

# City of Burleson Resident Satisfaction Survey GIS Maps

Submitted to the City of Burleson, Texas by:

ETC Institute  
725 W. Frontier Lane,  
Olathe, KS 66061

May 2024



## Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

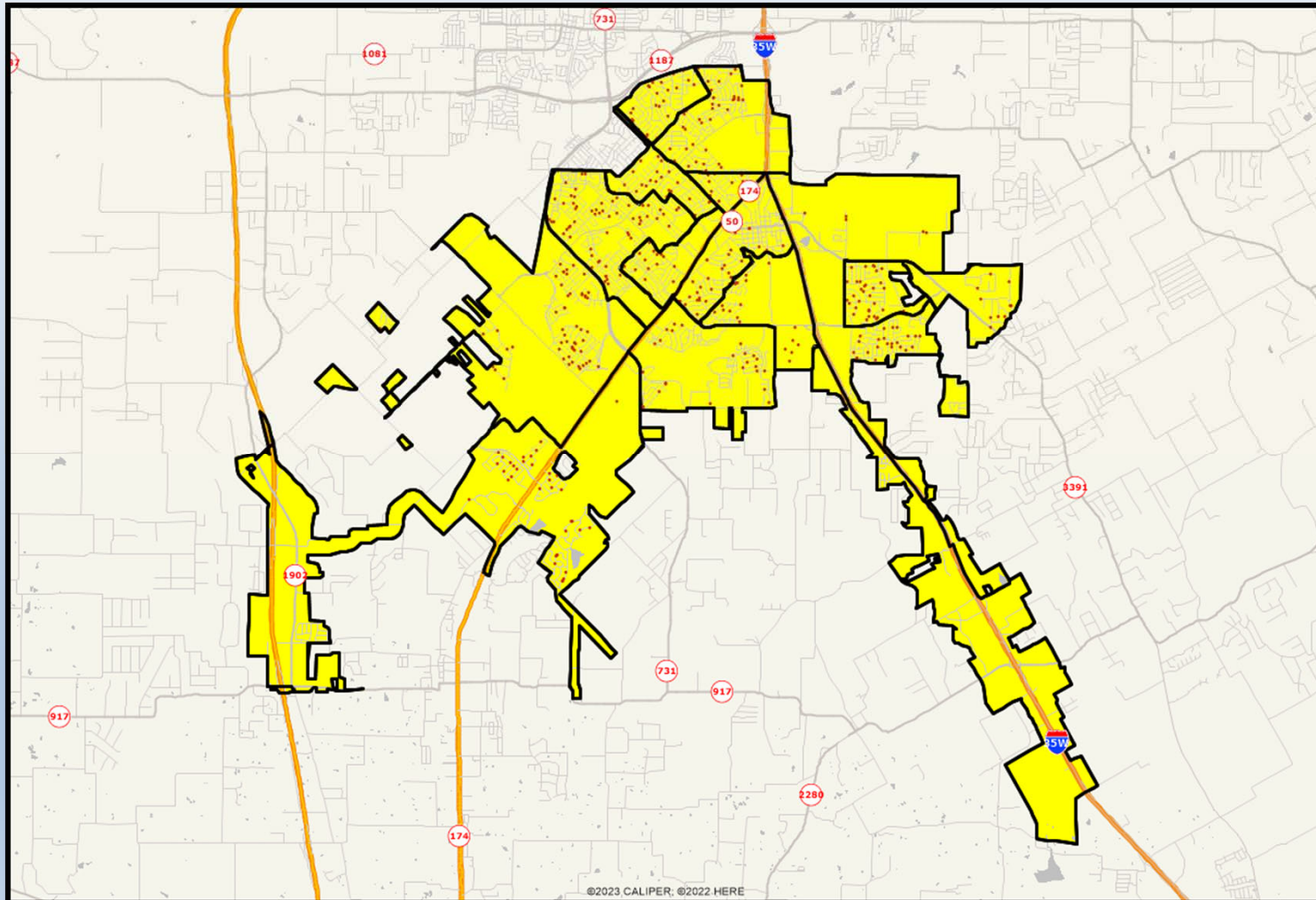
When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

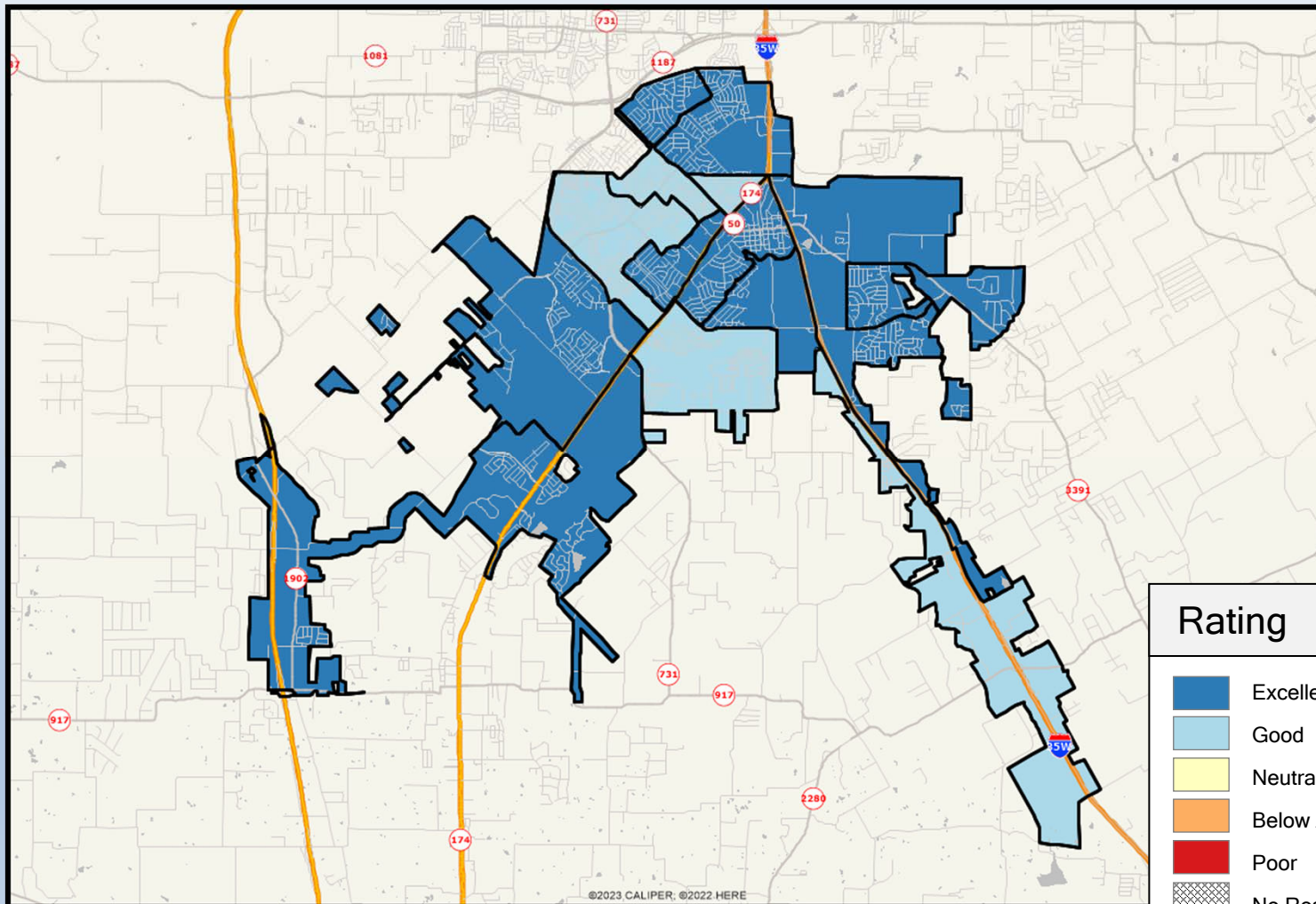


# Location of Respondents

(Boundaries by Census Block Group)



# Q1-1. As a place to live



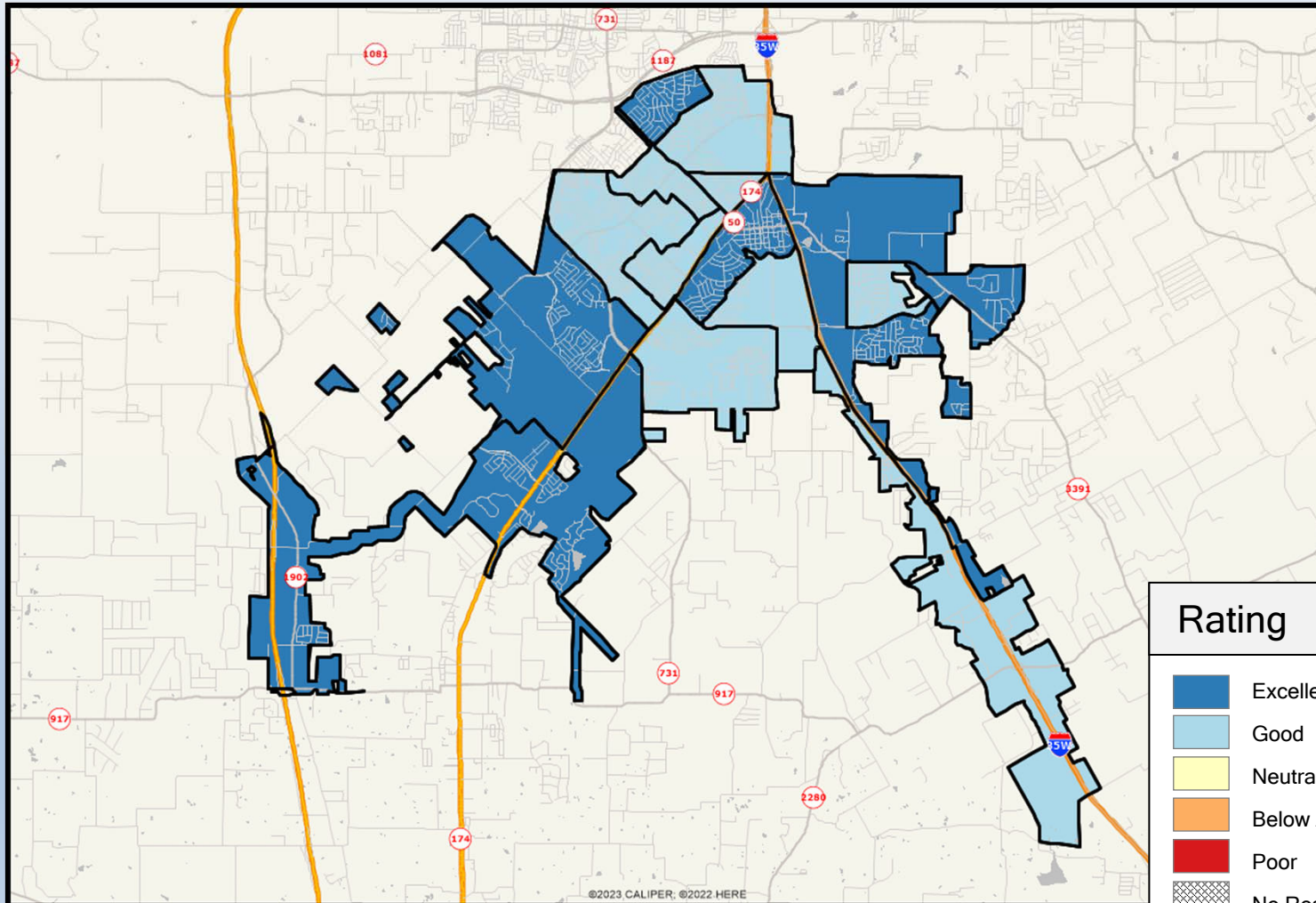
**Rating**

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

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# Q1-2. As a place to raise children

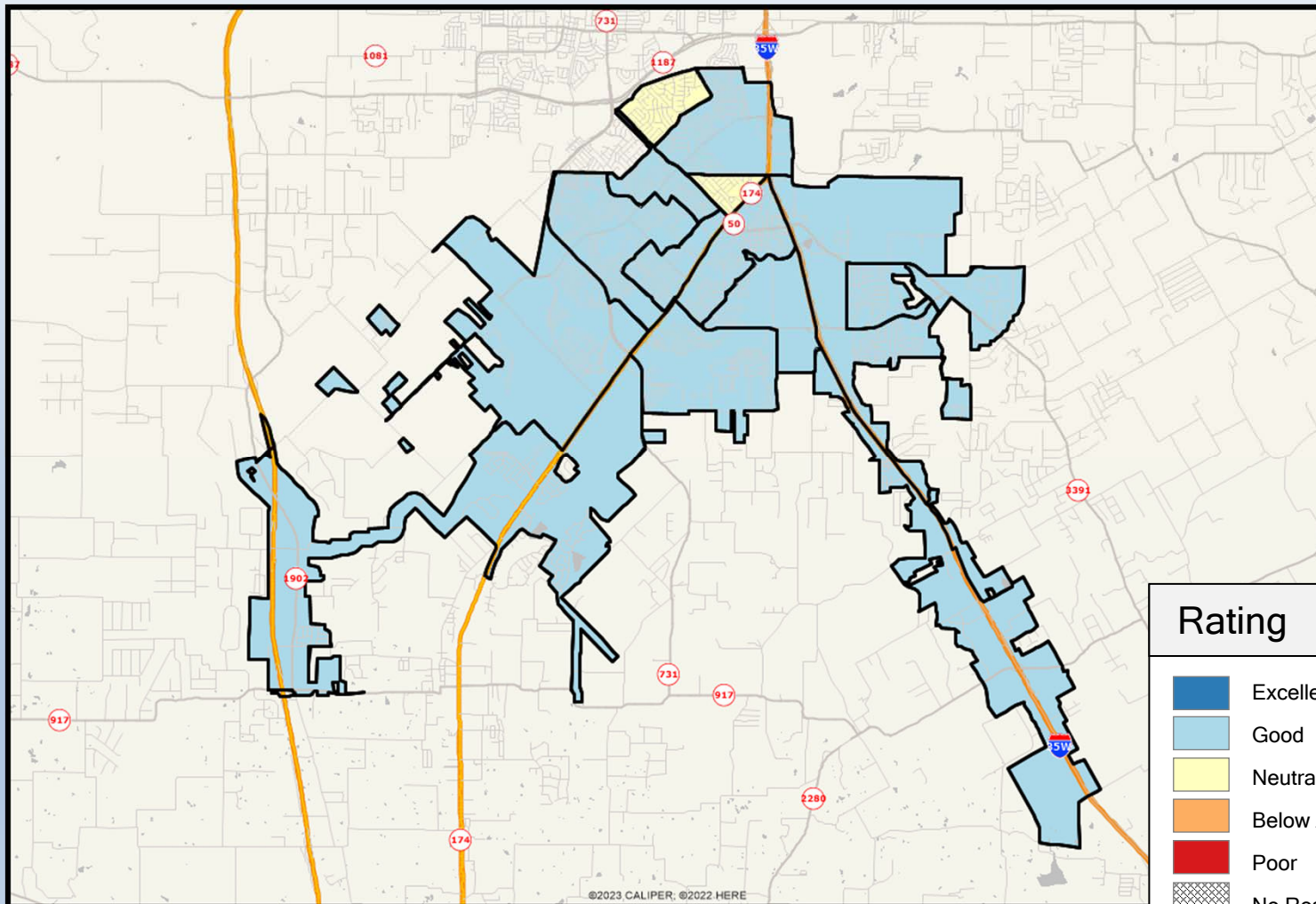


**Rating**

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

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# Q1-3. As a place to work

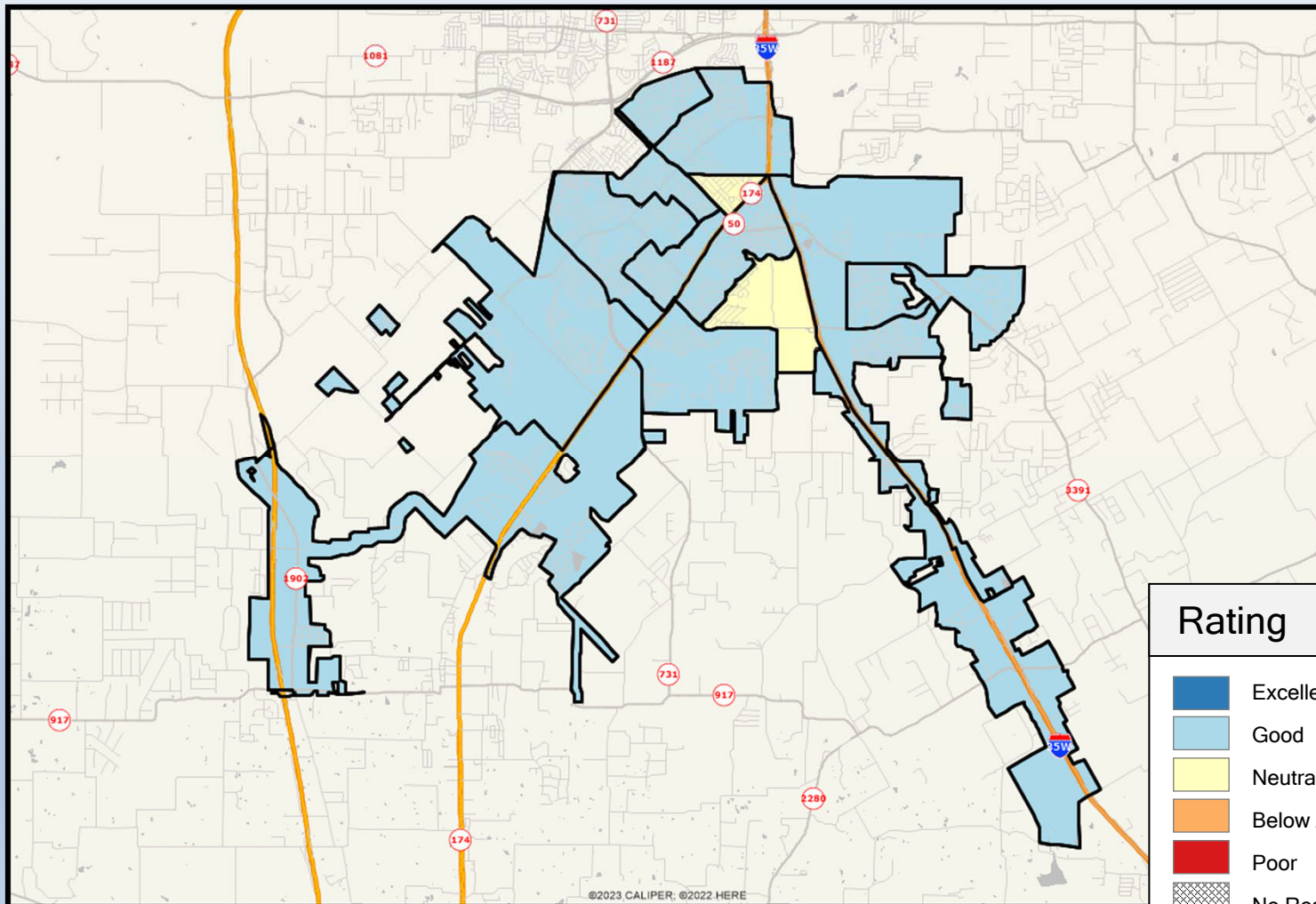


**Rating**

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

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# Q1-4. As a place to retire

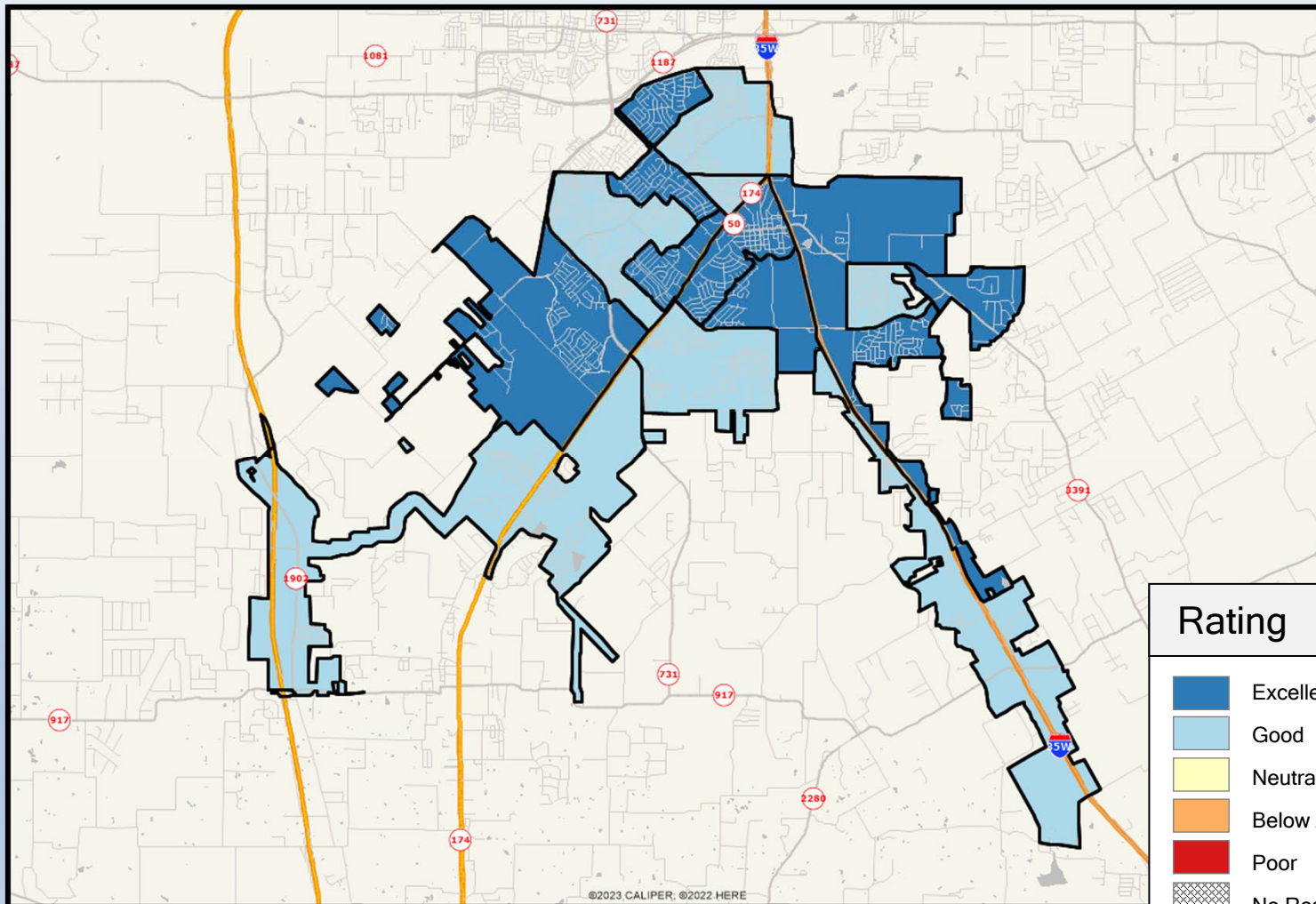


**Rating**







- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response





# Q1-5. As a place you are proud to call home

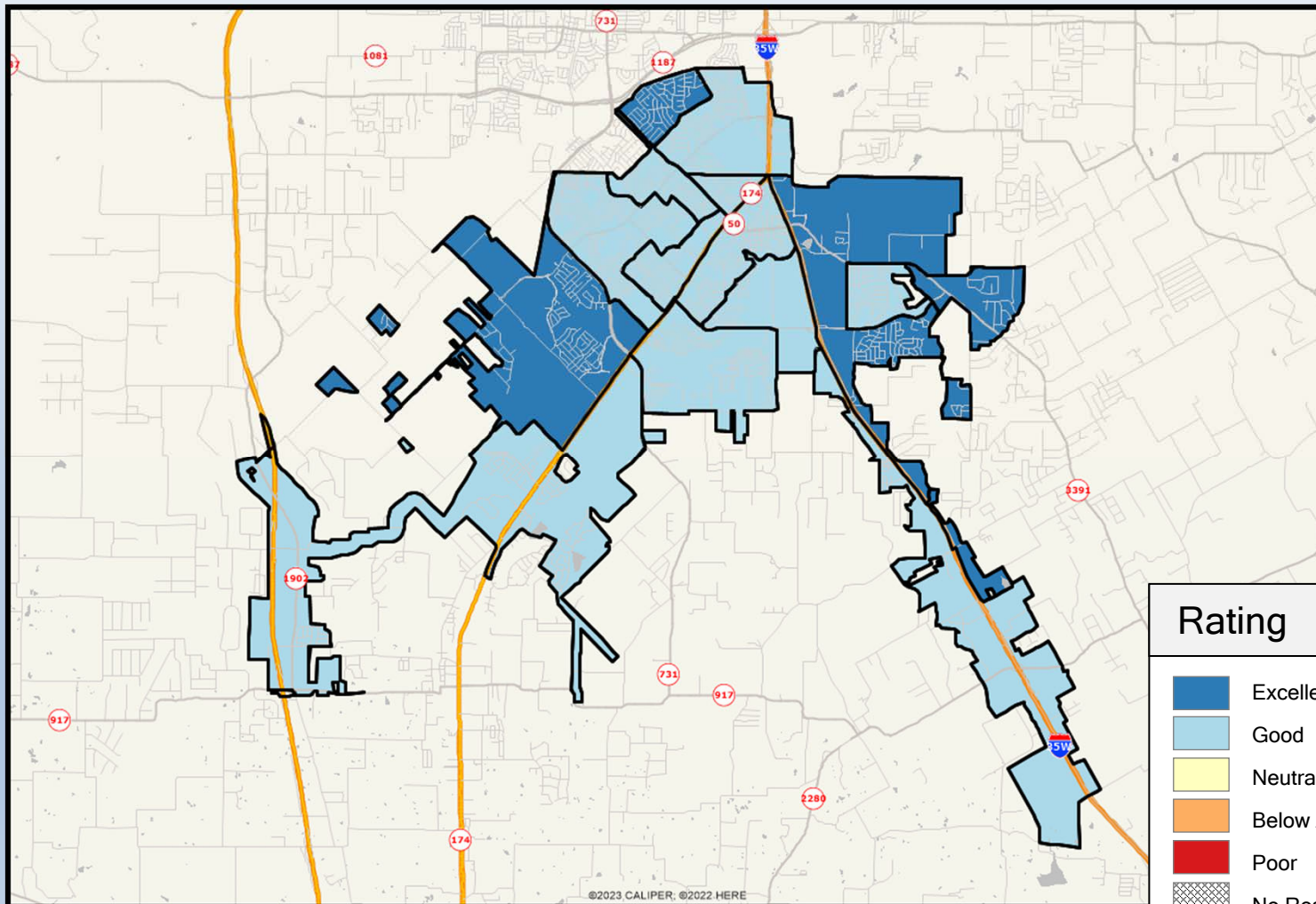


**Rating**

	Excellent
	Good
	Neutral
	Below Average
	Poor
	No Response

# Q1-6. Overall quality of services provided by the City of Burleson

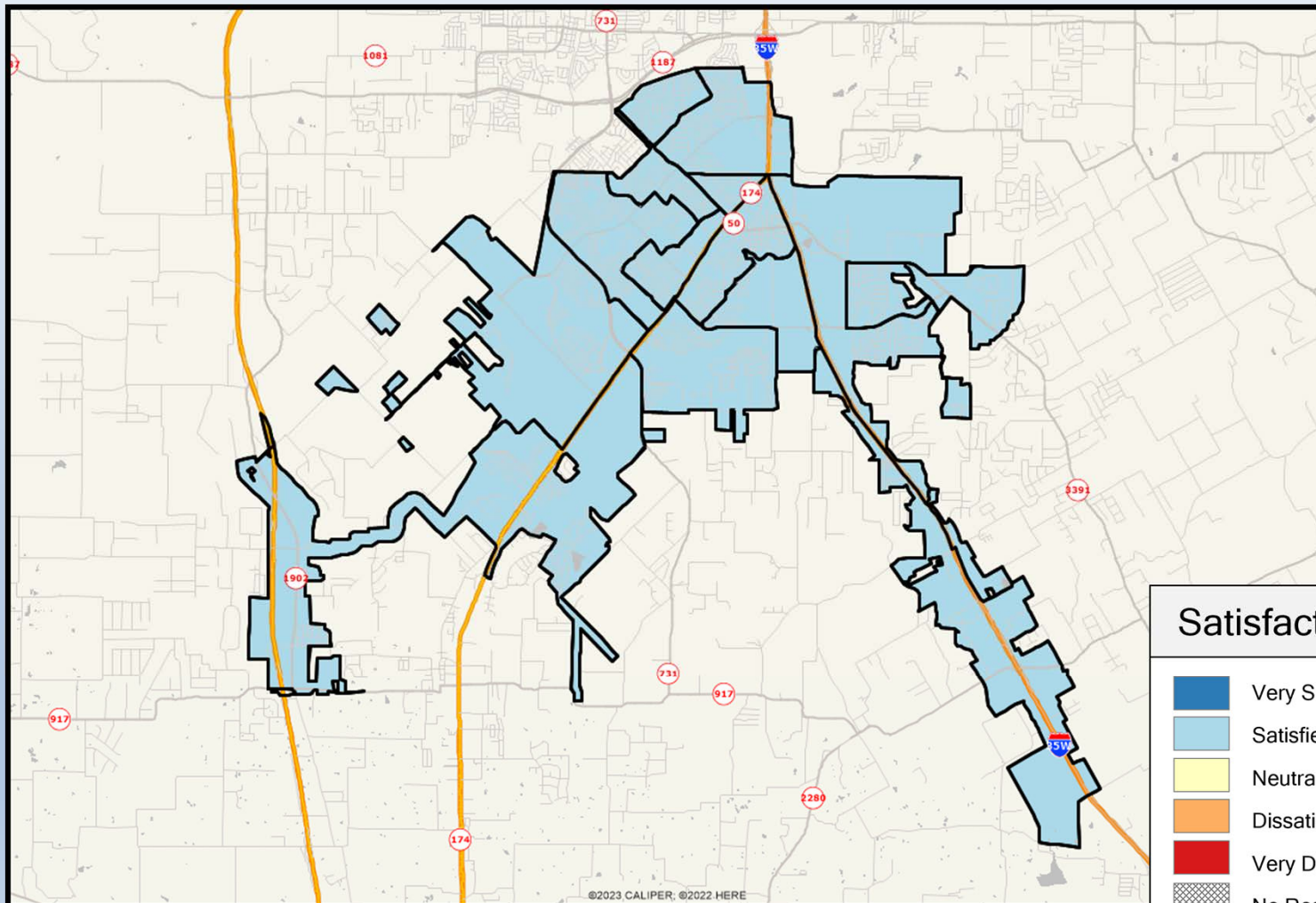


**Rating**

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

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# Q2-01. Effectiveness of city communication with the public



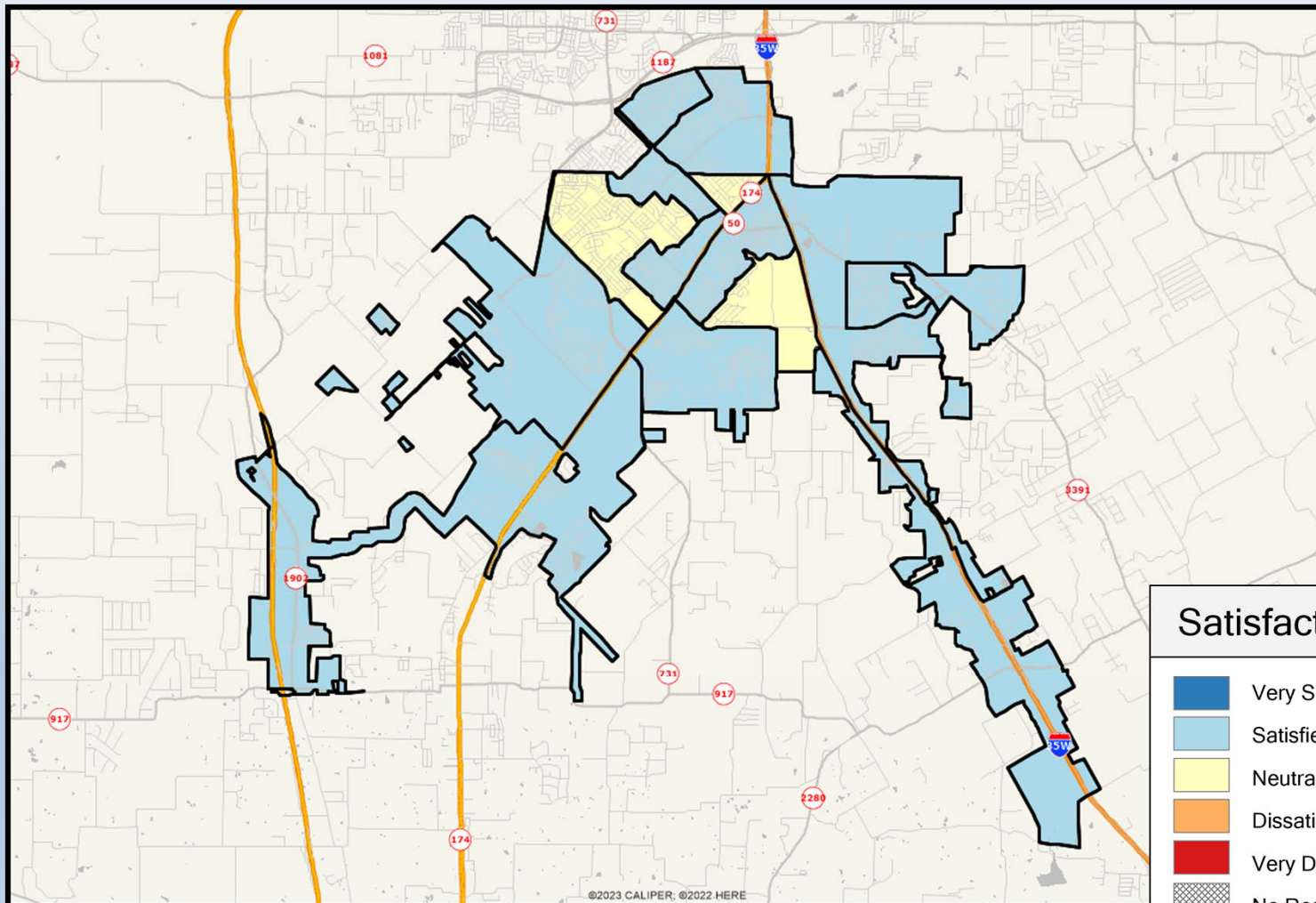
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q2-02. Enforcement of local codes and ordinances

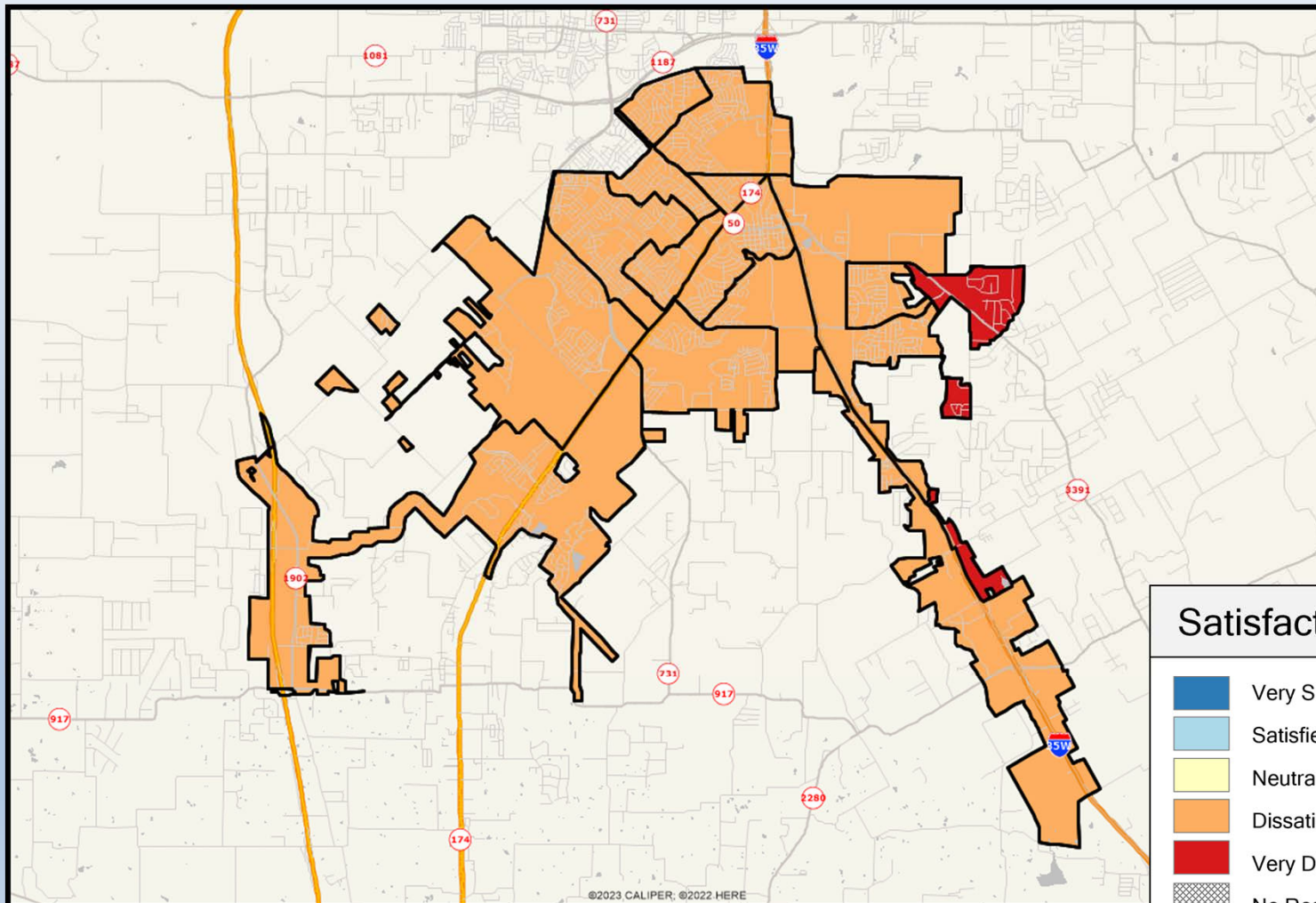


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q2-03. Flow of traffic and congestion on TxDOT roadways

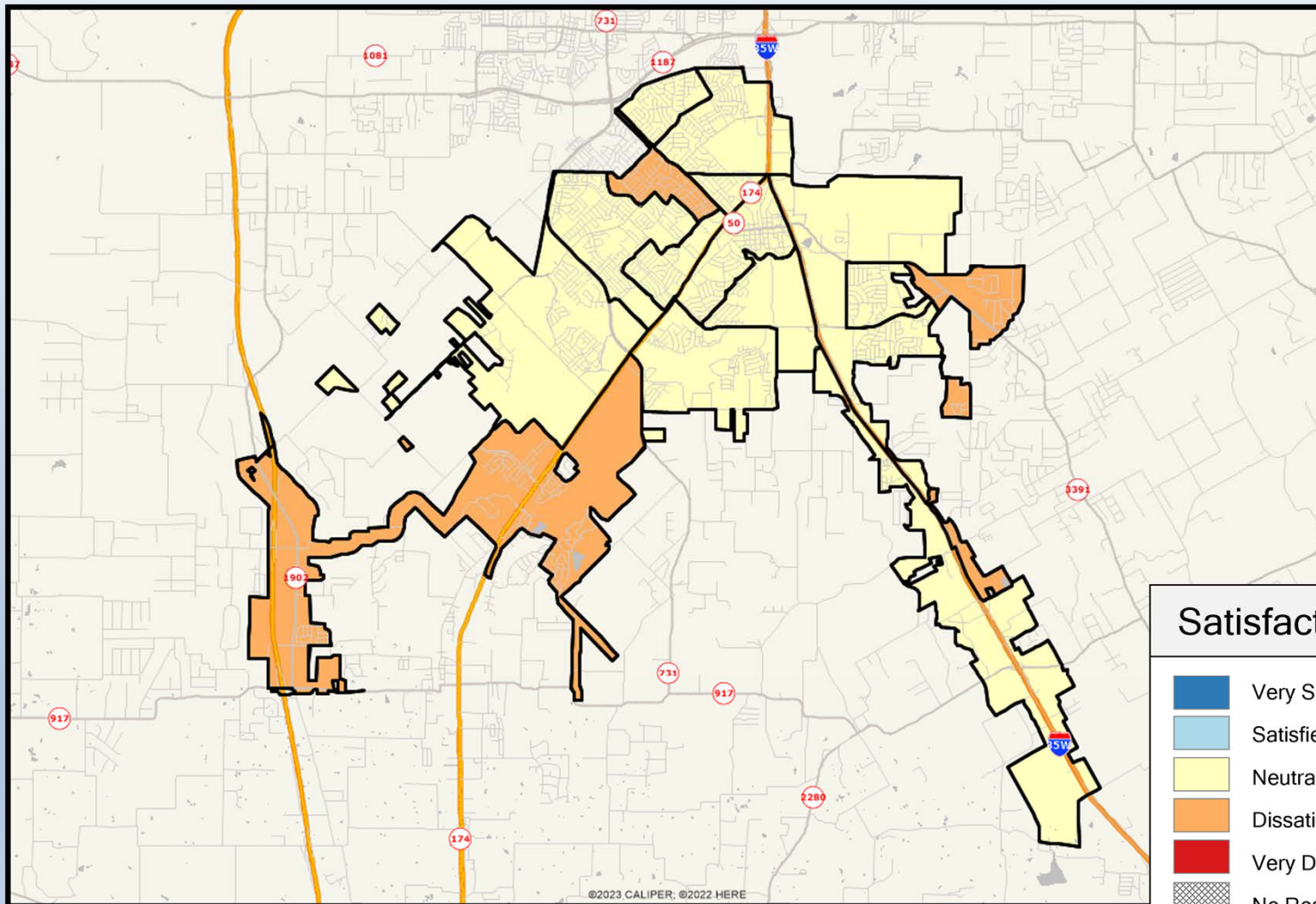


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q2-04. Flow of traffic and congestion on city roadways



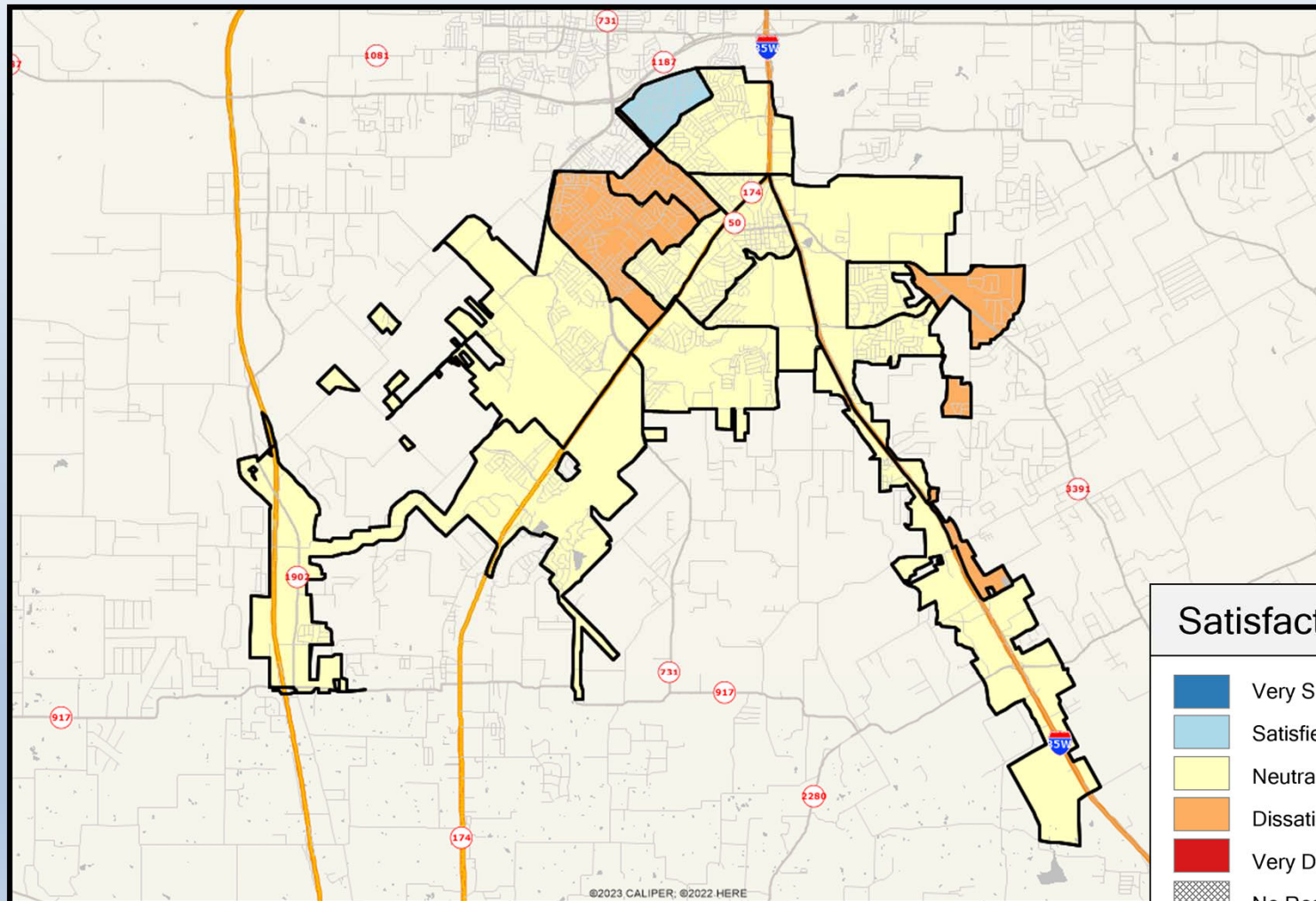
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q2-05. Maintenance of city streets and sidewalks

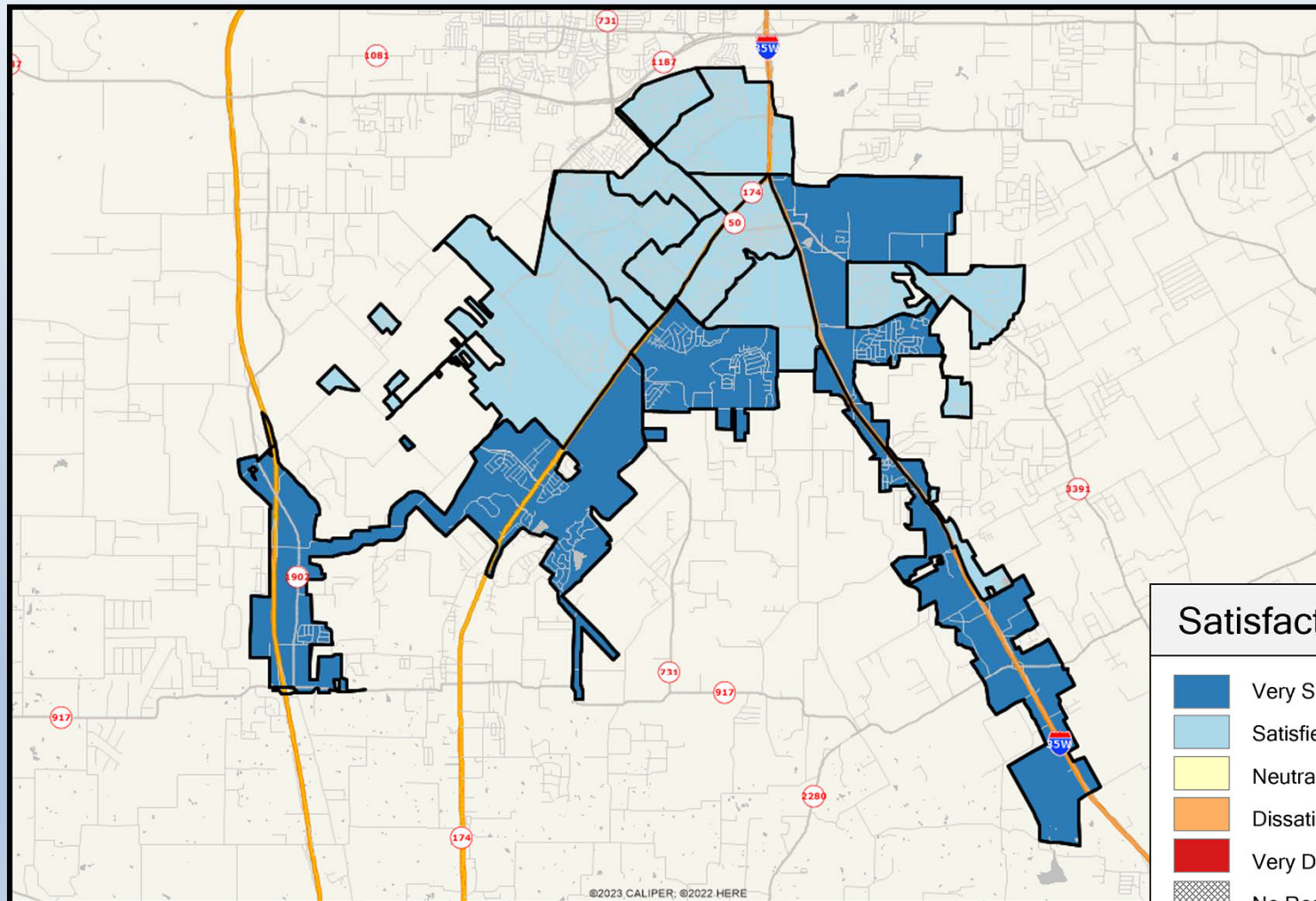


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q2-06. Quality of customer service you receive from city employees

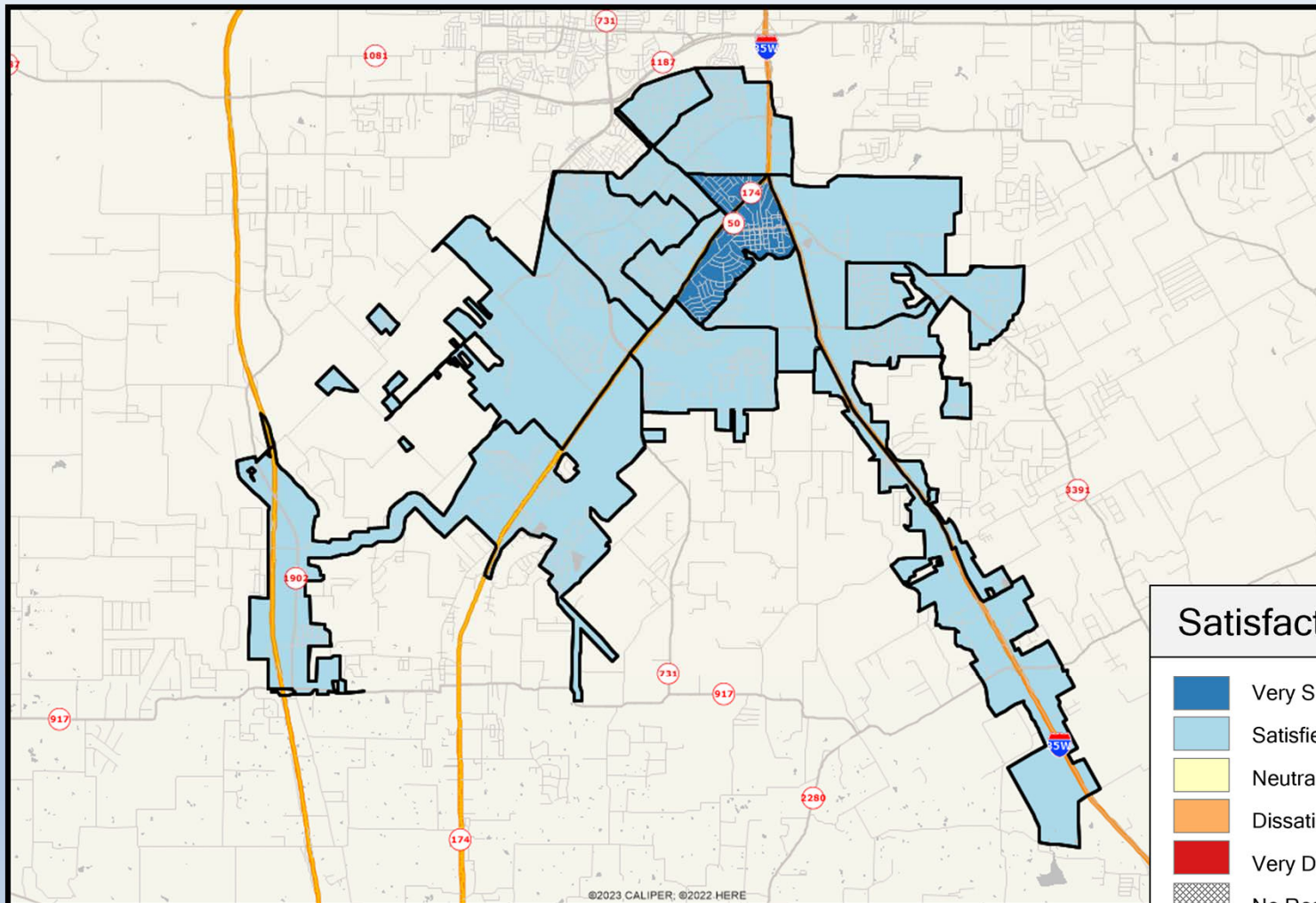


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q2-07. Quality of parks and recreation facilities and programs



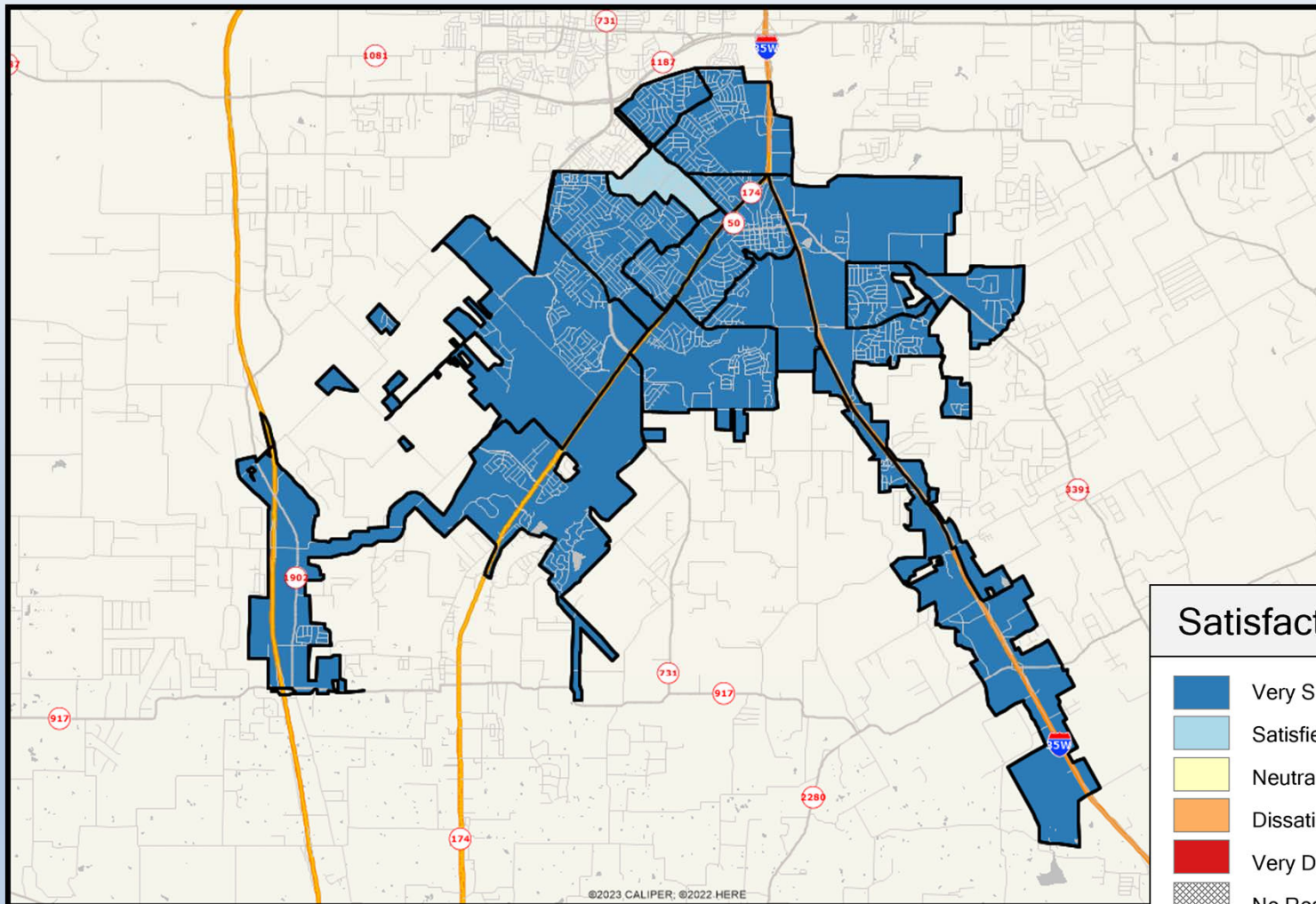
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

**ETC INSTITUTE**



# Q2-08. Quality of public safety services

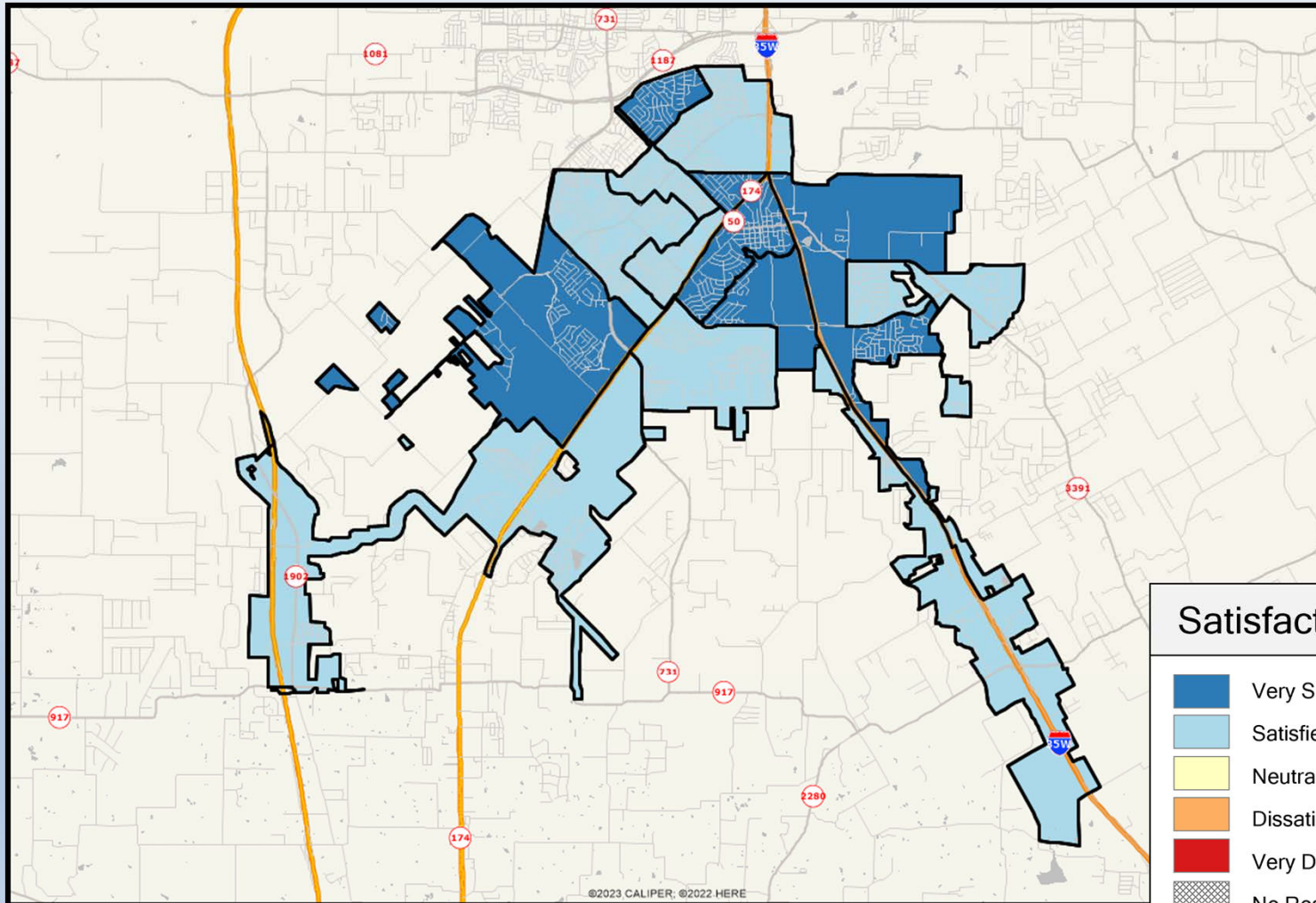


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q2-09. Quality of library services



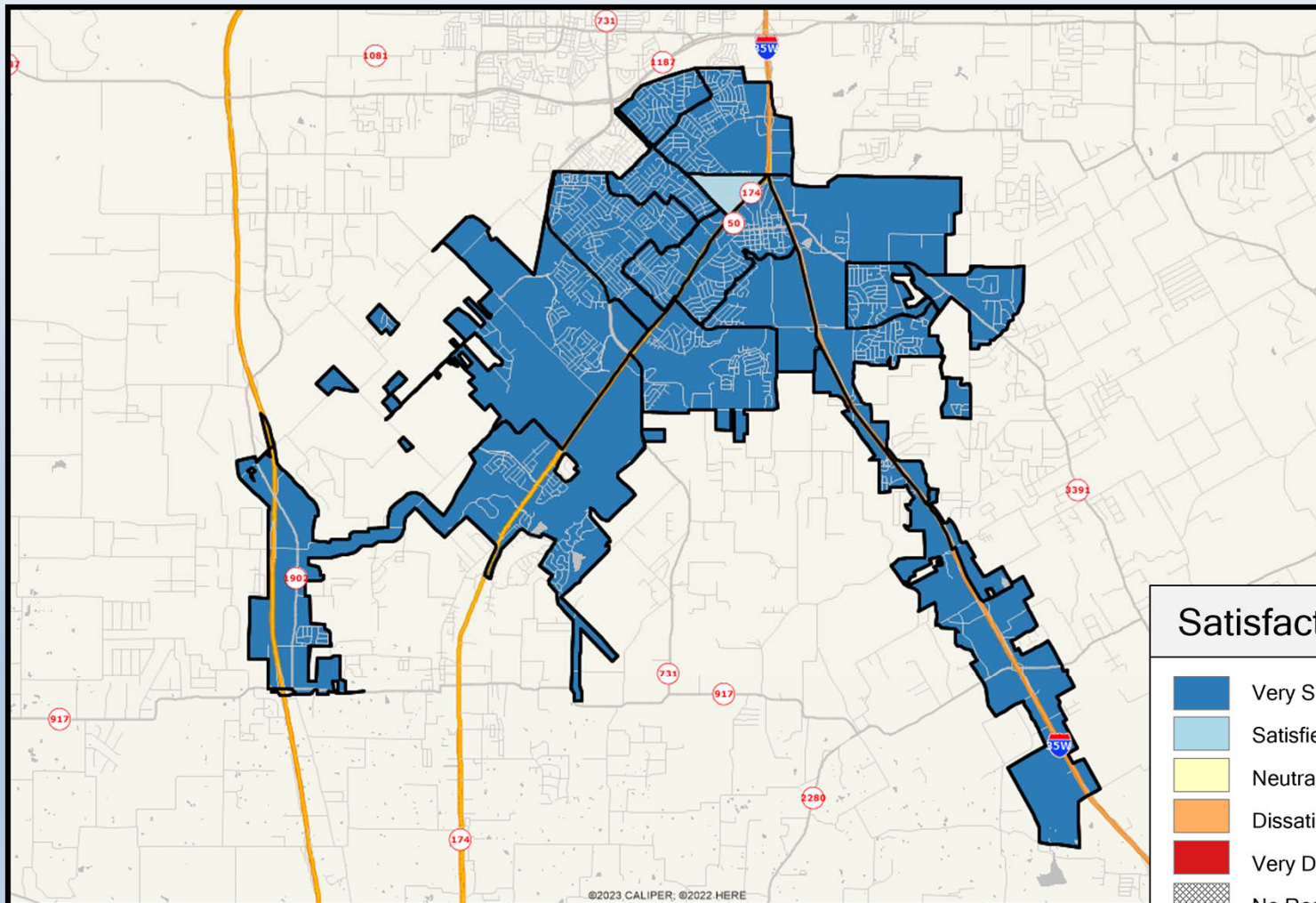
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

**ETC INSTITUTE**



# Q2-10. Quality of solid waste services



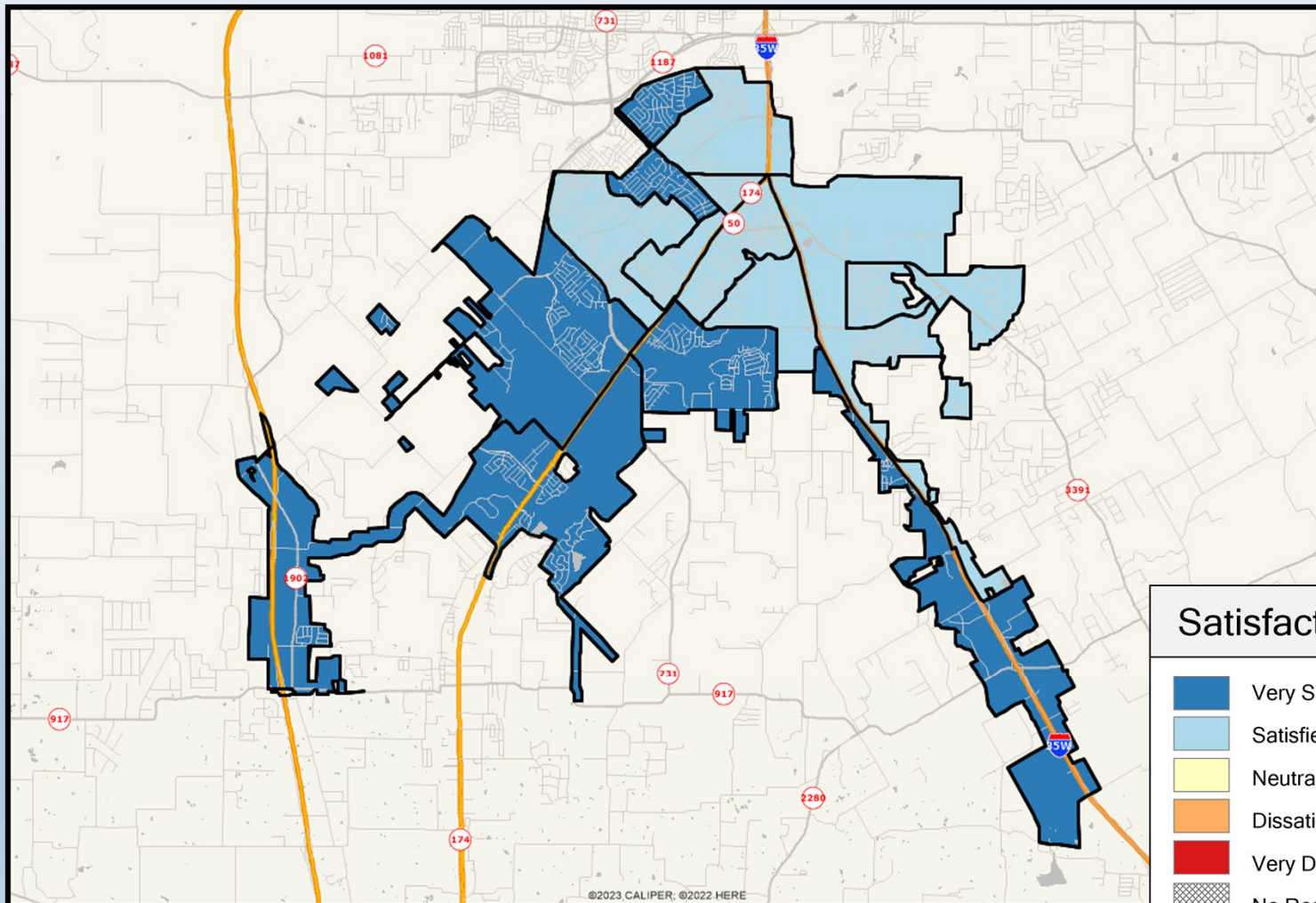
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q2-11. Quality of wastewater and sewer services

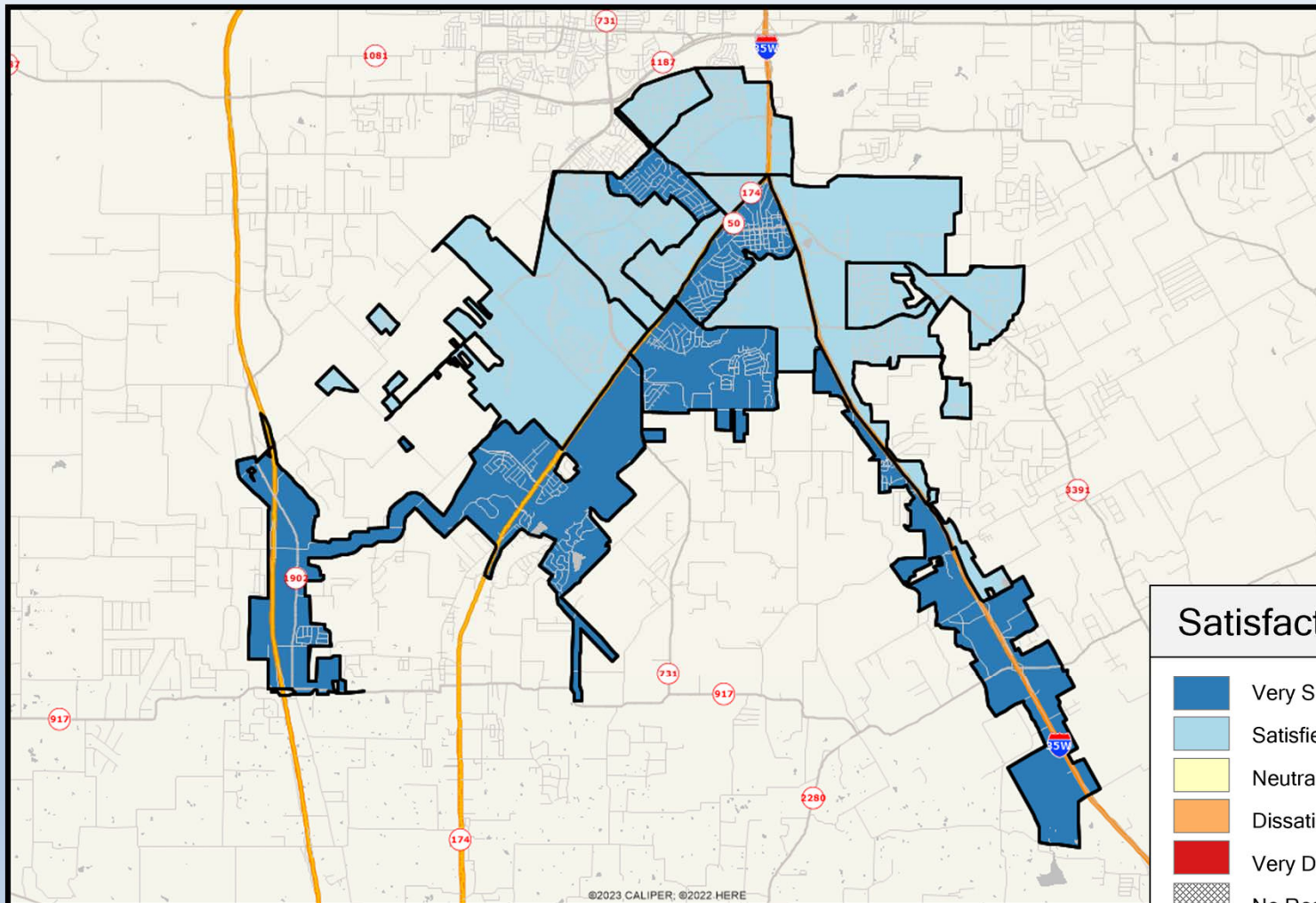


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q2-12. Quality of water utility services

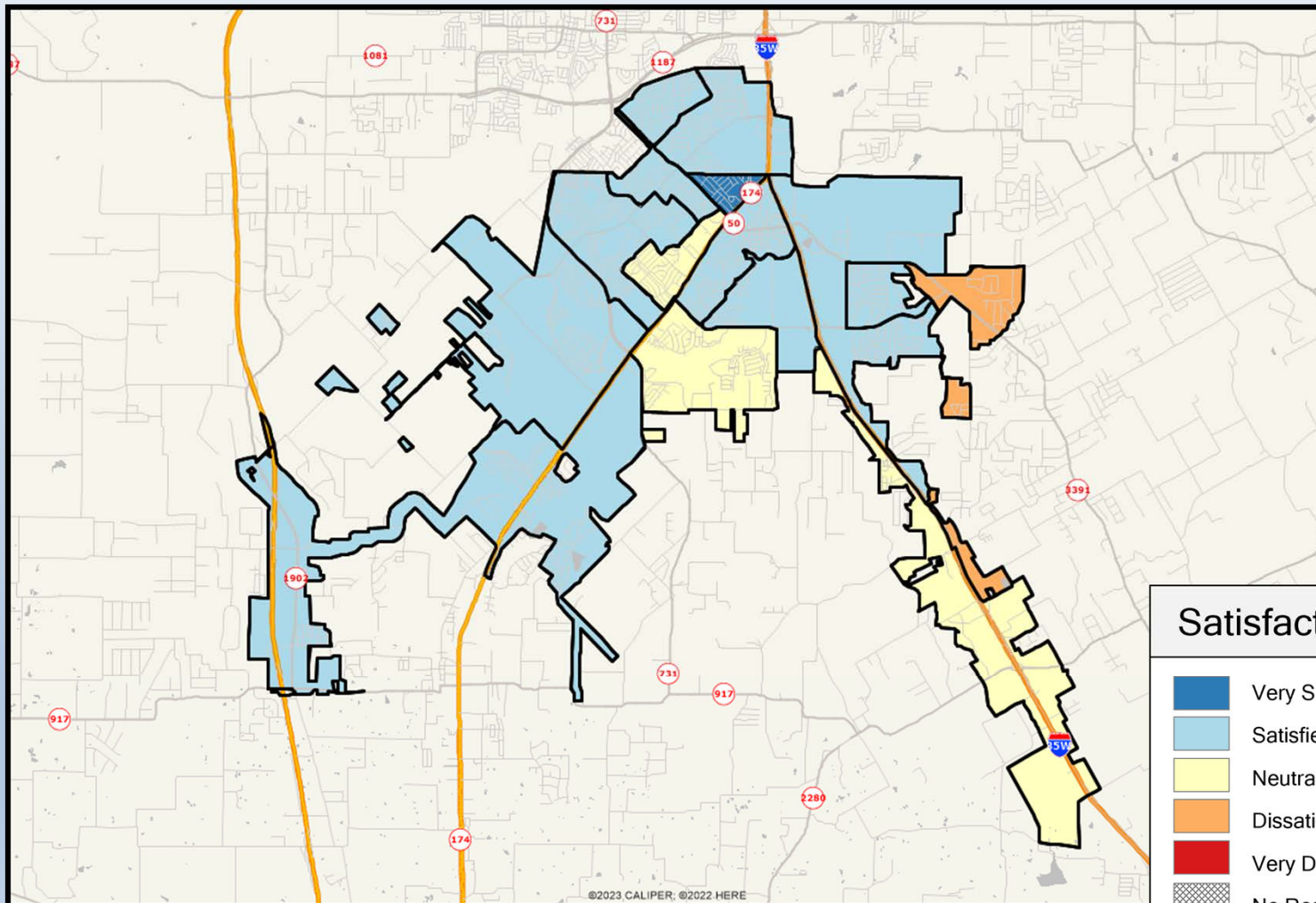


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q2-13. Quality and timeliness of the city's permitting and inspection process



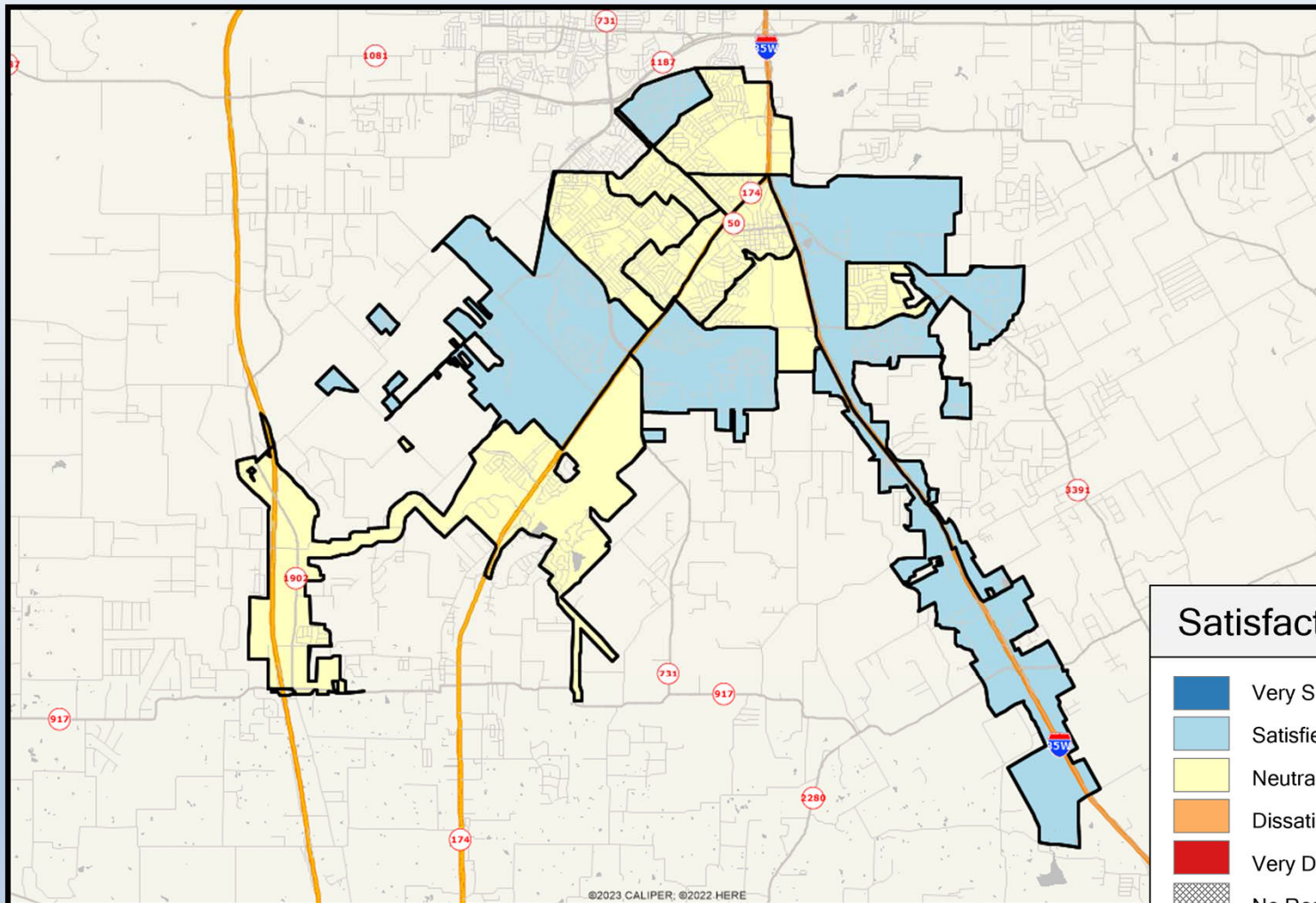
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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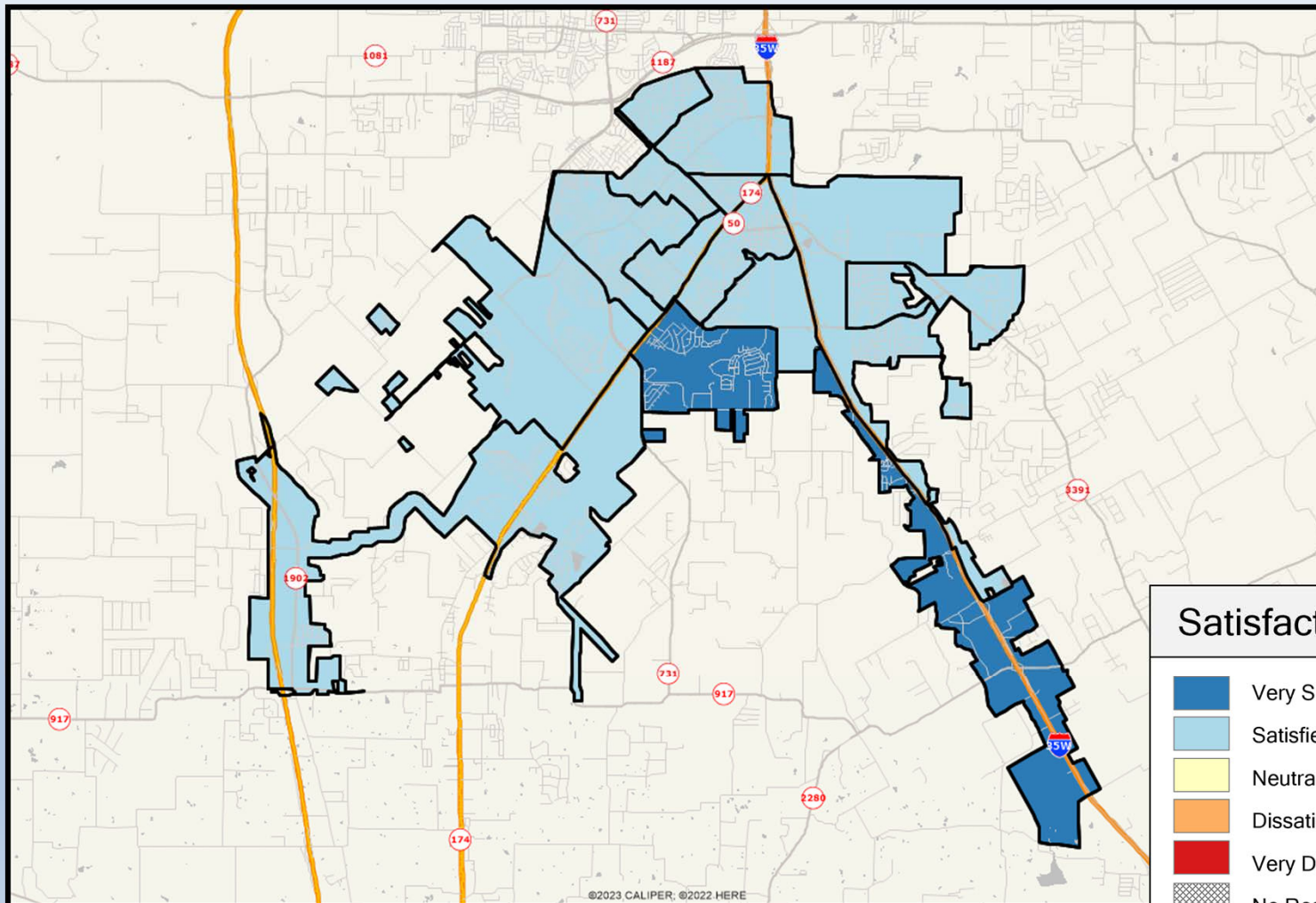
# Q2-14. Value that you receive for your city tax dollars and fees



**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

# Q2-15. Efforts by city government to ensure the community is prepared for emergencies

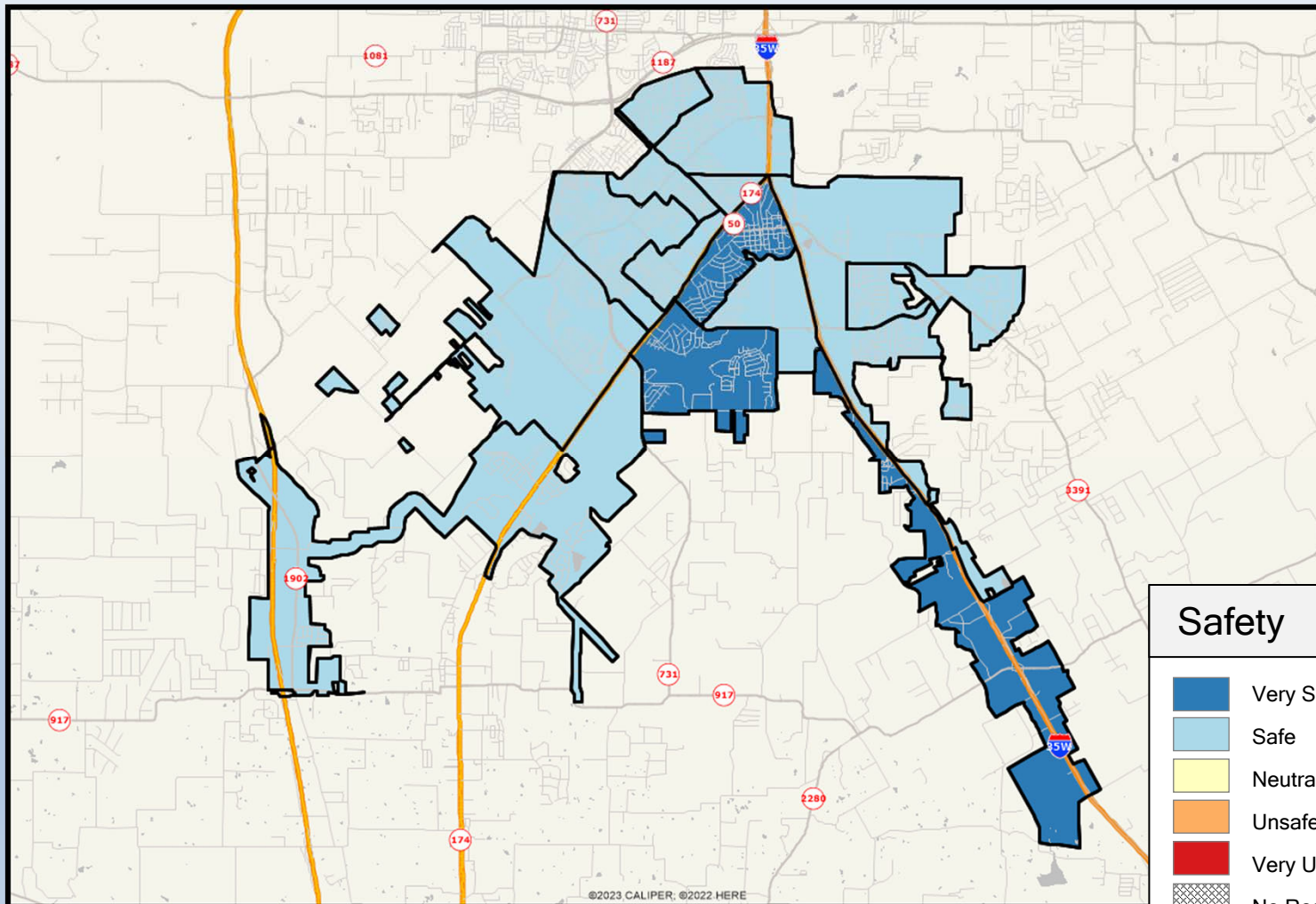


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q4-1. In the City of Burleson



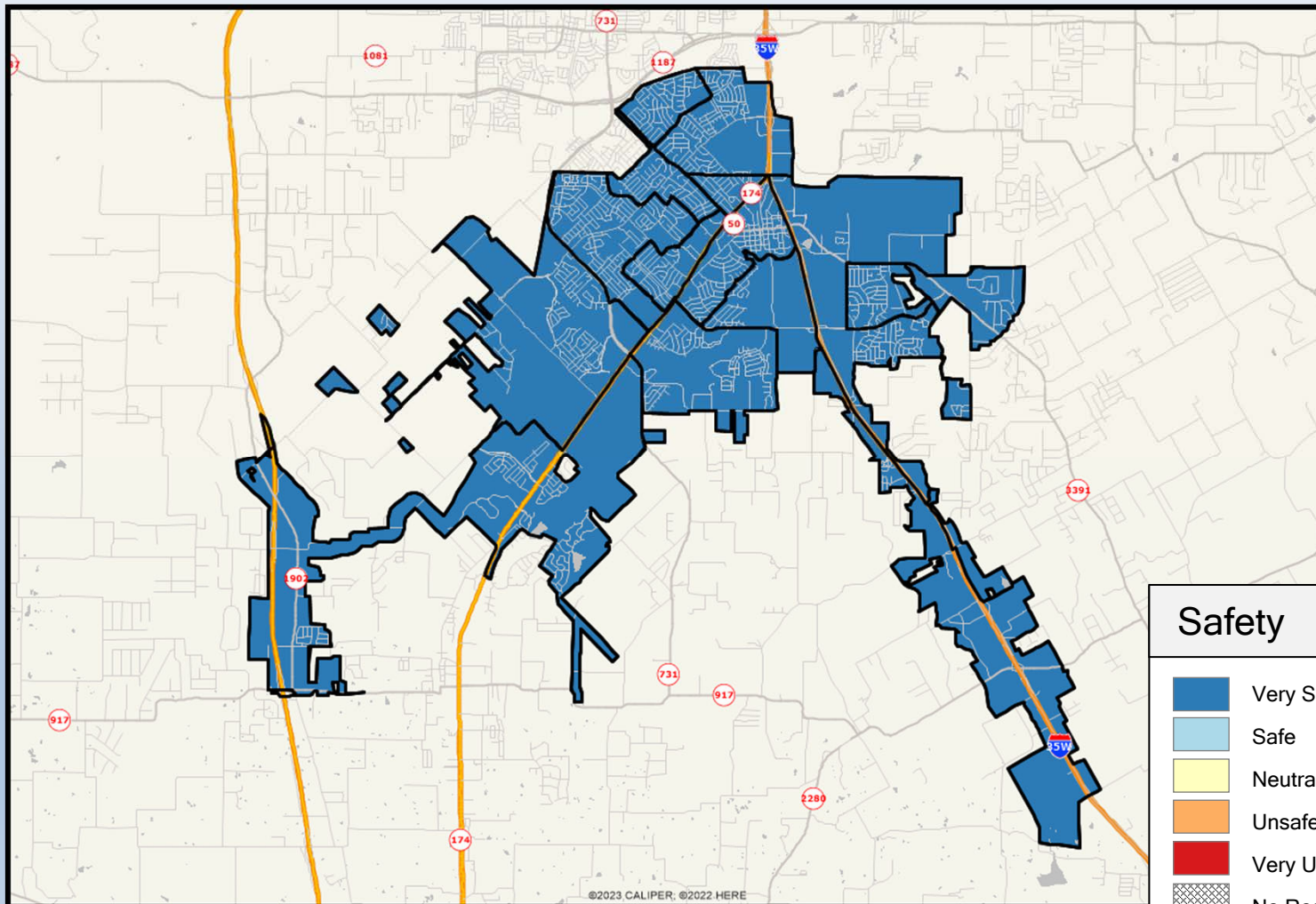
**Safety**

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

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# Q4-2. In your neighborhood during the day

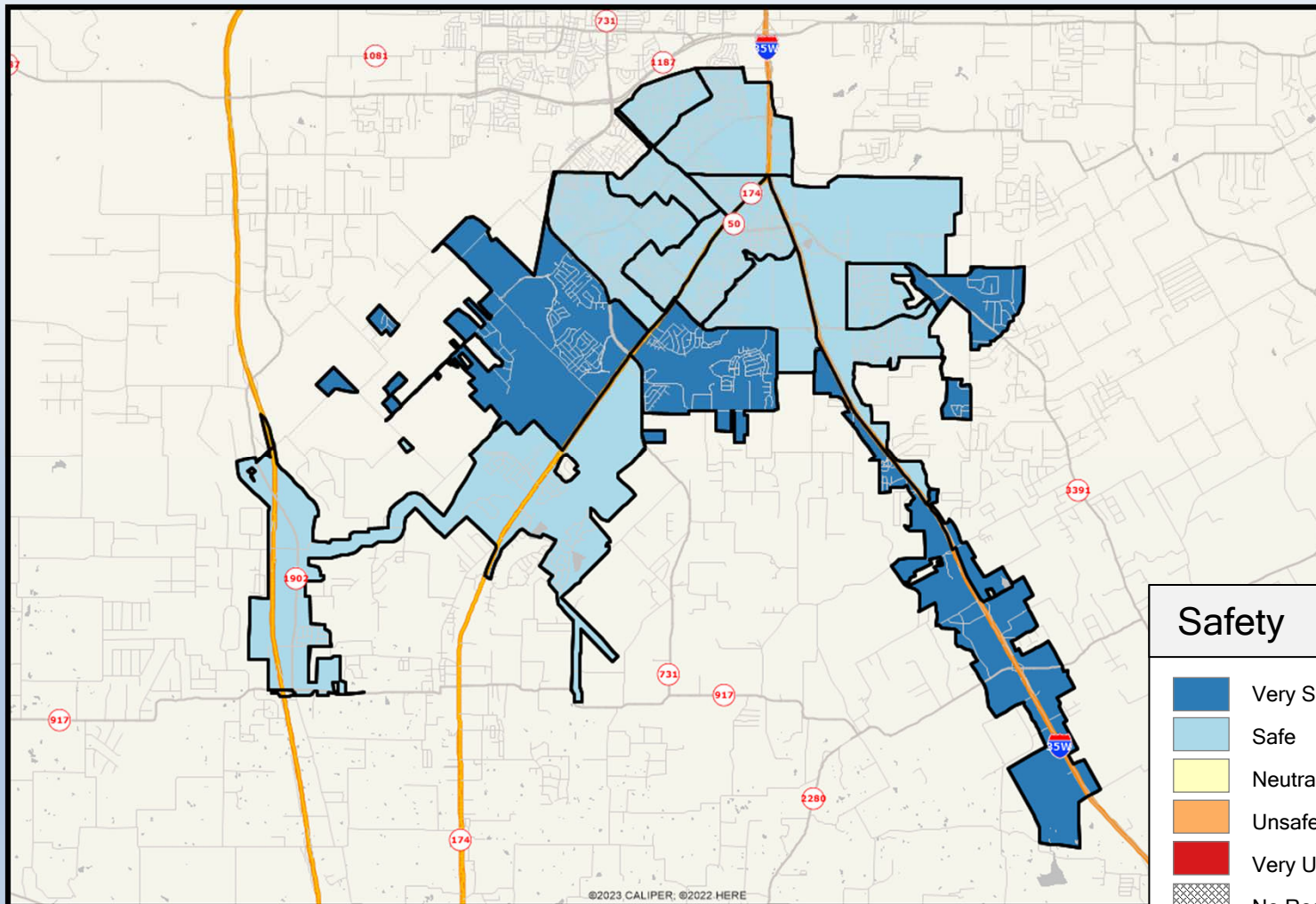


**Safety**

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

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# Q4-3. In your neighborhood at night

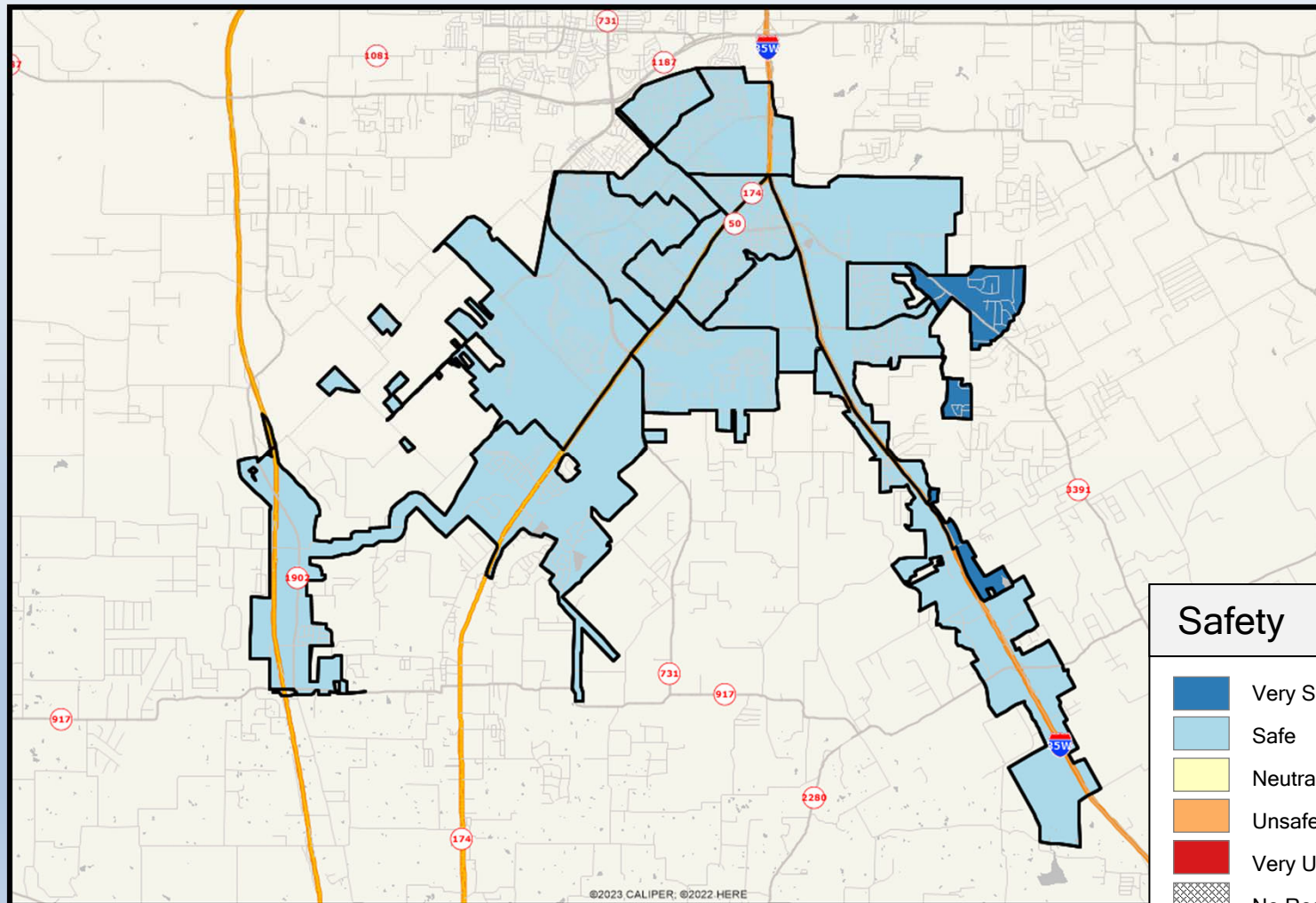


**Safety**

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

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# Q4-4. In city parks, trails, and recreation areas



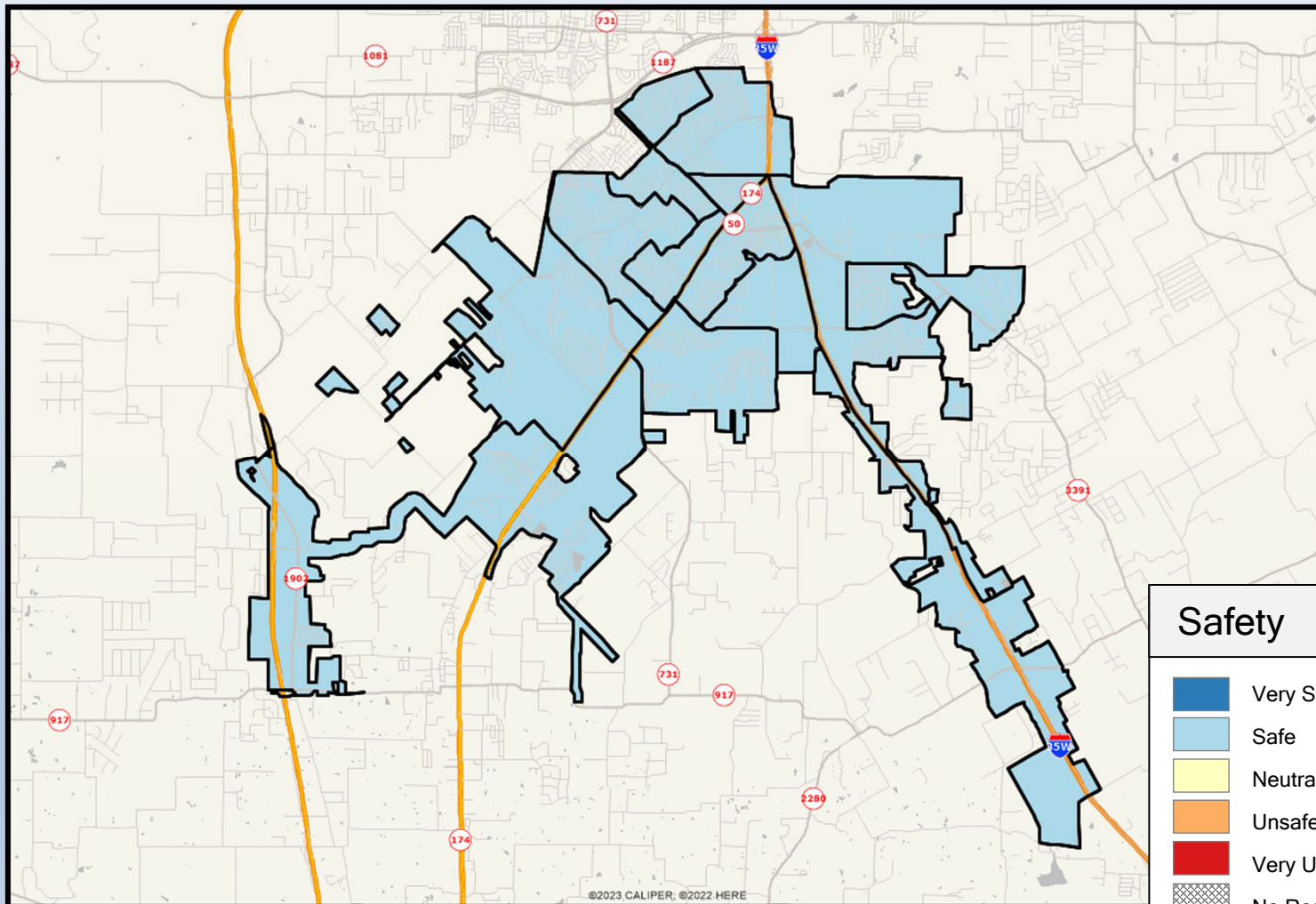
**Safety**

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

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# Q4-5. In commercial and retail areas

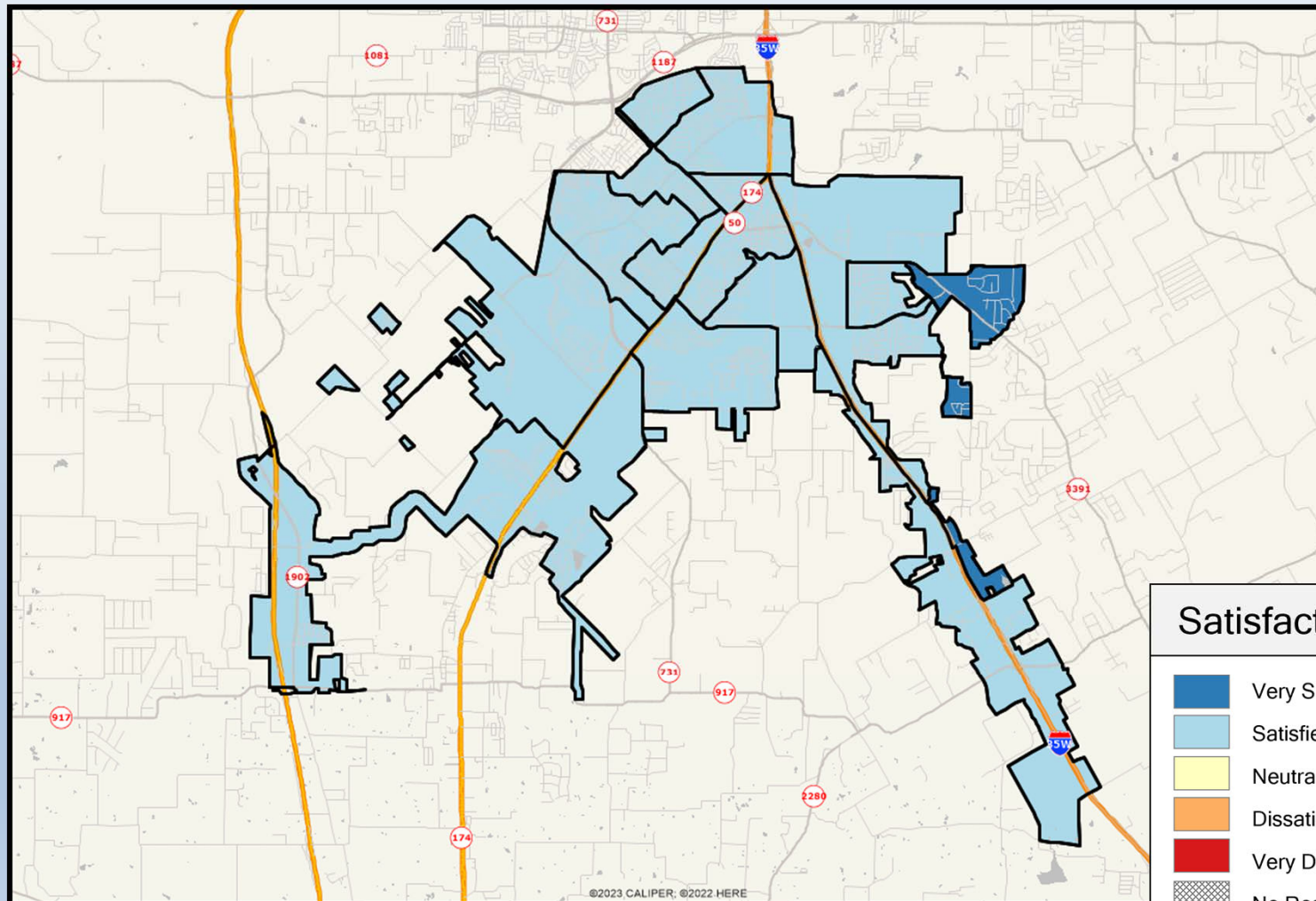


**Safety**

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

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# Q5-01. Efforts of city's police department to collaborate with the public to address concerns

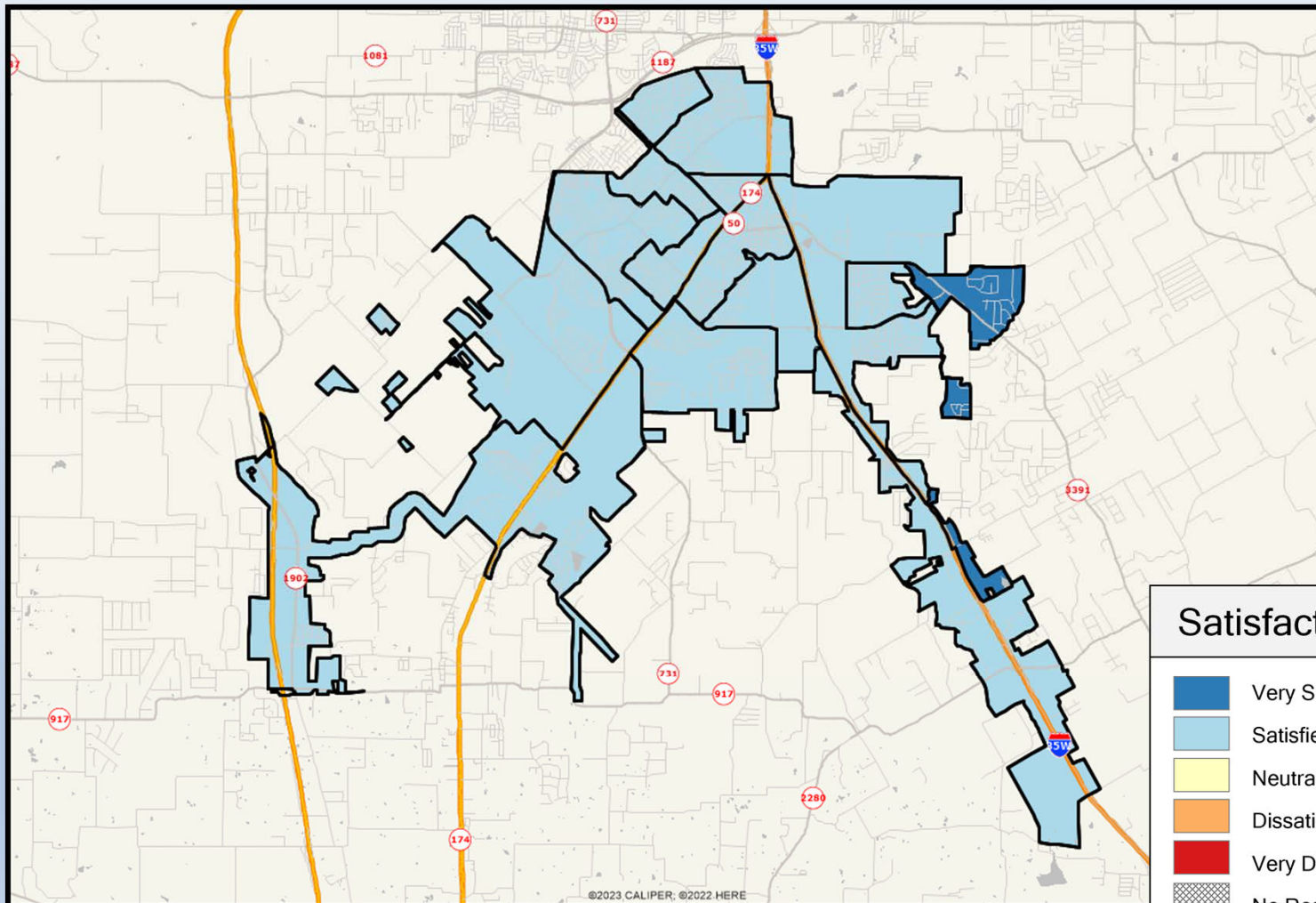


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q5-02. Efforts of the city's police department to communicate with the public via social media



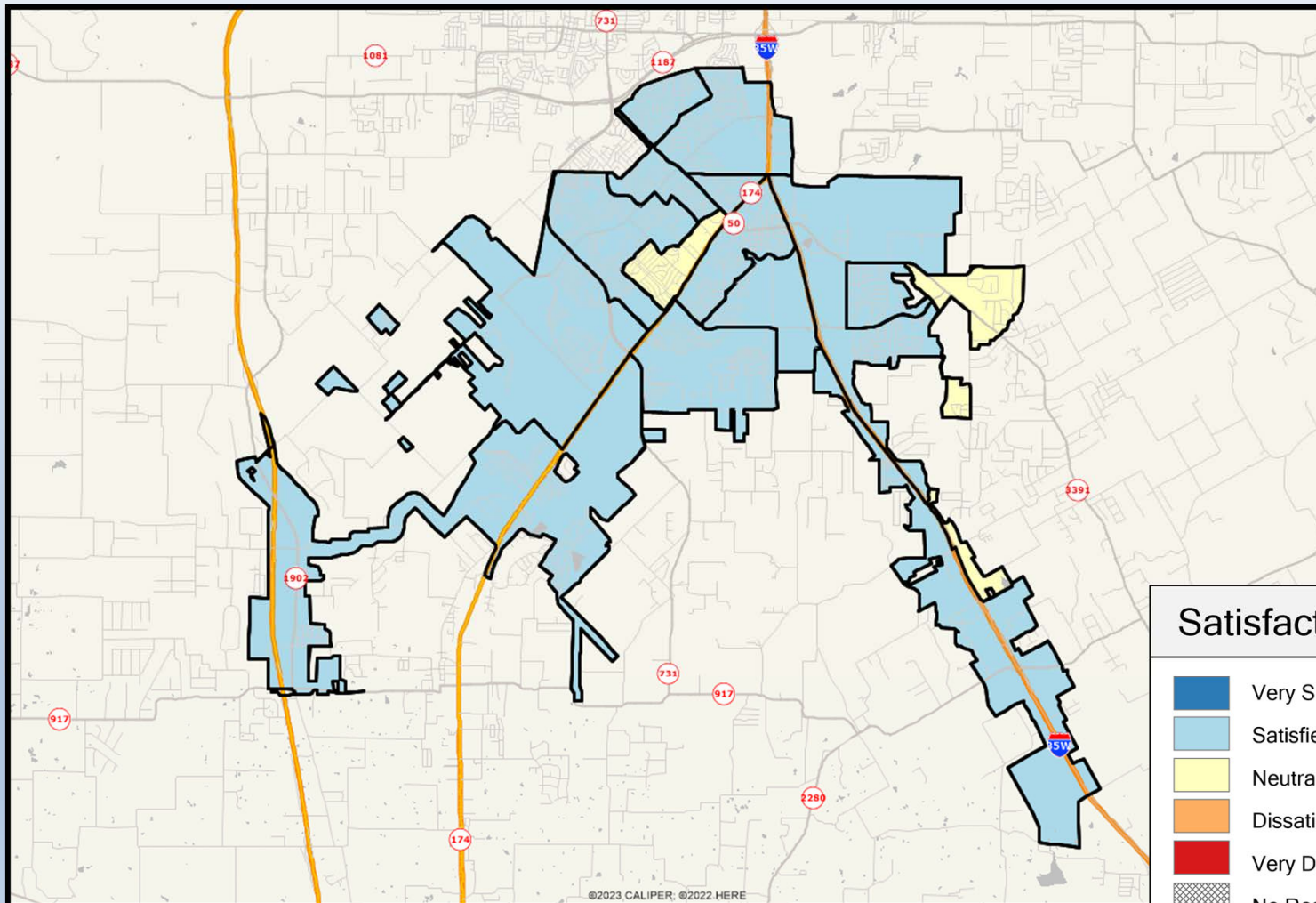
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q5-03. Enforcement of traffic laws

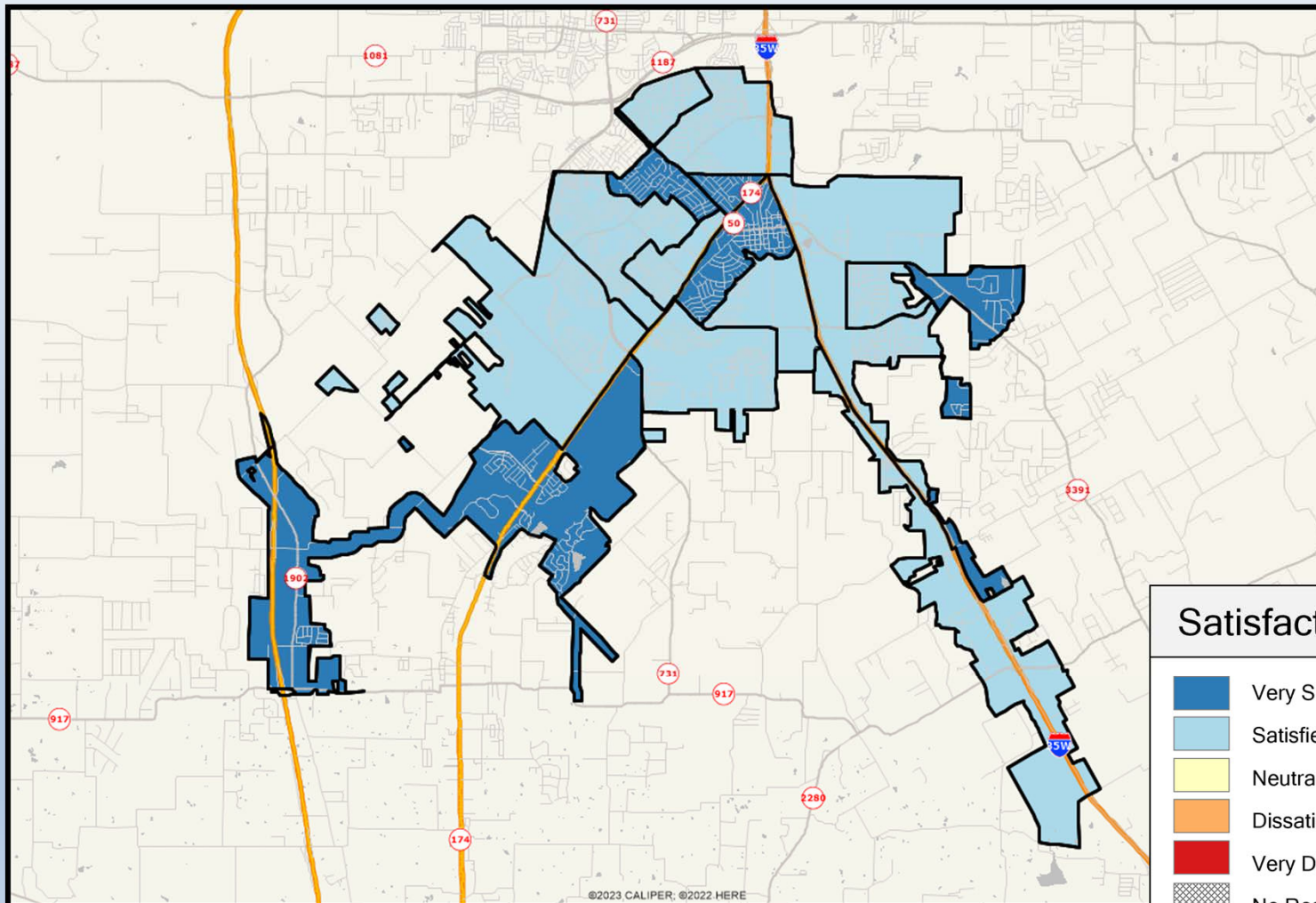


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q5-04. How quickly police respond to emergencies

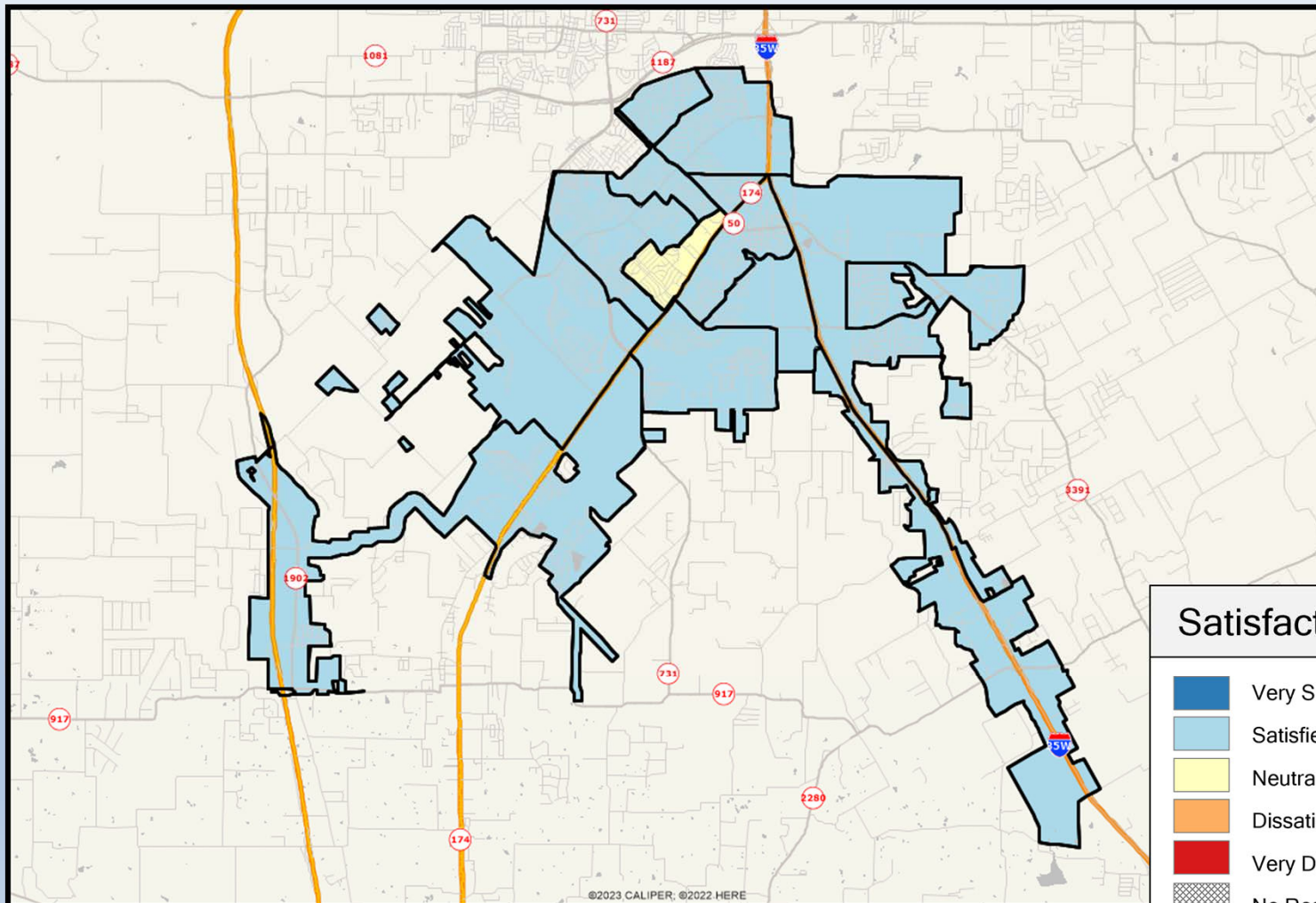


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q5-05. Efforts by city government to prevent crime



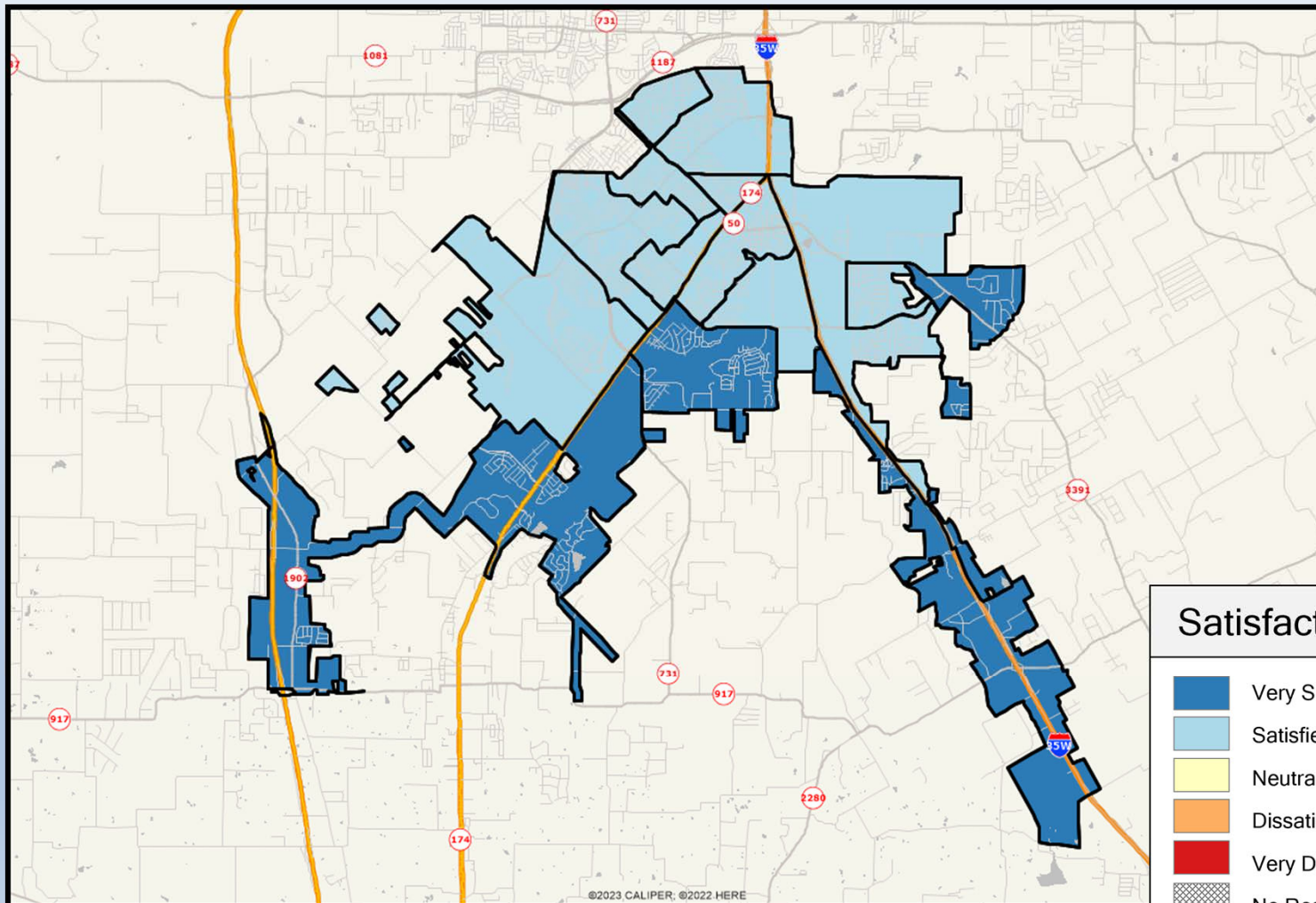
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

**ETC INSTITUTE**



# Q5-06. Quality of police services

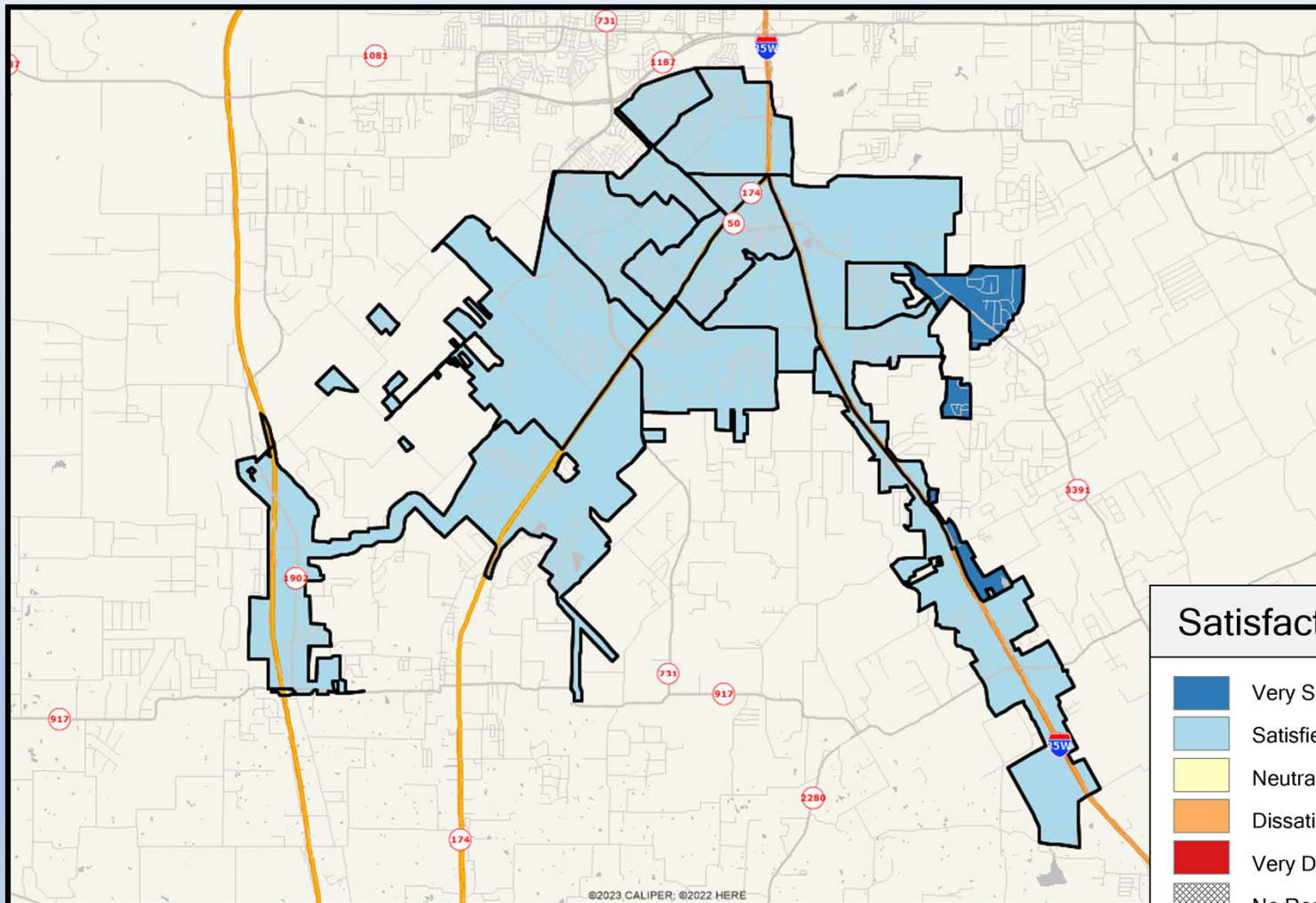


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q5-07. Quality of police community outreach programs

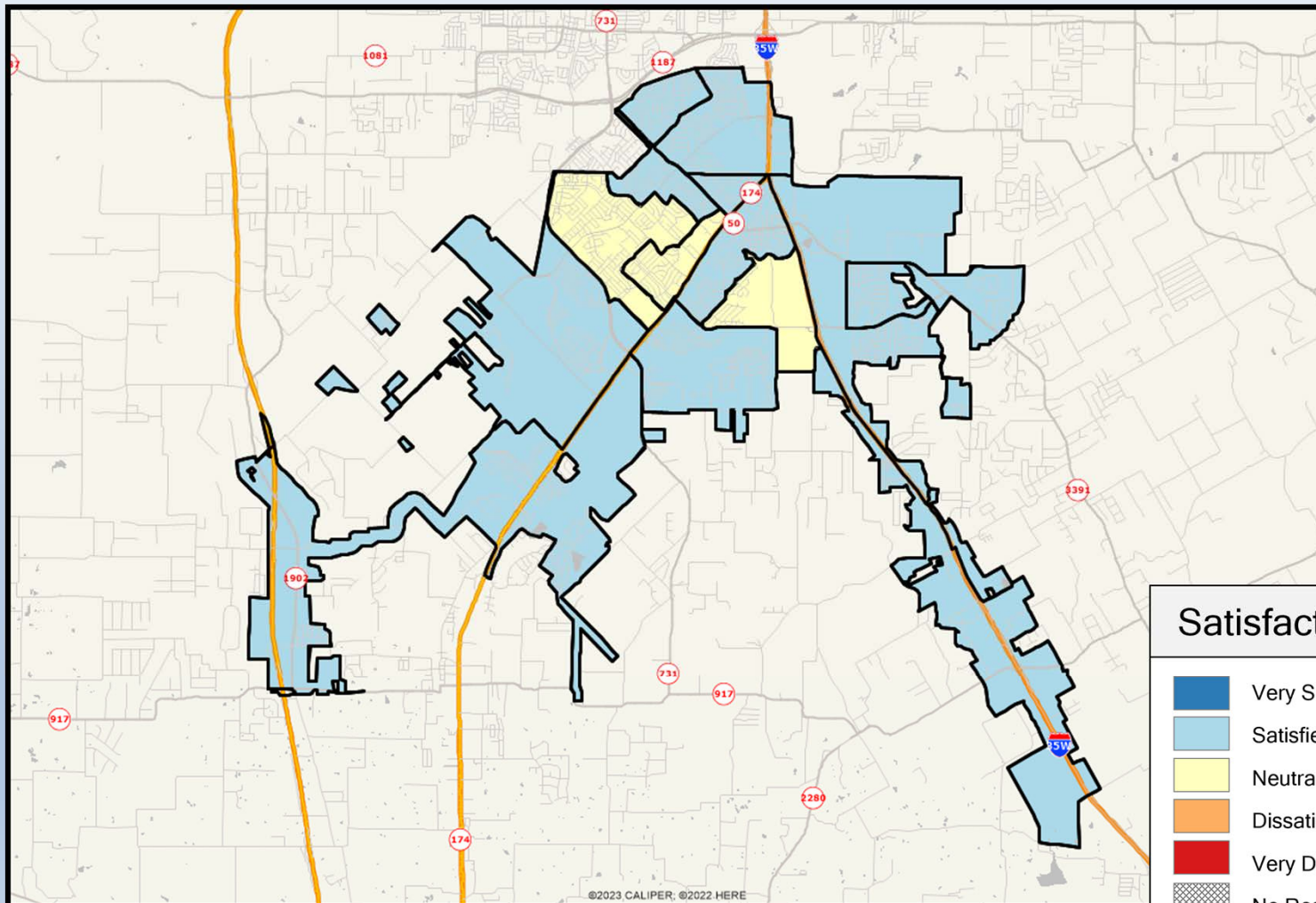


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q5-08. Visibility of police in commercial and retail areas



**Satisfaction**

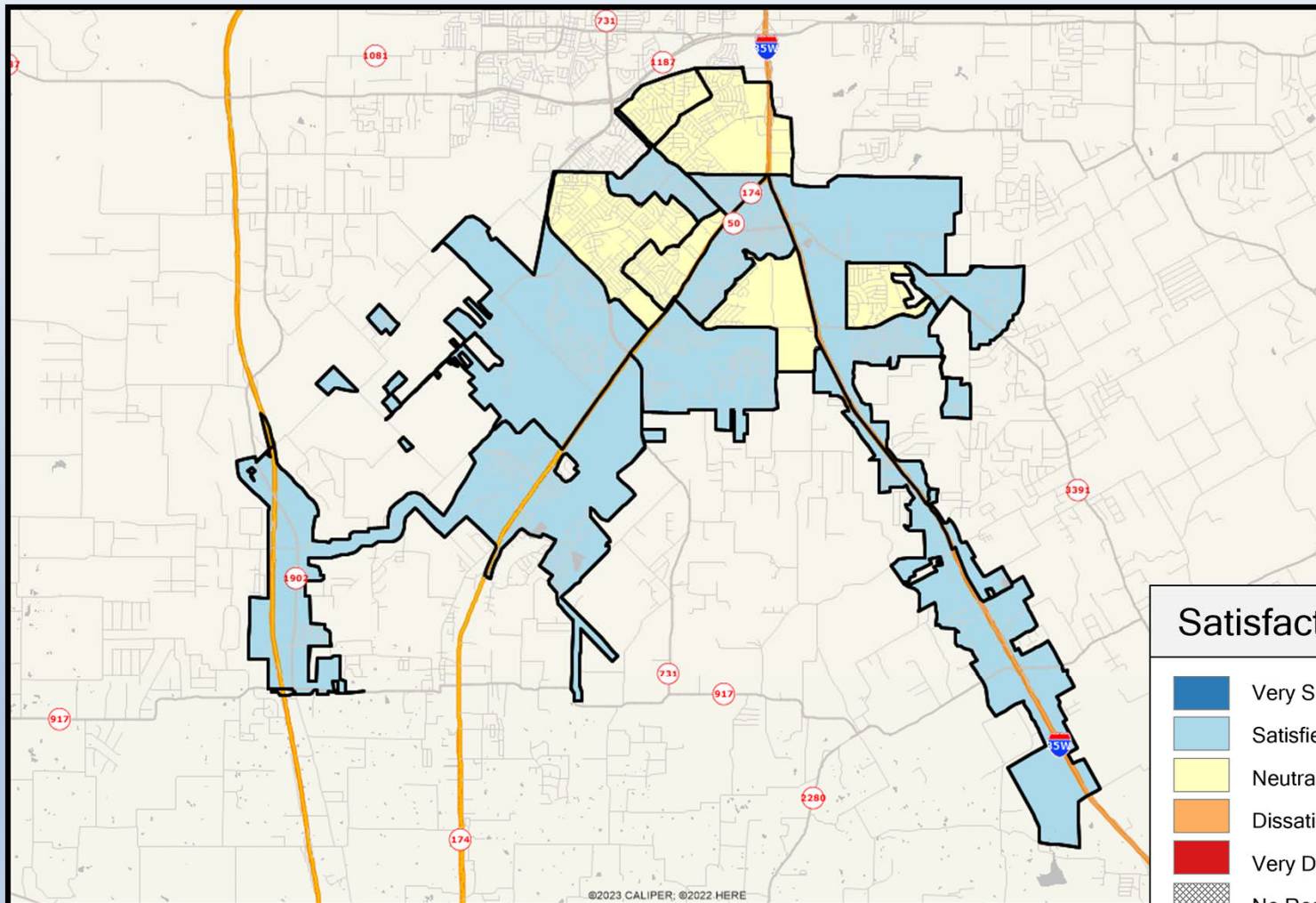
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q5-09. Visibility of police in neighborhoods

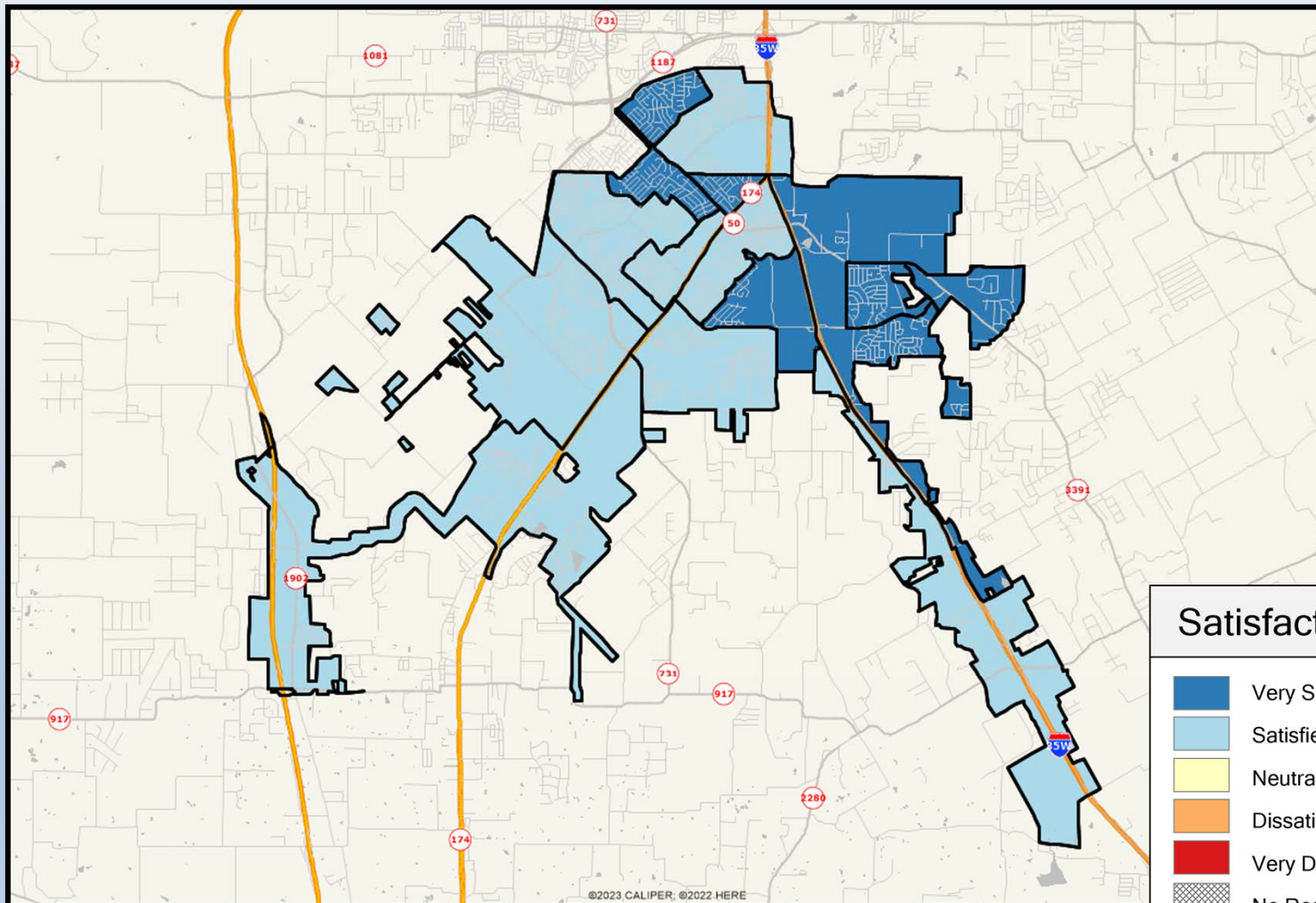


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



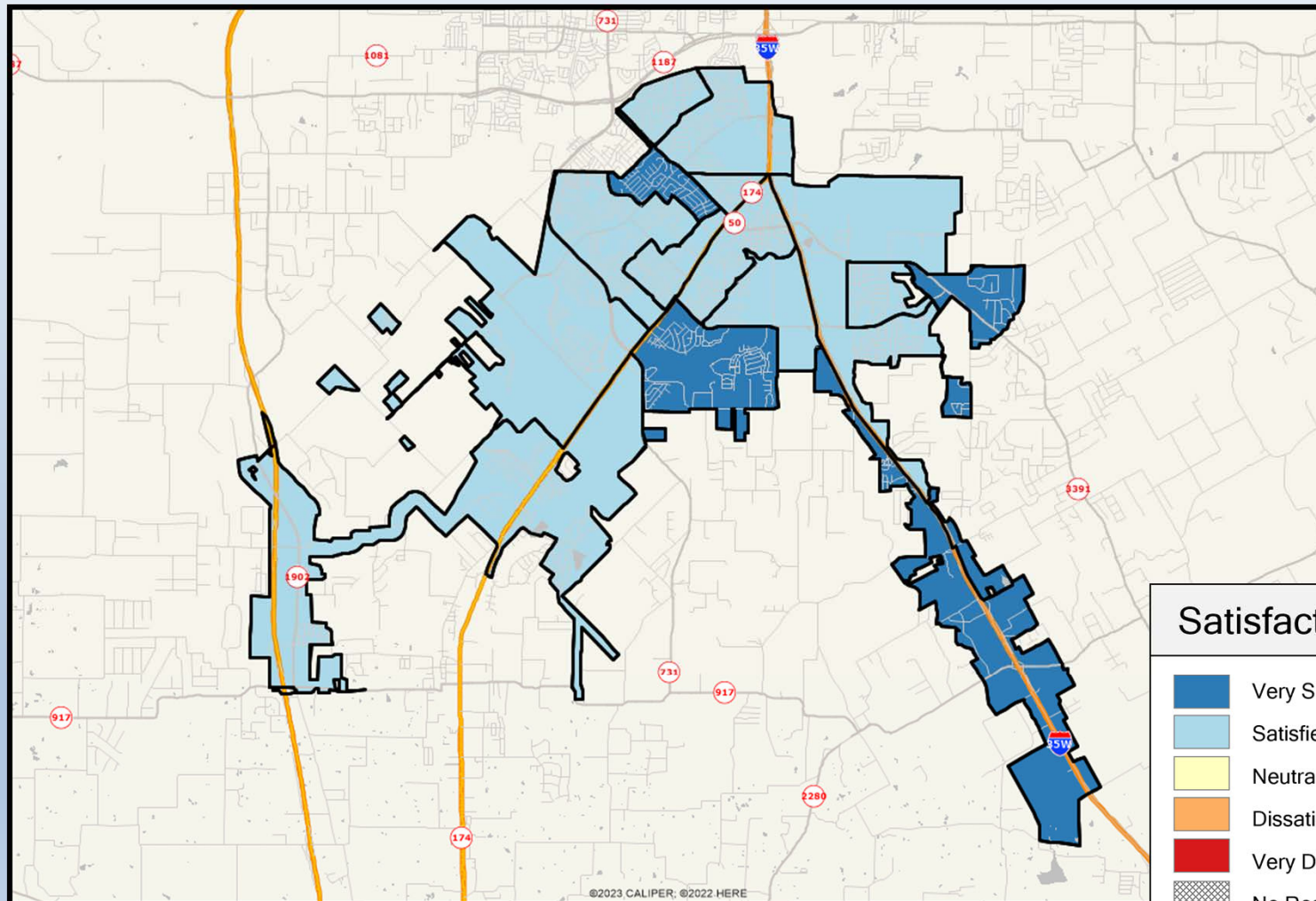
# Q5-10. 911 service provided by dispatch operators



**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

# Q7-1. Efforts of the city's fire department to collaborate with the public to address concerns



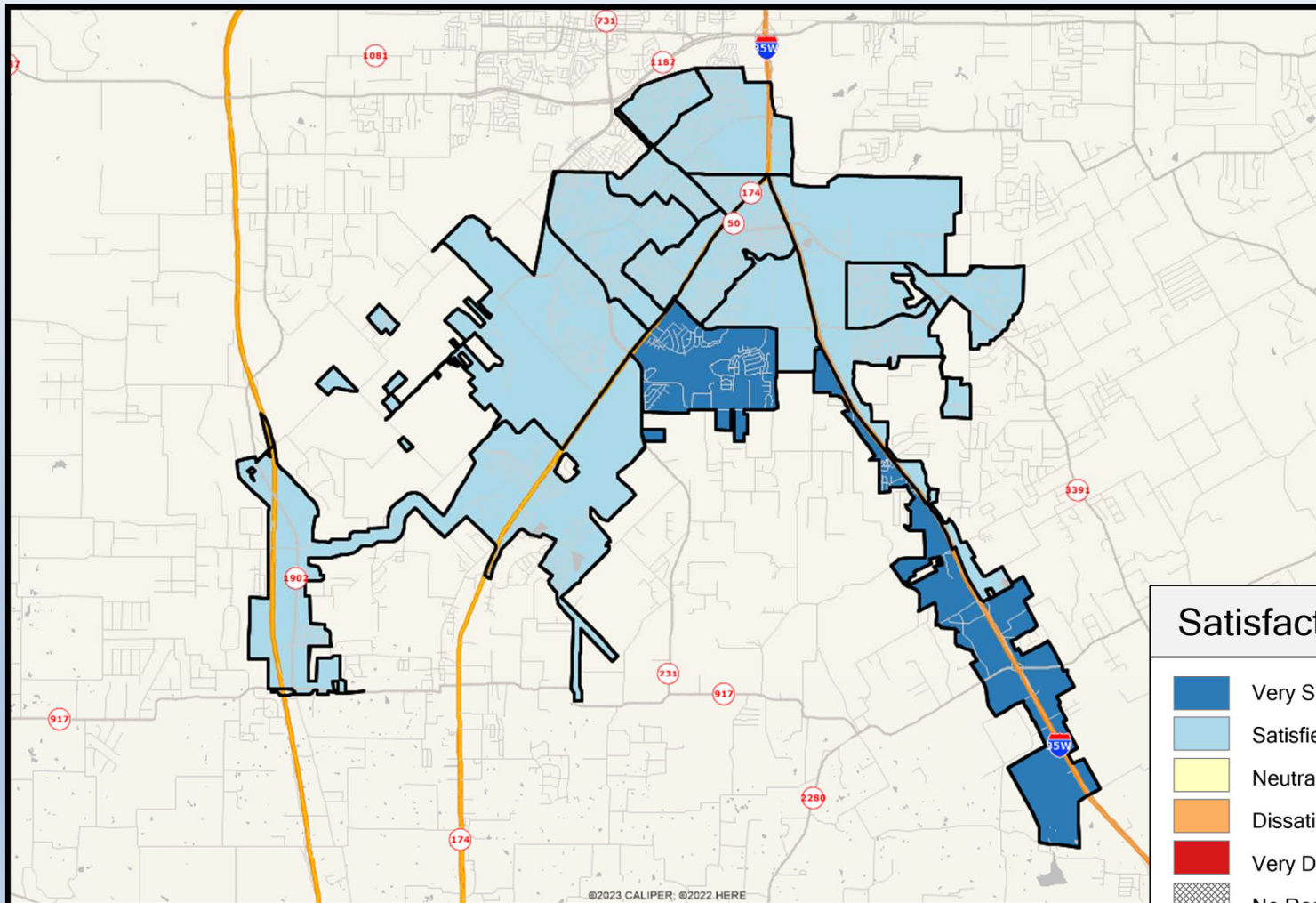
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q7-2. Efforts of the city's fire department to communicate with the public via social media



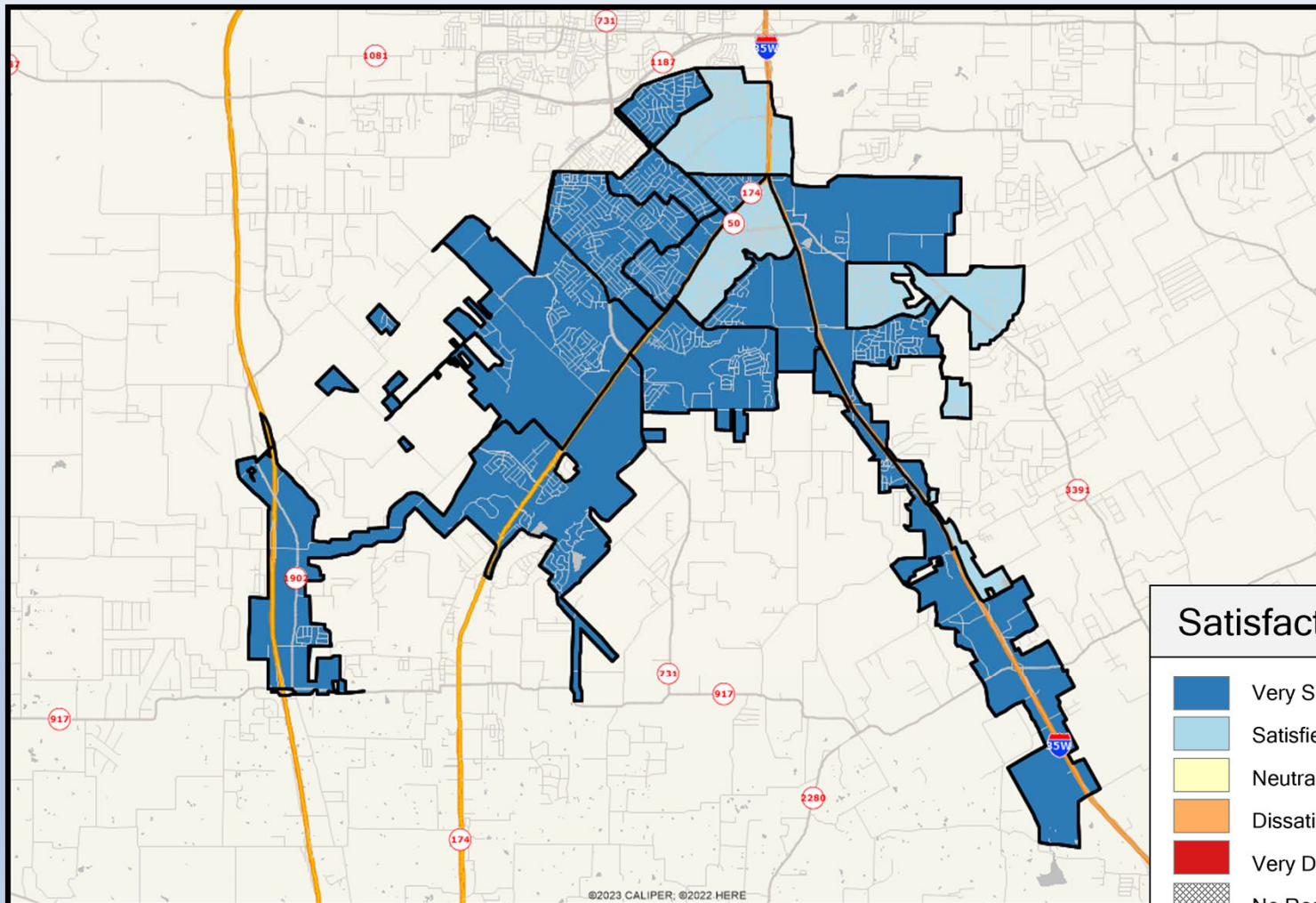
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q7-4. Emergency medical services



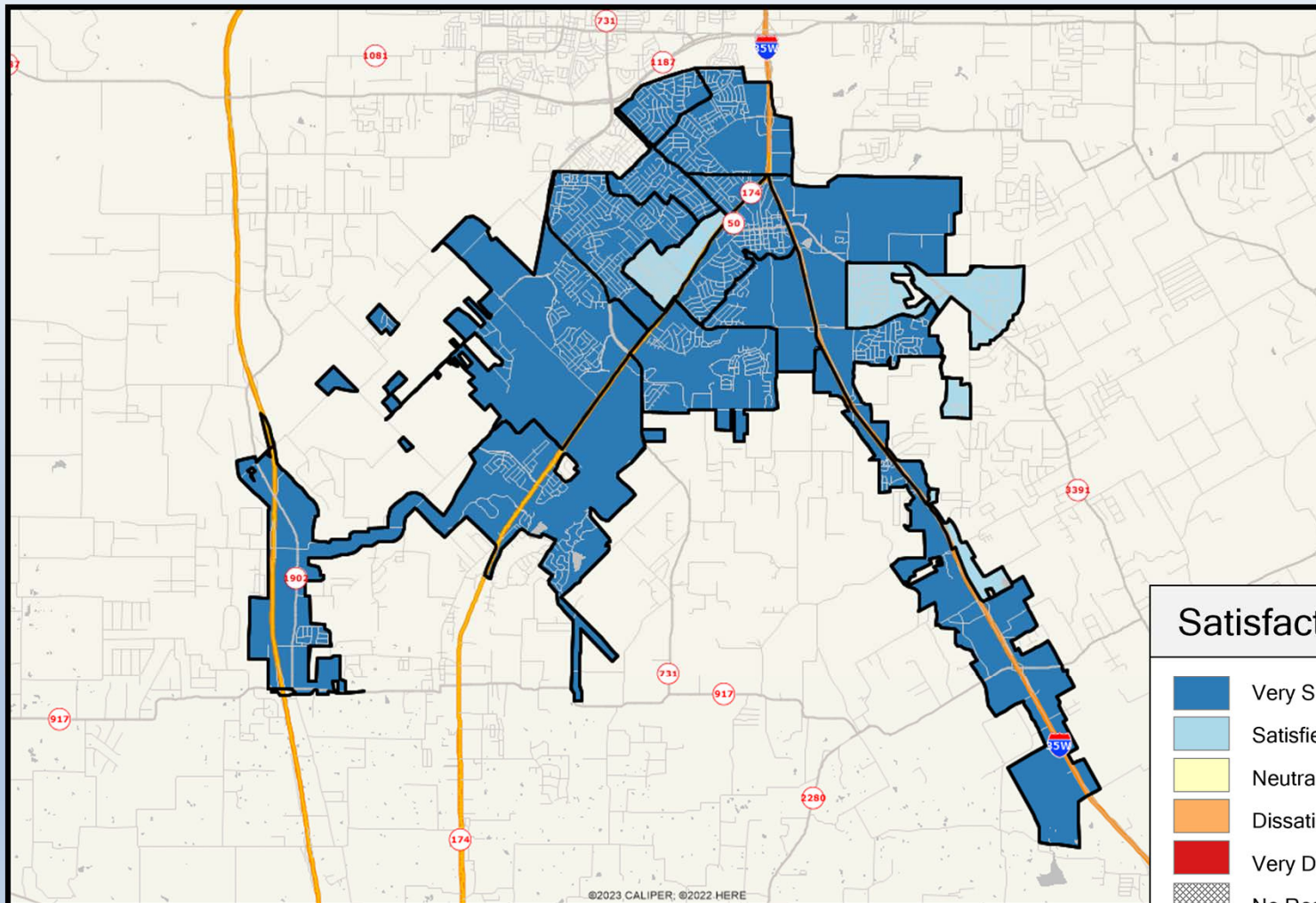
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q7-5. How quickly fire and rescue personnel respond to emergencies

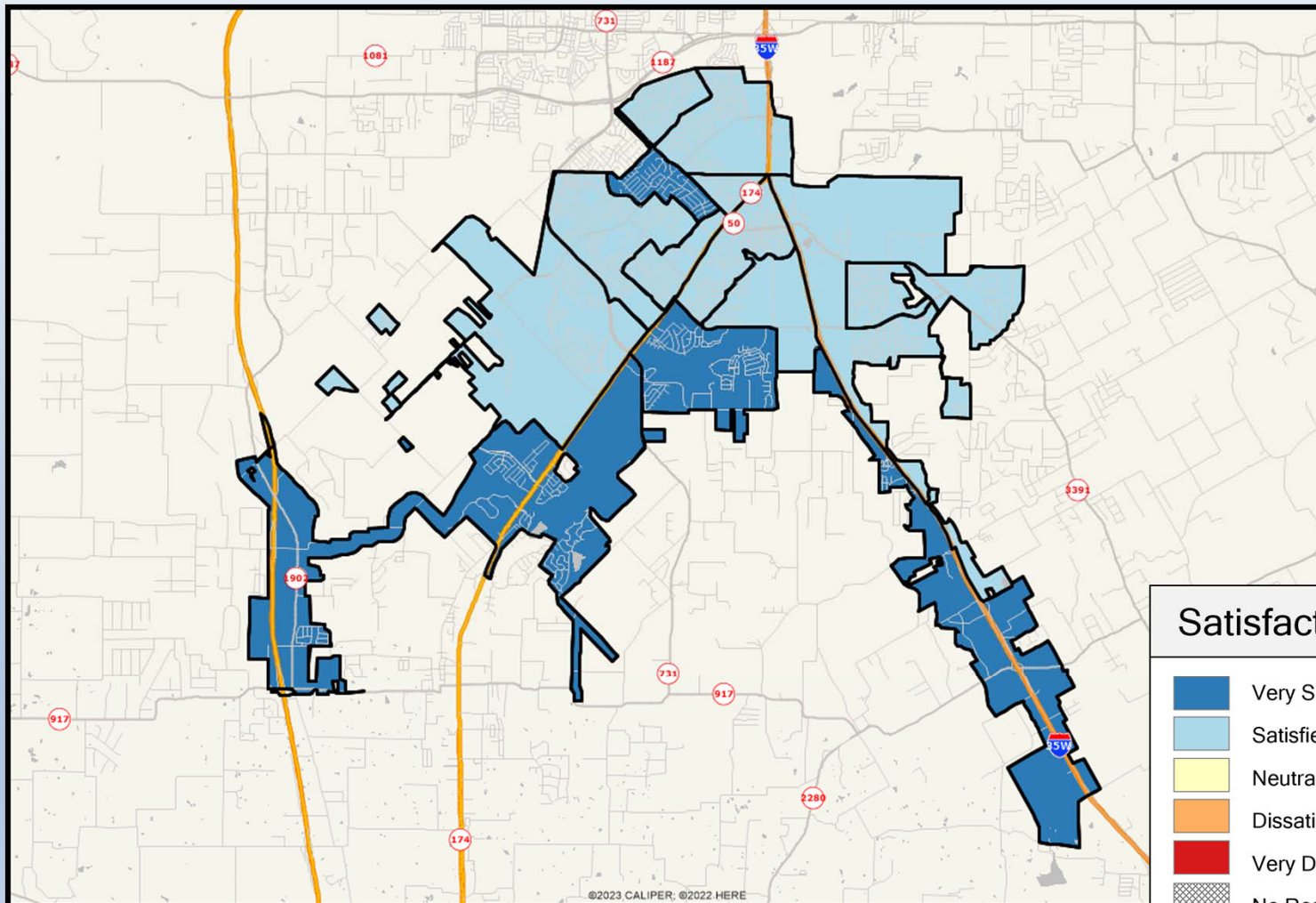


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q7-6. Quality of fire community outreach programs

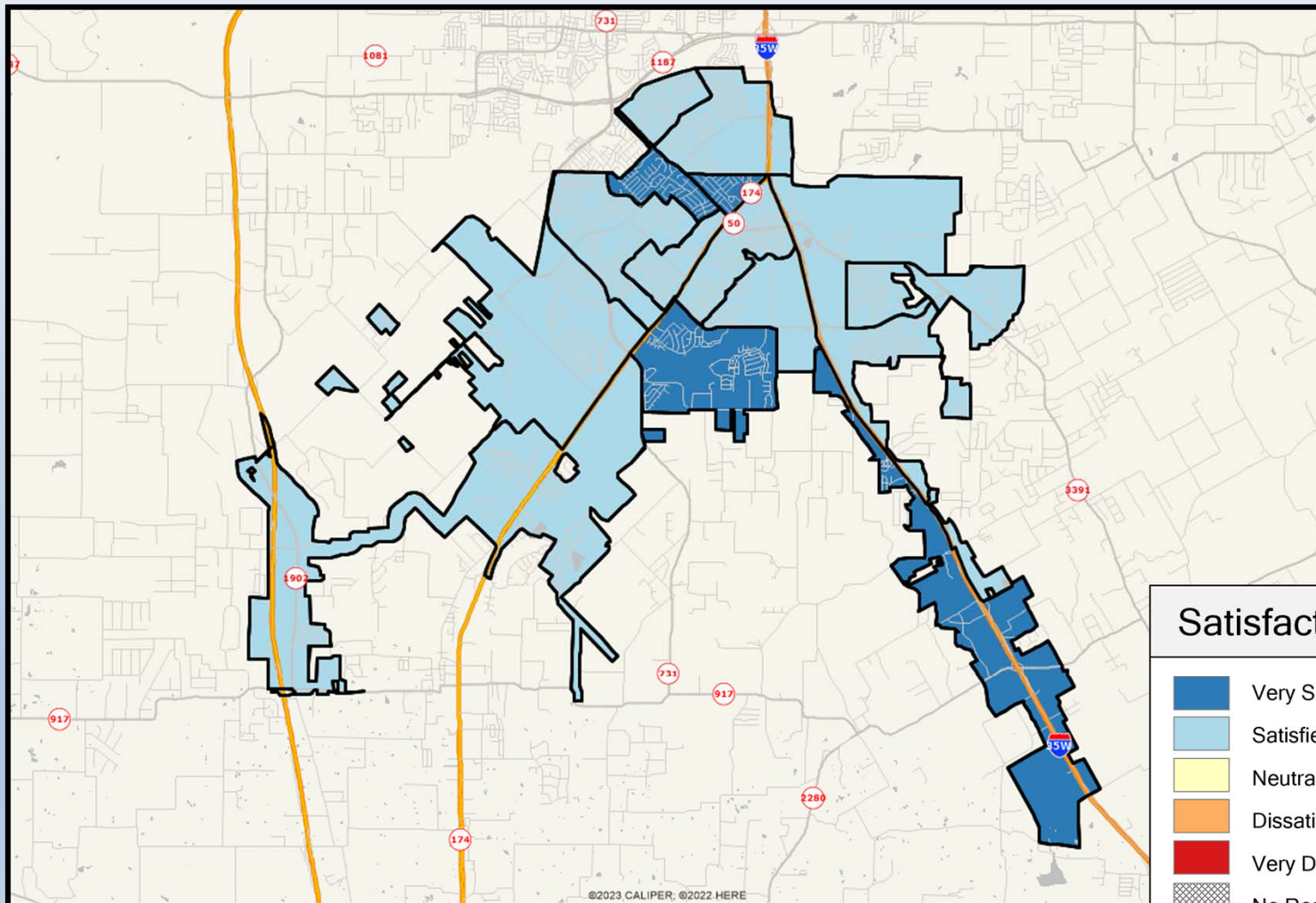


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q7-7. Quality of fire safety education programs



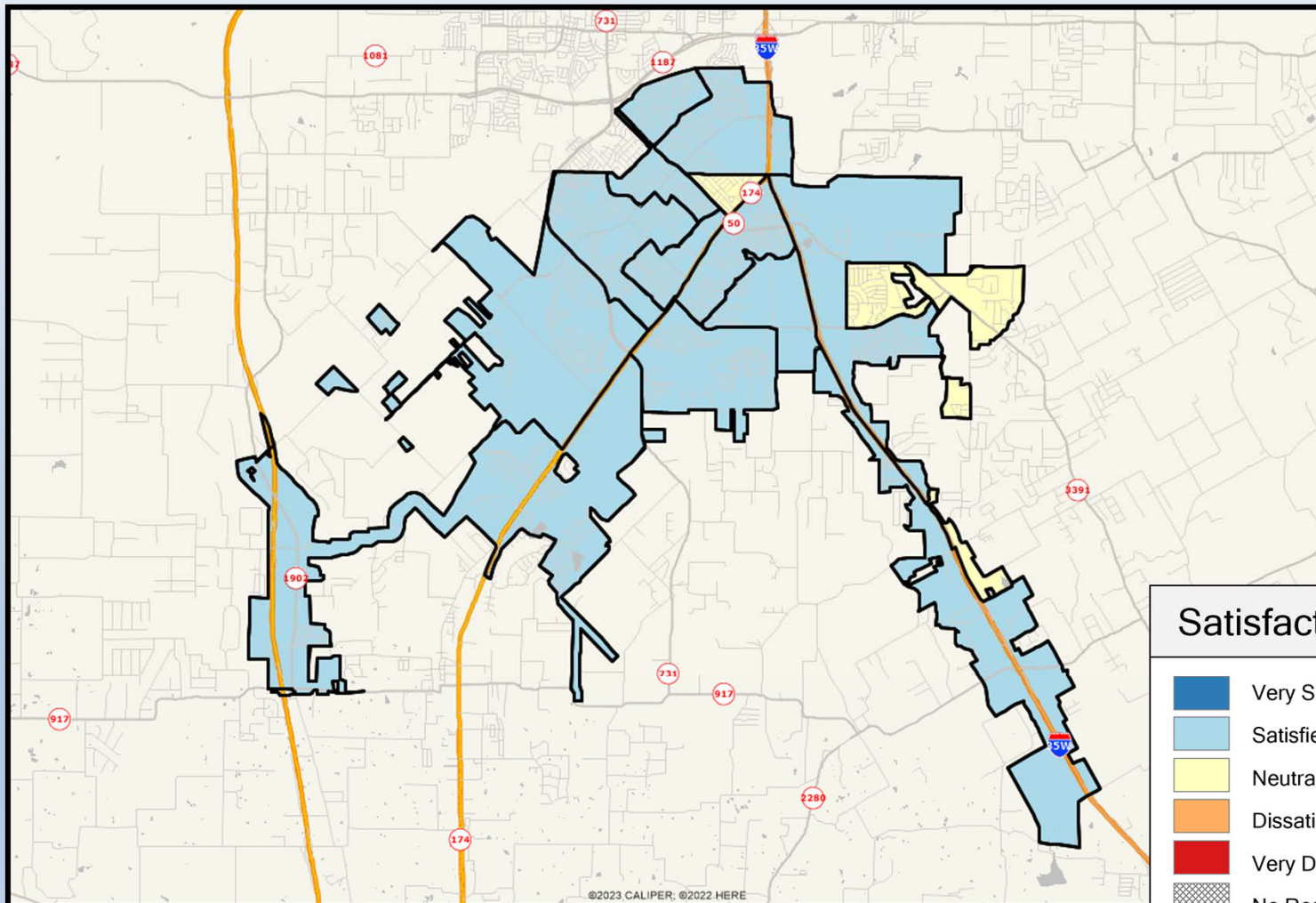
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

**ETC INSTITUTE**



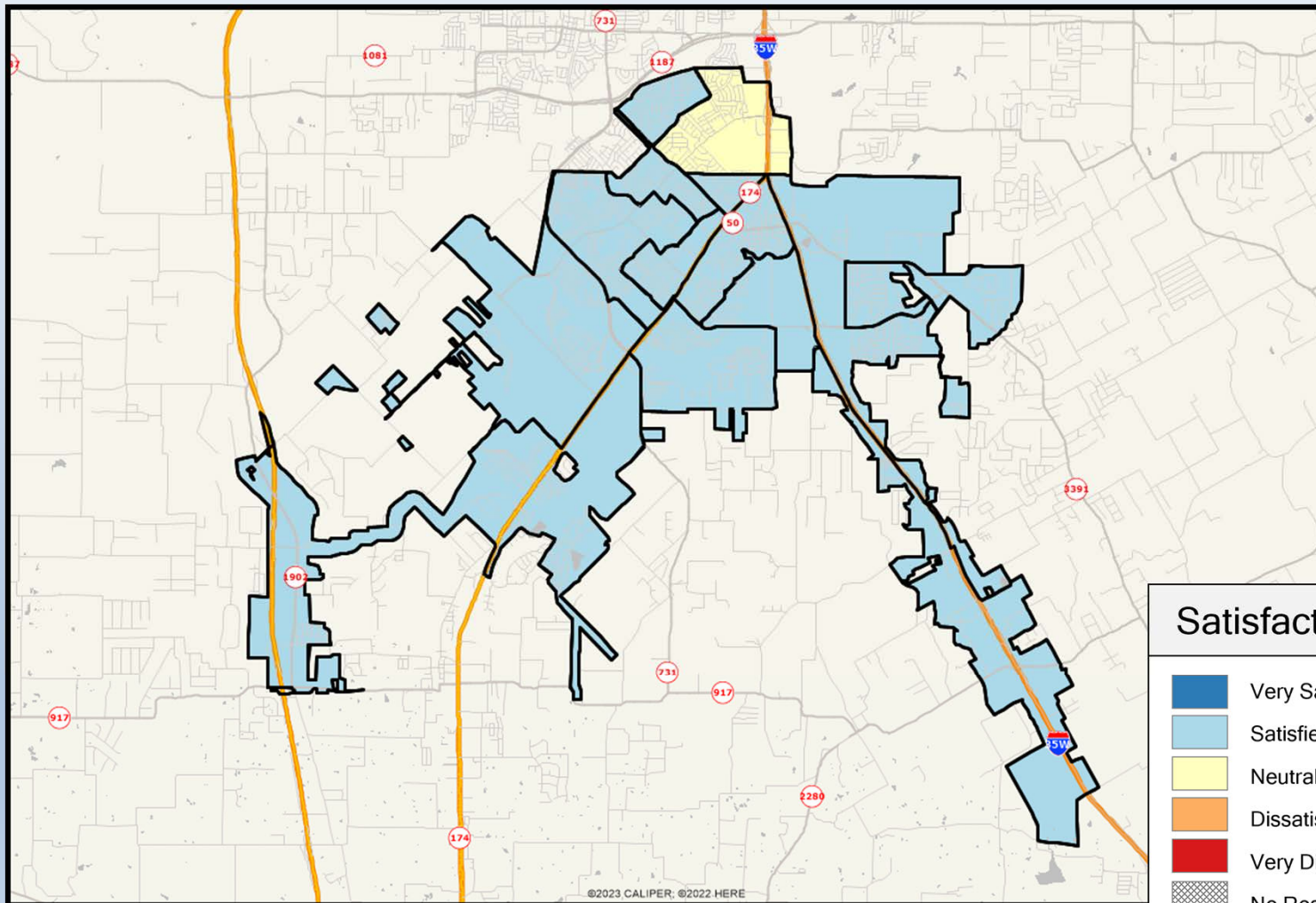
# Q9-1. How easy it is to find information when visiting the city's website



**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

# Q9-2. How easy it is to receive information when calling the city

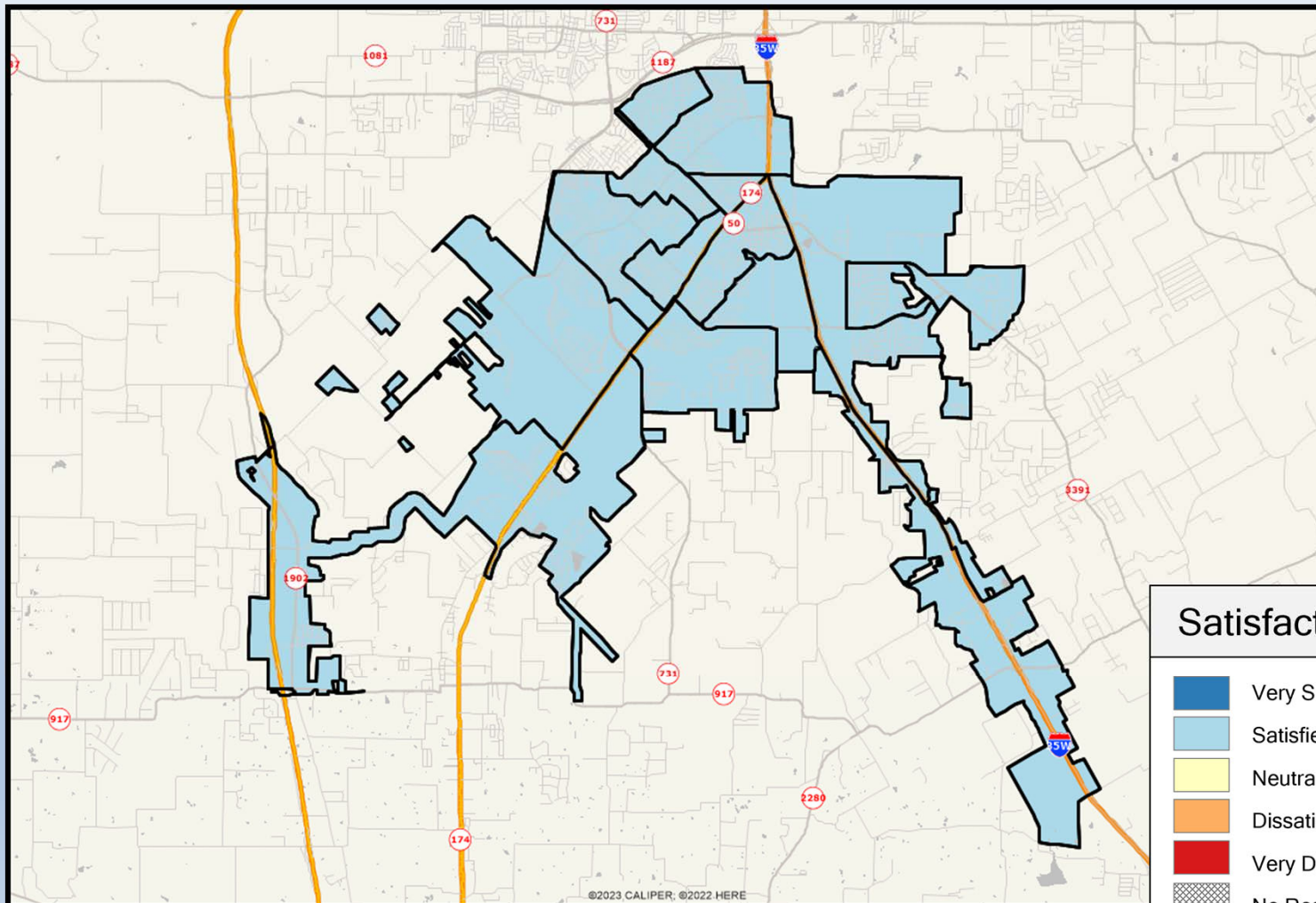


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q9-3. Overall quality of the city's social media



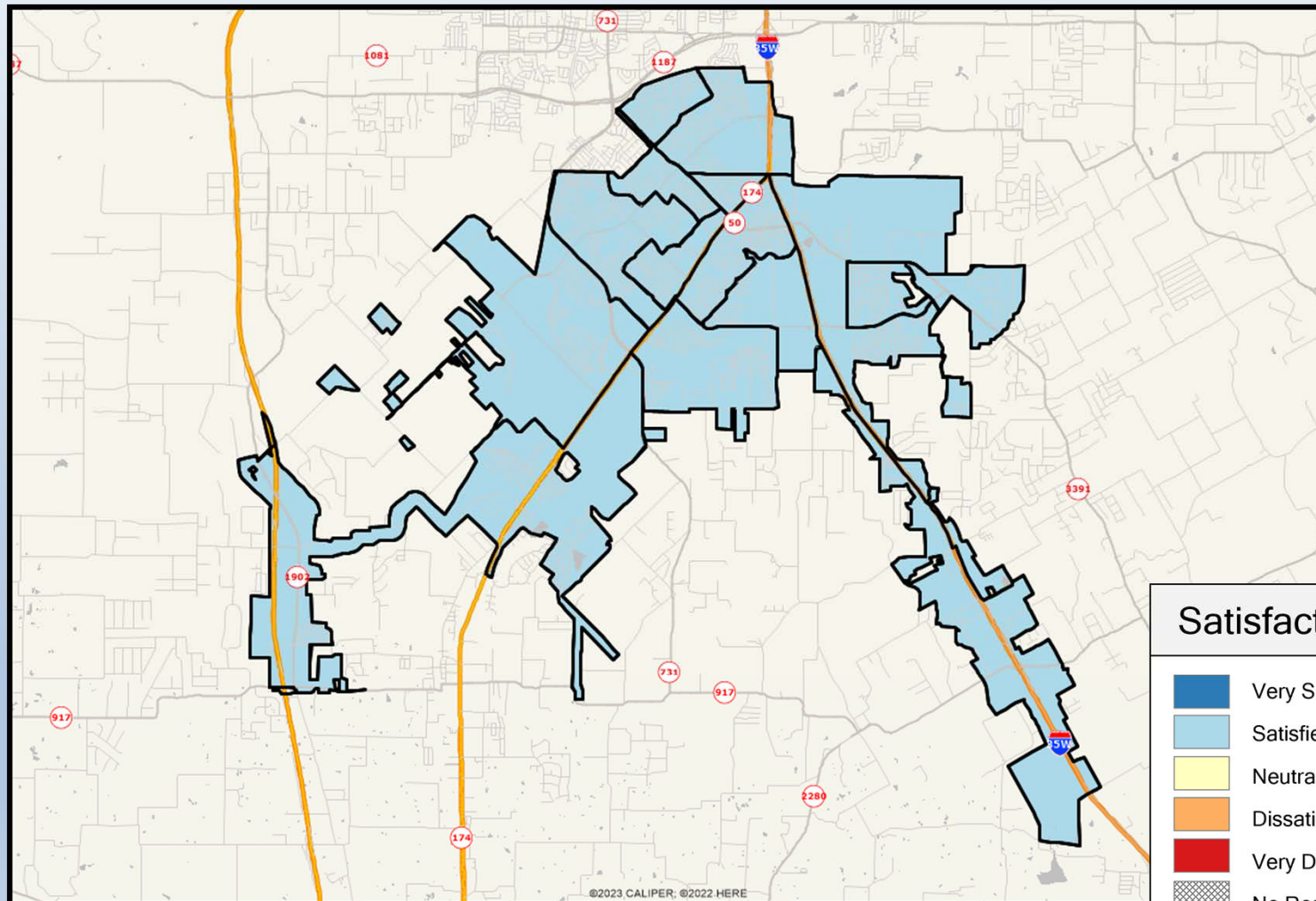
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q9-4. Overall quality of the city's newsletter

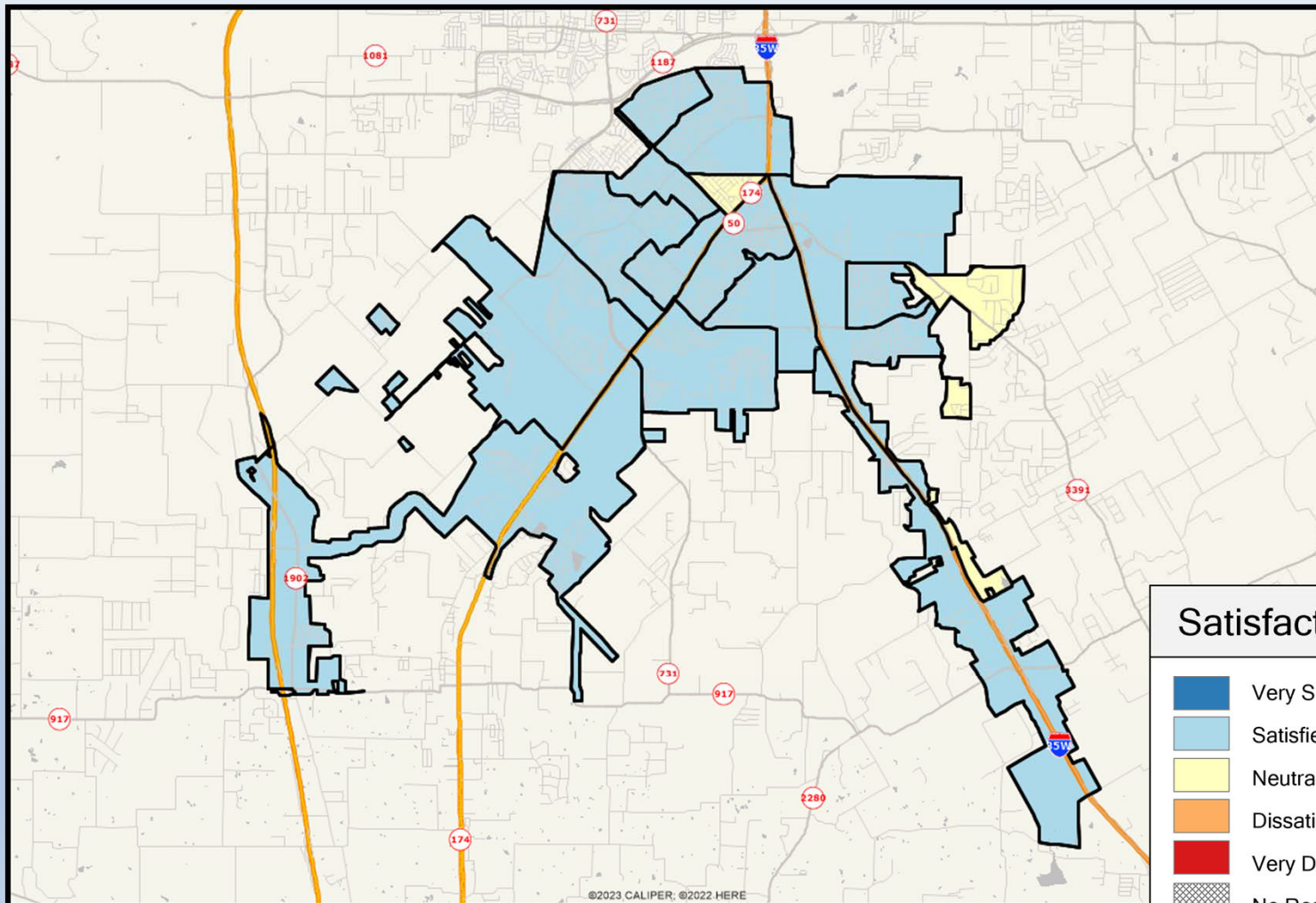


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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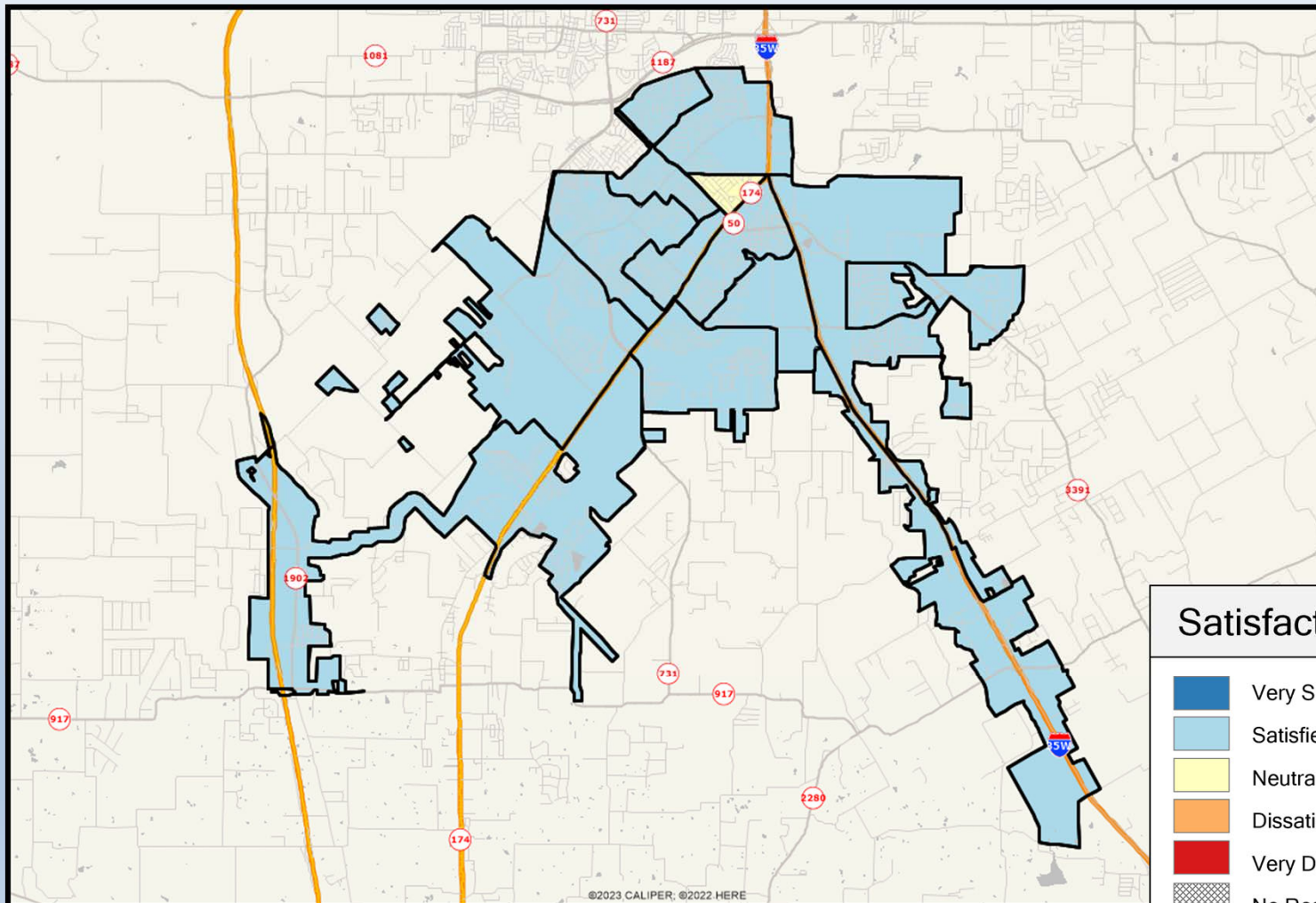
# Q9-5. Availability of information on city services and programs








**Satisfaction**



- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

# Q9-6. Timeliness of information provided by the city



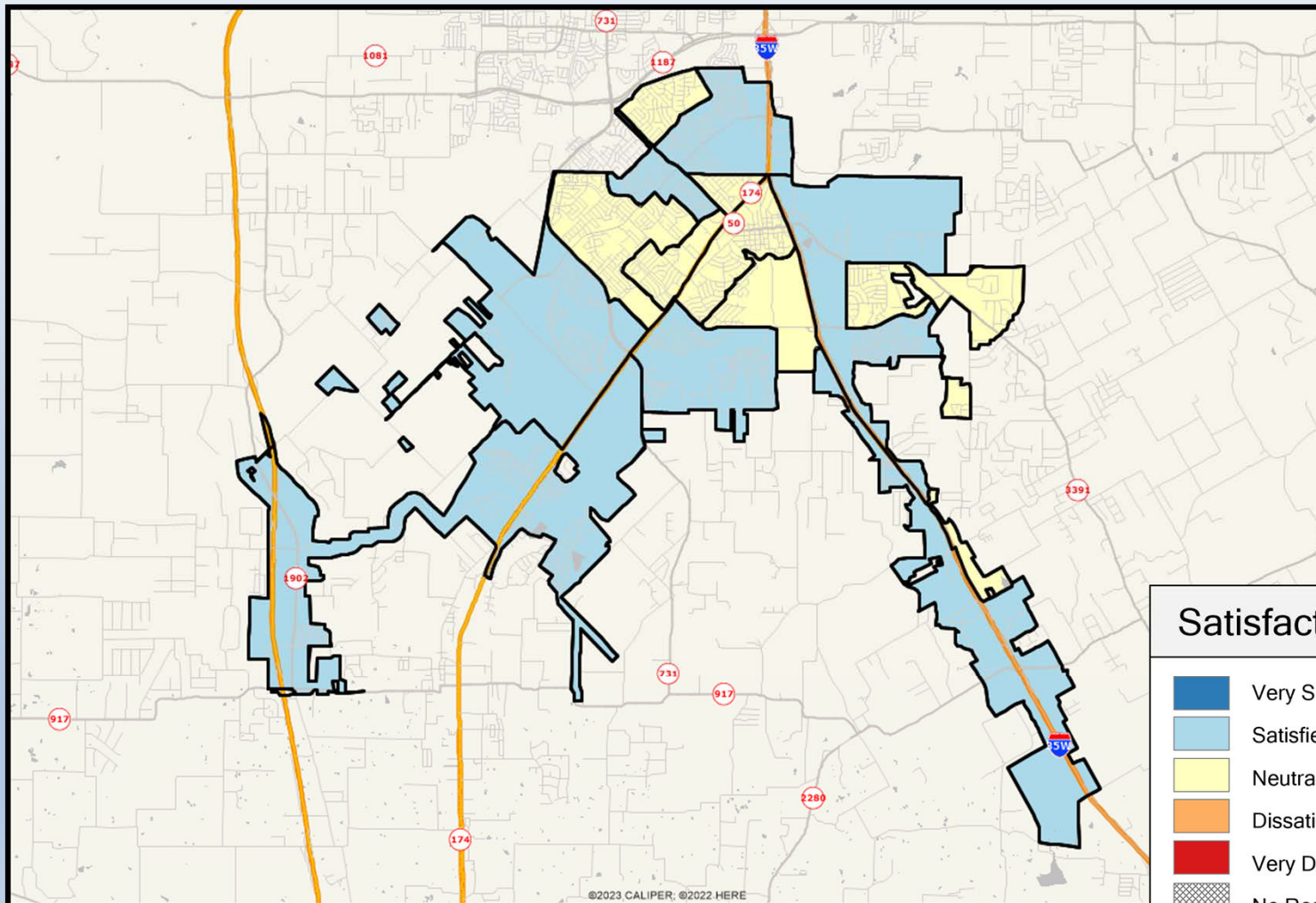
**Satisfaction**

	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response



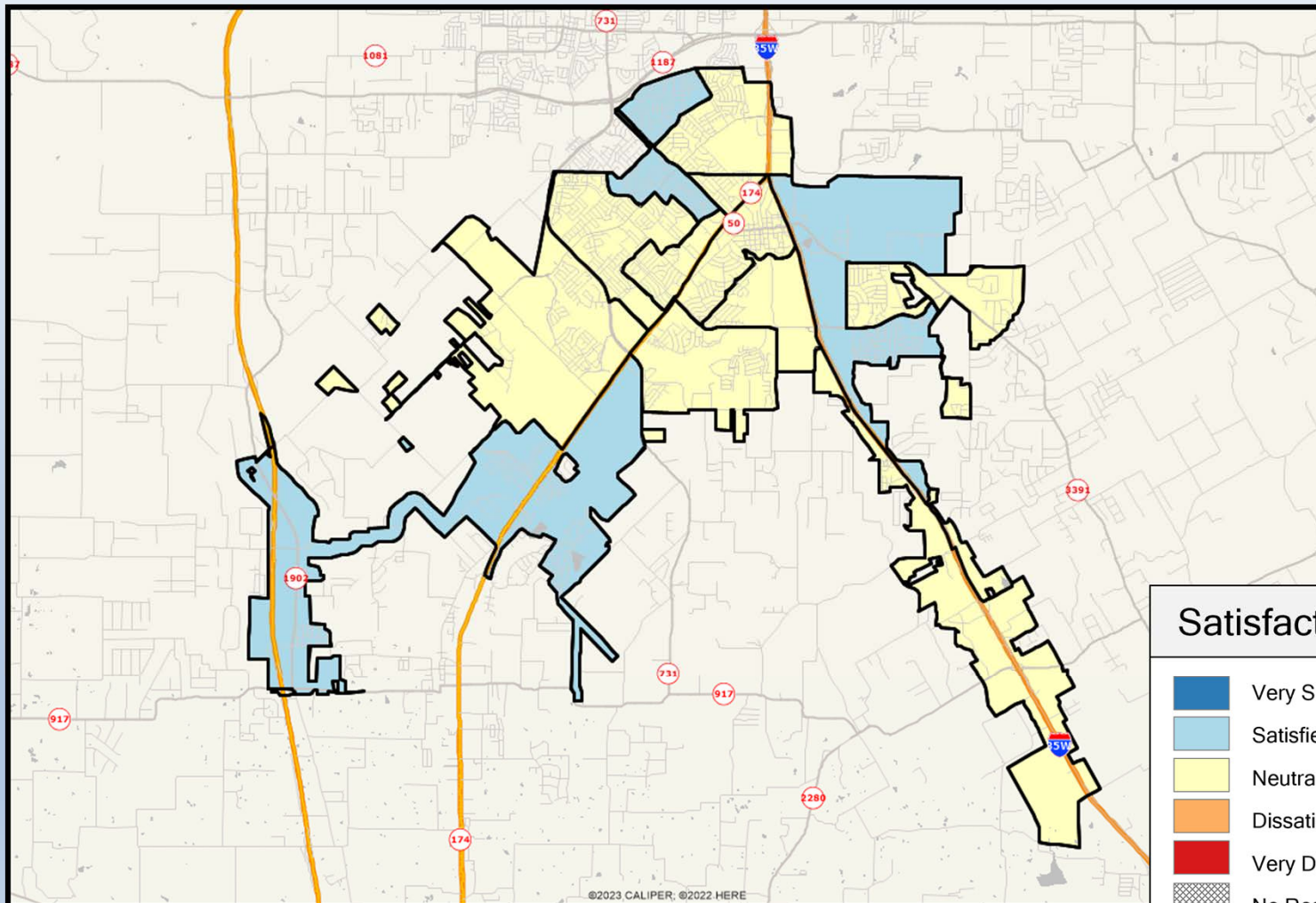
# Q9-7. Access to information about the city's finances and budget



**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

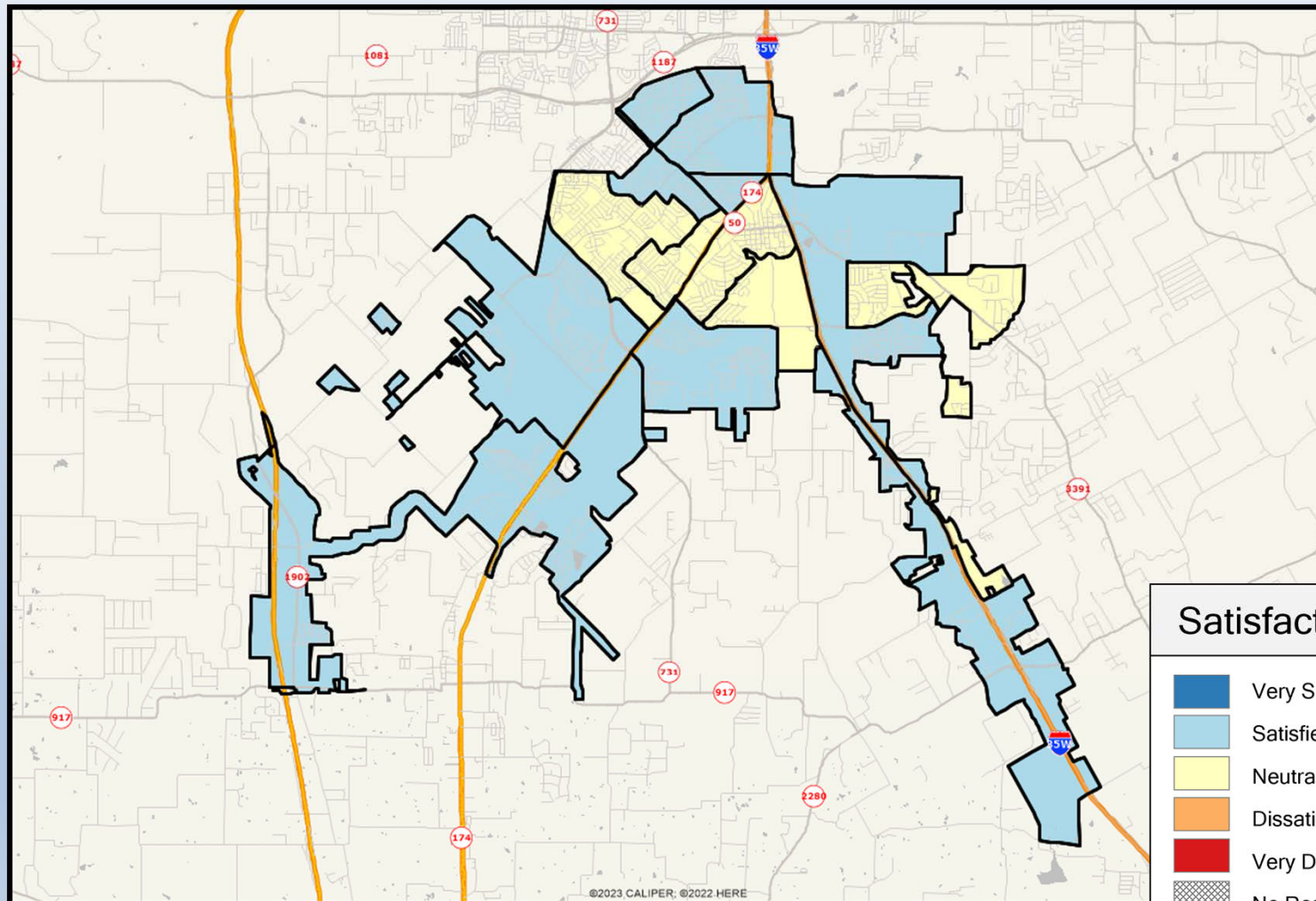
# Q9-8. Overall level of public involvement in local decision making



**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

# Q9-9. City's open records request process



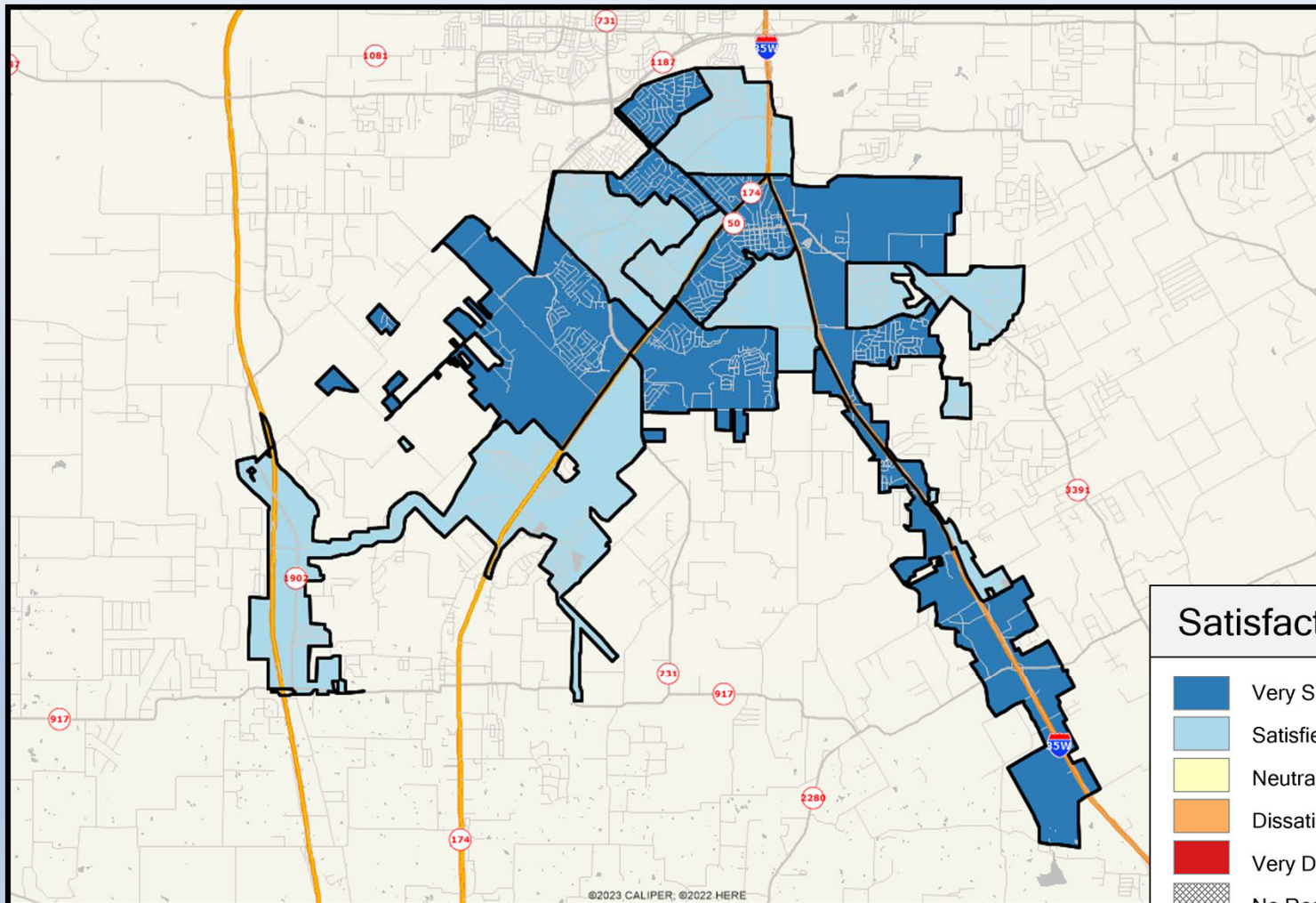
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE



# Q17-01. Maintenance of city parks

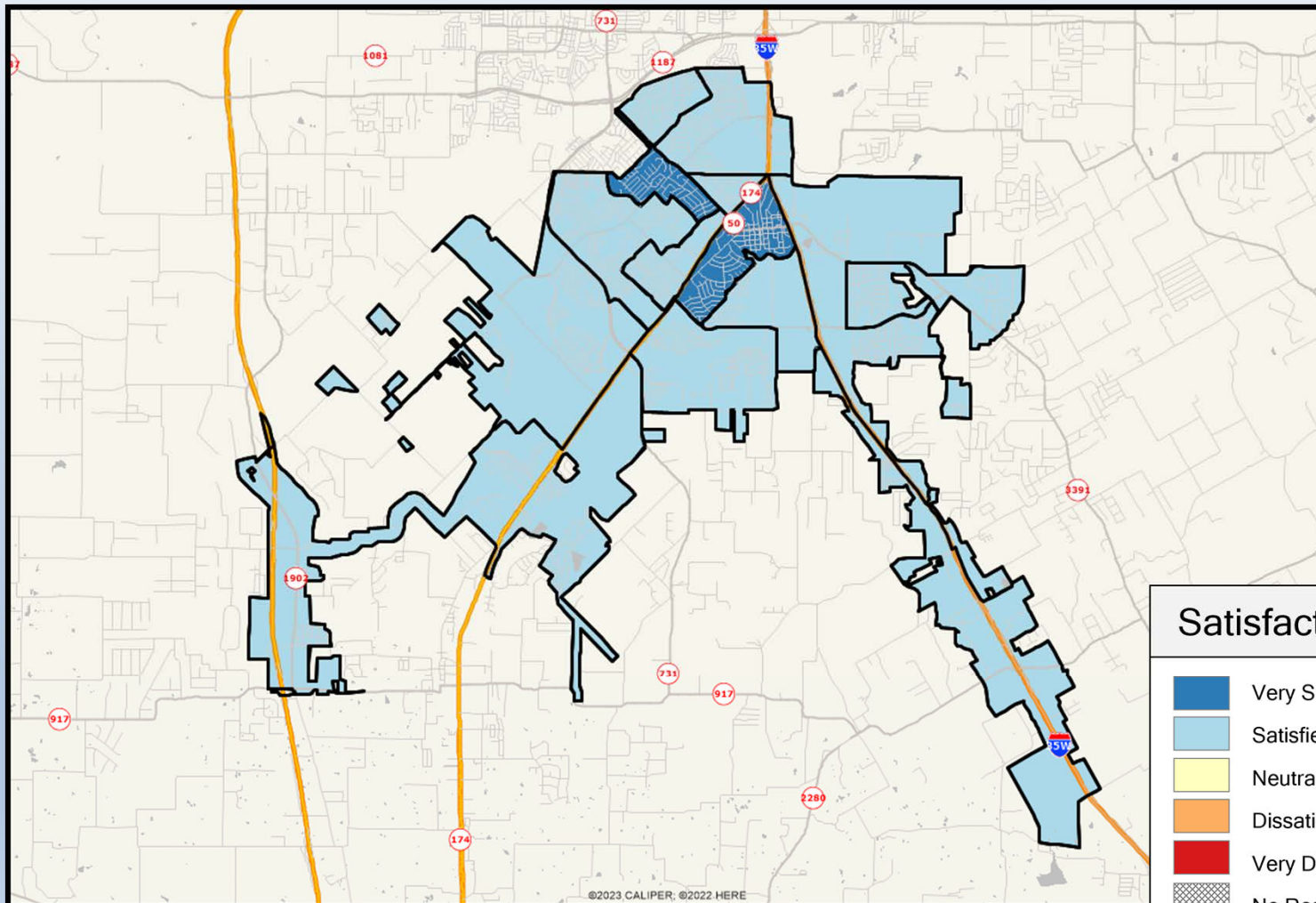


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q17-02. Number of parks

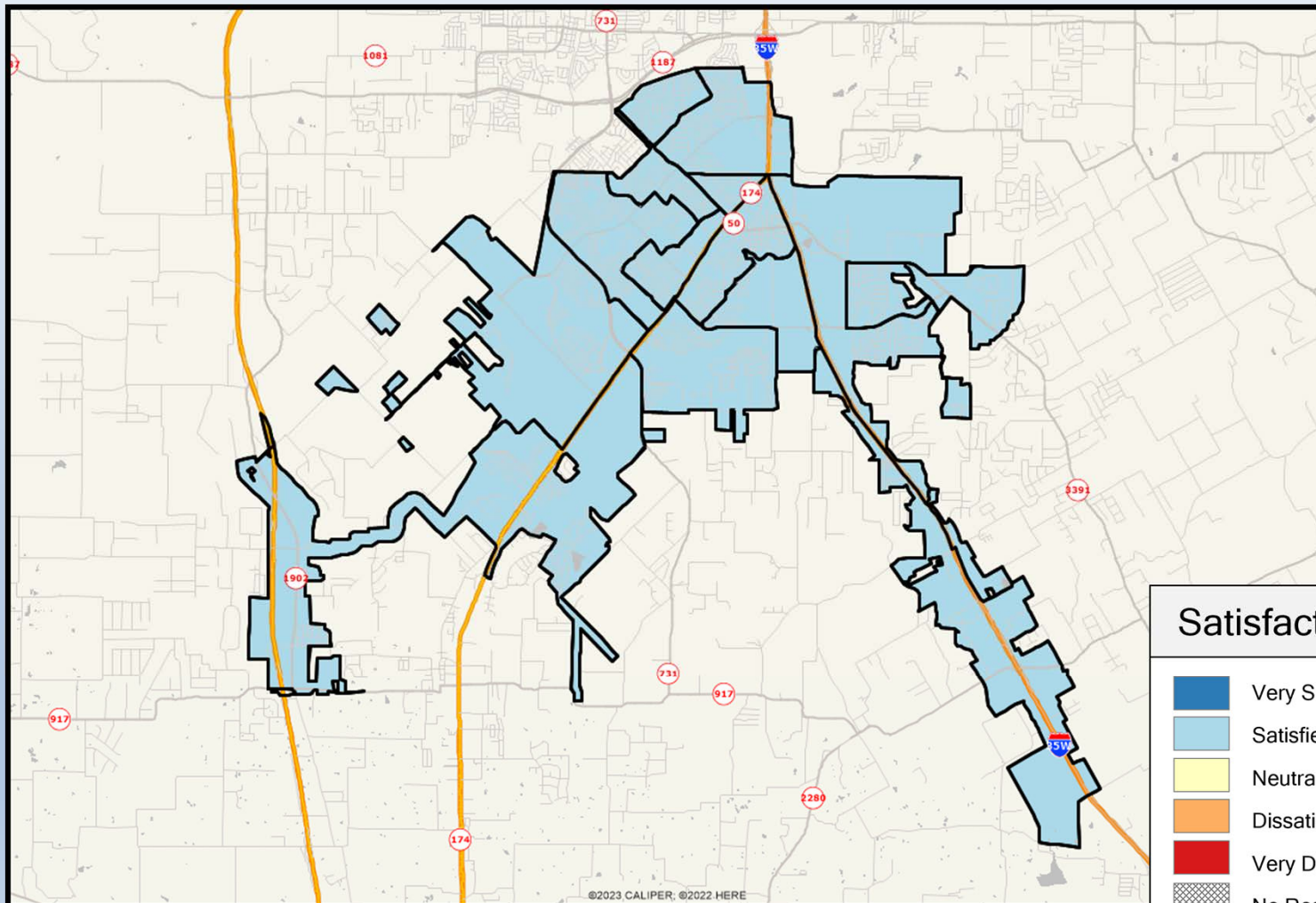


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

# Q17-03. Quality of city trails



**Satisfaction**

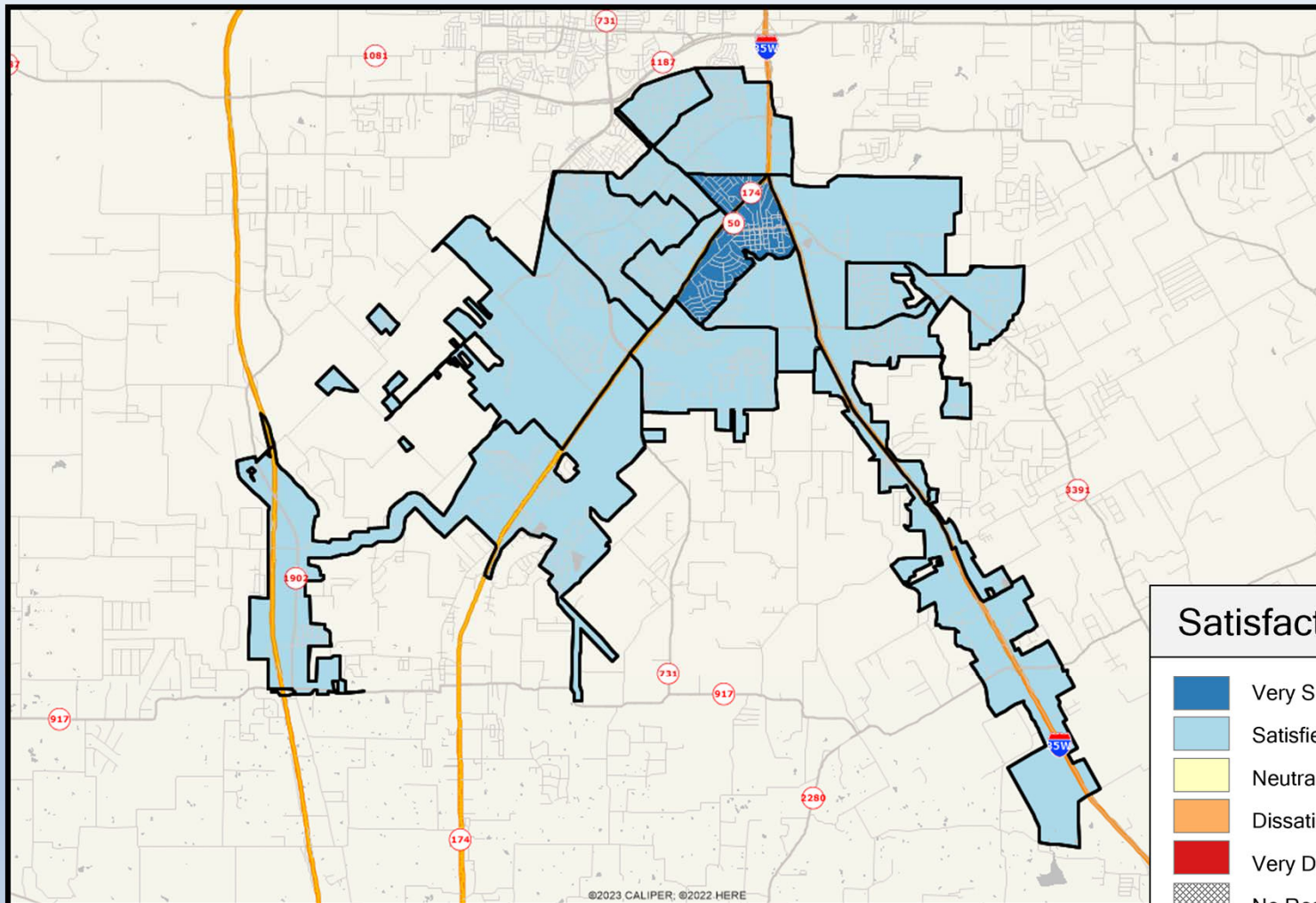
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE





# Q17-05. Quality of city parks

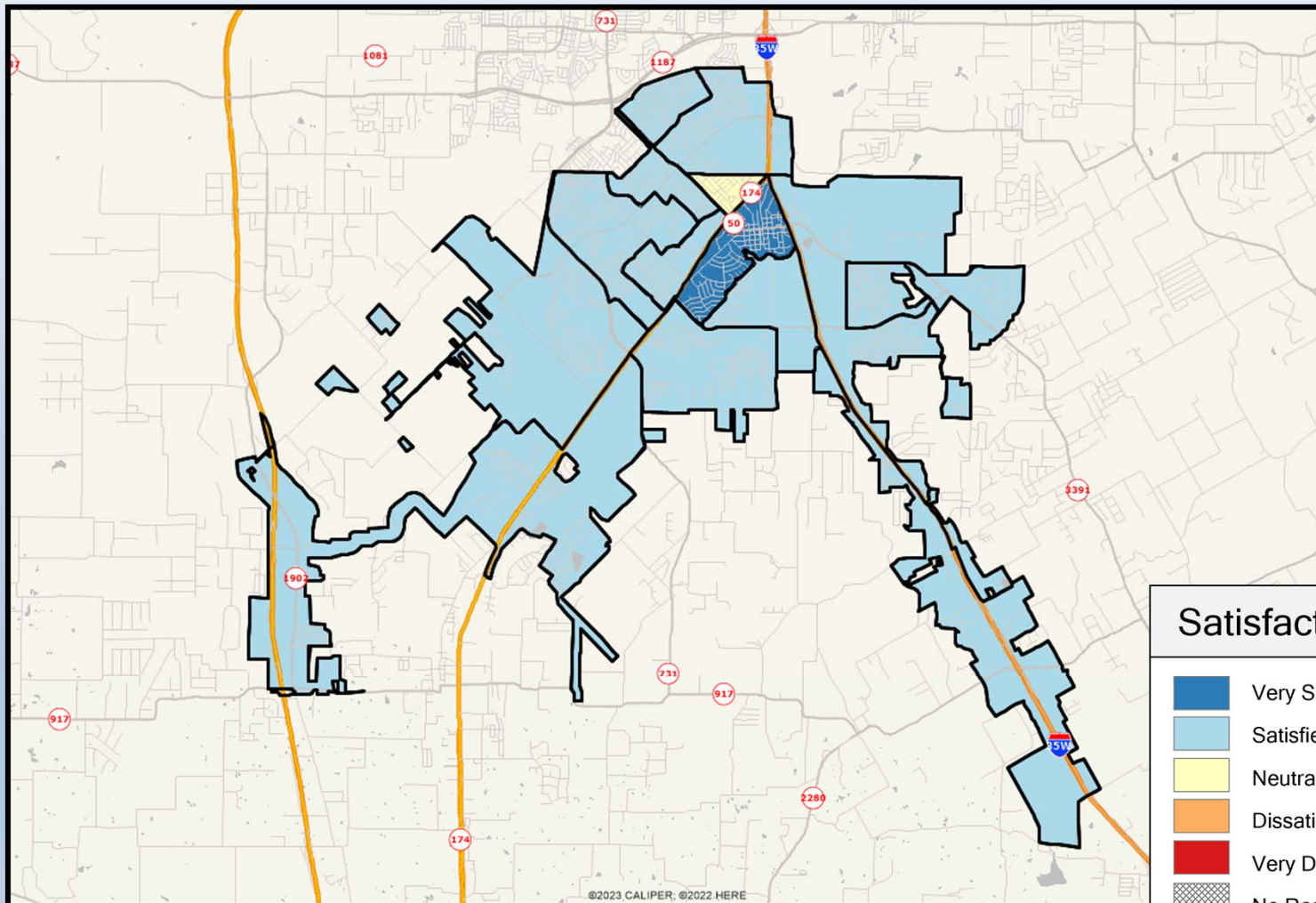


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

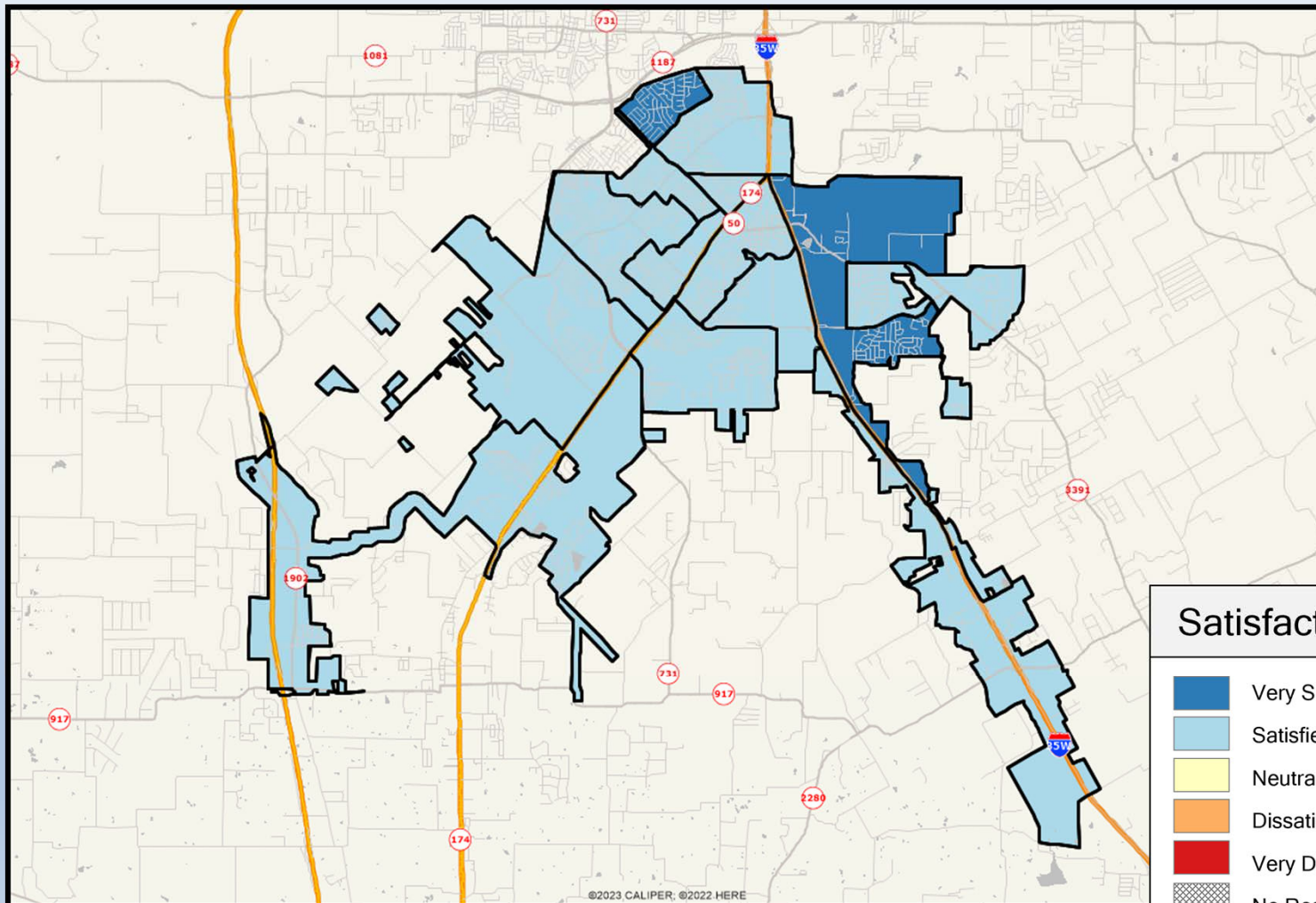
ETC INSTITUTE

# Q17-06. Quality of city recreation facilities





# Q17-07. Quality of city produced special events

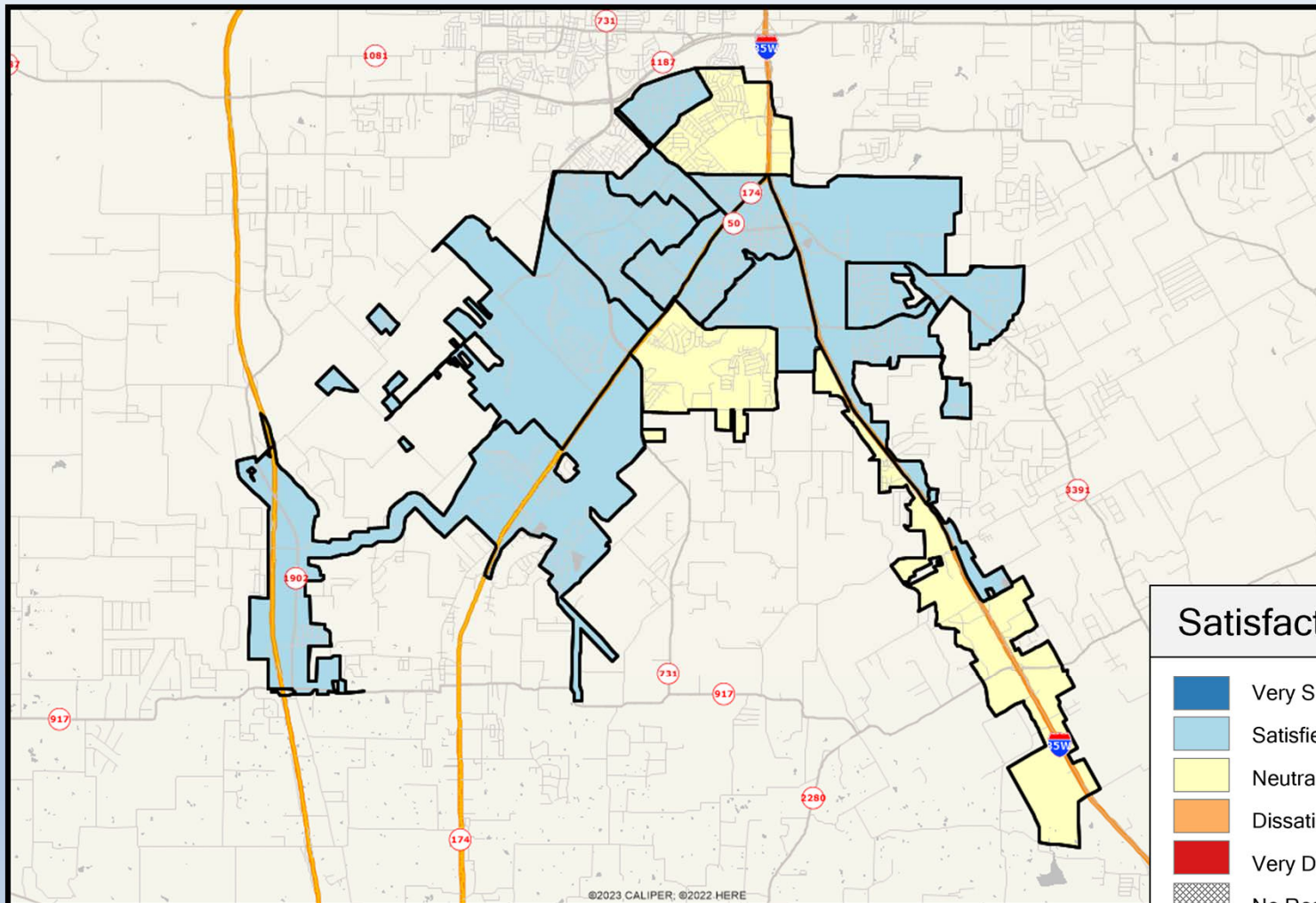


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

**ETC INSTITUTE**

# Q17-08. Quality of city adult athletic programs

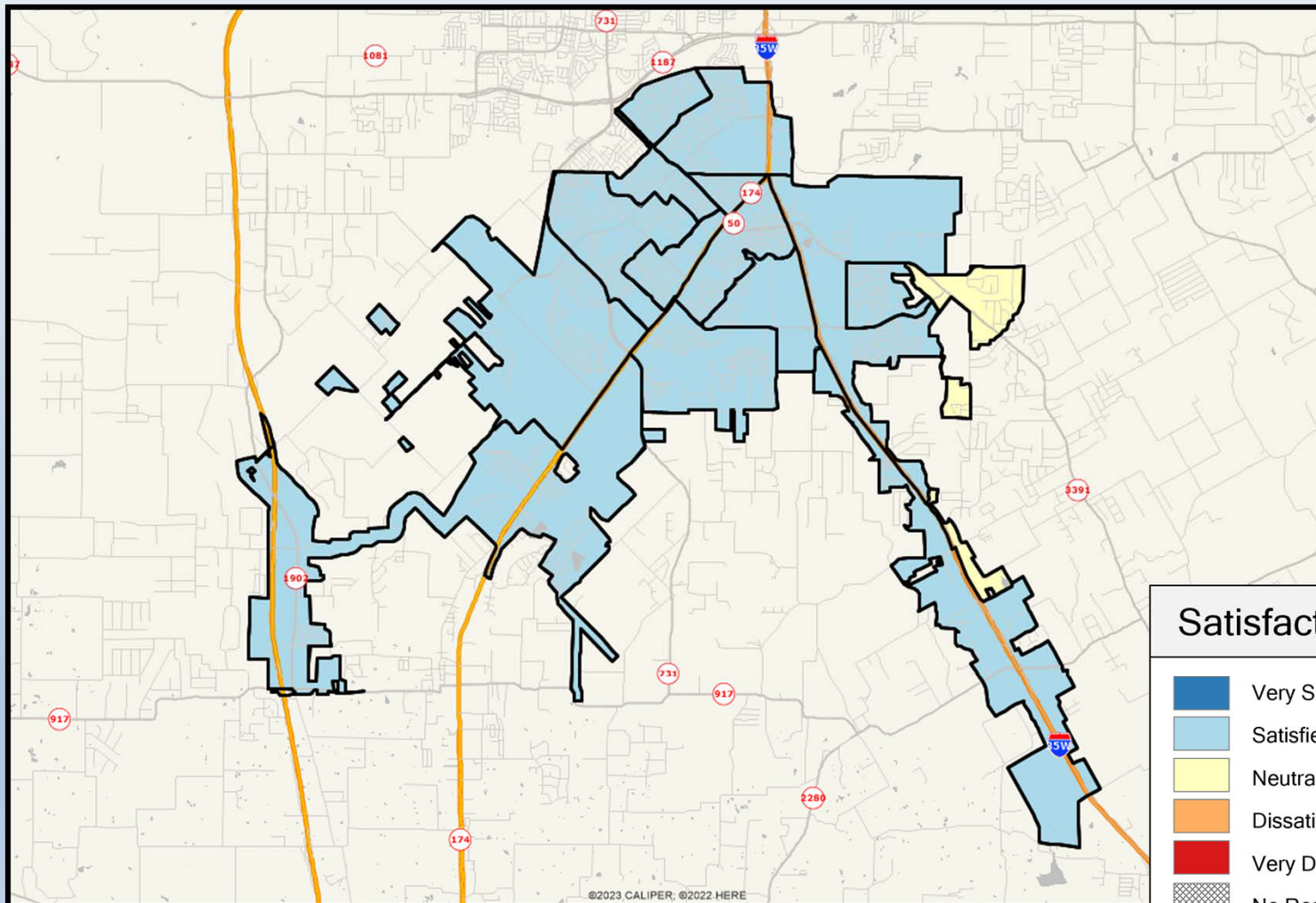


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

# Q17-09. Quality of city youth athletic programs



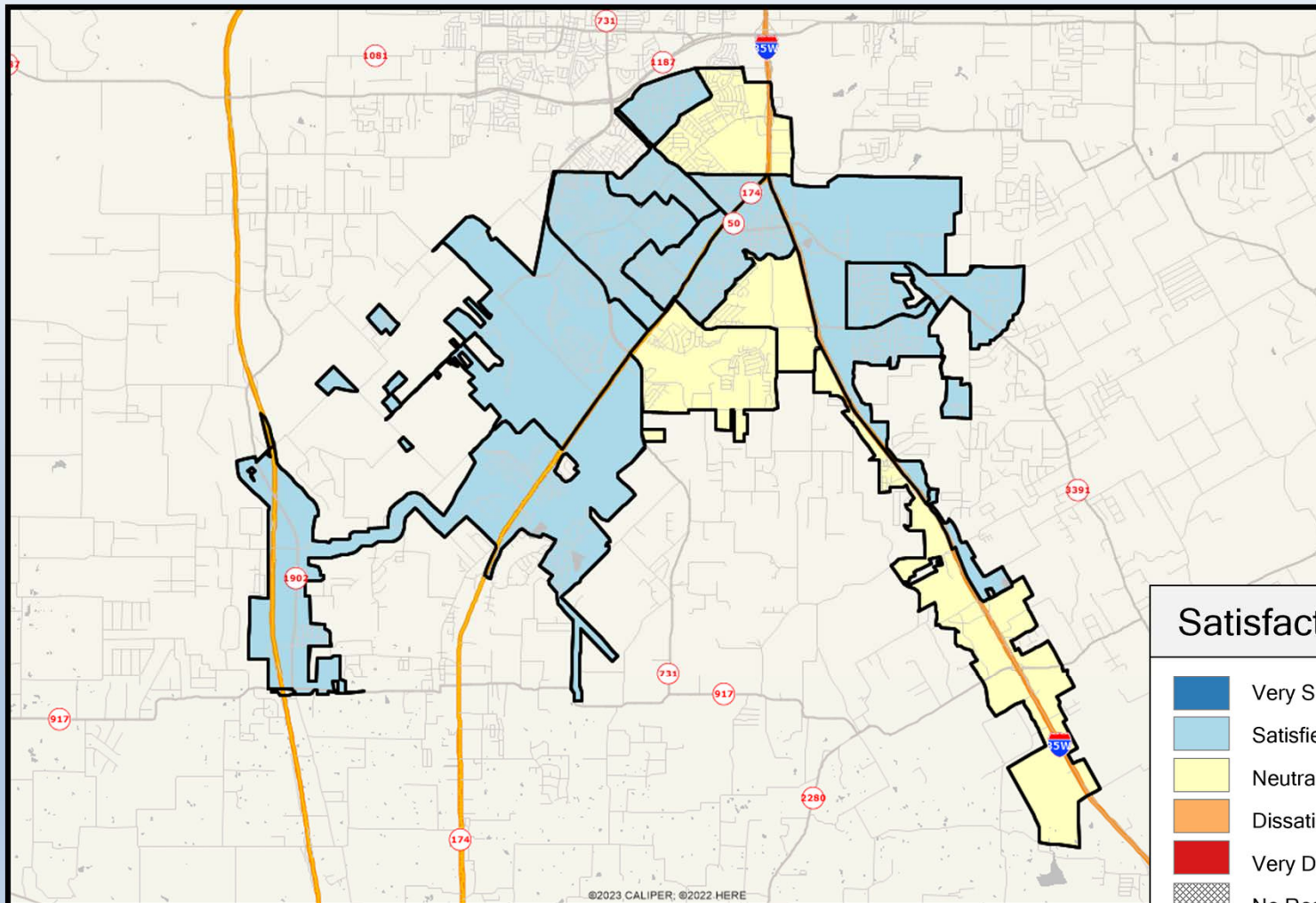
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE




# Q17-10. Quality of city senior citizen programs



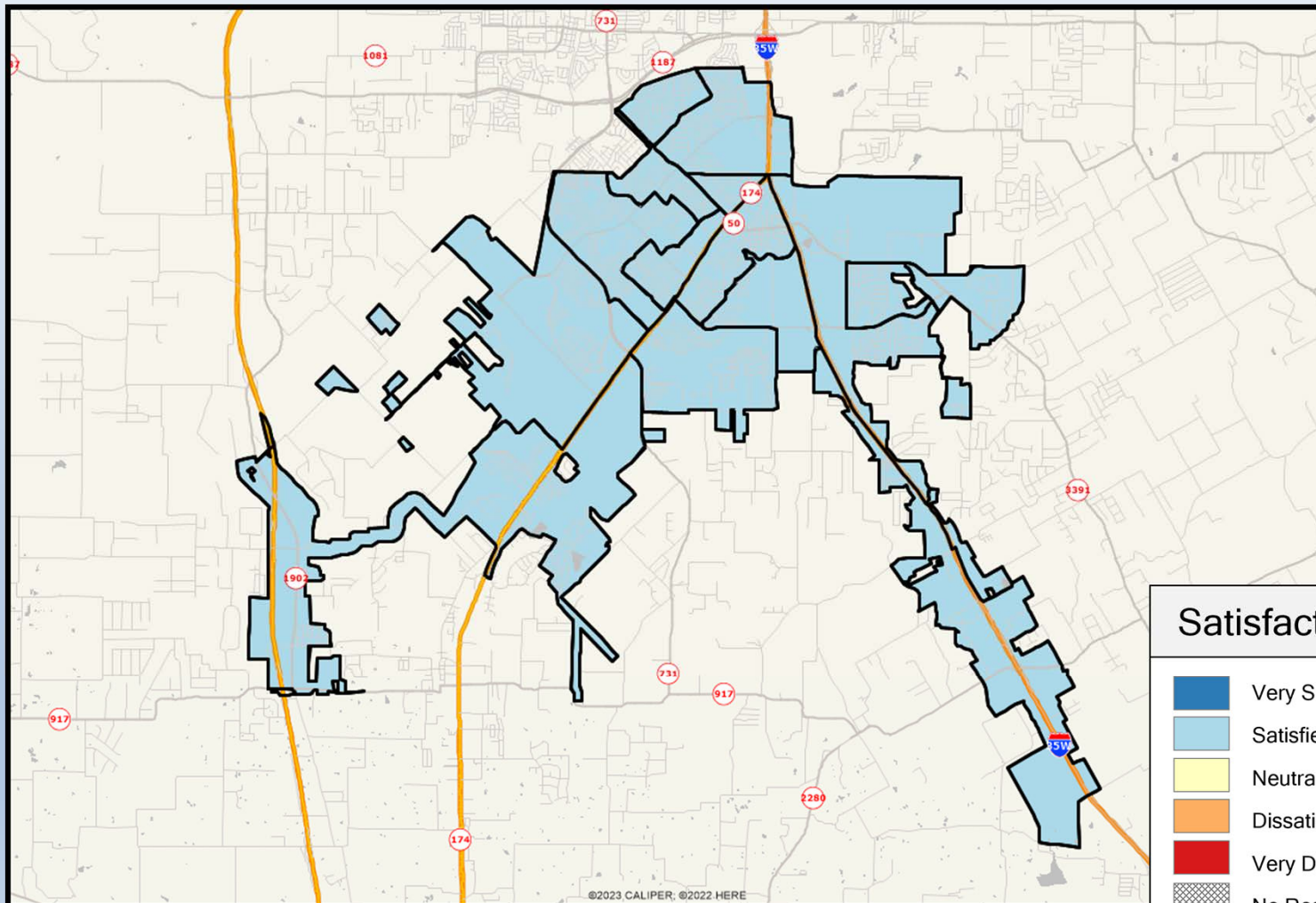
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

**ETC INSTITUTE**



# Q17-11. Quality of recreation programs

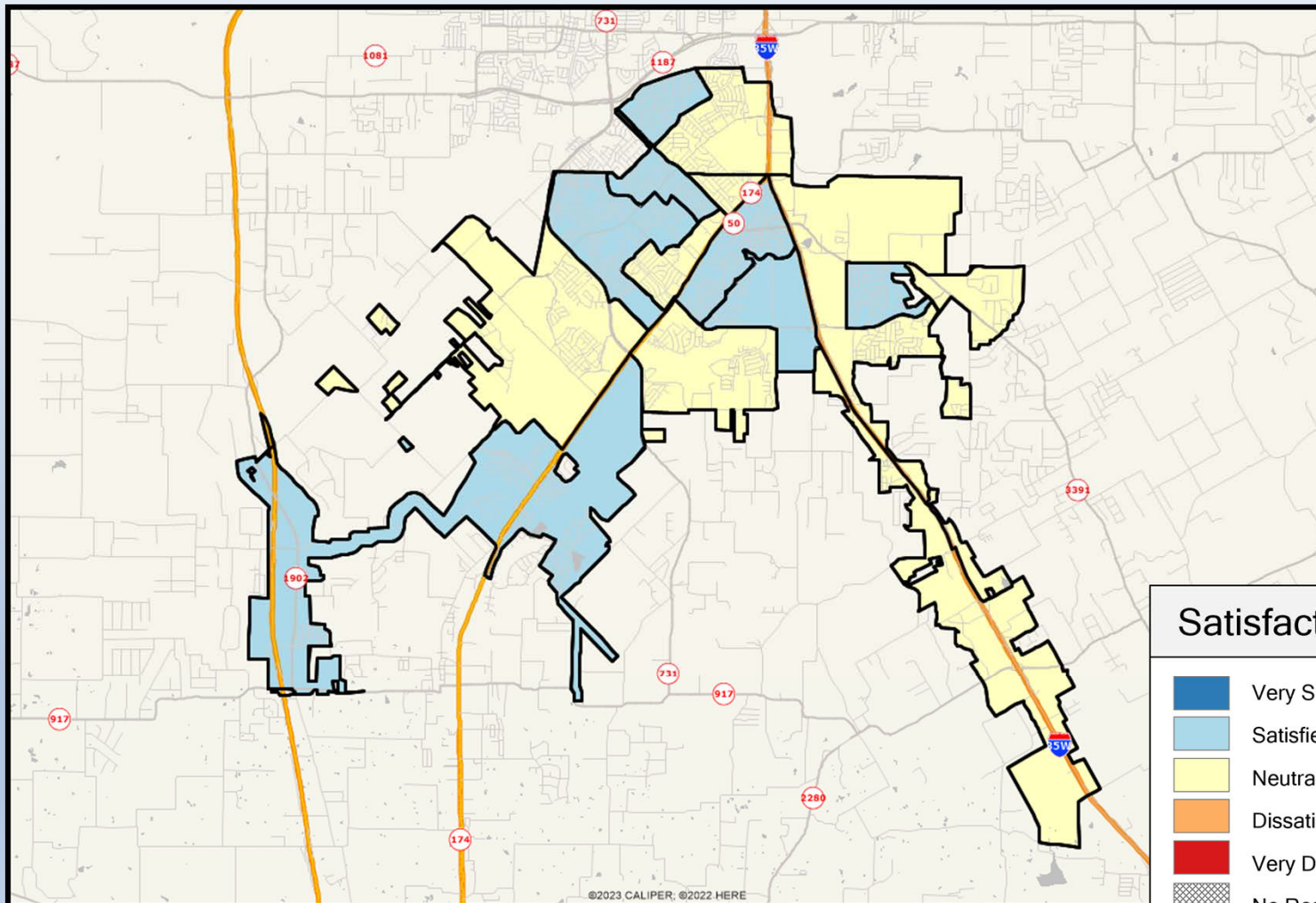


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

**ETC INSTITUTE**

# Q17-12. Quality of programs for people with disabilities

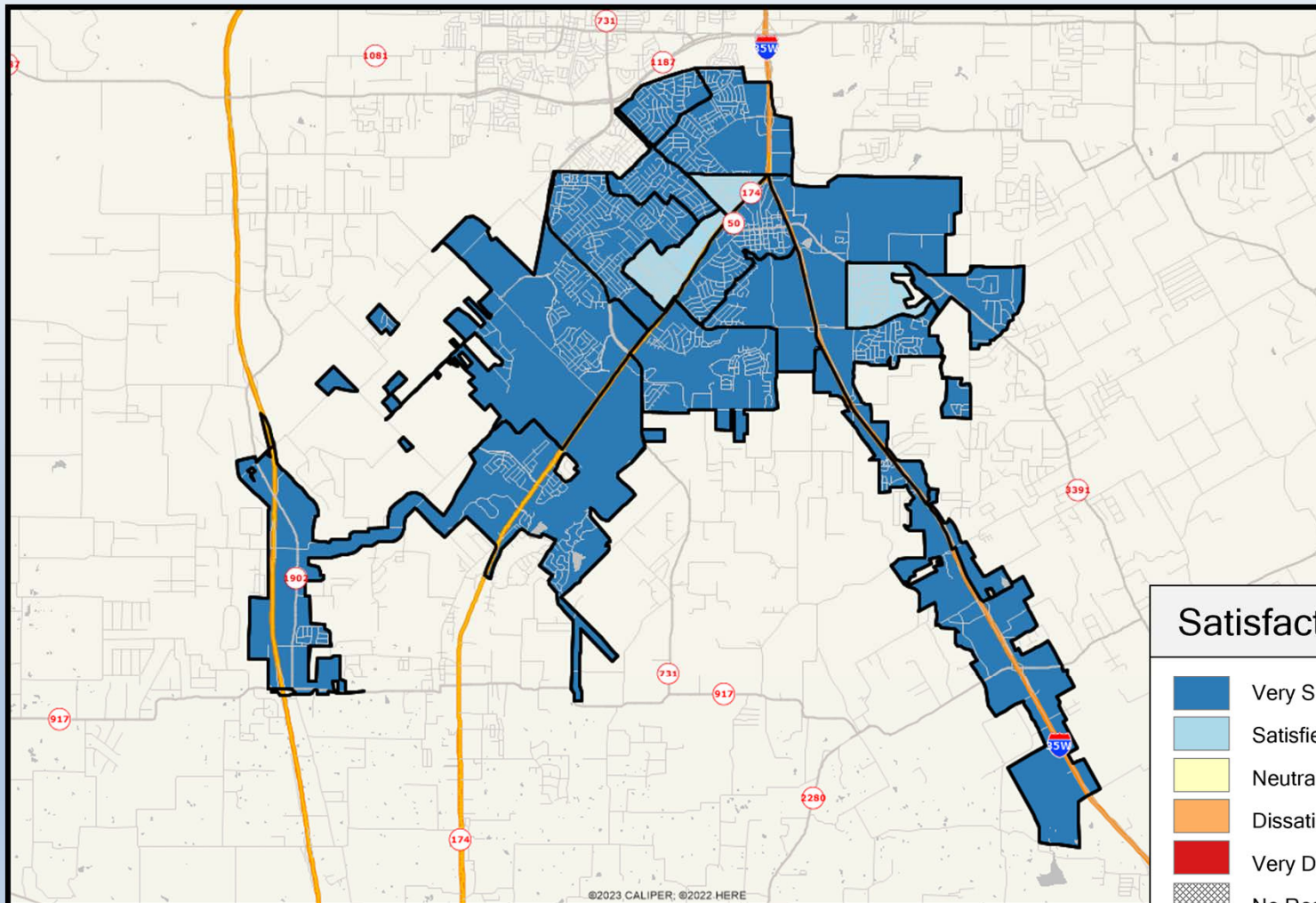


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



# Q19-1. Overall quality of city bulk trash, leaf, and brush collection

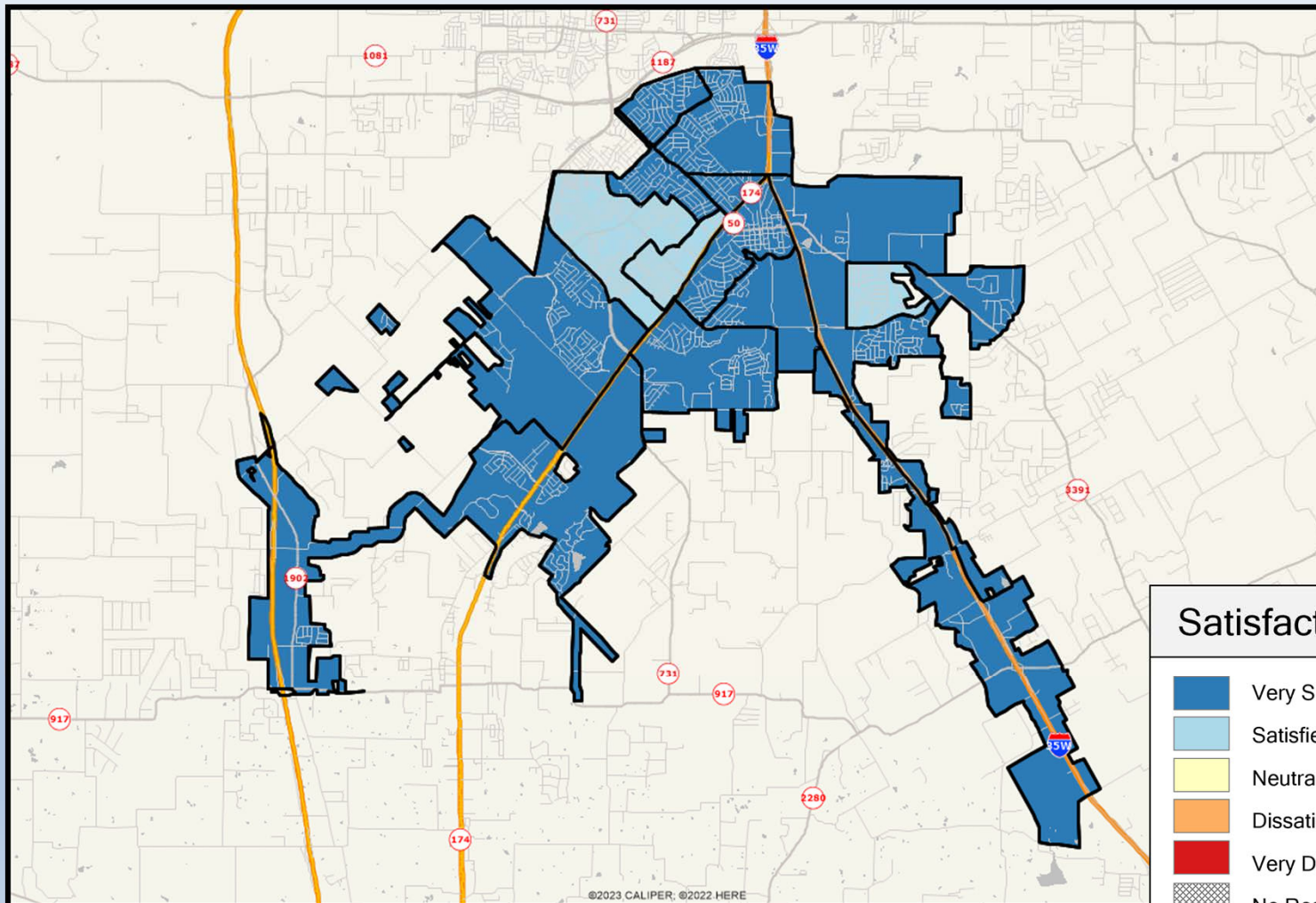


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

**ETC INSTITUTE**

# Q19-2. Overall quality of curbside recycling collection



**Satisfaction**

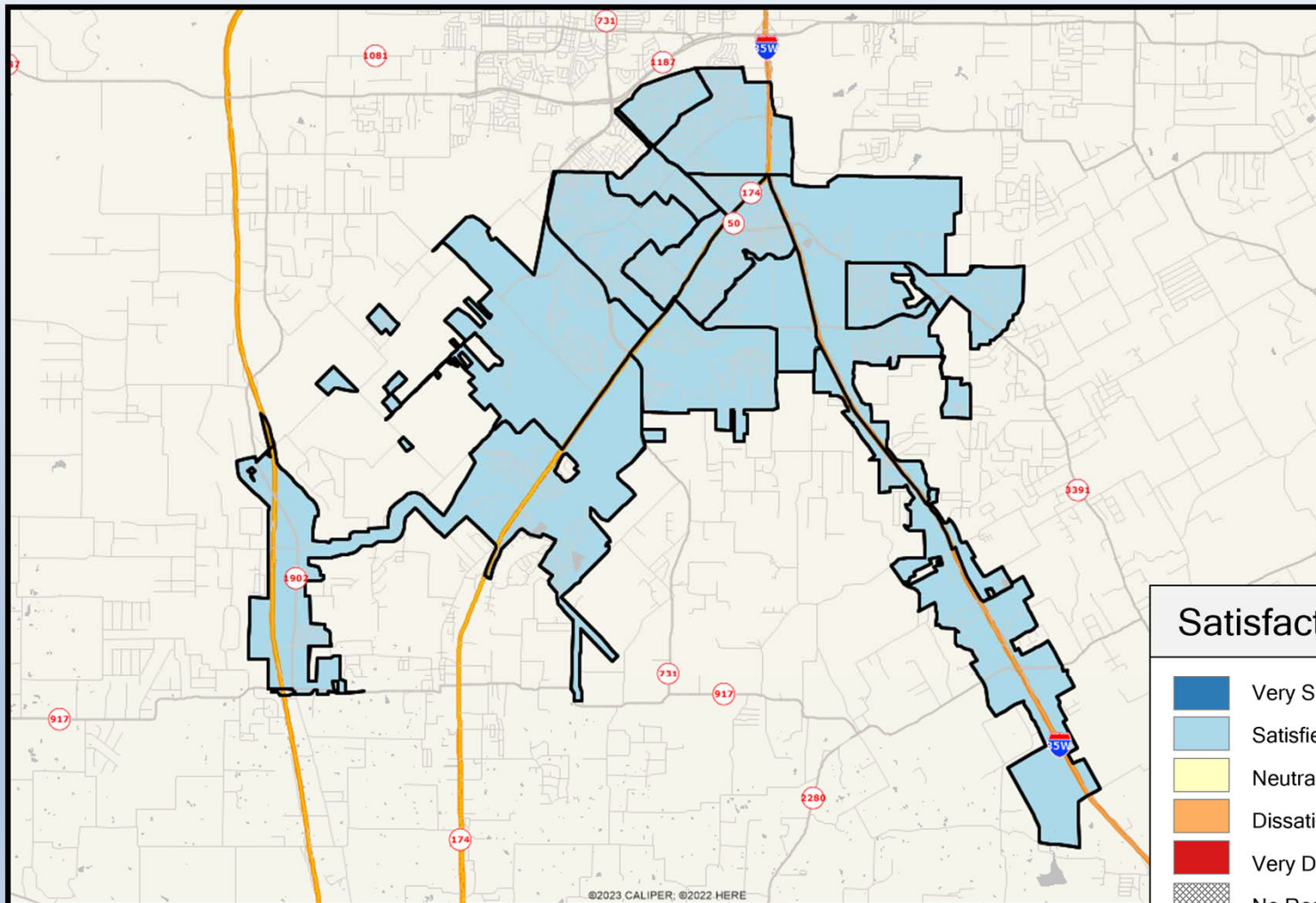
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q19-4. Overall quality of the city's household hazardous waste disposal service

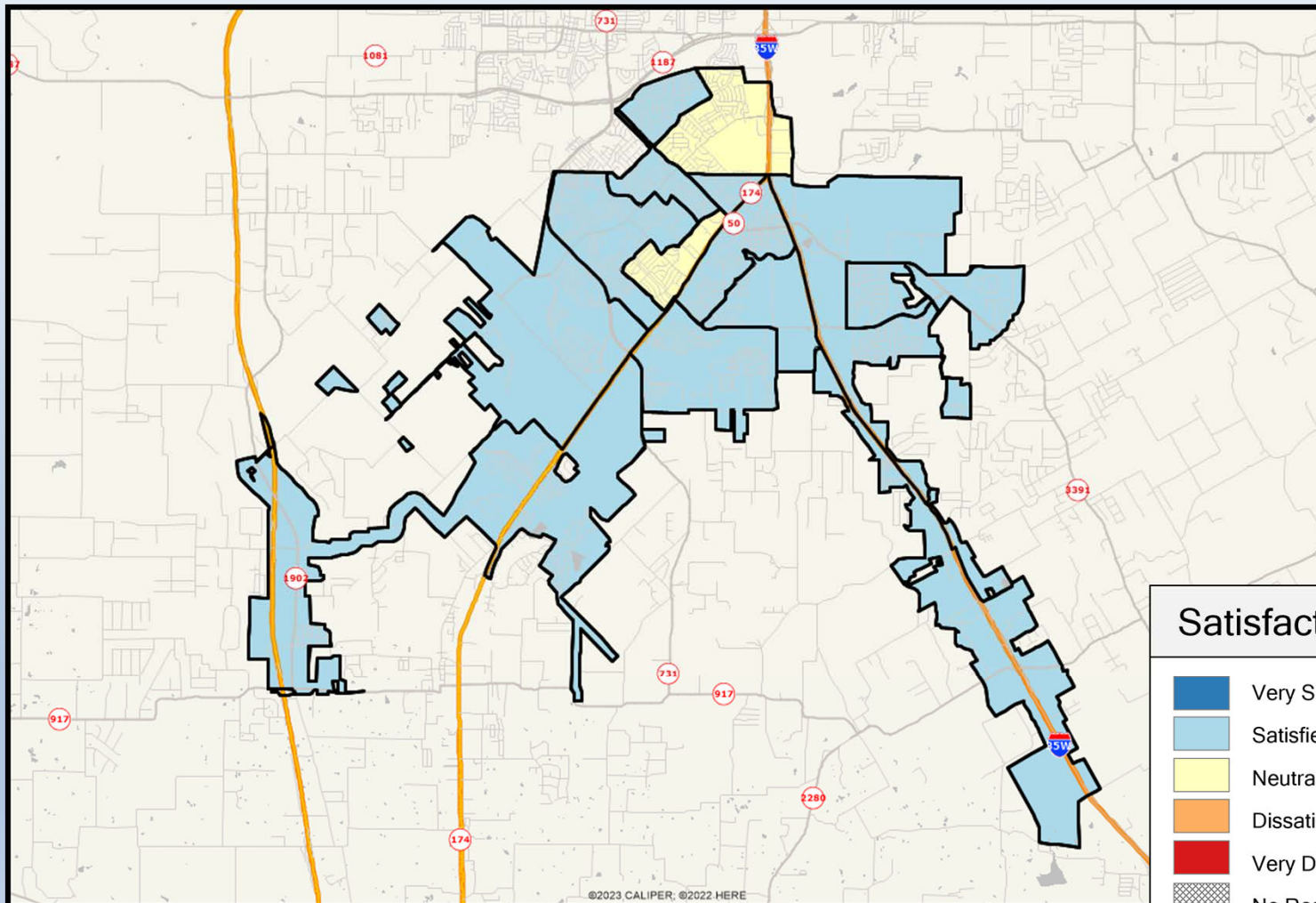


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

**ETC INSTITUTE**

# Q19-5. Overall fees charged for trash and recycling collection

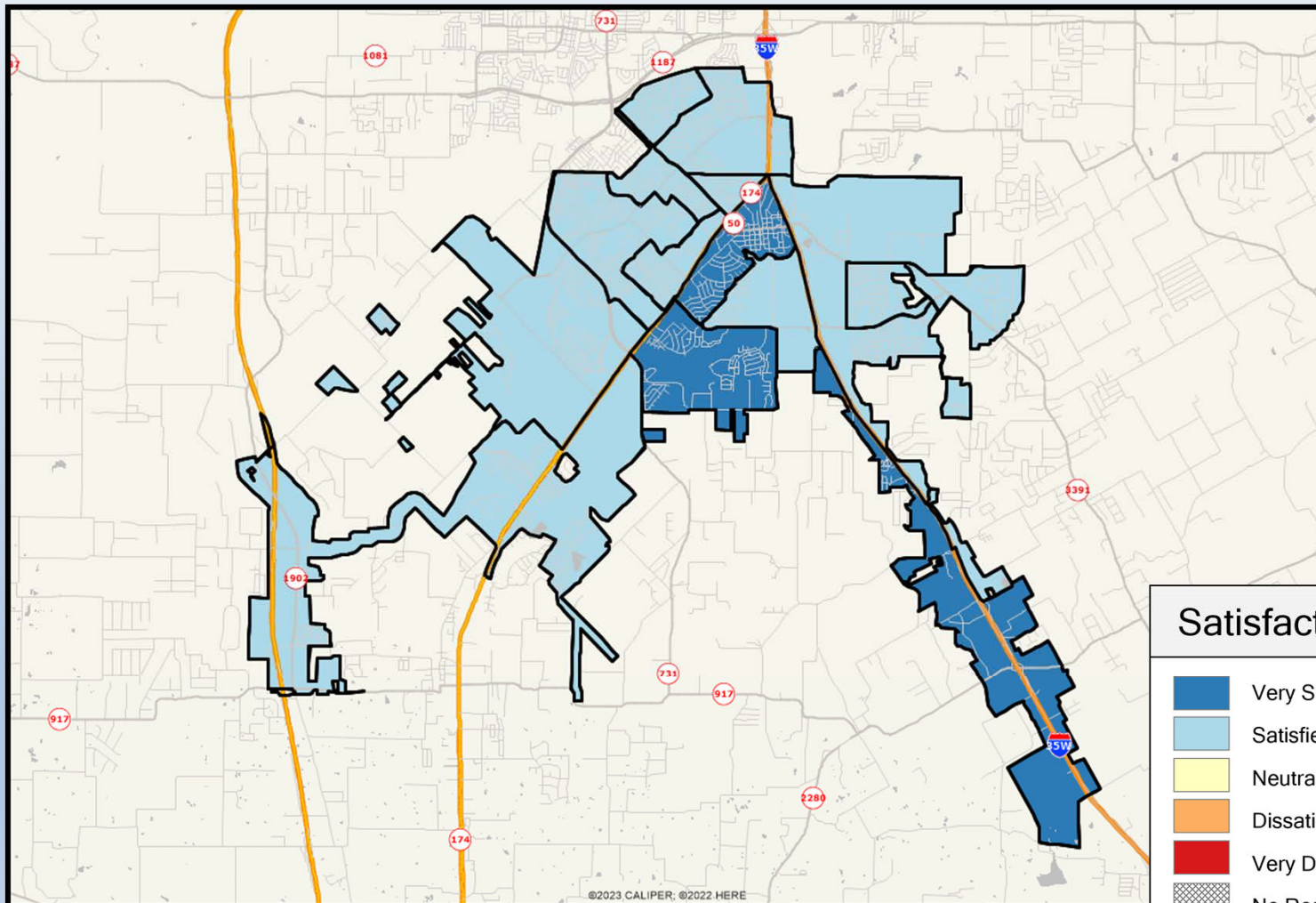


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q20-1. Timeliness of water and sewer line break repairs



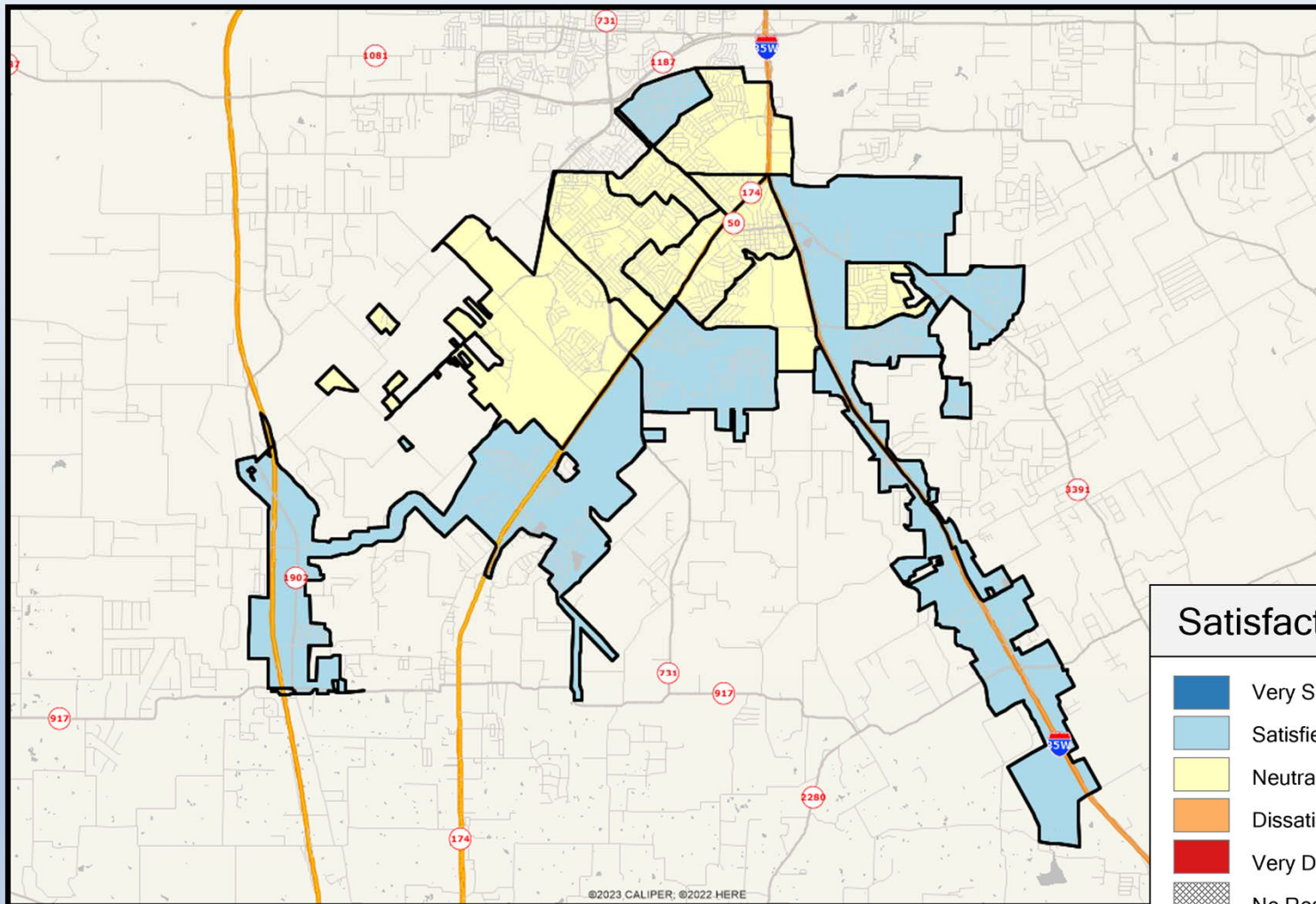
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q20-2. Overall fees charged for water and wastewater services

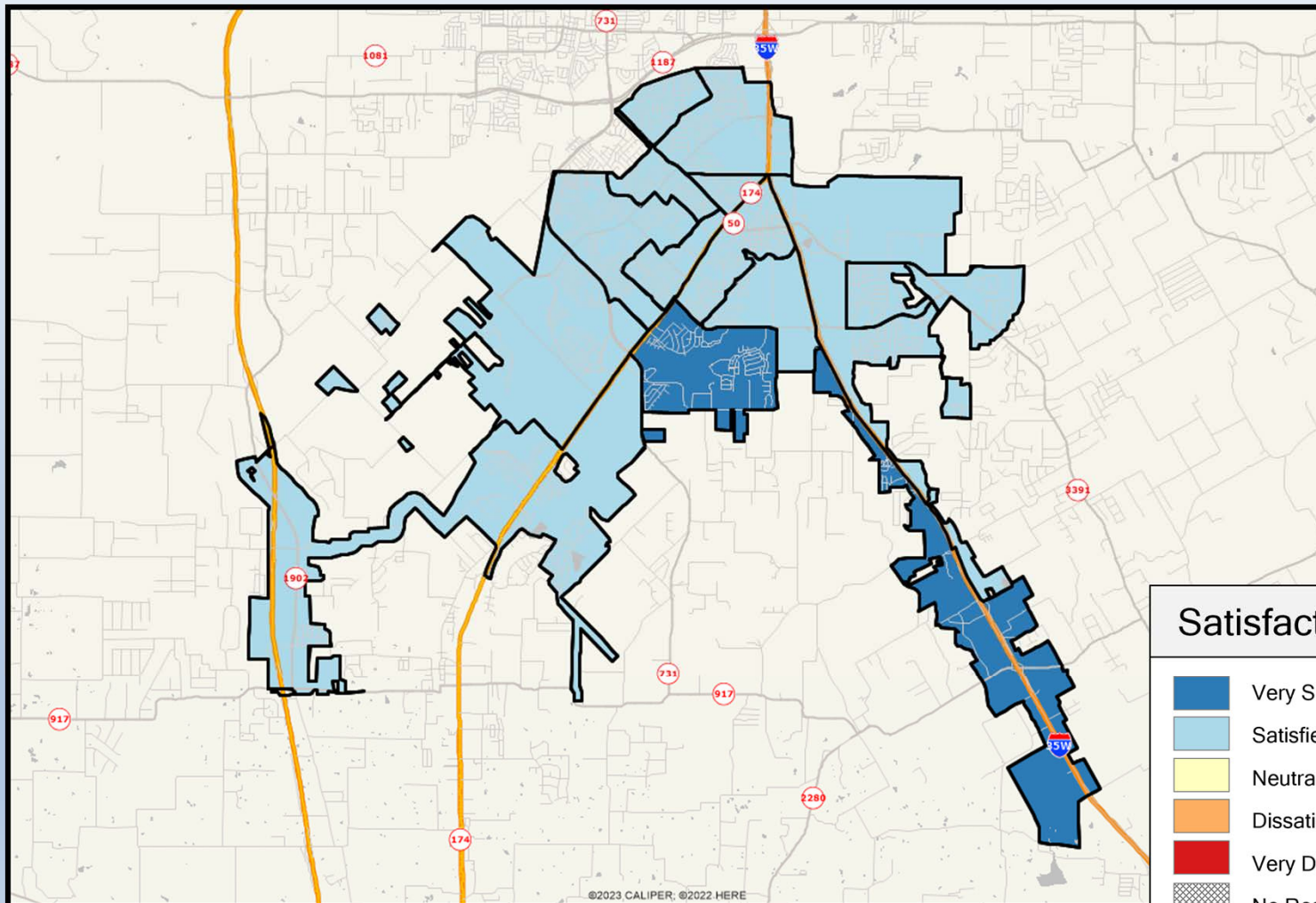


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q20-3. Utility billing customer service

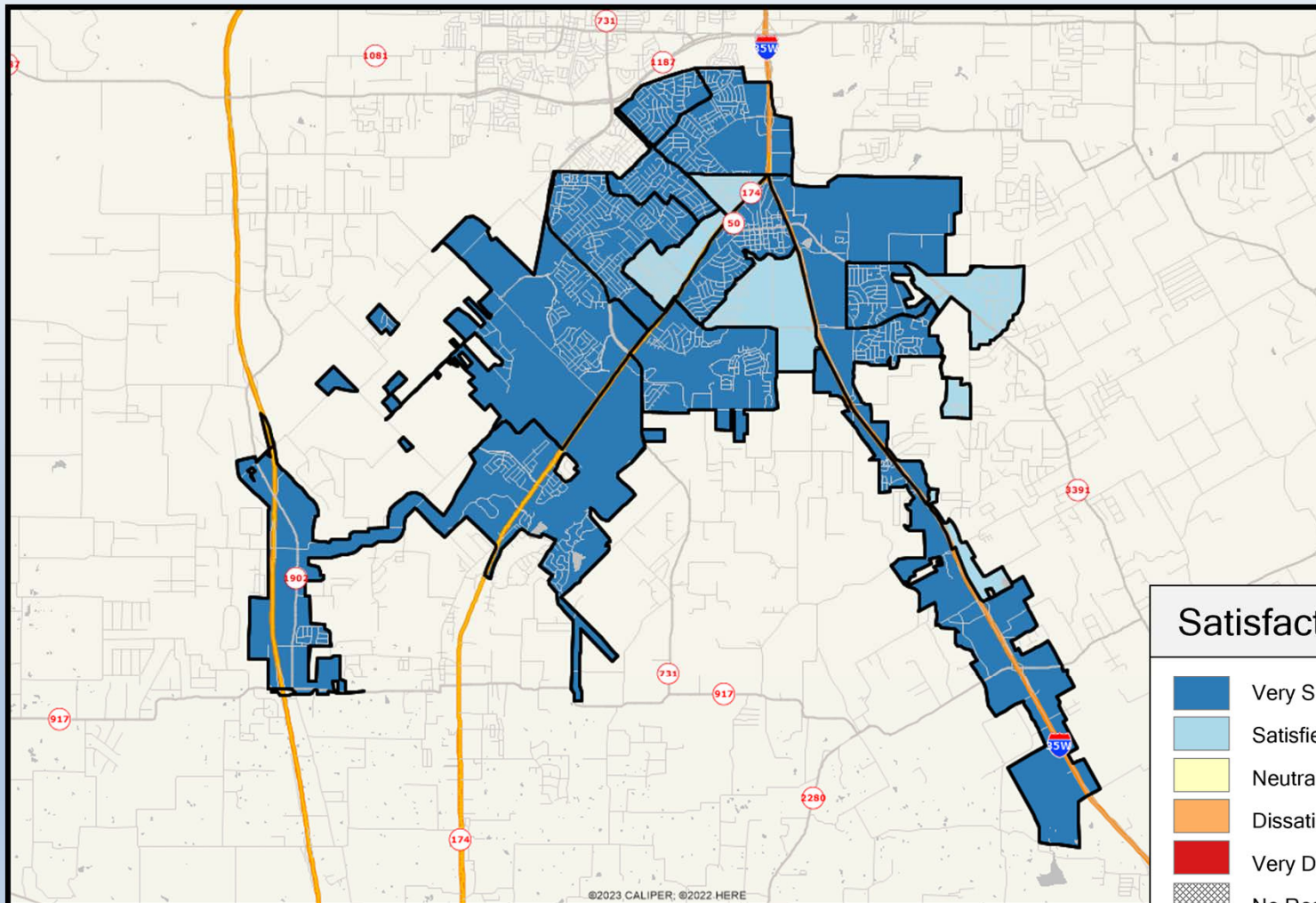


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response


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# Q20-4. Utility reliability



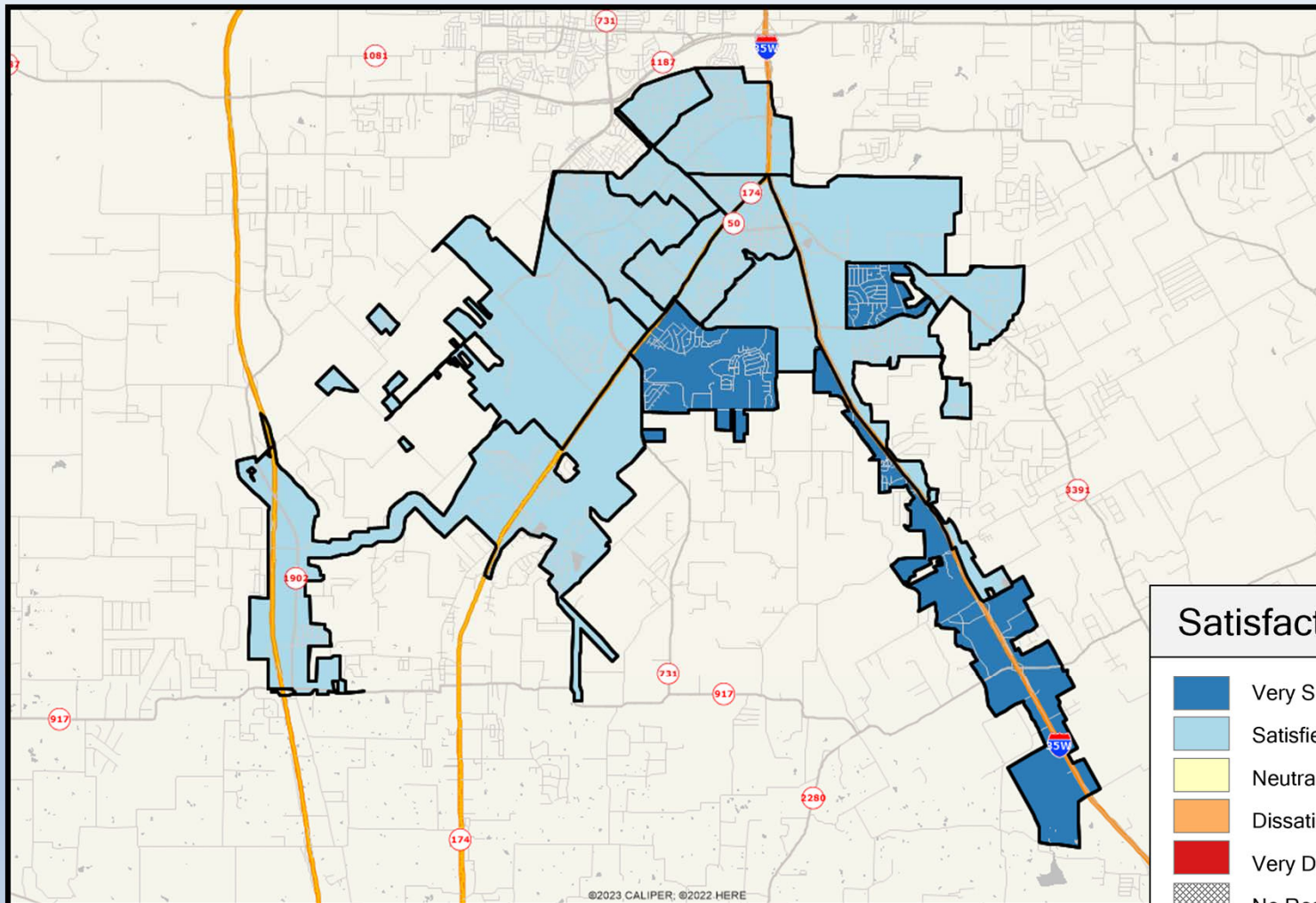
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response





# Q20-5. Overall quality of drinking water

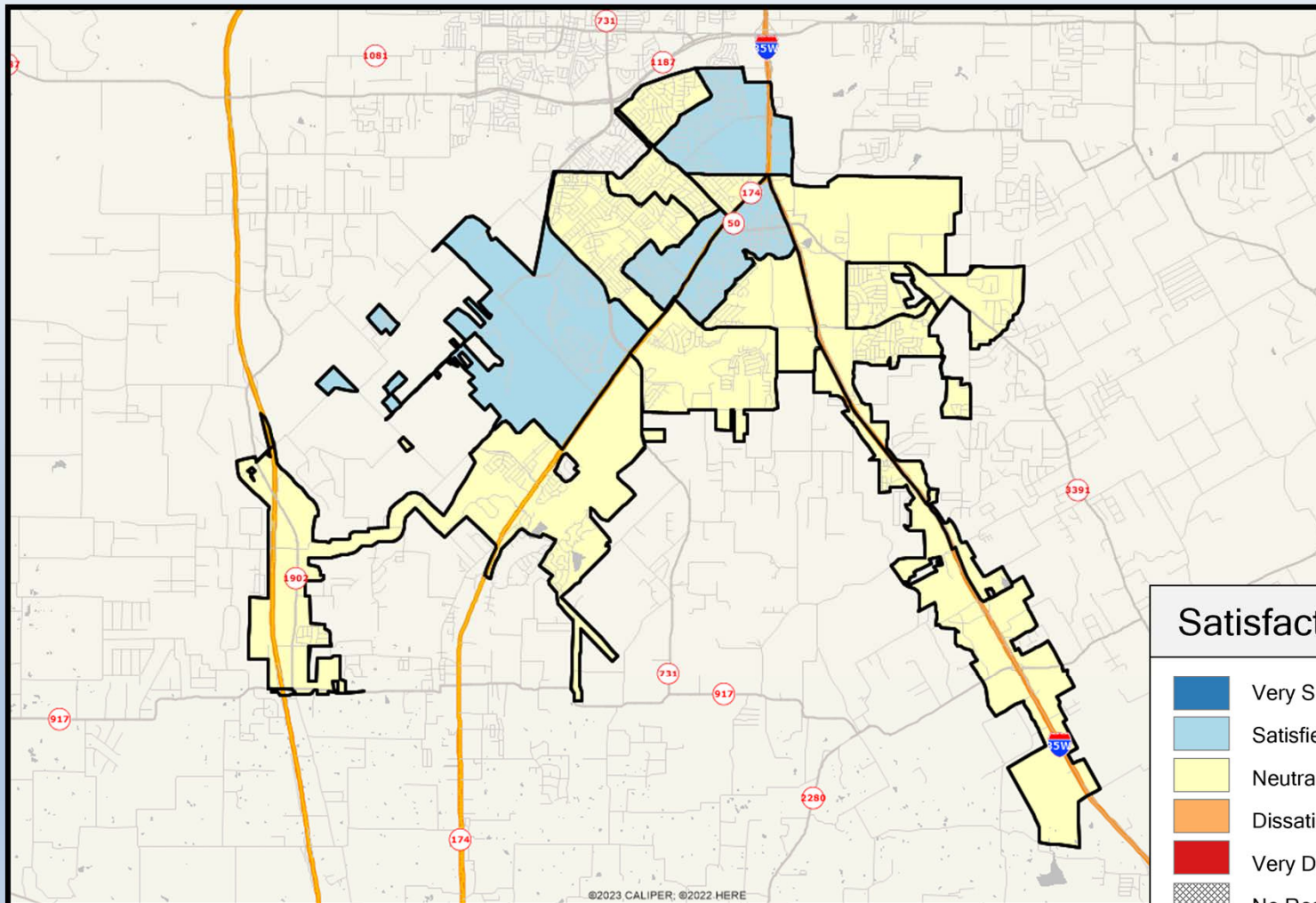


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q21-01. Adequacy of street lighting

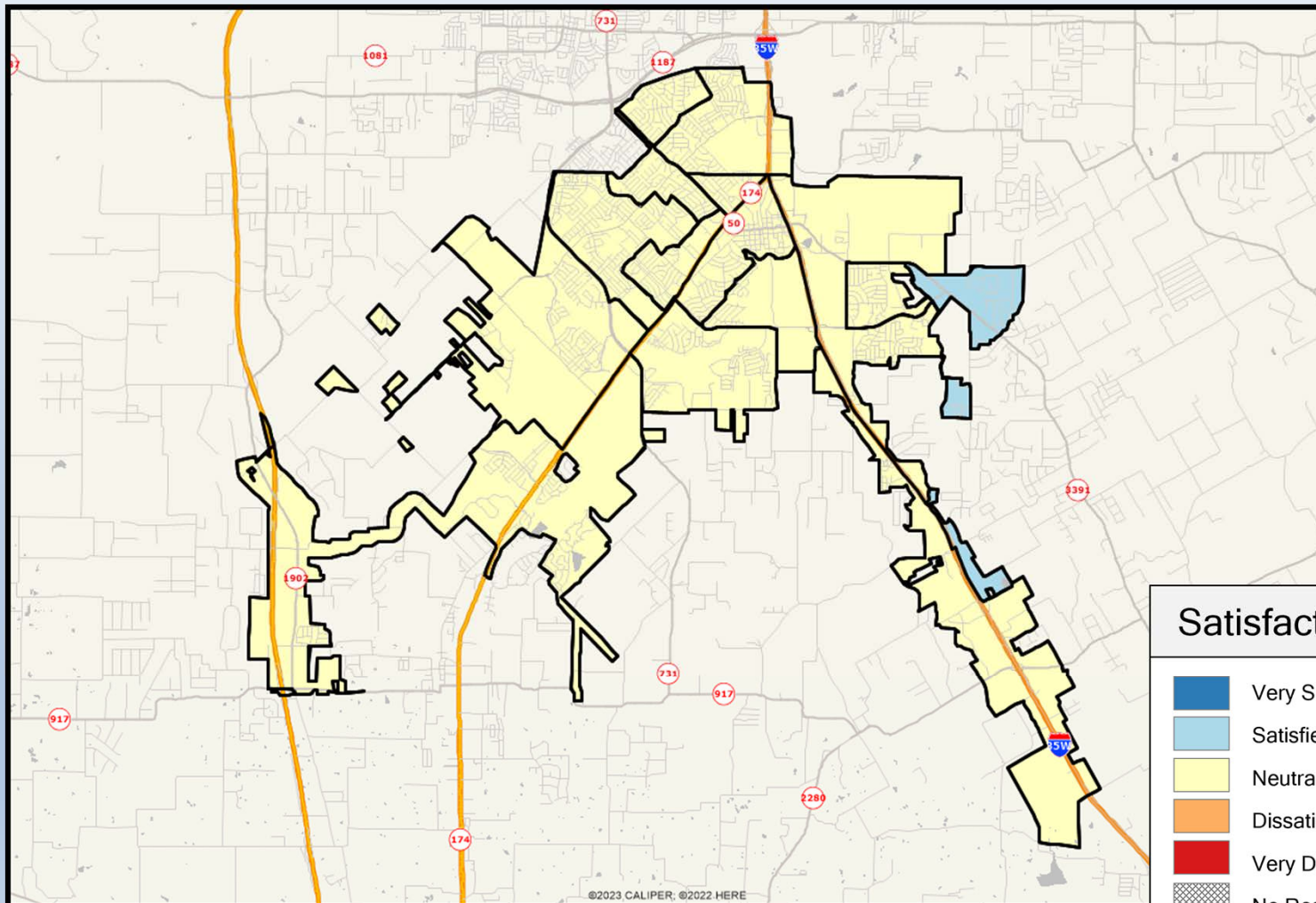


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q21-02. Adequacy of lighting along trails and in city parks



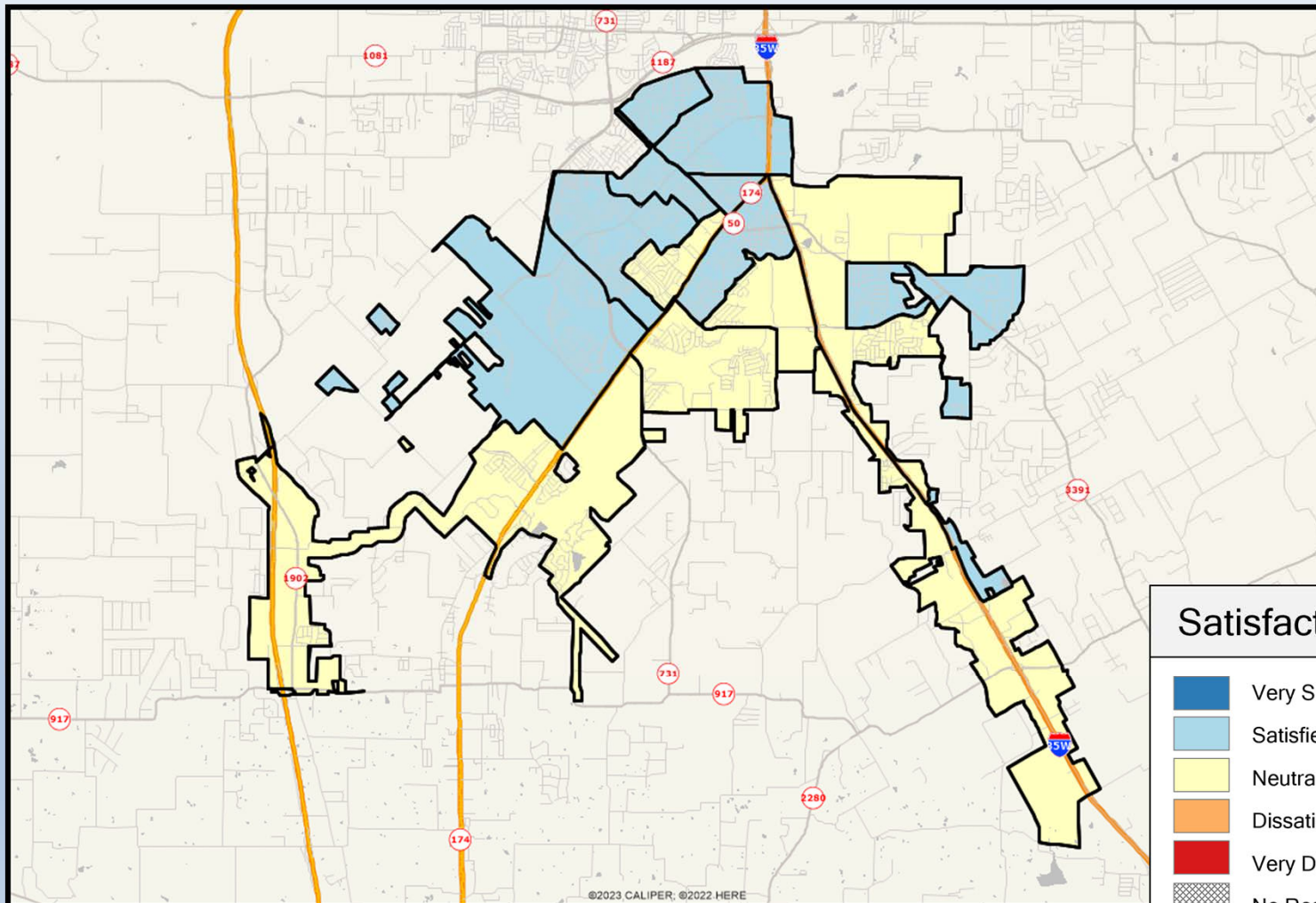
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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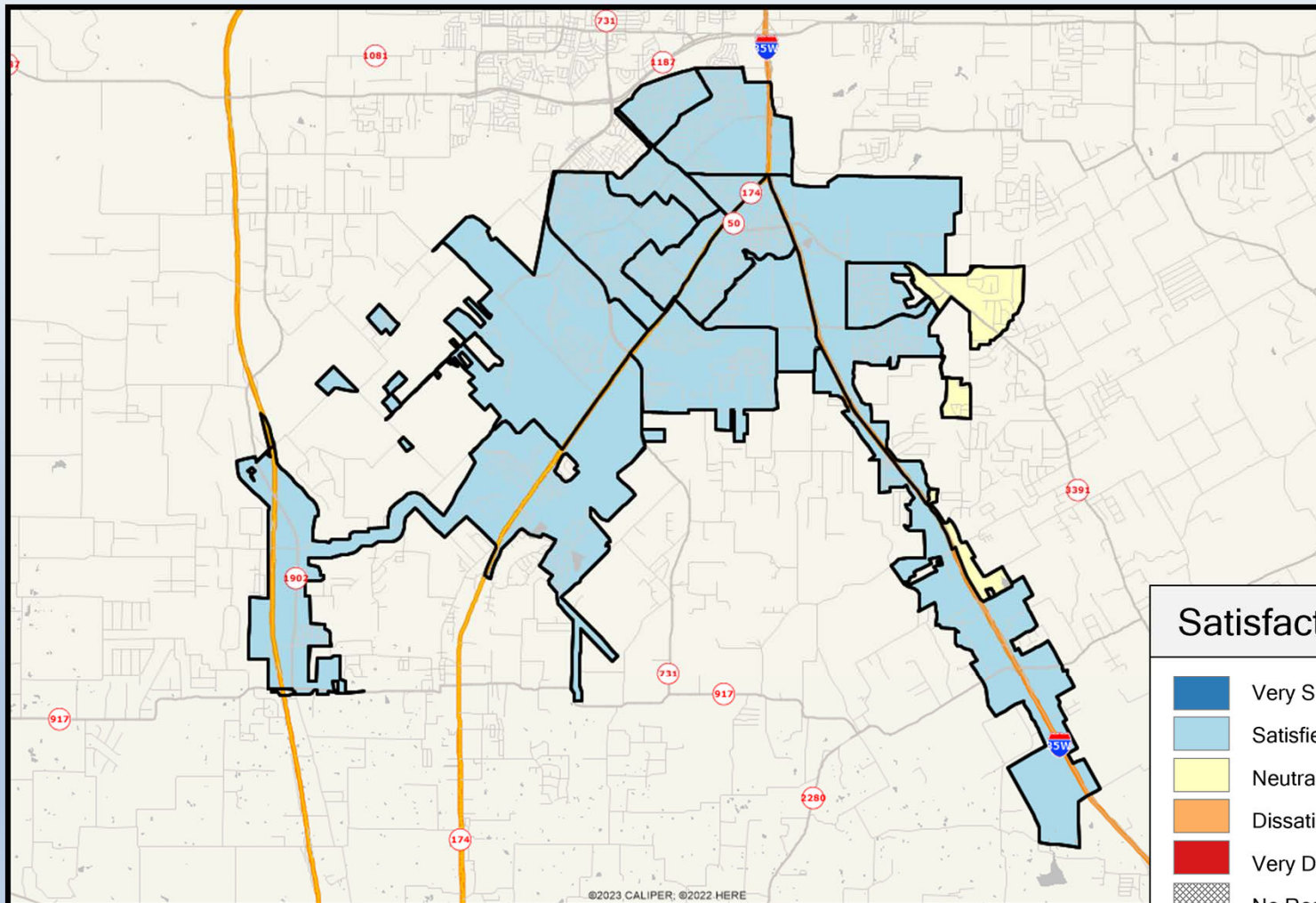
# Q21-03. Adequacy of drainage systems in rainfall events



**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

# Q21-04. Appearance and condition of city medians, right of ways, and public areas



**Satisfaction**

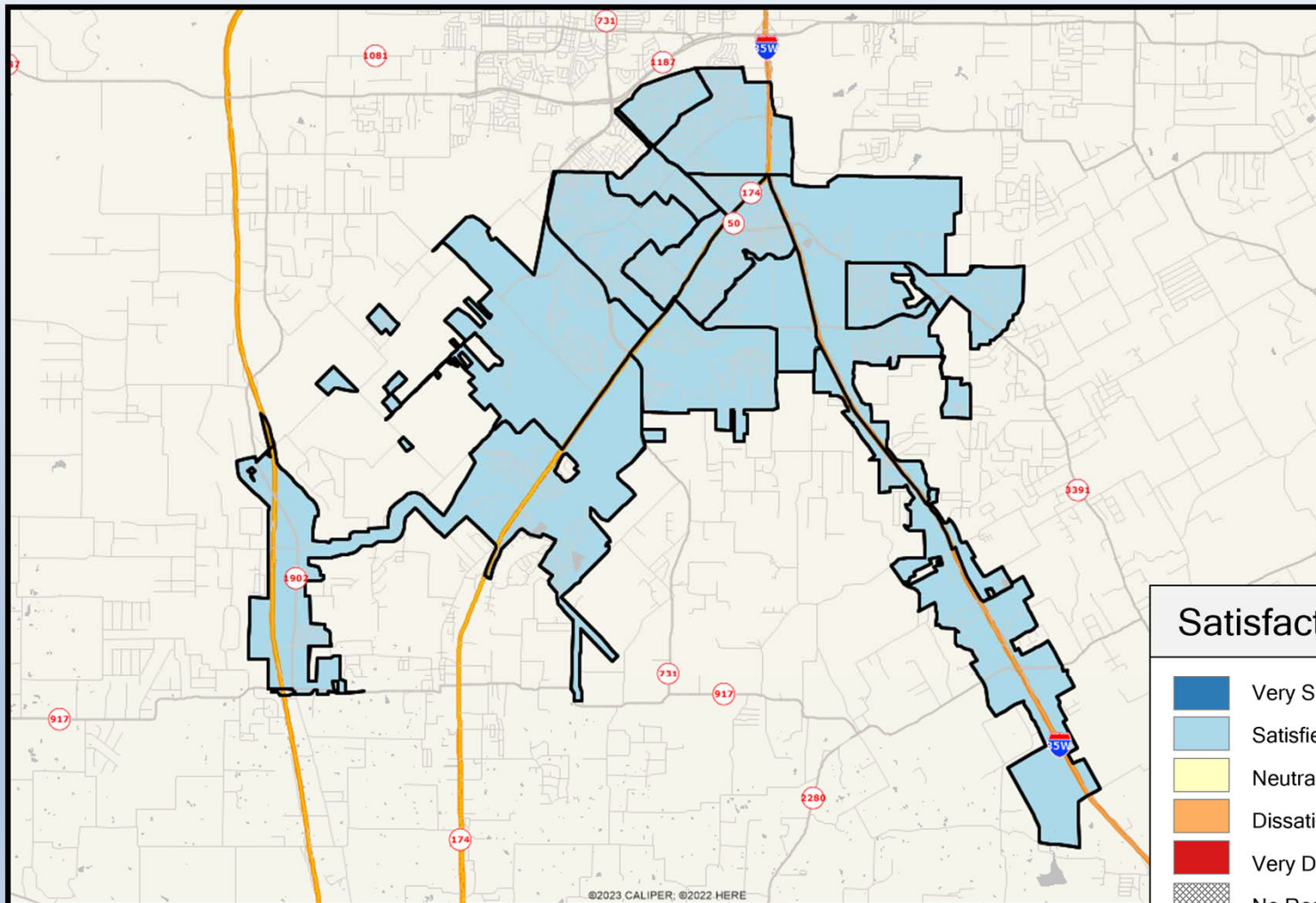
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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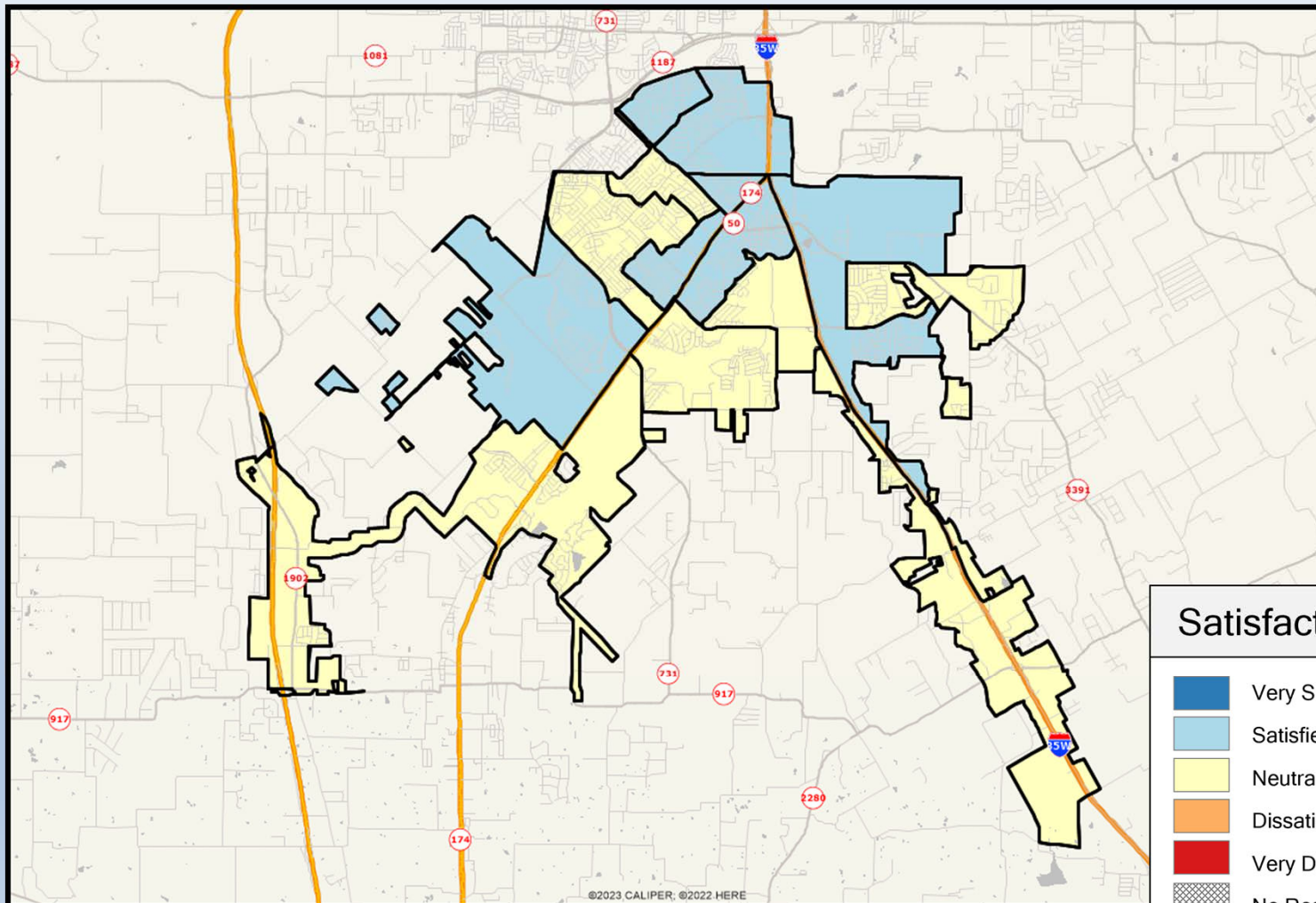


# Q21-06. Overall condition of street signs and traffic signs

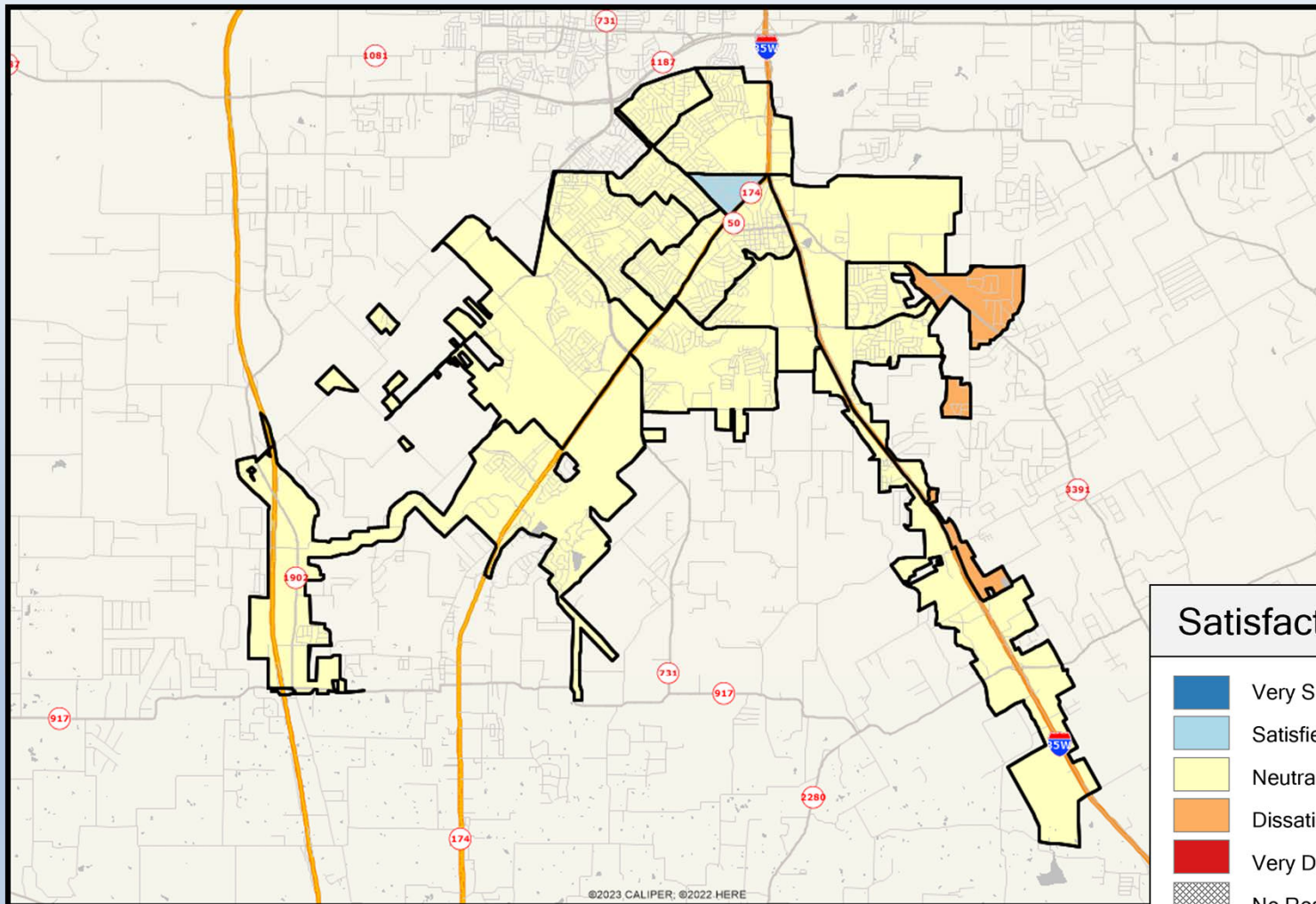


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# Q21-07. Overall maintenance of major TxDOT roadways



# Q21-08. Overall maintenance of major city streets



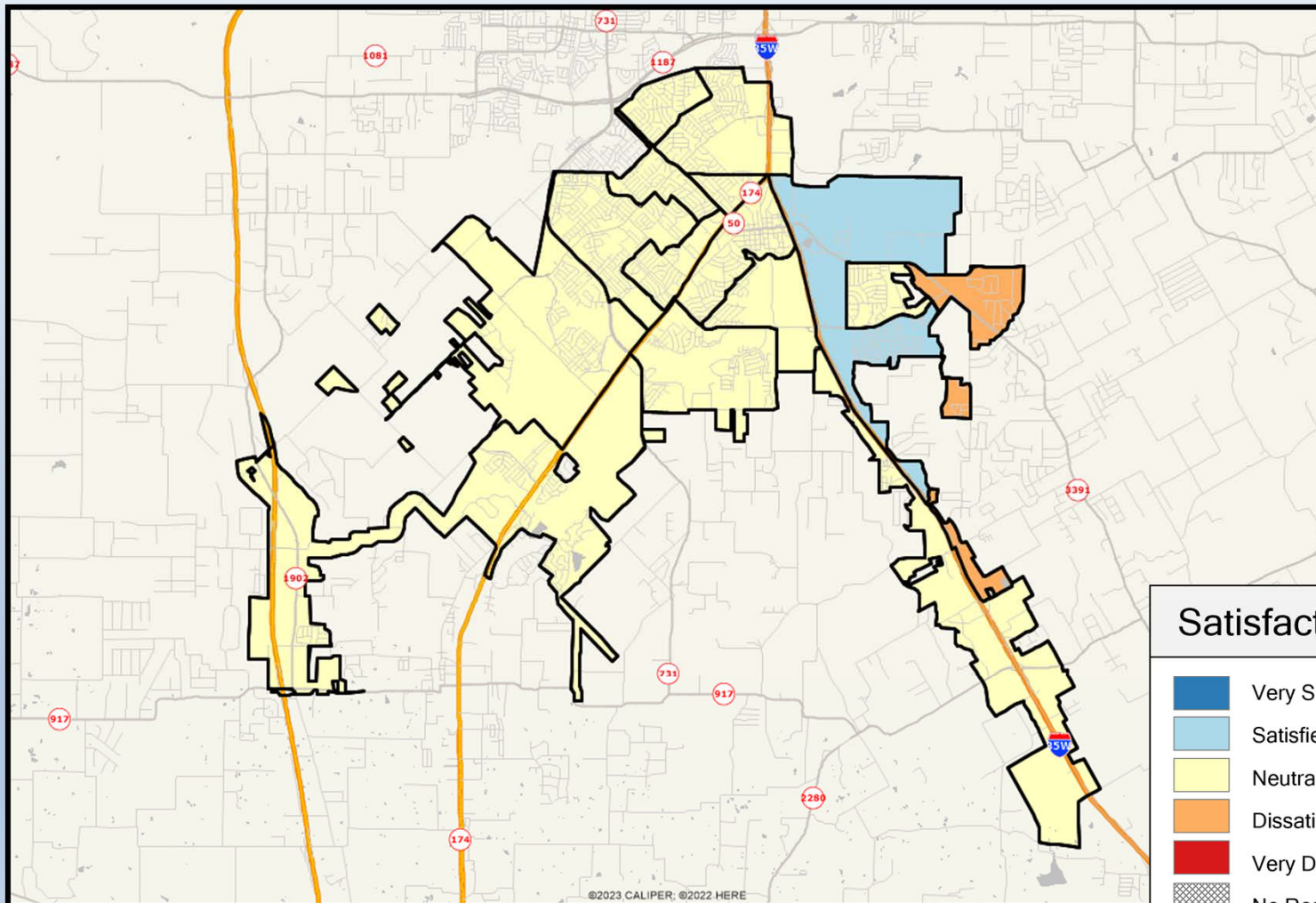
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q21-09. Overall maintenance of neighborhood streets

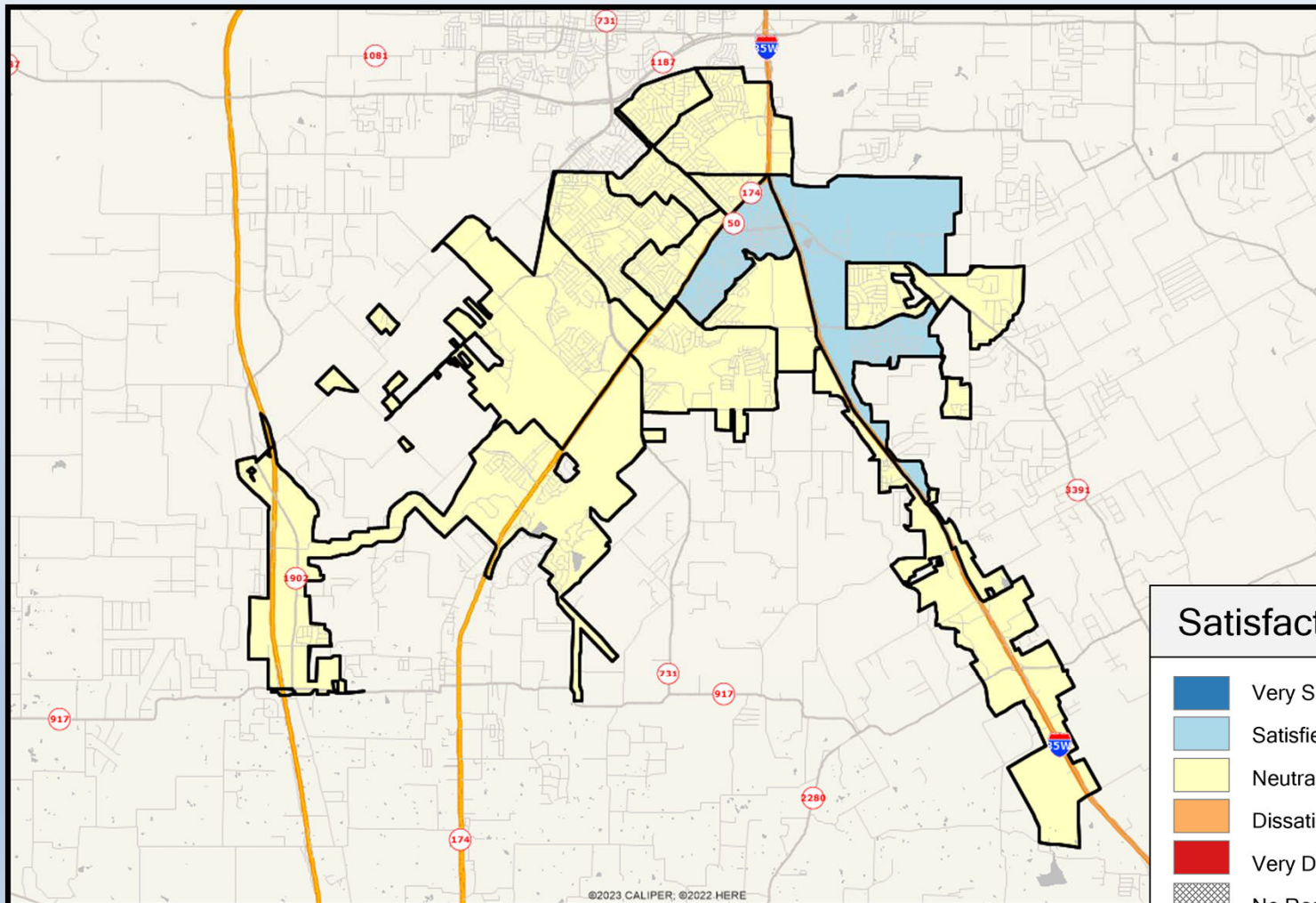


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q21-10. Overall quantity and quality of city sidewalks including accessibility



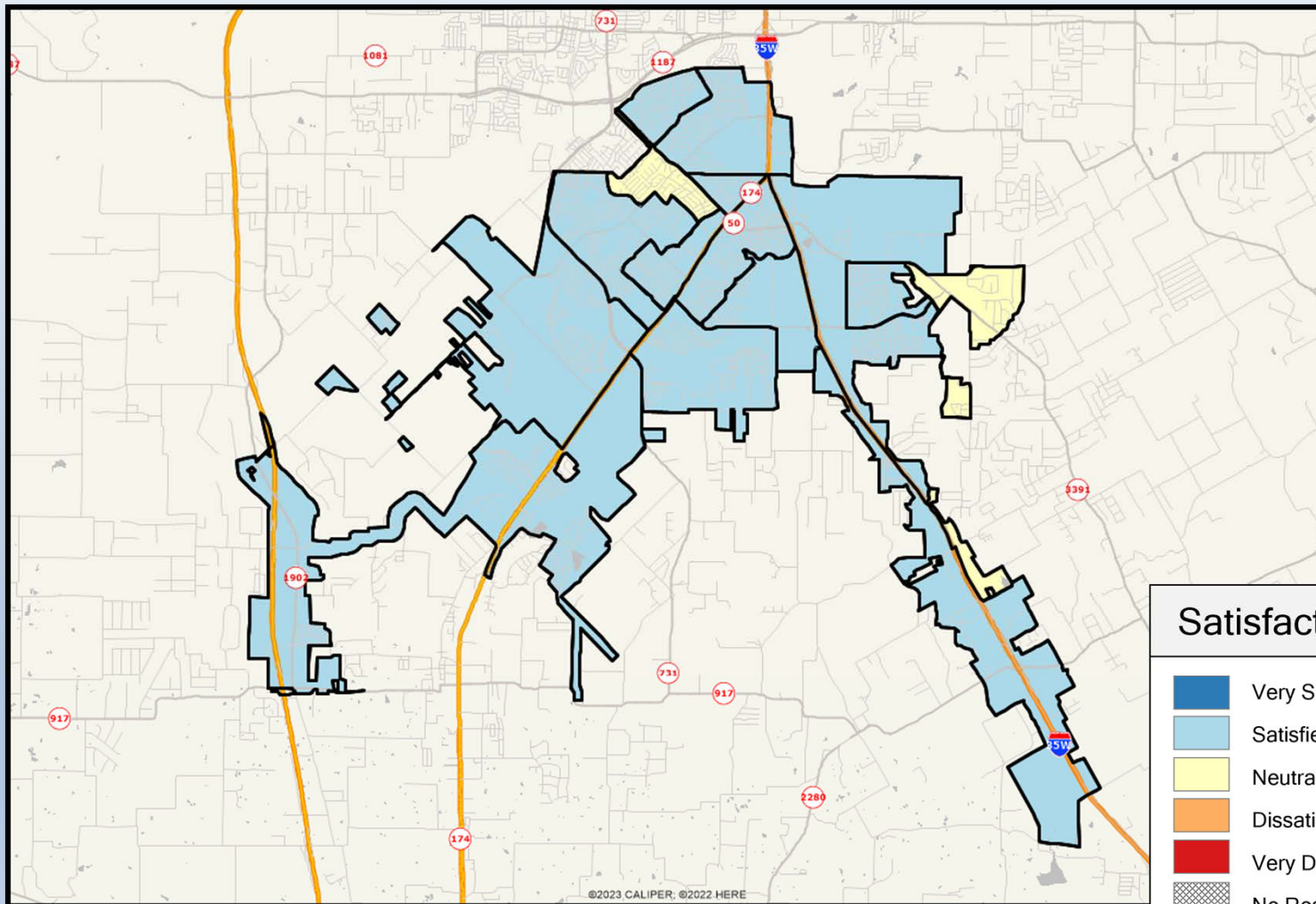
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q21-11. Mowing and tree trimming along streets and other public areas



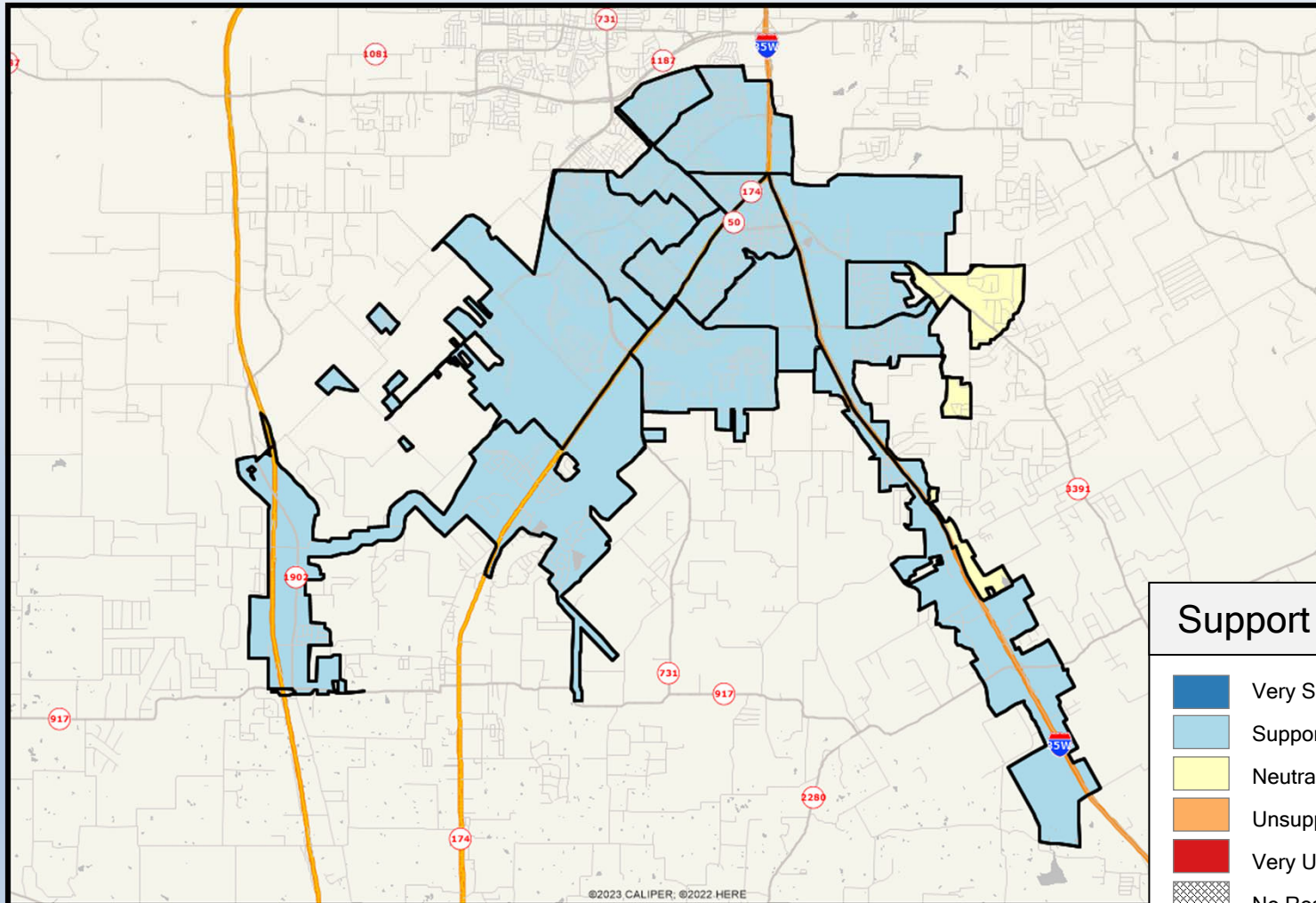
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q23-1. Commercial and retail

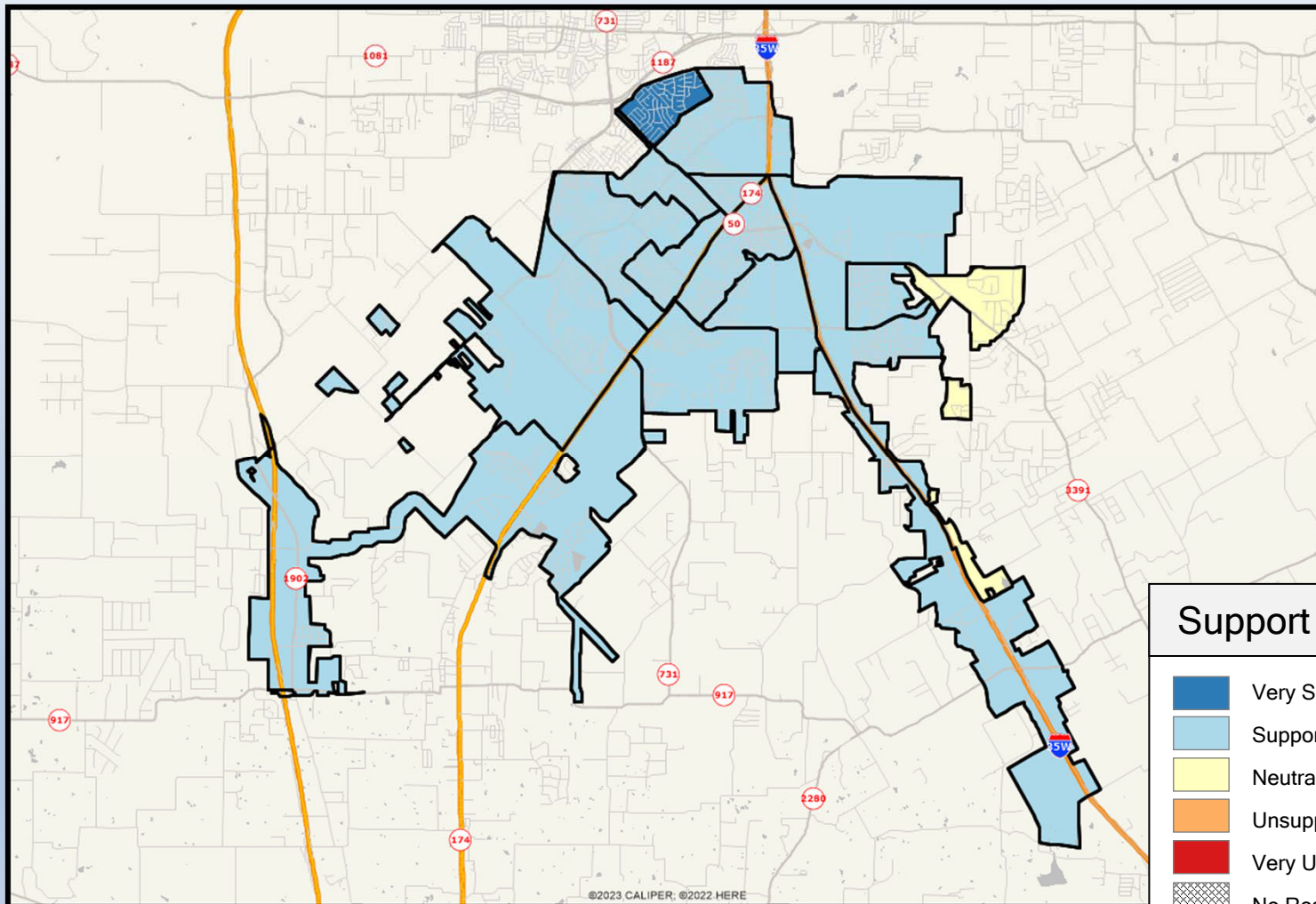


**Support**

- Very Supportive
- Supportive
- Neutral
- Unsupportive
- Very Unsupportive
- No Response

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# Q23-2. Food, restaurant, and entertainment

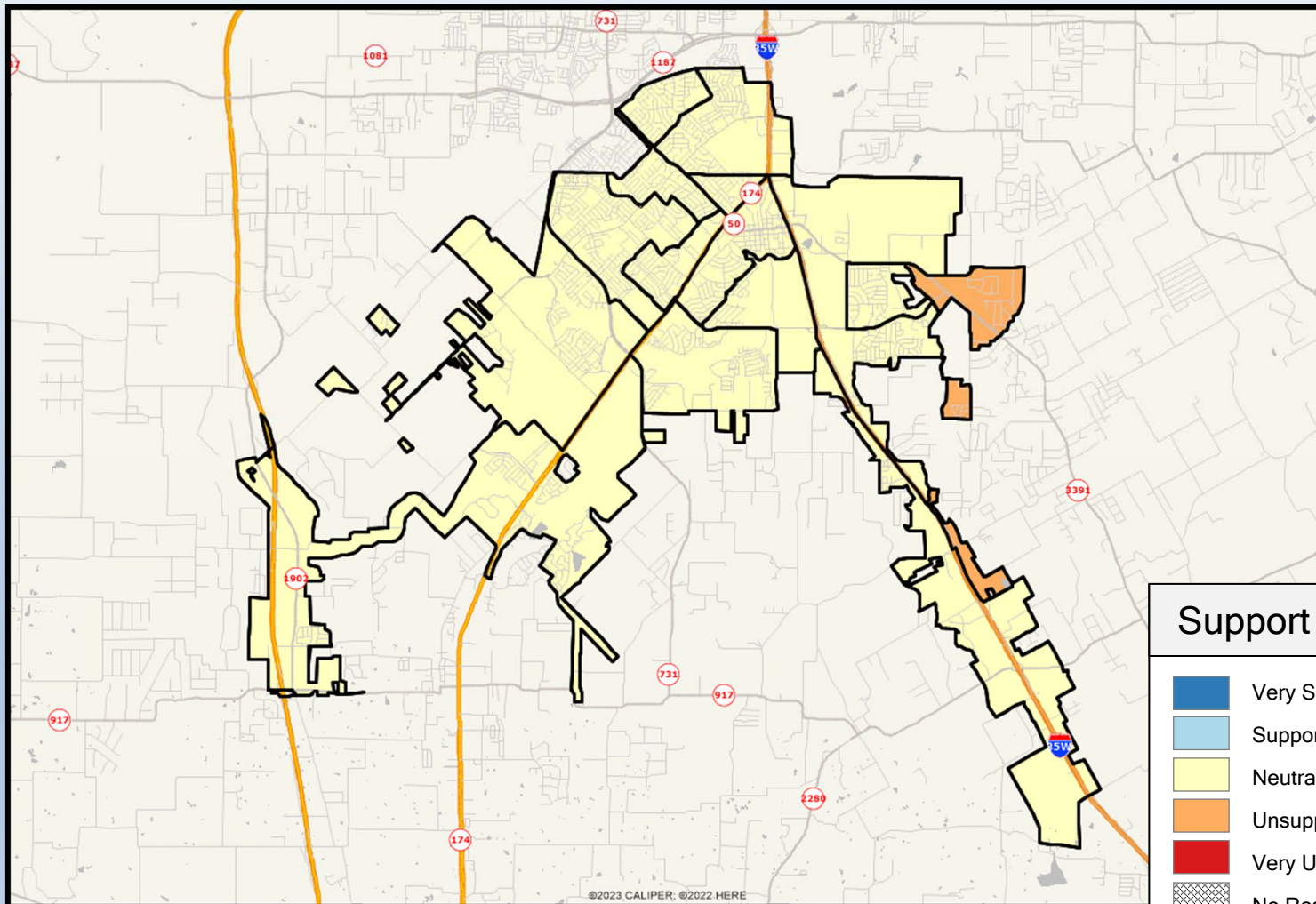


**Support**

- Very Supportive
- Supportive
- Neutral
- Unsupportive
- Very Unsupportive
- No Response



# Q23-3. Heavy commercial and industrial



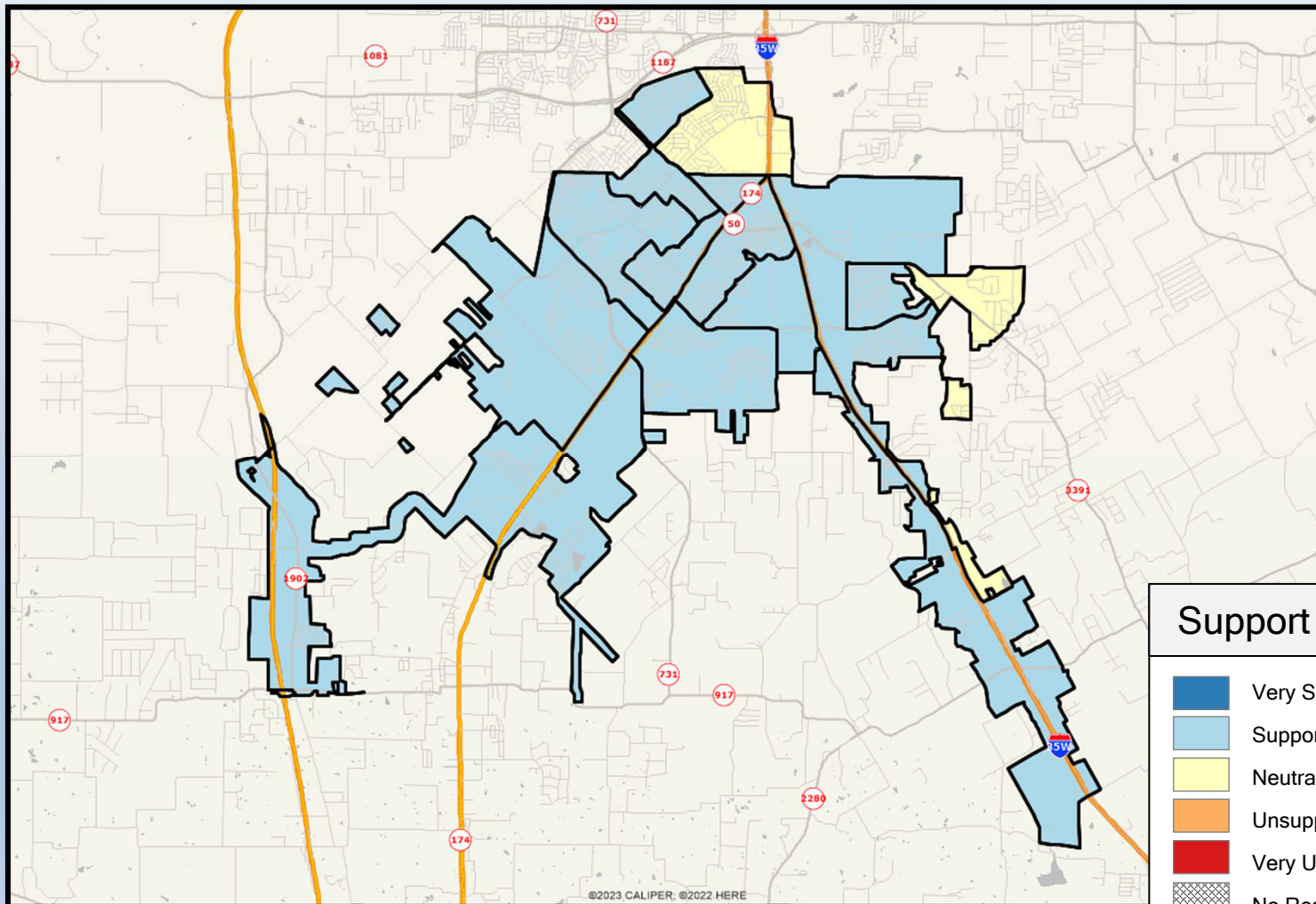
**Support**

- Very Supportive
- Supportive
- Neutral
- Unsupportive
- Very Unsupportive
- No Response

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# Q23-4. Single-family housing

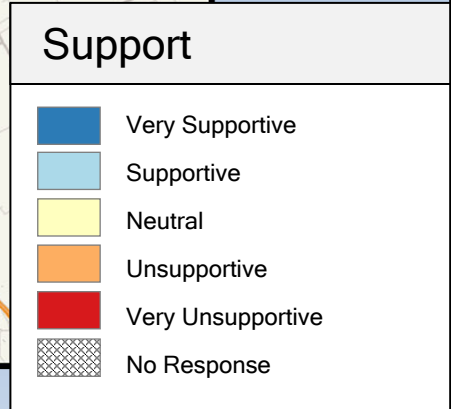
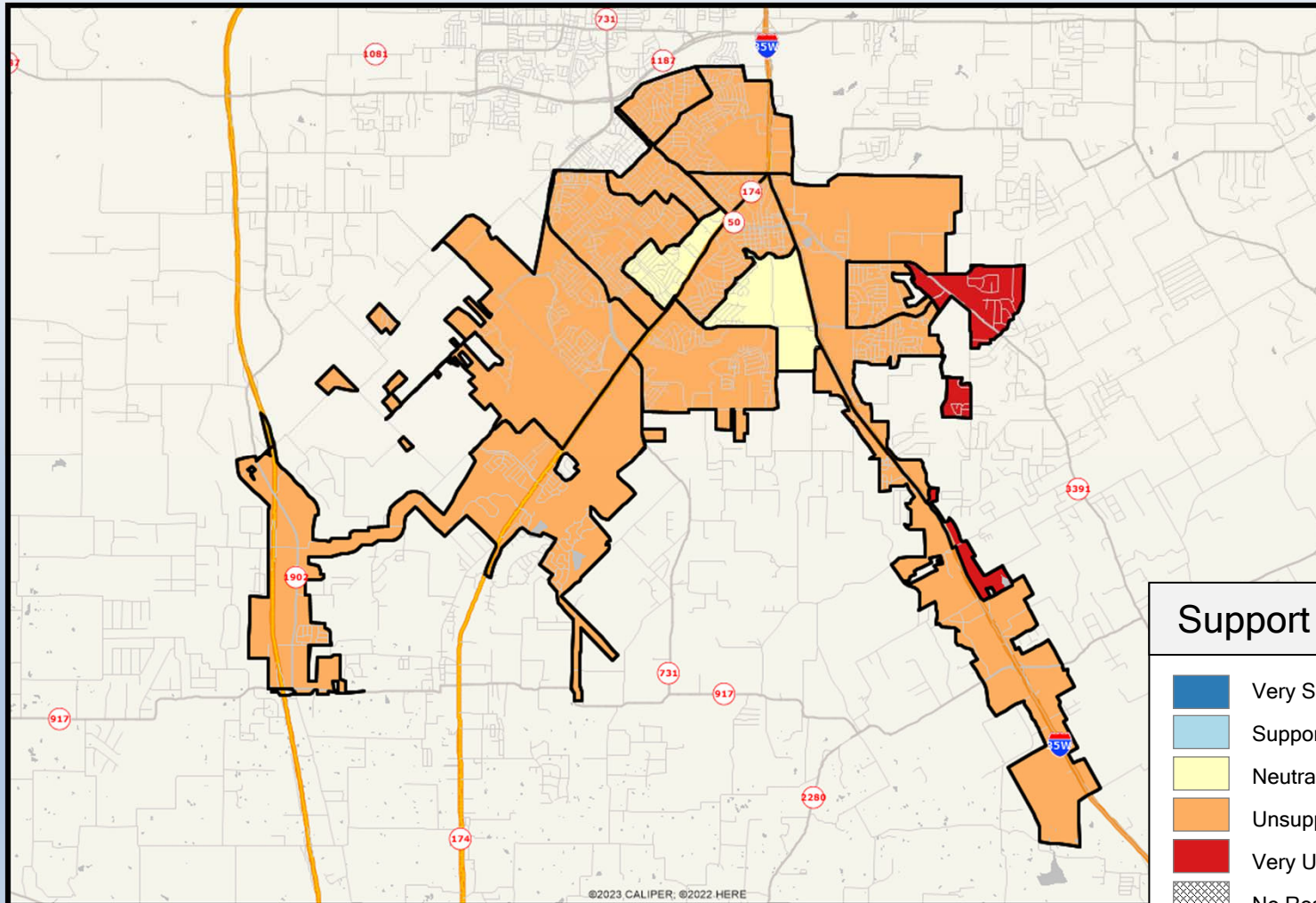


**Support**

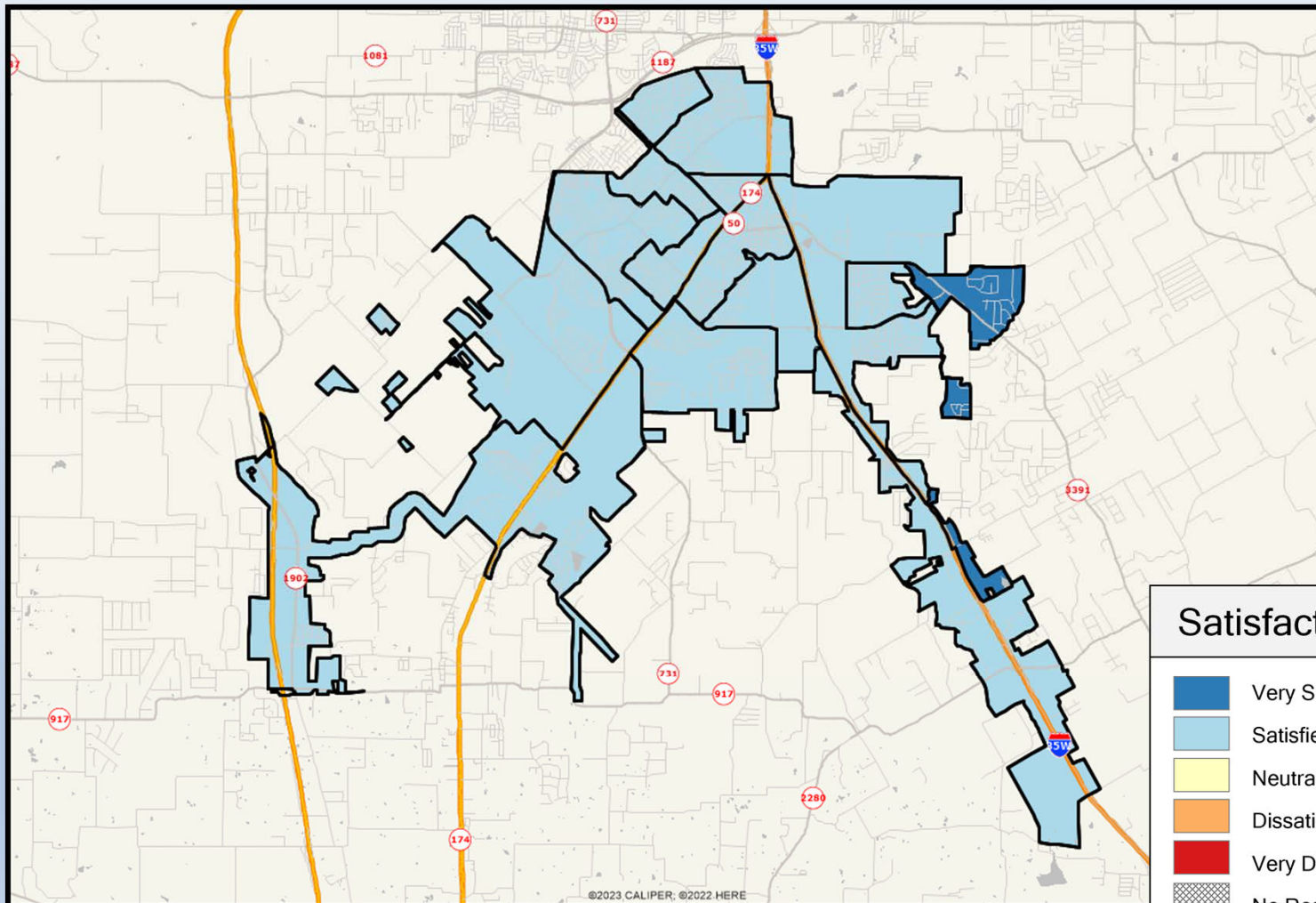
- Very Supportive
- Supportive
- Neutral
- Unsupportive
- Very Unsupportive
- No Response

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# Q23-5. Multi-family housing



# Q24-1. Overall quality of the city's animal control services



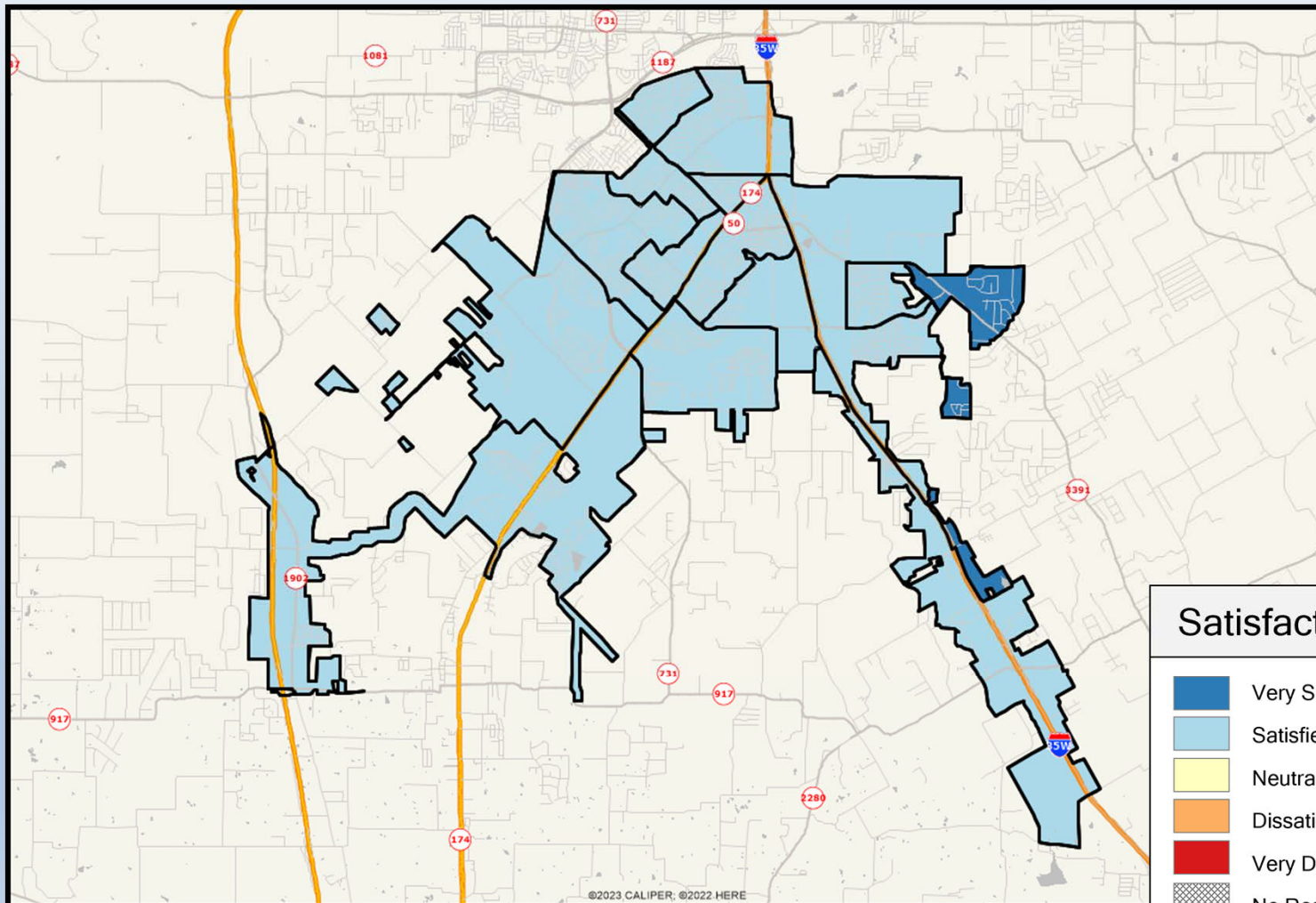
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q24-2. Overall quality of the city's animal adoption services

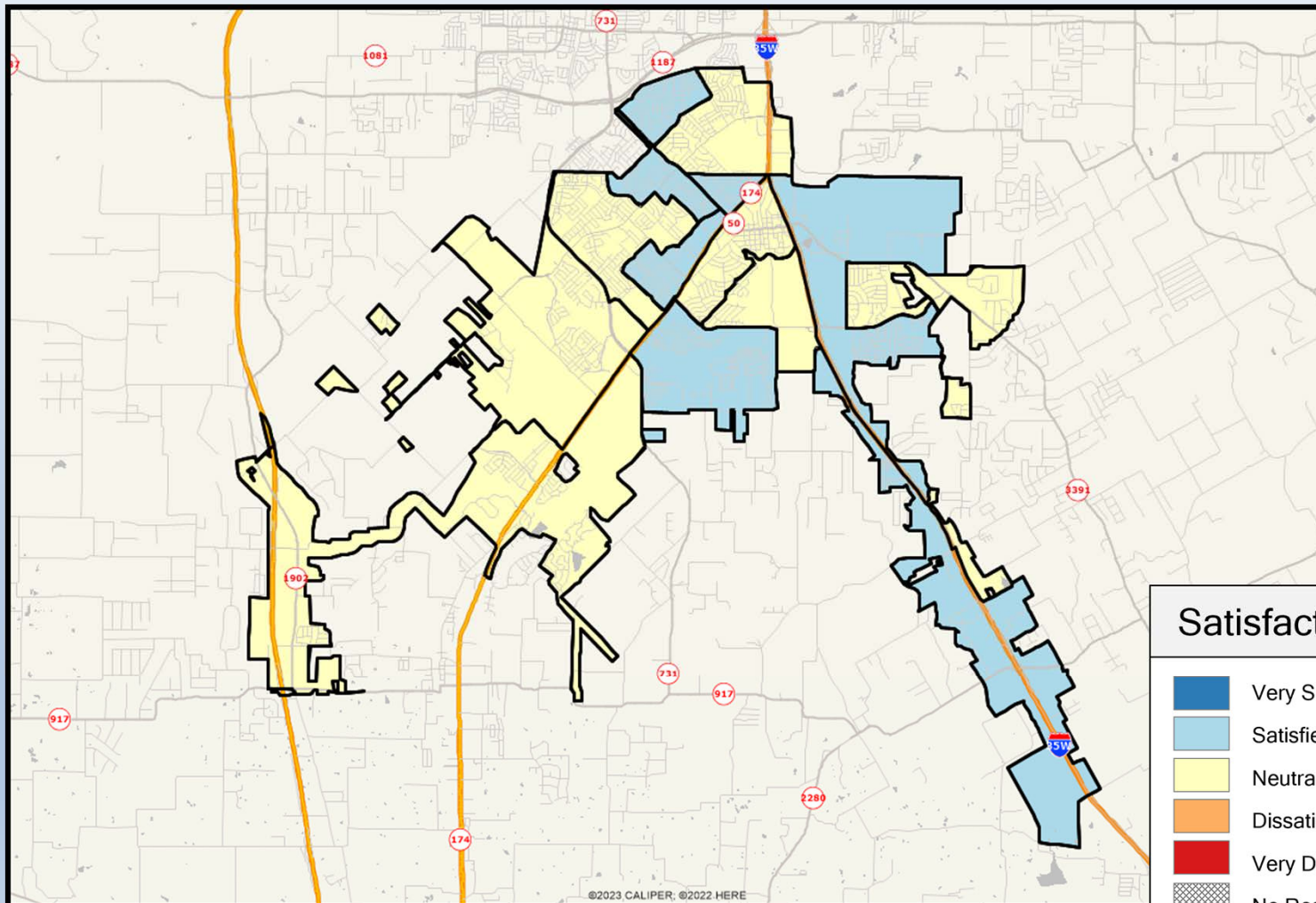


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q25-1. City's efforts to enforce the clean-up of trash and debris on private property

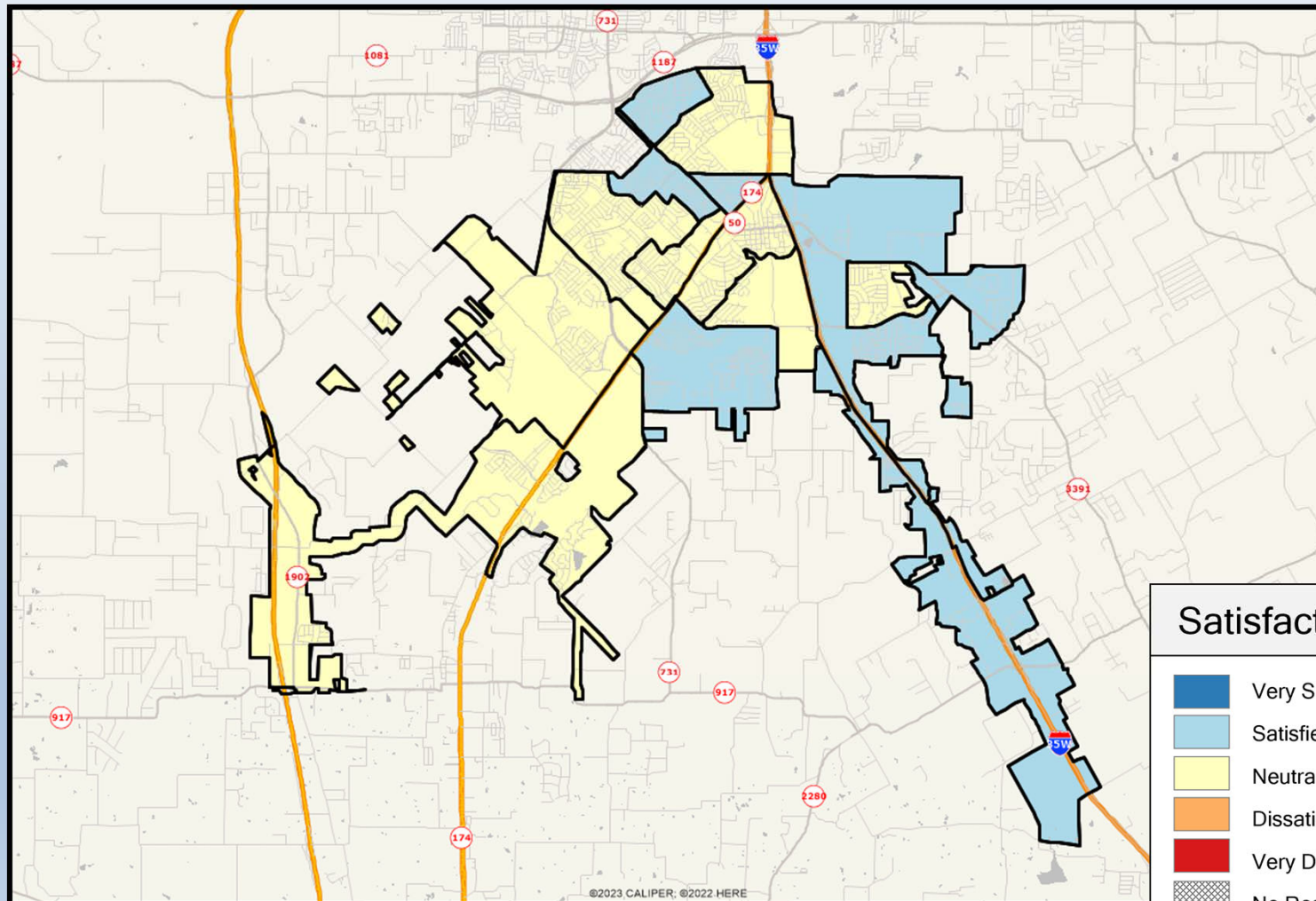


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q25-2. City's efforts to enforce the upkeep of residential property

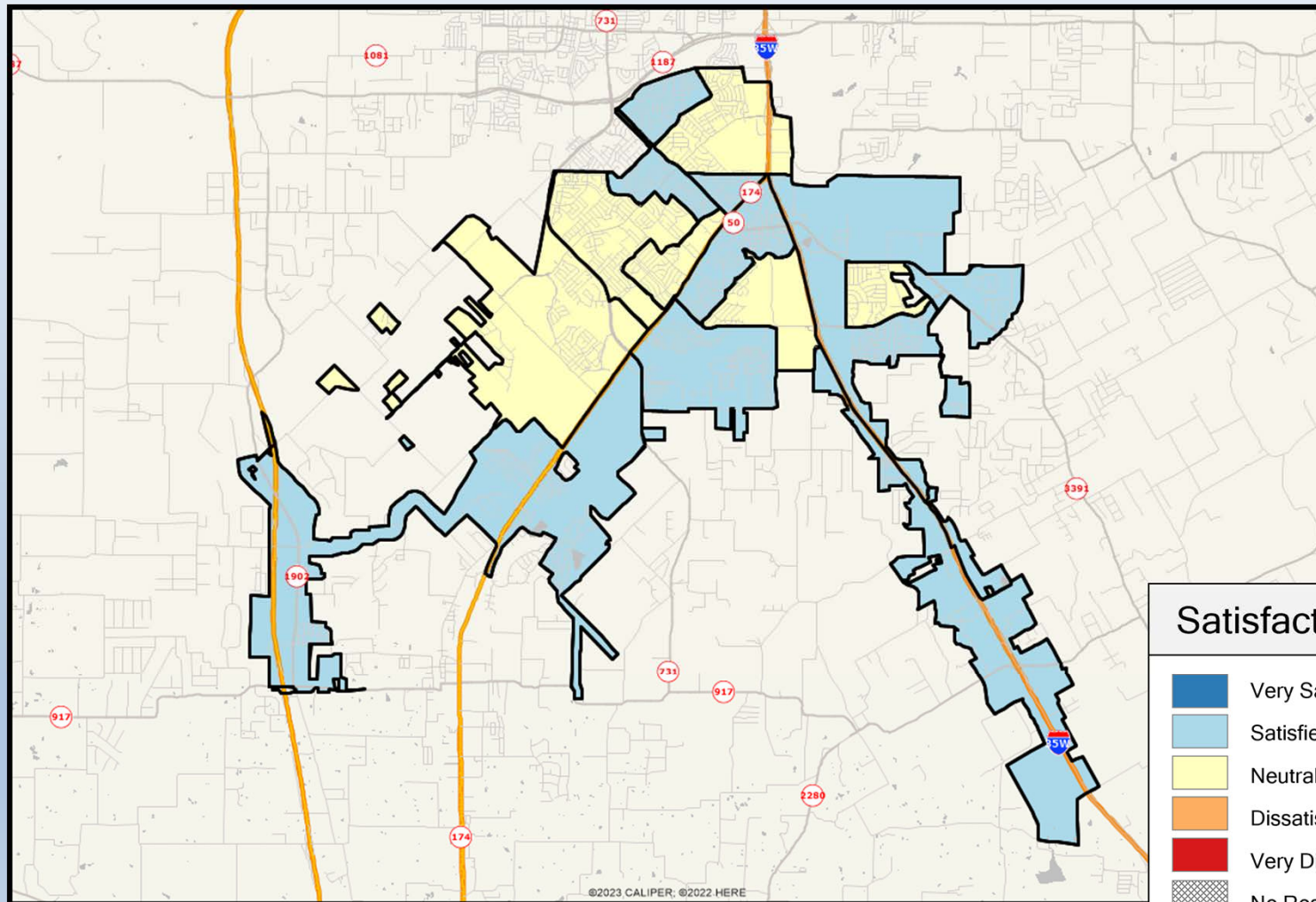


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



# Q25-3. City's efforts to identify and remove abandoned or dilapidated structures

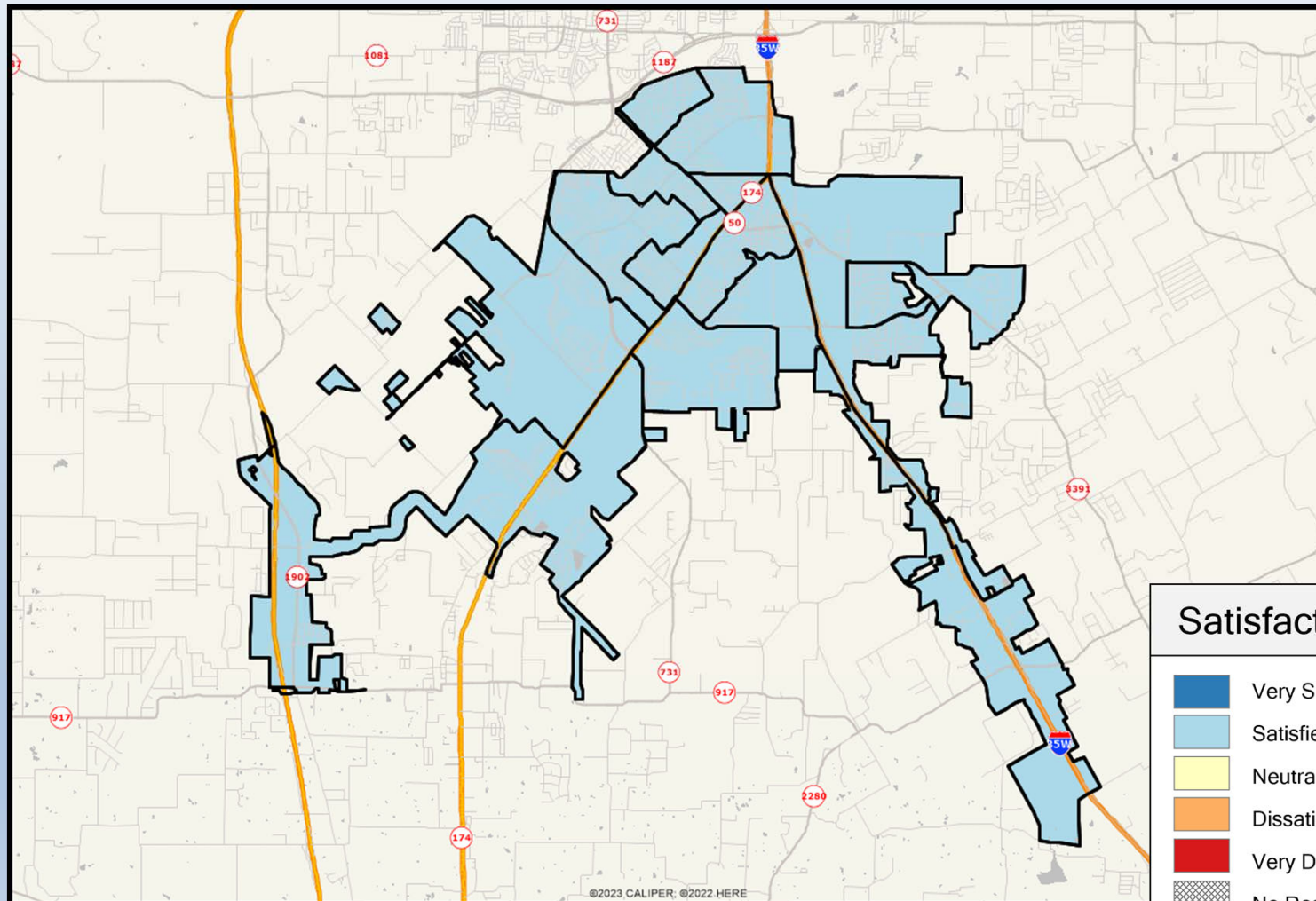


**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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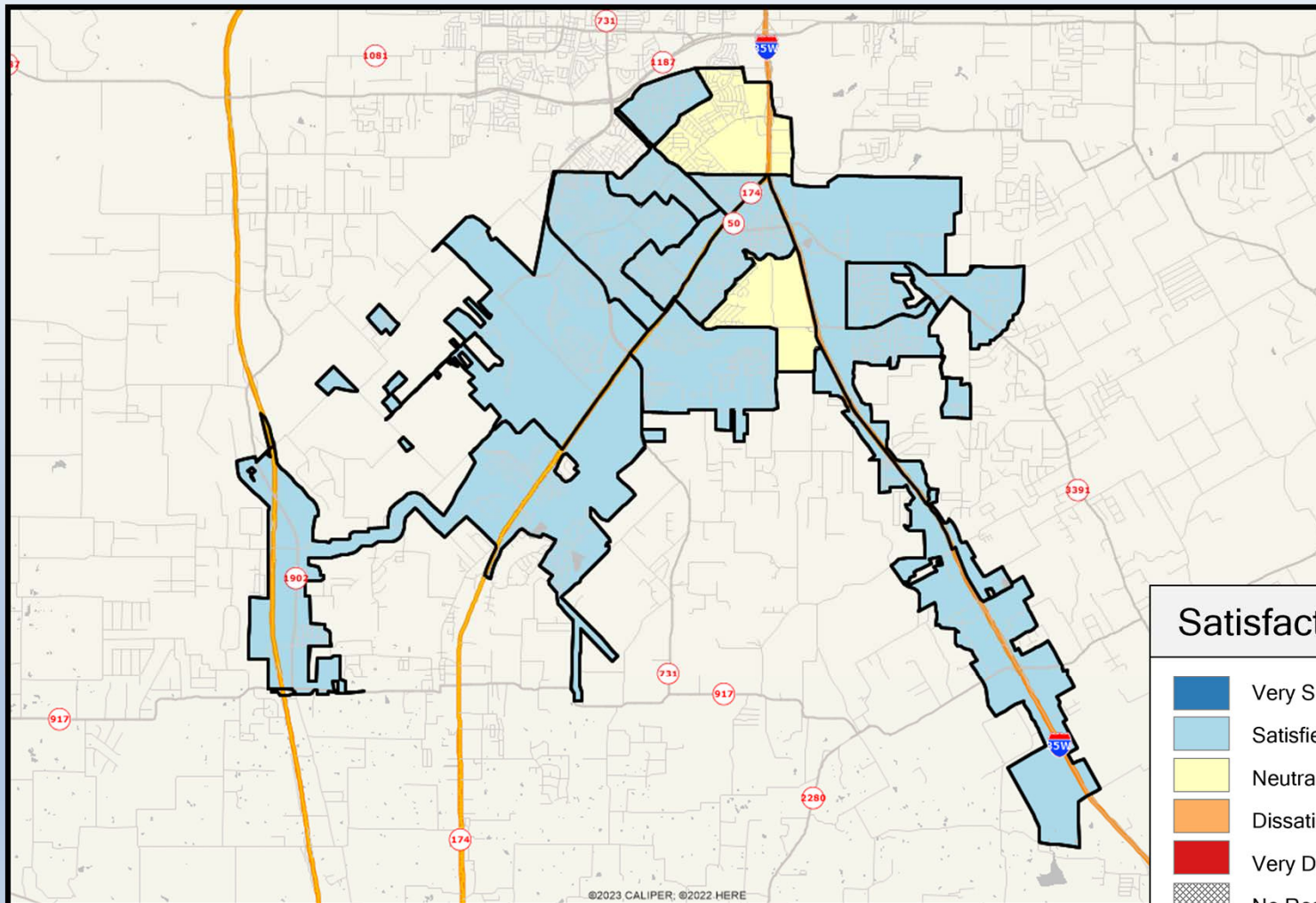
# Q25-4. City's efforts to enforce restaurant and food service cleanliness



**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

# Q25-5. City's efforts to enforce sign regulations



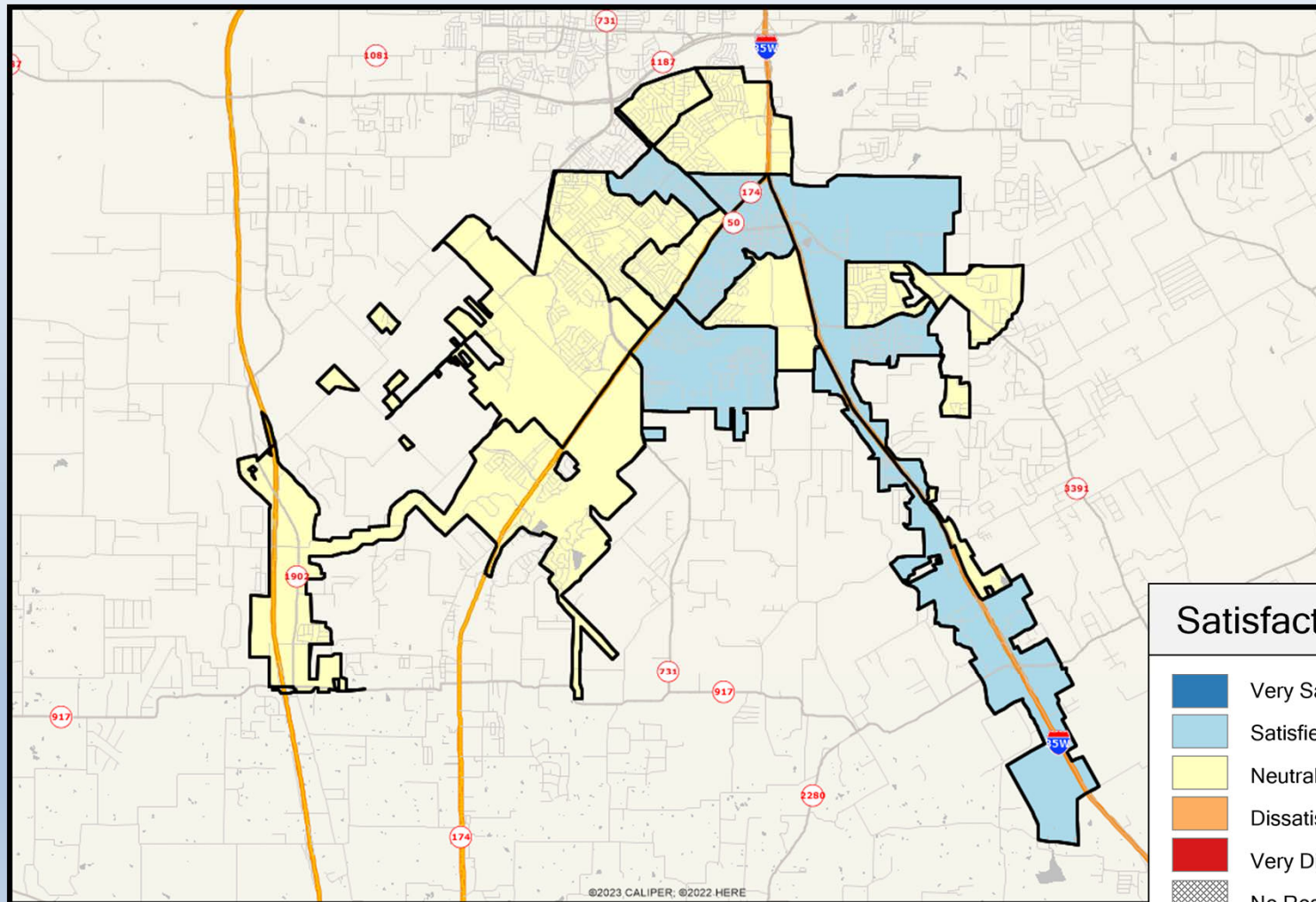
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q25-6. City's efforts to enforce mowing and cutting of weeds on private property

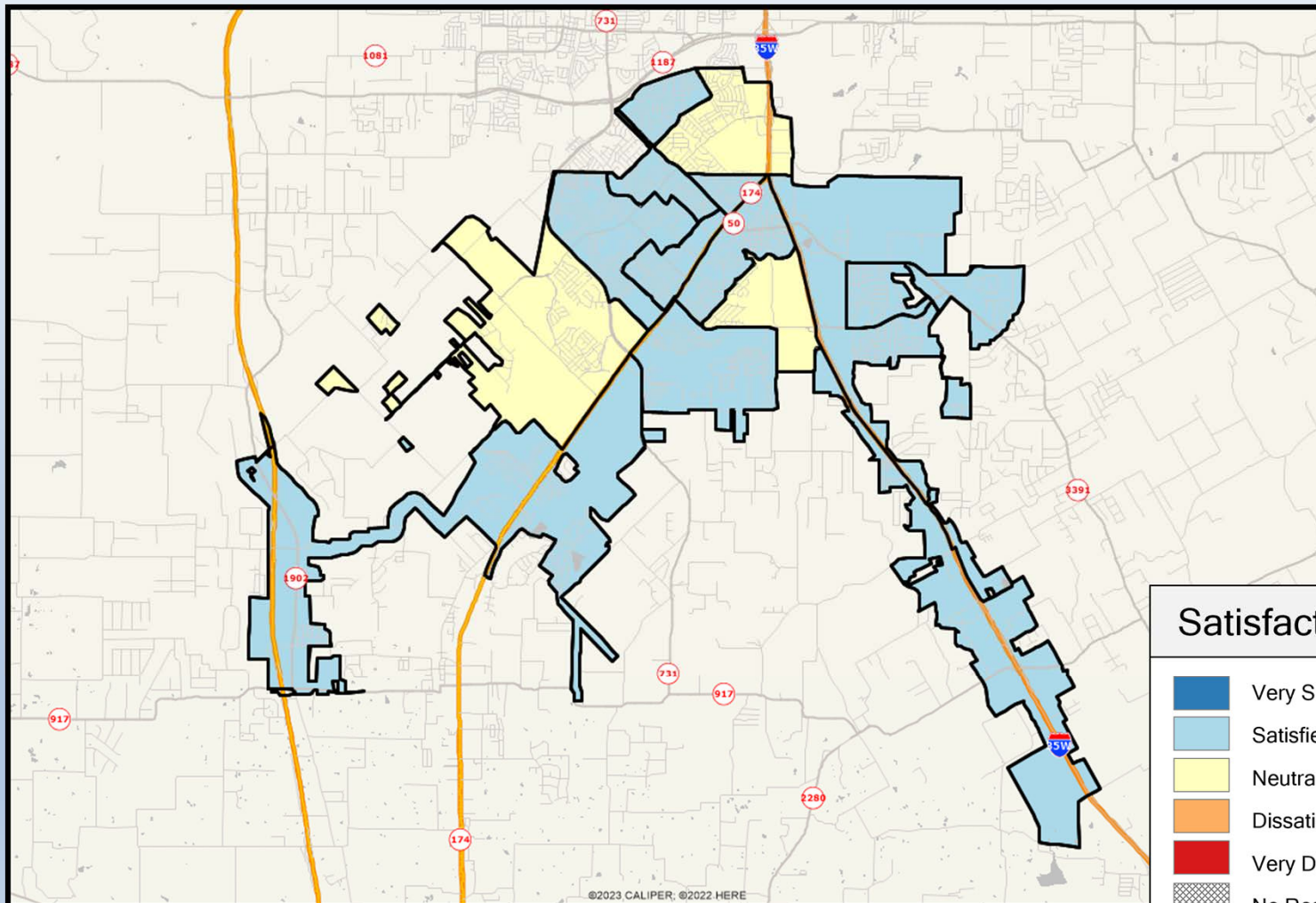


**Satisfaction**

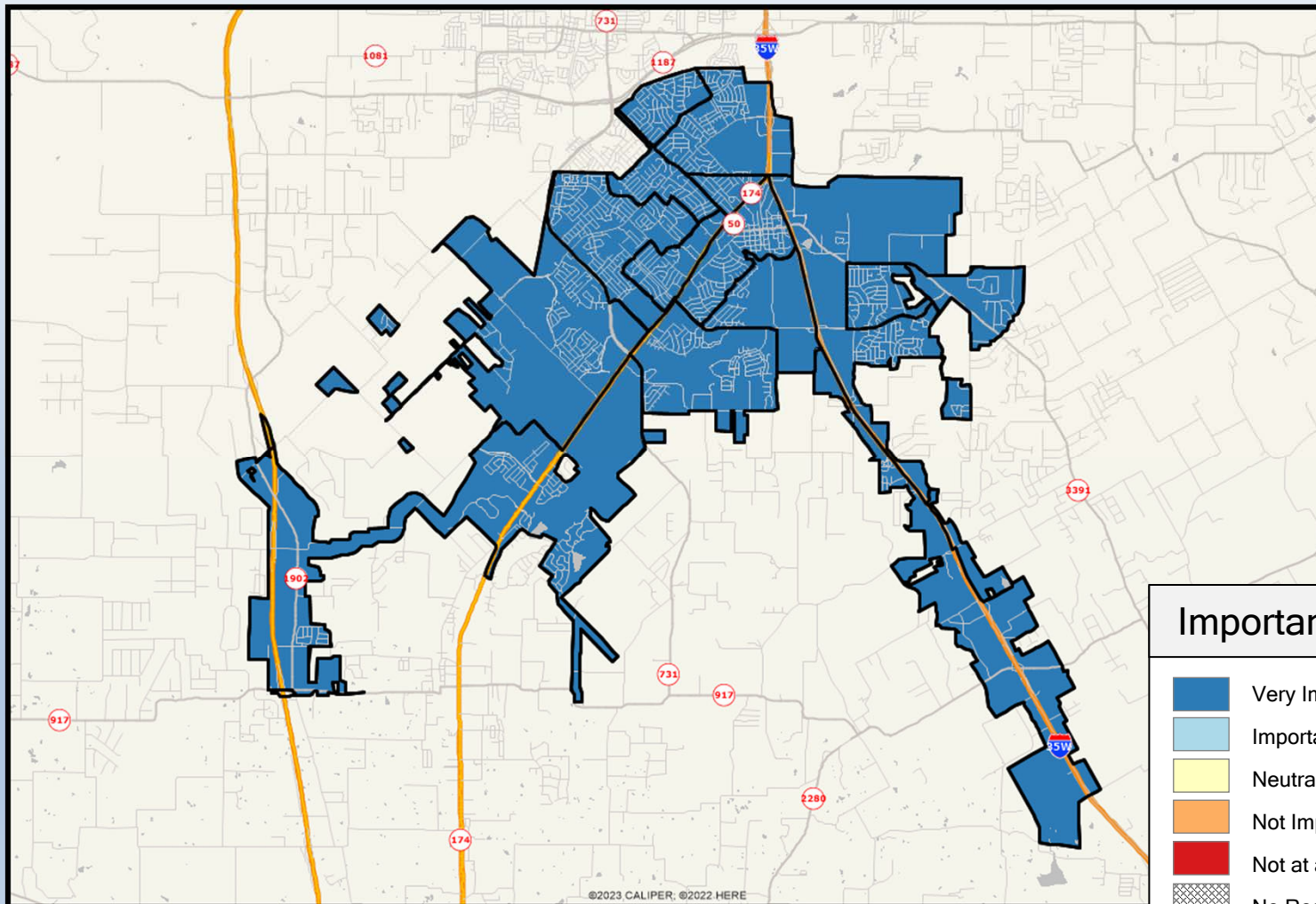
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q25-7. Overall quality of the city's code compliance operations



# Q28-1. Maintenance of the city's infrastructure



**Importance**

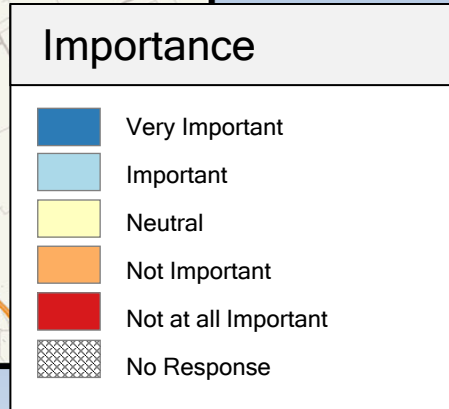
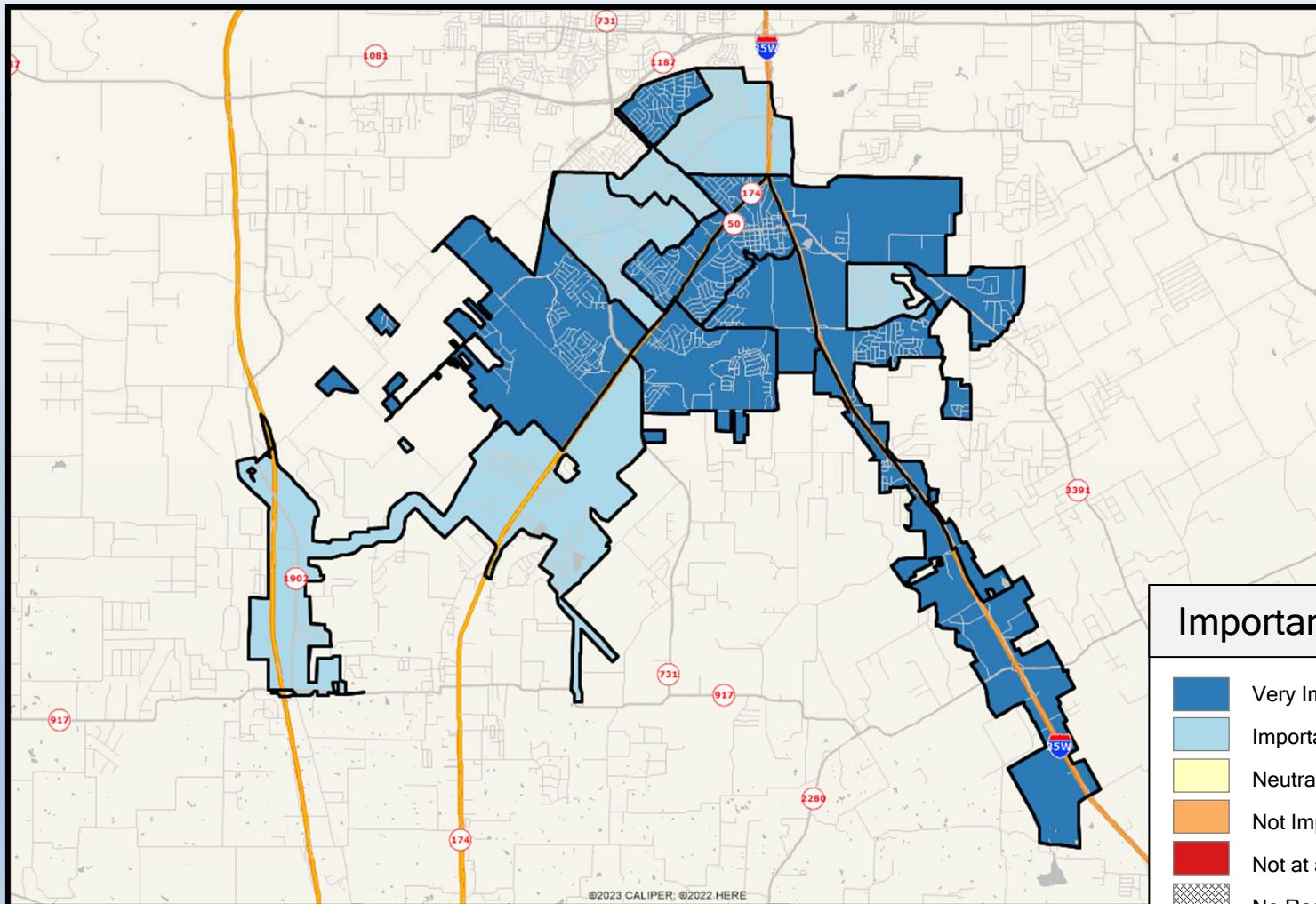
- Very Important
- Important
- Neutral
- Not Important
- Not at all Important
- No Response

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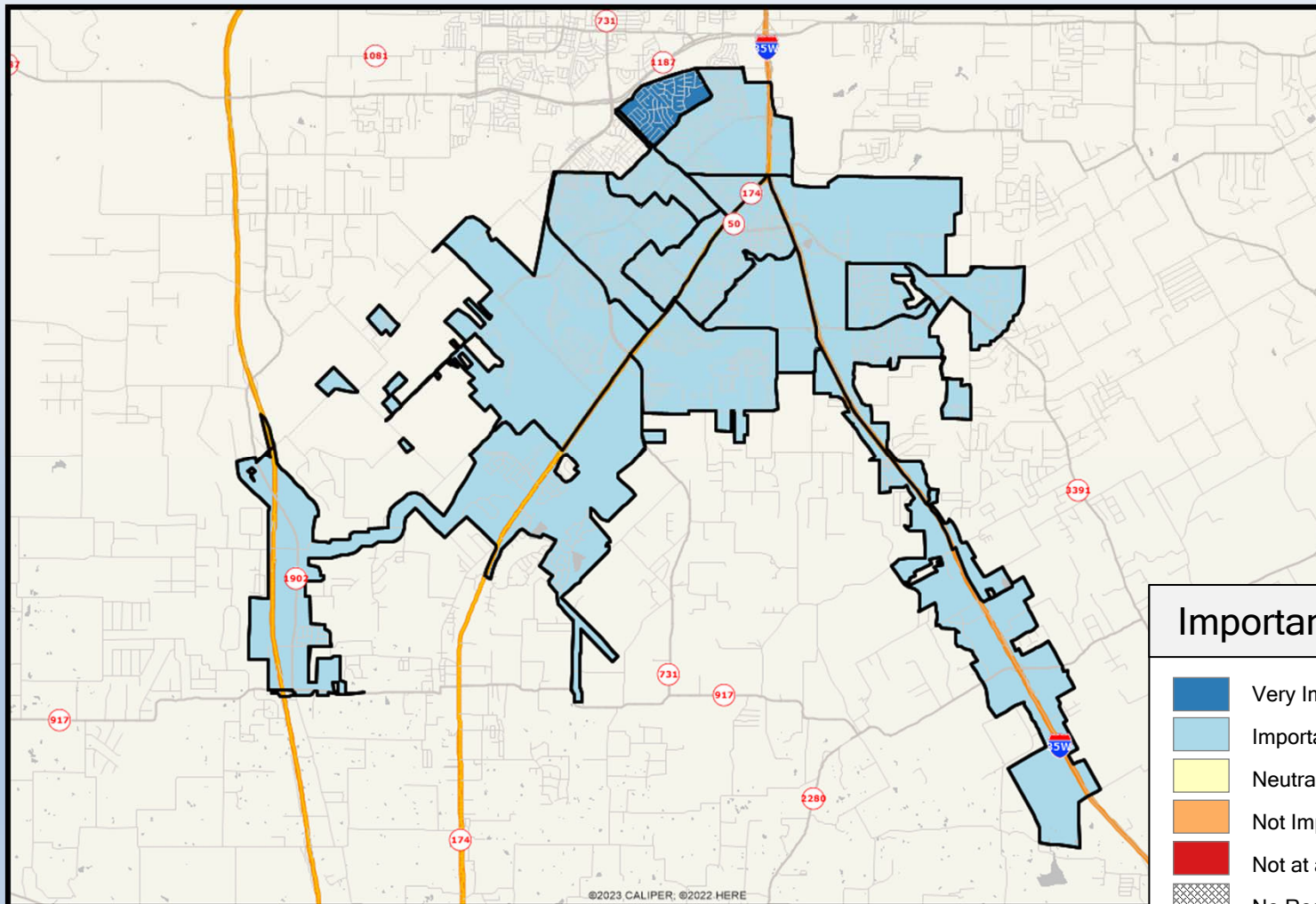
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# Q28-2. Parks and Recreation



# Q28-3. Economic Development

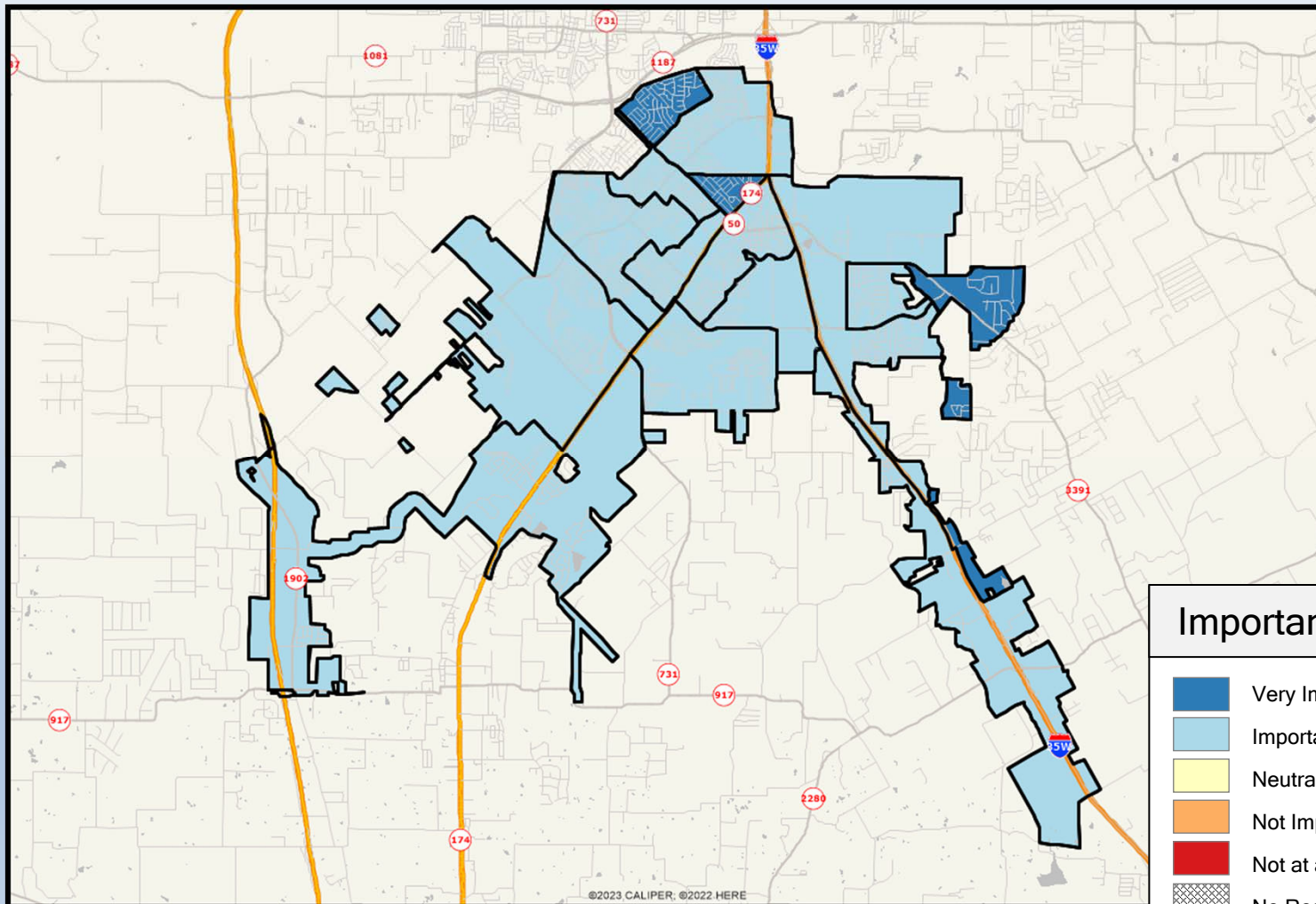


**Importance**

- Very Important
- Important
- Neutral
- Not Important
- Not at all Important
- No Response

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# Q28-4. Customer Service by city employees



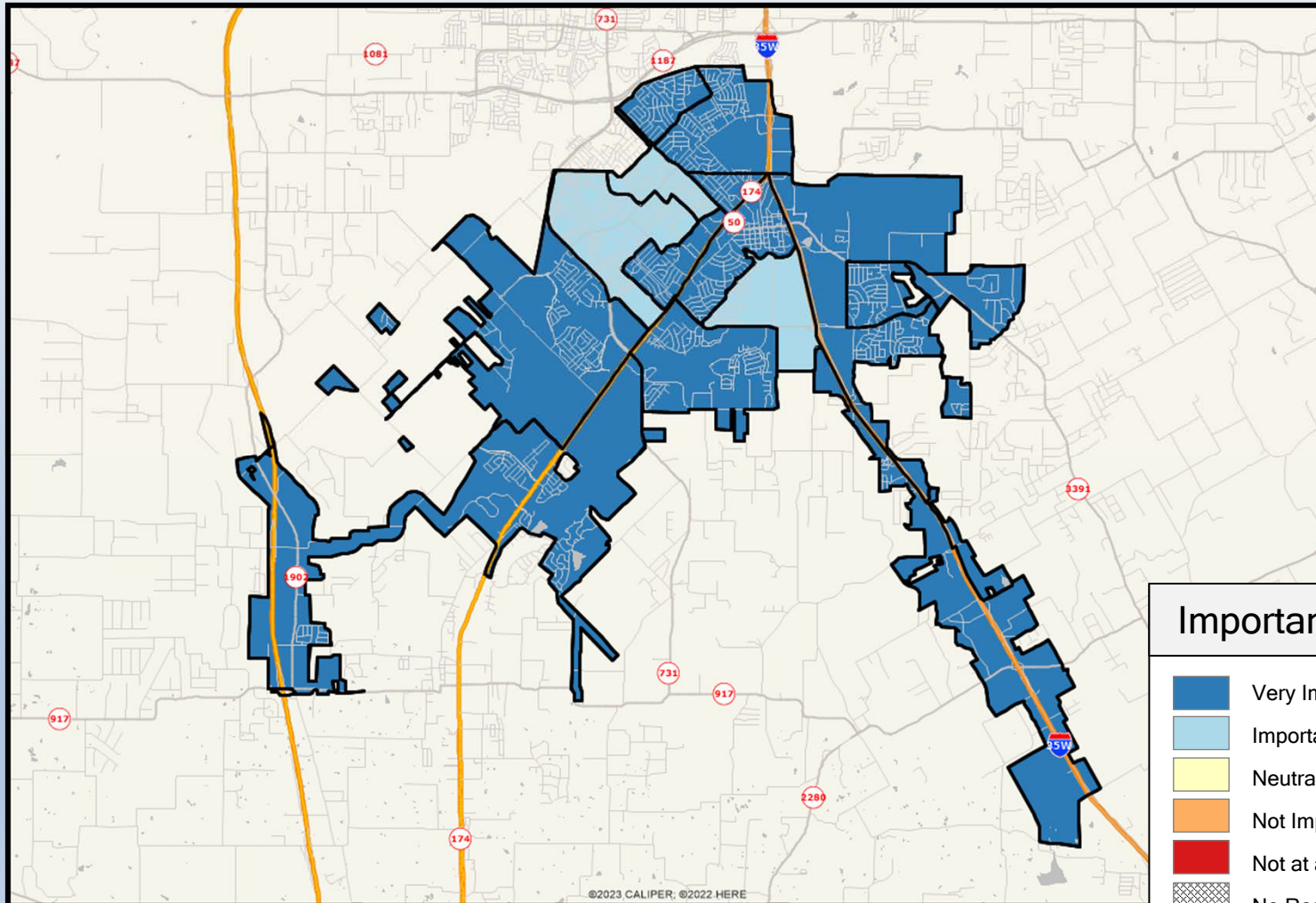
**Importance**

- Very Important
- Important
- Neutral
- Not Important
- Not at all Important
- No Response

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# Q28-5. Financial Planning



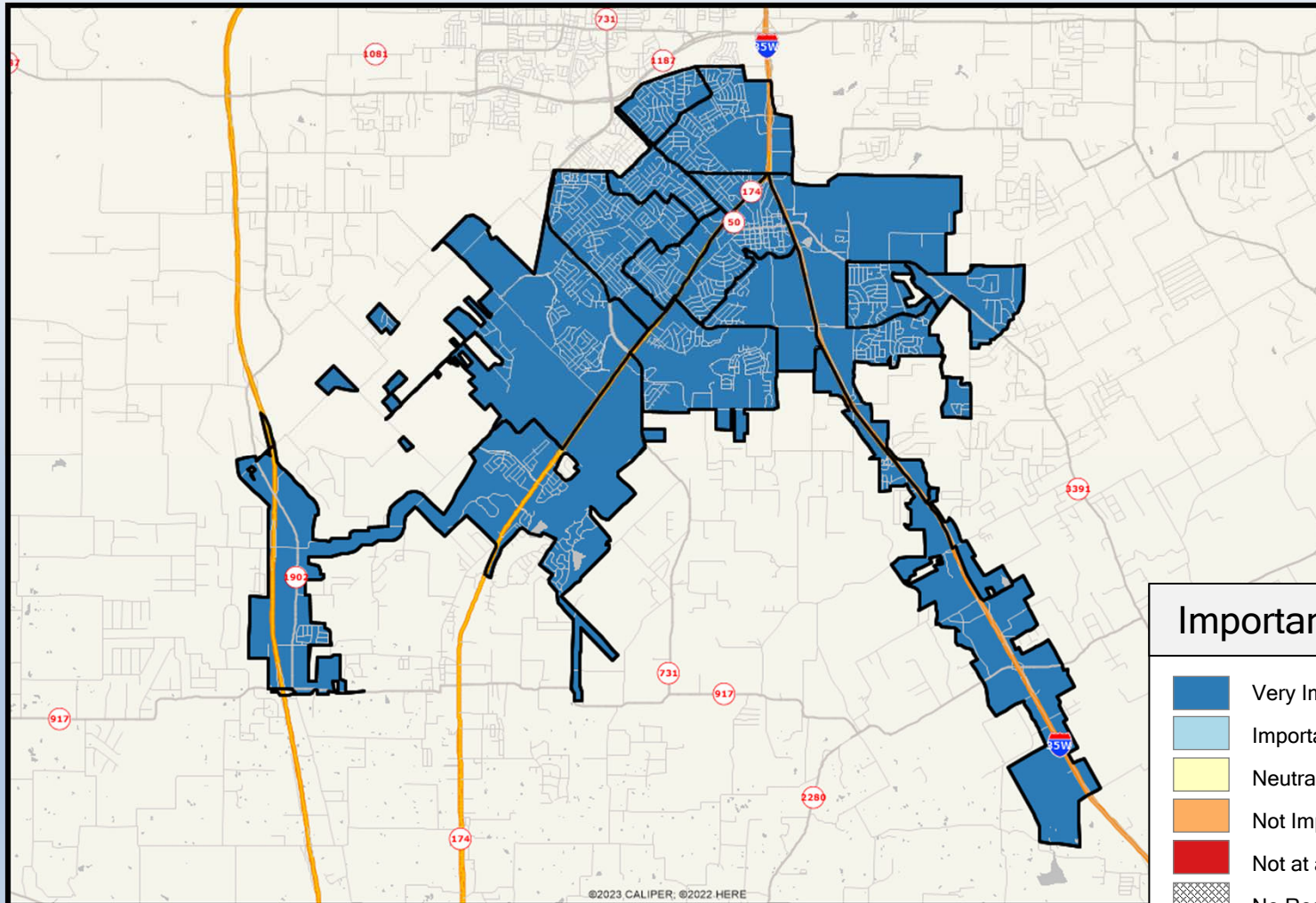
**Importance**

- Very Important
- Important
- Neutral
- Not Important
- Not at all Important
- No Response



The logo for ETC INSTITUTE is located at the bottom right of the legend box. It features a stylized globe icon to the left of the text 'ETC INSTITUTE'. Below the logo is a compass rose with the cardinal directions N, S, E, and W labeled.

# Q28-6. Public Safety



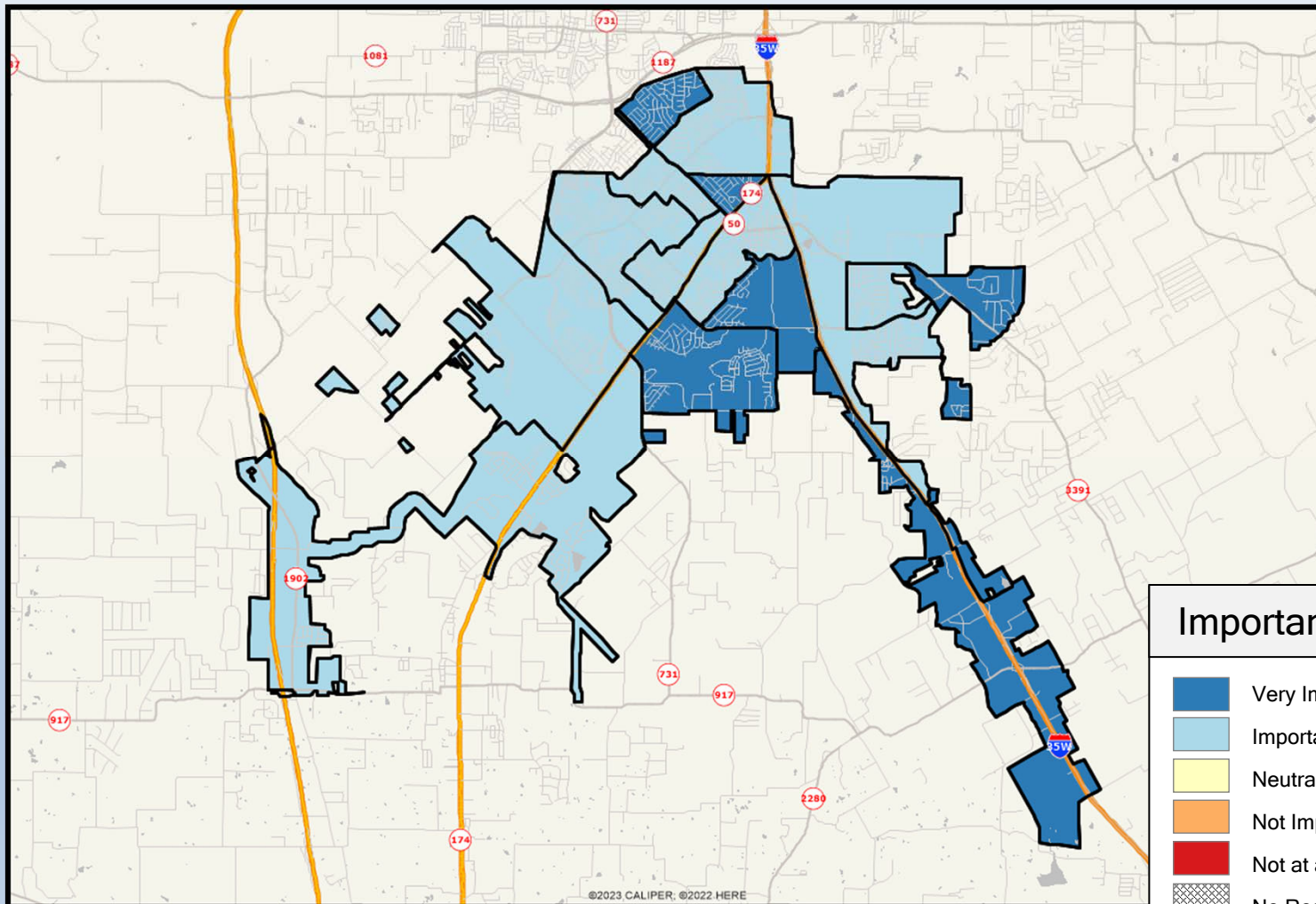
**Importance**

- Very Important
- Important
- Neutral
- Not Important
- Not at all Important
- No Response



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# Q28-7. Public Communication and Outreach



**Importance**

- Very Important
- Important
- Neutral
- Not Important
- Not at all Important
- No Response

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