

February 11, 2015

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How are you communicating with us? We asked that question, and more, in our 2014 Communications Survey.

We wanted to know what tools you use, how often you check social media sites, why you choose one form of communication over another, if you feel you have ample opportunity to be involved in the decisions made by city council and City staff, what is most important to you when you are looking for answers, how often you contacted City staff in the past year, and if you are satisfied with the information you receive and feedback you get from City staff.

How do you get your information about City of Burleson events, programs, meetings and more? Number one answer? You use the City's Facebook pages.

You could pick as many communication tools as you wanted out of a list of 20. The top three choices of residents and of those who work in or visit Burleson are Facebook (65.9 percent), the weekly E-Newsletter (56.8 percent), and the City website (43.2 percent). Rounding out the Top 10 are the emergency phone notification system, local print/TV/radio news, Burleson Community Guide, the City Focus newsletter inserted with utility bills, City news releases, City Twitter page, and friends. Other options included streaming video of city council/planning and zoning commission/other public meetings, attending public meetings, calls and emails to City offices/staff, one-on-one visits with City staff, GooglePlus City of Burleson page, the annual financial report, business or neighborhood networking, and a digital billboard.

Why do you choose to use one form of communication over another? The overwhelming response was convenience. Answers ranged from you prefer electronic communication, you like printed material, you use all forms/print, email and social media, and you read the weekly E-newsletter and check out the website when you pay your water bill online.

You use more than one way to get your information (and give us information). The tool with the biggest jump from the 2012 Communications Survey was Facebook, with 65.9 percent as opposed to 2012's 49 percent. Since 2012 the City has added The Burleson Recreation Center to the already existing Burleson Public Library, City of Burleson Texas Government Facebook and Burleson Animal Shelter Facebook pages. The City's Twitter page usage also jumped from

4.1 percent in 2012 to 18.2 percent in 2014. The Burleson Police Department's recently launched Facebook page was not included in this 2014 survey.

We are doing a pretty good job communicating, according to you. When we asked if the information you receive from City staff and the feedback you get is satisfactory, timely and answers your question, 77.3 percent of you were very satisfied or satisfied. When asked if you had ample opportunity to be involved in the decisions made by City staff/city council concerning City services, economic and community development, and programs, 72.7 percent of you were very satisfied or satisfied.

Those of you who use social media to get the facts, check it several times a day or once a day. The majority of you like convenience when it comes to choosing one form of communication over another. When you are looking for answers you want access, depth of information and speed. One person said the most important thing is that someone return an email or a phone call. The majority of you only contact City staff once or twice a year and mostly by phone, email, and social media. Fourteen said they call, 13 email, and eight use social media/Facebook.

One respondent said they hoped the survey would be used for improvement. It already has.

You wanted to sign up for the E-newsletter but didn't know how to do it. Every week we have been posting a link to the E-newsletter on the City of Burleson Facebook page and Twitter page. Now that Friday post also includes a link to the page to sign up for the E-Newsletter. Another respondent said the Burleson Police Department needed a Facebook page. They have one now, <https://www.facebook.com/BurlesonTXPD>.

You said you need time to read things over before decisions were made. Keeping you informed in advance has been added to the list of our Friday duties. Every weekend before a Burleson City Council meeting or a Planning and Zoning Commission meeting we post information about each agenda item on our City of Burleson Facebook and Twitter and on the City's GooglePlus page. And we give you a link to that agenda item so you can learn more and give us your feedback. We do the same postings for all of our boards and committees.

So just who responded to the 2014 Communications Survey? We had 44 responses, and 43 of those were from residents. Thirty-seven of those 44 respondents own their own home. These communication surveys are on the schedule every two years, so the next one will be in 2016. But if you have any questions before then, contact us!