

# **A G E N D A**

**Regular Meeting of the Bedford City Council  
Tuesday, December 3, 2013  
Bedford City Hall Building A  
2000 Forest Ridge Drive  
Bedford, Texas 76021**

**Conference Room Regular Session 4:45 p.m.**

**COMPLETE COUNCIL AGENDAS AND BACKGROUND INFORMATION ARE AVAILABLE FOR REVIEW  
ONLINE AT <http://www.bedfordtx.gov>**

## **EXECUTIVE SESSION**

**To convene in the conference room in compliance with Section 551.001 et. Seq. Texas Government Code, to discuss the following:**

- **Pursuant to Section 551.071, consultation with City Attorney regarding pending or contemplated litigation – Stonegate Pools, Bedford Road. \*\*\*This item requested by Councilmember Nolan**

## **REGULAR SESSION**

### **CALL TO ORDER/GENERAL COMMENTS**

- 1. Discussion on the development of the citizen survey instrument.**
- 2. Interviews for appointments to Bedford's Citizen Boards and Commissions.**
- 3. Council discussion, if necessary, regarding appointments to Bedford's Citizen Boards and Commissions.**

## **ADJOURNMENT**

### **CERTIFICATION**

I, the undersigned authority, do hereby certify that this Notice of Meeting was posted on the outside window in a display cabinet at the City Hall of the City of Bedford, Texas, a place convenient and readily accessible to the general public at all times, and said Notice was posted by the following date and time: Wednesday, November 27, 2013 at 5:00 p.m., and remained so posted at least 72 hours before said meeting convened.

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**Michael Wells, City Secretary**

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**Date Notice Removed**

(Auxiliary aids and services are available to a person when necessary to afford an equal opportunity to participate in City functions and activities. Auxiliary aids and services or accommodations should be requested forty-eight (48) hours prior to the scheduled starting time of a posted council meeting by calling 817.952.2101.)

**From:** [Nolan, Patricia](#)  
**To:** [Wells, Michael](#)  
**Subject:** Agenda  
**Date:** Wednesday, November 27, 2013 11:06:59 AM

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Michael  
Plesse add to the Executive Session:  
Discussion regarding status of Stonegate Pools, Bedford Road.  
Thanks  
Patricia

Sent from my Samsung Epic™ 4G Touch



# Council Agenda Background

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**PRESENTER:**

Mirenda McQuagge-Walden, Managing Director  
Dr. Paul Ruggiere, Director UNT Survey Research Center

**DATE:** 12/03/13

Work Session

**ITEM:**

Discussion on the development of the citizen survey instrument.

City Manager Review: \_\_\_\_\_

**DISCUSSION:**

Dr. Paul Ruggiere will continue the discussion with Council on the finalization of the survey instrument.

Dr. Ruggiere has requested feedback on the following questions during the discussion:

1. Do the questions measure the concepts that the Council has in mind? Are there any key subjects that have been left out?
2. Are there ways to re-word questions (especially the ones developed specifically for Bedford) that would make them more meaningful or relevant to Bedford residents?
3. Are there any questions that have been included that Council does not want or would be willing to delete? The North Richland Hills survey averaged about 24 minutes on the phone and we want to reduce respondent burden. Dr. Ruggiere will have a time estimate for administering this questionnaire before the December 3 meeting, but thinks it is greater than 15 minutes.

**ATTACHMENTS:**

Draft Survey

## BEDFORD CITIZEN SURVEY 2014

Hello, my name is \_\_\_\_\_. I'm calling from the Survey Research Center at the University of North Texas. The City of Bedford is conducting a survey of its citizens and I would like to talk with any female/male age 18 or older. **(TO RESPONDENT)** The City is conducting a survey to determine how citizens rate City services. The questions that I want to ask you will take about 15 minutes and your answers will be useful to the City as it develops programs and budgets for the future. All of your answers will be kept confidential. This project has been reviewed by the UNT Committee for the Protection of Human Subjects. If you have any questions, please call 1-800-687-7055.

Questions in blue font have benchmarking data available.

Text in ALL CAPS is not read out loud.

1. To be sure that we are speaking with people in all parts of the city, can you first give me your zip code? **(DO NOT READ RESPONSES WHEN ALL IN CAPS)**

1. 76022
2. 76021
3. OTHER(TERMINATE INTERVIEW)
9. DK/NR (TERMINATE INTERVIEW)

2. How long have you lived in Bedford?

1. LESS THAN 6 MONTHS **(TERMINATE INTERVIEW)**
2. NO LONGER LIVE IN BEDFORD **(TERMINATE INTERVIEW)**
3. 3 TO 12 MONTHS
4. 1-5 YEARS
5. 6-10 YEARS
6. MORE THAN 10 YEARS
9. NR/DK

### Quality of Life

3. Generally, would you rate the quality of life in Bedford as excellent, good, fair, or poor?

1. EXCELLENT      2. GOOD      3. FAIR      4. POOR **[SPECIFY]**      9. NR/DK

4. What do you consider to be the greatest challenge facing Bedford in the future?

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5. If the City government could change one thing to make Bedford a better place to live now and in the future, what change would you like to see?

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Policy Guidance

There are a number of policy matters that the City will consider in the future. I am going to read to you a number of policy statements. For each one, tell me if you strongly support, support, oppose, or strongly oppose that policy. The first is \_\_\_\_\_. Do you strongly support, support, oppose, or strongly oppose \_\_\_\_\_.

	ROTATE	Strongly Support	Support	Oppose	Strongly Oppose
6.	Restricting natural gas drilling to a greater distance than the current restriction of 600 feet				
7.	Banning smoking in restaurants				
8.	Banning smoking in parks and other public places				
9.	Banning smoking in businesses that are located within city limits				
10.	Banning texting while driving				
11.	Trapping stray animals, neutering them, and then releasing them <i>back on the streets (?)</i>				
12.	Investing city resources to pursue mass transit options				
13.	Investing city resources to bury utility wires on major streets				
14.	Investing city resources to develop new businesses				
15.	Investing resources to redevelop commercial areas				

16. The city is considering replacing the recycling bin that you currently use with a larger, 48 gallon recycling cart that has a lid and wheels. Would you strongly support, support, oppose or strongly oppose this change?

- 1. STRONGLY SUPPORT
- 2. SUPPORT
- 3. OPPOSE
- 4. STRONGLY OPPOSE
- 9. DK/NR

17. In general, about how much of your household waste do you recycle each week instead of throwing it in the trash can? Would you say . . .

- 0. None
- 1. 1 to 10 percent
- 2. up to 20 percent
- 3. up to 30 percent
- 4. up to 40 percent
- 5. up to 50 percent
- 6. up to 60 percent
- 7. up to 75 percent
- 8. More than 75 percent
- 9. DK/NR

City Service Ratings

18. Next I am going to read you a list of city services. For each, please rate the service in Bedford as excellent, good, fair or poor. Starting with \_\_\_\_\_; would you rate \_\_\_\_\_ as excellent, good, fair or poor? FOR EACH "POOR" RESPONSE, ASK "Can you explain the reason or reasons for your rating of poor?"

<b>Rotate order of services</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor (SPECIFY WHY)</b>	<b>NR/DK</b>
a. The library	1	2	3	4	9
b. Street maintenance	1	2	3	4	9
c. Parks	1	2	3	4	9
d. Recreational programs	1	2	3	4	9
e. Storm water drainage	1	2	3	4	9
f. Water quality	1	2	3	4	9
g. Water pressure	1	2	3	4	9
h. Trash collection services	1	2	3	4	9
i. Recycling collection services	1	2	3	4	9
j. Animal control	1	2	3	4	9
k. Sewer services	1	2	3	4	9
l. Code enforcement	1	2	3	4	9
m. Police department	1	2	3	4	9
n. Fire Department	1	2	3	4	9
o. Ambulance services	1	2	3	4	9

19. Have you, or a member of your family, used the following services or facilities in the past year?

	<b>Yes</b>	<b>No</b>	<b>NR/DK</b>
a. The library	1	2	9
b. Boys Ranch Activity Center	1	2	9
c. Meadow Park Athletic Complex	1	2	9
d. Bedford Splash	1	2	9
e. Other City parks	1	2	9
f. Recreational programs	1	2	9
g. Called for Police services	1	2	9
h. Called for Fire Department services	1	2	9
i. Called for Ambulance services	1	2	9

Code Compliance

20. How often would you say you have seen the following problems in your City? Have you seen \_\_\_\_\_ frequently, sometimes, rarely or never? How about . . .

	<b>Frequently</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>Never</b>	<b>NR/DK</b>
a. Litter	1	2	3	4	9
b. High grass and weeds	1	2	3	4	9
c. Junk vehicles	1	2	3	4	9
d. Stray Animals	1	2	3	4	9
e. Drainage or Flooding Problems	1	2	3	4	9
f. Substandard or Deteriorating Housing	1	2	3	4	9
g. Fences in disrepair	1	2	3	4	9

h. Properties with junk or debris in yard or driveway	1	2	3	4	9
i. Vehicles parked in yards or on the grass	1	2	3	4	9
j. A lack of sidewalks or sidewalks in disrepair	1	2	3	4	9
k. Potholes	1	2	3	4	9
l. Dead animals in roadway	1	2	3	4	9

Emergency Services

22. Do you feel very safe, somewhat safe, or not very safe living in Bedford?

- 1. VERY SAFE
- 2. SOMEWHAT SAFE
- 3. NOT VERY SAFE
- 9. DK/NR

23. Would you rate the city's police visibility as excellent, good, fair, or poor?

- 1. EXCELLENT
- 2. GOOD
- 3. FAIR
- 4. POOR [SPECIFY]
- 9. NR/DK

Communications

24. Are you aware or have you heard about the following City programs:

		Aware	Not Aware	NR/DK
a.	Bedford alert—a system that will call you or text you with automated messages during an emergency.	1	2	9
b.	The “Better it” app—a smart phone application that lets you submit a request to a city staff person with the location and photo of maintenance needs	1	2	9
c.	Are you aware you can donate 50 cents on your utility bill that is dedicated to improving Bedford parks?	1	2	9
d.	Are you aware that pets in Bedford must be registered with the city?	1	2	9
e.	Bedford has a new promotional tagline, “Bedford: Discover the center” Were you aware or not aware of this tagline?	1	2	9

25. Do you have any thoughts about that tag line? SPECIFY COMMENTS:

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Contact with City Staff

31. Now I would like to ask you about contacts you have had with City staff. Have you or a member of your household contacted the City of Bedford about a complaint, request for service, or for information in the past 12 months?

1. Yes **(ASK Q32A-32C)**      2. NO **(SKIP TO Q33)**      9. NR/DK

32A. Who in the City did you contact, what person or office?

- |                          |                           |
|--------------------------|---------------------------|
| 1. CITY MANAGER'S OFFICE | 9. PARKS AND RECREATION   |
| 2. MAYOR OR COUNCIL      | 10. ANIMAL CONTROL        |
| 3. PUBLIC WORKS          | 11. CODE COMPLIANCE       |
| 4. PLANNING/ZONING       | 12. ECONOMIC DEVELOPMENT  |
| 5. INSPECTIONS           | 13. WATER/UTILITY BILLING |
| 6. POLICE                | 14. MUNICIPAL COURT       |
| 7. FIRE                  | 15. OTHER, _____          |
| 8. LIBRARY               | 99. NR/DK                 |

32B. Were you generally satisfied with the results you got?

1. SATISFIED      2. NOT SATISFIED      9. NR/DK

32C. Were the people you contacted courteous and helpful or not courteous and helpful when you called?

1. YES, HELPFUL      2. NO, NOT HELPFUL      9. NR/DK

Profile

33. Now for the last few questions, I would like to ask you several things about yourself so that we can develop a general profile of our sample. First of all, are you between the ages of . . .

**(INTERVIEWER: CODE RESPONSE INTO CORRECT CATEGORY)**

- |          |                |
|----------|----------------|
| 1. 18-25 | 5. 61-70       |
| 2. 26-35 | 6. 71 and over |
| 3. 36-45 | 9. NR/DK       |
| 4. 46-60 |                |

34. Are you employed fulltime, part-time, presently unemployed, retired, or are you a student, or homemaker?

- |               |              |
|---------------|--------------|
| 1. FULLTIME   | 5. STUDENT   |
| 2. PART-TIME  | 6. HOMEMAKER |
| 3. UNEMPLOYED | 9. NR/DK     |
| 4. RETIRED    |              |

35. Which of the following types of work best matches your occupation?

- Management
- Business and Financial Operations
- Computer and Mathematical
- Architecture and Engineering
- Life, Physical, and Social Science
- Community and Social Service
- Legal
- Education, Training, and Library
- Arts, Design, Entertainment, Sports, and Media
- Healthcare Practitioners
- Healthcare Support
- Protective Service
- Food Preparation and Serving Related
- Building and Grounds Cleaning and Maintenance
- Personal Care and Service
- Sales and Related
- Office and Administrative Support
- Farming, Fishing, and Forestry
- Construction and Extraction
- Installation, Maintenance, and Repair
- Production
- Transportation and Material Moving

36. Do you work from your home, inside Bedford City limits or outside Bedford City limits?

- 1. OFFICE FROM HOME (SKIP TO 38)
- 2. INSIDE CITY LIMITS (SKIP TO 38)
- 3. OUTSIDE CITY LIMITS (ASK 37)

37. How many miles do you travel to get to work? \_\_\_\_\_

38. How many years of education have you completed?

- 1. 8 OR LESS
- 2. SOME HIGH SCHOOL
- 3. HIGH SCHOOL GRAD
- 4. SOME COLLEGE
- 5. COLLEGE GRAD
- 6. GRAD SCHOOL/GRAD DEGREE
- 9. NR/DK

39. I am going to read several different income categories. Without telling me your exact income, into which category did your total household income for the past year fall?

- 1. Under \$10,000
- 2. \$10,001-25,000
- 3. \$25,001-50,000
- 4. \$50,001-75,000
- 5. \$75,001-100,000
- 6. \$100,001-125,000
- 7. \$125,001 – 150,000
- 8. OVER \$150,000
- 9. DK/NR

40. Please tell me if you have any children living at home in the following age groups.

	<u>YES</u>	<u>NO</u>	<u>NR/DK</u>
Less than 6 years old	1	2	9
6-12 years old	1	2	9
13-18 years old	1	2	9

41. Do you own your home or do you rent?

1. OWN

2. RENT

3. RENT FREE SITUATION

9. NR/DK

42. Looking ahead for the next several years, do you plan on remaining in Bedford?

1. Yes (**SKIP TO Q43**)

2. No (**ASK Q42A**)

9. NR/DK

42A. What is the primary reason causing you to consider leaving Bedford?

1. CONGESTION
2. CRIME
3. JOB RELOCATION
4. PROPERTY TAXES ARE TOO HIGH
5. ACCESS TO PUBLIC SCHOOLS
6. WANT BIGGER HOUSING
7. WANT NEWER HOUSING
8. CLOSER TO JOB
9. MOVE TO SMALLER CITY
10. MOVE CLOSER TO FAMILY/FRIENDS
11. WANT TO LIVE IN COUNTRY/OWN LAND
12. OTHER, \_\_\_\_\_
99. DK/NR

43. What statement would best describe you as a member of your community in Bedford?

1. I am very active in my community
2. I stay somewhat informed
3. I become involved when issues affect me
4. I just live here
9. NR/DK

44. Would you recommend Bedford as a good place to live to a friend or family member?

1. Yes
2. No **[SPECIFY WHY]**
9. NR/DK

Thank you very much for your time and cooperation. We believe that this project will help City officials provide better services to all citizens.

**45. INTERVIEWER: RECORD GENDER OF RESPONDENT**

1. FEMALE
2. MALE
9. NR/DK