



2025 BIENNIAL CITIZEN SURVEY

DS-25-026

May 20, 2025

Background

2

- ❑ March 2023 City of Killeen conducted Biennial Citizen Survey
- ❑ Survey helps to assess input from community members as Council makes decisions on services and ensures Killeen's priorities are aligned with the needs of the residents
- ❑ Survey consisted of 33 questions (all responses are anonymous)
- ❑ Results of the 2023 survey were presented to City Council on June 13, 2023

2023 Survey Results

3

- ❑ 529 residents completed the survey
- ❑ 78% were satisfied or neutral with overall quality of life
- ❑ Highest Investment Priorities
 - ▣ Street maintenance
 - ▣ Police Services
 - ▣ Code Enforcement

Survey Questions

4

- Survey questions covered the following:
 - ▣ Quality of life satisfaction in the City of Killen
 - ▣ Level of satisfaction:
 - with major categories of City services
 - with value of City services
 - with work City of Killeen has done
 - with Public Safety services
 - with Parks and Recreation services
 - With Killeen Regional Airport
 - ▣ Major, minor or not a concern in your neighborhood
 - ▣ City of Killeen employee contact in last year

Survey Questions (continued)

5

- ▣ Which facilities or services have you utilized in last year
- ▣ Effectiveness of Code Enforcement
- ▣ City Development
- ▣ Potential future funding
- ▣ Downtown Revitalization
- ▣ Sources used to gather information regarding City business and events

Survey Questions (continued)

6

- ▣ As a community has Killeen improved, stayed the same or worsened
- ▣ Where do you access the internet
- ▣ How long have you lived in Killeen
- ▣ Responder/household

2025 Survey Questions

7

- ☐ Keep same questions for continuity
- ☐ Add additional questions
- ☐ Remove and/or replace questions