

**AGENDA
BENBROOK CITY COUNCIL
THURSDAY, JULY 16, 2009
911 WINSCOTT ROAD, BENBROOK, TEXAS
PRE-COUNCIL WORKSESSION 7:00 P.M.
CENTRAL CONFERENCE ROOM**



1. Review and discuss agenda items for regular meeting.

**REGULAR MEETING 7:30 P.M.
COUNCIL CHAMBERS
ALL AGENDA ITEMS ARE SUBJECT TO FINAL ACTION**

I. CALL TO ORDER

**II. INVOCATION – Dr. Larry Sanders with Trinity Hills Baptist Church
PLEDGE OF ALLEGIANCE**

III. MINUTES

1. Minutes of the regular meeting held July 2, 2009

IV. PRESENTATION BY BENBROOK ECONOMIC DEVELOPMENT CORPORATION

EDC-2009-03 Benbrook Economic Development Corporation Quarterly Financial Report

V. REPORTS OF CITY MANAGER

A. GENERAL

G-1855 Receive 2009 Citizen Survey

VI. INFORMAL CITIZEN COMMENTS – State Law prohibits any deliberation of or decisions regarding items presented in informal citizen comments. City Council may only make a statement of specific factual information given in response to the inquiry; recite an existing policy; or request staff place the item on an agenda for a subsequent meeting.

VII. ADJOURNMENT

WORKSESSION

1. Overview of Classification and Compensation Study Process
2. Discuss Status of Boundary Negotiations with City of Fort Worth, Texas

**AGENDA ADDENDUM
BENBROOK CITY COUNCIL
THURSDAY, JULY 16, 2009
7:30 PM
CITY COUNCIL CHAMBERS
911 WINSCOTT ROAD
BENBROOK, TEXAS 76126**

PRESENTATION BY MAYOR AND MEMBERS OF CITY COUNCIL

CC-2009-13

Discuss Benbrook Post Office



**MINUTES
OF THE MEETING OF THE
BENBROOK CITY COUNCIL
THURSDAY,
JULY 2, 2009**

The regular meeting of the Benbrook City Council was held on Thursday, July 2, 2009 at 7:30 p. m. in the Council Chambers at 911 Winscott Road with the following Council members present:

Jerry Dittrich
Keith Bailey
Rickie Allison
Mark Washburn
Ron Sauma
Charlie Anderson
Jim Wilson

Also Present:

Andy Wayman, City Manager
Joanna King, City Secretary
Dave Gattis, Deputy City Manager
Wade Adkins, City Attorney
Sherri Newhouse, Budget Director

Others Present:

Ed Gallagher, City Planner
Karen Barber, Benbrook News
Admiral Robert A. Callanan, Texas Navy Association
Admiral Patrick McEnroe, Texas Navy Association
Admiral Dwight A. Sharpe, Texas Navy Association
Darlene Kalil
Brian Hayden
Jess Jordan
Dan Tully
Mr. and Mrs. Robert Clark
Kyle Carr
Bill Smith
Joan Chew
Pat Dunkin
5 other citizens

I. CALL TO ORDER

Meeting called to order at 7:30 p. m. by Mayor Dittrich.

**II. INVOCATION
PLEDGE OF ALLEGIANCE**

Invocation was given by Pastor Todd Pylant with First Baptist Church of Benbrook
The Pledge of Allegiance was recited.

III. MINUTES

- 1. Minutes of the regular meeting held June 18, 2009**
- 2. Minutes of the special meeting held June 22, 2009**

Motion by Mr. Wilson, seconded by Mr. Washburn to approve the minutes of the regular meeting held June 18, 2009 and minutes of the special meeting held June 22, 2009.

Vote on the Motion:

Ayes: Mr. Anderson, Mr. Bailey, Mr. Allison, Mayor Dittrich, Mr. Wilson, Mr. Washburn, Mr. Sauma

Noes: None

Motion carries unanimously.

IV. OATH OF OFFICE TO NEWLY ELECTED CITY OFFICIALS

Joanna King, City Secretary administered the Oath of Office to Member of the Council, Place 7, Ron Sauma.

V. SELECTION OF MAYOR PRO-TEM

Motion by Mr. Sauma, seconded by Mr. Anderson to appoint Mr. Rickie Allison as Mayor Pro-Tem.

Vote on the Motion:

Ayes: Mr. Anderson, Mr. Bailey, Mr. Allison, Mayor Dittrich, Mr. Wilson, Mr. Washburn, Mr. Sauma

Noes: None

Motion carries unanimously.

VI. SELECTION OF NORTH CENTRAL TEXAS COUNCIL OF GOVERNMENTS VOTING REPRESENTATIVE

Motion by Mr. Wilson, seconded by Mr. Allison to appoint Mr. Ron Sauma as the North Texas Council of Governments Voting Representative.

Vote on the Motion:

Ayes: Mr. Anderson, Mr. Bailey, Mr. Allison, Mayor Dittrich, Mr. Wilson, Mr. Washburn, Mr. Sauma

Noes: None

Motion carries unanimously.

VII. PROCLAMATION/AWARD/RECOGNITION

1. Enroll members into the Texas Navy Association and the Chester W. Nimitz Squadron

Admiral Robert A. Callanan, Admiral Patrick McEnroe and Admiral Dwight A. Sharpe inducted Mayor Jerry Dittrich, Councilmember Keith Bailey, Councilmember Ron Sauma and City Manager Andy Wayman into the Texas Navy Association and the Chester W. Nimitz Squadron. Each member was presented with a certificate issued by Governor Rick Perry.

Marcia Etie, Outreach Specialist with Congress Woman Kay Grangers office presented the newly inducted members of the Texas Navy with a letter of congratulations from Congress Woman Granger.

VIII. PRESENTATION BY MAYOR AND MEMBERS OF CITY COUNCIL

CC-2009-12 Make appointments to Capital Improvements Projects Committee

Motion by Mr. Allison, seconded by Mr. Bailey to make the following appointments to the Capital Improvements Projects Committee: Jim Amick, John Brasher, John Castro, Kristen Chonko, Kyle Carr, Robert Clark, Alicia Hunter, Peter Kau, Vernon Gatlin, Jess Jordon, Laurin McLaurin, Kate Moore. David Ramsey, Anthony Rutigliano, Dennis Schneider, Samantha Spence, Pamela Brandenburg, and John VanderPan.

Vote on the Motion:

Ayes: Mr. Anderson, Mr. Bailey, Mr. Allison, Mayor Dittrich, Mr. Wilson, Mr. Washburn, Mr. Sauma

Noes: None

Motion carries unanimously.

IX. REPORTS OF CITY MANAGER

A. GENERAL

G-1852 Adopt Ordinance Amending Chapter 15.40 – Flood Hazard Protection and adopt FEMA Maps

Dave Gattis gave the following report: The City has participated in the National Flood Insurance Program since 1979. By adopting FEMA's minimum regulations, the City provides residents the opportunity to purchase flood insurance. By adopting higher standards through the CRS, residents can get discounts on flood insurance premiums.

The current floodplain maps became effective in August 2000, with some panels as old as August 1995. FEMA began a map modernization process in 2005 to revise flood maps for Tarrant County by creating digital flood insurance maps that are more accurate and are geographic information systems compatible. New floodplain maps will become effective for insurance purposes in September 2009.

To bring Benbrook floodplain regulations into compliance, the City is required to adopt an Ordinance which revises the flood ordinance and establishes the September 25, 2009 maps as the basis for making floodplain decisions. Failure to adopt the Ordinance will invalidate all flood insurance policies in the City. The proposed ordinance includes text changes required by FEMA. Additional regulations proposed by staff are:

- The definition of "Substantial improvement" has been changed to include cumulative cost of all improvements,
- A minimum 50-foot setback from the stream banks is added for newly-created lots to help minimize issues with bank erosion,
- Street and access routes in new subdivisions must be raised two feet above the flood level, not just the building pads, and
- Modifications to stream channels and floodplain must not increase the flood height (currently allowed to raise flood levels as much as one foot), not diminish valley storage (currently no limit), and not increase channel velocities (currently no limit).

The changes further protect existing and future residents from flooding and could potentially reduce flood insurance premiums by improving the City's Community rating System (CRS) rating.

Motion by Mr. Anderson, seconded by Mr. Sauma to adopt Ordinance No. 1289 revising the flood hazard regulations and adopting the September 2009 FEMA maps.

Vote on the Motion:

Ayes: Mr. Anderson, Mr. Bailey, Mr. Allison, Mayor Dittrich, Mr. Wilson, Mr. Washburn, Mr. Sauma

Noes: None

Motion carries unanimously.

Ordinance No. 1289 being “**AN ORDINANCE AMENDING CHAPTER 15.40 OF THE BENBROOK MUNICIPAL CODE (1985), AS AMENDED, BY REVISING THE BASIS FOR ESTABLISHING SPECIAL FLOOD HAZARD AREAS; PROVIDING FOR VIOLATIONS, PENALTIES AND INJUNCTION; PROVIDING THAT THIS ORDINANCE SHALL BE CUMULATIVE OF ALL ORDINANCES; PROVIDING A SEVERABILITY CLAUSE; PROVIDING A SAVINGS CLAUSE; PROVIDING FOR PUBLICATION IN PAMPHLET FORM; PROVIDING FOR ENGROSSMENT AND ENROLLMENT; PROVIDING FOR PUBLICATION IN THE OFFICIAL NEWSPAPER; AND PROVIDING AN EFFECTIVE DATE.**”

SECTION 11
PENALTY CLAUSE

Any person, firm or corporation, who violates, disobeys, omits, neglects or refuses to comply or who resists the enforcement of the provisions of this Ordinance shall be fined not more than Two Thousand Dollars (\$2,000.00).

SECTION IX
EFFECTIVE DATE

This Ordinance shall be in full force and effect from and after its passage and publication as required by law.

G-1853 Resolution to Authorize Offer to Sell City-Owned Real Property at 913 Timberline Drive

Dave Gattis gave the following report: The City acquired 913 Timberline Drive in 2005 for floodplain and drainage purposes. The house was demolished and the lot filled to remove it from the floodplain.

The City attempted to sell the lot in 2007, but did not receive any bids. An individual has approached the City recently to purchase the property.

Staff is recommending that City Council authorize the sale through sealed bids.

Motion by Mr. Allison, seconded by Mr. Bailey to:

1. Authorize the sale of 913 Timberline Drive through sealed bids,
2. Establish a minimum bid of \$20,000
3. Reserve the mineral rights, and
4. Expend extra funds, up to \$500, in addition to the required newspaper notice to advertise the sale to a wider audience.

Vote on the Motion:

Ayes: Mr. Anderson, Mr. Bailey, Mr. Allison, Mayor Dittrich, Mr. Wilson, Mr. Washburn, Mr. Sauma

Noes: None

Motion carries unanimously.

G-1854 Consider Funding for Pedestrian Bridges for Twilight Park and Timbercreek Park

Motion by Mr. Allison, seconded by Mr. Anderson to continue this item to a later date.

Vote on the Motion:

Ayes: Mr. Anderson, Mr. Bailey, Mr. Allison, Mayor Dittrich, Mr. Wilson, Mr. Washburn, Mr. Sauma

Noes: None

Motion carries unanimously.

X. INFORMAL CITIZEN COMMENTS

XI. ADJOURNMENT

Meeting adjourned at 8:15 P.M. followed by a worksession:

1. Overview of City Charter and Functional Roles of Benbrook Government
2. Discuss City Council Request for Development Information
3. Budget Process Overview

Jerry B. Dittrich, Mayor

ATTEST:

Joanna King, City Secretary



Benbrook Economic Development Corporation
911 Winscott Road
P.O. Box 26569
Benbrook, TX 76126-0569

(817) 249-6990
Fax 443-6240
Cell 269-7770

COMMUNICATION

To: Benbrook City Council
From: Ron Rainey, PCED
Date: July 16, 2009
Subject: BEDC Quarterly Financial Report

Benbrook Economic Development Corporation respectfully submits its Profit and Loss Statement for the Third Quarter of Fiscal Year 2008-09. Total expenses for the period were \$106,279.01. Total income for the period was \$213,272.43 resulting in Net Income of \$106,993.42.

The largest amount of income was generated from Sales Tax Collections with that amount being \$206,218.20. More than one third of the quarterly expenses were generated from Legal Expenses and totaled \$36,262.41 with most of those expenses reimbursable when an Option is fully exercised on property currently deeded to the Benbrook Economic Development Corporation on Benbrook Blvd. Personnel Expenses made up 53.6 percent of the quarterly total.

A PowerPoint report is attached and the Benbrook EDC respectfully request City Council approval of the Quarterly Financial Report for the period ending June 30, 2009.

Benbrook Economic Devt. Corp.
Profit & Loss Detail
April through June 2009

Type	Date	Num	Name	Memo	Amount	Balance
Ordinary Income/Expense						
Income						
4101 - EDC Sales Tax						
Sales Receipt	4/16/2009	362	State Comptroller	Sales Tax Collections	57,680.09	57,680.09
Sales Receipt	6/2/2009	367	State Comptroller	Sales Tax Collections (City of Benbrook)	89,795.51	147,475.60
Sales Receipt	6/15/2009	369	State Comptroller	Sales Tax Collections	58,742.60	206,218.20
Total 4101 - EDC Sales Tax					206,218.20	206,218.20
4121 - Interest Earned						
Deposit	4/30/2009		Pinnacle Bank	Interest	109.44	109.44
Deposit	5/31/2009		Pinnacle Bank	Interest	83.99	193.43
Deposit	6/30/2009			Interest	88.17	281.60
Total 4121 - Interest Earned					281.60	281.60
4131 - Sign Rental Fees						
Payment	4/15/2009	6146	Intrepid Security & Protection		-112.50	-112.50
Total 4131 - Sign Rental Fees					-112.50	-112.50
4181 - Land Sales						
Sales Receipt	4/1/2009	360	Range Resources Corporation	Gas Production Payment	2,542.87	2,542.87
Sales Receipt	5/4/2009	363	Range Resources Corporation	Gas Production Payment	1,673.18	4,216.05
Sales Receipt	5/18/2009	365	Fidelity National Title Insurance	BEDC Property Sale	1,000.00	5,216.05
Sales Receipt	6/1/2009	366	Range Resources Corporation	Gas Production Payment	1,669.08	6,885.13
Total 4181 - Land Sales					6,885.13	6,885.13
Total Income					213,272.43	213,272.43
Expense						
5000 - Personnel Expenses						
5001 - Salaries						
Check	4/16/2009	1580	City of Benbrook	Salaries - March	12,162.56	12,162.56
Check	5/5/2009	1592	City of Benbrook	Salaries - April	18,243.84	30,406.40
Check	6/2/2009	1609	City of Benbrook	Salaries - May	12,344.50	42,750.90
Total 5001 - Salaries					42,750.90	42,750.90
5006 - FICA/Medicare						
Check	4/16/2009	1580	City of Benbrook	FICA - March	836.62	836.62
Check	5/5/2009	1592	City of Benbrook	FICA - April	1,254.93	2,091.55
Check	6/2/2009	1609	City of Benbrook	FICA - May	850.54	2,942.09
Total 5006 - FICA/Medicare					2,942.09	2,942.09
5007 - Insurance						
Check	4/16/2009	1580	City of Benbrook	Insurance - March	1,382.09	1,382.09
Check	5/5/2009	1592	City of Benbrook	Insurance - April	150.01	1,532.10
Check	6/2/2009	1609	City of Benbrook	Insurance - May	4,106.97	5,639.07
Total 5007 - Insurance					5,639.07	5,639.07
5008 - Retirement						
Check	4/16/2009	1580	City of Benbrook	Retirement - March	1,844.66	1,844.66
Check	5/5/2009	1592	City of Benbrook	Retirement - April	1,844.66	3,689.32
Check	6/2/2009	1609	City of Benbrook	Retirement - May	1,844.66	5,533.98
Total 5008 - Retirement					5,533.98	5,533.98
5009 - Workmen's Compensation						
Check	5/5/2009	1592	City of Benbrook	Workmen's Comp - April	7.59	7.59
Total 5009 - Workmen's Compensation					7.59	7.59
5010 - Unemployment Insurance						
Check	5/5/2009	1592	City of Benbrook	Unemployment Insurance - April	90.00	90.00
Total 5010 - Unemployment Insurance					90.00	90.00
Total 5000 - Personnel Expenses					56,963.63	56,963.63
5100 - Supplies & Materials						
5111 - Office Supplies						
Check	4/3/2009	1571	First Bankcard	Staples	111.94	111.94
Check	4/9/2009	1572	American Express	Cleverbridge (Software)	29.95	141.89
Check	4/9/2009	1572	American Express	Cleverbridge (Software)	39.95	181.84
Check	4/9/2009	1572	American Express	Bibit (Software Upgrade)	39.90	221.74
Check	4/9/2009	1572	American Express	Bibit (Software Upgrade)	49.90	271.64
Check	4/23/2009	1582	Thomas Rubber Stamp Co., Inc.	Dennis Wilson Name Plate	20.40	292.04
Check	5/4/2009	1588	First Bankcard	Staples	174.44	466.48
Check	5/5/2009	1595	American Express	Click Bank (Software)	54.85	521.33
Check	5/8/2009	1597	Mesh.net Design	Benbrook.org registration renewal	29.95	551.28
Check	6/5/2009	1613	First Bankcard	Staples	288.92	840.20
Check	6/9/2009	1620	Thomas Rubber Stamp Co., Inc.	Ron Sauma Name Plate	19.40	859.60
Total 5111 - Office Supplies					859.60	859.60
5112 - Postage						
Check	4/9/2009	1572	American Express	FedEx (5% Discount)	-1.91	-1.91
Check	4/9/2009	1572	American Express	FedEx (5% Discount)	-0.95	-2.86
Check	4/9/2009	1572	American Express	FedEx (5% Discount)	-0.95	-3.81
Check	4/9/2009	1572	American Express	FedEx (5% Discount)	-1.09	-4.90
Check	4/9/2009	1572	American Express	FedEx (Jemsite to BBT Ltd)	18.99	14.09
Check	4/9/2009	1572	American Express	FedEx (Jemsite to Richpenn)	18.99	33.08
Check	4/9/2009	1572	American Express	FedEx (Jemsite to Justema)	21.86	54.94
Check	4/9/2009	1572	American Express	FedEx (Jemsite to Jemsite)	38.29	93.23
Total 5112 - Postage					93.23	93.23
5114 - Printing Supplies						
Check	6/24/2009	1629	Printing, Etc.	Business Cards	24.50	24.50
Total 5114 - Printing Supplies					24.50	24.50
5100 - Supplies & Materials - Other						
Check	6/9/2009	1620	Thomas Rubber Stamp Co., Inc.	Janet Powers & Sandy Davis Names Plates	33.80	33.80
Total 5100 - Supplies & Materials - Other					33.80	33.80
Total 5100 - Supplies & Materials					1,011.13	1,011.13

Benbrook Economic Devt. Corp.
Profit & Loss Detail
April through June 2009

Type	Date	Num	Name	Memo	Amount	Balance
5200 - Contractual Services						
5213 - Legal Services						
Check	4/2/2009	1570	Heard & Wright	Gas Lease Consultant Review	75.00	75.00
Check	4/2/2009	1570	Heard & Wright	Professional Services (Note Renewal/Webcor/Law Research)	887.50	962.50
Check	4/2/2009	1570	Heard & Wright	Jemsite - Bowen Objection, ROFR Election	2,562.50	3,525.00
Check	4/2/2009	1570	Heard & Wright	McDonald's Land Exchange	312.50	3,837.50
Check	4/2/2009	1570	Heard & Wright	Oakland 219 Land Sale	1,975.00	5,812.50
Check	4/2/2009	1570	Heard & Wright	Towne Crossing - Various Issues	2,837.50	8,650.00
Check	4/2/2009	1570	Heard & Wright	VCA Land Sale	900.00	9,550.00
Check	4/9/2009	1574	Brown & Hofmeister, L.L.P.	Review Chamber of Commerce Issue	82.50	9,632.50
Check	4/15/2009	1579	Haynes and Boone, LLP	BBT Crossing Issues	4,215.00	13,847.50
Check	5/4/2009	1591	Heard & Wright	Review Note Renewal (BTC)	150.00	13,997.50
Check	5/4/2009	1591	Heard & Wright	Conference - Lake Benbrook Project	1,012.50	15,010.00
Check	5/4/2009	1591	Heard & Wright	BEDC Board Meeting - BTC	437.50	15,447.50
Check	5/4/2009	1591	Heard & Wright	Jemsite Development	3,592.50	19,040.00
Check	5/4/2009	1591	Heard & Wright	Richpenn Transaction	150.00	19,190.00
Check	5/4/2009	1591	Heard & Wright	Taco Cabana Sale	1,155.00	20,345.00
Check	5/4/2009	1591	Heard & Wright	Attended Towne Crossing Meeting	500.00	20,845.00
Check	5/4/2009	1591	Heard & Wright	VCA Land Sale (BTC)	462.50	21,307.50
Check	5/8/2009	1596	Haynes and Boone	BBT Crossing Issues	3,711.91	25,019.41
Check	6/3/2009	1610	Heard & Wright	Professional Services (Note Renewal/Lease)	1,275.00	26,294.41
Check	6/3/2009	1610	Heard & Wright	Jemsite Development	875.00	27,169.41
Check	6/3/2009	1610	Heard & Wright	Discuss Restaurant Financing	250.00	27,419.41
Check	6/3/2009	1610	Heard & Wright	BBT Option Exercise Proceedings	1,287.50	28,706.91
Check	6/3/2009	1610	Heard & Wright	Taco Cabana LOI/Sale	312.50	29,019.41
Check	6/3/2009	1610	Heard & Wright	Texas Roadhouse Discussion	350.00	29,369.41
Check	6/3/2009	1610	Heard & Wright	VCA Land Sale (BTC)	625.00	29,994.41
Check	6/5/2009	1612	Effective Communications Inc.	E-Mail Liability and Audio CD	79.00	30,073.41
Check	6/15/2009	1621	Haynes and Boone	BBT Crossing Issues - Option E-Mails	262.50	30,335.91
Check	6/15/2009	1623	Tarrant County Clerk	Filing Fee - Pinnacle Bank Lien Release	64.00	30,399.91
Check	6/26/2009	1632	Heard & Wright	Professional Services (Note Renewal/Lease)	1,387.50	31,787.41
Check	6/26/2009	1632	Heard & Wright	McDonald's Transactions	125.00	31,912.41
Check	6/26/2009	1632	Heard & Wright	BBT Option Exercise Proceedings	4,350.00	36,262.41
Total 5213 - Legal Services					36,262.41	36,262.41
5214 - Engineering						
Check	4/20/2009	1581	Benbrook Water Authority	Benbrook Field Storm Water Fee	11.25	11.25
Check	5/18/2009	1602	Benbrook Water Authority	Benbrook Field Storm Water Fee	11.25	22.50
Check	6/18/2009	1624	Benbrook Water Authority	Benbrook Field Storm Water Fee	11.25	33.75
Total 5214 - Engineering					33.75	33.75
5217 - Planning Services						
Check	6/24/2009	1627	J P Solutions	Strategic Plan Facilitator - 1/2 Payment	1,500.00	1,500.00
Total 5217 - Planning Services					1,500.00	1,500.00
5219 - Other Professional Services						
Check	4/23/2009	1583	Gene Morrison Lawn & Landscape	Mow US377 Properties	200.00	200.00
Check	5/20/2009	1603	Gene Morrison Lawn & Landscape	Mow US377 Properties	200.00	400.00
Check	6/9/2009	1618	Gene Morrison Lawn & Landscape	Mow US377 Properties	200.00	600.00
Check	6/26/2009	1631	Gene Morrison Lawn & Landscape	Mow US377 Properties	200.00	800.00
Total 5219 - Other Professional Services					800.00	800.00
5222 - Auto/Travel/Entertainment						
5222B - Travel						
Check	6/5/2009	1613	First Bankcard	GFWEADA Parking	4.00	4.00
Check	6/5/2009	1614	American Express	Hilton (TEDC @ Midland)	471.51	475.51
Check	6/9/2009	1616	Citibusiness Card	GFWAEDA Parking (CarterBurgess)	6.00	481.51
Total 5222B - Travel					481.51	481.51
5222C - Meals						
Check	4/3/2009	1571	First Bankcard	Toscana (BEDC Task Force)	185.65	185.65
Check	4/9/2009	1572	American Express	Benbrook Grill (Bill Stonaker)	11.47	197.12
Check	4/9/2009	1572	American Express	Pulido's (BACC Meeting)	5.40	202.52
Check	4/9/2009	1572	American Express	GFWAR (SCR Breakfast)	5.00	207.52
Check	4/9/2009	1572	American Express	GFWAR (SCR Breakfast)	5.00	212.52
Check	4/24/2009	1586	Benbrook Area Chamber of Commerce	BACC March Luncheon (Ron)	20.00	232.52
Check	5/4/2009	1588	First Bankcard	Charleston's (BACC Ambassadors)	14.34	246.86
Check	5/4/2009	1588	First Bankcard	BACC Luncheon (Ron & Pat)	40.00	286.86
Check	5/5/2009	1595	American Express	Mimi's (Brasher/Irvin)	34.50	321.36
Check	5/5/2009	1595	American Express	Pappadeux (SCR Staff)	65.32	386.68
Check	5/5/2009	1595	American Express	Mimi's (Pat & Ron - BACC Board)	22.89	409.57
Check	6/5/2009	1613	First Bankcard	BACC Luncheon (Ron & Pat)	40.00	449.57
Check	6/5/2009	1614	American Express	Pappasito's (Carl Krogness)	25.54	475.11
Total 5222C - Meals					475.11	475.11
Total 5222 - Auto/Travel/Entertainment					956.62	956.62
5223 - Misc. Expenses						
Check	4/27/2009	1587	Jon Kimmell	Weed, Grass Maintenance @ Mercedes	125.00	125.00
Check	5/20/2009	1604	Jon Kimmell	Weed, Grass Maintenance @ Mercedes	125.00	250.00
Check	6/24/2009	1626	Jon Kimmell	Weed, Grass Maintenance @ Mercedes	125.00	375.00
Total 5223 - Misc. Expenses					375.00	375.00
5254 - Telephone						
Check	4/1/2009	1569	AT&T	(817) 249-6881	28.73	28.73
Check	4/9/2009	1573	Verizon Wireless	(817) 269-7770	212.00	240.73
Check	5/4/2009	1589	AT&T	Fax (817/249-6881)	28.92	269.65
Check	5/5/2009	1594	Verizon Wireless	(817) 269-7770	200.73	470.38
Check	6/1/2009	1605	AT&T	Fax (817/249-6881)	28.84	499.22
Check	6/5/2009	1615	Verizon Wireless	(817) 269-7770	191.62	690.84
Total 5254 - Telephone					690.84	690.84
5281 - Dues & Memberships						
Check	5/4/2009	1590	Fort Worth Business Press	Fort Worth Business Press	95.00	95.00
Check	6/1/2009	1608	Benbrook Lions Club	Ron Rainey	168.00	263.00
Check	6/1/2009	1608	Benbrook Lions Club	Patricia Taber	98.00	361.00
Check	6/1/2009	1608	Benbrook Lions Club	Patricia Taber's Vest	75.00	436.00
Check	6/3/2009	1611	Sam's Club	Sam's Club Annual Dues	35.00	471.00
Check	6/15/2009	1622	Texas Economic Development Council	TEDC 2009 Summer Meeting (Ron)	315.00	786.00
Total 5281 - Dues & Memberships					786.00	786.00
5283 - Training						
Check	4/9/2009	1572	American Express	TEDC Spring Conference	340.00	340.00
Total 5283 - Training					340.00	340.00
5288 - City Contract (Office Lease)						
Check	4/16/2009	1580	City of Benbrook	Contract Rent - March	687.50	687.50
Check	5/5/2009	1592	City of Benbrook	Office Rent - April	687.50	1,375.00
Check	6/2/2009	1609	City of Benbrook	Office Rent - May	687.50	2,062.50
Total 5288 - City Contract (Office Lease)					2,062.50	2,062.50
Total 5200 - Contractual Services					43,807.12	43,807.12

Benbrook Economic Devt. Corp.
Profit & Loss Detail
April through June 2009

Type	Date	Num	Name	Memo	Amount	Balance
5300 - Repair & Maintenance						
5311 - Auto Maintenance (2004 Expedition)						
Check	4/13/2009	1578	Valero Marketing and Supply	Fuel - Expedition	79.96	79.96
Check	5/5/2009	1595	American Express	Kwik Kar (Oil, Lube, Transmission)	102.51	182.47
Check	5/13/2009	1599	Valero Marketing and Supply	Fuel - Expedition	121.58	304.05
Check	6/5/2009	1614	American Express	Town & Country - Gasoline	45.75	349.80
Check	6/9/2009	1617	Valero Marketing and Supply	Fuel - Expedition	134.01	483.81
Total 5311 - Auto Maintenance (2004 Expedition)					<u>483.81</u>	<u>483.81</u>
Total 5300 - Repair & Maintenance					483.81	483.81
5400 - Capital Outlay						
5410 - Land Acquisition						
Check	4/9/2009	1575	Compass Bank	Railroad Controls Loan Payment	18,061.33	18,061.33
Sales Receipt	4/14/2009	361	Railroad Controls Ltd.	Monthly Lease Payment	-18,061.33	0.00
Check	5/11/2009	1598	Compass Bank	Railroad Controls Loan Payment	18,061.33	18,061.33
Sales Receipt	5/13/2009	364	Railroad Controls Ltd.	Monthly Lease Payment	-18,061.33	0.00
Check	6/9/2009	1619	Compass Bank	Railroad Controls Loan Payment	18,061.33	18,061.33
Sales Receipt	6/11/2009	368	Railroad Controls Ltd.	Monthly Lease Payment	-18,061.33	0.00
Total 5410 - Land Acquisition					<u>0.00</u>	<u>0.00</u>
Total 5400 - Capital Outlay					0.00	0.00
5700 - Other Professional Services						
5709 - Marketing Tools						
Check	4/24/2009	1584	TXU Energy	Dutch Branch Park Monument	99.84	99.84
Check	4/24/2009	1585	TXU Energy	Industrial Park Monument	50.15	149.99
Check	5/13/2009	1600	Practicus, Texas Inc.	Dennis Wood BEDC Shirt	35.14	185.13
Check	6/1/2009	1606	TXU Energy	Industrial Park Monument	56.18	241.31
Check	6/1/2009	1607	TXU Energy	Dutch Branch Park Monument	65.21	306.52
Check	6/22/2009	1625	TXU Energy	Industrial Park Monument Sign	57.06	363.58
Check	6/25/2009	1630	TXU Energy	Dutch Branch Park Monument Sign	51.45	415.03
Total 5709 - Marketing Tools					<u>415.03</u>	<u>415.03</u>
5714 - Marketing Venues						
Check	4/9/2009	1572	American Express	GFWAR (SCR Golf Tournament)	145.00	145.00
Check	4/9/2009	1576	Benbrook Area Chamber of Commerce	Sponsorship Fee - Golf Tournament	2,000.00	2,145.00
Check	5/4/2009	1588	First Bankcard	TeleFloral (Mayor Hebert)	71.45	2,216.45
Check	5/5/2009	1593	Greater Fort Worth Area Economic Developm	GFWAEDA (Pat & Ron)	44.00	2,260.45
Check	6/24/2009	1628	Moslah Shrine Temple	Shrine Circus Ad	60.00	2,320.45
Total 5714 - Marketing Venues					<u>2,320.45</u>	<u>2,320.45</u>
5718 - Interest Expense						
Check	4/1/2009	1568	Pinnacle Bank	BTC Interest (Note #30523)	453.71	453.71
Check	4/9/2009	1577	Pinnacle Bank	BTC Interest (Note #30523)	867.18	1,320.89
Check	5/15/2009	1601	Pinnacle Bank	BTC Interest (Note #30523)	671.36	1,992.25
Total 5718 - Interest Expense					<u>1,992.25</u>	<u>1,992.25</u>
Total 5700 - Other Professional Services					<u>4,727.73</u>	<u>4,727.73</u>
Total Expense					<u>106,993.42</u>	<u>106,993.42</u>
Net Ordinary Income					<u>106,279.01</u>	<u>106,279.01</u>
Net Income					<u>106,279.01</u>	<u>106,279.01</u>



City of Benbrook

CITY COUNCIL COMMUNICATION

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BACKGROUND

The City recently received the results of the 2009 citizen survey conducted by the National Research Center in Boulder, Colorado as part of The National Citizen Survey. The City first participated in the survey in 2007 and conducts this particular survey every two years (in odd-numbered years). The statistically-valid survey assesses citizen opinions about the community and municipal services. Continued participation in the National Citizen Survey allows comparison to other communities (for benchmarking purposes) and monitors City performance and citizen preferences over time (2007 versus 2009). In even-numbered years, the City conducts a Benbrook issues/policy specific survey through a local survey firm.

A total of 1,200 surveys were mailed to a random sample of households and responses were received from 368 families. The 95-percent confidence interval for the responses is ± 5 percent. Responses that deviate more than 8 percentage points from 2007 to 2009 are considered statistically significant.

HIGHLIGHTS

Generally, citizen satisfaction improved compared to 2007. Benbrook remains well above the national average in citizen perceptions of core service provision, reflecting a continued emphasis on providing the services citizens value most at the highest possible level.

- 89% of Benbrook's citizens judge the quality of life in Benbrook as "Good" or "Excellent".
- 91% of Benbrook's citizens believe Benbrook is a "Good" or "Excellent" place to live.
- The Benbrook Police Department received overall service ratings that ranked third nationally out of 334 jurisdictions (99th percentile).
- The Benbrook Police Department received traffic enforcement ratings that ranked second nationally out of 272 jurisdictions (99th percentile).
- The Benbrook Fire Department received fire service ratings that ranked eighth nationally out of 271 jurisdictions (97th percentile).
- The Benbrook Fire Department received EMS/ambulance service ratings that ranked ninth nationally out of 257 jurisdictions (96th percentile).
- The Benbrook Municipal Court received service ratings that ranked fifth nationally out of 119 jurisdictions (95th percentile).
- Benbrook storm drainage services ranked sixth nationally out of 265 jurisdictions (97th percentile).
- Benbrook ranked tenth nationally out of 255 jurisdictions as a place to retire (96th percentile).
- City employee courtesy ranked fifth nationally out of 205 jurisdictions (97th percentile).

SUBMITTED BY:	DISPOSITION BY COUNCIL: <input type="checkbox"/> APPROVED <input type="checkbox"/> OTHER (DESCRIBE)	PROCESSED BY: CITY SECRETARY
CITY MANAGER		DATE:

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- City employee responsiveness ranked fourth nationally out of 246 jurisdictions (98th percentile).
- Overall impression of City employees ranked tenth nationally out of 288 jurisdictions (96th percentile).
- Benbrook ranked seventh nationally out of 244 jurisdictions for affordable housing (97th percentile).
- Benbrook ranked first nationally out of 65 jurisdictions for the least amount of housing cost stress relative to family income.
- Benbrook ranked fourth nationally out of 68 jurisdictions for toxic or other environmental services (94th percentile).
- 71% of respondents rated public information services as “Good” or “Excellent”, a statistically significant 19 percentage point improvement from 2007 (52%).
- 73% of respondents rated Benbrook’s overall image and reputation as “Good” or “Excellent”, a statistically significant 18 percentage point improvement from 2007 (55%).

A more detailed analysis of select survey subsets is provided below. Please note that the analysis does not highlight every survey question, but attempts to identify trends for further evaluation or action.

OVERALL COMMUNITY QUALITY

Compared to 2007, most responses showed a favorable upward trend, although the increases were not statistically significant (above 8 percentage points).

- **Quality of Life in Benbrook** - 89% of respondents believe the overall quality of life in Benbrook is “Good” or “Excellent”.
- **Benbrook as a Place to Live** - 91% of respondents judge Benbrook “Good” or “Excellent” as a place to live.
- **Recommend Living in Benbrook to Someone Who Asks** - 92% of respondents are “Somewhat” or “Very” likely to recommend living in Benbrook to someone who asks.
- **Remain in Benbrook for Next Five Years** – 84% of respondents are “Somewhat” or “Very” likely to remain in Benbrook for the next five years. This is the only measure in the category that was not “above average” compared to other cities for national benchmarking purposes.

Analysis and Action Plan

Citizens continue to favorably consider Benbrook’s community quality. The City should use the 2010 issues/policy specific survey to explore and understand why citizens are less likely to live in Benbrook the next five years despite the other relatively high community quality results.

TRANSPORTATION

Compared to 2007, category responses generally showed a favorable trend up. Excluding bus and transit services, transportation services were rated well above the national benchmark.

- **Ease of Car Travel** – A statistically significant improvement, 64% rated this category as “Good” or “Excellent” compared to 54% in the 2007 survey.

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- **Street Cleaning** - A statistically significant improvement, 70% rated this category as “Good” or “Excellent” compared to 60% in the 2007 survey.
- **Traffic Signal Timing** - A statistically significant decrease, 49% rated this category as “Good” or “Excellent” compared to 58% in the 2007 survey.
- **Bus and Transit Service** – The sole response in this category below the national benchmark, only 18% of respondents rated these services as “Good” or “Excellent”.
- **Improvements (From 2007) Just Below Statistical Significance Include:**
 - **Ease of Bicycle Travel** – a seven percentage point improvement in “Good” or “Excellent” responses.
 - **Street Repair** – an eight percentage point improvement in “Good” or “Excellent” responses.
 - **Sidewalk Maintenance** – an eight percentage point improvement in “Good” or “Excellent” responses.

Analysis and Action Plan

Overall, citizens continue to favorably consider transportation quality. Statistically significant (and near statistically significant) increases reflect growing citizen satisfaction with transportation infrastructure maintenance and planning. Traffic signal timing is an area of concern likely related to traffic signals and traffic volume increases on Benbrook Boulevard. Staff will work with TXDOT to relay and address these concerns. Ultimately, the reconstruction of Benbrook Boulevard will improve traffic flow. Staff will also reevaluate timing for Benbrook’s four signals on Winscott Road. Finally, the City should use the 2010 issues/policy specific survey to further explore and understand citizen expectations for bus and transit services. It is interesting to note that a policy specific survey question detailed later in this report shows 73% support for voter approved taxes/fees to provide rail service to Benbrook.

HOUSING

Survey results were relatively stable compared to 2007 and well above the national average for affordable quality housing.

- **Availability of Affordable Quality Housing** - 66% of respondents believe availability is “Good” or “Excellent”. Benbrook’s results are in the 97th percentile nationally, ranked seventh out of 244 communities surveyed.
- **Variety of Housing Options** – Although still above the national benchmark, respondents placed Benbrook in the 64th percentile for variety of housing.
- **Experiencing Housing Cost Stress** – Benbrook citizens experience the least amount of housing cost stress in the USA (first out of 65 jurisdictions surveyed nationally).

Analysis and Action Plan

Overall, citizens continue to favorably consider housing value, quality and variety. However, the City should use the 2010 issues/policy specific survey to understand and gauge the variety of housing options expected by Benbrook’s citizens.

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LAND USE AND ZONING

Survey results indicate overall citizen satisfaction. Compared to 2007, most category responses showed a favorable upward trend. Statistically significant changes occurred in code enforcement that create a somewhat paradoxical relationship between code enforcement service delivery (improved 12 percentage points since 2007) and an increase in respondent concern about run down buildings, weed lots, and junk vehicles (80% of respondents had at least a minor concern, up 15 percentage points from 2007).

- **Overall Appearance of Benbrook** – 70% of respondents rated Benbrook’s overall appearance as “Good” or “Excellent”, an increase of eight percentage points from 2007.
- **Population Growth is Too Fast** – Fewer respondents believe population growth is too fast, down ten percentage points since 2007 to 29%.
- **Run Down Buildings, Weed lots and Junk Vehicles a Minor Problem** - 80% of respondents indicate at least a *minor problem*, up from 65% in 2007.
- **Run Down Buildings, Weed lots and Junk Vehicles a Major Problem** – five percent of the respondents believe run down buildings, weed lots, and junk vehicles are a *major problem*. This is well below the national benchmark of 13% and favorably places Benbrook 127th out of 165 jurisdictions (38 jurisdictions have a more favorable rating).
- **Code Enforcement Services** – Service delivery ratings of “Good” or “Excellent” increased from 48% in 2007 to 60%. Code Enforcement services rated in the 85th percentile nationally, 42nd out of 275 jurisdictions.
- **Land Use, Planning and Zoning** – Benbrook service delivery ranked in the 85th percentile nationally, 33rd out of 222 jurisdictions.

Analysis and Action Plan

Overall, citizen ratings are favorable. Code Enforcement is a paradox - citizen service satisfaction ratings are up 25% in a two year period while *major concern* over run down buildings, weed lots, and junk vehicles is well below national benchmarks. However, respondents reported a significant increase in *minor concern* about the same.

It is difficult to explain the increase in *minor concern* given the related rankings. The City has raised the profile of Code Enforcement with increased press coverage, new programs like compassion-based code compliance and more aggressive code compliance efforts for repeat offenders (search warrants, liens. etc.). The increase in *minor concern* may be attributed to a renewed community focus initiated by the City’s efforts. Regardless, the combination of increased citizen confidence in service delivery and recently initiated programs (like compassion-based code enforcement) should improve rankings over the long term.

ECONOMIC SUSTAINABILITY

Overall, survey results indicate a slight decrease in citizen satisfaction, although most decreases were not statistically significant. Specific questions about economic sustainability and opportunities were below the national benchmark. Citizen’s rated overall economic development services at the national benchmark.

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- **Employment Opportunities** – 11% of respondents rated Benbrook’s employment opportunities as “Good” or “Excellent”, down from 24% in 2007.
- **Place to Work** – 48% of respondents rated Benbrook as a “Good” or “Excellent” place to work, up from 40% in 2007.
- **Job Growth Too Slow** – 86% of respondents report that job growth is too slow, up from 77% in 2007.
- **Retail Growth Too Slow** – 65% of respondents report that retail growth is too slow, up from 58% in 2007.
- **Economic Development Services** – 46% of respondents rated economic development services as “Good” or “Excellent”. This is similar to the national benchmark.

Analysis and Action Plan

Any evaluation of survey results in this category must consider the steep decline in the national economy. The recession has slowed development and colored citizen perspectives on economic development issues. Although citizen ratings are generally down, Benbrook is in a unique position to grow and prosper in the next few years. Survey results will be provided to the EDC for evaluation.

PUBLIC SAFETY

Simply put, Benbrook’s public safety services rival the best in the USA. Almost every service area in the category saw improvement from 2007.

- **Overall Safety from Property Crimes** – A statistically significant increase from 2007 (69%), 78% of respondents feel “Somewhat” or “Very” safe from property crime.
- **Safety from Violent Crime** – 90% of respondents feel “Somewhat” or “Very” safe from violent crime. This represents a nine percentage point increase from 2007.
- **Municipal Court Services** – 76% of respondents rated municipal court services as “Good” or “Excellent”, a ten percentage point increase over 2007.

Analysis and Action Plan

The survey results clearly indicate that public safety is a priority in Benbrook and that the City has been successful and effective in this area.

ENVIRONMENTAL SUSTAINABILITY

Rated services for Benbrook’s natural environment were similar to the national benchmark. City franchised garbage and recycling services were rated higher than in 2007 and are above the national benchmark.

- **Cleanliness of Benbrook** – 71% rated cleanliness as “Good” or “Excellent”.
- **Air Quality** – 72% of respondents rated air quality as “Good” or “Excellent”, a ten percentage point increase over 2007.
- **Recycling** – 80% of respondents reported “Good” or “Excellent” service, up seven percentage points from 2007.

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- **Garbage Collection** – 87% of respondents reported “Good” or “Excellent” service, up from 74% in 2007 (13 percentage point increase).

Analysis and Action Plan

Garbage and recycling services have improved over the past two years due to increased City Staff/Waste Company coordination and a newly assigned route supervisor. Ratings for Benbrook’s natural environment were similar to other communities surveyed (i.e. – average). The City should use the 2010 issues/policy specific survey to further understand and define citizen expectations for Benbrook’s natural environment with a goal of improving the community rating in this category.

PARKS AND RECREATION

Citizen ratings in this category were somewhat confusing, with seemingly contradictory responses related to recreation. Overall, most responses in the category were either stable or increased. Two of the increases were statistically significant.

- **Recreational Opportunities** – 63% of citizens rated recreation opportunities “good” or “excellent”. While not a statistically significant decrease, the number is down from 2007 (70%).
- **Used Benbrook Recreation Center** – 62% of respondents used the BCC/YMCA at least once in the past 12 months, up from 54% in 2007.
- **Visited a Neighborhood or City Park** – 85% of respondents used a park at least once in the past 12 months, up from 76% in 2007 (9 percentage points).
- **City Parks** – 88% of respondents rated City parks as “Good” or “Excellent”, above the national benchmark.
- **Recreation Programs and Classes** – 82% rated recreation classes and programs as “Good” or “Excellent”, up a statistically significant 10 percentage points from 2007.

Analysis and Action Plan

While ratings in this category were generally positive, the City should use the 2010 issues/policy specific survey to further understand and define citizen expectations for recreational opportunities.

CULTURE, ARTS AND EDUCATION

With Benbrook’s focus on core services, providing cultural activities has not been a high priority. Citizen sentiment on educational opportunities is predictably below the national benchmark.

- **Opportunities to Attend Cultural Activities** – 30% of respondents rated this service as “Good” or “Excellent”, down a statistically significant nine percentage points and below the national benchmark.
- **Educational Opportunities** - 37% of respondents rated educational opportunities as “Good” or “Excellent”, down from 43% in 2007 and below the national benchmark.

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Analysis and Action Plan

The City should use the 2010 issues/policy specific survey to assess what cultural activities interest the citizenry and continue growing and improving special events like Heritage Fest and the Christmas Fireworks Show.

COMMUNITY QUALITY AND INCLUSIVENESS

Ratings were relatively stable and all above the national benchmark. A statistically significant increase was noted for Benbrook as a place to retire.

- **Sense of Community** – 74% of respondents rated the sense of community as “Good” or “Excellent”.
- **Benbrook as a Place to Raise Children** - 87% of respondents rated Benbrook “Good” or “Excellent” as a place to raise children.
- **Benbrook as a Place to Retire** – Rated “Good” or “Excellent” by 84% of respondents, up a statistically significant 13 percentage points from 2007.

Analysis and Action Plan

Although Benbrook is a bedroom community and suburb of Fort Worth, efforts to create a distinct community identity have been relatively successful. Benbrook should continue its branding efforts and seek opportunities for Benbrook branded public infrastructure.

INFORMATION AND AWARENESS

A renewed focus over the past two years, citizen perception of public information activities has improved significantly.

- **Read Benbrook Newsletter** – 85% of respondents read the Benbrook Newsletter in the past 12 months, up from 78% in 2007 and above the national benchmark.
- **Visited City of Benbrook Website** – 53% have been to the Benbrook website in the past 12 months, which is below the national benchmark.
- **Public Information Services** – A significant increase and improvement, 71% of respondents rated public information services as “Good” or “Excellent”, up 19 percentage points from 2007.

Analysis and Action Plan

Benbrook should continue its renewed focus on public information activities. The City should continue to seek creative opportunities to market and promote Benbrook’s website.

PUBLIC TRUST

Ratings were relatively stable, with a significant increase in respondents overall rankings of Benbrook’s image and reputation.

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- **Value of Services for Taxes Paid** – 70% of respondents believe value is “Good” or “Excellent”. This is a six percentage point increase over 2007 and above the national benchmark.
- **Overall Direction Benbrook is Taking** – 63% believe the City’s direction is “Good” or “Excellent”, similar to the national benchmark and the 2007 survey results.
- **Job Benbrook Government Does at Listening to Citizens** – 54% of respondents believe Benbrook government does a “Good” or “Excellent” job of listening to citizens. This rating is above the national benchmark.
- **Overall Image and Reputation of Benbrook** – 73% of respondents rated overall image and reputation as “Good” or “Excellent”, up from 55% in 2007 (or 18 percentage points).

Analysis and Action Plan

The statistically significant increase in ratings for the overall image and reputation of Benbrook is encouraging. However, the average (similar) rating for overall direction of Benbrook should be further evaluated. The City should use the 2010 issues/policy specific survey to assess what direction Benbrook citizen’s desire and currently perceive.

PERCEPTIONS OF CITY EMPLOYEES

All rated attributes improved from 2007. Overall, City employee ratings are among the best in the USA.

- **City Employee Knowledge** – 88% of respondents rated City employee knowledge as “Good” or “Excellent”.
- **City Employee Responsiveness** – 86% of respondents rated City employee responsiveness as “Good” or “Excellent”, fourth highest out of 246 jurisdictions surveyed.
- **City Employee Courtesy** – 89% of respondents rated employee courtesy as “Good” or “Excellent”, fifth highest out of 205 jurisdictions surveyed.
- **Overall Impression** – 87% of respondents had a “Good” or “Excellent” overall impression of City employees, tenth out of 288 jurisdictions surveyed.

Analysis and Action Plan

The overall increase in ratings is encouraging. Benbrook should continue to recruit and retain quality employees through market competitive salaries and benefits.

KEY DRIVERS

The Survey includes a Key Driver Analysis, which seeks to identify the underlying ratings that are most highly-correlated with overall citizen satisfaction. While it is important to maintain high standards in core services and a continued focus on them, improvements to the key drivers may yield higher overall citizen satisfaction. In other words, small improvements to the key drivers can have the greatest likelihood of influencing citizen perceptions.

The survey identified four important key drivers in Benbrook, as well as national key drivers and general cores services:

Benbrook Key Drivers
 Garbage collection
 Sidewalk maintenance
 Code enforcement
 Preservation of natural areas

National Key Drivers
 Economic development
 Land use planning/zoning
 Police services
 Public information services
 Public schools

Core Services
 Code enforcement
 EMS
 Fire
 Garbage collection
 Police services
 Sewer
 Storm drainage
 Street repair
 Water

Analysis and Action Plan

The results indicate that the City should focus on improving services in Benbrook's Key Driver areas, with particular attention to garbage collection and code enforcement since they also are core services. The results also indicate that Benbrook is on the right track, since three of the four Key Drivers are above the national benchmark and are improving, while only one (preservation of natural areas) is similar to the national benchmark and has not significantly changed. The City should review its programs in the Key Driver areas to determine how they might be improved.

POLICY QUESTIONS

As part of the survey, the City asked three policy questions and the results are listed below:

1. To what extent do you support or oppose a new debt (bond) program, assuming no tax increase, to rebuild local streets?

Strongly Support	33%
Somewhat Support	55%
Somewhat Oppose	8%
Strongly Oppose	4%

2. To what extent do you support or oppose the City using voter-approved taxes/fees to provide Rail North Texas rail service to Benbrook?

Strongly Support	36%
Somewhat Support	37%
Somewhat Oppose	14%
Strongly Oppose	13%

3. To what extent do you support or oppose banning smoking outdoors in City parks?

Strongly Support	53%
Somewhat Support	13%
Somewhat Oppose	14%
Strongly Oppose	20%

The City Council should use these results when it considers policy changes in these areas.

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DEMOGRAPHIC AND GEOGRAPHIC VARIATIONS

The survey also analyzed variations among demographic factors (age, years of residency, owners vs. renters, and voters vs. nonvoters). While there were significant variations for all factors, owner vs. renter was the most common factor resulting in statistically different attitudes towards services.

The survey also compared results from respondents living north of I-20 versus those living south of I-20. Citizens living south of I-20 typically had a more positive image of Benbrook.

These demographic and geographic variations should be considered when targeting a service.

RECOMMENDATION

Staff recommends that City Council accept the 2009 Citizen Survey.