2022 City of Burleson Resident Satisfaction Survey GIS Maps

Presented to the City of Burleson, Texas

April 2022

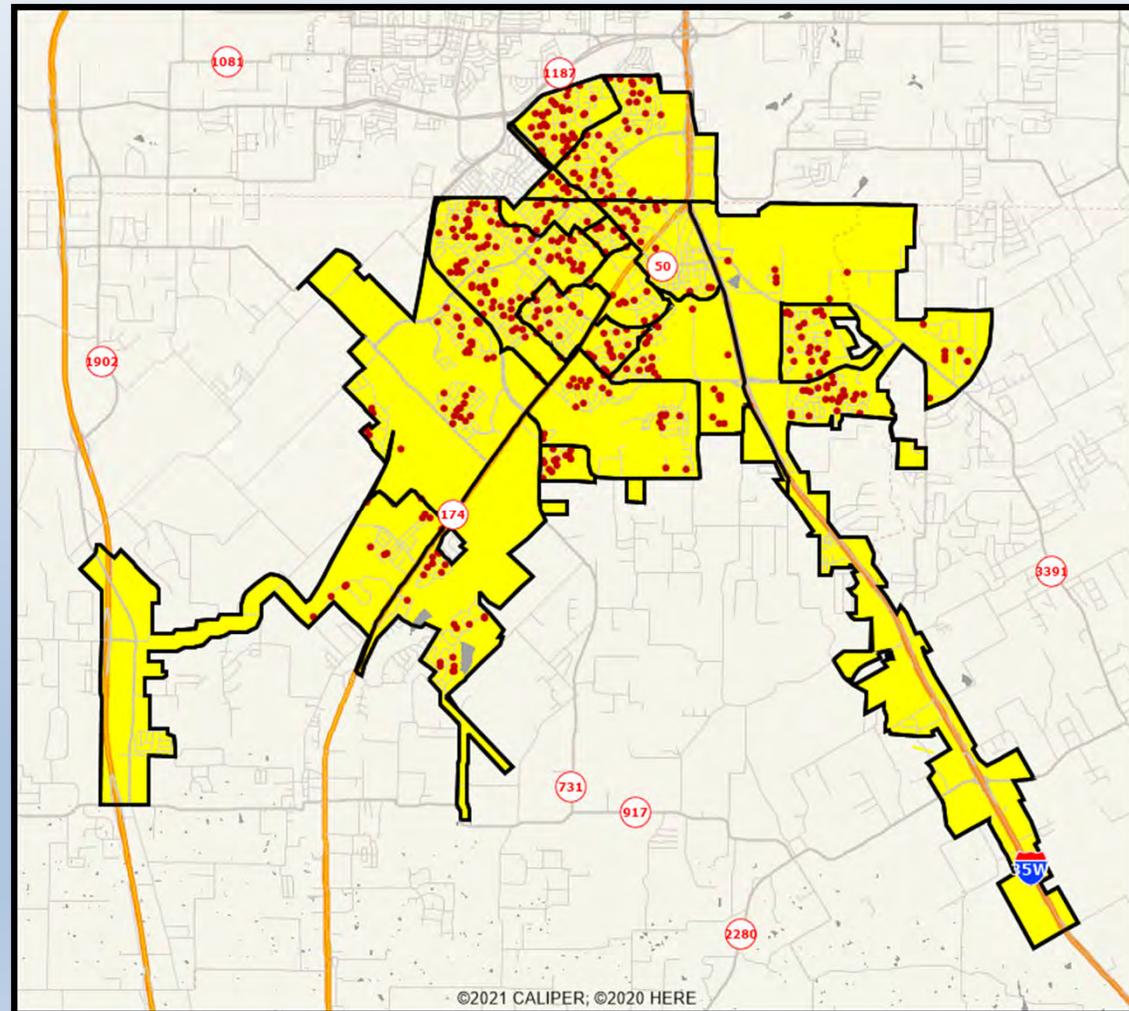ETC INSTITUTE

Interpreting the Maps

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

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

- DARK/LIGHT BLUE shades indicate <u>POSITIVE</u> ratings. Shades of blue generally indicate satisfaction with a service, ratings of "excellent" or "good" and ratings of "very safe" or "safe."

- OFF-WHITE shades indicate <u>NEUTRAL</u> ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.

- ORANGE/RED shades indicate <u>NEGATIVE</u> ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of "below average" or "poor" and ratings of "unsafe" or "very unsafe."

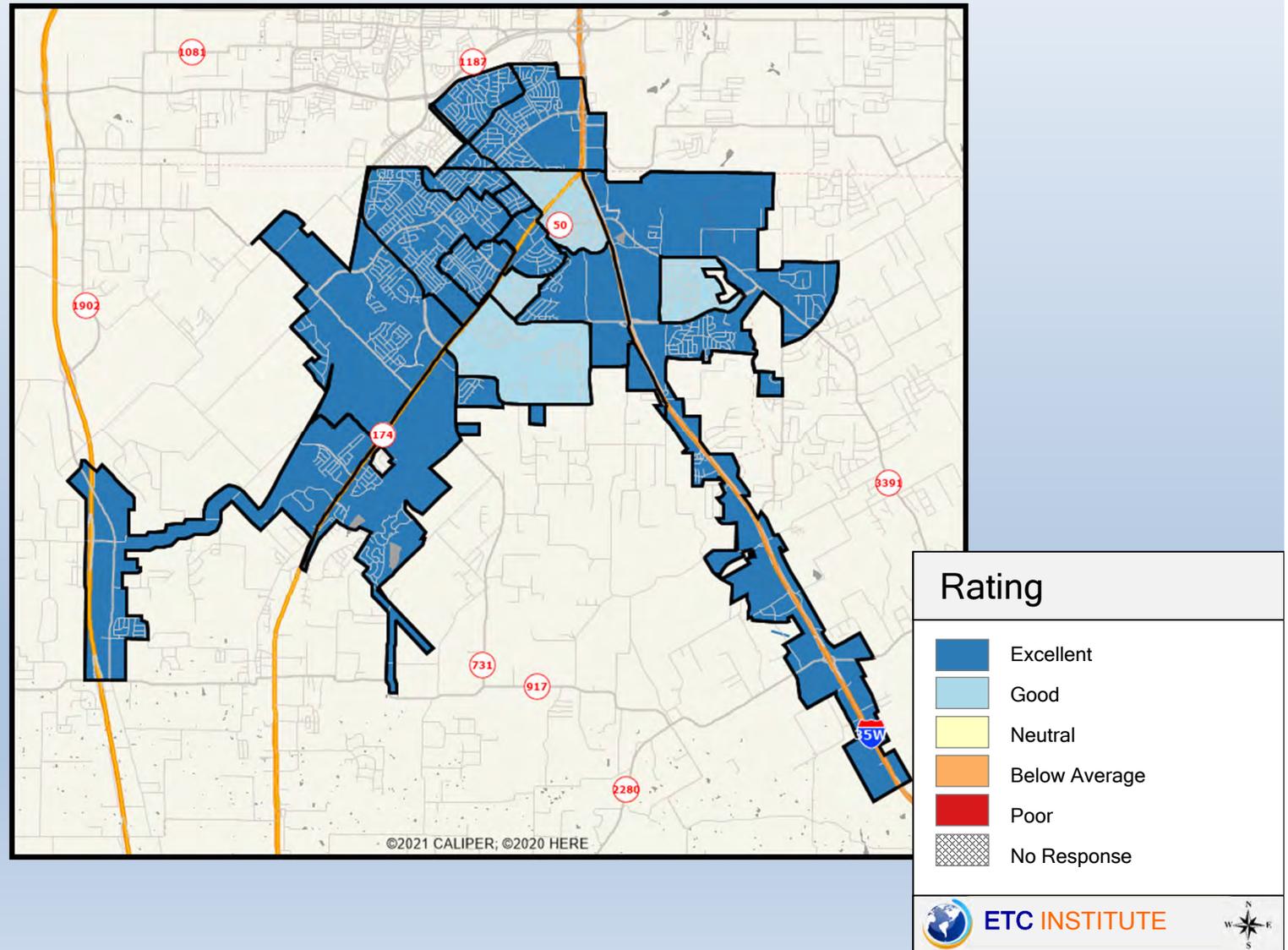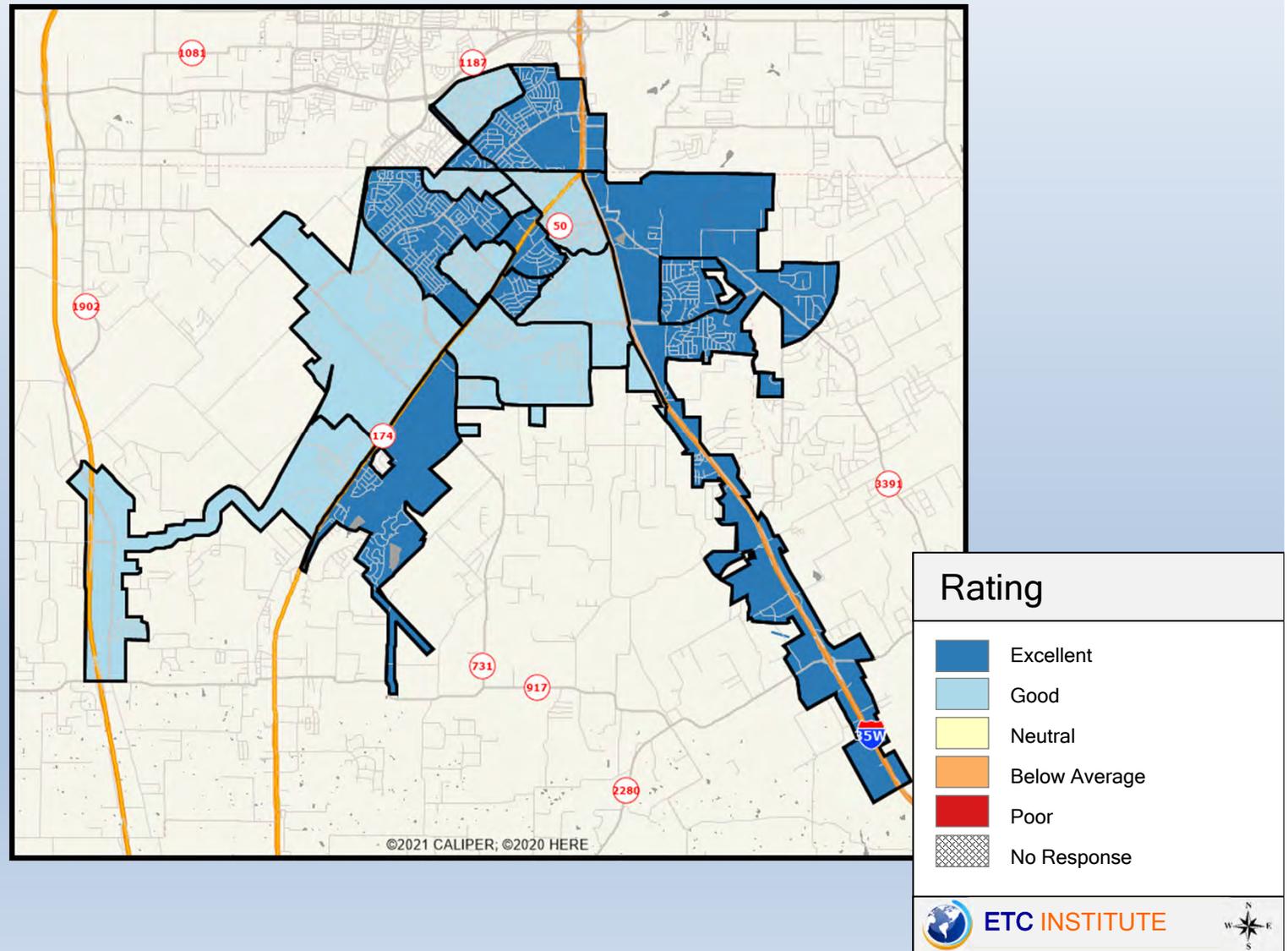# Locations of Respondents

(Boundaries by Census Block Group)

Q1-1. As a place to live
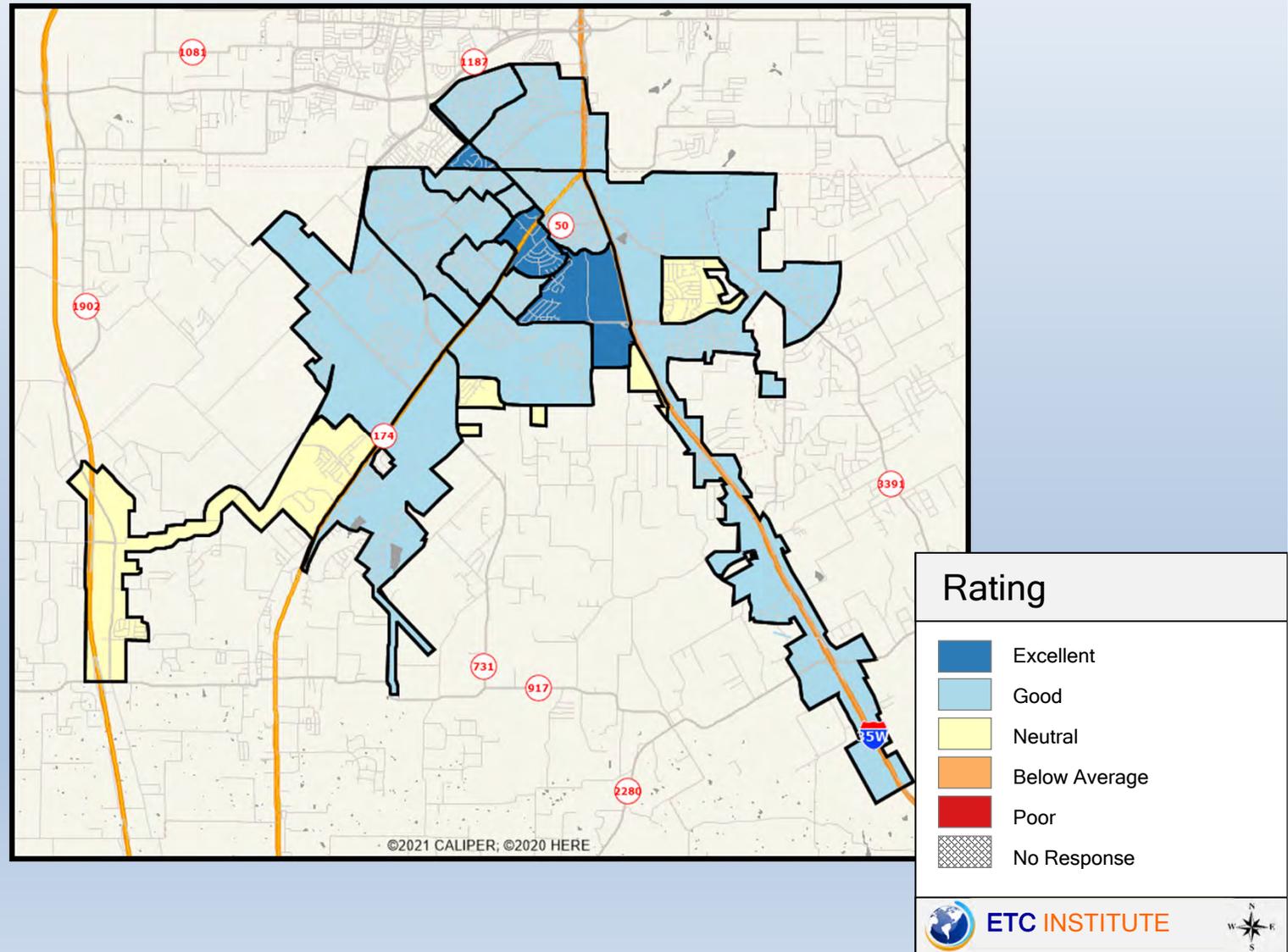
(Shading reflects the mean rating by Census Block Groups)

Rating

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

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Q1-2. As a place to raise children

(Shading reflects the mean rating by Census Block Groups)

Rating

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

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Q1-3. As a place to work

(Shading reflects the mean rating by Census Block Groups)

Rating

■	Excellent
■	Good
■	Neutral
■	Below Average
■	Poor
▨	No Response

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Q1-4. As a place to retire
(Shading reflects the mean rating by Census Block Groups)

Rating

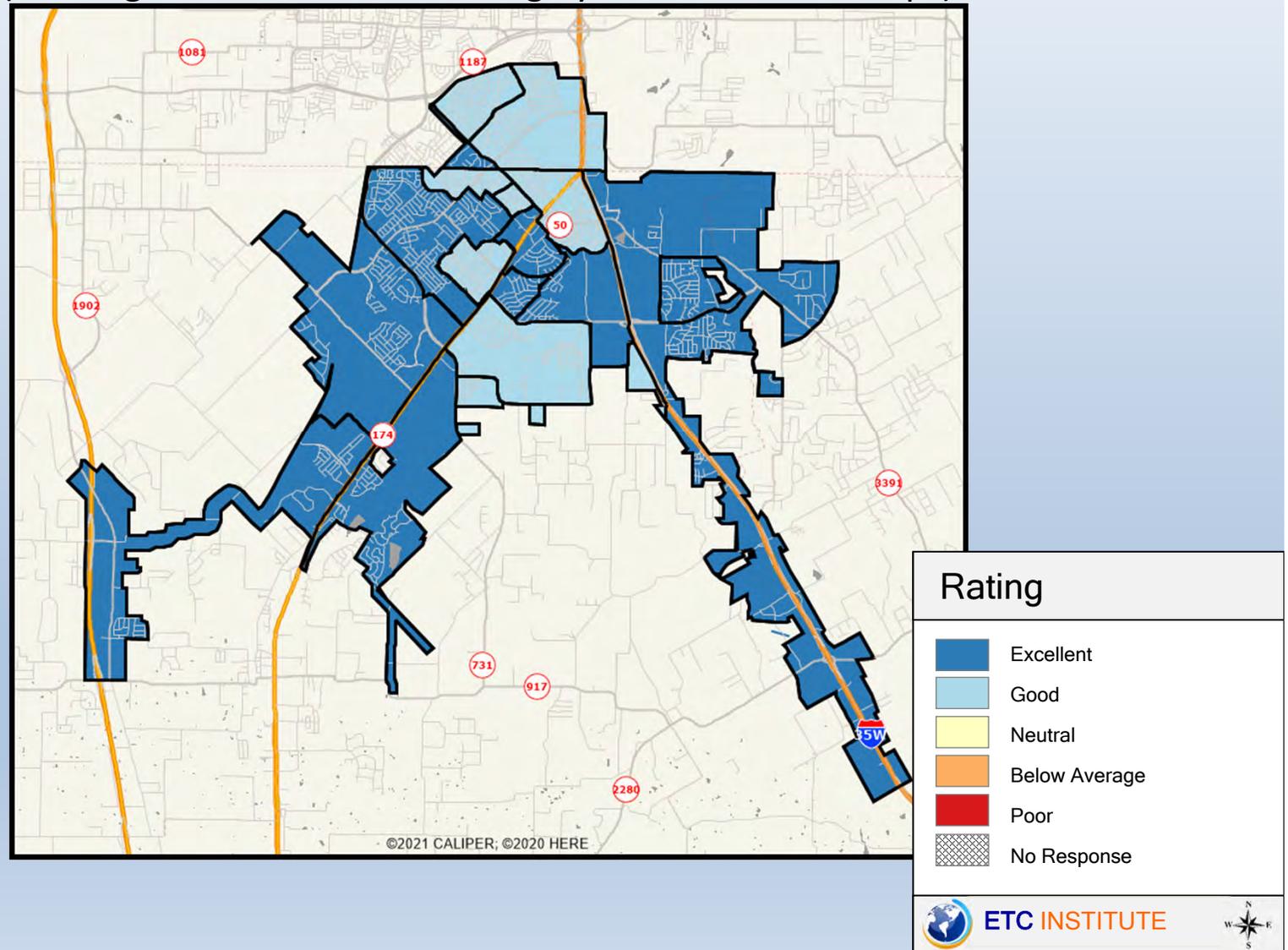|	
■ (dark blue)	Excellent
■ (light blue)	Good
■ (yellow)	Neutral
■ (orange)	Below Average
■ (red)	Poor
▨ (hatched)	No Response

ETC INSTITUTE
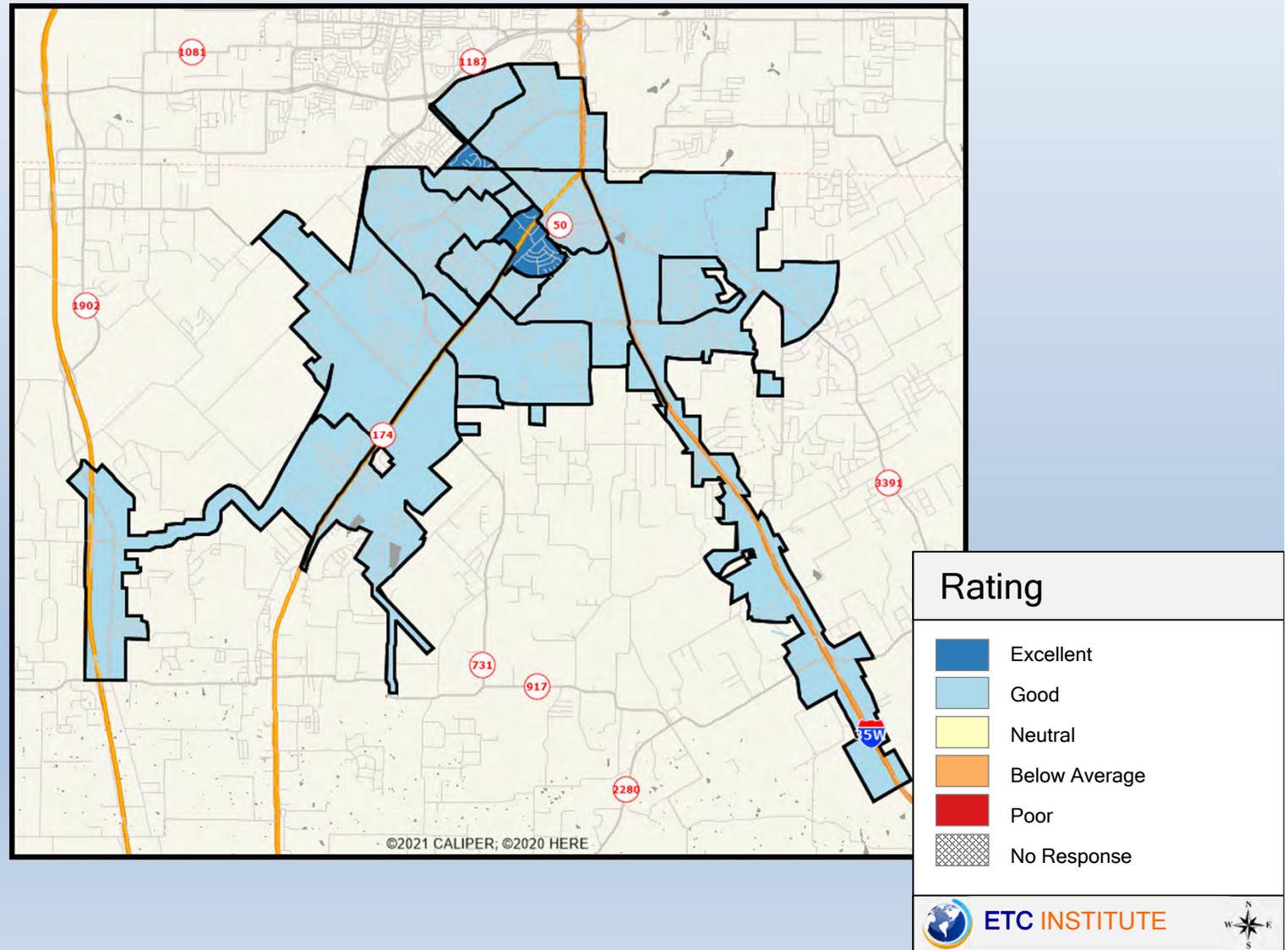
Q1-5. As a place you are proud to call home
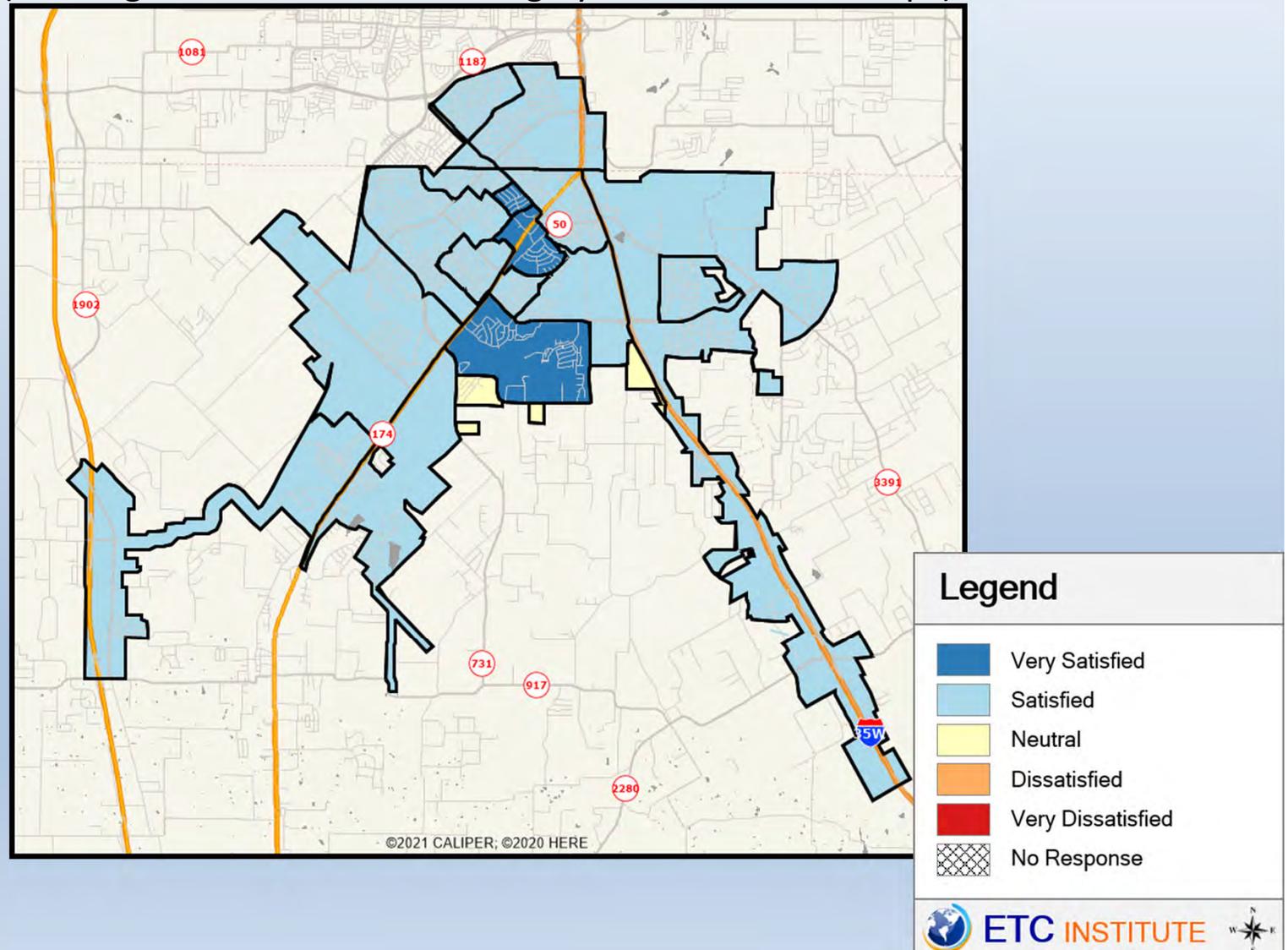
(Shading reflects the mean rating by Census Block Groups)
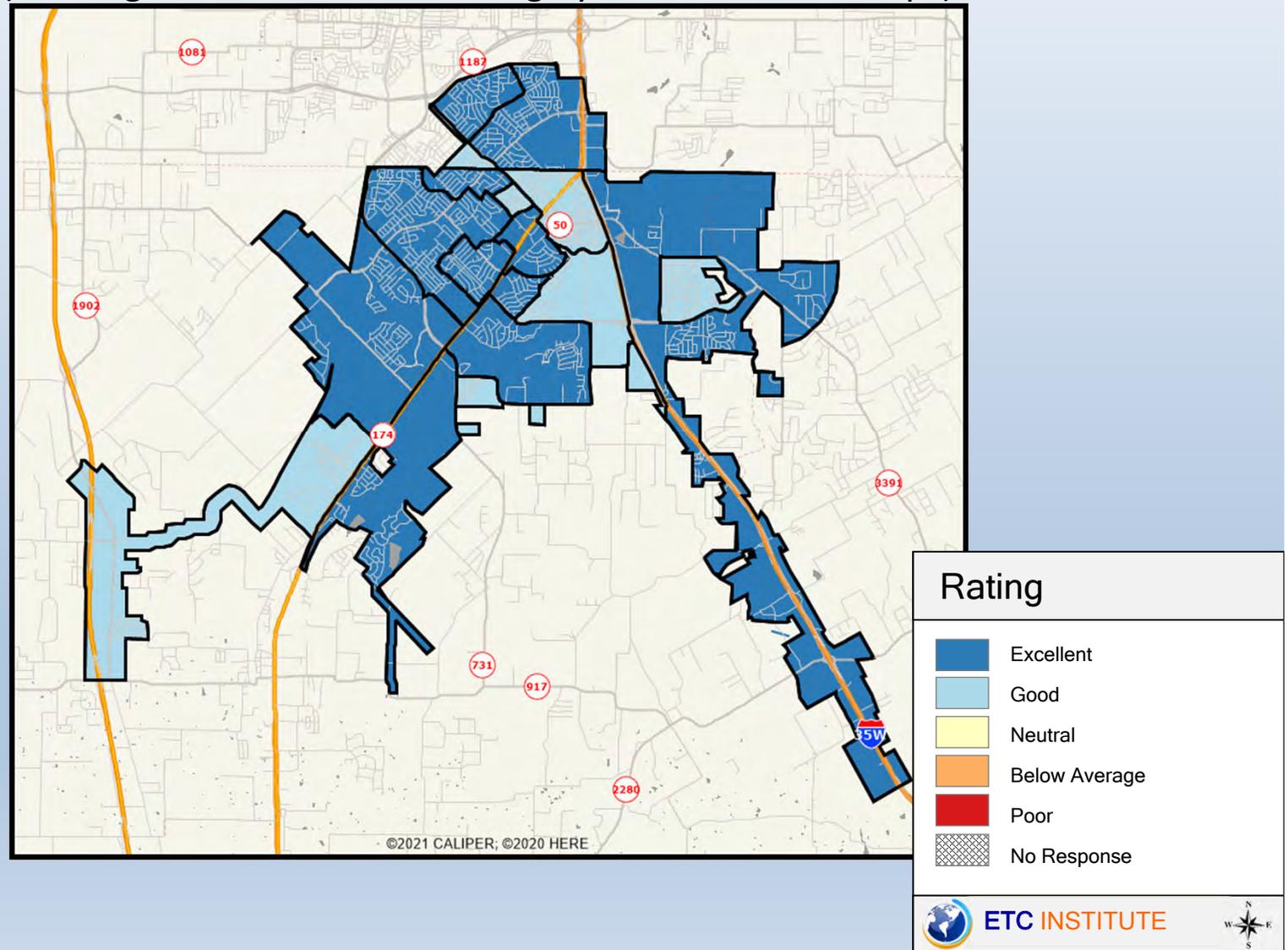
Q1-6. Overall quality of services provided by the City of Burleson

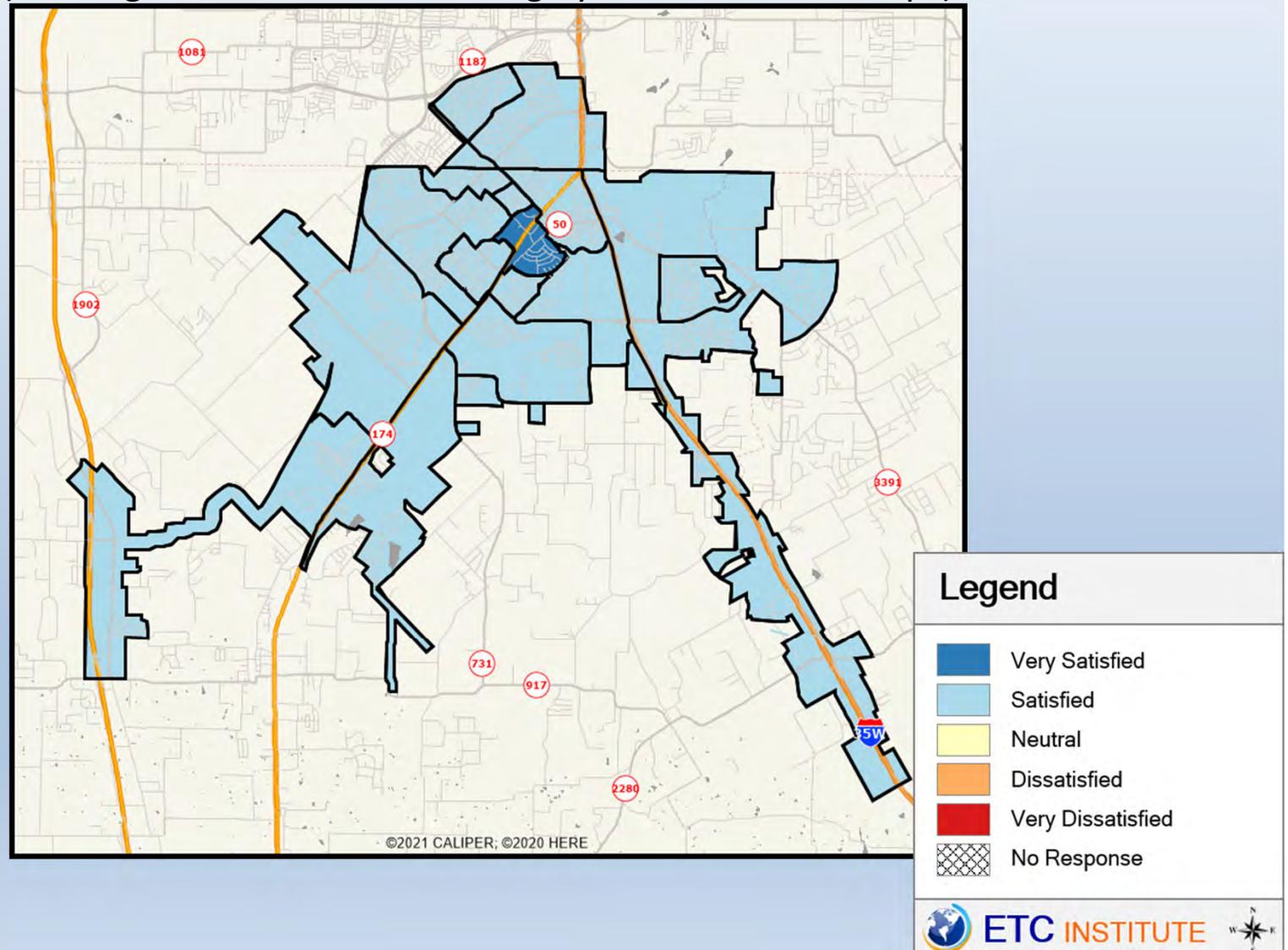(Shading reflects the mean rating by Census Block Groups)

Rating

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

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Q2-01. Overall effectiveness of city communication with the public

(Shading reflects the mean rating by Census Block Groups)

Legend

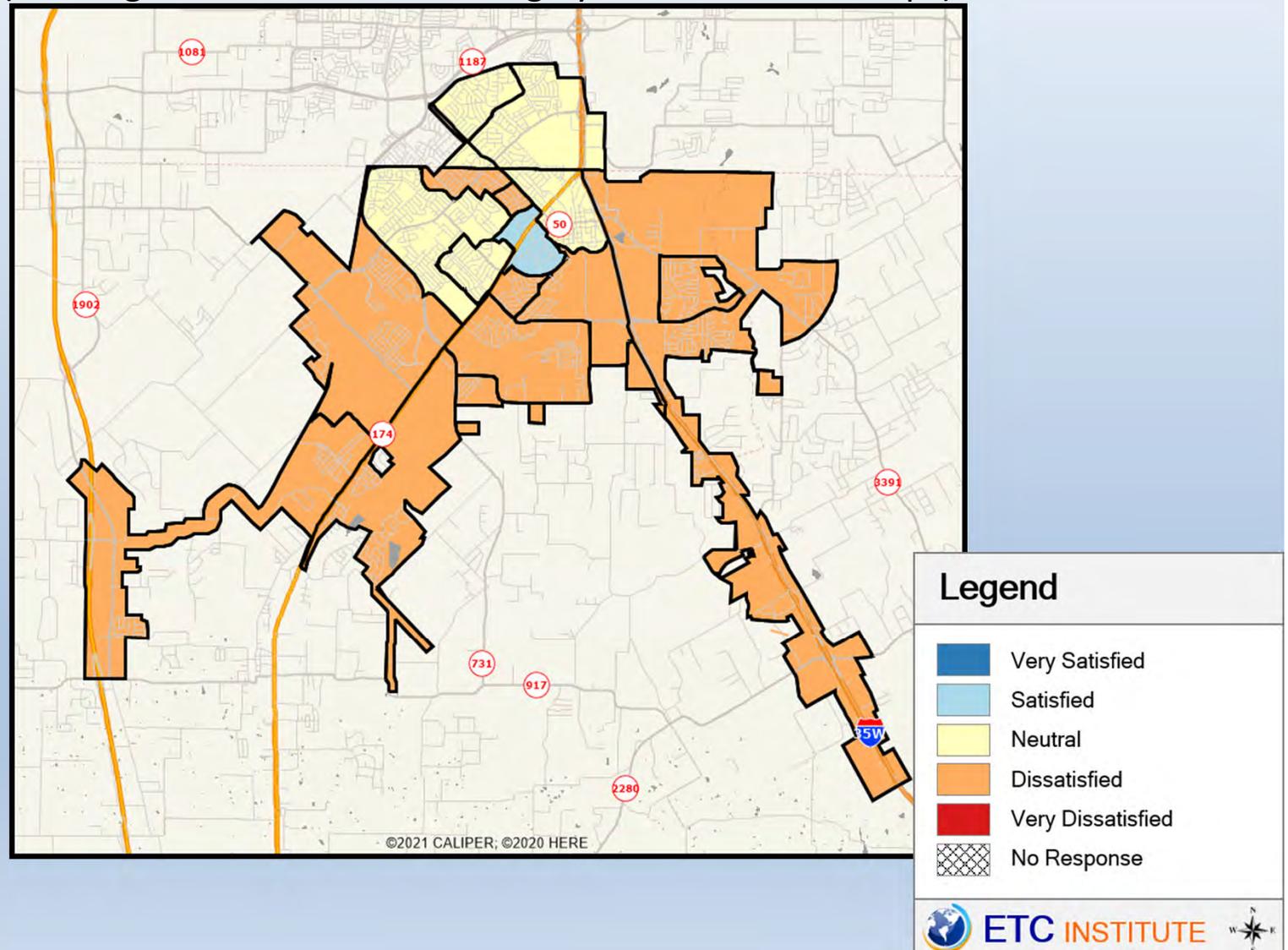- ■ Very Satisfied
- ■ Satisfied
- ■ Neutral
- ■ Dissatisfied
- ■ Very Dissatisfied
- ▨ No Response

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Q2-02. Overall enforcement of local codes and ordinances

(Shading reflects the mean rating by Census Block Groups)

Legend

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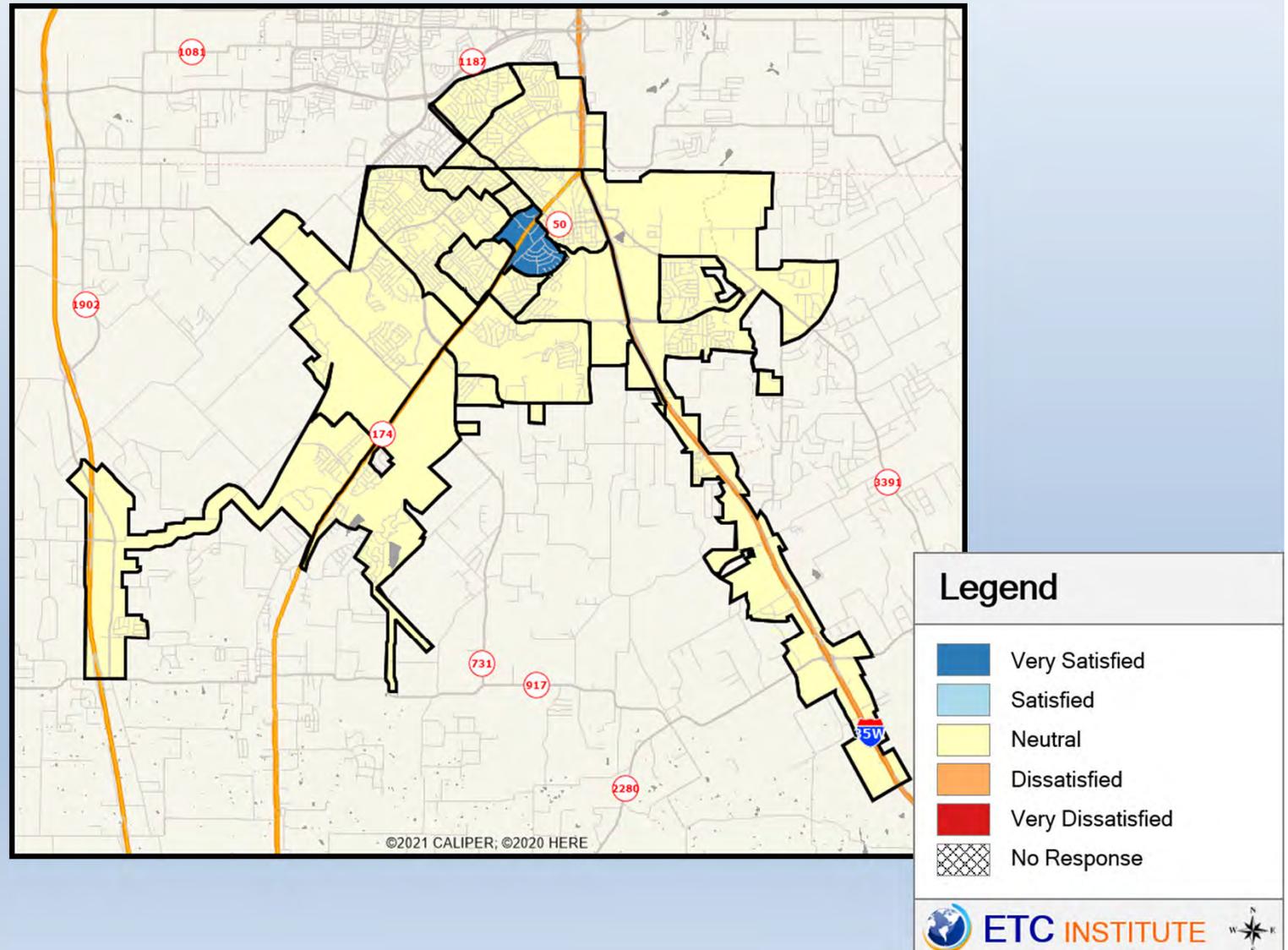- Very Dissatisfied
- No Response

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Q2-03. Overall flow of traffic and congestion on TxDOT roadways

(Shading reflects the mean rating by Census Block Groups)

Legend

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

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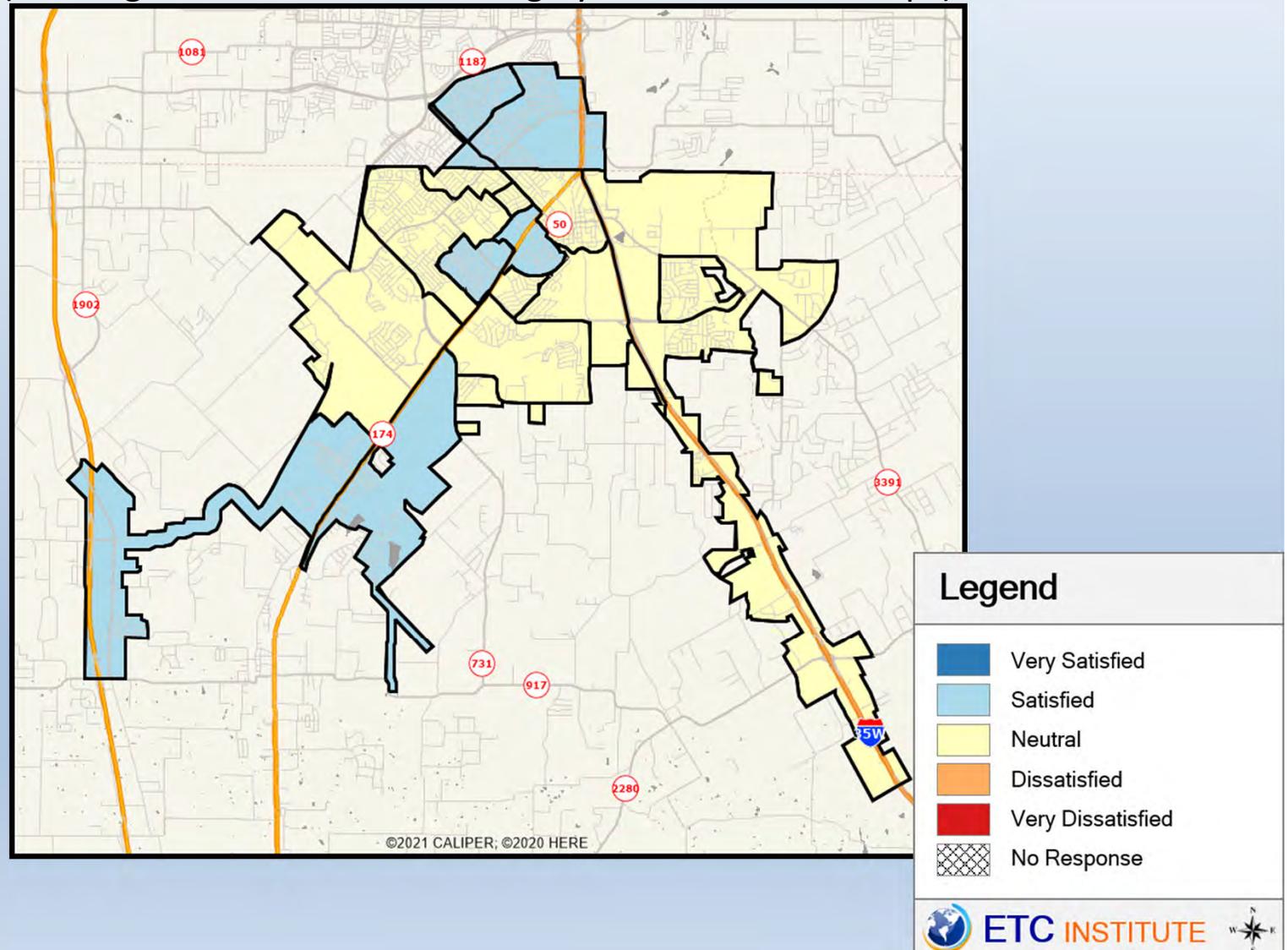# Q2-04. Overall flow of traffic and congestion on city roadways (non-TxDOT streets)
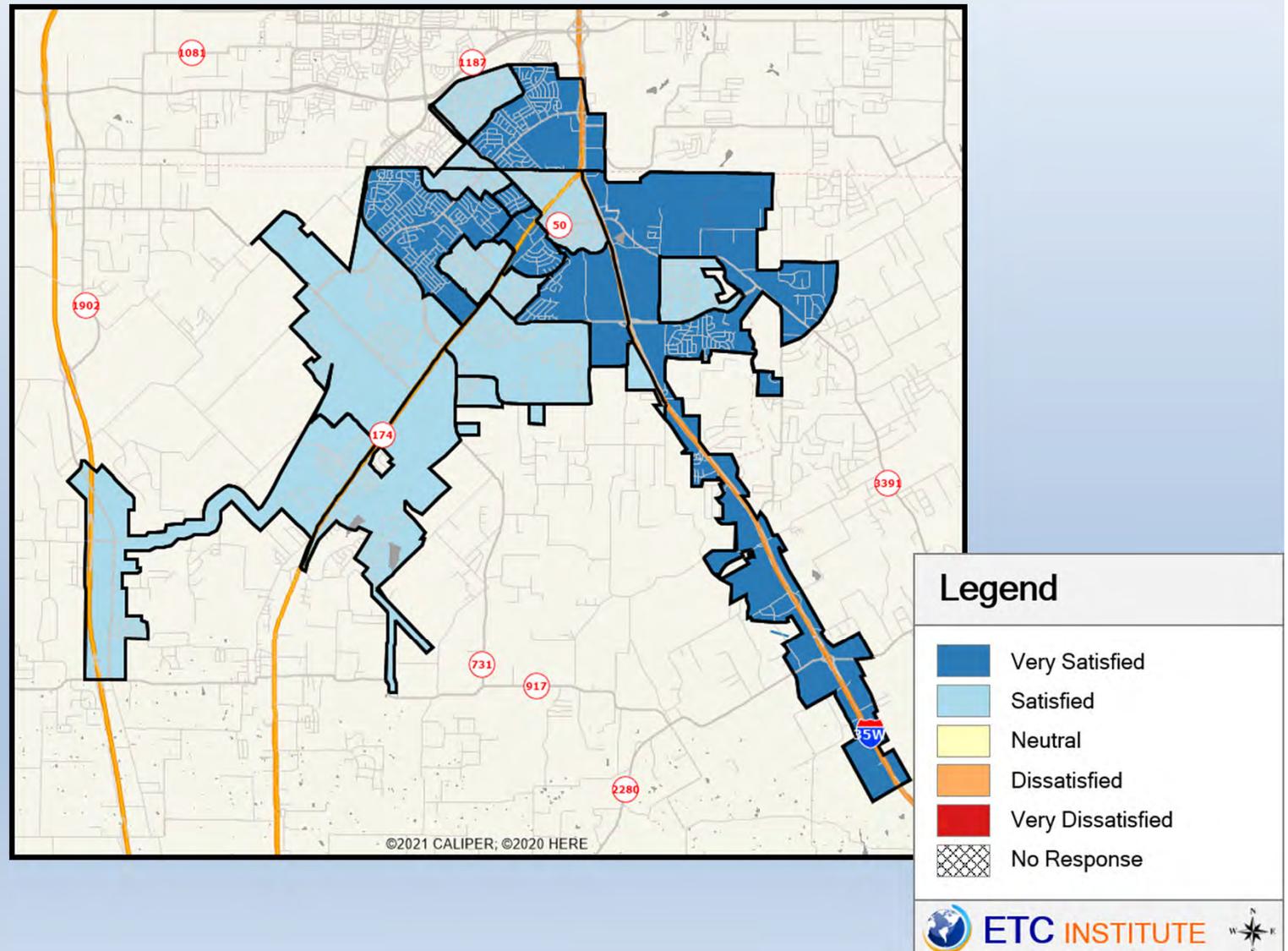
(Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q2-05. Overall maintenance of city streets and sidewalks

(Shading reflects the mean rating by Census Block Groups)

Legend

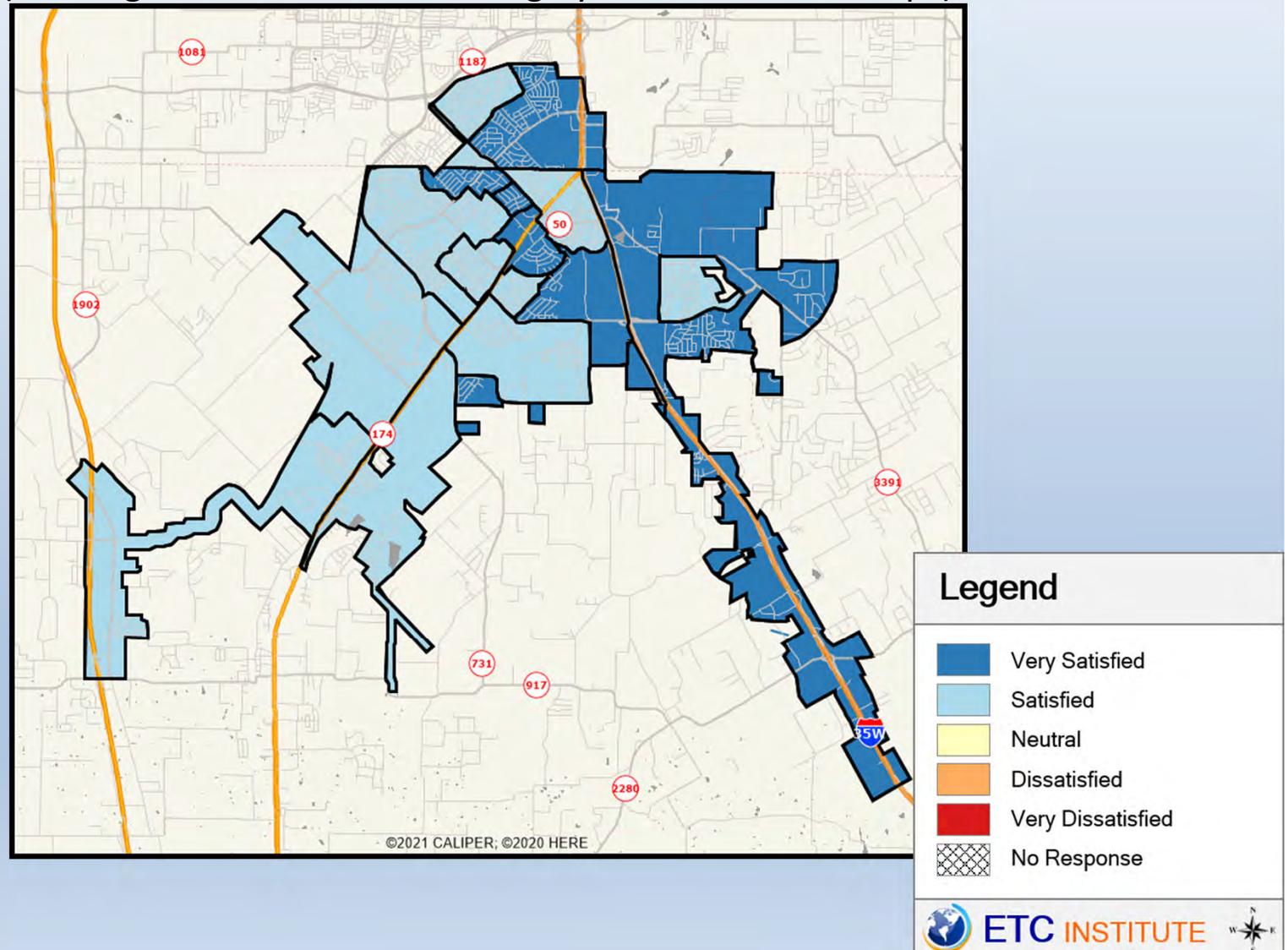|	
■	Very Satisfied
■	Satisfied
■	Neutral
■	Dissatisfied
■	Very Dissatisfied
▦	No Response

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Q2-06. Overall quality of customer service you receive from city employees
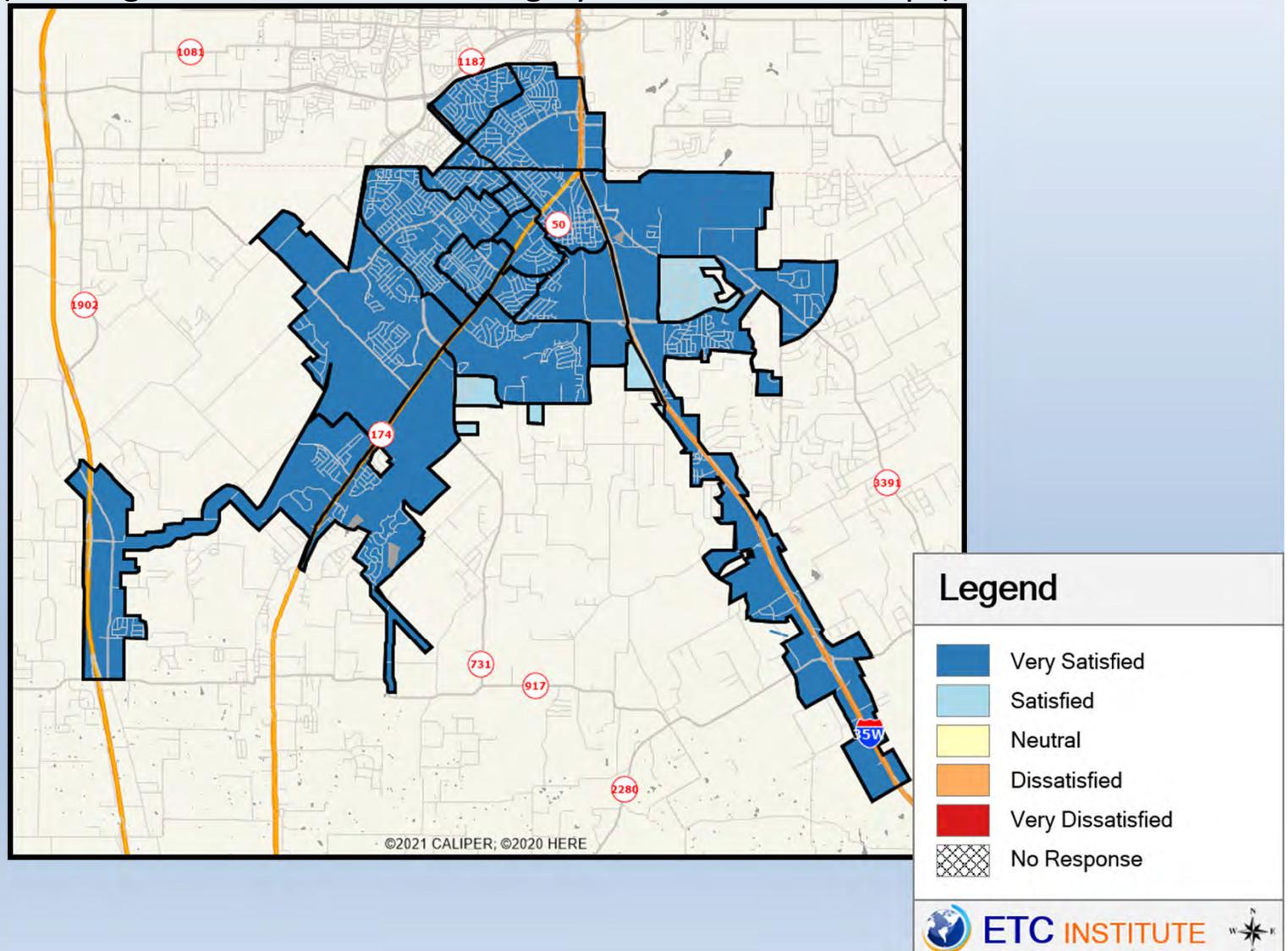
(Shading reflects the mean rating by Census Block Groups)

Q2-07. Overall quality of parks and recreation facilities and programs

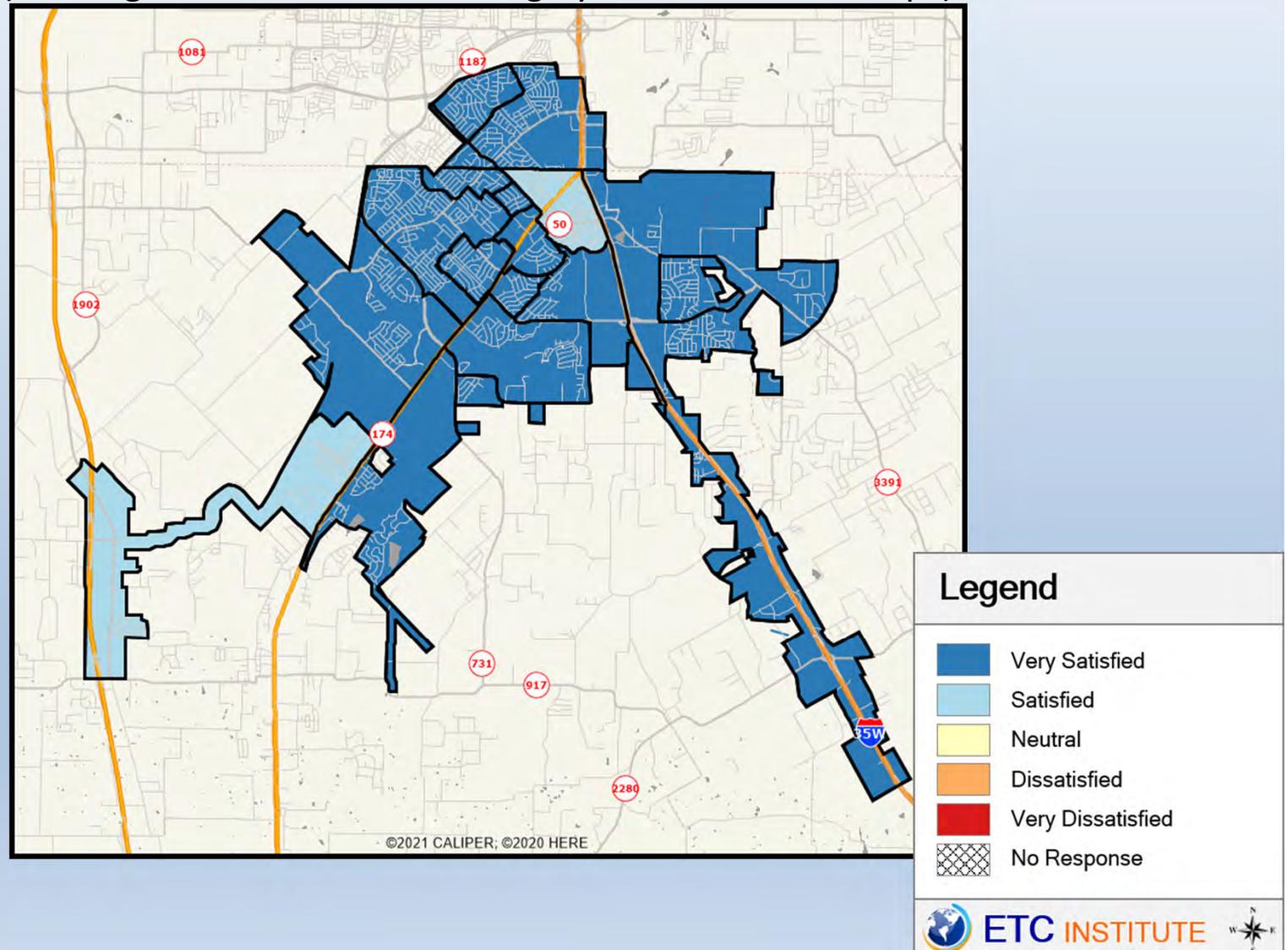(Shading reflects the mean rating by Census Block Groups)

Legend

- ⬛ Very Satisfied
- 🟦 Satisfied
- 🟨 Neutral
- 🟧 Dissatisfied
- 🟥 Very Dissatisfied
- ▦ No Response

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Q2-08. Overall quality of public safety services

(Shading reflects the mean rating by Census Block Groups)

Legend

- ■ Very Satisfied (dark blue)
- ■ Satisfied (light blue)
- ■ Neutral (yellow)
- ■ Dissatisfied (orange)
- ■ Very Dissatisfied (red)
- ▨ No Response

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Q2-09. Overall quality of solid waste services

(Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q2-10. Overall quality of wastewater/sewer services

(Shading reflects the mean rating by Census Block Groups)
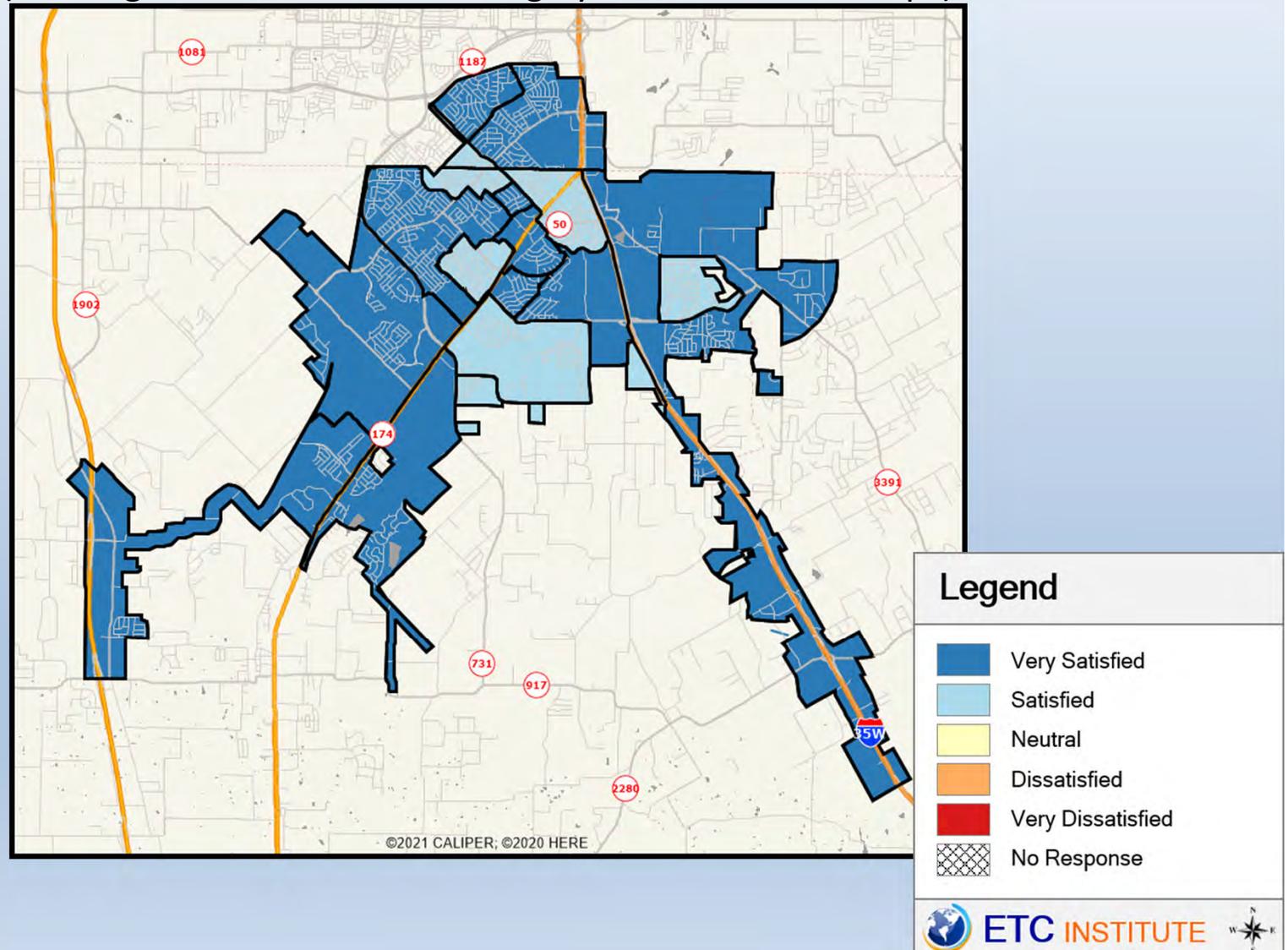
Q2-11. Overall quality of water utility services
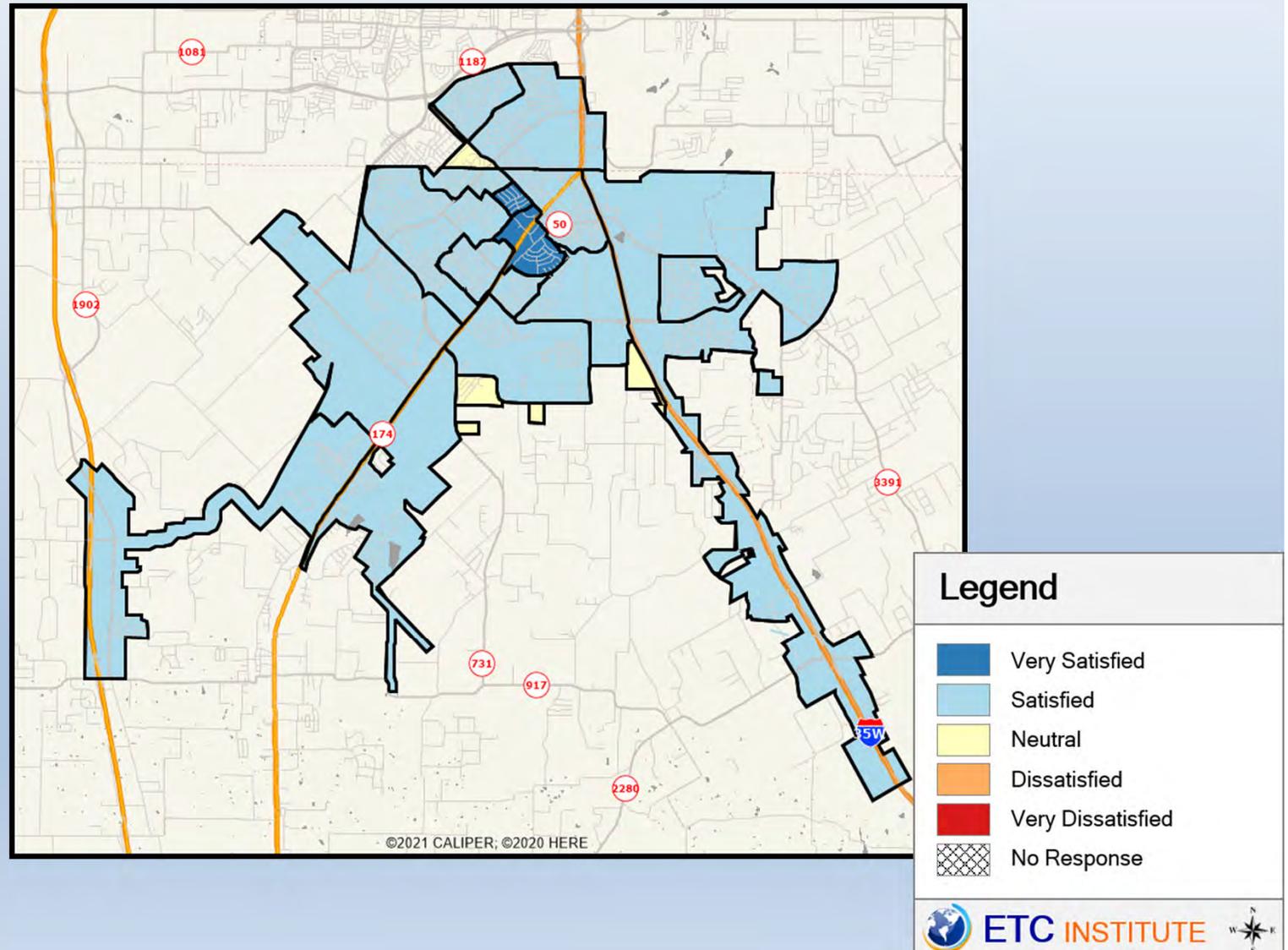
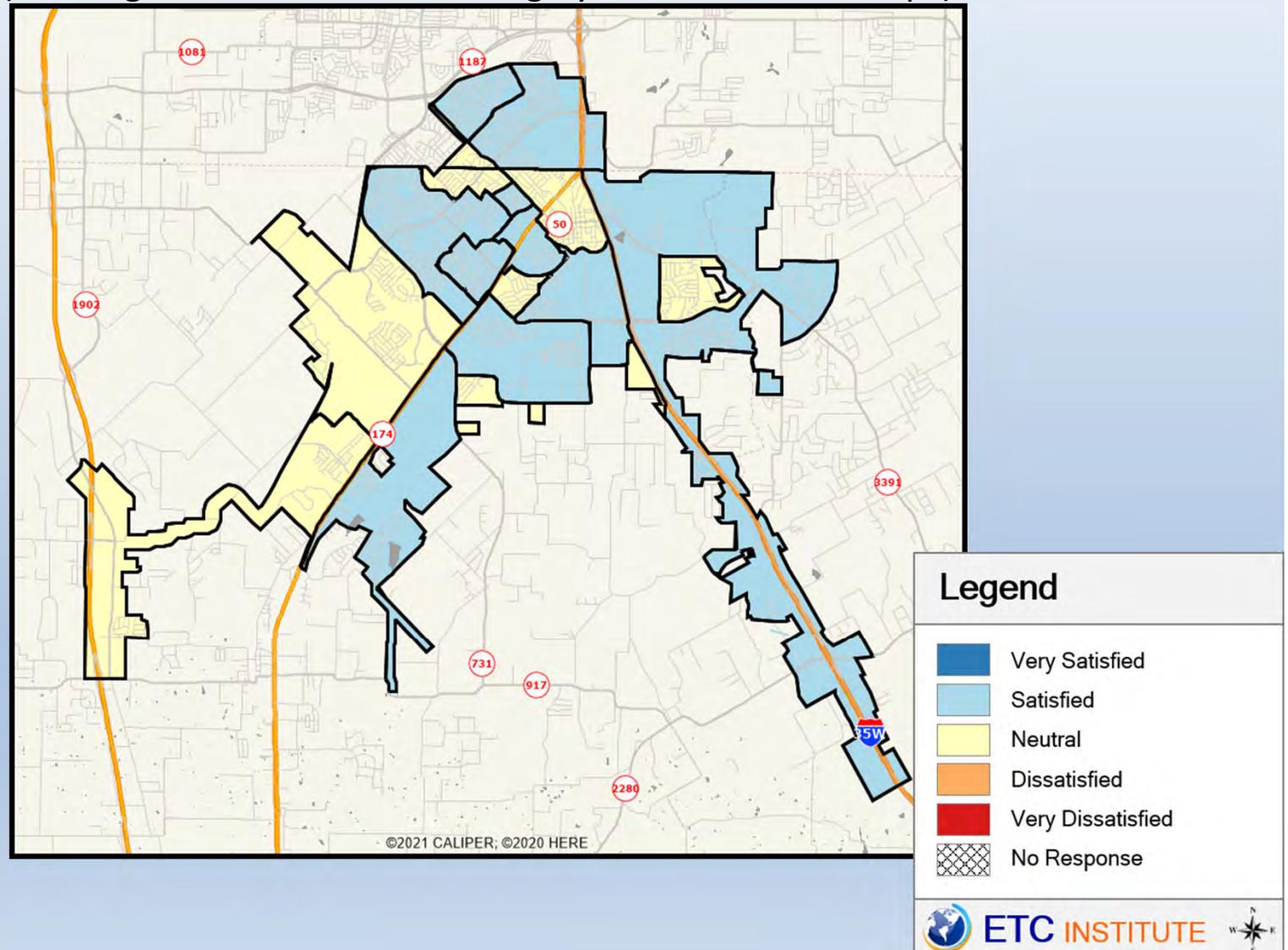(Shading reflects the mean rating by Census Block Groups)

Legend

- **Very Satisfied** (dark blue)
- **Satisfied** (light blue)
- **Neutral** (yellow)
- **Dissatisfied** (orange)
- **Very Dissatisfied** (red)
- **No Response** (cross-hatch)

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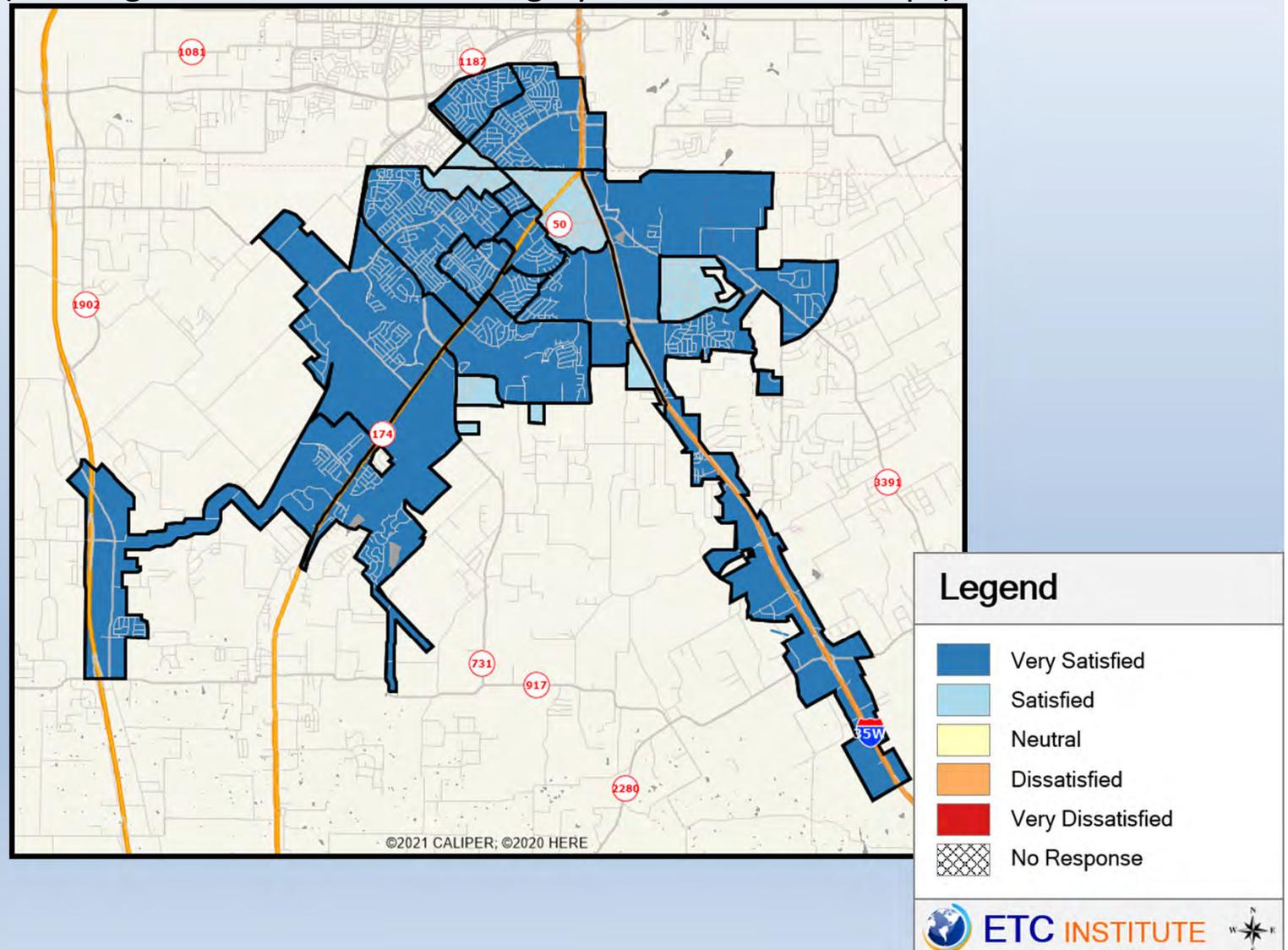
Q2-12. Overall quality and timeliness of the city's permitting and inspection process
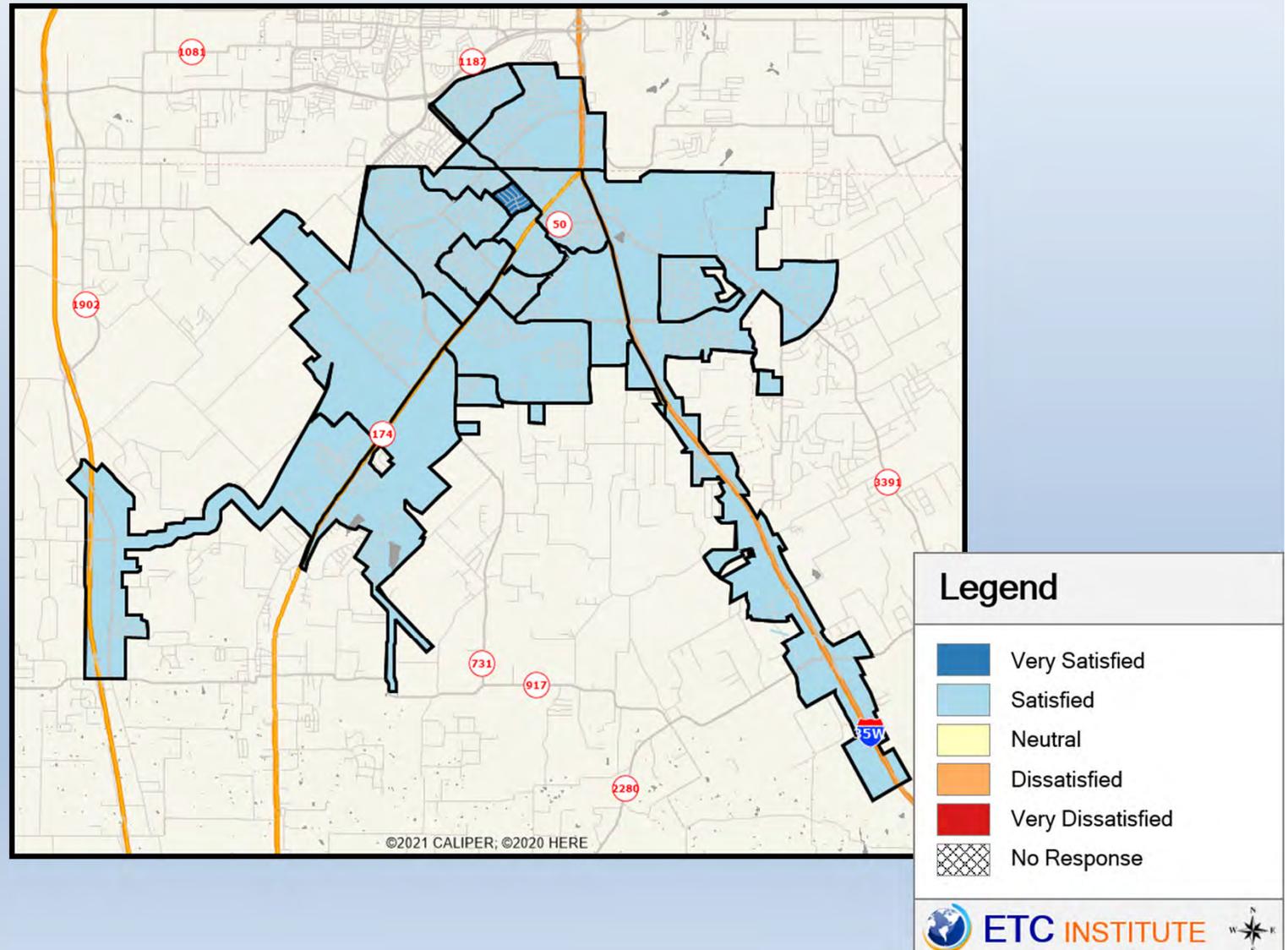
(Shading reflects the mean rating by Census Block Groups)

Legend

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

Q2-13. Overall value that you receive for your city tax dollars and fees
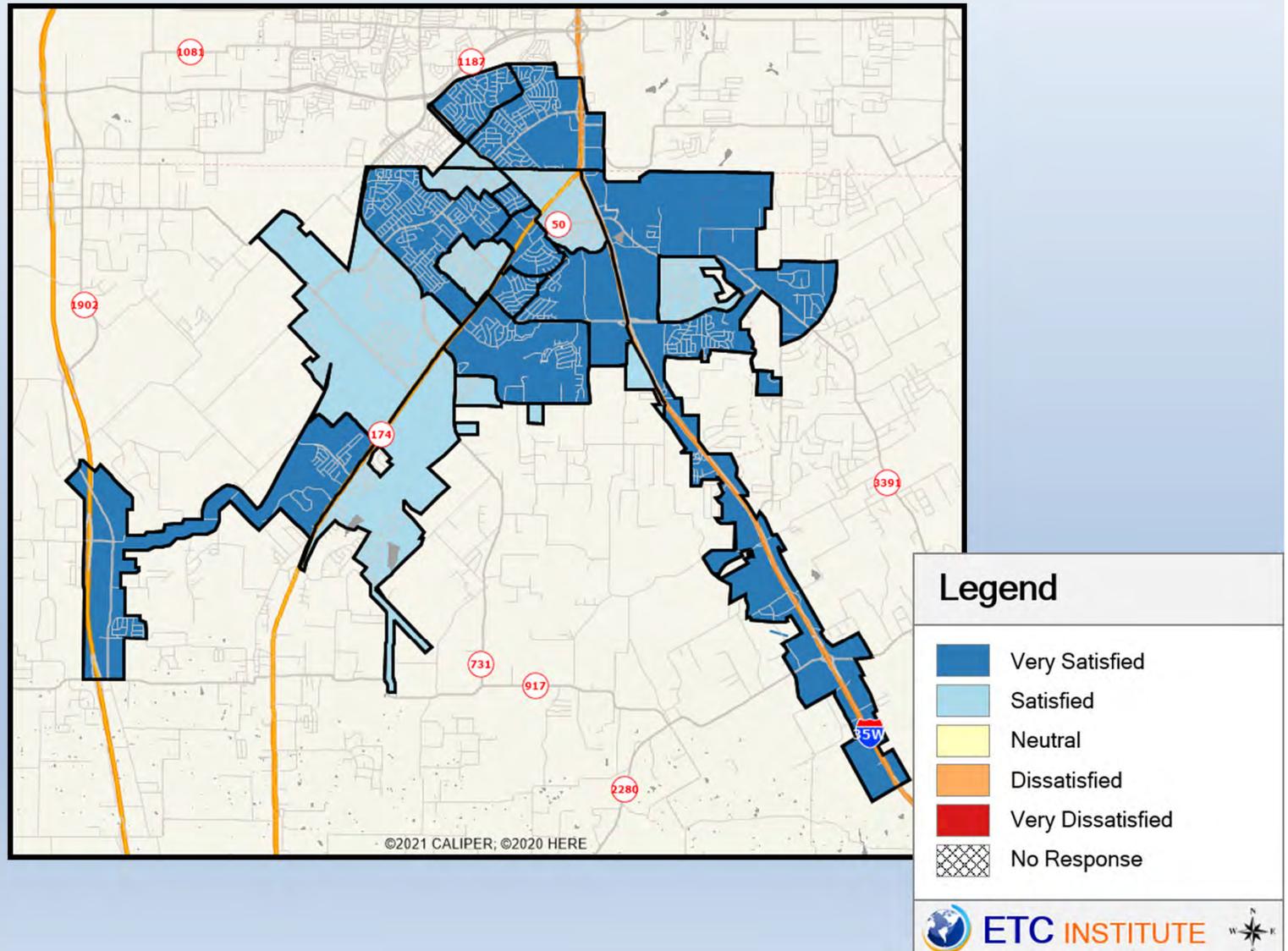
(Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q2-14. Efforts by city government to ensure community is prepared for emergencies
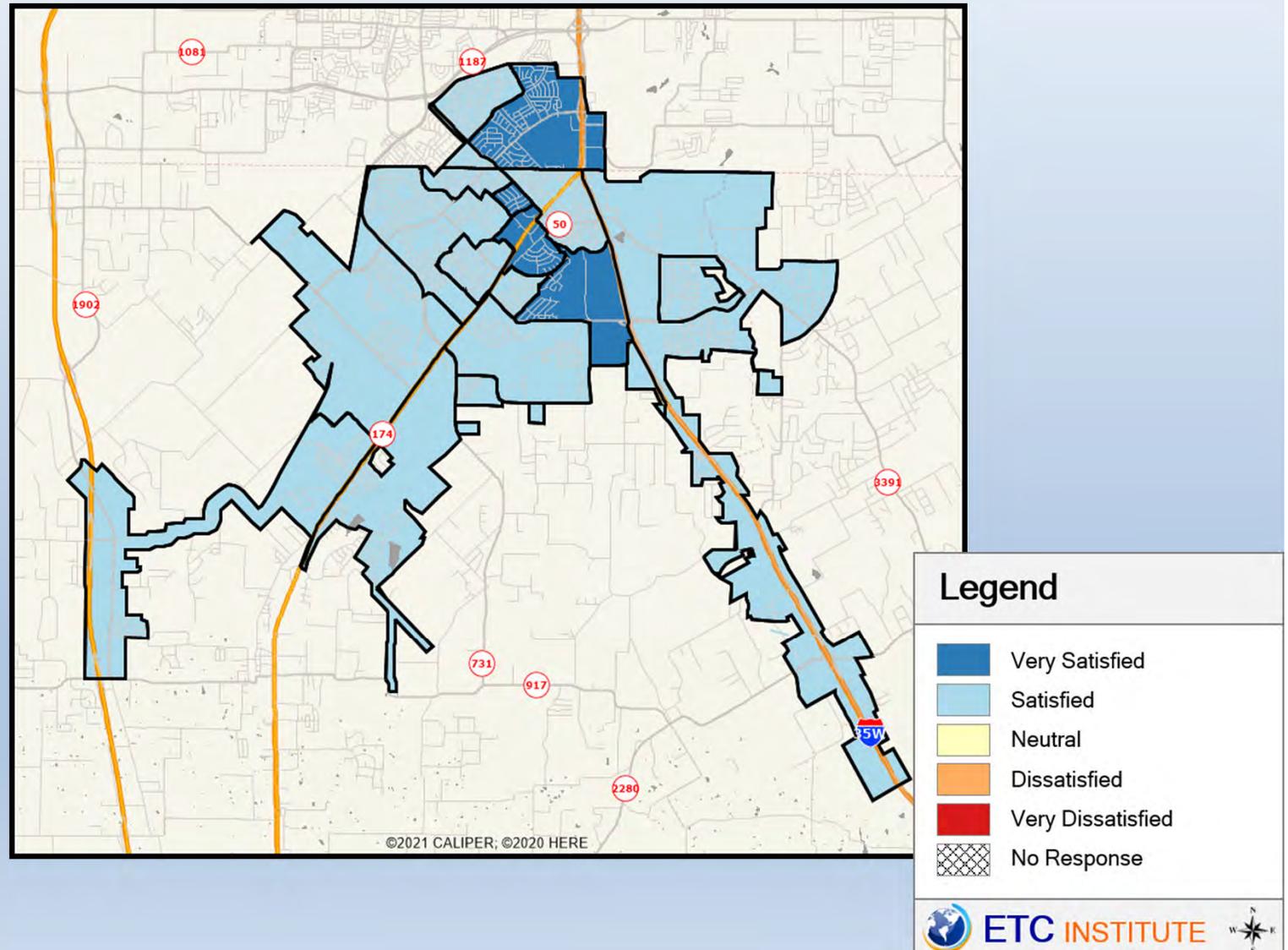
(Shading reflects the mean rating by Census Block Groups)

Q4-01. Overall maintenance of city parks

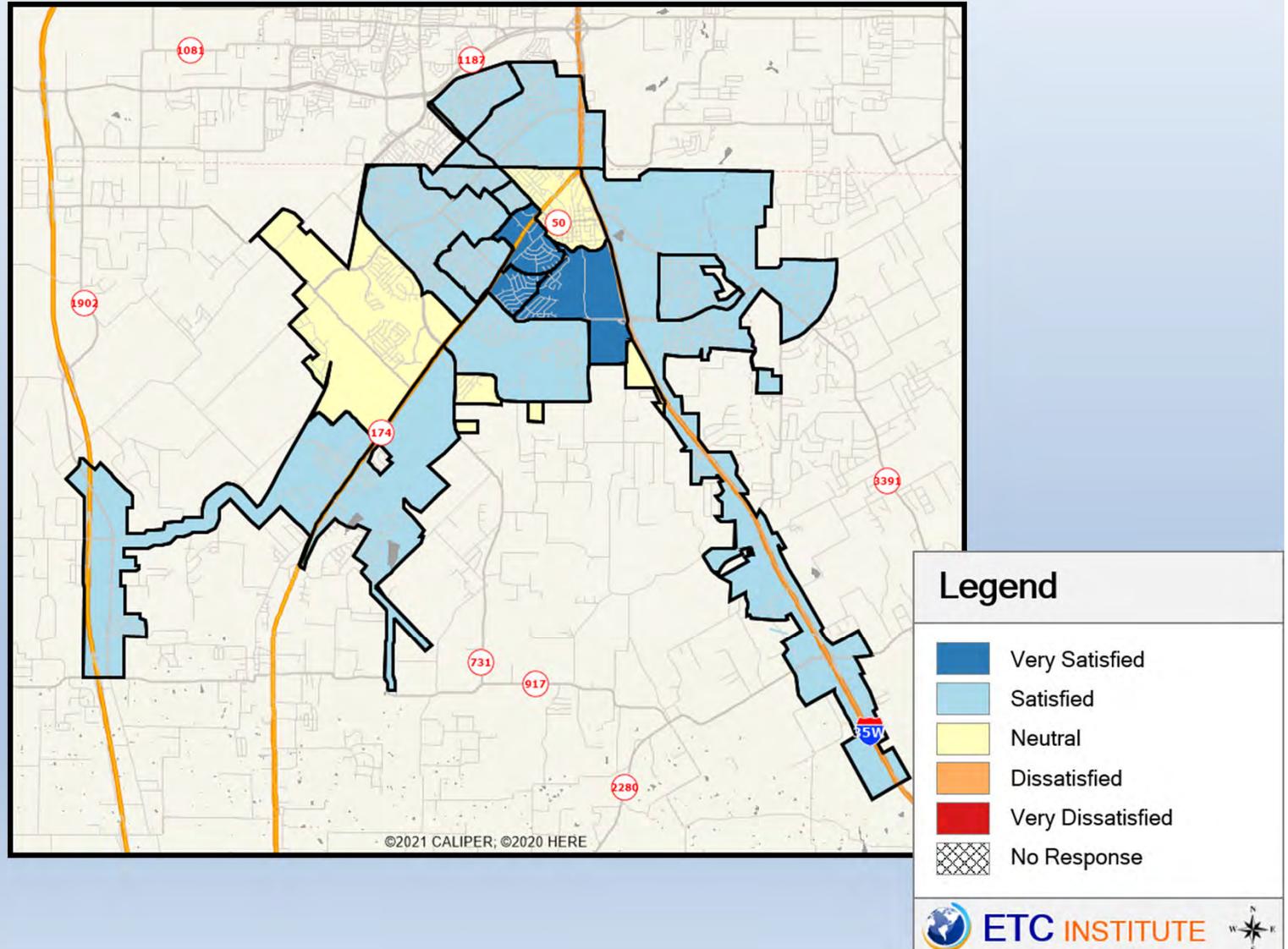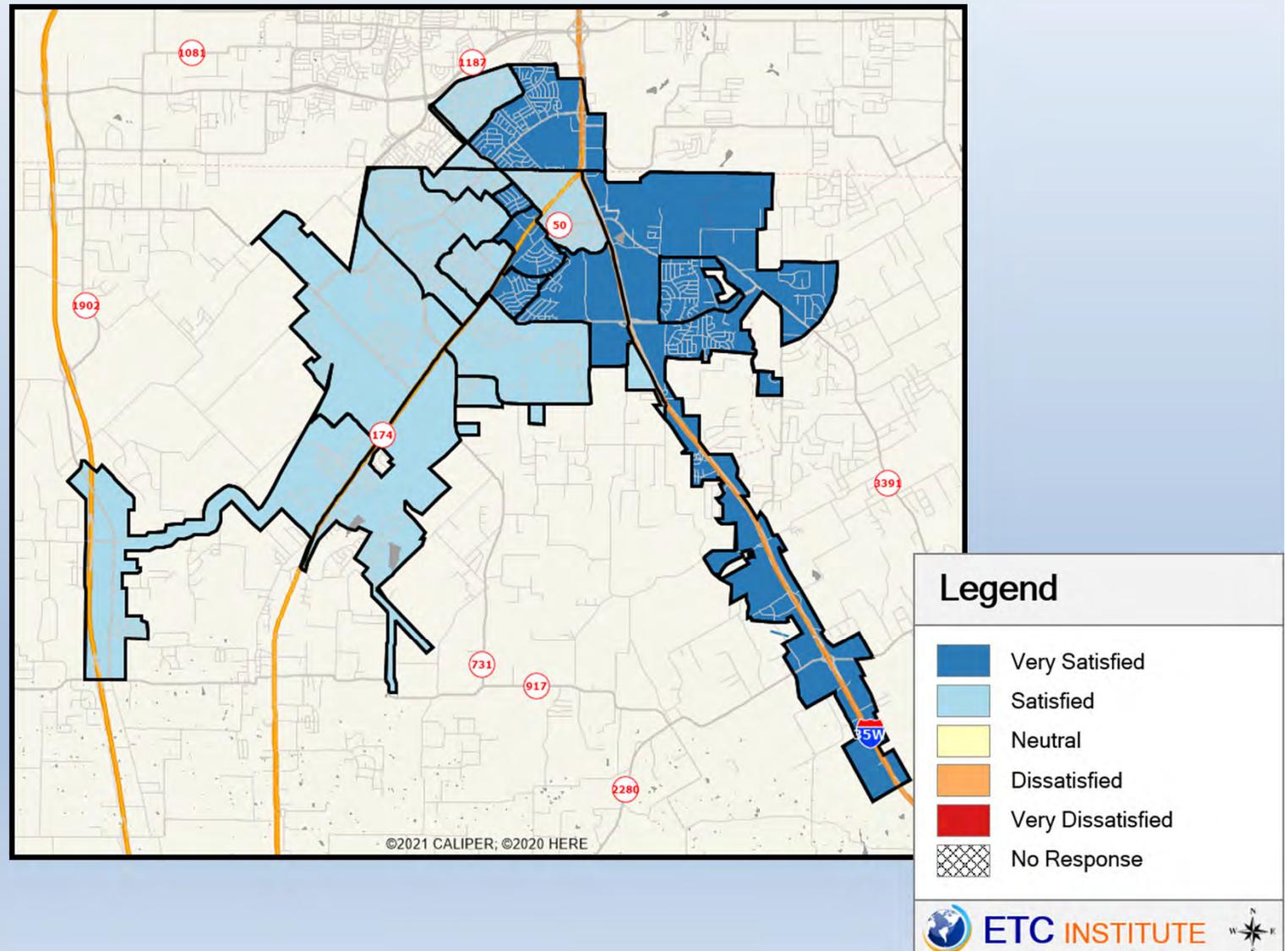### (Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q4-02. Overall number of parks

(Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q4-03. Overall quality of city trails

(Shading reflects the mean rating by Census Block Groups)
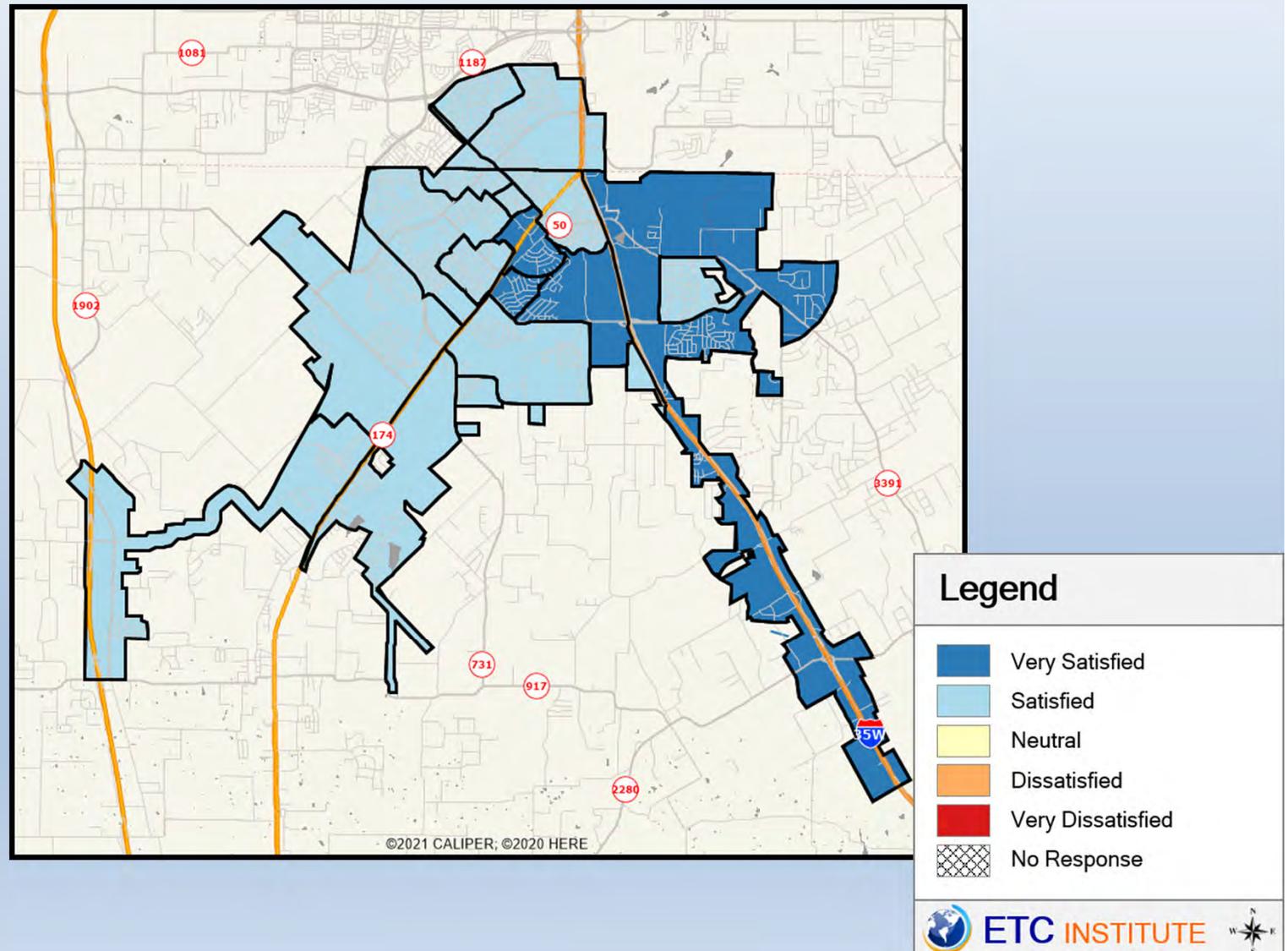
Q4-04. Overall number/connectivity of walking/biking trails

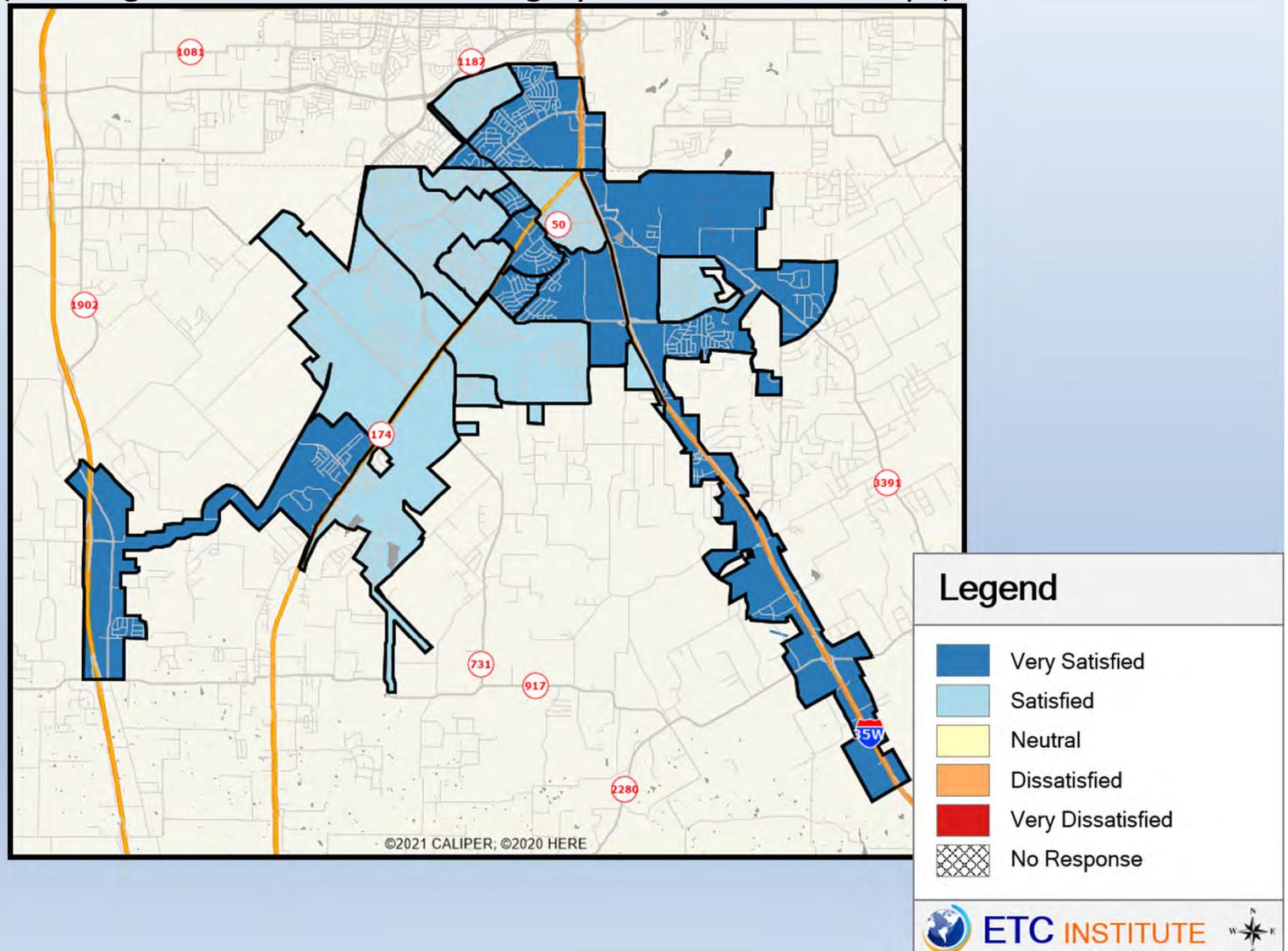(Shading reflects the mean rating by Census Block Groups)

Q4-05. Overall quality of city parks

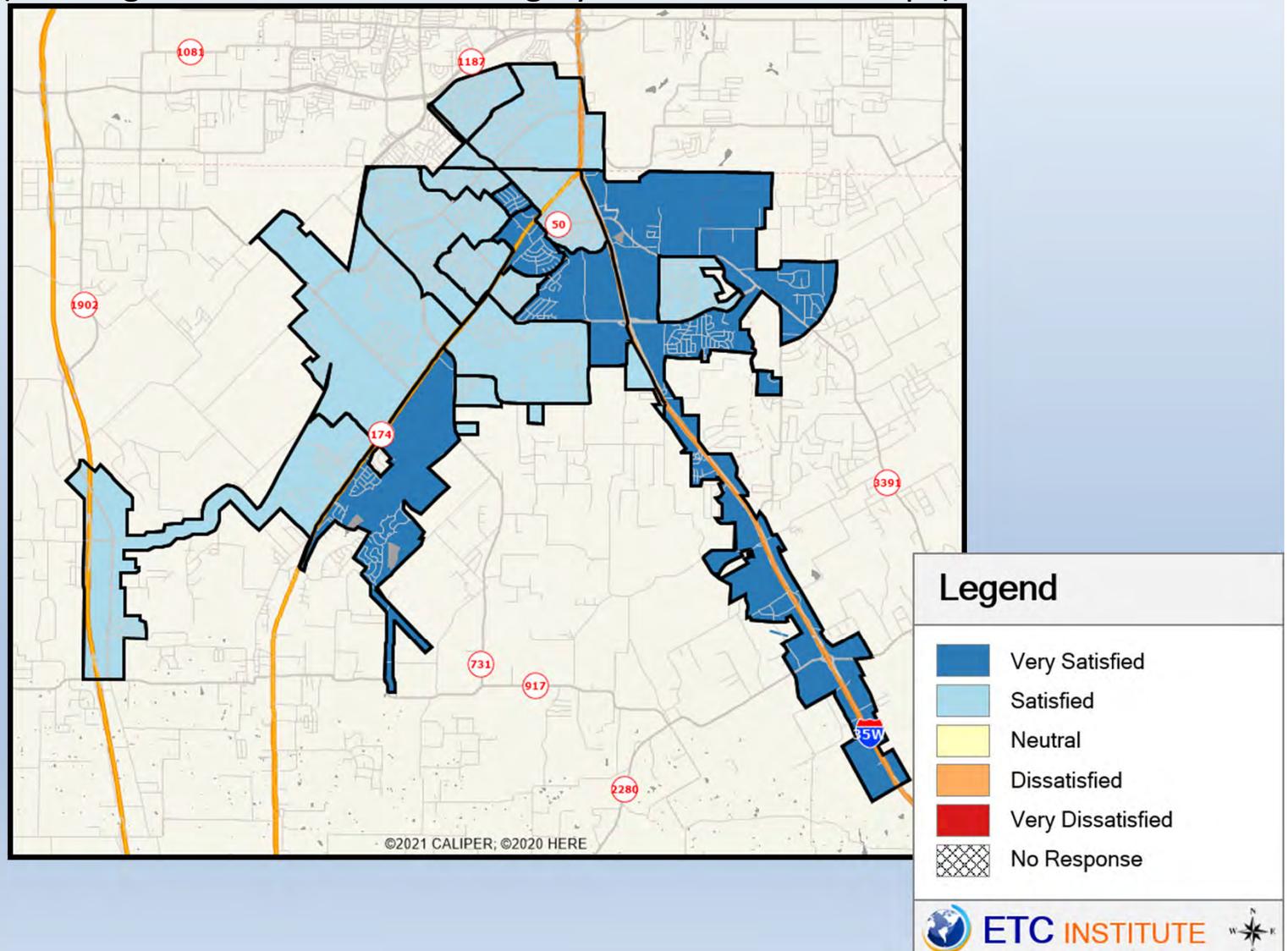(Shading reflects the mean rating by Census Block Groups)

Q4-06. Overall quality of city recreation facilities

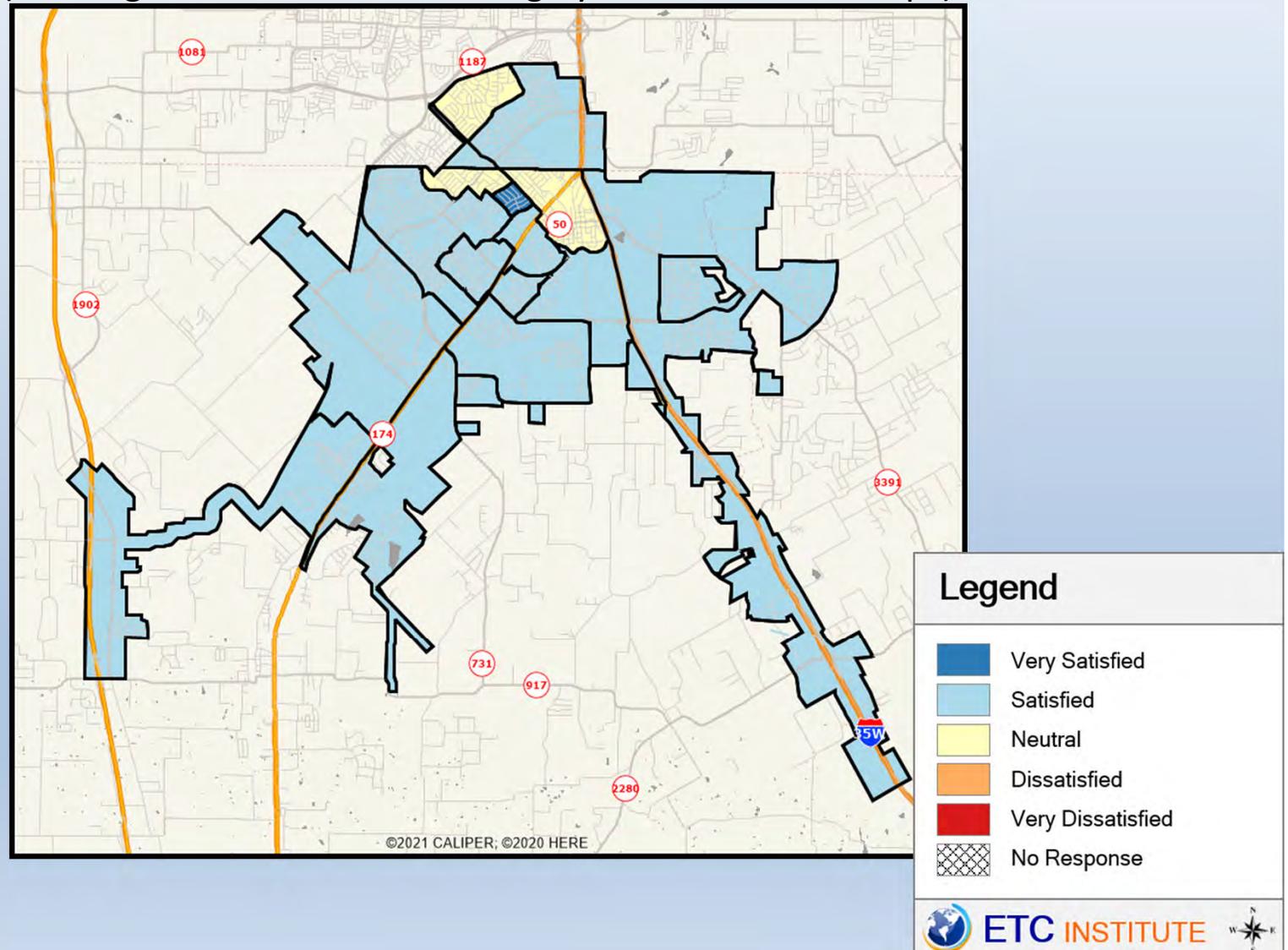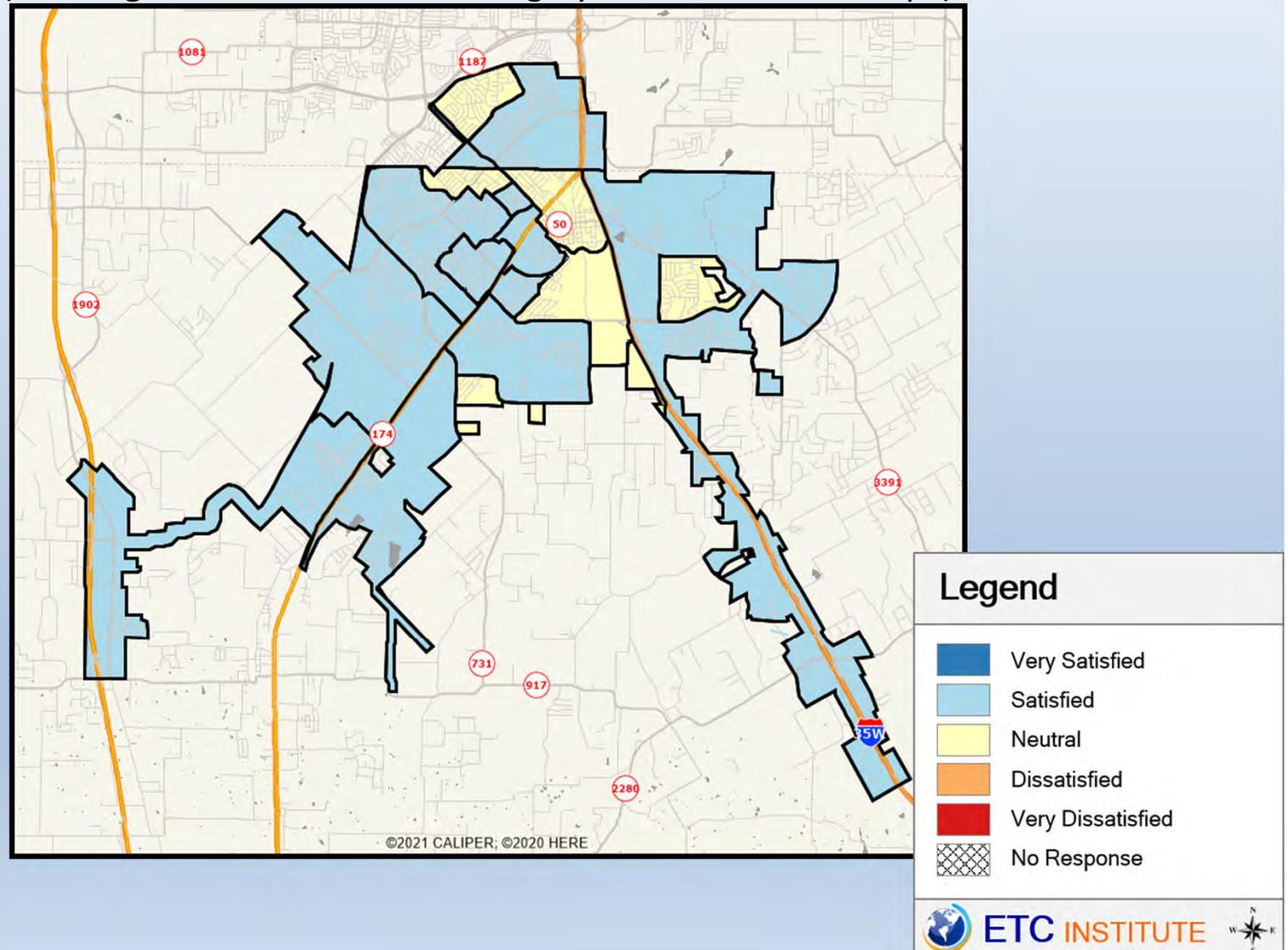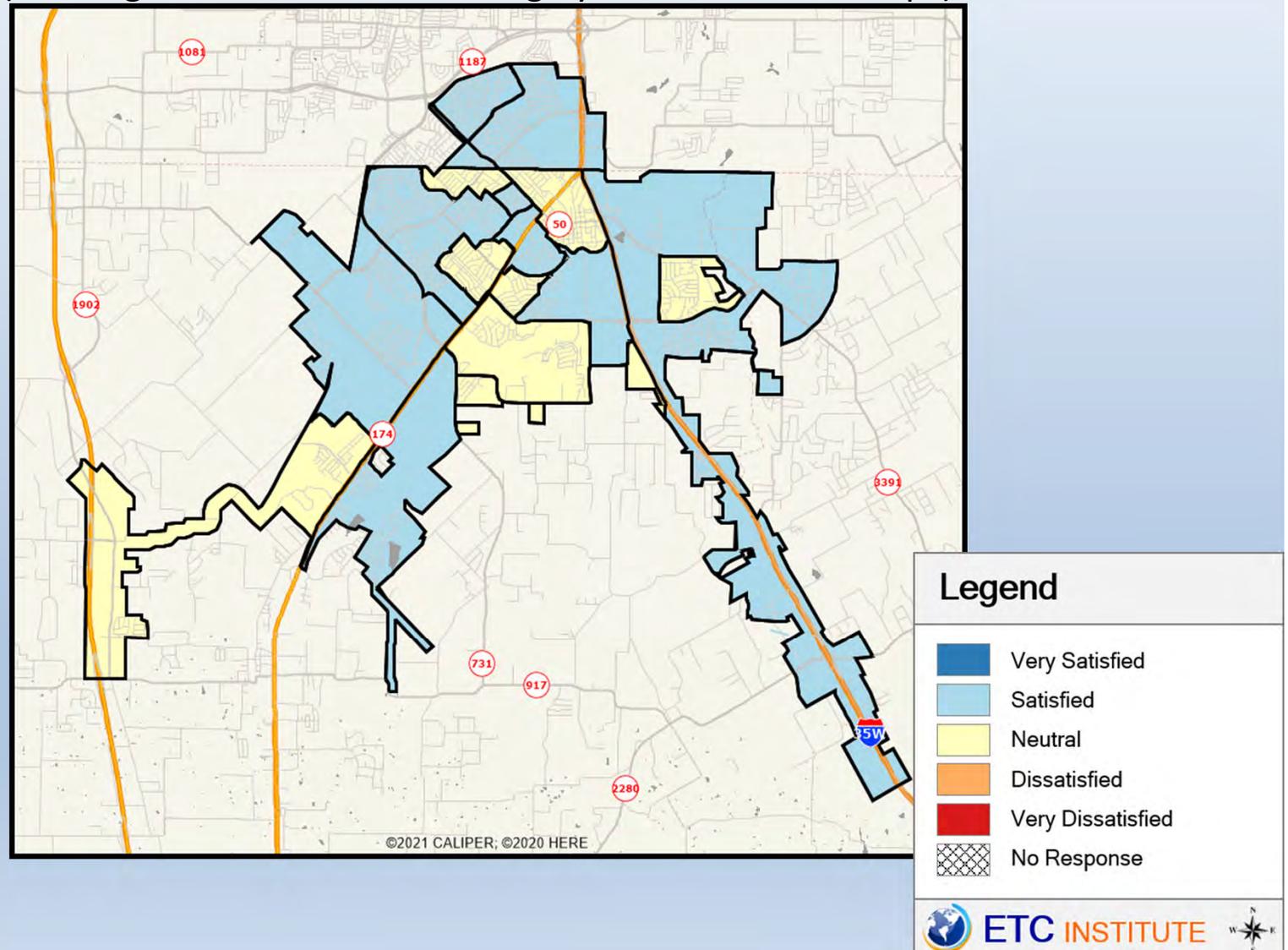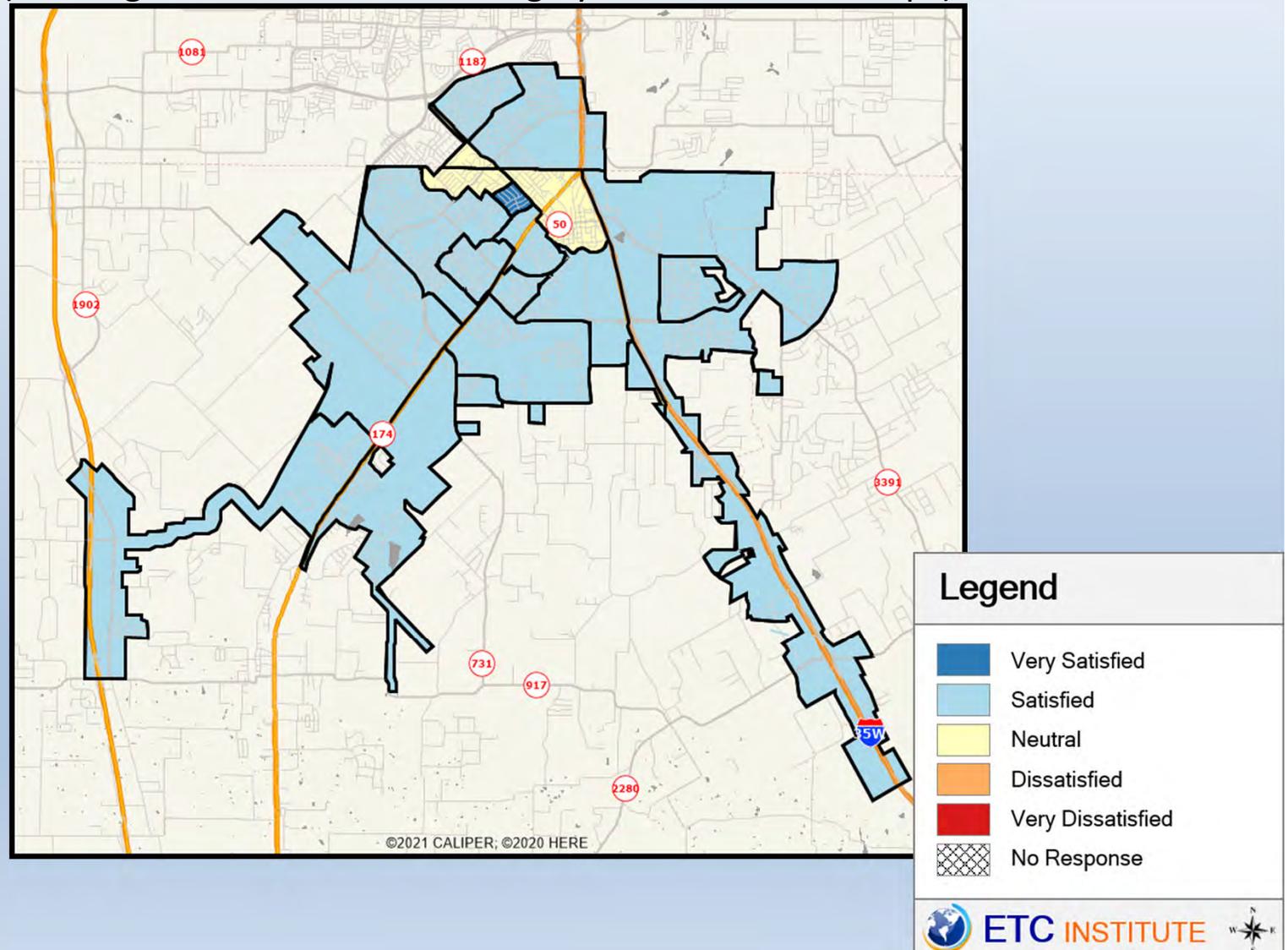(Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q4-07. Overall quality of city produced special events

(Shading reflects the mean rating by Census Block Groups)

Legend

- Very Satisfied (dark blue)
- Satisfied (light blue)
- Neutral (yellow)
- Dissatisfied (orange)
- Very Dissatisfied (red)
- No Response (hatched)

Q4-08. Overall quality of city adult athletic programs

(Shading reflects the mean rating by Census Block Groups)

Legend

- ▆ Very Satisfied
- ▆ Satisfied
- ▆ Neutral
- ▆ Dissatisfied
- ▆ Very Dissatisfied
- ▨ No Response

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Q4-09. Overall quality of city youth athletic programs

(Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q4-10. Overall quality of city senior citizen programs
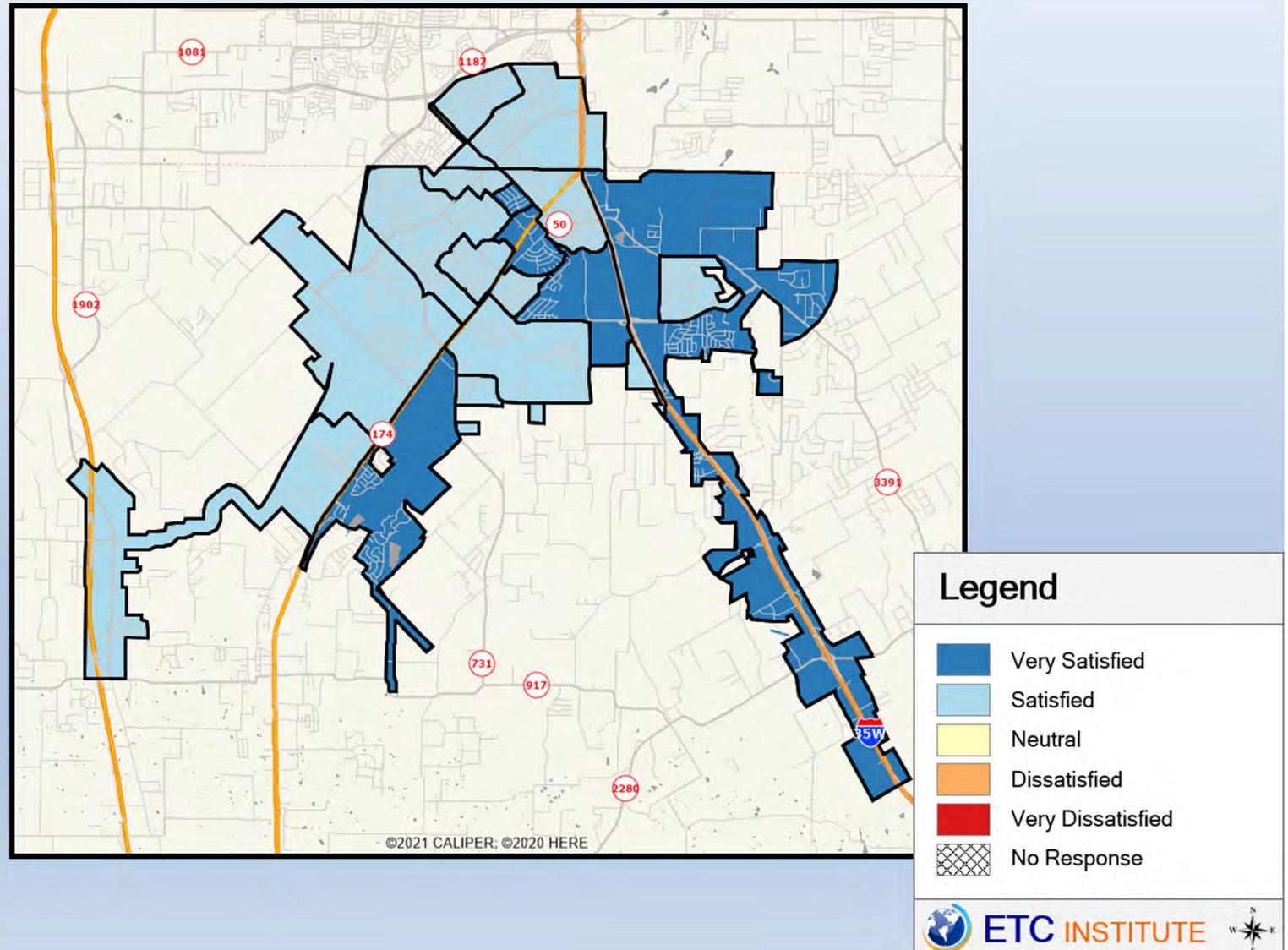
(Shading reflects the mean rating by Census Block Groups)

Q4-11. Overall quality of recreation programs

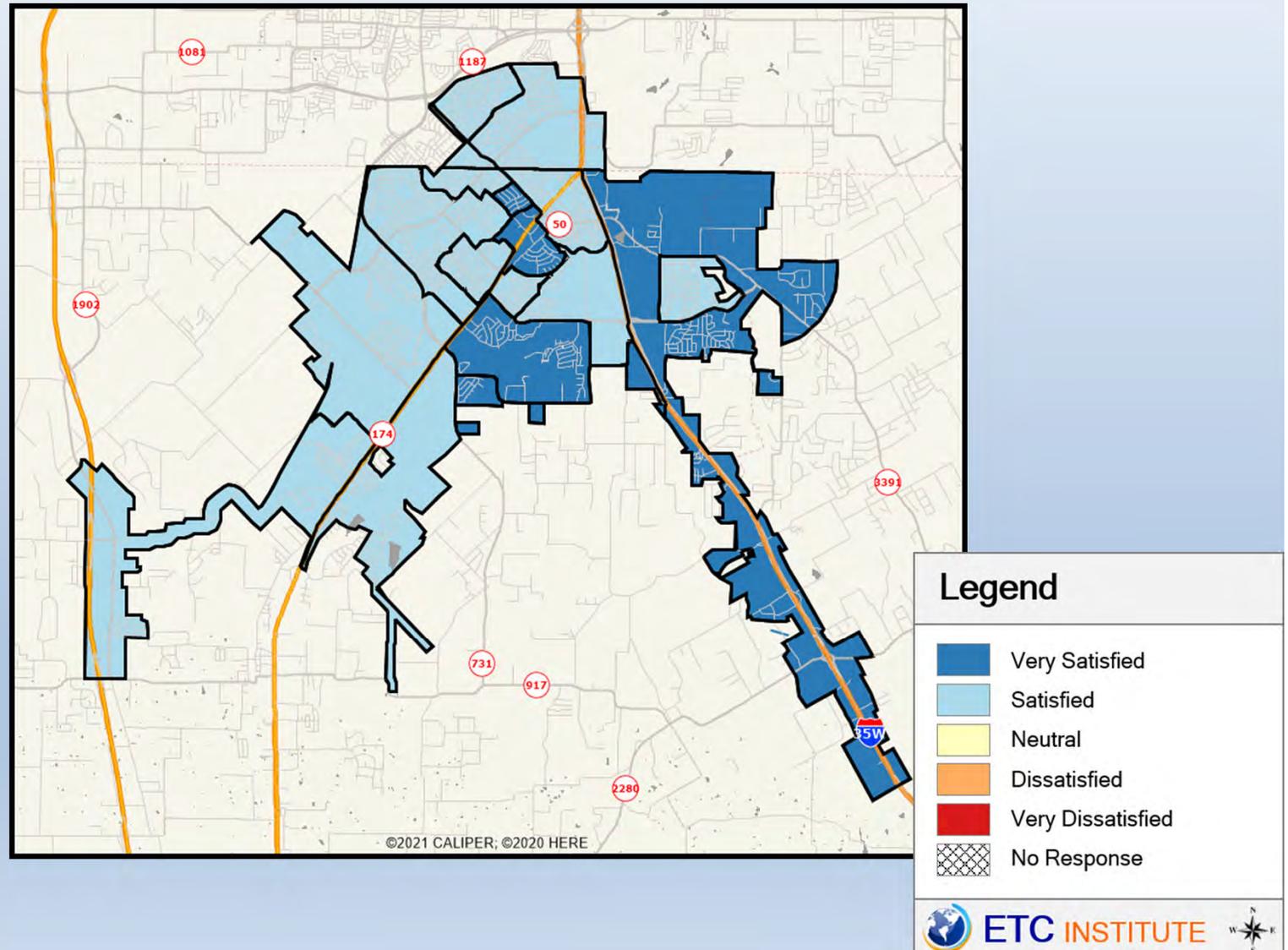(Shading reflects the mean rating by Census Block Groups)

Q6-01. Efforts of city's police department to collaborate with the public to address concerns
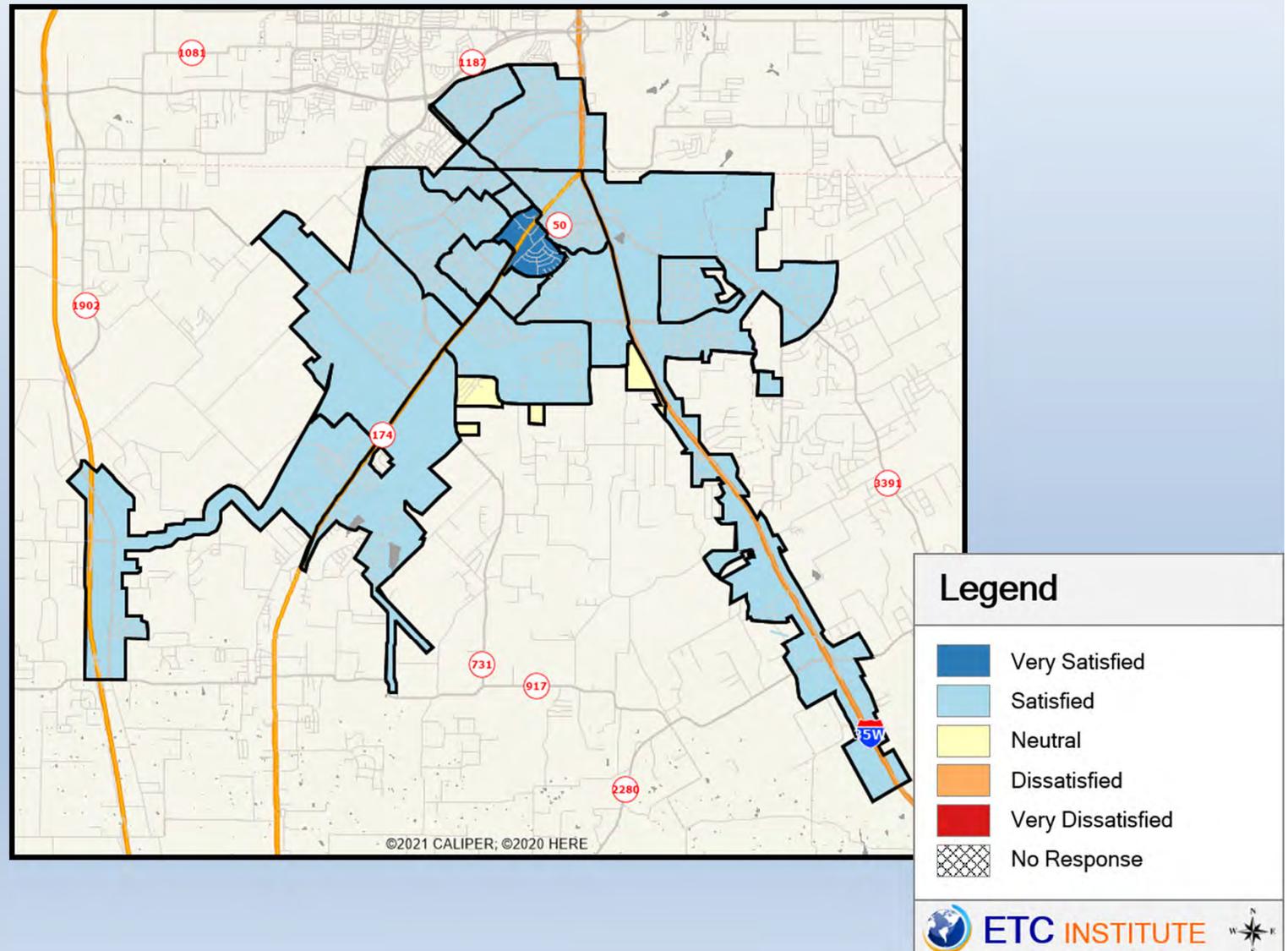
(Shading reflects the mean rating by Census Block Groups)

Legend

- Very Satisfied (dark blue)
- Satisfied (light blue)
- Neutral (yellow)
- Dissatisfied (orange)
- Very Dissatisfied (red)
- No Response (hatched)

Q6-02. Efforts of the city's police department to communicate with the public via social media
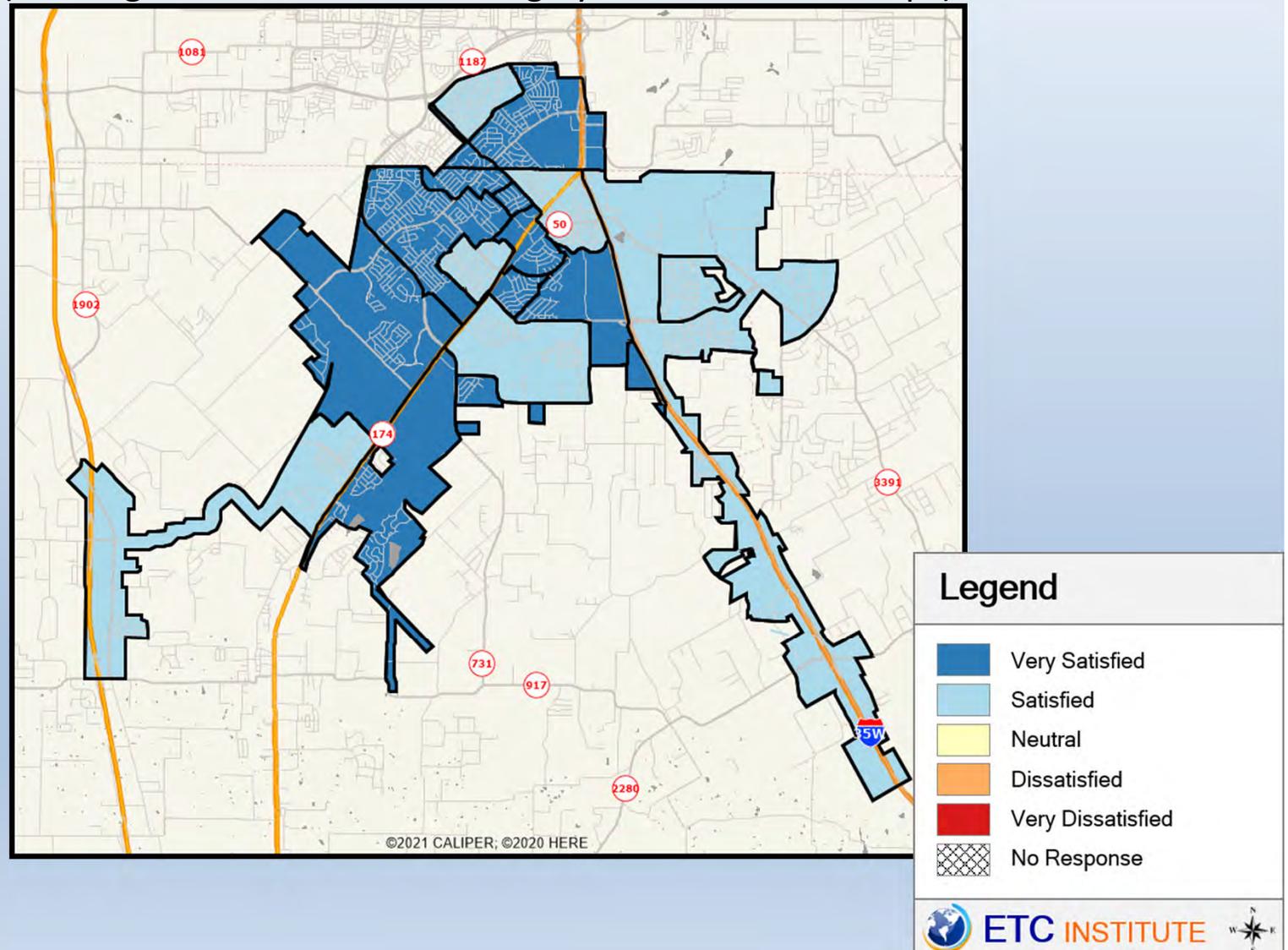
(Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q6-03. Enforcement of city traffic laws

(Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q6-04. How quickly police respond to emergencies

(Shading reflects the mean rating by Census Block Groups)

Legend

|	
■ (dark blue)	Very Satisfied
■ (light blue)	Satisfied
■ (yellow)	Neutral
■ (orange)	Dissatisfied
■ (red)	Very Dissatisfied
▨ (hatched)	No Response

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Q6-05. Overall efforts by city government to prevent crime

(Shading reflects the mean rating by Census Block Groups)

Legend

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

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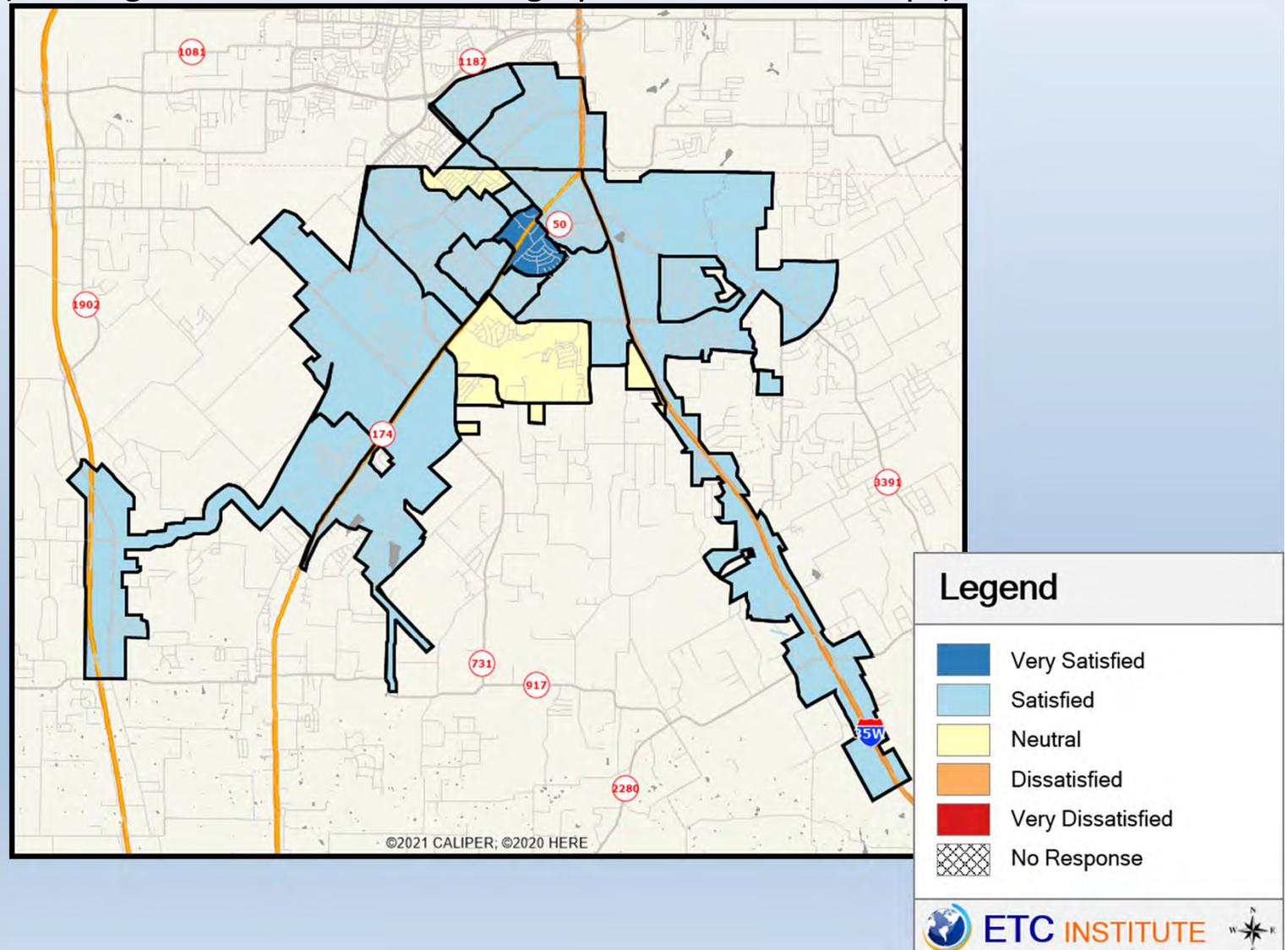
Q6-06. Overall quality of police services

(Shading reflects the mean rating by Census Block Groups)

Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response
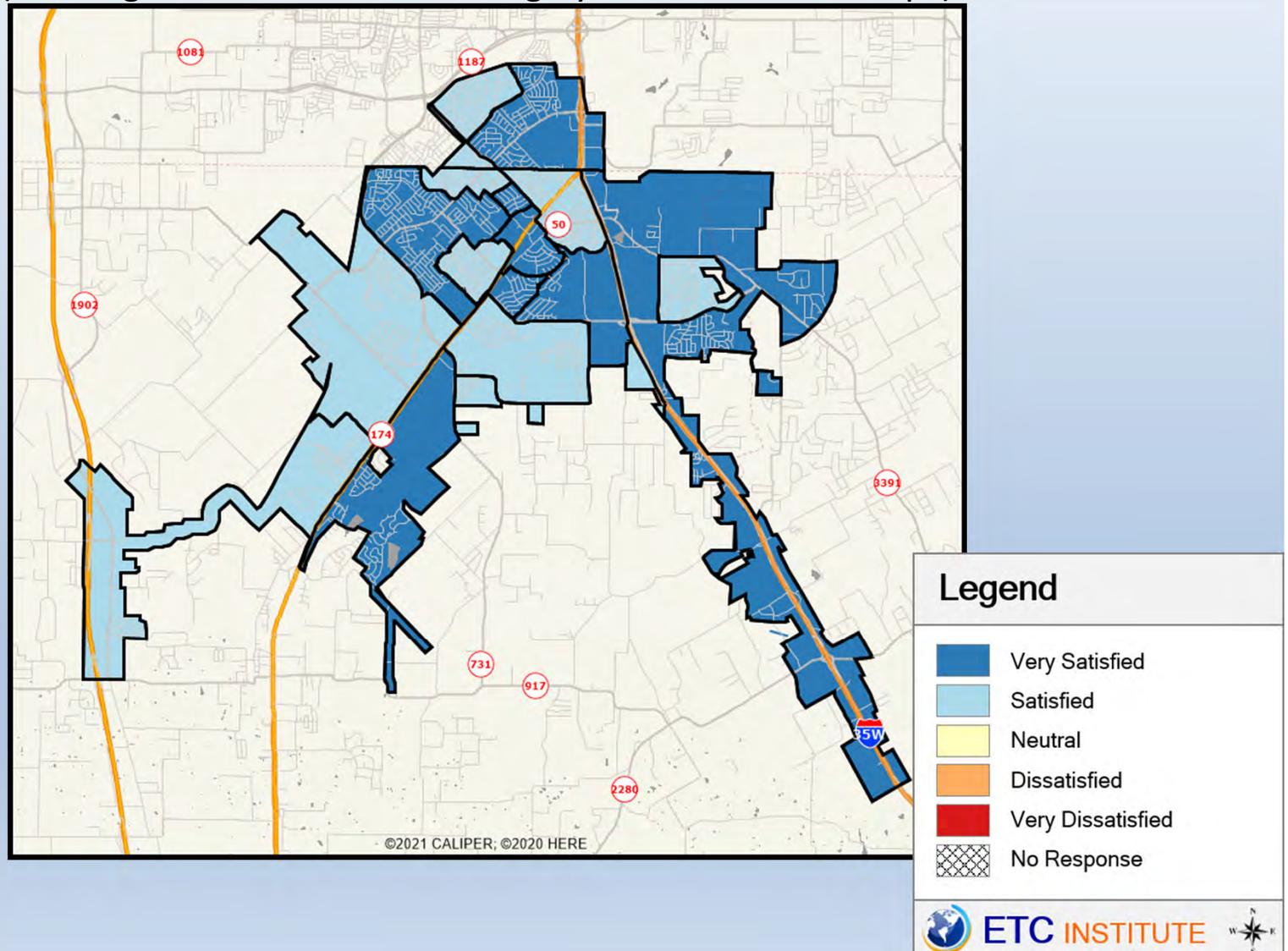
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Q6-07. Quality of police community outreach programs

(Shading reflects the mean rating by Census Block Groups)
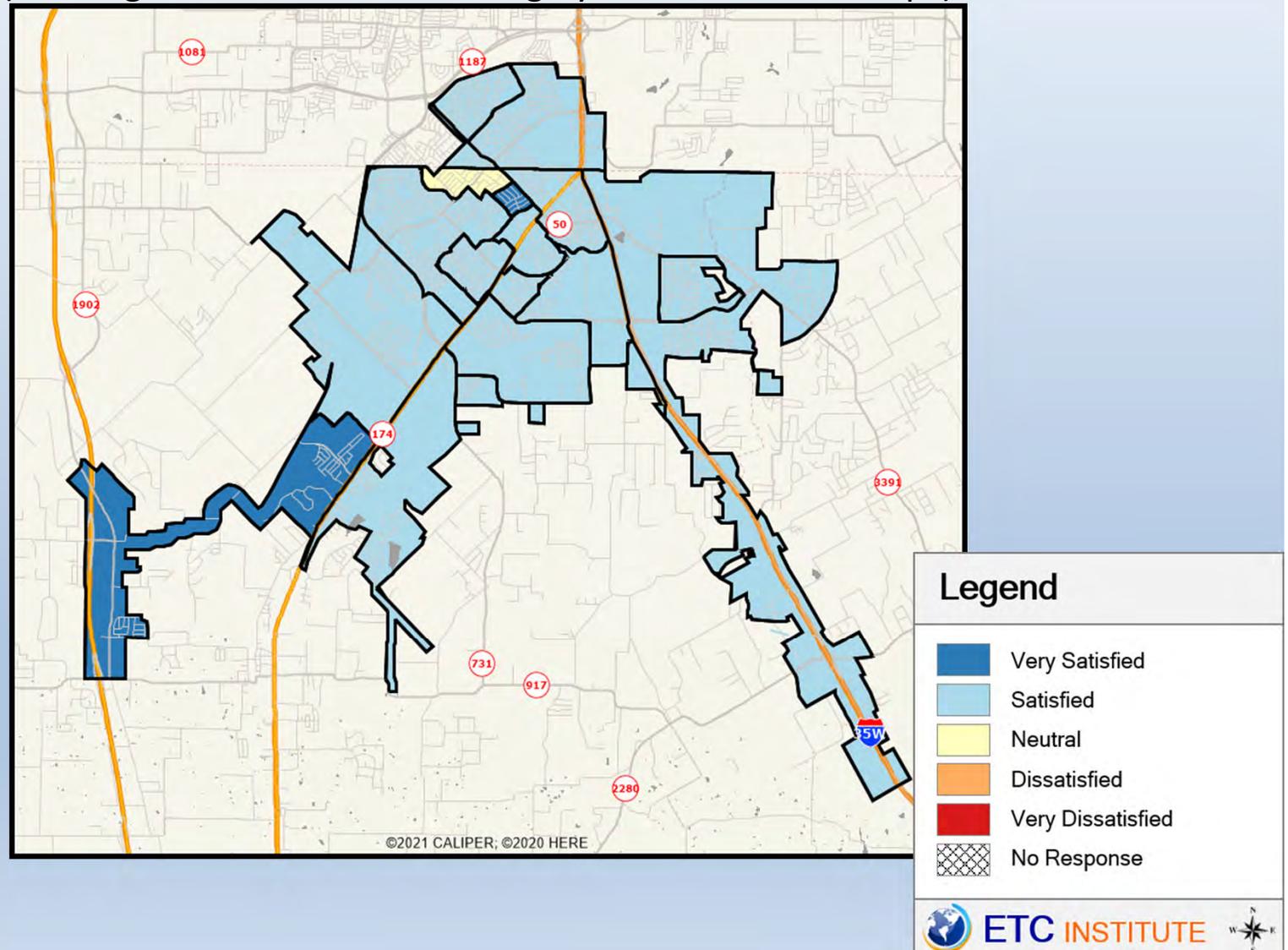
Q6-08. Visibility of police in commercial and retail areas
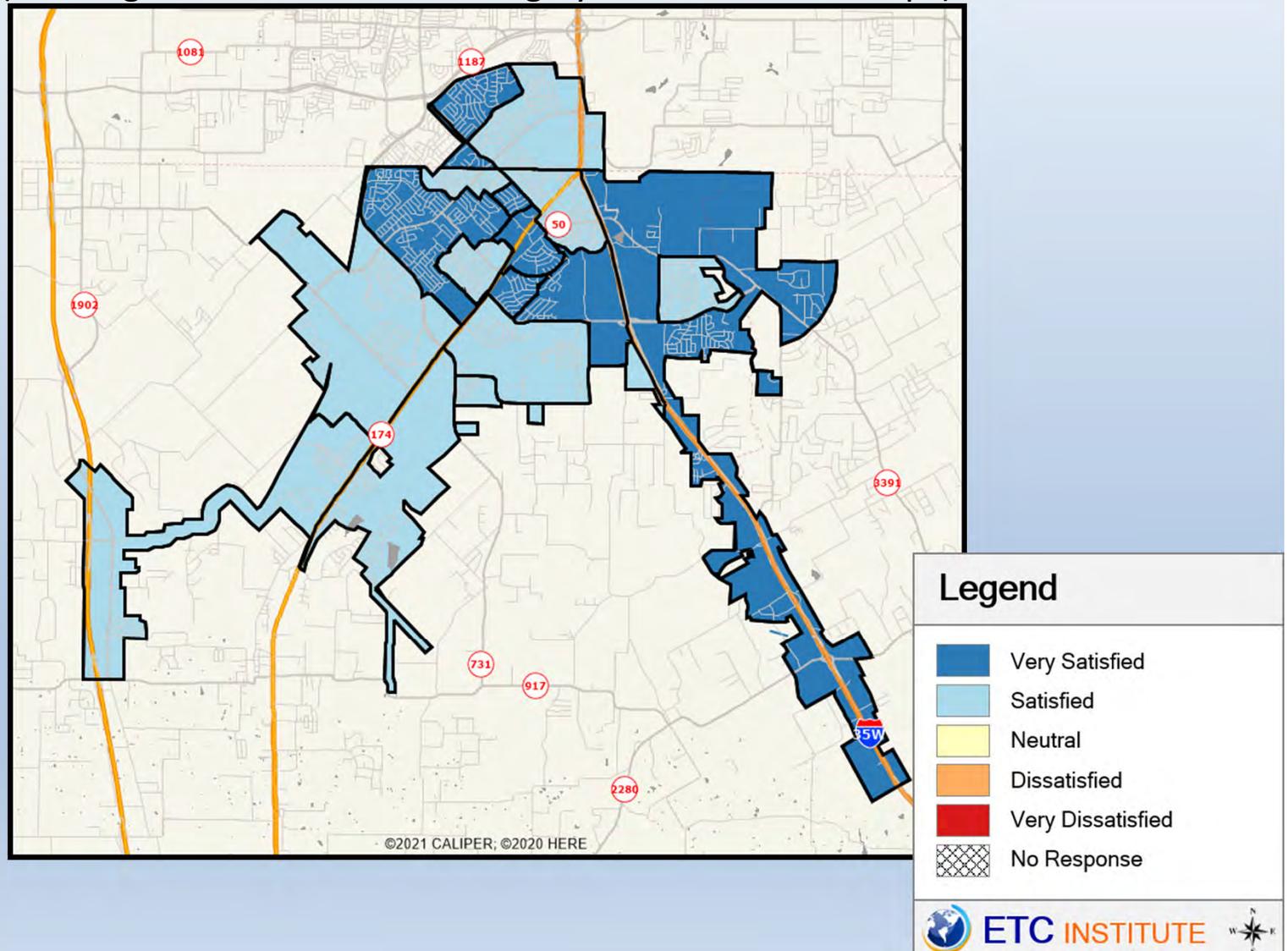
(Shading reflects the mean rating by Census Block Groups)
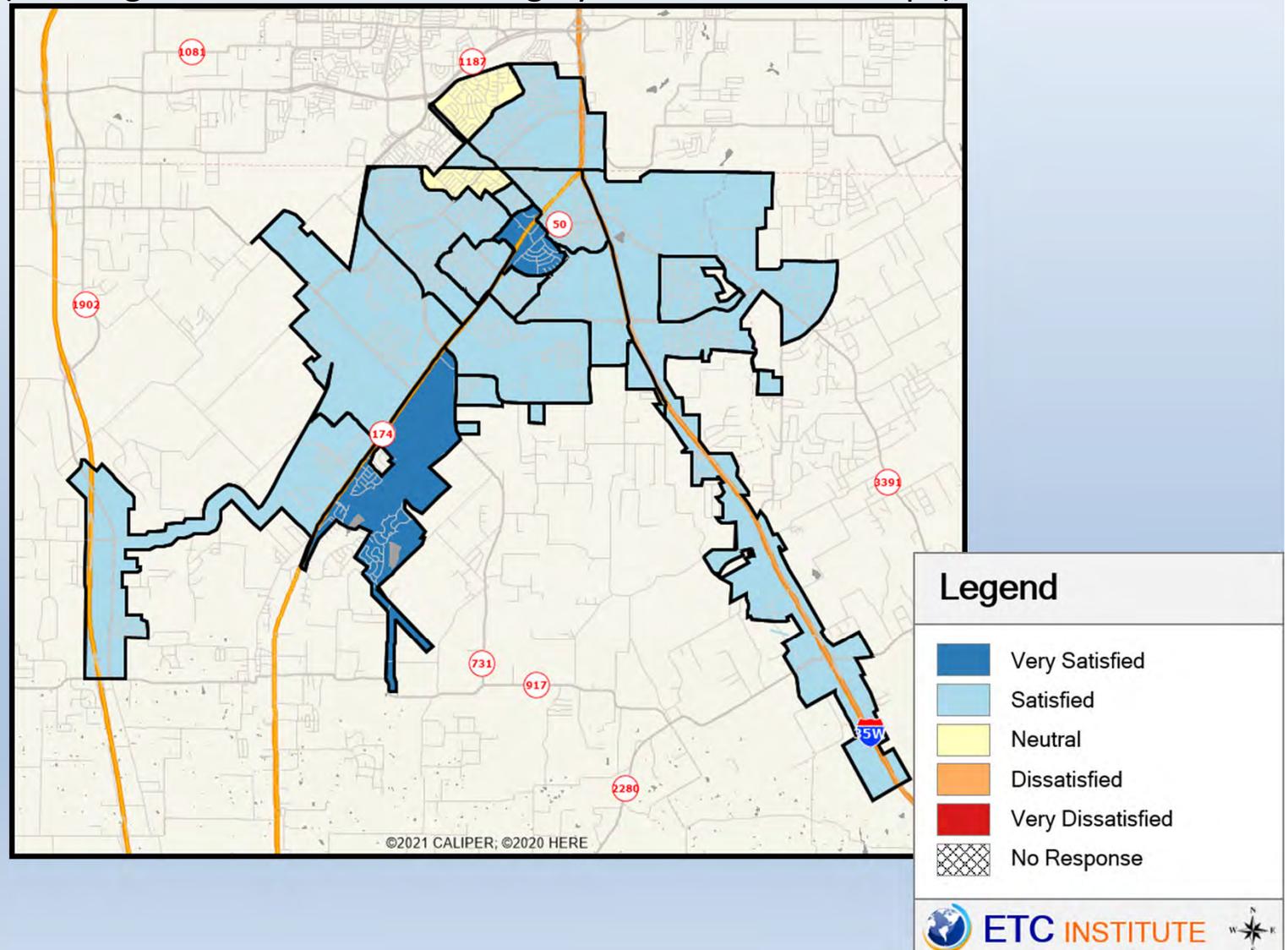
Q6-09. Visibility of police in neighborhoods

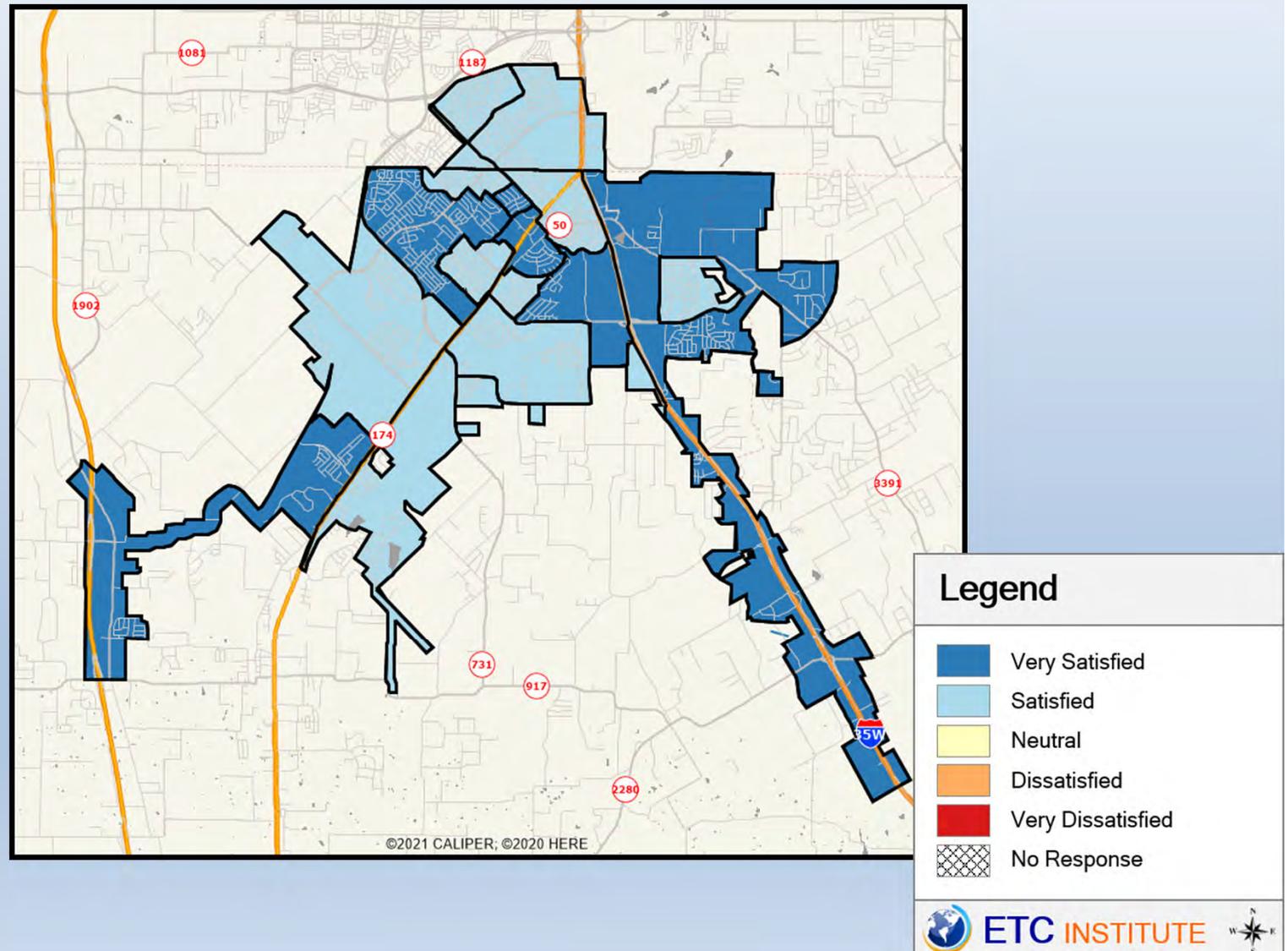(Shading reflects the mean rating by Census Block Groups)

Legend

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

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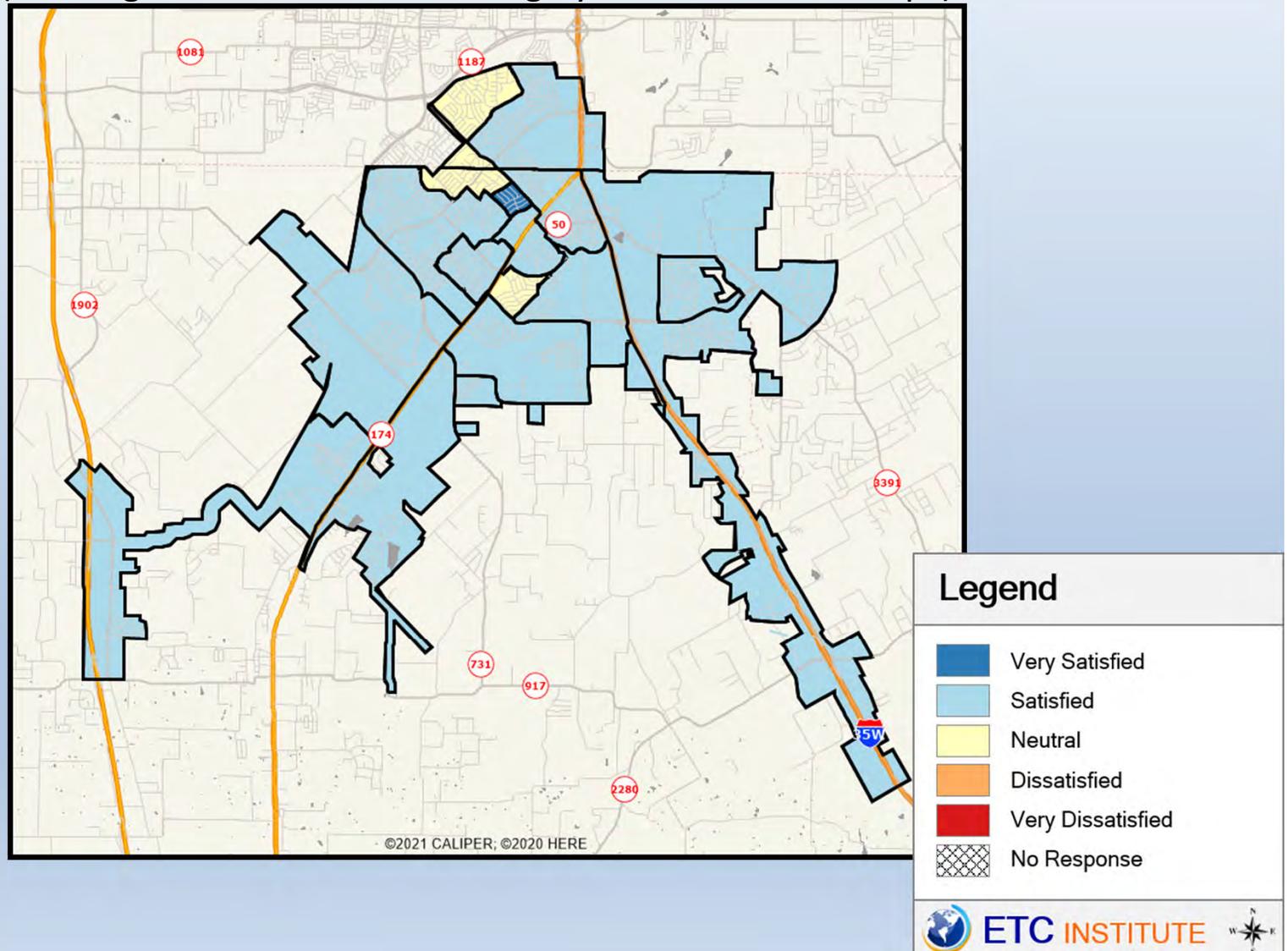
Q6-10. 911 service provided by dispatch operators

(Shading reflects the mean rating by Census Block Groups)

Legend

- ■ Very Satisfied
- ■ Satisfied
- ■ Neutral
- ■ Dissatisfied
- ■ Very Dissatisfied
- ▨ No Response

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Q8-1. Efforts of the city's fire department to collaborate with the public to address concerns

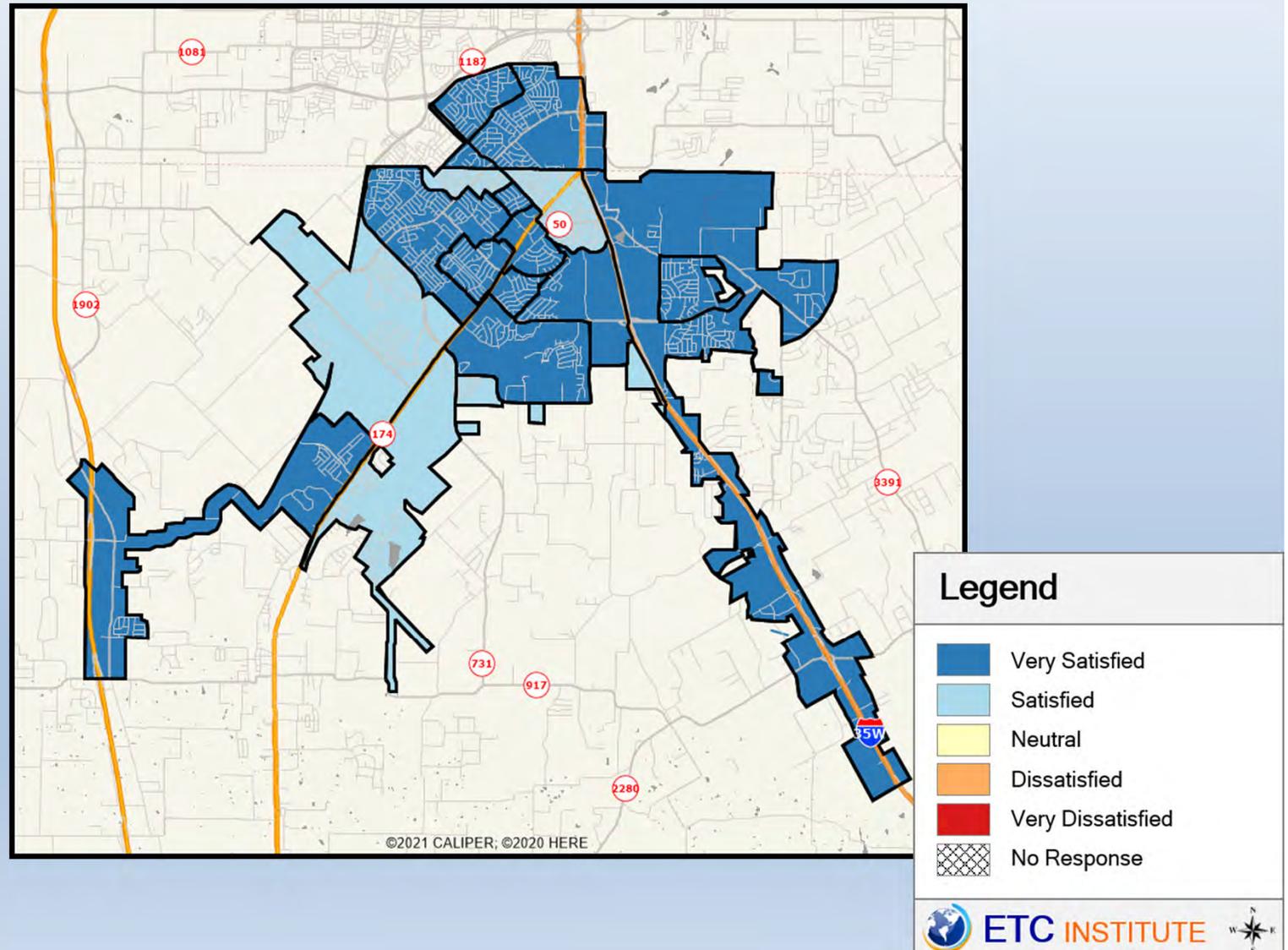(Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q8-2. Efforts of the city's fire department to communicate with the public via social media

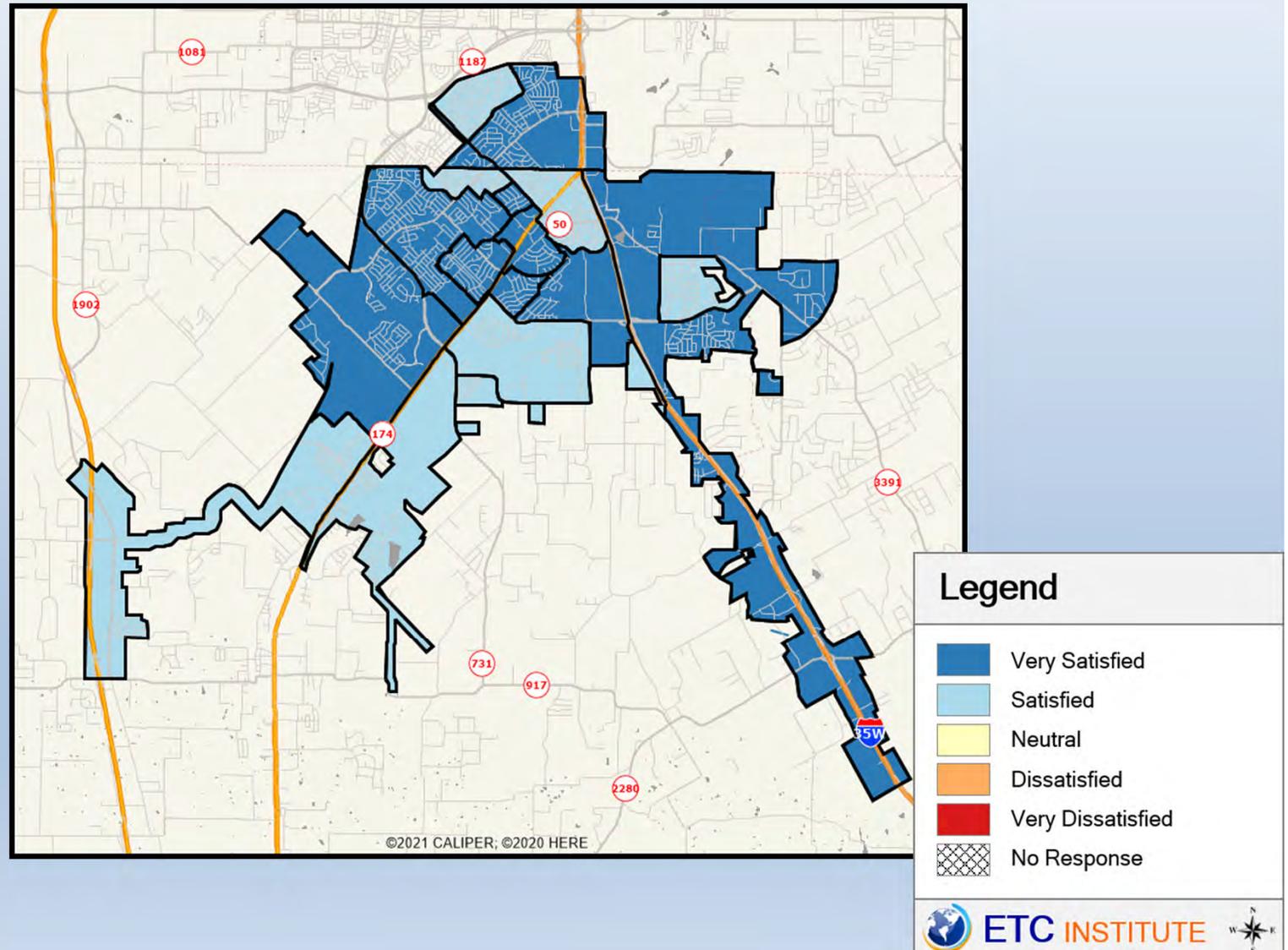(Shading reflects the mean rating by Census Block Groups)

Legend

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

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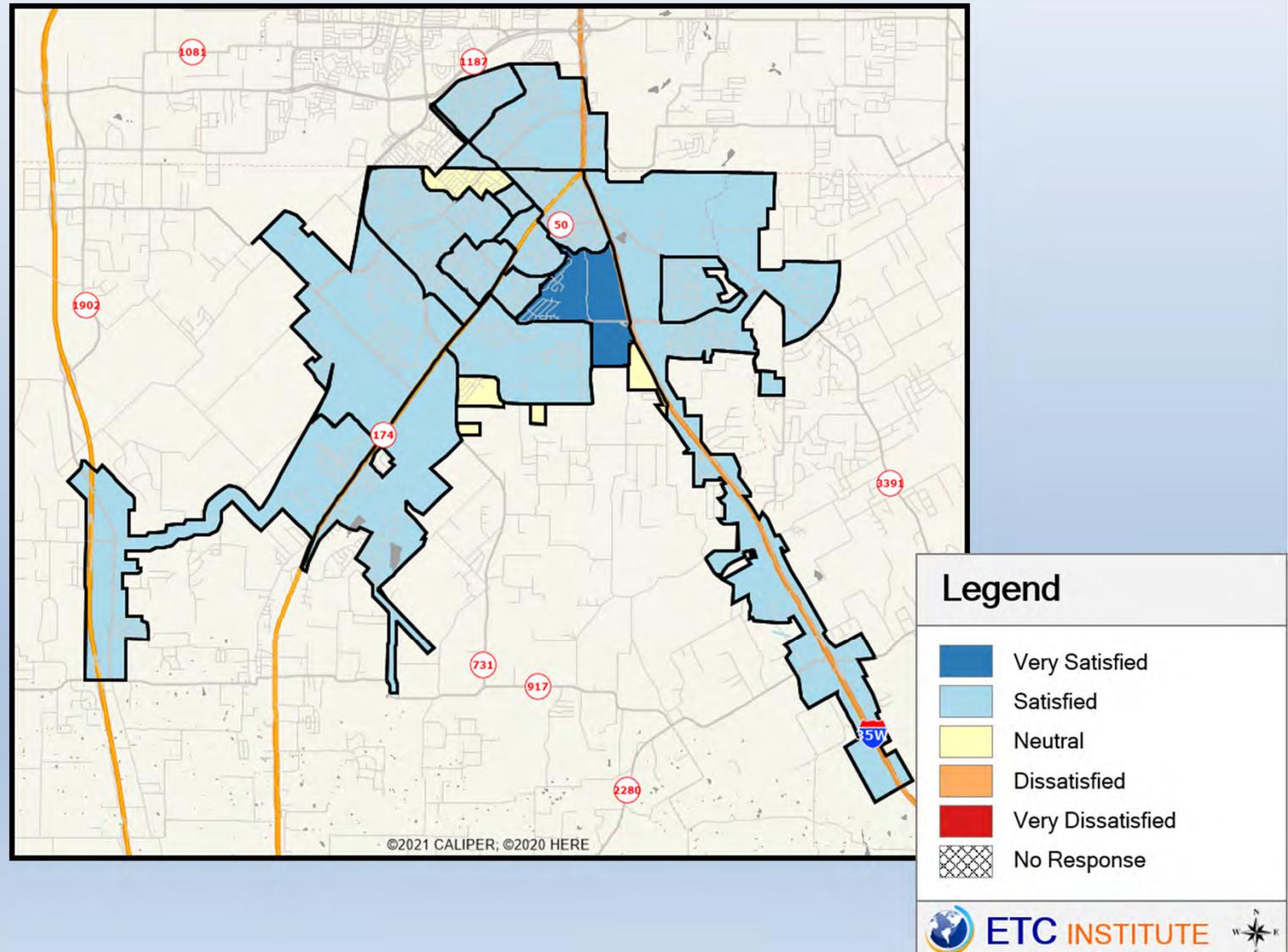
Q8-3. Emergency fire services

(Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q8-4. Emergency medical services

(Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q8-5. How quickly fire and rescue personnel respond to emergencies

(Shading reflects the mean rating by Census Block Groups)
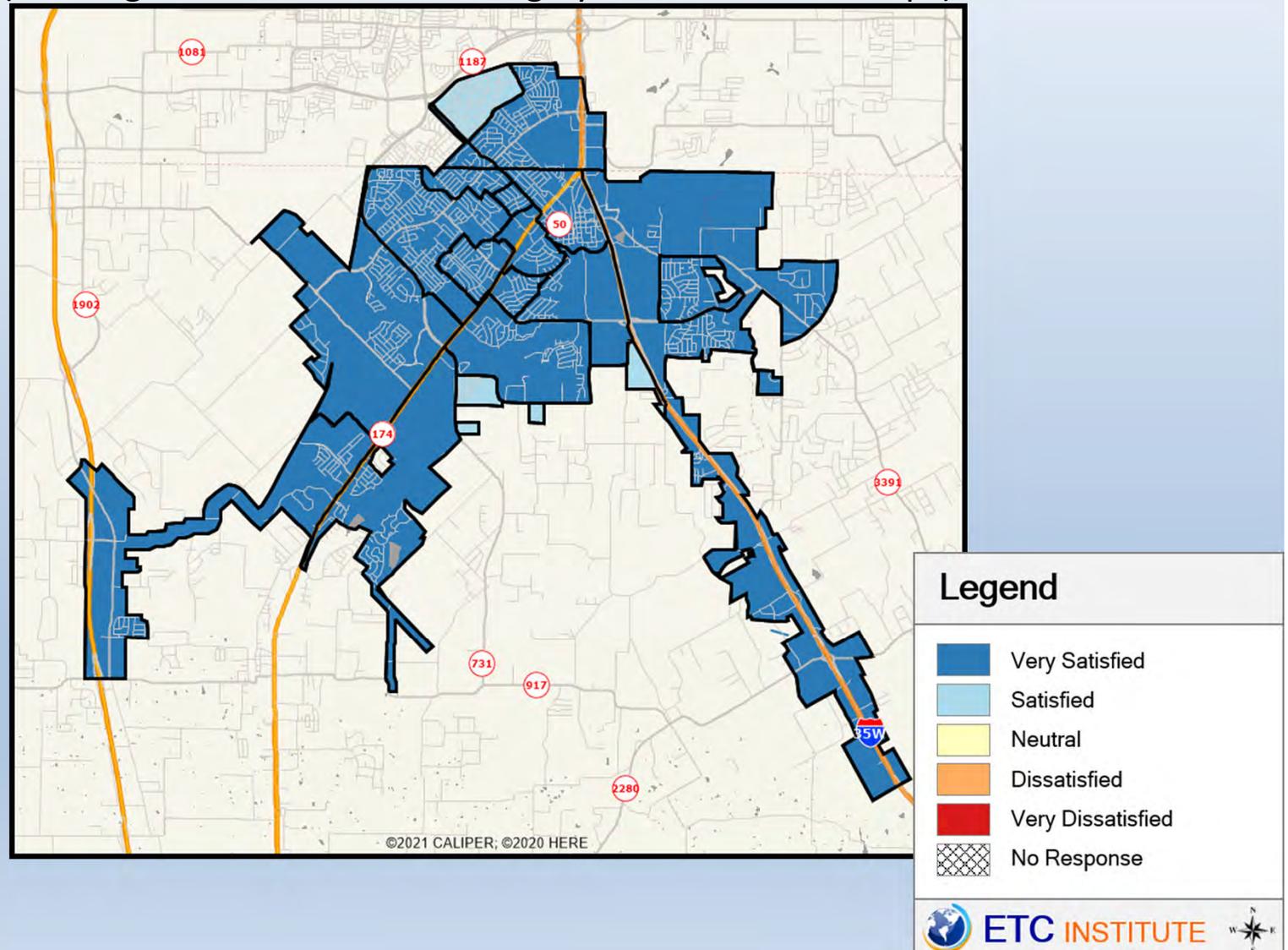
Q8-6. Quality of fire community outreach programs
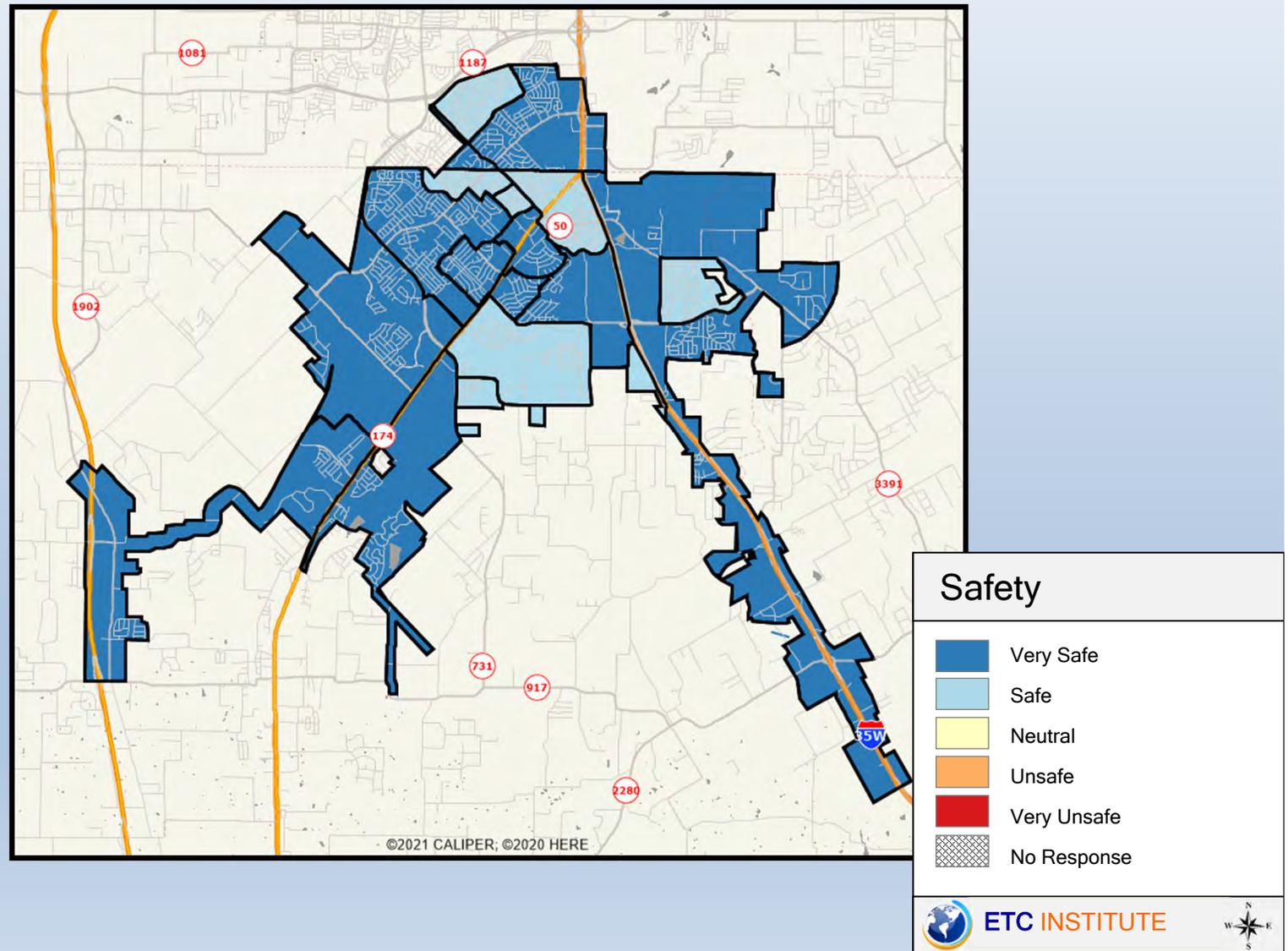
(Shading reflects the mean rating by Census Block Groups)
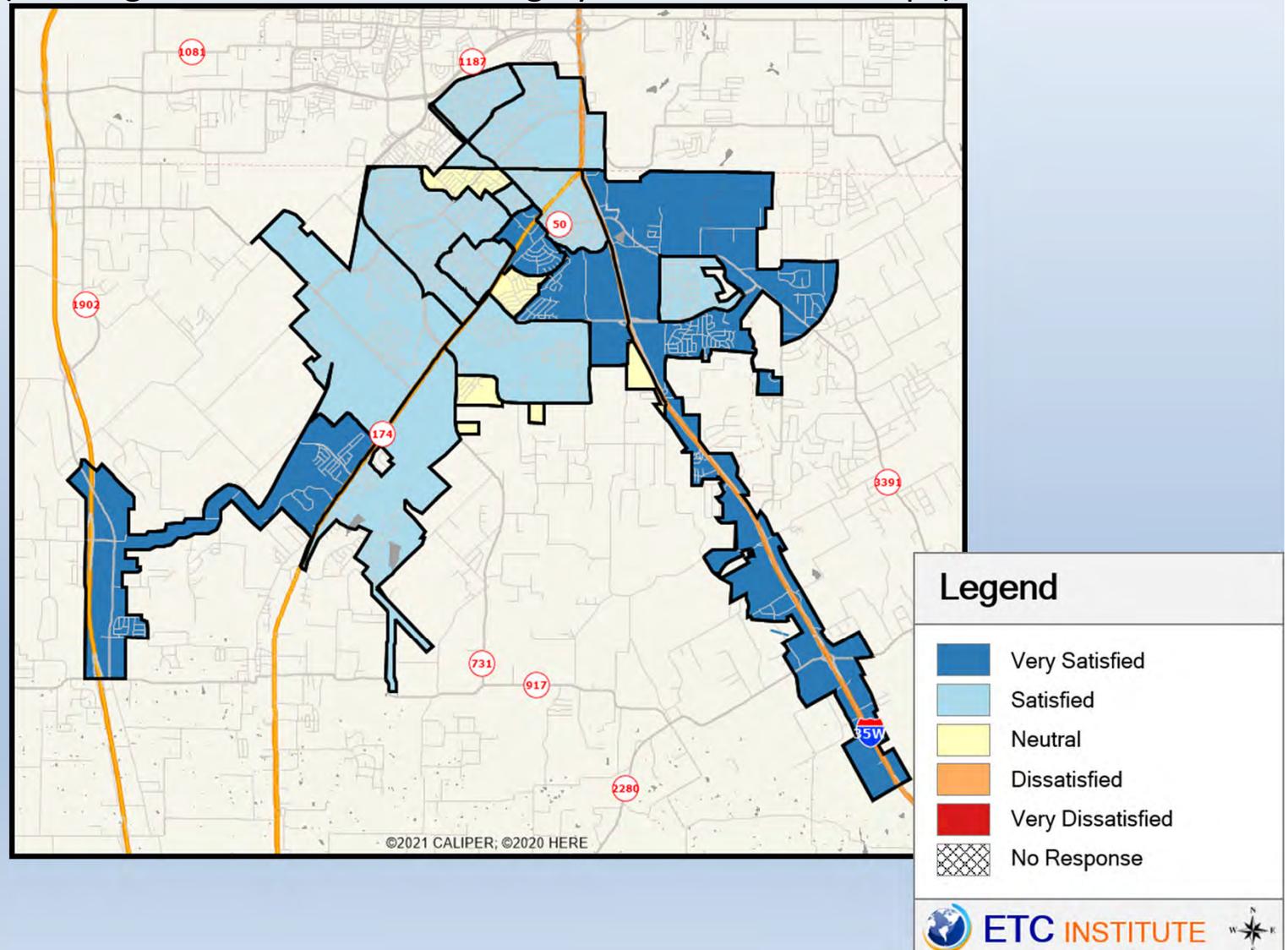
Q8-7. Quality of fire safety education programs

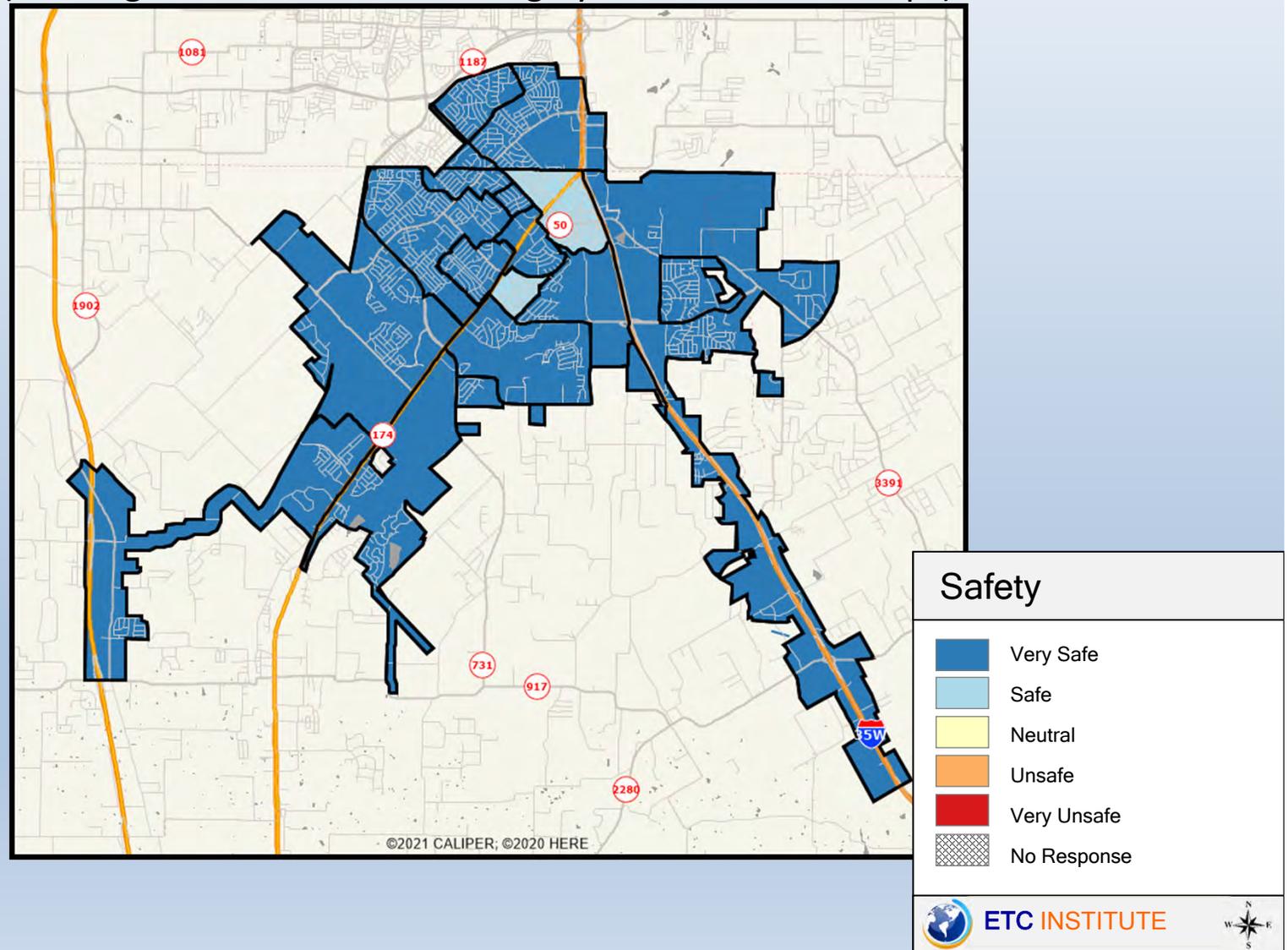(Shading reflects the mean rating by Census Block Groups)

Legend

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

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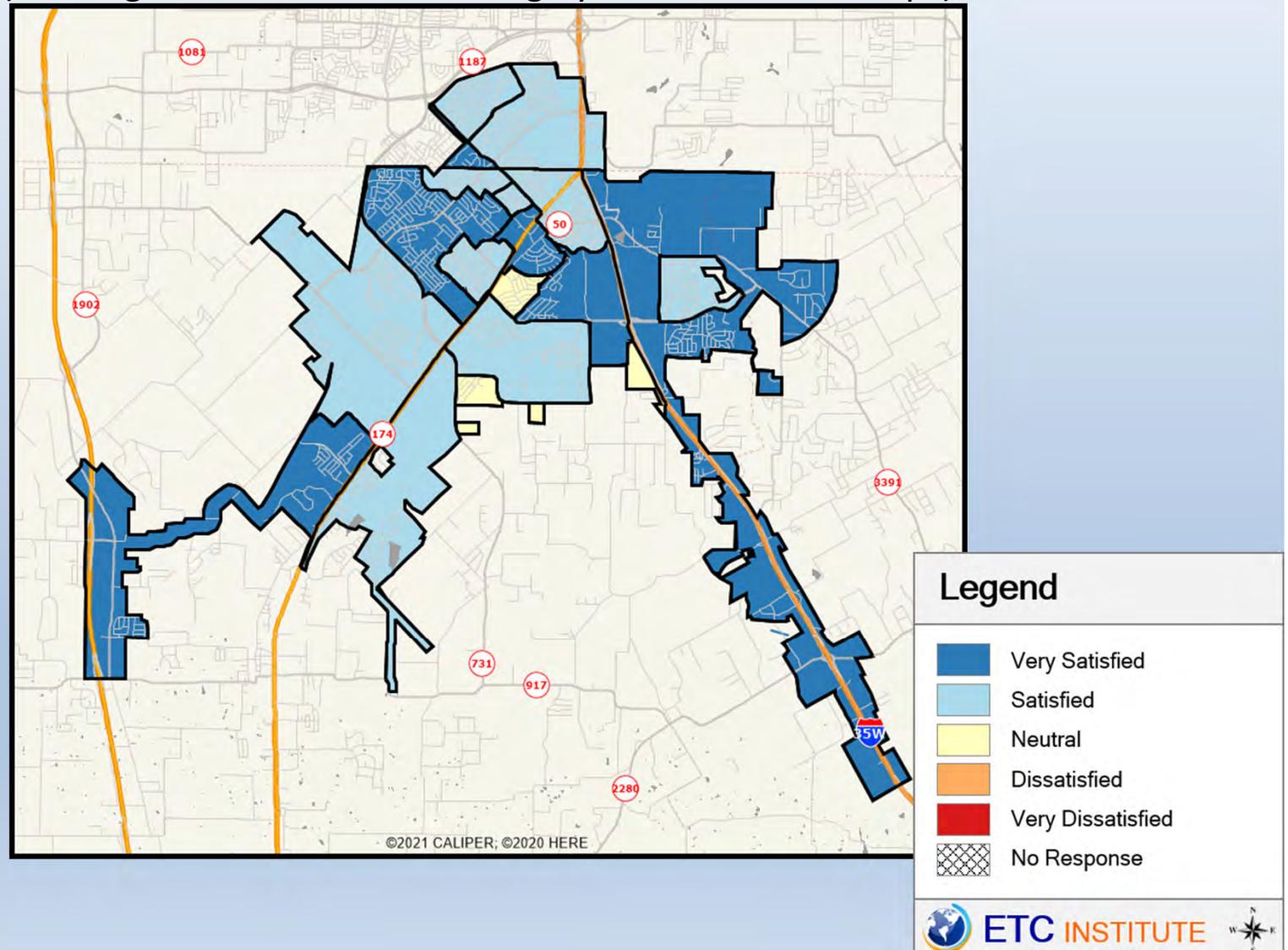
Q10-1. In the City of Burleson

(Shading reflects the mean rating by Census Block Groups)

Safety

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

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Q10-2. In your neighborhood during the day

(Shading reflects the mean rating by Census Block Groups)

Safety

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

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Q10-3. In your neighborhood at night

(Shading reflects the mean rating by Census Block Groups)

Safety

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

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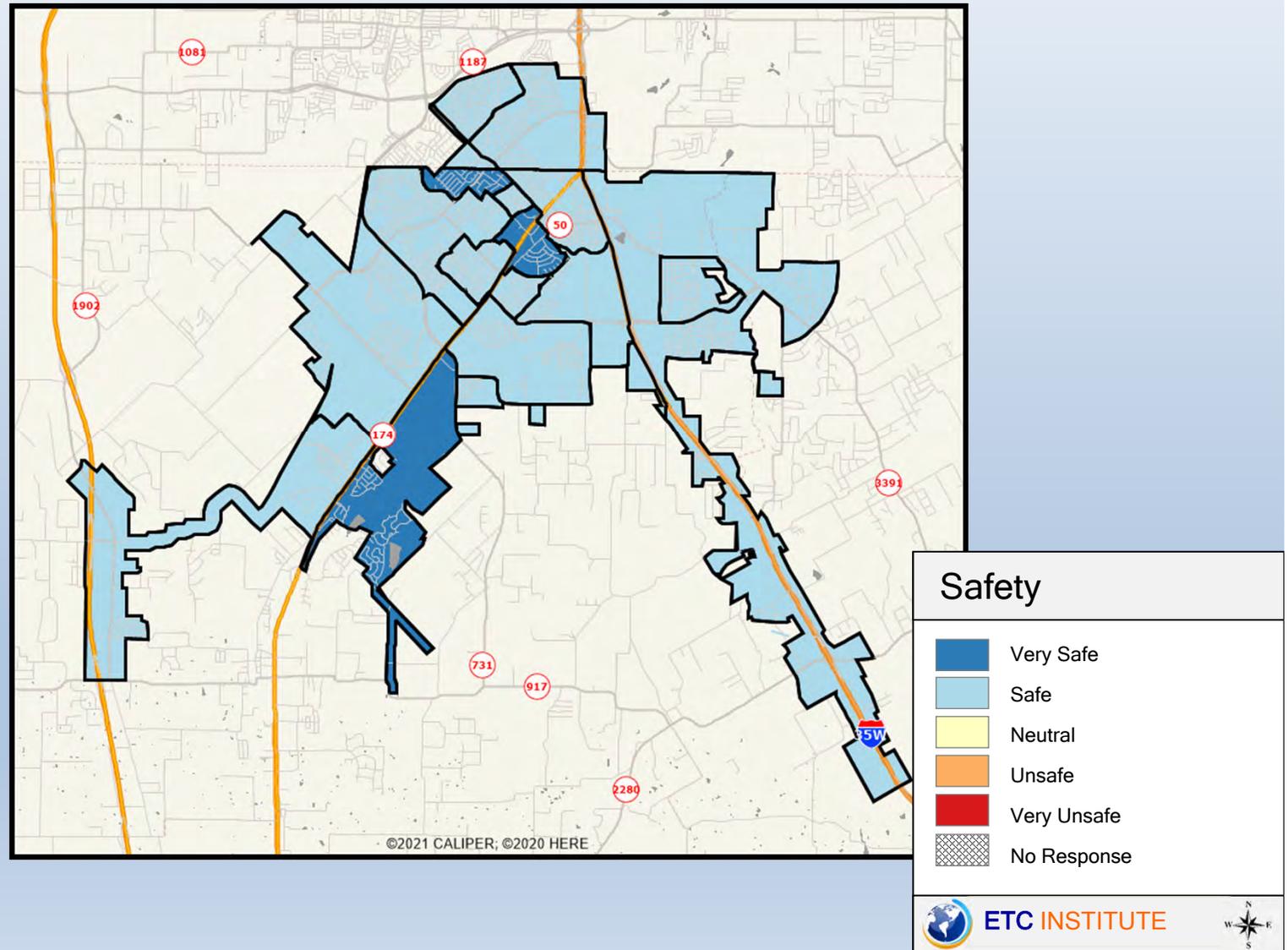
Q10-4. In city parks, trails, and recreation areas

(Shading reflects the mean rating by Census Block Groups)
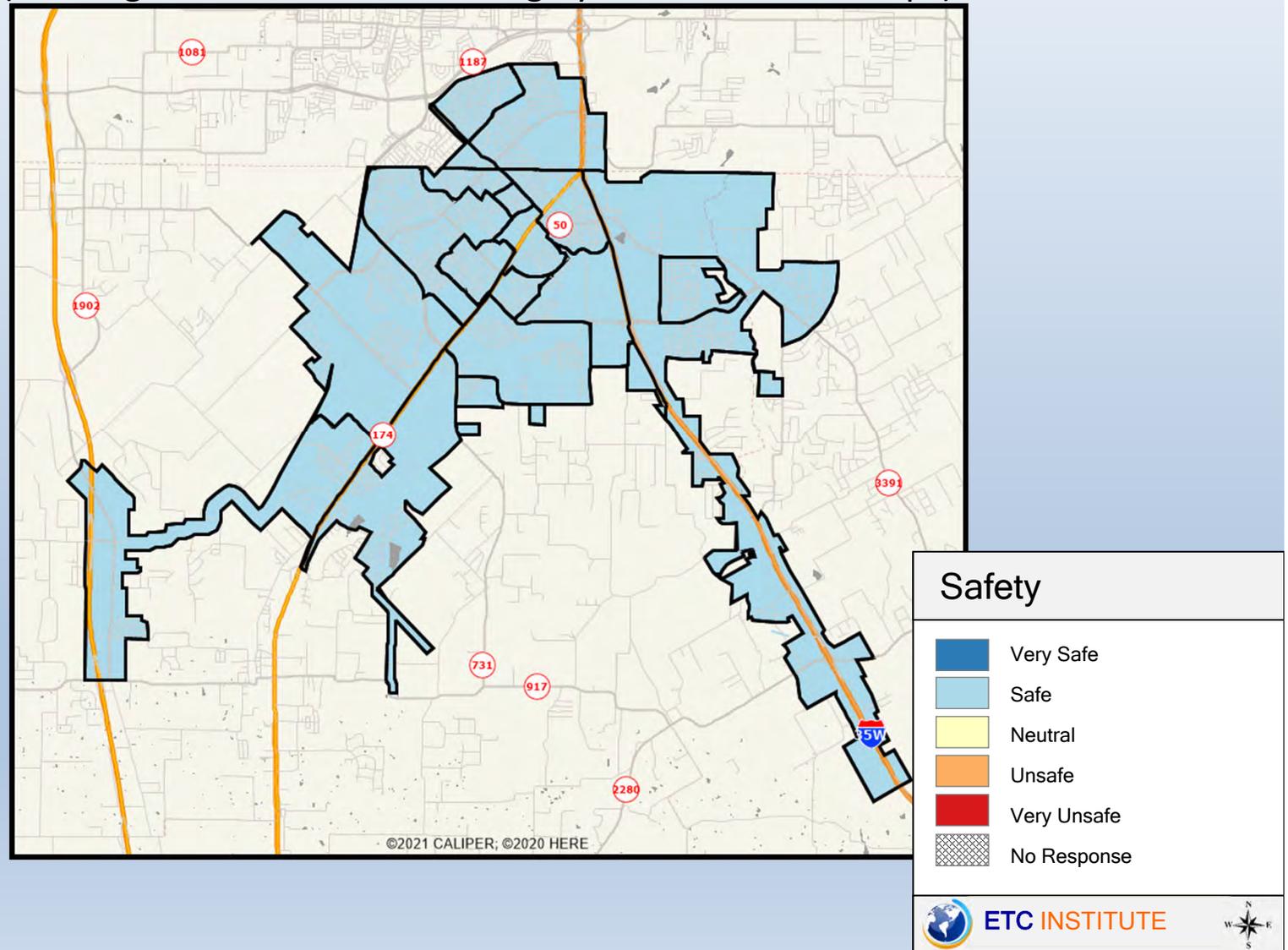
Q10-5. In commercial and retail areas

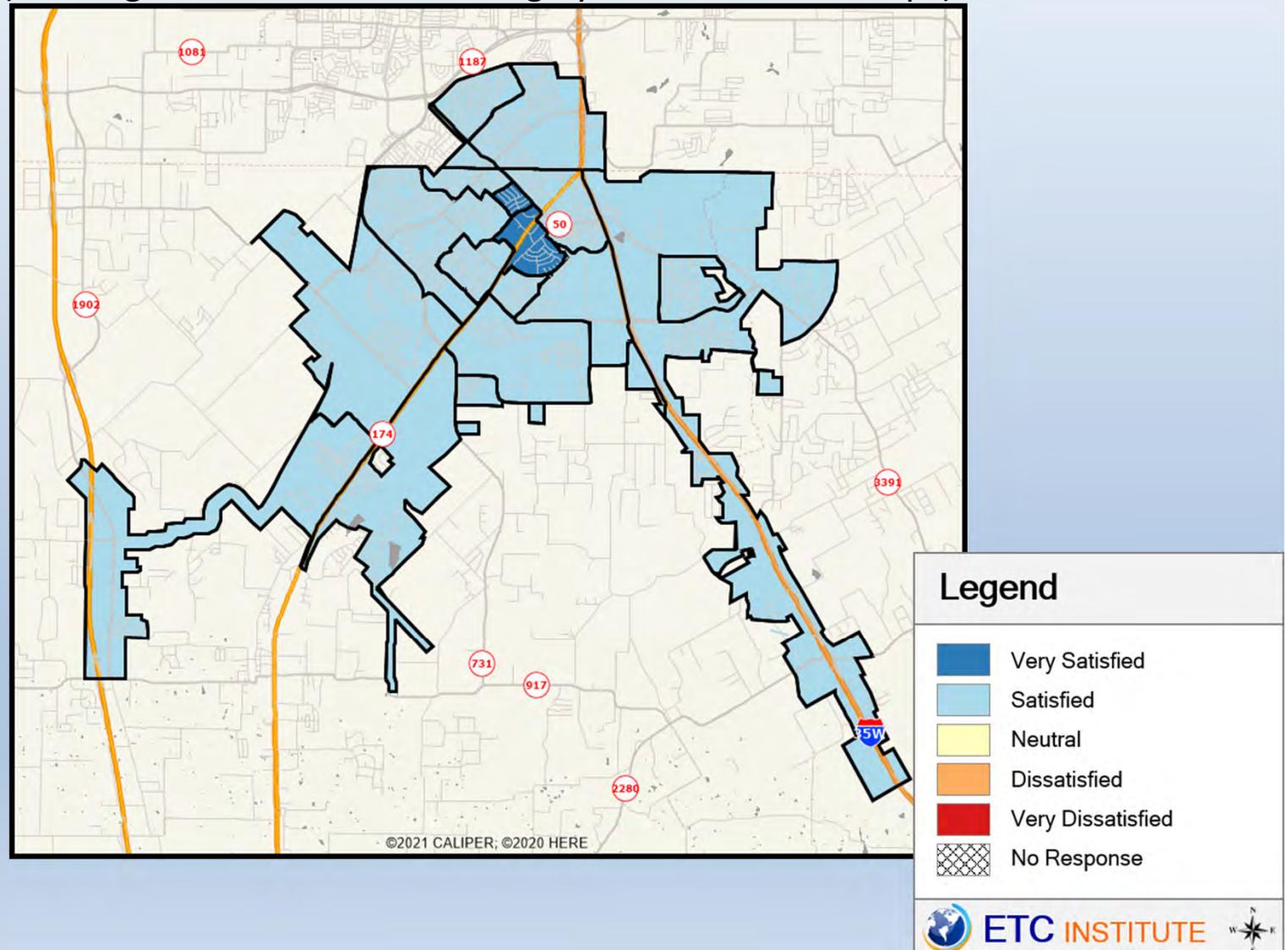(Shading reflects the mean rating by Census Block Groups)

Safety

- **Very Safe** (dark blue)
- **Safe** (light blue)
- **Neutral** (yellow)
- **Unsafe** (orange)
- **Very Unsafe** (red)
- **No Response** (hatched)

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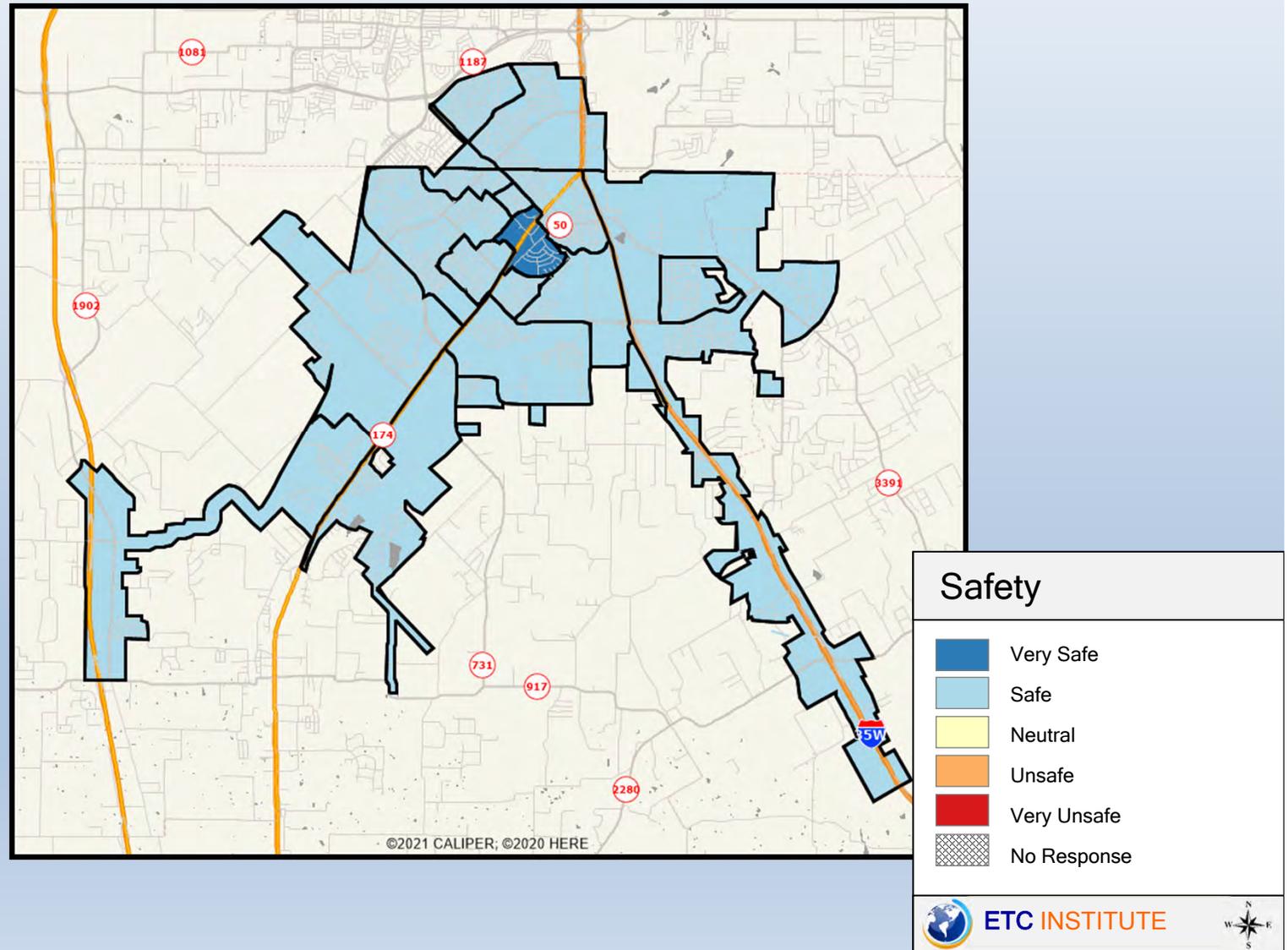
Q11-1. How easy it is to find information when visiting the city's website

(Shading reflects the mean rating by Census Block Groups)
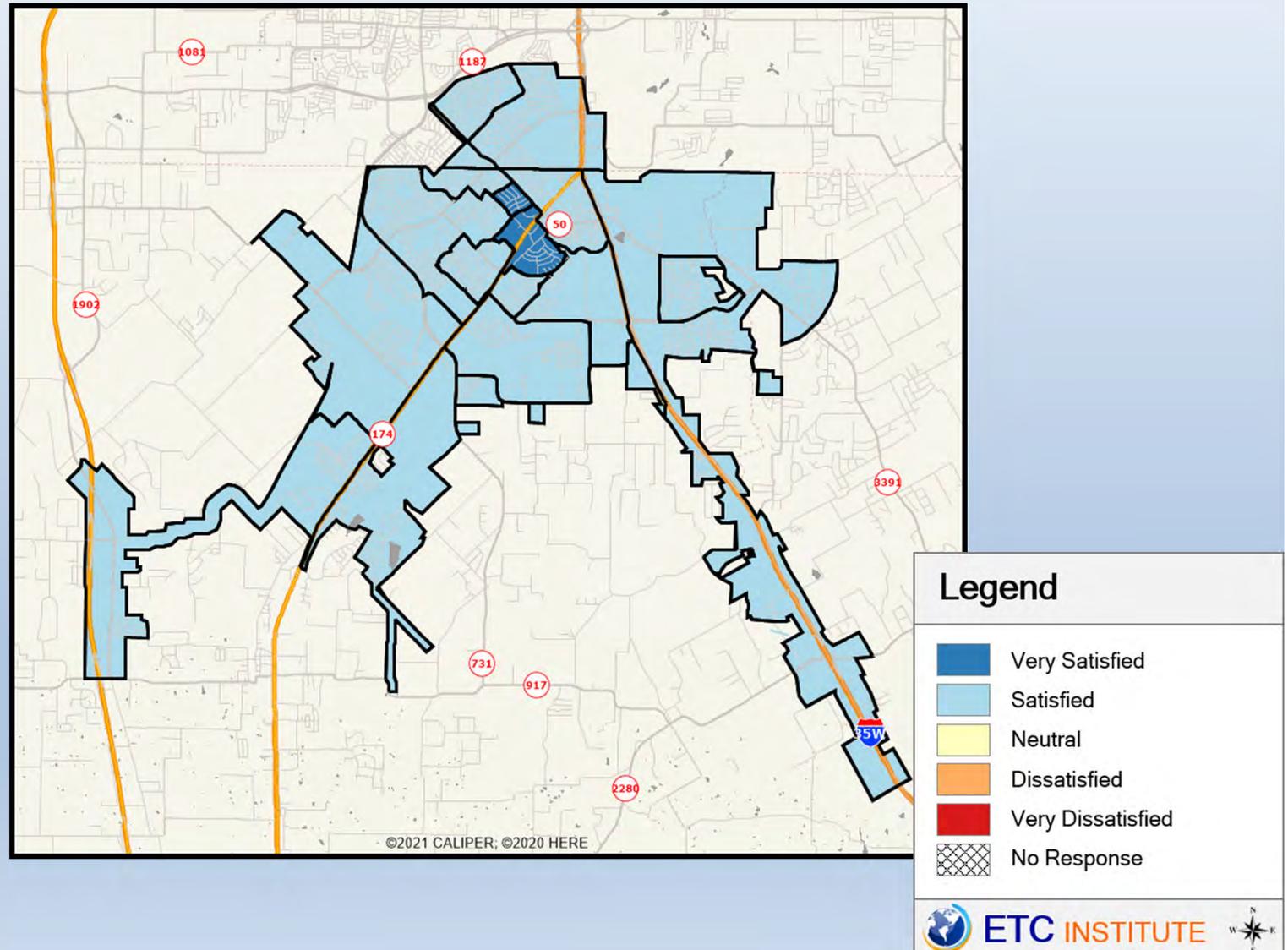
Q11-2. How easy it is to receive information when calling the city

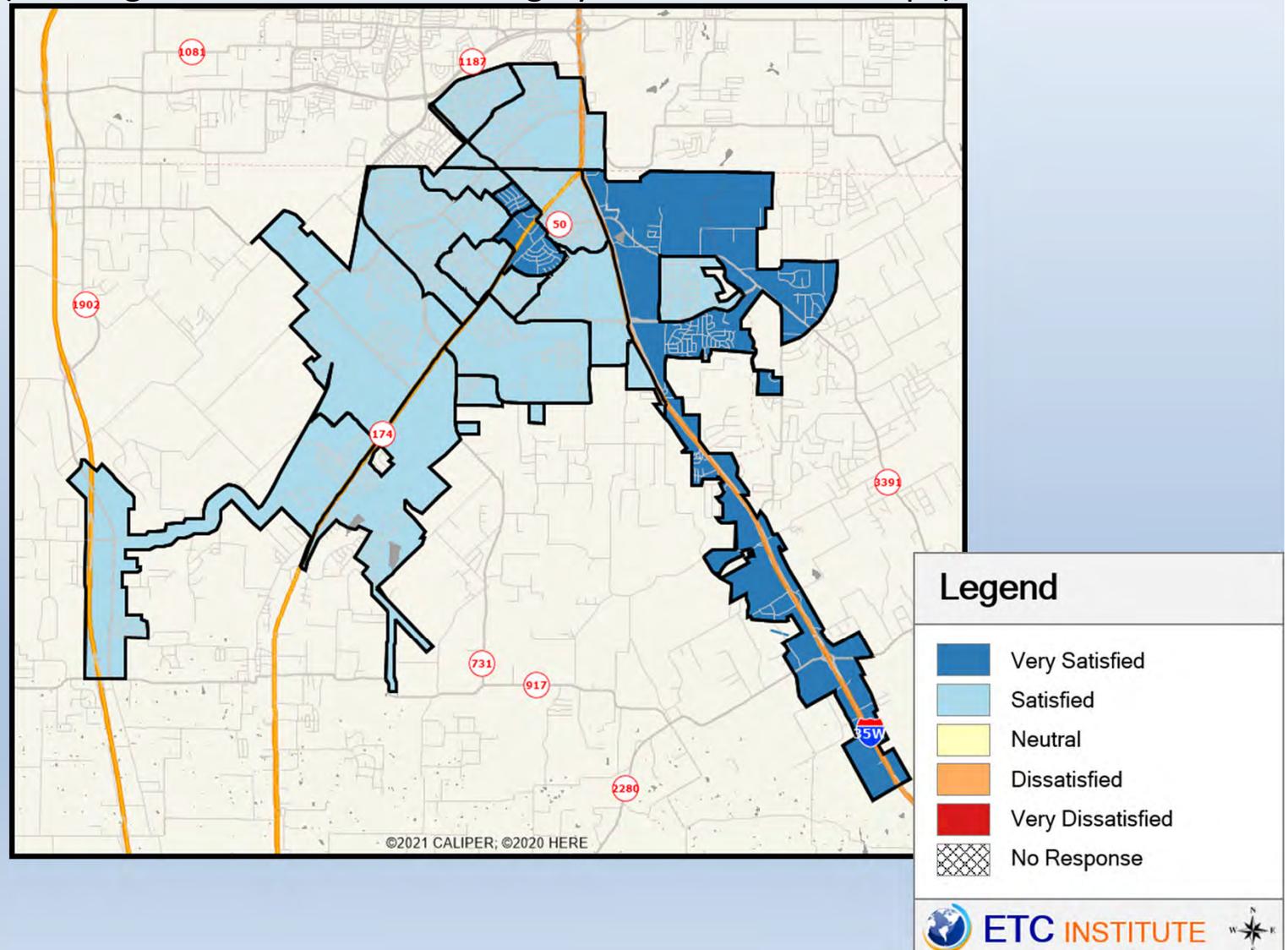(Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q11-3. Overall quality of the city's social media

(Shading reflects the mean rating by Census Block Groups)
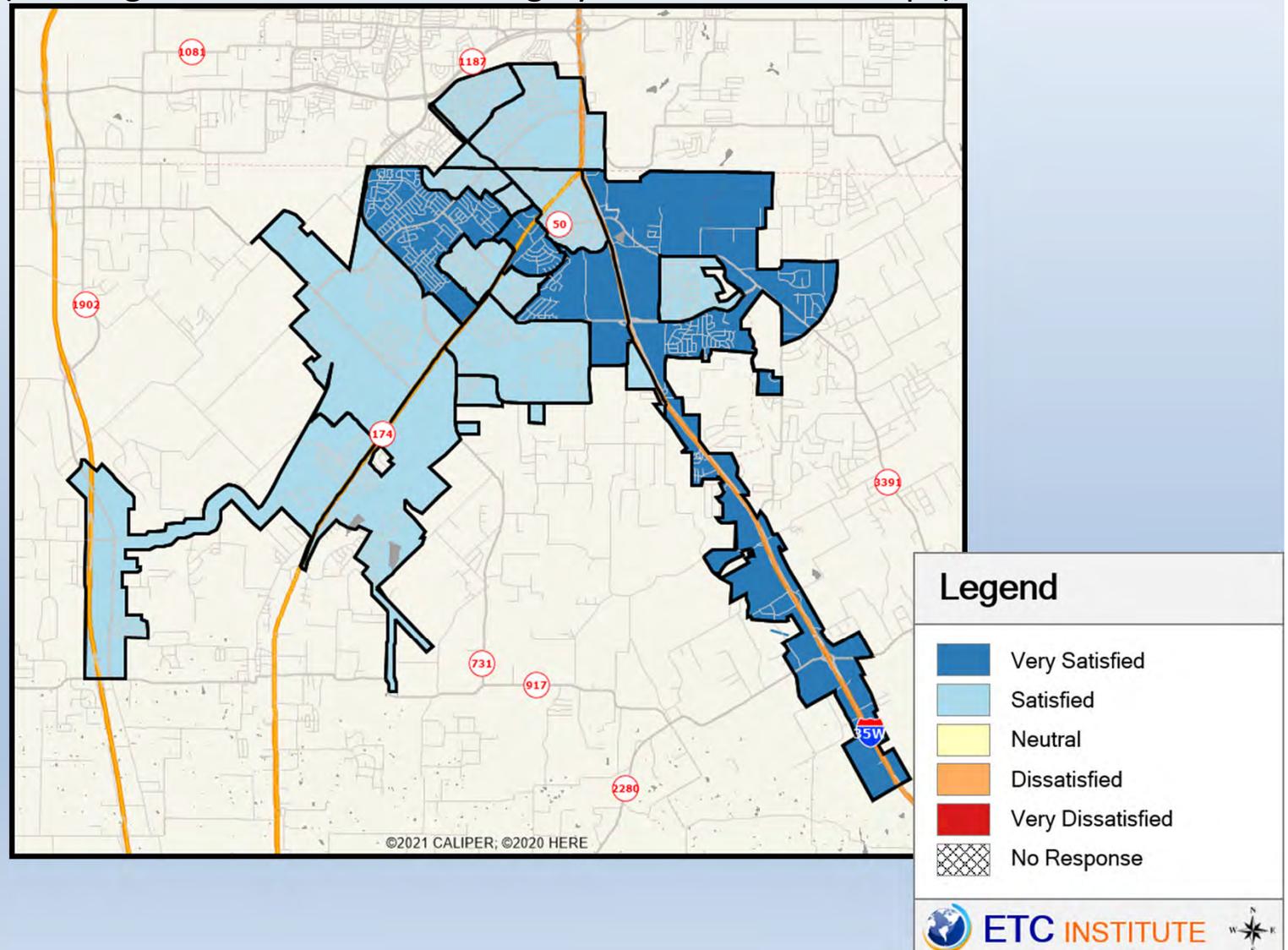
Q11-4. Overall quality of the city's newsletter

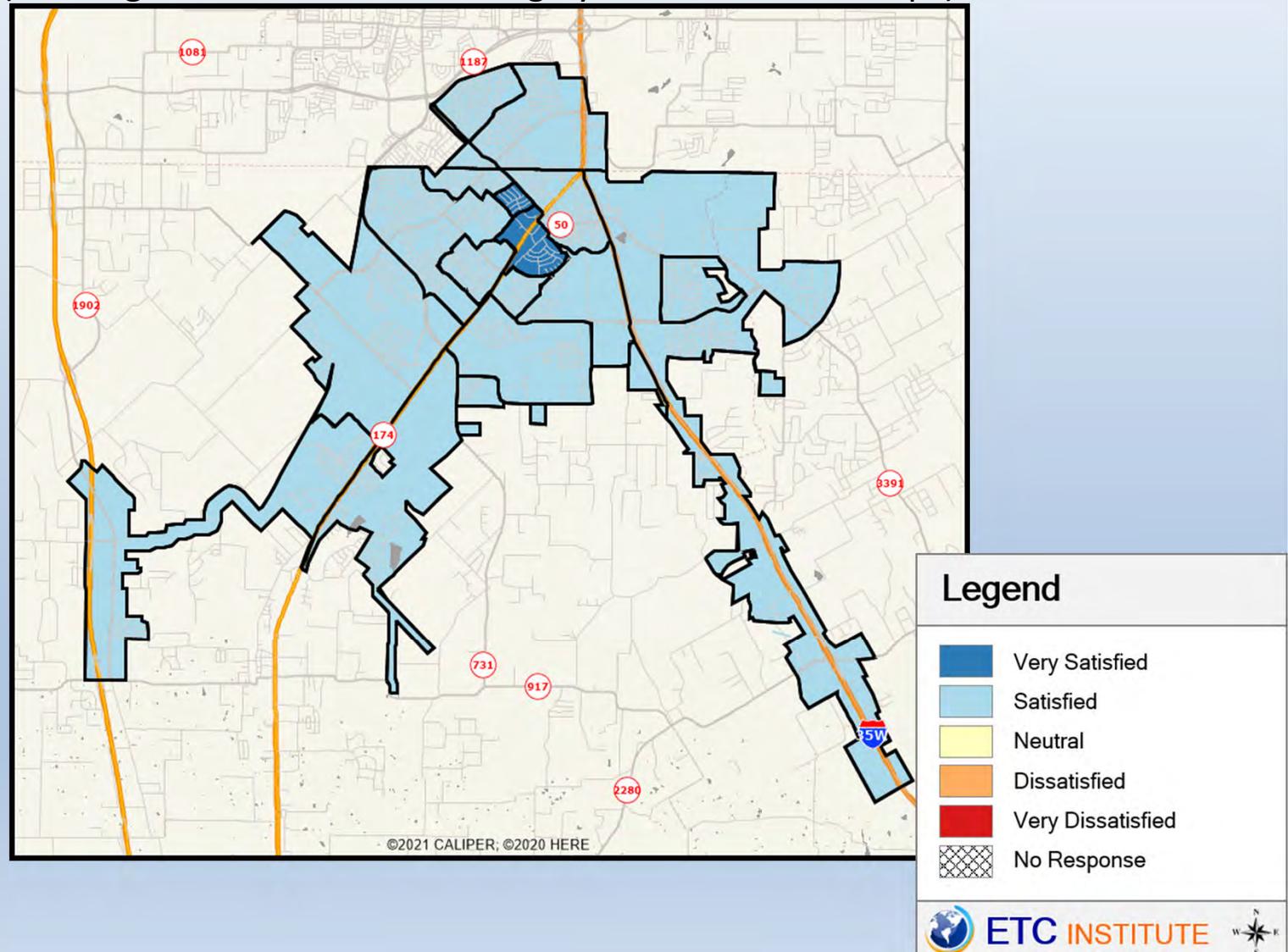(Shading reflects the mean rating by Census Block Groups)

Q11-5. Availability of information on city services and programs

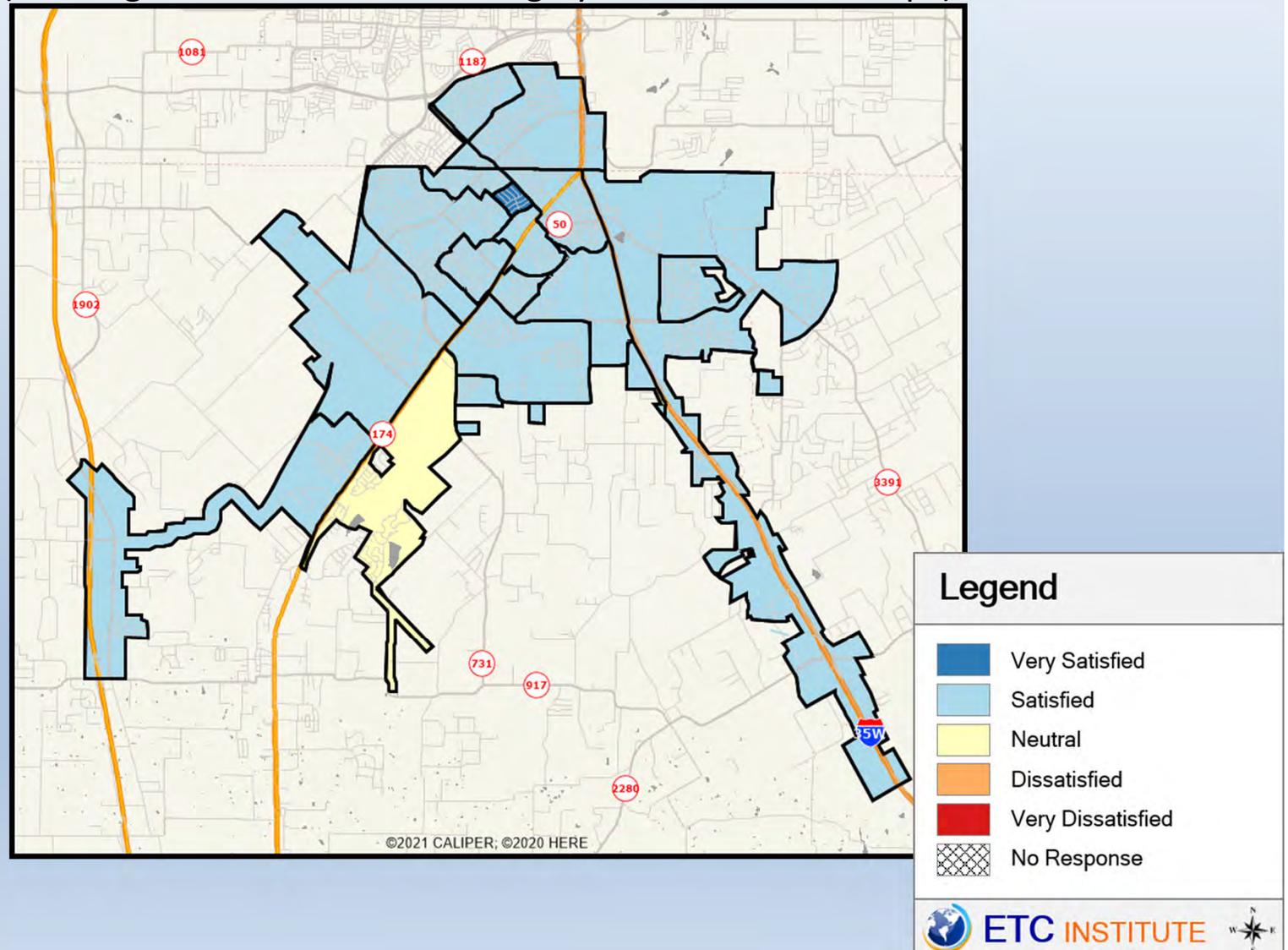(Shading reflects the mean rating by Census Block Groups)

Legend

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

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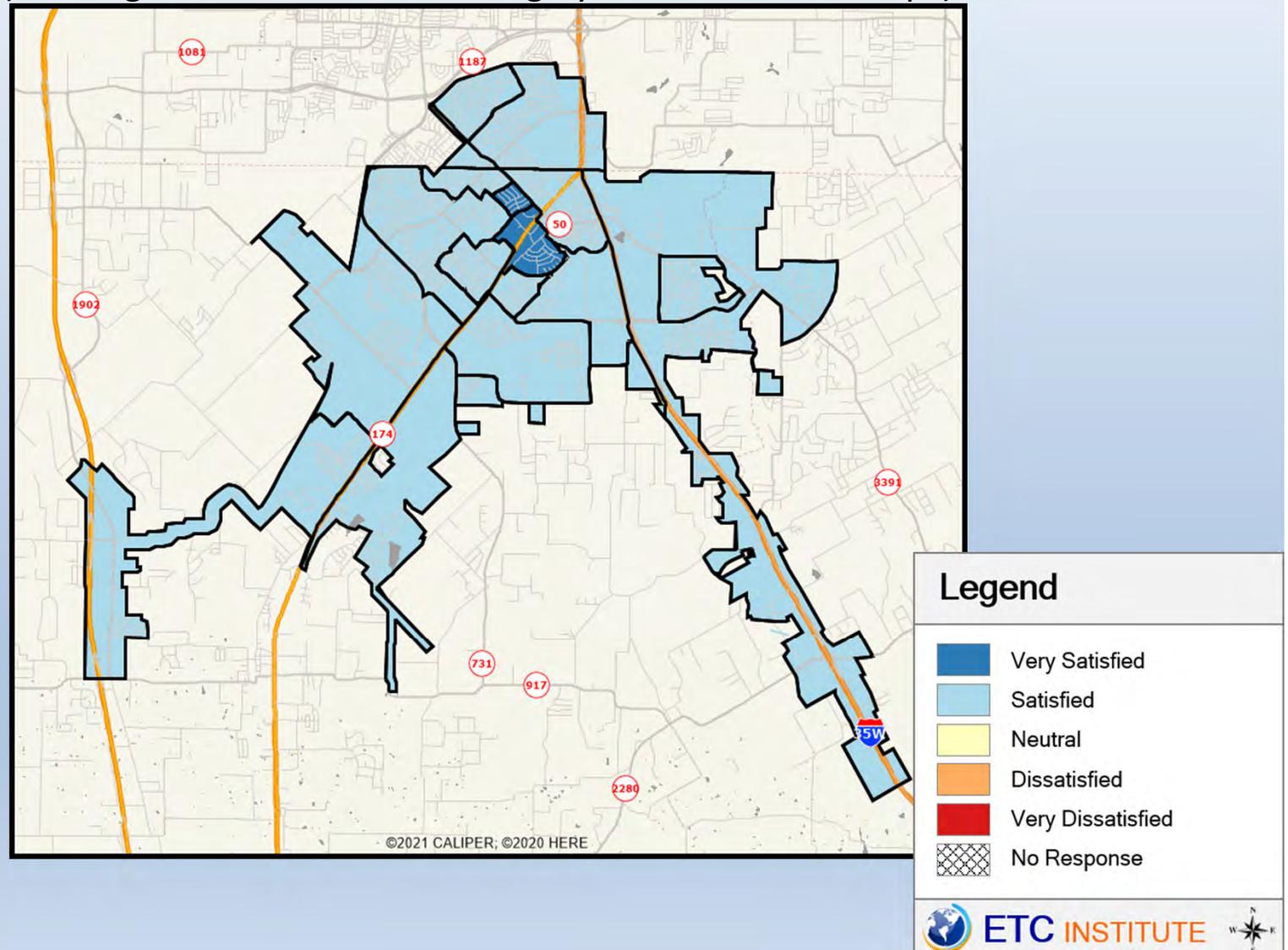
Q11-6. Timeliness of information provided by the city
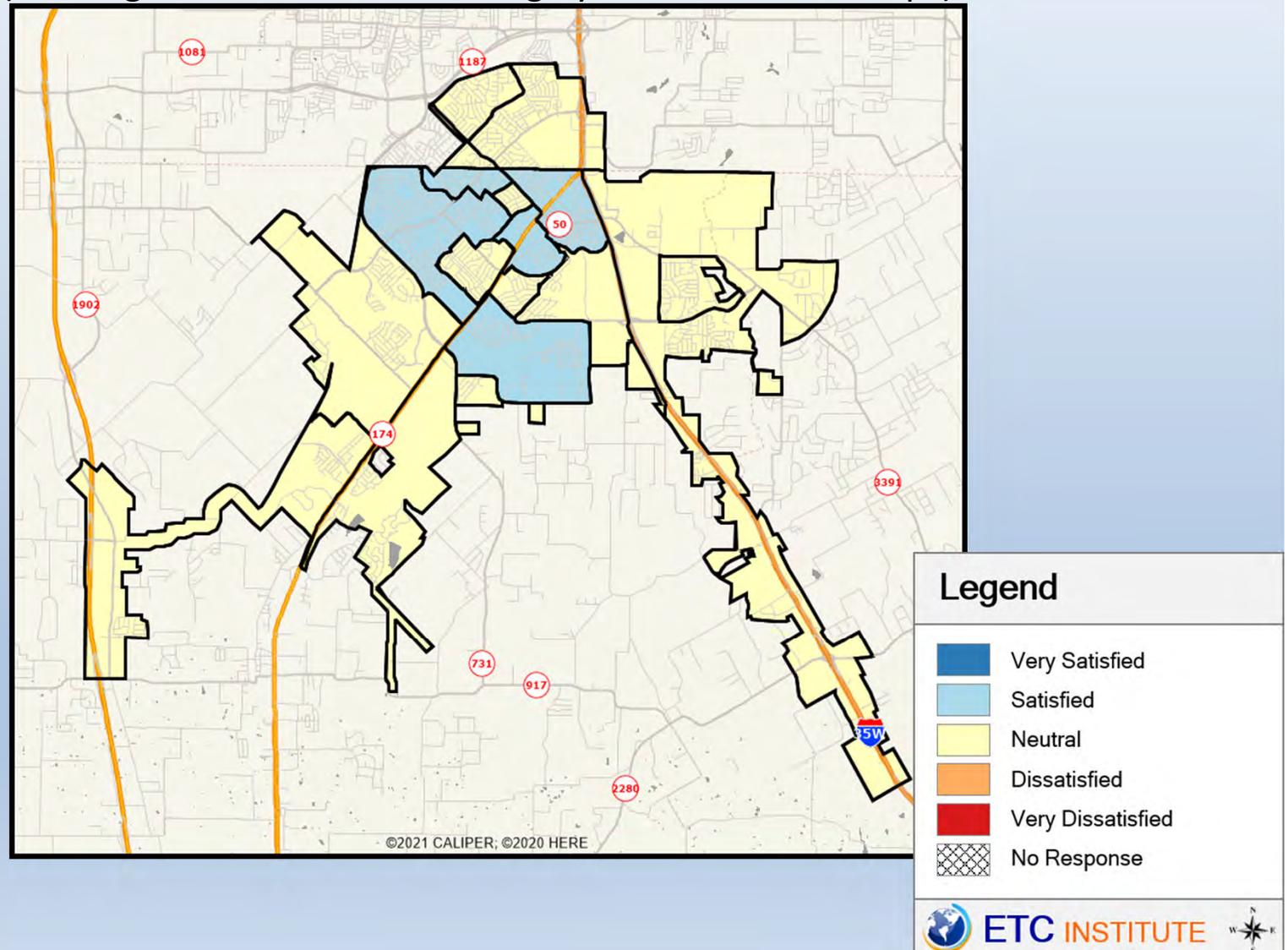
(Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q11-7. Access to information about the city's finances and budget
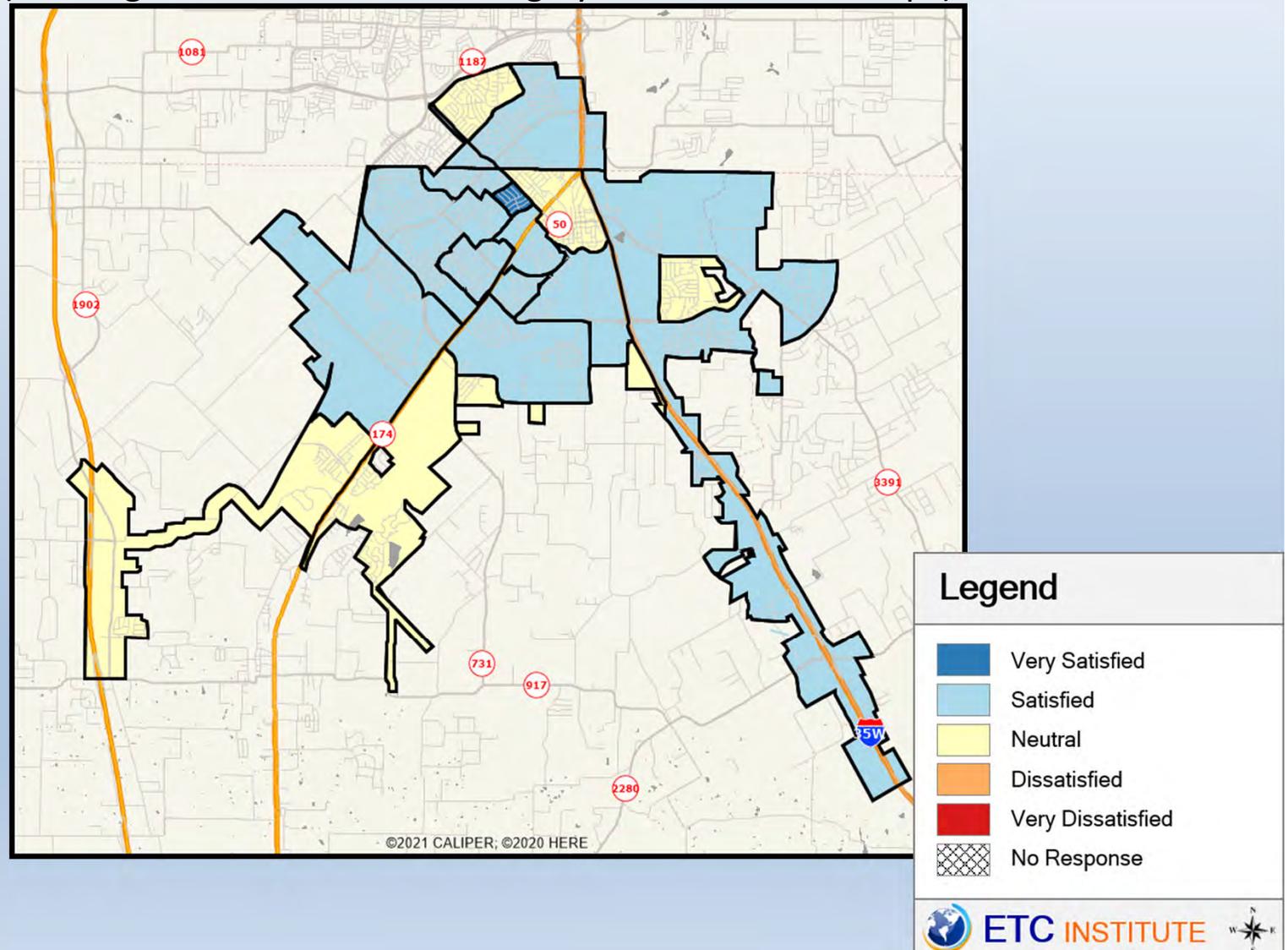
(Shading reflects the mean rating by Census Block Groups)

Q11-8. Overall level of public involvement in local decision making

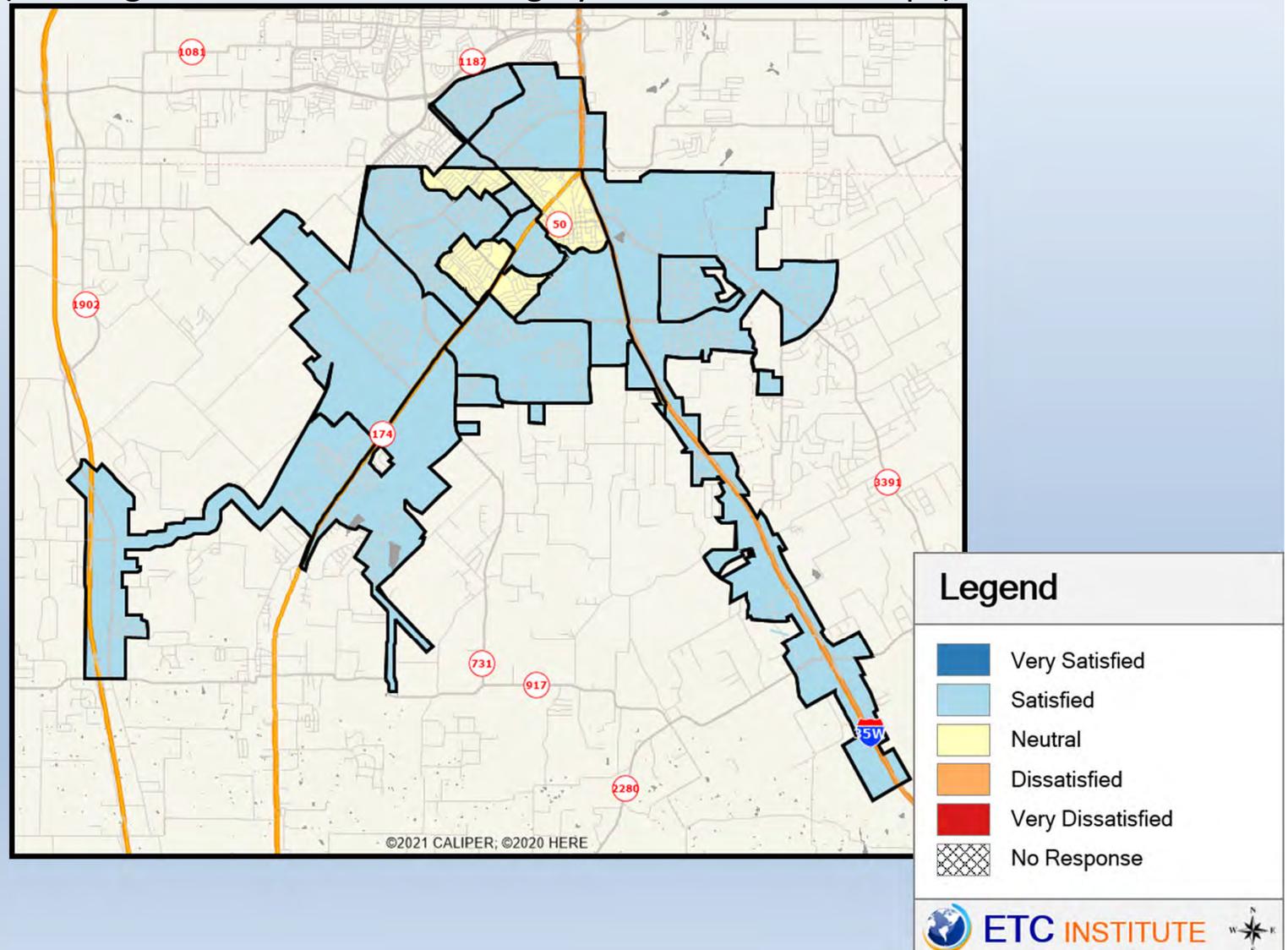### (Shading reflects the mean rating by Census Block Groups)

Q11-9. City's open records request process

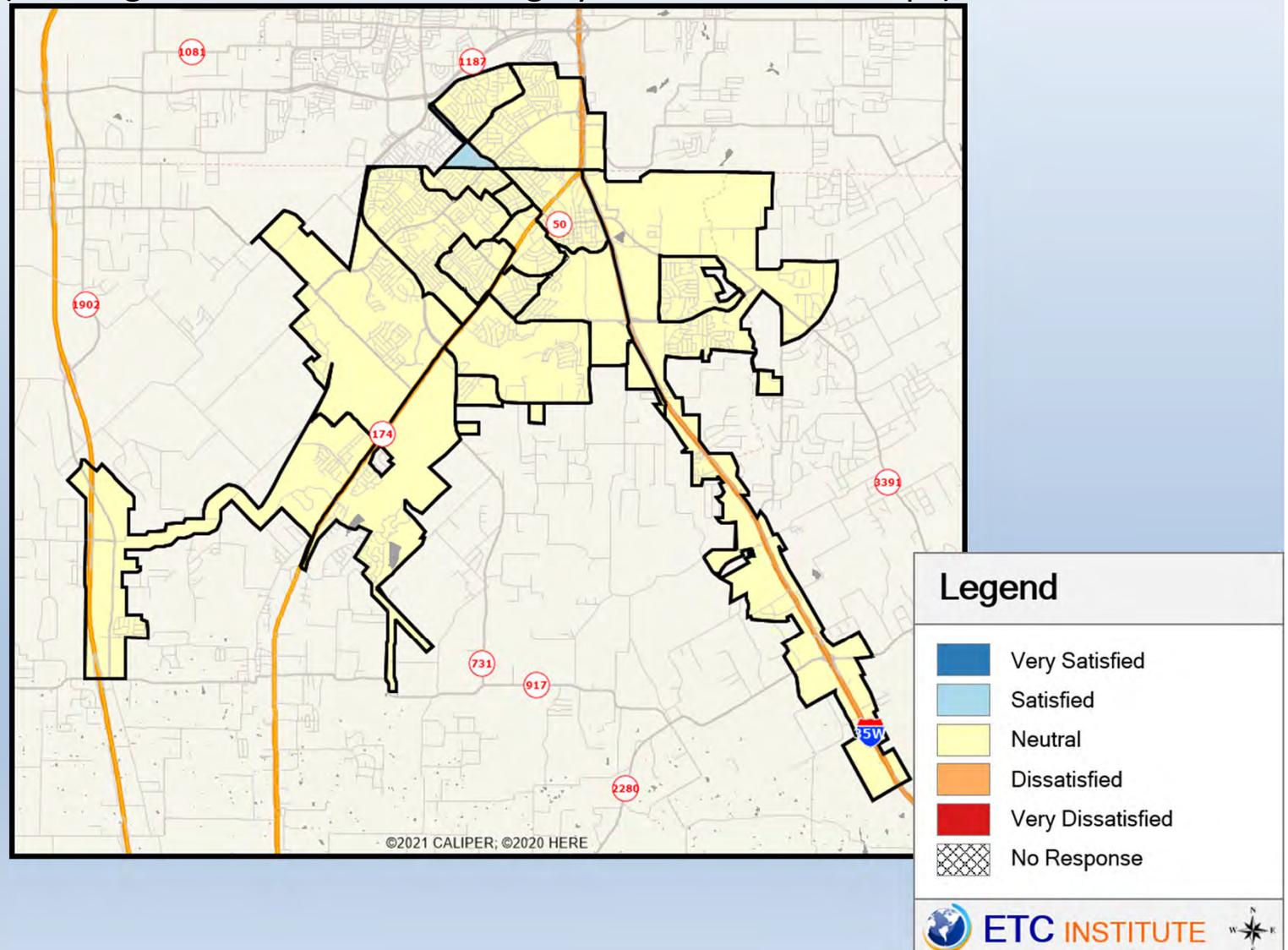(Shading reflects the mean rating by Census Block Groups)

Q18-01. Adequacy of city street lighting

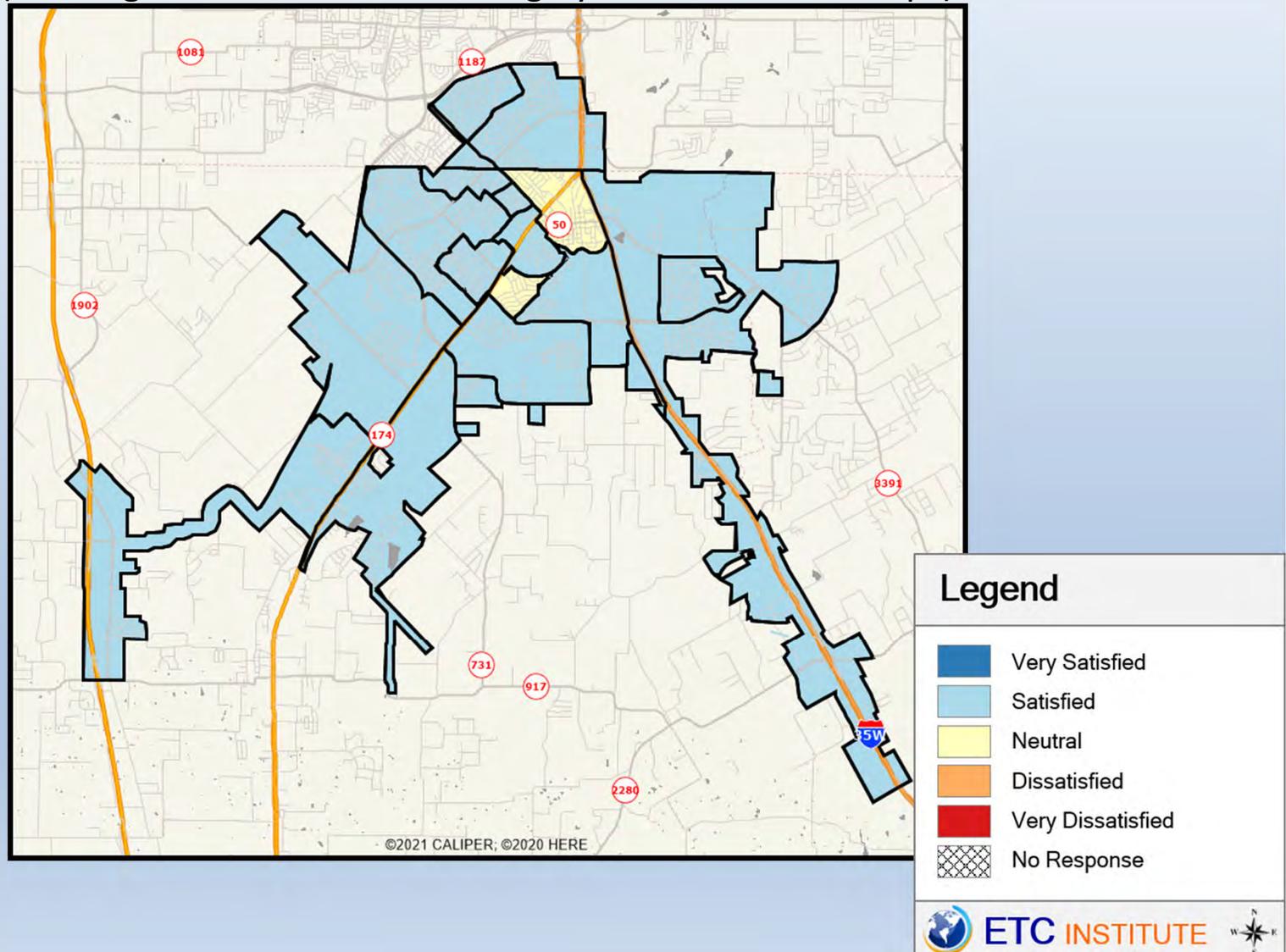(Shading reflects the mean rating by Census Block Groups)

Q18-02. Adequacy of lighting along trails and in city parks

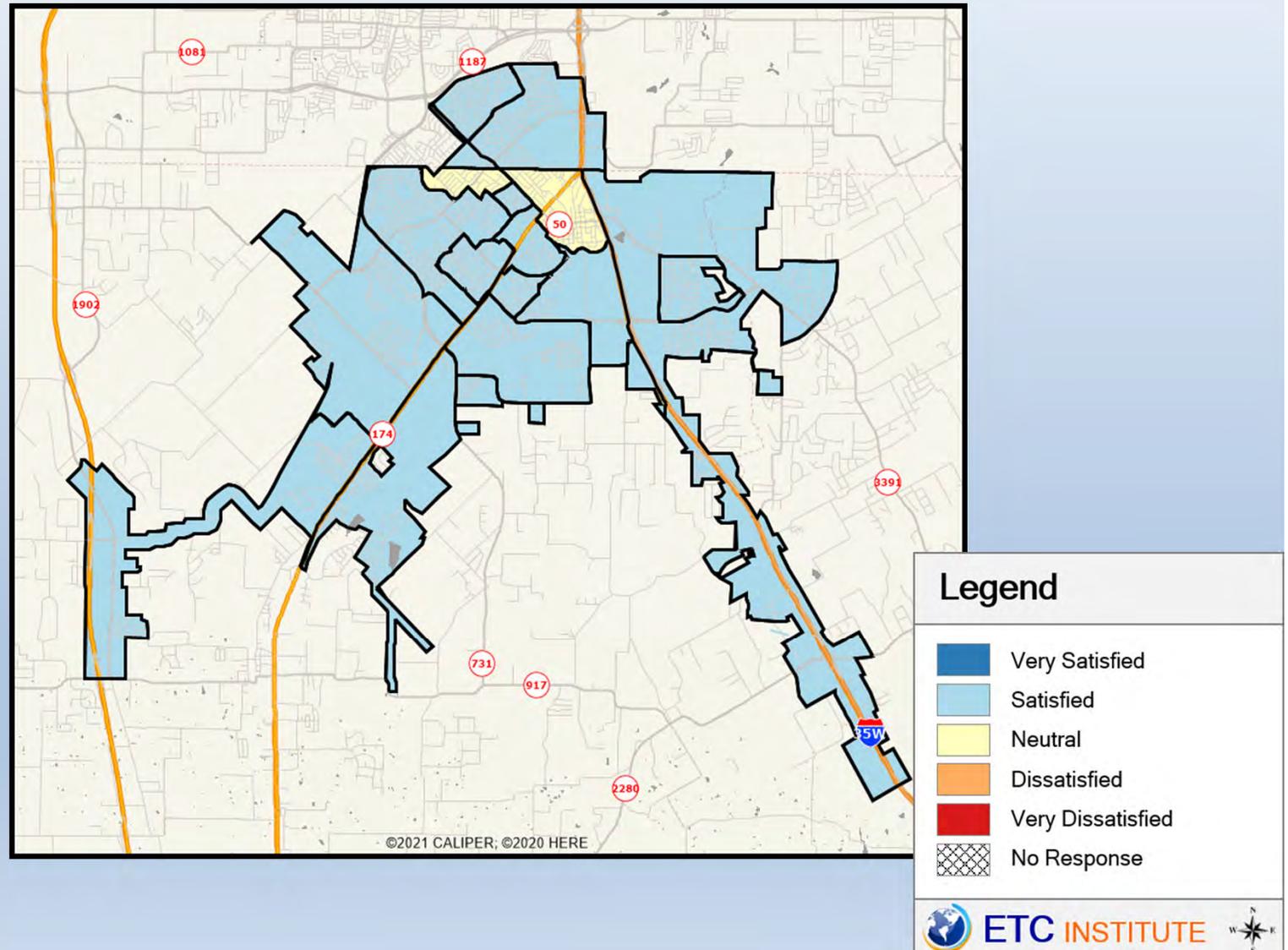(Shading reflects the mean rating by Census Block Groups)

Q18-03. Adequacy of drainage systems in rainfall events

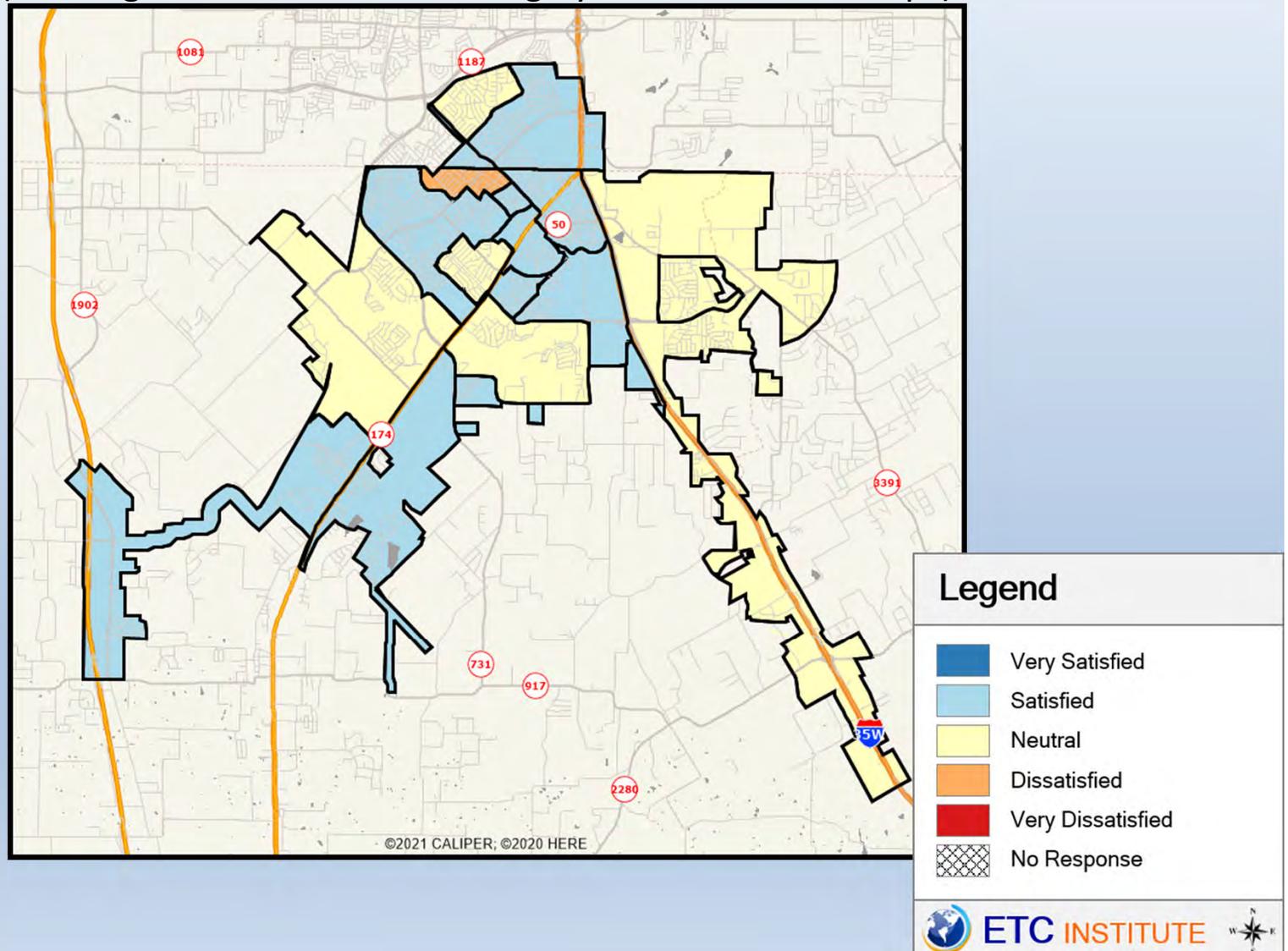(Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q18-04. Appearance/condition of city medians, right of ways, and public areas

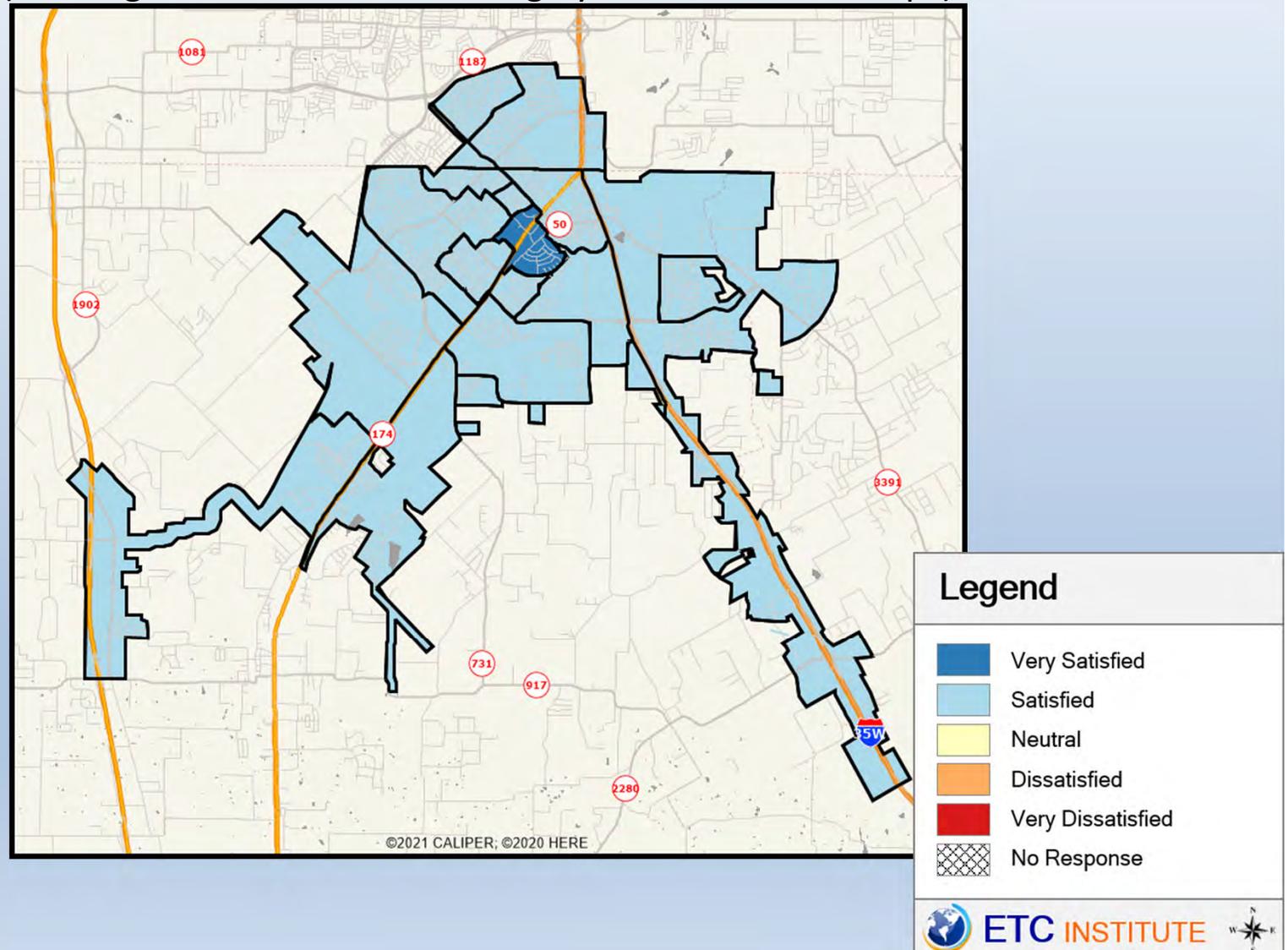(Shading reflects the mean rating by Census Block Groups)

Legend

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

Q18-05. On-street bicycle infrastructure

(Shading reflects the mean rating by Census Block Groups)

Legend

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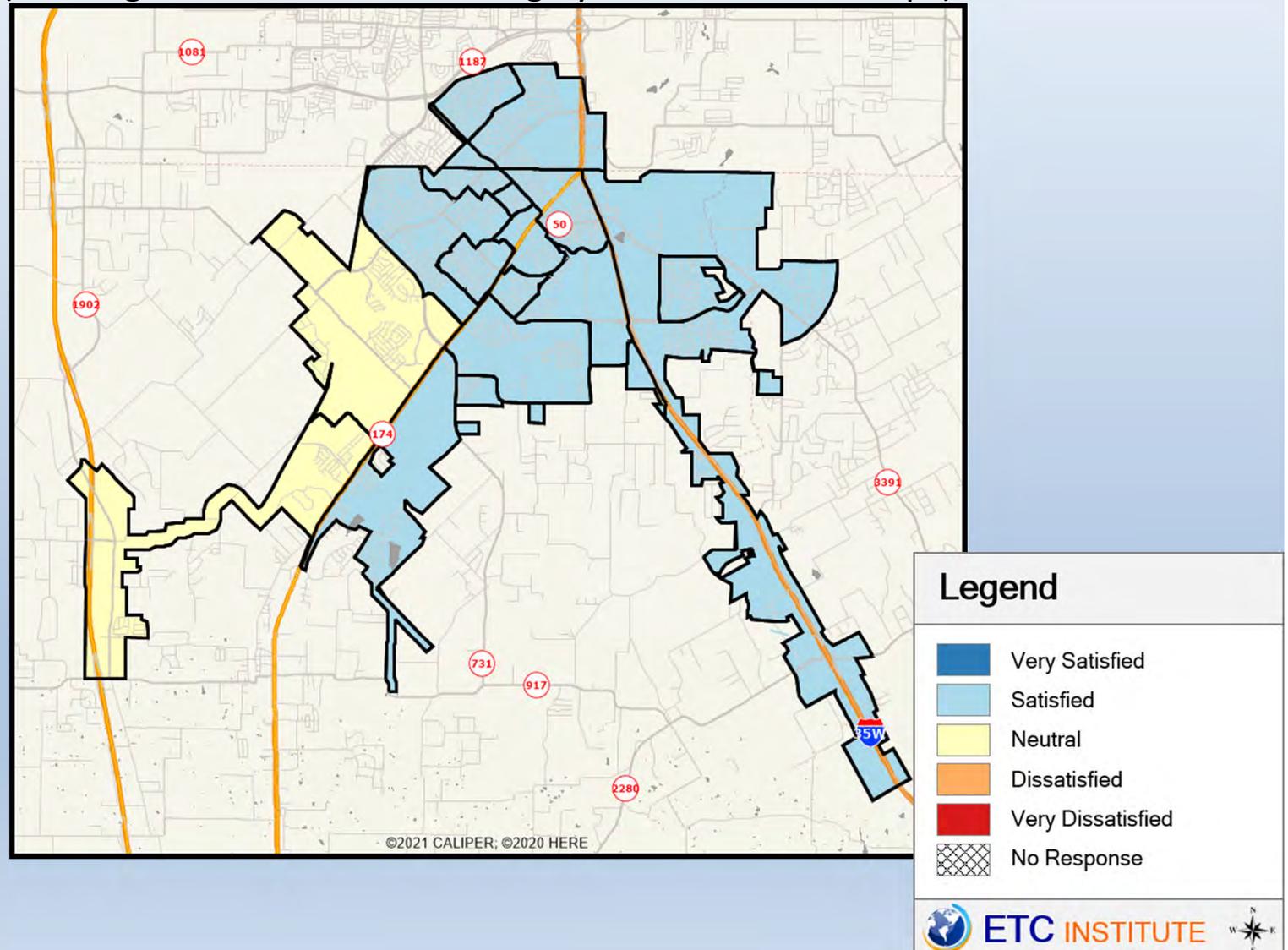- Very Dissatisfied
- No Response

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Q18-06. Overall condition of street signs and traffic signs

(Shading reflects the mean rating by Census Block Groups)

Legend

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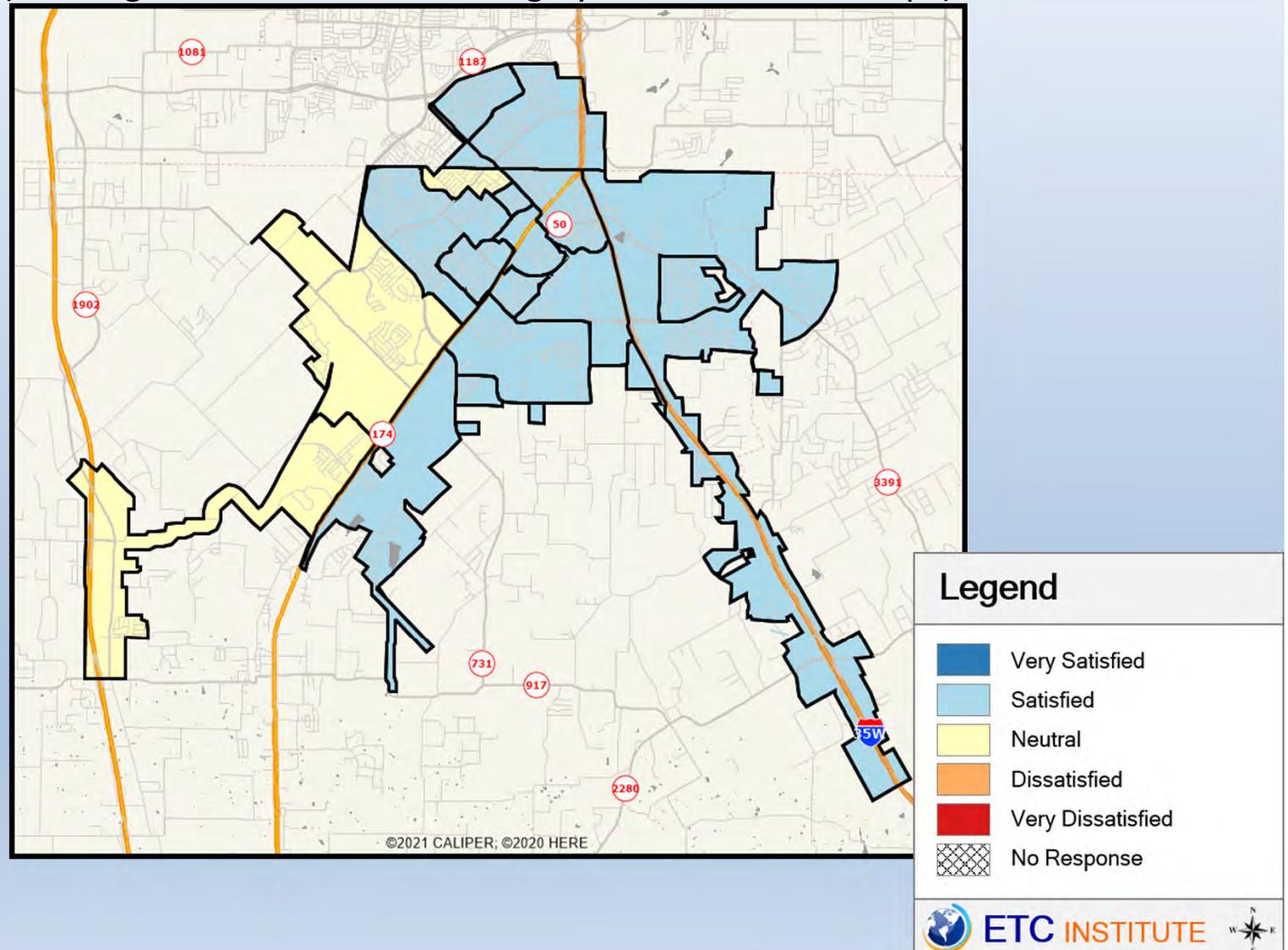- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q18-07. Overall maintenance of major TxDOT roadways

(Shading reflects the mean rating by Census Block Groups)

Legend

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

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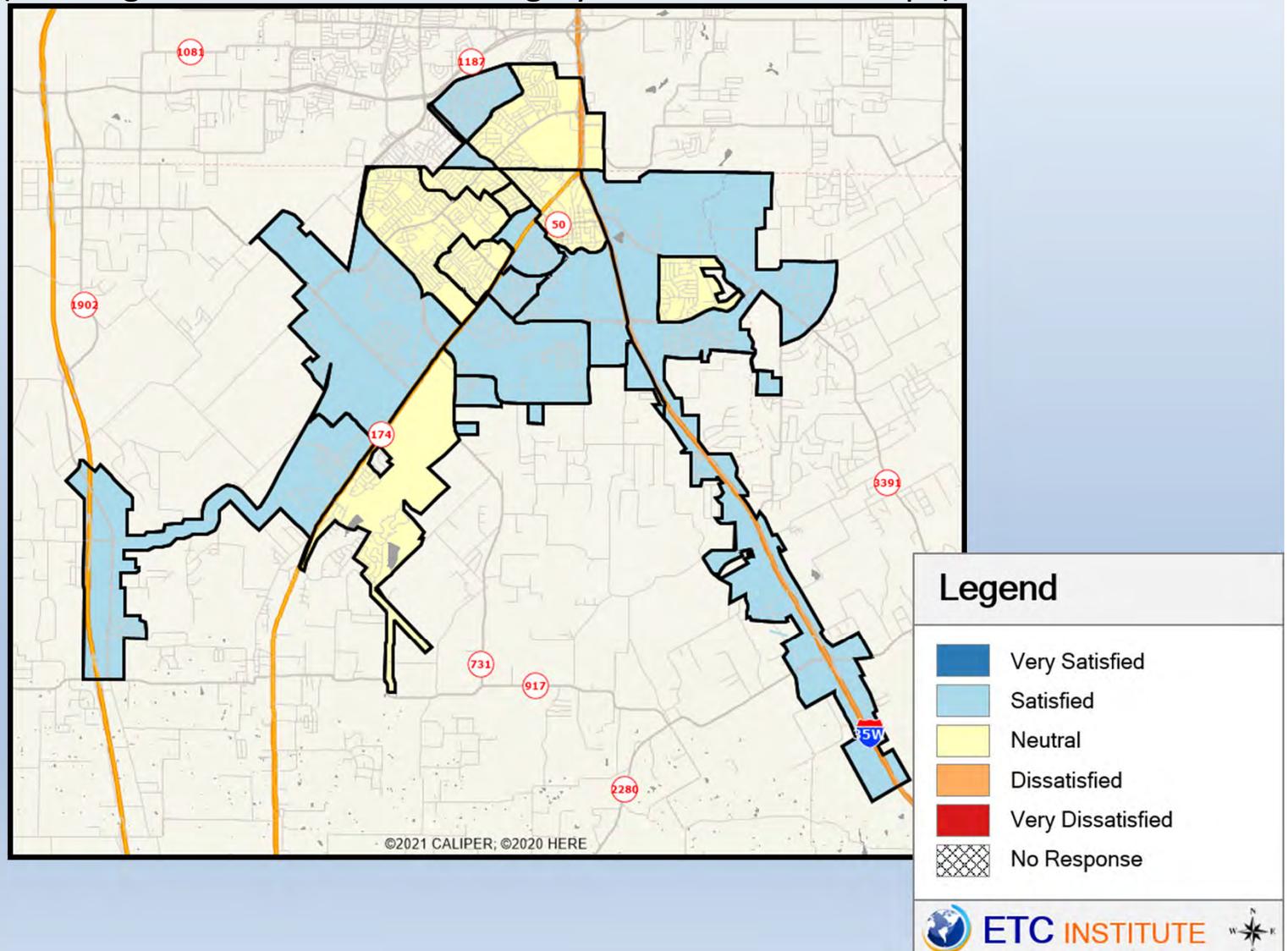# Q18-08. Overall maintenance of major city streets (non-TxDOT streets)

(Shading reflects the mean rating by Census Block Groups)

Legend

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

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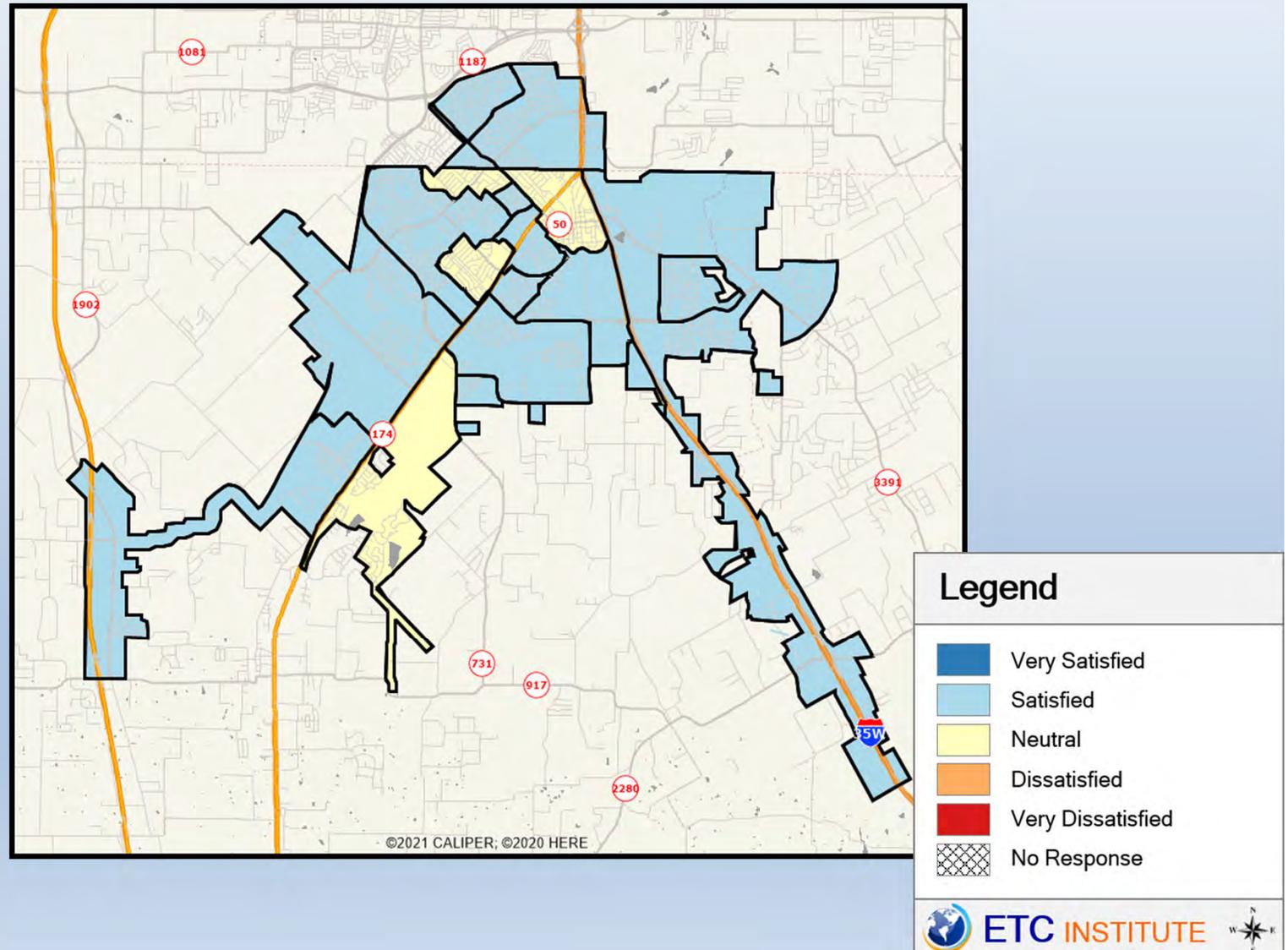
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Q18-09. Overall maintenance of neighborhood streets

(Shading reflects the mean rating by Census Block Groups)

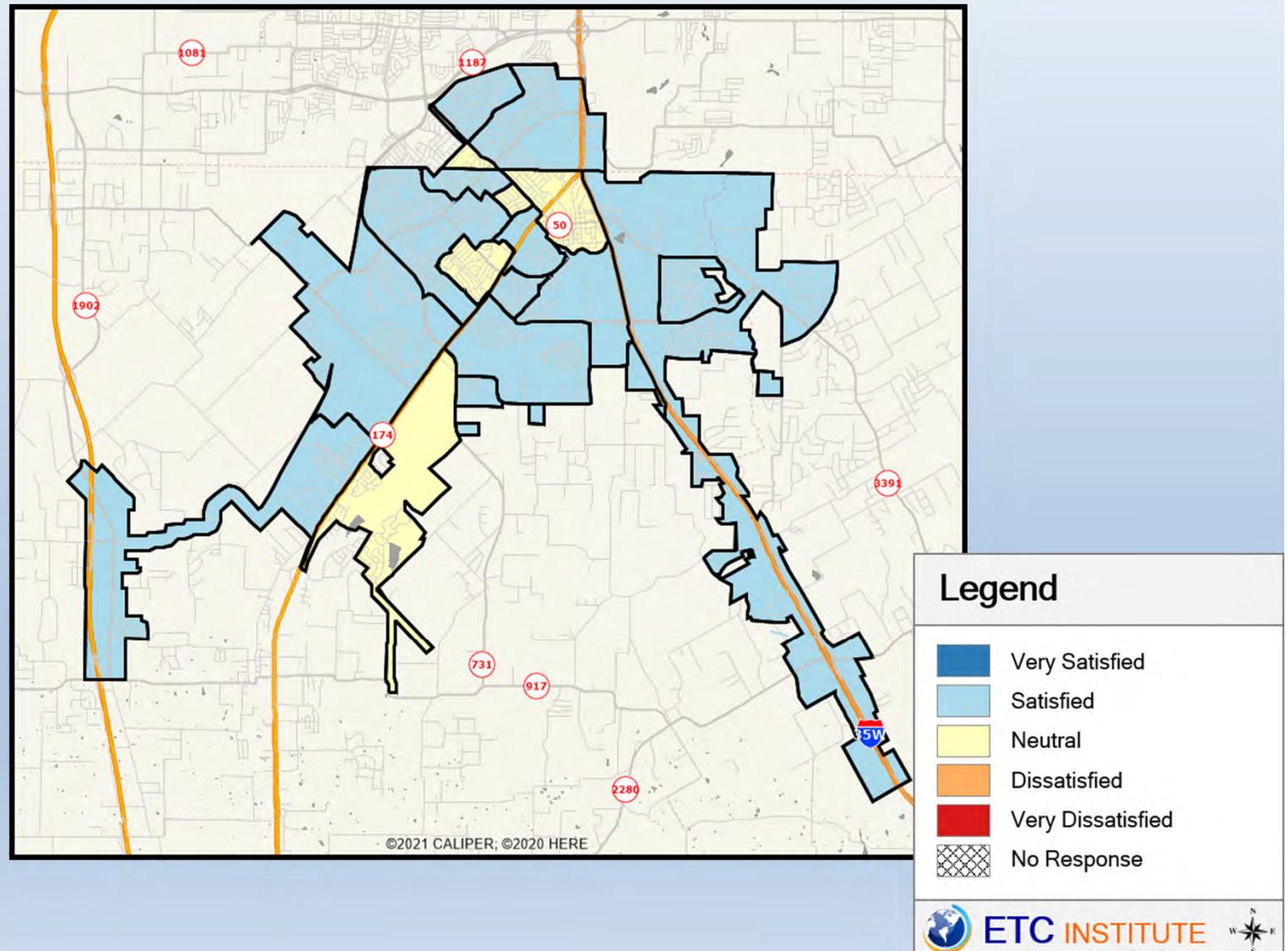# Q18-10. Overall quality of city sidewalks

(Shading reflects the mean rating by Census Block Groups)

Legend

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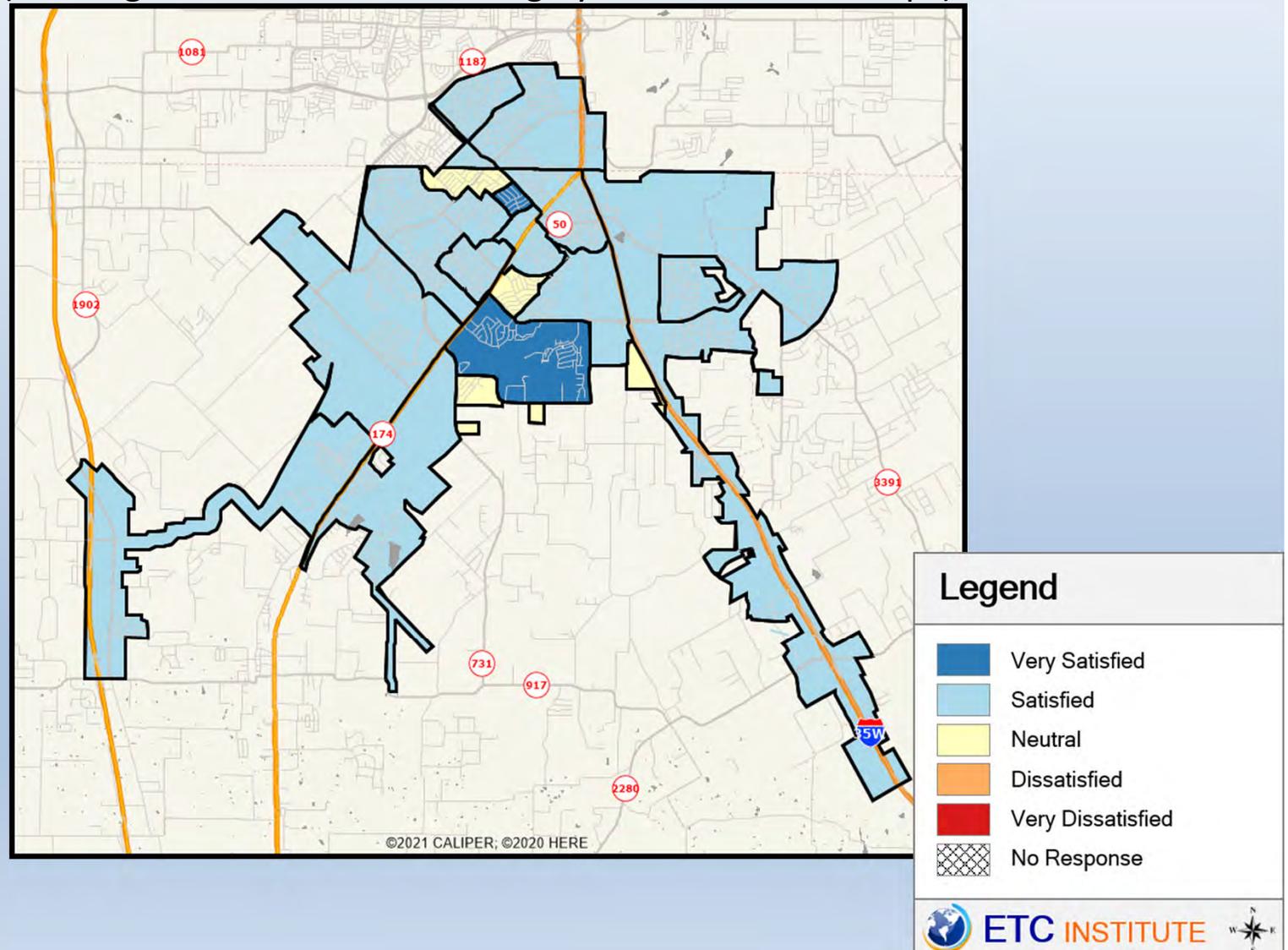- Very Dissatisfied
- No Response

Q18-11. Pedestrian accessibility (the city sidewalk/network number/availability)
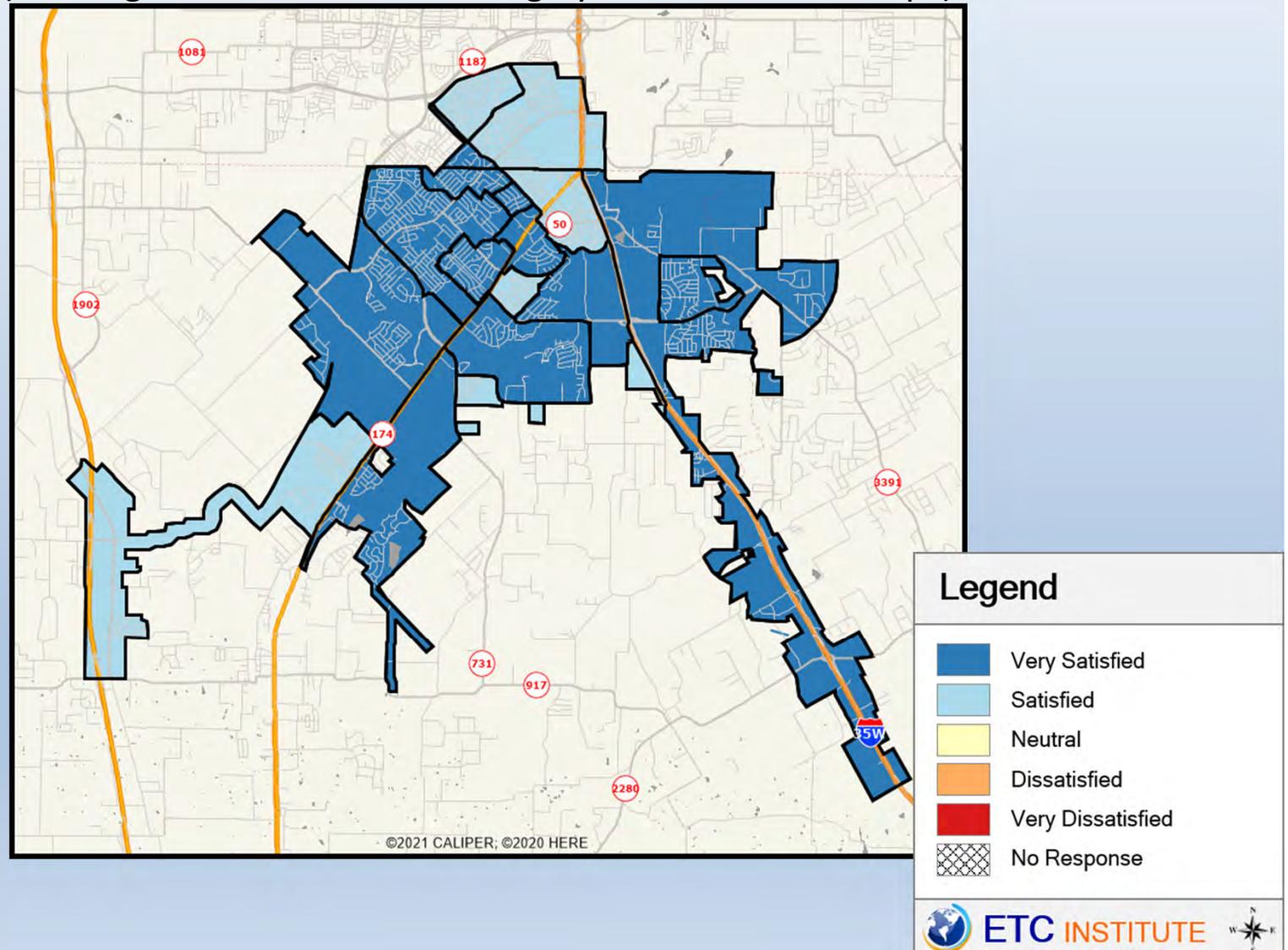
(Shading reflects the mean rating by Census Block Groups)

Q18-12. Mowing and tree trimming along streets and other public areas

(Shading reflects the mean rating by Census Block Groups)

Legend

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

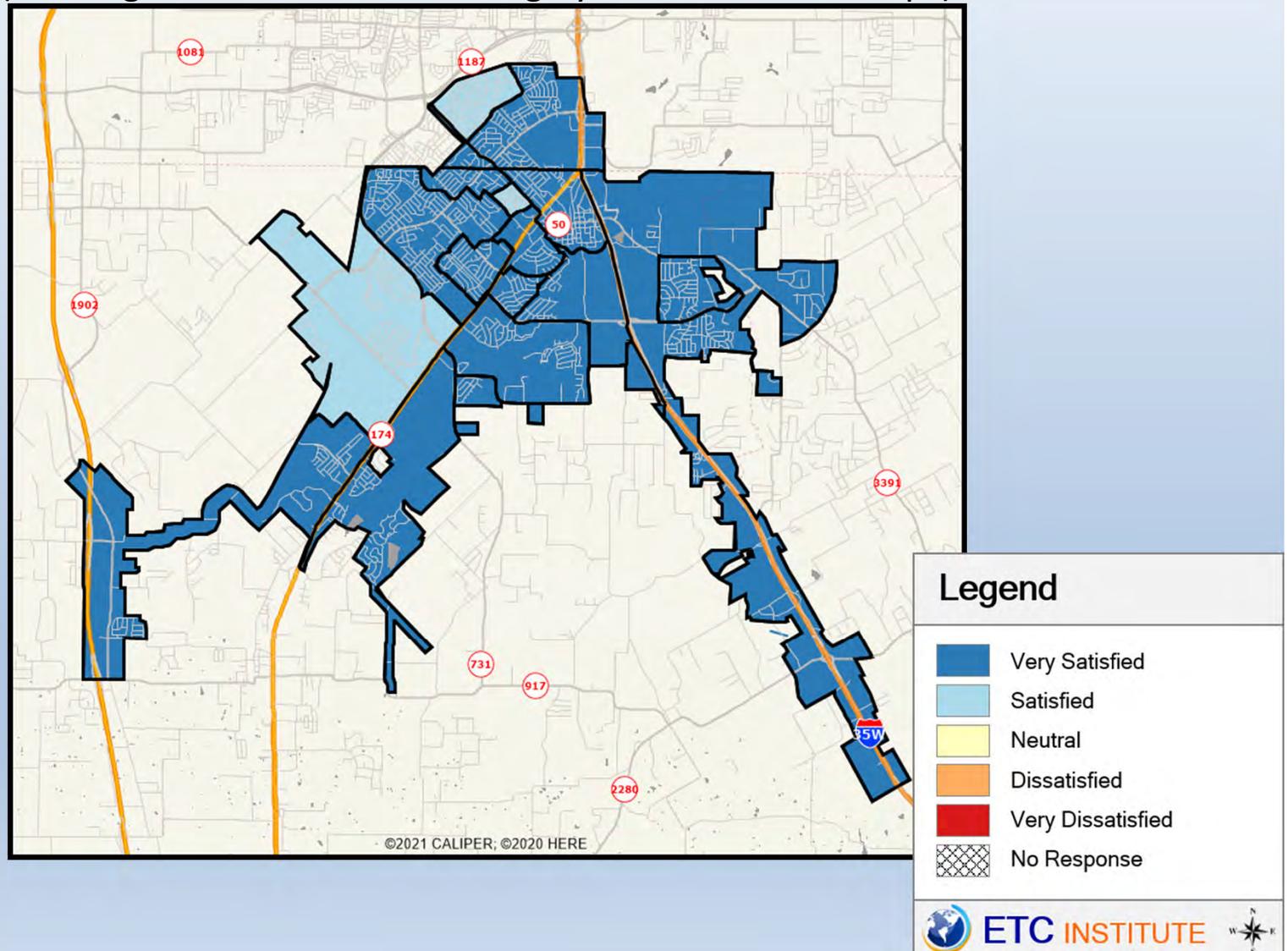©2021 CALIPER; ©2020 HERE

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Q20-1. Overall quality of city bulk trash/leaf/brush collection

(Shading reflects the mean rating by Census Block Groups)

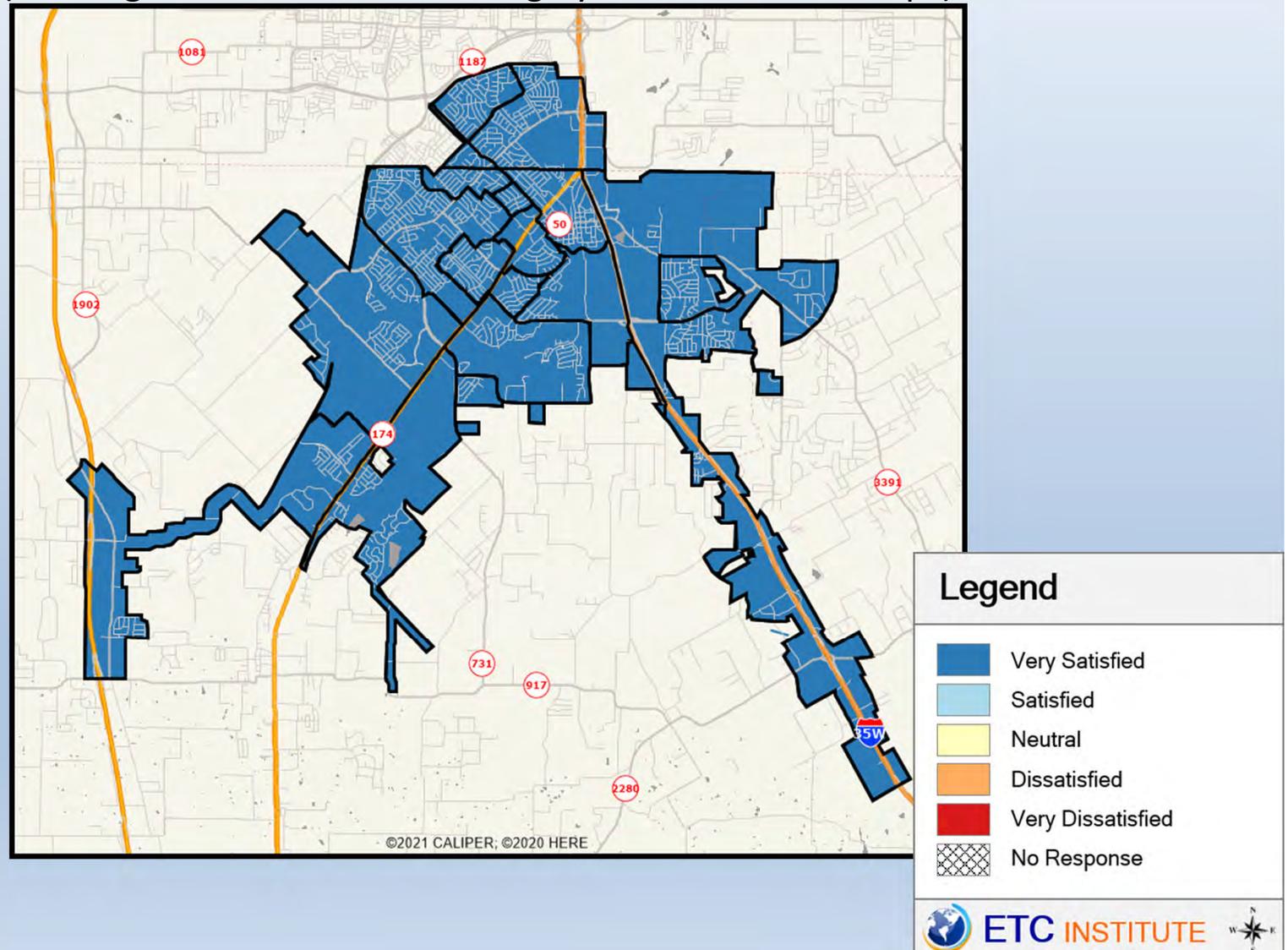# Q20-2. Overall quality of curbside recycling collection

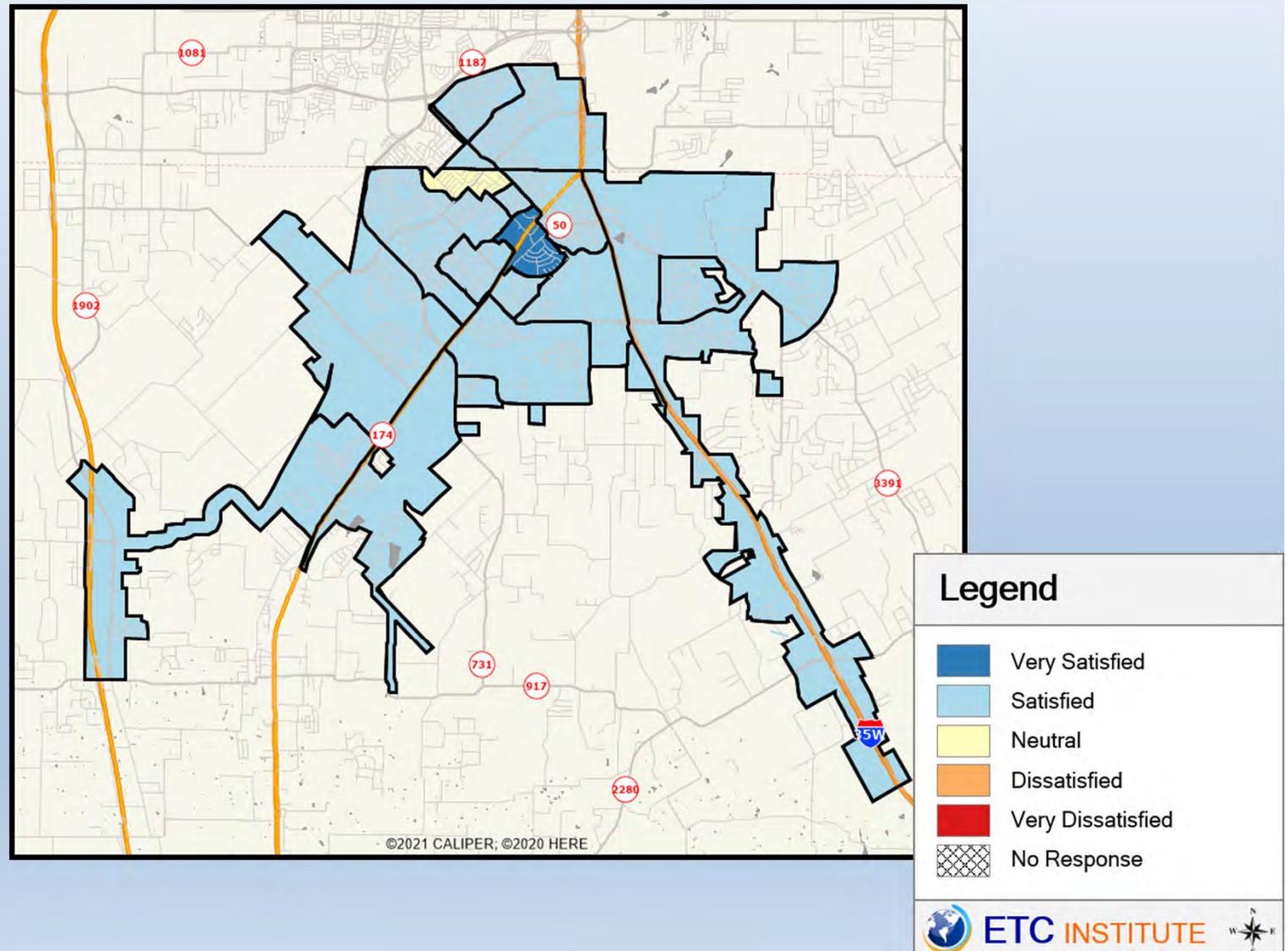(Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q20-3. Overall quality of curbside trash/garbage collection

(Shading reflects the mean rating by Census Block Groups)

Legend

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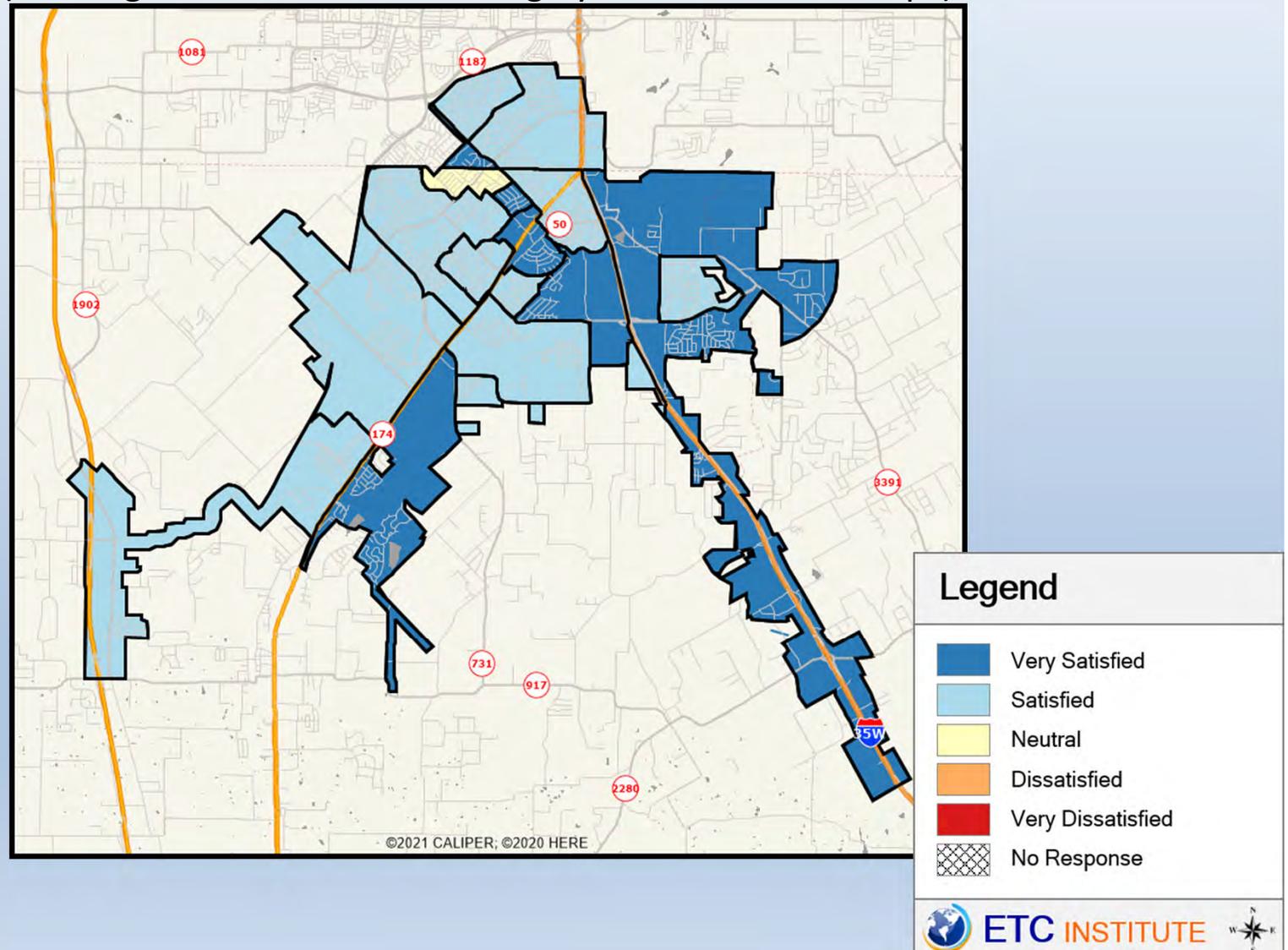- Dissatisfied
- Very Dissatisfied
- No Response

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Q20-4. Overall quality of the city's household hazardous waste disposal service
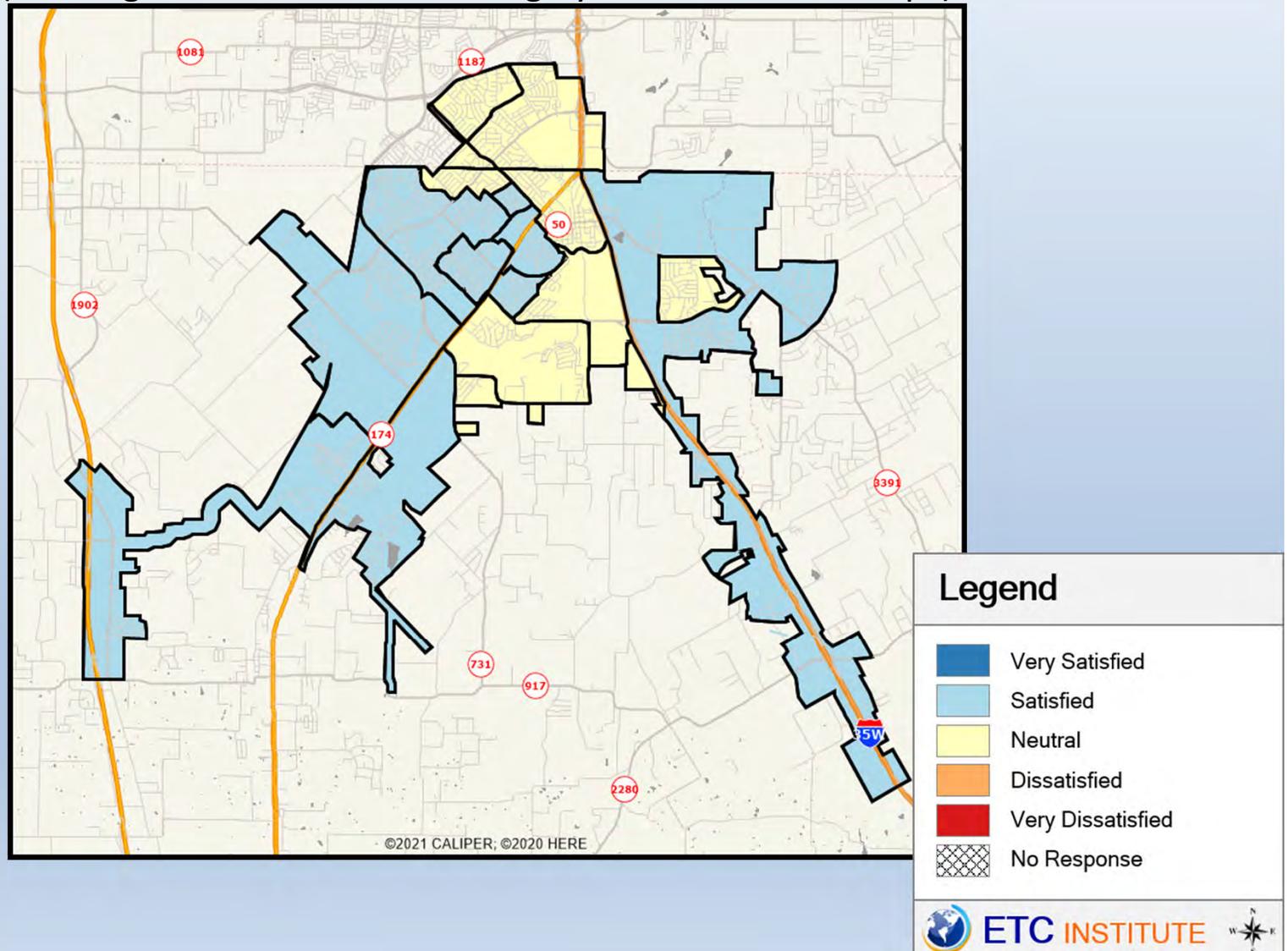
(Shading reflects the mean rating by Census Block Groups)

Legend

- ■ Very Satisfied
- ■ Satisfied
- ■ Neutral
- ■ Dissatisfied
- ■ Very Dissatisfied
- ▨ No Response

Q20-5. Timeliness of water/sewer line break repairs

(Shading reflects the mean rating by Census Block Groups)

Legend

- **Very Satisfied** (dark blue)
- **Satisfied** (light blue)
- **Neutral** (yellow)
- **Dissatisfied** (orange)
- **Very Dissatisfied** (red)
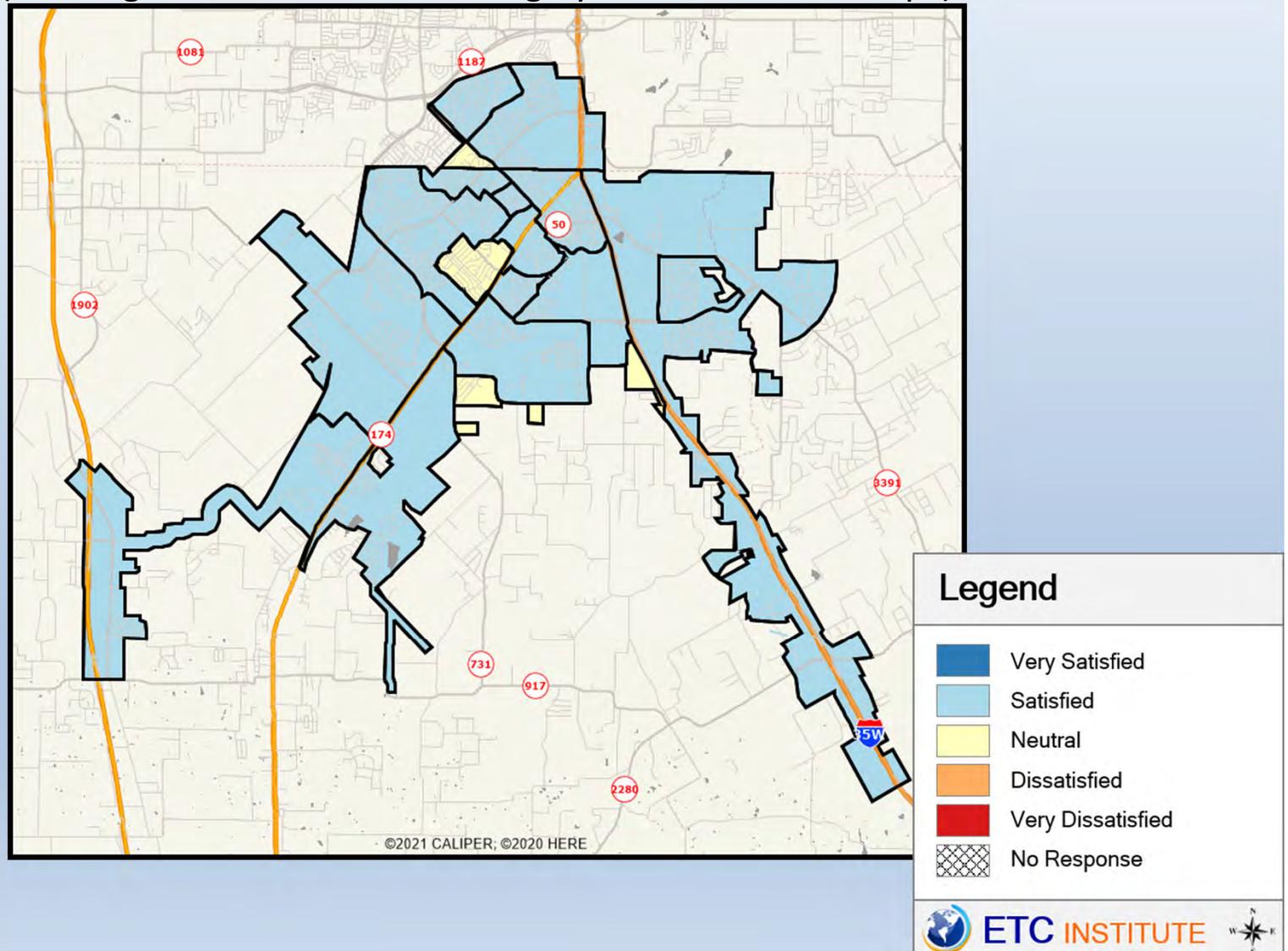- **No Response** (crosshatch)

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Q20-6. Overall fees charged for water/wastewater services

(Shading reflects the mean rating by Census Block Groups)

Legend

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

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Q23-1. City's efforts to attract new business and tourism

(Shading reflects the mean rating by Census Block Groups)

Legend

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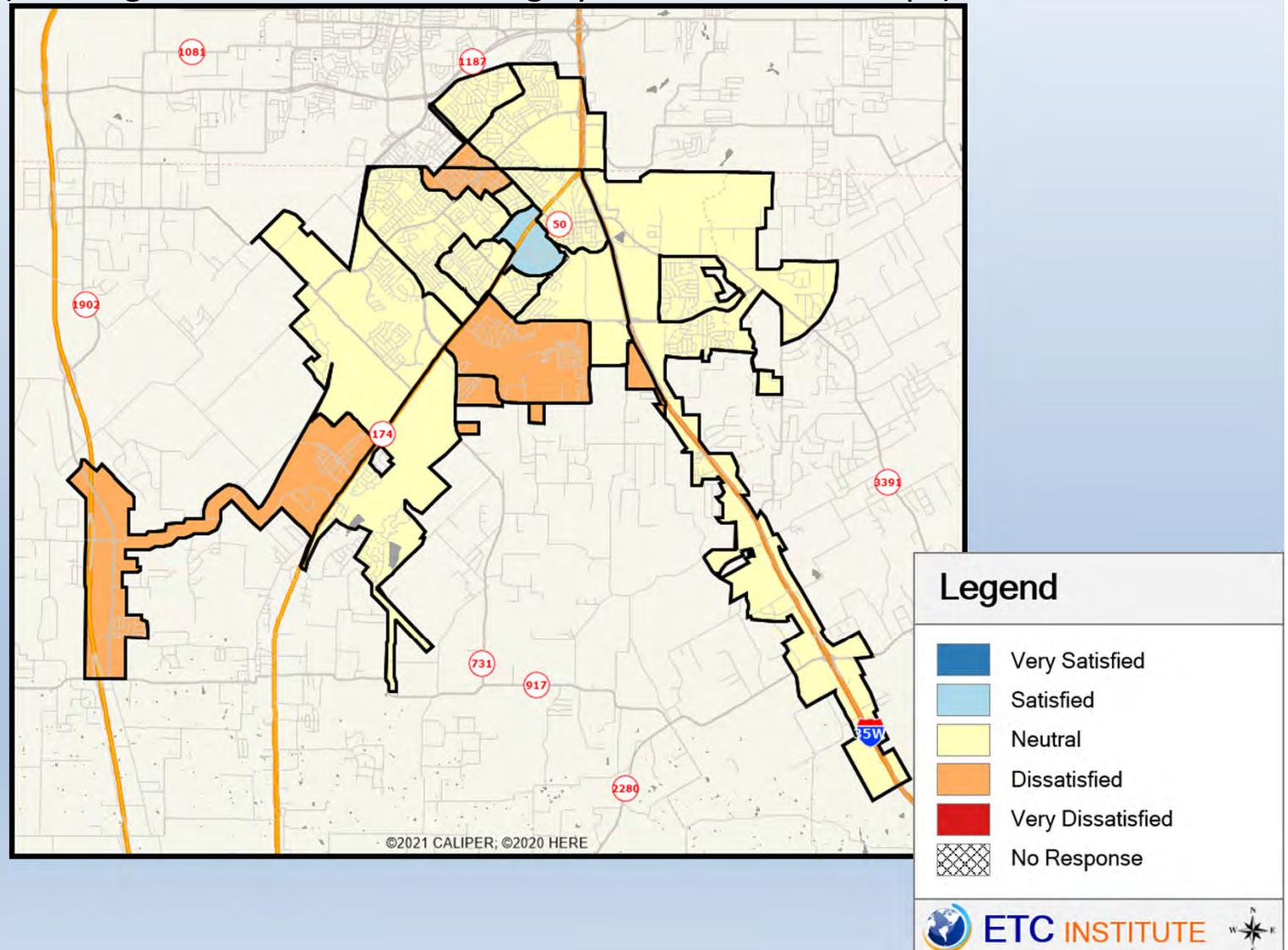- No Response

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Q23-2. How well the city approaches development

(Shading reflects the mean rating by Census Block Groups)
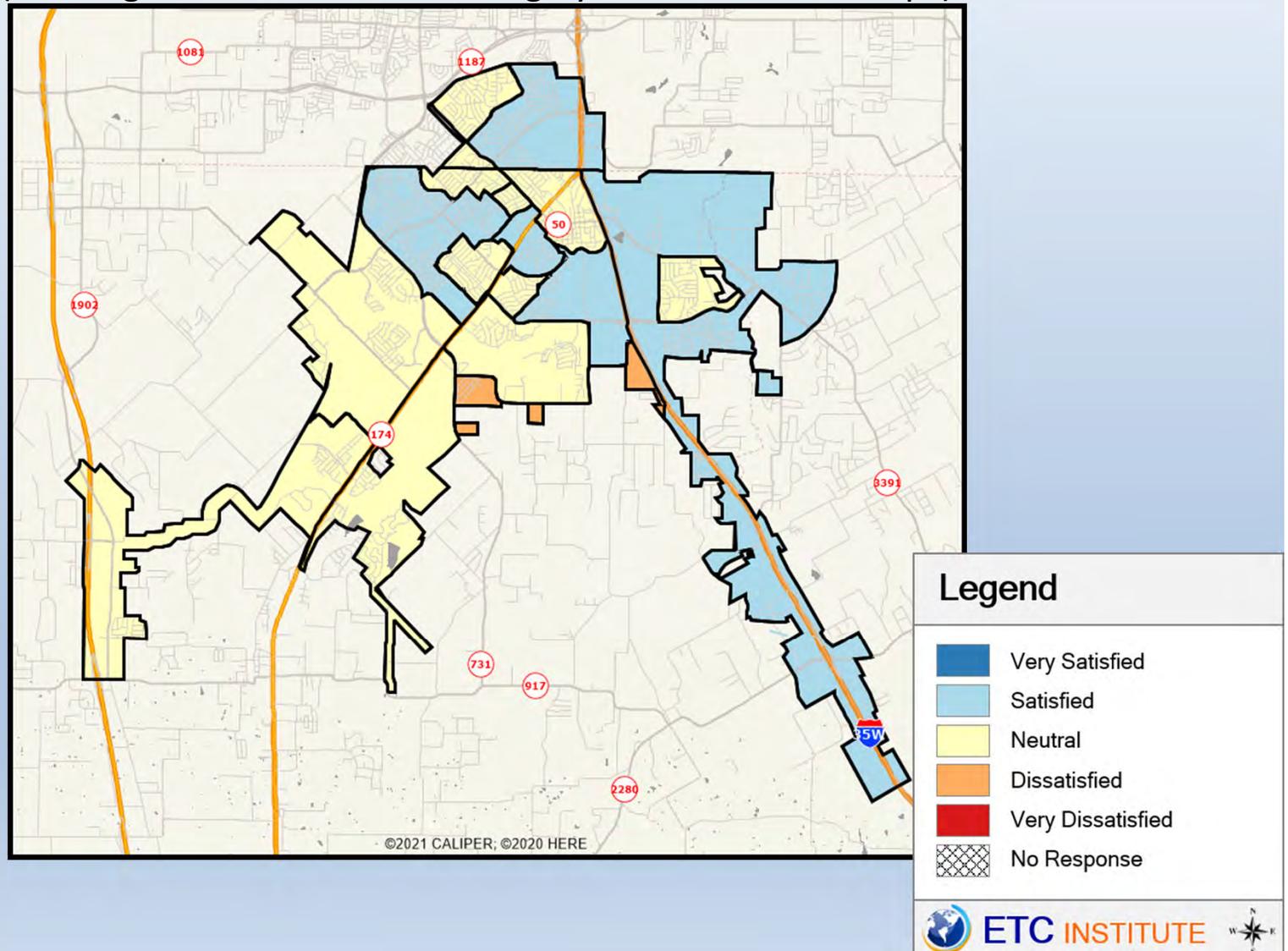
Q23-3. How well the city is managing growth
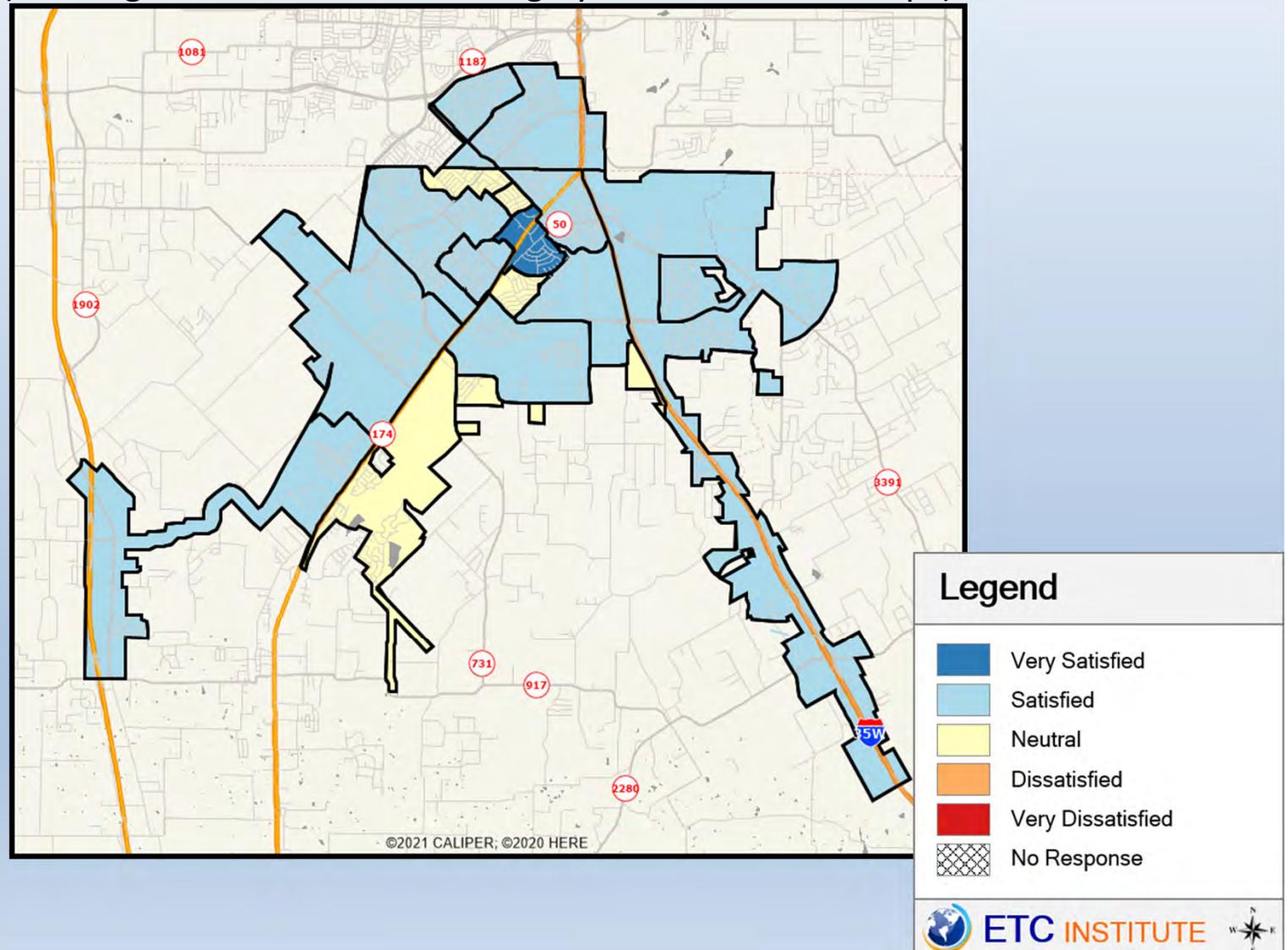
(Shading reflects the mean rating by Census Block Groups)

Legend

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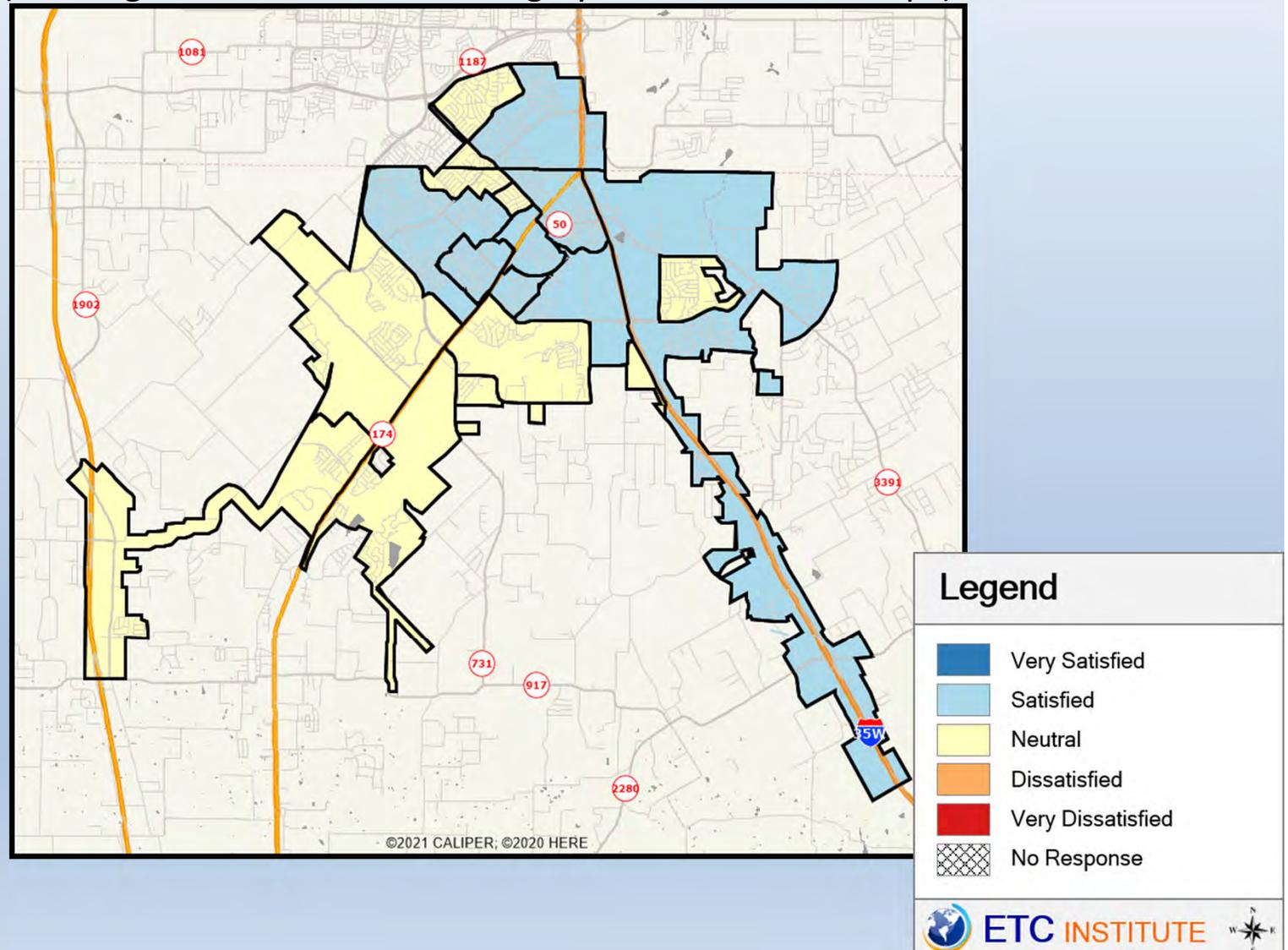- No Response

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Q23-4. Overall quality/appearance of recent commercial development

(Shading reflects the mean rating by Census Block Groups)
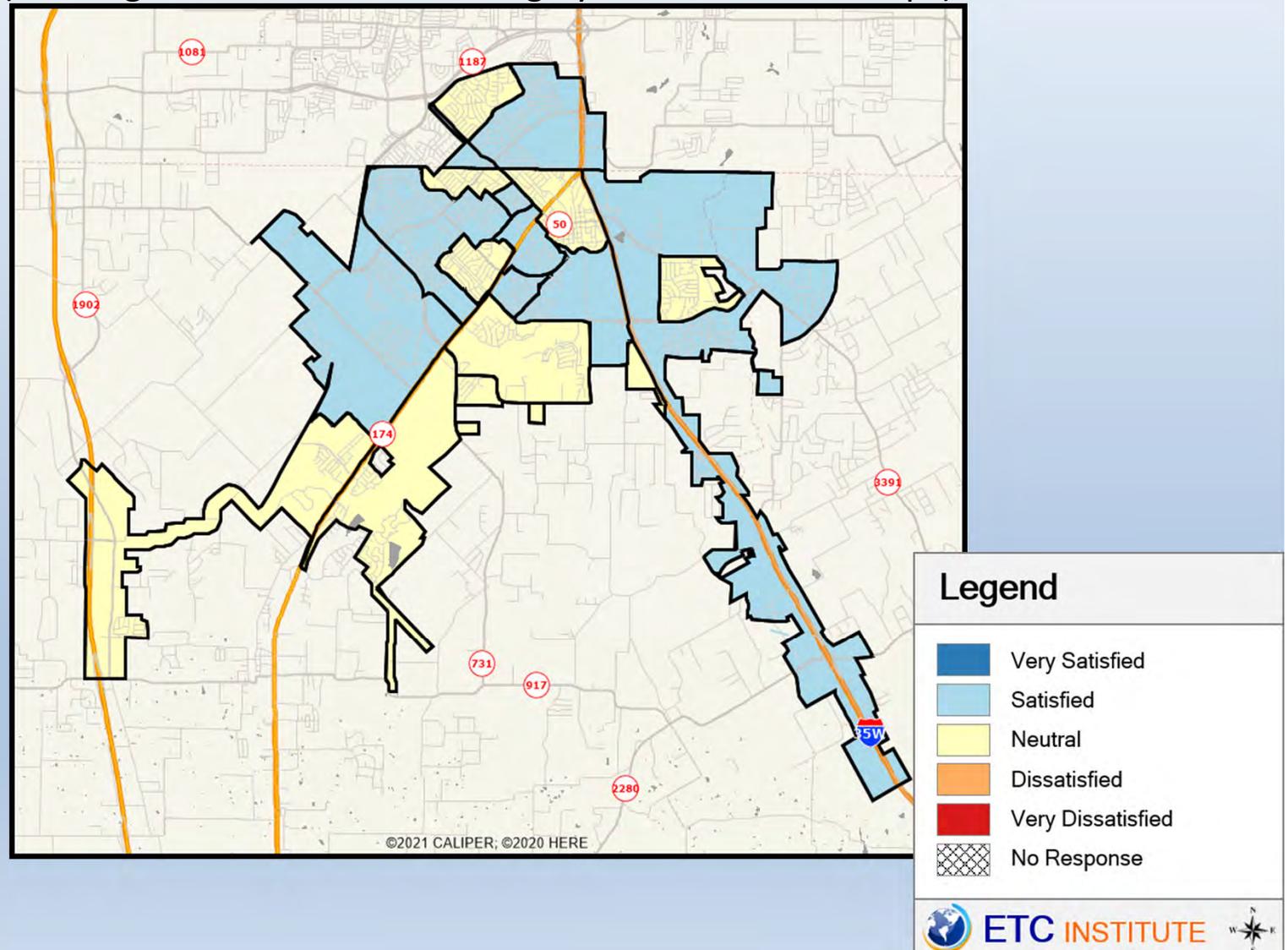
Q23-5. Overall quality/appearance of recent residential development

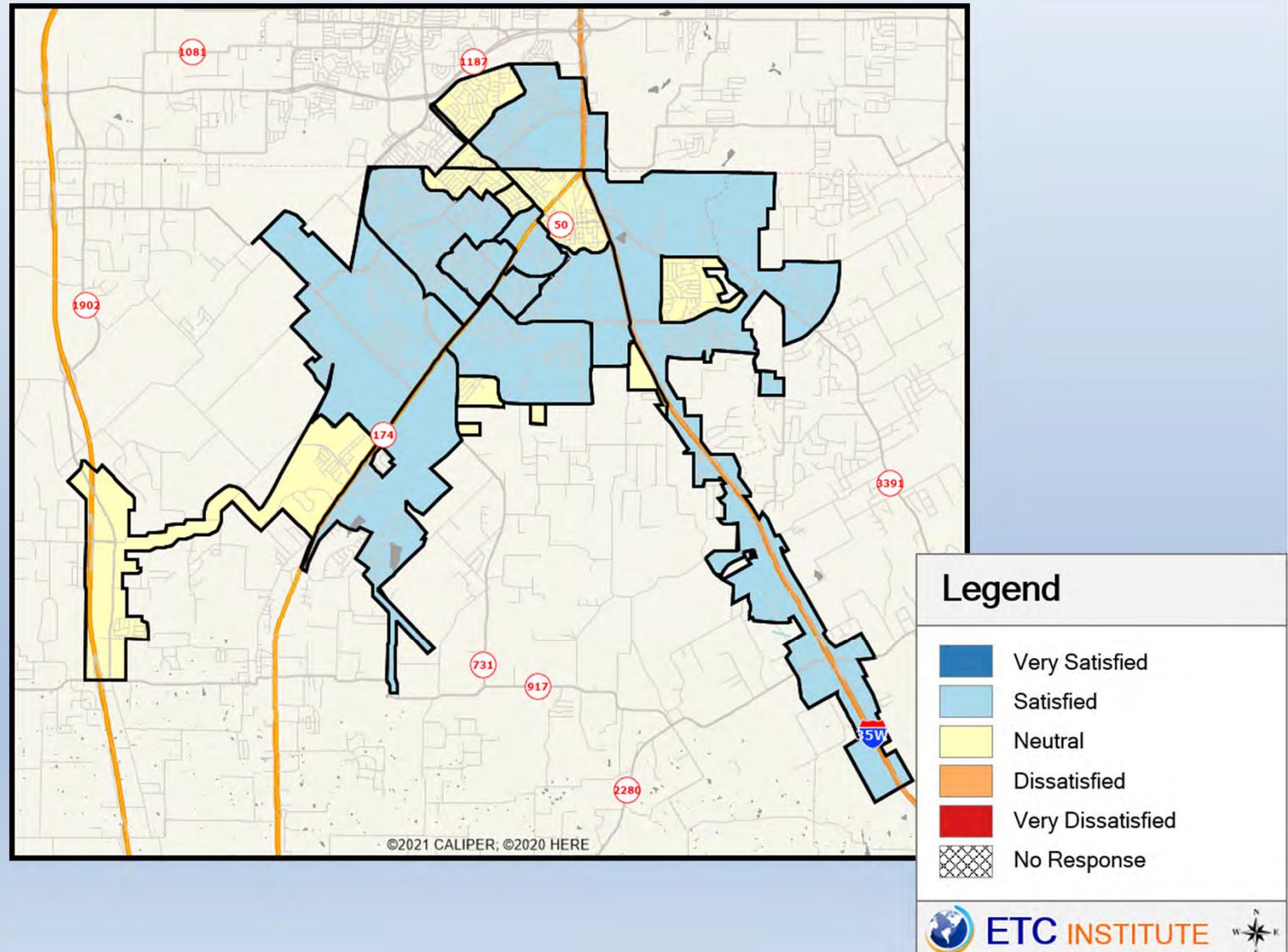### (Shading reflects the mean rating by Census Block Groups)

Q23-6. Variety of job opportunities available in the city

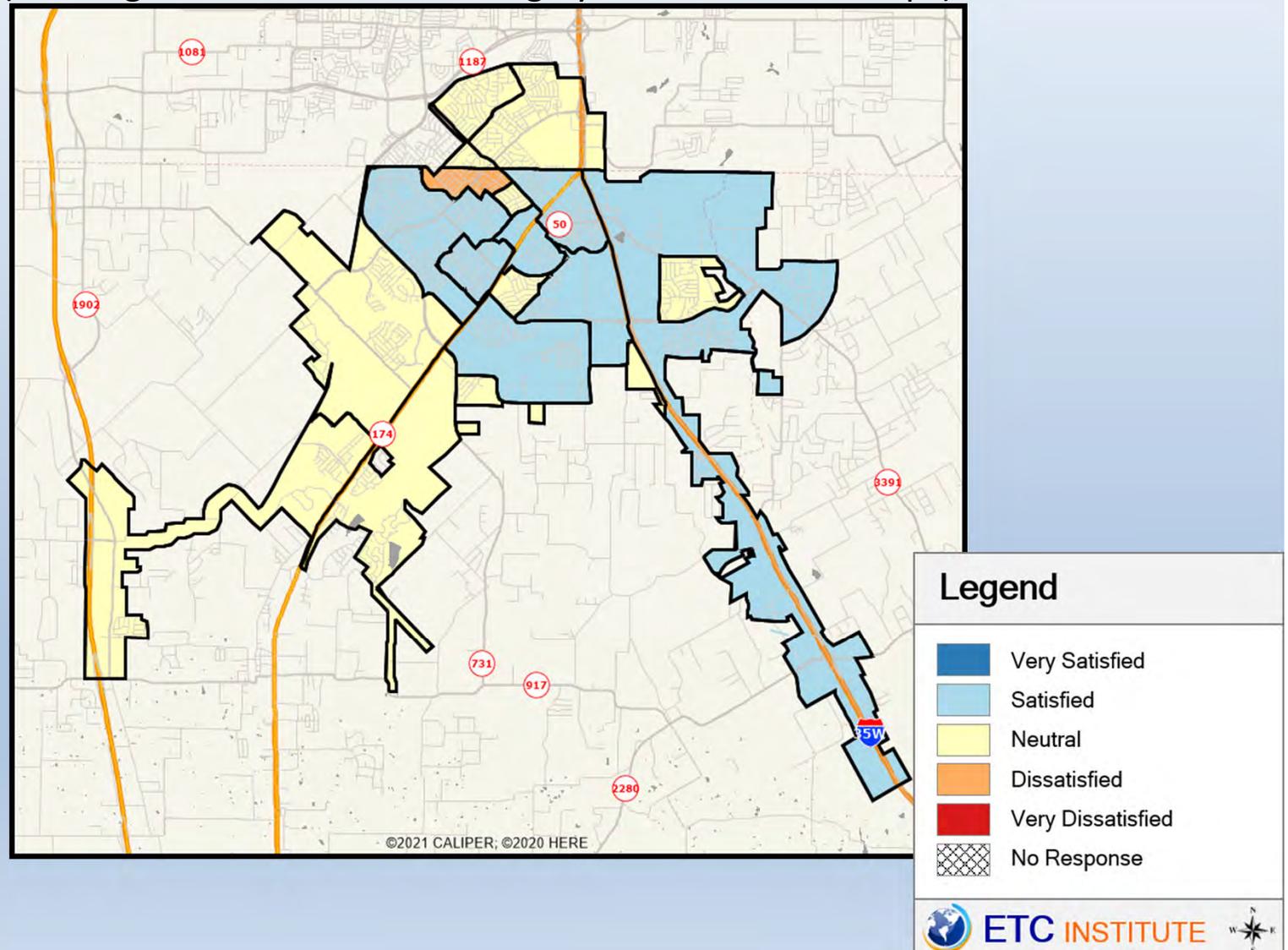(Shading reflects the mean rating by Census Block Groups)

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

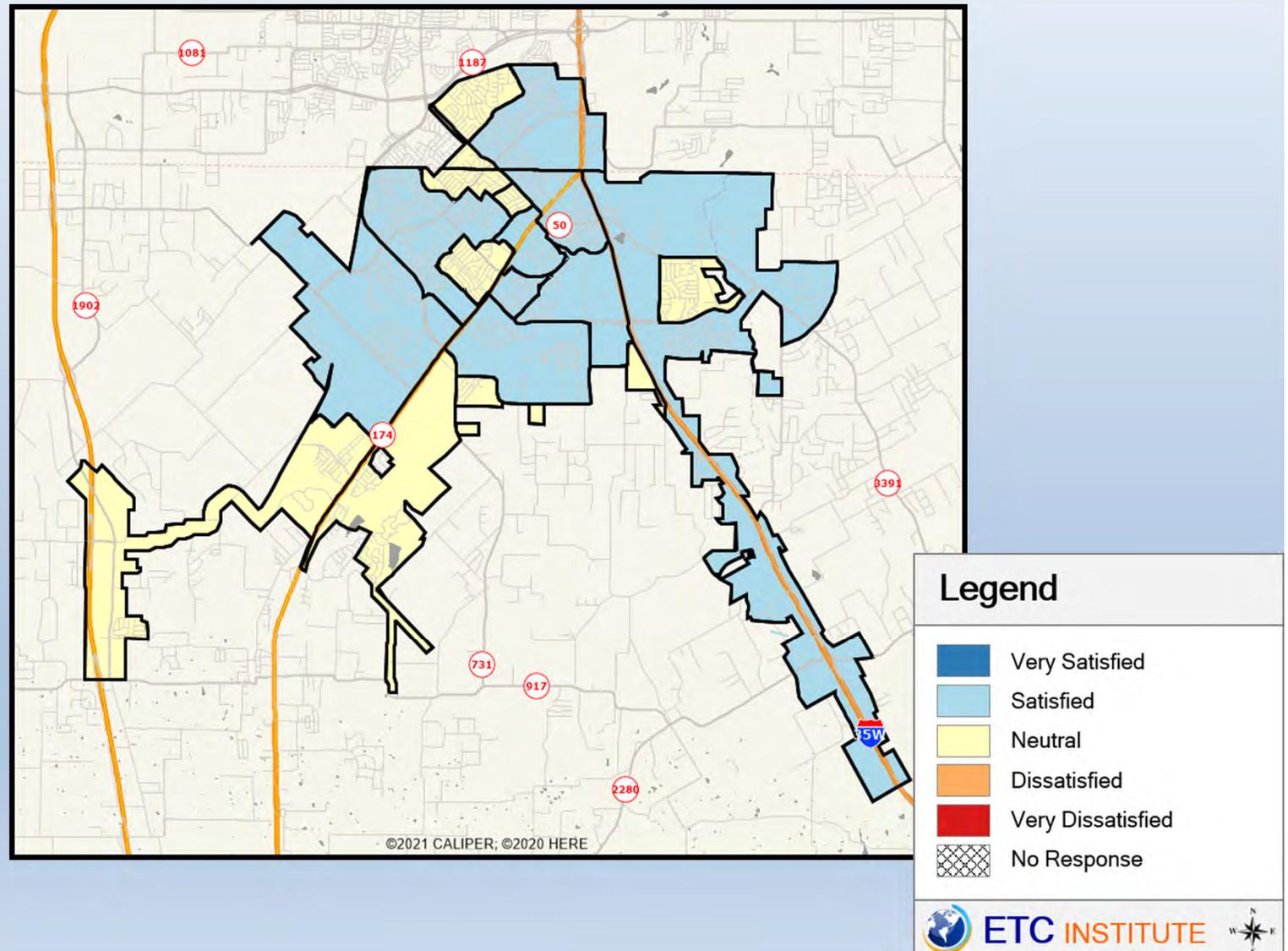### (Shading reflects the mean rating by Census Block Groups)

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

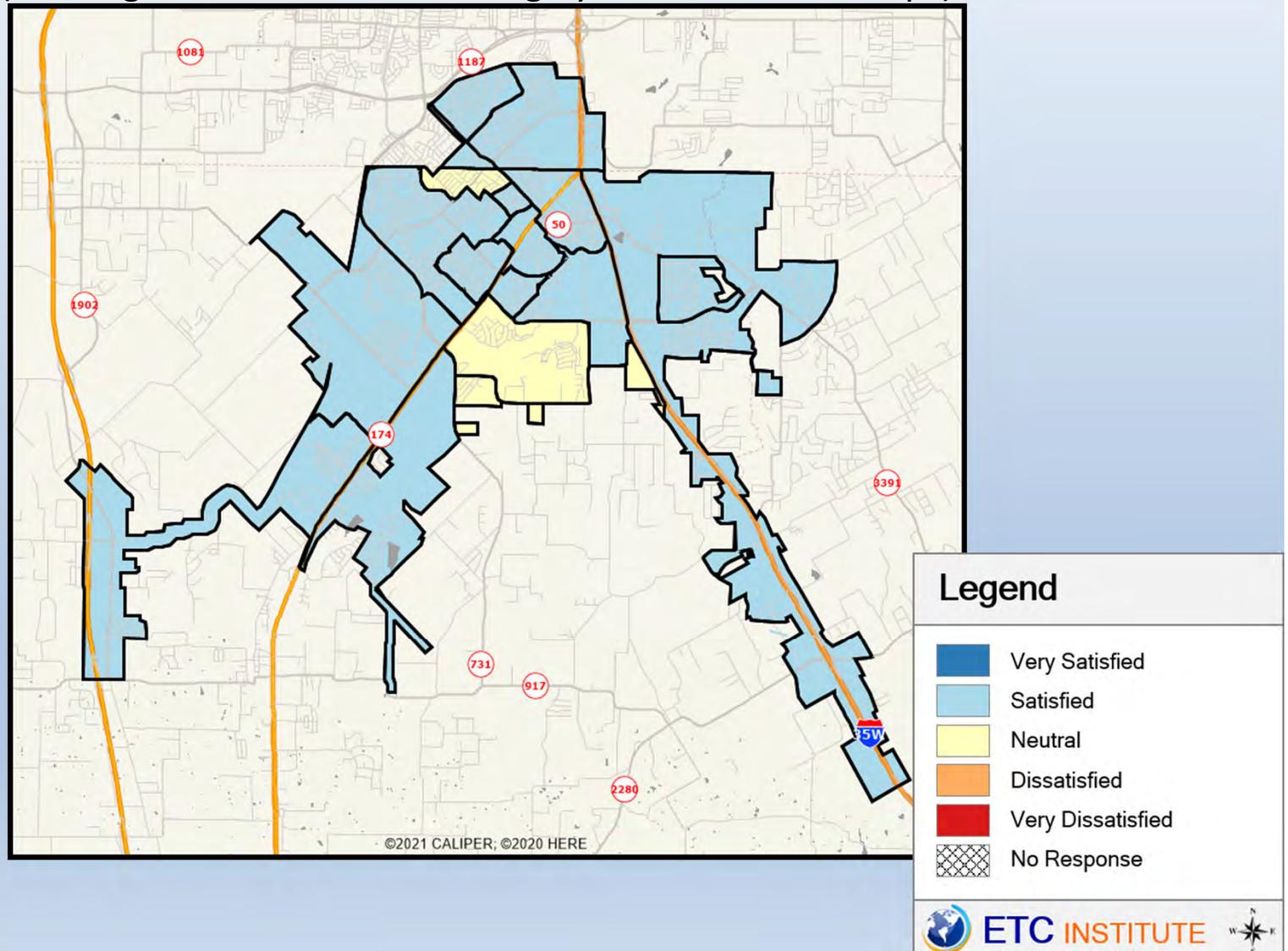(Shading reflects the mean rating by Census Block Groups)

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

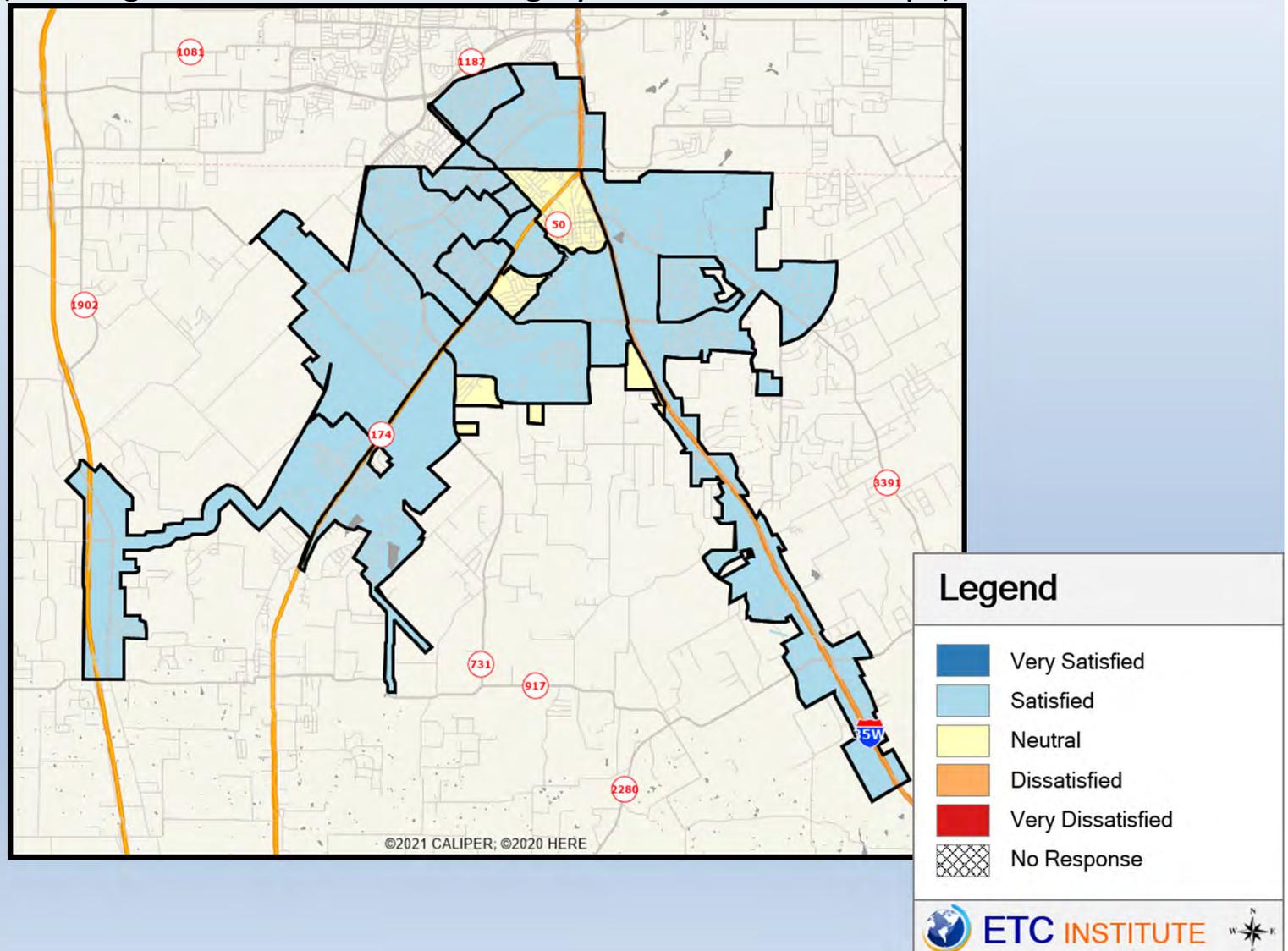(Shading reflects the mean rating by Census Block Groups)

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

(Shading reflects the mean rating by Census Block Groups)

Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response
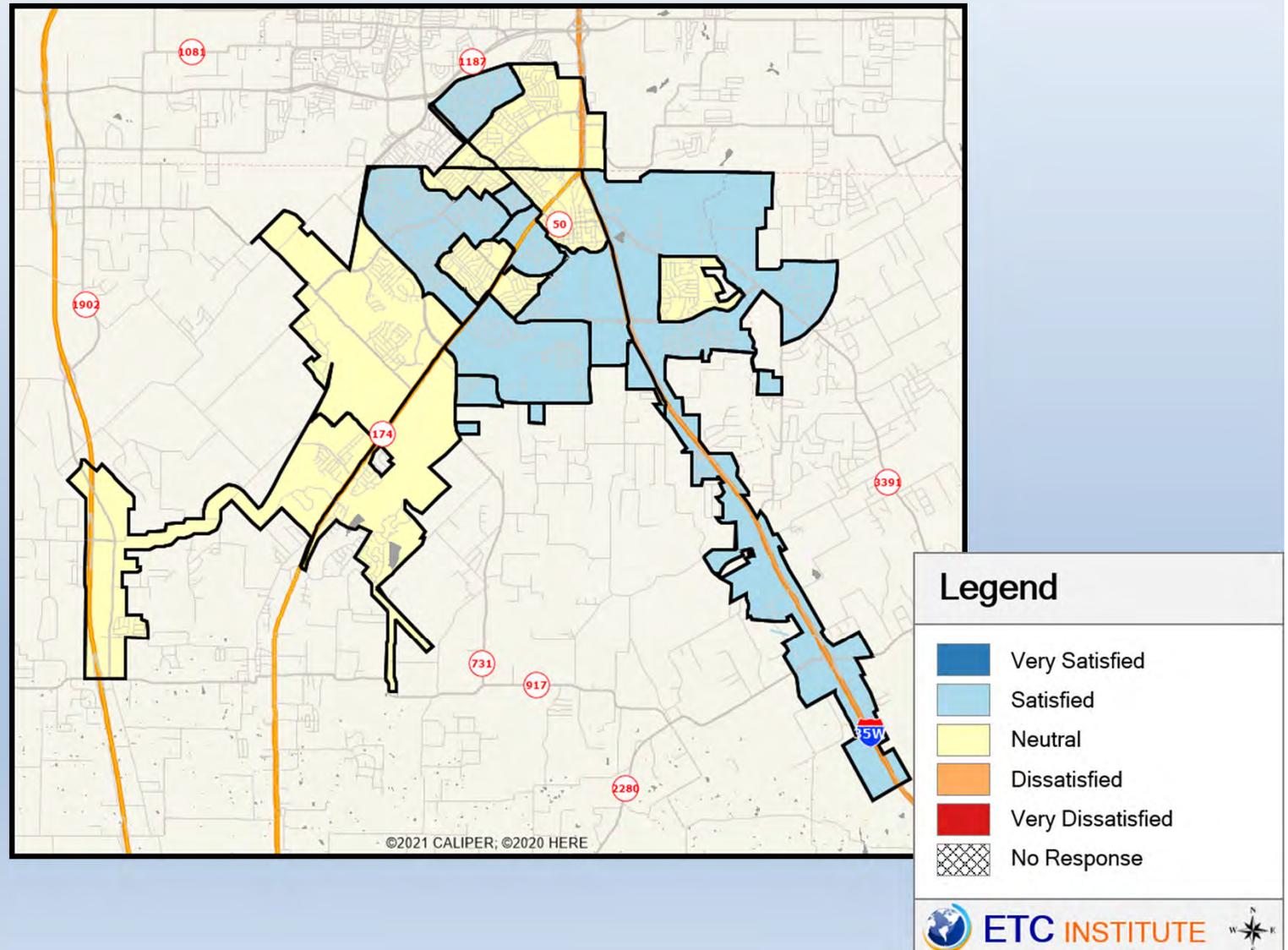
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Q25-5. City's efforts to enforce sign regulations

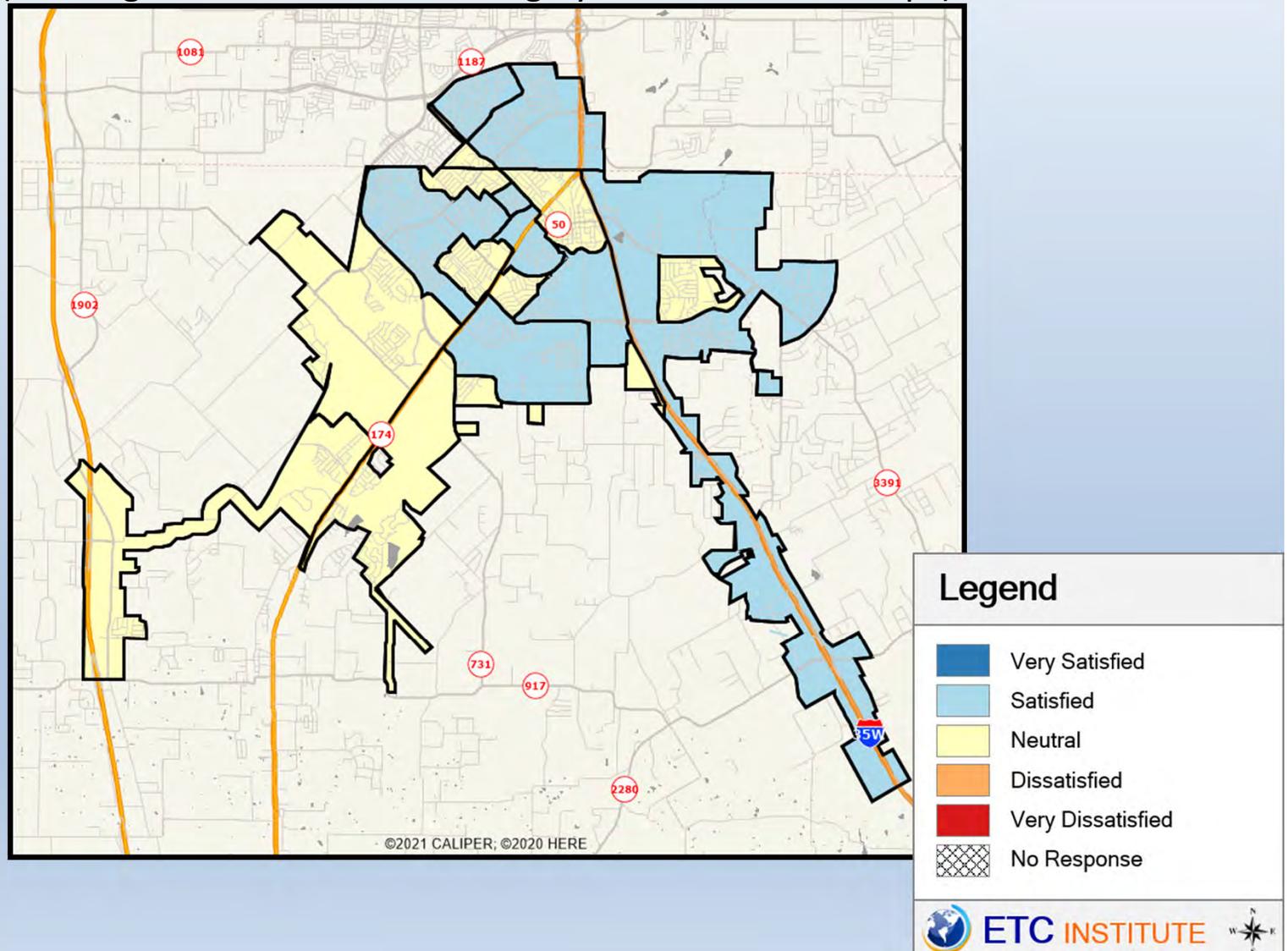(Shading reflects the mean rating by Census Block Groups)

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

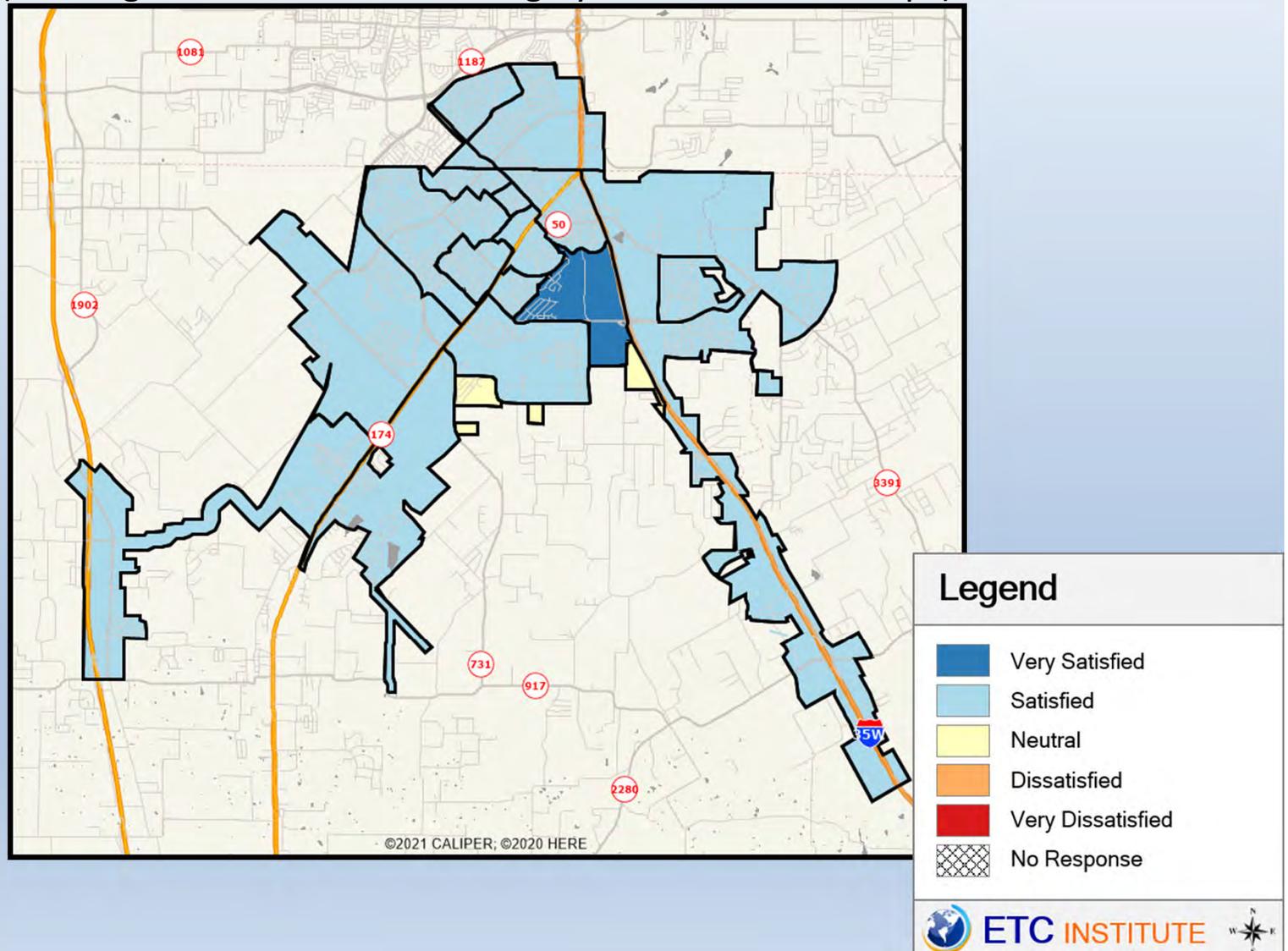(Shading reflects the mean rating by Census Block Groups)

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

(Shading reflects the mean rating by Census Block Groups)

Q27-1. Overall quality of the city's animal control services

(Shading reflects the mean rating by Census Block Groups)

Legend

- Very Satisfied (dark blue)
- Satisfied (light blue)
- Neutral (yellow)
- Dissatisfied (orange)
- Very Dissatisfied (red)
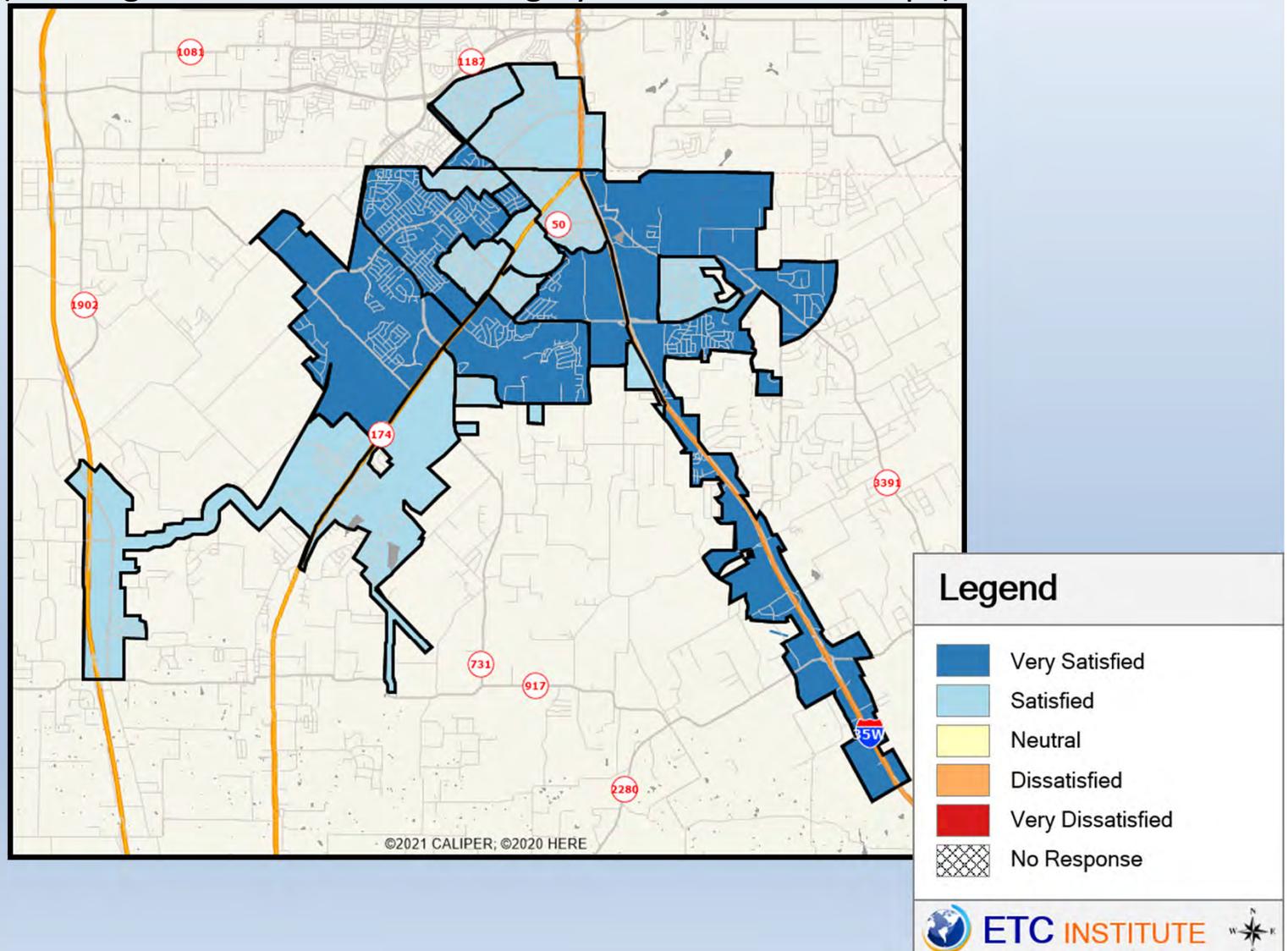- No Response (hatched)
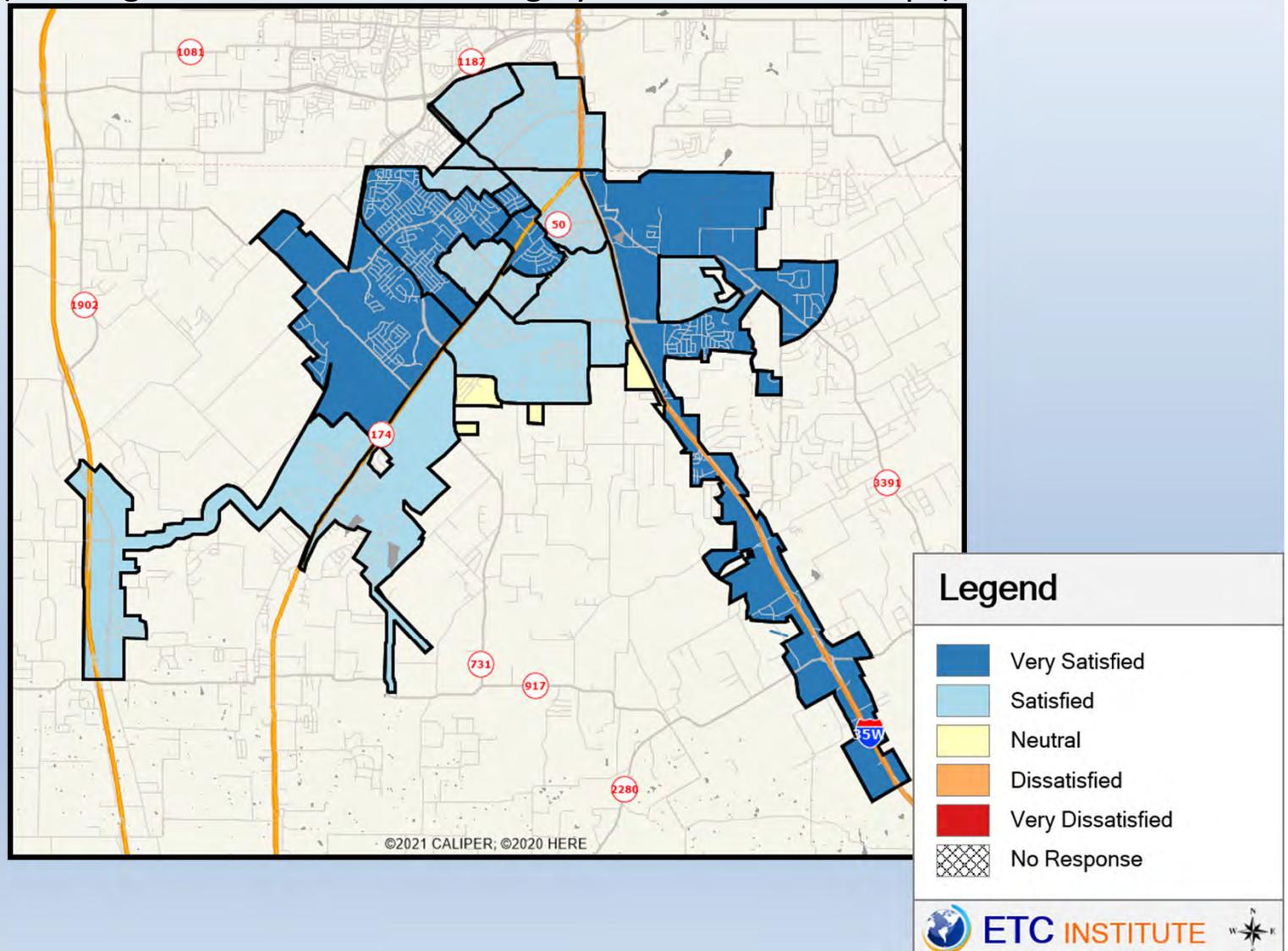
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Q27-2. Overall quality of the city's animal adoption services

(Shading reflects the mean rating by Census Block Groups)

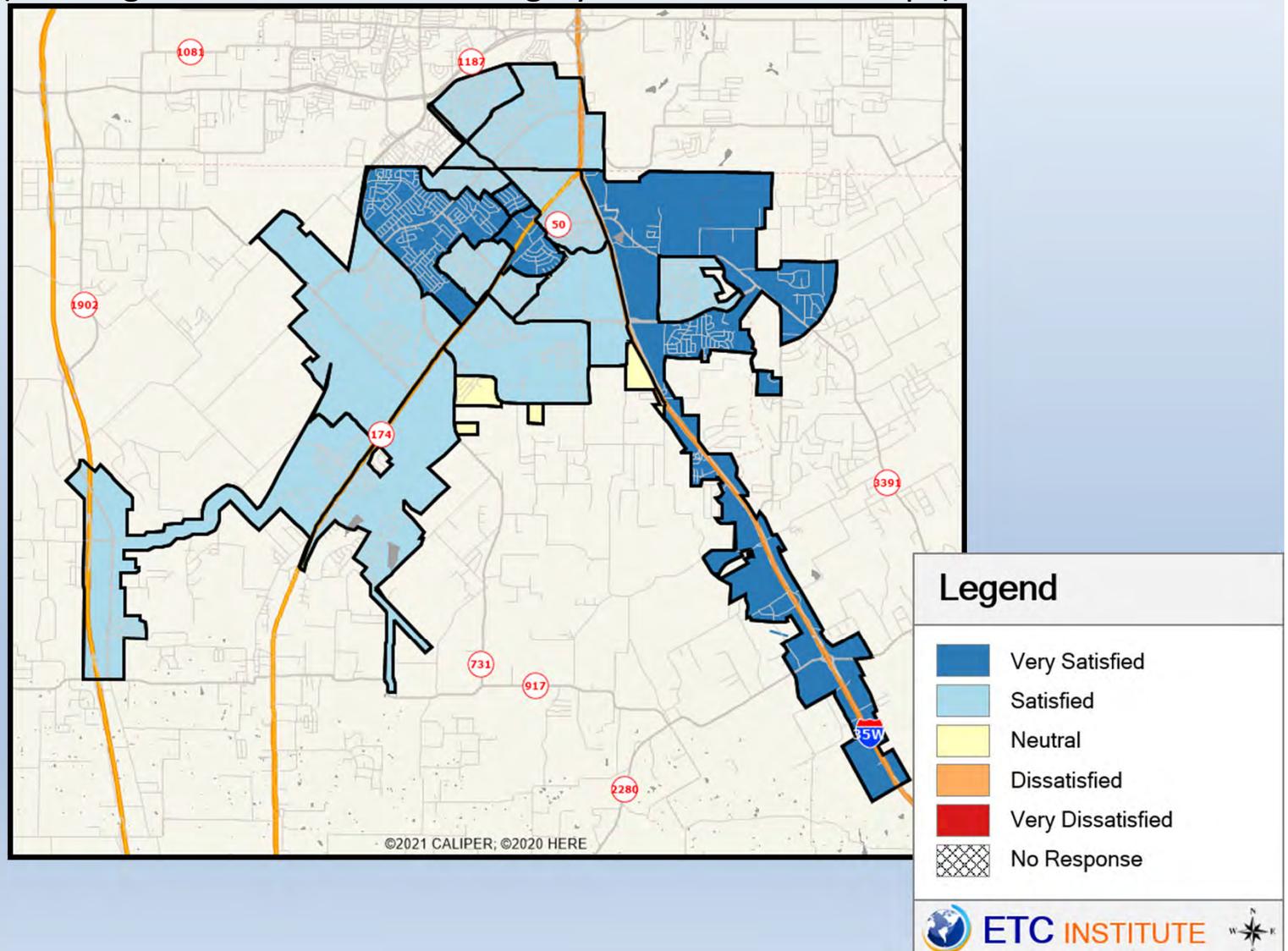# Q28-1. Overall quality of municipal court services

(Shading reflects the mean rating by Census Block Groups)

Legend

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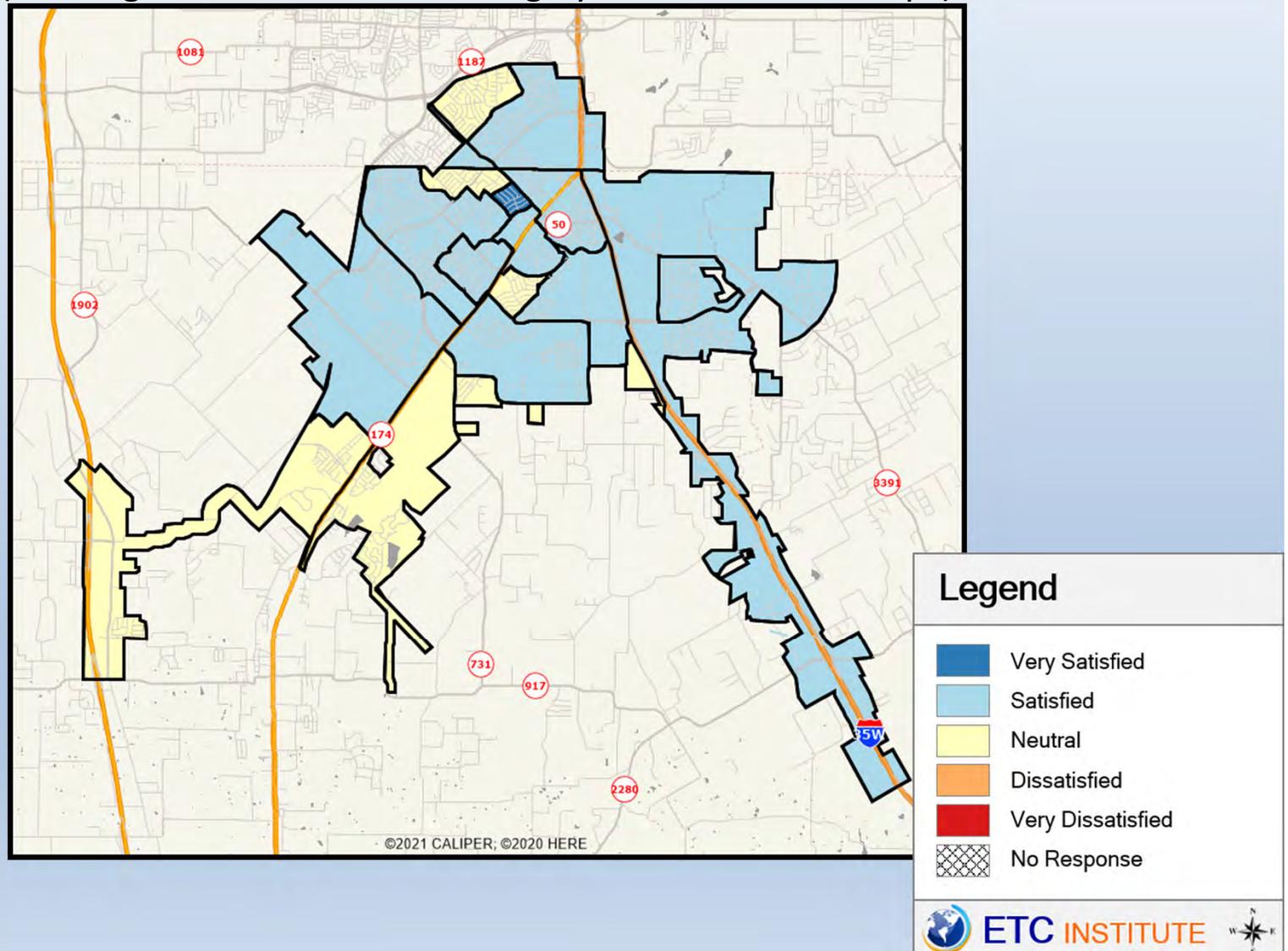- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q28-2. Quality and accessibility of municipal court services

(Shading reflects the mean rating by Census Block Groups)

Legend

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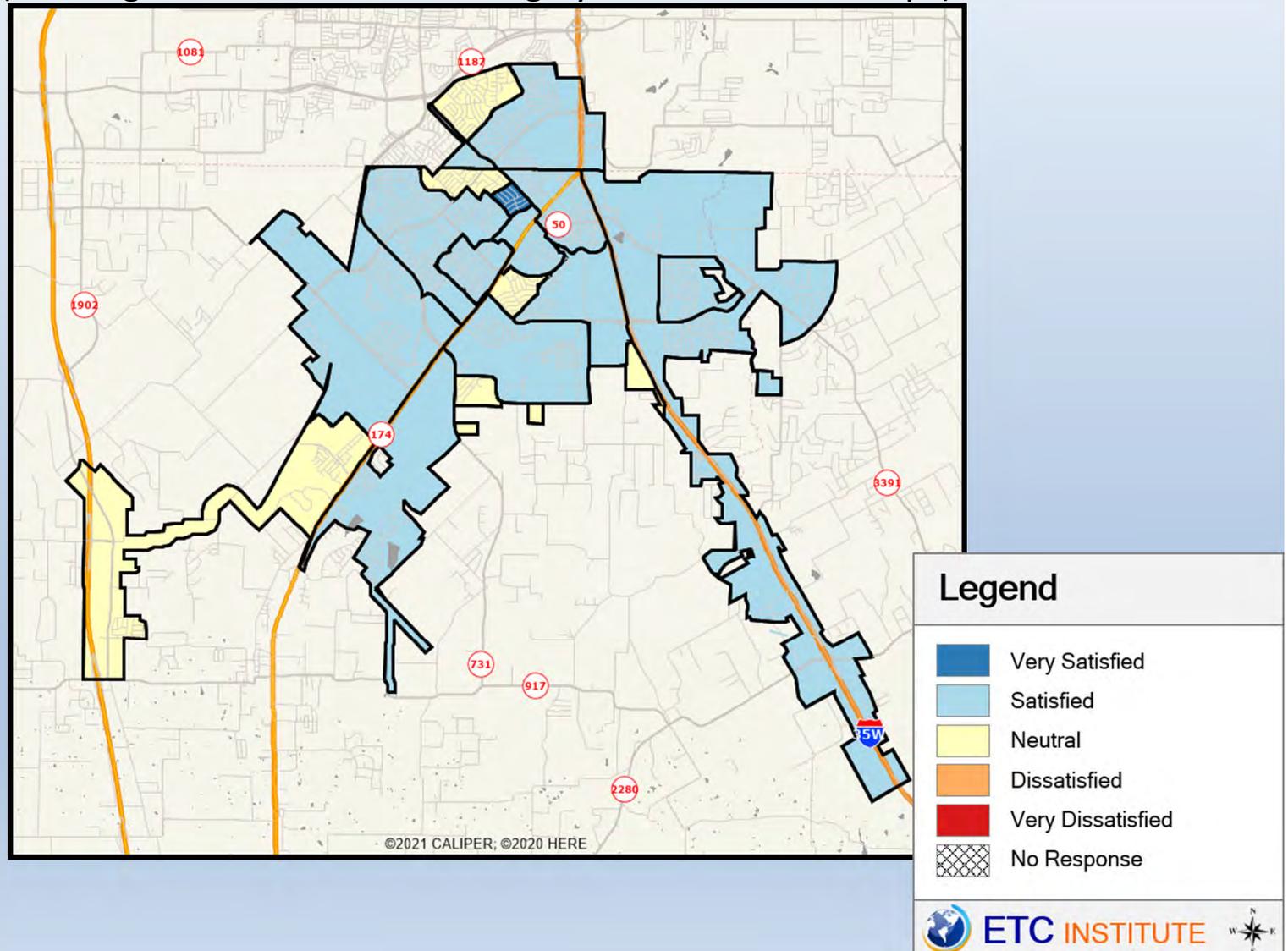- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q29-1. Access and ability to interact with city administration

(Shading reflects the mean rating by Census Block Groups)

Legend

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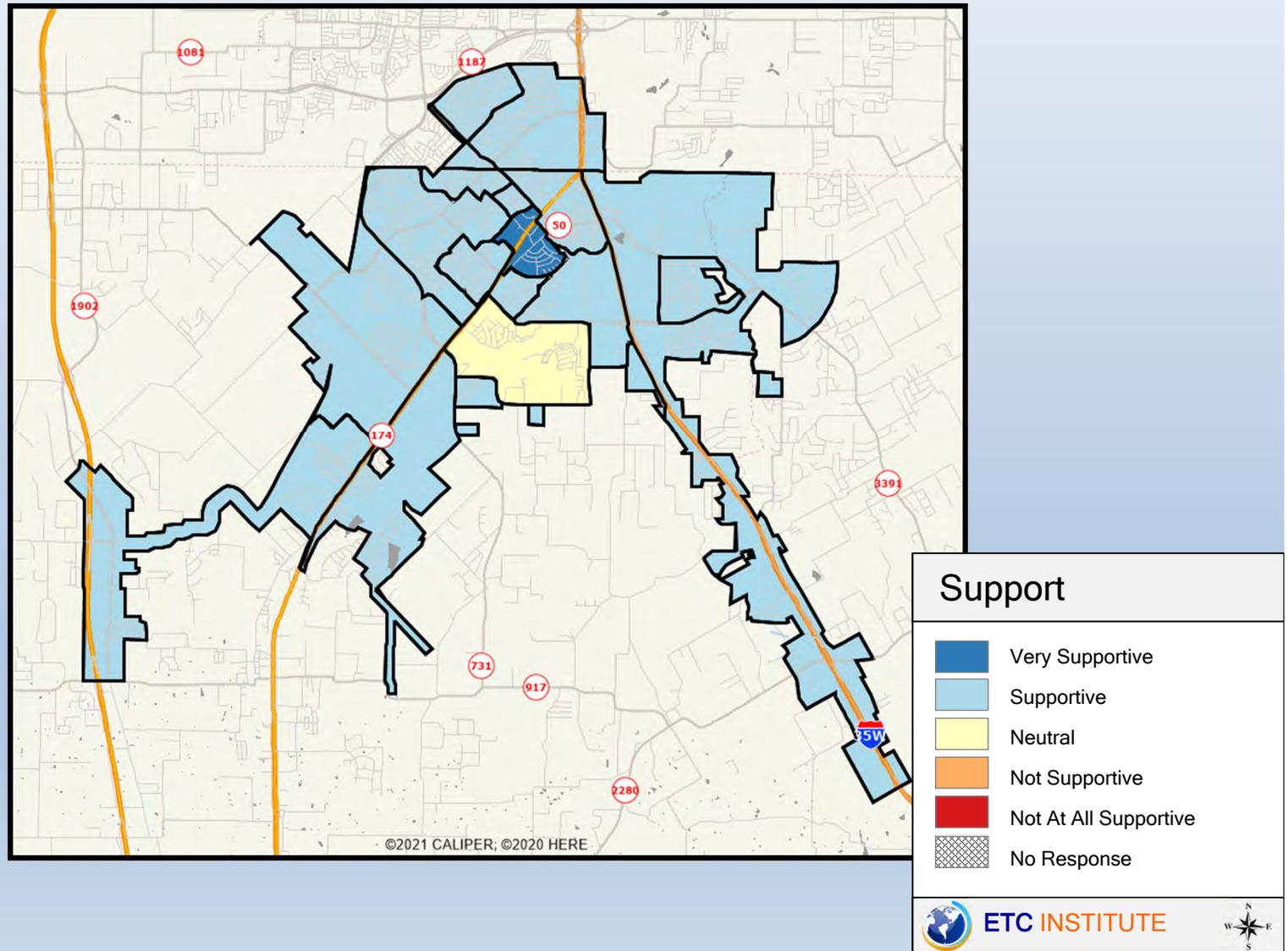- No Response

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Q29-2. Access and ability to interact with the city's elected officials

(Shading reflects the mean rating by Census Block Groups)

Q30-1. Commercial/retail

(Shading reflects the mean rating by Census Block Groups)

Support

- **Very Supportive** (dark blue)
- **Supportive** (light blue)
- **Neutral** (yellow)
- **Not Supportive** (orange)
- **Not At All Supportive** (red)
- **No Response** (hatched)

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Q30-2. Food/restaurant/entertainment

(Shading reflects the mean rating by Census Block Groups)

Support

- ■ Very Supportive
- ■ Supportive
- ■ Neutral
- ■ Not Supportive
- ■ Not At All Supportive
- ▨ No Response

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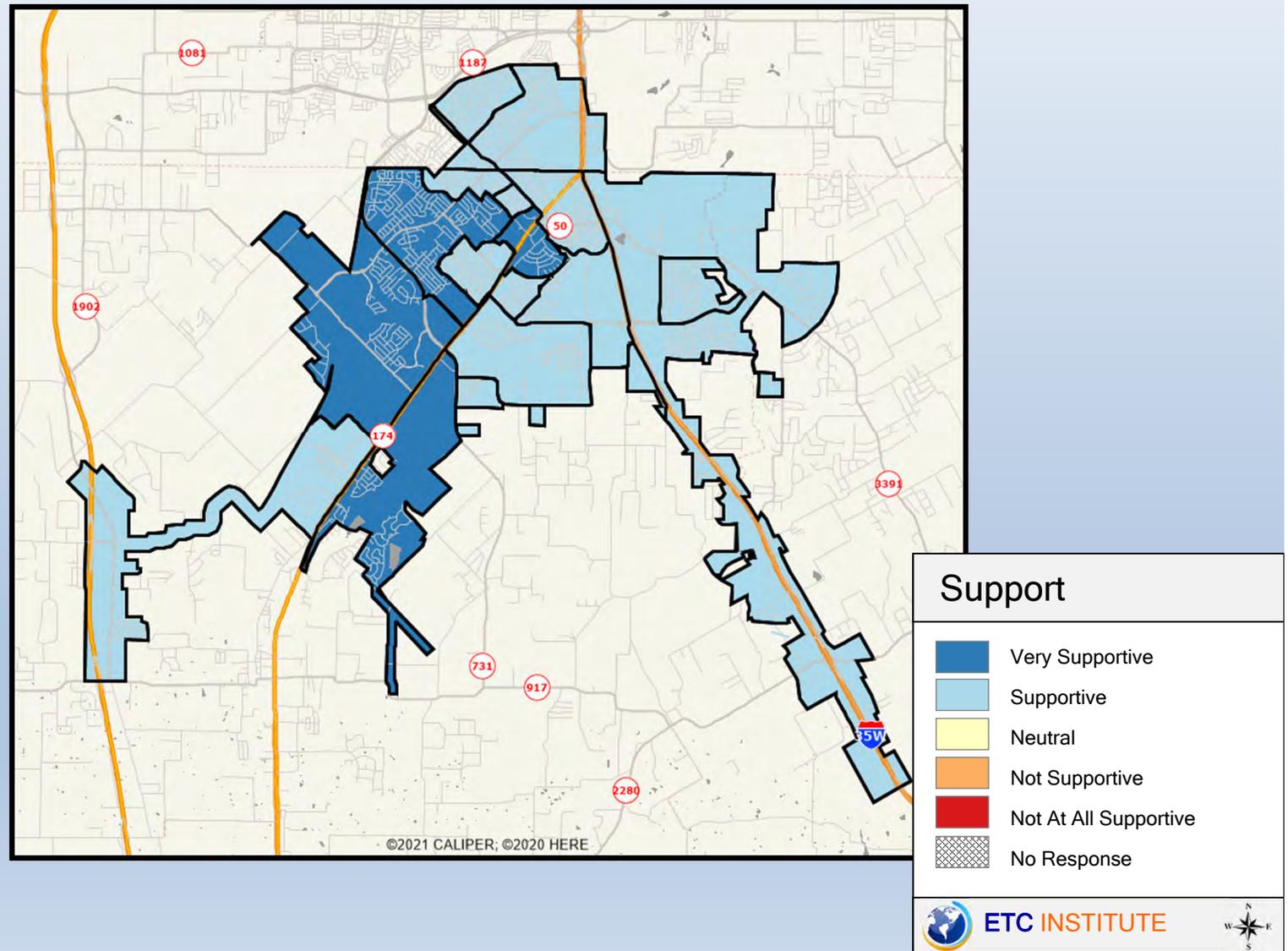
Q30-3. Heavy commercial/industrial

(Shading reflects the mean rating by Census Block Groups)

Support

- Very Supportive
- Supportive
- Neutral
- Not Supportive
- Not At All Supportive
- No Response

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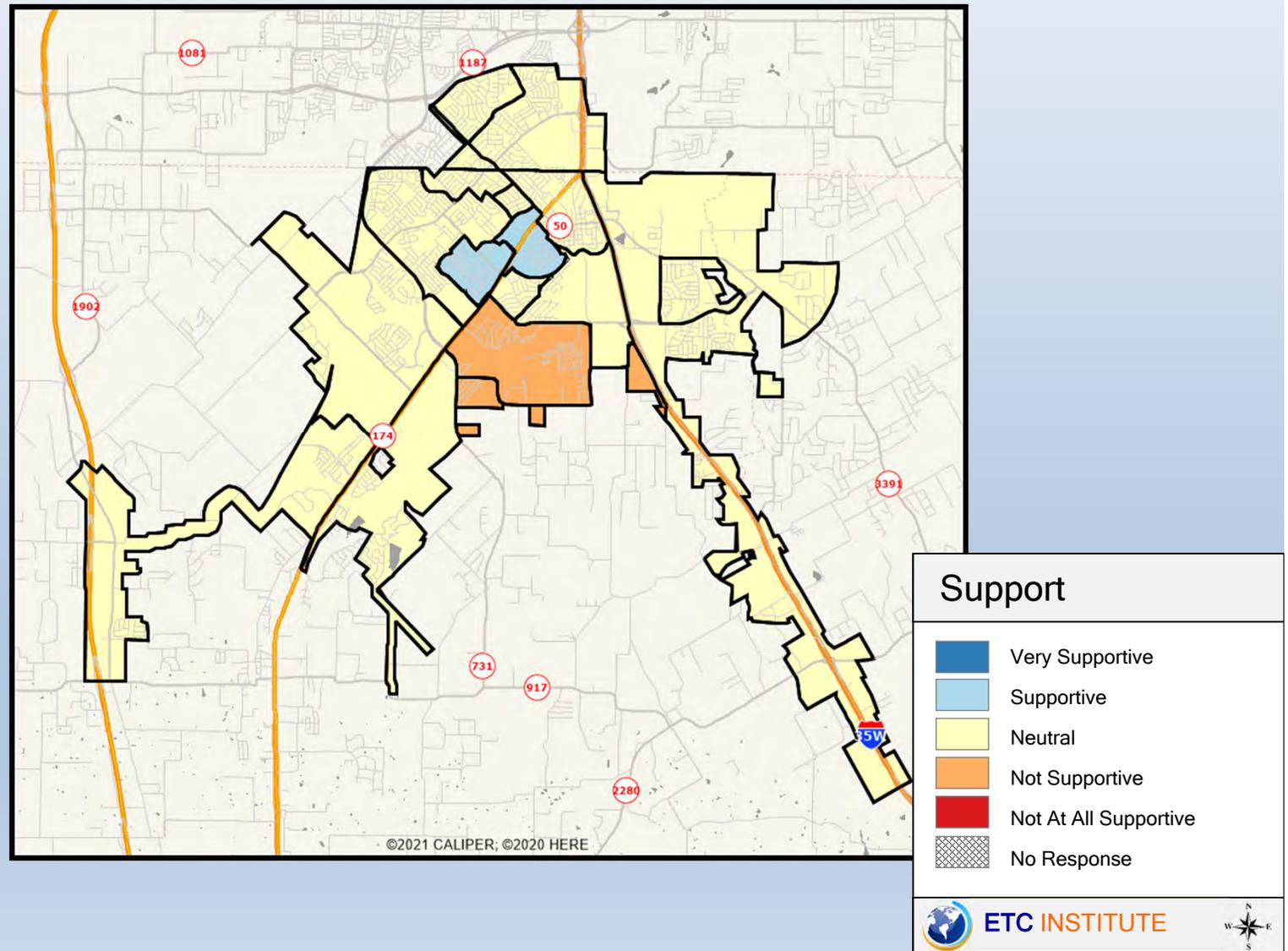
Q30-4. Single family housing

(Shading reflects the mean rating by Census Block Groups)

Support

■	Very Supportive
■	Supportive
■	Neutral
■	Not Supportive
■	Not At All Supportive
▨	No Response

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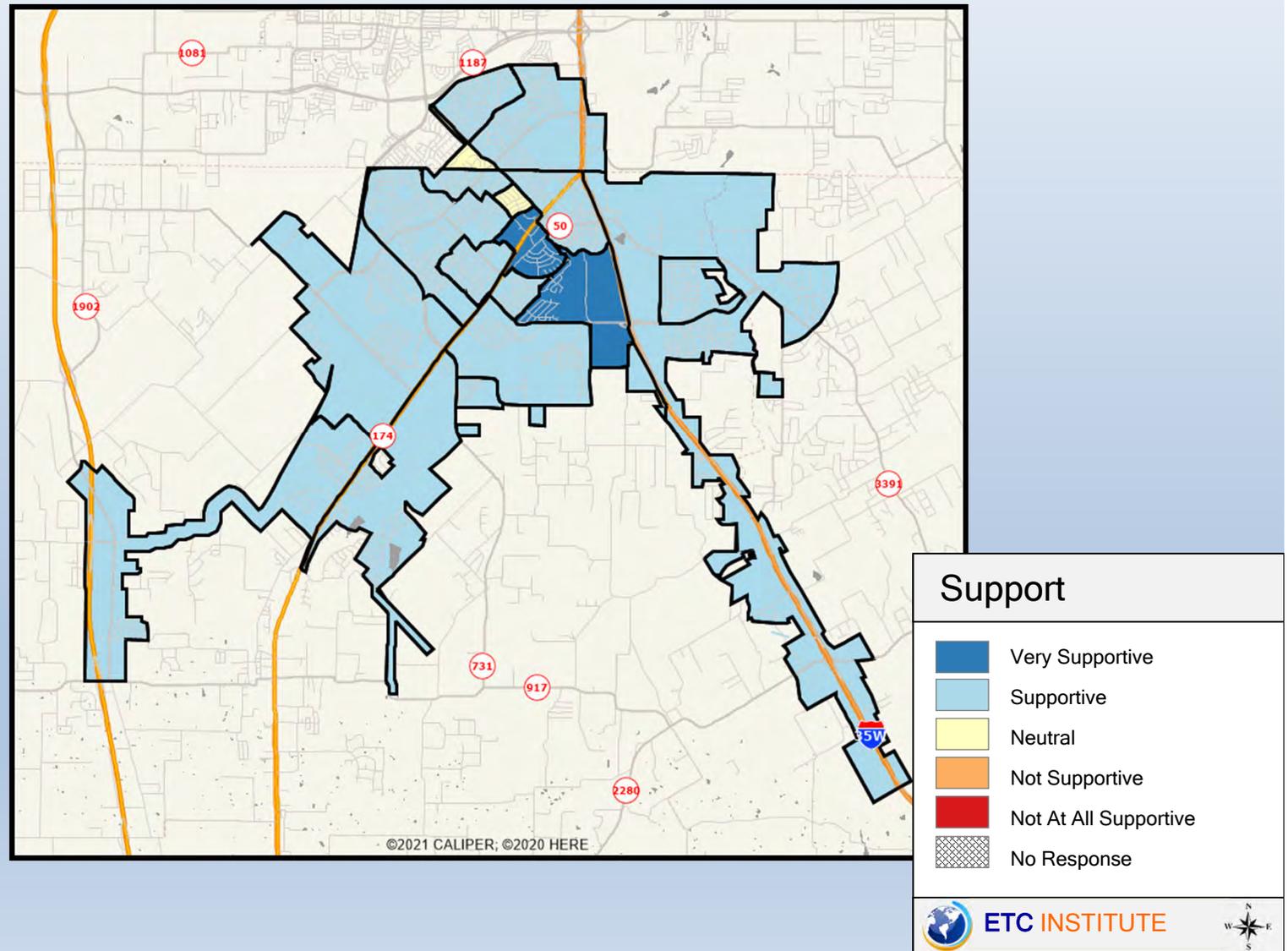
Q30-5. Multi-family housing

(Shading reflects the mean rating by Census Block Groups)

Support

■	Very Supportive
■	Supportive
■	Neutral
■	Not Supportive
■	Not At All Supportive
▦	No Response

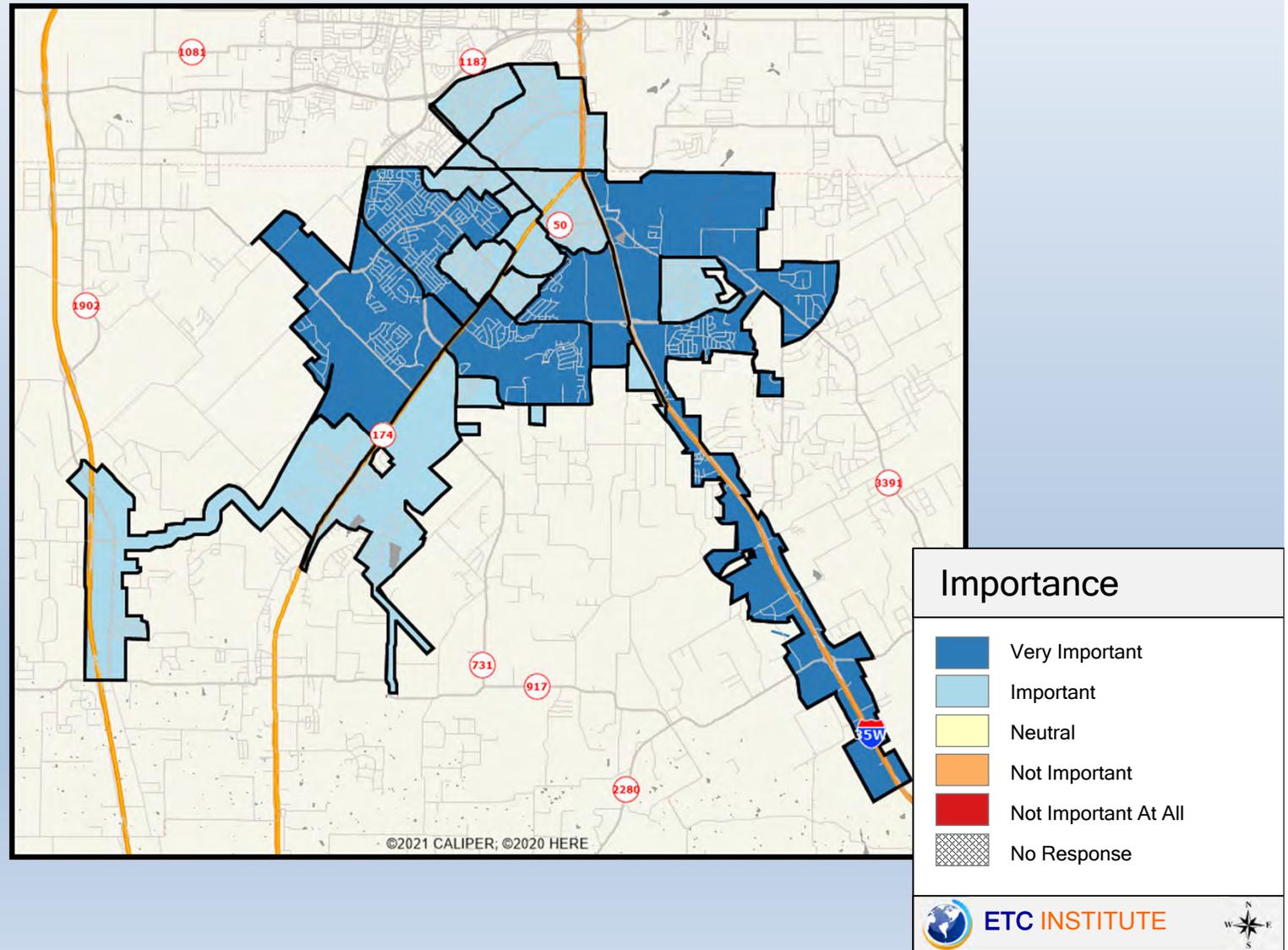ETC INSTITUTE

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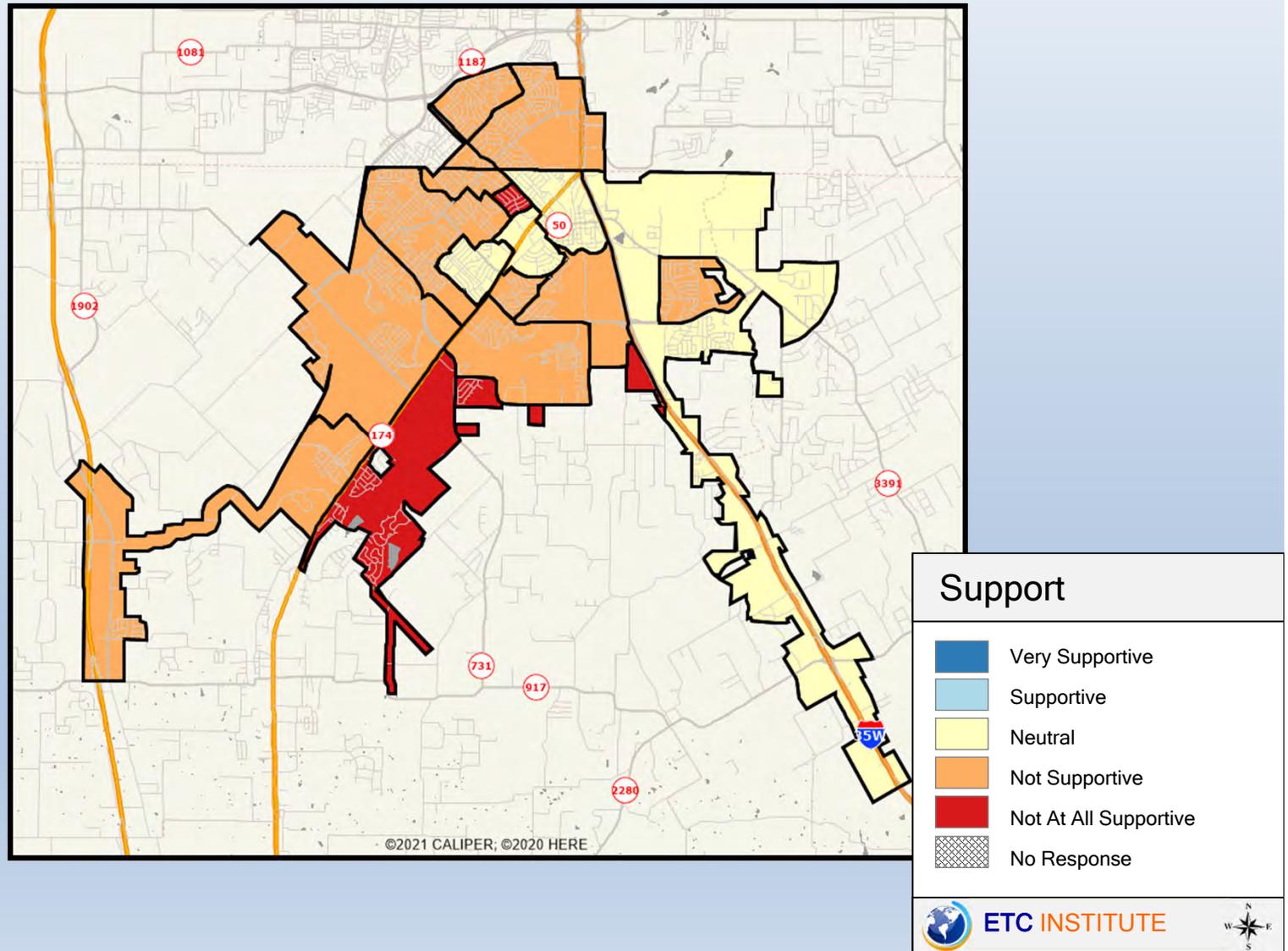
Q31-1. Maintenance of the city's infrastructure (roads, bridges, street signs, etc.)

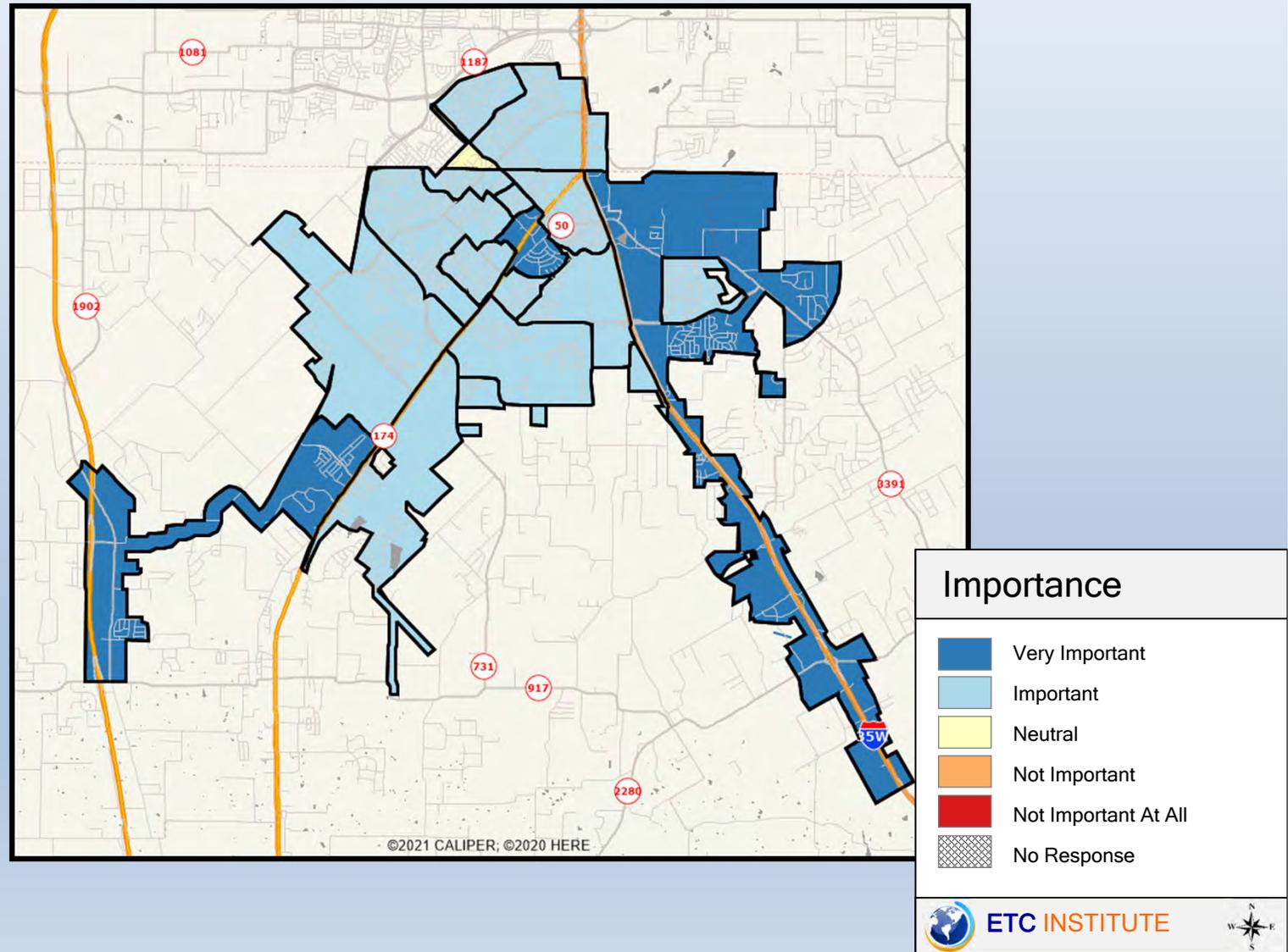(Shading reflects the mean rating by Census Block Groups)
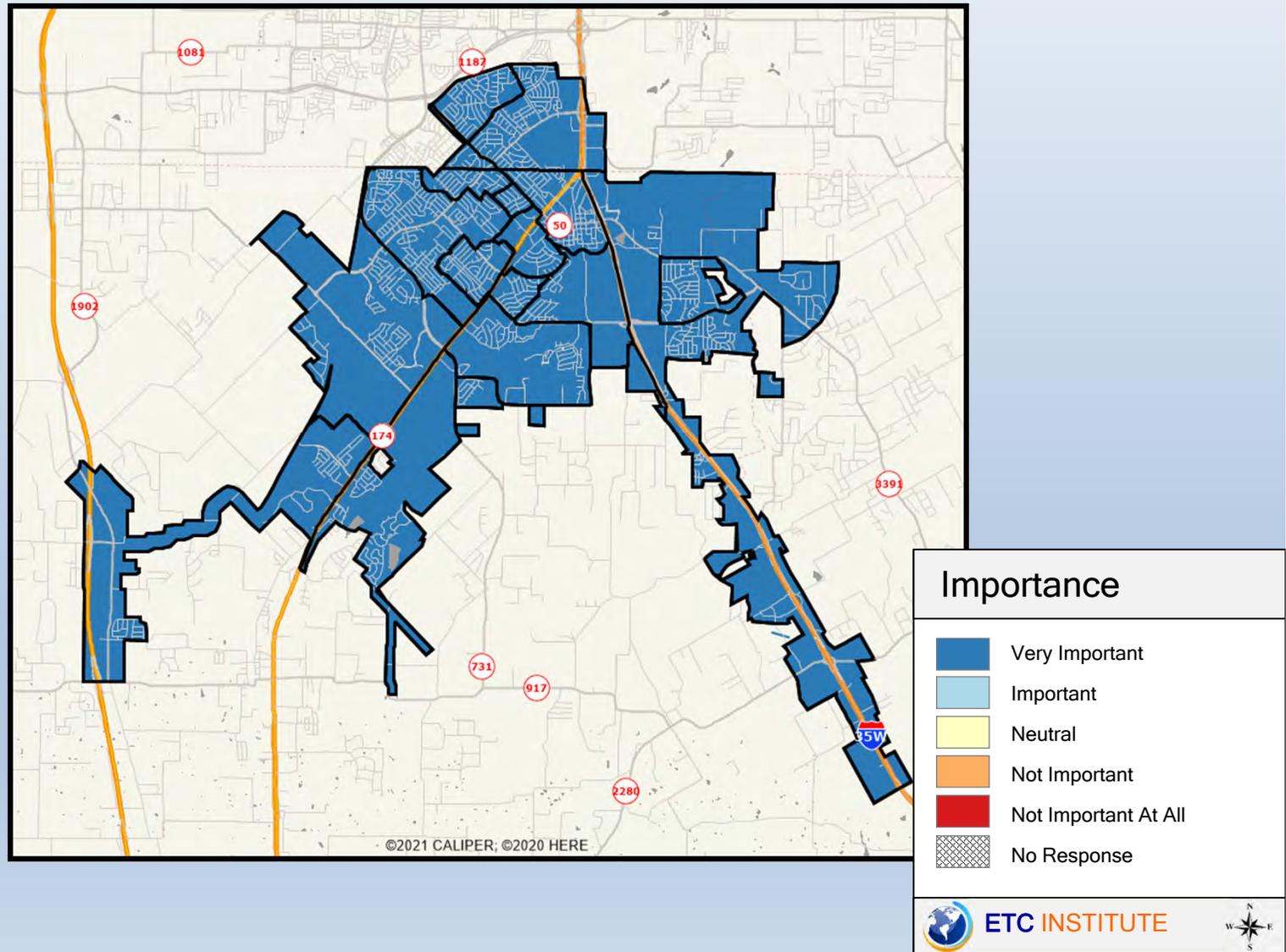
Q31-2. Parks and Recreation (park maintenance, programming, leisure opportunities, etc.)
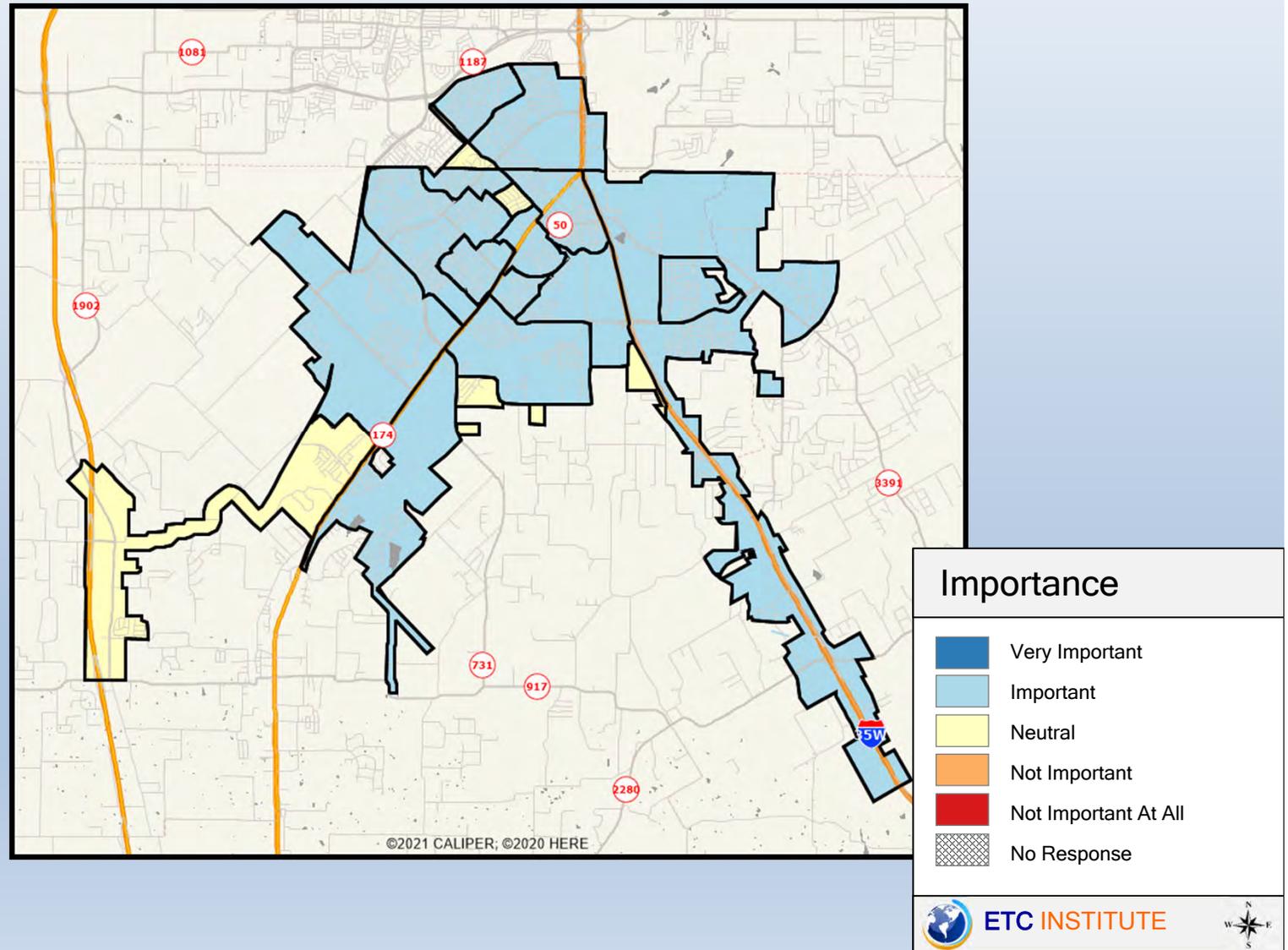
(Shading reflects the mean rating by Census Block Groups)

Q31-3. Economic Development (business retention, business development, etc.)

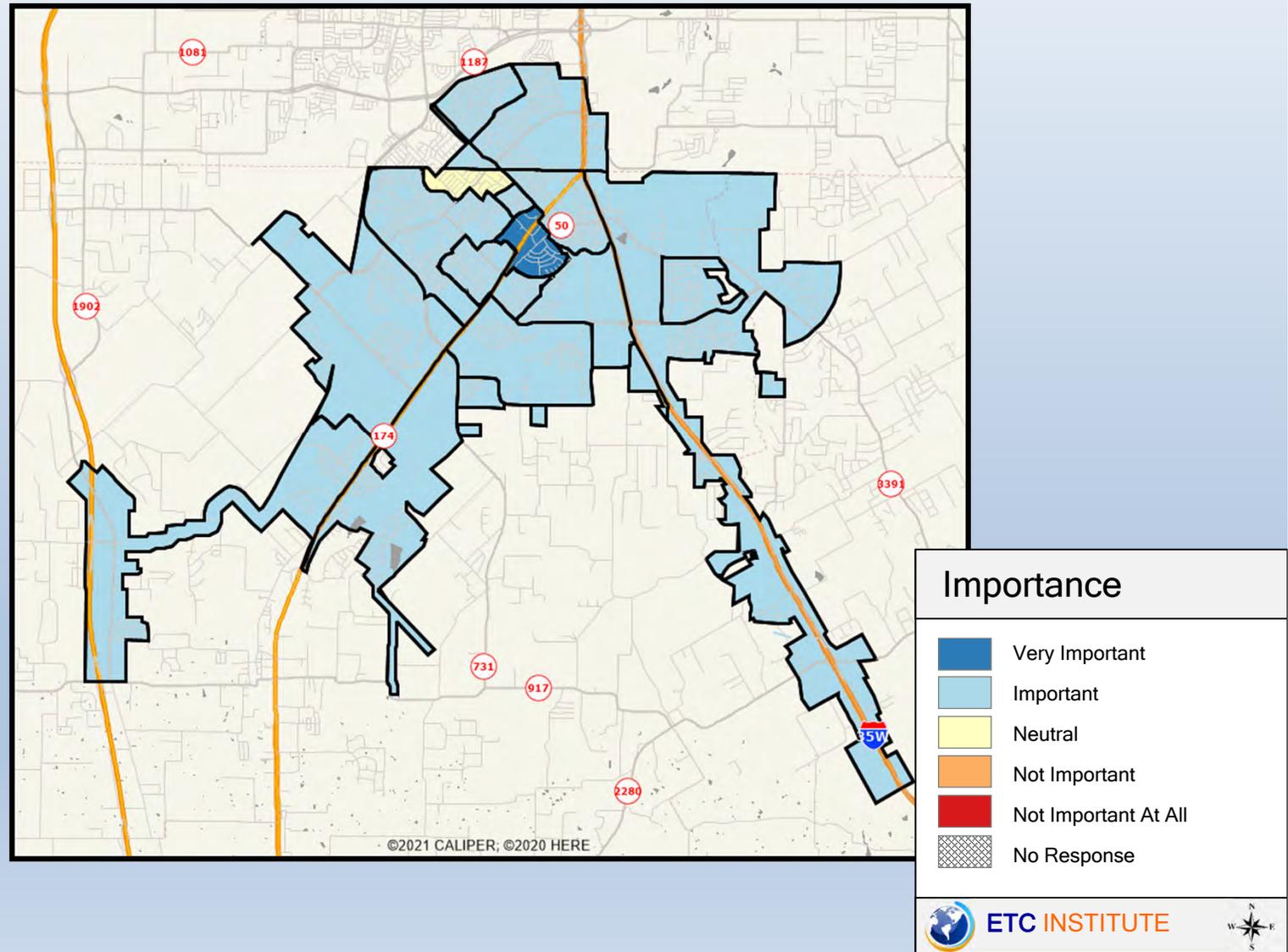(Shading reflects the mean rating by Census Block Groups)

Q31-4. Transportation Systems (streets, trains, rapid transit, public transit, etc.)

(Shading reflects the mean rating by Census Block Groups)

Importance

- Very Important
- Important
- Neutral
- Not Important
- Not Important At All
- No Response

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Q31-5. Customer Service by city employees (meaningful citizen engagement, effective use of new technology, efficient processes and resource management)
(Shading reflects the mean rating by Census Block Groups)

Importance

- Very Important
- Important
- Neutral
- Not Important
- Not Important At All
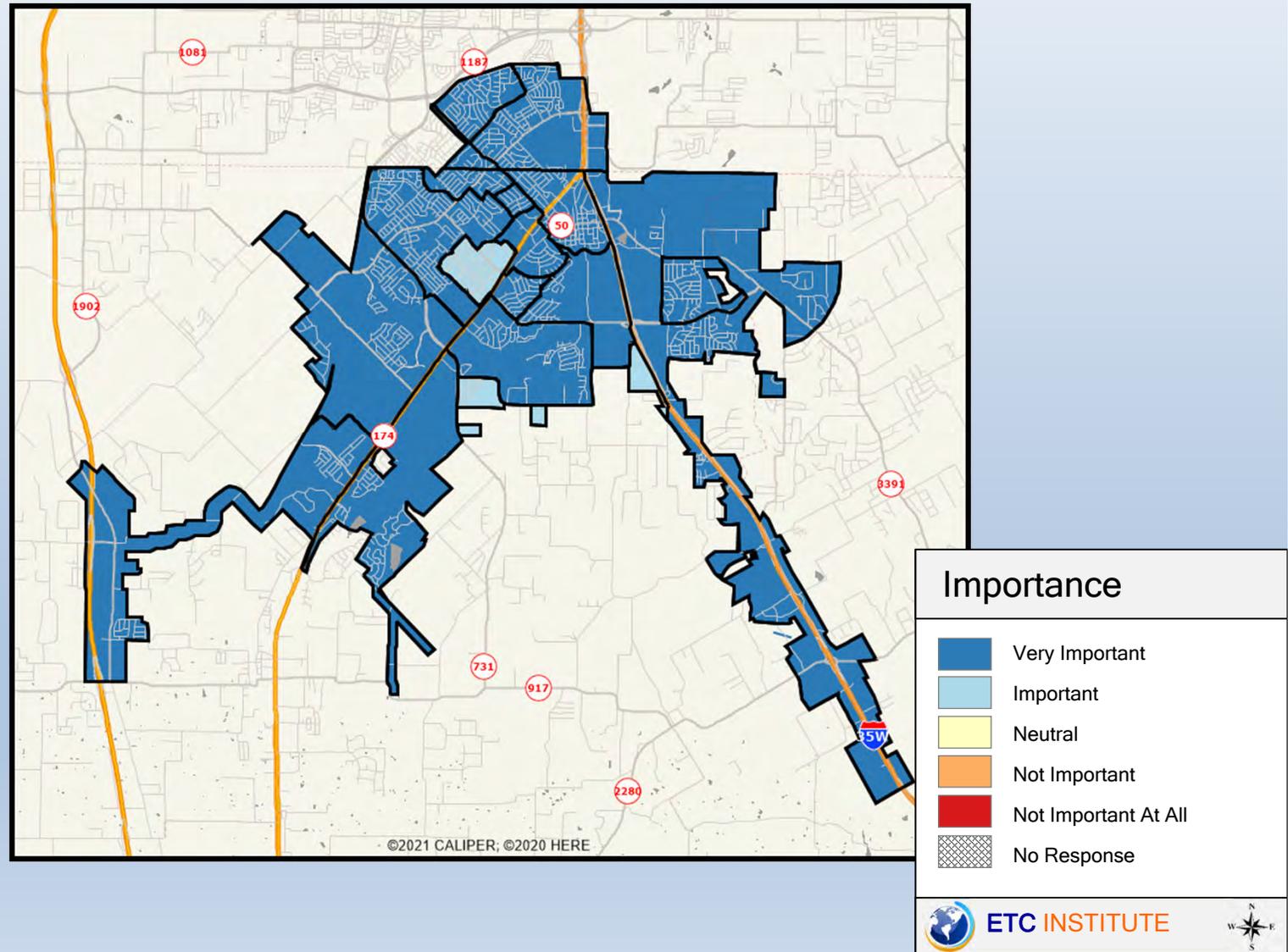- No Response

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Q31-6. Financial Planning (implement long-term financial plans, participate in best practices)

(Shading reflects the mean rating by Census Block Groups)
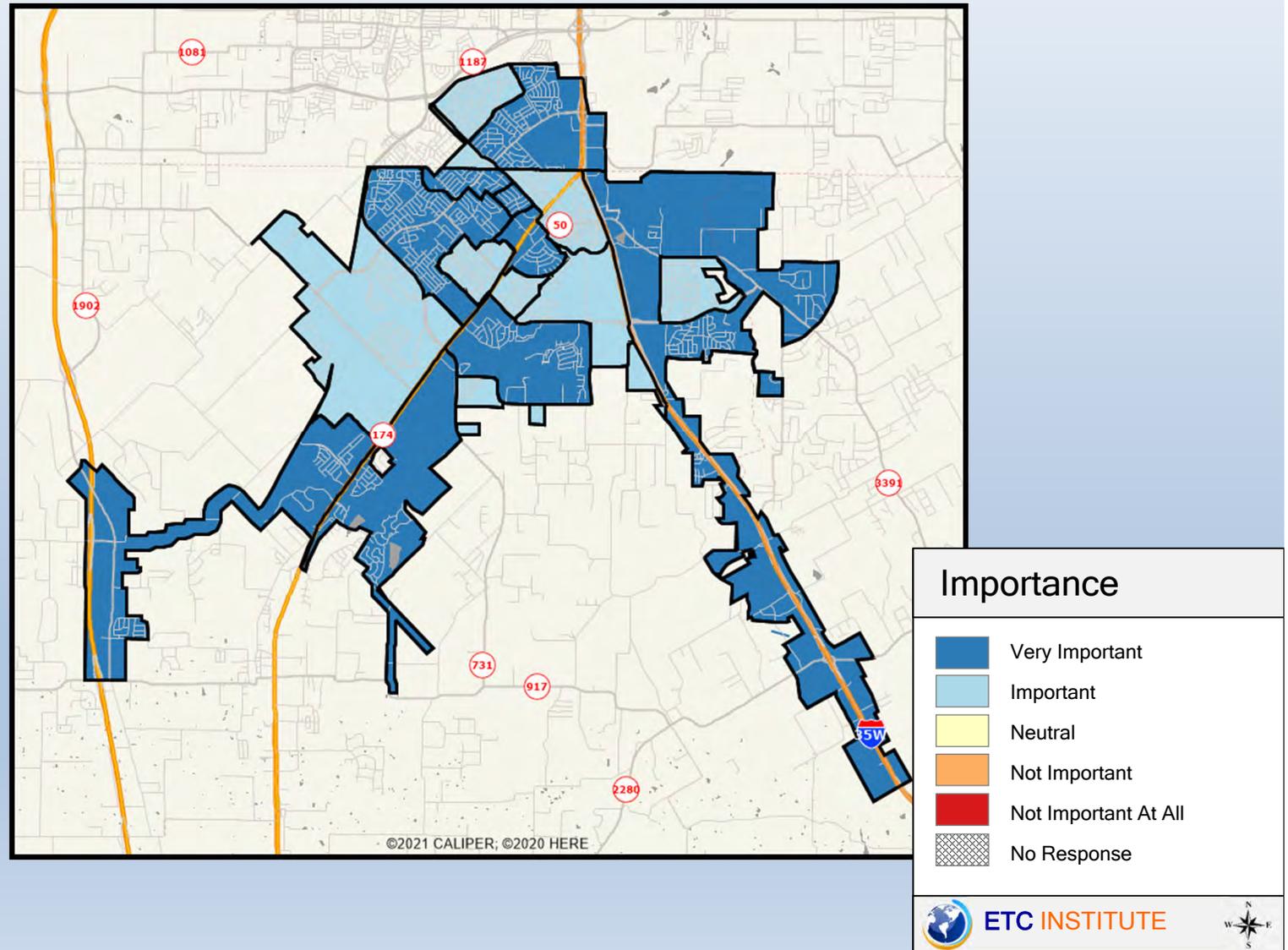
Q31-7. Public Safety (training for first responders, community involvement, etc.)

(Shading reflects the mean rating by Census Block Groups)

Q31-8. Public Communication and Outreach

(Shading reflects the mean rating by Census Block Groups)

Importance

- Very Important
- Important
- Neutral
- Not Important
- Not Important At All
- No Response

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