

2022 City of Burleson Resident Satisfaction Survey Findings Report

Presented to the City of Burleson,
Texas
April 2022



ETC
INSTITUTE

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Executive Summary

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Purpose

ETC Institute administered a survey to residents of the City of Burlleson between February and March of 2022. The purpose of the survey was to help the City gather citizen input and feedback on programs and services. The survey results will be used to improve City services and to help identify and address challenges facing the community.

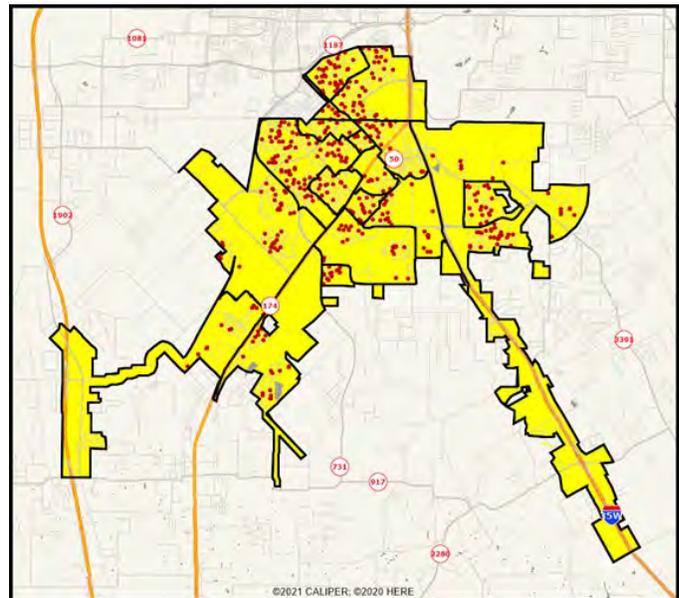
Methodology

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in the City of Burlleson. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database. Approximately ten days after the surveys were mailed, residents who received the survey were contacted by e-mail to encourage participation.

The goal was to obtain completed surveys from at least 400 residents. This goal was met, with a total of 456 households completing the survey. The overall results for the sample of 456 households have a precision of at least +/-4.6% at the 95% level of confidence.

To better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of respondents to the survey based on the location of their home.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Burlleson with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”



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This report contains:

- an executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey,
- benchmarking data that show how the results for Burleson compare to other communities,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Overall Ratings of the City

Ninety-three percent (93%) of the residents surveyed, *who had an opinion*, rated the City of Burleson as an “excellent” or “good” place to live. Other areas in which the City received ratings of “excellent” or “good” include: as a place to raise children (88%), overall quality of services (87%), and as a place residents are proud to call home (85%).

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of solid waste services (92%), the quality of public safety services (90%), the quality of water utility services (89%), the quality of wastewater/sewer services (88%), and the quality of parks and recreation facilities and programs (82%).

Based on the sum of their top three choices, the categories of City service that were most important for the City to focus on over the next year were: 1) flow of traffic and congestion on TxDOT roadways, 2) flow of traffic and congestion on city roadways, and 3) maintenance of city streets and sidewalks.

Parks and Recreation

The parks and recreation services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: maintenance of city parks (88%), the quality of city parks (83%), the quality of city recreation facilities (78%), the quality of city produced special events (78%), and the number of parks (76%).

Based on the sum of their top three choices, the parks and recreation services that were most important for the City to focus on over the next year were: 1) maintenance of city parks, 2) number/connectivity of walking and biking trails, and 3) quality of city senior citizen programs.

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Police Services

The police services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: overall quality of police services (85%), how quickly police respond to emergencies (83%), 911 service provided by dispatch operators (77%), and efforts to collaborate with the public to address concerns (77%).

Based on the sum of their top three choices, the police services that were most important for the City to focus on over the next year were: 1) visibility of police in neighborhoods, 2) efforts by city government to prevent crime, and 3) visibility of police in commercial and retail areas.

Fire Services

The fire services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: emergency fire services (88%), how quickly fire and rescue personnel respond to emergencies (88%), and emergency medical services (87%).

Based on the sum of their top three choices, the fire services that were most important for the City to focus on over the next year were: 1) emergency medical services, 2) how quickly fire and rescue personnel respond to emergencies, and 3) emergency fire services.

Perceptions of Safety

The perceptions of safety that had the highest levels of satisfaction, based upon the combined percentage of “very safe” and “safe” responses among residents *who had an opinion*, were: in neighborhoods during the day (94%), overall in the City of Burlleson (89%), and in neighborhoods at night (79%).

City Communication

The communication services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of the city’s newsletter (76%), quality of the city’s social media (71%), and how easy it is to receive information when calling the city (70%).

Based on the sum of their top three choices, the communication services that were most important for the City to focus on over the next year were: 1) how easy it is to find information when visiting the city’s website, 2) level of public involvement in local decision making, and 3) availability of information on city services/programs.

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Customer Service

Forty percent (40%) of respondents indicated they had contacted the City of Burleson with a question, problem, complaint, or to request a service during the past year. Of those who contacted the City, 82% *who had an opinion* felt it was “very easy” or “somewhat easy” to contact the person they needed to reach.

When asked about the frequency of various behaviors from City employees who were contacted, 95% *who had an opinion* indicated the employees were “always” or “usually” courteous and polite; 82% felt City employees “always” or “usually” did what they said they would do in a timely manner, and 81% thought employees “always” or “usually” gave prompt, accurate, and complete answers to questions.

Infrastructure

The infrastructure services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: condition of street signs and traffic signals (78%), appearance and condition of city medians, right of ways, and public areas (71%), mowing and tree trimming along streets and public areas (69%), and adequacy of drainage systems in rainfall events (64%).

Based on the sum of their top three choices, the infrastructure services that were most important for the City to focus on over the next year were: 1) maintenance of neighborhood streets, 2) maintenance of major TxDOT roadways, and 3) adequacy of city street lighting.

Utilities

The utility services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of curbside trash and garbage collection (92%), quality of curbside recycling collection (92%), and quality of bulk trash, leaf and brush collection (88%).

Based on the sum of their top two choices, the utility services that were most important for the City to focus on over the next year were: 1) fees charged for water and wastewater services and 2) quality of household hazardous waste disposal.

Economic Development and Development Services

The economic development and development services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the City’s efforts to attract new business and tourism (63%), quality and appearance of recent commercial development (62%), and quality and appearance of recent residential development (56%).

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Based on the sum of their top two choices, the economic development and development services that were most important for the City to focus on over the next year were: 1) how well the city is managing growth and 2) how well the city approaches development.

City Codes

The city code services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: restaurant/food service cleanliness (64%), sign regulations (61%), quality of the city’s code compliance operations (53%), and upkeep of residential property (53%).

Based on the sum of their top two choices, the code services that were most important for the City to focus on over the next year were: 1) restaurant/food service cleanliness and 2) clean-up of trash and debris on private property.

Animal Services

The animal services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of the City’s animal control services (77%) and quality of the City’s animal adoption services (77%).

Court Services

The court services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality and accessibility of municipal court services (74%) and overall quality of municipal court services (72%).

City Leadership

The aspects of city leadership that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: access and ability to interact; with City administration (58%) and access and ability to interact with the City’s elected officials (53%).

Additional Findings

- Sixty-two percent (62%) of respondents currently get news and information from the City website and 50% get it from the City’s social media sites. These were also respondents’ most preferred sources of City information.

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- More than three-fourths (78%) of respondents have visited the city’s website during the past 6 months. The top reasons for visiting the website were: paying a bill, scheduling a COVID vaccine, and zoning/development information.
- Forty-one percent (41%) of respondents, *who had an opinion*, are in favor of a roll out trash bin collection service once a week if the cost was neutral.
- Seventy-five percent (75%) of respondents, *who had an opinion*, indicated they are “very supportive” or “supportive” of food/restaurant/entertainment development in the city; 68% are supportive of developing single family housing, and 68% are supportive of commercial/retail development.
- Residents were asked the importance of funding various improvements with the City’s tax dollars. Most respondents (96%) *who had an opinion* indicated maintenance of the city’s infrastructure was “very important” or “important.” Other improvements that residents felt were “very important” or “important” include: public safety (91%), parks and recreation (81%), and financial planning (81%).

When respondents were asked which areas they would most support funding with their tax dollars, the top two responses were maintenance of the city’s infrastructure and public safety.

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How the City of Burleson Compares to Other Communities Nationally

Satisfaction ratings for the City of Burleson **rated above the U.S. average in 60 of the 62 areas** that were assessed. The City of Burleson rated significantly higher than the U.S. average (difference of 5% or more) in 55 of these areas. Listed below are the areas where Burleson rated 20% or more above the U.S. average:

Service	Burleson	U.S.	Difference	Category
As a place to live	93%	50%	43%	Overall Ratings of the City
Quality of customer service from city employees	82%	41%	41%	Major Categories of Services
Quality of city bulk trash/leaf/brush collection	88%	47%	41%	Utilities
Quality of city recreation facilities	78%	38%	41%	Parks and Recreation
Effectiveness of city communication with public	78%	38%	40%	Major Categories of Services
Quality of city produced special events	78%	39%	39%	Parks and Recreation
Overall quality of services	87%	51%	37%	Overall Ratings of the City
Quality of water utility services	89%	54%	36%	Major Categories of Services
Quality of curbside recycling collection	92%	57%	35%	Utilities
Quality of solid waste services	92%	57%	35%	Major Categories of Services
Quality of wastewater/sewer services	88%	55%	33%	Major Categories of Services
Quality of parks & recreation facilities/programs	82%	51%	32%	Major Categories of Services
Quality of the city's social media	71%	40%	31%	City Communication
Overall quality of police services	85%	55%	30%	Police Services
How quickly police respond to emergencies	83%	58%	26%	Police Services
Enforcement of local codes and ordinances	67%	42%	26%	Major Categories of Services
As a place to raise children	88%	62%	25%	Overall Ratings of the City
Efforts to ensure community is prepared for emergencies	68%	43%	24%	Major Categories of Services
Timeliness of information provided by the city	68%	44%	24%	City Communication
Quality of curbside trash/garbage collection	92%	69%	24%	Utilities
How easy it is to find info when visiting city's website	67%	43%	24%	City Communication
Quality of public safety services	90%	67%	23%	Major Categories of Services
Quality of household hazardous waste disposal	65%	42%	23%	Utilities
Availability of info on city services/programs	69%	48%	22%	City Communication
Overall in the City	89%	68%	21%	Perceptions of Safety
Enforcement of city traffic laws	70%	51%	20%	Police Services

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How the City of Burleson Compares to Texas Communities

Satisfaction ratings for the City of Burleson **rated the same or above the average for Texas in 57 of the 62 areas** that were assessed. The City of Burleson rated significantly higher than this average (difference of 5% or more) in 51 of these areas. Listed below are the areas where Burleson rated 20% or more above the Texas average:

Service	Burleson	Texas	Difference	Category
Quality of customer service from city employees	82%	30%	51%	Major Categories of Services
Effectiveness of city communication with public	78%	29%	49%	Major Categories of Services
As a place to live	93%	45%	48%	Overall Ratings of the City
Quality of solid waste services	92%	47%	45%	Major Categories of Services
Quality of city produced special events	78%	33%	44%	Parks and Recreation
Quality of water utility services	89%	47%	42%	Major Categories of Services
Quality of wastewater/sewer services	88%	48%	40%	Major Categories of Services
Overall quality of police services	85%	45%	40%	Police Services
Quality of parks & recreation facilities/programs	82%	44%	38%	Major Categories of Services
Quality of city recreation facilities	78%	41%	37%	Parks and Recreation
Quality of public safety services	90%	53%	37%	Major Categories of Services
Quality of city bulk trash/leaf/brush collection	88%	52%	37%	Utilities
Overall quality of services	87%	51%	36%	Overall Ratings of the City
Quality of curbside recycling collection	92%	59%	33%	Utilities
How quickly police respond to emergencies	83%	51%	33%	Police Services
As a place to raise children	88%	55%	33%	Overall Ratings of the City
Enforcement of local codes and ordinances	67%	37%	30%	Major Categories of Services
Efforts to ensure community is prepared for emergencies	68%	37%	30%	Major Categories of Services
Overall in the City	89%	61%	28%	Perceptions of Safety
Value received for city tax dollars and fees	53%	26%	27%	Major Categories of Services
Maintenance of city streets and sidewalks	52%	26%	26%	Major Categories of Services
In city parks, trails, and recreation areas	71%	45%	26%	Perceptions of Safety
Enforcement of city traffic laws	70%	46%	25%	Police Services
Quality of the city's social media	71%	47%	24%	City Communication
Emergency medical services	87%	63%	24%	Fire Services
Quality of fire safety education programs	66%	43%	23%	Fire Services
In your neighborhood at night	79%	56%	23%	Perceptions of Safety
Adequacy of drainage systems in rainfall events	64%	42%	23%	Infrastructure
Quality of curbside trash/garbage collection	92%	71%	22%	Utilities
Emergency fire services	88%	67%	22%	Fire Services
Efforts by city government to prevent crime	66%	45%	21%	Police Services
How quickly fire & rescue personnel respond to emergencies	88%	67%	21%	Fire Services

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Investment Priorities

Recommended Priorities for the Next Year. In order to help the City identify investment priorities for the next year, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next year. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next year in order to raise the City's overall satisfaction rating are listed below:

- Flow of traffic and congestion on TxDOT roadways (I-S Rating = 0.4808)
- Flow of traffic and congestion on city roadways (I-S Rating = 0.2201)
- Maintenance of city streets and sidewalks (I-S Rating = 0.1861)
- Value received for city tax dollars and fees (I-S Rating = 0.1236)

The table on the following page shows the Importance-Satisfaction rating for all 14 major categories of City services that were rated.

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2022 Importance-Satisfaction Rating

Burleson, Texas

Major City Services

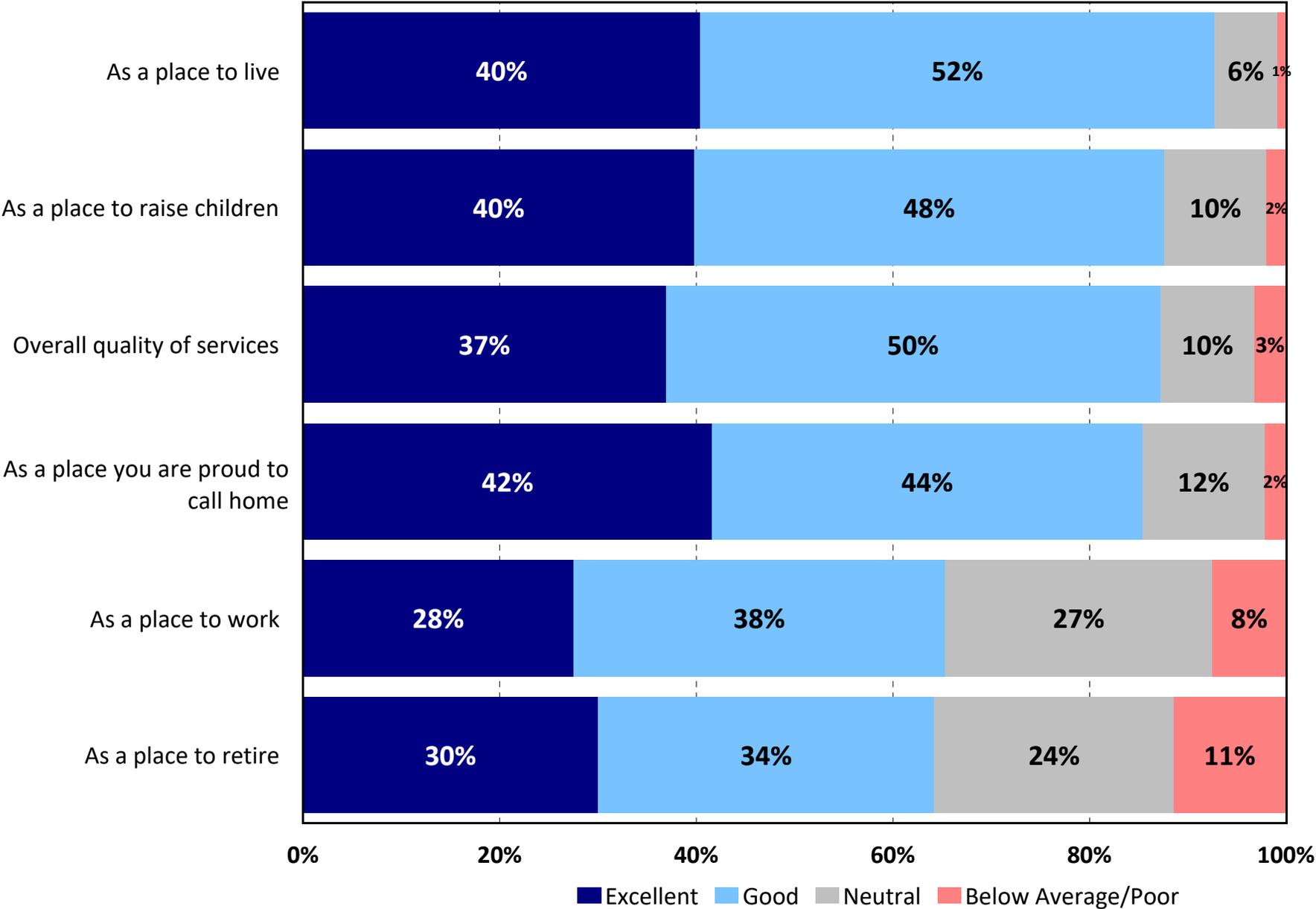
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Flow of traffic & congestion on TxDOT roadways	66%	1	27%	14	0.4808	1
Flow of traffic & congestion on city roadways	40%	2	45%	13	0.2201	2
High Priority (IS .10-.20)						
Maintenance of city streets and sidewalks	39%	3	52%	12	0.1861	3
Value received for city tax dollars and fees	26%	4	53%	11	0.1236	4
Medium Priority (IS <.10)						
Efforts to ensure community is prepared for emergencies	16%	6	68%	8	0.0533	5
Enforcement of local codes and ordinances	13%	8	67%	9	0.0413	6
Quality of parks & recreation facilities/programs	14%	7	82%	5	0.0250	7
Effectiveness of city communication with public	10%	9	78%	7	0.0215	8
Quality of public safety services	18%	5	90%	2	0.0180	9
Quality/timeliness of city's permitting & inspection process	2%	13	58%	10	0.0092	10
Quality of solid waste services	8%	10	92%	1	0.0065	11
Quality of customer service from city employees	3%	12	82%	6	0.0048	12
Quality of water utility services	3%	11	89%	3	0.0032	13
Quality of wastewater/sewer services	1%	14	88%	4	0.0010	14



Charts and Graphs

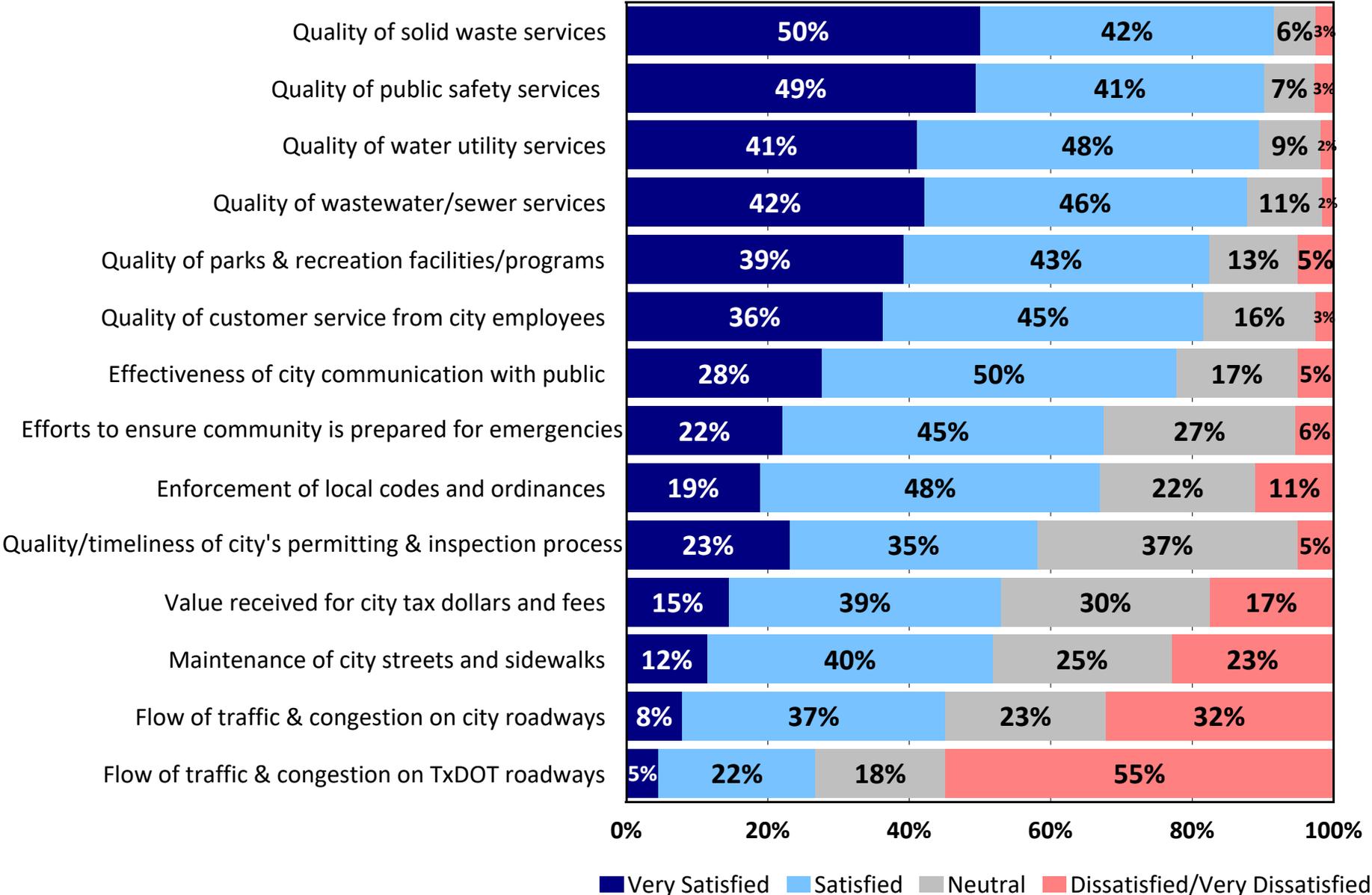
Q1. Overall Ratings of Burleson

by percentage of respondents (excluding "don't know")



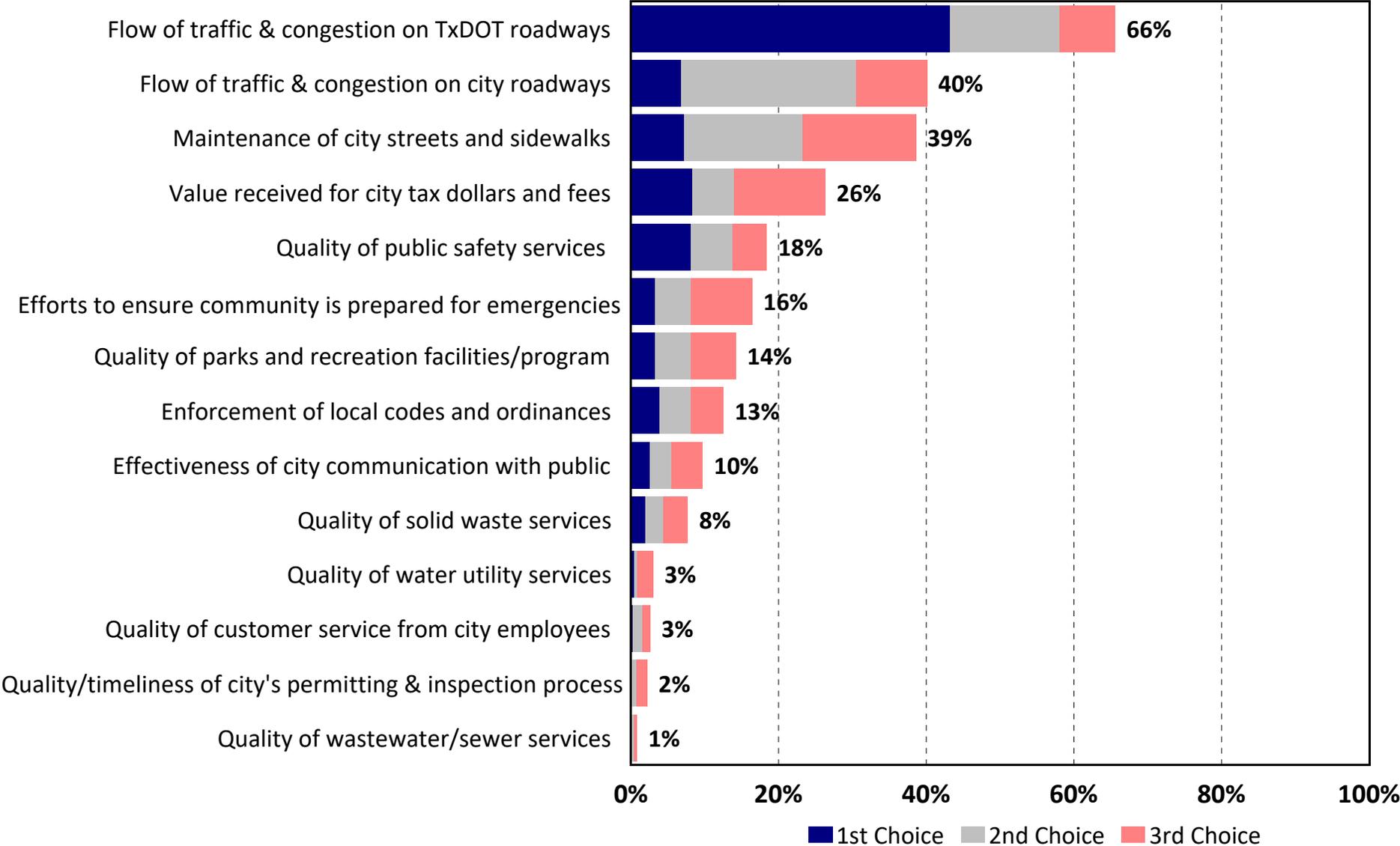
Q2. Satisfaction with Major Categories of City Services

by percentage of respondents (excluding "don't know")



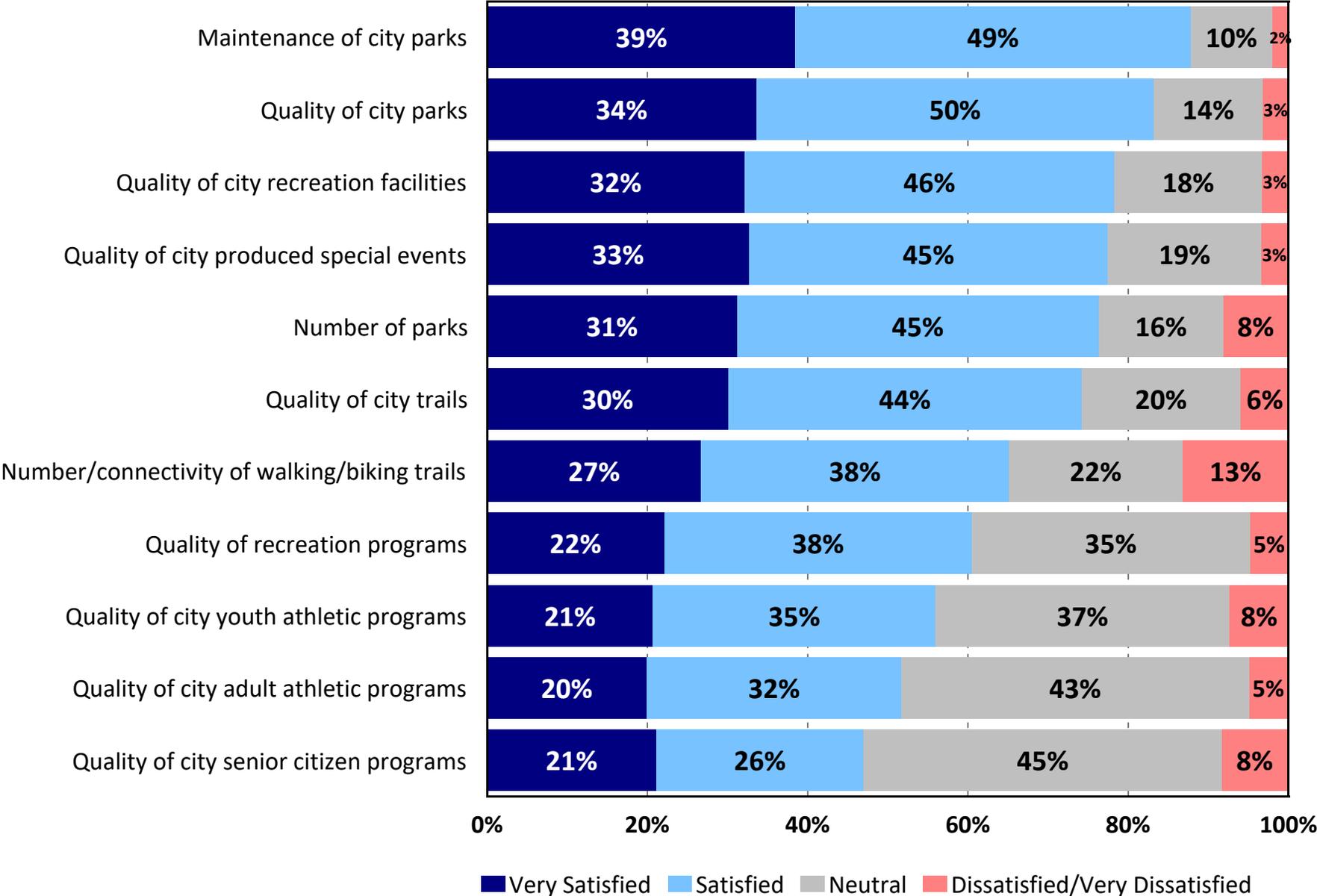
Q3. Services That Are Most Important for the City to Focus on Over the Next Year

by percentage of respondents who selected the item as one of their top three choices



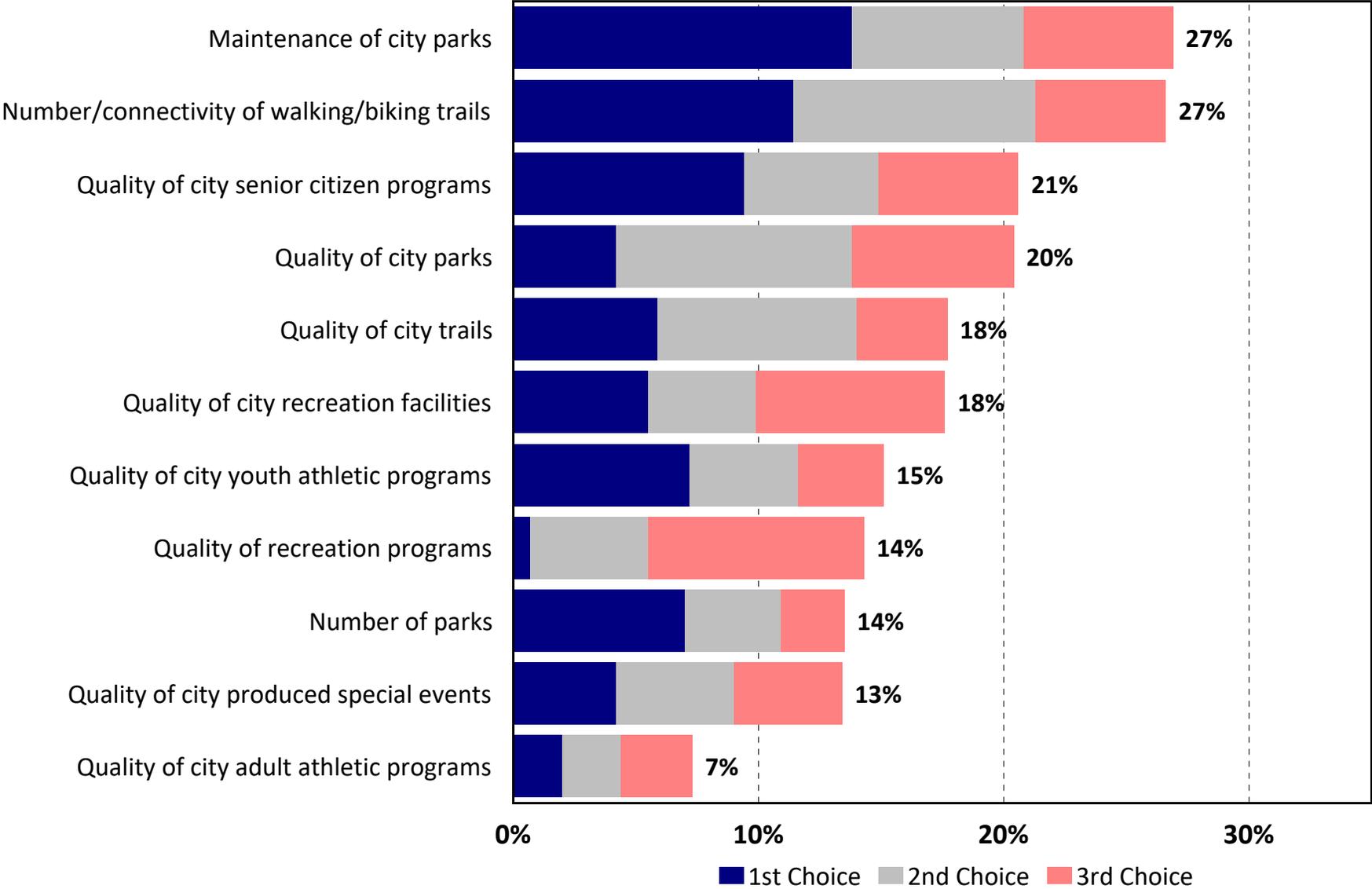
Q4. Satisfaction With Parks and Recreation

by percentage of respondents (excluding "don't know")



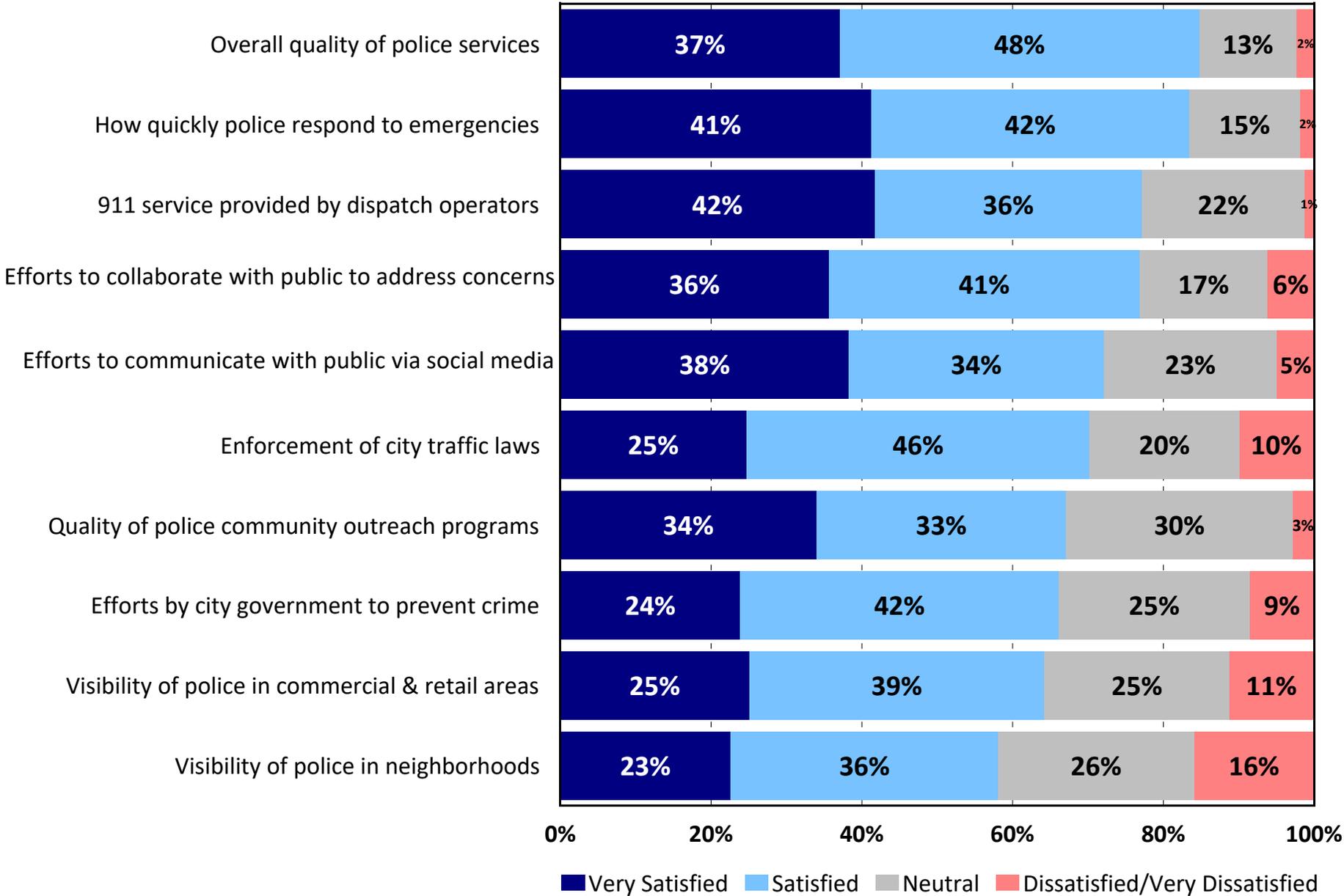
Q5. Parks and Recreation Services That Are Most Important for the City to Focus on Over the Next Year

by percentage of respondents who selected the item as one of their top three choices



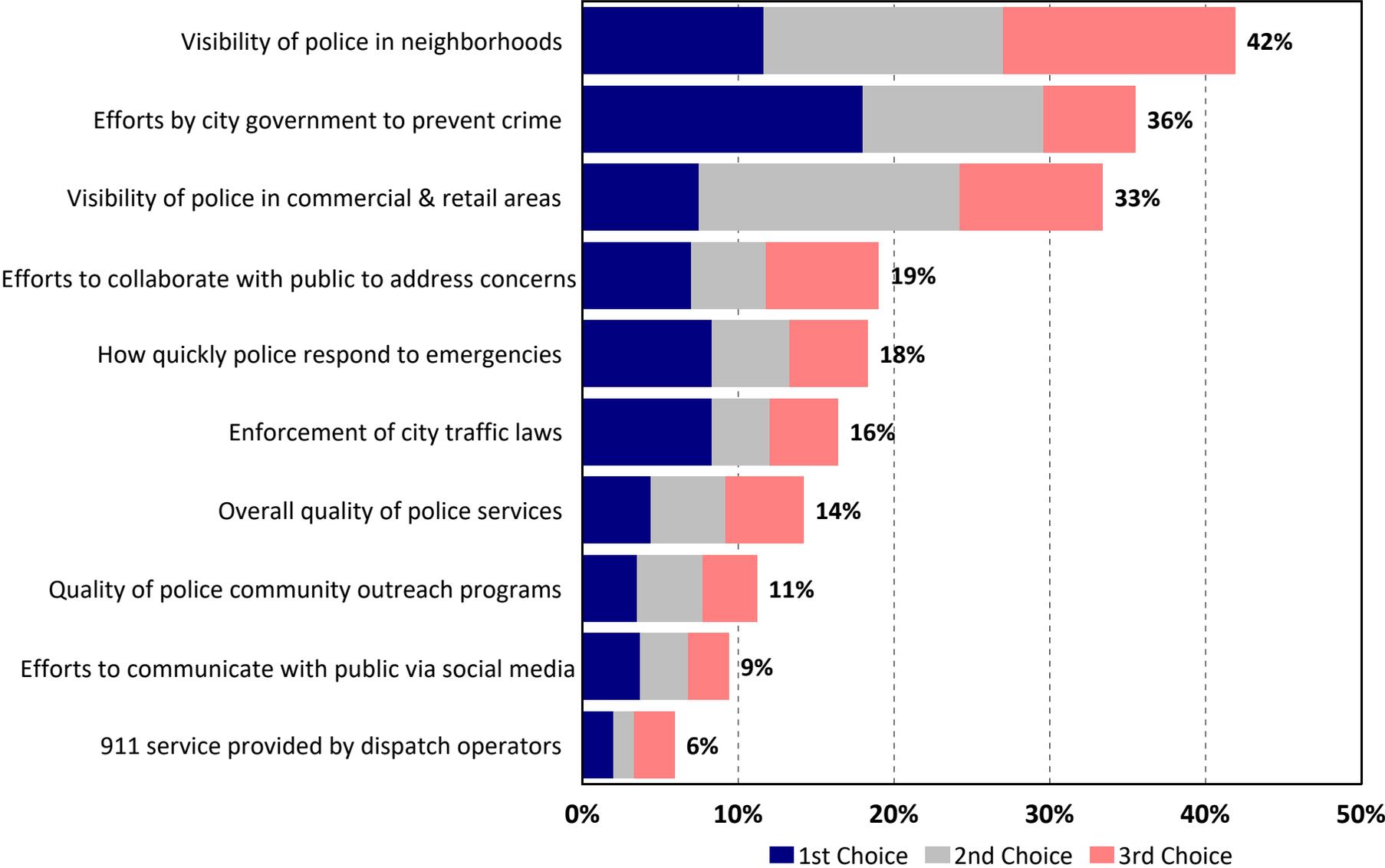
Q6. Satisfaction With Police Services

by percentage of respondents (excluding "don't know")



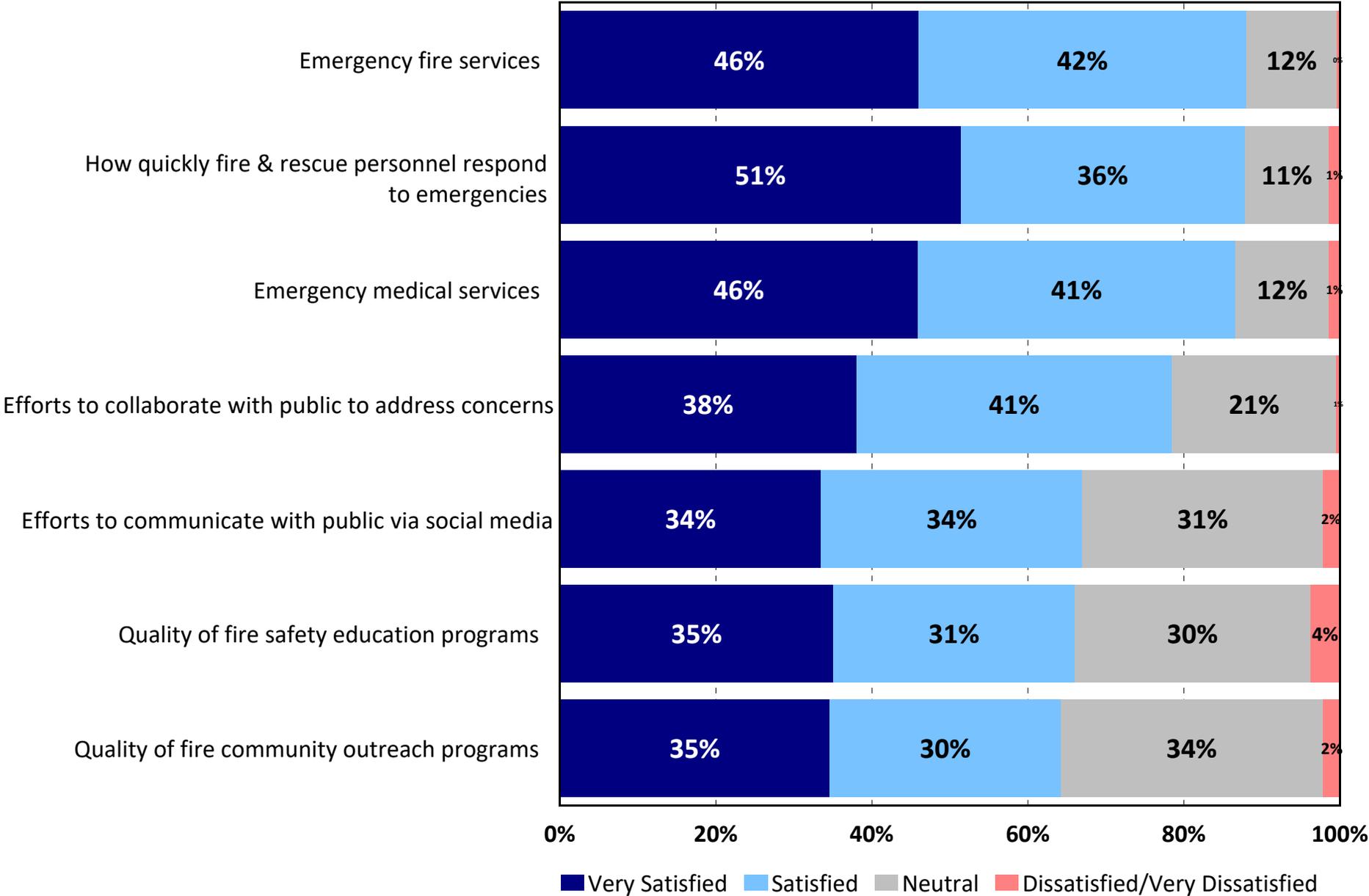
Q7. Police Services That Are Most Important for the City to Focus on Over the Next Year

by percentage of respondents who selected the item as one of their top three choices



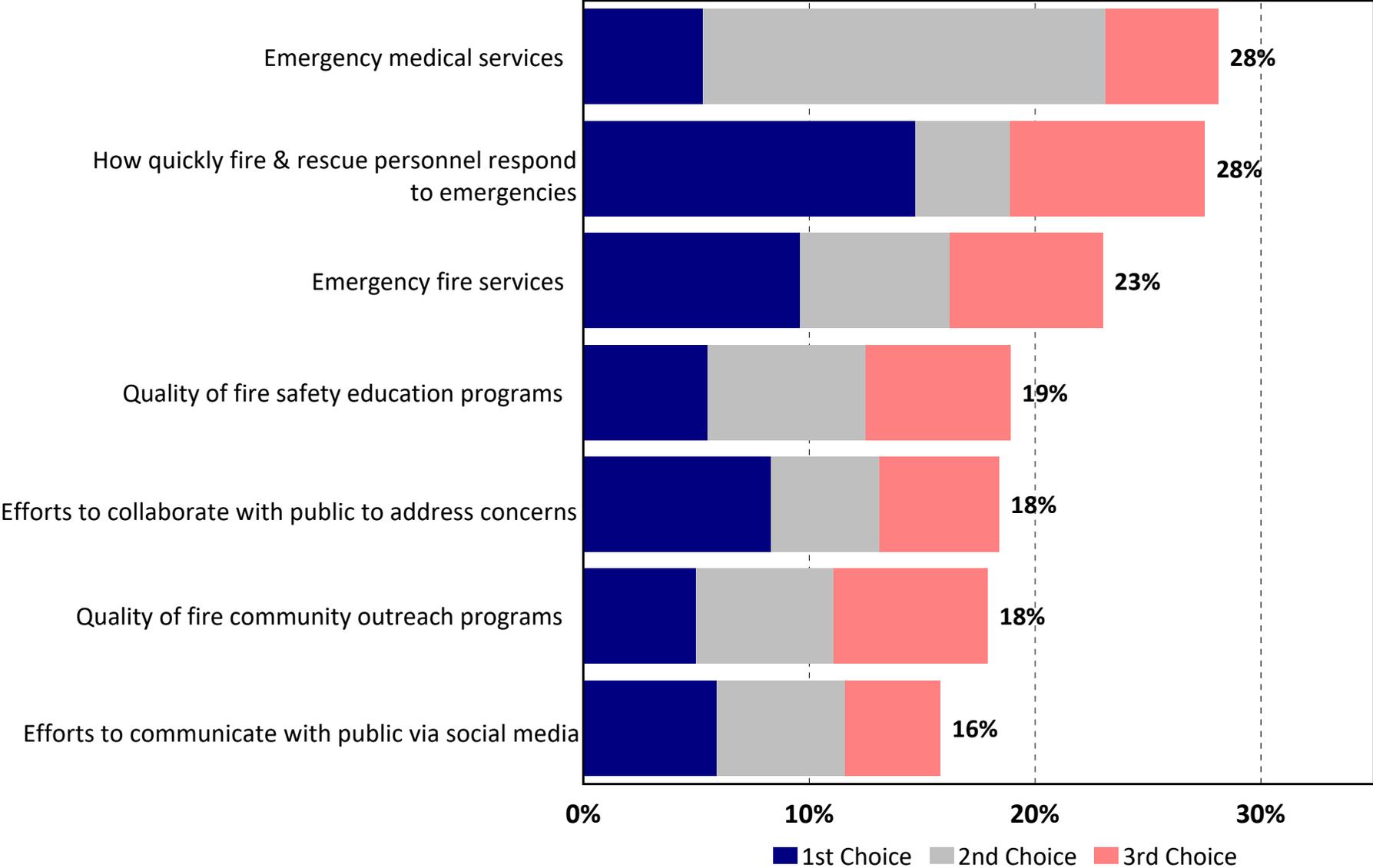
Q8. Satisfaction With Fire Services

by percentage of respondents (excluding "don't know")



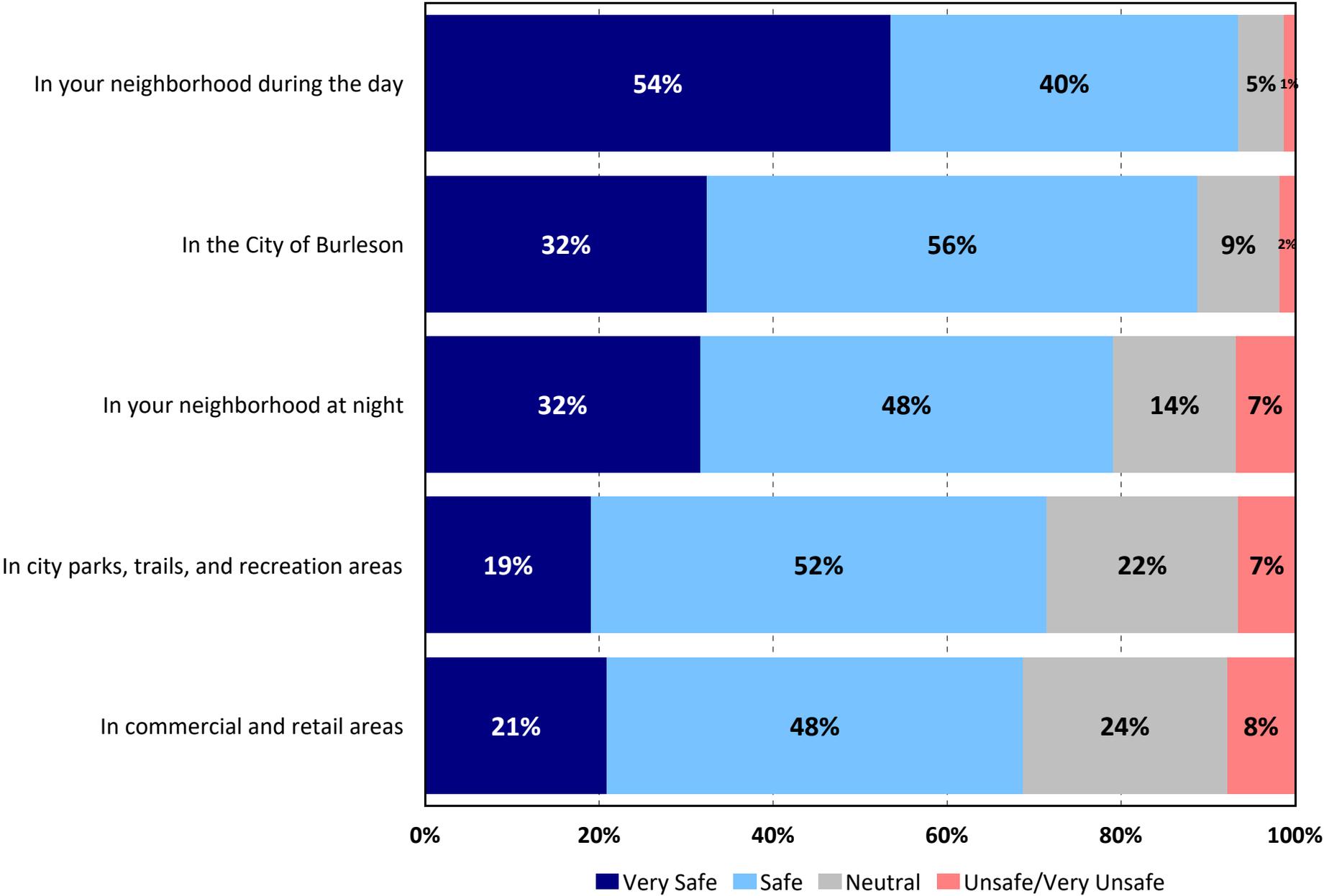
Q9. Fire Services That Are Most Important for the City to Focus on Over the Next Year

by percentage of respondents who selected the item as one of their top three choices



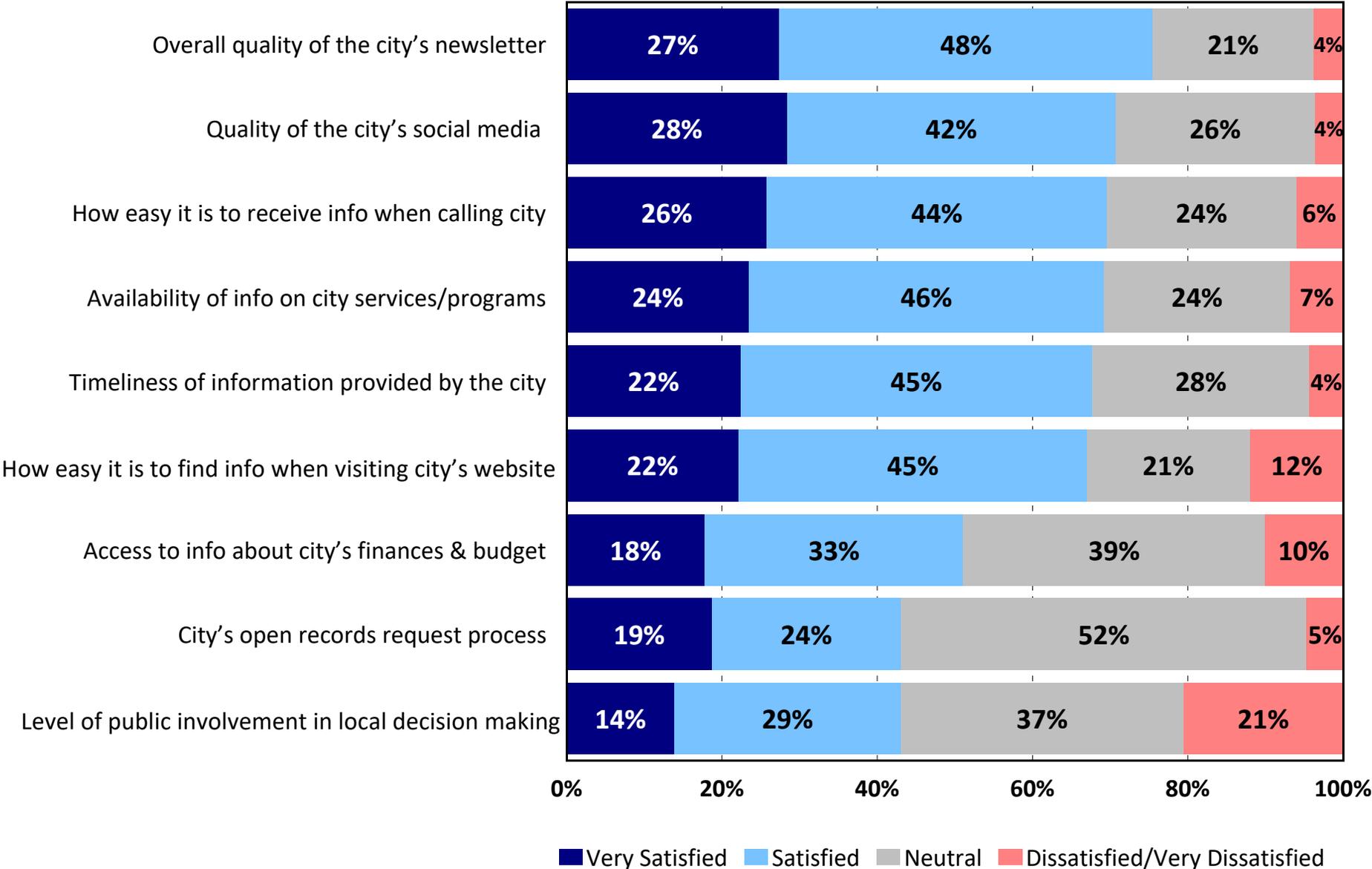
Q10. Feeling of Safety in the Following Situations

by percentage of respondents (excluding "don't know")



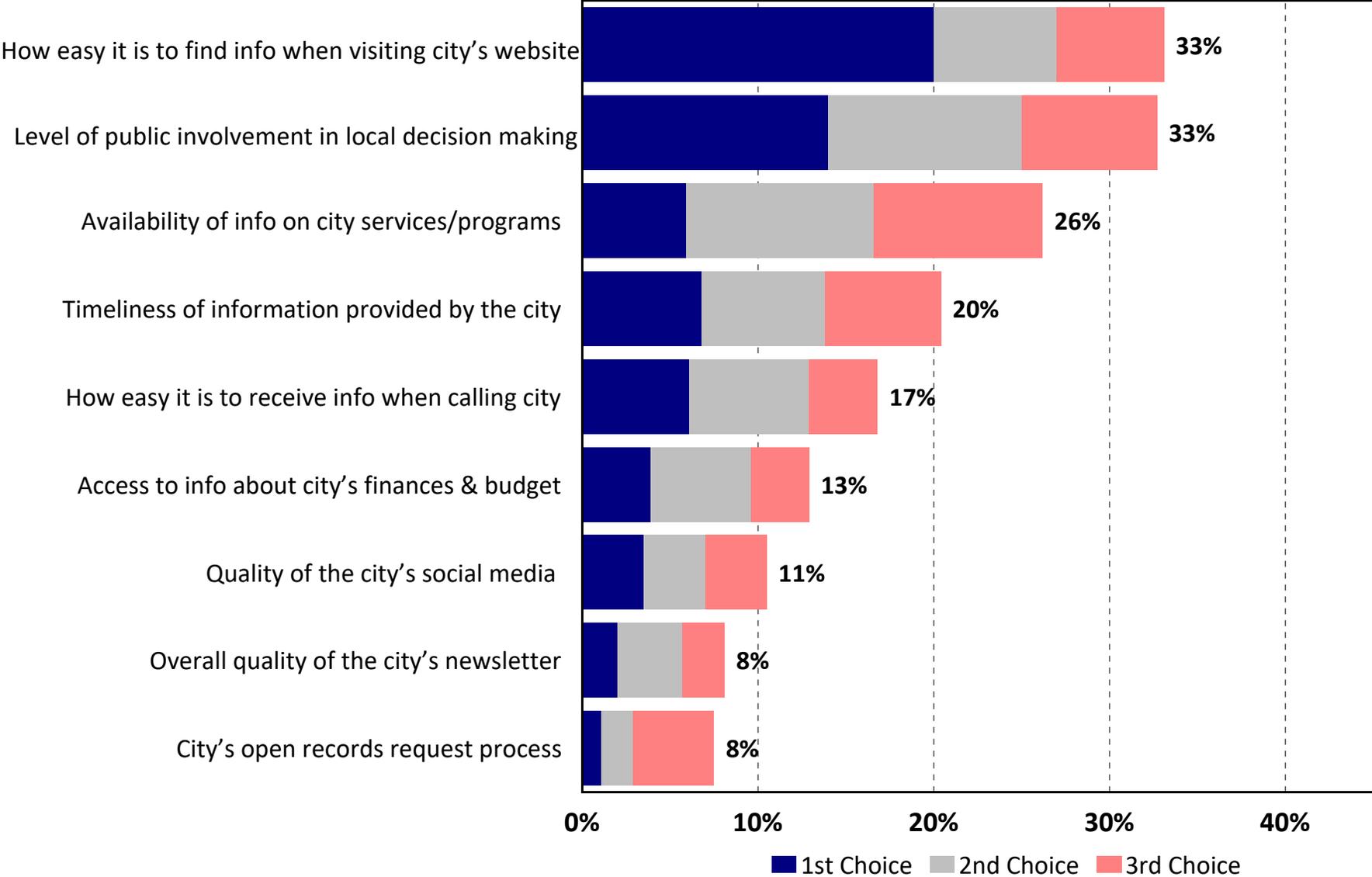
Q11. Satisfaction With Communication

by percentage of respondents (excluding “don’t know”)



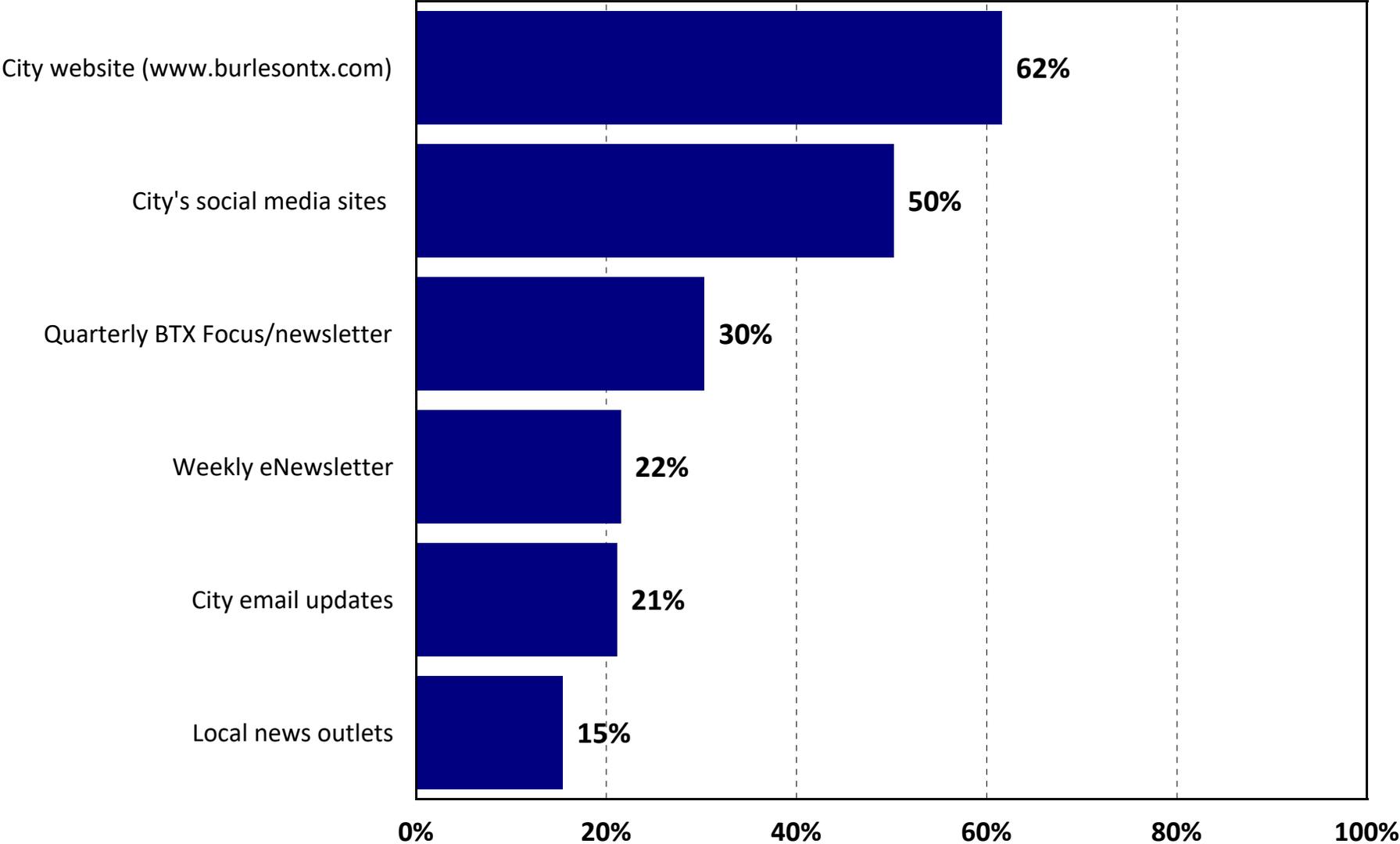
Q12. Communication Services That Are Most Important for the City to Focus on Over the Next Year

by percentage of respondents who selected the item as one of their top three choices



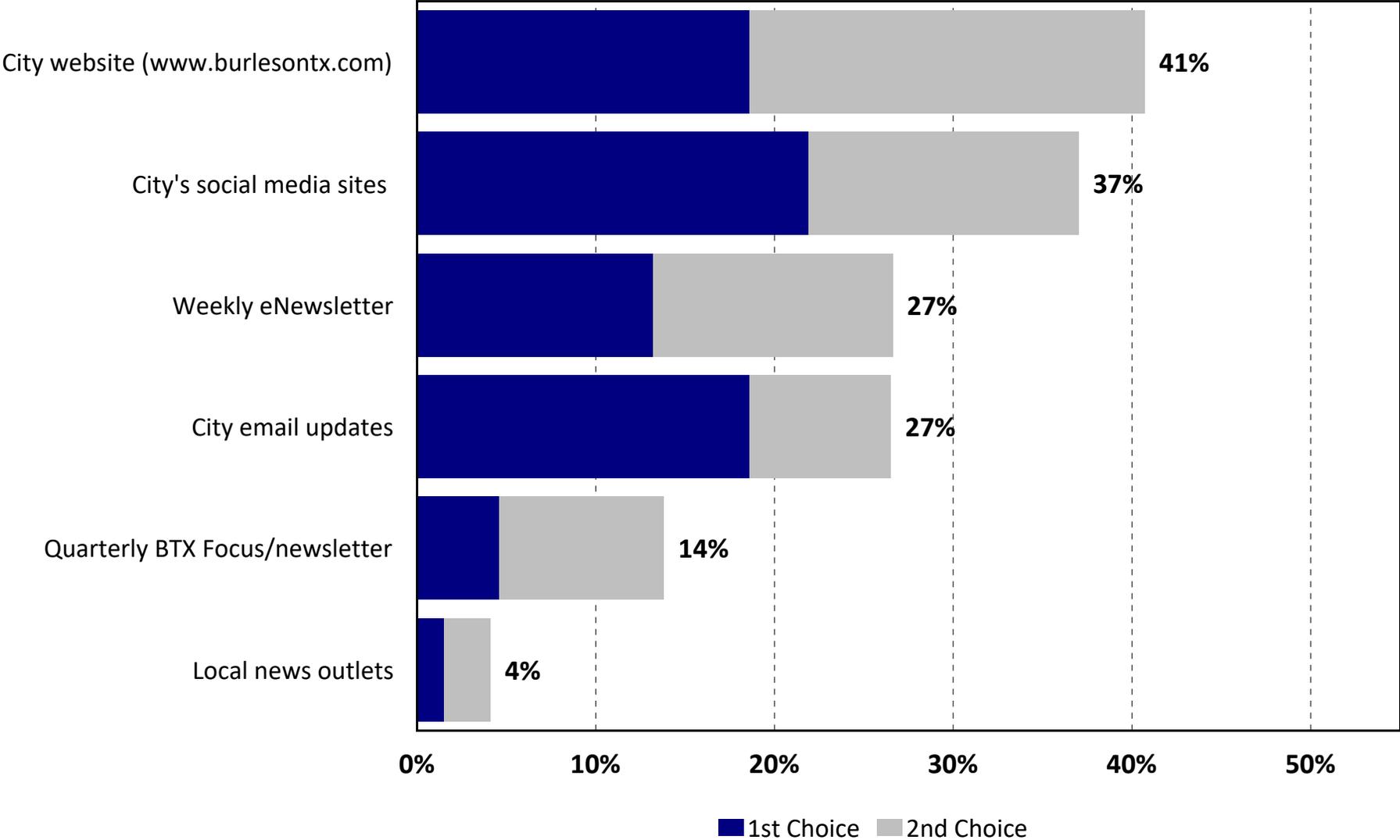
Q13. Where Residents Currently Get News and Information About the City of Burleson

by percentage of respondents (multiple selections could be made)



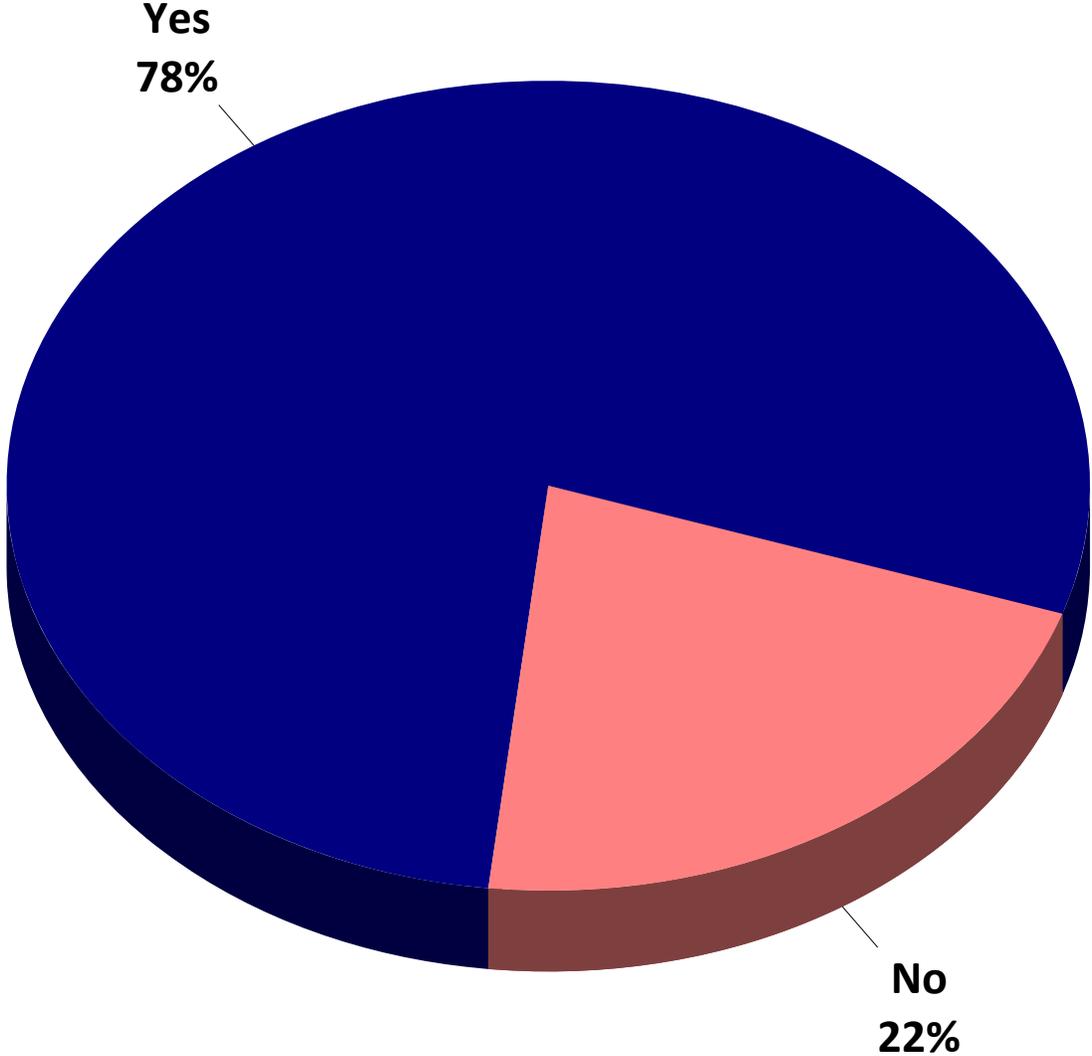
Q14. Sources Where Residents Would Prefer to Get Information From the City

by percentage of respondents who selected the item as one of their top two choices



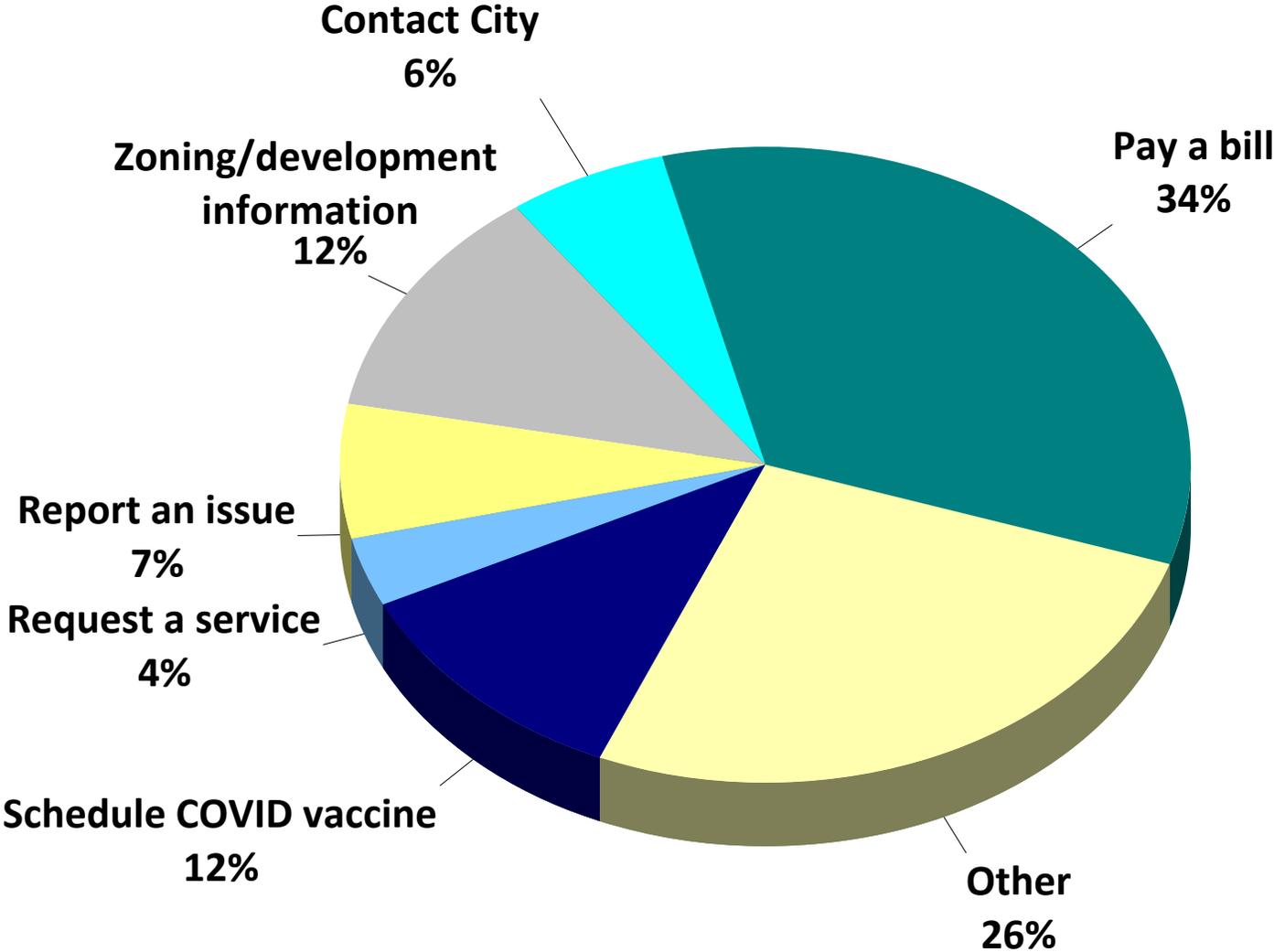
Q15. Have you visited the city’s website during the past 6 months?

by percentage of respondents



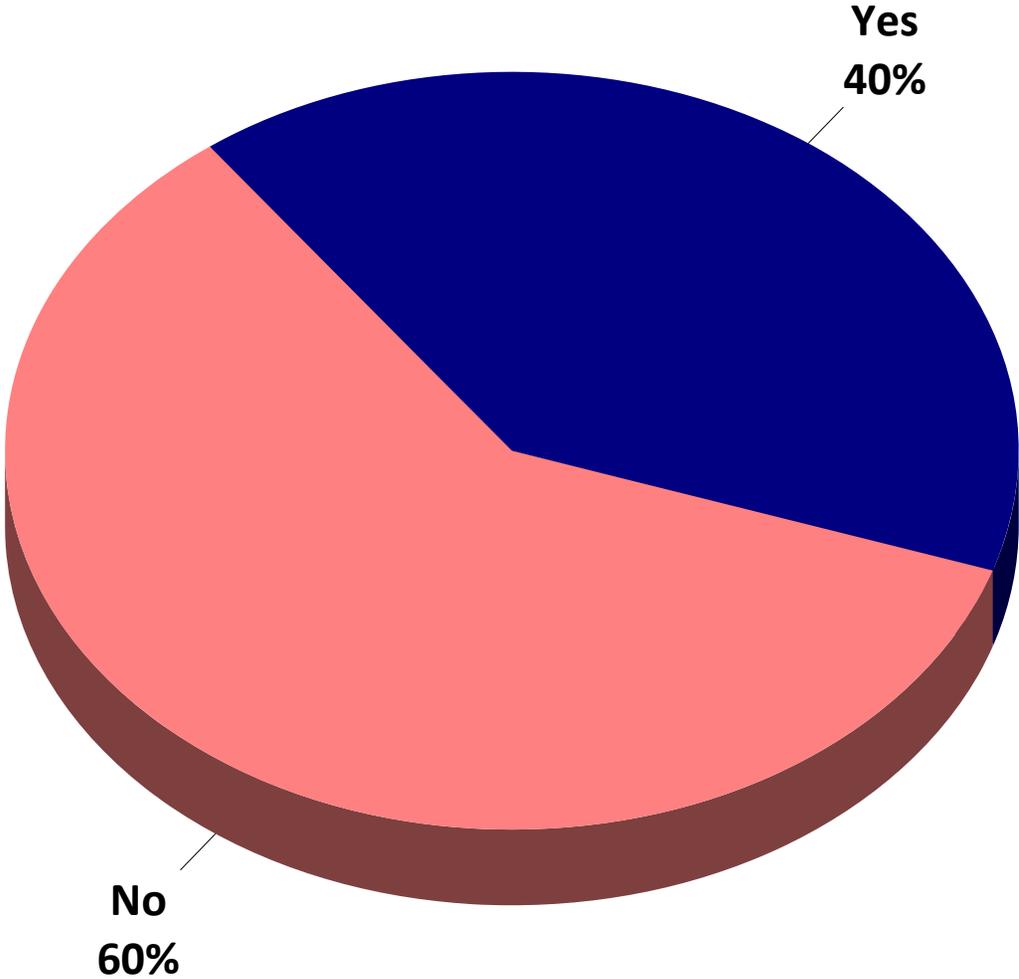
Q15a. What was the reason for your most recent visit to the City’s website?

by percentage of respondents who visited the city’s website in the past 6 months (excluding “not provided”)



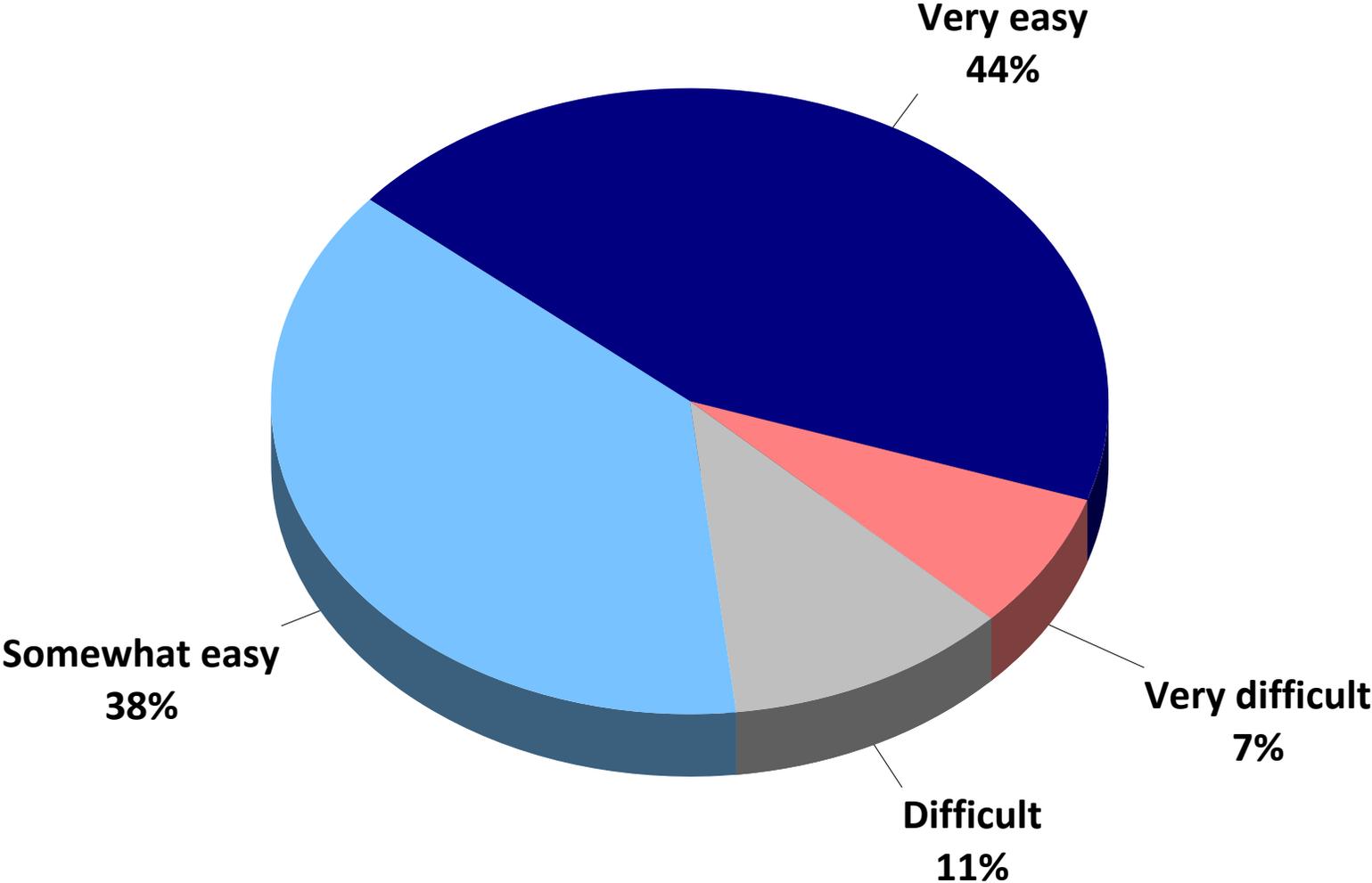
Q16. Have you contacted the City of Burleson with a question, problem, complaint, or to request a service during the past year?

by percentage of respondents



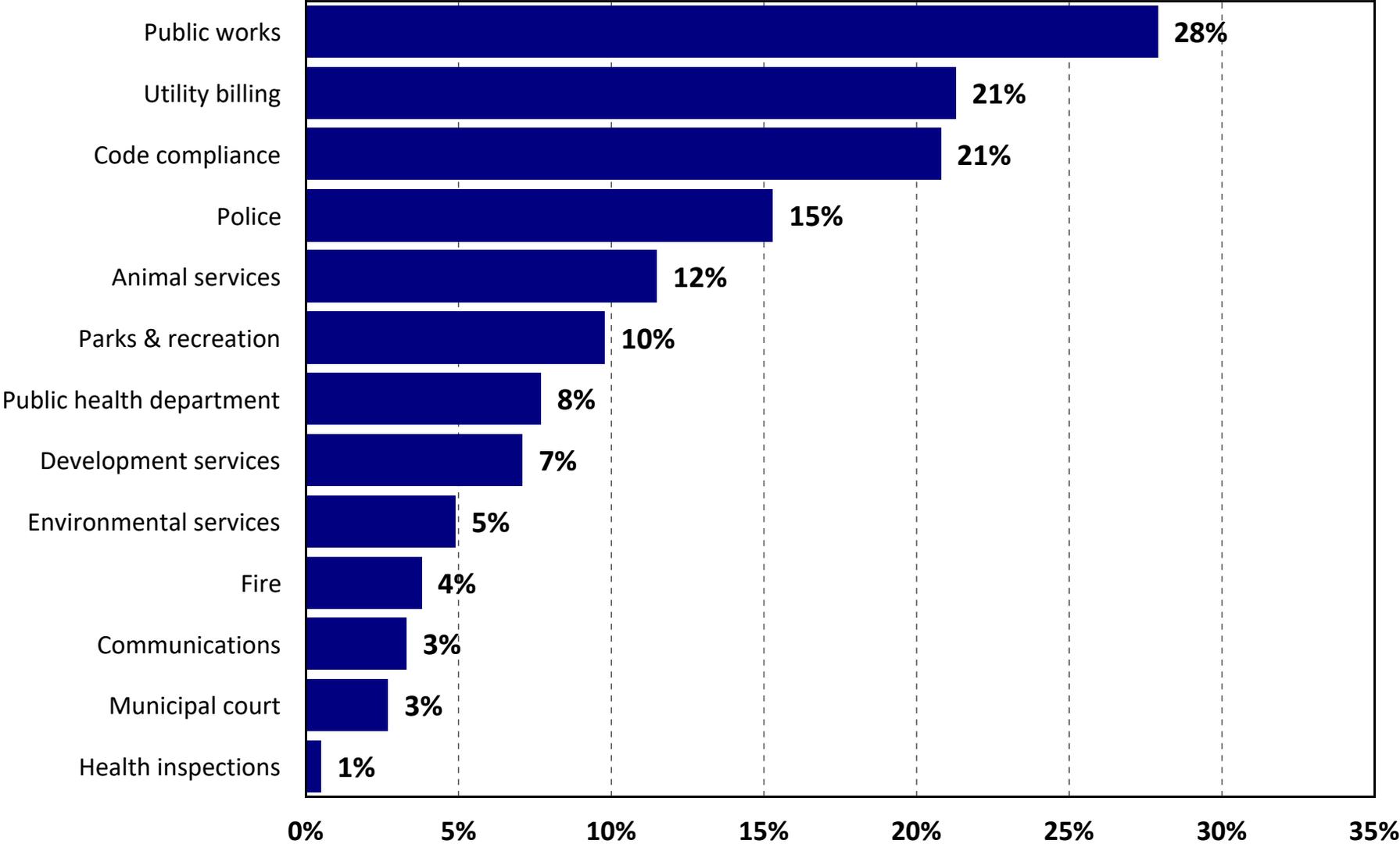
Q16a. How easy was it to contact the person you needed to reach?

by percentage of respondents who contacted the City of Burleson during the past year (excluding “not provided”)



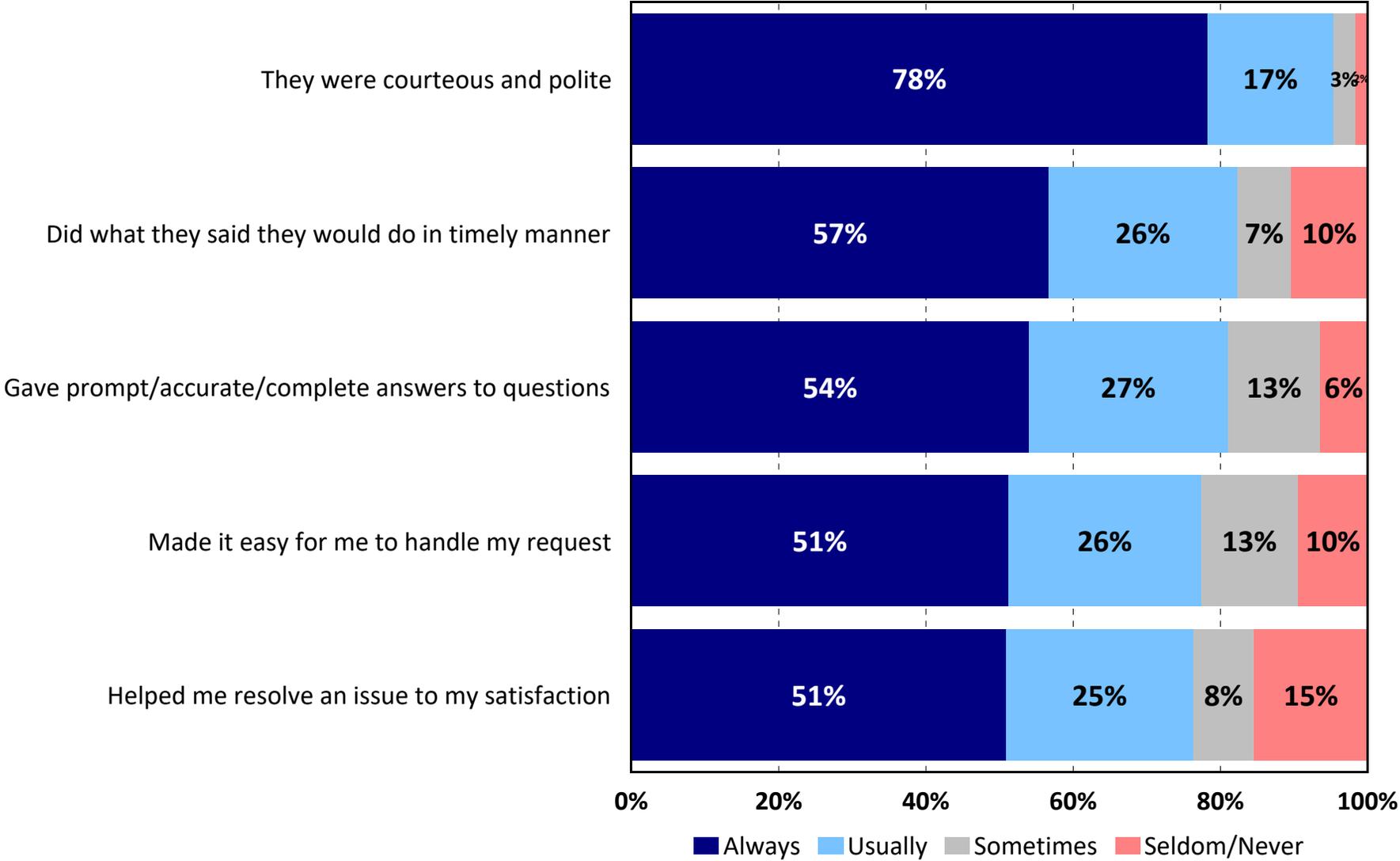
Q16b. What department did you contact?

by percentage of respondents who contacted the City of Burleson during the past year (multiple selections could be made)



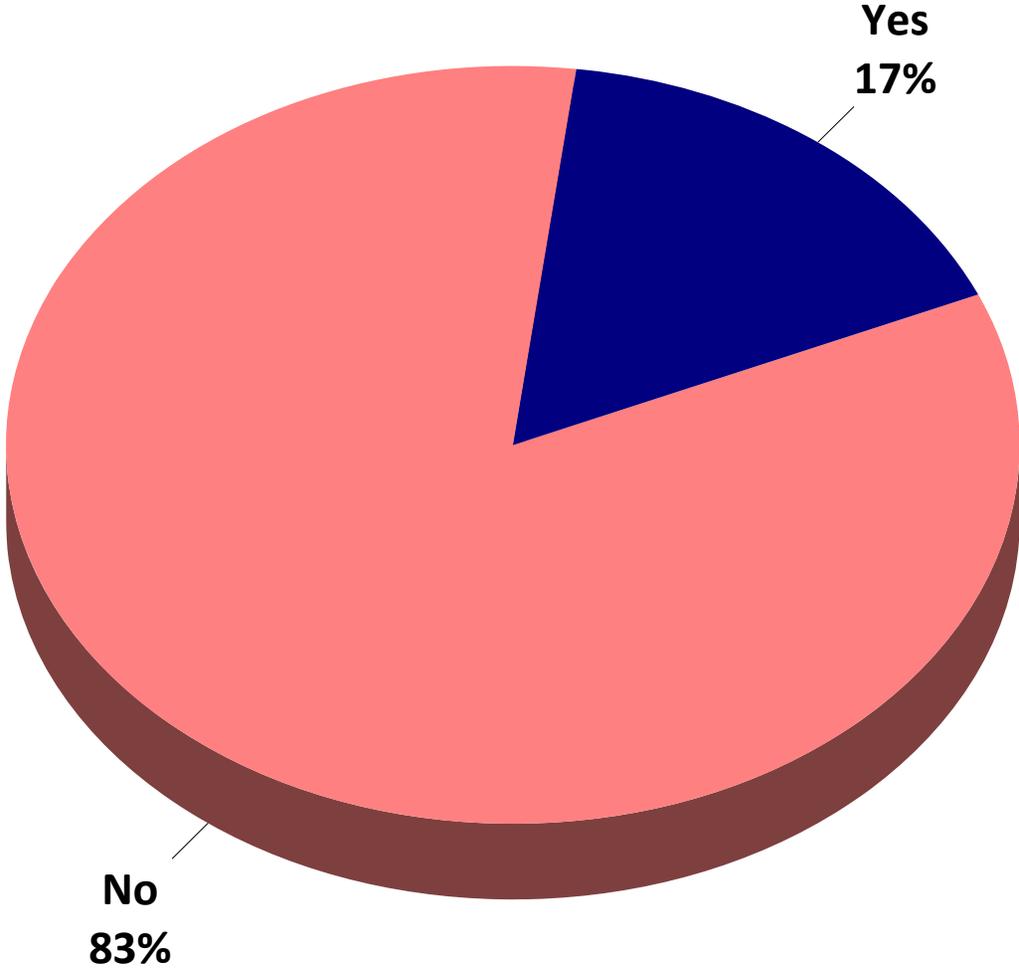
Q16c. Frequency That City Employees Displayed the Following Behaviors

by percentage of respondents who contacted the City of Burleson during the past year (excluding “don’t know”)



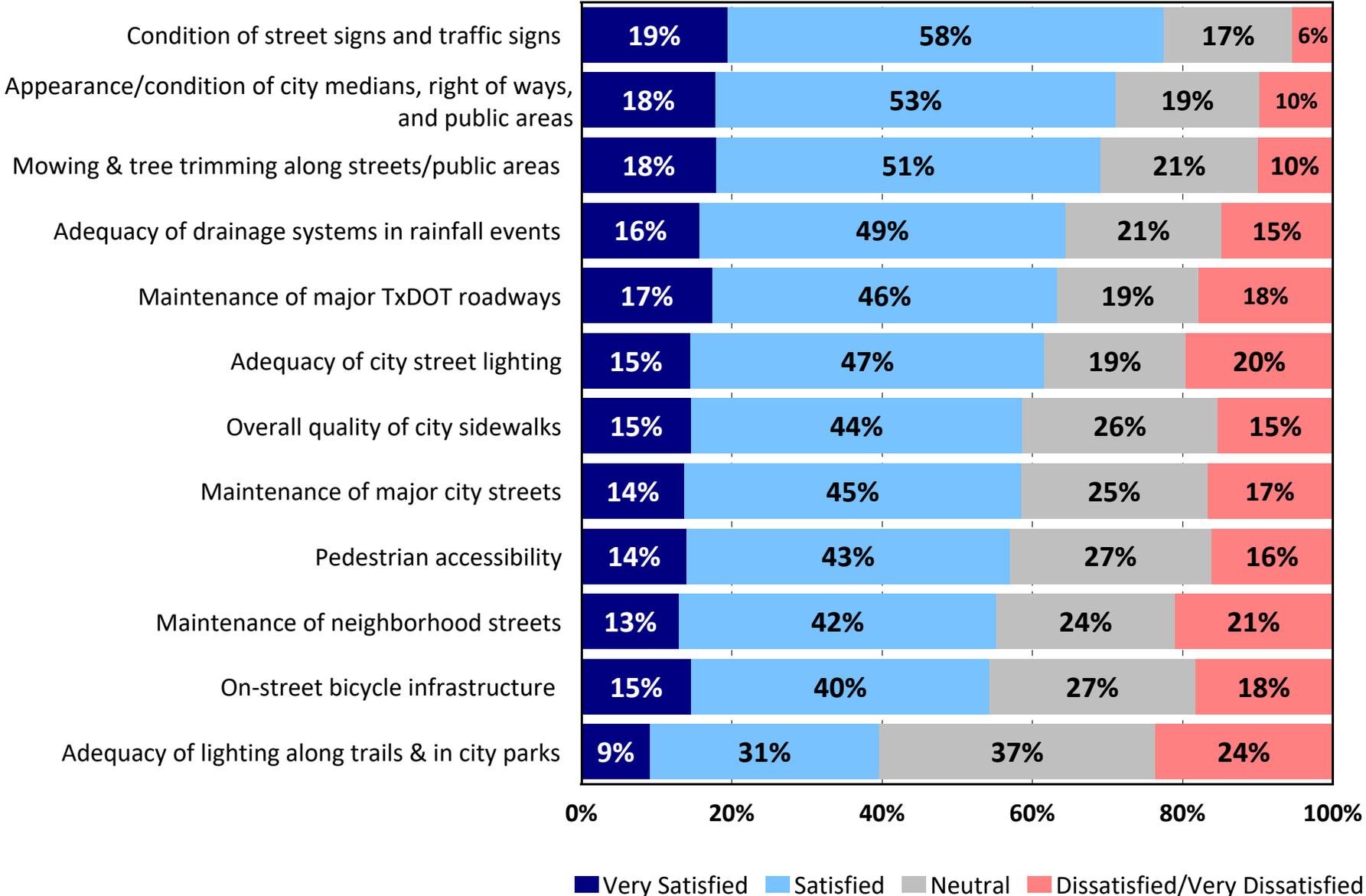
Q17. Do you ever watch the City’s online broadcast of City Council or Planning and Zoning Commission meetings?

by percentage of respondents



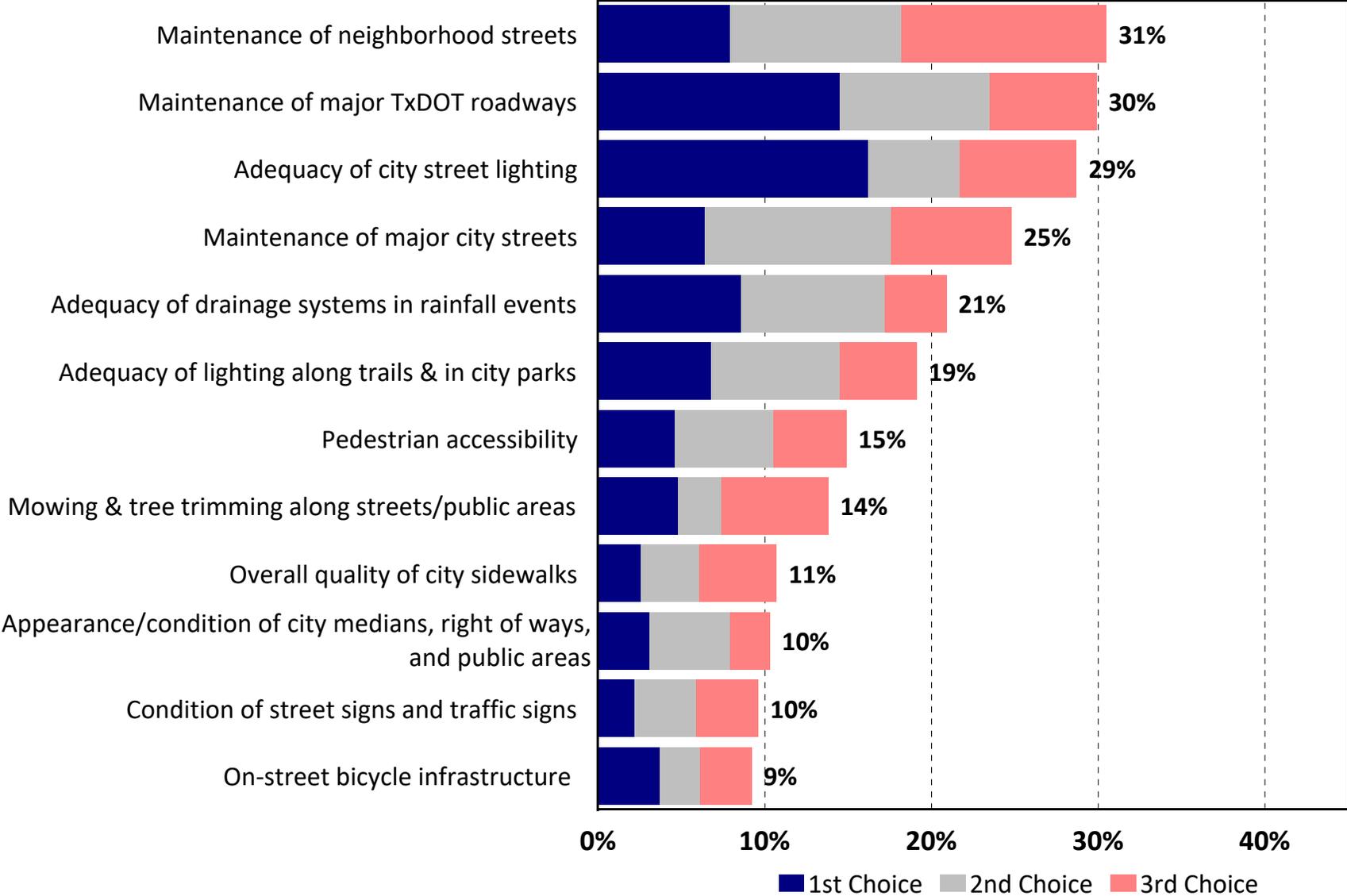
Q18. Satisfaction With Infrastructure

by percentage of respondents (excluding “don’t know”)



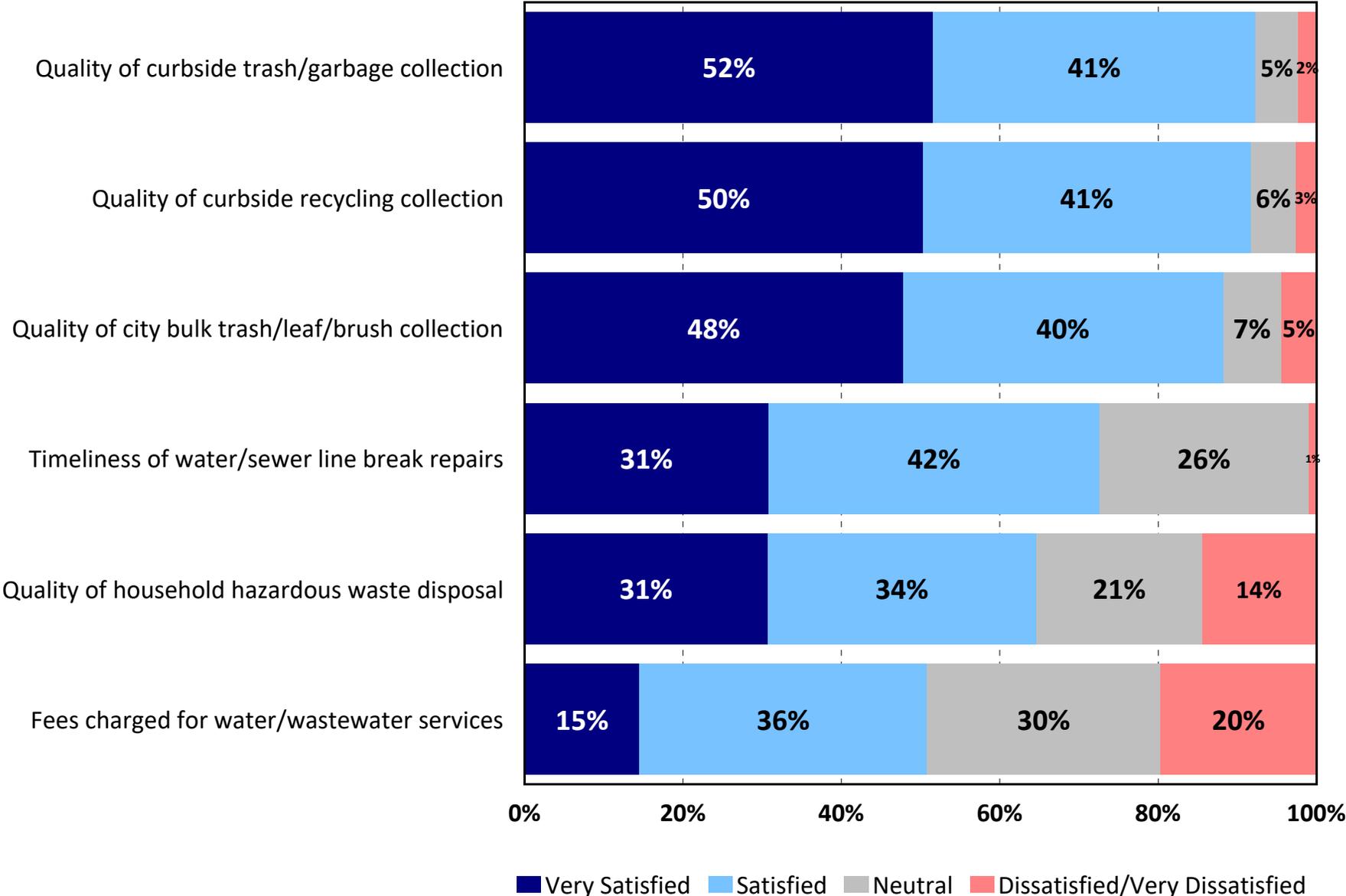
Q19. Infrastructure Services That Are Most Important for the City to Focus on Over the Next Year

by percentage of respondents who selected the item as one of their top three choices



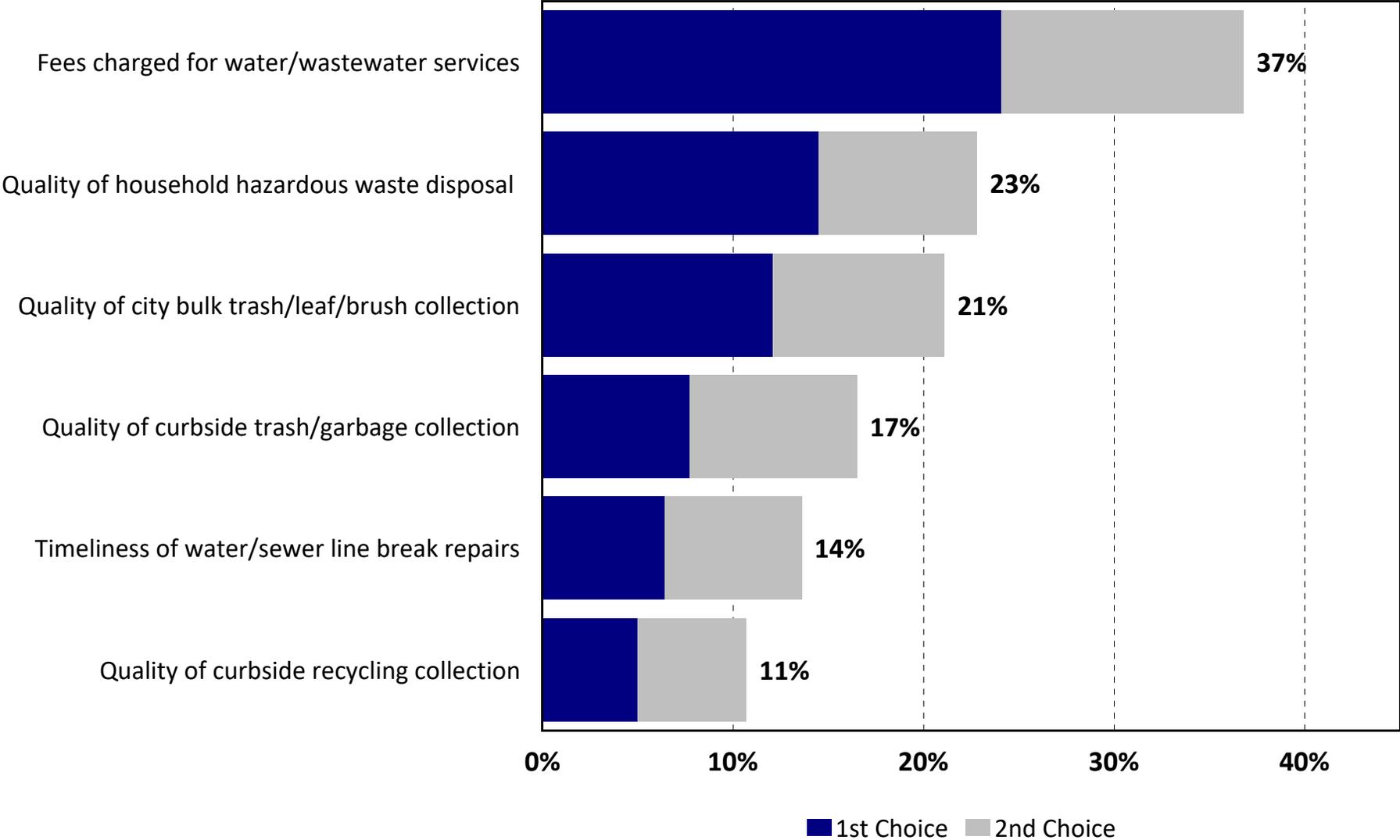
Q20. Satisfaction With Utilities

by percentage of respondents (excluding “don’t know”)



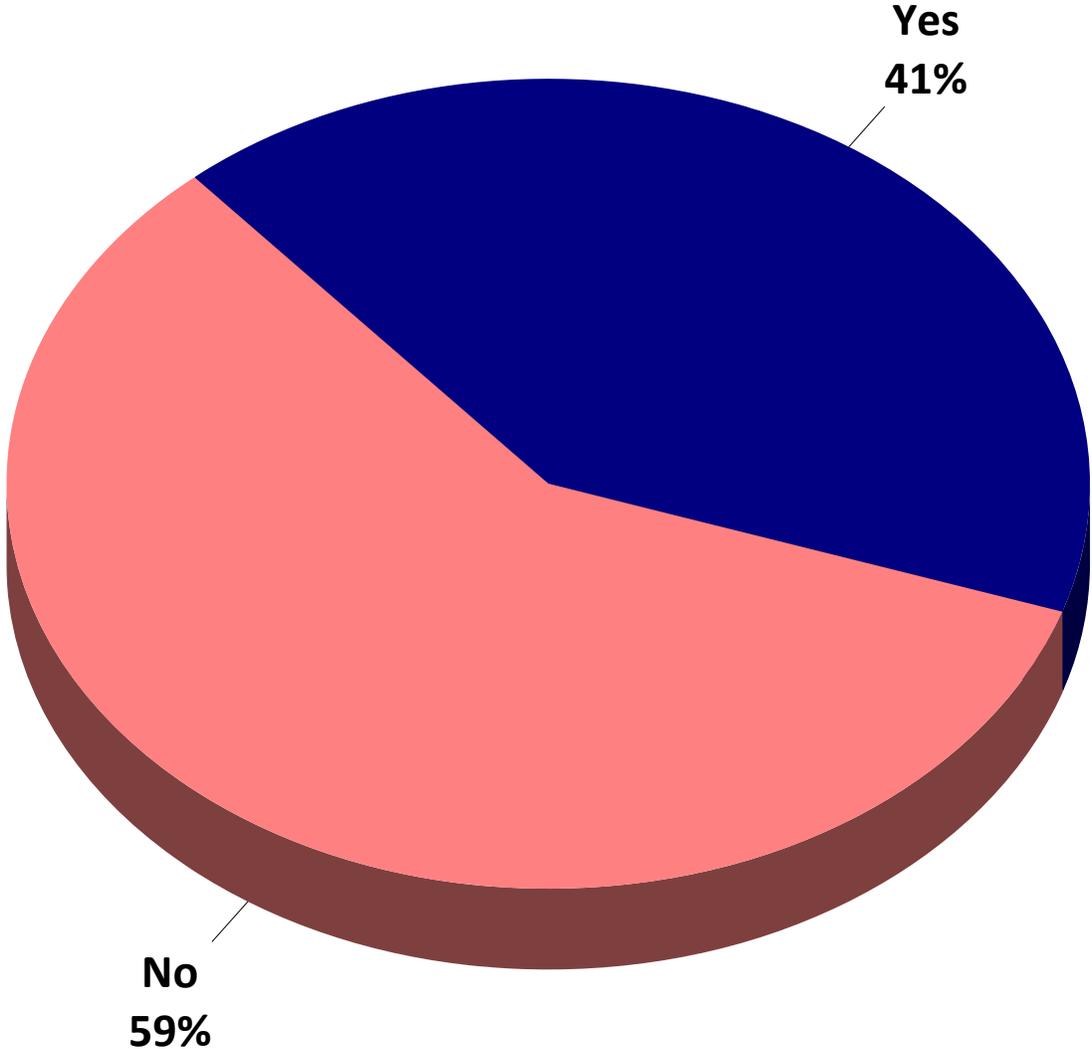
Q21. Utility Services That Are Most Important for the City to Focus on Over the Next Year

by percentage of respondents who selected the item as one of their top two choices



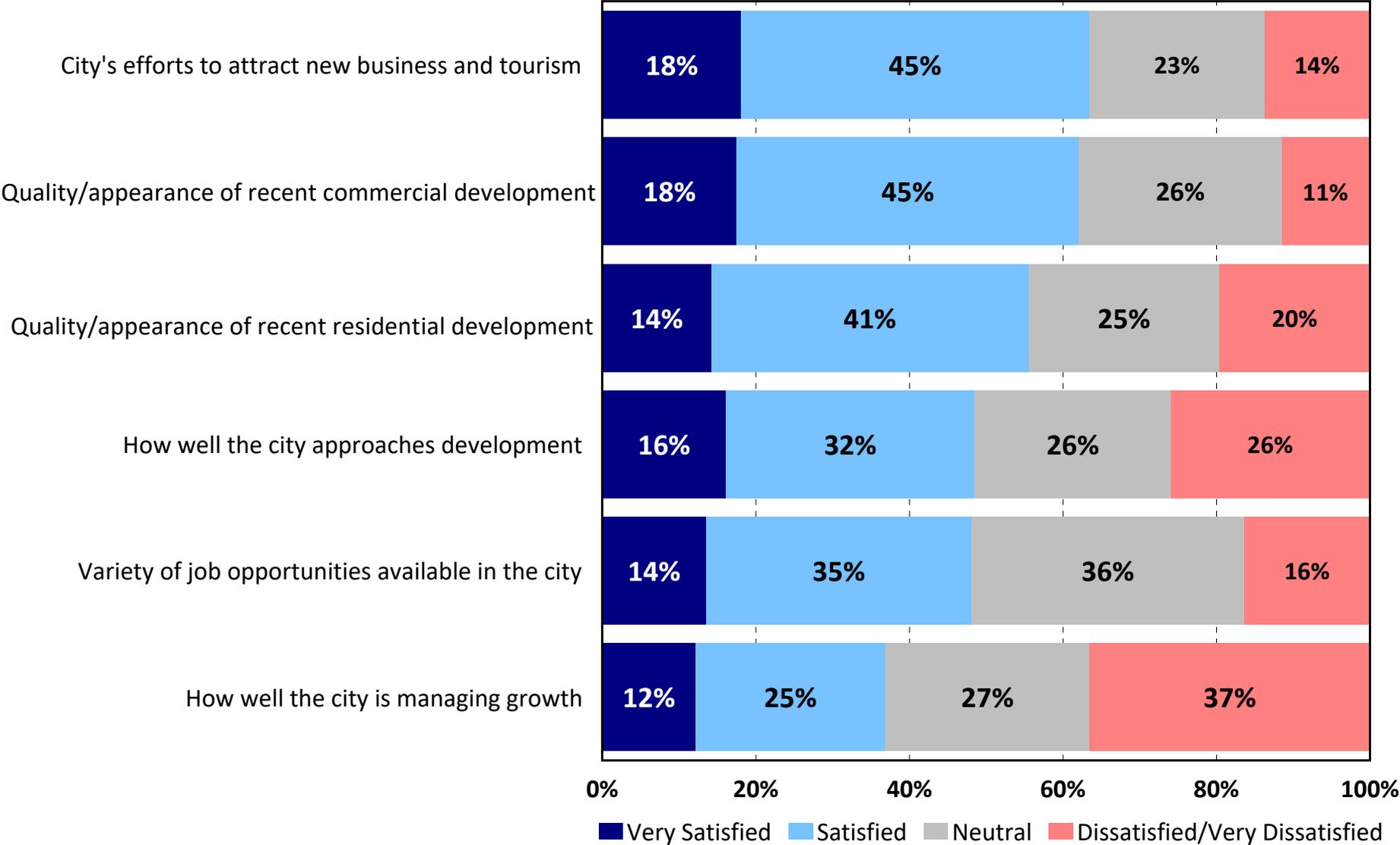
Q22. With cost being neutral, would you be in favor of a roll out trash bin collection service once a week?

by percentage of respondents (excluding "not provided")



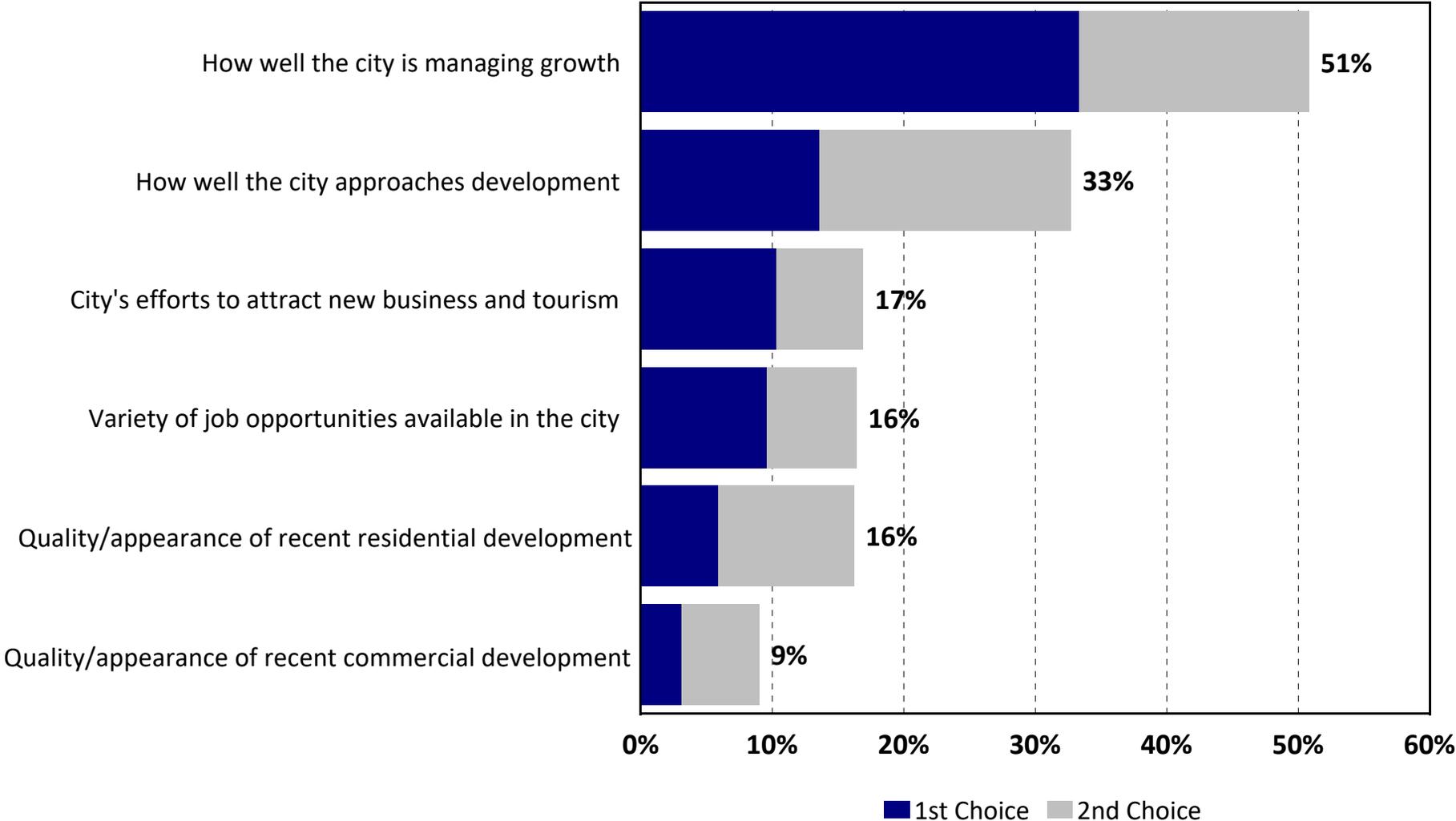
Q23. Satisfaction With Economic Development and Development Services

by percentage of respondents (excluding “don’t know”)



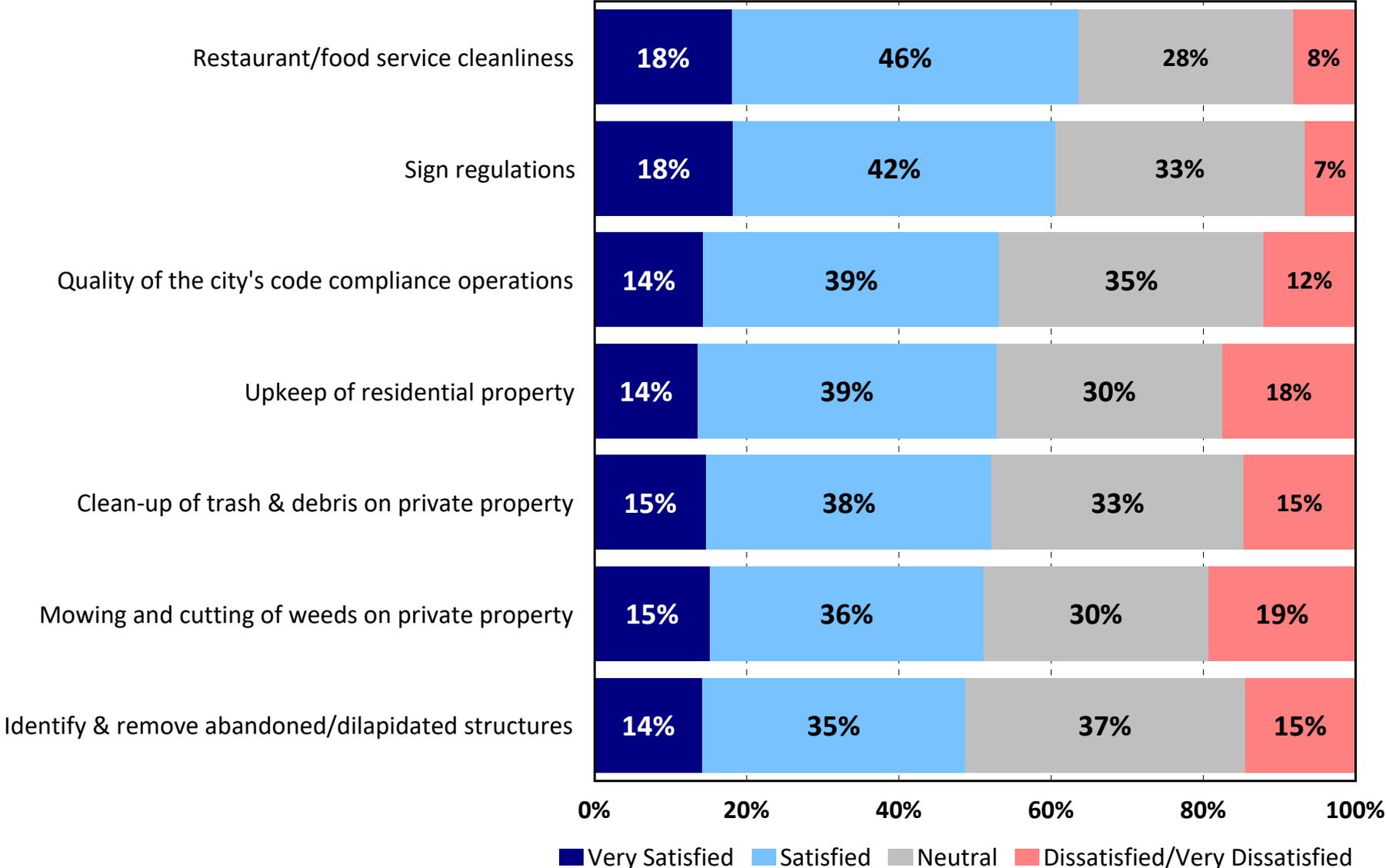
Q24. Economic Development and Development Services That Are Most Important for the City to Focus on Over the Next Year

by percentage of respondents who selected the item as one of their top two choices



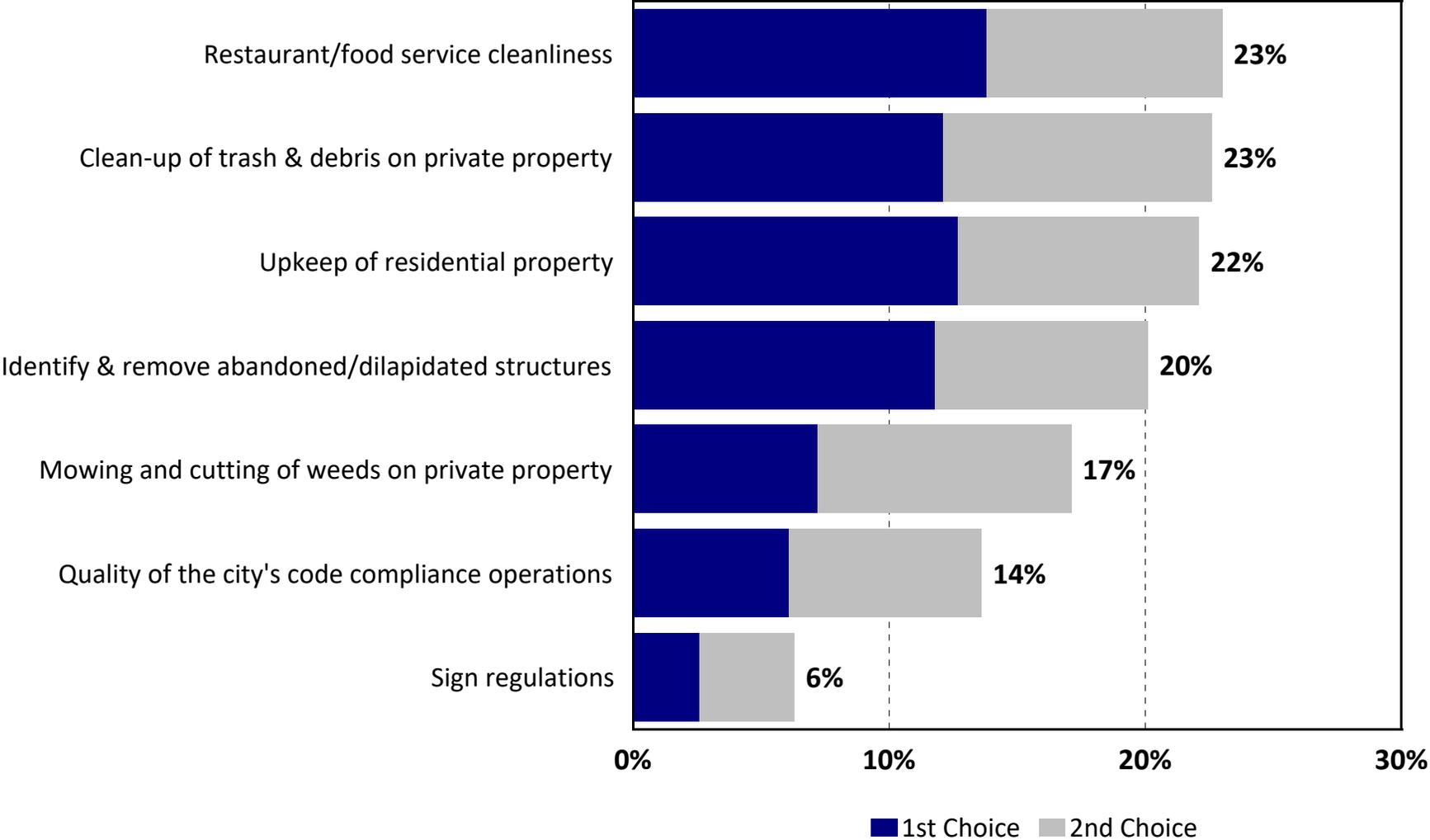
Q25. Satisfaction With City Codes

by percentage of respondents (excluding "don't know")



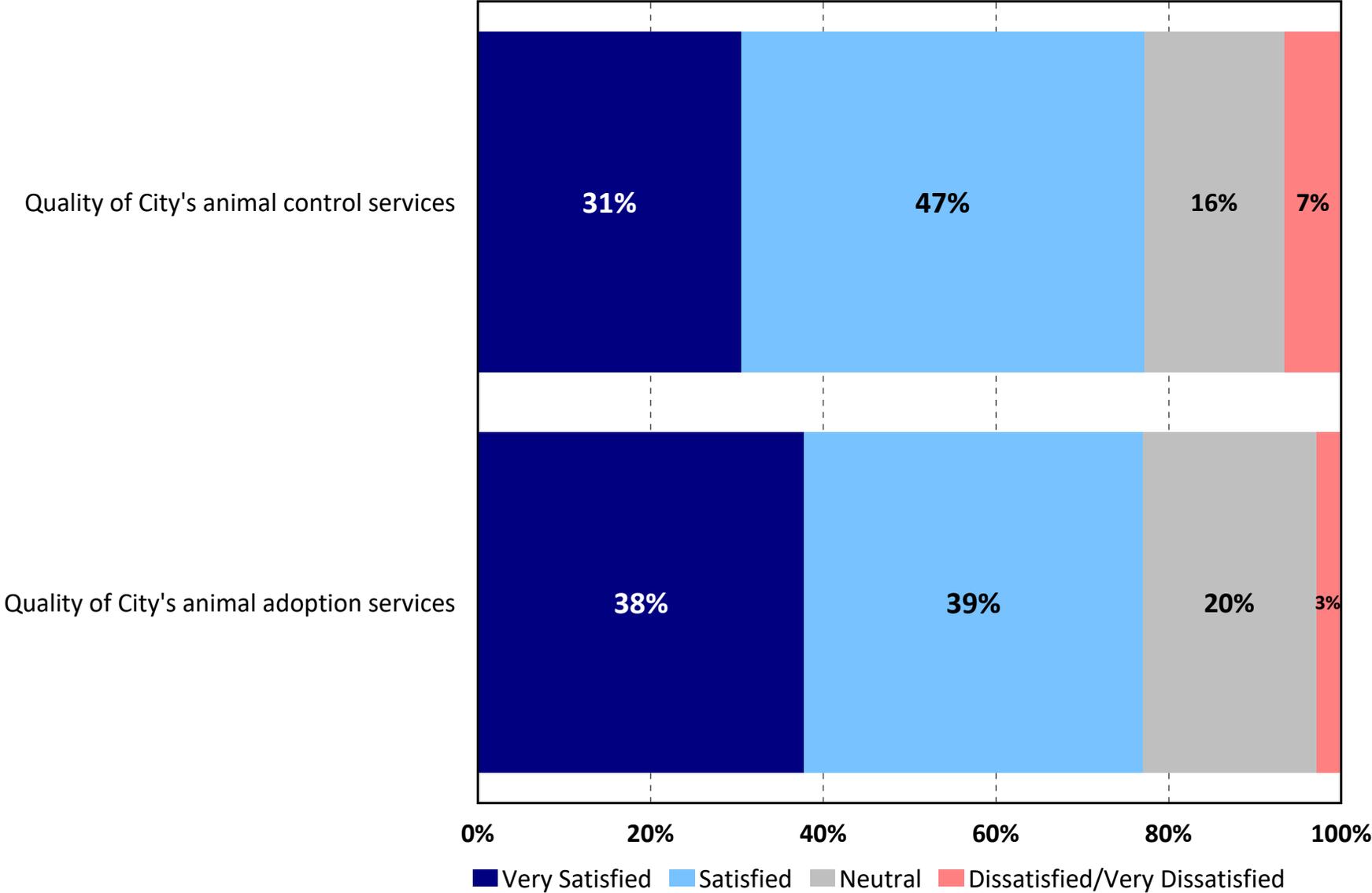
Q26. City Code Services That Are Most Important for the City to Focus on Over the Next Year

by percentage of respondents who selected the item as one of their top two choices



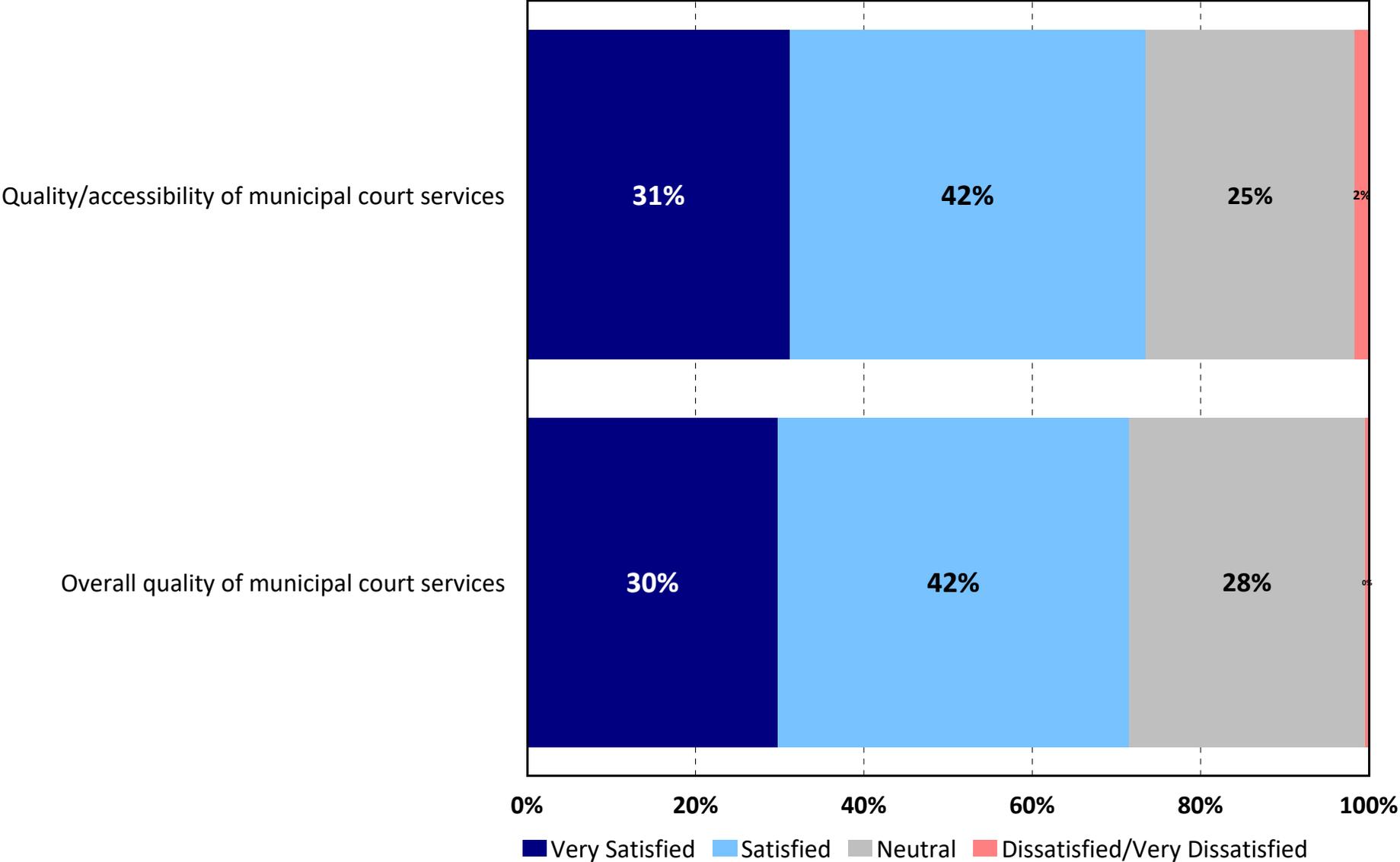
Q27. Satisfaction With Animal Services

by percentage of respondents (excluding “don’t know”)



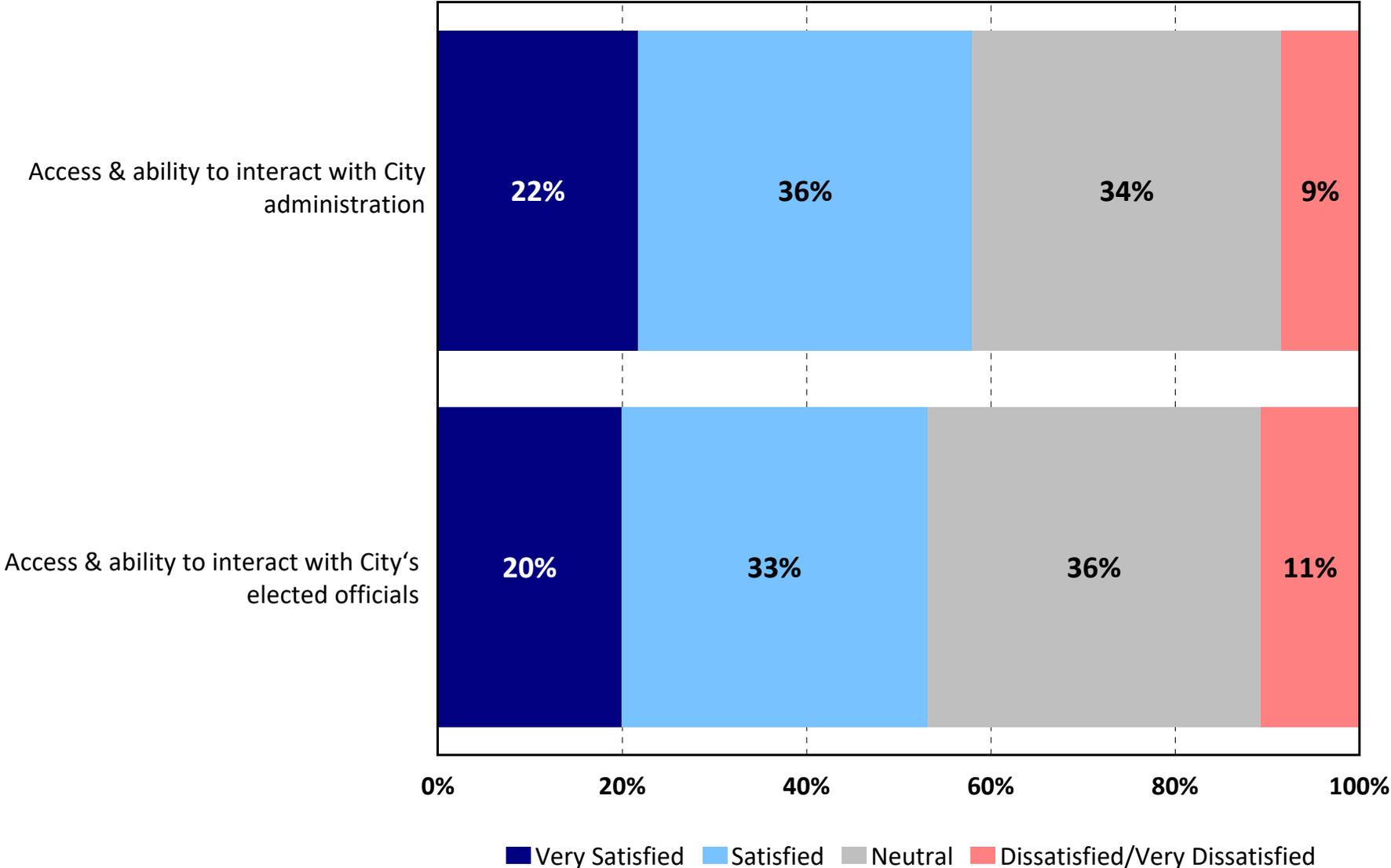
Q28. Satisfaction With Court Services

by percentage of respondents (excluding “don’t know”)



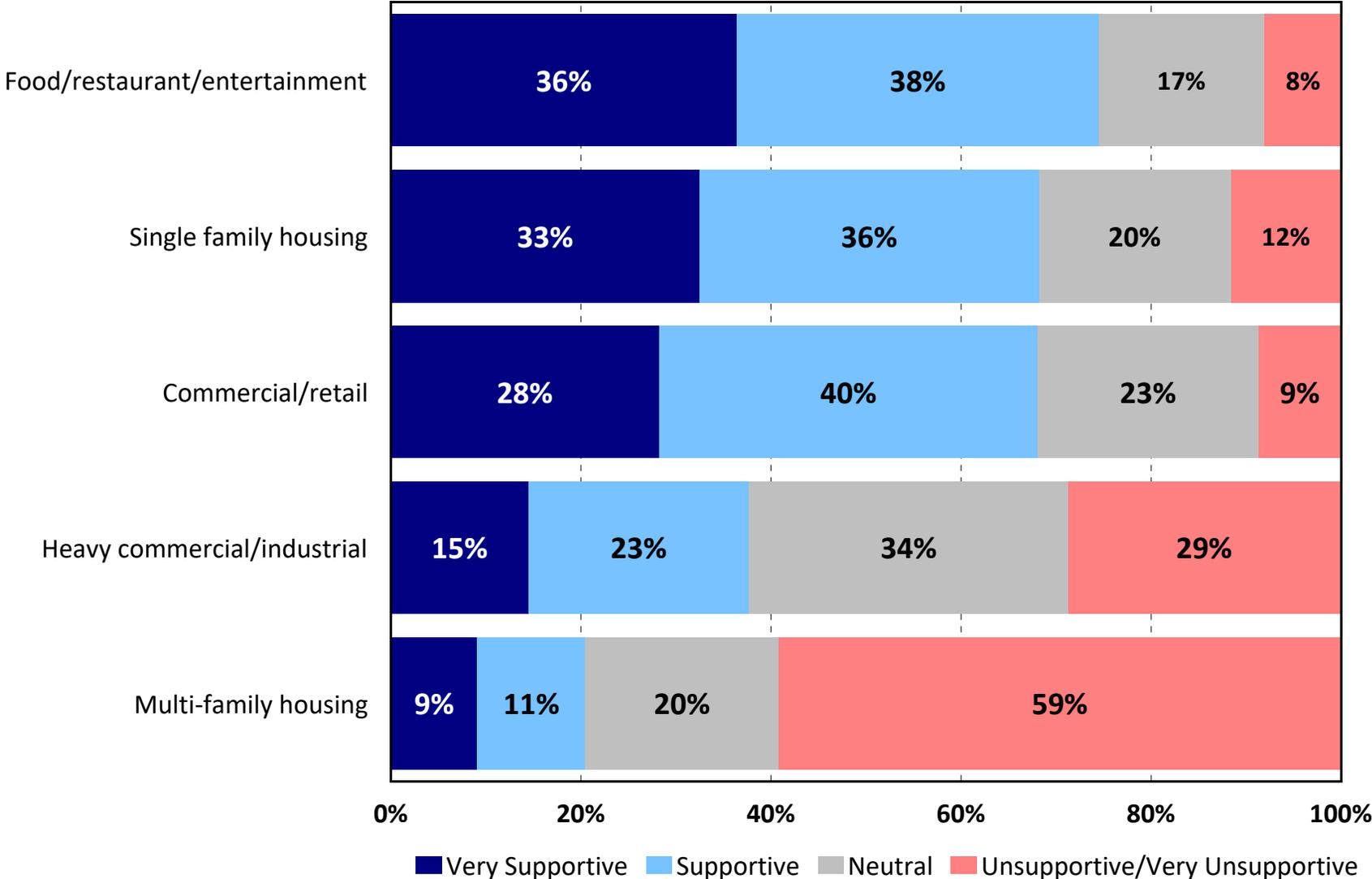
Q29. Satisfaction With City Leadership

by percentage of respondents (excluding “don’t know”)



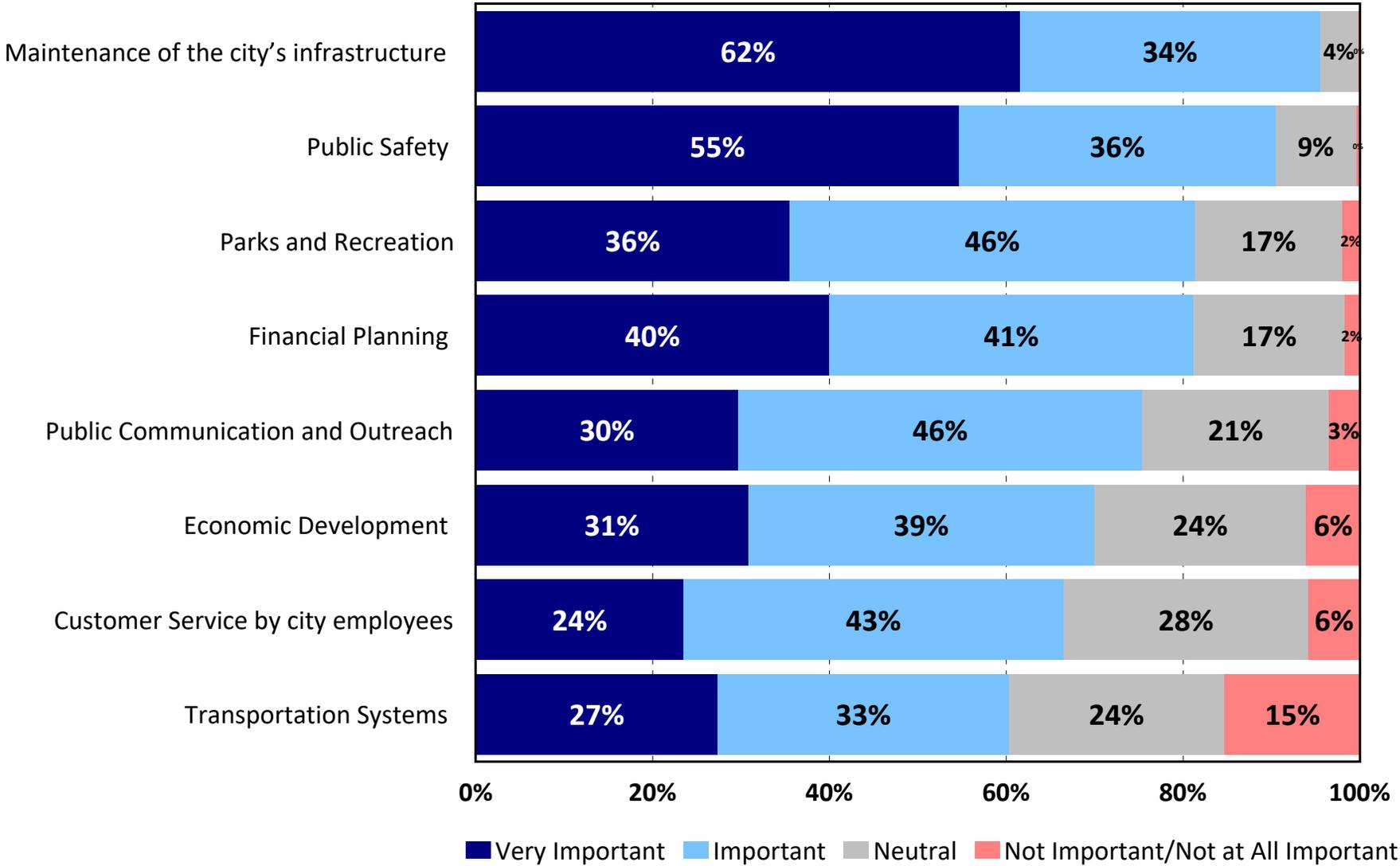
Q30. Support for the Following Economic Development and Development Services

by percentage of respondents (excluding “don’t know”)



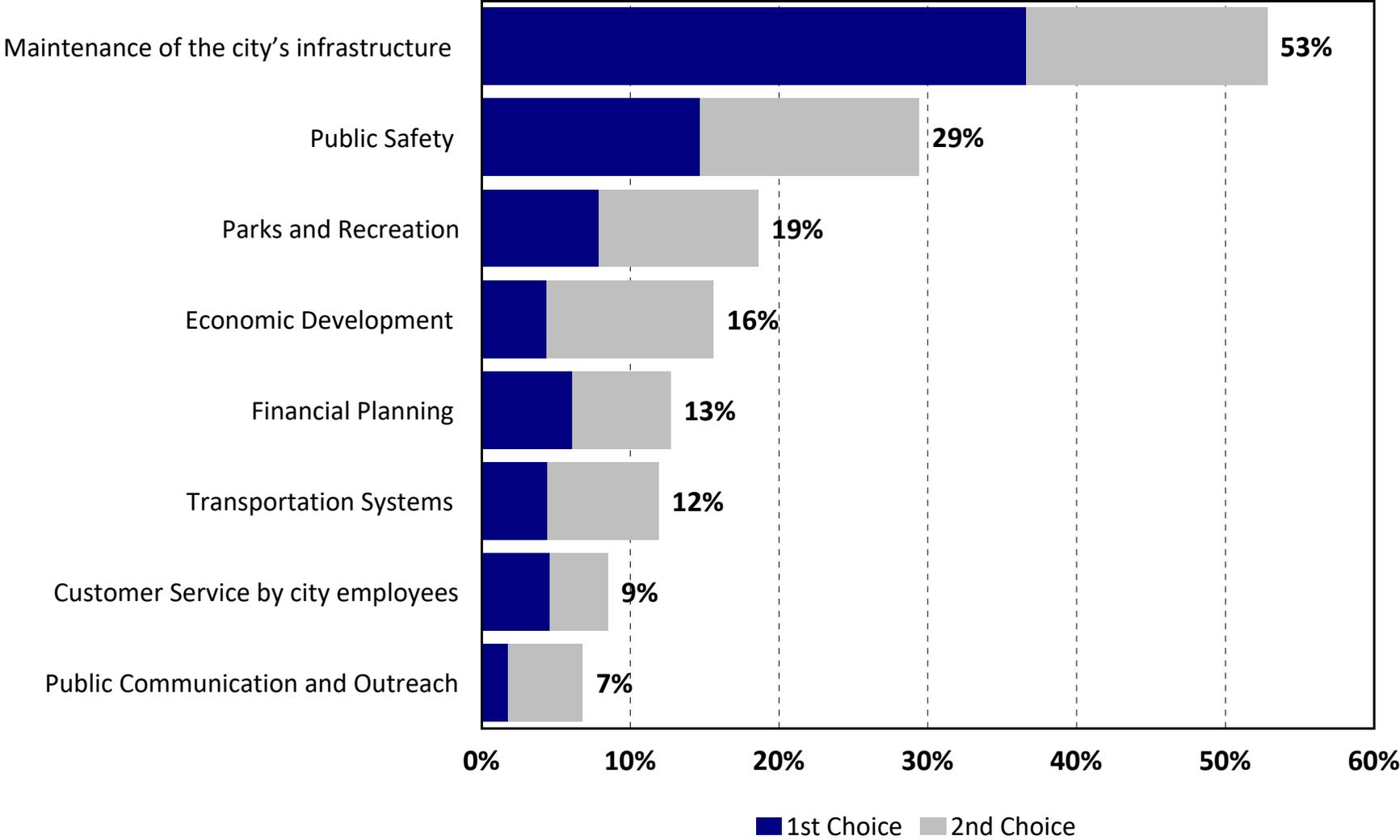
Q31. Importance of Funding the Following Improvements With the City’s Tax Dollars

by percentage of respondents (excluding “don’t know”)



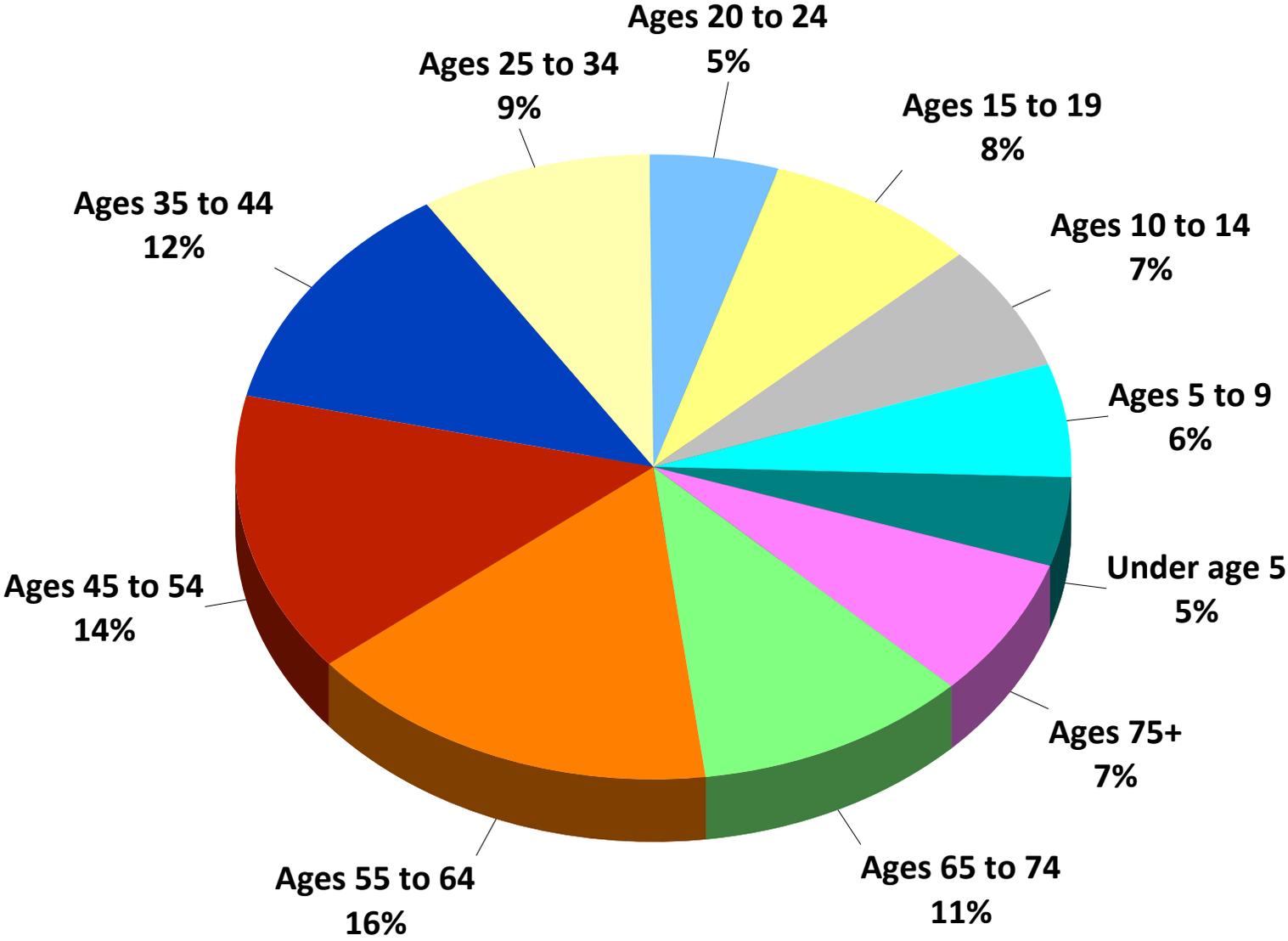
Q32. Areas That Respondents Would Most Support Funding With Their Tax Dollars

by percentage of respondents who selected the item as one of their top two choices



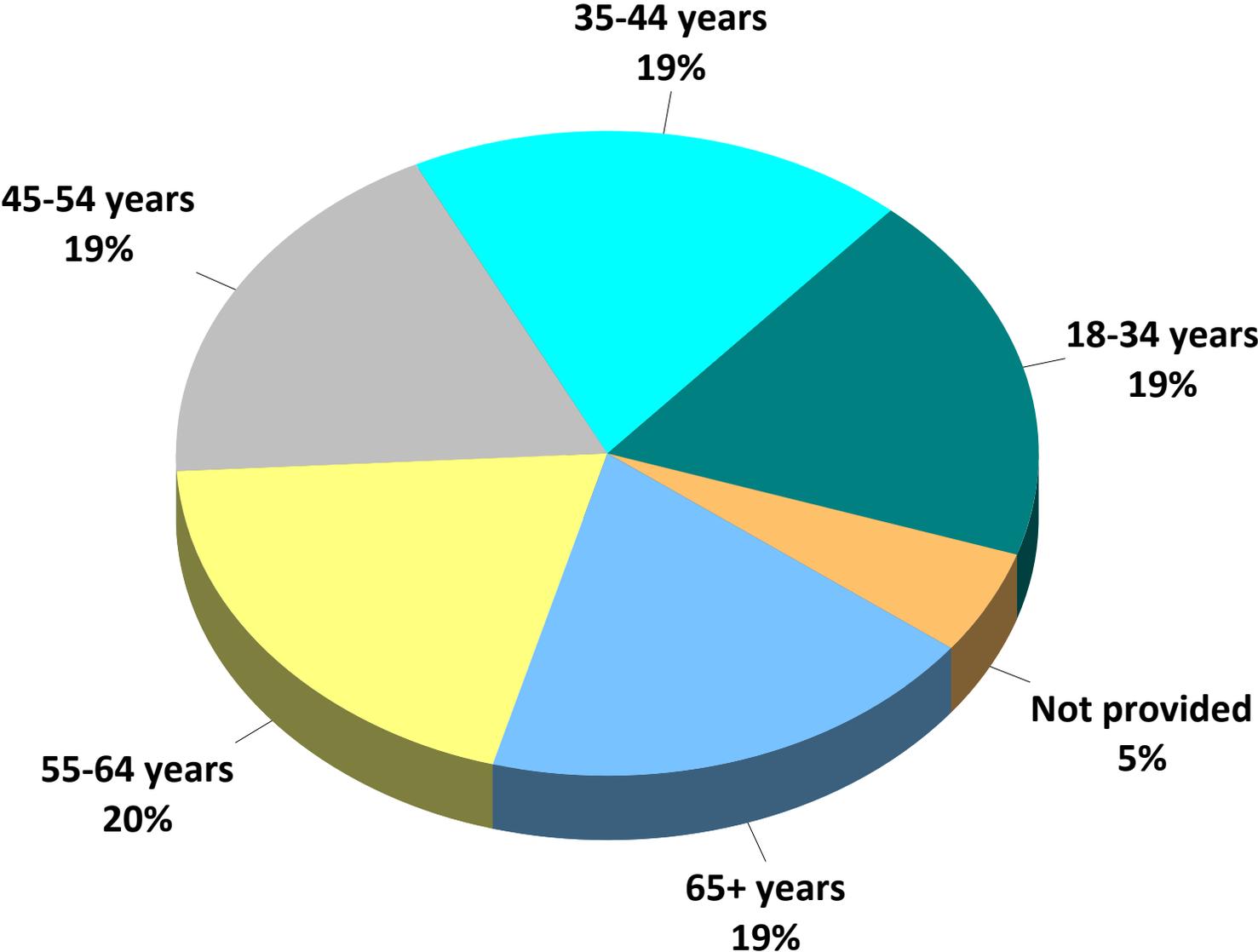
Q34. Ages of Household Members

by percentage of person in household



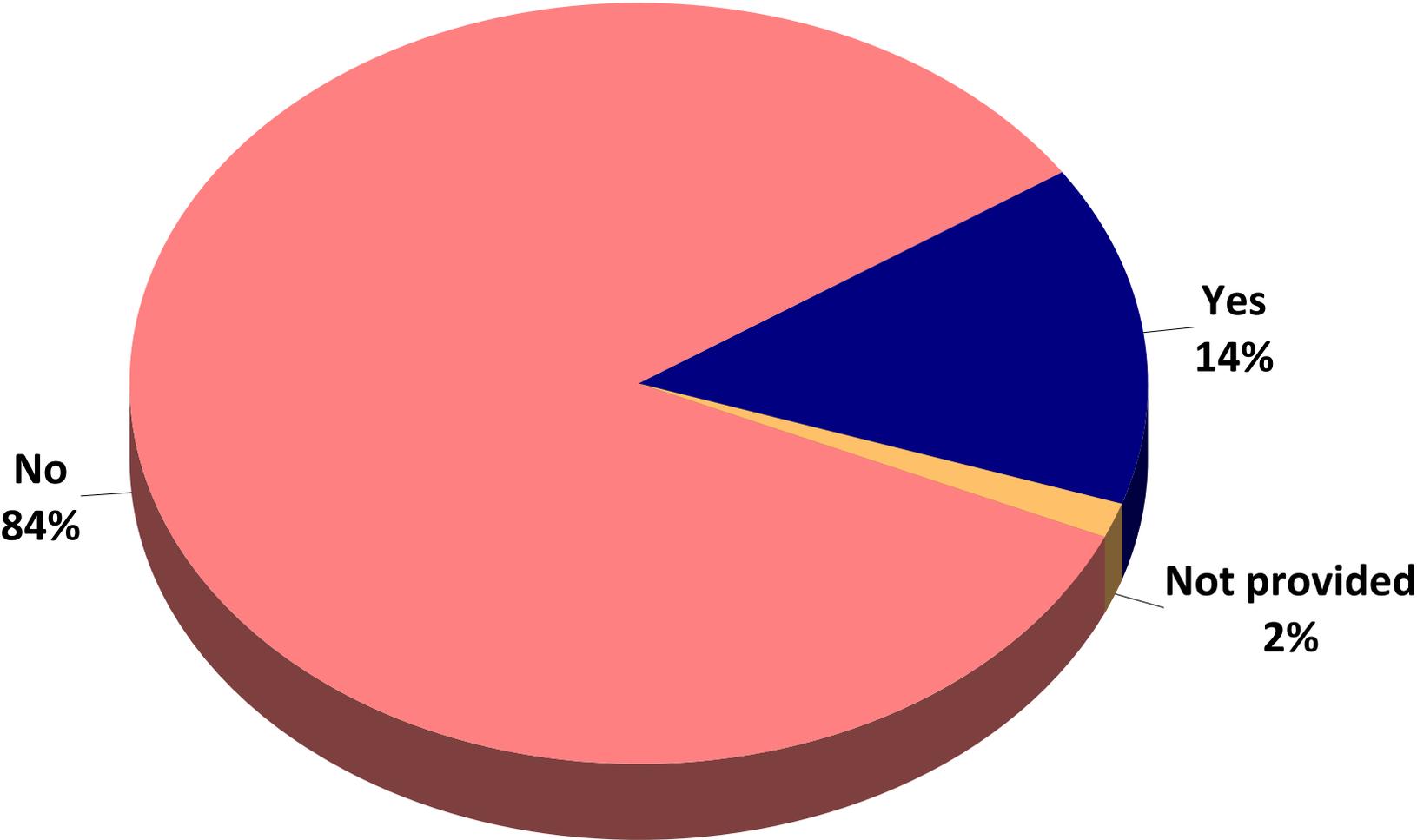
Q35. What is your age?

by percentage of respondents



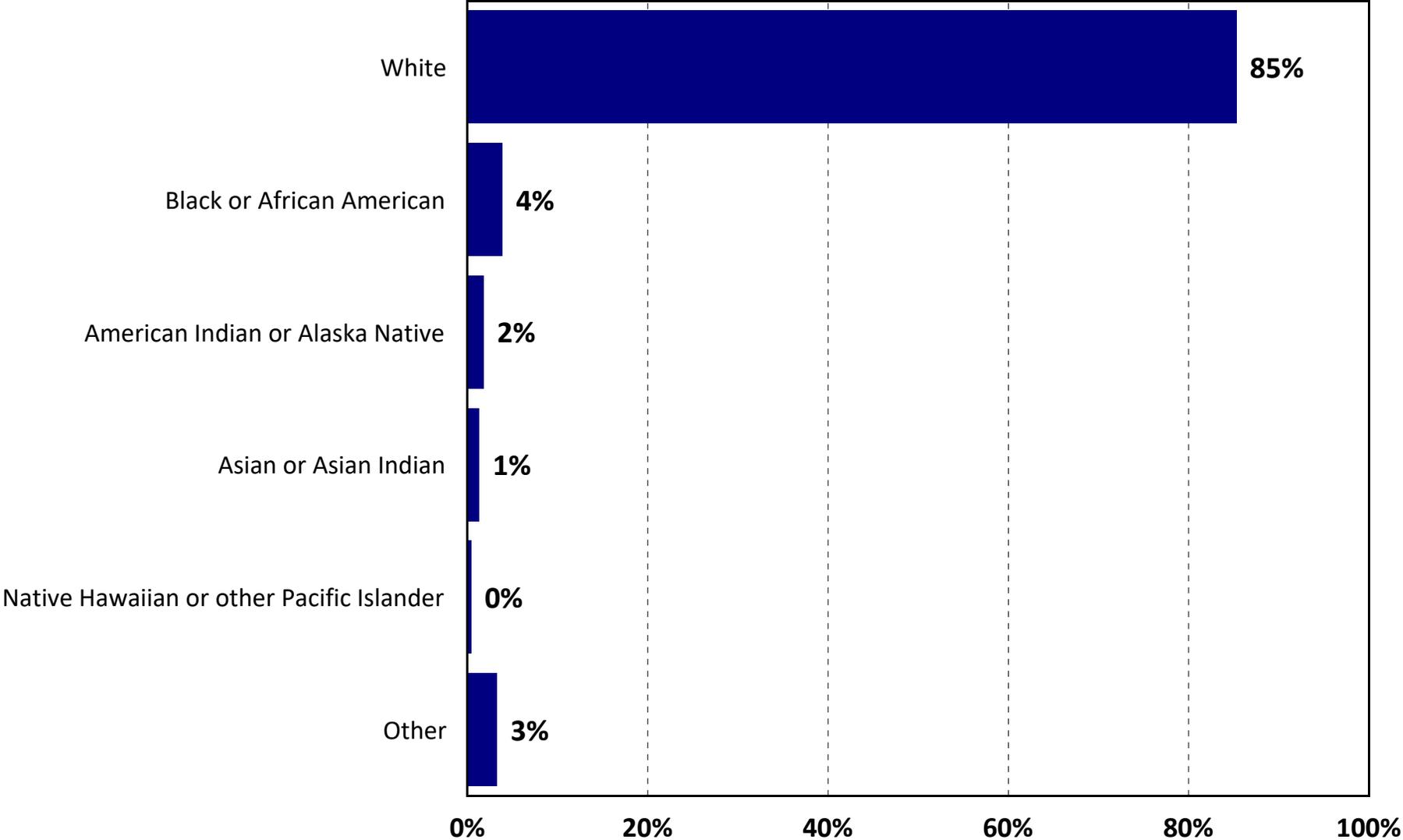
Q36. Are you or other members of your household of Spanish, Hispanic or Latino heritage?

by percentage of respondents



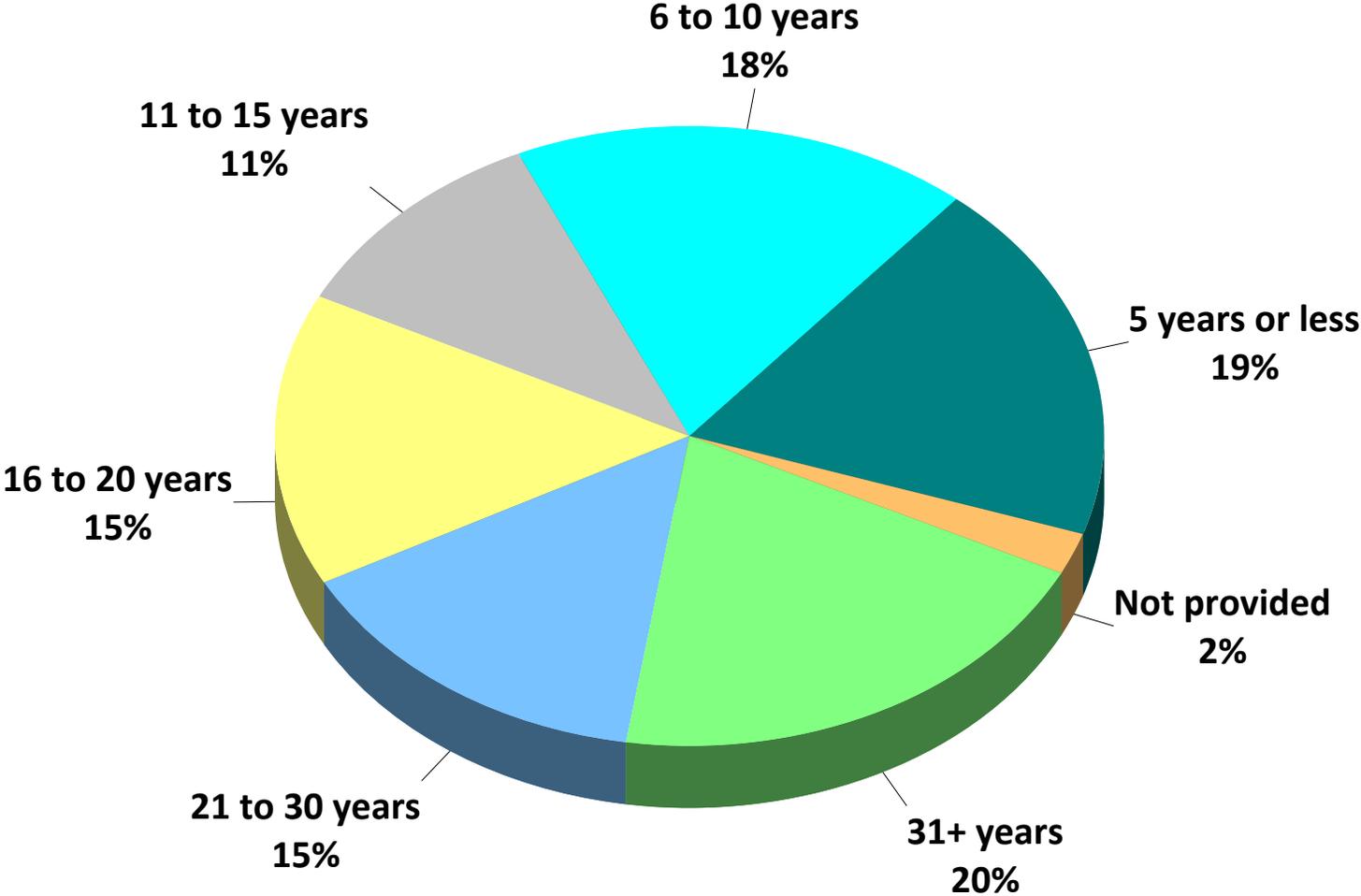
Q37. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



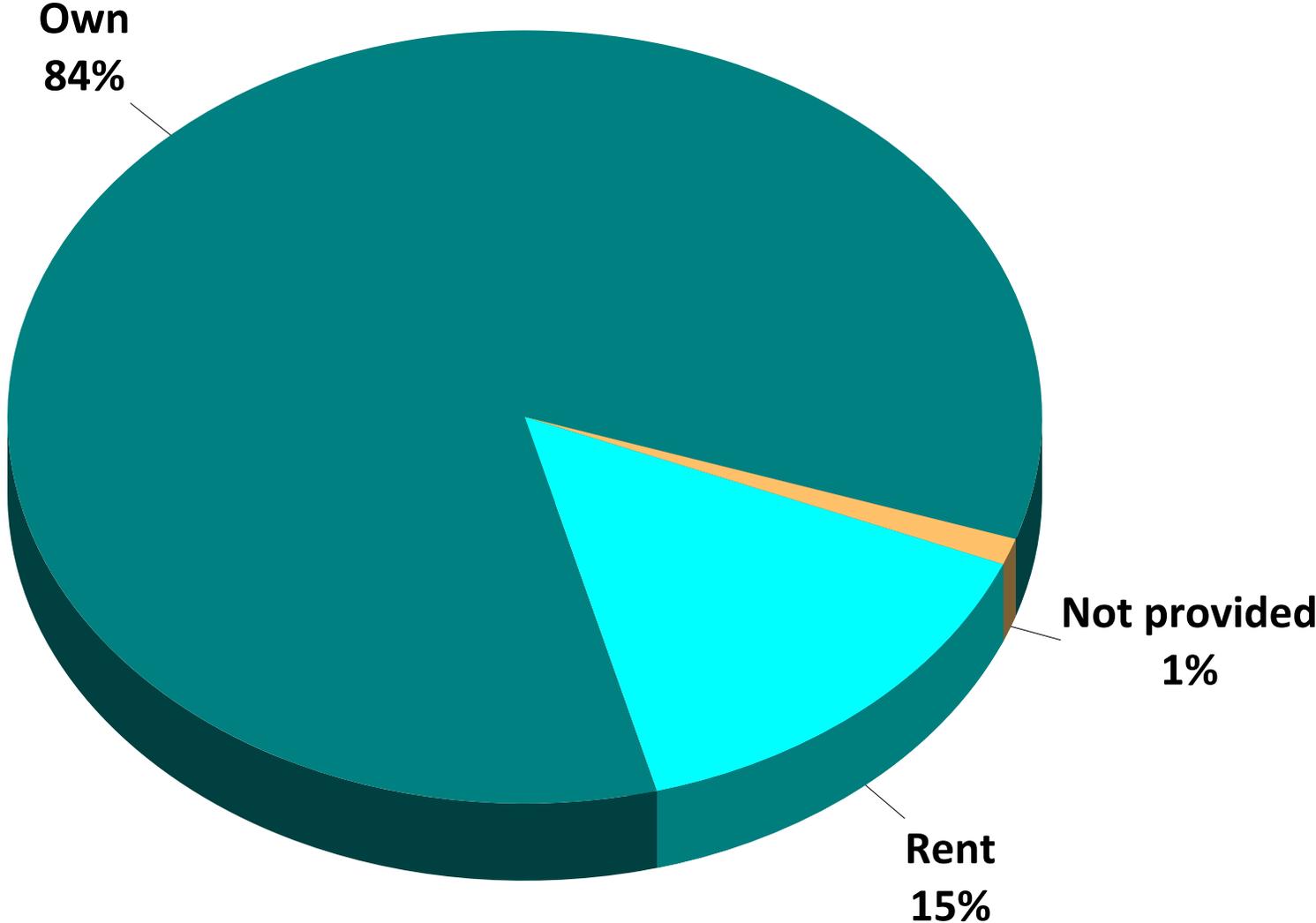
Q38. Approximately how many years have you lived in Burleson?

by percentage of respondents



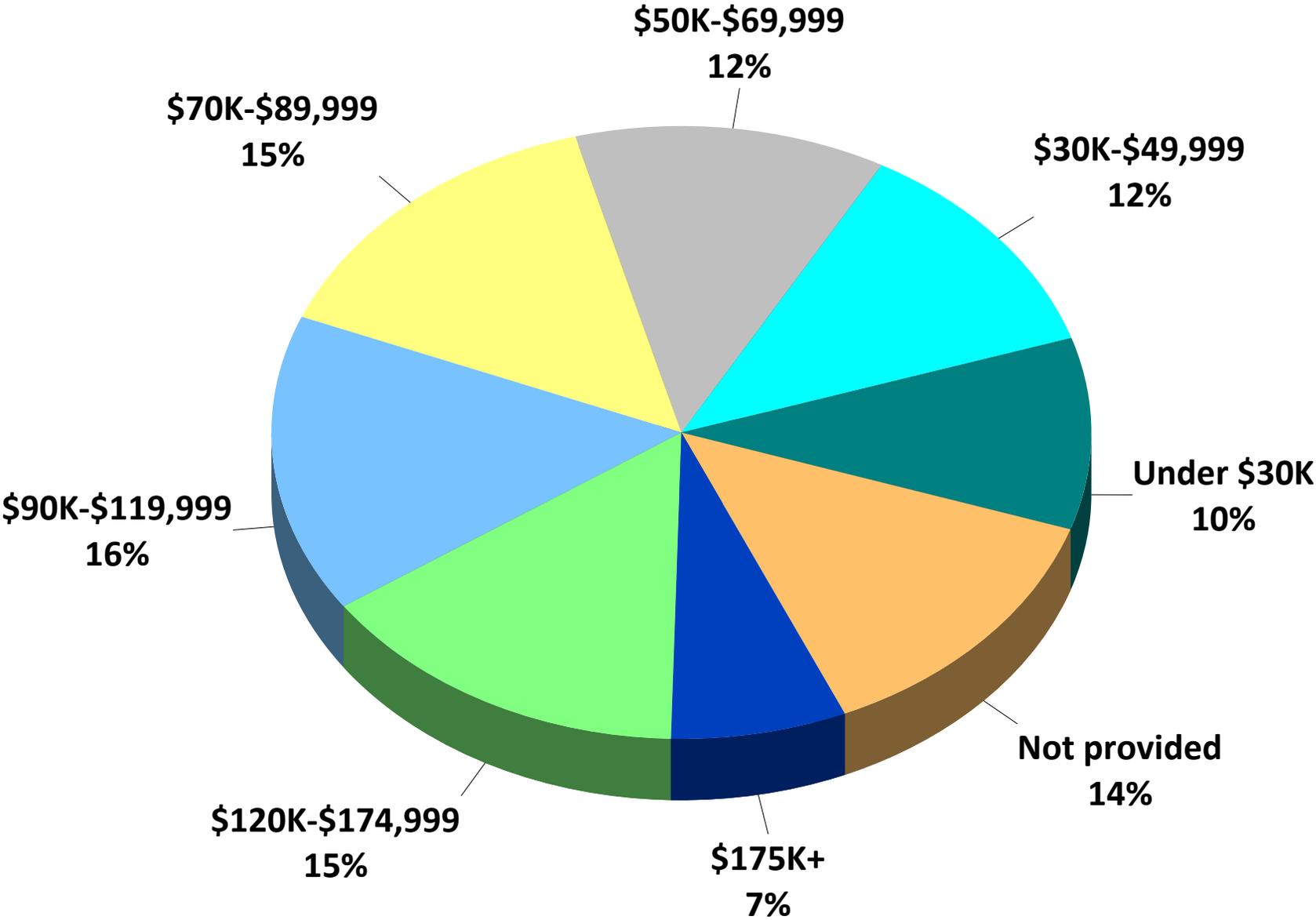
Q39. Do you own or rent your current residence?

by percentage of respondents



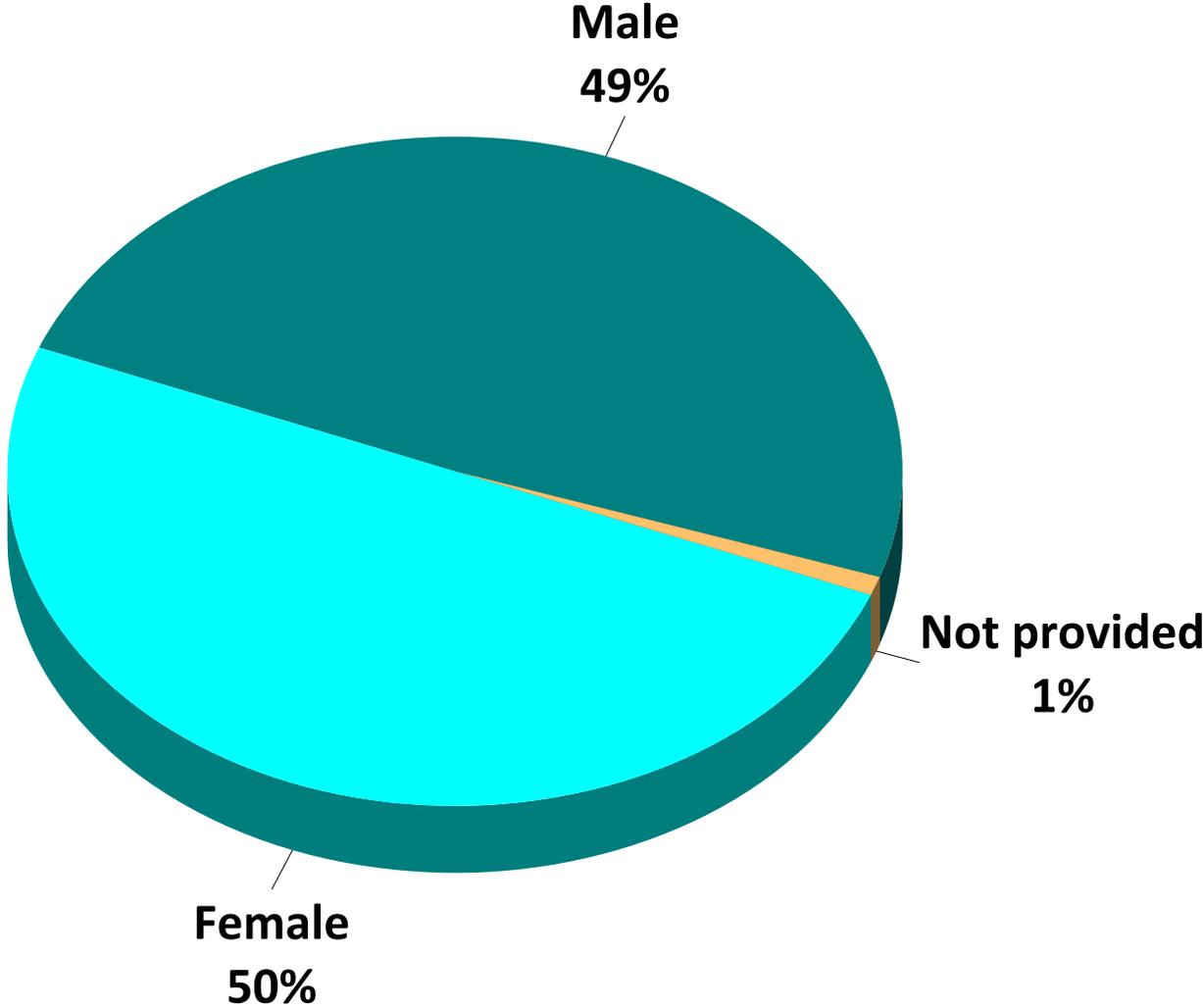
Q40. Annual Household Income

by percentage of respondents



Q41. Gender

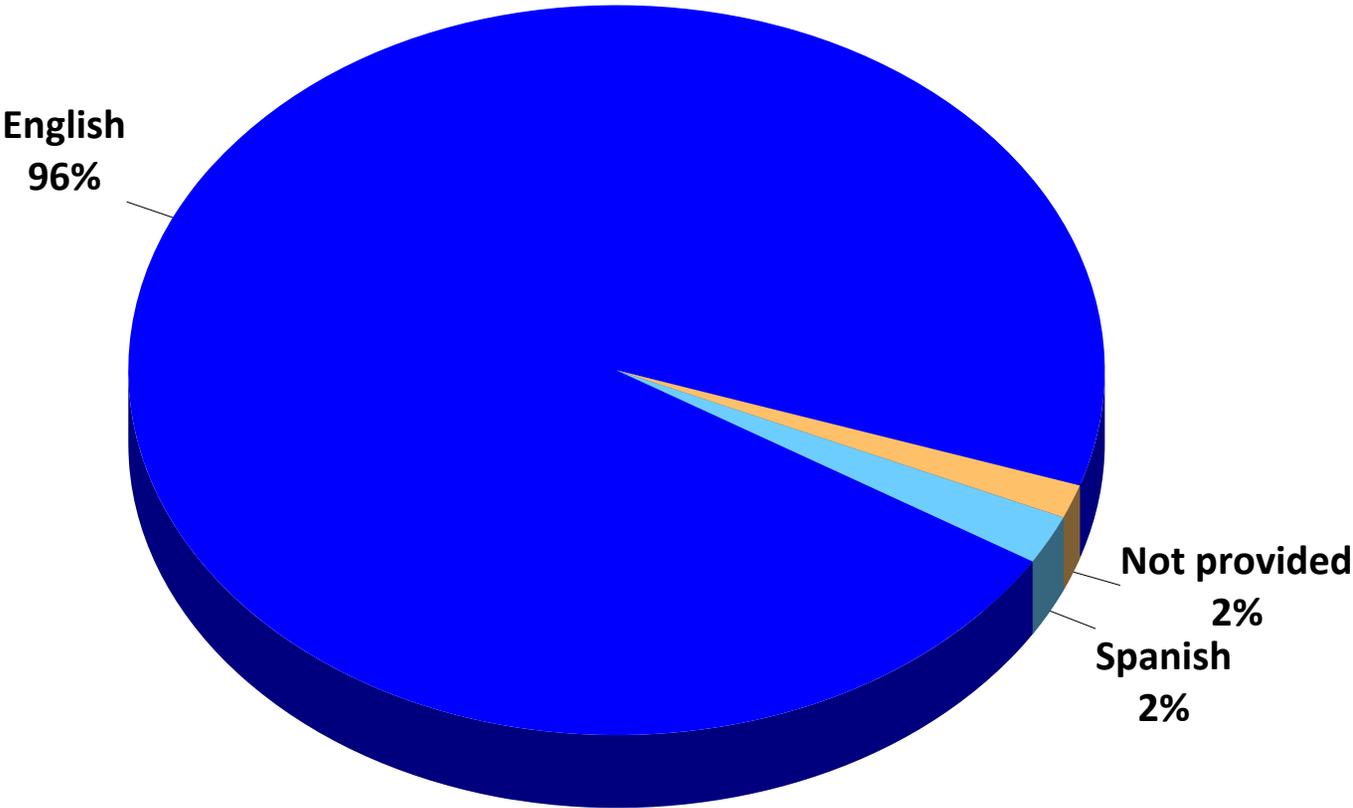
by percentage of respondents



0.4% preferred to self-identify

Q42. Primary Language Spoken in the Home

by percentage of respondents





2

Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the fall and winter of 2021 to a random sample of more than 9,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the fall and winter of 2021 to a random sample of residents living in the state of Texas.

The charts on the following pages show how the results for the City of Burleson compare to the national average and the Texas regional average. The blue bar shows the results for the City of Burleson. The red bar shows the Texas regional average from communities that administered the *DirectionFinder*® survey during the fall and winter of 2021. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 9,000 U.S. residents during the fall and winter of 2021.

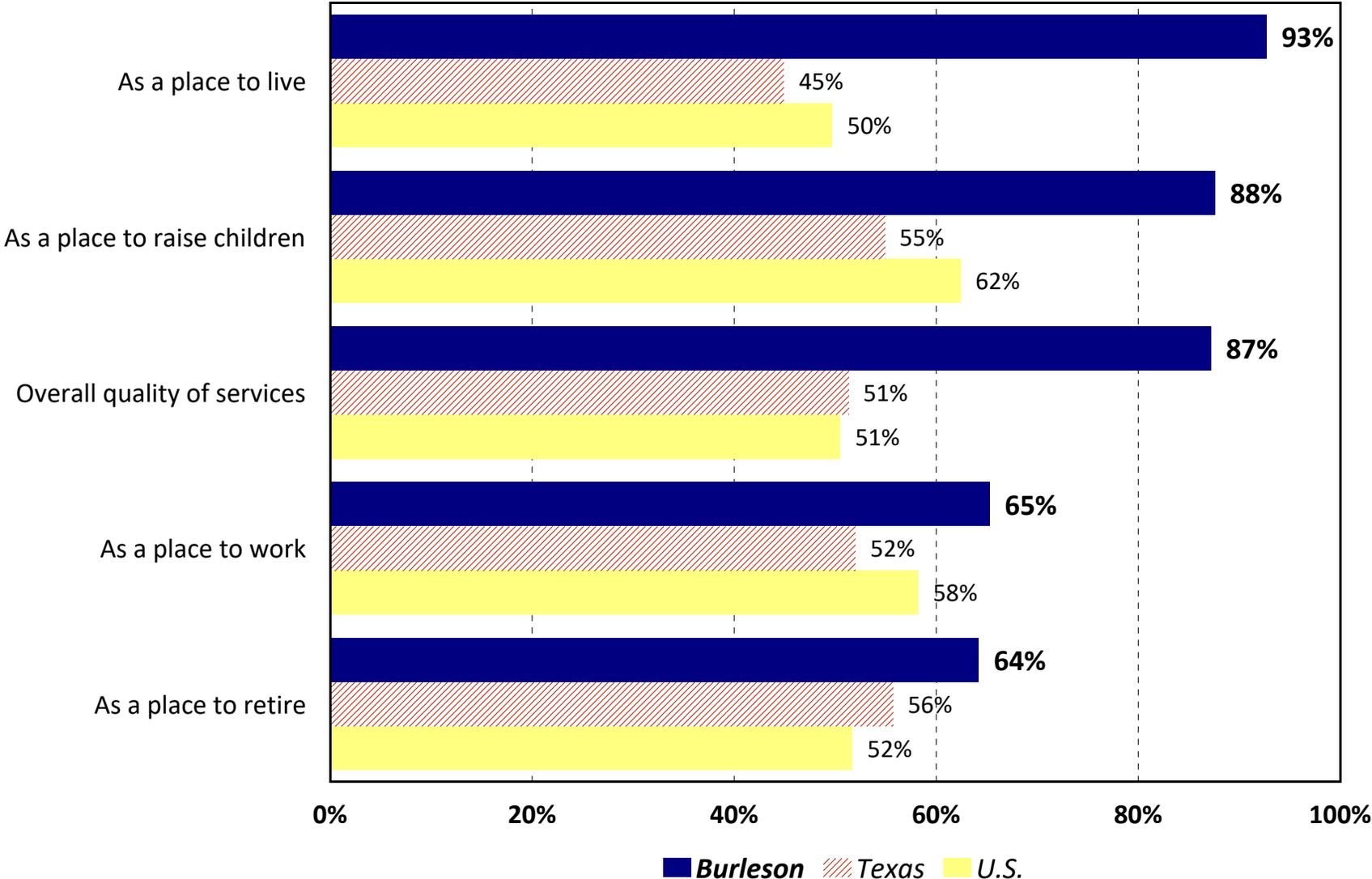
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Burleson, Texas is not authorized without written consent from ETC Institute.

Overall Ratings of the City

Burleson vs. Texas vs. the U.S.

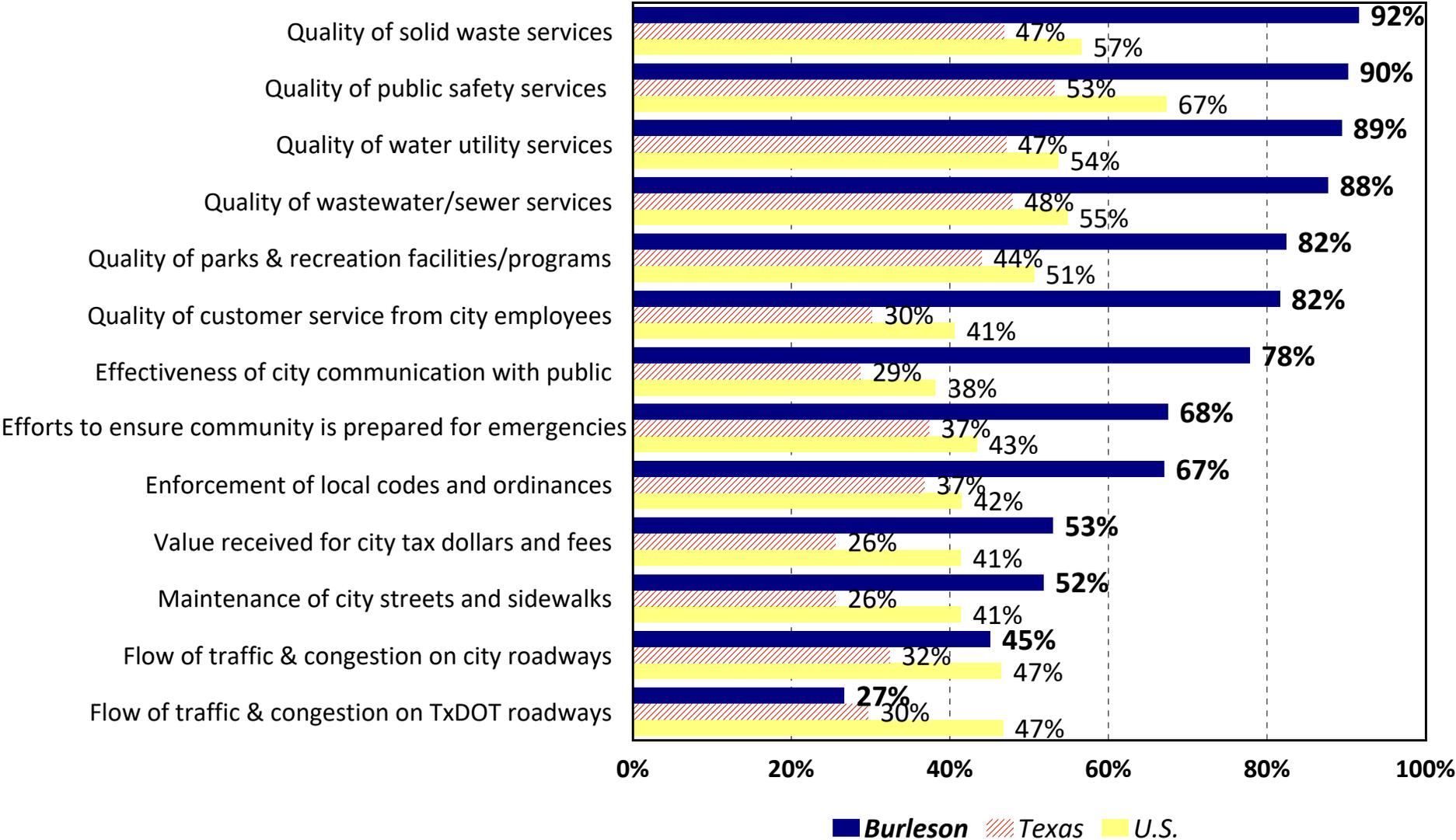
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)



Satisfaction with Major Categories of Services

Burleson vs. Texas vs. the U.S.

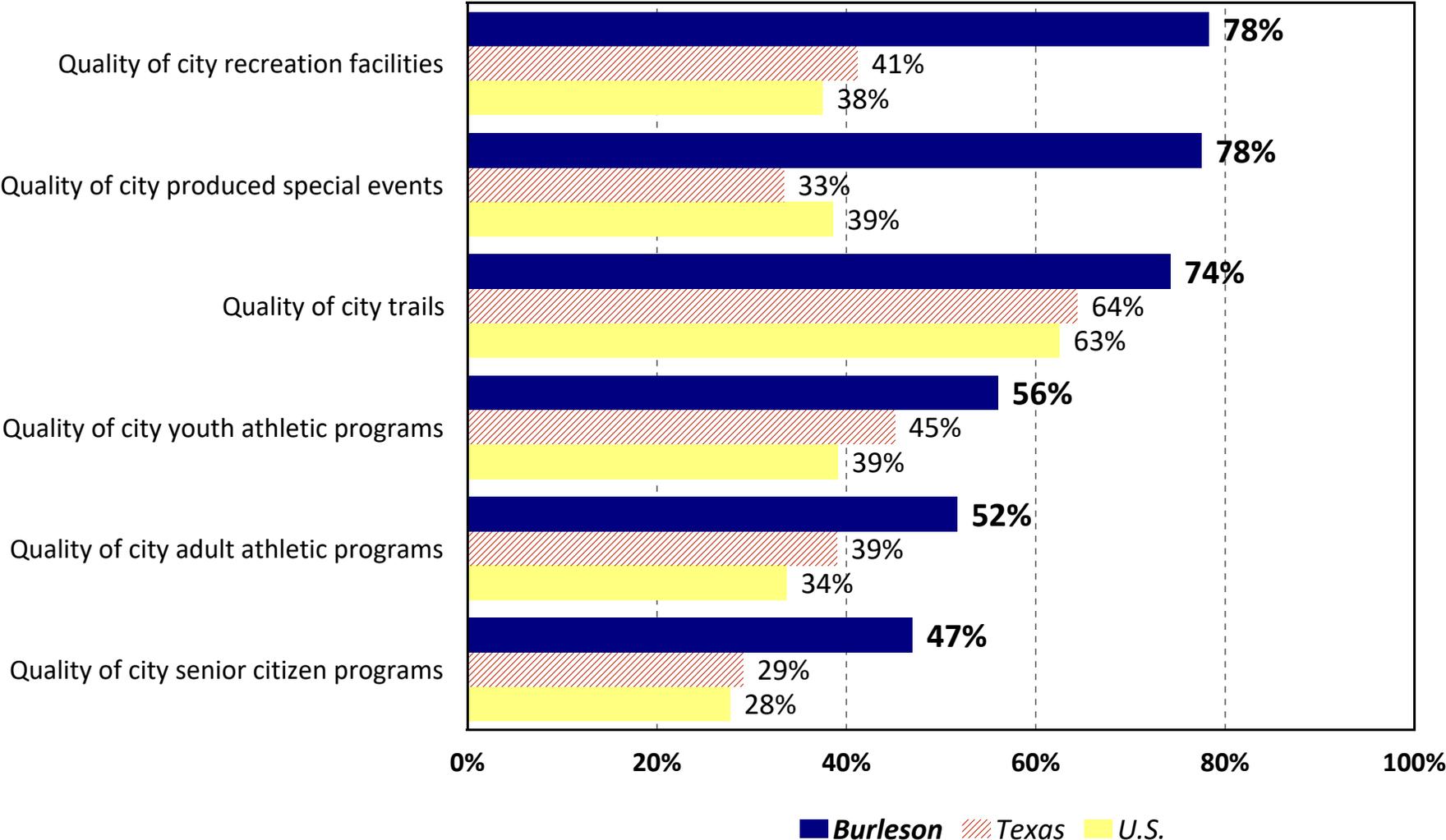
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Parks and Recreation Services

Burleson vs. Texas vs. the U.S.

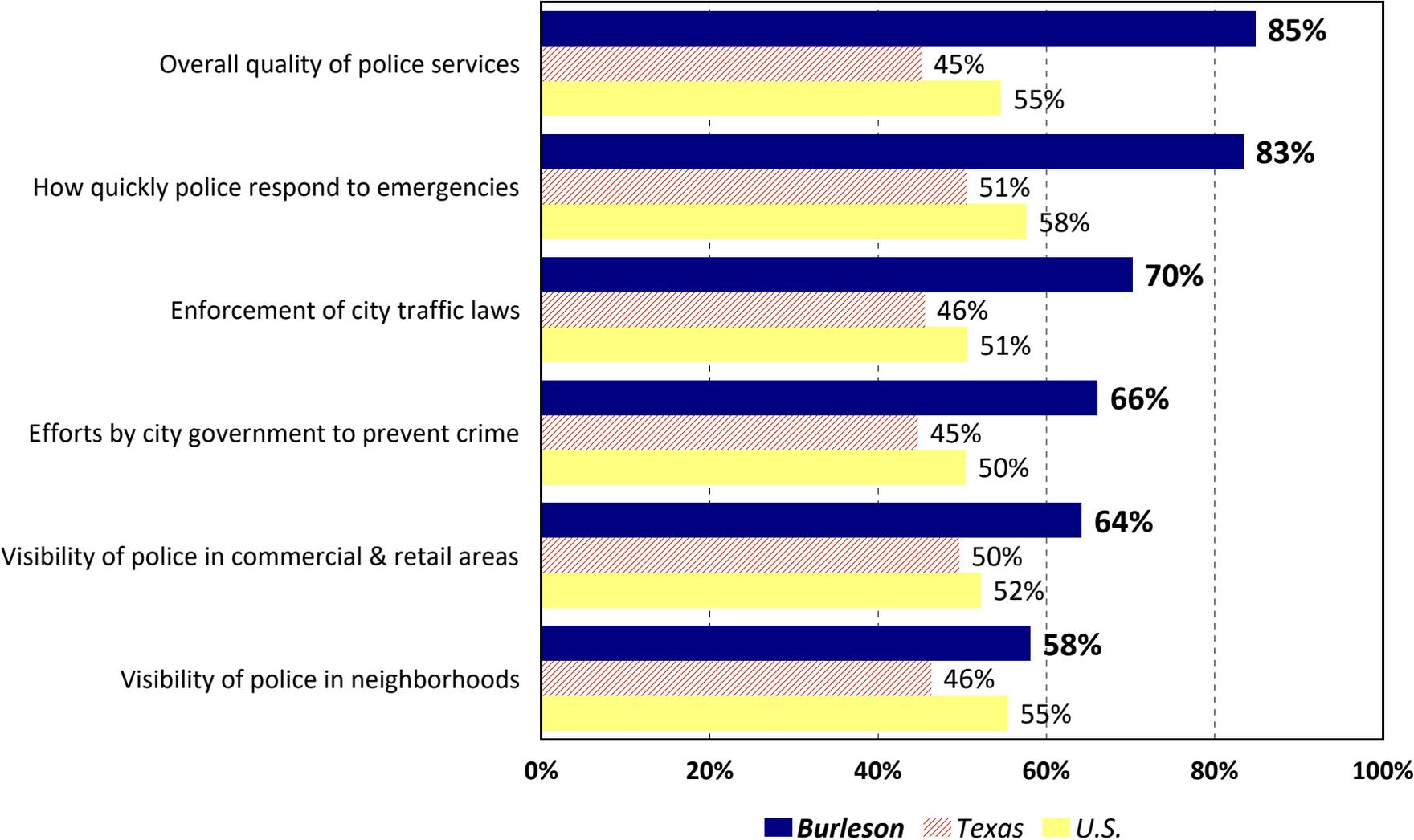
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Police Services

Burleson vs. Texas vs. the U.S.

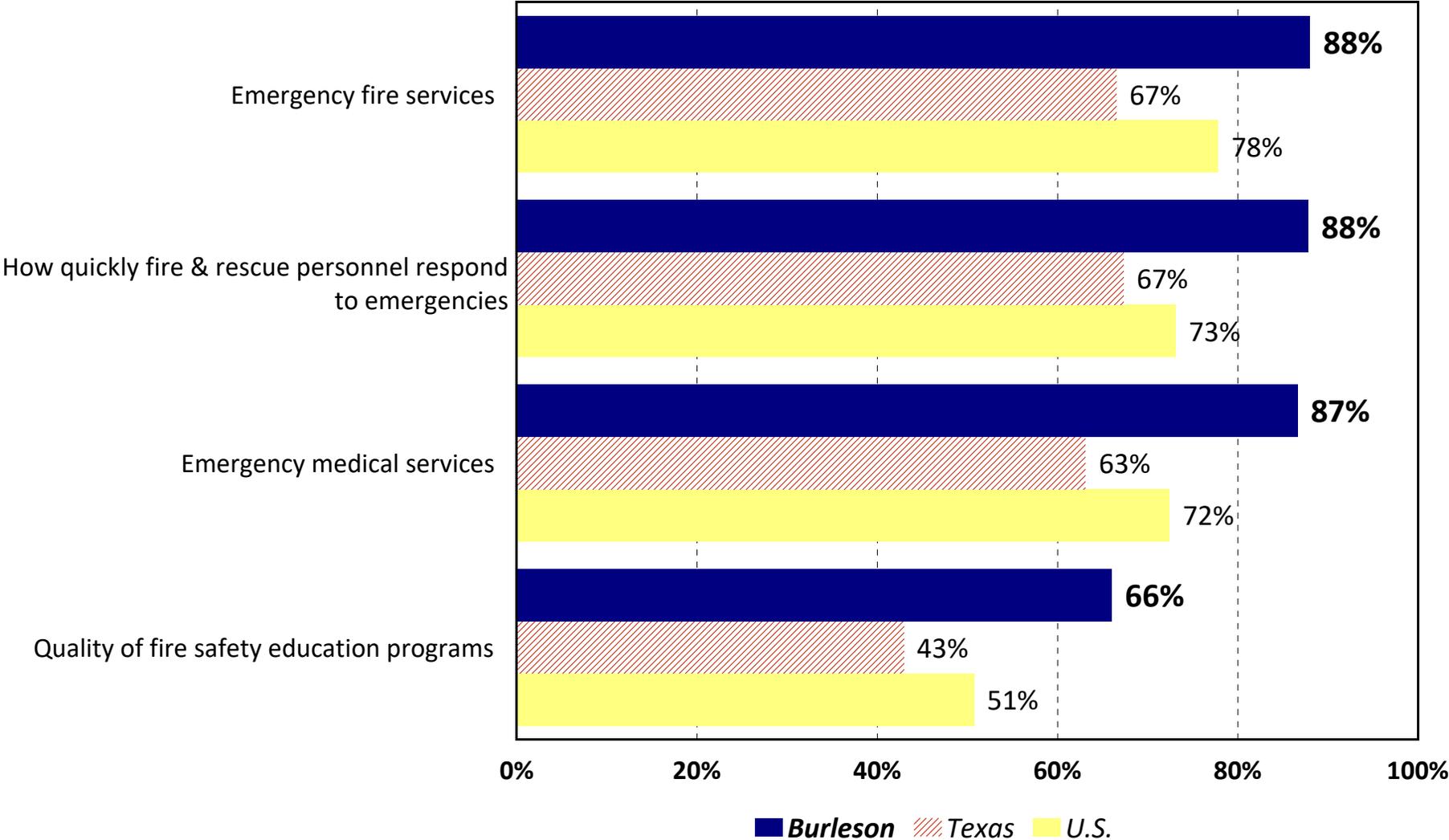
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Fire Services

Burleson vs. Texas vs. the U.S.

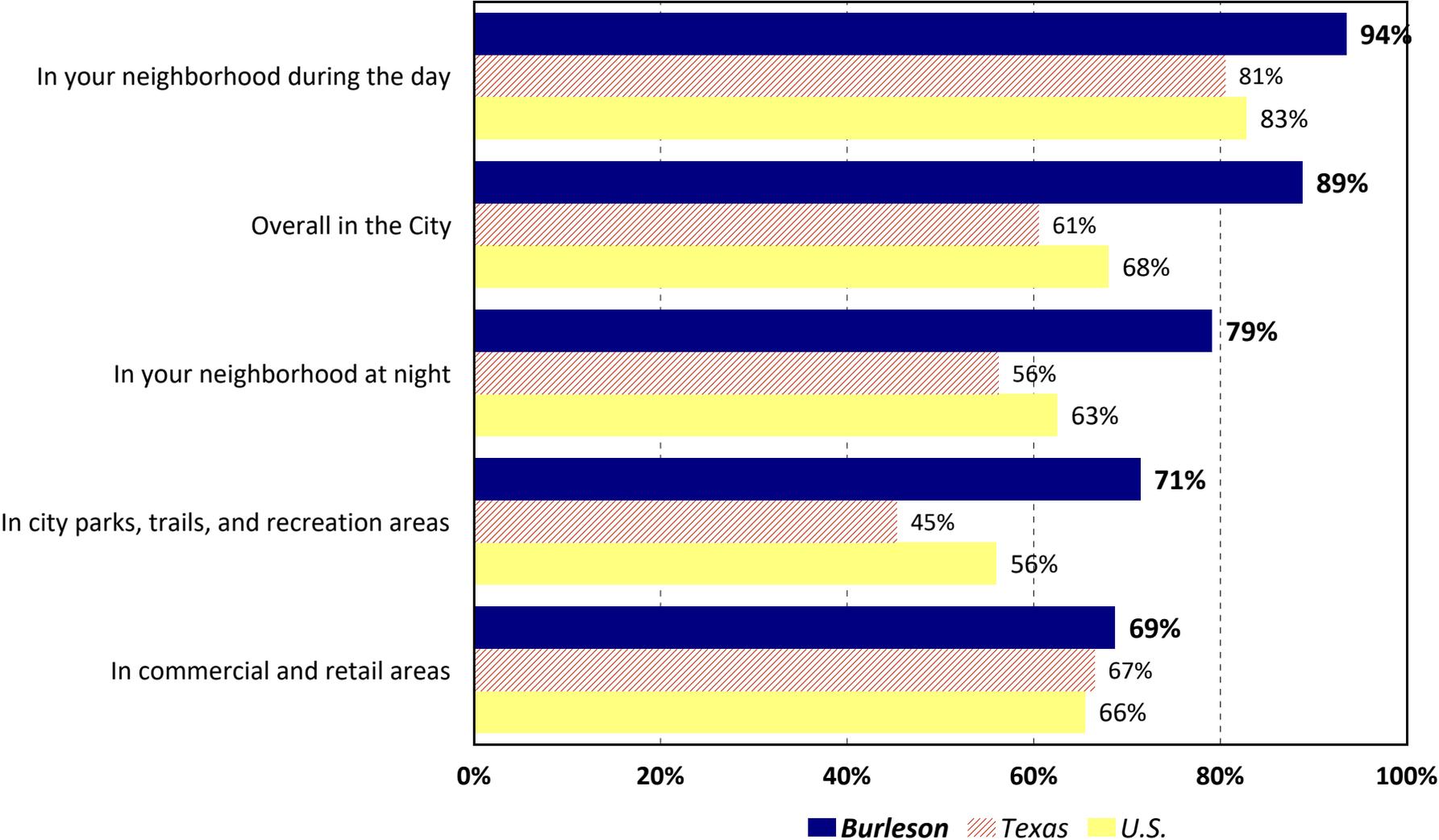
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Perceptions of Safety in the City

Burleson vs. Texas vs. the U.S.

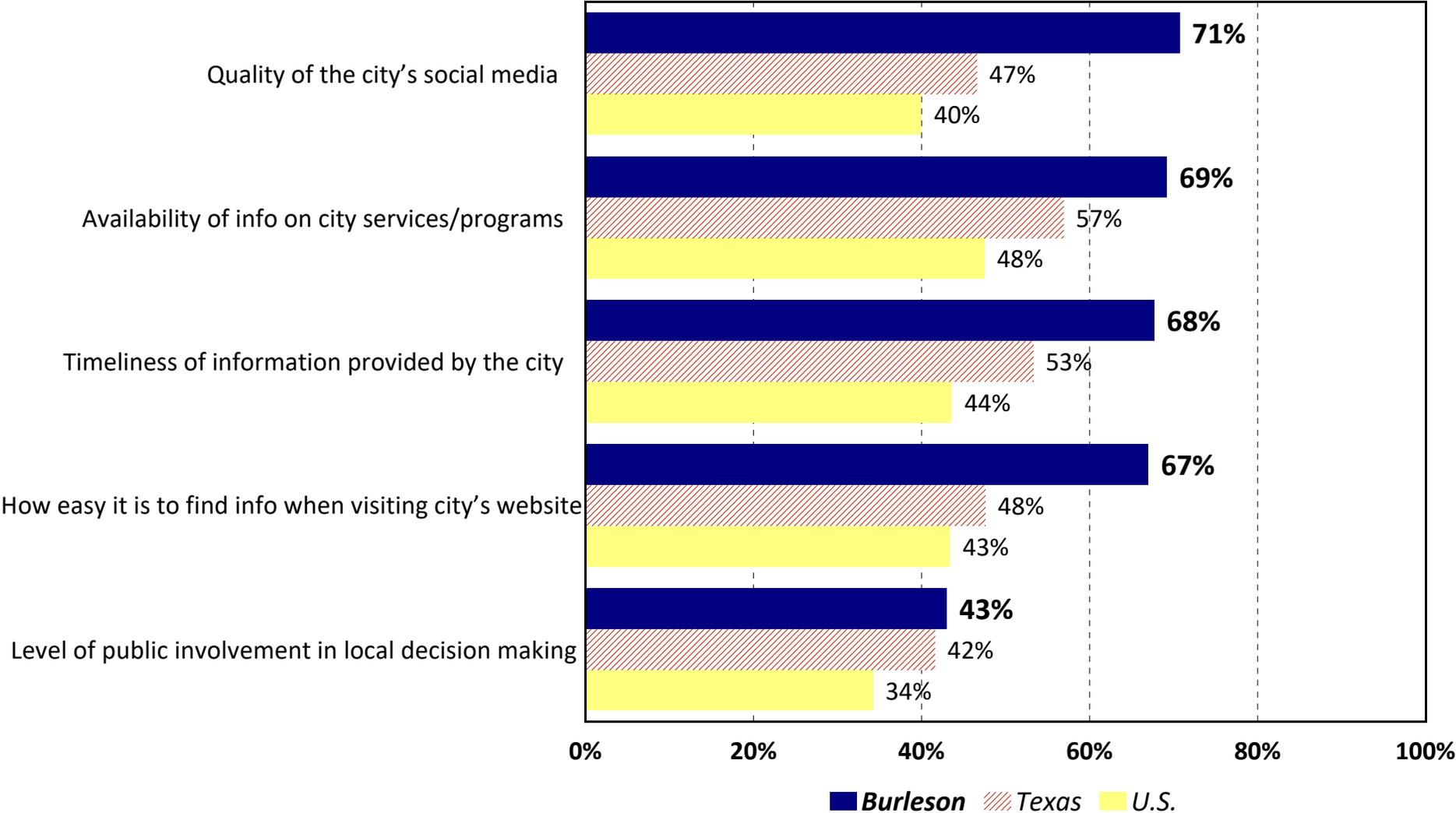
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Satisfaction with City Communication

Burleson vs. Texas vs. the U.S.

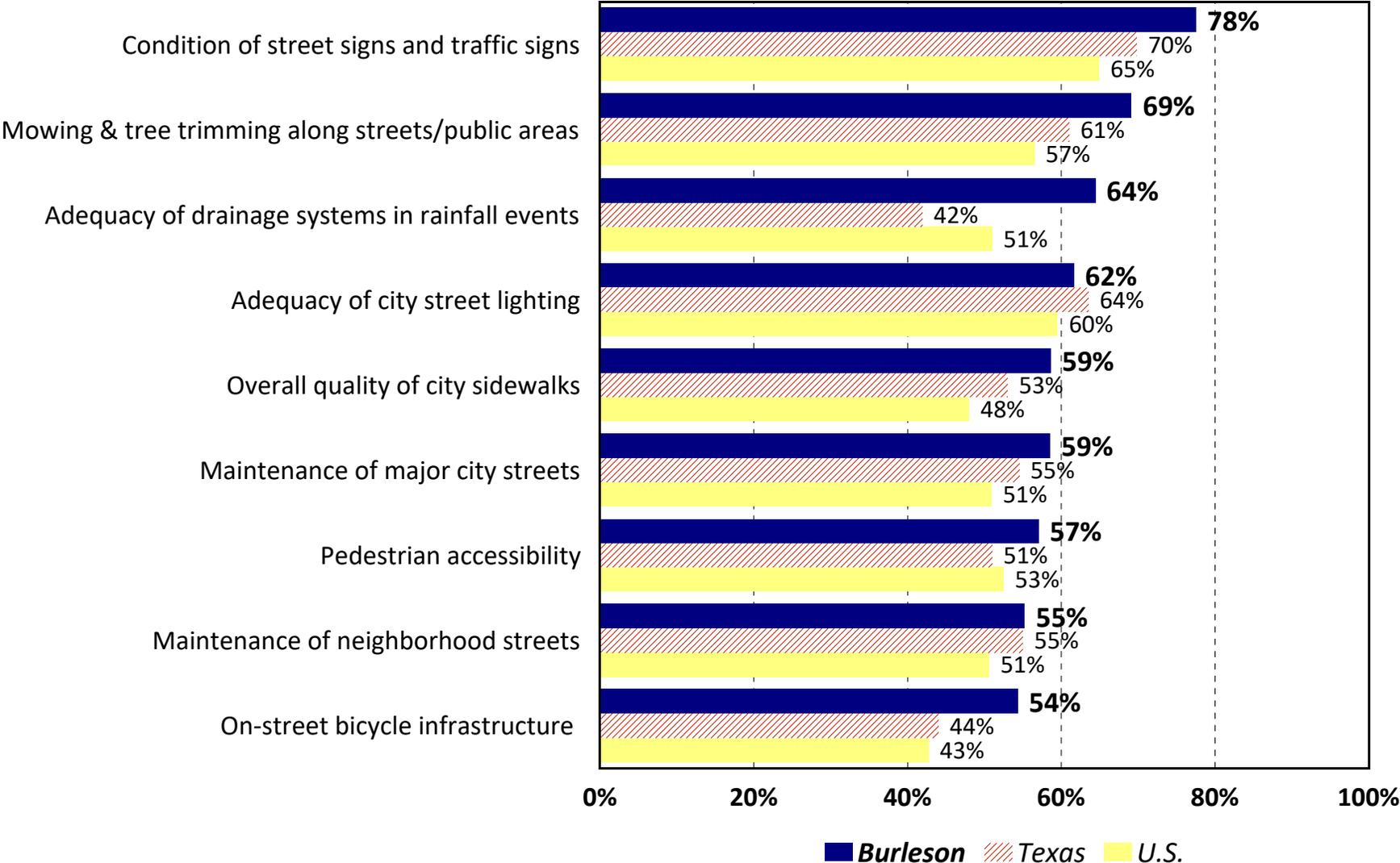
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Infrastructure

Burleson vs. Texas vs. the U.S.

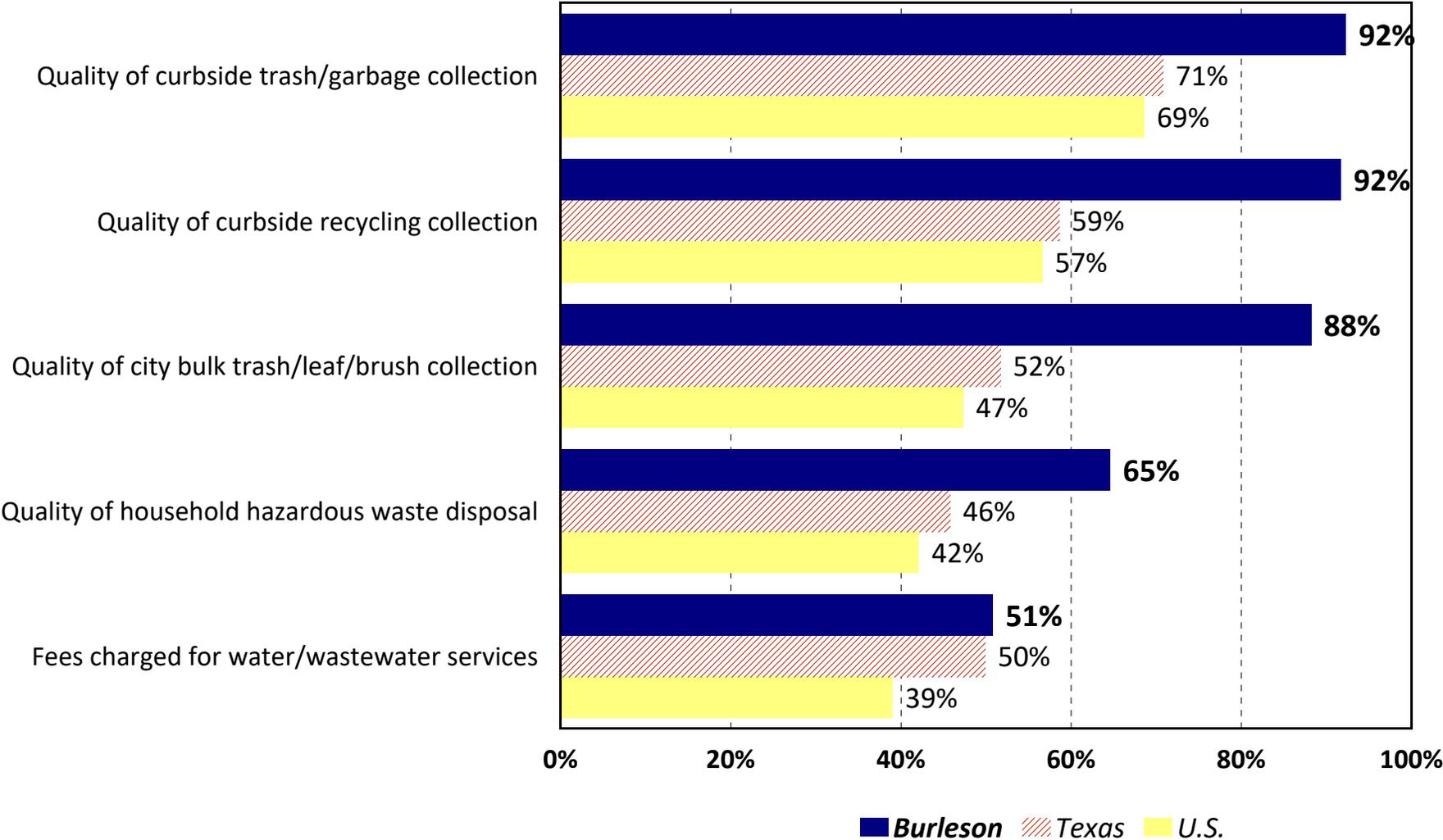
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Utilities

Burleson vs. Texas vs. the U.S.

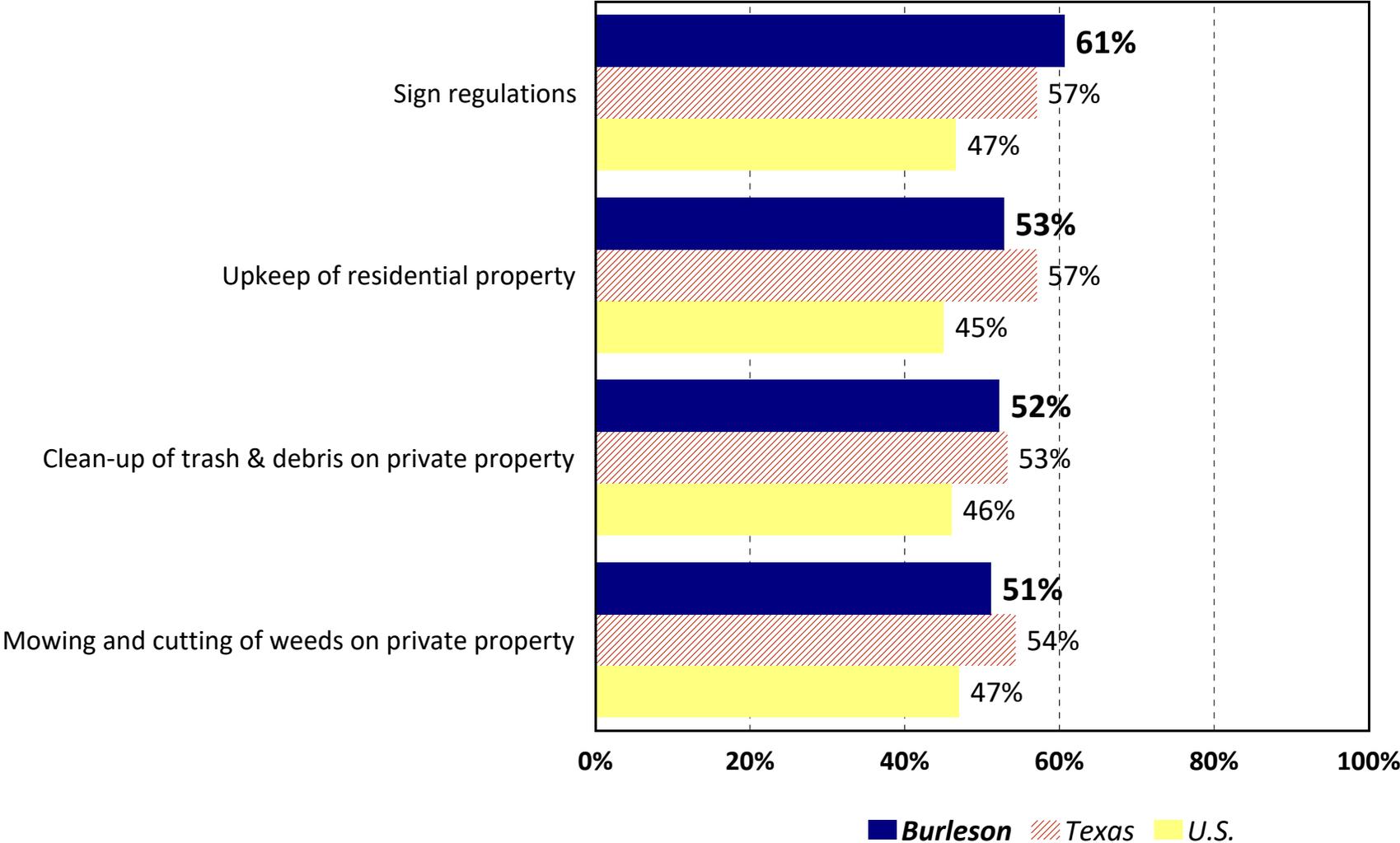
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with City Codes

Burleson vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)





3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major City services that should receive the most emphasis over the next year. Nearly two-thirds (65.6%) of households selected "*flow of traffic and congestion on TxDOT roadways*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 26.7% of respondents surveyed rated "*flow of traffic and congestion on TxDOT roadways*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 65.6% was multiplied by 73.3% (1-0.267). This calculation yielded an I-S rating of 0.4808, which ranked first out of fourteen categories of major City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next year. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Burlleson are provided on the following pages.

2022 Importance-Satisfaction Rating

Burleson, Texas

Major City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic & congestion on TxDOT roadways	66%	1	27%	14	0.4808	1
Flow of traffic & congestion on city roadways	40%	2	45%	13	0.2201	2
<u>High Priority (IS .10-.20)</u>						
Maintenance of city streets and sidewalks	39%	3	52%	12	0.1861	3
Value received for city tax dollars and fees	26%	4	53%	11	0.1236	4
<u>Medium Priority (IS <.10)</u>						
Efforts to ensure community is prepared for emergencies	16%	6	68%	8	0.0533	5
Enforcement of local codes and ordinances	13%	8	67%	9	0.0413	6
Quality of parks & recreation facilities/programs	14%	7	82%	5	0.0250	7
Effectiveness of city communication with public	10%	9	78%	7	0.0215	8
Quality of public safety services	18%	5	90%	2	0.0180	9
Quality/timeliness of city's permitting & inspection process	2%	13	58%	10	0.0092	10
Quality of solid waste services	8%	10	92%	1	0.0065	11
Quality of customer service from city employees	3%	12	82%	6	0.0048	12
Quality of water utility services	3%	11	89%	3	0.0032	13
Quality of wastewater/sewer services	1%	14	88%	4	0.0010	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

Burleson, Texas

Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Quality of city senior citizen programs	21%	3	47%	11	0.1092	1
Medium Priority (IS <.10)						
Number/connectivity of walking/biking trails	27%	2	65%	7	0.0928	2
Quality of city youth athletic programs	15%	7	56%	9	0.0664	3
Quality of recreation programs	14%	8	61%	8	0.0565	4
Quality of city trails	18%	5	74%	6	0.0457	5
Quality of city recreation facilities	18%	6	78%	3	0.0382	6
Quality of city adult athletic programs	7%	11	52%	10	0.0353	7
Quality of city parks	20%	4	83%	2	0.0343	8
Maintenance of city parks	27%	1	88%	1	0.0328	9
Number of parks	14%	9	76%	5	0.0320	10
Quality of city produced special events	13%	10	78%	4	0.0302	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

Burleson, Texas

Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Visibility of police in neighborhoods	42%	1	58%	10	0.1756	1
Efforts by city government to prevent crime	36%	2	66%	8	0.1203	2
Visibility of police in commercial & retail areas	33%	3	64%	9	0.1196	3
<u>Medium Priority (IS <.10)</u>						
Enforcement of city traffic laws	16%	6	70%	6	0.0489	4
Efforts to collaborate with public to address concerns	19%	4	77%	4	0.0439	5
Quality of police community outreach programs	11%	8	67%	7	0.0368	6
How quickly police respond to emergencies	18%	5	83%	2	0.0304	7
Efforts to communicate with public via social media	9%	9	72%	5	0.0262	8
Overall quality of police services	14%	7	85%	1	0.0216	9
911 service provided by dispatch operators	6%	10	77%	3	0.0135	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

Burleson, Texas

Fire Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
None						
Medium Priority (IS <.10)						
Quality of fire safety education programs	19%	4	66%	6	0.0643	1
Quality of fire community outreach programs	18%	6	64%	7	0.0641	2
Efforts to communicate with public via social media	16%	7	67%	5	0.0521	3
Efforts to collaborate with public to address concerns	18%	5	79%	4	0.0396	4
Emergency medical services	28%	1	87%	3	0.0377	5
How quickly fire & rescue personnel respond to emergencies	28%	2	88%	2	0.0336	6
Emergency fire services	23%	3	88%	1	0.0276	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

Burleson, Texas

Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Level of public involvement in local decision making	33%	2	43%	9	0.1864	1
How easy it is to find info when visiting city's website	33%	1	67%	6	0.1092	2
Medium Priority (IS <.10)						
Availability of info on city services/programs	26%	3	69%	4	0.0807	3
Timeliness of information provided by the city	20%	4	68%	5	0.0659	4
Access to info about city's finances & budget	13%	6	51%	7	0.0631	5
How easy it is to receive info when calling city	17%	5	70%	3	0.0511	6
City's open records request process	8%	9	43%	8	0.0427	7
Quality of the city's social media	11%	7	71%	2	0.0308	8
Overall quality of the city's newsletter	8%	8	76%	1	0.0198	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

Burleson, Texas

Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of neighborhood streets	31%	1	55%	10	0.1366	1
Adequacy of lighting along trails & in city parks	19%	6	40%	12	0.1154	2
Adequacy of city street lighting	29%	3	62%	6	0.1102	3
Maintenance of major TxDOT roadways	30%	2	63%	5	0.1097	4
Maintenance of major city streets	25%	4	59%	8	0.1029	5
Medium Priority (IS <.10)						
Adequacy of drainage systems in rainfall events	21%	5	64%	4	0.0744	6
Pedestrian accessibility	15%	7	57%	9	0.0641	7
Overall quality of city sidewalks	11%	9	59%	7	0.0443	8
Mowing & tree trimming along streets/public areas	14%	8	69%	3	0.0426	9
On-street bicycle infrastructure	9%	12	54%	11	0.0420	10
Appearance/condition of city medians, right of ways, and public areas	10%	10	71%	2	0.0298	11
Condition of street signs and traffic signs	10%	11	78%	1	0.0216	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

Burleson, Texas

Utilities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Fees charged for water/wastewater services	37%	1	51%	6	0.1811	1
Medium Priority (IS <.10)						
Quality of household hazardous waste disposal	23%	2	65%	5	0.0807	2
Timeliness of water/sewer line break repairs	14%	5	73%	4	0.0373	3
Quality of city bulk trash/leaf/brush collection	21%	3	88%	3	0.0249	4
Quality of curbside trash/garbage collection	17%	4	92%	1	0.0127	5
Quality of curbside recycling collection	11%	6	92%	2	0.0089	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating Burleson, Texas Economic Development & Development Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
How well the city is managing growth	51%	1	37%	6	0.3205	1
<u>High Priority (IS .10-.20)</u>						
How well the city approaches development	33%	2	49%	4	0.1684	2
<u>Medium Priority (IS <.10)</u>						
Variety of job opportunities available in the city	16%	4	48%	5	0.0851	3
Quality/appearance of recent residential development	16%	5	56%	3	0.0721	4
City's efforts to attract new business and tourism	17%	3	63%	1	0.0619	5
Quality/appearance of recent commercial development	9%	6	62%	2	0.0341	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

Burleson, Texas

City Codes

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Clean-up of trash & debris on private property	23%	2	52%	5	0.1080	1
Upkeep of residential property	22%	3	53%	4	0.1043	2
Identify & remove abandoned/dilapidated structures	20%	4	49%	7	0.1031	3
Medium Priority (IS <.10)						
Restaurant/food service cleanliness	23%	1	64%	1	0.0837	4
Mowing and cutting of weeds on private property	17%	5	51%	6	0.0836	5
Quality of the city's code compliance operations	14%	6	53%	3	0.0636	6
Sign regulations	6%	7	61%	2	0.0248	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Tabular Data

Q1. Overall Ratings of Burlleson. Please rate the City of Burlleson with each of the following.

(N=456)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	40.1%	52.0%	6.4%	0.7%	0.2%	0.7%
Q1-2. As a place to raise children	36.0%	43.2%	9.4%	1.3%	0.4%	9.6%
Q1-3. As a place to work	20.0%	27.4%	19.7%	4.4%	1.1%	27.4%
Q1-4. As a place to retire	26.8%	30.5%	21.7%	6.4%	3.7%	11.0%
Q1-5. As a place you are proud to call home	41.0%	43.2%	12.3%	2.2%	0.0%	1.3%
Q1-6. Overall quality of services provided by City of Burlleson	36.2%	49.3%	9.4%	2.2%	0.9%	2.0%

WITHOUT "DON'T KNOW"**Q1. Overall Ratings of Burlleson. Please rate the City of Burlleson with each of the following. (without "don't know")**

(N=456)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	40.4%	52.3%	6.4%	0.7%	0.2%
Q1-2. As a place to raise children	39.8%	47.8%	10.4%	1.5%	0.5%
Q1-3. As a place to work	27.5%	37.8%	27.2%	6.0%	1.5%
Q1-4. As a place to retire	30.0%	34.2%	24.4%	7.1%	4.2%
Q1-5. As a place you are proud to call home	41.6%	43.8%	12.4%	2.2%	0.0%
Q1-6. Overall quality of services provided by City of Burlleson	36.9%	50.3%	9.6%	2.2%	0.9%

Q2. Overall. Please rate your overall satisfaction of these major categories of services provided by the City of Burleson.

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall effectiveness of City communication with the public	26.5%	48.2%	16.4%	4.4%	0.4%	3.9%
Q2-2. Overall enforcement of local codes & ordinances	17.5%	44.7%	20.4%	8.3%	2.0%	7.0%
Q2-3. Overall flow of traffic & congestion on TxDOT roadways (SH174/Wilshire Blvd., FM731/John Jones Dr., I-35W)	4.6%	22.1%	18.4%	33.8%	21.1%	0.0%
Q2-4. Overall flow of traffic & congestion on City roadways (non-TxDOT streets)	7.9%	37.1%	22.6%	20.8%	11.2%	0.4%
Q2-5. Overall maintenance of City streets & sidewalks	11.4%	40.1%	25.2%	18.2%	4.6%	0.4%
Q2-6. Overall quality of customer service you receive from City employees	33.3%	41.7%	14.5%	1.8%	0.7%	8.1%
Q2-7. Overall quality of parks & recreation facilities & programs	37.1%	40.8%	11.8%	3.9%	0.9%	5.5%
Q2-8. Overall quality of public safety services (police, fire, EMS, public safety communications)	48.7%	40.1%	7.0%	2.0%	0.7%	1.5%
Q2-9. Overall quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	49.3%	41.0%	5.7%	2.0%	0.7%	1.3%
Q2-10. Overall quality of wastewater/sewer services	40.6%	43.9%	10.3%	1.3%	0.2%	3.7%
Q2-11. Overall quality of water utility services	40.1%	47.1%	8.6%	1.5%	0.2%	2.4%
Q2-12. Overall quality & timeliness of City's permitting & inspection process	14.0%	21.3%	22.4%	2.6%	0.4%	39.3%

Q2. Overall. Please rate your overall satisfaction of these major categories of services provided by the City of Burleson.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-13. Overall value that you receive for your City tax dollars & fees	14.0%	37.3%	28.5%	13.4%	3.5%	3.3%
Q2-14. Efforts by City government to ensure community is prepared for emergencies	19.3%	39.7%	23.7%	4.4%	0.4%	12.5%

WITHOUT "DON'T KNOW"**Q2. Overall. Please rate your overall satisfaction of these major categories of services provided by the City of Burleson. (without "don't know")**

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall effectiveness of City communication with the public	27.6%	50.2%	17.1%	4.6%	0.5%
Q2-2. Overall enforcement of local codes & ordinances	18.9%	48.1%	21.9%	9.0%	2.1%
Q2-3. Overall flow of traffic & congestion on TxDOT roadways (SH174/Wilshire Blvd., FM731/John Jones Dr., I-35W)	4.6%	22.1%	18.4%	33.8%	21.1%
Q2-4. Overall flow of traffic & congestion on City roadways (non-TxDOT streets)	7.9%	37.2%	22.7%	20.9%	11.2%
Q2-5. Overall maintenance of City streets & sidewalks	11.5%	40.3%	25.3%	18.3%	4.6%
Q2-6. Overall quality of customer service you receive from City employees	36.3%	45.3%	15.8%	1.9%	0.7%
Q2-7. Overall quality of parks & recreation facilities & programs	39.2%	43.2%	12.5%	4.2%	0.9%
Q2-8. Overall quality of public safety services (police, fire, EMS, public safety communications)	49.4%	40.8%	7.1%	2.0%	0.7%
Q2-9. Overall quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	50.0%	41.6%	5.8%	2.0%	0.7%
Q2-10. Overall quality of wastewater/sewer services	42.1%	45.6%	10.7%	1.4%	0.2%
Q2-11. Overall quality of water utility services	41.1%	48.3%	8.8%	1.6%	0.2%
Q2-12. Overall quality & timeliness of City's permitting & inspection process	23.1%	35.0%	36.8%	4.3%	0.7%
Q2-13. Overall value that you receive for your City tax dollars & fees	14.5%	38.5%	29.5%	13.8%	3.6%
Q2-14. Efforts by City government to ensure community is prepared for emergencies	22.1%	45.4%	27.1%	5.0%	0.5%

Q3. Which THREE of the services listed in Question 2 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of City communication with the public	12	2.6 %
Overall enforcement of local codes & ordinances	18	3.9 %
Overall flow of traffic & congestion on TxDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	197	43.2 %
Overall flow of traffic & congestion on City roadways (non- TxDOT streets)	31	6.8 %
Overall maintenance of City streets & sidewalks	33	7.2 %
Overall quality of customer service you receive from City employees	1	0.2 %
Overall quality of parks & recreation facilities & programs	15	3.3 %
Overall quality of public safety services (police, fire, EMS, public safety communications)	37	8.1 %
Overall quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	9	2.0 %
Overall quality of wastewater/sewer services	1	0.2 %
Overall quality of water utility services	2	0.4 %
Overall value that you receive for your City tax dollars & fees	38	8.3 %
Efforts by City government to ensure community is prepared for emergencies	15	3.3 %
None chosen	47	10.3 %
Total	456	100.0 %

Q3. Which THREE of the services listed in Question 2 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of City communication with the public	13	2.9 %
Overall enforcement of local codes & ordinances	19	4.2 %
Overall flow of traffic & congestion on TxDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	68	14.9 %
Overall flow of traffic & congestion on City roadways (non- TxDOT streets)	108	23.7 %
Overall maintenance of City streets & sidewalks	73	16.0 %
Overall quality of customer service you receive from City employees	6	1.3 %
Overall quality of parks & recreation facilities & programs	22	4.8 %
Overall quality of public safety services (police, fire, EMS, public safety communications)	26	5.7 %
Overall quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	11	2.4 %
Overall quality of wastewater/sewer services	1	0.2 %
Overall quality of water utility services	2	0.4 %
Overall quality & timeliness of City's permitting & inspection process	3	0.7 %
Overall value that you receive for your City tax dollars & fees	26	5.7 %
Efforts by City government to ensure community is prepared for emergencies	22	4.8 %
None chosen	56	12.3 %
Total	456	100.0 %

Q3. Which THREE of the services listed in Question 2 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of City communication with the public	19	4.2 %
Overall enforcement of local codes & ordinances	20	4.4 %
Overall flow of traffic & congestion on TxDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	34	7.5 %
Overall flow of traffic & congestion on City roadways (non- TxDOT streets)	44	9.6 %
Overall maintenance of City streets & sidewalks	70	15.4 %
Overall quality of customer service you receive from City employees	5	1.1 %
Overall quality of parks & recreation facilities & programs	28	6.1 %
Overall quality of public safety services (police, fire, EMS, public safety communications)	21	4.6 %
Overall quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	15	3.3 %
Overall quality of wastewater/sewer services	2	0.4 %
Overall quality of water utility services	10	2.2 %
Overall quality & timeliness of City's permitting & inspection process	7	1.5 %
Overall value that you receive for your City tax dollars & fees	56	12.3 %
Efforts by City government to ensure community is prepared for emergencies	38	8.3 %
<u>None chosen</u>	<u>87</u>	<u>19.1 %</u>
Total	456	100.0 %

SUM OF TOP 3 CHOICES**Q3. Which THREE of the services listed in Question 2 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 3)**

<u>Q3. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of City communication with the public	44	9.6 %
Overall enforcement of local codes & ordinances	57	12.5 %
Overall flow of traffic & congestion on TxDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	299	65.6 %
Overall flow of traffic & congestion on City roadways (non- TxDOT streets)	183	40.1 %
Overall maintenance of City streets & sidewalks	176	38.6 %
Overall quality of customer service you receive from City employees	12	2.6 %
Overall quality of parks & recreation facilities & programs	65	14.3 %
Overall quality of public safety services (police, fire, EMS, public safety communications)	84	18.4 %
Overall quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	35	7.7 %
Overall quality of wastewater/sewer services	4	0.9 %
Overall quality of water utility services	14	3.1 %
Overall quality & timeliness of City's permitting & inspection process	10	2.2 %
Overall value that you receive for your City tax dollars & fees	120	26.3 %
Efforts by City government to ensure community is prepared for emergencies	75	16.4 %
None chosen	47	10.3 %
Total	1225	

Q4. Parks and Recreation. Please rate your satisfaction of the following.

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall maintenance of City parks	34.6%	44.3%	9.2%	1.8%	0.0%	10.1%
Q4-2. Overall number of parks	28.1%	40.6%	14.0%	6.6%	0.7%	10.1%
Q4-3. Overall quality of City trails	25.0%	36.6%	16.4%	4.8%	0.2%	16.9%
Q4-4. Overall number/ connectivity of walking/biking trails	22.1%	31.8%	18.0%	9.0%	2.0%	17.1%
Q4-5. Overall quality of City parks	30.3%	44.7%	12.3%	2.9%	0.0%	9.9%
Q4-6. Overall quality of City recreation facilities	27.6%	39.7%	15.8%	2.9%	0.0%	14.0%
Q4-7. Overall quality of City produced special events	28.5%	39.0%	16.7%	2.6%	0.2%	12.9%
Q4-8. Overall quality of City adult athletic programs	12.5%	20.0%	27.2%	2.9%	0.2%	37.3%
Q4-9. Overall quality of City youth athletic programs	13.4%	22.8%	23.7%	4.4%	0.4%	35.3%
Q4-10. Overall quality of City senior citizen programs	12.3%	15.1%	26.1%	3.3%	1.5%	41.7%
Q4-11. Overall quality of recreation programs	16.0%	27.9%	25.2%	2.6%	0.9%	27.4%

WITHOUT "DON'T KNOW"**Q4. Parks and Recreation. Please rate your satisfaction of the following. (without "don't know")**

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall maintenance of City parks	38.5%	49.3%	10.2%	2.0%	0.0%
Q4-2. Overall number of parks	31.2%	45.1%	15.6%	7.3%	0.7%
Q4-3. Overall quality of City trails	30.1%	44.1%	19.8%	5.8%	0.3%
Q4-4. Overall number/connectivity of walking/ biking trails	26.7%	38.4%	21.7%	10.8%	2.4%
Q4-5. Overall quality of City parks	33.6%	49.6%	13.6%	3.2%	0.0%
Q4-6. Overall quality of City recreation facilities	32.1%	46.2%	18.4%	3.3%	0.0%
Q4-7. Overall quality of City produced special events	32.7%	44.8%	19.1%	3.0%	0.3%
Q4-8. Overall quality of City adult athletic programs	19.9%	31.8%	43.4%	4.5%	0.3%
Q4-9. Overall quality of City youth athletic programs	20.7%	35.3%	36.6%	6.8%	0.7%
Q4-10. Overall quality of City senior citizen programs	21.1%	25.9%	44.7%	5.6%	2.6%
Q4-11. Overall quality of recreation programs	22.1%	38.4%	34.7%	3.6%	1.2%

Q5. Which THREE of the services listed in Question 4 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall maintenance of City parks	63	13.8 %
Overall number of parks	32	7.0 %
Overall quality of City trails	27	5.9 %
Overall number/connectivity of walking/biking trails	52	11.4 %
Overall quality of City parks	19	4.2 %
Overall quality of City recreation facilities	25	5.5 %
Overall quality of City produced special events	19	4.2 %
Overall quality of City adult athletic programs	9	2.0 %
Overall quality of City youth athletic programs	33	7.2 %
Overall quality of City senior citizen programs	43	9.4 %
Overall quality of recreation programs	3	0.7 %
None chosen	131	28.7 %
Total	456	100.0 %

Q5. Which THREE of the services listed in Question 4 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall maintenance of City parks	32	7.0 %
Overall number of parks	18	3.9 %
Overall quality of City trails	37	8.1 %
Overall number/connectivity of walking/biking trails	45	9.9 %
Overall quality of City parks	44	9.6 %
Overall quality of City recreation facilities	20	4.4 %
Overall quality of City produced special events	22	4.8 %
Overall quality of City adult athletic programs	11	2.4 %
Overall quality of City youth athletic programs	20	4.4 %
Overall quality of City senior citizen programs	25	5.5 %
Overall quality of recreation programs	22	4.8 %
None chosen	160	35.1 %
Total	456	100.0 %

Q5. Which THREE of the services listed in Question 4 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall maintenance of City parks	28	6.1 %
Overall number of parks	12	2.6 %
Overall quality of City trails	17	3.7 %
Overall number/connectivity of walking/biking trails	24	5.3 %
Overall quality of City parks	30	6.6 %
Overall quality of City recreation facilities	35	7.7 %
Overall quality of City produced special events	20	4.4 %
Overall quality of City adult athletic programs	13	2.9 %
Overall quality of City youth athletic programs	16	3.5 %
Overall quality of City senior citizen programs	26	5.7 %
Overall quality of recreation programs	40	8.8 %
None chosen	195	42.8 %
Total	456	100.0 %

SUM OF TOP 3 CHOICES

Q5. Which THREE of the services listed in Question 4 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 3)

<u>Q5. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall maintenance of City parks	123	27.0 %
Overall number of parks	62	13.6 %
Overall quality of City trails	81	17.8 %
Overall number/connectivity of walking/biking trails	121	26.5 %
Overall quality of City parks	93	20.4 %
Overall quality of City recreation facilities	80	17.5 %
Overall quality of City produced special events	61	13.4 %
Overall quality of City adult athletic programs	33	7.2 %
Overall quality of City youth athletic programs	69	15.1 %
Overall quality of City senior citizen programs	94	20.6 %
Overall quality of recreation programs	65	14.3 %
None chosen	131	28.7 %
Total	1013	

Q6. Police Services. Please rate your satisfaction of the following.

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Efforts of City's police department to collaborate with the public to address concerns	31.4%	36.4%	14.9%	4.6%	0.9%	11.8%
Q6-2. Efforts of City's police department to communicate with the public via social media	31.8%	28.1%	19.1%	3.7%	0.4%	16.9%
Q6-3. Enforcement of City traffic laws	23.7%	43.6%	19.1%	7.0%	2.4%	4.2%
Q6-4. How quickly police respond to emergencies	33.1%	33.8%	11.8%	1.5%	0.0%	19.7%
Q6-5. Overall efforts by City government to prevent crime	21.5%	37.9%	22.8%	6.6%	1.1%	10.1%
Q6-6. Overall quality of police services	34.9%	44.7%	12.1%	1.8%	0.4%	6.1%
Q6-7. Quality of police community outreach programs	24.6%	23.9%	21.7%	1.5%	0.4%	27.9%
Q6-8. Visibility of police in commercial & retail areas	23.2%	36.2%	22.8%	9.6%	0.7%	7.5%
Q6-9. Visibility of police in neighborhoods	21.5%	33.8%	24.8%	13.6%	1.5%	4.8%
Q6-10. 911 service provided by dispatch operators	28.1%	23.9%	14.5%	0.2%	0.7%	32.7%

WITHOUT "DON'T KNOW"**Q6. Police Services. Please rate your satisfaction of the following. (without "don't know")**

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Efforts of City's police department to collaborate with the public to address concerns	35.6%	41.3%	16.9%	5.2%	1.0%
Q6-2. Efforts of City's police department to communicate with the public via social media	38.3%	33.8%	23.0%	4.5%	0.5%
Q6-3. Enforcement of City traffic laws	24.7%	45.5%	19.9%	7.3%	2.5%
Q6-4. How quickly police respond to emergencies	41.3%	42.1%	14.8%	1.9%	0.0%
Q6-5. Overall efforts by City government to prevent crime	23.9%	42.2%	25.4%	7.3%	1.2%
Q6-6. Overall quality of police services	37.1%	47.7%	12.9%	1.9%	0.5%
Q6-7. Quality of police community outreach programs	34.0%	33.1%	30.1%	2.1%	0.6%
Q6-8. Visibility of police in commercial & retail areas	25.1%	39.1%	24.6%	10.4%	0.7%
Q6-9. Visibility of police in neighborhoods	22.6%	35.5%	26.0%	14.3%	1.6%
Q6-10. 911 service provided by dispatch operators	41.7%	35.5%	21.5%	0.3%	1.0%

Q7. Which THREE of the services listed in Question 6 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's police department to collaborate with the public to address concerns	32	7.0 %
Efforts of City's police department to communicate with the public via social media	17	3.7 %
Enforcement of City traffic laws	38	8.3 %
How quickly police respond to emergencies	38	8.3 %
Overall efforts by City government to prevent crime	82	18.0 %
Overall quality of police services	20	4.4 %
Quality of police community outreach programs	16	3.5 %
Visibility of police in commercial & retail areas	34	7.5 %
Visibility of police in neighborhoods	53	11.6 %
911 service provided by dispatch operators	9	2.0 %
<u>None chosen</u>	<u>117</u>	<u>25.7 %</u>
Total	456	100.0 %

Q7. Which THREE of the services listed in Question 6 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's police department to collaborate with the public to address concerns	22	4.8 %
Efforts of City's police department to communicate with the public via social media	14	3.1 %
Enforcement of City traffic laws	17	3.7 %
How quickly police respond to emergencies	23	5.0 %
Overall efforts by City government to prevent crime	53	11.6 %
Overall quality of police services	22	4.8 %
Quality of police community outreach programs	19	4.2 %
Visibility of police in commercial & retail areas	76	16.7 %
Visibility of police in neighborhoods	70	15.4 %
911 service provided by dispatch operators	6	1.3 %
<u>None chosen</u>	<u>134</u>	<u>29.4 %</u>
Total	456	100.0 %

Q7. Which THREE of the services listed in Question 6 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's police department to collaborate with the public to address concerns	33	7.2 %
Efforts of City's police department to communicate with the public via social media	12	2.6 %
Enforcement of City traffic laws	20	4.4 %
How quickly police respond to emergencies	23	5.0 %
Overall efforts by City government to prevent crime	27	5.9 %
Overall quality of police services	23	5.0 %
Quality of police community outreach programs	16	3.5 %
Visibility of police in commercial & retail areas	42	9.2 %
Visibility of police in neighborhoods	68	14.9 %
911 service provided by dispatch operators	12	2.6 %
<u>None chosen</u>	<u>180</u>	<u>39.5 %</u>
Total	456	100.0 %

SUM OF TOP 3 CHOICES

Q7. Which THREE of the services listed in Question 6 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 3)

<u>Q7. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's police department to collaborate with the public to address concerns	87	19.1 %
Efforts of City's police department to communicate with the public via social media	43	9.4 %
Enforcement of City traffic laws	75	16.4 %
How quickly police respond to emergencies	84	18.4 %
Overall efforts by City government to prevent crime	162	35.5 %
Overall quality of police services	65	14.3 %
Quality of police community outreach programs	51	11.2 %
Visibility of police in commercial & retail areas	152	33.3 %
Visibility of police in neighborhoods	191	41.9 %
911 service provided by dispatch operators	27	5.9 %
<u>None chosen</u>	<u>117</u>	<u>25.7 %</u>
Total	1054	

Q8. Fire Services. Please rate your satisfaction of the following.

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Efforts of City's fire department to collaborate with the public to address concerns	29.4%	31.4%	16.2%	0.2%	0.2%	22.6%
Q8-2. Efforts of City's fire department to communicate with the public via social media	24.3%	24.3%	22.4%	1.1%	0.4%	27.4%
Q8-3. Emergency fire services	35.5%	32.5%	9.0%	0.2%	0.0%	22.8%
Q8-4. Emergency medical services	36.8%	32.7%	9.6%	0.9%	0.2%	19.7%
Q8-5. How quickly fire & rescue personnel respond to emergencies	39.7%	28.1%	8.3%	1.1%	0.0%	22.8%
Q8-6. Quality of fire community outreach programs	22.8%	19.5%	22.1%	1.5%	0.0%	34.0%
Q8-7. Quality of fire safety education programs	22.1%	19.5%	19.1%	2.4%	0.0%	36.8%

WITHOUT "DON'T KNOW"**Q8. Fire Services. Please rate your satisfaction of the following. (without "don't know")**

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Efforts of City's fire department to collaborate with the public to address concerns	38.0%	40.5%	21.0%	0.3%	0.3%
Q8-2. Efforts of City's fire department to communicate with the public via social media	33.5%	33.5%	30.8%	1.5%	0.6%
Q8-3. Emergency fire services	46.0%	42.0%	11.6%	0.3%	0.0%
Q8-4. Emergency medical services	45.9%	40.7%	12.0%	1.1%	0.3%
Q8-5. How quickly fire & rescue personnel respond to emergencies	51.4%	36.4%	10.8%	1.4%	0.0%
Q8-6. Quality of fire community outreach programs	34.6%	29.6%	33.6%	2.3%	0.0%
Q8-7. Quality of fire safety education programs	35.1%	30.9%	30.2%	3.8%	0.0%

Q9. Which THREE of the services listed in Question 8 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's fire department to collaborate with the public to address concerns	38	8.3 %
Efforts of City's fire department to communicate with the public via social media	27	5.9 %
Emergency fire services	44	9.6 %
Emergency medical services	24	5.3 %
How quickly fire & rescue personnel respond to emergencies	67	14.7 %
Quality of fire community outreach programs	23	5.0 %
Quality of fire safety education programs	25	5.5 %
None chosen	208	45.6 %
Total	456	100.0 %

Q9. Which THREE of the services listed in Question 8 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's fire department to collaborate with the public to address concerns	22	4.8 %
Efforts of City's fire department to communicate with the public via social media	26	5.7 %
Emergency fire services	30	6.6 %
Emergency medical services	81	17.8 %
How quickly fire & rescue personnel respond to emergencies	19	4.2 %
Quality of fire community outreach programs	28	6.1 %
Quality of fire safety education programs	32	7.0 %
None chosen	218	47.8 %
Total	456	100.0 %

Q9. Which THREE of the services listed in Question 8 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q9. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's fire department to collaborate with the public to address concerns	24	5.3 %
Efforts of City's fire department to communicate with the public via social media	19	4.2 %
Emergency fire services	31	6.8 %
Emergency medical services	23	5.0 %
How quickly fire & rescue personnel respond to emergencies	39	8.6 %
Quality of fire community outreach programs	31	6.8 %
Quality of fire safety education programs	29	6.4 %
None chosen	260	57.0 %
Total	456	100.0 %

SUM OF TOP 3 CHOICES

Q9. Which THREE of the services listed in Question 8 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 3)

<u>Q9. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's fire department to collaborate with the public to address concerns	84	18.4 %
Efforts of City's fire department to communicate with the public via social media	72	15.8 %
Emergency fire services	105	23.0 %
Emergency medical services	128	28.1 %
How quickly fire & rescue personnel respond to emergencies	125	27.4 %
Quality of fire community outreach programs	82	18.0 %
Quality of fire safety education programs	86	18.9 %
None chosen	208	45.6 %
Total	890	

Q10. Feeling of Safety. Please rate your feeling of safety in each of the following situations.

(N=456)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q10-1. In the City of Burleson	31.8%	55.3%	9.2%	1.5%	0.2%	2.0%
Q10-2. In your neighborhood during the day	52.2%	39.0%	5.0%	1.3%	0.0%	2.4%
Q10-3. In your neighborhood at night	30.9%	46.5%	13.8%	6.4%	0.2%	2.2%
Q10-4. In City parks, trails, & recreation areas	16.7%	45.6%	19.3%	5.3%	0.4%	12.7%
Q10-5. In commercial & retail areas	20.4%	46.7%	23.0%	7.5%	0.2%	2.2%

WITHOUT "DON'T KNOW"**Q10. Feeling of Safety. Please rate your feeling of safety in each of the following situations. (without "don't know")**

(N=456)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q10-1. In the City of Burleson	32.4%	56.4%	9.4%	1.6%	0.2%
Q10-2. In your neighborhood during the day	53.5%	40.0%	5.2%	1.3%	0.0%
Q10-3. In your neighborhood at night	31.6%	47.5%	14.1%	6.5%	0.2%
Q10-4. In City parks, trails, & recreation areas	19.1%	52.3%	22.1%	6.0%	0.5%
Q10-5. In commercial & retail areas	20.9%	47.8%	23.5%	7.6%	0.2%

Q11. Communication. Please rate your satisfaction of the following.

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. How easy it is to find information when visiting City's website	20.2%	40.8%	19.1%	9.4%	1.5%	9.0%
Q11-2. How easy it is to receive information when calling City	20.2%	34.2%	19.1%	3.9%	0.7%	21.9%
Q11-3. Overall quality of City's social media (Facebook, Instagram, etc.)	21.1%	31.4%	19.1%	2.6%	0.0%	25.9%
Q11-4. Overall quality of City's newsletter	22.4%	39.3%	16.9%	2.2%	0.9%	18.4%
Q11-5. Availability of information on City services & programs	20.8%	40.6%	21.3%	6.1%	0.0%	11.2%
Q11-6. Timeliness of information provided by City	19.3%	39.0%	24.1%	3.3%	0.4%	13.8%
Q11-7. Access to information about City's finances & budget	11.8%	22.1%	25.9%	5.7%	0.9%	33.6%
Q11-8. Overall level of public involvement in local decision making	10.3%	21.5%	27.0%	12.5%	2.6%	26.1%
Q11-9. City's open records request process	8.6%	11.2%	23.9%	2.2%	0.0%	54.2%

WITHOUT "DON'T KNOW"**Q11. Communication. Please rate your satisfaction of the following. (without "don't know")**

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. How easy it is to find information when visiting City's website	22.2%	44.8%	21.0%	10.4%	1.7%
Q11-2. How easy it is to receive information when calling City	25.8%	43.8%	24.4%	5.1%	0.8%
Q11-3. Overall quality of City's social media (Facebook, Instagram, etc.)	28.4%	42.3%	25.7%	3.6%	0.0%
Q11-4. Overall quality of City's newsletter	27.4%	48.1%	20.7%	2.7%	1.1%
Q11-5. Availability of information on City services & programs	23.5%	45.7%	24.0%	6.9%	0.0%
Q11-6. Timeliness of information provided by City	22.4%	45.3%	28.0%	3.8%	0.5%
Q11-7. Access to information about City's finances & budget	17.8%	33.3%	38.9%	8.6%	1.3%
Q11-8. Overall level of public involvement in local decision making	13.9%	29.1%	36.5%	16.9%	3.6%
Q11-9. City's open records request process	18.7%	24.4%	52.2%	4.8%	0.0%

Q12. Which THREE of the services listed in Question 11 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
How easy it is to find information when visiting City's website	91	20.0 %
How easy it is to receive information when calling City	28	6.1 %
Overall quality of City's social media (Facebook, Instagram, etc.)	16	3.5 %
Overall quality of City's newsletter	9	2.0 %
Availability of information on City services & programs	27	5.9 %
Timeliness of information provided by City	31	6.8 %
Access to information about City's finances & budget	18	3.9 %
Overall level of public involvement in local decision making	64	14.0 %
City's open records request process	5	1.1 %
<u>None chosen</u>	<u>167</u>	<u>36.6 %</u>
Total	456	100.0 %

Q12. Which THREE of the services listed in Question 11 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
How easy it is to find information when visiting City's website	32	7.0 %
How easy it is to receive information when calling City	31	6.8 %
Overall quality of City's social media (Facebook, Instagram, etc.)	16	3.5 %
Overall quality of City's newsletter	17	3.7 %
Availability of information on City services & programs	49	10.7 %
Timeliness of information provided by City	32	7.0 %
Access to information about City's finances & budget	26	5.7 %
Overall level of public involvement in local decision making	50	11.0 %
City's open records request process	8	1.8 %
<u>None chosen</u>	<u>195</u>	<u>42.8 %</u>
Total	456	100.0 %

Q12. Which THREE of the services listed in Question 11 do you think are MOST IMPORTANT for the City to focus on over the next year?

Q12. 3rd choice	Number	Percent
How easy it is to find information when visiting City's website	28	6.1 %
How easy it is to receive information when calling City	18	3.9 %
Overall quality of City's social media (Facebook, Instagram, etc.)	16	3.5 %
Overall quality of City's newsletter	11	2.4 %
Availability of information on City services & programs	44	9.6 %
Timeliness of information provided by City	30	6.6 %
Access to information about City's finances & budget	15	3.3 %
Overall level of public involvement in local decision making	35	7.7 %
City's open records request process	21	4.6 %
None chosen	238	52.2 %
Total	456	100.0 %

SUM OF TOP 3 CHOICES

Q12. Which THREE of the services listed in Question 11 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 3)

Q12. Sum of top 3 choices	Number	Percent
How easy it is to find information when visiting City's website	151	33.1 %
How easy it is to receive information when calling City	77	16.9 %
Overall quality of City's social media (Facebook, Instagram, etc.)	48	10.5 %
Overall quality of City's newsletter	37	8.1 %
Availability of information on City services & programs	120	26.3 %
Timeliness of information provided by City	93	20.4 %
Access to information about City's finances & budget	59	12.9 %
Overall level of public involvement in local decision making	149	32.7 %
City's open records request process	34	7.5 %
None chosen	167	36.6 %
Total	935	

Q13. Where do you currently get news and information about the City of Burleson?

Q13. Where do you currently get news & information about City	Number	Percent
City email updates	96	21.1 %
Weekly eNewsletter	98	21.5 %
City's social media sites (Facebook, Instagram, etc.)	229	50.2 %
City website (www.burlesontx.com)	281	61.6 %
Local news outlets	70	15.4 %
Quarterly BTX Focus/newsletter	138	30.3 %
Other	25	5.5 %
Total	937	

Q14. From which TWO sources of information listed in Question 13 would you prefer to get information from the City?

Q14. Top choice	Number	Percent
City email updates	85	18.6 %
Weekly eNewsletter	60	13.2 %
City's social media sites (Facebook, Instagram, etc.)	100	21.9 %
City website (www.burlesontx.com)	85	18.6 %
Local news outlets	7	1.5 %
Quarterly BTX Focus/newsletter	21	4.6 %
Other	4	0.9 %
None chosen	94	20.6 %
Total	456	100.0 %

Q14. From which TWO sources of information listed in Question 13 would you prefer to get information from the City?

Q14. 2nd choice	Number	Percent
City email updates	36	7.9 %
Weekly eNewsletter	61	13.4 %
City's social media sites (Facebook, Instagram, etc.)	69	15.1 %
City website (www.burlesontx.com)	101	22.1 %
Local news outlets	12	2.6 %
Quarterly BTX Focus/newsletter	42	9.2 %
Other	4	0.9 %
None chosen	131	28.7 %
Total	456	100.0 %

SUM OF TOP 2 CHOICES**Q14. From which TWO sources of information listed in Question 13 would you prefer to get information from the City? (top 2)**

Q14. Sum of top 2 choices	Number	Percent
City email updates	121	26.5 %
Weekly eNewsletter	121	26.5 %
City's social media sites (Facebook, Instagram, etc.)	169	37.1 %
City website (www.burlesontx.com)	186	40.8 %
Local news outlets	19	4.2 %
Quarterly BTX Focus/newsletter	63	13.8 %
Other	8	1.8 %
None chosen	94	20.6 %
Total	781	

Q15. Have you visited the City's website (www.burlesontx.com) during the past 6 months?

Q15. Have you visited City's website (www.burlesontx.com) during past 6 months	Number	Percent
Yes	357	78.3 %
No	99	21.7 %
Total	456	100.0 %

Q15a. What was the reason for your most recent visit to the City's website?

Q15a. What was the reason for your most recent visit to City's website	Number	Percent
Pay a bill	117	32.8 %
Contact City	21	5.9 %
Zoning/development information	42	11.8 %
Report an issue	23	6.4 %
Request a service	12	3.4 %
Schedule COVID vaccine or testing	40	11.2 %
Other	91	25.5 %
Not provided	11	3.1 %
Total	357	100.0 %

WITHOUT "NOT PROVIDED"**Q15a. What was the reason for your most recent visit to the City's website? (without "not provided")**

Q15a. What was the reason for your most recent visit to City's website	Number	Percent
Pay a bill	117	33.8 %
Contact City	21	6.1 %
Zoning/development information	42	12.1 %
Report an issue	23	6.6 %
Request a service	12	3.5 %
Schedule COVID vaccine or testing	40	11.6 %
Other	91	26.3 %
Total	346	100.0 %

Q16. Have you contacted the City of Burleson with a question, problem, complaint, or to request a service during the past year?

Q16. Have you contacted City with a question, problem, complaint, or to request a service during past year	Number	Percent
Yes	183	40.1 %
No	273	59.9 %
Total	456	100.0 %

Q16a. How easy was it to contact the person you needed to reach?

Q16a. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	79	43.2 %
Somewhat easy	68	37.2 %
Difficult	20	10.9 %
Very difficult	13	7.1 %
Not provided	3	1.6 %
Total	183	100.0 %

WITHOUT "NOT PROVIDED"

Q16a. How easy was it to contact the person you needed to reach? (without "not provided")

Q16a. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	79	43.9 %
Somewhat easy	68	37.8 %
Difficult	20	11.1 %
Very difficult	13	7.2 %
Total	180	100.0 %

Q16b. What department did you contact?

<u>Q16b. What department did you contact</u>	<u>Number</u>	<u>Percent</u>
Police	28	15.3 %
Fire	7	3.8 %
Development services	13	7.1 %
Animal services	21	11.5 %
Parks & recreation	18	9.8 %
Code compliance	38	20.8 %
Public works	51	27.9 %
Utility billing	39	21.3 %
Communications	6	3.3 %
Municipal court	5	2.7 %
Public health department	14	7.7 %
Environmental services	9	4.9 %
Health inspections	1	0.5 %
Other	19	10.4 %
Total	269	

Q16b-14. Other

<u>Q16b-14. Other</u>	<u>Number</u>	<u>Percent</u>
Waste	2	10.5 %
Permits	2	10.5 %
Building inspection permits	1	5.3 %
Request open record	1	5.3 %
City Council	1	5.3 %
Bulk waste	1	5.3 %
Special trash pickup	1	5.3 %
Council	1	5.3 %
Trash pickup	1	5.3 %
Permit	1	5.3 %
Library	1	5.3 %
City Manager	1	5.3 %
Neighborhood services	1	5.3 %
Recycle	1	5.3 %
Building department	1	5.3 %
Flooding issues	1	5.3 %
Fencing permit requirements	1	5.3 %
Total	19	100.0 %

Q16c. Please rate how often the employees you contacted during the past year have displayed the following.

(N=183)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q16c-1. They did what they said they would do in a timely manner	50.8%	23.0%	6.6%	3.3%	6.0%	10.4%
Q16c-2. They gave prompt, accurate & complete answers to questions	51.4%	25.7%	12.0%	3.3%	2.7%	4.9%
Q16c-3. They helped me resolve an issue to my satisfaction	47.0%	23.5%	7.7%	7.1%	7.1%	7.7%
Q16c-4. They made it easy for me to handle my request	47.0%	24.0%	12.0%	4.4%	4.4%	8.2%
Q16c-5. They were courteous & polite	74.3%	16.4%	2.7%	1.6%	0.0%	4.9%

WITHOUT "DON'T KNOW"

Q16c. Please rate how often the employees you contacted during the past year have displayed the following. (without "don't know")

(N=183)

	Always	Usually	Sometimes	Seldom	Never
Q16c-1. They did what they said they would do in a timely manner	56.7%	25.6%	7.3%	3.7%	6.7%
Q16c-2. They gave prompt, accurate & complete answers to questions	54.0%	27.0%	12.6%	3.4%	2.9%
Q16c-3. They helped me resolve an issue to my satisfaction	50.9%	25.4%	8.3%	7.7%	7.7%
Q16c-4. They made it easy for me to handle my request	51.2%	26.2%	13.1%	4.8%	4.8%
Q16c-5. They were courteous & polite	78.2%	17.2%	2.9%	1.7%	0.0%

Q17. Do you ever watch the City's online broadcast of City Council or Planning and Zoning Commission meetings?

Q17. Do you watch City's online broadcast of City Council or Planning & Zoning Commission meetings	Number	Percent
Yes	76	16.7 %
No	380	83.3 %
Total	456	100.0 %

Q18. Infrastructure. Please rate your satisfaction of the following.

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Adequacy of City street lighting	14.3%	46.3%	18.4%	16.0%	3.3%	1.8%
Q18-2. Adequacy of lighting along trails & in City parks	6.4%	21.3%	25.7%	14.3%	2.2%	30.3%
Q18-3. Adequacy of drainage systems in rainfall events	14.9%	46.3%	19.7%	11.4%	2.6%	5.0%
Q18-4. Appearance/condition of City medians, right of ways, & public areas	17.3%	52.0%	18.6%	7.9%	1.8%	2.4%
Q18-5. On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	12.5%	34.0%	23.5%	11.8%	3.7%	14.5%
Q18-6. Overall condition of street signs & traffic signs	18.9%	56.6%	16.7%	3.9%	1.3%	2.6%
Q18-7. Overall maintenance of major TxDOT roadways (SH174/Wilshire Blvd., FM731/John Jones Dr., I-35W)	17.1%	45.0%	18.4%	14.0%	3.5%	2.0%
Q18-8. Overall maintenance of major City streets (non-TxDOT streets)	13.4%	43.6%	24.1%	13.6%	2.6%	2.6%
Q18-9. Overall maintenance of neighborhood streets	12.7%	41.2%	23.2%	15.6%	4.8%	2.4%
Q18-10. Overall quality of City sidewalks	13.6%	41.0%	24.3%	10.3%	3.9%	6.8%
Q18-11. Pedestrian accessibility (City sidewalk/network number/availability)	12.9%	39.7%	24.8%	9.2%	5.7%	7.7%
Q18-12. Mowing & tree trimming along streets & other public areas	17.3%	49.6%	20.2%	6.8%	2.9%	3.3%

WITHOUT "DON'T KNOW"**Q18. Infrastructure. Please rate your satisfaction of the following. (without "don't know")**

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Adequacy of City street lighting	14.5%	47.1%	18.8%	16.3%	3.3%
Q18-2. Adequacy of lighting along trails & in City parks	9.1%	30.5%	36.8%	20.4%	3.1%
Q18-3. Adequacy of drainage systems in rainfall events	15.7%	48.7%	20.8%	12.0%	2.8%
Q18-4. Appearance/condition of City medians, right of ways, & public areas	17.8%	53.3%	19.1%	8.1%	1.8%
Q18-5. On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	14.6%	39.7%	27.4%	13.8%	4.4%
Q18-6. Overall condition of street signs & traffic signs	19.4%	58.1%	17.1%	4.1%	1.4%
Q18-7. Overall maintenance of major TxDOT roadways (SH174/Wilshire Blvd., FM731/John Jones Dr., I-35W)	17.4%	45.9%	18.8%	14.3%	3.6%
Q18-8. Overall maintenance of major City streets (non-TxDOT streets)	13.7%	44.8%	24.8%	14.0%	2.7%
Q18-9. Overall maintenance of neighborhood streets	13.0%	42.2%	23.8%	16.0%	4.9%
Q18-10. Overall quality of City sidewalks	14.6%	44.0%	26.1%	11.1%	4.2%
Q18-11. Pedestrian accessibility (City sidewalk/network number/availability)	14.0%	43.0%	26.8%	10.0%	6.2%
Q18-12. Mowing & tree trimming along streets & other public areas	17.9%	51.2%	20.9%	7.0%	2.9%

Q19. Which THREE of the services listed in Question 18 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
Adequacy of City street lighting	74	16.2 %
Adequacy of lighting along trails & in City parks	31	6.8 %
Adequacy of drainage systems in rainfall events	39	8.6 %
Appearance/condition of City medians, right of ways, & public areas	14	3.1 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	17	3.7 %
Overall condition of street signs & traffic signs	10	2.2 %
Overall maintenance of major TxDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	66	14.5 %
Overall maintenance of major City streets (non-TxDOT streets)	29	6.4 %
Overall maintenance of neighborhood streets	36	7.9 %
Overall quality of City sidewalks	12	2.6 %
Pedestrian accessibility (City sidewalk/network number/ availability)	21	4.6 %
Mowing & tree trimming along streets & other public areas	22	4.8 %
None chosen	85	18.6 %
Total	456	100.0 %

Q19. Which THREE of the services listed in Question 18 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Adequacy of City street lighting	25	5.5 %
Adequacy of lighting along trails & in City parks	35	7.7 %
Adequacy of drainage systems in rainfall events	39	8.6 %
Appearance/condition of City medians, right of ways, & public areas	22	4.8 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	11	2.4 %
Overall condition of street signs & traffic signs	17	3.7 %
Overall maintenance of major TxDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	41	9.0 %
Overall maintenance of major City streets (non-TxDOT streets)	51	11.2 %
Overall maintenance of neighborhood streets	47	10.3 %
Overall quality of City sidewalks	16	3.5 %
Pedestrian accessibility (City sidewalk/network number/ availability)	27	5.9 %
Mowing & tree trimming along streets & other public areas	12	2.6 %
None chosen	113	24.8 %
Total	456	100.0 %

Q19. Which THREE of the services listed in Question 18 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q19. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Adequacy of City street lighting	32	7.0 %
Adequacy of lighting along trails & in City parks	21	4.6 %
Adequacy of drainage systems in rainfall events	17	3.7 %
Appearance/condition of City medians, right of ways, & public areas	11	2.4 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	14	3.1 %
Overall condition of street signs & traffic signs	17	3.7 %
Overall maintenance of major TxDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	29	6.4 %
Overall maintenance of major City streets (non-TxDOT streets)	33	7.2 %
Overall maintenance of neighborhood streets	56	12.3 %
Overall quality of City sidewalks	21	4.6 %
Pedestrian accessibility (City sidewalk/network number/ availability)	20	4.4 %
Mowing & tree trimming along streets & other public areas	29	6.4 %
None chosen	156	34.2 %
Total	456	100.0 %

SUM OF TOP 3 CHOICES

Q19. Which THREE of the services listed in Question 18 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 3)

<u>Q19. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Adequacy of City street lighting	131	28.7 %
Adequacy of lighting along trails & in City parks	87	19.1 %
Adequacy of drainage systems in rainfall events	95	20.8 %
Appearance/condition of City medians, right of ways, & public areas	47	10.3 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	42	9.2 %
Overall condition of street signs & traffic signs	44	9.6 %
Overall maintenance of major TxDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	136	29.8 %
Overall maintenance of major City streets (non-TxDOT streets)	113	24.8 %
Overall maintenance of neighborhood streets	139	30.5 %
Overall quality of City sidewalks	49	10.7 %
Pedestrian accessibility (City sidewalk/network number/ availability)	68	14.9 %
Mowing & tree trimming along streets & other public areas	63	13.8 %
None chosen	85	18.6 %
Total	1099	

Q20. Utilities. Please rate your satisfaction of the following.

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Overall quality of City bulk trash/leaf/brush collection	46.3%	39.0%	7.0%	2.4%	2.0%	3.3%
Q20-2. Overall quality of curbside recycling collection	48.2%	39.7%	5.5%	1.8%	0.7%	4.2%
Q20-3. Overall quality of curbside trash/garbage collection	50.0%	39.5%	5.3%	1.3%	0.9%	3.1%
Q20-4. Overall quality of City's household hazardous waste disposal service (oil, paint, etc.)	23.5%	25.9%	16.0%	9.9%	1.1%	23.7%
Q20-5. Timeliness of water/sewer line break repairs	18.4%	25.0%	15.8%	0.7%	0.0%	40.1%
Q20-6. Overall fees charged for water/wastewater services	13.6%	34.0%	27.6%	14.7%	3.7%	6.4%

WITHOUT "DON'T KNOW"**Q20. Utilities. Please rate your satisfaction of the following. (without "don't know")**

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Overall quality of City bulk trash/leaf/brush collection	47.8%	40.4%	7.3%	2.5%	2.0%
Q20-2. Overall quality of curbside recycling collection	50.3%	41.4%	5.7%	1.8%	0.7%
Q20-3. Overall quality of curbside trash/garbage collection	51.6%	40.7%	5.4%	1.4%	0.9%
Q20-4. Overall quality of City's household hazardous waste disposal service (oil, paint, etc.)	30.7%	33.9%	21.0%	12.9%	1.4%
Q20-5. Timeliness of water/sewer line break repairs	30.8%	41.8%	26.4%	1.1%	0.0%
Q20-6. Overall fees charged for water/wastewater services	14.5%	36.3%	29.5%	15.7%	4.0%

Q21. Which TWO of the services listed in Question 20 do you think are MOST IMPORTANT for the City to focus on over the next year?

Q21. Top choice	Number	Percent
Overall quality of City bulk trash/leaf/brush collection	55	12.1 %
Overall quality of curbside recycling collection	23	5.0 %
Overall quality of curbside trash/garbage collection	35	7.7 %
Overall quality of City's household hazardous waste disposal service (oil, paint, etc.)	66	14.5 %
Timeliness of water/sewer line break repairs	29	6.4 %
Overall fees charged for water/wastewater services	110	24.1 %
None chosen	138	30.3 %
Total	456	100.0 %

Q21. Which TWO of the services listed in Question 20 do you think are MOST IMPORTANT for the City to focus on over the next year?

Q21. 2nd choice	Number	Percent
Overall quality of City bulk trash/leaf/brush collection	41	9.0 %
Overall quality of curbside recycling collection	26	5.7 %
Overall quality of curbside trash/garbage collection	40	8.8 %
Overall quality of City's household hazardous waste disposal service (oil, paint, etc.)	38	8.3 %
Timeliness of water/sewer line break repairs	33	7.2 %
Overall fees charged for water/wastewater services	58	12.7 %
None chosen	220	48.2 %
Total	456	100.0 %

SUM OF TOP 2 CHOICES**Q21. Which TWO of the services listed in Question 20 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 2)**

Q21. Sum of top 2 choices	Number	Percent
Overall quality of City bulk trash/leaf/brush collection	96	21.1 %
Overall quality of curbside recycling collection	49	10.7 %
Overall quality of curbside trash/garbage collection	75	16.4 %
Overall quality of City's household hazardous waste disposal service (oil, paint, etc.)	104	22.8 %
Timeliness of water/sewer line break repairs	62	13.6 %
Overall fees charged for water/wastewater services	168	36.8 %
None chosen	138	30.3 %
Total	692	

Q22. With cost being neutral, would you be in favor of a roll out trash bin collection service once a week?

Q22. Would you be in favor of a roll out trash bin collection service once a week	Number	Percent
Yes	170	37.3 %
No	242	53.1 %
Not provided	44	9.6 %
Total	456	100.0 %

WITHOUT "NOT PROVIDED"**Q22. With cost being neutral, would you be in favor of a roll out trash bin collection service once a week? (without "not provided")**

Q22. Would you be in favor of a roll out trash bin collection service once a week	Number	Percent
Yes	170	41.3 %
No	242	58.7 %
Total	412	100.0 %

Q23. Economic Development and Development Services. Please rate your satisfaction of the following.

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. City's efforts to attract new business & tourism	15.8%	39.5%	20.0%	9.0%	2.9%	12.9%
Q23-2. How well City approaches development	14.0%	28.3%	22.4%	16.4%	6.1%	12.7%
Q23-3. How well City is managing growth	11.2%	23.0%	24.6%	22.1%	11.8%	7.2%
Q23-4. Overall quality/appearance of recent commercial development	16.4%	41.9%	24.8%	7.9%	2.9%	6.1%
Q23-5. Overall quality/appearance of recent residential development	13.4%	38.8%	23.5%	11.8%	6.6%	5.9%
Q23-6. Variety of job opportunities available in City	9.4%	24.1%	24.8%	9.0%	2.4%	30.3%

WITHOUT "DON'T KNOW"**Q23. Economic Development and Development Services. Please rate your satisfaction of the following. (without "don't know")**

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. City's efforts to attract new business & tourism	18.1%	45.3%	22.9%	10.3%	3.3%
Q23-2. How well City approaches development	16.1%	32.4%	25.6%	18.8%	7.0%
Q23-3. How well City is managing growth	12.1%	24.8%	26.5%	23.9%	12.8%
Q23-4. Overall quality/appearance of recent commercial development	17.5%	44.6%	26.4%	8.4%	3.0%
Q23-5. Overall quality/appearance of recent residential development	14.2%	41.3%	24.9%	12.6%	7.0%
Q23-6. Variety of job opportunities available in City	13.5%	34.6%	35.5%	12.9%	3.5%

Q24. Which TWO of the services listed in Question 23 do you think are MOST IMPORTANT for the City to focus on over the next year?

Q24. Top choice	Number	Percent
City's efforts to attract new business & tourism	47	10.3 %
How well City approaches development	62	13.6 %
How well City is managing growth	152	33.3 %
Overall quality/appearance of recent commercial development	14	3.1 %
Overall quality/appearance of recent residential development	27	5.9 %
Variety of job opportunities available in City	44	9.6 %
None chosen	110	24.1 %
Total	456	100.0 %

Q24. Which TWO of the services listed in Question 23 do you think are MOST IMPORTANT for the City to focus on over the next year?

Q24. 2nd choice	Number	Percent
City's efforts to attract new business & tourism	30	6.6 %
How well City approaches development	87	19.1 %
How well City is managing growth	80	17.5 %
Overall quality/appearance of recent commercial development	27	5.9 %
Overall quality/appearance of recent residential development	47	10.3 %
Variety of job opportunities available in City	31	6.8 %
None chosen	154	33.8 %
Total	456	100.0 %

SUM OF TOP 2 CHOICES

Q24. Which TWO of the services listed in Question 23 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 2)

Q24. Sum of top 2 choices	Number	Percent
City's efforts to attract new business & tourism	77	16.9 %
How well City approaches development	149	32.7 %
How well City is managing growth	232	50.9 %
Overall quality/appearance of recent commercial development	41	9.0 %
Overall quality/appearance of recent residential development	74	16.2 %
Variety of job opportunities available in City	75	16.4 %
None chosen	110	24.1 %
Total	758	

Q25. City Codes. Please rate your satisfaction of the following.

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. City's efforts to enforce clean-up of trash & debris on private property	11.6%	29.6%	26.1%	7.9%	3.7%	21.1%
Q25-2. City's efforts to enforce upkeep of residential property	11.0%	31.6%	23.9%	10.5%	3.5%	19.5%
Q25-3. City's efforts to identify & remove abandoned or dilapidated structures	9.6%	23.5%	25.0%	7.7%	2.2%	32.0%
Q25-4. City's efforts to enforce restaurant/food service cleanliness	14.0%	35.3%	21.9%	5.7%	0.7%	22.4%
Q25-5. City's efforts to enforce sign regulations	13.2%	30.7%	23.7%	4.4%	0.4%	27.6%
Q25-6. City's efforts to enforce mowing & cutting of weeds on private property	12.3%	28.9%	23.9%	12.5%	3.1%	19.3%
Q25-7. Overall quality of City's code compliance operations	11.2%	30.5%	27.2%	7.0%	2.4%	21.7%

WITHOUT "DON'T KNOW"**Q25. City Codes. Please rate your satisfaction of the following. (without "don't know")**

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. City's efforts to enforce clean-up of trash & debris on private property	14.7%	37.5%	33.1%	10.0%	4.7%
Q25-2. City's efforts to enforce upkeep of residential property	13.6%	39.2%	29.7%	13.1%	4.4%
Q25-3. City's efforts to identify & remove abandoned or dilapidated structures	14.2%	34.5%	36.8%	11.3%	3.2%
Q25-4. City's efforts to enforce restaurant/food service cleanliness	18.1%	45.5%	28.2%	7.3%	0.8%
Q25-5. City's efforts to enforce sign regulations	18.2%	42.4%	32.7%	6.1%	0.6%
Q25-6. City's efforts to enforce mowing & cutting of weeds on private property	15.2%	35.9%	29.6%	15.5%	3.8%
Q25-7. Overall quality of City's code compliance operations	14.3%	38.9%	34.7%	9.0%	3.1%

Q26. Which TWO of the services listed in Question 25 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q26. Top choice</u>	<u>Number</u>	<u>Percent</u>
City's efforts to enforce clean-up of trash & debris on private property	55	12.1 %
City's efforts to enforce upkeep of residential property	58	12.7 %
City's efforts to identify & remove abandoned or dilapidated structures	54	11.8 %
City's efforts to enforce restaurant/food service cleanliness	63	13.8 %
City's efforts to enforce sign regulations	12	2.6 %
City's efforts to enforce mowing & cutting of weeds on private property	33	7.2 %
Overall quality of City's code compliance operations	28	6.1 %
None chosen	153	33.6 %
Total	456	100.0 %

Q26. Which TWO of the services listed in Question 25 do you think are MOST IMPORTANT for the City to focus on over the next year?

<u>Q26. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City's efforts to enforce clean-up of trash & debris on private property	48	10.5 %
City's efforts to enforce upkeep of residential property	43	9.4 %
City's efforts to identify & remove abandoned or dilapidated structures	38	8.3 %
City's efforts to enforce restaurant/food service cleanliness	42	9.2 %
City's efforts to enforce sign regulations	17	3.7 %
City's efforts to enforce mowing & cutting of weeds on private property	45	9.9 %
Overall quality of City's code compliance operations	34	7.5 %
None chosen	189	41.4 %
Total	456	100.0 %

SUM OF TOP 2 CHOICES**Q26. Which TWO of the services listed in Question 25 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 2)**

<u>Q26. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
City's efforts to enforce clean-up of trash & debris on private property	103	22.6 %
City's efforts to enforce upkeep of residential property	101	22.1 %
City's efforts to identify & remove abandoned or dilapidated structures	92	20.2 %
City's efforts to enforce restaurant/food service cleanliness	105	23.0 %
City's efforts to enforce sign regulations	29	6.4 %
City's efforts to enforce mowing & cutting of weeds on private property	78	17.1 %
Overall quality of City's code compliance operations	62	13.6 %
None chosen	153	33.6 %
Total	723	

Q27. Animal Services. Please rate your satisfaction of the following.

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q27-1. Overall quality of City's animal control services	22.4%	34.2%	11.8%	3.9%	0.9%	26.8%
Q27-2. Overall quality of City's animal adoption services	23.9%	24.8%	12.7%	1.1%	0.7%	36.8%

WITHOUT "DON'T KNOW"**Q27. Animal Services. Please rate your satisfaction of the following. (without "don't know")**

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q27-1. Overall quality of City's animal control services	30.5%	46.7%	16.2%	5.4%	1.2%
Q27-2. Overall quality of City's animal adoption services	37.8%	39.2%	20.1%	1.7%	1.0%

Q28. Court Services. Please rate your satisfaction of the following.

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. Overall quality of municipal court services	14.9%	20.8%	14.0%	0.0%	0.2%	50.0%
Q28-2. Quality & accessibility of municipal court services	16.0%	21.7%	12.7%	0.7%	0.2%	48.7%

WITHOUT "DON'T KNOW"**Q28. Court Services. Please rate your satisfaction of the following. (without "don't know")**

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. Overall quality of municipal court services	29.8%	41.7%	28.1%	0.0%	0.4%
Q28-2. Quality & accessibility of municipal court services	31.2%	42.3%	24.8%	1.3%	0.4%

Q29. City Leadership. Please rate your satisfaction of the following.

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q29-1. Access & ability to interact with City administration	13.4%	22.4%	20.6%	4.4%	0.9%	38.4%
Q29-2. Access & ability to interact with City's elected officials	11.8%	19.7%	21.5%	4.6%	1.8%	40.6%

WITHOUT "DON'T KNOW"**Q29. City Leadership. Please rate your satisfaction of the following. (without "don't know")**

(N=456)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q29-1. Access & ability to interact with City administration	21.7%	36.3%	33.5%	7.1%	1.4%
Q29-2. Access & ability to interact with City's elected officials	19.9%	33.2%	36.2%	7.7%	3.0%

Q30. Economic Development and Development Services. Please rate your support of the following.

(N=456)

	Very supportive	Supportive	Neutral	Unsupportive	Very unsupportive	Don't know
Q30-1. Commercial/retail	26.3%	37.3%	21.7%	5.0%	3.1%	6.6%
Q30-2. Food/restaurant/entertainment	34.4%	36.0%	16.4%	5.3%	2.4%	5.5%
Q30-3. Heavy commercial/industrial	13.4%	21.5%	31.1%	14.5%	12.1%	7.5%
Q30-4. Single family housing	30.7%	33.8%	19.1%	6.4%	4.6%	5.5%
Q30-5. Multi-family housing	8.6%	10.7%	19.1%	19.1%	36.6%	5.9%

WITHOUT "DON'T KNOW"**Q30. Economic Development and Development Services. Please rate your support of the following. (without "don't know")**

(N=456)

	Very supportive	Supportive	Neutral	Unsupportive	Very unsupportive
Q30-1. Commercial/retail	28.2%	39.9%	23.2%	5.4%	3.3%
Q30-2. Food/restaurant/entertainment	36.4%	38.1%	17.4%	5.6%	2.6%
Q30-3. Heavy commercial/industrial	14.5%	23.2%	33.6%	15.6%	13.0%
Q30-4. Single family housing	32.5%	35.7%	20.2%	6.7%	4.9%
Q30-5. Multi-family housing	9.1%	11.4%	20.3%	20.3%	38.9%

Q31. Listed below are several areas that the City of Burleson is focused on improving. For each area, please rate how important you believe it is for the City to focus funding the area with the City's tax dollars on a scale of 5 to 1, where 5 means "Very Important," and 1 means "Not at all Important."

(N=456)

	Very important	Important	Neutral	Not important	Not at all important	Don't know
Q31-1. Maintenance of City's infrastructure (roads, bridges, street signs, etc.)	60.1%	33.1%	4.2%	0.2%	0.0%	2.4%
Q31-2. Parks & Recreation (park maintenance, programming, leisure opportunities, etc.)	34.2%	44.3%	16.0%	1.8%	0.2%	3.5%
Q31-3. Economic development (business retention, business development, etc.)	29.6%	37.7%	23.0%	3.9%	2.0%	3.7%
Q31-4. Transportation systems (streets, trains, rapid transit, public transit, etc.)	26.1%	31.4%	23.2%	10.7%	3.9%	4.6%
Q31-5. Customer service by City employees (meaningful citizen engagement, effective use of new technology, efficient processes & resource management)	22.1%	40.6%	26.1%	5.0%	0.4%	5.7%
Q31-6. Financial planning (implement long-term financial plans, participate in best practices)	37.9%	39.0%	16.2%	1.5%	0.0%	5.3%
Q31-7. Public safety (training for first responders, community involvement, etc.)	52.6%	34.4%	8.8%	0.2%	0.2%	3.7%
Q31-8. Public communication & outreach	28.3%	43.6%	20.2%	2.4%	0.9%	4.6%

WITHOUT "DON'T KNOW"

Q31. Listed below are several areas that the City of Burleson is focused on improving. For each area, please rate how important you believe it is for the City to focus funding the area with the City's tax dollars on a scale of 5 to 1, where 5 means "Very Important," and 1 means "Not at all Important." (without "don't know")

(N=456)

	Very important	Important	Neutral	Not important	Not at all important
Q31-1. Maintenance of City's infrastructure (roads, bridges, street signs, etc.)	61.6%	33.9%	4.3%	0.2%	0.0%
Q31-2. Parks & Recreation (park maintenance, programming, leisure opportunities, etc.)	35.5%	45.9%	16.6%	1.8%	0.2%
Q31-3. Economic development (business retention, business development, etc.)	30.8%	39.2%	23.9%	4.1%	2.1%
Q31-4. Transportation systems (streets, trains, rapid transit, public transit, etc.)	27.4%	32.9%	24.4%	11.3%	4.1%
Q31-5. Customer service by City employees (meaningful citizen engagement, effective use of new technology, efficient processes & resource management)	23.5%	43.0%	27.7%	5.3%	0.5%
Q31-6. Financial planning (implement long-term financial plans, participate in best practices)	40.0%	41.2%	17.1%	1.6%	0.0%
Q31-7. Public safety (training for first responders, community involvement, etc.)	54.7%	35.8%	9.1%	0.2%	0.2%
Q31-8. Public communication & outreach	29.7%	45.7%	21.1%	2.5%	0.9%

Q32. Which TWO of the areas listed in Question 31 do you MOST SUPPORT the City using your tax dollars to fund?

<u>Q32. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City's infrastructure (roads, bridges, street signs, etc.)	167	36.6 %
Parks & Recreation (park maintenance, programming, leisure opportunities, etc.)	36	7.9 %
Economic development (business retention, business development, etc.)	20	4.4 %
Transportation systems (streets, trains, rapid transit, public transit, etc.)	20	4.4 %
Customer service by City employees (meaningful citizen engagement, effective use of new technology, efficient processes & resource management)	21	4.6 %
Financial planning (implement long-term financial plans, participate in best practices)	28	6.1 %
Public safety (training for first responders, community involvement, etc.)	67	14.7 %
Public communication & outreach	8	1.8 %
<u>None chosen</u>	<u>89</u>	<u>19.5 %</u>
Total	456	100.0 %

Q32. Which TWO of the areas listed in Question 31 do you MOST SUPPORT the City using your tax dollars to fund?

<u>Q32. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City's infrastructure (roads, bridges, street signs, etc.)	74	16.2 %
Parks & Recreation (park maintenance, programming, leisure opportunities, etc.)	49	10.7 %
Economic development (business retention, business development, etc.)	51	11.2 %
Transportation systems (streets, trains, rapid transit, public transit, etc.)	34	7.5 %
Customer service by City employees (meaningful citizen engagement, effective use of new technology, efficient processes & resource management)	18	3.9 %
Financial planning (implement long-term financial plans, participate in best practices)	30	6.6 %
Public safety (training for first responders, community involvement, etc.)	67	14.7 %
Public communication & outreach	23	5.0 %
<u>None chosen</u>	<u>110</u>	<u>24.1 %</u>
Total	456	100.0 %

SUM OF TOP 2 CHOICES**Q32. Which TWO of the areas listed in Question 31 do you MOST SUPPORT the City using your tax dollars to fund? (top 2)**

<u>Q32. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City's infrastructure (roads, bridges, street signs, etc.)	241	52.9 %
Parks & Recreation (park maintenance, programming, leisure opportunities, etc.)	85	18.6 %
Economic development (business retention, business development, etc.)	71	15.6 %
Transportation systems (streets, trains, rapid transit, public transit, etc.)	54	11.8 %
Customer service by City employees (meaningful citizen engagement, effective use of new technology, efficient processes & resource management)	39	8.6 %
Financial planning (implement long-term financial plans, participate in best practices)	58	12.7 %
Public safety (training for first responders, community involvement, etc.)	134	29.4 %
Public communication & outreach	31	6.8 %
None chosen	89	19.5 %
Total	802	

Q34. Including yourself, how many people in your household are...

	<u>Mean</u>	<u>Sum</u>
number	2.7	1155
Under age 5	0.1	52
Ages 5-9	0.2	66
Ages 10-14	0.2	77
Ages 15-19	0.2	97
Ages 20-24	0.1	56
Ages 25-34	0.2	103
Ages 35-44	0.3	143
Ages 45-54	0.4	166
Ages 55-64	0.4	186
Ages 65-74	0.3	124
Ages 75+	0.2	85

Q35. What is your age?

<u>Q35. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	85	18.6 %
35-44	85	18.6 %
45-54	85	18.6 %
55-64	91	20.0 %
65+	86	18.9 %
Not provided	24	5.3 %
Total	456	100.0 %

Q36. Are you or other members of your household of Spanish, Hispanic or Latino heritage?

<u>Q36. Are you of Spanish, Hispanic or Latino heritage</u>	<u>Number</u>	<u>Percent</u>
Yes	65	14.3 %
No	384	84.2 %
Not provided	7	1.5 %
Total	456	100.0 %

Q37. Which of the following best describes your race/ethnicity?

<u>Q37. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	6	1.3 %
Black or African American	18	3.9 %
American Indian or Alaska Native	8	1.8 %
White	389	85.3 %
Native Hawaiian or other Pacific Islander	2	0.4 %
Other	15	3.3 %
Total	438	

Q37-6. Self-describe your race/ethnicity:

<u>Q37-6. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Hispanic	11	73.3 %
Hispanic and Italian	1	6.7 %
European American	1	6.7 %
Mixed races	1	6.7 %
Mexican American	1	6.7 %
Total	15	100.0 %

Q38. Approximately how many years have you lived in Burleson?

<u>Q38. How many years have you lived in Burleson</u>	<u>Number</u>	<u>Percent</u>
0-5	86	18.9 %
6-10	81	17.8 %
11-15	50	11.0 %
16-20	69	15.1 %
21-30	68	14.9 %
31+	92	20.2 %
Not provided	10	2.2 %
Total	456	100.0 %

Q39. Do you own or rent your current residence?

<u>Q39. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	383	84.0 %
Rent	68	14.9 %
Not provided	5	1.1 %
Total	456	100.0 %

Q40. Would you say your total annual household income is...

<u>Q40. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	45	9.9 %
\$30K to \$49,999	55	12.1 %
\$50K to \$69,999	55	12.1 %
\$70K to \$89,999	68	14.9 %
\$90K to \$119,999	71	15.6 %
\$120K to \$174,999	69	15.1 %
\$175K+	31	6.8 %
Not provided	62	13.6 %
Total	456	100.0 %

Q41. Your gender:

<u>Q41. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	223	48.9 %
Female	227	49.8 %
I prefer to self-identify	2	0.4 %
Not provided	4	0.9 %
Total	456	100.0 %

Q41-3. Self-describe your gender:

<u>Q41-3. Self-describe your gender</u>	<u>Number</u>	<u>Percent</u>
Non-binary	2	100.0 %
Total	2	100.0 %

Q42. What is the primary language spoken in your home?

<u>Q42. Primary language spoken in your home</u>	<u>Number</u>	<u>Percent</u>
English	439	96.3 %
Spanish	10	2.2 %
Not provided	7	1.5 %
Total	456	100.0 %



5

Survey Instrument



February 2022

Dear Burleson Resident,

You have been randomly selected to participate in a community survey via mail, designed to gather citizen input and feedback on City of Burleson programs and customer service. We will be using the information you provide to improve city services and to help us identify and address challenges facing our community. To ensure that the city's priorities are aligned with the needs of our residents, we want to hear from YOU.

We greatly appreciate you taking time out of your busy schedule to complete this survey. For added convenience, the enclosed survey includes a postage-paid envelope to ETC Institute, the survey research firm conducting the survey. If you prefer to complete the survey online, please visit BurlesonSurvey.org.

Please return your survey or complete it online sometime during the next week. All of your responses will remain completely confidential.

Thank you for your support and input to help us continue to make the City of Burleson a great place to live, work and play through all stages of life.

If you should have any questions or require additional information, please feel free to contact the city at 817.426.9600.

Sincerely,

Chris Fletcher
Mayor

Victoria Johnson
Councilmember
Place 1

Rick Green
Councilmember
Place 2

Jimmy Stanford
Councilmember
Place 3

Tamara Payne
Councilmember
Place 4

Dan McClendon
Mayor Pro Tem

Ronnie Johnson
Councilmember
Place 6

Si usted no habla ingles y quiere participar en esta encuesta en español, por favor llame al 1-844-811-0411

2022 City of Burleson Resident Satisfaction Survey



Please take a few minutes to complete this survey. Your input is an important part of the City's planning process and will be used by City leaders to make planning and investment decisions. If you prefer, you can take this survey at BurlesonSurvey.org.



1. Overall Ratings of Burleson. Please rate the City of Burleson with each of the following.

Rating the City of Burleson...		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	As a place to live	5	4	3	2	1	9
2.	As a place to raise children	5	4	3	2	1	9
3.	As a place to work	5	4	3	2	1	9
4.	As a place to retire	5	4	3	2	1	9
5.	As a place you are proud to call home	5	4	3	2	1	9
6.	Overall quality of services provided by the City of Burleson	5	4	3	2	1	9

2. Overall. Please rate your overall satisfaction of these major categories of services provided by the City of Burleson.

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall effectiveness of city communication with the public	5	4	3	2	1	9
02.	Overall enforcement of local codes and ordinances	5	4	3	2	1	9
03.	Overall flow of traffic and congestion on TxDOT roadways (SH174/Wilshire Blvd., FM731/John Jones Dr., I-35W)	5	4	3	2	1	9
04.	Overall flow of traffic and congestion on city roadways (non-TxDOT streets)	5	4	3	2	1	9
05.	Overall maintenance of city streets and sidewalks	5	4	3	2	1	9
06.	Overall quality of customer service you receive from city employees	5	4	3	2	1	9
07.	Overall quality of parks and recreation facilities and programs	5	4	3	2	1	9
08.	Overall quality of public safety services (police, fire, EMS, public safety communications)	5	4	3	2	1	9
09.	Overall quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	5	4	3	2	1	9
10.	Overall quality of wastewater/sewer services	5	4	3	2	1	9
11.	Overall quality of water utility services	5	4	3	2	1	9
12.	Overall quality and timeliness of the city's permitting and inspection process	5	4	3	2	1	9
13.	Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
14.	Efforts by city government to ensure community is prepared for emergencies	5	4	3	2	1	9

3. Which THREE of the services listed in Question 2 do you think are MOST IMPORTANT for the city to focus on over the next year? [Write in your answers below using the numbers from the list in Question 2, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ NONE

4. Parks and Recreation. Please rate your satisfaction of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall maintenance of city parks	5	4	3	2	1	9
02. Overall number of parks	5	4	3	2	1	9
03. Overall quality of city trails	5	4	3	2	1	9
04. Overall number/connectivity of walking/biking trails	5	4	3	2	1	9
05. Overall quality of city parks	5	4	3	2	1	9
06. Overall quality of city recreation facilities	5	4	3	2	1	9
07. Overall quality of city produced special events	5	4	3	2	1	9
08. Overall quality of city adult athletic programs	5	4	3	2	1	9
09. Overall quality of city youth athletic programs	5	4	3	2	1	9
10. Overall quality of city senior citizen programs	5	4	3	2	1	9
11. Overall quality of recreation programs	5	4	3	2	1	9

5. Which THREE of the services listed in Question 4 do you think are MOST IMPORTANT for the city to focus on over the next year? [Write in your answers below using the numbers from the list in Question 4, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ NONE

6. Police Services. Please rate your satisfaction of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Efforts of city's police department to collaborate with the public to address concerns	5	4	3	2	1	9
02. Efforts of the city's police department to communicate with the public via social media	5	4	3	2	1	9
03. Enforcement of city traffic laws	5	4	3	2	1	9
04. How quickly police respond to emergencies	5	4	3	2	1	9
05. Overall efforts by city government to prevent crime	5	4	3	2	1	9
06. Overall quality of police services	5	4	3	2	1	9
07. Quality of police community outreach programs	5	4	3	2	1	9
08. Visibility of police in commercial and retail areas	5	4	3	2	1	9
09. Visibility of police in neighborhoods	5	4	3	2	1	9
10. 911 service provided by dispatch operators	5	4	3	2	1	9

7. Which THREE of the services listed in Question 6 do you think are MOST IMPORTANT for the city to focus on over the next year? [Write in your answers below using the numbers from the list in Question 6, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ NONE

8. Fire Services. Please rate your satisfaction of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Efforts of the city's fire department to collaborate with the public to address concerns	5	4	3	2	1	9
2. Efforts of the city's fire department to communicate with the public via social media	5	4	3	2	1	9
3. Emergency fire services	5	4	3	2	1	9
4. Emergency medical services	5	4	3	2	1	9
5. How quickly fire and rescue personnel respond to emergencies	5	4	3	2	1	9
6. Quality of fire community outreach programs	5	4	3	2	1	9
7. Quality of fire safety education programs	5	4	3	2	1	9

9. Which **THREE** of the services listed in Question 8 on the previous page do you think are **MOST IMPORTANT** for the city to focus on over the next year? [Write in your answers below using the numbers from the list in Question 8, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ NONE

10. **Feeling of Safety.** Please rate your feeling of safety in each of the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In the City of Burleson	5	4	3	2	1	9
2. In your neighborhood during the day	5	4	3	2	1	9
3. In your neighborhood at night	5	4	3	2	1	9
4. In city parks, trails, and recreation areas	5	4	3	2	1	9
5. In commercial and retail areas	5	4	3	2	1	9

11. **Communication.** Please rate your satisfaction of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy it is to find information when visiting the city's website	5	4	3	2	1	9
2. How easy it is to receive information when calling the city	5	4	3	2	1	9
3. Overall quality of the city's social media (Facebook, Instagram, etc.)	5	4	3	2	1	9
4. Overall quality of the city's newsletter	5	4	3	2	1	9
5. Availability of information on city services and programs	5	4	3	2	1	9
6. Timeliness of information provided by the city	5	4	3	2	1	9
7. Access to information about the city's finances and budget	5	4	3	2	1	9
8. Overall level of public involvement in local decision making	5	4	3	2	1	9
9. City's open records request process	5	4	3	2	1	9

12. Which **THREE** of the services listed in Question 11 do you think are **MOST IMPORTANT** for the city to focus on over the next year? [Write in your answers below using the numbers from the list in Question 11, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ NONE

13. **Where do you currently get news and information about the City of Burleson?** [Check all that apply.]

- | | |
|---|--|
| ____(1) City e-mail updates | ____(5) Local news outlets |
| ____(2) Weekly e-newsletter | ____(6) Quarterly BTX Focus/newsletter |
| ____(3) City's social media sites (Facebook, Instagram, etc.) | ____(7) Other: _____ |
| ____(4) City website (www.burlesontx.com) | |

14. **From which TWO sources of information listed in Question 13 would you prefer to get information from the city?** [Write in your answers below using the numbers from the list in Question 13, or circle "NONE."]

1st: _____ 2nd: _____ NONE

15. **Have you visited the city's website (www.burlesontx.com) during the past 6 months?**

- ____(1) Yes [Answer Q15a.] ____ (2) No [Skip to Q16.]

15a. **What was the reason for your most recent visit to the city's website?**

- | | |
|--|---|
| ____(1) Pay a bill | ____(5) Request a service |
| ____(2) Contact the city | ____(6) Schedule COVID vaccine or testing |
| ____(3) Zoning/Development Information | ____(7) Open record request |
| ____(4) Report an issue | ____(8) Other: _____ |

16. Have you contacted the City of Burleson with a question, problem, complaint, or to request a service during the past year?

____(1) Yes [Answer Q16a-c.] ____ (2) No [Skip to Q17.]

16a. How easy was it to contact the person you needed to reach?

____(4) Very easy ____ (2) Difficult
 ____ (3) Somewhat easy ____ (1) Very difficult

16b. What department did you contact? [Check all that apply.]

____ (01) Police ____ (08) Utility Billing
 ____ (02) Fire ____ (09) Communications
 ____ (03) Development Services ____ (10) Municipal Court
 ____ (04) Animal Services ____ (11) Public Health Department
 ____ (05) Parks and Recreation ____ (12) Environmental Services
 ____ (06) Code Compliance ____ (13) Health Inspections
 ____ (07) Public Works ____ (14) Other: _____

16c. Please rate how often the employees you contacted during the past year have displayed the following.

Frequency that:	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. They did what they said they would do in a timely manner	5	4	3	2	1	9
2. They gave prompt, accurate and complete answers to questions	5	4	3	2	1	9
3. They helped me resolve an issue to my satisfaction	5	4	3	2	1	9
4. They made it easy for me to handle my request	5	4	3	2	1	9
5. They were courteous and polite	5	4	3	2	1	9

17. Do you ever watch the city’s online broadcast of City Council or Planning and Zoning Commission meetings?

____(1) Yes ____ (2) No

18. Infrastructure. Please rate your satisfaction of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Adequacy of city street lighting	5	4	3	2	1	9
02. Adequacy of lighting along trails and in city parks	5	4	3	2	1	9
03. Adequacy of drainage systems in rainfall events	5	4	3	2	1	9
04. Appearance/condition of city medians, right of ways, and public areas	5	4	3	2	1	9
05. On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	5	4	3	2	1	9
06. Overall condition of street signs and traffic signs	5	4	3	2	1	9
07. Overall maintenance of major TxDOT roadways (SH174/Wilshire Blvd., FM731/John Jones Dr., I-35W)	5	4	3	2	1	9
08. Overall maintenance of major city streets (non-TxDOT streets)	5	4	3	2	1	9
09. Overall maintenance of neighborhood streets	5	4	3	2	1	9
10. Overall quality of city sidewalks	5	4	3	2	1	9
11. Pedestrian accessibility (the city sidewalk/network number/availability)	5	4	3	2	1	9
12. Mowing and tree trimming along streets and other public areas	5	4	3	2	1	9

19. Which THREE of the services listed in Question 18 do you think are MOST IMPORTANT for the city to focus on over the next year? [Write in your answers below using the numbers from the list in Question 18, or circle “NONE.”]

1st: _____ 2nd: _____ 3rd: _____ NONE

20. Utilities. Please rate your satisfaction of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of city bulk trash/leaf/brush collection	5	4	3	2	1	9
2. Overall quality of curbside recycling collection	5	4	3	2	1	9
3. Overall quality of curbside trash/garbage collection	5	4	3	2	1	9
4. Overall quality of the city's household hazardous waste disposal service (oil, paint, etc.)	5	4	3	2	1	9
5. Timeliness of water/sewer line break repairs	5	4	3	2	1	9
6. Overall fees charged for water/wastewater services	5	4	3	2	1	9

21. Which TWO of the services listed in Question 20 do you think are MOST IMPORTANT for the city to focus on over the next year? [Write in your answers below using the numbers from the list in Question 20, or circle "NONE."]

1st: _____ 2nd: _____ NONE

22. With cost being neutral, would you be in favor of a roll out trash bin collection service once a week?

____(1) Yes ____ (2) No

23. Economic Development and Development Services. Please rate your satisfaction of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. City's efforts to attract new business and tourism	5	4	3	2	1	9
2. How well the city approaches development	5	4	3	2	1	9
3. How well the city is managing growth	5	4	3	2	1	9
4. Overall quality/appearance of recent commercial development	5	4	3	2	1	9
5. Overall quality/appearance of recent residential development	5	4	3	2	1	9
6. Variety of job opportunities available in the city	5	4	3	2	1	9

24. Which TWO of the services listed in Question 23 do you think are MOST IMPORTANT for the city to focus on over the next year? [Write in your answers below using the numbers from the list in Question 23, or circle "NONE."]

1st: _____ 2nd: _____ NONE

25. City Codes. Please rate your satisfaction of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. City's efforts to enforce the clean-up of trash and debris on private property	5	4	3	2	1	9
2. City's efforts to enforce the upkeep of residential property	5	4	3	2	1	9
3. City's efforts to identify and remove abandoned or dilapidated structures	5	4	3	2	1	9
4. City's efforts to enforce restaurant/food service cleanliness	5	4	3	2	1	9
5. City's efforts to enforce sign regulations	5	4	3	2	1	9
6. City's efforts to enforce mowing and cutting of weeds on private property	5	4	3	2	1	9
7. Overall quality of the city's code compliance operations	5	4	3	2	1	9

26. Which TWO of the services listed in Question 25 do you think are MOST IMPORTANT for the city to focus on over the next year? [Write in your answers below using the numbers from the list in Question 25, or circle "NONE."]

1st: _____ 2nd: _____ NONE

27. Animal Services. Please rate your satisfaction of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of the city's animal control services	5	4	3	2	1	9
2. Overall quality of the city's animal adoption services	5	4	3	2	1	9

28. Court Services. Please rate your satisfaction of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of municipal court services	5	4	3	2	1	9
2. Quality and accessibility of municipal court services	5	4	3	2	1	9

29. City Leadership. Please rate your satisfaction of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Access and ability to interact with city administration	5	4	3	2	1	9
2. Access and ability to interact with the city's elected officials	5	4	3	2	1	9

30. Economic Development and Development Services. Please rate your support of the following.

How supportive are you of the city seeking new developments in...	Very Supportive	Supportive	Neutral	Unsupportive	Very Unsupportive	Don't Know
1. Commercial/retail	5	4	3	2	1	9
2. Food/restaurant/entertainment	5	4	3	2	1	9
3. Heavy commercial/industrial	5	4	3	2	1	9
4. Single family housing	5	4	3	2	1	9
5. Multi-family housing	5	4	3	2	1	9

31. Listed below are several areas that the City of Burleson is focused on improving. For each area, please rate how important you believe it is for the city to focus funding the area with the city's tax dollars on a scale of 5 to 1, where 5 means "Very Important," and 1 means "Not at all Important."

How important is it for the City to fund...	Very Important	Important	Neutral	Not Important	Not at all Important	Don't Know
1. Maintenance of the city's infrastructure (roads, bridges, street signs, etc.)	5	4	3	2	1	9
2. Parks and Recreation (park maintenance, programming, leisure opportunities, etc.)	5	4	3	2	1	9
3. Economic Development (business retention, business development, etc.)	5	4	3	2	1	9
4. Transportation Systems (streets, trains, rapid transit, public transit, etc.)	5	4	3	2	1	9
5. Customer Service by city employees (meaningful citizen engagement, effective use of new technology, efficient processes and resource management)	5	4	3	2	1	9
6. Financial Planning (implement long-term financial plans, participate in best practices)	5	4	3	2	1	9
7. Public Safety (training for first responders, community involvement, etc.)	5	4	3	2	1	9
8. Public Communication and Outreach	5	4	3	2	1	9

32. Which TWO of the areas listed in Question 31 do you MOST SUPPORT the city using your tax dollars to fund? [Write in your answers below using the numbers from the list in Question 31, or circle "NONE."]

1st: _____ 2nd: _____ NONE

33. What are the THREE MOST SIGNIFICANT issues facing the City of Burleson during the next 5 years?

1. _____
2. _____
3. _____

Demographics

34. Including yourself, how many people in your household are...

Under age 5: ____ Ages 15-19: ____ Ages 35-44: ____ Ages 65-74: ____
Ages 5-9: ____ Ages 20-24: ____ Ages 45-54: ____ Ages 75+: ____
Ages 10-14: ____ Ages 25-34: ____ Ages 55-64: ____

35. What is your age? _____ years

36. Are you or other members of your household of Spanish, Hispanic or Latino Heritage?

____(1) Yes ____ (2) No

37. Which of the following best describes your race/ethnicity? [Check all that apply.]

____(01) Asian or Asian Indian ____ (04) White
____(02) Black or African American ____ (11) Native Hawaiian or other Pacific Islander
____(03) American Indian or Alaska Native ____ (99) Other: _____

38. Approximately how many years have you lived in Burleson? _____ years

39. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent

40. Would you say your total annual household income is...

____ (1) Under \$30,000 ____ (4) \$70,000 to \$89,999 ____ (7) \$175,000 or more
____ (2) \$30,000 to \$49,999 ____ (5) \$90,000 to \$119,999
____ (3) \$50,000 to \$69,999 ____ (6) \$120,000 to \$174,999

41. Your gender: ____ (1) Male ____ (2) Female ____ (3) I prefer to self-identify: _____

42. What is the primary language spoken in your home?

____ (1) English ____ (2) Spanish ____ (3) Other: _____

43. Would you be willing to participate in future surveys sponsored by the City of Burleson?

____ (1) Yes [Answer Q43a.] ____ (2) No

43a. Please provide your contact information:

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed return-reply envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, Kansas 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you.