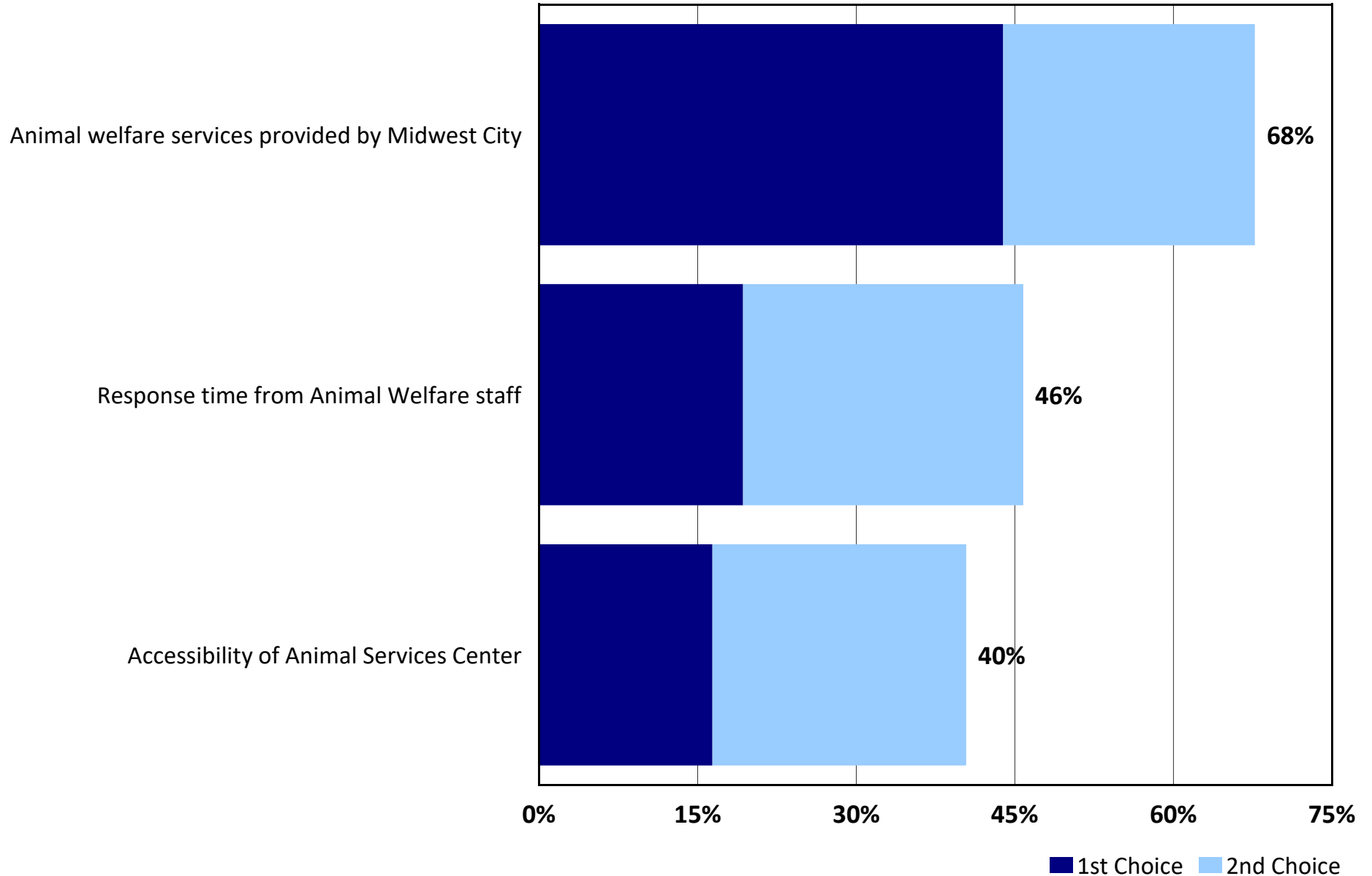
Q16. Animal Welfare Services

by percentage of respondents (excluding don't knows)



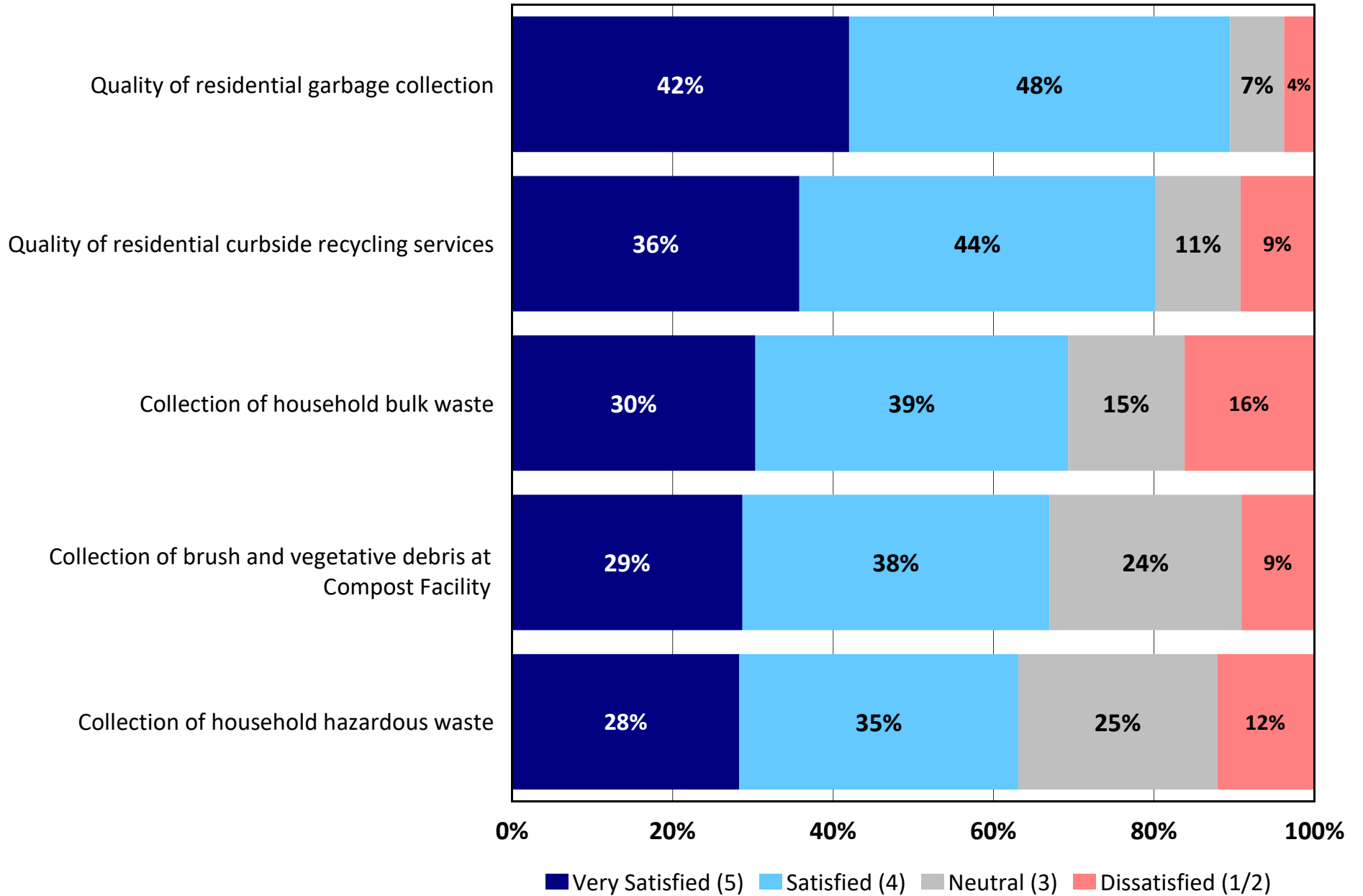
Q17. Which TWO of the Animal Welfare services listed above do you think should receive the most emphasis from city leaders over the next TWO Years?

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



Q18. Sanitation Services

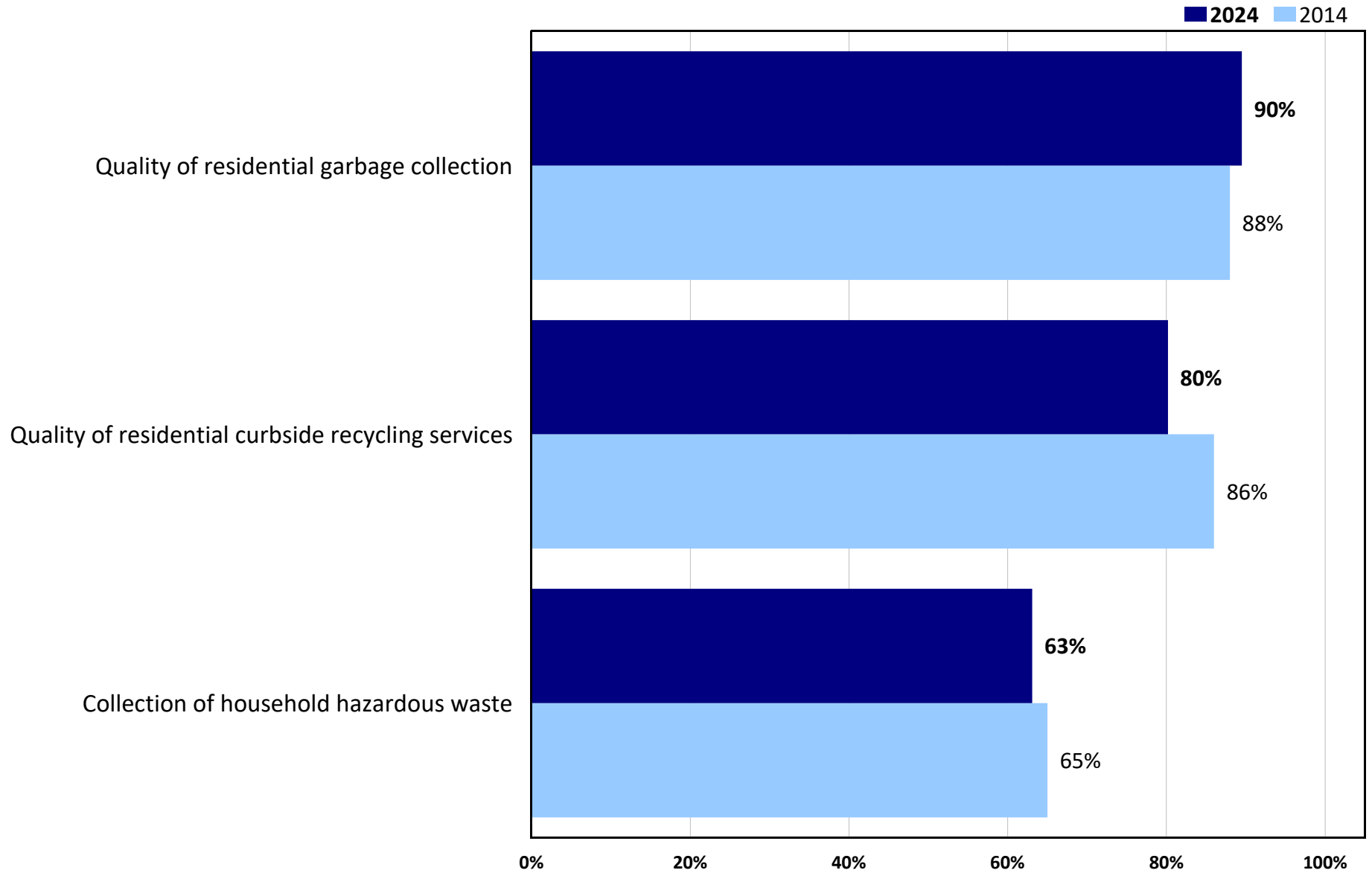
by percentage of respondents (excluding don't knows)



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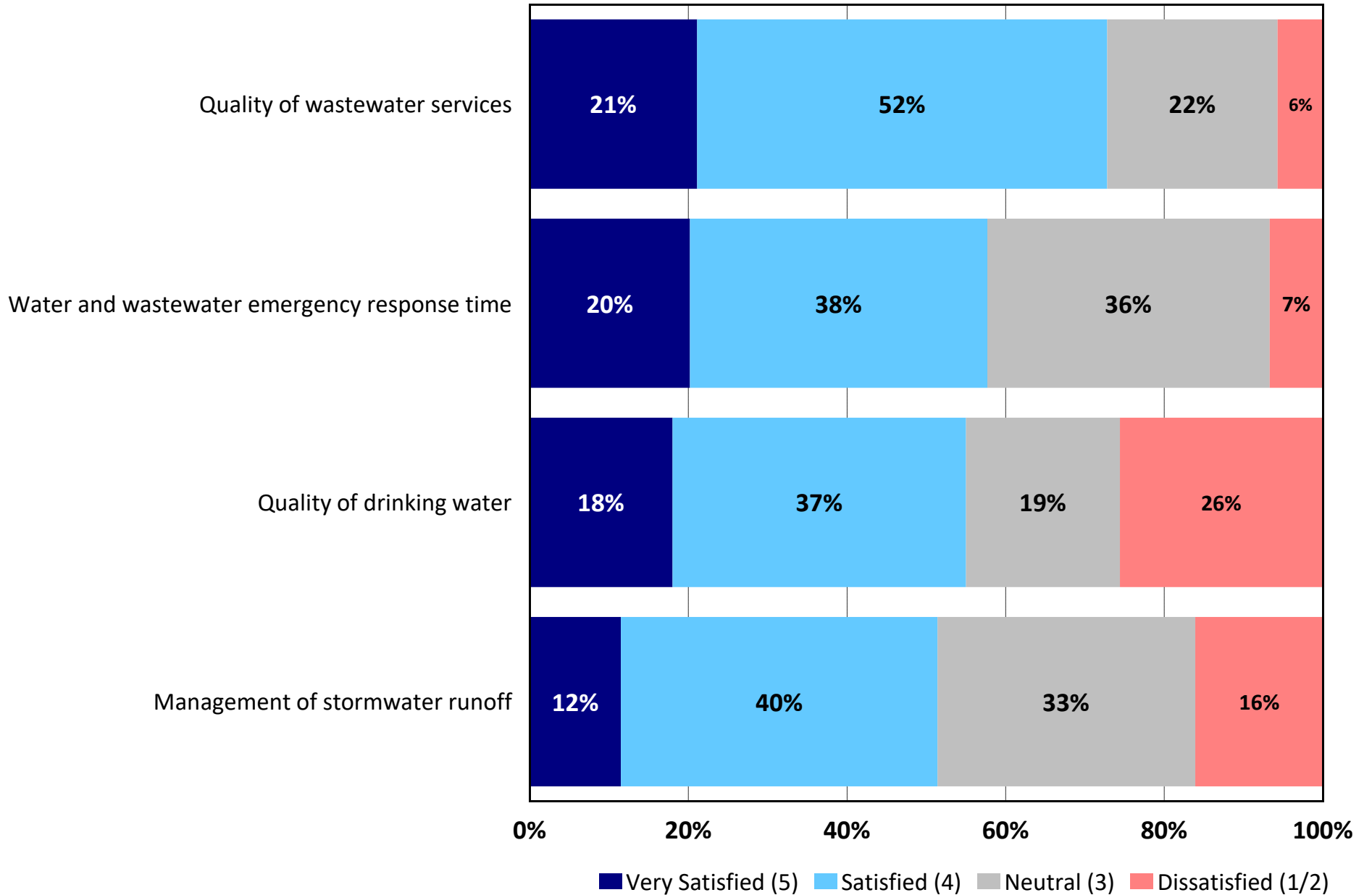
Satisfaction with Sanitation Services

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")



Q19. Public Works Services

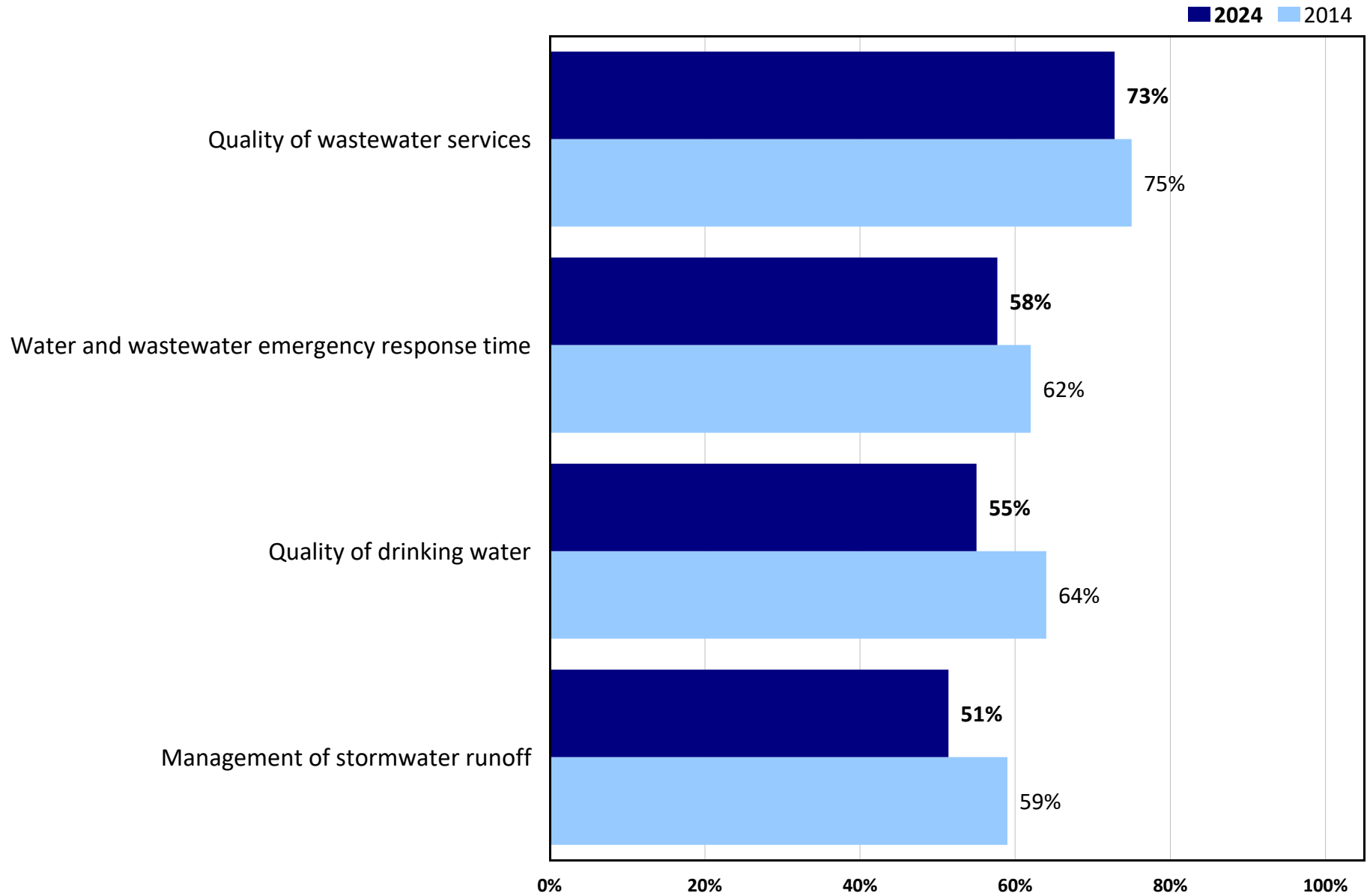
by percentage of respondents (excluding don't knows)



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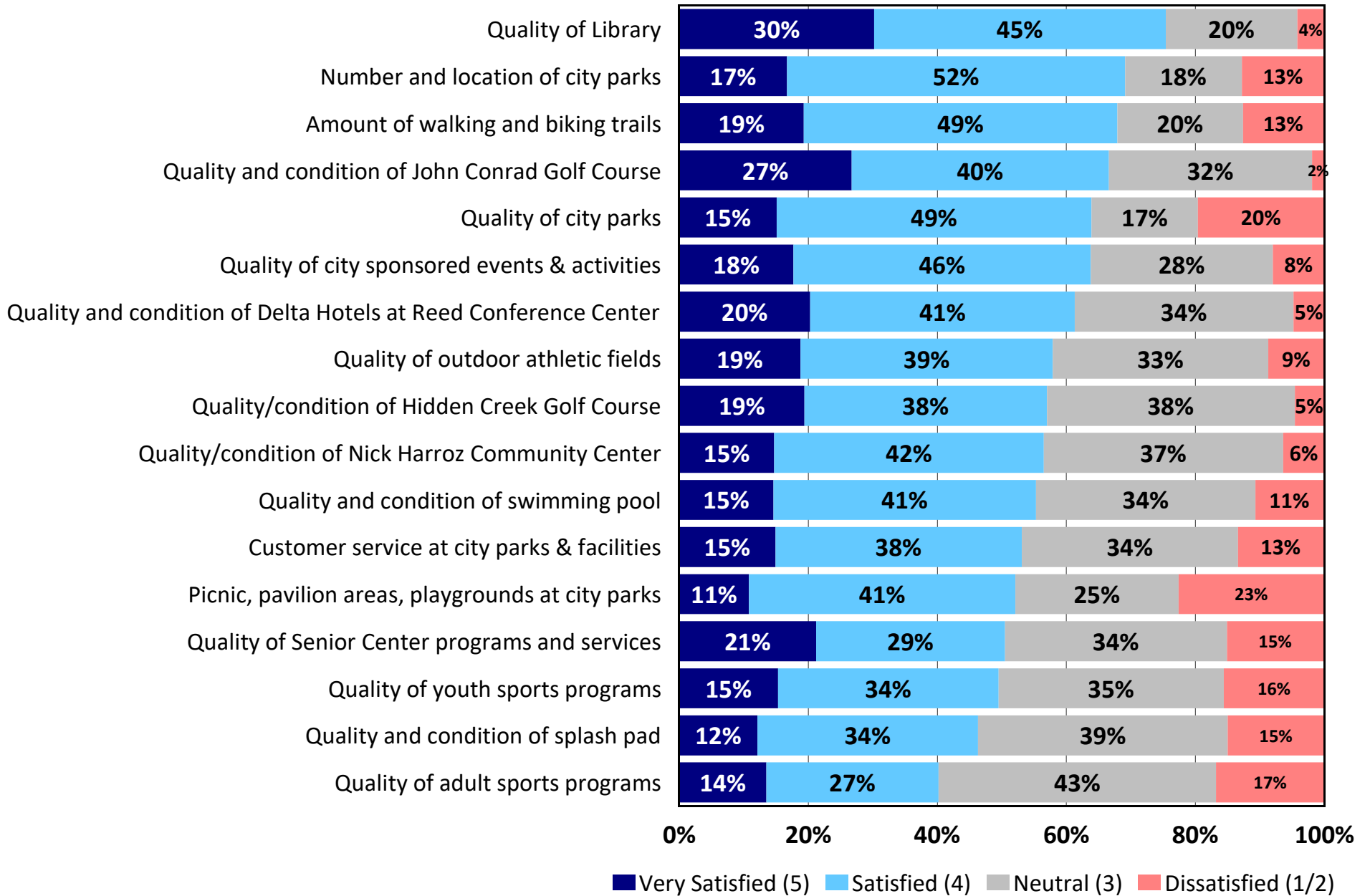
Satisfaction with Public Works Services

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")



Q20. Parks and Recreation

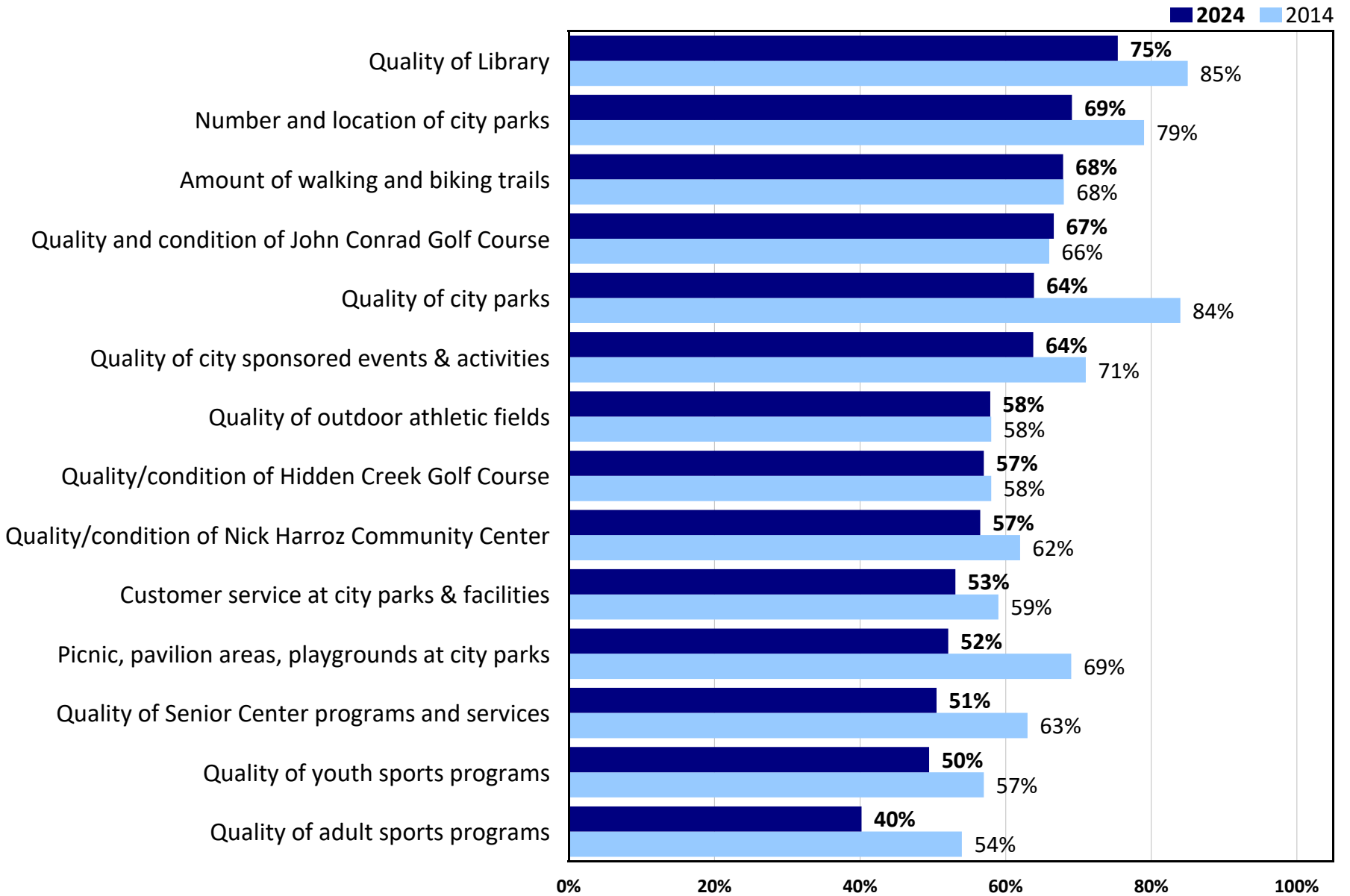
by percentage of respondents (excluding don't knows)



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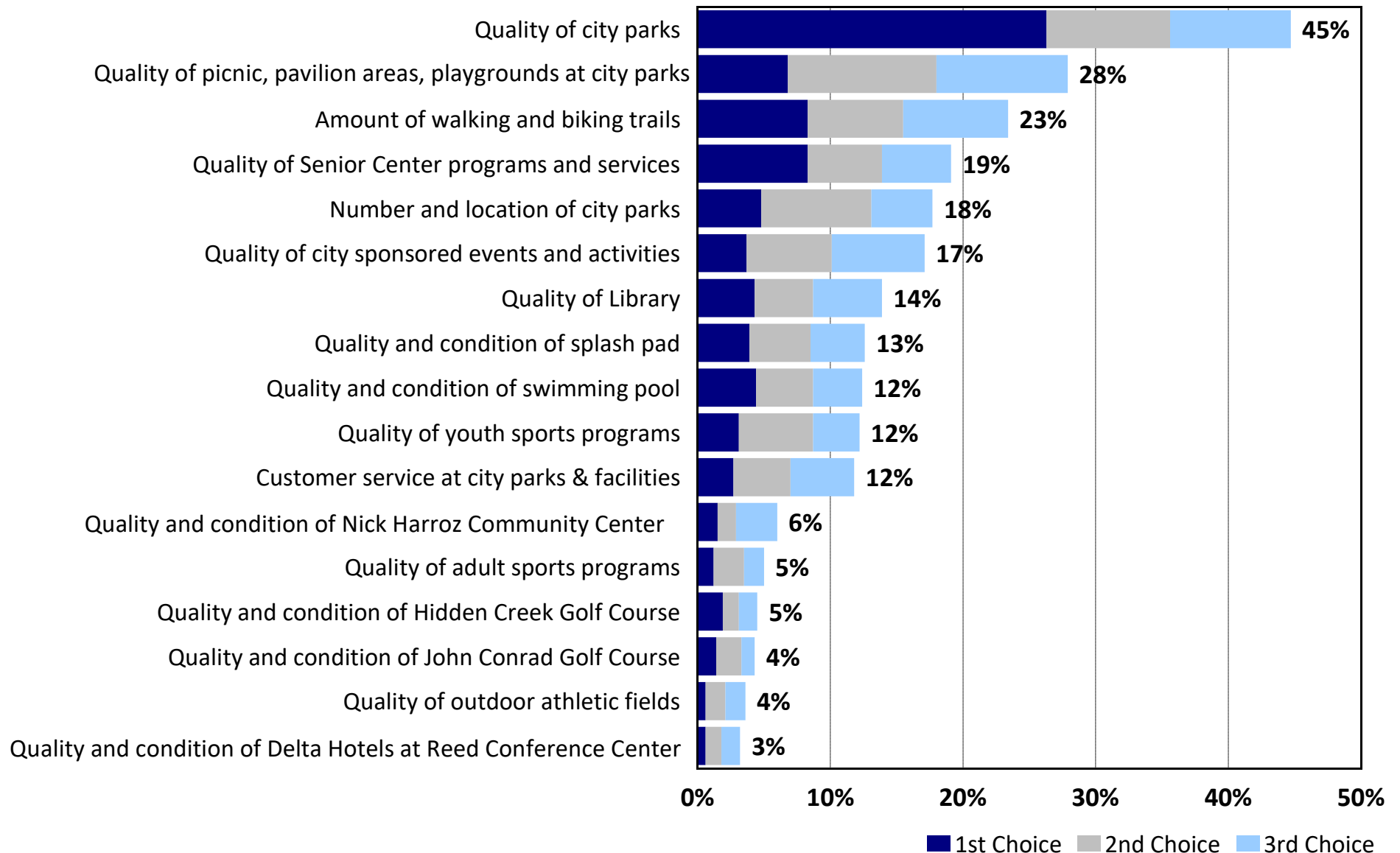
Satisfaction with Parks and Recreation

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")



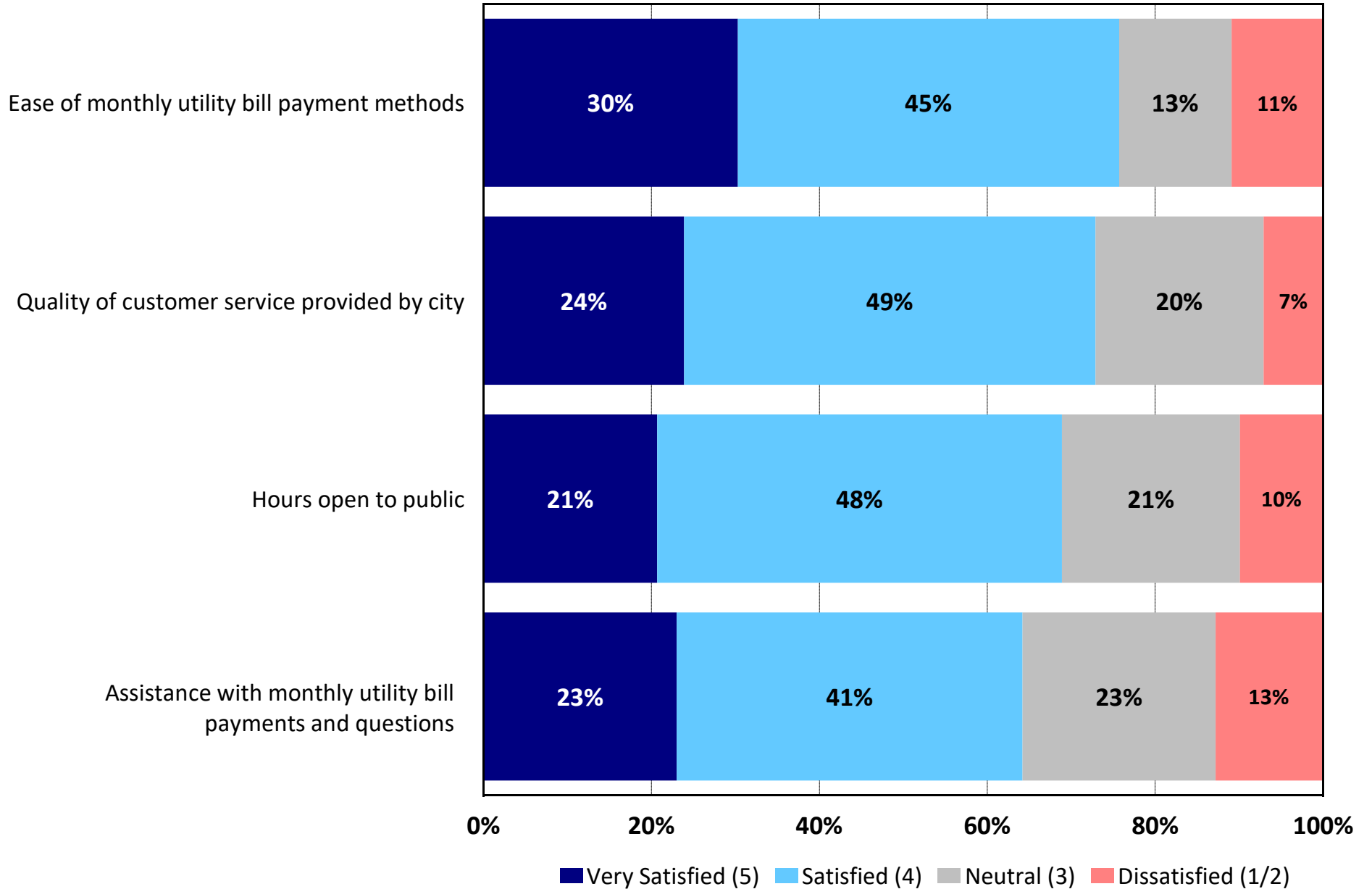
Q21. Which THREE of the Parks and Recreation services do you think should receive the most emphasis from city leaders over the next TWO Years

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



Q22. Utility Customer Service

by percentage of respondents (excluding don't knows)

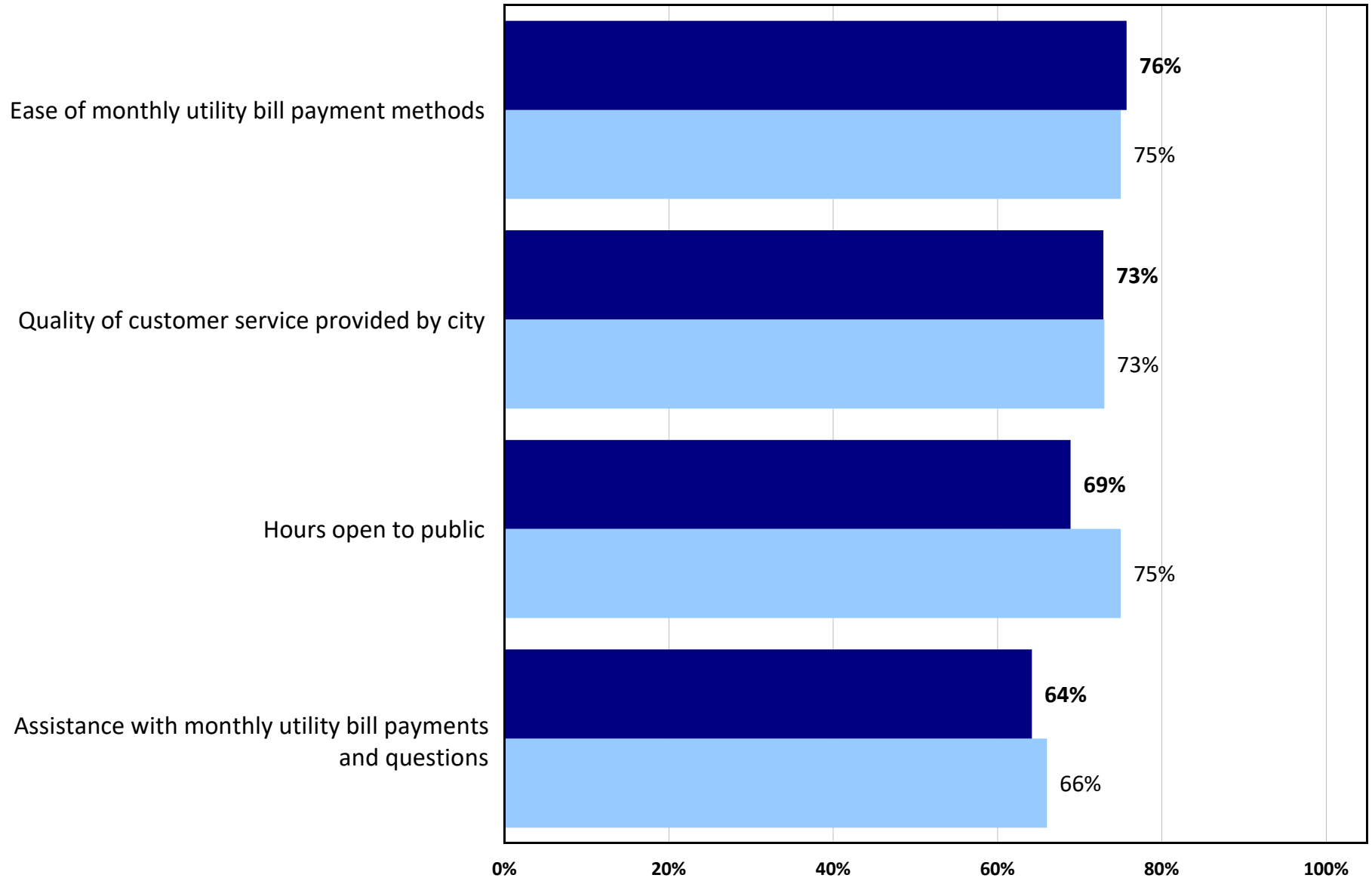


TRENDS

Satisfaction with Utility Customer Service

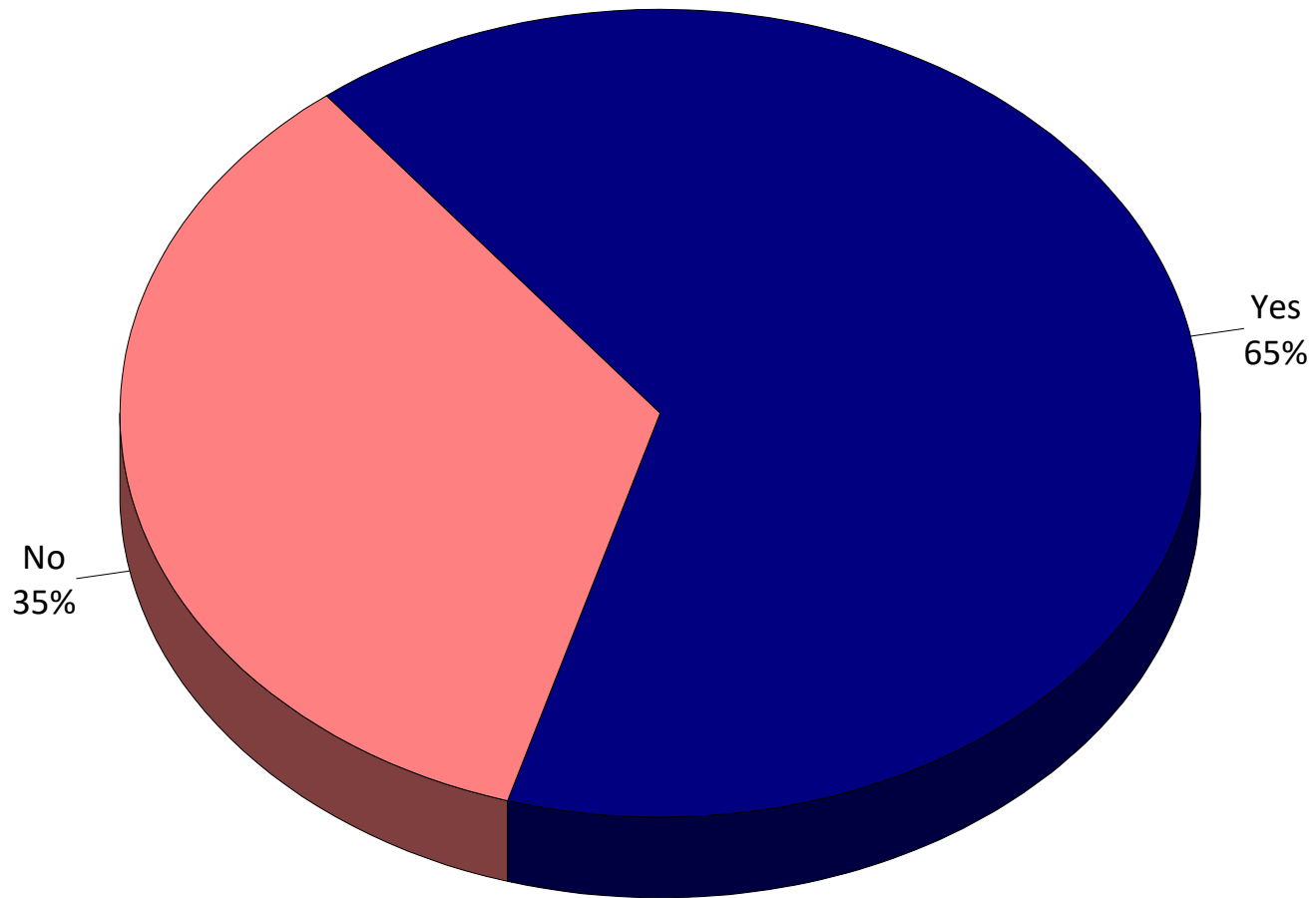
by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")

2024 2014



Q23. Do you use the online bill payment option?

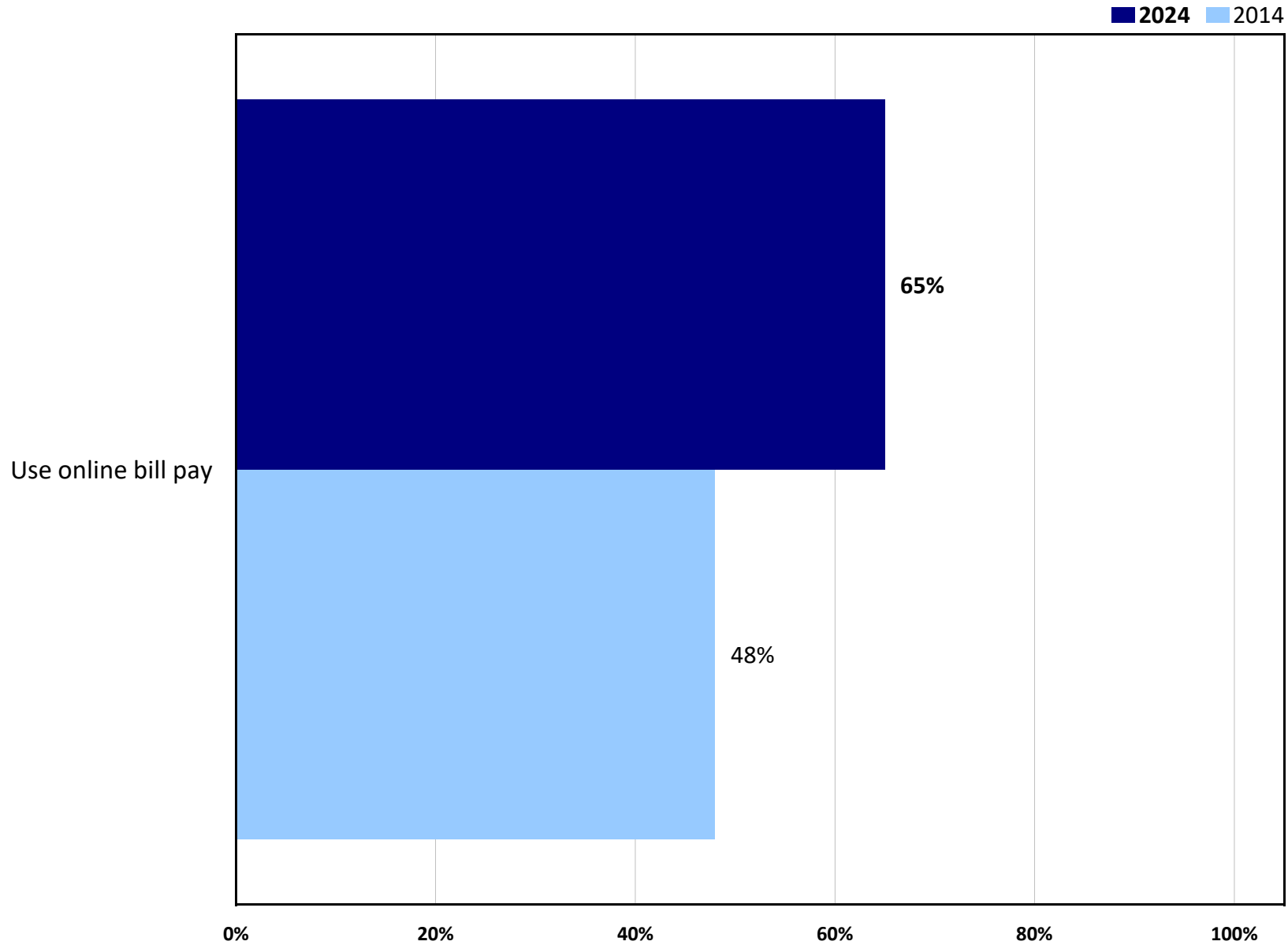
by percentage of respondents (excluding "not provided")



TRENDS

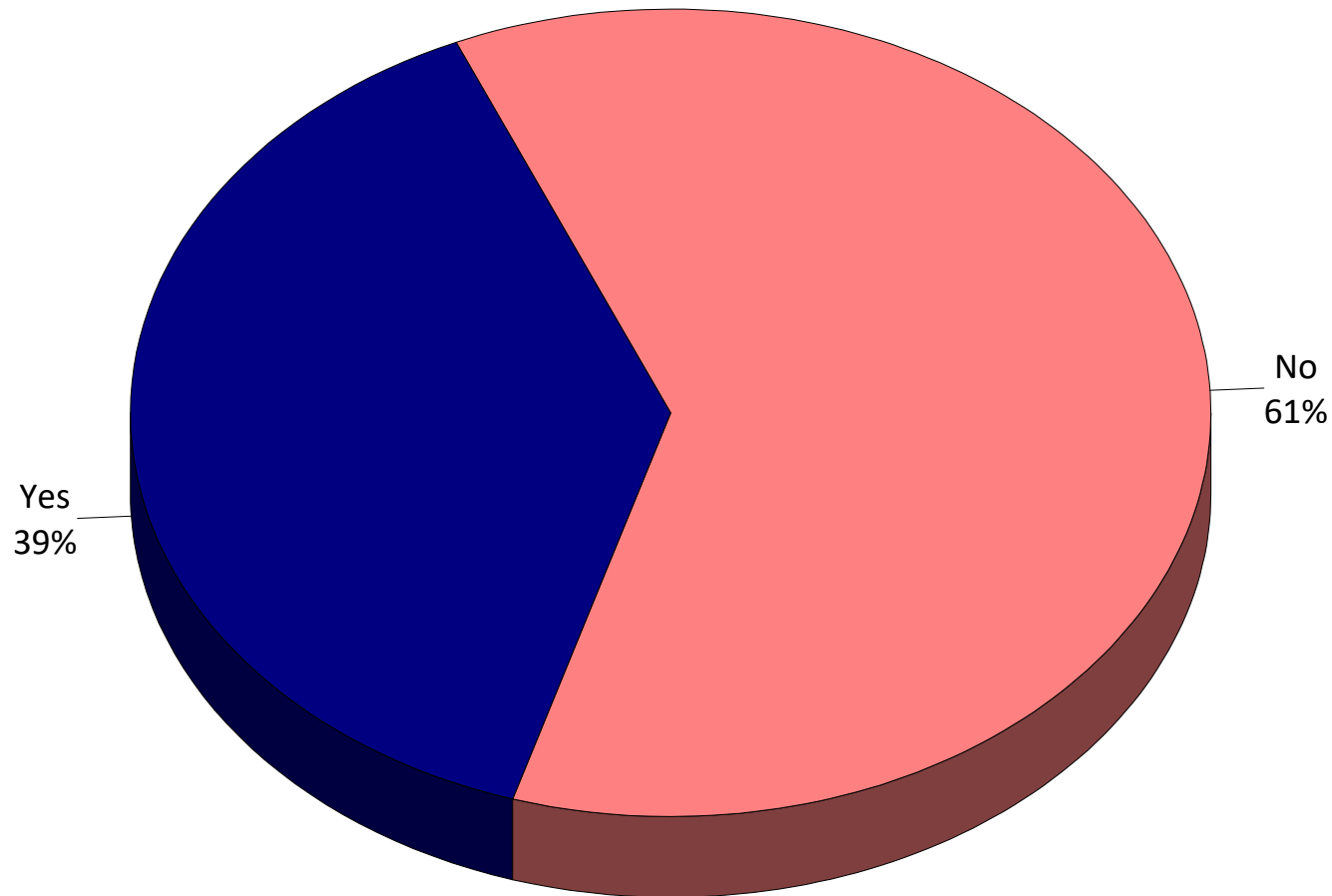
Online Bill Pay

by percentage of respondents (excluding "not provided")



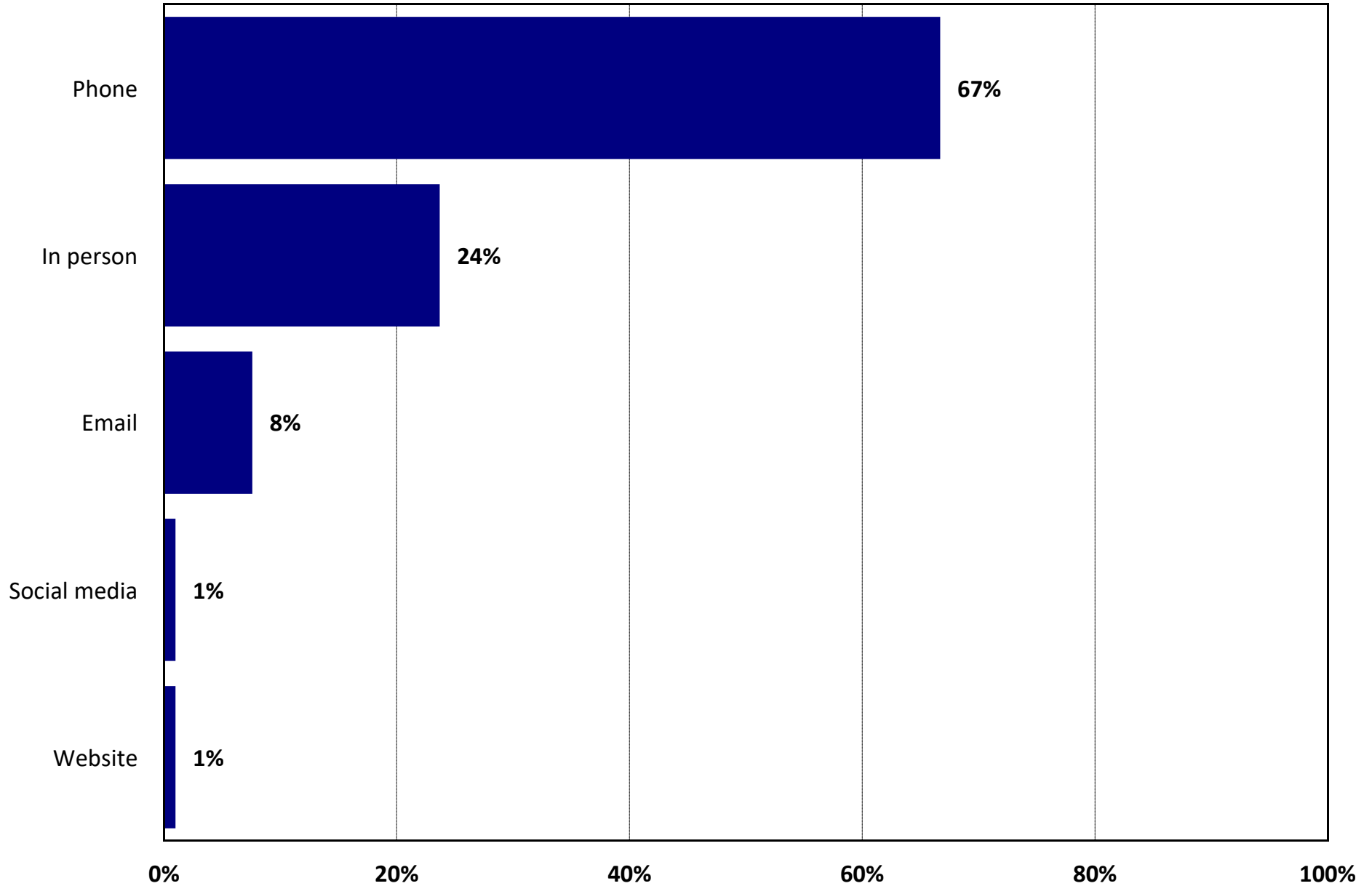
Q24. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents (excluding "not provided")



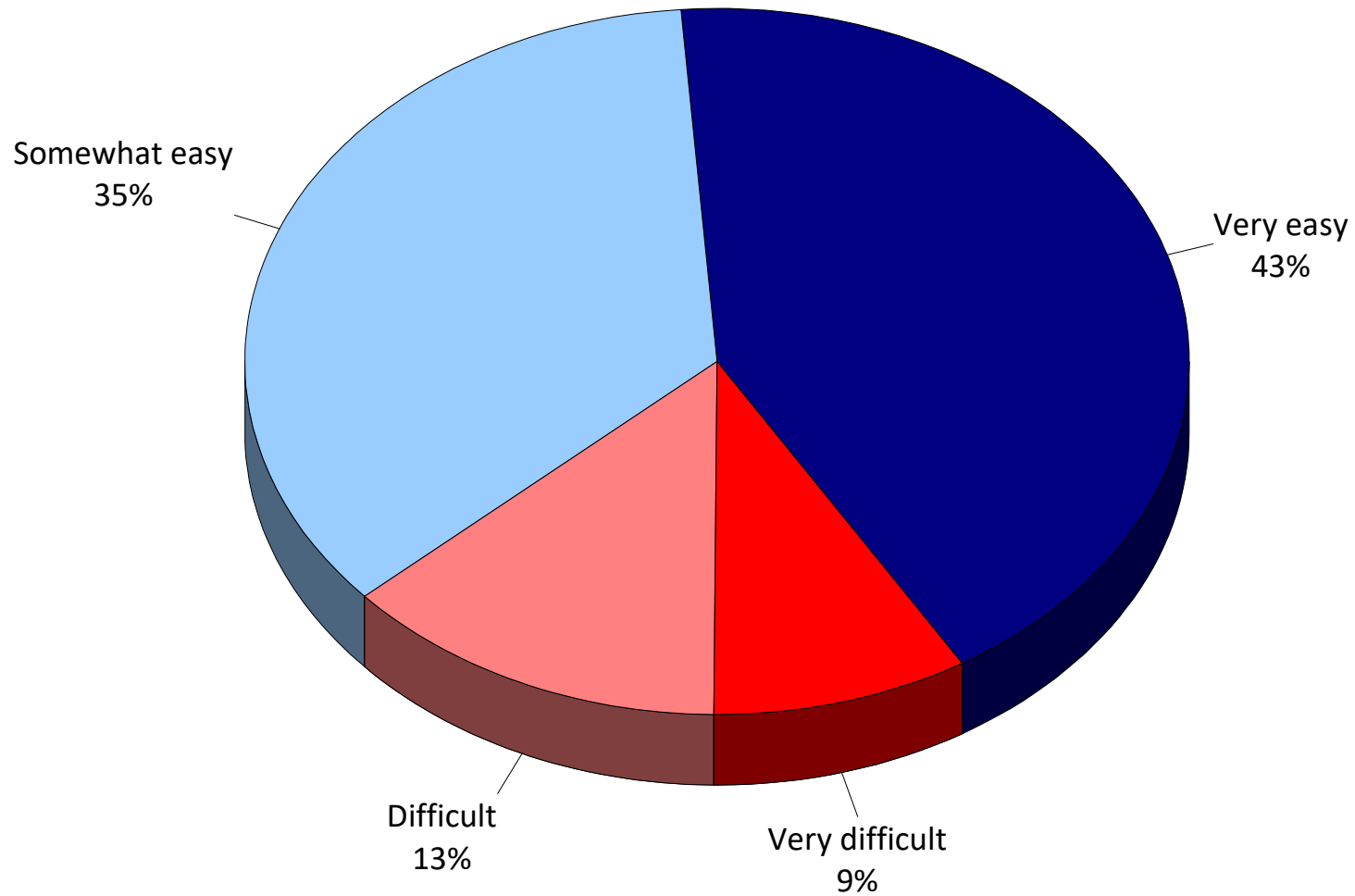
Q24a. How did you contact the City?

by percentage of respondents who responded "yes" to Q24 (without "not provided")



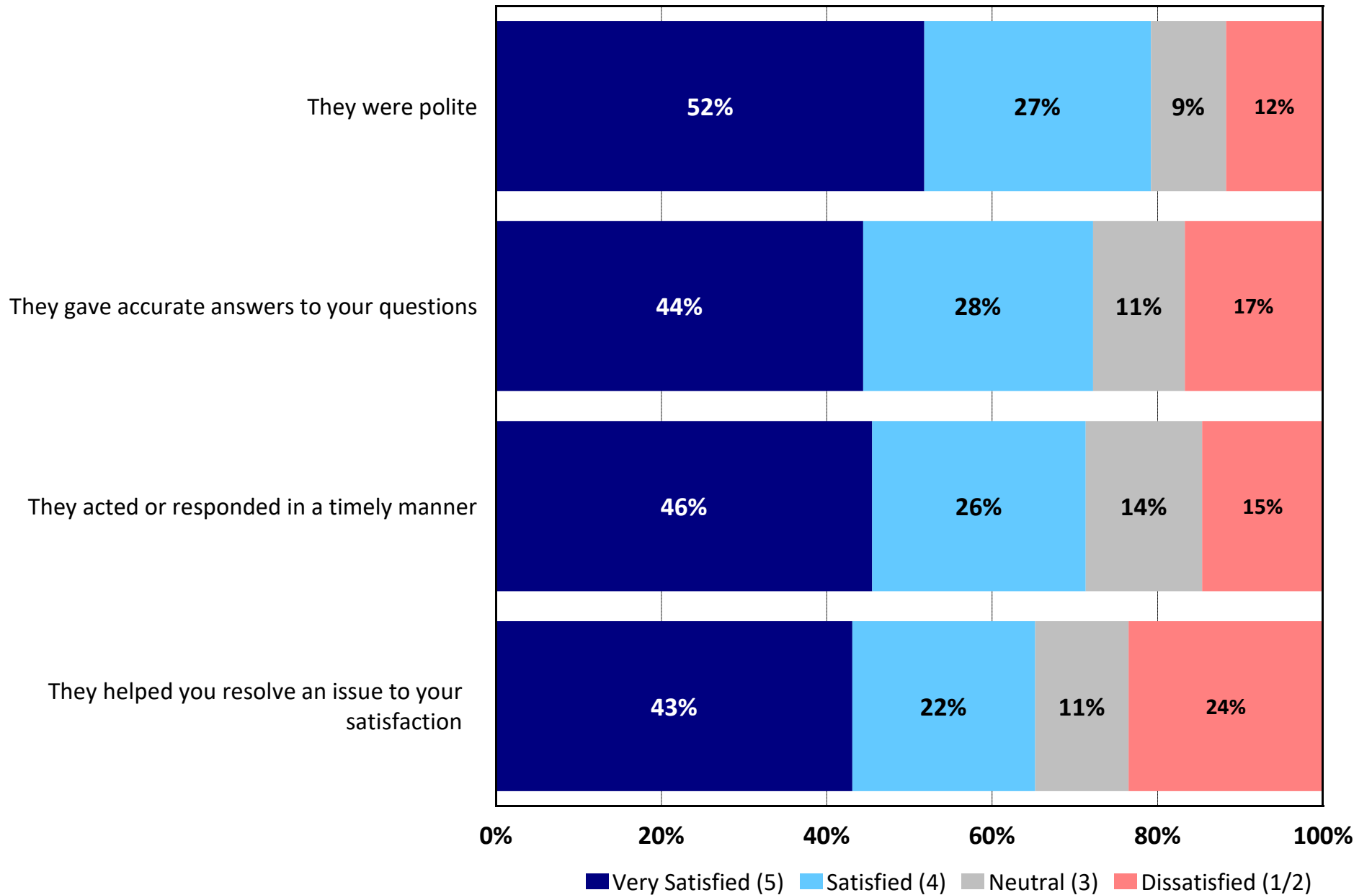
Q24b. How easy or difficult was it to address your issue?

by percentage of respondents who answered "yes" to Q24 (excluding "don't know")



Q24c. Please rate the customer service you've received from City employees

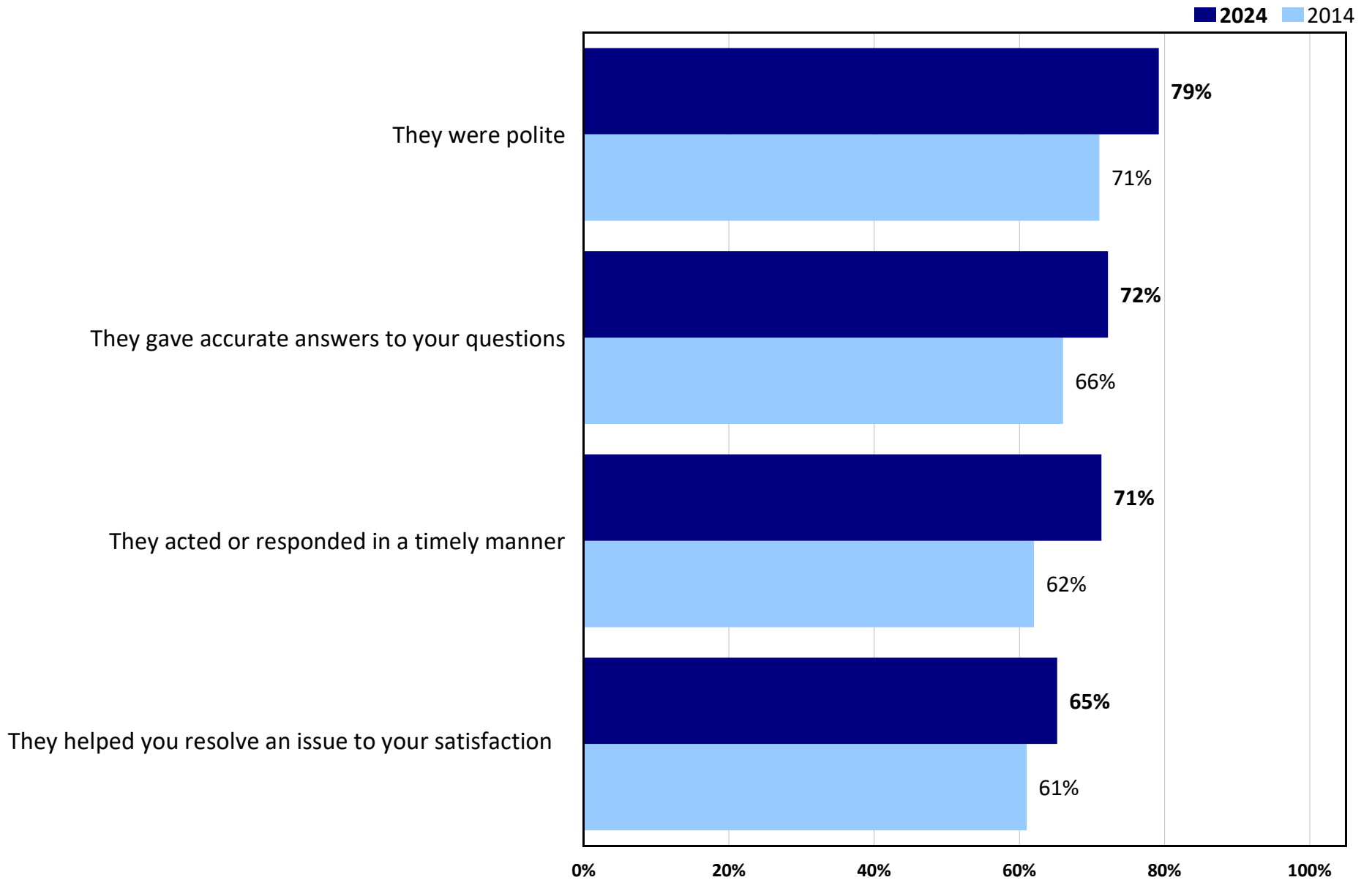
by percentage of respondents who answered "yes" to Q24 (excluding "don't know")



TRENDS

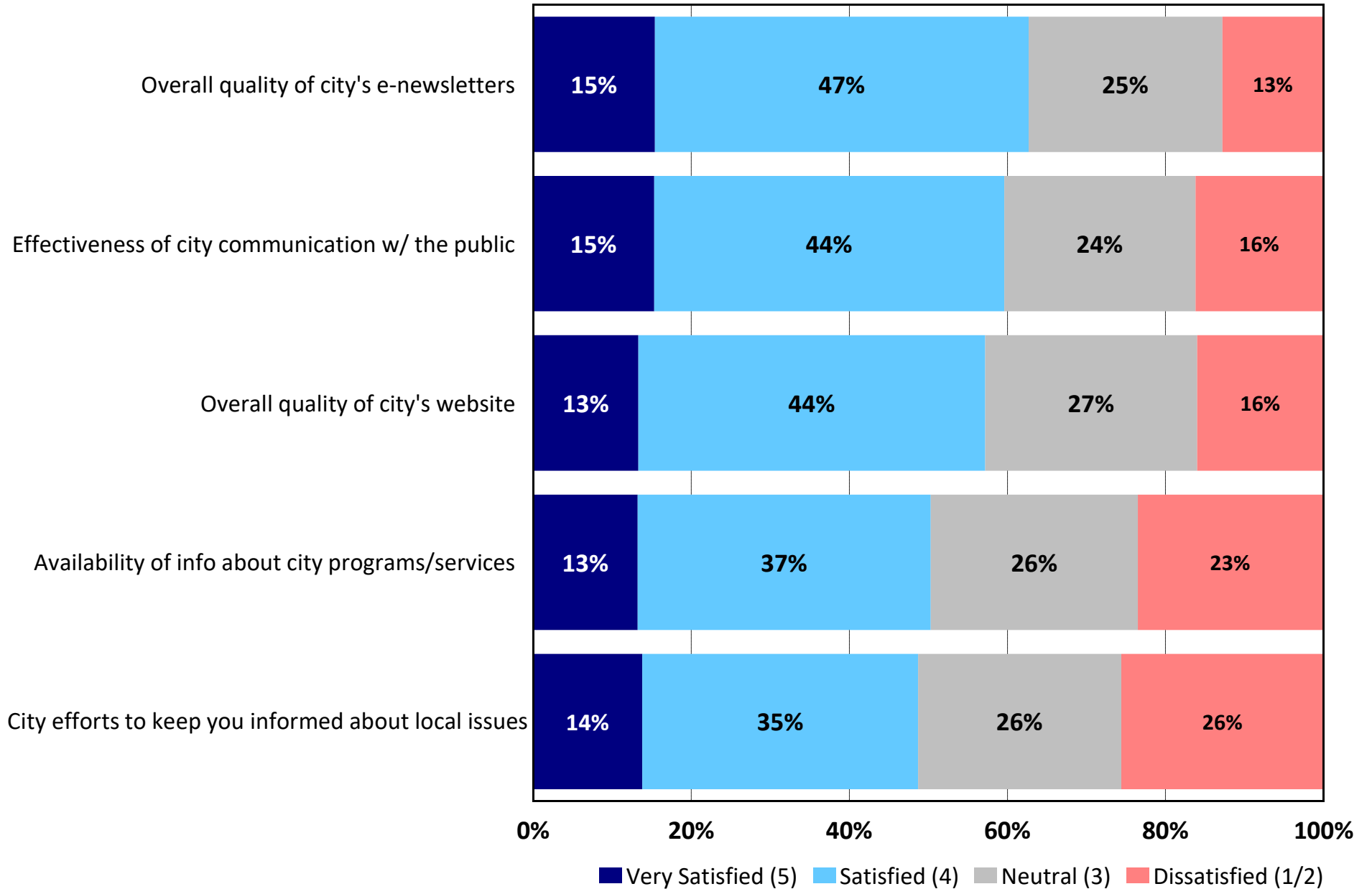
Satisfaction with Customer Service

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")



Q25. Communication

by percentage of respondents (excluding don't know)

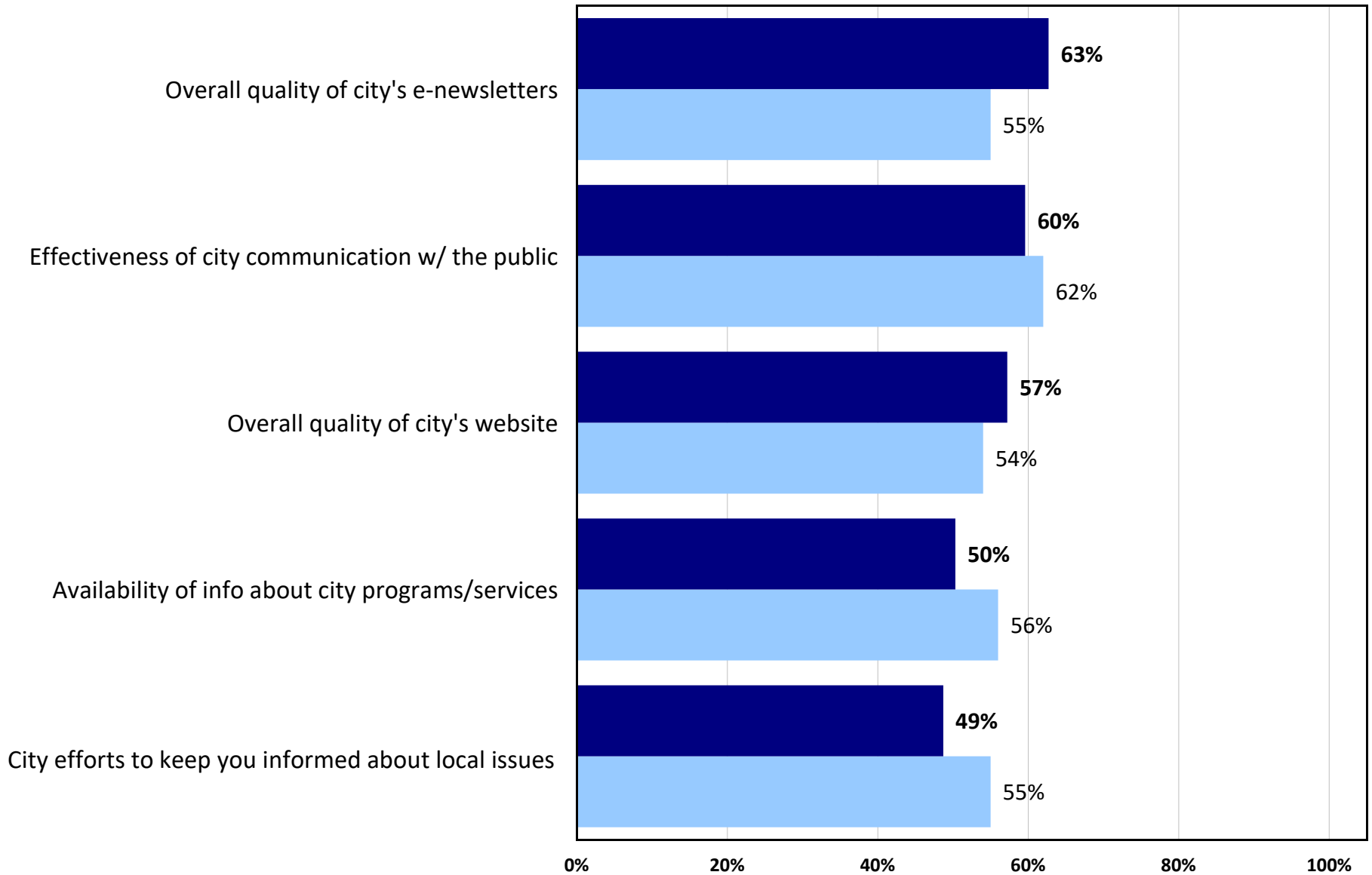


TRENDS

Satisfaction with Communication

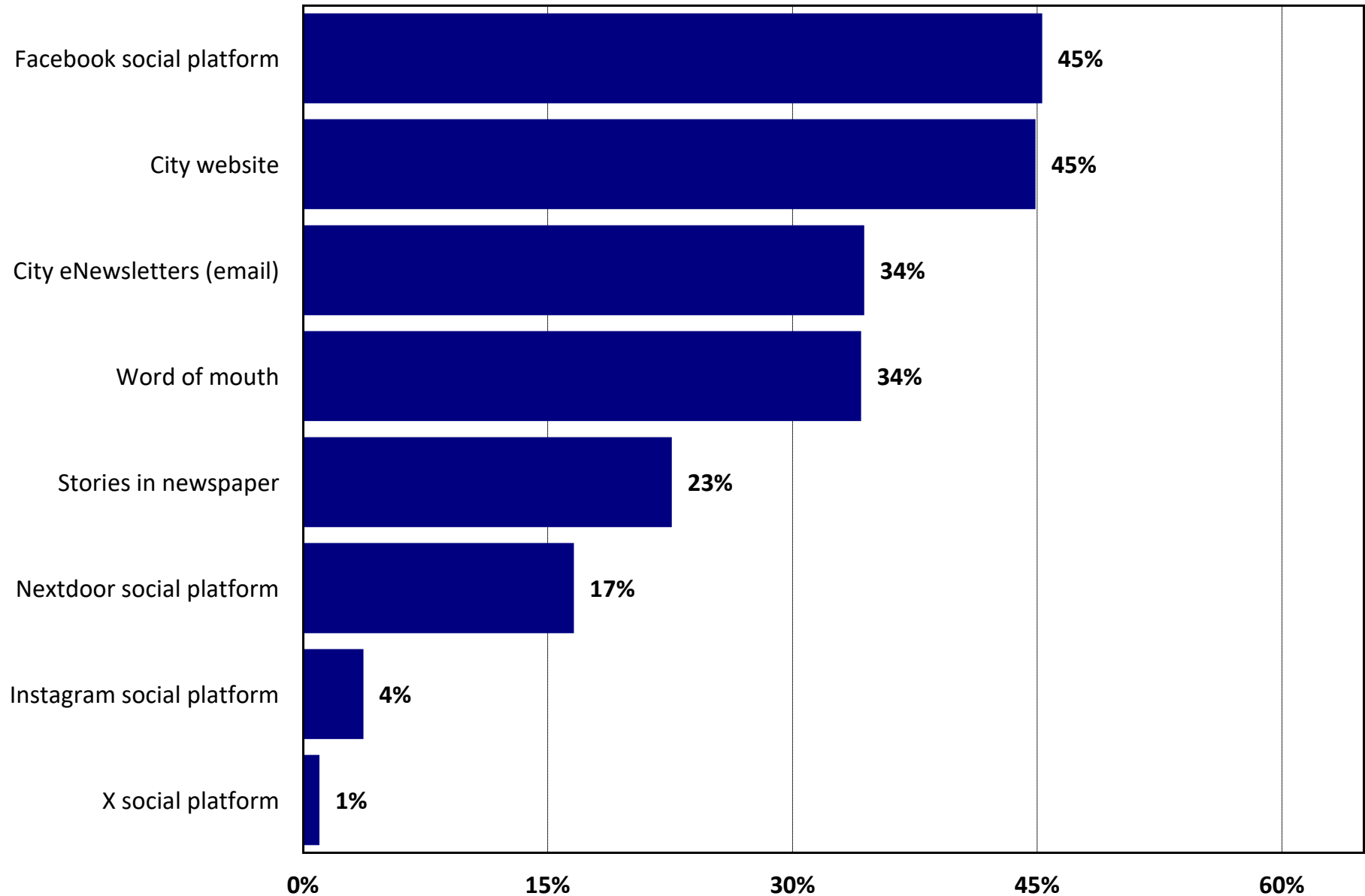
by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")

2024 2014



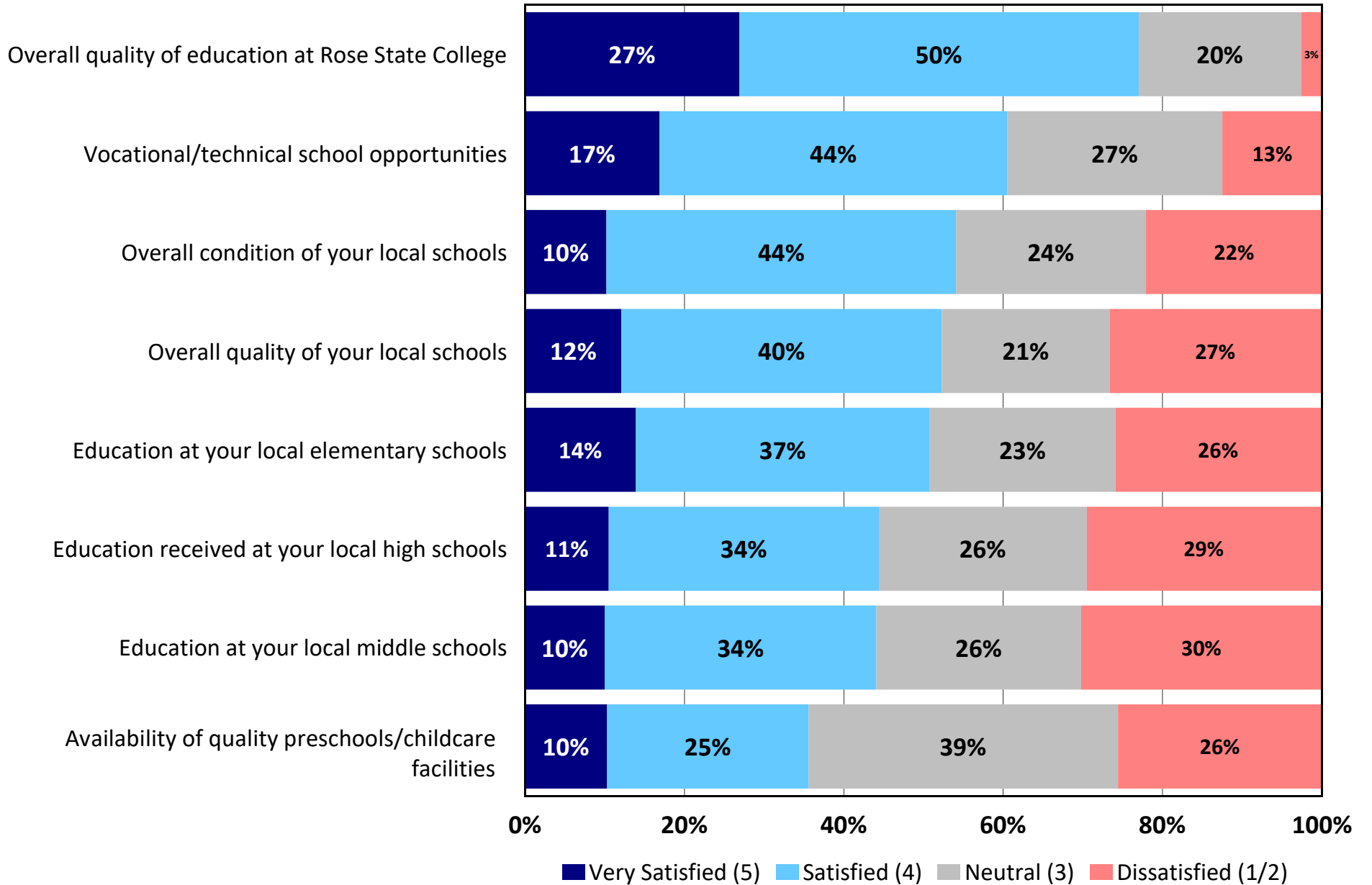
Q26. Which of the following are your primary sources of information about City issues, services and events?

by percentage of respondents (multiple selections could be made)



Q27. Education

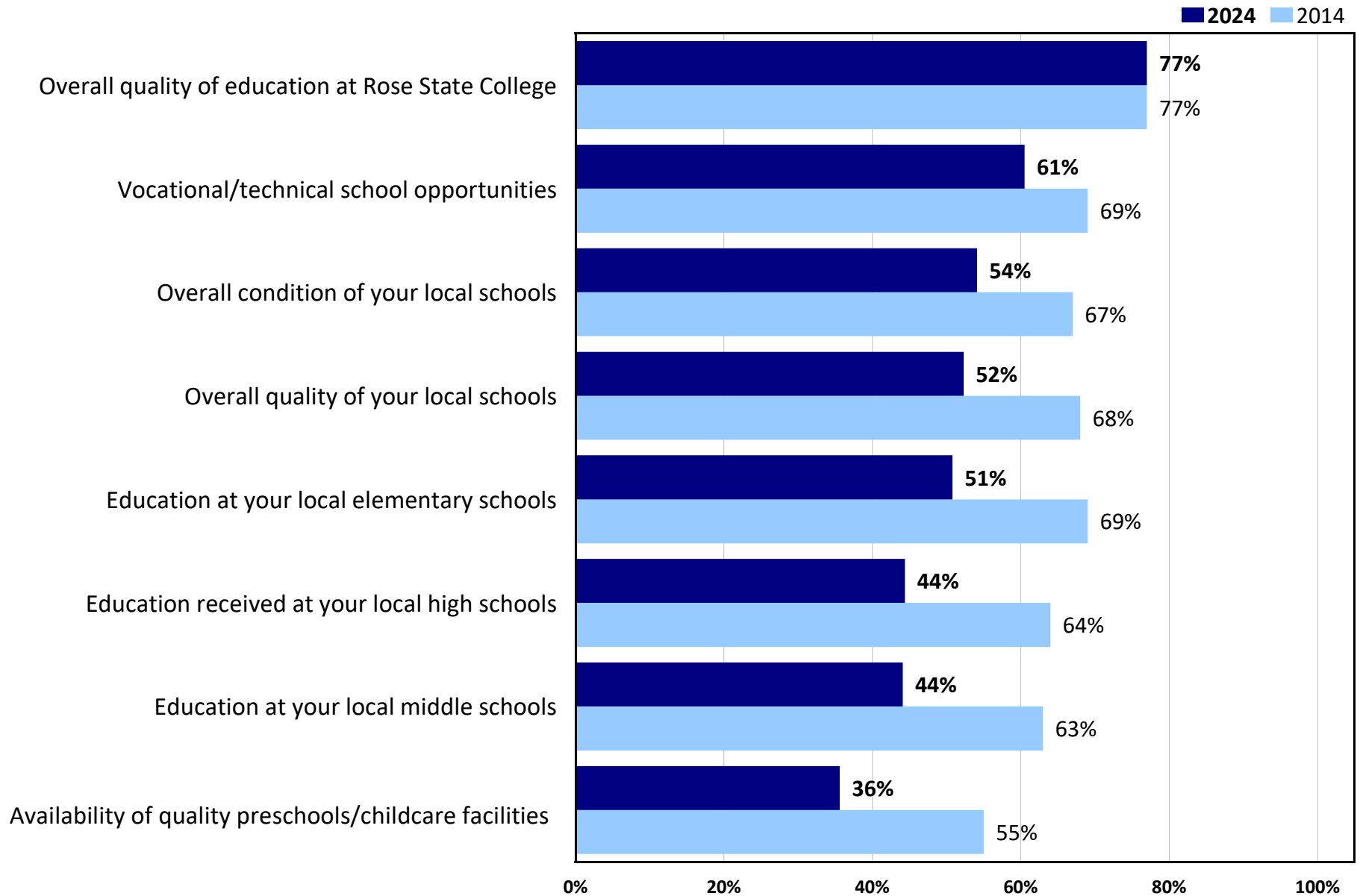
by percentage of respondents (excluding don't know)



TRENDS

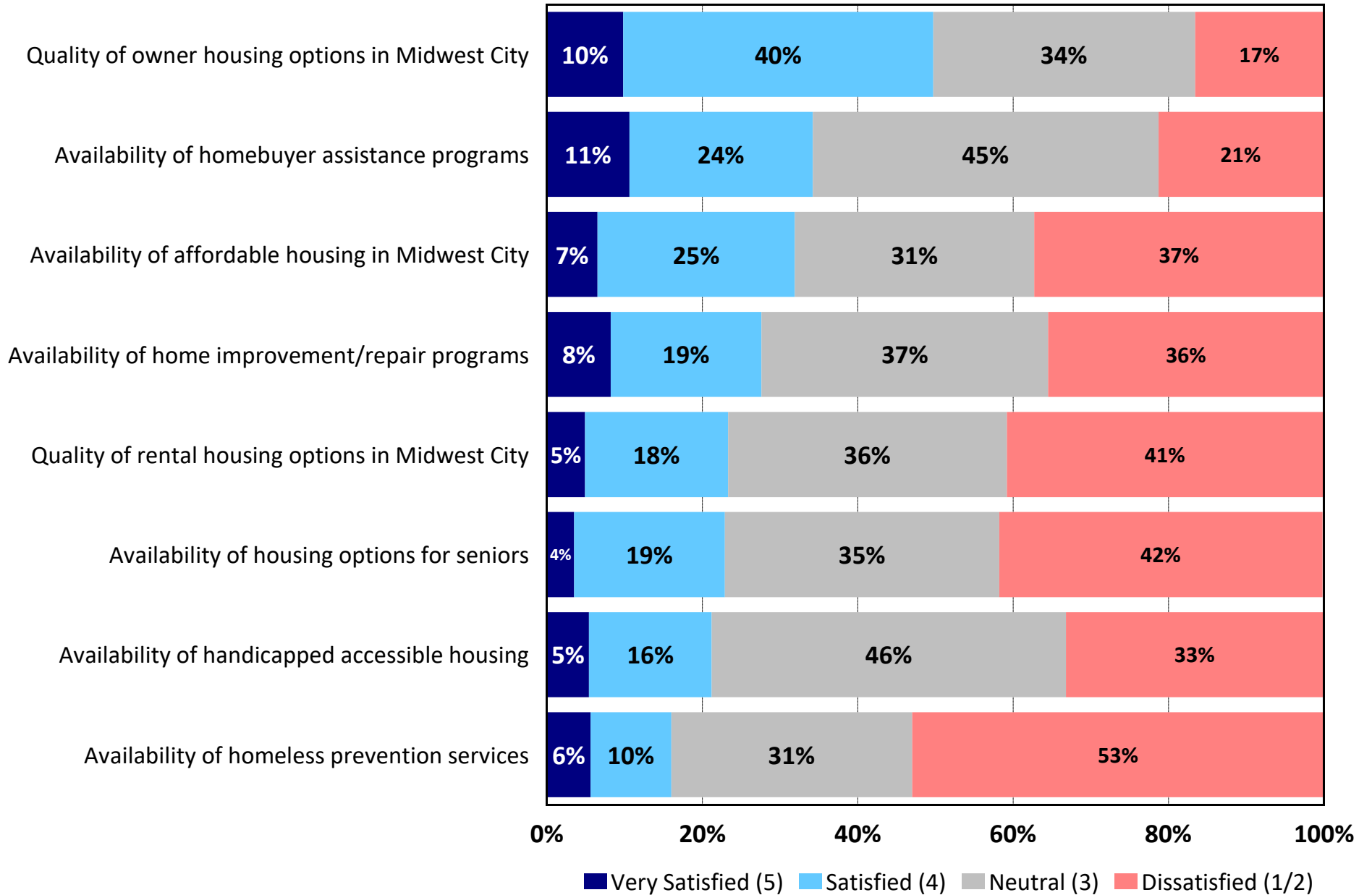
Satisfaction with Education

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")



Q28. Housing

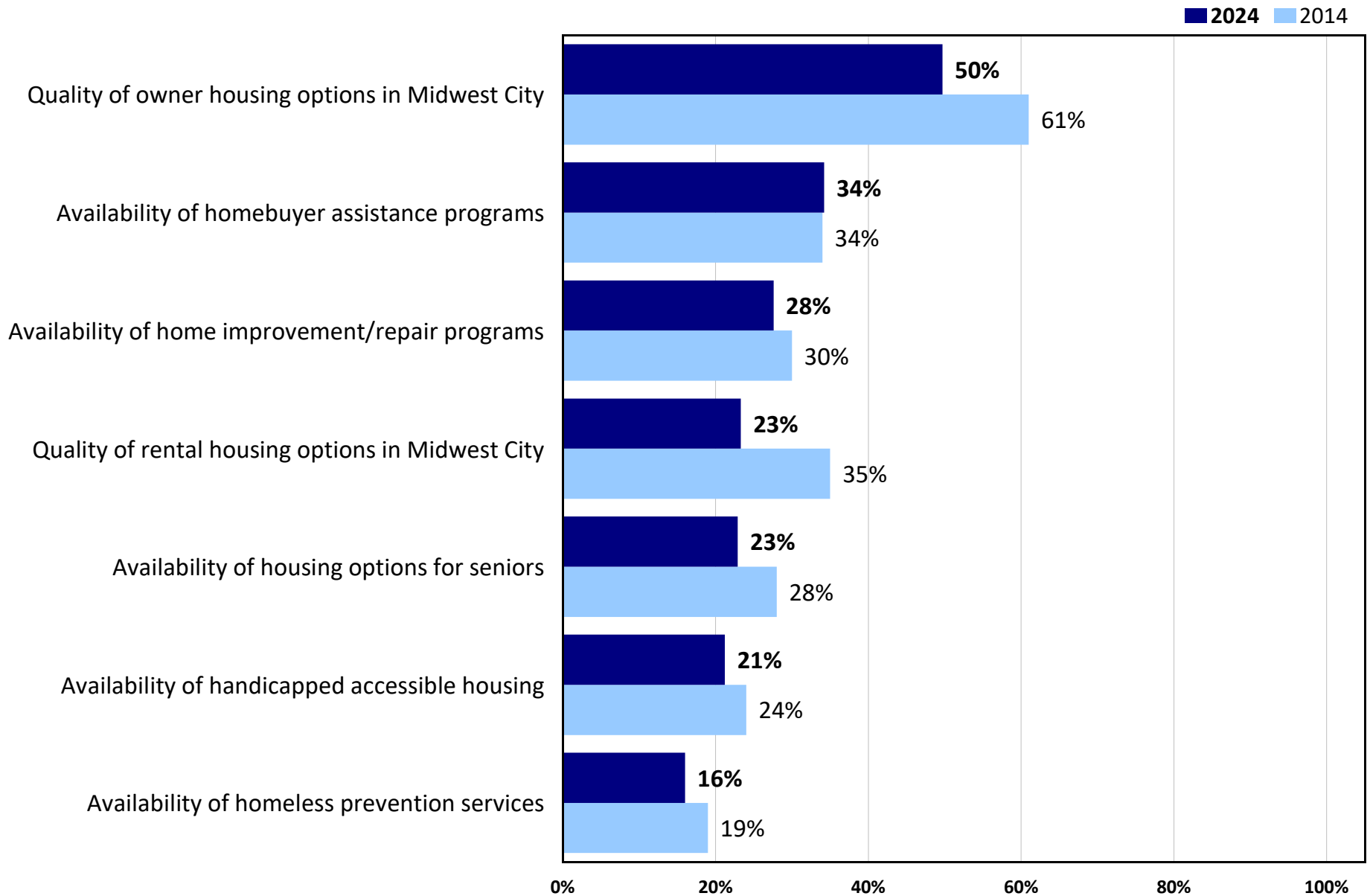
by percentage of respondents (excluding don't know)



TRENDS

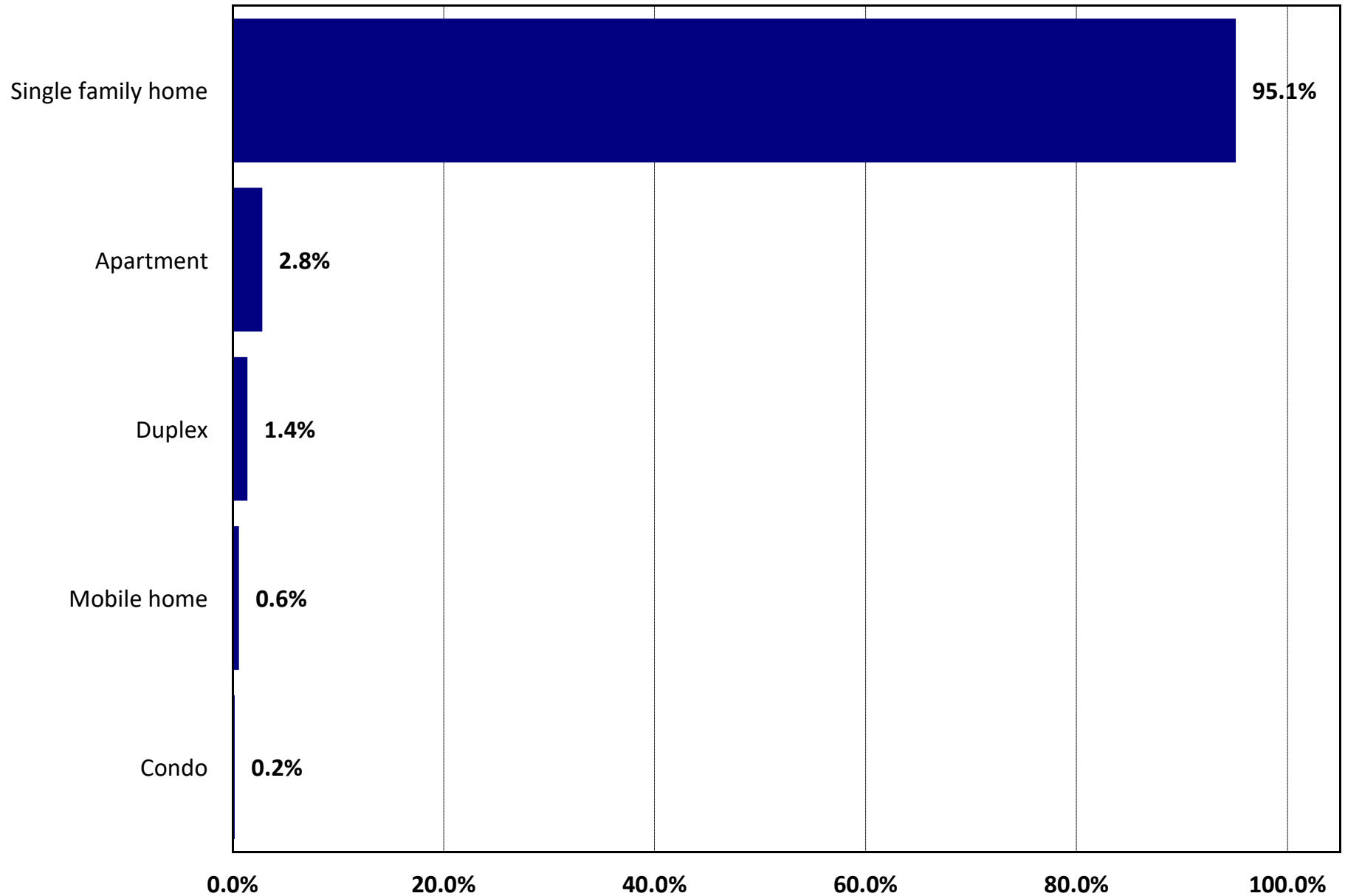
Satisfaction with Housing

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")



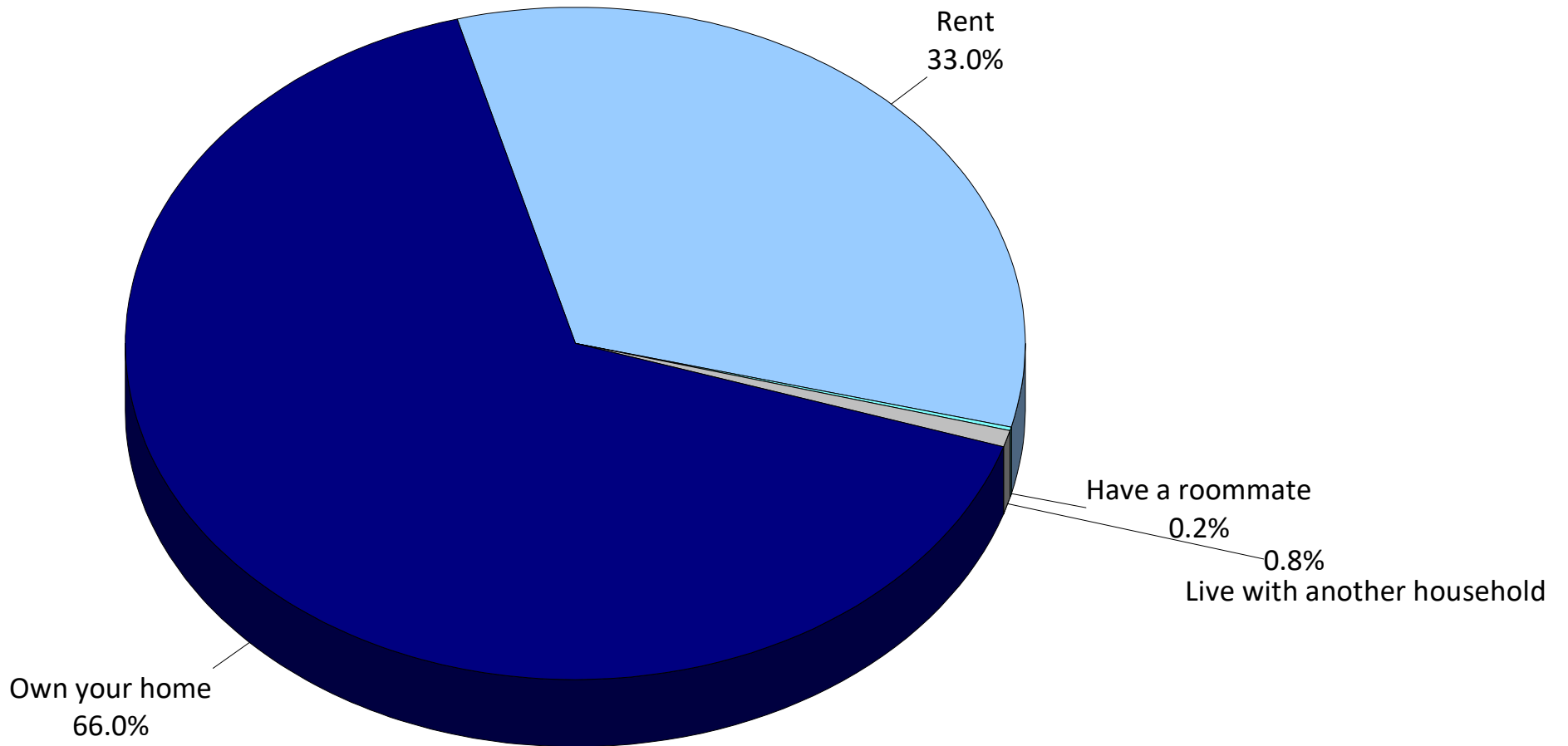
Q29. Which of the following best describes where you reside?

by percentage of respondents (excluding "not provided")



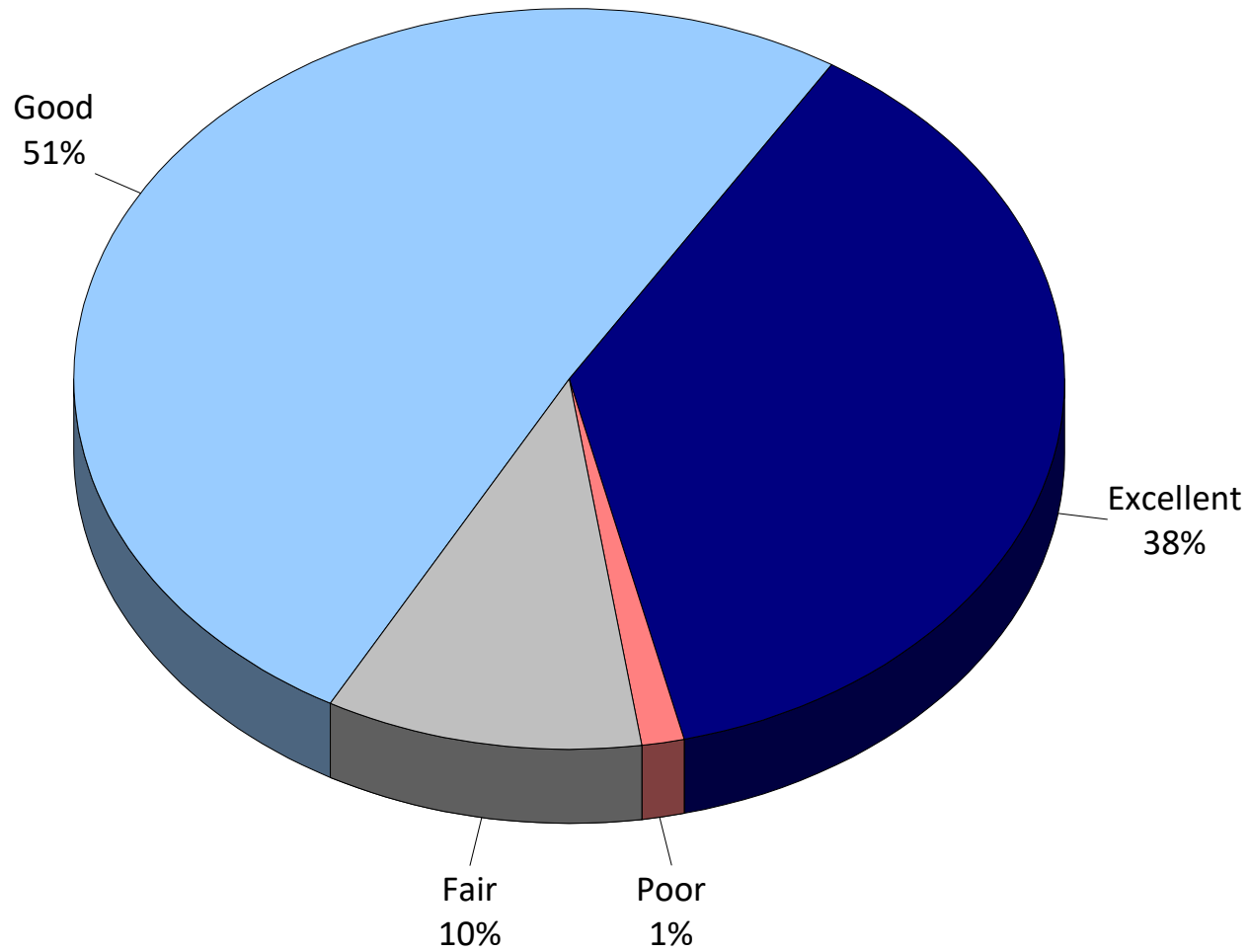
Q30. Which of the following best describes your housing situation?

by percentage of respondents (excluding "not provided")



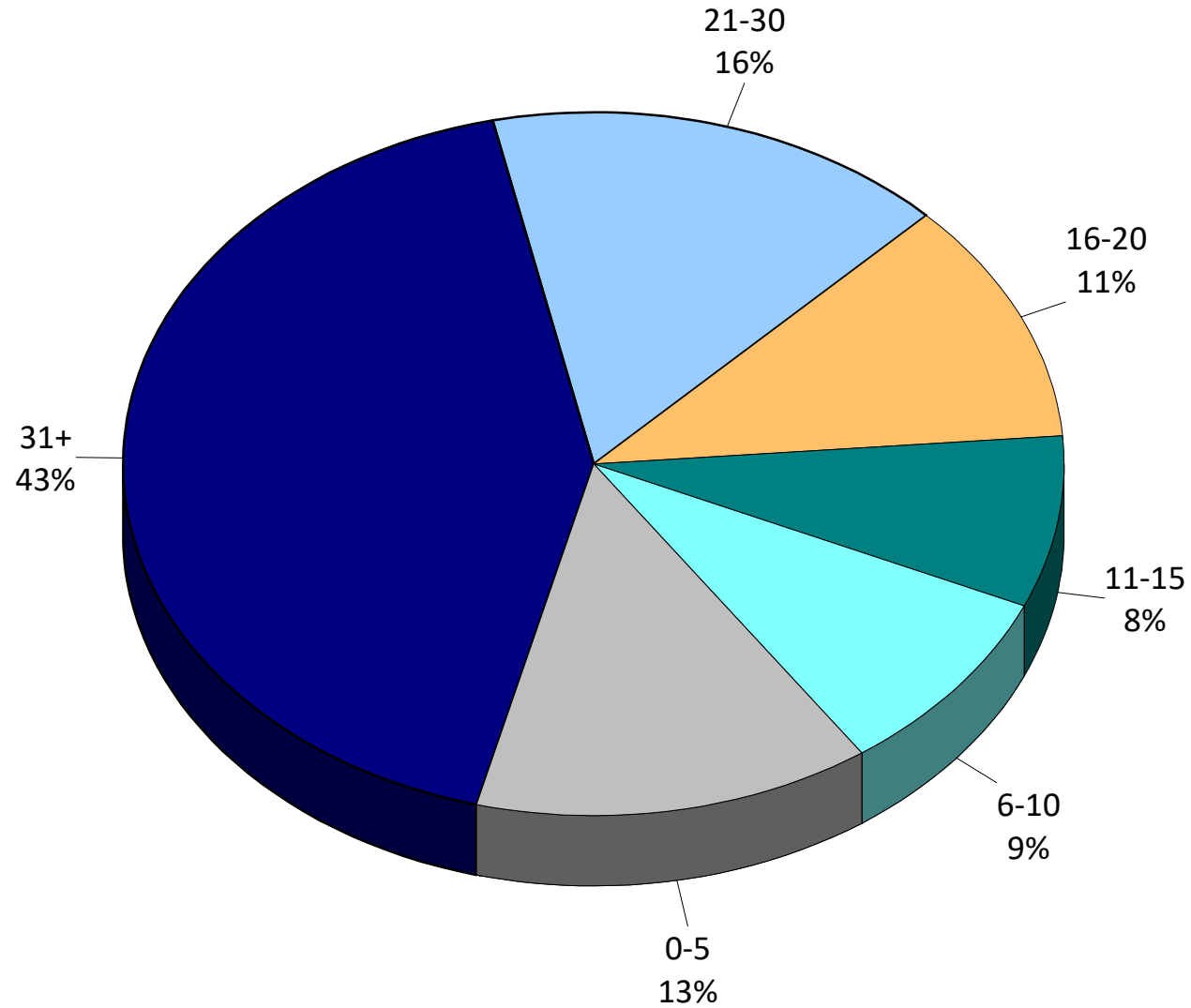
Q31. How would you describe the general physical condition of your home?

by percentage of respondents (excluding "not provided")



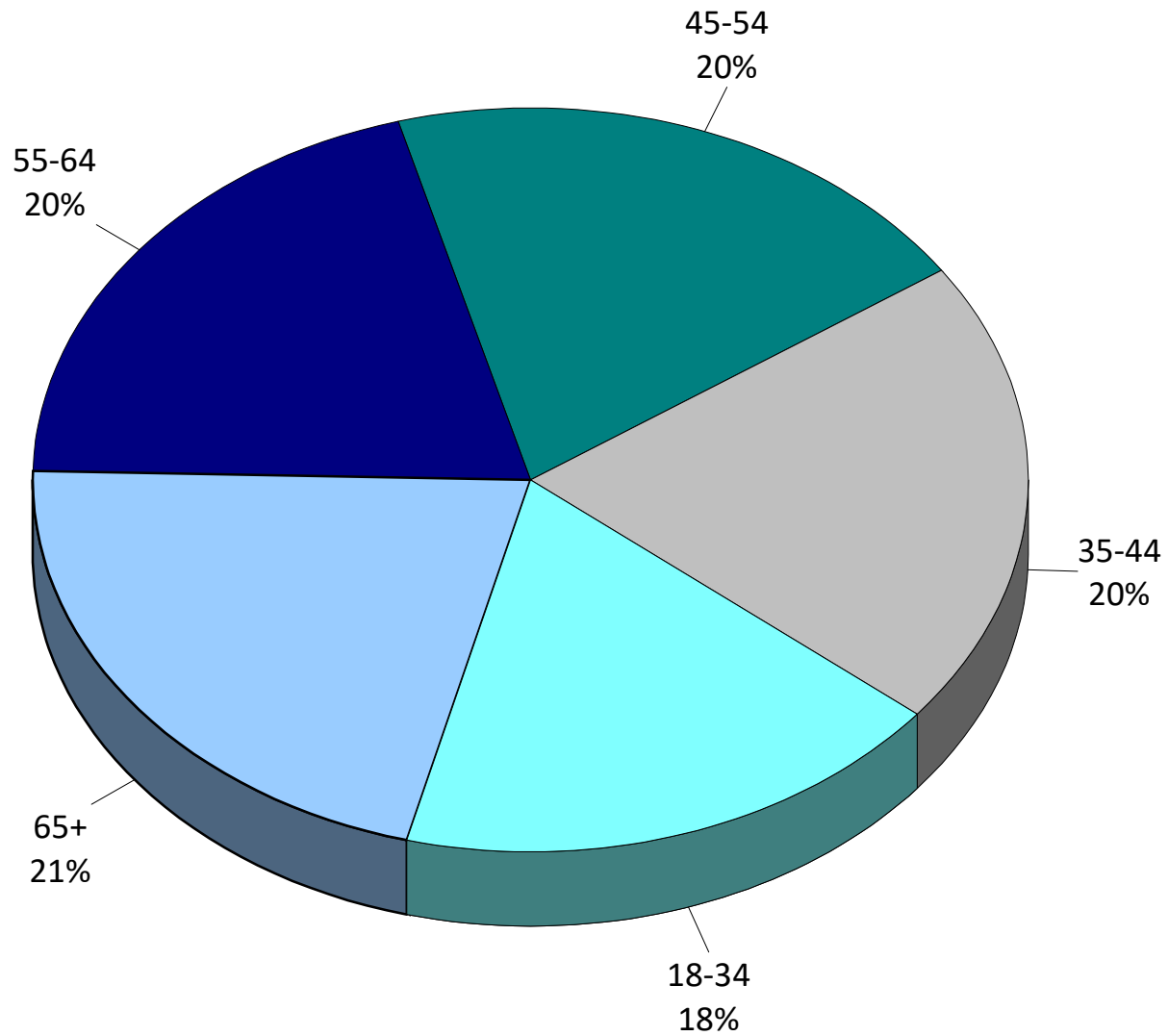
Q32. How many years have you lived in Midwest City?

by percentage of respondents (excluding "not provided")



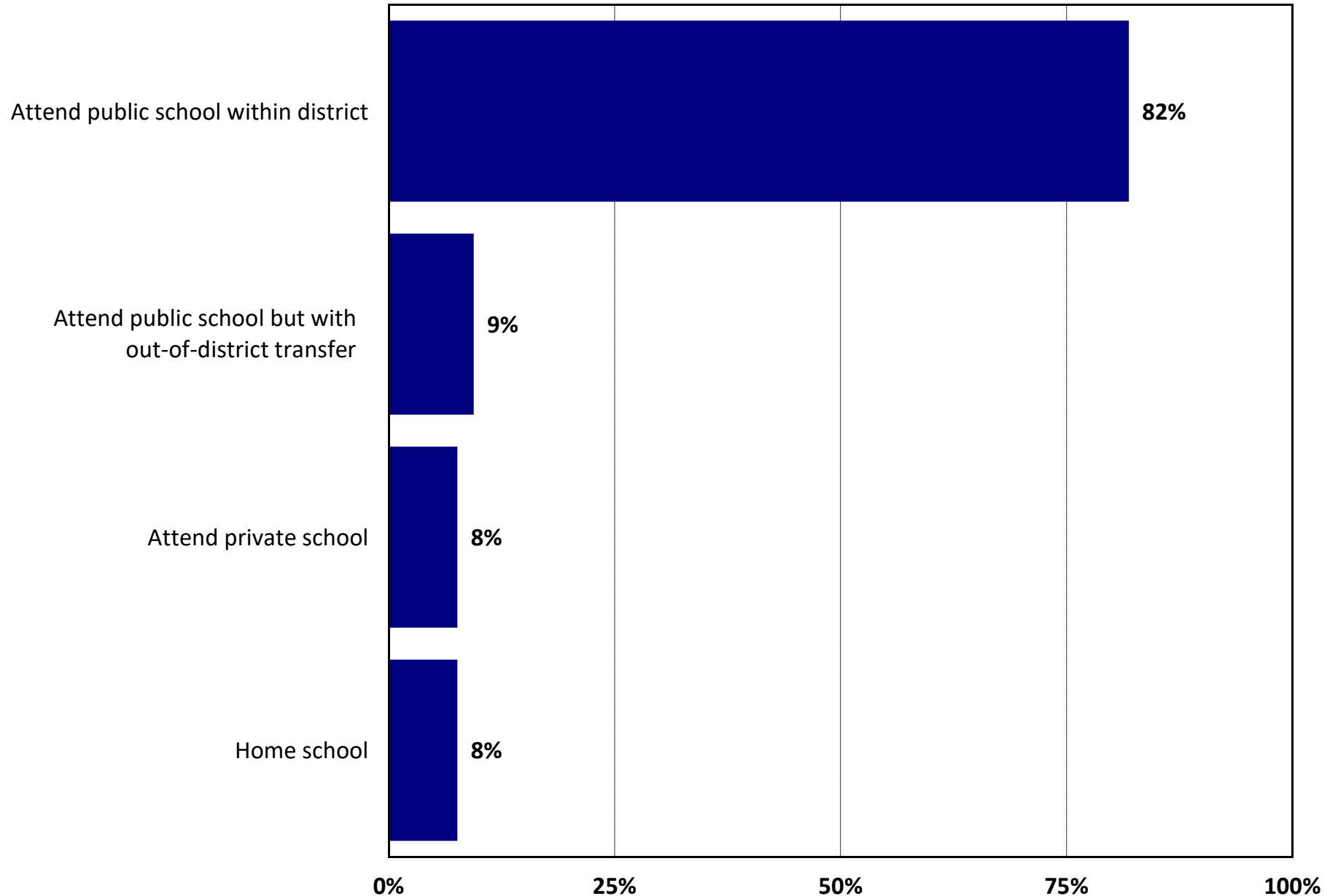
Q33. What is your age?

by percentage of respondents (excluding "not provided")



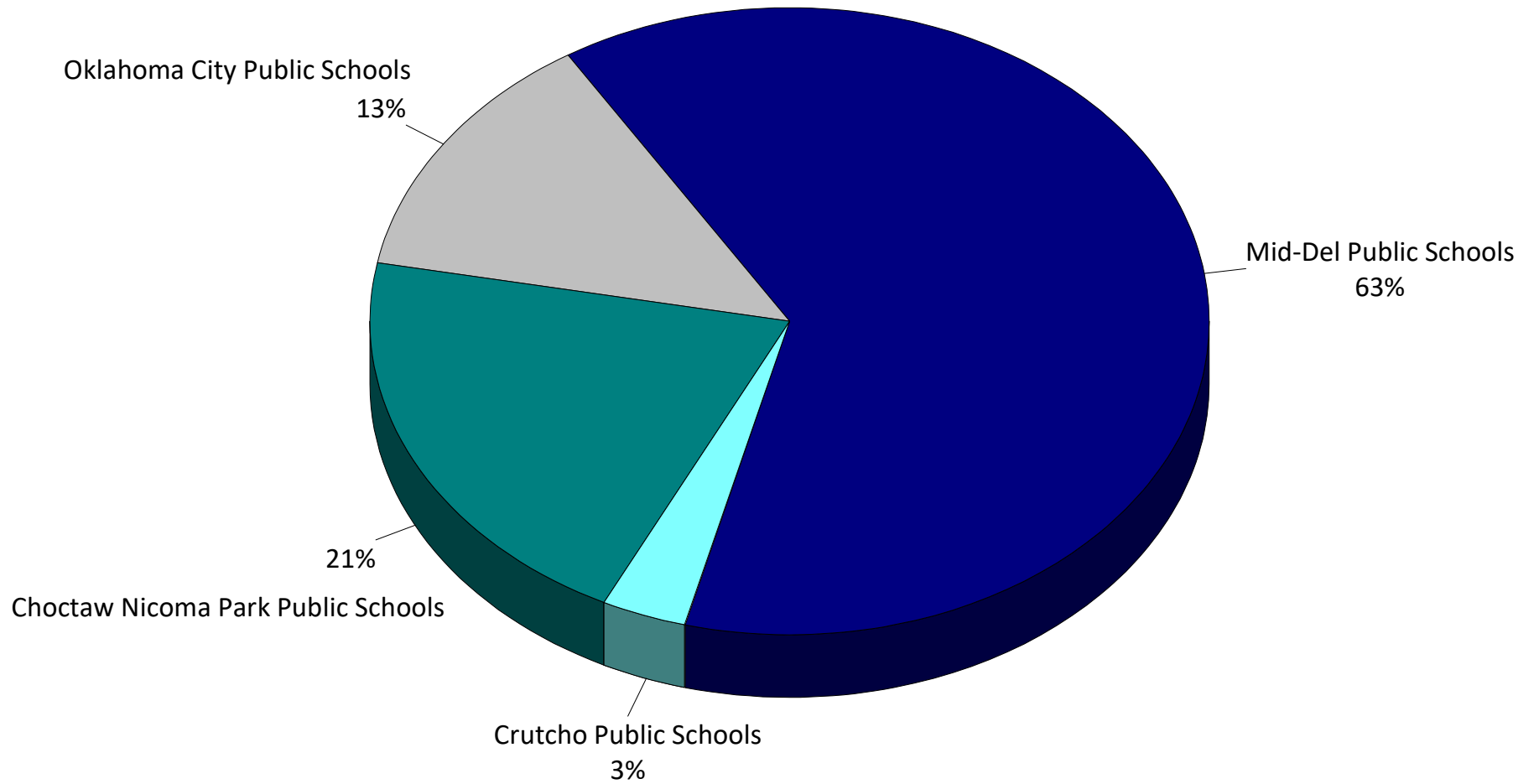
Q34. Please check the statement(s) that applies to members of your household.

by percentage of respondents (multiple choices could be made)



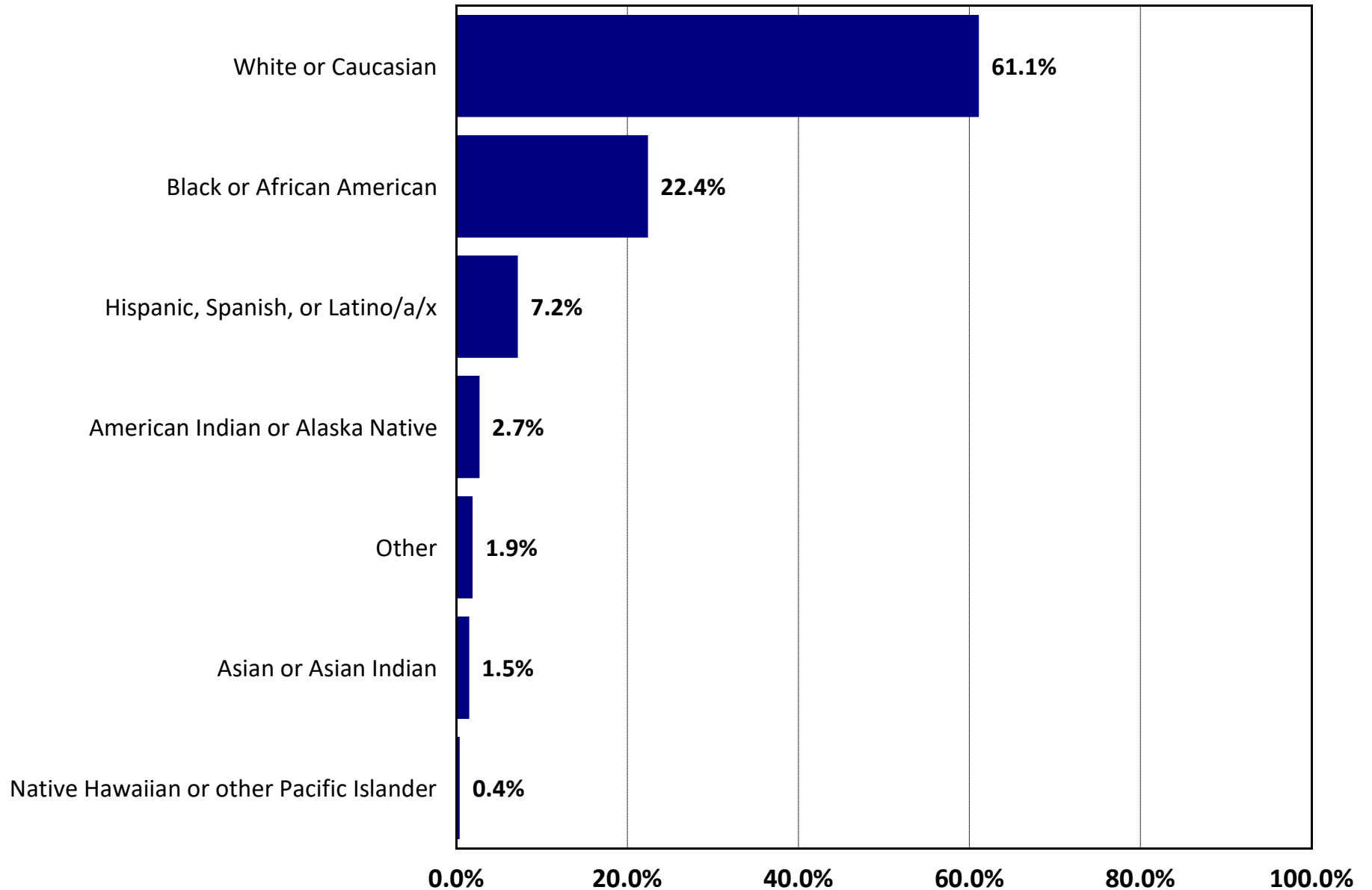
Q35. In what school district do you reside?

by percentage of respondents (excluding "not provided")



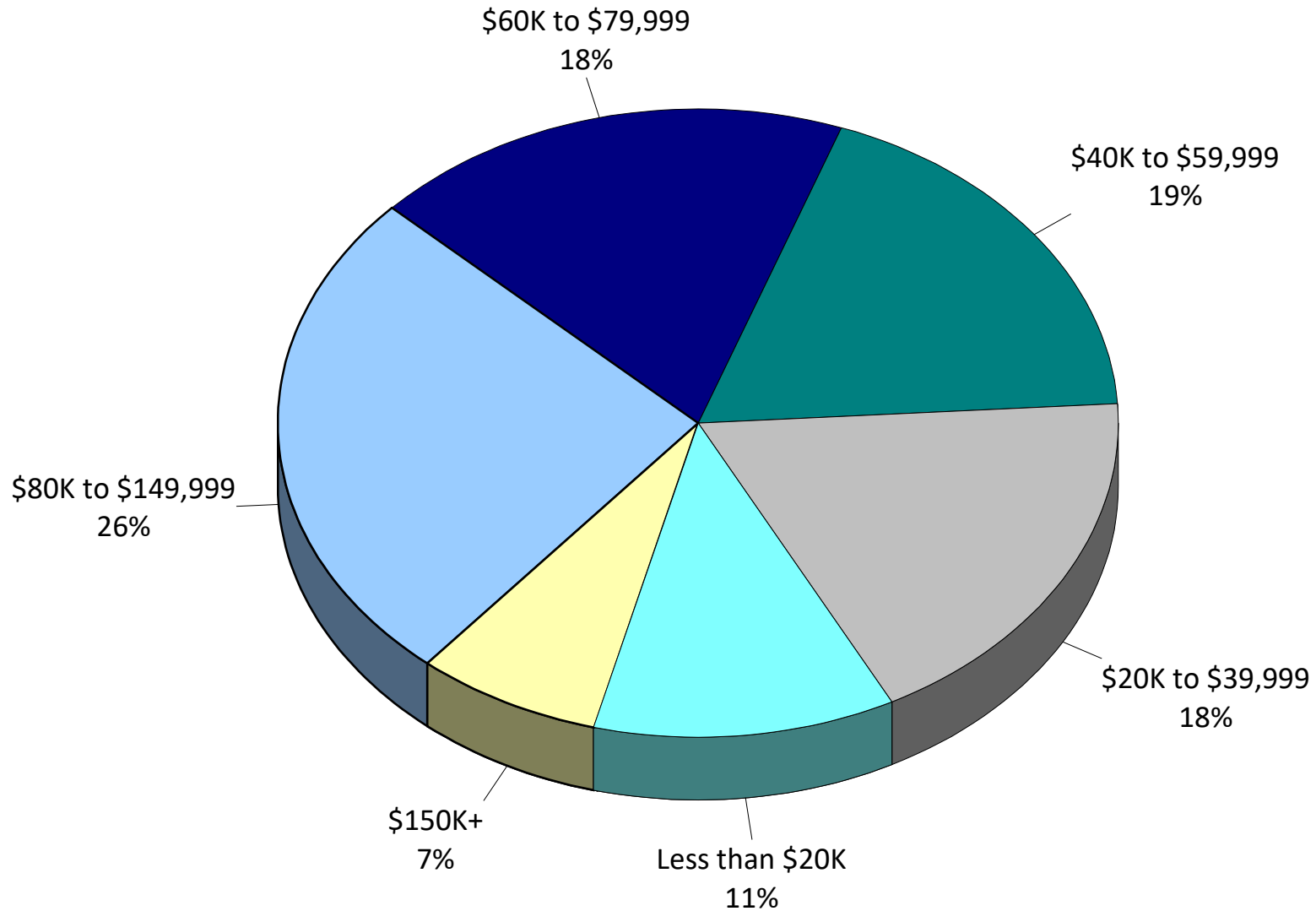
Q36. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



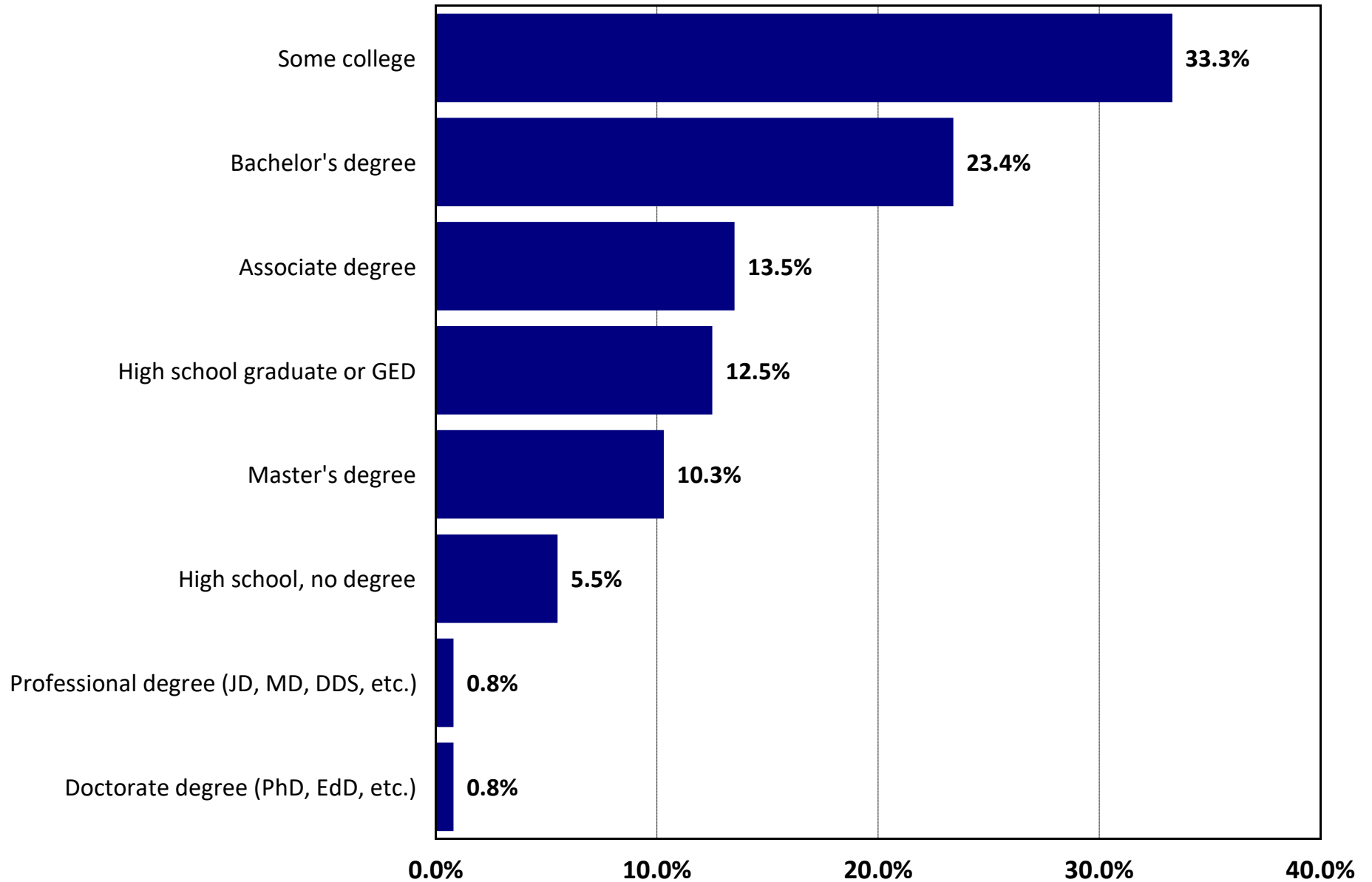
Q37. What is your household income?

by percentage of respondents (excluding "not provided")



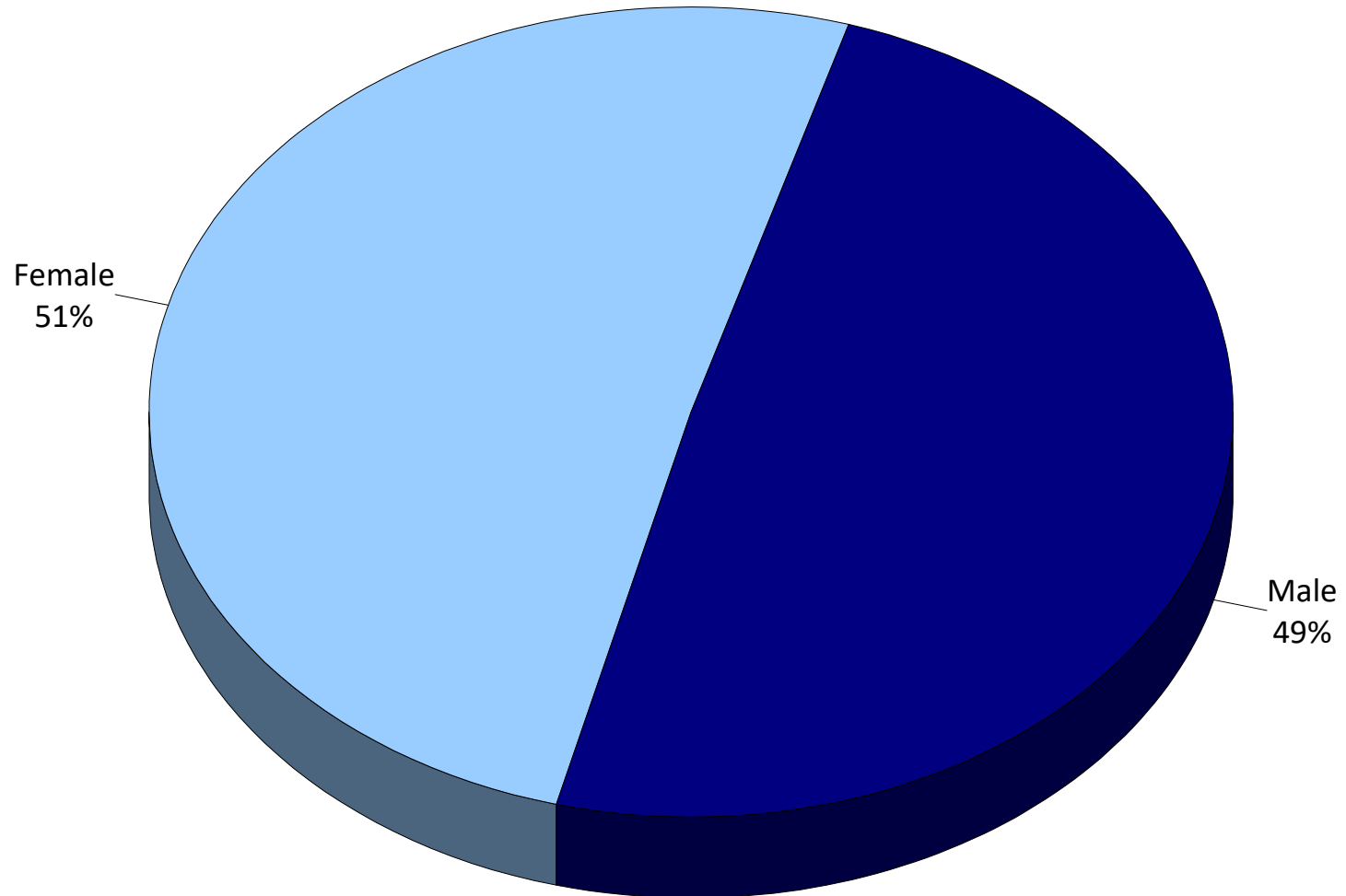
Q38. Please indicate your level of education

by percentage of respondents (excluding "not provided")



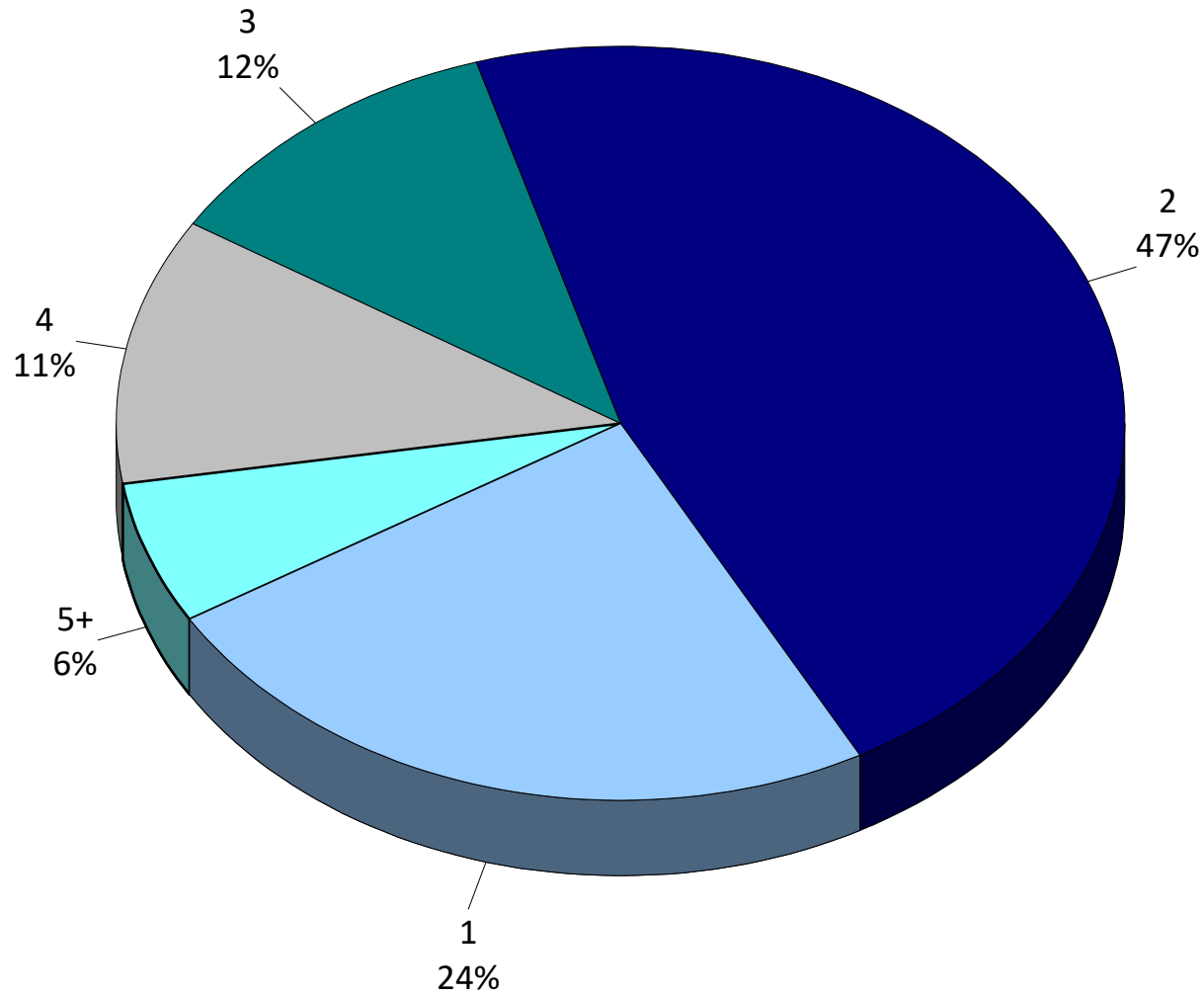
Q39. What is your gender?

by percentage of respondents (excluding "not provided")



Q42. How many people are in your household?

by percentage of respondents (excluding "not provided")



3

Importance-Satisfaction Rating

Importance-Satisfaction Analysis

Midwest City, OK

Overview

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

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that 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.

Overview

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. [IS=Importance x (1-Satisfaction)].

Example of the Calculation: Respondents were asked to identify the major categories of City services they thought should receive the most emphasis over the next two years. Thirty percent (30%) of respondents selected *quality of City water and sewer services* as one of the most important services for the City to provide.

With regard to satisfaction, 61% of respondents surveyed rated *City water and sewer services* 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 1 minus the sum of the satisfaction percentages. In this example 30% was multiplied by 39% (1-0.61). This calculation yielded an I-S rating of 0.1195 which ranked 5 out of 10 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate 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 for the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 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* (IS > 0.20)
- *Increase Current Emphasis* (IS = 0.10-0.20)
- *Maintain Current Emphasis* (IS < 0.10)

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

2024 Importance-Satisfaction Rating

Midwest City Citizen Satisfaction Survey

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of city streets, buildings and facilities	56%	1	50%	9	0.2794	1
Overall enforcement of city codes and ordinances	35%	4	40%	10	0.2131	2
High Priority (IS .10-.20)						
Overall flow of traffic and congestion management in the city	36%	3	50%	8	0.1805	3
Overall quality of city parks, recreation programs and facilities	37%	2	66%	4	0.1258	4
Overall quality of city water and sewer utilities	30%	6	61%	6	0.1195	5
Medium Priority (IS <.10)						
Overall effectiveness of city communication with the public	19%	7	59%	7	0.0777	6
Overall quality of the city's stormwater runoff/stormwater management system	12%	9	61%	5	0.0455	7
Overall quality of police, fire, and EMS	33%	5	87%	1	0.0435	8
Overall quality of the city's solid waste system - trash, recycling, yard waste	15%	8	73%	3	0.0407	9
Overall quality of customer service you receive from city employees	6%	10	75%	2	0.0138	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 from City leaders over the next two years.

Satisfaction %:

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

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2024 Importance-Satisfaction Rating

Midwest City Citizen Satisfaction Survey

City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Timing of traffic signals on city streets	25%	1	45%	10	0.1383	1
Condition of major city streets	24%	2	53%	6	0.1109	2
Pedestrian accessibility	21%	3	50%	8	0.1038	3
Traffic flow on major city streets	21%	4	51%	7	0.1008	4
Medium Priority (IS <.10)						
Condition of sidewalks in your neighborhood	14%	9	37%	11	0.0898	5
Condition of streets in your neighborhood	18%	5	56%	4	0.0799	6
Condition of pavement markings on city streets	16%	7	50%	9	0.0781	7
Overall cleanliness of streets and public areas	16%	6	54%	5	0.0728	8
Adequacy of city street lighting	15%	8	57%	2	0.0645	9
Appearance and condition of city medians, rights-of-ways & public areas	9%	10	58%	1	0.0387	10
Condition of landscaping along public streets	9%	11	57%	3	0.0369	11

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

Most Important %:

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

Satisfaction %:

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

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2024 Importance-Satisfaction Rating

Midwest City Citizen Satisfaction Survey

Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Visibility of police in neighborhoods	45%	1	56%	4	0.1971	1
Efforts to prevent crime	40%	2	55%	6	0.1804	2
Medium Priority (IS <.10)						
Enforcement of traffic laws	22%	3	56%	5	0.0966	3
Quality of juvenile services	14%	6	32%	9	0.0922	4
Visibility of police in retail areas	20%	4	60%	3	0.0810	5
Police safety education programs	12%	7	51%	8	0.0586	6
Quality of police protection	17%	5	79%	1	0.0351	7
Quality and accessibility of municipal court services	4%	9	53%	7	0.0173	8
Police response time	7%	8	75%	2	0.0163	9

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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders over the next two years.

Satisfaction %:

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

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2024 Importance-Satisfaction Rating

Midwest City Citizen Satisfaction Survey

Fire Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Disaster preparedness public education	55%	1	55%	5	0.2449	1
<u>High Priority (IS .10-.20)</u>						
Quality of fire safety education programs	41%	2	69%	4	0.1275	2
<u>Medium Priority (IS <.10)</u>						
Quality of fire emergency medical services	29%	3	90%	2	0.0285	3
Fire personnel emergency response time	18%	5	89%	3	0.0207	4
Quality of fire protection	22%	4	92%	1	0.0177	5

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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders over the next two years.

Satisfaction %:

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

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2024 Importance-Satisfaction Rating

Midwest City Citizen Satisfaction Survey

Code Enforcement & Neighborhood Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Enforcement of overgrown lots, abandoned vehicles, graffiti	42%	2	26%	9	0.3076	1
Enforcing exterior maintenance & residential property upkeep	46%	1	35%	6	0.2976	2
Efforts to remove dilapidated structures	38%	3	24%	10	0.2907	3
Efforts to identify abandoned or unsecured properties	38%	4	27%	8	0.2778	4
City effort to enforce code violations	34%	5	36%	5	0.2189	5
High Priority (IS .10-.20)						
Enforcement of parking on grass in front yard	17%	6	28%	7	0.1205	6
Medium Priority (IS <.10)						
Overall responsiveness of code enforcement staff	13%	8	44%	4	0.0742	7
Cleanliness in your neighborhood	15%	7	61%	1	0.0587	8
Importance of neighborhood associations	10%	9	53%	2	0.0484	9
Overall responsiveness of Neighborhood Services staff	6%	10	45%	3	0.0320	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 from City leaders over the next two years.

Satisfaction %:

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

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2024 Importance-Satisfaction Rating Midwest City Citizen Satisfaction Survey Animal Welfare Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Animal welfare services provided by Midwest City	68%	1	65%	2	0.2363	1
Response time from Animal Welfare staff	46%	2	52%	3	0.2185	2
<u>High Priority (IS .10-.20)</u>						
Accessibility of Animal Services Center in Midwest City	40%	3	67%	1	0.1333	3

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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders over the next two years.

Satisfaction %:

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

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2024 Importance-Satisfaction Rating

Midwest City Citizen Satisfaction Survey

Parks & Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Quality of city parks	45%	1	64%	5	0.1614	1
Picnic, pavilion areas, playgrounds at city parks	28%	2	52%	13	0.1336	2
Medium Priority (IS <.10)						
Quality of Senior Center programs and services	19%	4	51%	14	0.0945	3
Amount of walking and biking trails	23%	3	68%	3	0.0751	4
Quality and condition of splash pad	13%	8	46%	16	0.0677	5
Quality of city sponsored events & activities	17%	6	64%	6	0.0619	6
Quality of youth sports programs	12%	10	50%	15	0.0616	7
Quality and condition of swimming pool	12%	9	55%	11	0.0554	8
Customer service at city parks & facilities	12%	11	53%	12	0.0553	9
Number and location of city parks	18%	5	69%	2	0.0547	10
Quality of Library	14%	7	75%	1	0.0342	11
Quality of adult sports programs	5%	13	40%	17	0.0299	12
Quality/condition of Nick Harroz Community Center	6%	12	57%	10	0.0261	13
Quality/condition of Hidden Creek Golf Course	5%	14	57%	9	0.0194	14
Quality of outdoor athletic fields	4%	16	58%	8	0.0152	15
Quality and condition of John Conrad Golf Course	4%	15	67%	4	0.0144	16
Quality and condition of Delta Hotels at Reed Conference Center	3%	17	61%	7	0.0124	17

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 from City leaders over the next two years.

Satisfaction %:

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

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4

Benchmarks

Benchmarking Summary Report

Midwest City, OK

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 500 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 10,000 residents across the United States. Midwest City is compared to national results as well as the Plains region which includes Illinois, Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota, Oklahoma, and Wisconsin.

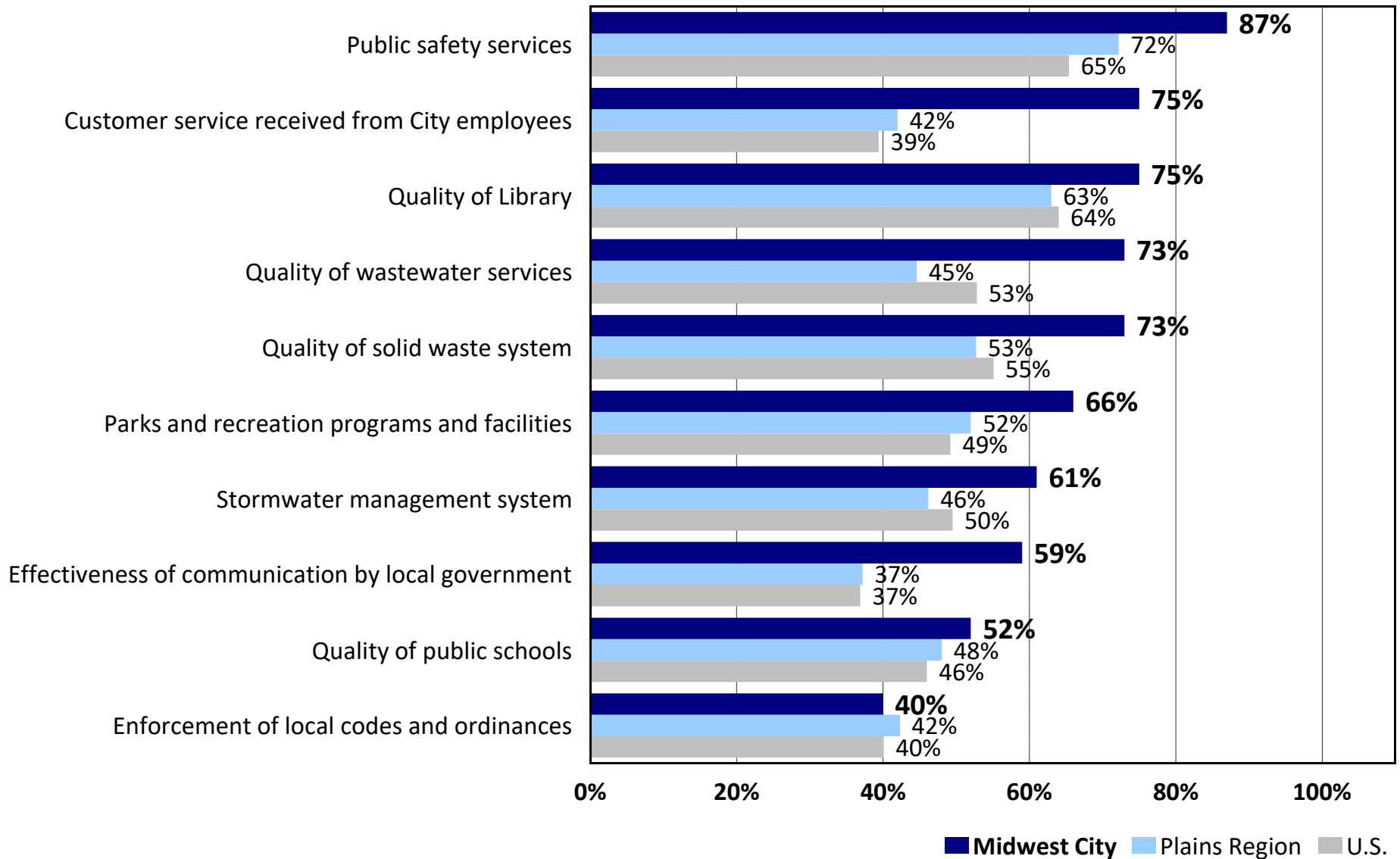
National Benchmarks

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

Major City Services

Midwest City vs. Plains Region vs. U.S.

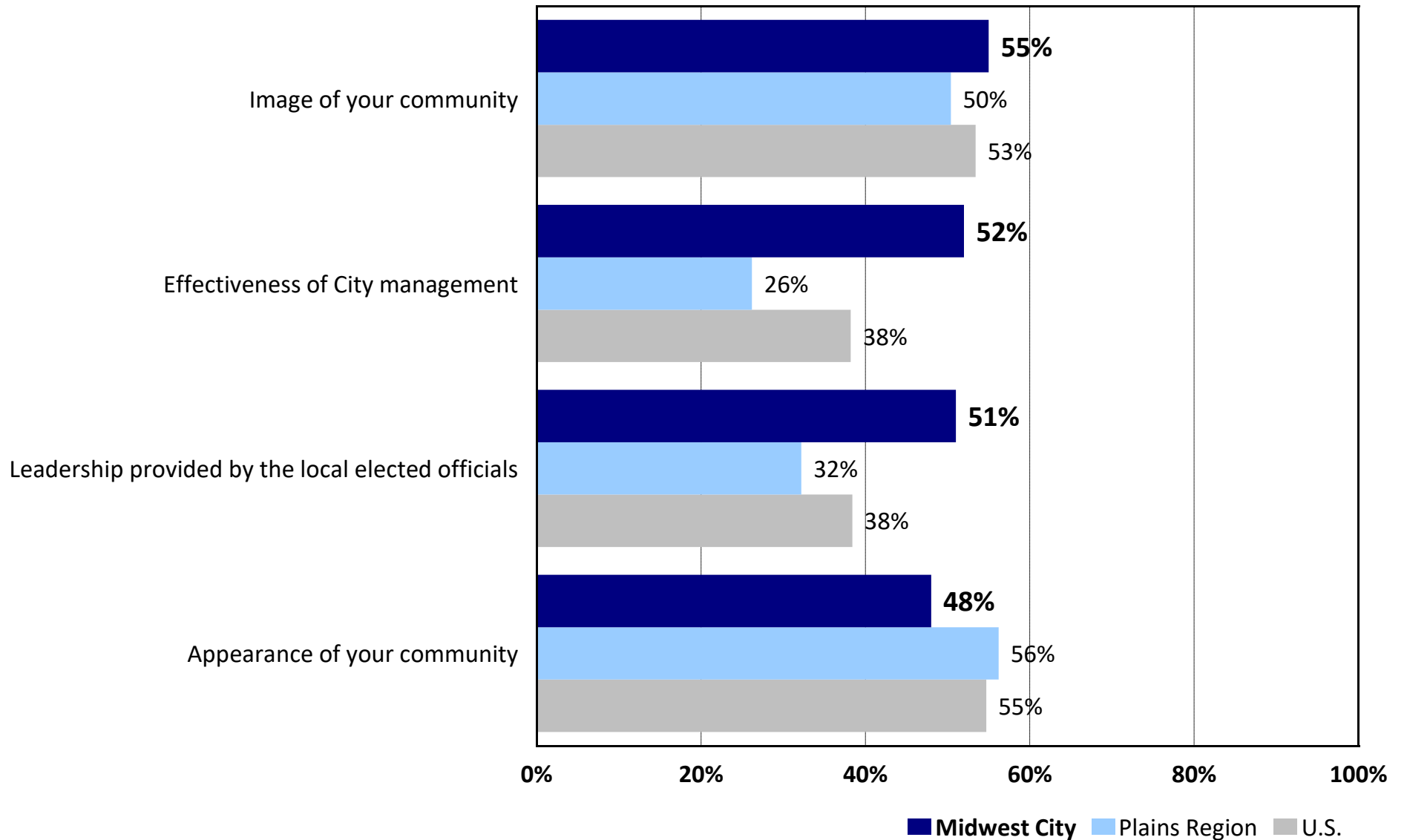
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Perceptions

Midwest City vs. Plains Region vs. U.S.

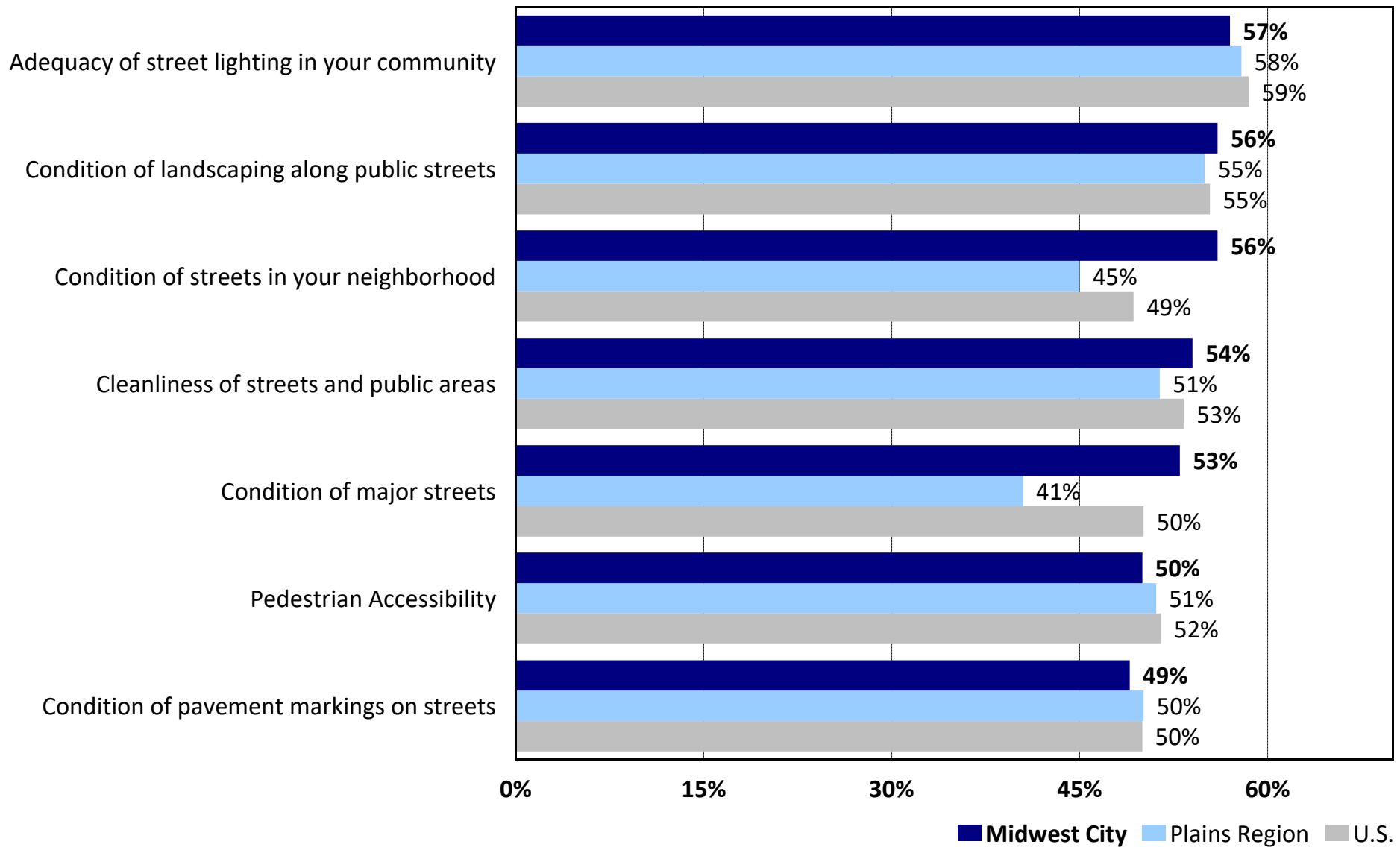
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



City Maintenance

Midwest City vs. Plains Region vs. U.S.

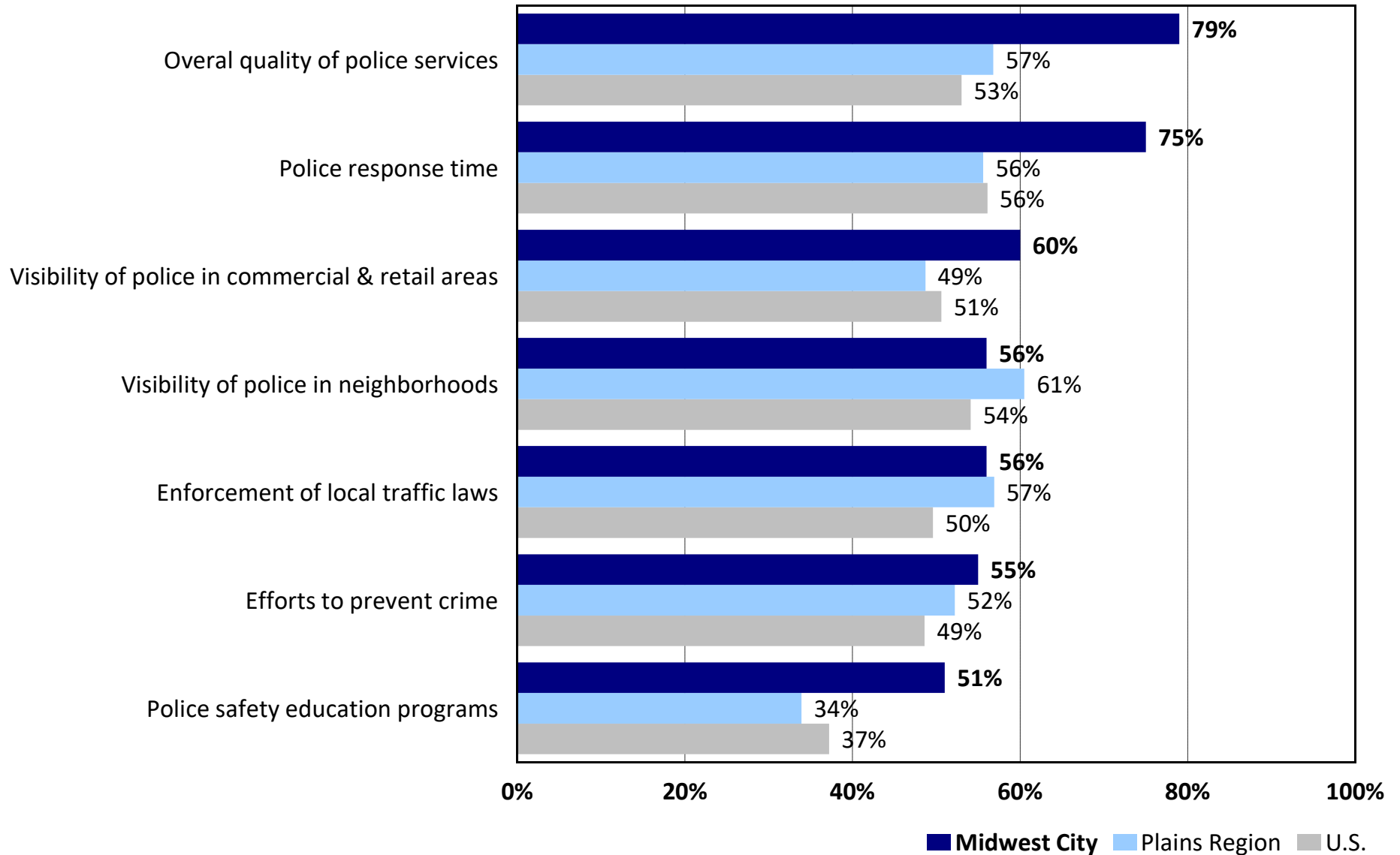
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Police Services

Midwest City vs. Plains Region vs. U.S.

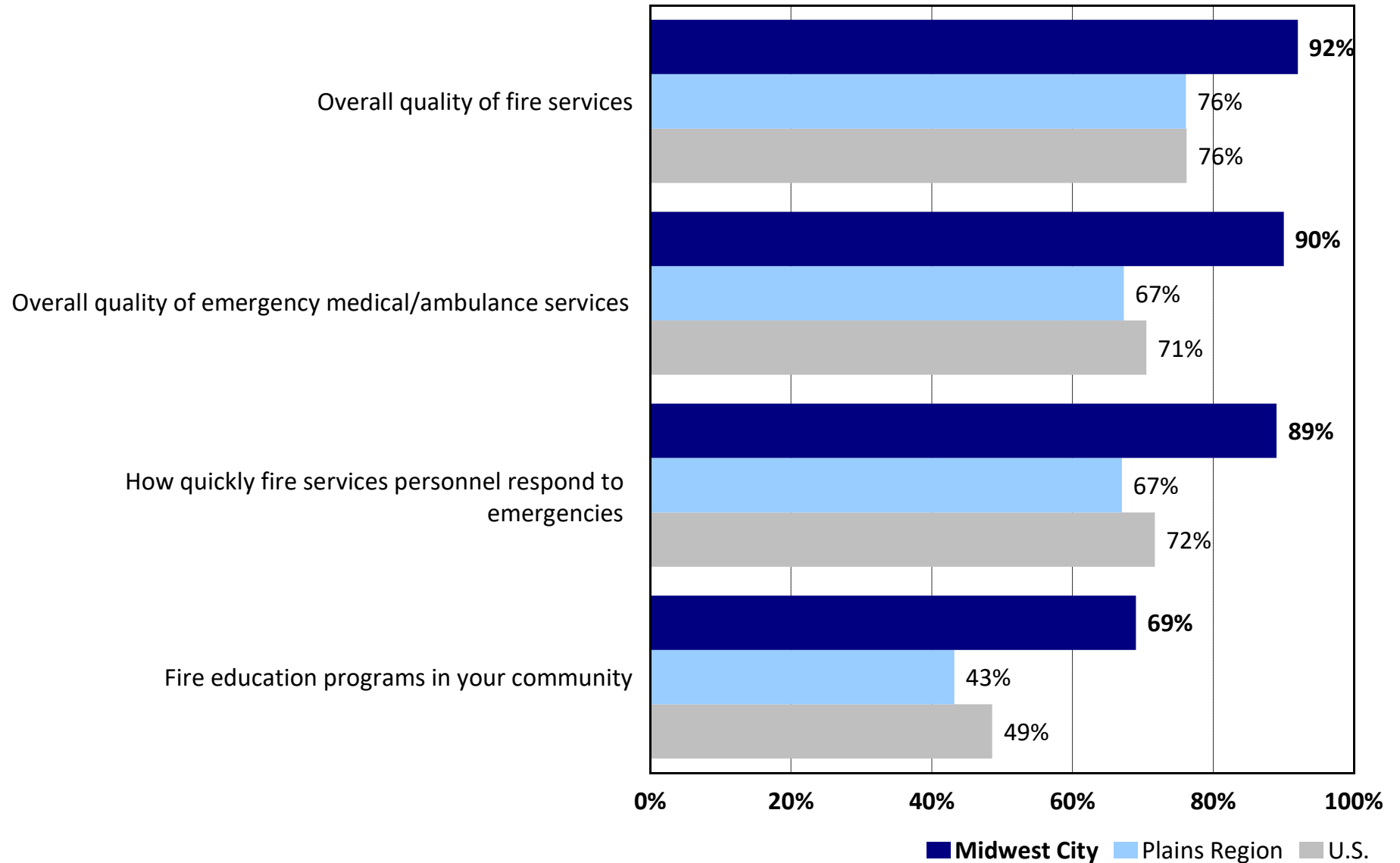
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Police/Fire/Ambulance Services

Midwest City vs. Plains Region vs. U.S.

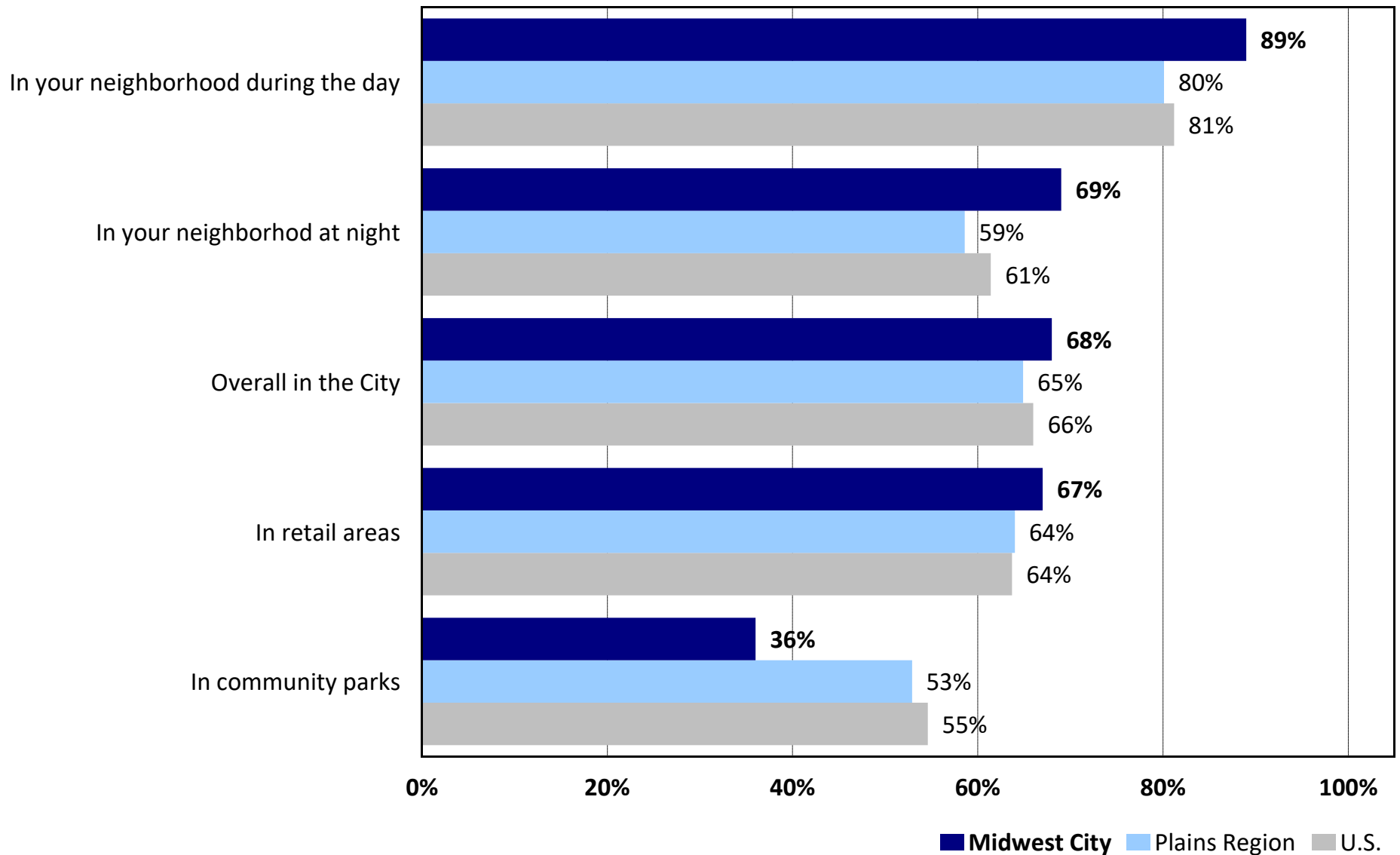
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Feeling of Safety

Midwest City vs. Plains Region vs. U.S.

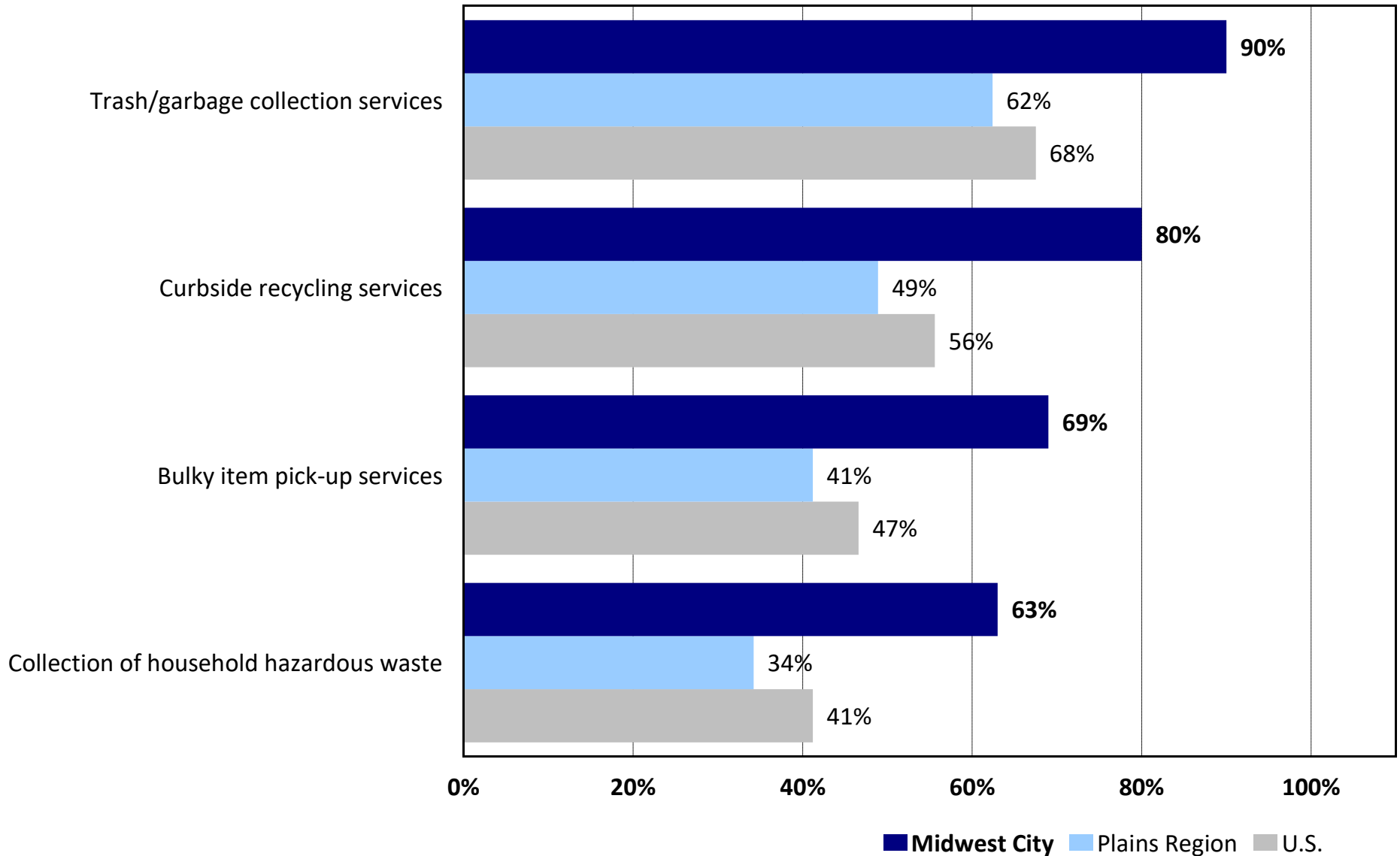
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Sanitation & Public Works Services

Midwest City vs. Plains Region vs. U.S.

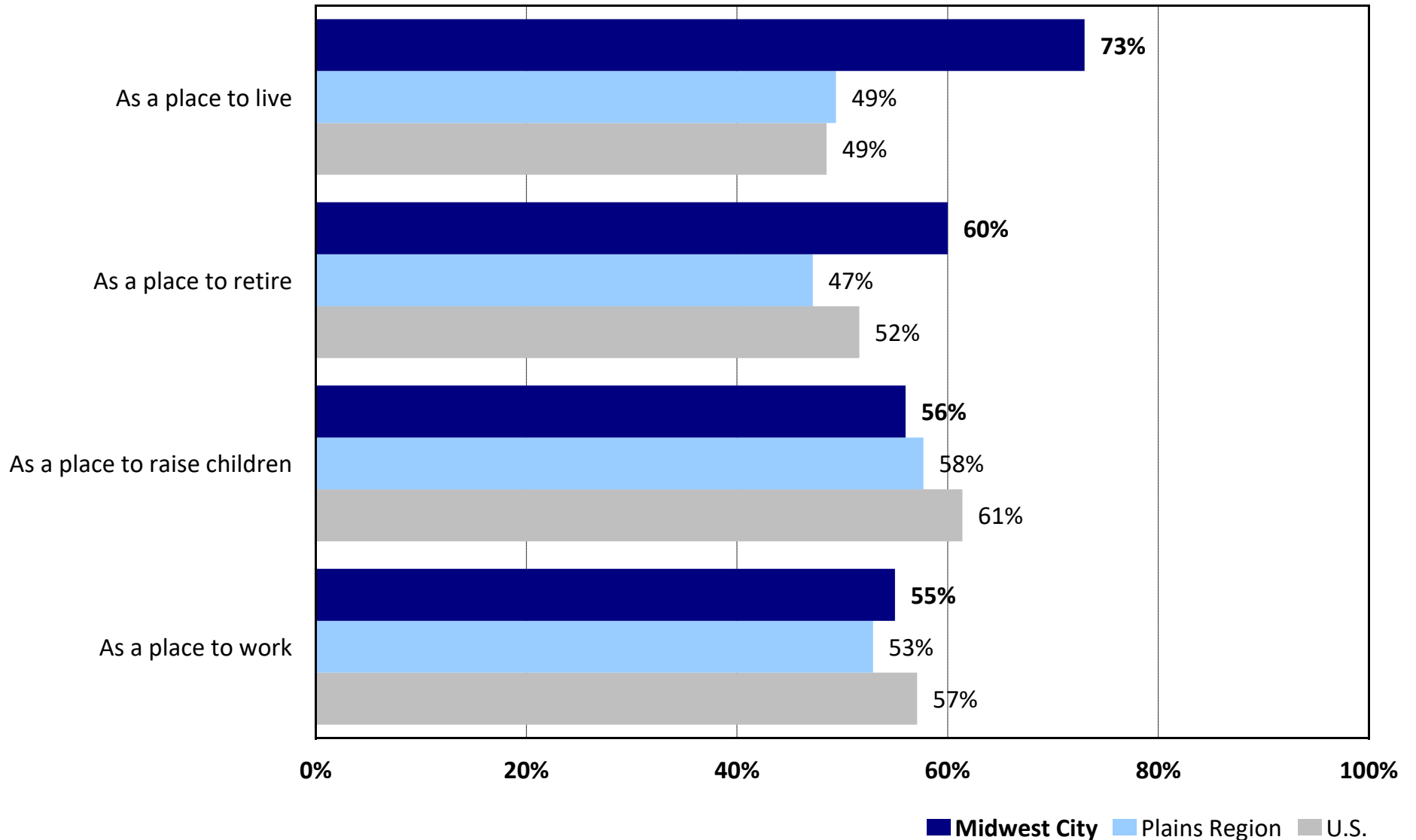
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Ratings

Midwest City vs. Plains Region vs. U.S.

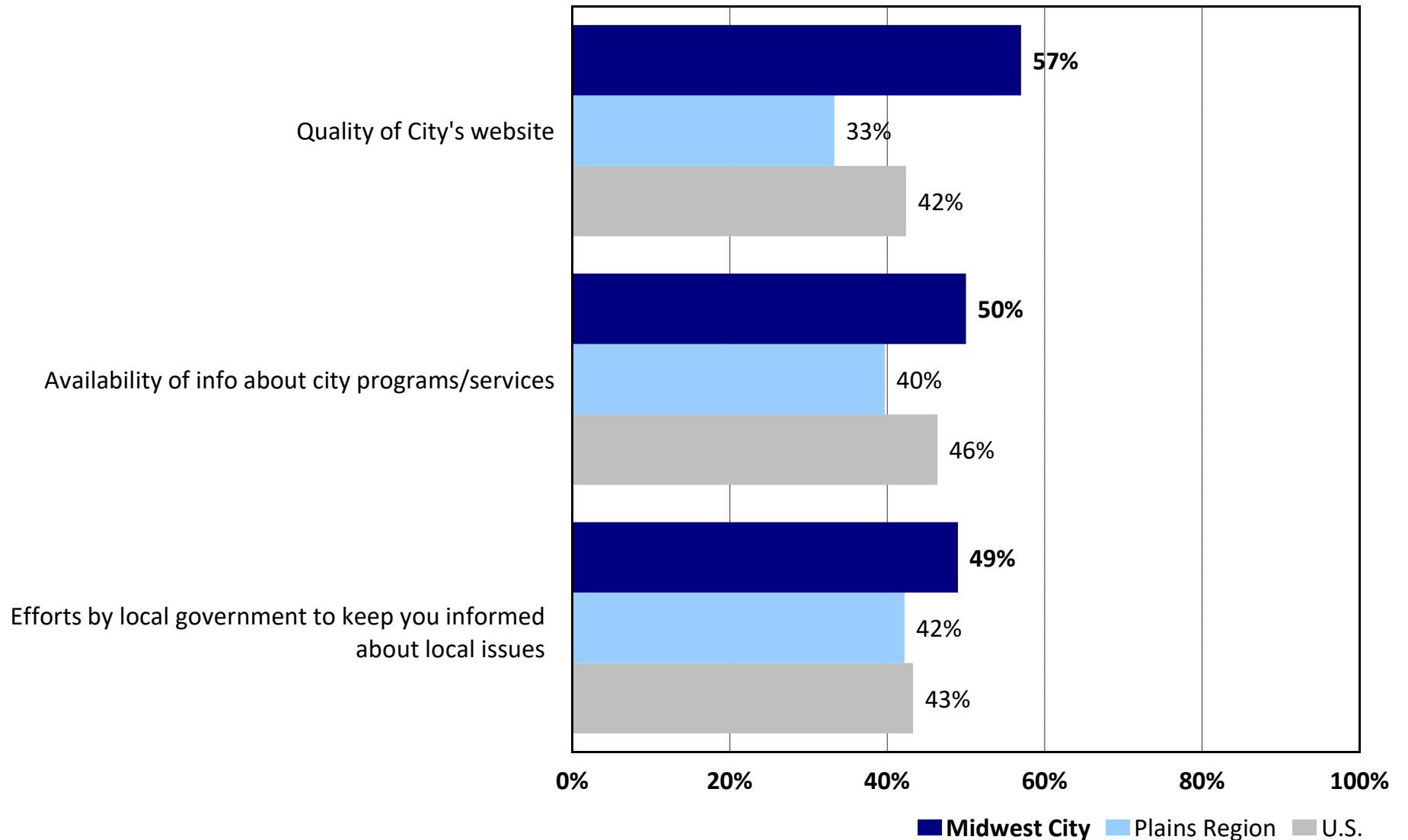
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Communication

Midwest City vs. Plains Region vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



5

Tabular Data

Council District:

<u>Council District</u>	<u>Number</u>	<u>Percent</u>
1	79	15.3 %
2	100	19.3 %
3	73	14.1 %
4	96	18.6 %
5	69	13.3 %
6	100	19.3 %
Total	517	100.0 %

Q1. City Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your overall satisfaction with major categories of services provided by Midwest City.

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police, fire, & emergency medical services	45.6%	37.1%	8.9%	2.9%	1.0%	4.4%
Q1-2. Overall quality of City parks, recreation programs & facilities	17.2%	47.0%	17.2%	12.4%	3.3%	2.9%
Q1-3. Overall maintenance of City streets, buildings & facilities	11.6%	38.1%	21.9%	20.5%	7.0%	1.0%
Q1-4. Overall quality of City water & sewer utilities	20.3%	38.7%	20.5%	13.3%	4.4%	2.7%
Q1-5. Overall enforcement of City codes & ordinances	11.8%	26.3%	28.4%	17.6%	11.6%	4.3%
Q1-6. Overall quality of customer service you receive from City employees	29.4%	41.0%	17.0%	4.4%	1.5%	6.6%
Q1-7. Overall effectiveness of City communication with the public	18.6%	38.7%	25.9%	11.0%	2.7%	3.1%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	15.1%	41.6%	24.2%	8.9%	3.5%	6.8%
Q1-9. Overall flow of traffic & congestion management in City	11.8%	38.1%	23.2%	18.2%	7.7%	1.0%
Q1-10. Overall quality of City's solid waste system-trash, recycling, yard waste	23.6%	48.5%	16.2%	7.9%	1.9%	1.7%

(WITHOUT "DON'T KNOW")**Q1. City Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your overall satisfaction with major categories of services provided by Midwest City. (without "don't know")**

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police, fire, & emergency medical services	47.8%	38.9%	9.3%	3.0%	1.0%
Q1-2. Overall quality of City parks, recreation programs & facilities	17.7%	48.4%	17.7%	12.7%	3.4%
Q1-3. Overall maintenance of City streets, buildings & facilities	11.7%	38.5%	22.1%	20.7%	7.0%
Q1-4. Overall quality of City water & sewer utilities	20.9%	39.8%	21.1%	13.7%	4.6%
Q1-5. Overall enforcement of City codes & ordinances	12.3%	27.5%	29.7%	18.4%	12.1%
Q1-6. Overall quality of customer service you receive from City employees	31.5%	43.9%	18.2%	4.8%	1.7%
Q1-7. Overall effectiveness of City communication with the public	19.2%	39.9%	26.7%	11.4%	2.8%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	16.2%	44.6%	25.9%	9.5%	3.7%
Q1-9. Overall flow of traffic & congestion management in City	11.9%	38.5%	23.4%	18.4%	7.8%
Q1-10. Overall quality of City's solid waste system-trash, recycling, yard waste	24.0%	49.4%	16.5%	8.1%	2.0%

Q2. Which THREE of the major categories of City Services do you think should receive the most emphasis from City leaders over the next TWO Years?

Q2. Top choice	Number	Percent
Overall quality of police, fire, & emergency medical services	84	16.2 %
Overall quality of City parks, recreation programs & facilities	70	13.5 %
Overall maintenance of City streets, buildings & facilities	107	20.7 %
Overall quality of City water & sewer utilities	53	10.3 %
Overall enforcement of City codes & ordinances	69	13.3 %
Overall quality of customer service you receive from City employees	8	1.5 %
Overall effectiveness of City communication with the public	13	2.5 %
Overall quality of City's stormwater runoff/stormwater management system	19	3.7 %
Overall flow of traffic & congestion management in City	52	10.1 %
Overall quality of City's solid waste system-trash, recycling, yard waste	17	3.3 %
None chosen	25	4.8 %
Total	517	100.0 %

Q2. Which THREE of the major categories of City Services do you think should receive the most emphasis from City leaders over the next TWO Years?

Q2. 2nd choice	Number	Percent
Overall quality of police, fire, & emergency medical services	39	7.5 %
Overall quality of City parks, recreation programs & facilities	55	10.6 %
Overall maintenance of City streets, buildings & facilities	114	22.1 %
Overall quality of City water & sewer utilities	51	9.9 %
Overall enforcement of City codes & ordinances	65	12.6 %
Overall quality of customer service you receive from City employees	9	1.7 %
Overall effectiveness of City communication with the public	39	7.5 %
Overall quality of City's stormwater runoff/stormwater management system	22	4.3 %
Overall flow of traffic & congestion management in City	64	12.4 %
Overall quality of City's solid waste system-trash, recycling, yard waste	28	5.4 %
None chosen	31	6.0 %
Total	517	100.0 %

Q2. Which THREE of the major categories of City Services do you think should receive the most emphasis from City leaders over the next TWO Years?

Q2. 3rd choice	Number	Percent
Overall quality of police, fire, & emergency medical services	46	8.9 %
Overall quality of City parks, recreation programs & facilities	67	13.0 %
Overall maintenance of City streets, buildings & facilities	69	13.3 %
Overall quality of City water & sewer utilities	53	10.3 %
Overall enforcement of City codes & ordinances	49	9.5 %
Overall quality of customer service you receive from City employees	12	2.3 %
Overall effectiveness of City communication with the public	46	8.9 %
Overall quality of City's stormwater runoff/stormwater management system	19	3.7 %
Overall flow of traffic & congestion management in City	72	13.9 %
Overall quality of City's solid waste system-trash, recycling, yard waste	34	6.6 %
None chosen	50	9.7 %
Total	517	100.0 %

(SUM OF TOP 3)

Q2. Which THREE of the major categories of City Services do you think should receive the most emphasis from City leaders over the next TWO Years? (top 3)

Q2. Top choice	Number	Percent
Overall quality of police, fire, & emergency medical services	169	32.7 %
Overall quality of City parks, recreation programs & facilities	192	37.1 %
Overall maintenance of City streets, buildings & facilities	290	56.1 %
Overall quality of City water & sewer utilities	157	30.4 %
Overall enforcement of City codes & ordinances	183	35.4 %
Overall quality of customer service you receive from City employees	29	5.6 %
Overall effectiveness of City communication with the public	98	19.0 %
Overall quality of City's stormwater runoff/stormwater management system	60	11.6 %
Overall flow of traffic & congestion management in City	188	36.4 %
Overall quality of City's solid waste system-trash, recycling, yard waste	79	15.3 %
None chosen	25	4.8 %
Total	1470	

Q3. Perceptions. Several items that may influence your perception of Midwest City are listed below. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each item listed.

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Midwest City as a place to live	25.1%	47.8%	14.5%	9.1%	2.9%	0.6%
Q3-2. Midwest City as a place to raise children	16.1%	36.6%	25.1%	11.6%	4.6%	6.0%
Q3-3. Midwest City as a place to work	15.9%	32.7%	29.6%	7.0%	2.5%	12.4%
Q3-4. Midwest City as a place to retire	20.1%	36.4%	22.2%	9.9%	6.4%	5.0%
Q3-5. Overall image of Midwest City	14.7%	39.7%	21.5%	15.9%	6.8%	1.5%
Q3-6. Overall quality of life in Midwest City	15.7%	49.9%	21.1%	9.5%	2.7%	1.2%
Q3-7. Overall appearance of Midwest City	10.3%	37.1%	21.7%	23.6%	6.0%	1.4%
Q3-8. City as a welcoming community for people of diverse backgrounds	17.2%	41.8%	25.7%	6.0%	2.5%	6.8%
Q3-9. Overall quality of leadership provided by City's elected officials	12.6%	34.4%	27.1%	11.4%	7.4%	7.2%
Q3-10. Overall effectiveness of City management	13.7%	35.0%	28.2%	12.4%	4.8%	5.8%

(WITHOUT "DON'T KNOW")

Q3. Perceptions. Several items that may influence your perception of Midwest City are listed below. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each item listed. (without "don't know")

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Midwest City as a place to live	25.3%	48.1%	14.6%	9.1%	2.9%
Q3-2. Midwest City as a place to raise children	17.1%	38.9%	26.7%	12.3%	4.9%
Q3-3. Midwest City as a place to work	18.1%	37.3%	33.8%	7.9%	2.9%
Q3-4. Midwest City as a place to retire	21.2%	38.3%	23.4%	10.4%	6.7%
Q3-5. Overall image of Midwest City	14.9%	40.3%	21.8%	16.1%	6.9%
Q3-6. Overall quality of life in Midwest City	15.9%	50.5%	21.3%	9.6%	2.7%
Q3-7. Overall appearance of Midwest City	10.4%	37.6%	22.0%	23.9%	6.1%
Q3-8. City as a welcoming community for people of diverse backgrounds	18.5%	44.8%	27.6%	6.4%	2.7%
Q3-9. Overall quality of leadership provided by City's elected officials	13.5%	37.1%	29.2%	12.3%	7.9%
Q3-10. Overall effectiveness of City management	14.6%	37.2%	30.0%	13.1%	5.1%

Q4. Equal Opportunity. Several statements are listed below regarding the availability of opportunities in Midwest City for residents of different races, cultures, and ethnicities. On a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate how you feel about each item listed.

(N=517)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q4-1. All residents are afforded same amount of respect	17.2%	37.7%	17.4%	12.0%	4.4%	11.2%
Q4-2. All residents receive same general opportunities	15.5%	39.1%	18.2%	12.0%	3.1%	12.2%
Q4-3. All residents receive same job opportunities	14.7%	28.6%	22.1%	11.2%	3.1%	20.3%
Q4-4. All residents receive same educational opportunities	16.1%	41.0%	14.3%	10.4%	5.0%	13.2%
Q4-5. All residents receive same healthcare options	14.7%	33.7%	19.1%	11.2%	4.1%	17.2%
Q4-6. All residents receive same treatment in justice system	14.1%	25.1%	20.3%	8.7%	6.6%	25.1%

(WITHOUT "DON'T KNOW")

Q4. Equal Opportunity. Several statements are listed below regarding the availability of opportunities in Midwest City for residents of different races, cultures, and ethnicities. On a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate how you feel about each item listed. (without "don't know")

(N=517)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q4-1. All residents are afforded same amount of respect	19.4%	42.5%	19.6%	13.5%	5.0%
Q4-2. All residents receive same general opportunities	17.6%	44.5%	20.7%	13.7%	3.5%
Q4-3. All residents receive same job opportunities	18.4%	35.9%	27.7%	14.1%	3.9%
Q4-4. All residents receive same educational opportunities	18.5%	47.2%	16.5%	12.0%	5.8%
Q4-5. All residents receive same healthcare options	17.8%	40.7%	23.1%	13.6%	4.9%
Q4-6. All residents receive same treatment in justice system	18.9%	33.6%	27.1%	11.6%	8.8%

Q5. City Maintenance. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following services.

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Condition of major City streets	8.5%	43.7%	21.3%	19.7%	5.2%	1.5%
Q5-2. Condition of streets in your neighborhood	11.8%	42.9%	19.5%	17.8%	6.4%	1.5%
Q5-3. Condition of sidewalks in your neighborhood	8.3%	22.2%	21.3%	15.9%	14.5%	17.8%
Q5-4. Timing of traffic signals on City streets	7.7%	36.0%	20.7%	20.5%	13.0%	2.1%
Q5-5. Traffic flow on major City streets	8.5%	42.2%	23.2%	17.4%	7.4%	1.4%
Q5-6. Pedestrian accessibility (City sidewalk system/network, number/availability of sidewalks)	10.4%	37.3%	22.1%	15.9%	9.7%	4.6%
Q5-7. Appearance & condition of City medians, rights-of-way & public areas	11.0%	46.0%	24.0%	13.2%	3.5%	2.3%
Q5-8. Adequacy of City street lighting	9.7%	45.8%	19.1%	17.2%	6.0%	2.1%
Q5-9. Condition of pavement markings on City streets	8.1%	40.2%	23.6%	18.4%	7.2%	2.5%
Q5-10. Overall cleanliness of streets & public areas	9.9%	42.9%	25.9%	16.6%	3.1%	1.5%
Q5-11. Condition of landscaping along public streets	10.3%	45.6%	25.0%	14.5%	3.5%	1.2%

(WITHOUT "DON'T KNOW")**Q5. City Maintenance. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following services. (without "don't know")**

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Condition of major City streets	8.6%	44.4%	21.6%	20.0%	5.3%
Q5-2. Condition of streets in your neighborhood	12.0%	43.6%	19.8%	18.1%	6.5%
Q5-3. Condition of sidewalks in your neighborhood	10.1%	27.1%	25.9%	19.3%	17.6%
Q5-4. Timing of traffic signals on City streets	7.9%	36.8%	21.1%	20.9%	13.2%
Q5-5. Traffic flow on major City streets	8.6%	42.7%	23.5%	17.6%	7.5%
Q5-6. Pedestrian accessibility (City sidewalk system/network, number/availability of sidewalks)	11.0%	39.1%	23.1%	16.6%	10.1%
Q5-7. Appearance & condition of City medians, rights-of-way & public areas	11.3%	47.1%	24.6%	13.5%	3.6%
Q5-8. Adequacy of City street lighting	9.9%	46.8%	19.6%	17.6%	6.1%
Q5-9. Condition of pavement markings on City streets	8.3%	41.3%	24.2%	18.8%	7.3%
Q5-10. Overall cleanliness of streets & public areas	10.0%	43.6%	26.3%	16.9%	3.1%
Q5-11. Condition of landscaping along public streets	10.4%	46.2%	25.2%	14.7%	3.5%

Q6. Which TWO of the City Maintenance services listed in Question 5 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q6. Top choice	Number	Percent
Condition of major City streets	89	17.2 %
Condition of streets in your neighborhood	53	10.3 %
Condition of sidewalks in your neighborhood	42	8.1 %
Timing of traffic signals on City streets	78	15.1 %
Traffic flow on major City streets	42	8.1 %
Pedestrian accessibility (City sidewalk system/network, number/availability of sidewalks)	54	10.4 %
Appearance & condition of City medians, rights-of-way & public areas	21	4.1 %
Adequacy of City street lighting	28	5.4 %
Condition of pavement markings on City streets	33	6.4 %
Overall cleanliness of streets & public areas	29	5.6 %
Condition of landscaping along public streets	17	3.3 %
None chosen	31	6.0 %
Total	517	100.0 %

Q6. Which TWO of the City Maintenance services listed in Question 5 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q6. 2nd choice	Number	Percent
Condition of major City streets	33	6.4 %
Condition of streets in your neighborhood	40	7.7 %
Condition of sidewalks in your neighborhood	32	6.2 %
Timing of traffic signals on City streets	51	9.9 %
Traffic flow on major City streets	65	12.6 %
Pedestrian accessibility (City sidewalk system/network, number/availability of sidewalks)	54	10.4 %
Appearance & condition of City medians, rights-of-way & public areas	27	5.2 %
Adequacy of City street lighting	49	9.5 %
Condition of pavement markings on City streets	47	9.1 %
Overall cleanliness of streets & public areas	52	10.1 %
Condition of landscaping along public streets	27	5.2 %
None chosen	40	7.7 %
Total	517	100.0 %

(SUM OF TOP 2 CHOICES)**Q6. Which TWO of the City Maintenance services listed in Question 5 do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)**

Q6. Top choice	Number	Percent
Condition of major City streets	122	23.6 %
Condition of streets in your neighborhood	93	18.0 %
Condition of sidewalks in your neighborhood	74	14.3 %
Timing of traffic signals on City streets	129	25.0 %
Traffic flow on major City streets	107	20.7 %
Pedestrian accessibility (City sidewalk system/network, number/availability of sidewalks)	108	20.9 %
Appearance & condition of City medians, rights-of-way & public areas	48	9.3 %
Adequacy of City street lighting	77	14.9 %
Condition of pavement markings on City streets	80	15.5 %
Overall cleanliness of streets & public areas	81	15.7 %
Condition of landscaping along public streets	44	8.5 %
<u>None chosen</u>	<u>31</u>	<u>6.0 %</u>
Total	994	

Q7. Police Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following services.

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Quality of police protection	30.6%	43.3%	14.1%	3.7%	1.7%	6.6%
Q7-2. Visibility of police in neighborhoods	20.5%	34.2%	24.2%	14.5%	3.9%	2.7%
Q7-3. Visibility of police in retail areas	19.1%	37.5%	26.7%	9.1%	2.5%	5.0%
Q7-4. Police personnel emergency response time	25.3%	32.9%	16.1%	2.5%	0.6%	22.6%
Q7-5. Efforts to prevent crime	15.1%	31.1%	24.2%	9.5%	4.3%	15.9%
Q7-6. Police safety education programs	15.5%	19.1%	27.5%	4.1%	1.5%	32.3%
Q7-7. Enforcement of traffic laws	13.0%	38.1%	21.9%	13.0%	6.2%	7.9%
Q7-8. Quality of juvenile services	5.6%	11.8%	27.9%	6.8%	2.9%	45.1%
Q7-9. Quality & accessibility of municipal court services (i.e., traffic, collection, fines)	10.4%	22.2%	26.5%	1.9%	0.4%	38.5%

(WITHOUT "DON'T KNOW")**Q7. Police Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following services. (without "don't know")**

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Quality of police protection	32.7%	46.4%	15.1%	3.9%	1.9%
Q7-2. Visibility of police in neighborhoods	21.1%	35.2%	24.9%	14.9%	4.0%
Q7-3. Visibility of police in retail areas	20.2%	39.5%	28.1%	9.6%	2.6%
Q7-4. Police personnel emergency response time	32.8%	42.5%	20.8%	3.3%	0.8%
Q7-5. Efforts to prevent crime	17.9%	37.0%	28.7%	11.3%	5.1%
Q7-6. Police safety education programs	22.9%	28.3%	40.6%	6.0%	2.3%
Q7-7. Enforcement of traffic laws	14.1%	41.4%	23.7%	14.1%	6.7%
Q7-8. Quality of juvenile services	10.2%	21.5%	50.7%	12.3%	5.3%
Q7-9. Quality & accessibility of municipal court services (i.e., traffic, collection, fines)	17.0%	36.2%	43.1%	3.1%	0.6%

Q8. Which TWO of the Police Services listed in Question 7 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q8. Top choice	Number	Percent
Quality of police protection	47	9.1 %
Visibility of police in neighborhoods	141	27.3 %
Visibility of police in retail areas	42	8.1 %
Police personnel emergency response time	17	3.3 %
Efforts to prevent crime	104	20.1 %
Police safety education programs	22	4.3 %
Enforcement of traffic laws	62	12.0 %
Quality of juvenile services	29	5.6 %
Quality & accessibility of municipal court services (i.e., traffic, collection, fines)	6	1.2 %
<u>None chosen</u>	47	9.1 %
Total	517	100.0 %

Q8. Which TWO of the Police Services listed in Question 7 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q8. 2nd choice	Number	Percent
Quality of police protection	40	7.7 %
Visibility of police in neighborhoods	92	17.8 %
Visibility of police in retail areas	62	12.0 %
Police personnel emergency response time	17	3.3 %
Efforts to prevent crime	103	19.9 %
Police safety education programs	40	7.7 %
Enforcement of traffic laws	50	9.7 %
Quality of juvenile services	41	7.9 %
Quality & accessibility of municipal court services (i.e., traffic, collection, fines)	13	2.5 %
None chosen	59	11.4 %
Total	517	100.0 %

Q8. Which TWO of the Police Services listed in Question 7 do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

Q8. Top choice	Number	Percent
Quality of police protection	87	16.8 %
Visibility of police in neighborhoods	233	45.1 %
Visibility of police in retail areas	104	20.1 %
Police personnel emergency response time	34	6.6 %
Efforts to prevent crime	207	40.0 %
Police safety education programs	62	12.0 %
Enforcement of traffic laws	112	21.7 %
Quality of juvenile services	70	13.5 %
Quality & accessibility of municipal court services (i.e., traffic, collection, fines)	19	3.7 %
None chosen	47	9.1 %
Total	975	

Q9. Fire Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Quality of fire protection	40.8%	38.3%	6.6%	0.2%	0.2%	13.9%
Q9-2. Quality of fire emergency medical services	38.9%	37.1%	7.5%	0.2%	0.4%	15.9%
Q9-3. Fire personnel emergency response time	39.1%	32.1%	9.1%	0.0%	0.2%	19.5%
Q9-4. Quality of fire safety education programs	21.3%	25.3%	18.8%	1.5%	0.4%	32.7%
Q9-5. Disaster preparedness public education	15.7%	24.4%	24.4%	5.6%	2.3%	27.7%

(WITHOUT "DON'T KNOW")

Q9. Fire Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services. (without "don't know")

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Quality of fire protection	47.4%	44.5%	7.6%	0.2%	0.2%
Q9-2. Quality of fire emergency medical services	46.2%	44.1%	9.0%	0.2%	0.5%
Q9-3. Fire personnel emergency response time	48.6%	39.9%	11.3%	0.0%	0.2%
Q9-4. Quality of fire safety education programs	31.6%	37.6%	27.9%	2.3%	0.6%
Q9-5. Disaster preparedness public education	21.7%	33.7%	33.7%	7.8%	3.2%

Q10. Which TWO of the Fire Services items listed in Question 9 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q10. Top choice	Number	Percent
Quality of fire protection	86	16.6 %
Quality of fire emergency medical services	59	11.4 %
Fire personnel emergency response time	42	8.1 %
Quality of fire safety education programs	88	17.0 %
Disaster preparedness public education	164	31.7 %
None chosen	78	15.1 %
Total	517	100.0 %

Q10. Which TWO of the Fire Services items listed in Question 9 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q10. 2nd choice	Number	Percent
Quality of fire protection	27	5.2 %
Quality of fire emergency medical services	93	18.0 %
Fire personnel emergency response time	51	9.9 %
Quality of fire safety education programs	126	24.4 %
Disaster preparedness public education	120	23.2 %
None chosen	100	19.3 %
Total	517	100.0 %

(SUM OF TOP 2 CHOICES)

Q10. Which TWO of the Fire Services items listed in Question 9 do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

Q10. Top choice	Number	Percent
Quality of fire protection	113	21.9 %
Quality of fire emergency medical services	152	29.4 %
Fire personnel emergency response time	93	18.0 %
Quality of fire safety education programs	214	41.4 %
Disaster preparedness public education	284	54.9 %
None chosen	78	15.1 %
Total	934	

Q11. 9-1-1 Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following.

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. 9-1-1 call dispatcher response time	25.9%	27.7%	11.0%	1.2%	0.8%	33.5%
Q11-2. 9-1-1 service provided by operators	26.1%	25.5%	12.0%	1.5%	1.0%	33.8%
Q11-3. Are you satisfied that members of your household understand when it is appropriate to call 9-1-1	51.3%	34.2%	6.0%	1.0%	0.4%	7.2%
Q11-4. Are you satisfied that members of your household understand when it is appropriate to call non-emergency dispatch number	49.5%	32.5%	7.9%	1.2%	1.2%	7.7%

(WITHOUT "DON'T KNOW")

Q11. 9-1-1 Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following. (without "don't know")

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. 9-1-1 call dispatcher response time	39.0%	41.6%	16.6%	1.7%	1.2%
Q11-2. 9-1-1 service provided by operators	39.5%	38.6%	18.1%	2.3%	1.5%
Q11-3. Are you satisfied that members of your household understand when it is appropriate to call 9-1-1	55.2%	36.9%	6.5%	1.0%	0.4%
Q11-4. Are you satisfied that members of your household understand when it is appropriate to call non-emergency dispatch number	53.7%	35.2%	8.6%	1.3%	1.3%

Q12. Ambulance Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Ambulance service provided by SSM Health	21.9%	24.0%	15.3%	2.3%	0.6%	36.0%
Q12-2. Ambulance response time from SSM Health	21.1%	22.8%	15.5%	1.0%	1.2%	38.5%
Q12-3. Quality of care from SSM Health personnel	26.1%	25.9%	13.5%	3.7%	1.7%	29.0%

(WITHOUT "DON'T KNOW")

Q12. Ambulance Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services. (without "don't know")

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Ambulance service provided by SSM Health	34.1%	37.5%	23.9%	3.6%	0.9%
Q12-2. Ambulance response time from SSM Health	34.3%	37.1%	25.2%	1.6%	1.9%
Q12-3. Quality of care from SSM Health personnel	36.8%	36.5%	19.1%	5.2%	2.5%

Q13. Feeling of Safety. On 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=517)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q13-1. In your neighborhood during the day	44.5%	43.3%	5.6%	4.3%	0.6%	1.7%
Q13-2. In your neighborhood at night	22.4%	45.1%	14.3%	11.8%	4.3%	2.1%
Q13-3. In City park, trail, & recreational areas	5.4%	27.5%	27.5%	23.4%	7.9%	8.3%
Q13-4. In commercial & retail areas	12.6%	52.4%	23.2%	8.3%	0.6%	2.9%
Q13-5. Overall feeling of safety in City	12.4%	54.0%	19.9%	10.3%	1.5%	1.9%

(WITHOUT "DON'T KNOW")

Q13. Feeling of Safety. On 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=517)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q13-1. In your neighborhood during the day	45.3%	44.1%	5.7%	4.3%	0.6%
Q13-2. In your neighborhood at night	22.9%	46.0%	14.6%	12.1%	4.3%
Q13-3. In City park, trail, & recreational areas	5.9%	30.0%	30.0%	25.5%	8.6%
Q13-4. In commercial & retail areas	12.9%	54.0%	23.9%	8.6%	0.6%
Q13-5. Overall feeling of safety in City	12.6%	55.0%	20.3%	10.5%	1.6%

Q14. Code Enforcement & Neighborhood Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Overall responsiveness of code enforcement staff	10.3%	23.0%	21.5%	13.3%	7.2%	24.8%
Q14-2. City effort to enforce code violations	8.1%	21.1%	22.6%	19.9%	9.5%	18.8%
Q14-3. Efforts to enforce exterior maintenance & upkeep of residential property	7.9%	22.1%	23.6%	21.1%	12.0%	13.3%
Q14-4. Efforts to identify abandoned or unsecured properties	6.2%	14.1%	25.1%	19.1%	11.4%	24.0%
Q14-5. Efforts to remove dilapidated structures	5.4%	13.5%	24.6%	22.1%	13.2%	21.3%
Q14-6. Enforcement of parking on grass in front yard	5.6%	16.8%	26.5%	16.2%	14.1%	20.7%
Q14-7. Enforcement of overgrown lots, abandoned vehicles, graffiti	5.4%	17.2%	25.0%	21.3%	16.6%	14.5%
Q14-8. Cleanliness in your neighborhood	16.2%	42.7%	20.9%	10.1%	7.4%	2.7%
Q14-9. Importance of neighborhood associations	17.2%	26.9%	29.0%	4.6%	5.4%	16.8%
Q14-10. Overall responsiveness of Neighborhood Services staff	12.2%	18.6%	28.8%	4.8%	4.1%	31.5%

(WITHOUT "DON'T KNOW")**Q14. Code Enforcement & Neighborhood Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services. (without "don't know")**

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Overall responsiveness of code enforcement staff	13.6%	30.6%	28.5%	17.7%	9.5%
Q14-2. City effort to enforce code violations	10.0%	26.0%	27.9%	24.5%	11.7%
Q14-3. Efforts to enforce exterior maintenance & upkeep of residential property	9.2%	25.4%	27.2%	24.3%	13.8%
Q14-4. Efforts to identify abandoned or unsecured properties	8.1%	18.6%	33.1%	25.2%	15.0%
Q14-5. Efforts to remove dilapidated structures	6.9%	17.2%	31.2%	28.0%	16.7%
Q14-6. Enforcement of parking on grass in front yard	7.1%	21.2%	33.4%	20.5%	17.8%
Q14-7. Enforcement of overgrown lots, abandoned vehicles, graffiti	6.3%	20.1%	29.2%	24.9%	19.5%
Q14-8. Cleanliness in your neighborhood	16.7%	43.9%	21.5%	10.3%	7.6%
Q14-9. Importance of neighborhood associations	20.7%	32.3%	34.9%	5.6%	6.5%
Q14-10. Overall responsiveness of Neighborhood Services staff	17.8%	27.1%	42.1%	7.1%	5.9%

Q15. Which THREE of the services listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall responsiveness of code enforcement staff	32	6.2 %
City effort to enforce code violations	88	17.0 %
Efforts to enforce exterior maintenance & upkeep of residential property	98	19.0 %
Efforts to identify abandoned or unsecured properties	69	13.3 %
Efforts to remove dilapidated structures	46	8.9 %
Enforcement of parking on grass in front yard	24	4.6 %
Enforcement of overgrown lots, abandoned vehicles, graffiti	59	11.4 %
Cleanliness in your neighborhood	26	5.0 %
Importance of neighborhood associations	15	2.9 %
Overall responsiveness of Neighborhood Services staff	10	1.9 %
<u>None chosen</u>	<u>50</u>	<u>9.7 %</u>
Total	517	100.0 %

Q15. Which THREE of the services listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q15. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall responsiveness of code enforcement staff	19	3.7 %
City effort to enforce code violations	42	8.1 %
Efforts to enforce exterior maintenance & upkeep of residential property	72	13.9 %
Efforts to identify abandoned or unsecured properties	76	14.7 %
Efforts to remove dilapidated structures	84	16.2 %
Enforcement of parking on grass in front yard	43	8.3 %
Enforcement of overgrown lots, abandoned vehicles, graffiti	66	12.8 %
Cleanliness in your neighborhood	20	3.9 %
Importance of neighborhood associations	18	3.5 %
Overall responsiveness of Neighborhood Services staff	12	2.3 %
<u>None chosen</u>	<u>65</u>	<u>12.6 %</u>
Total	517	100.0 %

Q15. Which THREE of the services listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q15. 3rd choice	Number	Percent
Overall responsiveness of code enforcement staff	18	3.5 %
City effort to enforce code violations	47	9.1 %
Efforts to enforce exterior maintenance & upkeep of residential property	65	12.6 %
Efforts to identify abandoned or unsecured properties	51	9.9 %
Efforts to remove dilapidated structures	68	13.2 %
Enforcement of parking on grass in front yard	20	3.9 %
Enforcement of overgrown lots, abandoned vehicles, graffiti	91	17.6 %
Cleanliness in your neighborhood	31	6.0 %
Importance of neighborhood associations	20	3.9 %
Overall responsiveness of Neighborhood Services staff	8	1.5 %
None chosen	98	19.0 %
Total	517	100.0 %

(SUM OF TOP 3)

Q15. Which THREE of the services listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO Years? (top 3)

Q15. Top choice	Number	Percent
Overall responsiveness of code enforcement staff	69	13.3 %
City effort to enforce code violations	177	34.2 %
Efforts to enforce exterior maintenance & upkeep of residential property	235	45.5 %
Efforts to identify abandoned or unsecured properties	196	37.9 %
Efforts to remove dilapidated structures	198	38.3 %
Enforcement of parking on grass in front yard	87	16.8 %
Enforcement of overgrown lots, abandoned vehicles, graffiti	216	41.8 %
Cleanliness in your neighborhood	77	14.9 %
Importance of neighborhood associations	53	10.3 %
Overall responsiveness of Neighborhood Services staff	30	5.8 %
None chosen	50	9.7 %
Total	1388	

Q16. Animal Welfare Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Animal welfare services provided by Midwest City	20.9%	30.0%	18.0%	6.6%	2.7%	21.9%
Q16-2. Response time from Animal Welfare staff	13.3%	22.2%	21.5%	7.2%	3.9%	31.9%
Q16-3. Accessibility of Animal Services Center in Midwest City	20.9%	30.4%	18.0%	4.8%	2.3%	23.6%

(WITHOUT "DON'T KNOW")

Q16. Animal Welfare Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services. (without "don't know")

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Animal welfare services provided by Midwest City	26.7%	38.4%	23.0%	8.4%	3.5%
Q16-2. Response time from Animal Welfare staff	19.6%	32.7%	31.5%	10.5%	5.7%
Q16-3. Accessibility of Animal Services Center in Midwest City	27.3%	39.7%	23.5%	6.3%	3.0%

Q17. Which TWO of the Animal Welfare services listed in Question 16 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q17. Top choice	Number	Percent
Animal welfare services provided by Midwest City	227	43.9 %
Response time from Animal Welfare staff	100	19.3 %
Accessibility of Animal Services Center in Midwest City	85	16.4 %
None chosen	105	20.3 %
Total	517	100.0 %

Q17. Which TWO of the Animal Welfare services listed in Question 16 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q17. 2nd choice	Number	Percent
Animal welfare services provided by Midwest City	123	23.8 %
Response time from Animal Welfare staff	137	26.5 %
Accessibility of Animal Services Center in Midwest City	124	24.0 %
None chosen	133	25.7 %
Total	517	100.0 %

(SUM OF TOP 2 CHOICES)

Q17. Which TWO of the Animal Welfare services listed in Question 16 do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

Q17. Top choice	Number	Percent
Animal welfare services provided by Midwest City	350	67.7 %
Response time from Animal Welfare staff	237	45.8 %
Accessibility of Animal Services Center in Midwest City	209	40.4 %
None chosen	105	20.3 %
Total	901	

Q18. Sanitation Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Quality of residential garbage collection	41.2%	46.6%	6.6%	3.5%	0.2%	1.9%
Q18-2. Quality of residential curbside recycling services	34.6%	42.9%	10.3%	5.8%	3.1%	3.3%
Q18-3. Collection of household hazardous waste	21.9%	26.9%	19.1%	5.8%	3.5%	22.8%
Q18-4. Collection of household bulk waste	29.0%	37.3%	13.9%	11.6%	3.9%	4.3%
Q18-5. Collection of brush & vegetative debris at Compost Facility	20.7%	27.7%	17.2%	4.8%	1.7%	27.9%

(WITHOUT "DON'T KNOW")**Q18. Sanitation Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services. (without "don't know")**

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Quality of residential garbage collection	42.0%	47.5%	6.7%	3.6%	0.2%
Q18-2. Quality of residential curbside recycling services	35.8%	44.4%	10.6%	6.0%	3.2%
Q18-3. Collection of household hazardous waste	28.3%	34.8%	24.8%	7.5%	4.5%
Q18-4. Collection of household bulk waste	30.3%	39.0%	14.5%	12.1%	4.0%
Q18-5. Collection of brush & vegetative debris at Compost Facility	28.7%	38.3%	23.9%	6.7%	2.4%

Q19. Public Works Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Quality of drinking water	16.8%	34.6%	18.2%	17.2%	6.8%	6.4%
Q19-2. Quality of wastewater (sewage) services	19.1%	47.0%	19.5%	3.9%	1.4%	9.1%
Q19-3. Water & wastewater response time to emergencies	12.2%	22.6%	21.5%	2.9%	1.2%	39.7%
Q19-4. Management of stormwater runoff	9.3%	32.3%	26.3%	9.5%	3.7%	19.0%

(WITHOUT "DON'T KNOW")

Q19. Public Works Services. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services. (without "don't know")

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Quality of drinking water	18.0%	37.0%	19.4%	18.4%	7.2%
Q19-2. Quality of wastewater (sewage) services	21.1%	51.7%	21.5%	4.3%	1.5%
Q19-3. Water & wastewater response time to emergencies	20.2%	37.5%	35.6%	4.8%	1.9%
Q19-4. Management of stormwater runoff	11.5%	39.9%	32.5%	11.7%	4.5%

Q20. Parks & Recreation. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Quality of City parks	14.1%	45.6%	15.5%	14.9%	3.5%	6.4%
Q20-2. Number & location of City parks	15.7%	49.1%	17.0%	10.3%	1.7%	6.2%
Q20-3. Quality & condition of splash pad	7.4%	20.7%	23.4%	6.8%	2.3%	39.5%
Q20-4. Quality & condition of swimming pool	9.3%	25.9%	21.7%	4.8%	1.9%	36.4%
Q20-5. Quality & condition of John Conrad Golf Course	14.1%	21.1%	16.6%	0.8%	0.2%	47.2%
Q20-6. Quality & condition of Hidden Creek Golf Course	9.1%	17.6%	18.0%	1.7%	0.4%	53.2%
Q20-7. Quality & condition of Nick Harroz Community Center	8.5%	24.2%	21.5%	3.1%	0.6%	42.2%
Q20-8. Quality & condition of Delta Hotels at Reed Conference Center	10.6%	21.5%	17.8%	1.7%	0.8%	47.6%
Q20-9. Quality of customer service at City parks & facilities	9.3%	23.8%	20.9%	5.8%	2.5%	37.7%
Q20-10. Quality of City sponsored events & activities	13.7%	35.8%	21.9%	5.0%	1.2%	22.4%
Q20-11. Quality of youth sports programs	8.1%	18.2%	18.6%	5.6%	2.7%	46.8%
Q20-12. Quality of adult sports programs	6.6%	13.0%	20.9%	5.6%	2.5%	51.5%
Q20-13. Quality of outdoor athletic fields	11.6%	24.2%	20.7%	3.5%	1.9%	38.1%

Q20. Parks & Recreation. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-14. Quality of picnic, pavilion areas, playgrounds at City parks	9.3%	35.4%	21.7%	15.1%	4.3%	14.3%
Q20-15. Quality of Senior Center programs & services	10.6%	14.7%	17.2%	4.1%	3.5%	49.9%
Q20-16. Quality of library	25.0%	37.3%	16.8%	2.5%	1.0%	17.4%
Q20-17. Amount of walking & biking trails	17.2%	43.3%	17.4%	8.5%	2.7%	10.8%

(WITHOUT "DON'T KNOW")**Q20. Parks & Recreation. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services. (without "don't know")**

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Quality of City parks	15.1%	48.8%	16.5%	15.9%	3.7%
Q20-2. Number & location of City parks	16.7%	52.4%	18.1%	10.9%	1.9%
Q20-3. Quality & condition of splash pad	12.1%	34.2%	38.7%	11.2%	3.8%
Q20-4. Quality & condition of swimming pool	14.6%	40.7%	34.0%	7.6%	3.0%
Q20-5. Quality & condition of John Conrad Golf Course	26.7%	39.9%	31.5%	1.5%	0.4%
Q20-6. Quality & condition of Hidden Creek Golf Course	19.4%	37.6%	38.4%	3.7%	0.8%
Q20-7. Quality & condition of Nick Harroz Community Center	14.7%	41.8%	37.1%	5.4%	1.0%
Q20-8. Quality & condition of Delta Hotels at Reed Conference Center	20.3%	41.0%	33.9%	3.3%	1.5%
Q20-9. Quality of customer service at City parks & facilities	14.9%	38.2%	33.5%	9.3%	4.0%
Q20-10. Quality of City sponsored events & activities	17.7%	46.1%	28.2%	6.5%	1.5%
Q20-11. Quality of youth sports programs	15.3%	34.2%	34.9%	10.5%	5.1%
Q20-12. Quality of adult sports programs	13.5%	26.7%	43.0%	11.6%	5.2%

(WITHOUT "DON'T KNOW")**Q20. Parks & Recreation. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-13. Quality of outdoor athletic fields	18.8%	39.1%	33.4%	5.6%	3.1%
Q20-14. Quality of picnic, pavilion areas, playgrounds at City parks	10.8%	41.3%	25.3%	17.6%	5.0%
Q20-15. Quality of Senior Center programs & services	21.2%	29.3%	34.4%	8.1%	6.9%
Q20-16. Quality of library	30.2%	45.2%	20.4%	3.0%	1.2%
Q20-17. Amount of walking & biking trails	19.3%	48.6%	19.5%	9.5%	3.0%

Q21. Which THREE of the Parks and Recreation services listed in Question 20 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q21. Top choice	Number	Percent
Quality of City parks	136	26.3 %
Number & location of City parks	25	4.8 %
Quality & condition of splash pad	20	3.9 %
Quality & condition of swimming pool	23	4.4 %
Quality & condition of John Conrad Golf Course	7	1.4 %
Quality & condition of Hidden Creek Golf Course	10	1.9 %
Quality & condition of Nick Harroz Community Center	8	1.5 %
Quality & condition of Delta Hotels at Reed Conference Center	3	0.6 %
Quality of customer service at City parks & facilities	14	2.7 %
Quality of City sponsored events & activities	19	3.7 %
Quality of youth sports programs	16	3.1 %
Quality of adult sports programs	6	1.2 %
Quality of outdoor athletic fields	3	0.6 %
Quality of picnic, pavilion areas, playgrounds at City parks	35	6.8 %
Quality of Senior Center programs & services	43	8.3 %
Quality of library	22	4.3 %
Amount of walking & biking trails	43	8.3 %
None chosen	84	16.2 %
Total	517	100.0 %

Q21. Which THREE of the Parks and Recreation services listed in Question 20 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q21. 2nd choice	Number	Percent
Quality of City parks	48	9.3 %
Number & location of City parks	43	8.3 %
Quality & condition of splash pad	24	4.6 %
Quality & condition of swimming pool	22	4.3 %
Quality & condition of John Conrad Golf Course	10	1.9 %
Quality & condition of Hidden Creek Golf Course	6	1.2 %
Quality & condition of Nick Harroz Community Center	7	1.4 %
Quality & condition of Delta Hotels at Reed Conference Center	6	1.2 %
Quality of customer service at City parks & facilities	22	4.3 %
Quality of City sponsored events & activities	33	6.4 %
Quality of youth sports programs	29	5.6 %
Quality of adult sports programs	12	2.3 %
Quality of outdoor athletic fields	8	1.5 %
Quality of picnic, pavilion areas, playgrounds at City parks	58	11.2 %
Quality of Senior Center programs & services	29	5.6 %
Quality of library	23	4.4 %
Amount of walking & biking trails	37	7.2 %
None chosen	100	19.3 %
Total	517	100.0 %

Q21. Which THREE of the Parks and Recreation services listed in Question 20 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q21. 3rd choice	Number	Percent
Quality of City parks	47	9.1 %
Number & location of City parks	24	4.6 %
Quality & condition of splash pad	21	4.1 %
Quality & condition of swimming pool	19	3.7 %
Quality & condition of John Conrad Golf Course	5	1.0 %
Quality & condition of Hidden Creek Golf Course	7	1.4 %
Quality & condition of Nick Harroz Community Center	16	3.1 %
Quality & condition of Delta Hotels at Reed Conference Center	7	1.4 %
Quality of customer service at City parks & facilities	25	4.8 %
Quality of City sponsored events & activities	36	7.0 %
Quality of youth sports programs	18	3.5 %
Quality of adult sports programs	8	1.5 %
Quality of outdoor athletic fields	8	1.5 %
Quality of picnic, pavilion areas, playgrounds at City parks	51	9.9 %
Quality of Senior Center programs & services	27	5.2 %
Quality of library	27	5.2 %
Amount of walking & biking trails	41	7.9 %
None chosen	130	25.1 %
Total	517	100.0 %

(SUM OF TOP 3 CHOICES)**Q21. Which THREE of the Parks and Recreation services listed in Question 20 do you think should receive the most emphasis from City leaders over the next TWO Years? (top 3)**

Q21. Top choice	Number	Percent
Quality of City parks	231	44.7 %
Number & location of City parks	92	17.8 %
Quality & condition of splash pad	65	12.6 %
Quality & condition of swimming pool	64	12.4 %
Quality & condition of John Conrad Golf Course	22	4.3 %
Quality & condition of Hidden Creek Golf Course	23	4.4 %
Quality & condition of Nick Harroz Community Center	31	6.0 %
Quality & condition of Delta Hotels at Reed Conference Center	16	3.1 %
Quality of customer service at City parks & facilities	61	11.8 %
Quality of City sponsored events & activities	88	17.0 %
Quality of youth sports programs	63	12.2 %
Quality of adult sports programs	26	5.0 %
Quality of outdoor athletic fields	19	3.7 %
Quality of picnic, pavilion areas, playgrounds at City parks	144	27.9 %
Quality of Senior Center programs & services	99	19.1 %
Quality of library	72	13.9 %
Amount of walking & biking trails	121	23.4 %
None chosen	84	16.2 %
Total	1321	

Q22. Utility Customer Service. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Assistance with monthly utility bill payments & questions	16.4%	29.4%	16.4%	5.4%	3.7%	28.6%
Q22-2. Ease of monthly utility bill payment methods	27.9%	41.8%	12.4%	6.6%	3.5%	7.9%
Q22-3. Hours open to public	17.4%	40.4%	17.8%	5.2%	3.1%	16.1%
Q22-4. Overall quality of customer service provided by City	20.9%	42.7%	17.4%	3.7%	2.5%	12.8%

(WITHOUT "DON'T KNOW")**Q22. Utility Customer Service. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services. (without "don't know")**

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Assistance with monthly utility bill payments & questions	23.0%	41.2%	23.0%	7.6%	5.1%
Q22-2. Ease of monthly utility bill payment methods	30.3%	45.4%	13.4%	7.1%	3.8%
Q22-3. Hours open to public	20.7%	48.2%	21.2%	6.2%	3.7%
Q22-4. Overall quality of customer service provided by City	23.9%	49.0%	20.0%	4.2%	2.9%

Q23. Do you use the online bill payment option?

Q23. Do you use online bill payment option	Number	Percent
Yes	331	64.0 %
No	179	34.6 %
Not provided	7	1.4 %
Total	517	100.0 %

(WITHOUT "NOT PROVIDED")**Q23. Do you use the online bill payment option? (without "not provided")**

Q23. Do you use online bill payment option	Number	Percent
Yes	331	64.9 %
No	179	35.1 %
Total	510	100.0 %

Q24. Have you called or visited the City with a question, problem, or complaint during the past year?

Q24. Have you called or visited City with a question, problem, or complaint during past year	Number	Percent
Yes	199	38.5 %
No	316	61.1 %
Not provided	2	0.4 %
Total	517	100.0 %

(WITHOUT "NOT PROVIDED")**Q24. Have you called or visited the City with a question, problem, or complaint during the past year? (without "not provided")**

Q24. Have you called or visited City with a question, problem, or complaint during past year	Number	Percent
Yes	199	38.6 %
No	316	61.4 %
Total	515	100.0 %

Q24a. (If YES to Question 24) How did you contact the City?

Q24a. How did you contact City	Number	Percent
Phone	132	66.3 %
Email	15	7.5 %
Social media	2	1.0 %
Website	2	1.0 %
In person	47	23.6 %
Not provided	1	0.5 %
Total	199	100.0 %

(WITHOUT "NOT PROVIDED")**Q24a. (If YES to Question 24) How did you contact the City? (without "not provided")**

Q24a. How did you contact City	Number	Percent
Phone	132	66.7 %
Email	15	7.6 %
Social media	2	1.0 %
Website	2	1.0 %
<u>In person</u>	47	23.7 %
Total	198	100.0 %

Q24b. (If YES to Question 24) How easy or difficult was it to address your issue?

Q24b. How easy or difficult was it to address your issue	Number	Percent
Very easy	83	41.7 %
Somewhat easy	69	34.7 %
Difficult	26	13.1 %
Very difficult	17	8.5 %
Don't know	4	2.0 %
Total	199	100.0 %

(WITHOUT "DON'T KNOW")**Q24b. (If YES to Question 24) How easy or difficult was it to address your issue? (without "don't know")**

Q24b. How easy or difficult was it to address your issue	Number	Percent
Very easy	83	42.6 %
Somewhat easy	69	35.4 %
Difficult	26	13.3 %
Very difficult	17	8.7 %
Total	195	100.0 %

Q24c. (If YES to Question 24) On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the customer service you've received from City employees.

(N=199)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24c-1. They were polite	51.3%	27.1%	9.0%	7.0%	4.5%	1.0%
Q24c-2. They gave accurate answers to your questions	44.2%	27.6%	11.1%	8.0%	8.5%	0.5%
Q24c-3. They acted or responded in a timely manner	45.2%	25.6%	14.1%	7.5%	7.0%	0.5%
Q24c-4. They helped you resolve an issue to your satisfaction	42.2%	21.6%	11.1%	13.1%	10.1%	2.0%

(WITHOUT "DON'T KNOW")**Q24c. (If YES to Question 24) On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the customer service you've received from City employees. (without "don't know")**

(N=199)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24c-1. They were polite	51.8%	27.4%	9.1%	7.1%	4.6%
Q24c-2. They gave accurate answers to your questions	44.4%	27.8%	11.1%	8.1%	8.6%
Q24c-3. They acted or responded in a timely manner	45.5%	25.8%	14.1%	7.6%	7.1%
Q24c-4. They helped you resolve an issue to your satisfaction	43.1%	22.1%	11.3%	13.3%	10.3%

Q25. Communication. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Overall effectiveness of City communication with public	14.1%	40.8%	22.2%	11.8%	3.1%	7.9%
Q25-2. Availability of information about City programs & services	12.0%	33.7%	23.8%	16.2%	5.0%	9.3%
Q25-3. City efforts to keep you informed about local issues	12.8%	32.3%	23.8%	16.6%	7.2%	7.4%
Q25-4. Overall quality of City's website	11.4%	37.7%	23.0%	10.4%	3.3%	14.1%
Q25-5. Overall quality of City's eNewsletters (email)	11.4%	35.0%	18.2%	6.2%	3.3%	25.9%

(WITHOUT "DON'T KNOW")

Q25. Communication. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services. (without "don't know")

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Overall effectiveness of City communication with public	15.3%	44.3%	24.2%	12.8%	3.4%
Q25-2. Availability of information about City programs & services	13.2%	37.1%	26.2%	17.9%	5.5%
Q25-3. City efforts to keep you informed about local issues	13.8%	34.9%	25.7%	18.0%	7.7%
Q25-4. Overall quality of City's website	13.3%	43.9%	26.8%	12.2%	3.8%
Q25-5. Overall quality of City's eNewsletters (email)	15.4%	47.3%	24.5%	8.4%	4.4%

Q26. Which of the following are your primary sources of information about City issues, services and events?

Q26. Your primary sources of information about City issues, services & events	Number	Percent
City website	232	44.9 %
City eNewsletters (email)	178	34.4 %
Facebook social platform	234	45.3 %
Instagram social platform	19	3.7 %
X social platform	5	1.0 %
Nextdoor social platform	86	16.6 %
Stories in newspaper	117	22.6 %
Word of mouth	177	34.2 %
Other	21	4.1 %
Total	1069	

Q27. Education. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following.

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q27-1. Overall quality of your local schools	9.1%	30.2%	15.9%	13.2%	6.8%	25.0%
Q27-2. Overall condition of your local schools	7.5%	32.5%	17.6%	13.0%	3.5%	25.9%
Q27-3. Quality of education received at your local elementary schools	9.5%	25.1%	15.9%	10.6%	7.0%	31.9%
Q27-4. Quality of education received at your local middle schools	6.4%	21.9%	16.4%	12.8%	6.6%	36.0%
Q27-5. Quality of education received at your local high schools	6.8%	21.9%	16.8%	11.8%	7.2%	35.6%
Q27-6. Availability of quality preschools & childcare facilities	5.4%	13.3%	20.5%	8.9%	4.6%	47.2%
Q27-7. Overall quality of vocational/technical school opportunities	10.6%	27.5%	17.0%	6.0%	1.9%	36.9%
Q27-8. Overall quality of education at Rose State College	18.6%	34.6%	14.1%	1.4%	0.4%	30.9%

(WITHOUT "DON'T KNOW")**Q27. Education. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following. (without "don't know")**

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q27-1. Overall quality of your local schools	12.1%	40.2%	21.1%	17.5%	9.0%
Q27-2. Overall condition of your local schools	10.2%	43.9%	23.8%	17.5%	4.7%
Q27-3. Quality of education received at your local elementary schools	13.9%	36.9%	23.3%	15.6%	10.2%
Q27-4. Quality of education received at your local middle schools	10.0%	34.1%	25.7%	19.9%	10.3%
Q27-5. Quality of education received at your local high schools	10.5%	33.9%	26.1%	18.3%	11.1%
Q27-6. Availability of quality preschools & childcare facilities	10.3%	25.3%	38.8%	16.8%	8.8%
Q27-7. Overall quality of vocational/technical school opportunities	16.9%	43.6%	27.0%	9.5%	3.1%
Q27-8. Overall quality of education at Rose State College	26.9%	50.1%	20.4%	2.0%	0.6%

Q28. Housing. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following.

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. Quality of rental housing options in Midwest City	2.9%	11.0%	21.5%	15.1%	9.3%	40.2%
Q28-2. Quality of owner housing options in Midwest City	7.5%	30.8%	25.9%	7.7%	5.0%	23.0%
Q28-3. Availability of homebuyer assistance programs	5.2%	11.6%	21.9%	5.6%	4.8%	50.9%
Q28-4. Availability of home improvement/repair programs	4.3%	10.1%	19.1%	10.8%	7.5%	48.2%
Q28-5. Availability of housing options for seniors	1.9%	10.6%	19.3%	14.3%	8.5%	45.3%
Q28-6. Availability of handicapped accessible housing	2.5%	7.4%	21.3%	9.7%	5.8%	53.4%
Q28-7. Availability of homeless prevention services	2.9%	5.4%	16.1%	13.9%	13.5%	48.2%
Q28-8. Availability of affordable housing in Midwest City	4.6%	18.2%	22.1%	16.1%	10.6%	28.4%

(WITHOUT "DON'T KNOW")**Q28. Housing. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following. (without "don't know")**

(N=517)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. Quality of rental housing options in Midwest City	4.9%	18.4%	35.9%	25.2%	15.5%
Q28-2. Quality of owner housing options in Midwest City	9.8%	39.9%	33.7%	10.1%	6.5%
Q28-3. Availability of homebuyer assistance programs	10.6%	23.6%	44.5%	11.4%	9.8%
Q28-4. Availability of home improvement/repair programs	8.2%	19.4%	36.9%	20.9%	14.6%
Q28-5. Availability of housing options for seniors	3.5%	19.4%	35.3%	26.1%	15.5%
Q28-6. Availability of handicapped accessible housing	5.4%	15.8%	45.6%	20.7%	12.4%
Q28-7. Availability of homeless prevention services	5.6%	10.4%	31.0%	26.9%	26.1%
Q28-8. Availability of affordable housing in Midwest City	6.5%	25.4%	30.8%	22.4%	14.9%

Q29. Which of the following best describes where you reside?

Q29. Which following best describes where you reside	Number	Percent
Apartment	14	2.7 %
Duplex	7	1.4 %
Condo	1	0.2 %
Mobile home	3	0.6 %
Single family home	482	93.2 %
Not provided	10	1.9 %
Total	517	100.0 %

(WITHOUT "DON'T KNOW")**Q29. Which of the following best describes where you reside? (without "not provided")**

Q29. Which following best describes where you reside	Number	Percent
Apartment	14	2.8 %
Duplex	7	1.4 %
Condo	1	0.2 %
Mobile home	3	0.6 %
Single family home	482	95.1 %
Total	507	100.0 %

Q30. Which of the following best describes your housing situation?

Q30. Which following best describes your housing situation	Number	Percent
Rent	103	19.9 %
Own your home	406	78.5 %
Live with another household	5	1.0 %
Have a roommate	1	0.2 %
Not provided	2	0.4 %
Total	517	100.0 %

(WITHOUT "NOT PROVIDED")**Q30. Which of the following best describes your housing situation? (without "not provided")**

Q30. Which following best describes your housing situation	Number	Percent
Rent	103	20.0 %
Own your home	406	78.8 %
Live with another household	5	1.0 %
Have a roommate	1	0.2 %
Total	515	100.0 %

Q31. How would you describe the general physical condition of your home?

Q31. How would you describe general physical condition of your home	Number	Percent
Excellent	192	37.1 %
Good	260	50.3 %
Fair	52	10.1 %
Poor	7	1.4 %
Not provided	6	1.2 %
Total	517	100.0 %

(WITHOUT "NOT PROVIDED")**Q31. How would you describe the general physical condition of your home? (without "not provided")**

Q31. How would you describe general physical condition of your home	Number	Percent
Excellent	192	37.6 %
Good	260	50.9 %
Fair	52	10.2 %
Poor	7	1.4 %
Total	511	100.0 %

Q32. How many years have you lived in Midwest City?

Q32. How many years have you lived in Midwest City	Number	Percent
0-5	68	13.2 %
6-10	45	8.7 %
11-15	39	7.5 %
16-20	57	11.0 %
21-30	80	15.5 %
31+	216	41.8 %
Not provided	12	2.3 %
Total	517	100.0 %

(WITHOUT "NOT PROVIDED")**Q32. How many years have you lived in Midwest City? (without "not provided")**

Q32. How many years have you lived in Midwest City	Number	Percent
0-5	68	13.5 %
6-10	45	8.9 %
11-15	39	7.7 %
16-20	57	11.3 %
21-30	80	15.8 %
31+	216	42.8 %
Total	505	100.0 %

Q33. What is your age?

<u>Q33. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	91	17.6 %
35-44	102	19.7 %
45-54	99	19.1 %
55-64	103	19.9 %
65+	108	20.9 %
Not provided	14	2.7 %
Total	517	100.0 %

(WITHOUT "NOT PROVIDED")**Q33. What is your age? (without "not provided")**

<u>Q33. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	91	18.1 %
35-44	102	20.3 %
45-54	99	19.7 %
55-64	103	20.5 %
65+	108	21.5 %
Total	503	100.0 %

Q34. Please check the statements that apply to members of your household.

<u>Q34. Statements that apply to members of your household</u>	<u>Number</u>	<u>Percent</u>
Attend public school within district	140	27.1 %
Attend public school but with out-of-district transfer	16	3.1 %
Attend private school	13	2.5 %
Home school	13	2.5 %
Not applicable	346	66.9 %
Total	528	

(WITHOUT "NOT APPLICABLE")**Q34. Please check the statements that apply to members of your household. (without "not applicable")**

<u>Q34. Statements that apply to members of your household</u>	<u>Number</u>	<u>Percent</u>
Attend public school within district	140	81.9 %
Attend public school but with out-of-district transfer	16	9.4 %
Attend private school	13	7.6 %
Home school	13	7.6 %
Total	182	

Q35. In what school district do you reside?

Q35. In what school district do you reside	Number	Percent
Mid-Del Public Schools	324	62.7 %
Oklahoma City Public Schools	69	13.3 %
Choctaw Nicoma Park Public Schools	107	20.7 %
Crutch Public Schools	17	3.3 %
Total	517	100.0 %

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

Q36. Your race/ethnicity	Number	Percent
Asian or Asian Indian	8	1.5 %
Black or African American	116	22.4 %
American Indian or Alaska Native	14	2.7 %
White or Caucasian	316	61.1 %
Native Hawaiian or other Pacific Islander	2	0.4 %
Hispanic, Spanish, or Latino/a/x	37	7.2 %
Other	10	1.9 %
Total	503	

Q36-7. Self-describe your race/ethnicity:

Q36-7. Self-describe your race/ethnicity	Number	Percent
Mixed	4	40.0 %
Iranian	2	20.0 %
European	1	10.0 %
Multi-racial	1	10.0 %
European, Irish, German	1	10.0 %
Italian	1	10.0 %
Total	10	100.0 %

Q37. Which of the following best describes your household income?

Q37. Your household income	Number	Percent
Less than \$20K	52	10.1 %
\$20K to \$39,999	84	16.2 %
\$40K to \$59,999	85	16.4 %
\$60K to \$79,999	84	16.2 %
\$80K to \$149,999	118	22.8 %
\$150K+	33	6.4 %
Not provided	61	11.8 %
Total	517	100.0 %

(WITHOUT "NOT PROVIDED")**Q37. Which of the following best describes your household income? (without "not provided")**

Q37. Your household income	Number	Percent
Less than \$20K	52	11.4 %
\$20K to \$39,999	84	18.4 %
\$40K to \$59,999	85	18.6 %
\$60K to \$79,999	84	18.4 %
\$80K to \$149,999	118	25.9 %
\$150K+	33	7.2 %
Total	456	100.0 %

Q38. Please indicate your level of education.

Q38. Your level of education	Number	Percent
High school, no degree	28	5.4 %
High school graduate or GED	63	12.2 %
Some college	168	32.5 %
Associate degree	68	13.2 %
Bachelor's degree	118	22.8 %
Master's degree	52	10.1 %
Professional degree (JD, MD, DDS, etc.)	4	0.8 %
Doctorate degree (PhD, EdD, etc.)	4	0.8 %
Not provided	12	2.3 %
Total	517	100.0 %

(WITHOUT "NOT PROVIDED")**Q38. Please indicate your level of education. (without "not provided")**

Q38. Your level of education	Number	Percent
High school, no degree	28	5.5 %
High school graduate or GED	63	12.5 %
Some college	168	33.3 %
Associate degree	68	13.5 %
Bachelor's degree	118	23.4 %
Master's degree	52	10.3 %
Professional degree (JD, MD, DDS, etc.)	4	0.8 %
Doctorate degree (PhD, EdD, etc.)	4	0.8 %
Total	505	100.0 %

Q39. Your gender:

Q39. Your gender	Number	Percent
Male	249	48.2 %
Female	256	49.5 %
Prefer not to answer	12	2.3 %
Total	517	100.0 %

(WITHOUT "PREFER NOT TO ANSWER")**Q39. Your gender: (without "prefer not to answer")**

Q39. Your gender	Number	Percent
Male	249	49.3 %
Female	256	50.7 %
Total	505	100.0 %

Q40. What is your home zip code?

Q40. Your home zip code	Number	Percent
73110	269	52.0 %
73130	220	42.6 %
73020	15	2.9 %
73141	13	2.5 %
Total	517	100.0 %

Q41. What City ward do you reside in?

Q41. City ward do you reside in	Number	Percent
1	79	15.3 %
2	100	19.3 %
3	73	14.1 %
4	96	18.6 %
5	69	13.3 %
6	100	19.3 %
Total	517	100.0 %

Q42. How many people are in your household?

Q42. How many people are living in your household	Number	Percent
1	122	23.6 %
2	236	45.6 %
3	59	11.4 %
4	57	11.0 %
5+	31	6.0 %
Not provided	12	2.3 %
Total	517	100.0 %

(WITHOUT "NOT PROVIDED")**Q42. How many people are in your household? (without "not provided")**

Q42. How many people are living in your household	Number	Percent
1	122	24.2 %
2	236	46.7 %
3	59	11.7 %
4	57	11.3 %
5+	31	6.1 %
Total	505	100.0 %

6 Survey Instrument



Tim Lyon, City Manager
100 N. Midwest Blvd.
Midwest City, OK 73110
405-739-1204

September 2024

Dear Midwest City Resident,

The City of Midwest City is requesting a few minutes of your time to participate in a community survey designed to gather resident opinions and input on City programs and services. The information gathered from this survey will be used to improve, prioritize and possibly expand existing programs. It can also help us determine future needs of the Midwest City community.

We ask that you complete the survey and return it as soon as possible to ETC Institute. We have provided a postage-paid envelope for your completed survey. ETC Institute, one of the nation's leading governmental research firms, will process your responses and present the results to Midwest City officials.

We appreciate you taking the time to assist us with this project. The time you invest in completing the survey will influence decisions made about our City's future. From essential services, to how you feel about your community, this is your opportunity to help us prioritize what is important to you.

If you have any questions, please contact Josh Ryan, Communications & Recreation Director for the City of Midwest City:

- Call: 405-739-1206
- Email: jryan@midwestcityok.org

Thank you in advance for your participation and help in shaping Midwest City's future!

Sincerely,

Tim Lyon
City Manager



2024 Midwest City Citizen Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of Midwest City's effort to involve residents in long-range planning decisions. If you prefer to complete the survey online, please go to midwestcitysurvey.org. If you have questions, call Josh Ryan at 405-739-1206.

1. **City Services.** On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your overall satisfaction with major categories of services provided by Midwest City.

Major Categories of City Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of police, fire, and emergency medical services	5	4	3	2	1	9
02.	Overall quality of city parks, recreation programs and facilities	5	4	3	2	1	9
03.	Overall maintenance of city streets, buildings and facilities	5	4	3	2	1	9
04.	Overall quality of city water and sewer utilities	5	4	3	2	1	9
05.	Overall enforcement of city codes and ordinances	5	4	3	2	1	9
06.	Overall quality of customer service you receive from city employees	5	4	3	2	1	9
07.	Overall effectiveness of city communication with the public	5	4	3	2	1	9
08.	Overall quality of the city's stormwater runoff/stormwater management system	5	4	3	2	1	9
09.	Overall flow of traffic and congestion management in the city	5	4	3	2	1	9
10.	Overall quality of the city's solid waste system - trash, recycling, yard waste	5	4	3	2	1	9

2. Which **THREE** of the **Major Categories of City Services** do you think should receive the most emphasis from city leaders over the next **TWO** Years? [Use the numbers from the list in Question 1 above.]

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

3. **Perceptions.** Several items that may influence your perception of Midwest City are listed below. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each item listed.

Perceptions		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Midwest City as a place to live	5	4	3	2	1	9
02.	Midwest City as a place to raise children	5	4	3	2	1	9
03.	Midwest City as a place to work	5	4	3	2	1	9
04.	Midwest City as a place to retire	5	4	3	2	1	9
05.	Overall image of Midwest City	5	4	3	2	1	9
06.	Overall quality of life in Midwest City	5	4	3	2	1	9
07.	Overall appearance of Midwest City	5	4	3	2	1	9
08.	The city as a welcoming community for people of diverse backgrounds	5	4	3	2	1	9
09.	The overall quality of leadership provided by the city's elected officials	5	4	3	2	1	9
10.	The overall effectiveness of city management	5	4	3	2	1	9

4. **Equal Opportunity.** Several statements are listed below regarding the availability of opportunities in Midwest City for residents of different races, cultures, and ethnicities. On a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate how you feel about each item listed.

	Equal Opportunity	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	All residents are afforded the same amount of respect	5	4	3	2	1	9
2.	All residents receive the same general opportunities	5	4	3	2	1	9
3.	All residents receive the same job opportunities	5	4	3	2	1	9
4.	All residents receive the same educational opportunities	5	4	3	2	1	9
5.	All residents receive the same healthcare options	5	4	3	2	1	9
6.	All residents receive the same treatment in the justice system	5	4	3	2	1	9

5. **City Maintenance.** On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following services.

	City Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Condition of major city streets	5	4	3	2	1	9
02.	Condition of streets in your neighborhood	5	4	3	2	1	9
03.	Condition of sidewalks in your neighborhood	5	4	3	2	1	9
04.	Timing of traffic signals on city streets	5	4	3	2	1	9
05.	Traffic flow on major city streets	5	4	3	2	1	9
06.	Pedestrian accessibility (City sidewalk system/network; number/availability of sidewalks)	5	4	3	2	1	9
07.	Appearance and condition of city medians, rights-of-way and public areas	5	4	3	2	1	9
08.	Adequacy of city street lighting	5	4	3	2	1	9
09.	Condition of pavement markings on city streets	5	4	3	2	1	9
10.	Overall cleanliness of streets and public areas	5	4	3	2	1	9
11.	Condition of landscaping along public streets	5	4	3	2	1	9

6. Which **TWO** of the **City Maintenance** services listed above do you think should receive the most emphasis from city leaders over the next **TWO** Years? [Use the numbers from the list in Question 5 above.]

1st: ____ 2nd: ____

7. **Police Services.** On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following services.

	Police Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Quality of police protection	5	4	3	2	1	9
2.	Visibility of police in neighborhoods	5	4	3	2	1	9
3.	Visibility of police in retail areas	5	4	3	2	1	9
4.	Police personnel emergency response time	5	4	3	2	1	9
5.	Efforts to prevent crime	5	4	3	2	1	9
6.	Police safety education programs	5	4	3	2	1	9
7.	Enforcement of traffic laws	5	4	3	2	1	9
8.	Quality of juvenile services	5	4	3	2	1	9
9.	Quality and accessibility of municipal court services (i.e., traffic, collection, fines)	5	4	3	2	1	9

8. Which **TWO** of the **Police Services** listed in Question 7 on the previous page do you think should receive the most emphasis from city leaders over the next **TWO** Years? [Use the numbers from the list in Question 7 on the prior page.]

1st: ____ 2nd: ____

9. **Fire Services.** On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

	Fire Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Quality of fire protection	5	4	3	2	1	9
2.	Quality of fire emergency medical services	5	4	3	2	1	9
3.	Fire personnel emergency response time	5	4	3	2	1	9
4.	Quality of fire safety education programs	5	4	3	2	1	9
5.	Disaster preparedness public education	5	4	3	2	1	9

10. Which **TWO** of the **Fire Services** items listed above do you think should receive the most emphasis from city leaders over the next **TWO** Years? [Use the numbers from the list in Question 9 above.]

1st: ____ 2nd: ____

11. **9-1-1 Services.** On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following.

	9-1-1 Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	9-1-1 call dispatcher response time	5	4	3	2	1	9
2.	9-1-1 service provided by operators	5	4	3	2	1	9
3.	Are you satisfied that members of your household understand when it is appropriate to call 9-1-1	5	4	3	2	1	9
4.	Are you satisfied that members of your household understand when it is appropriate to call the non-emergency dispatch number	5	4	3	2	1	9

12. **Ambulance Services.** On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

	Ambulance Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Ambulance service provided by SSM Health	5	4	3	2	1	9
2.	Ambulance response time from SSM Health	5	4	3	2	1	9
3.	Quality of care from SSM Health personnel	5	4	3	2	1	9

13. **Feeling of Safety.** On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," rate how safe you feel in the following situations.

	Feeling of Safety	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1.	In your neighborhood during the day	5	4	3	2	1	9
2.	In your neighborhood at night	5	4	3	2	1	9
3.	In city park, trail, and recreational areas	5	4	3	2	1	9
4.	In commercial and retail areas	5	4	3	2	1	9
5.	Overall feeling of safety in the city	5	4	3	2	1	9

14. **Code Enforcement & Neighborhood Services.** On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

Code Enforcement & Neighborhood Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall responsiveness of code enforcement staff	5	4	3	2	1	9
02.	City effort to enforce code violations	5	4	3	2	1	9
03.	Efforts to enforce exterior maintenance and upkeep of residential property	5	4	3	2	1	9
04.	Efforts to identify abandoned or unsecured properties	5	4	3	2	1	9
05.	Efforts to remove dilapidated structures	5	4	3	2	1	9
06.	Enforcement of parking on grass in front yard	5	4	3	2	1	9
07.	Enforcement of overgrown lots, abandoned vehicles, graffiti	5	4	3	2	1	9
08.	Cleanliness in your neighborhood	5	4	3	2	1	9
09.	Importance of neighborhood associations	5	4	3	2	1	9
10.	Overall responsiveness of Neighborhood Services staff	5	4	3	2	1	9

15. Which **THREE** of the services above do you think should receive the most emphasis from city leaders over the next **TWO Years**? [Use the numbers from the list in Question 14 above.]

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

16. **Animal Welfare Services.** On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

Animal Welfare Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Animal welfare services provided by Midwest City	5	4	3	2	1	9
2.	Response time from Animal Welfare staff	5	4	3	2	1	9
3.	Accessibility of Animal Services Center in Midwest City	5	4	3	2	1	9

17. Which **TWO** of the **Animal Welfare** services listed above do you think should receive the most emphasis from city leaders over the next **TWO Years**? [Use the numbers from the list in Question 16 above.]

1st: ____ 2nd: ____

18. **Sanitation Services.** On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

Sanitation Services (Trash/Recycling)		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Quality of residential garbage collection	5	4	3	2	1	9
2.	Quality of residential curbside recycling services	5	4	3	2	1	9
3.	Collection of household hazardous waste	5	4	3	2	1	9
4.	Collection of household bulk waste	5	4	3	2	1	9
5.	Collection of brush and vegetative debris at Compost Facility	5	4	3	2	1	9

19. **Public Works Services.** On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

Public Works Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Quality of drinking water	5	4	3	2	1	9
2.	Quality of wastewater (sewage) services	5	4	3	2	1	9
3.	Water and wastewater response time to emergencies	5	4	3	2	1	9
4.	Management of stormwater runoff	5	4	3	2	1	9

20. Parks & Recreation. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

	Parks & Recreation	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Quality of city parks	5	4	3	2	1	9
02.	Number and location of city parks	5	4	3	2	1	9
03.	Quality and condition of splash pad	5	4	3	2	1	9
04.	Quality and condition of swimming pool	5	4	3	2	1	9
05.	Quality and condition of John Conrad Golf Course	5	4	3	2	1	9
06.	Quality and condition of Hidden Creek Golf Course	5	4	3	2	1	9
07.	Quality and condition of Nick Harroz Community Center	5	4	3	2	1	9
08.	Quality and condition of Delta Hotels at Reed Conference Center	5	4	3	2	1	9
09.	Quality of customer service at city parks and facilities	5	4	3	2	1	9
10.	Quality of city sponsored events and activities	5	4	3	2	1	9
11.	Quality of youth sports programs	5	4	3	2	1	9
12.	Quality of adult sports programs	5	4	3	2	1	9
13.	Quality of outdoor athletic fields	5	4	3	2	1	9
14.	Quality of picnic, pavilion areas, playgrounds at city parks	5	4	3	2	1	9
15.	Quality of Senior Center programs and services	5	4	3	2	1	9
16.	Quality of Library	5	4	3	2	1	9
17.	Amount of walking and biking trails	5	4	3	2	1	9

21. Which THREE of the Parks and Recreation services do you think should receive the most emphasis from city leaders over the next TWO Years? [Use the numbers from the list in Question 20 above.]

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

22. Utility Customer Service. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

	Utility Customer Service	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Assistance with monthly utility bill payments and questions	5	4	3	2	1	9
2.	Ease of monthly utility bill payment methods	5	4	3	2	1	9
3.	Hours open to public	5	4	3	2	1	9
4.	Overall quality of customer service provided by city	5	4	3	2	1	9

23. Do you use the online bill payment option? ____ (1) Yes ____ (2) No

24. Have you called or visited the City with a question, problem, or complaint during the past year?

____ (1) Yes [Answer Q24a-c.] ____ (2) No [Go to Q25.]

24a. [If YES to Q24.] How did you contact the City?

____ (1) Phone ____ (3) Social media ____ (5) In person
 ____ (2) Email ____ (4) Website

24b. [If YES to Q24.] How easy or difficult was it to address your issue?

____ (4) Very easy ____ (2) Difficult ____ (9) Don't know
 ____ (3) Somewhat easy ____ (1) Very difficult

24c. **[If YES to Q24.]** On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the customer service you've received from city employees.

Utility Customer Service		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	They were polite	5	4	3	2	1	9
2.	They gave accurate answers to your questions	5	4	3	2	1	9
3.	They acted or responded in a timely manner	5	4	3	2	1	9
4.	They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

25. **Communication.** On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following services.

Communication		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall effectiveness of city communication with public	5	4	3	2	1	9
2.	Availability of information about city programs and services	5	4	3	2	1	9
3.	City efforts to keep you informed about local issues	5	4	3	2	1	9
4.	Overall quality of city's website	5	4	3	2	1	9
5.	Overall quality of city's e-newsletters (email)	5	4	3	2	1	9

26. **Which of the following are your primary sources of information about City issues, services and events?** [Check all that apply.]

- ___(1) City website
- ___(2) City e-newsletters (email)
- ___(3) Facebook social platform
- ___(4) Instagram social platform
- ___(5) X social platform
- ___(6) Nextdoor social platform
- ___(7) Stories in newspaper
- ___(8) Word of mouth
- ___(9) Other: _____

27. **Education.** On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following.

Education		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of your local schools	5	4	3	2	1	9
2.	Overall condition of your local schools	5	4	3	2	1	9
3.	Quality of education received at your local elementary schools	5	4	3	2	1	9
4.	Quality of education received at your local middle schools	5	4	3	2	1	9
5.	Quality of education received at your local high schools	5	4	3	2	1	9
6.	Availability of quality preschools and childcare facilities	5	4	3	2	1	9
7.	Overall quality of vocational/technical school opportunities	5	4	3	2	1	9
8.	Overall quality of education at Rose State College	5	4	3	2	1	9

28. **Housing.** On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the following.

Housing		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Quality of rental housing options in Midwest City	5	4	3	2	1	9
2.	Quality of owner housing options in Midwest City	5	4	3	2	1	9
3.	Availability of homebuyer assistance programs	5	4	3	2	1	9
4.	Availability of home improvement/repair programs	5	4	3	2	1	9
5.	Availability of housing options for seniors	5	4	3	2	1	9
6.	Availability of handicapped accessible housing	5	4	3	2	1	9
7.	Availability of homeless prevention services	5	4	3	2	1	9
8.	Availability of affordable housing in Midwest City	5	4	3	2	1	9

29. Which of the following best describes where you reside?

- (1) Apartment (3) Condo (5) Single family home
 (2) Duplex (4) Mobile home

30. Which of the following best describes your housing situation?

- (1) Rent (2) Own your home (3) Live with another household (4) Have a roommate

31. How would you describe the general physical condition of your home?

- (4) Excellent (3) Good (2) Fair (1) Poor

DEMOGRAPHICS**32. How many years have you lived in Midwest City? _____ years****33. What is your age? _____ years****34. Please check the statement(s) that applies to members of your household. [Check all that apply.]**

- (1) Attend public school within district (4) Home school
 (2) Attend public school but with out-of-district transfer (5) Not applicable
 (3) Attend private school

35. In what school district do you reside?

- (1) Mid-Del Public Schools (3) Choctaw Nicoma Park Public Schools
 (2) Oklahoma City Public Schools (4) Crutchfield Public Schools

36. 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

37. Which of the following best describes your household income?

- (1) Less than \$20,000 (3) \$40,000 to \$59,999 (5) \$80,000 to \$149,999
 (2) \$20,000 to \$39,999 (4) \$60,000 to \$79,999 (6) \$150,000+ or more

38. Please indicate your level of education. [The highest level of education you have obtained.]

- (1) High School, no degree (5) Bachelor's Degree
 (2) High School graduate or GED (6) Master's Degree
 (3) Some college (7) Professional Degree (JD, MD, DDS, etc.)
 (4) Associate Degree (8) Doctorate Degree (PhD, EdD, etc.)

39. Your gender: _____ (1) Male _____ (2) Female _____ (3) Prefer not to answer**40. What is your home zip code? _____****41. What city ward do you reside in? _____****42. How many people are in your household? _____**

43. Please list the top 3 things you would like to recommend or suggest to the City for future consideration.

(1) _____

(2) _____

(3) _____

44. Would you be willing to participate in future surveys sponsored by Midwest City?

____(1) Yes *[Please answer Question 44a.]* ____ (2) No

44a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

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

Your responses will remain Completely Confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thank you.