

## QUESTIONS ABOUT THE COMMUNITY AND PUBLIC SERVICES

**A1. Please rate each of the following aspects of quality of life in Broken Arrow.**

	Excellent	Good	Fair	Poor	Don't know
Broken Arrow as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Broken Arrow as a place to raise children	1	2	3	4	5
Broken Arrow as a place to work	1	2	3	4	5
Broken Arrow as a place to visit	1	2	3	4	5
Broken Arrow as a place to retire	1	2	3	4	5
The overall quality of life in Broken Arrow	1	2	3	4	5
Sense of community in Broken Arrow	1	2	3	4	5

**A2. Please rate each of the following characteristics as they relate to Broken Arrow as a whole.**

	Excellent	Good	Fair	Poor	Don't know
Overall economic health of Broken Arrow	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Broken Arrow	1	2	3	4	5
Overall design or layout of Broken Arrow's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Broken Arrow (water, sewer, storm water, sanitation)	1	2	3	4	5
Overall feeling of safety in Broken Arrow	1	2	3	4	5
Overall quality of the natural environment in Broken Arrow	1	2	3	4	5
Overall quality of parks and recreation opportunities in Broken Arrow	1	2	3	4	5
Overall health and wellness opportunities in Broken Arrow	1	2	3	4	5
Overall opportunities for education, culture, and the arts	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

**A3. Please indicate how likely or unlikely you are to do each of the following.**

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Recommend living in Broken Arrow to someone who asks	1	2	3	4	5
Remain in Broken Arrow for the next 10 years	1	2	3	4	5

**A4. Please rate how safe or unsafe you feel.**

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day	1	2	3	4	5	6
In BA's downtown/commercial areas during the day	1	2	3	4	5	6
From property crime	1	2	3	4	5	6
From violent crime	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

**A5. Please rate the job you feel the Broken Arrow community does at each of the following.**

	Excellent	Good	Fair	Poor	Don't know
Making all residents feel welcome	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	1	2	3	4	5
Responsiveness of Fire and EMS services	1	2	3	4	5

**A6. Please rate each of the following in the Broken Arrow community.**

	Excellent	Good	Fair	Poor	Don't know
Overall quality of business and service establishments in Broken Arrow	1	2	3	4	5
Variety of business and service establishments in BA	1	2	3	4	5
Vibrancy of downtown/commercial areas	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in BA	1	2	3	4	5
Overall image or reputation of BA	1	2	3	4	5

**A7. Please also rate each of the following in the Broken Arrow community.**

	Excellent	Good	Fair	Poor	Don't know
Traffic flow on major streets	1	2	3	4	5
Ease of public parking	1	2	3	4	5
Ease of travel by car in Broken Arrow	1	2	3	4	5
Ease of travel by public transportation in Broken Arrow	1	2	3	4	5
Ease of travel by bicycle in Broken Arrow	1	2	3	4	5
Ease of walking in Broken Arrow	1	2	3	4	5
Well-planned residential growth	1	2	3	4	5
Well-planned commercial growth	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Overall quality of new development in Broken Arrow	1	2	3	4	5
Overall appearance of Broken Arrow	1	2	3	4	5
Cleanliness of Broken Arrow	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventative health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts	1	2	3	4	5
Availability of affordable quality childcare/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride	1	2	3	4	5
Neighborliness of residents in Broken Arrow	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5

**A8. Please indicate whether you have done each of the following in the last 12 months.**

	No	Yes
Contacted the City of Broken Arrow (in-person, telephone, email, web, social media, mobile app) for help or information	1	2
Contacted Broken Arrow elected officials (in-person, telephone, email, social media) to express your opinion	1	2
Attended a local public meeting of local elected officials like Broken Arrow City Council, Planning Commission, advisory boards, town halls, HOA, etc.	1	2
Watched a local public meeting (online or on television)	1	2
Volunteered your time to some group/activity in Broken Arrow	1	2
Campaigned or advocated for a local issue, cause, or candidate	1	2
Voted in your most recent local election	1	2
Used bus or other public transportation instead of driving	1	2
Carpooled with other adults or children instead of driving alone	1	2
Walked or biked instead of driving	1	2

**A9. Please rate the following categories of Broken Arrow government services.**

	Excellent	Good	Fair	Poor	Don't know
The value of services for the taxes paid to Broken Arrow	1	2	3	4	5
The overall direction that Broken Arrow is taking	1	2	3	4	5
The job Broken Arrow government does at welcoming resident involvement	1	2	3	4	5
Overall confidence in Broken Arrow government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest	1	2	3	4	5
Being open and transparent to the public	1	2	3	4	5
Informing residents about issues facing the community	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5
Treating residents with respect	1	2	3	4	5

**A10. Please rate the quality of each of the following services in Broken Arrow.**

	Excellent	Good	Fair	Poor	Don't know
Public information provided by Broken Arrow government	1	2	3	4	5
Economic development	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Street repair	1	2	3	4	5

Street cleaning	1	2	3	4	5
Street lighting	1	2	3	4	5
Snow/ice removal	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Land use, planning, and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Affordable high-speed internet access	1	2	3	4	5
Garbage collection	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.)	1	2	3	4	5
Power utility (electric and gas)	1	2	3	4	5
Utility billing	1	2	3	4	5
Police/Sheriff services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Animal control	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Fire services	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts)	1	2	3	4	5
Open space in Broken Arrow	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Broken Arrow parks	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Overall customer service by Broken Arrow employees (police, receptionists, planners, etc.)	1	2	3	4	5

**A11. Please rate how important, if at all, you think it is for the Broken Arrow community to focus on each of the following in the coming 10 years.**

	Essential	Very important	Somewhat important	Not at all important
Overall economic health of Broken Arrow	1	2	3	4
Overall quality of the transportation system in Broken Arrow - auto	1	2	3	4
Overall quality of the transportation system in Broken Arrow - bicycle	1	2	3	4
Overall quality of the transportation system in Broken Arrow - foot	1	2	3	4
Overall quality of the transportation system in Broken Arrow - bus	1	2	3	4
Overall design or layout of Broken Arrow's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in Broken Arrow (water, sewer, storm water, trash/recycling)	1	2	3	4
Overall feeling of safety in Broken Arrow	1	2	3	4
Overall quality of natural environment in Broken Arrow	1	2	3	4
Overall quality of parks and recreation opportunities	1	2	3	4
Overall health and wellness opportunities in Broken Arrow	1	2	3	4
Overall opportunities for education, culture, and the arts	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

## QUESTIONS ABOUT THE SURVEY TAKER AND HIS/HER HOUSEHOLD

**B1. In general, how many times do you:**

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email	1	2	3	4	5	6
Share your opinion online	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

**B2. What impact, if any, do you think the economy will have on your family income over the next year? Do you think the impact will be:**

Very positive
Somewhat positive
Neutral
Somewhat negative
Very negative

**B3. How many years have you lived in Broken Arrow?**

Less than 2 years
2-5 years
6-10 years
11-20 years
More than 20 years

**B4. What best describes the building you live in?**

One family house detached from any other houses
Building with two or more homes (duplex, townhome, apartment, or condominium)
Mobile home
Other

**B5. Do you rent or own your home?**

Rent
Own

**B6. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?**

Less than \$500	\$2,000 to \$2,499
\$500 to \$999	\$2,500 to \$2,999
\$1,000 to \$1,499	\$3,000 to \$3,499
\$1,500 to \$1,999	\$3,500 or more

**B7. Are you or any other members of your household aged 65 or older?**

No
Yes

**B8. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

Less than \$25,000	\$75,000 to \$99,999
\$25,000 to \$49,999	\$100,000 to \$149,999
\$50,000 to \$74,999	\$150,000 or more

**B9. Are you Spanish, Hispanic, or Latino?**

No, not Spanish, Hispanic, or Latino
Yes, I consider myself to be Spanish, Hispanic, or Latino

**B10. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

American Indian or Alaskan Native
Asian, Asian Indian, or Pacific Islander
Black or African American
White
Other



**B11. In what category is your age?**

18-24 years
25-34 years
35-44 years
45-54 years
55-64 years
65-74 years
75 years or older

**B12. What is your gender?**

Woman
Man

**B13. How do you and your household receive information from the Broken Arrow government about what is happening in the community? Check all that apply.**

City social media sites such as Facebook, Twitter, Nextdoor, etc.
City website
City notifications via email and text messaging
City mobile app
City government access channel on cable TV
From social media channels other than the city's official pages
From local media coverage
From friends and/or family
I don't receive updated information from the City

**B14. Are you a registered voter?**

No
Yes

## SPECIFIC QUESTIONS THE CITY WANTS ADDED TO THE SURVEY

C1. Over the last 10 years, the city has widened XX miles of arterial streets to improve the roadway and ease traffic congestion. As previously directed by voters who approved past General Obligation Bond propositions, several more miles are currently under construction or nearing the construction phase. Please indicate which miles of city streets you would like to see improved in the future.

Example: 209th E. Avenue between Kenosha and Albany streets

Write-in answer
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C2. Please rate how important it is to you that the city continues focusing on efforts to increase connectivity by making improvements to existing sidewalks and adding new sidewalks where none exist?

Essential = 1	Very important = 2	Somewhat important = 3	Not at all important = 4
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C3. An emphasis has been placed on providing streets that are accessible by all people regardless of their mode of travel. Please rate how important it is the city continues expanding the trail system around Broken Arrow as well as enhancing mobility for modes of travel other than motor vehicles?

Essential = 1	Very important = 2	Somewhat important = 3	Not at all important = 4
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C4. Streetscaping, or beautification, refers to the visual elements of a roadway including trees, landscaping, off-street furniture, fencing, and lighting similar to the voter-approved streetscaping improvements that were recently completed at New Orleans Square. Please rate how important the beautification of the city's intersections and streets is to you?

Essential = 1	Very important = 2	Somewhat important = 3	Not at all important = 4
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C5. Please rate how supportive you would be of spending tax dollars to relocate overhead power lines underground? Relocating power lines enhances the overall aesthetics of a community, while helping to reduce power outages, safety hazards, and blocked roadways due to downed lines.

Very supportive = 1	Somewhat supportive = 2	Not at all supportive = 3
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C6. In past bond elections, voters approved the purchase of new emergency fire vehicles, a new fire station, police and fire training center expansion, outdoor warning siren system upgrades, jail expansion, among other public safety items. The safety and well-being of residents and visitors of Broken Arrow is of utmost importance to city leaders. Please tell us what public safety improvements you would like to see in Broken Arrow. Keep in mind, General Obligation Bonds cannot be used to hire more officers or firefighters.

Write-in answer
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**C7. The current lodging tax rate for a hotel or motel room rental in Broken Arrow is 4 percent. How supportive would you be of a 3 percent increase in the lodging tax levied on rent received from guests staying at hotels and motels in BA? The funds received from this increase would be used for marketing and advertising to promote Broken Arrow.**

Very supportive = 1	Somewhat supportive = 2	Not at all supportive = 3
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**C8. Since 2019, the city has made improvements to several public parks including Jackson Park (new restrooms, parking lot expansion), Nienhuis Park (expanded the skate park, added a new trail), Arrowhead Park (installed shade structures, improved restrooms and concessions), and Indian Springs Sports Complex (new artificial turf soccer fields). Please rate how important the following potential improvements are to you.**

	Very important	Somewhat important	Not at all important
A new dog park	1	2	3
Pickleball courts	1	2	3
More sand volleyball courts	1	2	3
Another skate park expansion	1	2	3
A new splash pad	1	2	3
A new community swimming pool	1	2	3

**C9. Please rate how important it is to install new artificial turf baseball fields at Indian Springs Sports Complex and new artificial turf softball fields at Arrowhead Sports Complex for youth leagues as an attraction to host regional tournaments, minimize cancellations due to inclement weather, and reduce maintenance costs?**

Essential = 1	Very important = 2	Somewhat important = 3	Not at all important = 4
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**C10. Currently the city has two community centers, Nienhuis in north Broken Arrow and Central in downtown. Please rate how important it is to have a community center in the south part of Broken Arrow in Elam Park?**

Essential = 1	Very important = 2	Somewhat important = 3	Not at all important = 4
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**C11. In previous bond propositions approved by voters, new public facilities like the Veterans Center, Senior Center Annex, and Brown-Kimbrough Center for Arts, Innovation and Creativity have been built and opened in recent years. Veterans Center is a 4,600-square-foot facility managed by a board of directors that is home to five Veterans organizations. The Senior Center Annex is home to the non-profit Broken Arrow Seniors organization which provides a safe place with programs and activities for citizens 55 and older. The Brown-Kimbrough Center for Arts, Innovation and Creativity is a creative hub to encourage and enrich the thriving arts culture in the community. Other public facilities owned by the city but operated by organizations include the Military History Center, Museum Broken Arrow, and Community Playhouse. Please rate how supportive you would be of the following:**

	Very supportive	Somewhat supportive	Not at all supportive
Improvements to the Military History Center	1	2	3
Improvements to Museum Broken Arrow	1	2	3
Improvements to the Community Playhouse	1	2	3
Improvements to the Veterans Center	1	2	3
Improvements to the Senior Center	1	2	3
Improvements to the Senior Center Annex	1	2	3
Improvements to the Brown-Kimbrough Center for Arts, Innovation and Creativity	1	2	3
Construction of new building(s) based on need	1	2	3

**C12. When it comes to spending city tax dollars on new projects to improve stormwater and drainage issues in Broken Arrow, voters have strongly supported funding these propositions in the past. Please rate how important it is to continue investing in these types of infrastructure.**

Essential = 1	Very important = 2	Somewhat important = 3	Not at all important = 4
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