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Sally Ellertson  
Public Information Officer  
141 West Renfro  
Burleson, Texas 76028-4261  
817-426-9622  
F: 817-426-9390  
[sellertson@burlesontx.com](mailto:sellertson@burlesontx.com)  
[www.burlesontx.com](http://www.burlesontx.com)

Survey says . . . you like what we are doing. The projects that respondents to a random City survey indicated should be a high or medium priority include expanding the number of jobs at commercial and manufacturing businesses (92 percent), expanding higher education and technical job training (91 percent), building new major roadways (90 percent), increasing police patrols (90 percent) and developing transit options (86 percent).

In October 2012, a National Citizen Survey tailored to the City of Burleson by the National Research Center, Inc., was sent randomly to 1,200 Burleson households. The survey included more than a dozen categories: quality of life; characteristics of Burleson; the speed of growth in the last two years; code enforcement issues; personal as well as environmental safety; the extent of your involvement in City programs/services/events; how well you know your neighbors; the quality of services in Burleson; the quality of services provided by all levels of government; the extent of contact with City staff in the past year; your impression of that contact with City staff; the value of the services provided, direction the City is taking and how well the City welcomes citizen involvement; whether you will stay in Burleson or recommend Burleson to friends who are looking for a new place to move; the economic impact on your family's income in the next six months; what the City staff should make a priority over the next five years; and, the top three priorities out of a list of more than a dozen options.

Out of 23 key service areas respondents rated Burleson above the benchmark in 18 areas. The City is similar to the benchmark in four areas and below the benchmark in one service category.

"I am very pleased with the results of the survey, but certainly can't take any credit having only been in Burleson less than a year," Burleson City Manager Dale Cheatham said. "I think the feedback we received from our customers indicates they are generally very pleased with our services and respondents provided valuable input as we develop priorities."

The survey asked how respondents would rate Burleson as a place to live. Ninety-five percent ranked Burleson as excellent or good. Ninety percent ranked the overall quality of Burleson as well as the neighborhood as a quality place to live as excellent or good. Ninety-two percent would recommend that people live

in Burleson, and 90 percent said they would remain in Burleson for the next five years.

When it came to economic sustainability, respondents gave Burleson above national benchmark level grades for the overall quality of businesses and service establishments, shopping opportunities, and employment opportunities. Burleson as a place to work garnered scores similar to national benchmark scores.

The availability of affordable quality housing and the variety of housing options also scored much above national levels with 69 percent rating the availability as excellent or good and 79 percent giving the City and developers kudos for the variety of housing options.

Respondents like the overall quality of new development (82 percent say excellent or good) and the overall appearance of Burleson (78 percent, excellent or good).

Those who were randomly selected for the survey did not like the timing of traffic signals, with only 40 percent ranking it as excellent or good. Street repair, however, received grades that were much above the national level.

All of the community transportation questions elicited grades much below national levels. That included ease of car travel, bike travel and walking; availability of paths and walking trails; and traffic flow on major streets. The total of all excellent and good scores ranged from 28 percent to 49 percent.

All of the City's safety services ranked above the national benchmark levels. That includes fire services, ambulance/emergency medical, fire prevention/education, police services, municipal court, crime prevention, emergency preparedness and traffic enforcement. The total of the excellent and good scores ranged from 76 percent to 97 percent with fire services taking the lead with 97 percent.

The cleanliness of Burleson received the highest rating (81 percent, excellent and good). That, as well as responses to the quality of the air were above the national average. Respondents who recycled their used paper, cans, and bottles at home were much less than the national benchmark with only 74 percent participating.

Survey says . . . respondents like the recreation centers, City parks and recreation programs and classes, which all ranked above national benchmarks. The opportunity to attend cultural activities as well as education opportunities scored marks similar to national levels. Respondents also gave high scores for community inclusiveness – Burleson as a place to raise children, sense of community, as a place to retire, and the availability of affordable quality child care. Rankings for the community's openness and acceptance of people of diverse backgrounds scored similarly to national benchmark levels. Services to youth, seniors and low-income people also scored above national benchmarks. Residents like the opportunities to volunteer and to participate in community matters as well.

Information and services (public information, Burleson newsletter and City of Burleson website) scored a triple with “much above” national benchmark levels with the total of excellent and good scores ranging from 82 to 95 percent.

In the Public Trust category of questions, the City scored a homerun with “much above national benchmark” scores for overall image or reputation, overall direction that Burleson is taking, value of services for the taxes paid to Burleson, and the job the Burleson does at welcoming citizen involvement. City of Burleson employees can be proud of the responses to survey questions concerning courtesy, responsiveness, knowledge and overall impression. All four ranked “much above” the national benchmark with scores ranging from 88 percent to 90 percent.

To view all of the results, go to the City of Burleson website, [www.burlesontx.com](http://www.burlesontx.com), Government, 2012 National Citizen Survey.