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We asked you how effectively the City was communicating with you, and you answered. There were 49 responses to the survey posted on the City website, June-September, by the City's Communications office.

We asked where you currently get your information about the City. Respondents could check as many avenues as they desired. The answers were:

- City of Burleson website, 83.7 percent;
- City emergency phone notification (mainly weather warnings), 61.2 percent;
- Weekly City E-Newsletter, 61.2 percent;
- Burleson Community Guide (quarterly program/event guide for parks and recreation), 53.1 percent;
- City news releases, 51 percent;
- City of Burleson Facebook page, 49 percent;
- Monthly City Focus newsletter, 32.7 percent;
- Local print/TV/radio news, 28.6 percent.
- Friends, 18.4 percent
- Annual Financial Report, 16.3 percent
- Streaming video of city council, planning and zoning commission and other public meetings, 14.3 percent
- City website videos, 10.2 percent
- Emails to City offices/staff, 10.2 percent
- Calls to City offices/staff, 8.2 percent
- Public meetings (you attend them), 6.1 percent
- City Twitter page, 4.1 percent

We asked why respondents preferred one way of communication over another. The majority, 53.1 percent, said convenience. Of the 49 respondents, 42.9 percent said they preferred electronic communication.

We asked what respondents are looking for when they need answers about City programs, services, events and regulations. The most popular answer (61.2 percent) was depth of information. The second top answer was access (53.1 percent).

More than three-quarters (79.2 percent) of those who took the survey said that they were "satisfied" or "very satisfied" with the opportunity they had to be

involved in the decisions made by the City about City services, economic and community development, and programs. Approximately 20.4 percent were “dissatisfied” or “very dissatisfied.” Approximately 75 percent of those who responded have contacted a City staff member once or twice a year by email, the City Facebook page, police department dispatch, or phone.

The information that citizens receive from the City and the timeliness of feedback from City staff got a thumbs up with 79.6 percent saying they were “satisfied” or “very satisfied.”

The City received a lot of general comments about the City and the communication tools that are used. Some of the feedback included:

- “Burleson is more progressive than anywhere I’ve lived. Fort Worth or Houston can’t compare. Really appreciate the phone calls when storms are near.”
- “I believe the City does a great job communicating with residents. You’d have to live under a rock to not know what’s going on (in a general manner). Thank you.”
- “Love and depend on the weekly E-newsletter. It prompts me to visit different areas of the City’s website. Excellent!”
- “The City should have never gone away from the little publication they had. The City Focus or whatever it is called that is stuffed into the water bills is a waste. Most people I have talked to about this think you should go back to the publication you had. In fact most of them throw the stuffer in the trash as they do all the other junk that comes in bills.”