



## 2023 City of Killeen Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City of Killeen's ongoing effort to identify ways to improve the quality of our services. Your responses will remain completely confidential. If you prefer to take this survey online, please visit [KilleenSurvey.org](https://KilleenSurvey.org). Thank you for your participation!

### 1. How satisfied are you with the overall quality of life in the City of Killeen?

\_\_\_\_ (5) Very Satisfied      \_\_\_\_ (3) Neutral      \_\_\_\_ (1) Very Dissatisfied  
\_\_\_\_ (4) Satisfied      \_\_\_\_ (2) Dissatisfied

2. Major Categories of City Services. What is your level of satisfaction with the City of Killeen's...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Fire services	5	4	3	2	1	9
02. Ambulance services	5	4	3	2	1	9
03. Police services	5	4	3	2	1	9
04. Street maintenance	5	4	3	2	1	9
05. Trash collection	5	4	3	2	1	9
06. Recycling	5	4	3	2	1	9
07. Brush collection	5	4	3	2	1	9
08. Water service	5	4	3	2	1	9
09. Sewer service	5	4	3	2	1	9
10. Animal control	5	4	3	2	1	9
11. Municipal court	5	4	3	2	1	9
12. City parks	5	4	3	2	1	9
13. Municipal golf course	5	4	3	2	1	9
14. Recreational programming	5	4	3	2	1	9
15. Code enforcement	5	4	3	2	1	9
16. Library services	5	4	3	2	1	9
17. City youth programs	5	4	3	2	1	9
18. Airports	5	4	3	2	1	9
19. Resident volunteer programs	5	4	3	2	1	9
20. Utility collections	5	4	3	2	1	9

### 3. Which FIVE of the items listed in Question 2 should receive the MOST EMPHASIS from City leaders? [Write in your answers below using the numbers from the list in Question 2.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_ 5th: \_\_\_\_ NONE

4. Value of City Services. What is your level of satisfaction with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the City	5	4	3	2	1	9
2. Overall quality of customer service from City employees	5	4	3	2	1	9
3. Value of my tax dollars and fees	5	4	3	2	1	9

5. What is your level of satisfaction with the work the City of Killeen has done in...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Providing a safe community	5	4	3	2	1	9
2. Providing adequate community events	5	4	3	2	1	9
3. Keeping residents informed about City business	5	4	3	2	1	9
4. Planning for future needs of residents	5	4	3	2	1	9
5. Having employees that respond to resident needs	5	4	3	2	1	9
6. Providing an adequate forum for public input	5	4	3	2	1	9
7. Working with surrounding cities	5	4	3	2	1	9
8. Working with the Killeen ISD	5	4	3	2	1	9

6. Which **THREE** of the items listed in Question 5 on the previous page should receive the **MOST EMPHASIS** from City leaders? *[Write in your answers below using the numbers from the list in Question 5.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ NONE

7. Would you consider the following issues to be a major concern, minor concern, or not a concern to YOUR neighborhood...	Major Concern	Minor Concern	Not a Concern
1. Houses in need of repair	3	2	1
2. Stray animals	3	2	1
3. Weeds and unmowed grass	3	2	1
4. Trash and litter	3	2	1
5. Street lighting	3	2	1
6. Condition of streets	3	2	1
7. Condition of major streets leading into your neighborhood	3	2	1
8. Traffic flow into your neighborhood	3	2	1
9. Graffiti	3	2	1

8. Have you had contact with a City employee during the past year?

\_\_\_\_ (1) Yes *[Answer Question 8a.]* \_\_\_\_ (2) No *[Skip to Question 9.]*

8a. How satisfied were you with the customer service received from the City employee...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The courtesy of the person answering the telephone	5	4	3	2	1	9
2. Directed to the correct department	5	4	3	2	1	9
3. Asked adequate questions to determine the nature of the problem	5	4	3	2	1	9
4. If not available, the correct employee returned your phone call in a reasonable time	5	4	3	2	1	9
5. The problem was adequately dealt with by the employee responding	5	4	3	2	1	9
6. The City followed up to ensure my concerns were addressed	5	4	3	2	1	9
7. The people I worked with showed pride and concern for quality in their work	5	4	3	2	1	9
8. The primary employee I worked with represented the City in a positive manner	5	4	3	2	1	9

9. <b>Public Safety Services.</b> What is your level of satisfaction with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Police Department speed of response to emergency calls	5	4	3	2	1	9
02. Police Department professionalism	5	4	3	2	1	9
03. Customer Service provided by the Police Department	5	4	3	2	1	9
04. Crime prevention	5	4	3	2	1	9
05. Community policing efforts	5	4	3	2	1	9
06. Traffic enforcement	5	4	3	2	1	9
07. Fire Department speed of response to emergency calls	5	4	3	2	1	9
08. Fire Department professionalism	5	4	3	2	1	9
09. Customer service provided by the Fire Department	5	4	3	2	1	9
10. Care given to you and your property by the Fire Department	5	4	3	2	1	9

10. Which **THREE** of the items listed in Question 9 should receive the **MOST EMPHASIS** from City leaders? *[Write in your answers below using the numbers from the list in Question 9.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ NONE

11. <u>Facilities or Services provided by the City.</u> In the past 12 months, have you...		Yes	No
01.	Visited or used a City park	1	2
02.	Visited a City swimming pool	1	2
03.	Visited or used a City library	1	2
04.	Visited or used the Community Center	1	2
06.	Visited or used the Tommie Harris Fitness Center	1	2
07.	Participated in a youth athletic league	1	2
08.	Participated in a class or program offered by the Killeen Parks and Recreation Department	1	2
09.	Visited or used the Civic & Conference Center	1	2
10.	Visited or used the Bob Gilmore Senior Center	1	2
11.	Visited or Used the Lions Club Park Senior Center	1	2
12.	Attended a City-sponsored event, like the parade	1	2
13.	Volunteered on a City-sponsored event	1	2
14.	Visited or used the municipal golf course	1	2
15.	Visited or used the Nolan Creek Hike & Bike Trail	1	2

**12. In the past 12 months, have you visited or used the Lions Club Park Family Recreation Center?**

\_\_\_\_(1) Yes [Answer Question 12a.]      \_\_\_\_ (2) No [Skip to Question 13.]

12a. If "Yes," how would you rate the following aspects of the Lions Club Park Family Recreation Center...		Excellent	Good	Fair	Poor
1.	The overall quality of the facility	4	3	2	1
2.	The value of service provided for the fee paid	4	3	2	1
3.	The helpfulness of the staff	4	3	2	1
4.	The available amenities	4	3	2	1

13. <u>Parks and Recreation Services.</u> What is your level of satisfaction with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Having parks conveniently located for people in all areas	5	4	3	2	1	9
2.	The overall quality of City parks	5	4	3	2	1	9
3.	The overall safety of City parks	5	4	3	2	1	9
4.	The variety of facilities within parks	5	4	3	2	1	9
5.	The number of athletic fields in the City	5	4	3	2	1	9
6.	The overall quality of City athletic fields	5	4	3	2	1	9
7.	The overall quality of Parks & Recreation classes and programs	5	4	3	2	1	9

**14. Which THREE of the items listed in Question 13 should receive the MOST EMPHASIS from City leaders? [Write in your answers below using the numbers from the list in Question 13.]**

1st: \_\_\_\_      2nd: \_\_\_\_      3rd: \_\_\_\_      NONE

**15. In the past 12 months, have you visited or utilized the Killeen-Fort Hood Regional Airport?**

\_\_\_\_(1) Yes [Answer Question 15a.]      \_\_\_\_ (2) No [Skip to Question 16.]

**15a. Did you visit or take a flight?**

\_\_\_\_(1) Visited [Answer Question 15b.]      \_\_\_\_ (2) Took a flight [Answer Questions 15b-e.]

15b. How would you rate the following aspects of the airport?		Excellent	Good	Fair	Poor
1.	Your overall impression of the airport	4	3	2	1
2.	The ease of finding the airport (signage)	4	3	2	1
3.	The convenience of parking	4	3	2	1

**15c. How would you rate the convenience of checking into your flight(s)?**

\_\_\_\_(4) Excellent      \_\_\_\_ (3) Good      \_\_\_\_ (2) Fair      \_\_\_\_ (1) Poor

**15d. How would you rate the convenience of boarding your flight?**

\_\_\_\_(4) Excellent      \_\_\_\_ (3) Good      \_\_\_\_ (2) Fair      \_\_\_\_ (1) Poor

**15e. How would you rate the food and beverage services offered at the airport?**

\_\_\_\_(4) Excellent      \_\_\_\_ (3) Good      \_\_\_\_ (2) Fair      \_\_\_\_ (1) Poor

<b>16. Code Enforcement Services. How effective is the City in enforcing the following violations...</b>		Very Effective	Effective	Neutral	Ineffective	Very Ineffective	Don't Know
1.	High grass and weeds	5	4	3	2	1	9
2.	Junk vehicles	5	4	3	2	1	9
3.	Illegal dumping	5	4	3	2	1	9
4.	Property cleanliness	5	4	3	2	1	9
5.	Abandoned buildings	5	4	3	2	1	9
6.	Non-commercial, such as signed in right of way or on utility poles	5	4	3	2	1	9
7.	Vehicles for sale on parking lots and corners	5	4	3	2	1	9
8.	Illegally operating a business in a residential zone	5	4	3	2	1	9

**17. Which THREE of the items listed in Question 16 should receive the MOST EMPHASIS from City leaders? [Write in your answers below using the numbers from the list in Question 16.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

<b>18. City Development. Would you like to see more, keep the same, or fewer of the following types of development?</b>		More	Same	Fewer	None
01.	Retail stores	4	3	2	1
02.	Major supermarkets	4	3	2	1
03.	Full-menu restaurants	4	3	2	1
04.	Fast food restaurants	4	3	2	1
05.	Professional services (e.g., medical, legal)	4	3	2	1
06.	Large lot homes	4	3	2	1
07.	Starter homes	4	3	2	1
08.	Apartments	4	3	2	1
09.	Other multi-family dwellings	4	3	2	1
10.	Manufacturing and warehouses	4	3	2	1
11.	General services (e.g., home repair, auto repair)	4	3	2	1
12.	Office buildings	4	3	2	1
13.	Entertainment venues	4	3	2	1

<b>19. Potential Future Funding. What is your level of support for an increase in your property taxes to fund...</b>		Very Supportive	Supportive	Neutral	Unsupportive	Very Unsupportive	Don't Know
1.	Street improvements	5	4	3	2	1	9
2.	Additional public safety personnel	5	4	3	2	1	9
3.	Recreational facilities/programs	5	4	3	2	1	9

<b>Downtown Revitalization Plan. What is your level of support with the following possible improvements to be implemented...</b>							
20.		Very Supportive	Supportive	Neutral	Unsupportive	Very Unsupportive	Don't Know
01.	Increased police patrols Downtown	5	4	3	2	1	9
02.	Improved street lighting	5	4	3	2	1	9
03.	Landscaping on public streets, including benches, planters, trees, and other greenery	5	4	3	2	1	9
04.	Providing for pedestrian only areas	5	4	3	2	1	9
05.	Eliminating on-street parking in exchange for a central parking area or parking garage	5	4	3	2	1	9
06.	Improved directional or wayfinding signs for locating buildings and services	5	4	3	2	1	9
07.	Construction of a public park or green space area in the downtown area	5	4	3	2	1	9
08.	Expansion of the main library to include an internet library downtown	5	4	3	2	1	9
09.	Construction of art or museum facilities, including a children's museum	5	4	3	2	1	9
10.	Construction of a performing areas center in the downtown area	5	4	3	2	1	9
11.	Require business signs only in a foreign language to also include English	5	4	3	2	1	9

**21. Which of the following sources do you utilize to gather information about City business and events? [Check all that apply.]**

- ☐ (1) Channel 10 - Government Access Cable
 ☐ (5) City staff  
☐ (2) Water bill inserts
 ☐ (6) City Council  
☐ (3) City website
 ☐ (7) Other: \_\_\_\_\_  
☐ (4) Newspaper

**22. If you used the City's website to gather information, have you used any of the following online resources or services in the last year? [Check all that apply.]**

- ☐ (1) Airport flight time
 ☐ (5) Calendar of events  
☐ (2) Employment page
 ☐ (6) Frequently asked questions page  
☐ (3) Parks & Recreation page
 ☐ (7) Online utility bill payments  
☐ (4) Fire Department web page
 ☐ (8) Online library resources

**23. In the last year, do you feel that, as a community, Killeen has improved, stayed the same, or gotten worse?**

- ☐ (3) Improved
 ☐ (2) Stayed the same
 ☐ (1) Worse

**24. What would you say is the most important issue facing Killeen?**

\_\_\_\_\_

**25. Where can you access the internet? [Check all that apply.]**

- ☐ (1) Home
 ☐ (2) Office
 ☐ (3) Library
 ☐ (4) Other: \_\_\_\_\_

**Demographics**

**26. About how long have you lived in Killeen?**

- ☐ (1) Less than 6 months
 ☐ (3) 6 - 10 years
 ☐ (5) More than 20 years  
☐ (2) 6 months - 5 years
 ☐ (4) 11 - 20 years

27. **What is your age?** \_\_\_\_\_ years
28. **Counting yourself, how many people in your household are...**
- |                      |                      |                      |                      |
|----------------------|----------------------|----------------------|----------------------|
| Under 5 years: _____ | 15 - 19 years: _____ | 35 - 44 years: _____ | 65 - 74 years: _____ |
| 5 - 9 years: _____   | 20 - 24 years: _____ | 45 - 54 years: _____ | 75+ years: _____     |
| 10 - 14 years: _____ | 25 - 34 years: _____ | 55 - 64 years: _____ |                      |
29. **How do you identify yourself?**
- \_\_\_\_(1) Male      \_\_\_\_ (2) Female      \_\_\_\_ (3) Non-binary      \_\_\_\_ (4) Prefer to self-describe: \_\_\_\_\_
30. **Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?**
- \_\_\_\_(1) Yes      \_\_\_\_ (2) No
31. **Which of the following best describes your race/ethnicity? [Check all that apply.]**
- |   |  |
|---|--|
| ____(01) Asian or Asian Indian            | ____(04) White                                     |
| ____(02) Black or African American        | ____(05) Native Hawaiian or other Pacific Islander |
| ____(03) American Indian or Alaska Native | ____(99) Other: _____                              |
32. **Would you say your total annual household income is...**
- \_\_\_\_(1) Under \$30,000      \_\_\_\_ (2) \$30,000 to \$59,999      \_\_\_\_ (3) \$60,000 to \$99,999      \_\_\_\_ (4) \$100,000 or more
33. **Do you own or rent your residence?**
- \_\_\_\_(1) Own      \_\_\_\_ (2) Rent
34. **Would you be willing to participate in future surveys sponsored by the City of Killeen?**
- \_\_\_\_(1) Yes [Answer Question 34a.]      \_\_\_\_ (2) No
- 34a. Please provide your contact information.**
- Mobile Phone Number: \_\_\_\_\_
- Email Address: \_\_\_\_\_

**This concludes the survey. Thank you for your time!**  
Please return your completed survey in the enclosed postage-paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain anonymous. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you.