



CITY OF OAKLAND PARK, FL 2010

DRAFT Report of Open-ended Question



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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Oakland Park staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Oakland Park staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

ABOUT CLOSED-ENDED AND OPEN-ENDED QUESTIONS

Questions can either be asked in a closed-ended or open-ended manner. A closed-ended question is one where a set of response options is listed on the survey. Those taking the survey respond to each option listed. Open-ended questions have no answer choices from which respondents select their response. Instead, respondents must “create” their own answers and state them in their own words. The verbatim responses are categorized by topic area using codes. An “other” category is used for responses falling outside the coded categories. In general, a code is assigned when at least 5-10% of responses will fit the code.

Advantages of an open-ended question include:

- Responses are not prompted, allowing respondents to provide answers that are not anticipated or well known.
- This type of question tends to capture response options that come to mind most quickly.
- The final result can be richer, since verbatim responses are included in an appendix, giving you and others a chance to “hear” the voice of respondents in their own words.
- There is a smaller risk of missing important dimensions.

VERBATIMS

Respondents were asked to record their opinions about Oakland Park in the following question:

- In your opinion, what is the most important thing the City could do to make Oakland Park a better place to live?

The verbatim responses were categorized by topic area and those topics are reported in the following table with the percent of responses given in each category. Because some comments from residents covered more than a single topic, each topic mentioned by a resident was categorized and counted for the table below. Those verbatim responses are grouped by the first topic listed in each comment whenever a respondent mentioned more than a single topic. Verbatim comments that contain more than one topic nevertheless appear only once (in the category of the first topic listed), however the analysis in the table below counts each of the topic areas given by all respondents regardless where those topics appeared in the comment.

Results from the open-ended question are best understood by reviewing the table of frequencies that summarize responses as well as the actual verbatim responses themselves.

Question 18d: In your opinion, what is the most important thing the City could do to make Oakland Park a better place to live?	
	Percent of Respondents
Improve code enforcement- clean up streets and private property, nuisance problems, rental issues	30%
Improve public safety/More police/Crime/Make the City safer	27%
Finance, budget, taxes, affordable housing, maintaining essential services	14%
Economic development, jobs, quality of businesses, downtown development	14%
Improve transportation, traffic signal timing, traffic flow, road repair, walkability	14%
Better community relations- events, activities for citizens, improve communication	12%
Improve, maintain, repair infrastructure (street lights, drainage, water, streets, garbage collection)	11%
Improve schools, programs for youth	8%
Reduce homelessness and panhandling	4%
Don't know/Like it the way it is/the City is doing a good job	6%
Other	11%
Total may exceed 100% as many respondents gave more than one answer.	

VERBATIM RESPONSES TO OPEN-ENDED QUESTIONS

The following pages contain the respondents' verbatim responses as written on the survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas according to the first response given.

IN YOUR OPINION, WHAT IS THE MOST IMPORTANT THING THE CITY COULD DO TO MAKE OAKLAND PARK A BETTER PLACE TO LIVE?

Improve code enforcement- clean up streets and private property, nuisance problems, rental issues

- 1. Pay interest on \$100-deposit for H2O or return after 1yr of good payment for senior citizen renters. 2. Reduce greatly \$25-/ mo bulk trash pick-up especially senior citizens w/ hardly any bulk pick-up.
- A stronger enforcement of code re: lawns parking on lawns, carport junk etc.
- Better code enforcement with regard to trash and run-down buildings and homes that do not maintain the looks at the property.
- Check on your, code enforcement.
- Clean up code enforcement done to all on an equal level; not by neighborhood. You have a new code person, Jay Quire and let him get things cleaned up.
- Clean up lots (empty) homes without residents.
- Clean up Oakland Park BL most of 95. There are people over here that care! Live in the lofts of Oakland forest while a very nice development we are surrounded by crime everything buildings on Oakland Park.
- Clean up the industrial usage part of 6th Ave put sensors or make traffic lights on roads blink at night.
- Continue to maintain the cleanliness. Don't allow abandoned homes to look decrepit it turns off potential buyers & isn't fair to residents
- Downtown O. P. Is disappointing. Dixie Hwy looks like a ghetto - The plantings along the railroad have not been maintained. I had hoped for more.
- Enforce codes to keep city appearance at a high. Ugly = low property values for everyone. Increase police presence with more cars on streets.
- Enforce noise violations in neighborhoods and on public streets (loud music in cars and at specific address - NW 31st St Oakland Pk blvd. behind area market). Have made numerous calls to police over the past 11 years.
- Get rid of all run down buildings.
- Have code enforcement find a way to be more effective - houses in our neighborhood are horrible (yes, people live in them) - brings down the overall perceived value of our properties (North Andrews Gardens), also, helps to have BSO presence.
- I live on a street where 80% of people take care of their property. Across the street. I have to look at a dump (inside the same) & no citations given to this person.
- I love living here. The only complaint I have is with rental properties. The police don't enforce sound ordinance, trash removal, dangerous pets and damage done to mine & other neighbors property.
- I love OP., kids love OP. I just would love the living room couches to stay off the front yard porches. People need to start helping each other more, and kids need a place to play, basketball, kick-ball when I went to school, we went home then runback to play at school yard.

Hop sketch basketball, baseball kick-ball jump rope, we need kids to be kids again. Can use do that! there all fenced out.

- I walk a lot in our neighborhoods and it really distress me the trash - peoples lawns, businesses, streets - would love a campaign urging people to be more thoughtful about throwing, paper, bottles, everything - this is a beautiful city but too much trash - even a dirty diaper - ugh -
- Improve "image" - e.g. Pixle Highway still looks forlorn, Andrews + 38th is depressing. Given the current economic climate, business development may not be feasible at this time , but other activities might help - e.g. Cultural events in the [illegible] few green spaces, e.g. , events for children, Pride events etc. Add ,musical events?
- Instruct the permit office to be flexible. I bought a huge amount of problem when I purchased my home. I am trying to do the right thing. I've had contractors working with inspectors. The inspectors have said "your contractor have done the work right to code but I want to see it done this way" It was done to code, but you want it done "your way"? 7 weeks, still no bathroom.
- Keep Oakland Park clean & keep recreation facilities available for our children.
- Keep our area neat & clean, safe & secure. Thank you for your efforts.
- Lower plants in median Low cars can not see over them. Sidewalks in off main St. Roads we have to walk on street.
- Maintain Appearance Do not let crime increase.
- Maintenance: Keeping the streets, parks, land, lakes clean - Important for safety & appearance. Keeping the trees trimmed - away from electric wires! Keeping the street lights & traffic lights working!
- Make sure the lots that are empty, be clean.
- More flowers in medians. Garbage cans placed back on sidewalk not in street. No trailers, boats etc in people's yards (visible)
- More trees and landscaping on major roads like Oakland Park Blvd & Commercial Blvd to soften the harsh commercial aspect they now have and encourage walking and bicycling.
- Plant trees for shade get rid of homeless people & synchronize traffic lights.
- Stronger code enforcement services.
- Tear down abandoned dwellings.
- To continue with the growth of the city, while cleaning up some of the older parts. To continue the fight against violent crimes and we would love to see more job opportunities here in the city.
- To take care of the parks and the green areas in the city.

Improve public safety/More police/Crime/Make the City safer

- Better police presence; also decrease the homeless population & get the homeless off the streets.
- Better security.
- "Cleaner Streets" more police on the streets, better and faster response. Drug control loiter control in front of stores 711, liquors stores, especially on Andrews Ave 38 street, commercial blvd, Oakland Pk blue and commercial/6th Ave. Moving out the homeless, crack-heads drug dealers, they are not capable on Andrews Ave, Commercial Blvd and Oakland Pk Blvd and PWCS. Cleaner street from trash and broken glass in front of homes and stores. The last 3 years I've seen the neighborhood go down, just because there's minorities not mean they live like pigs. There should be codes and regulations for the streets of Oakland Pk.
- Control crime, I have lived here for 36 years and the 'break-in's' and theft's are increasing each year. Do something about the 14 Latinos living in a single family home across the street from me! and the homeless guys on the DOT property.

- Crime, keep police services. Fire: emergency medical services. Since there is a cut in school activities the young kids need to be watched.
- Cut down on the drugs and crime. Enforce the no pants below your butt law. Clean up the streets of debris.
- Drug enforcement, Illegal drugs are every where.
- Get rid of problem causing, noisy people. Get rid of the homeless and clean up some areas. Need more traffic enforcement.
- Have a lot of police officers.
- Have more educate police officers (I'm born 1948 and I don't like it when a 20-25 year old officer call me boy the next time I will respond my way.
- Have police drive through neighborhoods from time to time, instead of worrying so much on traffic violations.
- I currently reside in prospect gardens. I am shocked at how bad this section really is to live in and has made me desperate to move. The younger people in this area are out of control. Living here has drastically changed my overall opinion. Main St. Is cute, but this area needs help.
- Increase police presence maintain codes for property values.
- Keep police services up for the crime in Oakland Park.
- Keep the Broward sheriffs office/police services.
- Maintain police & fire services, entice new businesses & restaurants, clean-up abandoned properties.
- Make it safer - Do something about BSO! do something about the Drugs-Gangs-Prostitution and try not to have code enforcement harass certain streets.
- More neighborhood police or citizen patrol - several houses on our street alone broke into, including mine.
- More patrol of its parks.
- More police on the street & patrolling all the streets keep the city's landscaping clean & neat & updated make sure that all street lighting is in working order.
- More police patrol am in neighborhoods.
- More police. More street lights. Too many unemployed are loitering. Much of Oakland Park is unsafe.
- More security at night time.
- Police need to actually answer calls! Even if they have to drive to an unsafe neighborhood like mine now or mine two years ago (park crest). Please don't cut their funds! They are crappy enough as it is.
- Police protection watch for speeders.
- Reduce home break ins.
- Safer / improve lighting / eliminate-street venders / improve cleanliness.
- Safety issues & Landscaping & safe walking paths & more street lights.
- Since the police station moved to Dixie Highway, there are no police cars visible in our neighborhood any longer for speeders, etc. Don't feel safe enough as we did before.
- So far in all the time that I lived here, I have liked everything about Oakland Park. If I had to pick something I would say to crack down harder on crime. We need a crime free city for the children.
- Stronger effort to rid streets of crack dealers, prostitution. The city is over son by crack & crack dealers. I am 60 yrs old & am approached daily if I want to buy drugs. No job opportunities.
- Stronger police presence.

Finance, budget, taxes, affordable housing, maintaining essential services

- “Tighten your belt”-watch your budget like a hawk. Every dollar should be accounted for. Every person accountable for their part of the budget. Make the \$ count. Which will reduce the pressure to have to cut your Services/Budget. Stop wasting money!
- Balance their budget and live within their means.
- Be more accountable. Over 4 years bearing property revenue the city did not improve services, did not reduce debt. Now you ask for tax increase (after increasing millage to the max!). This sounds like mismanagement to me.
- Become a neighborhood of Ft. Lauderdale instead of trying to be a city. Quit spending money on Dixie Highway projects and fix the street flooding problems.
- Become fiscally responsible.
- Build more affordable housing. (3 to 4 bedrooms). Transportation: Community Bus for Oakland Park A large community park with pools & Pavilions. A large Community hospital.
- City should cut back on over pay city employees fire & emergency charge a lot every times they service a residence. I also see misuse of city cars that could be a extra money save for the city.
- Do not bill those residents (for flood control) who are not in flood zones (streets) my neighbor (across from me) literally live in car port sometimes noisy etc makes my house look like??
- I am ok with increased taxes and fees for necessary services like police & fire.
- I think on a whole Oakland Park could be more user friendly to the middle class. It seems, as always, we take the brunt of Oakland Park costs.
- Just continue to keep the small people in mind who are not making 45 to 50,000 a year when you are asking for increases in taxes and keep moving in the right direction with these surveys really appreciate this.
- Keep up your public services. That is Oakland Park's strong point. Raise fees to pay for services.
- Keep within your budget.
- Lower property tax.
- Make living more affordable a lot of people are losing their jobs and being put out into the streets. Or they are being evicted and can't find another place to live because of that eviction.
- More affordable housing and jobs.
- Reduce the salary of politicians!
- Repeal the tire Fee, reduce taxes reduce city Hall, Depose of Main St.
- Stop beautification and use our tax money for necessary services.
- Stop wasting money & don't allow law breaking when necessary.

Economic development, jobs, quality of businesses, downtown development

- Better quality business. I live in west side of town we have one fast food place after another. How about a decent St down restaurant?
- Bring in new business!
- Build the proposed Downtown area.
- Economic growth would help save of the “blighted” woes and increase the tax base.
- Get more big shopping & the people more things to do in the city lower rents in the city more jobs.
- Get rid of a lot of franchises on every other block (i.e. MacDonald’s, burger king, Walgreen’s, auto zone) 1. Improve traffic A. (Jaws on Oakland Park Boulevard near I 95 especially), B. Stop allowing U-Turns at all Major Intersections C. Make texting while driving illegal (including phone calls !).

- I think Oak tree golf course should be developed into a public course that could serve local hotels and generate income for the city. In addition it could become a haven for wildlife and a learning environment for children. Also the business in the down town redevelopment are not conducive to attracting people to stroll.
- Improve quality of businesses; restaurants etc.
- Less strip clubs, more parks and better public schools.
- More convenient shopping store (i.e. Sums Club, Winn Dixie)
- More jobs and safer.
- More jobs for the youth & more recreation services.
- More jobs.
- Support small business creation. Keep Oakland Park green and family friendly. Keep it safe and clean.
- The continued development of the city center area w/park & walking paths.
- Work on enticing more retail companies to open in Oakland Park. Eliminate all of these pain clinics! Raise the standards of how you want the city to appear - look at Wilton manors over the past couple of years.

Improve transportation, traffic signal timing, traffic flow, road repair, walkability

- 1. Fix the timing of the Traffic light at Andrews and prospect. Now it favors cars on prospect, and often there's no traffic. Can they install "Smart" Technology to sense when there's a lot of traffic waiting on Andrews Ave? 2. Expand Jacob Park to the north. 3. Help homeless folks living at 1-95 & commercial find shelter. 4. Good job with decorative wall on commercial bet. 1-95 & N.E. 5 AV. Keep it up. 5. Change name back to Florinada.
- Create car free zone w/pedestrian walk way to support retail and community - modeled after a town square.
- Doing a good job- but can improve better control traffic in neighborhood.
- More chair at the bus stop and something that will hide us from the sun. More mall, shopping center, hospitals and library
- On our street 4671 NE 4th Ave. Install speed bumps or have sheriff give out tickets to the many drivers that speed through our neighborhood. (would also increase your revenue).
- Provide better amenities for citizens community buses that operate frequency & more hours also more routes to start
- Put medians Islands / and 2 lane NE 6 Ave between comm. Blvd + NE 56th St (the high school). People speed & it is dangerous for the students & residents. Needs more traffic control. Put a officer on 6th Ave for 2 weeks to control speeder. Eve & day.
- Sidewalks - lighting - increase police.
- Take the round about out of 38th St I am very unhappy with the way 38th St turned out after being worked on for years! What a fiasco and expense! What a disappointment!
- Timing on traffic lights to improve traffic flow.
- Traffic lights along Oakland Park (too many)
- Traffic signal timing #1.
- Walk to eat and shop, reduce taxes, involve residents in city progress, beautify fronts of houses, find easy transports to airport & beach use Dixie corridor and train tracks & Oakland Pk blvd

Better community relations- events, activities for citizens, improve communication

- Away tell about past activities not future paper should spend more time felling residents about future activities handicap doors to city hall haven't worked right in over 1yr. Don't open all the way if at all calls are not returned can't reach person at all when calling about water bill. Only central area improved. My area was trash all over all the time. Abandoned homes not maintained code enforcement worries make about cars than trash or neglected areas.
- Better treatment and empathy to those residents who suffer property damage/loss as a result of a natural disaster. Specifically, the city enforcement officials, after hurricane Wilma, were insensitive, callous, aloof, & uncaring their prime M. O. Was to impose fines arbitrarily at will.
- Encourage volunteer participation. Eliminate fuel reimbursement costs. Motor vehicle (city) use & costs. Follow the money trail-stop new development and work w/what we have.
- Give back to the community w/health fairs/children events concerts w/food & beverages & snacks.
- Good governance.
- Have more activities for smaller children (5y under). The Santa Clause is great!!
- Have more activities like "Octoberfest" to get people act and much guess neighbors.
- Hold a big yearly city party.
- I really believe that the diversity of the people working for the city should more closely reflect the population. I also think that there are too many people working for the city that have a terrible attitude. People are treated harshly by workers. It is terrible!
- Improve communication and show respect to citizens and make housing affordable for everyone.
- Improve its perception to its citizens & potential citizens. Broward County doesn't promote O.P. As an up & coming place to live.
- Less politics & more governing.
- Listen to the citizens of Oakland Park, but still make the proper decisions for the city.
- More timely announcement of activities increase awareness of volunteer activities.
- Pay attention to areas West of Dixie hwy in all matters!! It seems the govt doesn't care what happens west of Dixie where the bulk of O. P. Actually exists! The deterioration due to minority occupation is beyond tolerance!!
- Possibly figure out ways to get more people involved - many people don't care because they don't have any idea what is going on.
- Right now, Oakland Park is viewed as a city that is lower income, unclean and unsafe. I believe that the city is doing a good job in promoting a sense of community (e.g. Newsletter); however, the city needs to strategic on how they can change the overall perception and prominence of Oakland Park, both within the city as well as across the county.
- Spread the upgrade services to more of the community rather than just around city hall & east of Dixie Hwy.

Improve, maintain, repair infrastructure (street lights, drainage, water, streets, garbage collection)

- 1. Storm drainage 2. Speed bump & repave 15 Terr South of 45 St its been 21yrs (please help Susan) 3. Fire station east of R.R. Tracks 4. Stricter code enforcement abandoned houses 5. Traffic control on 45 St between us 1 and Dixie Hwy.
- Bulk Trash (Large Items) pickup - would be willing to pay for it.

- Do something about getting our own water wells and not have to get water from city of Fort Lauderdale. Water is too high.
- Enforce recycling in condominiums I am concerned about middle & high schools Building & crime.
- Fix the drainage in front of my home. When it rains it comes up to my door. Can we stop passing out sandbags and fix the problem? I did not want water front property - my house will be the one with the no wake sign in front.
- Have the streets lit better. I don't get home until 2.30 am, I live on NE 37th St; NE 6th is not well lit, more lighting would be nice also the flooding in the street is insane!
- Improve infrastructure more efficiently and timely.
- Increase lighting in all areas at night time, maintain or up levels of security, sponsor education and job creation. Continue to keep the community involved in all projects, and informed of different events being organized.
- Lighting police.
- Make FPL fix the grid.
- More light poles in dark areas, and activate the "red light runner" cameras; there are way too many red light runners around this area and speeders.
- Put a street light at corner of N E 5th and 41st near Tennis Court.
- Residential street flooding. Re-cut neighborhood swells.
- Street lighting after Wilma is unacceptable. Flooding (Drainage) is a Major Problem. To me, that downtown renovation was a waste of money. Who wants to spend time on R/R/ tracks?
- Take all precautions to prevent streets flooding in Hurricane season please.
- They need to fix the drainage system on Oakland Park between NW. 27 Ave and NW. 31st St. We don't even need a Hurricane for that area to be under several feet of water. Anytime it rains for several hours it is severely flooded. The City bus #72 that services Oakland Park from A1A to the Sawgrass Mills needs to run on time specially on week-ends when it runs less frequently. The bus due to leave the Sawgrass Mills at 6:25pm on Saturdays evening is never on time if it "shows"

Improve schools, programs for youth

- Make more parks for the kids play but different ones, like sugar sand on Bold Patton.
- Make the School district the best in Broward County.
- Multi cultural activities for teens every week, to keep them busy and out of the streets, like working on self esteem, values, teaching them activities. I used to work in my country in this for 5 years.

Reduce homelessness and panhandling

- Do something with the homeless. It's grown over the years.
- Eliminate pan handling at intersections beautify streets-add palms, improve sidewalks, clean up litter encourage businesses to modernize/clean up storefronts improve drainage on 6th Ave.
- Get rid of the homeless on the corners of each street. It makes the area look depressed where we see them sleeping on the benches and coming up to the cars at the lights. Very scary.

Don't know/Like it the way it is/the City is doing a good job

- At this time, they are doing good job. So, keep that way, will be great.
- Don't Know.
- Hard to say.
- Honest Government keep up your good work.

- I am not a good candidate to be filling this in - do not participate in anything related to Oakland Park- Seems to me there are too many different cities- combine store & combine services save \$\$.
- I don't have any complaints, considering the economy as it is, I believe Oakland Park is doing well.
- I don't know, I have no opinion
- I lived here a long time, when I was unincorporated since O.P. Took over I have seen a lot of improvements so I think we made a good choice when we switched to O.P. M.H.
- I'm living here for a months only and think that Oakland Park is a good place to live.
- Like it the way they are doing.
- Nothing everything is a okay in Oakland Park the police department and fire department and creation are doing a wonderful job thanks.
- To me everything is so on the way it is please not change a thing keep up the good work thank you for such great care!
- Too many to list

Other

- 1. Prohibit street vendors/solution 2. Patrol areas of repeated property crimes 3. Provide better lighting at city parks.
- Close the pain clinics immediately! There is nothing "family" about a pain clinic! They are attracting the kind of people I want to keep away from my family! North Andrews needs to be given some financial attention!
- Continue as scheduled.
- Do not change the library - best I have ever known.
- Extend library hours get rid of homeless reduce taxes plant trees for shade
- Improve "Medical Health Insurance" for people who have none at this time!
- In my opinion, the most important thing the city could do to make Oakland Park a better place to live in, make industry and manufacture where people can work without discriminations.
- It should have an aquatic park, I love pools, so it would be great to have where to go swimming. Another thing we don't have a park where we don't have to ask for permission to enter.
- Keep restaurants open longer!
- Kick out all the illegal immigrants!!!
- Reduce water charges at Royal Park Candor!
- See attached.
- Stop Development
- We need to have a better library.