



# City of Burleson Resident Satisfaction Survey

Submitted to the City of Burleson, Texas by:

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**ETC**  
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# 2024 City of Burlleson Resident Satisfaction Survey

## Executive Summary



### Purpose

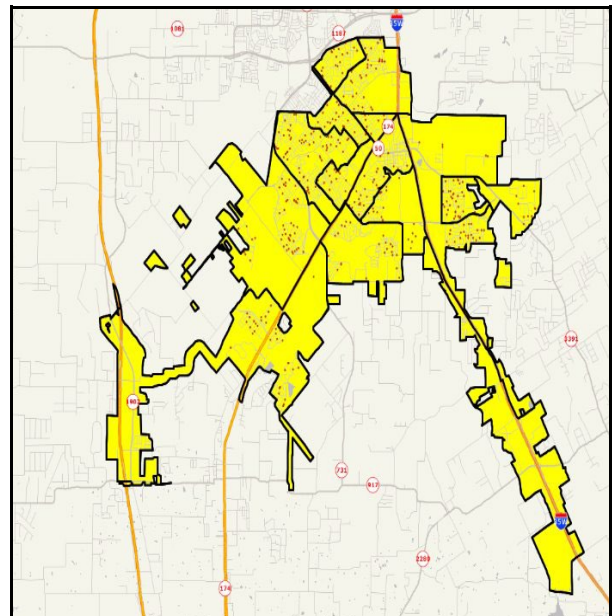
ETC Institute administered a survey to residents of the City of Burlleson in the winter of 2023. The purpose of the survey was to help the city gather citizen input and feedback on programs and services. The survey results will be used to improve City services and to help identify and address challenges 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 433 households completing the survey. The overall results for the sample of 433 households have a precision of at least +/-4.7% 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 reflect 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.*”



# 2024 City of Burleson Resident Satisfaction Survey

## Executive Summary



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,
- trend charts comparing the 2022 survey results to the 2024 survey results,
- 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

Almost 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%), as a place residents are proud to call home (86%), and overall quality of services (83%)

### 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 public safety services (90%), the quality of solid waste services (90%), quality of wastewater/sewer services (85%), the quality of water utility services (85%), and the quality of parks & recreation facilities and programs (79%)

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), maintenance of city streets and sidewalks, and 3) flow of traffic and congestion on city roadways.

### 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 (83%), how quickly police respond to emergencies (81%), 911 service provided by dispatch operators (77%), and efforts to communicate with the public via social media (76%).

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) visibility of police in commercial and retail areas, and 3) efforts by city government to prevent crime.



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### 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 medical services (88%), emergency fire services (88%), and how quickly fire & rescue personnel respond to emergencies (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/Feeling 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 (96%), overall in the City of Burleson (88%), 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 social media (74%), quality of the city’s newsletter (72%), and how easy it is to receive information when calling the city (66%).

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.

### Customer Service

Almost thirty-eight percent (38%) 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, 80% *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, 90% *who had an opinion* indicated the employees were “always” or “usually” courteous and polite; 85% felt City employees “always” or “usually” overall quality of service provided by city employees, and 79% thought employees “always” or “usually” “did what they said they would do in a timely manner”.

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### 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 (75%), mowing and tree trimming along streets and public areas (66%), appearance and condition of city medians, right of ways, and public areas (63%), and overall maintenance of major TxDOT roadways (55%).

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 city streets, and 3) overall maintenance of major TxDOT roadways.

### 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: Utility reliability (91%), quality of drinking water (78%), and timeliness of water/ sewer line break repairs (75%).

### 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: Food/ restaurant/ entertainment (68%), single-family housing (66%), and commercial/ retail (63%).

### 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: the city’s enforcement of restaurants/ food service cleanliness (62%), the city’s enforcement of sign regulations (59%), overall quality of the city’s code compliance operations (53%), and the city’s efforts to identify & remove abandoned or dilapidated structures (49%).

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 (72%) and quality of the City’s animal adoption services (75%).

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### 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 (69%) and overall quality of municipal court services (64%).

### Parks & Recreation

The Parks & Recreational 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 (85%), quality of produced special events (79%), quality of city parks (78%), and quality of city recreation facilities (74%).

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) quality of produced special events, and 3) quality of city parks.

### Refuse Collection

The refuse collection 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 curbside trash/ garbage collection (91%), overall quality of curbside recycling collection (91%), overall quality of city bulk trash/ leaf/ brush collection (90%)

### Additional Findings

- When asked to check all options that apply to how Burleson residents get information about the city, sixty-two percent listed social media site (Facebook, Instagram, etc.), while fifty-four percent chose the city’s website (burlesontx.com)
- When asked which information delivery options were their top two desired sources, residents chose social media and the city’s website were the top two choices.
- Over eighty percent of survey respondents indicated that they had visited the city’s website in the past 6 months. When asked what the reason was for their last visit to the website, over thirty percent (32%) chose “other”, and almost eighty percent (79%) voiced that it was either “very easy” or “somewhat easy” to find information.
- Only eleven percent of survey respondents said that they had contacted City of Burleson 311 during the past year. Of those respondents sixty four percent of those who contacted 311 did so by phone and ninety- three percent of those said it was either “very easy” or “somewhat easy” to contact 311. Those who had heard about 311 did so by way of the Burleson city website, (51%) when asked, ninety- two percent said that employees were “always” or “usually” courteous & polite.

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- When asked how the city should allocate/ focus funding and city tax dollars, based on the compilation of “very important” and “important” the top three selection were: maintenance of city’s infrastructure (95%), public safety (93%), and financial planning (86%).



# 2024 City of Burleson Resident Satisfaction Survey Executive Summary



## 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 48 of the 63 areas** that were assessed. The City of Burleson rated significantly higher than this average (difference of 5% or more) in 45 of these areas. Listed below are the comparisons of Burleson’s 2024 results compared to the Texas average.

Service	Burleson	Texas Avg.	Difference	Categories
Effectiveness of city communication with the public	77.30%	28.7%	48.60%	Major City Services
As a place to live	92.90%	44.9%	48.00%	City Ratings
Quality of customer services you receive from city employees	76.90%	30.2%	46.70%	Major City Services
Quality of solid waste services	89.70%	46.8%	42.90%	Major City Services
Overall quality of City bulk trash/leaf/brush collection	89.60%	51.7%	37.90%	Infrastructure
Quality of police services	82.70%	45.1%	37.60%	Police Services
Quality of wastewater/ sewer services	85.30%	47.9%	37.40%	Major City Services
Quality of water utility services	84.50%	47.1%	37.40%	Major City Services
Quality of public safety services	90.20%	53.2%	37.00%	Major City Services
As a place you are proud to call home	85.60%	49.0%	36.60%	City Ratings
Quality of parks & recreation facilities & programs	79.20%	44.0%	35.20%	Major City Services
As a place to raise to raise children	88.00%	54.9%	33.10%	City Ratings
Quality of police community outreach programs	67.60%	35.0%	32.60%	Police Services
Overall quality of services provided by the City of Burleson	83.30%	51.3%	32.00%	City Ratings
Overall quality of curbside recycling collection	90.50%	58.6%	31.90%	Infrastructure
How quickly police respond to emergencies	81.20%	50.5%	30.70%	Police Services
How quickly fire & rescue personnel respond to emergencies	87.40%	56.8%	30.60%	Fire Services
Quality of city recreation facilities	74.10%	44.0%	30.10%	Parks & Rec
Overall quality of the city's social media	74.30%	46.6%	27.70%	Communication
In the City of Burleson	87.70%	60.5%	27.20%	Feeling of Safety
In City parks, trails, & recreation areas	71.30%	45.3%	26.00%	Feeling of Safety
Quality of fire safety education programs	68.30%	42.9%	25.40%	Fire Services
Emergency medical services	88.00%	63.1%	24.90%	Fire Services
Quality of library services	75.70%	51.8%	23.90%	Major City Services
Enforcement of traffic laws	68.60%	45.5%	23.10%	Police Services
In your neighborhood at night	78.80%	56.2%	22.60%	Feeling of Safety
Emergency fire services	87.60%	66.5%	21.10%	Fire Services
Overall quality of curbside trash/ garbage collection	91.20%	70.8%	20.40%	Infrastructure
Overall quality of the city's animal control services	71.70%	51.9%	19.80%	Infrastructure
Enforcement of local codes and ordinances	56.30%	36.8%	19.50%	Major City Services

# 2024 City of Burleson Resident Satisfaction Survey

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Service	Burleson	Texas Avg.	Difference	Categories
Overall quality of City's household hazardous waste disposal service	64.70%	45.8%	18.90%	Infrastructure
Value that you receive for your city tax dollars & fees	49.20%	30.4%	18.80%	Major City Services
Efforts by the city government to prevent crime	61.90%	44.7%	17.20%	Police Services
Quality of city youth athletic programs	60.30%	44.0%	16.30%	Parks & Rec
In your neighborhood during the day	96.10%	80.5%	15.60%	Feeling of Safety
How easy it is to find information when visiting the city's website	60.80%	47.6%	13.20%	Communication
Maintenance of city streets and sidewalks	37.40%	25.6%	11.80%	Major City Services
Number/ connectivity of walking/ biking trails	61.20%	51.0%	10.20%	Parks & Rec
Timeliness of information provided by the city	63.40%	53.3%	10.10%	Communication
Quality of city senior citizens programs	52.80%	44.0%	8.80%	Parks & Rec
As a place to retire	63.40%	55.7%	7.70%	City Ratings
On-street bicycle infrastructure	51.20%	44.0%	7.20%	Infrastructure
As a place to work	58.70%	52.0%	6.70%	City Ratings
Quality of City adult athletic programs	49.80%	44.0%	5.80%	Parks & Rec
Flow of traffic & on city roadways	38.00%	32.4%	5.60%	Major City Services
Overall condition of street signs & traffic signs	75.30%	69.8%	5.50%	Infrastructure
Mowing & tree trimming along streets & other public areas	66.40%	61.0%	5.40%	Infrastructure
Visibility of police in commercial & retail areas	52.00%	49.6%	2.40%	Police Services
City's efforts to enforce sign regulations	58.80%	57.0%	1.80%	City codes
Visibility of police in neighborhoods	48.00%	46.3%	1.70%	Police Services
Overall maintenance of major roadways TxDOT roadways	54.80%	54.5%	0.30%	Infrastructure
In commercial & retail areas	66.00%	66.5%	-0.50%	Feeling of Safety
Overall fees charged for water/ wastewater services	47.60%	48.7%	-1.10%	Utilities
Overall level of public involvement in local decision making	38.70%	41.6%	-2.90%	Communication
City's efforts to enforce cleanup of trash & debris on private property	47.70%	53.2%	-5.50%	City codes
Overall quantity & quality of City sidewalks including accessibility	46.40%	53.0%	-6.60%	Infrastructure
City's efforts to enforce mowing & cutting of weeds on private property	46.90%	54.3%	-7.40%	City codes
City's effort to enforce upkeep of residential property	47.90%	57.0%	-9.10%	City codes
Adequacy of street lighting	52.90%	63.5%	-10.60%	Infrastructure
Access to information about the city's finances and budget	45.60%	56.9%	-11.30%	Communication
Overall maintenance of neighborhood streets	41.00%	55.0%	-14.00%	Infrastructure
Flow of traffic & congestions on TxDOT roadways	13.80%	29.7%	-15.90%	Major City Services
Overall maintenance of major city streets	40.40%	57.4%	-17.00%	Infrastructure

# 2024 City of Burleson Resident Satisfaction Survey

## Executive Summary



### How the City of Burleson Compares to Other Communities Nationally

Satisfaction ratings for the City of Burleson **rated above the U.S. average in 44 of the 63 areas** that were assessed. The City of Burleson rated significantly higher than the U.S. average (difference of 5% or more) in 41 of these areas. Listed below are the comparisons of Burleson’s 2024 results compared to the Texas average.

Service	Burleson	US Avg	Difference	Categories
As a place to raise to raise children	88.00%	40.6%	47.40%	City Ratings
Quality of wastewater/ sewer services	85.30%	38.2%	47.10%	Major City Services
In your neighborhood during the day	96.10%	50.7%	45.40%	Feeling of Safety
Quality of public safety services	90.20%	46.7%	43.50%	Major City Services
Quality of water utility services	84.50%	41.5%	43.00%	Major City Services
Overall quality of the city's social media	74.30%	33.8%	40.50%	Communication
As a place you are proud to call home	85.60%	46.5%	39.10%	City Ratings
Quality of solid waste services	89.70%	51.7%	38.00%	Major City Services
Quality of parks & recreation facilities & programs	79.20%	41.4%	37.80%	Major City Services
Emergency fire services	87.60%	50.4%	37.20%	Fire Services
Overall quality of curbside trash/ garbage collection	91.20%	54.6%	36.60%	Infrastructure
Overall quality of City bulk trash/leaf/brush collection	89.60%	56.2%	33.40%	Infrastructure
Overall quality of the city's animal control services	71.70%	38.6%	33.10%	Infrastructure
How quickly fire & rescue personnel respond to emergencies	87.40%	54.8%	32.60%	Fire Services
Quality of police services	82.70%	50.5%	32.20%	Police Services
Emergency medical services	88.00%	56.0%	32.00%	Fire Services
As a place to live	92.90%	62.4%	30.50%	City Ratings
Overall condition of street signs & traffic signs	75.30%	47.3%	28.00%	Infrastructure
Effectiveness of city communication with the public	77.30%	49.7%	27.60%	Major City Services
Overall quality of curbside recycling collection	90.50%	65.6%	24.90%	Infrastructure
How quickly police respond to emergencies	81.20%	56.6%	24.60%	Police Services
In commercial & retail areas	66.00%	42.7%	23.30%	Feeling of Safety
In your neighborhood at night	78.80%	57.6%	21.20%	Feeling of Safety
Quality of city recreation facilities	74.10%	53.7%	20.40%	Parks & Rec
In the City of Burleson	87.70%	68.0%	19.70%	Feeling of Safety
Quality of customer services you receive from city employees	76.90%	58.2%	18.70%	Major City Services
Quality of city senior citizens programs	52.80%	34.2%	18.60%	Parks & Rec
Enforcement of traffic laws	68.60%	50.6%	18.00%	Police Services
Number/ connectivity of walking/ biking trails	61.20%	43.6%	17.60%	Parks & Rec
How easy it is to find information when visiting the city's website	60.80%	43.4%	17.40%	Communication
Quality of police community outreach programs	67.60%	50.6%	17.00%	Police Services
City's efforts to enforce sign regulations	58.80%	42.1%	16.70%	City codes
Overall quality of services provided by the City of Burleson	83.30%	67.3%	16.00%	City Ratings



# 2024 City of Burleson Resident Satisfaction Survey

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Service	Burleson	US Avg	Difference	Categories
Timeliness of information provided by the city	63.40%	47.5%	15.90%	Communication
As a place to retire	63.40%	52.5%	10.90%	City Ratings
Quality of library services	75.70%	65.5%	10.20%	Major City Services
Mowing & tree trimming along streets & other public areas	66.40%	56.6%	9.80%	Infrastructure
Overall quality of City's household hazardous waste disposal service	64.70%	55.4%	9.30%	Infrastructure
Visibility of police in neighborhoods	48.00%	38.8%	9.20%	Police Services
As a place to work	58.70%	50.6%	8.10%	City Ratings
Quality of fire safety education programs	68.30%	62.5%	5.80%	Fire Services
Enforcement of local codes and ordinances	56.30%	52.2%	4.10%	Major City Services
Adequacy of street lighting	52.90%	50.4%	2.50%	Infrastructure
On-street bicycle infrastructure	51.20%	50.6%	0.60%	Infrastructure
Access to information about the city's finances and budget	45.60%	46.0%	-0.40%	Communication
Quality of City adult athletic programs	49.80%	50.6%	-0.80%	Parks & Rec
City's efforts to enforce mowing & cutting of weeds on private property	46.90%	48.0%	-1.10%	City codes
Maintenance of city streets and sidewalks	37.40%	40.0%	-2.60%	Major City Services
Overall maintenance of neighborhood streets	41.00%	45.0%	-4.00%	Infrastructure
Overall quantity & quality of City sidewalks including accessibility	46.40%	50.6%	-4.20%	Infrastructure
Overall maintenance of major roadways TxDOT roadways	54.80%	59.5%	-4.70%	Infrastructure
Overall maintenance of major city streets	40.40%	47.0%	-6.60%	Infrastructure
City's efforts to enforce cleanup of trash & debris on private property	47.70%	54.7%	-7.00%	City codes
City's effort to enforce upkeep of residential property	47.90%	56.5%	-8.60%	City codes
Quality of city youth athletic programs	60.30%	70.3%	-10.00%	Parks & Rec
Efforts by the city government to prevent crime	61.90%	72.4%	-10.50%	Police Services
In City parks, trails, & recreation areas	71.30%	82.8%	-11.50%	Feeling of Safety
Overall level of public involvement in local decision making	38.70%	50.9%	-12.20%	Communication
Flow of traffic & on city roadways	38.00%	50.6%	-12.60%	Major City Services
Visibility of police in commercial & retail areas	52.00%	68.6%	-16.60%	Police Services
Overall fees charged for water/ wastewater services	47.60%	64.9%	-17.30%	Utilities
Value that you receive for your city tax dollars & fees	49.20%	77.8%	-28.60%	Major City Services
Flow of traffic & congestions on TxDOT roadways	13.80%	46.6%	-32.80%	Major City Services

# 2024 City of Burleson Resident Satisfaction Survey

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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 to raise the city's overall satisfaction rating are listed below:

- Flow of traffic and congestion on TxDOT roadways (I-S Rating = 0.6301)
- Maintenance of city streets and sidewalks (I-S Rating = 0.3105)
- Flow of traffic and congestion on city roadways (I-S Rating = 0.2362)
- Value received for city tax dollars and fees (I-S Rating = 0.1092)

The table on the following page shows the Importance-Satisfaction rating for all 15 major categories of City services that were rated.

# 2024 City of Burleson Resident Satisfaction Survey Executive Summary



## 2024 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
<b>Very High Priority (IS &gt;.20)</b>						
Flow of traffic & congestion on TxDOT roadways	73%	1	14%	15	0.6301	1
Maintenance of City streets & sidewalks	50%	2	37%	14	0.3105	2
Flow of traffic & congestion on City roadways	38%	3	38%	13	0.2362	3
<b>High Priority (IS .10-.20)</b>						
Value that you receive for your City tax dollars & fees	22%	4	49%	12	0.1092	4
<b>Medium Priority (IS &lt;.10)</b>						
Enforcement of local codes & ordinances	19%	5	56%	10	0.0835	5
Efforts by City government to ensure the community is prepared	12%	9	71%	9	0.0340	6
Quality of parks & recreation facilities & programs	15%	6	79%	5	0.0320	7
Effectiveness of City communication with the public	12%	8	77%	6	0.0270	8
Quality of public safety services	15%	7	90%	1	0.0151	9
Quality of library services	4%	12	76%	8	0.0107	10
Quality of water utility services	5%	11	85%	4	0.0073	11
Quality of solid waste services	5%	10	90%	2	0.0055	12
Quality & timeliness of the City's permitting & inspection process	1%	15	54%	11	0.0051	13
Quality of customer services you receive from City employees	2%	14	77%	7	0.0044	14
Quality of wastewater/sewer services	3%	13	85%	3	0.0041	15

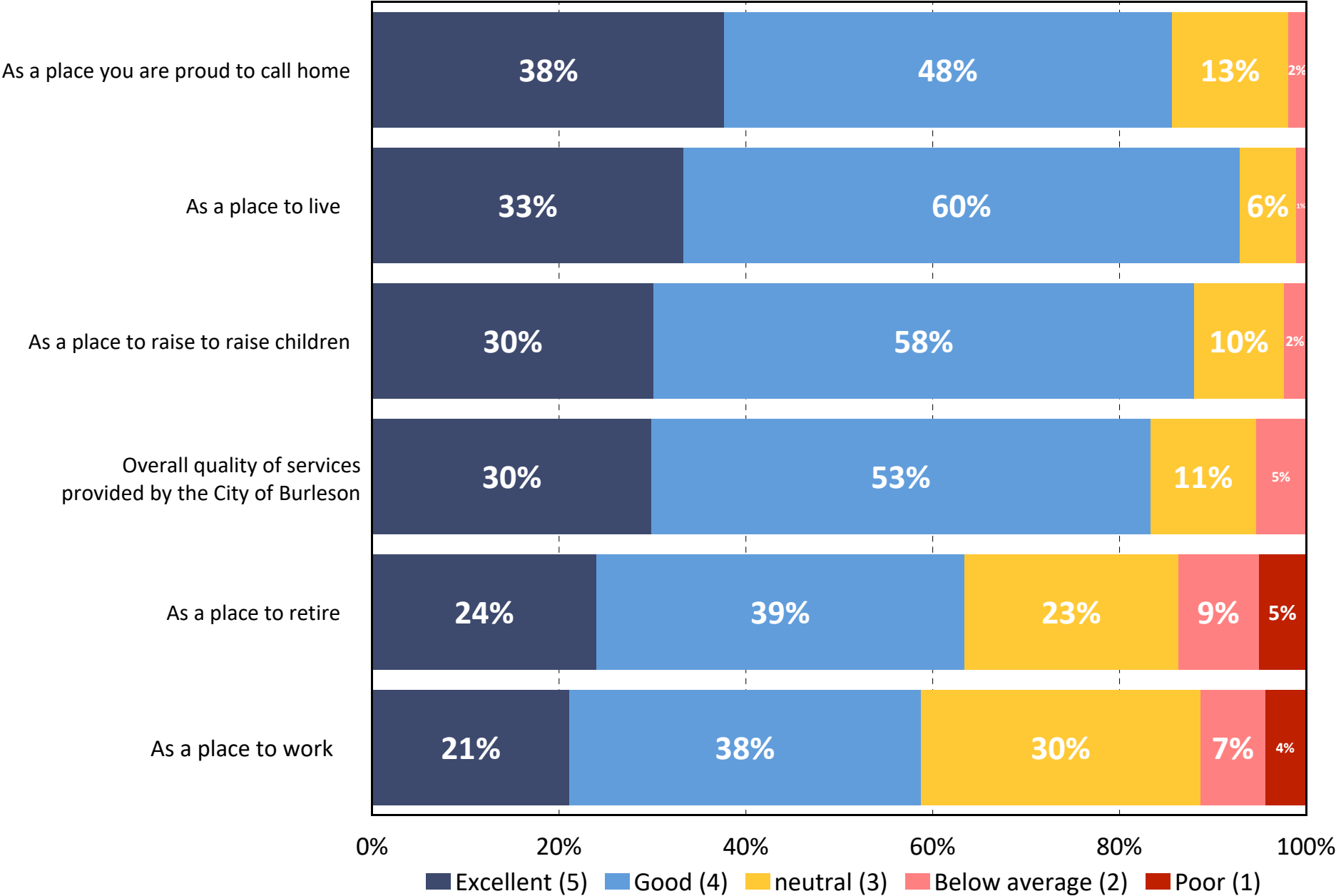




# Charts and Graphs

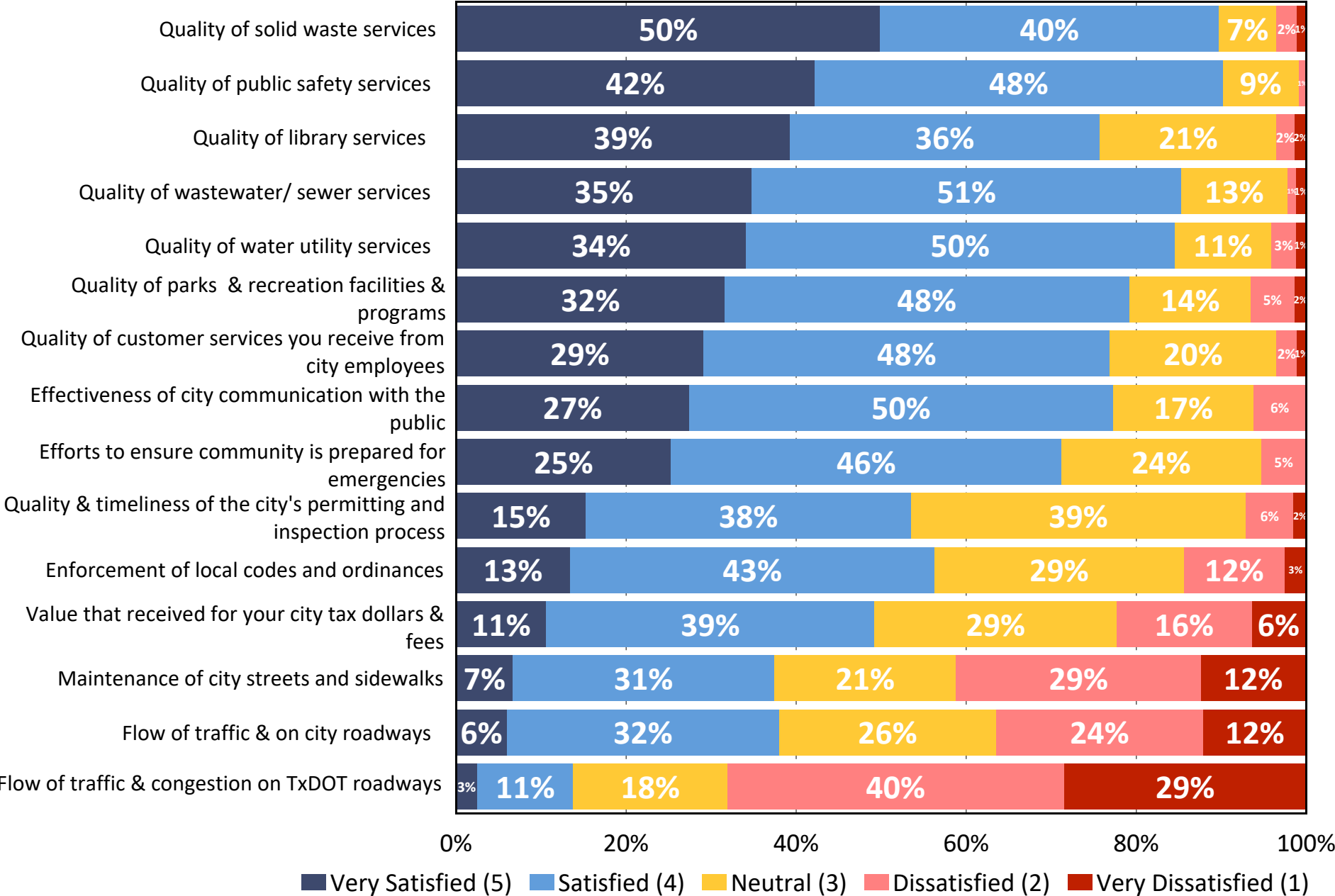
# Q1. Overall Ratings of Burleson

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Q2. Satisfaction with Major Categories of City Services

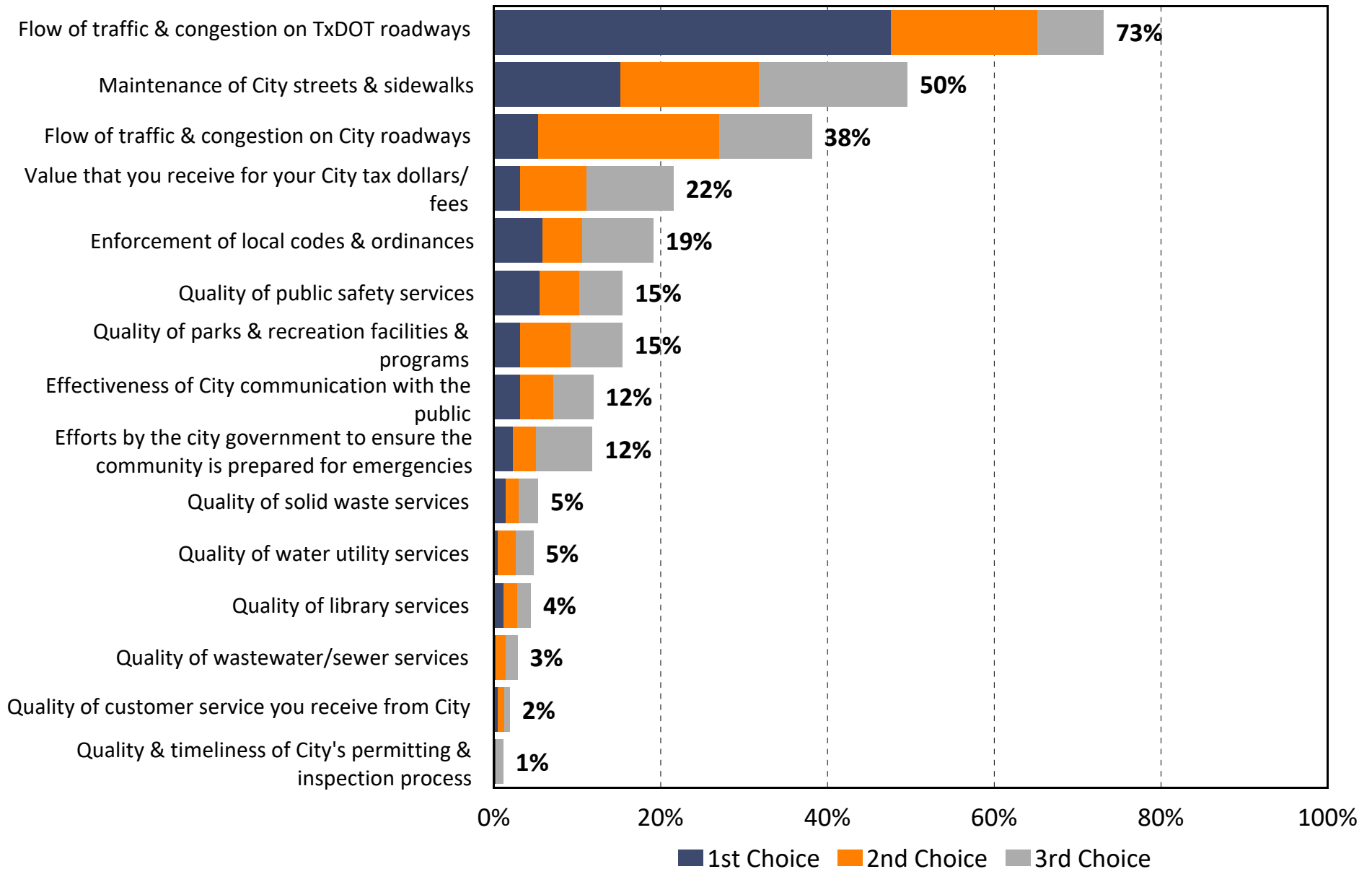
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")





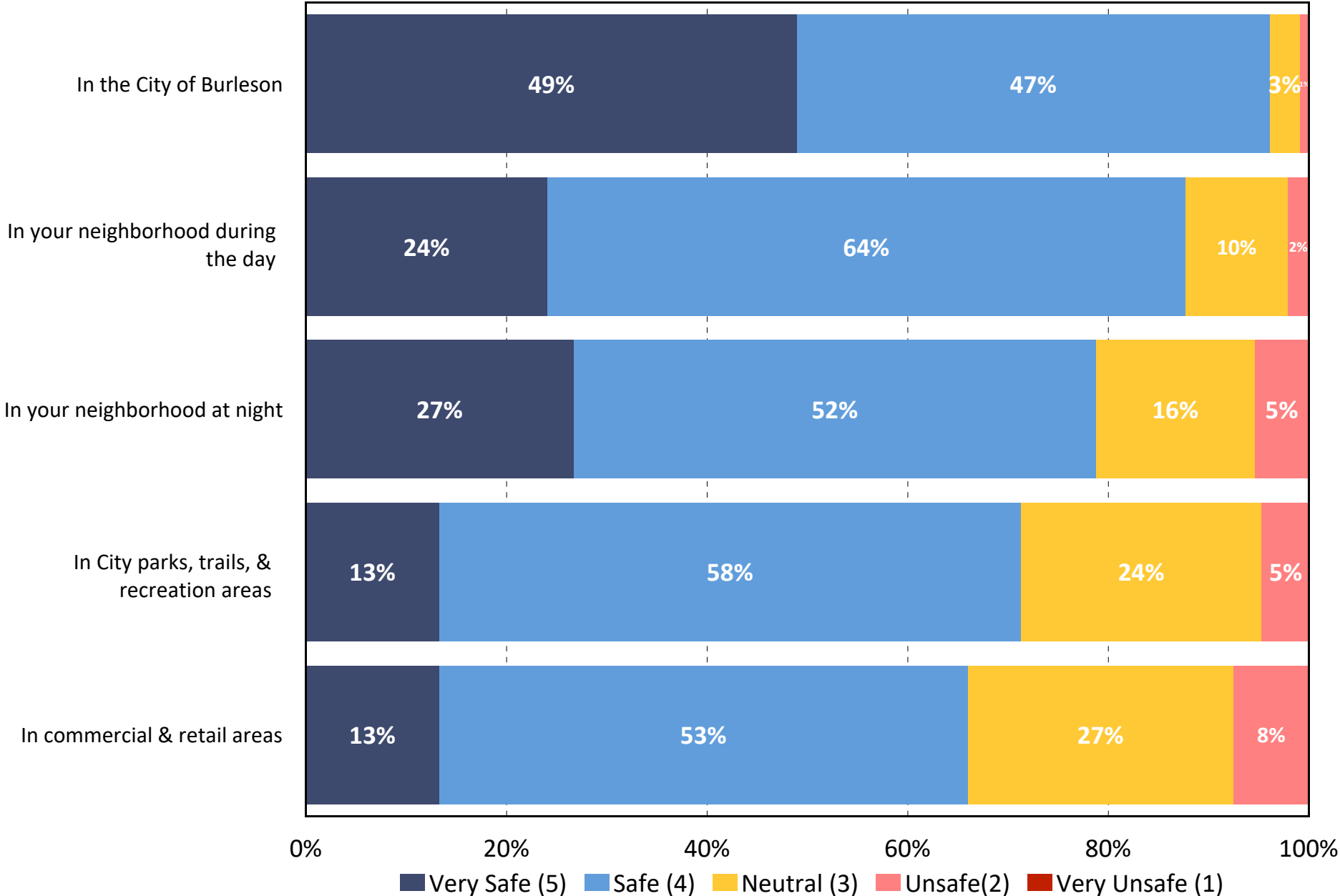
# Q3. Services That Are Most Important for the City to Focus on Over the Next Year

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



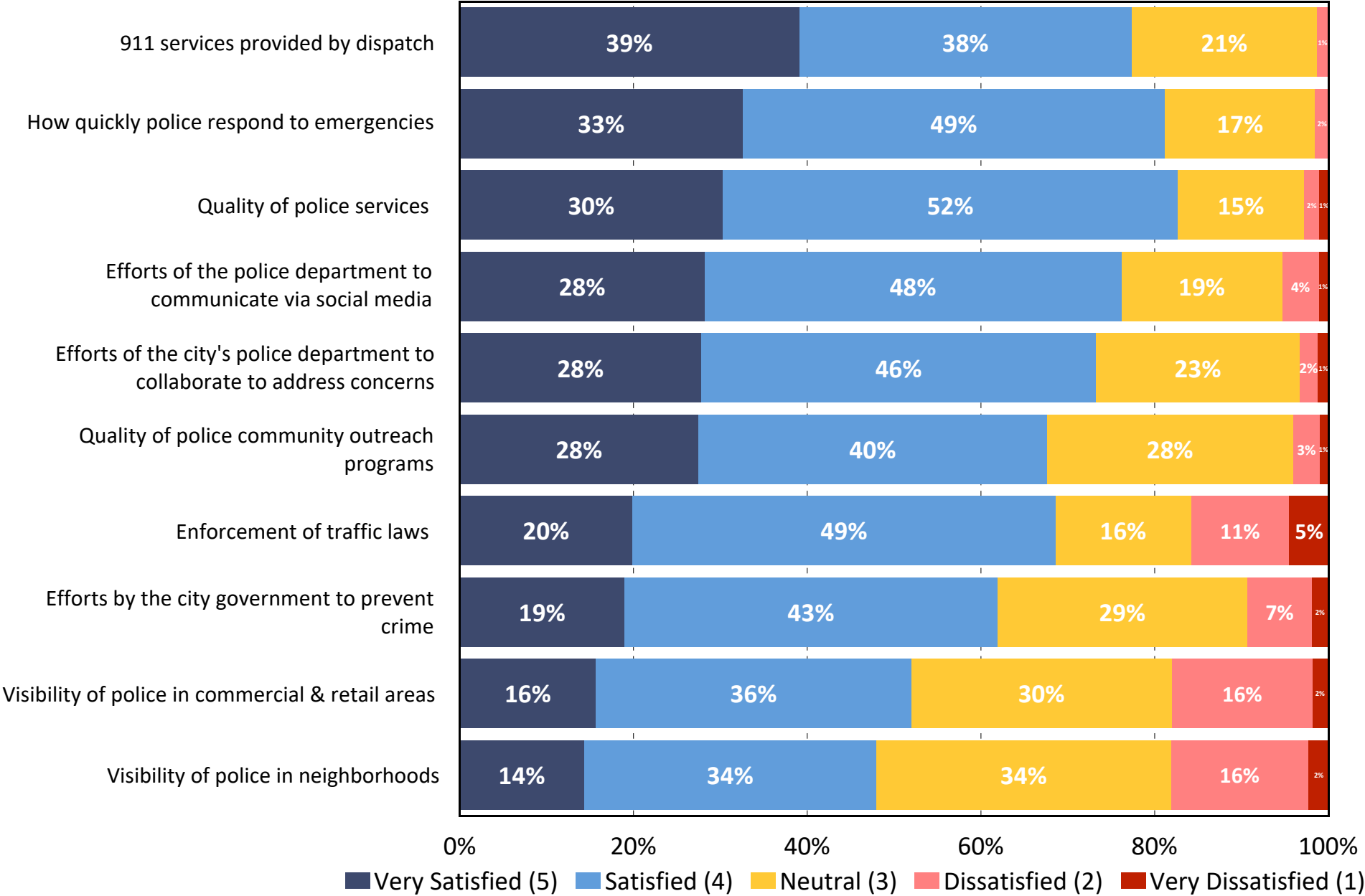
# Q4. Overall feeling of safety in Burleson

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



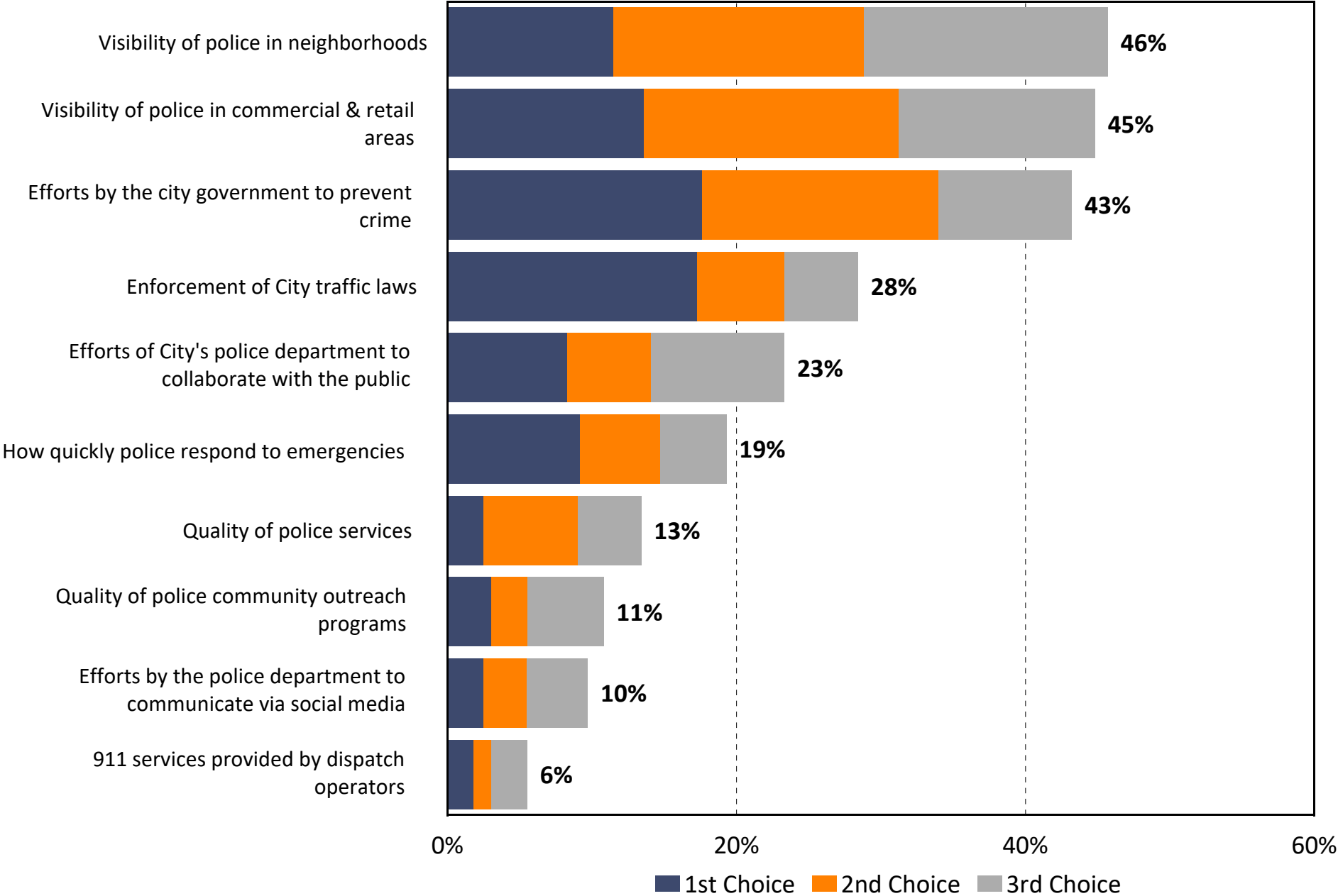
# Q5. Satisfaction with City Police Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



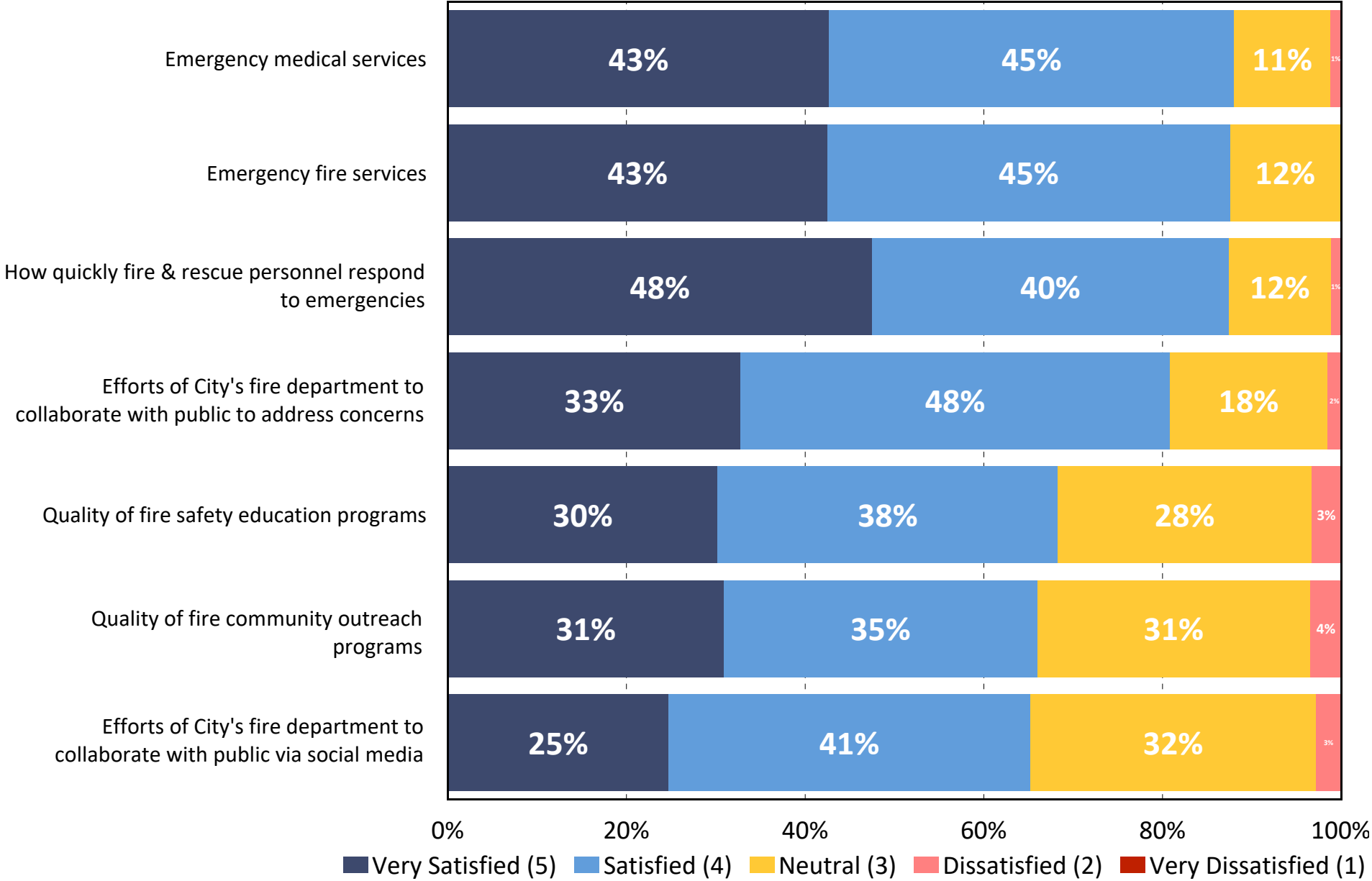
# Q6. Satisfaction With Police Services

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



# Q7. Overall satisfaction with the City's fire services

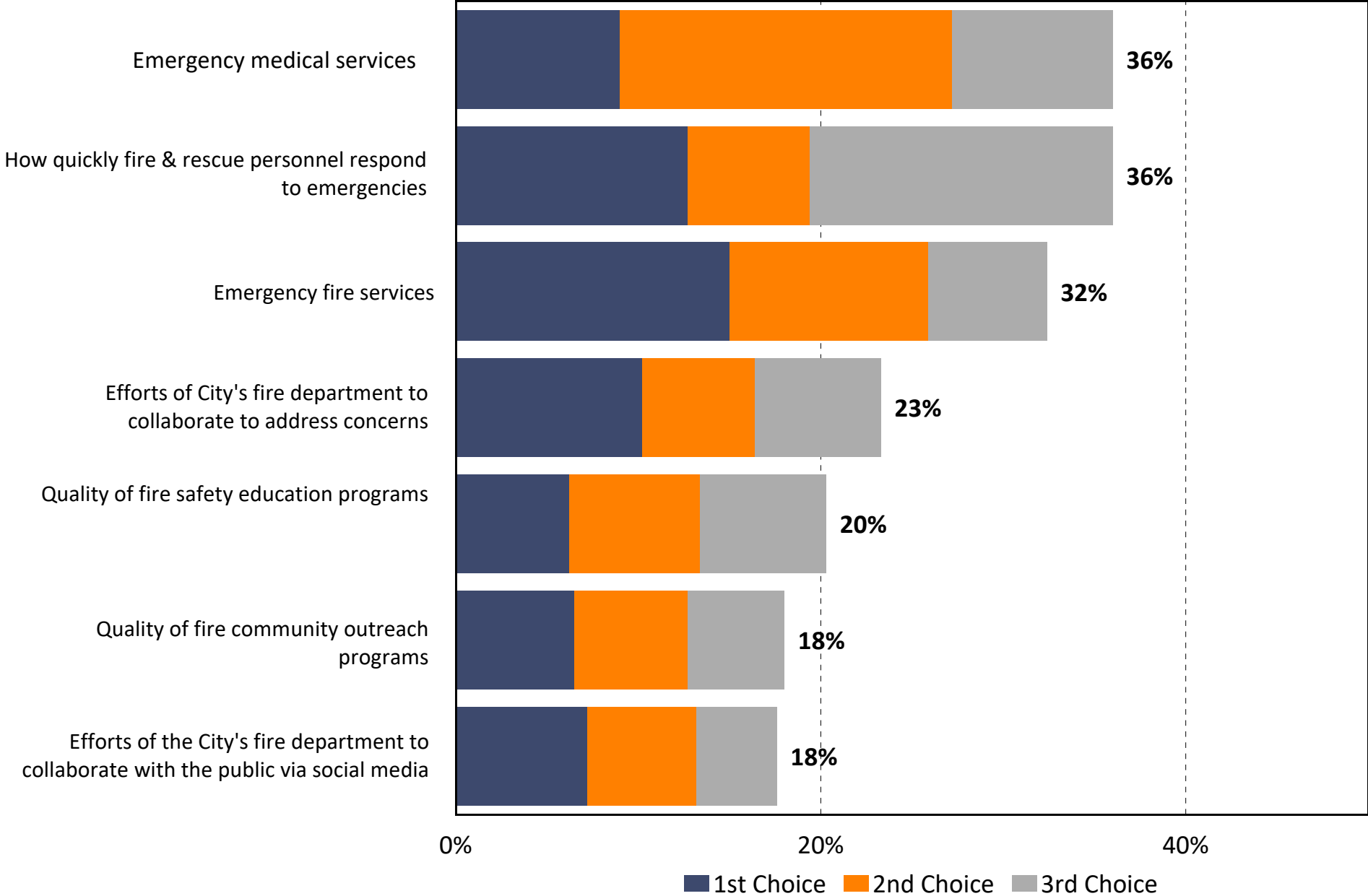
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")





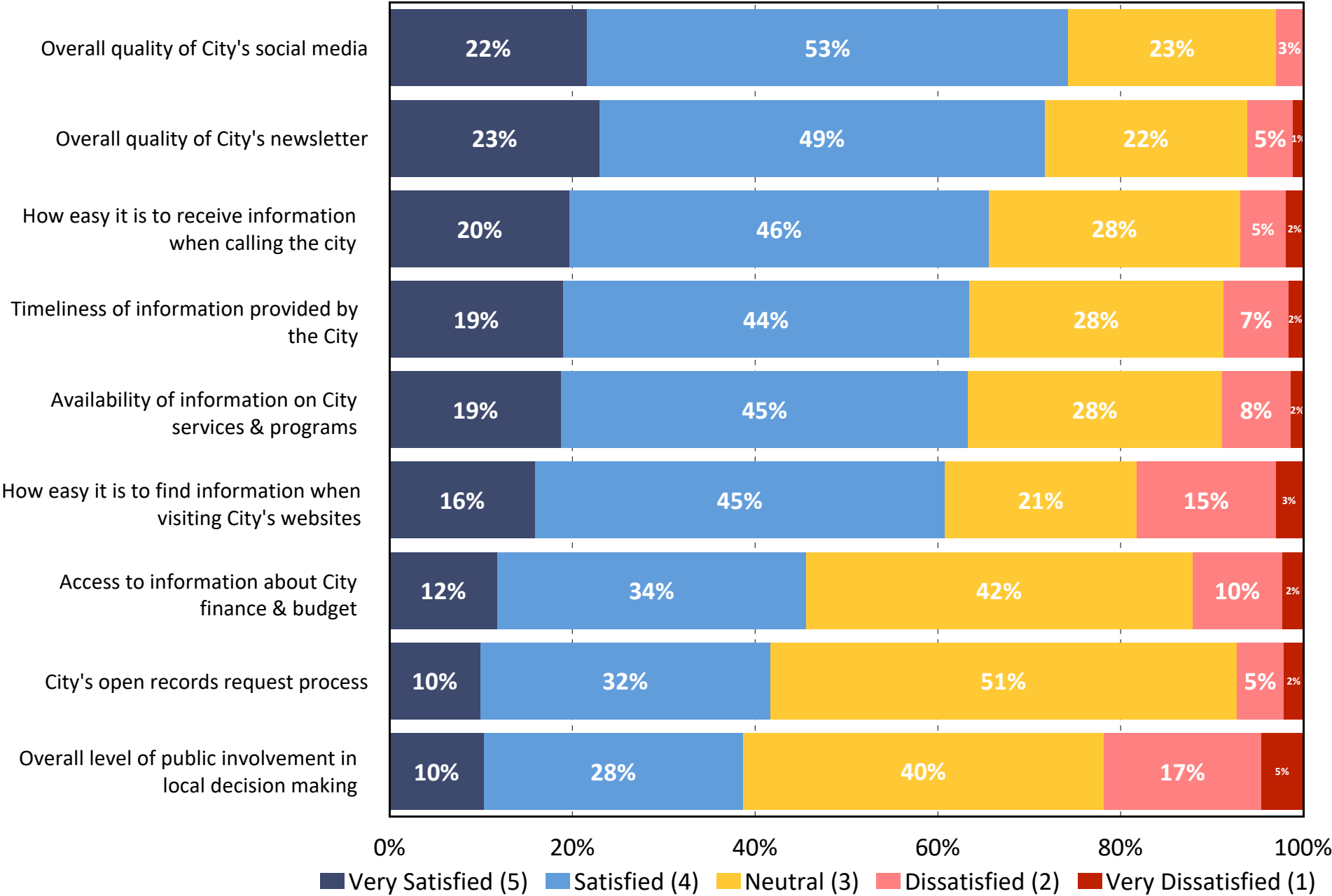
# Q8. Satisfaction With Fire Services

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



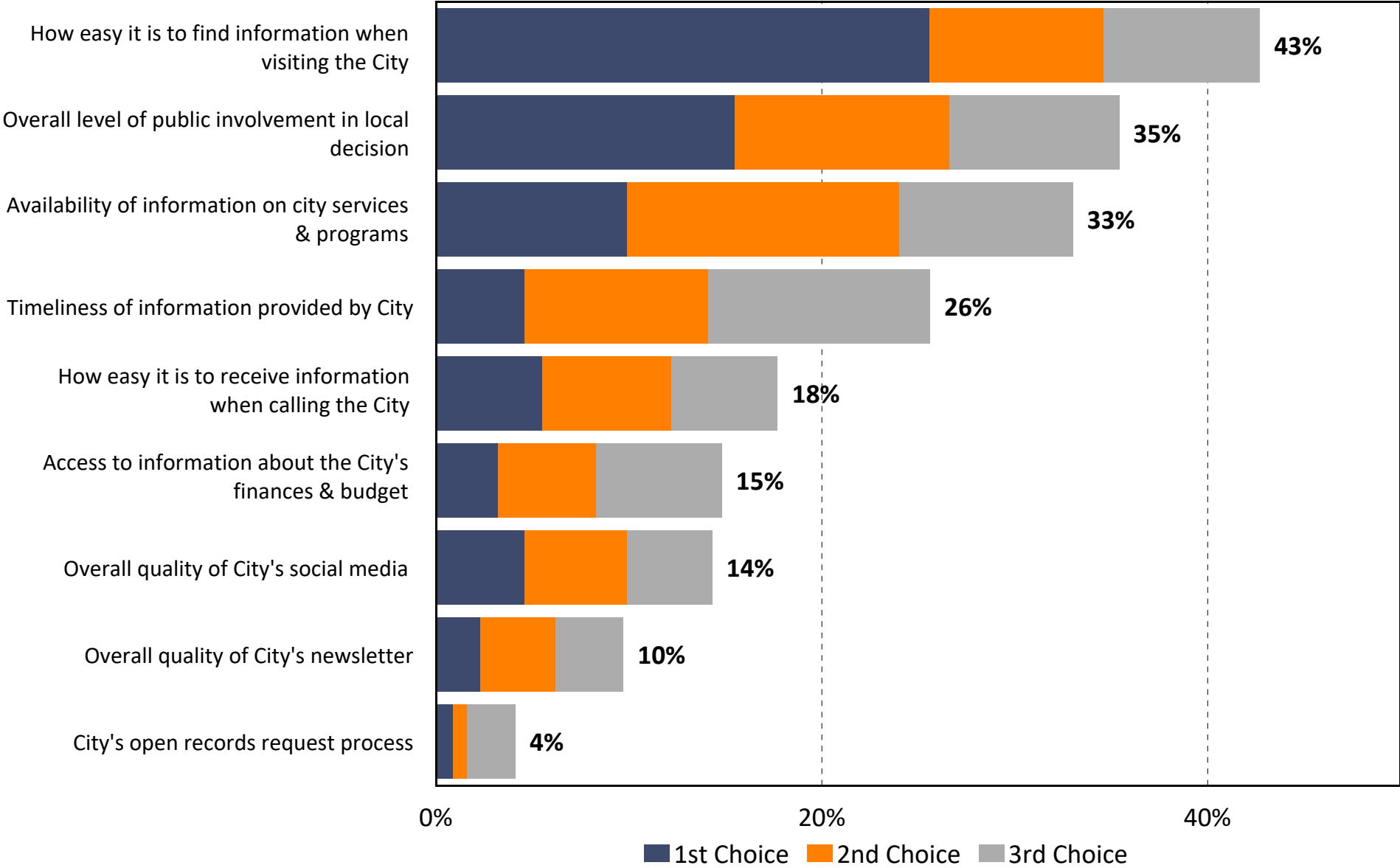
# Q9. Overall satisfaction with the City's Communication

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



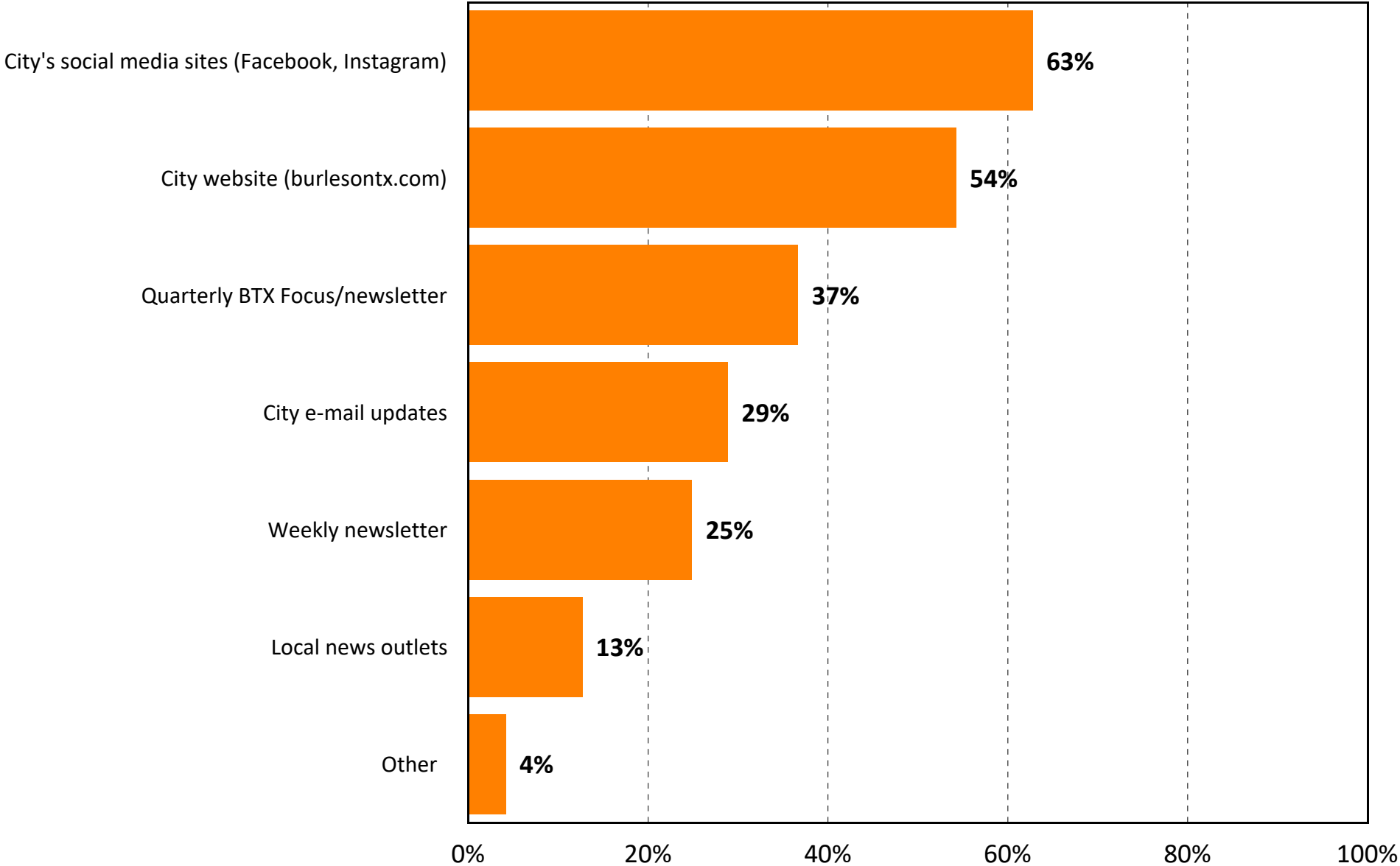
# Q10. Which services listed in Question 9 do you think are MOST IMPORTANT for the city to focus on

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



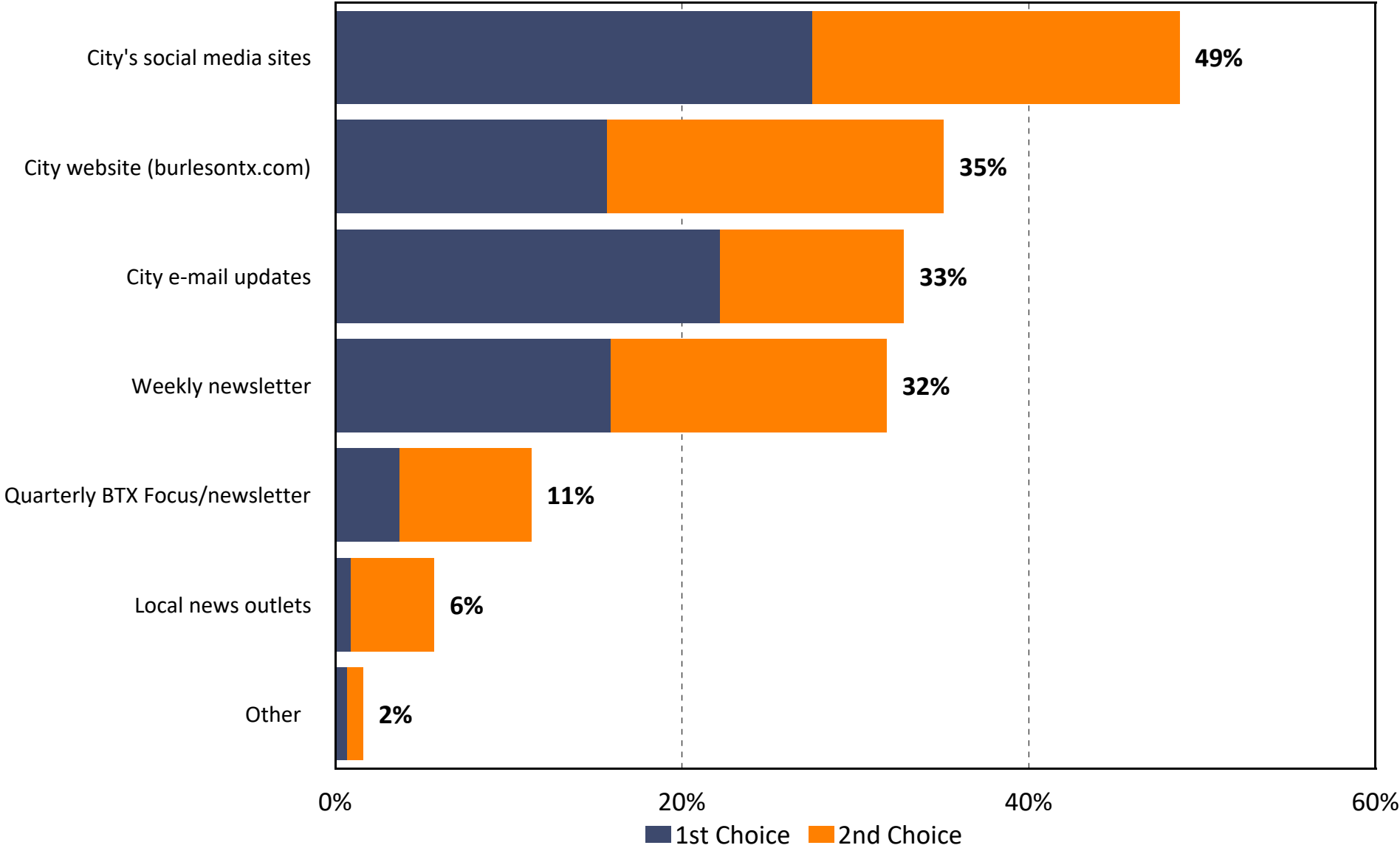
# Q11. Where do you currently get news and information about the City of Burleson

by percentage of respondents (multiple selections could be made)



# Q12. Which TWO sources of information listed in Question 11 would you prefer to get information

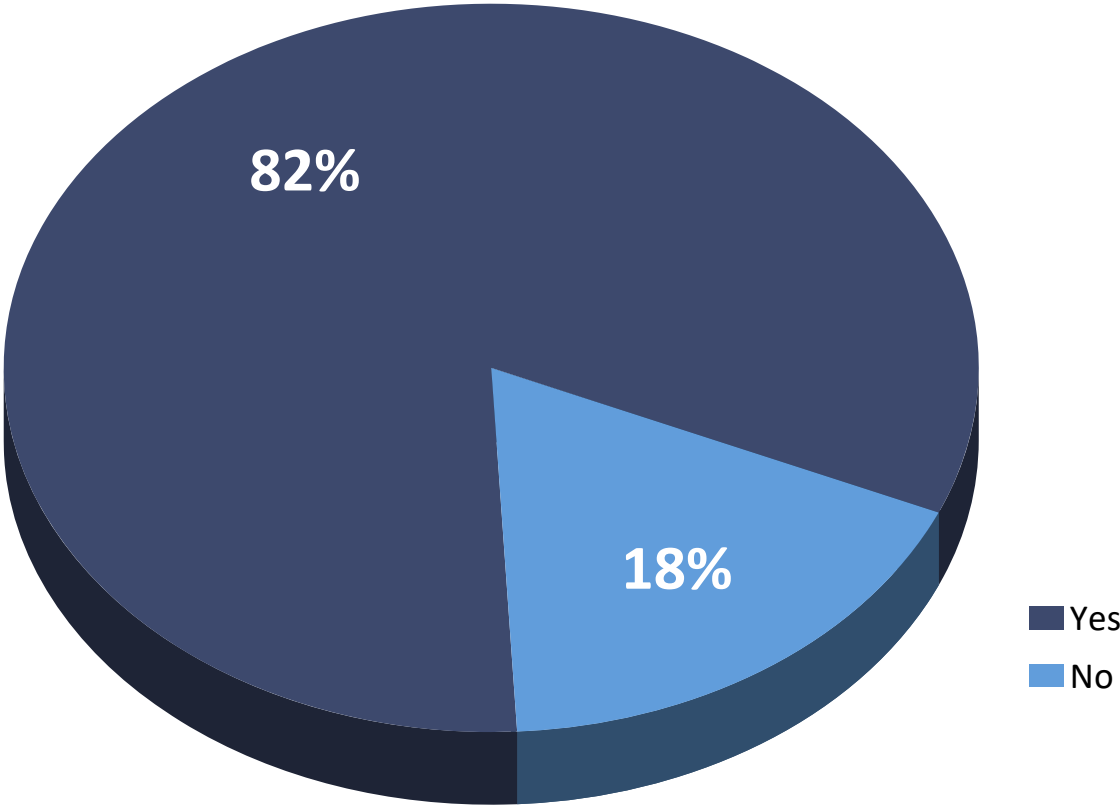
by percentage of respondents who selected the item as one of their top two choices





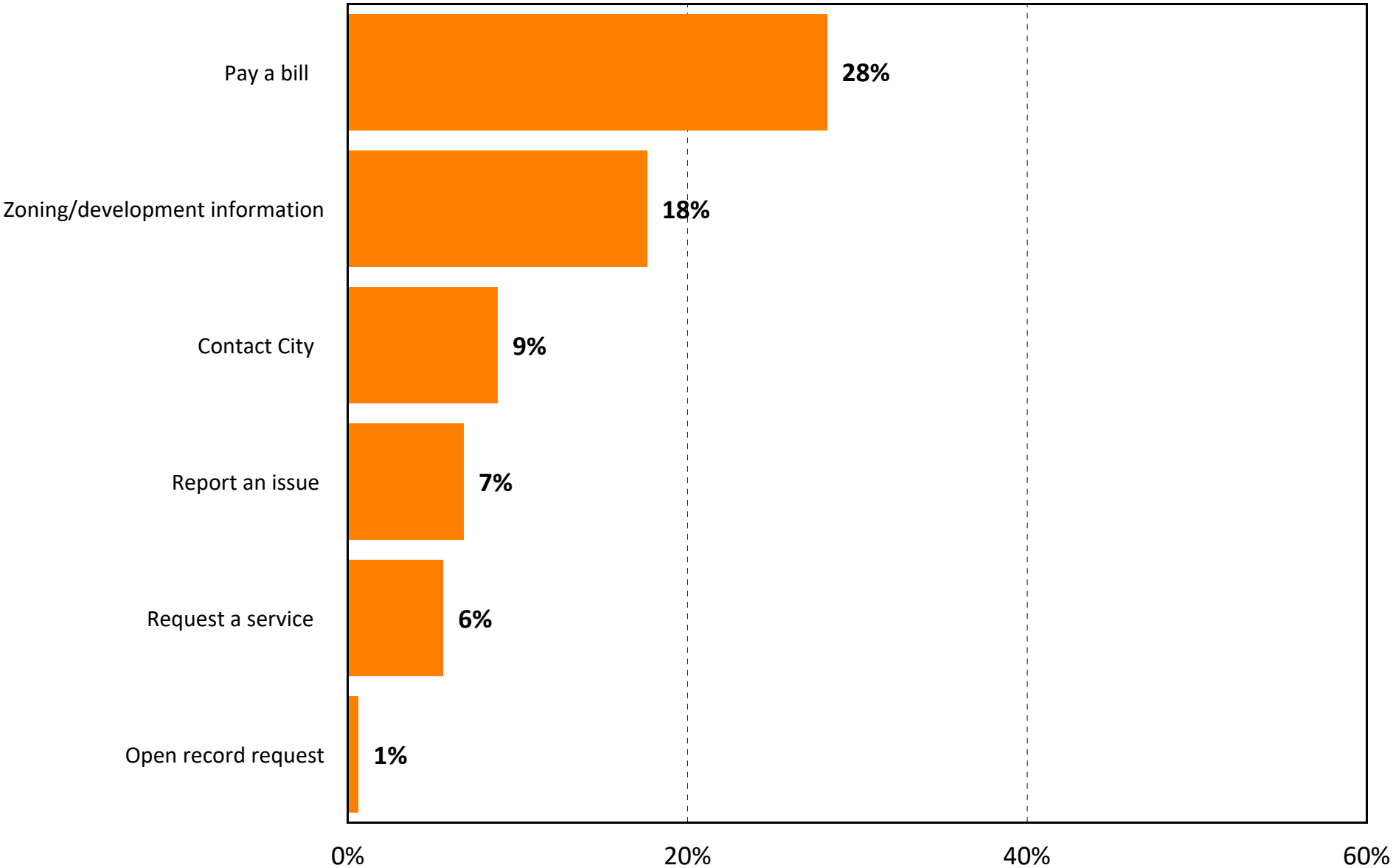
# Q13. Have you visited the city's website during the past 6 months

by percentage of respondents



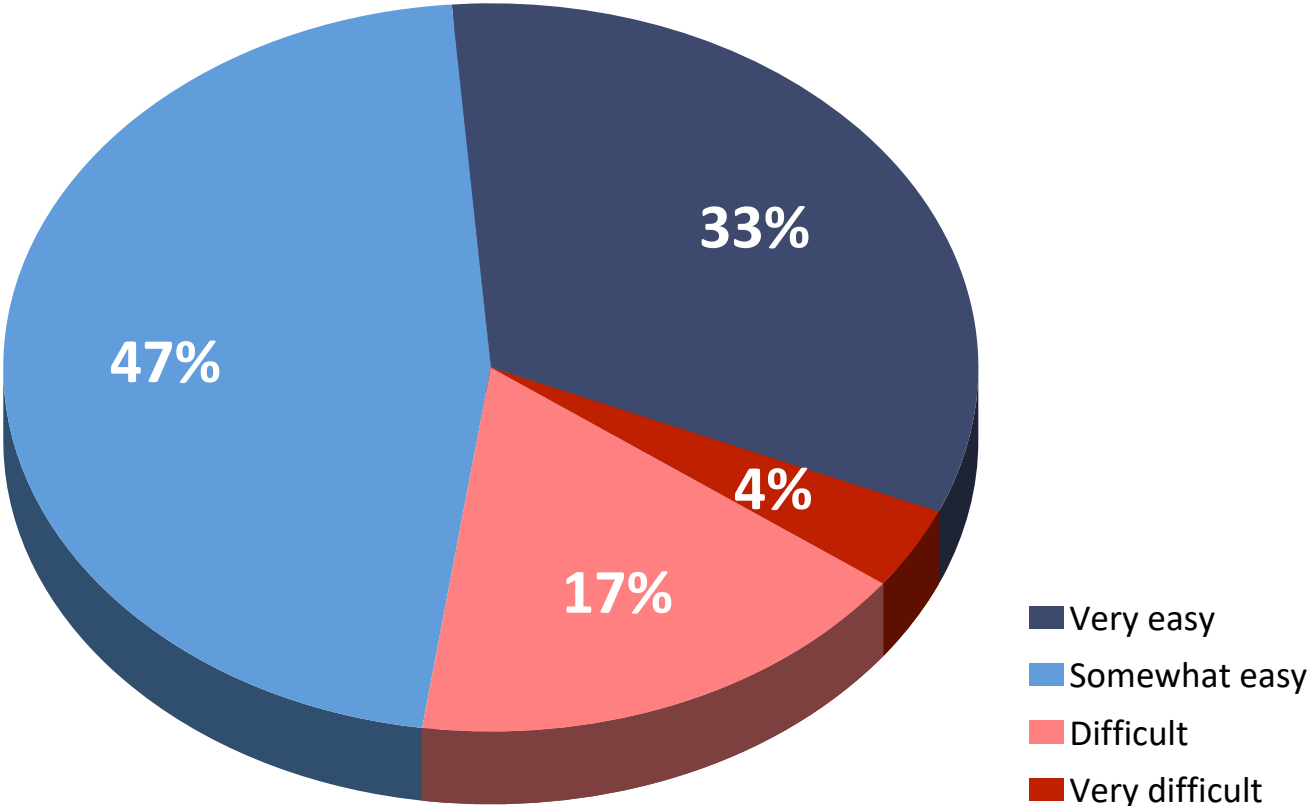
# Q13a. What was the reason for your most recent visit to the city's website

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



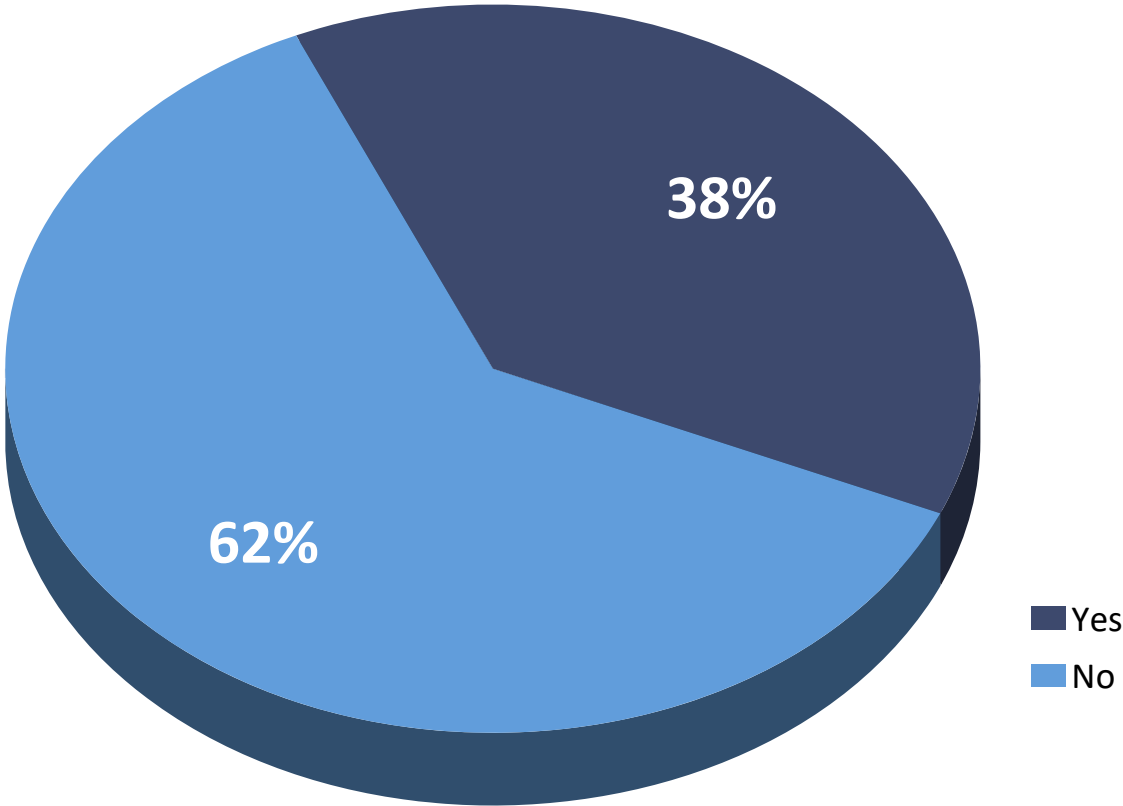
# Q13b. How easy was it to find the information you need on the city's website

by percentage of respondents



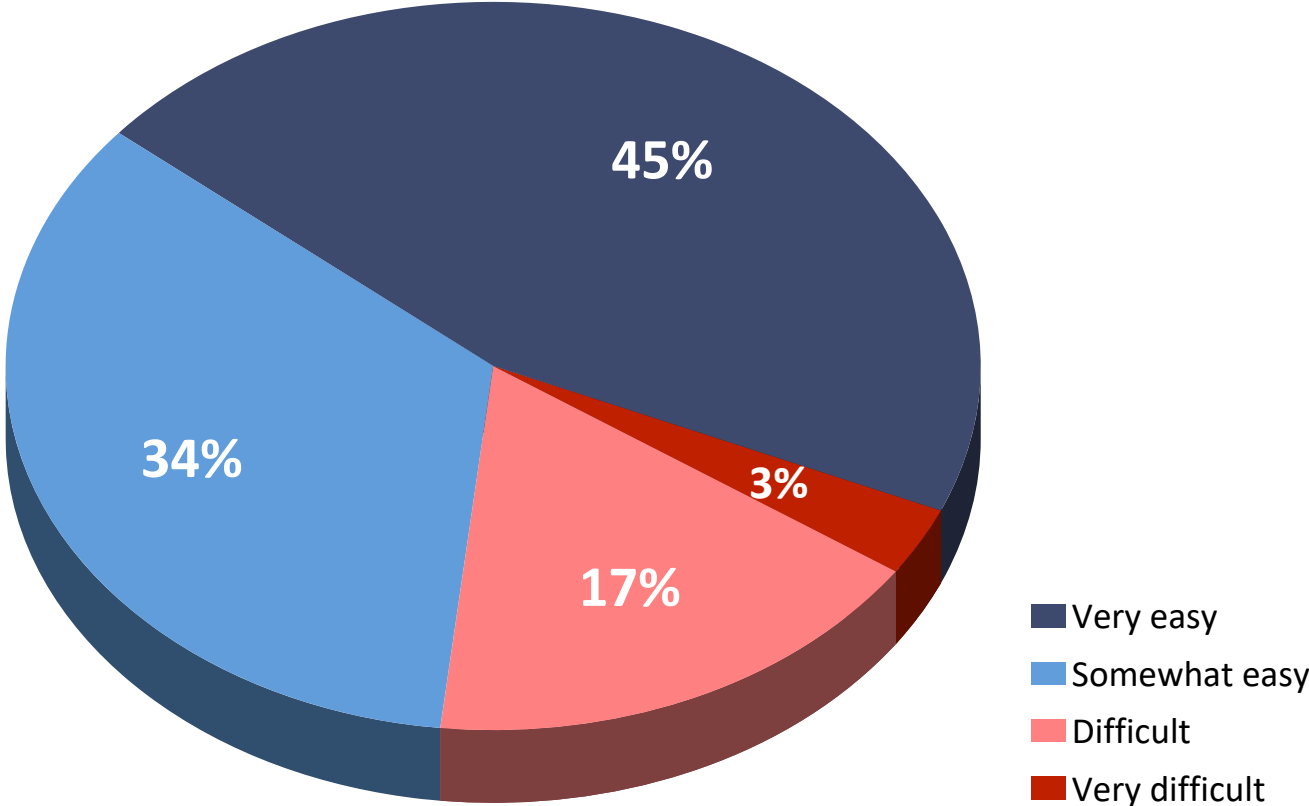
# Q14. Have you contacted the City of Burleson with a question, problem complaint, or to request a service during the past year

by percentage of respondents who visited the city's website in the past 6 months (excluding "not provided")



# Q14a. How easy was it to contact the person you needed to reach?

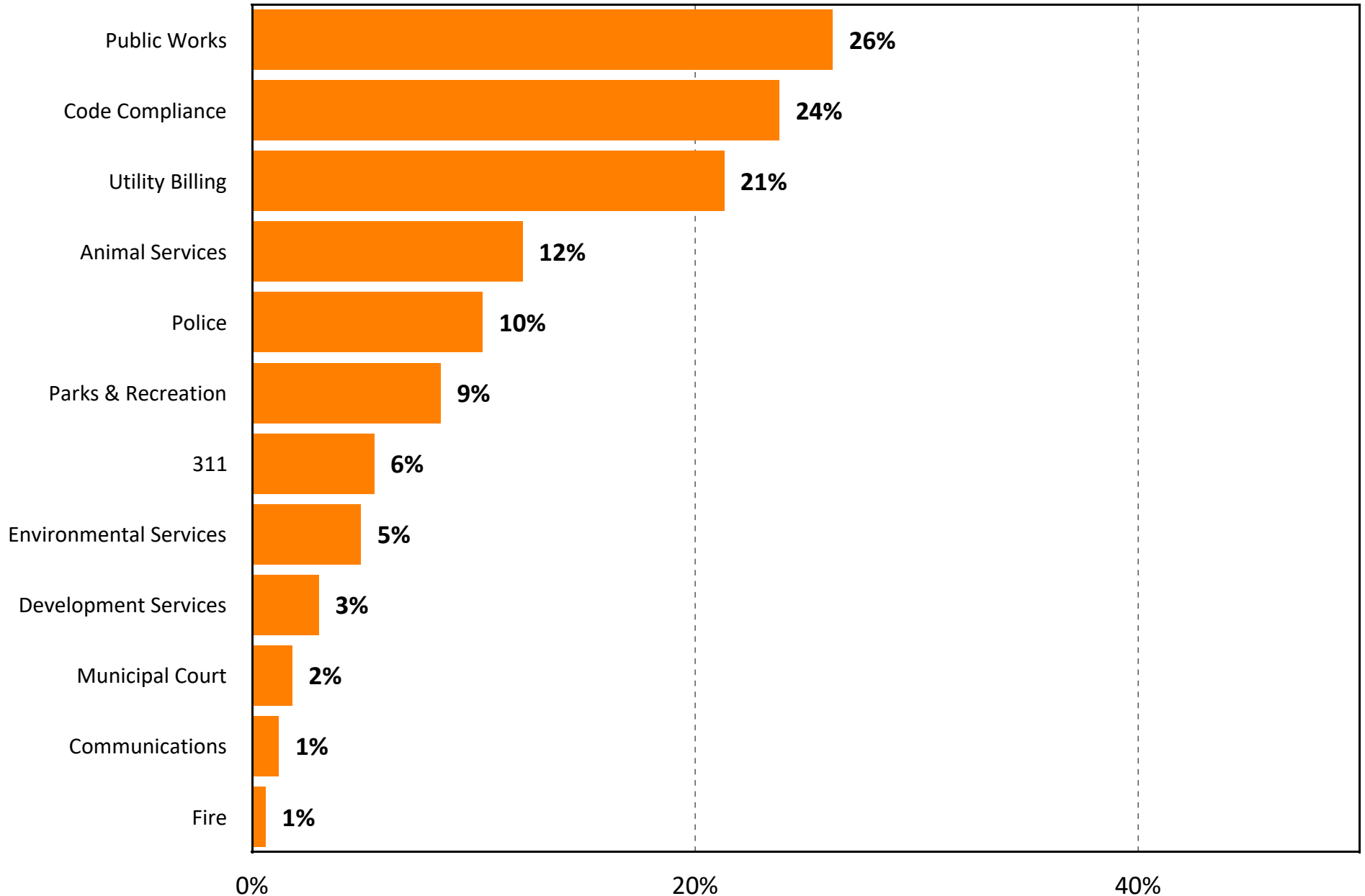
by percentage of respondents





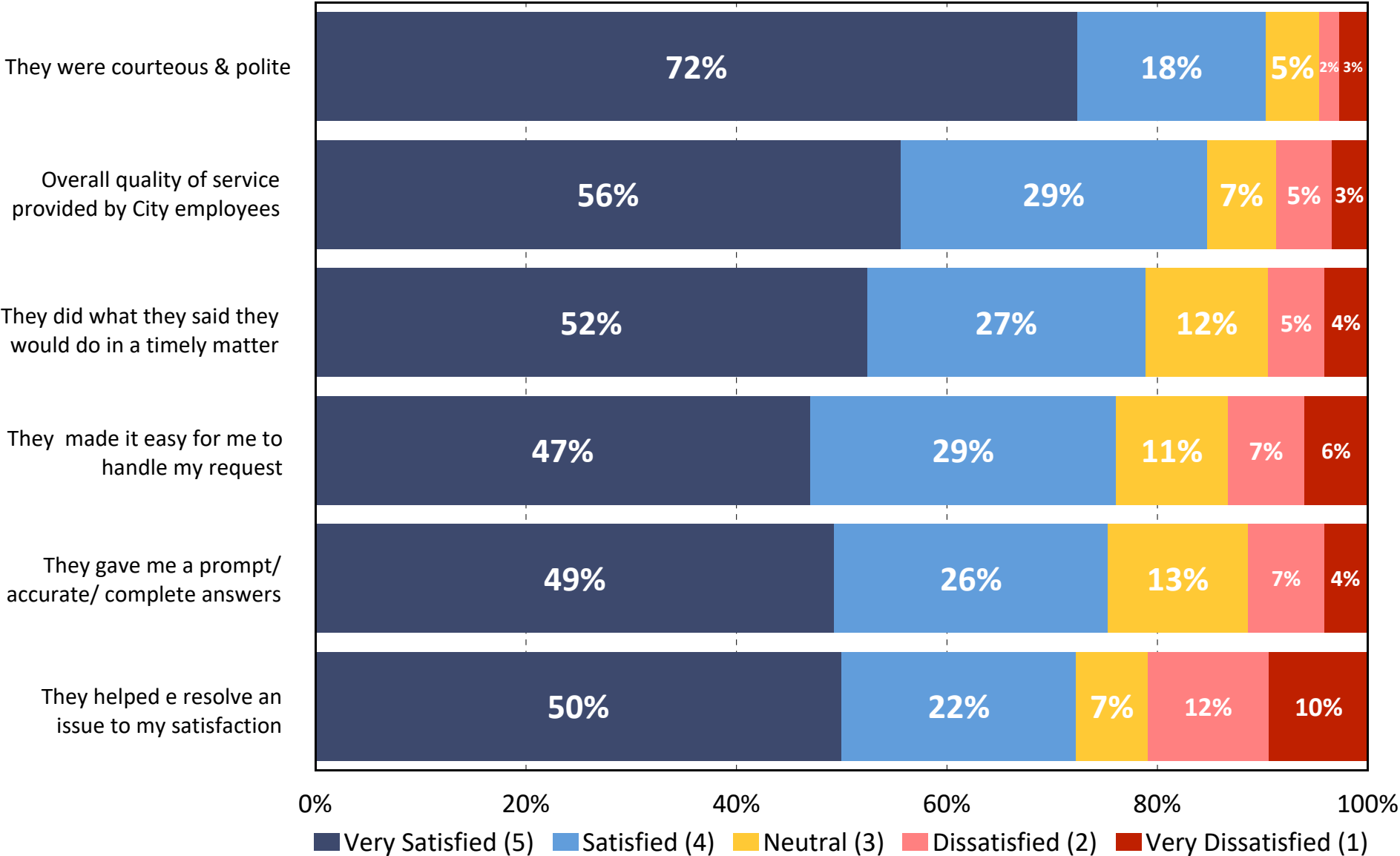
# Q14b. What department did you contact?

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



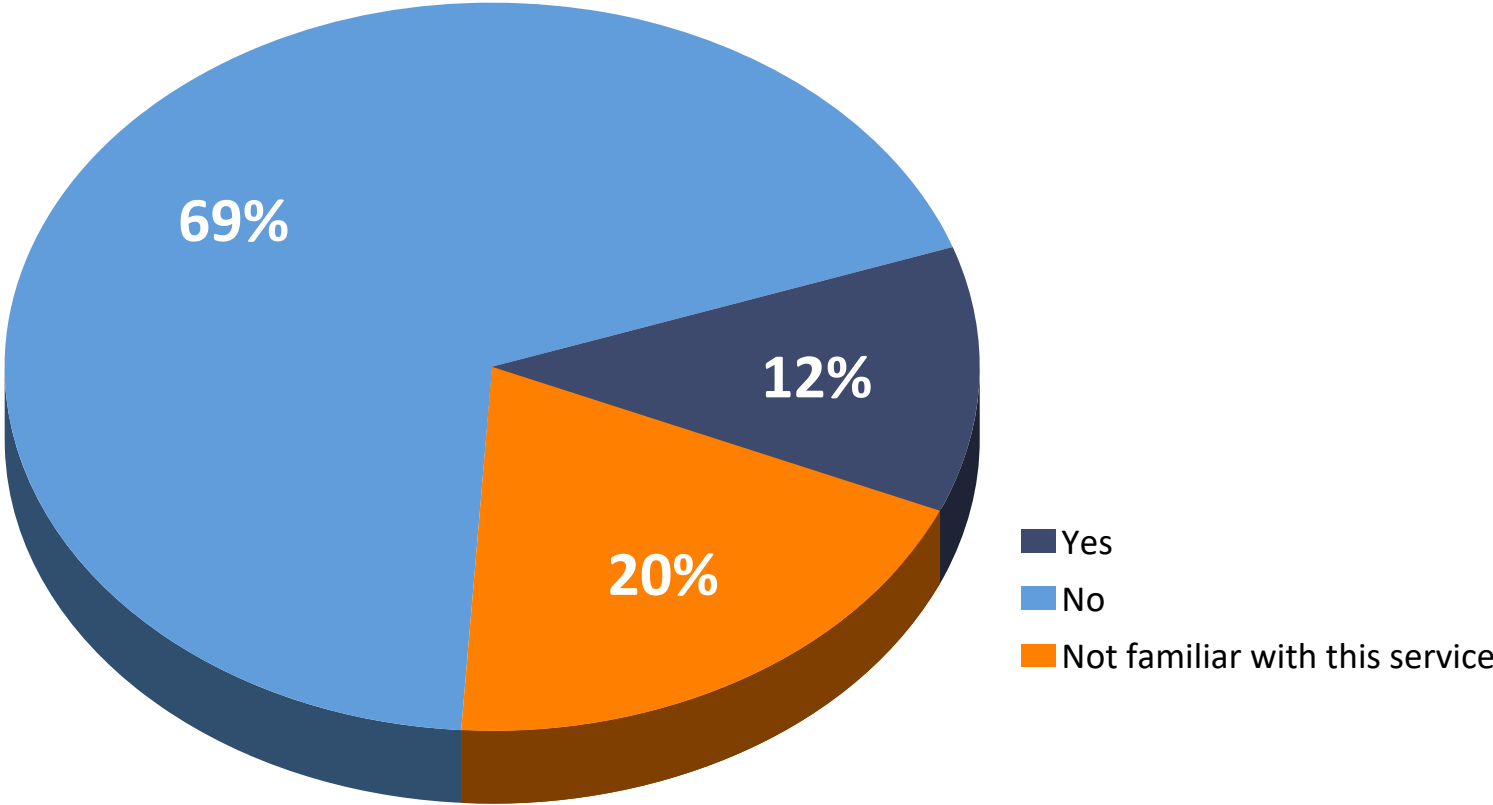
# Q14c. Rate the frequency that the employees you contacted displayed the following:

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



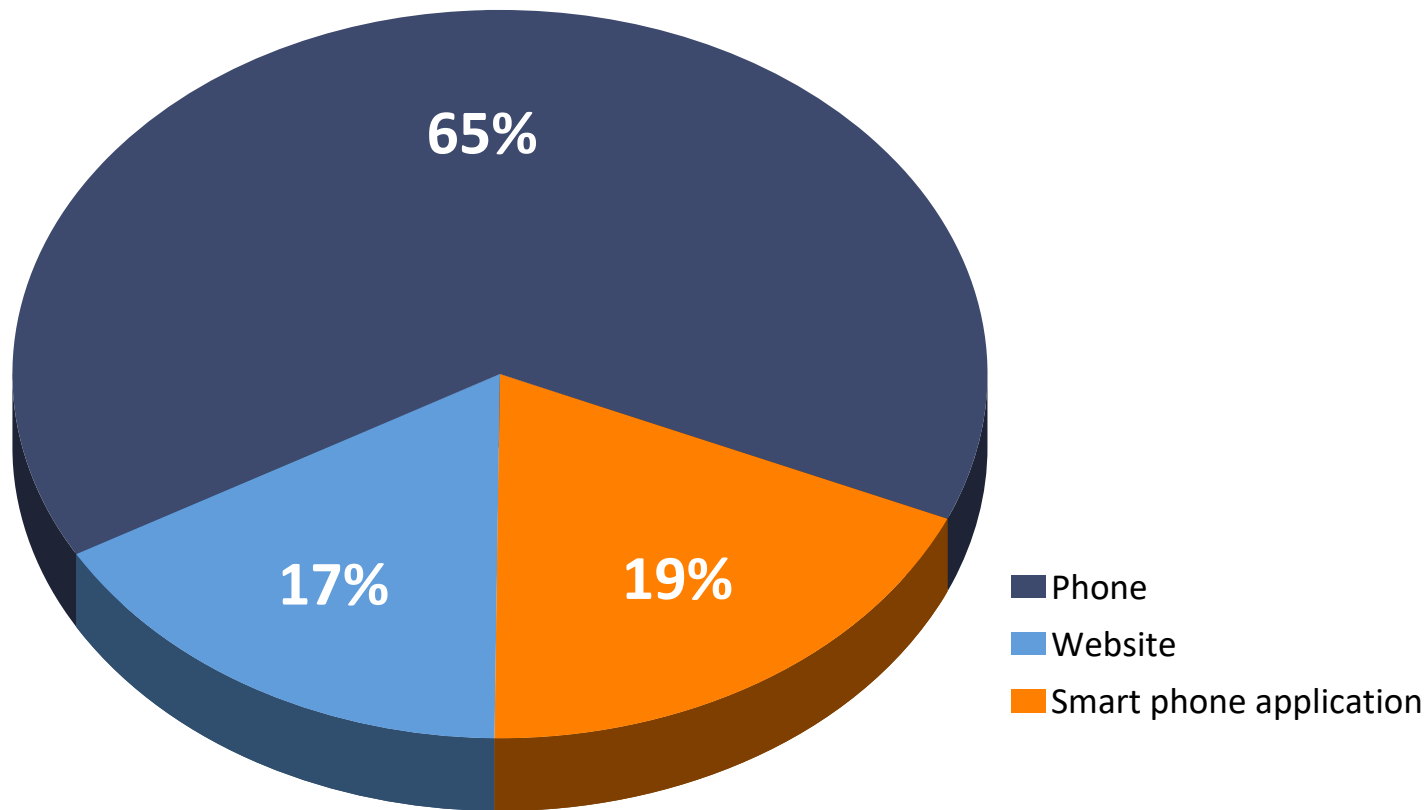
# Q15 Have you contacted the City of Burleson 311 with a question, problem complaint, or to request a service during the past year

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



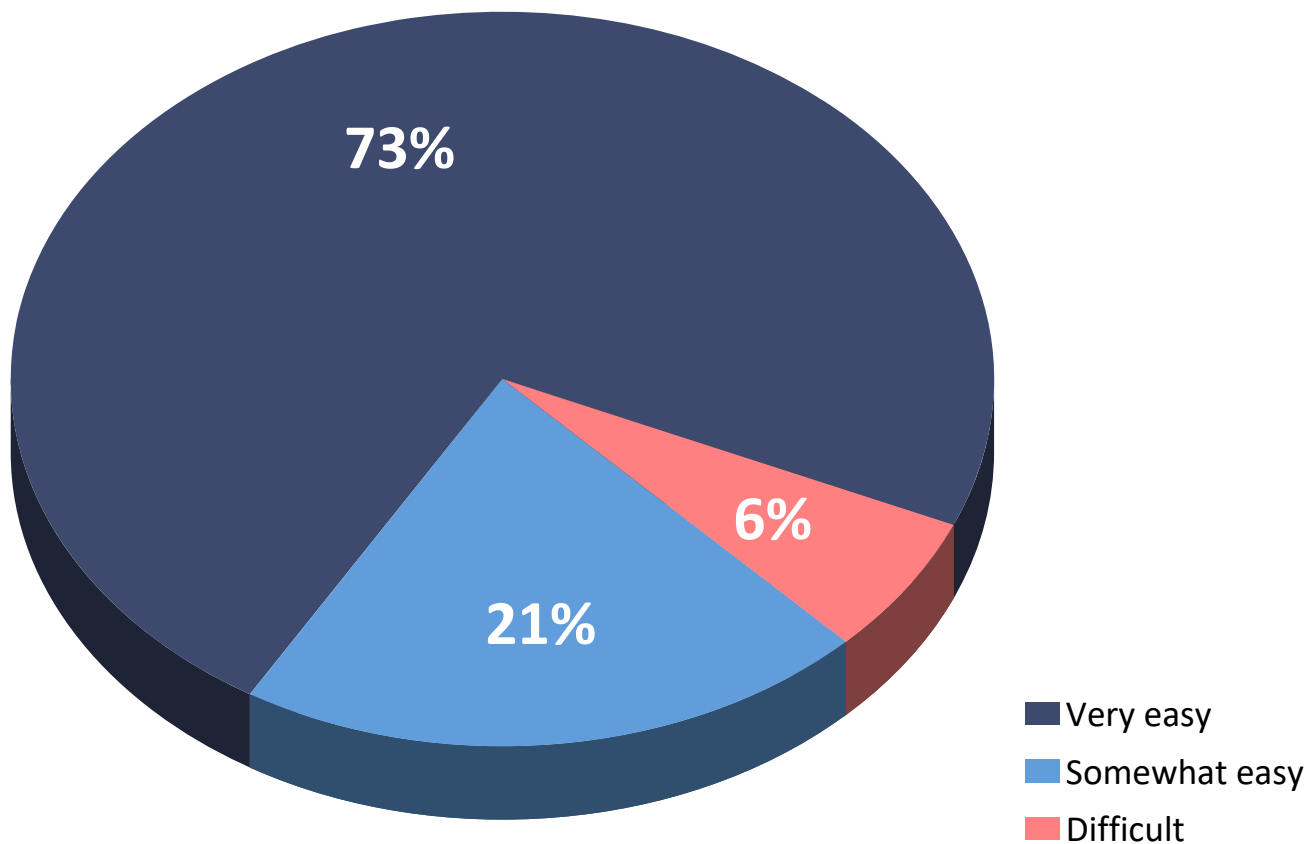
# Q15a. How did you contact 311?

by percentage of respondents



## Q15b. How easy was it to contact 311?

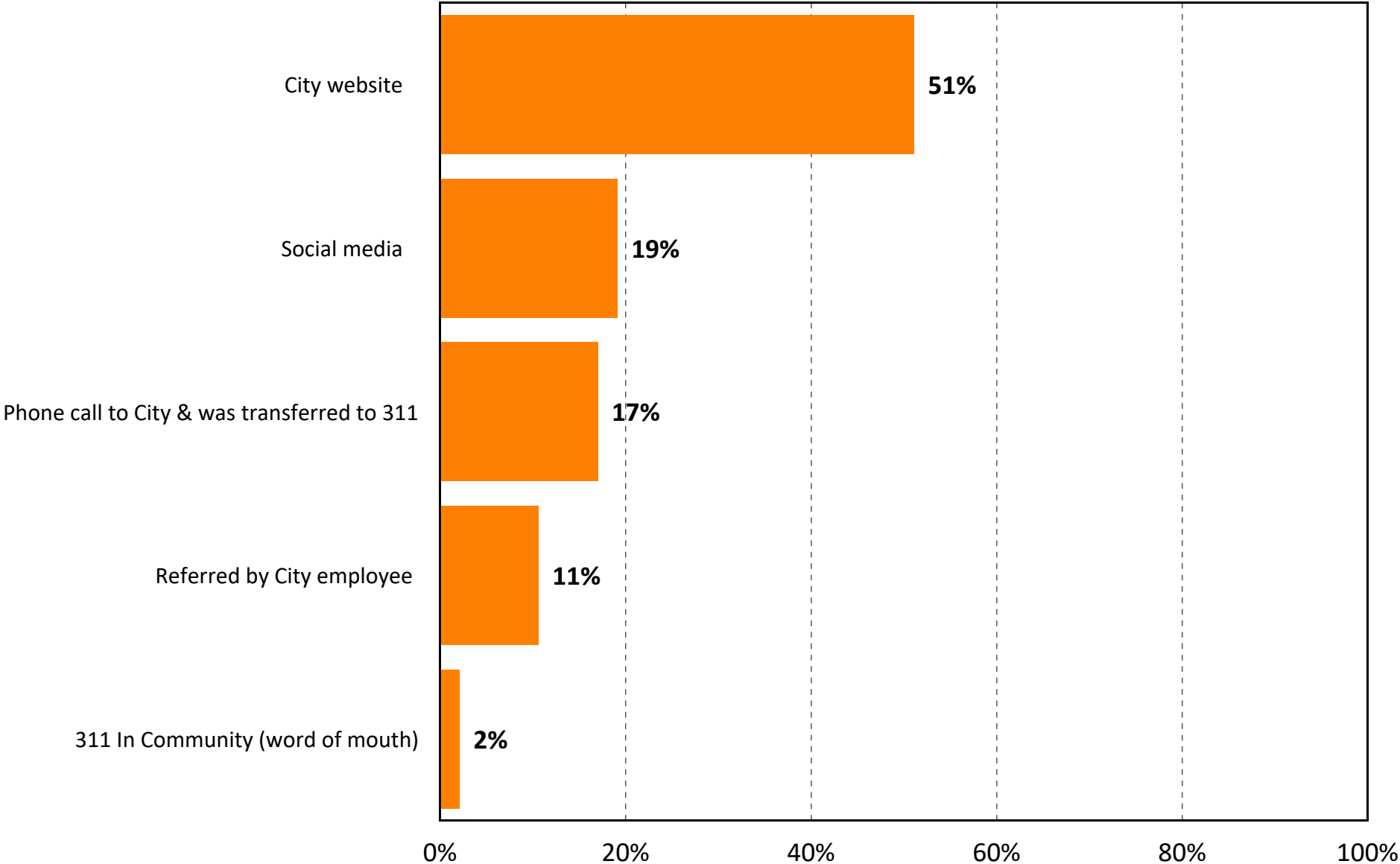
by percentage of respondents (excluding "don't know")





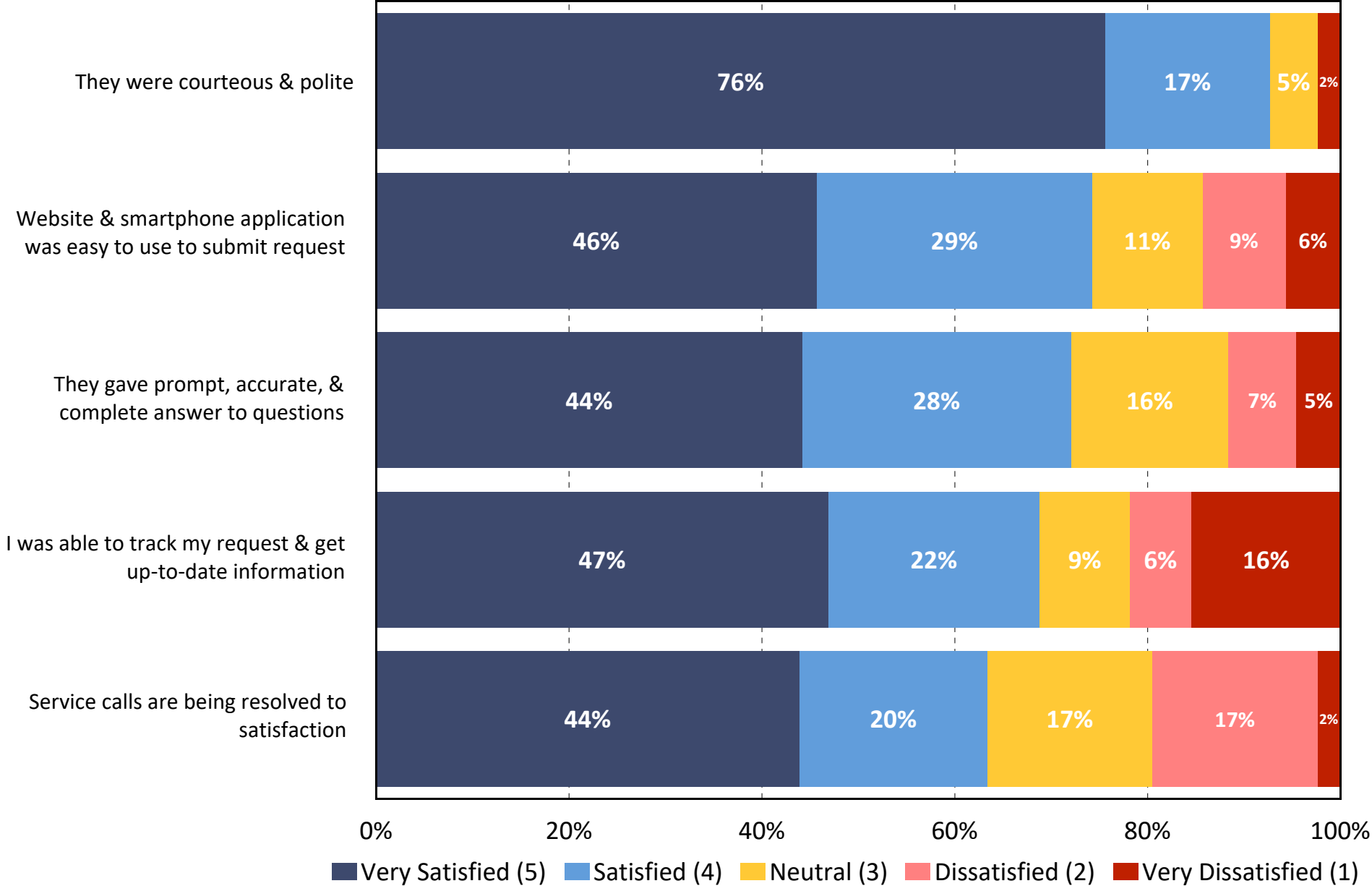
# Q15c. How did you hear about the City of Burleson 311

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



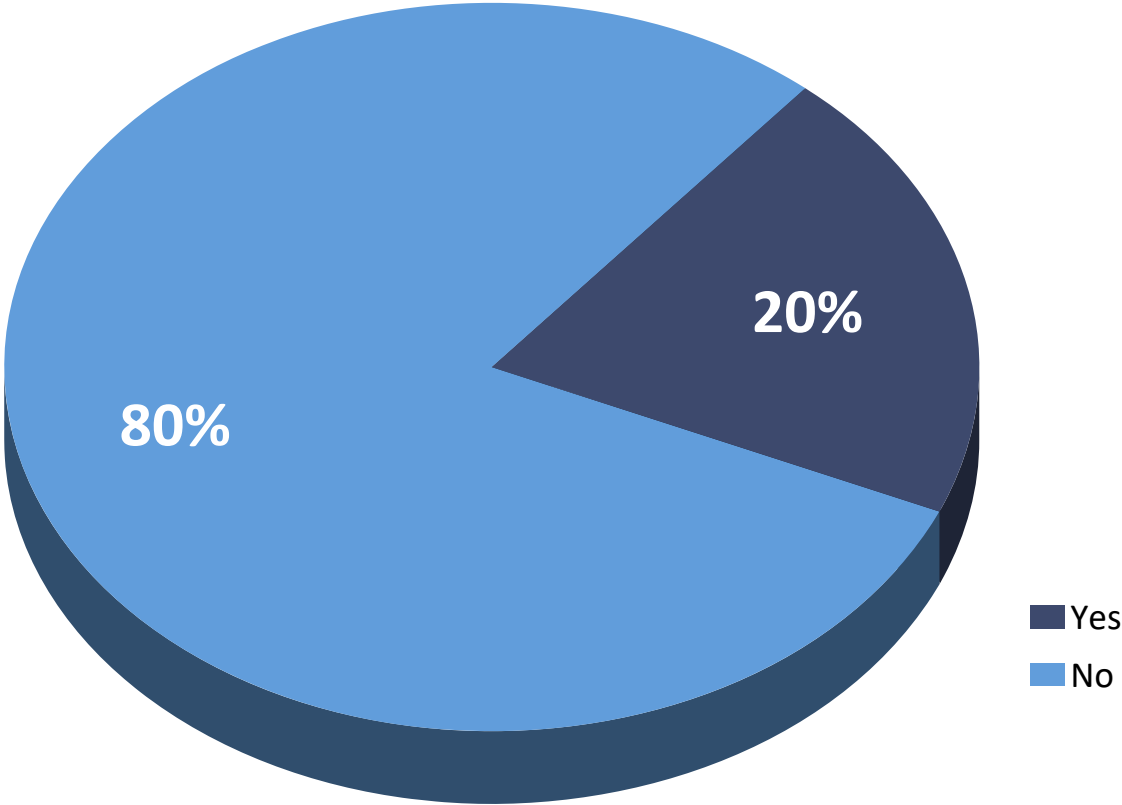
# Q15d. Rate you experience with the 311 in the past year:

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



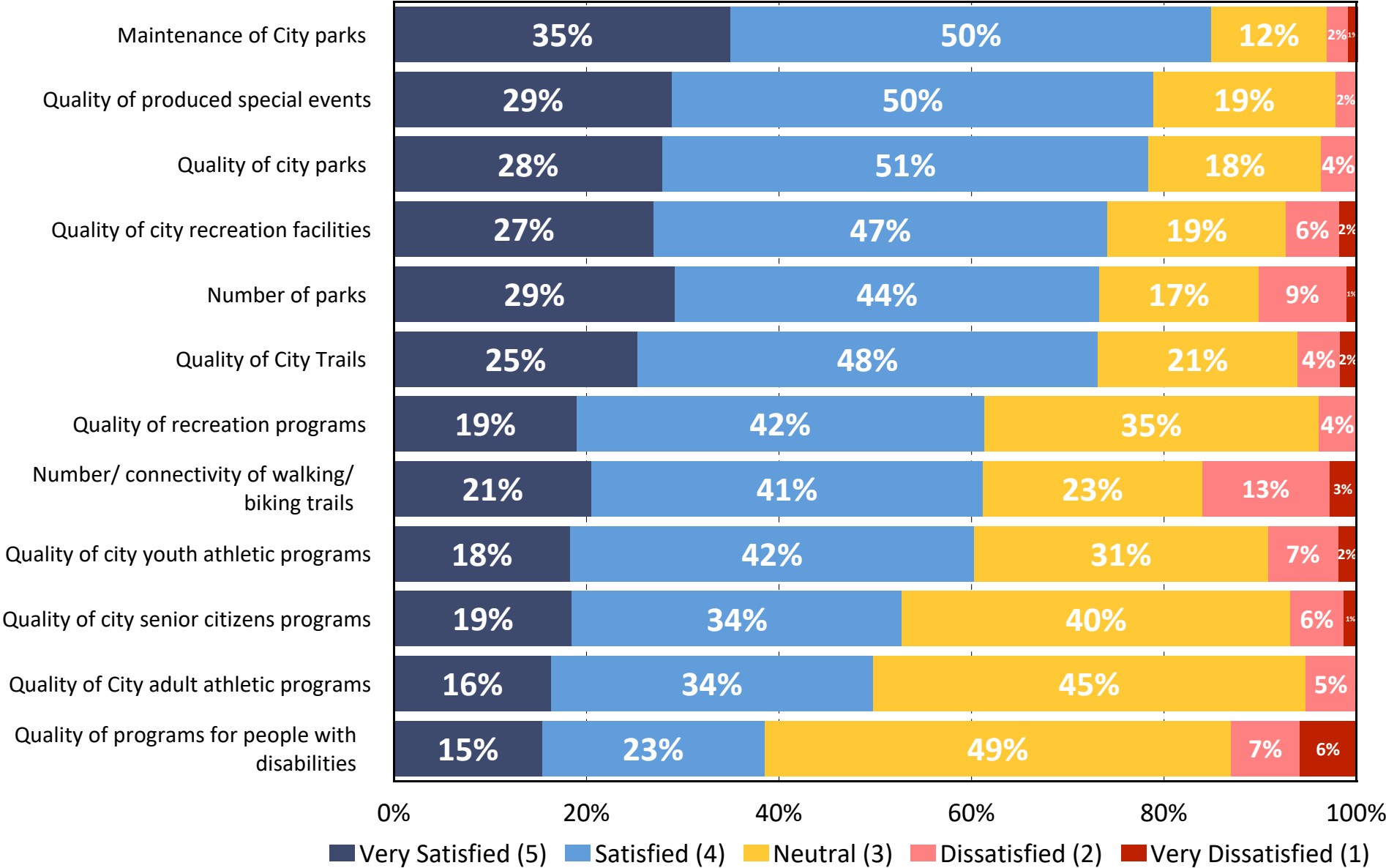
# Q16. Do you ever watch the city's online broadcast of City Council or planning & zoning commission meetings?

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



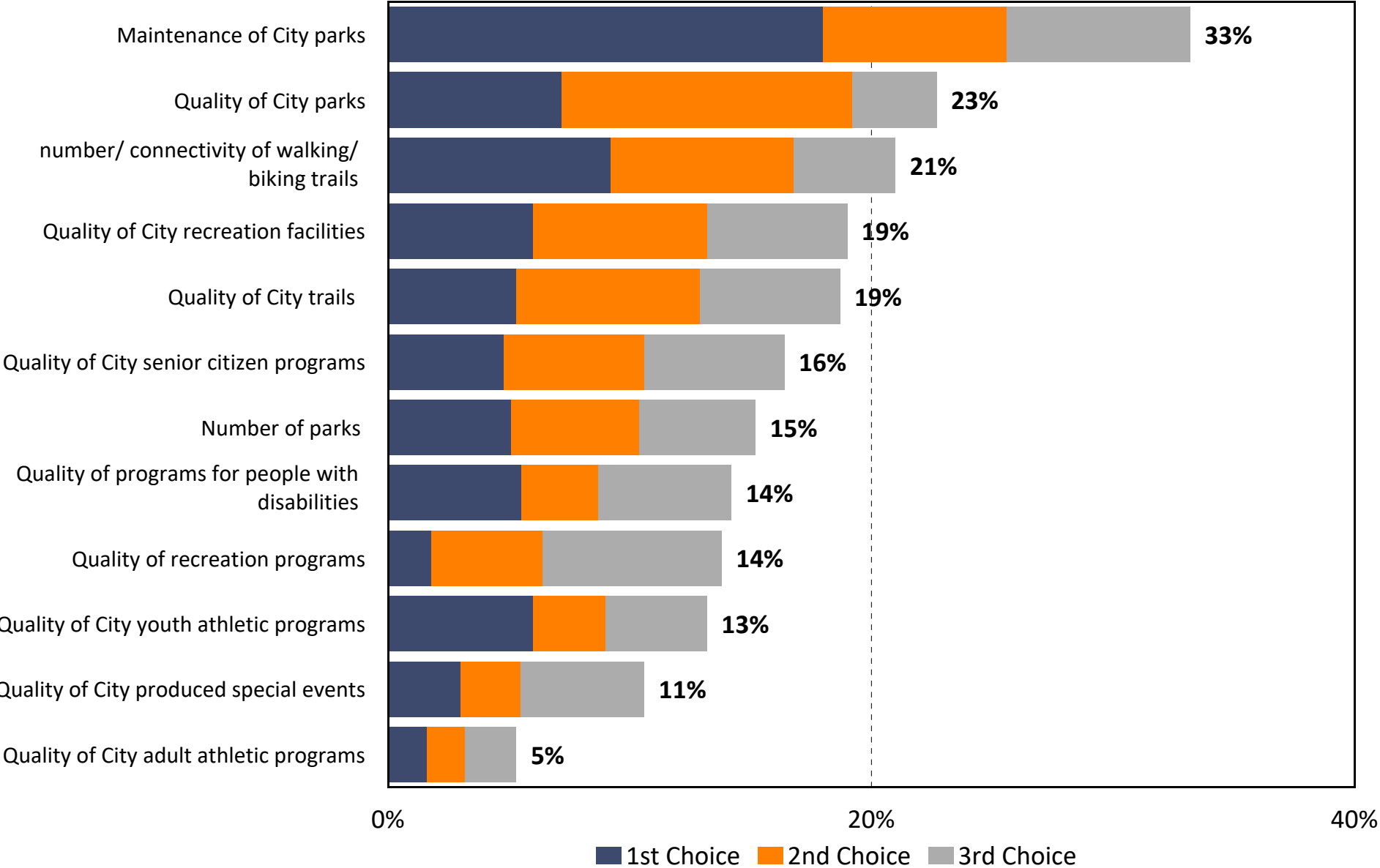
# Q17. Overall satisfaction with the City's Parks and Recreation.

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



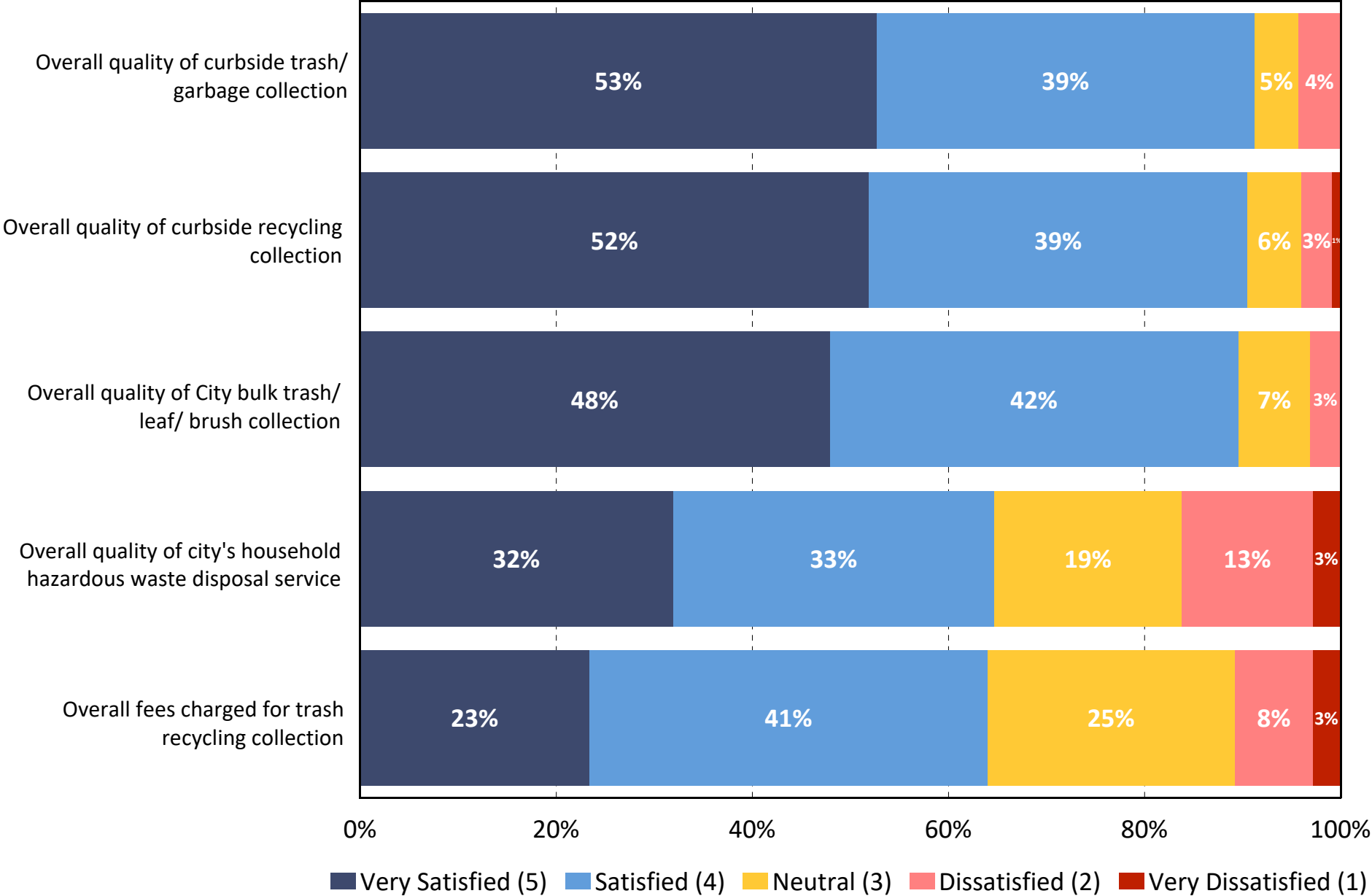
# Q18. Which three of the services do you think are MOST IMPORTANT for the city to focus on over the next year

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



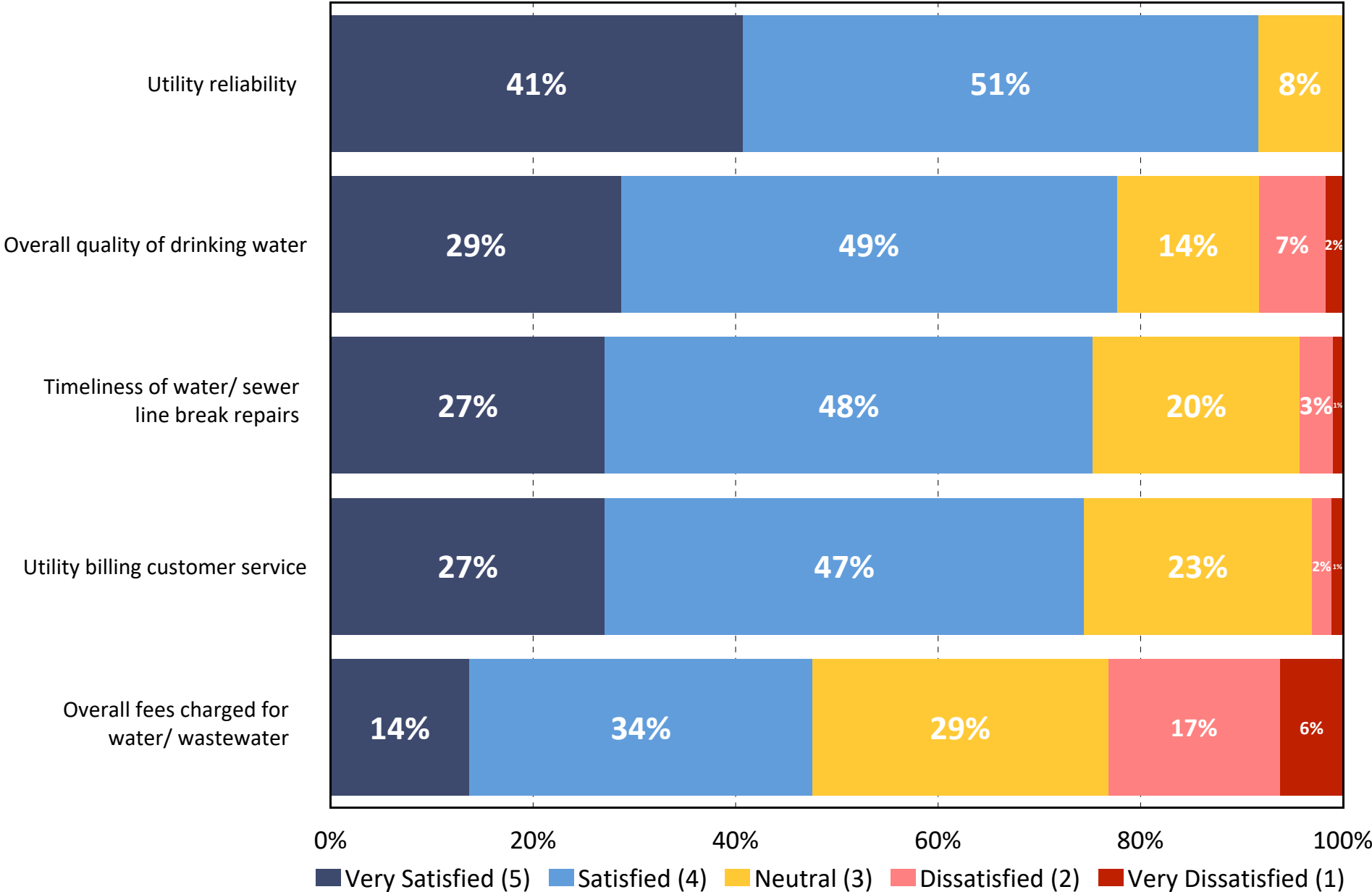
# Q19. Overall satisfaction with the City's refuse collection.

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



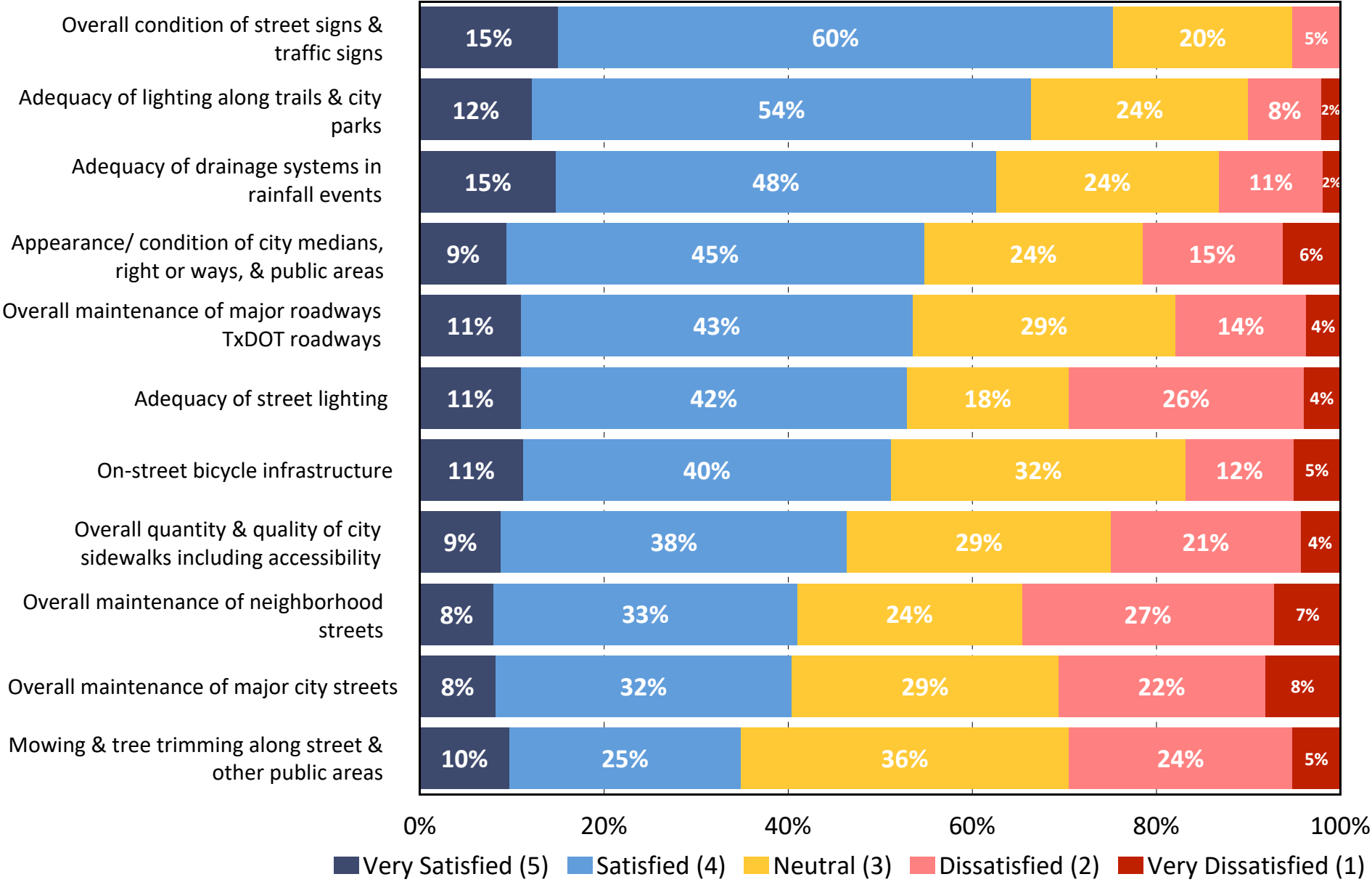
# Q20. Overall satisfaction with the Cities Utilities services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Q21. Overall satisfaction with the City's infrastructure

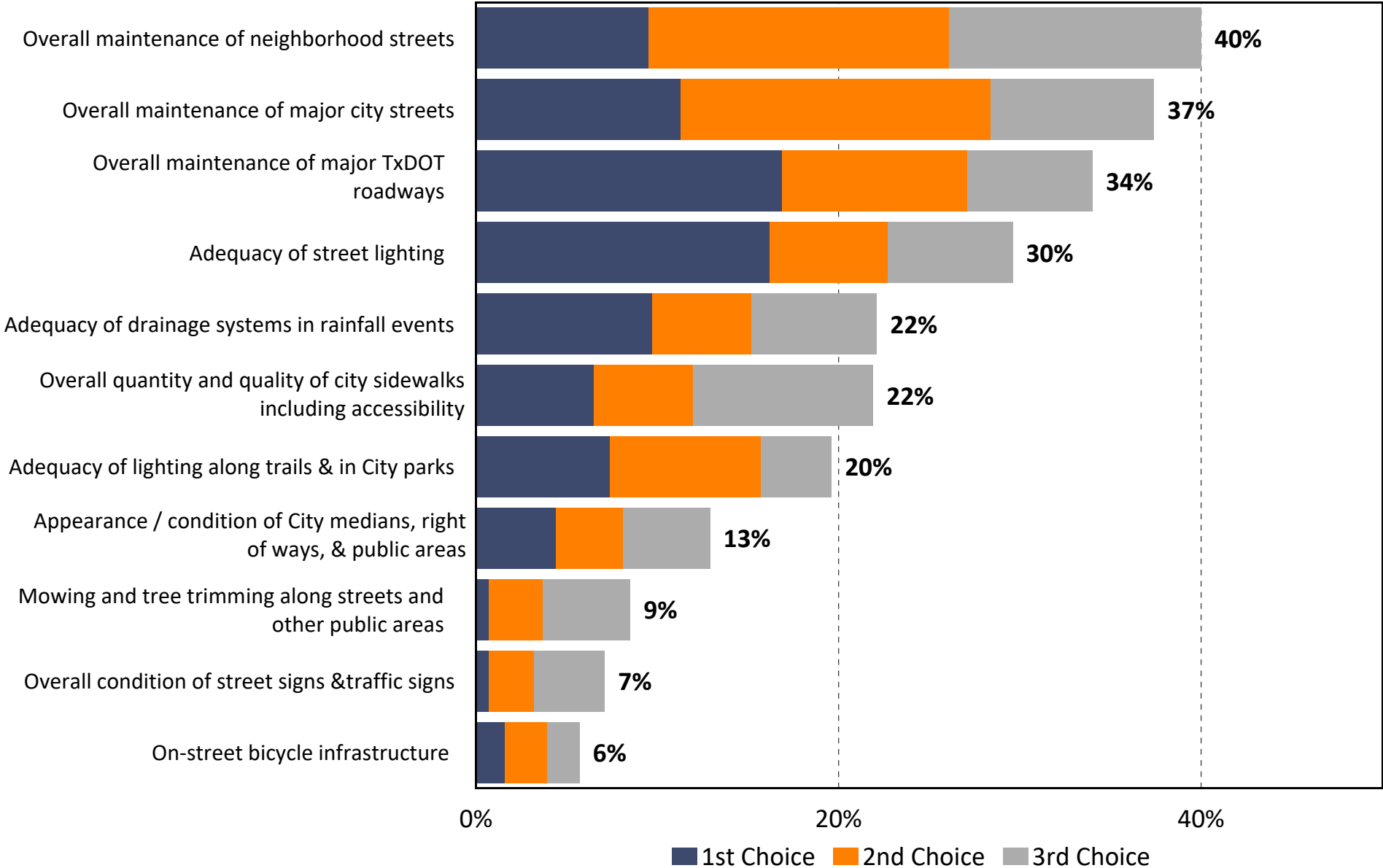
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")





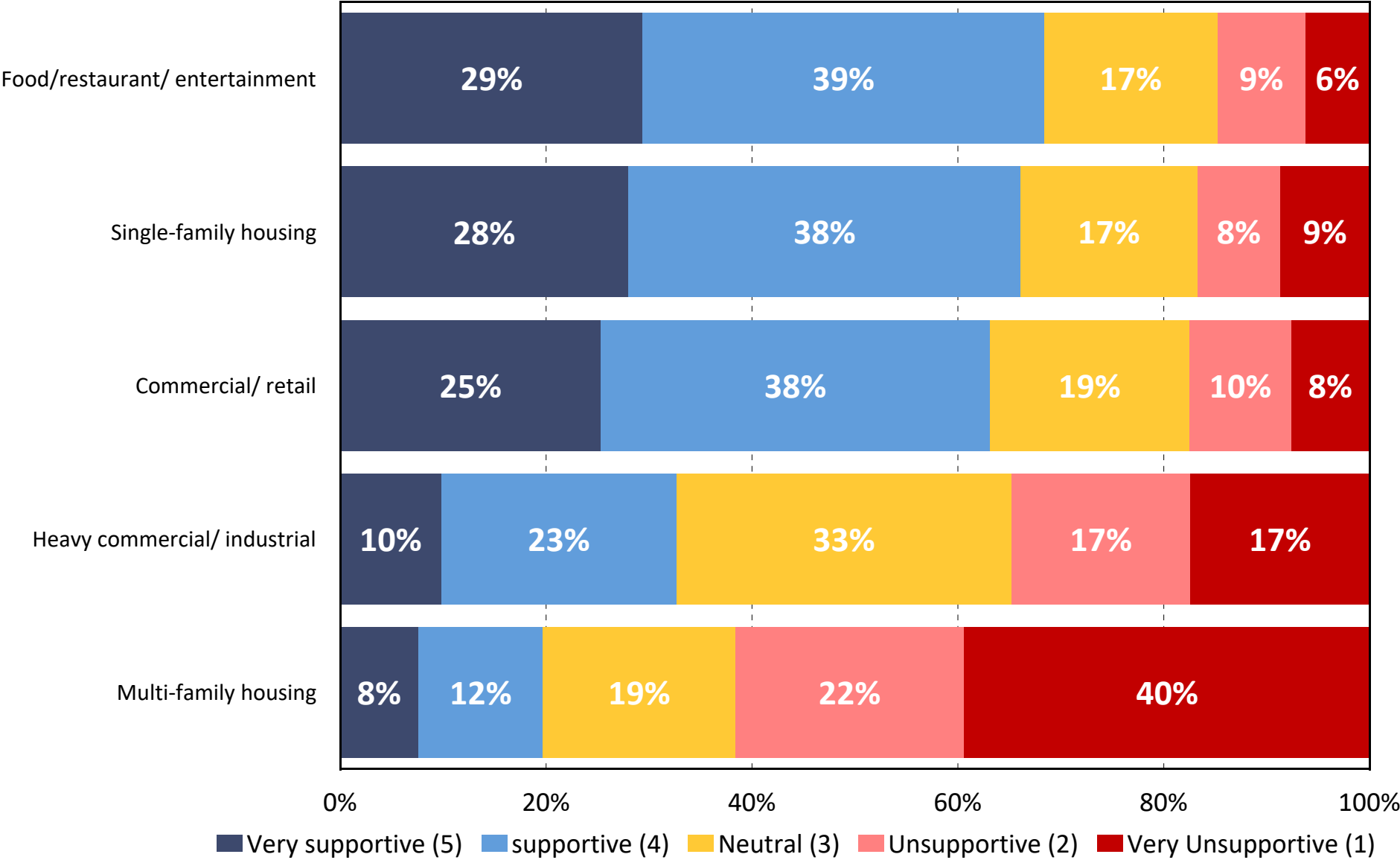
# Q22. Which three of the services do you think are MOST IMPORTANT for the city to focus on over the next year?

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



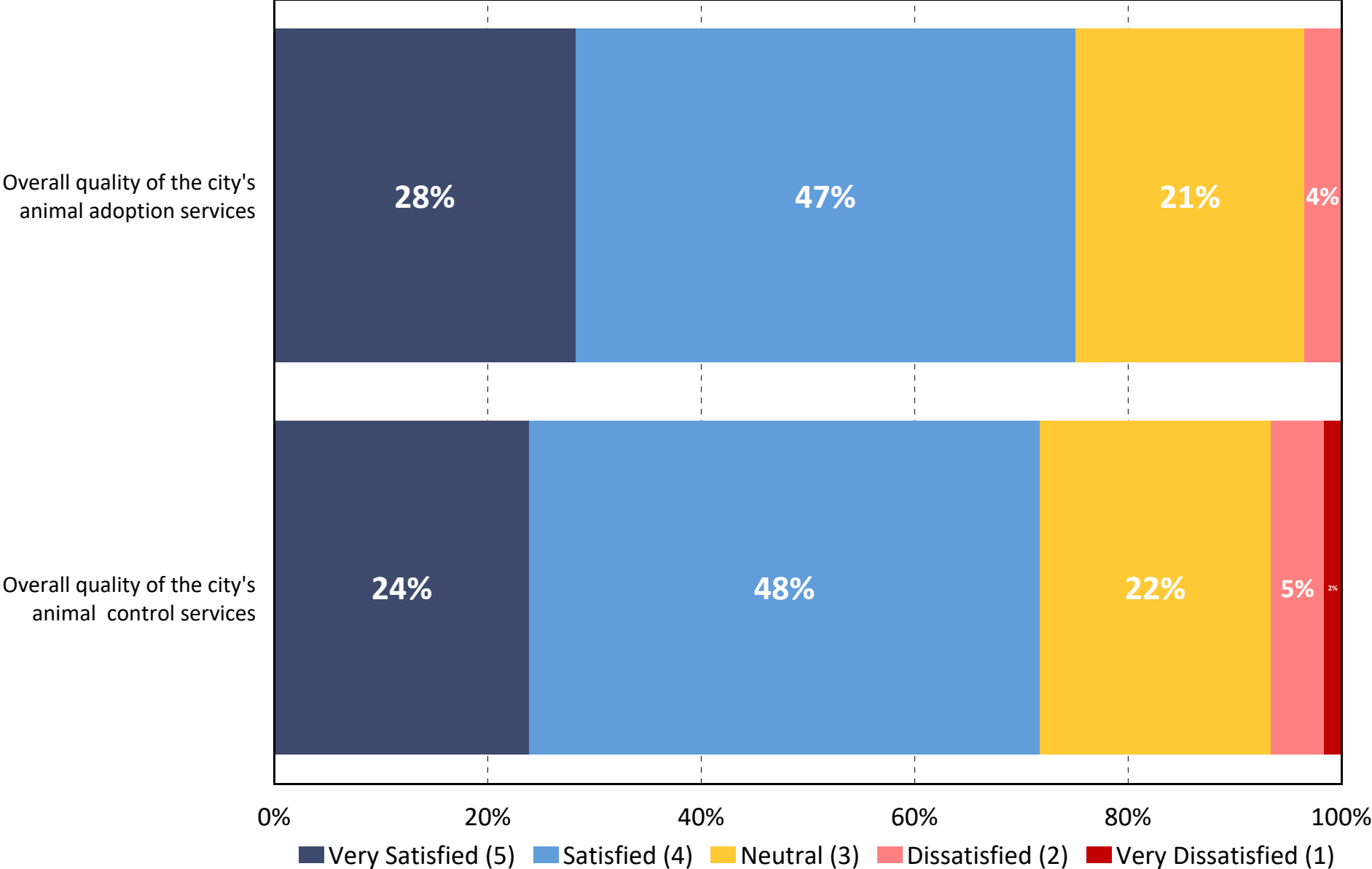
# Q23. Overall level of support new developments and Services in the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



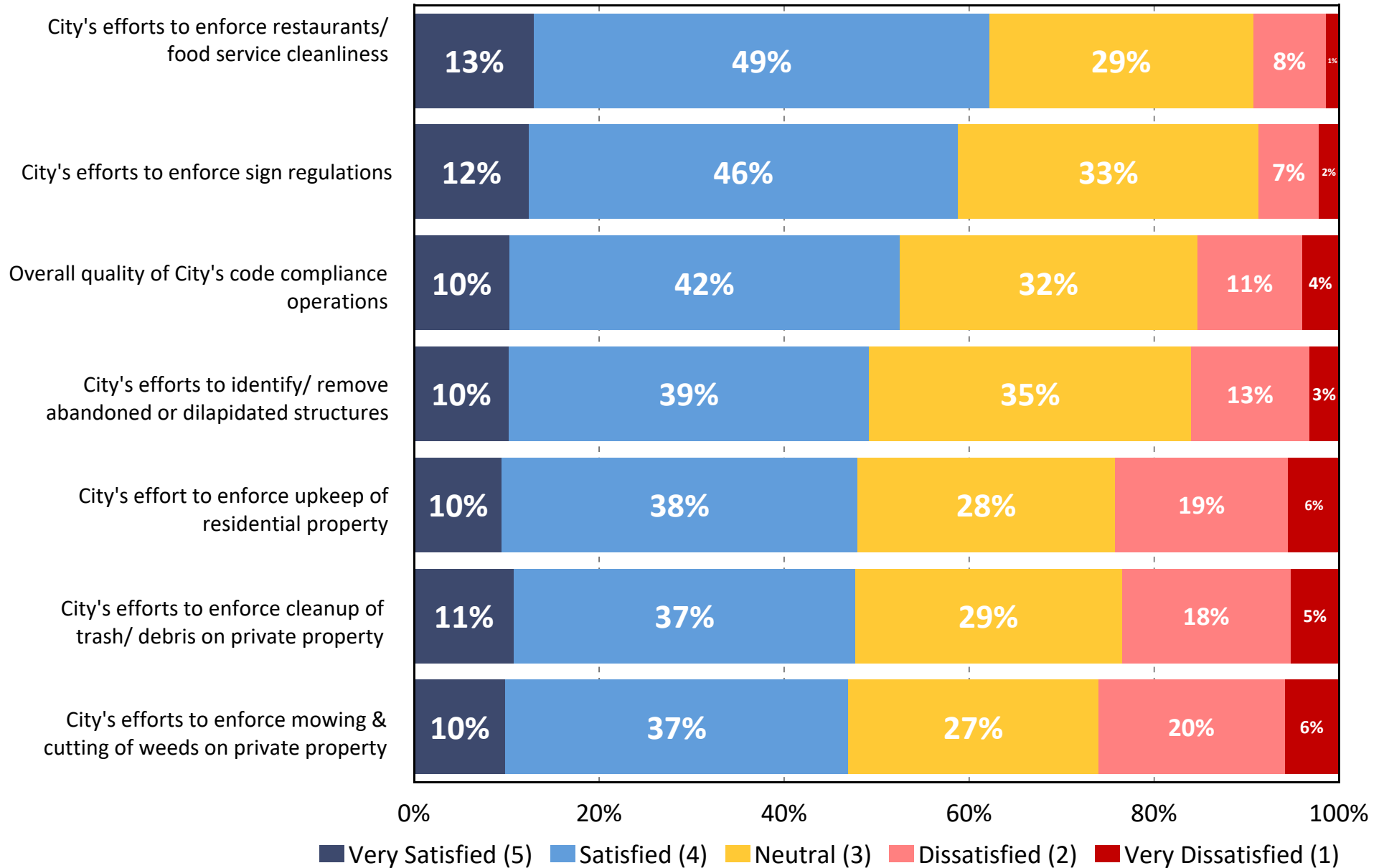
# Q24. Overall Satisfaction with the City's Animal services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



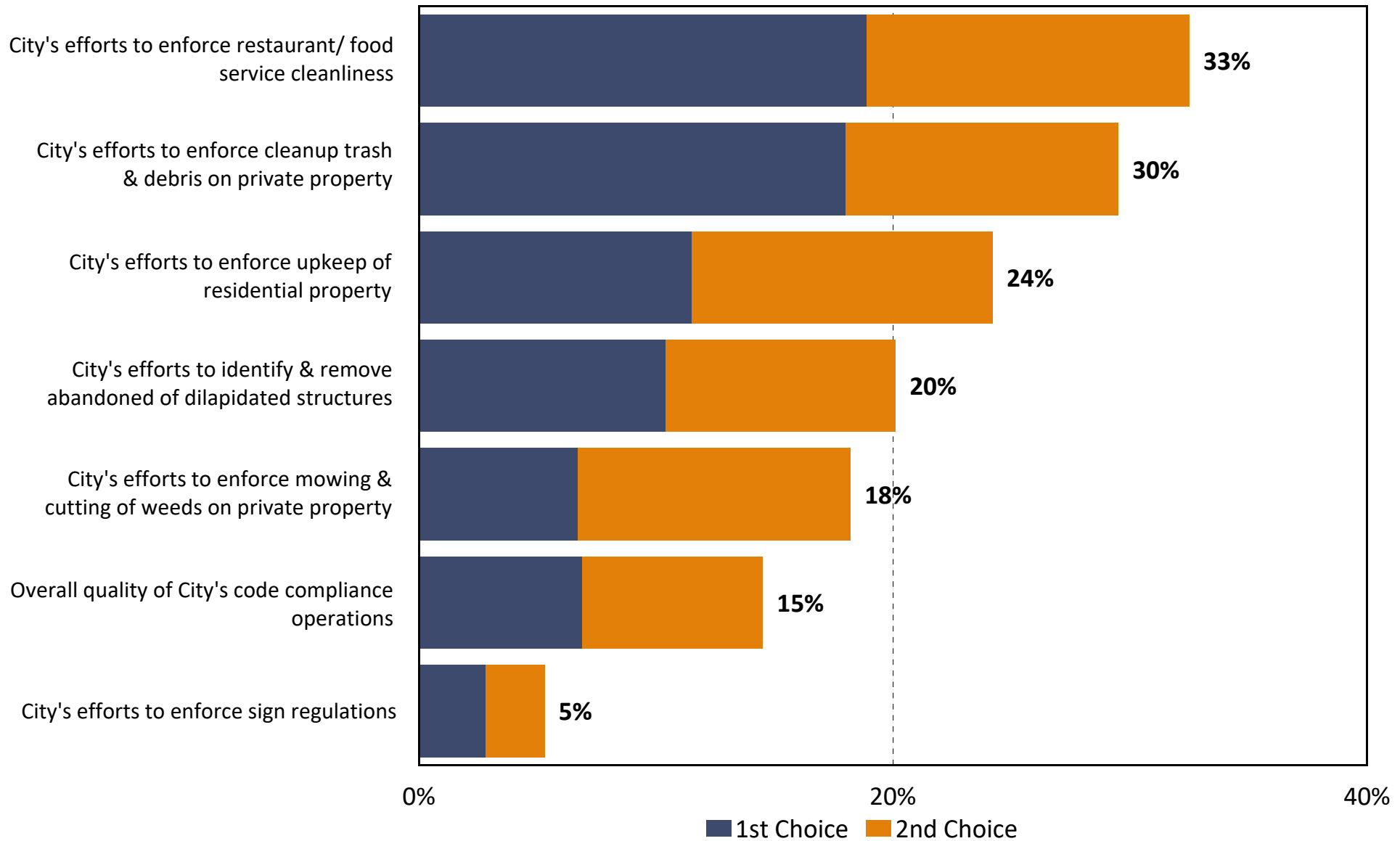
# Q25. Overall satisfaction with the Burleson City Codes

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



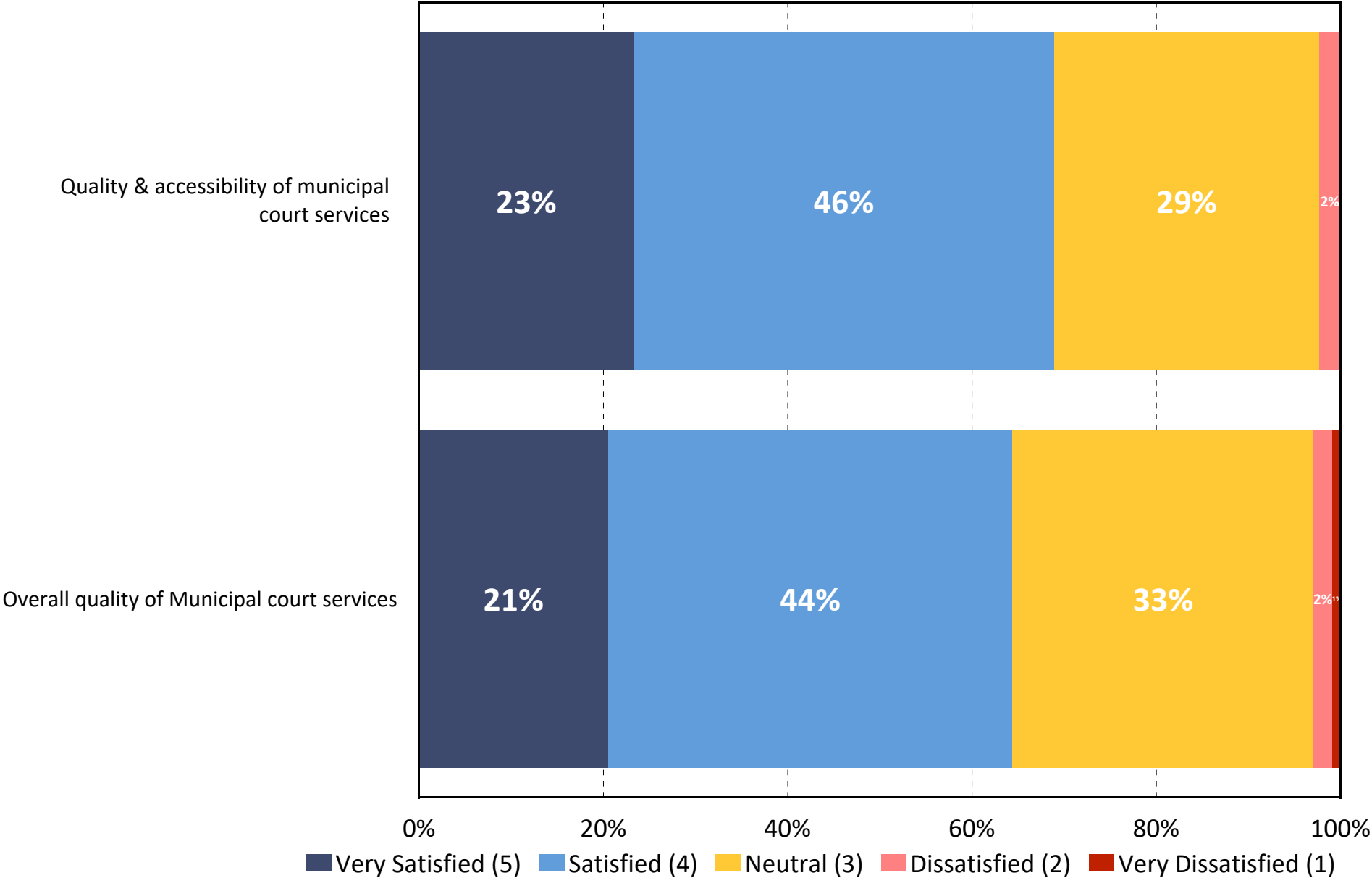
# Q26. Which TWO of the services do you think are MOST IMPORTANT for the city to focus on over the next year?

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



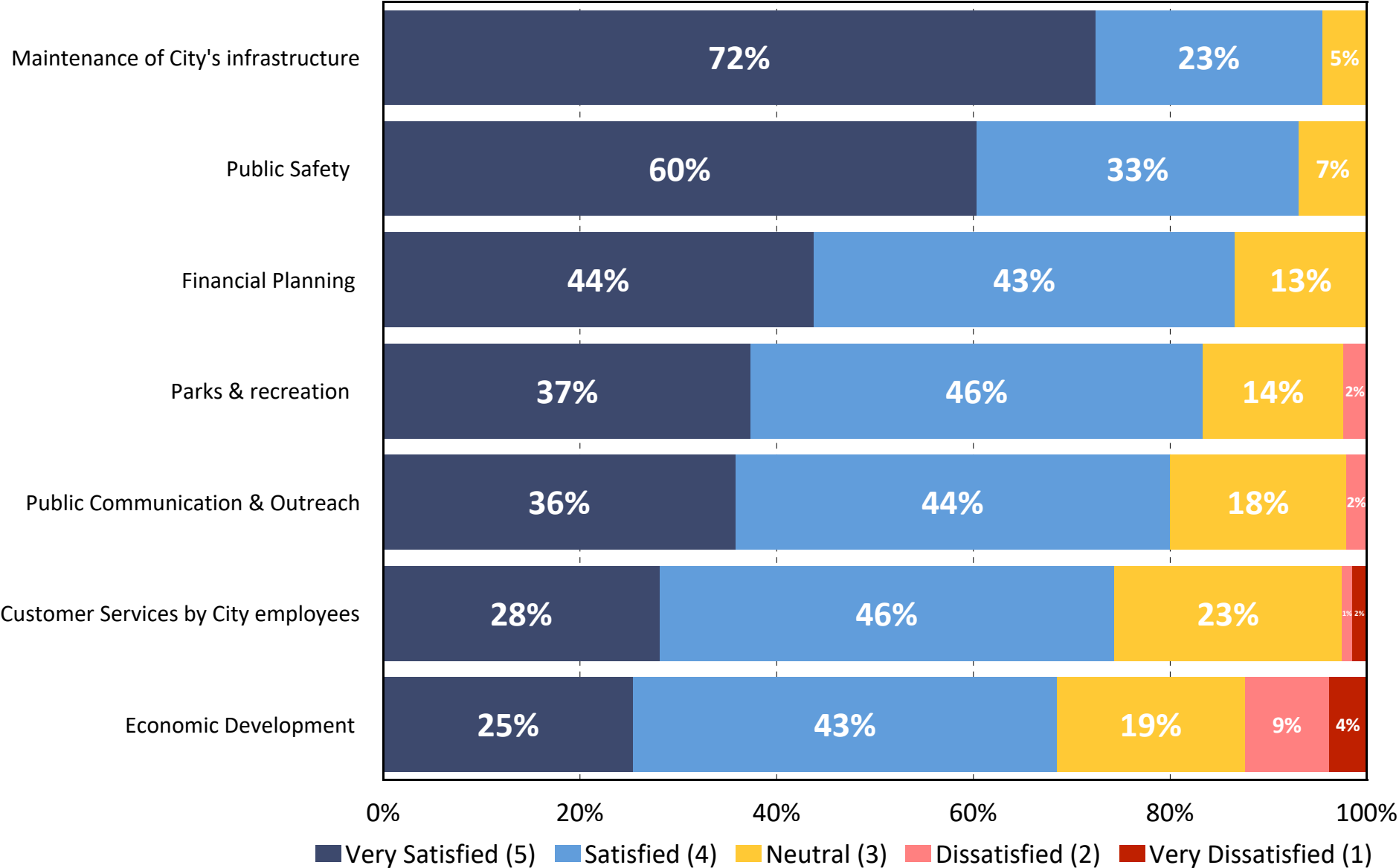
# Q27. Overall satisfaction with the City's court services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



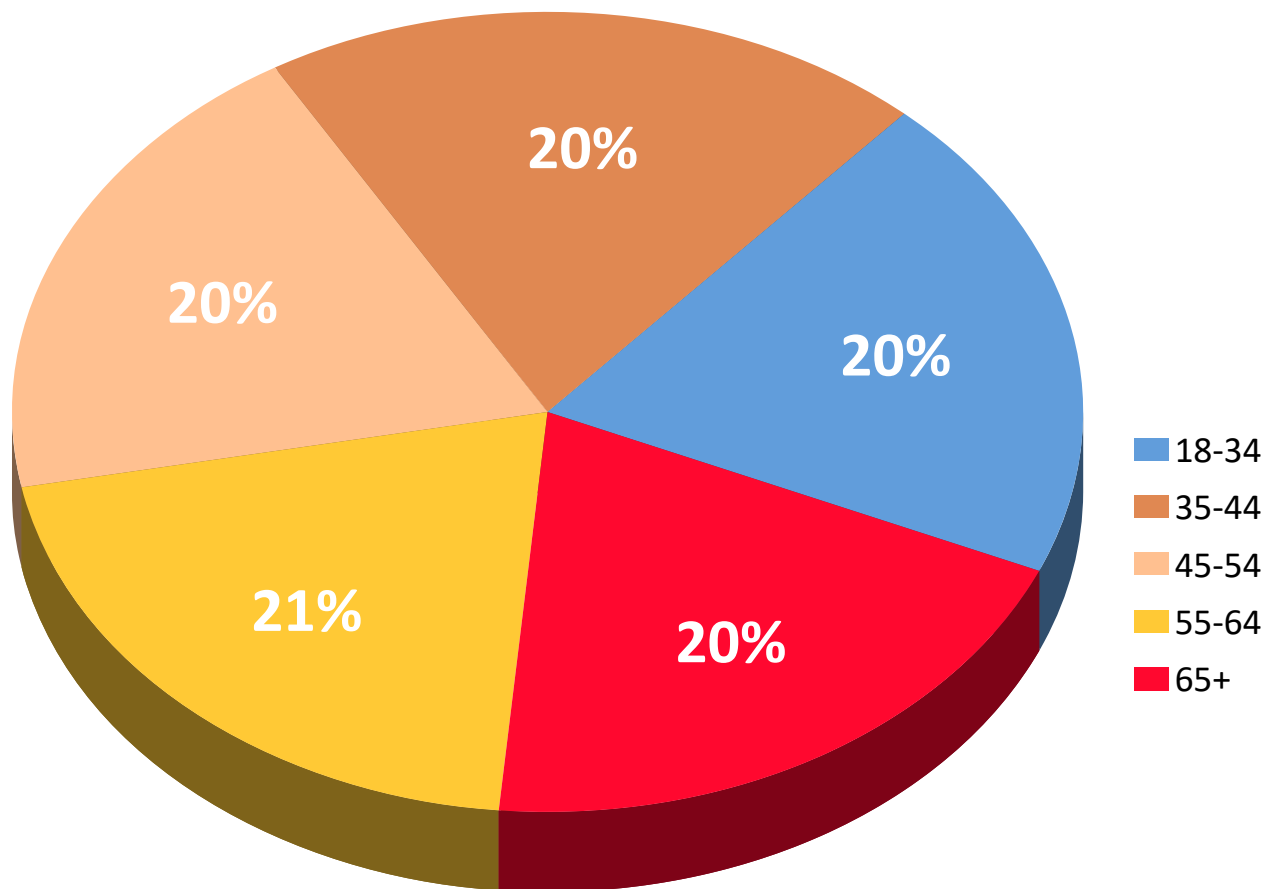
# Q28. Residents opinion on where tax dollars should be allocated.

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Q29. What is your age?

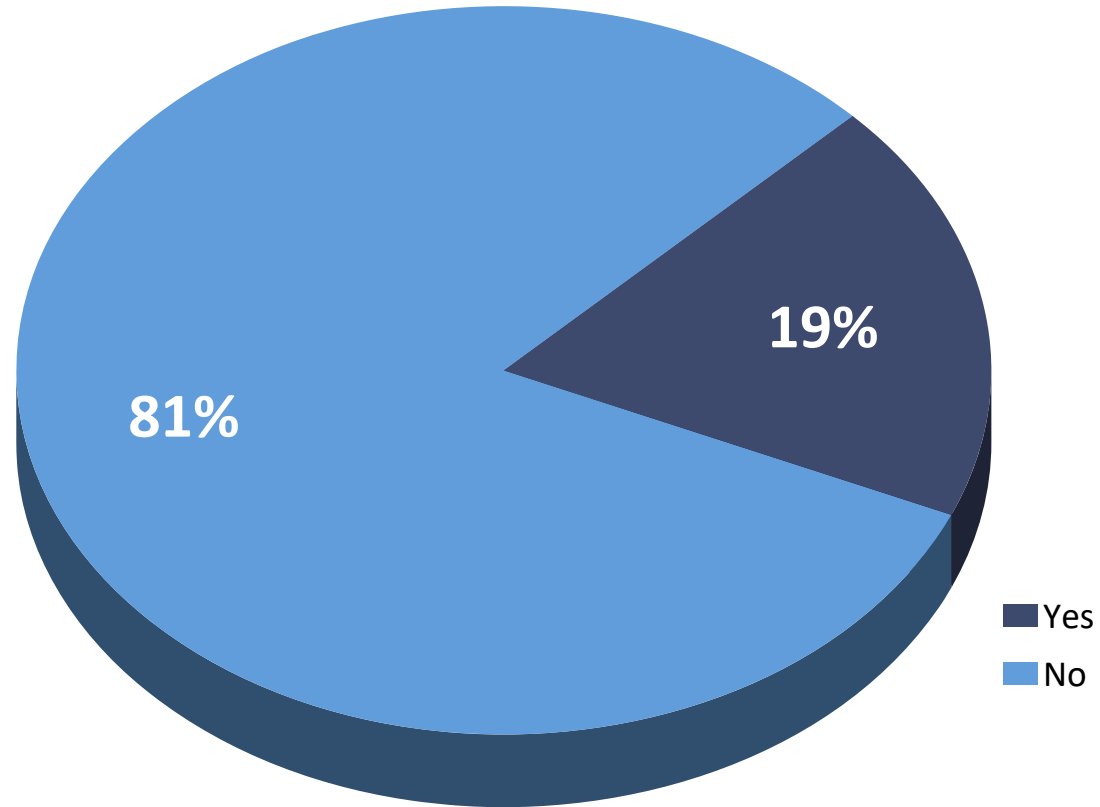
by percentage of respondents





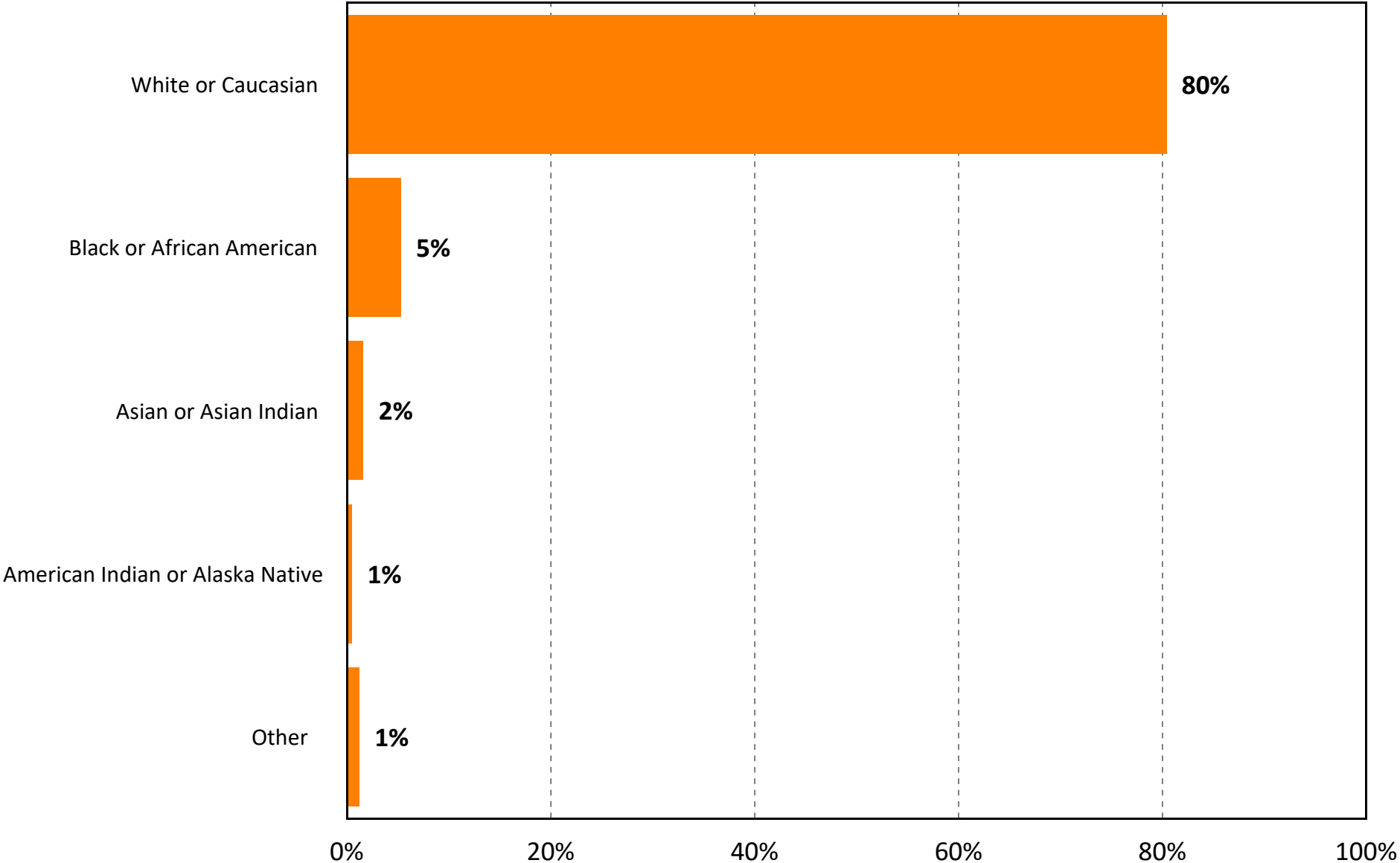
# 30. Are you Spanish, Hispanic, or Latino Heritage:

by percentage of respondents



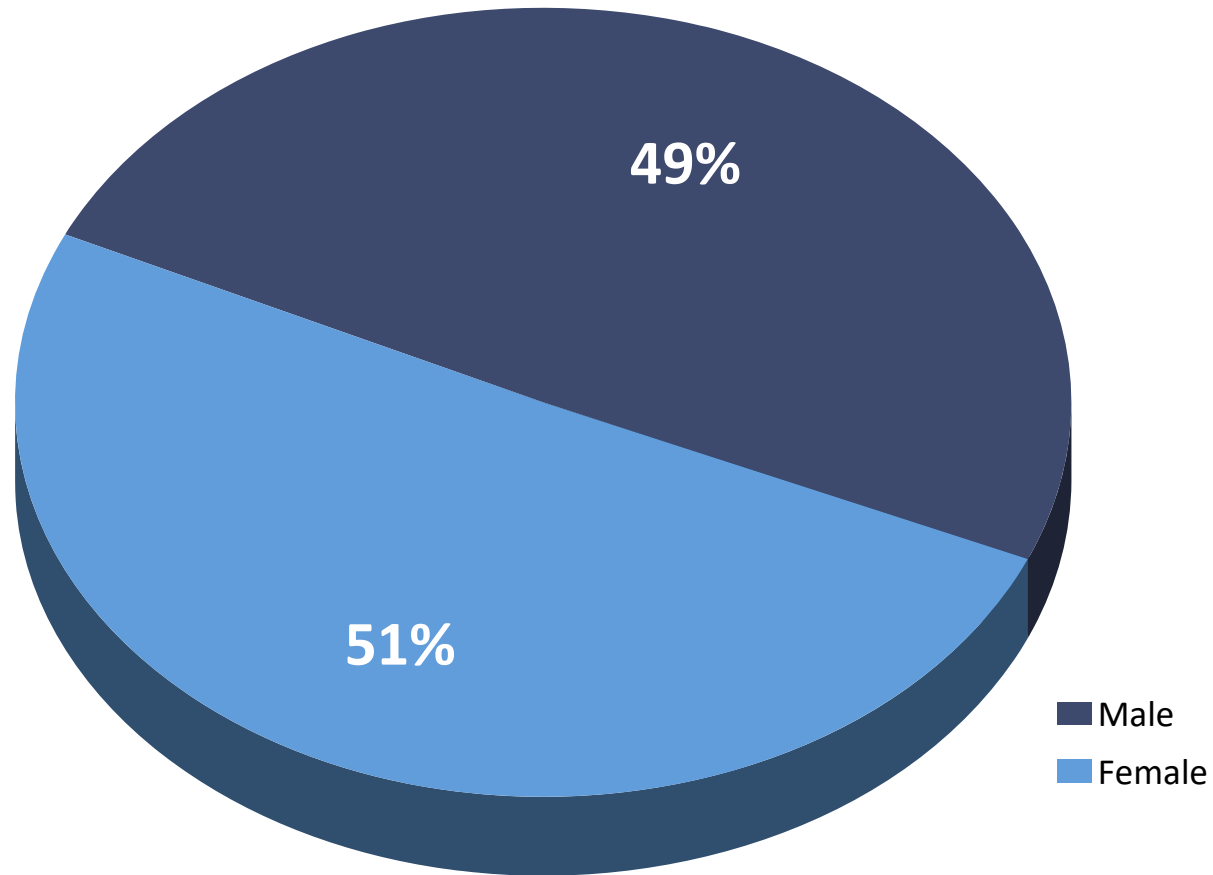
# Q31. Which of the following describes your race/ethnicity

by percentage of respondents (multiple selections could be made)



## Q32. What is your gender

by percentage of respondents

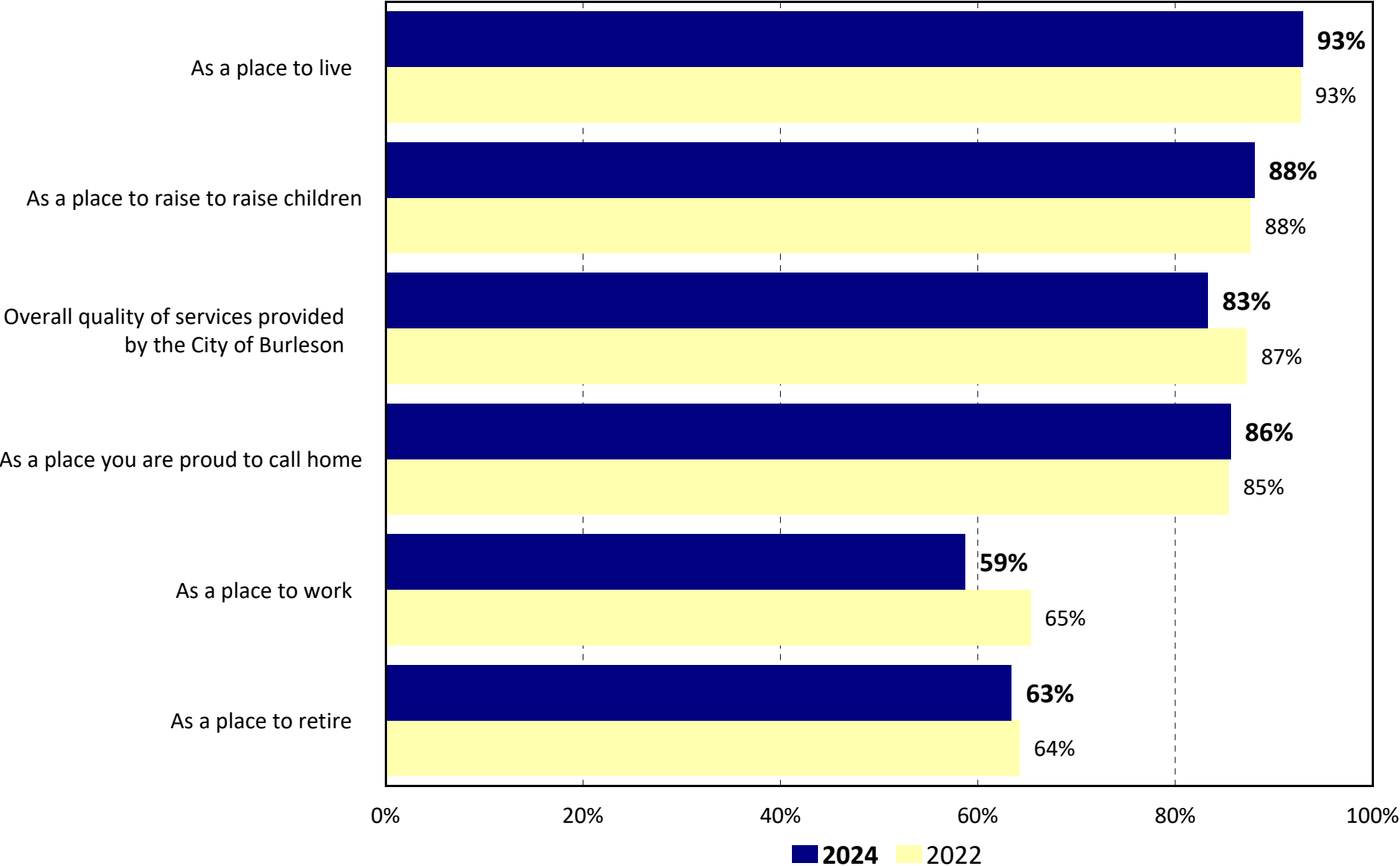




# 2 Trends 2022 - 2024

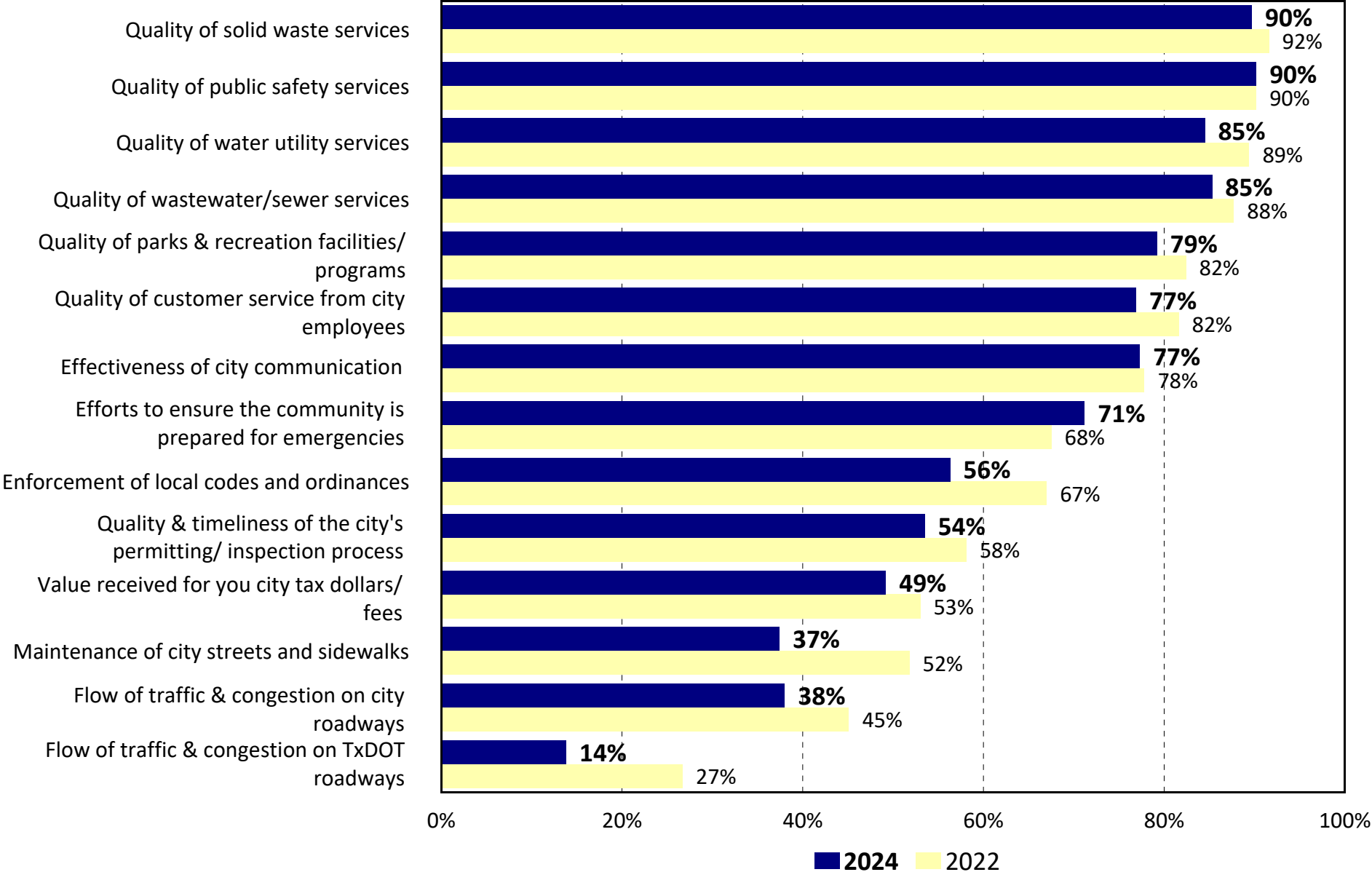
# Trends: Overall Ratings of satisfaction with the City of Burleson: 2022 vs. 2024

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



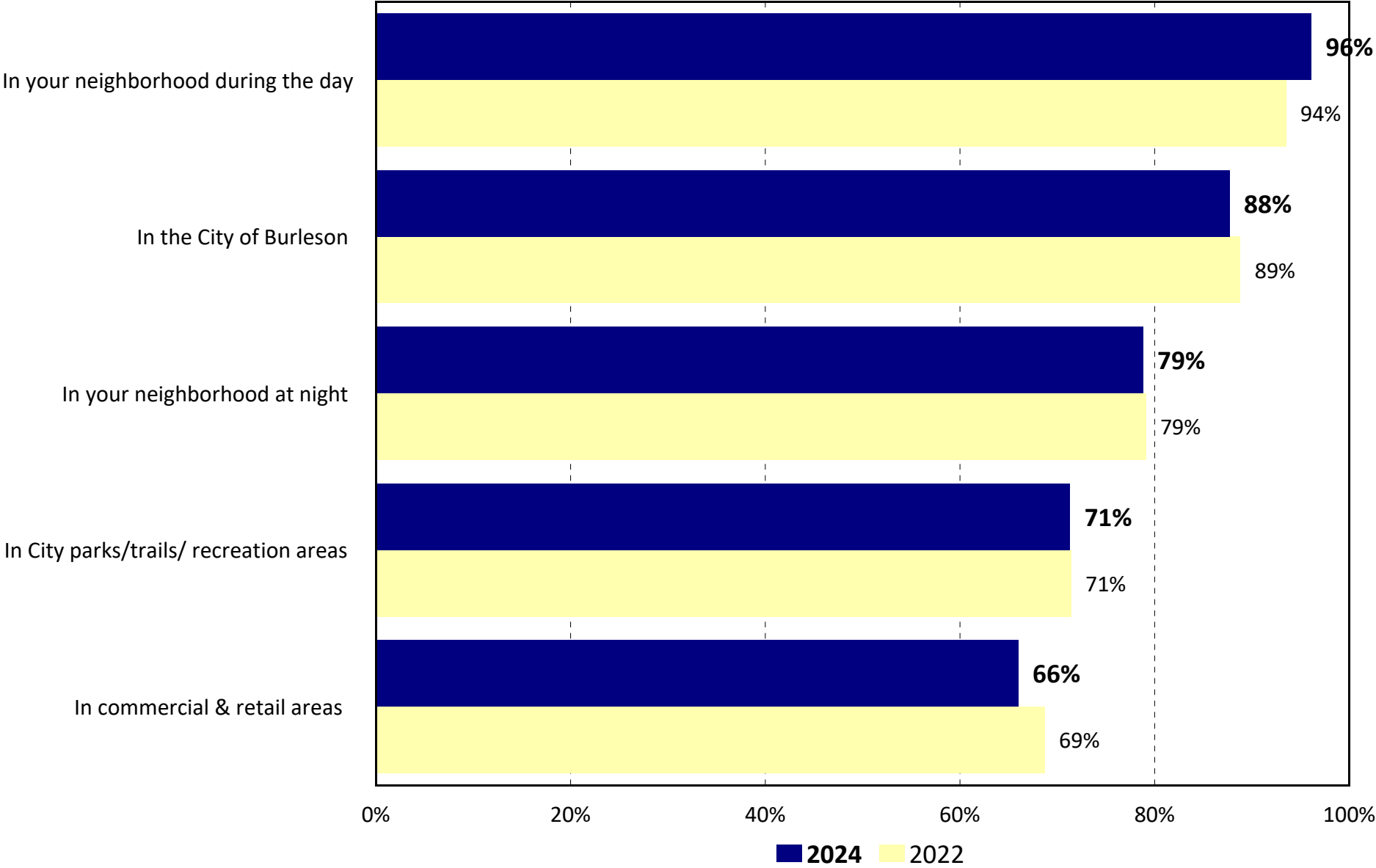
# Trends: Overall Satisfaction of the City's Major services 2022 vs. 2024

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



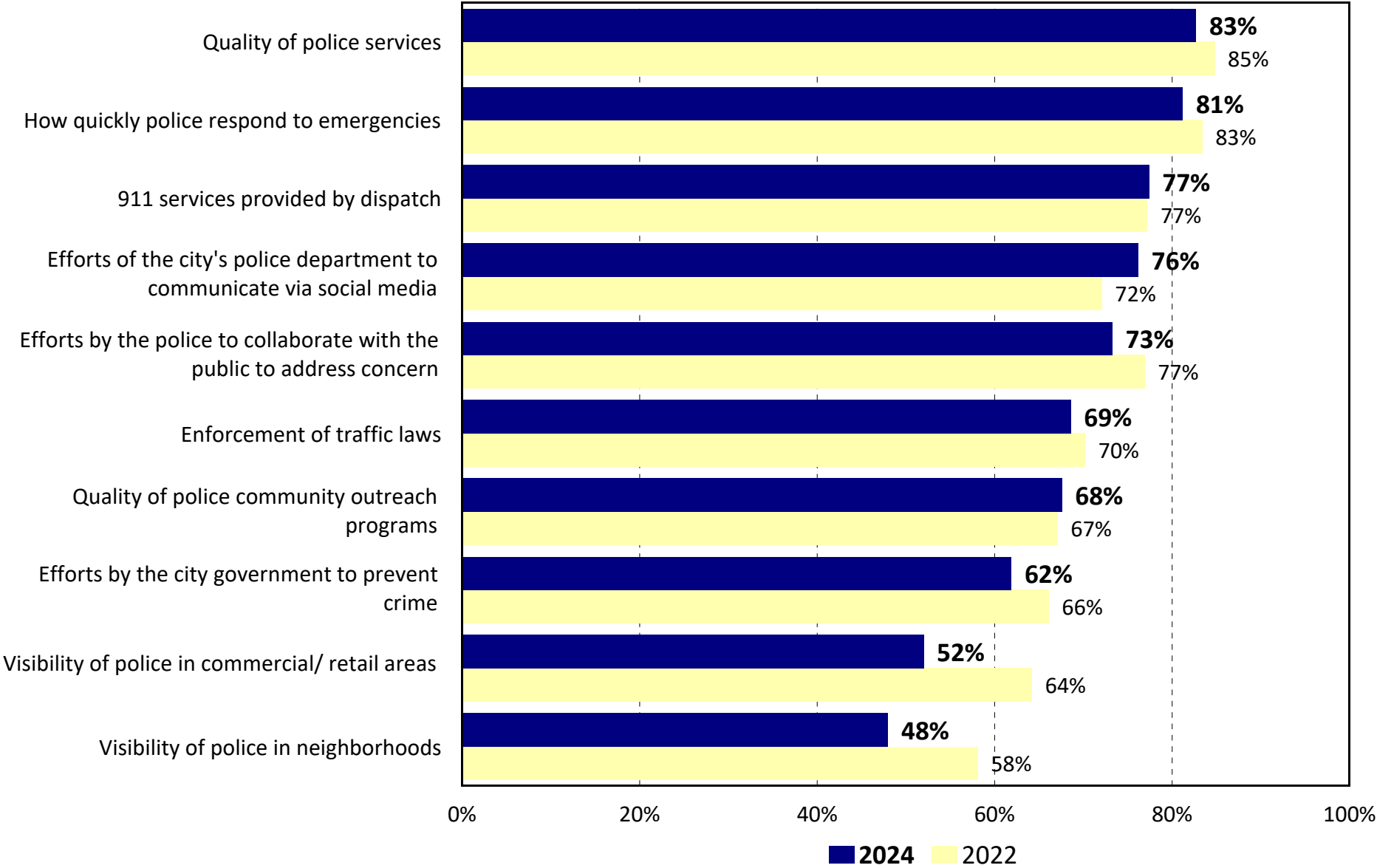
# Trends: Overall feeling of Safety in the city of Burleson **2022 vs. 2024**

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Trends: Satisfaction with Police services 2022 vs. 2024

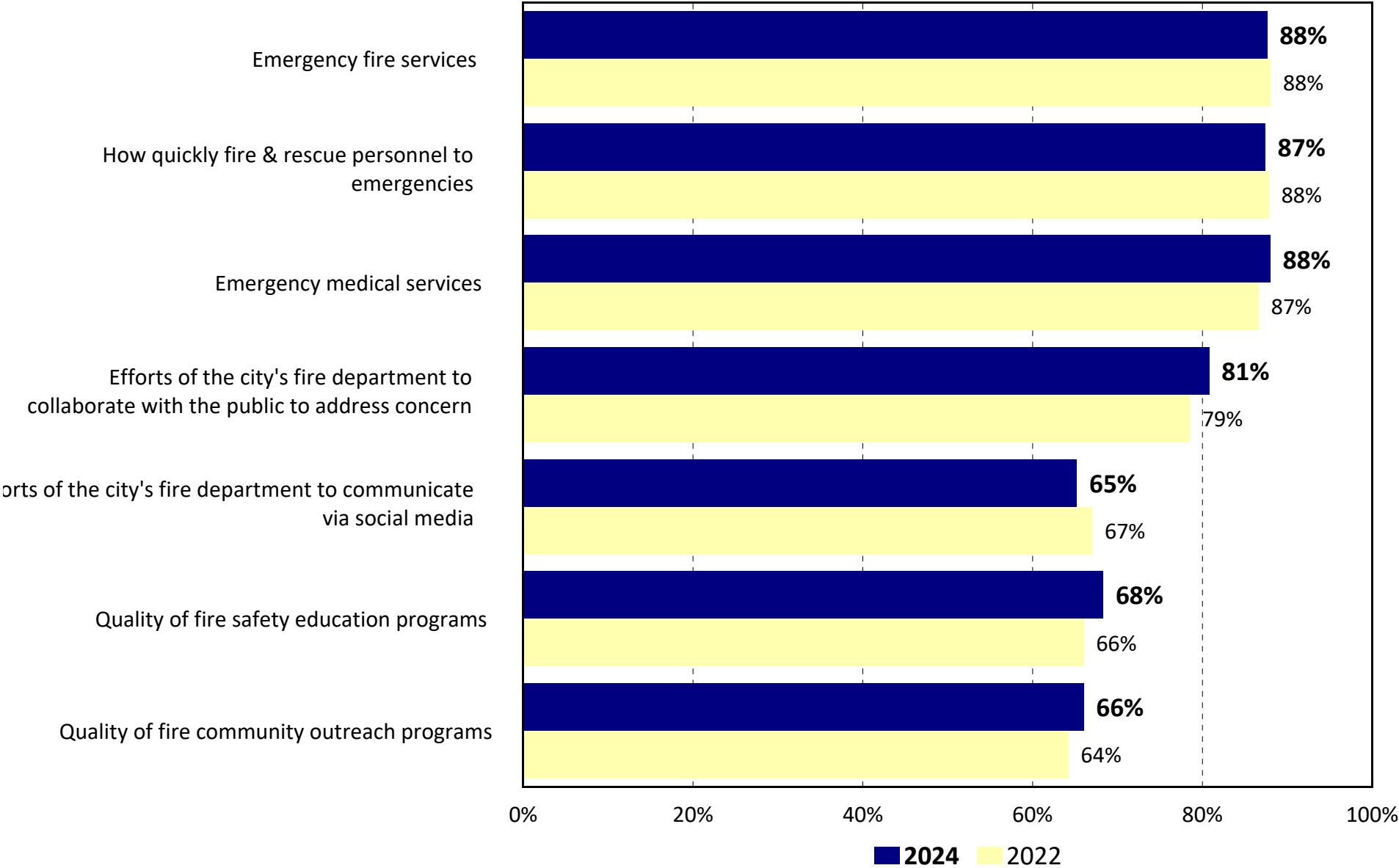
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")





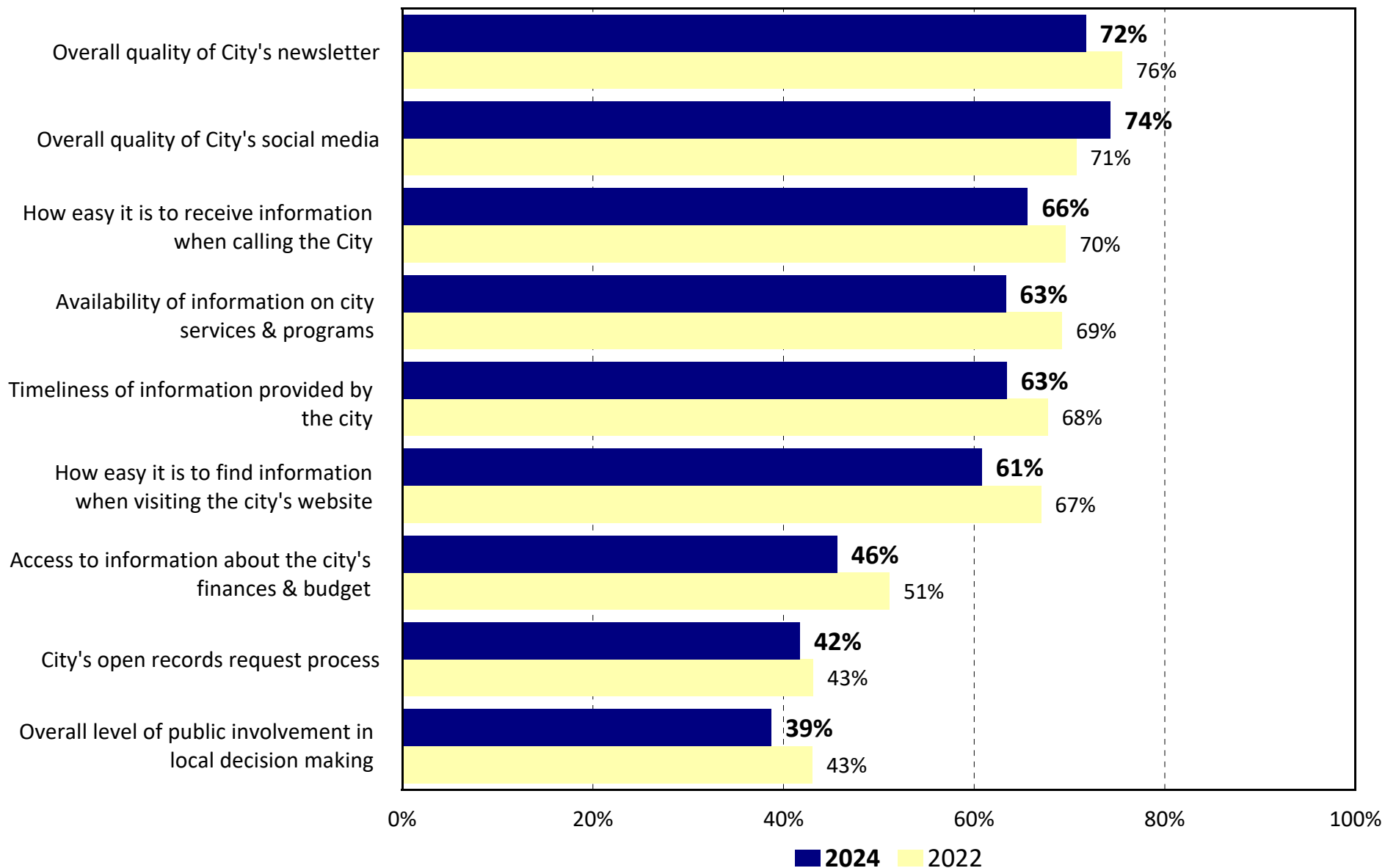
# Trends: Satisfaction with Fire services 2022 vs. 2024

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



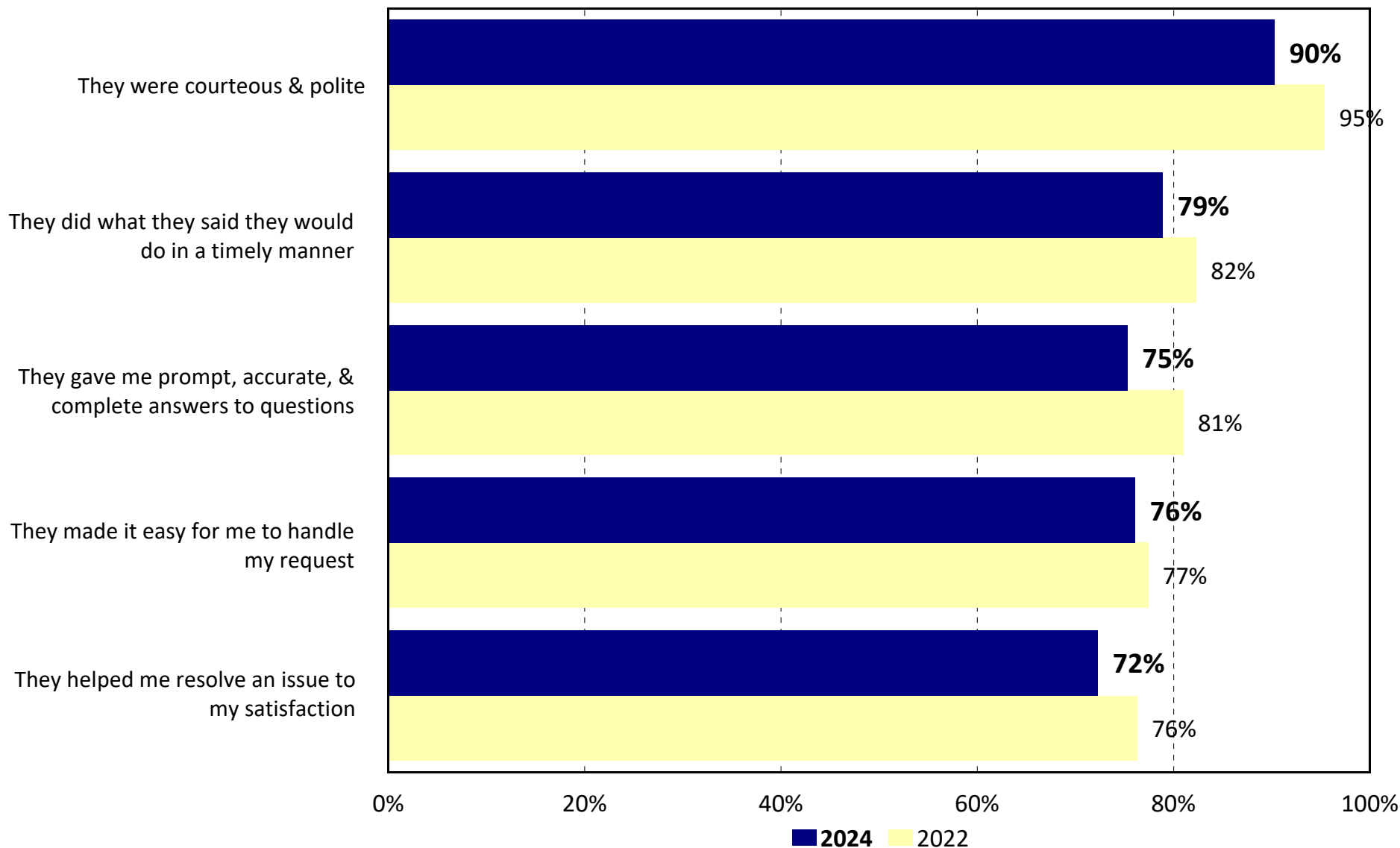
# Trends: Satisfaction with the City's Communication 2022 vs. 2024

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



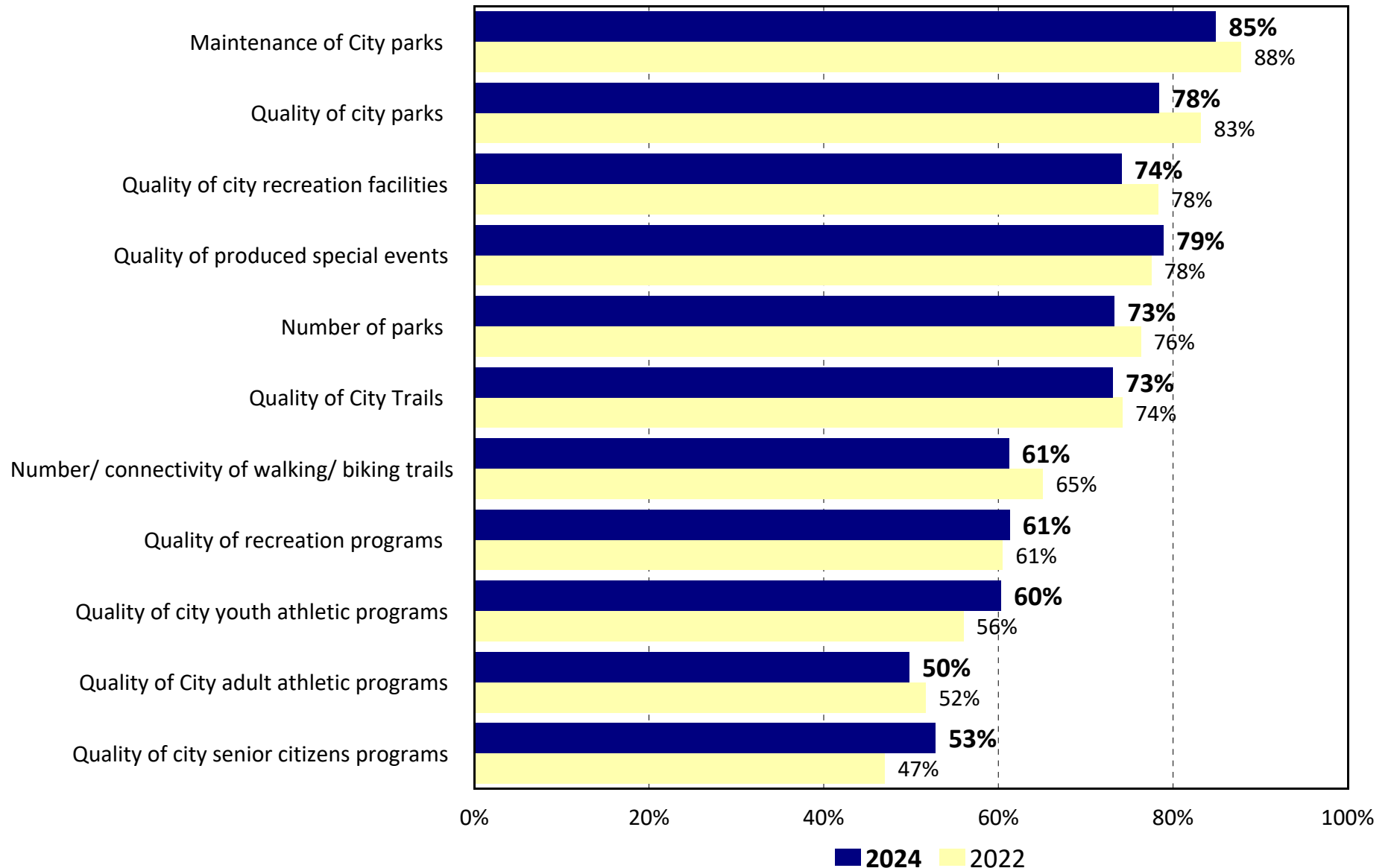
# Trends: City employees frequency & quality of communication 2022 vs. 2024

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



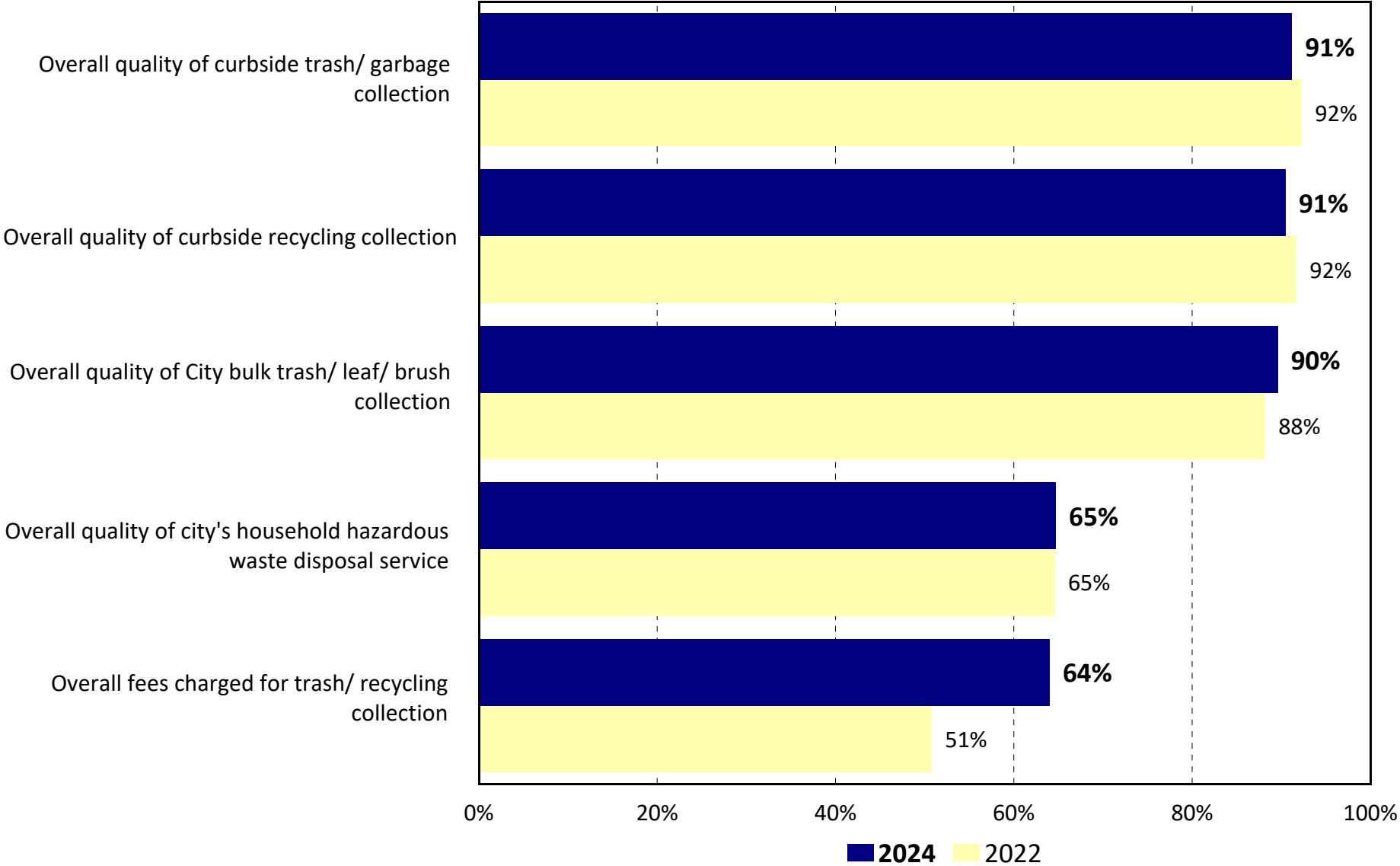
# Trends: Satisfaction with the city's Parks & Recreation 2022 vs. 2024

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



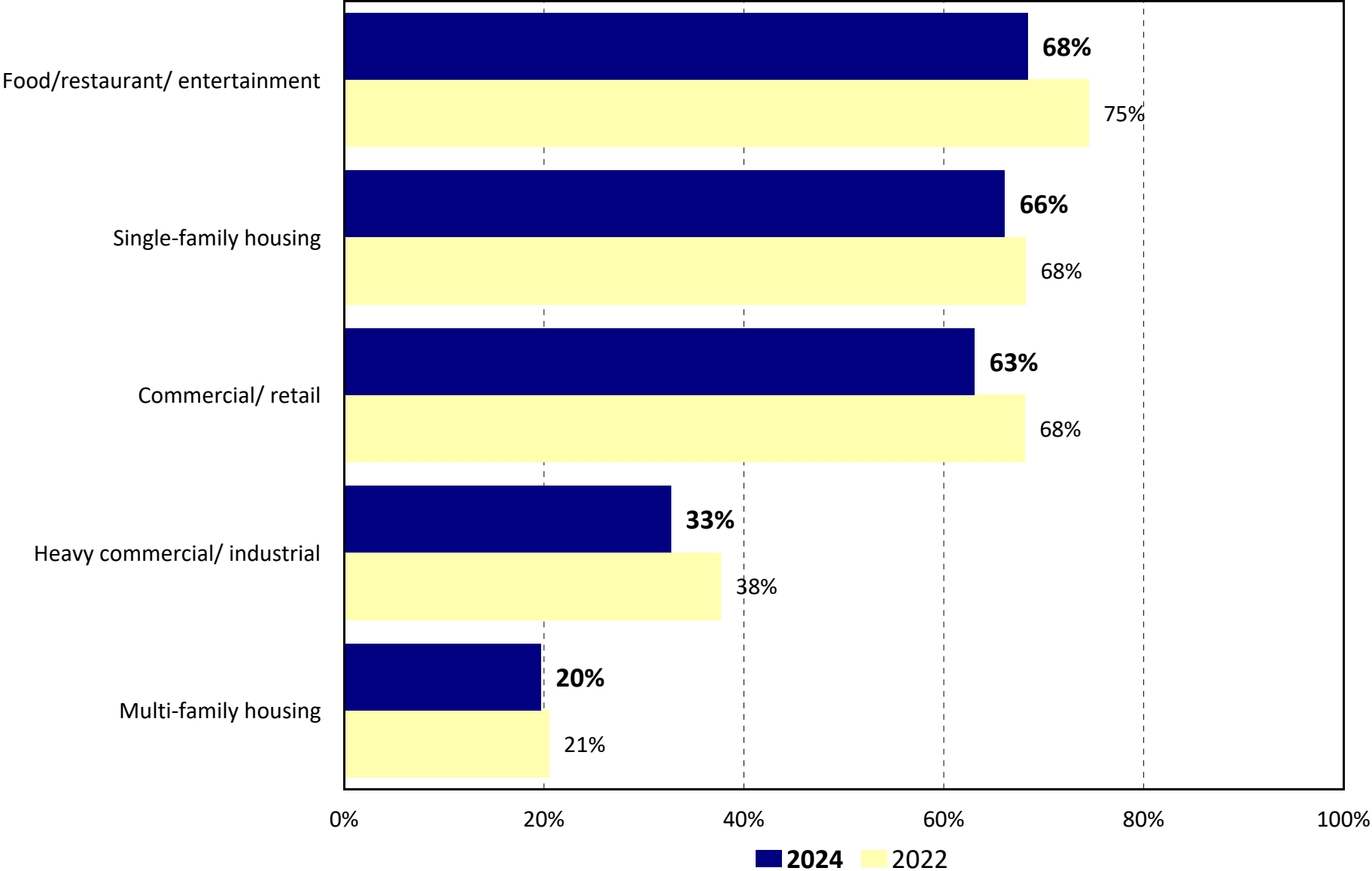
# Trends: Satisfaction with the city's refuse collection **2022 vs. 2024**

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



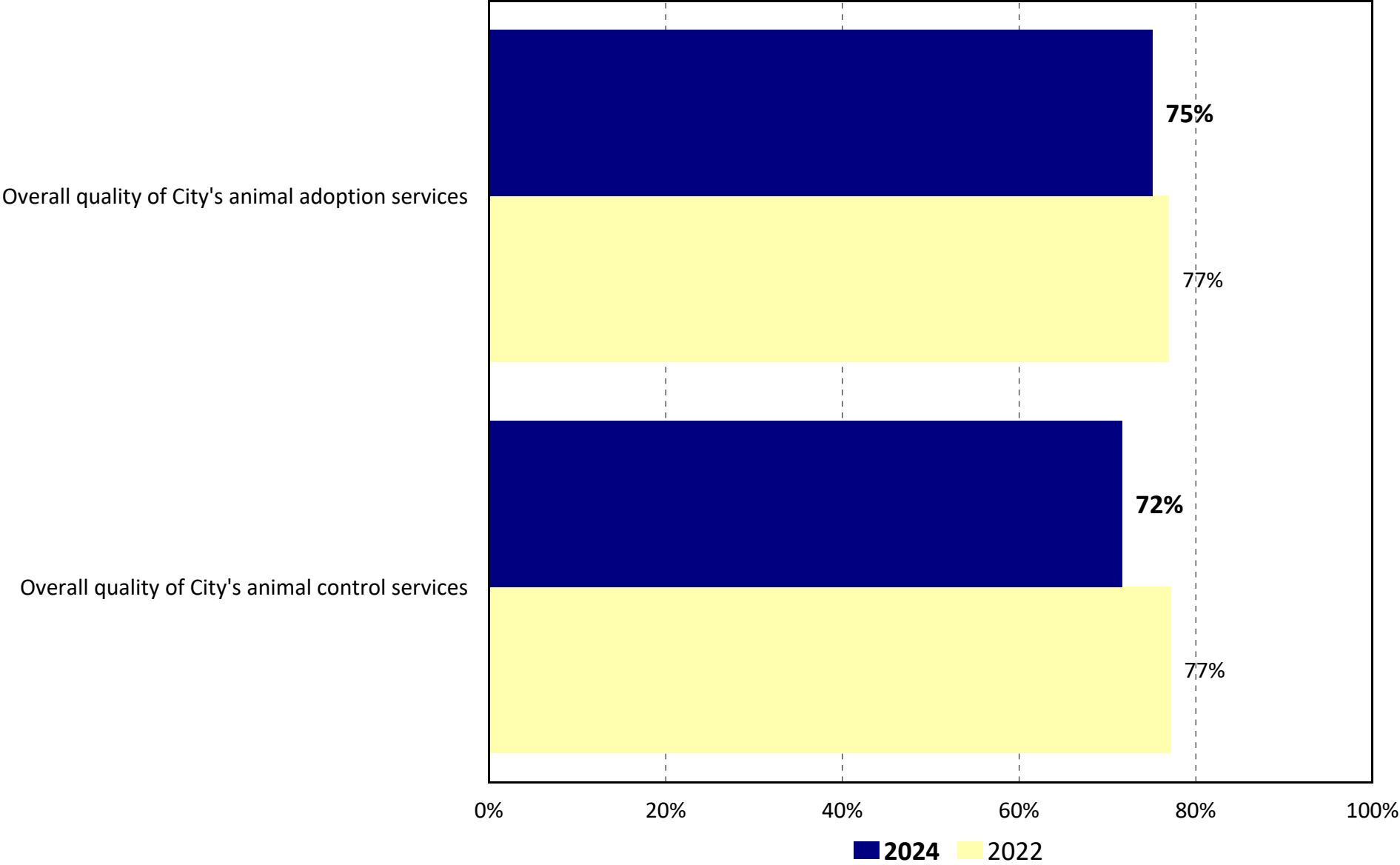
# Trends: Satisfaction with the city's Economic development and Development Services 2022 vs. 2024

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



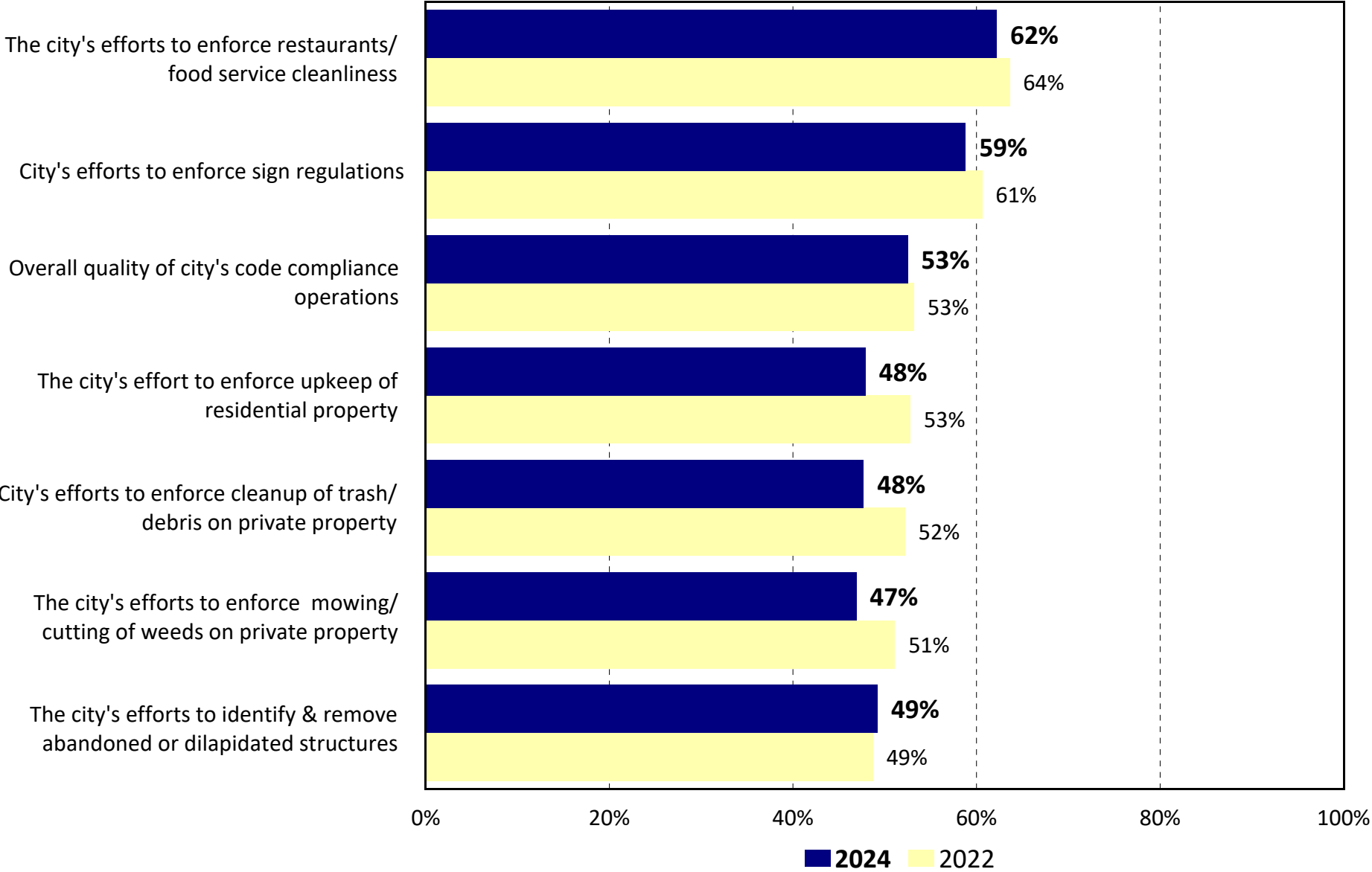
# Trends: Satisfaction with the city's Animal Services **2022 vs. 2024**

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Trends: Satisfaction with the city's City Codes 2022 vs. 2024

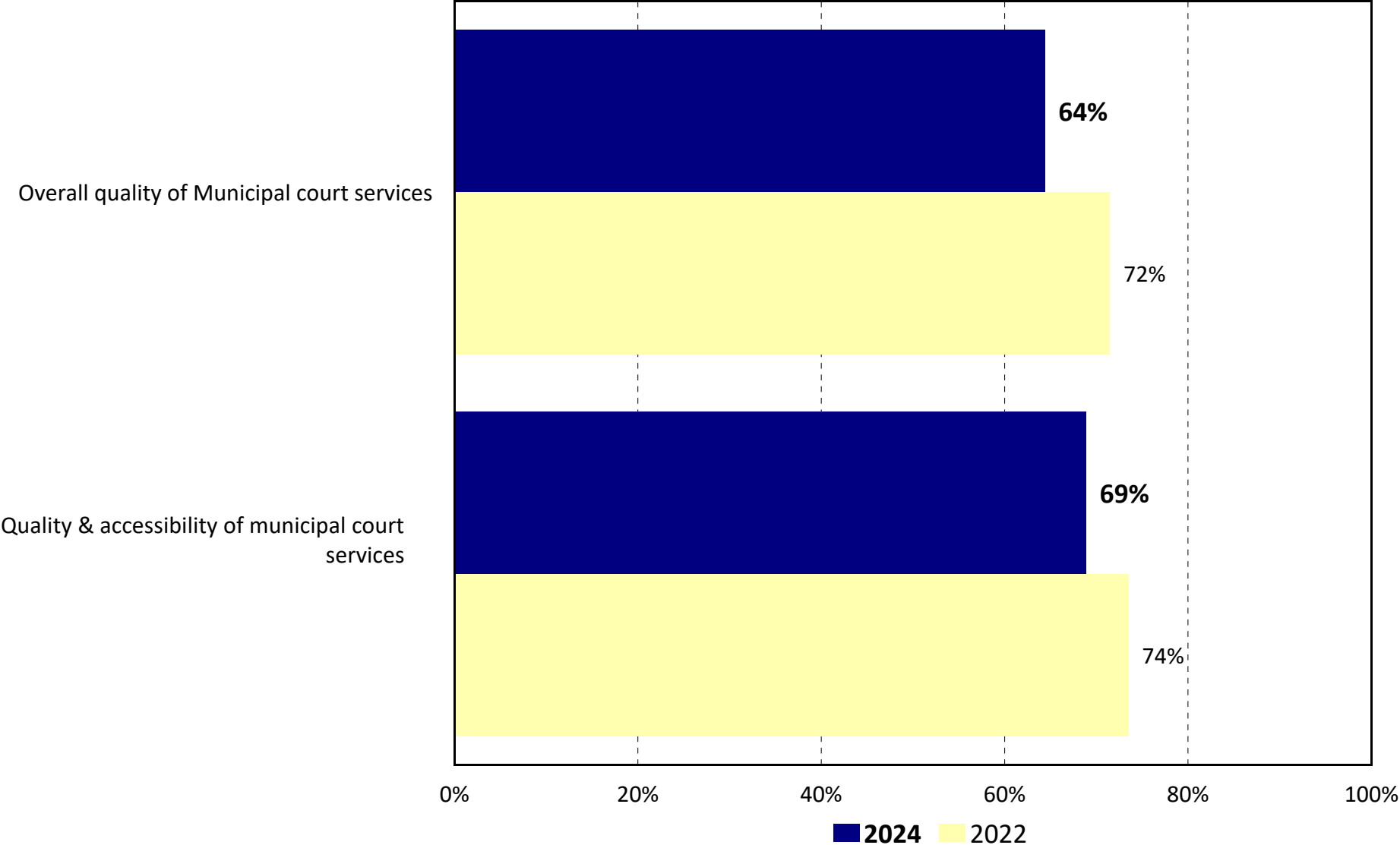
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")





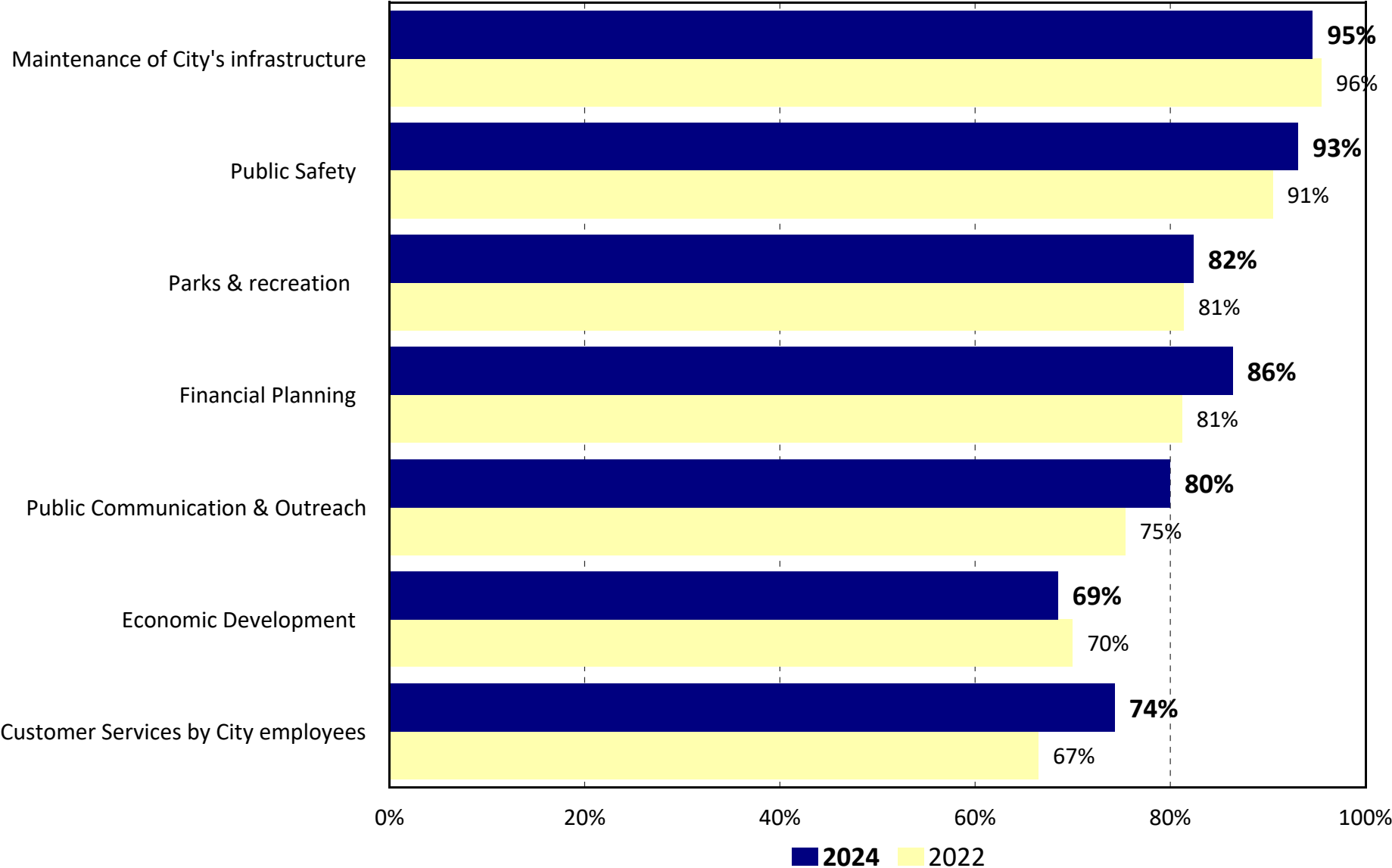
# Trends: Satisfaction with the city's court services **2022 vs. 2024**

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Trends: Residents opinion of where to allocate tax funds 2022 vs. 2024

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")





# 3 Benchmark Analysis

## Overview

ETC Institute's *DirectionFinder*<sup>®</sup> 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 summer of 2023 to a random sample of more than 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 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*<sup>®</sup> survey during the summer of 2023. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during summer of 2023.

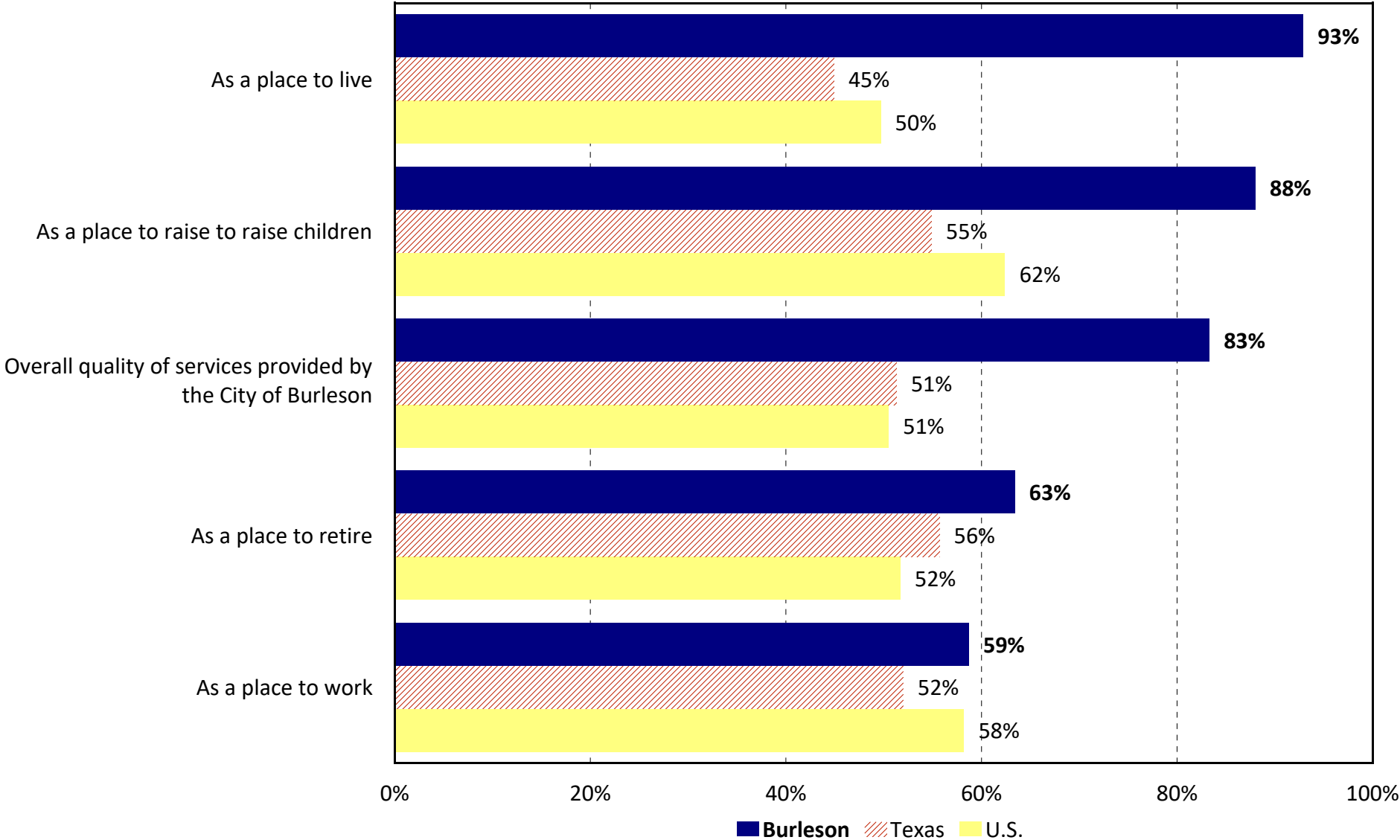
# National Benchmarks

**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.

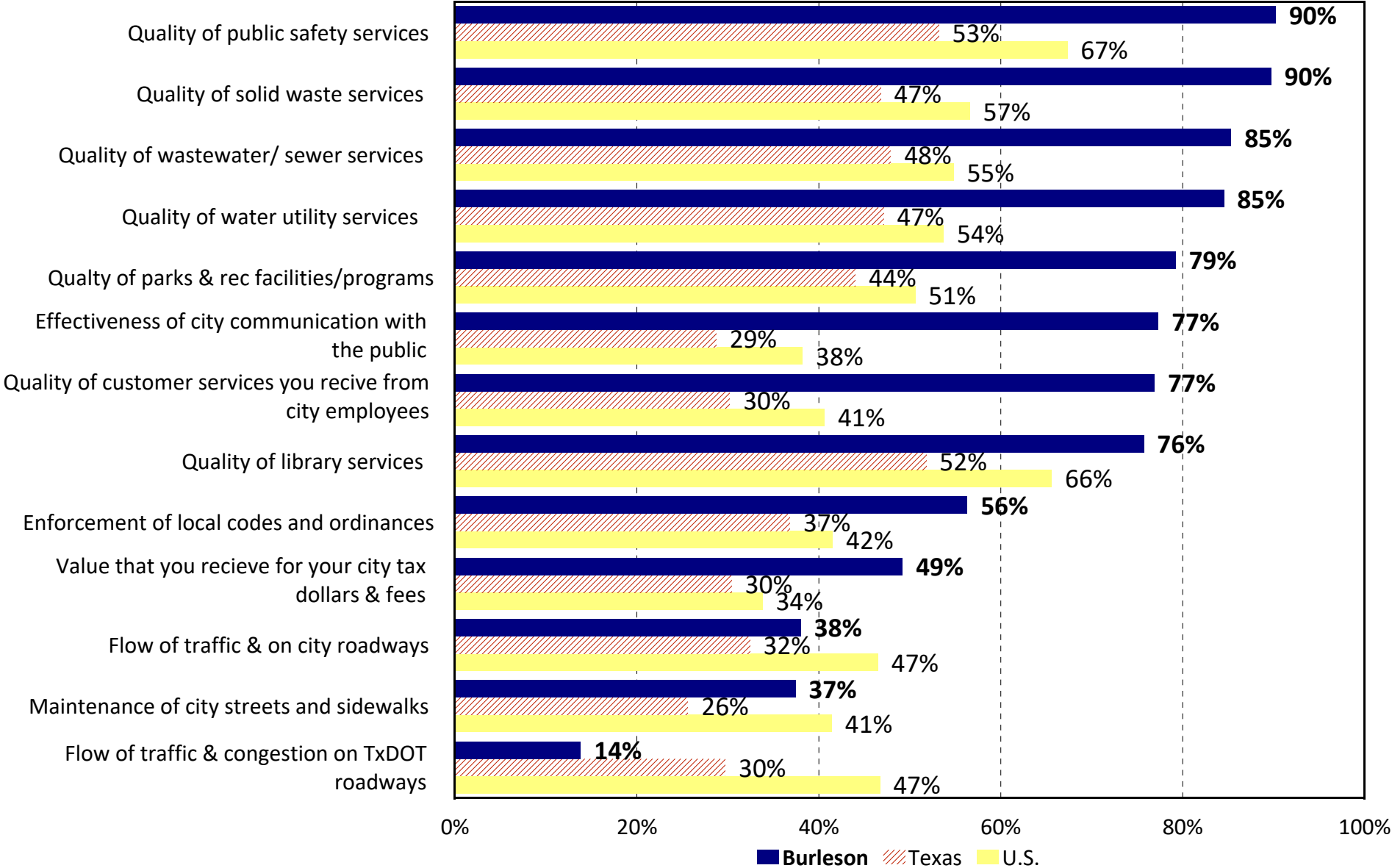
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)



# Satisfaction with Major Categories of Services

## ***Burleson vs. Texas vs. the U.S.***

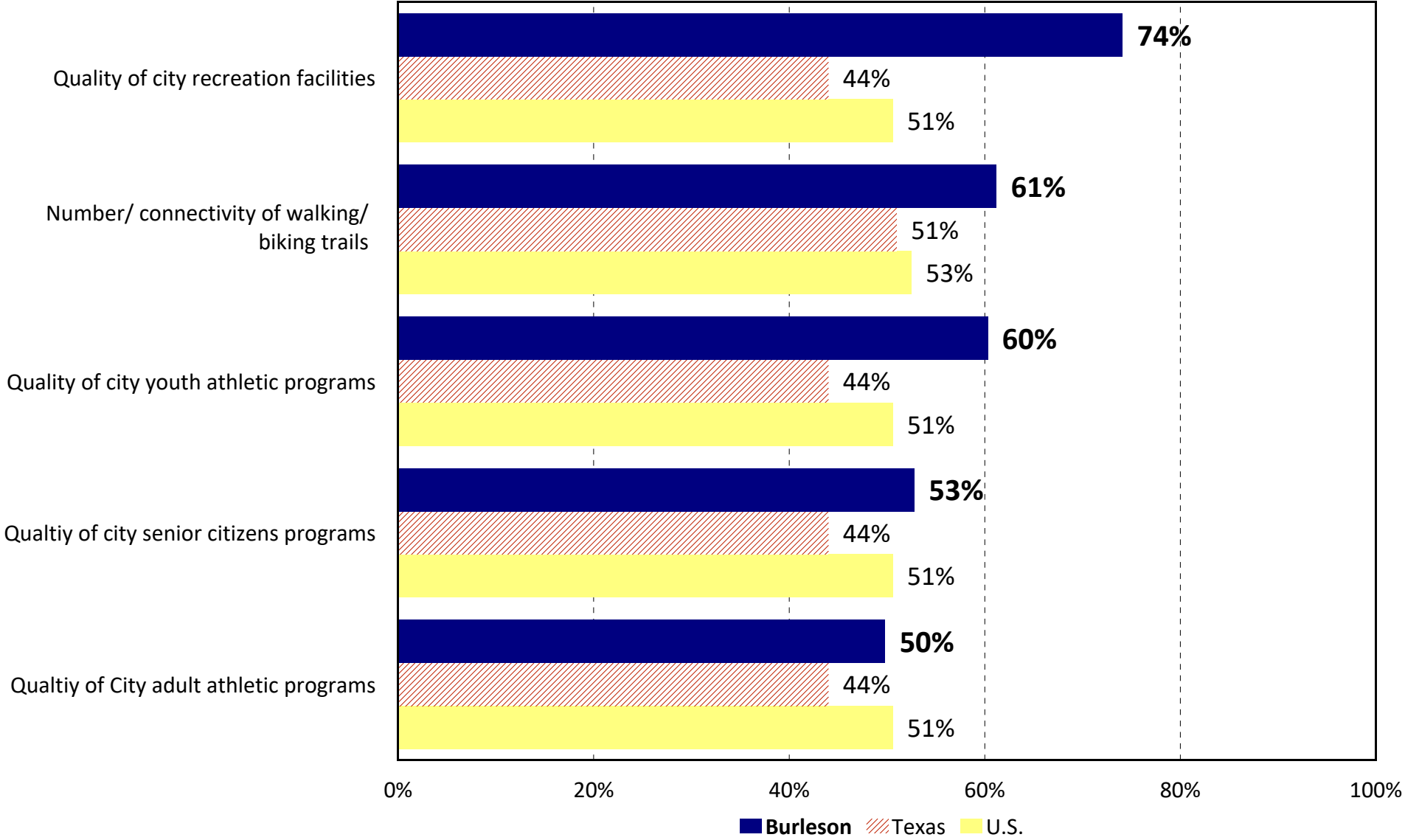
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# 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)

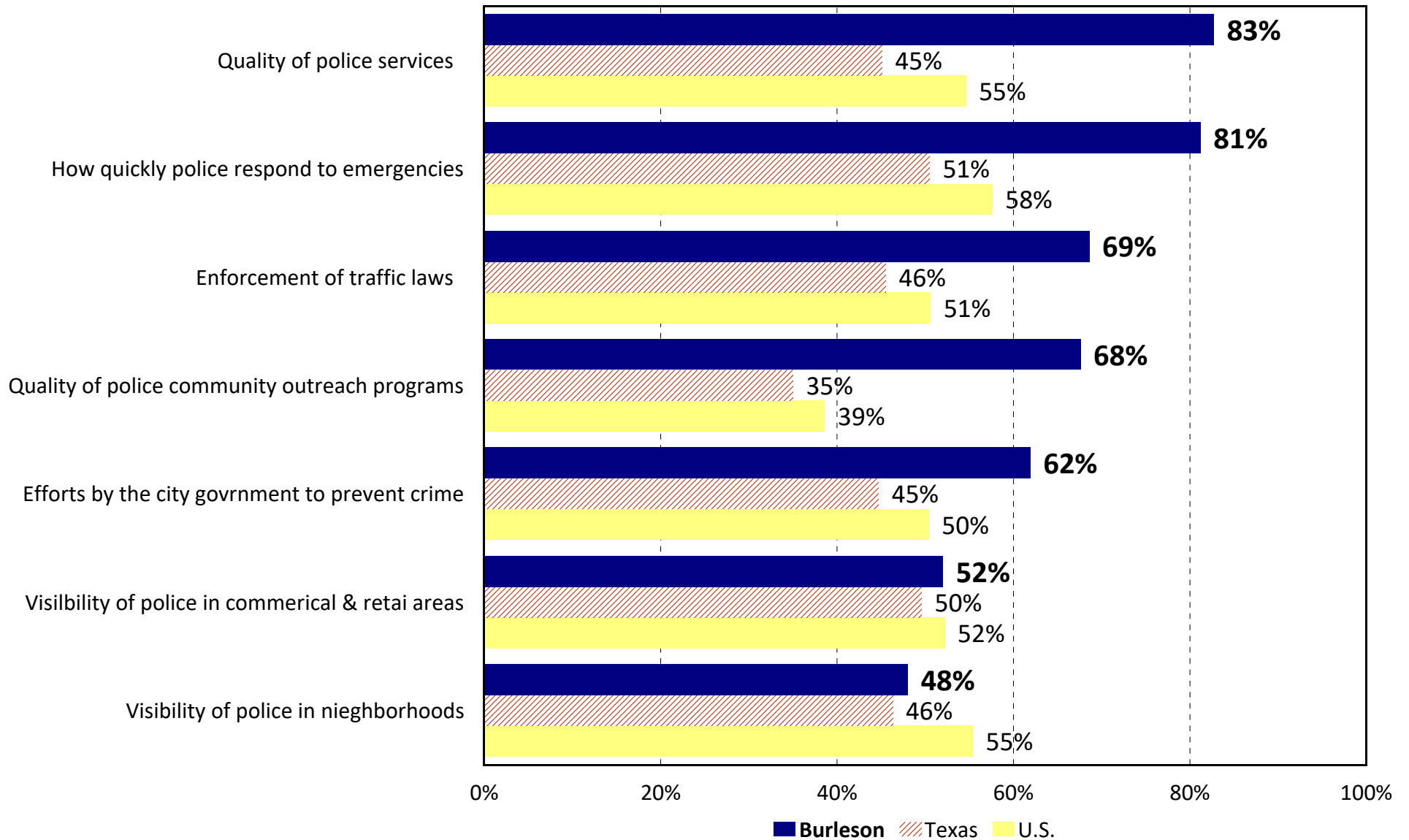




# Satisfaction with Police Services

## Burleson vs. Texas vs. the U.S.

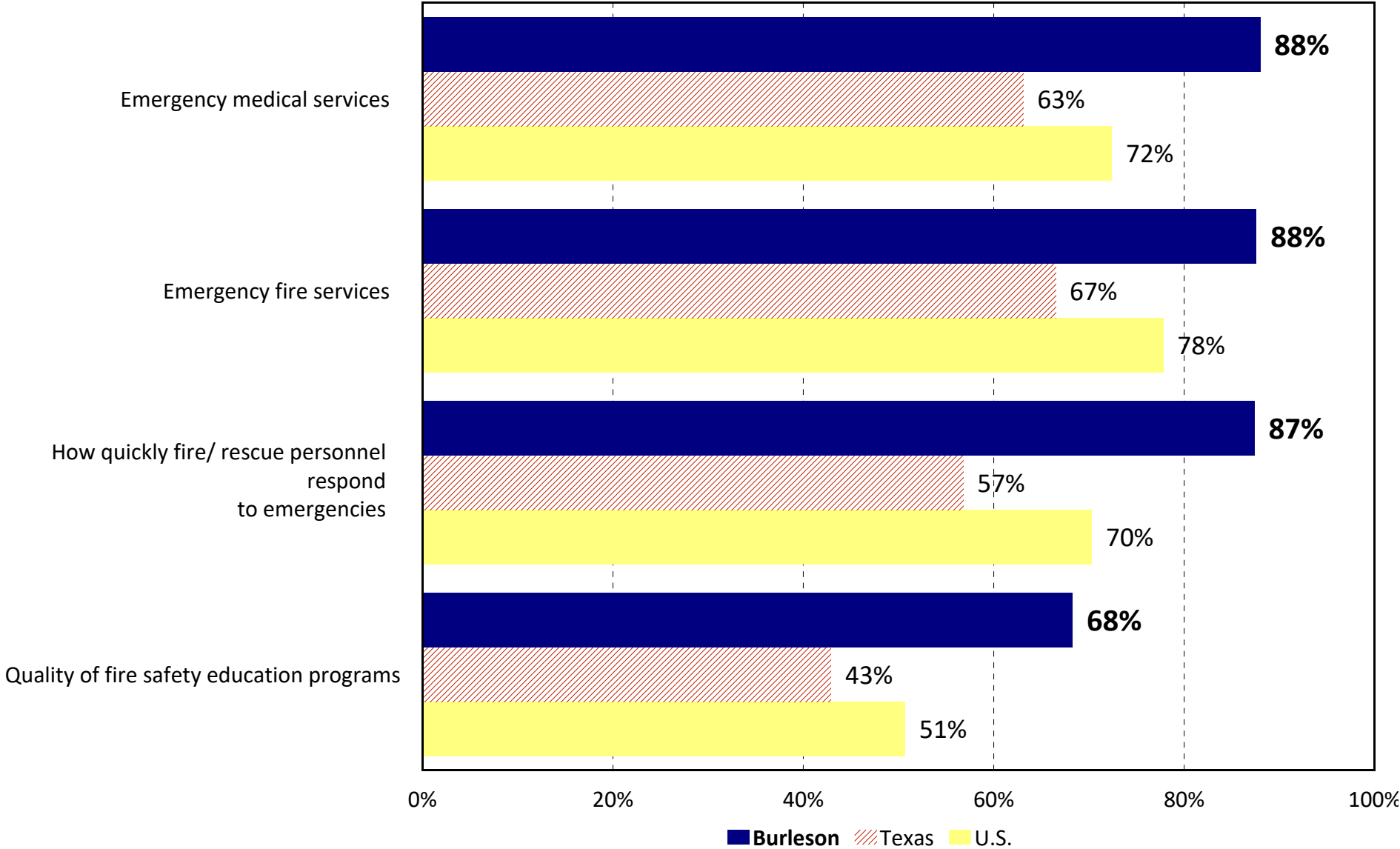
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction with Fire Services

## Burleson vs. Texas vs. the U.S.

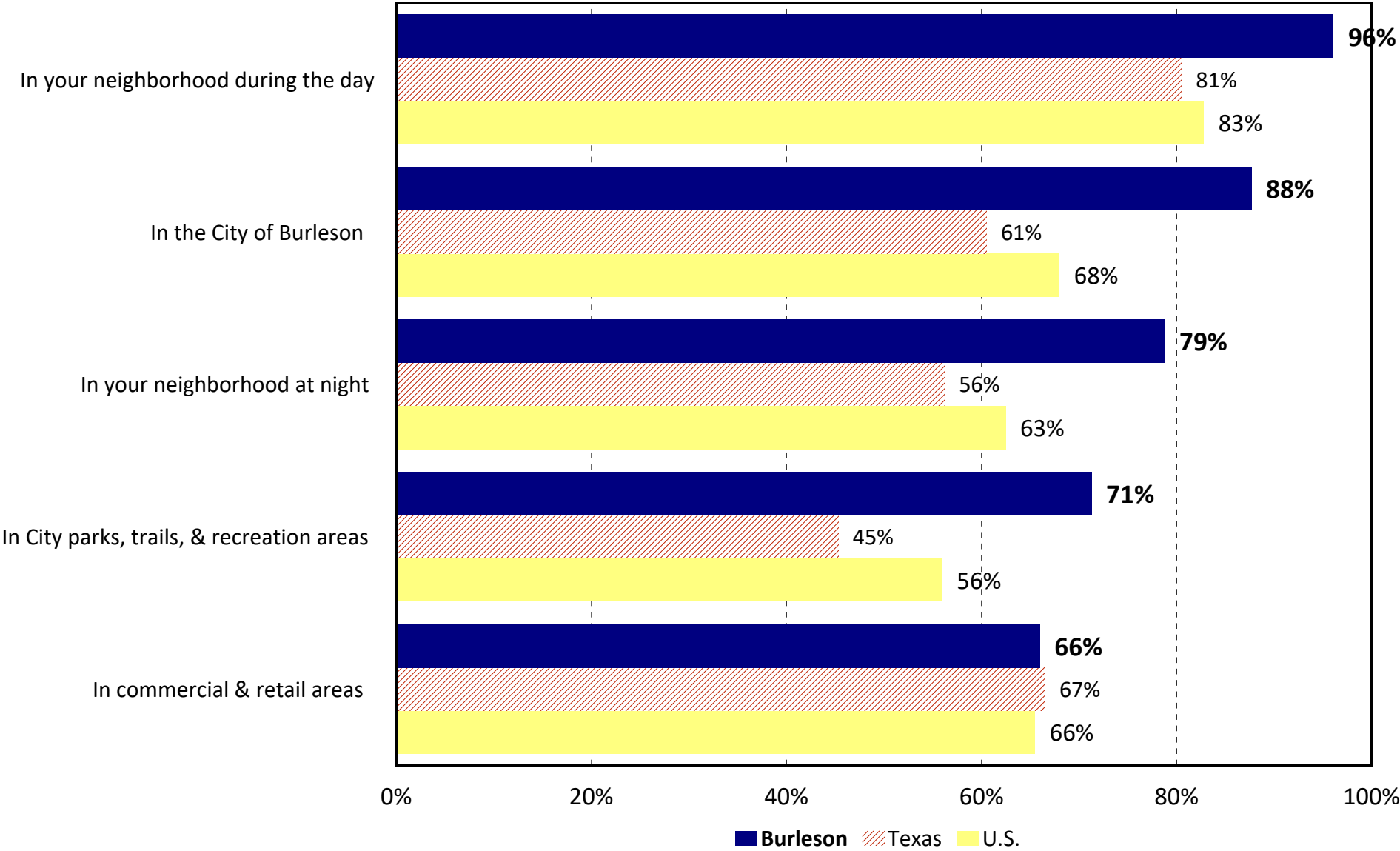
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Perceptions of Safety in the City

## Burleson vs. Texas vs. the U.S.

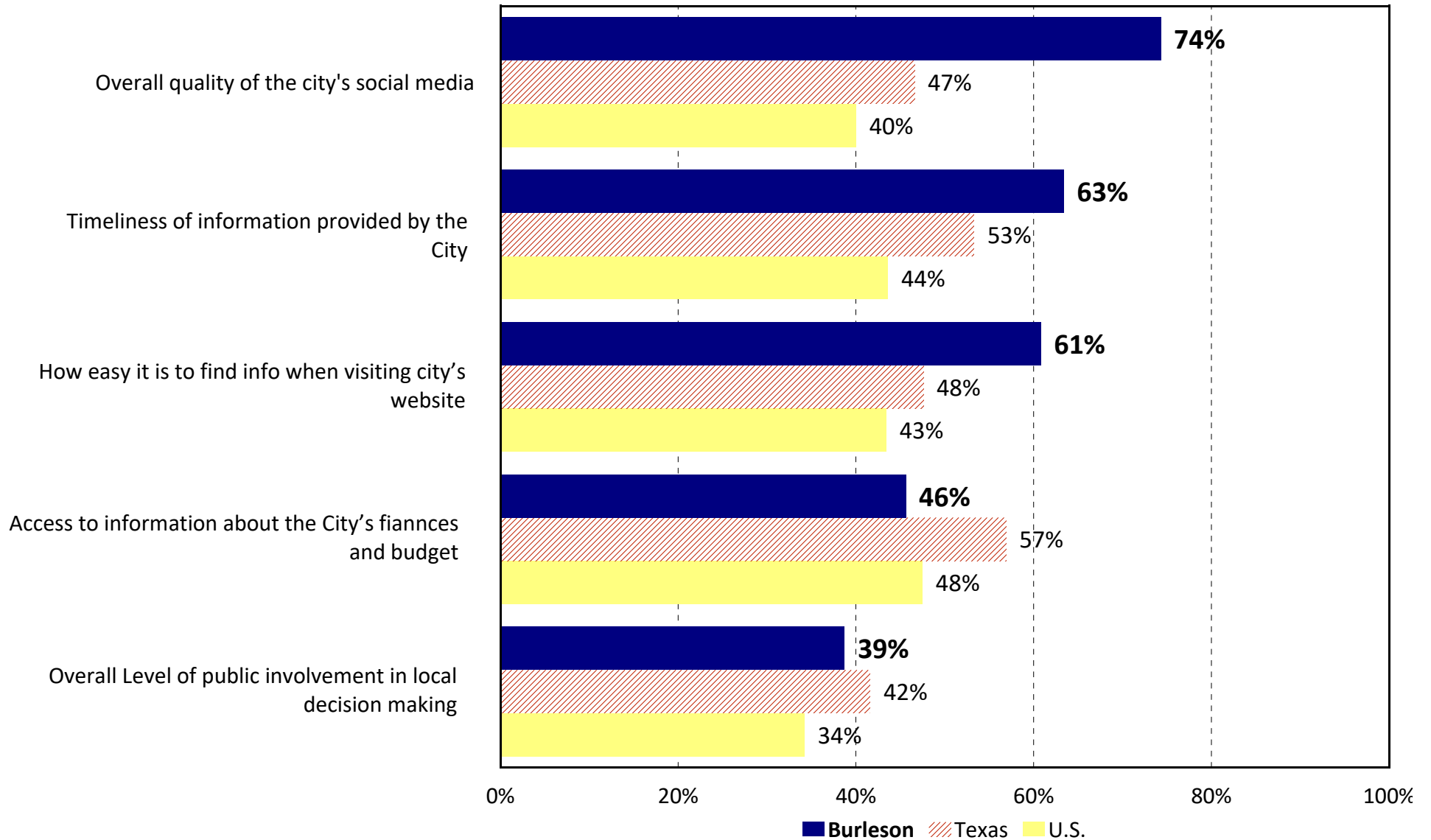
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



# Satisfaction with City Communication

## Burleson vs. Texas vs. the U.S.

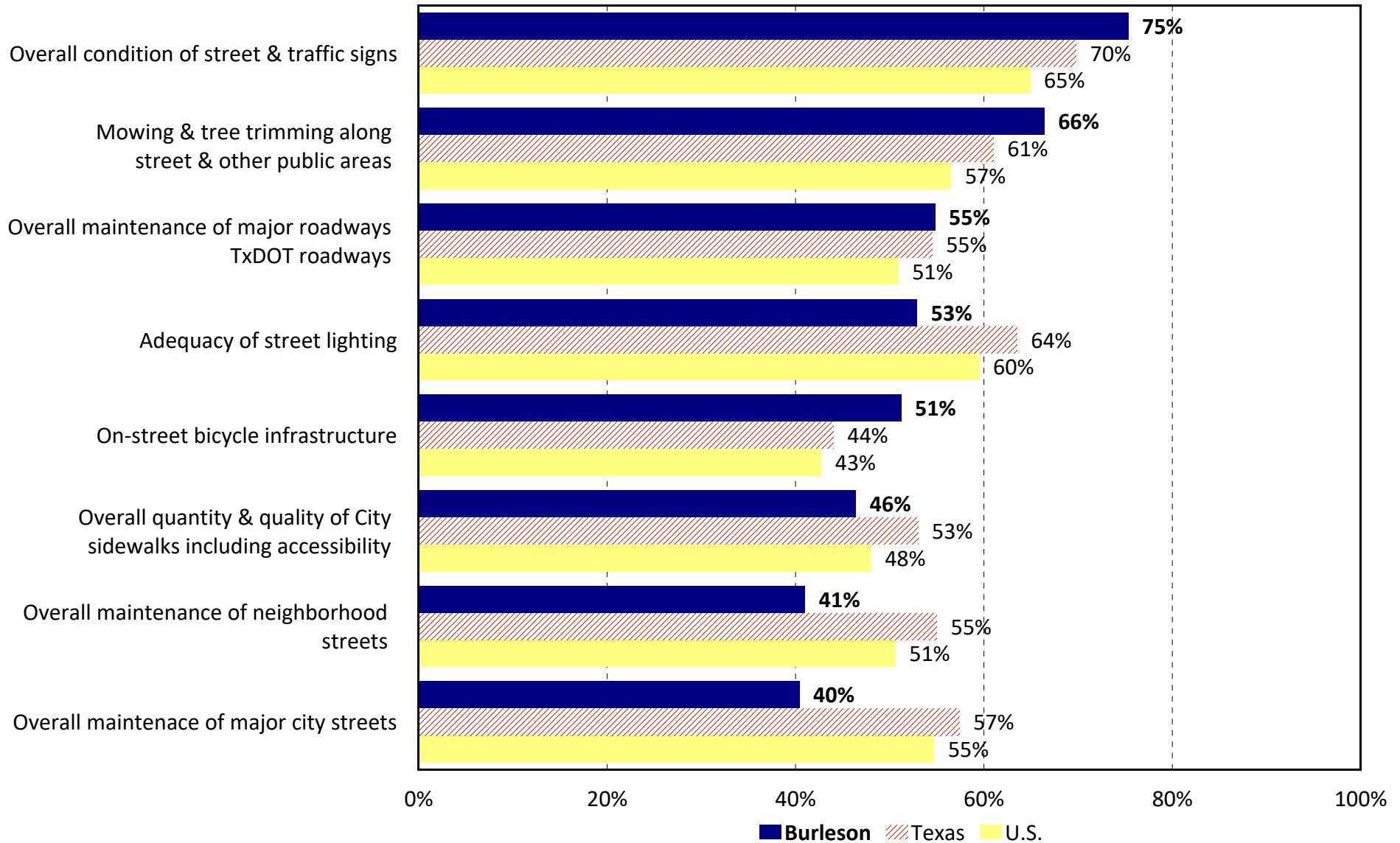
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction with Infrastructure

## Burleson vs. Texas vs. the U.S.

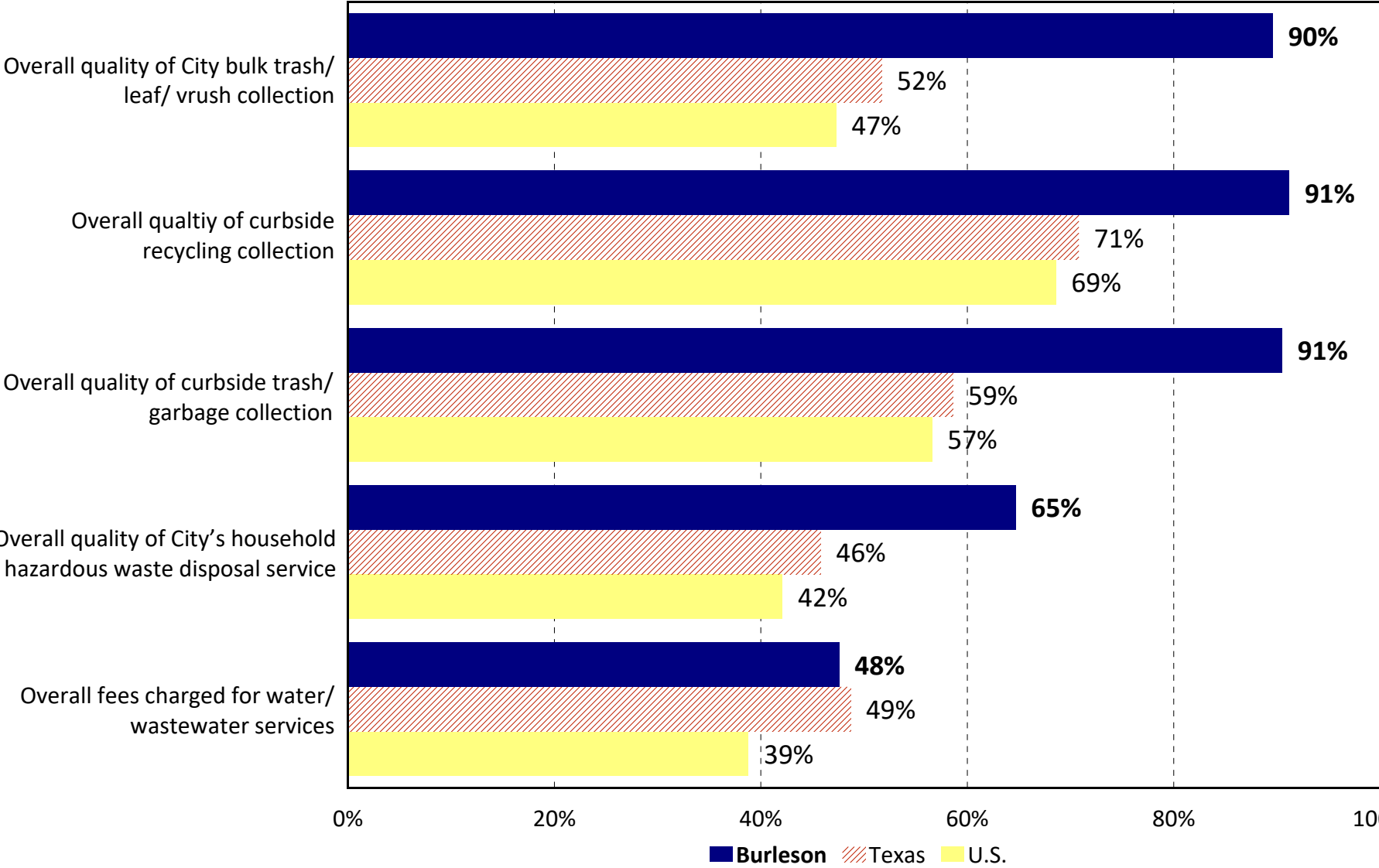
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction with Utilities

## Burleson vs. Texas vs. the U.S.

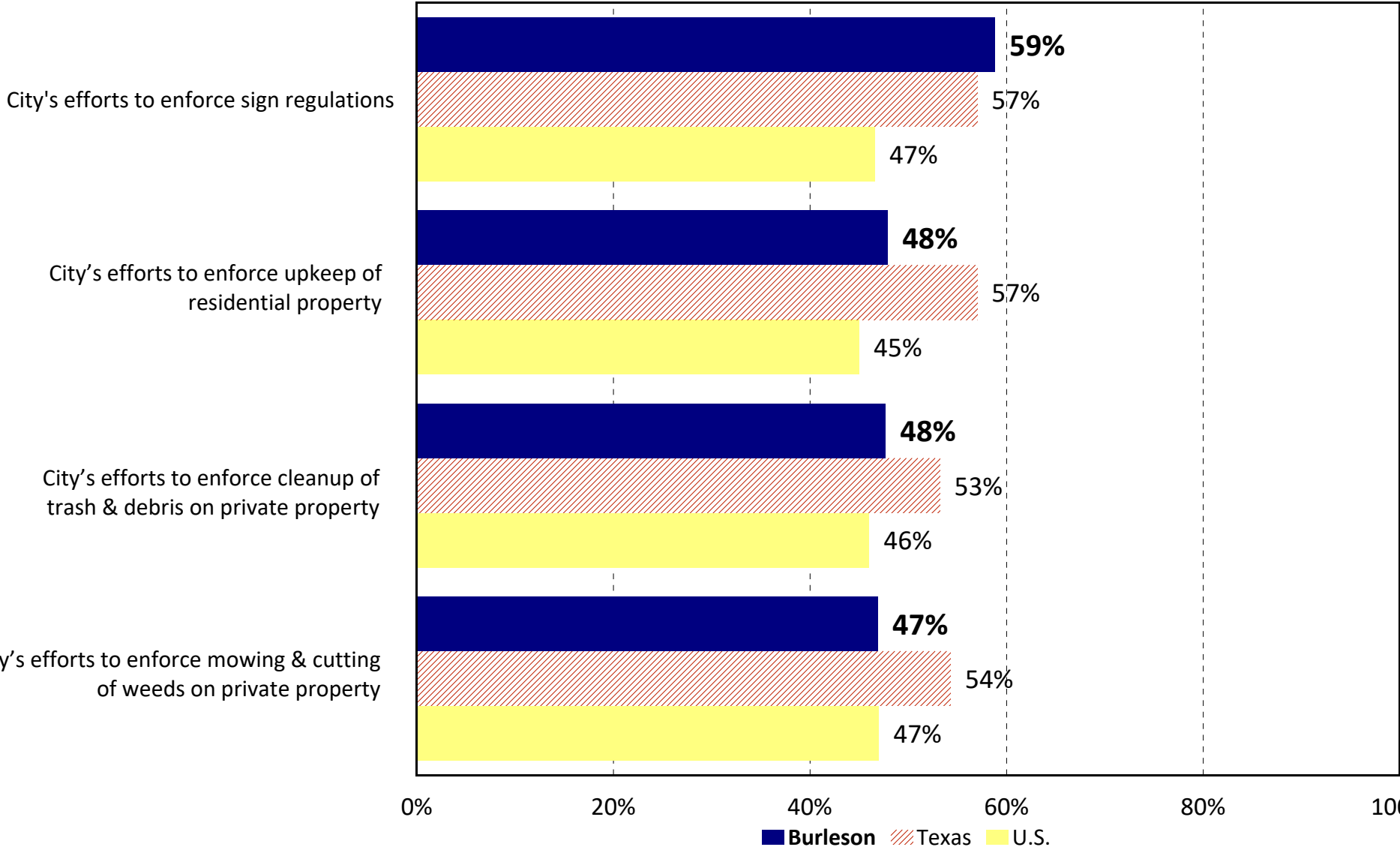
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# 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)





# 4 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 focus over the next year. Seventy-three percent (73.1%) of households selected "flow of traffic and congestion on TxDOT roadways" as one of the most important services for the City to focus on in the next year.

With regard to satisfaction, 13.8% 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, 73.1% was multiplied by 86.2% (1-0.138). This calculation yielded an I-S rating of 0.6301, which ranked first out of fourteen categories of major City services analyzed.

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 Burleson are provided on the following pages.

## 2024 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
<b>Very High Priority (IS &gt;.20)</b>						
Flow of traffic & congestion on TxDOT roadways	73%	1	14%	15	0.6301	1
Maintenance of City streets & sidewalks	50%	2	37%	14	0.3105	2
Flow of traffic & congestion on City roadways	38%	3	38%	13	0.2362	3
<b>High Priority (IS .10-.20)</b>						
Value that you receive for your City tax dollars & fees	22%	4	49%	12	0.1092	4
<b>Medium Priority (IS &lt;.10)</b>						
Enforcement of local codes & ordinances	19%	5	56%	10	0.0835	5
Efforts by City government to ensure the community is prepared for emergencies	12%	9	71%	9	0.0340	6
Quality of parks & recreation facilities & programs	15%	6	79%	5	0.0320	7
Effectiveness of City communication with the public	12%	8	77%	6	0.0270	8
Quality of public safety services	15%	7	90%	1	0.0151	9
Quality of library services	4%	12	76%	8	0.0107	10
Quality of water utility services	5%	11	85%	4	0.0073	11
Quality of solid waste services	5%	10	90%	2	0.0055	12
Quality & timeliness of the City's permitting & inspection process	1%	15	54%	11	0.0051	13
Quality of customer services you receive from City employees	2%	14	77%	7	0.0044	14
Quality of wastewater/sewer services	3%	13	85%	3	0.0041	15

**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 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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## 2024 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
<b>Very High Priority (IS &gt;.20)</b>						
Visibility of police in neighborhoods	46%	1	48%	10	0.2376	1
Visibility of police in commercial & retail areas	45%	2	52%	9	0.2150	2
<b>High Priority (IS .10-.20)</b>						
Efforts by the city government to prevent crime	43%	3	62%	8	0.1646	3
<b>Medium Priority (IS &lt;.10)</b>						
Enforcement of City traffic laws	28%	4	69%	6	0.0892	4
Efforts of city's police department to collaborate with the public to address concerns	23%	5	73%	5	0.0622	5
How quickly police respond to emergencies	19%	6	81%	2	0.0363	6
Quality of police community outreach programs	11%	8	68%	7	0.0350	7
Quality of police services	13%	7	83%	1	0.0232	8
Efforts of city's police department to communicate with the public via social media	10%	9	76%	4	0.0231	9
911 service provided by dispatch operators	6%	10	77%	3	0.0124	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 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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## 2024 Importance-Satisfaction Rating

### Burleson, Texas

### Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Overall level of public involvement in local decision making	35%	2	39%	9	0.2170	1
<b>High Priority (IS .10-.20)</b>						
How easy it is to find information when visiting City's website	43%	1	61%	6	0.1674	2
Availability of information on City services & programs	33%	3	63%	5	0.1211	3
<b>Medium Priority (IS &lt;.10)</b>						
Timeliness of information provided by the City	26%	4	63%	4	0.0937	4
Access to information about City's finances & budget	15%	6	46%	7	0.0805	5
How easy it is to receive information when calling the City	18%	5	66%	3	0.0609	6
Overall quality of City's social media	14%	7	74%	1	0.0368	7
Overall quality of City's newsletter	10%	8	72%	2	0.0275	8
City's open records request process	4%	9	42%	8	0.0239	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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## 2024 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
<b>Medium Priority (IS &lt;.10)</b>						
Quality of fire safety education programs	20%	5	68%	5	0.0644	1
Efforts of City's fire department to collaborate with the public via social media	18%	7	65%	7	0.0612	2
Quality of fire community outreach programs	18%	6	66%	6	0.0612	3
How quickly fire & rescue personnel respond to emergencies	36%	2	87%	3	0.0454	4
Efforts of City's fire department to collaborate with the public to address concerns	23%	4	81%	4	0.0447	5
Emergency medical services	36%	1	88%	1	0.0432	6
Emergency fire services	32%	3	88%	2	0.0402	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 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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# 2024 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
<b>Medium Priority (IS &lt;.10)</b>						
Quality of programs for people with disabilities	14%	8	39%	12	0.0873	1
Number/connectivity of walking/biking trails	21%	3	61%	8	0.0815	2
Quality of City senior citizen programs	16%	6	53%	10	0.0774	3
Quality of recreation programs	14%	9	61%	7	0.0534	4
Quality of City youth athletic programs	13%	10	60%	9	0.0524	5
Quality of City trails	19%	5	73%	6	0.0503	6
Maintenance of City parks	33%	1	85%	1	0.0501	7
Quality of City recreation facilities	19%	4	74%	4	0.0492	8
Quality of City parks	23%	2	78%	3	0.0490	9
Number of parks	15%	7	73%	5	0.0406	10
Quality of City adult athletic programs	5%	12	50%	11	0.0266	11
Quality of City produced special events	11%	11	79%	2	0.0224	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 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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## 2024 Importance-Satisfaction Rating

### Burleson, Texas

### Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Overall maintenance of neighborhood streets	40%	1	41%	9	0.2360	1
Overall maintenance of major city streets	37%	2	40%	10	0.2229	2
<b>High Priority (IS .10-.20)</b>						
Overall maintenance of major roadways TxDOT roadways	34%	3	55%	4	0.1537	3
Adequacy of street lighting	30%	4	53%	6	0.1394	4
Adequacy of lighting along trails & in City parks	20%	7	35%	11	0.1276	5
Overall quantity & quality of City sidewalks including accessibility	22%	6	46%	8	0.1174	6
Adequacy of drainage systems in rainfall events	22%	5	54%	5	0.1028	7
<b>Medium Priority (IS &lt;.10)</b>						
Appearance/ condition of City medians, right of ways, & public areas	13%	8	63%	3	0.0482	8
Mowing & tree trimming along streets & other public areas	9%	9	66%	2	0.0286	9
On-street bicycle infrastructure	6%	11	51%	7	0.0278	10
Overall condition of street signs & traffic signs	7%	10	75%	1	0.0175	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 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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## 2024 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
<b>High Priority (IS .10-.20)</b>						
City's efforts to enforce cleanup of trash & debris on private property	30%	2	48%	6	0.1543	1
City's effort to enforce upkeep of residential property	24%	3	48%	5	0.1261	2
City's efforts to enforce restaurants/ food service cleanliness	33%	1	62%	1	0.1229	3
City's efforts to identify & remove abandoned or dilapidated structures	20%	4	49%	4	0.1021	4
<b>Medium Priority (IS &lt;.10)</b>						
City's efforts to enforce mowing & cutting of weeds on private property	18%	5	47%	7	0.0966	5
Overall quality of City's code compliance operations	15%	6	53%	3	0.0689	6
City's efforts to enforce sign regulations	5%	7	59%	2	0.0218	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 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 Burleson. Please rate the City of Burleson with each of the following.**

(N=433)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	33.3%	59.6%	6.0%	0.9%	0.2%	0.0%
Q1-2. As a place to raise children	26.8%	51.5%	8.5%	1.8%	0.2%	11.1%
Q1-3. As a place to work	14.8%	26.3%	21.0%	4.8%	3.0%	30.0%
Q1-4. As a place to retire	20.6%	33.7%	19.6%	7.4%	4.4%	14.3%
Q1-5. As a place you are proud to call home	37.6%	47.8%	12.5%	1.4%	0.5%	0.2%
Q1-6. Overall quality of services provided by City of Burleson	29.3%	52.4%	11.1%	4.4%	0.9%	1.8%

**WITHOUT "DON'T KNOW"**

**Q1. Overall Ratings of Burleson. Please rate the City of Burleson with each of the following. (without "don't know")**

(N=433)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	33.3%	59.6%	6.0%	0.9%	0.2%
Q1-2. As a place to raise children	30.1%	57.9%	9.6%	2.1%	0.3%
Q1-3. As a place to work	21.1%	37.6%	30.0%	6.9%	4.3%
Q1-4. As a place to retire	24.0%	39.4%	22.9%	8.6%	5.1%
Q1-5. As a place you are proud to call home	37.7%	47.9%	12.5%	1.4%	0.5%
Q1-6. Overall quality of services provided by City of Burleson	29.9%	53.4%	11.3%	4.5%	0.9%

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

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Effectiveness of City communication with the public	26.8%	48.7%	16.2%	5.5%	0.5%	2.3%
Q2-2. Enforcement of local codes & ordinances	12.5%	40.0%	27.3%	11.1%	2.3%	6.9%
Q2-3. Flow of traffic & congestion on TxDOT roadways (SH174/Wilshire Blvd., FM 731/John Jones Dr., I-35W)	2.5%	11.3%	18.0%	39.5%	28.4%	0.2%
Q2-4. Flow of traffic & congestion on City roadways (non-TxDOT streets)	6.0%	31.9%	25.4%	24.2%	12.0%	0.5%
Q2-5. Maintenance of City streets & sidewalks	6.7%	30.5%	21.2%	28.6%	12.2%	0.7%
Q2-6. Quality of customer service you receive from City employees	24.7%	40.6%	16.6%	2.1%	0.9%	15.0%
Q2-7. Quality of parks & recreation facilities & programs	30.0%	45.3%	13.6%	4.8%	1.4%	4.8%
Q2-8. Quality of public safety services (police, fire, EMS, public safety communications)	40.6%	46.2%	8.5%	0.2%	0.7%	3.7%
Q2-9. Quality of library services	30.9%	28.6%	16.4%	1.6%	1.2%	21.2%
Q2-10. Quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	49.0%	39.0%	6.7%	2.3%	1.2%	1.8%
Q2-11. Quality of wastewater/sewer services	32.8%	47.6%	11.8%	0.9%	1.2%	5.8%
Q2-12. Quality of water utility services	32.3%	47.8%	10.9%	2.8%	1.2%	5.1%

**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. Quality & timeliness of City's permitting & inspection process	8.8%	21.9%	22.6%	3.2%	0.9%	42.5%
Q2-14. Value that you receive for your City tax dollars & fees	10.2%	37.0%	27.3%	15.2%	6.0%	4.4%
Q2-15. Efforts by City government to ensure the community is prepared for emergencies	22.2%	40.2%	20.6%	3.9%	0.7%	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=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Effectiveness of City communication with the public	27.4%	49.9%	16.5%	5.7%	0.5%
Q2-2. Enforcement of local codes & ordinances	13.4%	42.9%	29.3%	11.9%	2.5%
Q2-3. Flow of traffic & congestion on TxDOT roadways (SH174/ Wilshire Blvd., FM 731/ John Jones Dr., I-35W)	2.5%	11.3%	18.1%	39.6%	28.5%
Q2-4. Flow of traffic & congestion on City roadways (non-TxDOT streets)	6.0%	32.0%	25.5%	24.4%	12.1%
Q2-5. Maintenance of City streets & sidewalks	6.7%	30.7%	21.4%	28.8%	12.3%
Q2-6. Quality of customer service you receive from City employees	29.1%	47.8%	19.6%	2.4%	1.1%
Q2-7. Quality of parks & recreation facilities & programs	31.6%	47.6%	14.3%	5.1%	1.5%
Q2-8. Quality of public safety services (police, fire, EMS, public safety communications)	42.2%	48.0%	8.9%	0.2%	0.7%
Q2-9. Quality of library services	39.3%	36.4%	20.8%	2.1%	1.5%
Q2-10. Quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	49.9%	39.8%	6.8%	2.4%	1.2%

**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")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-11. Quality of wastewater/sewer services	34.8%	50.5%	12.5%	1.0%	1.2%
Q2-12. Quality of water utility services	34.1%	50.4%	11.4%	2.9%	1.2%
Q2-13. Quality & timeliness of City's permitting & inspection process	15.3%	38.2%	39.4%	5.6%	1.6%
Q2-14. Value that you receive for your City tax dollars & fees	10.6%	38.6%	28.5%	15.9%	6.3%
Q2-15. Efforts by City government to ensure the community is prepared for emergencies	25.3%	45.9%	23.5%	4.5%	0.8%

**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?**

Q3. Top choice	Number	Percent
Effectiveness of City communication with the public	14	3.2 %
Enforcement of local codes & ordinances	25	5.8 %
Flow of traffic & congestion on TxDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	206	47.6 %
Flow of traffic & congestion on City roadways (non- TxDOT streets)	23	5.3 %
Maintenance of City streets & sidewalks	66	15.2 %
Quality of customer service you receive from City employees	2	0.5 %
Quality of parks & recreation facilities & programs	14	3.2 %
Quality of public safety services (police, fire, EMS, public safety communications)	24	5.5 %
Quality of library services	5	1.2 %
Quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	6	1.4 %
Quality of wastewater/sewer services	1	0.2 %
Quality of water utility services	2	0.5 %
Quality & timeliness of City's permitting & inspection process	1	0.2 %
Value that you receive for your City tax dollars & fees	14	3.2 %
Efforts by City government to ensure community is prepared for emergencies	10	2.3 %
None chosen	20	4.6 %
Total	433	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?**

Q3. 2nd choice	Number	Percent
Effectiveness of City communication with the public	17	3.9 %
Enforcement of local codes & ordinances	21	4.8 %
Flow of traffic & congestion on TxDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	76	17.6 %
Flow of traffic & congestion on City roadways (non- TxDOT streets)	94	21.7 %
Maintenance of City streets & sidewalks	72	16.6 %
Quality of customer service you receive from City employees	3	0.7 %
Quality of parks & recreation facilities & programs	26	6.0 %
Quality of public safety services (police, fire, EMS, public safety communications)	21	4.8 %
Quality of library services	7	1.6 %
Quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	7	1.6 %
Quality of wastewater/sewer services	5	1.2 %
Quality of water utility services	9	2.1 %
Value that you receive for your City tax dollars & fees	34	7.9 %
Efforts by City government to ensure community is prepared for emergencies	12	2.8 %
None chosen	29	6.7 %
Total	433	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?**

Q3. 3rd choice	Number	Percent
Effectiveness of City communication with the public	21	4.8 %
Enforcement of local codes & ordinances	37	8.5 %
Flow of traffic & congestion on TxDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	34	7.9 %
Flow of traffic & congestion on City roadways (non- TxDOT streets)	48	11.1 %
Maintenance of City streets & sidewalks	77	17.8 %
Quality of customer service you receive from City employees	3	0.7 %
Quality of parks & recreation facilities & programs	27	6.2 %
Quality of public safety services (police, fire, EMS, public safety communications)	22	5.1 %
Quality of library services	7	1.6 %
Quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	10	2.3 %
Quality of wastewater/sewer services	6	1.4 %
Quality of water utility services	9	2.1 %
Quality & timeliness of City's permitting & inspection process	4	0.9 %
Value that you receive for your City tax dollars & fees	45	10.4 %
Efforts by City government to ensure community is prepared for emergencies	29	6.7 %
None chosen	54	12.5 %
Total	433	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? (top 3)**

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Effectiveness of City communication with the public	52	12.0 %
Enforcement of local codes & ordinances	83	19.2 %
Flow of traffic & congestion on TxDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	316	73.0 %
Flow of traffic & congestion on City roadways (non- TxDOT streets)	165	38.1 %
Maintenance of City streets & sidewalks	215	49.7 %
Quality of customer service you receive from City employees	8	1.8 %
Quality of parks & recreation facilities & programs	67	15.5 %
Quality of public safety services (police, fire, EMS, public safety communications)	67	15.5 %
Quality of library services	19	4.4 %
Quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	23	5.3 %
Quality of wastewater/sewer services	12	2.8 %
Quality of water utility services	20	4.6 %
Quality & timeliness of City's permitting & inspection process	5	1.2 %
Value that you receive for your City tax dollars & fees	93	21.5 %
Efforts by City government to ensure community is prepared for emergencies	51	11.8 %
None chosen	20	4.6 %
<b>Total</b>	<b>1216</b>	

**Q4. Feeling of Safety. Please rate your feeling of safety in each of the following situations.**

(N=433)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q4-1. In the City of Burleson	24.0%	63.3%	10.2%	1.8%	0.2%	0.5%
Q4-2. In your neighborhood during the day	48.7%	46.9%	3.0%	0.9%	0.0%	0.5%
Q4-3. In your neighborhood at night	26.6%	51.7%	15.7%	4.8%	0.5%	0.7%
Q4-4. In City parks, trails, & recreation areas	12.2%	53.6%	22.2%	4.2%	0.2%	7.6%
Q4-5. In commercial & retail areas	13.2%	52.0%	26.1%	7.2%	0.2%	1.4%

**WITHOUT "DON'T KNOW"**

**Q4. Feeling of Safety. Please rate your feeling of safety in each of the following situations. (without "don't know")**

(N=433)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q4-1. In the City of Burleson	24.1%	63.6%	10.2%	1.9%	0.2%
Q4-2. In your neighborhood during the day	49.0%	47.1%	3.0%	0.9%	0.0%
Q4-3. In your neighborhood at night	26.7%	52.1%	15.8%	4.9%	0.5%
Q4-4. In City parks, trails, & recreation areas	13.3%	58.0%	24.0%	4.5%	0.3%
Q4-5. In commercial & retail areas	13.3%	52.7%	26.5%	7.3%	0.2%

**Q5. Police Services. Please rate your satisfaction of the following.**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Efforts of City's police department to collaborate with the public to address concerns	24.9%	40.9%	21.0%	1.8%	1.2%	10.2%
Q5-2. Efforts of City's police department to communicate with the public via social media	24.9%	42.5%	16.4%	3.7%	0.9%	11.5%
Q5-3. Enforcement of traffic laws	19.2%	46.9%	15.0%	10.9%	4.4%	3.7%
Q5-4. How quickly police respond to emergencies	23.6%	35.1%	12.5%	0.9%	0.2%	27.7%
Q5-5. Efforts by City government to prevent crime	15.9%	36.0%	24.2%	6.2%	1.6%	15.9%
Q5-6. Quality of police services	27.9%	48.3%	13.4%	1.6%	0.9%	7.9%
Q5-7. Quality of police community outreach programs	21.2%	30.9%	21.9%	2.3%	0.7%	22.9%
Q5-8. Visibility of police in commercial & retail areas	15.0%	34.6%	28.6%	15.5%	1.6%	4.6%
Q5-9. Visibility of police in neighborhoods	13.9%	32.6%	32.8%	15.2%	2.3%	3.2%
Q5-10. 911 service provided by dispatch operators	24.0%	23.6%	12.9%	0.7%	0.2%	38.6%

**WITHOUT "DON'T KNOW"****Q5. Police Services. Please rate your satisfaction of the following. (without "don't know")**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Efforts of City's police department to collaborate with the public to address concerns	27.8%	45.5%	23.4%	2.1%	1.3%
Q5-2. Efforts of City's police department to communicate with the public via social media	28.2%	48.0%	18.5%	4.2%	1.0%
Q5-3. Enforcement of traffic laws	19.9%	48.7%	15.6%	11.3%	4.6%
Q5-4. How quickly police respond to emergencies	32.6%	48.6%	17.3%	1.3%	0.3%
Q5-5. Efforts by City government to prevent crime	19.0%	42.9%	28.8%	7.4%	1.9%
Q5-6. Quality of police services	30.3%	52.4%	14.5%	1.8%	1.0%
Q5-7. Quality of police community outreach programs	27.5%	40.1%	28.4%	3.0%	0.9%
Q5-8. Visibility of police in commercial & retail areas	15.7%	36.3%	30.0%	16.2%	1.7%
Q5-9. Visibility of police in neighborhoods	14.3%	33.7%	33.9%	15.8%	2.4%
Q5-10. 911 service provided by dispatch operators	39.1%	38.3%	21.1%	1.1%	0.4%

**Q6. Which THREE of the services listed in Question 5 do you think are MOST IMPORTANT for the City to focus on over the next year?**

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's police department to collaborate with the public to address concerns	36	8.3 %
Efforts of City's police department to communicate with the public via social media	11	2.5 %
Enforcement of City traffic laws	75	17.3 %
How quickly police respond to emergencies	40	9.2 %
Efforts by City government to prevent crime	76	17.6 %
Quality of police services	11	2.5 %
Quality of police community outreach programs	13	3.0 %
Visibility of police in commercial & retail areas	59	13.6 %
Visibility of police in neighborhoods	50	11.5 %
911 service provided by dispatch operators	8	1.8 %
None chosen	54	12.5 %
Total	433	100.0 %

**Q6. Which THREE of the services listed in Question 5 do you think are MOST IMPORTANT for the City to focus on over the next year?**

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's police department to collaborate with the public to address concerns	25	5.8 %
Efforts of City's police department to communicate with the public via social media	13	3.0 %
Enforcement of City traffic laws	26	6.0 %
How quickly police respond to emergencies	24	5.5 %
Efforts by City government to prevent crime	71	16.4 %
Quality of police services	28	6.5 %
Quality of police community outreach programs	11	2.5 %
Visibility of police in commercial & retail areas	76	17.6 %
Visibility of police in neighborhoods	75	17.3 %
911 service provided by dispatch operators	5	1.2 %
None chosen	79	18.2 %
Total	433	100.0 %

**Q6. Which THREE of the services listed in Question 5 do you think are MOST IMPORTANT for the City to focus on over the next year?**

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's police department to collaborate with the public to address concerns	40	9.2 %
Efforts of City's police department to communicate with the public via social media	18	4.2 %
Enforcement of City traffic laws	22	5.1 %
How quickly police respond to emergencies	20	4.6 %
Efforts by City government to prevent crime	40	9.2 %
Quality of police services	19	4.4 %
Quality of police community outreach programs	23	5.3 %
Visibility of police in commercial & retail areas	59	13.6 %
Visibility of police in neighborhoods	73	16.9 %
911 service provided by dispatch operators	11	2.5 %
None chosen	108	24.9 %
Total	433	100.0 %

**Q6. Which THREE of the services listed in Question 5 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 3)**

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's police department to collaborate with the public to address concerns	101	23.3 %
Efforts of City's police department to communicate with the public via social media	42	9.7 %
Enforcement of City traffic laws	123	28.4 %
How quickly police respond to emergencies	84	19.4 %
Efforts by City government to prevent crime	187	43.2 %
Quality of police services	58	13.4 %
Quality of police community outreach programs	47	10.9 %
Visibility of police in commercial & retail areas	194	44.8 %
Visibility of police in neighborhoods	198	45.7 %
911 service provided by dispatch operators	24	5.5 %
None chosen	54	12.5 %
Total	1112	



**Q7. Fire Services. Please rate your satisfaction of the following.**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Efforts of City's fire department to collaborate with the public to address concerns	26.1%	38.1%	14.1%	0.9%	0.2%	20.6%
Q7-2. Efforts of City's fire department to communicate with the public via social media	18.0%	29.6%	23.3%	1.8%	0.2%	27.0%
Q7-3. Emergency fire services	30.3%	32.1%	8.5%	0.0%	0.2%	28.9%
Q7-4. Emergency medical services	31.2%	33.0%	7.9%	0.5%	0.5%	27.0%
Q7-5. How quickly fire & rescue personnel respond to emergencies	33.3%	27.9%	7.9%	0.7%	0.2%	30.0%
Q7-6. Quality of fire community outreach programs	20.3%	23.1%	20.1%	2.1%	0.2%	34.2%
Q7-7. Quality of fire safety education programs	19.4%	24.5%	18.2%	1.8%	0.2%	35.8%

**WITHOUT "DON'T KNOW"**

**Q7. Fire Services. Please rate your satisfaction of the following. (without "don't know")**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Efforts of City's fire department to collaborate with the public to address concerns	32.8%	48.0%	17.7%	1.2%	0.3%
Q7-2. Efforts of City's fire department to communicate with the public via social media	24.7%	40.5%	32.0%	2.5%	0.3%
Q7-3. Emergency fire services	42.5%	45.1%	12.0%	0.0%	0.3%
Q7-4. Emergency medical services	42.7%	45.3%	10.8%	0.6%	0.6%
Q7-5. How quickly fire & rescue personnel respond to emergencies	47.5%	39.9%	11.2%	1.0%	0.3%
Q7-6. Quality of fire community outreach programs	30.9%	35.1%	30.5%	3.2%	0.4%
Q7-7. Quality of fire safety education programs	30.2%	38.1%	28.4%	2.9%	0.4%

**Q8. Which THREE of the services listed in Question 7 do you think are MOST IMPORTANT for the City to focus on over the next year?**

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's fire department to collaborate with the public to address concerns	44	10.2 %
Efforts of City's fire department to communicate with the public via social media	31	7.2 %
Emergency fire services	65	15.0 %
Emergency medical services	39	9.0 %
How quickly fire & rescue personnel respond to emergencies	55	12.7 %
Quality of fire community outreach programs	28	6.5 %
Quality of fire safety education programs	27	6.2 %
None chosen	144	33.3 %
Total	433	100.0 %

**Q8. Which THREE of the services listed in Question 7 do you think are MOST IMPORTANT for the City to focus on over the next year?**

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's fire department to collaborate with the public to address concerns	27	6.2 %
Efforts of City's fire department to communicate with the public via social media	26	6.0 %
Emergency fire services	47	10.9 %
Emergency medical services	79	18.2 %
How quickly fire & rescue personnel respond to emergencies	29	6.7 %
Quality of fire community outreach programs	27	6.2 %
Quality of fire safety education programs	31	7.2 %
None chosen	167	38.6 %
Total	433	100.0 %

**Q8. Which THREE of the services listed in Question 7 do you think are MOST IMPORTANT for the City to focus on over the next year?**

<u>Q8. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's fire department to collaborate with the public to address concerns	30	6.9 %
Efforts of City's fire department to communicate with the public via social media	19	4.4 %
Emergency fire services	28	6.5 %
Emergency medical services	38	8.8 %
How quickly fire & rescue personnel respond to emergencies	72	16.6 %
Quality of fire community outreach programs	23	5.3 %
Quality of fire safety education programs	30	6.9 %
None chosen	193	44.6 %
Total	433	100.0 %

**Q8. Which THREE of the services listed in Question 7 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 3)**

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's fire department to collaborate with the public to address concerns	101	23.3 %
Efforts of City's fire department to communicate with the public via social media	76	17.6 %
Emergency fire services	140	32.3 %
Emergency medical services	156	36.0 %
How quickly fire & rescue personnel respond to emergencies	156	36.0 %
Quality of fire community outreach programs	78	18.0 %
Quality of fire safety education programs	88	20.3 %
None chosen	144	33.3 %
Total	939	

**Q9. Communication. Please rate your satisfaction of the following.**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. How easy it is to find information when visiting City's website	15.2%	43.0%	20.1%	14.5%	2.8%	4.4%
Q9-2. How easy it is to receive information when calling City	14.5%	33.9%	20.3%	3.7%	1.4%	26.1%
Q9-3. Overall quality of City's social media (Facebook, Instagram, etc.)	18.2%	44.6%	19.2%	2.1%	0.5%	15.5%
Q9-4. Overall quality of City's newsletter	20.1%	42.5%	19.4%	4.4%	0.9%	12.7%
Q9-5. Availability of information on City services & programs	16.9%	40.0%	24.9%	6.7%	1.4%	10.2%
Q9-6. Timeliness of information provided by City	17.3%	40.4%	25.4%	6.5%	1.4%	9.0%
Q9-7. Access to information about City's finances & budget	8.3%	23.8%	29.8%	6.9%	1.6%	29.6%
Q9-8. Overall level of public involvement in local decision making	8.3%	22.9%	31.9%	13.9%	3.7%	19.4%
Q9-9. City's open records request process	4.4%	14.1%	22.6%	2.3%	0.9%	55.7%

**WITHOUT "DON'T KNOW"**

**Q9. Communication. Please rate your satisfaction of the following. (without "don't know")**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. How easy it is to find information when visiting City's website	15.9%	44.9%	21.0%	15.2%	2.9%
Q9-2. How easy it is to receive information when calling City	19.7%	45.9%	27.5%	5.0%	1.9%
Q9-3. Overall quality of City's social media (Facebook, Instagram, etc. )	21.6%	52.7%	22.7%	2.5%	0.5%
Q9-4. Overall quality of City's newsletter	23.0%	48.7%	22.2%	5.0%	1.1%
Q9-5. Availability of information on City services & programs	18.8%	44.5%	27.8%	7.5%	1.5%
Q9-6. Timeliness of information provided by City	19.0%	44.4%	27.9%	7.1%	1.5%
Q9-7. Access to information about City's finances & budget	11.8%	33.8%	42.3%	9.8%	2.3%
Q9-8. Overall level of public involvement in local decision making	10.3%	28.4%	39.5%	17.2%	4.6%
Q9-9. City's open records request process	9.9%	31.8%	51.0%	5.2%	2.1%

**Q10. Which THREE of the services listed in Question 9 do you think are MOST IMPORTANT for the City to focus on over the next year?**

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
How easy it is to find information when visiting City's website	111	25.6 %
How easy it is to receive information when calling City	24	5.5 %
Overall quality of City's social media (Facebook, Instagram, etc.)	20	4.6 %
Overall quality of City's newsletter	10	2.3 %
Availability of information on City services & programs	43	9.9 %
Timeliness of information provided by City	20	4.6 %
Access to information about City's finances & budget	14	3.2 %
Overall level of public involvement in local decision making	67	15.5 %
City's open records request process	4	0.9 %
None chosen	120	27.7 %
Total	433	100.0 %

**Q10. Which THREE of the services listed in Question 9 do you think are MOST IMPORTANT for the City to focus on over the next year?**

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
How easy it is to find information when visiting City's website	39	9.0 %
How easy it is to receive information when calling City	29	6.7 %
Overall quality of City's social media (Facebook, Instagram, etc.)	23	5.3 %
Overall quality of City's newsletter	17	3.9 %
Availability of information on City services & programs	61	14.1 %
Timeliness of information provided by City	41	9.5 %
Access to information about City's finances & budget	22	5.1 %
Overall level of public involvement in local decision making	48	11.1 %
City's open records request process	3	0.7 %
None chosen	150	34.6 %
Total	433	100.0 %

**Q10. Which THREE of the services listed in Question 9 do you think are MOST IMPORTANT for the City to focus on over the next year?**

<u>Q10. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
How easy it is to find information when visiting City's website	35	8.1 %
How easy it is to receive information when calling City	24	5.5 %
Overall quality of City's social media (Facebook, Instagram, etc.)	19	4.4 %
Overall quality of City's newsletter	15	3.5 %
Availability of information on City services & programs	39	9.0 %
Timeliness of information provided by City	50	11.5 %
Access to information about City's finances & budget	28	6.5 %
Overall level of public involvement in local decision making	38	8.8 %
City's open records request process	11	2.5 %
None chosen	174	40.2 %
Total	433	100.0 %

**Q10. Which THREE of the services listed in Question 9 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 3)**

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
How easy it is to find information when visiting City's website	185	42.7 %
How easy it is to receive information when calling City	77	17.8 %
Overall quality of City's social media (Facebook, Instagram, etc.)	62	14.3 %
Overall quality of City's newsletter	42	9.7 %
Availability of information on City services & programs	143	33.0 %
Timeliness of information provided by City	111	25.6 %
Access to information about City's finances & budget	64	14.8 %
Overall level of public involvement in local decision making	153	35.3 %
City's open records request process	18	4.2 %
None chosen	120	27.7 %
Total	975	



**Q11. Where do you currently get news and information about the City of Burleson?**

Q11. Where do you currently get news & information about City of Burleson	Number	Percent
City email updates	125	28.9 %
Weekly eNewsletter	108	24.9 %
City's social media sites (Facebook, Instagram, etc.)	272	62.8 %
City website (burlesontx.com)	235	54.3 %
Local news outlets	55	12.7 %
Quarterly BTX Focus/newsletter	159	36.7 %
Other	18	4.2 %
Total	972	

**Q12. From which TWO sources of information listed in Question 11 would you prefer to get information from the City?**

Q12. Top choice	Number	Percent
City email updates	96	22.2 %
Weekly eNewsletter	69	15.9 %
City's social media sites (Facebook, Instagram, etc.)	119	27.5 %
City website (burlesontx.com)	68	15.7 %
Local news outlets	4	0.9 %
Quarterly BTX Focus/newsletter	16	3.7 %
Other	3	0.7 %
None chosen	58	13.4 %
Total	433	100.0 %

**Q12. From which TWO sources of information listed in Question 11 would you prefer to get information from the City?**

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City email updates	46	10.6 %
Weekly eNewsletter	69	15.9 %
City's social media sites (Facebook, Instagram, etc.)	92	21.2 %
City website (burlesontx.com)	84	19.4 %
Local news outlets	21	4.8 %
Quarterly BTX Focus/newsletter	33	7.6 %
Other	4	0.9 %
None chosen	84	19.4 %
Total	433	100.0 %

**Q12. From which TWO sources of information listed in Question 11 would you prefer to get information from the City? (top 2)**

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
City email updates	142	32.8 %
Weekly eNewsletter	138	31.9 %
City's social media sites (Facebook, Instagram, etc.)	211	48.7 %
City website (burlesontx.com)	152	35.1 %
Local news outlets	25	5.8 %
Quarterly BTX Focus/newsletter	49	11.3 %
Other	7	1.6 %
None chosen	58	13.4 %
Total	782	

**Q13. Have you visited the City's website (burlesontx.com) during the past 6 months?**

Q13. Have you visited City's website during past 6 months	Number	Percent
Yes	356	82.2 %
No	77	17.8 %
Total	433	100.0 %

**Q13a. What was the reason for your most recent visit to the City's website?**

Q13a. Reason for your most recent visit to City's website	Number	Percent
Pay a bill	96	27.0 %
Contact City	30	8.4 %
Zoning/development information	60	16.9 %
Report an issue	23	6.5 %
Request a service	19	5.3 %
Open record request	2	0.6 %
Other	110	30.9 %
Not provided	16	4.5 %
Total	356	100.0 %

**WITHOUT "NOT PROVIDED"****Q13a. What was the reason for your most recent visit to the City's website? (without "not provided")**

Q13a. Reason for your most recent visit to City's website	Number	Percent
Pay a bill	96	28.2 %
Contact City	30	8.8 %
Zoning/development information	60	17.6 %
Report an issue	23	6.8 %
Request a service	19	5.6 %
Open record request	2	0.6 %
Other	110	32.4 %
Total	340	100.0 %

**Q13b. How easy was it to find the information you needed on the City's website?**

Q13b. How easy was it to find information you  
needed on City's website

	Number	Percent
Very easy	114	32.0 %
Somewhat easy	163	45.8 %
Difficult	60	16.9 %
Very difficult	13	3.7 %
Not provided	6	1.7 %
Total	356	100.0 %

**WITHOUT "NOT PROVIDED"****Q13b. How easy was it to find the information you needed on the City's website? (without "not provided")**

Q13b. How easy was it to find information you  
needed on City's website

	Number	Percent
Very easy	114	32.6 %
Somewhat easy	163	46.6 %
Difficult	60	17.1 %
Very difficult	13	3.7 %
Total	350	100.0 %

**Q14. Have you contacted the City of Burleson with a question, problem complaint, or to request a service during the past year?**

Q14. Have you contacted City with a question, problem complaint, or to request a service during past year

	Number	Percent
Yes	164	37.9 %
No	269	62.1 %
Total	433	100.0 %

**Q14a. How easy was it to contact the person you needed to reach?**

Q14a. How easy was it to contact the person you needed to reach

	Number	Percent
Very easy	74	45.1 %
Somewhat easy	56	34.1 %
Difficult	28	17.1 %
Very difficult	5	3.0 %
Not provided	1	0.6 %
Total	164	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q14a. How easy was it to contact the person you needed to reach? (without "not provided")**

Q14a. How easy was it to contact the person you needed to reach

	Number	Percent
Very easy	74	45.4 %
Somewhat easy	56	34.4 %
Difficult	28	17.2 %
Very difficult	5	3.1 %
Total	163	100.0 %

**Q14b. What department did you contact?**

<u>Q14b. What department did you contact</u>	<u>Number</u>	<u>Percent</u>
Police	17	10.4 %
Fire	1	0.6 %
Development Services	5	3.0 %
Animal Services	20	12.2 %
Parks & Recreation	14	8.5 %
Code Compliance	39	23.8 %
Public Works	43	26.2 %
Utility Billing	35	21.3 %
Communications	2	1.2 %
Municipal Court	3	1.8 %
Environmental Services	8	4.9 %
311	9	5.5 %
Other	21	12.8 %
Total	217	

**Q14c. Please rate how often the employees you contacted during the past year have displayed the following.**

(N=164)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q14c-1. They did what they said they would do in a timely manner	47.0%	23.8%	10.4%	4.9%	3.7%	10.4%
Q14c-2. They gave prompt, accurate & complete answers to questions	45.1%	23.8%	12.2%	6.7%	3.7%	8.5%
Q14c-3. They helped me resolve an issue to my satisfaction	45.1%	20.1%	6.1%	10.4%	8.5%	9.8%
Q14c-4. They made it easy for me to handle my request	43.3%	26.8%	9.8%	6.7%	5.5%	7.9%
Q14c-5. They were courteous & polite	68.9%	17.1%	4.9%	1.8%	2.4%	4.9%
Q14c-6. Overall quality of service provided by City employees	51.2%	26.8%	6.1%	4.9%	3.0%	7.9%

**WITHOUT "DON'T KNOW"**

**Q14c. Please rate how often the employees you contacted during the past year have displayed the following. (without "don't know")**

(N=164)

	Always	Usually	Sometimes	Seldom	Never
Q14c-1. They did what they said they would do in a timely manner	52.4%	26.5%	11.6%	5.4%	4.1%
Q14c-2. They gave prompt, accurate & complete answers to questions	49.3%	26.0%	13.3%	7.3%	4.0%
Q14c-3. They helped me resolve an issue to my satisfaction	50.0%	22.3%	6.8%	11.5%	9.5%
Q14c-4. They made it easy for me to handle my request	47.0%	29.1%	10.6%	7.3%	6.0%
Q14c-5. They were courteous & polite	72.4%	17.9%	5.1%	1.9%	2.6%
Q14c-6. Overall quality of service provided by City employees	55.6%	29.1%	6.6%	5.3%	3.3%



**Q15. Have you contacted the City of Burleson 311 with a question, problem complaint, or to request a service during the past year?**

Q15. Have you contacted City of Burleson 311 with a question, problem complaint, or to request a service during past year

	Number	Percent
Yes	49	11.3 %
No	291	67.2 %
Not familiar with this service	83	19.2 %
Not provided	10	2.3 %
Total	433	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q15. Have you contacted the City of Burleson 311 with a question, problem complaint, or to request a service during the past year? (without "not provided")**

Q15. Have you contacted City of Burleson 311 with a question, problem complaint, or to request a service during past year

	Number	Percent
Yes	49	11.6 %
No	291	68.8 %
Not familiar with this service	83	19.6 %
Total	423	100.0 %

**Q15a. How did you contact 311?**

<u>Q15a. How did you contact 311</u>	<u>Number</u>	<u>Percent</u>
Phone	31	63.3 %
Website	8	16.3 %
Smart phone application	9	18.4 %
Not provided	1	2.0 %
Total	49	100.0 %

**WITHOUT "NOT PROVIDED"****Q15a. How did you contact 311? (without "not provided")**

<u>Q15a. How did you contact 311</u>	<u>Number</u>	<u>Percent</u>
Phone	31	64.6 %
Website	8	16.7 %
Smart phone application	9	18.8 %
Total	48	100.0 %

**Q15b. How easy was it to contact 311?**

Q15b. How easy was it to contact 311	Number	Percent
Very easy	35	71.4 %
Somewhat easy	10	20.4 %
Difficult	3	6.1 %
Not provided	1	2.0 %
Total	49	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q15b. How easy was it to contact 311? (without "not provided")**

Q15b. How easy was it to contact 311	Number	Percent
Very easy	35	72.9 %
Somewhat easy	10	20.8 %
Difficult	3	6.3 %
Total	48	100.0 %

**Q15c. How did you hear about City of Burleson 311?**

Q15c. How did you hear about City of Burleson

<u>311</u>	<u>Number</u>	<u>Percent</u>
City website	24	49.0 %
Referred by City employee	5	10.2 %
311 In Community (word of mouth)	1	2.0 %
Phone call to City & was transferred to 311	8	16.3 %
Social media	9	18.4 %
Not provided	2	4.1 %
Total	49	100.0 %

**WITHOUT "NOT PROVIDED"****Q15c. How did you hear about City of Burleson 311? (without "not provided")**

Q15c. How did you hear about City of Burleson

<u>311</u>	<u>Number</u>	<u>Percent</u>
City website	24	51.1 %
Referred by City employee	5	10.6 %
311 In Community (word of mouth)	1	2.1 %
Phone call to City & was transferred to 311	8	17.0 %
Social media	9	19.1 %
Total	47	100.0 %

**Q15d. Please rate your experience with the 311 in the past year on the following:**

(N=49)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q15d-1. They gave prompt, accurate & complete answers to questions	38.8%	24.5%	14.3%	6.1%	4.1%	12.2%
Q15d-2. Website & smart phone application was easy to use to submit requests	32.7%	20.4%	8.2%	6.1%	4.1%	28.6%
Q15d-3. I was able to track my request & get up-to-date information	30.6%	14.3%	6.1%	4.1%	10.2%	34.7%
Q15d-4. They were courteous & polite	63.3%	14.3%	4.1%	0.0%	2.0%	16.3%
Q15d-5. Service calls are being resolved to satisfaction	36.7%	16.3%	14.3%	14.3%	2.0%	16.3%

**WITHOUT "DON'T KNOW"**

**Q15d. Please rate your experience with the 311 in the past year on the following: (without "don't know")**

(N=49)

	Always	Usually	Sometimes	Seldom	Never
Q15d-1. They gave prompt, accurate & complete answers to questions	44.2%	27.9%	16.3%	7.0%	4.7%
Q15d-2. Website & smart phone application was easy to use to submit requests	45.7%	28.6%	11.4%	8.6%	5.7%
Q15d-3. I was able to track my request & get up-to-date information	46.9%	21.9%	9.4%	6.3%	15.6%
Q15d-4. They were courteous & polite	75.6%	17.1%	4.9%	0.0%	2.4%
Q15d-5. Service calls are being resolved to satisfaction	43.9%	19.5%	17.1%	17.1%	2.4%

**Q16. Do you ever watch the City's online broadcast of City Council or Planning and Zoning Commission meetings?**

Q16. Do you ever watch City's online broadcast of City Council or Planning & Zoning Commission meetings

	Number	Percent
Yes	88	20.3 %
No	345	79.7 %
Total	433	100.0 %

**Q17. Parks and Recreation. Please rate your satisfaction of the following:**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Maintenance of City parks	33.0%	47.1%	11.3%	2.1%	0.9%	5.5%
Q17-2. Number of parks	27.0%	40.9%	15.2%	8.5%	0.9%	7.4%
Q17-3. Quality of City trails	21.0%	39.7%	17.3%	3.7%	1.4%	16.9%
Q17-4. Number/connectivity of walking/biking trails	16.9%	33.5%	18.7%	10.9%	2.3%	17.8%
Q17-5. Quality of City parks	25.9%	46.9%	16.6%	3.2%	0.2%	7.2%
Q17-6. Quality of City recreation facilities	23.8%	41.6%	16.4%	4.8%	1.6%	11.8%
Q17-7. Quality of City produced special events	24.7%	42.7%	15.9%	1.8%	0.2%	14.5%
Q17-8. Quality of City adult athletic programs	9.2%	18.9%	25.4%	2.5%	0.5%	43.4%
Q17-9. Quality of City youth athletic programs	11.1%	25.4%	18.5%	4.4%	1.2%	39.5%
Q17-10. Quality of City senior citizen programs	9.2%	17.1%	20.1%	2.8%	0.7%	50.1%
Q17-11. Quality of recreation programs	12.2%	27.3%	21.9%	2.5%	0.5%	35.6%
Q17-12. Quality of programs for people with disabilities	6.0%	9.0%	18.9%	2.8%	2.3%	61.0%

**WITHOUT "DON'T KNOW"****Q17. Parks and Recreation. Please rate your satisfaction of the following: (without "don't know")**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Maintenance of City parks	35.0%	49.9%	12.0%	2.2%	1.0%
Q17-2. Number of parks	29.2%	44.1%	16.5%	9.2%	1.0%
Q17-3. Quality of City trails	25.3%	47.8%	20.8%	4.4%	1.7%
Q17-4. Number/ connectivity of walking/ biking trails	20.5%	40.7%	22.8%	13.2%	2.8%
Q17-5. Quality of City parks	27.9%	50.5%	17.9%	3.5%	0.2%
Q17-6. Quality of City recreation facilities	27.0%	47.1%	18.6%	5.5%	1.8%
Q17-7. Quality of City produced special events	28.9%	50.0%	18.6%	2.2%	0.3%
Q17-8. Quality of City adult athletic programs	16.3%	33.5%	44.9%	4.5%	0.8%
Q17-9. Quality of City youth athletic programs	18.3%	42.0%	30.5%	7.3%	1.9%
Q17-10. Quality of City senior citizen programs	18.5%	34.3%	40.3%	5.6%	1.4%
Q17-11. Quality of recreation programs	19.0%	42.3%	34.1%	3.9%	0.7%
Q17-12. Quality of programs for people with disabilities	15.4%	23.1%	48.5%	7.1%	5.9%



**Q18. Which THREE of the services listed in Question 17 do you think are MOST IMPORTANT for the City to focus on over the next year?**

Q18. Top choice	Number	Percent
Maintenance of City parks	78	18.0 %
Number of parks	22	5.1 %
Quality of City trails	23	5.3 %
Number/connectivity of walking/biking trails	40	9.2 %
Quality of City parks	31	7.2 %
Quality of City recreation facilities	26	6.0 %
Quality of City produced special events	13	3.0 %
Quality of City adult athletic programs	7	1.6 %
Quality of City youth athletic programs	26	6.0 %
Quality of City senior citizen programs	21	4.8 %
Quality of recreation programs	8	1.8 %
Quality of programs for people with disabilities	24	5.5 %
None chosen	114	26.3 %
Total	433	100.0 %

**Q18. Which THREE of the services listed in Question 17 do you think are MOST IMPORTANT for the City to focus on over the next year?**

Q18. 2nd choice	Number	Percent
Maintenance of City parks	33	7.6 %
Number of parks	23	5.3 %
Quality of City trails	33	7.6 %
Number/connectivity of walking/biking trails	33	7.6 %
Quality of City parks	52	12.0 %
Quality of City recreation facilities	31	7.2 %
Quality of City produced special events	11	2.5 %
Quality of City adult athletic programs	7	1.6 %
Quality of City youth athletic programs	13	3.0 %
Quality of City senior citizen programs	25	5.8 %
Quality of recreation programs	20	4.6 %
Quality of programs for people with disabilities	14	3.2 %
None chosen	138	31.9 %
Total	433	100.0 %

**Q18. Which THREE of the services listed in Question 17 do you think are MOST IMPORTANT for the City to focus on over the next year?**

Q18. 3rd choice	Number	Percent
Maintenance of City parks	33	7.6 %
Number of parks	21	4.8 %
Quality of City trails	25	5.8 %
Number/connectivity of walking/biking trails	18	4.2 %
Quality of City parks	15	3.5 %
Quality of City recreation facilities	25	5.8 %
Quality of City produced special events	22	5.1 %
Quality of City adult athletic programs	9	2.1 %
Quality of City youth athletic programs	18	4.2 %
Quality of City senior citizen programs	25	5.8 %
Quality of recreation programs	32	7.4 %
Quality of programs for people with disabilities	24	5.5 %
None chosen	166	38.3 %
Total	433	100.0 %

**Q18. Which THREE of the services listed in Question 17 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 3)**

Q18. Top choice	Number	Percent
Maintenance of City parks	144	33.3 %
Number of parks	66	15.2 %
Quality of City trails	81	18.7 %
Number/connectivity of walking/biking trails	91	21.0 %
Quality of City parks	98	22.6 %
Quality of City recreation facilities	82	18.9 %
Quality of City produced special events	46	10.6 %
Quality of City adult athletic programs	23	5.3 %
Quality of City youth athletic programs	57	13.2 %
Quality of City senior citizen programs	71	16.4 %
Quality of recreation programs	60	13.9 %
Quality of programs for people with disabilities	62	14.3 %
None chosen	114	26.3 %
Total	995	

**Q19. Refuse Collection. Please rate your satisfaction of the following:**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Overall quality of City bulk trash/leaf/brush collection	46.7%	40.6%	6.5%	3.0%	0.7%	2.5%
Q19-2. Overall quality of curbside recycling collection	50.3%	37.4%	5.3%	3.0%	0.9%	3.0%
Q19-3. Overall quality of curbside trash/garbage collection	51.3%	37.4%	4.4%	3.5%	0.7%	2.8%
Q19-4. Overall quality of City's household hazardous waste disposal service (oil, paint, etc.)	24.2%	24.9%	14.5%	10.2%	2.1%	24.0%
Q19-5. Overall fees charged for trash/recycling collection	21.7%	37.6%	23.3%	7.4%	2.5%	7.4%

**WITHOUT "DON'T KNOW"**

**Q19. Refuse Collection. Please rate your satisfaction of the following: (without "don't know")**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Overall quality of City bulk trash/leaf/brush collection	47.9%	41.7%	6.6%	3.1%	0.7%
Q19-2. Overall quality of curbside recycling collection	51.9%	38.6%	5.5%	3.1%	1.0%
Q19-3. Overall quality of curbside trash/garbage collection	52.7%	38.5%	4.5%	3.6%	0.7%
Q19-4. Overall quality of City's household hazardous waste disposal service (oil, paint, etc.)	31.9%	32.8%	19.1%	13.4%	2.7%
Q19-5. Overall fees charged for trash/recycling collection	23.4%	40.6%	25.2%	8.0%	2.7%

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

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Timeliness of water/ sewer line break repairs	15.9%	28.4%	12.0%	2.3%	0.2%	41.1%
Q20-2. Overall fees charged for water/wastewater services	12.7%	31.4%	27.0%	15.7%	5.8%	7.4%
Q20-3. Utility billing customer service	21.9%	38.3%	18.2%	1.6%	0.9%	18.9%
Q20-4. Utility reliability (consistent delivery of water & sewer)	38.6%	48.0%	7.4%	0.5%	0.2%	5.3%
Q20-5. Overall quality of drinking water	27.0%	46.2%	13.2%	6.2%	1.6%	5.8%

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

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Timeliness of water/sewer line break repairs	27.1%	48.2%	20.4%	3.9%	0.4%
Q20-2. Overall fees charged for water/wastewater services	13.7%	33.9%	29.2%	17.0%	6.2%
Q20-3. Utility billing customer service	27.1%	47.3%	22.5%	2.0%	1.1%
Q20-4. Utility reliability (consistent delivery of water & sewer)	40.7%	50.7%	7.8%	0.5%	0.2%
Q20-5. Overall quality of drinking water	28.7%	49.0%	14.0%	6.6%	1.7%

**Q21. Infrastructure. Please rate your satisfaction of the following:**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Adequacy of street lighting	10.9%	41.3%	17.3%	25.2%	3.9%	1.4%
Q21-2. Adequacy of lighting along trails & in City parks	6.9%	18.0%	25.4%	17.3%	3.7%	28.6%
Q21-3. Adequacy of drainage systems in rainfall events	10.4%	40.2%	27.0%	13.4%	3.5%	5.5%
Q21-4. Appearance/condition of City medians, right of ways, & public areas	14.5%	46.9%	23.8%	11.1%	1.8%	1.8%
Q21-5. On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	9.7%	34.6%	27.7%	10.2%	4.4%	13.4%
Q21-6. Overall condition of street signs & traffic signs	14.8%	59.4%	19.2%	4.6%	0.5%	1.6%
Q21-7. Overall maintenance of major TxDOT roadways (SH174/Wilshire Blvd., FM731/John Jones Dr., I-35W)	9.2%	44.8%	23.3%	15.0%	6.2%	1.4%
Q21-8. Overall maintenance of major City streets (non-TxDOT streets)	8.1%	31.9%	28.6%	22.2%	8.1%	1.2%
Q21-9. Overall maintenance of neighborhood streets	7.9%	32.6%	24.0%	27.0%	7.2%	1.4%
Q21-10. Overall quantity & quality of City sidewalks including accessibility	8.3%	35.3%	27.0%	19.4%	3.9%	6.0%
Q21-11. Mowing & tree trimming along streets & other public areas	11.8%	52.4%	22.9%	7.6%	2.1%	3.2%

**WITHOUT "DON'T KNOW"****Q21. Infrastructure. Please rate your satisfaction of the following: (without "don't know")**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Adequacy of street lighting	11.0%	41.9%	17.6%	25.5%	4.0%
Q21-2. Adequacy of lighting along trails & in City parks	9.7%	25.2%	35.6%	24.3%	5.2%
Q21-3. Adequacy of drainage systems in rainfall events	11.0%	42.5%	28.6%	14.2%	3.7%
Q21-4. Appearance/condition of City medians, right of ways, & public areas	14.8%	47.8%	24.2%	11.3%	1.9%
Q21-5. On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	11.2%	40.0%	32.0%	11.7%	5.1%
Q21-6. Overall condition of street signs & traffic signs	15.0%	60.3%	19.5%	4.7%	0.5%
Q21-7. Overall maintenance of major TxDOT roadways (SH174/Wilshire Blvd., FM731/John Jones Dr., I-35W)	9.4%	45.4%	23.7%	15.2%	6.3%
Q21-8. Overall maintenance of major City streets (non-TxDOT streets)	8.2%	32.2%	29.0%	22.4%	8.2%
Q21-9. Overall maintenance of neighborhood streets	8.0%	33.0%	24.4%	27.4%	7.3%
Q21-10. Overall quantity & quality of City sidewalks including accessibility	8.8%	37.6%	28.7%	20.6%	4.2%



**WITHOUT "DON'T KNOW"**

**Q21. Infrastructure. Please rate your satisfaction of the following: (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-11. Mowing & tree trimming along streets & other public areas	12.2%	54.2%	23.6%	7.9%	2.1%

**Q22. Which THREE of the services listed in Question 21 do you think are MOST IMPORTANT for the City to focus on over the next year?**

Q22. Top choice	Number	Percent
Adequacy of City street lighting	70	16.2 %
Adequacy of lighting along trails & in City parks	32	7.4 %
Adequacy of drainage systems in rainfall events	42	9.7 %
Appearance/condition of City medians, right of ways, & public areas	19	4.4 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	7	1.6 %
Overall condition of street signs & traffic signs	3	0.7 %
Overall maintenance of major TxDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	73	16.9 %
Overall maintenance of major City streets (non-TxDOT streets)	49	11.3 %
Overall maintenance of neighborhood streets	41	9.5 %
Overall quantity & quality of City sidewalks including accessibility	28	6.5 %
Mowing & tree trimming along streets & other public areas	3	0.7 %
None chosen	66	15.2 %
Total	433	100.0 %

**Q22. Which THREE of the services listed in Question 21 do you think are MOST IMPORTANT for the City to focus on over the next year?**

Q22. 2nd choice	Number	Percent
Adequacy of City street lighting	28	6.5 %
Adequacy of lighting along trails & in City parks	36	8.3 %
Adequacy of drainage systems in rainfall events	24	5.5 %
Appearance/condition of City medians, right of ways, & public areas	16	3.7 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	10	2.3 %
Overall condition of street signs & traffic signs	11	2.5 %
Overall maintenance of major TxDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	44	10.2 %
Overall maintenance of major City streets (non-TxDOT streets)	74	17.1 %
Overall maintenance of neighborhood streets	72	16.6 %
Overall quantity & quality of City sidewalks including accessibility	24	5.5 %
Mowing & tree trimming along streets & other public areas	13	3.0 %
None chosen	81	18.7 %
Total	433	100.0 %

**Q22. Which THREE of the services listed in Question 21 do you think are MOST IMPORTANT for the City to focus on over the next year?**

<u>Q22. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Adequacy of City street lighting	30	6.9 %
Adequacy of lighting along trails & in City parks	17	3.9 %
Adequacy of drainage systems in rainfall events	30	6.9 %
Appearance/condition of City medians, right of ways, & public areas	21	4.8 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	8	1.8 %
Overall condition of street signs & traffic signs	17	3.9 %
Overall maintenance of major TxDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	30	6.9 %
Overall maintenance of major City streets (non-TxDOT streets)	39	9.0 %
Overall maintenance of neighborhood streets	60	13.9 %
Overall quantity & quality of City sidewalks including accessibility	43	9.9 %
Mowing & tree trimming along streets & other public areas	21	4.8 %
None chosen	117	27.0 %
Total	433	100.0 %

**Q22. Which THREE of the services listed in Question 21 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 3)**

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
Adequacy of City street lighting	128	29.6 %
Adequacy of lighting along trails & in City parks	85	19.6 %
Adequacy of drainage systems in rainfall events	96	22.2 %
Appearance/condition of City medians, right of ways, & public areas	56	12.9 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	25	5.8 %
Overall condition of street signs & traffic signs	31	7.2 %
Overall maintenance of major TxDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	147	33.9 %
Overall maintenance of major City streets (non-TxDOT streets)	162	37.4 %
Overall maintenance of neighborhood streets	173	40.0 %
Overall quantity & quality of City sidewalks including accessibility	95	21.9 %
Mowing & tree trimming along streets & other public areas	37	8.5 %
None chosen	66	15.2 %
Total	1101	

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

(N=433)

	Very supportive	Supportive	Neutral	Unsupportive	Very unsupportive	Don't know
Q23-1. Commercial/retail	24.7%	37.0%	18.9%	9.7%	7.4%	2.3%
Q23-2. Food/restaurant/entertainment	29.1%	38.6%	16.6%	8.5%	6.0%	1.2%
Q23-3. Heavy commercial/industrial	9.5%	22.2%	31.4%	16.9%	16.9%	3.2%
Q23-4. Single-family housing	27.5%	37.4%	16.9%	7.9%	8.5%	1.8%
Q23-5. Multi-family housing	7.4%	11.8%	18.2%	21.7%	38.6%	2.3%

**WITHOUT "DON'T KNOW"**

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

(N=433)

	Very supportive	Supportive	Neutral	Unsupportive	Very unsupportive
Q23-1. Commercial/retail	25.3%	37.8%	19.4%	9.9%	7.6%
Q23-2. Food/restaurant/entertainment	29.4%	39.0%	16.8%	8.6%	6.1%
Q23-3. Heavy commercial/industrial	9.8%	22.9%	32.5%	17.4%	17.4%
Q23-4. Single-family housing	28.0%	38.1%	17.2%	8.0%	8.7%
Q23-5. Multi-family housing	7.6%	12.1%	18.7%	22.2%	39.5%

**Q24. Animal Services. Please rate your satisfaction of the following:**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Overall quality of City's animal control services	17.8%	35.6%	16.2%	3.7%	1.2%	25.6%
Q24-2. Overall quality of City's animal adoption services	19.2%	31.9%	14.5%	2.1%	0.2%	32.1%

**WITHOUT "DON'T KNOW"**

**Q24. Animal Services. Please rate your satisfaction of the following: (without "don't know")**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Overall quality of City's animal control services	23.9%	47.8%	21.7%	5.0%	1.6%
Q24-2. Overall quality of City's animal adoption services	28.2%	46.9%	21.4%	3.1%	0.3%

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

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. City's efforts to enforce cleanup of trash & debris on private property	8.5%	29.3%	22.9%	14.5%	4.2%	20.6%
Q25-2. City's efforts to enforce upkeep of residential property	7.9%	31.9%	23.1%	15.5%	4.6%	17.1%
Q25-3. City's efforts to identify & remove abandoned or dilapidated structures	7.4%	28.2%	25.2%	9.2%	2.3%	27.7%
Q25-4. City's efforts to enforce restaurant/food service cleanliness	10.6%	40.2%	23.3%	6.5%	1.2%	18.2%
Q25-5. City's efforts to enforce sign regulations	9.2%	34.6%	24.2%	4.8%	1.6%	25.4%
Q25-6. City's efforts to enforce mowing & cutting of weeds on private property	8.1%	30.3%	22.2%	16.4%	4.8%	18.2%
Q25-7. Overall quality of City's code compliance operations	8.3%	33.9%	25.9%	9.0%	3.2%	19.6%

**WITHOUT "DON'T KNOW"**

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

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. City's efforts to enforce cleanup of trash & debris on private property	10.8%	36.9%	28.8%	18.3%	5.2%
Q25-2. City's efforts to enforce upkeep of residential property	9.5%	38.4%	27.9%	18.7%	5.6%
Q25-3. City's efforts to identify & remove abandoned or dilapidated structures	10.2%	39.0%	34.8%	12.8%	3.2%
Q25-4. City's efforts to enforce restaurant/food service cleanliness	13.0%	49.2%	28.5%	7.9%	1.4%
Q25-5. City's efforts to enforce sign regulations	12.4%	46.4%	32.5%	6.5%	2.2%
Q25-6. City's efforts to enforce mowing & cutting of weeds on private property	9.9%	37.0%	27.1%	20.1%	5.9%
Q25-7. Overall quality of City's code compliance operations	10.3%	42.2%	32.2%	11.2%	4.0%



**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. Top choice</u>	<u>Number</u>	<u>Percent</u>
City's efforts to enforce cleanup of trash & debris on private property	78	18.0 %
City's efforts to enforce upkeep of residential property	50	11.5 %
City's efforts to identify & remove abandoned or dilapidated structures	45	10.4 %
City's efforts to enforce restaurant/food service cleanliness	82	18.9 %
City's efforts to enforce sign regulations	12	2.8 %
City's efforts to enforce mowing & cutting of weeds on private property	29	6.7 %
Overall quality of City's code compliance operations	30	6.9 %
None chosen	107	24.7 %
Total	433	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 cleanup of trash & debris on private property	50	11.5 %
City's efforts to enforce upkeep of residential property	55	12.7 %
City's efforts to identify & remove abandoned or dilapidated structures	42	9.7 %
City's efforts to enforce restaurant/food service cleanliness	59	13.6 %
City's efforts to enforce sign regulations	11	2.5 %
City's efforts to enforce mowing & cutting of weeds on private property	50	11.5 %
Overall quality of City's code compliance operations	33	7.6 %
None chosen	133	30.7 %
Total	433	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? (top 2)**

<u>Q26. Top choice</u>	<u>Number</u>	<u>Percent</u>
City's efforts to enforce cleanup of trash & debris on private property	128	29.6 %
City's efforts to enforce upkeep of residential property	105	24.2 %
City's efforts to identify & remove abandoned or dilapidated structures	87	20.1 %
City's efforts to enforce restaurant/food service cleanliness	141	32.6 %
City's efforts to enforce sign regulations	23	5.3 %
City's efforts to enforce mowing & cutting of weeds on private property	79	18.2 %
Overall quality of City's code compliance operations	63	14.5 %
<u>None chosen</u>	<u>107</u>	<u>24.7 %</u>
Total	733	

**Q27. Court Services. Please rate your satisfaction of the following.**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q27-1. Overall quality of municipal court services	9.7%	20.8%	15.5%	0.9%	0.5%	52.7%
Q27-2. Quality & accessibility of municipal court services	11.5%	22.6%	14.3%	1.2%	0.0%	50.3%

**WITHOUT "DON'T KNOW"**

**Q27. Court Services. Please rate your satisfaction of the following. (without "don't know")**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q27-1. Overall quality of municipal court services	20.5%	43.9%	32.7%	2.0%	1.0%
Q27-2. Quality & accessibility of municipal court services	23.3%	45.6%	28.8%	2.3%	0.0%

**Q28. 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=433)

	Very important	Important	Neutral	Not important	Not at all important	Don't know
Q28-1. Maintenance of City's infrastructure (roads, bridges, drainage, etc.)	70.0%	22.6%	4.4%	0.7%	0.2%	2.1%
Q28-2. Parks & Recreation (park maintenance, programming, leisure opportunities, etc.)	35.8%	44.3%	13.9%	2.8%	0.5%	2.8%
Q28-3. Economic Development (business retention, business development, etc.)	24.5%	41.6%	18.5%	8.3%	3.7%	3.5%
Q28-4. Customer Service by City employees (meaningful citizen engagement, effective use of new technology, efficient processes & resource management)	26.8%	44.1%	22.2%	0.9%	1.4%	4.6%
Q28-5. Financial Planning (implement long-term financial plans, participate in best practices)	41.6%	40.4%	12.0%	0.7%	0.2%	5.1%
Q28-6. Public Safety (training for first responders, community involvement, etc.)	58.2%	31.6%	6.2%	0.2%	0.2%	3.5%
Q28-7. Public Communication & Outreach	34.6%	42.7%	17.3%	1.8%	0.2%	3.2%

**WITHOUT "DON'T KNOW"**

**Q28. 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=433)

	Very important	Important	Neutral	Not important	Not at all important
Q28-1. Maintenance of City's infrastructure (roads, bridges, drainage, etc.)	71.5%	23.1%	4.5%	0.7%	0.2%
Q28-2. Parks & Recreation (park maintenance, programming, leisure opportunities, etc.)	36.8%	45.6%	14.3%	2.9%	0.5%
Q28-3. Economic Development (business retention, business development, etc.)	25.4%	43.1%	19.1%	8.6%	3.8%
Q28-4. Customer Service by City employees (meaningful citizen engagement, effective use of new technology, efficient processes & resource management)	28.1%	46.2%	23.2%	1.0%	1.5%
Q28-5. Financial Planning (implement long-term financial plans, participate in best practices)	43.8%	42.6%	12.7%	0.7%	0.2%
Q28-6. Public Safety (training for first responders, community involvement, etc.)	60.3%	32.8%	6.5%	0.2%	0.2%
Q28-7. Public Communication & Outreach	35.8%	44.2%	17.9%	1.9%	0.2%

**Q29. What is your age?**

Q29. Your age	Number	Percent
18-34	82	18.9 %
35-44	83	19.2 %
45-54	81	18.7 %
55-64	86	19.9 %
65+	83	19.2 %
Not provided	18	4.2 %
Total	433	100.0 %

**WITHOUT "NOT PROVIDED"****Q29. What is your age? (without "not provided")**

Q29. Your age	Number	Percent
18-34	82	19.8 %
35-44	83	20.0 %
45-54	81	19.5 %
55-64	86	20.7 %
65+	83	20.0 %
Total	415	100.0 %

**Q30. Are you or other members of your household of Spanish, Hispanic or Latino heritage?**

Q30. Are you of Spanish, Hispanic or Latino

Heritage	Number	Percent
Yes	79	18.2 %
No	344	79.4 %
Not provided	10	2.3 %
Total	433	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q30. Are you or other members of your household of Spanish, Hispanic or Latino heritage? (without "not provided")**

Q30. Are you of Spanish, Hispanic or Latino

Heritage	Number	Percent
Yes	79	18.7 %
No	344	81.3 %
Total	423	100.0 %

**Q31. Which of the following best describes your race/ethnicity?**

<u>Q31. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	7	1.6 %
Black or African American	23	5.3 %
American Indian or Alaska Native	2	0.5 %
White or Caucasian	348	80.4 %
Other	5	1.2 %
Total	385	

**Q31-5. Self-describe your race/ethnicity:**

<u>Q31-5. Please describe your race/ethnicity.</u>	<u>Number</u>	<u>Percent</u>
Mestizo	1	20.0 %
Bosnian	1	20.0 %
Latino	1	20.0 %
Mexican	1	20.0 %
Mixed	1	20.0 %
Total	5	100.0 %



**Q32. Your gender:**

<u>Q32. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	209	48.3 %
Female	213	49.2 %
I prefer to self-identify	1	0.2 %
Not provided	10	2.3 %
Total	433	100.0 %

**WITHOUT "NOT PROVIDED"****Q32. Your gender: (without "not provided")**

<u>Q32. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	209	49.4 %
Female	213	50.4 %
I prefer to self-identify	1	0.2 %
Total	423	100.0 %

**Q32-3. Self-describe your gender:**

<u>Q32-3. Self-identify your gender</u>	<u>Number</u>	<u>Percent</u>
Non-binary	1	100.0 %
Total	1	100.0 %



**6**

**Survey Instrument**

February 2024

Dear Burleson Resident,

You have been randomly selected to participate in a community survey, designed to gather citizen input and feedback on City of Burleson programs and services. We will use 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 research firm conducting the survey. If you prefer to complete the survey online, please visit [BurlesonSurvey.org](http://BurlesonSurvey.org).

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

Thank you for your support and input, which will 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 ETC Institute’s project manager, Ryan Murray, at 913-254-4598 or by email at [Ryan.Murray@ETCInstitute.com](mailto:Ryan.Murray@ETCInstitute.com).

Sincerely,

Chris Fletcher  
Mayor

Victoria Johnson  
Councilmember  
Place 1

Phil Anderson  
Councilmember  
Place 2

Ronnie Johnson  
Councilmember  
Place 3

Larry Scott  
Councilmember  
Place 4

Dan McClendon  
Mayor Pro Tem  
Place 5

Adam Russell  
Councilmember  
Place 6

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

# 2024 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 online at [BurlesonSurvey.org](http://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. Effectiveness of city communication with the public	5	4	3	2	1	9
02. Enforcement of local codes and ordinances	5	4	3	2	1	9
03. Flow of traffic and congestion on TxDOT roadways (SH174/Wilshire Blvd., FM 731/John Jones Dr., I-35W)	5	4	3	2	1	9
04. Flow of traffic and congestion on city roadways (non-TxDOT streets)	5	4	3	2	1	9
05. Maintenance of city streets and sidewalks	5	4	3	2	1	9
06. Quality of customer service you receive from city employees	5	4	3	2	1	9
07. Quality of parks and recreation facilities and programs	5	4	3	2	1	9
08. Quality of public safety services (police, fire, EMS, public safety communications)	5	4	3	2	1	9
09. Quality of library services	5	4	3	2	1	9
10. Quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	5	4	3	2	1	9
11. Quality of wastewater/sewer services	5	4	3	2	1	9
12. Quality of water utility services	5	4	3	2	1	9
13. Quality and timeliness of the city's permitting and inspection process	5	4	3	2	1	9
14. Value that you receive for your city tax dollars and fees	5	4	3	2	1	9
15. Efforts by city government to ensure the 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. 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

**5. 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 traffic laws	5	4	3	2	1	9
04.	How quickly police respond to emergencies	5	4	3	2	1	9
05.	Efforts by city government to prevent crime	5	4	3	2	1	9
06.	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

**6. Which THREE of the services listed in Question 5 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 5, or circle "NONE."]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ NONE

**7. 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

**8. Which THREE of the services listed in Question 7 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 7, or circle "NONE."]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ NONE

**9. 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

**10. Which THREE of the services listed in Question 9 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 9, or circle "NONE."]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ NONE

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

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

**12. From which TWO sources of information listed in Question 11 would you prefer to get information from the city? [Write in your answers below using the numbers from the list in Question 11, or circle "NONE."]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ NONE

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

- (1) Yes [Answer Q13a-b.]  (2) No [Skip to Q14.]

**13a. What was the reason for your most recent visit to the city's website?**

- (1) Pay a bill
- (2) Contact the city
- (3) Zoning/Development Information
- (4) Report an issue
- (5) Request a service
- (6) Open record request
- (7) Other: \_\_\_\_\_

**13b. How easy was it to find the information you needed on the city's website?**

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

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

- (1) Yes [Answer Q14a-c.]  (2) No [Skip to Q15.]

**14a. How easy was it to contact the person you needed to reach?**

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

**14b. What department did you contact? [Check all that apply.]**

- (01) Police
- (02) Fire
- (03) Development Services
- (04) Animal Services
- (05) Parks and Recreation
- (06) Code Compliance
- (07) Public Works
- (08) Utility Billing
- (09) Communications
- (10) Municipal Court
- (11) Public Health Department
- (12) Environmental Services
- (13) Health Inspections
- (14) 311
- (15) Other: \_\_\_\_\_

**14c. 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
6. Overall quality of service provided by city employees	5	4	3	2	1	9

**15. Have you contacted the City of Burleson 311 with a question, problem complaint, or to request a service during the past year?**

- (1) Yes [Answer Q15a-d.]  (2) No [Skip to Q16.]  (3) Not familiar with this service [Skip to Q16.]

**15a. How did you contact 311?**  (1) Phone  (2) Website  (3) Smart phone application

**15b. How easy was it to contact 311?**

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

**15c. How did you hear about City of Burleson 311?**

- \_\_\_\_(1) City website
- \_\_\_\_(2) Referred by city employee
- \_\_\_\_(3) 311 In the Community (word of mouth)
- \_\_\_\_(4) Phone call to city and was transferred to 311
- \_\_\_\_(5) Social media

**15d. Please rate your experience with the 311 in the past year on the following:**

Overall quality	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. They gave prompt, accurate and complete answers to questions	5	4	3	2	1	9
2. The website and smart phone application was easy to use to submit requests	5	4	3	2	1	9
3. I was able to track my request and get up-to-date information	5	4	3	2	1	9
4. They were courteous and polite	5	4	3	2	1	9
5. Service calls are being resolved to satisfaction	5	4	3	2	1	9

**16. Do you ever watch the city's online broadcast of City Council or Planning and Zoning Commission meetings? \_\_\_\_ (1) Yes \_\_\_\_ (2) No**

**17. 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. Maintenance of city parks	5	4	3	2	1	9
02. Number of parks	5	4	3	2	1	9
03. Quality of city trails	5	4	3	2	1	9
04. Number/connectivity of walking/biking trails	5	4	3	2	1	9
05. Quality of city parks	5	4	3	2	1	9
06. Quality of city recreation facilities	5	4	3	2	1	9
07. Quality of city produced special events	5	4	3	2	1	9
08. Quality of city adult athletic programs	5	4	3	2	1	9
09. Quality of city youth athletic programs	5	4	3	2	1	9
10. Quality of city senior citizen programs	5	4	3	2	1	9
11. Quality of recreation programs	5	4	3	2	1	9
12. Quality of programs for people with disabilities	5	4	3	2	1	9

**18. Which THREE of the services listed in Question 17 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 17, or circle "NONE."]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**19. Refuse Collection. 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. Overall fees charged for trash/recycling collection	5	4	3	2	1	9

**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. Timeliness of water/sewer line break repairs	5	4	3	2	1	9
2. Overall fees charged for water/wastewater services	5	4	3	2	1	9
3. Utility billing customer service	5	4	3	2	1	9
4. Utility reliability (consistent delivery of water and sewer)	5	4	3	2	1	9
5. Overall quality of drinking water	5	4	3	2	1	9

**21. 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 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 quantity and quality of city sidewalks including accessibility	5	4	3	2	1	9
11. Mowing and tree trimming along streets and other public areas	5	4	3	2	1	9

**22. Which THREE of the services listed in Question 21 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 21, or circle "NONE."]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ NONE

**23. 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

**24. 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

**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



