

Web Site Usage Survey

1. How many times in the past month have you used the City's website? 67% said they visited the website from 0-10 times in the past six months.
2. Where do you live? 83% said they live in the city limits.
3. Rate the items that you use most often on the web site. The most used part of the website was the Delaware Springs page at 50% and the links page at 50%.
4. In what way did you use the web site. 60% said that it is easy to find what they are looking for on the website.
5. Online utility payments. 83% said that if the option to pay utility payments on line were available, they would use it. However, 50% said that if there were a fee to do so, they would not use the service.
6. Using the GIS data. (These questions were asked prior to the installation of the GIS on the website). The importance of using a GIS data system on the website was a 50/50 split between Somewhat Important and Not Important.

Public Safety Survey

1. When asked about problems in Burnet, 57.1% said that crime was a minor problem. Likewise, 67.7% stated that graffiti is a minor problem. 33.3% indicated that run-down buildings, weed lots or junk vehicles are a moderate problem, and 33.3% said traffic congestion is a moderate problem.
2. When asked out the likelihood of being involved in a crime in Burnet, 60% said they felt it was Somewhat Unlikely that they would be the victim of a violent crime, 80% said that there is a 50/50 chance of being involved in a property crime. Likewise, 73.3% said there is a 50/50 chance of being involved in a fire.
3. When asked how safe they felt, 83.3% said they felt Very Safe in their own neighborhood in the daytime. 66.7% said they felt Very Safe after dark in their own neighborhood. 80% said they felt Very Safe in the city in general during the daytime. It was split evenly at 46.7% between Very Safe and Somewhat Safe in the city in general after dark.
4. 93.3% reported that neither they, nor anyone in their household, had been a victim of any crime.
5. When asked to rate the quality of public safety services in the city, most entities scored in the Very Good or Good categories. EMS services scored the highest with 43.8% of those surveyed rating the service at Very Good.
6. Traffic signal timing received a Fair rating by 35.7% of those surveyed.

DISCLAIMER: These results are from the 2007 partial year surveys and are very limited in scope with under 100 citizens participating in the surveys. The new surveys can be found on the City Website by going to www.cityofburnet.com and clicking on Surveys.

Quality of Life Survey

1. How do you rate the city of Burnet as a place to live? 45% said Very Good, 30% said Good and 15% said Excellent.
2. How do you rate your neighborhood as a place to live? 50% said Very Good, 20% said Good and 15% said Excellent.
3. How do you rate the overall quality of life in Burnet? 45% said Good and 30% said Very Good.
4. Quality of life ratings were as follows:
 - Overall appearance—Tied with 35% for Fair and Good
 - Opportunities to attend cultural events—65% said Fair
 - Recreation Opportunities—40% said Good
 - Access to affordable housing—40% said Fair
 - Ease of car travel—45% said Good
5. Regarding the speed of growth in Burnet 73.7% said that population growth was about right, 70% said retail growth is too slow, and 50% said job growth is too slow.

Use of City Services Survey

1. When asked how many times in the past 12 months the participants had participated in city related activities the answers were as follows:
 - Attended a meeting of local officials—38.5% said once or twice.
 - Attended a Planning and Zoning meeting—92.3% said never.
 - Attended other local public meetings—46.2% said never and 30.8% said 3—12 times.
 - Volunteered time to City or Chamber activity—38.5% said never, 23.1% said once or twice.
 - Used the internet to contact a local official or city personnel—38.5% said never and 30.8% said 3 to 12 times.
2. When asked to rate the quality of services, participants answered as follows:
 - Street Repair—53.8% said Fair
 - Street Cleaning—76.9% said Fair
 - Street Lighting—46.2% said Fair
 - Sidewalk Maintenance—46.2% said Fair
 - Storm Drainage—46.2% said Poor
 - Sewer Services—46.2% said Fair
 - Municipal Court—50% said Good
3. Overall quality of services was a tie between Good and Fair at 38.5% each.
4. When judging the quality of any contact they had with City employees in the past 12 months, employees scored consistently in either the Good or Fair categories for Knowledge, Responsiveness, Courtesy and Overall Impression.
5. When asked what services they would like to see available on the internet with no charge, every service scored in the Very Likely category. These included payment of the utility bill, payment of court fines, applying for utility services, applying for garage sale permits and applying for construction permits.
6. When asked if they would be will to pay for the services, 66.7% said no and 25% said they would be willing to pay a fixed rate of between \$1 and \$5.