

Why does the okc.gov deserve that grade? What makes you choose that grade?

.gov give the information the government thinks you need, not necessarily what you want.

- 1) There is very little consistency in design between department pages. This makes it difficult when searching for information on different department webpages.
 - 2) Information on department pages are out of date, or links are broken.
 - 3) There is little to no contact information for staff of the different departments/divisions. I believe it would be useful to have the current staff for each division available online with their contact information and titles. I believe this helps build community connections instead of just directing the public to always call the Action Center. That has its place, but I would prefer to be able to speak with the exact person I need to speak to without having to be forwarded multiple times, or be placed in a queue via the Action Center where I may or may not receive feedback on my request or question.
 - 4) Consolidate all pages related to a specific department/division in the left hand side drop down menus. For example, the HHW Collection Center and Adopt-A-City-Street pages are currently not included in the drop down menu for Storm Water Quality, even though the facility and program are managed by Storm Water Quality. HHW page is just a standalone page under Public Works, and Adopt-A-City-Street is currently under "Resident & Community Resources". Making sure all related pages are under the appropriate department/division provides clarity to the public.
 - 5) Make more use of "tags" and other identifiers for each page to improve the searchability of the website.
- Access on the okc.gov site search engine is sometimes confusing
- Action center app does not work, okc needs a mobile app, 1 stop for various city functions.

Action center poor to respond and get things done!
Action line needs to do better, actually respond beyond the typical “no violation” generic response. there are violations most of the time we report it. Many feel this way and feel action line doesn’t take complaints seriously, they should provide more feedback. Maybe point out how we can get our complaints resolved, other outlets.
Action Line responses aren’t very informative, more clarity and transparency is needed. Additional suggestions would be helpful if we need to file under another category or department.
Always have experienced good results!
Always room for improvement.
Thank you for the survey.
Average
Basic tasks are easy and quick to complete. Searching for something can be tedious if you don't know the exact verbiage the city uses.
Because I don't care about the web site. I just want my streets fixed!
Because I think OKC.gov strives to do it's best and is always improving.
Because it is so slow to open and refresh pages. Navigation is less of an issue for me than the refresh rate.
Because it's not easily navigated and not all necessary information is on the website
Because it's not innovative or current. It looks like it was made by people who really prefer to work in MS Word or Excel. It doesn't flow and it definitely doesn't show off any of OKC's actual beauty.
Because the city of okc website is t “perfect “
Because the pain that answer the call is kind of rude! Why do people get jobs that had to do with customer service and that are no good at it. How did they get the job? No one has and respect our has manners these days!
Before you redesigned your website last time I could pay my water bill early and choose the due date. Now I have to actually log on on the due date. There’s no option to log in early and pay in the due date. You are the only bill I pay that this cannot be done. ONG and OGE have much better websites. OGE is by far the best. You can pay by text.

C is an average. Not above standard expectation not below standard expectation.
Called and got everything done in one phone call. Transferring the water bill into my name

Are there any additional features or services you would like us to add to the City’s website?

More information on an open search platform, rather than "pre-bundled" packages designed to make everyone think that government knows what it is doing.

- 1) Webpage dedicated to listing volunteer opportunities available by City of OKC departments and city partners
- 2) Create more power apps for city program applications, or online forms
- 3) The City of Edmond assigns and trains specific staff members in each department/division to monitor and manage each division's webpage(s). Those staff members have the ability to go online and complete updates to their pages as needed, and then those changes are submitted via the webpage service to the main Marketing Department for review and approval before being published on the live city website. This system is efficient and helps to keep the website information updated, without placing the burden for management of ALL the pages on the limited Public Information and Marketing staff. This also allows the information to be presented to the public without any content being lost in translation. I believe this should be a system that the City of OKC should investigate and consider modeling with this upgrade to the city's website. Many departments/divisions have their own outreach coordinators that could manage the webpage content for their divisions and assist the PIO. As part of this process, Edmond also set a quarterly task of having each department/division's assigned staff review the content on their pages to find broken links or outdated content, and then make the needed updates.

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Anything that protects and keeps us safe. Known sex offenders that live in neighborhoods.
Happening crimes when in a housing development. More things like that.
Helicopters flying and circling nearby.

Potholes have been a lot of my contacts! I can usually reach the right folks by phone!

Make it easier to see when my streets are going to get fixed.
There are, but I can't think of anything right now.

Being able to log in before my due date and pay but not having it come out until the due date. Being able to pay by text message.
The website is hard to find what I'm looking for. sometimes it just pops up after clicking a several things.
Not sure how I find things sometimes. I'd say it could be designed to be more intuitive.
Nope! All looks good

Why does the okc.gov deserve that grade? What makes you choose that grade?

City websites are huge with a ton of information. Definitely a challenge. I feel like the city would benefit from contracting with a content strategist/UX leader to help sort through the site architecture and untangle the content web.

There are also some color combinations used for text that do not pass the WCAG guidelines for color contrast accessibility (like the Report It button on the homepage). Finding a contractor who could audit the site and point out those areas for accessibility improvements could be beneficial.

Lastly, on many of the inner pages there is so much content and call-to-action items in your face at once, which can feel overwhelming for some users or make decisions feel unclear/confusing. A contractor or web partner could help facilitate improvements.

Thank you for requesting feedback from the community!

clunky and user unfriendly

Competent

Computer wise OKC.gov is OK. Things work and it is relatively easy to get around. It is when I am dealing with humans that the problems start. Some seem bothered, interrupted or uninterested by the call. Their voice is flat. As one who did gov't customer service for many years, a positive / helpful attitude goes a long way. As does actually helping.

"Oh. I cant do that. " is standard negative govt attitude.

BETTER!

"Yes! Let me help you with that."

"I know who can help you. I will get them on the line now."

Attitude is everything. Even when we are having a sucky day. We are there to help our citizens.

Concise and current information. Easy to navigate.

Content extremely hard to find. Search function does not help. Too many layers and clicks to get to information.

Could have more related to services/items of interest to seniors

Could have more self serve options

Cuz they are trying to be helpful for the community to grow into a better place for everyone.

Data accessibility, ease of finding what I need.

Difficult to find anything. Search doesn't work well and things are not in a logical order or grouping. Same goes with trying to call someone. They just transfer you from person to person to person without any assistance provided. Worse still? They blind transfer you so you have to keep explaining over and over and over again to the next employee what you need. Then they transfer you again so you get to start all over with the explanation.

Difficult to find what I am looking for

Doing a good job but sometimes have t go through too many layers to find what I want

Doing good job on many things.

Ease of completing a task or finding information. Good, thorough database.

Easy to navigate on a mobile device, lots of good information

Easy to navigate.

Easy to navigate.

Fairly intuitive

Easy to use. Informative. Updated.

Efficiency in finding data/reports. Often what should be available online requires a FOIA request instead,

Are there any additional features or services you would like us to add to the City’s website?

Not at this time. Perhaps more Senior activity and access information and transportation availability information to get to the centers.

Online payment and applications. more related to services/items of interest to seniors

Resources for free stuff

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Resources for free stuff

Not really a website thing but it would be cool if there was some sort of "out on the street" version of City government that went to big events and things, almost like a mobile City Hall

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OKC Connect could use some work. I am not clear if that is included in this survey. Availability of water and wastewater systems shape files that can be downloaded. Add utility easements and rights-of-way to maps and downloadable shape files.

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Enforce people not having piles of junk in their yard and enforce traffic laws. It's at all time high people speeding everywhere and running red lights. Also increase lighting on the streets since you have to watch out for idiots walking in the street at night.

Fairly easy to follow links and to find out how to contact City officials when necessary.9

fast service via phone, such as water/garbage. I also do what I need via internet. I like being able to do action center via email . I only seem to deal with water dept and action line and I really appreciate them. Give the water dept and action line peeps a raise. thanks.

Fix the roads!!

Folks I spoke with were professional, knowledgeable and provided good customer service

For a government portal its about average

For the last 9 months it has been impossible to log in to pay my water bill. When calling to pay, the poor person who answers has had to run my payment for me. The website won't let you log in, won't function when it is logged in if you manage to get that far, won't accept payments, and doesn't function when looking up anything. My water had nearly been shut off twice because the phone payments we sent did not go through because the woman running them was new or had not received enough training to process them correctly. Please. Please set up a website with an actual developer and not some junior level engineer who took two python courses on Udemy. This is a disgrace of a publicly funded tool and I am flabbergasted that my tax dollars are wasted on it.

For the most part, I have no issues with the present system, but there is always room for improvement.

Found what I need to pay my water bill. In the past sometimes I have searched a little for information.

Friendly, responsive, and eager to assist me with my needs.

Generally does what I need it. Can be a bit clunky at times but manageable.

Generally very good, dislike the usability of the map for searching for trash days.

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Notification when website last updated .

Please DO NOT replace employees with AI or similar technology. Sometimes customers/city residents have certain questions and the city employee can read between the lines when the customer is needing/seeking information.

I do wish that when it comes to sales tax and/or bond issue campaigns, once an election date is set, the City and all of its employees (including elected officials) are FORBIDDEN by State law to advocate (for or against) in their official capacity. This extends to any content on the City's site.

LEGAL: "I am David Holt, and I urge you to vote in the upcoming MAPS 4 election"

ILLEGAL: "I'm MAYOR David Holt, and I urge you to vote YES in the upcoming MAPS 4 election"

This is why the Chamber of Commerce or other non-governmental entity runs the campaigns. But then the Mayor or others violate the law by attaching their Title and Advocacy in the campaign materials

Not that I can think of at the moment.

Not really,

But you may wish to use the City's website to explain why the streetlights and/or electronic storyboards are off on segments of the Interstates, EVEN though that may be something the ODOT needs to address. SOMEONE should explain what is taking place and what is being done to correct this.

I-44 south of the NW Expressway near the Hwy 152 connection is often unlit and the I-44 electronic storyboard east of the Amazon facilities is not working...

Based upon the number of accidents that take place south of the I-44 / I-40 interchange and south of the I-44 Tulsa/Hefner Parkway exchange, use of this storyboard could help divert traffic away from these areas.

Be able to make all requests thru the action center. For example I had to call to replace a broken trash bin.

The main banner that takes up way too much space. It should be half the size so the items below can be more visible.

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Good effort, still maturing.

Two things. The HOA boundary map is incorrect for Surrey Hills HOA #2. It may or may not be incorrect for others.

The street "grade" map is out of date. I don't know how often the streets get a grade, or by whom, but a date for the grade of a specific street, or section of street should be a click on the map.

Had to call to get action on weeds in my gated neighborhood even though I provided gate code. Took months to get mowed until grass was out of control! Ridiculous!

Hard time getting consistent answers to my questions.

Hard to find more nuanced information. General information is very easy to find

Hard to navigate on a mobile device. The menu option is inadequate. Details for services provided are too vague. Enforcement of reported infractions of city ordinances is pitiful.

I am happy with okc. I live on the border of okc & Edmond and I prefer to be in okc.

I believe the City of OKC works very hard for all the residents to address their requests and the needs of the community.

I believe the website is good, but not necessarily mobile device friendly.

I call Public works if I have an urgent need (can be an emergency in our neighborhood and impacts my home) for storm drain clearing when there is flooding and follow with an email AND sometimes log the issue on the Action Line.

For less urgent issues I report on the Action Line -online if in front of my computer or by phone if I'm on the move as either one works.

I call if I want to schedule an appt with a city employee. Online is NOT my favorite com method for important/non repair items that require discussion.

I can get done what I have tried to get done without much difficulty.

Are there any additional features or services you would like us to add to the City's website?

Potholes!

It would be nice to report a pothole, or other required road work like a crumbling shoulder on the street map.

No! Just make the ones you have work first. Trash schedule is hard to understand as well. Much neighborly discussion every time a holiday approaches & big trash is a crap shoot of will they or won't they come & on what day? Is there a schedule & why don't they follow it? Lots of frustration in both OKC neighborhoods I've lived in around these issues over the past 30 years.

Please add a link to the Municipal Codes. Residents should have easy access to read, print, and search the codes. It's difficult to navigate and search through the codes now. Simplify, simplify, and then simplify again!

Not that i can think of.

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I contact many municipalities and OKC is by far much more user friendly, deserving of a high grade.

However sometimes I have to click through several layers to try to find the correct person or department, and usually I need to find a phone number so I can call to get an email address to send my request over. So I still think there is some room for improvement to either be able to complete my tasks entirely virtually or be able to more easily find the contact information I need, especially e-mail addresses to avoid also having to make a phone call.

The remaining item I frequently seek is lot split application info. This has been pretty easy to locate and the forms are very clear and informative.

I do not live in OKC but I am involved in animal rescue. Every week there is something posted about the shelter being over limit. The City needs to enforce spay/neuter laws. Any dog/cat must be spayed or neutered BEFORE it is released/adopted. The new owner will probably not do it because of cost/time, or any number of reasons.

All dogs/cats MUST be microchipped AND REGISTERED TO THE NEW OWNER BY THE SHELTER. The new owners don't know what microchipping is.

I don't find easy navigation.

I don't get a clear idea of what the different user groups are that use the site, so it's hard to find my way to the information for me as a resident. I usually google my question and get to the page I'm looking for from the search results, rather than starting on the home page. For example, I find it difficult to start on the home page and find my way to paying my water bill or looking up our trash services calendar.

I don't like doing all of my business online. It seems all public and government services are going online and in too many cases there is an online answer for everything except what you really need. I need to talk to live people.

I feel fairly confident in finding the things I need.

I feel the design is not as mobile friendly and accessible as some modern sites

I finally learned how to find the info that I need. It is easy now.

I have always found what I'm looking for.

Are there any additional features or services you would like us to add to the City's website?

I would be able to omit my phone calls if there was a webform that would allow me to easily make my requests or see payoff information for liens. I frequently contact the city to get payoffs for abandonment liens, mowing/weed/nuisance liens, etc. or I have to reach out to verify assessments are not owed for business improvement districts and similar. All of these requests require knowing the right employee or department email to send a request to, and I frequently have to look these up and then make a call. Also I often times have to make additional outreaches to confirm if the payoff amount I received covers all the liens I request and for updated payoffs. I would love to see a system where I could put in the book and page # of the lien and get a current payoff. Or a tax parcel number. (Or both). The Oklahoma County Treasurer tax website is a great example of this.

I typically receive these payoffs by email but have had some instances where I paid all liens an employee has given me and then found out later one was missed and I have to personally eat the cost. If there was a way I could have assured payoff information electronically in form in which I would not potentially be given additional liens later that would be helpful.

I also occasionally have to go in person to pay liens to get them submitted in time before they are certified to the county. If I had a way to easily do this electronically without a fee this would save me considerable time and effort, especially since parking downtown is challenging.

A directory for employee and department info which includes phone numbers and e-mails would be excellent, especially if it could also be cross referenced by what you're looking for. For example could I click "Liens" and then be taken to site page with the various Lien departments, then further drill down to different categories such as "Payment", "Dispute", "Questions", "Recording Information", "Request reinspection", etc. Something that helped me search by the specific thing I needed would be wonderful so that I didn't have to call and get redirected several times. The final result page could include information in FAQ manner (which might eliminate the need for a phone call) but should also include the contact information for the correct person or persons, and or department so having to channel through IVRs and all the wrong people and departments could be mitigated.

More education about what services are managed by the City and how to be engaged as a resident. It would be great to find information about our elections and organizations, like City Council.

Please edit the map portion on mobile for trash pick up once you enter in your address you cannot read the pick up dates in the pop-up window.

It would be nice if it saved my address and then showed all info related when I visit

I can think of anything.

Not sure.

Why does the okc.gov deserve that grade? What makes you choose that grade?

I have been able to submit my concern or request each time with no problem.
I have called on a sewer problem in the neighborhood, I normally leave before daylight and return from work after dark. this time of year.
I can only see the problem on the weekends so it would be nice to get contacted to see what the outcome is on the complaint.
I have filled out forms and talked to someone about a lack of striping and shoulders as well as potholes on a section of nw10th from the kilpatrick to mustang road and they say they are working on it. Then I receive a notice that the project is completed and nothing changes with the road condition.

I have open records request being block by someone. 90 days and counting. OKC taxes groceries to give the money to billionaire owners of the Thunder. The mayor used city resources to lead a dishonest campaign for the tax increase.

I just looked at website. Thought it was nice. Most info I get is emailed about city news and events. City is doing a great job overall. Love the mayor and reps. Been to city meetings and feedback sessions on park etc. Impressed with efforts to improve sustainability. Like Will Roger's park and we use the senior center. Also, one week I attended 3 different club meetings at the garden building. Nice to rent that space to improve the community. Miss Doug P. who use to manage WR and Woodson. He kept programs interesting. Much better than now. Hated that so much money etc was spent on Woodson and then closed.
I like OKC and other than having to call to get a utility bill sorted I do not contact OKC gov much. I am concerned with our police force pertaining to race and mental health. I do not believe are police force is worse then other states/cities, but we are not best. Here in Oklahoma police are thought of as superior beings and are not regulated enough by non-police groups. On the few occasions I have had community interactions, not legal interactions, community interactions with them, most portrayed an arrogance and standoffishness that is not what I would consider as public servant behavior.

I like the park and trail information. The trails map is can be hard to use and navigate on a mobile device. I think the trails information isn't completely up to date but I haven't cycled since the river extension near the FAM was completed last year (might be good now).
I love living in the City. I'm retired and don't have a computer so I find my information on my small cellphone. Usually I'm trying to find information about trash service dates around a holiday
I mean, it's utilitarian and it gets the job done
I rarely use the site. Usually just to pay city bill. Had trouble doing that at first. Only other use was to find code enforcement rules.
I receive email notification when my water bill is ready to view. Then I pay it online about a week before it is due and am able to easily take care of the transaction.

I report city ordinance violations for my neighborhood and surrounding area. We have an Edmond address but we are in OKC. The address line on the reporting site will not accept the Edmond address saying it is out of their jurisdiction when it isn't.
I think it's a decent website, but I think it could be better.
I think it's easier to navigate than other city websites. Once you know where to look, it's easier.
I think okc government is a great example our state government should follow.
i think on the whole, the city does a great job. but residential building permits are SUPER confusing and when calling in with a question, then follow-up questions, conflicting information was given. so we just gave up.

I think the user interface is accessible, and organized in a way that makes research and tasks easy to navigate.
I use the website for work requesting inspections for the contractor I work for. For the most part they are pretty easy to work with.

Are there any additional features or services you would like us to add to the City's website?

I want to be able to report clogged street drains in order to prevent flooding.
I want to be able to report homeless people camping on private property in our community.
I would like to be able to submit request considerations to lower speed limit and post signs to deter people speeding down our street where several children live and play.
I would like to be able to submit a request for sidewalks to be installed on our median on NW 19th Street between N. Youngs Blvd and N. Meridian. Citizens are having to walk in the street, which is dangerous.

Being able to turn in sewer problems via email would be nice so that the complainant would have a record of the problem.

Crime reports by specific area
More complete financial records on city facilities, we should know what needs to be subsidizing and what is paying its own way. Also need more details on city contracts and construction timelines on city projects. Water fountains replacement at Hefner? NW Expressway Ped Bridge screw up, trail closures not posted, bathrooms hours in parks, an event calendar for all city parks and trails.
Want Complaint feedback opportunity. Several years ago City brought back litter of kittens neighbor took in. She told them not to bring the kittens back. Some of those cats spend every evening in our back yard driving my small dog crazy. We want her not to bark etc but the cats make that impossible which prevents her proper training. Cats poop in our yard. They have killed at least one fish in our pond and the birds we feed. Our yard is not our own. Dogs can't run loose...neither should cats. There are 6 or 7 ferrel cats the neighbor across the street feeds. Most of which are those the other neighbor took to the city. It would help to have the schedule of events online. Times I previously tried to check when and if something was on schedule I was unsuccessful. Have to drive over to pick up event schedule.

An "end zoning" button
don't know

Aside from figuring out how to stop OGE from tearing down all of the trees and ruining yards, no.
None that I can think of right off the top of my head
Make using the action line easier the map location part

I really appreciate the Data portal, so I would appreciate more updates and more data on that site, although I have no complaints about it.

Why does the okc.gov deserve that grade? What makes you choose that grade?

I wish the boards and commissions information was more accurate. I want to serve my city, but I don't want to run for office. It's difficult to find a way to serve when the information about board/commission needs and vacancies isn't available.

I'm tech savvy and familiar with municipal government operations so the homepage doesn't overwhelm me, but I have heard feedback from friends and neighbors that they don't know where to go once they get to the website.

I'm just more old fashioned. okc.gov does lots of things online. I feel like human interaction is being lost. I miss the face to face connections that we used to have with government workers/businesses. Everything is now pushed online. Yes, it is convenient, but at what cost?

I'm usually able to locate what I'm looking for. Some sites such as Utilities used to have too much information/clicks that it made it time consuming to easily pay the bill online, but it appears the layout has been improved.

I've always gotten the information I needed concerning my bill and that's what I mainly go to the website for. But I still want the option to call in and speak to a person if needed. I am not for everything being automated. Sometimes talking to a person is required

I've reported the same issue over and over. It gets addressed, but usually becomes an issue again soon thereafter.

If not every time every other time I have to change my password. And in doing so it takes anywhere from 24to72 hours to get a response.

inconsistent, untimely, poor use of graphics, grammar, broken links,

Info is organized and easy to find an informative

Information is not always easy to find, but I understand that your site contains vast amounts of info, so making everything easy to find must be a daunting task.

Information is often difficult to find.

Information is organized by the user need, not the city departments on the homepage.

Informative

It can be difficult to find when a permit is required and navigate the permit portal and locate Certificate of Appropriateness. Why do I need to search planning & permits separately and not just search for information associated with that address?

I also wish the status of roadway projects was updated more and had more details on when the project will start/be completed.

It could improve with information and service

It has some design elements that are useful, like infographics along with words blocked off in different colors that allow for easy scanning on the home page. However, the white space around "Events" and "News" looks awkward. Trying to find a particular press release can be challenging, as the search results seem to either pull up too many articles, or nothing relevant, or nothing at all. I generally don't like any text in all caps. Why are you yelling?

It has what I personally need

It is an attractive and easily navigated site.

It is hard to navigate. Much like this survey, you miss the mark on why a lot of us use OKC.GOV. A lot of us need access to codes, need to find answers to code questions, need to find out about meetings, Boards, Commissions, ordinances, etc; you forgot that whole part of the population in this survey, as well as on the app. It is difficult to be just an interested resident in this City.

IT IS HARD/IMPOSSIBLE TO GET ANYONE TO RESPOND TO AN ISSUE THAT THEY DON'T LIKE

It is not easy to find things. It is not easy finding out how to do things. I have to spend a lot of time going through different parts of the web site to get to where I want to be if I do anything other than pay my water/trash bill. One good thing is that I have 2 accounts and can go back and forth between them easily - one point in your favor!

It is one stop shopping for local government

It is sometimes difficult to find a department or service without visiting several sites.

It performs all the tasks and needs that I have.

Are there any additional features or services you would like us to add to the City's website?

I love being able to text message the city action line. If texting were an option on more city communications, I'd name my first child "okc.gov" and not think twice. Sorry, not website feedback but important nonetheless.

NA - there are plenty of wonderful features already on the site.

Provide high-level information in different languages.

Being able to SCHEDULE a one time water bill payment without having to leave my bank or credit card info on the site.

Na

Fix it.

I might put a "find my councilor" on the homepage; make it easier for someone to contact their elected official.

N/a

Search feature for all applications in Citizen Portal- planning, permit, etc, by site address in one search return instead of by department. Map view for citizen portal. Sometimes the exact address is unknown and could be associated with a N/S street or E/W street.

Map view for active action center items.

Ease of reporting to certain offices

Better system for tagging pages before they're published so the search function can be more precise. I also like home page banners that provide aesthetically pleasing views of the city. Even better if those banners display the diversity and cultural richness of our city.

A section for residents who want to find our own answers, not just contractors who are doing business. Make it easier for us to find facts about upcoming meetings that affect residents, planning commission hearings that affect my neighborhood in a timely manner, Code changes that affect residents, etc. The residents get lost in all the business needs and we get frustrated. Create something that invites us into your portal.

None that I can think of

More intuitive.

No, but PLEASE keep the ACTION site.

Why does the okc.gov deserve that grade? What makes you choose that grade?

It really needs to be more user friendly. The overall design seems all over the place and it makes it hard to find what your looking for. You have to look and read (sooooo much reading) to find your info. The design also seems dated which doesnt help either. It seems that one department does not know what another is doing. When I ask for a specific person, often I cannot be transferred or given the number for that person. We received a permit from waste water only to find out that it did not comply with zoning. It shouldn't be that hard to find information in search. It can take a long time jot finally stumble on the information I'm looking for and other times, the information is out of date or missing. It sometimes takes some sifting to find what I need and the user experience isn't super easy. I frequently have to click around or visit multiple pages to find what I need. I feel pretty tech savvy but it doesn't feel obvious where to click for what I need.

I think most of my experience is over on the Citizen Access section of the website. I would especially note that when I'm filling out an application or search, the SEARCH or NEXT button is on the left and the CLEAR or CANCEL button is on the right which feels backwards for where you would naturally click forward. I have accidentally clicked CLEAR many times when I've wanted to proceed to the next page or submit something. This drives me crazy every time I use it.

Small text makes it feel like you're reading a legal document. Not extremely obvious where to go for things. It takes so many clicks to find information. When I am looking for a class in parks i have to click on three or four places and it is confusing.

It was hard for me to find certain codes. I was trying to find the updated code regarding animals ouside in temps below freezing. Even finding the code itself was a challenge. It's a city website and so "fine", definitely doesn't need to be high dollar or "well branded". Though getting long in the tooth perhaps. It's a good city website. However, some information seems hidden or not easily searchable/findable online. It's average. It isn't up to date with newer technology, but it also isn't horrible. Email contacts aren't listed for contact, which is weird, that should have been updated a few decades ago. It's been efficient for my needs. There is always room for improvement on any website. It's been helpful for my specific needs thus far. It's clean and easy to understand. It's clunky and difficult to navigate. It's difficult to navigate and find the right page and information.

It's difficult to operate. Very non-intuitive way too many search results that are not anywhere near what is needed. It's got all the content I need, but I don't love the search function and the meeting agendas are too many clicks away. It's hard to find the document to file a police report, it needs to be more visible and accessible to people. It's not always easy to find what you're looking for, and it feels like the departments are endless and sometimes ambiguous. It's especially hard to find what you're looking for as it pertains to planning and development and it almost feels like that's by design. It's not as user friendly as it could be. It's not bad, but extraordinarily difficult to find pertinent real-time information. For example, except for Holidays, there is absolutely no notification from the city of when a makeup trash day is scheduled unless you parse through the whole news list, because, for some strange reason, the "Trash, Recycling, etc" category filter doesn't show trash makeup day news for some reason. (For example, check the Jan. 22, 2024 post at 6:50am - it is not in the "Trash..." category - or the "Utilities" category - and there is no way to see what category it actually is in.)

I don't understand how, with all the technology of the world, we can't get an app notification if our trash pickup day moves due to severe events. Or why that doesn't get posted on the "News List" or why that isn't a banner on the Utilities page, etc.

Are there any additional features or services you would like us to add to the City's website?

The County classification and City zoning need to be consistent.

A better search feature

Police / Fire activity / emergency updates. If something is going on, I usually have to search Twitter / NextDoor or generic hashtag searches to figure out what's going on immediately. The city or police accounts don't really update in real time about major events (bad weather related issues, shootings, construction mishaps affecting the area, tornados, etc have been what I try to search in the past) so it would be nice to not have to crowd source info on social media or check multiple news reporter tweets to see if there's anything to immediately be aware of for safety in my area.

Better coverage of animal welfare. I did not see ANYWHERE that telss OKC citizens that they can have their pets spayed or neutered for no charge and who to contact for that. That should be on page ONE. This city has a HUGE problem with pet overpopulation. I have an idea...put a Dog of the Week on page one. Contact jasmine.yim@okc.gov , public relations for the shelter. Didn't we go through a redesign survey years ago but nothing got implemented?

Just update it. In many aspects it's giving early 2000s vibes. People are busy. Calling and writing letters is long outdated.

Not that I can think of just yet.

More user friendly

Are water and sewer locations available online? If not, that would be handy. The ability to purchase online permits for the O RV park at Lake Stanley, Draper. Currently is difficult for a number of people to purchase them. This process needs to be streamlined. It may actually be the use of mobile devices versus computers that have complicated the purchase of the permits. So glad to see this improvement happening ! Thanks

Better instructions on how to use the citizen access portal. I find it to be difficult.

Maybe some link cleanup. Your RSS feed categories include loads of categories with no content. Like the category "2014" - maybe move it to a discontinued/ deprecated section if you need it for some legacy reason. But it shouldn't clutter up the other categories. Same for RSS feeds named for years like 2009-2016.

Why does the okc.gov deserve that grade? What makes you choose that grade?

It's not bad, but some information isn't updated regularly and is buried and hard to find.
It's okay but could improve.

It's perfectly fine for what I need. Nothing exceptional tho, so it only gets a B.
It's usually east to find what I'm looking for and informative.
It's very average. I interact with many Municipal and state websites and hours is absolutely average, which is to say that it is difficult to navigate like most government websites.
just not efficient. take long time to get things done.
Lack of ease to use

Lack of enforcement of city ordinances
Loaded with content, fairly easy to use.
Lots of individual wants and understanding the site needs to meet many needs.
Lots of outdated information. A lot of the numbers direct you to other numbers, even when you've double checked that the one you're calling is listed online as the correct one. My grade may be higher if the backend experience was better, but it's not. The employees are usually kind, but typically not very helpful. When you finally get put through to who you should talk to, there's no reason to anticipate an answer or call back.
Making it easier to print the paid water bill. It has been a pain and time consuming effort to do something so simple over the past few years.
More info on home page would be helpful to navigate.
More information or upcoming events on the homepage would be great
More often than not, have not gotten any feedback from Action Line about any reports. For example, potholes .
More online services should be made available, and easy to navigate

Most employees try hard to to help.
Most of the information is online, however it is not kept up to date. Example, there was a water main break that affected our entire neighborhood yet no information was online. Water was out for about 10 hours and nothing was online about it. Neighbors had to call to report and get status.
Most of the time I can take care of whatever I need to through the website, but there are places where it can be hard to navigate or - especially in the case of animal welfare- the information I get is outdated or no one responds to my request/inquiry, so I'm not sure if it is good information.

Municipal code/City ordinaces need to be easier to navigate and understand! I would like to be able to search easier and understand without all the corporate jargon!
My only call was to animal welfare. Handled poorly by the same person that always answers the phone. She has an attitude and should be dismissed. The problem was on the city boundaries of warr acres and okc. Dogs were starving. No one would look into it. Not OKC nor Warr Acres. I don't give a flying flip about boundaries when animals are starving. Boundaries are related to sales/use tax collections. I'm a former OTC apportionment person X 32 years. I don't buy this for one moment. If it were a child would boundaries matter? I hope not. This is not an OKC.gov problem it's a employee and administrative problem. I emailed the Mayor (by the time I emailed I was riding my broom) I was angry. He sent a couple of officers over to check on me I was so mad. If I had treated the public as this person at the animal shelter has treated me on at least 2 occasions i would have been fired.

Are there any additional features or services you would like us to add to the City's website?

I would like to see more emphasis on citizen engagement in local politics. I would love to see something on how speaking up during a city council meeting has led to some kind of meaningful change. I think doing so would project transparency and accountability from the state and city govs and encourage me to get more involved.
No

Accuracy. There's a great deal of outdated information that needs to be updated.
need to be more user friendly

Yes, away to report officers that drive right by laws being broken and do not stop to enforce them. Not enforcing the laws are not helping this city in the least. Things are getting out of control.

It may already be available , but a means to set my common uses links once on the main site.

Dont know

No
Make it as simple as possible

Also, many elderly don't have access to features like this. So unless a family member or friend can help with the process they are out of luck.

I can't think of any additional services at this time.
Also i would like to have a street light added to a corner in my neighborhood. There is a light on EVERY corner along my block except for the corner directly in front of my house but I have NO IDEA WHO TO CONTACT ABOUT IT. Also we had the city do repairs on a storm drain in front of my house that was falling in and they did a horrific job!!! Who do i contact to complain about the bare minimum half ass work they did? Also they broke the curb and did not repair it afterwards!!!!?!?!

Why does the okc.gov deserve that grade? What makes you choose that grade?

Navigating the APP can be a challenge. Did you all ask a variety of citizens (young & old) (rich & poor) (long time /short time residents) to give you feedback you developed the system. Just a thought.
navigation is sprawling and many subpages do not have contact info (e.g. hazardous waste)
Needs more information made accessible online and easier routes to find how to do it

Needs to become more user friendly and easier to navigate, especially utilities and animal welfare.
no particular reason
No real issues
Not as good of content as other city websites, lots of information seems buried.
Not easy to navigate or find what you are looking for. Way too difficult to apply for a job.
Not enough resources to follow up on violations in a timely manner

Not only is it informative but I signed up for City News which makes it so much more timely and convenient. I don't think about visiting the website every day! For instance, on 2/16, when I received the email notice about the water main repair on N. May and 144th, I immediately forwarded it to my work division because I knew a number of colleagues lived that way.
Nothing is perfect
I am sure improvements can and should be made to the website.
And to the way departments are arranged
OKC Connect Action center app is not working on my android.
OKC ONLY CARE ABOUT THE MONEY THEY ARE GOING TO MAKE FROM TOURISTS... NOT, NOT THE PEOPLE OR THE INFRASTRUCTURE!!!!
SO SAD...
THE ONLY PERSON WHO CARE IS MAYOR DAVID HOLT AND HIS HANDS ARE SO TIED BY OTHERS!!!
okc.gov is a trash website, it works have the time, i need to file a complaint about a rooster in my hood and all your web base stuff has not worked, Stop this three-party sell out, hire real people in OK to work on this stuff .

OKC.gov is one of the better municipality websites we utilize. I do think there could be some improvements to it to make it more streamlined and smoother but overall its a good tool.
On the whole, the effort to inform the public is a good one. The search function is lagging behind in current capabilities most of the public are accustomed to. At least 90% of the time I cannot find what I am searching for on the city website.
Our city is becoming the beggars capital. Street corners are filled daily from panhandlers, derelicts , and filthy bums. Our city needs to be cleaned up. These people stand admit the traffic, jump off a cub for change while holding a young child. They sit in wheel chairs, limp around, hold signs telling you they deserve your money because they're veterans . This is disgusting and casts a sanctuary city image to all our visitors. This an image that we need to clean up.

I cant understand why this city tolerates this.
Overall the website is mobile friendly and generally pretty good at giving me answers. However, I was trying to find utility rates recently and it was almost impossible to understand.
Overall, the website is full of good information when you can find it. The descriptions of the classes are vague and it is hard to find exactly what you are looking for without having to search for it on the search bar. I definitely prefer to use the website for most city business

Are there any additional features or services you would like us to add to the City’s website?

ai chat bot i can ask questions in plain language, summaries of city council minutes

More information about what is going on in OKC in regards to our homeless crisis and more ways to improve the inner structure of animal welfare, starting with administrative.
Maybe put news for each Ward online.
Not that I can think of

The Action Center request I sent mid-June 2023, regarding safety concerns at my apartment wasn't responded to until October 18. It was not the fault of the OKC website and maybe Action Center overwhelmed but if you had a safety concern, it shouldn't take 4 months.
I guess if there was a way to track the progress of Action Center Case Numbers would be nice. I didn't have the time to follow up via email or bother their office with another call just to discover the status.

Improve the search boxes on the permit page, make them easier by customer typing in a date rather than that prefab calender box.
More homeless resources

updated information . and smart people that work with the city .
Water Meter Cards. All payments being completed at one time instead of having to pay an initial fee, then the \$4.50 charge and then the final fees. There is 3 payments for each permit which should all just happen at one time.

It needs to be much clearer how to complain about any kind of city service, especially the police.

I cant think of any.

Not at this time

Why does the okc.gov deserve that grade? What makes you choose that grade?

Parks and Recreation information is NOT published with enough lead time to enroll or add to our schedule. As the coordinator of our family activities, I need more than 24 hours notice of upcoming programs.

It would be nice to receive parks and rec class/ offerings at least one month in advance with a possible "reminder" of upcoming events 1 to 2 weeks before the event.

Right now they send the month's events on the first of the month - no allowance for lead time to enroll for the events during the first week of the month.

Ideally, an email of the months events would be sent in the middle of the month prior - i.e., March events email comes out mid February.

People seemed to know what they were doing!

Poor communication about the site and all the info avail.

Relatively easy to navigate. Find my trash day is a little cumbersome on smart phone; easier on computer.

responses to action center go uncompleted after several months. Needs to be a direct note to code enforcement to address neighbor problems

search tool is terrible.

Seems to always work and can easily navigate.

Service is typically exemplary on the consumer level.

Site is not especially attractive, sometimes difficult to know where information about my query is stored within the site. Often the information is not readily available.

Site is too big to be easy to use. Key word searching is ok if you know the proper key words. A blind search is problematic.

Site not easy to negotiate.

So many clicks and pages before I get what I want.

So many categories of "things" a person may need.

So much of it is out of date and some of it is too hard to use. For example, the sidewalk plan. I have tried at least 6 times to see what the most current plan is and it isn't posted anywhere that I can see. Plus, the map is very hard to navigate. Action Center is not so great either. For example, if you turn in graffiti and they say it isn't government property or whatever, they don't give you any information about who you can submit it to if it is a utility company or something. It's really frustrating and makes me not want to report problems. Solid site. Home page could be better. Some pages have oddly old info on them. Wish utilities was integrated into the main site. (I get why it isn't as a Trust of the city, but still wish it could be.)

Some departments are easier to get information than others.

Some things are hard to locate on the current system.

Some things are too hard to find and difficult to achieve.

Some website links were broken. Hard to find information easily.

Sometimes I don't know the government terminology for what I'm looking for or I don't know what department I need.

sometimes it's hard to find what I'm looking for.

Sometimes looking for information can be confusing.

Are there any additional features or services you would like us to add to the City's website?

Upcoming events, pricing.

na

Yes. I would like to see the city involve more of its citizenry in decision making and planning.

This jail project is a fiasco at best. If the city hasn't learned how to manage the current jail in 30 plus years, why would anyone trust you with millions more to mismanage a new facility? There are much cheaper methods to care for those inmates in need of mental health.

If you know where to look, the web site is easy to use. The problem is getting there

Fewer steps to take to get to needed info.

Real-time transit schedules/actual location of vehicles, easier access to zoning/HP information and easier to use agenda packets with internal links that eliminate the need to go through hundreds of pages to find one or two items.

Graphic Organization Chart of how the City offices are organized. For example, does Trash Service fall under the Public Works umbrella.

Yes, keep the information up to date rather than having stuff on there that is 20 years old.

WAY more more friendly.

Correct contact numbers for other agencies, like field agencies.

Better updates to current projects and when they are completed. Such as the new trails for walking and biking. A better overall map of the bike paths.

Make things easier to find and do.....such as getting a garage sale permit and the jobs section. It's way too difficult to apply for a job, etc.

Put everything on the website that the City is responsible for. Links to requests for service. Making payments via the site. Having all phone numbers/emails available and current.

Why does the okc.gov deserve that grade? What makes you choose that grade?

Sometimes when you search, it’s hard to tell if you have found the most current information. Archive superseded information and pages.

Sometimes, I have trouble finding what I'm looking for.

Staff is very helpful and friendly for the most part. They go above and beyond to be helpful. Only one time did I not get my question or issue resolved. The Oklahoma spirit is very well displayed in OKC employees.

Submitting an item through the Action Center could have been easier. I don't know why someone has to create an account to submit something. Provide contact info yes, create an account, no.

Technology is up to date & website is easy to use, for non-techie users. Search is user friendly & provides department contact information quickly.

The ability to pay my water bill is broken.

The Action Center is nice, although very often no one follows through on addressing street-related issues reported.

The animal

Welfare page is simply awful. The animal search site is poor— photos are poor, search by animal number doesn’t work reliably, communication through the site is non-existent. The website reflects the condition of the animal shelter in general and the City can and should do better!

The bike trail maps and park Maps are difficult to find and difficult to use

The City is average

the city is filthy there is tires, trash everywhere just between 50th and 23rd on i44 going north or south, is just littered with busted concrete tires trash, plus the holes so big on i44 just destroys your cars, what is the state tax for?

The city site needs to go back to letting residents check action center requests online. The login button doesnt work and it is not as easy to search for cases.

The information is available and easy to find!

The opportunities and growth of the city of oklahoma city

the page is outdated, boring looking and and When I type in the "I want to: box I never get what I want

The permits were a lot easier to apply before COVID when we can come inside and discuss directly and work on the issues on the same time.

Some of the processes are very outdated with paper filing. Some staff said they lost the documents.

Some meetings at board of adjustment or HO are unnecessary when we can do almost everything online if the website is more interactive and can build in more rules to say YES or NO by turning in photos and have AI to read the application and show us exactly what the city wants.

The feedback is the information we got back between departments, staff or commission members is quite inconsistent.

If we have less human involved or simplify the process, we can get a lot more than. The website, processs and procedure are completely outdated and holds back lots of businesses who want to contribute and make the city better.

Lots of processes allow chances for neighbors to protest and delay the development longer and cost more.

The phone numbers provided for the animal welfare are never answered.

The search feature does not perform well. It will pull up documents from years ago that aren't pertinent.

The service was good and effective

The site feels tired. There is some separation between City departments. A permit is a permit. I should not have to hunt to figure out where I need to go to purchase one.

The site has a lot of good things to offer. Like most things though, it’s not perfect. Some things are best handled person to person.

Are there any additional features or services you would like us to add to the City’s website?

More transparency in the budget, particularly salaries.

Not that I can think of.

Not that I can think of.

Not that I can think of.

N/A

My primary feedback for the City of OKC is that the Traffic Department should all be transitioned to a work-from-car model where they only come to the office once a week or so and spend the rest of their time driving around and experiencing the horseshit this city calls a stoplight system.

No

Notice of meetings and how representatives voted.

No out of state companies awarded construction bids. Do more locally.

make a link just for the cleanliness for the city. being from Florida I have never seen so much trash all over the city

Make it easier to report things to the Action Center. The map and addresses don't work half the time, the pictures don't get sent to the action center when you use the app and load them.

AI to read documents. We do have an AI company in OKC. We need to talk to them to make the city website more update. Here is my cellphone 405.200.9303.

We need also educate the population the main direction of how the city wants to be and why it will be good for the general population

More accurate contact information across the websites

A more interactive map with more City services located in one place.

Why does the okc.gov deserve that grade? What makes you choose that grade?

The site is mostly user friendly and informational.

The site is outdated, webpages are outdated, it is not intuitive to the public, not phone friendly especially maps. How it is now is Stone Age. Barely out of the dial up era.
The site is pretty good but sometimes it take a few tries to get the info I need.
The staff was helpful in most insp.

The web site is not user friendly, it is difficult to navigate, it needs to be better organized to send you to the right department to access what you are researching. It does not route you to the right. Department phone numbers and addresses need to be updated and better organized.

The website is messy, disorganized, and has multiple pages with out of date or contradictory information. It's hard to navigate or get straightforward answers. I could organize it better.
The website needs to be updated and look better.
There is always room for improvement.
There's a lot of information and sometimes not where I think it would be
There's a lot of information, but it can be hard to find what you're looking for in the large menu options at the top of the screen. The mobile site is a little more user friendly, but it's still a lot to scroll through.
There's no information about how to file complaints against city officials who do not call or email the public back about concerns they want to discuss.

There's some issues with new customers being recognized.and I have still yet to get the recycling picked up I think I finally figured out they come out separately but I'm pretty sure I'm gonna have to call and make sure they come and get it .
They do offer a lot of information and resources in one place.
They need to have a better understanding that some people are not able to pay such a high amount of tickets in order to get their license back have lower court payments because a lot of people don't have family and friends to help them get through a tough time
They need to let more people know that you can do all this online. I did not even know half of the things that can be accomplished online now.
to much e conversation to little personal contact
Unable to find a specific person or department to meet my needs. If I am visiting the website, it's because I need something that I can't know or find on my own. Very few times can I find the information easily.
Unrelated but related - excellent social media management.
User interface is outdated, seemed cumbersome. Very crowded on the top border with all the information
Usually able to resolve problems

utilities, in particular, is very easy to get in touch with and their response is clear and immediate.
Things like looking up building codes as a homeowner and what the restrictions are on my property, or researching future property is next to impossible for a layperson homeowner.
It would be helpful to have a part of the website rplaining property types, setbacks for building, what you can and cant do with that property, etc.
Very easy to navigate
We are not able to make any contact with a human being. Everything has to be done online. The phone system is just a big circle of automated voices.

Are there any additional features or services you would like us to add to the City's website?

It NEEDS to be phone friendly. City staff should have more say and be able to update on their ends. City of Edmond should be your example. There online system is great; easy to maneuver through, can quickly find appropriate contacts, a lot nicer looking.
Better, up to date info on bike trails.
Not at this point.
Make it more user friendly. A recent search I did was to contact someone in waste water management about a non emergency issue. The only contact number was to an automated recording with no forwarding. I subsequently had to call Utility Customer Service where a customer service representative was helpful in helping address my concerns . The customer service for solid waste as to holiday collection days and who to contact with concerns with the contract provider for issues is problematic. A map showing who provides the service in your area would be helpful. Also trying to navigate what council person and district who are is not user friendly. Basically the website should initially open to an index to direct you to the right department not sending you to multiple sites or multiple guesses as to what you are searching for. We need a first class city reference website for a growing city.
The ability to report non-emergency ordinance violations or stray/aggressive animal issues or non-emergency police reports via email or online. I require written documentation when doing reports for my personal wellbeing, I don't have that with a phone call. It's extremely aggravating.
None

I'd like information on who to contact when city officials don't return my calls or emails.
It seems that because my house has not been lived in for awhile there use to passing me up at first.and there was one time I was told because of this I would have to take my trash bulk back off the curb after I did all that work that not ok or nice at all.

Program to help earn your license back

Neighborhood traffic control. We have people driving the streets in excess of 40 mph.
humans
Directory or phone numbers and names - even if they were account managers to assist with certain/identified issues.

No
I;d like more exact information as to how to use public park services. Like a map saying if you park here, you can walk here or bike here, etc. or a map that says if you want to take a 1mile walk, these are your choices, or if you want to kayak, go here and park here and pay this and this is how it works. It's too hard to figure out how to access all this new stuff, and you almost \have to know someone that's done it before to show you what to do, where to go. I don't feel i know how to access all that is available to me. Same even with libraries, and any other resource.

Why does the okc.gov deserve that grade? What makes you choose that grade?

We have had water erosion problems for years due to inept engineering practices that has cost Me thou\$and\$ of dollars. Including replacing most of the yard once and replacing pool decking -all due to city caused erosion behind my house - I have shown them how to fix the problem with a minimum of cost and I STILL have seen no repair and am still losing decking and yard to erosion.

we need to be able to find information relative to our needs. I am part-time retired and I have a very small one-person company and would like to continue do the work as long as I can.

Web pages are cluttered. Using the “looking up trash, bulk pickup day” the box is so small to type in, then a map pops up and up have search for the house, it takes too many steps. Also, when did bulk trash become bulky?

Website is in good condition & working well.

Website is useful but it needs a facelift visually. Nothing insane or over saturated, but definitely something a touch more streamlined and sleek.

Well it could have been A but then you ask me to rate: is The information is current, accurate and up-to-date. How would I know? How would anybody know? It's an invalid question and should not have been part of your survey, unless of course you want to know how many citizens "blindly trust" your information.

When going online, I was able to find my answers almost all the time.

When I look at services in surrounding towns I’m really glad I live in the city. Especially storm clean up

When water main breaks happen in our area (NW 63rd Street/May) they must be reported via phone; then the work crews that repaired them seem to forget they happened and leave uneven hot patch lumpy streets unless its reported that the maintenance crews come back out, properly pour concrete or repave; remove all their orange cones (that blow away and litter the area). There is a disconnect in the City; they've come to rely on citizens who follow-up, instead of being proactive and fully engaged in the project from start to completion; the City must be micromanaged by the neighbors who are impacted.

Works well, format looks dated

Would not accept the wording of my complaint or the address of my complaint.

Yes. It could be more uer-friendly. The home pqge looks too busy. Try using drop down menus instead of so mny hyperlinks spread across the screen. It's overwhelming.

You can never get answers. It’s always another department to call, another persons problem. No one takes ownership of their responsibilities.

You will NOT pave my road. It pisses me off.

Are there any additional features or services you would like us to add to the City’s website?

Your website is too complicated and completing a utility payment or locating specific people/departments is difficult at best.

none at this time

Needs to be replaced.
Cannot think of anything.

I would recommend a chat function and hiring someone to act like a help desk like function

Not that I can think of.
No
Not really but will probably use what ever you add as I never seem to know what I was missing until I have it

a timeline with more detail of the findings of requests submitted to the City and /or Action Center. For instance, show us what date/dept/supervisor contact for street/water main repairs so that we dont have to keep calling the City. We could avoid calls.

Do you have election and parking info? Do you have city attractions catagorized according to the various neighborhoods? It'd be nice to see what parks/attractions/restaurant options there are in each neighborhood. It's also hepful to have easy access to the trolley schedule and info, upcoming festivals, etc.

Municiple citizenship info would be helpful too. I don't know what's hspending on the City Council, available contracts, OKCPS, school board, city resources for low-income families, housing, food, etc.

Make it simpler to edit/upgrade payment method, especially if updating automatic payments.

Why does the okc.gov deserve that grade? What makes you choose that grade?

Are there any additional features or services you would like us to add to the City’s website?

Use a better linking service for links in emails newsletters that doesn't contain trackers. Don't force people to sign into a personal account in order to regiater for an event or activity. Add an obvious place for residents to offer feedback and needs regarding services and monitor the input, regardless of whether there's a current survey happening by okc or 3rd party. Add apparent place for people to apply to be part of advisory committees. Thanks!

I do not like the changes to the Animal Shelter Lost pet registry... There is no info on aprx age of pets & the photos are not very good

Why does the okc.gov deserve that grade? What makes you choose that grade?

Are there any additional features or services you would like us to add to the City’s website?

Make the animal welfare site easier to search. Looking for lost pet by date of intake. The filter is hard to use for most people. The public does not understand the way the animal id is established. They are looking for area lost. This should be a an entered field and the database does a mile radius search for results.

More up to date information on road work projects. It would be nice to know when intersection traffic lights are being worked so that way I know not to use that road.
I would like for the section on recycling to include the number in the triangle on the plastic recycling items to tell us which items you recycle and which you don't.
I have also heard that you don't actually recycle glass. I would like some assurance that you do what you say you will do.

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I would like to see an increased search functionality. OKC has such a broad breadth of services, and many functionalities are nestled - which is understandable. But we need a robust search function and FAQ.

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My water bill is set up to be paper-less and only get emails about my bill. However, as such I don't get the info insert about things going on that usually gets mailed out. This should be provided as an attachment to the email as it's valuable information that paperless billing customers miss out. And I don't want to login to my account every time to have to see it or my bill. It should just be a easy hyperlink or attachment to the email.