



CITY COUNCIL AGENDA

March 1, 2021

7:00 P.M.

New Fairview City Hall

999 Illinois Ln.

New Fairview TX 76078

AGENDA

I. CALL MEETING TO ORDER:

II. ROLL CALL:

III. PLEDGE TO FLAGS

A. United States of America

B. Texas Flag Honor the Texas Flag, I pledge allegiance to thee, Texas, one state under God, one and indivisible

IV. OPEN FORUM: The City Council invites persons with comments or observations related to city issues, projects, or policies to briefly address the City Council. Anyone wishing to speak should sign-in with the City Secretary before the beginning of the City Council Meeting. In order to expedite the flow of business and to provide all citizens the opportunity to speak, there is a three-minute limitation on any person addressing the City Council. State law prohibits the City Council from discussing or taking action on any item not listed on the posted agenda.

V. CONSENT ITEMS: All matters listed as Consent Agenda are considered to be routine by the City Council and will be enacted by one motion. There will not be a separate discussion of these items. If discussion is desired, that item will be removed from the consent agenda and will be considered separately.

A. Acceptance of the January 2021 Financial Report.

B. Acceptance of the February 1, 2021 City Council Meeting minutes.

C. Acceptance of the amendments made to the New Fairview City Council Procedures and Decorum Policy.

VI. NEW BUSINESS:

- A.** Discuss, consider, and act to adopt an ordinance of the City of New Fairview, Texas, reinstating the Planning and Zoning Commission; providing a cumulative clause; providing a savings clause; and providing an effective date.
- B.** Discuss, consider, and act on a resolution appointing five commissioners and two alternate commissioners to the Planning and Zoning Commission.
- C.** Discuss, consider, and act on a resolution authorizing the City Administrator to expend funds not to exceed \$10,000 to conduct activities, enter into agreements, and resolve other matters incident and related to the creation of a Municipal Development District (MDD).
- D.** Discuss, consider, and act on a resolution approving the recommendation of the Selection Review Committee to award (insert name of engineering firm) for engineering services for the City's 2021-2022 Texas Department of Agriculture, Texas Community Development Block Grant (TxCDBG) to provide application assistance and project implementation, if awarded.
- E.** Discuss, consider, and act on a resolution authorizing the City Administrator to enter into an agreement with Pacheco Koch for the transportation impact fee study and resolving other matters incident and related thereto.

VII. WORK SESSION: No action will be taken during the work session; the work session provides the Council an opportunity to discuss consent items, receive and provide information regarding regular agenda items, and presentations from staff.

- A.** Discussion with staff regarding a citizen survey.
- B.** Discussion with staff regarding disaster response and continuity of operations.
- C.** Discuss with staff options regarding a printed and mailed quarterly newsletter.

VIII. EXECUTIVE SESSION: The Council will conduct a closed session pursuant to Texas Government Code, annotated, Chapter 551, Subchapter D for the following:

- A.** Section 551.074 - Personnel Matters; (a) This chapter does not require a governmental body to conduct an open meeting: (1) to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or (2) to hear a complaint or charge against an officer or employee; (b) Subsection (a) does not apply if the officer or employee who is the subject of the deliberation or hearing requests a public hearing: Mayor and Place 3 Council Member
- B.** Section 551.074 - Personnel Matters; (a) This chapter does not require a governmental body to conduct an open meeting: (1) to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public

officer or employee; or (2) to hear a complaint or charge against an officer or employee; (b) Subsection (a) does not apply if the officer or employee who is the subject of the deliberation or hearing requests a public hearing: City Administrator

- IX. ADJOURN:** I, the undersigned authority, do hereby certify the above notice of the meeting of the City Council of New Fairview, is a true and correct copy of the said notice that I posted on the official posting place at New Fairview City Hall, FM 407, New Fairview, Texas, a place of convenience and readily accessible to the general public at all times, and said notice posted this 26th day of February 2021 at 7:00 PM at least 72 hours proceeding the meeting time.

Monica Rodriguez, City Secretary

SEAL:

This facility is wheelchair accessible; parking spaces are available. Requests for accommodations or interpretive services must be made 48 hours prior to this meeting. Please contact the City Secretary at city hall 817-638-5366 or fax 817-638-5369 or by email at citysecretary@newfairview.org for further information.



City Council Agenda March 1, 2021

Agenda Item:

(Consent Item)

Agenda Description:

The attached financial report shows the revenues and expenditures for January 2021.

Background Information:

The Council adopted a budget in September 2020 and this report reflects the estimated revenues and expenditures as appropriated in the adopted budget. For reference, the current fiscal year is approximately one-third completed (33%).

Our current revenues of approximately \$602K represents 58.6% of our estimated revenues for the fiscal year. In large part, this is due to receipt of just under 70% of the property tax and 45% of the building permit revenues respectively.

Our current expenditures of approximately \$260K represents just under 33% of the budgeted expenditures for the fiscal year.

Financial Information:

N/A

City Contact and Recommendation:

Ben Nibarger, City Administrator

Staff recommends approval as submitted.

Attachments:

January 2021 Financial Report

GENERAL FUND
Statement of Revenue and Expenditures

		Annual Budget Oct 2020 Sep 2021	Current Period Jan 2021 Jan 2021 Actual	Year-To-Date Oct 2020 Jan 2021 Actual	Annual Budget Oct 2020 Sep 2021 Variance	Oct 2020 Sep 2021 Percent of Budget
Revenue & Expenditures						
Revenue						
Revenues						
Fines & Fees						
4501	Court Fines	15,000.00	690.10	2,945.88	12,054.12	19.64%
	Total Fines & Fees	\$15,000.00	\$690.10	\$2,945.88	\$12,054.12	
Franchise Fees						
4301	Franchise Fees	47,000.00	0.00	9,562.92	37,437.08	20.35%
	Total Franchise Fees	\$47,000.00	\$0.00	\$9,562.92	\$37,437.08	
Other Revenue						
4901	Other Revenue	50,000.00	0.00	4,002.49	45,997.51	8.00%
	Total Other Revenue	\$50,000.00	\$0.00	\$4,002.49	\$45,997.51	
Permits						
4401	Construction Permits	350,000.00	7,282.37	192,232.54	157,767.46	54.92%
4403	Contractor Registration		154.50	463.50	(463.50)	0.00%
4402	Septic Permits		0.00	4,310.00	(4,310.00)	0.00%
	Total Permits	\$350,000.00	\$7,436.87	\$197,006.04	\$152,993.96	
Property Tax						
4101	Current Property Tax	476,743.00	55,597.96	330,506.70	146,236.30	69.33%
4102	Delinquent Property Tax	9,535.00	0.00		9,535.00	0.00%
4103	Penalties	1,430.00	0.00		1,430.00	0.00%
	Total Property Tax	\$487,708.00	\$55,597.96	\$330,506.70	\$157,201.30	
Sales Tax						
4201	Sales/ Beverage Tax	130,000.00	14,301.63	58,581.27	71,418.73	45.06%
	Total Sales Tax	\$130,000.00	\$14,301.63	\$58,581.27	\$71,418.73	
	Revenues Totals	\$1,079,708.00	\$78,026.56	\$602,605.30	\$477,102.70	

GENERAL FUND
Statement of Revenue and Expenditures

	Annual Budget Oct 2020 Sep 2021	Current Period Jan 2021 Jan 2021 Actual	Year-To-Date Oct 2020 Jan 2021 Actual	Annual Budget Oct 2020 Sep 2021 Variance	Oct 2020 Sep 2021 Percent of Budget
Revenue	\$1,079,708.00	\$78,026.56	\$602,605.30	\$477,102.70	
Gross Profit	\$1,079,708.00	\$78,026.56	\$602,605.30		
Expenses					
City Administration					
Contract Labor					
5109 City Engineer	5,000.00	0.00		5,000.00	0.00%
5110 City Planner	10,000.00	0.00	688.50	9,311.50	6.89%
5101 Contract Labor	3,000.00	532.00	1,328.30	1,671.70	44.28%
5111 Information Technology	5,000.00	4,621.87	5,246.94	(246.94)	104.94%
5108 Legal Expenses	50,000.00	8,479.25	24,414.70	25,585.30	48.83%
Total Contract Labor	\$73,000.00	\$13,633.12	\$31,678.44	\$41,321.56	
Salaries & Payroll					
5011 Deferred Compensation	6,000.00	0.00		6,000.00	0.00%
5007 FICA - Payroll Taxes	7,168.00	0.00		7,168.00	0.00%
5006 Health Insurance	8,865.00	1,323.39	2,396.54	6,468.46	27.03%
5004 Longevity Pay	100.00	0.00		100.00	0.00%
5012 LTD, STD and Life	951.00	0.00		951.00	0.00%
5009 Mileage	3,600.00	0.00		3,600.00	0.00%
5001 Salaries	93,600.00	8,237.72	35,128.98	58,471.02	37.53%
5005 TMRS	10,307.00	805.80	9,055.68	1,251.32	87.86%
5008 Worker's Comp	300.00	0.00	125.08	174.92	41.69%
Total Salaries & Payroll	\$130,891.00	\$10,366.91	\$46,706.28	\$84,184.72	
Services					
5340 Auditor	14,000.00	0.00	15,000.00	(1,000.00)	107.14%
5390 Cleanup Days		0.00	3.79	(3.79)	0.00%
5361 Credit Card Fees		0.00	165.98	(165.98)	0.00%
5370 Election Expense	3,000.00	0.00	850.00	2,150.00	28.33%
5350 Professional Services	25,000.00	0.00		25,000.00	0.00%
5360 Prop Tax Collection Fees		2,850.46	5,417.03	(5,417.03)	0.00%
5306 Recording		0.00	26.00	(26.00)	0.00%
5310 Software	28,500.00	10.65	8,430.95	20,069.05	29.58%
5380 TML Insurance	5,500.00	3,606.50	3,828.50	1,671.50	69.61%
5322 Training/ Dues/ Memberships	5,500.00	147.00	647.00	4,853.00	11.76%
Total Services	\$81,500.00	\$6,614.61	\$34,369.25	\$47,130.75	
Supplies					
5299 Miscellaneous Supplies	500.00	0.00		500.00	0.00%
5202 Office Equipment	1,000.00	0.00	55.11	944.89	5.51%

GENERAL FUND

Statement of Revenue and Expenditures

		Annual Budget	Current Period	Year-To-Date	Annual Budget	Oct 2020
		Oct 2020	Jan 2021	Oct 2020	Oct 2020	Sep 2021
		Sep 2021	Actual	Jan 2021	Sep 2021	Percent of Budget
				Actual	Variance	
5201	Office Supplies	2,500.00	319.43	1,526.42	973.58	61.06%
5207	Postage	200.00	0.00	4.80	195.20	2.40%
Total Supplies		\$4,200.00	\$319.43	\$1,586.33	\$2,613.67	
Utilities Expense						
5501	Electric / Trash	1,400.00	187.46	617.01	782.99	44.07%
5502	Telephone	2,000.00	1,371.22	1,877.36	122.64	93.87%
Total Utilities Expense		\$3,400.00	\$1,558.68	\$2,494.37	\$905.63	
City Administration Totals		\$292,991.00	\$32,492.75	\$116,834.67	\$176,156.33	

GENERAL FUND
Statement of Revenue and Expenditures

		Annual Budget	Current Period	Year-To-Date	Annual Budget	Oct 2020
		Oct 2020	Jan 2021	Oct 2020	Oct 2020	Sep 2021
		Sep 2021	Actual	Actual	Variance	Percent of Budget
City Council						
Contract Labor						
5110	City Planner		0.00	462.83	(462.83)	0.00%
5108	Legal Expenses		0.00	1,500.00	(1,500.00)	0.00%
Total Contract Labor			\$0.00	\$1,962.83	(\$1,962.83)	
Services						
5305	Legal Notices		0.00	310.80	(310.80)	0.00%
5325	Municipal Judge Training	500.00	0.00		500.00	0.00%
5322	Training/ Dues/ Memberships	15,000.00	1,350.00	1,350.00	13,650.00	9.00%
Total Services		\$15,500.00	\$1,350.00	\$1,660.80	\$13,839.20	
Supplies						
5213	Council Supplies	1,500.00	1,081.43	1,181.02	318.98	78.73%
5299	Miscellaneous Supplies		0.00	47.39	(47.39)	0.00%
5201	Office Supplies		207.27	207.27	(207.27)	0.00%
Total Supplies		\$1,500.00	\$1,288.70	\$1,435.68	\$64.32	
Utilities Expense						
5502	Telephone		0.00	67.16	(67.16)	0.00%
Total Utilities Expense			\$0.00	\$67.16	(\$67.16)	
City Council Totals		\$17,000.00	\$2,638.70	\$5,126.47	\$11,873.53	

GENERAL FUND
Statement of Revenue and Expenditures

		Annual Budget Oct 2020 Sep 2021	Current Period Jan 2021 Jan 2021 Actual	Year-To-Date Oct 2020 Jan 2021 Actual	Annual Budget Oct 2020 Sep 2021 Variance	Oct 2020 Sep 2021 Percent of Budget
City Secretary						
Contract Labor						
5108	Legal Expenses	5,000.00	0.00		5,000.00	0.00%
	Total Contract Labor	\$5,000.00	\$0.00		\$5,000.00	
Other Expense						
5901	Miscellaneous Expense	600.00	0.00		600.00	0.00%
	Total Other Expense	\$600.00	\$0.00		\$600.00	
Salaries & Payroll						
5007	FICA - Payroll Taxes	4,745.00	346.76	1,627.43	3,117.57	34.30%
5006	Health Insurance	8,865.00	540.45	4,637.73	4,227.27	52.32%
5004	Longevity Pay	748.00	0.00	875.89	(127.89)	117.10%
5012	LTD, STD and Life	951.00	0.00		951.00	0.00%
5009	Mileage	500.00	0.00		500.00	0.00%
5001	Salaries	61,282.00	4,532.80	20,397.60	40,884.40	33.28%
5005	TMRS	6,823.00	477.32	2,240.17	4,582.83	32.83%
5008	Worker's Comp	200.00	0.00	125.08	74.92	62.54%
	Total Salaries & Payroll	\$84,114.00	\$5,897.33	\$29,903.90	\$54,210.10	
Services						
5330	Ads - Marketing	1,000.00	0.00		1,000.00	0.00%
5305	Legal Notices	1,800.00	0.00		1,800.00	0.00%
5306	Recording	2,000.00	0.00		2,000.00	0.00%
5310	Software	4,000.00	0.00		4,000.00	0.00%
5322	Training/ Dues/ Memberships	4,000.00	347.00	443.90	3,556.10	11.10%
	Total Services	\$12,800.00	\$347.00	\$443.90	\$12,356.10	
Supplies						
5202	Office Equipment	500.00	0.00	1,310.35	(810.35)	262.07%
5201	Office Supplies	2,000.00	0.00		2,000.00	0.00%
5207	Postage	400.00	0.00	13.90	386.10	3.48%
	Total Supplies	\$2,900.00	\$0.00	\$1,324.25	\$1,575.75	
Utilities Expense						
5501	Electric / Trash	1,400.00	187.46	187.46	1,212.54	13.39%
5502	Telephone	2,000.00	325.95	832.10	1,167.90	41.61%
	Total Utilities Expense	\$3,400.00	\$513.41	\$1,019.56	\$2,380.44	
	City Secretary Totals	\$108,814.00	\$6,757.74	\$32,691.61	\$76,122.39	

GENERAL FUND

Statement of Revenue and Expenditures

		Annual Budget Oct 2020 Sep 2021	Current Period Jan 2021 Jan 2021 Actual	Year-To-Date Oct 2020 Jan 2021 Actual	Annual Budget Oct 2020 Sep 2021 Variance	Oct 2020 Sep 2021 Percent of Budget
Court						
Contract Labor						
5102	Code Enforcement		0.00	106.35	(106.35)	0.00%
5107	Contract Deputies	28,000.00	1,190.19	9,644.80	18,355.20	34.45%
5108	Legal Expenses	5,000.00	517.02	517.02	4,482.98	10.34%
5106	Municipal Judge	1,500.00	0.00		1,500.00	0.00%
	Total Contract Labor	\$34,500.00	\$1,707.21	\$10,268.17	\$24,231.83	
Other Expense						
5901	Miscellaneous Expense	7,556.00	0.00	92.70	7,463.30	1.23%
	Total Other Expense	\$7,556.00	\$0.00	\$92.70	\$7,463.30	
Salaries & Payroll						
5007	FICA - Payroll Taxes	2,769.00	213.86	924.97	1,844.03	33.40%
5006	Health Insurance	8,865.00	931.94	5,029.26	3,835.74	56.73%
5004	Longevity Pay	100.00	0.00	159.34	(59.34)	159.34%
5012	LTD, STD and Life	951.00	0.00		951.00	0.00%
5009	Mileage	500.00	0.00		500.00	0.00%
5003	Overtime	1,000.00	182.47	358.13	641.87	35.81%
5001	Salaries	35,090.00	2,613.04	11,572.81	23,517.19	32.98%
5005	TMRS	3,981.00	294.37	1,273.13	2,707.87	31.98%
5008	Worker's Comp	150.00	0.00	125.09	24.91	83.39%
	Total Salaries & Payroll	\$53,406.00	\$4,235.68	\$19,442.73	\$33,963.27	
Services						
5325	Municipal Judge Training	200.00	0.00		200.00	0.00%
5310	Software	8,433.00	0.00	299.88	8,133.12	3.56%
5322	Training/ Dues/ Memberships	1,500.00	442.10	442.10	1,057.90	29.47%
	Total Services	\$10,133.00	\$442.10	\$741.98	\$9,391.02	
Supplies						
5299	Miscellaneous Supplies	500.00	0.00	4.33	495.67	0.87%
5202	Office Equipment	1,190.00	0.00		1,190.00	0.00%
5201	Office Supplies	1,500.00	7.00	28.65	1,471.35	1.91%
5207	Postage	300.00	0.00		300.00	0.00%
	Total Supplies	\$3,490.00	\$7.00	\$32.98	\$3,457.02	
Utilities Expense						
5501	Electric / Trash	1,400.00	187.47	187.47	1,212.53	13.39%
5502	Telephone	2,000.00	258.79	406.50	1,593.50	20.33%
	Total Utilities Expense	\$3,400.00	\$446.26	\$593.97	\$2,806.03	
	Court Totals	\$112,485.00	\$6,838.25	\$31,172.53	\$81,312.47	

GENERAL FUND
Statement of Revenue and Expenditures

		Annual Budget Oct 2020 Sep 2021	Current Period Jan 2021 Jan 2021 Actual	Year-To-Date Oct 2020 Jan 2021 Actual	Annual Budget Oct 2020 Sep 2021 Variance	Oct 2020 Sep 2021 Percent of Budget
Public Works						
Capital Outlay						
6020	Equipment - Capital		0.00	5,000.00	(5,000.00)	0.00%
Total Capital Outlay			\$0.00	\$5,000.00	(\$5,000.00)	
Contract Labor						
5104	Animal Control	2,000.00	625.00	675.00	1,325.00	33.75%
5105	Building Inspector	50,000.00	3,200.43	12,021.68	37,978.32	24.04%
5109	City Engineer	10,000.00	6,062.50	6,062.50	3,937.50	60.63%
5110	City Planner	20,000.00	1,025.10	3,668.20	16,331.80	18.34%
5102	Code Enforcement	25,000.00	1,650.00	6,603.00	18,397.00	26.41%
5101	Contract Labor	94,000.00	125.00	17,939.25	76,060.75	19.08%
5108	Legal Expenses	20,000.00	0.00		20,000.00	0.00%
5103	Septic Inspector	6,500.00	357.50	3,767.50	2,732.50	57.96%
Total Contract Labor		\$227,500.00	\$13,045.53	\$50,737.13	\$176,762.87	
Other Expense						
5901	Miscellaneous Expense	3,000.00	0.00	137.50	2,862.50	4.58%
Total Other Expense		\$3,000.00	\$0.00	\$137.50	\$2,862.50	
Repair / Maintenance Expense						
5401	Building Repairs	12,000.00	167.72	2,598.91	9,401.09	21.66%
5410	Road Maintenance	10,000.00	6,872.73	7,607.17	2,392.83	76.07%
5420	Tractor / Truck Diesel	1,500.00	0.00	1,330.74	169.26	88.72%
5430	Tractor/ Truck Repairs	2,000.00	0.00	752.02	1,247.98	37.60%
Total Repair / Maintenance Expense		\$25,500.00	\$7,040.45	\$12,288.84	\$13,211.16	
Services						
5320	Equipment Rental	2,500.00	0.00		2,500.00	0.00%
5322	Training/ Dues/ Memberships	1,000.00	410.00	410.00	590.00	41.00%
Total Services		\$3,500.00	\$410.00	\$410.00	\$3,090.00	
Supplies						
5202	Office Equipment	500.00	0.00		500.00	0.00%
5201	Office Supplies	250.00	921.18	1,285.12	(1,035.12)	514.05%
5222	Signs	1,500.00	0.00	711.34	788.66	47.42%
Total Supplies		\$2,250.00	\$921.18	\$1,996.46	\$253.54	
Utilities Expense						
5501	Electric / Trash	1,400.00	812.82	1,758.47	(358.47)	125.61%
5505	Street Lights	4,000.00	637.16	1,264.54	2,735.46	31.61%
5502	Telephone		0.00	291.31	(291.31)	0.00%
Total Utilities Expense		\$5,400.00	\$1,449.98	\$3,314.32	\$2,085.68	

GENERAL FUND

Statement of Revenue and Expenditures

	Annual Budget Oct 2020 Sep 2021	Current Period Jan 2021 Actual	Year-To-Date Oct 2020 Jan 2021 Actual	Annual Budget Oct 2020 Sep 2021 Variance	Oct 2020 Sep 2021 Percent of Budget
Public Works Totals	\$267,150.00	\$22,867.14	\$73,884.25	\$193,265.75	

GENERAL FUND

Statement of Revenue and Expenditures

		Annual Budget	Current Period	Year-To-Date	Annual Budget	Oct 2020
		Oct 2020	Jan 2021	Oct 2020	Oct 2020	Sep 2021
		Sep 2021	Actual	Actual	Sep 2021	Percent of
					Variance	Budget
Revenues						
Supplies						
5201	Office Supplies		(82.43)	(82.43)	82.43	0.00%
Total Supplies			(\$82.43)	(\$82.43)	\$82.43	
Revenues Totals			(\$82.43)	(\$82.43)	\$82.43	

GENERAL FUND

Statement of Revenue and Expenditures

	Annual Budget Oct 2020 Sep 2021	Current Period Jan 2021 Actual	Year-To-Date Oct 2020 Jan 2021 Actual	Annual Budget Oct 2020 Sep 2021 Variance	Oct 2020 Sep 2021 Percent of Budget
Expenses	\$798,440.00	\$71,512.15	\$259,627.10	\$538,812.90	
Revenue Less Expenditures	\$281,268.00	\$6,514.41	\$342,978.20		

Transfers In

City Administration

Transfer Revenue

8100 Transfers In	0.00	300,000.00	(300,000.00)	0.00%
Total Transfer Revenue	\$0.00	\$300,000.00	(\$300,000.00)	
City Administration Totals	\$0.00	\$300,000.00	(\$300,000.00)	

Statement of Revenue and Expenditures

	Annual Budget Oct 2020 Sep 2021	Current Period Jan 2021 Actual	Year-To-Date Oct 2020 Jan 2021 Actual	Annual Budget Oct 2020 Sep 2021 Variance	Oct 2020 Sep 2021 Percent of Budget
Transfers In		\$0.00	\$300,000.00	(\$300,000.00)	
Transfers Out					
City Administration					
Transfer Expense					
9100 Transfers Out		0.00	300,000.00	(300,000.00)	0.00%
Total Transfer Expense		\$0.00	\$300,000.00	(\$300,000.00)	
City Administration Totals		\$0.00	\$300,000.00	(\$300,000.00)	

GENERAL FUND

Statement of Revenue and Expenditures

		Annual Budget	Current Period	Year-To-Date	Annual Budget	Oct 2020
		Oct 2020	Jan 2021	Oct 2020	Oct 2020	Sep 2021
		Sep 2021	Actual	Actual	Sep 2021	Percent of Budget
					Variance	
Public Works						
Transfer Expense						
9100	Transfers Out	150,000.00	0.00		150,000.00	0.00%
Total Transfer Expense		\$150,000.00	\$0.00		\$150,000.00	
Public Works Totals		\$150,000.00	\$0.00		\$150,000.00	

GENERAL FUND

Statement of Revenue and Expenditures

	Annual Budget	Current Period	Year-To-Date	Annual Budget	Oct 2020
	Oct 2020	Jan 2021	Oct 2020	Oct 2020	Sep 2021
	Sep 2021	Actual	Jan 2021	Sep 2021	Percent of
			Actual	Variance	Budget
Transfers Out	\$150,000.00	\$0.00	\$300,000.00	(\$150,000.00)	
Net Change in Fund Balance	\$131,268.00	\$6,514.41	\$342,978.20		



City Council Agenda March 1, 2021

Agenda Item:

(Consent Item)

Agenda Description:

The minutes of the February 1, 2021 City Council meeting.

Background Information:

N/A

Financial Information:

N/A

City Contact and Recommendation:

Ben Nibarger, City Administrator

Staff recommends approval as submitted.

Attachments:

January 2021 City Council Minutes



City Council Agenda January 11, 2021

Agenda Item:

(Consent Item)

Agenda Description:

Acceptance of the amendments to the New Fairview City Council Decorum and Procedures Policy.

Background Information:

In the February 15, 2021 City Council meeting, the City Council discussed the referenced policy and asked for the following amendments to be incorporated into the document and presented to the Council for adoption. The text in red has been added to the document for adoption and the order of Business has been changed to reflect Council direction.

- Sec. 1-110 - City Council Agendas (e)

Agenda items placed on the agenda by the Mayor or members of the City Council previously considered and whereby action was taken by the City Council may not be placed on a future agenda for reconsideration within six months of such action unless either: (1) directed by a majority of the City Council to the City Administrator during any scheduled regular or special meeting or work session; or (2) directed by the Mayor and one Council Member in writing to the City Administrator. In all cases, at least one member of the City Council who is requesting that the item be renewed on an agenda shall have been on the prevailing side of the previous vote on the item.

Further, items placed on the agenda by the Mayor or members of the City Council for discussion and/or action whereby no action was taken by the City Council may not be placed on a future agenda for discussion within six months, unless either: (1) requested in writing by three members of the Council; or (2) three Council members direct staff to add the item to an upcoming agenda during a Council meeting.

- Sec. 1-140 - Order of Business

- (a) Regular Meeting Agenda (Public Forum moved to first item of business)
- (b) Worksession (if necessary)
- (c) Executive Session

Financial Information:

N/A

City Contact and Recommendation:

Ben Nibarger, City Administrator

Staff recommends approval as submitted.

Attachments:

New Fairview City Council Procedures and Decorum Policy



New Fairview City Council Procedures & Decorum Policy

"I will never bring reproach upon my hallowed arms, nor will I desert the comrade at whose side I stand, but I will defend our altars and our hearths, alone or supported by many. My native land I will not leave a diminished heritage, but greater and better than when I received it. I will obey the current statute and authorities and I am convinced of the institutions of the founding people, and so should the people of the world be founded in the same way. If anyone tries to overthrow the constitution or disobeys it, I will not permit him, but will come to its defense, alone or supported by many. I will honor the religion of my fathers. Let the gods be my witness: Agraulus, Enyalius, Ares, Zeus, Thallo, Auxo, Hegemone."

The Ephebic Oath was taken by the young men of ancient Athens when they became of age to assume the responsibility of citizenship

Introduction and Summary

The New Fairview City Council is the governing body for the City of New Fairview; therefore, they must bear the initial responsibility for the integrity of governance. The Council is responsible for its own development, both as a body and as individuals, its responsibilities, its own discipline, and its own performance. The policy that was developed and adopted was designed to ensure effective and efficient governance.

This policy will address Mayor and Council relations, Council and Staff relations, and Council and media relations. By adopting these guidelines for elected officials, we acknowledge our responsibility to each other, to our professional staff, and to the public. The Council will govern the City in a manner associated with a commitment to the preservation of the values and integrity of representative local government and democracy, and a dedication to the promotion of efficiency and effective governing. The following statements will serve as a guide and acknowledge the commitment being made in this service to the community:

1. The Council has as high priorities the continual improvement of the member's professional ability and the promotion of an atmosphere conducive to the fair exchange of ideas and policies among members.
2. The Council will endeavor to keep the community informed on municipal affairs; encourage communication between the residents and the Council; strive for strong working relationships among neighboring municipalities and elected officials.
3. In its governance role, the Council will continue to be dedicated to friendly and courteous relationships with Staff, other Council members, and the public, and seek to improve the quality and image of public service.
4. The Council will also strive to recognize its responsibility to future generations by addressing the interrelatedness of the social, cultural, and physical characteristics of the ties of the community when making policies.
5. Finally, each Council member will make a commitment to improving the quality of life for the individual and the community and to be dedicated to the faithful stewardship of the public trust.

Sec. 1-100. – Authority.

Pursuant to the provisions of the Ordinances of the City of New Fairview, Texas, the City Council shall enact rules of procedure for all meetings of the City Council of the City of New Fairview, Texas, which shall be in effect upon their adoption by the City Council and until such times as they are amended or new rules adopted. **These rules of procedures shall serve as general guidelines for Council conduct and meeting protocols.**

Sec. 1-110. – City Council Agenda.

- (a) The City Administrator is responsible for creating and processing the agenda and agenda materials for City Council meetings. The City Administrator will submit agenda materials as appropriate for review by the City Attorney. The City Secretary is responsible for preparing and posting the agenda and assembling and distributing the agenda packets.
- (b) The Mayor or two Council Members may direct the City Administrator in writing to place an item on an agenda for a regular City Council meeting, special meeting, or work session for discussion only. Items must be submitted to the City Administrator no later than noon on the Monday preceding the week of the City Council meeting.
- (c) The City Council, during any scheduled regular or special meeting or work session, may direct the City Administrator to place an item on a future agenda.
- (d) Any two Council Members may request an item to be placed on the agenda for discussion. Should extraordinary staff time be required to address a requested agenda item, the City Administrator will place the item on a future Council agenda for direction and discussion prior to investing the extraordinary amount of staff time and communicate this decision to those requesting the item.
- (e) Agenda items placed on the agenda by the Mayor or members of the City Council previously considered and whereby action was taken by the City Council may not be placed on a future agenda for reconsideration within six months of such action unless either: (1) directed by a majority of the City Council to the City Administrator during any scheduled regular or special meeting or work session; or (2) directed by the Mayor and one Council Member in writing to the City Administrator. In all cases, at least one member of the City Council who is requesting that the item be renewed on an agenda shall have been on the prevailing side of the previous vote on the item.

Further, items placed on the agenda by the Mayor or members of the City Council for discussion and/or action whereby no action was taken by the City Council may not be placed on a future agenda for discussion within six months, unless either: (1) requested in writing by three members of the Council; or (2) three Council members direct staff to add the item to an upcoming agenda during a Council meeting.

Sec. 1-120. – Types of Meetings.

- (a) *Regular Meetings:* The City of New Fairview regular City Council meetings are held on the first Monday of each month, at such time as may be set by the City Council, unless the meeting is rescheduled or canceled. All regular meetings of the City Council will be held in New Fairview Town Hall at 999 Illinois Lane, New Fairview, Texas, or at such other locations as the City Council may, by motion, resolution or ordinance, designate.
- (b) *Work Session Meetings:* A work session is a meeting to discuss or explore matters of interest to the City, review and discuss agenda items, meet with City boards, commissions or committee members, City Staff or officers of civic organizations, governing bodies or individuals specifically invited to the session by the Mayor, City Administrator or the Council. These meetings are informational and no formal action shall be taken unless the posted agenda indicates otherwise. The Mayor may allow any citizen to participate in the discussion at a work session, but only as recognized by the Mayor. The Mayor may end citizen participation in a work session in order to allow the City Council to proceed with the discussion.

If necessary, a work session will normally be scheduled before a regular meeting of the City Council and will be known as the “Pre-Council meeting.”

- (c) *Special Meetings:* Special meetings may be called by the Mayor, the City Administrator, or by any two (2) members of the City Council. The call for a special meeting shall be filed with the City Secretary in written form, and the City Secretary shall cause the posting of notice of the meeting as governed by applicable law. The Mayor, City Administrator, or two Council Members may designate a location for the special meeting other than Town Hall as long as the location is open to the public and in compliance with applicable law.
- (d) *Emergency Meeting:* In case of emergency or urgent public necessity, as defined by State law and confirmed by the City Attorney when practical, which shall be expressed in the notice of the meeting, an emergency meeting may be called by the Mayor, City Administrator or his/her designee, or two members of the City Council, and it shall be sufficient if the notice is posted at least two hours before the meeting is convened.
- (e) *Closed Meeting:* The City Council may meet in a closed meeting but only under conditions allowed by applicable law. Details discussed in closed meetings shall be considered confidential and shall not be discussed or disclosed outside the meeting.
- (f) *Recessed Meetings.* Any meeting of the City Council may be recessed to a later time provided that no recess shall be for a period longer than twenty-four hours from the time the meeting is recessed.

Sec. 1-130. – Quorum.

A quorum at a regular meeting of the City Council will be established by the presence of three members of the Council. A quorum at a special or emergency meeting of the City Council will be established by the presence of four members of the Council. The Mayor shall not count as a Council Member for the establishment of a quorum.

Sec. 1-140. – Order of Business.

The Regular City Council meeting will be generally conducted in the following order unless otherwise specified. If the Mayor or any member of Council wishes to change the order of business, a proper motion must be made followed by a second and then passed by the affirmative vote of a majority of the Council Members present and voting. An executive session may be held at any time during a meeting pursuant to applicable State law.

(a) Regular Meeting Agenda:

- (1) Call to Order – Chair officially calls the meeting to order.
- (2) Pledge of Allegiance – Each agenda of a regularly scheduled City Council meeting shall provide an item for the recital of the “Pledge of Allegiance” to both the United States flag and the Texas flag.
- (3) Public with Business – The time for the public to address the City Council on any subject. However, the City Council cannot discuss items presented under Public with Business nor take any action thereon other than consideration of the placement of the said item on a future agenda as a discussion item or refer the item to Staff for research and possible future action, unless the item presented is an item on the posted agenda for the meeting. Each speaker will be allowed three (3) minutes to speak. Speakers are not permitted to yield their time to others but are encouraged to inform the City Council if they are speaking on behalf of a larger group.
- (4) Old Business – Business items pending from previous City Council meetings. Members of the public may speak on any item under Old Business. They will be allowed three (3) minutes.
- (5) New Business – New or amended ordinances, resolutions, or policies that the Mayor, City Council Members or City Staff wish to have the City Council consider. Members of the public may speak on any item under New Business. They will be allowed three (3) minutes.
- (6) Consent agenda - Shall contain routine, non-controversial items that require City Council action but need little or no Council deliberation. An item can be removed from the consent agenda by the City Administrator, Mayor, or any member of the City Council and will be considered after approval of the consent agenda.
- (7) Presentations – The agenda shall provide a time when proclamations, recognitions, general reports, and updates may be presented to the City Council.
- (8) Discussion Items – Items to be presented or discussed with City Council in order to garner direction from City Council. No action shall be taken on discussion items.

Members of the public may speak on any Discussion item. They will be allowed three (3) minutes.

- (9) Executive Session (if needed) – Items to be discussed in the closed meeting under conditions allowed by applicable law. The City Council may not take final action during the executive session. It is understood and agreed that information discussed in the Executive Session is considered confidential and should remain so. Any final action resulting from an Executive Session discussion must be taken during the open public session.

- (10) Adjourn

(b) *Work Session Agenda (if necessary):*

- (1) Discussion of consent items – Council review and discussion of items that are by nature routine and typically require little or no Council deliberation.
- (2) Questions regarding regular agenda items – Council review and discussion of regular agenda items. The Council may ask questions of Staff, receive a brief presentation, and request additional information prior to consideration during the regular meeting.
- (3) Written or verbal presentations or discussions – Council updates and discussions regarding items, some of which may not be included as part of the regular meeting agenda.
- (4) Executive Session (if needed) - Items to be discussed in the closed meeting under conditions allowed by applicable law. The City Council may not take final action during executive session. It is understood and agreed that information discussed in Executive Session is considered confidential and should remain so. Any final action resulting from an Executive Session discussion must be taken during the open public session.
- (5) Adjourn

(c) *Executive Session:*

- (1) Conduct Executive Session – Items to be discussed in a closed meeting under conditions allowed by applicable law. The City Council may not take final action during Executive Session. It is understood and agreed that information discussed in Executive Session is considered confidential and should remain so until the Council takes action in public on the matter. Any final action resulting from an Executive Session discussion must be taken during the open public session.

Sec. 1-150. – General Procedures.

- (a) *General Procedure:* General rules of parliamentary procedure as defined herein, consistent with state law and any applicable City ordinance, statute, or other legal requirements, shall govern the proceedings of the City Council. To the extent not inconsistent with these rules, the City Council shall use Robert's Rules of Order as a general guideline for additional rules of the parliamentary procedure without being a procedural requirement. Notwithstanding the above, failure to abide by, or adhere to, these rules shall not nullify or negate any action by the City Council. These rules of parliamentary procedure are intended solely as a guideline.
- (b) *Chair of Meeting:* The Mayor shall preside over all meetings of the City Council as the Tempore Chair and enforce these rules and procedures during a meeting. In the absence of the Mayor, the Pro Tempore shall assume the Chair's responsibility at the meeting. In the absence of the Pro Tempore, the Council will choose a Chair for the meeting.
- (c) *Authority of the Chair:* The Chairperson shall make decisions on questions of procedure subject to review respectively by the Council as a whole.
- (d) *Council Deliberations:* The Chair has the responsibility to control the discussion and the order of speakers. Council Members will generally be called upon in the order of the request to speak. Generally, a Council Member may not be recognized to speak subsequently until each Council Member has had an opportunity to obtain the floor. A Council Member holding the floor may address a question to another Council Member and that Council Member may, should they so choose, respond to the question while the floor is still held by the Council Member asking the question.
- (e) *Limits to Deliberations:* After an agenda item is announced by the Chair, the City Council may discuss the item without the need for a motion on the item. Council Members will limit their comments to the subject matter or motion currently being considered.
- (f) *Repetitious Comments Prohibited:* A speaker or Council Member shall not present the same or substantially the same items or arguments to the City Council repeatedly or be repetitious in presenting oral comments. A speaker or Council Member shall not present an argument on a matter previously considered by the City Council at the same session.
- (g) *Obtaining the Floor:* Any member of the Council wishing to speak shall first obtain the floor by making a request for the floor to the Chair. The Chair shall recognize any Council Member who seeks the floor when appropriately entitled to do so.
- (h) *Motions:* Motions may be made by any member of the Council including the Chair. Any member of the City Council may second a motion.
- (i) *Procedures for Motions:* The following is the general procedure for making motions:

- (1) The item is presented by Staff or others followed by questions and discussion by Council Members.
 - (2) A Council Member who wishes to make a motion shall first obtain the floor.
 - (3) A Council Member who wishes to second a motion shall do so through a request to the Chair.
 - (4) Before a motion can be discussed, it shall be seconded.
 - (5) Once the motion has been properly made and seconded, the Chair shall open the matter for further discussion offering the first opportunity to the moving party and, thereafter, to any Council Member properly recognized by the Chair.
- (j) *Amendments to Motions:* When a motion is on the floor and an amendment is offered, the amendment shall be acted upon prior to acting on the main motion. No motion of a subject other than the agenda item under consideration shall be admitted as an amendment. A motion to amend an amendment shall be in order, but one to amend an amendment to an amendment shall not be in order. The action shall be taken on the amended amendment prior to any other action to further amend the original motion.
- (k) *Continuance of Discussion or Hearings:* Any item being discussed or any public hearing at a City Council meeting may, by order, notice, or motion, be continued or tabled to any subsequent meeting.
- (l) *Voting:* All Council Members must vote either “yea” in the affirmative or “nay” in the negative. A present member who does not vote will be officially recorded as a “nay” or negative vote. When a Council Member recused oneself, that Council Member is not counted as present for quorum purposes and is not deemed to be “voting” for purposes of determining whether there has been a “majority vote of those voting and present”.
- (m) *Public Hearings:* The following is the general procedure for conducting public hearings:
- (1) Staff presents a report.
 - (2) City Council Members may ask Staff questions.
 - (3) The applicant then has the opportunity to present comments, testimony, and/or oral arguments.
 - (4) City Council Members may ask questions of the applicant.
 - (5) The Chair opens the public hearing.
 - (6) Upon opening the public hearing, and before any motion is adopted related to the merits of the issue to be heard, the Chair shall inquire if there is anyone present

who desires to speak on the matter which is to be heard or to present evidence regarding the matter.

- (7) Members of the public are provided with the opportunity for comments and testimony in accordance with Section 1-160 (d) of the City Council Procedures and Decorum Policy.
- (8) A vote by City Council to close the public hearing upon a motion and second.
- (9) The applicant may be given the opportunity to respond to questions from the City Council and for closing comments or rebuttal.
- (10) The City Council deliberates on the issue.
- (11) If the City Council raises new issues through deliberation and a majority of the City Council seeks additional public testimony, additional public comment and testimony are permitted in accordance with Section 1-160 (d) of the City Council Procedures and Decorum Policy.
- (12) The City Council deliberates and takes action as needed.
- (13) The Chair announces the final decision of the City Council as applicable.
- (n) *Call for Recess:* The Chair may call for a recess of up to fifteen (15) minutes at regular intervals at appropriate points in the meeting agenda, or if requested by any two (2) Council Members.

Sec. 1-160. – Decorum.

- (a) General: During Council meetings, Council Members shall preserve order and decorum, shall not interrupt or delay proceedings, and shall obey the rules of the Council. Council Members shall demonstrate respect and courtesy to one another, to City Staff, and to members of the public appearing before the Council. Council Members shall seek to phrase and communicate all writings, publications, and speeches in a professional and constructive manner.

Council Members may express differing ideas. Equitable representation helps promote the unity of purpose by allowing the public to be informed of each Member's position during his/her term of office and not only during an election campaign.

Members of the Council will not condone any unethical or illegal activity from any Council Member or members of the Staff. All members of the Council agree to uphold the intent of this policy and to govern their actions accordingly.

- (b) *Mayoral Responsibilities:*

- (1) The Mayor shall serve as the Chair of all meetings. The Mayor Pro Tempore shall preside in the absence of the Mayor.
- (2) The Mayor shall have a voice in all matters before the Council.
- (3) The Chair is responsible for preserving order and decorum and shall keep the meetings orderly by recognizing each Member for discussion, limiting speaking items, encouraging debate among Members, and keeping discussion limited to the agenda item being considered.
- (4) The Mayor is the official spokesperson for the Council on all matters unless absent, at which time the Mayor Pro Tempore or appropriate designee will assume the role. The views presented by the Mayor, or the Mayor Pro Tempore in his/her absence, should provide an equitable representation of all Council Members.
- (5) The Chair will encourage all Council Members to participate in Council discussion and give each Member an opportunity to speak before any Member can speak again on the same subject.
- (6) The Mayor is responsible for ensuring that an orientation of all Council Members is conducted following an election. The orientation shall include Council procedures, staff and media relations, current agenda items, municipal leadership training programs, and legal issues governing the behavior of elected officials, etc.

(c) Council Responsibilities

- (1) Each Council Member is responsible for being prepared to discuss the agenda.
- (2) Each Council Member is required to attend a Council Member Orientation and is encouraged to attend at least one Texas Municipal League-sponsored conference each year in order to stay informed on issues facing municipalities.
- (3) It is the responsibility of Council Members to be informed about the action taken by the Council in their absence. In the case of an absence from a work session, the Council Member is responsible for obtaining this information from the City Administrator prior to the Council meeting during which said item is to be voted upon.
- (4) When addressing an agenda item, the Council Member shall first be recognized by the Chair, confine comments to the question under debate, avoid reference to personalities, and refrain from impugning the integrity or motives of any other Council Member or Staff Member during debate or vote.
- (5) Any Council Member may appeal a ruling by the Chair to the Council as a whole. If the appeal is seconded, the person making the appeal may make a brief statement and the Chair may respond. An appeal may generally be debated by the Members, but each Member may speak only once. The affirmative vote of a majority of the Council Members present and voting shall be necessary to approve the motion.

- (6) Any Council Member may ask the Chair to enforce the policy established by the Council. Should the Chair fail to do so, a majority vote of the Council Members present shall require the Chair to enforce the policy.
- (7) When a Council Member is appointed to serve as a liaison to a board, committee or commission, the Council Member is responsible for keeping all Council Members informed of significant activities of that board, committee or commission. The appointed Council Member should report the actions of the board, committee or commission during a work session of the City Council.
- (8) While a member of the Council is speaking, other members shall not hold private discourse or in any manner interrupt the speaker. In all discussions, disrespectful language and behavior shall be avoided.
- (9) Every member of the Council who shall be present at a meeting, when a vote is called for by the Chair shall vote thereon unless they have recused themselves due to a conflict of interest.
 - (a) If a Council member has a substantial interest in a business entity or in real property, the official shall file, before a vote or decision on any matter involving the business entity or the real property, an affidavit stating the nature and extent of the interest and shall abstain from further participation in the matter if:
 - (1) in the case of a substantial interest in a business entity the action on the matter will have a special economic effect on the business entity that is distinguishable from the effect on the public; or
 - (2) in the case of a substantial interest in real property, it is reasonably foreseeable that action on the matter will have a special economic effect on the value of the property, distinguishable from its effect on the public.
 - (b) The affidavit must be filed with the City Secretary.
 - (c) If a Council member is required to file and does file an affidavit under Subsection (a), the official is not required to abstain from further participation in the matter requiring the affidavit if a majority of the members of the governmental entity of which the official is a member is composed of persons who are likewise required to file and who do file affidavits of similar interests on the same official action.
- (10) A Council Member may not represent any third party before any City board or commission.
- (11) All personal communication devices should be placed in a silent mode during any City Council meetings. Personal communication devices shall not be used for communicating City-related business during any City Council meetings.
- (d) *Citizens' participation:* The following rules shall be in force for persons in attendance at all meetings of Council:

- (1) Persons wishing to address the Council during Public with Business or on a particular agenda item shall complete a Public Comment Form and present said form to the City Secretary up to the close of the comment period during which they choose to speak. Speakers shall approach the lectern and give his/her name and address before speaking. Speakers shall address the Mayor and Council with civility that is conducive to appropriate public discussion. All public comments should be addressed to the City Council rather than to individual members. Each speaker will be allowed three (3) minutes to speak. Speakers are not permitted to yield their time to others but are encouraged to inform the City Council if they are speaking on behalf of a larger group. No person shall be allowed to address the Council more than once per agenda item unless called upon by a City Council Member to do so.
- (2) City Council Members cannot discuss items presented under Public with Business nor take any action thereon other than consideration of the placement of said item on a future agenda as a discussion item or refer the item to City Staff for research and possible future action, unless the item presented is an item on the posted agenda for the meeting.
- (3) Persons may not engage in discussions with the Council during Council deliberations unless specifically asked a question by a Council Member. Persons who have been asked a question by a Council Member must be recognized by the Chair before being allowed to speak. The Chair may end any question and answer session between Council Members and a member of the public in order to facilitate the order of business.
- (4) Persons may present printed material to be included in the Council agenda packets one week prior to a meeting. Persons may present printed material to the City Secretary to distribute to the Council during a meeting.
- (5) Persons may present electronic media during their comments provided that all materials are submitted to the City by 4:00 P.M. the day of the meeting. Files should be emailed to citysecretary@NewFairview.org. Materials submitted after 4:00 p.m. will be forwarded to City Council following staff review but will not be available to present during the meeting. Any digital presentation material will be included in an individual's 3-minute time limit.
- (6) Persons attending Council meetings shall remain seated or may stand in the back and come and go so long as it does not disrupt the meeting. Persons in attendance shall not carry signs, placards or other items which could block the view of those behind them or be disruptive to the proceedings. No person attending any Council meeting shall delay the proceedings or refuse to obey the orders of the presiding officer.
- (7) Disturbances, transgressions of the rules or disorderly conduct in the Council chamber may cause the transgressor to be removed from the meeting. The Chair of the meeting, shall exercise control over persons who disrupt the meeting in the following ascending order of action:

- a. Call the person to order, advising that person of the infraction.
 - b. Advise the person that the infraction must cease immediately or the person will be ordered to leave the meeting.
 - c. Order the person to leave the meeting. If the offending person is a member of Council, the Chair shall call for a vote on the expulsion of that member from the meeting, and such vote requires a majority for adoption.
A police officer may remove an individual or individuals for disrupting a meeting as authorized by Texas Penal Code Section 42.05.
- (8) Persons are encouraged to attend Council meetings. However, the number admitted shall be limited to the fire safety capacity of the Council chamber as determined by the fire chief or designee. If the capacity is surpassed the Council may adjourn the meeting and move its proceedings to a location that will accommodate a larger number of participants.

Sec. 1-170 - Staff Relations

- (a) In order to ensure proper presentation of agenda items by Staff, questions arising from Council Members after receiving their information packet should be, whenever possible, presented to the City Administrator for Staff consideration prior to the Council meeting. This allows Staff the time to address the Council Member's concern and provide all Council Members with additional information.
- (b) The City Administrator shall designate the appropriate Staff Member to address each agenda item and shall see that each presentation is prepared and presented in order to inform and educate the Council on the issues that require Council action. The presentation should be professional, timely and allow for discussion of options for resolving the issue. As a summary, the Staff Member making the presentation shall make it clear if no Council action is required or present the Staff recommendation as a part of the presentation, and/or present the specific options for Council consideration.
- (c) The City Administrator is directly responsible for providing information to all the Council concerning any inquiries by a specific Council Member that is significant in nature and would be beneficial to all Council Members. If the City Administrator or the Staff's time is being dominated or misdirected by a Council Member, it is the City Administrator's responsibility to inform the Mayor.
- (d) The City Administrator will exhibit the highest professional and ethical behavior. The City Administrator is responsible for the professional and ethical behavior and discipline of his/her Staff. The City Administrator is also responsible for ensuring that the Staff receives the training and information necessary to address the issues facing municipal government.
- (e) Any conflicts arising between the City Staff and the Council will be addressed by the Mayor and the City Administrator.

- (f) All Staff Members shall show one another, each Council Member, and the public, respect, and courtesy at all times. They are also responsible for making objective, professional presentations to ensure public confidence in the process.
- (g) The City Administrator, after an election, will make sure that the Staff has prepared the information needed for the orientation of new Council Members, and inform the Council of any available Texas Municipal League conferences and seminars. The City Administrator will also be responsible for meeting personally with new Members and informing them about City facilities, policies and procedures.

Sec 1-180. – Council and Media Relations

Since the democratic form of government is only successful when the citizens are kept informed and educated about the issues facing their municipality, it is imperative the media play an important role in the governmental process. It is through an informed public that progress is ensured and good government remains sensitive to its constituents. These guidelines are designed to help ensure fair relationships with all media reporters. The Council and the City Administrator recognize that the media provides an important link between the Council and the public. It is desired to establish a professional working relationship to help maintain a well informed and educated citizenry.

- (a) During the conduct of official business, the news media shall occupy places designated for them or the general public.
- (b) All reporters will have access to an agenda and will be furnished support materials needed for clarification if requested.
- (c) In order to preserve the decorum and professionalism of Council meetings, the media are requested to refrain from conversing privately with other people in the audience and to conduct any interview with the public outside the meeting room while the Council is in session.
- (d) Since each government body conducts business differently, it is requested that all reporters new to Council meetings meet with the City Administrator or the designated media relations representative prior to covering their first meeting to be informed of the policies and procedures to help foster a professional working relationship between the media reporter and the City.
- (e) On administrative matters, the City Administrator is the spokesperson, unless he/she has appointed a media relations person to present Staff information on the agenda.
- (f) The Mayor, or his/her designee, is the primary spokesperson for the City on matters regarding policy decisions or any Council information pertaining to issues on the agenda. In order to ensure fair treatment of an issue, any clarifications requested by the

media on the issue should be addressed after the meeting. When opposing positions have been debated, regardless of the outcome, the public is better informed when all sides have adequate coverage by the media. This lets the public know that the item was seriously debated and options discussed before a vote was taken, and helps build confidence in the democratic process. In respect to each Council Member and the citizens of the City, the views presented by each Council Member should provide equitable representation of all Members. Even though Council Members may express differing ideas, equitable representation helps promote unity of purpose by allowing the public to be informed of each Member's position during his/her term of office and not only during an election campaign.

Sec. 1-190. – Statements by public officials regarding litigation.

When the City of New Fairview is involved in litigation or a legal dispute, Council Members shall refrain from commenting on settlements, appeals or other issues related to the subject until the matter is resolved. The Mayor, City Administrator or City Attorney shall be authorized to provide any public responses or comments, as needed on matters involving litigation.

Sec 1-200. - Non-Exclusive Rules

The rules set forth are not exclusive and do not limit the inherent power and general legal authority of the City Council, or of its presiding officer, to govern the conduct of the City Council meetings as may be considered appropriate from time to time, or in particular circumstances, for purposes of orderly and effective conduct of the affairs of the City.

Sec 1-210. – Disbursement of Council Requested Information

As a general courtesy and to maintain equality in the disbursement of information, documentation or data requested by a Council Member from Staff shall be provided to all members of the Council.

Sec. 1-220 – Policy Enforcement

If a Member(s) of the City Council believes this policy has been violated, the topic shall be placed on a meeting agenda following proper procedure (by City Administrator, Mayor, or two members of the City Council).

A determination of violation shall be stated by the majority vote of those present during the deliberation.

If it is a Member of the Council who is determined to be in violation of this policy, a standard letter of violation signed by the Mayor (or Mayor Pro Tempore, if the letter is going to the Mayor) shall be issued to the person. A copy of the letter shall become a part of the Council Member's official file with the City.



City Council Agenda March 1, 2021

Agenda Item:	Ordinance	(Action Item)
---------------------	------------------	----------------------

Agenda Description:

Adopt an ordinance of the City of New Fairview, Texas, reinstating the Planning and Zoning Commission; providing a cumulative clause; providing a savings clause; and providing an effective date.

Background Information:

The City Council established the Planning and Zoning Commission by ordinance 2004-01-096. In 2019, the City Council repealed this ordinance and all other ordinances amending said ordinance due to the inability to adequately maintain volunteers on both the City Council and the Planning and Zoning Commission.

Due to increased willingness of the residents of New Fairview to serve in these capacities, staff recommends that the Council repeal ordinance 2019-03-190 and re-adopt the ordinances that established and amended the Planning and Zoning Commission. Further, staff recommends that the Council appoint five commissioners and two alternate commissioners from the applicants that have applied to serve in this capacity.

Financial Information:

N/A

City Contact and Recommendation:

Ben Nibarger, City Administrator
Staff recommends approval as submitted.

Attachments:

Ordinances

CITY OF NEW FAIRVIEW, TEXAS

ORDINANCE NO. 202103-29-120

AN ORDINANCE OF THE CITY OF NEW FAIRVIEW, TEXAS, REINSTATING THE PLANNING AND ZONING COMMISSION; PROVIDING A CUMULATIVE CLAUSE; PROVIDING A SAVINGS CLAUSE; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the City is authorized by Section 211.007 of the Texas Local Government Code to create a planning and zoning commission; and

WHEREAS, the City adopted Ordinance No. 2019-03-190 repealing Ordinance No. 2004-01-096 and Ordinance No. 2005-06-106, repealing the planning and zoning commission for the City; and

WHEREAS, the City's adoption of Ordinance No. 2019-03-190 had the effect of repealing numerous other ordinances amending the terms and the rules for the commission, including Ordinance No. 2008-05-135, Ordinance No. 2009-01-140, and Ordinance No. 2010-06-154; and

WHEREAS, the City Council now desires to reinstate the planning and zoning commission for the City and to establish rules for the commission; and

WHEREAS, the City Council finds that the reinstatement of the planning and zoning commission is necessary to allow the City to continue with the orderly handling of its business and that these changes are in the best interest of the City and will promote the public safety and the general welfare of the City.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF NEW FAIRVIEW, TEXAS:

SECTION 1.

The Planning and Zoning Commission for the City of New Fairview is hereby reinstated.

SECTION 2.

Ordinance No. 2019-03-190 of the City of New Fairview is hereby repealed in its entirety.

SECTION 3.

Ordinance No. 2004-01-096 as previously adopted by the City of New Fairview is incorporated into this Ordinance as if set forth in its entirety at this point. The City Council hereby readopts Ordinance No. 2004-01-096 as it was originally written and adopted, creating the New Fairview City Planning and Zoning Committee.

SECTION 4.

Ordinance No. 2005-06-106 as previously adopted by the City of New Fairview is incorporated into this Ordinance as if set forth in its entirety at this point. The City Council hereby readopts and approves Ordinance No. 2005-06-106 as it was originally written and adopted. Further, the Comprehensive Zoning Ordinance of the City of New Fairview is hereby amended to adopt Section 27A, as provided for in Ordinance No. 2005-06-106.

SECTION 5.

The Planning and Zoning Commission of the City of New Fairview shall be the municipal authority responsible for approving plats.

SECTION 6.

That this Ordinance shall be cumulative of all other Ordinances and shall not repeal any of the provisions of such Ordinances except for those instances where there are direct conflicts with the provisions of this Ordinance. Ordinances or parts thereof in force at the time this Ordinance shall take effect and that are inconsistent with this Ordinance are hereby repealed to the extent that they are inconsistent with this Ordinance. Any part of Ordinance No. 2004-01-096 that is in conflict with or inconsistent with Ordinance No. 2005-06-106 is hereby repealed to the extent of the inconsistency.

SECTION 7.

If any section, article, paragraph, sentence, clause, phrase or word in this Ordinance, or application thereof to any person or circumstance, is held invalid or unconstitutional by a Court of competent jurisdiction, such holding shall not affect the validity of the remaining portions of the Ordinance, and the City Council hereby declares it would have passed such remaining portion of the Ordinance despite such invalidity, which remaining portions shall remain in full force and effect.

SECTION 8.

This Ordinance shall take effect from and after **JUNE 1st, 2021** in accordance with law, and it is so ordained.

PASSED AND APPROVED THIS THE ____ DAY OF _____, 2021.

Joe Max Wilson, Mayor

ATTEST:

Monica Rodriguez, City Secretary

CITY OF NEW FAIRVIEW

ORDINANCE NO. 2004-01-096

**AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF NEW FAIRVIEW, TEXAS
CREATING THE NEW FAIRVIEW CITY PLANNING AND ZONING COMMITTEE,
PROSCRIBING DUTIES AND QUALIFICATIONS FOR ITS MEMBERS; ITS DUTIES AND
POWERS; PROVIDING FOR RULES OF OPERATION; PROVIDING FOR PUBLIC HEARINGS
TO BE HELD JOINTLY WITH THE CITY COUNCIL; PROVIDING FOR REPEAL OF
ORDINANCES IN CONFLICT HERewith; PROVIDING AN EFFECTIVE DATE**

**NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE NEW FAIRVIEW,
TEXAS:**

Section 1.

There is hereby created and established within the City of New Fairview, Texas, a New Fairview City Planning and Zoning Committee, which shall be subject to the jurisdiction of the City Council. The Planning and Zoning Committee shall be composed of five (5) members, three (3) of whom shall constitute a quorum for the transaction of business. The members shall be resident citizens and qualified voters of the City of New Fairview, Texas. Members shall be appointed by the City Council for a term of office of two (2) years, provided however, that two (2) members shall be initially appointed for a term of one (1) year, with those terms being for two (2) years thereafter. All vacancies on the Planning and Zoning Committee shall be filled by appointment by the City Council for the unexpired term of the vacated member.

Section 2.

It shall be the function of the Planning and Zoning Committee to review, investigate, hold hearings as necessary and required, and arrive at specific conclusions and recommended actions on specific City Council assigned projects. A written report and verbal/visual presentation shall be presented to the City Council within project specified time constraints. The report shall contain recommendations as to the final disposition of the project. Any additional recommendations as to possible future related project actions will also be included.

All documentation of the projects will be managed and maintained by the committee utilizing committee personnel and resources. If additional resources are needed to carry out project requirements, the committee will present such needs to the City Council for their consideration.

A system of priorities shall be established to ensure timely and orderly project management. This priority system shall be approved by the City Council prior to being instituted by the committee.

Section 3.

The Planning and Zoning Committee shall develop its own operating rules and procedures, including but not limited to the selection of officers, the time and places for holding its meetings as well as other matters that the Committee deems proper.

Section 4.

Any public hearing required by the Planning and Zoning Committee may be held jointly with the City Council, with proper and legal notice being given for both bodies. The City Council shall take no action on any matter related to zoning, until a final written project report has been received by the Council from the Planning and Zoning Committee.

Section 5.

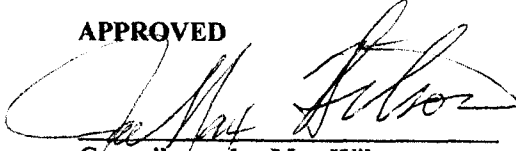
If any other ordinance or parts of ordinances are in conflict with the provisions of this ordinance, the conflicting portions shall be considered by the City Council for repeal or modification to prevent conflict between the ordinances.

Section 6.

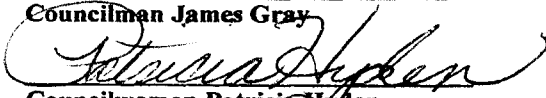
This ordinance shall take effect immediately from and after its adoption and it is so ordained.

PASSED AND APPROVED this 11th day of January 2004

APPROVED


Councilman Joe Max Wilson


Councilman James Gray


Councilwoman Patricia Hyden

Councilman Luis Trevino Jr.



Councilman Jerry Bradish



ATTEST:


City Secretary Monica Rodriguez

ORDINANCE NO. 2005-06-106

AN ORDINANCE OF THE CITY OF NEW FAIRVIEW, TEXAS, CREATING A PLANNING AND ZONING COMMISSION PURSUANT TO THE TEXAS AUTHORITY CODE; PROVIDING FOR THE ESTABLISHMENT AND CONDUCT OF A PLANNING AND ZONING COMMISSION, THE APPOINTMENT OF MEMBERS, AND DEFINING THE RIGHTS AND DUTIES; PROVIDING A SEVERABILITY CLAUSE; AND, PROVIDING AN EFFECTIVE DATE.

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF NEW FAIRVIEW, TEXAS:

SECTION 1: That the Comprehensive Zoning Ordinance of the City of New Fairview be the same is hereby creating a Planning and Zoning Commission as follows:

SECTION 27A

PLANNING AND ZONING COMMISSION

27A.1 There is hereby created and established a Planning and Zoning Commission for the City consisting of five (5) members appointed by the City Council. In addition to the five (5) regular members, two alternate members of the Planning and Zoning Commission will be appointed to serve in the absence of one or more regular members when requested to do so by the Mayor or Chairman of the Planning and Zoning Commission.

27A.2 Each regular and alternate member shall be a resident of the City, shall be qualified to vote, and shall forfeit his office should he cease to reside in the City during his term of office. Each regular and alternate member must have been, as of his date of appointment, a resident of the City for a continuous period of not less than six (6) months, hold no other paid, incompatible, or elected public office for the City, and shall not be in arrears in the payment of taxes or any liability due the City.

27A.3 The Planning and Zoning Commission shall be responsible for the development and implementation of plans for the future growth, development and redevelopment of the City. The Commission shall also be responsible for the review and consideration and recommendation for approval or rejection to the City Council of all development plans and proposals, zoning requests, subdivision plats and replats, site plans and zoning regulations and ordinances. The Commission shall further be responsible for the review and consideration of the adoption, updating, and revision of land use assumptions.

27A.4 The Planning and Zoning Commission shall have the following powers:

- (1) To conduct, after notice as required by law, hearings required by this ordinance and the laws of this state; to recommend to the City Council the boundaries of the various districts and appropriate regulations to be enforced therein; to recommend to the City Council the approval or denial of zoning changes sought under this ordinance or initiated by the Commission on its own motion or by the City Council under its own motion.
- (2) To hear, recommend, or determine any matter relating to zoning, planning, or subdivision control, as may be specified or required under this ordinance, other ordinances of the City, or the laws of the State of Texas.
- (3) To exercise such duties and powers as may be now or hereafter conferred by this ordinance, other ordinances of the City, or the laws of the State of Texas.
- (4) Except in the case of a joint public hearing the City Council shall not hold a public hearing or take action on a zoning change or change to boundaries of the zoning districts or the regulation of a zoning district until it receives the final report of the Planning and Zoning Commission. However, any public hearing required to be held by the Planning and Zoning Commission or the City Council by this ordinance or the laws of the state, may be held jointly by the City Council and the Planning and Zoning Commission. The City Council shall not, however, take any action at such joint hearing until it has received the final report of the Planning and Zoning Commission.

27A.5 The term of office of regular and alternate members of the Commission shall be for two (2) years. Three (3) regular members and one (1) alternate member shall be appointed to two (2) year terms beginning on October 1 in even numbered years and four (4) regular members and one (1) alternate member shall be appointed for two (2) year terms beginning on October 1 in odd numbered years.

In the event of a vacancy on the Commission, the alternate member with the longest tenure shall, without further formal action, become a regular member until the expiration of the term of the office assumed by the alternate member. In the event of a vacancy in two (2) offices, the alternate member with the longest tenure shall assume the office of the member with the longest remaining term of office. In the event of any vacancy on the Commission, the City Council shall appoint new members to fill the vacant offices as soon as practicable to fill such vacancies for the remainder of the unexpired terms of office. Members of the Commission may be removed from office by the City Council by majority vote.

27A.6 Meetings of the Commission shall be held as often as necessary to conduct the business of the Commission at the call of the Chairman and at such other times as the Commission may determine. All meetings of the Planning and Zoning Commission shall be public, unless otherwise authorized by law, and the Commission shall keep minutes of

the proceedings showing the vote of each member upon each question coming before the Commission. The minutes of the Commission shall be public record.

A majority of four (4) members of the Commission, whether regular or alternate, shall constitute a quorum to do business. Alternate members may vote on matters before the Commission only in the absence of regular members when requested to do so by the Mayor or chairman of the Planning and Zoning Commission.

27A.7 The Planning and Zoning Commission shall select one of its regular members to serve as the Chairman, and one of its regular members to be Vice Chairman to serve in the absence of the Chairman. No regular member shall be qualified to serve as Chairman or Vice Chairman unless that member has first served on the Commission for a period of at least six (6) months.”

SECTION 2: That if any section, sentence, clause, or phrase of this ordinance is for any reason held to be unconstitutional or otherwise invalid or unenforceable by a court of competent jurisdiction, such decision shall not affect the validity of the remaining sections, sentences, clauses, or phrases of this ordinance, the Comprehensive Zoning Ordinance, or the Code of Ordinances as an entirety, it being the legislative intent that the provisions of this ordinance are severable and that the ordinance shall continue in effect notwithstanding the invalidity of such section, sentence, clause, or phrase.

SECTION 3: This Ordinance shall take effect immediately from and after its passage and the publication of the caption as the law in such cases provides.

ORDINANCE NO. 2005-06-106

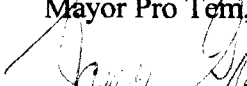
AN ORDINANCE OF THE CITY OF NEW FAIRVIEW, TEXAS, CREATING A PLANNING AND ZONING COMMISSION PURSUANT TO THE TEXAS AUTHORITY CODE; PROVIDING FOR THE ESTABLISHMENT AND CONDUCT OF A PLANNING AND ZONING COMMISSION, THE APPOINTMENT OF MEMBERS, AND DEFINING THE RIGHTS AND DUTIES; PROVIDING A SEVERABILITY CLAUSE; AND, PROVIDING AN EFFECTIVE DATE.

DULY ADOPTED AND APPROVED by the City Council of the City of New Fairview, Texas, on this the 24th day of May, 2005.

APPROVED:



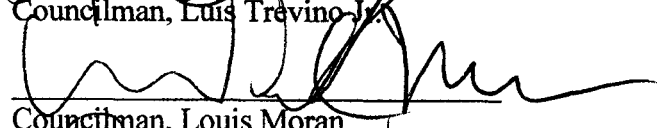
Mayor Pro Tem, Joe Max Wilson



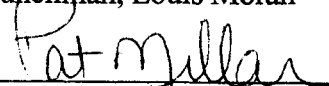
Councilman, James Gray



Councilman, Luis Trevino Jr.

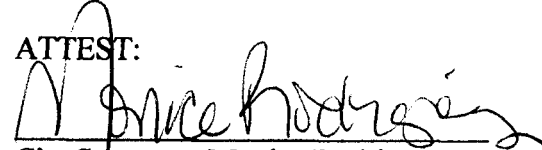


Councilman, Louis Moran



Councilwoman, Pat Milar

ATTEST:



City Secretary, Monica Rodriguez

APPROVED AS TO FORM:

CITY ATTORNEY

(72352)

ORDINANCE NO. 2009-01-140

AN ORDINANCE OF THE CITY OF NEW FAIRVIEW, TEXAS, AMENDING ORDINANCE 2005-06-106 TO ESTABLISH SIX (6) MEMBERS ON THE PLANNING AND ZONING COMMISSION; PROVIDING A SAVINGS CLAUSE; PROVIDING A REPEALING CLAUSE; AND PROVIDING FOR AN EFFECTIVE DATE.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF NEW FAIRVIEW, TEXAS:

SECTION 1. That the Planning and Zoning Commission shall now have six (6) members.

SECTION 2. That ordinances in conflict with this Ordinance, be, and the same are hereby repealed, and all other provisions of the Ordinance of the City of New Fairview, Texas not in conflict with the provisions of this Ordinance, shall remain in full force and effect.

SECTION 3. That should any word, clause, sentence, phrase, paragraph, section or portion of this Ordinance be adjudged or held to be unconstitutional, illegal, or invalid, it shall not affect the validity of the remaining portions of the Ordinance.

SECTION 4. This Ordinance shall take effect immediately from and after its passage and the publication of the caption, as the law in such case provide.

DULY PASSED by the City Council of the City of New Fairview, Texas, on the 20th day of January, 2009.

APPROVED:



Joe Max Wilson, Mayor



Lou Moran, Mayor Pro Tem

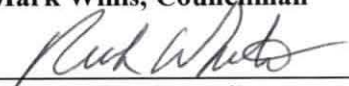


Curtis Kent, Councilman



Mike Georgia, Councilman

Mark Willis, Councilman



Rick White, Councilman

ATTEST:



Monica Rodriguez, City Secretary

ORDINANCE NO. 2009-01-140

AN ORDINANCE OF THE CITY OF NEW FAIRVIEW, TEXAS, AMENDING ORDINANCE 2005-06-106 TO ESTABLISH SIX (6) MEMBERS ON THE PLANNING AND ZONING COMMISSION; PROVIDING A SAVINGS CLAUSE; PROVIDING A REPEALING CLAUSE; AND PROVIDING FOR AN EFFECTIVE DATE.

DULY PASSED by the City Council of the City of New Fairview, Texas, on the 20th day of January, 2009.

APPROVED:

Joe Max Wilson, Mayor

ATTEST:



Monica Rodriguez, City Secretary

ORDINANCE NO. 2008-05-135

AN ORDINANCE AMENDING ORDINANCE NUMBER 1999-20-0047 BEING THE COMPREHENSIVE ZONING PLAN AND ZONING MAP OF THE CITY OF NEW FAIRVIEW, TEXAS; AMENDING ORDINANCE NUMBER 2008-03-133 BEING THE RIO RANCHO PLANNED DEVELOPMENT; ADDING A NEW ITEM NO. 25 IN THE PLANNED DEVELOPMENT RESTRICTIONS PROVIDING FOR INDIVIDUAL WASTEWATER SYSTEMS AS PERMITTED BY THE COUNTY; PROVIDING FOR A CUMULATIVE CLAUSE; PROVIDING A SAVINGS CLAUSE; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the City of New Fairview, as an incorporated municipality in the State of Texas, has been given the authority by Chapter 211 of the Local Government Code to establish zoning and amend zoning in accordance with Chapter 211; and

WHEREAS, the City Council of the City of New Fairview has heretofore adopted Ordinance No. 1999-20-0047, being the zoning ordinance and map of the City of New Fairview, Texas, which regulates and restricts the location and use of buildings, structures, and land for trade, industry, residence, and other purposes, and provides for the establishment of zoning districts of such number, shape, and area as may be best suited to carry out these regulations; and

WHEREAS, the City has deemed it to be in the best interest of the residents of the City of New Fairview to amend the Rio Rancho Planned Development, being Ordinance No. 2008-03-133;

WHEREAS, all requirements of Chapter 211 of the Local Government Code, and all other laws dealing with notice, publication, and procedural requirements for zoning of property have been complied with; and

WHEREAS, a public hearing was held by the Planning and Zoning Commission and the City Council of the City of New Fairview with respect to the zoning changes described herein; and

WHEREAS, the City Council of the City of New Fairview does hereby deem it advisable and in the public interest to amend Ordinance No. 1999-20-0047, being the zoning ordinance and map of the City of New Fairview, Texas;

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF NEW FAIRVIEW, TEXAS:

SECTION 1

The zoning ordinance of the City of new Fairview, Texas is amended by amending the Rio Rancho PD, being Ordinance No. 2008-03-133, by adding a new Item 25 to **II. Planned Development Restrictions**, as follows:

- 25 Any individual wastewater treatment system shall be permitted that meets the design of the County and meets the testing, inspection, and approval process as required by the City of New Fairview.

SECTION 2

This ordinance shall be and is hereby declared to be cumulative of all other ordinances of the City of New Fairview, and this ordinance shall not operate to repeal or affect the Code of Ordinances of the City of New Fairview or any other ordinances except insofar as the provisions thereof might be inconsistent or in conflict with the provisions of this ordinance, in which event such conflicting provisions, if any, in such Code of Ordinances or any other ordinances are hereby repealed.

SECTION 3

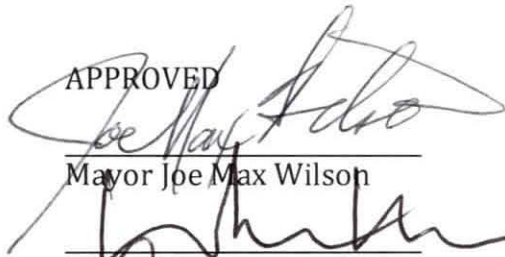
It is hereby declared to be the intention of the New Fairview City Council that the phrases, clauses, sentences, paragraphs, and sections of this ordinance are severable, and if any phrase, clause, sentence, paragraph, or section of this ordinance shall be declared unconstitutional by the valid judgment or decree of any court or competent jurisdiction, such unconstitutionality shall not effect any of the remaining phrases, clauses, sentences, paragraphs, or sections of this ordinance, since same would have been enacted by the City Council without the incorporation in this ordinance of any such unconstitutional phrase, clause, sentence, paragraph, or section.

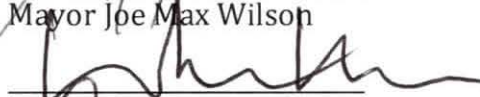
SECTION 4

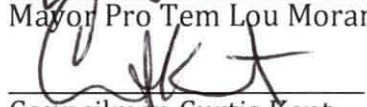
This ordinance shall take effect immediately from and after its passage and publication in accordance with the provisions of the laws of the State of Texas.

PASSED AND APPROVED on this 29th day of July, 2008.

APPROVED


Mayor Joe Max Wilson


Mayor Pro Tem Lou Moran



Councilman Curtis Kent


Councilman Mike Georgia


Councilman Mark Willis


Councilwoman Patricia Wheeler

ATTEST:


City Secretary Monica Rodriguez



City Council Agenda March 1, 2021

Agenda Item:	Resolution	(Action Item)
---------------------	-------------------	----------------------

Agenda Description:

Discuss, consider, and act on a resolution appointing five commissioners and two alternate commissioners to the Planning and Zoning Commission.

Background Information:

The City Council established the Planning and Zoning Commission by ordinance 2004-01-096. In 2019, the City Council repealed this ordinance and all other ordinances amending said ordinance due to the inability to adequately maintain volunteers on both the City Council and the Planning and Zoning Commission.

Due to increased willingness of the residents of New Fairview to serve in these capacities, staff recommended the Council repeal ordinance 2019-03-190 and re-adopt the ordinances that established and amended the Planning and Zoning Commission. Further, staff recommends that the Council appoint five commissioners and two alternate commissioners from the applicants that have applied to serve in this capacity, including:

1. Harvey Burger
2. Rebecca McPherson
3. Don Duval
4. Alisa Scheps
5. David Randolph
6. Marissa Randolph
7. John Taylor

Financial Information:

N/A

City Contact and Recommendation:

Ben Nibarger, City Administrator

Staff recommends approval as submitted.

Attachments:

Resolution

Applications



**City of New Fairview, Texas
Resolution No. R202103-13-155**

A RESOLUTION OF THE CITY OF NEW FAIRVIEW, TX APPOINTING FIVE COMMISSIONERS AND TWO ALTERNATE COMMISSIONERS TO THE PLANNING AND ZONING COMMISSION.

WHEREAS, the City of Fairview is an incorporated city in the State of Texas; and

WHEREAS, the City of New Fairview is a General Law city as classified by the Texas Municipal Code; and

WHEREAS, the City desires to appoint qualified residents to act as planning and zoning commissioners; and

WHEREAS, the following individuals completed an application to serve as a planning and zoning commissioner; and

WHEREAS, the City Council has reviewed the applications and finds this action to be in the best interest of the City.

**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF
THE CITY
NEW FAIRVIEW:**

1. That, all matters stated in the recitals herein above are found to be true and correct and are incorporated herein by reference as if copied in their entirety.
2. That the City Council does hereby appoint the following to serve as Planning and Zoning Commissioners:
 - a. Harvey Burger
 - b. Don Duval
 - c. Alisa Scheps
 - d. Marissa Randolph
 - e. John Taylor

3. That the City Council does hereby appoint the following to serve as alternate Planning and Zoning Commissioners:
 - a. David Randolph
 - b. Rebecca McPherson
4. That, if any portion of this resolution shall, for any reason, be declared invalid by any court of competent jurisdiction, such invalidity shall not affect the remaining provisions hereof and the Council hereby determined that it would have adopted this Resolution without the invalid provision.
5. That this Resolution shall become effective from and after its date of passage.

PRESENTED AND PASSED on this **1st day of March, 2021**, at a meeting of the New Fairview City Council.

APPROVED:

Joe Max Wilson
Mayor

ATTESTED:

Monica Rodriguez
City Secretary



City Council Agenda March 1, 2021

Agenda Item:	Resolution	(Action Item)
---------------------	-------------------	----------------------

Agenda Description:

Discuss, consider, and act on a resolution authorizing the City Administrator to expend funds not to exceed \$10,000 to conduct activities, enter into agreements, and resolve other matters incident and related to the creation of a Municipal Development District (MDD).

Background Information:

In the February 15, 2021 City Council meeting discussed options regarding implementation of economic development activities in New Fairview. The Council reviewed the options available and asked staff to move forward with establishing a MDD.

Staff had received a quote previously from a consultant regarding the establishment of an MDD which stated that the cost would be from \$5,000 to \$10,000. Staff is seeking approval from the Council to expend funds, enter into agreements, and conduct other activities necessary to successfully accomplish the Council's prior direction.

Financial Information:

Not to exceed \$10,000 in expenditures.

City Contact and Recommendation:

Ben Nibarger, City Administrator

Staff recommends approval as submitted.

Attachments:

Resolution

Applications



**City of New Fairview, Texas
Resolution No. R202103-14-156**

A RESOLUTION OF THE CITY OF NEW FAIRVIEW, TX AUTHORIZING THE CITY ADMINISTRATOR TO ENTER INTO AGREEMENTS AND EXPEND NO MORE THAN \$10,000 TO ESTABLISH A MUNICIPAL DEVELOPMENT DISTRICT (MDD).

WHEREAS, the City of Fairview is an incorporated city in the State of Texas; and

WHEREAS, the City of New Fairview is a General Law city as classified by the Texas Municipal Code; and

WHEREAS, the City desires to improve economic development activities; and

WHEREAS, the establishment of a Municipal Management District (MDD) will encourage economic development in New Fairview; and

WHEREAS, the Council finds this action to be in the best interest of the City.

**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF
THE CITY
NEW FAIRVIEW:**

1. That, all matters stated in the recitals herein above are found to be true and correct and are incorporated herein by reference as if copied in their entirety.
2. That the City Council does hereby authorize the City Administrator to enter into agreements and expend no more than \$10,000 to establish a New Fairview MDD.
3. That the City Council does hereby direct the City Administrator to present a budget amendment to reflect the total expenditures to establish the MDD.
4. That, if any portion of this resolution shall, for any reason, be declared invalid by any court of competent jurisdiction, such invalidity shall not affect the remaining provisions hereof and the Council hereby determined that it would have adopted this Resolution without the invalid provision.

5. That this Resolution shall become effective from and after its date of passage.

PRESENTED AND PASSED on this **1st day of March, 2021**, at a meeting of the New Fairview City Council.

APPROVED:

Joe Max Wilson
Mayor

ATTESTED:

Monica Rodriguez
City Secretary



City Council Agenda March 1, 2021

Agenda Item:	Resolution	(Action Item)
---------------------	-------------------	----------------------

Agenda Description:

Discuss, consider, and act on a resolution selecting an engineer in conjunction with the submittal of an application for funding through the Texas Department of Agriculture, Texas Development Block Grant.

Background Information:

At the direction of the Council, staff has been working with Traylor & Associates, Inc., to complete an application for the Texas Department of Agriculture, Texas Development Block Grant for utilization in road improvement projects. Staff has been working to complete a community survey that the HUD has published to identify the areas of the community where these potential grant funds may be utilized.

Currently, staff has just under 60 completed surveys. We need close to 320 completed surveys to reach the 80% level necessary to be certified by HUD for participation in the grant and the results are valid for five years.

Financial Information:

N/A

City Contact and Recommendation:

Ben Nibarger, City Administrator
Staff recommends approval as submitted.

Attachments:

Resolution
Submissions
Scoring Sheets



**City of New Fairview, Texas
Resolution No. R202103-15-157**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF NEW FAIRVIEW,
SELECTING AN ENGINEER IN CONJUNCTION WITH THE SUBMITTAL OF AN
APPLICATION FOR FUNDING THROUGH THE TEXAS DEPARTMENT OF
AGRICULTURE, TEXAS COMMUNITY DEVELOPMENT BLOCK GRANT.**

WHEREAS, the City of Fairview is an incorporated city in the State of Texas; and

WHEREAS, the City of New Fairview is a General Law city as classified by the Texas Municipal Code; and

WHEREAS, certain conditions exist which represent a threat to the public health and safety; and

WHEREAS, it is necessary and in the best interests of City of New Fairview to apply for funding under the Texas Community Development Block Grant Program; and

WHEREAS, the City of New Fairview has sought proposals from engineering firms for Application Preparation and Project Implementation and,

WHEREAS, the City of New Fairview performed these solicitations in compliance with guidance for subrecipients under 2 CFR Part 200.

**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF
THE CITY
NEW FAIRVIEW:**

1. That, all matters stated in the recitals herein above are found to be true and correct and are incorporated herein by reference as if copied in their entirety.
2. The City Council has reviewed and hereby formally selects the firm of:

_____ as the engineering firm for application preparation and

project implementation in conjunction with a 2021-2022 TxCDBG application.

3. That, if any portion of this resolution shall, for any reason, be declared invalid by any court of competent jurisdiction, such invalidity shall not affect the remaining provisions hereof and the Council hereby determined that it would have adopted this Resolution without the invalid provision.
4. That this Resolution shall become effective from and after its date of passage.

PRESENTED AND PASSED on this **1st day of March, 2021**, at a meeting of the New Fairview City Council.

APPROVED:

Joe Max Wilson
Mayor

ATTESTED:

Monica Rodriguez
City Secretary

RESOLUTION

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF NEW FAIRVIEW, SELECTING AN ENGINEER IN CONJUNCTION WITH THE SUBMITTAL OF AN APPLICATION FOR FUNDING THROUGH THE TEXAS DEPARTMENT OF AGRICULTURE, TEXAS COMMUNITY DEVELOPMENT BLOCK GRANT.

WHEREAS, certain conditions exist which represent a threat to the public health and safety; and

WHEREAS, it is necessary and in the best interests of City of New Fairview to apply for funding under the Texas Community Development Block Grant Program; and

WHEREAS, the City of New Fairview has sought proposals from engineering firms for Application Preparation and Project Implementation and,

WHEREAS, the City of New Fairview performed these solicitations in compliance with guidance for subrecipients under 2 CFR Part 200.

NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF NEW FAIRVIEW, TEXAS, AS FOLLOWS:

SECTION 1. The City Council has reviewed and hereby formally selects the firm of:

Name of Engineering Firm as the engineering firm for application preparation and project implementation in conjunction with a 2021-2022 TxCDBG application.

PASSED AND APPROVED BY THE CITY COUNCIL OF THE CITY OF NEW FAIRVIEW, TEXAS, on this 1st day of March 2021.

ATTEST:

Monica Rodriguez, City Secretary

Joe Max Wilson, Mayor

Request for Qualifications (RFQ) for Engineering/Architectural/Surveying Services

Date: January 22, 2021

Re: Proposed Contract Funding for the 2021-2022 Texas Community Development Fund

Dear Engineering Service Provider:

Attached is a copy of the City of New Fairview's Request for Qualifications (RFQ) for preliminary engineering services and design engineering services. These services are being solicited to assist the City of New Fairview in its application and project implementation of a contract, if awarded, from the 2021-2022 Texas Community Development Fund of the Texas Community Development Block Grant (TxCDBG) Program of the Texas Department of Agriculture – Office of Rural Affairs (TDA). The City of New Fairview will be applying for such funding to support eligible activities, according to the TxCDBG guidelines, in the City of New Fairview.

The submission requirements for this proposal are also included on the attached Request for Qualifications (RFQ) form. Firms and/or individuals should have experience with federally funded programs. Please submit the original and three (3) copies of your proposal of services and statement of qualifications for the proposed services to the following address:

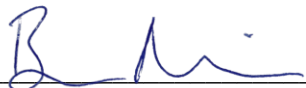
**City of New Fairview
Attn: Ben Nibarger, City Administrator
999 Illinois Avenue
New Fairview, TX 76708**

Along with your proposal, you must also include verification through the System for Award Management (www.SAM.gov) that your company and the company's principals are not listed as debarred. Please include a recent printout of the search results with the date clearly visible.

The deadline for submission of proposals is **3:00 PM, Monday, February 8, 2021**. The City of New Fairview reserves the right to negotiate with any and all persons or firms submitting proposals, per the Texas Professional Services Procurement Act and the Uniform Grant and Contract Management Standards.

The City of New Fairview is an Affirmative Action/Equal Opportunity Employer and encourages the submittal of proposals by Section 3 residents, businesses and business concerns.

Sincerely,



Ben Nibarger, City Administrator

Request for Qualifications (RFQ) for Engineering/Architectural/Surveying Services

The City of New Fairview is seeking to enter into an engineering/architectural/surveying services contract with a state-registered engineer/architect/surveyor. The following outlines this request for qualifications.

- I. Scope of Work - The engineering/architectural/surveying contract will encompass all application and project-related engineering/architectural/surveying services to the City of New Fairview under its **2021-2022 Community Development Fund** public infrastructure project of eligible activities, including but not limited to the following:

- Application preparation assistance, including sealed Table 2 Budget Justification and Exhibit*
- Preliminary and final design plans and specifications;
- Preparation of the bid packet;
- Conduct all field testing and inspections (interim and final); and
- Other special services.

Please specify actual tasks to be performed under each of these categories.

*Application Items are not reimbursable with CDBG federal or local match funds and must be separately documented

- II. Statement of Qualifications - The City of New Fairview is seeking to contract with a competent engineering/architectural/surveying firm, registered to practice in the State of Texas, that has had experience in the following areas:

- Municipal construction including but not limited to waterworks, projects;
- Registered and in good standing as a professional engineer per the Texas Engineering Practice Act
- Federally funded construction projects; and
- Projects located in this general region of the state
- **Engineer/Firm is not debarred or suspended from the Excluded Parties List System (EPLS) of Sam.gov.**

As such, please provide within your proposal a list of past local government clients, as well as resumes of all engineers/architects/surveyors that will or may be assigned to this project if you receive the engineering/architectural/surveying services contract award.

Also, please provide a copy of your current certificate of insurance for professional liability as well as recent SAM's clearance documentation with the date clearly visible.

- III. Evaluation Criteria - The proposals received will be evaluated and ranked according to the following criteria:

<u>Criteria</u>	<u>Maximum Points</u>
Experience	60
Work Performance	25
Capacity to Perform	<u>15</u>
Total	100

- IV. For this RFQ, Respondent's qualifications will be evaluated, and the most qualified Respondent will be selected, subject to negotiation of fair and reasonable compensation.

- For costs of architectural/engineering (A/E) professional services, negotiations must occur after the initial selection of the engineer or architect as price cannot be used as a selection factor. (See 2CFR 200.320 (d)(5) and Texas Government Code § 2254.004)

- V. **Deadline for Submission** - The proposals will be received **no later than 3:00 PM on Monday, February 8, 2021**. Please submit the original and three (3) copies of your proposal of services and statement of qualifications to the following address:

**City of New Fairview
Attn: Ben Nibarger, City Administrator
999 Illinois Avenue
New Fairview, TX 76708**



STATEMENT OF QUALIFICATIONS

CITY OF NEW FAIRVIEW
REQUEST FOR QUALIFICATIONS FOR ENGINEERING SERVICES
FEBRUARY 8, 2021

bhbinc.com







BAIRD, HAMPTON & BROWN

building partners

February 8, 2021

City of New Fairview
Attn: Ben Nibarger, City Administrator
999 Illinois Avenue
New Fairview, Texas 76708

RE: RFQ FOR ENGINEERING/SURVEYING SERVICES FOR 2021-2022 TXCDBG PROGRAM PROJECTS

To whom it may concern,

We offer the enclosed qualifications for our multi-disciplinary engineering and land surveying team, to assist the City of New Fairview with upcoming public improvement projects. We have extensive experience with municipal infrastructure projects as well as a variety of public and private work in North Texas, including projects funded by Capital Improvement and Community Development Block Grants. Each proposed team member is registered and in good standing as a professional engineer or land surveyor with the State of Texas. Myself and the proposed Project Manager Austin Baird are located in Grapevine, just 30 miles from New Fairview City Hall.

BHB has the depth of personnel and the quality of resources available to perform and assist the City of New Fairview with these upcoming projects. At the core of our ability to deliver on any project is our everyday practice of putting principals and associates of the firm in the center of planning, direction, and design of each project. This level of involvement by the firm's leaders makes certain that every assignment receives the highest level of engineering expertise and service. We offer the momentum, resources and experienced professionals of a large firm with the flexibility, personal client service, and access to the corporate leadership of a small firm, and look forward to the opportunity to build a relationship with the City of New Fairview.

Sincerely,

BAIRD, HAMPTON & BROWN

Konstantine Bakintas, PE
Principal, Sr. Civil Engineer
kb@bhbinc.com

6300 Ridglea Place, Suite 700 | Fort Worth, Texas 76116 | PH: 817.338.1277 | FX: 817.338.9245

TBPELS Firm #44, #10011300, #10011302, #10194146

engineering | surveying | landscape





BAIRD, HAMPTON & BROWN

building partners

We work with clients and owners to engineer creative, sustainable solutions to improve the communities in which we live and work.

FIRM INFORMATION

The multi-disciplinary firm of BHB provides the complete, integrated services of: civil, structural, and MEP engineering; land surveying; and landscape architecture—all under one roof. Our teams work collaboratively to provide our clients with innovative, sustainable design solutions in Texas and throughout the United States.

CONTACT

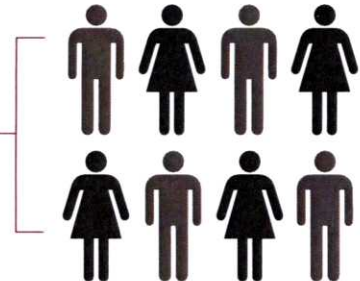
Fort Worth	Grapevine	Weatherford
817.338.1277	817.251.8550	817.596.7575

bhbinc.com



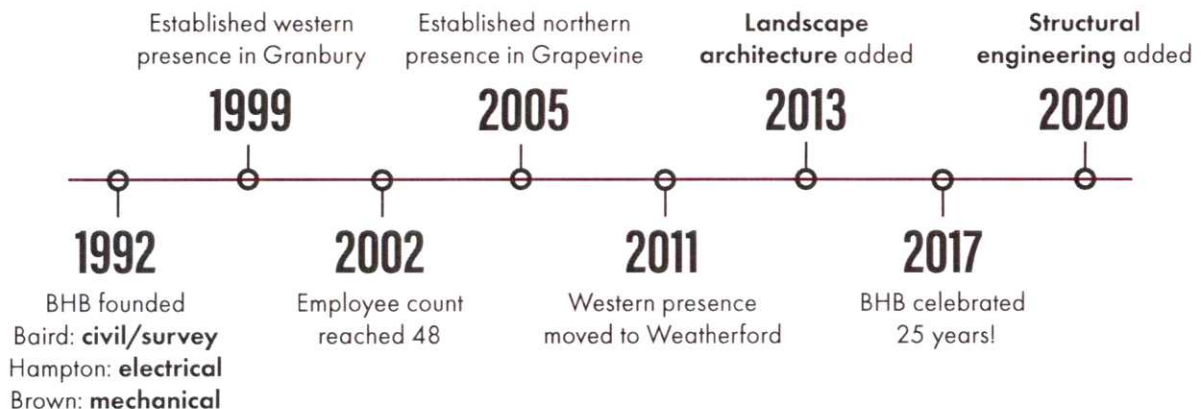
EMPLOYEES

105



BHB principals and associates are at the “hands-on” center of all planning, direction, and design of every project.

FIRM HISTORY





CIVIL ENGINEERING CAPABILITIES

The civil engineering staff of BHB has extensive experience in the design of site development, pavement and parking lots, roadways, bridges, drainage systems and facilities, water/wastewater treatment plants, sewer systems and treatment plants, and on- and off-site utility distribution systems. We also have experience in preparing environmental assessments for major construction projects, including flood control projects and wastewater treatment plants. Relevant systems and project experience includes:

TRANSPORTATION

- Streets and thoroughfares
- Railroads
- Airfield and airport facilities
- Heavy-duty pavements

STORM DRAINAGE/EROSION ANALYSIS

- Channel, culvert, and closed systems design
- Area drainage analysis by hydrograph and rational methods
- Floodplain analysis
- Erosion control using gabions, concrete and rock riprap, pilot channels, and landscaping

UTILITIES

- Water supply and distribution
- Sewage collection and treatment
- Natural gas
- Steam and chilled water distribution

SITE SELECTION

- Environmental assessments
- Earthwork and mass grading
- Pump stations and lift stations
- Hydrology and hydraulics
- Underground structures
- Bridges and drainage structures

Water Resources

Our expertise in water resources is based upon past experience with federal and municipal government projects and knowledge of both TCEQ and FEMA criteria and policies. We have prepared studies and designs for many hydraulic, hydrology, and water resources projects in the north Texas area.

AREAS OF SPECIALIZATION

- Hydraulic analysis and modeling
- Hydraulic structures design
- Floodplain analysis and reclamation
- Flood control studies and designs
- Hydrologic analysis and modeling
- FEMA flood insurance map revisions
- River and lake shore facilities
- Extensive open channel design
- Run-off detention facilities
- Dam design and rehabilitation

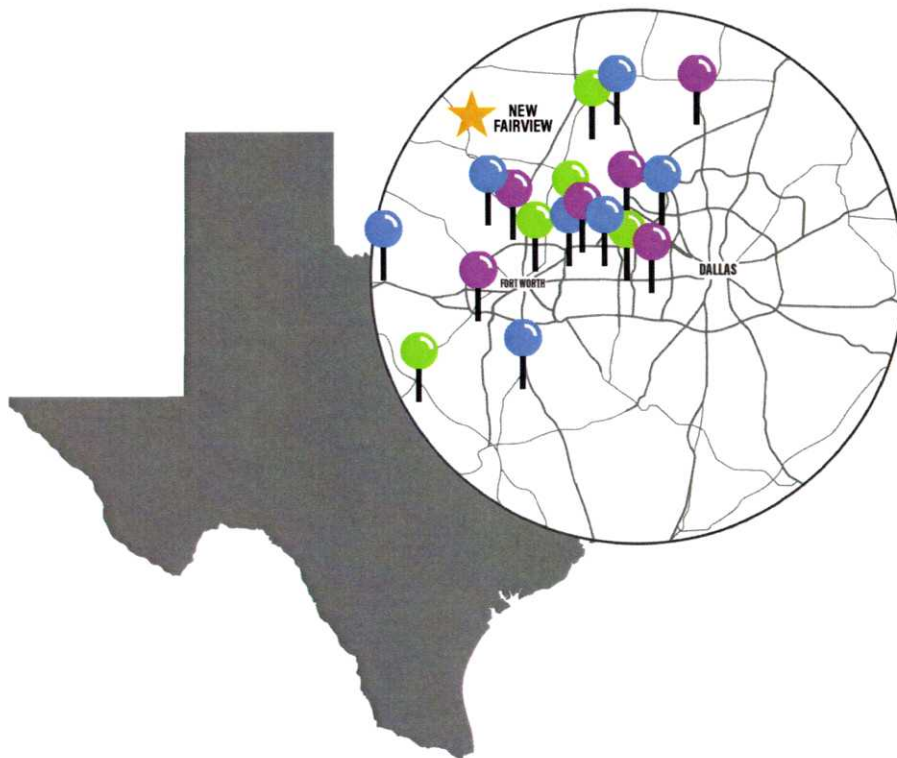
WATER AND WASTEWATER

- Water distribution systems
- Distribution system hydraulic analysis
- Sanitary sewerage collection systems
- Inflow/infiltration analysis
- Sanitary sewer rehabilitation projects
- Treatment facility - pilot plant studies
- Water and wastewater plumbing facilities
- Treatment facilities design
- Programmable instrumentation
- "Plans of operation" and controls automation development
- Coordination with EPA
- Coordination with Texas Natural Resources Conservation Commission (TNRCC)



LIST OF MUNICIPAL CLIENTS

- City of Allen
- City of Arlington
- City of Bedford
- City of Bridgeport
- City of Burleson
- City of Colleyville
- Town of Edgecliff Village
- Town of Flower Mound
- City of Fort Worth
- City of Grand Prairie
- City of Granbury
- City of Grapevine
- City of Harker Heights
- City of Haslet
- City of Hurst
- City of Irving
- City of Keller
- City of Lake Dallas
- Town of Annetta North
- City of North Richland Hills
- City of Richardson
- City of Richland Hills
- City of Saginaw
- City of Southlake
- City of Weatherford
- Hood County
- Franklin County
- Parker County
- Tarrant County



REFERENCES

CITY OF BRIDGEPORT

Mayor Randy Singleton
940.683.5906 | rsingleton@cityofbridgeport.net

Chris Heasley, Director of Parks and Recreation
940.683.3482 | cheasley@cityofbridgeport.net

CITY OF GRAPEVINE

John Robertson, PE, CFM, Development, Engineering, Construction Manager
817.401.3136 | jrobertson@grapevinetexas.gov

Scott Dyer, PE, Deputy Director, Administrative & Engineering
817.410.3134 | scottd@grapevinetexas.gov

CITY OF WEATHERFORD

Bill Smith, PE, CFM, Civil Engineer
817.598.4033 | wsmith@weatherfordtx.gov

Terry Hughes, RPLS, Director of Capital Projects
817.598.4244 | thughes@weatherfordtx.gov

CITY OF COLLEYVILLE

Ray Silva-Reyes, Public Works Director
817.503.1096 | rsilvareyes@colleyville.com

Nathan Frohman, Project Engineer
817.503.1106 | nfrohman@colleyville.com

CITY OF BEDFORD

Kenneth Overstreet, Director of Public Works
817.952.2248 | kenneth.overstreet@bedfordtx.gov

Cheryl Taylor, PE, City Engineer
682.553.3192 | cheryl.taylor@bedfordtx.gov

TOWN OF EDGECLIFF VILLAGE

Mayor Mickey Rigney
817.293.4313 | mayor@evgov.org

Veronica Gamboa, City Secretary
817.293.4313 | citysecretary@evgov.org



RELEVANT PROJECT EXPERIENCE



MUNICIPAL

CDBG FUNDING

Atmos Natural Gas Line Extension from Harwood Street South to Industrial Boulevard

Bridgeport, Texas

BHB provided civil engineering services for the extension of an Atmos natural gas line to serve USPLY, funded by a 2013 Community Development Block Grant. Atmos Energy designed, permitted, and oversaw construction for the gas line, which was extended within TxDOT right-of-way to cross the Rock Island Railroad. Our scope of work included limited engineering services, construction administration, and construction observation; BHB was responsible for coordinating with the City of Bridgeport, the Bridgeport Economic Development Corporation, Atmos Energy and Traylor & Associates, and assembling the overall construction contract documents. We also assisted with soliciting bids and contract and construction administration in accordance with the TxCDBG Consultants Contract.

Team: Konstantine Bakintas - Project Manager



MUNICIPAL

WATER

CDBG FUNDING

Water Treatment Plant Modifications

Bridgeport, Texas

BHB designed civil and electrical improvements to replace and relocate flocculator drive motors and control systems. The plant has two basins each with flocculators. The design criteria required one basin to be operational at all times, so BHB analyzed existing wiring dedicated to each load so that only one basin at a time would be affected. Additionally, BHB relocated equipment, electrical, and SCADA to dry location outside the perimeter of the basins to provide better access for operation and maintenance activities.

Team: Konstantine Bakintas - Project Manager



MUNICIPAL

SEWER

SRF FUNDING

Dry Creek Sewer North of Highway 380

Bridgeport, Texas

The purpose of Dry Creek Sewer is to provide sewerage capacity to approximately three square miles of residential, commercial, and industrial land on the east side of Bridgeport. Construction entailed 2.87 miles of 8"-21" gravity sewer pipe, a duplex lift station consisting of two 350 GPM submersible centrifugal pumps, and installation of 0.86 miles of 6" pressure main.

The City of Bridgeport entered the Clean Water State Revolving (CWSR) Fund program sponsored by the Texas Water Development Board (TWDB) to receive a low interest federal loan to finance the project. To ensure Dry Creek Sewer's design and specifications met proper local, state, and federal codes, various entities including the TWDB, US Army Corp of Engineers, US Fish & Wildlife, Texas Parks & Wildlife, Texas Historical Commission and North Central Texas Council of Governments reviewed and approved project plans.

Team: Konstantine Bakintas - Project Manager





MUNICIPAL

WATER

Water System Improvements

Bridgeport, Texas

As former City Engineer, BHB assisted in compiling a city-wide inventory of public infrastructure, that included the water distribution, the wastewater collection, and the roadway system. In addition, we participated annually in the budgeting process by identifying, prioritizing, and estimating public infrastructure maintenance and reconstruction projects. BHB mapped the water distribution system with all line sizes and materials noted. The inventory process also located all valves and fire hydrants. BHB developed a detailed water distribution system computer model, utilizing the Environmental Protection Agency's public domain software EPANET. Review of the maintenance records, and model data allowed for the identification and prioritization of water distribution system improvements. We also prepared a short-term (5-Year) Capital Improvements Program with a budget of \$3.2M; and a longer term (10-Year) CIP Program with a budget of \$9.2M in distribution system improvements. This included establishing a second/higher pressure plane. We also assisted in developing the City's Geographic Information System, that is now utilized to maintain the public infrastructure inventory.

Team: Konstantine Bakintas - Project Manager



MUNICIPAL

STREETS

DRAINAGE

CDBG FUNDING

West Bridgeport & Bass Addition Reconstruction

Bridgeport, Texas

The project's overall study scope was to improve the roadway paving and drainage facilities within the West Bridgeport & Bass Additions as part of a Community Development Block Grant. This is a moderate to low income area, west of SH 114 and south of FM 920 and includes Houston, Copp, Proctor Bradford, Owns, Trinity, Helen, Bass and Main Streets. In general, all roadways were asphaltic, in poor condition, and in need of reconstruction. Furthermore, the existing roadways did not have curbs, gutters, or sufficient means to convey storm water through and beyond West Bridgeport & Bass Addition. The study area was generally flat which causes storm water to pond at many locations. This project provided for approximately 9,675 LF of roadway reconstruction. Per the City of Bridgeport's Master Thoroughfare Plan all roads in the study area were classified as Local Streets which requires 26' to 30' wide roads and 50' minimum ROW widths. Main Street and Trinity Street were reconstructed 30-feet wide, and the remaining streets were reconstructed 27-feet wide. Drainage improvements included installing an underground storm drain starting on Proctor Street, draining south to Cobb Street, then turning west & flowing to Houston Street, and finally turning south & draining to the end of Houston Street where storm water outfalls from a headwall. An approximate 800' long drainage swale was excavated downstream of the outfall in order to promote safe and positive drainage beyond Houston Street.

Team: Konstantine Bakintas - Project Manager



MUNICIPAL**WATER****STREETS****SEWER****DRAINAGE**

Westcrest Drive & York Drive

Edgecliff Village, Texas

Following the Town's recurring experience with utility breaks in these areas, the Town requested BHB (in its role as Town Engineer) to prepare plans for the reconstruction of water, sanitary sewer, drainage, and pavement for the two roadways. The services BHB provided on the project include survey, engineering design, contract and document preparation, bidding and contractor selection assistance, construction administration and inspections, and testing.

Team: Konstantine Bakintas - Project Manager

**MUNICIPAL****WATER**

Westpark Circle, TW King, & SH 114 Water Line Improvements

Southlake, Texas

BHB provided civil engineering and coordination for the topographic survey of the areas and sub surface utility investigations for this water line replacement project. The existing six-inch main and two-inch distribution line are to be replaced with an 1,650 LF eight-inch diameter water line loop for the residents along Westpark Circle to provide improved service capacity to residential homes and install a 985 LF 12-inch water line section along SH-114 near E. Highland Street to complete the distribution loop in Southlake, Texas. The construction has minimal impact to existing structures, being majority installed in the parkway. There were a few challenges to designing an alignment for the proposed 12-inch water line: the constraints of not removing existing power poles, utilizing horizontal directional drilling, and incorporating a viable creek crossing. The project is currently under construction.

Team: Konstantine Bakintas - Project Manager

**MUNICIPAL****WATER****STREETS****DRAINAGE**

Whispering Dell Estates Water System Improvements

Southlake, Texas

To upgrade and complete the city's water distribution network, and provide increased flow volumes and improved water pressures, the city's six-inch diameter lines extending into this residential development were replaced with eight-inch lines and extended eastward, totaling over a mile of new water line. The improvements included fire hydrants, valves, and other services to bring the 1980's system up-to-date. These improvements consisted of (1) replacing 2,670 LF of existing undersized water lines within the development, (2) extending/looping these lines by constructing 2,725 LF of new water lines, and (3) resurfacing the 2,650 LF of asphaltic residential roadway, within the development, with an edge-mill and overlay process.

Team: Konstantine Bakintas - Project Manager





MUNICIPAL

WATER

SEWER

Misc. Water & Sewer Improvements

Grapevine, Texas

Originally, the City of Grapevine requested that BHB design approximately 4,200 linear feet of new and replacement water pipelines in five project locations. BHB recommended a combination of open cut and trenchless construction methods among the single- and multi-family residential and commercial areas.

Attesting to BHB's high quality work and efficiency, Grapevine later amended the contract to expand the project scope. Project additions included 700 linear feet of 21-inch, 24-inch, and 30-inch wastewater pipeline, and manhole rehabilitation and replacement. To achieve a wastewater pipeline crossing at State Highway 360, a 36-inch steel casing pipe was constructed by auger bore, with the wastewater pipe inserted into the casing. The team performed Level A subsurface utility engineering (SUE) to locate an existing gas line in the highway median, to verify that the bore would miss the gas line. BHB recommended directional drilling to install the water lines at multiple locations to preserve the mobility of residents and visitors. One of the project areas required USACE approval to construct pipelines by directional drilling on US-managed property, and multiple areas have required TxDOT permitting. This project was completed on time and on budget.

Team: Konstantine Bakintas - Project Manager | Daniel Franklin - Civil Engineer | Skylar Wierzbicki - Civil Engineer

MUNICIPAL

DRAINAGE

Upper Holland Lake Regional Detention Pond

Weatherford, Texas

Baird, Hampton, and Brown, Inc. (BHB) was retained by the City of Weatherford to investigate the Trace Ridge Subdivision local flooding problems. We found that one residential lot, without a drainage easement, received flow from 15.81 offsite acres. At a second point, 5.82 acres of residential drainage area was collected in inlets in one street and discharged on to Trace Ridge Dr. by a downstream headwall. These two problem areas flowed down Quail Ridge Dr. to where they combined with other local drainage areas for a total of 42.26 acres with 200 cfs of discharge in the 100-year storm event at the first set of street inlets.

BHB designed a solution consisting of the installation of 2,100 LF of SD to divert flow from the surrounding areas to the pond (including the 15.81 acres that flowed to a single residence) and reconstructing the outflow of the pond at an acceptable size and elevation to the downstream Quail Ridge Dr. drainage system. The upstream flow in Quail Ridge Dr. would be reduced by 65%, and the pond would become a regional detention solution allowing further development of 17 acres of multifamily, 25 acres of residential, and 22 acres of commercial property without any additional detention or storm water mitigation required.

Team: Shannon L. Nave, PE - Project Manager



MUNICIPAL

STREETS

SEWER

WATER

DRAINAGE

Reconstruction of Rockmoor Drive & Arthur Drive

Edgecliff Village, Texas

The Town's Infrastructure Maintenance Program identified Rockmoor Drive & Arthur Drive as high priority for rehabilitation/reconstruction; specifically noting the poor condition of the existing sanitary sewer mains. This project involved reconstruction of 1,950 linear feet of 30' wide roadway, 1,650 linear feet of 8" sanitary sewer, and 1,075 linear feet of 8" & 12" water. BHB services for the project included providing a topographical survey, engineering design drawings, construction cost estimate, specifications, bid/contract documents, construction support & administration and site visits.

Team: Konstantine Bakintas - Project Manager



MUNICIPAL

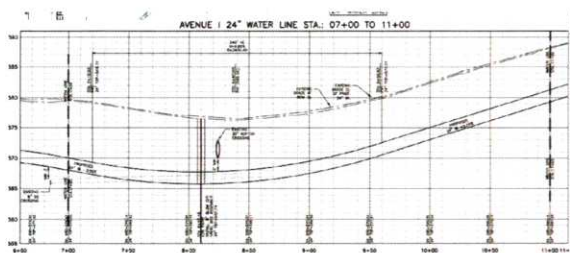
WATER

South Pearson Lane & Union Church Road Water Lines

Southlake, Texas

BHB provided civil engineering and survey services for the pipeline improvements of four segments in two project areas. 2,160 linear feet of 12-inch diameter pipe was installed by horizontal directional drilling, and 2,500 linear feet of 12-inch pipe was installed by open cut. BHB suggested utilizing trenchless methods wherever it was required by constraints or could be justified in order to achieve a desirable unit price for trenchless construction, balanced with an optimization of open cut opportunities. Where Pearson and Union Church create the border between Southlake and the City of Keller, BHB coordinated with the City of Keller to obtain relevant pipeline and service connection information.

Team: Konstantine Bakintas - Project Manager | Daniel Franklin - Civil Engineer



MUNICIPAL

WATER

SEWER

Water & Sewer Contract WSM-C

Fort Worth, Texas

BHB provided the surveying and engineering design for the replacement of water and sanitary sewer lines in several existing streets in east Fort Worth. The scope of work included 11,820 linear feet of water line replacement ranging 8 to 24 inches. The scope included the replacement of 1,650 8-inch sanitary sewer laterals. The primary challenge of the project was related to the fast track schedule that the water department was tasked with meeting. The water department requested the plans be available for bid within 3 months of the approval of engineering contract. To satisfy the time constraints, the project design and the bid packages were strategically structured to have a targeted bid price between \$1 million and \$1.5 million to limit the scope of any one contractor, and to also open the bidding market to a larger pool of qualified contractors with respect to man power and bonding potential.

Team: Austin Baird - Project Manager | John Margotta - Land Surveyor





MUNICIPAL

SEWER

STREETS

WATER

North Main Water & Sewer Line Replacement

Weatherford, Texas

BHB provided the rehabilitation design of previously undersized and aging water and sanitary sewer utilities along approximately 1.2 miles of North Main Street and East Weatherford Street. Water line design spanning two pressure planes replaced the existing two-inch lines on both sides of N. Main and an existing line in E. Weatherford with 2,900-foot of 12-inch and 4,600-foot of 8-inch water line. Sanitary sewer design replaced undersized lines along N. Main with 5,400-foot of 12-inch and 850-foot of 8-inch sanitary sewer. Project design included pavement repair design and layout of proposed utilities to minimize pavement replacement.

Team: Shannon L. Nave - Principal-in-Charge



MUNICIPAL

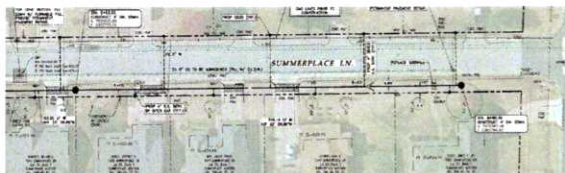
WATER

I-20 Water Line

Weatherford, Texas

This project is part of Weatherford's master plan to provide for future development. It provides over 9,100 LF of 16-inch and 1,300 LF of 8-inch new water line generally parallel to I-20 from W. Park Ave to Ric Williamson Memorial Hwy (East Line which is constructed) and 6,300 LF of new 12-inch waterline generally parallel to I-20 from Ric Williamson Memorial Hwy to Roark Lane (West Line which is designed and waiting to be bid) in Weatherford. BHB prepared property maps, easements, design survey and design and construction documents for both phases of the project.

Team: Shannon L. Nave - Project Manager



MUNICIPAL

SEWER

Summerplace & N. Carroll Sanitary Sewer Lines

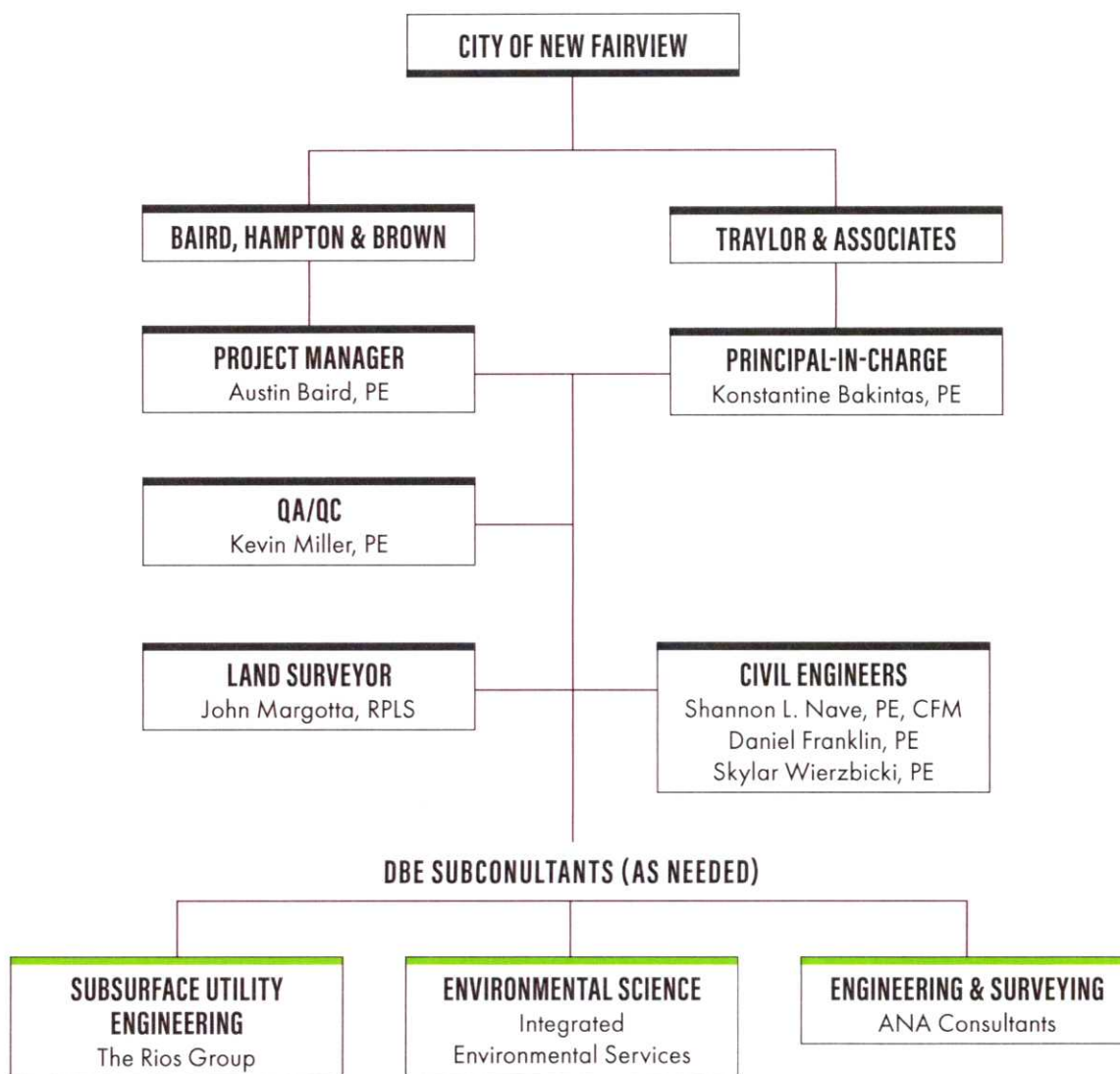
Southlake, Texas

The City of Southlake identified four locations requiring improvements to the public sanitary sewer collection system. These improvements consist of (1) replacing a high maintenance sewer line within Summerplace Lane, (2) extending a new sewer line along N. Carroll Avenue and along E. Highland Street, (3) extending new sewer to Casey Court, and (4) replacing another high maintenance sewer line within Commerce Street. BHB's services for this project included surveying, engineering design, utility easement documentation, specifications, bid/contract documents, construction cost estimates, and construction support services. Overall construction entailed 5,425 linear feet of 8 inch sewer pipe installed by open trench and trenchless construction methods. BHB provided different alignment options for each of the sewer improvement sites, and evaluated pros and cons. The project also provided for the replacement of a 30 inch CMP with a 30 inch and 36 inch BCP across a residential street and between two residences.

Team: Konstantine Bakintas - Project Manager | John Margotta - Land Surveyor



ORGANIZATIONAL CHART



COMMITMENT TO SUPPLIER DIVERSITY

We understand the City's commitment to supplier diversity. We often utilize sub-consultants, and have developed successful working relationships with many area DBE, MBE, and WBE firms for a variety of services to include land surveying, geotechnical and traffic engineering, landscape design, and more. We routinely meet or exceed our client's socioeconomic goals and are committed to meeting the DBE goal for any project awarded as a result of this contract.

Based strictly on our historic performance on similar projects, we shall meet or exceed your DBE participation goals using the firms listed above.





KONSTANTINE BAKINTAS, PE
Principal-in-Charge

Konstantine Bakintas' extensive experience includes engineering design and project management for a wide variety of civil and environmental assignments. He has a passion to improve the landscape of our community by building innovative infrastructure and site improvements that will serve the public for decades. Konstantine also enjoys assisting small municipalities as consulting City Engineer. He has been recognized as Engineer of the Year by the DFW Mid-Cities Chapter of the Texas Society of Professional Engineers, and has presented a technical paper to the Texas Section of the American Society of Civil Engineers.

- 33 years of industry experience
- Recipient of Texas Society of Professional Engineers Awards: 2011 Engineer of the Year, 2015 President's Award, and 2017 Distinguished Engineer
- Experienced in design and management of industrial, commercial, municipal, and residential site projects

Time with Firm:

27 years

Time in Industry:

35 years

Education:

MS | Water Resources & Environmental, University of Texas at Arlington

BS | Civil Engineering, University of Utah

Registration:

Professional Engineer:
Texas No. 67022

PROJECT EXPERIENCE

Turkey Creek Sewer North of Highway 380
Bridgeport, Texas

Water Treatment Plant Modifications
Bridgeport, Texas

Atmos Natural Gas Line Extension from Harwood Street South to Industrial Boulevard
Bridgeport, Texas

Water System Improvements
Bridgeport, Texas

West Bridgeport & Bass Addition Reconstruction
Bridgeport, Texas

Church Street Reconstruction
Colleyville, Texas

North Riverside Drive Reconstruction
Fort Worth, Texas

Gregory Avenue Reconstruction
Bedford, Texas

Westpark Circle & TW King Road Water Lines
Southlake, Texas

Westcrest Drive & York Drive
Edgecliff Village, Texas

Pleasant Run Road Water Line Improvements
Colleyville, Texas

Edgecliff Road Resurfacing & TxDOT Permit
Edgecliff Village, Texas

Great Southwest Parkway Rehabilitation
Fort Worth, Texas

Kimbo Road Reconstruction
Fort Worth, Texas

Evergreen Misc. Services Contract
Fort Worth, Texas

Sanitary Sewer System Point Repair Projects
Edgecliff Village, Texas

Summerplace & North Carroll Sanitary Sewer Lines
Southlake, Texas

Misc. Water Line Improvements
Grapevine, Texas

Haslet Public Water & Sanitary Sewer Extensions
Haslet, Texas

Woodway Land & Walton Avenue Water & Sewer Line Replacement
Fort Worth, Texas





AUSTIN BAIRD, PE, LEED AP
Project Manager

Time in Industry:

19 years

Education:

BS | Civil Engineering,
University of Texas

Registration:

Professional Engineer:
Texas No. 97239

Austin Baird brings nearly 20 years of experience in civil engineering design and project management to the team. He is knowledgeable in municipal infrastructure, water resources, conveyance systems, environmental engineering, and transportation. He has been responsible for the engineering design of multiple water, sewer, paving, drainage systems, as well as coordinating closely with local municipalities, counties, TxDOT, TCEQ and other governing agencies for construction permits, zoning changes and site planning efforts. Mr. Baird is also a Certified Professional in Erosion and Sediment Control.

- Project management experience
- Specialist in wastewater conveyance and environmental engineering
- Certified Professional in Erosion & Sediment Control

PROJECT EXPERIENCE

2017 Miscellaneous Drainage Projects |
Arlington, Texas

Main Street Drainage Improvements |
North Richland Hills, Texas

Reconstruction of Jones & Bluff Streets |
Granbury, Texas

Debbie Lane Reconstruction |
Arlington, Texas

Water & Sewer Replacement Contract
2015, WSM-C | Fort Worth, Texas

City Engineer Services |
Bridgeport, Texas

Watercress Low Pressure Sewer
Extension | Fort Worth, Texas

Storm Drain Rehabilitation Program |
Fort Worth, Texas



JOHN MARGOTTA, RPLS
Land Surveyor

Time in Industry:

31 years

Education:

Associates | , ITT
Technical Institute

Registration:

RPLS: Texas No. 5956

John Margotta is responsible for all field and office activities associated with land surveying. In his 20 years with BHB, he has served as Project Manager on land surveying projects for a wide variety of clients such as DFW Airport, City of Fort Worth, Southwestern Bell Telephone Co., Trinity River Authority (TRA), Federal Aviation Administration (FAA), Texas Department of Transportation (TxDOT), and many other public and privately-funded projects. He has played an integral role in the growth of BHB's land surveying team with whom he guarantees efficient and thorough project completion to each client.

- Three decades of land surveying experience
- Active member of the Texas Society of Professional Surveyors
- Experience with both public and privately funded projects

PROJECT EXPERIENCE

County Road 307 Right-of-Way | Hood
County, Texas

Hood County Animal Shelter
Construction Staking | Granbury, Texas

Emergency Operations Center
Construction Staking | Granbury, Texas

Granbury City Park | Granbury, Texas

Public Works Improvement Projects |
Fort Worth, Texas

Tony's Creek Topographic Survey &
Right-of-Way | Fort Worth, Texas

TxDOT Topographic & Right-of-Way
Surveys | North Central Texas

Town of Edgecliff Village IDIQ | Edgecliff
Village, Texas





KEVIN MILLER, PE
QA/QC

Kevin Miller's experience includes a position as the former Assistant Public Works Director and Floodplain Manager for the City of North Richland Hills along with over 25 years as a consulting engineer. His expertise lies in project management involved with roadway rehabilitation, pavement/thoroughfare design, hydrology/hydraulics, construction specifications, contract administration, construction inspection, floodplain administration, and public works administration. As the former Chairman of the Texas Floodplain Managers Association, he has been involved in the development of many of the floodplain management standards used today.

- Over 20 years with BHB
- Former Chairman of the Texas Floodplain Managers Association
- Helped develop many floodplain management standards used today

Time in Industry:

39 years

Education:

BS | Civil Engineering,
Tri-State University

Registration:

Professional Engineer:
Texas No. 60119

PROJECT EXPERIENCE

Hood County Development Rules Update
| Hood County, Texas

Drainage & Flood Analysis for Trib. BB-10
| Keller, Texas

North Riverside Drive Reconstruction |
Fort Worth, Texas

East Buffalo Creek Aerial Crossing Flood
Analysis | Cleburne, Texas

Joshua Meadows Residential
Development Utilities & Drainage |
Joshua, Texas

West Pipeline Road Reconstruction |
Hurst, Texas

16-inch Waterline Repair | North Richland
Hills, Texas



SHANNON L. NAVE, PE, CFM
Civil Engineer

Shannon Nave brings over 20 years of experience of delivering innovative design solutions by integrating time proven engineering practices with the use of GIS and his knowledge of environmental engineering best practices. Mr. Nave has provided a wide range of services from site civil engineering to water resources throughout the State of Texas. His work experience spans from design and project management of municipal, residential and commercial developments to CIP, to hydrologic and hydraulic studies, to preparing master drainage studies and writing drainage manuals to inspecting, designing and modifying dams.

- Extensive engineering design and project management experience for a variety of civil and water resource projects
- Expertise includes flood studies, dam design/repair, and Capital Improvement Projects
- Parker County Director for the Upper Trinity Groundwater Conservation District

Time in Industry:

25 years

Education:

MS | Civil Engineering,
Water Resources, UTA

Registration:

Professional Engineer:
Texas No. 89415

PROJECT EXPERIENCE

Weatherford Water Reuse Pipeline |
Weatherford, Texas

North Main Water & Wastewater Line
Replacement | Weatherford, Texas

I-20 Water Line | Weatherford, Texas

Holland Lake Creek Flood Study |
Weatherford, Texas

Lake Como & Oakland Park Dam
Assessments | Fort Worth, Texas

Dam Breach Analysis & Repair at
Woodland Springs West Dam | Fort
Worth, Texas

Mingus Lake Dam | Aledo, Texas

Upper Holland Lake Regional Detention
Pond | Weatherford, Texas





DANIEL FRANKLIN, PE
Civil Engineer

Daniel Franklin has been a full-time engineer with BHB since 2012 after several years with the firm as a intern. His experience includes a range of public improvement projects as well as site development projects that included public utilities. Mr. Franklin has experience analyzing and designing roadways, water distribution systems, sanitary sewer collection systems, underground stormwater conveyance systems, and roadways. His skills include hydrologic and hydraulic analysis, rehabilitation/reconstruction design, and construction inspection.

- Project management experience
- Has worked on numerous public improvement projects
- 9 years at BHB

Time in Industry:

13 years

Education:

BS | Civil Engineering,
UTA

Registration:

Professional Engineer:
Texas No. 122044

PROJECT EXPERIENCE

Evergreen (Misc. Services) Contract |
Fort Worth, Texas

South Pearson Lane & Union Church
Road Water Lines | Southlake, Texas

Misc. Water & Sewer Line Improvements
| Grapevine, Texas

Dora Street Reconstruction |
Bedford, Texas

Gregory Avenue Reconstruction |
Bedford, Texas

North Riverside Drive Reconstruction |
Fort Worth, Texas

Dry Branch Creek Regional Detention
Basin | Fort Worth, Texas



SKYLAR WIERZBICKI, PE
Civil Engineer

Skylar Wierzbicki joined Baird, Hampton & Brown in 2014 as an engineer-in-training. While at BHB she has had the opportunity to work with several licensed professional engineers over the years with varying expertise and knowledge; giving her a unique set of skills and assets and become a licensed Professional Civil Engineer. Mrs. Wierzbicki has experience designing and analyzing storm water detention basins as well as complex storm water collection systems. Her skills include examining hydrologic and hydraulic flood analysis utilizing HEC-RAS and HEC-HMS, as well as floodplain reclamation projects.

- Municipal project experience
- Primary focus is on site development, public infrastructure, and H&H
- Has a demonstrated history of civil land development

Time in Industry:

7 years

Education:

BS | Civil Engineering,
Tarleton State

Registration:

Professional Engineer:
Texas No. 130824

PROJECT EXPERIENCE

Storm Water Management Program for
the Town of Edgecliff Village

North Riverside Drive Reconstruction |
Fort Worth, Texas

Kimbo Road Reconstruction | Fort
Worth, Texas

Northlake Commons | Northlake, Texas

Four City Park Renovations | Fort
Worth, Texas

Candleridge Park Erosion Control | Fort
Worth, Texas

Floodplain Reclamation at Luna & Ryan
Roads | Dallas, Texas



SAM.GOV CLEARANCE DOCUMENTATION

2/2/2021

View Details - Entity Overview | System for Award Management



Shonnah Black

Log Out

ALERT: SAM.gov will be down for scheduled maintenance Saturday, 02/13/2021 from 8:00 AM to 1:00 PM.

Entity Dashboard

- Entity Overview
- Entity Registration
 - Core Data
 - Assertions
 - Reps & Certs
 - POCs
- Reports
 - Service Contract Report
 - BioPreferred Report
- Exclusions
 - Active Exclusions
 - Inactive Exclusions
 - Excluded Family Members

RETURN TO SEARCH

Baird, Hampton & Brown Inc
DUNS: 797441664 CAGE Code: oX5Z5
Status: Active
Expiration Date: 05/31/2021
Purpose of Registration: All Awards

6300 Ridglea Pl Ste 700
Fort Worth, TX, 76116-5733 ,
UNITED STATES

Entity Overview

Entity Registration Summary

Name: Baird, Hampton & Brown Inc
Business Type: Business or Organization
Last Updated By: Shonnah Black
Registration Status: Active
Activation Date: 06/02/2020
Expiration Date: 05/31/2021

Exclusion Summary

Active Exclusion Records? No



IBM-P-20210128-1548
WWW1

Search Records	Disclaimers	FAPIS.gov
Data Access	Accessibility	GSA.gov/IAE
Check Status	Privacy Policy	GSA.gov
About		USA.gov
Help		





CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

07/27/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER MEDALLION INSURANCE SERVICES 8145 Ardrey Kell Rd Suite 203 Charlotte NC 28277	CONTACT NAME: Phyllis Constantino PHONE (A/C, No, Ext): (704) 256-6000 FAX (A/C, No): (704) 256-6001 E-MAIL ADDRESS: phyllis@medallioninsurance.com														
INSURED Baird, Hampton & Brown, Inc. 6300 Ridglea Place Ste 700 Fort Worth TX 76116	<table border="1"><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A : Arch Specialty Insurance Company</td><td>21199</td></tr><tr><td>INSURER B :</td><td></td></tr><tr><td>INSURER C :</td><td></td></tr><tr><td>INSURER D :</td><td></td></tr><tr><td>INSURER E :</td><td></td></tr><tr><td>INSURER F :</td><td></td></tr></table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Arch Specialty Insurance Company	21199	INSURER B :		INSURER C :		INSURER D :		INSURER E :		INSURER F :	
INSURER(S) AFFORDING COVERAGE	NAIC #														
INSURER A : Arch Specialty Insurance Company	21199														
INSURER B :															
INSURER C :															
INSURER D :															
INSURER E :															
INSURER F :															

COVERAGES **CERTIFICATE NUMBER:** CL2072406848 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:					EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY					COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N If yes, describe under DESCRIPTION OF OPERATIONS below	N/A				PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	PROFESSIONAL LIABILITY CLAIMS-MADE		PAAEP0128800	07/26/2020	07/26/2021	EACH CLAIM \$2,000,000 AGGREGATE \$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

Informational Purposes

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



Engineer/Architect/Surveyor Rating Sheet

Grant Recipient City of New Fairview

TxCDBG Contract No. _____

Name of Respondent Baird, Hampton + Braon

Date of Rating 2/26/21

Evaluator's Name Brooke Boller

Experience -- Rate the respondent for experience in the following areas:

Comments

Factor	Max.Pts.	Score
1. Has previously designed <u>Roads</u> type of projects	20	<u>20</u>
2. Has worked on federally funded construction projects	10	<u>10</u>
3. Has worked on projects that were located in this general region.	10	
Note: Location for A/E (Architect/Engineer) may be a selection criterion provided its application leaves an appropriate number of qualified firms, given the nature and size of the project, to compete for the contract. 2 CFR 200.319(b)		
4. Extent of experience in project construction management	15	<u>10</u>
5. Current Certification of TxCDBG Project Implementation Training	5	<u>15</u>
		<u>0</u>
Subtotal, Experience	60	<u>55</u>

Work Performance

Factor	Max.Pts.	Score
1. Past projects completed on schedule	10	<u>10</u>
2. Manages projects within budgetary constraints	5	<u>5</u>
3. Work product is of high quality	10	<u>10</u>
Subtotal, Performance	25	<u>25</u>

NOTE: Information necessary to assess the respondent on these criteria should be gathered by contacting past/current clients.

Capacity to Perform

Factor	Max.Pts.	Score
1. Staff Level / Experience of Staff	5	<u>5</u>
2. Adequacy of Resources	5	<u>5</u>
3. Professional liability insurance is in force	5	<u>5</u>
Subtotal, Capacity to Perform	15	<u>15</u>

TOTAL SCORE

Factor	Max.Pts.	Score
<input type="checkbox"/> Experience	60	<u>55</u>
<input type="checkbox"/> Work Performance	25	<u>25</u>
<input type="checkbox"/> Capacity to Perform	15	<u>15</u>
Total Score	100	<u>95</u>

Engineer/Architect/Surveyor Rating Sheet

Grant Recipient City of New Fairview

TxCDBG Contract No. _____

Name of Respondent Freeman-Millican Inc.

Date of Rating 2-26-21

Evaluator's Name Brooke Boller

Experience -- Rate the respondent for experience in the following areas:

Comments

Factor	Max.Pts.	Score
1. Has previously designed <u>Roads</u> type of projects	20	<u>20</u>
2. Has worked on federally funded construction projects	10	<u>10</u>
3. Has worked on projects that were located in this general region.	10	
Note: Location for A/E (Architect/Engineer) may be a selection criterion provided its application leaves an appropriate number of qualified firms, given the nature and size of the project, to compete for the contract. 2 CFR 200.319(b)		
4. Extent of experience in project construction management	15	<u>10</u>
5. Current Certification of TxCDBG Project Implementation Training	5	<u>5</u>
Subtotal, Experience	<u>60</u>	<u>60</u>

Work Performance

Factor	Max.Pts.	Score
1. Past projects completed on schedule	10	<u>10</u>
2. Manages projects within budgetary constraints	5	<u>5</u>
3. Work product is of high quality	10	<u>10</u>
Subtotal, Performance	<u>25</u>	<u>25</u>

NOTE: Information necessary to assess the respondent on these criteria should be gathered by contacting past/current clients.

Capacity to Perform

Factor	Max.Pts.	Score
1. Staff Level / Experience of Staff	5	<u>5</u>
2. Adequacy of Resources	5	<u>5</u>
3. Professional liability insurance is in force	5	<u>5</u>
Subtotal, Capacity to Perform	<u>15</u>	<u>15</u>

TOTAL SCORE

Factor	Max.Pts.	Score
<input type="checkbox"/> Experience	60	<u>60</u>
<input type="checkbox"/> Work Performance	25	<u>25</u>
<input type="checkbox"/> Capacity to Perform	15	<u>15</u>
Total Score	<u>100</u>	<u>100</u>

Engineer/Architect/Surveyor Rating Sheet

Grant Recipient City of New Fairview

Name of Respondent Freeman-Mullican

Evaluator's Name Monica Rodriguez

TxCDBG Contract No. _____

Date of Rating 2/26/2021

Experience -- Rate the respondent for experience in the following areas:

Factor	Max.Pts.	Score	Comments
1. Has previously designed <u>Roads</u> type of projects	20	<u>20</u>	
2. Has worked on federally funded construction projects	10	<u>10</u>	
3. Has worked on projects that were located in this general region.	10		
Note: Location for A/E (Architect/Engineer) may be a selection criterion provided its application leaves an appropriate number of qualified firms, given the nature and size of the project, to compete for the contract. 2 CFR 200.319(b)			
4. Extent of experience in project construction management	15	<u>10</u>	
5. Current Certification of TxCDBG Project Implementation Training	5	<u>5</u>	
Subtotal, Experience	<u>60</u>	<u>60</u>	

Work Performance

Factor	Max.Pts.	Score
1. Past projects completed on schedule	10	<u>10</u>
2. Manages projects within budgetary constraints	5	<u>5</u>
3. Work product is of high quality	10	<u>10</u>
Subtotal, Performance	<u>25</u>	<u>25</u>

NOTE: Information necessary to assess the respondent on these criteria should be gathered by contacting past/current clients.

Capacity to Perform

Factor	Max.Pts.	Score
1. Staff Level / Experience of Staff	5	<u>5</u>
2. Adequacy of Resources	5	<u>5</u>
3. Professional liability insurance is in force	5	<u>5</u>
Subtotal, Capacity to Perform	<u>15</u>	<u>15</u>

TOTAL SCORE

Factor	Max.Pts.	Score
<input type="checkbox"/> Experience	60	<u>60</u>
<input type="checkbox"/> Work Performance	25	<u>25</u>
<input type="checkbox"/> Capacity to Perform	15	<u>15</u>
Total Score	<u>100</u>	<u>100</u>

Engineer/Architect/Surveyor Rating Sheet

Grant Recipient City of New Fairview

TxCDBG Contract No. _____

Name of Respondent Baird Hampton Brown

Date of Rating 2/26/2021

Evaluator's Name Monica Rodriguez

Experience -- Rate the respondent for experience in the following areas:

Comments

Factor	Max.Pts.	Score
1. Has previously designed _____ type of projects	20	<u>20</u>
2. Has worked on federally funded construction projects	10	<u>10</u>
3. Has worked on projects that were located in this general region.	10	<u>10</u>
Note: Location for A/E (Architect/Engineer) may be a selection criterion provided its application leaves an appropriate number of qualified firms, given the nature and size of the project, to compete for the contract. 2 CFR 200.319(b)		
4. Extent of experience in project construction management	15	<u>15</u>
5. Current Certification of TxCDBG Project Implementation Training	5	<u>5</u>
Subtotal, Experience	60	<u>55</u>

Work Performance

Factor	Max.Pts.	Score
1. Past projects completed on schedule	10	<u>10</u>
2. Manages projects within budgetary constraints	5	<u>5</u>
3. Work product is of high quality	10	<u>10</u>
Subtotal, Performance	25	<u>25</u>

NOTE: Information necessary to assess the respondent on these criteria should be gathered by contacting past/current clients.

Capacity to Perform

Factor	Max.Pts.	Score
1. Staff Level / Experience of Staff	5	<u>5</u>
2. Adequacy of Resources	5	<u>5</u>
3. Professional liability insurance is in force	5	<u>5</u>
Subtotal, Capacity to Perform	15	<u>15</u>

TOTAL SCORE

Factor	Max.Pts.	Score
<input type="checkbox"/> Experience	60	<u>55</u>
<input type="checkbox"/> Work Performance	25	<u>25</u>
<input type="checkbox"/> Capacity to Perform	15	<u>15</u>
Total Score	100	<u>95</u>

Engineer/Architect/Surveyor Rating Sheet

Grant Recipient City of New Fairview

TxCDBG Contract No. _____

Name of Respondent Burd, Hampton & Brown

Date of Rating 02/26/2021

Evaluator's Name Ben N. Burger

Experience -- Rate the respondent for experience in the following areas:

Comments

Factor	Max.Pts.	Score	
1. Has previously designed <u>road</u> type of projects	20	<u>20</u>	
2. Has worked on federally funded construction projects	10	<u>10</u>	
3. Has worked on projects that were located in this general region.	10		
Note: Location for A/E (Architect/Engineer) may be a selection criterion provided its application leaves an appropriate number of qualified firms, given the nature and size of the project, to compete for the contract. 2 CFR 200.319(b)			
4. Extent of experience in project construction management	15	<u>10</u>	
5. Current Certification of TxCDBG Project Implementation Training	5	<u>15</u>	
		<u>0</u>	
Subtotal, Experience	60	<u>55</u>	

Work Performance

Factor	Max.Pts.	Score	
1. Past projects completed on schedule	10	<u>10</u>	
2. Manages projects within budgetary constraints	5	<u>5</u>	
3. Work product is of high quality	10	<u>10</u>	
Subtotal, Performance	25	<u>25</u>	

NOTE: Information necessary to assess the respondent on these criteria should be gathered by contacting past/current clients.

Capacity to Perform

Factor	Max.Pts.	Score	
1. Staff Level / Experience of Staff	5	<u>5</u>	
2. Adequacy of Resources	5	<u>5</u>	
3. Professional liability insurance is in force	5	<u>5</u>	
Subtotal, Capacity to Perform	15	<u>15</u>	

TOTAL SCORE

Factor	Max.Pts.	Score	
<input type="checkbox"/> Experience	60	<u>55</u>	
<input type="checkbox"/> Work Performance	25	<u>25</u>	
<input type="checkbox"/> Capacity to Perform	15	<u>15</u>	
Total Score	100	<u>95</u>	

Engineer/Architect/Surveyor Rating Sheet

Grant Recipient City of New Fairview

TxCDBG Contract No. _____

Name of Respondent Freeman-Milligan, Inc

Date of Rating 02/26/2021

Evaluator's Name Ben N. Jorgensen

Experience -- Rate the respondent for experience in the following areas:

Comments

Factor	Max.Pts.	Score
1. Has previously designed <u>road</u> type of projects	20	<u>20</u>
2. Has worked on federally funded construction projects	10	<u>10</u>
3. Has worked on projects that were located in this general region.	10	
Note: Location for A/E (Architect/Engineer) may be a selection criterion provided its application leaves an appropriate number of qualified firms, given the nature and size of the project, to compete for the contract. 2 CFR 200.319(b)		
4. Extent of experience in project construction management	15	<u>10</u>
5. Current Certification of TxCDBG Project Implementation Training	5	<u>5</u>
Subtotal, Experience	<u>60</u>	<u>60</u>

Work Performance

Factor	Max.Pts.	Score
1. Past projects completed on schedule	10	<u>10</u>
2. Manages projects within budgetary constraints	5	<u>5</u>
3. Work product is of high quality	10	<u>10</u>
Subtotal, Performance	<u>25</u>	<u>25</u>

NOTE: Information necessary to assess the respondent on these criteria should be gathered by contacting past/current clients.

Capacity to Perform

Factor	Max.Pts.	Score
1. Staff Level / Experience of Staff	5	<u>5</u>
2. Adequacy of Resources	5	<u>5</u>
3. Professional liability insurance is in force	5	<u>5</u>
Subtotal, Capacity to Perform	<u>15</u>	<u>15</u>

TOTAL SCORE

Factor	Max.Pts.	Score
<input type="checkbox"/> Experience	60	<u>60</u>
<input type="checkbox"/> Work Performance	25	<u>25</u>
<input type="checkbox"/> Capacity to Perform	15	<u>15</u>
Total Score	<u>100</u>	<u>100</u>



City Council Agenda March 1, 2021

Agenda Item:	Resolution	(Action Item)
---------------------	-------------------	----------------------

Agenda Description:

Discuss, consider, and act on a resolution authorizing the City Administrator to enter into an agreement with Pacheco Koch for the transportation impact fee study and resolving other matters incident and related thereto.

Background Information:

During the February 22, 2021 Council Meeting, Pacheco Koch presented two options that the city could utilize to incorporate the cost of improving transportation to the developments that are going to be primary drivers of the need for additional capacity and wear and tear.

1. **Capital Improvement Plan & Impact Fee Study** - this allows the city to update the capital plan for transportation improvements, determine costs and assess a proportional fee to those developing within a defined geographic area. This takes approximately three-to-four months to complete and will cost approximately \$15,000.
2. **Thoroughfare Plan & Ordinance Update** - this allows the city to collect 50% of the cost of improvements for roads that front the property being developed. It does not allow for the overall impact of the development to be incorporated into the fee collected but it takes a few weeks to implement and would cost approximately \$5,000.

Following the presentation, Council asked that staff bring forward a resolution to take action and begin the first option, the Capital Improvement Plan & Impact Fee Study.

Impact fees are up-front fees charged to developers for the burden their new development will place on City infrastructure. These assessments generate revenue for funding or recouping the costs of capital improvements or facility expansions required by and attributed to the new development.

Chapter 395 of the Local Government Code allows cities to impose these fees and there are specific guidelines that must be followed when working with developers and administering

impact fees. Impact fees may also be imposed in the ETJ with some exceptions outlined in Chapter 395.

You can read more about impact fees [here](#) or a more simplified version [here](#).

Financial Information:

Not to exceed \$15,000

City Contact and Recommendation:

Ben Nibarger, City Administrator

Staff recommends approval as submitted.

Attachments:

Resolution

Pacheco Koch Proposal for Services



**City of New Fairview, Texas
Resolution No. R202103-16-158**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF NEW FAIRVIEW,
AUTHORIZING THE CITY ADMINISTRATOR TO ENTER INTO AN AGREEMENT
WITH PACHECO KOCH TO CONDUCT A TRANSPORTATION IMPACT FEE
STUDY.**

WHEREAS, the City of Fairview is an incorporated city in the State of Texas; and

WHEREAS, the City of New Fairview is a General Law city as classified by the Texas Municipal Code; and

WHEREAS, transportation infrastructure is going to play a major role in the escalating cost of operating; and

WHEREAS, the City of New Fairview believes that growth should pay for growth; and

WHEREAS, the City of New Fairview has reviewed several options available to assess and collect fees from new development for transportation; and

WHEREAS, the City of New Fairview has determined this is in the best interest of the City.

**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF
THE CITY
NEW FAIRVIEW:**

1. That, all matters stated in the recitals herein above are found to be true and correct and are incorporated herein by reference as if copied in their entirety.
2. That the City Council hereby authorizes the City Administrator to enter into an agreement with Pacheco Koch to update the Thoroughfare Plan, the Capital Improvement Plan, and conduct a Transportation Impact Fee Study.

3. That, if any portion of this resolution shall, for any reason, be declared invalid by any court of competent jurisdiction, such invalidity shall not affect the remaining provisions hereof and the Council hereby determined that it would have adopted this Resolution without the invalid provision.
4. That this Resolution shall become effective from and after its date of passage.

PRESENTED AND PASSED on this **1st day of March, 2021**, at a meeting of the New Fairview City Council.

APPROVED:

Joe Max Wilson
Mayor

ATTESTED:

Monica Rodriguez
City Secretary



City Council Agenda February 15, 2021

Agenda Item:	Presentation	(Discussion)
---------------------	---------------------	---------------------

Agenda Description:

Discussion with staff regarding a citizen survey.

Background Information:

The Council and staff have been in discussion regarding the desires of the community and the best way to determine if we are receiving input from the whole community or just a vocal minority. Staff recommended that the Council consider conducting an annual or semi-annual citizen survey that can scientifically assess our residents' satisfaction with existing services, identify areas where they wish to see improvement, and ensure that we are including input from a representative sample of the whole community.

Staff has worked with both of these vendors previously and each has some pros and cons. Both vendors conduct these types of surveys for hundreds of cities around the country. ETC's approach is more customizable and the development of the questionnaire is largely driven by us, while Polco focuses more on a standardized questionnaire. Each vendor has a large database to provide benchmarking data for comparison purposes. Polco has recently included a "snap" survey tool that allows for short surveys to be completed throughout the year, while ETC focuses on longitudinal data collection that provides trends, as well as identifying focus areas that are most likely to improve the residents overall satisfaction and experience.

Financial Information:

ETC - Approximately \$9,000

Polco - Approximately \$13,000

City Contact and Recommendation:

Ben Nibarger, City Administrator

Attachments:

Proposals (Polco and ETC)

Sample Survey Results



Ramsey, MN

Community Livability Report

2018



NRC
National Research Center Inc.

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863



Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

Contents

About..... 1

Quality of Life in Ramsey..... 2

Community Characteristics 3

Governance 5

Participation 7

Special Topics..... 9

Conclusions 16



The National Citizen Survey™
© 2001-2018 National Research Center, Inc.

The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About

The National Citizen Survey™ (The NCS) report is about the “livability” of Ramsey. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 465 residents of the City of Ramsey. The margin of error around any reported percentage is 5% for all respondents. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



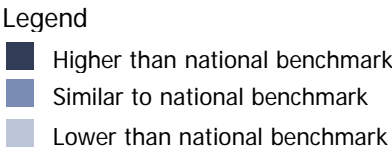
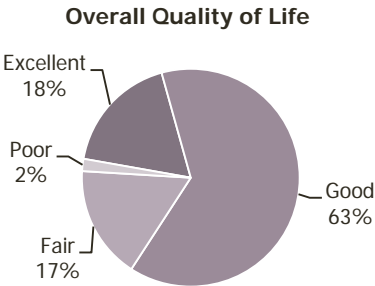
Quality of Life in Ramsey

About 8 in 10 residents rated the quality of life in Ramsey as excellent or good. This was similar to ratings given in other communities across the nation (see Appendix B of the *Technical Appendices* provided under separate cover).

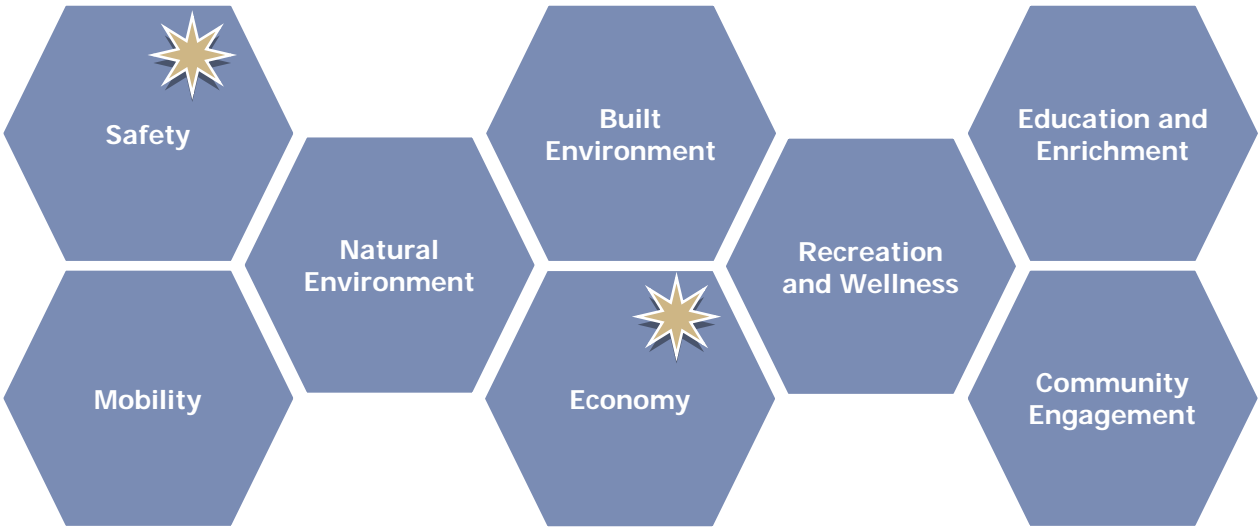
Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. As in 2016, residents identified Safety and Economy as priorities for the Ramsey community in the coming two years. All facets of community livability were rated positively and similar to the national benchmark. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Ramsey's unique questions.



★ Most important



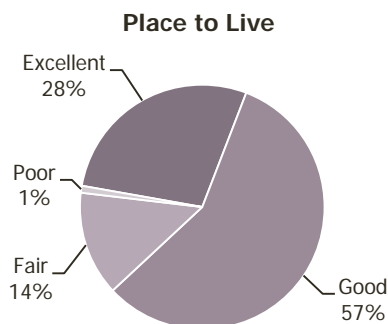
Community Characteristics

What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Ramsey, 85% rated the city as an excellent or good place to live. Respondents' ratings of Ramsey as a place to live were similar to ratings in other communities across the nation.

In addition to rating the city as a place to live, respondents rated several aspects of community quality including Ramsey as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Ramsey and its overall appearance. While ratings for these aspects ranged from 55% to 87% excellent or good, all community quality ratings were similar to those given elsewhere.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Resident evaluations within the facets of Safety, Mobility and Natural Environment were positive and similar to the benchmark. In Built Environment, the rating for affordable quality housing was more positive than seen in other communities, while the rating for public places where people want to spend time was perceived as less positive. Other aspects that received ratings lower than the benchmark were recreational, education/enrichment and volunteer opportunities as well as several aspects within the facet of Economy.

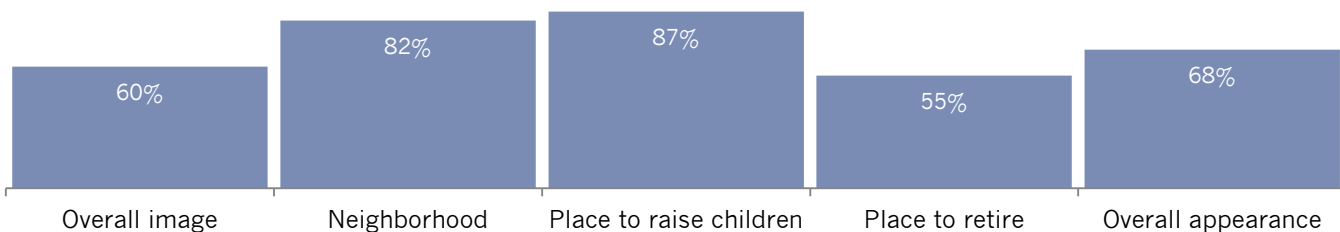


When compared to 2016, residents were more likely in 2018 to positively rate Ramsey as a place to retire, as well as employment and fitness opportunities and cultural/arts/music activities (for more information see the *Trends over Time* report under separate cover).

Percent rating positively (e.g., excellent/good)

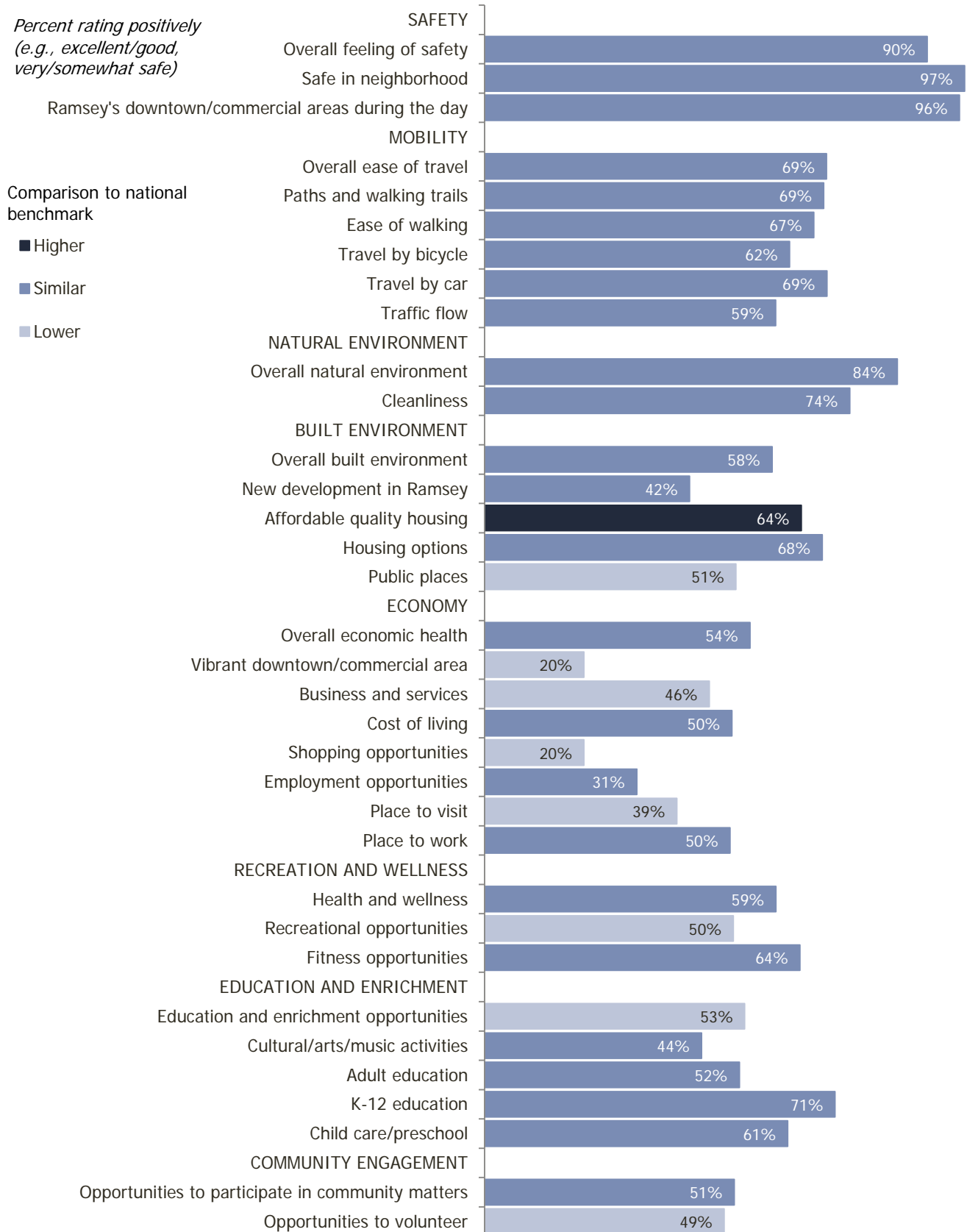
Comparison to national benchmark

■ Higher ■ Similar ■ Lower



The National Citizen Survey™

Figure 1: Aspects of Community Characteristics



Governance

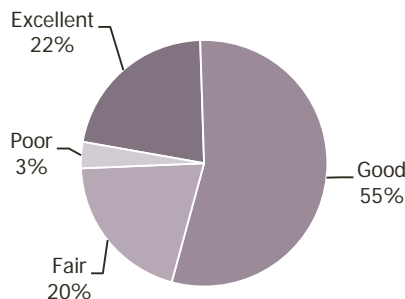
How well does the government of Ramsey meet the needs and expectations of its residents?

The overall quality of the services provided by Ramsey as well as the manner in which these services are provided is a key component of how residents rate their quality of life. About three-quarters of residents gave positive reviews to the overall quality of City services while about 4 in 10 favorably rated the services provided by the Federal Government; both of these evaluations were similar to those observed elsewhere across the country.

Survey respondents also rated various aspects of Ramsey's leadership and governance. About 8 in 10 residents gave favorable marks to the customer service provided by the City, and roughly half were pleased with the remaining aspects of government performance. These ratings were all similar to the national benchmark and several trended up since 2016 (welcoming citizen involvement, confidence in City government, acting in the best interest of Ramsey and being honest).

Respondents evaluated over 30 individual services and amenities available in Ramsey. Most services were rated positively by a majority of respondents and were similar to ratings given in other communities. Several service evaluations improved from 2016 to 2018, including those for traffic signal timing, economic development and most aspects of Built Environment.

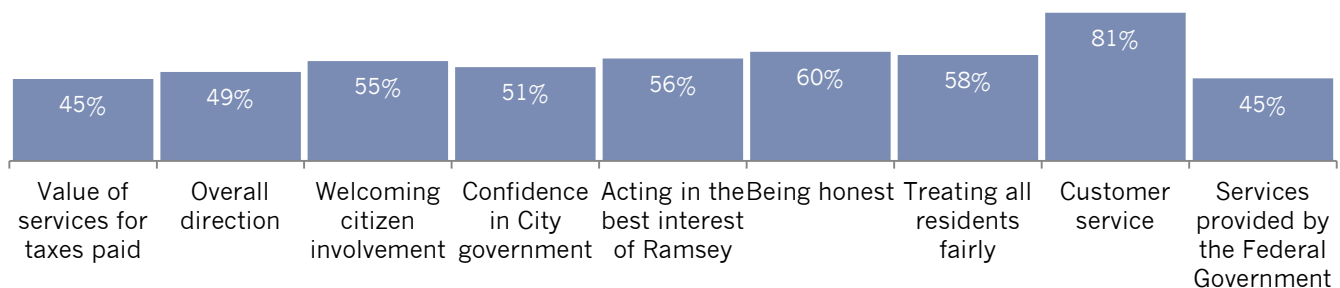
Overall Quality of City Services



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



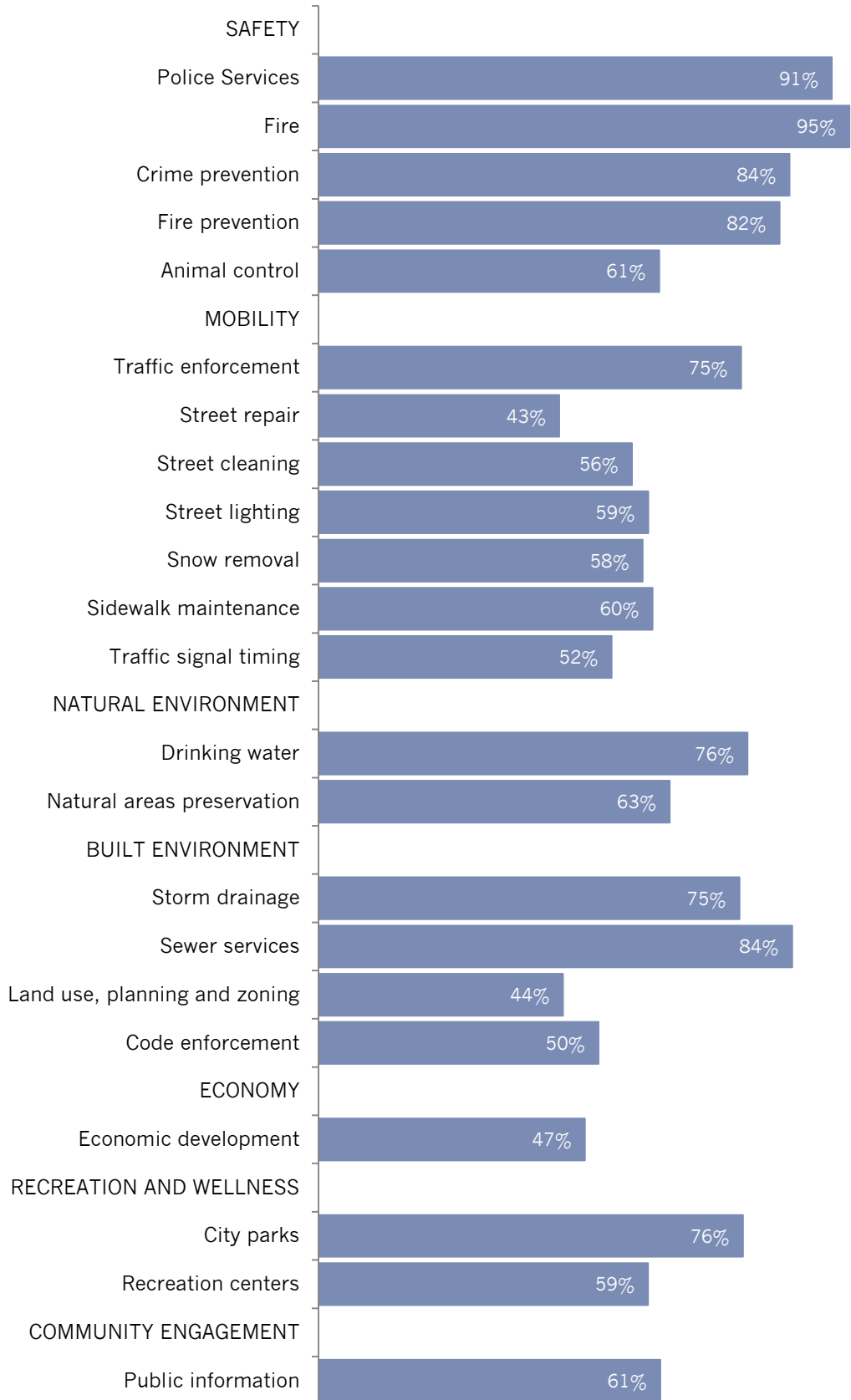
The National Citizen Survey™

Figure 2: Aspects of Governance

Percent rating positively
(e.g., excellent/good)

Comparison to national
benchmark

- Higher
- Similar
- Lower

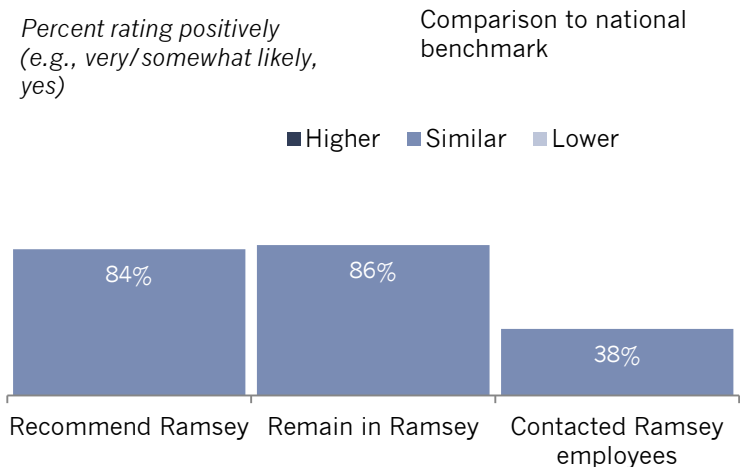
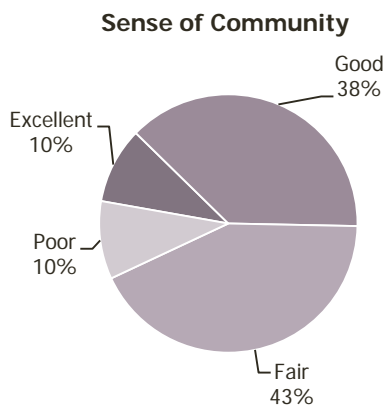


Participation

Are the residents of Ramsey connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. About half of residents gave excellent or good marks to the sense of community in Ramsey, which was similar to ratings seen in other communities. More than 8 in 10 residents would recommend living in Ramsey to someone who asked and planned to remain there for the next five years; these ratings were also similar to the national benchmark.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Levels of participation tended to vary widely across the different facets, making the comparison to the benchmark (and to Ramsey's ratings over time) helpful for interpreting the results. Participation rates tended to be similar to the national benchmark for most items. However, Ramsey residents were more likely than those who lived in other communities to have recycled at home and to not feel they were under housing cost stress, but less likely to work in Ramsey, to have campaigned for an issue, cause or candidate or to have volunteered. Further, survey respondents were more likely in 2018 than in 2016 to believe the economy would positively impact their income and or to have attended a City-sponsored event.



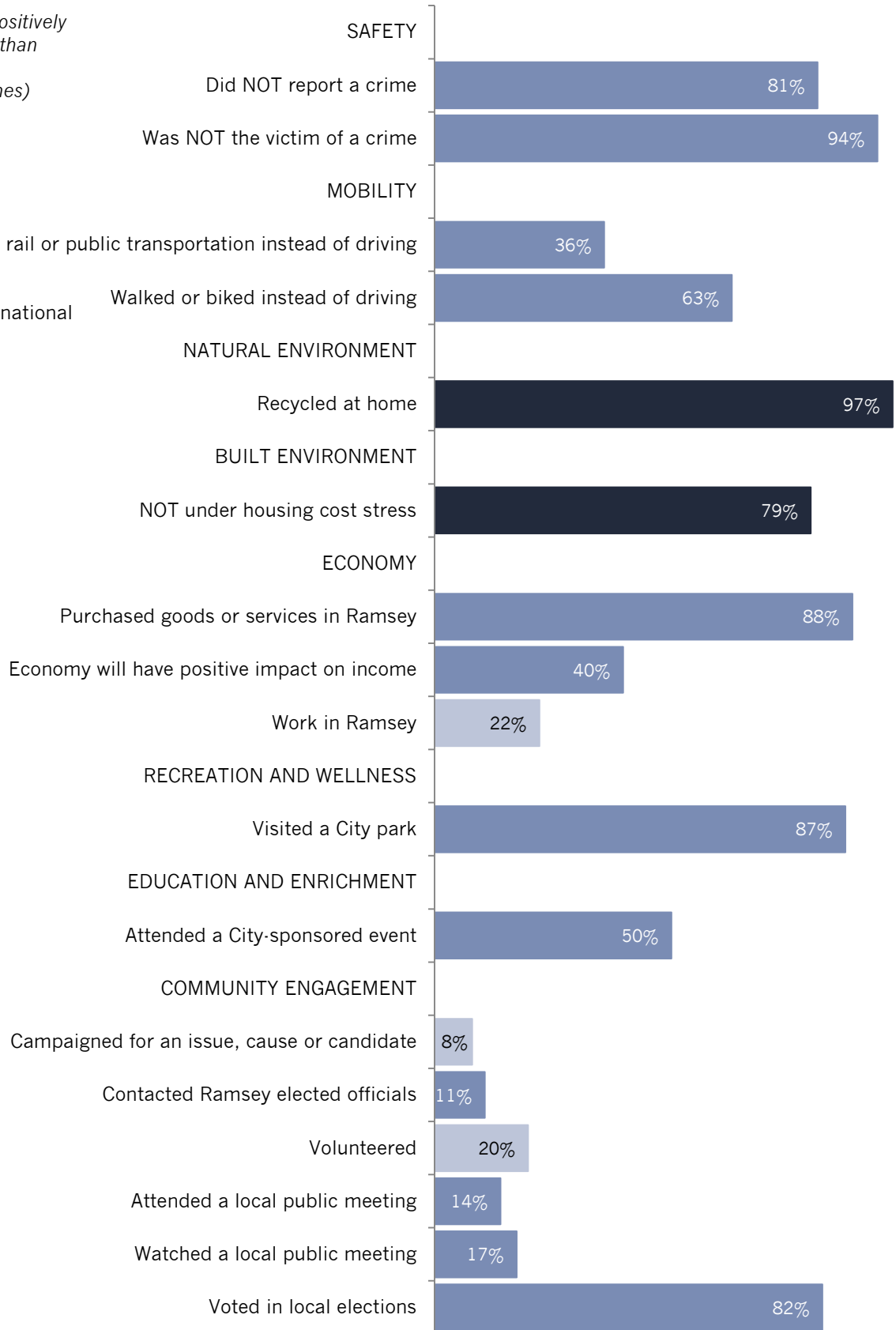
The National Citizen Survey™

Figure 3: Aspects of Participation

Percent rating positively
(e.g., yes, more than
once a month,
always/sometimes)

Comparison to national
benchmark

- Higher
- Similar
- Lower

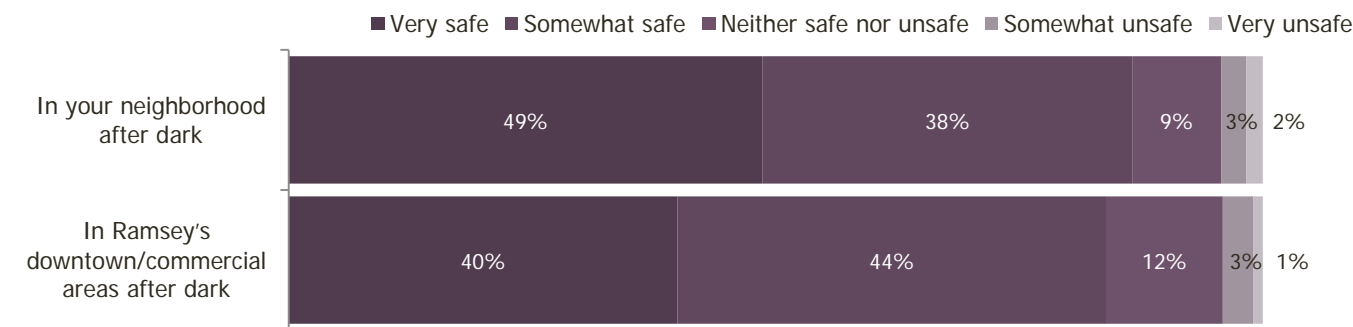


Special Topics

The City of Ramsey included six questions of special interest on The NCS as well as several line additions to standard questions. Topic areas included sources of City information, changes to new or existing amenities, City priorities and funding options for street maintenance, among others.

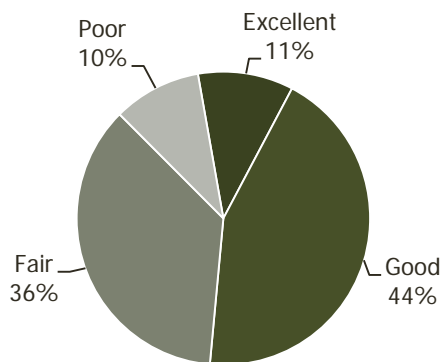
Thinking about their feelings of safety after dark, roughly 9 in 10 residents indicated that they felt safe in their neighborhoods or in Ramsey’s downtown/commercial areas after dark; very few residents felt unsafe in these areas.

Figure 4: Line Additions to Question 4
Please rate how safe or unsafe you feel:



Slightly more than half of residents rated the overall condition of City maintained streets as excellent or good; about one-third thought the roads were in fair condition and 1 in 10 rated them as poor.

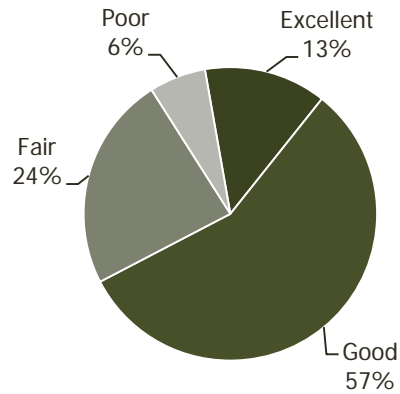
Figure 5: Line Addition to Question 5
Please rate the overall condition of City maintained streets:



About 7 in 10 residents assessed the quality of Ramsey trail maintenance as excellent or good. About one-quarter rated the quality of the trails as fair and less than 1 in 10 thought it was poor.

Figure 6: Line Addition to Question 10

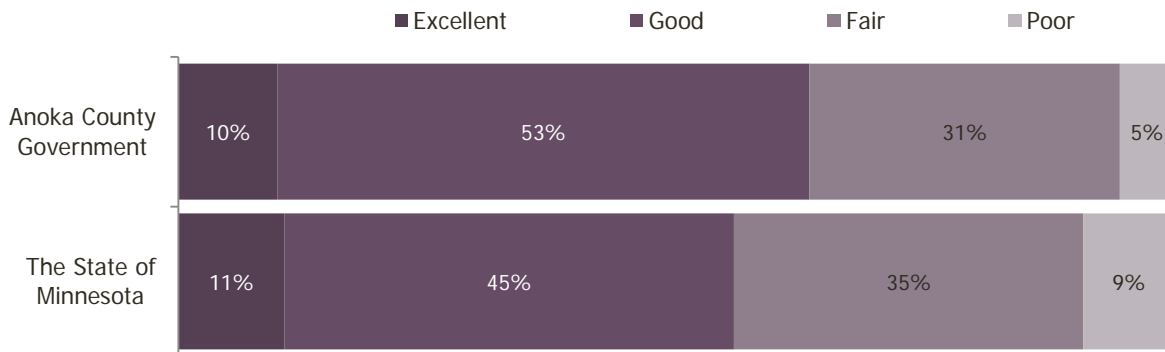
Please rate the quality of trail maintenance in Ramsey:



Residents' sentiments toward the County and State governments were similar: about 6 in 10 thought each was excellent or good, 3 in 10 thought each was fair and 1 in 10 rated the governments as poor.

Figure 7: Line Additions to Question 11

Overall, how would you rate the quality of the services provided by each of the following?

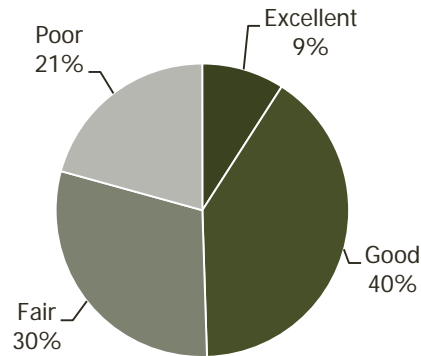


The National Citizen Survey™

When asked about the development and success of a Ramsey strategic plan, about half of residents thought that the Ramsey government had done an excellent or good job. Approximately 3 in 10 residents thought Ramsey had done a fair job on the plan and 2 in 10 rated it poorly.

Figure 8: Line Addition to Question 12

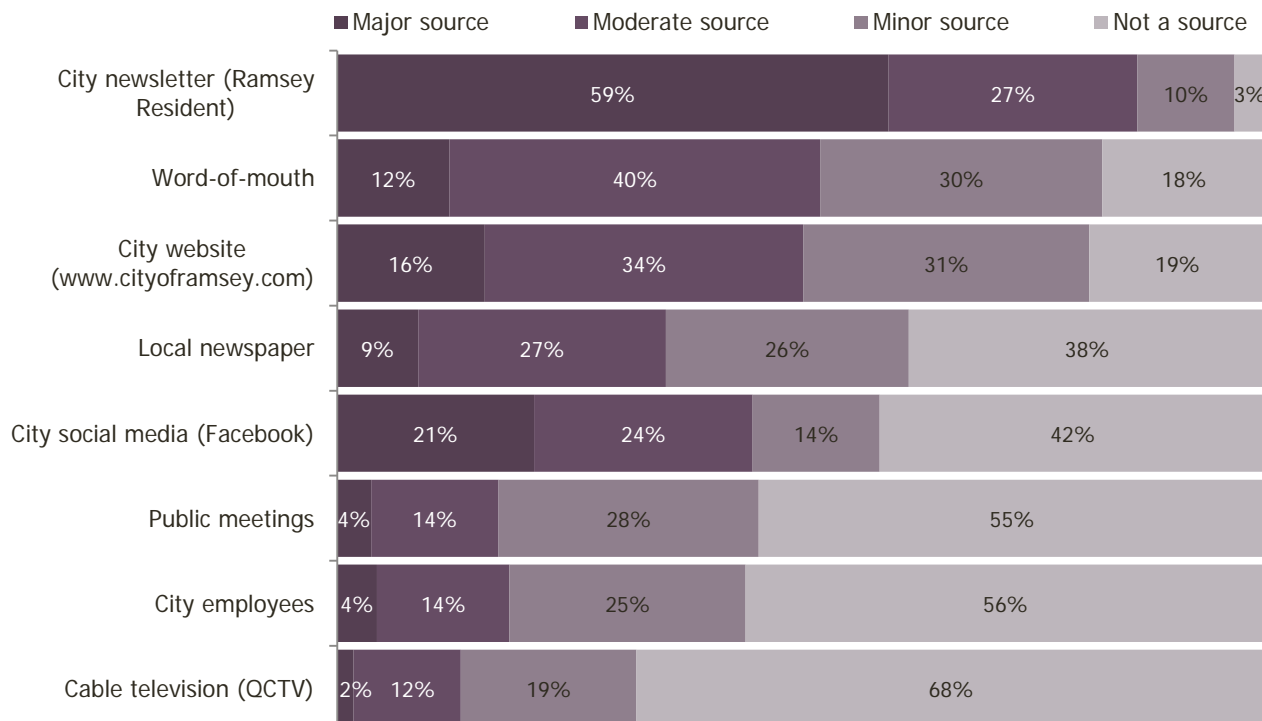
Please rate the following categories of Ramsey government performance: Development and success of a strategic action plan



Residents evaluated a list of sources of City information and indicated whether they considered each to be a major, moderate, minor or not a source of information. About 8 in 10 residents used the City newsletter as a major or moderate information source and another 1 in 10 considered it a minor source. About half of residents used word-of-mouth or the City website as major or moderate sources of information and another 3 in 10 used each of these as a minor source. The least-utilized sources of City information were public meetings, City employees and cable television; less than half of residents used any of these modes as an information source.

Figure 9: Sources of City Information

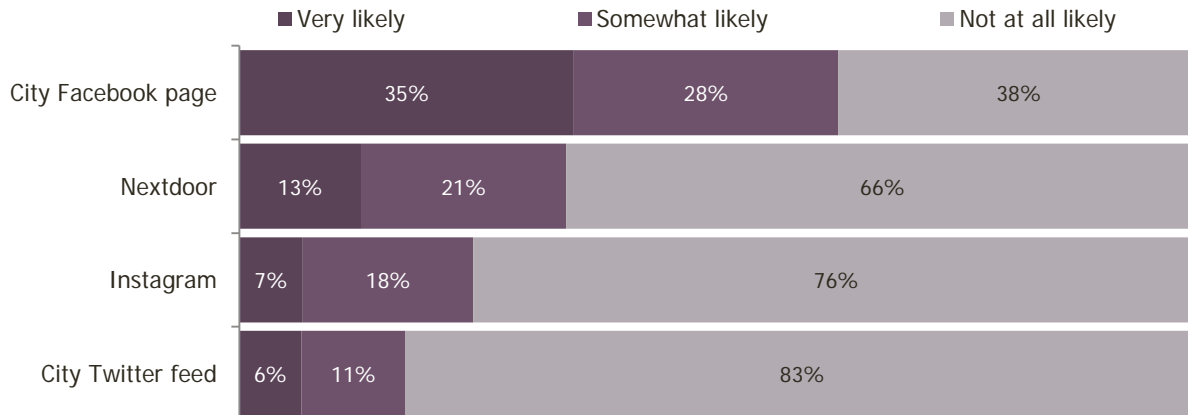
To what extent are each of the following a source of information for you about Ramsey city government and its activities?



When prompted about social media outlets, residents indicated they would be most likely to engage with the City in the future on Facebook (62% very or somewhat likely). In addition, about 4 in 10 would engage with the City on Nextdoor, one-quarter on Instagram and about 2 in 10 residents would be interested in engaging on the City Twitter feed.

Figure 10: Likelihood of Social Media Engagement

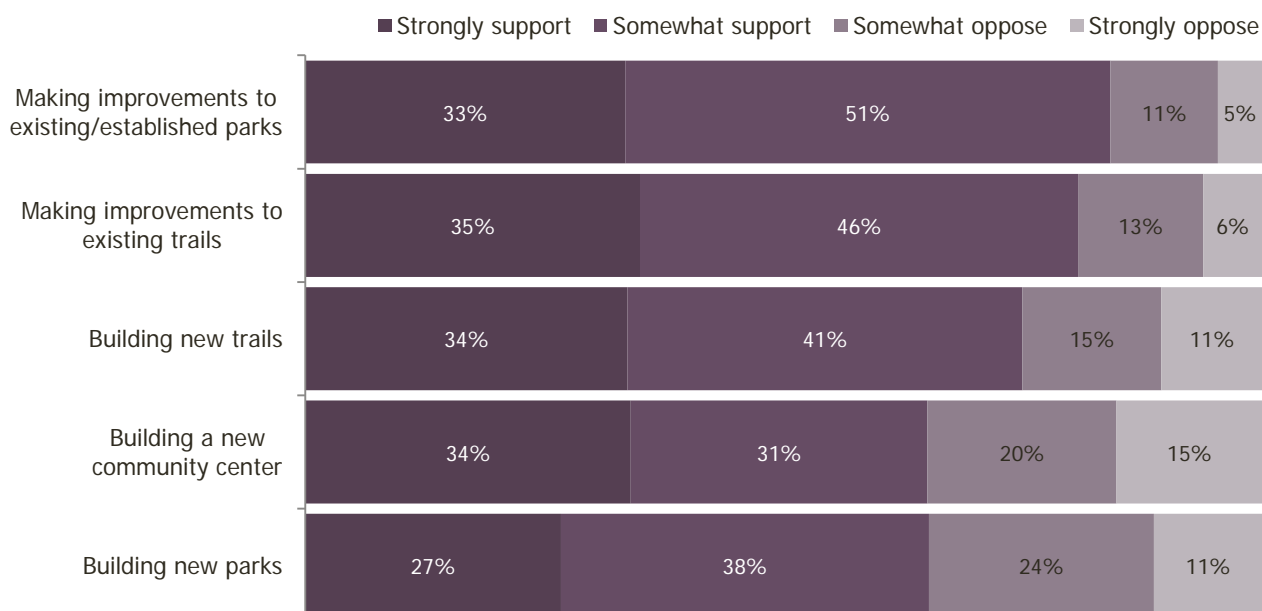
Please indicate how likely you would be, if at all, to engage with the City on the following social media platforms in the future:



Residents considered a list of City amenities and indicated the extent to which they would support or oppose the City investigating changes to each. Even though they were informed that changes to amenities could result in a tax increase, a strong majority of residents strongly or somewhat supported the City investigating each of the potential changes. Support was strongest for making improvements to existing/established parks and to existing trails as well as building new trails.

Figure 11: Support for Changes to City Amenities

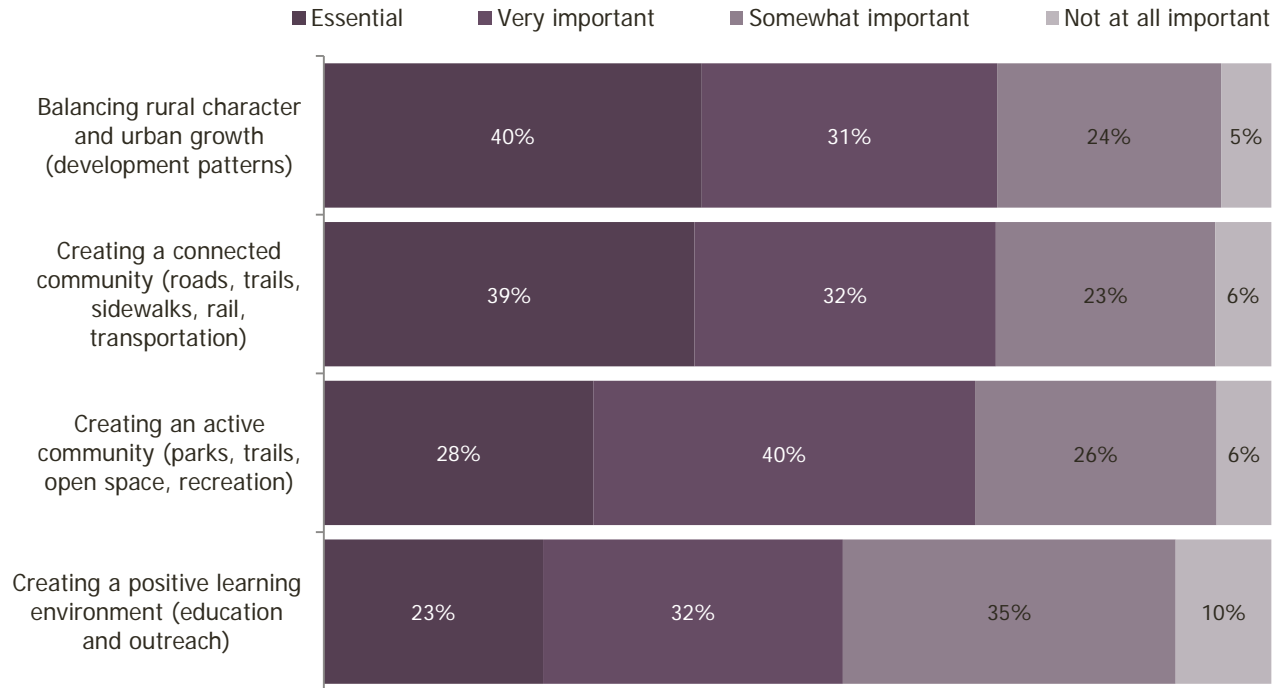
Please indicate to what extent you support or oppose the city investigating the following changes to new or existing amenities, each of which could accordingly result in an increase to the tax levy:



Thinking about the importance of four City priorities, about 7 in 10 residents thought that balancing rural character and urban growth, creating a connected community and creating an active community were each essential or very important. Creating a positive learning environment was rated as at least very important by a majority of Ramsey residents

Figure 12: Importance of City Priorities

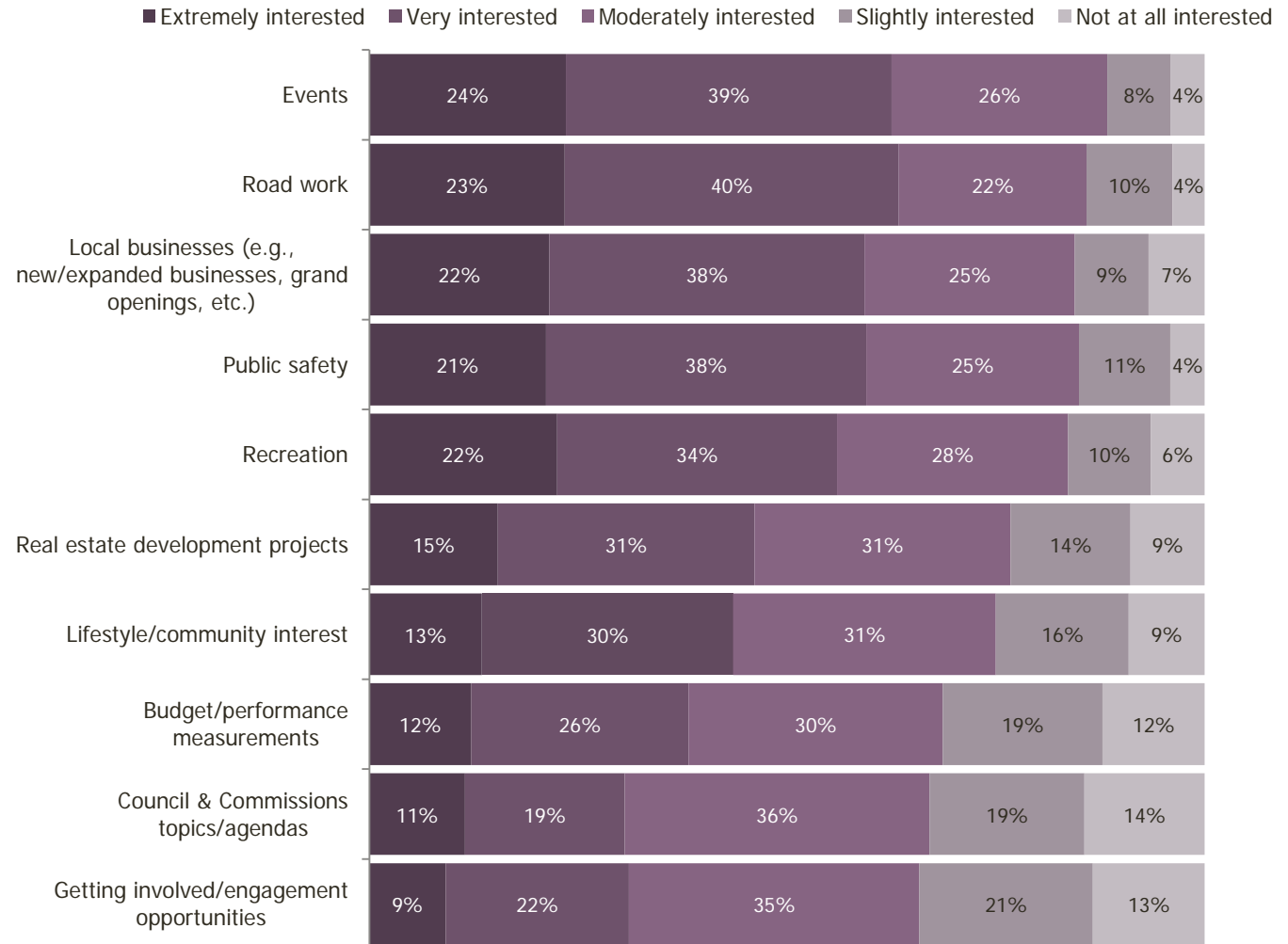
Please rate how important, if at all, you think each of the following priorities are for the City to focus on in the next five years:



Residents considered a list of news topics and indicated how interested they were in receiving information about each. About 8 in 10 residents were at least moderately interested in receiving information about events, road work, local business, public safety and recreation. Respondents were least interested in receiving information about Council and Commissions topics/agendas and getting involved/engagement opportunities; however, about 7 in 10 residents still expressed at least moderate interest in these topics.

Figure 13: Interest in City Information

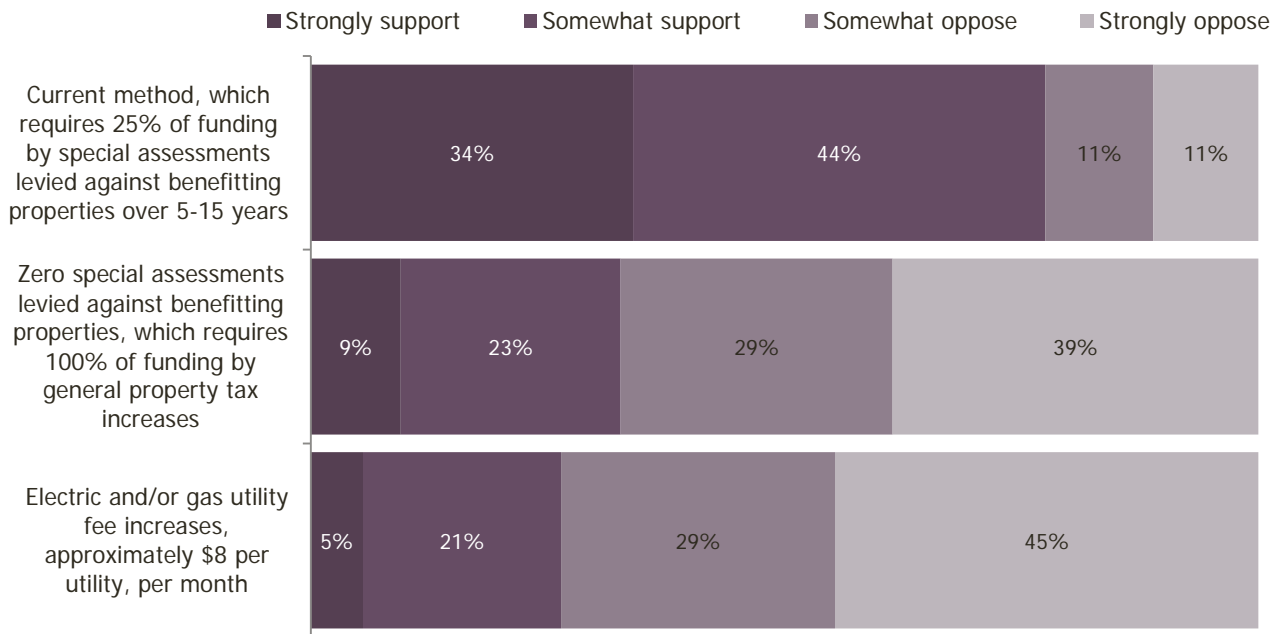
How interested are you, if at all, in receiving information from the City about each of the following topics?



For the final special interest question on the survey, residents indicated their level of support for three different funding options for City street maintenance. About 8 in 10 residents strongly or somewhat supported the current method of funding which requires 25% of funding by special assessments of benefitting properties. Residents indicated stronger opposition to the other two types of funding described (general property tax increases or utility fee increases).

Figure 14: Sources of Funding for City Street Maintenance

The City employs a long-term maintenance program to cost-effectively maintain all 175-plus miles of City streets. Currently, street reconstruction projects are funded 25% by special assessments levied against benefitting properties, and 75% by street reconstruction bonds, which are paid back using general property taxes. The City periodically evaluates funding sources for this on-going program. Please indicate the extent to which you would support or oppose the following funding sources:



Conclusions

Resident satisfaction with City services and government performance is on the upswing.

When presented with a series of questions about leadership and governance in Ramsey, about 8 in 10 residents gave favorable marks to the customer service provided by the City, and roughly half were pleased with items related to local government performance, including the value of services for taxes paid, the overall direction of the City and the job Ramsey government does at welcoming citizen involvement. These ratings were all similar to the national benchmark. Most notably, ratings for welcoming citizen involvement, overall confidence in City government, government acting in the best interest of Ramsey and being honest improved since 2016, demonstrating a positive increase in public trust. Further, ratings for select City services, such as traffic signal timing, land use, planning and zoning, and code enforcement also increased since the last survey iteration, and no services declined in ratings during that time.

The Economy continues to be a priority for residents.

As in 2016, residents indicated that the facet of Economy would be an important focus area for the City to address in the next two years. About half of residents gave favorable marks to the overall economic health of Ramsey, cost of living, the city as a place to work and economic development and these ratings were all similar to those given elsewhere. Further, resident sentiment toward employment opportunities and economic development improved since 2016, and more residents in 2018 believed that the economy would have a positive impact on their income in the next six months. Also, about 8 in 10 residents were quite interested in receiving information from the City about local business (e.g., new/expanded businesses, grand openings, etc.).

However, ratings for vibrant downtown area, overall quality of business and service establishments, shopping opportunities and Ramsey as a place to visit were lower than those seen in other communities across the country. While these ratings might be indicative of community support for greater economic development, it is important to note that balancing rural character and urban growth was identified as a key priority for the City in the upcoming five years.

Residents support improvements to Mobility.

About 6 in 10 residents or more gave positive ratings to most aspects of Mobility, including overall ease of travel, ease of travel by car, availability of paths and walking trails and traffic enforcement; these ratings were all similar to those given in other communities across the nation.

Road maintenance was important to residents with nearly 85% of respondents reporting they were interested in receiving information from the City about road work; the only type of information of greater interest related to community events. When asked about street maintenance funding, about 8 in 10 residents supported the current method of funding for City street maintenance, which requires 25% of funding by special assessments of benefitting properties.

Finally, connectivity is a priority for Ramsey residents. Seven in 10 residents thought that creating a connected community (roads, trails, sidewalks, rail, and transportation) was essential or very important to the future of the community. Further, when asked to consider a number of community enhancements (with a potential for a tax increase), a strong majority of residents supported the City making improvements to existing trails as well as building new trails.

THE NCS™

The National Citizen Survey™

Ramsey, MN

Trends over Time

2018



NRC

National Research Center Inc.

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA

Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2018 ratings for the City of Ramsey to its previous survey results in 2014 and 2016. Additional reports and technical appendices are available under separate cover.

Trend data for Ramsey represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than six percentage points between the 2016 and 2018 surveys, otherwise the comparisons between 2016 and 2018 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Ramsey for 2018 generally remained stable. Of the 94 items for which comparisons were available, 78 items were rated similarly in 2016 and 2018 and 16 showed an increase in ratings; no items showed a decrease in ratings. Notable trends over time included the following:

- No items trended down from 2016 to 2018.
- In the pillar of Community Characteristics, Ramsey residents were more likely in 2018 than in 2016 to give positive ratings to the city as a place to retire as well as to employment, fitness and cultural/arts/music activities.
- Residents in 2018 tended to give higher ratings to Built Environment-related services than in 2016.
- Survey respondents were more likely in 2018 to favorably rate aspects of government performance such as welcoming citizen involvement and overall confidence in City government.
- Respondents were more likely in 2018 than in 2016 to believe the economy would positively impact their income. They were also more likely to have attended a City-sponsored event.

The National Citizen Survey™

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)			2018 rating compared to 2016	Comparison to benchmark		
	2014	2016	2018		2014	2016	2018
Overall quality of life	72%	80%	81%	Similar	Similar	Similar	Similar
Overall image	51%	56%	60%	Similar	Lower	Lower	Similar
Place to live	82%	87%	85%	Similar	Similar	Similar	Similar
Neighborhood	84%	87%	82%	Similar	Similar	Similar	Similar
Place to raise children	83%	87%	87%	Similar	Similar	Similar	Similar
Place to retire	51%	48%	55%	Higher	Lower	Lower	Similar
Overall appearance	77%	73%	68%	Similar	Similar	Similar	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2018 rating compared to 2016	Comparison to benchmark		
		2014	2016	2018		2014	2016	2018
Safety	Overall feeling of safety	90%	90%	90%	Similar	Similar	Similar	Similar
	Safe in neighborhood	94%	98%	97%	Similar	Similar	Similar	Similar
	Safe downtown/commercial areas	94%	96%	96%	Similar	Similar	Similar	Similar
Mobility	Overall ease of travel	68%	69%	69%	Similar	Similar	Similar	Similar
	Paths and walking trails	75%	68%	69%	Similar	Similar	Similar	Similar
	Ease of walking	70%	66%	67%	Similar	Similar	Similar	Similar
	Travel by bicycle	66%	60%	62%	Similar	Similar	Similar	Similar
	Travel by car	64%	67%	69%	Similar	Similar	Similar	Similar
	Traffic flow	55%	56%	59%	Similar	Similar	Similar	Similar
	Overall natural environment	84%	81%	84%	Similar	Similar	Similar	Similar
Natural Environment	Cleanliness	82%	80%	74%	Similar	Similar	Similar	Similar
	Overall built environment	56%	56%	58%	Similar	Similar	Similar	Similar
Built Environment	New development in Ramsey	48%	47%	42%	Similar	Similar	Similar	Similar
	Affordable quality housing	69%	67%	64%	Similar	Higher	Higher	Higher
	Housing options	75%	73%	68%	Similar	Higher	Similar	Similar
	Public places	50%	56%	51%	Similar	Similar	Similar	Lower
	Overall economic health	50%	51%	54%	Similar	Similar	Similar	Similar
	Vibrant downtown/commercial area	21%	20%	20%	Similar	Lower	Lower	Much lower
	Business and services	49%	43%	46%	Similar	Lower	Lower	Lower
Economy	Cost of living	49%	49%	50%	Similar	Similar	Similar	Similar
	Shopping opportunities	23%	20%	20%	Similar	Much lower	Much lower	Much lower
	Employment opportunities	27%	24%	31%	Higher	Similar	Similar	Similar
	Place to visit	35%	35%	39%	Similar	Lower	Lower	Lower

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2018 rating compared to 2016	Comparison to benchmark		
		2014	2016	2018		2014	2016	2018
Recreation and Wellness	Place to work	42%	49%	50%	Similar	Lower	Similar	Similar
	Health and wellness	66%	63%	59%	Similar	Similar	Similar	Similar
	Recreational opportunities	53%	50%	50%	Similar	Similar	Similar	Lower
	Fitness opportunities	60%	55%	64%	Higher	Similar	Similar	Similar
Education and Enrichment	Education and enrichment opportunities	54%	52%	53%	Similar	Lower	Similar	Lower
	Cultural/arts/music activities	41%	37%	44%	Higher	Similar	Lower	Similar
	Adult education	54%	46%	52%	Similar	Similar	Similar	Similar
	K-12 education	75%	72%	71%	Similar	Similar	Similar	Similar
	Child care/preschool	69%	56%	61%	Similar	Similar	Similar	Similar
Community Engagement	Opportunities to participate in community matters	52%	47%	51%	Similar	Similar	Similar	Similar
	Opportunities to volunteer	55%	46%	49%	Similar	Lower	Lower	Lower

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)			2018 rating compared to 2016	Comparison to benchmark		
	2014	2016	2018		2014	2016	2018
Services provided by Ramsey	74%	73%	76%	Similar	Similar	Similar	Similar
Customer service	79%	81%	81%	Similar	Similar	Similar	Similar
Value of services for taxes paid	44%	45%	45%	Similar	Similar	Similar	Similar
Overall direction	48%	46%	49%	Similar	Similar	Similar	Similar
Welcoming citizen involvement	48%	48%	55%	Higher	Similar	Similar	Similar
Confidence in City government	43%	45%	51%	Higher	Similar	Similar	Similar
Acting in the best interest of Ramsey	43%	48%	56%	Higher	Similar	Similar	Similar
Being honest	47%	50%	60%	Higher	Similar	Similar	Similar
Treating all residents fairly	52%	56%	58%	Similar	Similar	Similar	Similar
Services provided by the Federal Government	NA	37%	45%	Higher	NA	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)			2018 rating compared to 2016	Comparison to benchmark		
		2014	2016	2018		2014	2016	2018
Safety	Police	86%	90%	91%	Similar	Similar	Similar	Similar
	Fire	92%	93%	95%	Similar	Similar	Similar	Similar
	Crime prevention	80%	79%	84%	Similar	Similar	Similar	Similar
	Fire prevention	83%	81%	82%	Similar	Similar	Similar	Similar
	Animal control	60%	62%	61%	Similar	Similar	Similar	Similar
Mobility	Traffic enforcement	68%	76%	75%	Similar	Similar	Similar	Similar
	Street repair	45%	40%	43%	Similar	Similar	Similar	Similar

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)			2018 rating compared to 2016	Comparison to benchmark		
		2014	2016	2018		2014	2016	2018
	Street cleaning	57%	60%	56%	Similar	Similar	Similar	Similar
	Street lighting	55%	57%	59%	Similar	Similar	Similar	Similar
	Snow removal	55%	62%	58%	Similar	Similar	Similar	Similar
	Sidewalk maintenance	61%	65%	60%	Similar	Similar	Similar	Similar
	Traffic signal timing	42%	46%	52%	Higher	Similar	Similar	Similar
Natural Environment	Drinking water	72%	72%	76%	Similar	Similar	Similar	Similar
	Natural areas preservation	69%	57%	63%	Similar	Similar	Similar	Similar
Built Environment	Storm drainage	73%	71%	75%	Similar	Similar	Similar	Similar
	Sewer services	81%	78%	84%	Higher	Similar	Similar	Similar
	Land use, planning and zoning	43%	37%	44%	Higher	Similar	Similar	Similar
	Code enforcement	40%	44%	50%	Higher	Similar	Similar	Similar
Economy	Economic development	43%	41%	47%	Higher	Similar	Similar	Similar
Recreation and Wellness	City parks	75%	77%	76%	Similar	Similar	Similar	Similar
	Recreation centers	59%	53%	59%	Similar	Lower	Lower	Similar
Community Engagement	Public information	58%	57%	61%	Similar	Similar	Similar	Similar

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2018 rating compared to 2016	Comparison to benchmark		
	2014	2016	2018		2014	2016	2018
Sense of community	45%	51%	48%	Similar	Lower	Similar	Similar
Recommend Ramsey	82%	86%	84%	Similar	Similar	Similar	Similar
Remain in Ramsey	85%	86%	86%	Similar	Similar	Similar	Similar
Contacted Ramsey employees	44%	40%	38%	Similar	Similar	Similar	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2018 rating compared to 2016	Comparison to benchmark		
		2014	2016	2018		2014	2016	2018
Safety	Did NOT report a crime	90%	85%	81%	Similar	Higher	Similar	Similar
	Was NOT the victim of a crime	94%	92%	94%	Similar	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	38%	35%	36%	Similar	Similar	Similar	Similar
	Walked or biked instead of driving	56%	65%	63%	Similar	Similar	Similar	Similar
Natural Environment	Recycled at home	95%	96%	97%	Similar	Higher	Higher	Higher
Built Environment	NOT under housing cost stress	78%	80%	79%	Similar	Higher	Higher	Higher
Economy	Purchased goods or services in Ramsey	95%	90%	88%	Similar	Similar	Similar	Similar
	Economy will have positive impact on income	29%	29%	40%	Higher	Similar	Similar	Similar

The National Citizen Survey™

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2018 rating compared to 2016	Comparison to benchmark		
		2014	2016	2018		2014	2016	2018
	Work in Ramsey	20%	24%	22%	Similar	Much lower	Lower	Lower
Recreation and Wellness	Visited a City park	83%	88%	87%	Similar	Similar	Similar	Similar
Education and Enrichment	Attended a City-sponsored event	53%	42%	50%	Higher	Similar	Lower	Similar
Community Engagement	Campaigned for an issue, cause or candidate	11%	6%	8%	Similar	Lower	Lower	Lower
	Contacted Ramsey elected officials	11%	10%	11%	Similar	Similar	Similar	Similar
	Volunteered	22%	17%	20%	Similar	Much lower	Much lower	Much lower
	Attended a local public meeting	14%	11%	14%	Similar	Lower	Lower	Similar
	Watched a local public meeting	26%	21%	17%	Similar	Similar	Similar	Similar
	Voted in local elections	83%	79%	82%	Similar	Similar	Similar	Similar



Polco Performance Plan Quote for Ramsey, MN

2020





Moving Communities Forward

Community perspectives that inspire change. National Research Center's gold-standard surveys and benchmarking data deliver reliable insights that guide you to action.

n-r-c.com



Let Every Voice Count

Smarter, more connected communities. Polco's online civic engagement platform provides the tools you need to bring community members and leaders together.

polco.us

Polco/National Research Center is excited to announce a new, innovative approach to surveying and community engagement since our 2019 merger. This guide is intended for clients who have previously conducted The National Community Survey™ (The NCS™).

The Polco Performance tier of services allows you to conduct one of our statistically sampled benchmarked surveys per 12-month period on a subscription basis. In addition to The NCS, our benchmark surveys include The National Employee Survey™, The National Business Survey™, The National Police Services Survey™, and others; more information on these products is provided later in this document.

If you want to conduct more than one benchmark survey in a 12-month period, we have discounted rates available.

CONNECT WITH RESIDENTS MAKE DATA-DRIVEN DECISIONS

The National Community Survey™ (The NCS™) is the gold standard for gauging public opinion. Endorsed by ICMA, tested and trusted by hundreds of jurisdictions, The NCS provides an accurate assessment of quality of life, community livability and local government policies and services. We recently revamped the survey, using our extensive experience, and all the knowledge our clients have shared, to create an updated model of community livability.

The NCS allows you to compare your local results with benchmarks from hundreds of communities across the U.S. The best practices in scientific survey methods guarantee valid findings to produce the clear, unbiased and accurate results you need to take action. Bring the voice of the people into your decision-making processes.

- Evaluate services
- Measure quality of life
- Monitor performance
- Enhance communication
- Assist strategic planning
- Inform budgeting and plan capital investments
- Build trust

As always, The NCS™ Basic Service includes all aspects of conducting the survey

Survey instrument

Sampling

Implementation

Weighting and analysis

Benchmark comparisons

Detailed reporting

Survey Instrument

The NCS measures your community's livability.

NRC has conducted thousands of surveys for hundreds of jurisdictions in our 25-year history. In that process we have spent a lot of time thinking about local governments and their jurisdictions, talking with staff, residents and stakeholders, presenting survey results and facilitating discussions and strategic planning sessions. Combining this deep experience with extensive research on models of community livability, we have revised The NCS to focus on ten key facets of community livability:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts and Culture
- Inclusivity and Engagement

Custom questions: now available as an add-on

Standardization is required to allow benchmark comparisons to other communities, but most jurisdictions have a few unique topics, projects, policies or planning processes for which they would like resident input. If this add-on is selected, The NCS provides a space to add a few custom questions and the expert guidance from your project manager to ensure they are of the highest quality.

The XYZ of ABC 2020 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (year of birth does not matter). Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in ABC.

	Excellent	Good	Fair	Poor
ABC as a place to live.....	1	2	3	4
Your neighborhood as a place to live	1	2	3	4
ABC as a place to raise children	1	2	3	4
ABC as a place to work.....	1	2	3	4
ABC as a place to visit.....	1	2	3	4
ABC as a place to retire.....	1	2	3	4
The overall quality of life in ABC.....	1	2	3	4
Sense of community.....	1	2	3	4

2. Please rate each of the following characteristics as they relate to ABC as a whole.

	Excellent	Good	Fair	Poor
Overall economic health of ABC	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in ABC	1	2	3	4
Overall design or layout of ABC's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in ABC (water, sewer, storm water, electric/gas)	1	2	3	4
Overall feeling of safety in ABC.....	1	2	3	4
Overall quality of natural environment in ABC.....	1	2	3	4

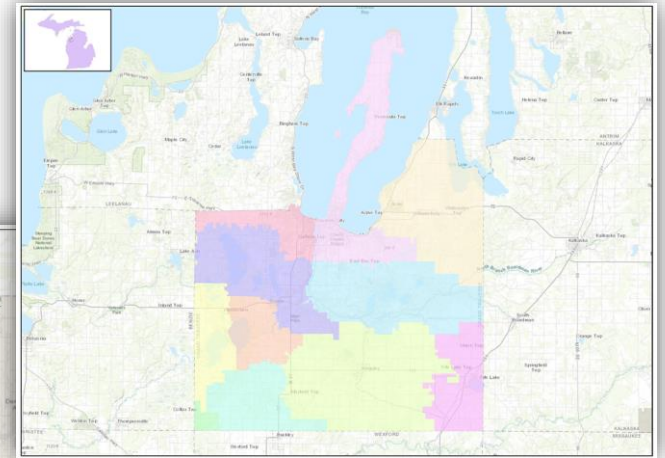
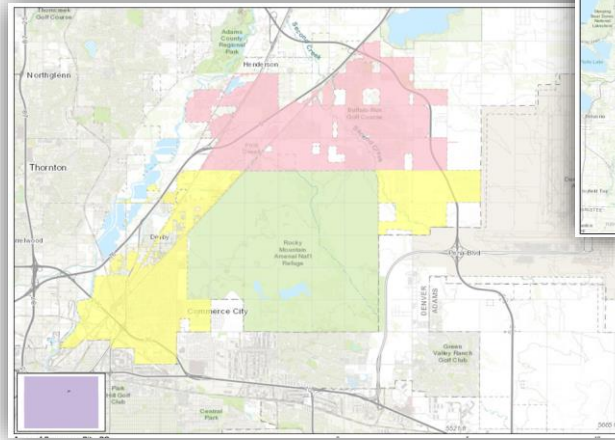
Sampling

Selecting households and residents

As in previous years, all households will be eligible for the survey. We have found that United States Postal Service (USPS) lists, updated quarterly,, provide the best representation of all households in a specific geographies. We geocode each address location to assure it is within your boundaries and identify each specified area for sub-sampling.

Multi-family housing units will be over-sampled as these residents typically respond to surveys at lower rates and we want to hear from them! To further support scientific results, we also use an unbiased procedure to select a single individual within the household.

Using unbiased methods helps ensure the attitudes expressed by our respondents closely approximate the attitudes of all adult residents living in your community.



Selecting the right number

How many households we mail to is dependent on your budget, the level of precision you would like to see, the level of effort you expect to be able to dedicate to promotion and outreach, and our best estimates of expected response rates. We can't guarantee response numbers, but we work hard to maximize them.

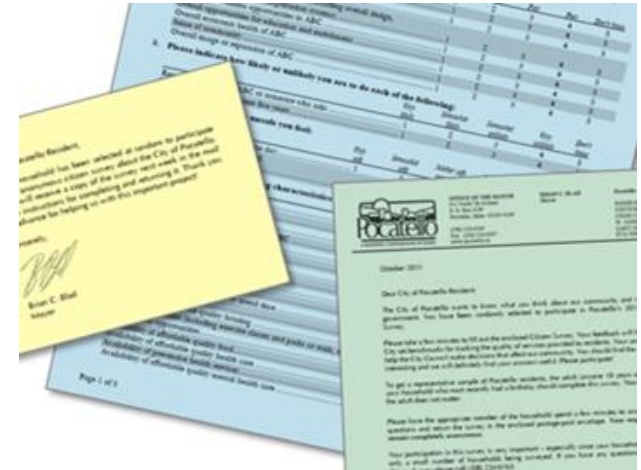
Your program manager can discuss any questions you may have about sampling approaches, their associated costs, and pros and cons of each.

Implementation

Mailed surveys receive the highest response rates

Using best practices, each selected household will be contacted more than once.

- The NCS includes multi-contact mailed invitations to a selection of households to complete the survey online; paper surveys may be mailed for an additional cost
- The mailed materials will explain the importance of participation and give instructions on completing and/or returning the survey.
- To lend legitimacy, mailing materials use your letterhead and the signature of an official representative (e.g., mayor, councillor, board member, etc.).
- A web address and instructions allow for online completion.



An additional opportunity for people to participate



While the random sample helps ensure representativeness, you may have residents who were not chosen for the mailed survey who want to participate. NRC will host your survey on Polco, *and once the main mailed survey data collection window is closed*, you may choose to open a new window to wider public participation.

In Polco we will have set up a profile for your community and you can use the platform to connect the survey to your social media accounts to send invitations for more people to “opt-in” to provide input. We also have resources to guide you in sharing your survey through a variety of other communication channels.

Once a respondent has completed the survey on Polco, they can have the opportunity to join your panel of resident respondents. Clients on the Polco Performance subscription plan can continue to use Polco for no additional charge, in perpetuity, to ask residents follow up questions once this survey effort is complete. More info on this later in this guide!

Weighting and Analysis

Survey Processing

Data from the web surveys are automatically entered into an electronic dataset, downloaded, cleaned as necessary, and then merged with the data from the mailed surveys to create one complete dataset.

If mailing paper surveys is selected as an add-on, returned surveys are scanned electronically (and stored in case review is needed) and entered into an electronic dataset using “key and verify” to ensure accuracy. While we find little cleaning is needed due to our expertise in question construction and formatting, completed surveys are always reviewed for inconsistencies visually, through range checks and other quality controls.

Weighting the Data

Weighting is a best practice in survey research which addresses the non-response bias. Over-sampling those who tend to under-respond helps ensure a diverse respondent base, but we will likely still hear from more women than men, more older adults than younger and more owners than renters.

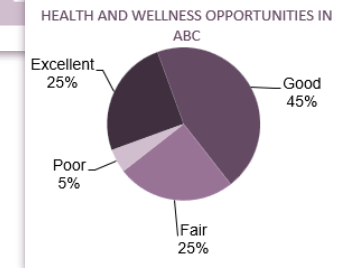
Weighting increases or decreases the weight of each respondent to mimic as closely as possible your jurisdiction’s demographic profile as described by the US Census. The impact on most results are small, but where the opinions of subgroups differ, weighting is very important.

Analyzing the Data

We use documented algorithms crafted and maintained by our team of professional, academically trained, and experienced survey and data scientists. Every command is retained in a syntax file, and available for audit and re-running, as necessary.

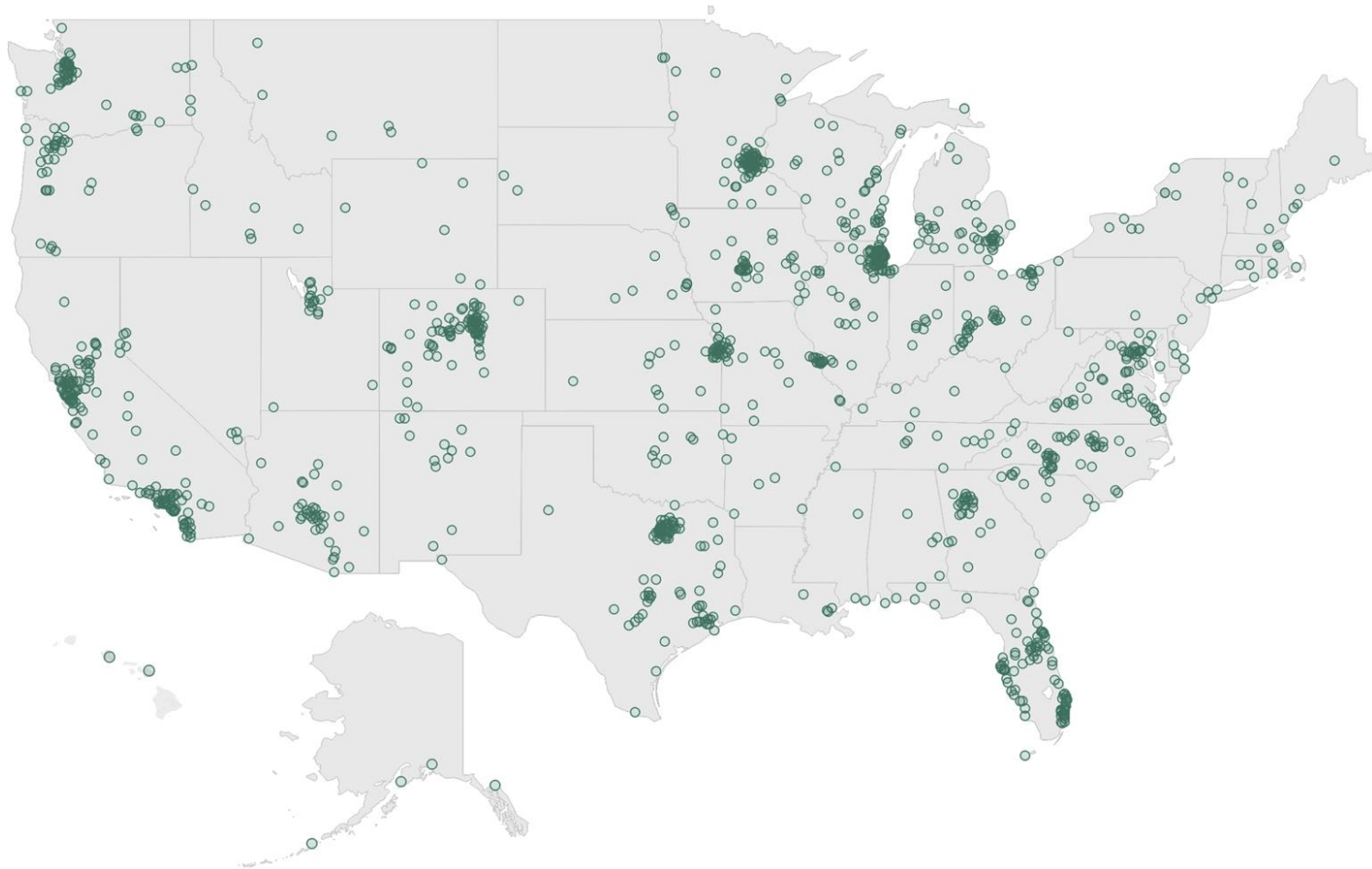
In addition to providing a full set of responses to each survey question, we will include comparisons to national benchmarks. As always, comparisons to a custom subset of communities are available as an add-on. Repeat clients also receive a report of trends over time.

Would you say that your health in general is:



Benchmark comparisons

NRC has the largest database of resident opinion of any firm, containing over 600 comparison communities across the nation. We innovated a method to quantitatively integrate the results of surveys conducted by us and others. We maintain normative comparisons for over 120 services: police, fire, EMS, garbage collection and recycling, utilities and billing, library services, street maintenance and repair, water quality, code enforcement, senior services, transportation, city employee ratings, job opportunities, public safety, economic development, public trust and many others.





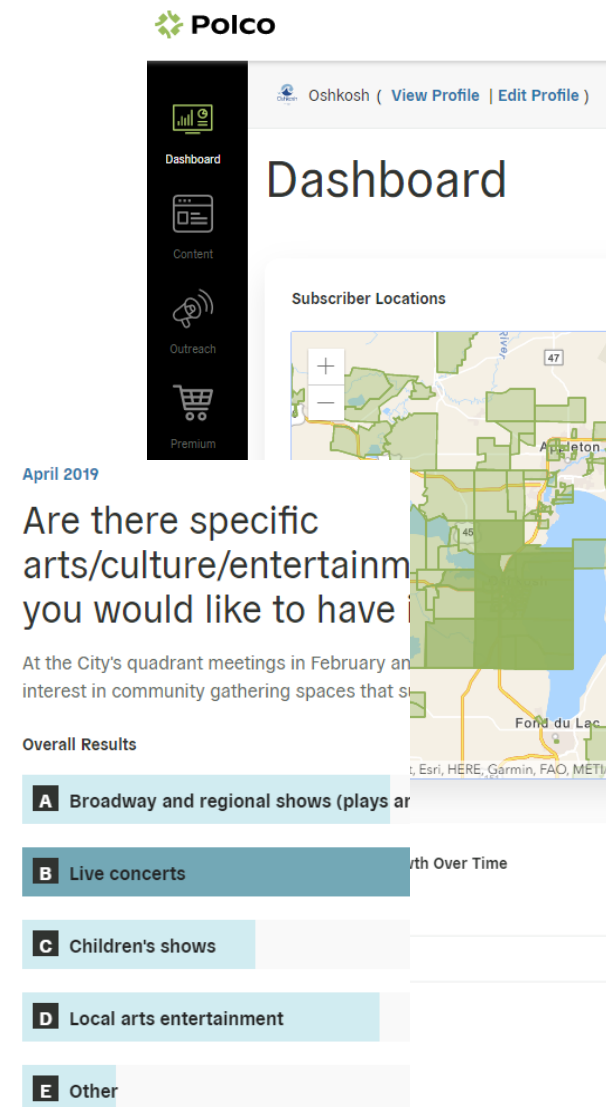
Follow up with Polco

In 2019, NRC merged with Polco and now happily provides **the highest tier of services for our online community engagement platform** to our Polco Performance subscription clients!

The platform combines the ease of online polls/micro-surveys with the verification and reliability of in-person engagement. Polco lets you build a “standing panel” of residents who are available to give their perspective on any number of items whenever you want to ask a question and receive that input.

- The online version of The NCS will be hosted on Polco.
- After completing The NCS online, residents will be asked if they would like to join your Polco panel.
- You can use the Polco platform to ask follow-up questions to your community survey or ask about hot topics or other issues as they arise.
- Municipal staff or elected officials can post unlimited short surveys or single questions. Questions can include images (maps, pictures, and video) in addition to links to better inform respondents about more complex issues.
- To further build your panel, you can share new questions through social media, email, in-person events, local media, and other channels as appropriate (we can provide guidance on the best ways to communicate with residents about Polco).
- Polco responses are organized in visually compelling real-time dashboards and can be aggregated by districts.
- Polco is also able to provide aggregated demographic information (e.g., age, gender, etc.) for the majority of the verified response group.

Don't let the community input and dialogue conclude with the survey. On Polco you can continue to evolve highlighted areas for improvement through follow-up online verified surveys, policy polls and focus groups with real-time online dashboards which show the demographic/geographic variation of participation levels and resident opinion.



Polco Performance (\$8300/year)

- One benchmark survey per 12 month period
- Advanced report for benchmark survey
- Program manager to implement your benchmark survey process and provide guidance on use of Polco

Includes Premium Polco features

- Custom Profile
- Unlimited Content
- 10 Administrator Seats
- Resident Verification
- Guest Responses
- Demographic breakdowns
- Geographic Maps
- Access to Full Library of Polls and Surveys
- Results Filtered by Verification Status
- Advanced Survey Creation Options
- Custom Geographic Areas

→ Our program managers are analysts, survey scientists, and experts in using Polco. They are here to guide you!

- Choose one of our benchmark surveys, developed by our National Research Center experts
- We will mail two postcard (initial and reminder) invitations to up to 1,500 statistically sampled addresses.
- Data will be weighted to improve representativeness, when possible.
- The advanced online report includes national benchmark comparisons (when available) and an executive summary written by your program manager.



A La Carte Options

- Mail to *additional* constituents -managed by us - to ensure representativeness for you community!
 - ☆ Mail two postcard invitations -initial and reminder (\$120 per 100)
 - ☆ Mail two paper surveys - initial and reminder with a prenotification postcard (\$3,500 per 1,000)
- Spanish translation for benchmark survey (\$945)
- Add custom questions to your benchmark survey: developed with guidance from your program manager (½ page \$1,600, full page \$2,380).
- Custom benchmark comparisons (*The NCS only*) by region, population size or other criteria, as available (\$1,120 per custom group)
- Presentation of results (\$3,605 in-person, \$2,170 online)
- Next Steps Workshop: NRC leads a workshop with four key activities: debriefing survey data, identifying areas of focus, identifying strategies and creating initial action plans. (\$5,670 in-person, \$4,235 online)

CONNECT WITH RESIDENTS • MAKE DATA-DRIVEN DECISIONS



The National Community Survey™ (The NCS™) is the gold standard for gauging public opinion. Endorsed by ICMA, tested and trusted by hundreds of jurisdictions, The NCS provides an accurate assessment of quality of life, community livability and local government policies and services. The NCS allows you to compare your local results with benchmarks from hundreds of communities across the U.S. Talk to us about how to use scientific survey methods for the clear, unbiased and accurate results you need to take action.

- ▶ Evaluate services
- ▶ Enhance communication
- ▶ Inform budgeting
- ▶ Measure quality of life
- ▶ Build trust
- ▶ Plan capital investments
- ▶ Monitor performance
- ▶ Assist strategic planning

NRC has conducted thousands of surveys for hundreds of jurisdictions in our 25 year history. In that process we have spent a lot of time thinking about local governments and their jurisdictions, talking with staff, residents and stakeholders, presenting survey results and facilitating discussions and strategic planning sessions. Combining this deep experience with extensive research on models of community livability we have honed The NCS to focus on 10 key facets of community livability:

- Economy
- Mobility
- Community Design
- Natural Environment
- Safety
- Utilities
- Parks and Recreation
- Health and Wellness
- Education, Arts and Culture
- Inclusivity and Engagement

SUPPORT LOCAL BUSINESS • STRENGTHEN YOUR ECONOMY



The National Business Survey™ (The NBS™) helps you assess the state of your business community. The NBS gives you the answers you need from business owners and managers to strengthen business development, retain employers, bolster the economy and track business expectations for the coming year.

- ▶ Attract and retain new and existing businesses
- ▶ Develop labor market programs
- ▶ Enact business-friendly policies

The NBS™ is the fastest and easiest way for you to stay in tune with the needs and demands of your local business owners. The NBS provides the reconnaissance local governments need to make informed choices and strengthen business development, retention and the community's economy.

The NBS tracks business expectations for the coming year, identifies characteristics of the business environment needed to enhance local economic vitality, monitors the kind of services and policy support that would allow local businesses to succeed, describes local companies and shows business owners' perceptions of the quality of current services and community life.

PROMOTE SAFETY • BUILD POSITIVE COMMUNITY CONNECTIONS



The National Police Services Survey™ (The NPSS™) helps strengthen community relationships, aligns resident and government priorities and increases community safety. Talk to us about how to use scientific survey methods to provide an accurate picture of resident opinions related to community police services. Benchmark your local results comparing them to a national survey panel. The NPSS data can be used for:

- ▶ Communications and Engagement
- ▶ Evidence-based Decision-making and Innovation
- ▶ Disparity Analysis
- ▶ Strategic Planning and Performance Measurement
- ▶ Program and Capital Investment
- ▶ Budgeting and Fundraising
- ▶ Compliance with Public Feedback Requirements and Guidelines

The NPSS gathers the opinions of residents regarding their satisfaction with police services, covering areas that impact public safety and confidence in policing:

- Quality of Service
- Public Trust
- Communications
- Diversity and Inclusion
- Perceptions of Safety

ENGAGE YOUR EMPLOYEES • EMPOWER YOUR ORGANIZATION



The National Employee Survey™ (The NES™) is a powerful tool that uses rigorous and statistically-valid methods of administration and analysis while sensitively ensuring employee anonymity to encourage candor. Results may be segmented by departments, tenure, exemption status and more, providing a comprehensive and specific picture of employee opinion. HR managers/senior staff use the The NES to:

- ▶ Show management interest in employee satisfaction
- ▶ Develop strategies to improve work conditions and employee engagement
- ▶ Identify areas for improvement
- ▶ Strengthen the connection of the local government workforce to residents
- ▶ Improve staff morale

The NES gathers the opinions of employees regarding their satisfaction on the job and other key characteristics of a quality work environment: communication, organizational ethics, employee fit, wages and benefits, the physical work space, supervisory relationships, the job feedback system, professional development and self-reported performance.

The NES covers six aspects of organizational climate:

- Job Satisfaction
- Supervisor and Work Group
- Executive Leadership
- Workplace
- External Customers
- Support Services

PROMOTE SUCCESSFUL AGING • HELP YOUR COMMUNITY THRIVE



The Community Assessment Survey for Older Adults™ (CASOA™) helps you develop informed plans to support healthy aging and sustain a thriving, age-friendly community. CASOA assesses the strengths and needs of older adult residents and compares their perceptions of community livability to others across the country. Bring the voice of older adults into your decision-making processes!

- ▶ Evaluate services
- ▶ Assist strategic planning
- ▶ Monitor performance
- ▶ Promote inter-agency engagement
- ▶ Measure quality of life
- ▶ Enhance communication services
- ▶ Build trust
- ▶ Inform budgeting
- ▶ Plan capital investments

CASOA™ serves as a strategic planning and evaluation tool that clients (cities, counties, Area Agencies on Aging, etc.) use to develop their older adult service plans, determine how future resources will be allocated and evaluate their current service provision.

- Identify community strengths in serving older adults
- Articulate the specific needs of older adults in the community
- Estimate contributions made by older adults to the community
- Determine the connection of older adults to the community

BUILD LOCAL RESOURCES • STRENGTHEN YOUR WORKFORCE



The Economic Development Workforce Survey™ (The EDWS™) was developed by research experts and economic development thought-leaders to produce clear, unbiased, actionable results that you can rely on. Communities across the nation use The EDWS data to:

- ▶ Assess employment opportunities
- ▶ Align workforce skills with existing jobs
- ▶ Identify training and education needs
- ▶ Plan the recruitment and retention of desirable businesses
- ▶ Assist business leaders to build capacity within the existing workforce
- ▶ Understand the relationship between jobs that pay a livable wage, community affordability and housing stress

The EDWS helps plan for growth by exploring a community's strengths and weaknesses related to economic development.

Pricing for Ramsey NCS 2020

Polco Performance Package

- One statistically sampled benchmark survey per year
- Polco premium features

Subscription \$8,300/year

Recommended Add-Ons - These reflect a similar scope of work to past survey years

- Hybrid mailing approach: Multi-contact mailed invitations to 2,700 households (1,200 receive paper surveys with postage paid return envelopes, 1,500 receive postcard invitations to complete the survey online)
\$4,200/year
- Half-page of custom questions: **\$1,600/year**
- Custom benchmark comparisons: **\$1,120 per group/year**

2020 Total: \$15,220

Contact



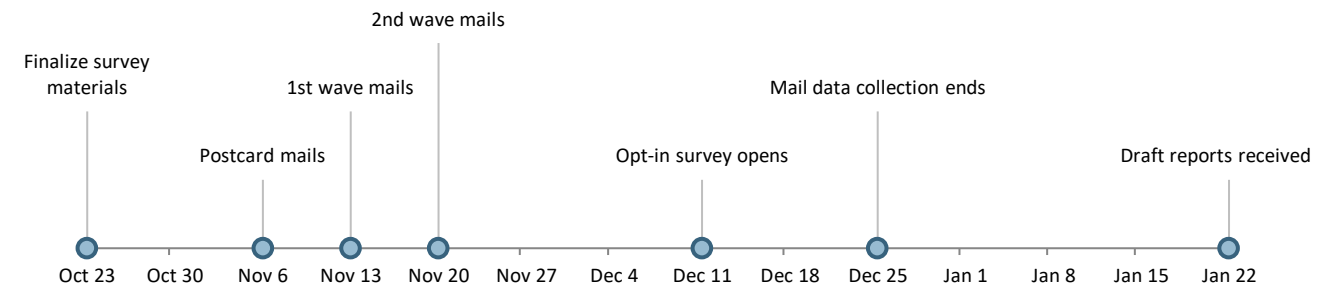
For further information:

Jade Arocha
Senior Program Manager
jade@polco.us
(303) 226-6987

Or hello@polco.us



Timeline for The National Community Survey™

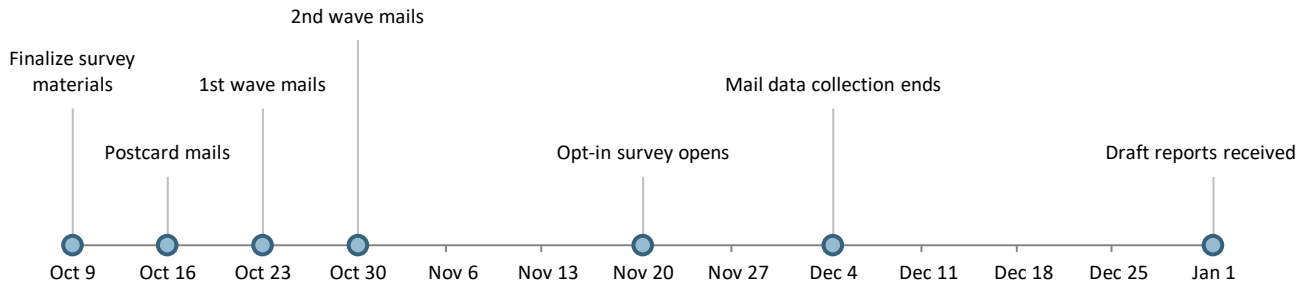


Item	Date
Preparing for the Survey	
⦿ The NCS survey process is initiated upon receipt of signed contract	Sep 25
← NRC emails you information to customize The NCS	Sep 25
→ Due to NRC: Selection of add-on options	Oct 2
→ Due to NRC: Drafts of the optional custom questions to be included in the survey	Oct 9
→ Due to NRC: Zip code information and GIS boundary data	Oct 9
⦿ NRC finalizes the survey instrument and mailing materials and sends .pdf samples for your records	Oct 23
⦿ NRC generates the sample of households in your community	Oct 23
⦿ NRC prints materials and prepares mailings	Oct 30
→ Due to NRC: Selection of custom benchmark profile(s) (if custom benchmark add-on selected)	Oct 30
Conducting the survey	
⦿ Survey materials are mailed	Nov 6 to Nov 20
⦿ Prenotification postcards sent	Nov 6
⦿ 1st wave of surveys sent	Nov 13
⦿ 2nd wave of surveys sent	Nov 20
→ Opt-in web survey link posted on your website (source link provided to you by NRC)	Dec 11
⦿ Data collection: surveys received and processed for your community	Nov 13 to Dec 25
→ Due to NRC: Final count of returned postcards	Dec 25
⦿ Survey analysis and report writing	Dec 25 to Jan 22
During this time, NRC will process the surveys, perform the data analysis, and produce a draft report for your community. The report of results will contain a description of the methodology, information on understanding the results, and graphs and tables of your results, as well as a description of NRC's database of normative data from across the U.S. and actual comparisons to your results, where appropriate.	
⦿	
← NRC emails draft report (in PDF format) to you along with invoice for balance due on The NCS Basic Service and any additional add-on options	Jan 22
→ Due to NRC: community feedback on the draft report (most final reports are identical to the draft reports, except being labeled as final instead of draft)	Jan 29
← NRC emails final report to you	Feb 5

Legend

← Indicates when items from NRC are due to you → Indicates when items from you are due to NRC ⦿ Indicates information items

Timeline for The National Community Survey™



Item	Date
Preparing for the Survey	
⦿ The NCS survey process is initiated upon receipt of signed contract	Sep 25
← NRC emails you information to customize The NCS	Sep 25
→ Due to NRC: Selection of add-on options	Oct 2
→ Due to NRC: Drafts of the optional custom questions to be included in the survey	Oct 2
→ Due to NRC: Zip code information and GIS boundary data	Oct 2
⦿ NRC finalizes the survey instrument and mailing materials and sends .pdf samples for your records	Oct 9
⦿ NRC generates the sample of households in your community	Oct 9
⦿ NRC prints materials and prepares mailings	Oct 9
→ Due to NRC: Selection of custom benchmark profile(s) (if custom benchmark add-on selected)	Oct 9
Conducting the survey	
⦿ Survey materials are mailed	Oct 16 to Oct 30
⦿ Prenotification postcards sent	Oct 16
⦿ 1st wave of surveys sent	Oct 23
⦿ 2nd wave of surveys sent	Oct 30
→ Opt-in web survey link posted on your website (source link provided to you by NRC)	Nov 20
⦿ Data collection: surveys received and processed for your community	Oct 23 to Dec 4
→ Due to NRC: Final count of returned postcards	Dec 4
⦿ Survey analysis and report writing	Dec 4 to Jan 1
During this time, NRC will process the surveys, perform the data analysis, and produce a draft report for your community. The report of results will contain a description of the methodology, information on understanding the results, and graphs and tables of your results, as well as a description of NRC's database of normative data from across the U.S. and actual comparisons to your results, where appropriate.	
⦿	
← NRC emails draft report (in PDF format) to you along with invoice for balance due on The NCS Basic Service and any additional add-on options	Jan 1
→ Due to NRC: community feedback on the draft report (most final reports are identical to the draft reports, except being labeled as final instead of draft)	Jan 8
← NRC emails final report to you	Jan 15

Legend

← Indicates when items from NRC are due to you → Indicates when items from you are due to NRC ⦿ Indicates information items

The City of Ramsey 2020 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Ramsey.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Ramsey as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Ramsey as a place to raise children	1	2	3	4	5
Ramsey as a place to work.....	1	2	3	4	5
Ramsey as a place to visit.....	1	2	3	4	5
Ramsey as a place to retire	1	2	3	4	5
The overall quality of life in Ramsey	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Ramsey as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Ramsey.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ramsey.....	1	2	3	4	5
Overall design or layout of Ramsey's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Ramsey (water, sewer, storm water, electric/gas)	1	2	3	4	5
Overall feeling of safety in Ramsey	1	2	3	4	5
Overall quality of natural environment in Ramsey	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Ramsey	1	2	3	4	5
Overall opportunities for education, culture and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Ramsey to someone who asks.....	1	2	3	4	5
Remain in Ramsey for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Ramsey's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Ramsey community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Ramsey as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Ramsey.....	1	2	3	4	5
Variety of business and service establishments in Ramsey	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Ramsey	1	2	3	4	5
Overall image or reputation of Ramsey.....	1	2	3	4	5

7. Please rate each of the following characteristics as they relate to Ramsey as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Ramsey	1	2	3	4	5
Ease of travel by public transportation in Ramsey	1	2	3	4	5
Ease of travel by bicycle in Ramsey	1	2	3	4	5
Ease of walking in Ramsey.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Ramsey	1	2	3	4	5
Overall appearance of Ramsey.....	1	2	3	4	5
Cleanliness of Ramsey.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Ramsey	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the City of Ramsey (in-person, phone, email or web) for help or information	1	2
Contacted Ramsey elected officials (in-person, phone, email or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Ramsey	1	2
Campaigned or advocated for a local issue, cause or candidate	1	2
Voted in your most recent local election	1	2
Used bus, rail, subway or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving	1	2

The City of Ramsey 2020 Community Survey

9. Please rate the quality of each of the following services in Ramsey.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Affordable high-speed internet access	1	2	3	4	5
Garbage collection	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.)	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas (open space, farmlands and greenbelts)	1	2	3	4	5
Ramsey open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services	1	2	3	4	5
Overall customer service by Ramsey employees (police, receptionists, planners, etc.)	1	2	3	4	5

10. Please rate the following categories of Ramsey government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Ramsey.....	1	2	3	4	5
The overall direction that Ramsey is taking.....	1	2	3	4	5
The job Ramsey government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Ramsey government.....	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5
Treating residents with respect	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Ramsey.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Ramsey community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Ramsey.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ramsey.....	1	2	3	4
Overall design or layout of Ramsey's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Ramsey (water, sewer, storm water, electric/gas)	1	2	3	4
Overall feeling of safety in Ramsey	1	2	3	4
Overall quality of natural environment in Ramsey	1	2	3	4
Overall quality of parks and recreation opportunities	1	2	3	4
Overall health and wellness opportunities in Ramsey	1	2	3	4
Overall opportunities for education, culture and the arts.....	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

xx. Custom Question #1 Custom Question #1 Custom Question #1 Custom Question #1 Custom Question #1
Custom Question #1 Custom Question #1 Custom Question #1 Custom Question #1 Custom Question #1
Custom Question #1 Custom Question #1 Custom Question #1 Custom Question #1 Custom Question #1
Custom Question #1 Custom Question #1
○ Scale point 1 ○ Scale point 2 ○ Scale point 3 ○ Scale point 4 ○ Scale point 5

xx. Custom Question #2 Custom Question #2 Custom Question #2 Custom Question #2 Custom Question #2
Custom Question #2 Custom Question #2 Custom Question #2 Custom Question #2 Custom Question #2
Custom Question #2 Custom Question #2 Custom Question #2 Custom Question #2 Custom Question #2
Custom Question #2 Custom Question #2
○ Scale point 1 ○ Scale point 2 ○ Scale point 3 ○ Scale point 4 ○ Scale point 5

xx. Custom Question #3 Custom Question #3 Custom Question #3 Custom Question #3 Custom Question #3
Custom Question #3 Custom Question #3 Custom Question #3 Custom Question #3 Custom Question #3
Custom Question #3 Custom Question #3 Custom Question #3 Custom Question #3 Custom Question #3
Custom Question #3 Custom Question #3
○ Scale point 1 ○ Scale point 2 ○ Scale point 3 ○ Scale point 4 ○ Scale point 5

xx. OPTIONAL [See Worksheets for details and price of this option] Open-Ended Question Open-Ended Question
Open-Ended Question Open-Ended Question Open-Ended Question Open-Ended Question Open-Ended
Question Open-Ended Question Open-Ended Question Open-Ended Question Open-Ended Question Open-
Ended Question

The City of Ramsey 2020 Community Survey

Our last questions are about you and your household.

Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Would you say that in general your health is:

- ☐ Excellent
 ☐ Very good
 ☐ Good
 ☐ Fair
 ☐ Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- ☐ Very positive
 ☐ Somewhat positive
 ☐ Neutral
 ☐ Somewhat negative
 ☐ Very negative

D4. How many years have you lived in Ramsey?

- ☐ Less than 2 years
☐ 2-5 years
☐ 6-10 years
☐ 11-20 years
☐ More than 20 years

D5. Which best describes the building you live in?

- ☐ One family house detached from any other houses
☐ Building with two or more homes
 (duplex, townhome, apartment or condominium)
☐ Mobile home
☐ Other

D6. Do you rent or own your home?

- ☐ Rent
☐ Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- ☐ Less than \$500
 ☐ \$2,000 to \$2,499
☐ \$500 to \$999
 ☐ \$2,500 to \$2,999
☐ \$1,000 to \$1,499
 ☐ \$3,000 to \$3,499
☐ \$1,500 to \$1,999
 ☐ \$3,500 or more

D8. Do any children 17 or under live in your household?

- ☐ No
 ☐ Yes

D9. Are you or any other members of your household aged 65 or older?

- ☐ No
 ☐ Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ Less than \$25,000
 ☐ \$75,000 to \$99,999
☐ \$25,000 to \$49,999
 ☐ \$100,000 to \$149,999
☐ \$50,000 to \$74,999
 ☐ \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

- ☐ No, not Spanish, Hispanic or Latino
☐ Yes, I consider myself to be Spanish, Hispanic or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- ☐ American Indian or Alaskan Native
☐ Asian, Asian Indian or Pacific Islander
☐ Black or African American
☐ White
☐ Other

D13. In which category is your age?

- ☐ 18-24 years
 ☐ 55-64 years
☐ 25-34 years
 ☐ 65-74 years
☐ 35-44 years
 ☐ 75 years or older
☐ 45-54 years

D14. What is your gender?

- ☐ Female
☐ Male
☐ Identify in another way

Thank you!

Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

Topic	Recommended/Sample Questions
<p>COVID-19 Impacts (physical, emotional, economic)</p>	<p>How would you rate your household on the following: [Excellent/Good/Fair/Poor/Don't know]</p> <p>Overall physical health Overall emotional/social health Overall economic health</p> <p>We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY. [Major problem, Moderate problem, Minor problem, Not a problem, Don't know]</p> <p>Household member(s) have COVID-19 or COVID-like symptoms (fever, shortness of breath, dry cough) Access to medical services (e.g., emergency care, basic medical care and needed prescriptions) A shortage of food A shortage of sanitation and cleaning supplies (e.g., toilet paper, disinfectants, etc.) Loss of employment income Loss of income from retirement savings Trouble paying for food or housing Not being able to exercise Feeling alone/isolated, not being able to socialize with other people Feeling nervous, anxious or on edge Boredom Not knowing when pandemic will end/not feeling in control Household members not getting along Lack of technology to perform online work (e.g., internet access, computer, tablet, etc.) Lack of technology to perform online schooling (e.g., internet access, computer, tablet, etc.) Helping my children with on-line schooling Not knowing if schooling will be on-line (virtual) Lack of skills to use technology to communicate Providing financial, emotional, or other support for extended family not living with you Lack of childcare/supervision Not knowing enough about COVID-19 testing locations, costs, or eligibility to be tested Long wait times at COVID-19 testing facilities Long wait times to get COVID-19 tests back Not knowing how safe it is for my household to participate in reopening activities</p>
<p>COVID prevalence and testing</p>	<p>Because COVID-19 test kits have not always been easily accessible, it is difficult to estimate our community's exposure. People who have had COVID-like symptoms may not have been tested and it can be hard to distinguish symptoms from the flu or common cold.</p> <p>Have you and/or other household members been tested for COVID-19 (viral test for people who actively have an infection)? [Never tested, Not tested but presumed positive by medical professional, Tested and waiting results, Tested negative, Tested positive] Me Someone else in my household</p> <p>Have you and/or other household members been tested for COVID-19 antibodies (antibody test for people who have had COVID but are not actively infected)? [Never tested, Not tested but presumed positive by medical professional, Tested and waiting results, Tested negative, Tested positive] Me Someone else in my household</p>

	<p>If you or someone in your household has experienced COVID-19-like symptoms or was likely exposed to COVID-19 and did not get tested in the last 30 days, what are the reason(s) you did not get tested?</p> <p>Not knowing enough about testing locations, costs, or eligibility to be tested</p> <p>Long wait times at testing facilities</p> <p>Long wait times to get tests back</p> <p>Did not fit criteria (no symptoms, not enough exposure)</p> <p>Didn't want to know results</p> <p>Wanted to save tests for people of higher need</p> <p>Other _____</p>
<p>Speed of Reopening</p>	<p>Thinking about government plans to lift restrictions on businesses and community gathering areas or venues, how would you rate the reopening at each of the following levels of government?</p> <p><i>Too fast, About right, Too slow, Don't know the plans, Not applicable</i></p> <p>Your city or town</p> <p>Your county</p> <p>Your state</p> <p>Which statement about reopening is closest to your thoughts?</p> <p>A. Most of us need to stay at home until we know about this virus and how to treat it or a vaccine is developed</p> <p>B. We need to open the economy now and deal with the health consequences as we build immunity and recover economically</p> <p>Strongly agree with A</p> <p>Agree more with A than B</p> <p>Agree more with B than A</p> <p>Strongly agree with B</p> <p>Cannot decide/need more information</p> <p>As your local community takes steps to resume normal activities, how concerned are you about the following:</p> <p><i>Very concerned, Moderately concerned, Slightly concerned, Not at all concerned, Don't know</i></p> <p>Overall health of you and your family</p> <p>Likelihood that you or someone in your family will get COVID-19</p> <p>Our community's medical facilities and resources being overwhelmed by COVID-19</p> <p>Overall health and safety of vulnerable populations (e.g., older adults, those with chronic health issues)</p> <p>Not having the right information to make good choices about going out</p> <p>My behaviors impacting the health of vulnerable populations</p> <p>People not wearing masks in public places</p> <p>People not keeping physical distance in public places</p> <p>Thinking about the pace of reopening, how concerned are you about the following:</p> <p><i>Very concerned, Moderately concerned, Slightly concerned, Not at all concerned, Don't know</i></p> <p>Becoming, or continuing to be, unemployed</p> <p>An economic recession</p> <p>The loss of locally-owned or small businesses</p>

<p>Resident reengagement in the economy</p>	<p>Regardless of current restrictions in your area, would you feel comfortable or uncomfortable doing the following at this time? Very comfortable, Moderately comfortable, neither comfortable nor uncomfortable, Moderately uncomfortable, Very uncomfortable</p> <p>Going to a grocery store Going to a retail store Shopping outdoors at a pedestrian mall or on streets where merchants have outdoor/sidewalk tables and booths Eating out in a restaurant indoors Eating out in a restaurant on a patio or outdoors Eating at an open area with food trucks Using take-out/delivery service from restaurants Going to parks and trails Going to a bar Going to a gym or other fitness center Attending a large venue or event</p> <p>How important, if at all, are the following to make you feel comfortable enough to return to retail stores, restaurants, etc.? <i>Essential, Important, Moderately important, Slightly important, Not at all important, Don't know</i></p> <p>A "Seal of Safety" by a government agency Enhanced cleaning/disinfecting All employees wearing masks All customers wearing masks, when possible Limiting the number of people to ensure physical distance Regular testing of employees for symptoms (and follow-up for COVID-19 tests) Antibody testing to determine potential immunity Contact tracing to track people who interacted with those with positive test results</p> <p>How much do you support or oppose the following changes to policies and zoning regulations that will allow businesses to operate differently in the post-COVID-19 recovery: Strongly support, somewhat support, somewhat oppose, Strongly oppose, Don't know</p> <p>The use of vacant lots for outdoor dining Creating parklets or small areas on street where retail can sell outside Enabling large vacant buildings to be converted into smaller retail/office space Allowing businesses to sell liquor with to-go orders Changing zoning requirements to create easier access for food trucks</p>
<p>Workforce impacts</p>	<p>How many adult members of your household currently work for pay? 0 1 2 3 or more</p> <p>How much of a problem, if at all, are the following issues for the people in your household who work for pay as a result of the COVID-19 pandemic? [major problem, moderate problem, minor problem, not a problem, not applicable (N/A)]</p> <p>Loss of job due to COVID-19 Reduced income from job due to COVID-19</p>

	<p>Uncertainty of job or income due to COVID-19</p> <p>Daycare/child care/return to school challenges</p> <p>Concern about being exposed to COVID-19 on the job</p> <p>Concerns about infecting others in my workplace</p> <p>Lack of technology to work from home</p> <p>Missing work due to illness</p>
<p>Ratings of Government Response to Pandemic</p>	<p>Overall, please rate the response of the following government organizations to COVID-19?</p> <p>[Excellent, Good, Fair, Poor, Don't know]</p> <p>The Federal government</p> <p>The State government</p> <p>The local government</p>
<p>Priorities for local government budget recovery</p>	<p>We know the COVID-19 pandemic has caused significant economic impacts on our business community and our residents. Our local government also will be significantly affected by the pandemic due to decreased tax revenues and unanticipated expenses related to management of COVID-19.</p> <p>If the gap between costs and revenues widens, how much would you support or oppose your local government taking each of the following actions?</p> <p>(Strongly support, somewhat support, somewhat oppose, strongly oppose)</p> <p>A property tax increase</p> <p>A sales tax increase</p> <p>Raise fees for services</p> <p>Cut or decrease services</p>



THE NCSTM

The National Citizen SurveyTM

Ramsey, MN

Technical Appendices

2018



2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863



777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

Contents

Appendix A: Complete Survey Responses	1
Appendix B: Benchmark Comparisons	19
Appendix C: Detailed Survey Methods	31
Appendix D: Survey Materials	36



The National Citizen Survey™
© 2001-2018 National Research Center, Inc.

The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Ramsey:	Excellent		Good		Fair		Poor		Total	
Ramsey as a place to live	28%	N=130	57%	N=264	14%	N=64	1%	N=4	100%	N=462
Your neighborhood as a place to live	37%	N=172	45%	N=210	15%	N=67	3%	N=15	100%	N=463
Ramsey as a place to raise children	29%	N=118	58%	N=232	11%	N=45	2%	N=8	100%	N=402
Ramsey as a place to work	11%	N=30	39%	N=107	30%	N=83	20%	N=55	100%	N=276
Ramsey as a place to visit	11%	N=46	28%	N=122	39%	N=169	22%	N=95	100%	N=432
Ramsey as a place to retire	14%	N=52	41%	N=147	30%	N=109	14%	N=52	100%	N=360
The overall quality of life in Ramsey	18%	N=83	63%	N=293	17%	N=77	2%	N=8	100%	N=461

Table 2: Question 2

Please rate each of the following characteristics as they relate to Ramsey as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Ramsey	29%	N=134	61%	N=280	10%	N=45	1%	N=3	100%	N=462
Overall ease of getting to the places you usually have to visit	19%	N=86	51%	N=235	23%	N=105	8%	N=38	100%	N=463
Quality of overall natural environment in Ramsey	24%	N=108	60%	N=272	14%	N=66	2%	N=9	100%	N=455
Overall “built environment” of Ramsey (including overall design, buildings, parks and transportation systems)	10%	N=48	48%	N=218	32%	N=144	10%	N=46	100%	N=455
Health and wellness opportunities in Ramsey	13%	N=56	46%	N=189	32%	N=133	9%	N=37	100%	N=415
Overall opportunities for education and enrichment	7%	N=28	45%	N=173	37%	N=141	10%	N=40	100%	N=381
Overall economic health of Ramsey	8%	N=29	46%	N=177	37%	N=142	9%	N=35	100%	N=383
Sense of community	10%	N=43	38%	N=170	43%	N=191	10%	N=44	100%	N=447
Overall image or reputation of Ramsey	11%	N=47	49%	N=216	32%	N=141	8%	N=36	100%	N=440

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Ramsey to someone who asks	45%	N=206	39%	N=177	12%	N=55	4%	N=21	100%	N=459
Remain in Ramsey for the next five years	57%	N=257	29%	N=133	10%	N=46	4%	N=18	100%	N=454

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	80%	N=372	17%	N=78	1%	N=4	1%	N=3	1%	N=6	100%	N=463
In Ramsey's downtown/commercial areas during the day	76%	N=329	20%	N=87	2%	N=10	1%	N=3	1%	N=4	100%	N=432
In your neighborhood after dark	49%	N=223	38%	N=174	9%	N=42	3%	N=12	2%	N=8	100%	N=459
In Ramsey's downtown/commercial areas after dark	40%	N=157	44%	N=173	12%	N=47	3%	N=12	1%	N=4	100%	N=394

The National Citizen Survey™

Table 5: Question 5

Please rate each of the following characteristics as they relate to Ramsey as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	11%	N=50	48%	N=223	27%	N=125	14%	N=65	100%	N=462
Ease of travel by car in Ramsey	17%	N=80	52%	N=242	23%	N=108	7%	N=34	100%	N=464
Ease of travel by bicycle in Ramsey	18%	N=65	44%	N=162	27%	N=99	11%	N=41	100%	N=367
Ease of walking in Ramsey	19%	N=83	48%	N=207	25%	N=109	8%	N=35	100%	N=435
Availability of paths and walking trails	22%	N=98	47%	N=208	23%	N=104	8%	N=35	100%	N=446
Cleanliness of Ramsey	19%	N=87	55%	N=254	23%	N=105	3%	N=16	100%	N=461
Overall appearance of Ramsey	15%	N=69	53%	N=242	29%	N=131	3%	N=14	100%	N=456
Public places where people want to spend time	10%	N=45	41%	N=182	35%	N=156	14%	N=63	100%	N=445
Variety of housing options	16%	N=67	53%	N=225	27%	N=114	5%	N=21	100%	N=426
Availability of affordable quality housing	12%	N=46	52%	N=196	26%	N=97	10%	N=38	100%	N=378
Fitness opportunities (including exercise classes and paths or trails, etc.)	12%	N=52	52%	N=227	27%	N=120	9%	N=38	100%	N=437
Recreational opportunities	8%	N=34	43%	N=185	38%	N=167	11%	N=48	100%	N=433
Overall condition of City maintained streets	11%	N=48	44%	N=201	36%	N=166	10%	N=45	100%	N=460

Table 6: Question 6

Please rate each of the following characteristics as they relate to Ramsey as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	12%	N=24	49%	N=93	31%	N=60	7%	N=14	100%	N=190
K-12 education	18%	N=54	53%	N=163	21%	N=63	8%	N=26	100%	N=307
Adult educational opportunities	7%	N=20	45%	N=133	35%	N=104	13%	N=39	100%	N=296
Opportunities to attend cultural/arts/music activities	5%	N=19	39%	N=144	42%	N=155	14%	N=54	100%	N=372
Employment opportunities	4%	N=12	27%	N=76	42%	N=120	27%	N=77	100%	N=285
Shopping opportunities	2%	N=7	19%	N=83	35%	N=158	45%	N=200	100%	N=449
Cost of living in Ramsey	11%	N=49	39%	N=180	43%	N=196	7%	N=32	100%	N=457
Overall quality of business and service establishments in Ramsey	6%	N=25	40%	N=179	38%	N=170	17%	N=75	100%	N=449
Vibrant downtown/commercial area	3%	N=15	17%	N=73	40%	N=176	40%	N=175	100%	N=440
Overall quality of new development in Ramsey	6%	N=27	35%	N=151	40%	N=173	18%	N=77	100%	N=427
Opportunities to volunteer	5%	N=12	44%	N=103	39%	N=93	12%	N=29	100%	N=237
Opportunities to participate in community matters	7%	N=21	44%	N=132	42%	N=127	8%	N=23	100%	N=304

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Household member was a victim of a crime in Ramsey	94%	N=431	6%	N=30	100%	N=461
Reported a crime to the police in Ramsey	81%	N=373	19%	N=88	100%	N=461
Campaigned or advocated for an issue, cause or candidate	92%	N=424	8%	N=37	100%	N=461
Contacted the City of Ramsey (in-person, phone, email or web) for help or information	62%	N=286	38%	N=175	100%	N=461
Contacted Ramsey elected officials (in-person, phone, email or web) to express your opinion	89%	N=412	11%	N=49	100%	N=461

The National Citizen Survey™

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Ramsey?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Visited a neighborhood park or City park	21%	N=96	30%	N=140	36%	N=164	13%	N=61	100%	N=461
Attended a City-sponsored event	1%	N=4	5%	N=22	44%	N=204	50%	N=230	100%	N=461
Used rail or other public transportation instead of driving	7%	N=30	4%	N=18	25%	N=117	64%	N=297	100%	N=463
Walked or biked instead of driving	7%	N=33	21%	N=96	35%	N=159	37%	N=171	100%	N=461
Volunteered your time to some group/activity in Ramsey	2%	N=9	6%	N=26	12%	N=56	80%	N=371	100%	N=463

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=0	1%	N=5	13%	N=59	86%	N=396	100%	N=460
Watched (online or on television) a local public meeting	1%	N=3	2%	N=10	14%	N=67	83%	N=381	100%	N=461

Table 10: Question 10

Please rate the quality of each of the following services in Ramsey:	Excellent		Good		Fair		Poor		Total	
Police services	44%	N=190	47%	N=201	7%	N=31	1%	N=6	100%	N=428
Fire services	45%	N=159	50%	N=177	5%	N=18	0%	N=1	100%	N=355
Crime prevention	26%	N=92	58%	N=209	14%	N=51	2%	N=6	100%	N=359
Fire prevention and education	32%	N=97	51%	N=155	16%	N=50	2%	N=5	100%	N=307
Traffic enforcement	19%	N=73	56%	N=215	18%	N=70	6%	N=24	100%	N=383
Street repair	6%	N=28	37%	N=164	39%	N=177	18%	N=79	100%	N=448
Street cleaning	9%	N=43	46%	N=208	32%	N=143	12%	N=55	100%	N=449
Street lighting	10%	N=45	49%	N=214	26%	N=115	15%	N=68	100%	N=442
Snow removal	13%	N=59	45%	N=203	26%	N=119	16%	N=72	100%	N=453
Sidewalk maintenance	11%	N=41	48%	N=173	27%	N=95	14%	N=50	100%	N=359
Traffic signal timing	8%	N=35	45%	N=202	31%	N=142	16%	N=74	100%	N=453
Storm drainage	14%	N=56	61%	N=236	22%	N=86	3%	N=12	100%	N=390
Drinking water	23%	N=80	53%	N=183	20%	N=69	4%	N=12	100%	N=345
Sewer services	20%	N=59	65%	N=192	14%	N=42	1%	N=4	100%	N=297
City parks	20%	N=86	56%	N=246	21%	N=91	4%	N=16	100%	N=440
Recreation centers or facilities	14%	N=48	45%	N=159	29%	N=102	12%	N=43	100%	N=352
Land use, planning and zoning	8%	N=29	35%	N=129	32%	N=117	24%	N=88	100%	N=363
Code enforcement (weeds, abandoned buildings, etc.)	9%	N=32	41%	N=143	30%	N=107	20%	N=70	100%	N=352
Animal control	15%	N=51	46%	N=161	29%	N=101	10%	N=36	100%	N=348
Economic development	10%	N=37	37%	N=138	33%	N=122	19%	N=72	100%	N=369
Public information services	12%	N=46	49%	N=182	34%	N=128	5%	N=17	100%	N=373
Preservation of natural areas such as open space, farmlands and greenbelts	13%	N=51	50%	N=199	26%	N=103	12%	N=46	100%	N=400
Overall customer service by Ramsey employees (police, receptionists, planners, etc.)	28%	N=110	54%	N=212	15%	N=61	3%	N=13	100%	N=396
Trail maintenance	13%	N=53	57%	N=224	24%	N=93	6%	N=25	100%	N=395

The National Citizen Survey™

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Ramsey	22%	N=92	55%	N=233	20%	N=85	3%	N=15	100%	N=425
The Federal Government	7%	N=26	38%	N=144	38%	N=144	17%	N=62	100%	N=376
Anoka County Government	10%	N=40	53%	N=215	31%	N=125	5%	N=22	100%	N=402
The State of Minnesota	11%	N=41	45%	N=176	35%	N=137	9%	N=36	100%	N=389

Table 12: Question 12

Please rate the following categories of Ramsey government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Ramsey	6%	N=24	39%	N=167	40%	N=169	15%	N=66	100%	N=425
The overall direction that Ramsey is taking	7%	N=31	41%	N=173	33%	N=138	18%	N=76	100%	N=418
The job Ramsey government does at welcoming citizen involvement	11%	N=40	44%	N=156	33%	N=118	12%	N=44	100%	N=358
Overall confidence in Ramsey government	7%	N=29	44%	N=178	34%	N=136	15%	N=59	100%	N=402
Generally acting in the best interest of the community	9%	N=39	47%	N=191	31%	N=126	13%	N=54	100%	N=409
Being honest	12%	N=44	48%	N=170	29%	N=102	11%	N=41	100%	N=357
Treating all residents fairly	12%	N=42	46%	N=167	32%	N=116	10%	N=34	100%	N=359
Development and success of a strategic action plan	9%	N=31	40%	N=138	30%	N=101	21%	N=70	100%	N=340

Table 13: Question 13

Please rate how important, if at all, you think it is for the Ramsey community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Ramsey	50%	N=229	36%	N=163	14%	N=64	0%	N=2	100%	N=459
Overall ease of getting to the places you usually have to visit	29%	N=135	47%	N=214	21%	N=98	3%	N=12	100%	N=459
Quality of overall natural environment in Ramsey	31%	N=140	49%	N=225	17%	N=80	3%	N=14	100%	N=460
Overall "built environment" of Ramsey (including overall design, buildings, parks and transportation systems)	30%	N=137	45%	N=206	23%	N=107	2%	N=8	100%	N=458
Health and wellness opportunities in Ramsey	23%	N=106	39%	N=181	33%	N=150	5%	N=23	100%	N=460
Overall opportunities for education and enrichment	25%	N=115	36%	N=166	33%	N=151	6%	N=25	100%	N=457
Overall economic health of Ramsey	40%	N=184	45%	N=206	14%	N=64	1%	N=5	100%	N=458
Sense of community	23%	N=107	44%	N=201	31%	N=143	2%	N=7	100%	N=457

Table 14: Question 14

To what extent are each of the following a source of information for you about Ramsey city government and its activities?	Major source		Moderate source		Minor source		Not a source		Total	
City newsletter (Ramsey Resident)	59%	N=275	27%	N=124	10%	N=49	3%	N=15	100%	N=464
Local newspaper	9%	N=41	27%	N=123	26%	N=121	38%	N=178	100%	N=463
City website (www.cityoframsey.com)	16%	N=73	34%	N=157	31%	N=141	19%	N=87	100%	N=457
Word-of-mouth	12%	N=56	40%	N=184	30%	N=140	18%	N=81	100%	N=461
Cable television (QCTV)	2%	N=8	12%	N=53	19%	N=87	68%	N=311	100%	N=459
City employees	4%	N=20	14%	N=66	25%	N=117	56%	N=257	100%	N=459
Public meetings	4%	N=17	14%	N=63	28%	N=130	55%	N=252	100%	N=462
City social media (Facebook)	21%	N=98	24%	N=108	14%	N=63	42%	N=191	100%	N=460

The National Citizen Survey™

Table 15: Question 15

Please indicate how likely you would be, if at all, to engage with the City on the following social media platforms in the future:	Very likely		Somewhat likely		Not at all likely		Total	
City Facebook page	35%	N=147	28%	N=117	38%	N=159	100%	N=423
City Twitter feed	6%	N=25	11%	N=42	83%	N=318	100%	N=385
Nextdoor	13%	N=44	21%	N=74	66%	N=229	100%	N=348
Instagram	7%	N=25	18%	N=68	76%	N=288	100%	N=381

Table 16: Question 16

Please indicate to what extent you support or oppose the city investigating the following changes to new or existing amenities, each of which could accordingly result in an increase to the tax levy:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
Making improvements to existing/established parks	33%	N=149	51%	N=226	11%	N=50	5%	N=21	100%	N=446
Building new parks	27%	N=117	38%	N=168	24%	N=103	11%	N=50	100%	N=438
Making improvements to existing trails	35%	N=155	46%	N=203	13%	N=58	6%	N=27	100%	N=444
Building new trails	34%	N=149	41%	N=182	15%	N=64	11%	N=47	100%	N=441
Building a new community center	34%	N=141	31%	N=129	20%	N=82	15%	N=63	100%	N=415

Table 17: Question 17

Please rate how important, if at all, you think each of the following priorities are for the City to focus on in the next five years:	Essential		Very important		Somewhat important		Not at all important		Total	
Balancing rural character and urban growth (development patterns)	40%	N=183	31%	N=143	24%	N=109	5%	N=24	100%	N=460
Creating an active community (parks, trails, open space, recreation)	28%	N=131	40%	N=185	26%	N=117	6%	N=27	100%	N=460
Creating a connected community (roads, trails, sidewalks, rail, transportation)	39%	N=179	32%	N=146	23%	N=106	6%	N=27	100%	N=459
Creating a positive learning environment (education and outreach)	23%	N=106	32%	N=145	35%	N=161	10%	N=46	100%	N=459

Table 18: Question 18

How interested are you, if at all, in receiving information from the City about each of the following topics?	Extremely interested		Very interested		Moderately interested		Slightly interested		Not at all interested		Total	
Council & Commissions topics/agendas	11%	N=52	19%	N=87	36%	N=167	19%	N=85	14%	N=66	100%	N=457
Lifestyle/community interest	13%	N=61	30%	N=137	31%	N=143	16%	N=73	9%	N=41	100%	N=456
Recreation	22%	N=103	34%	N=153	28%	N=127	10%	N=45	6%	N=30	100%	N=457
Local businesses (e.g., new/expanded businesses, grand openings, etc.)	22%	N=98	38%	N=173	25%	N=115	9%	N=40	7%	N=31	100%	N=457
Public safety	21%	N=96	38%	N=175	25%	N=116	11%	N=50	4%	N=19	100%	N=457
Events	24%	N=108	39%	N=179	26%	N=118	8%	N=35	4%	N=19	100%	N=458
Road work	23%	N=107	40%	N=183	22%	N=103	10%	N=47	4%	N=18	100%	N=458
Real estate development projects	15%	N=70	31%	N=140	31%	N=140	14%	N=66	9%	N=40	100%	N=456
Getting involved/engagement opportunities	9%	N=41	22%	N=100	35%	N=158	21%	N=94	13%	N=61	100%	N=454
Budget/performance measurements	12%	N=56	26%	N=119	30%	N=139	19%	N=87	12%	N=56	100%	N=456

The National Citizen Survey™

Table 19: Question 19

The City employs a long-term maintenance program to cost-effectively maintain all 175-plus miles of City streets. Currently, street reconstruction projects are funded 25% by special assessments levied against benefitting properties, and 75% by street reconstruction bonds, which are paid back using general property taxes. The City periodically evaluates funding sources for this on-going program. Please indicate the extent to which you would support or oppose the following funding sources:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
Current method, which requires 25% of funding by special assessments levied against benefitting properties over 5-15 years	34%	N=132	44%	N=169	11%	N=44	11%	N=43	100%	N=390
Zero special assessments levied against benefitting properties, which requires 100% of funding by general property tax increases	9%	N=36	23%	N=89	29%	N=110	39%	N=148	100%	N=383
Electric and/or gas utility fee increases, approximately \$8 per utility, per month	5%	N=21	21%	N=82	29%	N=113	45%	N=175	100%	N=391

Table 20: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	2%	N=8	1%	N=7	4%	N=18	20%	N=90	73%	N=337	100%	N=460
Purchase goods or services from a business located in Ramsey	1%	N=5	11%	N=49	43%	N=197	33%	N=152	12%	N=57	100%	N=460
Vote in local elections	10%	N=46	8%	N=37	16%	N=72	27%	N=125	39%	N=176	100%	N=456

Table 21: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	8%	N=38
Somewhat positive	32%	N=145
Neutral	50%	N=231
Somewhat negative	8%	N=37
Very negative	2%	N=8
Total	100%	N=459

Table 22: Question D4

What is your employment status?	Percent	Number
Working full time for pay	74%	N=339
Working part time for pay	6%	N=28
Unemployed, looking for paid work	2%	N=10
Unemployed, not looking for paid work	2%	N=11
Fully retired	16%	N=72
Total	100%	N=460

Table 23: Question D5

Do you work inside the boundaries of Ramsey?	Percent	Number
Yes, outside the home	15%	N=67
Yes, from home	7%	N=33
No	78%	N=352
Total	100%	N=452

The National Citizen Survey™

Table 24: Question D6

How many years have you lived in Ramsey?	Percent	Number
Less than 2 years	16%	N=72
2 to 5 years	25%	N=116
6 to 10 years	13%	N=60
11 to 20 years	20%	N=95
More than 20 years	26%	N=120
Total	100%	N=463

Table 25: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	82%	N=377
Building with two or more homes (duplex, townhome, apartment or condominium)	18%	N=81
Mobile home	0%	N=0
Other	1%	N=3
Total	100%	N=462

Table 26: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	6%	N=29
Owned	94%	N=432
Total	100%	N=461

Table 27: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=11
\$300 to \$599 per month	6%	N=28
\$600 to \$999 per month	13%	N=58
\$1,000 to \$1,499 per month	34%	N=152
\$1,500 to \$2,499 per month	38%	N=173
\$2,500 or more per month	6%	N=27
Total	100%	N=450

Table 28: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	54%	N=250
Yes	46%	N=212
Total	100%	N=463

The National Citizen Survey™

Table 29: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	79%	N=362
Yes	21%	N=97
Total	100%	N=459

Table 30: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	3%	N=13
\$25,000 to \$49,999	9%	N=42
\$50,000 to \$99,999	39%	N=171
\$100,000 to \$149,999	35%	N=154
\$150,000 or more	14%	N=62
Total	100%	N=443

Table 31: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=450
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=7
Total	100%	N=457

Table 32: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=5
Asian, Asian Indian or Pacific Islander	3%	N=14
Black or African American	1%	N=5
White	93%	N=428
Other	3%	N=15

Total may exceed 100% as respondents could select more than one option.

Table 33: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=11
25 to 34 years	27%	N=125
35 to 44 years	23%	N=106
45 to 54 years	21%	N=96
55 to 64 years	11%	N=49
65 to 74 years	11%	N=52
75 years or older	4%	N=20
Total	100%	N=459

The National Citizen Survey™

Table 34: Question D16

What is your sex?	Percent	Number
Female	50%	N=225
Male	50%	N=226
Total	100%	N=451

Table 35: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=337
Land line	12%	N=56
Both	15%	N=67
Total	100%	N=460

Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 36: Question 1

Please rate each of the following aspects of quality of life in Ramsey:	Excellent		Good		Fair		Poor		Don't know		Total	
Ramsey as a place to live	28%	N=130	57%	N=264	14%	N=64	1%	N=4	0%	N=1	100%	N=464
Your neighborhood as a place to live	37%	N=172	45%	N=210	14%	N=67	3%	N=15	0%	N=1	100%	N=465
Ramsey as a place to raise children	25%	N=118	50%	N=232	10%	N=45	2%	N=8	13%	N=61	100%	N=463
Ramsey as a place to work	7%	N=30	23%	N=107	18%	N=83	12%	N=55	40%	N=185	100%	N=461
Ramsey as a place to visit	10%	N=46	26%	N=122	36%	N=169	20%	N=95	7%	N=32	100%	N=464
Ramsey as a place to retire	11%	N=52	32%	N=147	24%	N=109	11%	N=52	22%	N=103	100%	N=462
The overall quality of life in Ramsey	18%	N=83	63%	N=293	17%	N=77	2%	N=8	1%	N=4	100%	N=465

Table 37: Question 2

Please rate each of the following characteristics as they relate to Ramsey as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Ramsey	29%	N=134	60%	N=280	10%	N=45	1%	N=3	0%	N=2	100%	N=464
Overall ease of getting to the places you usually have to visit	19%	N=86	51%	N=235	23%	N=105	8%	N=38	0%	N=1	100%	N=464
Quality of overall natural environment in Ramsey	23%	N=108	59%	N=272	14%	N=66	2%	N=9	1%	N=5	100%	N=460
Overall “built environment” of Ramsey (including overall design, buildings, parks and transportation systems)	10%	N=48	47%	N=218	31%	N=144	10%	N=46	2%	N=7	100%	N=463
Health and wellness opportunities in Ramsey	12%	N=56	41%	N=189	29%	N=133	8%	N=37	10%	N=46	100%	N=461
Overall opportunities for education and enrichment	6%	N=28	37%	N=173	30%	N=141	9%	N=40	18%	N=82	100%	N=463
Overall economic health of Ramsey	6%	N=29	38%	N=177	31%	N=142	8%	N=35	17%	N=81	100%	N=464
Sense of community	9%	N=43	37%	N=170	42%	N=191	10%	N=44	2%	N=11	100%	N=458
Overall image or reputation of Ramsey	10%	N=47	47%	N=216	31%	N=141	8%	N=36	5%	N=22	100%	N=462

Table 38: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Ramsey to someone who asks	45%	N=206	38%	N=177	12%	N=55	4%	N=21	1%	N=3	100%	N=462
Remain in Ramsey for the next five years	56%	N=257	29%	N=133	10%	N=46	4%	N=18	1%	N=5	100%	N=459

Table 39: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	80%	N=372	17%	N=78	1%	N=4	1%	N=3	1%	N=6	0%	N=1	100%	N=464
In Ramsey's downtown/commercial areas during the day	71%	N=329	19%	N=87	2%	N=10	1%	N=3	1%	N=4	7%	N=31	100%	N=463
In your neighborhood after dark	48%	N=223	38%	N=174	9%	N=42	3%	N=12	2%	N=8	1%	N=4	100%	N=464
In Ramsey's downtown/commercial areas after dark	34%	N=157	37%	N=173	10%	N=47	3%	N=12	1%	N=4	15%	N=69	100%	N=463

The National Citizen Survey™

Table 40: Question 5

Please rate each of the following characteristics as they relate to Ramsey as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	11%	N=50	48%	N=223	27%	N=125	14%	N=65	0%	N=0	100%	N=462
Ease of travel by car in Ramsey	17%	N=80	52%	N=242	23%	N=108	7%	N=34	0%	N=0	100%	N=464
Ease of travel by bicycle in Ramsey	14%	N=65	35%	N=162	21%	N=99	9%	N=41	21%	N=96	100%	N=463
Ease of walking in Ramsey	18%	N=83	45%	N=207	24%	N=109	8%	N=35	5%	N=23	100%	N=458
Availability of paths and walking trails	21%	N=98	45%	N=208	23%	N=104	8%	N=35	4%	N=17	100%	N=463
Cleanliness of Ramsey	19%	N=87	55%	N=254	23%	N=105	3%	N=16	0%	N=2	100%	N=463
Overall appearance of Ramsey	15%	N=69	52%	N=242	28%	N=131	3%	N=14	1%	N=6	100%	N=462
Public places where people want to spend time	10%	N=45	39%	N=182	34%	N=156	14%	N=63	4%	N=18	100%	N=463
Variety of housing options	14%	N=67	49%	N=225	25%	N=114	4%	N=21	8%	N=36	100%	N=462
Availability of affordable quality housing	10%	N=46	43%	N=196	21%	N=97	8%	N=38	18%	N=82	100%	N=460
Fitness opportunities (including exercise classes and paths or trails, etc.)	11%	N=52	49%	N=227	26%	N=120	8%	N=38	6%	N=26	100%	N=463
Recreational opportunities	7%	N=34	40%	N=185	36%	N=167	10%	N=48	6%	N=29	100%	N=462
Overall condition of City maintained streets	10%	N=48	43%	N=201	36%	N=166	10%	N=45	1%	N=3	100%	N=463

Table 41: Question 6

Please rate each of the following characteristics as they relate to Ramsey as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	5%	N=24	20%	N=93	13%	N=60	3%	N=14	58%	N=266	100%	N=457
K-12 education	12%	N=54	36%	N=163	14%	N=63	6%	N=26	33%	N=151	100%	N=458
Adult educational opportunities	4%	N=20	29%	N=133	23%	N=104	9%	N=39	35%	N=161	100%	N=457
Opportunities to attend cultural/arts/music activities	4%	N=19	31%	N=144	34%	N=155	12%	N=54	19%	N=88	100%	N=460
Employment opportunities	3%	N=12	17%	N=76	26%	N=120	17%	N=77	38%	N=174	100%	N=460
Shopping opportunities	1%	N=7	18%	N=83	34%	N=158	44%	N=200	2%	N=11	100%	N=460
Cost of living in Ramsey	11%	N=49	39%	N=180	42%	N=196	7%	N=32	1%	N=5	100%	N=462
Overall quality of business and service establishments in Ramsey	6%	N=25	39%	N=179	37%	N=170	16%	N=75	2%	N=11	100%	N=460
Vibrant downtown/commercial area	3%	N=15	16%	N=73	38%	N=176	38%	N=175	5%	N=23	100%	N=462
Overall quality of new development in Ramsey	6%	N=27	33%	N=151	37%	N=173	17%	N=77	8%	N=35	100%	N=462
Opportunities to volunteer	3%	N=12	23%	N=103	20%	N=93	6%	N=29	48%	N=217	100%	N=454
Opportunities to participate in community matters	5%	N=21	29%	N=132	27%	N=127	5%	N=23	34%	N=159	100%	N=462

Table 42: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Household member was a victim of a crime in Ramsey	94%	N=431	6%	N=30	100%	N=461
Reported a crime to the police in Ramsey	81%	N=373	19%	N=88	100%	N=461
Campaigned or advocated for an issue, cause or candidate	92%	N=424	8%	N=37	100%	N=461
Contacted the City of Ramsey (in-person, phone, email or web) for help or information	62%	N=286	38%	N=175	100%	N=461
Contacted Ramsey elected officials (in-person, phone, email or web) to express your opinion	89%	N=412	11%	N=49	100%	N=461

The National Citizen Survey™

Table 43: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Ramsey?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Visited a neighborhood park or City park	21%	N=96	30%	N=140	36%	N=164	13%	N=61	100%	N=461
Attended a City-sponsored event	1%	N=4	5%	N=22	44%	N=204	50%	N=230	100%	N=461
Used rail or other public transportation instead of driving	7%	N=30	4%	N=18	25%	N=117	64%	N=297	100%	N=463
Walked or biked instead of driving	7%	N=33	21%	N=96	35%	N=159	37%	N=171	100%	N=461
Volunteered your time to some group/activity in Ramsey	2%	N=9	6%	N=26	12%	N=56	80%	N=371	100%	N=463

Table 44: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=0	1%	N=5	13%	N=59	86%	N=396	100%	N=460
Watched (online or on television) a local public meeting	1%	N=3	2%	N=10	14%	N=67	83%	N=381	100%	N=461

Table 45: Question 10

Please rate the quality of each of the following services in Ramsey:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	41%	N=190	44%	N=201	7%	N=31	1%	N=6	7%	N=34	100%	N=462
Fire services	34%	N=159	38%	N=177	4%	N=18	0%	N=1	23%	N=107	100%	N=462
Crime prevention	20%	N=92	45%	N=209	11%	N=51	1%	N=6	22%	N=103	100%	N=461
Fire prevention and education	21%	N=97	34%	N=155	11%	N=50	1%	N=5	33%	N=154	100%	N=461
Traffic enforcement	16%	N=73	47%	N=215	15%	N=70	5%	N=24	16%	N=70	100%	N=453
Street repair	6%	N=28	36%	N=164	38%	N=177	17%	N=79	3%	N=12	100%	N=461
Street cleaning	9%	N=43	45%	N=208	31%	N=143	12%	N=55	3%	N=13	100%	N=462
Street lighting	10%	N=45	47%	N=214	25%	N=115	15%	N=68	4%	N=19	100%	N=461
Snow removal	13%	N=59	44%	N=203	26%	N=119	16%	N=72	1%	N=5	100%	N=458
Sidewalk maintenance	9%	N=41	38%	N=173	21%	N=95	11%	N=50	22%	N=101	100%	N=460
Traffic signal timing	8%	N=35	44%	N=202	31%	N=142	16%	N=74	1%	N=7	100%	N=460
Storm drainage	12%	N=56	51%	N=236	19%	N=86	3%	N=12	15%	N=69	100%	N=459
Drinking water	17%	N=80	40%	N=183	15%	N=69	3%	N=12	25%	N=116	100%	N=461
Sewer services	13%	N=59	42%	N=192	9%	N=42	1%	N=4	35%	N=162	100%	N=459
City parks	19%	N=86	54%	N=246	20%	N=91	4%	N=16	4%	N=20	100%	N=460
Recreation centers or facilities	10%	N=48	35%	N=159	22%	N=102	9%	N=43	23%	N=106	100%	N=458
Land use, planning and zoning	6%	N=29	28%	N=129	26%	N=117	19%	N=88	21%	N=96	100%	N=459
Code enforcement (weeds, abandoned buildings, etc.)	7%	N=32	32%	N=143	23%	N=107	15%	N=70	23%	N=103	100%	N=454
Animal control	11%	N=51	35%	N=161	22%	N=101	8%	N=36	24%	N=112	100%	N=460
Economic development	8%	N=37	30%	N=138	27%	N=122	16%	N=72	20%	N=91	100%	N=460
Public information services	10%	N=46	40%	N=182	28%	N=128	4%	N=17	18%	N=83	100%	N=456
Preservation of natural areas such as open space, farmlands and greenbelts	11%	N=51	44%	N=199	23%	N=103	10%	N=46	12%	N=56	100%	N=456

The National Citizen Survey™

Please rate the quality of each of the following services in Ramsey:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall customer service by Ramsey employees (police, receptionists, planners, etc.)	25%	N=110	48%	N=212	14%	N=61	3%	N=13	11%	N=50	100%	N=446
Trail maintenance	12%	N=53	49%	N=224	20%	N=93	5%	N=25	14%	N=62	100%	N=457

Table 46: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Ramsey	20%	N=92	51%	N=233	19%	N=85	3%	N=15	6%	N=29	100%	N=454
The Federal Government	6%	N=26	32%	N=144	32%	N=144	14%	N=62	17%	N=78	100%	N=454
Anoka County Government	9%	N=40	47%	N=215	28%	N=125	5%	N=22	12%	N=53	100%	N=455
The State of Minnesota	9%	N=41	39%	N=176	30%	N=137	8%	N=36	15%	N=66	100%	N=455

Table 47: Question 12

Please rate the following categories of Ramsey government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Ramsey	5%	N=24	37%	N=167	37%	N=169	14%	N=66	6%	N=28	100%	N=453
The overall direction that Ramsey is taking	7%	N=31	38%	N=173	30%	N=138	17%	N=76	8%	N=37	100%	N=455
The job Ramsey government does at welcoming citizen involvement	9%	N=40	34%	N=156	26%	N=118	10%	N=44	22%	N=98	100%	N=457
Overall confidence in Ramsey government	6%	N=29	39%	N=178	30%	N=136	13%	N=59	12%	N=54	100%	N=456
Generally acting in the best interest of the community	8%	N=39	42%	N=191	28%	N=126	12%	N=54	10%	N=47	100%	N=456
Being honest	10%	N=44	37%	N=170	22%	N=102	9%	N=41	21%	N=97	100%	N=454
Treating all residents fairly	9%	N=42	37%	N=167	25%	N=116	8%	N=34	21%	N=97	100%	N=456
Development and success of a strategic action plan	7%	N=31	30%	N=138	22%	N=101	15%	N=70	25%	N=115	100%	N=455

Table 48: Question 13

Please rate how important, if at all, you think it is for the Ramsey community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Ramsey	50%	N=229	36%	N=163	14%	N=64	0%	N=2	100%	N=459
Overall ease of getting to the places you usually have to visit	29%	N=135	47%	N=214	21%	N=98	3%	N=12	100%	N=459
Quality of overall natural environment in Ramsey	31%	N=140	49%	N=225	17%	N=80	3%	N=14	100%	N=460
Overall "built environment" of Ramsey (including overall design, buildings, parks and transportation systems)	30%	N=137	45%	N=206	23%	N=107	2%	N=8	100%	N=458
Health and wellness opportunities in Ramsey	23%	N=106	39%	N=181	33%	N=150	5%	N=23	100%	N=460
Overall opportunities for education and enrichment	25%	N=115	36%	N=166	33%	N=151	6%	N=25	100%	N=457
Overall economic health of Ramsey	40%	N=184	45%	N=206	14%	N=64	1%	N=5	100%	N=458
Sense of community	23%	N=107	44%	N=201	31%	N=143	2%	N=7	100%	N=457

Table 49: Question 14

To what extent are each of the following a source of information for you about Ramsey city government and its activities?	Major source		Moderate source		Minor source		Not a source		Total	
City newsletter (Ramsey Resident)	59%	N=275	27%	N=124	10%	N=49	3%	N=15	100%	N=464
Local newspaper	9%	N=41	27%	N=123	26%	N=121	38%	N=178	100%	N=463

The National Citizen Survey™

To what extent are each of the following a source of information for you about Ramsey city government and its activities?	Major source		Moderate source		Minor source		Not a source		Total	
City website (www.cityoframsey.com)	16%	N=73	34%	N=157	31%	N=141	19%	N=87	100%	N=457
Word-of-mouth	12%	N=56	40%	N=184	30%	N=140	18%	N=81	100%	N=461
Cable television (QCTV)	2%	N=8	12%	N=53	19%	N=87	68%	N=311	100%	N=459
City employees	4%	N=20	14%	N=66	25%	N=117	56%	N=257	100%	N=459
Public meetings	4%	N=17	14%	N=63	28%	N=130	55%	N=252	100%	N=462
City social media (Facebook)	21%	N=98	24%	N=108	14%	N=63	42%	N=191	100%	N=460

Table 50: Question 15

Please indicate how likely you would be, if at all, to engage with the City on the following social media platforms in the future:	Very likely		Somewhat likely		Not at all likely		Don't know		Total	
City Facebook page	32%	N=147	25%	N=117	34%	N=159	8%	N=38	100%	N=461
City Twitter feed	5%	N=25	9%	N=42	69%	N=318	16%	N=74	100%	N=459
Nextdoor	10%	N=44	16%	N=74	50%	N=229	24%	N=112	100%	N=459
Instagram	5%	N=25	15%	N=68	63%	N=288	17%	N=79	100%	N=460

Table 51: Question 16

Please indicate to what extent you support or oppose the city investigating the following changes to new or existing amenities, each of which could accordingly result in an increase to the tax levy:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Making improvements to existing/established parks	32%	N=149	49%	N=226	11%	N=50	4%	N=21	3%	N=15	100%	N=461
Building new parks	25%	N=117	36%	N=168	22%	N=103	11%	N=50	5%	N=23	100%	N=461
Making improvements to existing trails	34%	N=155	44%	N=203	13%	N=58	6%	N=27	4%	N=17	100%	N=461
Building new trails	32%	N=149	40%	N=182	14%	N=64	10%	N=47	4%	N=18	100%	N=459
Building a new community center	31%	N=141	28%	N=129	18%	N=82	14%	N=63	10%	N=46	100%	N=461

Table 52: Question 17

Please rate how important, if at all, you think each of the following priorities are for the City to focus on in the next five years:	Essential		Very important		Somewhat important		Not at all important		Total	
Balancing rural character and urban growth (development patterns)	40%	N=183	31%	N=143	24%	N=109	5%	N=24	100%	N=460
Creating an active community (parks, trails, open space, recreation)	28%	N=131	40%	N=185	26%	N=117	6%	N=27	100%	N=460
Creating a connected community (roads, trails, sidewalks, rail, transportation)	39%	N=179	32%	N=146	23%	N=106	6%	N=27	100%	N=459
Creating a positive learning environment (education and outreach)	23%	N=106	32%	N=145	35%	N=161	10%	N=46	100%	N=459

Table 53: Question 18

How interested are you, if at all, in receiving information from the City about each of the following topics?	Extremely interested		Very interested		Moderately interested		Slightly interested		Not at all interested		Total	
Council & Commissions topics/agendas	11%	N=52	19%	N=87	36%	N=167	19%	N=85	14%	N=66	100%	N=457
Lifestyle/community interest	13%	N=61	30%	N=137	31%	N=143	16%	N=73	9%	N=41	100%	N=456
Recreation	22%	N=103	34%	N=153	28%	N=127	10%	N=45	6%	N=30	100%	N=457

The National Citizen Survey™

How interested are you, if at all, in receiving information from the City about each of the following topics?	Extremely interested		Very interested		Moderately interested		Slightly interested		Not at all interested		Total	
Local businesses (e.g., new/expanded businesses, grand openings, etc.)	22%	N=98	38%	N=173	25%	N=115	9%	N=40	7%	N=31	100%	N=457
Public safety	21%	N=96	38%	N=175	25%	N=116	11%	N=50	4%	N=19	100%	N=457
Events	24%	N=108	39%	N=179	26%	N=118	8%	N=35	4%	N=19	100%	N=458
Road work	23%	N=107	40%	N=183	22%	N=103	10%	N=47	4%	N=18	100%	N=458
Real estate development projects	15%	N=70	31%	N=140	31%	N=140	14%	N=66	9%	N=40	100%	N=456
Getting involved/engagement opportunities	9%	N=41	22%	N=100	35%	N=158	21%	N=94	13%	N=61	100%	N=454
Budget/performance measurements	12%	N=56	26%	N=119	30%	N=139	19%	N=87	12%	N=56	100%	N=456

Table 54: Question 19

The City employs a long-term maintenance program to cost-effectively maintain all 175-plus miles of City streets. Currently, street reconstruction projects are funded 25% by special assessments levied against benefitting properties, and 75% by street reconstruction bonds, which are paid back using general property taxes. The City periodically evaluates funding sources for this on-going program. Please indicate the extent to which you would support or oppose the following funding sources:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Current method, which requires 25% of funding by special assessments levied against benefitting properties over 5-15 years	29%	N=132	37%	N=169	10%	N=44	9%	N=43	15%	N=68	100%	N=457
Zero special assessments levied against benefitting properties, which requires 100% of funding by general property tax increases	8%	N=36	19%	N=89	24%	N=110	32%	N=148	16%	N=74	100%	N=457
Electric and/or gas utility fee increases, approximately \$8 per utility, per month	5%	N=21	18%	N=82	25%	N=113	38%	N=175	14%	N=66	100%	N=457

Table 55: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	2%	N=8	1%	N=7	4%	N=18	20%	N=90	73%	N=337	100%	N=460
Purchase goods or services from a business located in Ramsey	1%	N=5	11%	N=49	43%	N=197	33%	N=152	12%	N=57	100%	N=460
Vote in local elections	10%	N=46	8%	N=37	16%	N=72	27%	N=125	39%	N=176	100%	N=456

Table 56: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	8%	N=38
Somewhat positive	32%	N=145
Neutral	50%	N=231
Somewhat negative	8%	N=37
Very negative	2%	N=8
Total	100%	N=459

The National Citizen Survey™

Table 57: Question D4

What is your employment status?	Percent	Number
Working full time for pay	74%	N=339
Working part time for pay	6%	N=28
Unemployed, looking for paid work	2%	N=10
Unemployed, not looking for paid work	2%	N=11
Fully retired	16%	N=72
Total	100%	N=460

Table 58: Question D5

Do you work inside the boundaries of Ramsey?	Percent	Number
Yes, outside the home	15%	N=67
Yes, from home	7%	N=33
No	78%	N=352
Total	100%	N=452

Table 59: Question D6

How many years have you lived in Ramsey?	Percent	Number
Less than 2 years	16%	N=72
2 to 5 years	25%	N=116
6 to 10 years	13%	N=60
11 to 20 years	20%	N=95
More than 20 years	26%	N=120
Total	100%	N=463

Table 60: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	82%	N=377
Building with two or more homes (duplex, townhome, apartment or condominium)	18%	N=81
Mobile home	0%	N=0
Other	1%	N=3
Total	100%	N=462

Table 61: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	6%	N=29
Owned	94%	N=432
Total	100%	N=461

The National Citizen Survey™

Table 62: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=11
\$300 to \$599 per month	6%	N=28
\$600 to \$999 per month	13%	N=58
\$1,000 to \$1,499 per month	34%	N=152
\$1,500 to \$2,499 per month	38%	N=173
\$2,500 or more per month	6%	N=27
Total	100%	N=450

Table 63: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	54%	N=250
Yes	46%	N=212
Total	100%	N=463

Table 64: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	79%	N=362
Yes	21%	N=97
Total	100%	N=459

Table 65: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	3%	N=13
\$25,000 to \$49,999	9%	N=42
\$50,000 to \$99,999	39%	N=171
\$100,000 to \$149,999	35%	N=154
\$150,000 or more	14%	N=62
Total	100%	N=443

Table 66: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=450
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=7
Total	100%	N=457

The National Citizen Survey™

Table 67: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=5
Asian, Asian Indian or Pacific Islander	3%	N=14
Black or African American	1%	N=5
White	93%	N=428
Other	3%	N=15

Total may exceed 100% as respondents could select more than one option.

Table 68: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=11
25 to 34 years	27%	N=125
35 to 44 years	23%	N=106
45 to 54 years	21%	N=96
55 to 64 years	11%	N=49
65 to 74 years	11%	N=52
75 years or older	4%	N=20
Total	100%	N=459

Table 69: Question D16

What is your sex?	Percent	Number
Female	50%	N=225
Male	50%	N=226
Total	100%	N=451

Table 70: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=337
Land line	12%	N=56
Both	15%	N=67
Total	100%	N=460

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Ramsey chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (communities in Minnesota and Wisconsin with populations 10,000 to 50,000).

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Ramsey's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Ramsey's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Ramsey's rating to the benchmark.

In that final column, Ramsey's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Ramsey residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 71: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Ramsey	81%	297	476	Similar
Overall image or reputation of Ramsey	60%	263	363	Similar
Ramsey as a place to live	85%	259	408	Similar
Your neighborhood as a place to live	82%	169	324	Similar
Ramsey as a place to raise children	87%	204	397	Similar
Ramsey as a place to retire	55%	279	371	Similar
Overall appearance of Ramsey	68%	229	372	Similar

Table 72: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Ramsey	90%	153	347	Similar
	In your neighborhood during the day	97%	98	369	Similar
	In Ramsey's downtown/commercial areas during the day	96%	72	323	Similar
Mobility	Overall ease of getting to the places you usually have to visit	69%	177	250	Similar
	Availability of paths and walking trails	69%	141	324	Similar
	Ease of walking in Ramsey	67%	147	312	Similar
	Ease of travel by bicycle in Ramsey	62%	101	314	Similar
	Ease of travel by car in Ramsey	69%	136	313	Similar
	Traffic flow on major streets	59%	114	357	Similar
Natural Environment	Quality of overall natural environment in Ramsey	84%	142	285	Similar
	Cleanliness of Ramsey	74%	174	292	Similar
Built Environment	Overall "built environment" of Ramsey (including overall design, buildings, parks and transportation systems)	58%	156	239	Similar
	Overall quality of new development in Ramsey	42%	243	297	Similar
	Availability of affordable quality housing	64%	43	310	Higher
	Variety of housing options	68%	64	288	Similar
	Public places where people want to spend time	51%	194	232	Lower
	Overall economic health of Ramsey	54%	169	245	Similar
	Vibrant downtown/commercial area	20%	205	223	Much lower
	Overall quality of business and service establishments in Ramsey	46%	250	279	Lower
Economy	Cost of living in Ramsey	50%	62	242	Similar
	Shopping opportunities	20%	288	303	Much lower
	Employment opportunities	31%	210	319	Similar
	Ramsey as a place to visit	39%	231	261	Lower
	Ramsey as a place to work	50%	288	374	Similar
	Health and wellness opportunities in Ramsey	59%	187	240	Similar
	Recreational opportunities	50%	257	308	Lower
	Fitness opportunities (including exercise classes and paths or trails, etc.)	64%	178	230	Similar
Education and Enrichment	Overall opportunities for education and enrichment	53%	194	242	Lower
	Opportunities to attend cultural/arts/music activities	44%	237	306	Similar
	Adult educational opportunities	52%	160	219	Similar
	K-12 education	71%	174	279	Similar
	Availability of affordable quality child care/preschool	61%	86	259	Similar
Community Engagement	Opportunities to participate in community matters	51%	231	280	Similar
	Opportunities to volunteer	49%	263	272	Lower

The National Citizen Survey™

Table 73: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Ramsey	76%	196	449	Similar
Overall customer service by Ramsey employees (police, receptionists, planners, etc.)	81%	133	392	Similar
Value of services for the taxes paid to Ramsey	45%	289	418	Similar
Overall direction that Ramsey is taking	49%	245	329	Similar
Job Ramsey government does at welcoming citizen involvement	55%	148	328	Similar
Overall confidence in Ramsey government	51%	150	245	Similar
Generally acting in the best interest of the community	56%	135	245	Similar
Being honest	60%	122	237	Similar
Treating all residents fairly	58%	115	242	Similar
Services provided by the Federal Government	45%	62	254	Similar

Table 74: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	91%	68	487	Similar
	Fire services	95%	170	407	Similar
	Crime prevention	84%	98	376	Similar
	Fire prevention and education	82%	115	296	Similar
	Animal control	61%	203	357	Similar
Mobility	Traffic enforcement	75%	95	389	Similar
	Street repair	43%	253	413	Similar
	Street cleaning	56%	238	333	Similar
	Street lighting	59%	217	344	Similar
	Snow removal	58%	218	305	Similar
	Sidewalk maintenance	60%	151	335	Similar
	Traffic signal timing	52%	149	270	Similar
	Drinking water	76%	123	332	Similar
Natural Environment	Preservation of natural areas such as open space, farmlands and greenbelts	63%	140	263	Similar
Built Environment	Storm drainage	75%	118	370	Similar
	Sewer services	84%	137	337	Similar
	Land use, planning and zoning	44%	216	315	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	50%	214	404	Similar
Economy	Economic development	47%	191	295	Similar
Recreation and Wellness	City parks	76%	246	340	Similar
	Recreation centers or facilities	59%	228	285	Similar
Community Engagement	Public information services	61%	197	294	Similar

Table 75: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	48%	257	321	Similar
Recommend living in Ramsey to someone who asks	84%	198	293	Similar
Remain in Ramsey for the next five years	86%	116	284	Similar
Contacted Ramsey (in-person, phone, email or web) for help or information	38%	268	331	Similar

The National Citizen Survey™

Table 76: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Did NOT report a crime to the police	81%	110	237	Similar
	Household member was NOT a victim of a crime	94%	40	281	Similar
Mobility	Used rail or other public transportation instead of driving	36%	52	192	Similar
	Walked or biked instead of driving	63%	81	233	Similar
Natural Environment	Recycle at home	97%	41	265	Higher
Built Environment	NOT experiencing housing costs stress	79%	37	261	Higher
Economy	Purchase goods or services from a business located in Ramsey	88%	222	230	Similar
	Economy will have positive impact on income	40%	41	262	Similar
	Work inside boundaries of Ramsey	22%	222	231	Lower
Recreation and Wellness	Visited a neighborhood park or City park	87%	104	276	Similar
Education and Enrichment	Attended City-sponsored event	50%	158	233	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	8%	214	214	Lower
	Contacted Ramsey elected officials (in-person, phone, email or web) to express your opinion	11%	219	229	Similar
	Volunteered your time to some group/activity in Ramsey	20%	262	270	Much lower
	Attended a local public meeting	14%	242	270	Similar
	Watched (online or on television) a local public meeting	17%	174	231	Similar
	Vote in local elections	82%	164	264	Similar

Communities included in national comparisons

The communities included in Ramsey's comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO	441,603
Airway Heights city, WA	6,114
Albany city, OR	50,158
Albemarle County, VA.....	98,970
Albert Lea city, MN.....	18,016
Alexandria city, VA.....	139,966
Algonquin village, IL.....	30,046
Aliso Viejo city, CA	47,823
Altoona city, IA	14,541
American Canyon city, CA.....	19,454
Ames city, IA	58,965
Andover CDP, MA.....	8,762
Ankeny city, IA	45,582
Ann Arbor city, MI.....	113,934
Annapolis city, MD	38,394
Apache Junction city, AZ.....	35,840
Arapahoe County, CO.....	572,003
Arkansas City city, AR.....	366
Arlington city, TX	365,438
Arvada city, CO	106,433
Asheville city, NC	83,393
Ashland city, OR	20,078
Ashland town, MA	16,593
Ashland town, VA.....	7,225
Aspen city, CO	6,658

Athens-Clarke County, GA	115,452
Auburn city, AL	53,380
Augusta CCD, GA	134,777
Aurora city, CO	325,078
Austin city, TX	790,390
Avon town, CO	6,447
Avon town, IN	12,446
Avondale city, AZ	76,238
Azusa city, CA.....	46,361
Bainbridge Island city, WA.....	23,025
Baltimore city, MD.....	620,961
Bartonville town, TX.....	1,469
Battle Creek city, MI.....	52,347
Bay City city, MI.....	34,932
Bay Village city, OH.....	15,651
Baytown city, TX.....	71,802
Bedford city, TX.....	46,979
Bedford town, MA	13,320
Bellevue city, WA	122,363
Bellingham city, WA	80,885
Benbrook city, TX.....	21,234
Bend city, OR.....	76,639
Bethlehem township, PA.....	23,730
Bettendorf city, IA.....	33,217
Billings city, MT.....	104,170

The National Citizen Survey™

Blaine city, MN.....	57,186	Columbia city, MO.....	108,500
Bloomfield Hills city, MI.....	3,869	Columbia city, SC.....	129,272
Bloomington city, IN.....	80,405	Columbia Falls city, MT.....	4,688
Bloomington city, MN.....	82,893	Commerce City city, CO.....	45,913
Blue Springs city, MO.....	52,575	Concord city, CA.....	122,067
Boise City city, ID.....	205,671	Concord town, MA.....	17,668
Bonner Springs city, KS.....	7,314	Conshohocken borough, PA.....	7,833
Boone County, KY.....	118,811	Coolidge city, AZ.....	11,825
Boulder city, CO.....	97,385	Coon Rapids city, MN.....	61,476
Bowling Green city, KY.....	58,067	Copperas Cove city, TX.....	32,032
Bozeman city, MT.....	37,280	Coral Springs city, FL.....	121,096
Brentwood city, MO.....	8,055	Coronado city, CA.....	18,912
Brentwood city, TN.....	37,060	Corvallis city, OR.....	54,462
Brighton city, CO.....	33,352	Cottonwood Heights city, UT.....	33,433
Brighton city, MI.....	7,444	Creve Coeur city, MO.....	17,833
Bristol city, TN.....	26,702	Cross Roads town, TX.....	1,563
Broken Arrow city, OK.....	98,850	Cupertino city, CA.....	58,302
Brookfield city, WI.....	37,920	Dacono city, CO.....	4,152
Brookline CDP, MA.....	58,732	Dade City city, FL.....	6,437
Brooklyn Center city, MN.....	30,104	Dakota County, MN.....	398,552
Brooklyn city, OH.....	11,169	Dallas city, OR.....	14,583
Broomfield city, CO.....	55,889	Dallas city, TX.....	1,197,816
Brownsburg town, IN.....	21,285	Danville city, KY.....	16,218
Buffalo Grove village, IL.....	41,496	Dardenne Prairie city, MO.....	11,494
Burien city, WA.....	33,313	Darien city, IL.....	22,086
Burleson city, TX.....	36,690	Davenport city, FL.....	2,888
Burlingame city, CA.....	28,806	Davenport city, IA.....	99,685
Cabarrus County, NC.....	178,011	Davidson town, NC.....	10,944
Cambridge city, MA.....	105,162	Dayton city, OH.....	141,527
Cannon Beach city, OR.....	1,690	Dayton town, WY.....	757
Cañon City city, CO.....	16,400	Dearborn city, MI.....	98,153
Canton city, SD.....	3,057	Decatur city, GA.....	19,335
Cape Coral city, FL.....	154,305	Del Mar city, CA.....	4,161
Cape Girardeau city, MO.....	37,941	DeLand city, FL.....	27,031
Carlisle borough, PA.....	18,682	Delaware city, OH.....	34,753
Carlsbad city, CA.....	105,328	Delray Beach city, FL.....	60,522
Carroll city, IA.....	10,103	Denison city, TX.....	22,682
Cartersville city, GA.....	19,731	Denton city, TX.....	113,383
Cary town, NC.....	135,234	Denver city, CO.....	600,158
Castine town, ME.....	1,366	Derby city, KS.....	22,158
Castle Pines North city, CO.....	10,360	Des Moines city, IA.....	203,433
Castle Rock town, CO.....	48,231	Des Peres city, MO.....	8,373
Cedar Hill city, TX.....	45,028	Destin city, FL.....	12,305
Cedar Rapids city, IA.....	126,326	Dothan city, AL.....	65,496
Celina city, TX.....	6,028	Douglas County, CO.....	285,465
Centennial city, CO.....	100,377	Dover city, NH.....	29,987
Chandler city, AZ.....	236,123	Dublin city, CA.....	46,036
Chandler city, TX.....	2,734	Dublin city, OH.....	41,751
Chanhassen city, MN.....	22,952	Duluth city, MN.....	86,265
Chapel Hill town, NC.....	57,233	Durham city, NC.....	228,330
Chardon city, OH.....	5,148	Durham County, NC.....	267,587
Charles County, MD.....	146,551	Dyer town, IN.....	16,390
Charlotte city, NC.....	731,424	Eagan city, MN.....	64,206
Charlotte County, FL.....	159,978	Eagle Mountain city, UT.....	21,415
Charlottesville city, VA.....	43,475	Eagle town, CO.....	6,508
Chattanooga city, TN.....	167,674	East Grand Forks city, MN.....	8,601
Chautauqua town, NY.....	4,464	East Lansing city, MI.....	48,579
Chesterfield County, VA.....	316,236	Eau Claire city, WI.....	65,883
Citrus Heights city, CA.....	83,301	Eden Prairie city, MN.....	60,797
Clackamas County, OR.....	375,992	Eden town, VT.....	1,323
Clarendon Hills village, IL.....	8,427	Edgerton city, KS.....	1,671
Clayton city, MO.....	15,939	Edgewater city, CO.....	5,170
Clearwater city, FL.....	107,685	Edina city, MN.....	47,941
Cleveland Heights city, OH.....	46,121	Edmond city, OK.....	81,405
Clinton city, SC.....	8,490	Edmonds city, WA.....	39,709
Clive city, IA.....	15,447	El Cerrito city, CA.....	23,549
Clovis city, CA.....	95,631	El Dorado County, CA.....	181,058
College Park city, MD.....	30,413	El Paso de Robles (Paso Robles) city, CA.....	29,793
College Station city, TX.....	93,857	Elk Grove city, CA.....	153,015
Colleyville city, TX.....	22,807	Elko New Market city, MN.....	4,110

The National Citizen Survey™

Elmhurst city, IL.....	44,121	Hooksett town, NH.....	13,451
Encinitas city, CA.....	59,518	Hopkins city, MN.....	17,591
Englewood city, CO.....	30,255	Hopkinton town, MA.....	14,925
Erie town, CO.....	18,135	Hoquiam city, WA.....	8,726
Escambia County, FL.....	297,619	Horry County, SC.....	269,291
Estes Park town, CO.....	5,858	Howard village, WI.....	17,399
Euclid city, OH.....	48,920	Hudson city, OH.....	22,262
Fairview town, TX.....	7,248	Hudson town, CO.....	2,356
Farmers Branch city, TX.....	28,616	Huntley village, IL.....	24,291
Farmersville city, TX.....	3,301	Hurst city, TX.....	37,337
Farmington Hills city, MI.....	79,740	Hutchinson city, MN.....	14,178
Farmington town, CT.....	25,340	Hutto city, TX.....	14,698
Fayetteville city, NC.....	200,564	Independence city, MO.....	116,830
Fernandina Beach city, FL.....	11,487	Indianola city, IA.....	14,782
Fishers town, IN.....	76,794	Indio city, CA.....	76,036
Flagstaff city, AZ.....	65,870	Iowa City city, IA.....	67,862
Flower Mound town, TX.....	64,669	Irving city, TX.....	216,290
Forest Grove city, OR.....	21,083	Issaquah city, WA.....	30,434
Fort Collins city, CO.....	143,986	Jackson city, MO.....	13,758
Fort Lauderdale city, FL.....	165,521	Jackson County, MI.....	160,248
Fort Smith city, AR.....	86,209	James City County, VA.....	67,009
Franklin city, TN.....	62,487	Jefferson County, NY.....	116,229
Fremont city, CA.....	214,089	Jefferson Parish, LA.....	432,552
Friendswood city, TX.....	35,805	Johnson City city, TN.....	63,152
Fruita city, CO.....	12,646	Johnston city, IA.....	17,278
Gahanna city, OH.....	33,248	Jupiter town, FL.....	55,156
Gaithersburg city, MD.....	59,933	Kalamazoo city, MI.....	74,262
Galveston city, TX.....	47,743	Kansas City city, KS.....	145,786
Gardner city, KS.....	19,123	Kansas City city, MO.....	459,787
Georgetown city, TX.....	47,400	Keizer city, OR.....	36,478
Germantown city, TN.....	38,844	Kenmore city, WA.....	20,460
Gilbert town, AZ.....	208,453	Kennedale city, TX.....	6,763
Gillette city, WY.....	29,087	Kennett Square borough, PA.....	6,072
Glen Ellyn village, IL.....	27,450	Kent city, WA.....	92,411
Glendora city, CA.....	50,073	Kerrville city, TX.....	22,347
Glenview village, IL.....	44,692	Kettering city, OH.....	56,163
Globe city, AZ.....	7,532	Key West city, FL.....	24,649
Golden city, CO.....	18,867	King City city, CA.....	12,874
Golden Valley city, MN.....	20,371	King County, WA.....	1,931,249
Goodyear city, AZ.....	65,275	Kirkland city, WA.....	48,787
Grafton village, WI.....	11,459	Kirkwood city, MO.....	27,540
Grand Blanc city, MI.....	8,276	Knoxville city, IA.....	7,313
Grants Pass city, OR.....	34,533	La Plata town, MD.....	8,753
Grass Valley city, CA.....	12,860	La Porte city, TX.....	33,800
Greeley city, CO.....	92,889	La Vista city, NE.....	15,758
Greenville city, NC.....	84,554	Lafayette city, CO.....	24,453
Greenwich town, CT.....	61,171	Laguna Beach city, CA.....	22,723
Greenwood Village city, CO.....	13,925	Laguna Niguel city, CA.....	62,979
Greer city, SC.....	25,515	Lake Forest city, IL.....	19,375
Gunnison County, CO.....	15,324	Lake in the Hills village, IL.....	28,965
Hailey city, ID.....	7,960	Lake Stevens city, WA.....	28,069
Haines Borough, AK.....	2,508	Lake Worth city, FL.....	34,910
Haltom City city, TX.....	42,409	Lake Zurich village, IL.....	19,631
Hamilton city, OH.....	62,477	Lakeville city, MN.....	55,954
Hamilton town, MA.....	7,764	Lakewood city, CO.....	142,980
Hampton city, VA.....	137,436	Lakewood city, WA.....	58,163
Hanover County, VA.....	99,863	Lancaster County, SC.....	76,652
Harrisburg city, SD.....	4,089	Lane County, OR.....	351,715
Harrisonburg city, VA.....	48,914	Lansing city, MI.....	114,297
Harrisonville city, MO.....	10,019	Laramie city, WY.....	30,816
Hastings city, MN.....	22,172	Larimer County, CO.....	299,630
Hayward city, CA.....	144,186	Las Cruces city, NM.....	97,618
Henderson city, NV.....	257,729	Las Vegas city, NM.....	13,753
Herndon town, VA.....	23,292	Las Vegas city, NV.....	583,756
High Point city, NC.....	104,371	Lawrence city, KS.....	87,643
Highland Park city, IL.....	29,763	Lawrenceville city, GA.....	28,546
Highlands Ranch CDP, CO.....	96,713	Lee's Summit city, MO.....	91,364
Holland city, MI.....	33,051	Lehi city, UT.....	47,407
Homer Glen village, IL.....	24,220	Lenexa city, KS.....	48,190
Honolulu County, HI.....	953,207	Lewis County, NY.....	27,087

The National Citizen Survey™

Lewiston city, ID	31,894	Murphy city, TX	17,708
Lewisville city, TX	95,290	Naperville city, IL	141,853
Lewisville town, NC	12,639	Napoleon city, OH	8,749
Libertyville village, IL	20,315	Nederland city, TX	17,547
Lincoln city, NE	258,379	Needham CDP, MA	28,886
Lincolnwood village, IL	12,590	Nevada City city, CA	3,068
Lindsborg city, KS	3,458	Nevada County, CA	98,764
Little Chute village, WI	10,449	New Braunfels city, TX	57,740
Littleton city, CO	41,737	New Brighton city, MN	21,456
Livermore city, CA	80,968	New Hanover County, NC	202,667
Lombard village, IL	43,165	New Hope city, MN	20,339
Lone Tree city, CO	10,218	New Orleans city, LA	343,829
Long Grove village, IL	8,043	New Port Richey city, FL	14,911
Longmont city, CO	86,270	New Smyrna Beach city, FL	22,464
Longview city, TX	80,455	New Ulm city, MN	13,522
Lonsdale city, MN	3,674	Newberg city, OR	22,068
Los Alamos County, NM	17,950	Newport city, RI	24,672
Los Altos Hills town, CA	7,922	Newport News city, VA	180,719
Louisville city, CO	18,376	Newton city, IA	15,254
Lower Merion township, PA	57,825	Noblesville city, IN	51,969
Lynchburg city, VA	75,568	Nogales city, AZ	20,837
Lynnwood city, WA	35,836	Norcross city, GA	9,116
Macomb County, MI	840,978	Norfolk city, VA	242,803
Manassas city, VA	37,821	North Mankato city, MN	13,394
Manhattan Beach city, CA	35,135	North Port city, FL	57,357
Manhattan city, KS	52,281	North Richland Hills city, TX	63,343
Mankato city, MN	39,309	North Yarmouth town, ME	3,565
Maple Grove city, MN	61,567	Novato city, CA	51,904
Maplewood city, MN	38,018	Novi city, MI	55,224
Maricopa County, AZ	3,817,117	O'Fallon city, IL	28,281
Marion city, IA	34,768	O'Fallon city, MO	79,329
Mariposa County, CA	18,251	Oak Park village, IL	51,878
Marshfield city, WI	19,118	Oakland city, CA	390,724
Martinez city, CA	35,824	Oakley city, CA	35,432
Marysville city, WA	60,020	Oklahoma City city, OK	579,999
Matthews town, NC	27,198	Olathe city, KS	125,872
McAllen city, TX	129,877	Old Town city, ME	7,840
McKinney city, TX	131,117	Olmsted County, MN	144,248
McMinnville city, OR	32,187	Olympia city, WA	46,478
Menlo Park city, CA	32,026	Orange village, OH	3,323
Menomonee Falls village, WI	35,626	Orland Park village, IL	56,767
Mercer Island city, WA	22,699	Orleans Parish, LA	343,829
Meridian charter township, MI	39,688	Oshkosh city, WI	66,083
Meridian city, ID	75,092	Oshtemo charter township, MI	21,705
Merriam city, KS	11,003	Oswego village, IL	30,355
Mesa city, AZ	439,041	Otsego County, MI	24,164
Mesa County, CO	146,723	Ottawa County, MI	263,801
Miami Beach city, FL	87,779	Overland Park city, KS	173,372
Miami city, FL	399,457	Paducah city, KY	25,024
Middleton city, WI	17,442	Palm Beach Gardens city, FL	48,452
Midland city, MI	41,863	Palm Coast city, FL	75,180
Milford city, DE	9,559	Palo Alto city, CA	64,403
Milton city, GA	32,661	Palos Verdes Estates city, CA	13,438
Minneapolis city, MN	382,578	Papillion city, NE	18,894
Minnetrista city, MN	6,384	Paradise Valley town, AZ	12,820
Missouri City city, TX	67,358	Park City city, UT	7,558
Modesto city, CA	201,165	Parker town, CO	45,297
Monterey city, CA	27,810	Parkland city, FL	23,962
Montgomery city, MN	2,956	Pasco city, WA	59,781
Montgomery County, MD	971,777	Pasco County, FL	464,697
Monticello city, UT	1,972	Payette city, ID	7,433
Montrose city, CO	19,132	Pearland city, TX	91,252
Monument town, CO	5,530	Peoria city, AZ	154,065
Mooreville town, NC	32,711	Peoria city, IL	115,007
Moraga town, CA	16,016	Pflugerville city, TX	46,936
Morristown city, TN	29,137	Phoenix city, AZ	1,445,632
Morrisville town, NC	18,576	Pinehurst village, NC	13,124
Morro Bay city, CA	10,234	Piqua city, OH	20,522
Mountain Village town, CO	1,320	Pitkin County, CO	17,148
Mountlake Terrace city, WA	19,909	Plano city, TX	259,841

The National Citizen Survey™

Platte City city, MO.....	4,691	Schertz city, TX.....	31,465
Pleasant Hill city, IA.....	8,785	Scott County, MN.....	129,928
Pleasanton city, CA.....	70,285	Scottsdale city, AZ.....	217,385
Plymouth city, MN.....	70,576	Seaside city, CA.....	33,025
Polk County, IA.....	430,640	Sedona city, AZ.....	10,031
Pompano Beach city, FL.....	99,845	Sevierville city, TN.....	14,807
Port Orange city, FL.....	56,048	Shakopee city, MN.....	37,076
Port St. Lucie city, FL.....	164,603	Sharonville city, OH.....	13,560
Portland city, OR.....	583,776	Shawnee city, KS.....	62,209
Post Falls city, ID.....	27,574	Shawnee city, OK.....	29,857
Powell city, OH.....	11,500	Sherborn town, MA.....	4,119
Prince William County, VA.....	402,002	Shoreline city, WA.....	53,007
Prior Lake city, MN.....	22,796	Shoreview city, MN.....	25,043
Pueblo city, CO.....	106,595	Shorewood village, IL.....	15,615
Purcellville town, VA.....	7,727	Shorewood village, WI.....	13,162
Queen Creek town, AZ.....	26,361	Sierra Vista city, AZ.....	43,888
Raleigh city, NC.....	403,892	Silverton city, OR.....	9,222
Ramsey city, MN.....	23,668	Sioux Center city, IA.....	7,048
Raymond town, ME.....	4,436	Sioux Falls city, SD.....	153,888
Raymore city, MO.....	19,206	Skokie village, IL.....	64,784
Redmond city, OR.....	26,215	Snellville city, GA.....	18,242
Redmond city, WA.....	54,144	Snoqualmie city, WA.....	10,670
Redwood City city, CA.....	76,815	Snowmass Village town, CO.....	2,826
Reno city, NV.....	225,221	Somerset town, MA.....	18,165
Reston CDP, VA.....	58,404	South Jordan city, UT.....	50,418
Richland city, WA.....	48,058	South Lake Tahoe city, CA.....	21,403
Richmond city, CA.....	103,701	Southlake city, TX.....	26,575
Richmond Heights city, MO.....	8,603	Spearfish city, SD.....	10,494
Rio Rancho city, NM.....	87,521	Spring Hill city, KS.....	5,437
River Falls city, WI.....	15,000	Springboro city, OH.....	17,409
Riverside city, CA.....	303,871	Springfield city, MO.....	159,498
Riverside city, MO.....	2,937	Springville city, UT.....	29,466
Roanoke city, VA.....	97,032	St. Augustine city, FL.....	12,975
Roanoke County, VA.....	92,376	St. Charles city, IL.....	32,974
Rochester Hills city, MI.....	70,995	St. Cloud city, FL.....	35,183
Rock Hill city, SC.....	66,154	St. Cloud city, MN.....	65,842
Rockville city, MD.....	61,209	St. Joseph city, MO.....	76,780
Roeland Park city, KS.....	6,731	St. Joseph town, WI.....	3,842
Rogers city, MN.....	8,597	St. Louis County, MN.....	200,226
Rohnert Park city, CA.....	40,971	State College borough, PA.....	42,034
Rolla city, MO.....	19,559	Steamboat Springs city, CO.....	12,088
Roselle village, IL.....	22,763	Sterling Heights city, MI.....	129,699
Rosemount city, MN.....	21,874	Sugar Grove village, IL.....	8,997
Rosenberg city, TX.....	30,618	Sugar Land city, TX.....	78,817
Roseville city, MN.....	33,660	Suisun City city, CA.....	28,111
Round Rock city, TX.....	99,887	Summit city, NJ.....	21,457
Royal Oak city, MI.....	57,236	Summit County, UT.....	36,324
Royal Palm Beach village, FL.....	34,140	Summit village, IL.....	11,054
Saco city, ME.....	18,482	Sunnyvale city, CA.....	140,081
Sacramento city, CA.....	466,488	Surprise city, AZ.....	117,517
Sahuarita town, AZ.....	25,259	Suwanee city, GA.....	15,355
Salida city, CO.....	5,236	Tacoma city, WA.....	198,397
Sammamish city, WA.....	45,780	Takoma Park city, MD.....	16,715
San Anselmo town, CA.....	12,336	Tamarac city, FL.....	60,427
San Diego city, CA.....	1,307,402	Temecula city, CA.....	100,097
San Francisco city, CA.....	805,235	Tempe city, AZ.....	161,719
San Jose city, CA.....	945,942	Temple city, TX.....	66,102
San Juan County, NM.....	130,044	Texarkana city, TX.....	36,411
San Marcos city, CA.....	83,781	The Woodlands CDP, TX.....	93,847
San Marcos city, TX.....	44,894	Thousand Oaks city, CA.....	126,683
San Rafael city, CA.....	57,713	Tigard city, OR.....	48,035
Sanford city, FL.....	53,570	Tracy city, CA.....	82,922
Sangamon County, IL.....	197,465	Trinidad CCD, CO.....	12,017
Santa Clarita city, CA.....	176,320	Tualatin city, OR.....	26,054
Santa Fe city, NM.....	67,947	Tulsa city, OK.....	391,906
Santa Fe County, NM.....	144,170	Twin Falls city, ID.....	44,125
Santa Monica city, CA.....	89,736	Tyler city, TX.....	96,900
Sarasota County, FL.....	379,448	Unalaska city, AK.....	4,376
Savage city, MN.....	26,911	University Heights city, OH.....	13,539
Schaumburg village, IL.....	74,227	University Park city, TX.....	23,068

The National Citizen Survey™

Upper Arlington city, OH.....	33,771	Westlake town, TX.....	992
Urbandale city, IA.....	39,463	Westminster city, CO.....	106,114
Vail town, CO.....	5,305	Weston town, MA.....	11,261
Vancouver city, WA.....	161,791	Wheat Ridge city, CO.....	30,166
Ventura CCD, CA.....	111,889	White House city, TN.....	10,255
Vernon Hills village, IL.....	25,113	Wichita city, KS.....	382,368
Vestavia Hills city, AL.....	34,033	Williamsburg city, VA.....	14,068
Victoria city, MN.....	7,345	Willowbrook village, IL.....	8,540
Vienna town, VA.....	15,687	Wilmington city, NC.....	106,476
Virginia Beach city, VA.....	437,994	Wilsonville city, OR.....	19,509
Walnut Creek city, CA.....	64,173	Windsor town, CO.....	18,644
Warrensburg city, MO.....	18,838	Windsor town, CT.....	29,044
Washington County, MN.....	238,136	Winnetka village, IL.....	12,187
Washington town, NH.....	1,123	Winter Garden city, FL.....	34,568
Washoe County, NV.....	421,407	Woodbury city, MN.....	61,961
Washougal city, WA.....	14,095	Woodinville city, WA.....	10,938
Wauwatosa city, WI.....	46,396	Woodland city, CA.....	55,468
Waverly city, IA.....	9,874	Wrentham town, MA.....	10,955
Weddington town, NC.....	9,459	Wyandotte County, KS.....	157,505
Wentzville city, MO.....	29,070	Yakima city, WA.....	91,067
West Carrollton city, OH.....	13,143	York County, VA.....	65,464
West Chester borough, PA.....	18,461	Yorktown town, IN.....	9,405
West Des Moines city, IA.....	56,609	Yorkville city, IL.....	16,921
Western Springs village, IL.....	12,975	Yountville city, CA.....	2,933
Westerville city, OH.....	36,120		

Peer Community Benchmark Comparisons

Table 77: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Ramsey	81%	14	20	Similar
Overall image or reputation of Ramsey	60%	10	13	Similar
Ramsey as a place to live	85%	8	12	Similar
Your neighborhood as a place to live	82%	6	12	Similar
Ramsey as a place to raise children	87%	7	12	Similar
Ramsey as a place to retire	55%	11	12	Similar
Overall appearance of Ramsey	68%	12	16	Similar

Table 78: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Ramsey	90%	6	17	Similar
	In your neighborhood during the day	97%	4	12	Similar
	In Ramsey's downtown/commercial areas during the day	96%	3	12	Similar
Mobility	Overall ease of getting to the places you usually have to visit	69%	12	12	Lower
	Availability of paths and walking trails	69%	13	14	Similar
	Ease of walking in Ramsey	67%	11	14	Similar
	Ease of travel by bicycle in Ramsey	62%	9	14	Similar
	Ease of travel by car in Ramsey	69%	13	13	Similar
	Traffic flow on major streets	59%	13	15	Similar
Natural Environment	Quality of overall natural environment in Ramsey	84%	10	13	Similar
	Cleanliness of Ramsey	74%	12	14	Similar
Built Environment	Overall "built environment" of Ramsey (including overall design, buildings, parks and transportation systems)	58%	11	12	Similar
	Overall quality of new development in Ramsey	42%	11	12	Lower
	Availability of affordable quality housing	64%	6	14	Similar
	Variety of housing options	68%	5	14	Similar
	Public places where people want to spend time	51%	12	12	Lower
Economy	Overall economic health of Ramsey	54%	11	12	Lower
	Vibrant downtown/commercial area	20%	10	10	Lower

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Overall quality of business and service establishments in Ramsey	46%	12	13	Lower
	Cost of living in Ramsey	50%	2	12	Similar
	Shopping opportunities	20%	14	14	Much lower
	Employment opportunities	31%	12	13	Lower
	Ramsey as a place to visit	39%	11	11	Lower
	Ramsey as a place to work	50%	11	12	Lower
Recreation and Wellness	Health and wellness opportunities in Ramsey	59%	12	12	Lower
	Recreational opportunities	50%	15	15	Lower
	Fitness opportunities (including exercise classes and paths or trails, etc.)	64%	12	12	Lower
Education and Enrichment	Overall opportunities for education and enrichment	53%	11	12	Lower
	Opportunities to attend cultural/arts/music activities	44%	12	13	Similar
	Adult educational opportunities	52%	12	12	Similar
	K-12 education	71%	10	14	Lower
	Availability of affordable quality child care/preschool	61%	5	11	Similar
Community Engagement	Opportunities to participate in community matters	51%	10	12	Similar
	Opportunities to volunteer	49%	13	13	Lower

Table 79: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Ramsey	76%	10	16	Similar
Overall customer service by Ramsey employees (police, receptionists, planners, etc.)	81%	6	17	Similar
Value of services for the taxes paid to Ramsey	45%	15	18	Similar
Overall direction that Ramsey is taking	49%	11	12	Similar
Job Ramsey government does at welcoming citizen involvement	55%	8	14	Similar
Overall confidence in Ramsey government	51%	10	12	Similar
Generally acting in the best interest of the community	56%	9	12	Similar
Being honest	60%	8	11	Similar
Treating all residents fairly	58%	9	12	Similar
Services provided by the Federal Government	45%	5	10	Similar

Table 80: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	91%	3	22	Similar
	Fire services	95%	6	22	Similar
	Crime prevention	84%	5	14	Similar
	Fire prevention and education	82%	7	13	Similar
	Animal control	61%	15	20	Similar
	Traffic enforcement	75%	6	15	Similar
	Street repair	43%	17	21	Similar
	Street cleaning	56%	13	14	Similar
	Street lighting	59%	16	17	Similar
	Snow removal	58%	23	25	Lower
Mobility	Sidewalk maintenance	60%	11	14	Similar
	Traffic signal timing	52%	11	13	Similar
	Drinking water	76%	7	16	Similar
Natural Environment	Preservation of natural areas such as open space, farmlands and greenbelts	63%	9	11	Similar
Built Environment	Storm drainage	75%	13	18	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Sewer services	84%	11	16	Similar
	Land use, planning and zoning	44%	14	15	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	50%	13	17	Similar
Economy	Economic development	47%	13	14	Similar
Recreation and Wellness	City parks	76%	14	14	Similar
	Recreation centers or facilities	59%	13	13	Lower
Community Engagement	Public information services	61%	9	12	Similar

Table 81: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	48%	15	17	Lower
Recommend living in Ramsey to someone who asks	84%	12	13	Similar
Remain in Ramsey for the next five years	86%	7	12	Similar
Contacted Ramsey (in-person, phone, email or web) for help or information	38%	9	11	Similar

Table 82: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Did NOT report a crime to the police	81%	6	11	Similar
Safety	Household member was NOT a victim of a crime	94%	3	12	Similar
	Used rail or other public transportation instead of driving	36%	1	10	Much higher
Mobility	Walked or biked instead of driving	63%	6	11	Similar
Natural Environment	Recycle at home	97%	5	12	Similar
Built Environment	NOT experiencing housing costs stress	79%	3	11	Similar
	Purchase goods or services from a business located in Ramsey	88%	11	11	Similar
	Economy will have positive impact on income	40%	2	12	Similar
Economy	Work inside boundaries of Ramsey	22%	10	11	Lower
Recreation and Wellness	Visited a neighborhood park or City park	87%	10	12	Similar
Education and Enrichment	Attended City-sponsored event	50%	8	10	Similar
	Campaigned or advocated for an issue, cause or candidate	8%	10	10	Lower
	Contacted Ramsey elected officials (in-person, phone, email or web) to express your opinion	11%	11	11	Similar
	Volunteered your time to some group/activity in Ramsey	20%	12	12	Lower
	Attended a local public meeting	14%	9	12	Similar
Community Engagement	Watched (online or on television) a local public meeting	17%	10	12	Similar
	Vote in local elections	82%	11	12	Similar

Communities included in peer comparisons

The communities included in Ramsey's custom comparisons are listed below along with their population according to the 2010 Census.

Albert Lea city, MN.....	18,016	Middleton city, WI.....	17,442
Brookfield city, WI	37,920	New Brighton city, MN.....	21,456
Brooklyn Center city, MN	30,104	New Hope city, MN	20,339
Chanhassen city, MN.....	22,952	New Ulm city, MN	13,522
Edina city, MN	47,941	North Mankato city, MN.....	13,394
Golden Valley city, MN.....	20,371	Prior Lake city, MN.....	22,796
Grafton village, WI	11,459	Ramsey city, MN	23,668
Hastings city, MN.....	22,172	River Falls city, WI	15,000
Hopkins city, MN.....	17,591	Rosemount city, MN	21,874
Howard village, WI.....	17,399	Roseville city, MN.....	33,660
Hutchinson city, MN	14,178	Savage city, MN.....	26,911
Little Chute village, WI	10,449	Shakopee city, MN	37,076
Mankato city, MN.....	39,309	Shoreview city, MN	25,043
Maplewood city, MN.....	38,018	Shorewood village, WI	13,162
Marshfield city, WI	19,118	Wauwatosa city, WI	46,396
Menomonee Falls village, WI	35,626		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Ramsey funded this research. Please contact Kurt Ulrich, Ramsey City Administrator at kulrich@ci.ramsey.mn.us if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

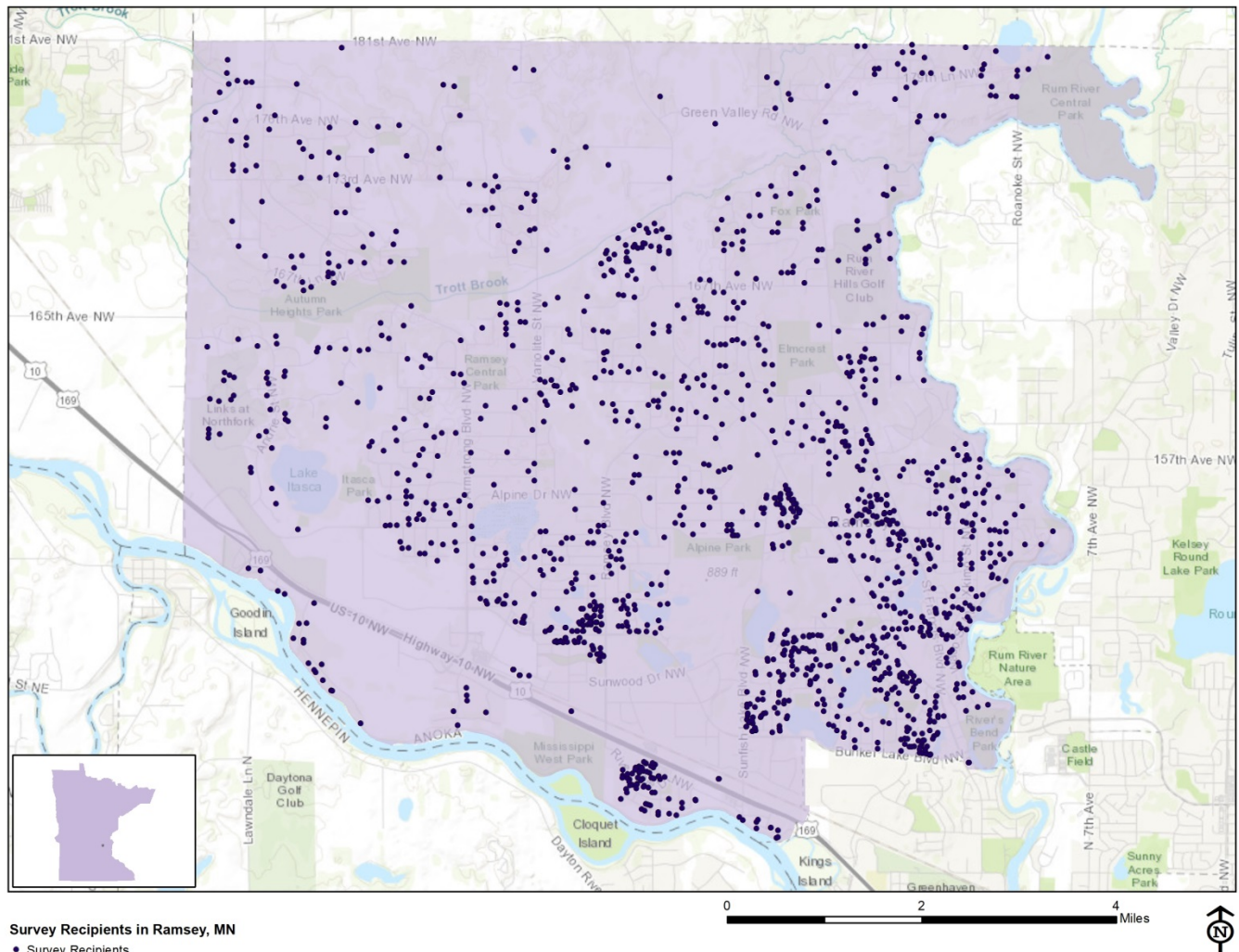
Selecting Survey Recipients

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Ramsey were eligible to participate in the survey. A list of all households within the zip codes serving Ramsey was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Ramsey households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Ramsey boundaries were removed from consideration.

To choose the 1,600 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on April 13, 2018. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English. Completed surveys were collected over the following seven weeks.

About 1% of the 1,600 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,580 households that received the survey, 465 completed the survey, providing an overall response rate of 29%. The response rate was calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons.

¹ See AAPOR's Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

Table 83: Survey Response Rate

	Overall
Total sample used	1,600
I=Complete Interviews	463
P=Partial Interviews	2
R=Refusal and break off	0
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	1,115
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	29%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.²

The margin of error for the City of Ramsey survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (465 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Ramsey. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

² A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Table 84: Ramsey, MN 2018 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing			
Rent home	9%	6%	6%
Own home	91%	94%	94%
Detached unit*	83%	84%	82%
Attached unit*	17%	16%	18%
Race and Ethnicity			
White	94%	94%	91%
Not white	6%	6%	9%
Not Hispanic	98%	99%	98%
Hispanic	2%	1%	2%
Sex and Age			
Female	50%	52%	50%
Male	50%	48%	50%
18-34 years of age	30%	10%	30%
35-54 years of age	44%	32%	44%
55+ years of age	26%	57%	26%
Females 18-34	15%	7%	15%
Females 35-54	22%	16%	22%
Females 55+	13%	30%	13%
Males 18-34	15%	4%	15%
Males 35-54	22%	16%	22%
Males 55+	13%	28%	13%

* U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Appendix D: Survey Materials

Dear Ramsey Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,



Sarah Strommen
Mayor

Dear Ramsey Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,



Sarah Strommen
Mayor

Dear Ramsey Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,



Sarah Strommen
Mayor

Dear Ramsey Resident,

It won't take much of your time to make a big difference!

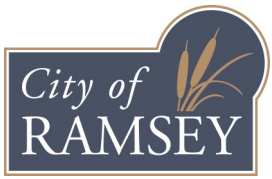
Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,

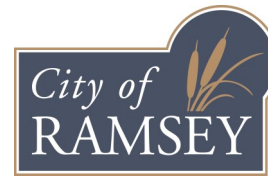


Sarah Strommen
Mayor



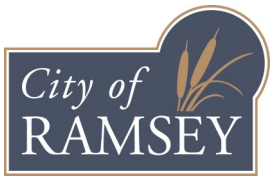
City of Ramsey
7550 Sunwood Drive NW
Ramsey, MN 55303

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



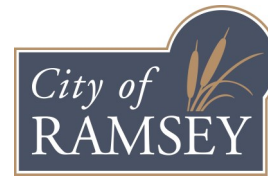
City of Ramsey
7550 Sunwood Drive NW
Ramsey, MN 55303

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



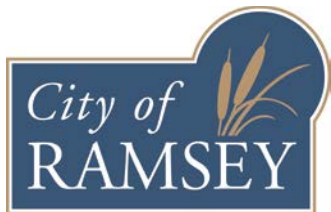
City of Ramsey
7550 Sunwood Drive NW
Ramsey, MN 55303

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



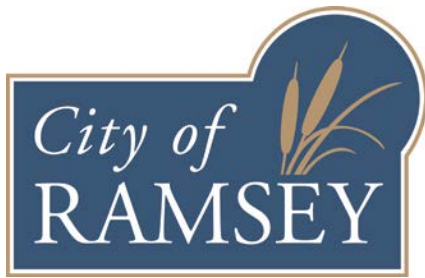
City of Ramsey
7550 Sunwood Drive NW
Ramsey, MN 55303

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Ramsey
7550 Sunwood Drive NW
Ramsey, MN 55303

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO.94



7550 Sunwood Drive NW • Ramsey, MN 55303
City Hall: 763-427-1410 • Fax: 763-427-5543
www.cityoframsey.com

April 2018

Dear City of Ramsey Resident:

Please help us shape the future of Ramsey! You have been selected at random to participate in the 2018 Ramsey Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Ramsey make decisions that affect our city.

A few things to remember:

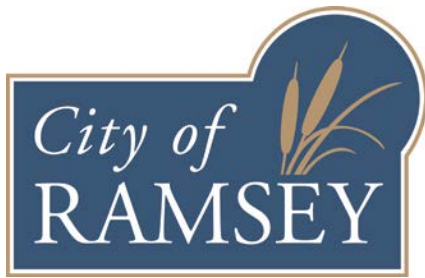
- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope.**

If you have any questions about the survey please call 763-433-9868.

Thank you for your time and participation!

Sincerely,

Sarah Strommen
Mayor



7550 Sunwood Drive NW • Ramsey, MN 55303
City Hall: 763-427-1410 • Fax: 763-427-5543
www.cityoframsey.com

April 2018

Dear City of Ramsey Resident:

Here's a second chance if you haven't already responded to the 2018 Ramsey Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Ramsey! You have been selected at random to participate in the 2018 Ramsey Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Ramsey make decisions that affect our city.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope.**

If you have any questions about the survey please call 763-433-9868.

Thank you for your time and participation!

Sincerely,

Sarah Strommen
Mayor

The City of Ramsey 2018 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Ramsey:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Ramsey as a place to live	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Ramsey as a place to raise children	1	2	3	4	5
Ramsey as a place to work.....	1	2	3	4	5
Ramsey as a place to visit.....	1	2	3	4	5
Ramsey as a place to retire	1	2	3	4	5
The overall quality of life in Ramsey	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Ramsey as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Ramsey.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in Ramsey	1	2	3	4	5
Overall "built environment" of Ramsey (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Ramsey	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Ramsey	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Ramsey.....	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Ramsey to someone who asks.....	1	2	3	4	5
Remain in Ramsey for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Ramsey's downtown/commercial areas during the day ..	1	2	3	4	5	6
In your neighborhood after dark	1	2	3	4	5	6
In Ramsey's downtown/commercial areas after dark	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Ramsey as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets	1	2	3	4	5
Ease of travel by car in Ramsey.....	1	2	3	4	5
Ease of travel by bicycle in Ramsey.....	1	2	3	4	5
Ease of walking in Ramsey	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Cleanliness of Ramsey	1	2	3	4	5
Overall appearance of Ramsey.....	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Overall condition of City maintained streets	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Ramsey as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Ramsey	1	2	3	4	5
Overall quality of business and service establishments in Ramsey	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in Ramsey	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Household member was a victim of a crime in Ramsey	1	2
Reported a crime to the police in Ramsey	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted the City of Ramsey (in-person, phone, email or web) for help or information.....	1	2
Contacted Ramsey elected officials (in-person, phone, email or web) to express your opinion.....	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Ramsey?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Visited a neighborhood park or City park	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used rail or other public transportation instead of driving.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Ramsey.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Attended a local public meeting	1	2	3	4
Watched (online or on television) a local public meeting.....	1	2	3	4

The City of Ramsey 2018 Citizen Survey

10. Please rate the quality of each of the following services in Ramsey:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services	1	2	3	4	5
Fire services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Public information services	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Overall customer service by Ramsey employees (police, receptionists, planners, etc.).....	1	2	3	4	5
Trail maintenance.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Ramsey.....	1	2	3	4	5
The Federal Government	1	2	3	4	5
Anoka County Government	1	2	3	4	5
The State of Minnesota	1	2	3	4	5

12. Please rate the following categories of Ramsey government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Ramsey.....	1	2	3	4	5
The overall direction that Ramsey is taking	1	2	3	4	5
The job Ramsey government does at welcoming citizen involvement	1	2	3	4	5
Overall confidence in Ramsey government.....	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5
Development and success of a strategic action plan.....	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Ramsey community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Ramsey.....	1	2	3	4
Overall ease of getting to the places you usually have to visit.....	1	2	3	4
Quality of overall natural environment in Ramsey	1	2	3	4
Overall “built environment” of Ramsey (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Ramsey	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Ramsey	1	2	3	4
Sense of community.....	1	2	3	4

14. To what extent are each of the following a source of information for you about Ramsey city government and its activities?

	<i>Major source</i>	<i>Moderate source</i>	<i>Minor source</i>	<i>Not a source</i>
City newsletter (Ramsey Resident).....	1	2	3	4
Local newspaper	1	2	3	4
City website (www.cityoframsey.com).....	1	2	3	4
Word-of-mouth.....	1	2	3	4
Cable television (QCTV)	1	2	3	4
City employees.....	1	2	3	4
Public meetings.....	1	2	3	4
City social media (Facebook)	1	2	3	4

15. Please indicate how likely you would be, if at all, to engage with the City on the following social media platforms in the future:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Not at all likely</i>	<i>Don't know</i>
City Facebook page	1	2	3	4
City Twitter feed.....	1	2	3	4
Nextdoor.....	1	2	3	4
Instagram	1	2	3	4

16. Please indicate to what extent you support or oppose the city investigating the following changes to new or existing amenities, each of which could accordingly result in an increase to the tax levy:

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Making improvements to existing/established parks.....	1	2	3	4	5
Building new parks.....	1	2	3	4	5
Making improvements to existing trails	1	2	3	4	5
Building new trails	1	2	3	4	5
Building a new community center	1	2	3	4	5

17. Please rate how important, if at all, you think each of the following priorities are for the City to focus on in the next five years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Balancing rural character and urban growth (development patterns)	1	2	3	4
Creating an active community (parks, trails, open space, recreation)	1	2	3	4
Creating a connected community (roads, trails, sidewalks, rail, transportation).....	1	2	3	4
Creating a positive learning environment (education and outreach)	1	2	3	4

18. How interested are you, if at all, in receiving information from the City about each of the following topics?

	<i>Extremely interested</i>	<i>Very interested</i>	<i>Moderately interested</i>	<i>Slightly interested</i>	<i>Not at all interested</i>
Council & Commissions topics/agendas	1	2	3	4	5
Lifestyle/community interest	1	2	3	4	5
Recreation	1	2	3	4	5
Local businesses (e.g., new/expanded businesses, grand openings, etc.).....	1	2	3	4	5
Public safety	1	2	3	4	5
Events	1	2	3	4	5
Road work	1	2	3	4	5
Real estate development projects.....	1	2	3	4	5
Getting involved/engagement opportunities	1	2	3	4	5
Budget/performance measurements	1	2	3	4	5

19. The City employs a long-term maintenance program to cost-effectively maintain all 175-plus miles of City streets. Currently, street reconstruction projects are funded 25% by special assessments levied against benefitting properties, and 75% by street reconstruction bonds, which are paid back using general property taxes. The City periodically evaluates funding sources for this on-going program. Please indicate the extent to which you would support or oppose the following funding sources:

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Current method, which requires 25% of funding by special assessments levied against benefitting properties over 5-15 years	1	2	3	4	5
Zero special assessments levied against benefitting properties, which requires 100% of funding by general property tax increases.....	1	2	3	4	5
Electric and/or gas utility fee increases, approximately \$8 per utility, per month.....	1	2	3	4	5

The City of Ramsey 2018 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home.....	1	2	3	4	5
Purchase goods or services from a business located in Ramsey.....	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- ☐ Very positive
 ☐ Somewhat positive
 ☐ Neutral
 ☐ Somewhat negative
 ☐ Very negative

D4. What is your employment status?

- ☐ Working full time for pay
☐ Working part time for pay
☐ Unemployed, looking for paid work
☐ Unemployed, not looking for paid work
☐ Fully retired

D5. Do you work inside the boundaries of Ramsey?

- ☐ Yes, outside the home
☐ Yes, from home
☐ No

D6. How many years have you lived in Ramsey?

- ☐ Less than 2 years ☐ 11-20 years
☐ 2-5 years ☐ More than 20 years
☐ 6-10 years

D7. Which best describes the building you live in?

- ☐ One family house detached from any other houses
☐ Building with two or more homes (duplex, townhome, apartment or condominium)
☐ Mobile home
☐ Other

D8. Is this house, apartment or mobile home...

- ☐ Rented
☐ Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- ☐ Less than \$300 per month
☐ \$300 to \$599 per month
☐ \$600 to \$999 per month
☐ \$1,000 to \$1,499 per month
☐ \$1,500 to \$2,499 per month
☐ \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- ☐ No ☐ Yes

D11. Are you or any other members of your household aged 65 or older?

- ☐ No ☐ Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ Less than \$25,000
☐ \$25,000 to \$49,999
☐ \$50,000 to \$99,999
☐ \$100,000 to \$149,999
☐ \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- ☐ No, not Spanish, Hispanic or Latino
☐ Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- ☐ American Indian or Alaskan Native
☐ Asian, Asian Indian or Pacific Islander
☐ Black or African American
☐ White
☐ Other

D15. In which category is your age?

- ☐ 18-24 years ☐ 55-64 years
☐ 25-34 years ☐ 65-74 years
☐ 35-44 years ☐ 75 years or older
☐ 45-54 years

D16. What is your sex?

- ☐ Female ☐ Male

D17. Do you consider a cell phone or land line your primary telephone number?

- ☐ Cell ☐ Land line ☐ Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

City Custom Questions (proposed 2020)

Table 49: Question 14

To what extent are each of the following a source of information for you about Ramsey city government and its activities?
City newsletter (Ramsey Resident)
Local newspaper
City website (www.cityoframsey.com)
Word-of-mouth
Cable television (QCTV)
City employees
Public meetings
City social media (Facebook)

Table 50: Question 15

Please indicate how likely you would be, if at all, to engage with the City on the following social media platforms in the future:	
City Facebook page	:
City Twitter feed	:
Nextdoor	:
Instagram	:

ADD: *Zoom, MicroSoft Teams*, or other video conference application

Table 51: Question 16

Please indicate to what extent you support or oppose the city investigating the following changes to new or existing amenities, each of which could accordingly result in an increase to the tax levy:
Making improvements to existing/established parks
Building new parks
Making improvements to existing trails
Building new trails
Building a new community center

Table 52: Question 17

Please rate how important, if at all, you think each of the following priorities are for the City to focus on in the next five years:
Balancing rural character and urban growth (development patterns)
Creating an active community (parks, trails, open space, recreation)
Creating a connected community (roads, trails, sidewalks, rail, transportation)
Creating a positive learning environment (education and outreach)

DELETE:

Creating a positive learning environment (education and outreach)

ADD:

Creating financial stability for the City.

Delivering quality cost-effective municipal services to residents.

Table 54: Question 19

The City employs a long-term maintenance program to cost-effectively maintain all 175-plus miles of City streets. Currently, street reconstruction projects are funded 25% by special assessments levied against benefitting properties, and 75% by street reconstruction bonds, which are paid back using general property taxes. The City periodically evaluates funding sources for this on-going program. Please indicate the extent to which you would support or oppose the following funding sources:
Current method, which requires 25% of funding by special assessments levied against benefitting properties over 5-15 years
Zero special assessments levied against benefitting properties, which requires 100% of funding by general property tax increases
Electric and/or gas utility fee increases, approximately \$8 per utility, per month

Proposed Revision:

Question 19

The City employs a long-term Pavement management Program to cost-effectively maintain all 180 miles of City streets. From 2015-2020 the City funded projects by assessing 25% to benefiting property owners and contributed 75% through bonded debt, paid with property taxes. The City Council recently passed an ordinance to collect a monthly franchise fee on gas and electric customers and dedicate this funding to the Pavement Management Program, and to eliminate the need for additional property taxes or assessments. The City periodically evaluates funding sources for this ongoing program. Please indicate the extent to which you would support or oppose the following funding sources:

- Assess 25% of street project cost to benefiting property owners and pay 75% through bonded debt, paid with city-wide property taxes.
- Eliminate special assessments and pay 100% with property taxes, resulting in an estimated 15% increase in tax levy.
- Collect a monthly franchise fee on gas and electric customers in the amount of \$7 per utility per month.



Helping Organizations Make Better Decisions

725 W. Frontier Lane, Olathe, Kansas 66061

Phone: (913) 829-1215

Fax: (913) 829-1591

January 18, 2021

Ben Nibarger
City Administrator
City of New Fairview
817-638-5366

Subject: Proposal to Conduct a Community Survey for the City of New Fairview

Dear Mr. Nibarger:

ETC Institute is pleased to submit a quote to conduct a community survey for the City of New Fairview, Texas. If selected for this project, ETC Institute will provide the following services:

Task 1: Design the Survey and Prepare the Sampling Plan. Task 1 will include the following services:

- Working with City staff to develop the content of the survey. Although ETC Institute will tailor the survey to the City's needs, our firm will provide sample questions from other communities to make the development of the survey instrument as easy as possible. It is anticipated that 3-4 drafts of the survey will be prepared before the survey is approved by the City. The survey will be up to 6 pages in length.
- Participating in meetings by phone to develop the survey.
- Conducting a pilot test of the survey to ensure the questions are understood by residents. Based on the results of the pilot test, ETC Institute will recommend changes (if needed) to the survey.

Deliverable Task 1. ETC Institute will provide a copy of approved survey instrument.

Task 2: Administer the Survey. Task 2 will include the following services:

- ETC Institute will administer the survey by a combination of mail, Internet and phone.
- ETC Institute will mail the survey and a cover letter (on City letterhead) to all households in the City. Only one survey per household will be sent. Postage-paid envelopes will be provided by ETC Institute for each respondent. The City will provide a cover letter for the mailed survey. The cover letter will contain a link to an online version of the survey.

Residents who receive the survey will have the option of returning the printed survey by mail or completing it on-line.

- The estimated number of households in New Fairview is approximately 500. ETC Institute will do everything possible to collect as many surveys from City residents as possible. Approximately 7-10 days after the surveys are mailed, ETC Institute will follow-up via e-mail and/or phone with households that received a mailed survey. ETC Institute will continue following up with households in an attempt to reach a minimum of 100 completed surveys. A sample of 100 completed surveys will provide results that have a margin of error of +/-8.8% at the 95% level of confidence at the City level. The results would be statistically valid City-wide. Because there are only 500 households in the City, ETC Institute may not reach the minimum goal of 100 completed surveys if residents are not willing to participate. However, ETC Institute will do everything possible to ensure the maximum number of surveys are collected from residents.
- ETC Institute will monitor the distribution of the sample to ensure that the sample reasonably reflects the demographic composition of the City with regard to age, geographic dispersion, gender, race/ethnicity and other factors.

Deliverable Task 2. ETC Institute will provide a copy of the overall results for each question on the survey.

Task 3: Analysis and Final Report. ETC Institute will submit a final report to the City. At a minimum, this report will include the following items:

- Formal report that includes an executive summary of the survey methodology and a description of major findings.
- Charts and graphs that show the overall results of each question on the survey.
- Benchmarking analysis showing how the City compares to residents in other communities.
- Importance-Satisfaction Analysis that will identify the areas where the greatest opportunities exist to enhance overall satisfaction with City services.
- Tabular data that shows the results for each question on the survey, including open ended questions.
- A copy of the survey instrument

Deliverable Task 3: ETC Institute will submit a final report in an electronic format. ETC Institute can also provide the raw data in an Excel database, or other format as requested by the City.

Project Schedule

Listed below is ETC Institute's typical timeline for administering a community survey. Since the surveys will be administered entirely in-house, the completion date for the project is completely within our control. We are available to start at a date most convenient for the City.

- **Month 1**
Design survey instrument
Finalize sampling plan
- **Month 2**
Administer the survey
- **Month 3**
Draft Report Submitted for review
Prepare and Deliver the Final Report

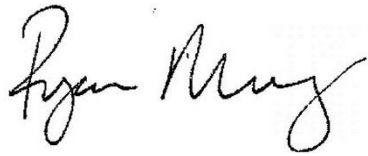
Fee

The table below shows a breakdown of the fees for the services described in this proposal.

ETC Institute Community Survey Fees for New Fairview, Texas		Number of Completed Surveys
at 95% level of Confidence		100
		+/-8.8%
Design Survey and Prepare Sampling Plan		\$2,000.00
Administration of 15-20 Minute Survey (Up to 6 pages)		\$3,000.00
Formal Report (summary, charts, benchmarking, I-S)		\$2,000.00
Total		\$7,000.00
Optional Services		
Crosstabulations of the results by key demographic variables		\$1,000.00
GIS Maps showing the results of the survey as maps of the community		\$1,000.00
Non-Random Sample Survey open to general public - deliver results in excel/tabular in PDF		\$ 500.00
On-Site Presentation of results		\$2,500.00
Webinar Presentation of results		\$ 500.00

CLOSING: We appreciate your consideration of this proposal, and look forward to your decision. If you have any questions, please do not hesitate to call me at (816) 809-7640.

Sincerely,

A handwritten signature in black ink, reading "Ryan Murray". The signature is fluid and cursive, with the first name "Ryan" and last name "Murray" clearly distinguishable.

Ryan Murray
Assistant Director of Community Research
ETC Institute
725 W. Frontier Circle
Olathe, KS 66061
(913) 254-4598
Ryan.Murray@etcinstitute.com

Town of Westlake Resident Survey

...helping organizations make better decisions since 1982

Findings Report

Submitted to the Town of Westlake, Texas

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

May 2017





Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Trend Analysis	17
Section 3: Importance-Satisfaction Analysis	30
Section 4: Tabular Data	36
Section 5: Survey Instrument	72

Town of Westlake

2017 Resident Survey

Executive Summary

Purpose and Methodology

During the spring of 2017, ETC Institute administered a Resident Survey for the Town of Westlake. The purpose of the survey was to gather input from citizens to help Town leaders make critical decisions concerning the allocation of Town resources, to measure the effectiveness of Town Services, and to help decide the future direction of the community. This was the sixth time the Town had administered the resident survey; the previous surveys were administered in 2009, 2010, 2011, 2013, and 2015.

The five-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the Town of Westlake. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Westlake from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The five-page survey was administered to a random sample of 174 households in the Town. The results for the random sample of 174 households have a 95% level of confidence with a precision of at least +/- 5.7%.

This summary report contains:

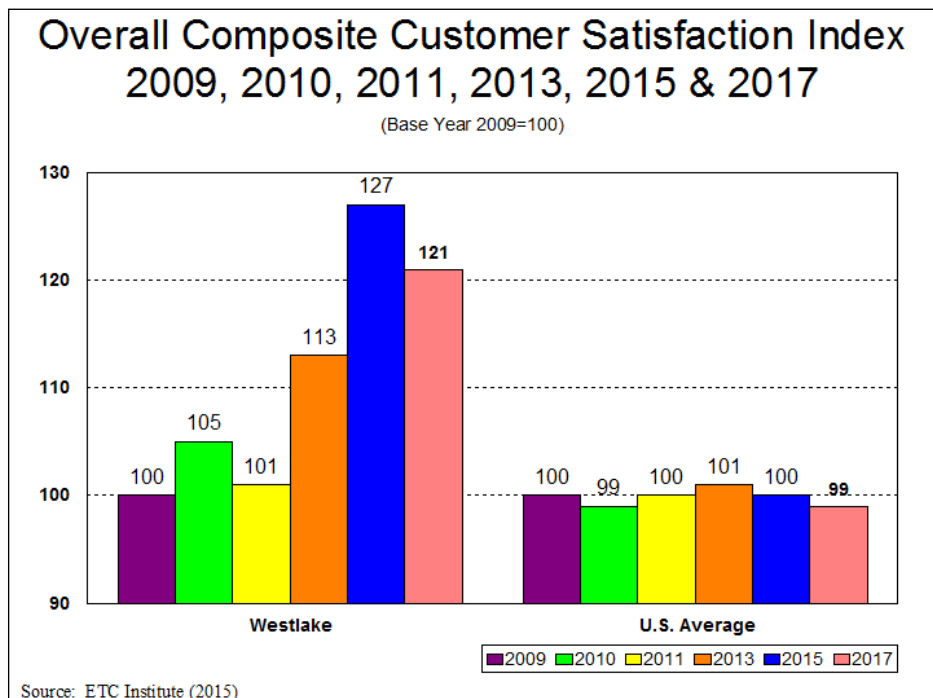
- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- trend analysis
- importance-satisfaction analysis
- tabular data that show the results for each question on the survey
- a copy of the survey instrument.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Westlake with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of Town services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

Overall Satisfaction

Eighty-one percent (81%) of residents, who had an opinion, were “very satisfied” or “satisfied” with the overall quality of government services provided by Westlake; 11% were neutral and 7% were dissatisfied. The highest levels of satisfaction with Town services, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the overall quality of public safety services (94%), the Town’s emergency preparedness efforts (89%), and the overall quality of parks, trails, open spaces, streetscaping, and facilities (82%).

Composite Customer Satisfaction Index. To objectively assess the change in overall satisfaction with Town services from 2009, ETC Institute developed a Composite Customer Satisfaction Index for the Town. The Composite Satisfaction Index is derived from the mean rating given for all major categories of Town services that are assessed on the survey in 2009, 2010, 2011, 2013, 2015 and 2017. The index is calculated by dividing the mean rating for the current year by the mean rating for the base-year (year 2009) and then multiplying the result by 100. As the chart below shows, the **Composite Customer Satisfaction Index for Westlake has increased by 21 points since 2009 and has decreased by 6 points since 2015.** In comparison, the U.S. index has remained very stagnant, with a decrease of 1 point since 2015.



Overall Priorities

The top three major Town services that residents felt were most important were: 1) public safety services (62%), 2) the overall quality of parks, trails, open spaces, streetscaping, and facilities (39%), and 3) the overall value of Westlake Academy to the Town (37%).

Satisfaction with Specific Town Services

- **Police Services.** The police services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the overall quality of local police protection (86%), how quickly police respond to emergencies (84%), and the visibility of police in neighborhoods (80%).
- **Fire and Emergency Medical Services.** Residents gave high satisfaction ratings to all three fire and emergency medical services that were rated. Based upon a combination of “very satisfied” and “satisfied” responses, among residents who had an opinion, ninety-one (91%) of Westlake residents were satisfied with the response time of fire and EMS personnel, 91% were satisfied with the quality of emergency medical services and 89% were satisfied with the overall quality of fire services.
- **Emergency Preparedness.** Eighty-one percent (81%) of the residents surveyed, who had an opinion, were “very satisfied” or “satisfied” with the Town staff response during extreme weather and 79% were satisfied with efforts by the Town staff to inform residents of hazardous road conditions, potential inclement weather and closures.
- **Transportation Services.** The transportation services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the cleanliness of streets and other public areas (85%) and the condition of major streets in Westlake (81%).
- **Communication/Citizen Engagement.** The communication/citizen engagement services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: Town efforts to keep residents informed (82%), the timeliness of information provided by the Town (80%), and the completeness of information provided by the Town (80%).
- **Parks and Recreation Services.** The parks and recreation services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the maintenance of streetscaping and open space (82%) and the number of publicly-accessible parks/trails (76%).
- **Utility Services.** The utility services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: residential trash collection services (83%), quality of drinking water utility services (77%), and the promotion of water conservation and the protection of resources (75%).

- **Customer Service.** The customer service items that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were the friendliness of Town staff (92%), participation of Town staff in community events/neighborhood meetings (83%) and the timeliness of Town Staff to concerns or issues (77%).
- **Code Enforcement.** Both code enforcement items saw high levels of overall satisfaction, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion. Eighty-one percent (81%) of respondents were satisfied with the enforcement of exterior maintenance and maintenance regulations for property and 80% were satisfied with the enforcement of sign regulations.

Other Findings

- The most important reasons that residents indicated influenced their decision to move to Westlake were: 1) the quality of life (99%), 2) low crime rates and the quality of public safety (98%), 3) the aesthetic appeal and high development standards (97%), 4) quality of their subdivision (97%), and 5) the type of housing available (95%). The quality of life, Westlake Academy, and the aesthetic appeal and high development standards were the top three reasons that residents will stay in Westlake over the next five years.
- The types of Town information that residents were most familiar with, based upon the combined percentage of residents who indicated they were “very familiar” or “somewhat familiar” with the information, were: the Town’s Vision, Values, and Mission Statements (79%), the Town’s Comprehensive Plan (76%), zoning standards within the Town (75%), and the Town’s open space requirements for development (75%).
- Of the residents who had attended public meetings held in their neighborhood, 91% felt the meeting was informative and 91% felt they had the opportunity to discuss their ideas and concerns at the meeting.
- Of the residents who have not attended a public meeting, 72% indicated they would attend in the future, and 87% think the meetings are useful.
- Nearly half (47%) of respondents indicated they think neighborhood meetings should be held annually, 31% think they should be held twice a year, and 2% think they should be held every other year.
- Fifty-two percent (52%) of households surveyed have children in grades K-12 living in the home. Of those who have children two out of every three households indicated their children attend Westlake Academy. Twenty percent (20%) of respondents who indicated their child previously attended Westlake Academy would consider re-enrolling them in the future.
- Ninety-eight percent (98%) of the residents surveyed felt “very safe” or “safe” in the Town of Westlake, compared to only 2% who felt “unsafe” or “very unsafe”.

- Most (96%) of the residents surveyed thought Westlake was an “excellent” or “good” place to live; 3% felt it was an “average” place to live, only 1% felt it was a “poor” place to live.

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the Town identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each Town service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with Town services over the next two years. If the Town wants to improve its overall satisfaction rating, the Town should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 2 of this report.

Overall Priorities for the Town by Major Category. This analysis reviewed the importance of and satisfaction with major categories of Town services. This analysis was conducted to help set the overall priorities for the Town. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years to raise the Town’s overall satisfaction rating are listed below:

- Overall value of Westlake Academy to the Town (IS Rating=0. 1017)

The table below shows the importance-satisfaction rating for all 11 major categories of Town services that were rated.

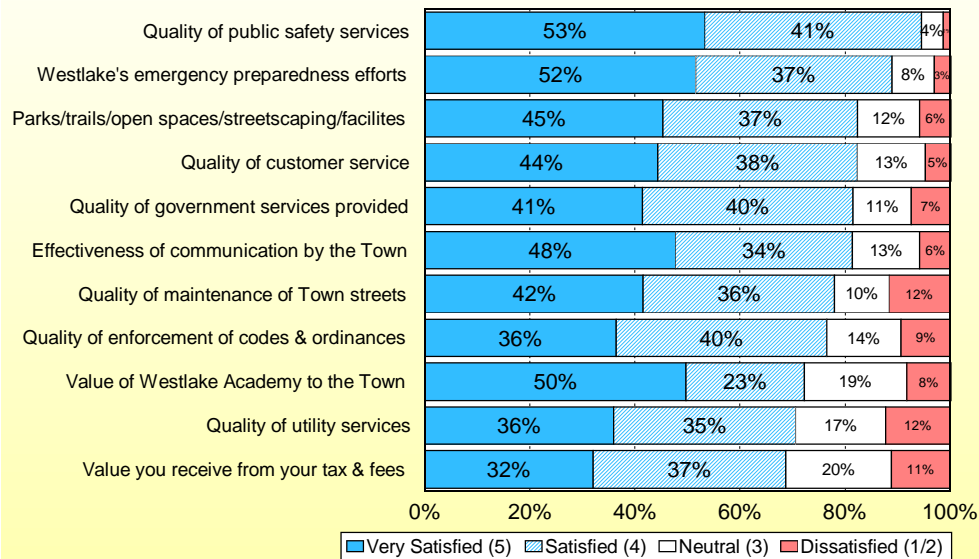
2017 Importance-Satisfaction Rating Town of Westlake Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall value of Westlake Academy to the Town	37%	3	72%	9	0.1017	1
Medium Priority (IS <.10)						
Overall value you receive from your tax & fees	30%	4	69%	11	0.0952	2
Overall quality of parks, trails, open spaces, streetscaping, & facilities	39%	2	82%	3	0.0688	3
Overall quality of maintenance of Town streets	30%	5	78%	7	0.0656	4
Overall quality of utility services	18%	7	71%	10	0.0523	5
Overall quality of public safety services (police, fire, & emergency medical)	62%	1	95%	1	0.0342	6
Overall quality of government services provided by the Town of Westlake	14%	8	82%	5	0.0255	7
Overall quality of enforcement of codes & ordinances	10%	9	77%	8	0.0230	8
Overall efforts by the Town to ensure the community is prepared for emergencies	19%	6	89%	2	0.0210	9
Overall effectiveness of communication by the Town	9%	10	81%	6	0.0162	10
Overall quality of customer service	8%	11	82%	4	0.0142	11

Section 1:

Charts and Graphs

Q1. Overall Satisfaction With Town Services by Major Category

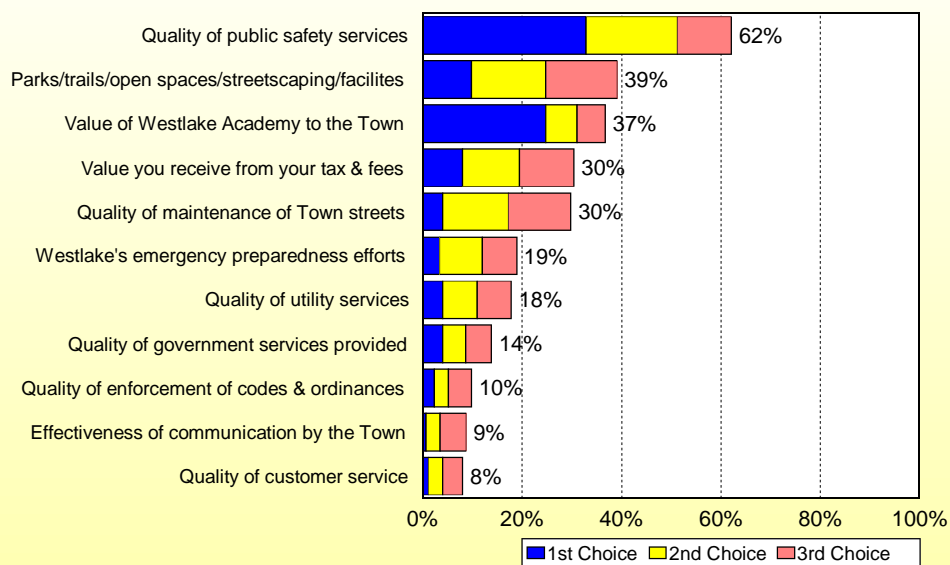
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q2. Major Categories of Town Services That Residents Felt Were Most Important

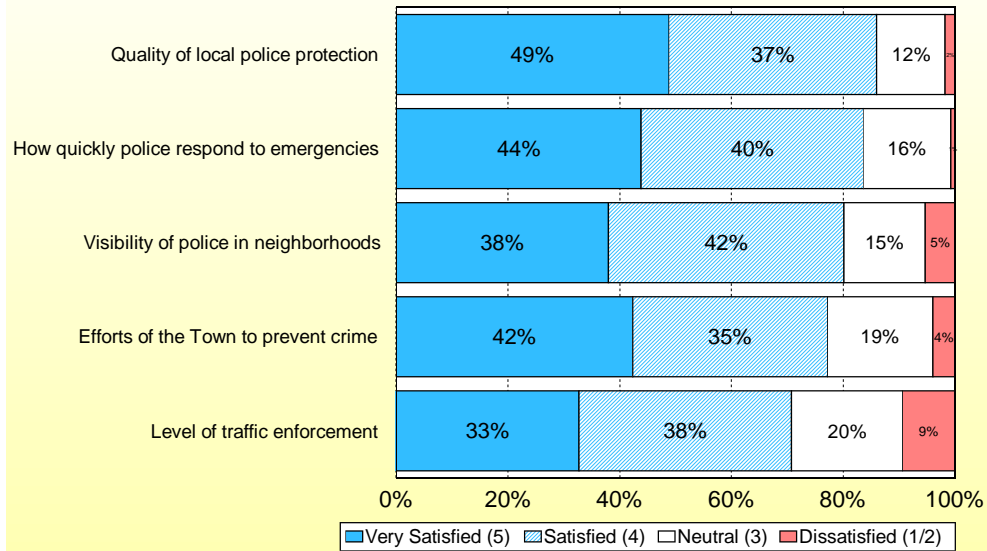
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q3.1-5. Satisfaction with Police Services in the Town of Westlake

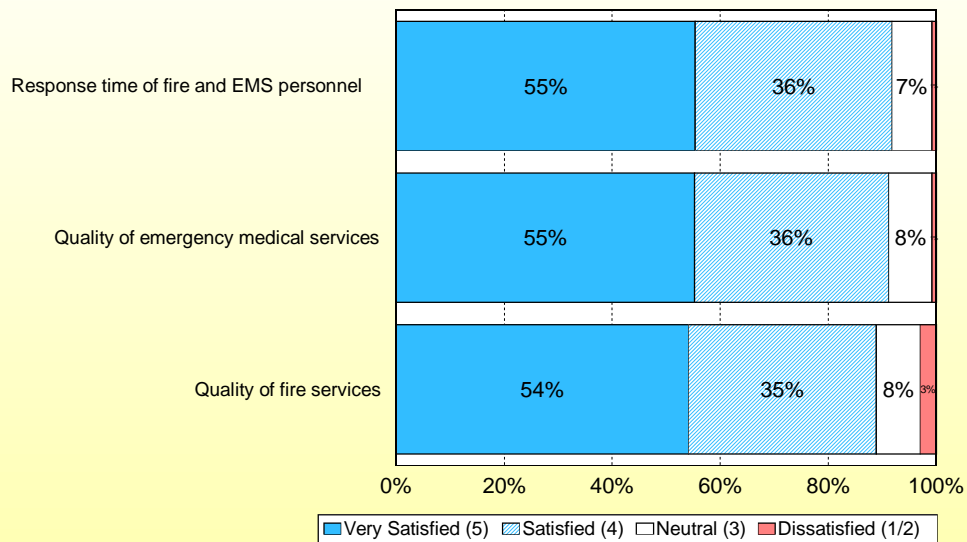
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q3.6-8. Satisfaction with Fire and Medical Services in the Town of Westlake

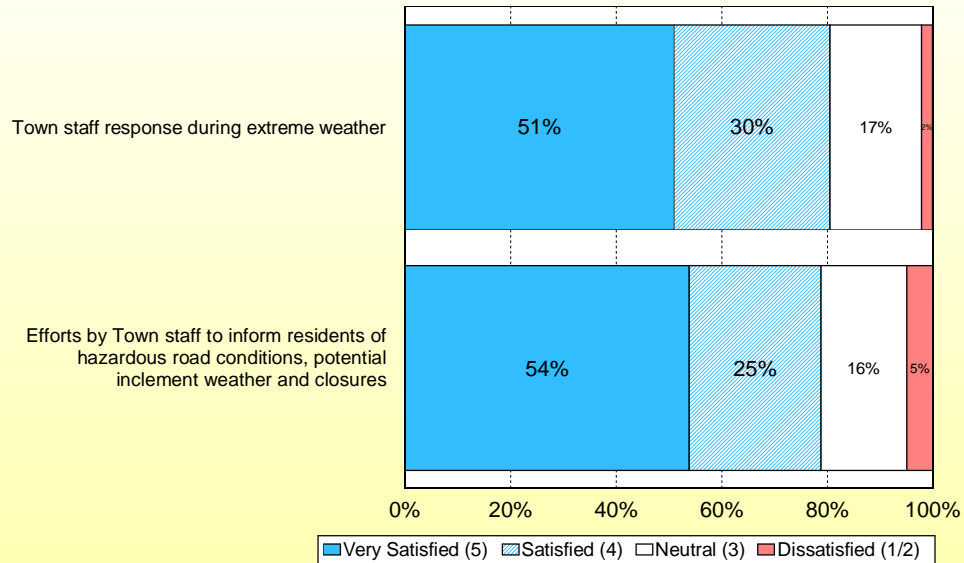
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q3.9-10. Satisfaction with Emergency Preparedness in the Town of Westlake

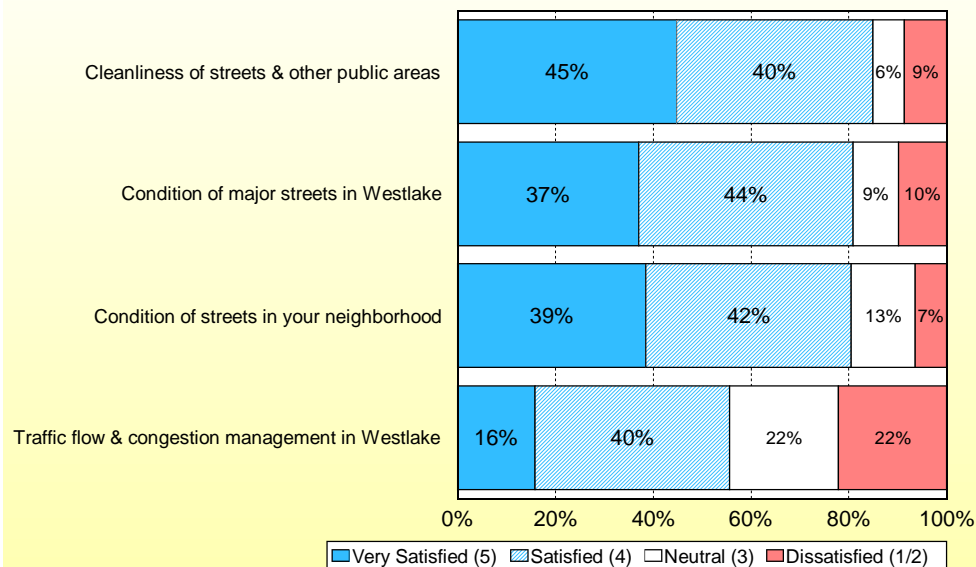
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q3.11-14. Satisfaction with Transportation Services in the Town of Westlake

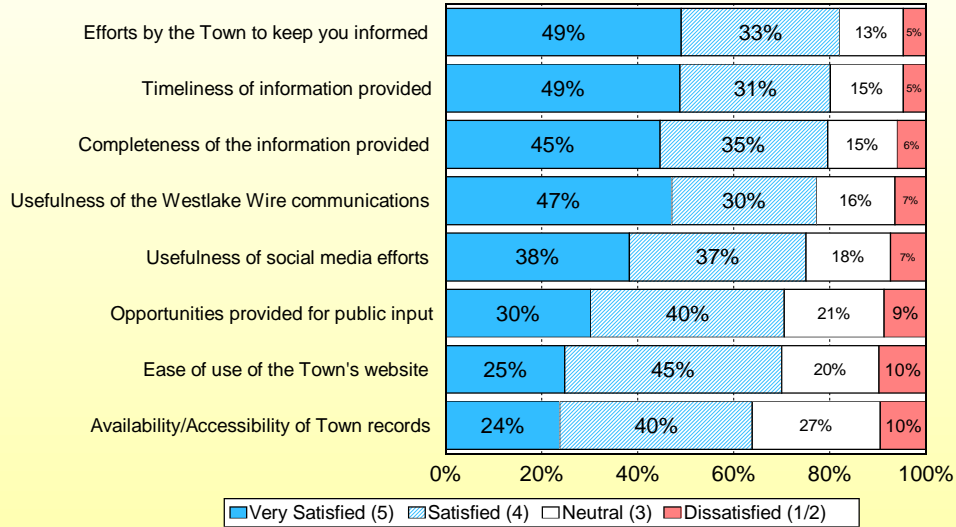
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q3.15-22. Satisfaction with Communication and Citizen Engagement in the Town of Westlake

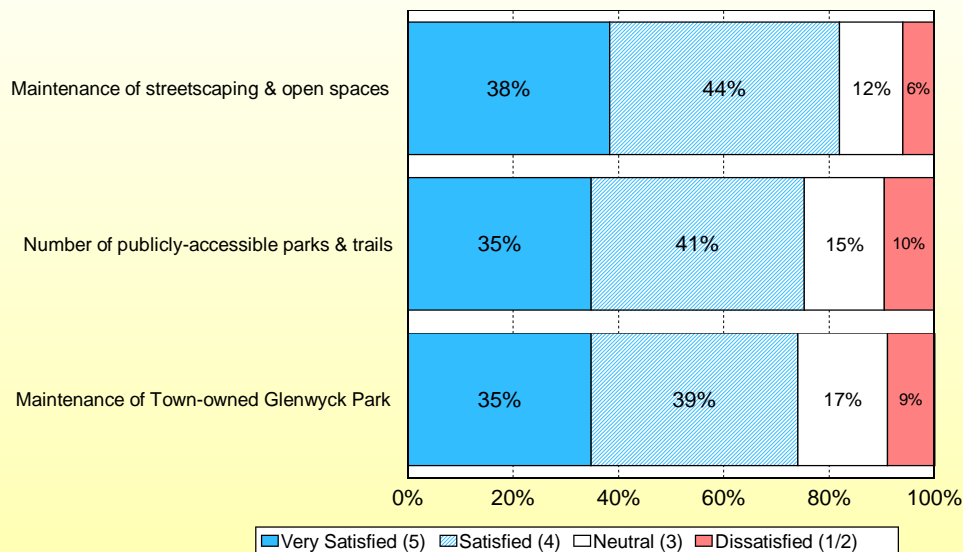
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q3.23-25. Satisfaction with Parks and Recreation Services in the Town of Westlake

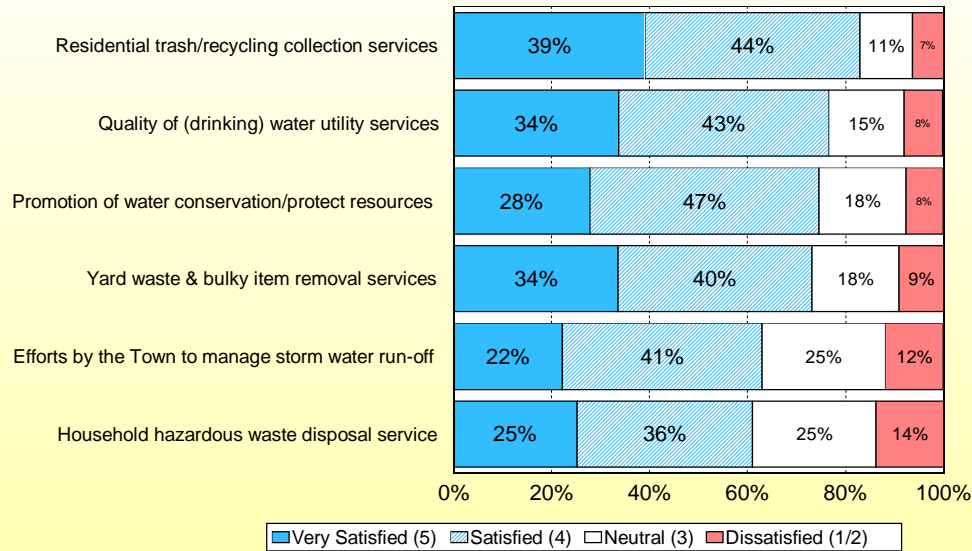
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q3.26-31. Satisfaction with Utility Services in the Town of Westlake

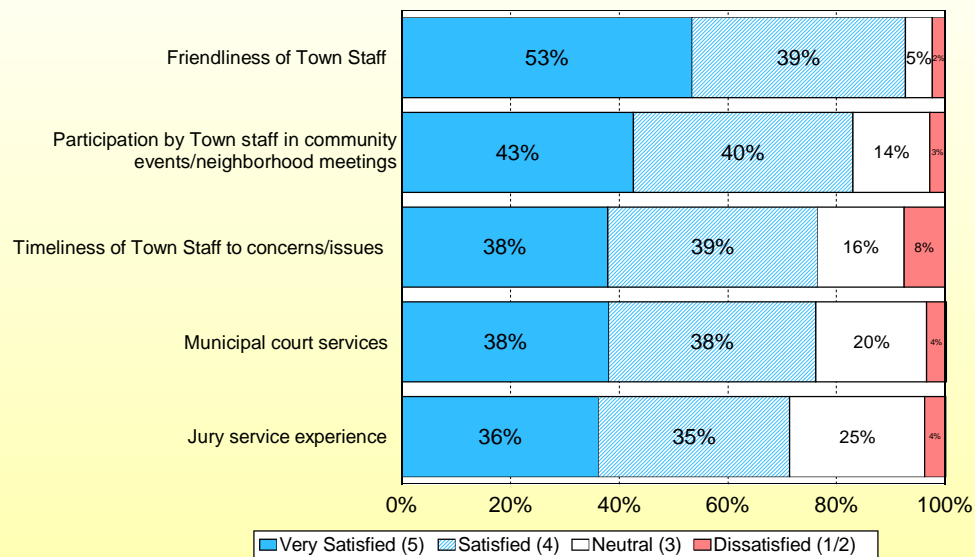
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q3.32-36. Satisfaction with Customer Service in the Town of Westlake

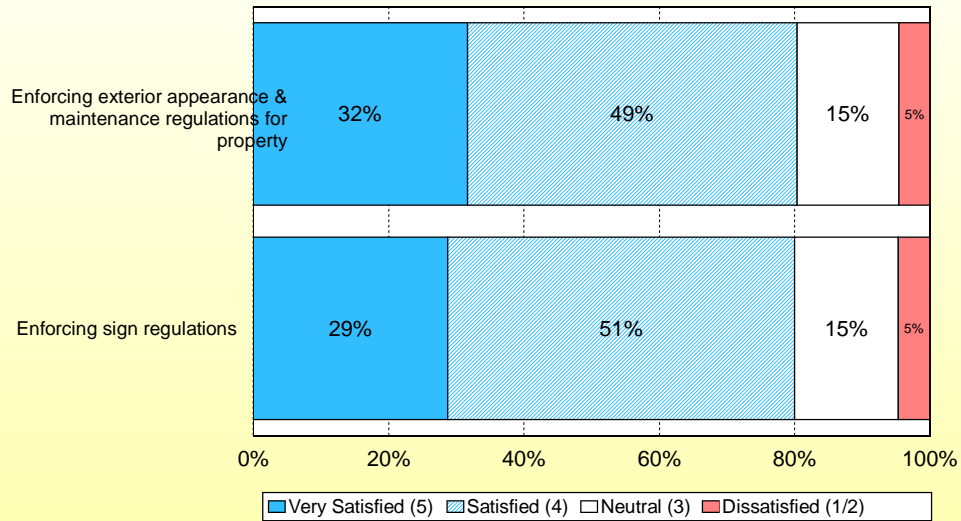
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q3.37-38. Satisfaction with Code Enforcement in the Town of Westlake

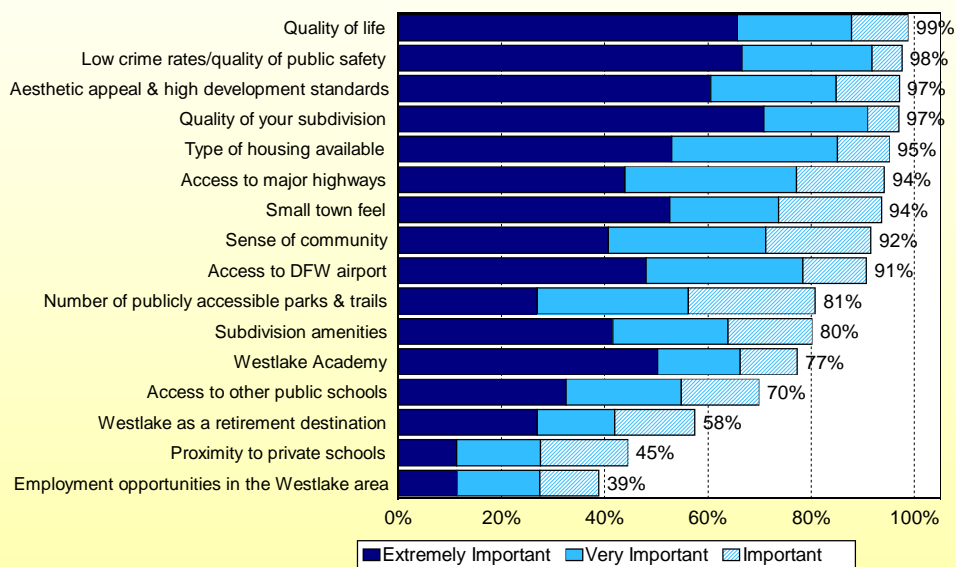
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q4. Importance of Various Reasons in the Decision to Move to Westlake

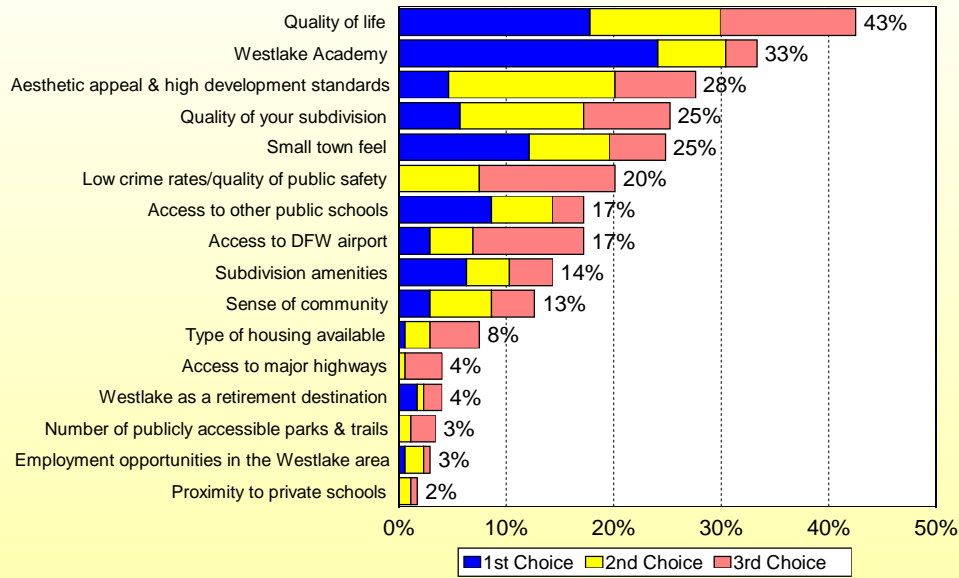
by percentage of respondents who felt the item was "extremely important," "very important" or "important"



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q5. Reasons Residents Will Stay in Westlake Over the Next Five Years

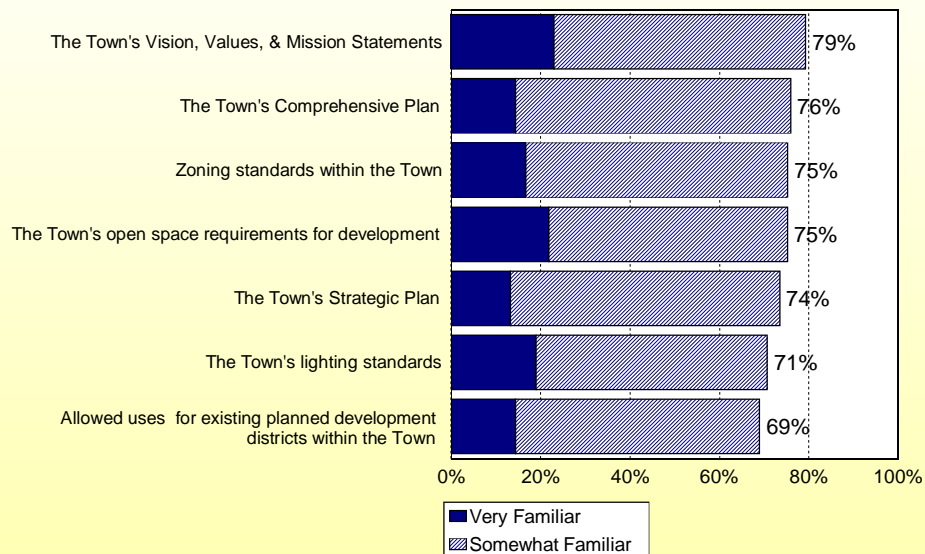
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q6. Town Information Residents Were Familiar With

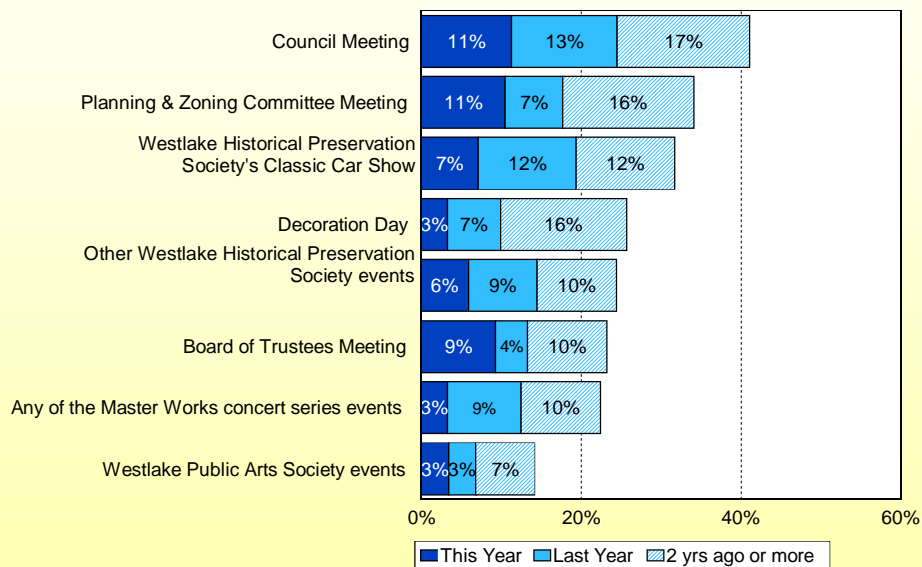
by percentage of respondents who indicated they were "very familiar" or "somewhat familiar" with the information



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q7. When did you most recently attend the following events?

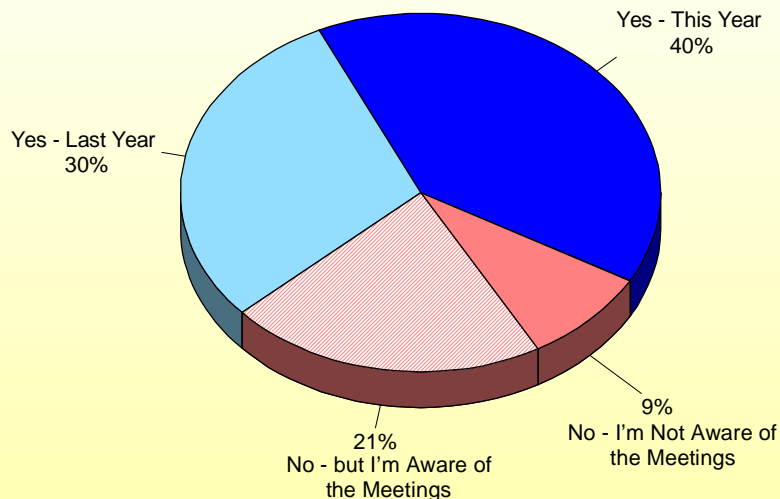
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q8. Have you attended a public meeting in your neighborhood?

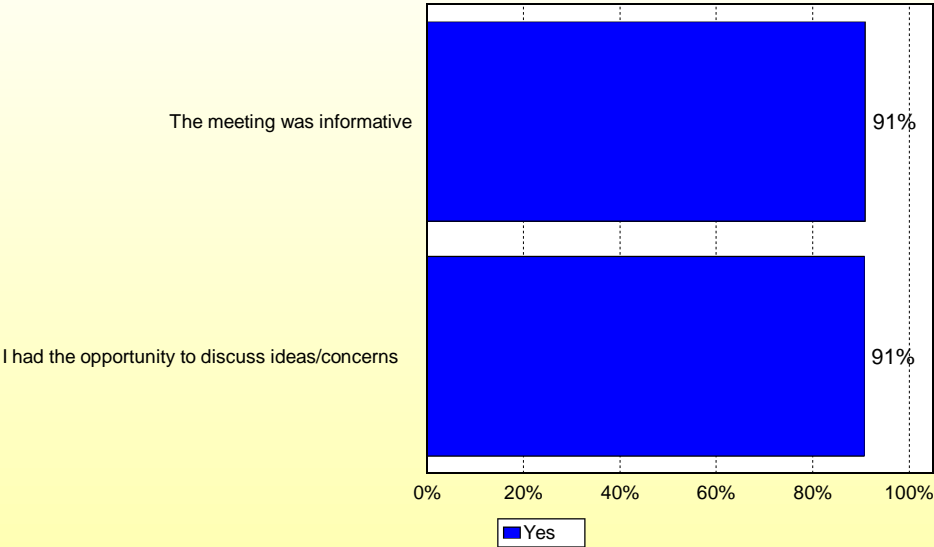
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q8a-b. Perceptions of Public Meetings

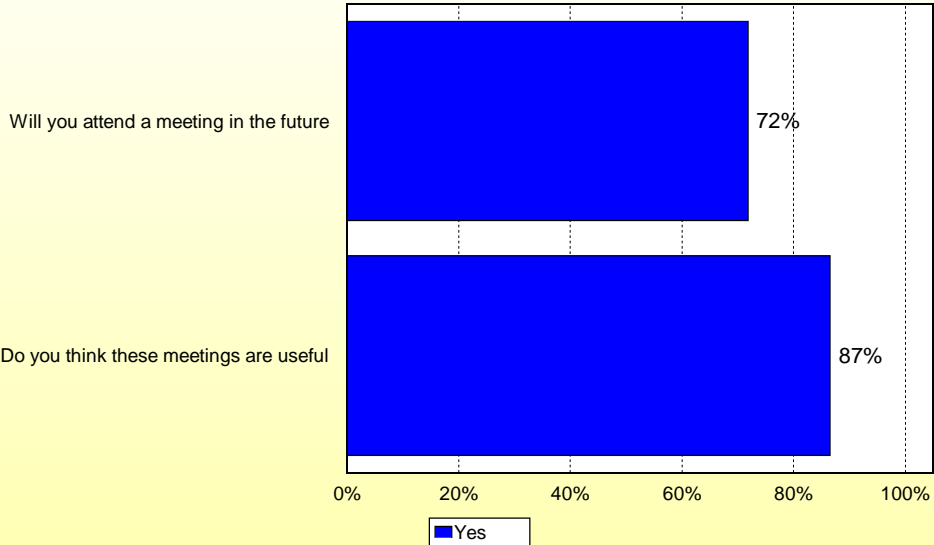
by percentage of respondents who indicated they have attended a public meeting in their neighborhood



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q8c-d Perceptions of Public Meetings

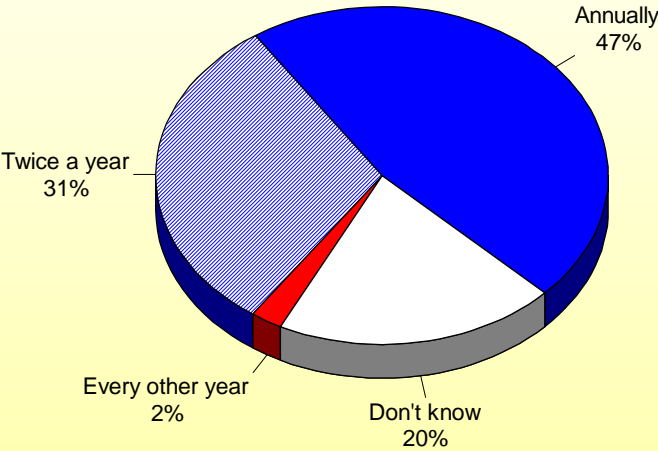
by percentage of respondents who indicated they have NOT attended a public meeting in their neighborhood



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q9. In your opinion, how often should neighborhood meetings be held?

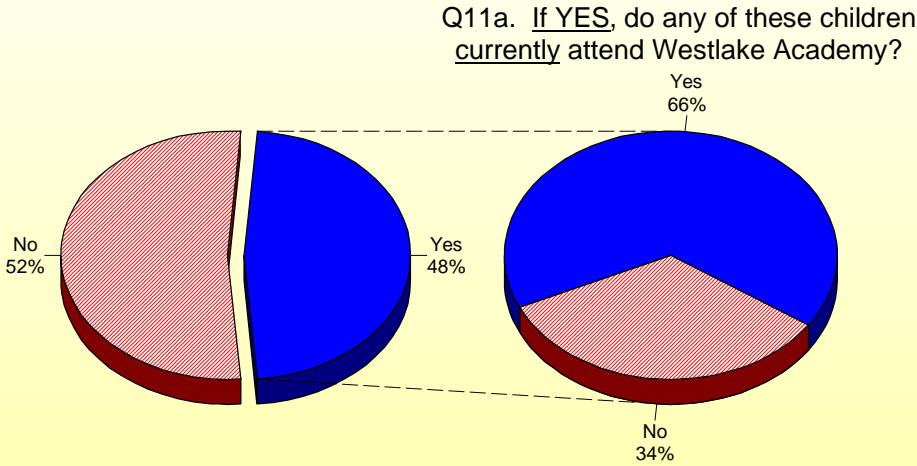
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q10. Do any children in grades K-12 live in your home?

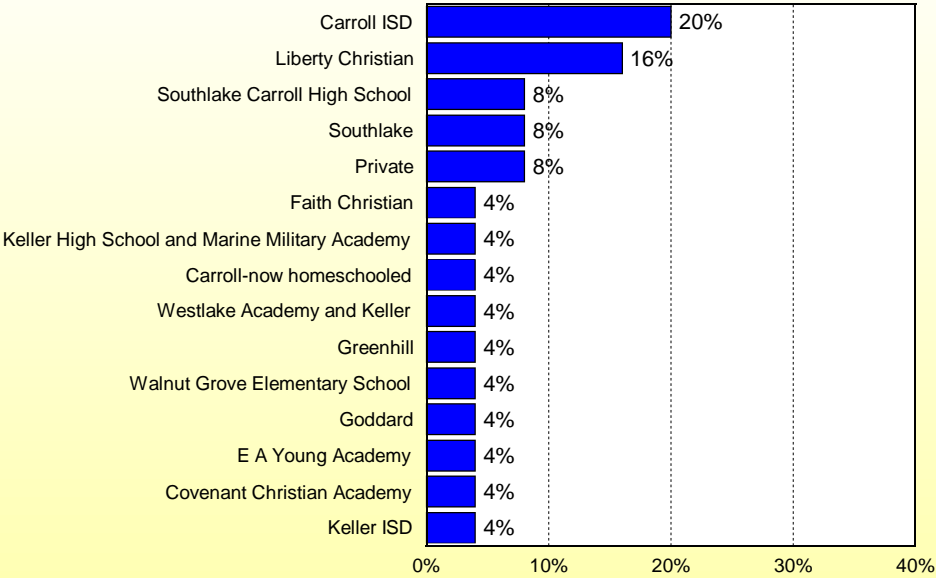
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q11b. Where do you children go to school?

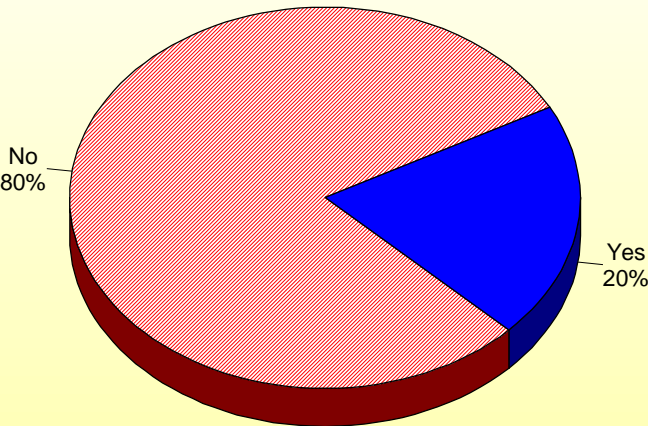
by percentage of respondents who indicated they have children in grades K-12 in their home



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q11d. If your child previously attended Westlake, are you considering re-enrolling them in the future?

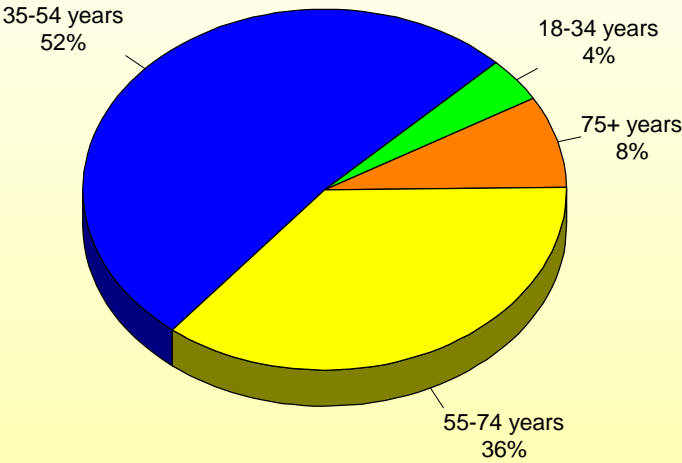
by percentage of respondents who had children in grades K-12 living in their home who were not attending Westlake Academy



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q12. Demographics: Age of Survey Respondents

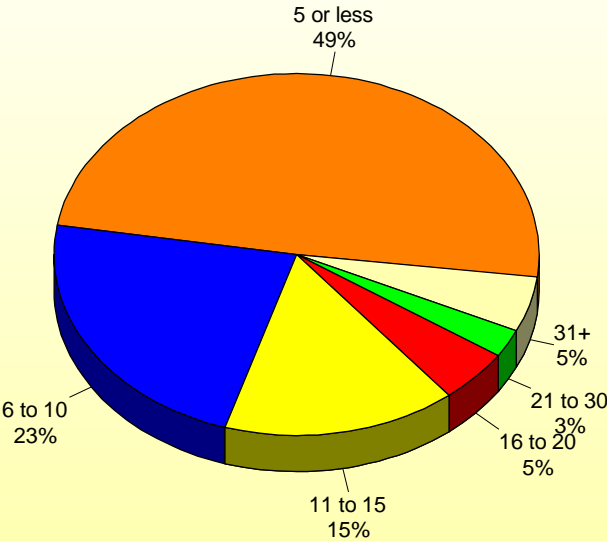
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q12. Demographics: How many years have you lived in Westlake?

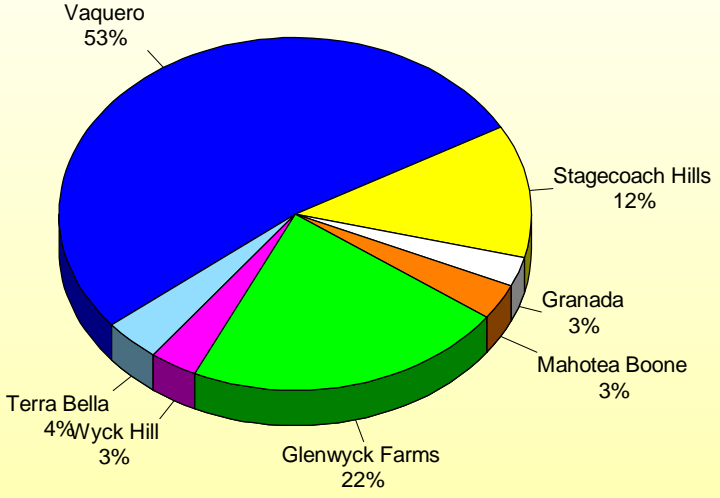
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q14. Demographics: In which subdivision do you live?

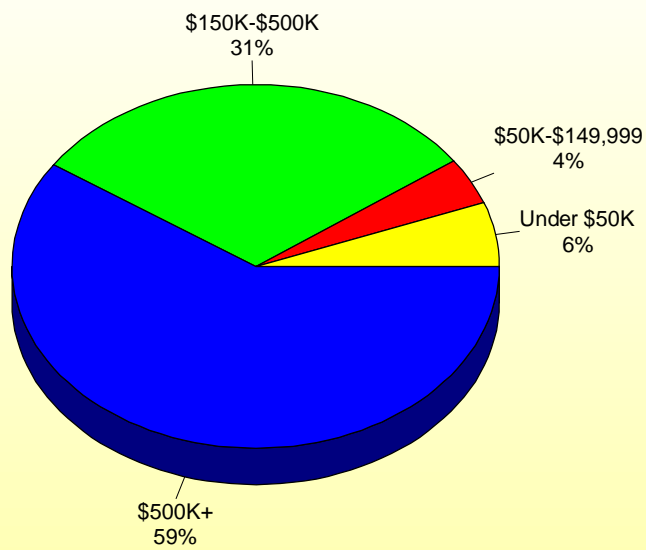
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q15. Demographics: Household Income

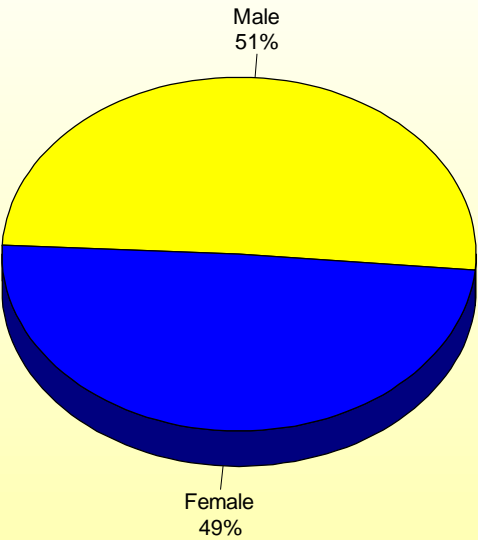
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q16. Demographics: Respondents Gender

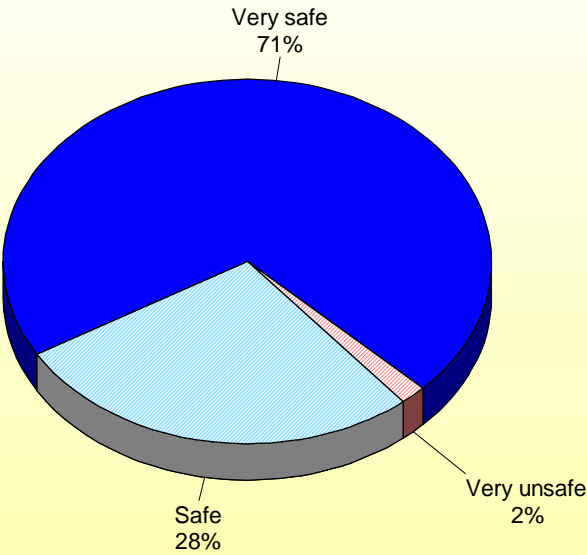
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q17. Overall, how safe do you feel in the Town of Westlake?

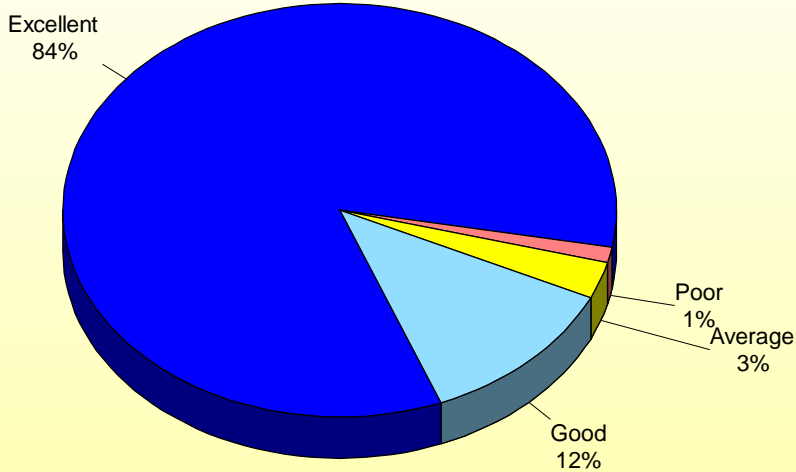
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Q18. Overall, how would you rate
the Town of Westlake as a place to live?

by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Section 2: Trend Analysis

Town of Westlake

2017 Resident Survey

Trends Analysis

Overview

In 2009, 2010, 2011, 2013, 2015, and 2017 the Town of Westlake conducted a resident survey to assess resident satisfaction with the delivery of major Town services. The charts on the following pages show how the results of the 2017 survey compare to the results from previous surveys. Significant changes in the survey results from 2015 to 2017 are highlighted below; given the sample size of both surveys, changes of 4.0% or more are considered statistically significant.

Significant Changes in Satisfaction Ratings

Satisfaction with Major Categories of Town Services. Among the 11 major categories of Town services that were rated in both 2015 and 2017, there were significant changes in four of the areas. The areas with significant decreases in satisfaction ratings are listed below:

- Satisfaction with the maintenance of Town streets decreased 4% from 82% in 2015 to 78% in 2017.
- Satisfaction with the towns emergency preparedness efforts decreased 7% from 96% in 2015 to 89% in 2017.
- Satisfaction with the overall customer services provided by Town employees decreased 8% from 92% in 2015 to 81% in 2017.
- Satisfaction with the effectiveness of Town communication decreased 11% from 92% in 2015 to 81% in 2017.

Satisfaction with Police Services. Among the 5 police services that were rated in both 2015 and 2017, there were increases in satisfaction ratings in two of the five areas and both were significant. There were also two areas which saw significant decreases. The areas with significant increases and decreases in satisfaction ratings are listed below:

- Satisfaction with the visibility of police in neighborhoods increased 10% from 70% in 2015 to 80% in 2017.
- Satisfaction with overall quality of local police protection increased 5% from 81% in 2015 to 86% in 2017.
- Satisfaction with how quickly police respond to emergencies decreased 5% from 89% in

2015 to 84% in 2017.

- Satisfaction with Town efforts to prevent crime decreased 6% from 83% in 2015 to 77% in 2017.

Satisfaction with Fire and Emergency Medical Services. Among the three fire and emergency medical services that were rated in both 2015 and 2017, there were increases in satisfaction ratings in all three areas, and significant changes in two areas.

- Satisfaction with the response time of fire and EMS personnel increased 7% from 85% in 2015 to 92% in 2017.
- Satisfaction with the overall quality of fire services increased 4% from 85% in 2015 to 89% in 2017.

Satisfaction with Emergency Preparedness. Among the two emergency preparedness services that were rated in both 2015 and 2017, there were significant decreases in both areas. The details are listed below:

- Satisfaction with efforts by the Town staff to inform residents of hazardous road conditions, potential inclement weather and closures decreased 7% from 86% in 2015 to 79% in 2017.
- Satisfaction with the response efforts by the Town staff during extreme weather conditions decreased 9% from 90% in 2015 to 81% in 2017.

Satisfaction with Transportation Services. Among the four transportation services that were rated in both 2015 and 2017, there were decreases in satisfaction ratings in all four areas, two of which were significant. The areas with significant decreases in satisfaction ratings are listed below:

- Satisfaction with the condition of major streets decreased 4% from 85% in 2015 to 81% in 2017.
- Satisfaction with the traffic flow and congestion management decreased 15% from 71% in 2015 to 56% in 2017.

Satisfaction with Communications and Citizen Engagement. Among the eight community and citizen engagement areas that were rated in both 2015 and 2017, there were increases in satisfaction ratings in one area. There were decreases in overall satisfaction in the remaining seven areas, six were significant. The areas with significant decreases in satisfaction ratings are listed below:

- Satisfaction with the completeness of information provided by the Town decreased 5% from 85% in 2015 to 80% in 2017.
- Satisfaction with the usefulness of the Westlake Wire communications decreased 8% from 85% in 2015 to 77% in 2017.

- Satisfaction with the availability/accessibility of Town records decreased 9% from 73% in 2015 to 64% in 2017.
- Satisfaction with the opportunities provided for public input decreased 10% from 81% in 2015 to 71% in 2017.
- Satisfaction with the timeliness of information provided by the Town decreased 11% from 91% in 2015 to 80% in 2017.
- Satisfaction with Town efforts to keep residents informed decreased 12% from 94% in 2015 to 82% in 2017.

Satisfaction with Parks and Recreation Services. Among the three parks and recreation services that were rated in both 2015 and 2017, there were two significant increases, as listed below:

- Satisfaction with the maintenance of Glenwyck Park increased 11% from 63% in 2015 to 74% in 2017.
- Satisfaction with the maintenance of streetscaping and open spaces increased 8% from 74% in 2015 to 82% in 2017.

Satisfaction with Utility Services. Among the six utility services that were rated in both 2015 and 2017, there were decreases in satisfaction ratings all six areas, five of which were significant. The areas with significant increases in satisfaction ratings are listed below:

- Satisfaction with household hazardous waste disposal services decreased 4% from 65% in 2015 to 61% in 2017.
- Satisfaction with efforts by the Town to manage storm water run-off decreased 6% from 63% in 2015 to 57% in 2017.
- Satisfaction with efforts by the Town to promote water conservation and protect water resources decreased 6% from 81% in 2015 to 75% in 2017.
- Satisfaction with yard waste and bulky item removal services decreased 7% from 80% in 2015 to 73% in 2017.
- Satisfaction with the quality of drinking water utility services decreased 8% from 85% in 2015 to 77% in 2017.

Satisfaction with Customer Service. Among the five customer service areas that were rated in both 2015 and 2017, there were decreases in satisfaction ratings in all five areas, two of which were significant. The areas with significant decreases in satisfaction ratings are listed below:

- Satisfaction with municipal court services decreased 10% from 86% in 2015 to 76% in 2017.
- Satisfaction with jury service experience decreased 11% from 82% in 2015 to 71% in 2017.

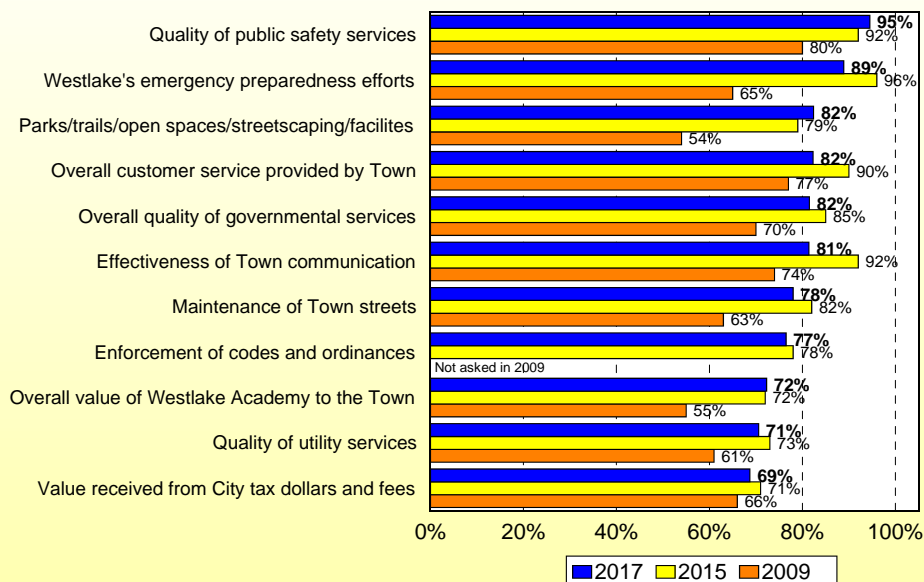
Satisfaction with Code Enforcement. Among the two code enforcement areas that were rated in both 2015 and 2017, there were no significant changes.

Significant Changes in Other Areas

- Seventy-five percent (75%) of residents indicated they are familiar with the Town's open space requirements for development, which is a 10% increase from 65% in 2015.
- Seventy-five percent (75%) of residents indicated they are familiar with the Town's zoning standards in 2017, which is a 8% increase from 67% in 2015.
- Sixty-nine percent (69%) of residents indicated they are familiar with the allowed uses for planned development districts in 2017, which is a 4% increase from 65% in 2015
- Seventy-one percent (71%) of residents indicated they are familiar with the Town's lighting standards in 2017, which is a 4% increase from 67% in 2015
- Forty percent (40%) of residents attended a neighborhood meeting in 2017, which is an 9%decrease from 49% in 2015.

Trends: Overall Satisfaction With Town Services by Major Category (2017 vs. 2015 vs. 2009)

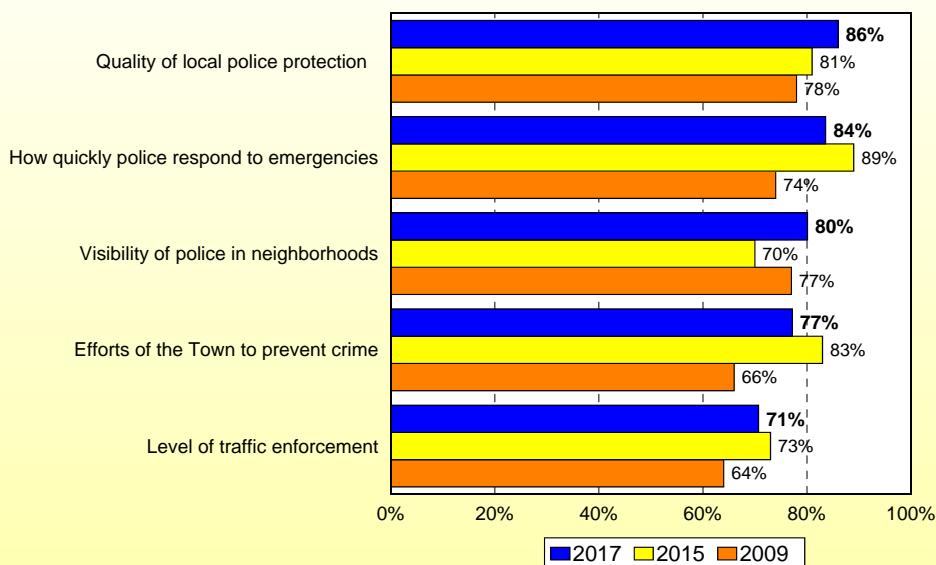
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Trends: Satisfaction with Police Services in the Town of Westlake (2017 vs. 2015 vs. 2009)

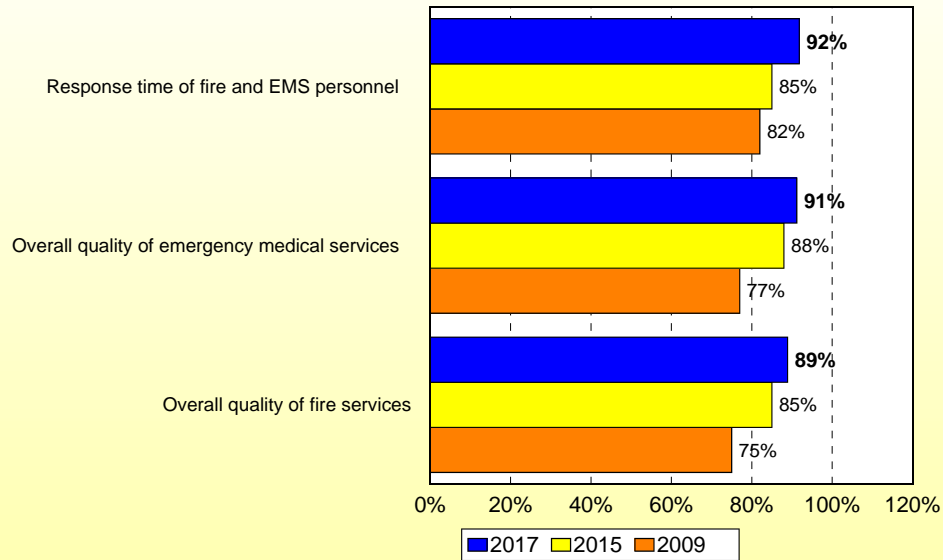
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Trends: Satisfaction with Fire and EMS Services in the Town of Westlake (2017 vs. 2015 vs. 2009)

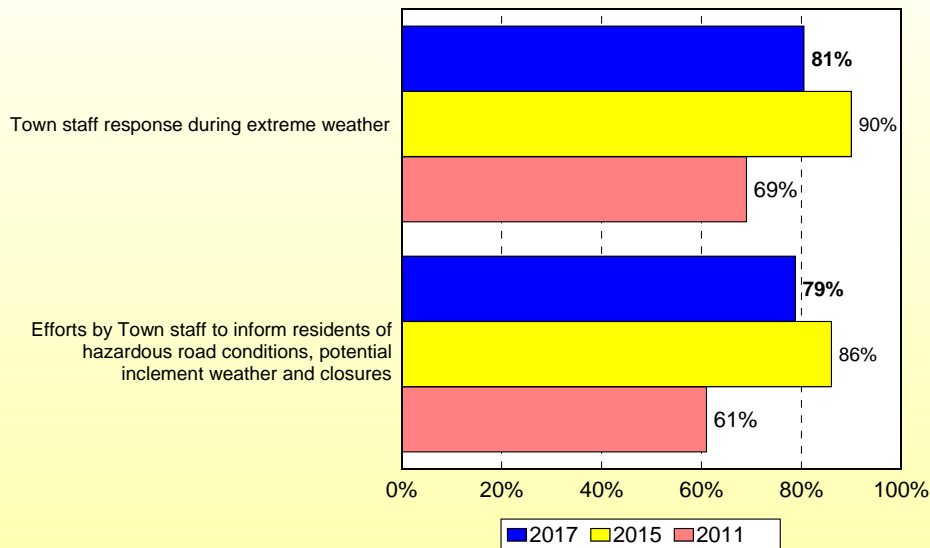
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Trends: Satisfaction with Emergency Preparedness in the Town of Westlake (2017 vs. 2015 vs. 2011)

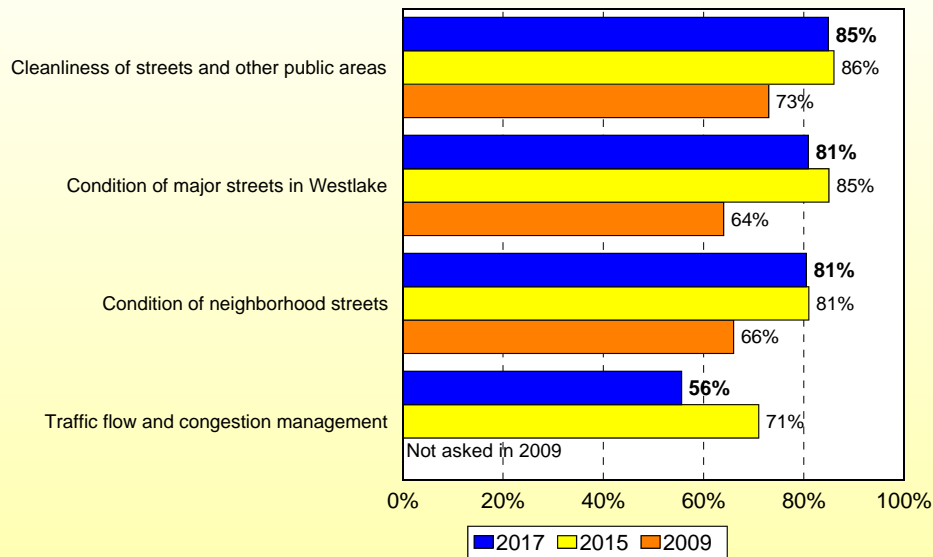
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Trends: Satisfaction with Transportation Services in the Town of Westlake (2017 vs. 2015 vs. 2009)

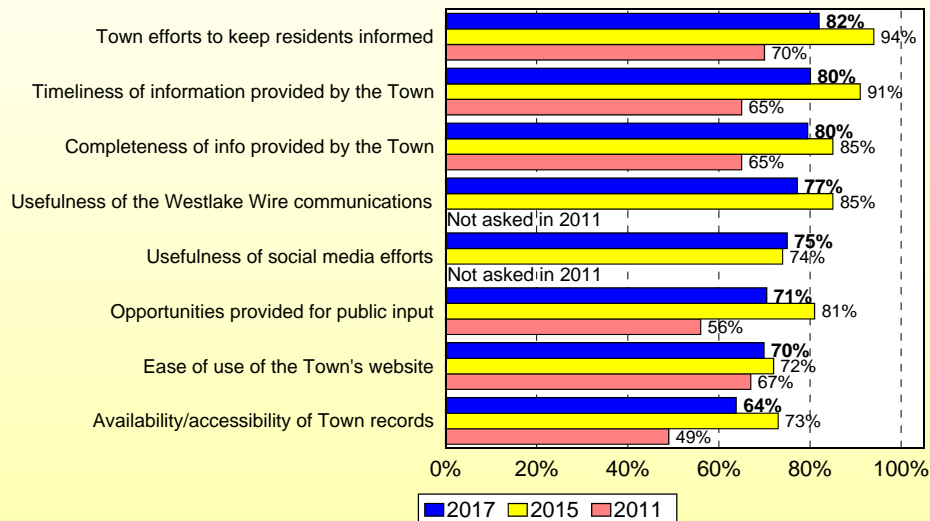
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Trends: Satisfaction with Communications and Citizen Engagement in the Town of Westlake (2017 vs. 2015 vs. 2011)

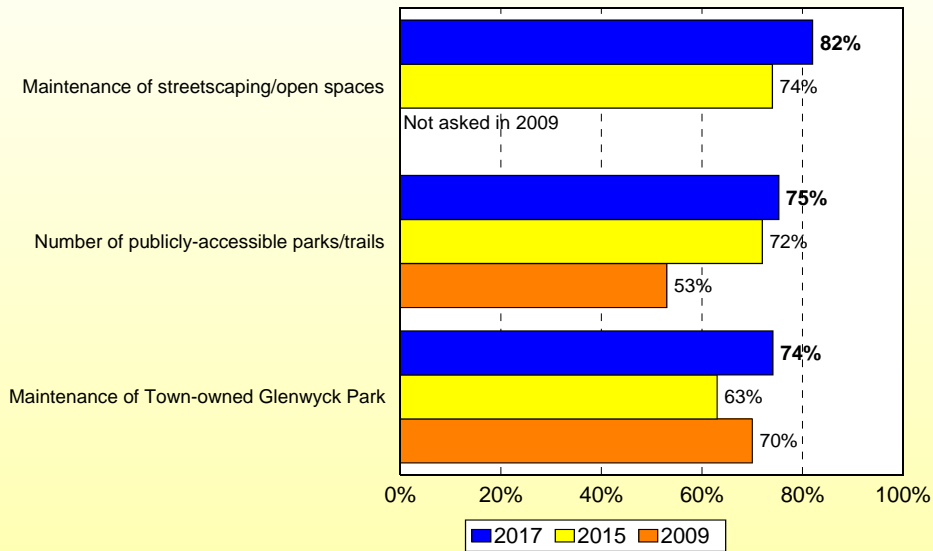
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Trends: Satisfaction with Parks and Recreation in the Town of Westlake (2017 vs. 2015 vs. 2009)

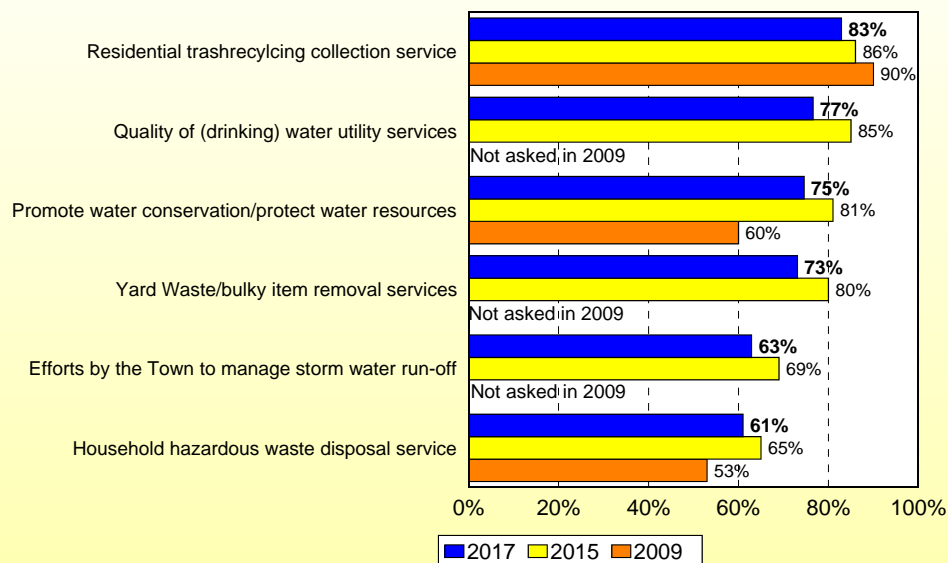
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Trends: Satisfaction with Utility Services in the Town of Westlake (2017 vs. 2015 vs. 2009)

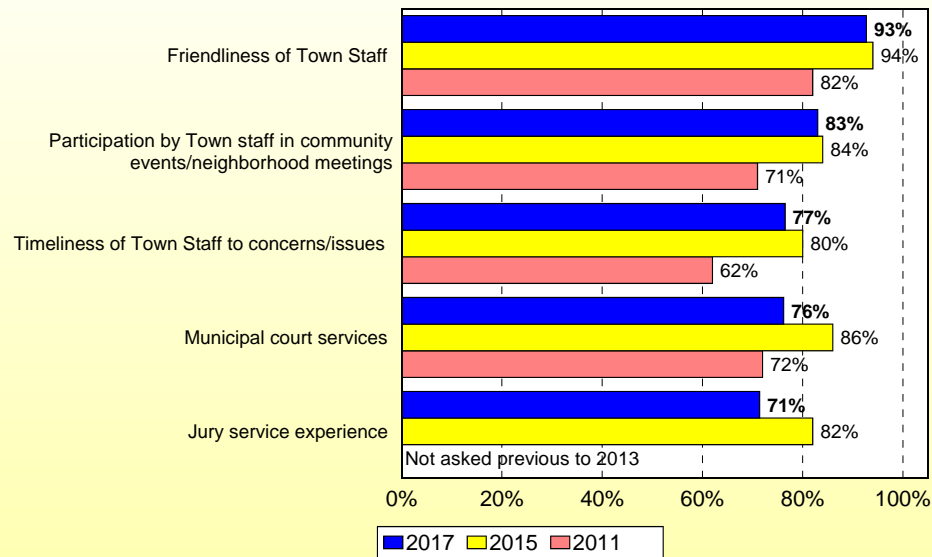
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Trends: Satisfaction with Customer Service in the Town of Westlake (2017 vs. 2015 vs. 2011)

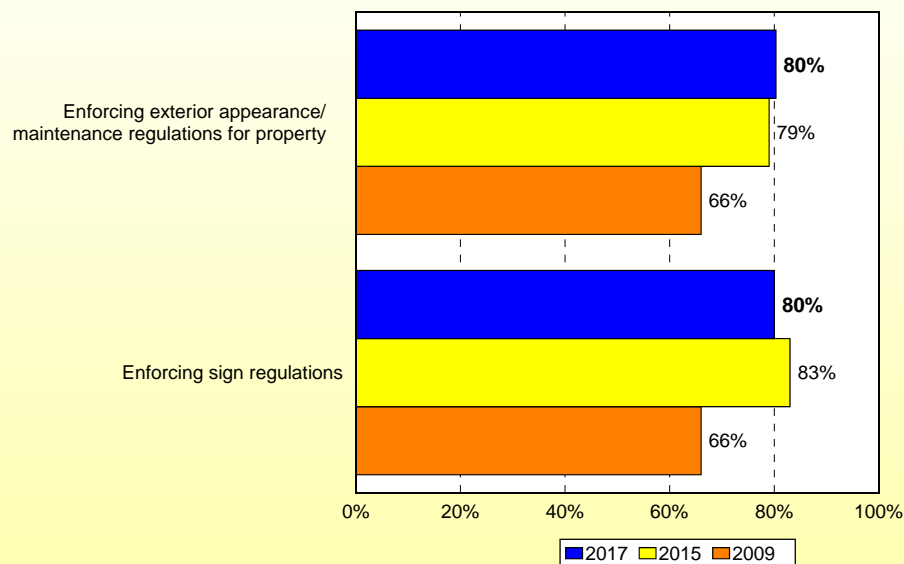
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Trends: Satisfaction with Code Enforcement in the Town of Westlake (2017 vs. 2015 vs. 2009)

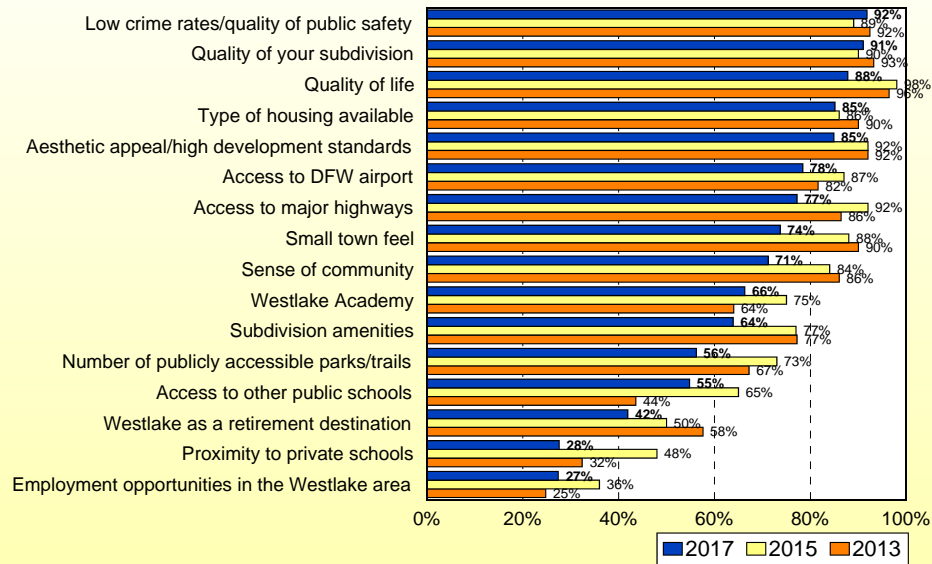
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Trends: Importance of Various Reasons in the Decision to Move to Westlake (2017 vs. 2015)

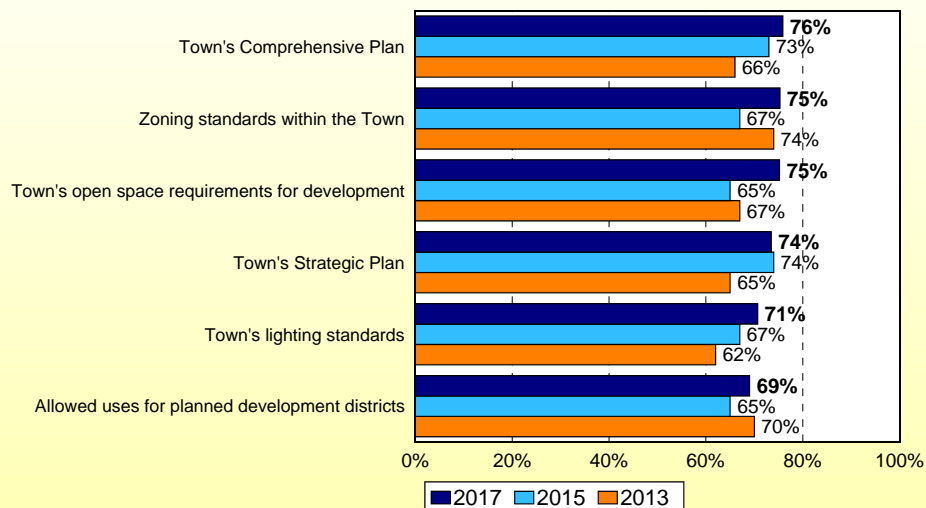
by percentage of respondents who felt the item was "extremely important," "very important" or "important"



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Trends: Town Information Residents Were Familiar With (2017 vs. 2015)

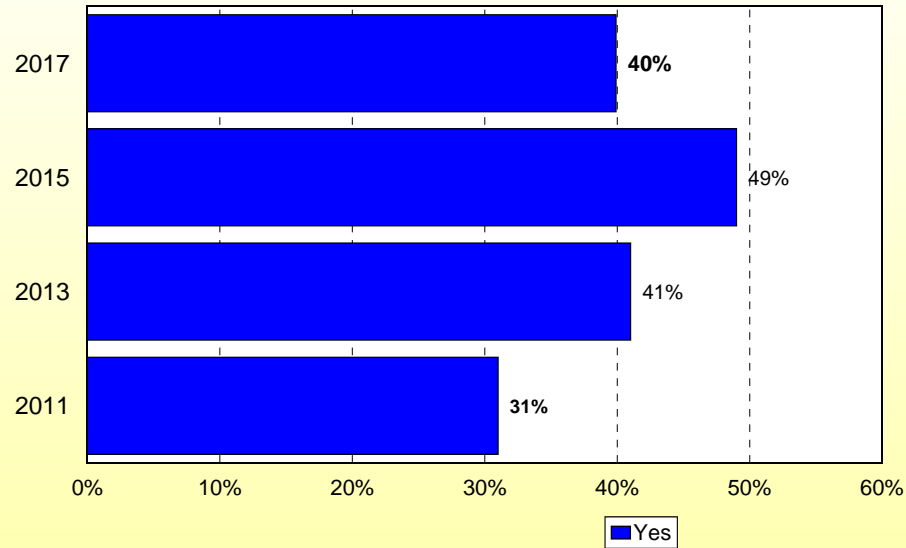
by percentage of respondents who indicated they were "very familiar" or "somewhat familiar" with the information



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Trends: Attended a Neighborhood Public Meeting During the Past Year (2017 vs. 2015 vs. 2011)

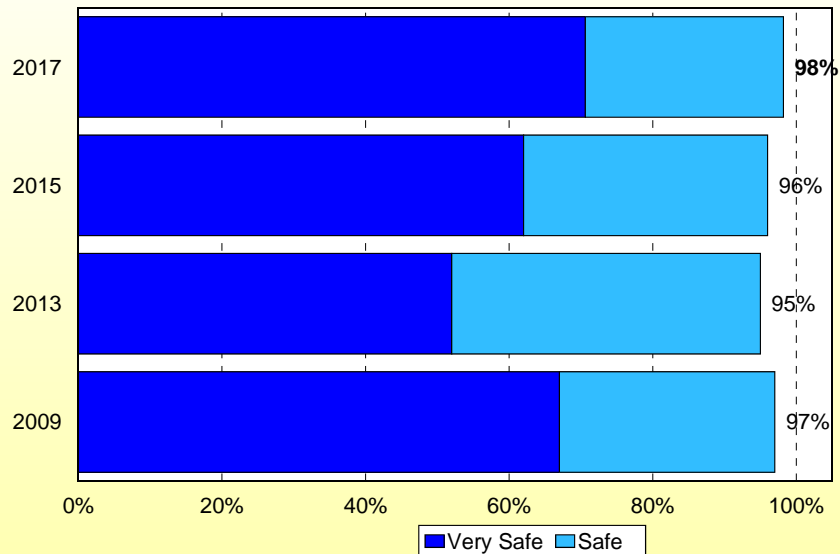
by percentage of respondents who said "Yes"



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Trends: Overall, how safe do you feel in Westlake? (2017 vs. 2015 vs. 2009)

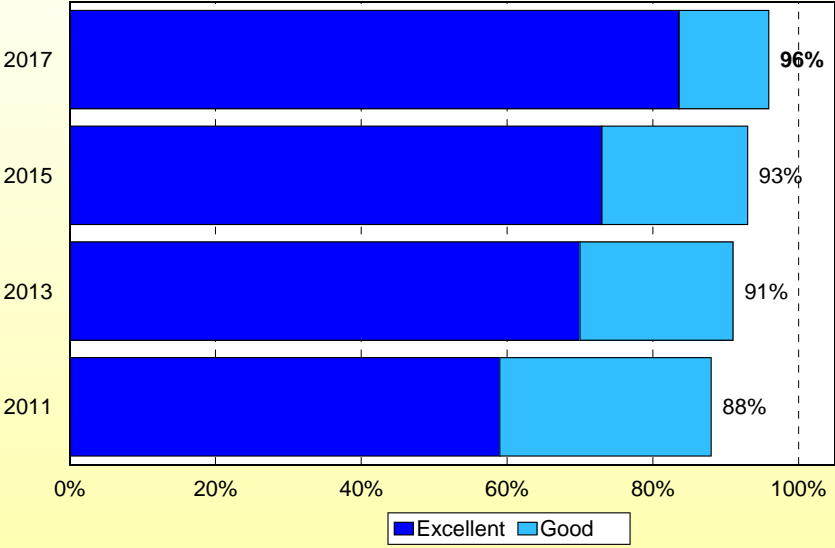
by percentage of respondents who feel "very safe" or "safe" in Westlake



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Trends: Overall Ratings of the Town of Westlake As a Place to Live (2017 vs. 2015 vs. 2011)

by percentage of respondents who rated the Town as an “excellent” or “good” place to live



Source: ETC Institute DirectionFinder (2017 - Westlake, TX)

Section 3:

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Town of Westlake, Texas

Overview

Today, Town officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the Town to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the Town's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of Town services they thought should receive the most emphasis over the next two years. Thirty-seven percent (37%) of respondents selected *the overall value of Westlake Academy to the Town* as one of the most important services for the Town to provide. Regarding satisfaction, 72% of respondents surveyed rated the Town's overall performance in the *overall value of Westlake Academy to the Town* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *overall value of Westlake Academy to the Town* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 37% was multiplied by 28% (1-0.72). This calculation yielded an I-S rating of 0.1017 which ranked first out of 11 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the Town to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

The results for the Town of Westlake are provided on the following pages.

2017 Importance-Satisfaction Rating

Town of Westlake

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall value of Westlake Academy to the Town	37%	2	72%	9	0.1017	1
Medium Priority (IS <.10)						
Overall value you receive from your tax & fees	30%	4	69%	11	0.0952	2
Overall quality of parks, trails, open spaces, streetscaping, & facilities	39%	3	82%	3	0.0688	3
Overall quality of maintenance of Town streets	30%	5	78%	7	0.0656	4
Overall quality of utility services	18%	6	71%	10	0.0523	5
Overall quality of public safety services (police, fire, & emergency medical)	62%	1	95%	1	0.0342	6
Overall quality of government services provided by the Town of Westlake	14%	8	82%	5	0.0255	7
Overall quality of enforcement of codes & ordinances	10%	9	77%	8	0.0230	8
Overall efforts by the Town to ensure the community is prepared for emergencies	19%	7	89%	2	0.0210	9
Overall effectiveness of communication by the Town	9%	10	81%	6	0.0162	10
Overall quality of customer service	8%	11	82%	4	0.0142	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

Importance-Satisfaction Matrix Analysis.

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

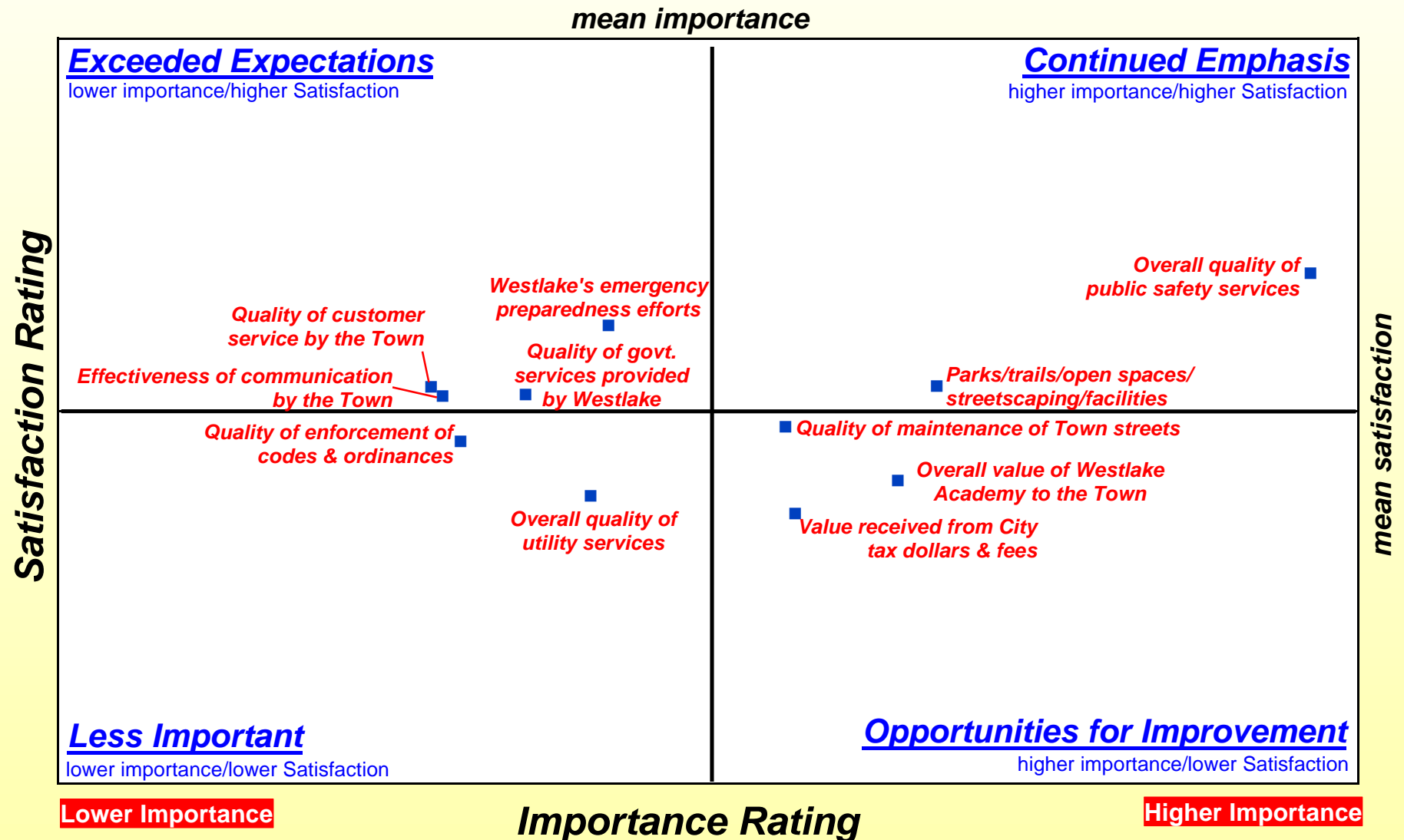
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the Town is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The Town should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the Town is performing significantly better than customers expect the Town to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with Town services. The Town should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the Town is not performing as well as residents expect the Town to perform. This area has a significant impact on customer satisfaction, and the Town should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the Town is not performing well relative to the Town's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with Town services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Westlake are provided on the following pages.

2017 Town of Westlake Resident Survey Importance-Satisfaction Assessment Matrix

-Major Categories of Town Services-

(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2017)

Section 4: Tabular Data

Q1. Satisfaction with Major Categories of Town Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Town of Westlake.

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. Overall quality of public safety services (police, fire, & emergency medical)	50.6%	39.1%	4.0%	0.6%	0.6%	5.2%
Q1-2. Overall efforts by the Town to ensure the community is prepared for emergencies	47.7%	34.5%	7.5%	2.9%	0.0%	7.5%
Q1-3. Overall quality of maintenance of Town streets	41.4%	36.2%	10.3%	6.9%	4.6%	0.6%
Q1-4. Overall effectiveness of communication by the Town	47.1%	33.3%	12.6%	2.3%	3.4%	1.1%
Q1-5. Overall quality of utility services	35.1%	33.9%	16.7%	7.5%	4.6%	2.3%
Q1-6. Overall quality of parks, trails, open spaces, streetscaping, & facilities	44.3%	36.2%	11.5%	3.4%	2.3%	2.3%
Q1-7. Overall quality of customer service	43.1%	36.8%	12.6%	2.3%	2.3%	2.9%
Q1-8. Overall quality of enforcement of codes & ordinances	33.9%	37.4%	13.2%	5.2%	3.4%	6.9%
Q1-9. Overall quality of government services provided by the Town of Westlake	38.5%	37.4%	10.3%	2.9%	4.0%	6.9%
Q1-10. Overall value you receive from your tax & fees	31.0%	35.6%	19.5%	6.3%	4.6%	2.9%
Q1-11. Overall value of Westlake Academy to the Town	44.3%	20.1%	17.2%	2.9%	4.6%	10.9%

WITHOUT "DON'T KNOW"

Q1. Satisfaction with Major Categories of Town Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Town of Westlake. (without "don't know")

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Overall quality of public safety services (police, fire, & emergency medical)	53.3%	41.2%	4.2%	0.6%	0.6%
Q1-2. Overall efforts by the Town to ensure the community is prepared for emergencies	51.6%	37.3%	8.1%	3.1%	0.0%
Q1-3. Overall quality of maintenance of Town streets	41.6%	36.4%	10.4%	6.9%	4.6%
Q1-4. Overall effectiveness of communication by the Town	47.7%	33.7%	12.8%	2.3%	3.5%
Q1-5. Overall quality of utility services	35.9%	34.7%	17.1%	7.6%	4.7%
Q1-6. Overall quality of parks, trails, open spaces, streetscaping, & facilities	45.3%	37.1%	11.8%	3.5%	2.4%
Q1-7. Overall quality of customer service	44.4%	37.9%	13.0%	2.4%	2.4%
Q1-8. Overall quality of enforcement of codes & ordinances	36.4%	40.1%	14.2%	5.6%	3.7%
Q1-9. Overall quality of government services provided by the Town of Westlake	41.4%	40.1%	11.1%	3.1%	4.3%
Q1-10. Overall value you receive from your tax & fees	32.0%	36.7%	20.1%	6.5%	4.7%
Q1-11. Overall value of Westlake Academy to the Town	49.7%	22.6%	19.4%	3.2%	5.2%

Q2. Which THREE of the services listed in Question 1 are MOST IMPORTANT to you?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services (police, fire, & emergency medical)	57	32.8 %
Overall efforts by the Town to ensure the community is prepared for emergencies	6	3.4 %
Overall quality of maintenance of Town streets	7	4.0 %
Overall effectiveness of communication by the Town	1	0.6 %
Overall quality of utility services	7	4.0 %
Overall quality of parks, trails, open spaces, streetscaping, & facilities	17	9.8 %
Overall quality of customer service	2	1.1 %
Overall quality of enforcement of codes & ordinances	4	2.3 %
Overall quality of government services provided by the Town of Westlake	7	4.0 %
Overall value you receive from your tax & fees	14	8.0 %
Overall value of Westlake Academy to the Town	43	24.7 %
<u>None chosen</u>	9	5.2 %
Total	174	100.0 %

Q2. Which THREE of the services listed in Question 1 are MOST IMPORTANT to you?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services (police, fire, & emergency medical)	32	18.4 %
Overall efforts by the Town to ensure the community is prepared for emergencies	15	8.6 %
Overall quality of maintenance of Town streets	23	13.2 %
Overall effectiveness of communication by the Town	5	2.9 %
Overall quality of utility services	12	6.9 %
Overall quality of parks, trails, open spaces, streetscaping, & facilities	26	14.9 %
Overall quality of customer service	5	2.9 %
Overall quality of enforcement of codes & ordinances	5	2.9 %
Overall quality of government services provided by the Town of Westlake	8	4.6 %
Overall value you receive from your tax & fees	20	11.5 %
Overall value of Westlake Academy to the Town	11	6.3 %
<u>None chosen</u>	12	6.9 %
Total	174	100.0 %

Q2. Which THREE of the services listed in Question 1 are MOST IMPORTANT to you?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services (police, fire, & emergency medical)	19	10.9 %
Overall efforts by the Town to ensure the community is prepared for emergencies	12	6.9 %
Overall quality of maintenance of Town streets	22	12.6 %
Overall effectiveness of communication by the Town	9	5.2 %
Overall quality of utility services	12	6.9 %
Overall quality of parks, trails, open spaces, streetscaping, & facilities	25	14.4 %
Overall quality of customer service	7	4.0 %
Overall quality of enforcement of codes & ordinances	8	4.6 %
Overall quality of government services provided by the Town of Westlake	9	5.2 %
Overall value you receive from your tax & fees	19	10.9 %
Overall value of Westlake Academy to the Town	10	5.7 %
<u>None chosen</u>	22	12.6 %
Total	174	100.0 %

Q2. Which THREE of the services listed in Question 1 are MOST IMPORTANT to you? (top 3)

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services (police, fire, & emergency medical)	108	62.1 %
Overall efforts by the Town to ensure the community is prepared for emergencies	33	19.0 %
Overall quality of maintenance of Town streets	52	29.9 %
Overall effectiveness of communication by the Town	15	8.6 %
Overall quality of utility services	31	17.8 %
Overall quality of parks, trails, open spaces, streetscaping, & facilities	68	39.1 %
Overall quality of customer service	14	8.0 %
Overall quality of enforcement of codes & ordinances	17	9.8 %
Overall quality of government services provided by the Town of Westlake	24	13.8 %
Overall value you receive from your tax & fees	53	30.5 %
Overall value of Westlake Academy to the Town	64	36.8 %
<u>None chosen</u>	9	5.2 %
Total	488	

Q3. Police Services: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following.

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-1. Quality of local police protection	46.0%	35.1%	11.5%	0.6%	1.1%	5.7%
Q3-2. Visibility of police in neighborhoods	37.4%	41.4%	14.4%	4.0%	1.1%	1.7%
Q3-3. How quickly police respond to emergencies	32.2%	29.3%	11.5%	0.0%	0.6%	26.4%
Q3-4. Efforts of the Town to prevent crime	36.2%	29.9%	16.1%	2.9%	0.6%	14.4%
Q3-5. Level of traffic enforcement	32.2%	37.4%	19.5%	5.2%	4.0%	1.7%

WITHOUT "DON'T KNOW"

Q3. Police Services: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following. (without "don't know")

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-1. Quality of local police protection	48.8%	37.2%	12.2%	0.6%	1.2%
Q3-2. Visibility of police in neighborhoods	38.0%	42.1%	14.6%	4.1%	1.2%
Q3-3. How quickly police respond to emergencies	43.8%	39.8%	15.6%	0.0%	0.8%
Q3-4. Efforts of the Town to prevent crime	42.3%	34.9%	18.8%	3.4%	0.7%
Q3-5. Level of traffic enforcement	32.7%	38.0%	19.9%	5.3%	4.1%

Q3. Fire & Medical Services: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following.

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-6. Quality of fire services	42.0%	27.0%	6.3%	1.1%	1.1%	22.4%
Q3-7. Quality of emergency medical services	39.7%	25.9%	5.7%	0.0%	0.6%	28.2%
Q3-8. Response time of fire & emergency medical services personnel	38.5%	25.3%	5.2%	0.0%	0.6%	30.5%

WITHOUT "DON'T KNOW"

Q3. Fire & Medical Services: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following. (without "don't know")

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-6. Quality of fire services	54.1%	34.8%	8.1%	1.5%	1.5%
Q3-7. Quality of emergency medical services	55.2%	36.0%	8.0%	0.0%	0.8%
Q3-8. Response time of fire & emergency medical services personnel	55.4%	36.4%	7.4%	0.0%	0.8%

Q3. Emergency Preparedness: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following.

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-9. Response efforts by the Town Staff during extreme weather conditions	43.7%	25.3%	14.9%	1.1%	0.6%	14.4%
Q3-10. Efforts by the Town Staff to inform residents of hazardous road conditions, potential inclement weather & closures	49.4%	23.0%	14.9%	2.3%	2.3%	8.0%

WITHOUT "DON'T KNOW"

Q3. Emergency Preparedness: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following. (without "don't know")

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-9. Response efforts by the Town Staff during extreme weather conditions	51.0%	29.5%	17.4%	1.3%	0.7%
Q3-10. Efforts by the Town Staff to inform residents of hazardous road conditions, potential inclement weather & closures	53.8%	25.0%	16.3%	2.5%	2.5%

Q3. Transportation Services: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following.

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-11. Condition of major streets in Westlake	36.8%	43.7%	9.2%	7.5%	2.3%	0.6%
Q3-12. Condition of streets in your neighborhood	37.4%	40.8%	12.6%	4.0%	2.3%	2.9%
Q3-13. Cleanliness of streets & other public areas	44.3%	39.7%	6.3%	6.9%	1.7%	1.1%
Q3-14. Traffic flow & congestion management in Westlake	15.5%	39.1%	21.8%	15.5%	6.3%	1.7%

WITHOUT "DON'T KNOW"

Q3. Transportation Services: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following. (without "don't know")

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-11. Condition of major streets in Westlake	37.0%	43.9%	9.2%	7.5%	2.3%
Q3-12. Condition of streets in your neighborhood	38.5%	42.0%	13.0%	4.1%	2.4%
Q3-13. Cleanliness of streets & other public areas	44.8%	40.1%	6.4%	7.0%	1.7%
Q3-14. Traffic flow & congestion management in Westlake	15.8%	39.8%	22.2%	15.8%	6.4%

Q3. Communications & Citizen Engagement: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following.

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-15. Efforts by the Town to keep you informed about Council meetings, Town projects, issues, & events	47.1%	31.6%	12.6%	2.3%	2.3%	4.0%
Q3-16. Timeliness of information provided by the Town	46.6%	29.9%	14.4%	2.3%	2.3%	4.6%
Q3-17. Completeness of the information provided by the Town	42.5%	33.3%	13.8%	3.4%	2.3%	4.6%
Q3-18. Usefulness of the Westlake Wire communications	41.4%	26.4%	14.4%	4.6%	1.1%	12.1%
Q3-19. Usefulness of social media efforts	29.9%	28.7%	13.8%	3.4%	2.3%	21.8%
Q3-20. Ease of use of the Town's website	21.8%	39.7%	17.8%	5.2%	3.4%	12.1%
Q3-21. Availability/Accessibility of Town records	14.4%	24.1%	16.1%	3.4%	2.3%	39.7%
Q3-22. Opportunities provided for public input	25.9%	34.5%	17.8%	5.2%	2.3%	14.4%

WITHOUT "DON'T KNOW"

Q3. Communications & Citizen Engagement: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following. (without "don't know")

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-15. Efforts by the Town to keep you informed about Council meetings, Town projects, issues, & events	49.1%	32.9%	13.2%	2.4%	2.4%
Q3-16. Timeliness of information provided by the Town	48.8%	31.3%	15.1%	2.4%	2.4%
Q3-17. Completeness of the information provided by the Town	44.6%	34.9%	14.5%	3.6%	2.4%
Q3-18. Usefulness of the Westlake Wire communications	47.1%	30.1%	16.3%	5.2%	1.3%
Q3-19. Usefulness of social media efforts	38.2%	36.8%	17.6%	4.4%	2.9%
Q3-20. Ease of use of the Town's website	24.8%	45.1%	20.3%	5.9%	3.9%
Q3-21. Availability/Accessibility of Town records	23.8%	40.0%	26.7%	5.7%	3.8%
Q3-22. Opportunities provided for public input	30.2%	40.3%	20.8%	6.0%	2.7%

Q3. Parks & Recreation Services: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following.

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-23. Maintenance of Town-owned Glenwyck Park	22.4%	25.3%	10.9%	2.9%	2.9%	35.6%
Q3-24. Number of publicly-accessible parks & trails	31.6%	36.8%	13.8%	6.3%	2.3%	9.2%
Q3-25. Maintenance of streetscaping & open spaces	36.8%	42.0%	11.5%	2.3%	3.4%	4.0%

WITHOUT "DON'T KNOW"

Q3. Parks & Recreation Services: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following. (without "don't know")

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-23. Maintenance of Town-owned Glenwyck Park	34.8%	39.3%	17.0%	4.5%	4.5%
Q3-24. Number of publicly-accessible parks & trails	34.8%	40.5%	15.2%	7.0%	2.5%
Q3-25. Maintenance of streetscaping & open spaces	38.3%	43.7%	12.0%	2.4%	3.6%

Q3. Utility Services: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following.

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-26. Residential trash/recycling collection services	37.9%	42.5%	10.3%	5.2%	1.1%	2.9%
Q3-27. Yard waste & bulky item removal services	29.3%	34.5%	15.5%	5.7%	2.3%	12.6%
Q3-28. Town efforts to promote water conservation & protect water resources	25.3%	42.5%	16.1%	4.6%	2.3%	9.2%
Q3-29. Household hazardous waste disposal service	17.8%	25.3%	17.8%	6.3%	3.4%	29.3%
Q3-30. Efforts by the Town to manage storm water run-off	17.2%	31.6%	19.5%	6.3%	2.9%	22.4%
Q3-31. Quality of (drinking) water utility services	31.6%	40.2%	14.4%	5.7%	1.7%	6.3%

WITHOUT "DON'T KNOW"

Q3. Utility Services: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following. (without "don't know")

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-26. Residential trash/recycling collection services	39.1%	43.8%	10.7%	5.3%	1.2%
Q3-27. Yard waste & bulky item removal services	33.6%	39.5%	17.8%	6.6%	2.6%
Q3-28. Town efforts to promote water conservation & protect water resources	27.8%	46.8%	17.7%	5.1%	2.5%
Q3-29. Household hazardous waste disposal service	25.2%	35.8%	25.2%	8.9%	4.9%
Q3-30. Efforts by the Town to manage storm water run-off	22.2%	40.7%	25.2%	8.1%	3.7%
Q3-31. Quality of (drinking) water utility services	33.7%	42.9%	15.3%	6.1%	1.8%

Q3. Customer Services: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following.

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-32. Level of participation by Town Staff in community events/neighborhood meetings	34.5%	32.8%	11.5%	1.1%	1.1%	19.0%
Q3-33. Timeliness of Town Staff to concerns/issues (< 24 hours)	31.6%	32.2%	13.2%	4.6%	1.7%	16.7%
Q3-34. Friendliness of Town Staff	50.0%	36.8%	4.6%	0.6%	1.7%	6.3%
Q3-35. Municipal court services	24.7%	24.7%	13.2%	1.1%	1.1%	35.1%
Q3-36. Jury service experience	21.8%	21.3%	14.9%	1.7%	0.6%	39.7%

WITHOUT "DON'T KNOW"

Q3. Customer Services: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following. (without "don't know")

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-32. Level of participation by Town Staff in community events/neighborhood meetings	42.6%	40.4%	14.2%	1.4%	1.4%
Q3-33. Timeliness of Town Staff to concerns/issues (< 24 hours)	37.9%	38.6%	15.9%	5.5%	2.1%
Q3-34. Friendliness of Town Staff	53.4%	39.3%	4.9%	0.6%	1.8%
Q3-35. Municipal court services	38.1%	38.1%	20.4%	1.8%	1.8%
Q3-36. Jury service experience	36.2%	35.2%	24.8%	2.9%	1.0%

Q3. Code Enforcement: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following.

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-37. Enforcing exterior appearance & maintenance regulations for property	27.6%	42.5%	13.2%	2.3%	1.7%	12.6%
Q3-38. Enforcing sign regulations	24.7%	44.3%	13.2%	2.9%	1.1%	13.8%

WITHOUT "DON'T KNOW"

Q3. Code Enforcement: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following. (without "don't know")

(N=174)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-37. Enforcing exterior appearance & maintenance regulations for property	31.6%	48.7%	15.1%	2.6%	2.0%
Q3-38. Enforcing sign regulations	28.7%	51.3%	15.3%	3.3%	1.3%

Q4. Reasons for Moving to Westlake. Using a scale of 1 to 5, where 5 means "Extremely Important" and 1 means "Not Important," please indicate how important the following issues were in your decision to move to the Town of Westlake.

(N=174)

	Extremely important	Very important	Important	Less important	Not important	Don't know
Q4-1. Sense of community	39.1%	29.3%	19.5%	5.7%	2.3%	4.0%
Q4-2. Quality of life	64.9%	21.8%	10.9%	1.1%	0.0%	1.1%
Q4-3. Small town feel	51.7%	20.7%	19.5%	4.6%	1.7%	1.7%
Q4-4. Aesthetic appeal & high development standards	59.8%	24.1%	12.1%	1.1%	1.7%	1.1%
Q4-5. Westlake Academy	47.1%	14.9%	10.3%	4.6%	16.7%	6.3%
Q4-6. Access to other public schools (Keller, Northwest or Carroll ISD)	31.0%	21.3%	14.4%	9.2%	19.5%	4.6%
Q4-7. Proximity to private schools	10.3%	14.9%	15.5%	17.2%	33.9%	8.0%
Q4-8. Low crime rates/quality of public safety	65.5%	24.7%	5.7%	0.6%	1.7%	1.7%
Q4-9. Employment opportunities in the Westlake area	10.3%	14.4%	10.3%	18.4%	36.8%	9.8%
Q4-10. Access to DFW airport	47.1%	29.9%	12.1%	4.0%	5.2%	1.7%
Q4-11. Access to major highways	43.1%	32.8%	16.7%	3.4%	2.3%	1.7%
Q4-12. Type of housing available	51.1%	31.0%	9.8%	2.9%	1.7%	3.4%
Q4-13. Quality of your subdivision	68.4%	19.5%	5.7%	1.1%	1.7%	3.4%
Q4-14. Westlake as a retirement destination	24.7%	13.8%	14.4%	12.6%	26.4%	8.0%
Q4-15. Number of publicly accessible parks & trails	25.9%	28.2%	23.6%	8.0%	10.3%	4.0%
Q4-16. Subdivision amenities (airpark, golf club, parks, etc.)	39.7%	21.3%	15.5%	12.1%	6.9%	4.6%

WITHOUT "DON'T KNOW"

Q4. Reasons for Moving to Westlake. Using a scale of 1 to 5, where 5 means "Extremely Important" and 1 means "Not Important," please indicate how important the following issues were in your decision to move to the Town of Westlake. (without "don't know")

(N=174)

	Extremely important	Very important	Important	Less important	Not important
Q4-1. Sense of community	40.7%	30.5%	20.4%	6.0%	2.4%
Q4-2. Quality of life	65.7%	22.1%	11.0%	1.2%	0.0%
Q4-3. Small town feel	52.6%	21.1%	19.9%	4.7%	1.8%
Q4-4. Aesthetic appeal & high development standards	60.5%	24.4%	12.2%	1.2%	1.7%
Q4-5. Westlake Academy	50.3%	16.0%	11.0%	4.9%	17.8%
Q4-6. Access to other public schools (Keller, Northwest or Carroll ISD)	32.5%	22.3%	15.1%	9.6%	20.5%
Q4-7. Proximity to private schools	11.3%	16.3%	16.9%	18.8%	36.9%
Q4-8. Low crime rates/quality of public safety	66.7%	25.1%	5.8%	0.6%	1.8%
Q4-9. Employment opportunities in the Westlake area	11.5%	15.9%	11.5%	20.4%	40.8%
Q4-10. Access to DFW airport	48.0%	30.4%	12.3%	4.1%	5.3%
Q4-11. Access to major highways	43.9%	33.3%	17.0%	3.5%	2.3%
Q4-12. Type of housing available	53.0%	32.1%	10.1%	3.0%	1.8%
Q4-13. Quality of your subdivision	70.8%	20.2%	6.0%	1.2%	1.8%
Q4-14. Westlake as a retirement destination	26.9%	15.0%	15.6%	13.8%	28.8%
Q4-15. Number of publicly accessible parks & trails	26.9%	29.3%	24.6%	8.4%	10.8%
Q4-16. Subdivision amenities (airpark, golf club, parks, etc.)	41.6%	22.3%	16.3%	12.7%	7.2%

Q5. Which THREE of the reasons listed in Question 4 are the MOST IMPORTANT reasons why you will stay in Westlake for the next 5 years?

Q5. Top choice	Number	Percent
Sense of community	5	2.9 %
Quality of life	31	17.8 %
Small town feel	21	12.1 %
Aesthetic appeal & high development standards	8	4.6 %
Westlake Academy	42	24.1 %
Low crime rates/quality of public safety	15	8.6 %
Employment opportunities in the Westlake area	1	0.6 %
Access to DFW airport	5	2.9 %
Type of housing available	1	0.6 %
Quality of your subdivision	10	5.7 %
Westlake as a retirement destination	3	1.7 %
Subdivision amenities (airpark, golf club, parks, etc.)	11	6.3 %
None chosen	21	12.1 %
Total	174	100.0 %

Q5. Which THREE of the reasons listed in Question 4 are the MOST IMPORTANT reasons why you will stay in Westlake for the next 5 years?

Q5. 2nd choice	Number	Percent
Sense of community	10	5.7 %
Quality of life	21	12.1 %
Small town feel	13	7.5 %
Aesthetic appeal & high development standards	27	15.5 %
Westlake Academy	11	6.3 %
Access to other public schools (Keller, Northwest or Carroll ISD)	10	5.7 %
Proximity to private schools	2	1.1 %
Low crime rates/quality of public safety	13	7.5 %
Employment opportunities in the Westlake area	3	1.7 %
Access to DFW airport	7	4.0 %
Access to major highways	1	0.6 %
Type of housing available	4	2.3 %
Quality of your subdivision	20	11.5 %
Westlake as a retirement destination	1	0.6 %
Number of publicly accessible parks & trails	2	1.1 %
Subdivision amenities (airpark, golf club, parks, etc.)	7	4.0 %
None chosen	22	12.6 %
Total	174	100.0 %

Q5. Which THREE of the reasons listed in Question 4 are the MOST IMPORTANT reasons why you will stay in Westlake for the next 5 years?

Q5. 3rd choice	Number	Percent
Sense of community	7	4.0 %
Quality of life	22	12.6 %
Small town feel	9	5.2 %
Aesthetic appeal & high development standards	13	7.5 %
Westlake Academy	5	2.9 %
Access to other public schools (Keller, Northwest or Carroll ISD)	5	2.9 %
Proximity to private schools	1	0.6 %
Low crime rates/quality of public safety	22	12.6 %
Employment opportunities in the Westlake area	1	0.6 %
Access to DFW airport	18	10.3 %
Access to major highways	6	3.4 %
Type of housing available	8	4.6 %
Quality of your subdivision	14	8.0 %
Westlake as a retirement destination	3	1.7 %
Number of publicly accessible parks & trails	4	2.3 %
Subdivision amenities (airpark, golf club, parks, etc.)	7	4.0 %
None chosen	29	16.7 %
Total	174	100.0 %

Q5. Which THREE of the reasons listed in Question 4 are the MOST IMPORTANT reasons why you will stay in Westlake for the next 5 years? (top 3)

Q5. Sum of top 3 choices	Number	Percent
Sense of community	22	12.6 %
Quality of life	74	42.5 %
Small town feel	43	24.7 %
Aesthetic appeal & high development standards	48	27.6 %
Westlake Academy	58	33.3 %
Access to other public schools (Keller, Northwest or Carroll ISD)	15	8.6 %
Proximity to private schools	3	1.7 %
Low crime rates/quality of public safety	50	28.7 %
Employment opportunities in the Westlake area	5	2.9 %
Access to DFW airport	30	17.2 %
Access to major highways	7	4.0 %
Type of housing available	13	7.5 %
Quality of your subdivision	44	25.3 %
Westlake as a retirement destination	7	4.0 %
Number of publicly accessible parks & trails	6	3.4 %
Subdivision amenities (airpark, golf club, parks, etc.)	25	14.4 %
None chosen	21	12.1 %
Total	471	

Q6. Overall, how familiar are you with the following information?

(N=174)

	Very familiar	Somewhat familiar	Not familiar
Q6-1. The Town's Comprehensive Plan	14.4%	61.5%	24.1%
Q6-2. The Town's Strategic Plan	13.2%	60.3%	26.4%
Q6-3. The Town's Vision, Values, & Mission Statements	23.0%	56.3%	20.7%
Q6-4. The Town's lighting standards	19.0%	51.7%	29.3%
Q6-5. The Town's open space requirements for development	21.8%	53.4%	24.7%
Q6-6. Zoning standards within the Town	16.7%	58.6%	24.7%
Q6-7. Allowed uses for existing planned development districts within the Town	14.4%	54.6%	31.0%

Q7. Please indicate the last time you attended each of the following events or meetings.

(N=174)

	This year	Last year	2 or more years ago	Never, but I am aware of event/ meeting	Never, & I am not aware of event/ meeting	Not provided
Q7-1. Decoration Day	2.9%	5.7%	13.8%	37.9%	27.0%	12.6%
Q7-2. Any of the Master Works concert series events	2.9%	8.0%	8.6%	46.0%	21.8%	12.6%
Q7-3. Other Westlake Historical Preservation Society events	5.2%	7.5%	8.6%	49.4%	16.7%	12.6%
Q7-4. Westlake Historical Preservation Society's Classic Car Show	6.3%	10.9%	10.9%	43.7%	16.7%	11.5%
Q7-5. Westlake Public Arts Society events	2.9%	2.9%	6.3%	48.9%	24.7%	14.4%
Q7-6. Council Meeting	9.8%	11.5%	14.4%	42.0%	9.2%	13.2%
Q7-7. Board of Trustees Meeting	8.0%	3.4%	8.6%	52.9%	13.8%	13.2%
Q7-8. Planning & Zoning Committee Meeting	9.2%	6.3%	14.4%	44.3%	13.2%	12.6%

WITHOUT "NOT PROVIDED"

Q7. Please indicate the last time you attended each of the following events or meetings. (without "not provided")

(N=174)

	This year	Last year	2 or more years ago	Never, but I am aware of event/meeting	Never, & I am not aware of event/meeting
Q7-1. Decoration Day	3.3%	6.6%	15.8%	43.4%	30.9%
Q7-2. Any of the Master Works concert series events	3.3%	9.2%	9.9%	52.6%	25.0%
Q7-3. Other Westlake Historical Preservation Society events	5.9%	8.6%	9.9%	56.6%	19.1%
Q7-4. Westlake Historical Preservation Society's Classic Car Show	7.1%	12.3%	12.3%	49.4%	18.8%
Q7-5. Westlake Public Arts Society events	3.4%	3.4%	7.4%	57.0%	28.9%
Q7-6. Council Meeting	11.3%	13.2%	16.6%	48.3%	10.6%
Q7-7. Board of Trustees Meeting	9.3%	4.0%	9.9%	60.9%	15.9%
Q7-8. Planning & Zoning Committee Meeting	10.5%	7.2%	16.4%	50.7%	15.1%

Q8. Have you attended a public meeting in your neighborhood?

Q8. Have you attended a public meeting in your neighborhood	Number	Percent
Yes, within the past 12 months	67	38.5 %
Yes, more than 12 months ago	50	28.7 %
No, but I am aware of the meetings	36	20.7 %
No, and I am not aware of the meetings	15	8.6 %
Not provided	6	3.4 %
Total	174	100.0 %

WITHOUT "NOT PROVIDED"**Q8. Have you attended a public meeting in your neighborhood? (without "not provided")**

Q8. Have you attended a public meeting in your neighborhood	Number	Percent
Yes, within the past 12 months	67	39.9 %
Yes, more than 12 months ago	50	29.8 %
No, but I am aware of the meetings	36	21.4 %
No, and I am not aware of the meetings	15	8.9 %
Total	168	100.0 %

Q8a. (If answered YES to Question 8) Was the meeting informative?

Q8a. Was the meeting informative	Number	Percent
Yes	100	85.5 %
No	10	8.5 %
Not provided	7	6.0 %
Total	117	100.0 %

WITHOUT "NOT PROVIDED"**Q8a. (If answered YES to Question 8) Was the meeting informative? (without "not provided")**

Q8a. Was the meeting informative	Number	Percent
Yes	100	90.9 %
No	10	9.1 %
Total	110	100.0 %

Q8b. (If answered YES to Question 8) Did you have the opportunity to discuss your ideas/concerns?

Q8b. Did you have the opportunity to discuss your ideas/concerns	Number	Percent
Yes	97	82.9 %
No	10	8.5 %
Not provided	10	8.5 %
Total	117	100.0 %

WITHOUT "NOT PROVIDED"**Q8b. (If answered YES to Question 8) Did you have the opportunity to discuss your ideas/concerns? (without "not provided")**

Q8b. Did you have the opportunity to discuss your ideas/concerns	Number	Percent
Yes	97	90.7 %
No	10	9.3 %
Total	107	100.0 %

Q8c. (If answered NO to Question 8) Will you attend a neighborhood meeting in the future?

Q8c. Will you attend a neighborhood meeting in the future	Number	Percent
Yes	28	54.9 %
No	11	21.6 %
Not provided	12	23.5 %
Total	51	100.0 %

WITHOUT "NOT PROVIDED"**Q8c. (If answered NO to Question 8) Will you attend a neighborhood meeting in the future? (without "not provided")**

Q8c. Will you attend a neighborhood meeting in the future	Number	Percent
Yes	28	71.8 %
No	11	28.2 %
Total	39	100.0 %

Q8d. (If answered NO to Question 8) Do you think these types of meeting are useful? (without "not provided")

Q8d. Do you think these types of meeting are useful	Number	Percent
Yes	32	86.5 %
No	5	13.5 %
Total	37	100.0 %

Q9. In your opinion, how often should neighborhood meetings be held?

Q9. How often should neighborhood meetings be held	Number	Percent
Annually	81	46.6 %
Twice a year	54	31.0 %
Every other year	4	2.3 %
Don't know	35	20.1 %
Total	174	100.0 %

WITHOUT "DON'T KNOW"**Q9. In your opinion, how often should neighborhood meetings be held? (without "don't know")**

Q9. How often should neighborhood meetings be held	Number	Percent
Annually	81	58.3 %
Twice a year	54	38.8 %
Every other year	4	2.9 %
Total	139	100.0 %

Q10. Do any children in grades K-12 live in your home?

Q10. Do any children in grades K-12 live in your home	Number	Percent
Yes	80	46.0 %
No	88	50.6 %
Not provided	6	3.4 %
Total	174	100.0 %

WITHOUT "NOT PROVIDED"**Q10. Do any children in grades K-12 live in your home? (without "not provided")**

Q10. Do any children in grades K-12 live in your home	Number	Percent
Yes	80	47.6 %
No	88	52.4 %
Total	168	100.0 %

Q10a. (If answered YES to Question 10) Do any of these children currently attend Westlake Academy?

Q10a. Do any of these children currently attend

<u>Westlake Academy</u>	<u>Number</u>	<u>Percent</u>
Yes	53	66.3 %
No	27	33.8 %
Total	80	100.0 %

Q10b. (If answered NO to Question 10a) Where do your children go to school?

<u>Q10b. Where do your children go to school</u>	<u>Number</u>	<u>Percent</u>
Carroll ISD	5	20.0 %
Liberty Christian	4	16.0 %
Southlake Carroll High School	2	8.0 %
Southlake	2	8.0 %
Private	2	8.0 %
Faith Christian	1	4.0 %
Keller High School and Marine Military Academy	1	4.0 %
Carroll-now homeschooled	1	4.0 %
Westlake Academy and Keller	1	4.0 %
Greenhill	1	4.0 %
Walnut Grove Elementary School	1	4.0 %
Goddard	1	4.0 %
E A Young Academy	1	4.0 %
Covenant Christian Academy	1	4.0 %
<u>Keller ISD</u>	<u>1</u>	<u>4.0 %</u>
Total	25	100.0 %

Q10d. (If answered NO to Question 10a) If your children previously attended Westlake Academy, are you considering re-enrolling them in the future?

Q10d. Are you considering re-enrolling them in the future	Number	Percent
Yes	2	7.4 %
No	8	29.6 %
Not provided	17	63.0 %
Total	27	100.0 %

WITHOUT "NOT PROVIDED"

Q10d. (If answered NO to Question 10a) If your children previously attended Westlake Academy, are you considering re-enrolling them in the future? (without "not provided")

Q10d. Are you considering re-enrolling them in the future	Number	Percent
Yes	2	20.0 %
No	8	80.0 %
Total	10	100.0 %

Q11. What is your age?

<u>Q11. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34 years	7	4.0 %
35-54 years	89	51.1 %
55-74 years	62	35.6 %
75+ years	14	8.0 %
Not provided	2	1.1 %
Total	174	100.0 %

Q11. What is your age? (without "not provided")

<u>Q11. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34 years	7	4.1 %
35-54 years	89	51.7 %
55-74 years	62	36.0 %
75+ years	14	8.1 %
Total	172	100.0 %

Q12. How many years have you lived in Westlake?

<u>Q12. How many years have you lived in Westlake</u>	<u>Number</u>	<u>Percent</u>
5 or less	80	49.4 %
6 to 10	37	22.8 %
11 to 15	25	15.4 %
16 to 20	8	4.9 %
21 to 30	4	2.5 %
31+	8	4.9 %
Total	162	100.0 %

Q13. In which subdivision do you live?

<u>Q13. In which subdivision do you live</u>	<u>Number</u>	<u>Percent</u>
Stagecoach Hills	18	10.3 %
Vaquero	79	45.4 %
Terra Bella	6	3.4 %
Wyck Hill	5	2.9 %
Glenwyck Farms	33	19.0 %
Mahotea Boone	5	2.9 %
Granada	4	2.3 %
Not provided	24	13.8 %
Total	174	100.0 %

WITHOUT "NOT PROVIDED"**Q13. In which subdivision do you live? (without "not provided")**

<u>Q13. In which subdivision do you live</u>	<u>Number</u>	<u>Percent</u>
Stagecoach Hills	18	12.0 %
Vaquero	79	52.7 %
Terra Bella	6	4.0 %
Wyck Hill	5	3.3 %
Glenwyck Farms	33	22.0 %
Mahotea Boone	5	3.3 %
Granada	4	2.7 %
Total	150	100.0 %

Q14. Which of the following BEST describes your total annual household income?

Q14. Your total annual household income	Number	Percent
Under \$50K	8	4.6 %
\$50K-\$149,999	6	3.4 %
\$150K-\$500K	44	25.3 %
\$500K+	85	48.9 %
Not provided	31	17.8 %
Total	174	100.0 %

WITHOUT "NOT PROVIDED"**Q14. Which of the following BEST describes your total annual household income? (without "not provided")**

Q14. Your total annual household income	Number	Percent
Under \$50K	8	5.6 %
\$50K-\$149,999	6	4.2 %
\$150K-\$500K	44	30.8 %
\$500K+	85	59.4 %
Total	143	100.0 %

Q15. Your gender:

<u>Q15. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	87	50.0 %
Female	85	48.9 %
Not provided	2	1.1 %
Total	174	100.0 %

WITHOUT “NOT PROVIDED”**Q15. Your gender: (without "not provided")**

<u>Q15. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	87	50.6 %
Female	85	49.4 %
Total	172	100.0 %

Q16. Overall, how safe do you feel in the Town of Westlake?

Q16. How safe do you feel in the Town of Westlake	Number	Percent
Very safe	120	69.0 %
Safe	47	27.0 %
Very unsafe	3	1.7 %
Don't know	4	2.3 %
Total	174	100.0 %

WITHOUT "DON'T KNOW"**Q16. Overall, how safe do you feel in the Town of Westlake? (without "don't know")**

Q16. How safe do you feel in the Town of Westlake	Number	Percent
Very safe	120	70.6 %
Safe	47	27.6 %
Very unsafe	3	1.8 %
Total	170	100.0 %

Q17. Overall, how would you rate the Town of Westlake as a place to live?

Q17. How would you rate the Town of Westlake
as a place to live

	Number	Percent
Excellent	143	82.2 %
Good	21	12.1 %
Average	5	2.9 %
Poor	2	1.1 %
Don't know	3	1.7 %
Total	174	100.0 %

WITHOUT "DON'T KNOW"**Q17. Overall, how would you rate the Town of Westlake as a place to live? (without "don't know")**

Q17. How would you rate the Town of Westlake
as a place to live

	Number	Percent
Excellent	143	83.6 %
Good	21	12.3 %
Average	5	2.9 %
Poor	2	1.2 %
Total	171	100.0 %

Section 5:

Survey Instrument



Town of Westlake

Dear Westlake Resident,

It is that time when the Town of Westlake is again seeking feedback about the quality of municipal services provided to our residents. We are proud to present to you the 2017 *DirectionFinder* survey. **The feedback received from your response is critical to the Town in shaping our goals, evaluating our services, and uncovering the most important issues for you and your family.**

We offer the survey every 2 years with the last survey information gathered in 2015. If you have not previously participated, we encourage you to take a moment to provide us with your responses. If you have completed this survey in years past, please know that we thank you for your continued participation in this effort and are looking forward to hearing from you again.

This year marks the sixth administration of this survey and you may notice some changes. Every time we conduct this process, we strive to improve it and help the response and feedback flow quickly and easily. Because we appreciate your time, we are also pleased to offer the survey in an online format for all residents. We hope this courtesy will provide our busy respondents with a convenient option for providing the Town with your input.

Please take a few minutes to complete the enclosed survey. Please answer any and all questions as accurately as possible and if you feel it is appropriate, use the comment space provided at the end of the survey for any further information you would like us to know.

If you would like to access the survey online in lieu of completing this paper copy, you can find it at:

www.westlake2017survey.org

Please return your completed paper survey in the enclosed postage-paid envelope to:

**ETC Institute
725 W. Frontier Circle
Olathe, KS 66061**

If you have any questions, please contact Amanda DeGan, Assistant Town Manager, at (817) 490-5715, or via email at adegan@westlake-tx.org.

Thank you for helping to make Westlake a premier community!

Thomas E. Brymer
Town Manager/Superintendent Westlake Academy

TOWN OF WESTLAKE 2017 RESIDENT SURVEY

1. **Satisfaction with Major Categories of Town Services.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Town of Westlake.

How satisfied are you with the:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of public safety services (police, fire, and emergency medical)	5	4	3	2	1	9
02.	Overall efforts by the Town to ensure the community is prepared for emergencies	5	4	3	2	1	9
03.	Overall quality of maintenance of Town streets	5	4	3	2	1	9
04.	Overall effectiveness of communication by the Town	5	4	3	2	1	9
05.	Overall quality of utility services	5	4	3	2	1	9
06.	Overall quality of parks, trails, open spaces, streetscaping, and facilities	5	4	3	2	1	9
07.	Overall quality of customer service	5	4	3	2	1	9
08.	Overall quality of enforcement of codes and ordinances	5	4	3	2	1	9
09.	Overall quality of government services provided by the Town of Westlake	5	4	3	2	1	9
10.	Overall value you receive from your tax dollars and fees	5	4	3	2	1	9
11.	Overall value of Westlake Academy to the Town	5	4	3	2	1	9

2. **Which THREE of the services listed in Question 1 are MOST IMPORTANT to you?** [Write-in your answers below using the numbers from the list in Question 1.]

1st: ____ 2nd: ____ 3rd: ____

3. **Satisfaction with Specific Types of Services Provided by the Town.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following.

How satisfied are you with the:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Police Services							
01.	Quality of local police protection	5	4	3	2	1	9
02.	Visibility of police in neighborhoods	5	4	3	2	1	9
03.	How quickly police respond to emergencies	5	4	3	2	1	9
04.	Efforts of the Town to prevent crime	5	4	3	2	1	9
05.	Level of traffic enforcement	5	4	3	2	1	9
Fire & Medical Services							
06.	Quality of fire services	5	4	3	2	1	9
07.	Quality of emergency medical services	5	4	3	2	1	9
08.	Response time of fire and emergency medical services personnel	5	4	3	2	1	9
Emergency Preparedness							
09.	Response efforts by the Town Staff during extreme weather conditions	5	4	3	2	1	9
10.	Efforts by the Town Staff to inform residents of hazardous road conditions, potential inclement weather & closures	5	4	3	2	1	9

(Question 3 continued)

How satisfied are you with the:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Transportation Services							
11.	Condition of major streets in Westlake	5	4	3	2	1	9
12.	Condition of streets in your neighborhood	5	4	3	2	1	9
13.	Cleanliness of streets and other public areas	5	4	3	2	1	9
14.	Traffic flow and congestion management in Westlake	5	4	3	2	1	9
Communications & Citizen Engagement							
15.	Efforts by the Town to keep you informed about Council meetings, Town projects, issues, and events	5	4	3	2	1	9
16.	Timeliness of information provided by the Town	5	4	3	2	1	9
17.	Completeness of the information provided by the Town	5	4	3	2	1	9
18.	Usefulness of the Westlake Wire communications	5	4	3	2	1	9
19.	Usefulness of social media efforts	5	4	3	2	1	9
20.	Ease of use of the Town's website	5	4	3	2	1	9
21.	Availability/Accessibility of Town records	5	4	3	2	1	9
22.	Opportunities provided for public input	5	4	3	2	1	9
Parks & Recreation Services							
23.	Maintenance of Town-owned Glenwyck Park	5	4	3	2	1	9
24.	Number of publicly-accessible parks and trails	5	4	3	2	1	9
25.	Maintenance of streetscaping and open spaces	5	4	3	2	1	9
Utility Services							
26.	Residential trash/recycling collection services	5	4	3	2	1	9
27.	Yard waste & bulky item removal services	5	4	3	2	1	9
28.	Town efforts to promote water conservation and protect water resources	5	4	3	2	1	9
29.	Household hazardous waste disposal service	5	4	3	2	1	9
30.	Efforts by the Town to manage storm water run-off	5	4	3	2	1	9
31.	Quality of (drinking) water utility services	5	4	3	2	1	9
Customer Service							
32.	Level of participation by Town Staff in community events/neighborhood meetings	5	4	3	2	1	9
33.	Timeliness of Town Staff to concerns/issues (<24 hours)	4	3	2	1	9	
34.	Friendliness of Town Staff	5	4	3	2	1	9
35.	Municipal court services	5	4	3	2	1	9
36.	Jury service experience	5	4	3	2	1	9
Code Enforcement							
37.	Enforcing the exterior appearance and maintenance regulations for property	5	4	3	2	1	9
38.	Enforcing sign regulations	5	4	3	2	1	9

4. **Reasons for Moving to Westlake.** Using a scale of 1 to 5, where 5 means "Extremely Important" and 1 means "Not Important," please indicate how important the following issues were in your decision to move to the Town of Westlake.

How important was:	Extremely Important	Very Important	Important	Less Important	Not Important	Don't Know
01. Sense of community	5	4	3	2	1	9
02. Quality of life	5	4	3	2	1	9
03. Small town feel	5	4	3	2	1	9
04. Aesthetic appeal & high development standards	5	4	3	2	1	9
05. Westlake Academy	5	4	3	2	1	9
06. Access to other public schools (Keller, Northwest or Carroll ISD)	5	4	3	2	1	9
07. Proximity to private schools	5	4	3	2	1	9
08. Low crime rates/quality of public safety	5	4	3	2	1	9
09. Employment opportunities in the Westlake area	5	4	3	2	1	9
10. Access to DFW airport	5	4	3	2	1	9
11. Access to major highways	5	4	3	2	1	9
12. Type of housing available	5	4	3	2	1	9
13. Quality of your subdivision	5	4	3	2	1	9
14. Westlake as a retirement destination	5	4	3	2	1	9
15. Number of publicly accessible parks & trails	5	4	3	2	1	9
16. Subdivision amenities (airpark, golf club, parks, etc.)	5	4	3	2	1	9

5. **Which THREE of the reasons listed in Question 4 are the MOST IMPORTANT reasons why you will stay in Westlake for the next 5 years?** *[Write-in your answers below using the numbers from the list in Question 4.]*

1st: ____ 2nd: ____ 3rd: ____

6. **Overall, how familiar are you with the following information?**

	Very Familiar	Somewhat Familiar	Not Familiar
1. The Town's Comprehensive Plan	3	2	1
2. The Town's Strategic Plan	3	2	1
3. The Town's Vision, Values, and Mission Statements	3	2	1
4. The Town's lighting standards	3	2	1
5. The Town's open space requirements for development	3	2	1
6. Zoning standards within the Town	3	2	1
7. Allowed uses (zoning entitlements) for existing planned development districts within the Town	3	2	1

7. Please indicate the last time you attended each of the following events or meetings.

		This year	Last year	2 or more years ago	Never, but I am aware of event/mtg.	Never, and I am not aware of event/mtg.
1.	Decoration Day	5	4	3	2	1
2.	Any of the Master Works concert series events	5	4	3	2	1
3.	Other Westlake Historical Preservation Society events	5	4	3	2	1
4.	Westlake Historical Preservation Society's Classic Car Show	5	4	3	2	1
5.	Westlake Public Arts Society events	5	4	3	2	1
6.	Council Meeting	5	4	3	2	1
7.	Board of Trustees Meeting	5	4	3	2	1
8.	Planning & Zoning Committee Meeting	5	4	3	2	1

8. Have you attended a public meeting in your neighborhood?

- ☐ (1) Yes, within the past 12 months *[Answer 8a-b.]* ☐ (3) No, but I am aware of the meetings *[Answer 8c-d.]*
☐ (2) Yes, more than 12 months ago *[Answer 8a-b.]* ☐ (4) No, and I am not aware of the meetings *[Answer 8c-d.]*

If "Yes" to Question 8:

8a. Was the meeting informative? ☐ (1) Yes ☐ (2) No

8b. Did you have the opportunity to discuss your ideas/concerns? ☐ (1) Yes ☐ (2) No

If "No" to Question 8:

8c. Will you attend a neighborhood meeting in the future? ☐ (1) Yes ☐ (2) No

8d. Do you think these types of meeting are useful? ☐ (1) Yes ☐ (2) No

9. In your opinion, how often should neighborhood meetings be held?

☐ (1) Annually ☐ (2) Twice a year ☐ (3) Every other year ☐ (9) Don't know

10. Do any children in grades K-12 live in your home? ☐ (1) Yes *[Answer 11a.]* ☐ (2) No *[Skip to 12.]***11a. Do any of these children currently attend Westlake Academy?**

☐ (1) Yes *[Skip to 12.]* ☐ (2) No *[Answer 11b-d.]*

11b. Where do your children go to school?

11c. If any of your children previously attended Westlake Academy, why did they stop?

11d. If your children previously attended Westlake Academy, are you considering re-enrolling them in the future?

☐ (1) Yes ☐ (2) No

12. **What is your age?** ☐ (1) 18 – 34 years ☐ (2) 35 – 54 years ☐ (3) 55 – 74 years ☐ (4) 75+ years
13. **How many years have you lived in Westlake?** _____ years
14. **In which subdivision do you live?**
 ☐ (1) Stagecoach Hills ☐ (3) Terra Bella ☐ (5) Glenwyck Farms ☐ (7) Granada
 ☐ (2) Vaquero ☐ (4) Wyck Hill ☐ (6) Mahotea Boone
15. **Which of the following BEST describes your total annual household income?**
 ☐ (1) Under \$50,000 ☐ (3) \$150,000 - \$500,000
 ☐ (2) \$50,000 - \$149,999 ☐ (4) Over \$500,000
16. **Gender:** ☐ (1) Male ☐ (2) Female
17. **Overall, how safe do you feel in the Town of Westlake?**
 ☐ (4) Very Safe ☐ (3) Safe ☐ (2) Unsafe ☐ (1) Very Unsafe ☐ (9) Don't Know
18. **Overall, how would you rate the Town of Westlake as a place to live?**
 ☐ (4) Excellent ☐ (3) Good ☐ (2) Average ☐ (1) Poor ☐ (9) Don't Know

Optional:

If you have any other comments or a question you would like to see asked in a future survey, please write the information in the space provided below.

The Town of Westlake thanks you for completing this survey.

Please return your completed document in the enclosed postage-paid envelope, addressed to:
 ETC Institute 725 W. Frontier Circle Olathe, KS 66061

Your response will remain completely confidential.
 The address information printed to the right will
 ONLY be used to help identify areas with specific
 needs. If your address is not correct, please
 provide the correct information. Thank You.

New Fairview, TX

New Fairview, TX

999 Illinois Street
Rhome, TX 76078
United States

Ben Nibarger

City Administrator
ben@newfairview.org
8176385366

Reference: 20210125-204012869

Quote created: January 25, 2021
Quote expires: April 25, 2021
Quote created by: Lisa Dowling
Director of Sales
lisa@polco.us
+1 (858) 295-3872

Products & Services

Item & Description	Quantity	Unit Price	Total
<p>Polco Performance Plan</p> <p>All Polco Premium Features are available to you during your subscription term to engage with your target audiences. Respondents answer questions via Polco's civic surveying and engagement platform which includes real time results and the option to have respondents verified against voter lists. As participants respond they become part of your community's digital panel available for follow up questions, surveys, polls, and other engagement.</p> <p>This plan includes 1 benchmark survey per year, with postcard invitations (initial and reminder) mailed to up to 1,500 randomly selected addresses to supplement your outreach. Your online report will include comparisons to our National Benchmarks, and demographic and geographic comparisons (if response is sufficient by subgroup). You will be assigned a Program Manager to implement your survey process and provide guidance on continued use of Polco with all the available premium features.</p>	1	\$8,300.00 / year	\$8,300.00 / year for 1 year
<p>+Mailed Paper Surveys - per 100 additional</p> <p>Add mailed paper surveys as a portion of the sample (three-part mailing to each household, with postage paid envelopes and cover letters that include the option to complete the survey online if preferred). This is in addition to the 1,500 households that will receive postcard</p>	5	\$350.00	\$1,750.00

invitations to complete the survey online, which is included with Polco Performance.

Spanish Translation of a Benchmark Survey	1	\$945.00	\$945.00
---	---	----------	----------

Survey

We will provide a Spanish translation of the survey (template and custom questions) and publish it online for Spanish speaking respondents. Survey invitations will provide a URL and Spanish language instructions for doing the Spanish survey online.

The NCS - 1/2 page of custom Questions	1	\$1,600.00	\$1,600.00
--	---	------------	------------

Questions

The NCS is a comprehensive community survey that covers a wide range of topics, and it is not necessary to include additional questions if you do not wish to do so. However, we recognize that while you are making this larger effort to get input from your residents, you may want to add a few custom items. On the paper survey there is room for approximately a half-page of custom questions. This is not included in the Polco Performance plan, but can be added.

Remote Presentation of Results	1	\$2,170.00	\$2,170.00
--------------------------------	---	------------	------------

A senior Polco staff member will make one presentation of survey results to staff, Council, Boards, or other appropriate groups. This will be conducted on Zoom or another appropriate technology (that is feasible for both parties and suits the purpose). For this presentation, we use Microsoft® PowerPoint or Google Slides as a visual aid and a copy of the slideshow is shared with your staff for internal use.

Subtotals

Annual subtotal	\$8,300.00
-----------------	------------

One-time subtotal	\$6,465.00
-------------------	------------

Other Fees

Postcard invites will be removed. One time credit back for postcard invitations	-\$1,800.00
---	-------------

Total	\$12,965.00
--------------	--------------------

Questions? Contact me



Lisa Dowling

Director of Sales

lisa@polco.us

+1 (858) 295-3872

Polco / NRC

8001 Terrace Ave, Ste 201

Middleton, WI 53562

US



City Council Agenda February 15, 2021

Agenda Item:	Presentation	(Discussion)
---------------------	---------------------	---------------------

Agenda Description:

Discussion with staff regarding disaster response and continuity of operations.

Background Information:

The City was impacted significantly by the recent severe weather event, including inability to leave their homes, due to snow/ice on the roads, loss of power, loss of water, etc. Staff and Council members received feedback from residents asking what the City could do to improve our response in the future.

Financial Information:

N/A

City Contact and Recommendation:

Ben Nibarger, City Administrator

Attachments:

N/A



City Council Agenda January 11, 2021

Agenda Item:	Resolution	(Action Item)
---------------------	-------------------	----------------------

Agenda Description:

Act on a resolution updating the signature card on the city bank account.

Background Information:

Following the election, the city needs to update the signers on the city's bank account to reflect the new Council members and remove all previous Council member signatories from the city's bank account. Following this action, the city's bank account should reflect the following signatories.

1. Monica Rodriguez, City Secretary
2. Ben Nibarger, City Administrator
3. Joe Max Wilson, Mayor
4. Patrick Gunter, Mayor Pro Tem
5. Julie Burger, Council Member

Financial Information:

N/A

City Contact and Recommendation:

Ben Nibarger, City Administrator

Staff recommends approval as submitted.

Attachments:

Ordinances



City of New Fairview, Texas
Resolution No. R202101-03-_____

**A RESOLUTION OF THE CITY OF NEW FAIRVIEW, TX APPROVING THE
REMOVAL AND ADDITION OF SIGNATORIES ON THE CITY OF NEW
FAIRVIEWS BANK ACCOUNT.**

WHEREAS, the City of Fairview is an incorporated city in the State of Texas; and

WHEREAS, the City of New Fairview is a General Law city as classified by the Texas Municipal Code; and

WHEREAS, the City desires to update the signatories on the city bank account to reflect the newly elected Council members; and

WHEREAS, the city's bank, First State Bank, requires a Council Resolution to make these changes.

**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF
THE CITY
NEW FAIRVIEW:**

1. That, all matters stated in the recitals herein above are found to be true and correct and are incorporated herein by reference as if copied in their entirety.
2. That the City Council does hereby remove all signatories from the city's bank account except the following:
 - a. Monica Rodriguez, City Secretary
 - b. Ben Nibarger, City Administrator

3. That the City Council does hereby add the following as signatories to the city's bank account:
 - a. Joe Max Wilson, Mayor
 - b. Patrick Gunter, Mayor Pro Tem
 - c. Julie Burger, Council Member
4. That, if any portion of this resolution shall, for any reason, be declared invalid by any court of competent jurisdiction, such invalidity shall not affect the remaining provisions hereof and the Council hereby determined that it would have adopted this Resolution without the invalid provision.
5. That this Resolution shall become effective from and after its date of passage.

PRESENTED AND PASSED on this **11th day of January, 2021**, at a meeting of the New Fairview City Council.

APPROVED:

ATTESTED:

Joe Max Wilson
Mayor

Monica Rodriguez
City Secretary



Application for City of New Fairview Planning and Zoning Commission

Return completed application to: City Hall, 999 Illinois Lane, New Fairview, Texas 76078

Please Type or Print Clearly:

Date: 12/14/2020

Name: Harvey L Burger Jr

Phone: 214-808-3295

Address: 178 Chisholm Hill Ct.

City, State, Zip: Rhome, TX 76078

Resident of New Fairview for 25 years

Resident of Texas for 60 years

Wise/Denton County Voter Registration Number _____

Have you ever been convicted of a felony? ☐ Yes ☒ No

Have you ever been convicted of a Class A misdemeanor? ☒ Yes ☐ No

Please list any experience that qualifies you to serve in the areas you have indicated.

I would like to add to the City in a way that would make most of Our citizens happy. Bring enough business that would benefit the current residents way of life. Without pushing them out.

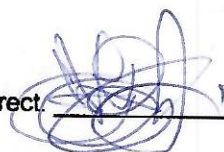
If you have previously served on a City Board or Commission, please specify and list dates of service
NO

List civic or community endeavors with which you have been involved.
None

What is your educational background? High School with some classes in reading blue prints

What is your occupational experience? For the last 34 years I have worked in the Janitorial business, before that I have some construction experience.

I hereby affirm that all statements herein are true and correct.



FOR OFFICE USE ONLY

Ad Valorem Tax Status

Current ☐ Past Due ☐

Date Appointed:

CSO Suit/Claim Filed

Yes ☐ No ☐

Appointed By:

Clerk Signature and Date:

Date Notified:

The American democratic experience is built upon the foundation of concerned and caring citizens becoming actively involved in local government. Consistent with this principal, the City Council wishes to utilize citizen volunteers to assist in carrying out the many functions of municipal government by serving on the City's Planning and Zoning Commissions. Please give serious consideration to becoming more involved in helping make New Fairview the best city possible by Applying to serve on this commission. For further information, call 817-638-5366

Process For Selection

Board members are selected for two-year terms by the City Council in August. Terms are usually staggered whereby at least half of the membership has board experience.

All applicants and incumbents must submit a Board and Commission Application form by August 1.

Members of some boards must possess certain technical skills as specified by ordinance. All board and commission members must file a Code of Ethics Disclosure Form with the City Secretary.

Applicants will be notified of acceptance by mail after their appointment. Because vacancies may arise during the year, all applications are kept on file for one year.



Application for City of New Fairview Planning and Zoning Commission

Return completed application to: City Hall, 999 Illinois Lane, New Fairview, Texas 76078

Please Type or Print Clearly:

Date: 11-25-2020

Name: Rebecca McPherson

Phone: 940 390 5399

Address: 1201 Illinois St. Brown

City, State, Zip: Rhome TX

Resident of New Fairview for 17 years

Resident of Texas for 49 years

Wise/Denton County Voter Registration Number _____

Have you ever been convicted of a felony? ☐ Yes ☒ No

Have you ever been convicted of a Class A misdemeanor? ☐ Yes ☒ No

Please list any experience that qualifies you to serve in the areas you have indicated.

City Council
Planning & Zoning 2018

If you have previously served on a City Board or Commission, please specify and list dates of service

List civic or community endeavors with which you have been involved.

What is your educational background?

H.S. diploma
some college

What is your occupational experience?

Self employed

I hereby affirm that all statements herein are true and correct.

Rebecca McPherson

FOR OFFICE USE ONLY

Ad Valorem Tax Status

Current ☐ Past Due ☐

Date Appointed:

CSO Suit/Claim Filed

Yes ☐ No ☐

Appointed By:

Clerk Signature and Date:

Date Notified:

The American democratic experience is built upon the foundation of concerned and caring citizens becoming actively involved in local government. Consistent with this principal, the City Council wishes to utilize citizen volunteers to assist in carrying out the many functions of municipal government by serving on the City's Planning and Zoning Commissions. Please give serious consideration to becoming more involved in helping make New Fairview the best city possible by Applying to serve on this commission. For further information, call 817-638-5366

Process For Selection

Board members are selected for two-year terms by the City Council in August. Terms are usually staggered whereby at least half of the membership has board experience.

All applicants and incumbents must submit a Board and Commission Application form by August 1.

Members of some boards must process certain technical skills as specified by ordinance. All board and commission members must file a Code of Ethics Disclosure Form with the City Secretary.

Applicants will be notified of acceptance by mail after their appointment. Because vacancies may arise during the year, all applications are kept on file for one year.



Application for City of New Fairview Planning and Zoning Commission

Return completed application to: City Hall, 999 Illinois Lane, New Fairview, Texas 76078

Please Type or Print Clearly:

Date: 10/14/2020

Name: Robin Craig

Phone: 801-636-7839

Address: 8820 Lazy Oak Dr

City, State, Zip: New Fairview, TX 76247

Resident of New Fairview for ____ years

Resident of Texas for ____ years

Wise/Denton County Voter Registration Number _____

Have you ever been convicted of a felony? ☐ Yes ☒ No

Have you ever been convicted of a Class A misdemeanor? ☐ Yes ☒ No

Please list any experience that qualifies you to serve in the areas you have indicated.

See email

If you have previously served on a City Board or Commission, please specify and list dates of service

No City Lindon Utah

List civic or community endeavors with which you have been involved.

What is your educational background?

BS Finance

What is your occupational experience?

Real Estate Broker Homebuilding

I hereby affirm that all statements herein are true and correct.

Robin Craig

FOR OFFICE USE ONLY

Ad Valorem Tax Status

Current ☐ Past Due ☐

Date Appointed: _____

CSO Suit/Claim Filed

Yes ☐ No ☐

Appointed By: _____

Clerk Signature and Date:

Date Notified: _____

The American democratic experience is built upon the foundation of concerned and caring citizens becoming actively involved in local government. Consistent with this principal, the City Council wishes to utilize citizen volunteers to assist in carrying out the many functions of municipal government by serving on the City's Planning and Zoning Commissions. Please give serious consideration to becoming more involved in helping make New Fairview the best city possible by Applying to serve on this commission. For further information, call 817-638-5366

Process For Selection

Board members are selected for two-year terms by the City Council in August. Terms are usually staggered whereby at least half of the membership has board experience.

All applicants and incumbents must submit a Board and Commission Application form by August 1.

Members of some boards must possess certain technical skills as specified by ordinance. All board and commission members must file a Code of Ethics Disclosure Form with the City Secretary.

Applicants will be notified of acceptance by mail after their appointment. Because vacancies may arise during the year, all applications are kept on file for one year.



Application for City of New Fairview Planning and Zoning Commission

Return completed application to: City Hall, 999 Illinois Lane, New Fairview, Texas 76078

Please Type or Print Clearly:

Date: OCT 8, 2020

Name: DON DUVAL

Phone: 903-944-9905

Address: 109 FEDERNALES DR.

City, State, Zip: NEW FAIRVIEW

Resident of New Fairview for 8 years

Resident of Texas for 100 years

Wise/Denton County Voter Registration Number _____

Have you ever been convicted of a felony? ☐ Yes ☒ No

Have you ever been convicted of a Class A misdemeanor? ☐ Yes ☒ No

Please list any experience that qualifies you to serve in the areas you have indicated.

I WAS ONCE ON THE P.E.Z. ALREADY BUT I HAD TO A CHANGE IN MY WORK SCHEDULE. I ALSO HAVE CONSTRUCTION EXPERIENCE AS WELL, CAN DISCUSS MORE IN PERSON.

If you have previously served on a City Board or Commission, please specify and list dates of service

03/2018

09/2018

List civic or community endeavors with which you have been involved.

I RESIDE IN NEW FAIRVIEW.

What is your educational background?

HIGH SCHOOL DIPLOMA.

SOME COLLEGE

What is your occupational experience?

AVIATION EXPERIENCE

BUSINESS EXPERIENCE

I hereby affirm that all statements herein are true and correct.



FOR OFFICE USE ONLY

Ad Valorem Tax Status

Current ☐ Past Due ☐

Date Appointed: _____

CSO Suit/Claim Filed

Yes ☐ No ☐

Appointed By: _____

Clerk Signature and Date:

Date Notified: _____

The American democratic experience is built upon the foundation of concerned and caring citizens becoming actively involved in local government. Consistent with this principal, the City Council wishes to utilize citizen volunteers to assist in carrying out the many functions of municipal government by serving on the City's Planning and Zoning Commissions. Please give serious consideration to becoming more involved in helping make New Fairview the best city possible by Applying to serve on this commission. For further information, call 817-638-5366

Process For Selection

Board members are selected for two-year terms by the City Council in August. Terms are usually staggered whereby at least half of the membership has board experience.

All applicants and incumbents must submit a Board and Commission Application form by August 1.

Members of some boards must process certain technical skills as specified by ordinance. All board and commission members must file a Code of Ethics Disclosure Form with the City Secretary.

Applicants will be notified of acceptance by mail after their appointment. Because vacancies may arise during the year, all applications are kept on file for one year.



Application for City of New Fairview Planning and Zoning Commission

Return completed application to: City Hall, 999 Illinios Lane, New Fairview, Texas 76078

Please Type or Print Clearly:

Date: 9/23/2020

Name: Alisa Scheps

Phone: 817-825-9149

Address: 245 Latham Ln

City, State, Zip: New Fairview TX 76078

Resident of New Fairview for 6 months years

Resident of Texas for 30 years

Wise/Denton County Voter Registration Number 1046612378

Have you ever been convicted of a felony? ☐ Yes ☒ No

Have you ever been convicted of a Class A misdemeanor? ☐ Yes ☒ No

Please list any experience that qualifies you to serve in the areas you have indicated.

I am currently a Deputy in the area. I have a Masters Degree
I have worked in the area for 13 years, and know New Fairview
and it's people very well.

If you have previously served on a City Board or Commission, please specify and list dates of service

N/A

List civic or community endeavors with which you have been involved.

I have volunteered in many arenas from child
Soccer coach, baseball, Meals on wheels and
with the Law Enforcement Explorers.

What is your educational background?

I have a ^{Dual} Bachelor's in CJ/Sociology and a Master's in CJ Leadership + Management.

What is your occupational experience?

I have been a hotel manager, Legal Secretary and several Customer Service jobs. Most recently I have been in law enforcement for 13y

I hereby affirm that all statements herein are true and correct.

FOR OFFICE USE ONLY

Ad Valorem Tax Status

Current ☐ Past Due ☐

Date Appointed:

CSO Suit/Claim Filed

Yes ☐ No ☐

Appointed By:

Clerk Signature and Date:

Date Notified:

The American democratic experience is built upon the foundation of concerned and caring citizens becoming actively involved in local government. Consistent with this principal, the City Council wishes to utilize citizen volunteers to assist in carrying out the many functions of municipal government by serving on the City's Planning and Zoning Commissions. Please give serious consideration to becoming more involved in helping make New Fairview the best city possible by Applying to serve on this commission. For further information, call 817-638-5366

Process For Selection

Board members are selected for two-year terms by the City Council in August. Terms are usually staggered whereby at least half of the membership has board experience.

All applicants and incumbents must submit a Board and Commission Application form by August 1.

Members of some boards must process certain technical skills as specified by ordinance. All board and commission members must file a Code of Ethics Disclosure Form with the City Secretary.

Applicants will be notified of acceptance by mail after their appointment. Because vacancies may arise during the year, all applications are kept on file for one year.



Application for City of New Fairview Planning and Zoning Commission

Return completed application to: City Hall, 999 Illinois Lane, New Fairview, Texas 76078

Please Type or Print Clearly:

Date: 10/1/2020

Name: David Randolph

Phone: 940 367 7861

Address: 328 Montana Court

City, State, Zip: Denham, TX 76028

Resident of New Fairview for 3 years

Resident of Texas for 50 years

Wise/Denton County Voter Registration Number _____

Have you ever been convicted of a felony? ☐ Yes ☒ No

Have you ever been convicted of a Class A misdemeanor? ☐ Yes ☒ No

Please list any experience that qualifies you to serve in the areas you have indicated.

None. I was asked to apply.

If you have previously served on a City Board or Commission, please specify and list dates of service

No.

List civic or community endeavors with which you have been involved.

None recently.

~~For many~~

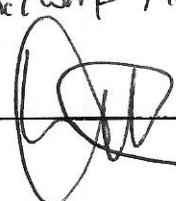
What is your educational background?

B/A in computer science
CISSP certification

What is your occupational experience?

Information Technology for 30 years
currently security, compliance, and network manager for
Allied electronics.

I hereby affirm that all statements herein are true and correct.



FOR OFFICE USE ONLY

Ad Valorem Tax Status

Current ☐ Past Due ☐

Date Appointed: _____

CSO Suit/Claim Filed

Yes ☐ No ☐

Appointed By: _____

Clerk Signature and Date:

Date Notified: _____

The American democratic experience is built upon the foundation of concerned and caring citizens becoming actively involved in local government. Consistent with this principal, the City Council wishes to utilize citizen volunteers to assist in carrying out the many functions of municipal government by serving on the City's Planning and Zoning Commissions. Please give serious consideration to becoming more involved in helping make New Fairview the best city possible by Applying to serve on this commission. For further information, call 817-638-5366

Process For Selection

Board members are selected for two-year terms by the City Council in August. Terms are usually staggered whereby at least half of the membership has board experience.

All applicants and incumbents must submit a Board and Commission Application form by August 1.

Members of some boards must possess certain technical skills as specified by ordinance. All board and commission members must file a Code of Ethics Disclosure Form with the City Secretary.

Applicants will be notified of acceptance by mail after their appointment. Because vacancies may arise during the year, all applications are kept on file for one year.



Application for City of New Fairview Planning and Zoning Commission

Return completed application to: City Hall, 999 Illinois Lane, New Fairview, Texas 76078

Please Type or Print Clearly:

Date: 10-2-2020

Name: Marissa Griffin Randolph

Phone: 817-233-1948

Address: 328 Montana Ct.

City, State, Zip: Rhome, TX 76078

Resident of New Fairview for 3 years

Resident of Texas for 51 years

Wise/Denton County Voter Registration Number 1049985612

Have you ever been convicted of a felony? ☐ Yes ☒ No

Have you ever been convicted of a Class A misdemeanor? ☐ Yes ☒ No

Please list any experience that qualifies you to serve in the areas you have indicated.

I excel as a productive team member. I ask clarifying questions and am goal-oriented. I have experience in public speaking and am a confident communicator in multiple settings. I am detail oriented and able to coordinate several projects simultaneously.

If you have previously served on a City Board or Commission, please specify and list dates of service

I have not served on prior boards or commissions.

List civic or community endeavors with which you have been involved.

28 years Texas public educator

6 years NISD Faculty Advisory Council

10+ years Campus Instructional Leadership Team

6 years SideKicks Booster Club President

5 years presenter, Texas Association of Gifted/Talented State Conference

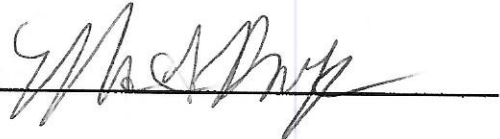
What is your educational background?

BA Interdisciplinary Studies
Reading, Theater, Gifted Endorsement

What is your occupational experience?

1993-1998 - Bellevue ISD
1998-2000 - Bowie ISD
2000 - present - Northwest ISD

I hereby affirm that all statements herein are true and correct.



FOR OFFICE USE ONLY

Ad Valorem Tax Status

Current ☐ Past Due ☐

Date Appointed: _____

CSO Suit/Claim Filed

Yes ☐ No ☐

Appointed By: _____

Clerk Signature and Date:

Date Notified: _____

The American democratic experience is built upon the foundation of concerned and caring citizens becoming actively involved in local government. Consistent with this principal, the City Council wishes to utilize citizen volunteers to assist in carrying out the many functions of municipal government by serving on the City's Planning and Zoning Commissions. Please give serious consideration to becoming more involved in helping make New Fairview the best city possible by Applying to serve on this commission. For further information, call 817-638-5366

Process For Selection

Board members are selected for two-year terms by the City Council in August. Terms are usually staggered whereby at least half of the membership has board experience.

All applicants and incumbents must submit a Board and Commission Application form by August 1.

Members of some boards must process certain technical skills as specified by ordinance. All board and commission members must file a Code of Ethics Disclosure Form with the City Secretary.

Applicants will be notified of acceptance by mail after their appointment. Because vacancies may arise during the year, all applications are kept on file for one year.



City Council Agenda February 15, 2021

Agenda Item:	Presentation	(Discussion)
---------------------	---------------------	---------------------

Agenda Description:

Discuss with staff options regarding a printed and mailed quarterly newsletter.

Background Information:

Staff has received comments from residents that do not have access to internet, smart phones, or other means to receive the updates that the City is currently producing. They have asked that the City Council consider mailing a newsletter to the residents.

This would also allow for the City to deliver the call-in information for upcoming meetings allowing individuals the ability to access the meetings through the call-in feature versus the video link and potentially open the meetings availability to more residents that are currently unable to attend in-person or lack the information to connect virtually.

Financial Information:

Estimate \$2,500 annually to send a four-page newsletter quarterly

City Contact and Recommendation:

Ben Nibarger, City Administrator

Attachments:

N/A