

2017 Broken Arrow Citizen Survey



BROKEN ARROW

Where opportunity lives



Cover letter

1. Below is a list of services provided by the City of Broken Arrow. For each service, please tell us how you would describe the quality of service. Check the box that best matches your opinion.

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Below Average</i>	<i>Poor</i>	<i>No Opinion</i>
Police services	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Below Average</i>	<i>Poor</i>	<i>No Opinion</i>
Fire and EMS services	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Below Average</i>	<i>Poor</i>	<i>No Opinion</i>
Public utilities (water and sewer)	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Below Average</i>	<i>Poor</i>	<i>No Opinion</i>
Trash collection services	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Below Average</i>	<i>Poor</i>	<i>No Opinion</i>
Street maintenance	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Below Average</i>	<i>Poor</i>	<i>No Opinion</i>
City Parks	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Below Average</i>	<i>Poor</i>	<i>No Opinion</i>

2. How satisfied are you with the following items related to the City of Broken Arrow?

Check the box that best matches your opinion.

	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>No Opinion</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
Quality of customer service when you deal with City employees	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>No Opinion</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
Availability of information about City programs and services	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>No Opinion</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
Quality of public safety in the City of Broken Arrow	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>No Opinion</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
Traffic flow and ease of getting around town	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>No Opinion</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
Quality of City buildings and facilities	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>No Opinion</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
Overall quality of life in the City of Broken Arrow	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>No Opinion</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>

3. What do you think is the most important issue facing the City of Broken Arrow over the next few years? Simply click on the box below and type your answer. Write your answer in the area provided below.

4. Generally speaking, would you say you have a positive or negative feeling toward the City of Broken Arrow? Check the box that best describes your feeling.

☐ *Very Positive* ☐ *Somewhat Positive* ☐ *Somewhat Negative* ☐ *Very Negative* ☐ *No Opinion*

5. How would you describe the current level of taxation in the City of Broken Arrow?

☐ *I think city taxes are too low* ☐ *I think city taxes are just about right* ☐ *I think city taxes are too high*

6. City leaders are considering a number of new projects intended to improve streets and ease traffic congestion in Broken Arrow. These projects would widen streets and roadways; resurface and repair streets and bridges; widen access ramps; and upgrade traffic signals. Do you support or oppose these new projects to improve streets and ease traffic congestion? Check the box that best matches your opinion.

☐ *Strongly Support* ☐ *Somewhat Support* ☐ *Somewhat Oppose* ☐ *Strongly Oppose* ☐ *No Opinion*

7. When it comes to the city spending money on new projects for streets, please tell us which things you think are important to invest in. Check the box that best matches your opinion.

	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Widening streets	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Resurfacing streets	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Repairing streets	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Adding turn lanes in certain areas	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Widening access ramps	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Upgrading traffic signals	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Adding sidewalks	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Adding community trails	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Streetscaping and beautification	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>

8. Is there a project not listed here that you think would improve streets and ease traffic congestion in Broken Arrow? Write your answer in the area provided below.

9. City leaders are considering a number of new projects intended to improve public safety in Broken Arrow. These projects would relocate and build two fire stations; provide needed fire equipment and vehicles; improve jail security and renovate the police training center; and replace 33 sirens throughout the city. Do you support or oppose these new projects to improve public safety?

Check the box that best matches your opinion.

☐ **Strongly Support** ☐ **Somewhat Support** ☐ **Somewhat Oppose** ☐ **Strongly Oppose** ☐ **No Opinion**

10. When it comes to spending city tax dollars on new projects for public safety, please tell us which things you think are most important to invest in. Check the box that best matches your opinion.

	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Relocating and building two fire stations	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Purchasing needed fire equipment and vehicles	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Renovating the jail and police training center	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Replacing sirens	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>

11. Is there a project not listed here that you think would improve public safety in Broken Arrow?

Write your answer in the area provided below.

12. City leaders are considering a number of new projects intended to improve the overall quality of life in Broken Arrow. These projects would add synthetic turf to athletic fields; replace playground equipment in a number of parks; install a new irrigation system at Battle Creek Golf Course; buy new land for future park expansion; and install infrastructure for a new park. Do you support or oppose these new projects to improve the overall quality of life in Broken Arrow?

☐ **Strongly Support** ☐ **Somewhat Support** ☐ **Somewhat Oppose** ☐ **Strongly Oppose** ☐ **No Opinion**

13. When it comes to spending city tax dollars on new projects to improve the quality of life in Broken Arrow, please tell us which things you think are most important to invest in.

Check the box that best matches your opinion.

	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Providing synthetic turf for athletic fields	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Replacing playground equipment in a number of parks	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Installing a new irrigation system at Battle Creek Golf Course	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Buying new land for future park expansion	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Installing infrastructure for a new park	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>

14. Is there a project not listed here that you think would improve the quality of life in Broken Arrow? Write your answer in the area provided below.

15. City leaders are considering a number of new projects intended to improve public facilities in Broken Arrow. These new projects would renovate and expand current maintenance facilities; add new city maintenance facilities; build an annex to the Senior Citizen Center; build a Veterans' Meeting Center; and build an addition to the Historical Museum. Do you support or oppose these new projects to improve public facilities? Check the box that best matches your opinion.

☐ **Strongly Support** ☐ **Somewhat Support** ☐ **Somewhat Oppose** ☐ **Strongly Oppose** ☐ **No Opinion**

16. When it comes to spending city tax dollars on new projects to improve public facilities in Broken Arrow, please tell us which things you think are most important to invest in.

Check the box that best matches your opinion.

	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Adding new city maintenance facilities	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Building an annex to the Senior Citizen Center	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Renovating and expanding current city maintenance facilities	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Building a Veterans' Meeting Hall	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Building an addition to the Historical Museum	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>

17. City leaders are considering a number of new projects intended to improve storm water drainage issues throughout Broken Arrow. These new projects would upgrade culverts and drainage systems in certain areas, and replace four bridges. Do you support or oppose these new projects to improve storm water and drainage issues? Check the box that best matches your opinion.

☐ **Strongly Support** ☐ **Somewhat Support** ☐ **Somewhat Oppose** ☐ **Strongly Oppose** ☐ **No Opinion**

18. When it comes to spending city tax dollars on new projects to improve storm water and drainage issues in Broken Arrow, please tell us which things you think are most important to invest in.

Check the box that best matches your opinion.

	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Making drainage improvements to Stone Ridge Towne Center	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Making drainage improvements to Village Square – Vandever Acres	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Upgrading culverts for Indian Springs Channelization	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>
Replacing four bridges	<i>Extremely Important</i>	<i>Very Important</i>	<i>Not Important</i>	<i>No Investment is Needed</i>	<i>No Opinion</i>

19. Because of population growth, the current City Hall building is too small to hold enough employees to adequately serve the public. Do you think the City of Broken Arrow should build a new City Hall within the next ten years, or pursue other options?

☐ **Build a new City Hall** ☐ **Pursue other options** ☐ **No opinion**

20. Growth and development have led to parking challenges in Downtown Broken Arrow. Do you think the City of Broken Arrow should build a parking garage to address this issue, or pursue other options?

☐ **Build a parking garage** ☐ **Pursue other options** ☐ **No opinion**

21. Some have suggested the idea of designing and building a rose garden in Central Park that would be a stunning attraction for the Rose District. This would cost an estimated \$7 million. Do you think designing and building a rose garden in Central Park is a good idea or not a good idea?

☐ **It's a good idea** ☐ **It's not a good idea** ☐ **No Opinion**

22. Some have suggested the idea of designing and building a new sports complex for Broken Arrow families. This would cost an estimated \$5 million. Do you think designing and building a new sports complex is a good idea or not a good idea?

☐ **It's a good idea** ☐ **It's not a good idea** ☐ **No Opinion**

23. City leaders have partnered with local business groups and area schools to develop a plan for a potential project called the "Innovation District." Supporters of the Innovation District say it will merge high-tech manufacturing, housing, and education, eventually attracting thousands of high-paying jobs to Broken Arrow. Do you think the Innovation District is a project the city should pursue?

☐ **Yes, it is a worthy project** ☐ **No, I don't think so** ☐ **No Opinion**

24. Please tell us if you agree or disagree with the following statements about the City of Broken Arrow.

Check the box that best matches your opinion.

	<i>Strongly Agree</i>	<i>Somewhat Agree</i>	<i>Somewhat Disagree</i>	<i>Strongly Disagree</i>	<i>No Opinion</i>
Broken Arrow is an excellent place to live.	<i>Strongly Agree</i>	<i>Somewhat Agree</i>	<i>Somewhat Disagree</i>	<i>Strongly Disagree</i>	<i>No Opinion</i>
Broken Arrow is an excellent place to raise a family.	<i>Strongly Agree</i>	<i>Somewhat Agree</i>	<i>Somewhat Disagree</i>	<i>Strongly Disagree</i>	<i>No Opinion</i>
I always feel safe in my neighborhood.	<i>Strongly Agree</i>	<i>Somewhat Agree</i>	<i>Somewhat Disagree</i>	<i>Strongly Disagree</i>	<i>No Opinion</i>
I believe Broken Arrow is moving in the right direction.	<i>Strongly Agree</i>	<i>Somewhat Agree</i>	<i>Somewhat Disagree</i>	<i>Strongly Disagree</i>	<i>No Opinion</i>
The Mayor and City Council are doing a great job.	<i>Strongly Agree</i>	<i>Somewhat Agree</i>	<i>Somewhat Disagree</i>	<i>Strongly Disagree</i>	<i>No Opinion</i>

25. How many years have you lived in Broken Arrow?

- ☐ I do not live in Broken Arrow
☐ Less than three years
☐ 3-5 years; 6-10 years
☐ 11-15 years
☐ Longer than 15 years

26. Check all that apply:

- ☐ I am a resident of Broken Arrow
☐ I am a business owner in Broken Arrow
☐ I work in Broken Arrow
☐ I have at least one family member living in Broken Arrow
☐ I am a Broken Arrow city employee

27. What is your age?

- ☐ Under 25 years
☐ 25-34 years
☐ 35-44 years
☐ 45-54 years
☐ 55-64 years
☐ 65-74 years
☐ 75 or more years

28. In which political party are you registered to vote?

- ☐ Republican
☐ Democrat
☐ Libertarian
☐ Independent
☐ I am not registered to vote

29. Which of the following best describes your race or ethnicity?

- ☐ Check all that apply
☐ Asian/Pacific Islander
☐ American Indian
☐ Black/African American
☐ Hispanic/Latino
☐ White/Caucasian
☐ Other

30. Which of the following broad ranges best describes your annual household income?

- ☐ Under \$35,000
☐ \$35,000-\$50,000
☐ \$50,000-\$75,000
☐ \$75,000-\$100,000
☐ \$100,000 or more