

# Shawnee Community Survey

## Results and Discussion



**THE NCS™**

**The National Citizen Survey™**



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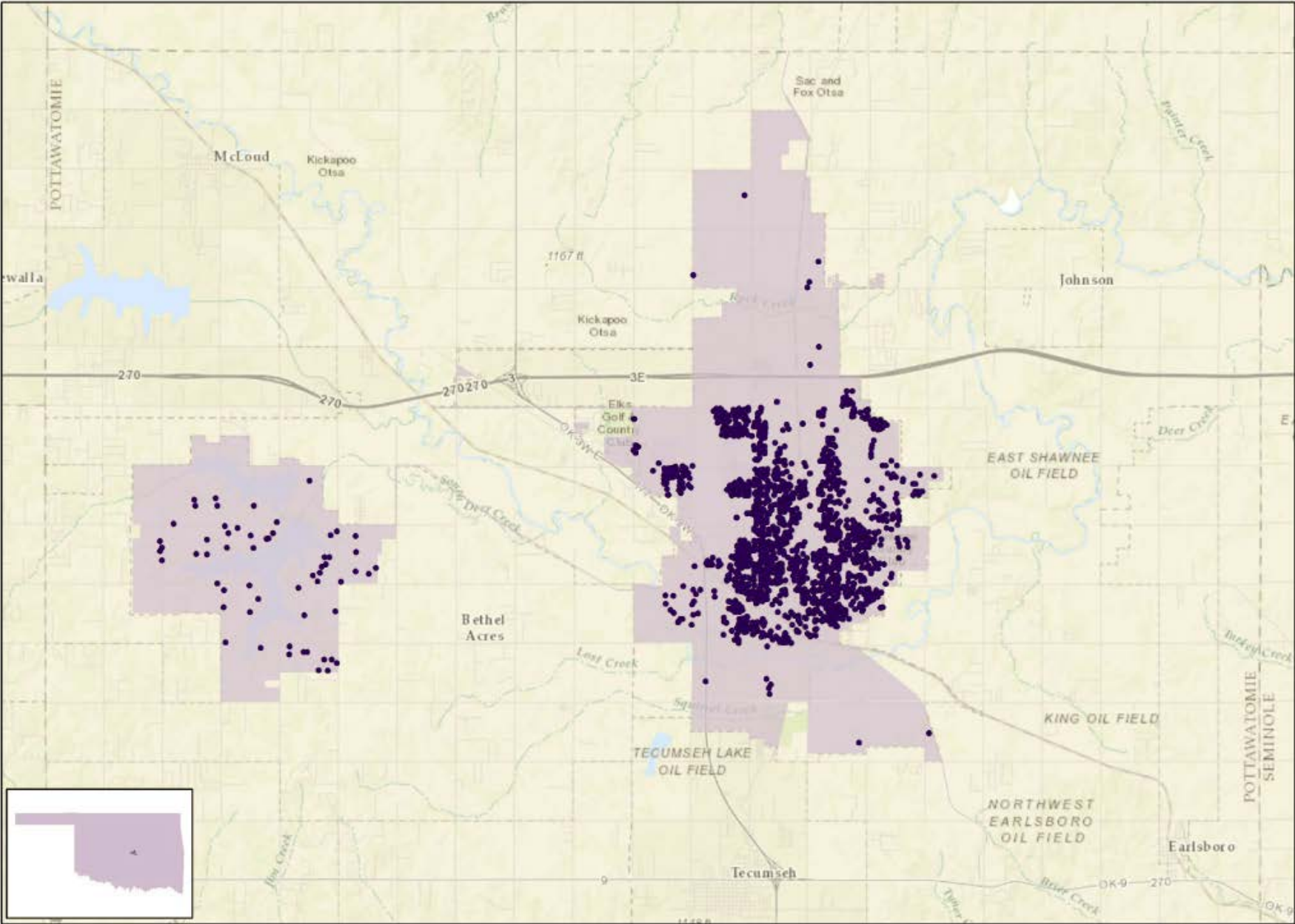
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# Survey Process Summary

- Surveys mailed in November 2016
- Scientifically-valid, random survey
- 2,200 surveys mailed, 2062 valid households
- 420 survey returned for a response rate of 20%
- 95% confidence interval (5% margin of error)
- 480 residents completed the online “opt-in” survey (900 combined)

Figure 1: Location of Survey Recipients



Survey Recipients in Shawnee, OK

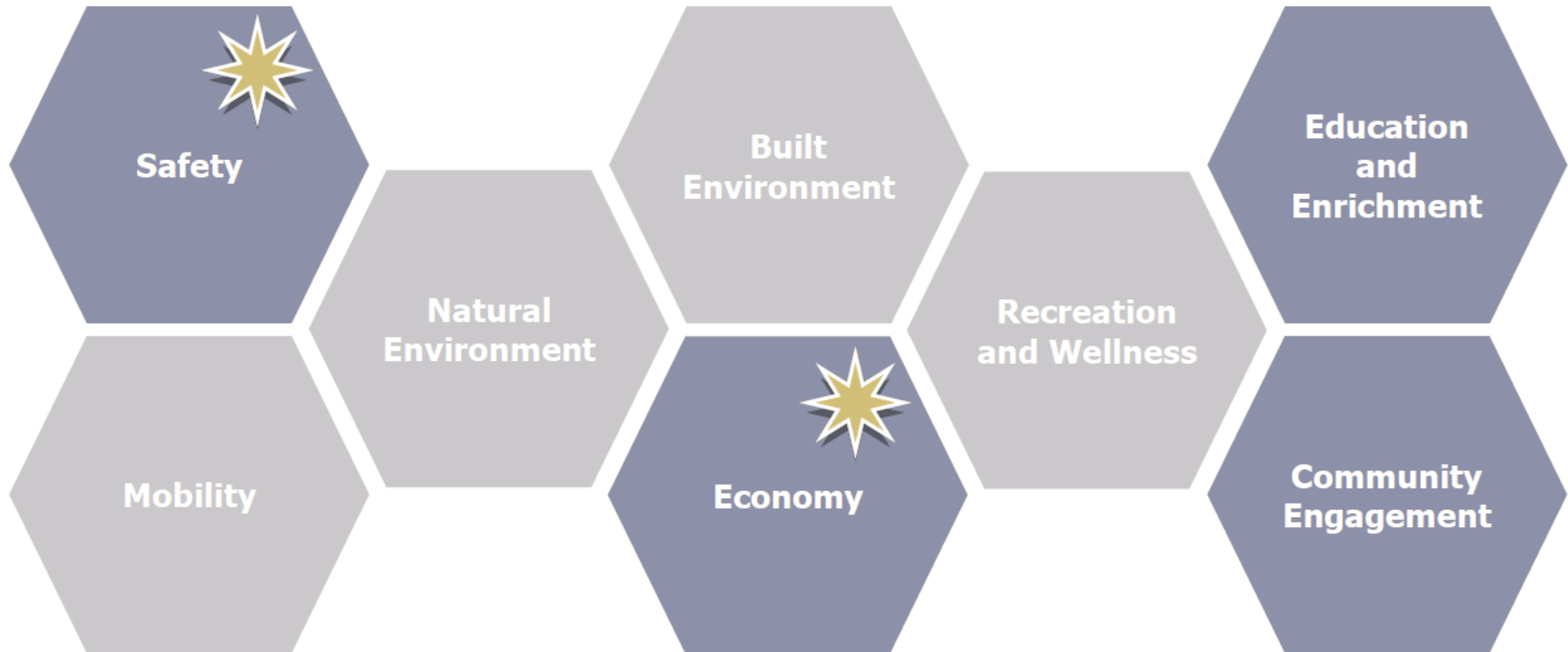
- Survey Recipients

# Quality of Life – Broad Categories

## Legend

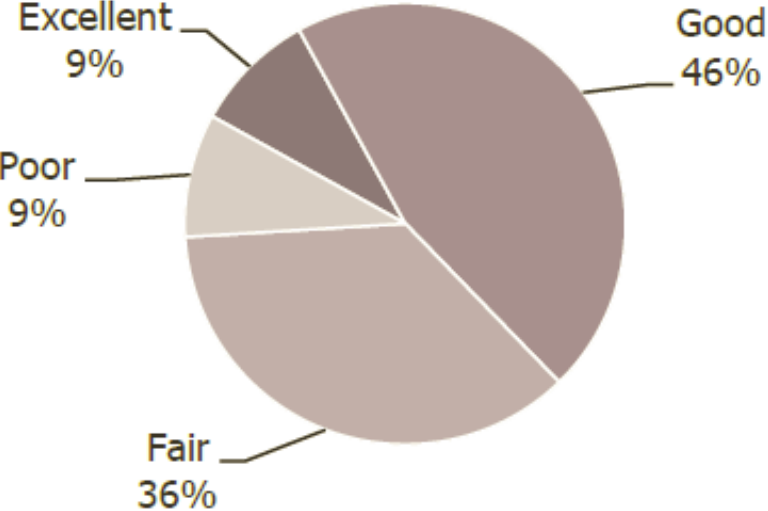
- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

★ Most important



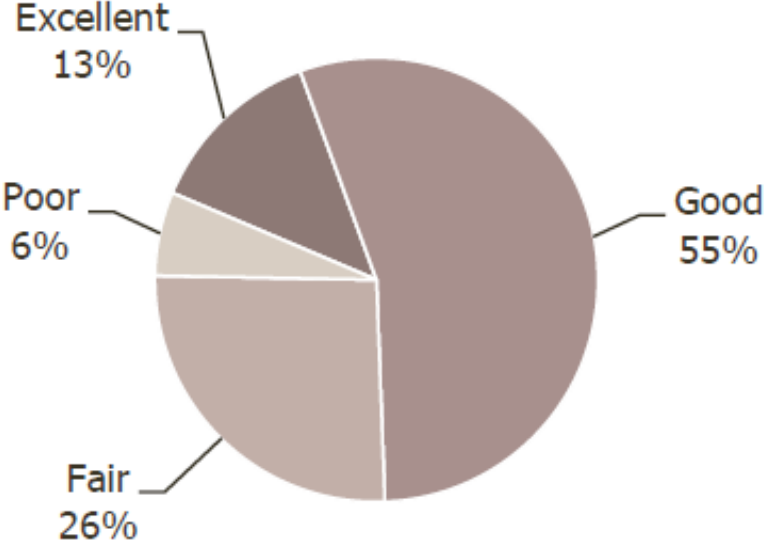
# Quality of Life

### Overall Quality of Life



Excellent or Good: 55%  
(lower than benchmark)

### Place to Live



Excellent or Good: 68%  
(lower than benchmark)

# National Benchmarks Met

- Utility Billing rated excellent or good by 61%, meeting benchmark
- Police, Fire, EMS, traffic enforcement
- Garbage collection and recycling highly rated
- Land use, planning and zoning, economic development, quality of new development all meet benchmarks
- Community engagement generally high overall
- Overall ease of travel, public parking rated well

# National Benchmarks Met

- Majority feel safe in their neighborhood (85%)
- Affordable quality housing
- Employment, shopping opportunities
- High percentage of people work in Shawnee (fewer commuters)
- Strong support for Economic Development and downtown revitalization
- Overall direction of the City rated positively by more than half



# National Benchmarks Not Met

- Crime prevention, overall feeling of safety
- Animal welfare
- Code enforcement, City cleanliness
- Street repair, sidewalk maintenance, street lighting, storm drainage
- Cable television (not a City service)
- All health, recreation and wellness categories, lack of trails/sidewalks

# National Benchmarks Not Met

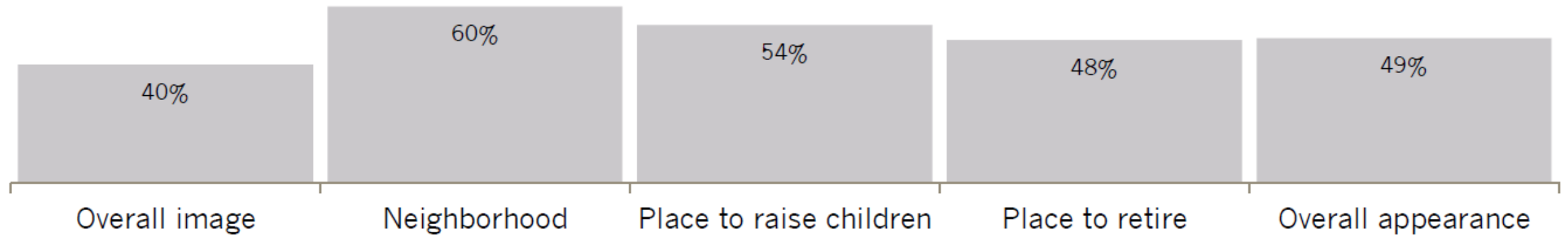
- Transit options
- Vibrant downtown, commercial areas
- Overall image and reputation – governance/trust
- Overall quality of City services
- Place to raise children

# Community Characteristics

*Percent rating positively (e.g., excellent/good)*

Comparison to national benchmark

■ Higher ■ Similar ■ Lower

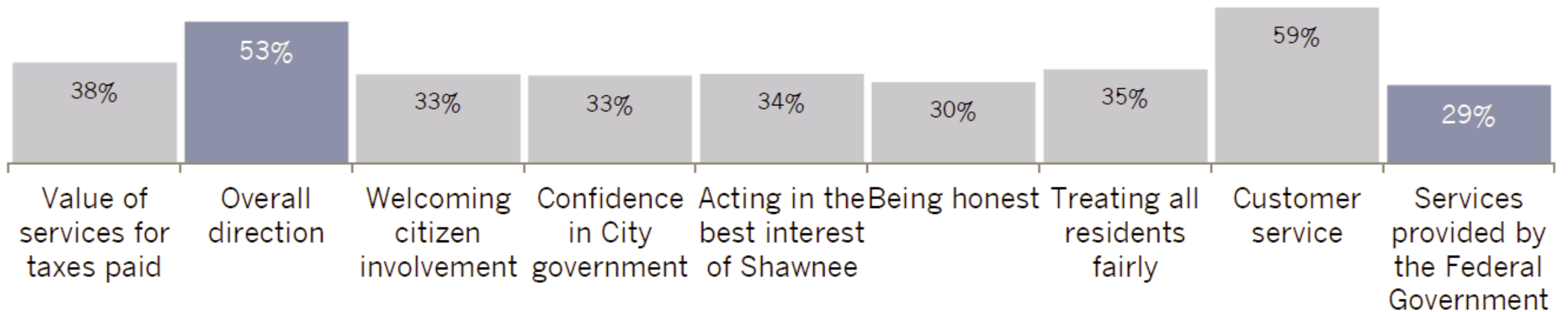


# Governance

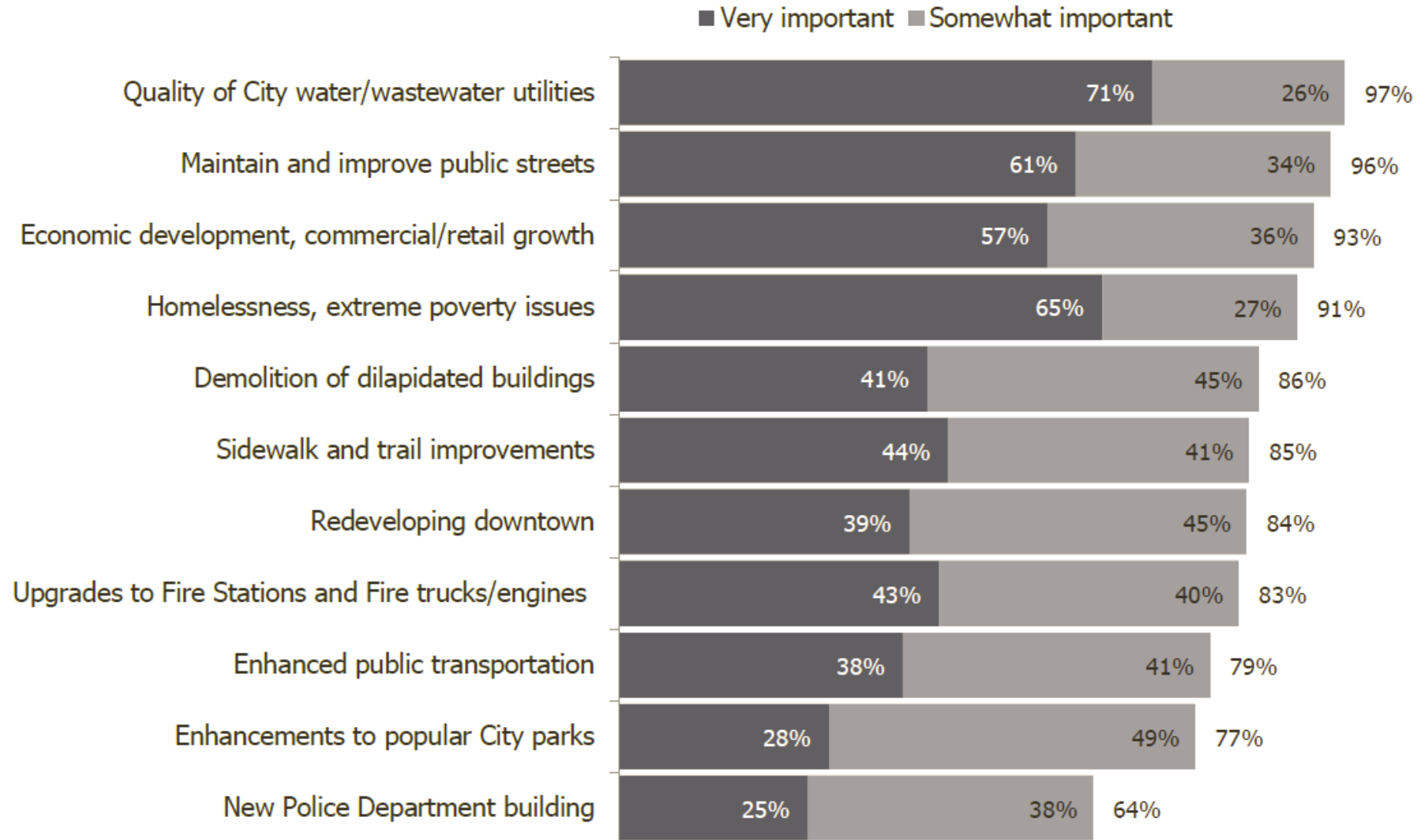
Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

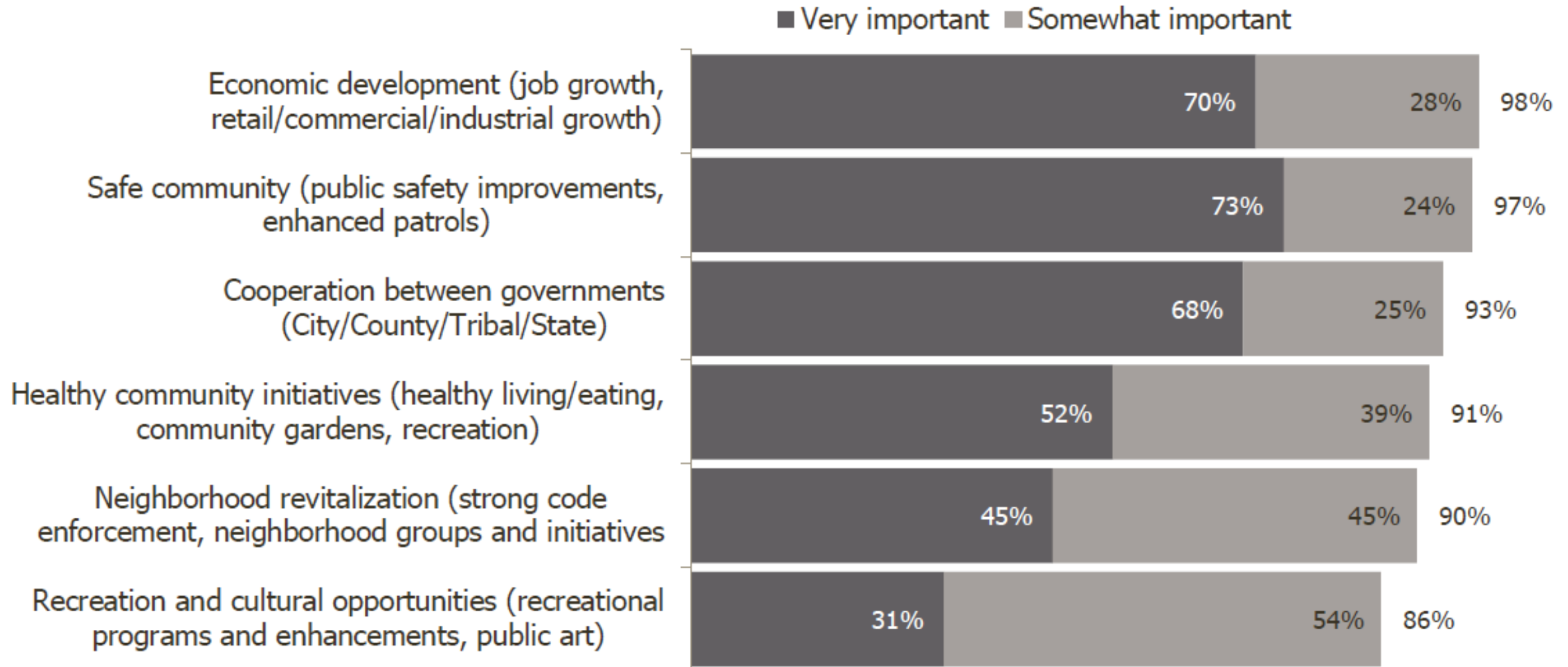
■ Higher ■ Similar ■ Lower



# Importance of Various Initiatives



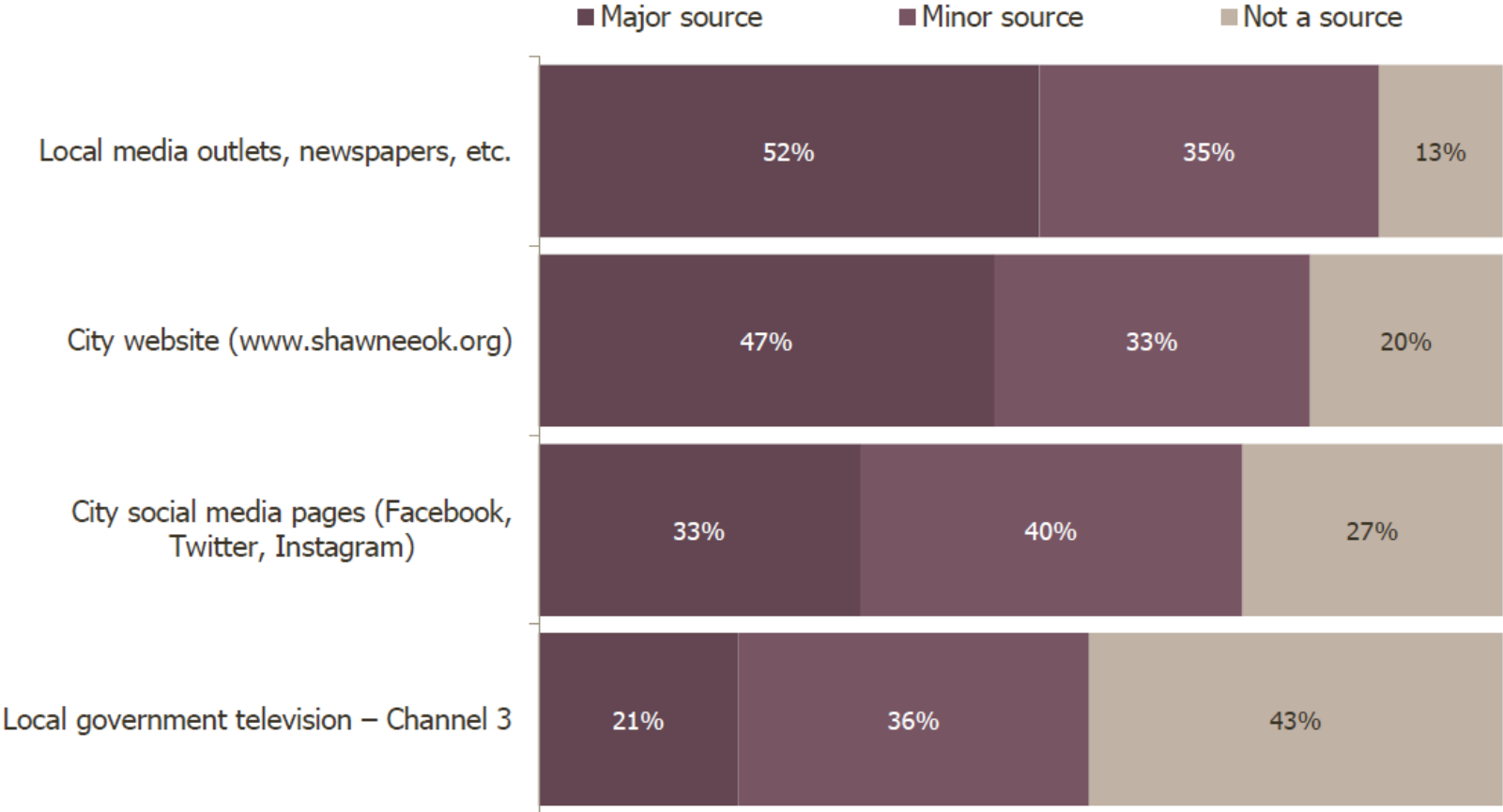
# Strategic Planning Items



# Sources of Information

Figure 7: Sources of Information

*Please indicate how much of a source, if at all, you consider each of the following for obtaining information about City government, events and services:*



# Using the Results

- Internal use: management team evaluating customer service, public education, and service delivery improvements
- Shawnee Strategic Plan should incorporate findings and address action plan with performance measures with focal areas:
  - Public Safety
  - Health and Wellness
  - Street/Sidewalk Maintenance
  - Governance
  - Economic Development
  - Communication
- Avedis: Blue Zones, Community Renewal initiatives consistent with expressed needs and preferred direction
- Focus on partnerships and collaboration
- Repeat the survey in three years and track progress
- Budget tool and funding evaluation



Questions and Comments?



Shawnee

Great things on the horizon