
City Council Regular Meeting

DEPARTMENT: Finance

FROM: Kevin Hennessey, Director of Finance

MEETING: August 17, 2026

SUBJECT:

Receive a report, hold a discussion, and provide staff direction regarding results from the 2026 City of Burleson Resident Satisfaction Survey. *(Staff Contact: Kevin Hennessey, Director of Finance)*

STRATEGIC PRIORITY AND GOAL(S):

Strategic Priority	Strategic Goal
 Beautiful, Safe, & Vibrant Community	1.2 Encourage a clean and healthy community 1.3 Encourage placemaking and a sense of belonging 1.4 Enhance emergency response services 1.5 Ensure public safety equipment and personnel needs are being met 1.6 Continue community policing and risk reduction programs

SUMMARY:

The City has partnered with ETC Institute since 2022 to develop, promote, administer, analyze, and report on a citywide resident satisfaction survey. This year's survey, conducted in the spring of 2026, is the third, following surveys completed in 2022 and 2024.

The survey was finalized in April with input from City leadership and staff, distributed by ETC in May, and remained open through June 22, 2026. The survey, cover letter, and postage-paid return envelope were mailed to a random sample of Burleson households, with residents given the option to respond by mail or online. A total of 475 surveys were completed, allowing ETC to reach the benchmarks necessary to establish their defined statistically significant sample size.

ETC Institute representatives will present the full findings report to City Council. The full report, along with the geographic mapping of responses and the supplemental non-random survey data, is attached for more detailed analysis.

Key Findings

- Overall satisfaction remains strong: 93% of residents rated Burleson a good/excellent place to live, and the City outperformed the Texas average in 55 of 58 benchmarked service areas.
- The Importance-Satisfaction analysis identifies traffic flow on TxDOT roadways (SH174/Wilshire, FM731/John Jones, I-25W) as the City's top priority for next year, followed by street & sidewalk maintenance, city roadway congestion, and value received for tax dollars/fees.
- Ratings improved in 77 of 112 areas that were assessed in both 2024 and 2026 with 26 of those areas showing significant improvement (5% or more).
- Ratings have improved or held steady in most categories since 2022, with the strongest gains in parks and recreation, solid waste collection, and safety.

RECOMMENDATION:

To present the 2026 citywide citizen satisfaction survey results to City Council, providing a thorough analysis of all data, a summary of the results, and inviting discussion and feedback.

PRIOR ACTION/INPUT (Council, Boards, Citizens):

N/A

REFERENCE:

CON#199-03-2026

FISCAL IMPACT:

N/A

STAFF CONTACT:

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