

City of Burleson Resident Satisfaction Survey GIS Maps

Submitted to the City of Burleson, Texas by:

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

May 2024



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INSTITUTE

Interpreting the Maps

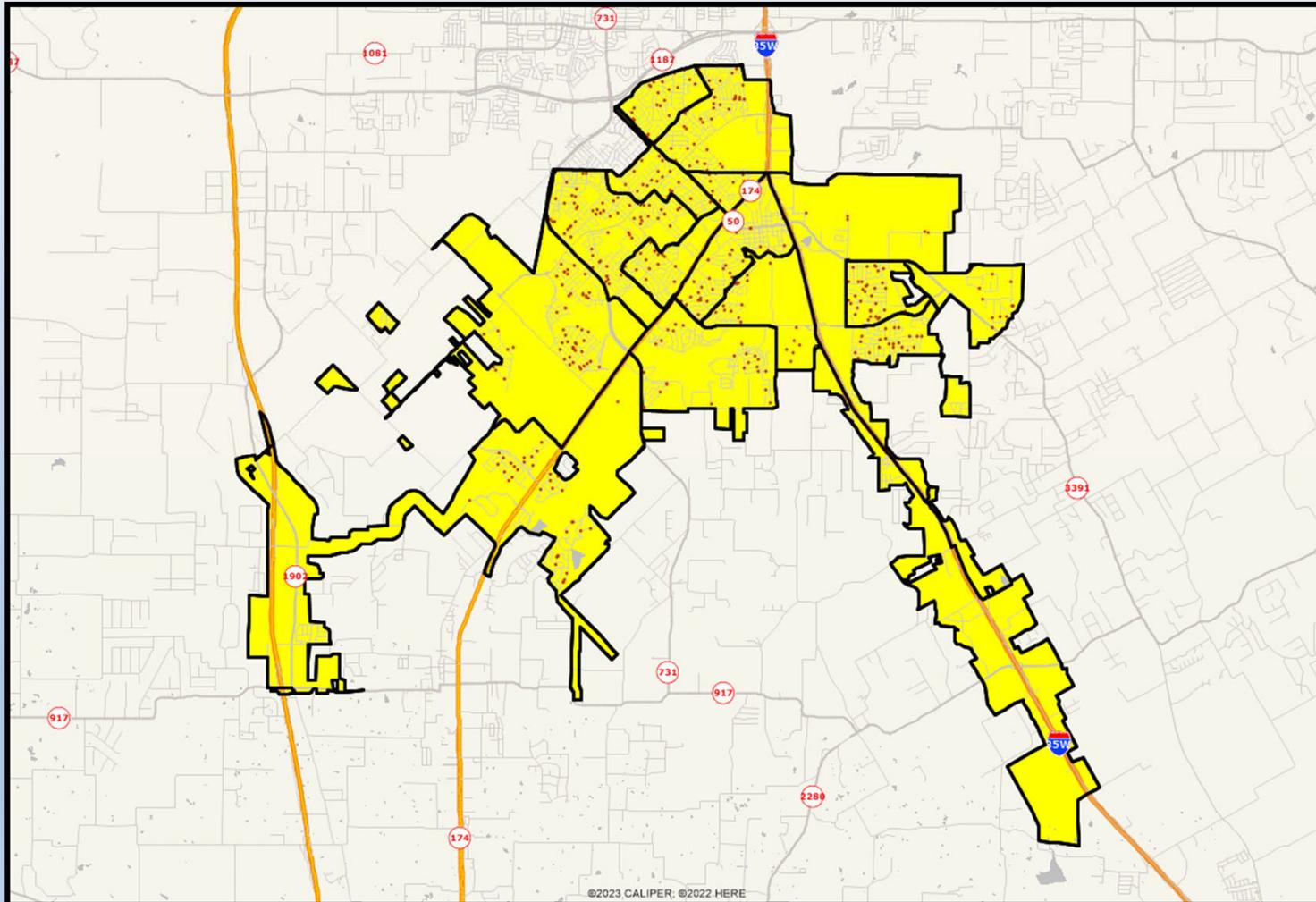
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

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

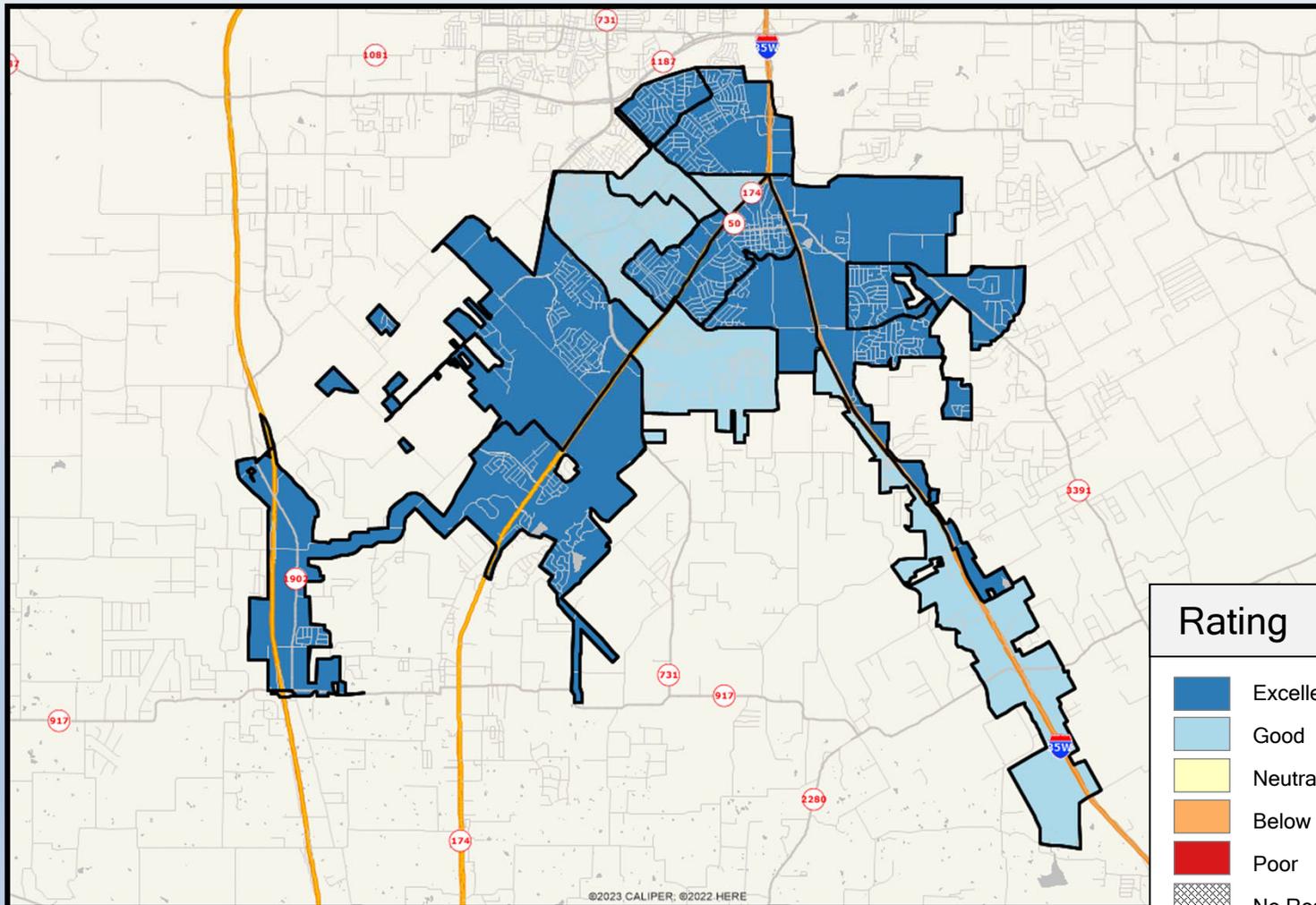
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the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

Location of Respondents

(Boundaries by Census Block Group)



Q1-1. As a place to live

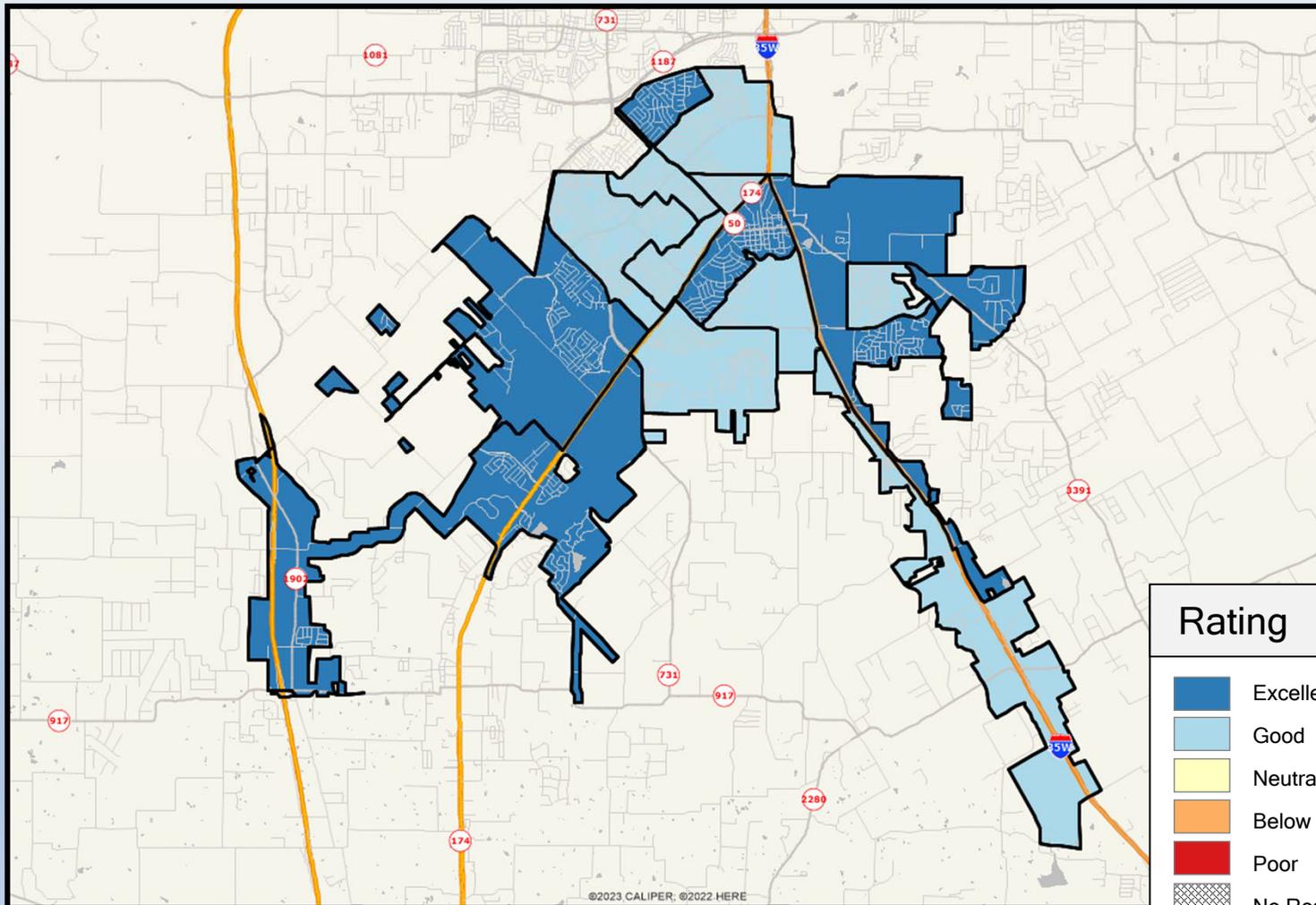


Rating

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

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Q1-2. As a place to raise children

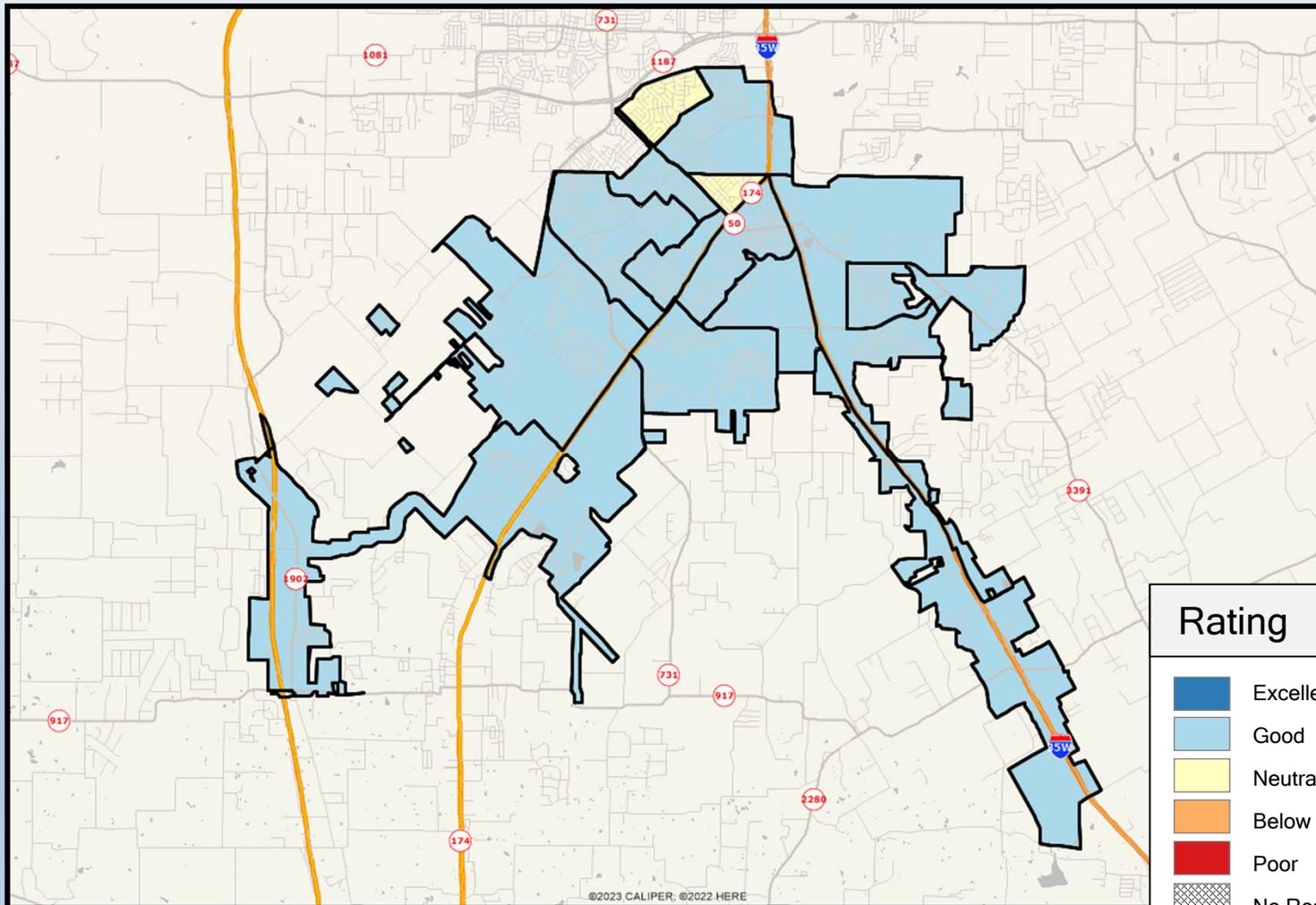


Rating

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

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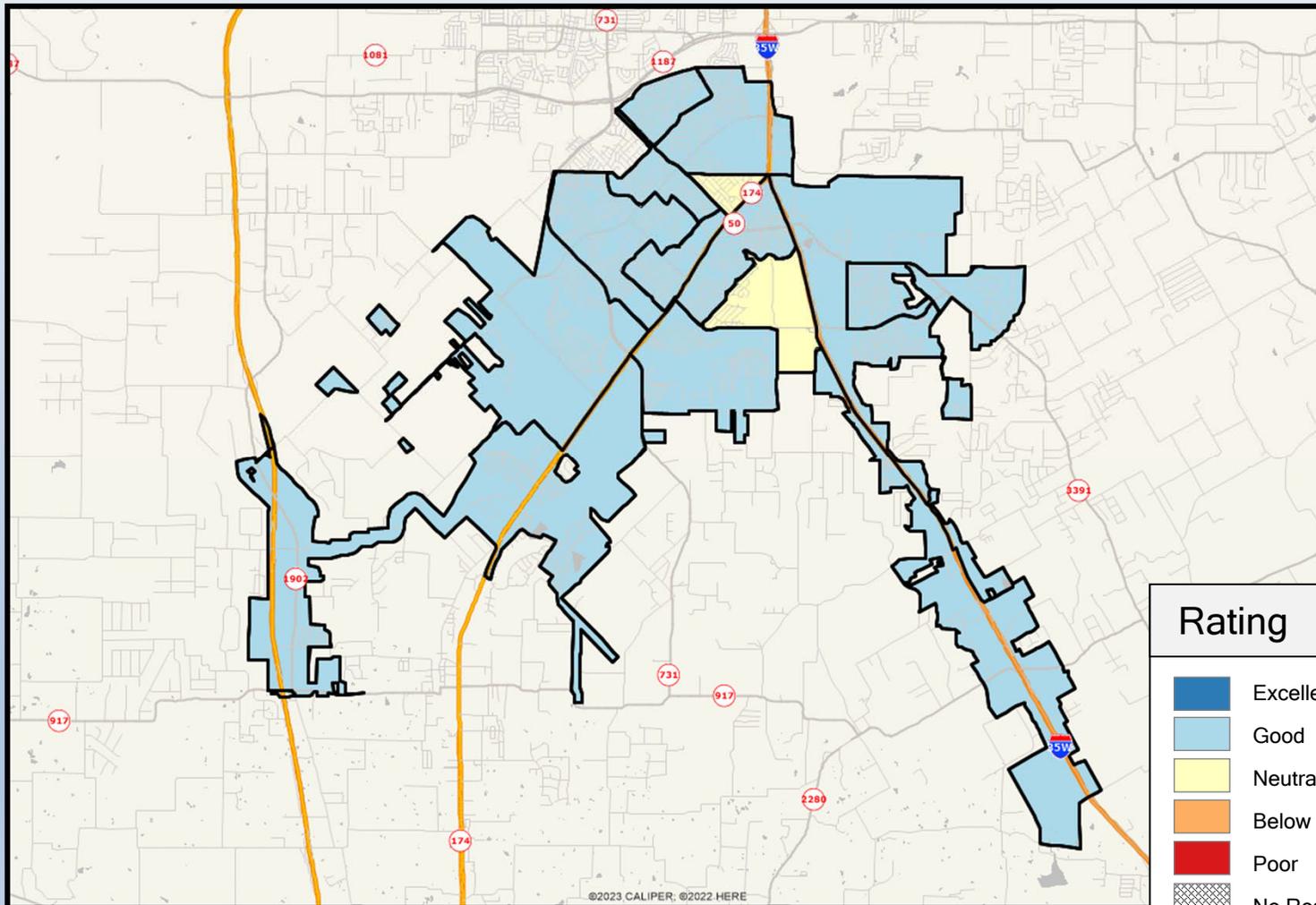
Q1-3. As a place to work



Rating

	Excellent
	Good
	Neutral
	Below Average
	Poor
	No Response

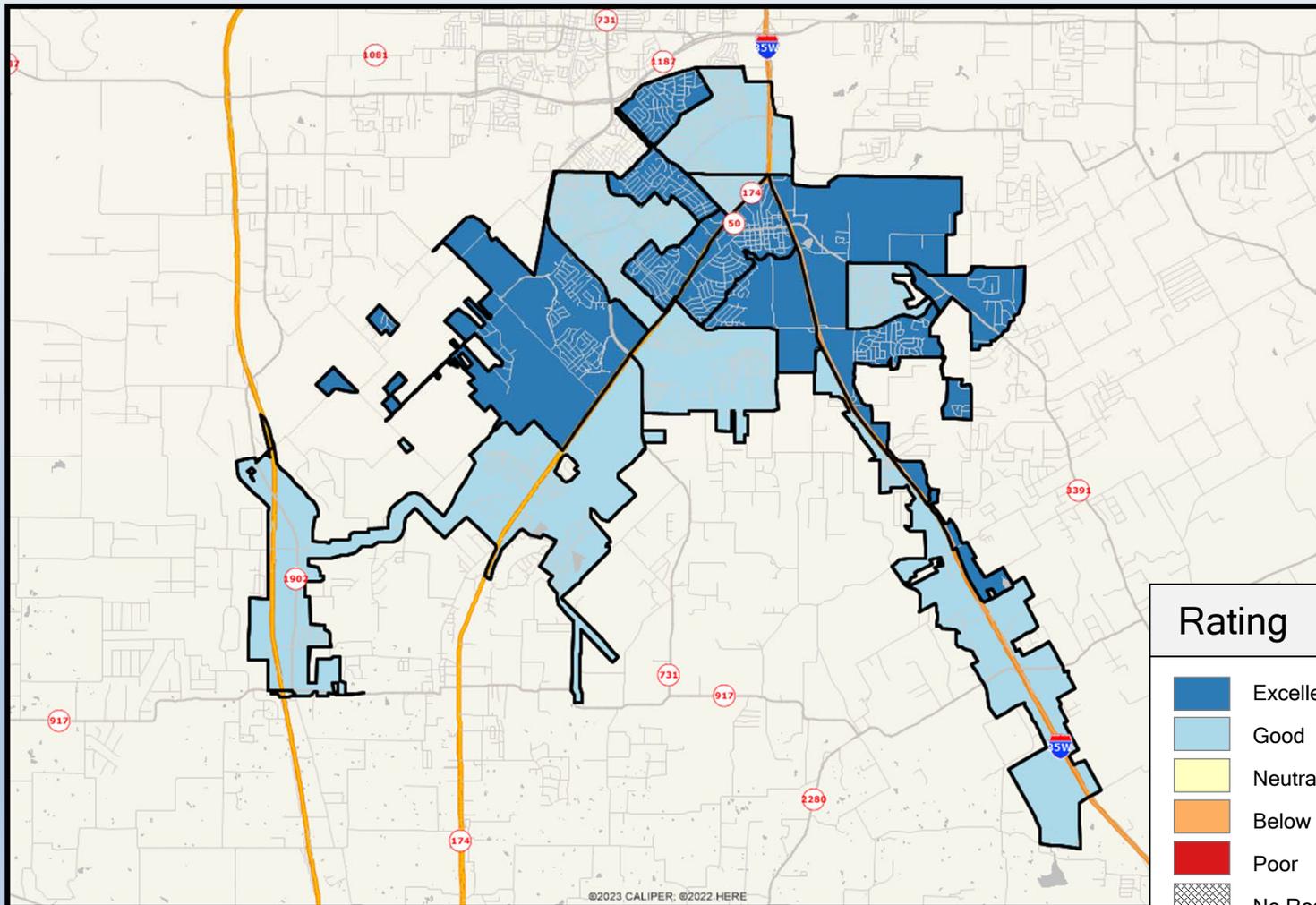
Q1-4. As a place to retire



Rating

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

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

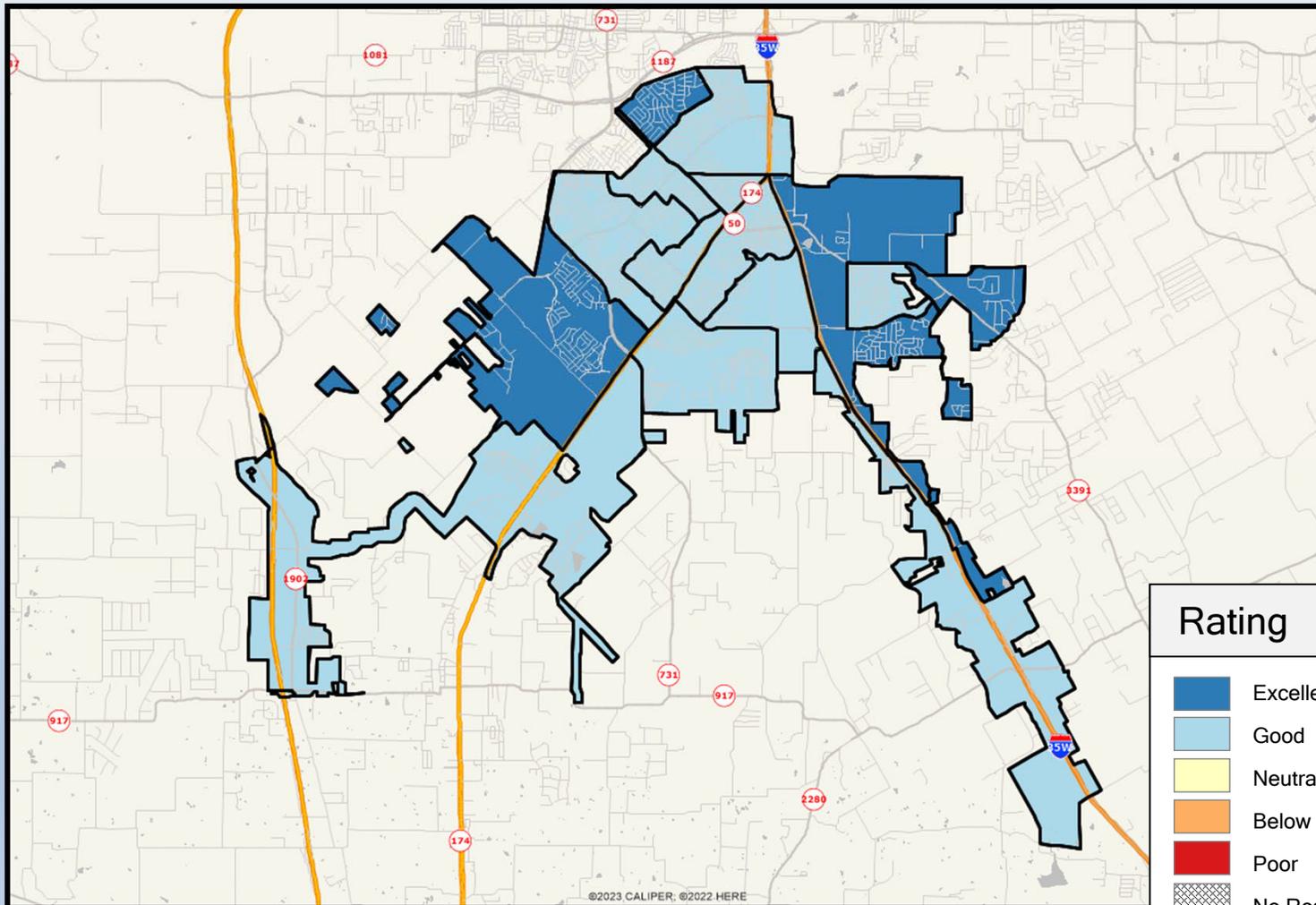


Rating

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

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



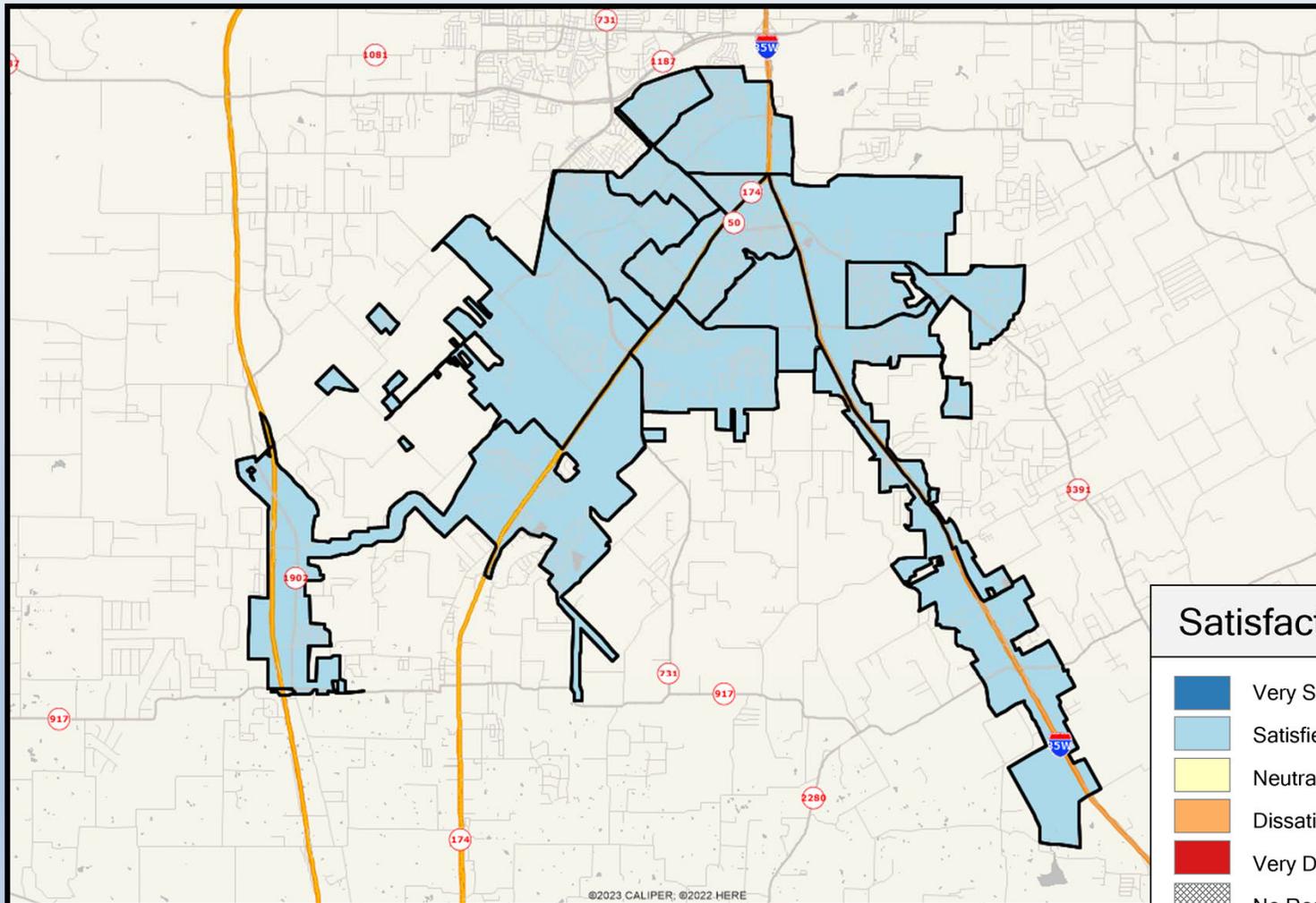
Rating

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

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Q2-01. Effectiveness of city communication with the public

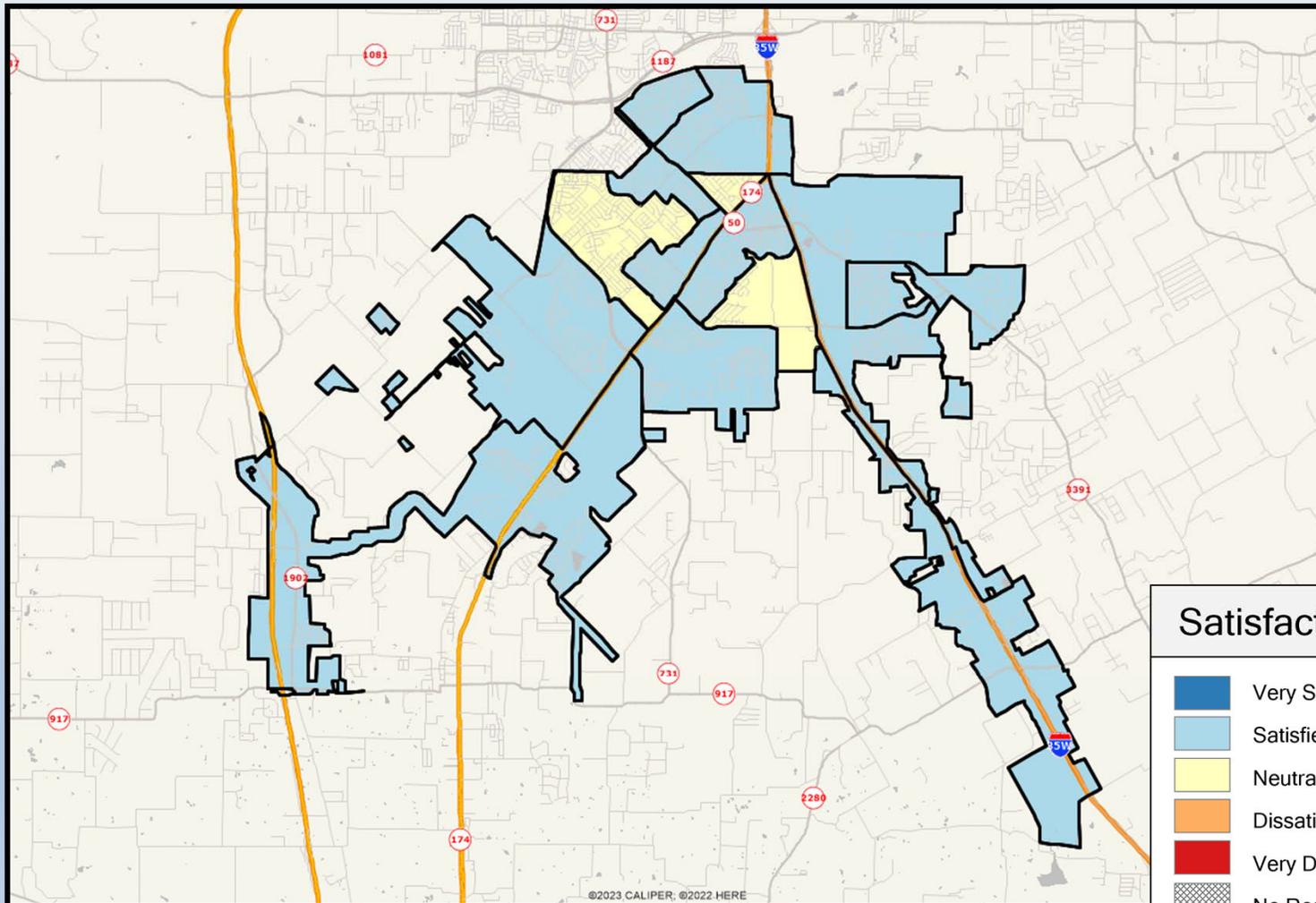


Satisfaction

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

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Q2-02. Enforcement of local codes and ordinances

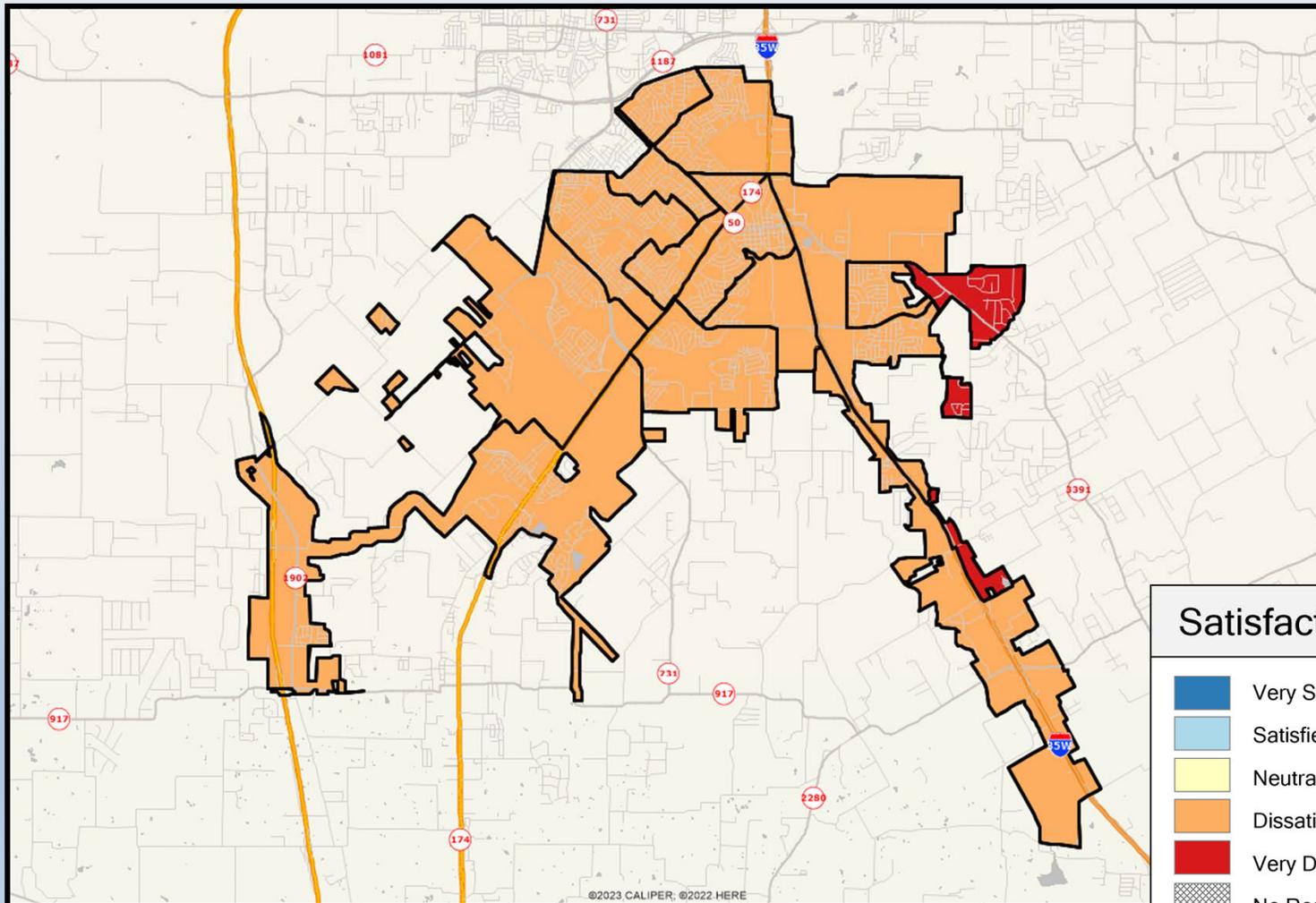


Satisfaction

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

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

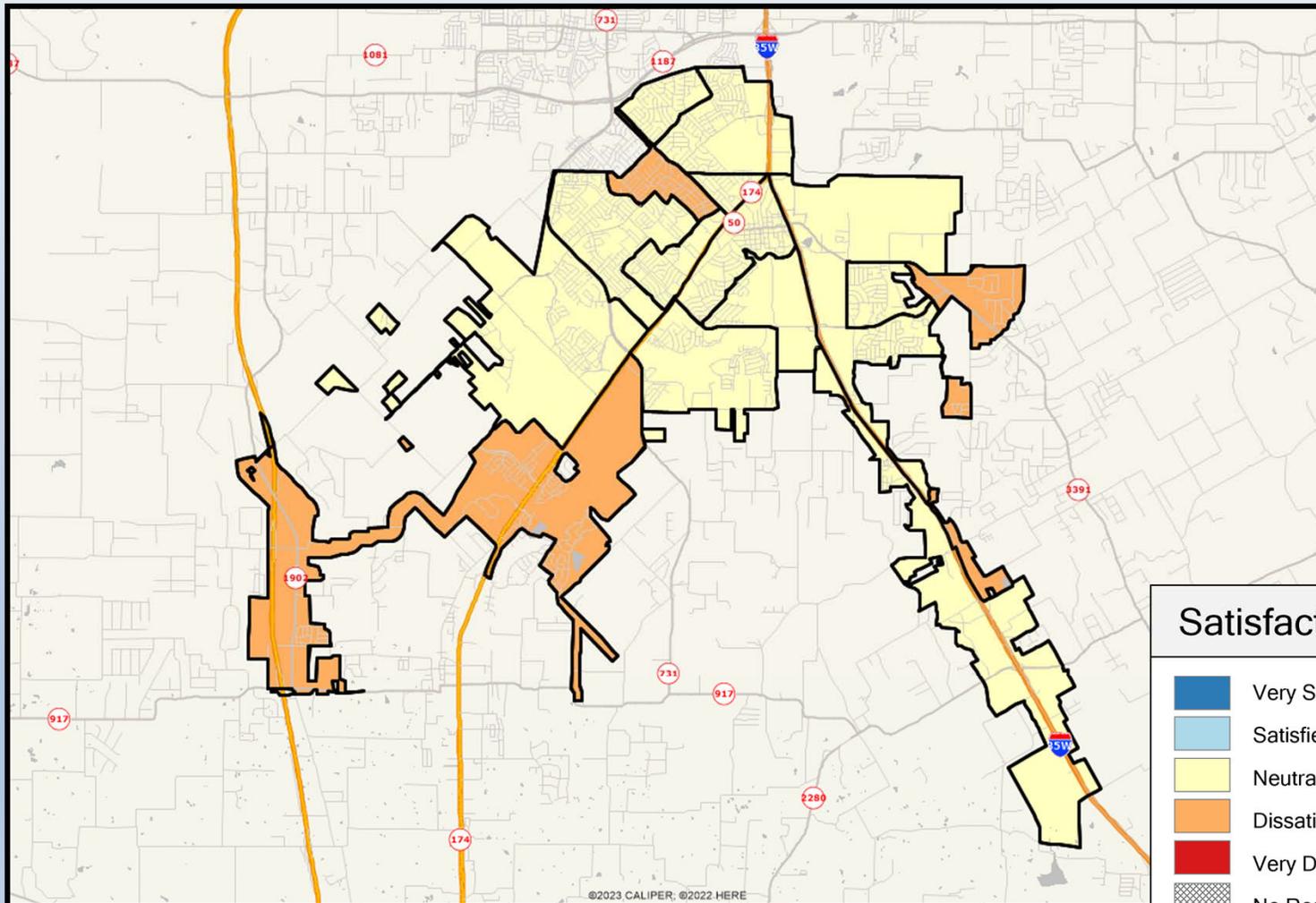


Satisfaction

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

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

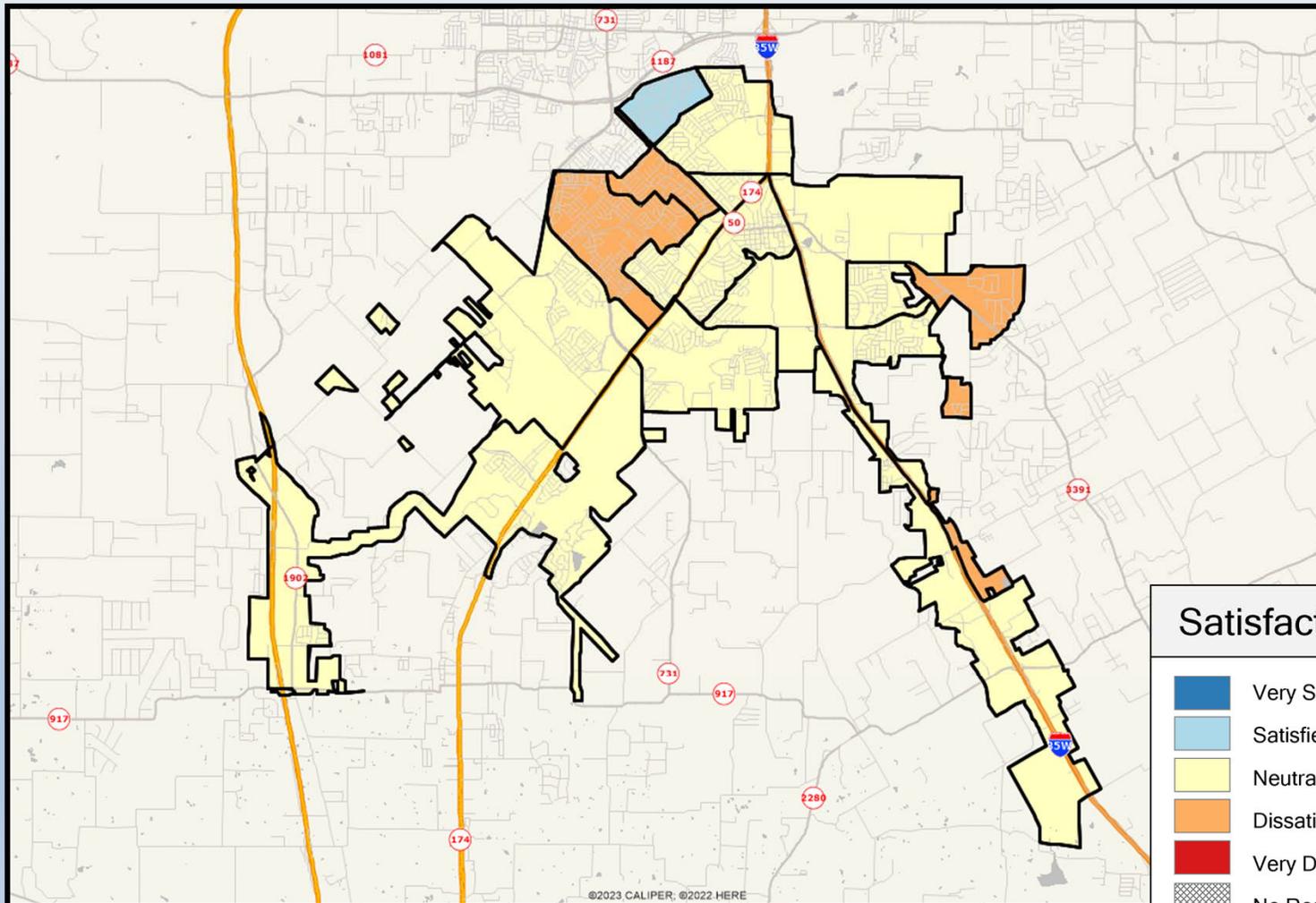


Satisfaction

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

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Q2-05. Maintenance of city streets and sidewalks

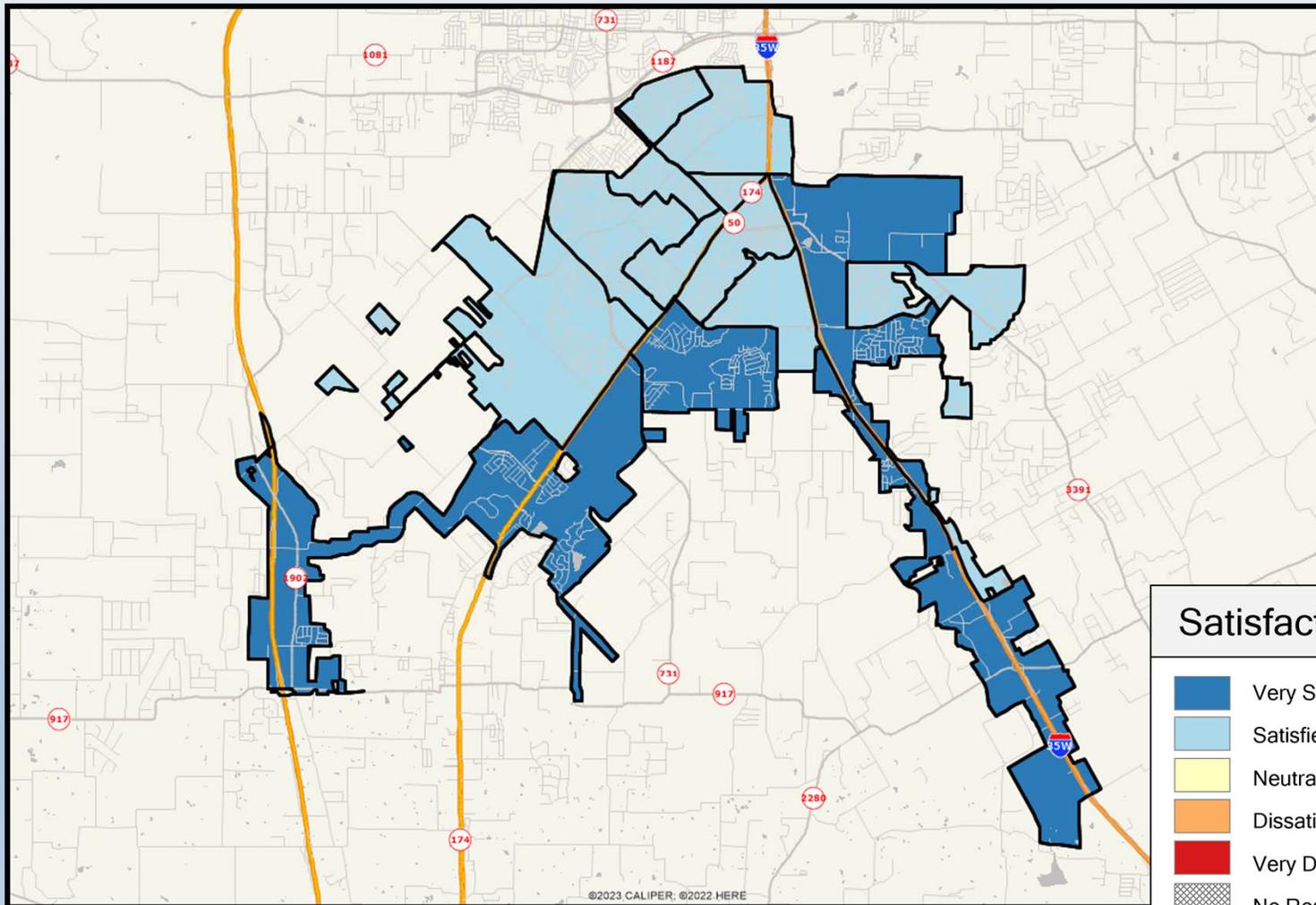


Satisfaction

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

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

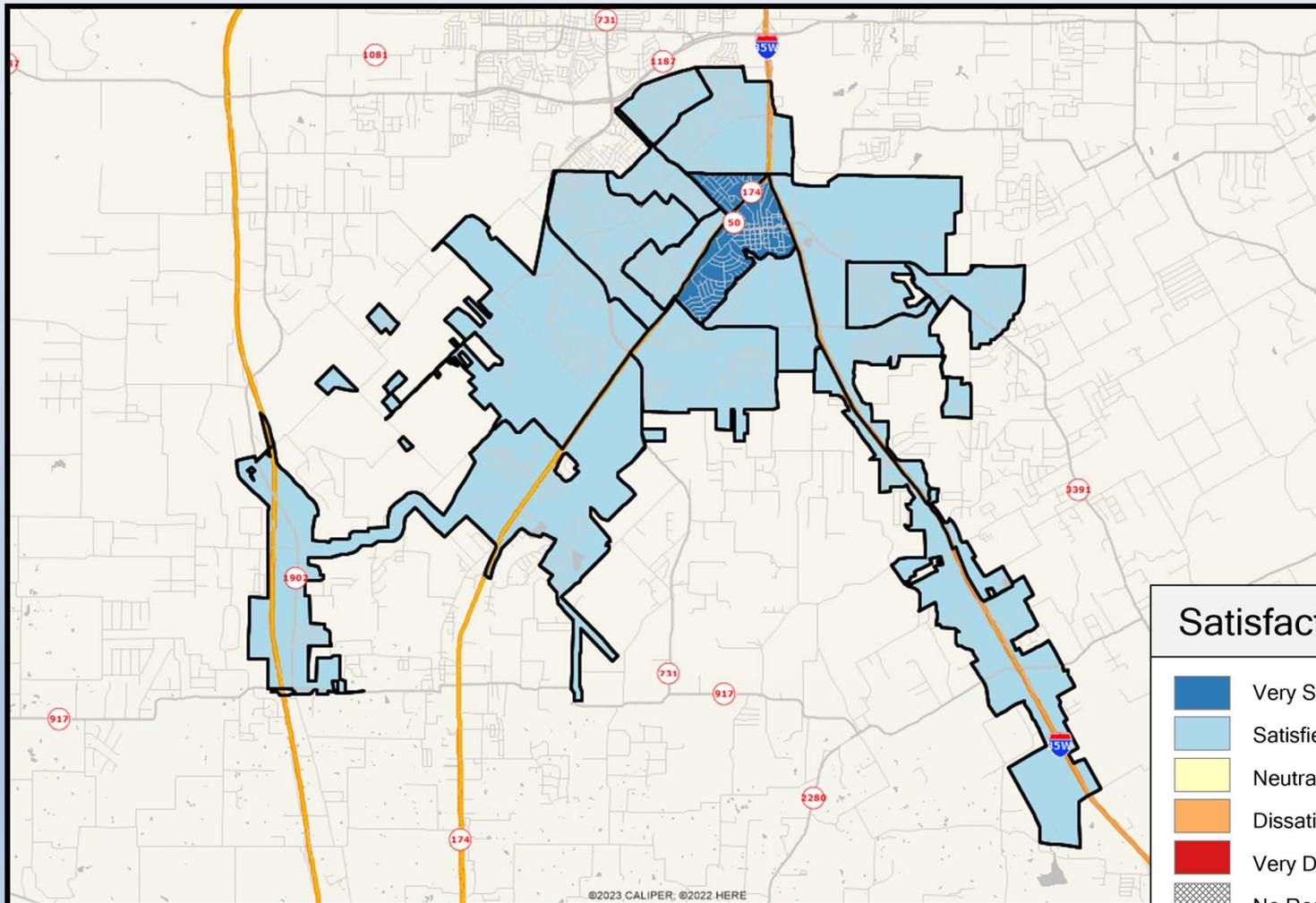


Satisfaction

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

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

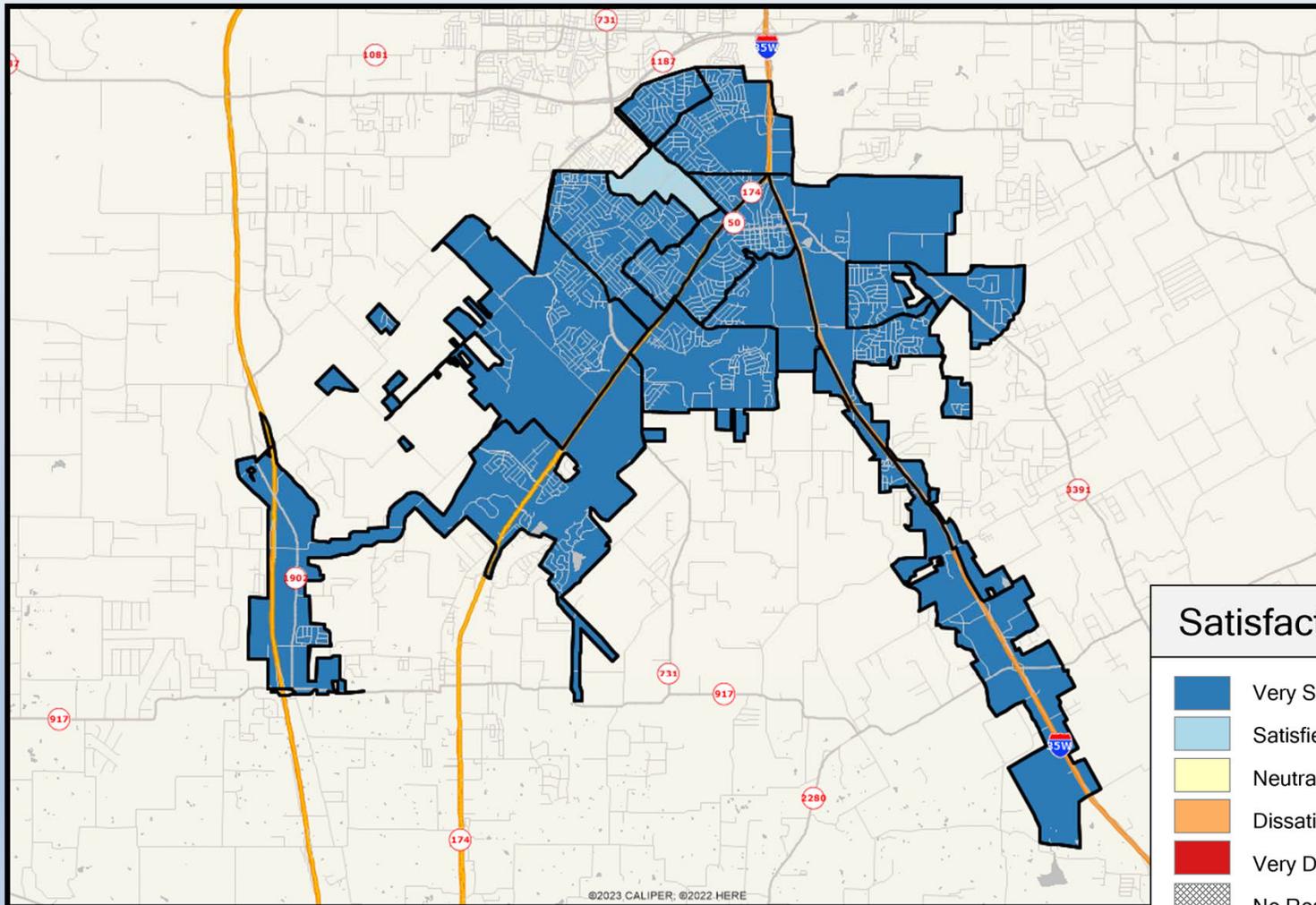


Satisfaction

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

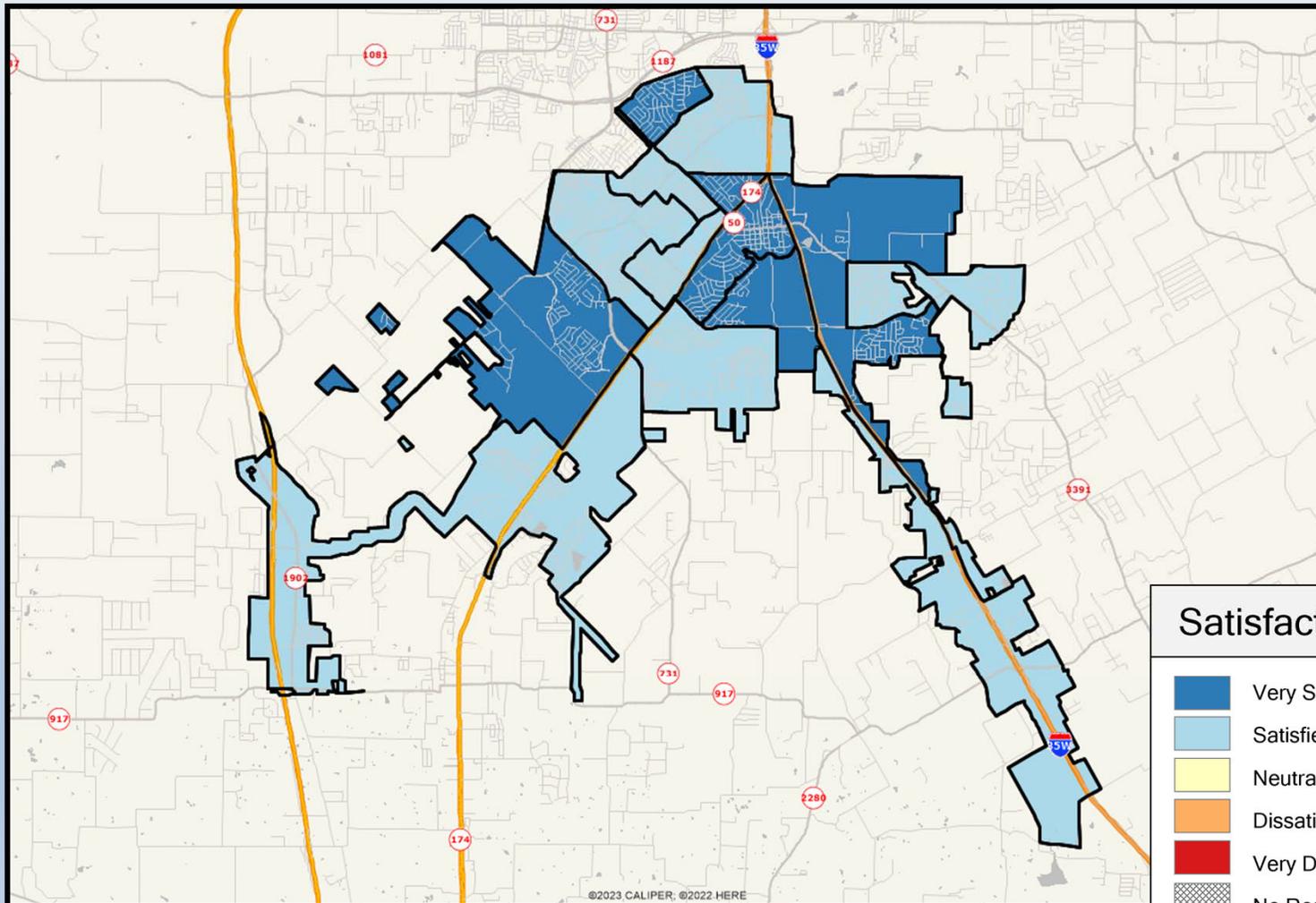
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Q2-08. Quality of public safety services



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Q2-09. Quality of library services

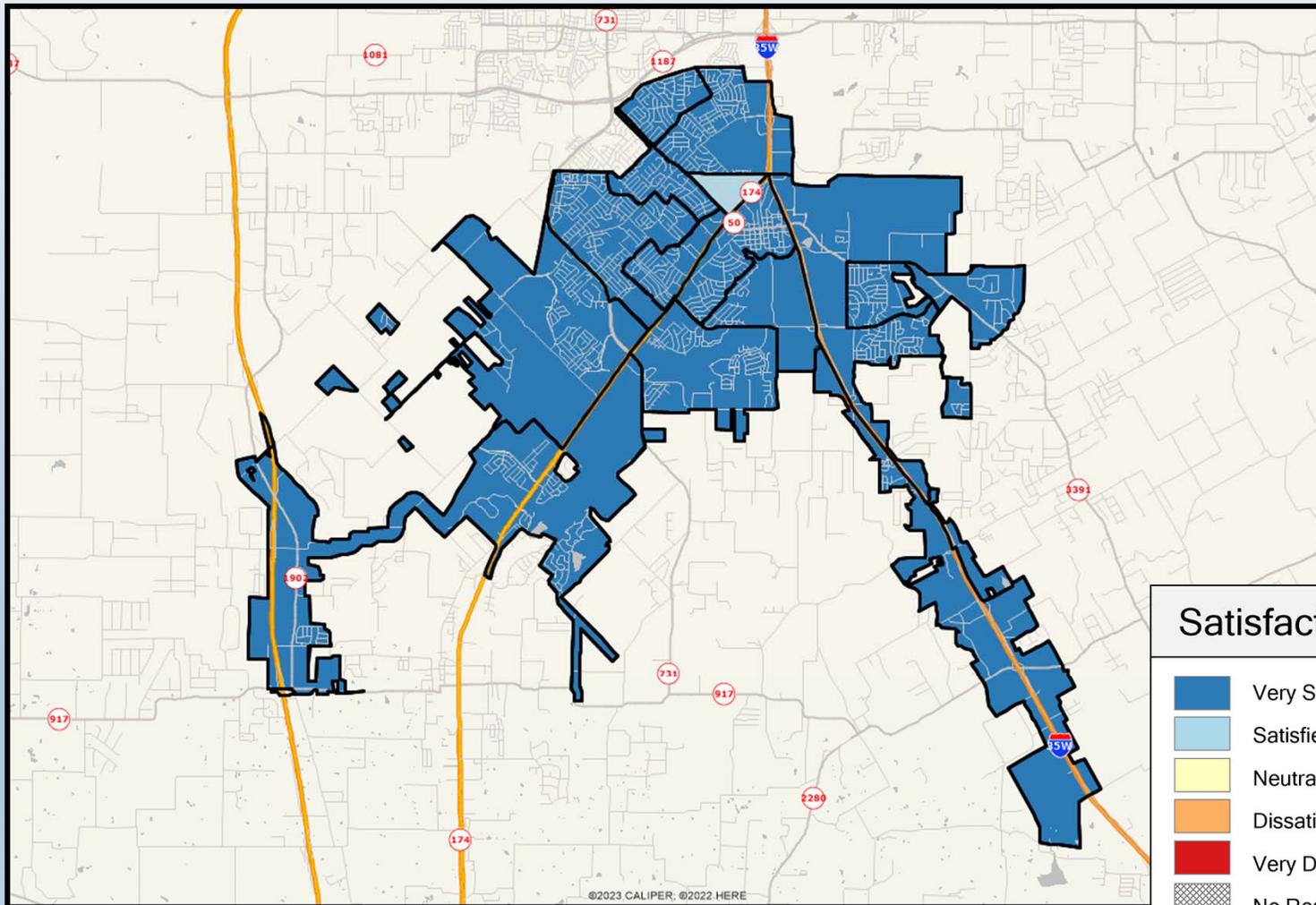


Satisfaction

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

ETC INSTITUTE

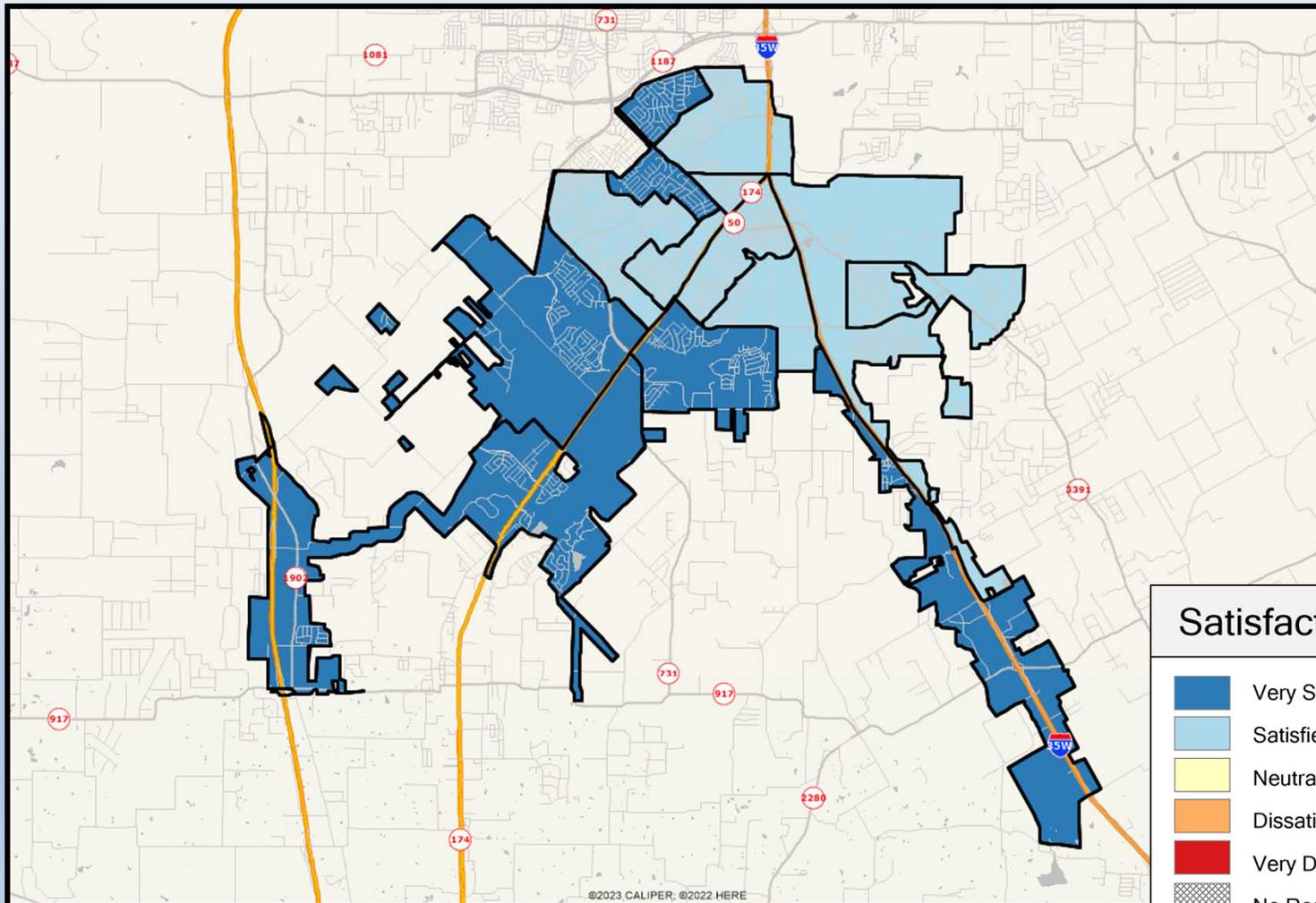
Q2-10. Quality of solid waste services



Satisfaction

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

Q2-11. Quality of wastewater and sewer services

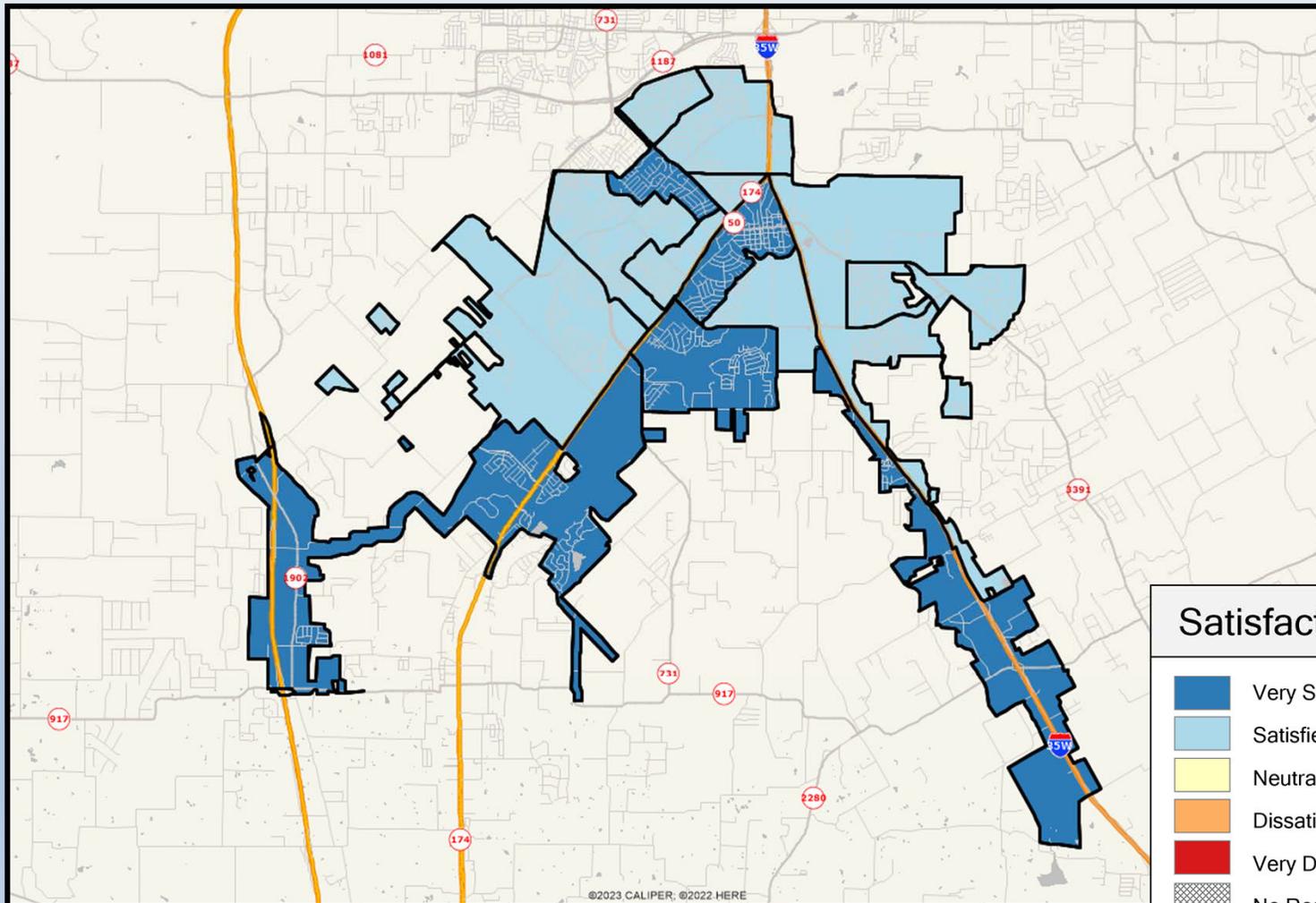


Satisfaction

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

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Q2-12. Quality of water utility services

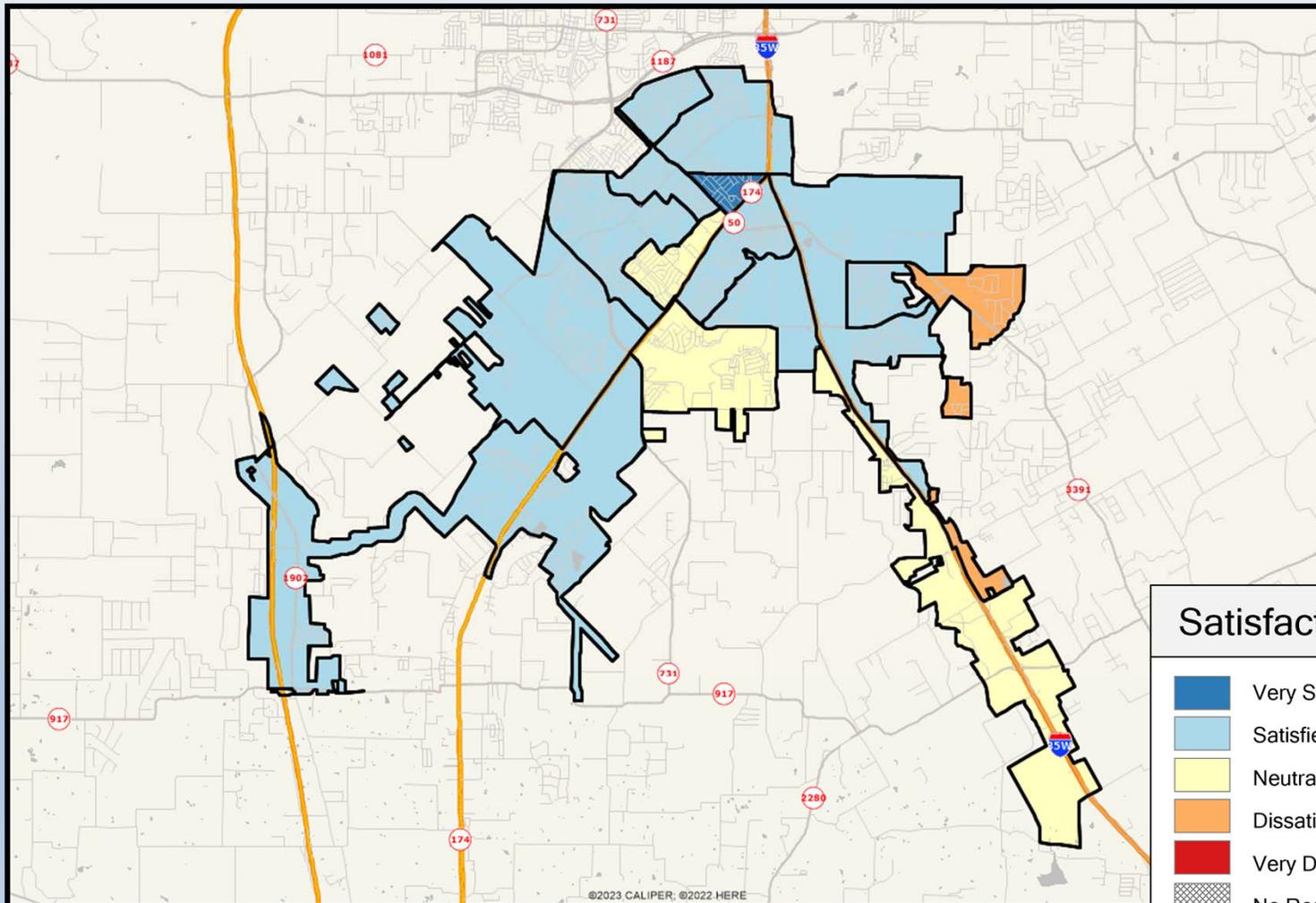


Satisfaction

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

ETC INSTITUTE

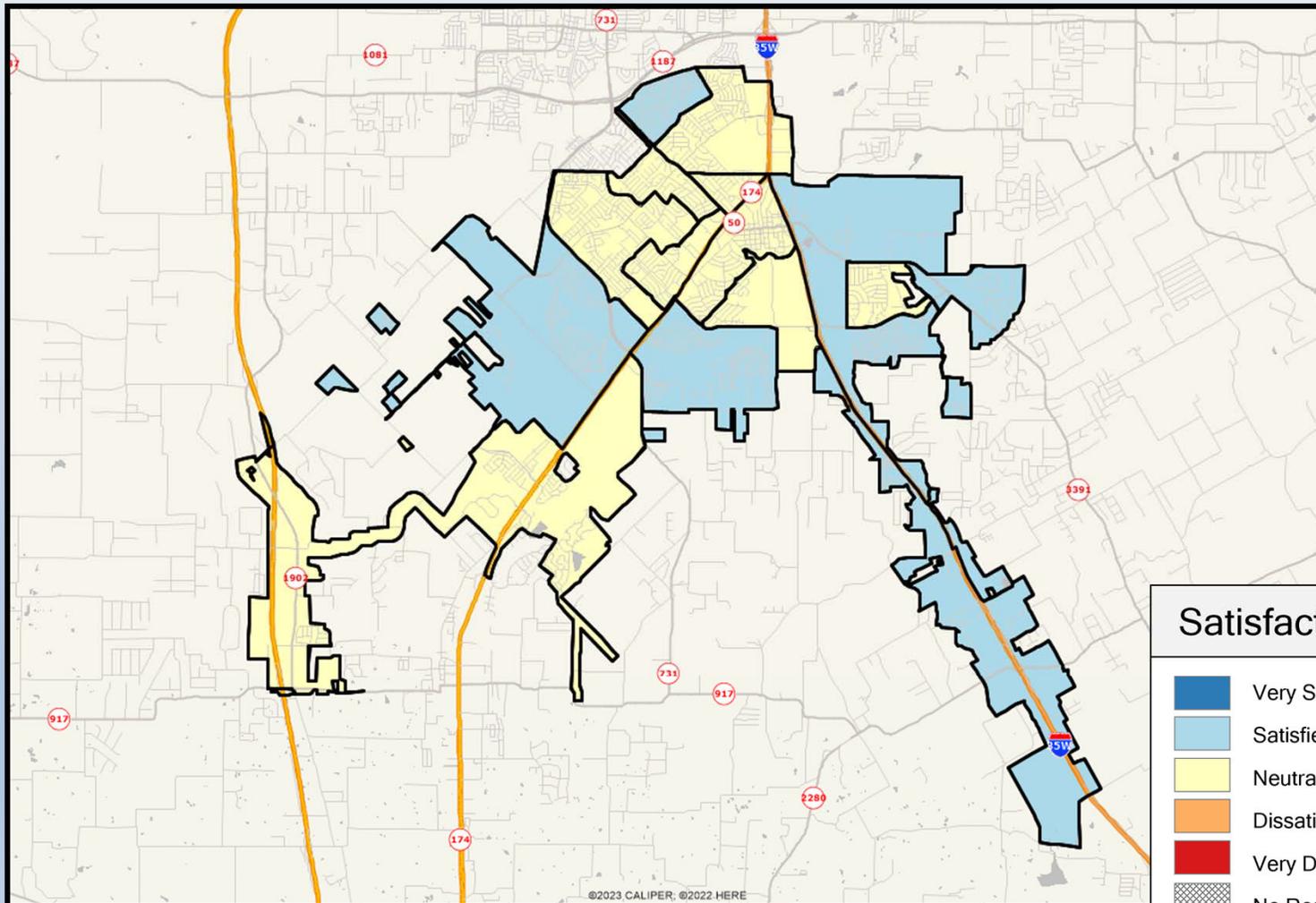
Q2-13. Quality and timeliness of the city's permitting and inspection process



Satisfaction

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

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

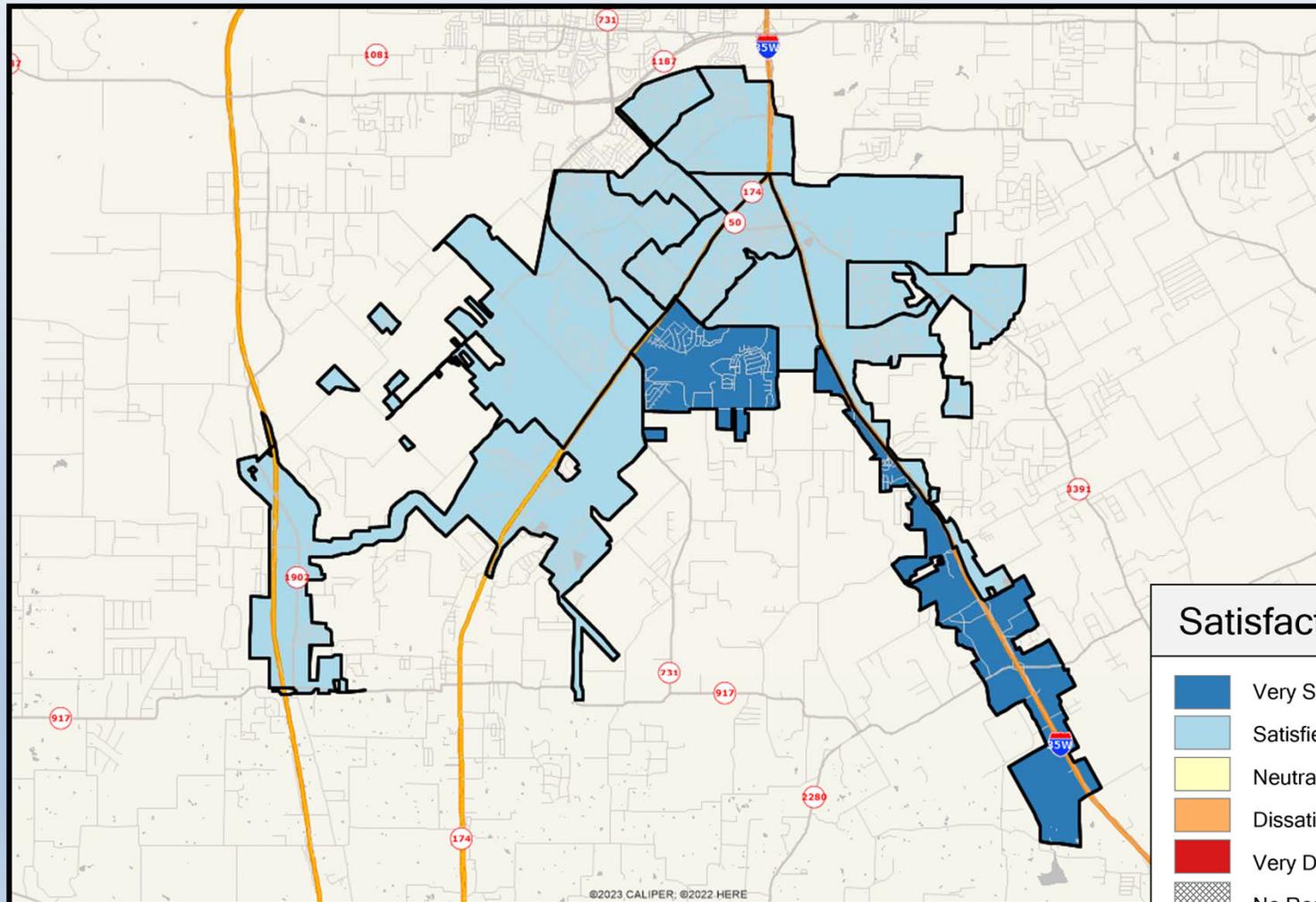


Satisfaction

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

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

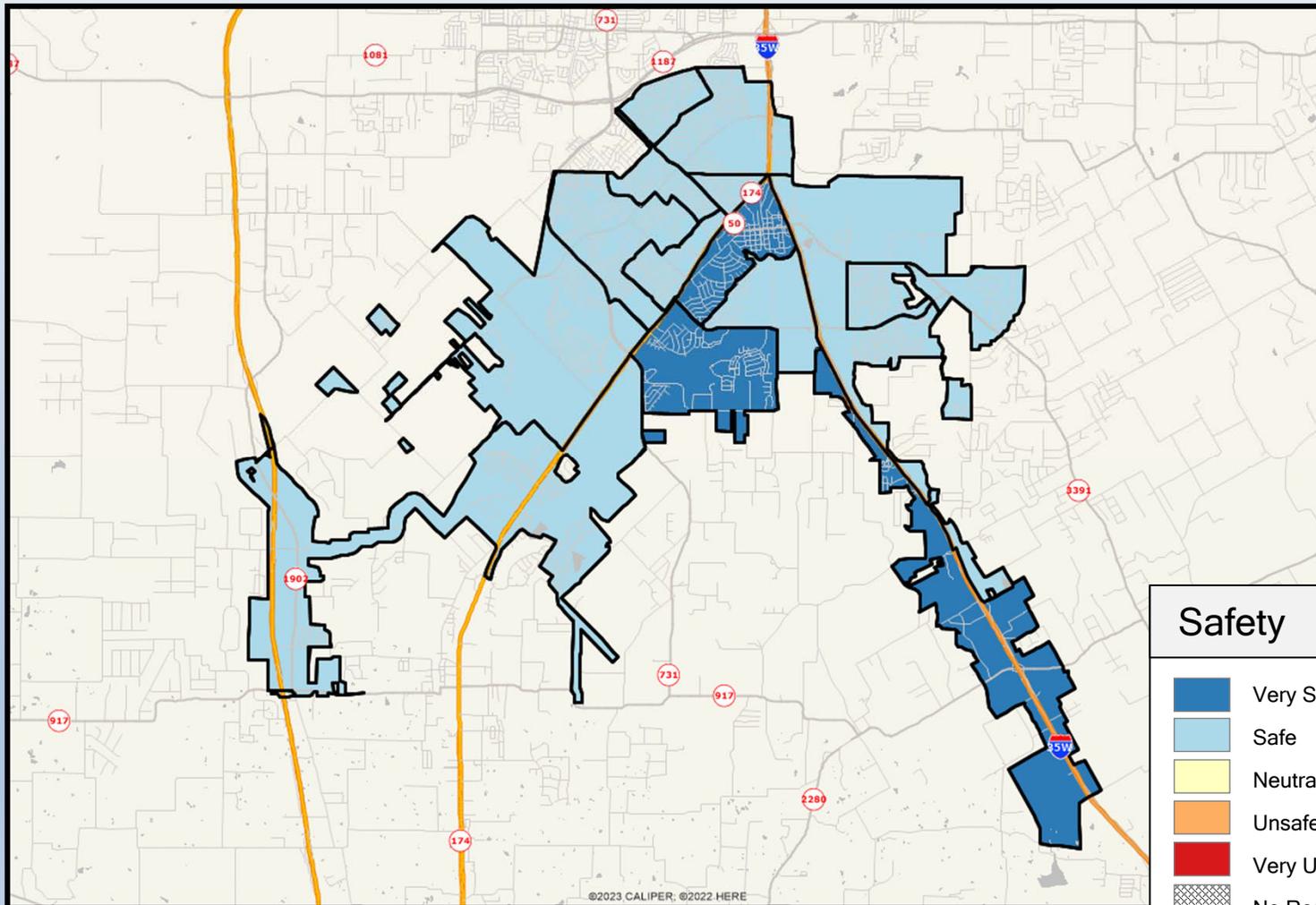


Satisfaction

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

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Q4-1. In the City of Burleson

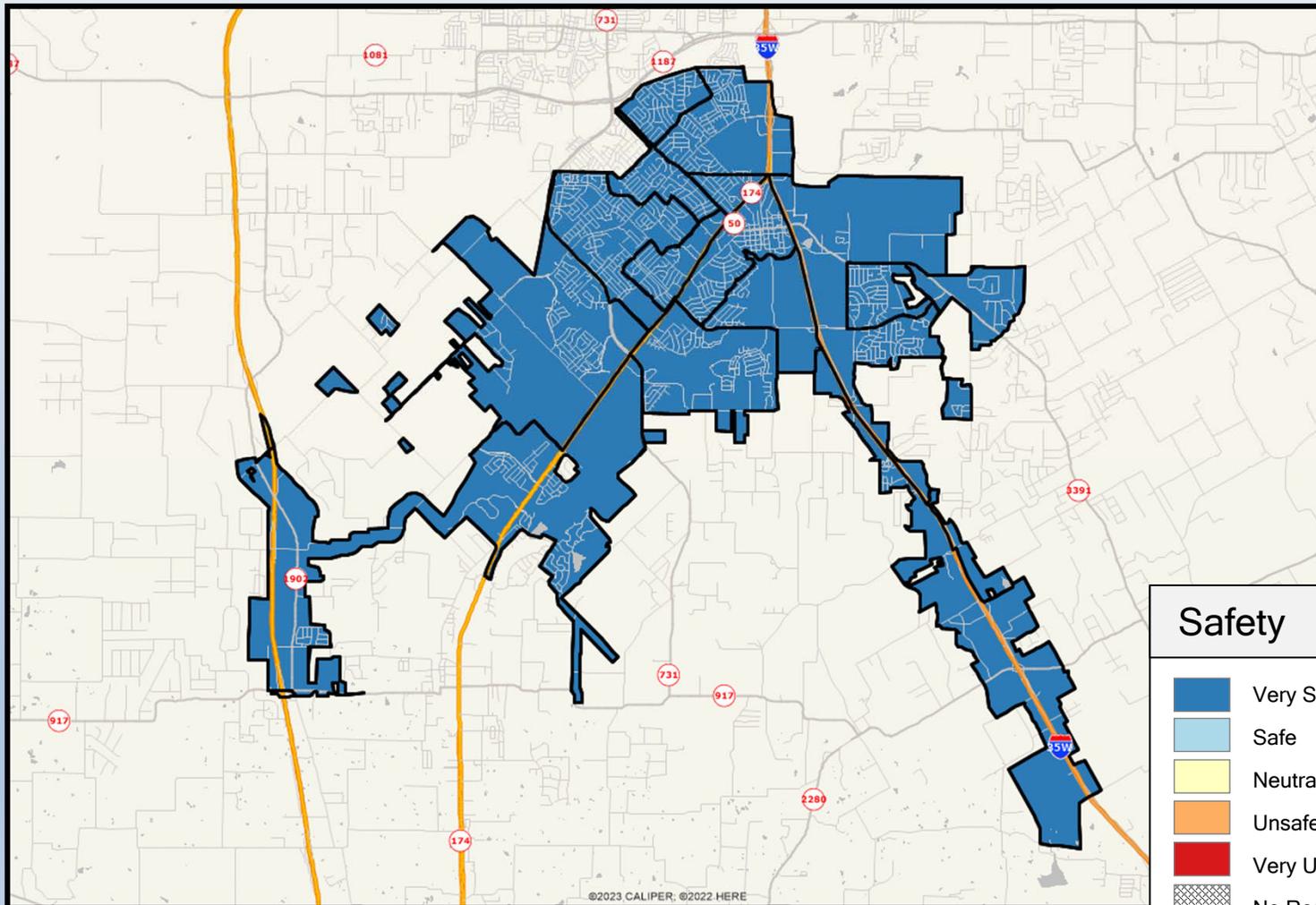


Safety

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

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Q4-2. In your neighborhood during the day

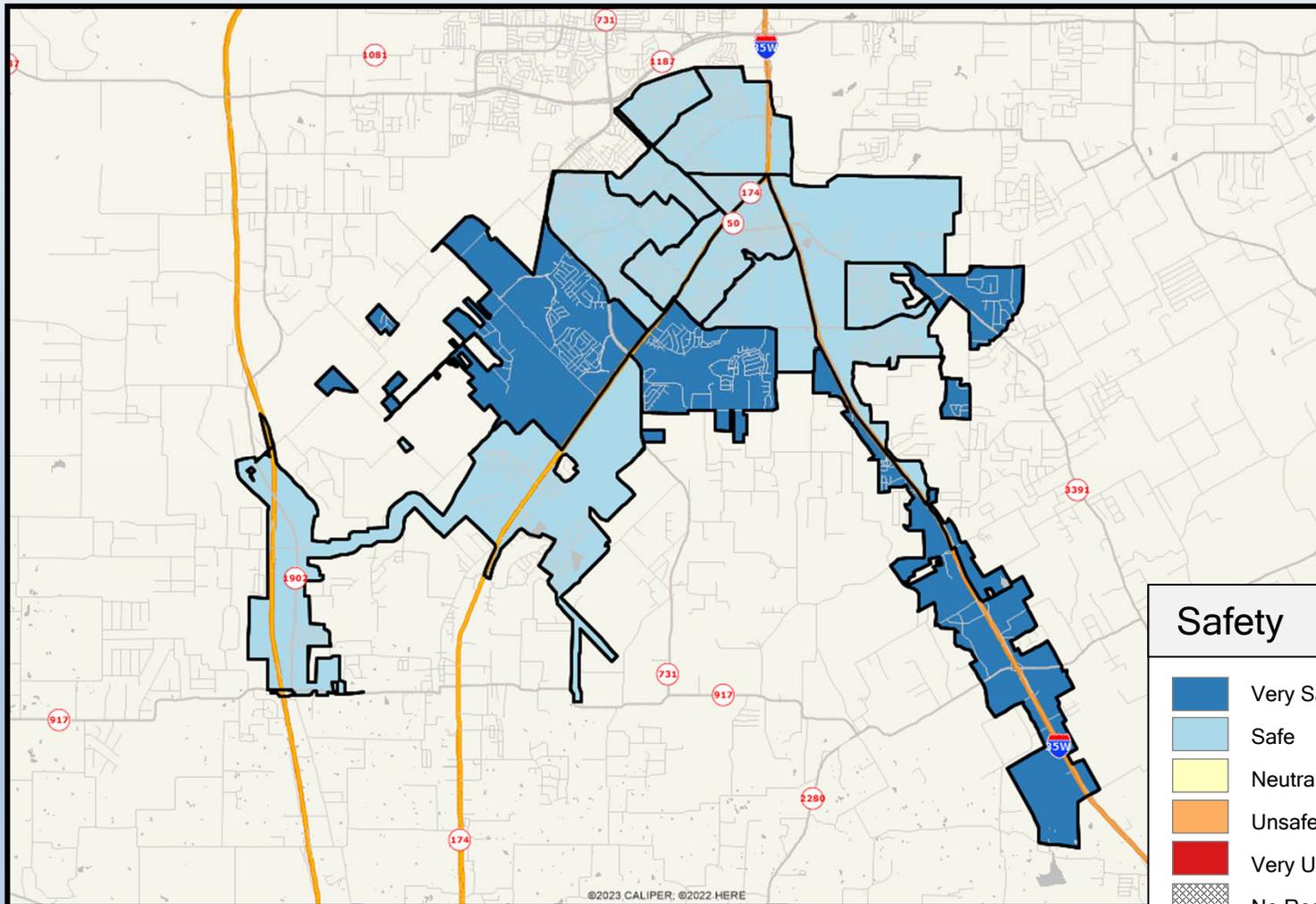


Safety

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

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Q4-3. In your neighborhood at night

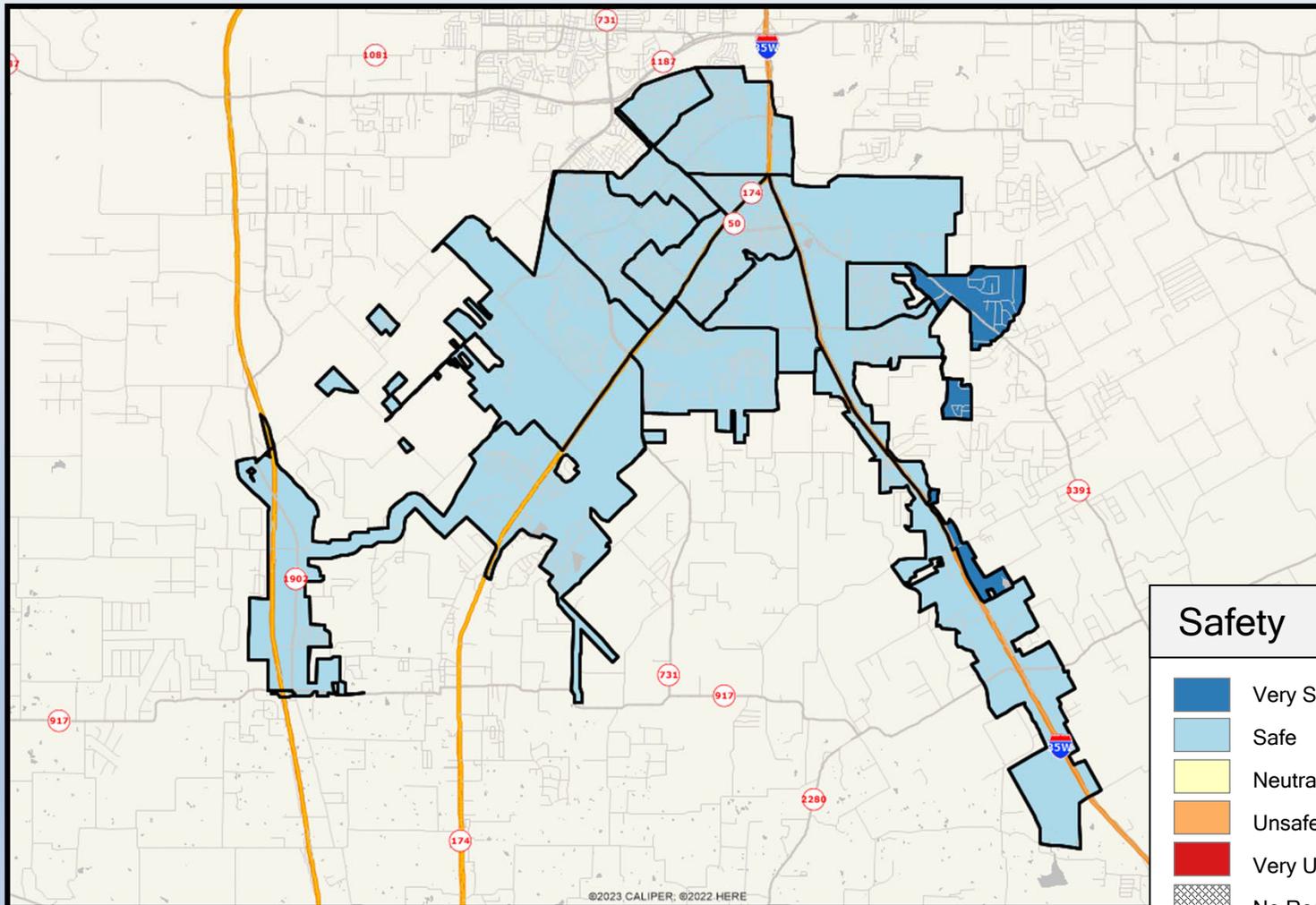


Safety

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

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

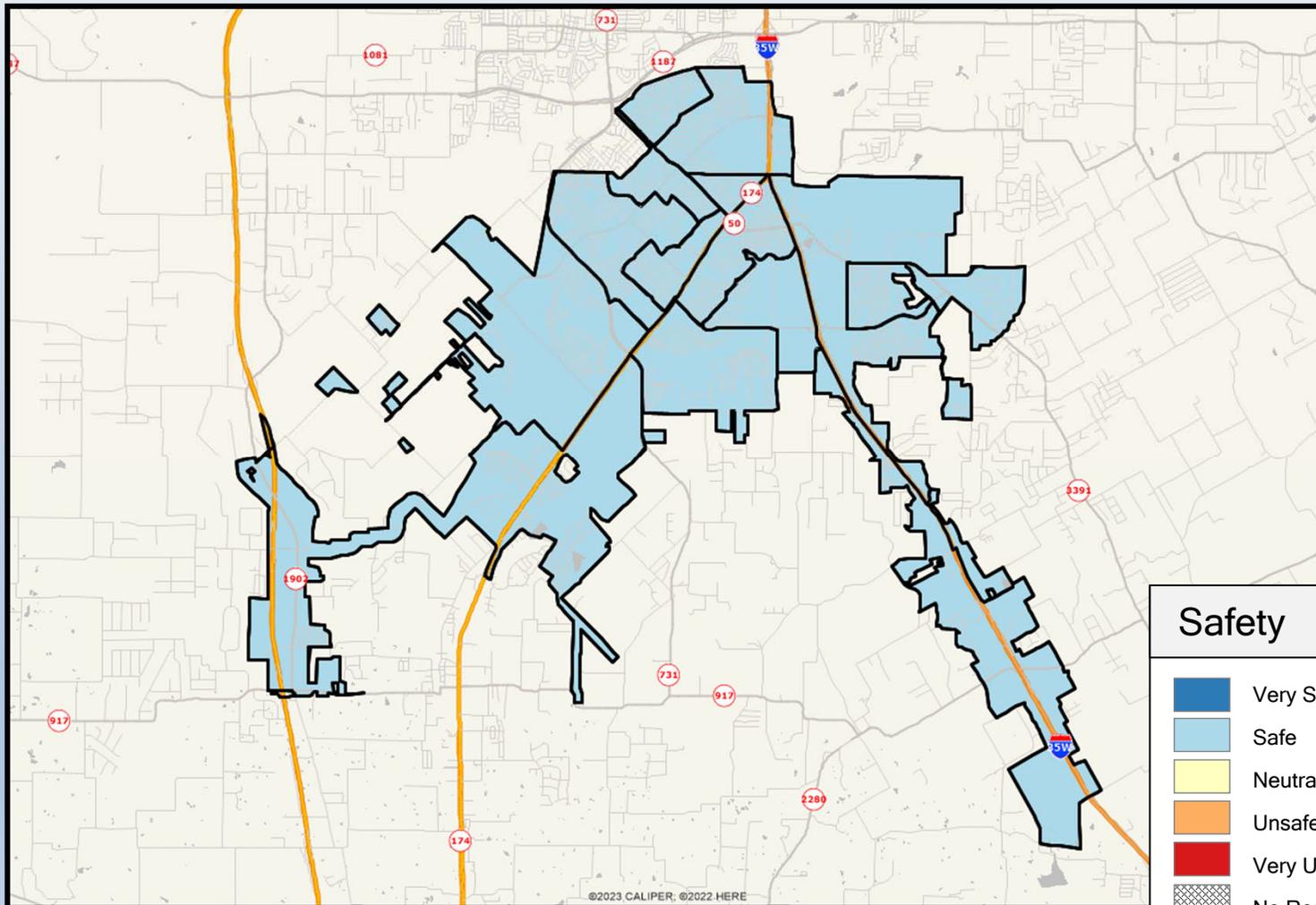


Safety

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

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Q4-5. In commercial and retail areas

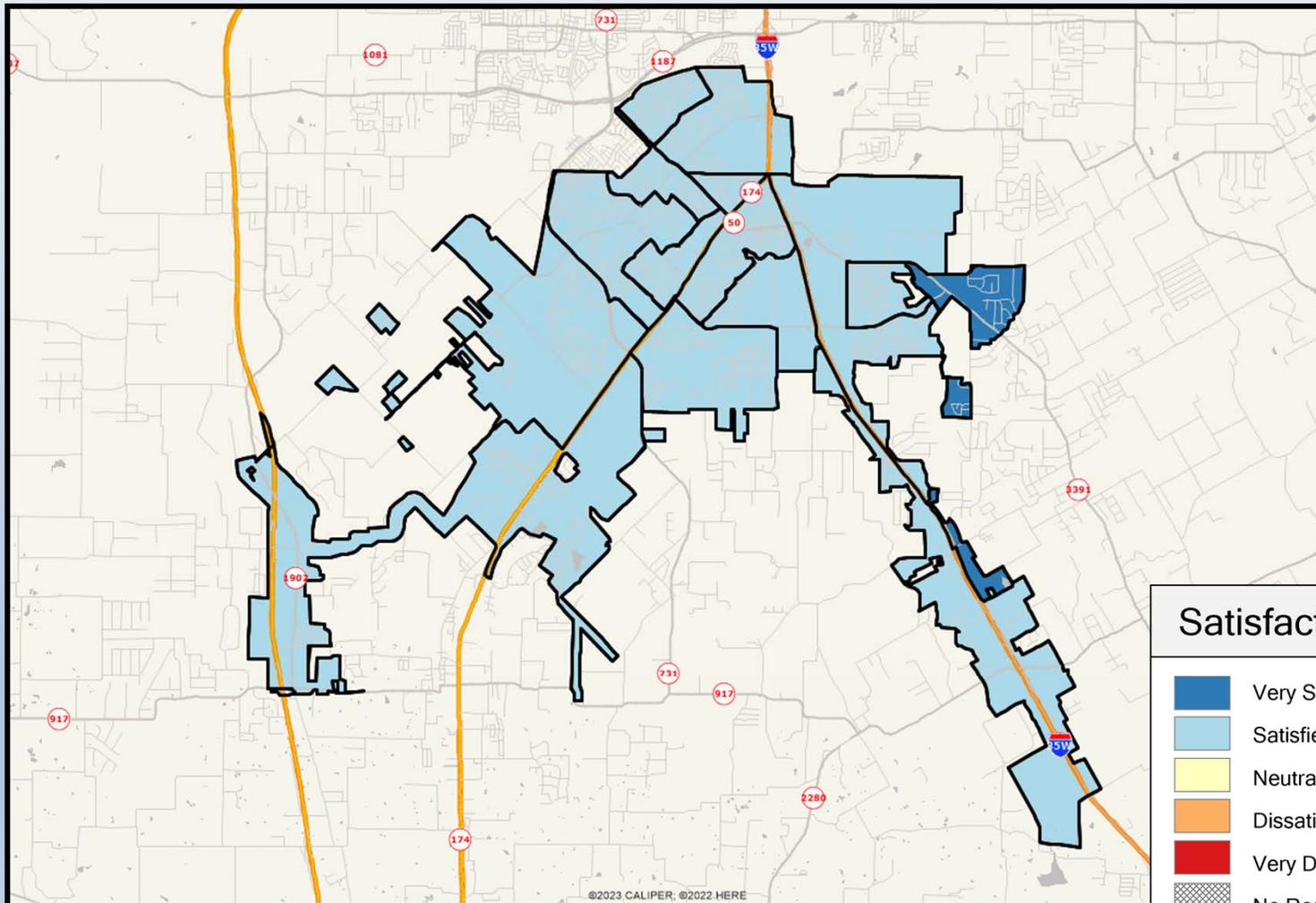


Safety

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

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

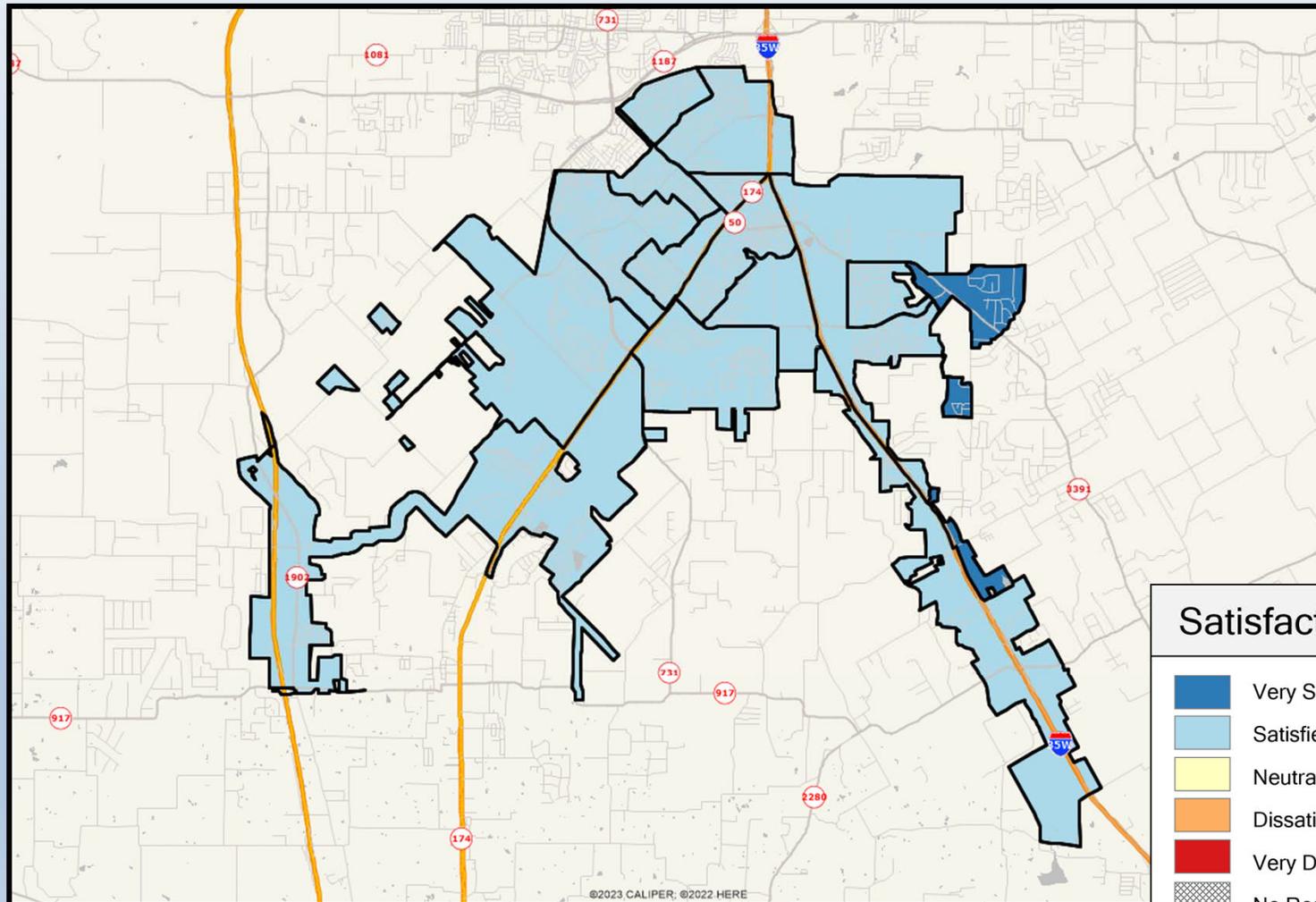


Satisfaction

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

ETC INSTITUTE

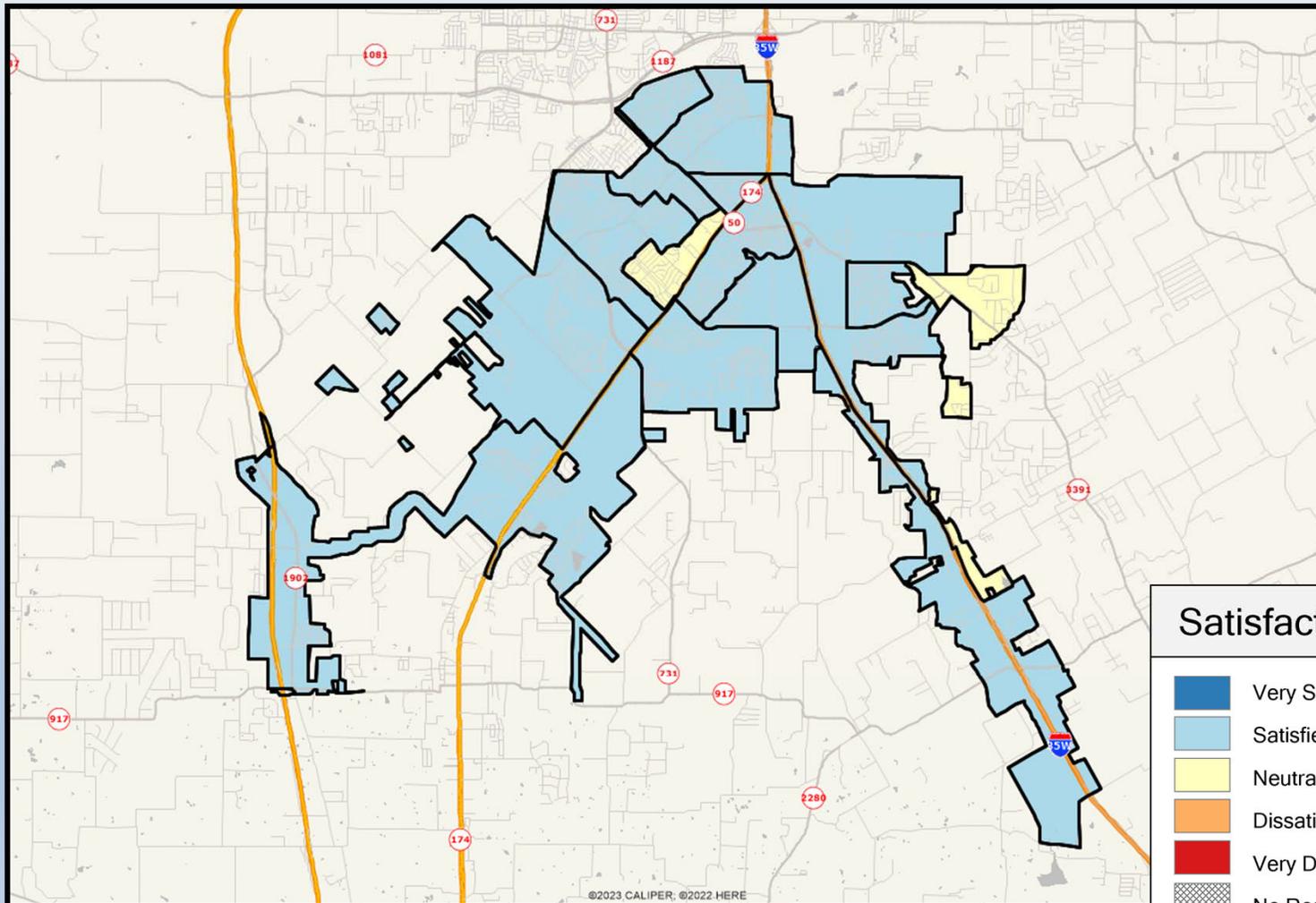
Q5-02. Efforts of the city's police department to communicate with the public via social media



Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q5-03. Enforcement of traffic laws

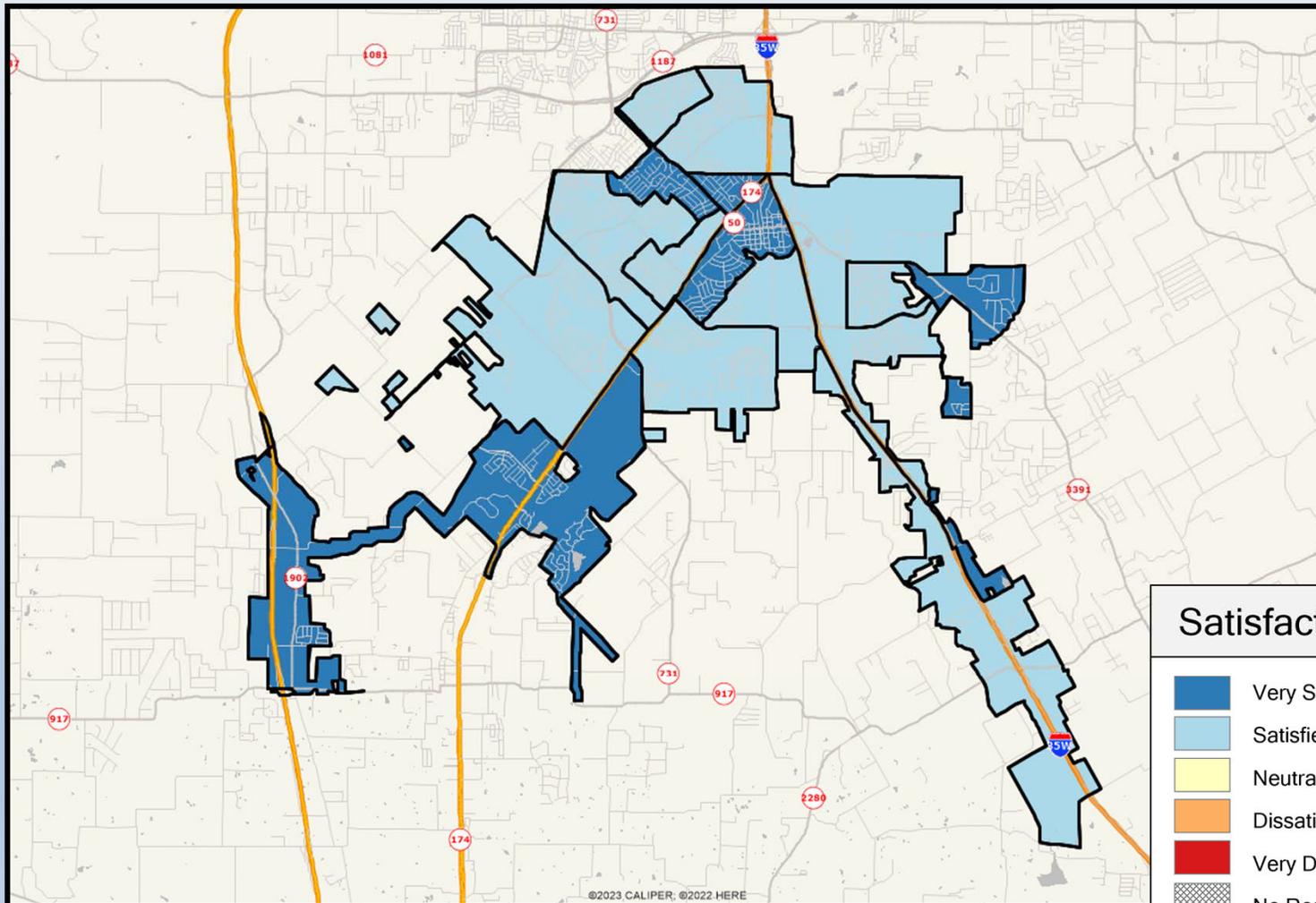


Satisfaction

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

ETC INSTITUTE

Q5-04. How quickly police respond to emergencies

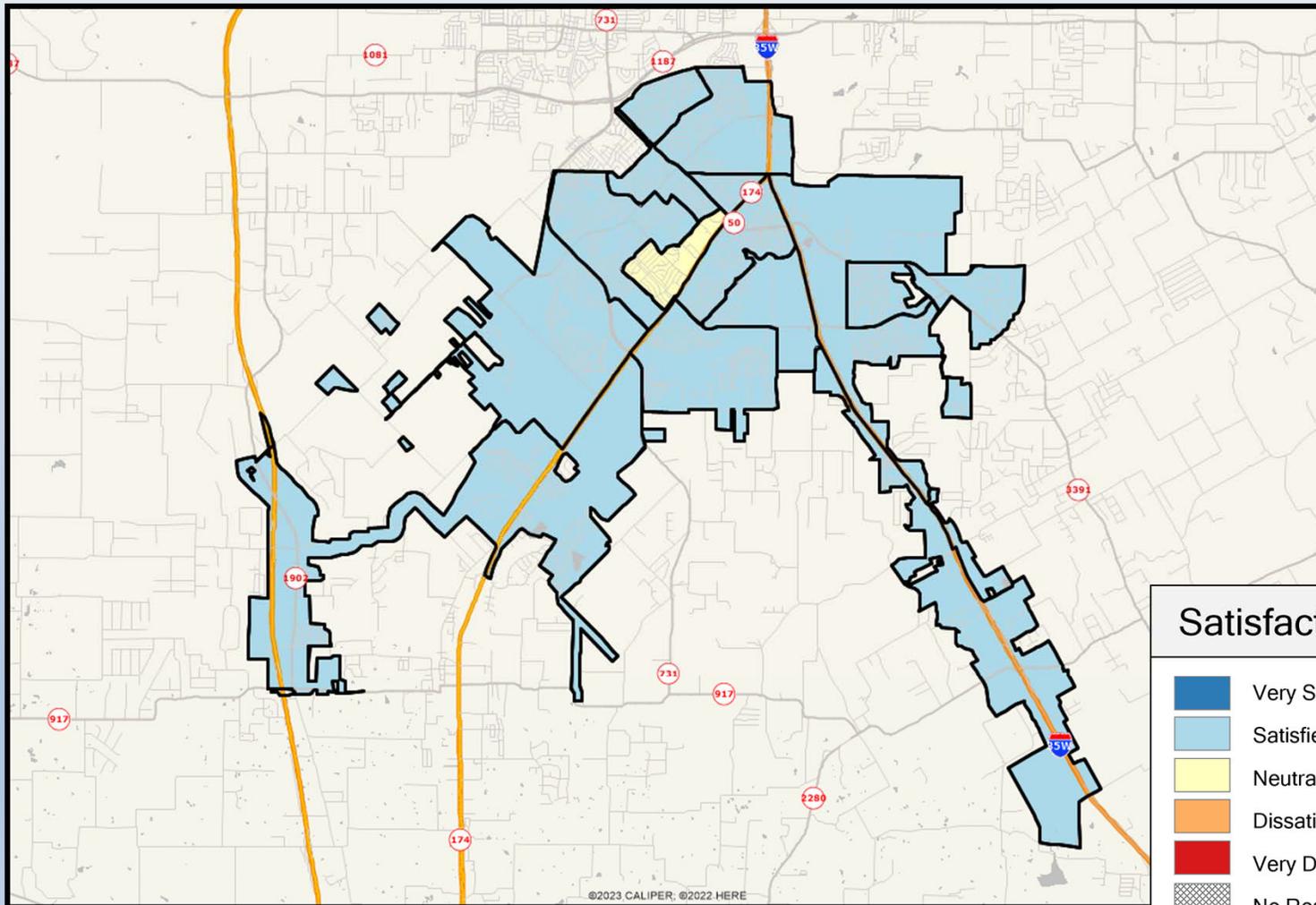


Satisfaction

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

ETC INSTITUTE

Q5-05. Efforts by city government to prevent crime

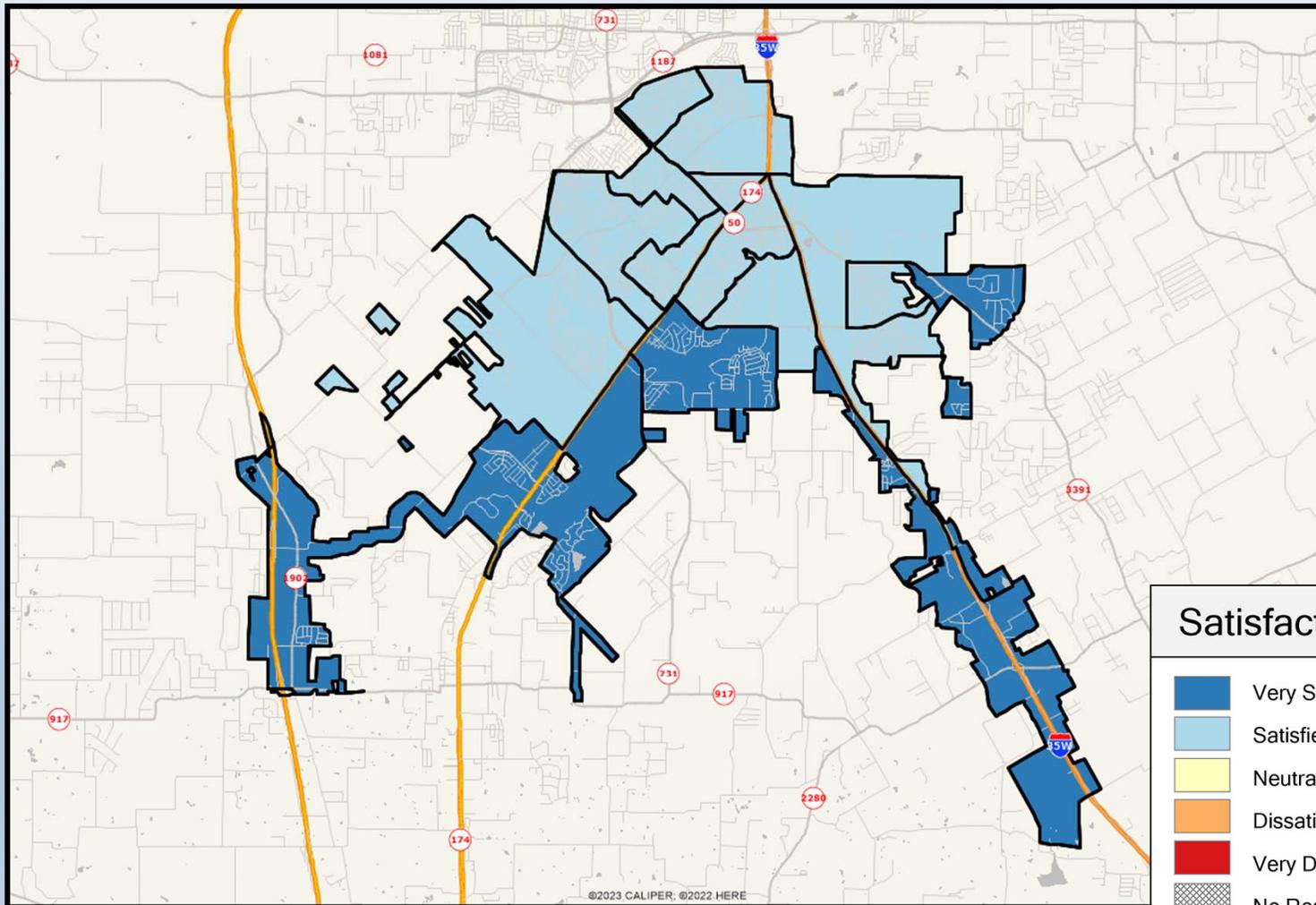


Satisfaction

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

ETC INSTITUTE

Q5-06. Quality of police services

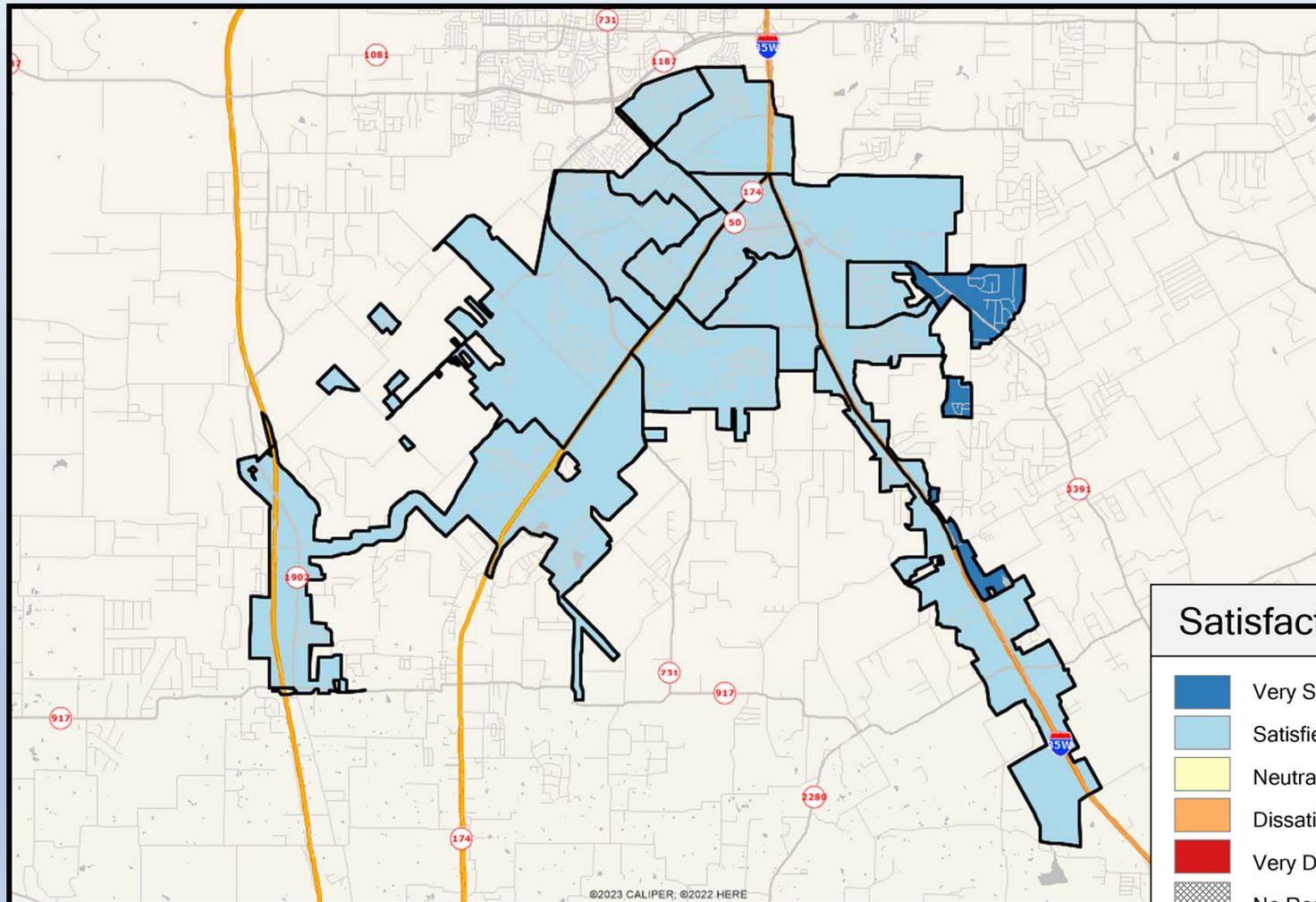


Satisfaction

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

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Q5-07. Quality of police community outreach programs

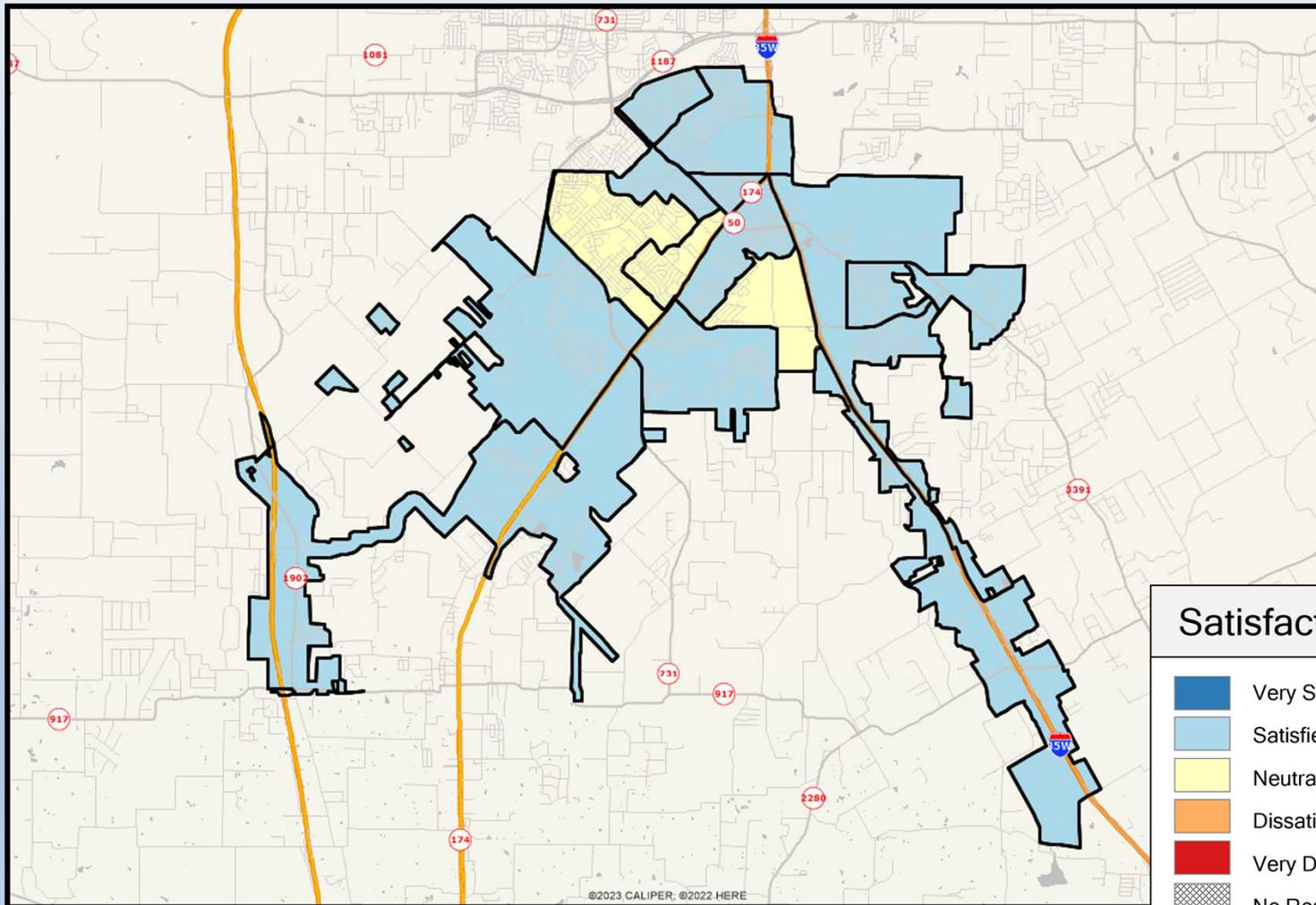


Satisfaction

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

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



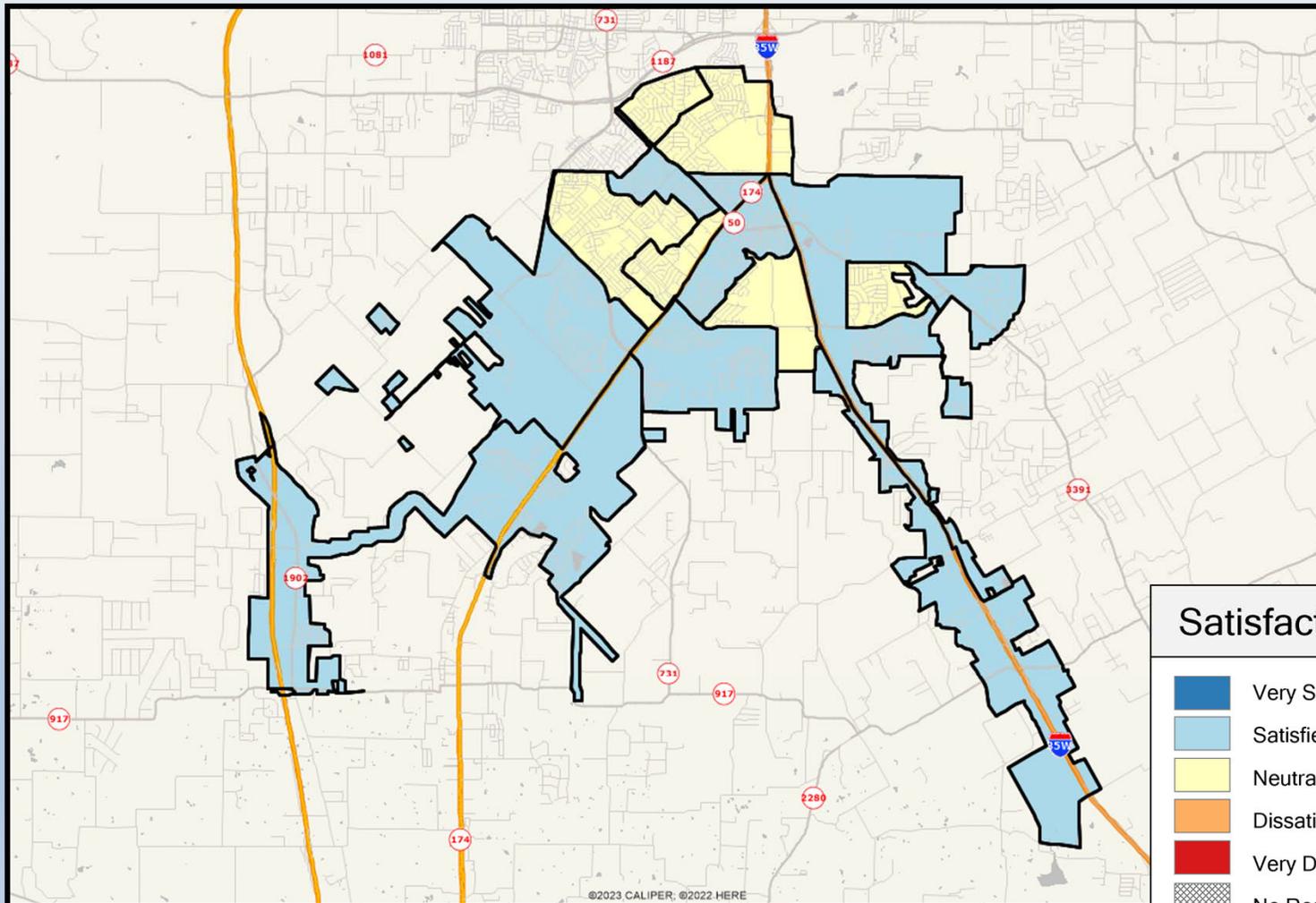
Satisfaction

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

ETC INSTITUTE



Q5-09. Visibility of police in neighborhoods

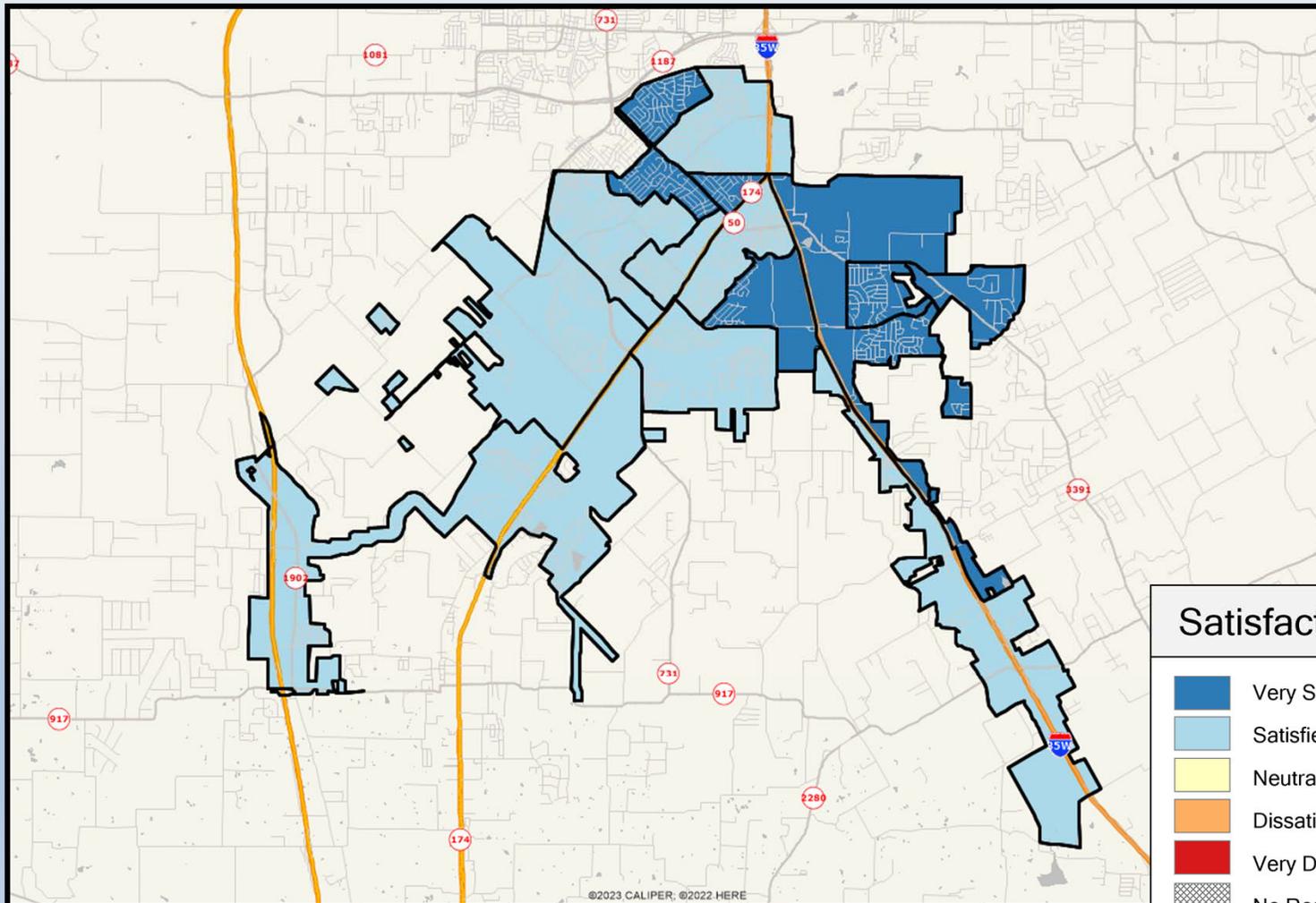


Satisfaction

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



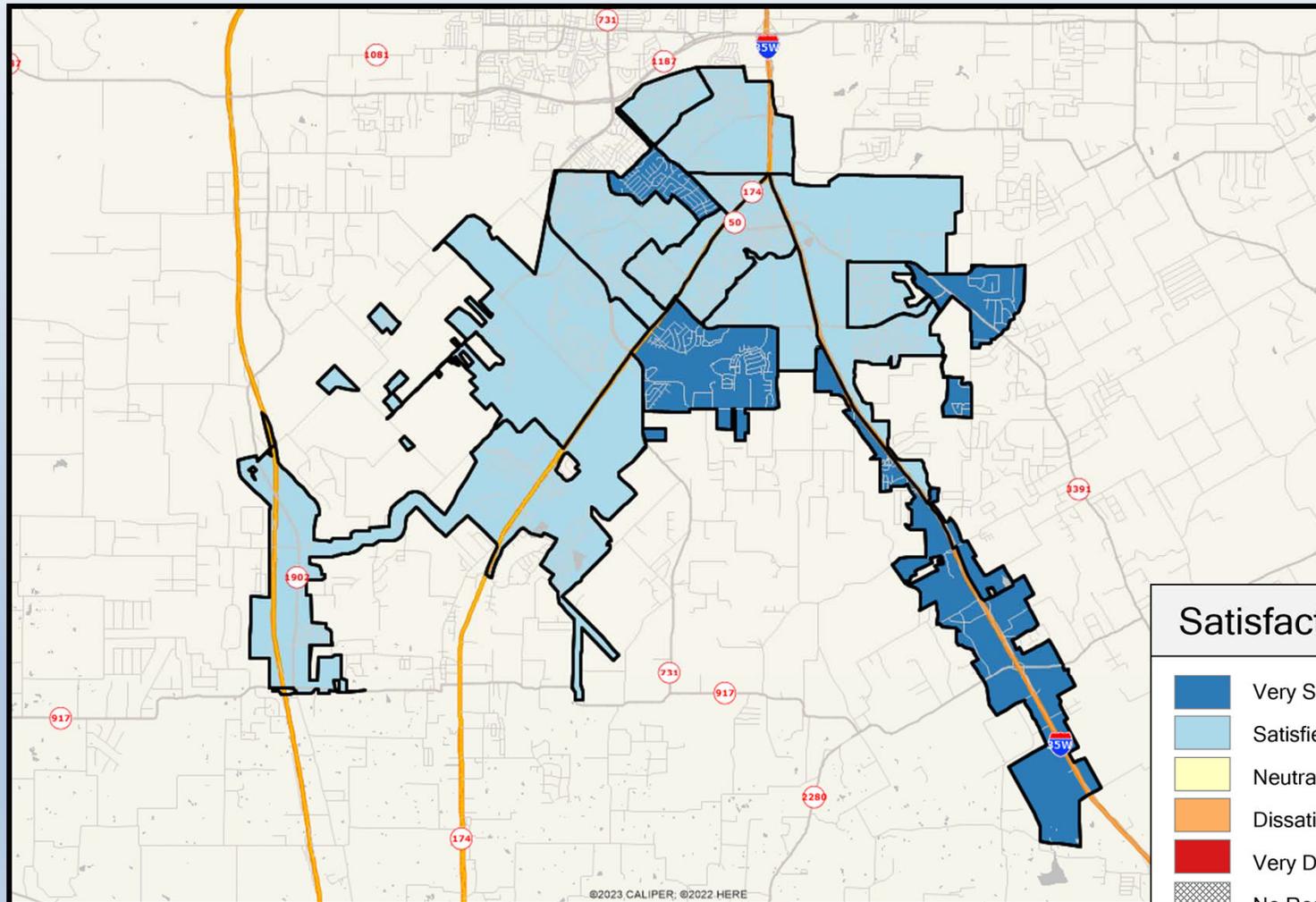
Q5-10. 911 service provided by dispatch operators



Satisfaction

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

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

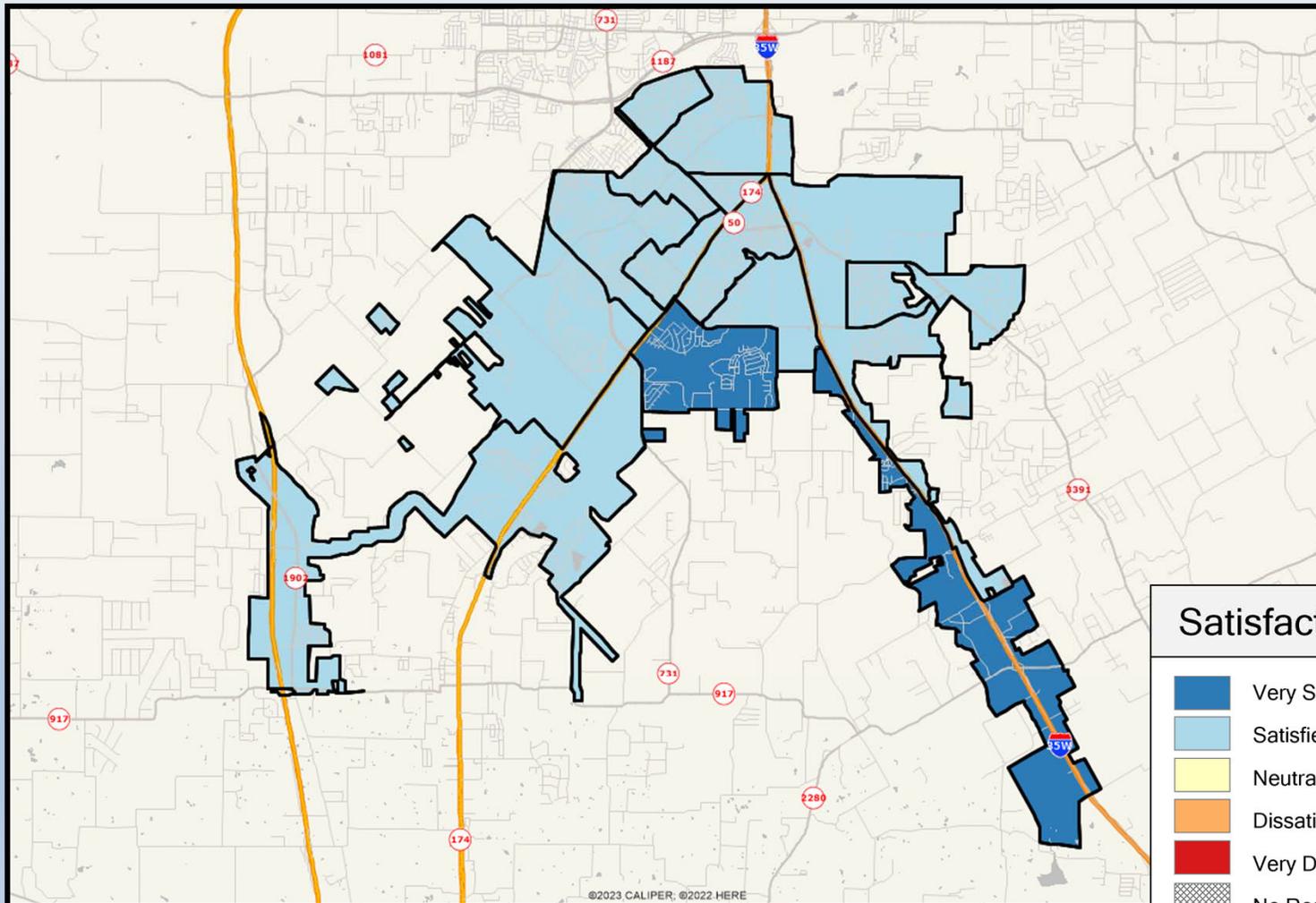


Satisfaction

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

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

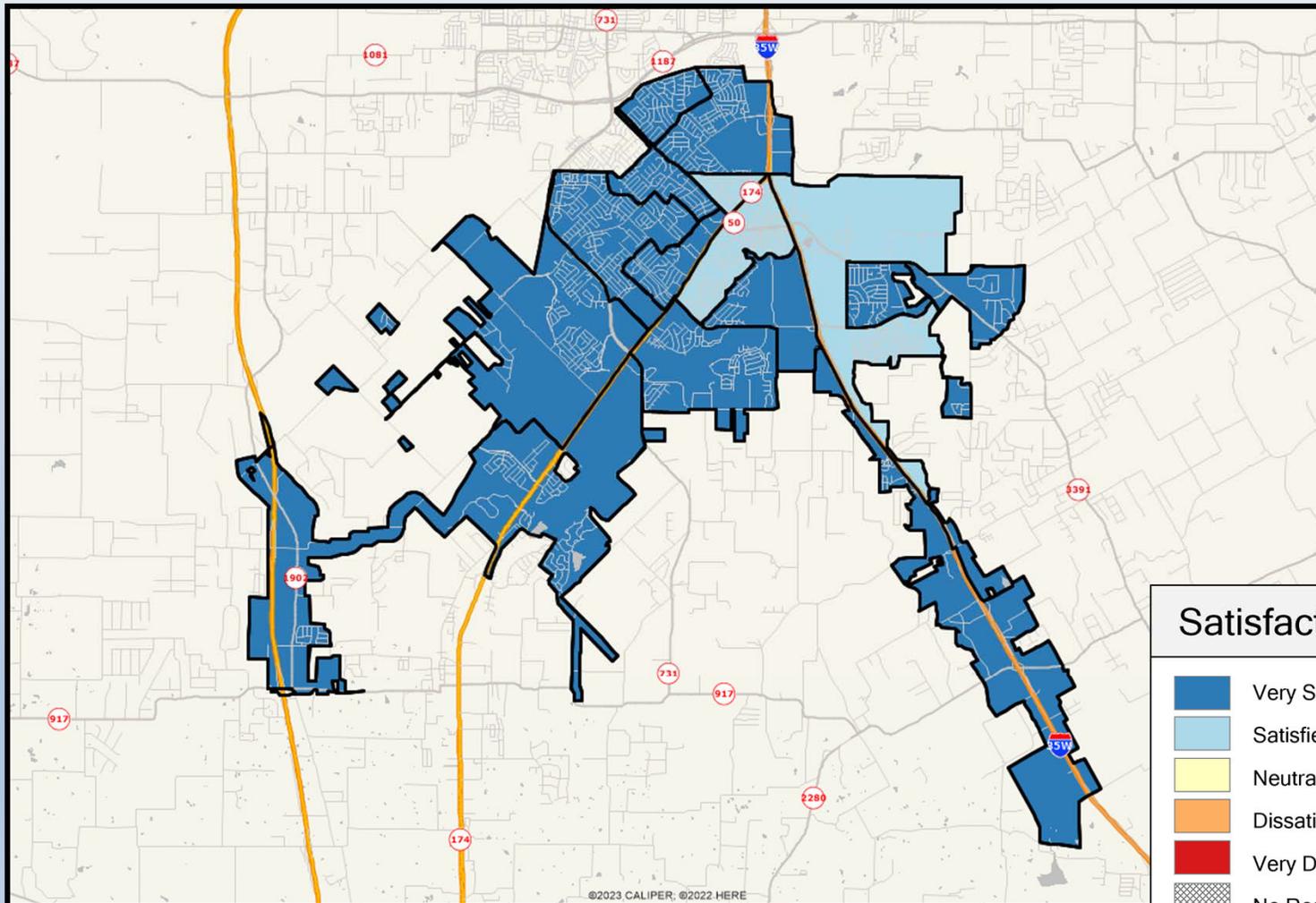


Satisfaction

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

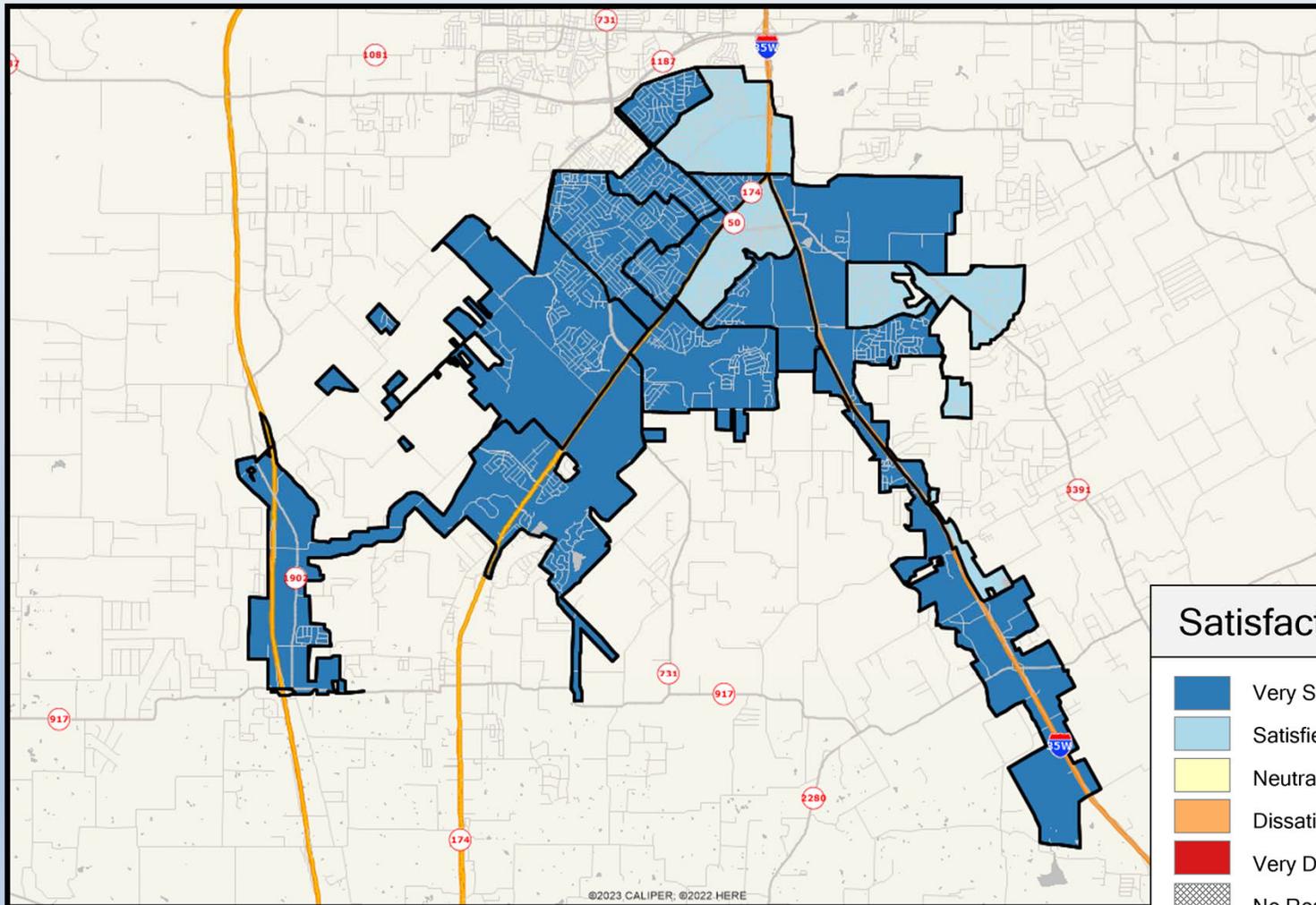
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Q7-3. Emergency fire services



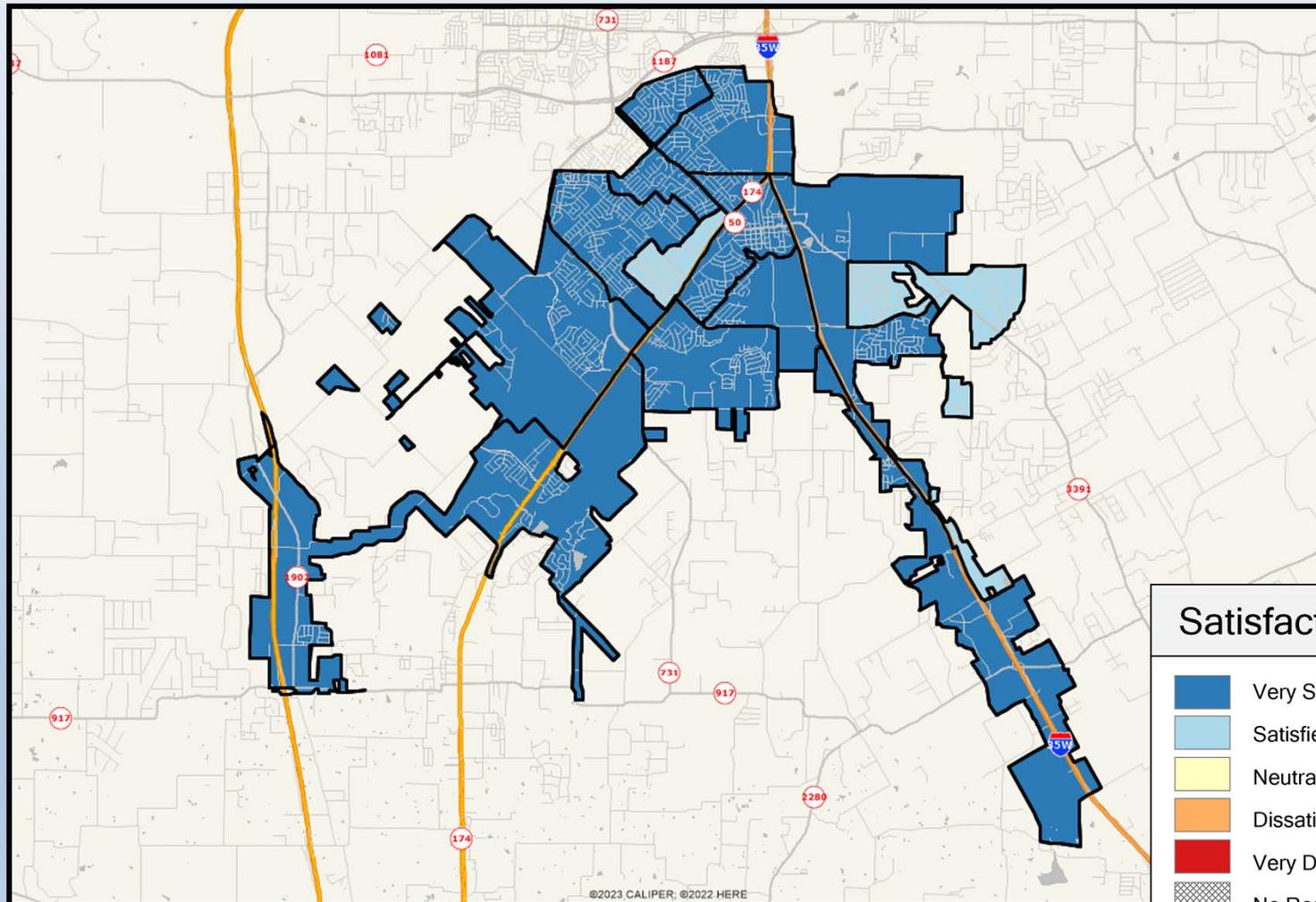
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Q7-4. Emergency medical services



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

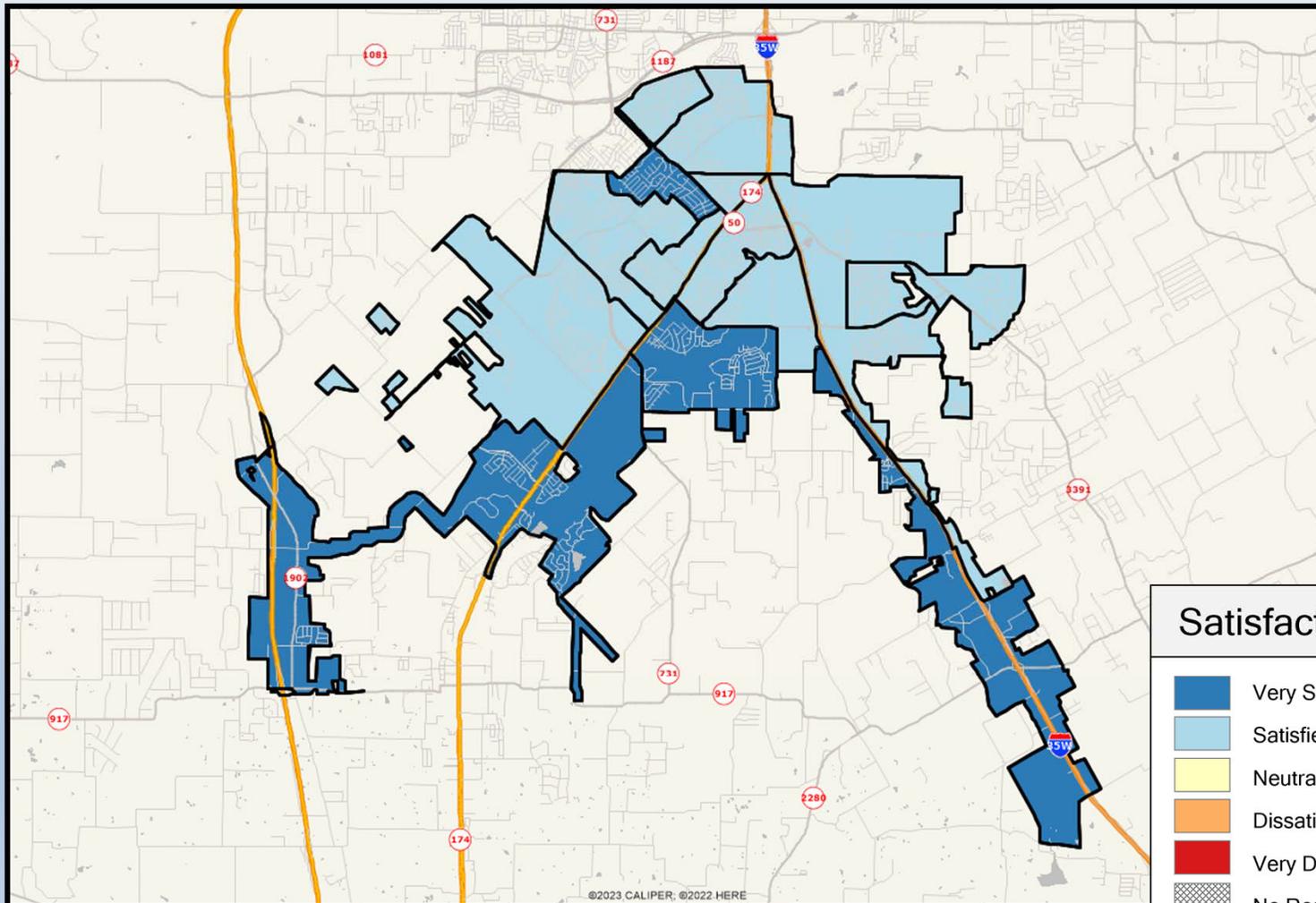


Satisfaction

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

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Q7-6. Quality of fire community outreach programs

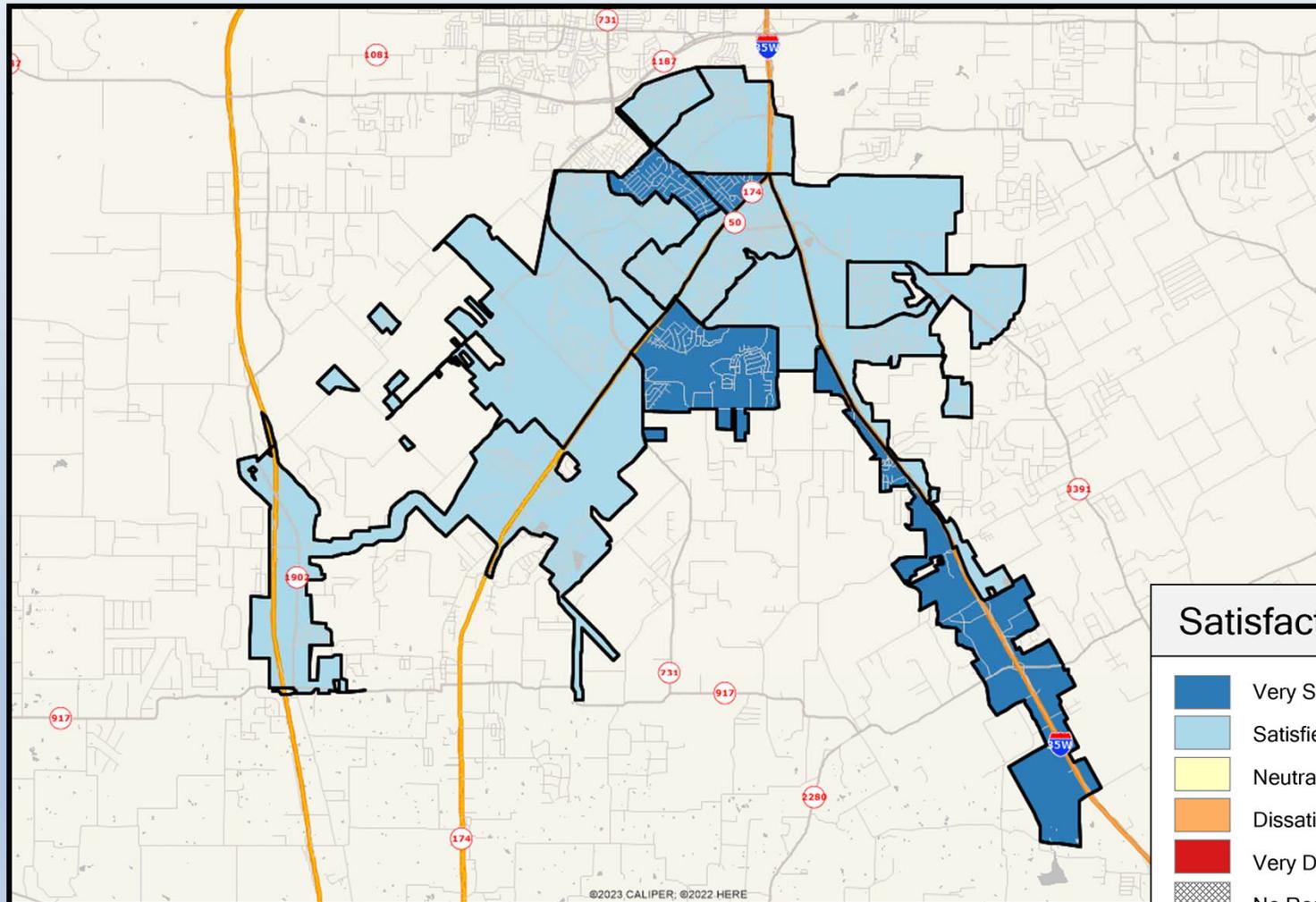


Satisfaction

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

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Q7-7. Quality of fire safety education programs

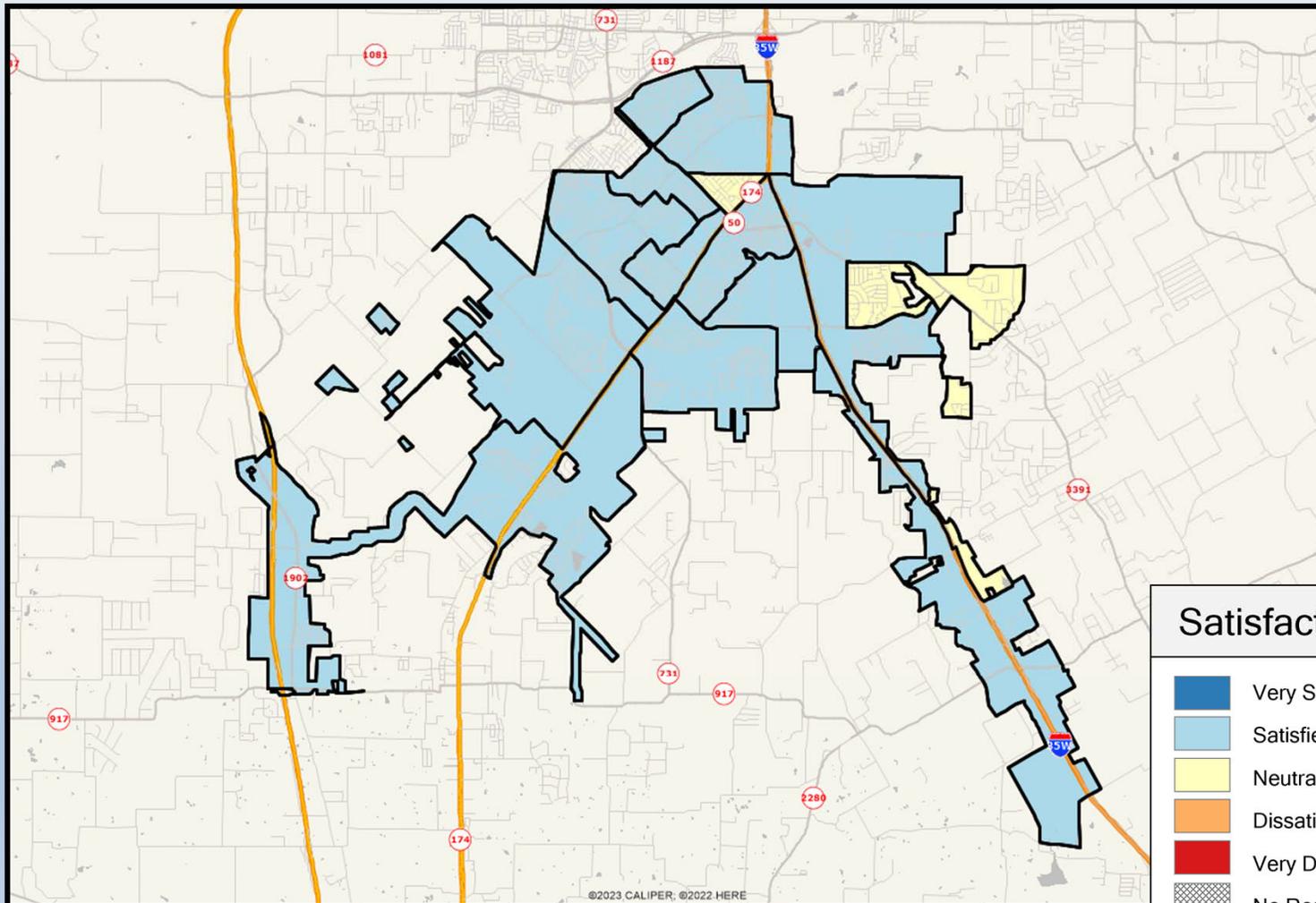


Satisfaction

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

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

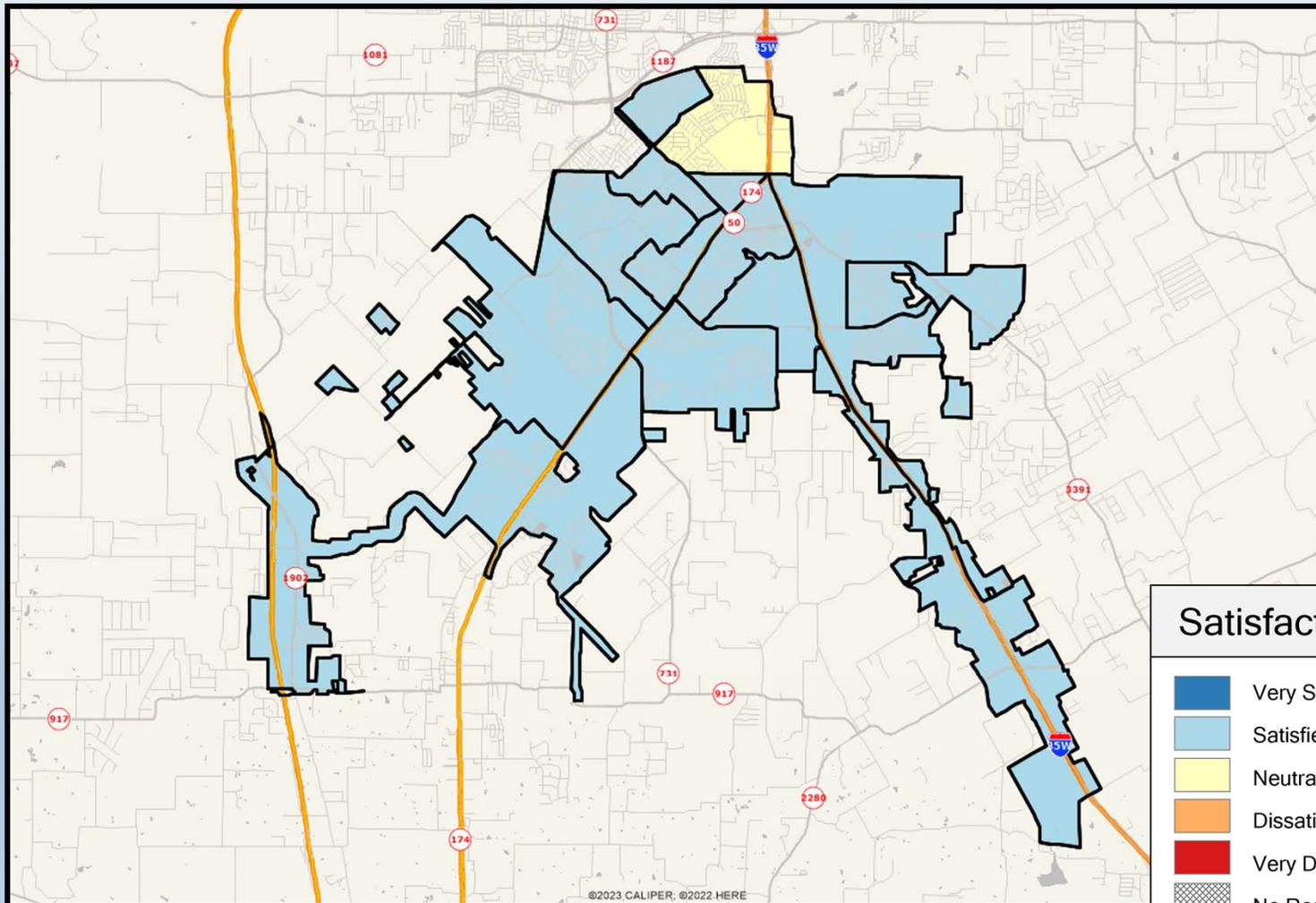


Satisfaction

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

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

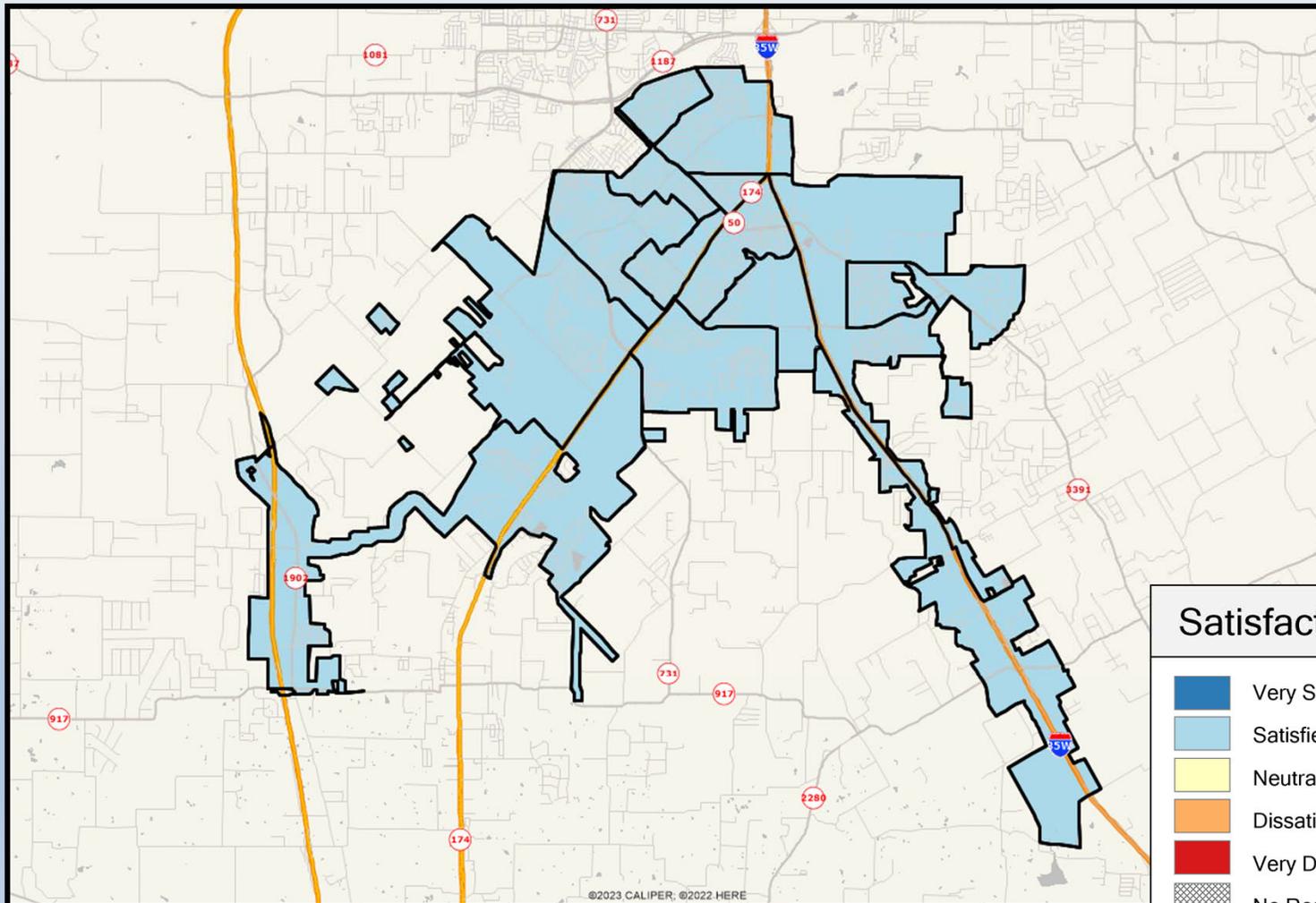


Satisfaction

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

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

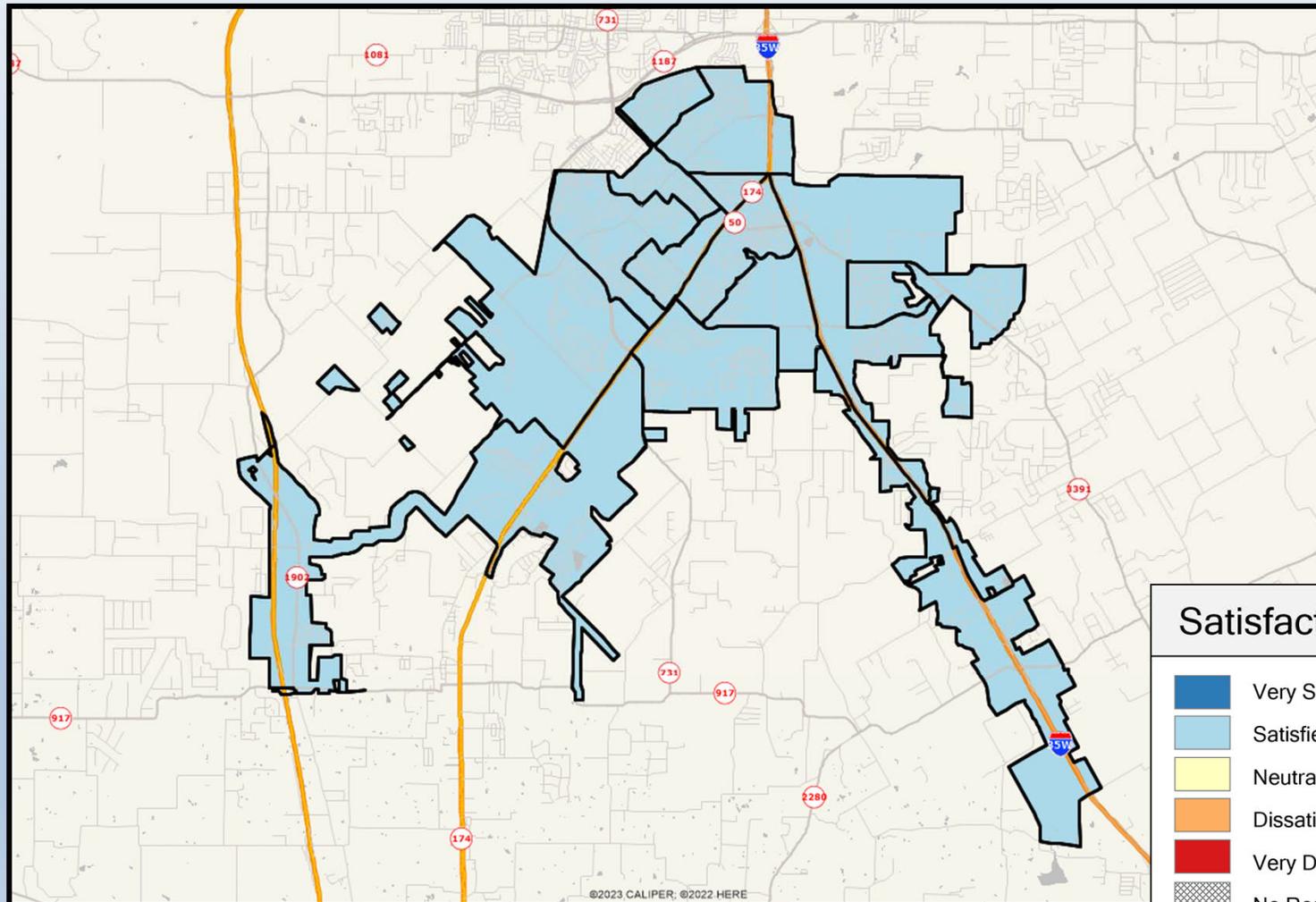


Satisfaction

	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

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

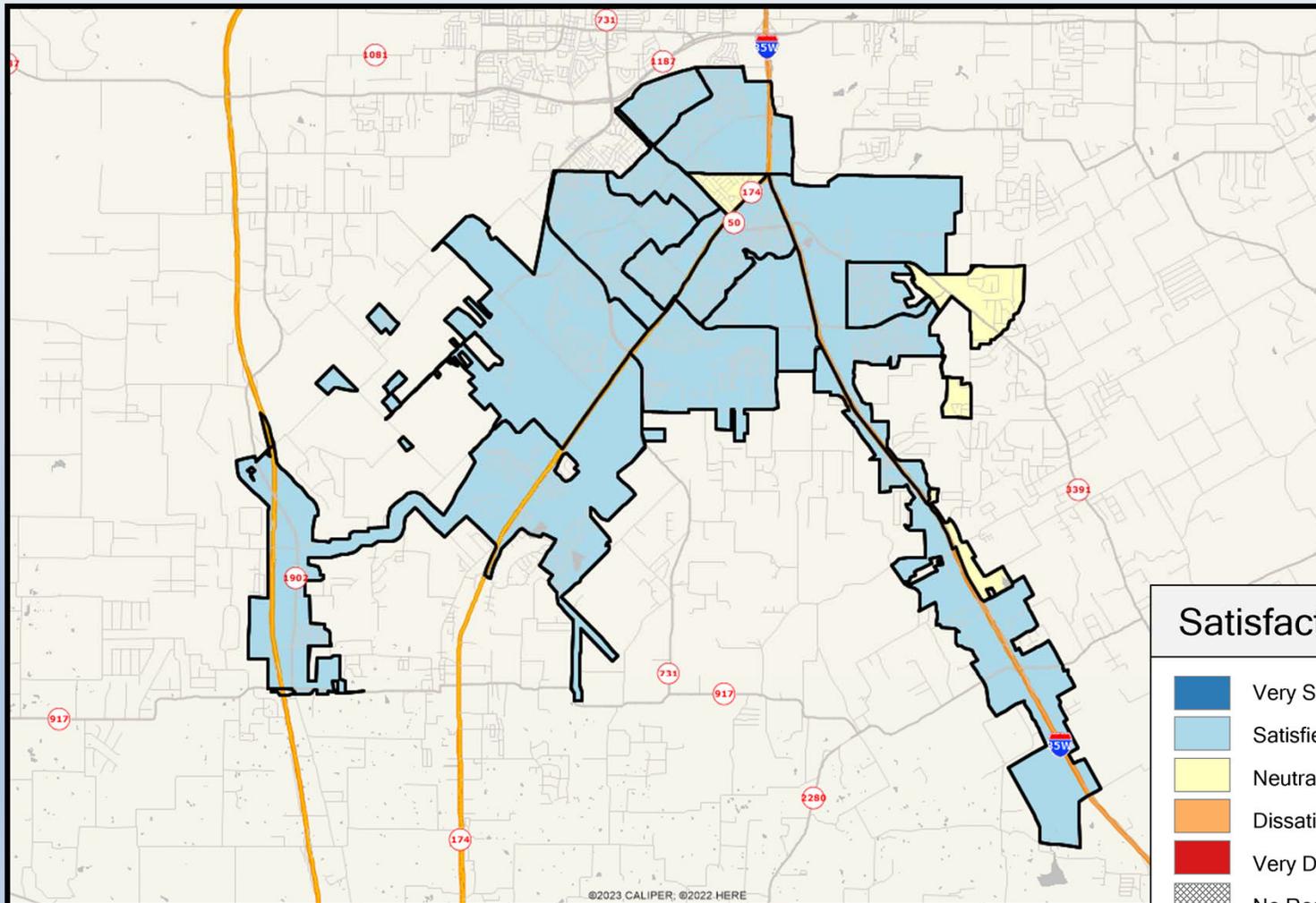


Satisfaction

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

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

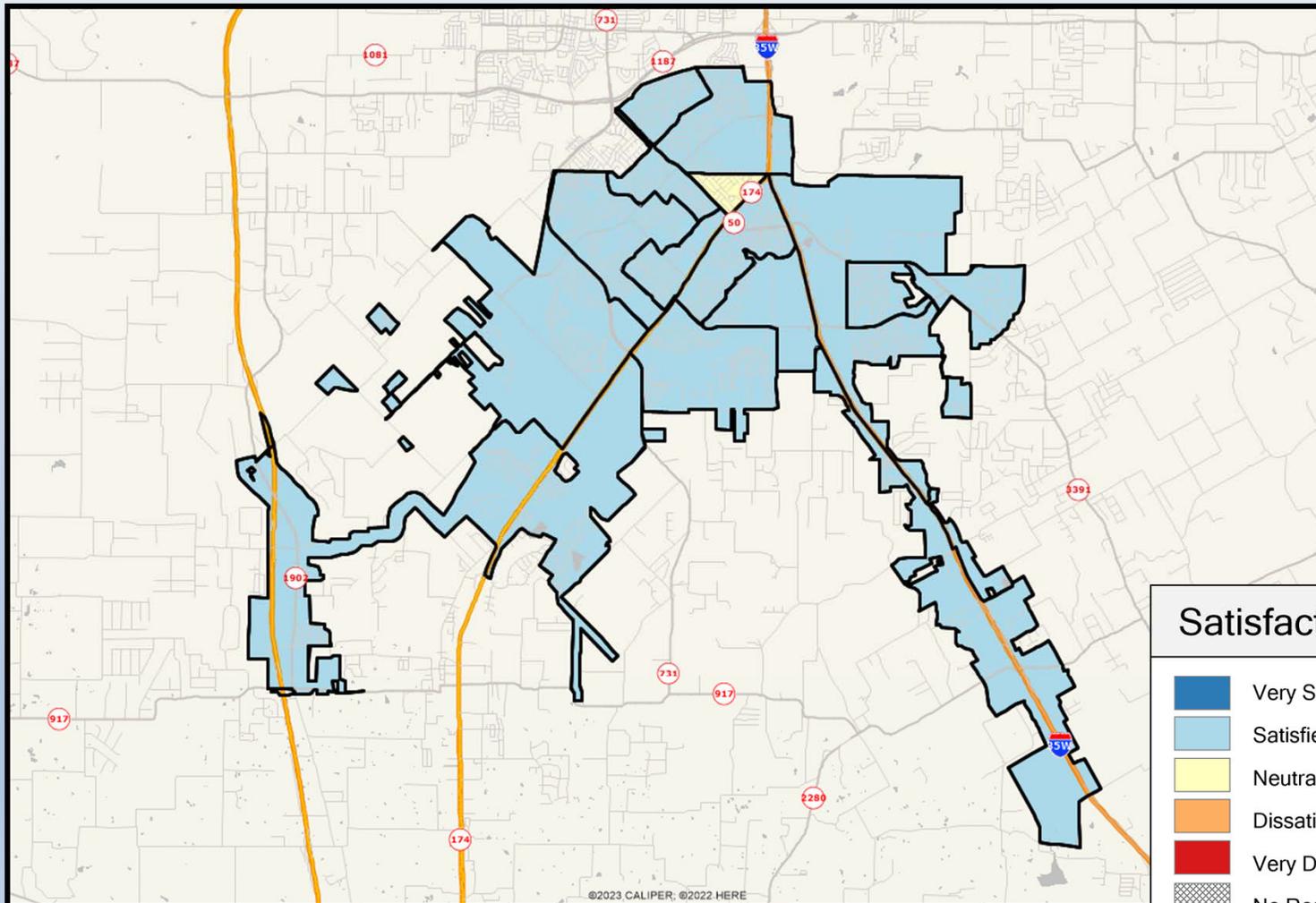


Satisfaction

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

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Q9-6. Timeliness of information provided by the city

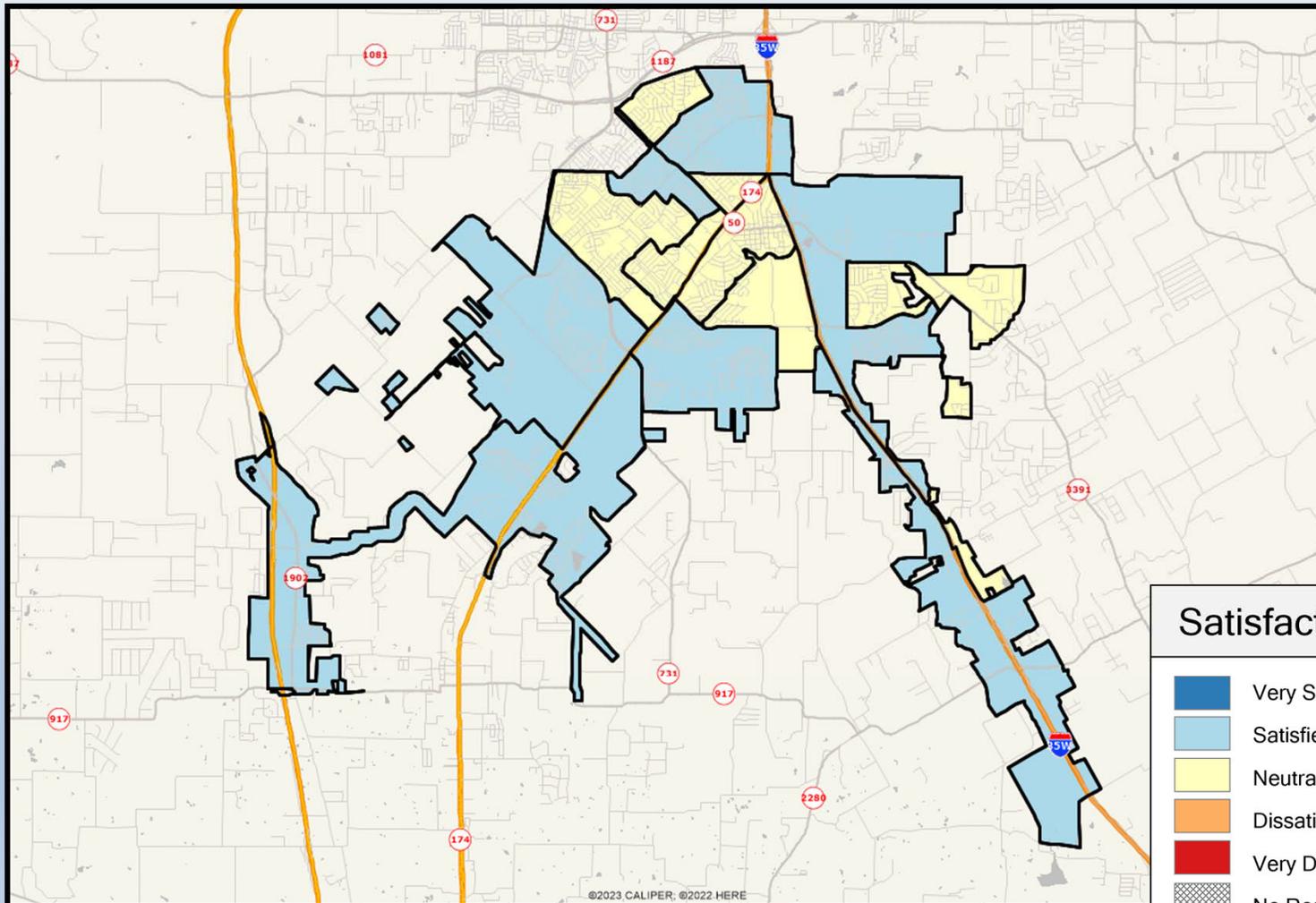


Satisfaction

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

ETC INSTITUTE

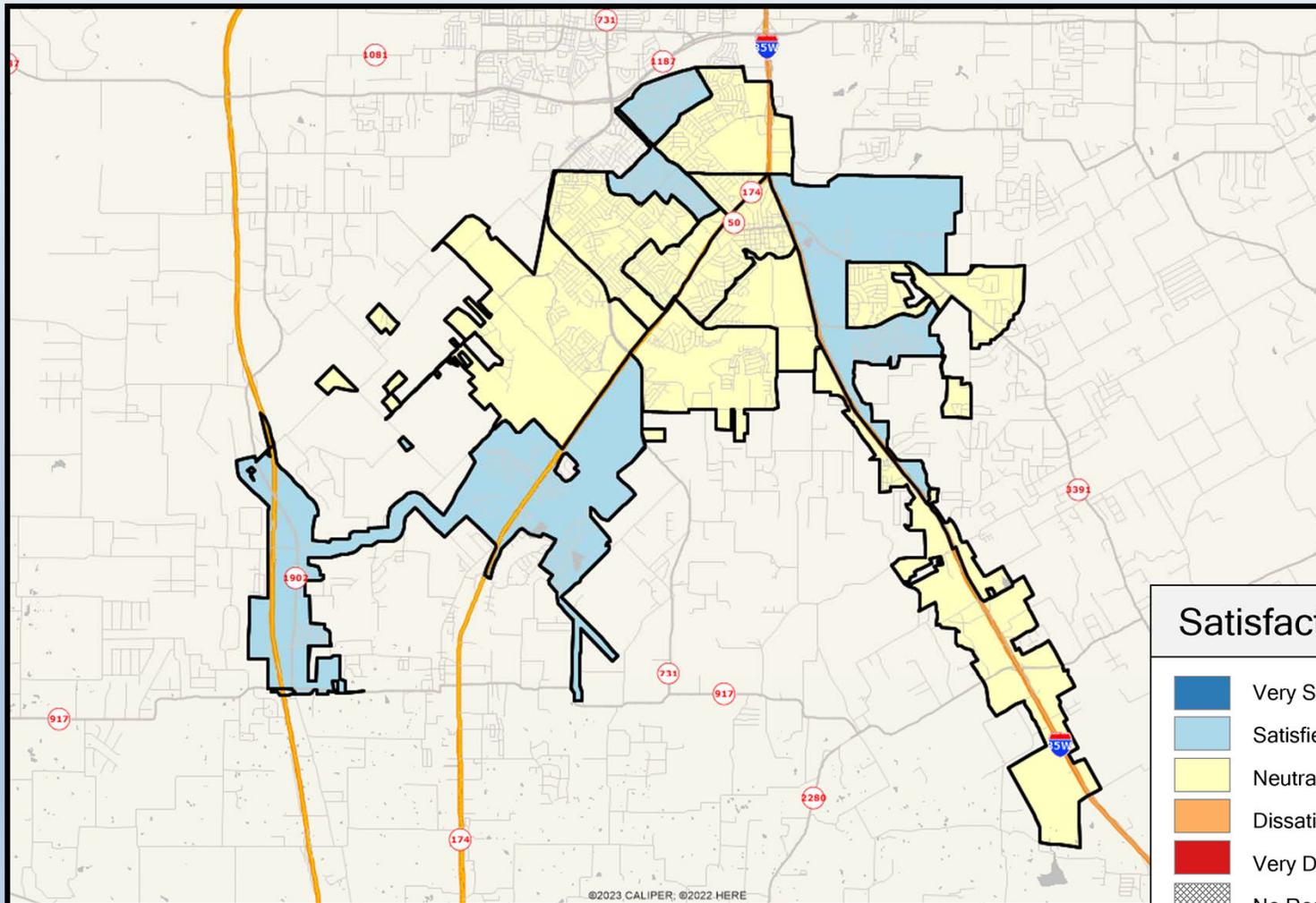
Q9-7. Access to information about the city's finances and budget



Satisfaction

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

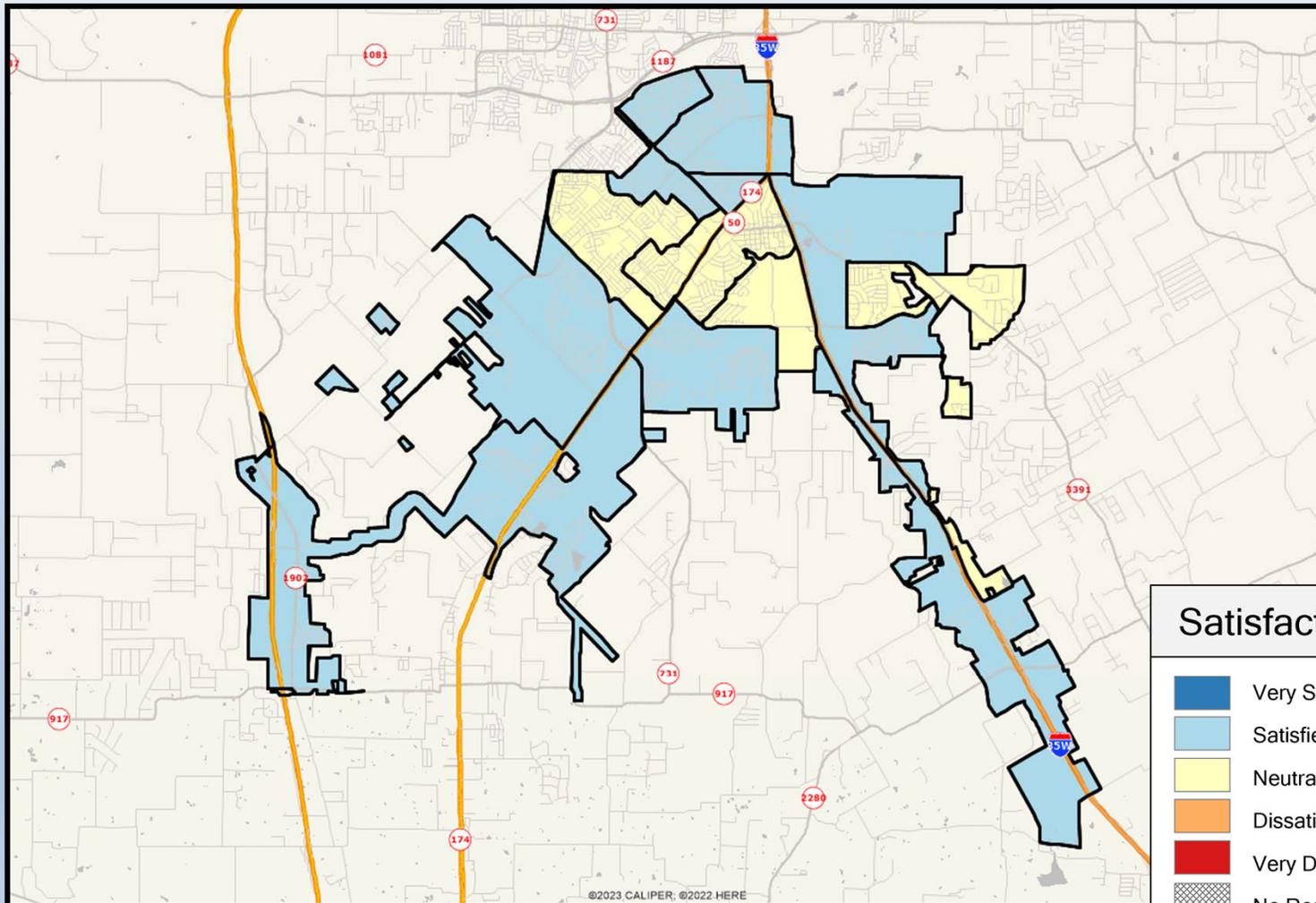
Q9-8. Overall level of public involvement in local decision making



Satisfaction

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

Q9-9. City's open records request process

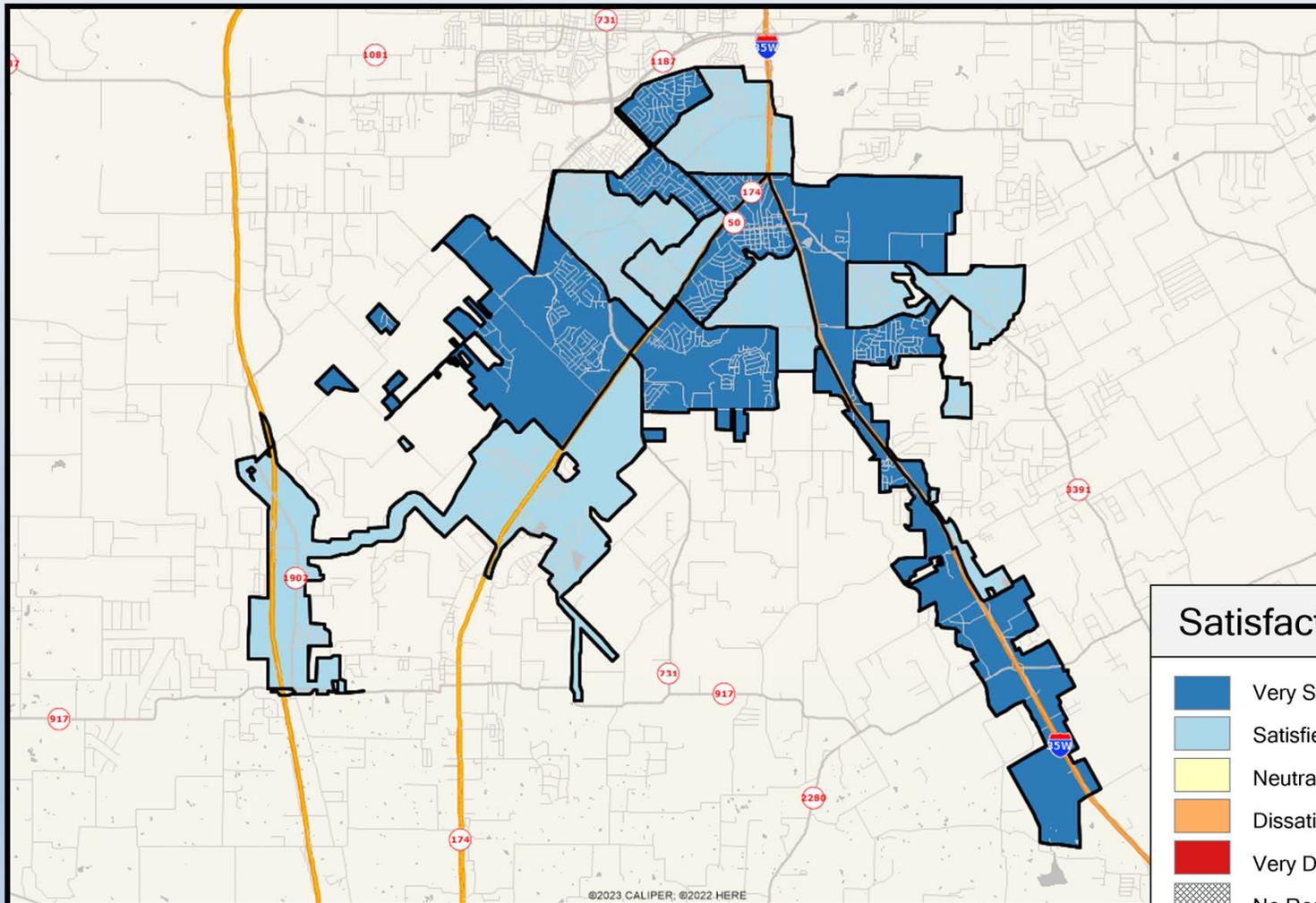


Satisfaction

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

ETC INSTITUTE

Q17-01. Maintenance of city parks

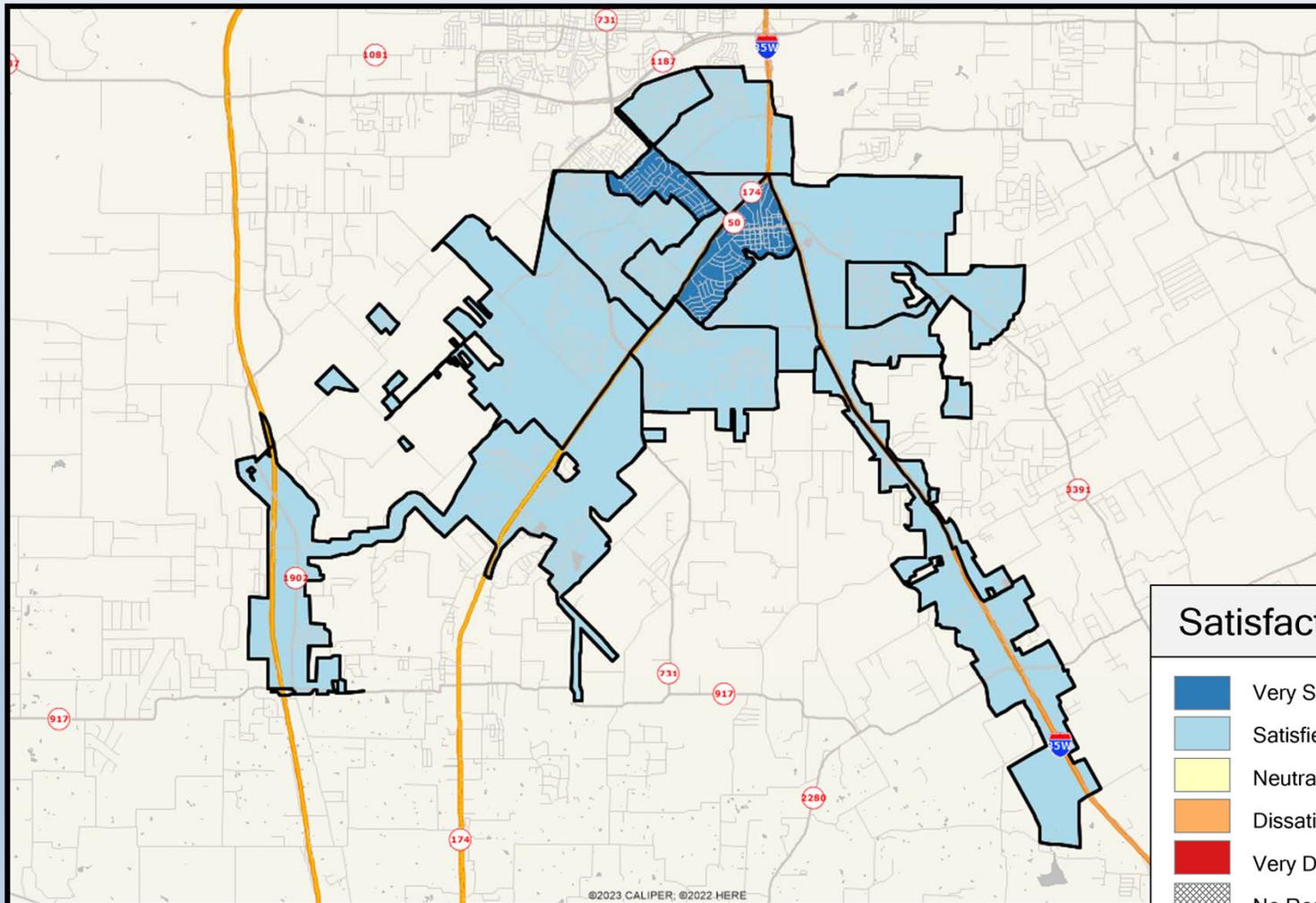


Satisfaction

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

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Q17-02. Number of parks



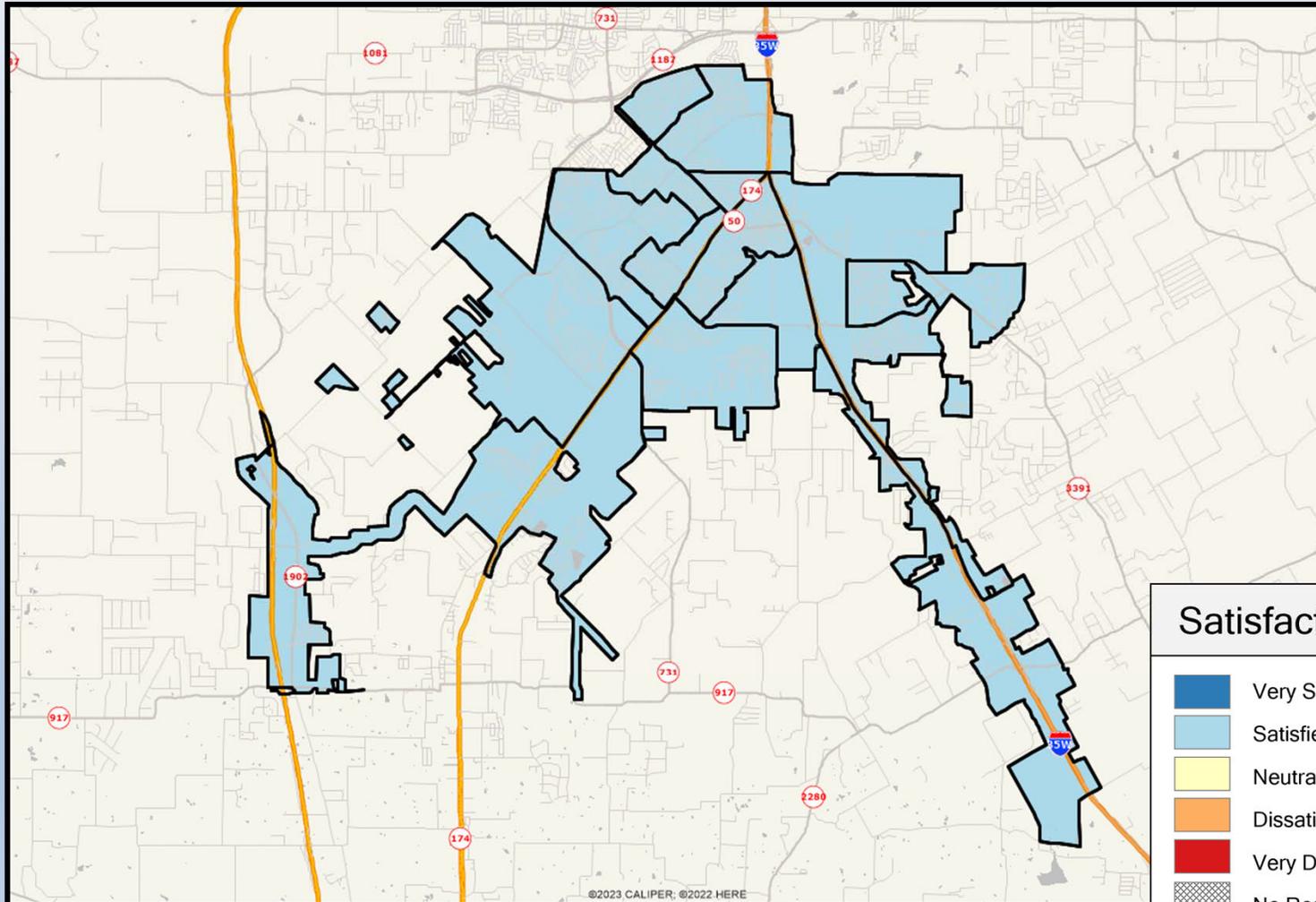
Satisfaction

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

ETC INSTITUTE



Q17-03. Quality of city trails

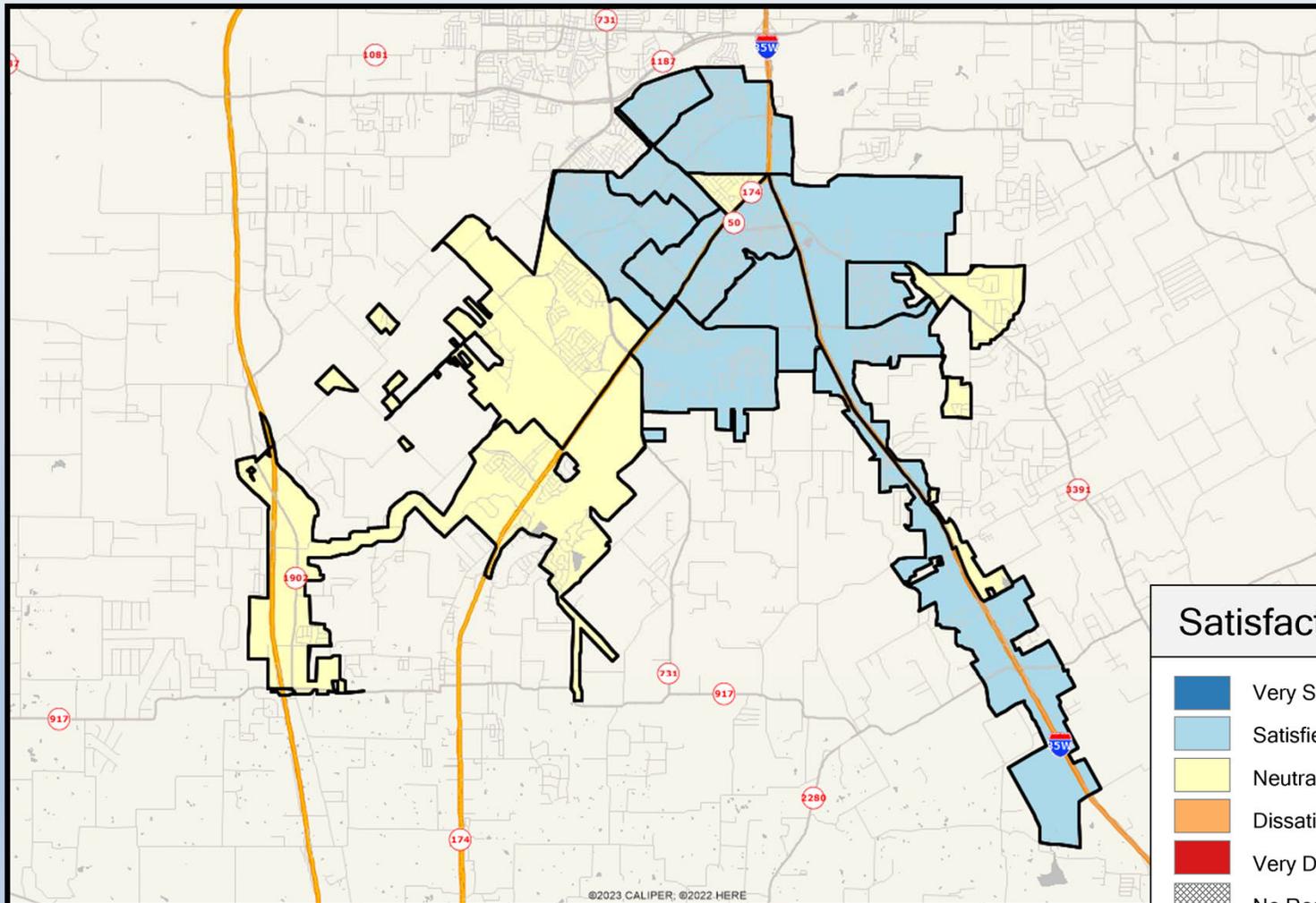


Satisfaction

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

ETC INSTITUTE

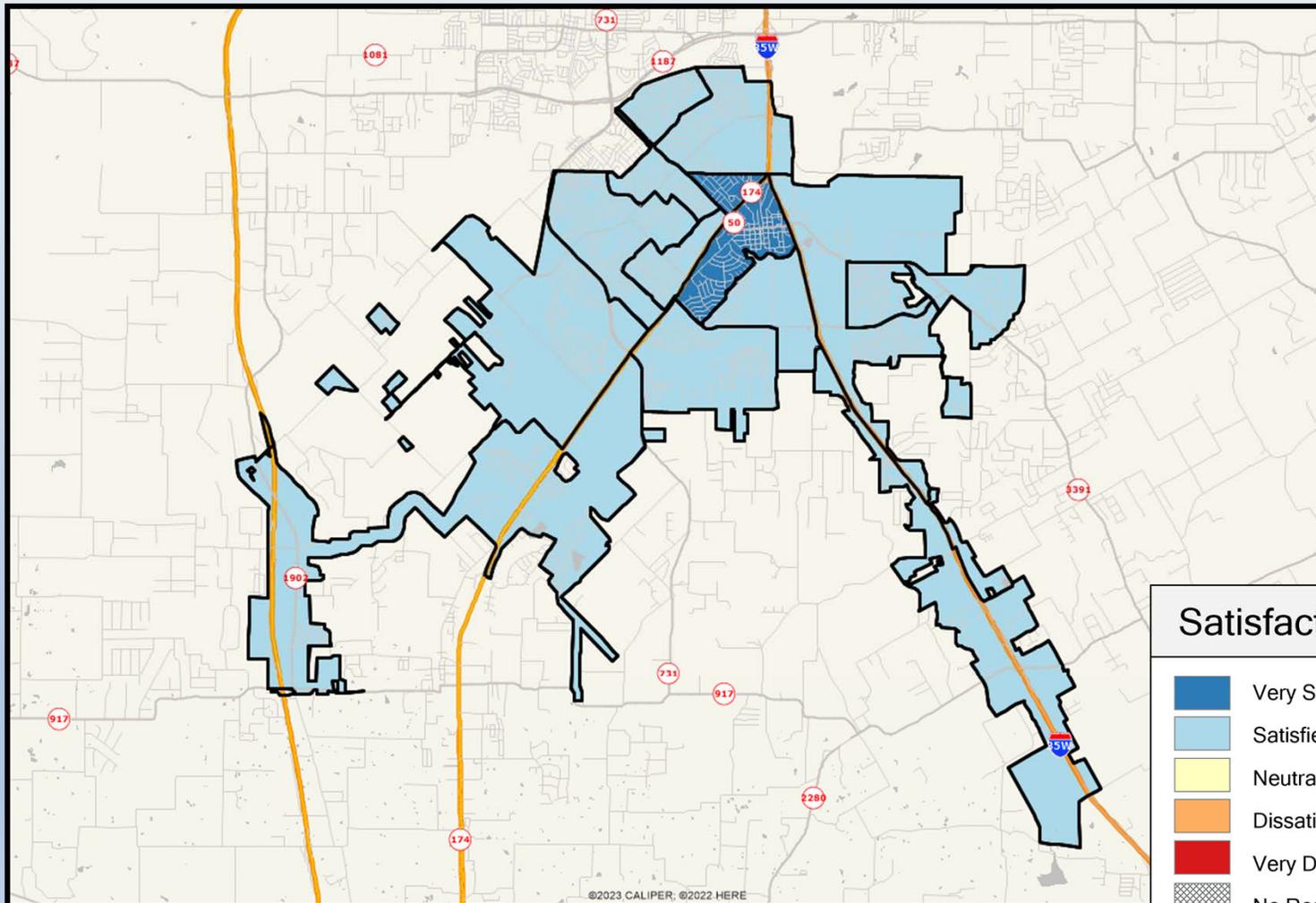
Q17-04. Number and connectivity of walking and biking trails



Satisfaction

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

Q17-05. Quality of city parks

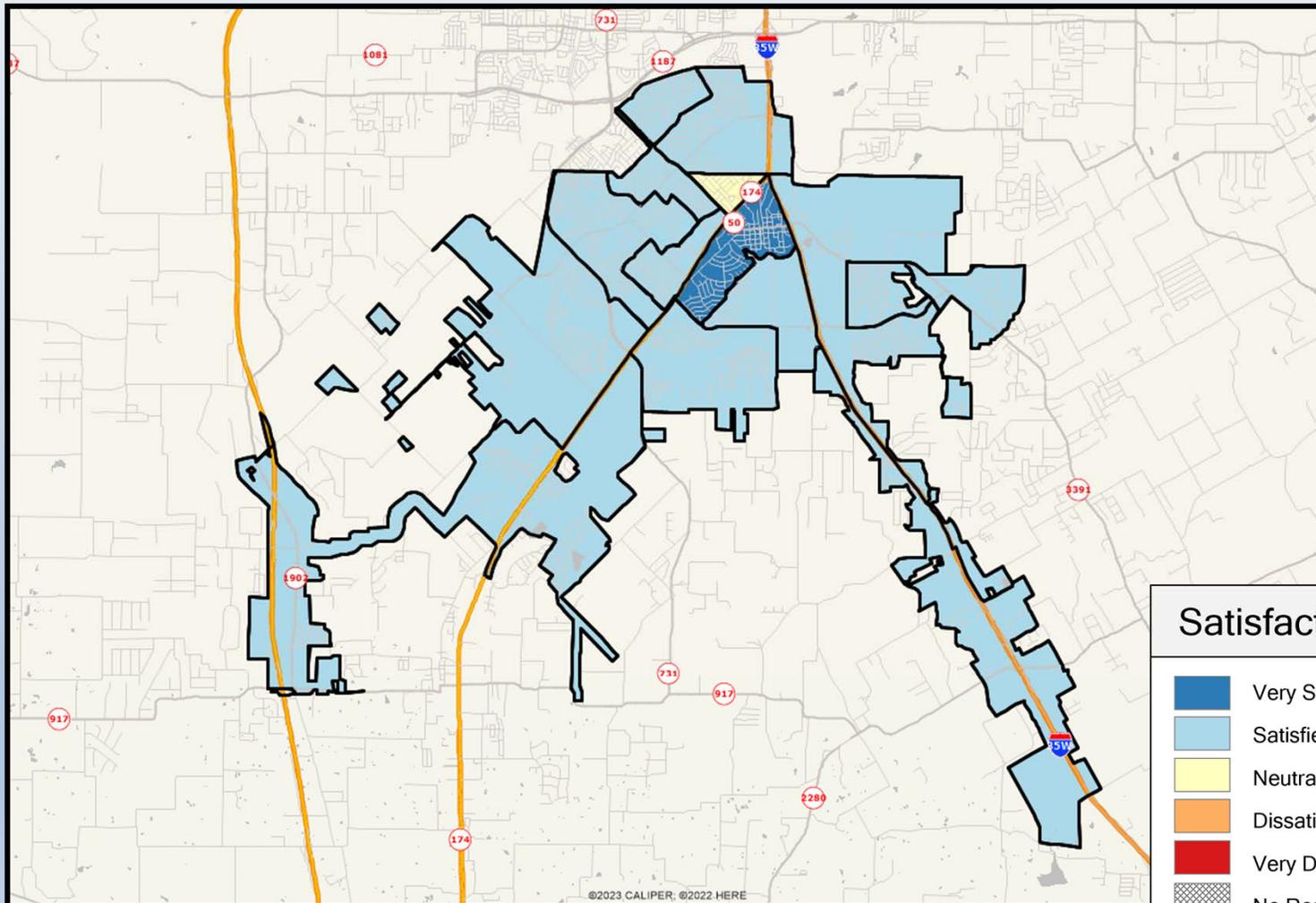


Satisfaction

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

ETC INSTITUTE

Q17-06. Quality of city recreation facilities

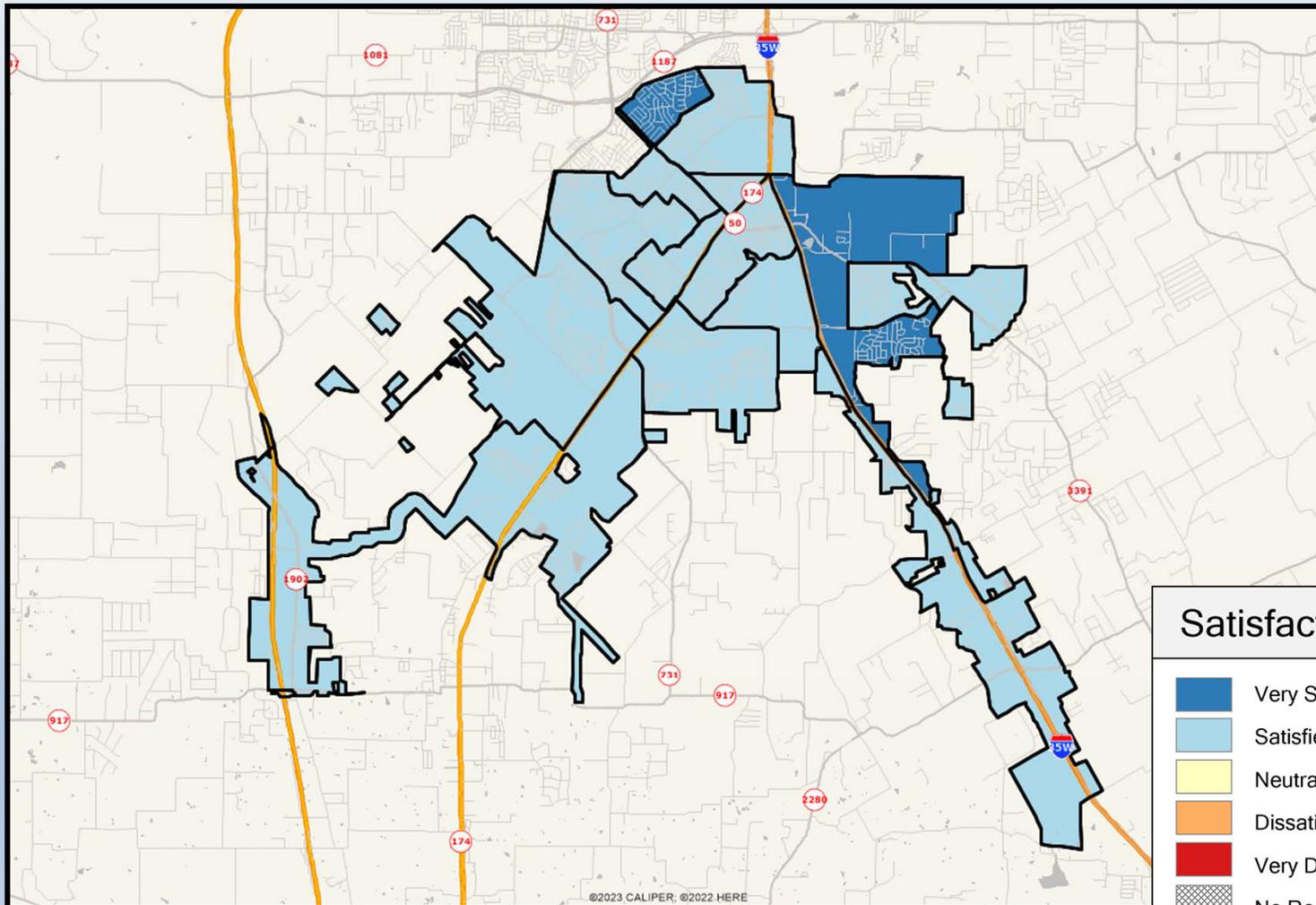


Satisfaction

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

ETC INSTITUTE

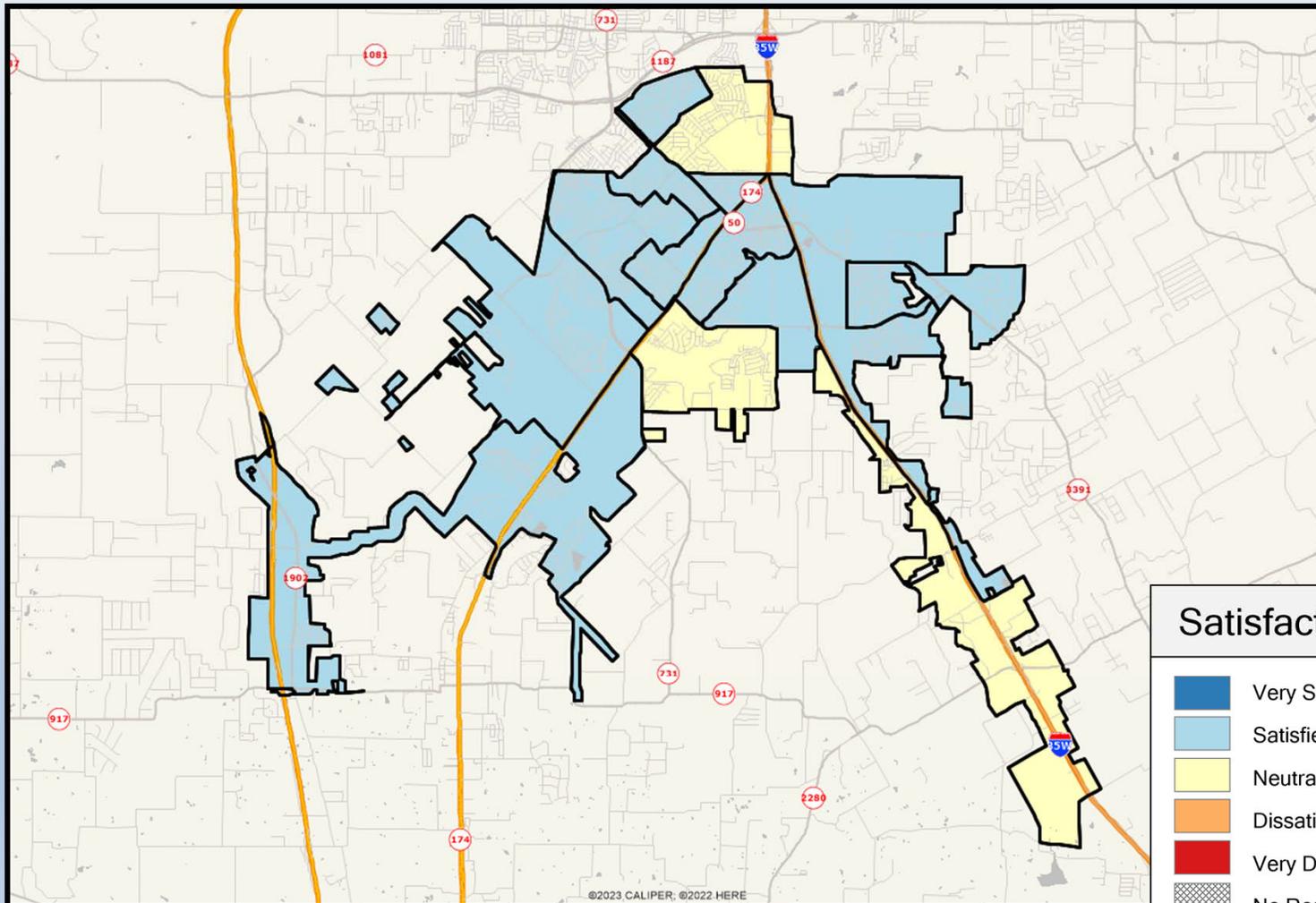
Q17-07. Quality of city produced special events



Satisfaction

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

Q17-08. Quality of city adult athletic programs

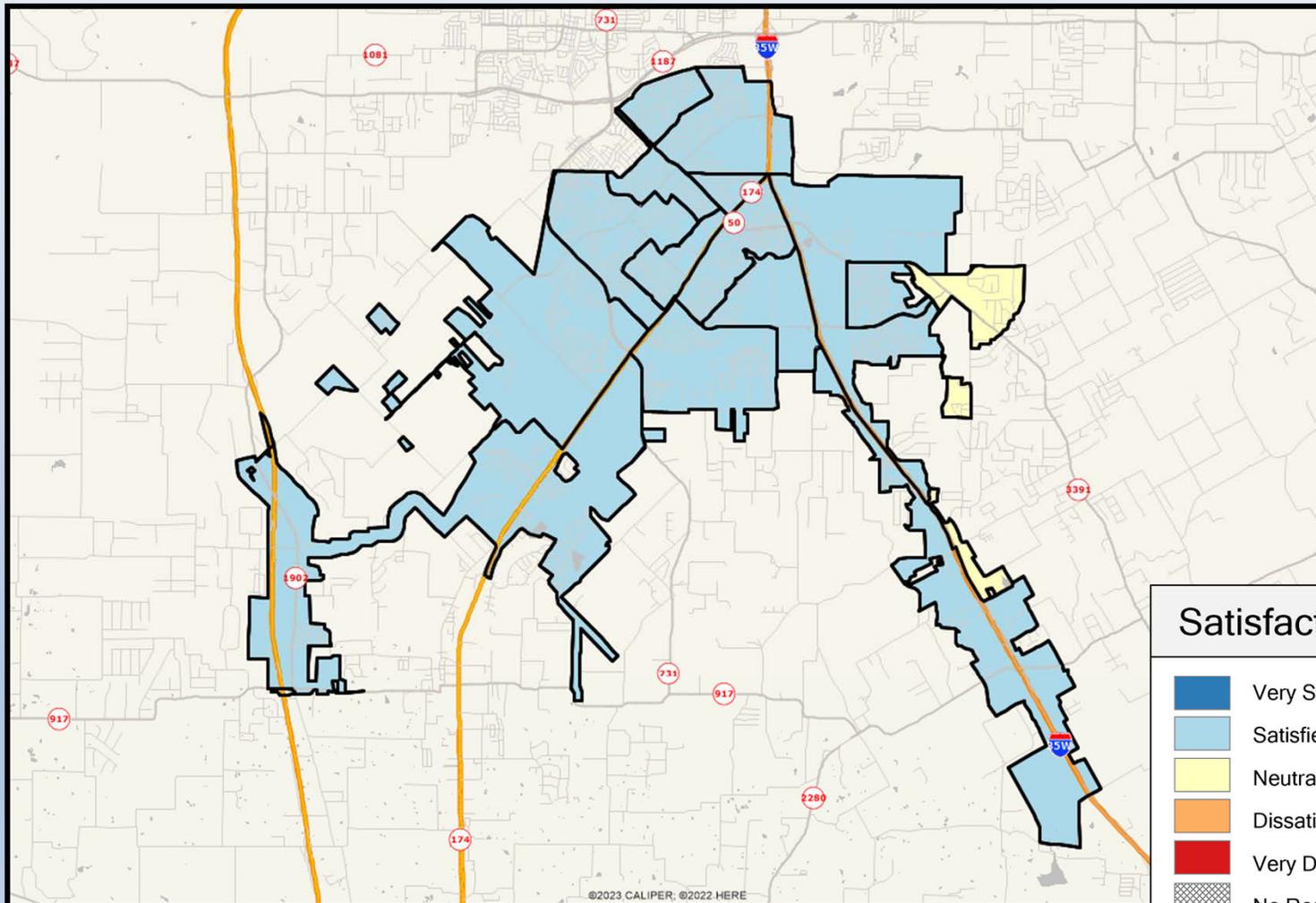


Satisfaction

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

ETC INSTITUTE

Q17-09. Quality of city youth athletic programs

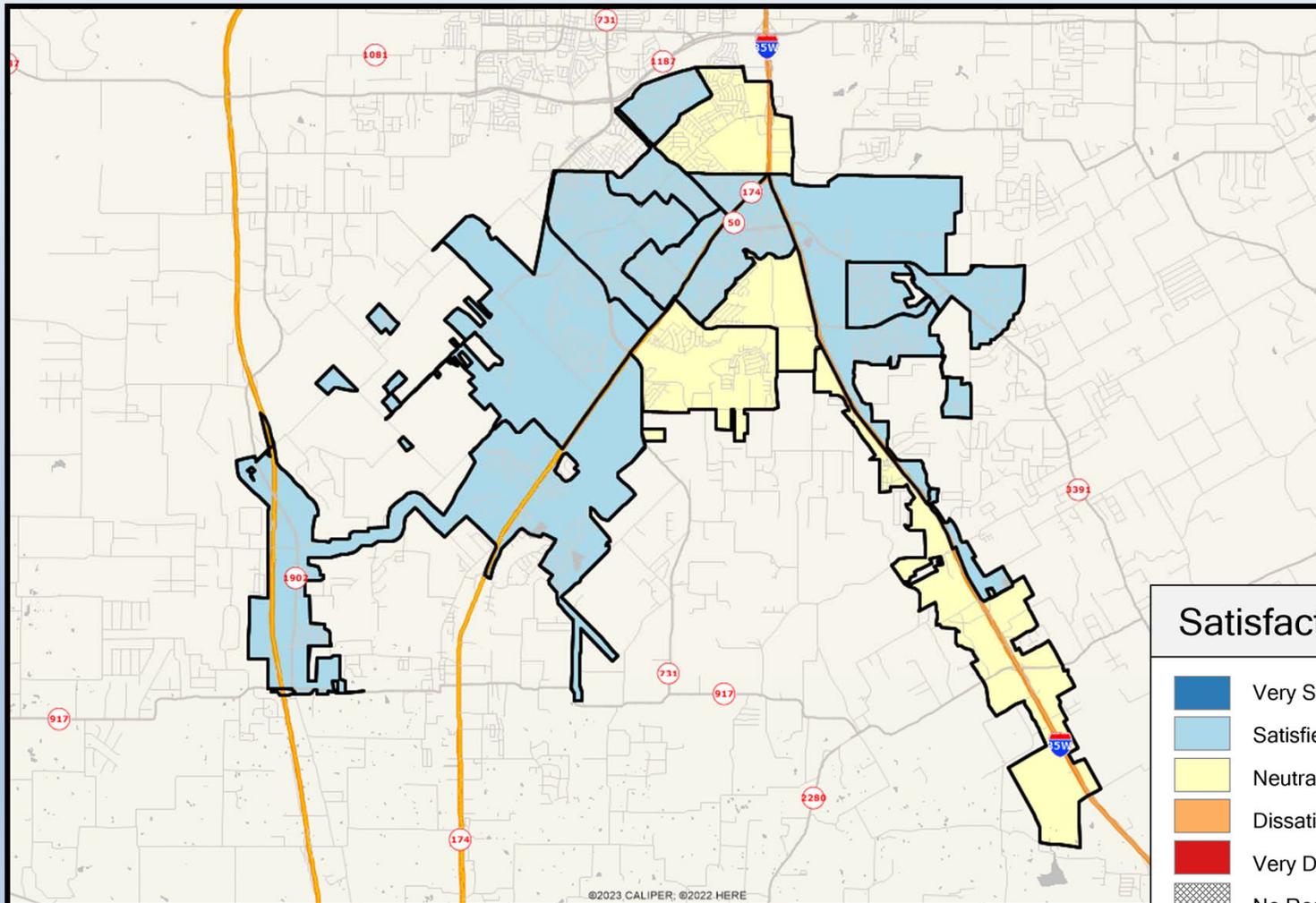


Satisfaction

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

ETC INSTITUTE

Q17-10. Quality of city senior citizen programs

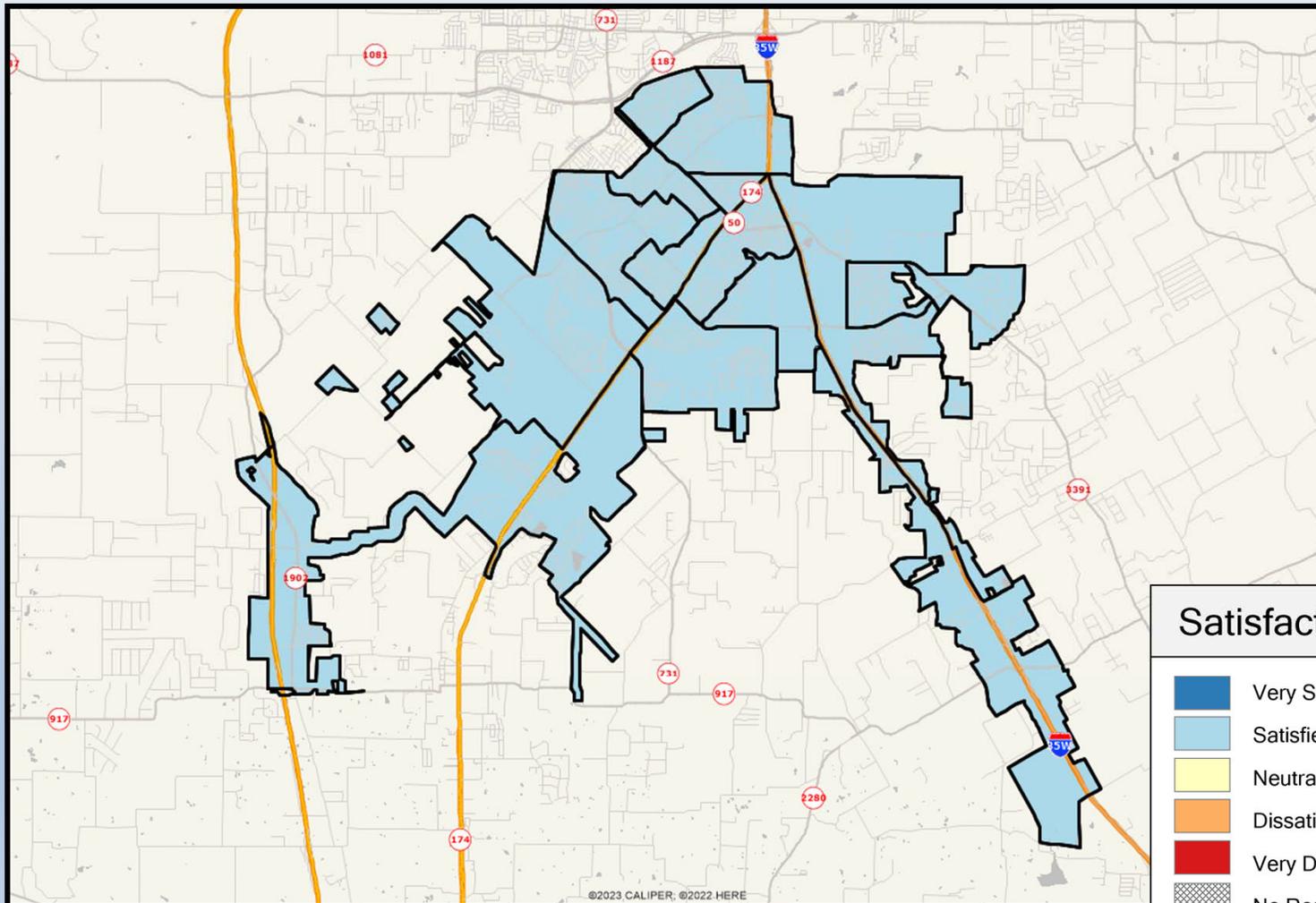


Satisfaction

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

ETC INSTITUTE

Q17-11. Quality of recreation programs

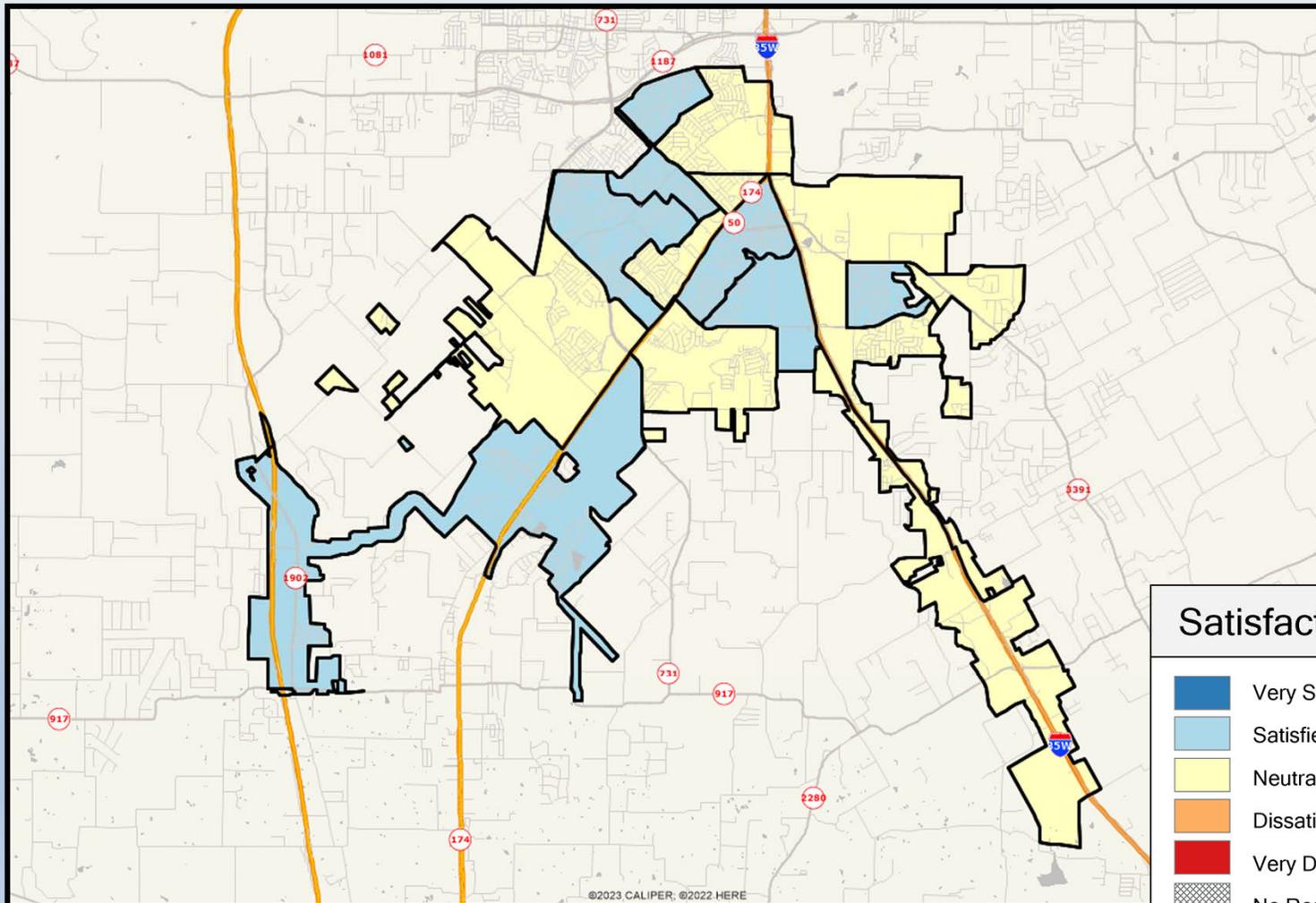


Satisfaction

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

ETC INSTITUTE

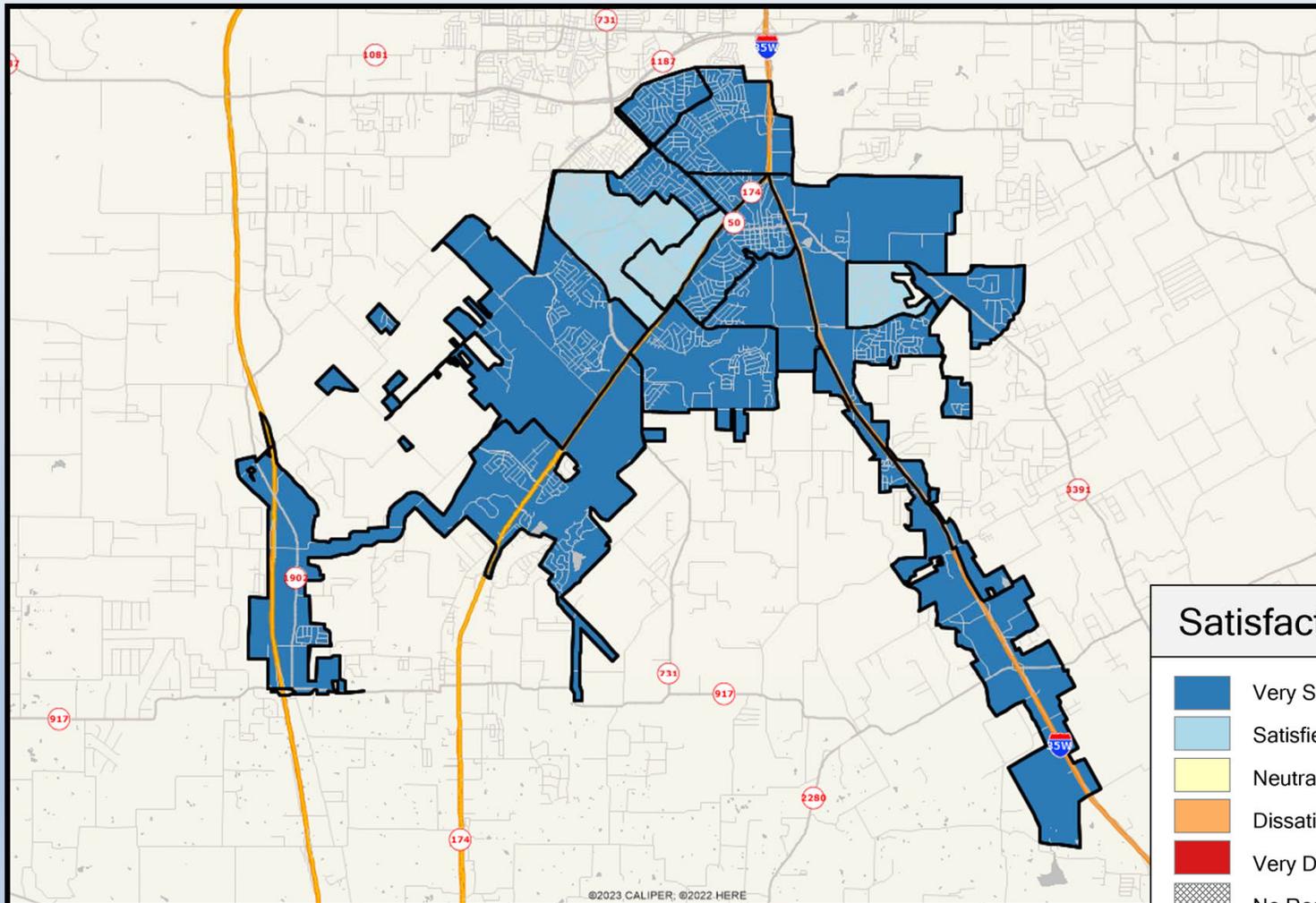
Q17-12. Quality of programs for people with disabilities



Satisfaction

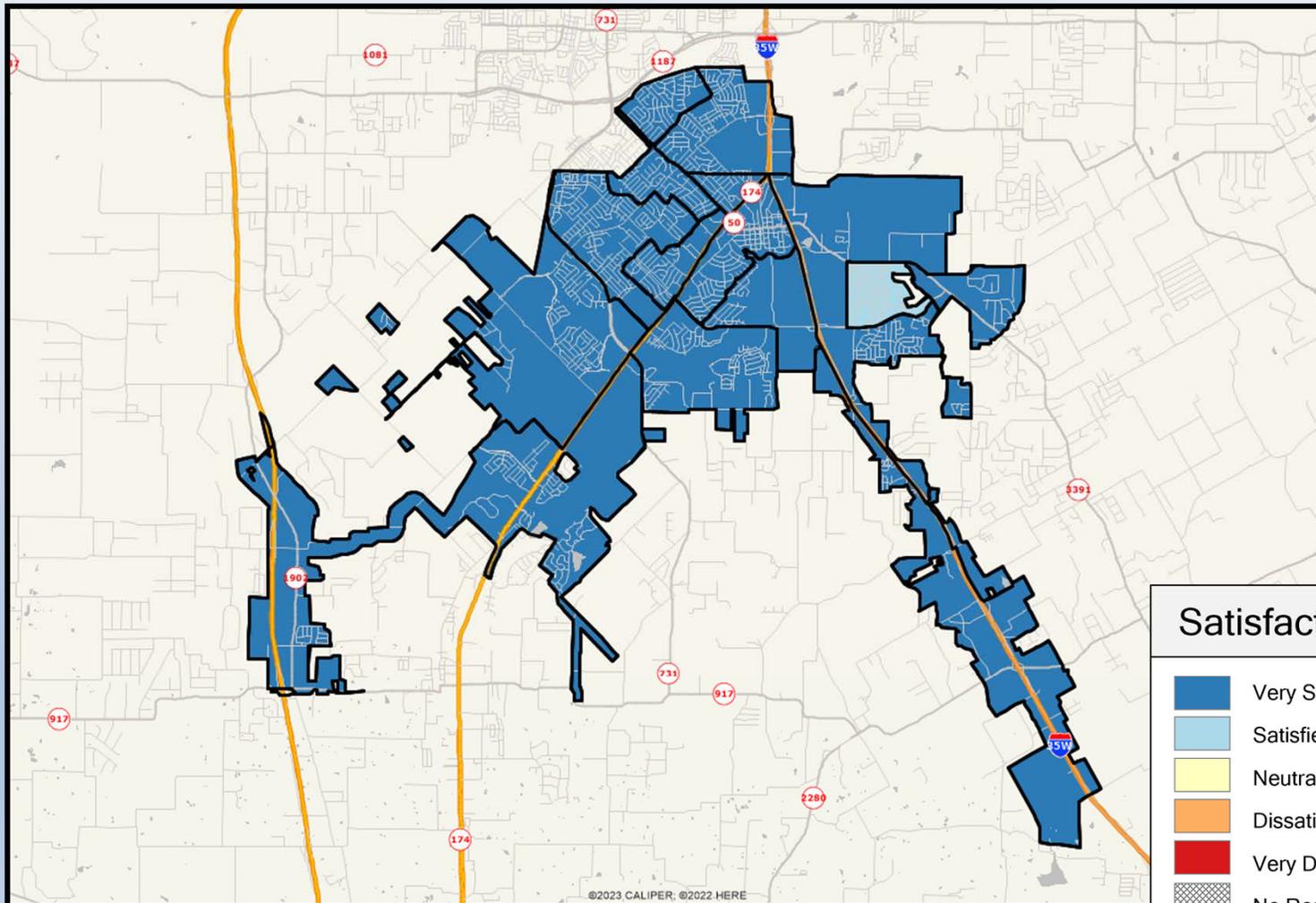
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q19-2. Overall quality of curbside recycling collection



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Q19-3. Overall quality of curbside trash and garbage collection

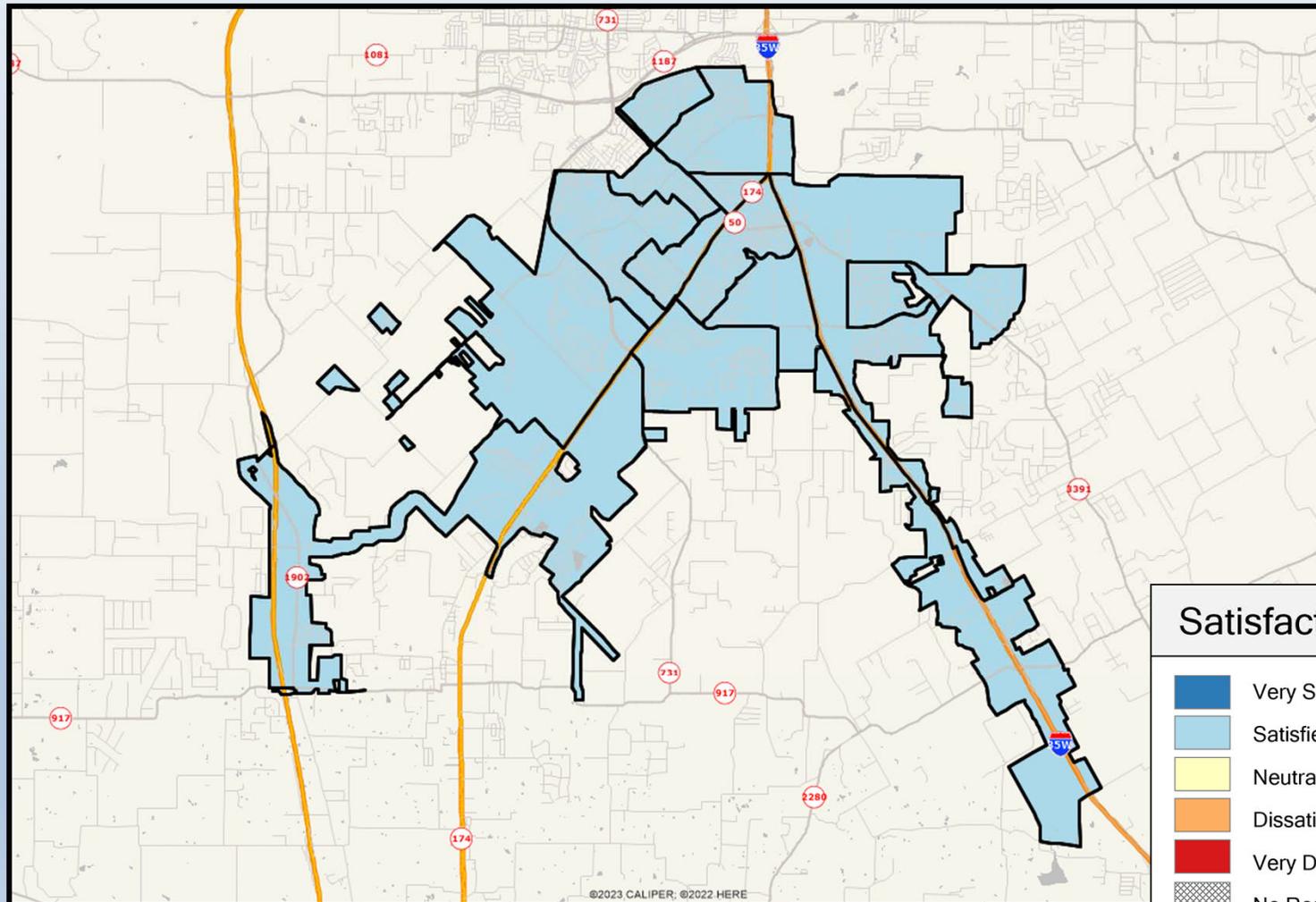


Satisfaction

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

ETC INSTITUTE

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

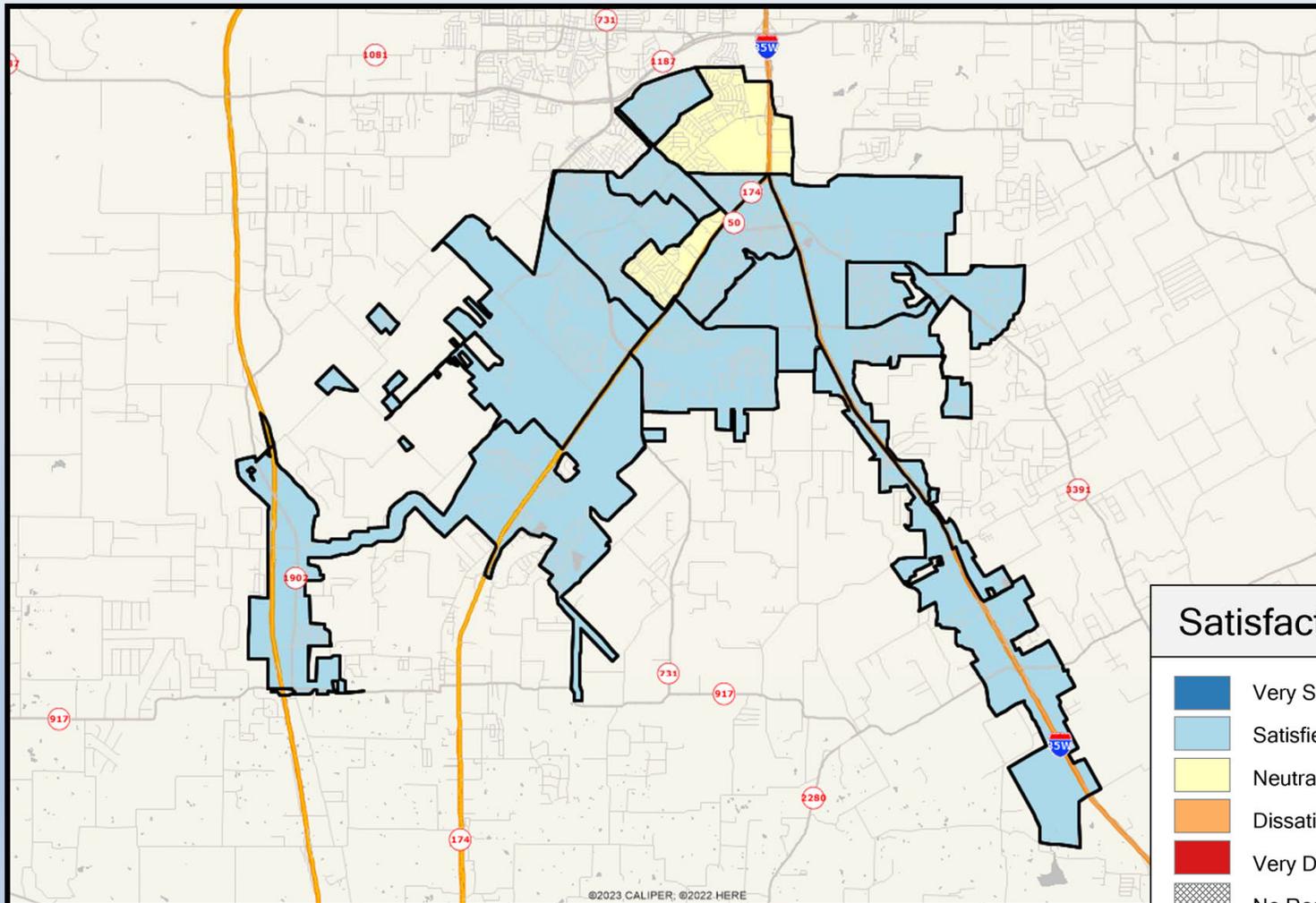


Satisfaction

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

ETC INSTITUTE

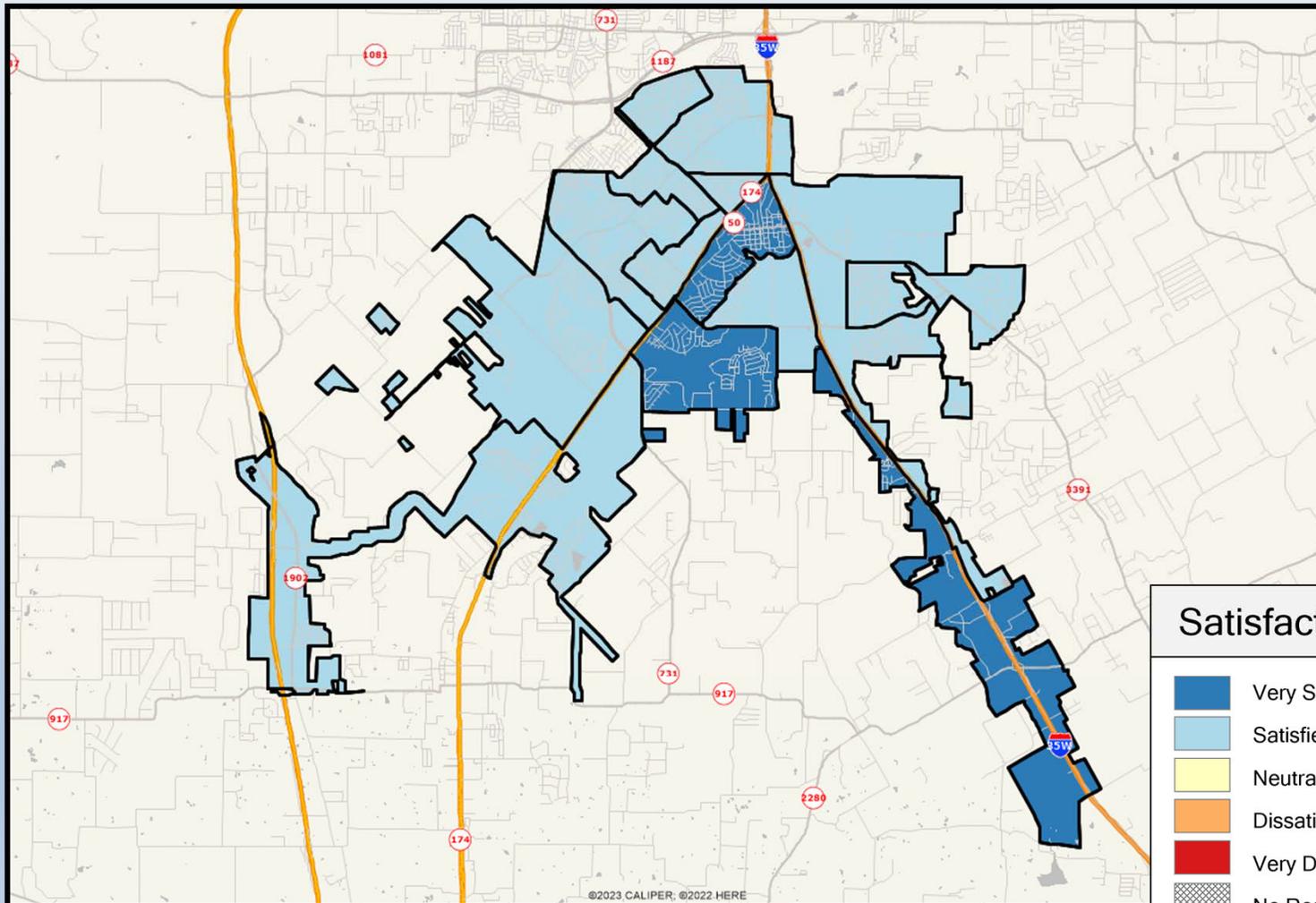
Q19-5. Overall fees charged for trash and recycling collection



Satisfaction

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

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

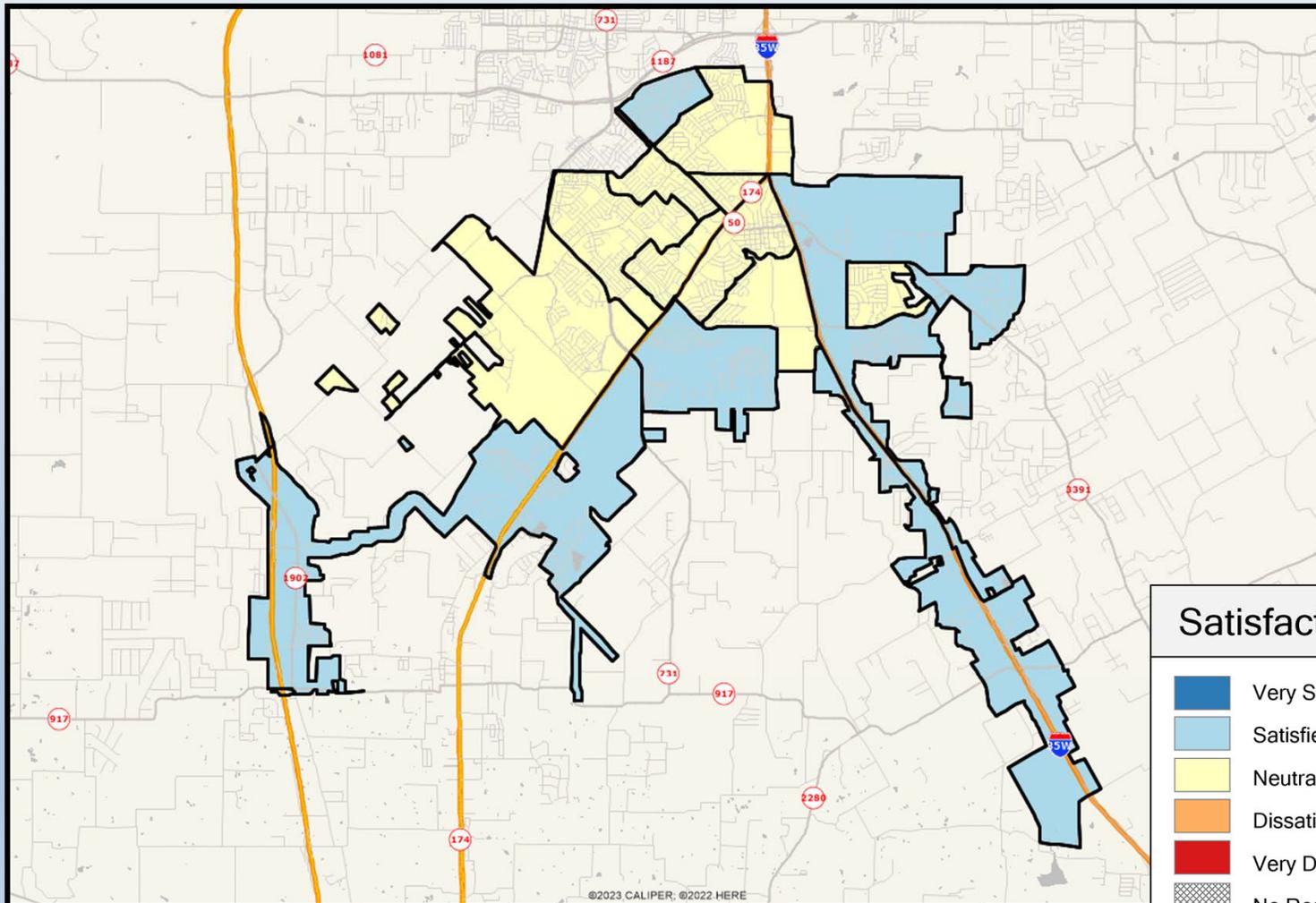


Satisfaction

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

ETC INSTITUTE

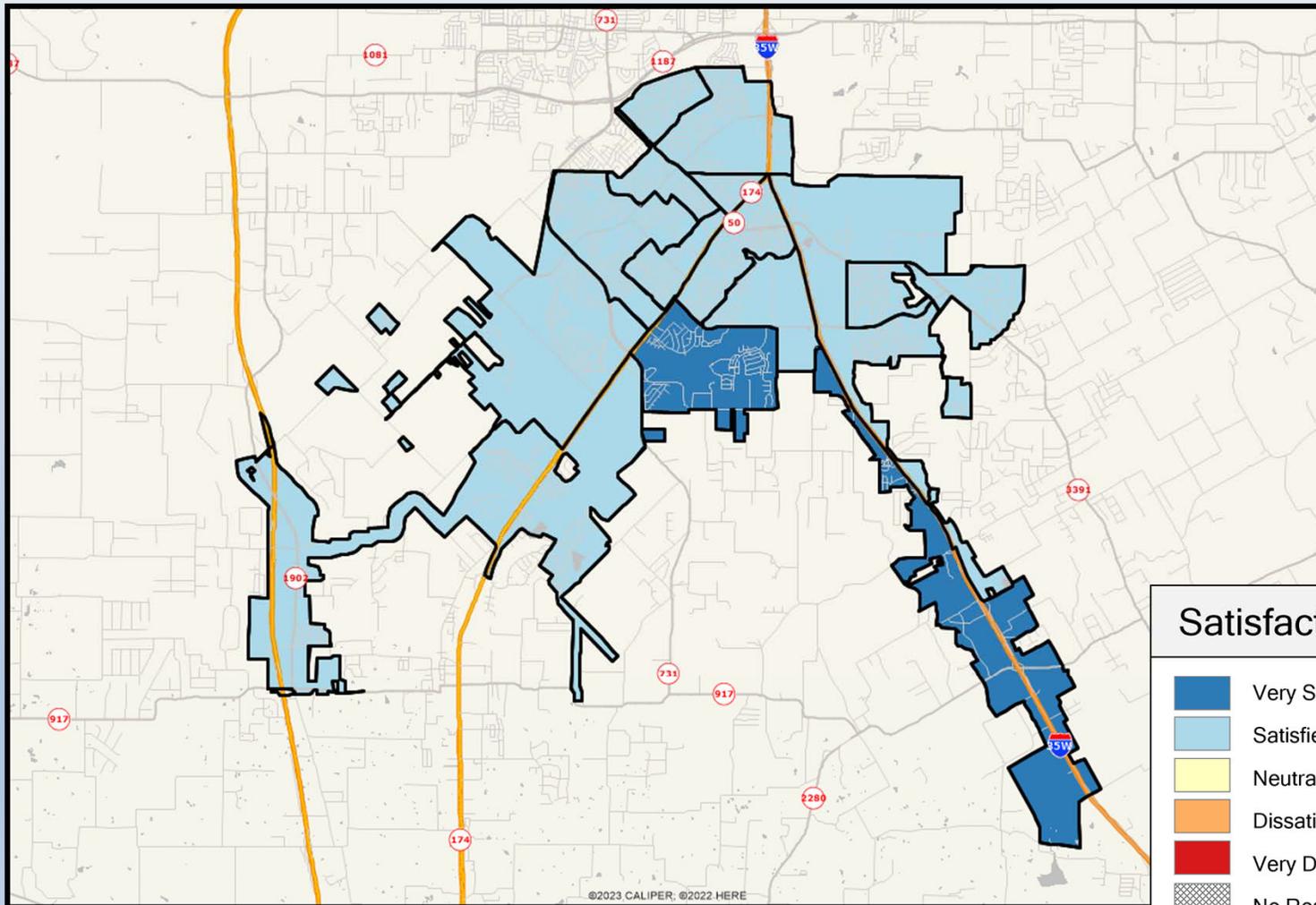
Q20-2. Overall fees charged for water and wastewater services



Satisfaction

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

Q20-3. Utility billing customer service

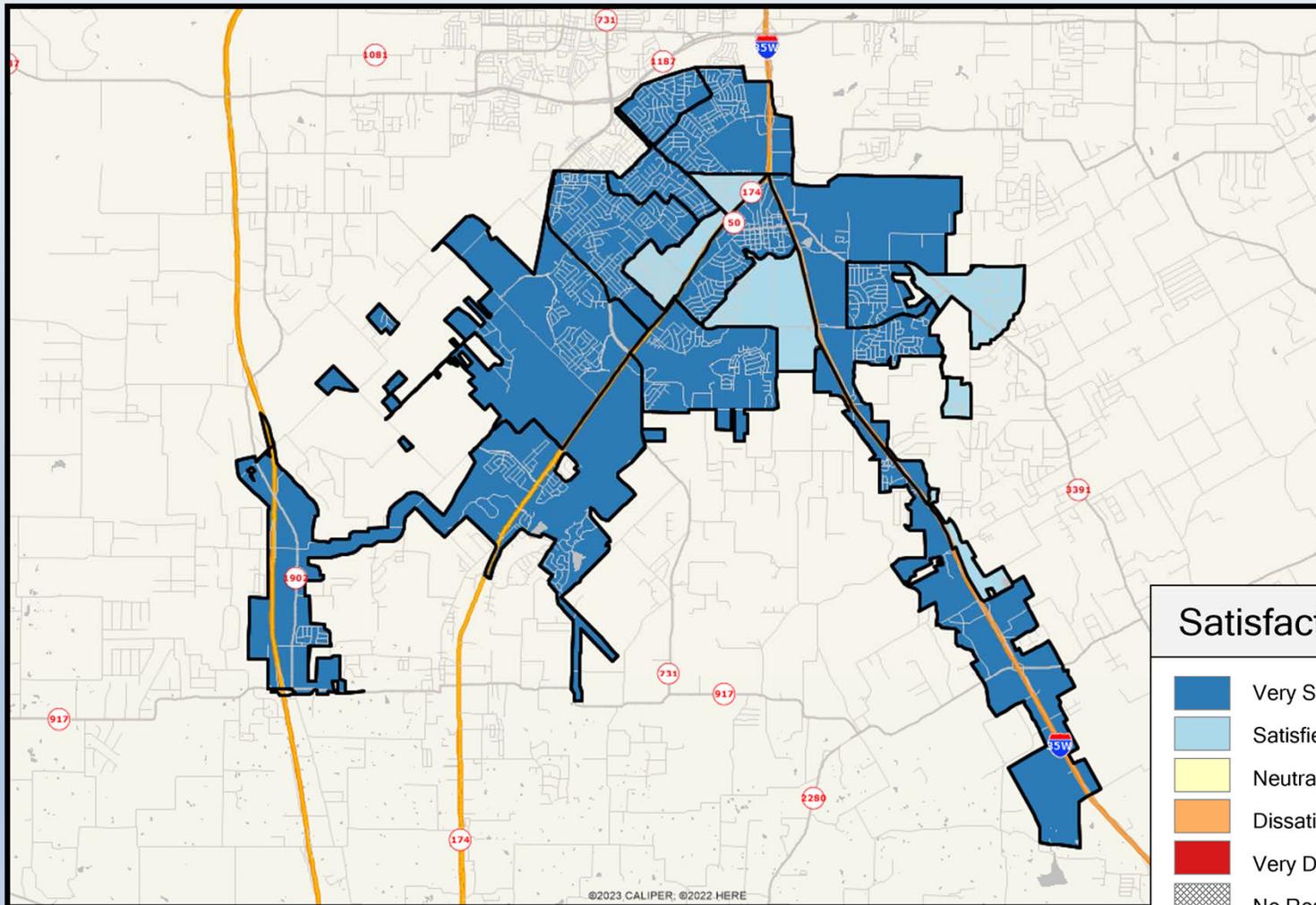


Satisfaction

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

ETC INSTITUTE

Q20-4. Utility reliability

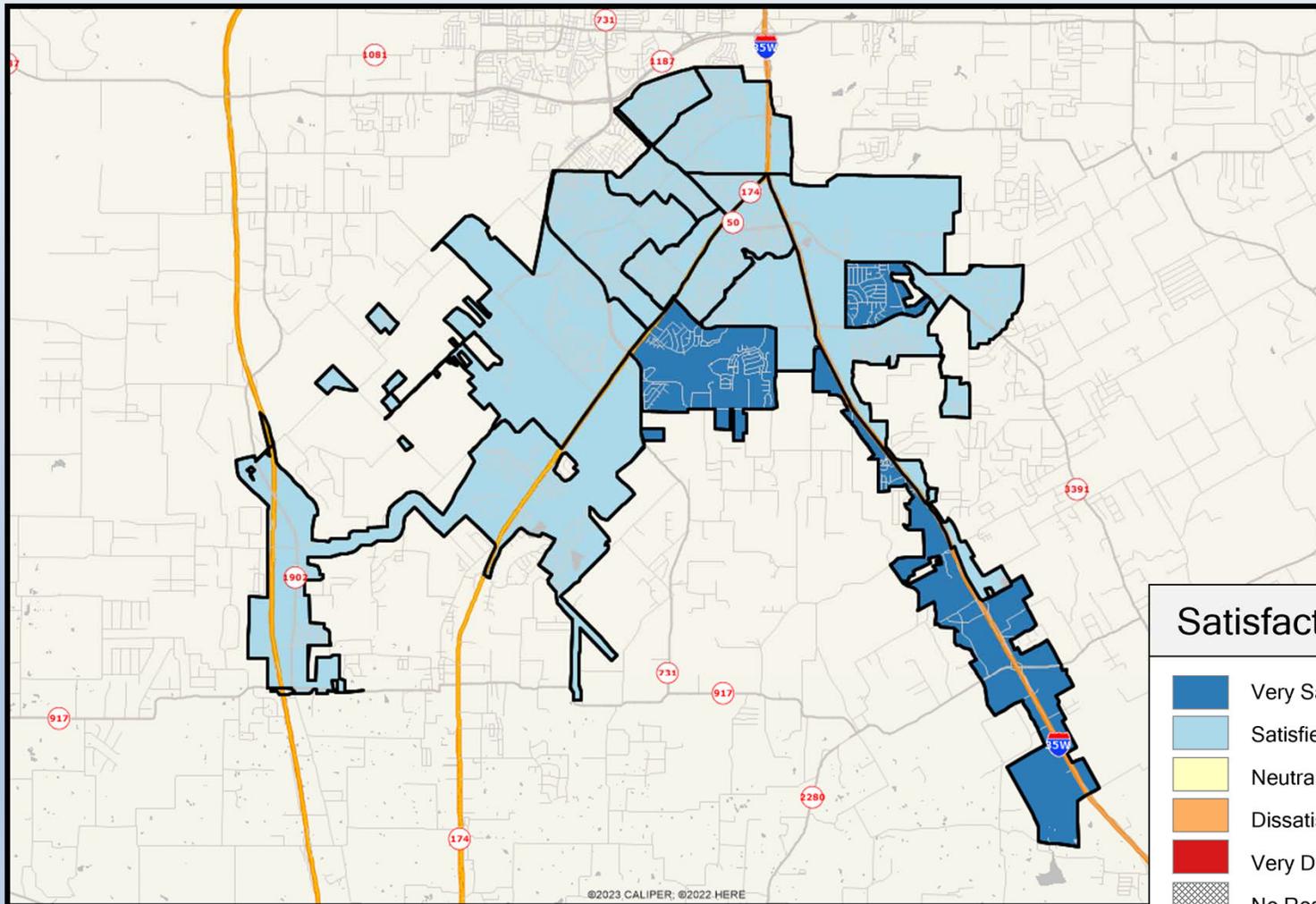


Satisfaction

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

ETC INSTITUTE

Q20-5. Overall quality of drinking water



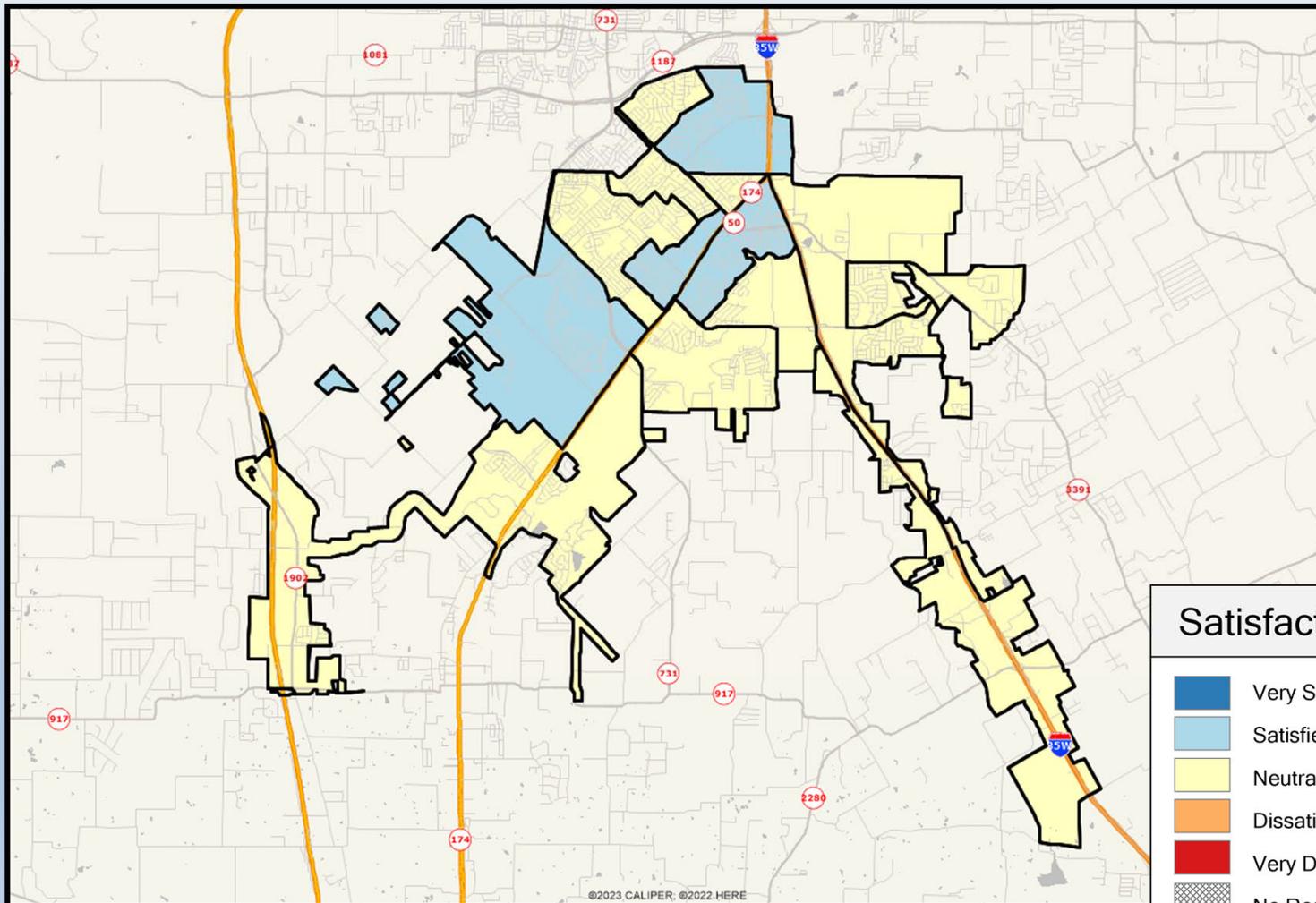
Satisfaction

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

ETC INSTITUTE



Q21-01. Adequacy of street lighting

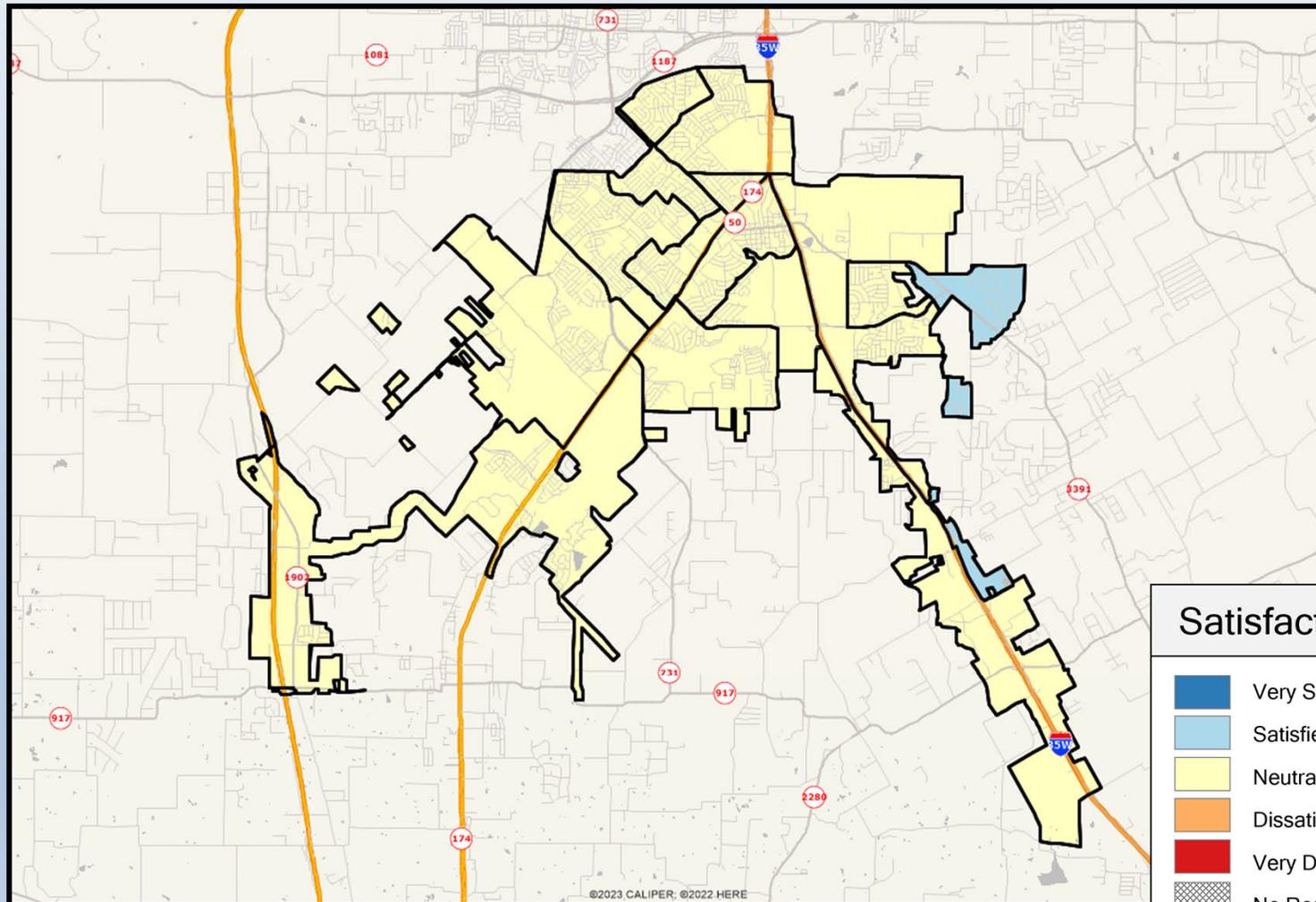


Satisfaction

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

ETC INSTITUTE

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

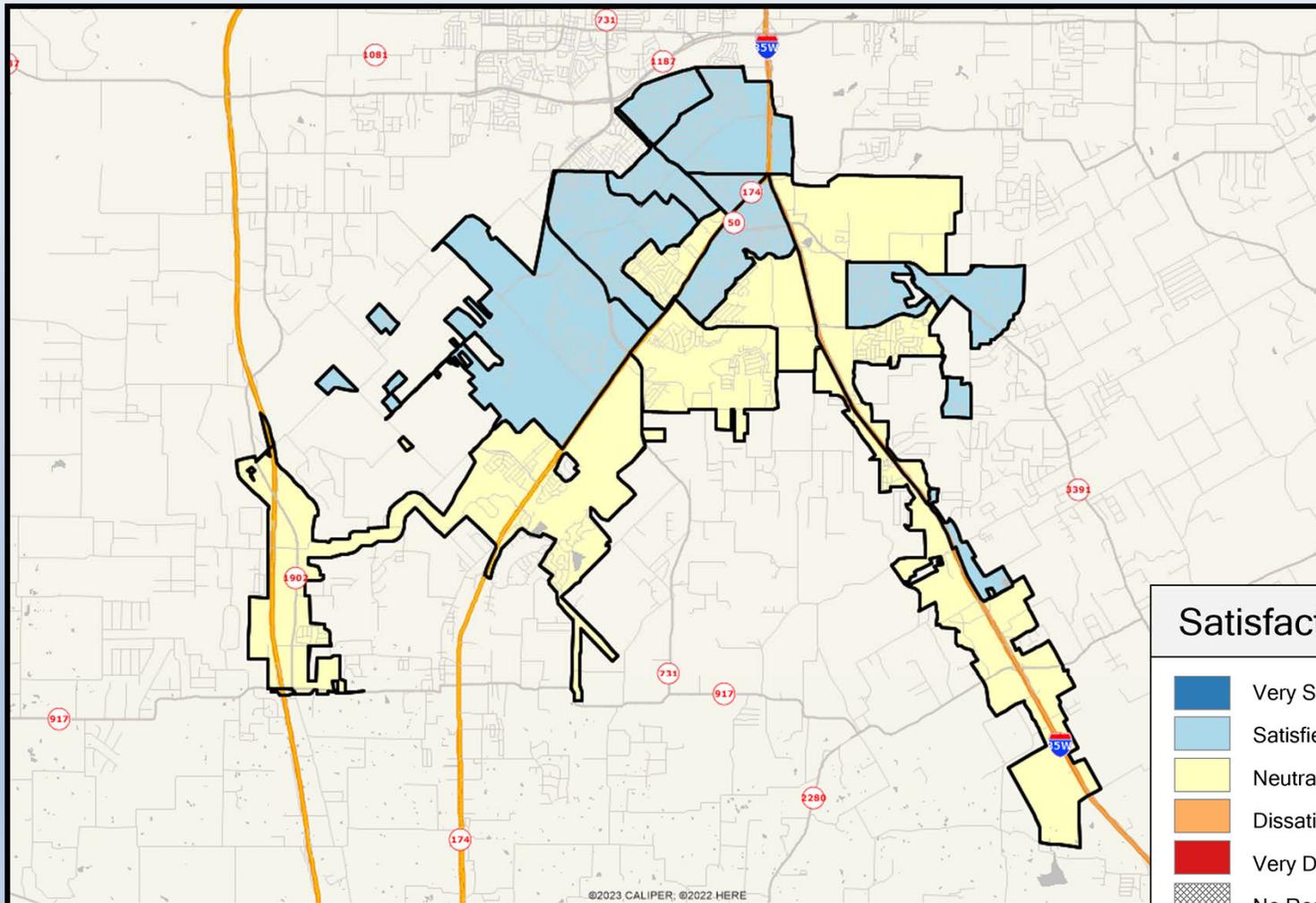


Satisfaction

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

ETC INSTITUTE

Q21-03. Adequacy of drainage systems in rainfall events

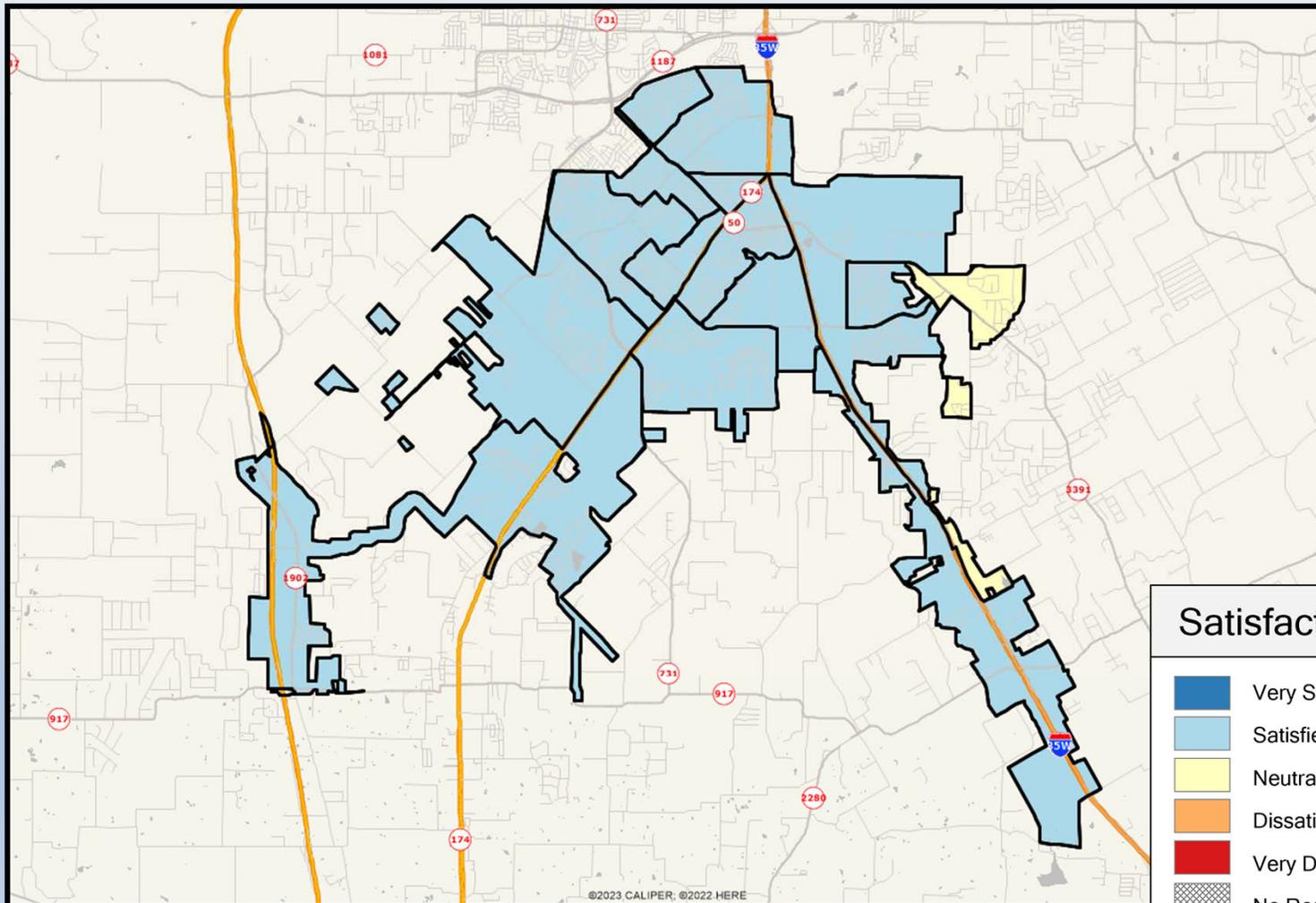


Satisfaction

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

ETC INSTITUTE

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

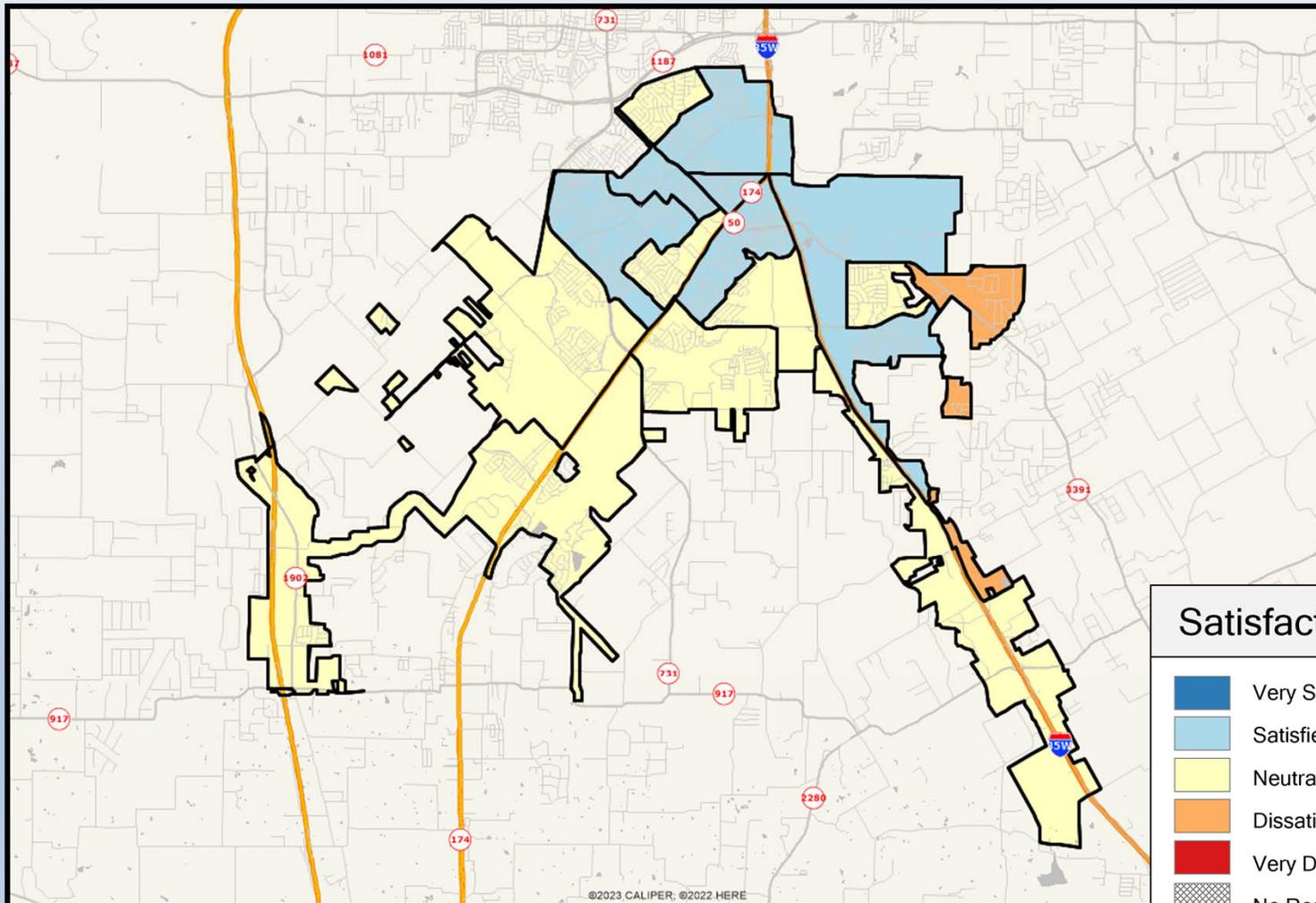


Satisfaction

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

ETC INSTITUTE 

Q21-05. On-street bicycle infrastructure

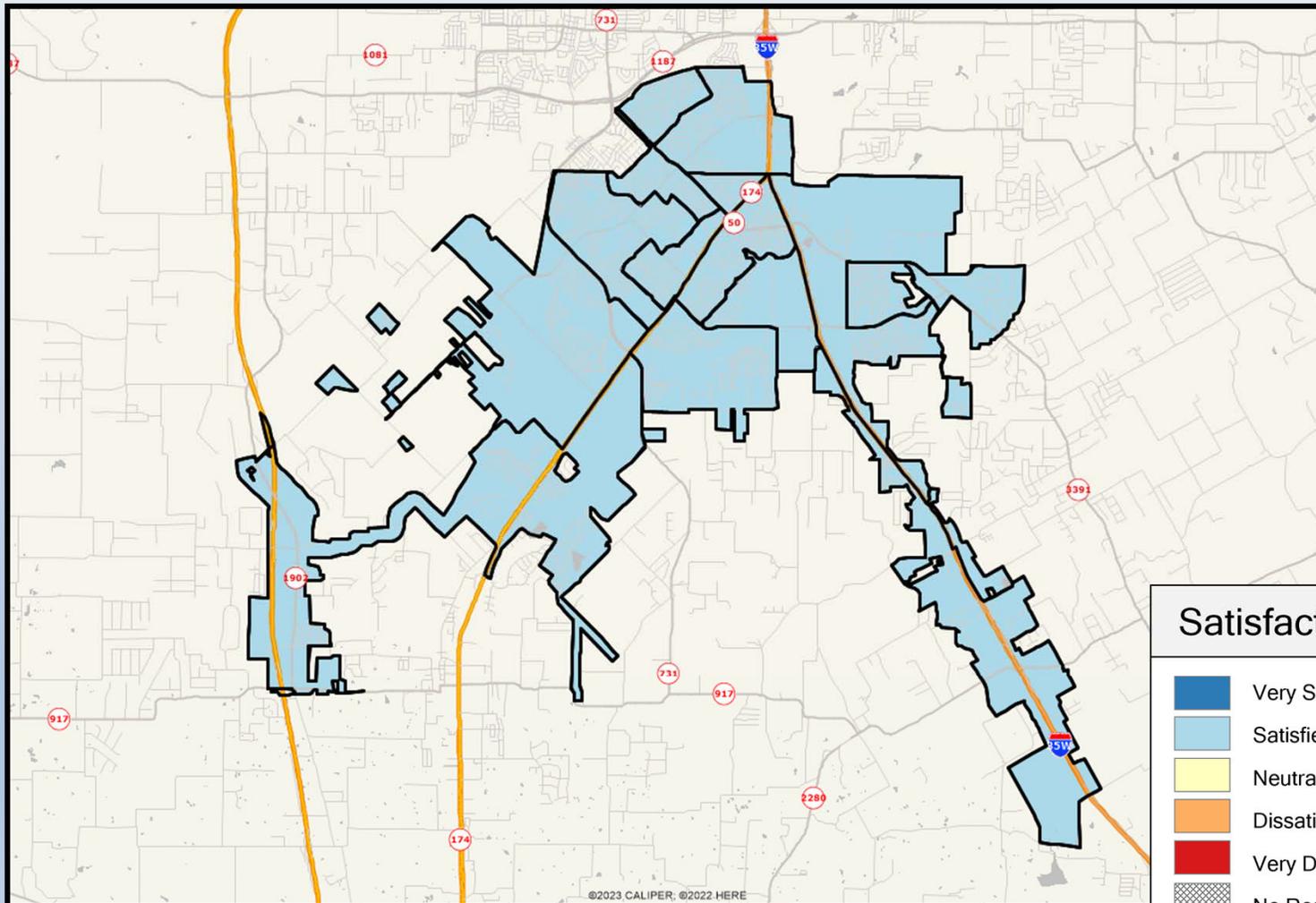


Satisfaction

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

ETC INSTITUTE

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

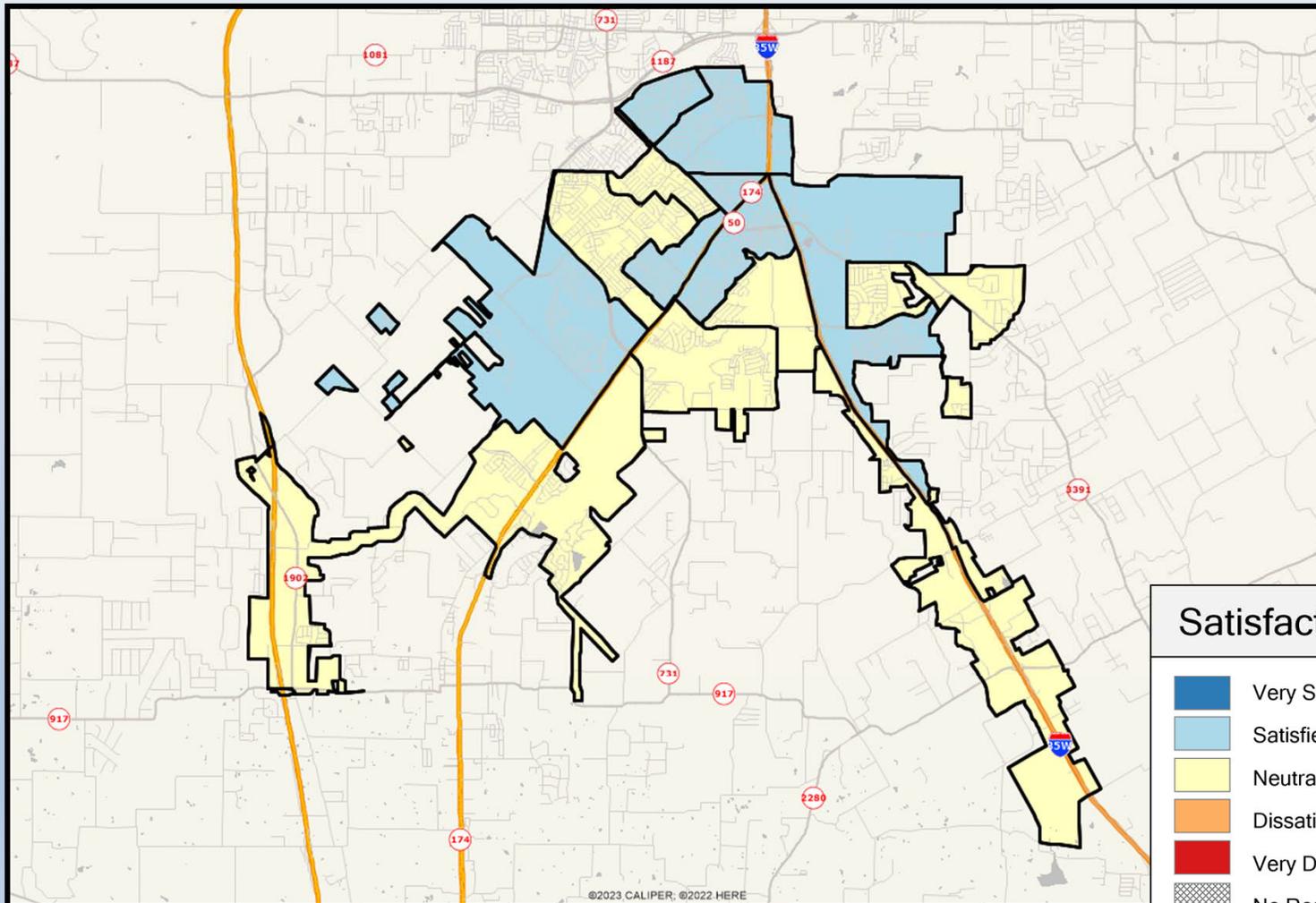


Satisfaction

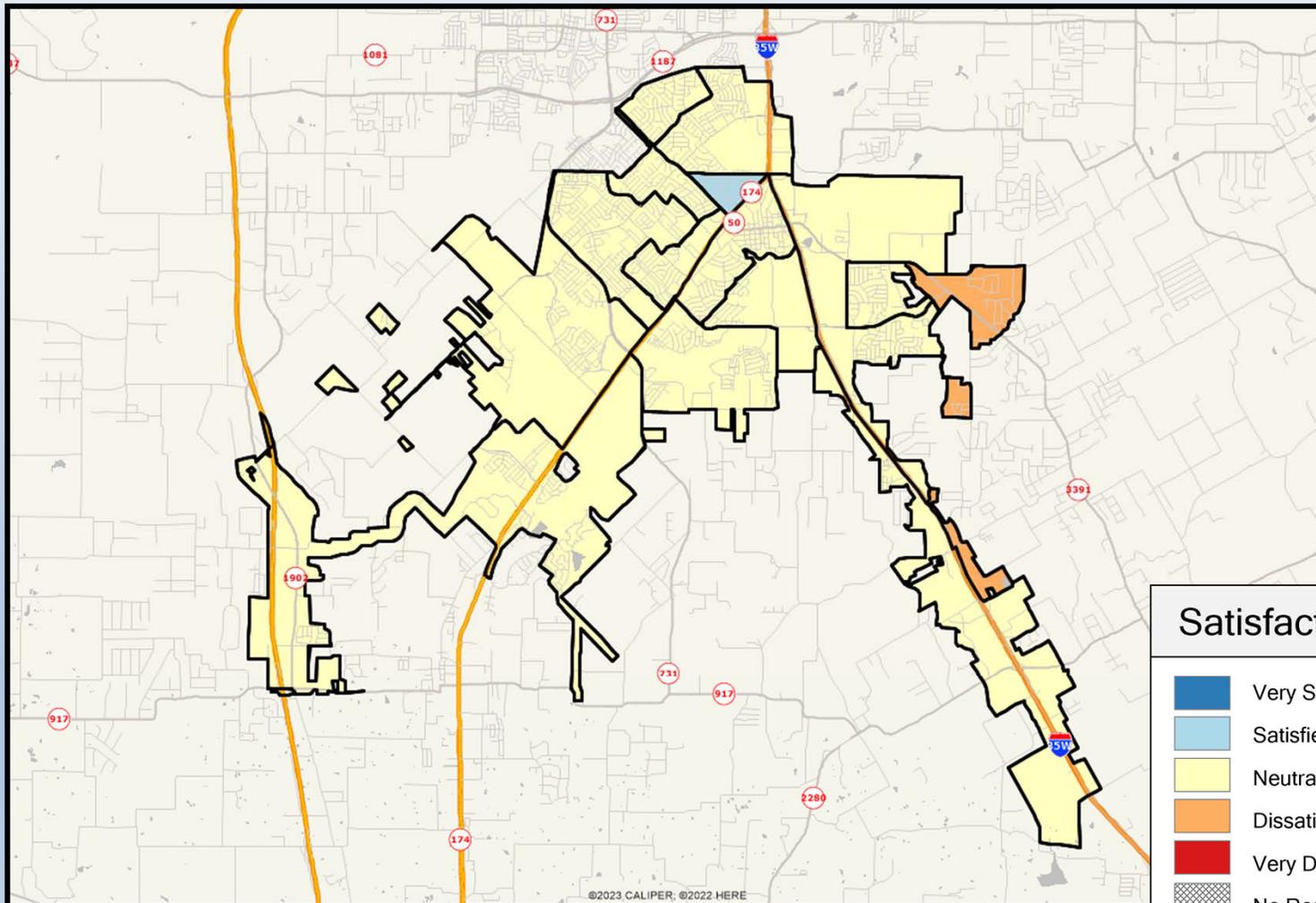
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q21-07. Overall maintenance of major TxDOT roadways



Q21-08. Overall maintenance of major city streets

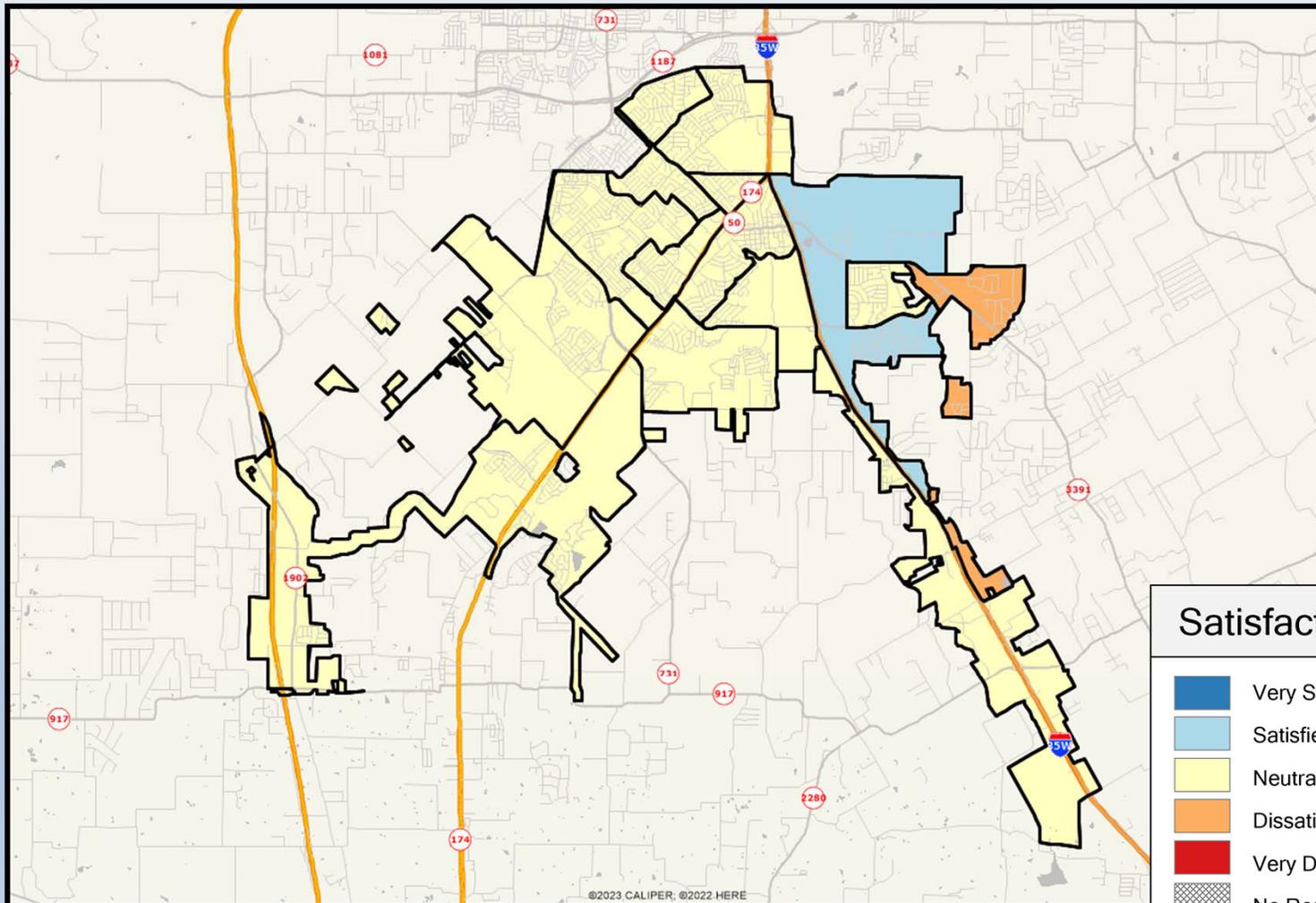


Satisfaction

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

ETC INSTITUTE

Q21-09. Overall maintenance of neighborhood streets

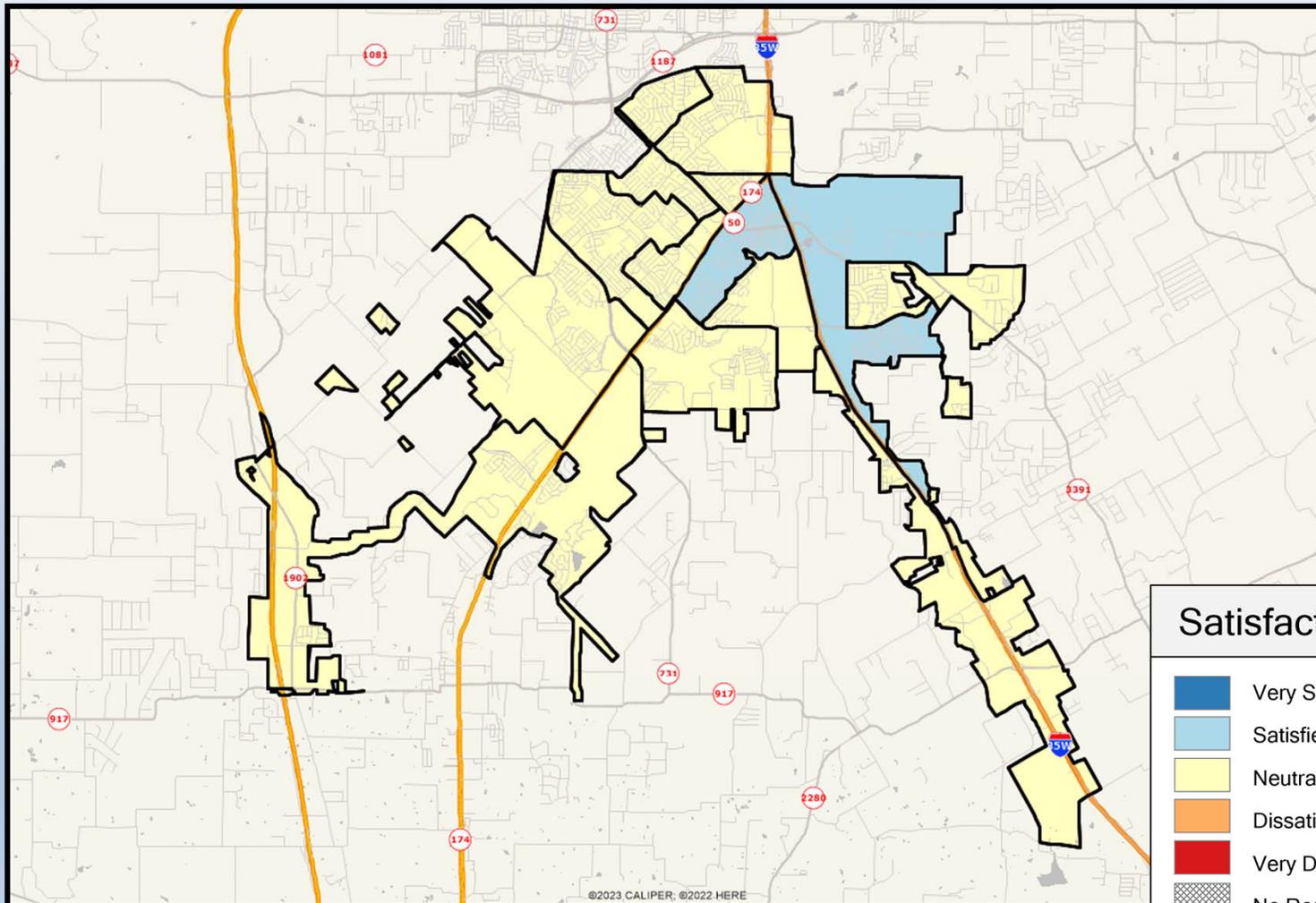


Satisfaction

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

ETC INSTITUTE

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

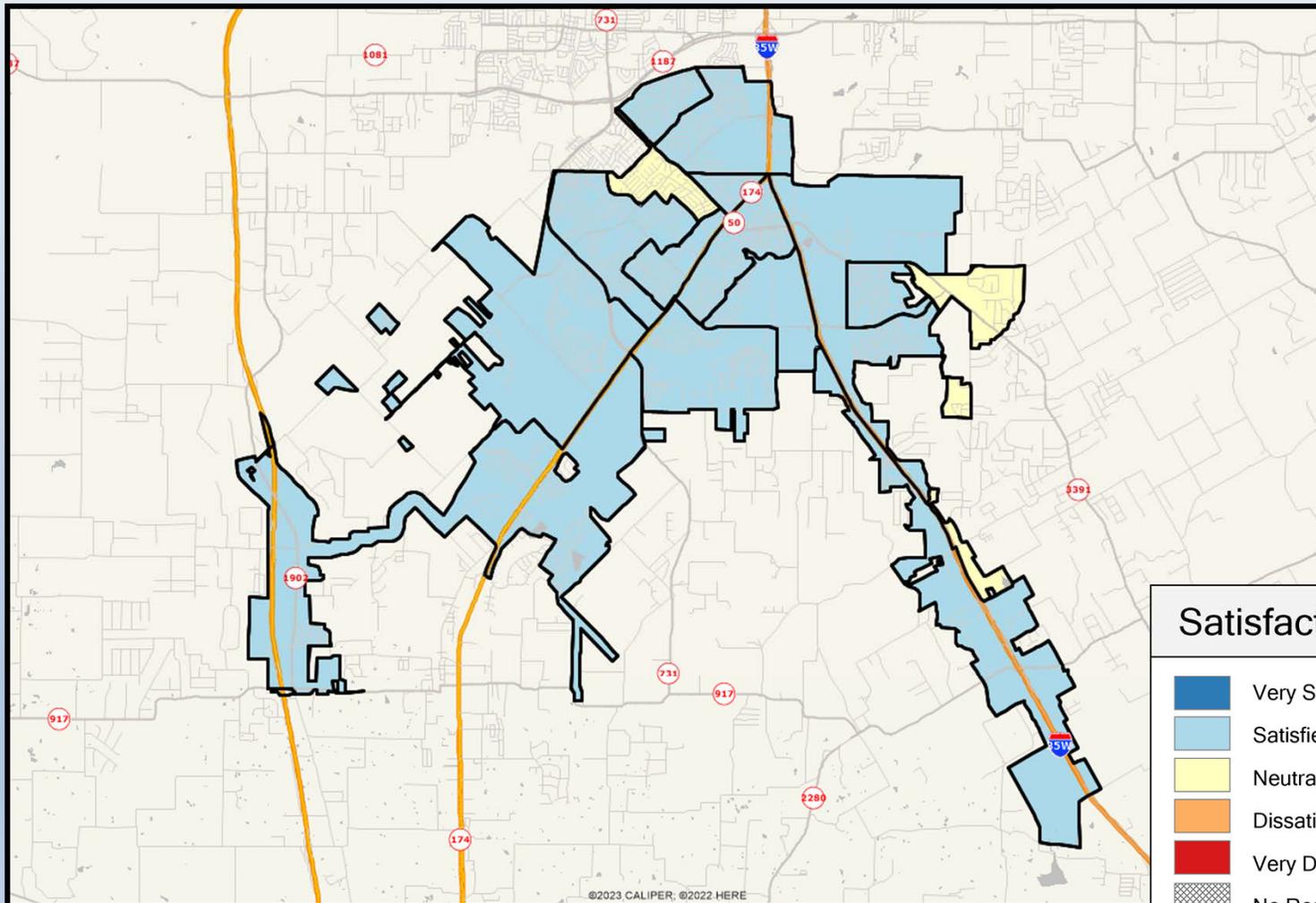


Satisfaction

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

ETC INSTITUTE

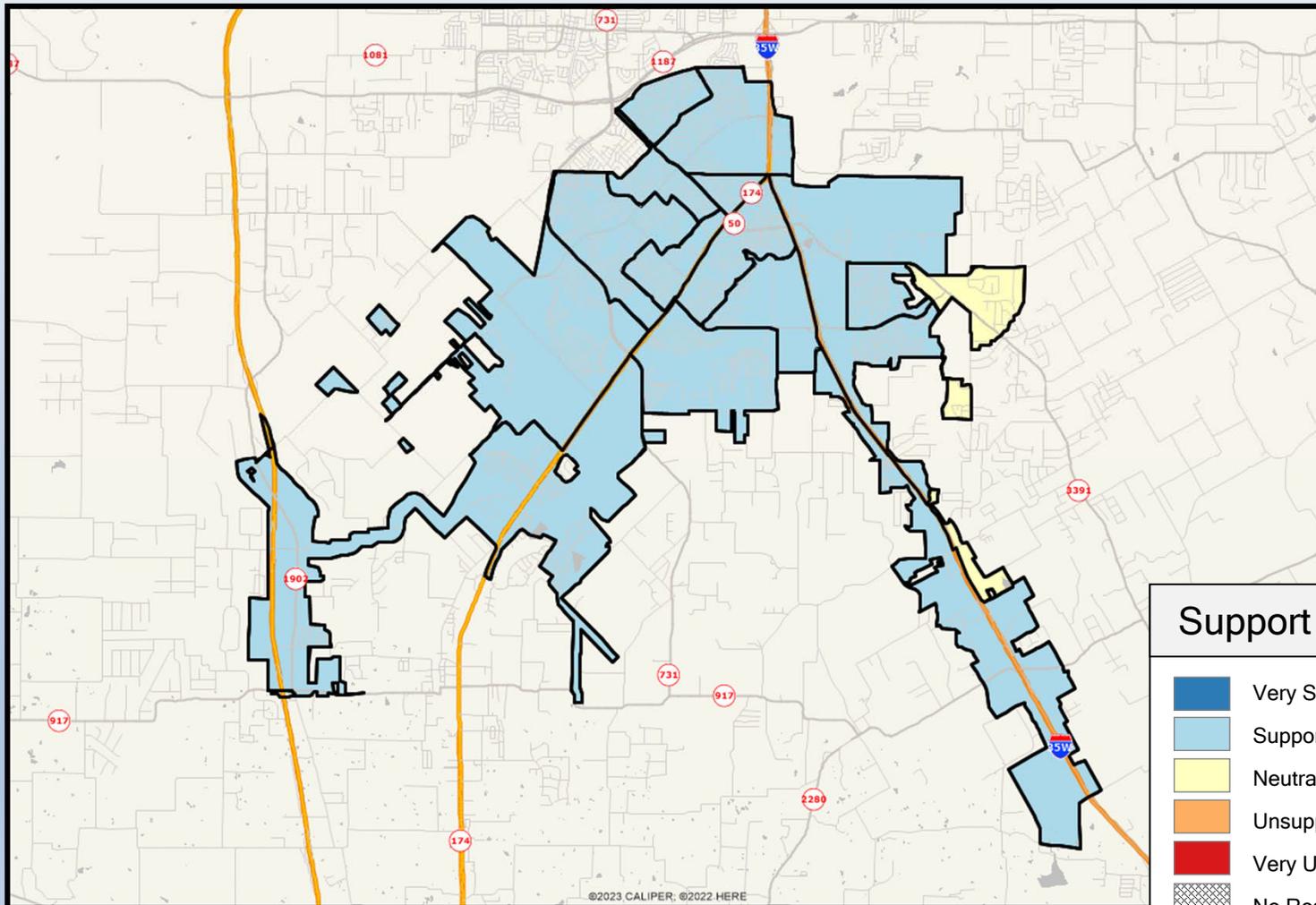
Q21-11. Mowing and tree trimming along streets and other public areas



Satisfaction

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

Q23-1. Commercial and retail

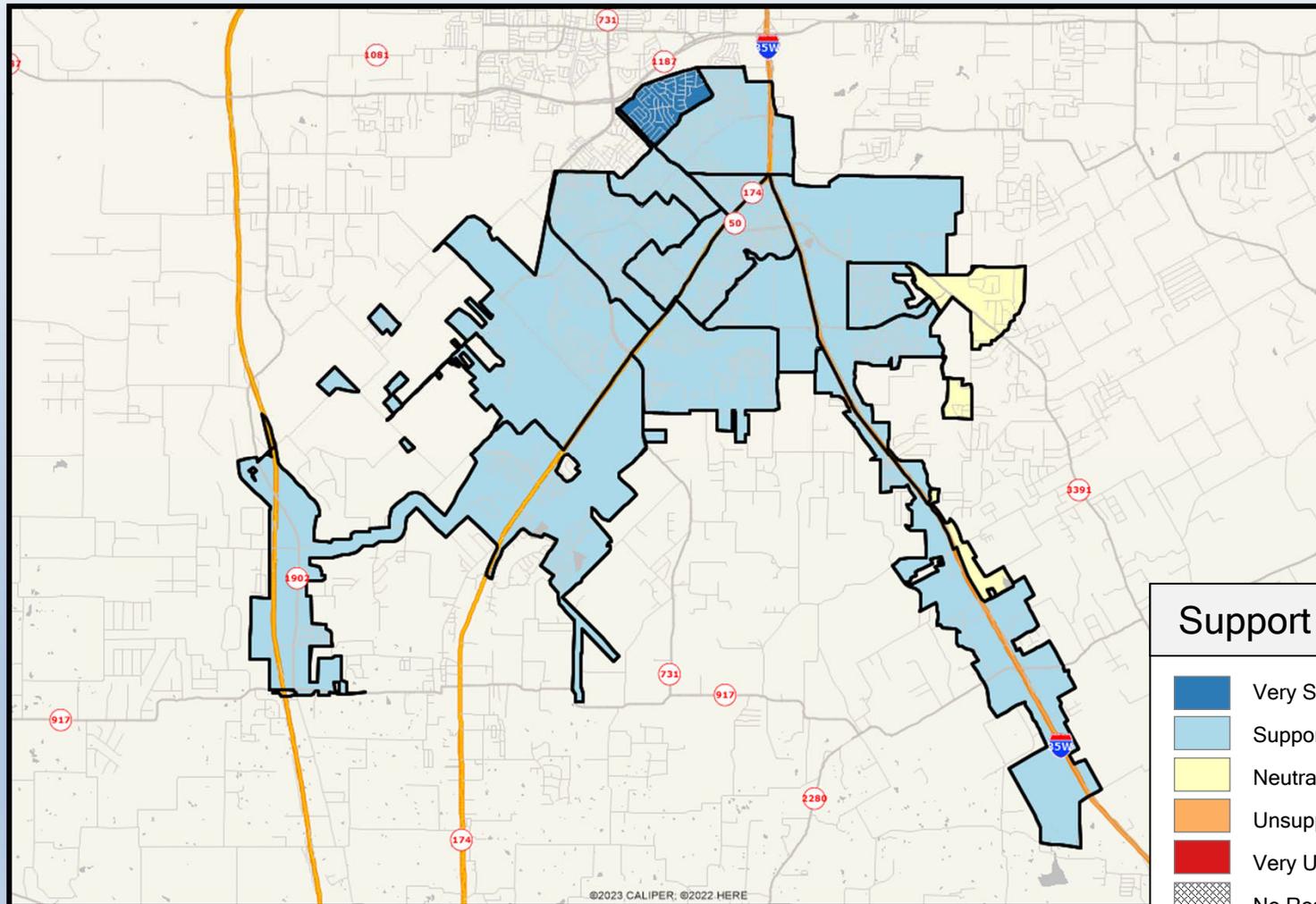


Support

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

ETC INSTITUTE

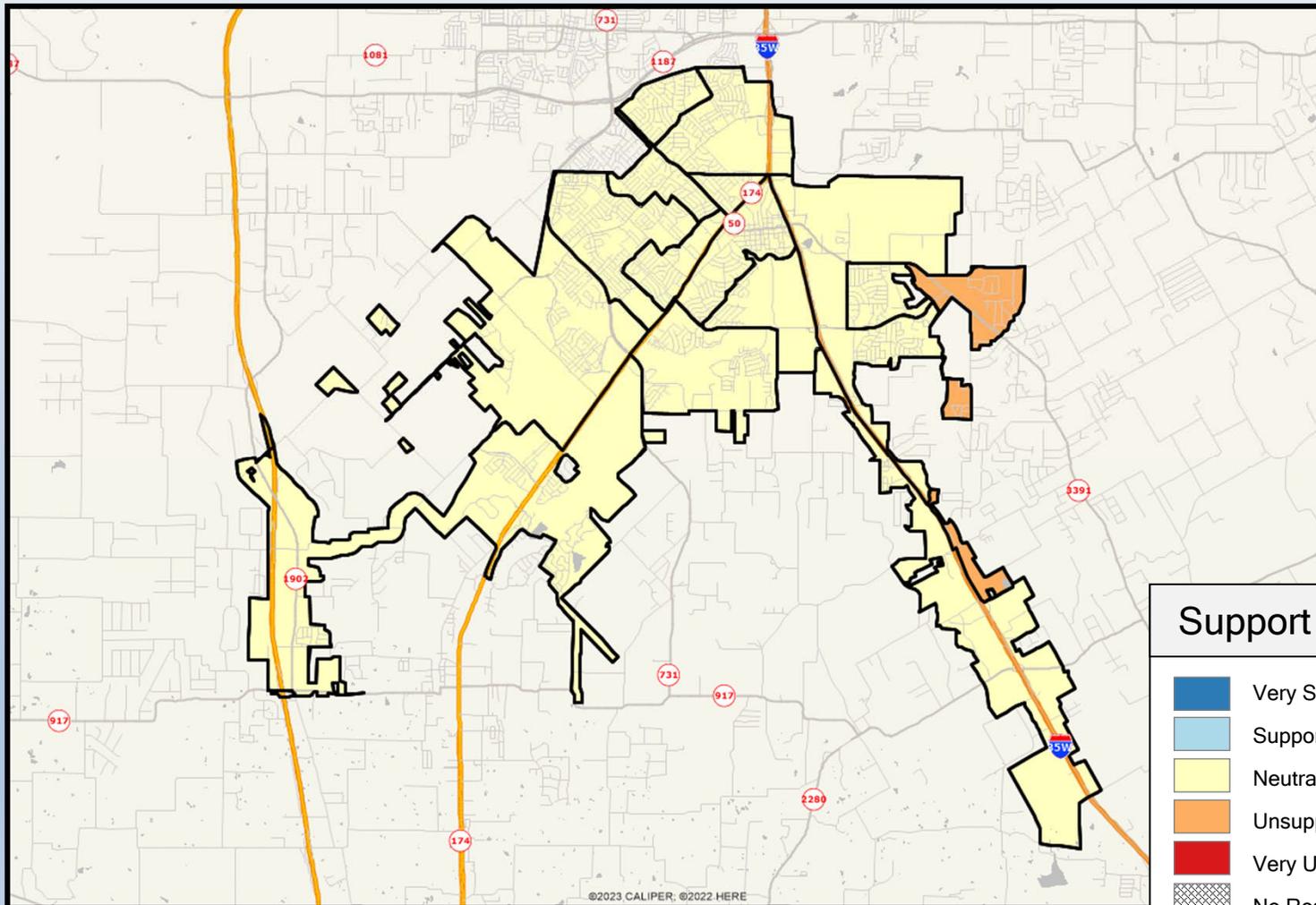
Q23-2. Food, restaurant, and entertainment



Support

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

Q23-3. Heavy commercial and industrial

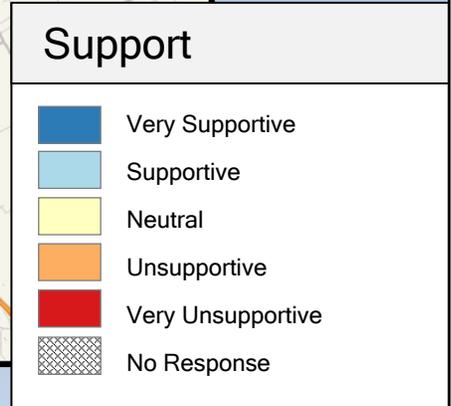
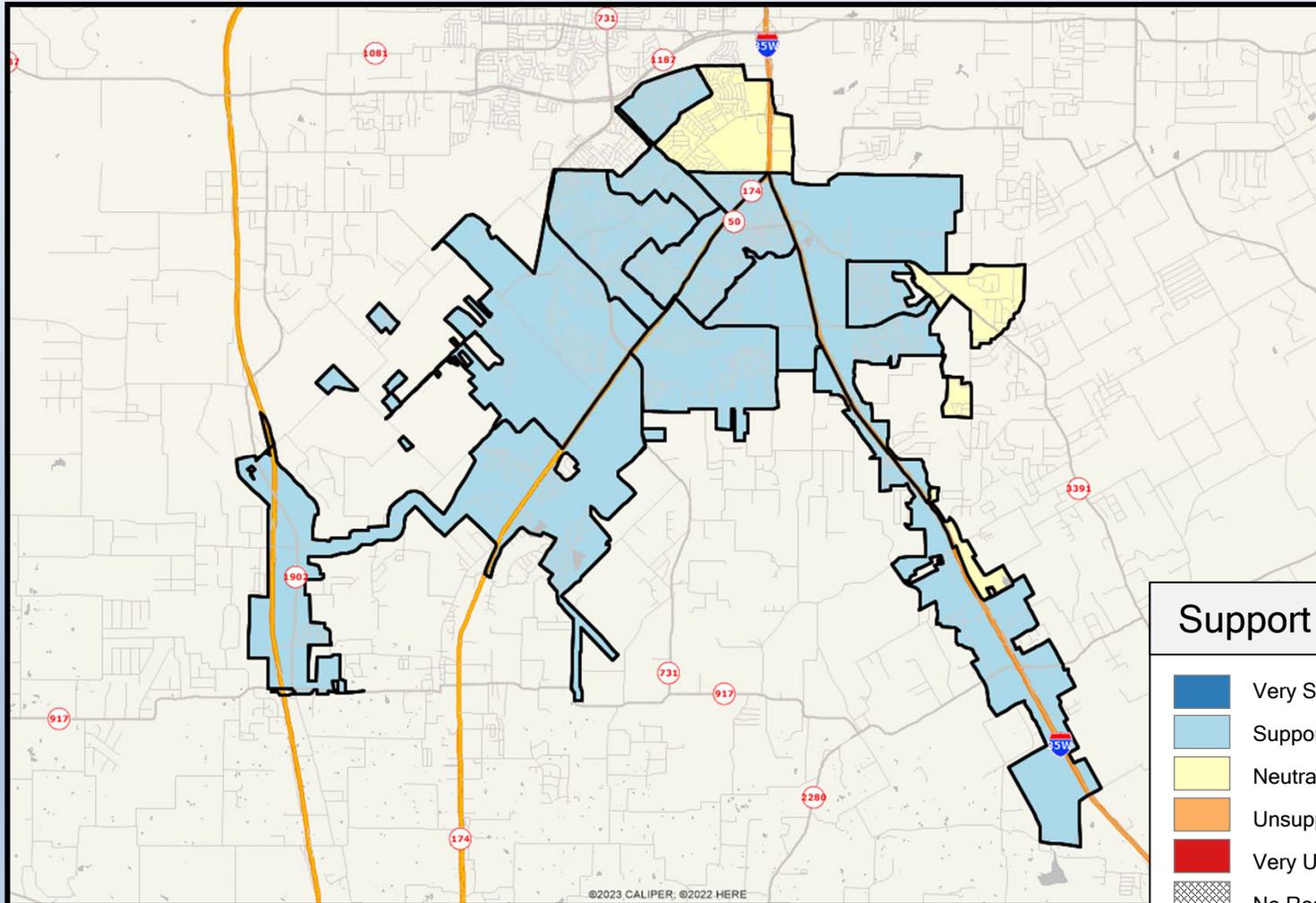


Support

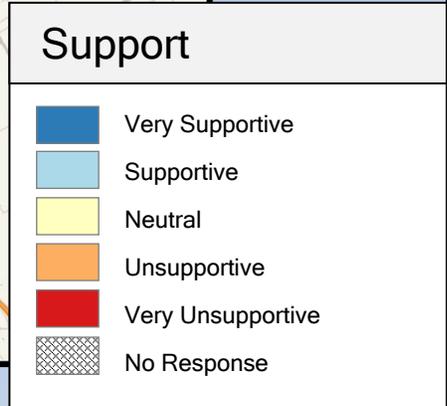
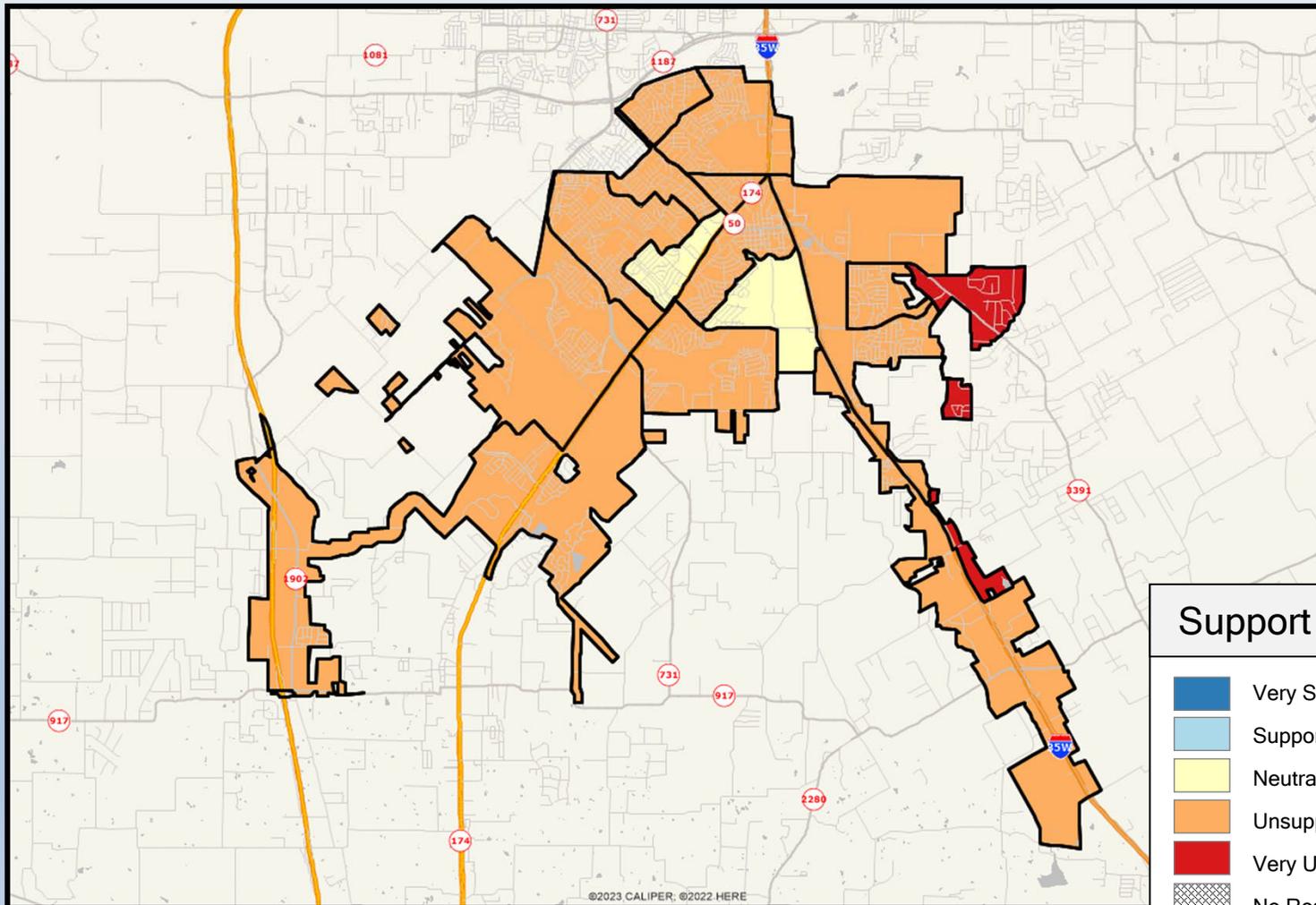
- Very Supportive
- Supportive
- Neutral
- Unsupportive
- Very Unsupportive
- No Response

ETC INSTITUTE

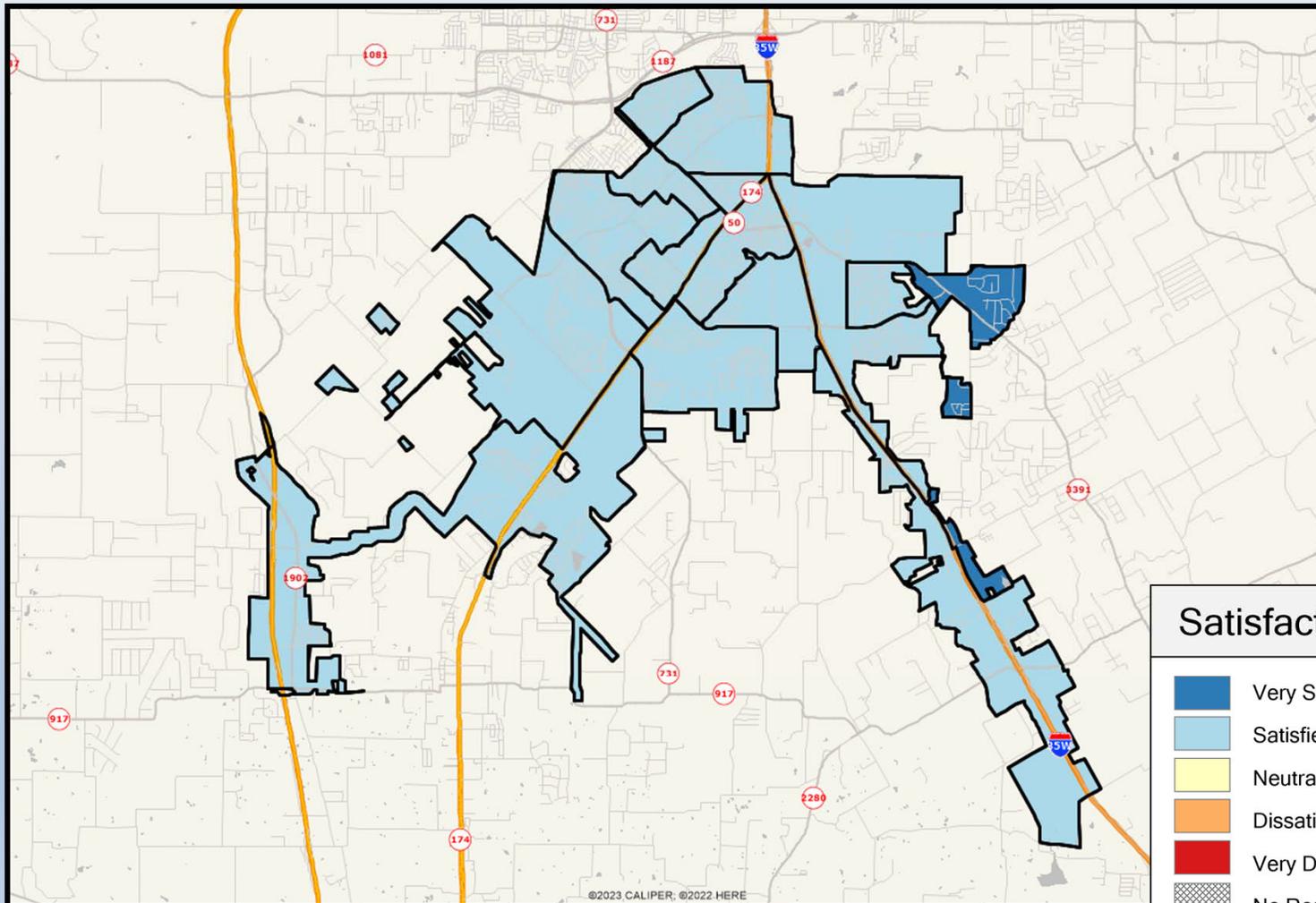
Q23-4. Single-family housing



Q23-5. Multi-family housing



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

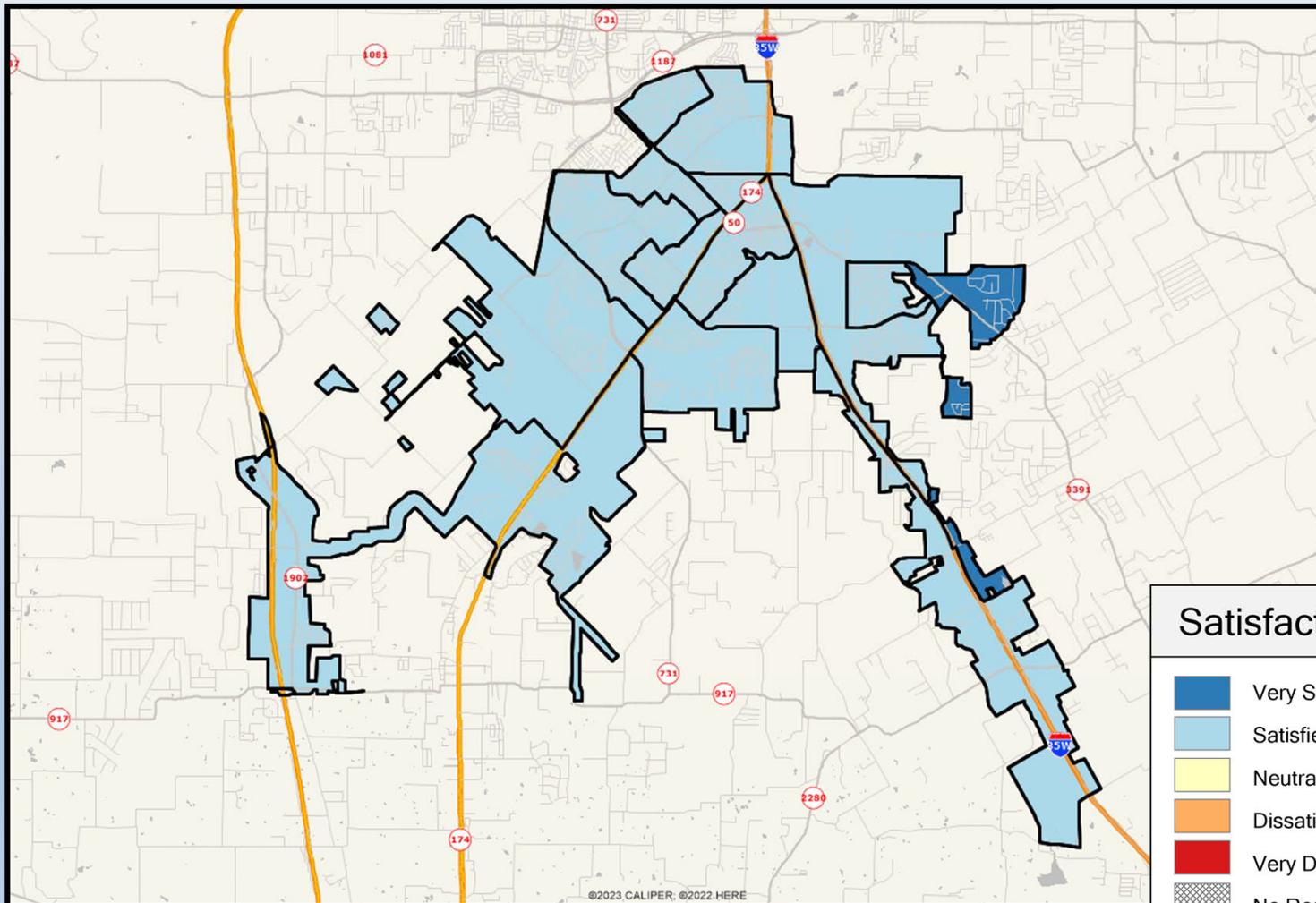


Satisfaction

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

ETC INSTITUTE

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

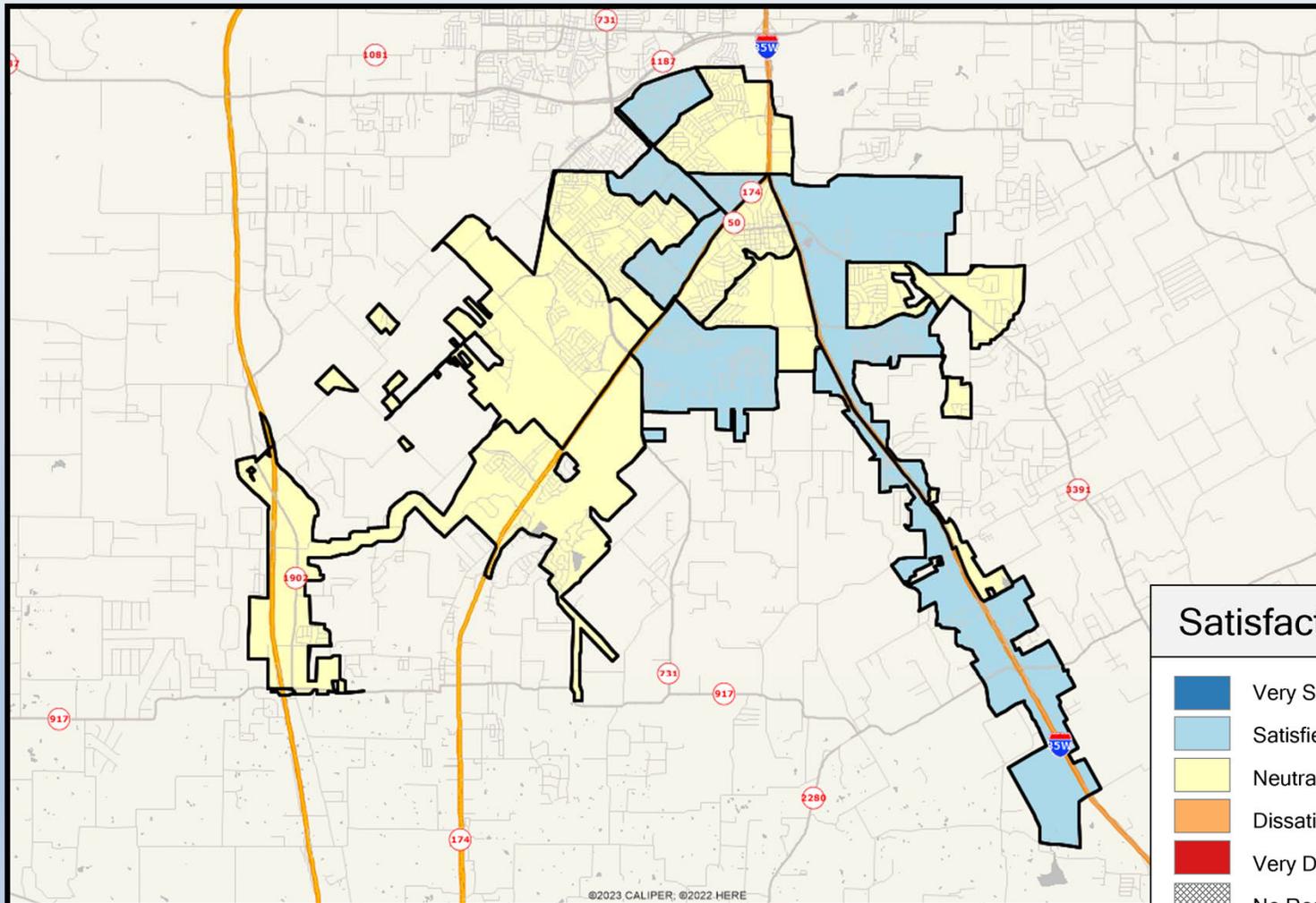


Satisfaction

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

ETC INSTITUTE

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

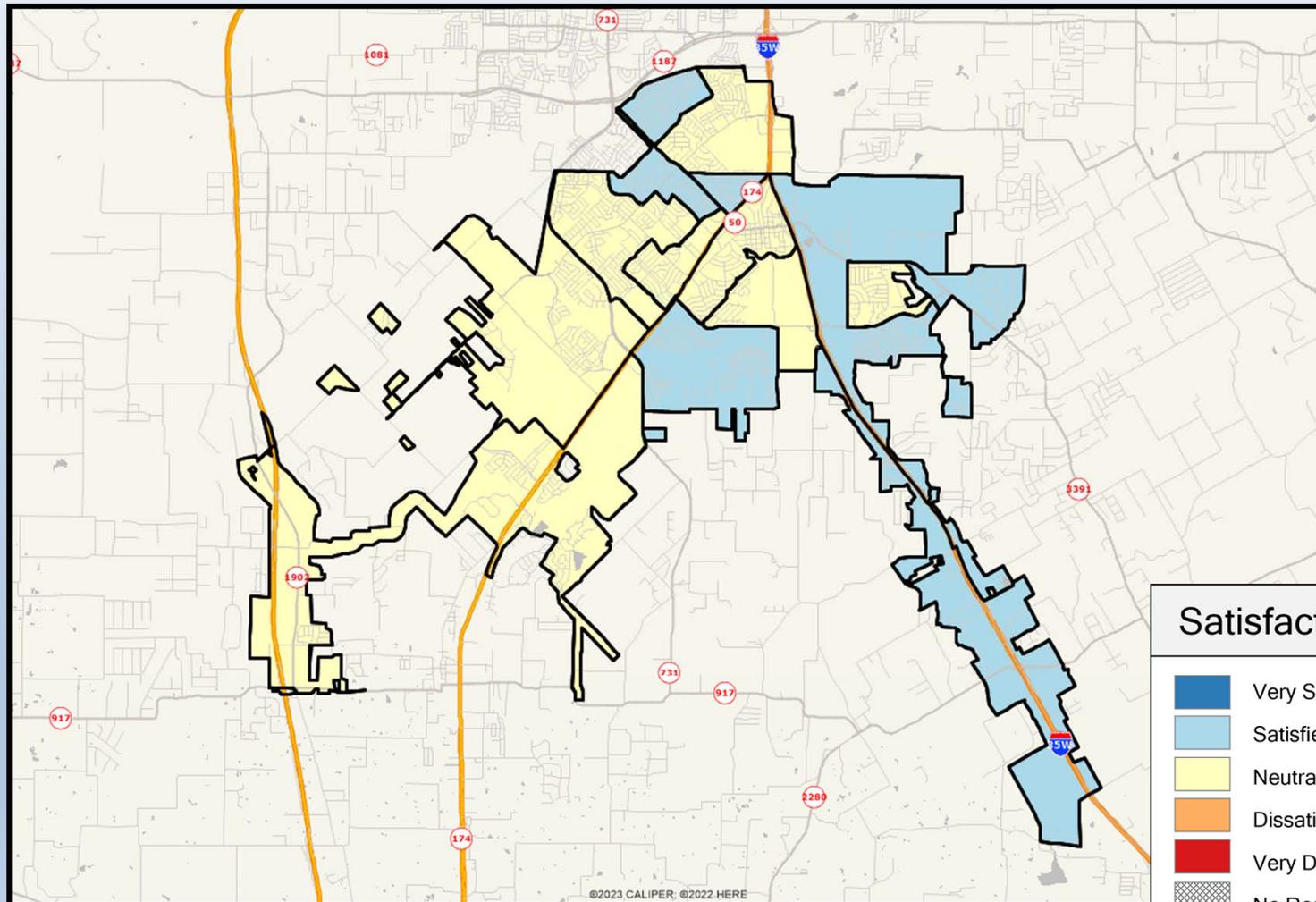


Satisfaction

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

ETC INSTITUTE

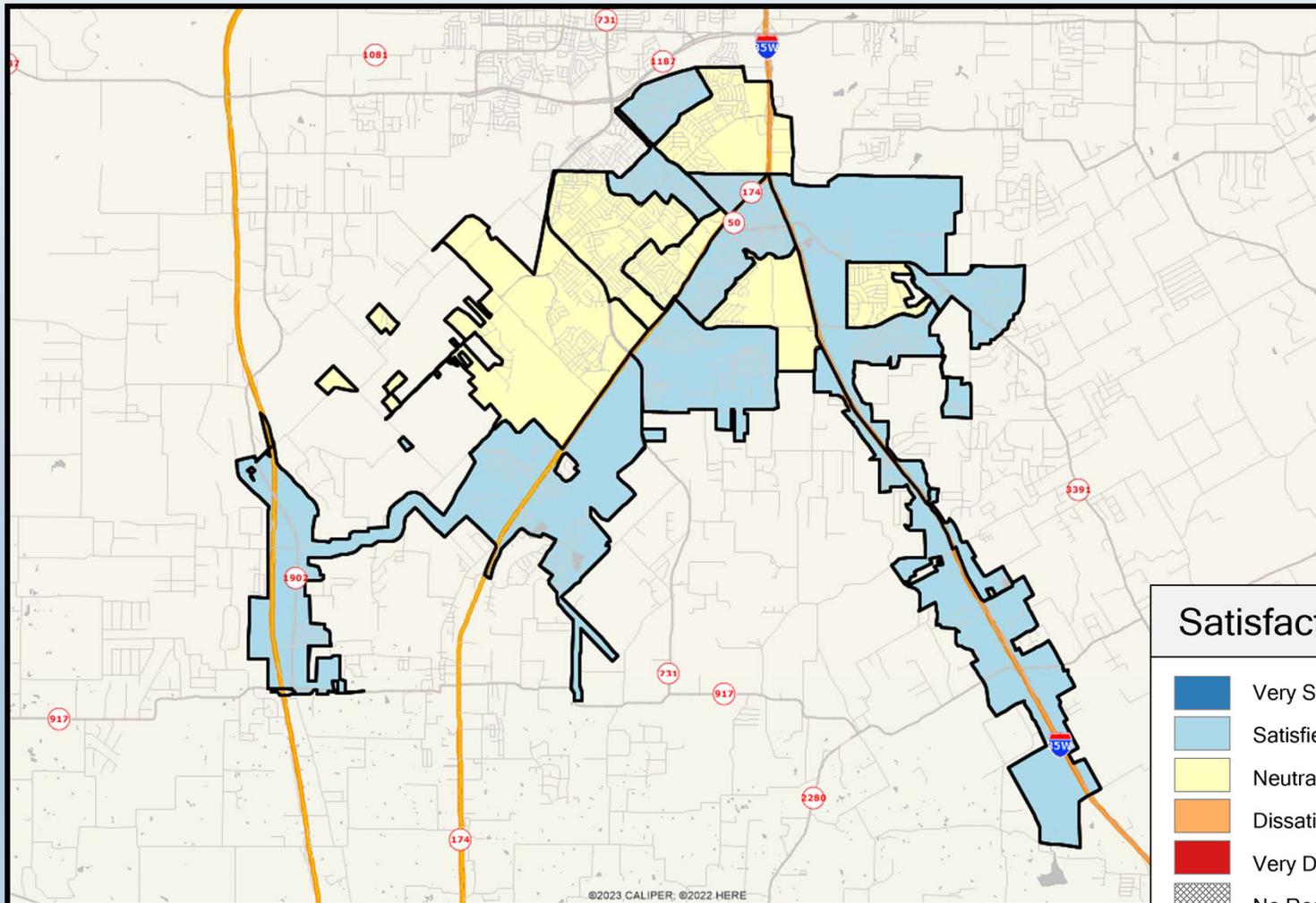
Q25-2. City's efforts to enforce the upkeep of residential property



Satisfaction

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

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

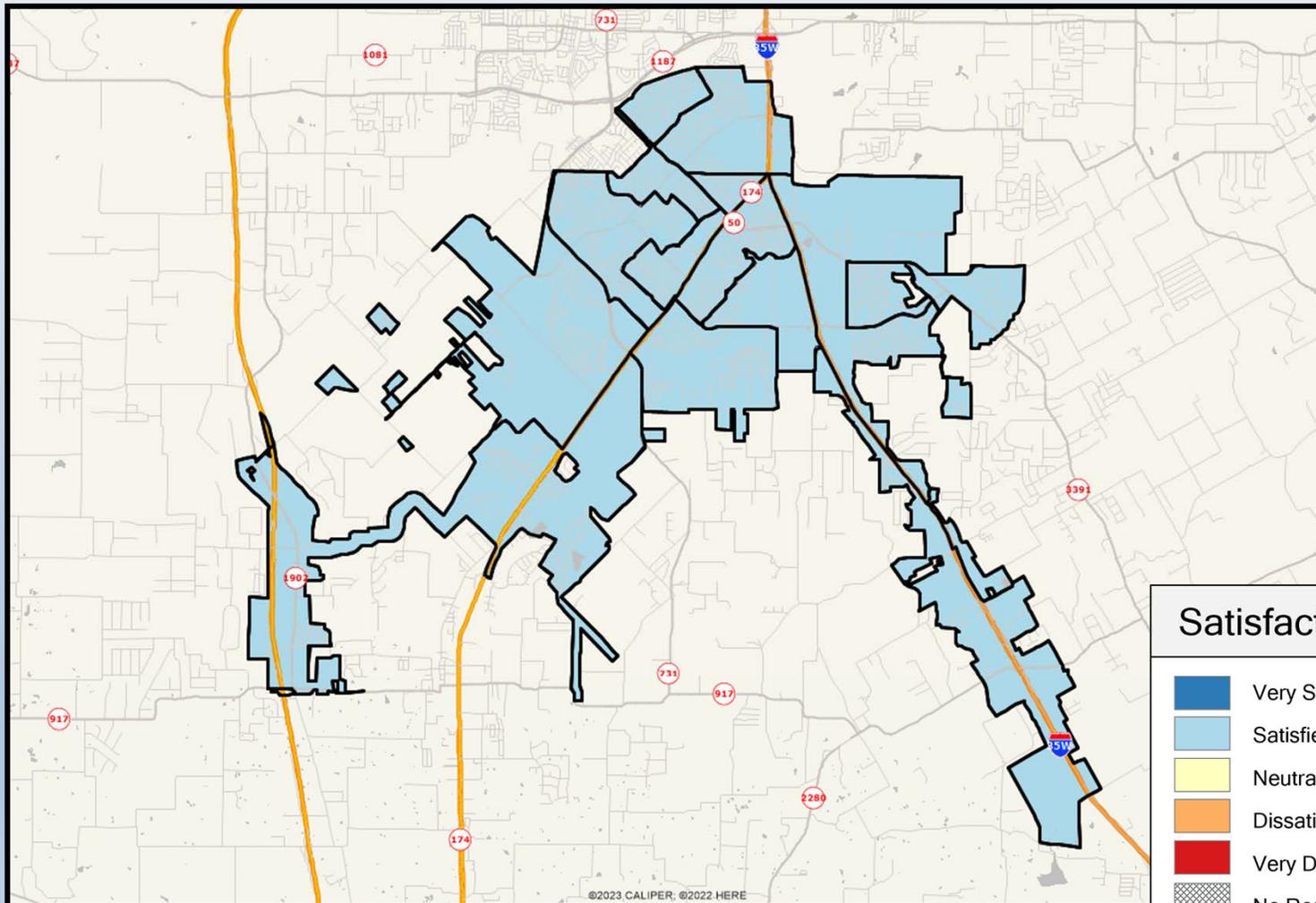


Satisfaction

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

ETC INSTITUTE

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

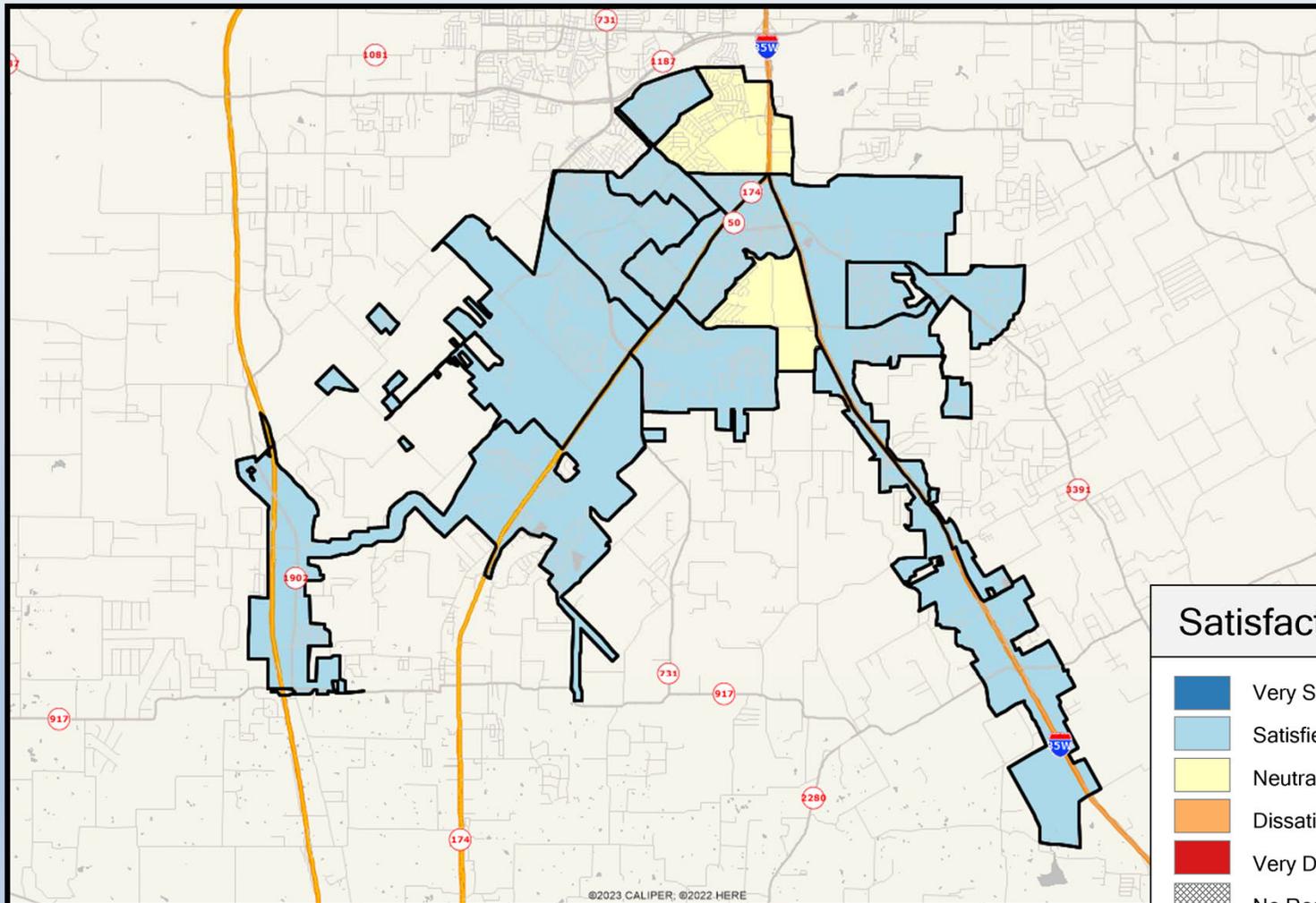


Satisfaction

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

ETC INSTITUTE

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

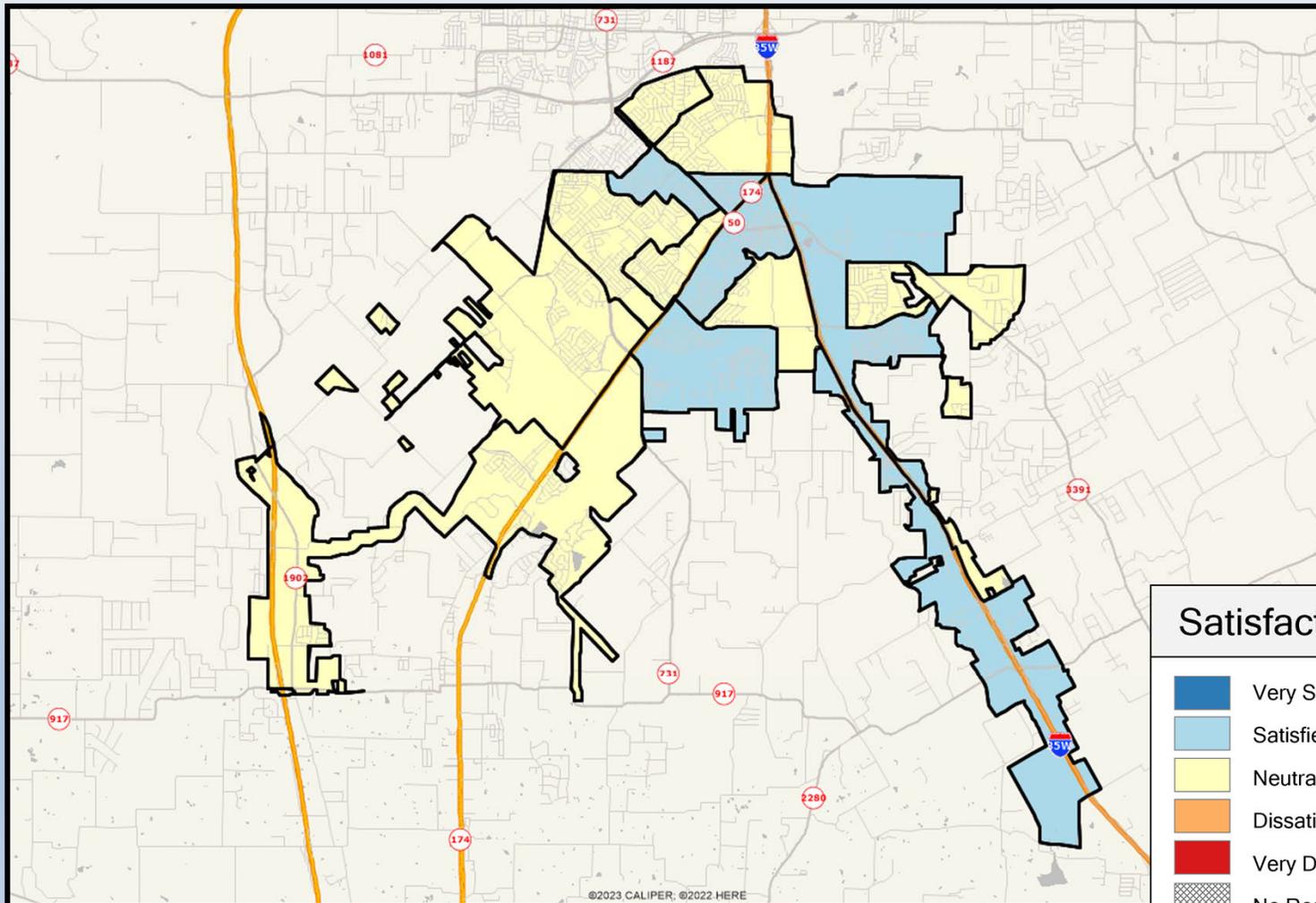


Satisfaction

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

ETC INSTITUTE

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

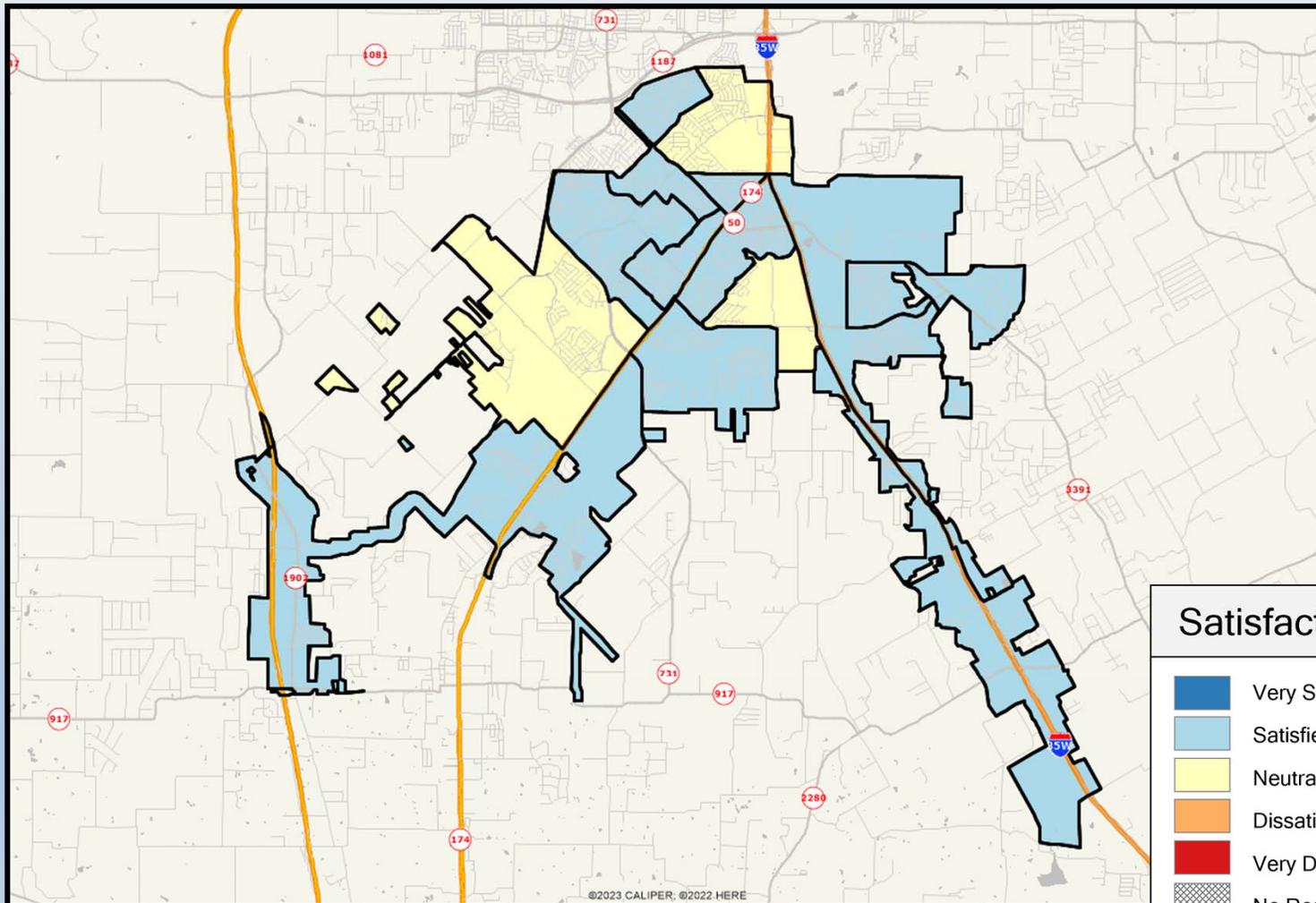


Satisfaction

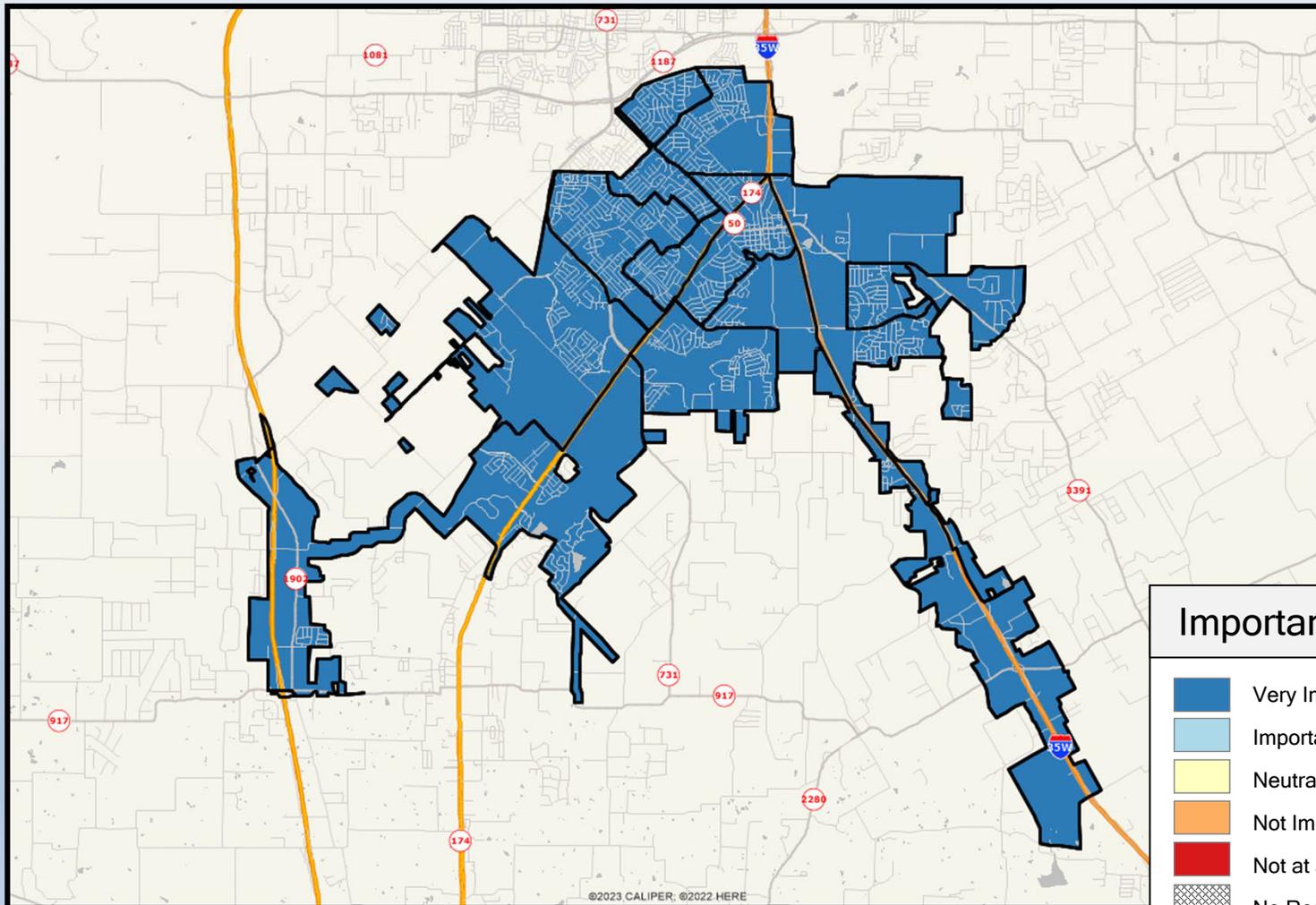
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

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



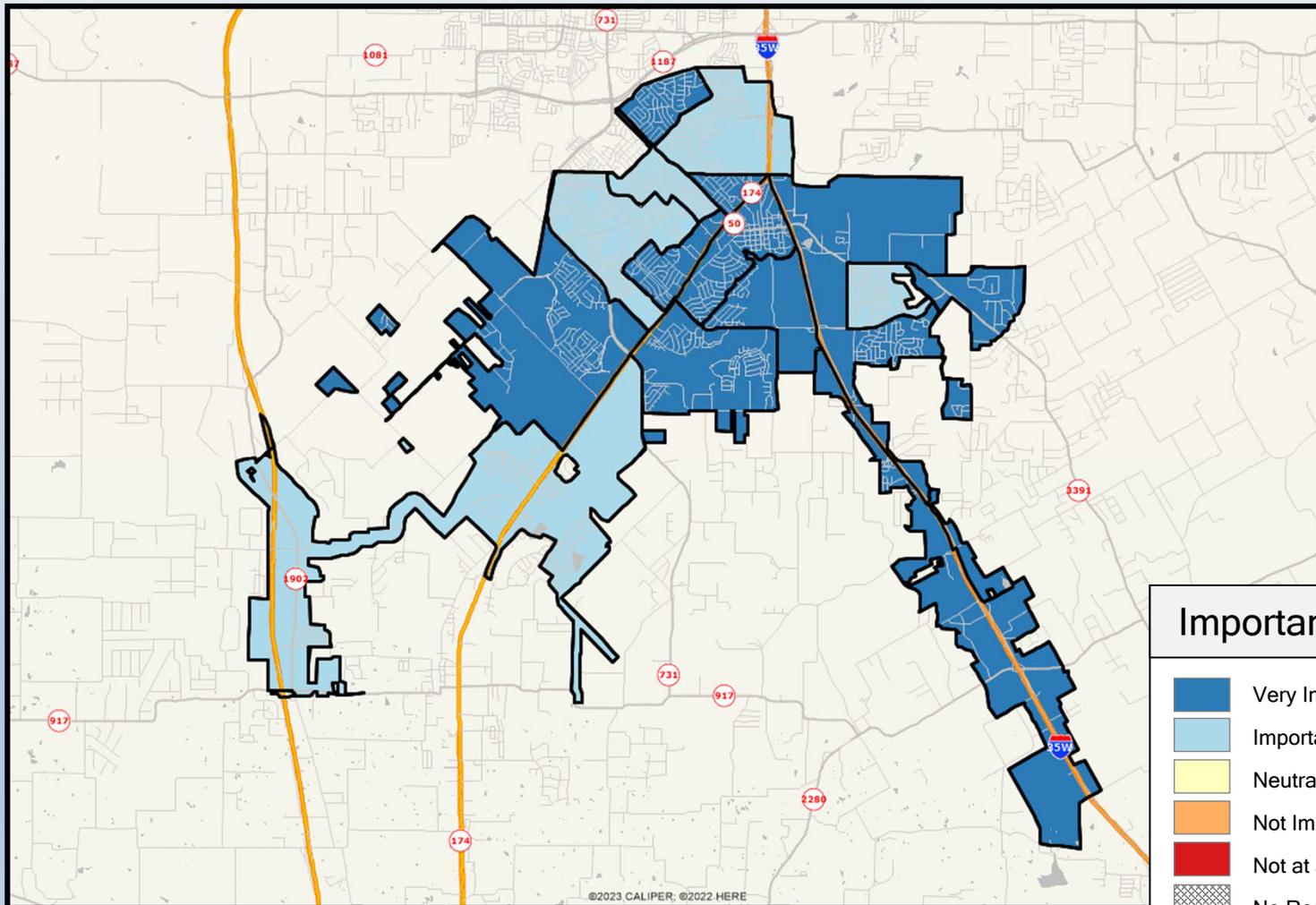
Q28-1. Maintenance of the city's infrastructure



Importance

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

Q28-2. Parks and Recreation

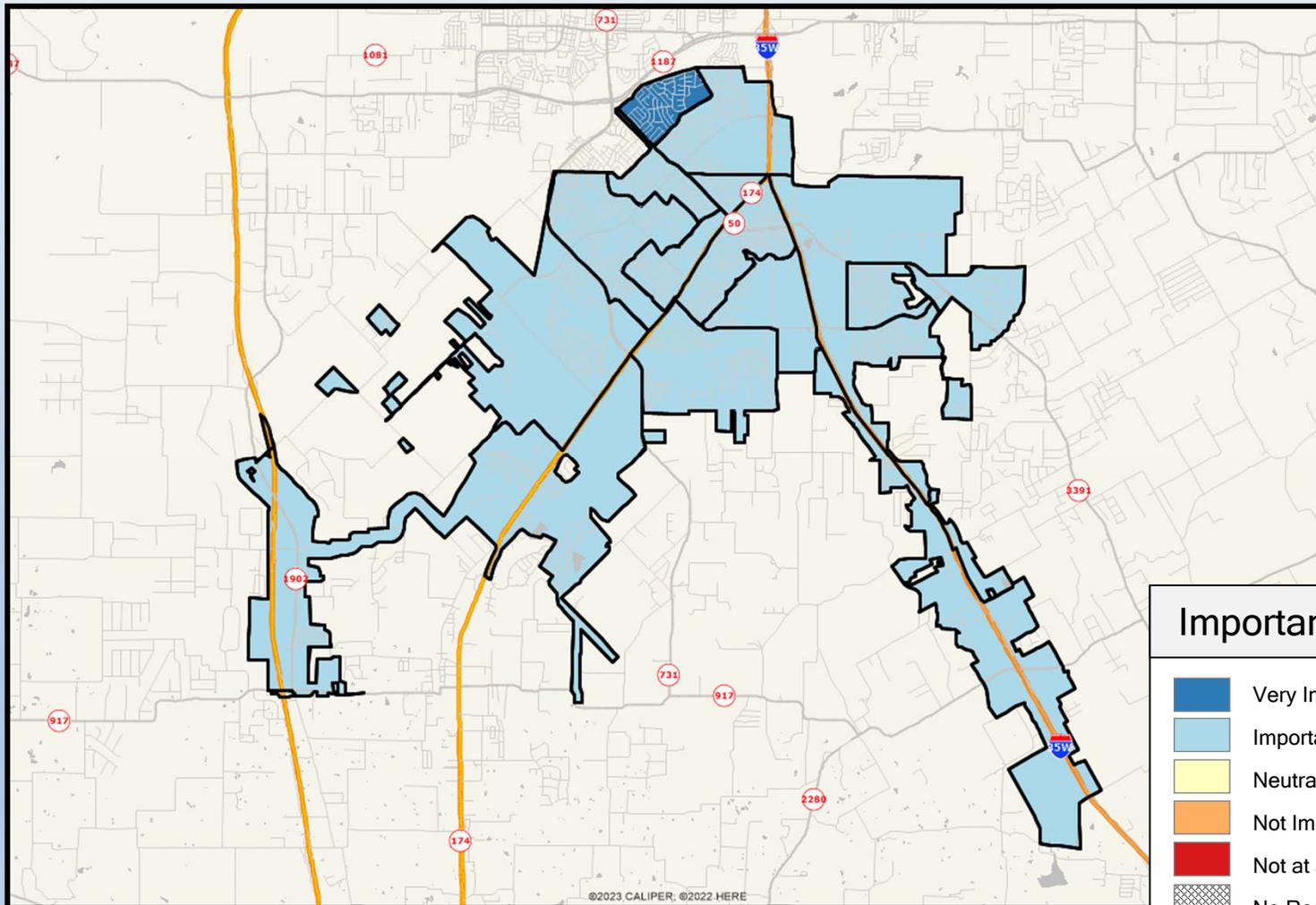


Importance

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

ETC INSTITUTE

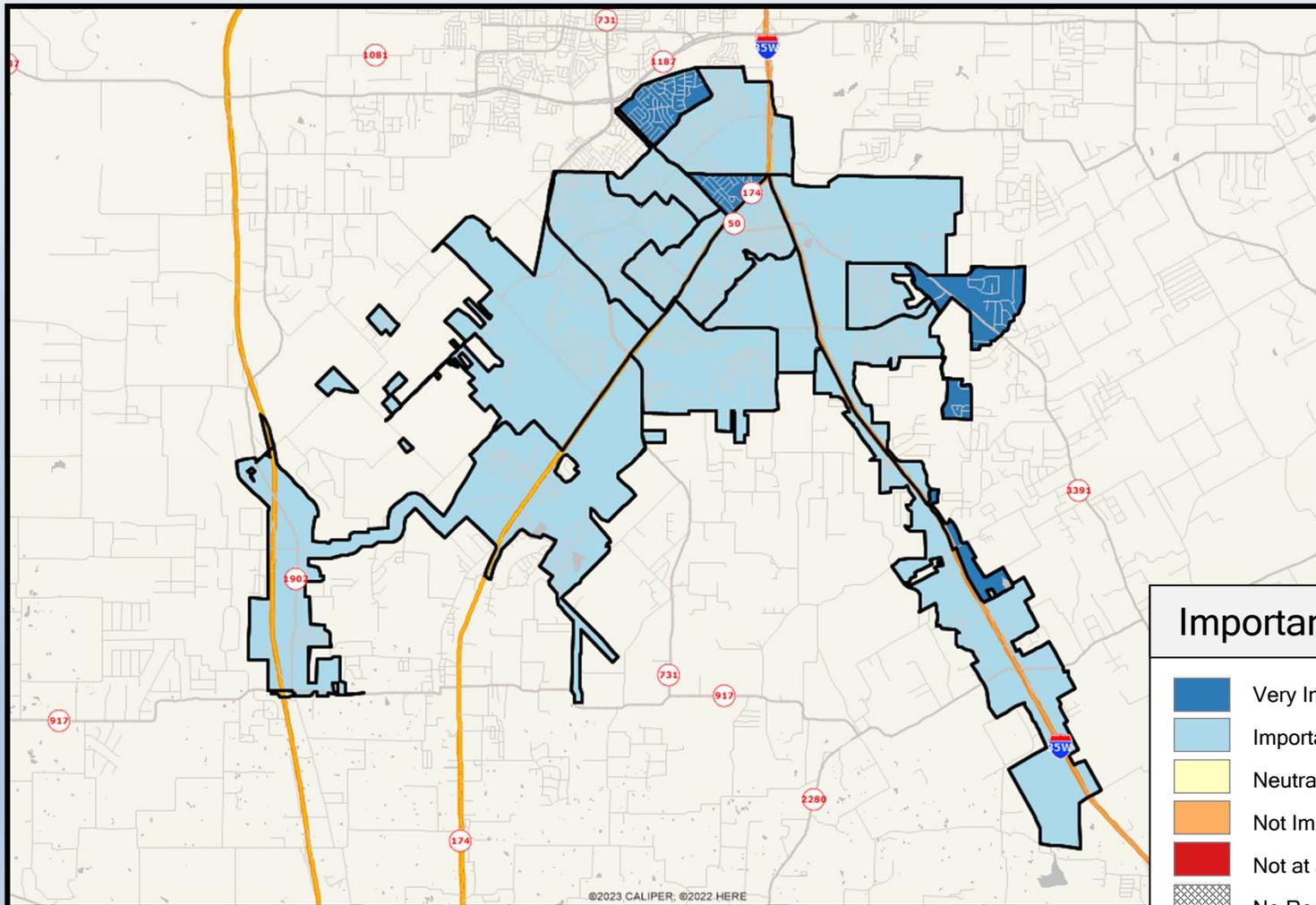
Q28-3. Economic Development



Importance

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

Q28-4. Customer Service by city employees

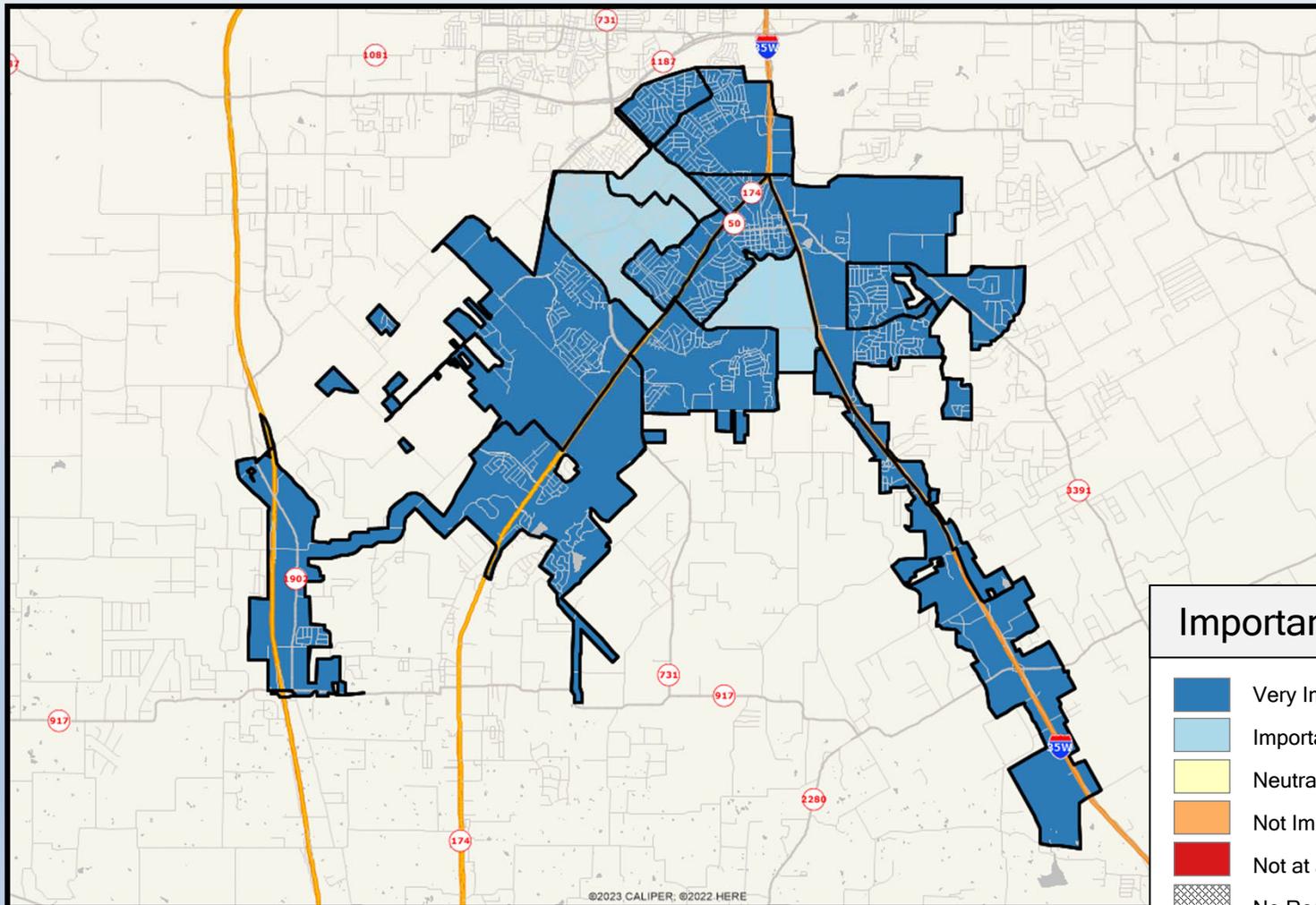


Importance

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

ETC INSTITUTE

Q28-5. Financial Planning



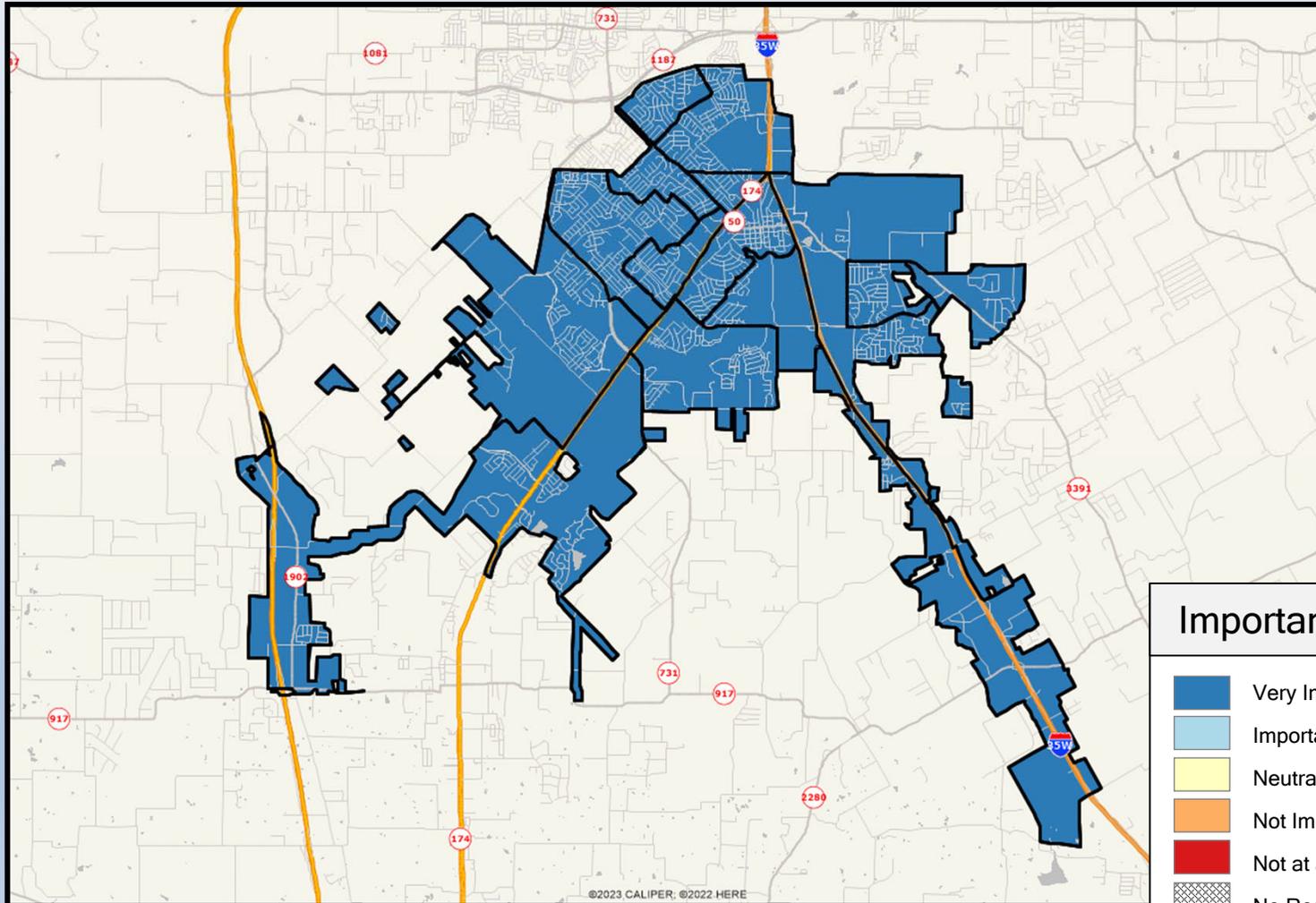
Importance

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

ETC INSTITUTE



Q28-6. Public Safety

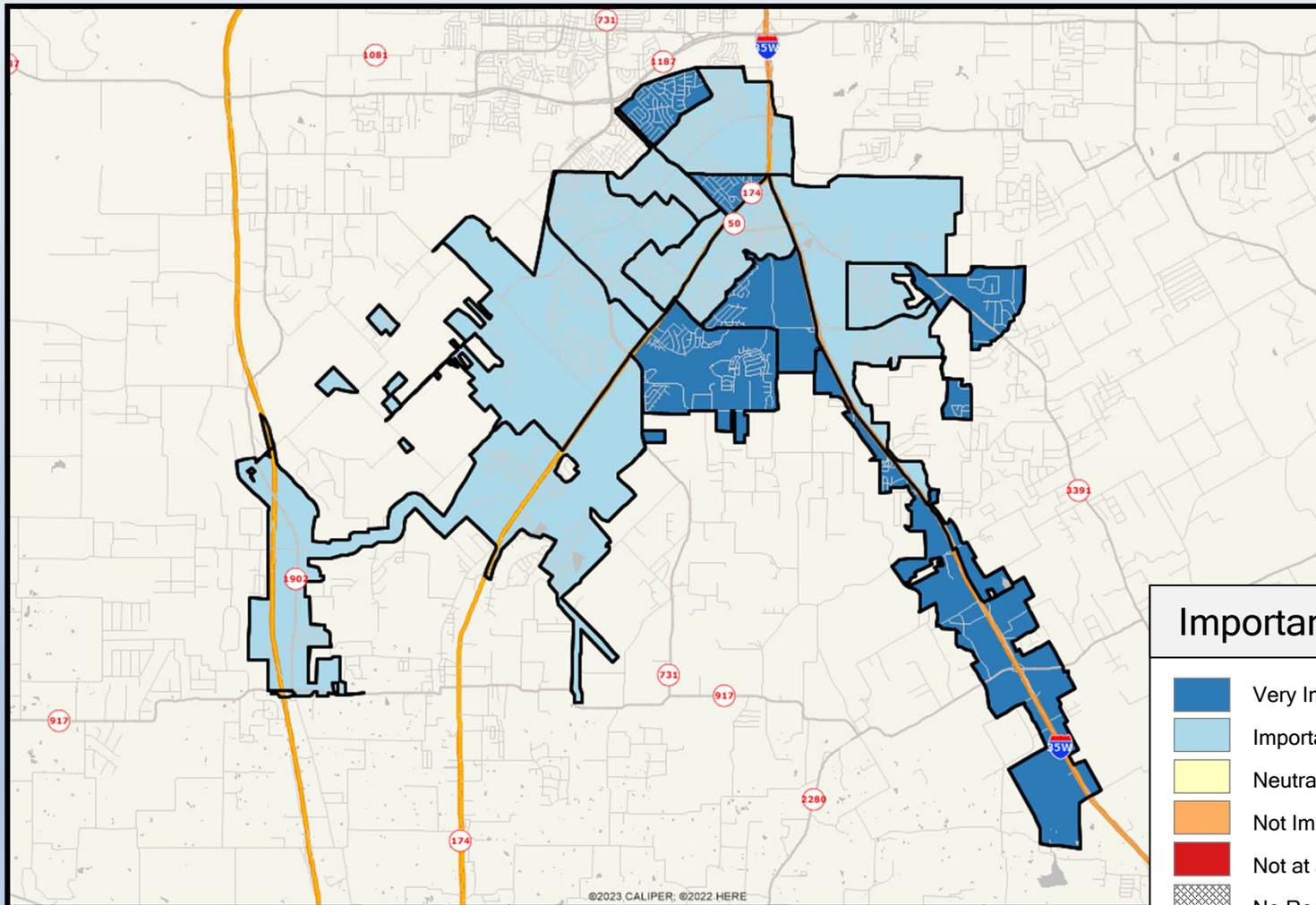


Importance

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

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Q28-7. Public Communication and Outreach



Importance

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

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