



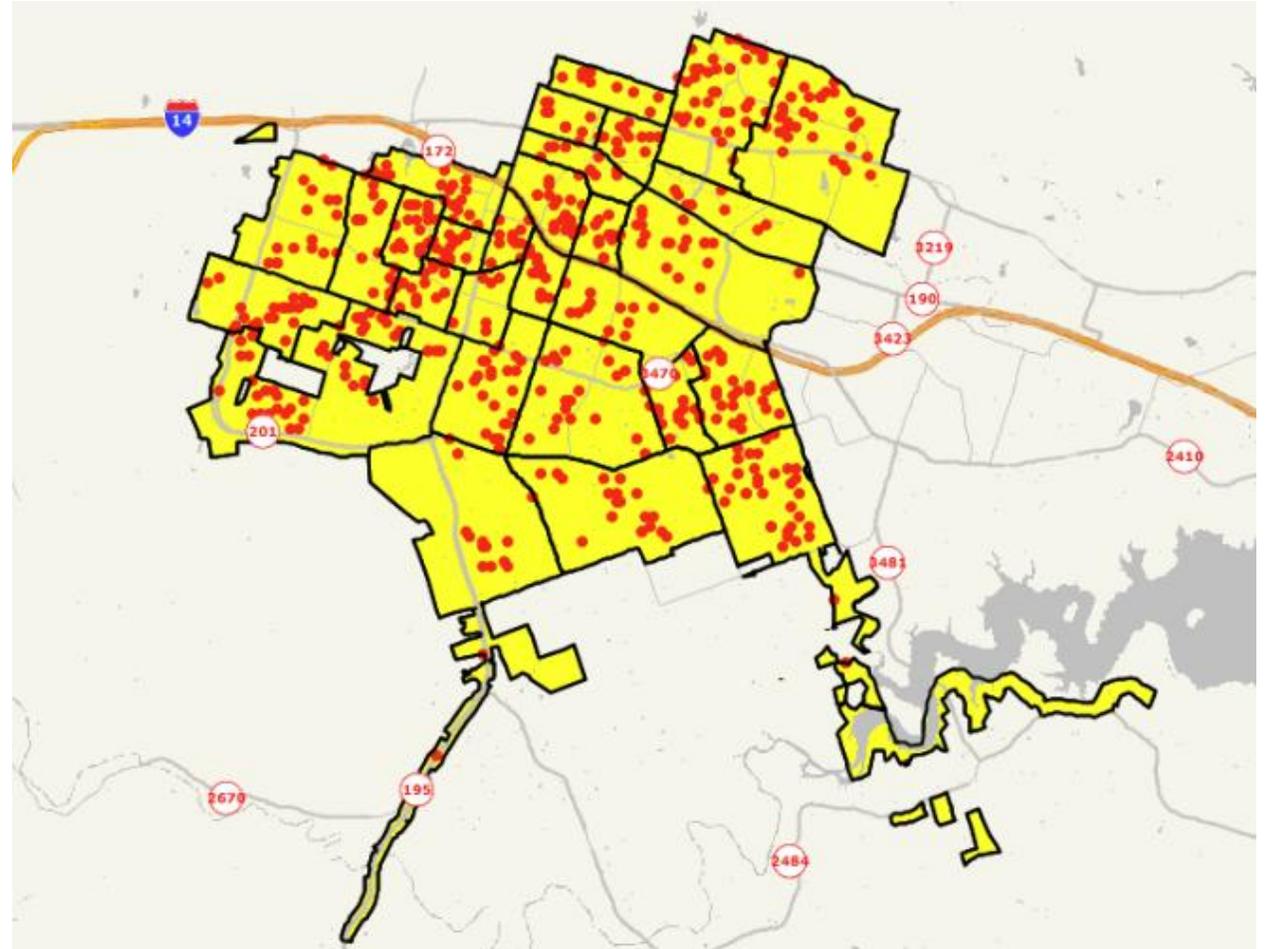
FY27 COUNCIL BUDGET MEETING

February 23, 2026

2025 Citizens Survey

2

- Citizen Survey conducted every 2 years by ETC Institute
- 3rd survey conducted July 2025 with 545 surveys collected
- 95% confidence level with a margin of error of +/-4.2%



2025 Citizens Survey Feedback - Positives

3

What we're doing well

- Fire Dept Professionalism: 85% satisfaction
- Fire Dept Customer Service: 80% satisfaction
- Ambulance Services: 80% satisfaction
- Fire Dept Emergency Response Calls: 79.5%
- Fire Services: 77% satisfaction
- Trash Collection: 73% satisfaction
- Water Service: 65% satisfaction

- Water, Police, Golf Course: 3% increase in satisfaction scores
- Airport facilities: 2% increase in satisfaction scores

2025 Citizens Survey Feedback - Improvements

4

Where we can improve

- Street Maintenance
- Street Lighting
- Code Enforcement
- Police Services
 - Including increased Police presence downtown
- Animal Control
- Parks & Recreation
 - Conveniently located parks, quality of athletic fields, variety of amenities within parks, quality of Recreation classes & programs
- Adequate Forum for Public Input
- More Entertainment Options & Supermarkets

2025 Citizens Survey Feedback - Improvements

5

Priorities for Investment

- Street Maintenance
- Code Enforcement
 - High grass & weeds, property cleanliness, illegal dumping, junk vehicles, abandoned buildings, illegally operating business in residential zone
- Police Services
 - Crime prevention, community policing efforts, traffic enforcement, response time
- Animal Control
- Parks & Recreation
 - City parks, recreational programming
- Other
 - City youth programs, recycling, ambulance services

2025 Accomplishments

6

- Began Expanded Aviation IGSA with Fort Hood
- Backup Generator added at Belton Water Treatment Plant
- Second Hanger Facility at GRK
- **Real Time Crime Center Launched**
- Flock Camera License Plate Readers approved
- Completed Sanitary Sewer Evaluation Survey
- Solar Covered Parking added at GRK
- Opened Fire Station 4/EOC
- 4 Variable Frequency Drives replaced at Lift Station 2
- Lift Station #2 Rebuild

2025 Accomplishments

7

- Replaced 3 Split Case Pumps at Pump Station 5
- Replacement of Long Branch Poolhouse
- Completed Waterline Rehabilitation Project Phase 1
- **Dave & Busters Opened at Anthem Park**
- Chaparral Pump Station Constructed
- Replaced 2 Submersible Chopper Pumps at Lift Station 20
- Acquired 2 Parks facility naming sponsorships at FAC & FRC (\$1.3M)
- 4 Control Valves & 3 Pumps replaced at Pump Station 4
- Installation of 2 Motor Control Centers for Lift Stations 22 & 23

2025 Accomplishments

8

- Submersible Pump replaced at Lift Station 6
- Added Chlorine Rooms to 2 water tanks
- **Hired Part-time Vet at Animal Services**
- **Revised Temporary Sign Ordinance**
- HVAC Replacement at KCCC
- Hosted 1st Inaugural Junetoberfest
- Completed repainting & enhanced maintenance to 2 of 10 water storage tanks (year 1 of 5-year program)
- 2 storage tank mixers added to water tanks
- Implemented new Financial Management Software

2025 Accomplishments

9

- Evaluation of City's Water & Wastewater Impact Fees
- **ARPA-funded Trails added to Stewart, Phyllis, Long Branch, & Conder Parks**
- **Added 4 grant-funded pickleball courts at Longbranch Park**
- **Refurbished 3 slides at Zenner Family Aquatic Complex**
- **Implemented Human Resources Software for all City employees**
- **Chaparral & Featherline Turn Lane added**
- Street treatment of 62.12 centerline miles (Pressurepave, Mill & Overlay)
- Phase 2 Meter Replacement
- **Full staffing in Fire & PD**
- **Deployed Green Ave Pavillion as safe gathering space for unhoused**

2025 Accomplishments

10

- Added & hired 2nd Assistant City Manager Position
- **Added PD Crime Scene Unit**
- **Added additional PD Downtown Unit**
- 5% COLA increase & Market Adjustments
- **Deputy Chief added in FD**
- Added & hired IT Security Manager
- **Procurement of SCBA & Cardiac Monitors**
- Skylark Terminal
- Killeen Rodeo Named 2025 Medium Rodeo of the Year
- Completed Citizen Survey

2025 Accomplishments

11

- Roof replacements at Stonetree, KAAC, Cemetery, Rodeo buildings, PDHQ, & the Special Events Center
- **Southern Roots Brewery & Vida Roxy Opened in Downtown Killeen**
- Earned Main Street City Designation
- Increased Customer satisfaction score at Veterans Cemetery (again)
- **Bunny Trail Reconstruction Substantially Complete**
- **Gilmer Reconstruction Substantially Complete (Spring 2026)**
- Substantially increased attendance at **Pet Vaccine**, Fall Fest & Tree Lighting Events
- Government Finance Officers Association Certificate of Achievement for Excellence in Financial Reporting for FY24 ACFR
- **Revised Junk Vehicle Ordinance**

Recently Completed/In Progress

12

- City Hall Roof Replacement (Jan 2026)
- Revised Special Event Ordinance (Jan 2026)
- Fire Station 5: Acquired property for new location (Jan 2026)
- Parking System Replacement at GRK (Feb 2026)
- **Bunker Reconstruction project completed (Feb 2026)**
- **Reuse Tank for recycled water at Stonetree (Feb 2026)**
- Pump Station 2 Rehabilitation
- Former Skylark Terminal Demolition
- Crematorium construction & installation

In Progress

13

- **Irrigation System Replacement at Stonetree (May 2026)**
- Design & Construction of Parks Maintenance Barn
- **Design & Construction of PD Evidence Building**
- **Design & Construction of Fleet Maintenance Building**
- **Design for West Killeen Regional Park & Bunny Trail Natural Area**
- **Design for Saddle Ridge Pocket Park**
- **Design for expansion of Purser Heritage Oaks Park**
- **Design for Goodnight Ranch Park**
- Design for overpass painting at Rosewood and I-14
- **Implementation of PD ticket writing system**

In Progress

14

- **Stagecoach Reconstruction (Summer 2026)**
- **Watercrest Reconstruction**
- **Phase 1 Chaparral Rd Widening Design & ROW Acquisition**
- **Design for Mohawk**
- **Design for Willow Springs**
- **Design for Rancier Ave Project**
- **Design for Featherline Rd Reconstruction**
- CSI headquarters construction at Killeen Regional Airport
- Waste & Wastewater Master Plan; Drainage Master Plan
- Bell County Annex construction

Overview

15

- Heavy investment on street maintenance
 - Ongoing
 - Must balance progress with construction fatigue & traffic flow
- Code Enforcement
 - Increased enforcement requires additional staffing
 - Balance strict enforcement & working with people trying to comply
- Police
 - Maintain staffing levels
 - Investment in technology
- Parks
 - 4 new parks + 1 large expansion under design
 - Added acreage, amenities & programs require additional staffing to maintain

Communication

- Need to continue sharing progress & telling our story

Questions