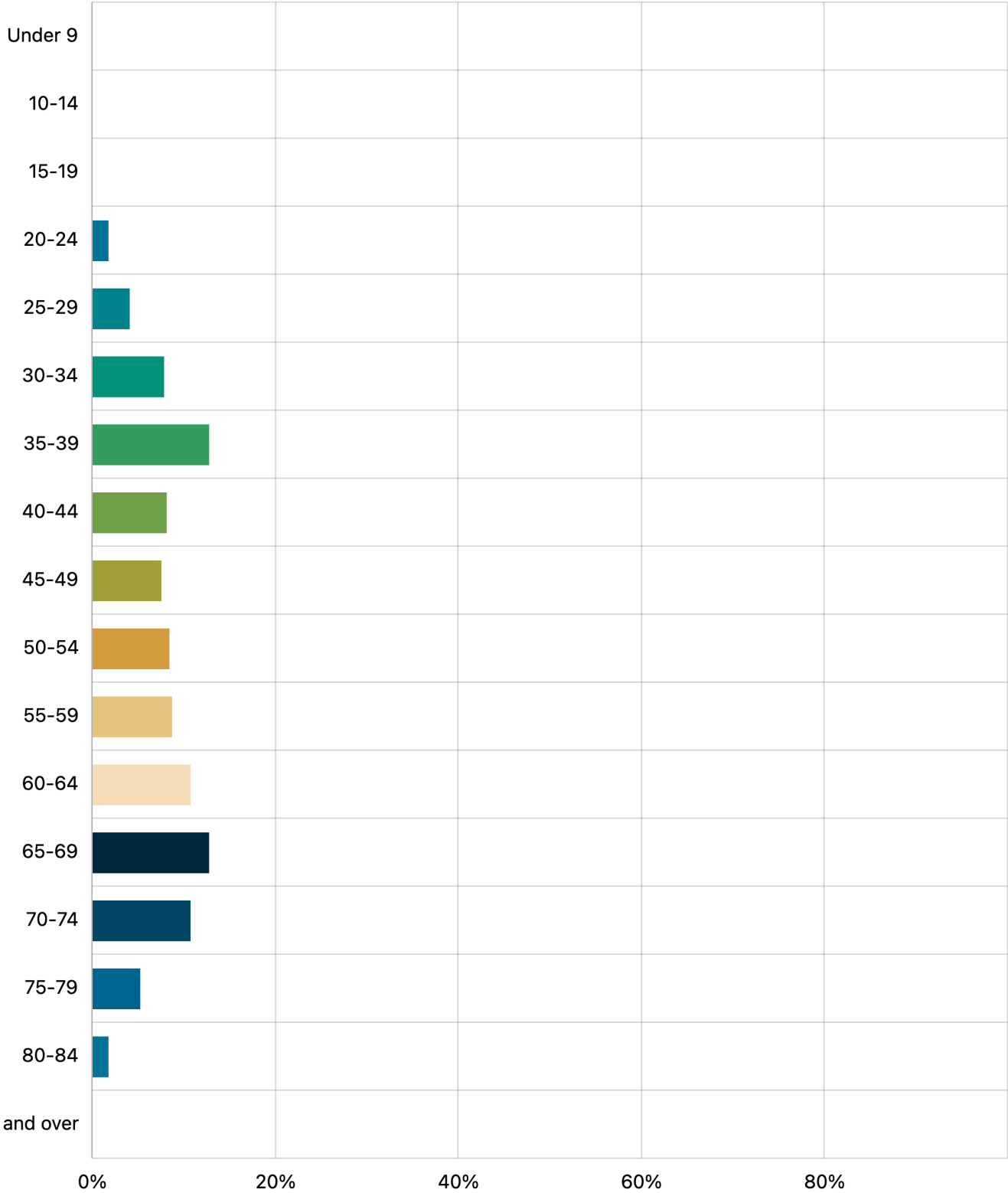


Open		
Community Survey		375
OKC.gov redesign		Contributors
		408
		Contributions

Contribution Summary

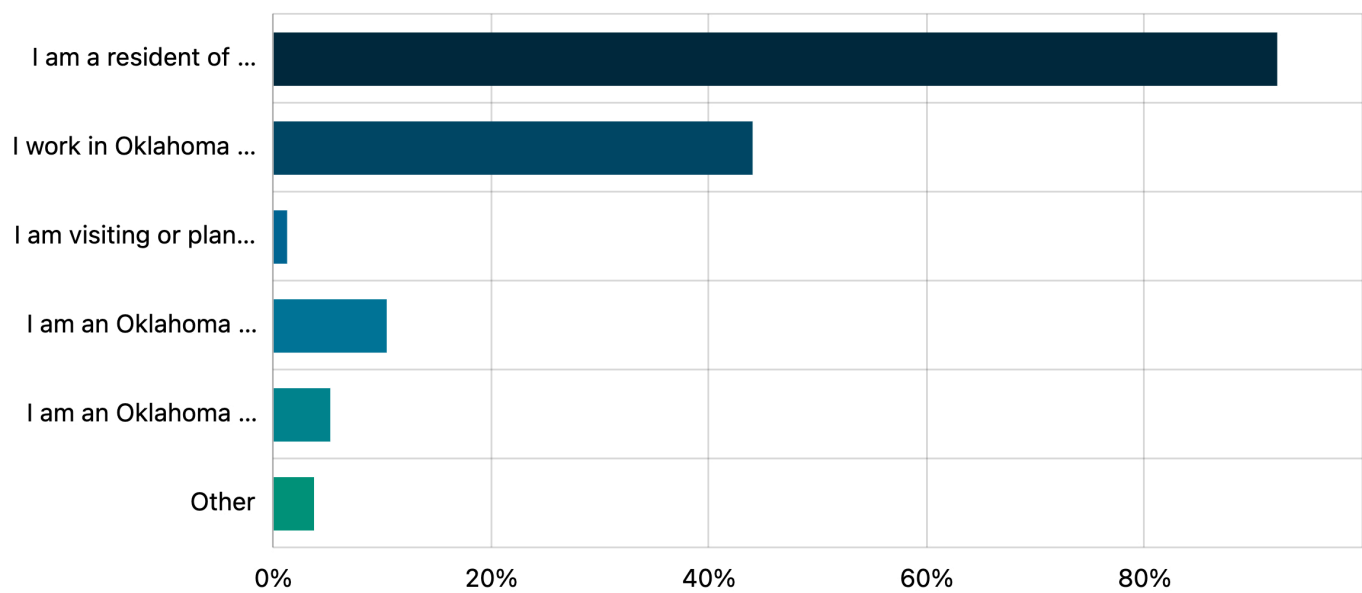
1. Age Group
Select Box Skipped: 62 Answered: 346 (84.8%)



Answer choices	Percent	Count
Under 9	0%	0
10-14	0%	0

15-19	0%	0
20-24	1.73%	6
25-29	4.05%	14
30-34	7.80%	27
35-39	12.72%	44
40-44	8.09%	28
45-49	7.51%	26
50-54	8.38%	29
55-59	8.67%	30
60-64	10.69%	37
65-69	12.72%	44
70-74	10.69%	37
75-79	5.20%	18
80-84	1.73%	6
85 and over	0%	0
Total	100.00%	346

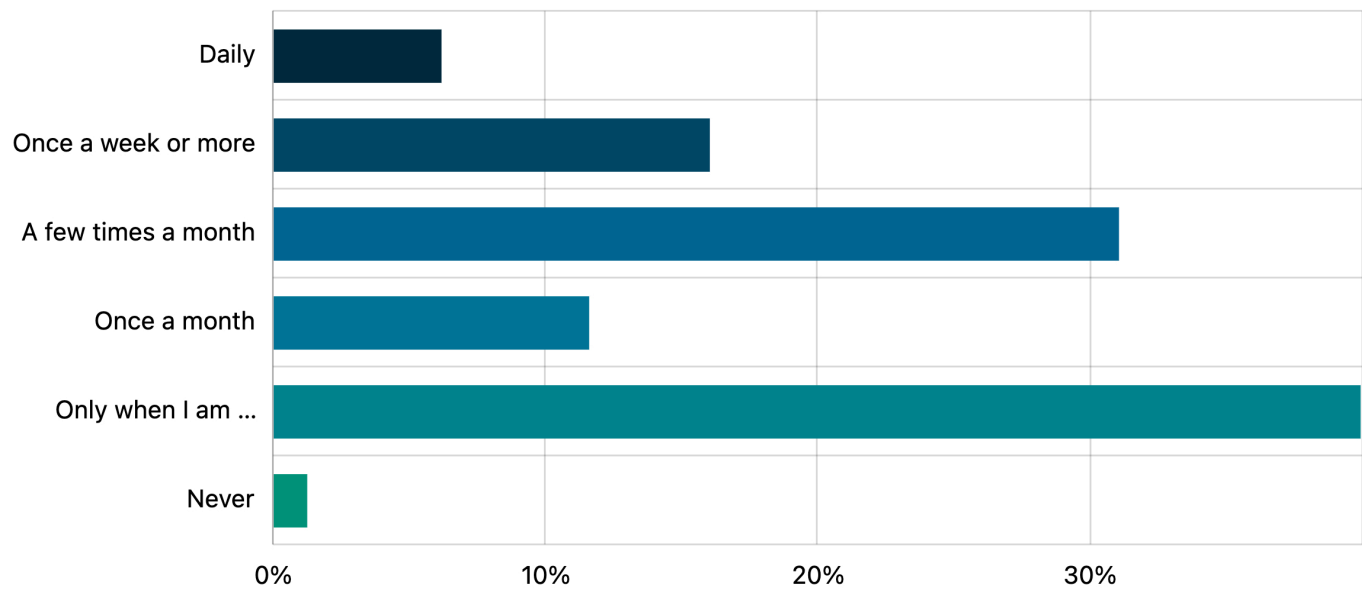
2. Select all that describes you.
Multi Choice | Skipped: 3 | Answered: 405 (99.3%)



Answer choices	Percent	Count
I am a resident of Oklahoma City.	92.10%	373
I work in Oklahoma City.	43.95%	178
I am visiting or plan to visit Oklahoma City.	1.23%	5
I am an Oklahoma City business owner.	10.37%	42
I am an Oklahoma City contractor or service provider.	5.19%	21
Other	3.70%	15

3. Over the last 12 months, how frequently did you visit okc.gov?

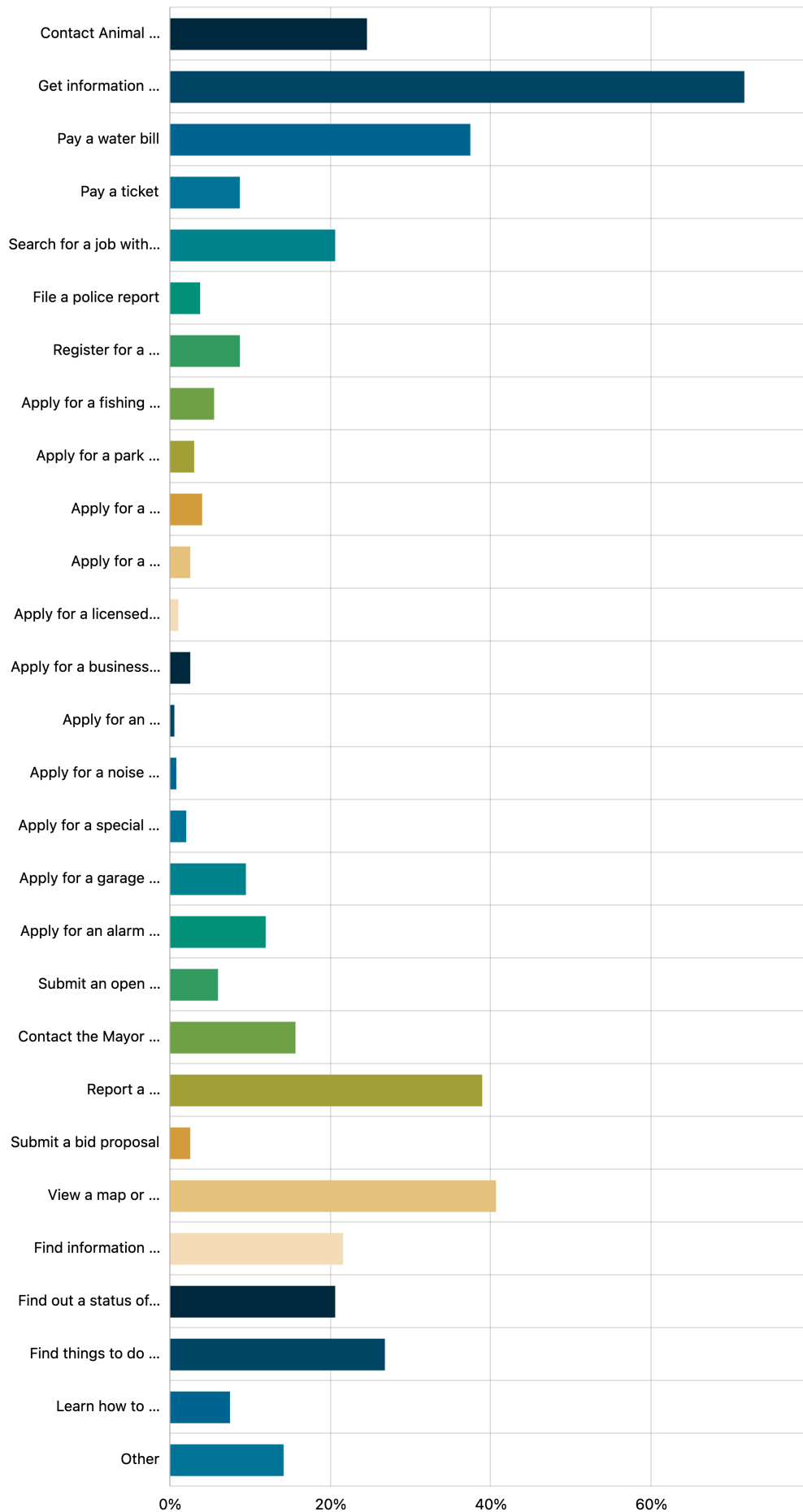
Multi Choice | Skipped: 2 | Answered: 406 (99.5%)



Answer choices	Percent	Count
Daily	6.16%	25
Once a week or more	16.01%	65
A few times a month	31.03%	126
Once a month	11.58%	47
Only when I am looking for specific information	39.90%	162
Never	1.23%	5

4. What tasks do you recall trying to complete on the website? Please select as many as you can remember.

Multi Choice | Skipped: 4 | Answered: 404 (99%)

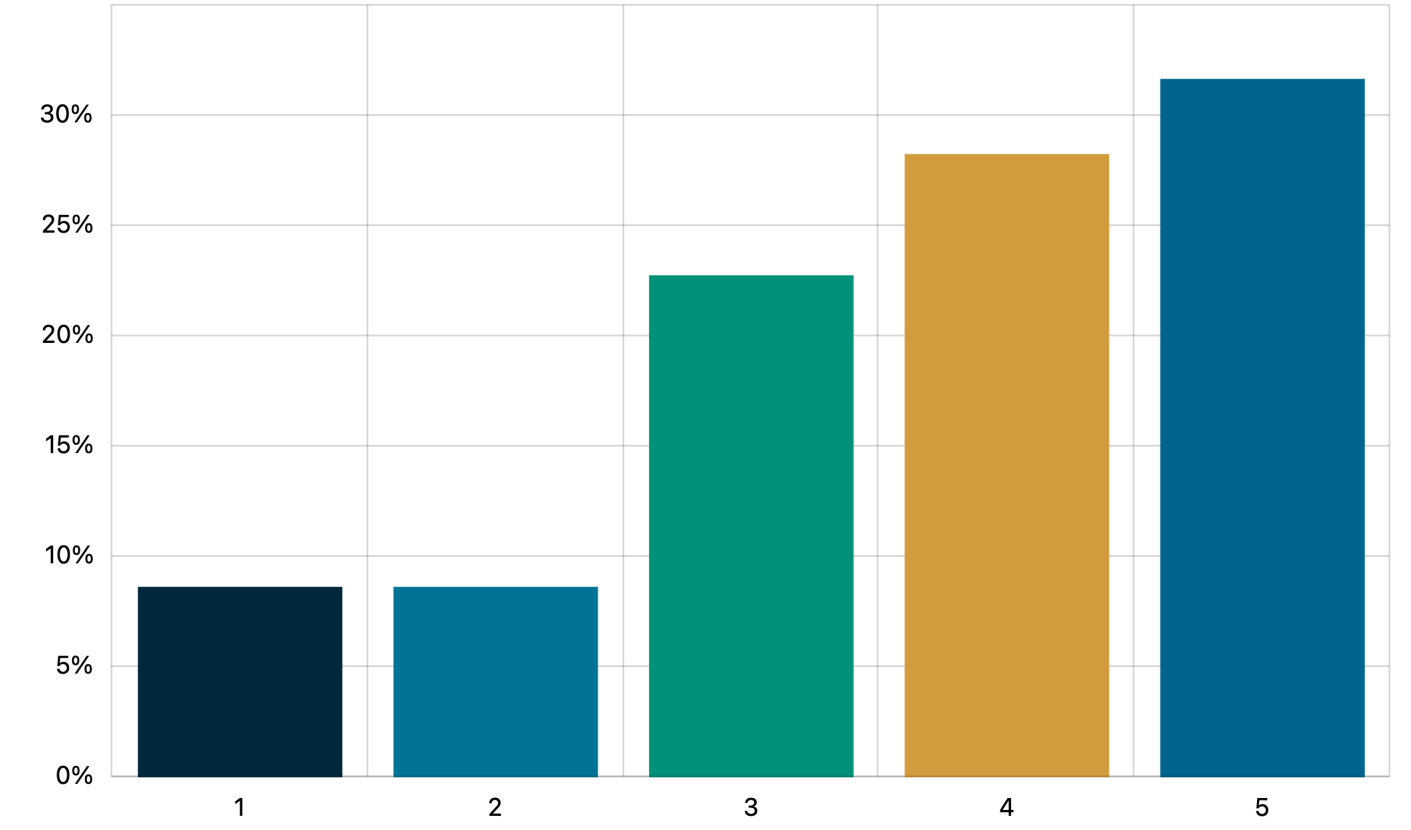


Answer choices	Percent	Count
Contact Animal Welfare	24.50%	99
Get information about trash, bulk waste or recycling service	71.53%	289
Pay a water bill	37.38%	151
Pay a ticket	8.66%	35
Search for a job with the City	20.54%	83
File a police report	3.71%	15
Register for a Parks and Recreation program	8.66%	35
Apply for a fishing license	5.45%	22
Apply for a park facility rental	2.97%	12
Apply for a residential building permit	3.96%	16
Apply for a commercial building permit	2.48%	10
Apply for a licensed trade permit	0.99%	4
Apply for a business license	2.48%	10
Apply for an occupational license	0.50%	2
Apply for a noise permit	0.74%	3
Apply for a special event permit	1.98%	8

Apply for a garage sale permit	9.41%	38
Apply for an alarm permit	11.88%	48
Submit an open records request	5.94%	24
Contact the Mayor or City Council	15.59%	63
Report a non-emergency issue with the Action Center	38.86%	157
Submit a bid proposal	2.48%	10
View a map or data.okc.gov	40.59%	164
Find information about bus routes and transportation	21.53%	87
Find out a status of a Public Works project	20.54%	83
Find things to do in Oklahoma City	26.73%	108
Learn how to prepare for an emergency or disaster	7.43%	30
Other	14.11%	57

5. On a scale of 1 to 5 stars tell us if you agree or disagree with the following: I can do my business on the website without having to call or come into a City office.

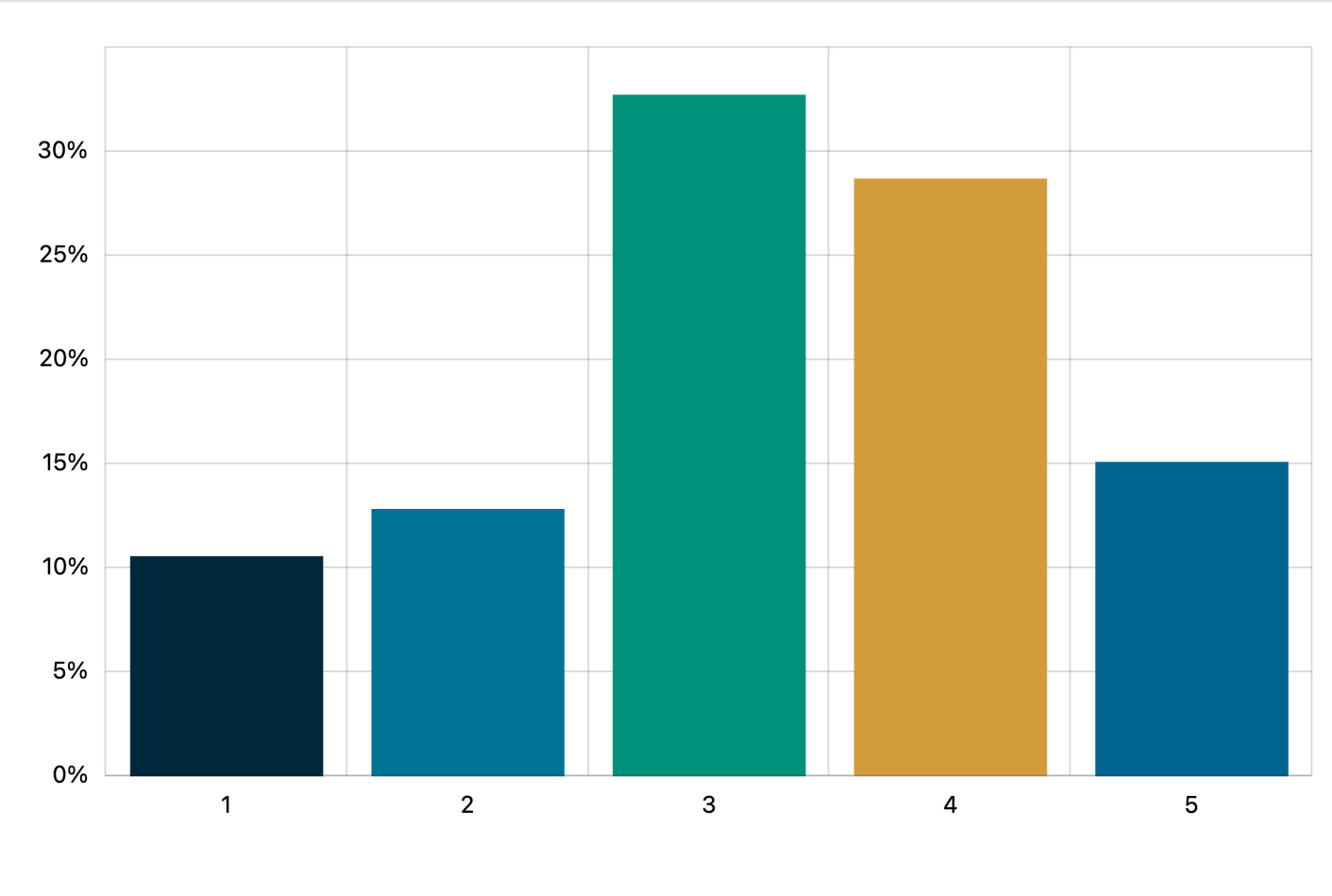
Rating | Skipped: 26 | Answered: 382 (93.6%)



1	2	3	4	5	Count	Weighted average
8.64% 33	8.64% 33	22.77% 87	28.27% 108	31.68% 121	382	3.66

6. On a scale of 1 to 5 stars tell us if you agree or disagree with the following: I quickly and easily find what I am looking for.

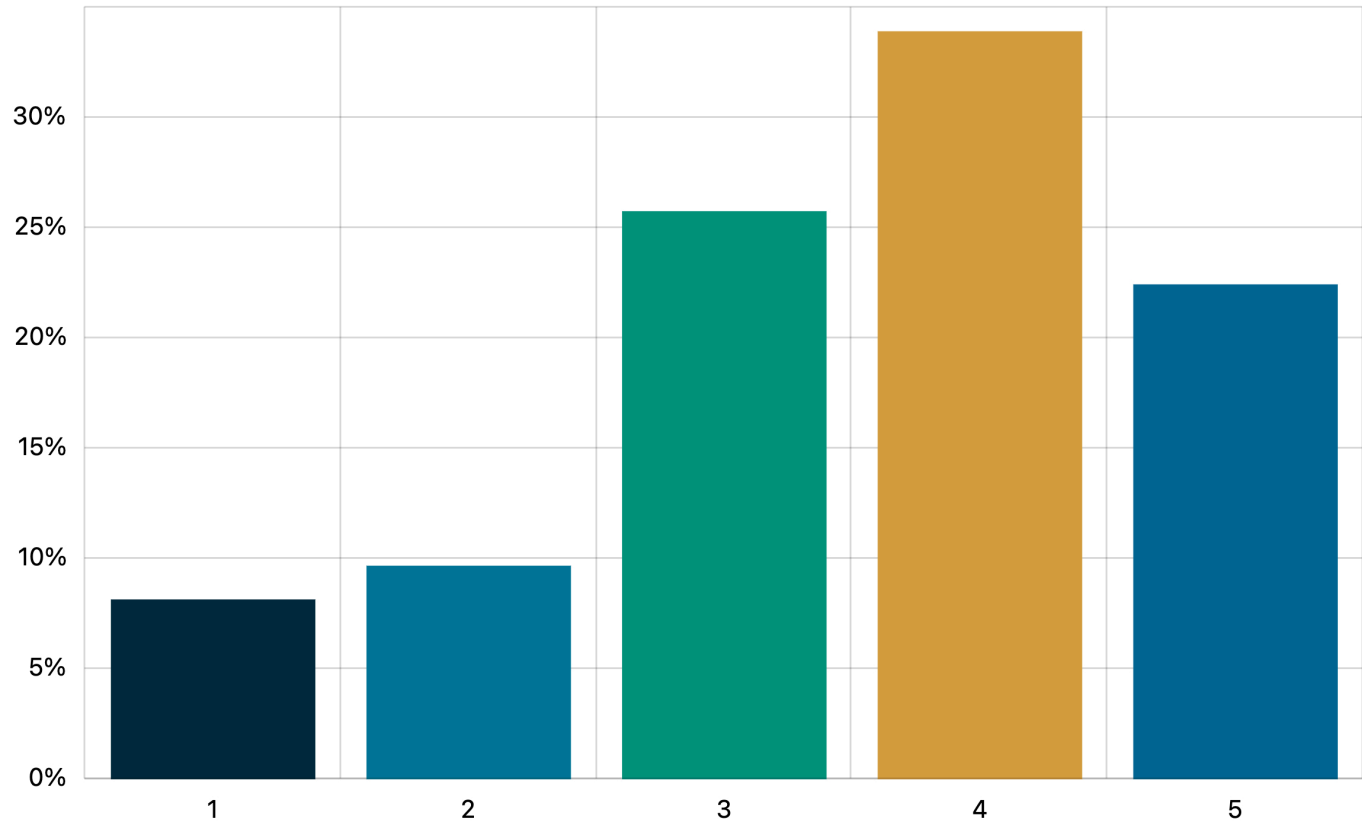
Rating | Skipped: 11 | Answered: 397 (97.3%)



1	2	3	4	5	Count	Weighted average
10.58% 42	12.85% 51	32.75% 130	28.72% 114	15.11% 60	397	3.25

7. On a scale of 1 to 5 stars tell us if you agree or disagree with the following: The content is easy to understand and follow.

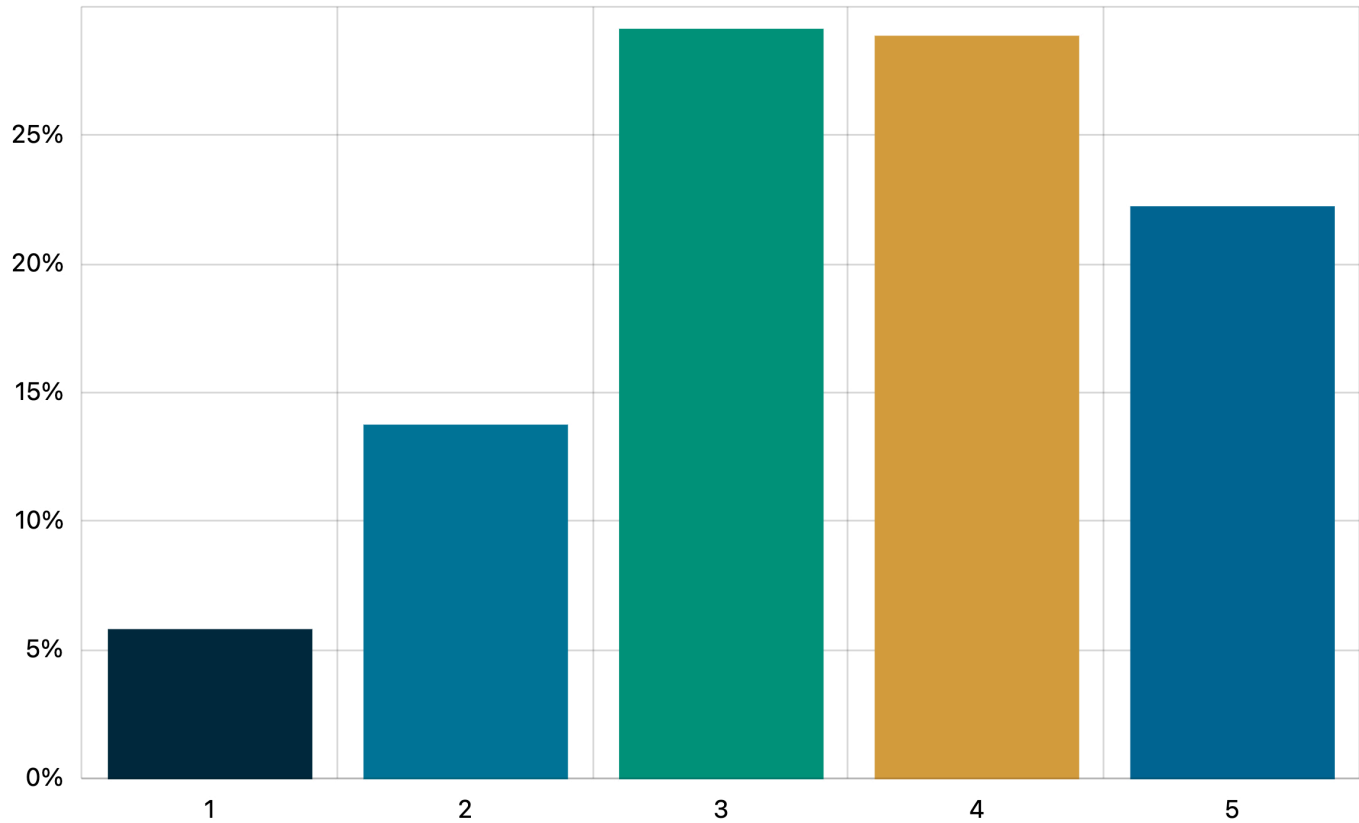
Rating | Skipped: 16 | Answered: 392 (96.1%)



1	2	3	4	5	Count	Weighted average
8.16% 32	9.69% 38	25.77% 101	33.93% 133	22.45% 88	392	3.53

8. On a scale of 1 to 5 stars tell us if you agree or disagree with the following: The information on the homepage is pertinent to me.

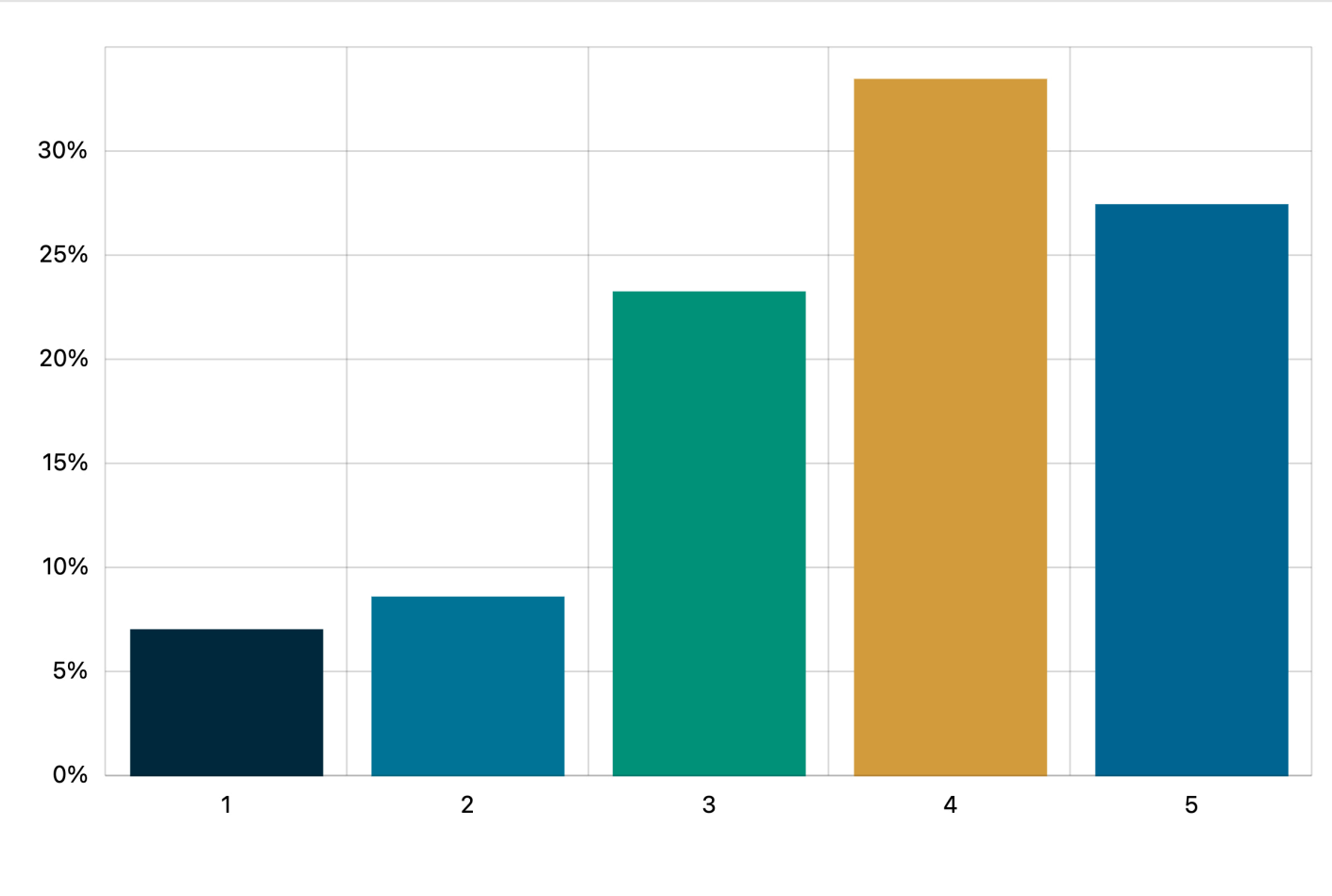
Rating | Skipped: 31 | Answered: 377 (92.4%)



1	2	3	4	5	Count	Weighted average
5.84% 22	13.79% 52	29.18% 110	28.91% 109	22.28% 84	377	3.48

9. On a scale of 1 to 5 stars tell us if you agree or disagree with the following: The information is current, accurate and up-to-date.

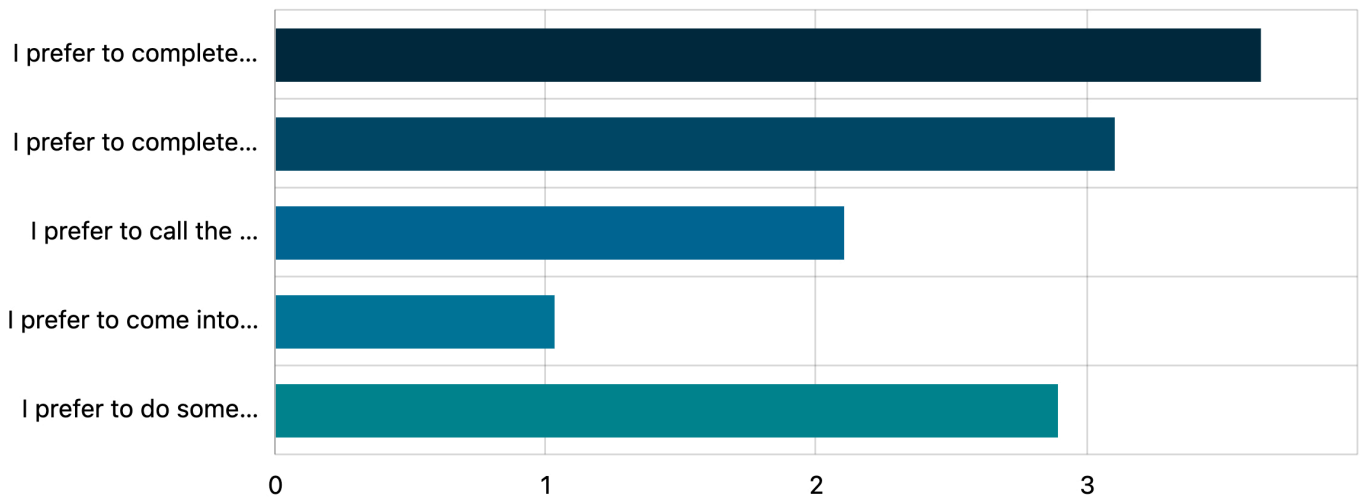
Rating | Skipped: 26 | Answered: 382 (93.6%)



1	2	3	4	5	Count	Weighted average
7.07% 27	8.64% 33	23.30% 89	33.51% 128	27.49% 105	382	3.66

10. In your perfect world, how would you prefer to do business with Oklahoma City? Please rank each of these options 1 to 5 (1 means your first/best preference, 5 is your last preference).

Ranking | Skipped: 82 | Answered: 326 (79.9%)



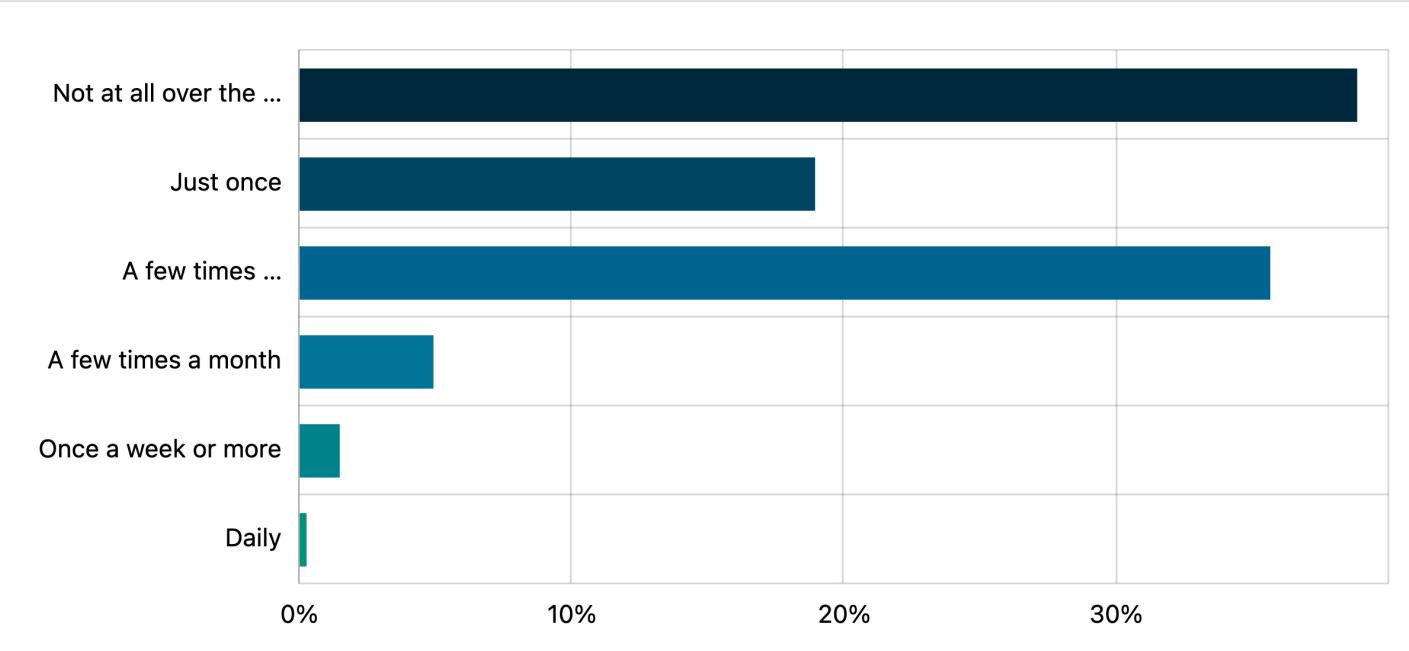
	1	2	3	4	5	Count	Score	Avg Rank
I prefer to complete everything online, on my mobile device.	55.99% 159	24.65% 70	5.99% 17	8.10% 23	5.28% 15	284	3.64	1.82
I prefer to complete everything online, on my computer or tablet.	30.62% 79	43.02% 111	15.50% 40	9.30% 24	1.55% 4	258	3.10	2.08
I prefer to call the City on the phone.	9.23% 24	11.92% 31	16.54% 43	56.92% 148	5.38% 14	260	2.10	3.37
I prefer to come into the City offices.	1.61% 4	4.03% 10	5.24% 13	6.45% 16	82.66% 205	248	1.03	4.65
I prefer to do some of my business online, and some on the phone.	21.98% 60	16.12% 44	48.72% 133	11.72% 32	1.47% 4	273	2.89	2.55

Score - Sum of the weight of each ranked position, multiplied by the response count for the position choice, divided by the total contributions. Weights are inverse to ranked positions.

Avg Rank - Sum of the ranked position of the choice, multiplied by the response count for the position choice, divided by the total 'Count' of the choice.

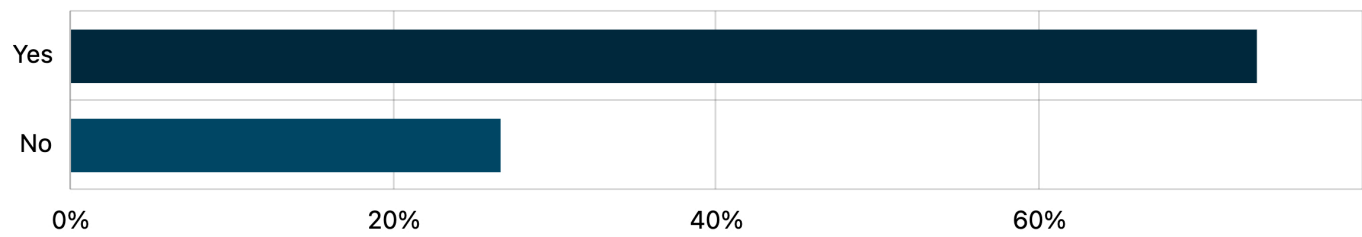
11. Over the last 12 months, how frequently did you CALL the City on the phone to learn something or do business? (One answer only, please.)

Multi Choice | Skipped: 1 | Answered: 407 (99.8%)



Answer choices	Percent	Count
Not at all over the last 12 months	38.82%	158
Just once	18.92%	77
A few times throughout the year	35.63%	145
A few times a month	4.91%	20
Once a week or more	1.47%	6
Daily	0.25%	1
Total	100.00%	407

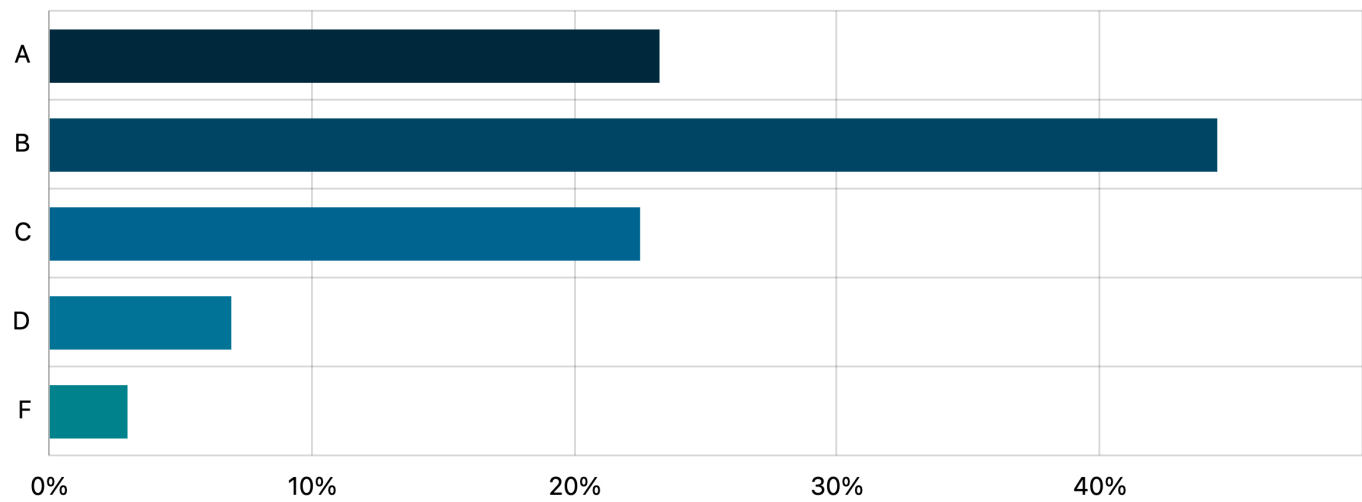
12. For your most recent need or transaction, were you able to complete your business in one call or visit?
Multi Choice | Skipped: 47 | Answered: 361 (88.5%)



Answer choices	Percent	Count
Yes	73.41%	265
No	26.59%	96
Total	100.00%	361

13. How would you grade okc.gov (overall)?

Multi Choice | Skipped: 3 | Answered: 405 (99.3%)

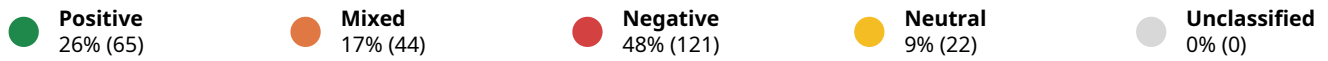


Answer choices	Percent	Count
A	23.21%	94
B	44.44%	180
C	22.47%	91
D	6.91%	28
F	2.96%	12
Total	100.00%	405

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

Long Text | Skipped: 156 | Answered: 252 (61.8%)

Sentiment



Tags

No tag data

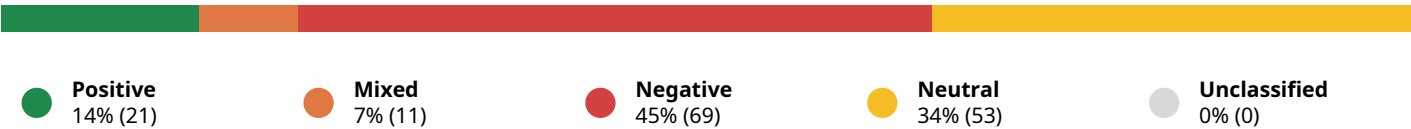
Featured Contributions

No featured contributions

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

Long Text | Skipped: 254 | Answered: 154 (37.7%)

Sentiment



Tags

No tag data

Featured Contributions

No featured contributions