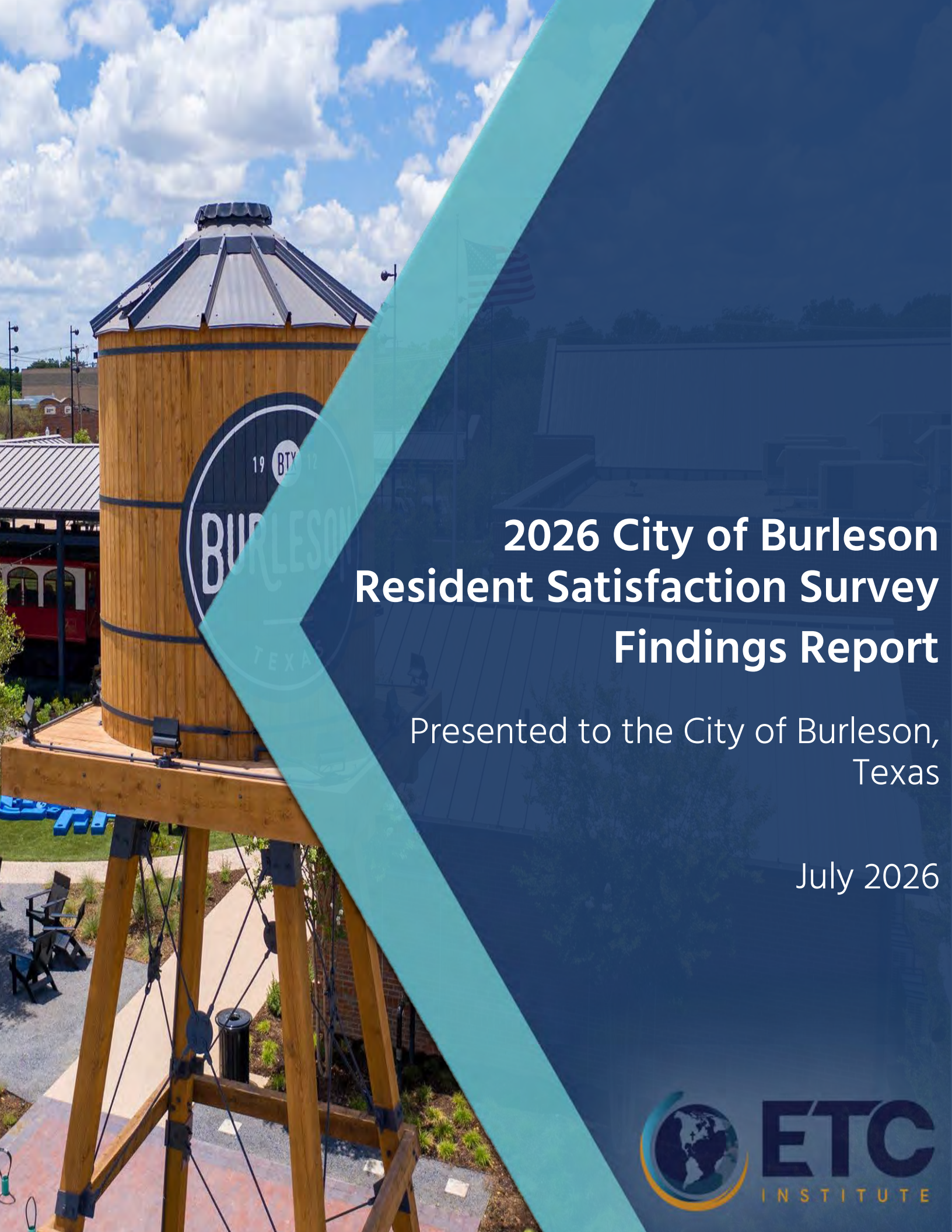




2026 City of Burleson Resident Satisfaction Survey Findings Report

Presented to the City of Burleson,
Texas

July 2026

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Executive Summary

2026 City of Burleson Resident Satisfaction Survey

Executive Summary



Purpose

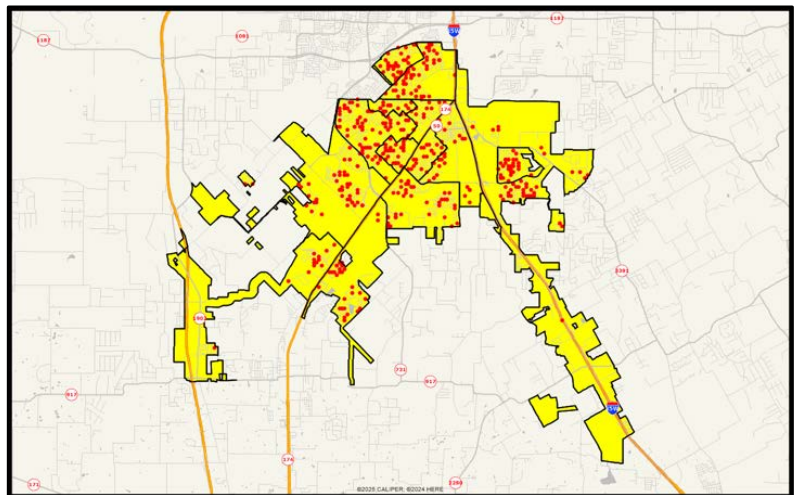
ETC Institute administered a survey to residents of the City of Burleson in the spring of 2026. The purpose of the survey was to help the city gather citizen input and feedback on programs and services. The survey results will be used to improve City services and to help identify and address challenges facing the community. This is the third resident survey ETC Institute has administered for the City of Burleson; the first was conducted in February and March of 2022.

Methodology

The six-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in the City of Burleson. 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 475 households completing the survey. The overall results for the sample of 475 households have a precision of at least $\pm 4.5\%$ 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 Burleson 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.*”

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Executive Summary



This report contains:

- an executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for all questions on the survey,
- trend charts comparing the 2026 survey results to the results from 2022 and 2024,
- benchmarking data that show how the results for Burleson compare to other communities,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Overall Ratings of the City

Ninety-three percent (93%) of the residents surveyed, *who had an opinion*, rated the City of Burleson as an “excellent” or “good” place to live. Other areas in which the City received ratings of “excellent” or “good” include: as a place to raise children (85%), as a place residents are proud to call home (83%), and overall quality of services provided (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 solid waste services (93%), the quality of public safety services (91%), the quality of wastewater/sewer services (88%), the quality of water utility services (87%), and the quality of parks & recreation facilities and programs (83%)

Based on the sum of their top three choices, the categories of City services that are most important for the city to focus on over the next year are: 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: efforts of the city’s police department to communicate via social media (83%), 911 services provided by dispatch (83%), quality of police services (82%), and how quickly police respond to emergencies (81%).

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

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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: how quickly fire & rescue personnel respond to emergencies (91%), emergency medical services (90%), and emergency fire services (89%).

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

Perceptions of Safety

The perceptions of safety that rated the highest, 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 (84%).

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: the quality of the city’s social media (75%), the quality of the city’s newsletter (74%), and the availability of information on city services and programs (72%).

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

Customer Service

Forty-three percent (43%) 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, 83% *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, 93% *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 81% thought employees “always” or “usually” “did what they said they would do in a timely manner”.

2026 City of Burleson Resident Satisfaction Survey

Executive Summary



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 (90%), quality of city parks (88%), quality of produced special events (85%), and quality of city recreation facilities (83%).

Based on the sum of their top three choices, the parks and recreation services that are most important for the city to focus on over the next year are: 1) maintenance of city parks, 2) number/connectivity of walking and biking trails, 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: the quality of curbside recycling collection (95%), the quality of curbside trash/garbage collection (94%), and the quality of city bulk trash/ leaf/ brush collection (93%).

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 (76%), and utility billing customer service (75%).

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 (68%) and overall quality of municipal court services (65%).

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 signs (75%), appearance and condition of city medians, right of ways, and public areas (67%), mowing and tree trimming along streets and public areas (66%), and adequacy of street lighting (59%).

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

2026 City of Burleson Resident Satisfaction Survey

Executive Summary



Economic Development and Development Services

The economic development and development services that received the highest levels of support, based upon the combined percentage of “very supportive” and “supportive” responses among residents *who had an opinion*, were: food/restaurant/entertainment (67%), single-family housing (65%), and commercial/retail (62%).

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: efforts to enforce restaurant/food service cleanliness (68%), efforts to enforce sign regulations (59%), the quality of the city’s code compliance operations (54%), and efforts to enforce clean-up of trash/debris on private property (53%).

Based on the sum of their top two choices, the code services that are most important for the City to focus on over the next year are: 1) efforts to enforce the clean-up of trash and debris on private property and 2) efforts to enforce upkeep of residential property.

Community Services

The community 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 Burleson Public Library facility (86%), quality of library programming (85%), and quality of the city’s animal adoption services (81%).

Additional Findings

- When residents were asked to indicate how they get news and information about the city, 67% percent selected social media sites, while 57% percent chose the city’s website. When asked which information delivery options were their top two *preferred* sources, residents selected social media and the city’s website as their choices.
- Eighty-two percent (82%) of survey respondents indicated they had visited the city’s website in the past 6 months. When they were asked the reason for their last visit to the website, 40% selected “other” and 29% selected “paying a bill.” Eighty-five percent (85%) indicated it was “very easy” or “somewhat easy” to find information on the website.
- When asked how the city should allocate/focus funding with city tax dollars, based on the combined ratings of “very important” and “important” among those who had an opinion, the top three selections were: maintenance and reconstruction of the city’s infrastructure (95%), public safety (91%), and financial planning (85%).

2026 City of Burleson Resident Satisfaction Survey

Executive Summary



Trends Since 2024

Ratings for the City of Burleson **improved in 77 of the 112 areas** that were assessed in both 2024 and 2026. The City showed significant improvement (5% or more) in 26 of these areas. The most significant increases and decreases since the 2024 survey are listed below:

Most Significant Increases Since 2024

- Quality of senior citizen programs (+21.9%)
- Number/connectivity of walking/biking trails (+10.2%)
- Quality of City adult athletic programs (+10%)
- Quality of police community outreach programs (+9.9%)
- Quality of city parks (+9.9%)
- Availability of information on city services and programs (+8.8%)
- Quality of the city's household hazardous waste disposal service (+8.7%)
- Quality of city recreation facilities (+8.6%)
- Efforts of the city's fire department to communicate via social media (+8.5%)

Most Significant Decreases Since 2024

- City employee helped me resolve an issue to my satisfaction (-2.8%)
- As a place to raise children (-2.9%)
- Support for multi-family housing (-3%)
- City employee made it easy for me to handle my request (-3%)
- Maintenance of major TxDOT roadway (-3%)
- Timeliness of water/sewer line break repairs (-3.4%)
- Value received for city tax dollars and fees (-4%)
- Importance of funding economic development (-4.3%)

2026 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 above the Texas average in 55 of the 58 areas** that were assessed. The City of Burleson rated significantly higher than this average (difference of 5% or more) in 49 of these areas. Listed below and on the following page are the comparisons between the City of Burleson and the Texas average:

Service	Burleson	Texas	Difference	Category
Effectiveness of city communication with public	80.4%	25.8%	54.6%	Major Categories of Services
Quality of water utility services	86.5%	40.0%	46.5%	Major Categories of Services
Quality of solid waste services	93.2%	47.7%	45.5%	Major Categories of Services
Quality of city bulk trash/leaf/brush collection	92.7%	47.7%	45.0%	Refuse Collection
As a place to live	92.7%	49.7%	43.0%	Overall Ratings of the City
Quality of wastewater/sewer services	87.6%	46.3%	41.3%	Major Categories of Services
Quality of curbside recycling collection	94.6%	53.9%	40.7%	Refuse Collection
Quality of parks & recreation facilities/programs	82.5%	41.9%	40.6%	Major Categories of Services
Quality of customer service from city employees	74.2%	33.6%	40.6%	Major Categories of Services
Overall quality of services provided by the City of Burleson	82.8%	43.6%	39.2%	Overall Ratings of the City
Quality of police services	82.1%	43.8%	38.3%	Police Services
Efforts to ensure community is prepared for emergencies	72.2%	34.4%	37.8%	Major Categories of Services
Quality of public safety services	90.8%	53.5%	37.3%	Major Categories of Services
As a place to raise to raise children	85.1%	50.6%	34.5%	Overall Ratings of the City
Emergency medical services	90.3%	55.9%	34.4%	Fire Services
Overall in the City	87.8%	53.7%	34.1%	Perceptions of Safety in the City
In your neighborhood at night	84.2%	50.2%	34.0%	Perceptions of Safety in the City
Emergency fire services	88.7%	56.0%	32.7%	Fire Services
Quality of the city's household hazardous waste disposal service	73.4%	41.2%	32.2%	Refuse Collection
Overall quality of drinking water	76.4%	45.0%	31.4%	Utilities Services
How quickly police respond to emergencies	80.8%	50.0%	30.8%	Police Services
Quality of curbside trash/garbage collection	94.3%	64.7%	29.6%	Refuse Collection
In your neighborhood during the day	96.2%	67.4%	28.8%	Perceptions of Safety in the City
Overall quality of the city's social media	75.3%	46.9%	28.4%	City Communication
Efforts by city government to prevent crime	65.3%	37.1%	28.2%	Police Services

2026 City of Burleson Resident Satisfaction Survey

Executive Summary



How the City of Burleson Compares to Texas Communities (Cont.)

Service	Burleson	Texas	Difference	Category
In City parks, trails, & recreation areas	73.7%	46.5%	27.2%	Perceptions of Safety in the City
How quickly fire & rescue personnel respond to emergencies	90.6%	63.6%	27.0%	Fire Services
Animal control services	76.5%	50.3%	26.2%	Community Services
Availability of information on city services & programs	72.1%	46.4%	25.7%	City Communication
Timeliness of information provided by the city	71.2%	49.1%	22.1%	City Communication
Enforcement of traffic laws	67.2%	45.2%	22.0%	Police Services
Quality of fire safety education programs	67.0%	45.6%	21.4%	Fire Services
Enforcement of local codes and ordinances	59.1%	37.9%	21.2%	Major Categories of Services
Condition of street signs and traffic signs	75.2%	54.3%	20.9%	Infrastructure Services
How easy it is to find information when visiting city's website	65.9%	45.8%	20.1%	City Communication
Mowing & tree trimming along streets/other public areas	65.7%	47.7%	18.0%	Infrastructure Services
Condition of pavement markings	58.1%	40.2%	17.9%	Infrastructure Services
As a place to retire	64.6%	47.0%	17.6%	Overall Ratings of the City
Adequacy of drainage systems in rainfall events	54.2%	37.4%	16.8%	Infrastructure Services
On-street bicycle infrastructure	52.3%	36.4%	15.9%	Infrastructure Services
Maintenance of city streets & sidewalks	39.6%	26.5%	13.1%	Major Categories of Services
In commercial & retail areas	70.7%	59.1%	11.6%	Perceptions of Safety in the City
Efforts to enforce clean-up of trash/debris on private property	53.4%	42.4%	11.0%	City Codes
As a place to work	59.4%	50.2%	9.2%	Overall Ratings of the City
Adequacy of street lighting	59.1%	50.1%	9.0%	Infrastructure Services
Visibility of police in commercial & retail areas	57.3%	48.4%	8.9%	Police Services
Efforts to enforce sign regulations	59.3%	52.4%	6.9%	City Codes
Visibility of police in neighborhoods	51.8%	45.5%	6.3%	Police Services
Maintenance of neighborhood streets	46.4%	41.0%	5.4%	Infrastructure Services
Quantity & quality of city sidewalks including accessibility	46.7%	43.0%	3.7%	Infrastructure Services
Efforts to enforce upkeep of residential property	49.9%	46.3%	3.6%	City Codes
Overall fees charged for water/wastewater services	46.7%	43.4%	3.3%	Utilities Services
Efforts to enforce mowing/cutting of weeds on private property	48.5%	45.2%	3.3%	City Codes
Level of public involvement in local decision making	39.1%	36.9%	2.2%	City Communication
Maintenance of major city streets	45.1%	43.5%	1.6%	Infrastructure Services
Value received for city tax dollars & fees	45.2%	46.8%	-1.6%	Major Categories of Services
Flow of traffic/congestion on city roadways	36.0%	38.1%	-2.1%	Major Categories of Services
Flow of traffic/congestion on state roadways	14.6%	34.4%	-19.8%	Major Categories of Services

2026 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 55 of the 58 areas** that were assessed. The City of Burleson rated significantly higher than the U.S. average (difference of 5% or more) in 49 of these areas. Listed below and on the following page are the comparisons between the City of Burleson and the U.S. average:

Service	Burleson	U.S.	Difference	Category
Quality of city bulk trash/leaf/brush collection	92.7%	48.5%	44.2%	Refuse Collection
Effectiveness of city communication with public	80.4%	37.2%	43.2%	Major Categories of Services
Quality of solid waste services	93.2%	50.1%	43.1%	Major Categories of Services
Quality of curbside recycling collection	94.6%	52.6%	42.0%	Refuse Collection
Overall quality of services provided by the City of Burleson	82.8%	42.9%	39.9%	Overall Ratings of the City
As a place to live	92.7%	54.7%	38.0%	Overall Ratings of the City
Quality of water utility services	86.5%	49.3%	37.2%	Major Categories of Services
Quality of wastewater/sewer services	87.6%	50.9%	36.7%	Major Categories of Services
Quality of customer service from city employees	74.2%	38.0%	36.2%	Major Categories of Services
Quality of parks & recreation facilities/programs	82.5%	48.3%	34.2%	Major Categories of Services
Quality of curbside trash/garbage collection	94.3%	60.8%	33.5%	Refuse Collection
Overall quality of the city's social media	75.3%	42.0%	33.3%	City Communication
Quality of police services	82.1%	49.0%	33.1%	Police Services
Quality of public safety services	90.8%	58.8%	32.0%	Major Categories of Services
Quality of the city's household hazardous waste disposal service	73.4%	41.6%	31.8%	Refuse Collection
Animal control services	76.5%	45.7%	30.8%	Community Services
Overall in the City	87.8%	57.3%	30.5%	Perceptions of Safety in the City
How quickly police respond to emergencies	80.8%	51.7%	29.1%	Police Services
Timeliness of information provided by the city	71.2%	42.3%	28.9%	City Communication
As a place to raise to raise children	85.1%	56.7%	28.4%	Overall Ratings of the City
Availability of information on city services & programs	72.1%	44.1%	28.0%	City Communication
In your neighborhood at night	84.2%	56.2%	28.0%	Perceptions of Safety in the City
Efforts to ensure community is prepared for emergencies	72.2%	44.3%	27.9%	Major Categories of Services
Emergency medical services	90.3%	65.2%	25.1%	Fire Services

2026 City of Burleson Resident Satisfaction Survey

Executive Summary



How the City of Burleson Compares to Other Communities Nationally (Cont.)

Service	Burleson	U.S.	Difference	Category
How quickly fire & rescue personnel respond to emergencies	90.6%	66.4%	24.2%	Fire Services
In your neighborhood during the day	96.2%	72.3%	23.9%	Perceptions of Safety in the City
Overall quality of drinking water	76.4%	52.7%	23.7%	Utilities Services
How easy it is to find information when visiting city's website	65.9%	42.4%	23.5%	City Communication
In City parks, trails, & recreation areas	73.7%	52.4%	21.3%	Perceptions of Safety in the City
Condition of street signs and traffic signs	75.2%	54.4%	20.8%	Infrastructure Services
Emergency fire services	88.7%	68.0%	20.7%	Fire Services
Enforcement of traffic laws	67.2%	46.6%	20.6%	Police Services
Efforts by city government to prevent crime	65.3%	46.0%	19.3%	Police Services
Enforcement of local codes and ordinances	59.1%	39.9%	19.2%	Major Categories of Services
As a place to retire	64.6%	47.3%	17.3%	Overall Ratings of the City
Mowing & tree trimming along streets/other public areas	65.7%	49.3%	16.4%	Infrastructure Services
Quality of fire safety education programs	67.0%	51.9%	15.1%	Fire Services
Efforts to enforce sign regulations	59.3%	44.9%	14.4%	City Codes
In commercial & retail areas	70.7%	57.2%	13.5%	Perceptions of Safety in the City
As a place to work	59.4%	46.7%	12.7%	Overall Ratings of the City
Condition of pavement markings	58.1%	45.7%	12.4%	Infrastructure Services
On-street bicycle infrastructure	52.3%	40.2%	12.1%	Infrastructure Services
Efforts to enforce clean-up of trash/debris on private property	53.4%	42.5%	10.9%	City Codes
Visibility of police in commercial & retail areas	57.3%	48.7%	8.6%	Police Services
Overall fees charged for water/wastewater services	46.7%	38.6%	8.1%	Utilities Services
Efforts to enforce upkeep of residential property	49.9%	42.1%	7.8%	City Codes
Adequacy of street lighting	59.1%	52.4%	6.7%	Infrastructure Services
Adequacy of drainage systems in rainfall events	54.2%	48.5%	5.7%	Infrastructure Services
Efforts to enforce mowing/cutting of weeds on private property	48.5%	43.1%	5.4%	City Codes
Level of public involvement in local decision making	39.1%	34.7%	4.4%	City Communication
Quantity & quality of city sidewalks including accessibility	46.7%	42.8%	3.9%	Infrastructure Services
Maintenance of neighborhood streets	46.4%	43.2%	3.2%	Infrastructure Services
Maintenance of city streets & sidewalks	39.6%	37.5%	2.1%	Major Categories of Services
Maintenance of major city streets	45.1%	43.5%	1.6%	Infrastructure Services
Visibility of police in neighborhoods	51.8%	50.3%	1.5%	Police Services
Flow of traffic/congestion on city roadways	36.0%	43.2%	-7.2%	Major Categories of Services
Value received for city tax dollars & fees	45.2%	56.6%	-11.4%	Major Categories of Services
Flow of traffic/congestion on state roadways	14.6%	43.1%	-28.5%	Major Categories of Services

2026 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 = 0.6379)
- Maintenance of city streets and sidewalks (I-S Rating = 0.3147)
- Flow of traffic and congestion on city roadways (I-S Rating = 0.2797)
- Value received for city tax dollars and fees (I-S Rating = 0.1502)

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

2026 City of Burleson Resident Satisfaction Survey

Executive Summary



2026 Importance-Satisfaction Rating

Burleson, TX

Overall City Services

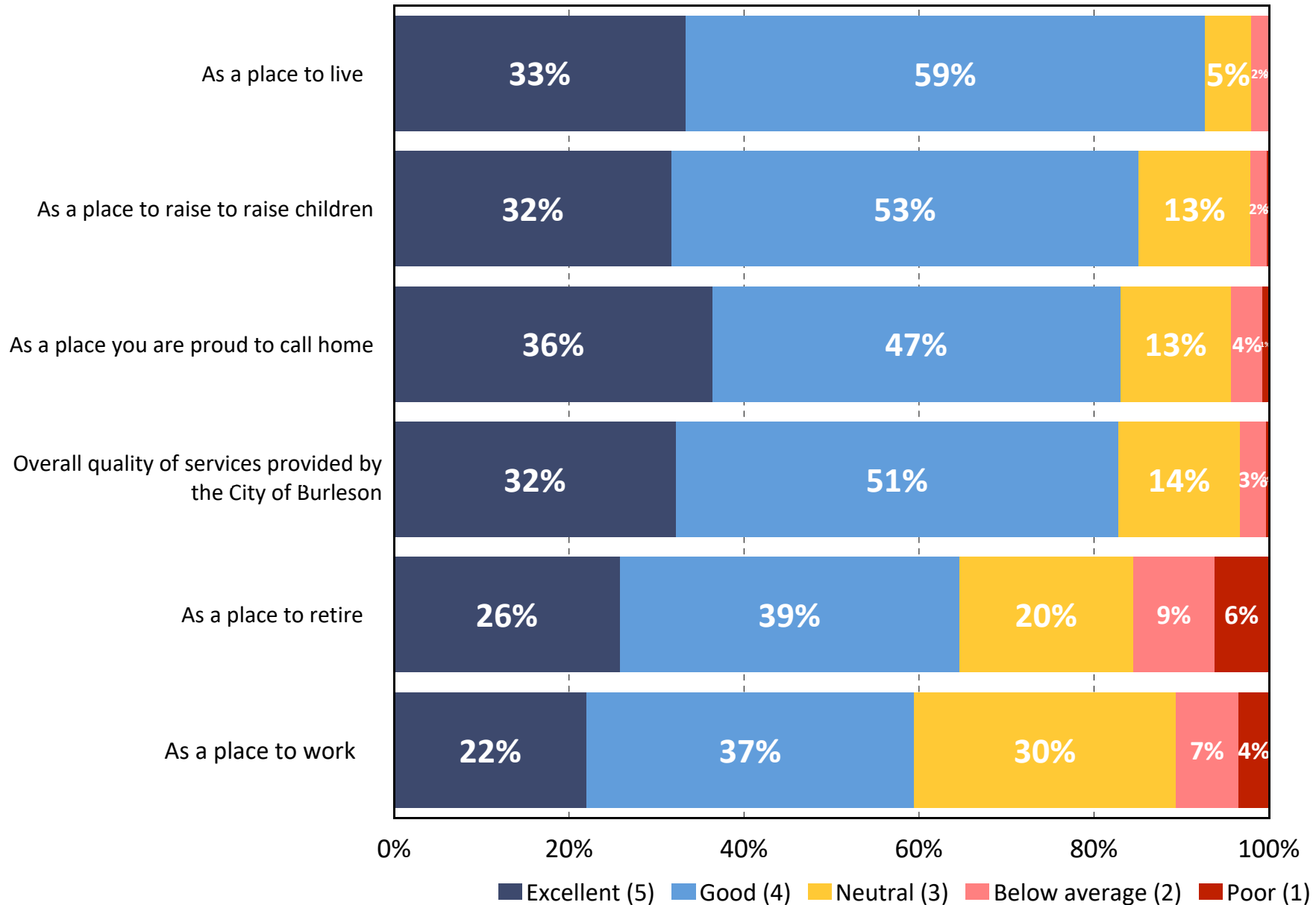
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .20)						
Flow of traffic/congestion on TxDOT roadways	75%	1	15%	14	0.6379	1
Maintenance of city streets & sidewalks	52%	2	40%	12	0.3147	2
Flow of traffic/congestion on city roadways	44%	3	36%	13	0.2797	3
High Priority (IS .10-.20)						
Value received for city tax dollars & fees	27%	4	45%	11	0.1502	4
Medium Priority (IS < .10)						
Enforcement of local codes and ordinances	19%	6	59%	9	0.0789	5
Quality of parks & recreation facilities/programs	15%	7	83%	5	0.0254	6
Efforts to ensure community is prepared for emergencies	8%	8	72%	8	0.0222	7
Quality of public safety services	19%	5	91%	2	0.0178	8
Effectiveness of city communication with public	8%	9	80%	6	0.0153	9
Quality of customer service from city employees	2%	12	74%	7	0.0062	10
Quality of water utility services	3%	10	87%	4	0.0046	11
Quality of solid waste services	3%	11	93%	1	0.0018	12
Quality of wastewater/sewer services	1%	13	88%	3	0.0012	13
Quality/timeliness of city's permitting & inspection process	0.2%	14	53%	10	0.0009	14



Charts and Graphs

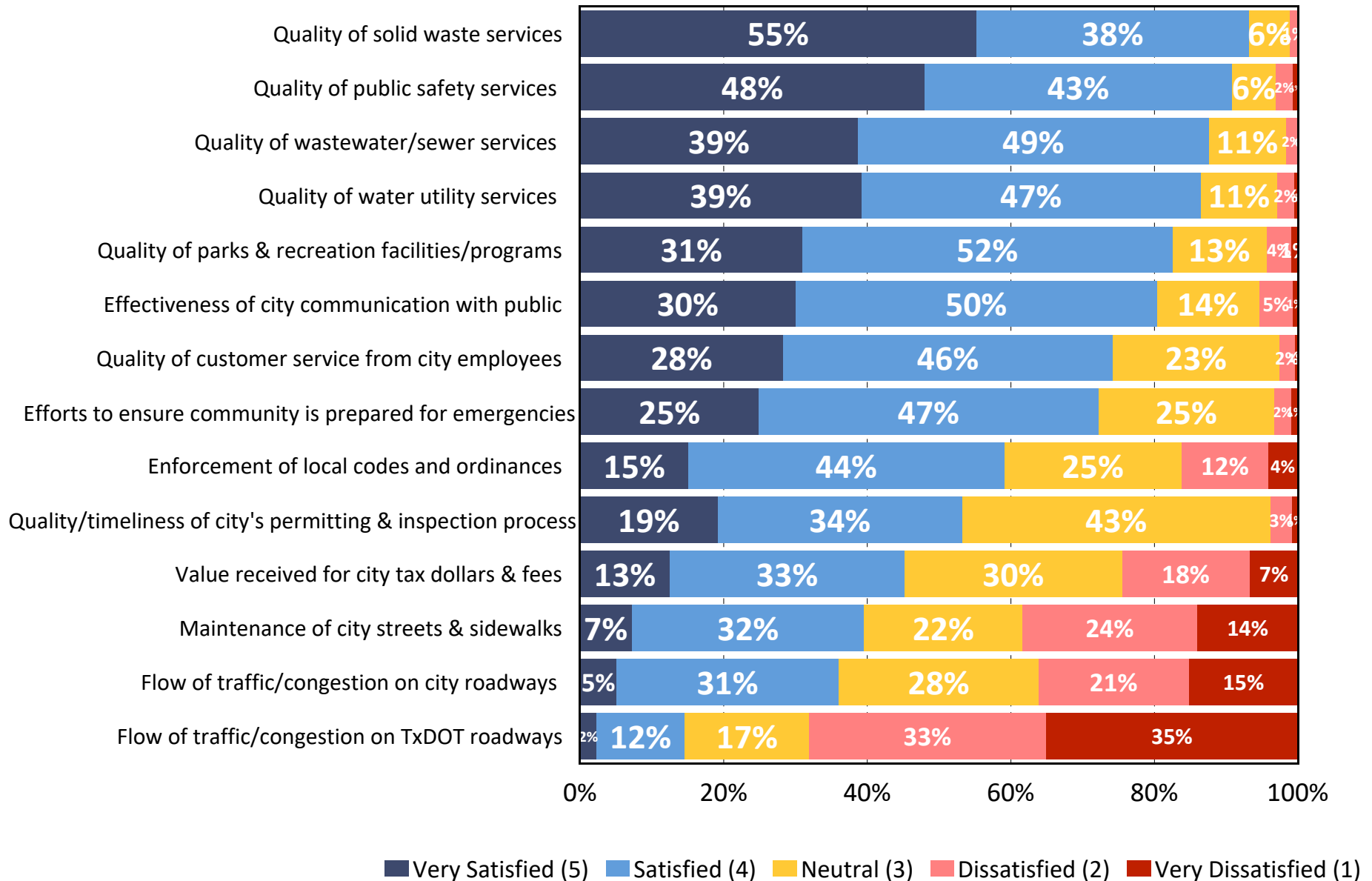
Q1. Overall Ratings of Burleson

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



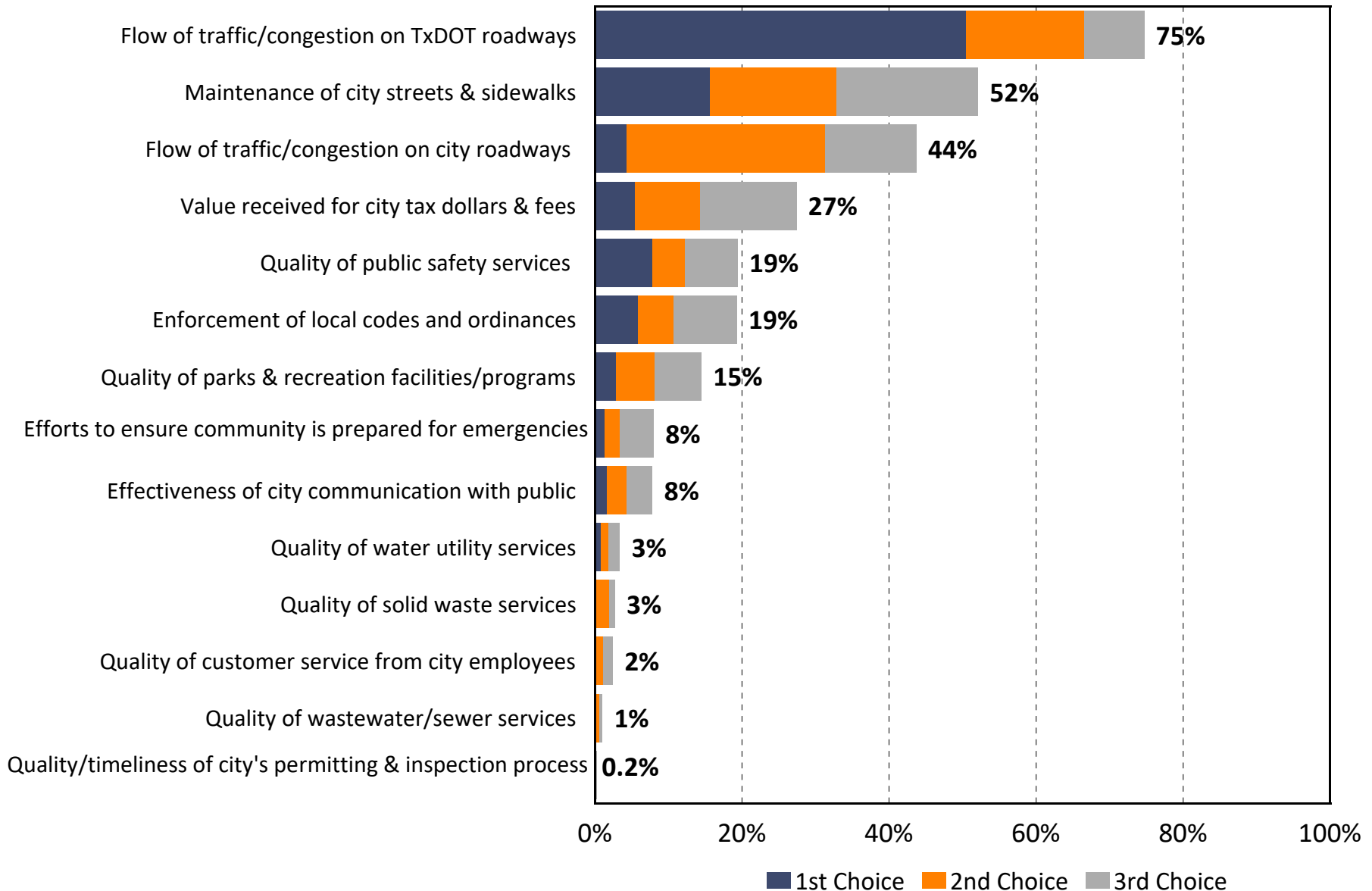
Q2. Satisfaction with Major Categories of City Services

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



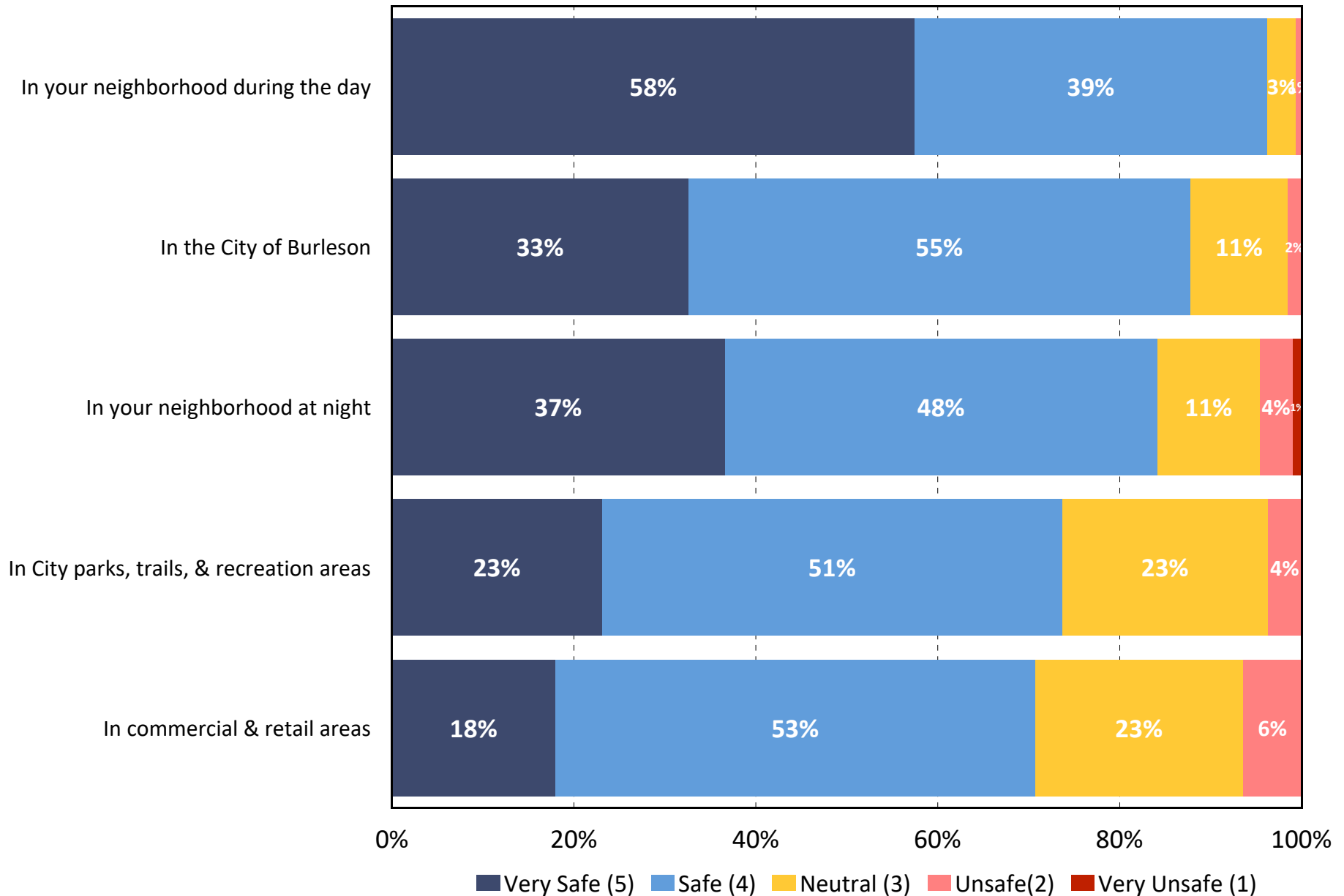
Q3. Services That Are Most Important for the City to Focus on Over the Next Year

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



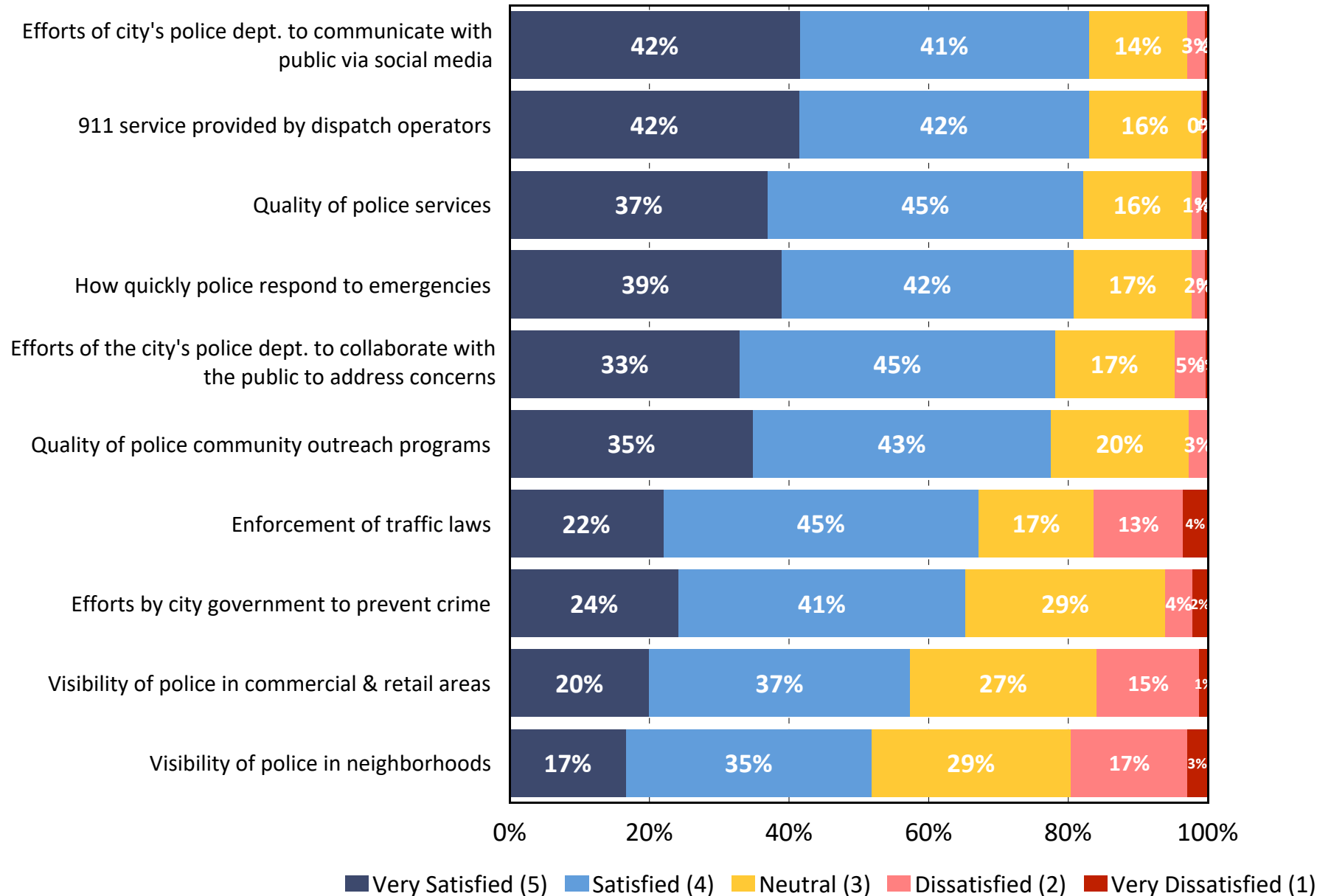
Q4. Feeling of Safety in Burleson

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



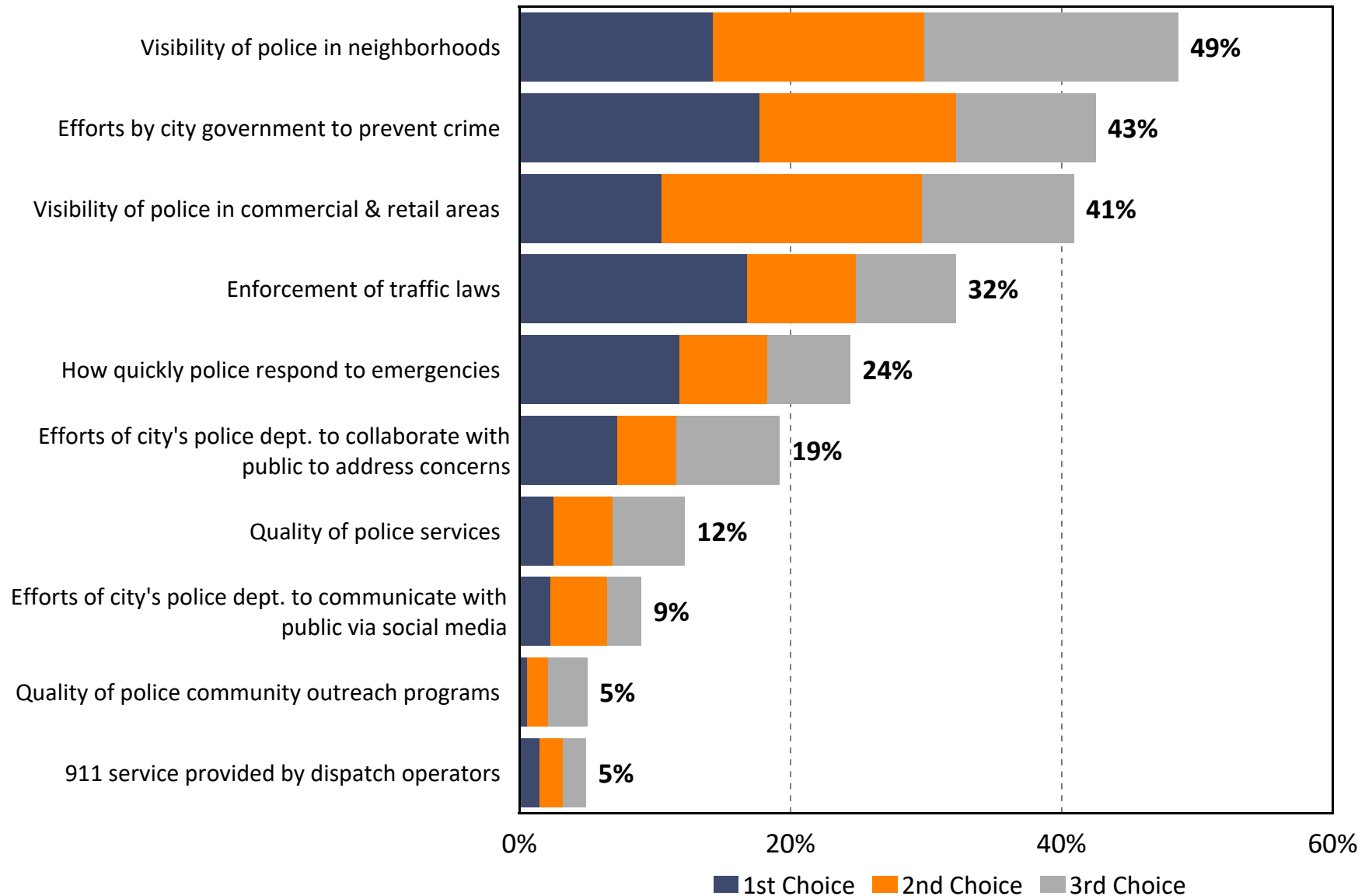
Q5. Satisfaction with City Police Services

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



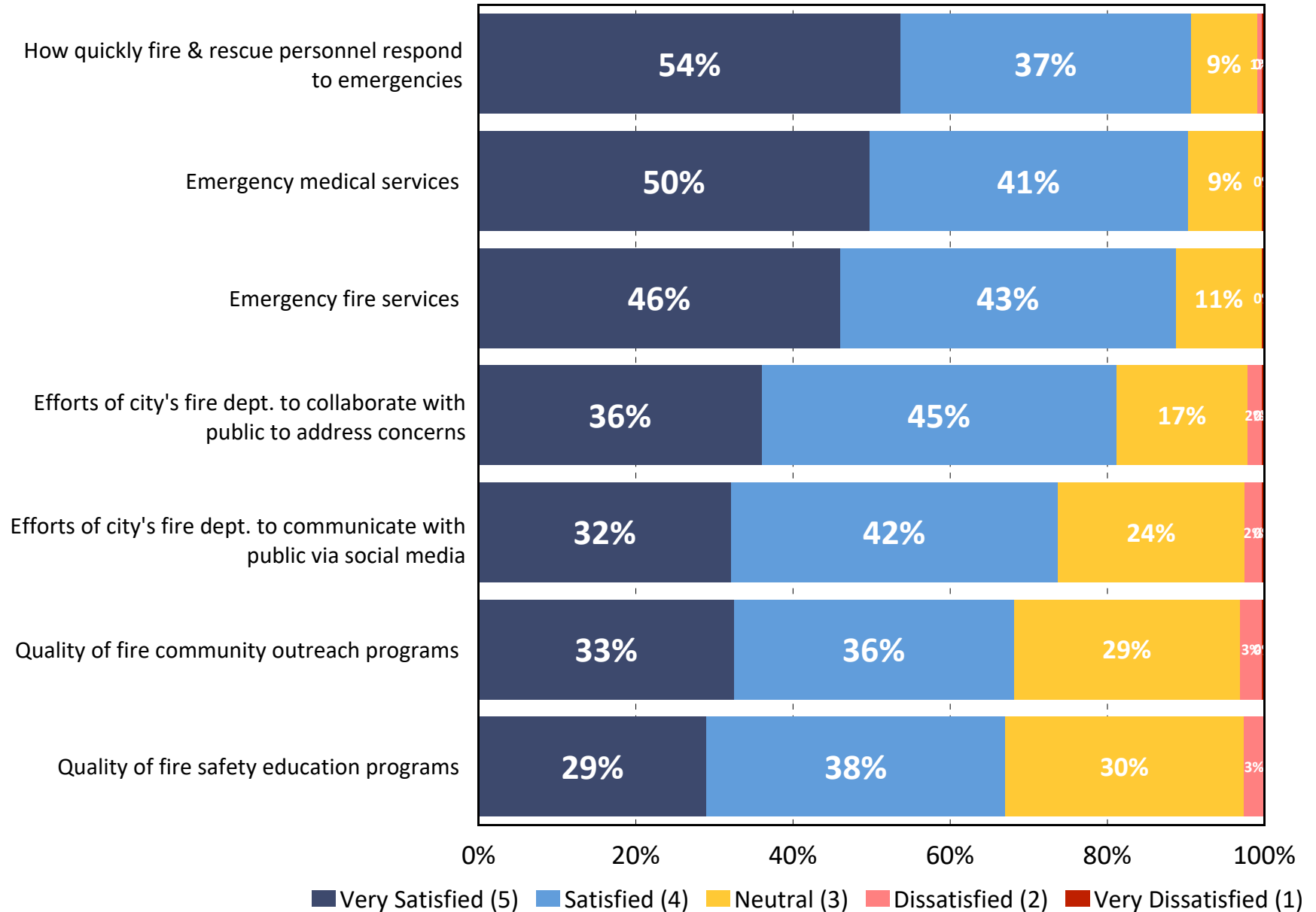
Q6. Police Services That Are Most Important for the City to Focus on Over the Next Year

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



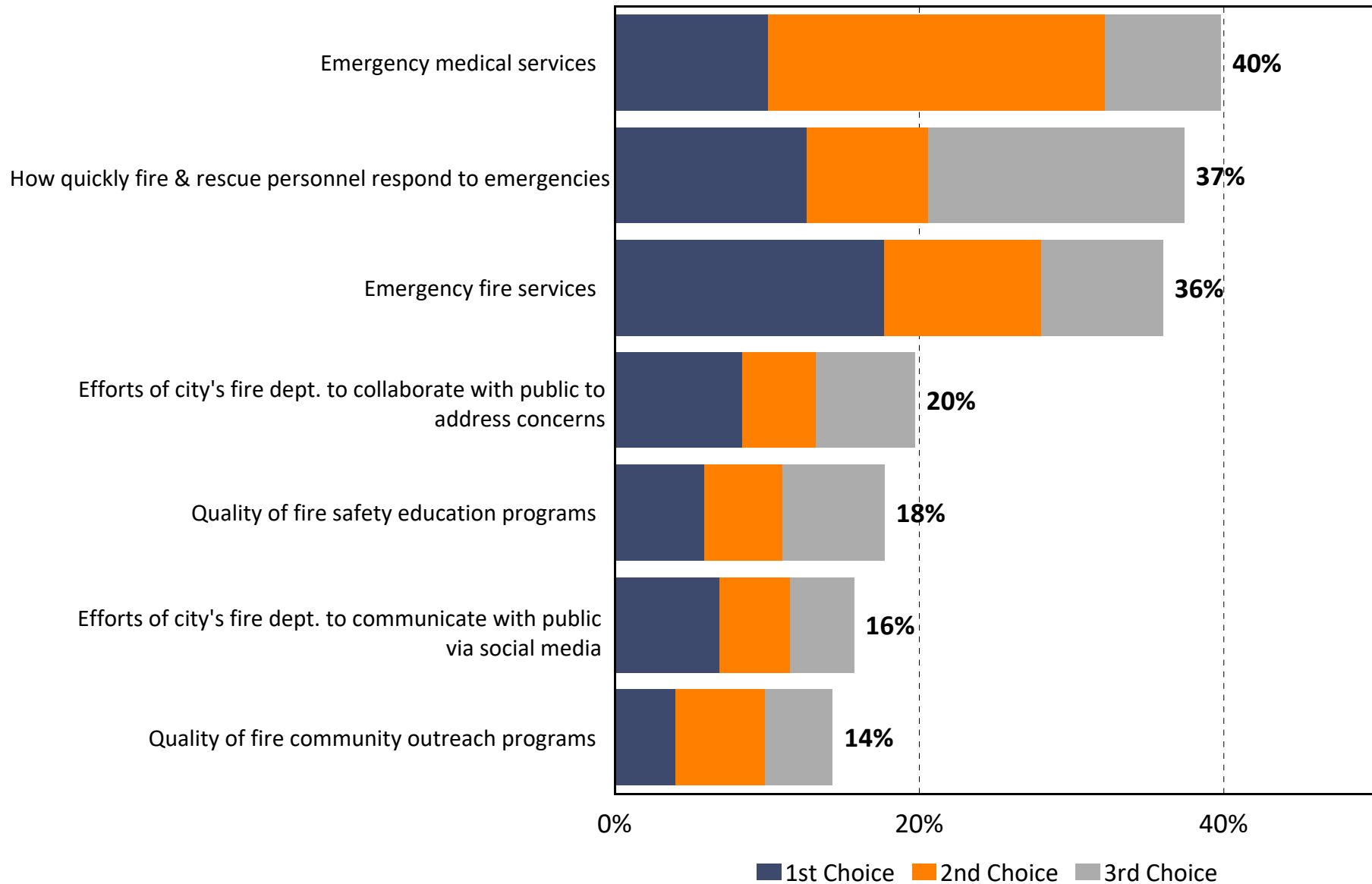
Q7. Satisfaction with the City's Fire Services

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



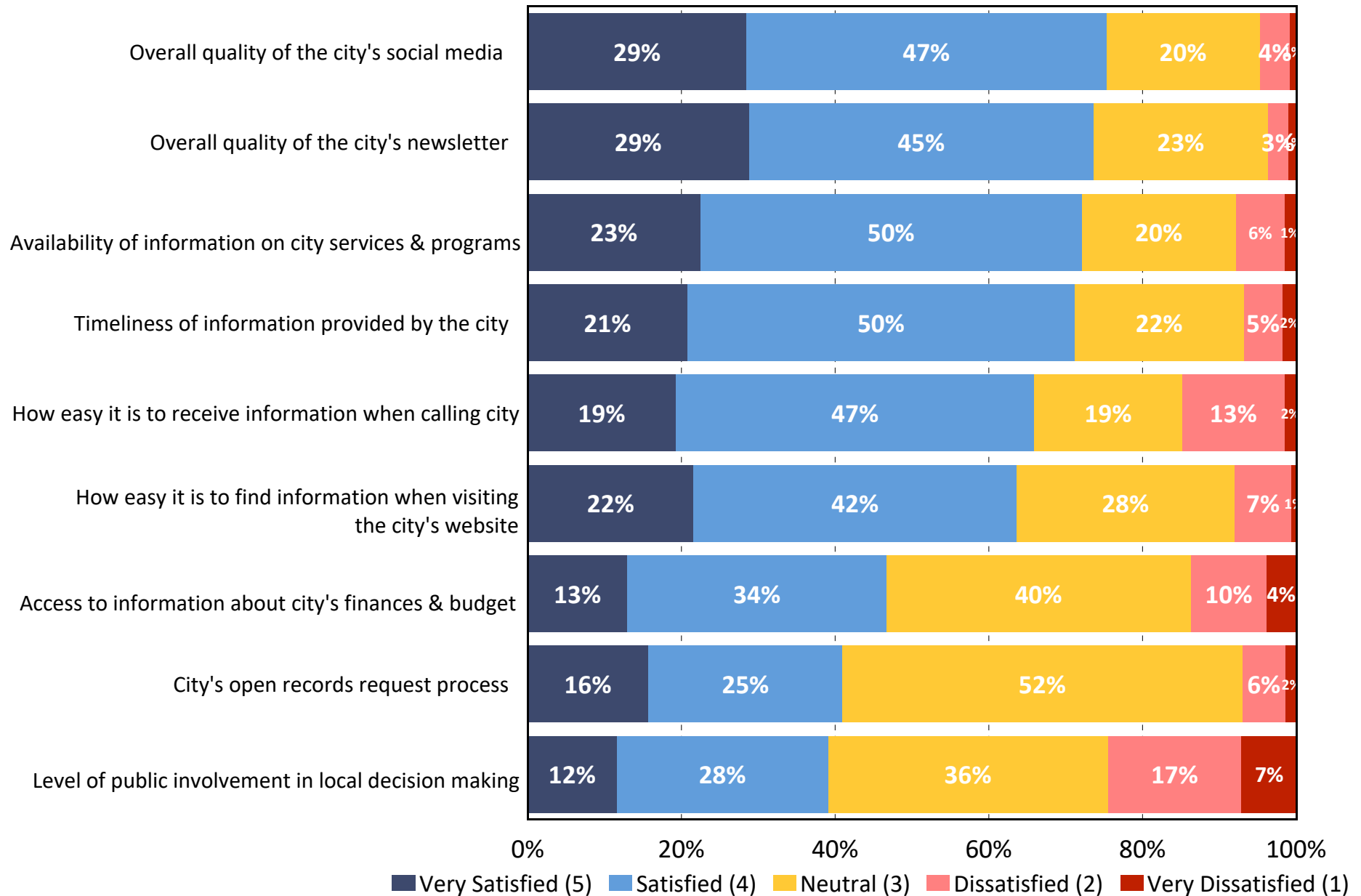
Q8. Fire Services That Are Most Important for the City to Focus on Over the Next Year

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



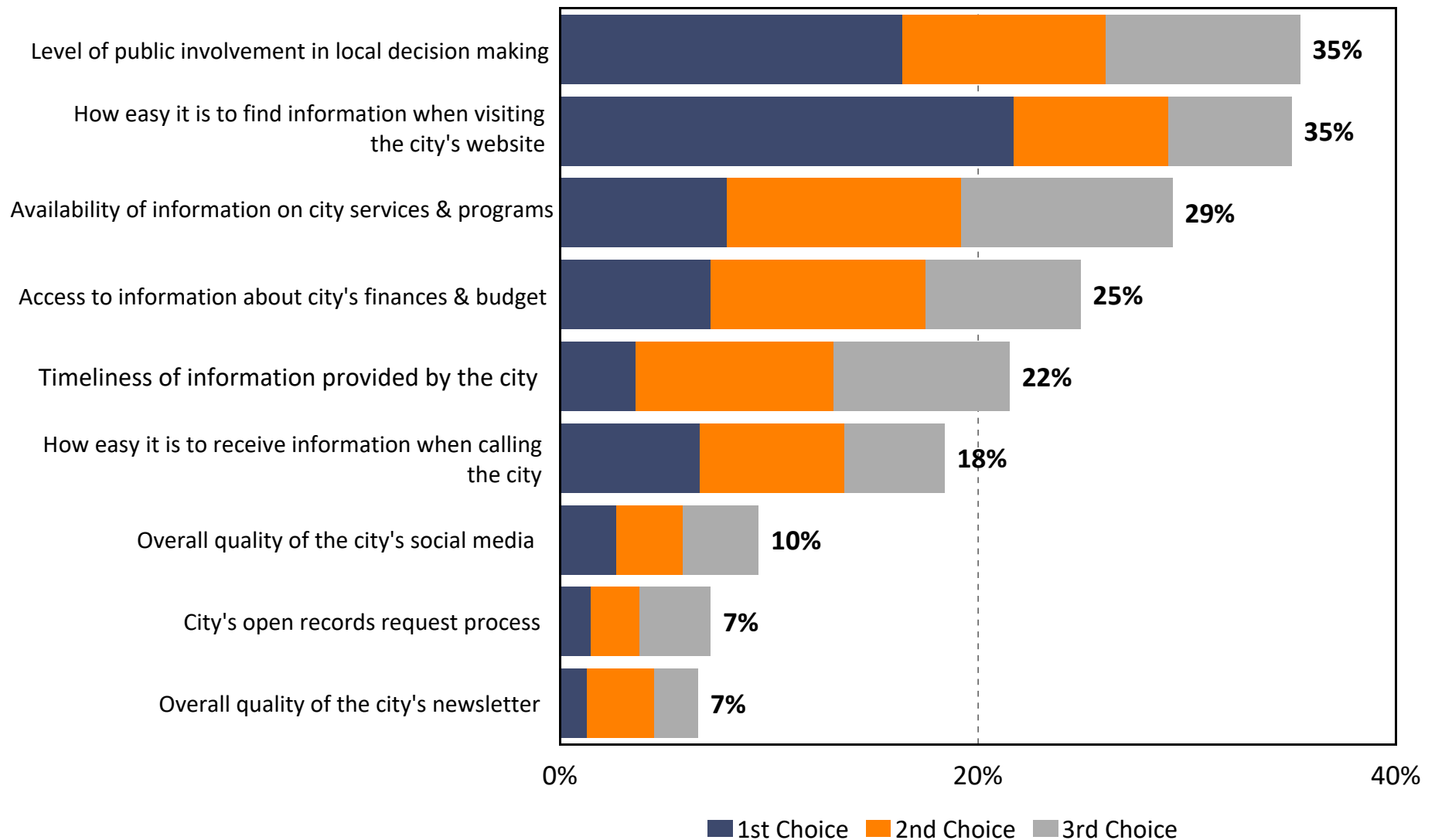
Q9. Satisfaction with the City's Communication

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



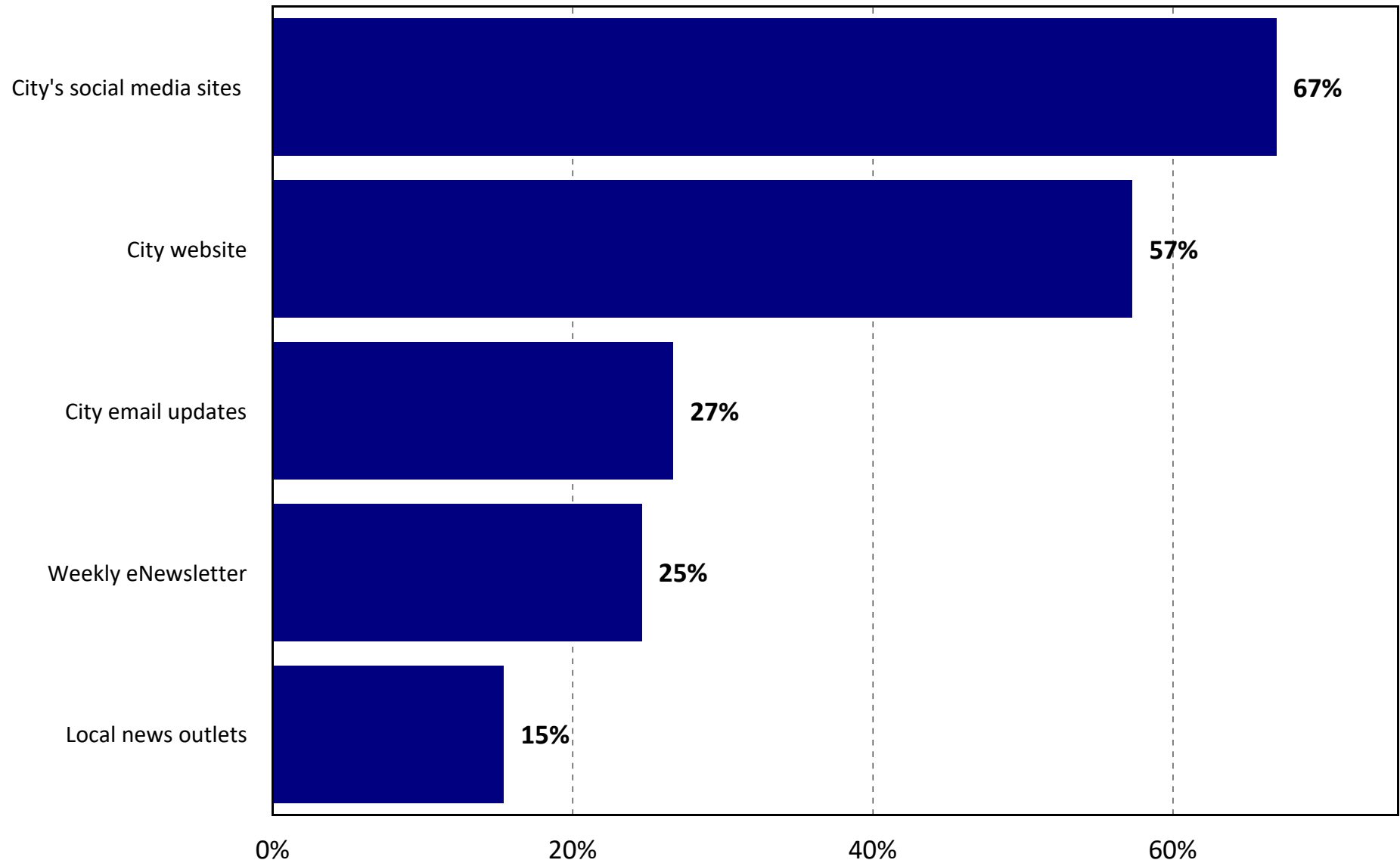
Q10. Communication Services That Are Most Important for the City to Focus on Over the Next Year

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



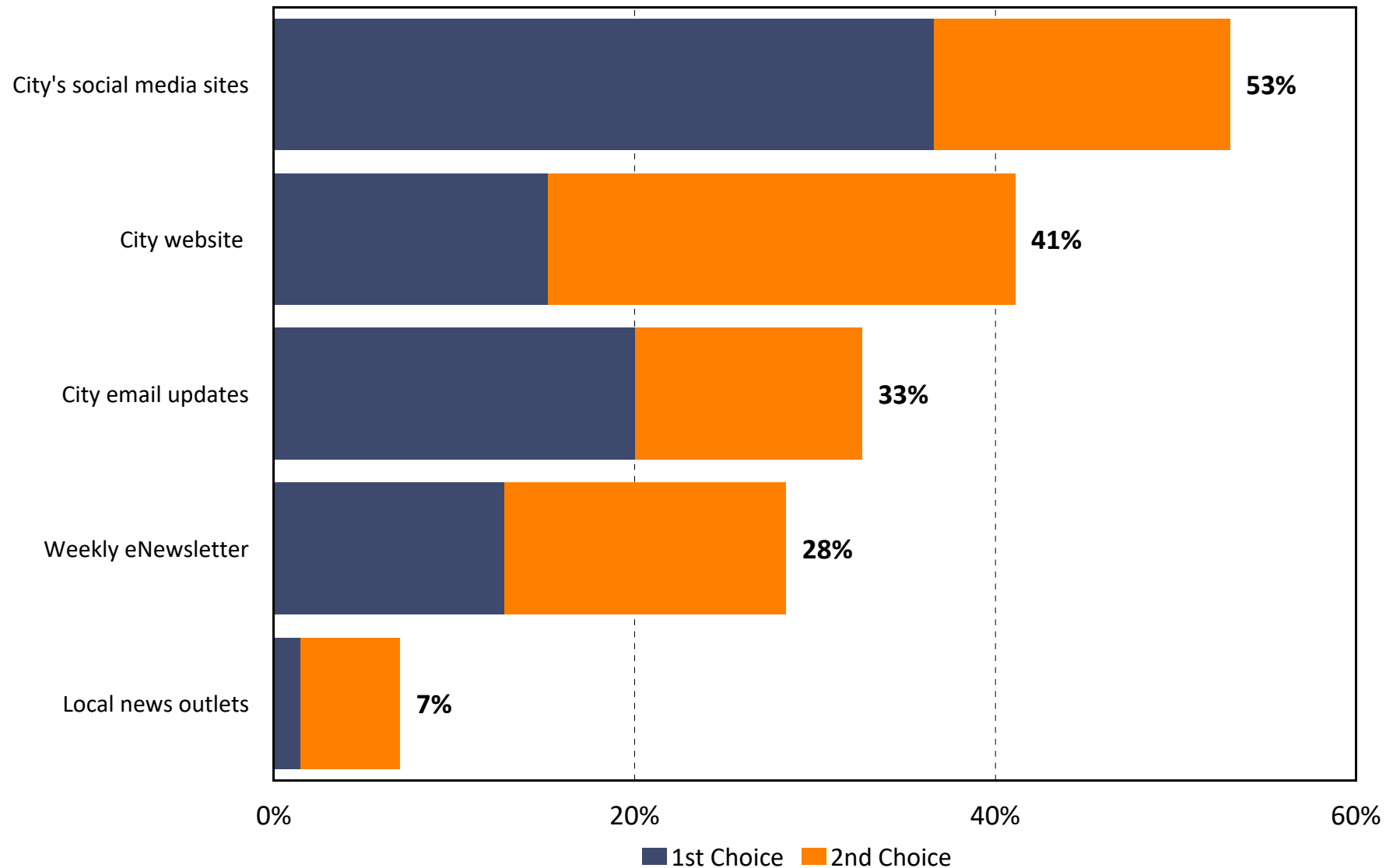
Q11. Where do you currently get news and information about the City of Burleson?

by percentage of respondents (multiple selections could be made)



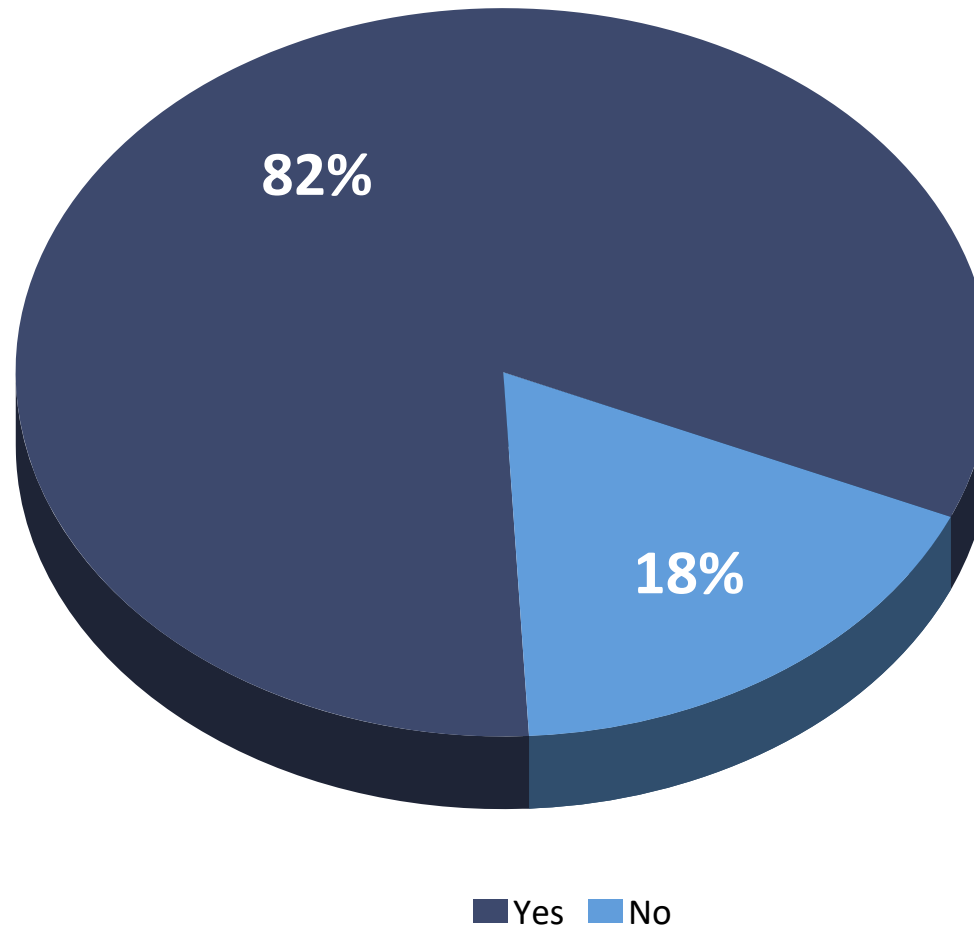
Q12. From which TWO sources would you prefer to get information from the City?

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



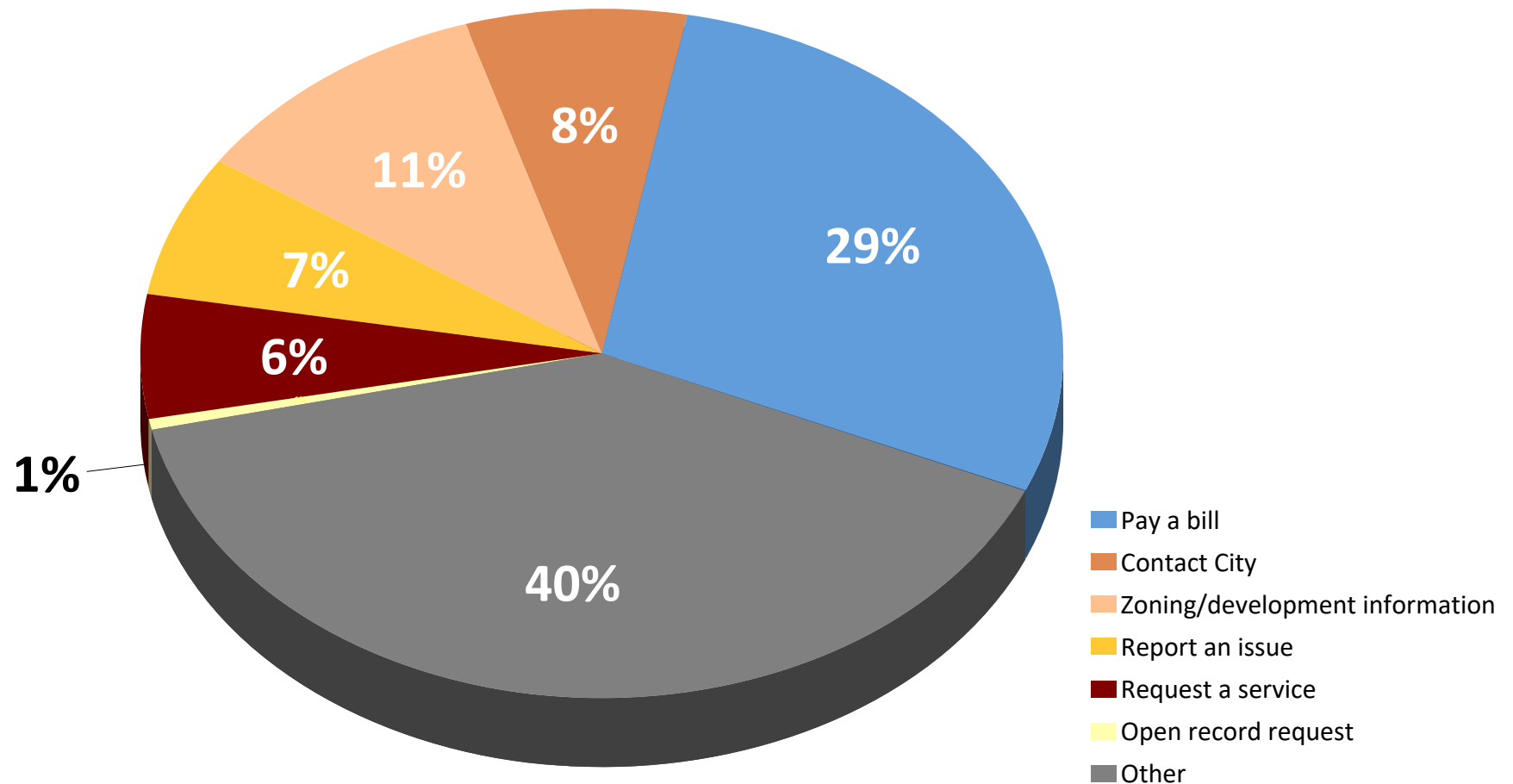
Q13. Have you visited the City's website during the past 6 months?

by percentage of respondents (excluding "not provided")



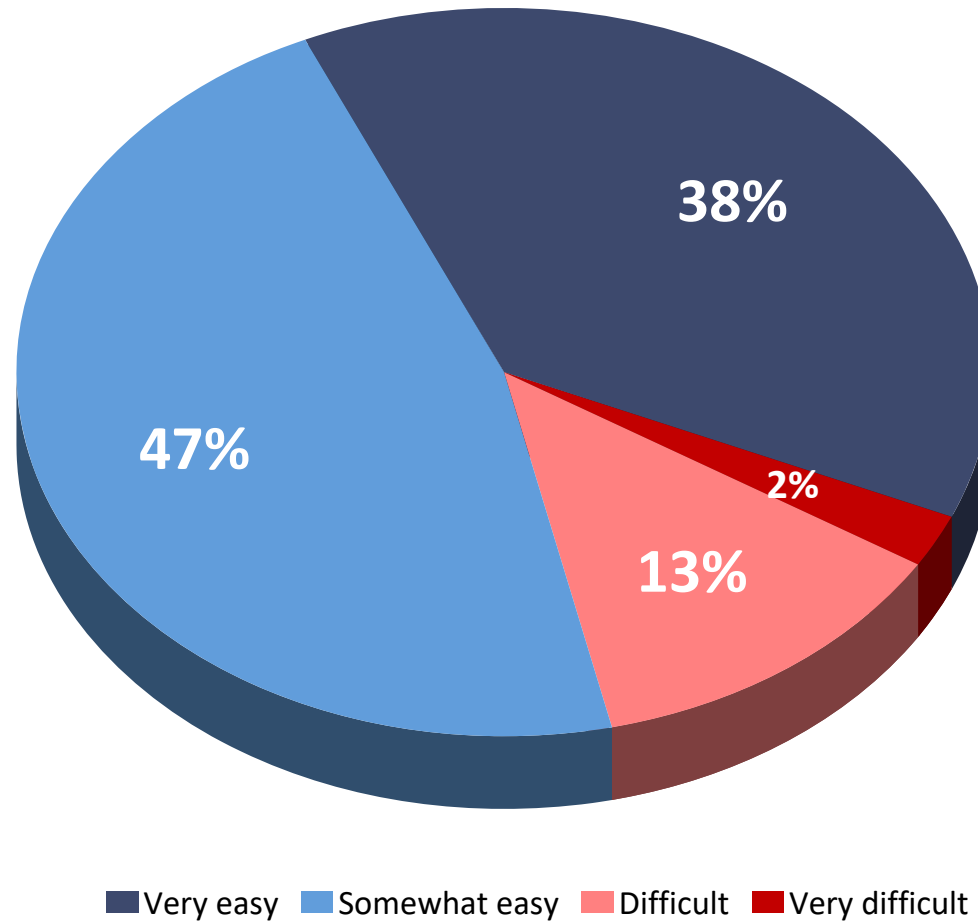
Q13a. What was the reason for your most recent visit to the City's website?

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



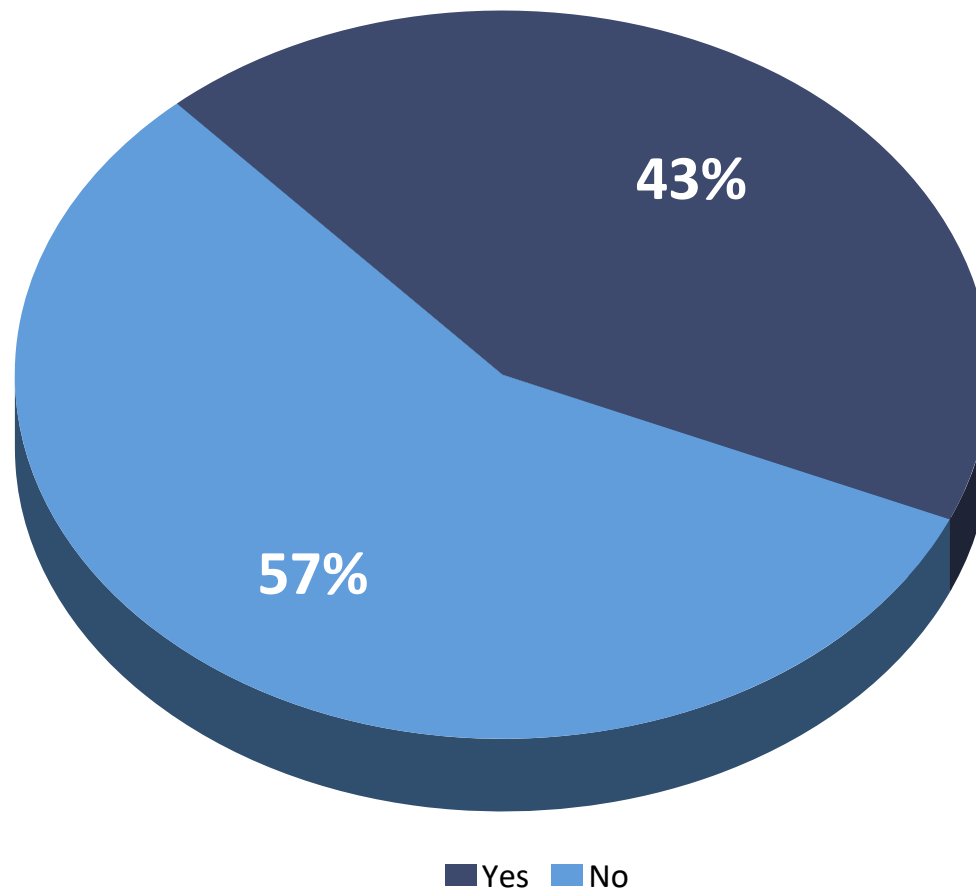
Q13b. How easy was it to find the information you needed on the City's website?

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



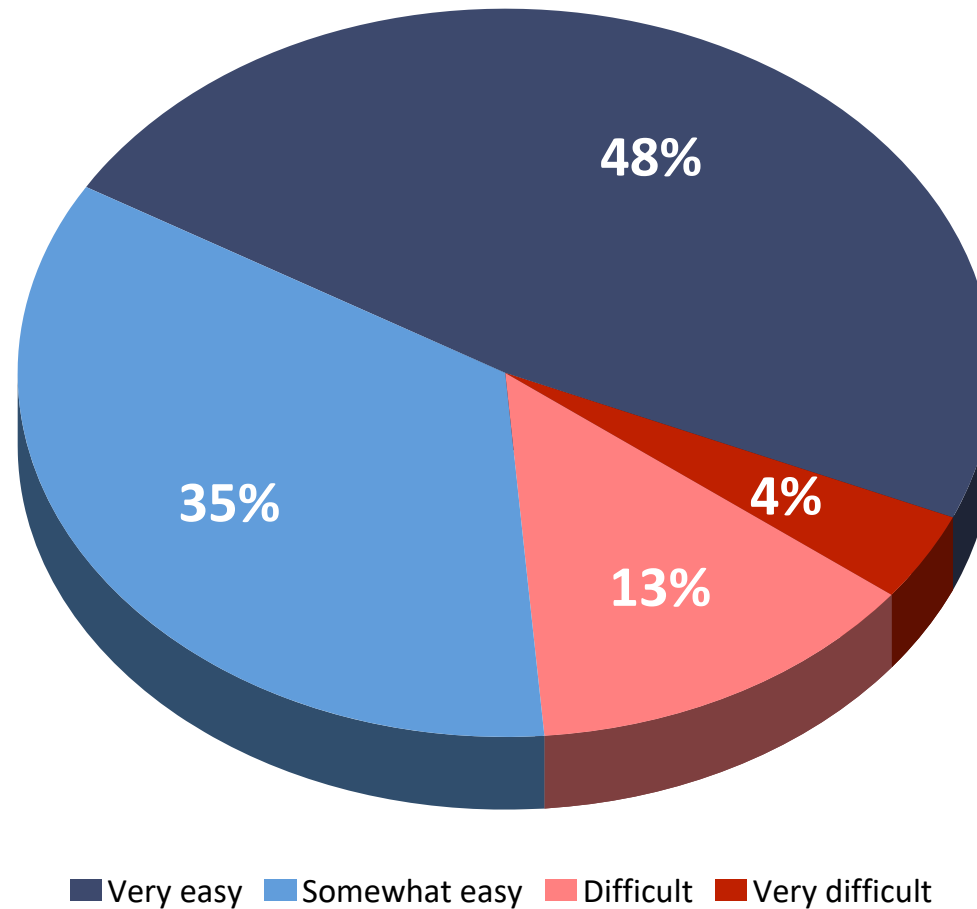
Q14. Have you contacted the City of Burleson with a question, problem complaint, or to request a service during the past year?

by percentage of respondents (excluding "not provided")



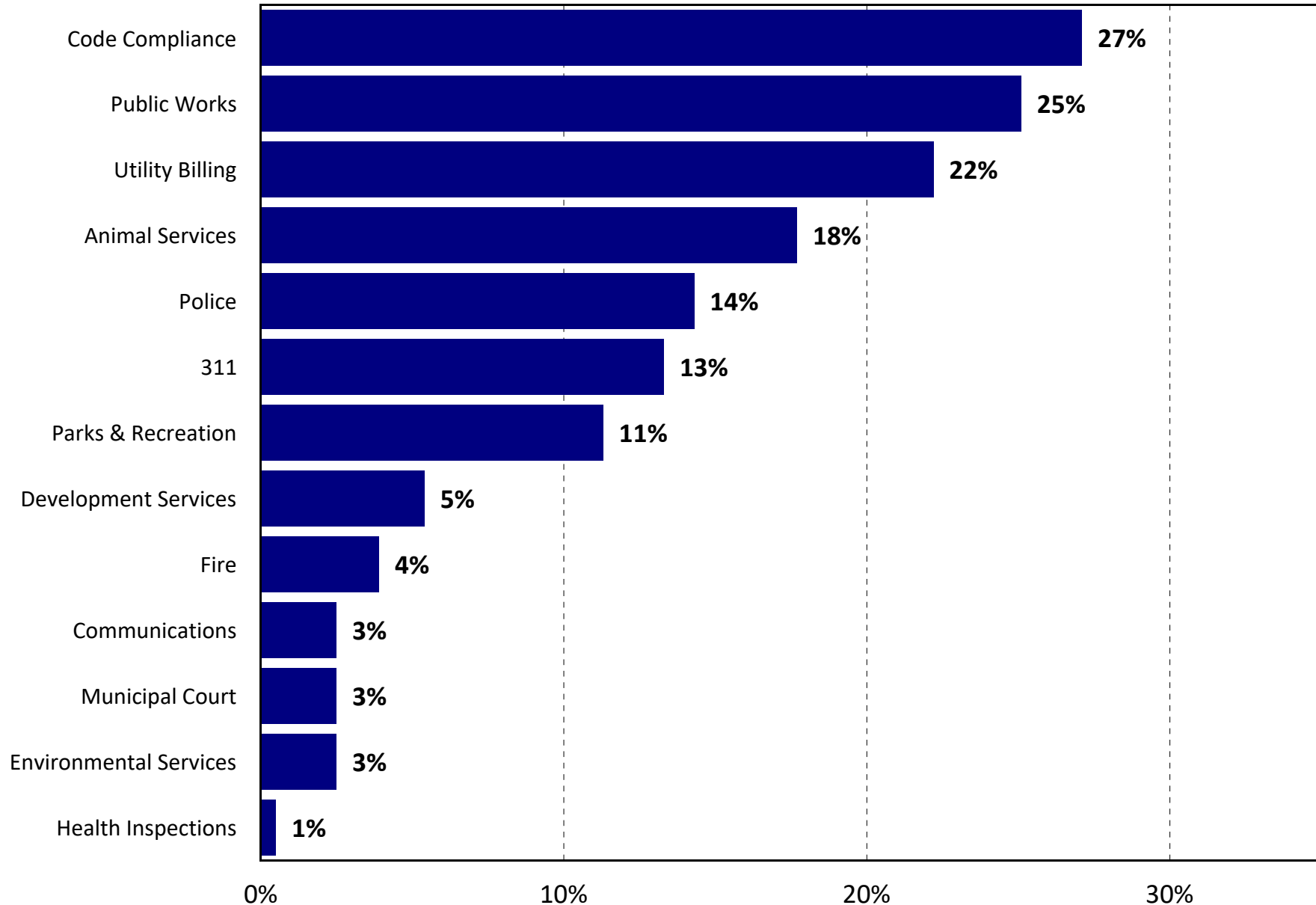
Q14a. How easy was it to contact the person you needed to reach?

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



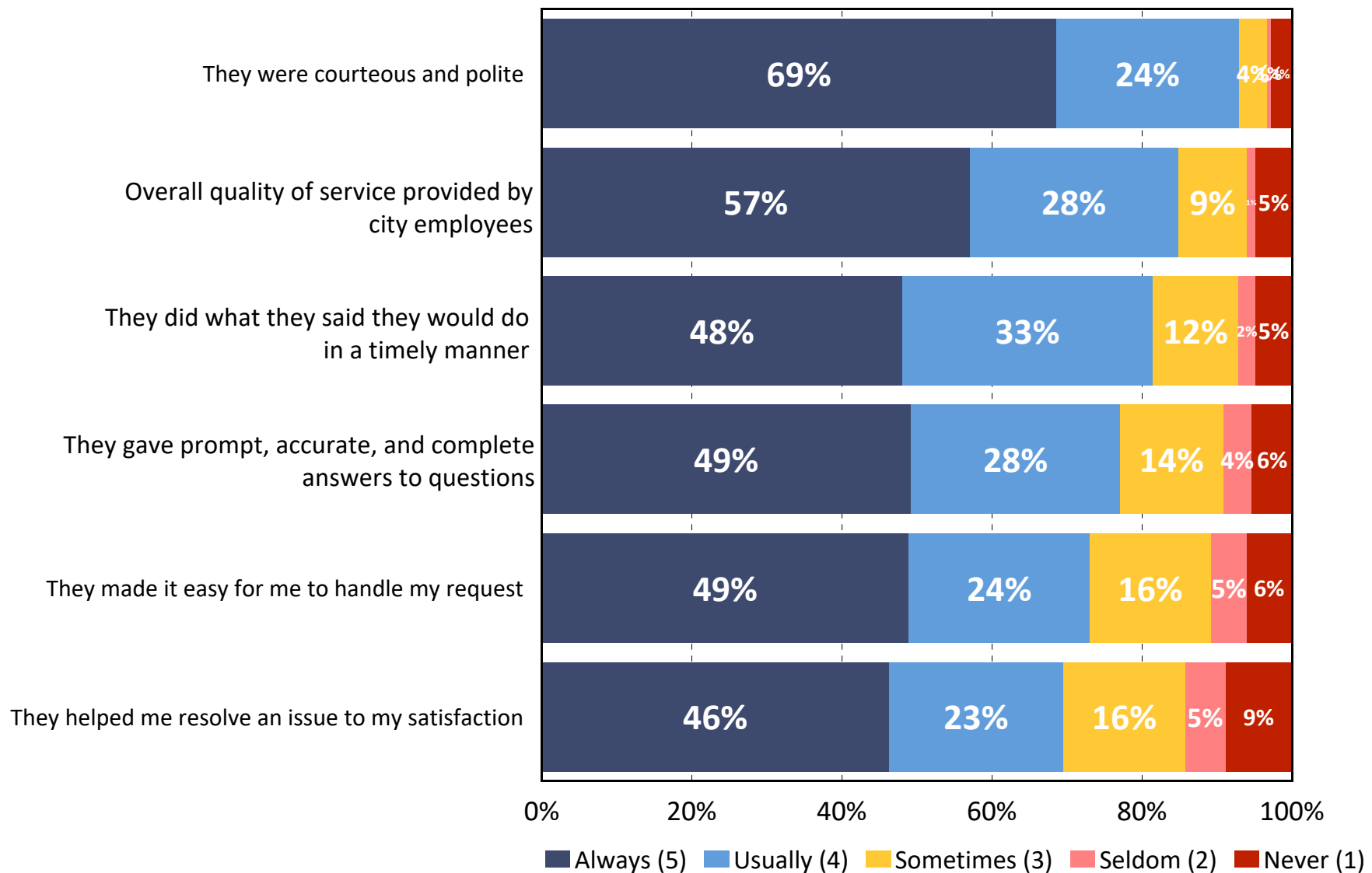
Q14b. What department did you contact?

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



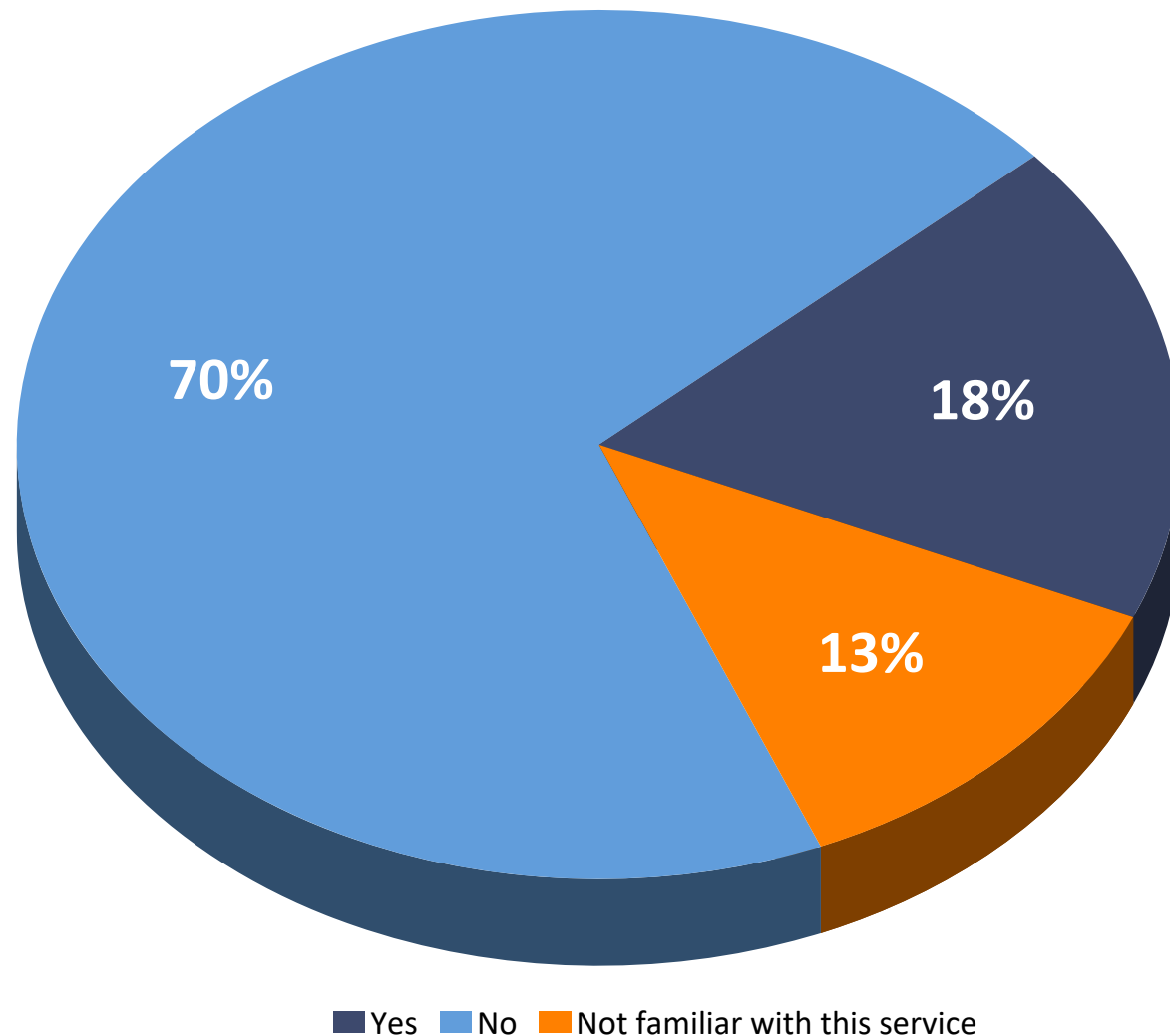
Q14c. Rate the frequency that the employees you contacted displayed the following:

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



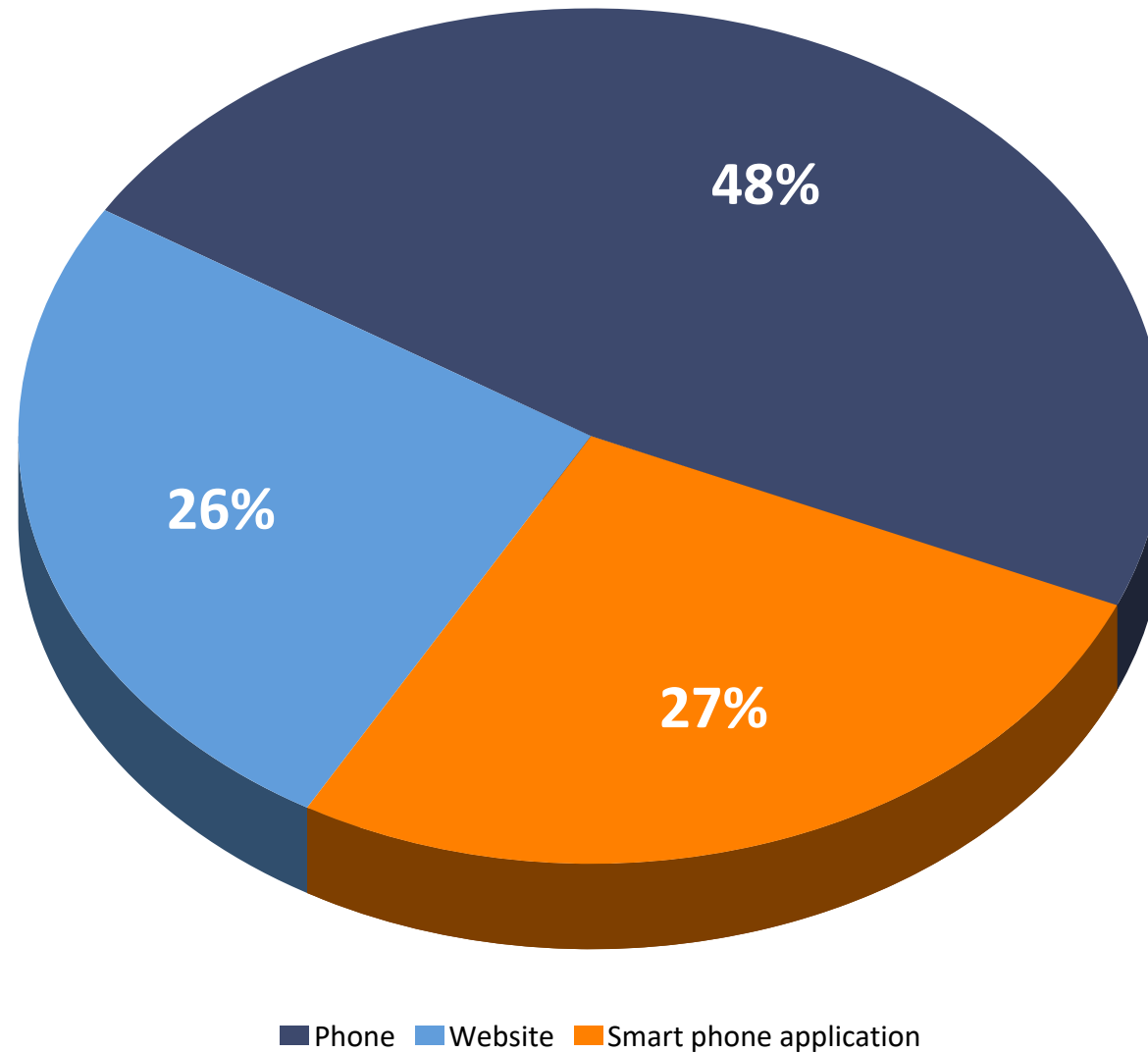
Q15. Have you contacted the City of Burleson 311 with a question, problem complaint, or to request a service during the past year?

by percentage of respondents (excluding “not provided”)



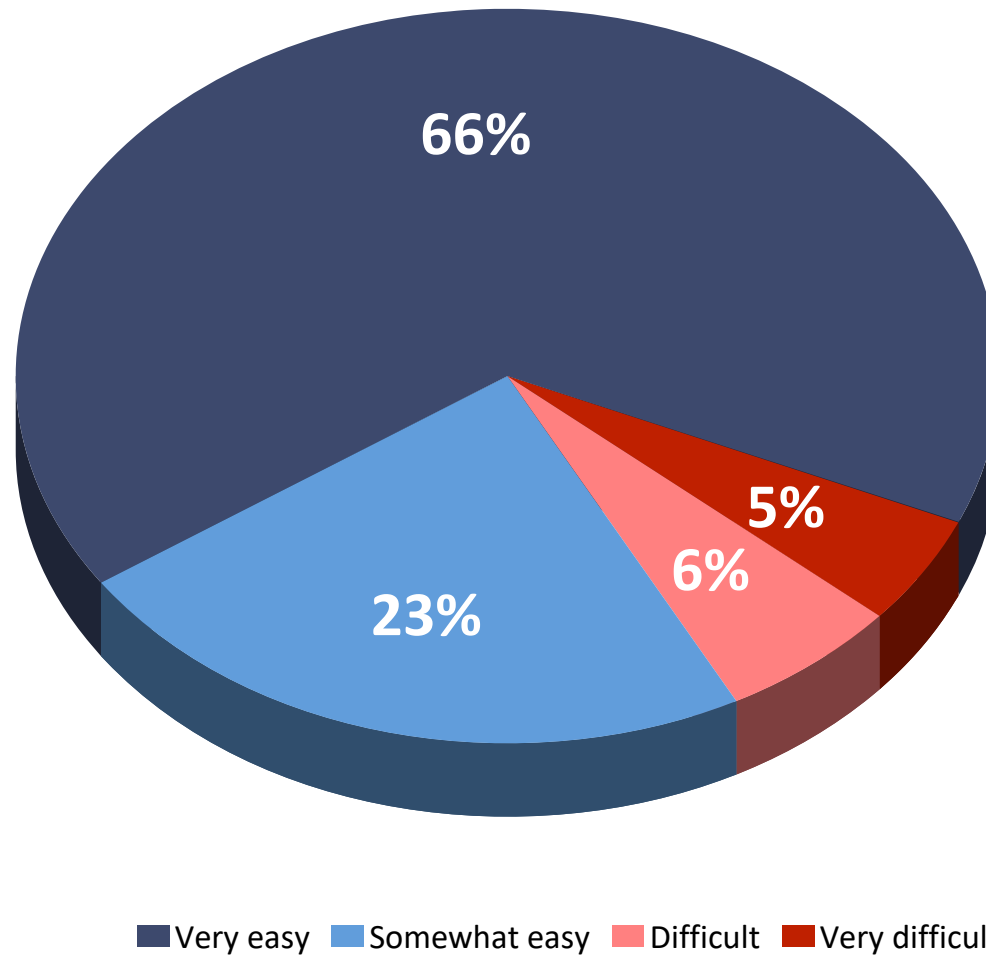
Q15a. How did you contact 311?

by percentage of respondents who contacted the City's 311 during the past year (excluding "not provided")



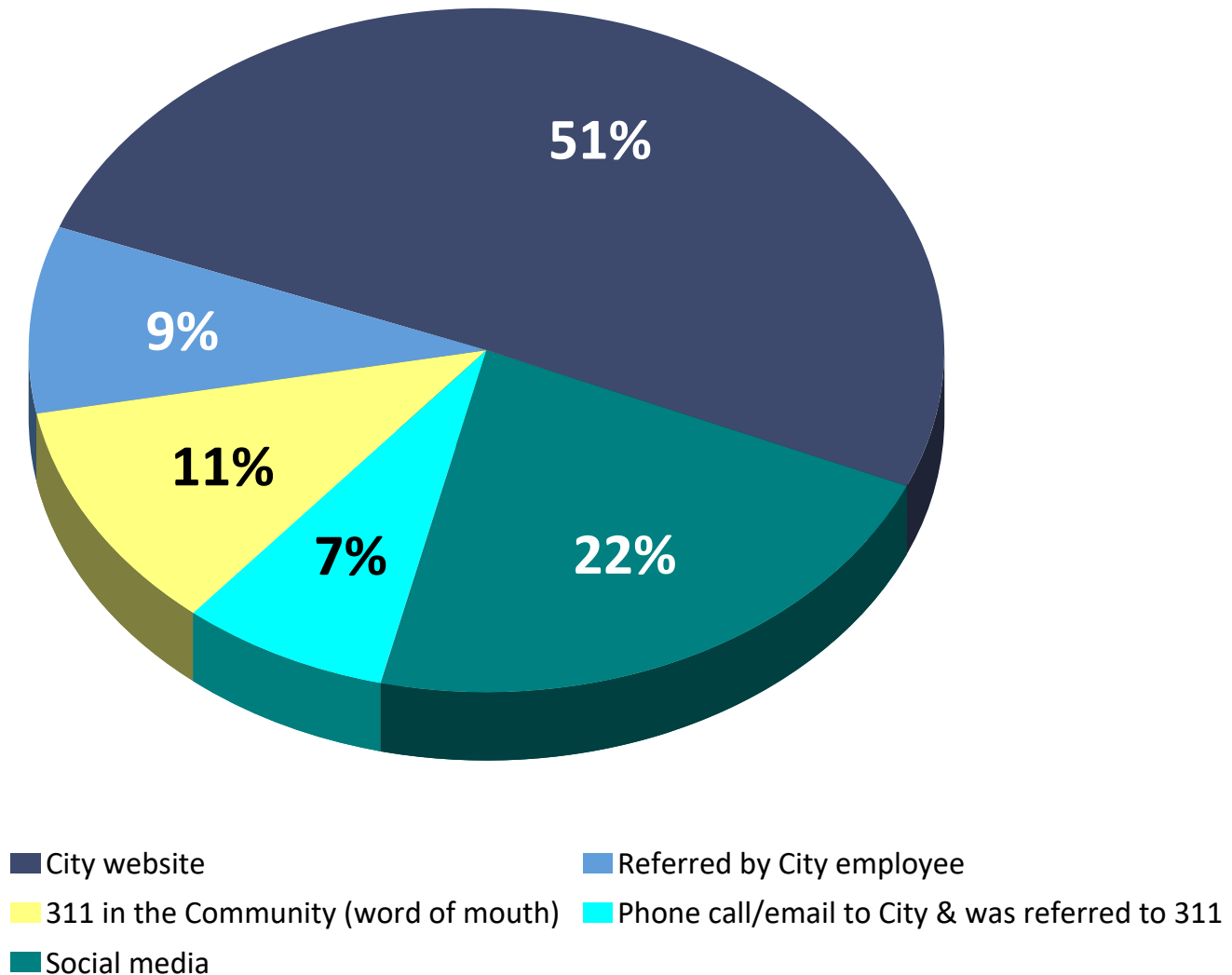
Q15b. How easy was it to contact 311?

by percentage of respondents who contacted the City's 311 during the past year (excluding "not provided")



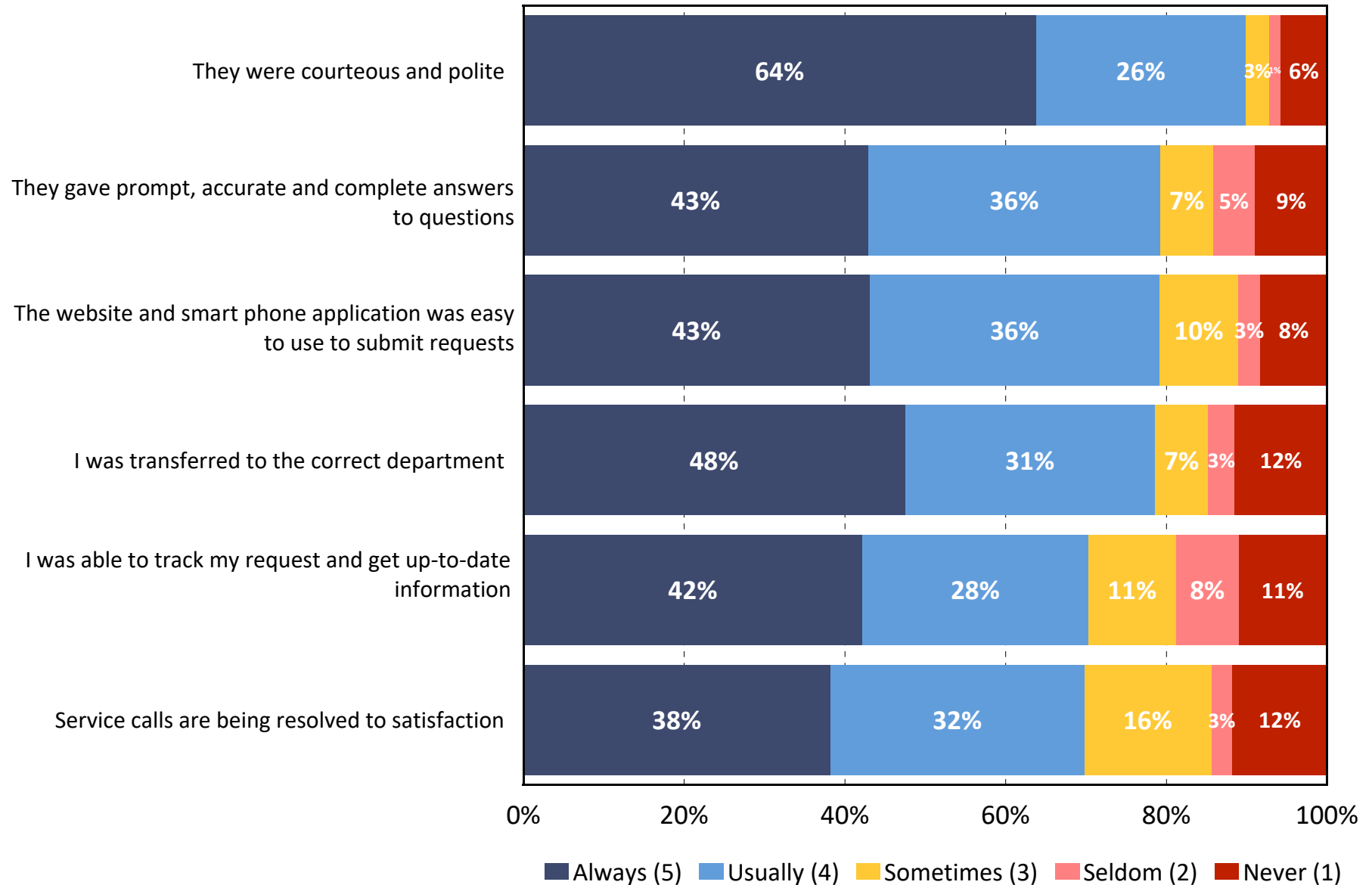
Q15c. How did you hear about the City of Burleson 311?

by percentage of respondents who contacted the City's 311 during the past year (excluding "not provided")



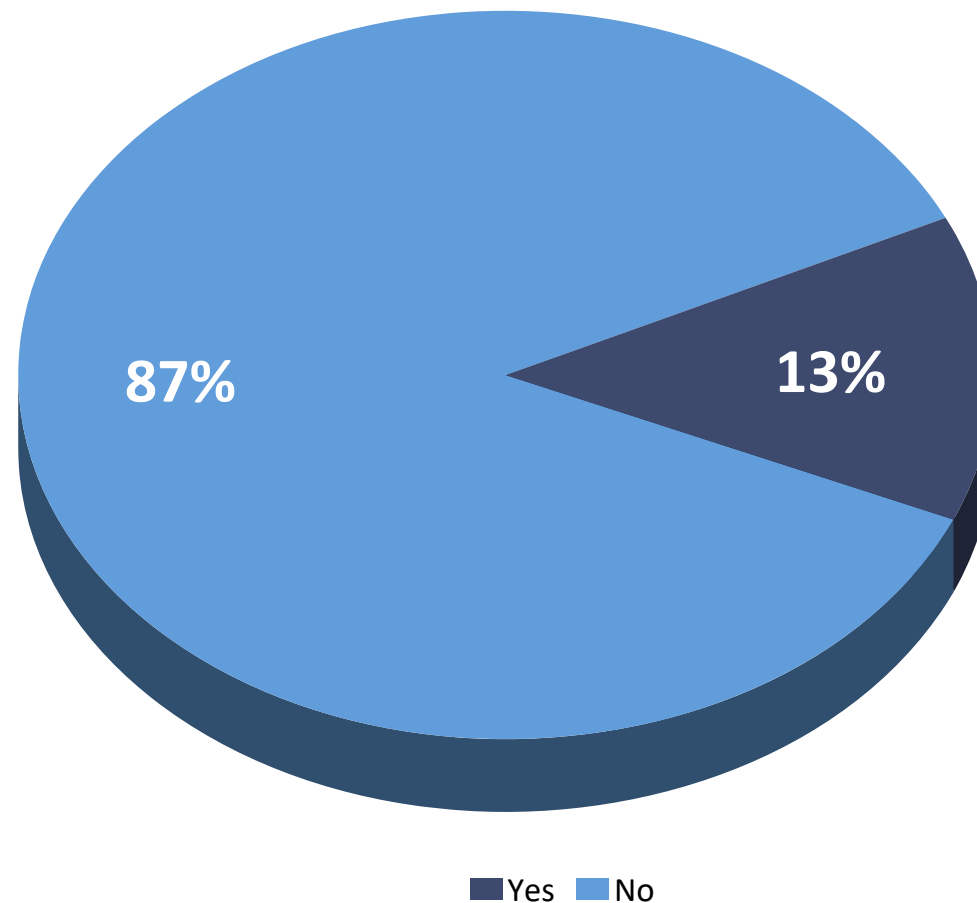
Q15d. Rate your experience with 311 in the past year:

by percentage of respondents who contacted the City's 311 during the past year and rated the item as a 1 to 5 on a 5-point scale
(excluding "don't know")



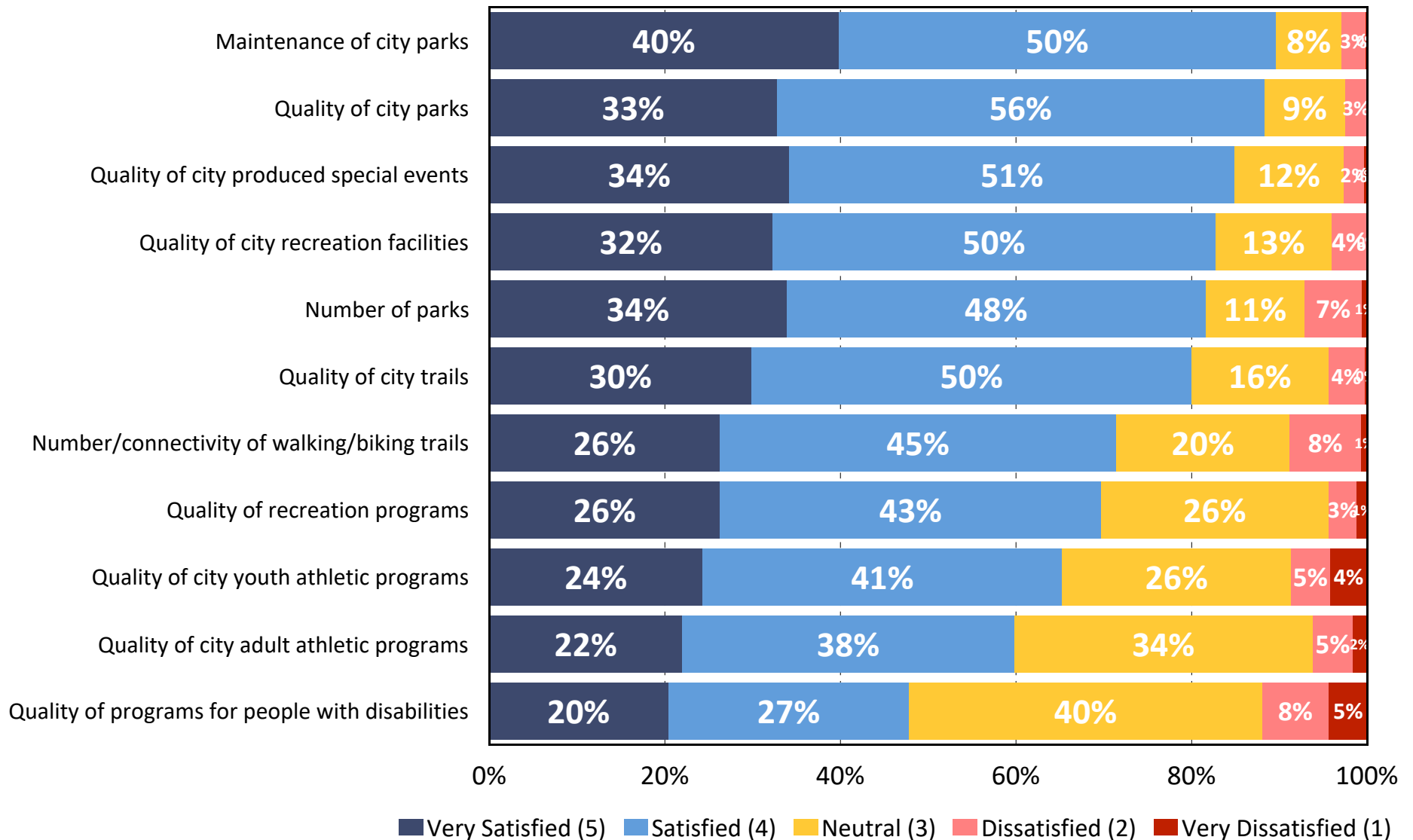
Q16. Do you ever watch the city's online broadcast of City Council or Planning & Zoning Commission meetings?

by percentage of respondents (excluding "not provided")



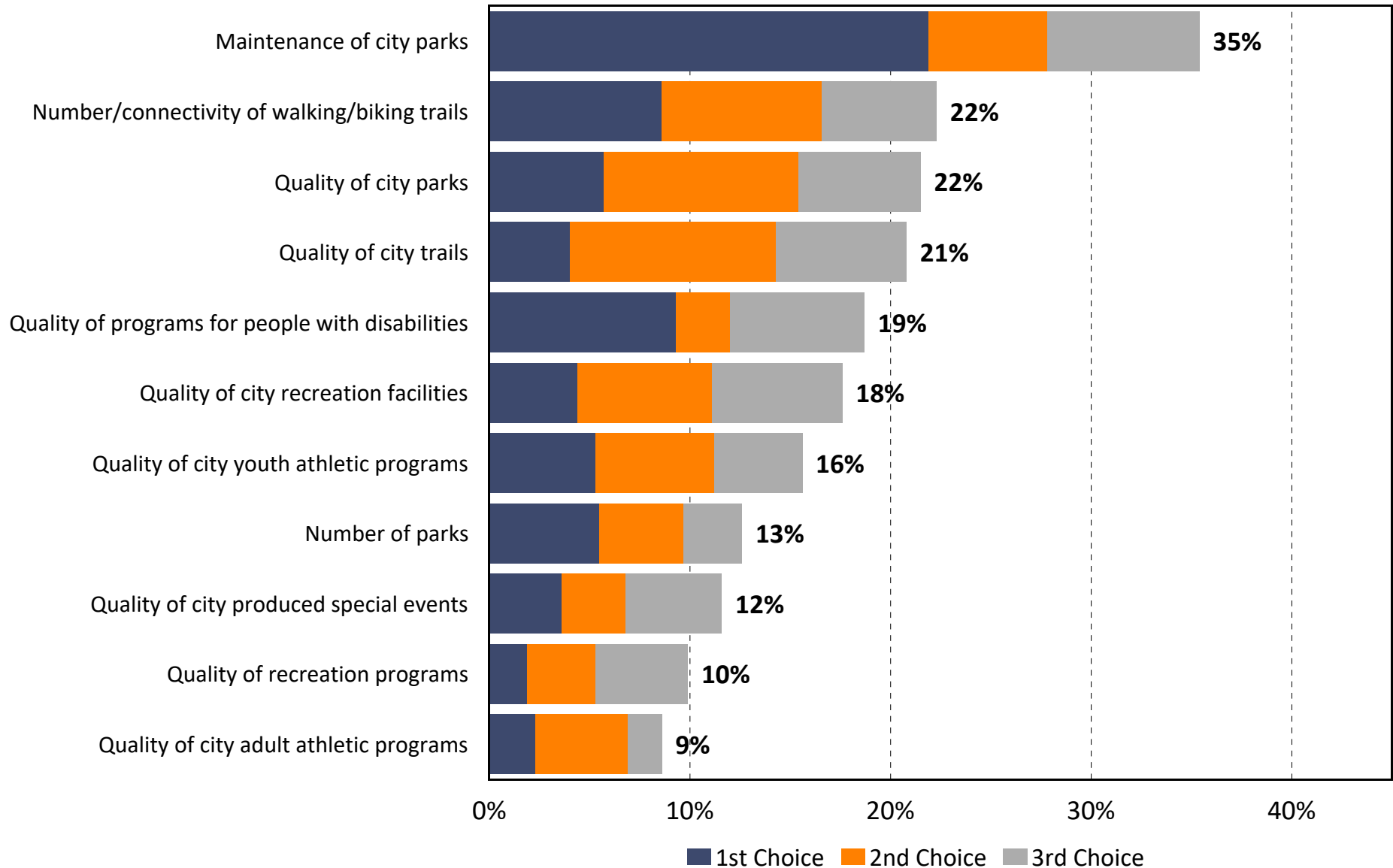
Q17. Satisfaction with the City's Parks and Recreation

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



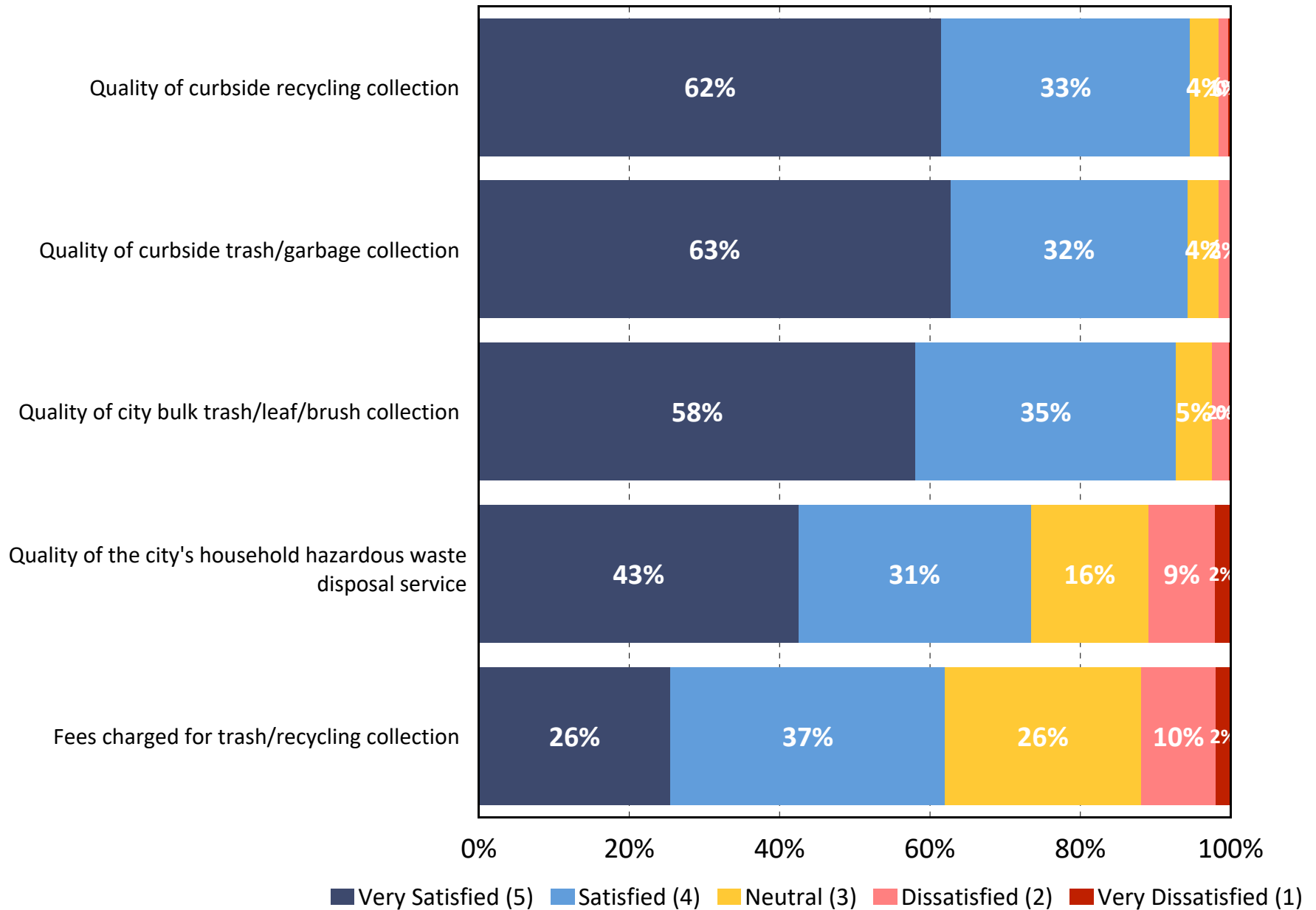
Q18. Parks and Recreation Services That Are Most Important for the City to Focus on Over the Next Year

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



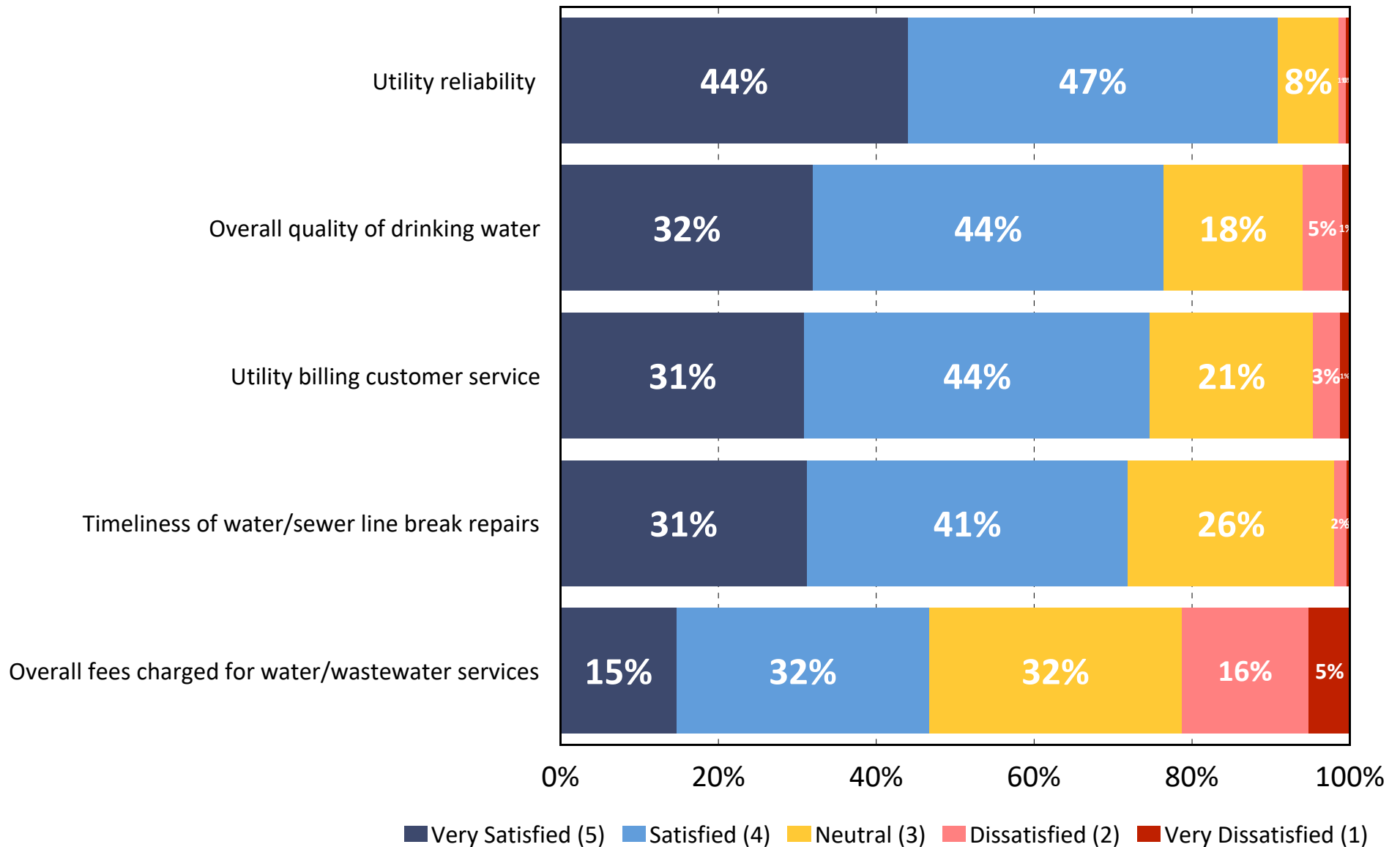
Q19. Satisfaction with the City's Refuse Collection

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



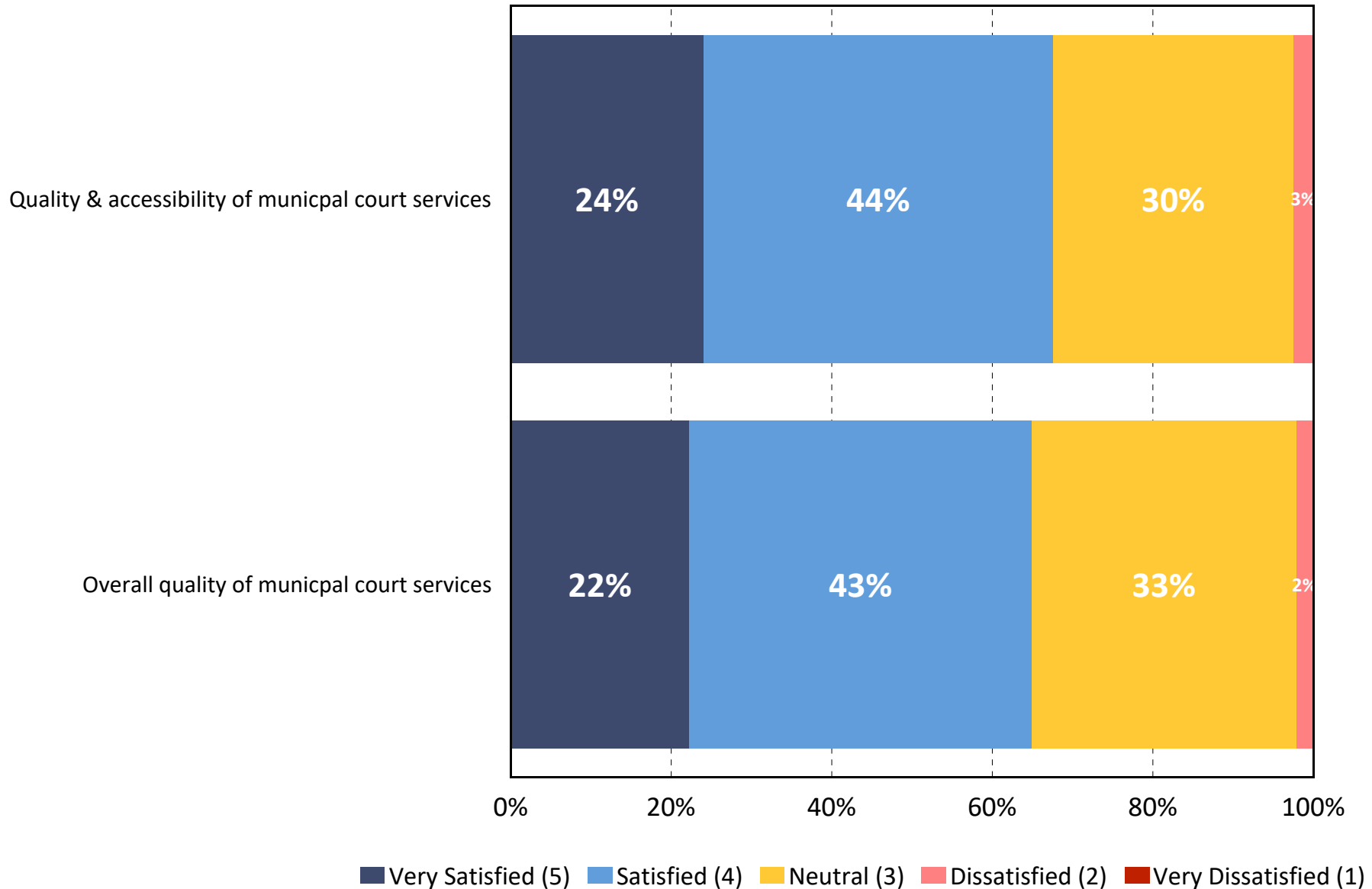
Q20. Satisfaction with City Utilities Services

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



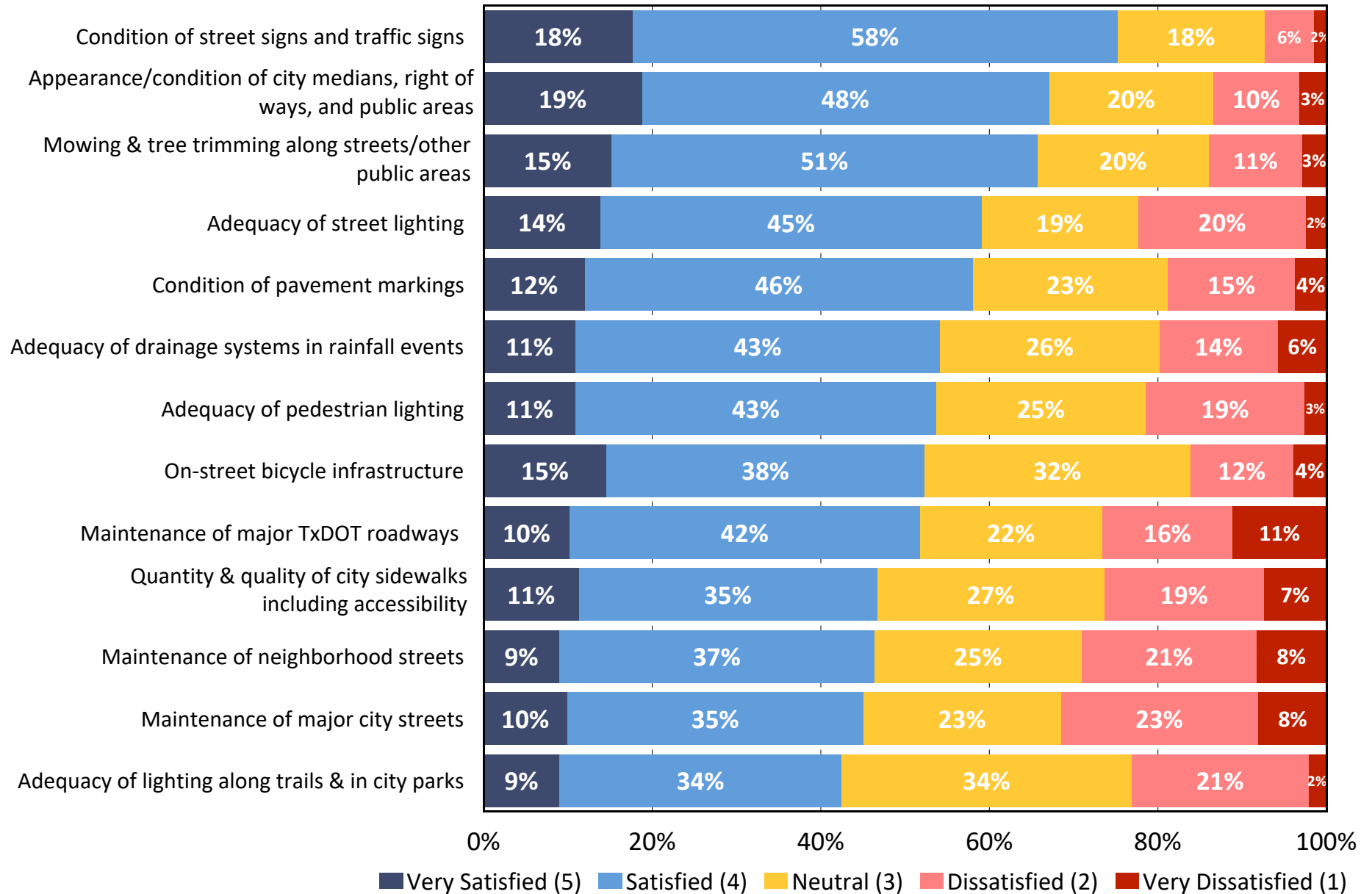
Q21. Satisfaction with the City's Court services

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



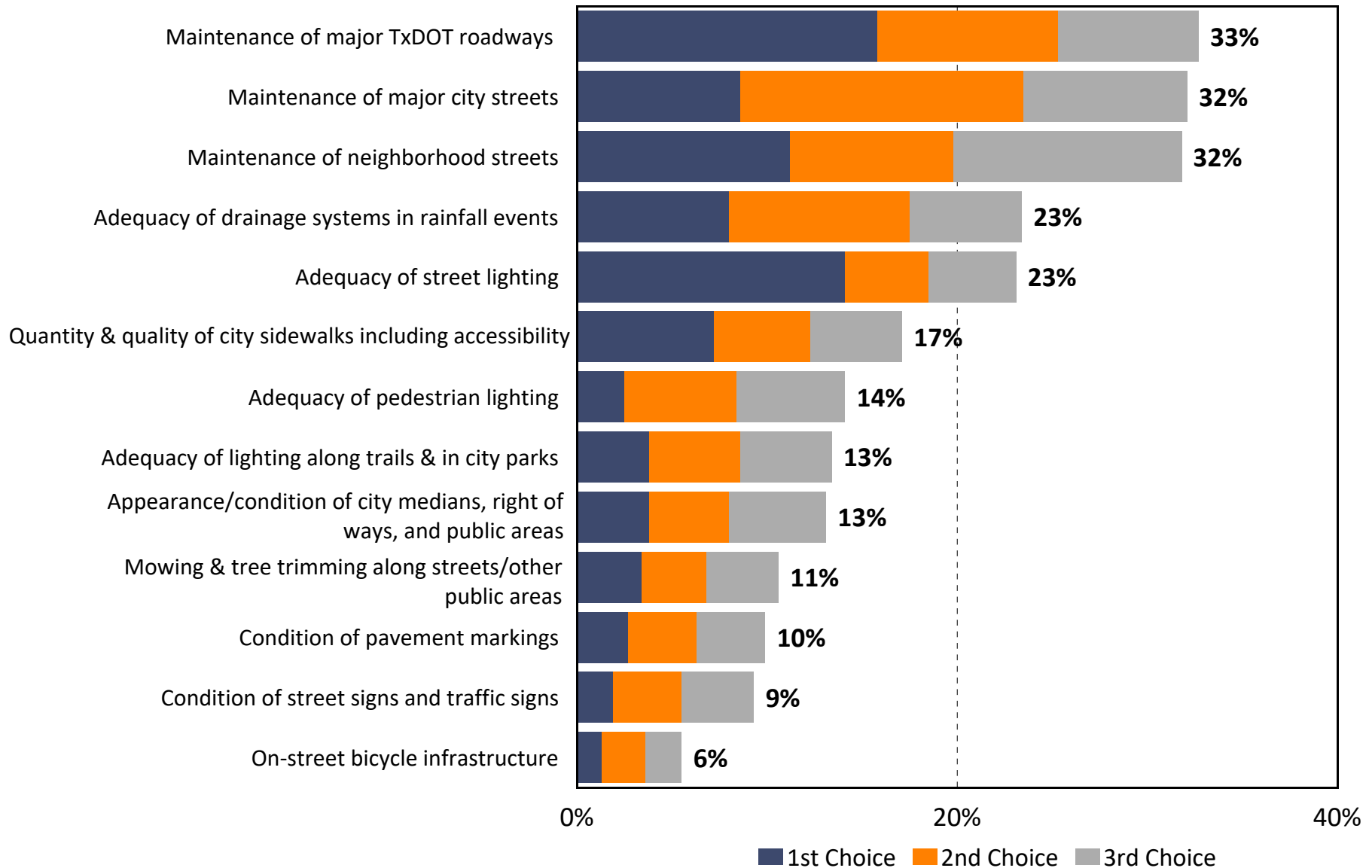
Q22. Satisfaction with City Infrastructure

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



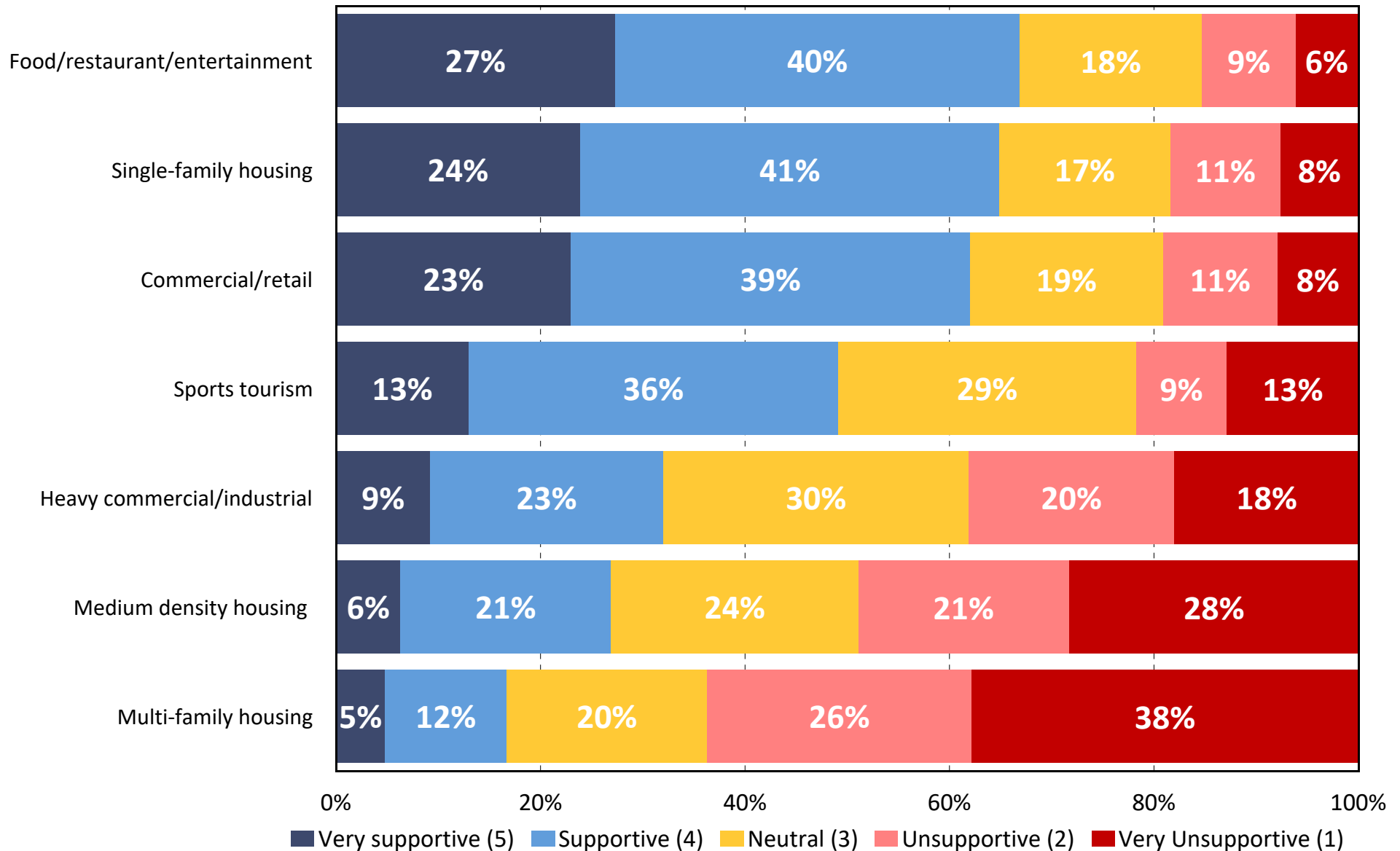
Q23. City Infrastructure Services That Are Most Important for the City to Focus on Over the Next Year

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



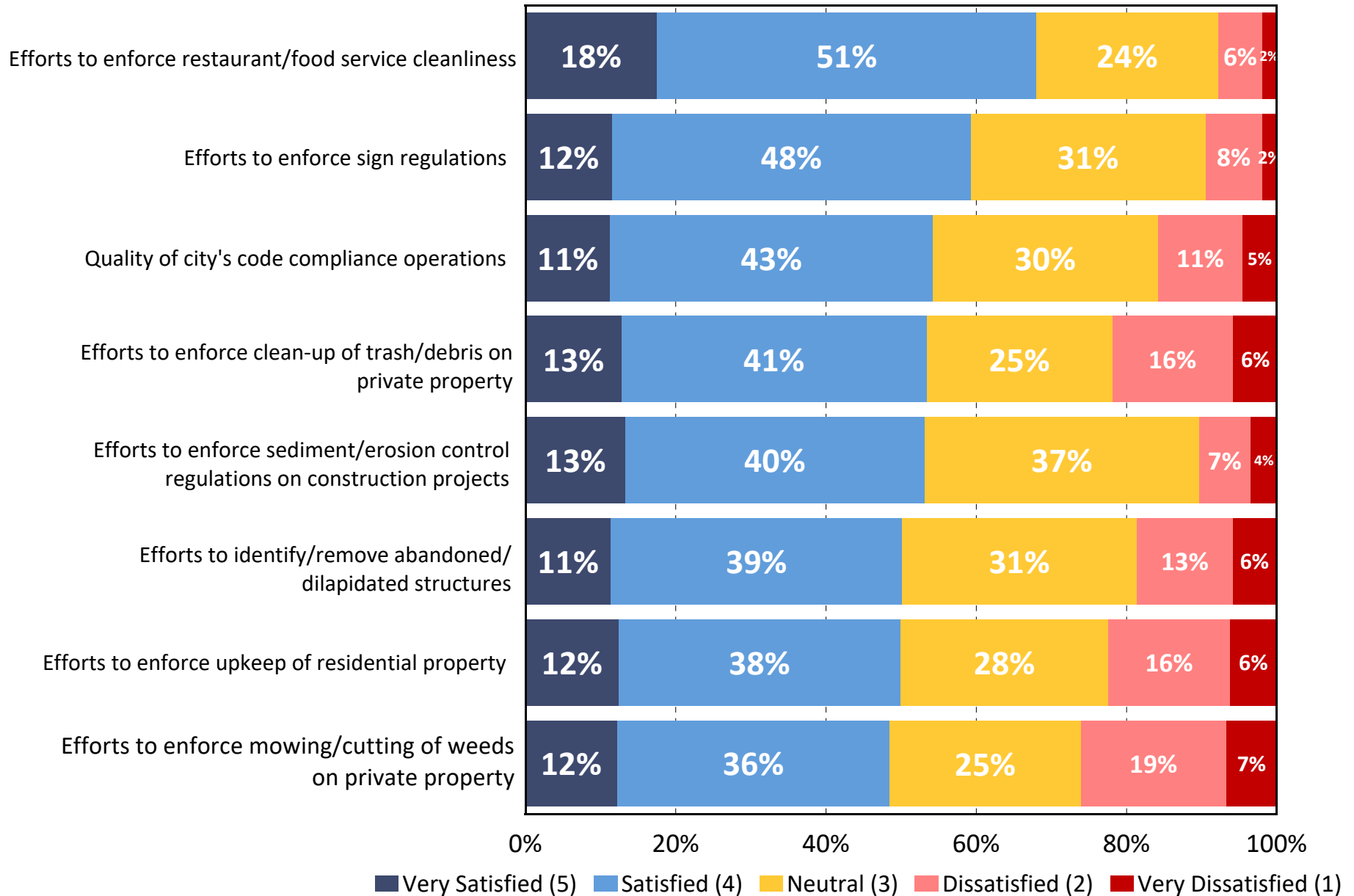
Q24. Support for Economic Development and Development Services

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



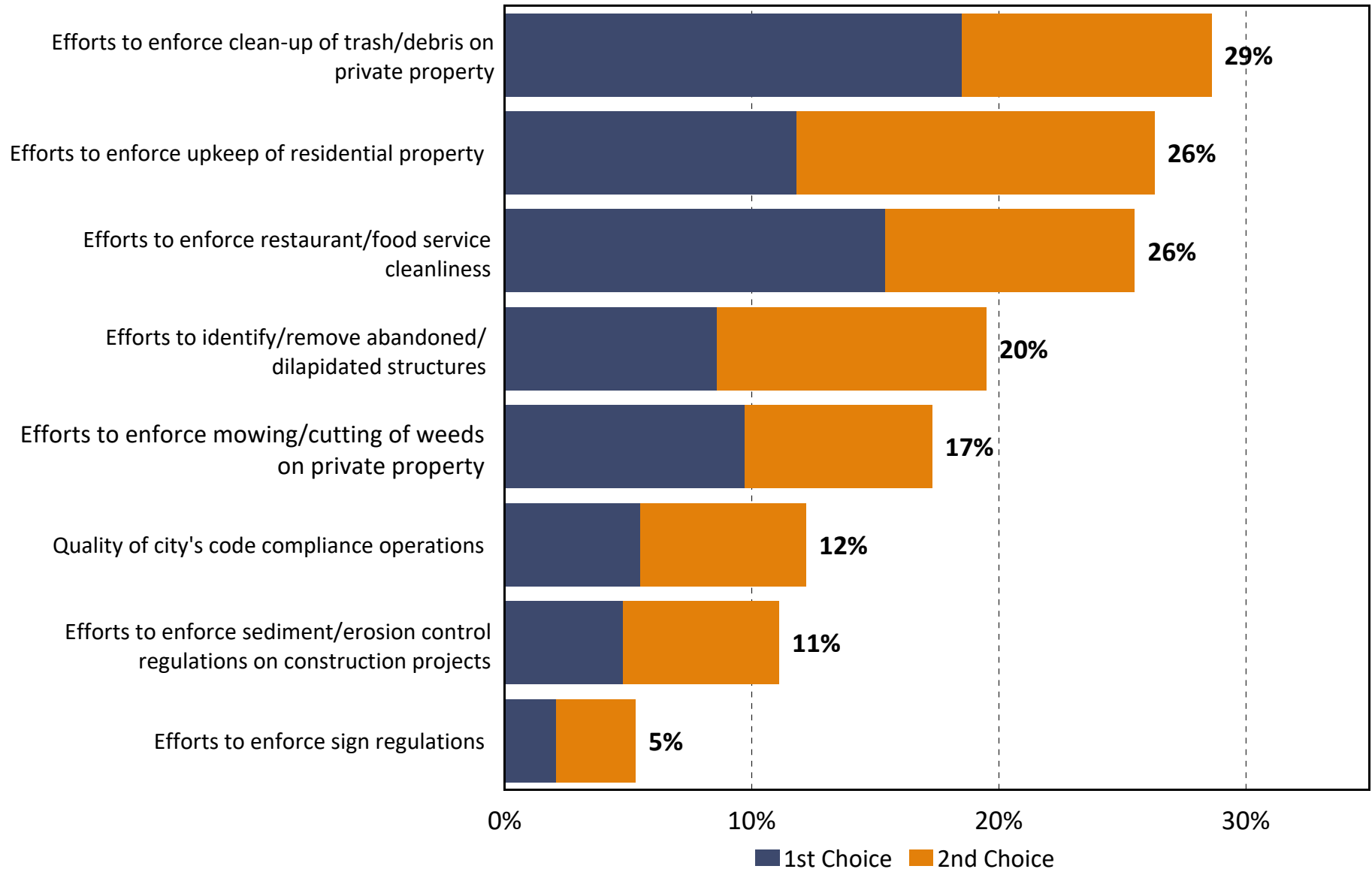
Q25. Satisfaction with City Codes

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



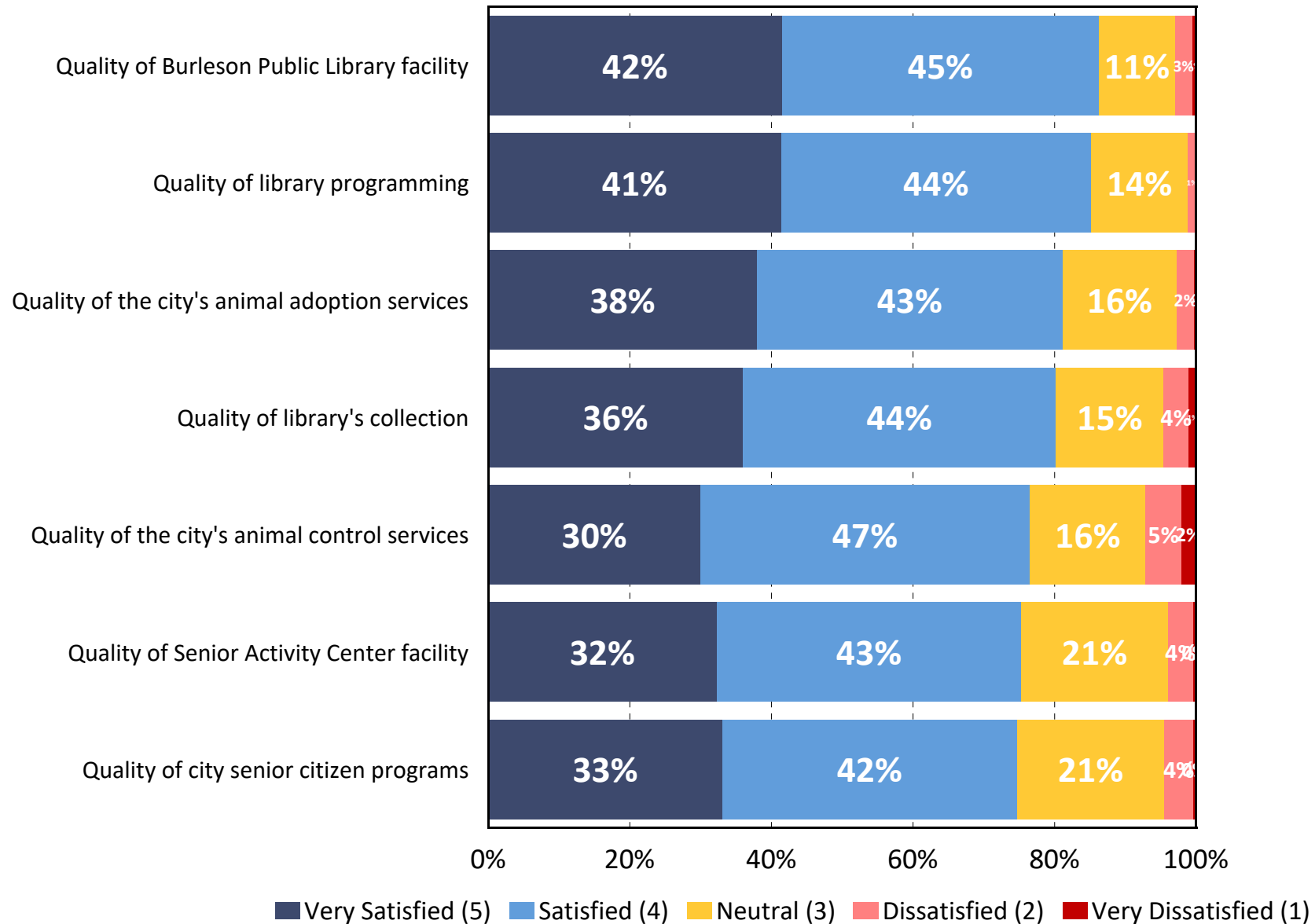
Q26. City Code Services That Are Most Important for the City to Focus on Over the Next Year

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



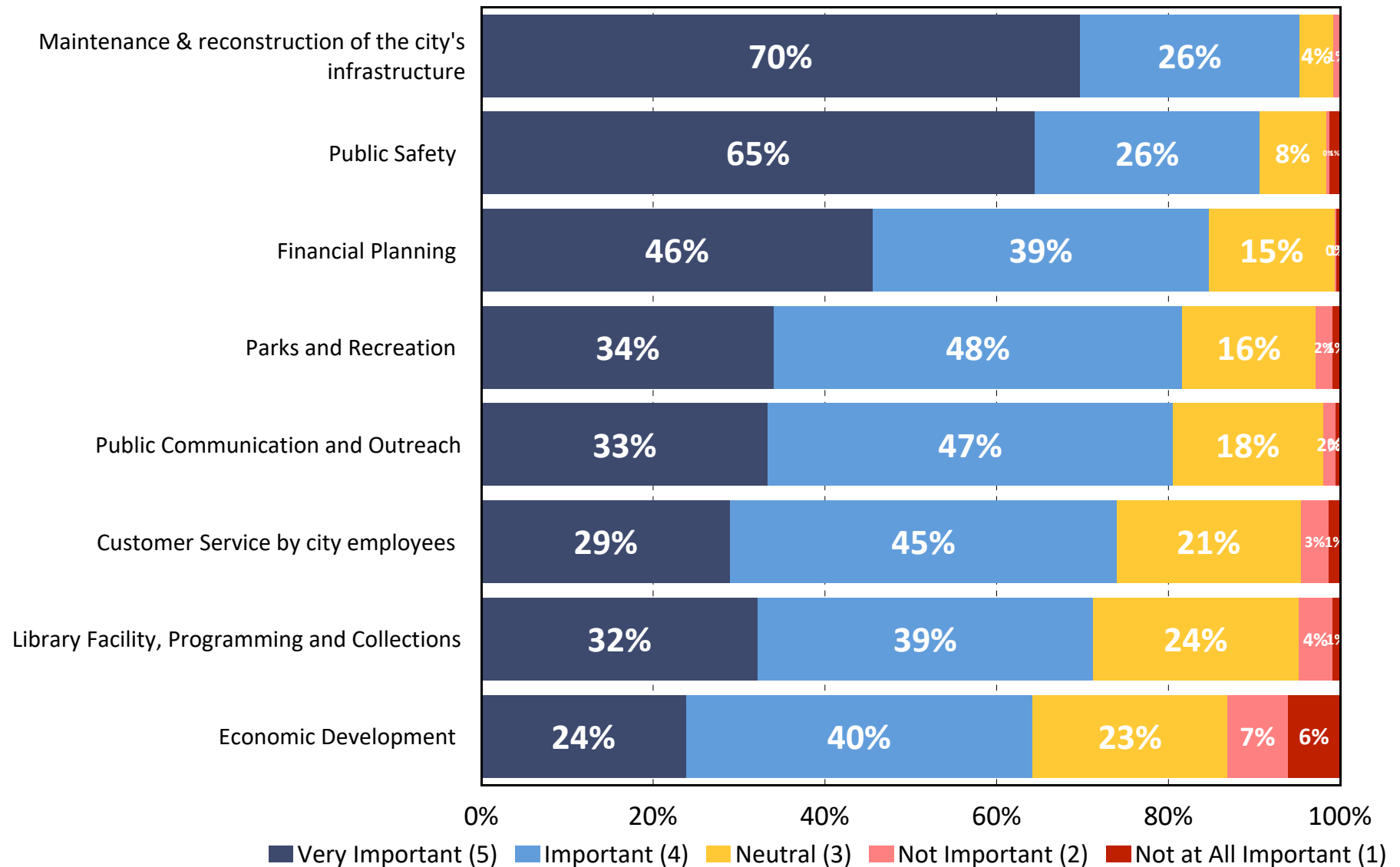
Q27. Satisfaction with Community Services

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



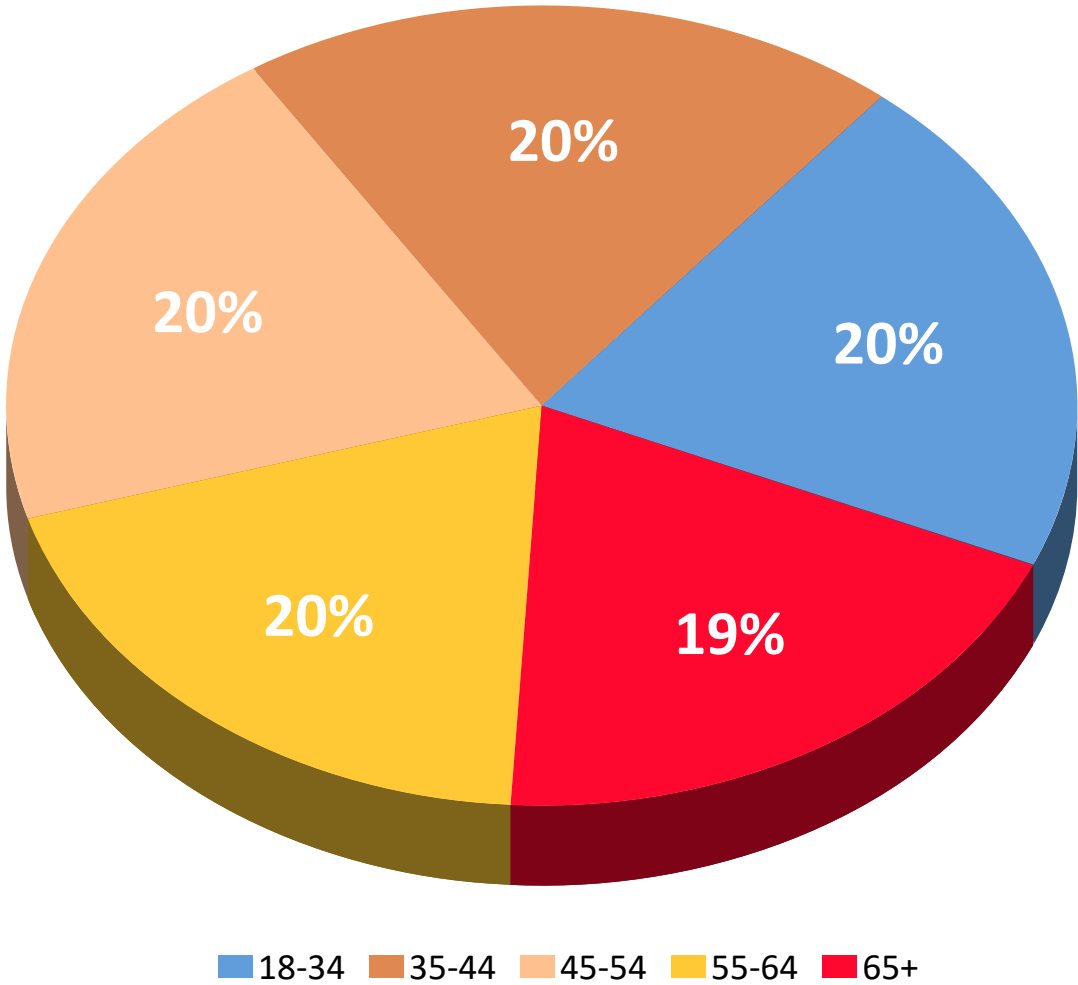
Q28. Importance of Funding the Following Areas with the City's Tax Dollars

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



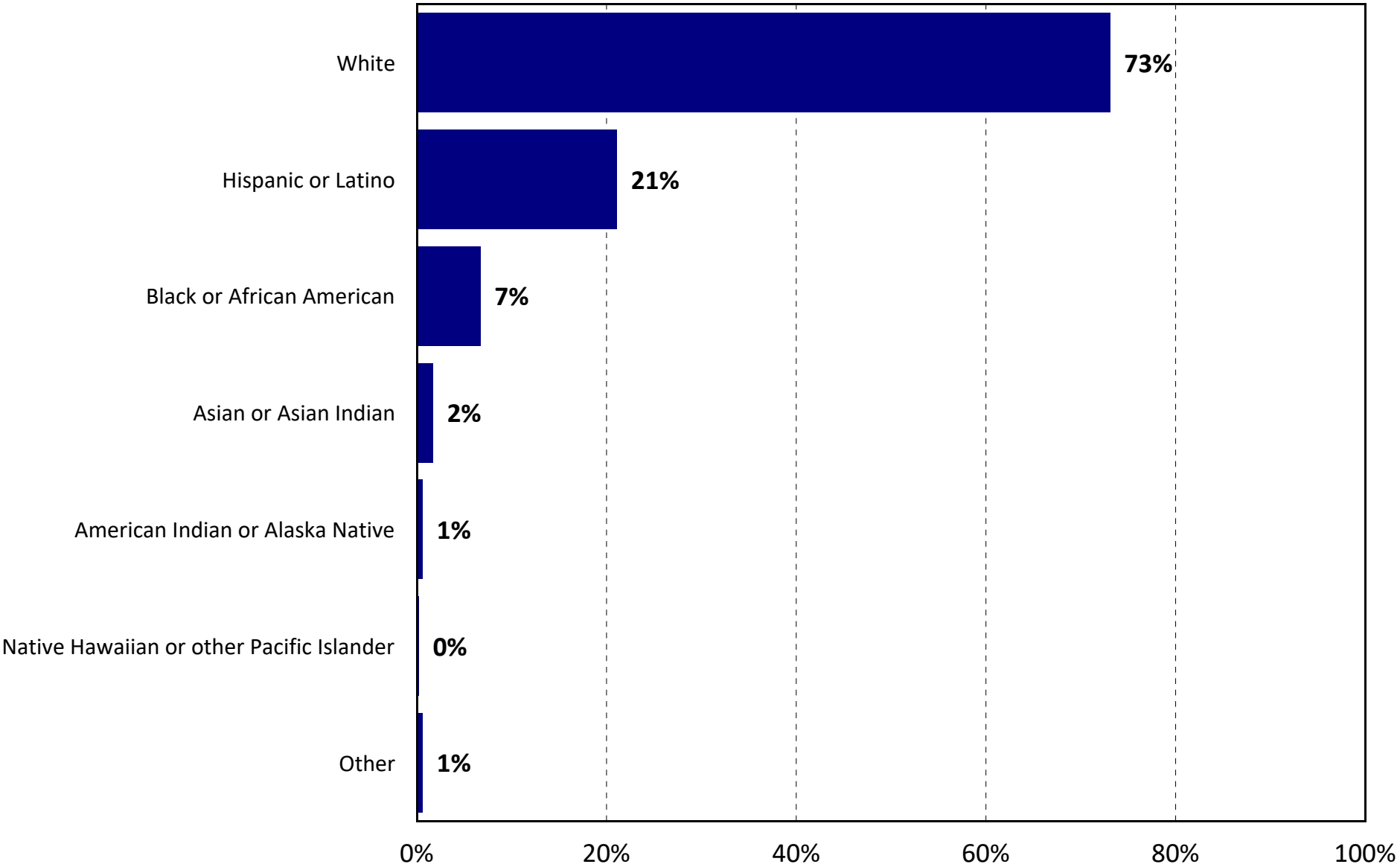
Q29. Demographics: Age

by percentage of respondents



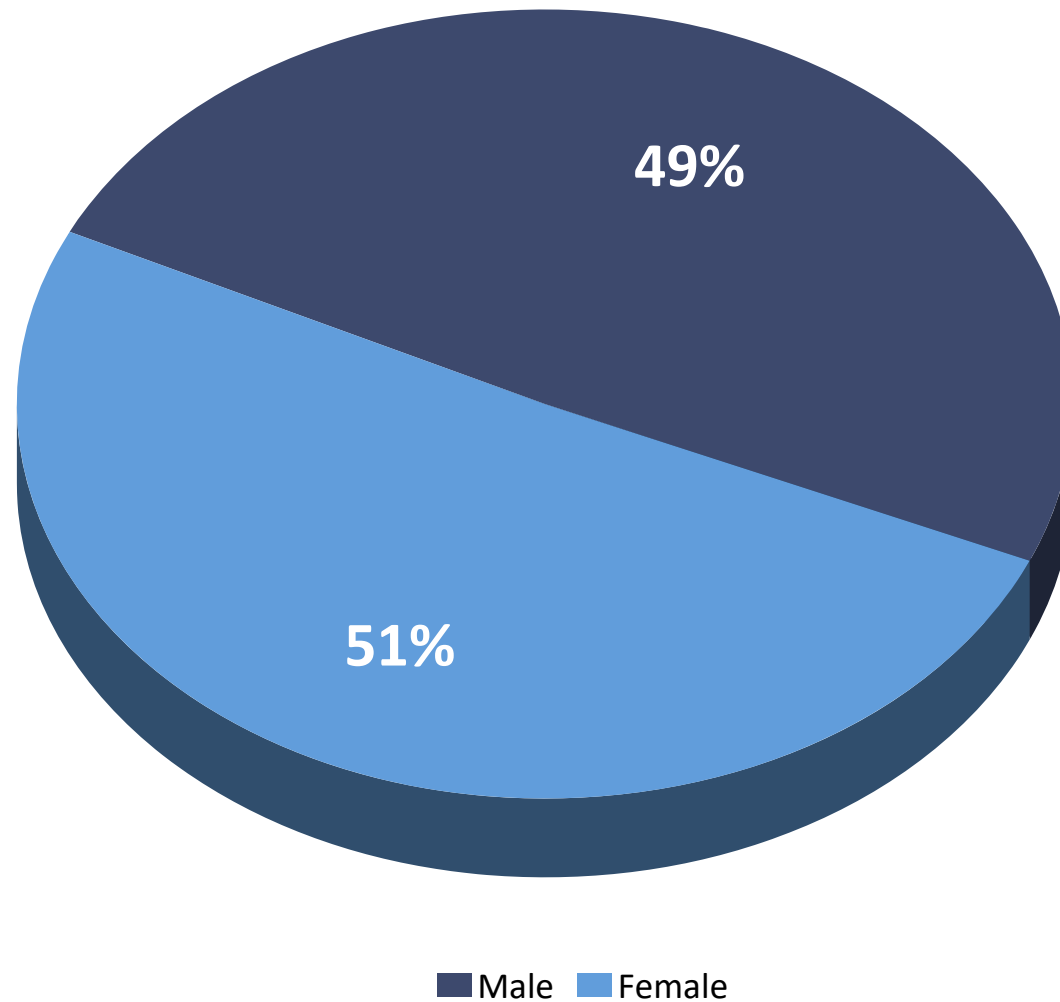
Q30. Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)



Q31. Demographics: Gender

by percentage of respondents

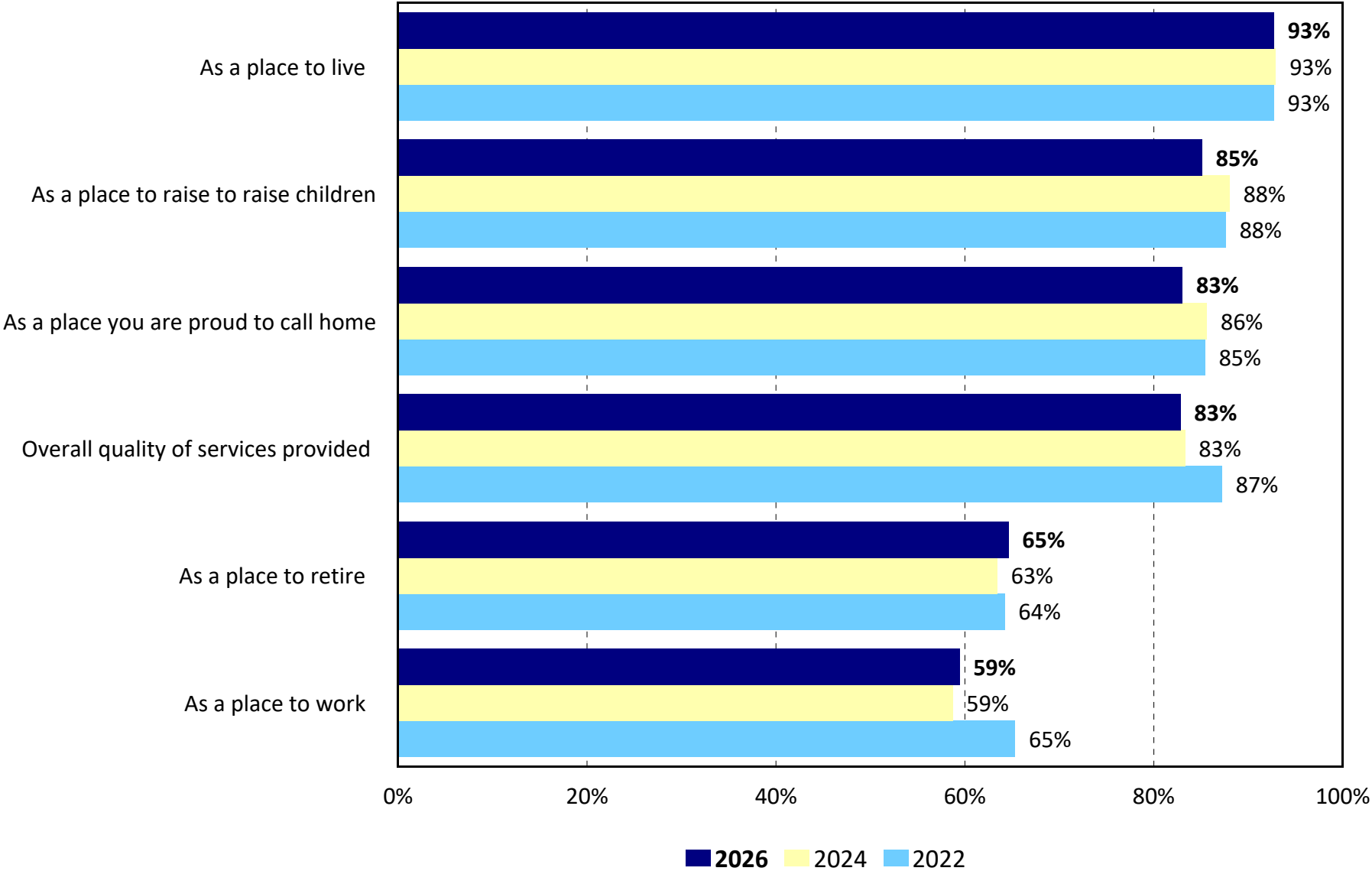


2

Trend Charts

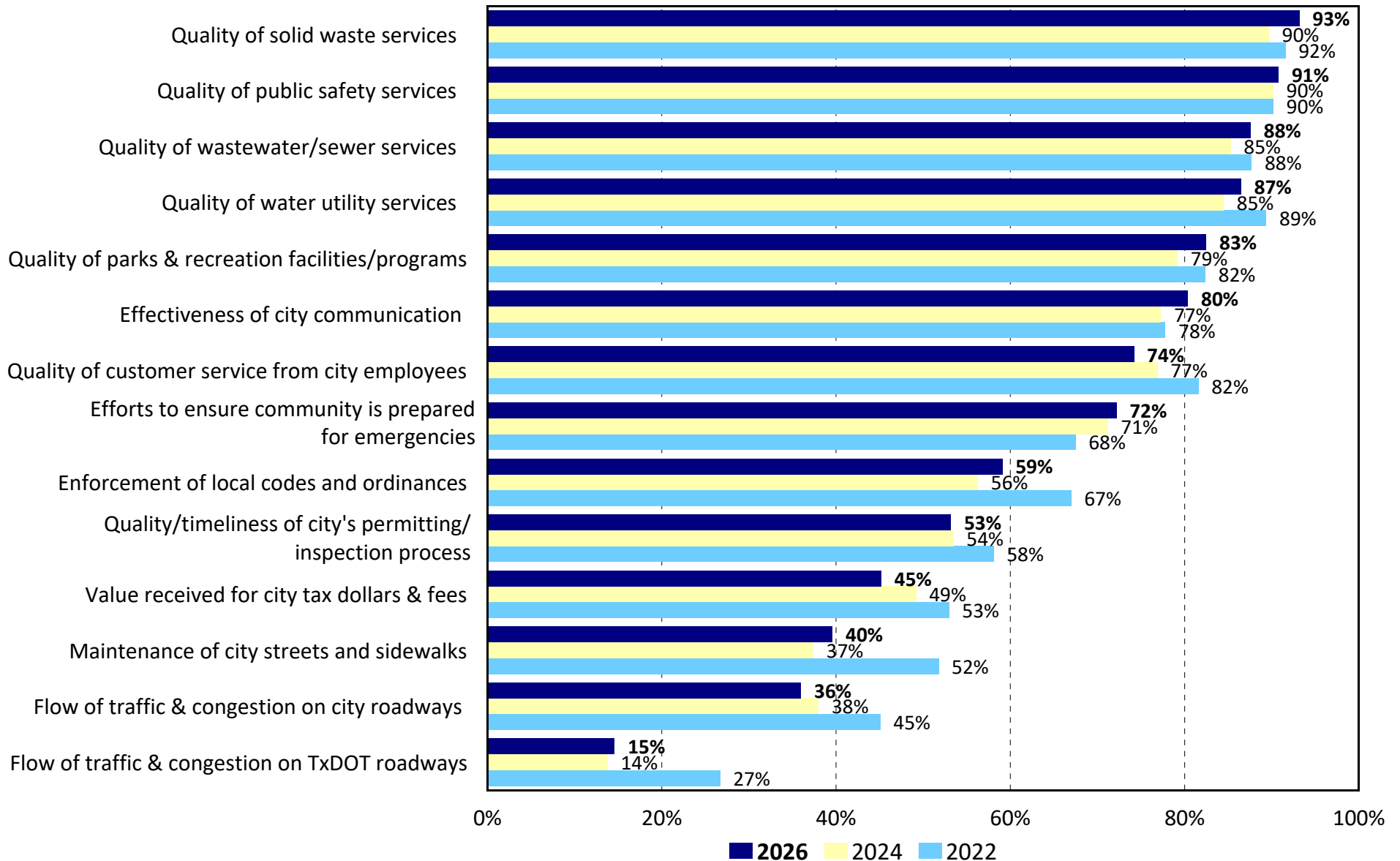
Trends: Overall Ratings of the City of Burleson 2022 to 2026

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



Trends: Satisfaction with the City's Major Services 2022 to 2026

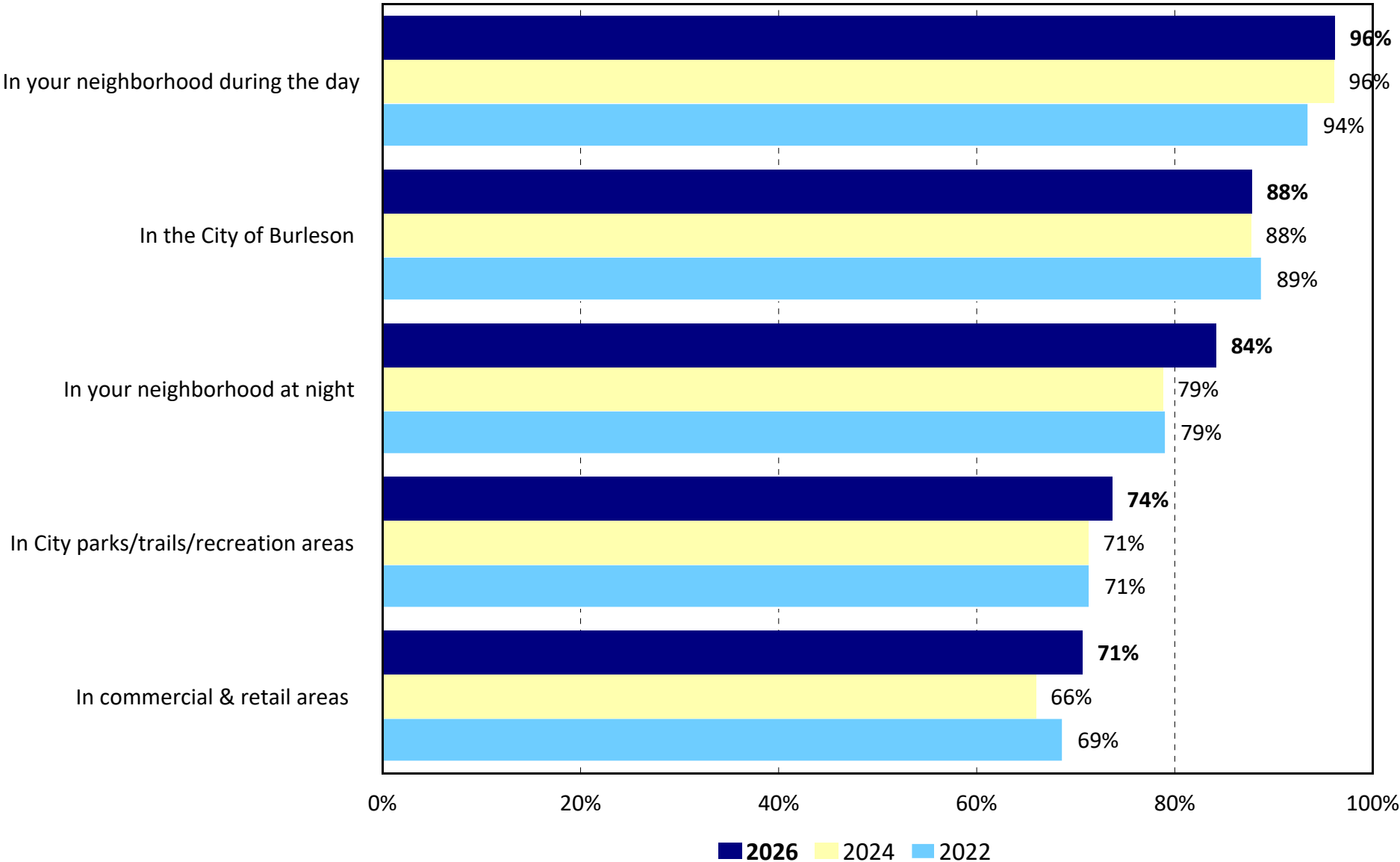
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends: Feeling of Safety in the City of Burleson

2022 to 2026

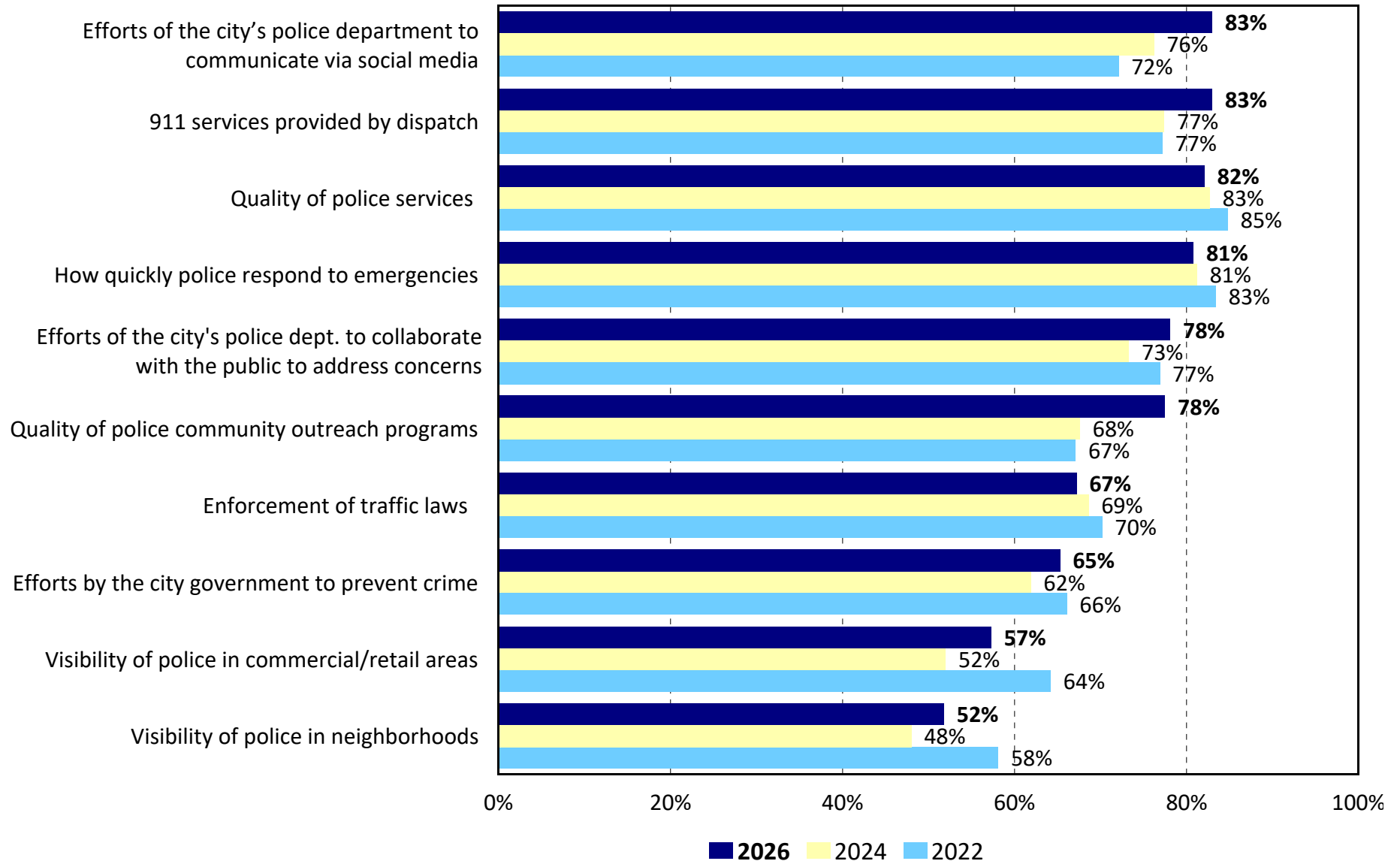
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends: Satisfaction with Police Services

2022 to 2026

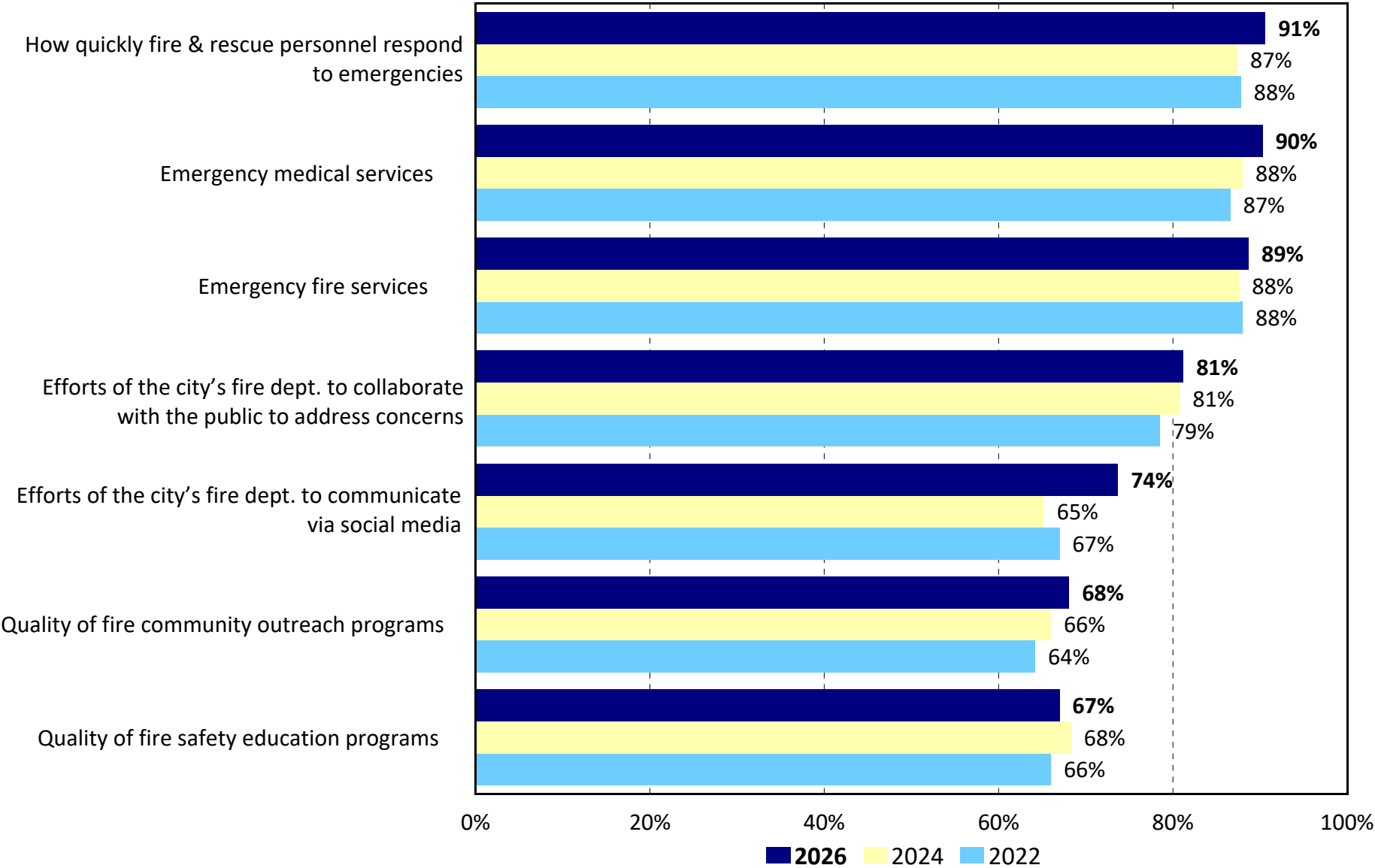
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends: Satisfaction with Fire Services

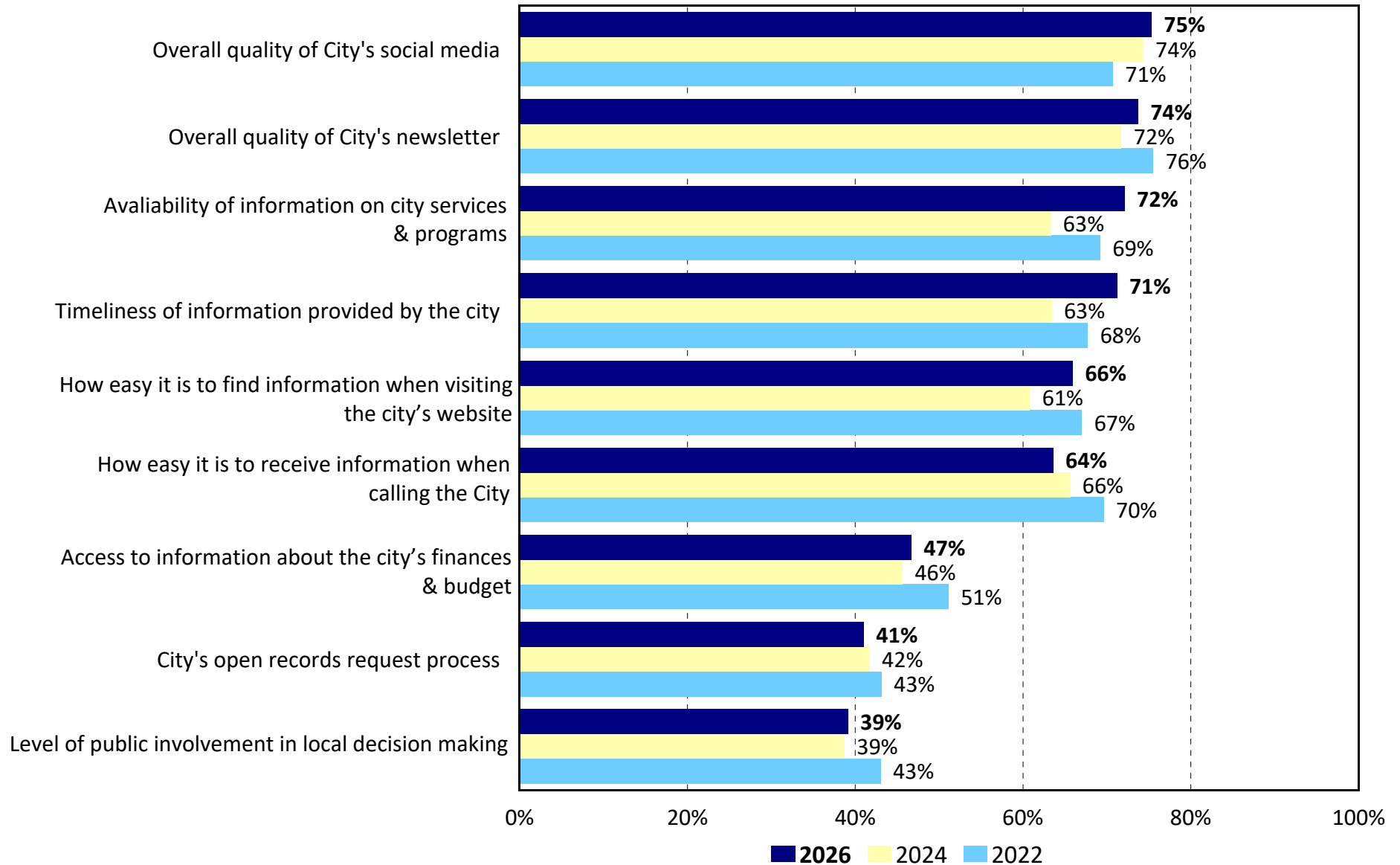
2022 to 2026

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



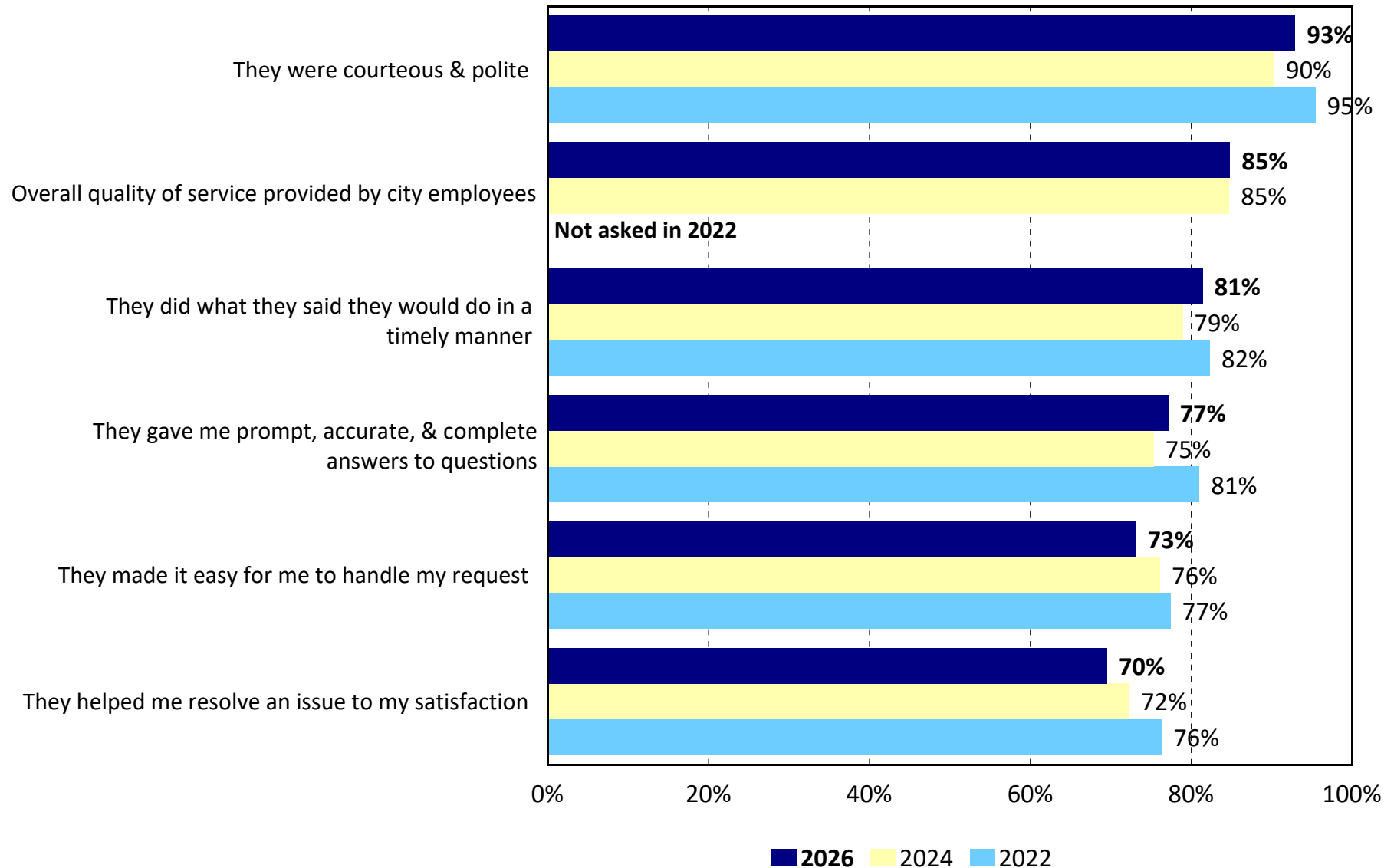
Trends: Satisfaction with the City's Communication 2022 to 2026

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends: Frequency of the Following Aspects of Customer Service from City Employees - 2022 to 2026

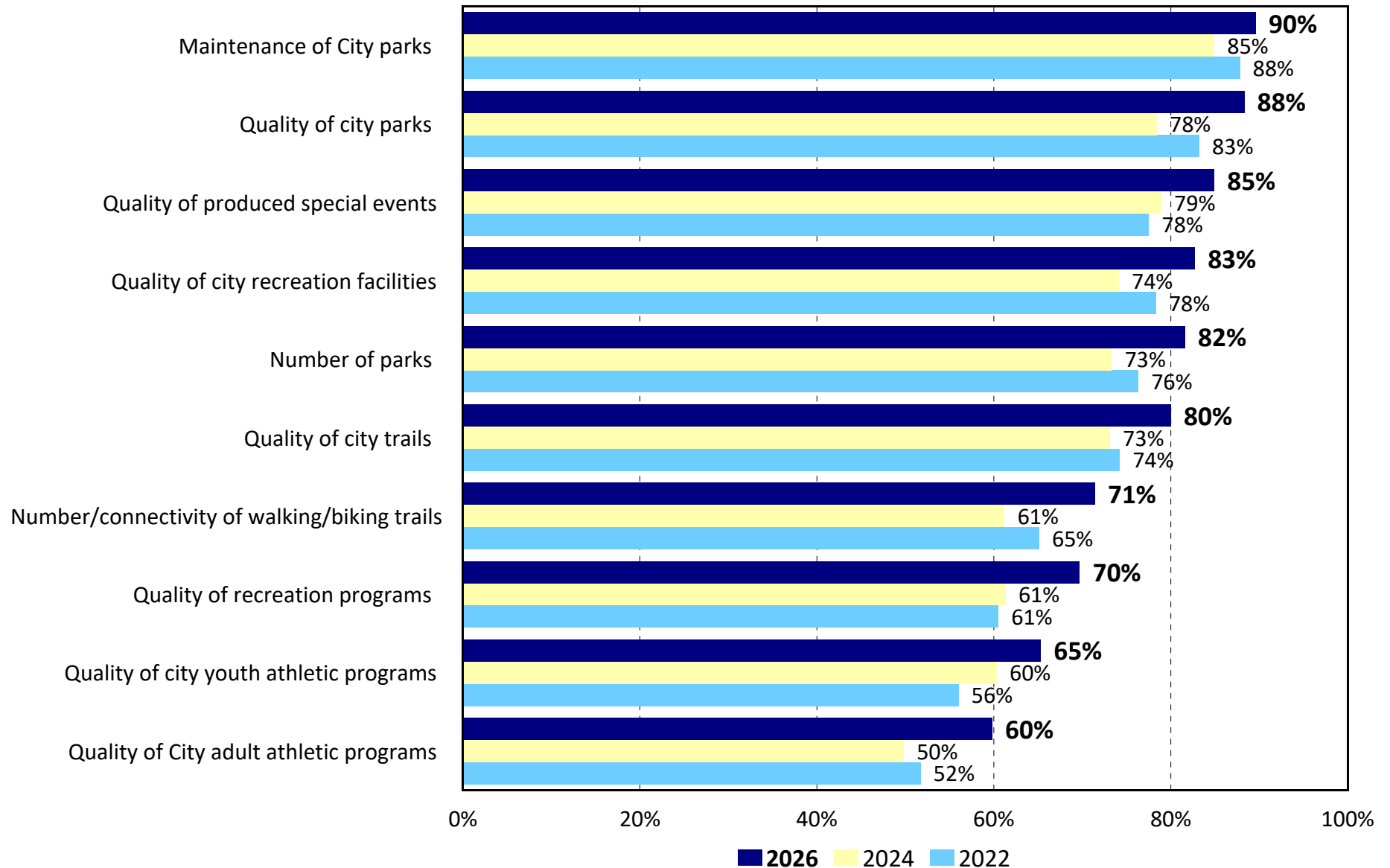
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends: Satisfaction with Parks & Recreation

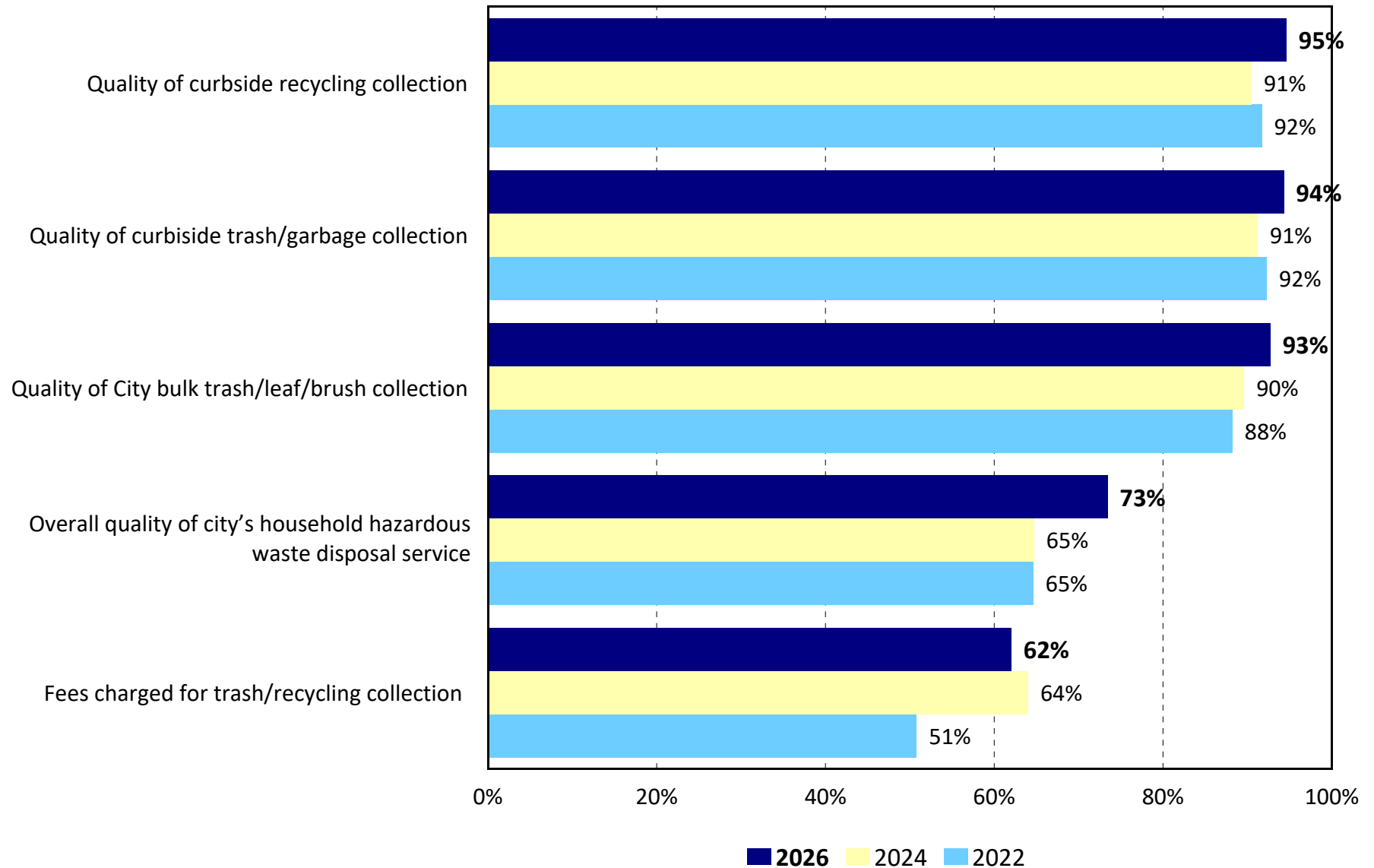
2022 to 2026

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends: Satisfaction with Refuse Collection 2022 to 2026

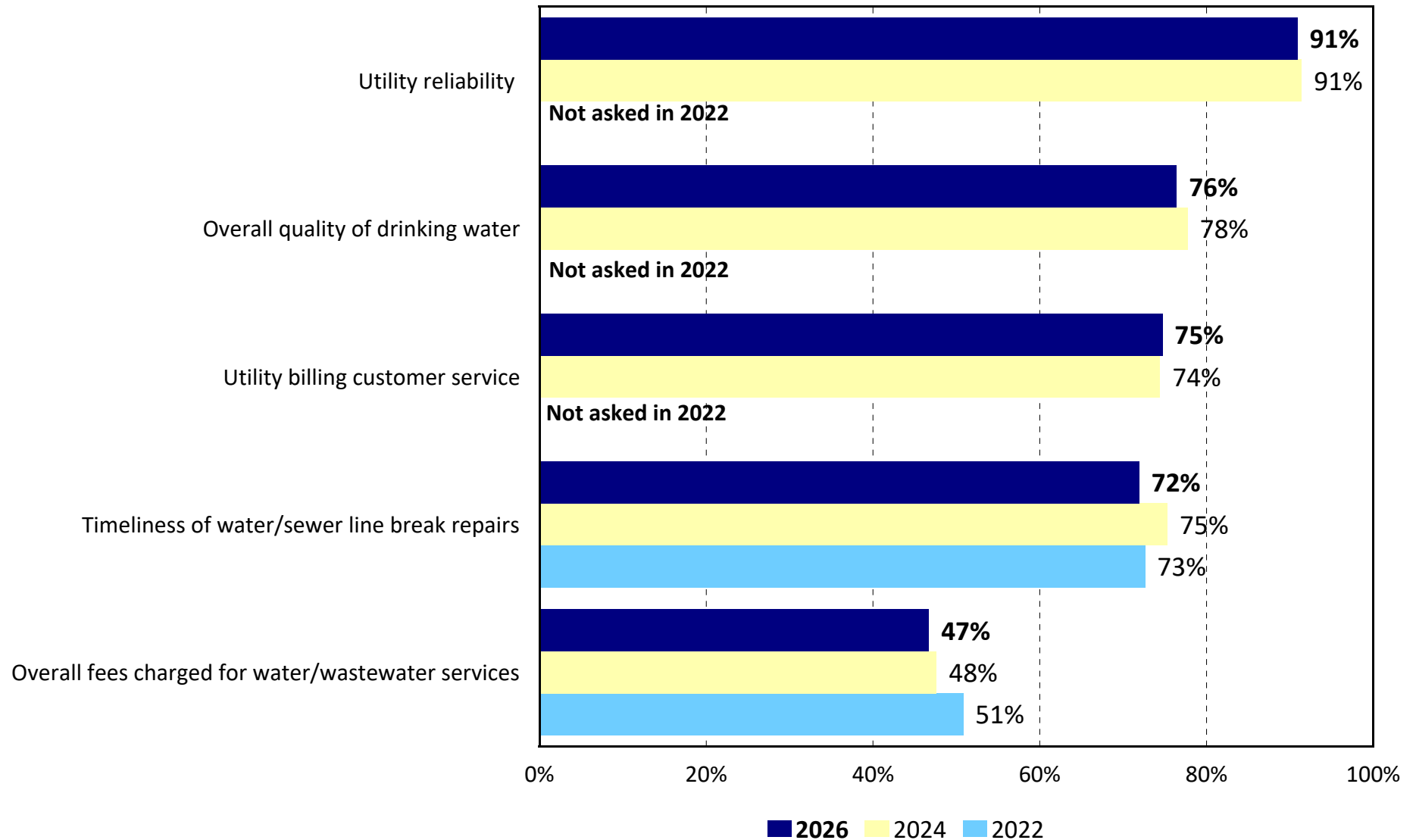
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends: Satisfaction with Utilities Services

2022 to 2026

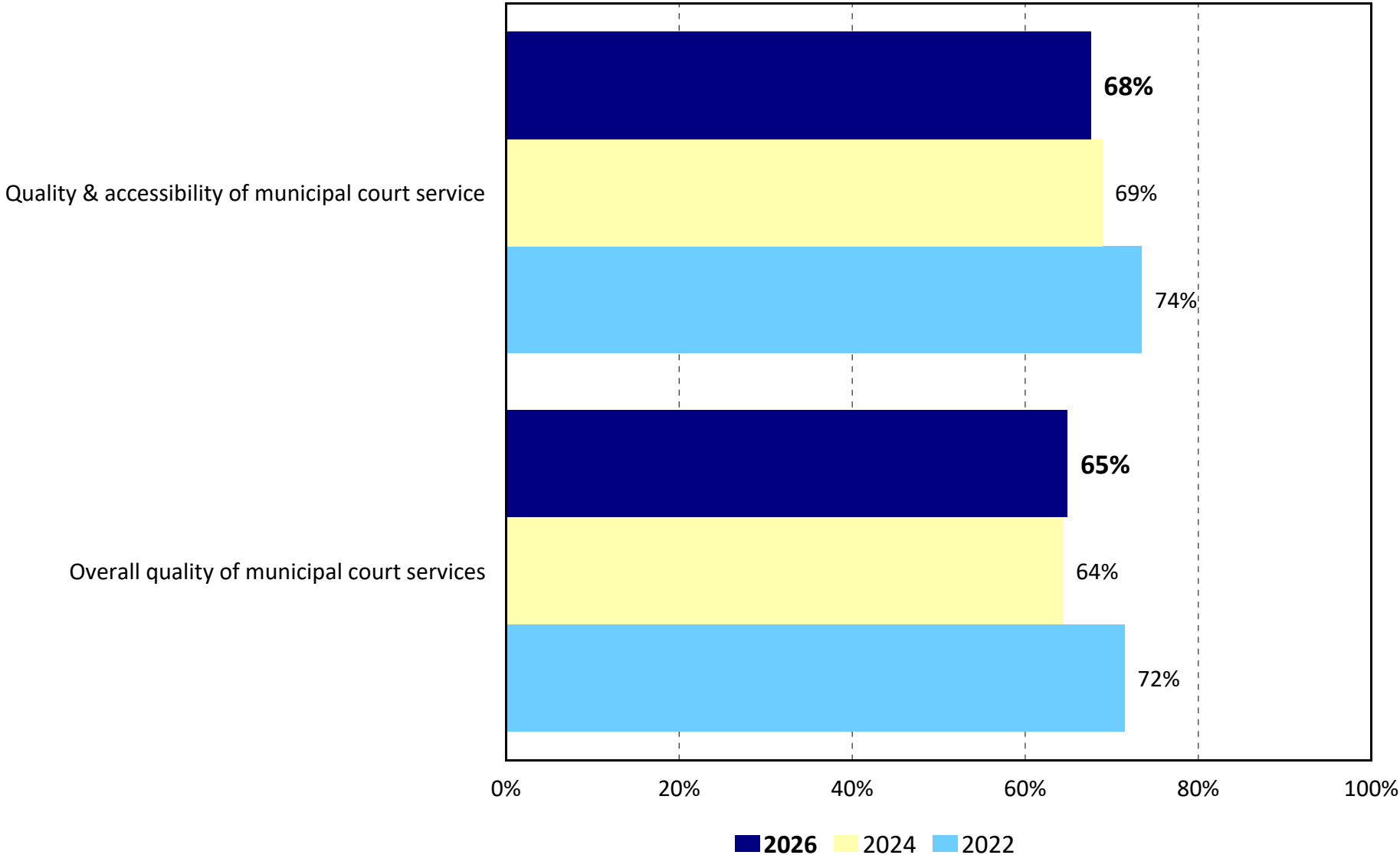
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends: Satisfaction with Court Services

2022 to 2026

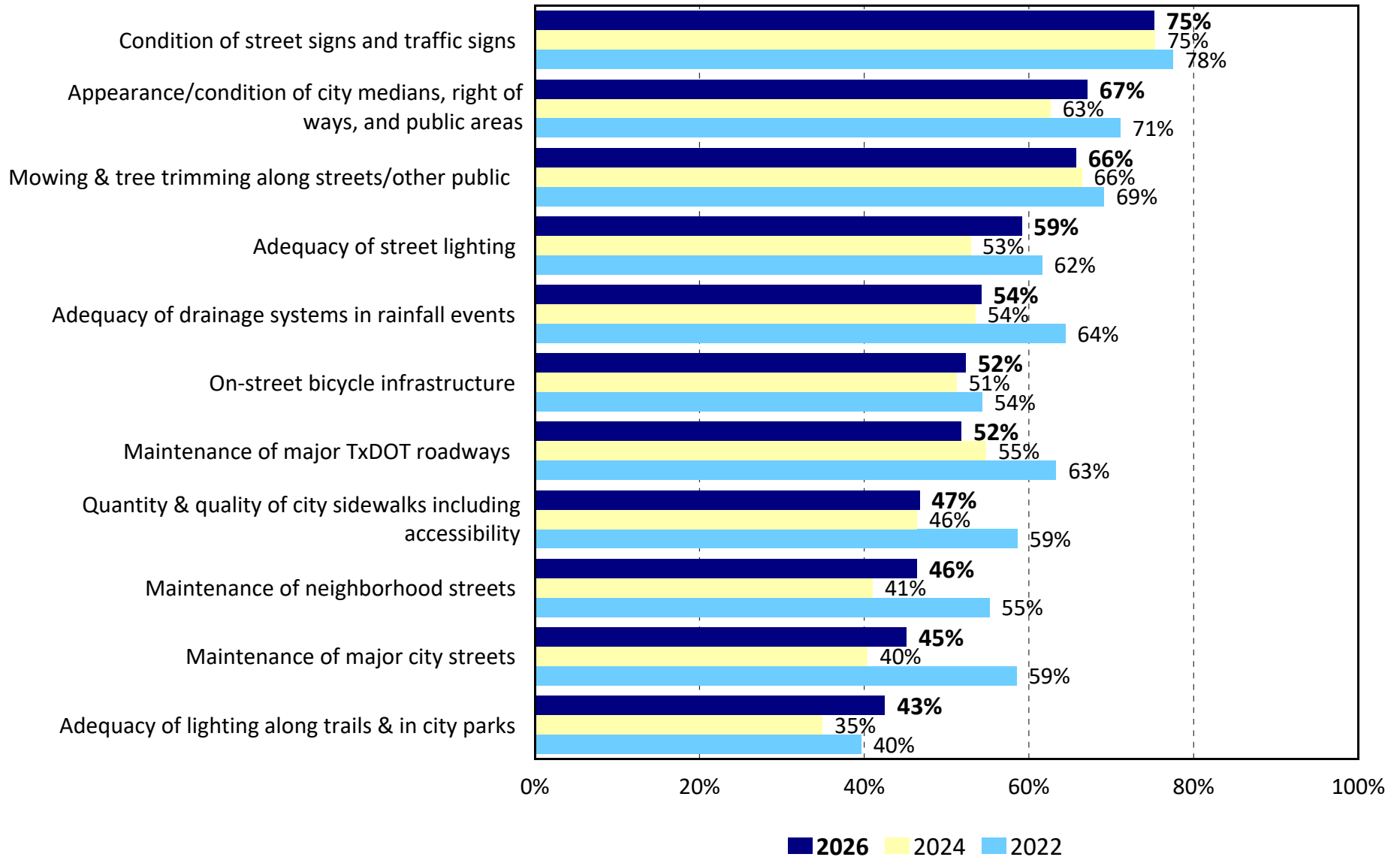
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



Trends: Satisfaction with Infrastructure Services

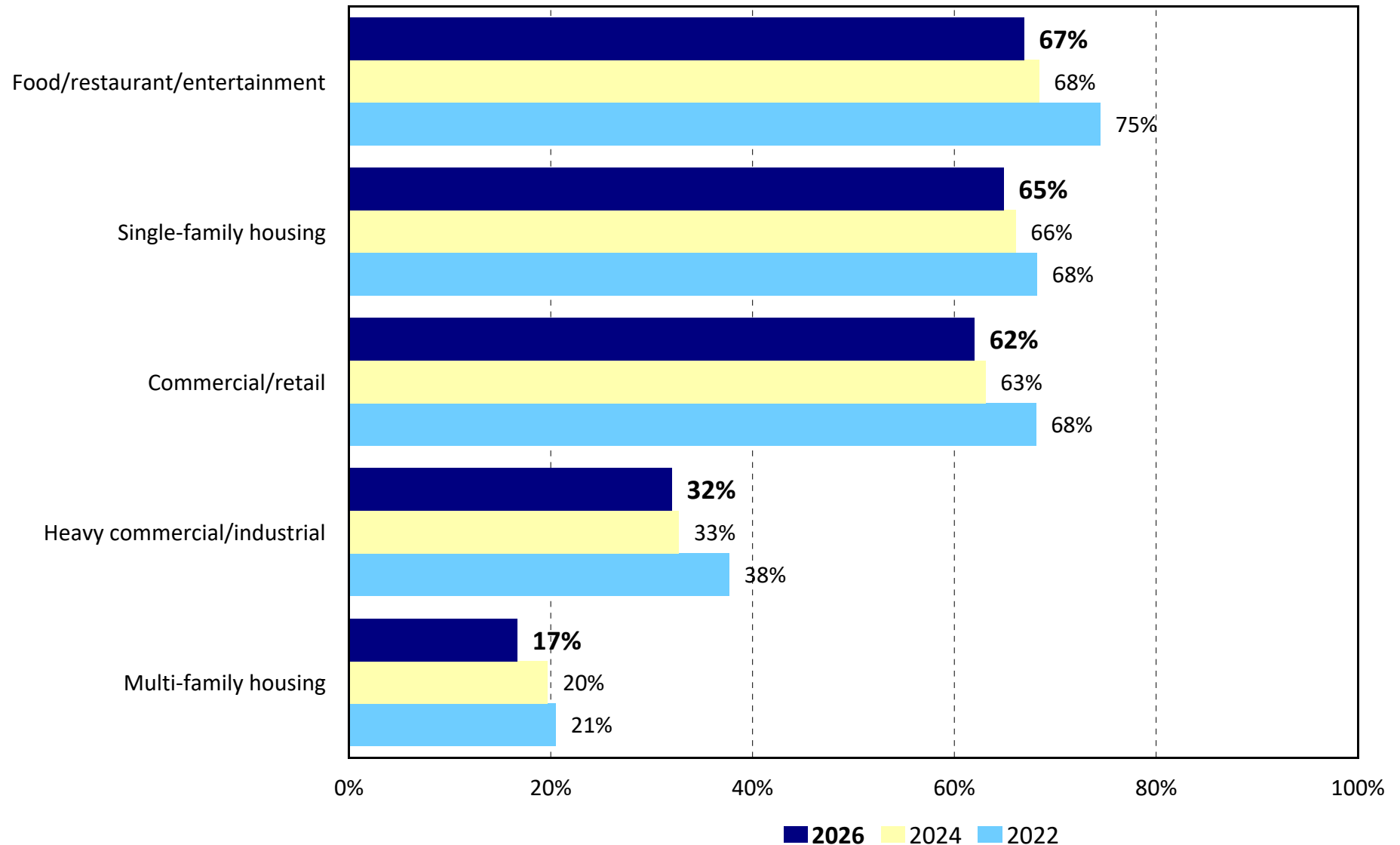
2022 to 2026

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends: Support for Economic Development and Development Services - 2022 to 2026

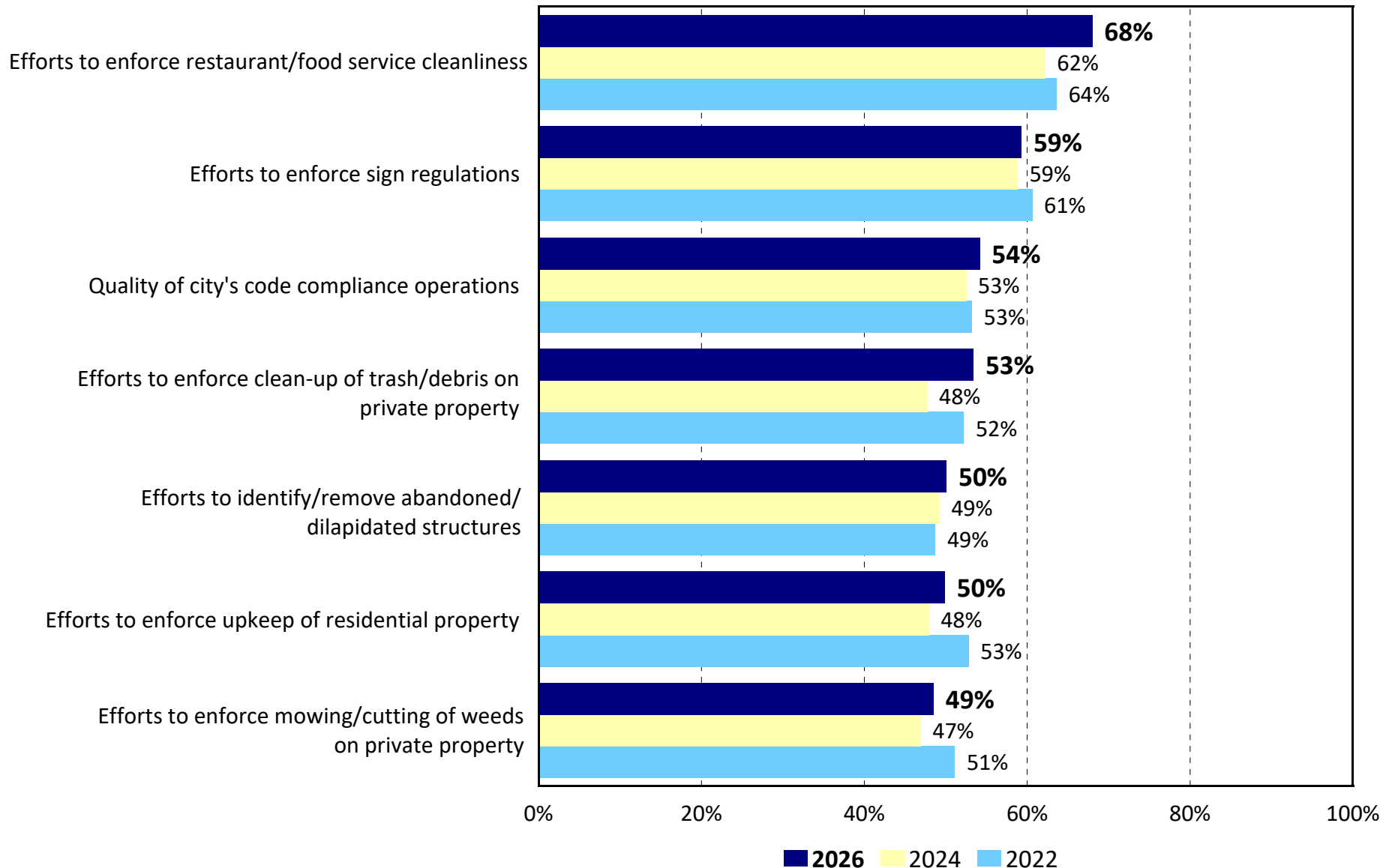
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends: Satisfaction with City Codes

2022 to 2026

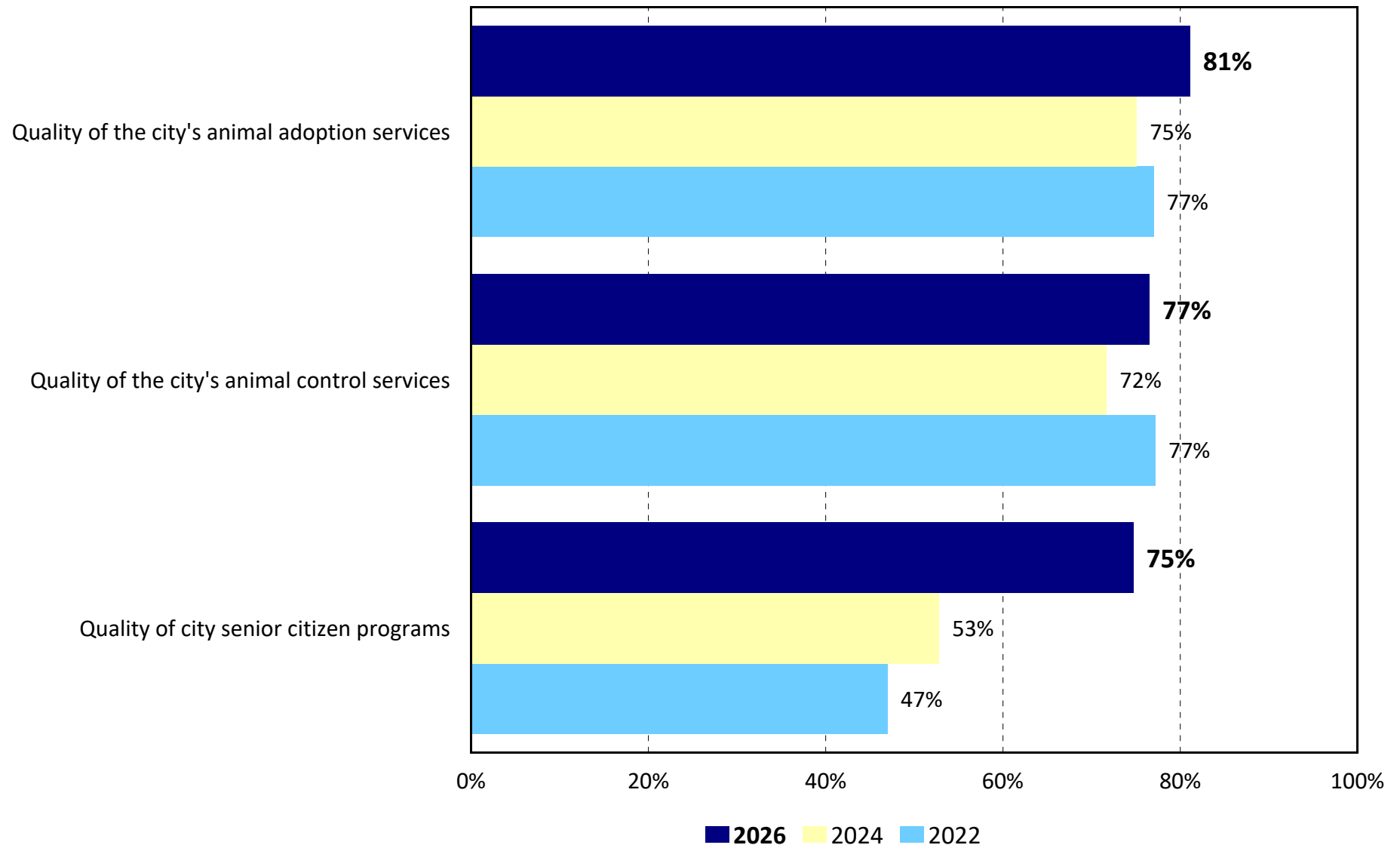
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends: Satisfaction with Community Services

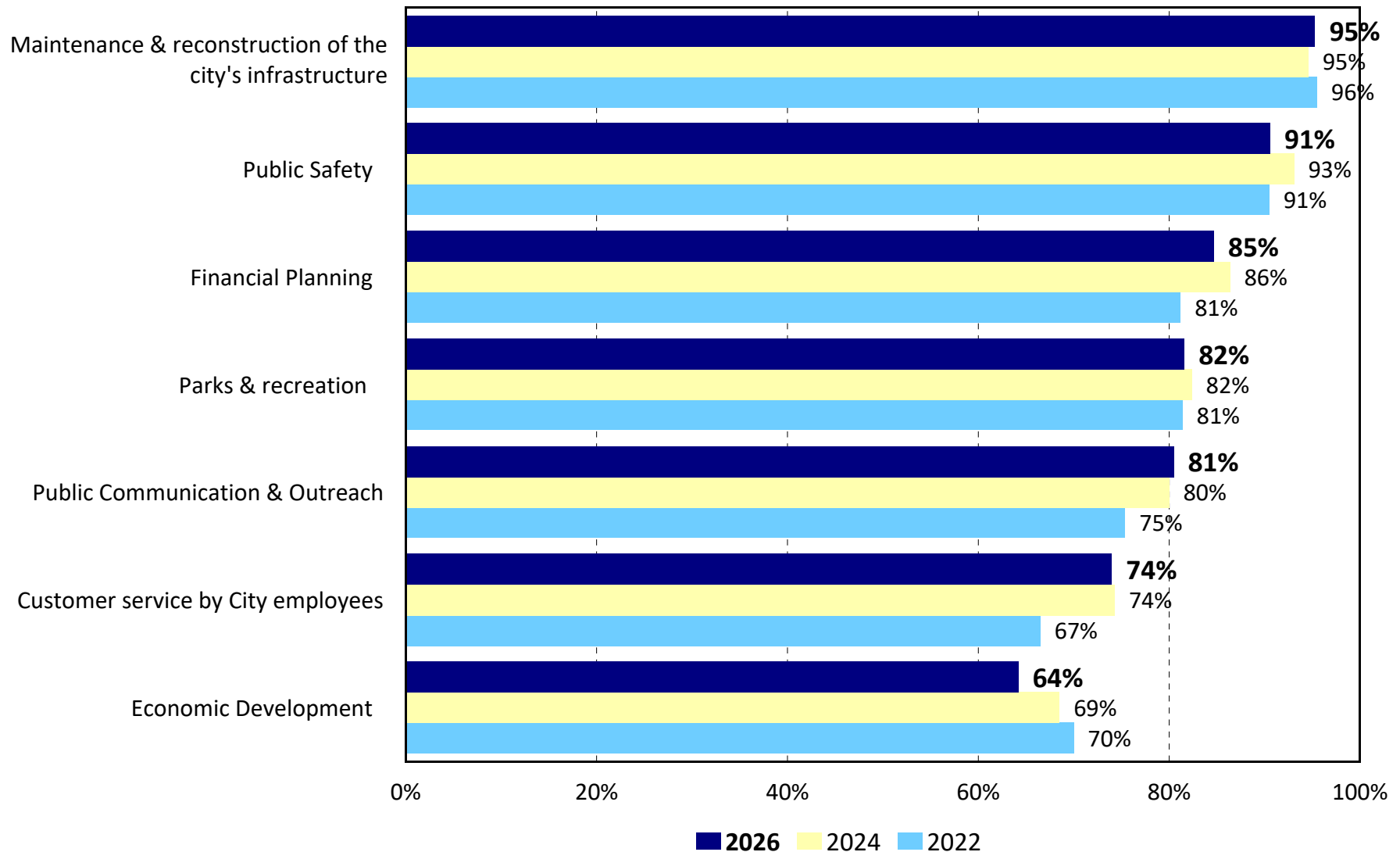
2022 to 2026

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends: Importance of Funding the Following Areas with the City's Tax Dollars - 2022 to 2026

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")





Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 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 2025 to a random sample of residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2025 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 Burleson. The red bar shows the Texas regional average from communities that administered the *DirectionFinder*® survey during the summer of 2025. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents during the summer of 2025.

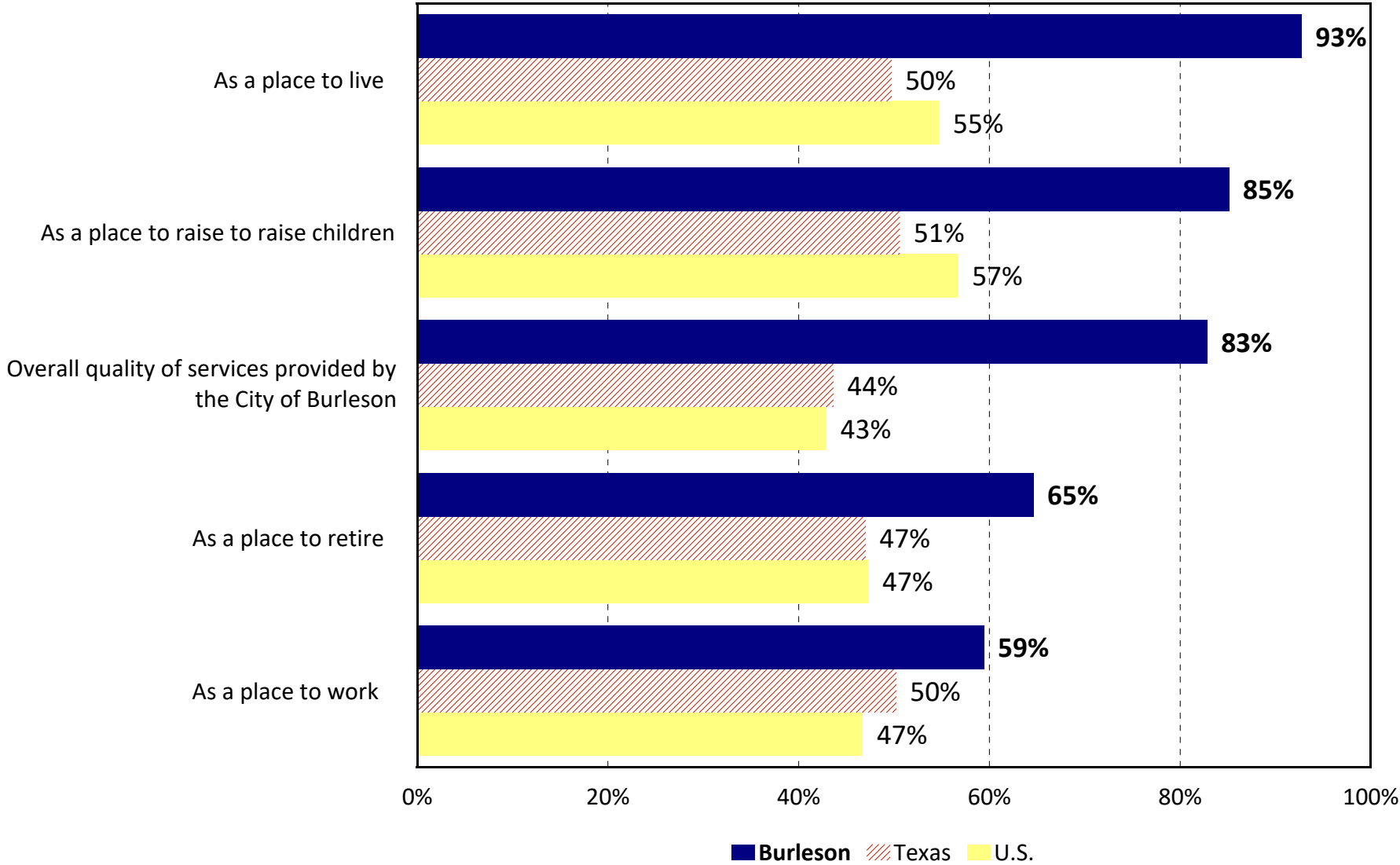
National Benchmarks

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.

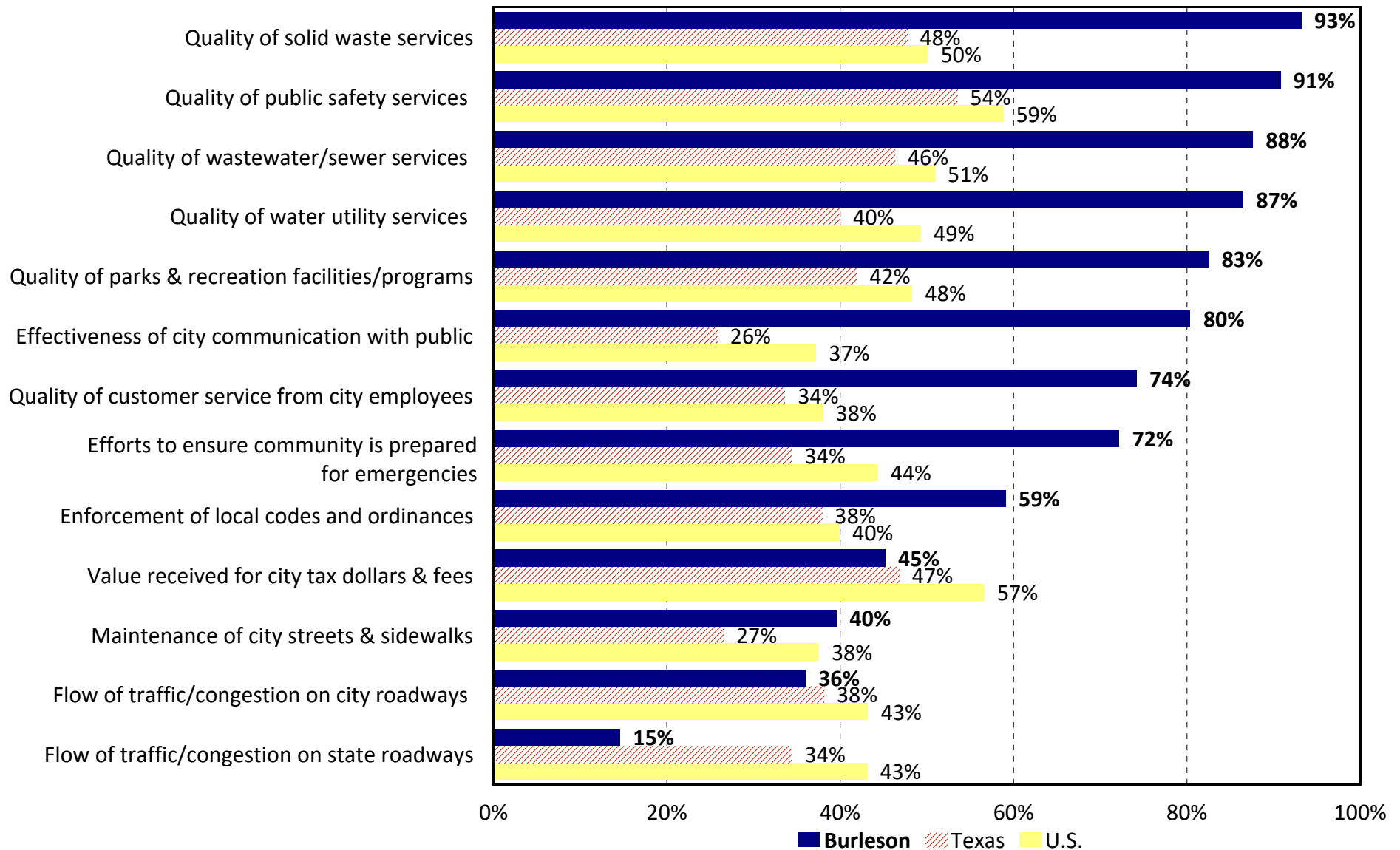
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding don't knows)



Satisfaction with Major Categories of Services

Burleson vs. Texas vs. the U.S.

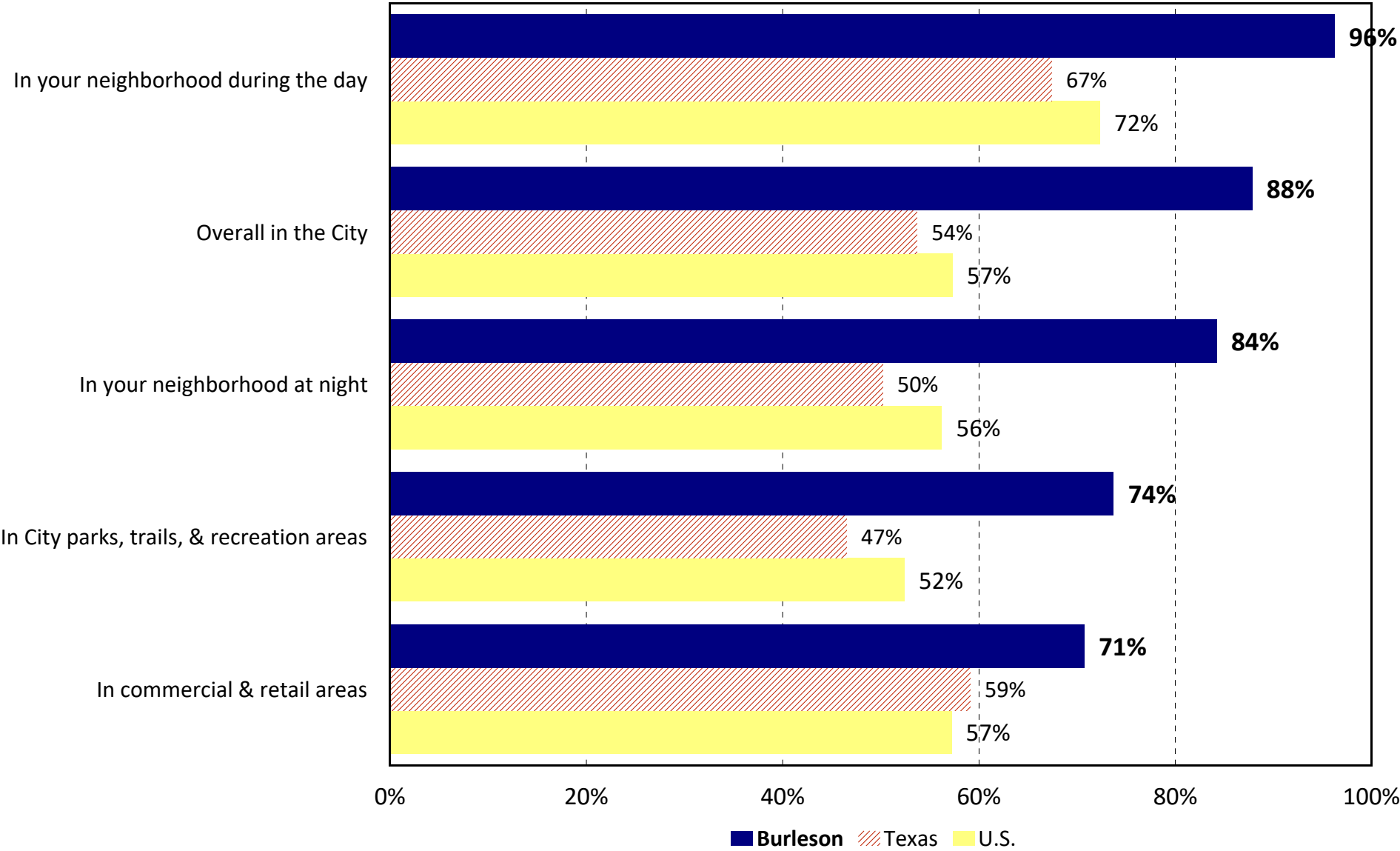
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Perceptions of Safety in the City

Burleson vs. Texas vs. the U.S.

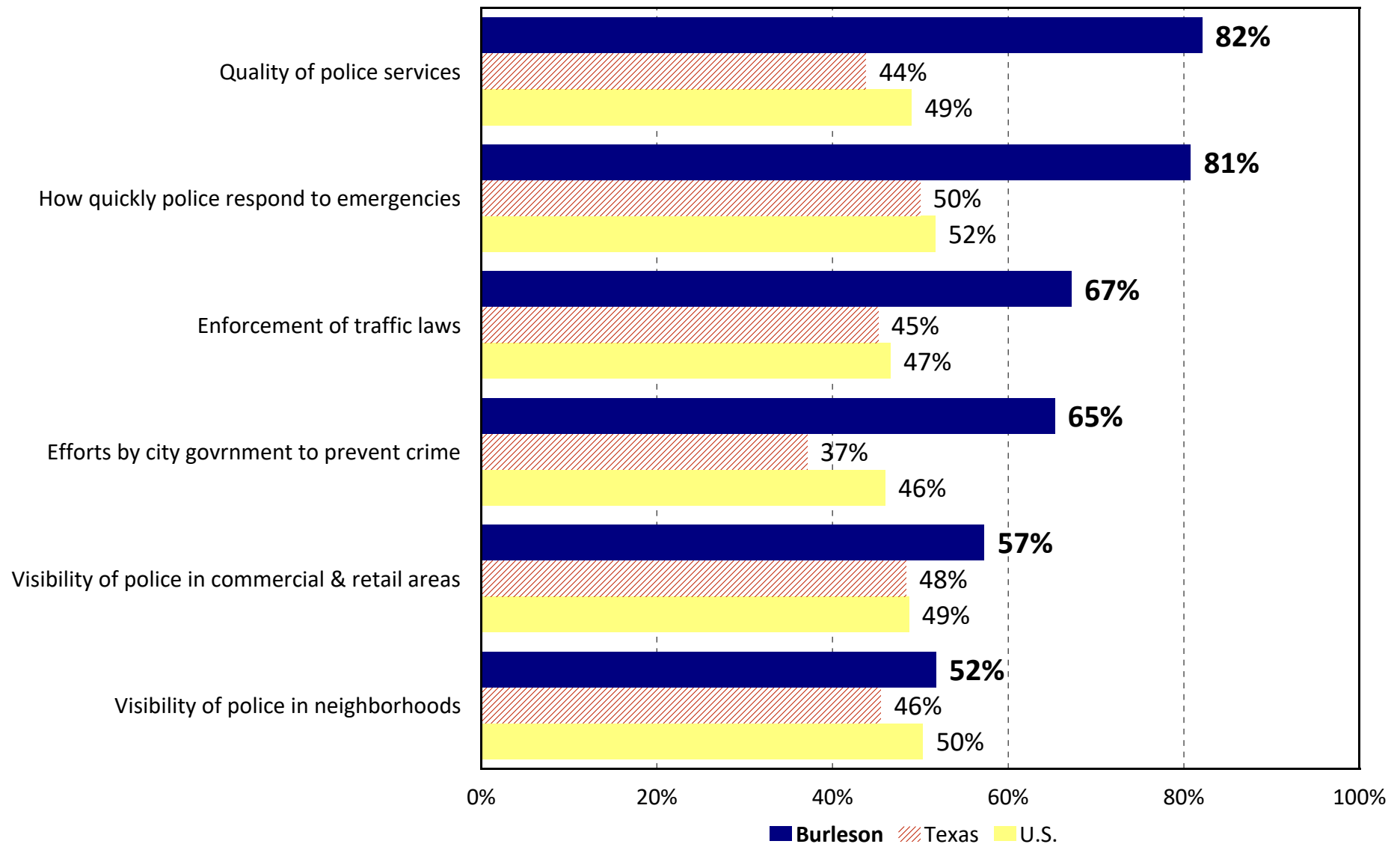
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Satisfaction with Police Services

Burleson vs. Texas vs. the U.S.

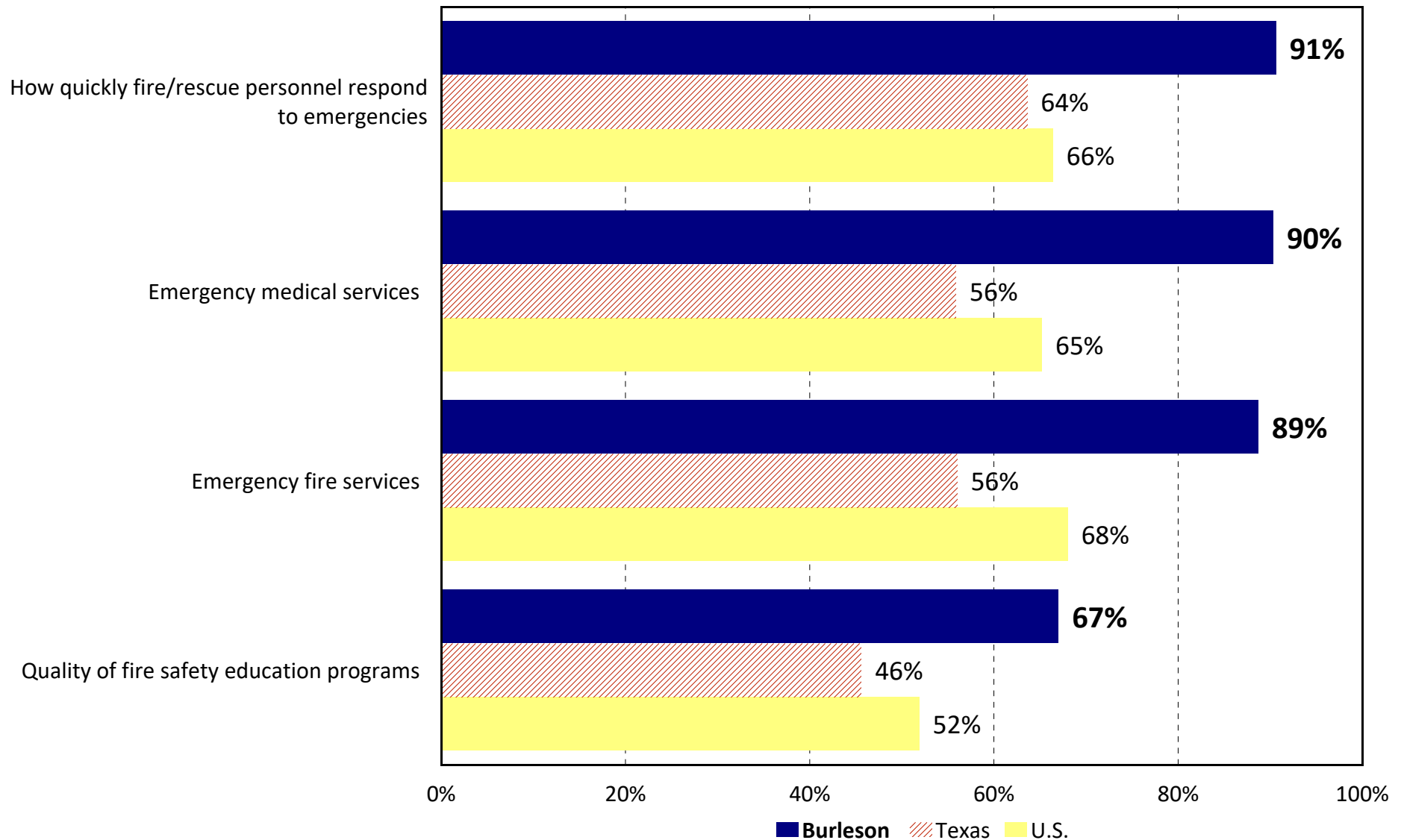
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Fire Services

Burleson vs. Texas vs. the U.S.

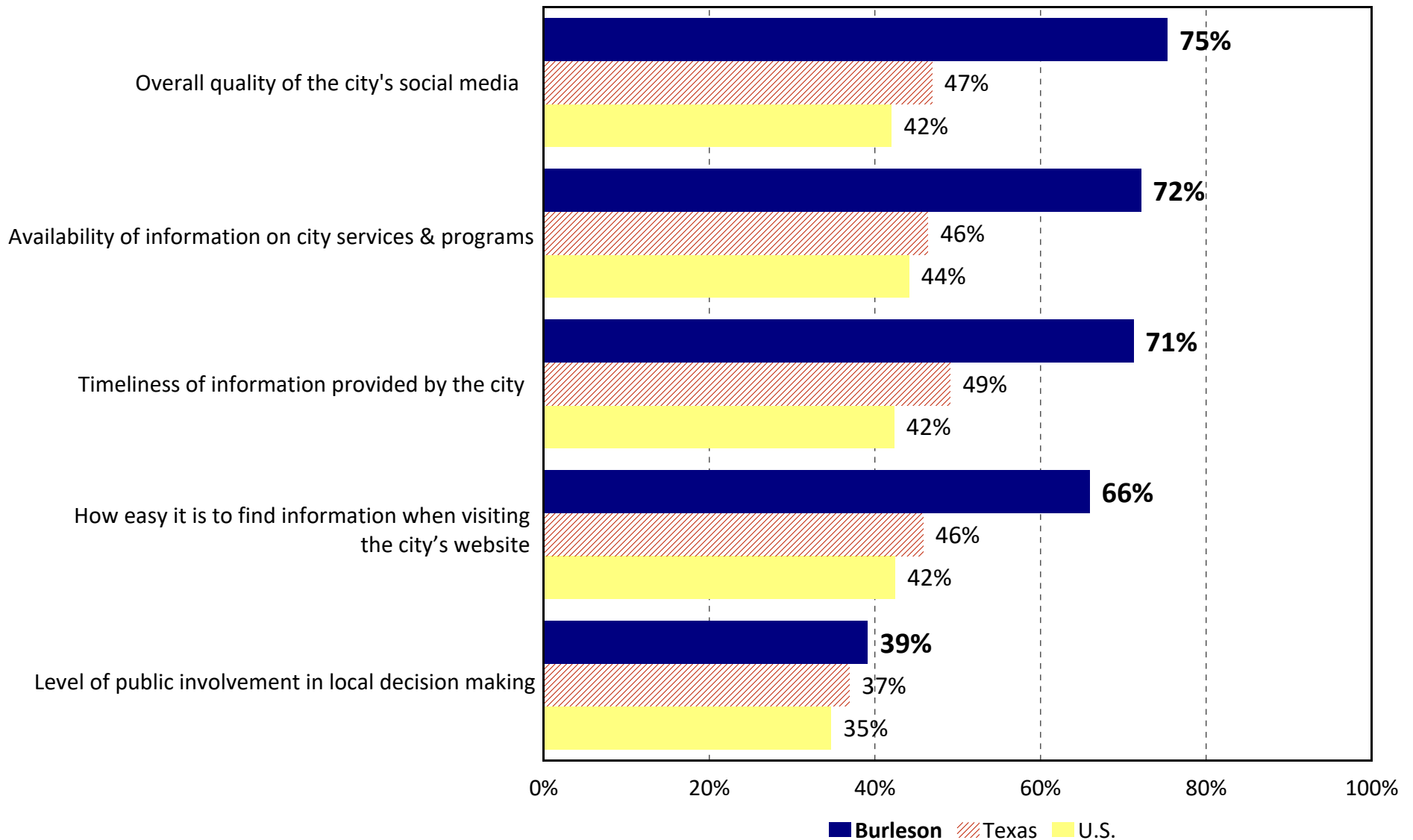
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with City Communication

Burleson vs. Texas vs. the U.S.

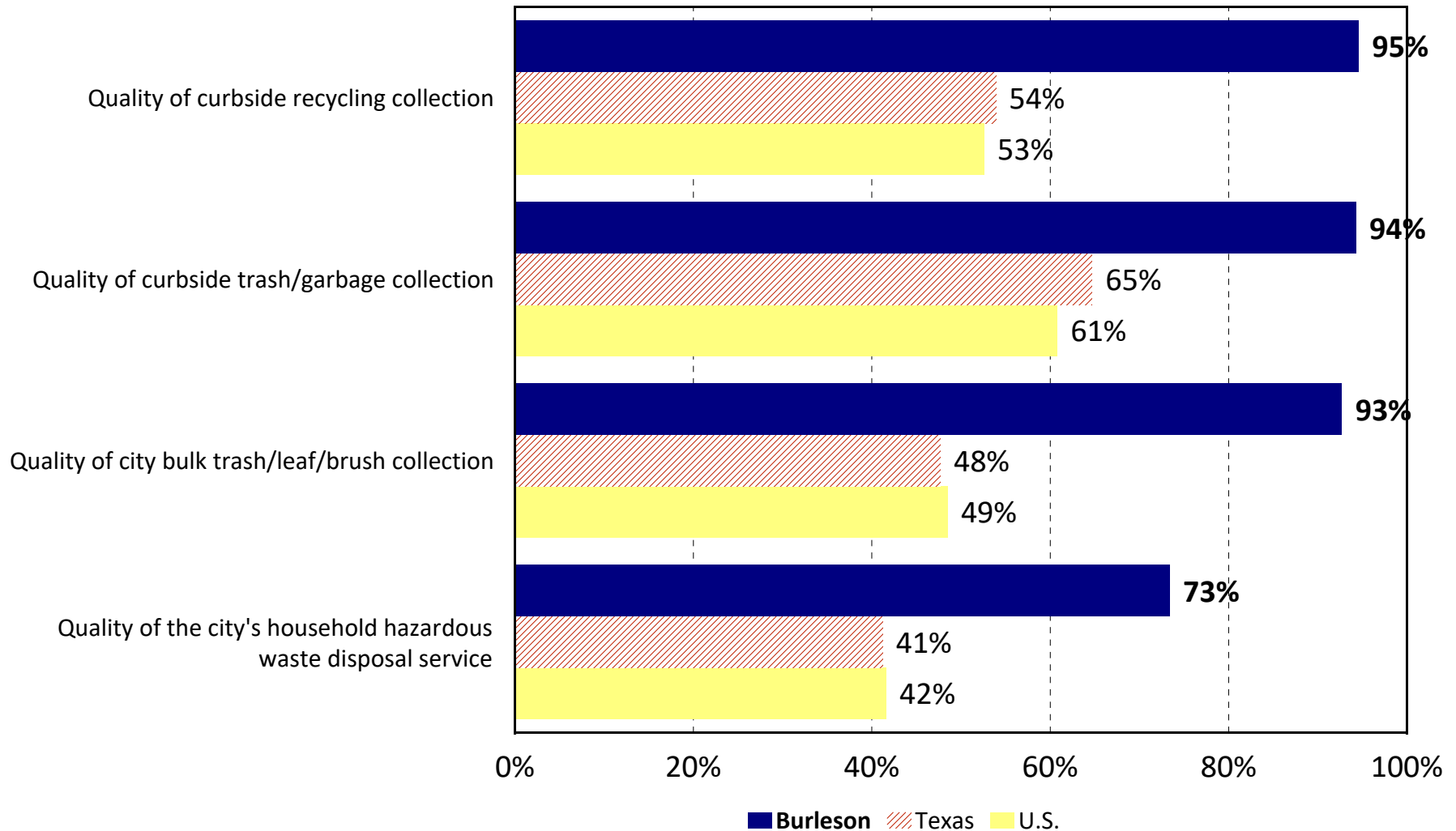
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Refuse Collection

Burleson vs. Texas vs. the U.S.

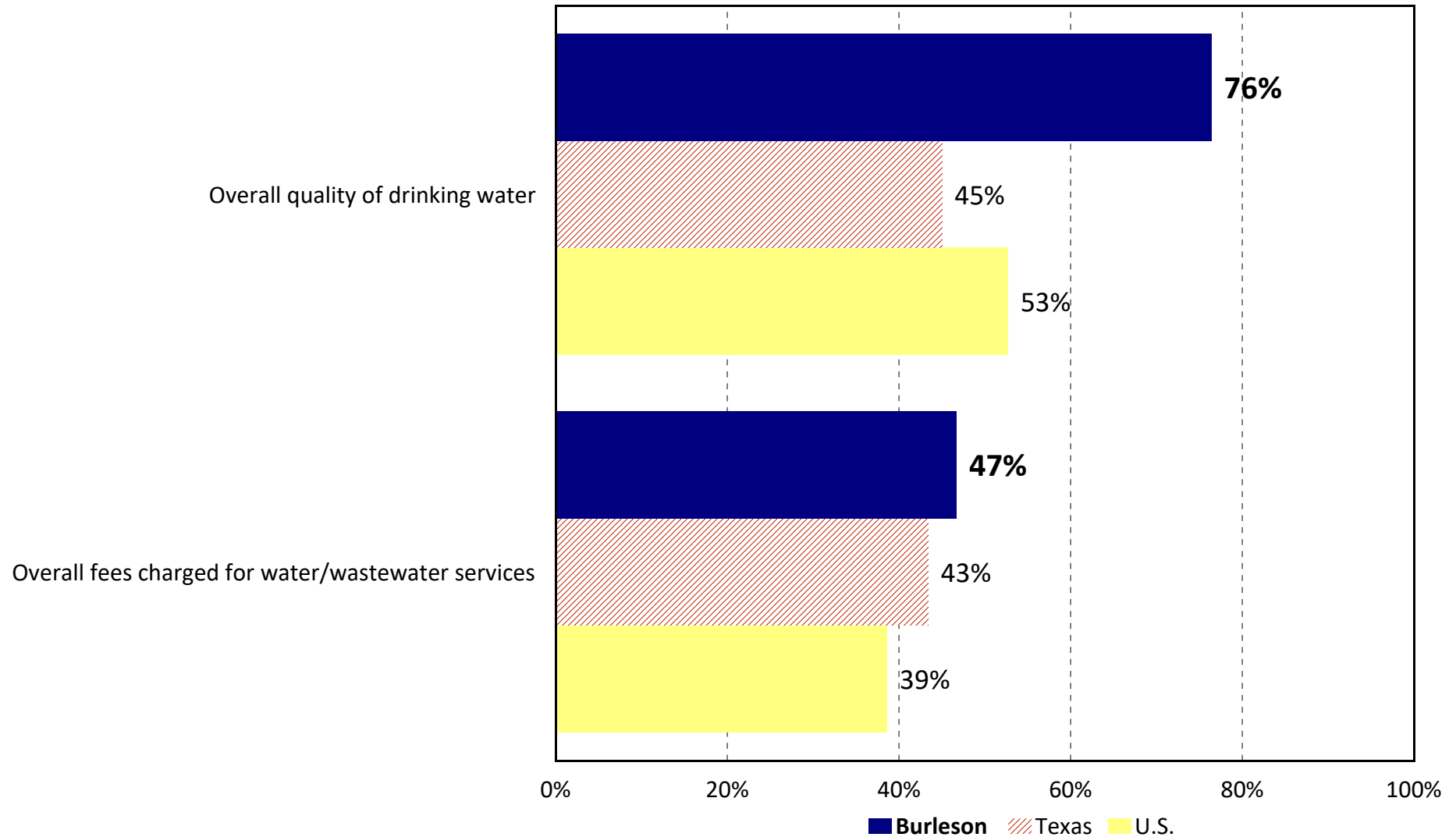
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Utilities Services

Burleson vs. Texas vs. the U.S.

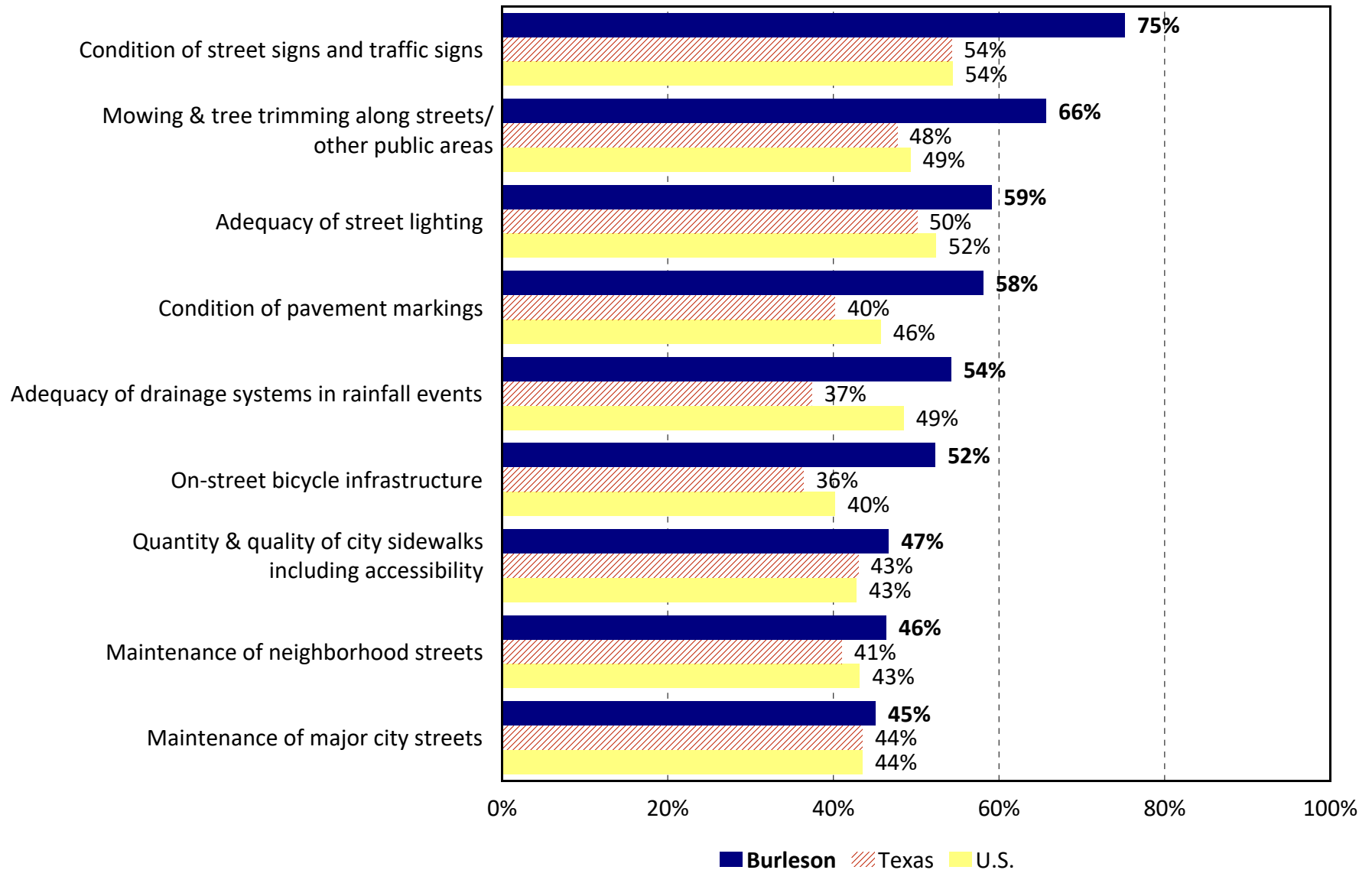
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Infrastructure

Burleson vs. Texas vs. the U.S.

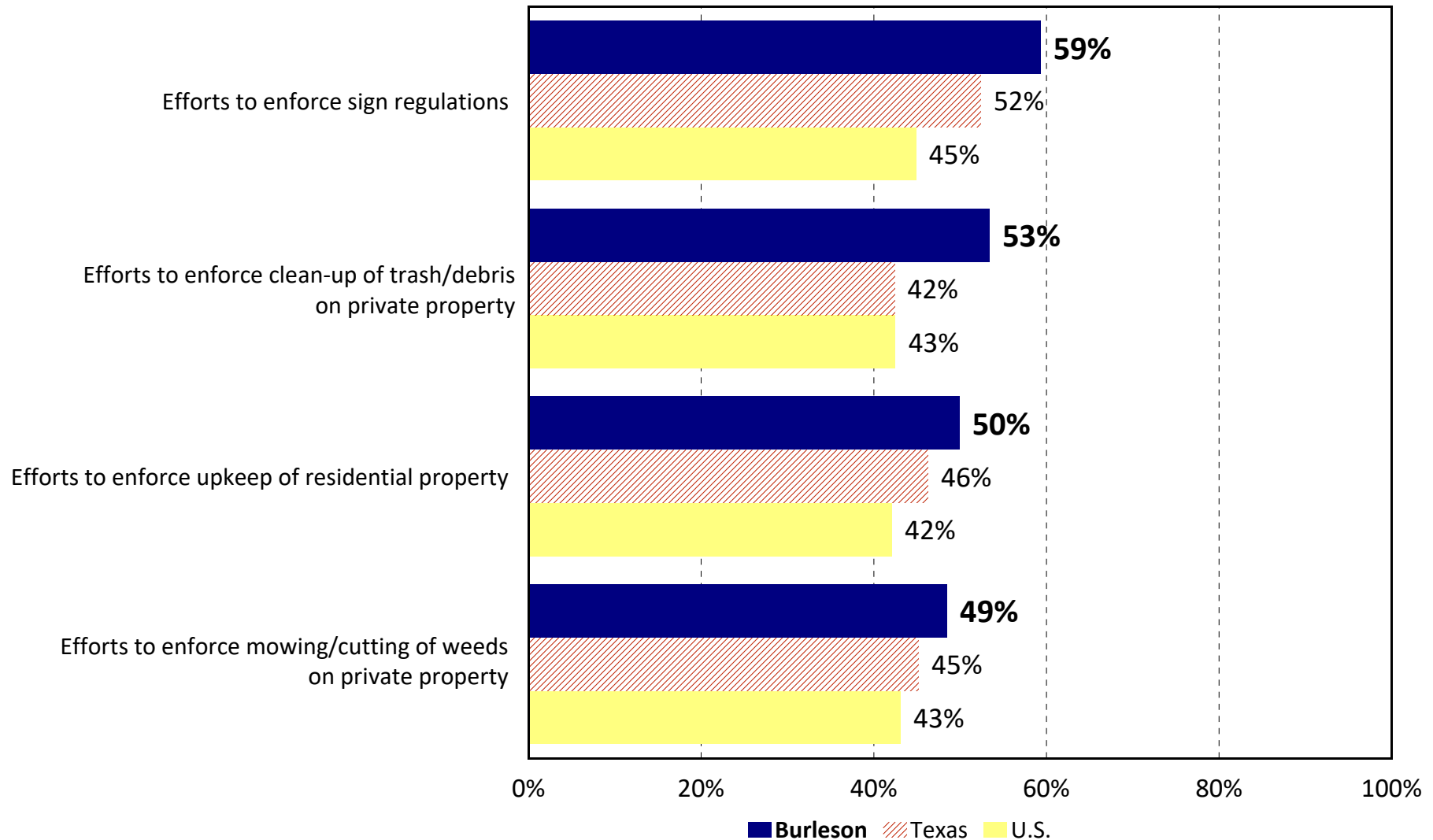
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with City Codes

Burleson vs. Texas vs. the U.S.

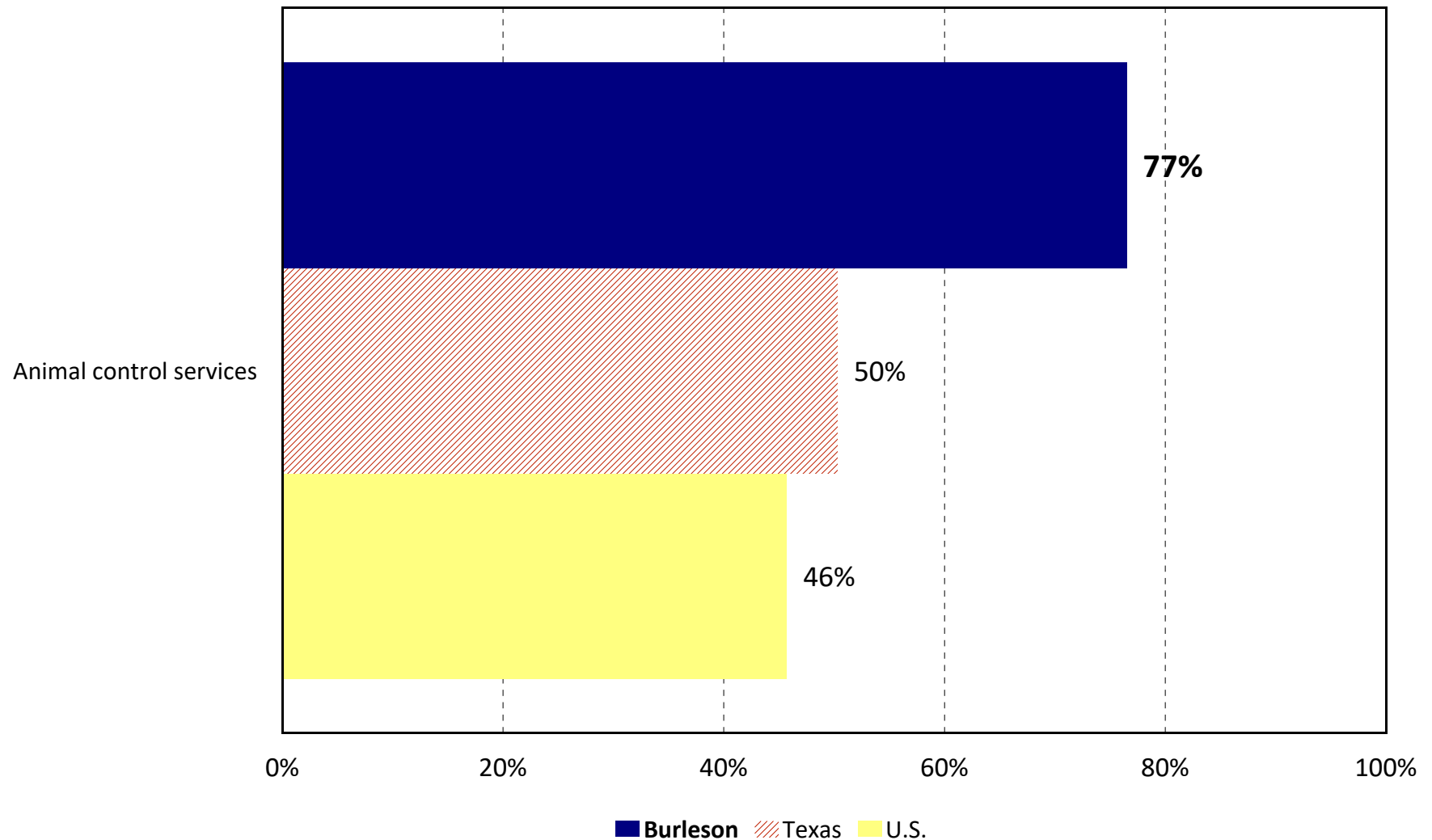
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Community 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)



4 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

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

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to focus on over the next year. 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. Nearly three-fourths (74.7%) of households selected "flow of traffic and congestion on TxDOT roadways" as one of the most important services for the City to focus on over the next year.

With regard to satisfaction, 14.6% 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, 74.7% was multiplied by 85.4% (1-0.146). This calculation yielded an I-S rating of 0.6379, which ranked first out of fourteen categories of major City services analyzed.

Importance-Satisfaction Analysis



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

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

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

Interpreting the Ratings

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

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

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

2026 Importance-Satisfaction Rating

Burleson, TX

Overall City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic/congestion on TxDOT roadways	75%	1	15%	14	0.6379	1
Maintenance of city streets & sidewalks	52%	2	40%	12	0.3147	2
Flow of traffic/congestion on city roadways	44%	3	36%	13	0.2797	3
<u>High Priority (IS .10-.20)</u>						
Value received for city tax dollars & fees	27%	4	45%	11	0.1502	4
<u>Medium Priority (IS <.10)</u>						
Enforcement of local codes and ordinances	19%	6	59%	9	0.0789	5
Quality of parks & recreation facilities/programs	15%	7	83%	5	0.0254	6
Efforts to ensure community is prepared for emergencies	8%	8	72%	8	0.0222	7
Quality of public safety services	19%	5	91%	2	0.0178	8
Effectiveness of city communication with public	8%	9	80%	6	0.0153	9
Quality of customer service from city employees	2%	12	74%	7	0.0062	10
Quality of water utility services	3%	10	87%	4	0.0046	11
Quality of solid waste services	3%	11	93%	1	0.0018	12
Quality of wastewater/sewer services	1%	13	88%	3	0.0012	13
Quality/timeliness of city's permitting & inspection process	0.2%	14	53%	10	0.0009	14

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to focus on over the next year.

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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2026 Importance-Satisfaction Rating

Burleson, TX

Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Visibility of police in neighborhoods	49%	1	52%	10	0.2343	1
<u>High Priority (IS .10-.20)</u>						
Visibility of police in commercial & retail areas	41%	3	57%	9	0.1746	2
Efforts by city government to prevent crime	43%	2	65%	8	0.1475	3
Enforcement of traffic laws	32%	4	67%	7	0.1056	4
<u>Medium Priority (IS <.10)</u>						
How quickly police respond to emergencies	24%	5	81%	4	0.0468	5
Efforts of the city's police dept. to collaborate with the public to address concerns	19%	6	78%	5	0.0420	6
Quality of police services	12%	7	82%	3	0.0218	7
Efforts of city's police dept. to communicate with public via social media	9%	8	83%	1	0.0153	8
Quality of police community outreach programs	5%	9	78%	6	0.0113	9
911 service provided by dispatch operators	5%	10	83%	2	0.0083	10

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to focus on over the next year.

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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2026 Importance-Satisfaction Rating

Burleson, TX

Fire Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Medium Priority (IS <.10)</u>						
Quality of fire safety education programs	18%	5	67%	7	0.0584	1
Quality of fire community outreach programs	14%	7	68%	6	0.0456	2
Efforts of city's fire dept. to communicate with public via social media	16%	6	74%	5	0.0413	3
Emergency fire services	36%	3	89%	3	0.0407	4
Emergency medical services	40%	1	90%	2	0.0386	5
Efforts of city's fire dept. to collaborate with public to address concerns	20%	4	81%	4	0.0370	6
How quickly fire & rescue personnel respond to emergencies	37%	2	91%	1	0.0352	7

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to focus on over the next year.

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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2026 Importance-Satisfaction Rating

Burleson, TX

Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Level of public involvement in local decision making	35%	1	39%	9	0.2156	1
<u>High Priority (IS .10-.20)</u>						
Access to information about city's finances & budget	25%	4	47%	7	0.1327	2
How easy it is to find information when visiting city's website	35%	2	66%	5	0.1194	3
<u>Medium Priority (IS <.10)</u>						
Availability of information on city services & programs	29%	3	72%	3	0.0817	4
How easy it is to receive information when calling city	18%	6	64%	6	0.0670	5
Timeliness of information provided by the city	22%	5	71%	4	0.0619	6
City's open records request process	7%	8	41%	8	0.0425	7
Overall quality of the city's social media	10%	7	75%	1	0.0235	8
Overall quality of the city's newsletter	7%	9	74%	2	0.0174	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, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to focus on over the next year.

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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2026 Importance-Satisfaction Rating

Burleson, TX

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Medium Priority (IS <.10)</u>						
Quality of programs for people with disabilities	19%	5	48%	11	0.0976	1
Number/connectivity of walking/biking trails	22%	2	71%	7	0.0638	2
Quality of city youth athletic programs	16%	7	65%	9	0.0541	3
Quality of city trails	21%	4	80%	6	0.0416	4
Maintenance of city parks	35%	1	90%	1	0.0368	5
Quality of city adult athletic programs	9%	11	60%	10	0.0346	6
Quality of city recreation facilities	18%	6	83%	4	0.0304	7
Quality of recreation programs	10%	10	70%	8	0.0300	8
Quality of city parks	22%	3	88%	2	0.0252	9
Number of parks	13%	8	82%	5	0.0232	10
Quality of city produced special events	12%	9	85%	3	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, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to focus on over the next year.

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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2026 Importance-Satisfaction Rating

Burleson, TX

Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Maintenance of major city streets	32%	2	45%	12	0.1762	1
Maintenance of neighborhood streets	32%	3	46%	11	0.1704	2
Maintenance of major TxDOT roadways	33%	1	52%	9	0.1576	3
Adequacy of drainage systems in rainfall events	23%	4	54%	6	0.1072	4
<u>Medium Priority (IS <.10)</u>						
Adequacy of street lighting	23%	5	59%	4	0.0945	5
Quantity & quality of city sidewalks including accessibility	17%	6	47%	10	0.0911	6
Adequacy of lighting along trails & in city parks	13%	8	43%	13	0.0771	7
Adequacy of pedestrian lighting	14%	7	54%	7	0.0653	8
Appearance/condition of city medians, right of ways, and public areas	13%	9	67%	2	0.0431	9
Condition of pavement markings	10%	11	58%	5	0.0415	10
Mowing & tree trimming along streets/other public areas	11%	10	66%	3	0.0364	11
On-street bicycle infrastructure	6%	13	52%	8	0.0262	12
Condition of street signs and traffic signs	9%	12	75%	1	0.0231	13

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to focus on over the next year.

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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2026 Importance-Satisfaction Rating

Burleson, TX

City Codes

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Efforts to enforce clean-up of trash/debris on private property	29%	1	53%	4	0.1333	1
Efforts to enforce upkeep of residential property	26%	2	50%	7	0.1318	2
<u>Medium Priority (IS <.10)</u>						
Efforts to identify/remove abandoned/dilapidated structures	20%	4	50%	6	0.0973	3
Efforts to enforce mowing/cutting of weeds on private property	17%	5	49%	8	0.0891	4
Efforts to enforce restaurant/food service cleanliness	26%	3	68%	1	0.0816	5
Quality of city's code compliance operations	12%	6	54%	3	0.0559	6
Efforts to enforce sediment/erosion control regulations on construction projects	11%	7	53%	5	0.0521	7
Efforts to enforce sign regulations	5%	8	59%	2	0.0216	8

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 were most important for the City to focus on over the next year.

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=475)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	33.3%	59.4%	5.3%	1.9%	0.2%	0.0%
Q1-2. As a place to raise children	28.2%	47.6%	11.4%	1.7%	0.2%	10.9%
Q1-3. As a place to work	15.6%	26.5%	21.3%	5.1%	2.5%	29.1%
Q1-4. As a place to retire	22.7%	34.1%	17.5%	8.2%	5.5%	12.0%
Q1-5. As a place you are proud to call home	36.2%	46.3%	12.6%	3.6%	0.6%	0.6%
Q1-6. Overall quality of services provided by City of Burleson	31.6%	49.7%	13.7%	2.9%	0.2%	1.9%

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=475)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	33.3%	59.4%	5.3%	1.9%	0.2%
Q1-2. As a place to raise children	31.7%	53.4%	12.8%	1.9%	0.2%
Q1-3. As a place to work	22.0%	37.4%	30.0%	7.1%	3.6%
Q1-4. As a place to retire	25.8%	38.8%	19.9%	9.3%	6.2%
Q1-5. As a place you are proud to call home	36.4%	46.6%	12.7%	3.6%	0.6%
Q1-6. Overall quality of services provided by City of Burleson	32.2%	50.6%	13.9%	3.0%	0.2%

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

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Effectiveness of City communication with the public	29.3%	49.3%	13.9%	4.6%	0.6%	2.3%
Q2-2. Enforcement of local codes & ordinances	14.1%	41.3%	23.2%	11.4%	3.8%	6.3%
Q2-3. Flow of traffic & congestion on TXDOT roadways (SH174/ Wilshire Blvd., FM 731/ John Jones Dr., I-35W)	2.3%	12.2%	17.3%	32.8%	34.9%	0.4%
Q2-4. Flow of traffic & congestion on City roadways (non-TXDOT streets)	5.1%	30.7%	27.8%	20.8%	15.2%	0.4%
Q2-5. Maintenance of City streets & sidewalks	7.2%	32.2%	21.9%	24.2%	13.9%	0.6%
Q2-6. Quality of customer service you receive from City employees	24.4%	39.6%	20.0%	1.9%	0.4%	13.7%
Q2-7. Quality of parks & recreation facilities & programs	29.5%	49.1%	12.4%	3.4%	0.8%	4.8%
Q2-8. Quality of public safety services (police, fire, EMS, public safety communications)	46.1%	41.1%	5.9%	2.3%	0.6%	4.0%
Q2-9. Quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	54.7%	37.7%	5.7%	1.1%	0.0%	0.8%
Q2-10. Quality of wastewater/sewer services	36.6%	46.3%	10.1%	1.5%	0.2%	5.3%
Q2-11. Quality of water utility services	37.3%	45.1%	10.1%	2.3%	0.4%	4.8%

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
Q2-12. Quality & timeliness of City's permitting & inspection process	10.7%	18.9%	24.0%	1.7%	0.4%	44.2%
Q2-13. Value that you receive for your City tax dollars & fees	11.8%	30.9%	28.6%	16.8%	6.3%	5.5%
Q2-14. Efforts by City government to ensure the community is prepared for emergencies	22.3%	42.3%	21.9%	2.1%	0.8%	10.5%

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=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Effectiveness of City communication with the public	30.0%	50.4%	14.2%	4.7%	0.6%
Q2-2. Enforcement of local codes & ordinances	15.1%	44.0%	24.7%	12.1%	4.0%
Q2-3. Flow of traffic & congestion on TXDOT roadways (SH174/ Wilshire Blvd., FM 731/ John Jones Dr., I-35W)	2.3%	12.3%	17.3%	33.0%	35.1%
Q2-4. Flow of traffic & congestion on City roadways (non-TXDOT streets)	5.1%	30.9%	27.9%	20.9%	15.2%
Q2-5. Maintenance of City streets & sidewalks	7.2%	32.4%	22.0%	24.4%	14.0%
Q2-6. Quality of customer service you receive from City employees	28.3%	45.9%	23.2%	2.2%	0.5%
Q2-7. Quality of parks & recreation facilities & programs	31.0%	51.5%	13.1%	3.5%	0.9%
Q2-8. Quality of public safety services (police, fire, EMS, public safety communications)	48.0%	42.8%	6.1%	2.4%	0.7%
Q2-9. Quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	55.2%	38.0%	5.7%	1.1%	0.0%
Q2-10. Quality of wastewater/sewer services	38.7%	48.9%	10.7%	1.6%	0.2%
Q2-11. Quality of water utility services	39.2%	47.3%	10.6%	2.4%	0.4%

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
Q2-12. Quality & timeliness of City's permitting & inspection process	19.2%	34.0%	43.0%	3.0%	0.8%
Q2-13. Value that you receive for your City tax dollars & fees	12.5%	32.7%	30.3%	17.8%	6.7%
Q2-14. Efforts by City government to ensure the community is prepared for emergencies	24.9%	47.3%	24.5%	2.4%	0.9%

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	8	1.7 %
Enforcement of local codes & ordinances	28	5.9 %
Flow of traffic & congestion on TXDOT roadways (SH174/ Wilshire Blvd., FM 731/John Jones Dr., I-35W)	240	50.5 %
Flow of traffic & congestion on City roadways (non-TXDOT streets)	21	4.4 %
Maintenance of City streets & sidewalks	74	15.6 %
Quality of parks & recreation facilities & programs	14	2.9 %
Quality of public safety services (police, fire, EMS, public safety communications)	37	7.8 %
Quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	1	0.2 %
Quality of water utility services	4	0.8 %
Value that you receive for your City tax dollars & fees	26	5.5 %
Efforts by City government to ensure the community is prepared for emergencies	6	1.3 %
None chosen	16	3.4 %
Total	475	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	13	2.7 %
Enforcement of local codes & ordinances	23	4.8 %
Flow of traffic & congestion on TXDOT roadways (SH174/ Wilshire Blvd., FM 731/John Jones Dr., I-35W)	76	16.0 %
Flow of traffic & congestion on City roadways (non-TXDOT streets)	128	26.9 %
Maintenance of City streets & sidewalks	82	17.3 %
Quality of customer service you receive from City employees	5	1.1 %
Quality of parks & recreation facilities & programs	25	5.3 %
Quality of public safety services (police, fire, EMS, public safety communications)	21	4.4 %
Quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	8	1.7 %
Quality of wastewater/sewer services	3	0.6 %
Quality of water utility services	5	1.1 %
Value that you receive for your City tax dollars & fees	42	8.8 %
Efforts by City government to ensure the community is prepared for emergencies	10	2.1 %
None chosen	34	7.2 %
Total	475	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	16	3.4 %
Enforcement of local codes & ordinances	41	8.6 %
Flow of traffic & congestion on TXDOT roadways (SH174/ Wilshire Blvd., FM 731/John Jones Dr., I-35W)	39	8.2 %
Flow of traffic & congestion on City roadways (non-TXDOT streets)	59	12.4 %
Maintenance of City streets & sidewalks	91	19.2 %
Quality of customer service you receive from City employees	6	1.3 %
Quality of parks & recreation facilities & programs	30	6.3 %
Quality of public safety services (police, fire, EMS, public safety communications)	34	7.2 %
Quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	4	0.8 %
Quality of wastewater/sewer services	2	0.4 %
Quality of water utility services	7	1.5 %
Quality & timeliness of City's permitting & inspection process	1	0.2 %
Value that you receive for your City tax dollars & fees	62	13.1 %
Efforts by City government to ensure the community is prepared for emergencies	22	4.6 %
None chosen	61	12.8 %
Total	475	100.0 %

SUM OF TOP 3 CHOICES

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

Q3. Sum of top 3 choices	Number	Percent
Effectiveness of City communication with the public	37	7.8 %
Enforcement of local codes & ordinances	92	19.4 %
Flow of traffic & congestion on TXDOT roadways (SH174/ Wilshire Blvd., FM 731/John Jones Dr., I-35W)	355	74.7 %
Flow of traffic & congestion on City roadways (non-TXDOT streets)	208	43.8 %
Maintenance of City streets & sidewalks	247	52.0 %
Quality of customer service you receive from City employees	11	2.3 %
Quality of parks & recreation facilities & programs	69	14.5 %
Quality of public safety services (police, fire, EMS, public safety communications)	92	19.4 %
Quality of solid waste services (garbage, yard waste, recycling, bulky item pickup)	13	2.7 %
Quality of wastewater/sewer services	5	1.1 %
Quality of water utility services	16	3.4 %
Quality & timeliness of City's permitting & inspection process	1	0.2 %
Value that you receive for your City tax dollars & fees	130	27.4 %
Efforts by City government to ensure the community is prepared for emergencies	38	8.0 %
None chosen	16	3.4 %
Total	1330	

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

(N=475)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q4-1. In City of Burleson	32.6%	55.2%	10.7%	1.5%	0.0%	0.0%
Q4-2. In your neighborhood during the day	57.5%	38.7%	3.2%	0.6%	0.0%	0.0%
Q4-3. In your neighborhood at night	36.4%	47.4%	11.2%	3.6%	1.1%	0.4%
Q4-4. In City parks, trails, & recreation areas	21.1%	46.1%	20.6%	3.4%	0.0%	8.8%
Q4-5. In commercial & retail areas	17.9%	52.2%	22.7%	6.3%	0.0%	0.8%

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=475)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q4-1. In City of Burleson	32.6%	55.2%	10.7%	1.5%	0.0%
Q4-2. In your neighborhood during the day	57.5%	38.7%	3.2%	0.6%	0.0%
Q4-3. In your neighborhood at night	36.6%	47.6%	11.2%	3.6%	1.1%
Q4-4. In City parks, trails, & recreation areas	23.1%	50.6%	22.6%	3.7%	0.0%
Q4-5. In commercial & retail areas	18.0%	52.7%	22.9%	6.4%	0.0%

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

(N=475)

	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	29.3%	40.0%	15.2%	4.0%	0.2%	11.4%
Q5-2. Efforts of City's police department to communicate with the public via social media	37.7%	37.5%	12.6%	2.3%	0.4%	9.5%
Q5-3. Enforcement of traffic laws	20.8%	42.7%	15.6%	12.0%	3.4%	5.5%
Q5-4. How quickly police respond to emergencies	29.5%	31.8%	12.8%	1.5%	0.2%	24.2%
Q5-5. Efforts by City government to prevent crime	20.8%	35.4%	24.6%	3.4%	1.9%	13.9%
Q5-6. Quality of police services	34.5%	42.1%	14.5%	1.3%	0.8%	6.7%
Q5-7. Quality of police community outreach programs	27.4%	33.5%	15.6%	2.1%	0.0%	21.5%
Q5-8. Visibility of police in commercial & retail areas	19.2%	35.8%	25.7%	14.1%	1.3%	4.0%
Q5-9. Visibility of police in neighborhoods	16.2%	34.1%	27.8%	16.2%	2.7%	2.9%
Q5-10. 911 service provided by dispatch operators	27.4%	27.4%	10.5%	0.2%	0.4%	34.1%

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

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Efforts of City's police department to collaborate with the public to address concerns	33.0%	45.1%	17.1%	4.5%	0.2%
Q5-2. Efforts of City's police department to communicate with the public via social media	41.6%	41.4%	14.0%	2.6%	0.5%
Q5-3. Enforcement of traffic laws	22.0%	45.2%	16.5%	12.7%	3.6%
Q5-4. How quickly police respond to emergencies	38.9%	41.9%	16.9%	1.9%	0.3%
Q5-5. Efforts by City government to prevent crime	24.2%	41.1%	28.6%	3.9%	2.2%
Q5-6. Quality of police services	37.0%	45.1%	15.6%	1.4%	0.9%
Q5-7. Quality of police community outreach programs	34.9%	42.6%	19.8%	2.7%	0.0%
Q5-8. Visibility of police in commercial & retail areas	20.0%	37.3%	26.8%	14.7%	1.3%
Q5-9. Visibility of police in neighborhoods	16.7%	35.1%	28.6%	16.7%	2.8%
Q5-10. 911 service provided by dispatch operators	41.5%	41.5%	16.0%	0.3%	0.6%

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	34	7.2 %
Efforts of City's police department to communicate with the public via social media	11	2.3 %
Enforcement of traffic laws	80	16.8 %
How quickly police respond to emergencies	56	11.8 %
Efforts by City government to prevent crime	84	17.7 %
Quality of police services	12	2.5 %
Quality of police community outreach programs	3	0.6 %
Visibility of police in commercial & retail areas	50	10.5 %
Visibility of police in neighborhoods	68	14.3 %
911 service provided by dispatch operators	7	1.5 %
None chosen	70	14.7 %
Total	475	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	21	4.4 %
Efforts of City's police department to communicate with the public via social media	20	4.2 %
Enforcement of traffic laws	38	8.0 %
How quickly police respond to emergencies	31	6.5 %
Efforts by City government to prevent crime	69	14.5 %
Quality of police services	21	4.4 %
Quality of police community outreach programs	7	1.5 %
Visibility of police in commercial & retail areas	91	19.2 %
Visibility of police in neighborhoods	74	15.6 %
911 service provided by dispatch operators	8	1.7 %
None chosen	95	20.0 %
Total	475	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	36	7.6 %
Efforts of City's police department to communicate with the public via social media	12	2.5 %
Enforcement of traffic laws	35	7.4 %
How quickly police respond to emergencies	29	6.1 %
Efforts by City government to prevent crime	49	10.3 %
Quality of police services	25	5.3 %
Quality of police community outreach programs	14	2.9 %
Visibility of police in commercial & retail areas	53	11.2 %
Visibility of police in neighborhoods	89	18.7 %
911 service provided by dispatch operators	8	1.7 %
None chosen	125	26.3 %
Total	475	100.0 %

SUM OF TOP 3 CHOICES

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. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's police department to collaborate with the public to address concerns	91	19.2 %
Efforts of City's police department to communicate with the public via social media	43	9.1 %
Enforcement of traffic laws	153	32.2 %
How quickly police respond to emergencies	116	24.4 %
Efforts by City government to prevent crime	202	42.5 %
Quality of police services	58	12.2 %
Quality of police community outreach programs	24	5.1 %
Visibility of police in commercial & retail areas	194	40.8 %
Visibility of police in neighborhoods	231	48.6 %
911 service provided by dispatch operators	23	4.8 %
None chosen	70	14.7 %
Total	1205	

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

(N=475)

	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	27.8%	34.9%	12.8%	1.5%	0.2%	22.7%
Q7-2. Efforts of City's fire department to communicate with the public via social media	24.4%	31.6%	18.1%	1.7%	0.2%	24.0%
Q7-3. Emergency fire services	35.4%	32.8%	8.4%	0.0%	0.2%	23.2%
Q7-4. Emergency medical services	39.2%	32.0%	7.4%	0.0%	0.2%	21.3%
Q7-5. How quickly fire & rescue personnel respond to emergencies	41.1%	28.2%	6.5%	0.4%	0.2%	23.6%
Q7-6. Quality of fire community outreach programs	22.1%	24.2%	19.6%	1.9%	0.2%	32.0%
Q7-7. Quality of fire safety education programs	18.5%	24.2%	19.4%	1.7%	0.0%	36.2%

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

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Efforts of City's fire department to collaborate with the public to address concerns	36.0%	45.2%	16.6%	1.9%	0.3%
Q7-2. Efforts of City's fire department to communicate with the public via social media	32.1%	41.6%	23.8%	2.2%	0.3%
Q7-3. Emergency fire services	46.0%	42.7%	11.0%	0.0%	0.3%
Q7-4. Emergency medical services	49.7%	40.6%	9.4%	0.0%	0.3%
Q7-5. How quickly fire & rescue personnel respond to emergencies	53.7%	36.9%	8.5%	0.6%	0.3%
Q7-6. Quality of fire community outreach programs	32.5%	35.6%	28.8%	2.8%	0.3%
Q7-7. Quality of fire safety education programs	29.0%	38.0%	30.4%	2.6%	0.0%

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. Top choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's fire department to collaborate with the public to address concerns	40	8.4 %
Efforts of City's fire department to communicate with the public via social media	33	6.9 %
Emergency fire services	84	17.7 %
Emergency medical services	48	10.1 %
How quickly fire & rescue personnel respond to emergencies	60	12.6 %
Quality of fire community outreach programs	19	4.0 %
Quality of fire safety education programs	28	5.9 %
None chosen	163	34.3 %
Total	475	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	23	4.8 %
Efforts of City's fire department to communicate with the public via social media	22	4.6 %
Emergency fire services	49	10.3 %
Emergency medical services	105	22.1 %
How quickly fire & rescue personnel respond to emergencies	38	8.0 %
Quality of fire community outreach programs	28	5.9 %
Quality of fire safety education programs	24	5.1 %
None chosen	186	39.2 %
Total	475	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	31	6.5 %
Efforts of City's fire department to communicate with the public via social media	20	4.2 %
Emergency fire services	38	8.0 %
Emergency medical services	36	7.6 %
How quickly fire & rescue personnel respond to emergencies	80	16.8 %
Quality of fire community outreach programs	21	4.4 %
Quality of fire safety education programs	32	6.7 %
None chosen	217	45.7 %
Total	475	100.0 %

SUM OF TOP 3 CHOICES

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. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's fire department to collaborate with the public to address concerns	94	19.8 %
Efforts of City's fire department to communicate with the public via social media	75	15.8 %
Emergency fire services	171	36.0 %
Emergency medical services	189	39.8 %
How quickly fire & rescue personnel respond to emergencies	178	37.5 %
Quality of fire community outreach programs	68	14.3 %
Quality of fire safety education programs	84	17.7 %
None chosen	163	34.3 %
Total	1022	

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

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. How easy it is to find information when visiting City's website	18.5%	44.8%	18.5%	12.8%	1.5%	3.8%
Q9-2. How easy it is to receive information when calling City	16.0%	31.2%	21.1%	5.5%	0.4%	25.9%
Q9-3. Overall quality of City's social media (Facebook, Instagram, etc.)	24.6%	40.4%	17.3%	3.4%	0.6%	13.7%
Q9-4. Overall quality of City's newsletter	22.5%	35.2%	17.7%	2.1%	0.8%	21.7%
Q9-5. Availability of information on City services & programs	20.2%	44.6%	18.1%	5.7%	1.3%	10.1%
Q9-6. Timeliness of information provided by City	18.3%	44.4%	19.4%	4.4%	1.7%	11.8%
Q9-7. Access to information about City's finances & budget	8.8%	22.9%	26.9%	6.7%	2.5%	32.0%
Q9-8. Overall level of public involvement in local decision making	8.8%	21.1%	27.8%	13.3%	5.5%	23.6%
Q9-9. City's open records request process	6.5%	10.5%	21.7%	2.3%	0.6%	58.3%

WITHOUT "DON'T KNOW"**Q9. Communication. Please rate your satisfaction of the following: (without "don't know")**

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. How easy it is to find information when visiting City's website	19.3%	46.6%	19.3%	13.3%	1.5%
Q9-2. How easy it is to receive information when calling City	21.6%	42.0%	28.4%	7.4%	0.6%
Q9-3. Overall quality of City's social media (Facebook, Instagram, etc.)	28.5%	46.8%	20.0%	3.9%	0.7%
Q9-4. Overall quality of City's newsletter	28.8%	44.9%	22.6%	2.7%	1.1%
Q9-5. Availability of information on City services & programs	22.5%	49.6%	20.1%	6.3%	1.4%
Q9-6. Timeliness of information provided by City	20.8%	50.4%	22.0%	5.0%	1.9%
Q9-7. Access to information about City's finances & budget	13.0%	33.7%	39.6%	9.9%	3.7%
Q9-8. Overall level of public involvement in local decision making	11.6%	27.5%	36.4%	17.4%	7.2%
Q9-9. City's open records request process	15.7%	25.3%	52.0%	5.6%	1.5%

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	103	21.7 %
How easy it is to receive information when calling City	32	6.7 %
Overall quality of City's social media (Facebook, Instagram, etc.)	13	2.7 %
Overall quality of City's newsletter	6	1.3 %
Availability of information on City services & programs	38	8.0 %
Timeliness of information provided by City	17	3.6 %
Access to information about City's finances & budget	34	7.2 %
Overall level of public involvement in local decision making	78	16.4 %
City's open records request process	7	1.5 %
None chosen	147	30.9 %
Total	475	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	35	7.4 %
How easy it is to receive information when calling City	33	6.9 %
Overall quality of City's social media (Facebook, Instagram, etc.)	15	3.2 %
Overall quality of City's newsletter	15	3.2 %
Availability of information on City services & programs	53	11.2 %
Timeliness of information provided by City	45	9.5 %
Access to information about City's finances & budget	49	10.3 %
Overall level of public involvement in local decision making	46	9.7 %
City's open records request process	11	2.3 %
None chosen	173	36.4 %
Total	475	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	28	5.9 %
How easy it is to receive information when calling City	23	4.8 %
Overall quality of City's social media (Facebook, Instagram, etc.)	17	3.6 %
Overall quality of City's newsletter	10	2.1 %
Availability of information on City services & programs	48	10.1 %
Timeliness of information provided by City	40	8.4 %
Access to information about City's finances & budget	35	7.4 %
Overall level of public involvement in local decision making	44	9.3 %
City's open records request process	16	3.4 %
None chosen	214	45.1 %
Total	475	100.0 %

WITHOUT "DON'T KNOW"

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	166	34.9 %
How easy it is to receive information when calling City	88	18.5 %
Overall quality of City's social media (Facebook, Instagram, etc.)	45	9.5 %
Overall quality of City's newsletter	31	6.5 %
Availability of information on City services & programs	139	29.3 %
Timeliness of information provided by City	102	21.5 %
Access to information about City's finances & budget	118	24.8 %
Overall level of public involvement in local decision making	168	35.4 %
City's open records request process	34	7.2 %
None chosen	147	30.9 %
Total	1038	

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

<u>Q11. Where do you currently get City news & information</u>	<u>Number</u>	<u>Percent</u>
City email updates	127	26.7 %
Weekly eNewsletter	117	24.6 %
City's social media sites (Facebook, Instagram, etc.)	318	66.9 %
City website (burlesontx.com)	272	57.3 %
Local news outlets	73	15.4 %
Other	21	4.4 %
Total	928	

Q11-6. Other

- Attend meetings and talk to various department employees
- Burleson NOW magazine sent to my home is where I get most of my information on what is going on in Burleson
- City employees
- Facebook and texts
- Friends
- Friends and neighbors
- Friends and neighbors; other social media sites outside of the city's social media
- I called the city
- Local Facebook groups
- Mail or city meetings
- My spouse
- Need an answer and can't find it I ask my brother in law who is mayor problem
- Neighborhood app
- Neighbors
- neighbors
- Newsletters. I never knew the city provided email and would gladly sign up. Something other than the typical social media would (email, e-newsletter, etc.) Would be great. You have them apparently but in 5 years of living here never knew that. Burleson is awesome, and the lack of social media is a choice we make so its nothing on the city...but there's probably more of us middle aged folks who don't know there's another means if info
- Printed material only
- search engine
- Spouse gets city emails
- Tabloids like "Burleson Now" and "Hoopla". Sometimes radio, but not often.
- text messages sometimes

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	95	20.0 %
Weekly eNewsletter	61	12.8 %
City's social media sites (Facebook, Instagram, etc.)	174	36.6 %
City website (burlesontx.com)	72	15.2 %
Local news outlets	7	1.5 %
None chosen	66	13.9 %
Total	475	100.0 %

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

Q12. 2nd choice	Number	Percent
City email updates	60	12.6 %
Weekly eNewsletter	74	15.6 %
City's social media sites (Facebook, Instagram, etc.)	78	16.4 %
City website (burlesontx.com)	123	25.9 %
Local news outlets	26	5.5 %
None chosen	114	24.0 %
Total	475	100.0 %

SUM OF TOP 2 CHOICES

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

Q12. Sum of top 2 choices	Number	Percent
City email updates	155	32.6 %
Weekly eNewsletter	135	28.4 %
City's social media sites (Facebook, Instagram, etc.)	252	53.1 %
City website (burlesontx.com)	195	41.1 %
Local news outlets	33	6.9 %
None chosen	66	13.9 %
Total	836	

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	388	81.7 %
No	84	17.7 %
Not provided	3	0.6 %
Total	475	100.0 %

WITHOUT "NOT PROVIDED"**Q13. Have you visited the City's website (burlesontx.com) during the past 6 months? (without "not provided")**

Q13. Have you visited City's website during past 6 months

	Number	Percent
Yes	388	82.2 %
No	84	17.8 %
Total	472	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	106	27.3 %
Contact City	28	7.2 %
Zoning/development information	41	10.6 %
Report an issue	25	6.4 %
Request a service	21	5.4 %
Open record request	2	0.5 %
Other	149	38.4 %
Not provided	16	4.1 %
Total	388	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	106	28.5 %
Contact City	28	7.5 %
Zoning/development information	41	11.0 %
Report an issue	25	6.7 %
Request a service	21	5.6 %
Open record request	2	0.5 %
Other	149	40.1 %
Total	372	100.0 %

Q13a-7. Other

- Access library catalog
- Accessing the employee handbook.
- activities
- Agendas
- Animal control
- Asked a question about hazardous waste
- Ball field rental
- Brick holiday hours
- Browsing
- Career page
- Check on garbage service
- Check ordnance
- Check out programs and events
- Checked for trash pick up on Memorial Day
- Checking city calendar of events.
- Checking on holiday schedules
- Checking on solid waste pickup. It was very late and I wanted to ensure that the pickup was on normal schedule. I saw Nothing to indicate so.
- Cities taking place in the city.
- City Council Agenda Events
- City events
- Community events calendar
- Contact BRICK
- Council meeting video
- Disposal services
- Employment
- Employment
- Explore programs offered by various city agencies like the library and brick
- Fence permit
- Find information about big trash pick up
- Find information on city sponsored event
- Find information.
- find tax rate for income tax return
- finding city council meeting agendas
- Garage sale permit
- Garage sale permit
- Garage sale permit and ligations
- Garbage collection calendar
- Garbage collection days
- Gathering info about services
- General information
- Holiday trash pickup schedule
- Honey Bee Carnival

Q13a-7. Other

- HOT SOUNDS OF SUMMER LINEUP
- I wanted info regarding an upcoming event.
- I was looking for information about the brick
- I was looking for information on trash collection. Which zone I was in for trash and bulk pickup, etc.
- I was looking up information about programs and job opportunities.
- Info about trash service and garage sales
- Info on the brick
- Information
- Information
- Information
- Information
- information - garbage pickup schedule, paint recycle, new parks schedule, street bonds
- Information about exact decisions being discussed and made at City Council meetings.
- Information about the brick
- Information about the Brick
- Information on events
- Information on services and classes available at the Brick
- Inquiring about hazard waste disposal.
- Job search
- Job searching
- Jobs
- Jobs and any other city information
- Learn more about city functions
- Library
- Library
- Library
- Library and trash bash
- library catalog
- Library events
- LIBRARY INFORMATION
- Library information
- Library services
- Library Summer Reading information
- Link to Brick and trash service holiday schedule
- Look up dates
- Look up development plans for new park
- Look up hot sounds of summer
- Looking for employment
- Looking for event information
- Looking for info on the Honey Bee carnival
- Looking for info regarding trash/bulk trash collection. Animal adoptions. Jobs available.
- Looking for information
- Looking for information

Q13a-7. Other

- Looking for information about summer activities in Old Town.
- Looking for posted jobs
- Looking for programs to do with the kids.
- Looking for services information
- Looking for the police non emergency phone number
- Looking for upcoming activities m
- Looking for what's being build in the area
- looking to see if or when they'd have an election
- Looking up "Sounds of Summer" schedule
- Looking up events
- Looking up information
- Looking up information for parks and rec
- Looking up parks in the city
- Looking up upcoming events
- POLICE REPORT
- public event notifications
- Question about the Brick, and summer programs for adults and children
- Research
- Research trash pick ups
- Search about trash bins
- Searching for specific department contacts
- Searching to figure out how to offer children of Burleson painting classes for the summer. Did not find anything to help.
- Senior center
- Service questions
- Solid waste pickup schedule
- The library
- To check my water bill history when the sewer charges went up significantly.
For information on library summer activities and programs.
- To find more info about an event.
- To find out about the senior center and parks. Website kinda slow and awkward. Not entirely user friendly.
- To get information on street repairs in my neighborhood.
- To try and clarify dates and addresses for events
- Transferring services to a new address
- TRASH COLLECTION
- Trash pick up on Memorial Day
- Trash pickup holiday schedule
- Trash pickup holidays
- Trash pickup information. Code information
- Trash schedule
- Trash schedule on holidays
- Trash service
- Trash/recycling holidays
- Try to find information on starting a business within the city

Q13a-7. Other

- Trying to figure out when bulk trash day is.
- Trying to find out if trash will be picked up on holiday Mondays & Thursdays.
- Trying to get information about The Brick. 311 rings to a phone that is never answered.
- Upcoming community events
- Update awareness
- Use it to find out hours for local recreation facilities. By the way, the website is not accurate or intuitive.
- Visit Library site
- Visit the police department section weekly to review crime and arrest reports.
- visiting animal control adoptions available
- voting information and sample ballot
- Wanted to know Brick splash pad and outdoor pool schedule.
- Was looking for the rates on what we pay for water. City employee told me what I needed to know and told me how to get to the info on Burleson website.
- WEATHER ALERT
- What zone I'm in for mosquito spraying
- When was special pickup
- Where to vote
- Who was over the Brick upgrade to the swimming pool? The project took 6-7 months and no one had answers why it took so long. It was very fluctuating to the public & many people dropped their membership. The whole project was very poorly handled.

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

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

	Number	Percent
Very easy	145	37.4 %
Somewhat easy	179	46.1 %
Difficult	49	12.6 %
Very difficult	9	2.3 %
Not provided	6	1.5 %
Total	388	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 the information you
needed on City's website

	Number	Percent
Very easy	145	38.0 %
Somewhat easy	179	46.9 %
Difficult	49	12.8 %
Very difficult	9	2.4 %
Total	382	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	203	42.7 %
No	269	56.6 %
Not provided	3	0.6 %
Total	475	100.0 %

WITHOUT "NOT PROVIDED"

Q14. Have you contacted the City of Burleson with a question, problem complaint, or to request a service during the past year? (without "not provided")

Q14. Have you contacted City with a question, problem complaint, or to request a service during past year	Number	Percent
Yes	203	43.0 %
No	269	57.0 %
Total	472	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	97	47.8 %
Somewhat easy	70	34.5 %
Difficult	27	13.3 %
Very difficult	8	3.9 %
Not provided	1	0.5 %
Total	203	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	97	48.0 %
Somewhat easy	70	34.7 %
Difficult	27	13.4 %
Very difficult	8	4.0 %
Total	202	100.0 %

Q14b. What department did you attempt to contact?

Q14b. What department did you attempt to contact	Number	Percent
Police	29	14.3 %
Fire	8	3.9 %
Development Services	11	5.4 %
Animal Services	36	17.7 %
Parks & Recreation	23	11.3 %
Code Compliance	55	27.1 %
Public Works	51	25.1 %
Utility Billing	45	22.2 %
Communications	5	2.5 %
Municipal Court	5	2.5 %
Environmental Services	5	2.5 %
Health Inspections	1	0.5 %
311	27	13.3 %
Other	13	6.4 %
Total	314	

Q14b-15. Other

- City ordinance information
- Library
- Library and city attorney
- MAYOR
- Needing streets fixed and they still aren't.
- Permits
- Speeding on a residential street where there is an elementary school and mowing city owned land between the school and home.
- Street lights
- Taxes
- TRASH
- Water
- Water cap too high on sidewalk

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

(N=203)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q14c-1. They did what they said they would do in a timely manner	43.3%	30.0%	10.3%	2.0%	4.4%	9.9%
Q14c-2. They gave prompt, accurate, & complete answers to questions	44.3%	25.1%	12.3%	3.4%	4.9%	9.9%
Q14c-3. They helped me resolve an issue to my satisfaction	43.3%	21.7%	15.3%	4.9%	8.4%	6.4%
Q14c-4. They made it easy for me to handle my request	44.8%	22.2%	14.8%	4.4%	5.4%	8.4%
Q14c-5. They were courteous & polite	62.6%	22.2%	3.4%	0.5%	2.5%	8.9%
Q14c-6. Overall quality of service provided by City employees	51.7%	25.1%	8.4%	1.0%	4.4%	9.4%

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=203)

	Always	Usually	Sometimes	Seldom	Never
Q14c-1. They did what they said they would do in a timely manner	48.1%	33.3%	11.5%	2.2%	4.9%
Q14c-2. They gave prompt, accurate, & complete answers to questions	49.2%	27.9%	13.7%	3.8%	5.5%
Q14c-3. They helped me resolve an issue to my satisfaction	46.3%	23.2%	16.3%	5.3%	8.9%
Q14c-4. They made it easy for me to handle my request	48.9%	24.2%	16.1%	4.8%	5.9%
Q14c-5. They were courteous & polite	68.6%	24.3%	3.8%	0.5%	2.7%
Q14c-6. Overall quality of service provided by City employees	57.1%	27.7%	9.2%	1.1%	4.9%

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 311 with a question, problem, complaint, or to request a service during past year

	Number	Percent
Yes	83	17.5 %
No	322	67.8 %
Not familiar with this service	58	12.2 %
Not provided	12	2.5 %
Total	475	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 311 with a question, problem, complaint, or to request a service during past year

	Number	Percent
Yes	83	17.9 %
No	322	69.5 %
Not familiar with this service	58	12.5 %
Total	463	100.0 %

Q15a. How did you contact 311?

Q15a. How did you contact 311	Number	Percent
Phone	39	47.0 %
Website	21	25.3 %
Smart phone application	22	26.5 %
Not provided	1	1.2 %
Total	83	100.0 %

WITHOUT "NOT PROVIDED"

Q15a. How did you contact 311? (without "not provided")

Q15a. How did you contact 311	Number	Percent
Phone	39	47.6 %
Website	21	25.6 %
Smart phone application	22	26.8 %
Total	82	100.0 %

Q15b. How easy was it to contact 311?

Q15b. How easy was it to contact 311	Number	Percent
Very easy	54	65.1 %
Somewhat easy	19	22.9 %
Difficult	5	6.0 %
Very difficult	4	4.8 %
Not provided	1	1.2 %
Total	83	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	54	65.9 %
Somewhat easy	19	23.2 %
Difficult	5	6.1 %
Very difficult	4	4.9 %
Total	82	100.0 %

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

Q15c. How did you hear about City 311	Number	Percent
City website	41	49.4 %
Referred by City employee	7	8.4 %
311 In the Community (word of mouth)	9	10.8 %
Phone call or email to City & was referred to 311	6	7.2 %
Social media	18	21.7 %
Not provided	2	2.4 %
Total	83	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 311	Number	Percent
City website	41	50.6 %
Referred by City employee	7	8.6 %
311 In the Community (word of mouth)	9	11.1 %
Phone call or email to City & was referred to 311	6	7.4 %
Social media	18	22.2 %
Total	81	100.0 %

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

(N=83)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q15d-1. They gave prompt, accurate & complete answers to questions	39.8%	33.7%	6.0%	4.8%	8.4%	7.2%
Q15d-2. The website & smart phone application was easy to use to submit requests	37.3%	31.3%	8.4%	2.4%	7.2%	13.3%
Q15d-3. I was able to track my request & get up-to-date information	32.5%	21.7%	8.4%	6.0%	8.4%	22.9%
Q15d-4. I was transferred to the correct department	34.9%	22.9%	4.8%	2.4%	8.4%	26.5%
Q15d-5. They were courteous & polite	53.0%	21.7%	2.4%	1.2%	4.8%	16.9%
Q15d-6. Service calls are being resolved to satisfaction	34.9%	28.9%	14.5%	2.4%	10.8%	8.4%

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

(N=83)

	Always	Usually	Sometimes	Seldom	Never
Q15d-1. They gave prompt, accurate & complete answers to questions	42.9%	36.4%	6.5%	5.2%	9.1%
Q15d-2. The website & smart phone application was easy to use to submit requests	43.1%	36.1%	9.7%	2.8%	8.3%
Q15d-3. I was able to track my request & get up-to-date information	42.2%	28.1%	10.9%	7.8%	10.9%
Q15d-4. I was transferred to the correct department	47.5%	31.1%	6.6%	3.3%	11.5%
Q15d-5. They were courteous & polite	63.8%	26.1%	2.9%	1.4%	5.8%
Q15d-6. Service calls are being resolved to satisfaction	38.2%	31.6%	15.8%	2.6%	11.8%

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	63	13.3 %
No	408	85.9 %
Not provided	4	0.8 %
Total	475	100.0 %

WITHOUT "NOT PROVIDED"

Q16. Do you ever watch the City's online broadcast of City Council or Planning and Zoning Commission meetings? (without "not provided")

Q16. Do you ever watch City's online broadcast of City Council or Planning & Zoning Commission meetings	Number	Percent
Yes	63	13.4 %
No	408	86.6 %
Total	471	100.0 %

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

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Maintenance of City parks	37.1%	46.3%	6.9%	2.5%	0.2%	6.9%
Q17-2. Number of parks	30.9%	43.6%	10.3%	5.9%	0.6%	8.6%
Q17-3. Quality of City trails	24.6%	41.3%	12.8%	3.4%	0.2%	17.7%
Q17-4. Number/ connectivity of walking/ biking trails	21.3%	36.4%	16.0%	6.5%	0.6%	19.2%
Q17-5. Quality of City parks	30.1%	50.9%	8.4%	2.3%	0.0%	8.2%
Q17-6. Quality of City recreation facilities	28.2%	44.0%	11.6%	3.4%	0.2%	12.6%
Q17-7. Quality of City produced special events	29.7%	44.0%	10.7%	2.1%	0.2%	13.3%
Q17-8. Quality of City adult athletic programs	12.0%	20.6%	18.5%	2.5%	0.8%	45.5%
Q17-9. Quality of City youth athletic programs	14.7%	24.8%	15.8%	2.7%	2.5%	39.4%
Q17-10. Quality of recreation programs	17.5%	28.8%	17.3%	2.1%	0.8%	33.5%
Q17-11. Quality of programs for people with disabilities	8.6%	11.6%	17.1%	3.2%	1.9%	57.7%

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

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Maintenance of City parks	39.8%	49.8%	7.5%	2.7%	0.2%
Q17-2. Number of parks	33.9%	47.7%	11.3%	6.5%	0.7%
Q17-3. Quality of City trails	29.9%	50.1%	15.6%	4.1%	0.3%
Q17-4. Number/ connectivity of walking/biking trails	26.3%	45.1%	19.8%	8.1%	0.8%
Q17-5. Quality of City parks	32.8%	55.5%	9.2%	2.5%	0.0%
Q17-6. Quality of City recreation facilities	32.3%	50.4%	13.3%	3.9%	0.2%
Q17-7. Quality of City produced special events	34.2%	50.7%	12.4%	2.4%	0.2%
Q17-8. Quality of City adult athletic programs	22.0%	37.8%	34.0%	4.6%	1.5%
Q17-9. Quality of City youth athletic programs	24.3%	41.0%	26.0%	4.5%	4.2%
Q17-10. Quality of recreation programs	26.3%	43.4%	25.9%	3.2%	1.3%
Q17-11. Quality of programs for people with disabilities	20.4%	27.4%	40.3%	7.5%	4.5%

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?

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	104	21.9 %
Number of parks	26	5.5 %
Quality of City trails	19	4.0 %
Number/connectivity of walking/biking trails	41	8.6 %
Quality of City parks	27	5.7 %
Quality of City recreation facilities	21	4.4 %
Quality of City produced special events	17	3.6 %
Quality of City adult athletic programs	11	2.3 %
Quality of City youth athletic programs	25	5.3 %
Quality of recreation programs	9	1.9 %
Quality of programs for people with disabilities	44	9.3 %
None chosen	131	27.6 %
Total	475	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?

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	28	5.9 %
Number of parks	20	4.2 %
Quality of City trails	49	10.3 %
Number/connectivity of walking/biking trails	38	8.0 %
Quality of City parks	46	9.7 %
Quality of City recreation facilities	32	6.7 %
Quality of City produced special events	15	3.2 %
Quality of City adult athletic programs	22	4.6 %
Quality of City youth athletic programs	28	5.9 %
Quality of recreation programs	16	3.4 %
Quality of programs for people with disabilities	13	2.7 %
None chosen	168	35.4 %
Total	475	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?

<u>Q18. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	36	7.6 %
Number of parks	14	2.9 %
Quality of City trails	31	6.5 %
Number/connectivity of walking/biking trails	27	5.7 %
Quality of City parks	29	6.1 %
Quality of City recreation facilities	31	6.5 %
Quality of City produced special events	23	4.8 %
Quality of City adult athletic programs	8	1.7 %
Quality of City youth athletic programs	21	4.4 %
Quality of recreation programs	22	4.6 %
Quality of programs for people with disabilities	32	6.7 %
None chosen	201	42.3 %
Total	475	100.0 %

SUM OF TOP 3 CHOICES

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)

<u>Q18. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	168	35.4 %
Number of parks	60	12.6 %
Quality of City trails	99	20.8 %
Number/connectivity of walking/biking trails	106	22.3 %
Quality of City parks	102	21.5 %
Quality of City recreation facilities	84	17.7 %
Quality of City produced special events	55	11.6 %
Quality of City adult athletic programs	41	8.6 %
Quality of City youth athletic programs	74	15.6 %
Quality of recreation programs	47	9.9 %
Quality of programs for people with disabilities	89	18.7 %
None chosen	131	27.6 %
Total	1056	

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

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Overall quality of City bulk trash/leaf/brush collection	55.6%	33.1%	4.6%	2.1%	0.2%	4.4%
Q19-2. Overall quality of curbside recycling collection	57.9%	31.2%	3.6%	1.3%	0.2%	5.9%
Q19-3. Overall quality of curbside trash/garbage collection	60.6%	30.5%	4.0%	1.5%	0.0%	3.4%
Q19-4. Overall quality of City's household hazardous waste disposal service (oil, paint, etc.)	32.4%	23.6%	12.0%	6.7%	1.5%	23.8%
Q19-5. Overall fees charged for trash/ recycling collection	23.8%	34.1%	24.4%	9.3%	1.9%	6.5%

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

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Overall quality of City bulk trash/leaf/brush collection	58.1%	34.6%	4.8%	2.2%	0.2%
Q19-2. Overall quality of curbside recycling collection	61.5%	33.1%	3.8%	1.3%	0.2%
Q19-3. Overall quality of curbside trash/garbage collection	62.7%	31.6%	4.1%	1.5%	0.0%
Q19-4. Overall quality of City's household hazardous waste disposal service (oil, paint, etc.)	42.5%	30.9%	15.7%	8.8%	1.9%
Q19-5. Overall fees charged for trash/recycling collection	25.5%	36.5%	26.1%	9.9%	2.0%

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

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Timeliness of water/sewer line break repairs	16.6%	21.7%	13.9%	0.8%	0.2%	46.7%
Q20-2. Overall fees charged for water/wastewater services	13.5%	29.3%	29.3%	14.7%	4.8%	8.4%
Q20-3. Utility billing customer service	25.3%	35.8%	16.8%	2.7%	1.1%	18.3%
Q20-4. Utility reliability (consistent delivery of water & sewer)	41.9%	44.6%	7.4%	0.8%	0.4%	4.8%
Q20-5. Overall quality of drinking water	29.9%	41.5%	16.4%	4.6%	1.1%	6.5%

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

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Timeliness of water/sewer line break repairs	31.2%	40.7%	26.1%	1.6%	0.4%
Q20-2. Overall fees charged for water/wastewater services	14.7%	32.0%	32.0%	16.1%	5.3%
Q20-3. Utility billing customer service	30.9%	43.8%	20.6%	3.4%	1.3%
Q20-4. Utility reliability (consistent delivery of water & sewer)	44.0%	46.9%	7.7%	0.9%	0.4%
Q20-5. Overall quality of drinking water	32.0%	44.4%	17.6%	5.0%	1.1%

Q21. Court Services. Please rate your satisfaction of the following.

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Don't know
Q21-1. Overall quality of municipal court services	9.3%	17.7%	13.7%	0.8%	58.5%
Q21-2. Overall accessibility of municipal court services	10.3%	18.7%	12.8%	1.1%	57.1%

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

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied
Q21-1. Overall quality of municipal court services	22.3%	42.6%	33.0%	2.0%
Q21-2. Overall accessibility of municipal court services	24.0%	43.6%	29.9%	2.5%

Q22. Infrastructure. Please rate your satisfaction of the following:

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Adequacy of street lighting	13.7%	44.4%	18.3%	19.6%	2.3%	1.7%
Q22-2. Adequacy of pedestrian lighting	9.9%	38.7%	22.5%	17.1%	2.3%	9.5%
Q22-3. Adequacy of lighting along trails & in City parks	6.5%	24.2%	24.8%	15.2%	1.5%	27.8%
Q22-4. Adequacy of drainage systems in rainfall events	10.1%	40.0%	24.0%	13.1%	5.3%	7.6%
Q22-5. Appearance/condition of City medians, right of ways, & public areas	18.3%	46.9%	18.9%	9.9%	3.2%	2.7%
Q22-6. On-street bicycle infrastructure (bike lanes/ signs/shared lane markings)	12.6%	32.6%	27.4%	10.5%	3.4%	13.5%
Q22-7. Overall condition of street signs & traffic signs	17.3%	56.0%	17.1%	5.7%	1.5%	2.5%
Q22-8. Overall condition of pavement markings	11.6%	44.4%	22.3%	14.5%	3.6%	3.6%
Q22-9. Overall maintenance of major TXDOT roadways (SH174/Wilshire Blvd., FM731/John Jones Dr., I-35W)	9.9%	40.2%	20.8%	14.9%	10.7%	3.4%
Q22-10. Overall maintenance of major City streets (non-TXDOT streets)	9.7%	34.5%	22.9%	22.9%	8.0%	1.9%
Q22-11. Overall maintenance of neighborhood streets	8.8%	36.8%	24.2%	20.4%	8.2%	1.5%

Q22. Infrastructure. Please rate your satisfaction of the following:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-12. Overall quantity & quality of City sidewalks including accessibility	10.5%	33.1%	25.3%	17.7%	6.9%	6.5%
Q22-13. Mowing & tree trimming along streets & other public areas	14.5%	48.4%	19.6%	10.5%	2.7%	4.2%

WITHOUT "DON'T KNOW"**Q22. Infrastructure. Please rate your satisfaction of the following: (without "don't know")**

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Adequacy of street lighting	13.9%	45.2%	18.6%	19.9%	2.4%
Q22-2. Adequacy of pedestrian lighting	10.9%	42.8%	24.9%	18.8%	2.6%
Q22-3. Adequacy of lighting along trails & in City parks	9.0%	33.5%	34.4%	21.0%	2.0%
Q22-4. Adequacy of drainage systems in rainfall events	10.9%	43.3%	26.0%	14.1%	5.7%
Q22-5. Appearance/condition of City medians, right of ways, & public areas	18.8%	48.3%	19.5%	10.2%	3.2%
Q22-6. On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	14.6%	37.7%	31.6%	12.2%	3.9%
Q22-7. Overall condition of street signs & traffic signs	17.7%	57.5%	17.5%	5.8%	1.5%
Q22-8. Overall condition of pavement markings	12.0%	46.1%	23.1%	15.1%	3.7%
Q22-9. Overall maintenance of major TXDOT roadways (SH174/Wilshire Blvd., FM731/John Jones Dr., I-35W)	10.2%	41.6%	21.6%	15.5%	11.1%
Q22-10. Overall maintenance of major City streets (non-TXDOT streets)	9.9%	35.2%	23.4%	23.4%	8.2%
Q22-11. Overall maintenance of neighborhood streets	9.0%	37.4%	24.6%	20.7%	8.3%

WITHOUT “DON’T KNOW”

Q22. Infrastructure. Please rate your satisfaction of the following: (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-12. Overall quantity & quality of City sidewalks including accessibility	11.3%	35.4%	27.0%	18.9%	7.4%
Q22-13. Mowing & tree trimming along streets & other public areas	15.2%	50.5%	20.4%	11.0%	2.9%

Q23. Which THREE of the services listed in Question 22 do you think are MOST IMPORTANT for the City to focus on over the next year?

Q23. Top choice	Number	Percent
Adequacy of street lighting	67	14.1 %
Adequacy of pedestrian lighting	12	2.5 %
Adequacy of lighting along trails & in City parks	18	3.8 %
Adequacy of drainage systems in rainfall events	38	8.0 %
Appearance/condition of City medians, right of ways, & public areas	18	3.8 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	6	1.3 %
Overall condition of street signs & traffic signs	9	1.9 %
Overall condition of pavement markings	13	2.7 %
Overall maintenance of major TXDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	75	15.8 %
Overall maintenance of major City streets (non-TXDOT streets)	41	8.6 %
Overall maintenance of neighborhood streets	53	11.2 %
Overall quantity & quality of City sidewalks including accessibility	34	7.2 %
Mowing & tree trimming along streets & other public areas	16	3.4 %
None chosen	75	15.8 %
Total	475	100.0 %

Q23. Which THREE of the services listed in Question 22 do you think are MOST IMPORTANT for the City to focus on over the next year?

Q23. 2nd choice	Number	Percent
Adequacy of street lighting	21	4.4 %
Adequacy of pedestrian lighting	28	5.9 %
Adequacy of lighting along trails & in City parks	23	4.8 %
Adequacy of drainage systems in rainfall events	45	9.5 %
Appearance/condition of City medians, right of ways, & public areas	20	4.2 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	11	2.3 %
Overall condition of street signs & traffic signs	17	3.6 %
Overall condition of pavement markings	17	3.6 %
Overall maintenance of major TXDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	45	9.5 %
Overall maintenance of major City streets (non-TXDOT streets)	71	14.9 %
Overall maintenance of neighborhood streets	41	8.6 %
Overall quantity & quality of City sidewalks including accessibility	24	5.1 %
Mowing & tree trimming along streets & other public areas	16	3.4 %
None chosen	96	20.2 %
Total	475	100.0 %

Q23. Which THREE of the services listed in Question 22 do you think are MOST IMPORTANT for the City to focus on over the next year?

Q23. 3rd choice	Number	Percent
Adequacy of street lighting	22	4.6 %
Adequacy of pedestrian lighting	27	5.7 %
Adequacy of lighting along trails & in City parks	23	4.8 %
Adequacy of drainage systems in rainfall events	28	5.9 %
Appearance/condition of City medians, right of ways, & public areas	24	5.1 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	9	1.9 %
Overall condition of street signs & traffic signs	18	3.8 %
Overall condition of pavement markings	17	3.6 %
Overall maintenance of major TXDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	35	7.4 %
Overall maintenance of major City streets (non-TXDOT streets)	41	8.6 %
Overall maintenance of neighborhood streets	57	12.0 %
Overall quantity & quality of City sidewalks including accessibility	23	4.8 %
Mowing & tree trimming along streets & other public areas	18	3.8 %
None chosen	133	28.0 %
Total	475	100.0 %

SUM OF TOP 3 CHOICES

Q23. Which THREE of the services listed in Question 22 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 3)

Q23. Sum of top 3 choices	Number	Percent
Adequacy of street lighting	110	23.2 %
Adequacy of pedestrian lighting	67	14.1 %
Adequacy of lighting along trails & in City parks	64	13.5 %
Adequacy of drainage systems in rainfall events	111	23.4 %
Appearance/condition of City medians, right of ways, & public areas	62	13.1 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	26	5.5 %
Overall condition of street signs & traffic signs	44	9.3 %
Overall condition of pavement markings	47	9.9 %
Overall maintenance of major TXDOT roadways (SH174/ Wilshire Blvd., FM731/John Jones Dr., I-35W)	155	32.6 %
Overall maintenance of major City streets (non-TXDOT streets)	153	32.2 %
Overall maintenance of neighborhood streets	151	31.8 %
Overall quantity & quality of City sidewalks including accessibility	81	17.1 %
Mowing & tree trimming along streets & other public areas	50	10.5 %
None chosen	75	15.8 %
Total	1196	

Q24. Economic Development and Development Services. Please rate your support of the following:

(N=475)

	Very supportive	Supportive	Neutral	Unsupportive	Very unsupportive	Don't know
Q24-1. Commercial/retail	22.1%	37.5%	18.1%	10.7%	7.6%	4.0%
Q24-2. Food/restaurant/ entertainment	26.7%	38.7%	17.5%	9.1%	5.9%	2.1%
Q24-3. Heavy commercial/ industrial	8.6%	21.5%	28.2%	18.9%	17.1%	5.7%
Q24-4. Single-family housing	23.2%	39.8%	16.2%	10.5%	7.4%	2.9%
Q24-5. Medium density housing (i.e., townhomes/ duplexes)	6.1%	20.0%	23.6%	20.0%	27.6%	2.7%
Q24-6. Multi-family housing	4.6%	11.4%	18.7%	24.8%	36.2%	4.2%
Q24-7. Sports tourism	11.8%	32.8%	26.5%	8.0%	11.8%	9.1%

WITHOUT "DON'T KNOW"**Q24. Economic Development and Development Services. Please rate your support of the following: (without "don't know")**

(N=475)

	Very supportive	Supportive	Neutral	Unsupportive	Very unsupportive
Q24-1. Commercial/retail	23.0%	39.0%	18.9%	11.2%	7.9%
Q24-2. Food/restaurant/entertainment	27.3%	39.6%	17.8%	9.2%	6.0%
Q24-3. Heavy commercial/industrial	9.2%	22.8%	29.9%	20.1%	18.1%
Q24-4. Single-family housing	23.9%	41.0%	16.7%	10.8%	7.6%
Q24-5. Medium density housing (i.e., townhomes/duplexes)	6.3%	20.6%	24.2%	20.6%	28.4%
Q24-6. Multi-family housing	4.8%	11.9%	19.6%	25.9%	37.8%
Q24-7. Sports tourism	13.0%	36.1%	29.2%	8.8%	13.0%

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

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. City's efforts to enforce clean-up of trash & debris on private property	10.5%	33.5%	20.4%	13.3%	4.8%	17.5%
Q25-2. City's efforts to enforce upkeep of residential property	10.9%	33.1%	24.4%	14.3%	5.5%	11.8%
Q25-3. City's efforts to identify & remove abandoned or dilapidated structures	8.4%	28.6%	23.2%	9.5%	4.2%	26.1%
Q25-4. City's efforts to enforce restaurant/food service cleanliness	14.3%	41.3%	19.8%	4.8%	1.5%	18.3%
Q25-5. City's efforts to enforce sign regulations	8.6%	35.8%	23.4%	5.7%	1.5%	25.1%
Q25-6. City's efforts to enforce mowing & cutting of weeds on private property	10.3%	30.7%	21.5%	16.4%	5.7%	15.4%
Q25-7. Overall quality of City's code compliance operations	9.1%	34.3%	24.0%	9.1%	3.6%	20.0%
Q25-8. City's efforts to enforce sediment & erosion control regulations on construction projects	8.6%	25.9%	23.8%	4.4%	2.3%	34.9%

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

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. City's efforts to enforce clean-up of trash & debris on private property	12.8%	40.6%	24.7%	16.1%	5.9%
Q25-2. City's efforts to enforce upkeep of residential property	12.4%	37.5%	27.7%	16.2%	6.2%
Q25-3. City's efforts to identify & remove abandoned or dilapidated structures	11.4%	38.7%	31.3%	12.8%	5.7%
Q25-4. City's efforts to enforce restaurant/ food service cleanliness	17.5%	50.5%	24.2%	5.9%	1.8%
Q25-5. City's efforts to enforce sign regulations	11.5%	47.8%	31.2%	7.6%	2.0%
Q25-6. City's efforts to enforce mowing & cutting of weeds on private property	12.2%	36.3%	25.4%	19.4%	6.7%
Q25-7. Overall quality of City's code compliance operations	11.3%	42.9%	30.0%	11.3%	4.5%
Q25-8. City's efforts to enforce sediment & erosion control regulations on construction projects	13.3%	39.8%	36.6%	6.8%	3.6%

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

<u>Q26. Top choice</u>	<u>Number</u>	<u>Percent</u>
City's efforts to enforce clean-up of trash & debris on private property	88	18.5 %
City's efforts to enforce upkeep of residential property	56	11.8 %
City's efforts to identify & remove abandoned or dilapidated structures	41	8.6 %
City's efforts to enforce restaurant/food service cleanliness	73	15.4 %
City's efforts to enforce sign regulations	10	2.1 %
City's efforts to enforce mowing & cutting of weeds on private property	46	9.7 %
Overall quality of City's code compliance operations	26	5.5 %
City's efforts to enforce sediment & erosion control regulations on construction projects	23	4.8 %
None chosen	112	23.6 %
Total	475	100.0 %

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

<u>Q26. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City's efforts to enforce clean-up of trash & debris on private property	48	10.1 %
City's efforts to enforce upkeep of residential property	69	14.5 %
City's efforts to identify & remove abandoned or dilapidated structures	52	10.9 %
City's efforts to enforce restaurant/food service cleanliness	48	10.1 %
City's efforts to enforce sign regulations	15	3.2 %
City's efforts to enforce mowing & cutting of weeds on private property	36	7.6 %
Overall quality of City's code compliance operations	32	6.7 %
City's efforts to enforce sediment & erosion control regulations on construction projects	30	6.3 %
None chosen	145	30.5 %
Total	475	100.0 %

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

<u>Q26. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
City's efforts to enforce clean-up of trash & debris on private property	136	28.6 %
City's efforts to enforce upkeep of residential property	125	26.3 %
City's efforts to identify & remove abandoned or dilapidated structures	93	19.6 %
City's efforts to enforce restaurant/food service cleanliness	121	25.5 %
City's efforts to enforce sign regulations	25	5.3 %
City's efforts to enforce mowing & cutting of weeds on private property	82	17.3 %
Overall quality of City's code compliance operations	58	12.2 %
City's efforts to enforce sediment & erosion control regulations on construction projects	53	11.2 %
<u>None chosen</u>	<u>112</u>	<u>23.6 %</u>
Total	805	

Q27. Community Services. Please rate your satisfaction of the following:

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q27-1. Overall quality of City's animal control services	24.2%	37.5%	13.3%	4.0%	1.7%	19.4%
Q27-2. Overall quality of City's animal adoption services	26.7%	30.3%	11.4%	1.7%	0.2%	29.7%
Q27-3. Quality of Senior Activity Center facility	17.1%	22.7%	10.9%	1.9%	0.2%	47.2%
Q27-4. Quality of City senior citizen programs	17.1%	21.5%	10.7%	2.1%	0.2%	48.4%
Q27-5. Quality of Burleson Public Library facility	32.0%	34.5%	8.2%	1.9%	0.4%	22.9%
Q27-6. Overall quality of library programming	30.1%	31.8%	9.9%	0.8%	0.0%	27.4%
Q27-7. Overall quality of library's collection	25.9%	31.8%	10.9%	2.5%	0.8%	28.0%

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

(N=475)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q27-1. Overall quality of City's animal control services	30.0%	46.5%	16.4%	5.0%	2.1%
Q27-2. Overall quality of City's animal adoption services	38.0%	43.1%	16.2%	2.4%	0.3%
Q27-3. Quality of Senior Activity Center facility	32.3%	43.0%	20.7%	3.6%	0.4%
Q27-4. Quality of City senior citizen programs	33.1%	41.6%	20.8%	4.1%	0.4%
Q27-5. Quality of Burleson Public Library facility	41.5%	44.8%	10.7%	2.5%	0.5%
Q27-6. Overall quality of library programming	41.4%	43.8%	13.6%	1.2%	0.0%
Q27-7. Overall quality of library's collection	36.0%	44.2%	15.2%	3.5%	1.2%

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=475)

	Very important	Important	Neutral	Not important	Not at all important	Don't know
Q28-1. Maintenance & reconstruction of City's infrastructure (roads, bridges, drainage, etc.)	68.2%	25.1%	3.8%	0.8%	0.0%	2.1%
Q28-2. Parks & Recreation (park maintenance, programming, leisure opportunities, etc.)	33.3%	46.3%	15.2%	1.9%	0.8%	2.5%
Q28-3. Economic Development (business retention, business development, etc.)	22.9%	38.9%	21.9%	6.7%	5.9%	3.6%
Q28-4. Customer Service by City employees (meaningful citizen engagement, effective use of new technology, efficient processes, & resource management)	27.4%	42.5%	20.2%	3.2%	1.3%	5.5%
Q28-5. Financial Planning (implement long-term financial plans, participate in best practices)	42.5%	36.4%	13.7%	0.2%	0.4%	6.7%
Q28-6. Public Safety (training for first responders, community involvement, etc.)	62.3%	25.3%	7.6%	0.4%	1.1%	3.4%
Q28-7. Public Communication & Outreach	31.8%	44.8%	16.6%	1.5%	0.4%	4.8%
Q28-8. Library Facility, Programming & Collections	29.9%	36.2%	22.3%	3.6%	0.8%	7.2%

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=475)

	Very important	Important	Neutral	Not important	Not at all important
Q28-1. Maintenance & reconstruction of City's infrastructure (roads, bridges, drainage, etc.)	69.7%	25.6%	3.9%	0.9%	0.0%
Q28-2. Parks & Recreation (park maintenance, programming, leisure opportunities, etc.)	34.1%	47.5%	15.6%	1.9%	0.9%
Q28-3. Economic Development (business retention, business development, etc.)	23.8%	40.4%	22.7%	7.0%	6.1%
Q28-4. Customer Service by City employees (meaningful citizen engagement, effective use of new technology, efficient processes, & resource management)	29.0%	45.0%	21.4%	3.3%	1.3%
Q28-5. Financial Planning (implement long-term financial plans, participate in best practices)	45.6%	39.1%	14.7%	0.2%	0.5%
Q28-6. Public Safety (training for first responders, community involvement, etc.)	64.5%	26.1%	7.8%	0.4%	1.1%
Q28-7. Public Communication & Outreach	33.4%	47.1%	17.5%	1.5%	0.4%
Q28-8. Library Facility, Programming & Collections	32.2%	39.0%	24.0%	3.9%	0.9%

Q29. What is your age?

Q29. Your age	Number	Percent
18-34	97	20.4 %
35-44	94	19.8 %
45-54	97	20.4 %
55-64	93	19.6 %
65+	92	19.4 %
Not provided	2	0.4 %
Total	475	100.0 %

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

Q29. Your age	Number	Percent
18-34	97	20.5 %
35-44	94	19.9 %
45-54	97	20.5 %
55-64	93	19.7 %
65+	92	19.5 %
Total	473	100.0 %

Q30. Which of the following best describes your race/ethnicity?

Q30. Your race/ethnicity	Number	Percent
Asian or Asian Indian	8	1.7 %
Black or African American	32	6.7 %
American Indian or Alaska Native	3	0.6 %
White	347	73.1 %
Hispanic or Latino	100	21.1 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Other	3	0.6 %
Total	494	

Q30-7. Self-describe your race/ethnicity:

Q30-7. Self-define your race/ethnicity	Number	Percent
White, Asian	1	33.3 %
Cajun	1	33.3 %
European ancestry	1	33.3 %
Total	3	100.0 %

Q31. Your gender:

<u>Q31. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	233	49.1 %
Female	240	50.5 %
Not provided	2	0.4 %
Total	475	100.0 %

WITHOUT “NOT PROVIDED”**Q31. Your gender: (without "not provided")**

<u>Q31. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	233	49.3 %
Female	240	50.7 %
Total	473	100.0 %



Survey Instrument



May 2026

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**.

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. Your involvement plays an important role in helping us 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.

Sincerely,

Chris Fletcher
Mayor

Victoria Johnson
Councilmember
Place 1

Phil Anderson
Councilmember
Place 2

Alexa Boedeker
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

2026 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](https://www.burleson.org/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 solid waste services (garbage, yard waste, recycling, bulky item pickup)	5	4	3	2	1	9
10. Quality of wastewater/sewer services	5	4	3	2	1	9
11. Quality of water utility services	5	4	3	2	1	9
12. Quality and timeliness of the city's permitting and inspection process	5	4	3	2	1	9
13. Value that you receive for your city tax dollars and fees	5	4	3	2	1	9
14. 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 the 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) 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 attempt to 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 or email to city and was referred 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.	I was transferred to the correct department	5	4	3	2	1	9
5.	They were courteous and polite	5	4	3	2	1	9
6.	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 recreation programs	5	4	3	2	1	9
11.	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. Court Services. Please rate your satisfaction of the following.

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

22. 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 pedestrian lighting	5	4	3	2	1	9
03. Adequacy of lighting along trails and in city parks	5	4	3	2	1	9
04. Adequacy of drainage systems in rainfall events	5	4	3	2	1	9
05. Appearance/condition of city medians, right of ways, and public areas	5	4	3	2	1	9
06. On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	5	4	3	2	1	9
07. Overall condition of street signs and traffic signs	5	4	3	2	1	9
08. Overall condition of pavement markings	5	4	3	2	1	9
09. Overall maintenance of major TxDOT roadways (SH174/Wilshire Blvd., FM731/John Jones Dr., I-35W)	5	4	3	2	1	9
10. Overall maintenance of major city streets (non-TxDOT streets)	5	4	3	2	1	9
11. Overall maintenance of neighborhood streets	5	4	3	2	1	9
12. Overall quantity and quality of city sidewalks including accessibility	5	4	3	2	1	9
13. Mowing and tree trimming along streets and other public areas	5	4	3	2	1	9

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

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

24. 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. Medium density housing (i.e., townhomes/duplexes)	5	4	3	2	1	9
6. Multi-family housing	5	4	3	2	1	9
7. Sports tourism	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
8. City's efforts to enforce sediment and erosion control regulations on construction projects	5	4	3	2	1	9

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

1st: _____ 2nd: _____ NONE

27. Community Services. Please rate your satisfaction of the following:

I	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
3.	Quality of Senior Activity Center facility	5	4	3	2	1	9
4.	Quality of city senior citizen programs	5	4	3	2	1	9
5.	Quality of Burleson Public Library facility	5	4	3	2	1	9
6.	Overall quality of library programming	5	4	3	2	1	9
7.	Overall quality of library's collection	5	4	3	2	1	9

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

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

Demographics: Your responses to the questions below will remain anonymous and are optional.

29. What is your age? _____ years

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

- ☐ (01) Asian or Asian Indian
 ☐ (05) Hispanic or Latino
☐ (02) Black or African American
 ☐ (06) Native Hawaiian or other Pacific Islander
☐ (03) American Indian or Alaska Native
 ☐ (99) Other: _____
☐ (04) White

31. Your gender: ☐ (1) Male ☐ (2) Female

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

☐ (1) Yes [Answer Q32a.] ☐ (2) No

32a. Please provide your contact information:

Phone: _____ Email Address: _____

This concludes the survey. Thank you for your time!

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