

AGENDA

Regular Meeting of the Bedford City Council
Tuesday, May 13, 2014
Bedford City Hall Building A
2000 Forest Ridge Drive
Bedford, Texas 76021

Council Chamber Work Session 4:30 p.m.
Council Chamber Regular Session 6:30 p.m.

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

WORK SESSION

- Review and discuss items on the regular agenda and consider placing items for approval by consent.
- Presentation on NTE Landscaping Plan for Bedford intersections.
- Discussion regarding the purpose and performance of the Code Enforcement and Building Inspections departments within the City. **This item requested by Councilmembers Boyter and Davisson.
- Presentation of the results of the Citizen Satisfaction Survey conducted by the University of North Texas Survey Research Center.
- Presentation regarding the timeline, status and impact of claims on the premium and various insurance options for the FY 2014/2015 employee health insurance renewal process.

EXECUTIVE SESSION

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

- a) Pursuant to Section 551.071, consultation with City Attorney regarding pending or contemplated litigation regarding 533 Bedford Road.
- b) Pursuant to Section 551.087, deliberation regarding economic development negotiations relative to Bedford Forum Addition, Block 4 Lot CR.

REGULAR SESSION 6:30 P.M.

CALL TO ORDER/GENERAL COMMENTS

INVOCATION (Dr. Jerry Chism, Martin United Methodist Church)

PLEDGE OF ALLEGIANCE

OPEN FORUM

(The public is invited to address the Council on any topic that is posted on this agenda. Citizens desiring to speak on Public Hearing(s) must do so at the time the Public Hearing(s) are opened. In order to speak during Open Forum a person must first sign in with the City Secretary prior to the Regular Session being called to order. Speakers will be called upon in the order in which they sign in. Any person not signing in prior to the commencement of the Regular Session shall not be allowed to speak under Open Forum. Further, Open Forum is limited to a maximum of 30 minutes. Should speakers not use the entire 30 minutes Council will proceed with the agenda. At the majority vote of the Council the Mayor may extend the time allotted for Open Forum.)

CONSIDER APPROVAL OF ITEMS BY CONSENT

COUNCIL RECOGNITION

1. Proclamation recognizing the Sketch-A-School Art Contest Winners.
2. Proclamation declaring May 14, 2014 as Emerging Leaders Day in the City of Bedford.
3. Proclamation recognizing the week of May 11 - 17, 2014 as Police Week and May 15, 2014 as Peace Officers Memorial Day.
4. Proclamation recognizing the week of May 18 - 24, 2014 as Emergency Medical Services Week.
5. Proclamation recognizing the week of May 18 - 24, 2014 as National Public Works Week.
6. Proclamation declaring May 24, 2014 as Poppy Day in the City of Bedford.

APPROVAL OF THE MINUTES

7. Consider approval of the following City Council minutes:
 - a) April 22, 2014 regular meeting

PERSONS TO BE HEARD

8. The following individual has requested to speak to the Council tonight under Persons to be Heard:
 - a) Salvatore Caruso, 148 Ravenswood Drive, Bedford, Texas 76022 – Requested to speak to the Council regarding a proposal to change the Charter to have 3 Council Members elected from the South, and 3 from the North, with the Mayor voted at large.

NEW BUSINESS

9. Consider a resolution authorizing the City Manager to purchase hardware and system software, as recommended by New World Systems, in the amount of \$59,881 from cooperative contract vendors with the Texas Department of Information Resources (DIR) for the implementation of the new Logos.NET software application.
10. Consider a resolution authorizing the City Manager to enter into a project agreement with the Texas Parks & Wildlife Department for the \$100,000 Local Outdoor Park Grant to assist with construction of the Boys Ranch Master Plan.
11. Consider a resolution authorizing the City Manager to enter into a contract with 2L Construction LLC for the Meadow Park Trail Extension Project in the amount of \$153,522.
12. Consider a resolution of the City of Bedford, Texas, denying the rate increase requested by Atmos Energy Corp., Mid-Tex Division under the Company's 2014 annual rate review mechanism filing in all cities exercising original jurisdiction.
13. Consider a resolution authorizing the City Manager to enter into agreements with Tech Logic for a Self Checkout Software License Renewal and Extended Hardware Warranty Agreement in the amount of \$9,228.
14. Consider a resolution authorizing the City Manager to enter into an agreement with Tech Logic for a Full Service Program Agreement in the amount of \$18,950.

15. Report on most recent meeting of the following Boards and Commissions:

- ✓ **Animal Shelter Advisory Board - Councilmember Boyter**
- ✓ **Beautification Commission - Councilmember Turner**
- ✓ **Community Affairs Commission - Councilmember Boyter**
- ✓ **Cultural Commission - Councilmember Nolan**
- ✓ **Library Board - Councilmember Davisson**
- ✓ **Parks & Recreation Board - Councilmember Davisson**
- ✓ **Senior Citizen Advisory Board - Councilmember Turner**
- ✓ **Teen Court Advisory Board - Councilmember Champney**

16. Council member reports

- a) **Councilman Brown – Farewell Remarks**

17. City Manager/Staff Reports

18. Take any action necessary as a result of the Executive Session

(Any item on this posted agenda may be discussed in executive session provided it is within one of the permitted categories under Chapter 551 of the Texas Government Code.)

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: Friday, May 9, 2014 at 5:00 p.m., and remained so posted at least 72 hours before said meeting convened.

Michael Wells, City Secretary

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 must be requested in writing to the City Secretary's Office a minimum of seventy-two hours (72) hours prior to the scheduled starting time of the posted meeting. Requests can be delivered in person or mailed to the City Secretary's Office at 2000 Forest Ridge Drive, Bedford, TX 76021, or emailed to mwells@bedfordtx.gov. Some requests may take longer due to the nature, extent and/or availability of such auxiliary aids, services or accommodations.)



Council Agenda Background

PRESENTER: David Miller, Deputy City Manager
Kody Swesey, Bluebonnet Contractors

DATE: 05/13/14

Work Session

ITEM:

Presentation on NTE Landscaping Plan for Bedford intersections.

City Manager Review: _____

DISCUSSION:

On February 23, 2010, staff presented the City Council with information regarding the Aesthetics Subcommittee's process and plans for the highway construction. At that time, staff sought direction from the Council regarding the approach desired for aesthetic improvements within the corridor. Council was of the consensus for funding to be directed toward improvements at "eye-level" for the most impact at acceptable costs and to design the landscaping to be low maintenance and xeriscape.

Representatives from Bluebonnet and their landscape contractor will be present to provide an overview of the final landscape design. Staff has not received the presentation from Bluebonnet yet, but it will be forwarded as soon as it is available.

ATTACHMENTS:

N/A



Council Agenda Background

PRESENTER: Michael Boyter, Councilmember
Jim Davisson, Councilmember

DATE: 05/13/14

Work Session

ITEM:

Discussion regarding the purpose and performance of the Code Enforcement and Building Inspections departments within the City. **This item requested by Councilmembers Boyter and Davisson.

City Manager Review: _____

DISCUSSION:

Councilmember Boyter and Councilmember Davisson requested this item be placed on the agenda for discussion.

ATTACHMENTS:

Letters of Request

----- Original message -----

From: "Boyter, Michael"

Date: 05/06/2014 10:23 PM (GMT-06:00)

To: "Wells, Michael"

Subject: May 13, 2014 Council Meeting

Mr. Wells,

By means of this correspondence, I would like to place an item on the Work Session agenda for the upcoming City Council meeting to be held on Tuesday, May 13, 2014. This item shall be to discuss the purpose and performance of the Code Enforcement and Building Inspection departments within the City.

This discussion shall include and not be limited to the following:

CODE ENFORCEMENT

The purpose of the department

A recap of the organizational flowchart

A discussion of general statistical data and trends since October 2013

An explanation of situational procedures

A discussion of departmental priorities

A discussion of departmental performance

BUILDING INSPECTIONS

The purpose of the department

A recap of the organizational flowchart

A description and discussion of Certificates of Occupancy

A discussion of inspection procedures

A discussion of general statistical data and trends since October 2013

A discussion of departmental procedures

A discussion of departmental performance

533 BEDFORD ROAD

Review of the timeline of events

A status update

3737 CUMMINGS

Discussion of the Agreement

Review of timeline of events

A discussion of inspections performed

A status update

Thank you in advance for your attention to this matter. If you have any questions or comments regarding this request, feel free to contact me.

Michael Boyter

From: Boyter, Michael
Sent: Thursday, May 08, 2014 3:01 PM
To: Wells, Michael
Cc: Miller, David
Subject: Revised Agenda Item Request

Mr. Wells,

By means of this correspondence, I would like to place an item on the Work Session agenda for the upcoming City Council meeting to be held on Tuesday, May 13, 2014. This item shall be to discuss the purpose and performance of the Code Enforcement and Building Inspection departments within the City.

This discussion shall include and not be limited to the following:

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The purpose of the department
A recap of the organizational flowchart
A discussion of general statistical data and trends since June 2013
An explanation of situational procedures
A discussion of departmental priorities
A discussion of departmental performance

BUILDING INSPECTIONS

The purpose of the department
A recap of the organizational flowchart
A description and discussion of Certificates of Occupancy
A discussion of inspection procedures
A discussion of general statistical data and trends since June 2013
A discussion of departmental procedures
A discussion of departmental performance

533 BEDFORD ROAD

Review of the timeline of events
A status update

3737 CUMMINGS

Discussion of the Agreement
Review of timeline of events
A discussion of inspections performed
A status update

Thank you in advance for your attention to this matter. If you have any questions or comments regarding this request, feel free to contact me.

Michael Boyter

-----Original Message-----

From: Davisson, Jim
Sent: Tuesday, May 06, 2014 11:03 PM
To: Wells, Michael
Subject: Work Session Agenda

Mr. Wells,

By means of this correspondence, I would like to place an item on the Work Session agenda for the upcoming City Council meeting to be held on Tuesday, May 13, 2014. This item shall be to discuss the purpose and performance of the Code Enforcement and Building Inspection departments within the City.

This discussion shall include and not be limited to the following:

CODE ENFORCEMENT

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533 BEDFORD ROAD

Review of the timeline of events
A status update

3737 CUMMINGS

Discussion of the Agreement
Review of timeline of events
A discussion of inspections performed
A status update

Thank you in advance for your attention to this matter. If you have any questions or comments regarding this request, feel free to contact me.

Michael Boyter
Jim Davisson



Council Agenda Background

| | | |
|---|--|------------------------------|
| <u>PRESENTER:</u> | Veronica Kronvall, UNT Survey Research Center Dr. Nicole Dash, UNT Survey Research Center | <u>DATE:</u> 05/13/14 |
| Work Session | | |
| <u>ITEM:</u> Presentation of the results of the Citizen Satisfaction Survey conducted by the University of North Texas Survey Research Center. City Manager Review: _____ | | |
| <u>DISCUSSION:</u> In October 2013, the City Council selected the University of North Texas (UNT) Survey Research Center (SRC) to conduct a citizen satisfaction survey. The City Council worked with the SRC to develop a survey instrument and data collection began in January 2014. The survey used an address-based sampling method to identify 2,850 random addresses in which invitations to participate in the survey were mailed. All 2,850 households were sent a mail invitation to complete the survey and respondents had several options for answering the survey. The mail invitation gave all recipients the option of calling SRC or logging onto a web-based questionnaire. Those with listed telephone numbers (45.7 percent of the sample) were actively called up to eight times to solicit responses. A total of 545 usable interviews were conducted (183 by phone, 171 by Web, and 191 by mail). Since 357 of the 2,850 households contained undeliverable addresses, the adjusted response rate for the survey was 25.4 percent. 81 percent of the undeliverable addresses were vacant households. In a random sample, 545 interviews yield a margin of error of +/- 4.19 percent. This means, for example, that if 40 percent of the respondents answered "yes" to a question, we can be 95 percent confident that the actual proportion of residents in the population who would answer "yes" to the same question is 4.19 percentage points higher or lower than 40 percent (35.81 percent to 44.19 percent). Representatives from the SRC will give an overview of the results of the survey. | | |
| <u>ATTACHMENTS:</u> SRC Presentation City of Bedford Survey Results | | |

2014 Bedford Citizen Survey



Survey
Research
Center

Presentation Overview

- Project Objectives
- Methodology
 - Sampling methodology
- Interpretation
- Major Findings
- Conclusions

Project Objectives

Objectives of the project were to measure:

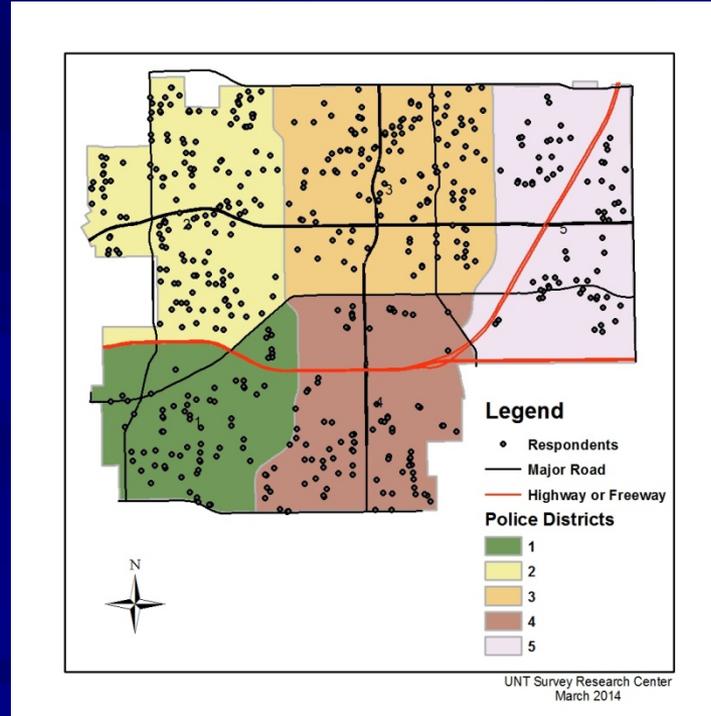
- Quality of life of Bedford residents
- Citizen support of potential policy matters
- The degree of satisfaction with City services
- Effectiveness of communications with residents

Methodology

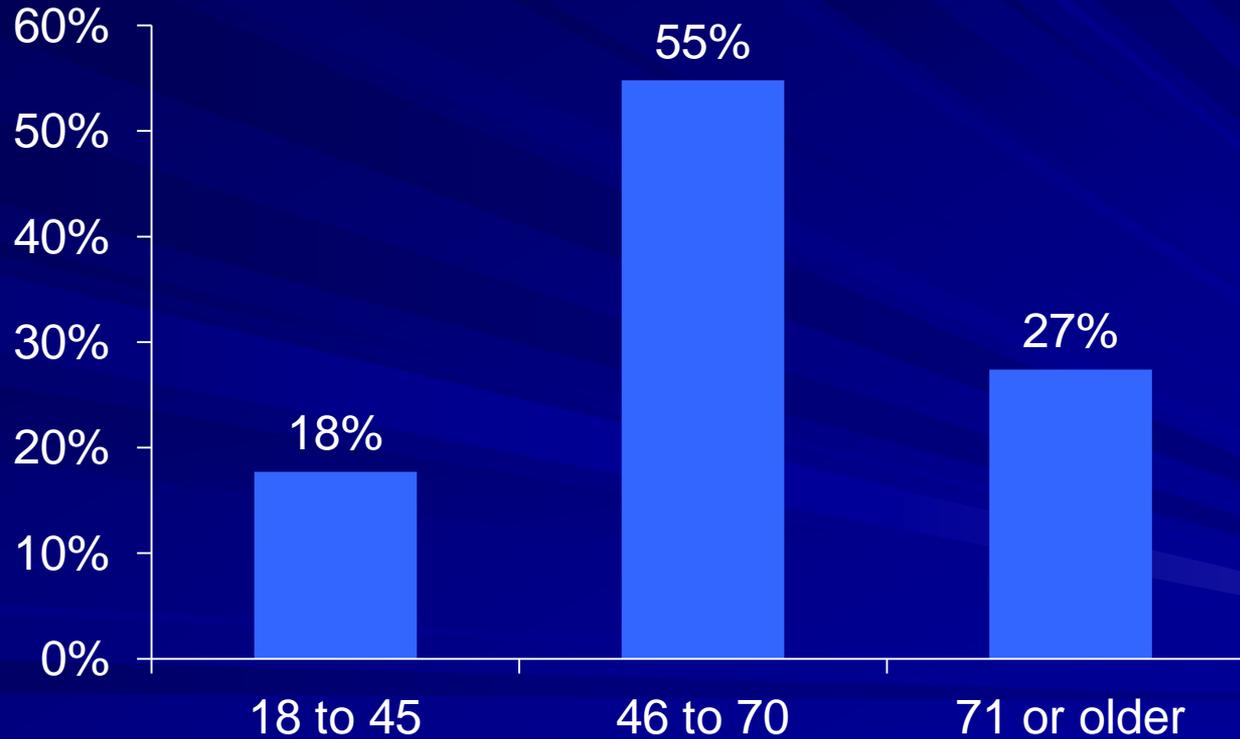
Sampling Approach

- Address-based-sample of 2,850 households was selected.
- 45.7% of addresses matched with listed telephone numbers.
- Mail invitation: January 24
- Phone calls: February 4 to March 13
- Mail survey: February 21
- 545 questionnaires were completed.
 - 183 telephone responses
 - 171 Web responses
 - 191 mail responses
- Margin of error $\pm 4.19\%$

Responses by District



Bedford Respondents by Age

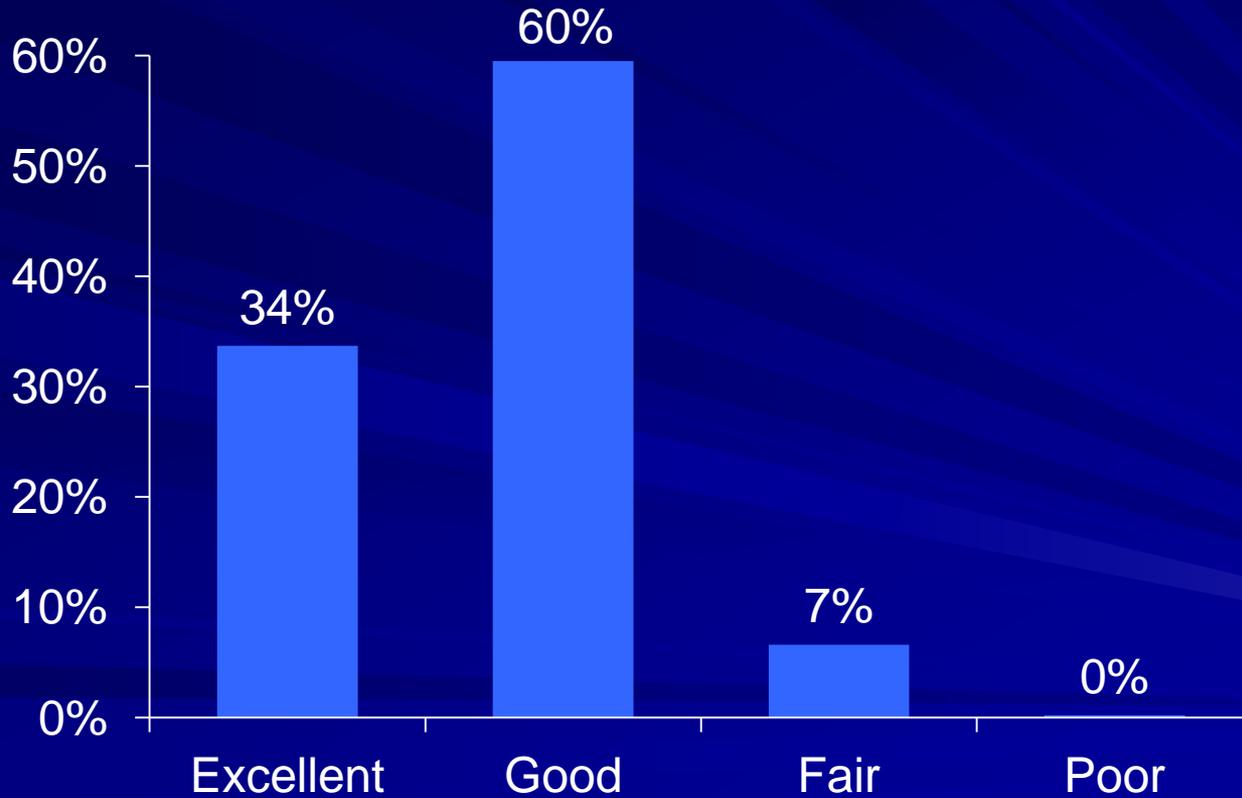


Tools for Interpretation of Data

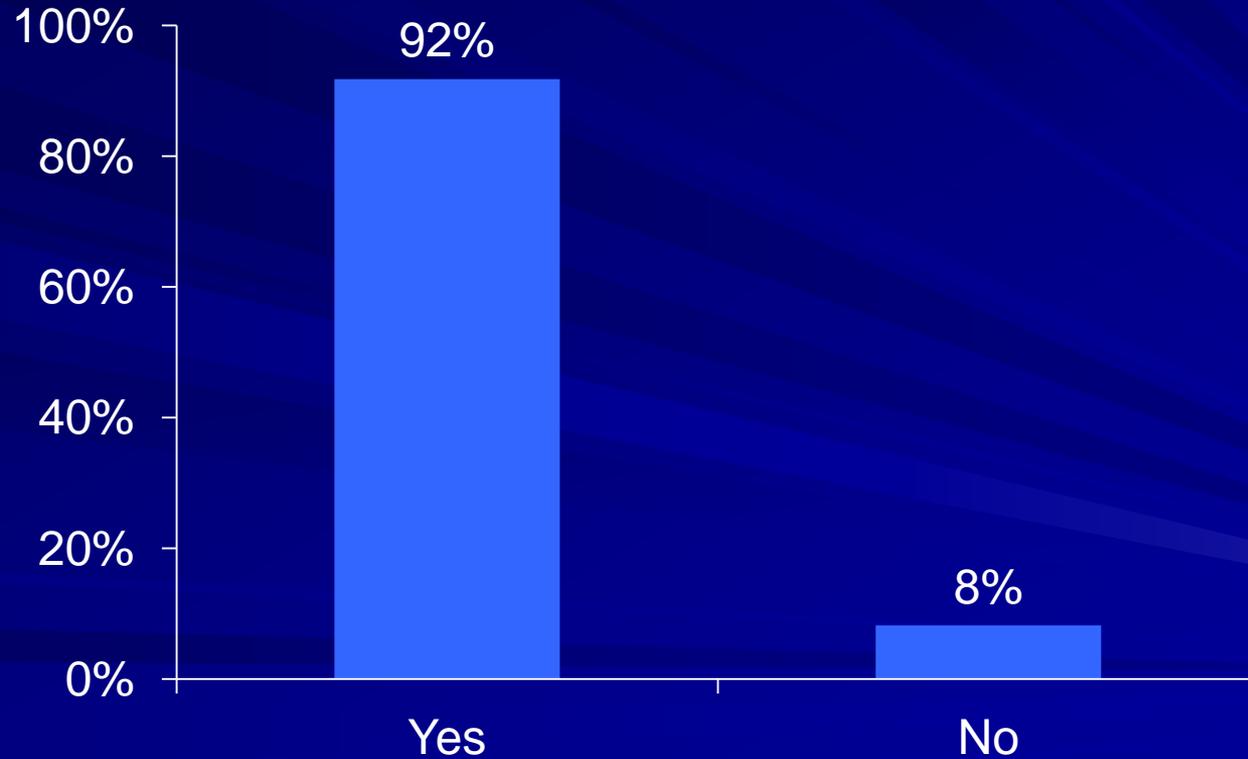
- Comparisons across services
- Differences in responses by demographic groups
- Staff and council knowledge of community

Quality of Life

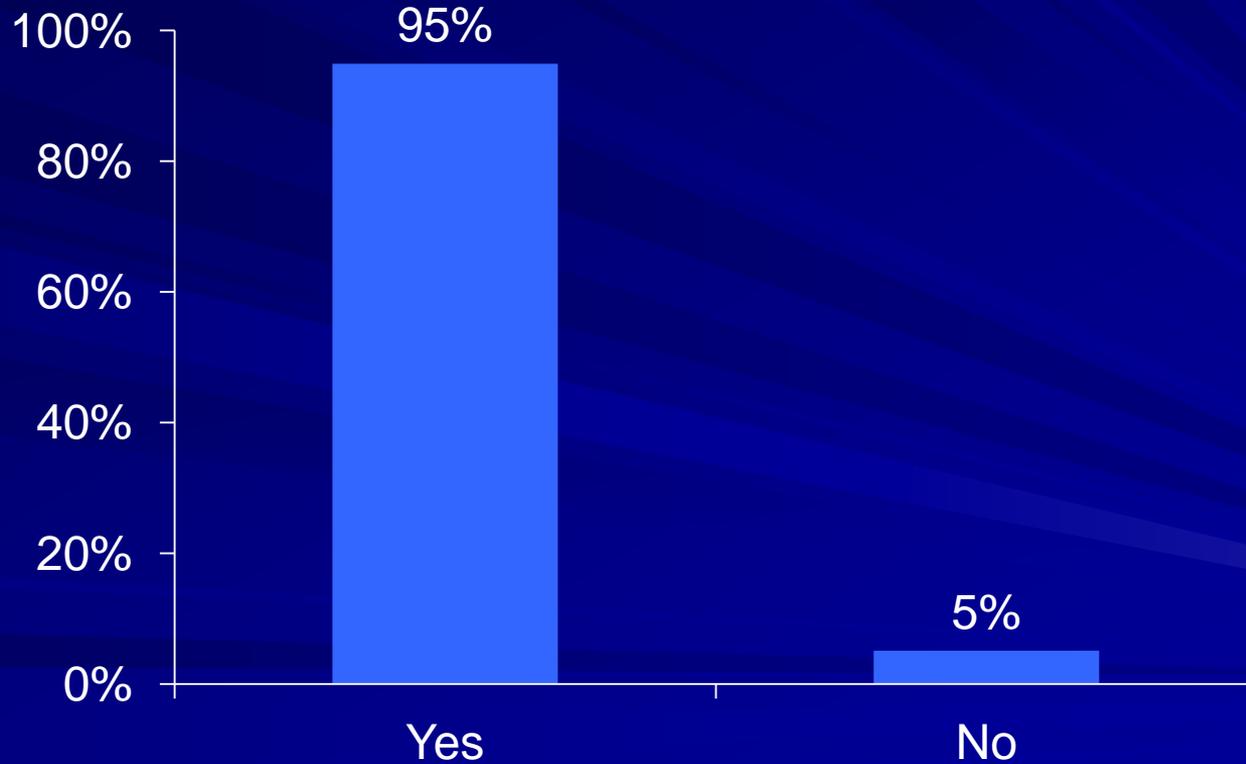
Quality of Life in Bedford



Plan on Remaining in Bedford



Recommend Bedford as Good Place to Live



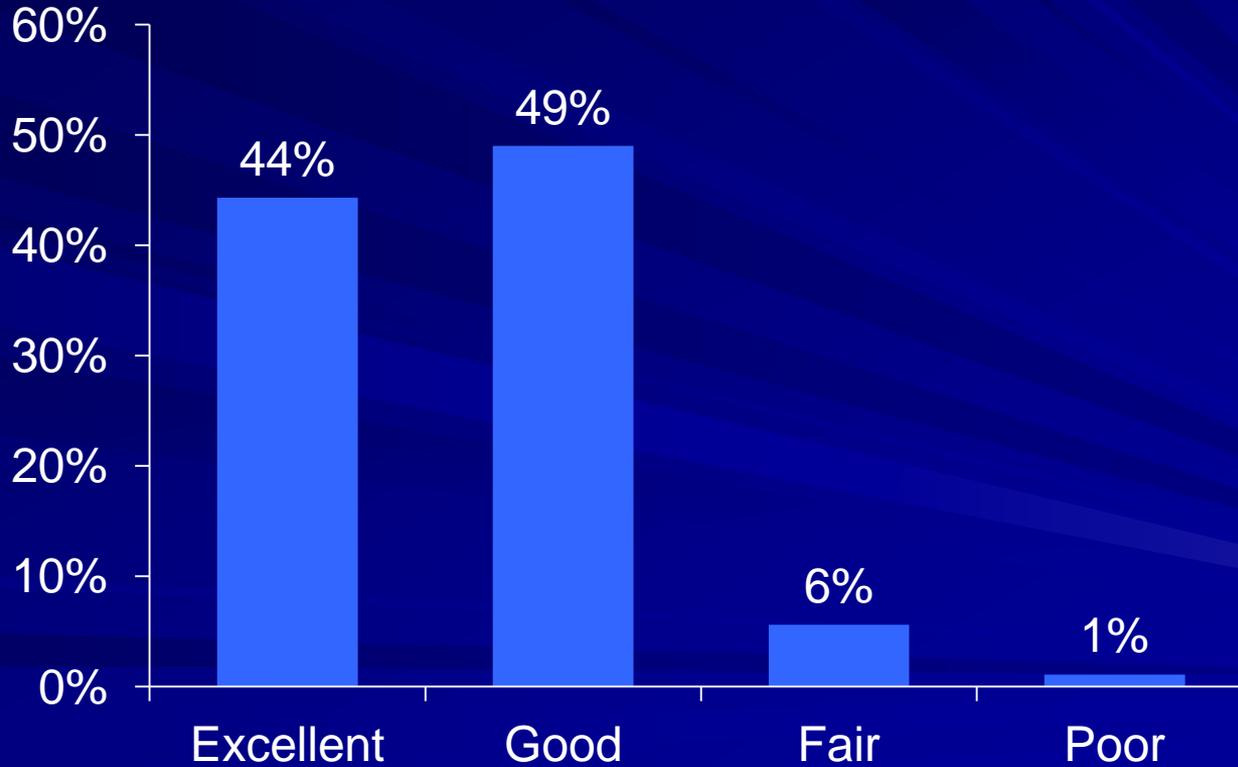
Policy Guidance

Support for Policy Matters in Bedford

| | Percentage responding (support) |
|---|------------------------------------|
| Investing city resources to develop new businesses | 93.7% |
| Banning texting while driving | 92.5% |
| Investing city resources to revitalize existing commercial areas | 91.9% |
| Banning smoking in restaurants | 87.1% |
| Investing city resources to bury utility wires on major streets | 86.9% |
| Banning smoking in parks | 72.1% |
| Replacing the recycling bin that you currently use with a larger recycling cart that has a lid and wheels | 68.6% |
| Investing city resources to pursue mass transit options | 67.7% |

City Service Ratings

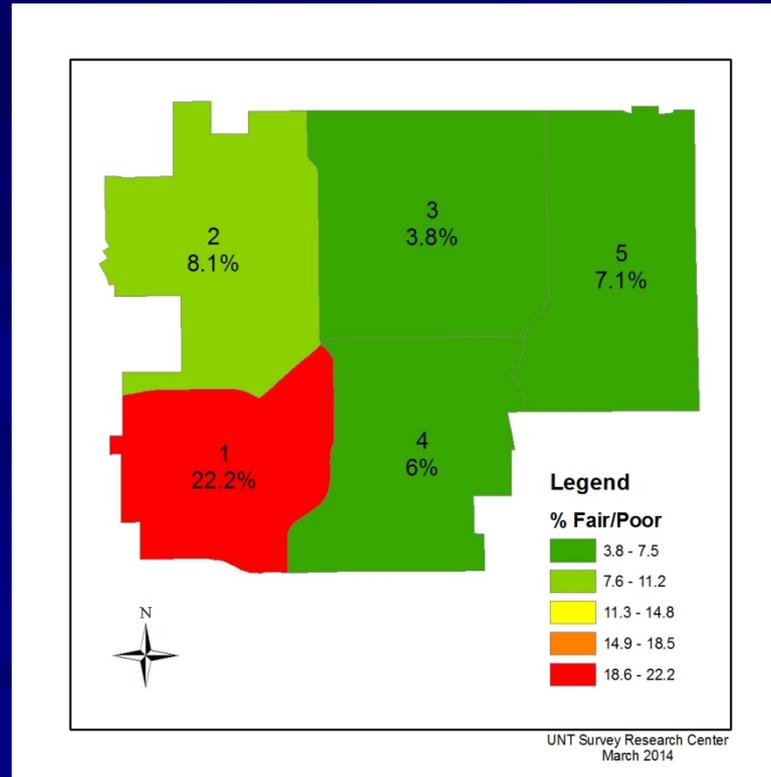
Trash Collection Services



Sewer Services



% Fair/Poor for Sewer Services



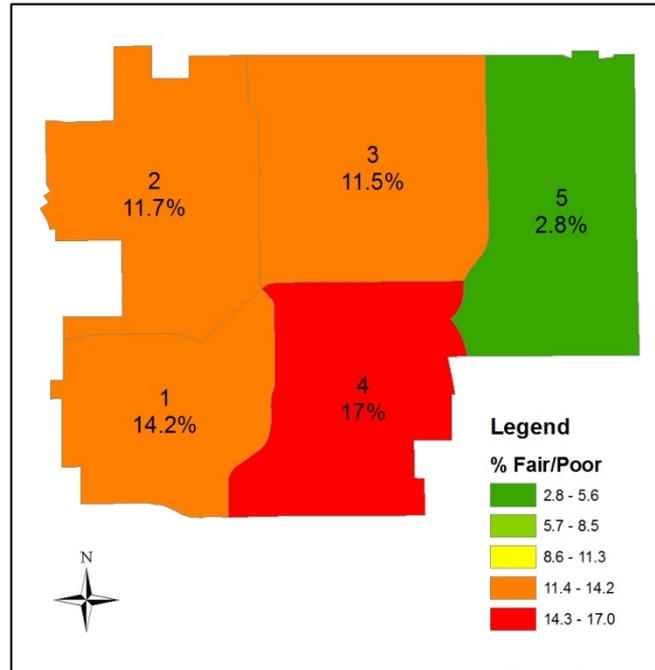
Animal Control



Recycling Collection Services



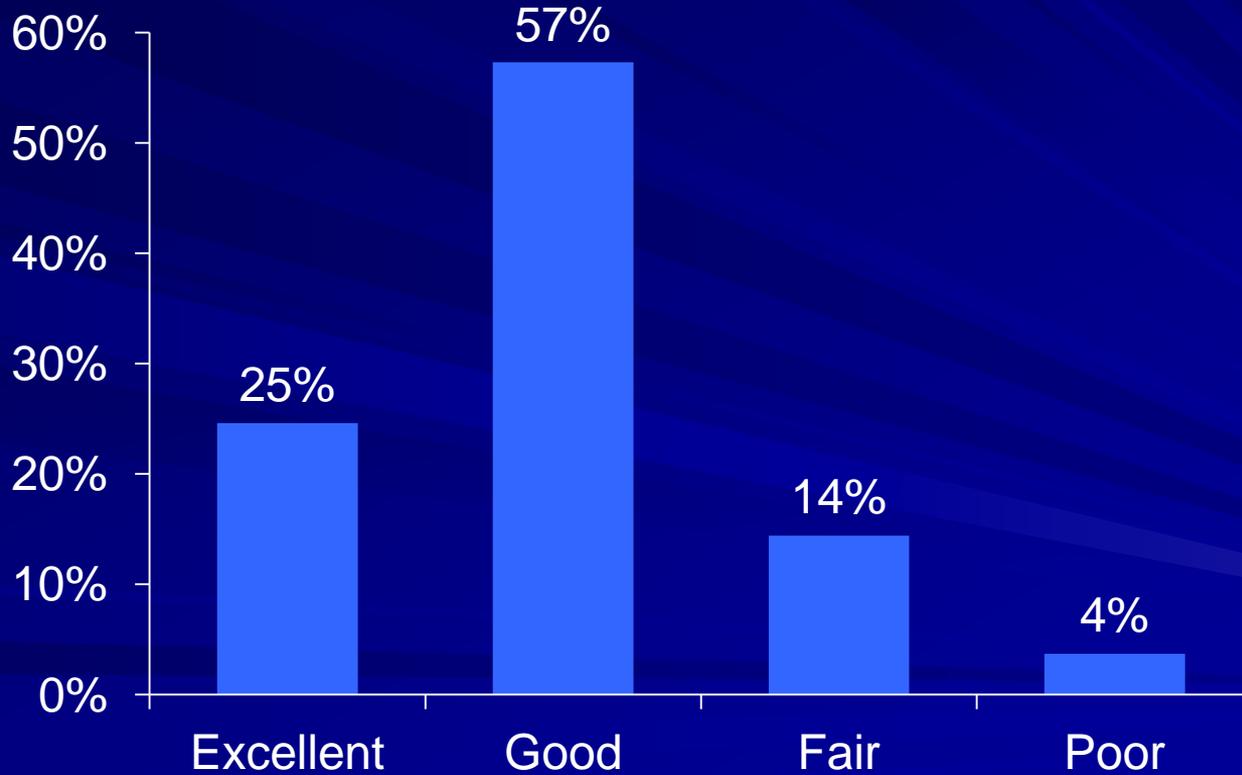
% Fair/Poor for Recycling Collection Services



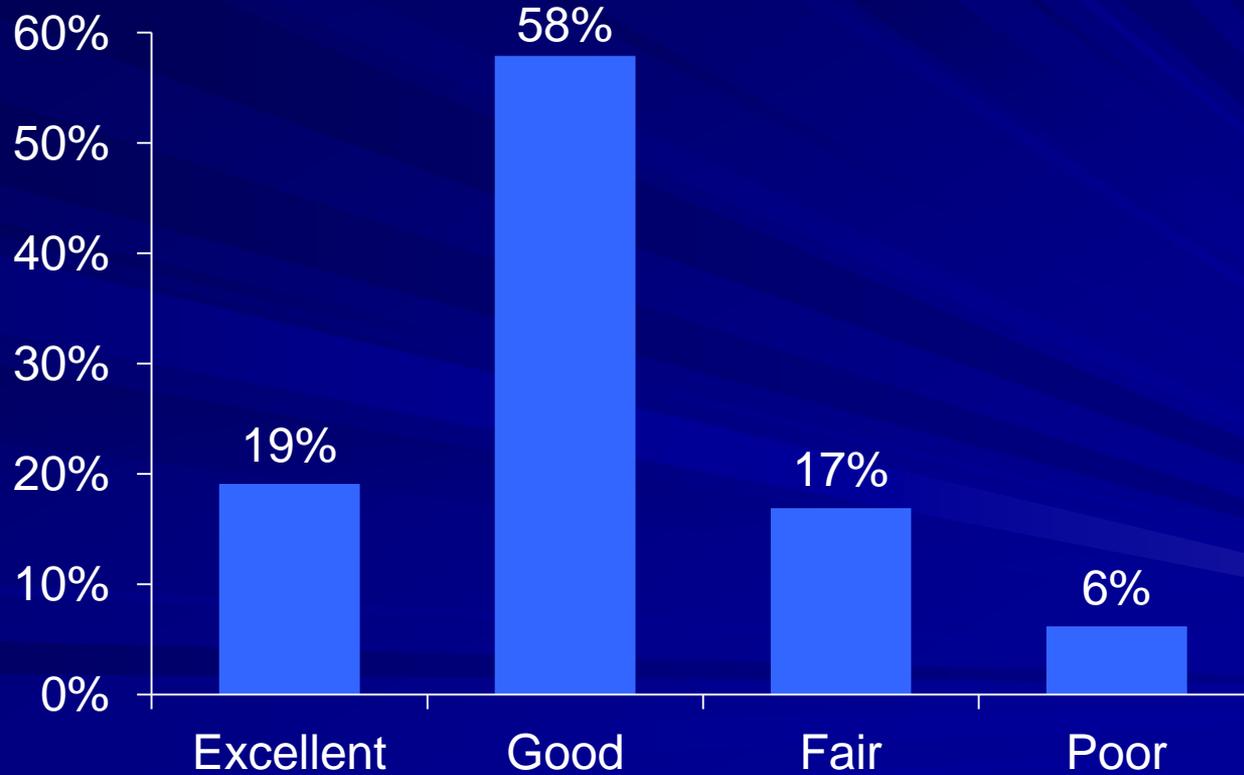
Storm Water Drainage



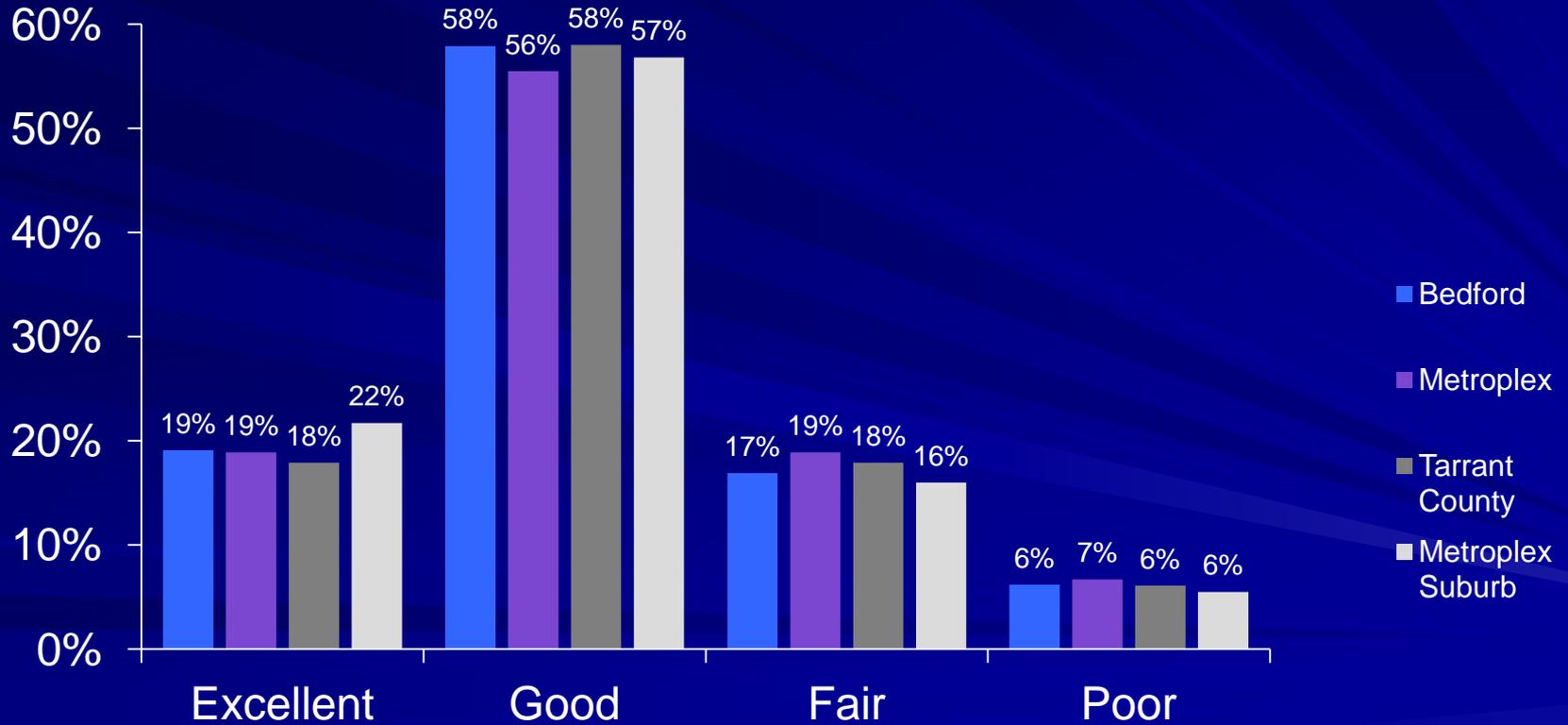
Water Pressure



Code Compliance



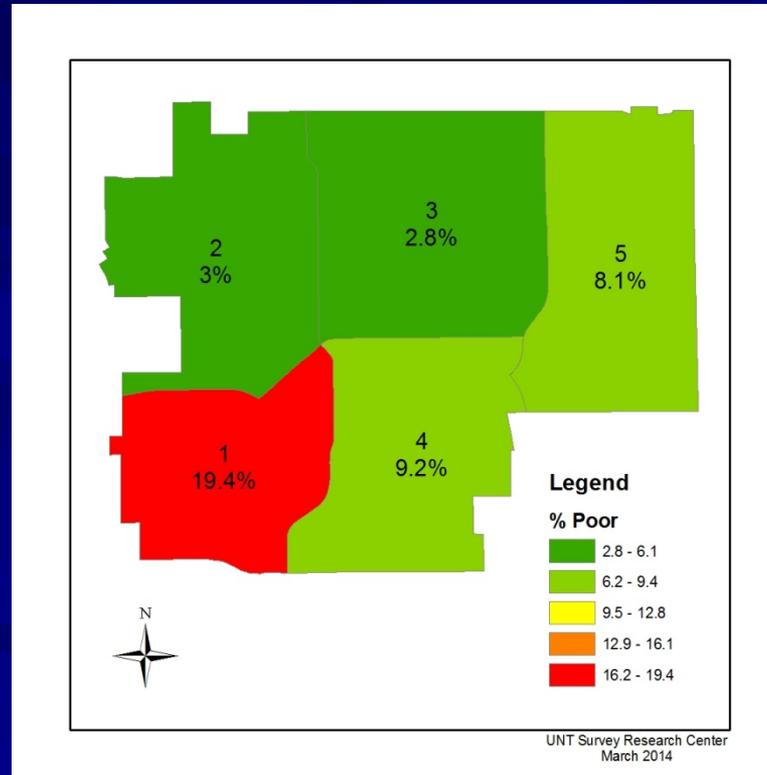
Code Compliance Benchmark Findings



Water Quality



% Fair/Poor for Water Quality



Street Maintenance

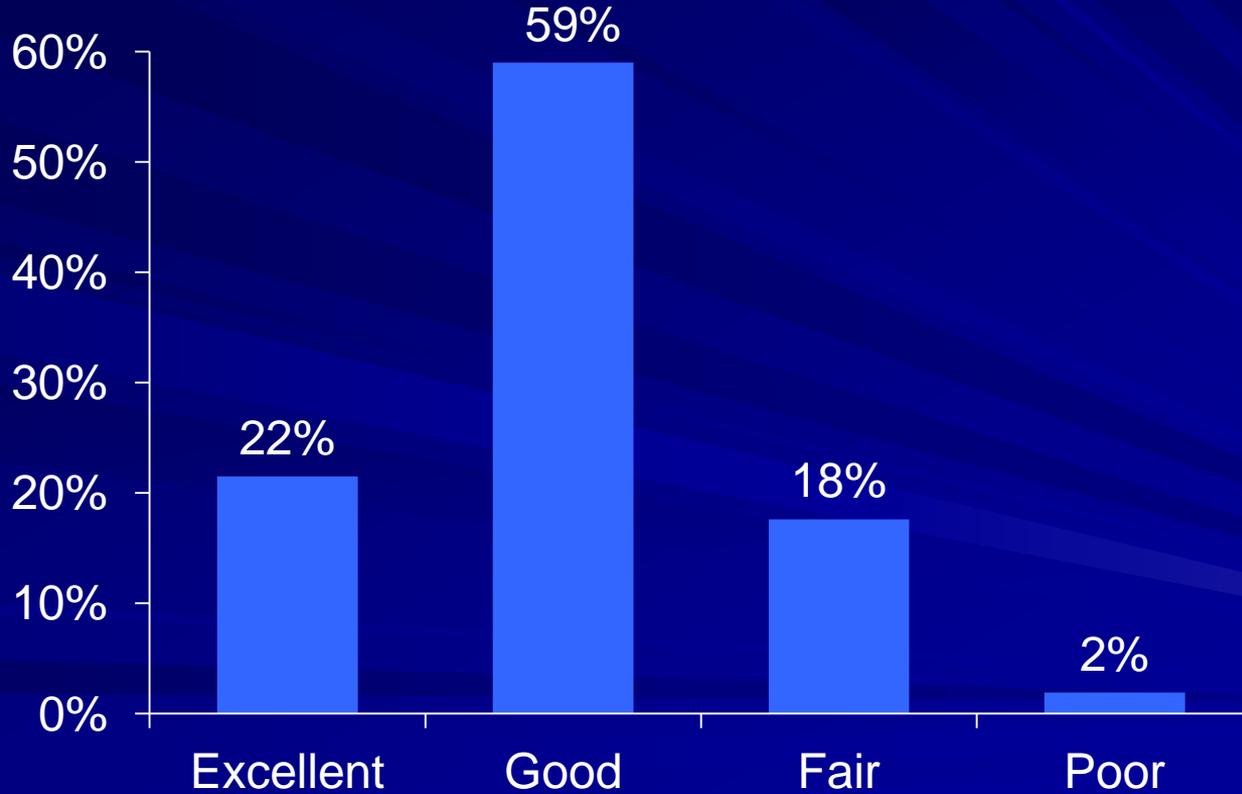


Other City Services

Library Services in Bedford



Parks in Bedford



Recreational Programs & Facilities

| | Percentage responding (Used facility) |
|--|--|
| Library | 76.2% |
| Other City Parks | 56.1% |
| Boys Ranch Activity Center | 43.9% |
| Bedford Splash | 28.1% |
| Recreational programs | 20.2% |
| Meadow Park Athletic Complex | 12.7% |
| Percentage rating recreational programs either excellent (E) or good (G) | 79.0% 20.0% (E) 59.0% (G) |
| Percentage rating recreational facilities either excellent (E) or good (G) | 75.0% 20.4% (E) 54.6% (G) |

Bedford Control of Code Violations

Dead Animals in Roadway



Stray Animals



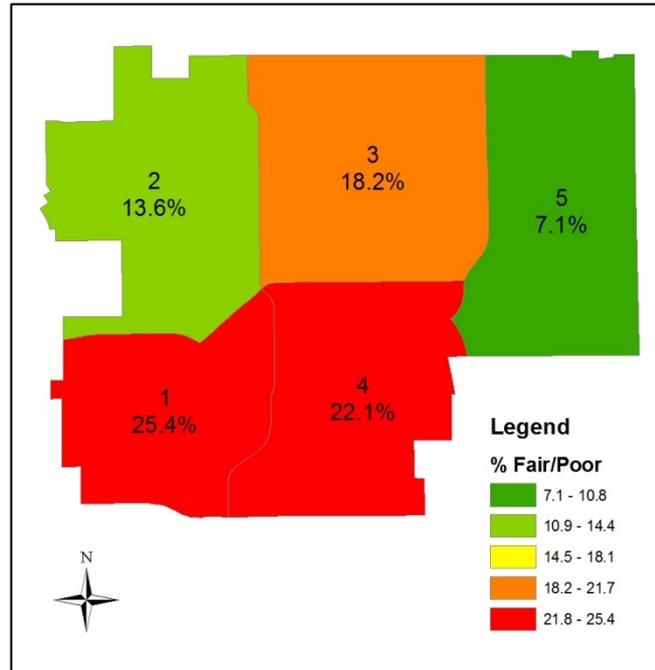
Drainage or Flooding Problems



Junk Vehicles



% Fair/Poor for Junk Vehicles



UNT Survey Research Center
March 2014

Litter



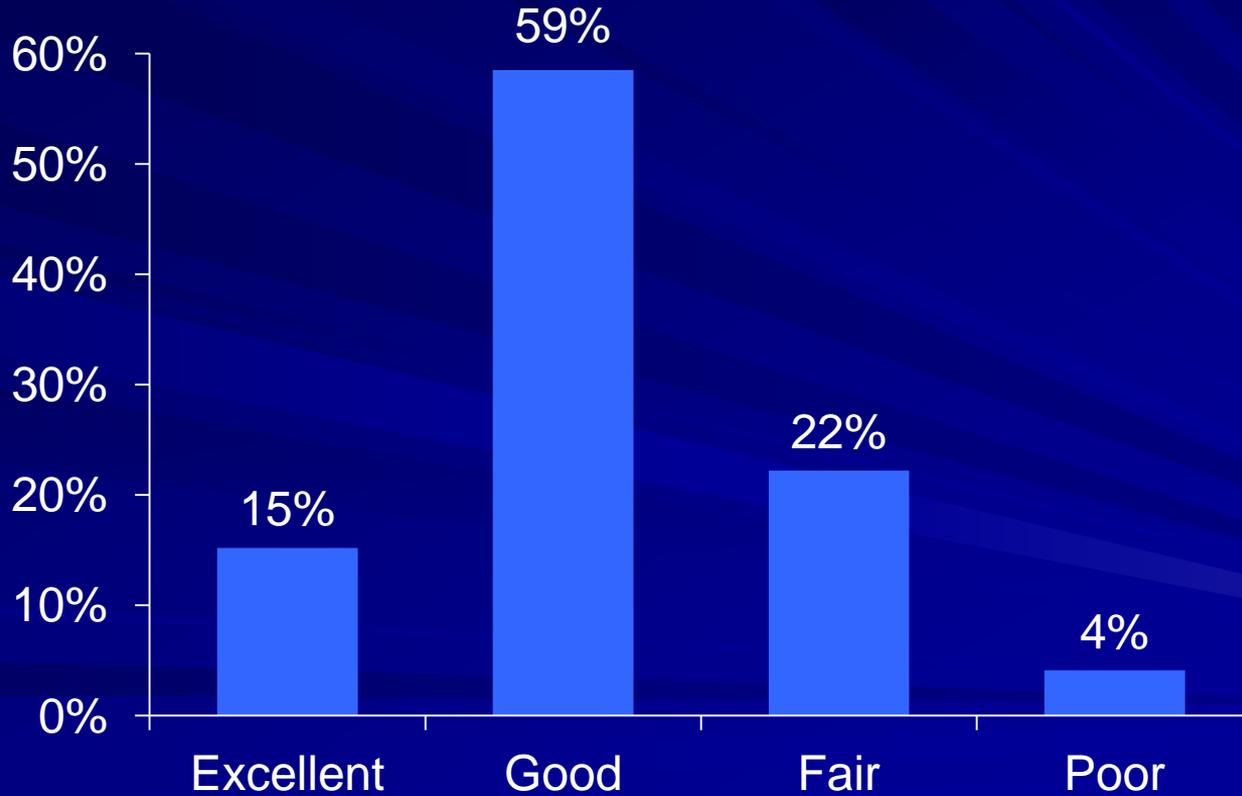
Vehicles Parked on Yards or Grass



High Grass and Weeds



Substandard/Deteriorating Housing



Potholes



Lack of Sidewalks or Sidewalks in Disrepair



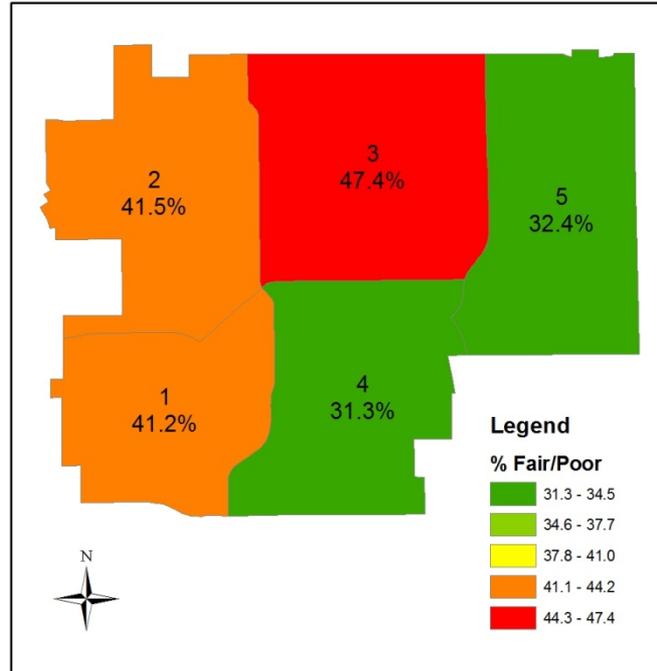
Properties with Junk/Debris in Yard or Driveway



Fences in Disrepair



% Fair/Poor for Fences in Disrepair



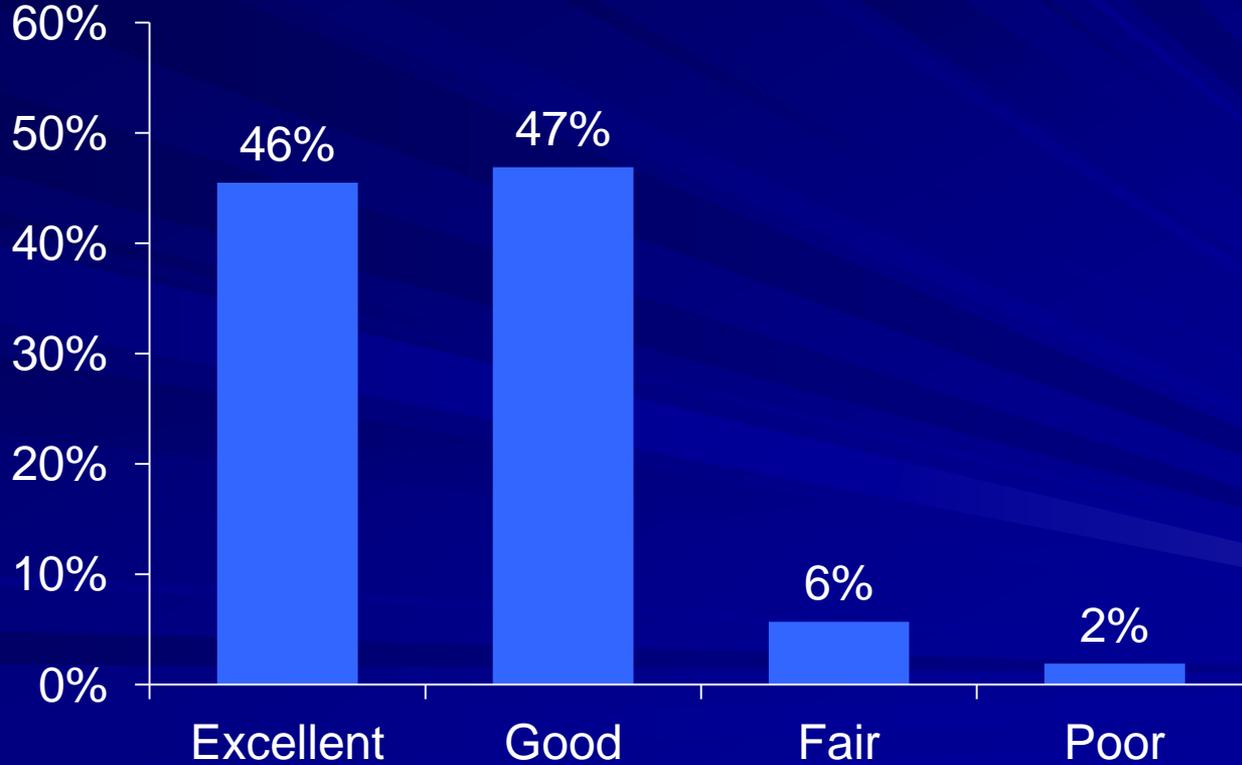
UNT Survey Research Center
March 2014

Emergency Services

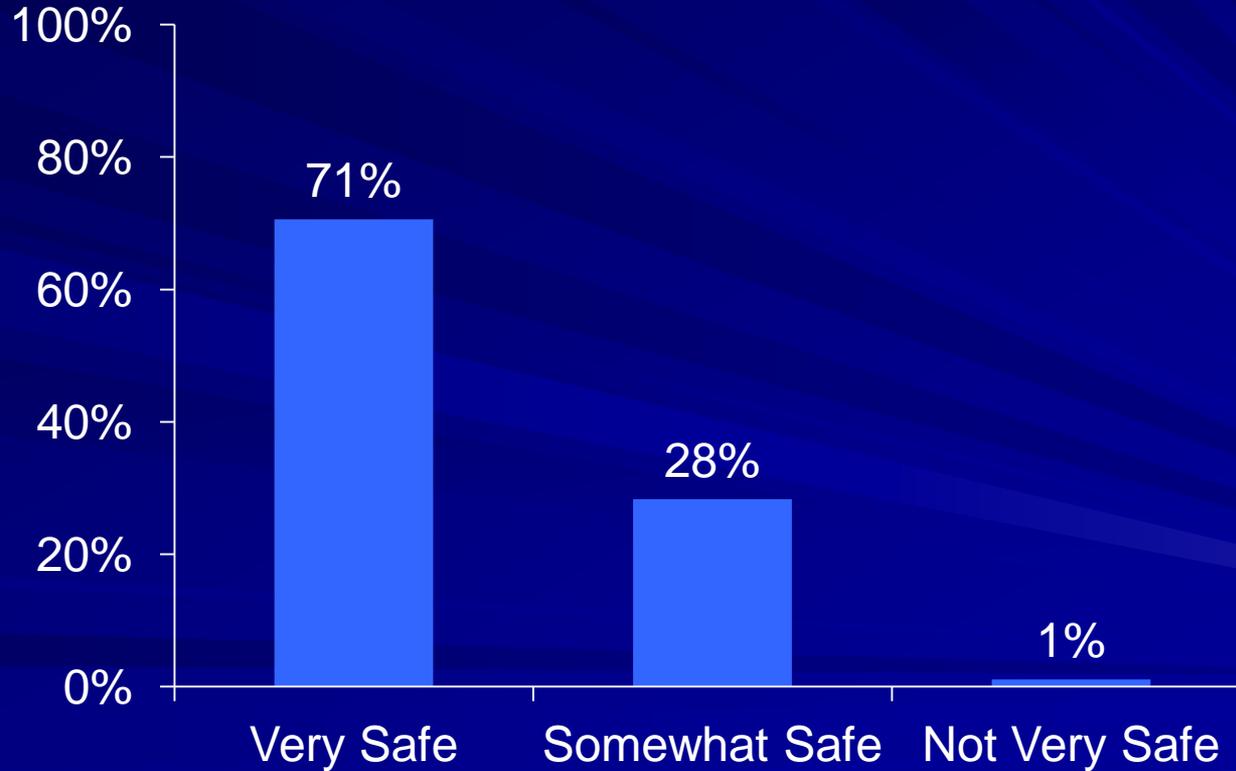
Police Visibility in Bedford



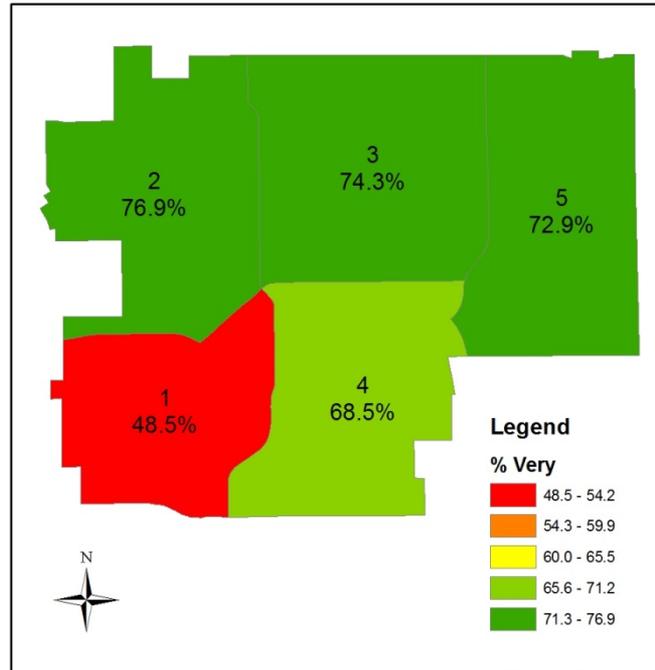
Police Services in Bedford



Feel Safe in Neighborhood



% Very Safe in Neighborhood

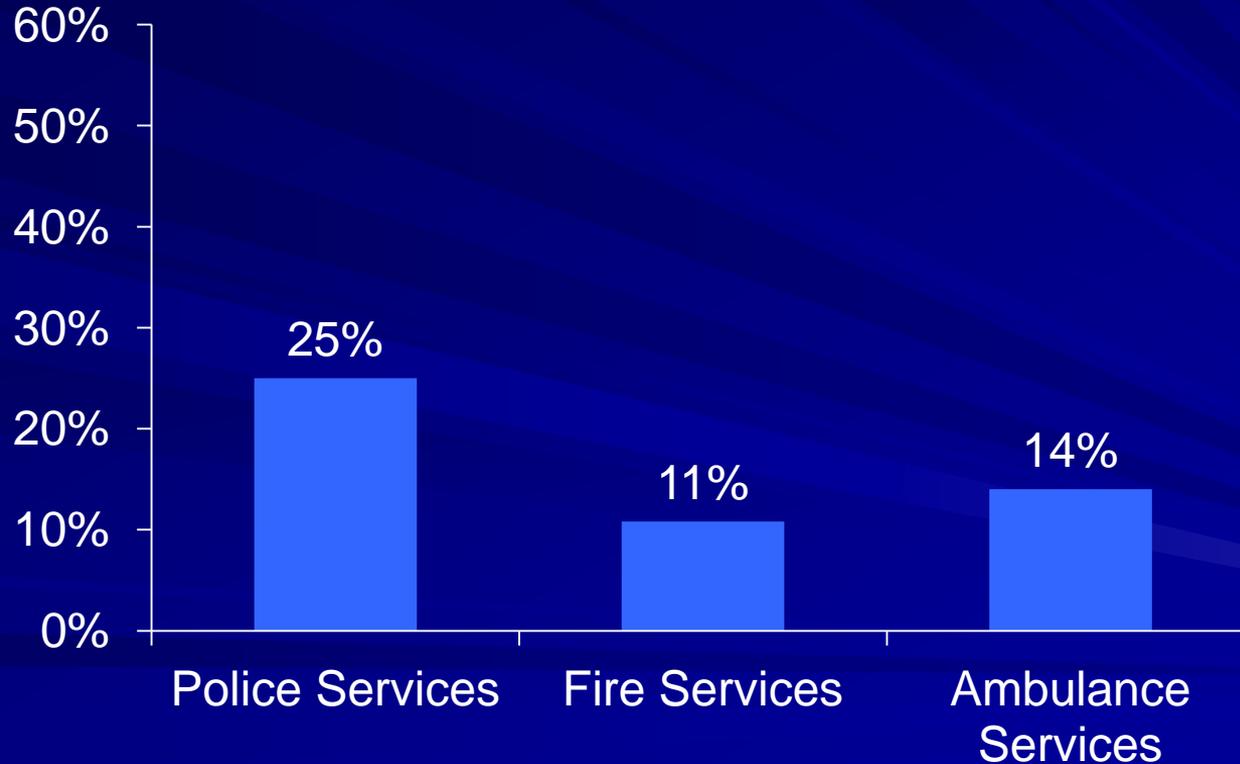


UNT Survey Research Center
March 2014

Fire Services in Bedford



Called for Emergency Services

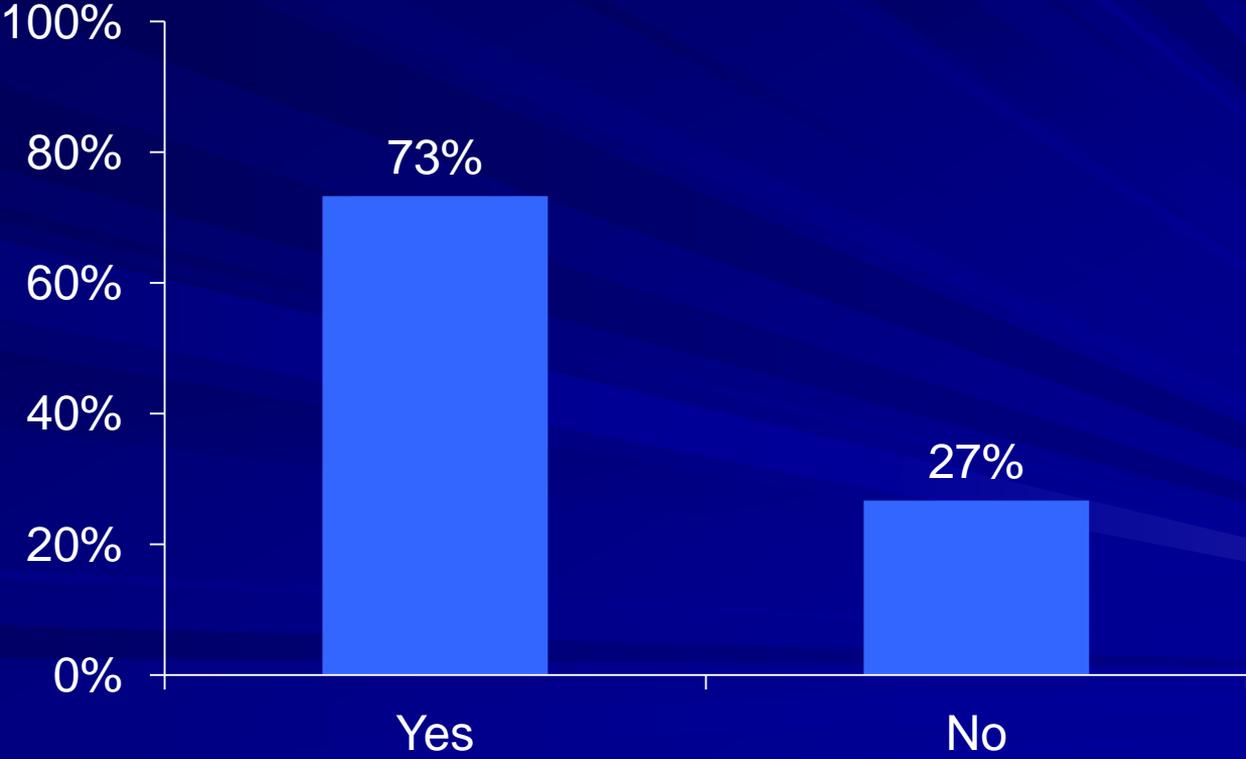


Communications

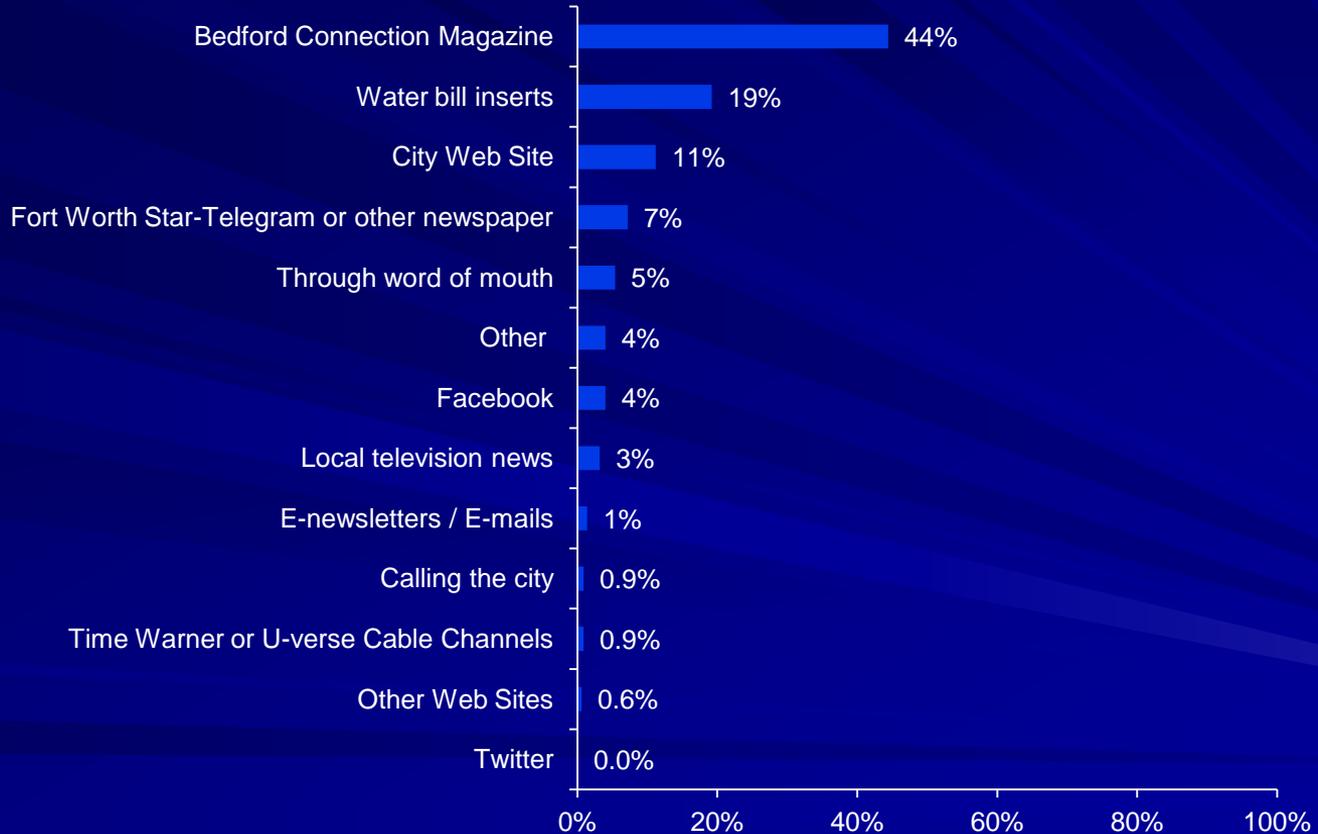
Aware of City Programs

| | Percentage responding (Aware) |
|--|----------------------------------|
| Aware of utility bill donations dedicated to improving Bedford Parks | 62.1% |
| Aware of Bedford Alert | 61.8% |
| Aware that pets must be registered with the city | 60.7% |
| Aware of the "Better it" app | 14.9% |

Enough Information about City Programs & Services



Source of Most News about the City of Bedford



Conclusions

- Residents have high ratings of quality of life in the City of Bedford and would recommend the City of Bedford to others as a good place to live.
- The majority of respondents reported being aware of the Bedford Alert system, however, a small percentage reported being aware of the “Better it” app.
- Residents have high ratings for several City services, such as trash collection, sewer services, animal control and recycling collection services.
- Respondents gave lower ratings of code compliance problems such as, junk or debris in yards or driveways, and fences in disrepair.
- The majority of residents reported feeling very safe or somewhat safe living in the City of Bedford.



2014

City of Bedford Citizen Survey



Nicole Dash
Tyamesheia Young
Veronica Kronvall

Survey Research Center

A green light to greatness.®

UNT®

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EXECUTIVE SUMMARY

During the months of February 2014 through March 2014, a citizen survey was administered to residents of the City of Bedford, Texas. The University of North Texas Survey Research Center (SRC) surveyed 545 households in the city. The survey was administered to a selected set of households using telephone, web and mail methodologies. Ratings for quality of life, city services and code violations are shown in the table below.

| | Percentage Responding | |
|--|-----------------------|---------|
| | Excellent or Good | Average |
| Quality of Life in Bedford | 93.2 | 1.73 |
| Fire Department | 98.5 | 1.43 |
| Ambulance Services | 97.6 | 1.60 |
| Library Services | 97.1 | 1.36 |
| Trash Collection Services | 93.3 | 1.64 |
| Police Department | 92.4 | 1.64 |
| Sewer Services | 91.7 | 1.86 |
| Animal Control | 89.3 | 1.87 |
| Recycling Collection Services | 88.4 | 1.79 |
| Storm Water Drainage | 83.2 | 2.00 |
| Water Pressure | 81.9 | 1.97 |
| Parks | 80.5 | 2.00 |
| Recreational Programs | 79.0 | 2.03 |
| Code Compliance | 77.0 | 2.10 |
| Water Quality | 76.7 | 2.07 |
| Recreational Facilities | 75.0 | 2.08 |
| Street Maintenance | 66.8 | 2.28 |
| Control of Dead Animals in the Roadway | 90.2 | 1.80 |
| Control of Stray Animals | 88.5 | 1.85 |
| Control of Drainage and Flooding Problems | 86.7 | 1.93 |
| Control of Junk Vehicles | 83.2 | 2.00 |
| Control of Litter | 81.7 | 2.01 |
| Control of Vehicles Parked in Yards | 76.8 | 2.10 |
| Control of High Grass and Weeds | 74.9 | 2.13 |
| Control of Substandard/Deteriorated Housing | 73.7 | 2.15 |
| Control of Potholes | 67.3 | 2.25 |
| Control of a Lack of Sidewalks or Sidewalks in Disrepair | 66.1 | 2.29 |
| Control of Junk or Debris in Yards | 65.1 | 2.28 |
| Control of Fences in Disrepair | 59.8 | 2.40 |

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- Student assistant Erica Acosta, managing the web and mail questionnaires, entering data entry from mail questionnaires and preparing the final report.
- Student research assistants Jacquilyn Randolph, Stephanie Hawkins, and Ajewel Harden for supervision of data collection.
- Jody Huddleston for GIS and mapping tools used in the report.

I. INTRODUCTION

During the months of February 2014 through March 2014, a citizen survey was administered to residents of the City of Bedford, Texas. The survey measured citizen perceptions regarding several areas of interest:

- Ratings of the quality of life in Bedford today and challenges for the future;
- Future policy matters the City may address;
- Ratings of City services; and
- Communication with citizens.

The University of North Texas Survey Research Center (SRC) conducted the survey in association with the staff of the City of Bedford.

II. METHODOLOGY

Sample

The conceptual population for the survey was all residents of the City of Bedford who were 18 years of age or older. To ensure that only residents of Bedford were interviewed, SRC used an address-based sample of 2,850 Bedford addresses. Using an address-based sample represents a change in sampling from previous years where random digit dialing (RDD) was used. RDD has fallen out of favor since over 30 percent of households do not have landline telephones. This situation renders RDD samples less representative than they were in the past.

The addressed-based sample has a higher level of accuracy. Selected households could answer the survey via telephone, web or mail. This process will be described in the Data Collection section.

Data Collection

All 2,850 households were sent a mail invitation to complete the survey on January 24, 2014. Respondents had several options for answering the survey. The mail invitation gave all recipients the option of calling SRC or logging onto a web-based questionnaire. Web questionnaires were accessible from January 26 to March 13. Those with listed telephone numbers (45.7 percent of the sample) were actively called up to eight times between February 4 and March 13. On February 21, all non-responding households were sent a one-page abbreviated survey. Incoming mail was collected through March 13.

Trained telephone interviewers who had previous experience in telephone surveys were used to conduct the survey. Each interviewer completed an intensive general training session. The purposes of general training were to ensure that interviewers understood and practiced all of the basic skills needed to conduct interviews and that they were knowledgeable about standard interviewing conventions. The interviewers also attended a specific training session for the project. The project training session provided information on the background and goals of the study. Interviewers practiced administering the questionnaire to become familiar with the questions.

All interviewing was conducted from a centralized telephone bank in Denton, Texas. An experienced telephone supervisor was on duty at all times to supervise the administration of the sample, monitor for quality control, and handle any other problems. Data for the survey were collected from February 4 to March 13, 2014.

Sample results

A total of 545 usable interviews were conducted (183 by phone, 171 by Web, and 191 by mail). Since 357 of the 2,850 households contained undeliverable addresses, the adjusted response rate for the survey was 25.4 percent. Eighty one percent of the undeliverable addresses were vacant households.

In a random sample, 545 interviews yield a margin of error of ± 4.19 percent. This means, for example, that if 40 percent of the respondents answered "yes" to a question, we can be 95 percent confident that the actual proportion of residents in the population who would answer "yes" to the same question is 4.19 percentage points higher or lower than 40 percent (35.81 percent to 44.19 percent).

Map 1 shows the approximate locations of the respondents to the survey. The respondents are grouped by Police District as a way of segmenting the findings where appropriate. The number of responses in each Police District is also shown. Throughout the report, these areas will be referred to as Districts.

Analysis by Demographic Groups

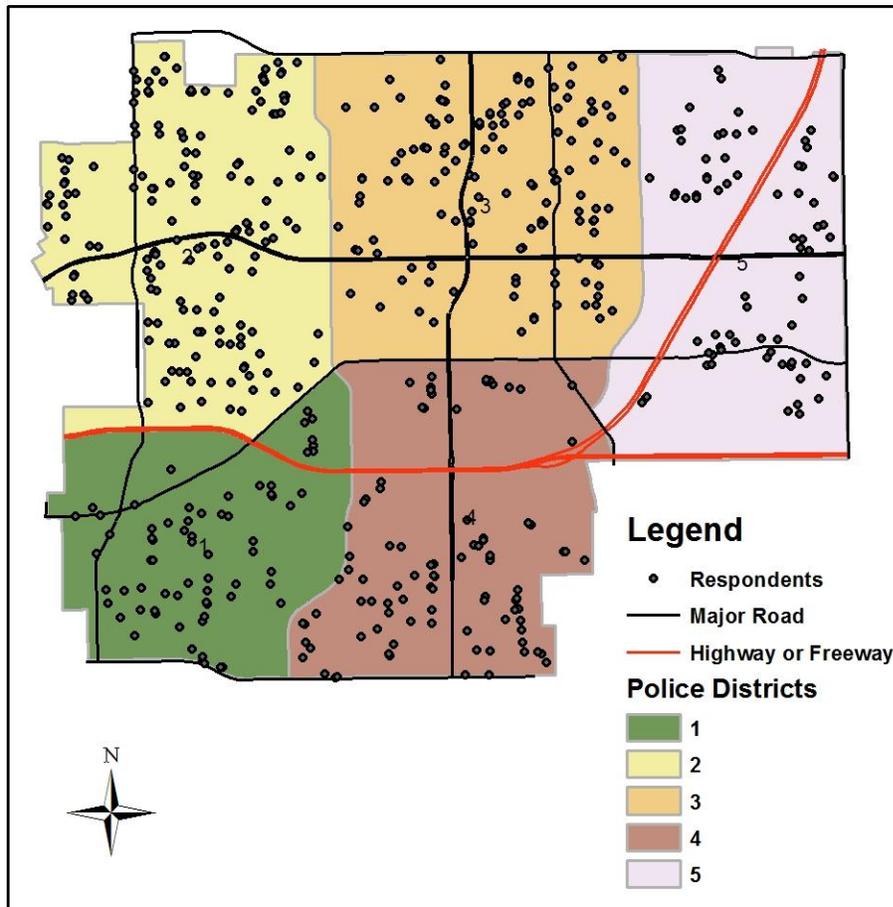
Each question in the survey was cross-tabulated with the following 11 demographic categories:

| | |
|----------------------|-------------------------------------|
| Years of education | Employment status |
| Age of respondent | Have children under 19 in household |
| Gender of respondent | Ethnicity |
| Length of residence | Zip code |
| Household income | Police Districts |
| Own or rent home | |

Whenever the responses to a single question are divided by demographic groups, the percentage distribution of responses within one group will rarely exactly match the percentage distribution of another group; there will often be some variation between groups.

The most important consideration in interpreting these differences is to determine if the differences in the sample are representative of differences between the same groups within the general population. This consideration can be fulfilled with a test of statistical significance. The Survey Research Center only reports those differences between groups that are found to be statistically significant.

**Map 1
Responses by District**



UNT Survey Research Center
March 2014

Report Format

The remainder of the report is arranged in four sections beginning with Section III. The section, “Sample Characteristics,” presents the findings for all respondents, except where it is otherwise noted. Section IV, “Quality of Life,” presents findings about attitudes regarding the quality of life in Bedford today and in the next several years. Section V, “Policy Guidance,” presents findings regarding the level of support citizens have for certain policy matters that the City may consider in the future, including banning smoking in restaurants and parks and ways to invest city resources. Section VI, “City Services,” presents findings regarding ratings and usage of city services received. Ratings for the City’s control of code violations are also discussed in this section. “Communications,” where citizens get their information about Bedford plus an assessment of Internet access and usage is dealt with in Section VII. Section VIII is the report “Conclusions”.

III. SAMPLE CHARACTERISTICS

Table 1
Demographics

| Demographics | Percentage (n=545) |
|------------------------|-----------------------|
| Education | |
| 8 years or less | 0.7 |
| Some high school | 0.9 |
| High school graduate | 13.0 |
| Some college | 27.9 |
| College graduate | 38.5 |
| Graduate school/degree | 18.8 |
| Length of residence | |
| 1 to 5 years | 16.3 |
| 6 to 10 years | 12.2 |
| More than 10 years | 71.5 |
| Gender of respondent | |
| Female | 54.0 |
| Male | 46.0 |
| Age of Respondent | |
| 18 to 25 | 0.9 |
| 26 to 35 | 4.7 |
| 36 to 45 | 12.1 |
| 46 to 60 | 25.9 |
| 61 to 70 | 28.9 |
| 71 or older | 27.4 |
| Ethnicity | |
| African American | 1.2 |
| Asian | 3.5 |
| Hispanic | 3.5 |
| White | 88.9 |
| Other | 2.9 |

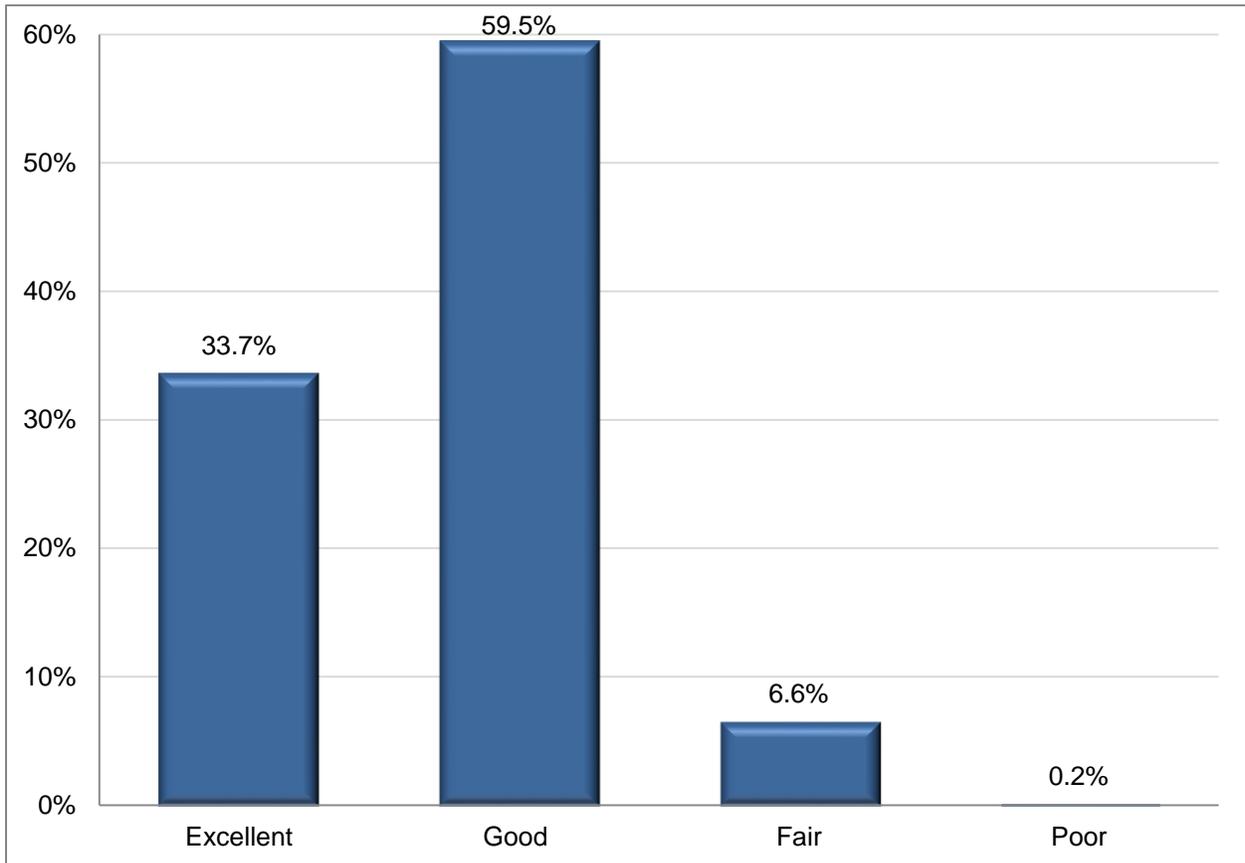
- As seen in Table 1, 85.2 percent of respondents had some college education (27.9 percent), had graduated college (38.5 percent) or attended graduate school/received a graduate degree (18.8 percent). The first three categories were combined (high school grad or less) in cross-tabulations appearing later in this report.
- Seventy-two percent of respondents had lived in Bedford more than 10 years.
- Fifty-four percent of respondents were female and 46.0 percent were male.
- Eighty-two percent of respondents in the sample were 46 years old or older.
- A large majority (88.9 percent) of respondents were White. All other ethnicities were combined (Other) to run cross-tabulations.

| Demographics | Percentage (n=545) |
|------------------------|-----------------------|
| Have children | |
| Yes | 20.1 |
| No | 79.9 |
| Have children by age | |
| Less than 6 years old | 8.1 |
| 6 to 12 years old | 14.0 |
| 13 to 18 years old | 16.1 |
| Income | |
| Under \$10,000 | 1.7 |
| \$10,001 to \$25,000 | 8.1 |
| \$25,001 to \$50,000 | 18.8 |
| \$50,001 to \$75,000 | 19.8 |
| \$75,001 to \$100,000 | 19.4 |
| \$100,001 to \$125,000 | 13.6 |
| \$125,001 to \$150,000 | 9.0 |
| Over \$150,000 | 9.6 |
| Own or rent home | |
| Own | 89.3 |
| Rent | 10.6 |
| Rent free situation | 0.2 |
| Employment status | |
| Full-time | 43.8 |
| Part-time | 7.6 |
| Unemployed | 1.7 |
| Retired | 42.3 |
| Student | 0.7 |
| Homemaker | 3.9 |
| Zip code | |
| 76022 | 28.2 |
| 76021 | 71.8 |

- Twenty percent of respondents had children under 19 living in the household.
- Eight percent reported having children less than 6 years old. Fourteen percent had children age 6 to 12, and 16.1 percent had children age 13 to 18.
- Thirty-nine percent of respondents earned between \$50,000 and \$100,000 per year. Twenty-nine percent earned less than \$50,000 per year. Thirty-two percent earned over \$100,000 per year. The first two categories were collapsed into one (\$25,000 or less) to run the cross-tabulations.
- Eighty-nine percent of respondents owned their homes.
- Over half (51.4 percent) of respondents were employed either full-time (43.8 percent) or part-time (7.6 percent). Forty-two percent were retired. Unemployed, student and homemaker categories were collapsed into one to run the cross-tabulations.
- Nearly three-quarters (71.8 percent) of respondents lived in the 76021 zip code area.

IV. QUALITY OF LIFE

Figure 1
Quality of Life in Bedford
(n=528)



- Respondents were asked to describe the quality of life in Bedford. As shown in Figure 1, 93.2 percent of respondents reported that the quality of life in Bedford was either excellent (33.7 percent) or good (59.5 percent).
- As shown in Table 2, ratings of the quality of life in Bedford varied with employment status but were highest among retired respondents.

Table 2
Quality of Life in Bedford
by Selected Demographics

| | Percentage Responding | | | |
|------------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Employment status | | | | |
| Full-time | 30.6 | 61.1 | 8.3 | 0.0 |
| Part-time | 38.5 | 56.4 | 2.6 | 2.6 |
| Unemployed/student/homemaker | 38.7 | 45.2 | 16.1 | 0.0 |
| Retired | 35.3 | 60.2 | 4.5 | 0.0 |

Table 3
Greatest Challenge Facing Bedford in the Future
(n=337)

| | Percentage responding |
|-------------------------------|-----------------------|
| Economic growth/city finances | 16.3 |
| Businesses/Developments | 15.7 |
| Taxes | 10.7 |
| Construction | 10.1 |
| Traffic | 6.5 |
| City aging | 6.5 |
| Lack of land/land locked | 4.7 |
| Schools | 4.5 |
| City services | 3.9 |
| Housing | 3.0 |
| City government/politics | 2.4 |
| Crime | 1.8 |
| Parks/recreational facilities | 1.8 |
| I don't know/I have no idea | 6.2 |
| Other | 5.6 |

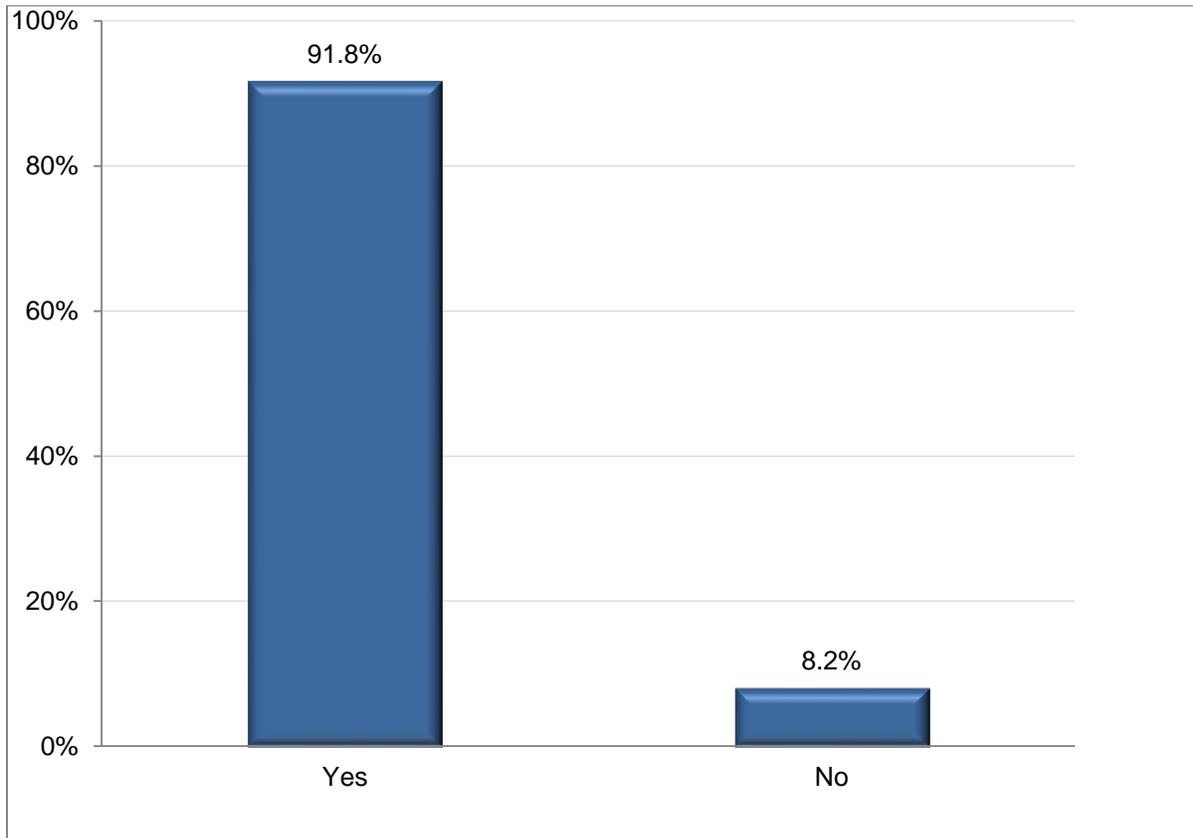
- Respondents were asked to identify the greatest challenge facing Bedford in the future. As shown in Table 3, 16.3 percent of respondents identified economic growth or city finances as the greatest challenge facing Bedford in the future. Smaller percentages of respondents reported that increasing businesses/developments (15.7 percent) and City taxes (10.7 percent) were challenges facing Bedford in the future.

Table 4
Changes to Make Bedford a Better Place to Live
(n=330)

| | Percentage responding |
|--|-----------------------|
| Parks/Recreation | 14.5 |
| Businesses | 12.4 |
| City services | 7.6 |
| Taxes | 6.4 |
| City government/communication | 6.0 |
| Road Construction | 4.5 |
| City fund uses/Debt | 4.5 |
| Roads/Streets | 3.3 |
| Police | 3.0 |
| Code enforcement | 3.0 |
| Up keep | 3.0 |
| Housing | 2.1 |
| Schools | 1.8 |
| No changes | 5.8 |
| Don't know/Can't think of any/Not sure | 13.3 |
| Other | 8.8 |

- Respondents were asked what one thing the City government could change to make Bedford a better place to live now and in the future. As shown in Table 4, 14.5 percent of respondents identified improving parks and recreational facilities could make Bedford a better place to live now and in the future. Smaller percentages of respondents reported that increasing businesses (12.4 percent), improving city services (7.6 percent), and decreasing taxes (6.4 percent) would also make Bedford a better place to live.

Figure 2
Plan on Remaining in Bedford for Next Several Years
(n=342)



- Respondents were asked if they planned to remain in Bedford in the next several years. As shown in Figure 2, 91.8 percent of respondents planned to remain in Bedford.
- As length of residence increased, the intent to remain in Bedford generally increased (see Table 5). One hundred percent of respondents age 18 to 35 stated they planned to remain in Bedford for the next several years. Respondents age 61 or older also had a very high percentage responding they plan to remain in Bedford.
- Respondents who were retired (97.1 percent) or were employed part-time (93.1 percent) and respondents without any children in the household (93.8 percent) were most likely to say they planned on remaining in Bedford.

Table 5
Plan on Remaining in Bedford for Next Several Years
by Selected Demographics

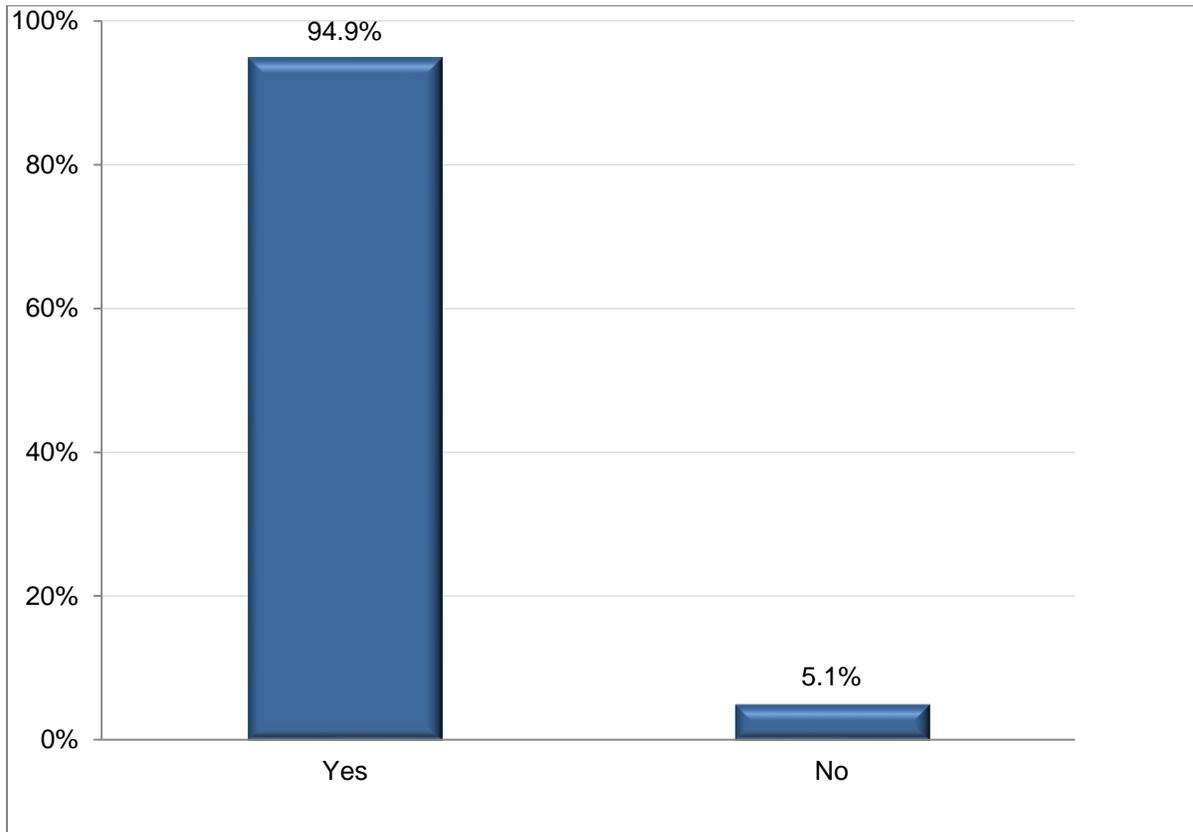
| Demographics | Percentage Responding | |
|------------------------------------|-----------------------|------|
| | Yes | No |
| Length of residence | | |
| 1 to 5 years | 89.3 | 10.7 |
| 6 to 10 years | 82.1 | 17.9 |
| More than 10 years | 93.9 | 6.1 |
| Age of respondent | | |
| 18 to 25 | 100.0 | 0.0 |
| 26 to 35 | 100.0 | 0.0 |
| 36 to 45 | 76.9 | 23.1 |
| 46 to 60 | 88.2 | 11.8 |
| 61 to 70 | 95.1 | 4.9 |
| 71 and over | 96.5 | 3.5 |
| Has children under 19 in household | | |
| Yes | 83.3 | 16.7 |
| No | 93.8 | 6.2 |
| Employment status | | |
| Full-time | 88.6 | 11.4 |
| Part-time | 93.1 | 6.9 |
| Unemployed/student/homemaker | 78.3 | 21.7 |
| Retired | 97.1 | 2.9 |

Table 6
Primary Reason for Leaving Bedford
(n=35)

| | Percentage responding |
|----------------------------------|-----------------------|
| Move to a better/nicer community | 20.0 |
| Retirement | 17.1 |
| Move closer to family | 11.4 |
| Move to better school district | 8.6 |
| Taxes are too high | 8.6 |
| Want bigger/newer housing | 8.6 |
| Congestion | 8.6 |
| Crime | 5.7 |
| Other | 11.4 |

- Respondents who did not plan to remain in Bedford were asked the primary reason they considered leaving. As shown in Table 6, 20.0 percent of respondents stated they wanted to move to a better or nicer community. Seventeen percent of respondents were close to retirement and 11.4 percent wanted to move closer to their family.

Figure 3
Recommend Bedford as Good Place to Live
(n=533)



- Respondents were asked if they would recommend Bedford to a friend or family member as a good place to live. Ninety-five percent of respondents answered “yes” (see Figure 3).
- As shown in Table 7, 100.0 percent of respondents age 18 to 35 would recommend Bedford as a good place to live. Respondents age 71 or older and those without children were more likely to recommend Bedford to a friend or family member as a good place to live.

Table 7
Recommend Bedford as a Good Place to Live
by Selected Demographics

| Demographics | Percentage Responding | |
|---------------------------|-----------------------|------|
| | Yes | No |
| Age of respondent | | |
| 18 to 25 | 100.0 | 0.0 |
| 26 to 35 | 100.0 | 0.0 |
| 36 to 45 | 93.7 | 6.3 |
| 46 to 60 | 89.8 | 10.2 |
| 61 to 70 | 94.7 | 5.3 |
| 71 and over | 99.3 | 0.7 |
| Have children under 6 | | |
| Yes | 86.2 | 13.8 |
| No | 95.1 | 4.9 |
| Have children age 6 to 12 | | |
| Yes | 75.8 | 24.2 |
| No | 93.8 | 6.2 |

Table 8
Type of Community Member in Bedford
(n=347)

| | Percentage responding |
|---|-----------------------|
| I stay somewhat informed | 50.1 |
| I become involved when issues affect me | 27.7 |
| I just live here | 15.9 |
| I am very active in my community | 6.3 |

- Respondents were given a list of statements and asked which best describes them as a member of their community in Bedford. As shown in Table 8, 50.1 percent of respondents stated they stay somewhat informed and 27.7 percent stated they become involved when issues affect them.
- The percentage of respondents who stated they stay somewhat informed varied by education and income, and was higher among respondents without children and those in the 76021 zip code (see Table 9).

Table 9
Type of Community Member in Bedford
by Selected Demographics

| | Percentage Responding | | | |
|--------------------------|------------------------|-------------------------------|----------------|--------------------------|
| | Stay somewhat informed | Become involved when affected | Just live here | Very active in community |
| Education | | | | |
| High school grad or less | 32.6 | 21.7 | 41.3 | 4.3 |
| Some college | 53.7 | 26.3 | 14.7 | 5.3 |
| College grad | 51.1 | 29.6 | 12.6 | 6.7 |
| Grad school/degree | 53.6 | 30.4 | 7.2 | 8.7 |
| Have children under 6 | | | | |
| Yes | 25.0 | 20.0 | 30.0 | 25.0 |
| No | 51.4 | 28.2 | 15.2 | 5.3 |
| Income | | | | |
| \$25,000 or less | 31.4 | 31.4 | 31.4 | 5.7 |
| \$25,001 to \$50,000 | 43.6 | 25.5 | 29.1 | 1.8 |
| \$50,001 to \$75,000 | 55.7 | 21.3 | 11.5 | 11.5 |
| \$75,001 to \$100,000 | 55.6 | 27.0 | 7.9 | 9.5 |
| \$100,001 to \$125,000 | 53.3 | 35.6 | 8.9 | 2.2 |
| \$125,001 to \$150,000 | 59.4 | 18.8 | 9.4 | 12.5 |
| Over \$150,000 | 45.8 | 33.3 | 16.7 | 4.2 |
| Zip code | | | | |
| 76022 | 42.7 | 22.9 | 29.2 | 5.2 |
| 76021 | 53.0 | 29.5 | 10.8 | 6.8 |

V. POLICY GUIDANCE

Table 10
Support/Oppose Policy Matters in Bedford

| | Percentage Responding | | | |
|---|-----------------------|---------|--------|-----------------|
| | Strongly support | Support | Oppose | Strongly oppose |
| Investing city resources to develop new businesses (n=496) | 43.1 | 50.6 | 4.4 | 1.8 |
| Banning texting while driving (n=507) | 70.8 | 21.7 | 3.9 | 3.6 |
| Investing city resources to revitalize existing commercial areas (n=480) | 36.7 | 55.2 | 6.5 | 1.7 |
| Banning smoking in restaurants (n=508) | 65.2 | 21.9 | 8.5 | 4.5 |
| Investing city resources to bury utility wires on major streets (n=412) | 26.9 | 60.0 | 11.2 | 1.9 |
| Banning smoking in parks (n=434) | 44.2 | 27.9 | 21.4 | 6.5 |
| Replacing the recycling bin that you currently use with a larger recycling cart that has a lid and wheels (n=439) | 34.2 | 34.4 | 22.8 | 8.7 |
| Investing city resources to pursue mass transit options (n=412) | 21.8 | 45.9 | 25.0 | 7.3 |

- Respondents were asked if they strongly support, support, oppose or strongly oppose each of the policy matters listed in Table 10 in the city. Results are presented in descending order of the combined percentage of strongly support and support responses.

Investing city resources to develop new businesses

- Ninety-four percent of respondents stated they strongly support (43.1 percent) or support (50.6 percent) investing city resources to develop new businesses (see Table 10).

Banning texting while driving

- Ninety-three percent of respondents stated they strongly support (70.8 percent) or support (21.7 percent) banning texting while driving (see Table 10).
- As shown in Table 11, support for banning texting while driving varied by age and employment status, with younger respondents and those who were unemployed/student/homemaker reporting lower percentages of support. Respondents without children and White respondents were more likely to support banning texting while driving.

Table 11
Support/Oppose Banning Texting while Driving
by Selected Demographics

| | Percentage Responding | | | |
|-------------------------------------|-----------------------|---------|--------|-----------------|
| | Strongly support | Support | Oppose | Strongly oppose |
| Age of respondent | | | | |
| 18 to 25 | 20.0 | 40.0 | 20.0 | 20.0 |
| 26 to 35 | 40.0 | 55.0 | 5.0 | 0.0 |
| 36 to 45 | 54.4 | 36.8 | 5.3 | 3.5 |
| 46 to 60 | 68.5 | 28.3 | 3.1 | 0.0 |
| 61 to 70 | 80.0 | 12.7 | 4.0 | 3.3 |
| 71 and over | 75.0 | 14.3 | 3.6 | 7.1 |
| Ethnicity | | | | |
| White | 67.6 | 23.8 | 3.4 | 5.2 |
| Other | 55.9 | 32.4 | 11.8 | 0.0 |
| Have children under 19 in household | | | | |
| Yes | 55.7 | 36.1 | 6.2 | 2.1 |
| No | 74.4 | 18.3 | 3.4 | 3.9 |
| Have children under 6 | | | | |
| Yes | 46.2 | 42.3 | 11.5 | 0.0 |
| No | 67.2 | 23.7 | 4.2 | 4.9 |
| Employment status | | | | |
| Full-time | 66.4 | 28.9 | 3.3 | 1.4 |
| Part-time | 76.3 | 18.4 | 2.6 | 2.6 |
| Unemployed/student/homemaker | 46.9 | 40.6 | 12.5 | 0.0 |
| Retired | 77.2 | 13.2 | 3.7 | 5.9 |

Investing city resources to revitalize existing commercial areas

- Investing city resources to revitalize existing commercial areas was strongly supported (36.7 percent) or supported (55.2 percent) by 91.9 percent of respondents (see Table 10).
- Support for investing city resources to revitalize existing commercial areas was lowest among respondents age 18 to 25 (75.0 percent) then decreased as age increased for all other age categories. Support was higher among respondents of Other ethnicities (see Table 12).

Table 12
Support/Oppose Investing City Resources to Revitalize Existing Commercial Areas
by Selected Demographics

| | Percentage Responding | | | |
|-------------------|-----------------------|---------|--------|-----------------|
| | Strongly support | Support | Oppose | Strongly oppose |
| Age of respondent | | | | |
| 18 to 25 | 50.0 | 25.0 | 0.0 | 25.0 |
| 26 to 35 | 39.1 | 56.5 | 4.3 | 0.0 |
| 36 to 45 | 41.0 | 54.1 | 3.3 | 1.6 |
| 46 to 60 | 45.2 | 48.4 | 4.8 | 1.6 |
| 61 to 70 | 30.7 | 61.3 | 7.3 | 0.7 |
| 71 and over | 29.8 | 57.9 | 9.9 | 2.5 |
| Ethnicity | | | | |
| White | 37.3 | 54.5 | 7.1 | 1.2 |
| Other | 29.4 | 62.7 | 2.0 | 5.9 |

Banning smoking in restaurants

- Eighty-seven percent of respondents stated they strongly support (65.2 percent) or support (21.9 percent) banning smoking in restaurants (see Table 10).
- White respondents were more likely to support banning smoking in restaurants than respondents of Other ethnicities (see Table 13).

Table 13
Support/Oppose Banning Smoking in Restaurants
by Selected Demographics

| | Percentage Responding | | | |
|-----------|-----------------------|---------|--------|-----------------|
| | Strongly support | Support | Oppose | Strongly oppose |
| Ethnicity | | | | |
| White | 61.7 | 25.1 | 9.8 | 3.5 |
| Other | 57.6 | 21.2 | 6.1 | 15.2 |

Investing city resources to bury utility wires on major streets

- Eighty-seven percent of respondents stated they strongly support (26.9 percent) or support (60.0 percent) investing city resources to bury utility wires on major streets (see Table 10).

Banning smoking in parks

- Banning smoking in parks was strongly supported (44.2 percent) or supported (27.9 percent) by 72.1 percent of respondents.
- As shown in Table 14, homeowners were more likely to strongly support or support banning smoking in parks than renters.

Table 14
Support/Oppose Banning Smoking in Parks
by Selected Demographics

| | Percentage Responding | | | |
|------------------|-----------------------|---------|--------|-----------------|
| | Strongly support | Support | Oppose | Strongly oppose |
| Own or rent home | | | | |
| Own | 42.8 | 29.6 | 22.2 | 5.4 |
| Rent | 53.5 | 14.0 | 16.3 | 16.3 |

Replacing recycling bins with larger recycling cart

- Sixty-nine percent of respondents stated they strongly support (34.2 percent) or support (34.4 percent) replacing the recycling bin they currently use with a larger recycling cart that has a lid and wheels (see Table 10).
- Support for replacing the recycling bins with a larger recycling cart was highest among younger respondents, female respondents and renters. Support was also higher among respondents with children under 19, respondents with children age 13 to 18, respondents without children under 6 and those employed full-time (see Table 15).

Table 15
Support/Oppose Replacing Recycling Bins with Larger Recycling Cart
by Selected Demographics

| | Percentage Responding | | | |
|-------------------------------------|-----------------------|---------|--------|-----------------|
| | Strongly support | Support | Oppose | Strongly oppose |
| Gender | | | | |
| Female | 38.0 | 36.3 | 17.1 | 8.5 |
| Male | 28.8 | 31.9 | 29.8 | 9.4 |
| Age of respondent | | | | |
| 18 to 25 | 50.0 | 50.0 | 0.0 | 0.0 |
| 26 to 35 | 60.0 | 25.0 | 10.0 | 5.0 |
| 36 to 45 | 50.9 | 31.6 | 12.3 | 5.3 |
| 46 to 60 | 37.3 | 35.5 | 19.1 | 8.2 |
| 61 to 70 | 33.1 | 33.1 | 25.2 | 8.7 |
| 71 and over | 19.0 | 38.8 | 31.0 | 11.2 |
| Have children under 19 in household | | | | |
| Yes | 49.5 | 33.0 | 12.1 | 5.5 |
| No | 30.2 | 34.8 | 25.6 | 9.5 |
| Have children under 6 | | | | |
| Yes | 50.0 | 16.7 | 20.8 | 12.5 |
| No | 33.7 | 37.7 | 24.5 | 4.0 |
| Have children age 13 to 18 | | | | |
| Yes | 54.2 | 35.4 | 4.2 | 6.3 |
| No | 32.7 | 37.0 | 26.5 | 3.9 |
| Own or rent home | | | | |
| Own | 33.0 | 33.2 | 24.3 | 9.5 |
| Rent | 43.2 | 45.5 | 9.1 | 2.3 |
| Employment status | | | | |
| Full-time | 44.6 | 34.8 | 14.7 | 6.0 |
| Part-time | 42.4 | 27.3 | 27.3 | 3.0 |
| Unemployed/student/homemaker | 29.6 | 33.3 | 29.6 | 7.4 |
| Retired | 22.6 | 35.8 | 28.9 | 12.6 |

Investing city resources to pursue mass transit options

- Sixty-eight percent of respondents stated they strongly support (21.8 percent) or support (45.9 percent) investing city resources to pursue mass transit options (see Table 10).
- Responses supporting investing city resources to pursue mass transit options varied with education and were higher among female respondents and those without children under 6 (see Table 16).

Table 16
Support/Oppose Investing City Resources to Pursue Mass Transit Options
by Selected Demographics

| | Percentage Responding | | | |
|--------------------------|-----------------------|---------|--------|-----------------|
| | Strongly support | Support | Oppose | Strongly oppose |
| Education | | | | |
| High school grad or less | 24.1 | 51.7 | 22.4 | 1.7 |
| Some college | 26.7 | 41.7 | 23.3 | 8.3 |
| College grad | 12.5 | 44.4 | 32.5 | 10.6 |
| Grad school/degree | 32.4 | 50.7 | 14.1 | 2.8 |
| Gender | | | | |
| Female | 24.5 | 48.6 | 21.8 | 5.0 |
| Male | 16.7 | 43.3 | 29.4 | 10.6 |
| Have children under 6 | | | | |
| Yes | 20.8 | 25.0 | 37.5 | 16.7 |
| No | 20.8 | 50.2 | 24.7 | 4.3 |

VI. CITY SERVICES

City Service Ratings

Table 17
Ratings of City Services

| | Percentage responding | | | |
|---------------------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Fire department (n=518) | 58.9 | 39.6 | 0.8 | 0.8 |
| Ambulance services (n=460) | 43.3 | 54.3 | 2.0 | 0.4 |
| Library (n=517) | 67.5 | 29.6 | 2.3 | 0.6 |
| Trash collection services (n=535) | 44.3 | 49.0 | 5.6 | 1.1 |
| Police department (n=527) | 45.5 | 46.9 | 5.7 | 1.9 |
| Sewer service (n=507) | 23.1 | 68.6 | 7.9 | 0.4 |
| Animal control (n=512) | 26.4 | 62.9 | 8.0 | 2.7 |
| Recycling collection services (n=525) | 35.8 | 52.6 | 8.8 | 2.9 |
| Storm water drainage (n=512) | 19.9 | 63.3 | 13.7 | 3.1 |
| Water pressure (n=536) | 24.6 | 57.3 | 14.4 | 3.7 |
| Parks (n=552) | 21.5 | 59.0 | 17.6 | 1.9 |
| Recreational programs (n=490) | 20.0 | 59.0 | 19.0 | 2.0 |
| Code compliance (n=503) | 19.1 | 57.9 | 16.9 | 6.2 |
| Water quality (n=534) | 23.0 | 53.7 | 16.5 | 6.7 |
| Recreational facilities (n=511) | 20.4 | 54.6 | 21.7 | 3.3 |
| Street maintenance (n=537) | 11.9 | 54.9 | 26.6 | 6.5 |

- Respondents were asked to rate services provided by the City of Bedford. Services are presented in descending order of the combined percentage of excellent and good responses.

Fire department

- As shown in Table 17, 98.5 percent of respondents rated fire department services as either excellent (58.9 percent) or good (39.6 percent).
- Ratings of the fire department were very favorable among all listed demographic categories; with 4 percent or less rating the fire department as fair or poor (see Table 18). Combined excellent and good ratings were higher among respondents who had lived in Bedford for 5 years or less, respondents without children age 6 to 12 and White respondents.
- One hundred percent of respondents who were employed part-time, unemployed/student/homemaker, or retired rated the fire department as excellent or good (see Table 18).

Table 18
Ratings of Fire Department
by Selected Demographics

| | Percentage Responding | | | |
|------------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Length of residence | | | | |
| 1 to 5 years | 43.9 | 54.9 | 0.0 | 1.2 |
| 6 to 10 years | 57.4 | 41.0 | 0.0 | 1.6 |
| More than 10 years | 62.5 | 35.9 | 1.1 | 0.5 |
| Employment status | | | | |
| Full-time | 54.4 | 42.0 | 1.8 | 1.8 |
| Part-time | 73.7 | 26.3 | 0.0 | 0.0 |
| Unemployed/student/homemaker | 44.1 | 55.9 | 0.0 | 0.0 |
| Retired | 62.8 | 37.2 | 0.0 | 0.0 |
| Ethnicity | | | | |
| White | 62.8 | 36.9 | 0.3 | 0.0 |
| Other | 55.9 | 41.2 | 0.0 | 2.9 |
| Have children age 6 to 12 | | | | |
| Yes | 68.0 | 28.0 | 0.0 | 4.0 |
| No | 60.1 | 39.2 | 0.3 | 0.3 |

Ambulance services

- Ninety-eight percent of respondents rated ambulance services as either excellent (43.3 percent) or good (54.3 percent) (see Table 17).
- Ambulance services ratings were higher among respondents of Other ethnicities (see Table 19).

Table 19
Ratings of Ambulance Services
by Selected Demographics

| | Percentage Responding | | | |
|-----------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Ethnicity | | | | |
| White | 48.6 | 49.0 | 1.9 | 0.4 |
| Other | 22.6 | 77.4 | 0.0 | 0.0 |

Library

- Ninety-seven percent of respondents rated the library as either excellent (67.5 percent) or good (29.6 percent) (see Table 17).
- Ratings of the library were higher among those age 61 or older* and retired respondents (see Table 20). Female respondents, respondents without children under 6, respondents of Other ethnicities and homeowners were more likely to rate the library as excellent.

* While 100 percent of respondents age 18 to 25 rated the library as excellent, it is important to note that there were 4 responses to this question from that age category. The statistical significance is greater for the 99.3 percent of respondents age 61 and older who rated the library as excellent or good.

Table 20
Ratings of Library
by Selected Demographics

| | Percentage Responding | | | |
|------------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Gender | | | | |
| Female | 72.8 | 25.7 | 0.7 | 0.7 |
| Male | 63.3 | 32.3 | 3.9 | 0.4 |
| Age of respondent | | | | |
| 18 to 25 | 100.0 | 0.0 | 0.0 | 0.0 |
| 26 to 35 | 50.0 | 37.5 | 8.3 | 4.2 |
| 36 to 45 | 60.3 | 38.1 | 0.0 | 1.6 |
| 46 to 60 | 58.1 | 35.3 | 5.9 | 0.7 |
| 61 to 70 | 75.8 | 23.5 | 0.7 | 0.0 |
| 71 and over | 72.4 | 26.9 | 0.7 | 0.0 |
| Ethnicity | | | | |
| White | 69.8 | 27.9 | 1.7 | 0.7 |
| Other | 73.5 | 14.7 | 11.8 | 0.0 |
| Have children under 6 | | | | |
| Yes | 55.2 | 41.4 | 0.0 | 3.4 |
| No | 70.8 | 26.0 | 2.8 | 0.3 |
| Own or rent home | | | | |
| Own | 68.8 | 28.8 | 1.7 | 0.6 |
| Rent | 53.8 | 38.5 | 7.7 | 0.0 |
| Employment status | | | | |
| Full-time | 61.7 | 34.8 | 3.1 | 0.4 |
| Part-time | 72.5 | 20.0 | 2.5 | 5.0 |
| Unemployed/student/homemaker | 54.8 | 35.5 | 9.7 | 0.0 |
| Retired | 73.8 | 25.7 | 0.5 | 0.0 |

Trash collection services

- Ninety-three percent of respondents rated trash collection services as either excellent (44.3 percent) or good (49.0 percent) (see Table 17).
- As shown in Table 21, ratings of trash collection were higher among older respondents, retired respondents and homeowners.

Table 21
Ratings of Trash Collection Services
by Selected Demographics

| | Percentage Responding | | | |
|------------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Age of respondent | | | | |
| 18 to 25 | 25.0 | 50.0 | 0.0 | 25.0 |
| 26 to 35 | 21.7 | 69.6 | 8.7 | 0.0 |
| 36 to 45 | 39.1 | 42.2 | 15.6 | 3.1 |
| 46 to 60 | 47.4 | 45.3 | 6.6 | 0.7 |
| 61 to 70 | 46.5 | 49.0 | 3.9 | 0.6 |
| 71 and over | 45.9 | 51.4 | 2.1 | 0.7 |
| Employment status | | | | |
| Full-time | 44.6 | 48.5 | 6.1 | 0.9 |
| Part-time | 42.5 | 50.0 | 7.5 | 0.0 |
| Unemployed/student/homemaker | 23.5 | 55.9 | 17.6 | 2.9 |
| Retired | 46.9 | 48.7 | 3.1 | 1.3 |
| Own or rent home | | | | |
| Own | 46.8 | 46.8 | 5.2 | 1.3 |
| Rent | 18.9 | 71.7 | 9.4 | 0.0 |

Police department

- Ninety-two percent of respondents rated police services as either excellent (45.5 percent) or good (46.9 percent) (see Table 17).
- Ratings of the police department varied by income (see Table 22).

Table 22
Ratings of Police Department
by Selected Demographics

| | Percentage Responding | | | |
|------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Income | | | | |
| \$25,000 or less | 25.5 | 66.0 | 6.4 | 2.1 |
| \$25,001 to \$50,000 | 39.1 | 54.0 | 6.9 | 0.0 |
| \$50,001 to \$75,000 | 47.3 | 49.5 | 3.3 | 0.0 |
| \$75,001 to \$100,000 | 54.9 | 38.5 | 4.4 | 2.2 |
| \$100,001 to \$125,000 | 59.4 | 29.7 | 6.3 | 4.7 |
| \$125,001 to \$150,000 | 41.9 | 51.2 | 7.0 | 0.0 |
| Over \$150,000 | 37.8 | 51.1 | 6.7 | 4.4 |

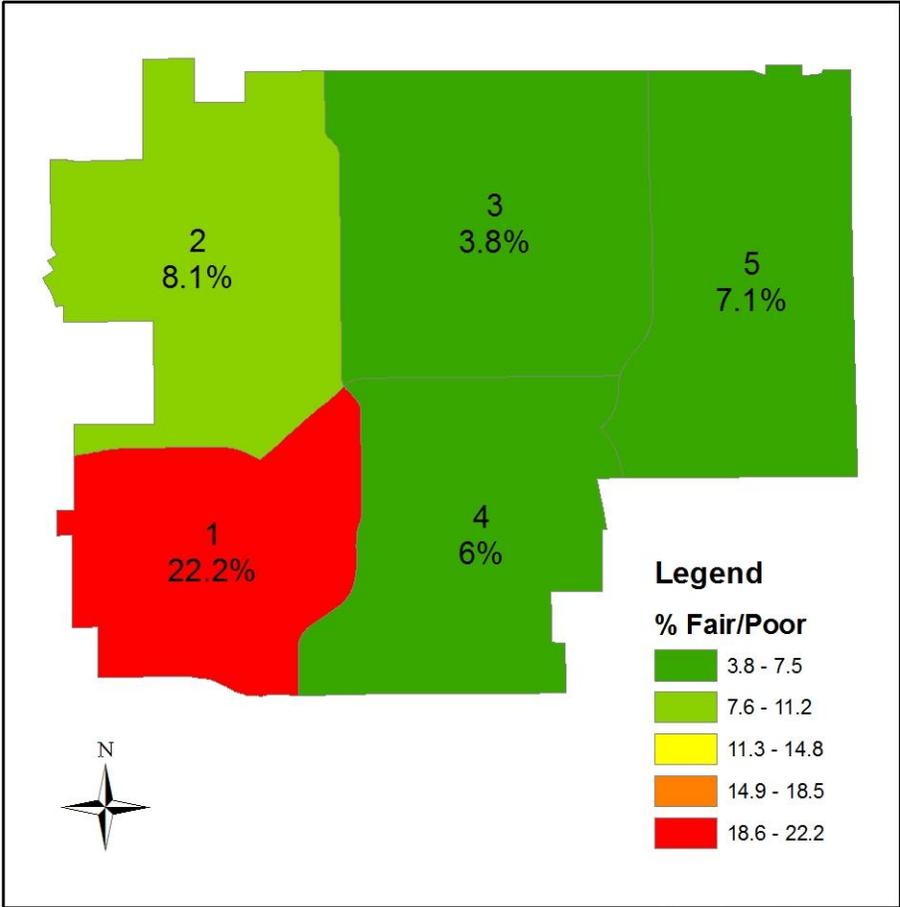
Sewer service

- Ninety-two percent of respondents rated sewer service either excellent (23.1 percent) or good (68.6 percent) (see Table 17).
- The percentage of respondents who rated sewer service either excellent or good was greater among respondents in District 3 (see Table 23).
- As shown in Map 2, fair or poor ratings for sewer service were highest among respondents in District 1 (22.2 percent) and lowest among respondents in District 3 (3.8 percent).

Table 23
Ratings of Sewer Service
by Selected Demographics

| District | Percentage Responding | | | |
|------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| District 1 | 15.9 | 61.9 | 20.6 | 1.6 |
| District 2 | 21.4 | 70.4 | 7.5 | 0.6 |
| District 3 | 26.5 | 69.7 | 3.8 | 0.0 |
| District 4 | 26.5 | 67.5 | 6.0 | 0.0 |
| District 5 | 22.9 | 70.0 | 7.1 | 0.0 |

Map 2
Percentage Fair/Poor for Sewer Services



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 March 2014

Animal Control

- Eighty-nine percent of respondents rated animal control services either excellent (26.4 percent) or good (62.9 percent) (see Table 17).

Recycling collection services

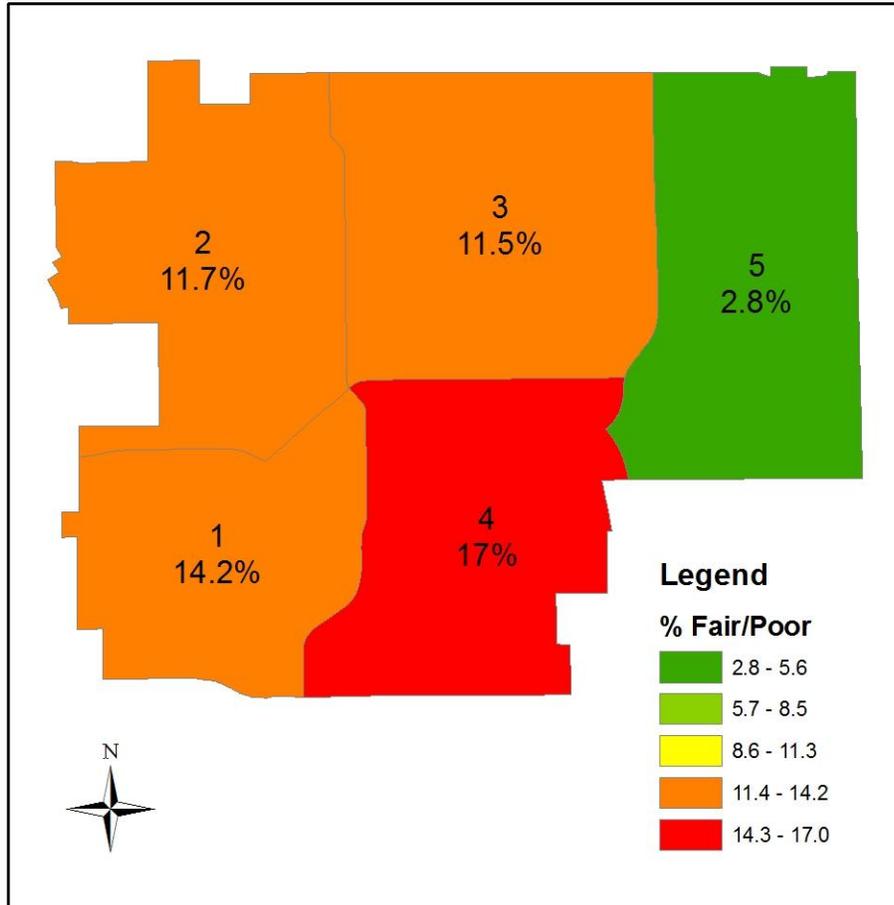
- Eighty-eight percent of respondents rated recycling collection services as either excellent (35.8 percent) or good (52.6 percent) (see Table 17).
- Recycling collection services received higher ratings from respondents without children, retired respondents, homeowners and respondents in the 76021 zip code (see Table 24). Excellent or good ratings of recycling collection services increased as length of residence and age increased.

Table 24
Ratings of Recycling Collection Services
by Selected Demographics

| | Percentage Responding | | | |
|-------------------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Length of residence | | | | |
| 1 to 5 years | 30.5 | 47.6 | 12.2 | 9.8 |
| 6 to 10 years | 33.9 | 54.8 | 8.1 | 3.2 |
| More than 10 years | 37.2 | 53.1 | 8.4 | 1.3 |
| Age of respondent | | | | |
| 18 to 25 | 0.0 | 75.0 | 0.0 | 25.0 |
| 26 to 35 | 25.0 | 37.5 | 20.8 | 16.7 |
| 36 to 45 | 31.7 | 50.0 | 15.0 | 3.3 |
| 46 to 60 | 37.5 | 48.5 | 10.3 | 3.7 |
| 61 to 70 | 36.8 | 54.6 | 7.9 | 0.7 |
| 71 and over | 37.8 | 56.6 | 4.2 | 1.4 |
| Have children under 19 in household | | | | |
| Yes | 28.3 | 51.9 | 14.2 | 5.7 |
| No | 37.7 | 52.7 | 7.4 | 2.1 |
| Own or rent home | | | | |
| Own | 37.1 | 53.4 | 8.2 | 1.3 |
| Rent | 18.8 | 47.9 | 14.6 | 18.8 |
| Employment status | | | | |
| Full-time | 36.7 | 49.6 | 9.3 | 4.4 |
| Part-time | 36.6 | 51.2 | 12.2 | 0.0 |
| Unemployed/student/homemaker | 14.7 | 58.8 | 20.6 | 5.9 |
| Retired | 37.3 | 55.5 | 5.9 | 1.4 |
| Zip code | | | | |
| 76022 | 23.7 | 60.2 | 10.8 | 5.4 |
| 76021 | 40.2 | 49.4 | 7.6 | 2.8 |
| District | | | | |
| District 1 | 20.6 | 65.1 | 6.3 | 7.9 |
| District 2 | 39.3 | 49.1 | 8.6 | 3.1 |
| District 3 | 35.3 | 53.2 | 10.1 | 1.4 |
| District 4 | 35.2 | 47.7 | 13.6 | 3.4 |
| District 5 | 43.1 | 54.2 | 2.8 | 0.0 |

- As shown in Map 3, fair or poor ratings for recycling collection service were highest among respondents in District 4 (17.0 percent) and lowest among respondents in District 5 (2.8 percent).

Map 3
Percentage Fair/Poor for Recycling Collection Services



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Storm water drainage

- Storm water drainage was rated either excellent (19.9 percent) or good (63.3 percent) by 83.2 percent of respondents.
- As shown in Table 25, excellent or good ratings of storm water drainage were highest among male respondents and those employed part-time.

Table 25
Ratings of Storm Water Drainage
by Selected Demographics

| | Percentage Responding | | | |
|------------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Gender | | | | |
| Female | 17.6 | 61.8 | 17.6 | 3.1 |
| Male | 23.3 | 64.8 | 8.9 | 3.0 |
| Employment status | | | | |
| Full-time | 21.8 | 62.7 | 12.0 | 3.6 |
| Part-time | 17.5 | 72.5 | 7.5 | 2.5 |
| Unemployed/student/homemaker | 9.7 | 54.8 | 35.5 | 0.0 |
| Retired | 20.4 | 64.0 | 12.8 | 2.8 |

Water pressure

- Water pressure was rated either excellent (24.6 percent) or good (57.3 percent) by 81.9 percent of respondents (see Table 17).

Parks

- Parks were rated either excellent (21.5 percent) or good (59.0 percent) by 80.5 percent of respondents (see Table 17).
- Ratings of parks generally increased as age increased and were higher among respondents without children and retired respondents (see Table 26).

Table 26
Ratings of Parks
by Selected Demographics

| | Percentage Responding | | | |
|-------------------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Age of respondent | | | | |
| 18 to 25 | 0.0 | 40.0 | 40.0 | 20.0 |
| 26 to 35 | 16.7 | 50.0 | 33.3 | 0.0 |
| 36 to 45 | 20.6 | 50.8 | 22.2 | 6.3 |
| 46 to 60 | 24.1 | 57.7 | 16.8 | 1.5 |
| 61 to 70 | 21.7 | 57.9 | 19.1 | 1.3 |
| 71 and over | 20.9 | 67.9 | 10.4 | 0.7 |
| Have children under 19 in household | | | | |
| Yes | 18.5 | 48.1 | 28.7 | 4.6 |
| No | 22.2 | 61.8 | 14.7 | 1.2 |
| Have children under 6 | | | | |
| Yes | 10.7 | 50.0 | 39.3 | 0.0 |
| No | 22.1 | 58.9 | 17.1 | 1.9 |
| Have children age 6 to 12 | | | | |
| Yes | 31.4 | 39.2 | 25.5 | 3.9 |
| No | 20.6 | 61.1 | 17.0 | 1.3 |
| Have children age 13 to 18 | | | | |
| Yes | 19.0 | 50.0 | 22.4 | 8.6 |
| No | 22.2 | 59.3 | 17.9 | 0.7 |
| Employment status | | | | |
| Full-time | 25.2 | 52.2 | 19.1 | 3.5 |
| Part-time | 12.5 | 57.5 | 30.0 | 0.0 |
| Unemployed/student/homemaker | 9.1 | 63.6 | 24.2 | 3.0 |
| Retired | 21.1 | 66.2 | 12.2 | 0.5 |

Recreational programs

- Recreational programs were rated either excellent (20.0 percent) or good (59.0 percent) by 79.0 percent of respondents (see Table 17).
- Excellent and good ratings of recreational programs decreased as education increased and were higher among respondents with children and White respondents (see Table 27).

Table 27
Ratings of Recreational Programs
by Selected Demographics

| | Percentage Responding | | | |
|--------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Education | | | | |
| High school grad or less | 16.7 | 75.0 | 5.0 | 3.3 |
| Some college | 20.0 | 59.3 | 17.1 | 3.6 |
| College grad | 23.4 | 54.3 | 21.8 | 0.5 |
| Grad school/degree | 14.7 | 57.9 | 25.3 | 2.1 |
| Ethnicity | | | | |
| White | 20.6 | 60.1 | 17.5 | 1.7 |
| Other | 14.7 | 47.1 | 29.4 | 8.8 |
| Have children under 6 | | | | |
| Yes | 7.1 | 71.4 | 10.7 | 10.7 |
| No | 21.2 | 58.3 | 18.9 | 1.7 |

Code compliance

- Code compliance was rated either excellent (19.1 percent) or good (57.9 percent) by 77.0 percent of respondents (see Table 17).
- As shown in Table 28, respondents who have lived in Bedford 6 to 10 years were most likely to rate code compliance as excellent or good.

Table 28
Ratings of Code Compliance
by Selected Demographics

| | Percentage Responding | | | |
|---------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Length of residence | | | | |
| 1 to 5 years | 19.0 | 48.1 | 24.1 | 8.9 |
| 6 to 10 years | 15.9 | 69.8 | 4.8 | 9.5 |
| More than 10 years | 19.1 | 57.8 | 17.9 | 5.1 |

Water quality

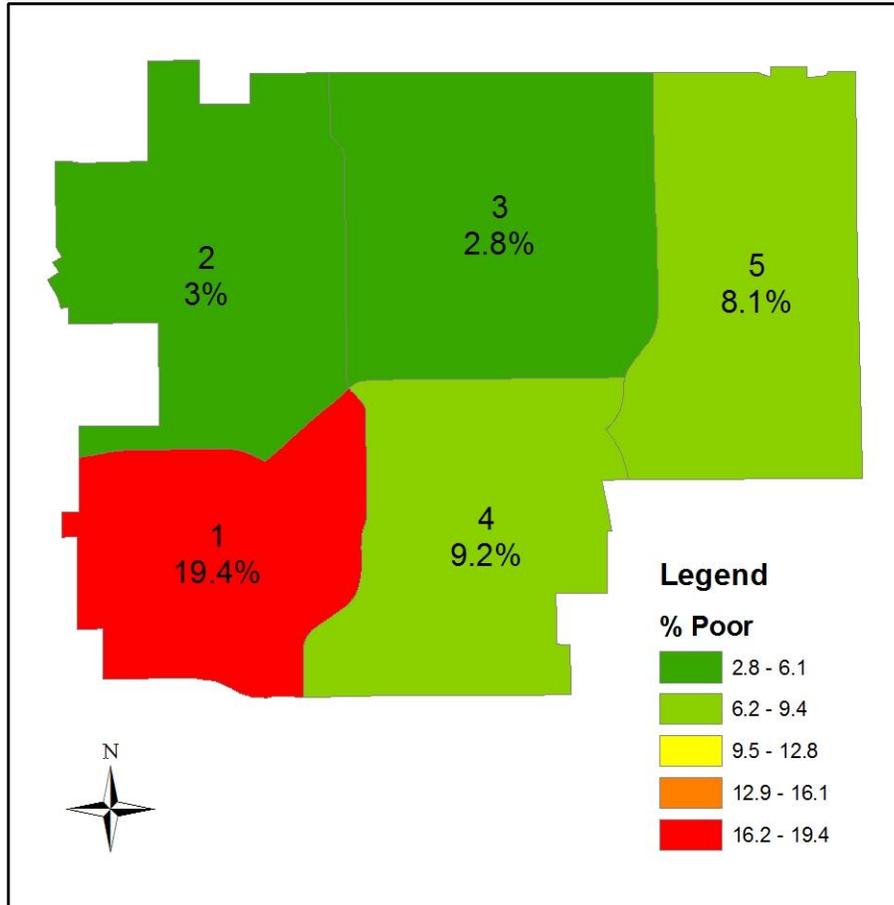
- Water quality was rated either excellent (23.0 percent) or good (53.7 percent) by 76.7 percent of respondents (see Table 17).
- The percentage of respondents who rated sewer service as excellent or good was greater among White respondents, homeowners and respondents in the 76021 zip code (see Table 29).

Table 29
Ratings of Water Quality
by Selected Demographics

| | Percentage Responding | | | |
|------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Ethnicity | | | | |
| White | 25.6 | 51.5 | 16.7 | 6.2 |
| Other | 20.6 | 47.1 | 11.8 | 20.6 |
| Own or rent home | | | | |
| Own | 24.4 | 54.5 | 15.6 | 5.5 |
| Rent | 10.9 | 47.3 | 25.5 | 16.4 |
| Zip code | | | | |
| 76022 | 15.6 | 55.2 | 14.6 | 14.6 |
| 76021 | 28.9 | 49.8 | 16.6 | 4.7 |
| District | | | | |
| District 1 | 9.0 | 49.3 | 22.4 | 19.4 |
| District 2 | 23.6 | 53.3 | 20.0 | 3.0 |
| District 3 | 26.2 | 58.2 | 12.8 | 2.8 |
| District 4 | 18.4 | 58.6 | 13.8 | 9.2 |
| District 5 | 33.8 | 44.6 | 13.5 | 8.1 |

- As shown in Map 4, fair or poor ratings for water quality were highest among respondents in District 1 (19.4 percent) and lowest among respondents in District 3 (2.8 percent).

Map 4
Percentage Fair/Poor for Water Quality



UNT Survey Research Center
March 2014

Recreational facilities

- Recreational facilities were rated either excellent (20.4 percent) or good (54.6 percent) by 75.0 percent of respondents (see Table 17).
- Respondents without children were more likely to rate recreational facilities as excellent than respondents with children (see Table 30).

Table 30
Ratings of Recreational Facilities
by Selected Demographics

| | Percentage Responding | | | |
|-------------------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Have children under 19 in household | | | | |
| Yes | 13.1 | 54.2 | 26.2 | 6.5 |
| No | 22.3 | 54.7 | 20.5 | 2.5 |
| Have children under 6 | | | | |
| Yes | 7.1 | 71.4 | 10.7 | 10.7 |
| No | 21.2 | 58.3 | 18.9 | 1.7 |

Street maintenance

- Sixty-seven percent of respondents rated street maintenance as either excellent (11.9 percent) or good (54.9 percent) (see Table 17).

Usage of City Services/Facilities

Table 31
City Service/Facility Usage in Past Year

| | Percentage responding | |
|---|-----------------------|------|
| | Yes | No |
| Library (n=538) | 76.2 | 23.8 |
| Other City Parks (n=533) | 56.1 | 43.9 |
| Boys Ranch Activity Center (n=535) | 43.9 | 56.1 |
| Bedford Splash (n=531) | 28.1 | 71.9 |
| Called for police services (n=532) | 25.0 | 75.0 |
| Recreational programs (n=526) | 20.2 | 79.8 |
| Called for ambulance services (n=530) | 14.0 | 86.0 |
| Meadow Park Athletic Complex (n=528) | 12.7 | 87.3 |
| Called for fire department services (n=530) | 10.8 | 89.2 |

- Respondents were asked if they had used any of the services or facilities listed in Table 31 in the past year. Services are presented in descending order of reported usage.

Library

- Seventy-six percent of respondents indicated they had used the library in the past year (see Table 31).
- As shown in Table 32, the percentage of respondents who reported using the library in the past year was higher among respondents who attended graduate school/completed graduate degree, those with children and homeowners.

Table 32
Used Library in Past Year
by Selected Demographics

| | Percentage responding | |
|-------------------------------------|-----------------------|------|
| | Yes | No |
| Education | | |
| High school grad or less | 60.3 | 39.7 |
| Some college | 81.1 | 18.9 |
| College grad | 76.3 | 23.7 |
| Grad school/degree | 81.2 | 18.8 |
| Have children under 19 in household | | |
| Yes | 85.5 | 14.5 |
| No | 73.8 | 26.2 |
| Own or rent home | | |
| Own | 77.5 | 22.5 |
| Rent | 64.3 | 35.7 |

Other city parks

- Other city parks were used in the past year by 56.1 percent of respondents (see Table 31).
- The percentage of respondents who reported using other city parks in the past year generally increased as education and income increased, and varied by age of the respondent. Respondents with children and those employed full-time were more likely to use other city parks (see Table 33).

**Table 33
Used Other City Parks in Past Year
by Selected Demographics**

| | Percentage responding | |
|-------------------------------------|-----------------------|------|
| | Yes | No |
| Education | | |
| High school grad or less | 39.0 | 61.0 |
| Some college | 53.4 | 46.6 |
| College grad | 61.2 | 38.8 |
| Grad school/degree | 62.0 | 38.0 |
| Age of respondent | | |
| 18 to 25 | 100.0 | 0.0 |
| 26 to 35 | 76.0 | 24.0 |
| 36 to 45 | 90.8 | 9.2 |
| 46 to 60 | 60.1 | 39.9 |
| 61 to 70 | 55.9 | 44.1 |
| 71 and over | 31.7 | 68.3 |
| Have children under 19 in household | | |
| Yes | 80.9 | 19.1 |
| No | 49.6 | 50.4 |
| Have children under 6 | | |
| Yes | 93.1 | 6.9 |
| No | 55.2 | 44.8 |
| Have children age 6 to 12 | | |
| Yes | 90.2 | 9.8 |
| No | 53.4 | 46.6 |
| Have children age 13 to 18 | | |
| Yes | 74.6 | 25.4 |
| No | 53.7 | 46.3 |
| Income | | |
| \$25,000 or less | 42.2 | 57.8 |
| \$25,001 to \$50,000 | 41.6 | 58.4 |
| \$50,001 to \$75,000 | 55.8 | 44.2 |
| \$75,001 to \$100,000 | 62.4 | 37.6 |
| \$100,001 to \$125,000 | 69.2 | 30.8 |
| \$125,001 to \$150,000 | 72.1 | 27.9 |
| Over \$150,000 | 61.4 | 38.6 |
| Employment status | | |
| Full-time | 67.8 | 32.2 |
| Part-time | 52.5 | 47.5 |
| Unemployed/student/homemaker | 62.5 | 37.5 |
| Retired | 43.1 | 56.9 |

Boys Ranch Activity Center

- Forty-four percent of respondents reported using the Boys Ranch Activity Center in the past year (see Table 31).
- As shown in Table 34, usage of the Boys Ranch Activity Center in the past year varied by age and income, and was higher among respondents with children and homeowners.

Table 34
Used Boys Ranch Activity Center in Past Year
by Selected Demographics

| | Percentage responding | |
|-------------------------------------|-----------------------|------|
| | Yes | No |
| Age of respondent | | |
| 18 to 25 | 20.0 | 80.0 |
| 26 to 35 | 52.0 | 48.0 |
| 36 to 45 | 53.8 | 46.2 |
| 46 to 60 | 53.6 | 46.4 |
| 61 to 70 | 36.6 | 63.4 |
| 71 and over | 38.9 | 61.1 |
| Have children under 19 in household | | |
| Yes | 62.7 | 37.3 |
| No | 39.1 | 60.9 |
| Have children age 6 to 12 | | |
| Yes | 74.5 | 25.5 |
| No | 40.7 | 59.3 |
| Have children age 13 to 18 | | |
| Yes | 59.3 | 40.7 |
| No | 42.5 | 57.5 |
| Income | | |
| \$25,000 or less | 41.3 | 58.7 |
| \$25,001 to \$50,000 | 27.0 | 73.0 |
| \$50,001 to \$75,000 | 41.5 | 58.5 |
| \$75,001 to \$100,000 | 47.3 | 52.7 |
| \$100,001 to \$125,000 | 61.5 | 38.5 |
| \$125,001 to \$150,000 | 32.6 | 67.4 |
| Over \$150,000 | 55.6 | 44.4 |
| Own or rent home | | |
| Own | 45.4 | 54.6 |
| Rent | 30.9 | 69.1 |

Bedford Splash

- Bedford Splash was used in the past year by 28.1 percent of respondents (see Table 31).
- Usage of Bedford Splash varied with age of the respondent and income, and increased as education increased (see Table 35). Respondents with children and respondents employed full-time were more likely to use Bedford Splash.

Table 35
Used Bedford Splash in Past Year
by Selected Demographics

| | Percentage responding | |
|-------------------------------------|-----------------------|------|
| | Yes | No |
| Education | | |
| High school grad or less | 14.5 | 85.5 |
| Some college | 28.3 | 71.7 |
| College grad | 30.2 | 69.8 |
| Grad school/degree | 33.7 | 66.3 |
| Age of respondent | | |
| 18 to 25 | 50.0 | 50.0 |
| 26 to 35 | 32.0 | 68.0 |
| 36 to 45 | 50.8 | 49.2 |
| 46 to 60 | 33.8 | 66.2 |
| 61 to 70 | 28.1 | 71.9 |
| 71 and over | 11.2 | 88.8 |
| Have children under 19 in household | | |
| Yes | 58.2 | 41.8 |
| No | 20.2 | 79.8 |
| Have children under 6 | | |
| Yes | 58.6 | 41.4 |
| No | 26.2 | 73.8 |
| Have children age 6 to 12 | | |
| Yes | 72.5 | 27.5 |
| No | 23.3 | 76.7 |
| Have children age 13 to 18 | | |
| Yes | 54.2 | 45.8 |
| No | 24.6 | 75.4 |
| Income | | |
| \$25,000 or less | 11.1 | 88.9 |
| \$25,001 to \$50,000 | 20.5 | 79.5 |
| \$50,001 to \$75,000 | 26.9 | 73.1 |
| \$75,001 to \$100,000 | 31.2 | 68.8 |
| \$100,001 to \$125,000 | 46.2 | 53.8 |
| \$125,001 to \$150,000 | 27.9 | 72.1 |
| Over \$150,000 | 38.6 | 61.4 |
| Employment status | | |
| Full-time | 37.1 | 62.9 |
| Part-time | 24.4 | 75.6 |
| Unemployed/student/homemaker | 28.1 | 71.9 |
| Retired | 19.7 | 80.3 |

Called for police services

- Twenty-five percent of respondents indicated they had called for police services in the past year (see Table 31).
- The percentage of respondents who called for police services in the past year varied by age and income. Usage of police services was higher among respondents with children age 6 to 12 and unemployed/student/homemaker respondents (see Table 36).

Table 36
Called for Police Services in Past Year
by Selected Demographics

| | Percentage responding | |
|------------------------------|-----------------------|------|
| | Yes | No |
| Age of respondent | | |
| 18 to 25 | 40.0 | 60.0 |
| 26 to 35 | 20.0 | 80.0 |
| 36 to 45 | 36.9 | 63.1 |
| 46 to 60 | 30.7 | 69.3 |
| 61 to 70 | 22.2 | 77.8 |
| 71 and over | 18.3 | 81.7 |
| Have children age 6 to 12 | | |
| Yes | 35.3 | 64.7 |
| No | 21.2 | 78.8 |
| Income | | |
| \$25,000 or less | 19.6 | 80.4 |
| \$25,001 to \$50,000 | 14.8 | 85.2 |
| \$50,001 to \$75,000 | 32.6 | 67.4 |
| \$75,001 to \$100,000 | 32.3 | 67.7 |
| \$100,001 to \$125,000 | 29.2 | 70.8 |
| \$125,001 to \$150,000 | 18.6 | 81.4 |
| Over \$150,000 | 20.9 | 79.1 |
| Employment status | | |
| Full-time | 30.2 | 69.8 |
| Part-time | 30.0 | 70.0 |
| Unemployed/student/homemaker | 34.4 | 65.6 |
| Retired | 17.9 | 82.1 |

Recreational programs

- Twenty percent of respondents indicated they had used recreational programs in the past year (see Table 31).
- As shown in Table 37, the percentage of respondents who reported using recreational programs in the past year was higher with female respondents and respondents with children.

Table 37
Used Recreational Programs in Past Year
by Selected Demographics

| | Percentage responding | |
|-------------------------------------|-----------------------|------|
| | Yes | No |
| Gender | | |
| Female | 24.3 | 75.7 |
| Male | 15.8 | 84.2 |
| Have children under 19 in household | | |
| Yes | 27.3 | 72.7 |
| No | 18.3 | 81.7 |
| Have children age 6 to 12 | | |
| Yes | 35.3 | 64.7 |
| No | 19.9 | 80.1 |

Called for ambulance services

- Fourteen percent of respondents indicated they had called for ambulance services in the past year (see Table 31).
- As shown in Table 38, the percentage of respondents who reported they called for ambulance services in the past year varied by length of residence and age.

Table 38
Called for Ambulance Services in Past Year
by Selected Demographics

| | Percentage responding | |
|---------------------|-----------------------|-------|
| | Yes | No |
| Length of residence | | |
| 1 to 5 years | 7.1 | 92.9 |
| 6 to 10 years | 6.3 | 93.8 |
| More than 10 years | 16.7 | 83.3 |
| Age of respondent | | |
| 18 to 25 | 20.0 | 80.0 |
| 26 to 35 | 0.0 | 100.0 |
| 36 to 45 | 13.8 | 86.2 |
| 46 to 60 | 8.1 | 91.9 |
| 61 to 70 | 15.4 | 84.6 |
| 71 and over | 20.0 | 80.0 |

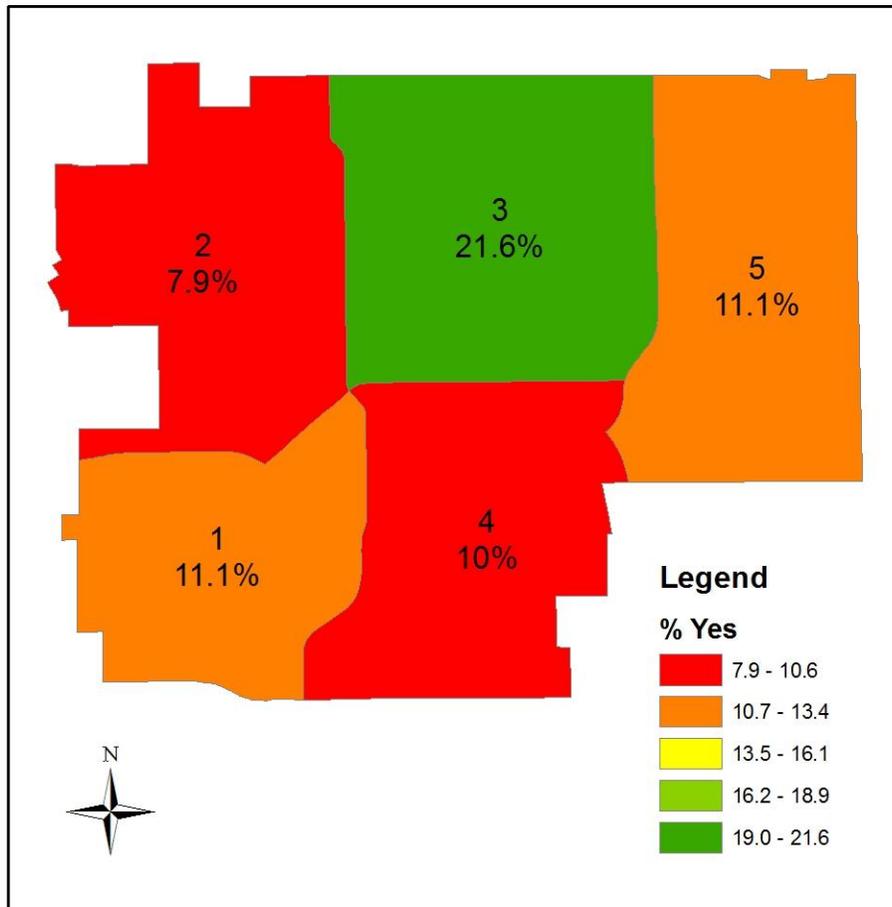
Meadow Park Athletic Center

- Thirteen percent of respondents indicated they had used the Meadow Park Athletic Complex in the past year (see Table 31).
- The percentage of respondents who reported using the Meadow Park Athletic Center in the past year varied by age of respondent, and was higher among respondents with children and those who were unemployed/student/homemaker (see Table 39).
- As shown in Map 5, usage of the Meadow Park Athletic Center was highest in District 3 (21.6 percent) and lowest in District 2 (7.9 percent).

Table 39
Used Meadow Park Athletic Center in Past Year
by Selected Demographics

| | Percentage responding | |
|-------------------------------------|-----------------------|-------|
| | Yes | No |
| Age of respondent | | |
| 18 to 25 | 0.0 | 100.0 |
| 26 to 35 | 16.0 | 84.0 |
| 36 to 45 | 20.3 | 79.7 |
| 46 to 60 | 17.8 | 82.2 |
| 61 to 70 | 12.0 | 88.0 |
| 71 and over | 5.5 | 94.5 |
| Have children under 19 in household | | |
| Yes | 21.7 | 78.3 |
| No | 10.4 | 89.6 |
| Have children age 6 to 12 | | |
| Yes | 24.5 | 75.5 |
| No | 10.4 | 89.6 |
| Have children age 13 to 18 | | |
| Yes | 24.6 | 75.4 |
| No | 10.2 | 89.9 |
| Employment status | | |
| Full-time | 16.8 | 83.2 |
| Part-time | 14.6 | 85.4 |
| Unemployed/student/homemaker | 19.4 | 80.6 |
| Retired | 7.2 | 92.8 |
| District | | |
| District 1 | 11.1 | 88.9 |
| District 2 | 7.9 | 92.1 |
| District 3 | 21.6 | 78.4 |
| District 4 | 10.0 | 90.0 |
| District 5 | 11.1 | 88.9 |

**Map 5
Used Meadow Park Athletic Center**



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Called for fire department services

- Eleven percent of respondents reported calling for fire department services in the past year (see Table 31).
- Respondents without children called for fire department services more than those with children (see Table 40).

**Table 40
Called for Fire Department Services in Past Year
by Selected Demographics**

| | Percentage responding | |
|-------------------------------------|-----------------------|------|
| | Yes | No |
| Have children under 19 in household | | |
| Yes | 2.8 | 97.2 |
| No | 12.8 | 87.2 |
| Have children age 6 to 12 | | |
| Yes | 2.0 | 98.0 |
| No | 11.9 | 88.1 |

Code Compliance

Table 41
Code Violations Seen in City

| | Percentage responding | | | |
|---|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Dead animals in roadway (n=520) | 30.4 | 59.8 | 9.0 | 0.8 |
| Stray animals (n=520) | 28.7 | 59.8 | 9.4 | 2.1 |
| Drainage or flooding problems (n=515) | 21.7 | 65.0 | 11.7 | 1.6 |
| Junk vehicles (n=513) | 21.2 | 62.0 | 12.3 | 4.5 |
| Litter (n=526) | 20.3 | 61.4 | 15.0 | 3.2 |
| Vehicles parked in yards or on grass (n=512) | 18.6 | 58.2 | 18.4 | 4.9 |
| High grass and weeds (n=529) | 15.9 | 59.0 | 21.4 | 3.8 |
| Substandard/deteriorating housing (n=508) | 15.2 | 58.5 | 22.2 | 4.1 |
| Potholes (n=522) | 11.9 | 55.4 | 29.1 | 3.6 |
| A lack of sidewalks or sidewalks in disrepair (n=515) | 11.3 | 54.8 | 28.2 | 5.8 |
| Properties with junk/debris in yard or driveway (n=521) | 13.1 | 52.0 | 29.0 | 6.0 |
| Fences in disrepair (n=511) | 7.0 | 52.8 | 32.9 | 7.2 |

- Respondents were asked to rate the City's control or prevention of the code violations listed in Table 41. Results are presented in descending order of the combined percentage of excellent and good responses.

Dead animals in roadway

- Ninety percent of respondents rated the City's control or prevention of dead animals in roadways as excellent (30.4 percent) or good (59.8 percent) (see Table 41).
- As shown in Table 42, the percentage ratings for control of dead animals in roadways varied by age and income.

Table 42
Ratings of Dead Animals in the Roadway
by Selected Demographics

| | Percentage Responding | | | |
|------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Age of respondent | | | | |
| 18 to 25 | 0.0 | 60.0 | 40.0 | 0.0 |
| 26 to 35 | 43.5 | 52.2 | 4.3 | 0.0 |
| 36 to 45 | 21.5 | 67.7 | 10.8 | 0.0 |
| 46 to 60 | 33.3 | 52.6 | 11.1 | 3.0 |
| 61 to 70 | 29.4 | 60.8 | 9.8 | 0.0 |
| 71 and over | 32.6 | 62.2 | 5.2 | 0.0 |
| Income | | | | |
| \$25,000 or less | 18.6 | 62.8 | 18.6 | 0.0 |
| \$25,001 to \$50,000 | 25.9 | 67.1 | 7.1 | 0.0 |
| \$50,001 to \$75,000 | 26.6 | 66.0 | 6.4 | 1.1 |
| \$75,001 to \$100,000 | 35.9 | 54.3 | 9.8 | 0.0 |
| \$100,001 to \$125,000 | 44.4 | 42.9 | 9.5 | 3.2 |
| \$125,001 to \$150,000 | 34.9 | 60.5 | 4.7 | 0.0 |
| Over \$150,000 | 35.6 | 48.9 | 15.6 | 0.0 |

Stray animals

- Eighty-nine percent of respondents rated the City's control or prevention of stray animals in the city as excellent (28.7 percent) or good (59.8 percent) (see Table 41).
- Ratings of the City's control of stray animals were highest among retired respondents (see Table 43).

Table 43
Ratings of Stray Animals
by Selected Demographics

| | Percentage Responding | | | |
|------------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Employment status | | | | |
| Full-time | 31.4 | 54.4 | 10.6 | 3.5 |
| Part-time | 35.0 | 55.0 | 5.0 | 5.0 |
| Unemployed/student/homemaker | 9.4 | 78.1 | 12.5 | 0.0 |
| Retired | 27.5 | 63.3 | 8.7 | 0.5 |

Drainage or flooding problems

- Eighty-seven percent of respondents rated the City's control or prevention of drainage or flooding problems in the city as excellent (21.7 percent) or good (65.0 percent) (see Table 41).
- As shown in Table 44, male respondents and retired respondents were most likely to report positive ratings of the City's control or prevention of drainage or flooding problems.

Table 44
Ratings of Drainage or Flooding Problems
by Selected Demographics

| | Percentage Responding | | | |
|------------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Gender | | | | |
| Female | 18.2 | 66.2 | 14.9 | 0.7 |
| Male | 27.0 | 63.5 | 6.9 | 2.6 |
| Employment status | | | | |
| Full-time | 23.8 | 62.1 | 11.9 | 2.2 |
| Part-time | 22.5 | 67.5 | 10.0 | 0.0 |
| Unemployed/student/homemaker | 6.3 | 56.3 | 37.5 | 0.0 |
| Retired | 22.2 | 68.9 | 7.5 | 1.4 |

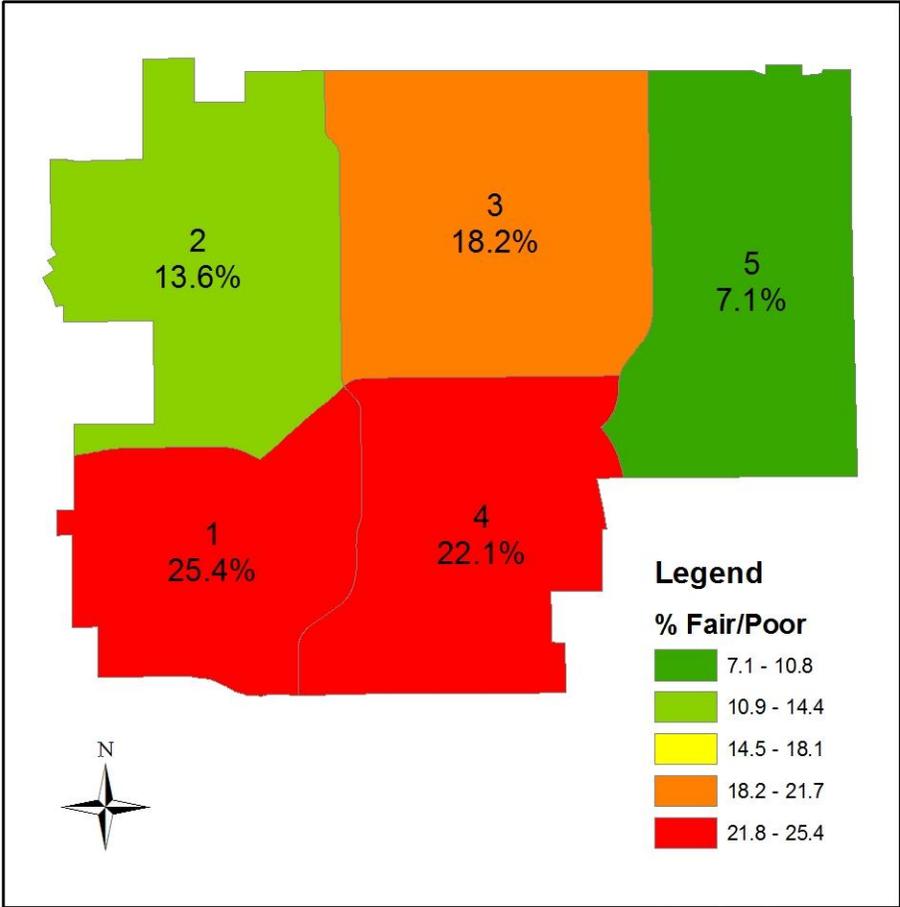
Junk vehicles

- The City's control or prevention of junk vehicles was rated as excellent (21.2 percent) or good (62.0 percent) by 83.2 percent of respondents (see Table 41).
- As shown in Map 6, fair or poor ratings for control or prevention of junk vehicles were highest among respondents in District 1 (25.4 percent) and lowest among respondents in District 5 (7.1 percent).

Table 45
Ratings of Junk Vehicles
by Selected Demographics

| District | Percentage Responding | | | |
|------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| District 1 | 12.7 | 61.9 | 22.2 | 3.2 |
| District 2 | 23.5 | 63.0 | 11.1 | 2.5 |
| District 3 | 19.7 | 62.1 | 12.9 | 5.3 |
| District 4 | 23.3 | 54.7 | 11.6 | 10.5 |
| District 5 | 24.3 | 68.6 | 5.7 | 1.4 |

Map 6
Percentage Fair/Poor for Junk Vehicles



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Litter

- Eighty-two percent of respondents rated the City's control or prevention of litter as excellent (20.3 percent) or good (61.4 percent) (see Table 41).
- Retired respondents were more likely to rate the City's control or prevention of litter as excellent or good (see Table 46).

Table 46
Ratings of Litter by Selected Demographics

| | Percentage Responding | | | |
|------------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Employment status | | | | |
| Full-time | 19.4 | 62.1 | 15.1 | 3.4 |
| Part-time | 31.7 | 48.8 | 17.1 | 2.4 |
| Unemployed/student/homemaker | 6.3 | 68.8 | 12.5 | 12.5 |
| Retired | 21.7 | 61.3 | 15.2 | 1.8 |

Vehicles parked in yards or on grass

- Seventy-seven percent of respondents rated the City's control or prevention of vehicles parked in yards or on grass as excellent (18.6 percent) or good (58.2 percent) (see Table 41).
- As shown in Table 47, ratings of vehicles parked in yards or on grass were higher among respondents with children.

Table 47
Ratings of Vehicles Parked in Yard or Grass
by Selected Demographics

| | Percentage Responding | | | |
|-------------------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Have children under 19 in household | | | | |
| Yes | 22.9 | 63.8 | 11.4 | 1.9 |
| No | 17.4 | 56.8 | 20.1 | 5.7 |

High grass and weeds

- Seventy-five percent of respondents rated the City's control or prevention of high grass and weeds as excellent (15.9 percent) or good (59.0 percent) (see Table 41).

Substandard/deteriorating housing

- Seventy-four percent of respondents rated the City's control or prevention of substandard or deteriorating housing in the city as excellent (15.2 percent) or good (58.5 percent) (see Table 41).

Potholes

- Sixty-seven percent of respondents rated the City's control or prevention of potholes in the city as excellent (11.9 percent) or good (55.4 percent).
- Female respondents reported higher ratings of the City's control of potholes. (see Table 48).

Table 48
Ratings of Potholes by Selected Demographics

| | Percentage Responding | | | |
|--------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Gender | | | | |
| Female | 8.5 | 65.5 | 31.0 | 4.1 |
| Male | 16.4 | 53.4 | 28.2 | 2.1 |

Lack of sidewalks or sidewalks in disrepair

- Sixty-six percent of respondents rated the City’s prevention of a lack of sidewalks or sidewalks in disrepair in the city as excellent (11.3 percent) or good (54.8 percent) (see Table 41).

Properties with junk/debris in yard or driveway

- Sixty-five percent of respondents rated the City’s control or prevention of properties with junk/debris in the yard or driveway as excellent (13.1 percent) or good (52.0 percent) (see Table 41).
- Ratings of the City’s control or prevention of properties with junk/debris in the yard or driveway varied with education (see Table 49).

Table 49
Ratings of Properties with Junk/Debris in Yard or Driveway
by Selected Demographics

| | Percentage Responding | | | |
|--------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Education | | | | |
| High school grad or less | 12.2 | 70.3 | 14.9 | 2.7 |
| Some college | 13.2 | 43.1 | 36.8 | 6.9 |
| College grad | 11.9 | 50.5 | 29.7 | 7.9 |
| Grad school/degree | 16.5 | 53.6 | 26.8 | 3.1 |

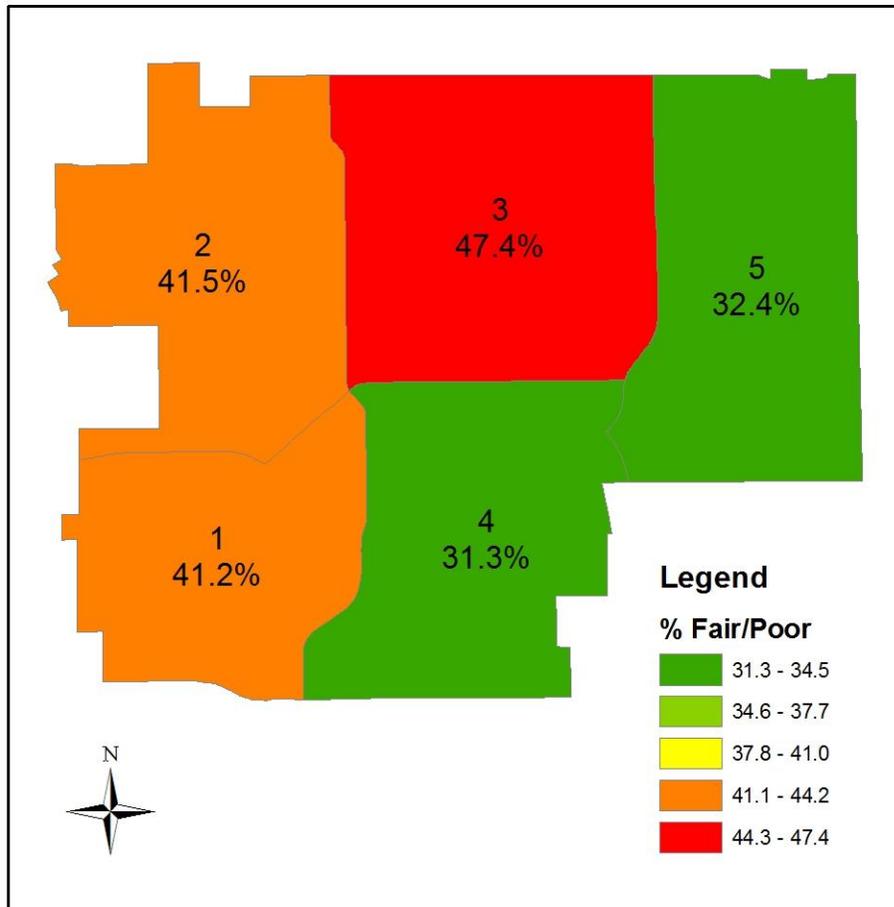
Fences in disrepair

- Sixty percent of respondents rated the City’s control or prevention of fences in disrepair in the city as excellent (7.0 percent) or good (52.8 percent) (see Table 41).
- Fences in disrepair received higher ratings from respondents who received a high school diploma or less (see Table 50).
- As shown in Map 7, fair or poor ratings of fences in disrepair were highest among respondents in District 3 (47.4 percent) and lowest among respondents in District 4 (31.3 percent).

Table 50
Ratings of Fences in Disrepair by Selected Demographics

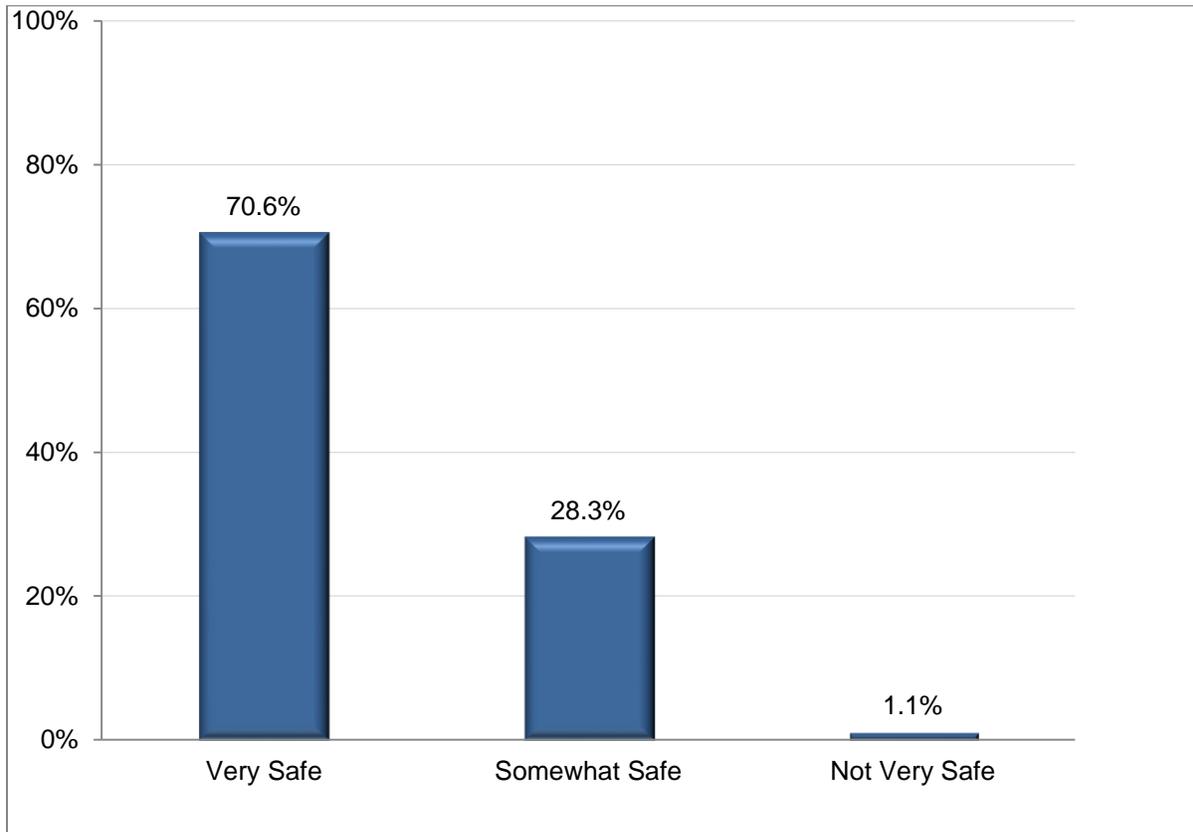
| | Percentage Responding | | | |
|--------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Education | | | | |
| High school grad or less | 4.2 | 73.2 | 22.5 | 0.0 |
| Some college | 6.4 | 52.5 | 35.5 | 5.7 |
| College grad | 8.0 | 45.2 | 35.2 | 11.6 |
| Grad school/degree | 8.3 | 54.2 | 31.3 | 6.3 |
| District | | | | |
| District 1 | 1.6 | 57.1 | 34.9 | 6.3 |
| District 2 | 10.7 | 47.8 | 36.5 | 5.0 |
| District 3 | 6.7 | 45.9 | 37.8 | 9.6 |
| District 4 | 8.4 | 60.2 | 21.7 | 9.6 |
| District 5 | 2.8 | 64.8 | 26.8 | 5.6 |

Map 7
Percentage Fair/Poor for Fences in Disrepair



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Figure 4
Feel Safe Living in Bedford
(n=530)



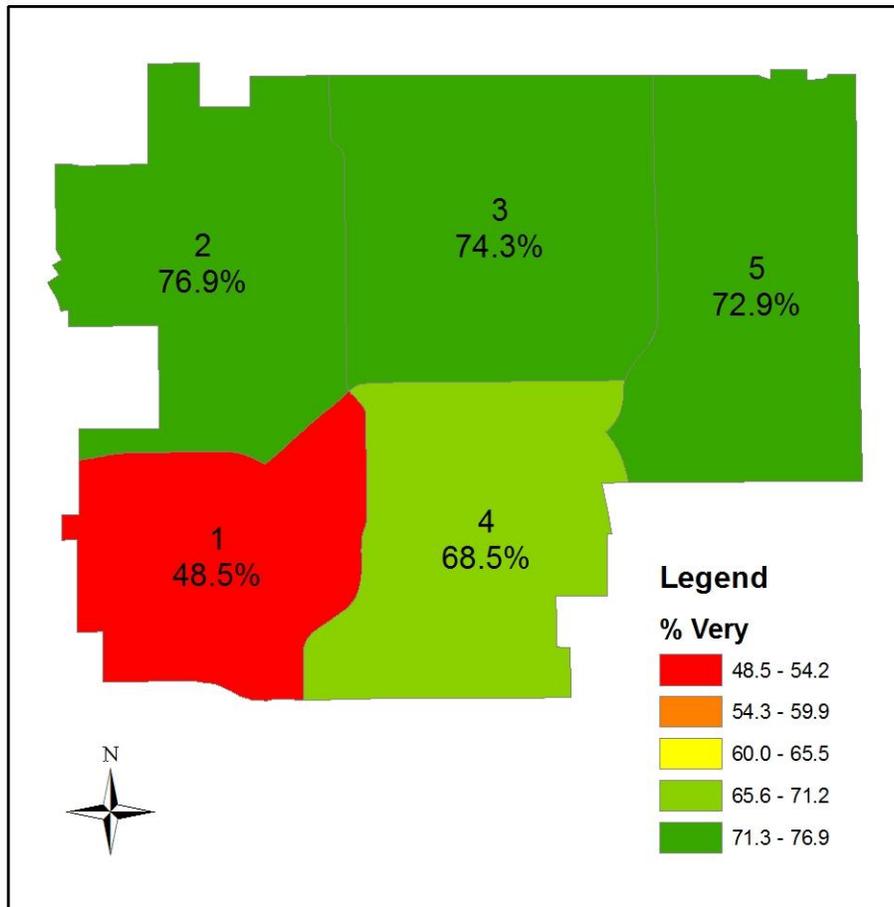
- Respondents were asked if they feel safe living in Bedford. As shown in Figure 4, 98.9 percent of respondents indicated that they feel either very safe (70.6 percent) or somewhat safe (28.3 percent) living in Bedford.
- The percentage of respondents who stated they feel very safe living in Bedford was higher among White respondents, homeowners, and respondents in the 76021 zip code (see Table 51).

Table 51
Feel Safe Living in Bedford
by Selected Demographics

| | Percent responding | | |
|------------------|--------------------|---------------|---------------|
| | Very Safe | Somewhat safe | Not very safe |
| Ethnicity | | | |
| White | 76.5 | 21.8 | 1.6 |
| Other | 57.1 | 42.9 | 0.0 |
| Own or rent home | | | |
| Own | 72.6 | 26.5 | 0.8 |
| Rent | 54.7 | 41.5 | 3.8 |
| Zip code | | | |
| 76022 | 61.9 | 36.1 | 2.1 |
| 76021 | 78.0 | 20.9 | 1.2 |
| District | | | |
| District 1 | 48.5 | 48.5 | 2.9 |
| District 2 | 76.9 | 22.5 | 0.6 |
| District 3 | 74.3 | 25.0 | 0.7 |
| District 4 | 68.5 | 29.3 | 2.2 |
| District 5 | 72.9 | 27.1 | 0.0 |

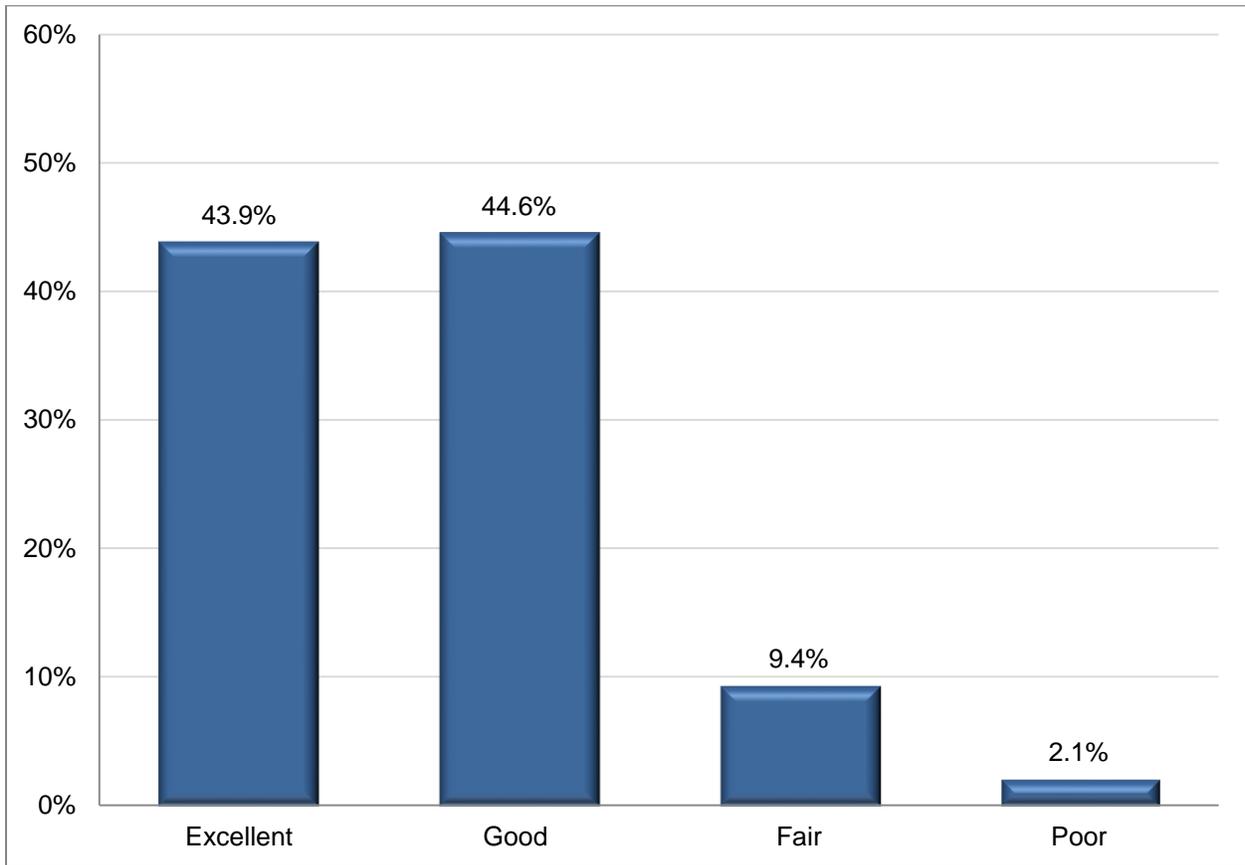
- As shown in Map 8, respondents in District 2 were most likely (76.9 percent) to state they feel very safe living in their neighborhood while respondents in District 1 were least likely (48.5 percent).

Map 8
Percentage Feel Very Safe in Neighborhood



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Figure 5
Ratings of Police Visibility
(n=531)



- As shown in Figure 5, 88.5 percent of respondents rated police visibility as either excellent (43.9 percent) or good (44.6 percent).
- Ratings varied by income and were higher among retired respondents (see Table 52).

Table 52
Ratings of Police Visibility by Selected Demographics

| | Percentage Responding | | | |
|------------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Income | | | | |
| \$25,000 or less | 31.1 | 62.2 | 4.4 | 2.2 |
| \$25,001 to \$50,000 | 44.9 | 39.3 | 15.7 | 0.0 |
| \$50,001 to \$75,000 | 45.2 | 45.2 | 8.6 | 1.1 |
| \$75,001 to \$100,000 | 48.9 | 37.0 | 13.0 | 1.1 |
| \$100,001 to \$125,000 | 60.9 | 29.7 | 3.1 | 6.3 |
| \$125,001 to \$150,000 | 35.7 | 57.1 | 7.1 | 0.0 |
| Over \$150,000 | 42.2 | 48.9 | 4.4 | 4.4 |
| Employment status | | | | |
| Full-time | 43.9 | 42.2 | 10.9 | 3.0 |
| Part-time | 46.3 | 31.7 | 17.1 | 4.9 |
| Unemployed/student/homemaker | 37.5 | 40.6 | 18.8 | 3.1 |
| Retired | 44.4 | 49.8 | 5.4 | 0.4 |

VII. COMMUNICATIONS

Table 53
Aware of City Programs

| | Percentage responding | |
|--|-----------------------|-----------|
| | Aware | Not aware |
| Aware residents can donate 50 cents on your utility bill that is dedicated to improving Bedford parks (n=535) | 62.1 | 37.9 |
| Bedford Alert—a system that will call you or text you with automated messages during an emergency (n=537) | 61.8 | 38.2 |
| Aware that pets in Bedford must be registered with the city (n=539) | 60.7 | 39.3 |
| 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 (n=529) | 14.9 | 85.1 |

- Respondents were asked if they were aware or had heard about the City programs listed in Table 53. Results are presented in descending order of percentage of respondent awareness of the programs.

Aware of park donations

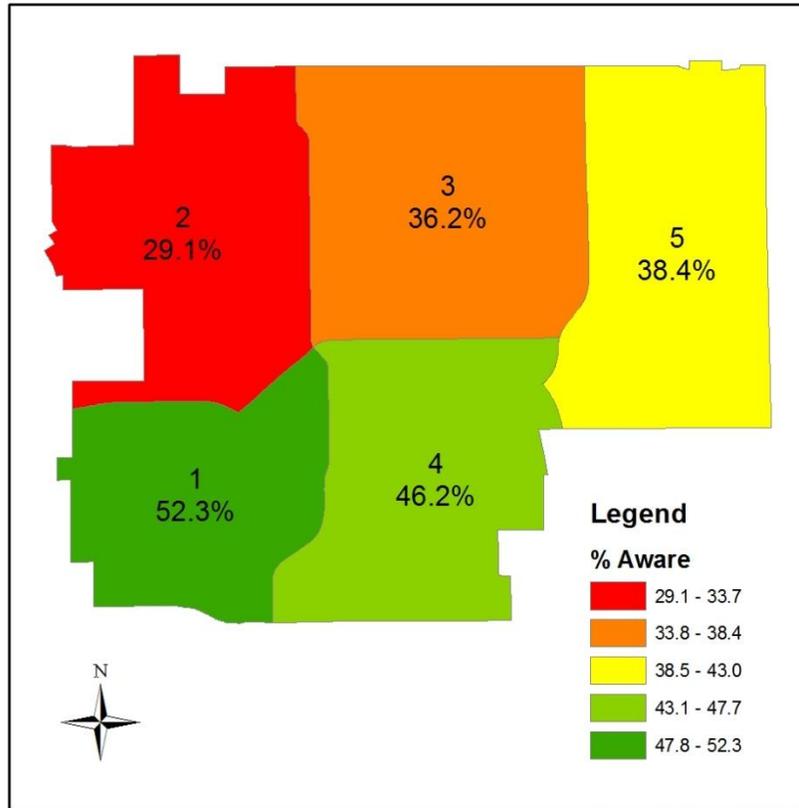
- As shown in Table 53, 62.1 percent of respondents stated they were aware that residents can donate 50 cents on their utility bill that is dedicated to improving Bedford parks.
- Awareness of park donations generally increased as length of residence and age of respondent increased. Awareness was higher among respondents without children, retired respondents, homeowners and those in the 76021 zip code (see Table 54).

Table 54
Aware of Park Donations
by Selected Demographics

| | Percentage responding | |
|-------------------------------------|-----------------------|-----------|
| | Aware | Not Aware |
| Length of residence | | |
| 1 to 5 years | 36.0 | 64.0 |
| 6 to 10 years | 47.7 | 52.3 |
| More than 10 years | 71.2 | 28.8 |
| Age of respondent | | |
| 18 to 25 | 25.0 | 75.0 |
| 26 to 35 | 16.0 | 84.0 |
| 36 to 45 | 49.2 | 50.8 |
| 46 to 60 | 58.7 | 41.3 |
| 61 to 70 | 74.3 | 25.7 |
| 71 and over | 66.4 | 33.6 |
| Have children under 19 in household | | |
| Yes | 50.0 | 50.0 |
| No | 65.2 | 34.8 |
| Have children under 6 | | |
| Yes | 41.4 | 58.6 |
| No | 63.6 | 36.4 |
| Have children age 6 to 12 | | |
| Yes | 49.0 | 51.0 |
| No | 64.4 | 35.6 |
| Employment status | | |
| Full-time | 52.1 | 47.9 |
| Part-time | 65.0 | 35.0 |
| Unemployed/student/homemaker | 69.7 | 30.3 |
| Retired | 70.7 | 29.3 |
| Own or rent home | | |
| Own | 67.4 | 32.6 |
| Rent | 16.4 | 83.6 |
| Zip code | | |
| 76022 | 52.1 | 47.9 |
| 76021 | 67.1 | 32.9 |
| District | | |
| District 1 | 47.7 | 52.3 |
| District 2 | 70.9 | 29.1 |
| District 3 | 63.8 | 36.2 |
| District 4 | 53.8 | 46.2 |
| District 5 | 61.6 | 38.4 |

- As shown in Map 9, respondent awareness of park donations was highest in District 1 (52.3 percent) and lowest in District 2 (29.1 percent).

Map 9
Percentage Aware of Park Donations



UNT Survey Research Center
March 2014

Aware of Bedford Alert

- Sixty-two percent of respondents stated they were aware of the Bedford Alert system that will call or text residents with automated messages during an emergency (see Table 53).
- The percentage of respondents who indicated they were aware of Bedford Alert generally increased as length of residence and age increased, and varied by education. Respondents without children, retired respondents, homeowners and respondents in the 76021 zip code were more likely to be aware of Bedford Alert (see Table 55).

**Table 55
Aware of Bedford Alert
by Selected Demographics**

| | Percentage responding | |
|-------------------------------------|-----------------------|-----------|
| | Aware | Not Aware |
| Education | | |
| High school grad or less | 48.7 | 51.3 |
| Some college | 62.4 | 37.6 |
| College grad | 67.8 | 32.2 |
| Grad school/degree | 58.4 | 41.6 |
| Length of residence | | |
| 1 to 5 years | 41.4 | 58.6 |
| 6 to 10 years | 49.2 | 50.8 |
| More than 10 years | 69.5 | 30.5 |
| Age of respondent | | |
| 18 to 25 | 20.0 | 80.0 |
| 26 to 35 | 24.0 | 76.0 |
| 36 to 45 | 44.6 | 55.4 |
| 46 to 60 | 61.9 | 38.1 |
| 61 to 70 | 72.9 | 27.1 |
| 71 and over | 65.7 | 34.3 |
| Have children under 19 in household | | |
| Yes | 51.8 | 48.2 |
| No | 64.4 | 35.6 |
| Have children under 6 | | |
| Yes | 44.8 | 55.2 |
| No | 64.7 | 35.3 |
| Employment status | | |
| Full-time | 54.0 | 46.0 |
| Part-time | 63.4 | 36.6 |
| Unemployed/student/homemaker | 67.6 | 32.4 |
| Retired | 69.5 | 30.5 |
| Own or rent home | | |
| Own | 64.2 | 35.8 |
| Rent | 43.9 | 56.1 |
| Zip code | | |
| 76022 | 55.7 | 44.3 |
| 76021 | 67.2 | 32.8 |

Aware of pet registry

- Sixty-one percent of respondents reported they were aware that pets in Bedford must be registered with the City (see Table 53).
- As shown in Table 56, female respondents and homeowners were more likely to be aware of Bedford’s pet registry.

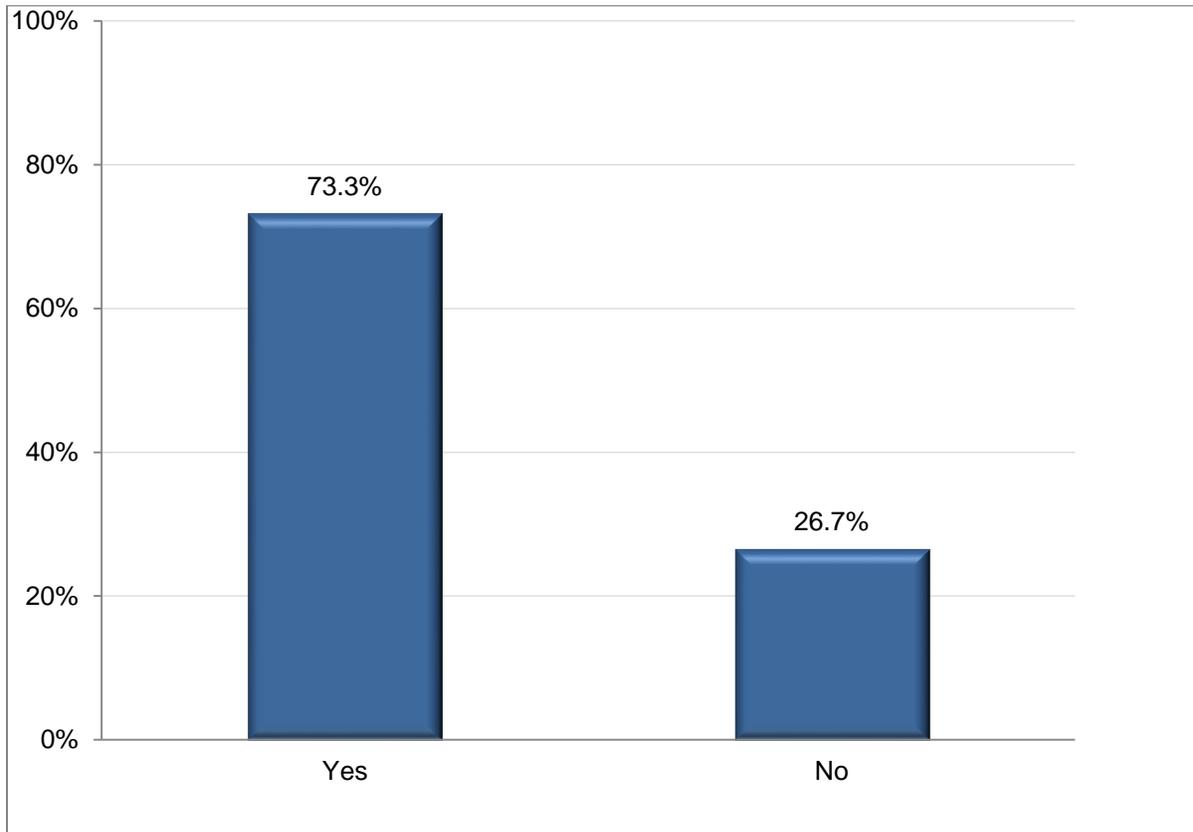
Table 56
Aware of Pet Registry
by Selected Demographics

| | Percentage responding | |
|------------------|-----------------------|-----------|
| | Aware | Not Aware |
| Gender | | |
| Female | 67.0 | 33.0 |
| Male | 53.3 | 46.7 |
| Own or rent home | | |
| Own | 62.4 | 37.6 |
| Rent | 48.2 | 51.8 |

Aware of the “Better it” app

- As shown in Table 53, 14.9 percent of respondents reported they were aware of the “Better it” smart phone application that allows residents submit a request to a City staff person with the location and photo of maintenance needs.

Figure 6
Get Enough Information about City Programs and Services
(n=536)

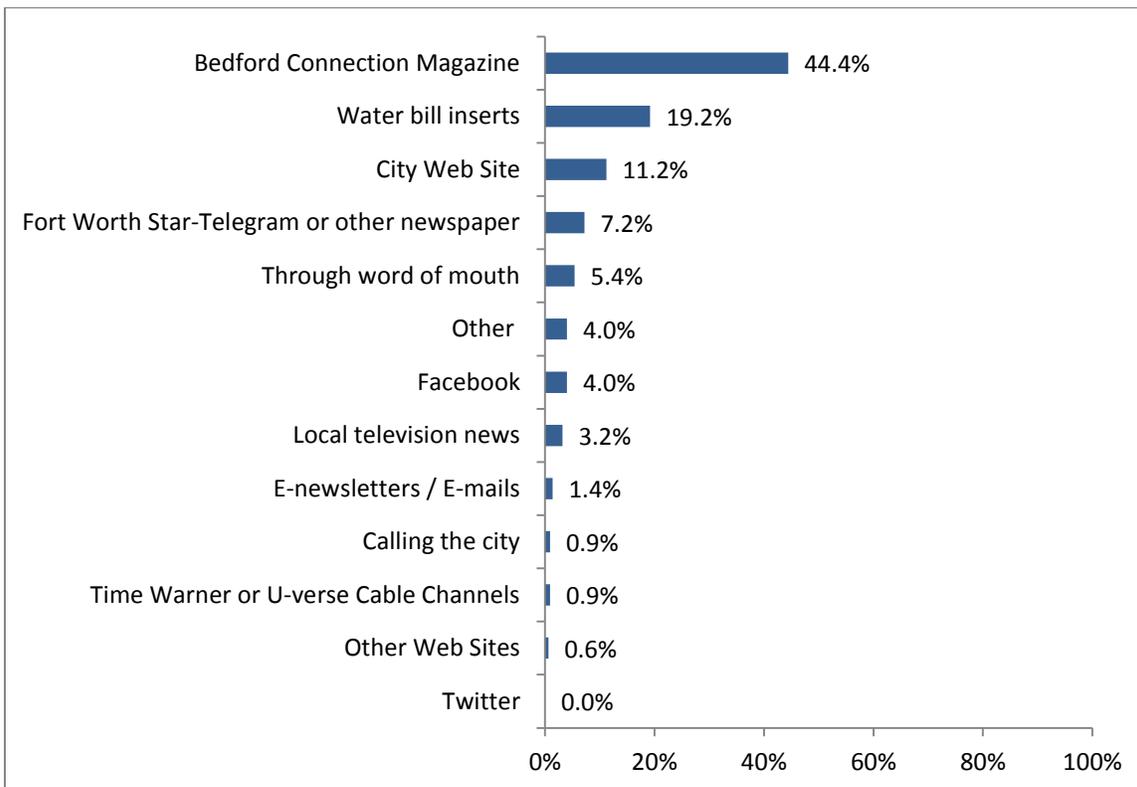


- Respondents were asked if they receive enough information about City programs and services. As shown in Figure 6, 73.3 percent of respondents reported that they received enough information.
- As shown in Table 57, the percentage of respondents who stated they get enough information about City programs and services generally increased as age increased, and was higher among homeowners and retired respondents.

Table 57
Get Enough Information about City Programs and Services
by Selected Demographics

| | Percentage responding | |
|------------------------------|-----------------------|------|
| | Yes | No |
| Age of respondent | | |
| 18 to 25 | 60.0 | 40.0 |
| 26 to 35 | 48.0 | 52.0 |
| 36 to 45 | 67.7 | 32.3 |
| 46 to 60 | 68.1 | 31.9 |
| 61 to 70 | 77.9 | 22.1 |
| 71 and over | 79.7 | 20.3 |
| Own or rent home | | |
| Own | 75.4 | 24.6 |
| Rent | 56.1 | 43.9 |
| Employment status | | |
| Full-time | 65.8 | 34.2 |
| Part-time | 73.2 | 26.8 |
| Unemployed/student/homemaker | 78.1 | 21.9 |
| Retired | 80.4 | 19.6 |

Figure 7
Source of Most News about City of Bedford
(n=349)

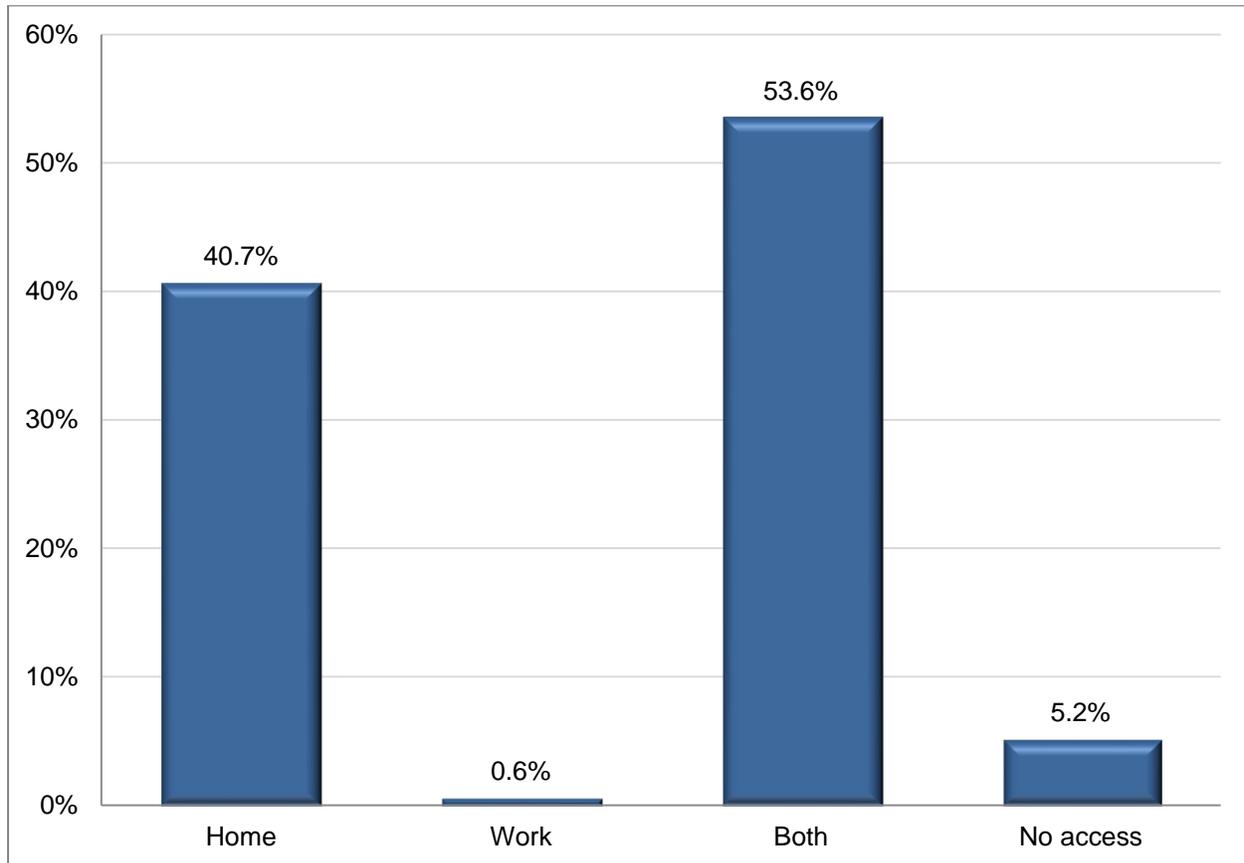


- Respondents were asked where they got most of their information about the City of Bedford. As shown in Figure 7, 44.4 percent of respondents reported getting most of their information from the Bedford Connection Magazine. Following Bedford Connection Magazine were water bill inserts (19.2 percent), the City web site (11.2 percent), the Fort Worth Star-Telegram or other newspaper (7.2 percent) and word of mouth (5.4 percent).
- The most common sources of news—Bedford Connection Magazine, water bill inserts, and the City web site—were examined by demographic characteristics. As shown in Table 58, respondents whose income was over \$150,000, homeowners, respondents without children and respondents living in District 4 were more likely to report getting news from the Bedford Connection Magazine.
- Monthly water bill inserts was the primary source of information by respondents whose income was \$25,000 or less and \$125,001 to \$150,000, homeowners, respondents without children and respondents living in District 1 (see Table 58).
- The percentage of respondents who get most of their news from the City’s web site was higher among respondents whose income was \$100,001 to \$125,000, homeowners, respondents with children and respondents living in District 5 (see Table 58).

Table 58
Source of Most News about City of Bedford
by Selected Demographics

| | Percentage Responding | | |
|-------------------------------------|-----------------------------|--------------------|---------------|
| | Bedford Connection Magazine | Water bill inserts | City Web Site |
| Income | | | |
| \$25,000 or less | 63.0 | 33.3 | 3.7 |
| \$25,001 to \$50,000 | 65.2 | 23.9 | 10.9 |
| \$50,001 to \$75,000 | 63.0 | 13.0 | 23.9 |
| \$75,001 to \$100,000 | 67.3 | 22.4 | 10.2 |
| \$100,001 to \$125,000 | 38.9 | 30.6 | 30.6 |
| \$125,001 to \$150,000 | 54.2 | 33.3 | 12.5 |
| Over \$150,000 | 73.3 | 20.0 | 6.7 |
| Own or rent home | | | |
| Own | 56.7 | 27.9 | 15.4 |
| Rent | 87.5 | 4.2 | 8.3 |
| Have children under 19 in household | | | |
| Yes | 54.9 | 17.6 | 27.5 |
| No | 60.5 | 27.9 | 11.6 |
| District | | | |
| District 1 | 52.9 | 41.2 | 5.9 |
| District 2 | 65.9 | 24.7 | 9.4 |
| District 3 | 57.1 | 27.0 | 15.9 |
| District 4 | 66.7 | 22.2 | 11.1 |
| District 5 | 46.2 | 17.9 | 35.9 |

Figure 8
Have Internet Access at Home or Work
(n=349)

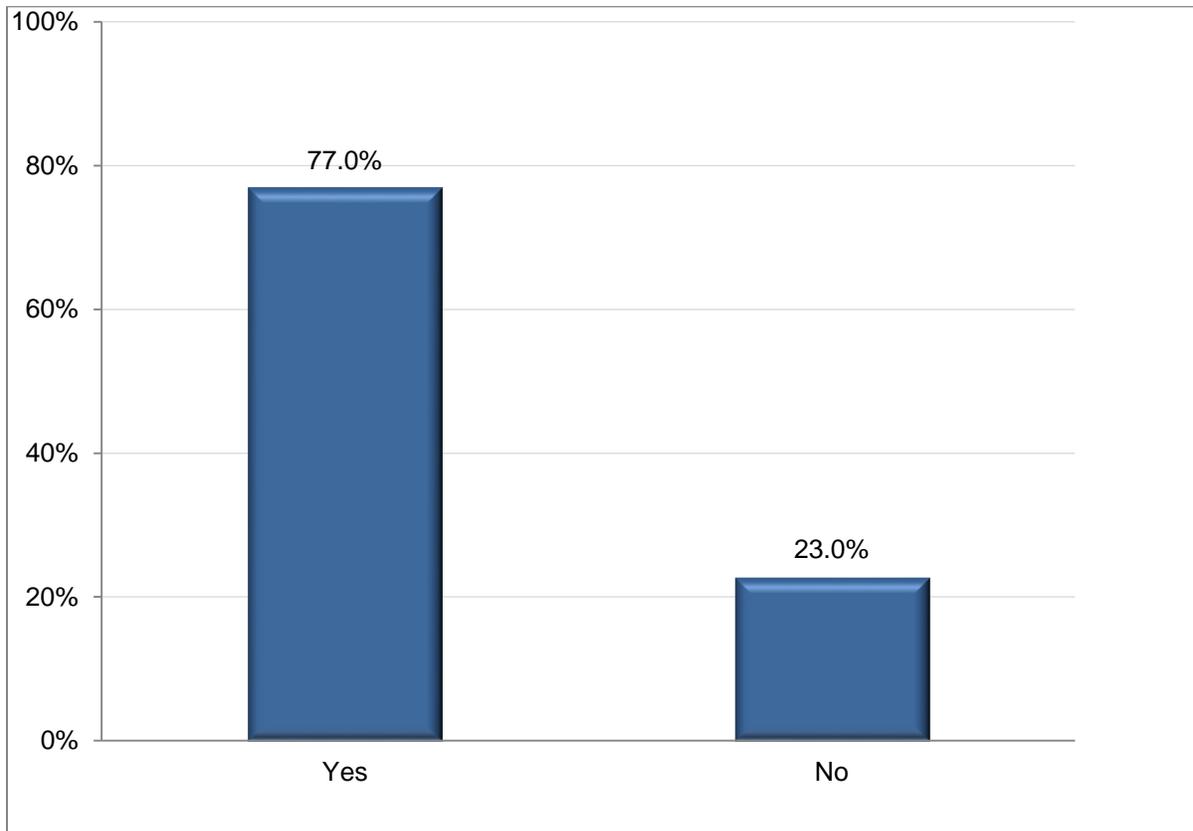


- Respondents were asked if they had access to the Internet from their home, work or both. Fifty-four percent of respondents reported having access to the Internet from both home and work (see Figure 8). Forty-one percent had Internet access at home. Five percent did not have access to the Internet from either home or work.
- As shown in Table 59, the percentage of respondents who reported access to the Internet from both home and work generally increased as education and income increased, generally decreased as age increased and varied by length of residence. Percentages were higher among respondents with children, renters and those employed full-time.

Table 59
Have Internet Access at Home or Work
by Selected Demographics

| | Percentage responding | | | |
|--|-----------------------|------|------|-----------|
| | Home | Work | Both | No access |
| Education | | | | |
| High school grad or less | 44.7 | 2.1 | 38.3 | 14.9 |
| Some college | 51.0 | 0.0 | 42.7 | 6.3 |
| College grad | 36.8 | 0.7 | 60.3 | 2.2 |
| Grad school/degree | 30.9 | 0.0 | 66.2 | 2.9 |
| Length of residence | | | | |
| 1 to 5 years | 26.3 | 1.8 | 68.4 | 3.5 |
| 6 to 10 years | 23.8 | 0.0 | 71.4 | 4.8 |
| More than 10 years | 46.8 | 0.4 | 47.2 | 5.6 |
| Age of respondent | | | | |
| 18 to 25 | 25.0 | 0.0 | 75.0 | 0.0 |
| 26 to 35 | 6.3 | 0.0 | 93.8 | 0.0 |
| 36 to 45 | 4.9 | 2.4 | 92.7 | 0.0 |
| 46 to 60 | 19.1 | 1.1 | 77.7 | 2.1 |
| 61 to 70 | 51.9 | 0.0 | 45.2 | 2.9 |
| 71 and over | 73.9 | 0.0 | 11.4 | 14.8 |
| Have children under 19 in household | | | | |
| Yes | 11.8 | 1.5 | 86.8 | 0.0 |
| No | 47.7 | 0.4 | 45.6 | 6.4 |
| Have children age 6 to 12 | | | | |
| Yes | 11.4 | 2.9 | 85.7 | 0.0 |
| No | 43.9 | 0.3 | 50.0 | 5.8 |
| Have children age 13 to 18 | | | | |
| Yes | 10.5 | 2.6 | 86.8 | 0.0 |
| No | 44.4 | 0.3 | 49.3 | 5.9 |
| Income | | | | |
| \$25,000 or less | 60.0 | 2.9 | 22.9 | 14.3 |
| \$25,001 to \$50,000 | 45.6 | 0.0 | 42.1 | 12.3 |
| \$50,001 to \$75,000 | 37.7 | 1.6 | 59.0 | 1.6 |
| \$75,001 to \$100,000 | 42.9 | 0.0 | 57.1 | 0.0 |
| \$100,001 to \$125,000 | 28.9 | 0.0 | 71.1 | 0.0 |
| \$125,001 to \$150,000 | 34.4 | 0.0 | 62.5 | 3.1 |
| Over \$150,000 | 8.3 | 0.0 | 91.7 | 0.0 |
| Own or rent home | | | | |
| Own | 42.2 | 0.3 | 51.8 | 5.8 |
| Rent | 26.5 | 2.9 | 70.6 | 0.0 |
| Employment status | | | | |
| Full-time | 6.0 | 1.3 | 90.7 | 2.0 |
| Part-time | 20.0 | 0.0 | 80.0 | 0.0 |
| Unemployed/student/homemaker | 39.1 | 0.0 | 47.8 | 13.0 |
| Retired | 81.7 | 0.0 | 9.9 | 8.5 |

Figure 9
Visited Bedford Web Site
(n=518)



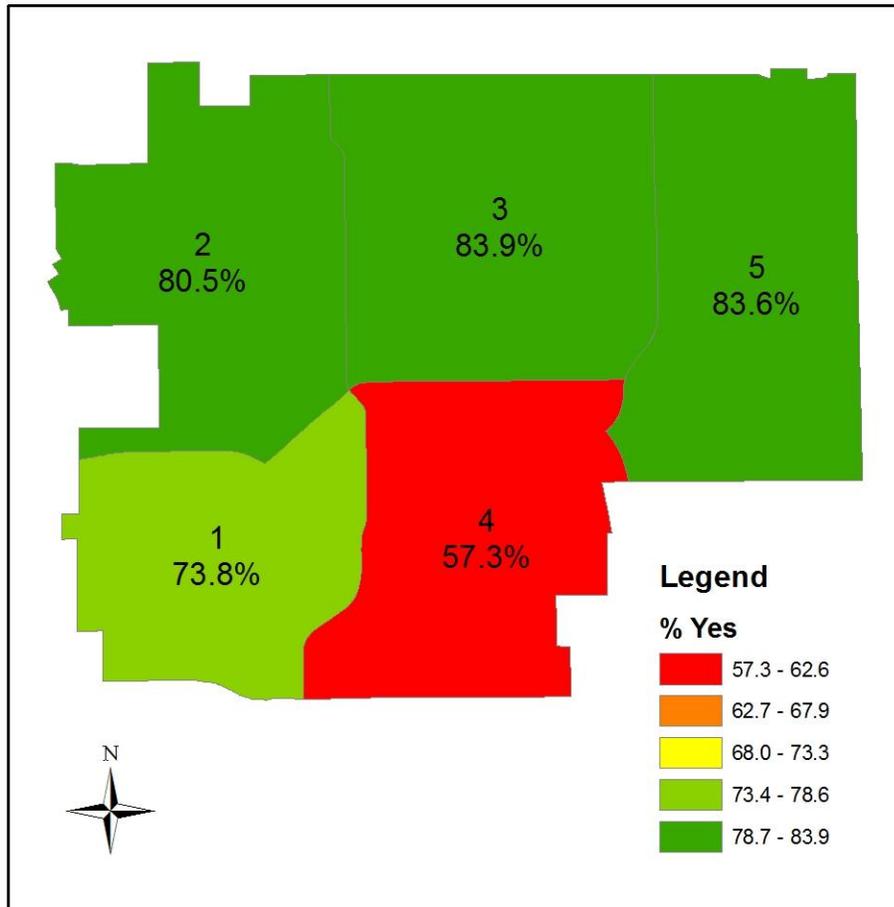
- Respondents with Internet access were asked if any member of their household had visited Bedford’s web site. Seventy-seven percent reported visiting the web site (see Figure 9).
- As shown in Table 60, the percentage of respondents that reported visiting the Bedford web site generally increased as education increased and varied by income. The percentage of respondents reporting they visited the Bedford web site was similar among all age categories with the exception of those age 71 and older, with 58.1 percent visiting the site compared to 80.0 percent or more from younger respondents.
- Respondents with children, homeowners, respondents employed full-time and those in the 76021 zip code were also more likely to visit the Bedford web site.

Table 60
Visited Bedford Web Site
by Selected Demographics

| | Percentage responding | |
|-------------------------------------|-----------------------|------|
| | Yes | No |
| Education | | |
| High school grad or less | 50.0 | 50.0 |
| Some college | 72.7 | 27.3 |
| College grad | 85.1 | 14.9 |
| Grad school/degree | 84.8 | 15.2 |
| Age of respondent | | |
| 18 to 25 | 80.0 | 20.0 |
| 26 to 35 | 84.0 | 16.0 |
| 36 to 45 | 83.1 | 16.9 |
| 46 to 60 | 85.3 | 14.7 |
| 61 to 70 | 81.6 | 18.4 |
| 71 and over | 58.1 | 41.9 |
| Have children under 19 in household | | |
| Yes | 86.4 | 13.6 |
| No | 74.5 | 25.5 |
| Income | | |
| \$25,000 or less | 50.0 | 50.0 |
| \$25,001 to \$50,000 | 69.5 | 30.5 |
| \$50,001 to \$75,000 | 79.3 | 20.7 |
| \$75,001 to \$100,000 | 87.0 | 13.0 |
| \$100,001 to \$125,000 | 84.6 | 15.4 |
| \$125,001 to \$150,000 | 85.7 | 14.3 |
| Over \$150,000 | 76.1 | 23.9 |
| Own or rent home | | |
| Own | 79.5 | 20.5 |
| Rent | 56.1 | 43.9 |
| Employment status | | |
| Full-time | 84.4 | 15.6 |
| Part-time | 78.0 | 22.0 |
| Unemployed/student/homemaker | 76.7 | 23.3 |
| Retired | 69.2 | 30.8 |
| Zip code | | |
| 76022 | 73.9 | 26.1 |
| 76021 | 84.0 | 16.0 |
| District | | |
| District 1 | 73.8 | 26.2 |
| District 2 | 80.5 | 19.5 |
| District 3 | 83.9 | 16.1 |
| District 4 | 57.3 | 42.7 |
| District 5 | 83.6 | 16.4 |

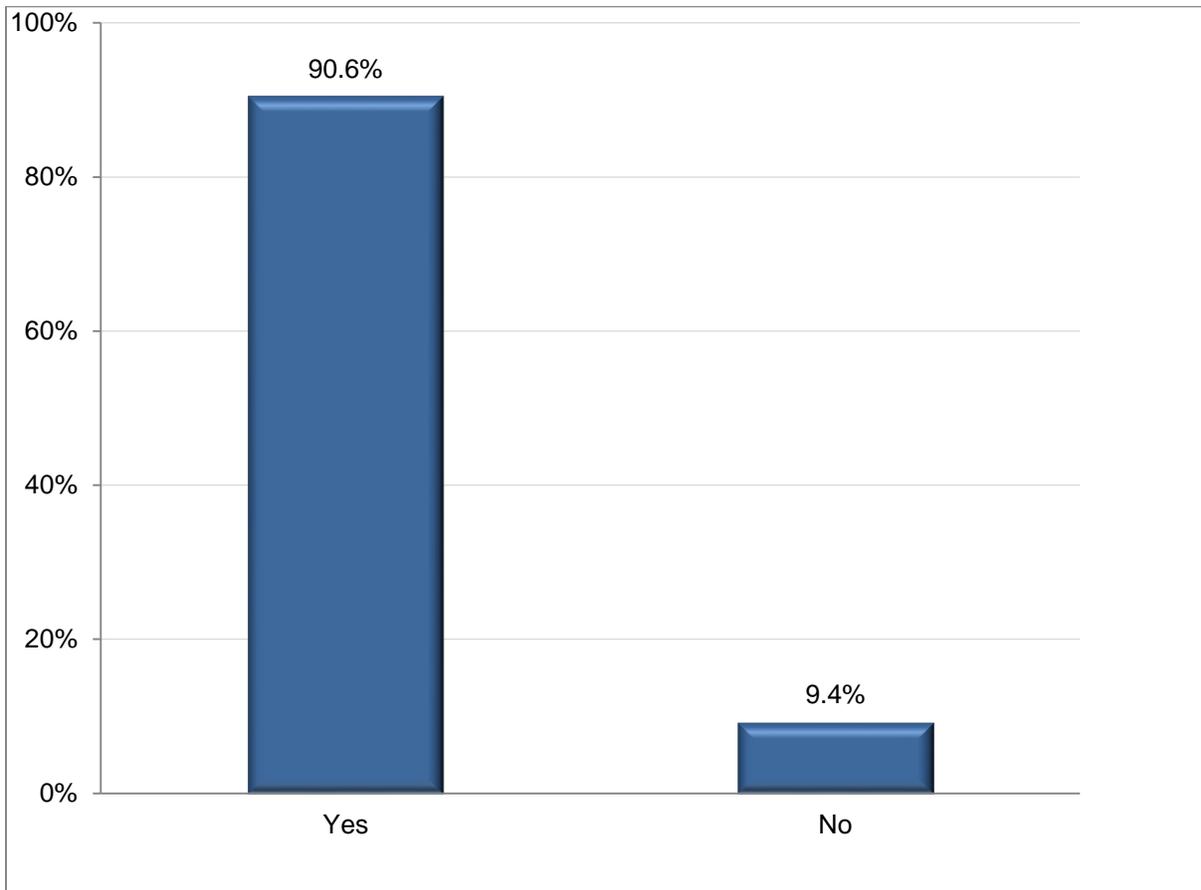
- As shown in Map 10, respondents in District 3 reported visiting the Bedford web site most often (83.9 percent) while respondents in District 4 visited the web site least often (57.3 percent).

Map 10
Visited Bedford Web Site



UNT Survey Research Center
March 2014

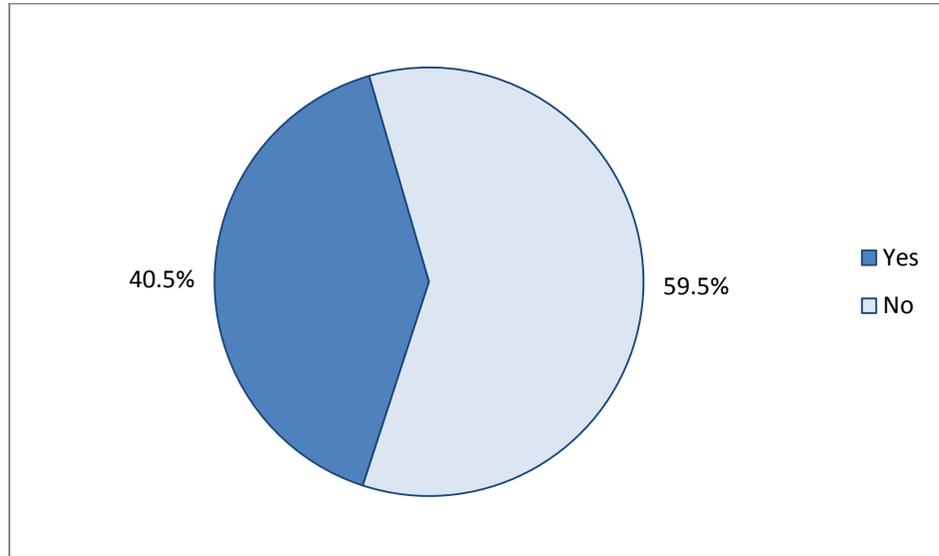
Figure 10
Found Needed Information on Web Site
(n=266)



- Respondents who said a member of the household had visited the Bedford web site were asked if they found the information they needed. As shown in Figure 10, 90.6 percent of those respondents reported finding the information they needed.

Contact with City Officials

Figure 11
Contacted City Officials in Past 12 Months
(n=533)



- Respondents were asked if a member of their household had contacted the City of Bedford about a complaint, request for service, or for information in the past 12 months. As shown in Figure 11, 40.5 percent of respondents reported contacting the City of Bedford in the past 12 months.
- The percentage of respondents who reported contacting the City was higher among college graduates and homeowners and varied with income (see Table 61).

Table 61
Contacted City Officials in Past 12 Months
by Selected Demographics

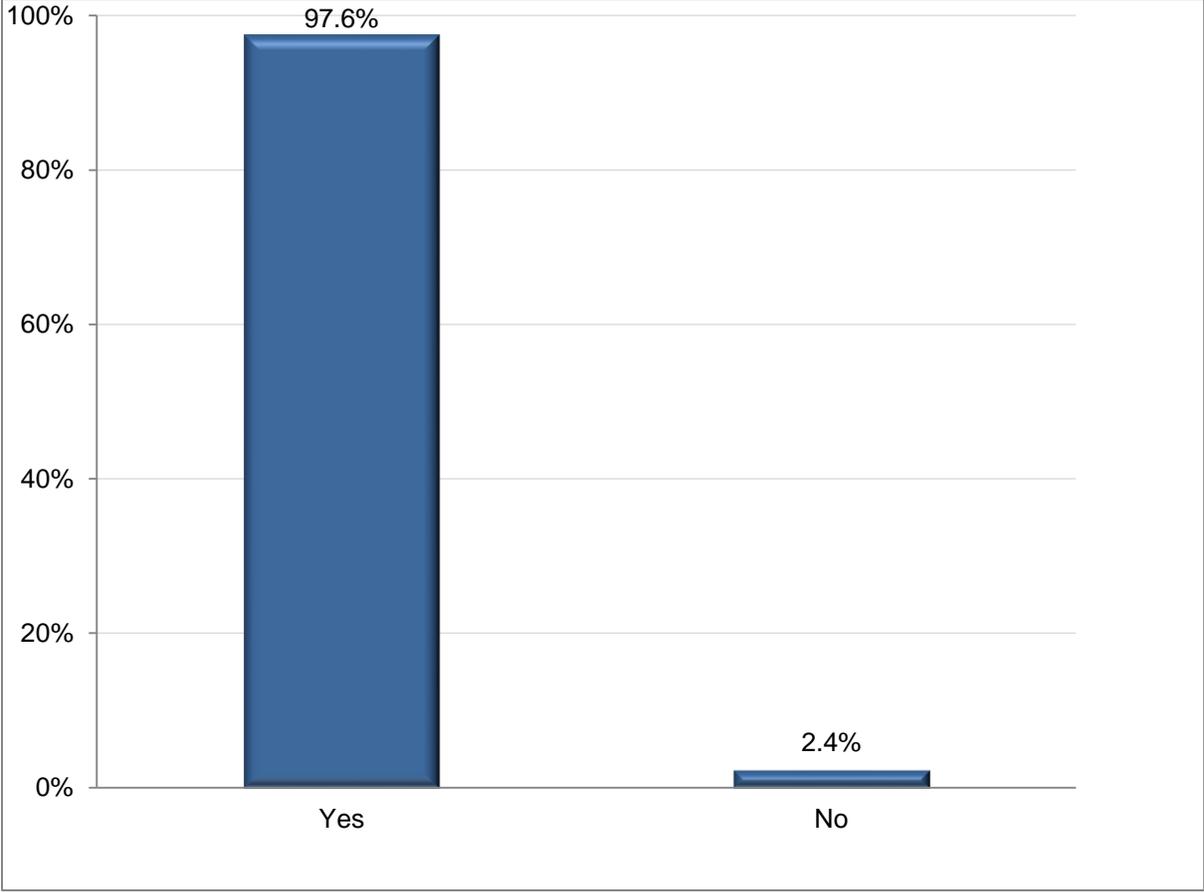
| | Percentage responding | |
|--------------------------|-----------------------|------|
| | Yes | No |
| Education | | |
| High school grad or less | 28.6 | 71.4 |
| Some college | 39.7 | 60.3 |
| College grad | 46.6 | 53.4 |
| Grad school/degree | 38.0 | 62.0 |
| Income | | |
| \$25,000 or less | 20.0 | 80.0 |
| \$25,001 to \$50,000 | 45.6 | 54.4 |
| \$50,001 to \$75,000 | 45.7 | 54.3 |
| \$75,001 to \$100,000 | 40.9 | 59.1 |
| \$100,001 to \$125,000 | 46.9 | 53.1 |
| \$125,001 to \$150,000 | 23.3 | 76.7 |
| Over \$150,000 | 43.2 | 56.8 |
| Own or rent home | | |
| Own | 42.9 | 57.1 |
| Rent | 20.0 | 80.0 |

Table 62
City Person or Office Contacted
(n=123)

| | Percentage responding |
|-----------------------|-----------------------|
| Public Works | 22.0 |
| Water/Utility Billing | 16.3 |
| Animal Control | 11.4 |
| Code Compliance | 9.8 |
| Police | 7.3 |
| City Manager's office | 4.9 |
| Inspections | 3.3 |
| Parks and Recreation | 2.4 |
| Mayor or Council | 1.6 |
| Fire | 1.6 |
| Library | 1.6 |
| Planning and Zoning | 0.8 |
| Municipal Court | 0.8 |
| Economic Development | 0.8 |
| Other | 15.4 |

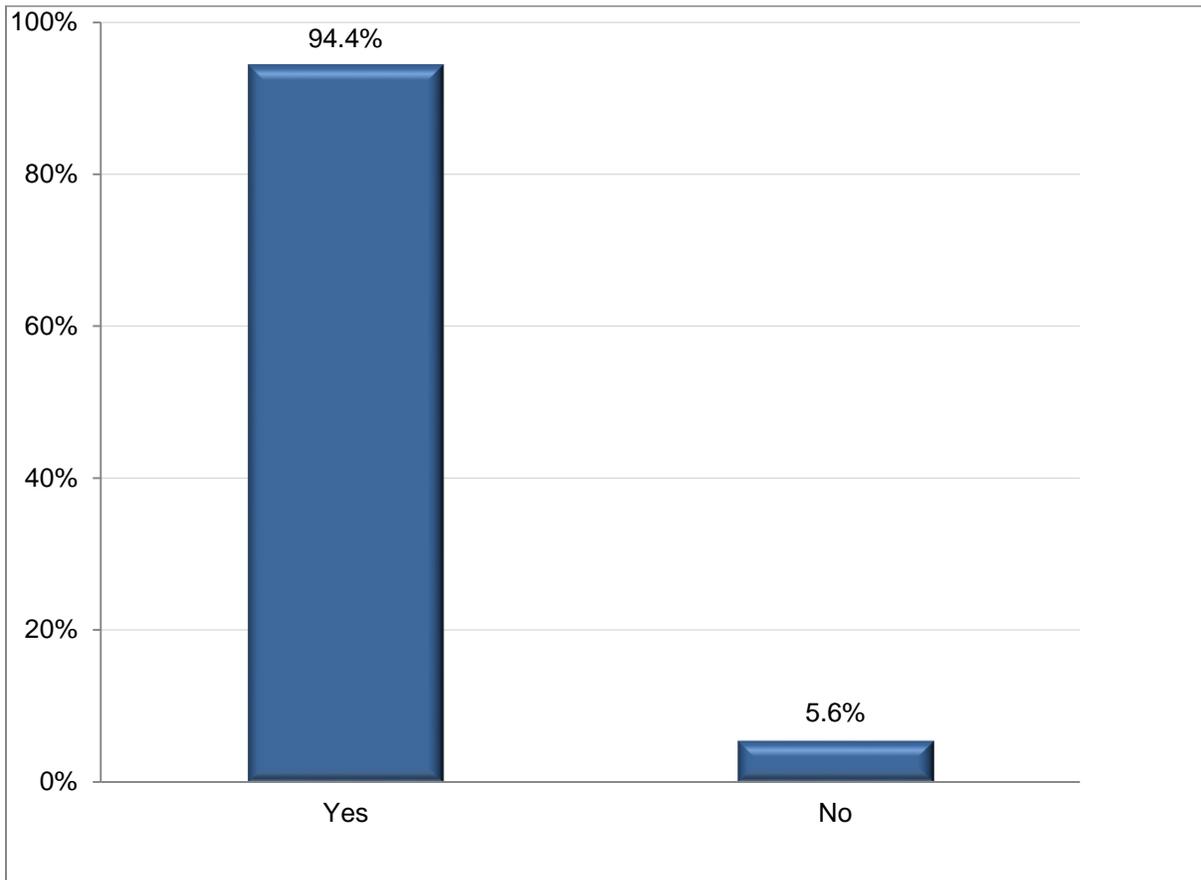
- Respondents who had contacted the City in the past 12 months were asked who or what office they contacted. As shown in Table 62, the most common response was public works (22.0 percent). This response was followed by water/utility billing (16.3 percent), and animal control (11.4 percent). Less than 10 percent had contacted any other department.

Figure 12
City Officials were Courteous



- Respondents who had contacted the City were asked if the people they contacted were courteous. As shown in Figure 12, 97.6 percent of respondents who had contacted the City reported the officials were courteous.

**Figure 13
City Officials were Helpful**

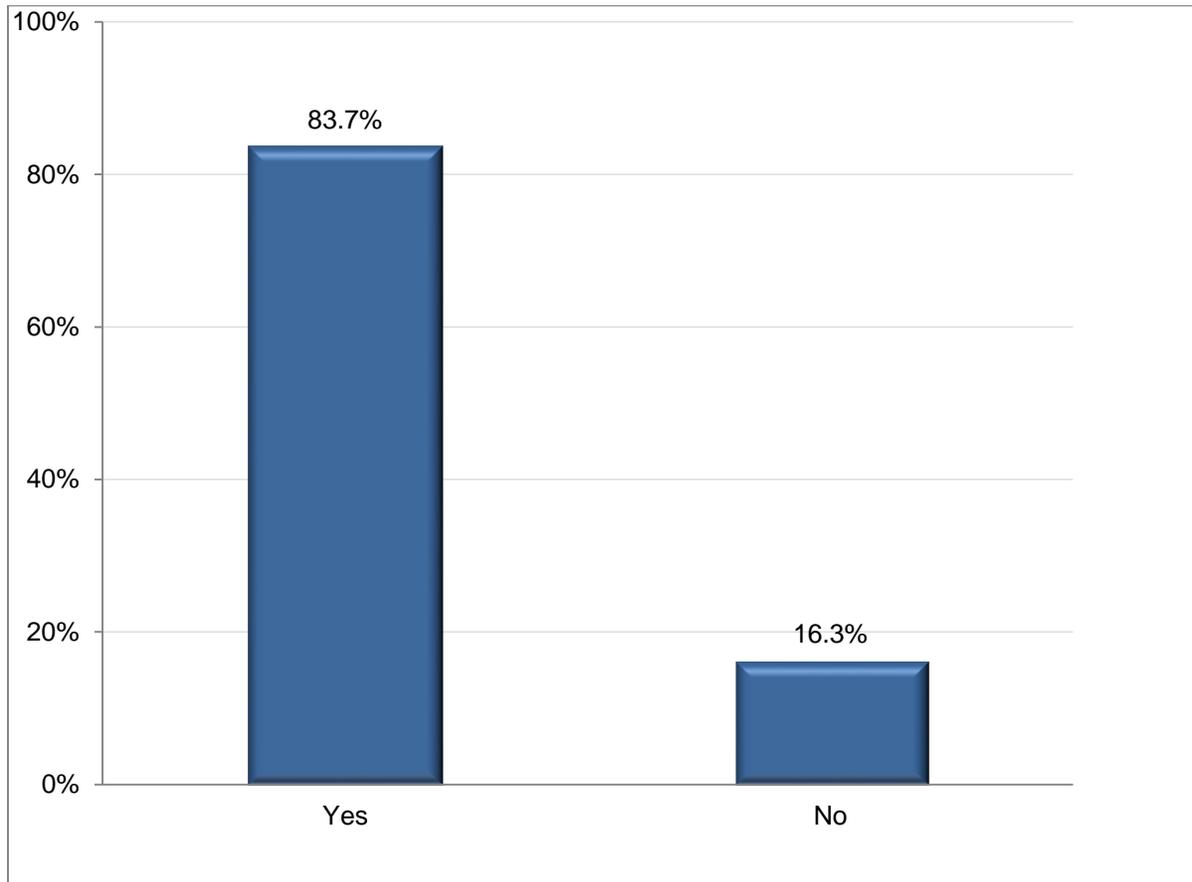


- Respondents who had contacted the City were asked if the people they contacted were helpful. As shown in Figure 13, 94.4 percent of respondents who had contacted the City reported the officials were helpful.
- The percentage of respondents who reported contacting the City was higher among those employed part-time and varied by age (see Table 63).

**Table 63
City Officials were Helpful
by Selected Demographics**

| | Percentage responding | |
|------------------------------|-----------------------|------|
| | Yes | No |
| Age of respondent | | |
| 26 to 35 | 100.0 | 0.0 |
| 36 to 45 | 100.0 | 0.0 |
| 46 to 60 | 85.0 | 15.0 |
| 61 to 70 | 100.0 | 0.0 |
| 71 and over | 96.0 | 4.0 |
| Employment status | | |
| Full-time | 92.3 | 7.7 |
| Part-time | 100.0 | 0.0 |
| Unemployed/student/homemaker | 71.4 | 28.6 |
| Retired | 98.0 | 2.0 |

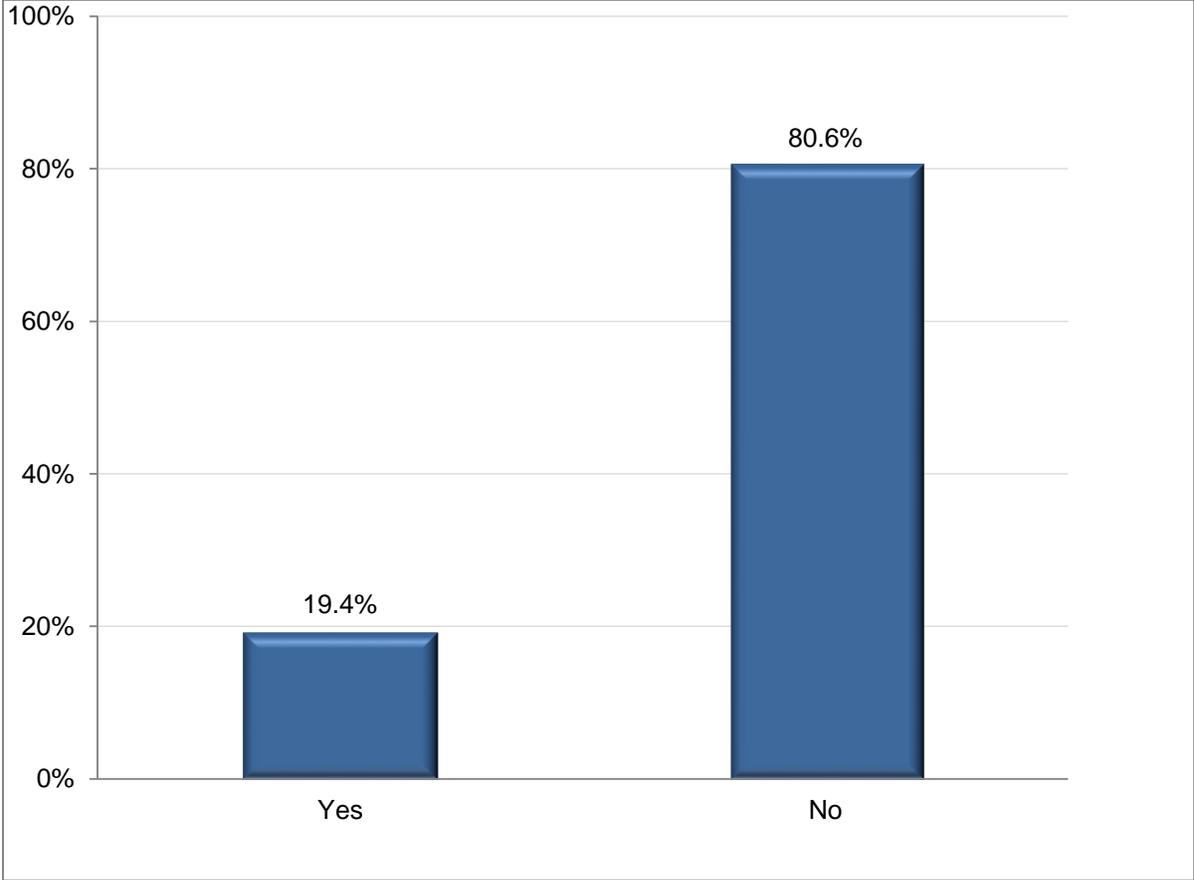
Figure 14
Satisfied with Results of Contact



- Respondents who had contacted the City were asked if they were satisfied with the results of the contact. As shown in Figure 14, 83.7 percent of respondents were satisfied with the results of their contact with the City.

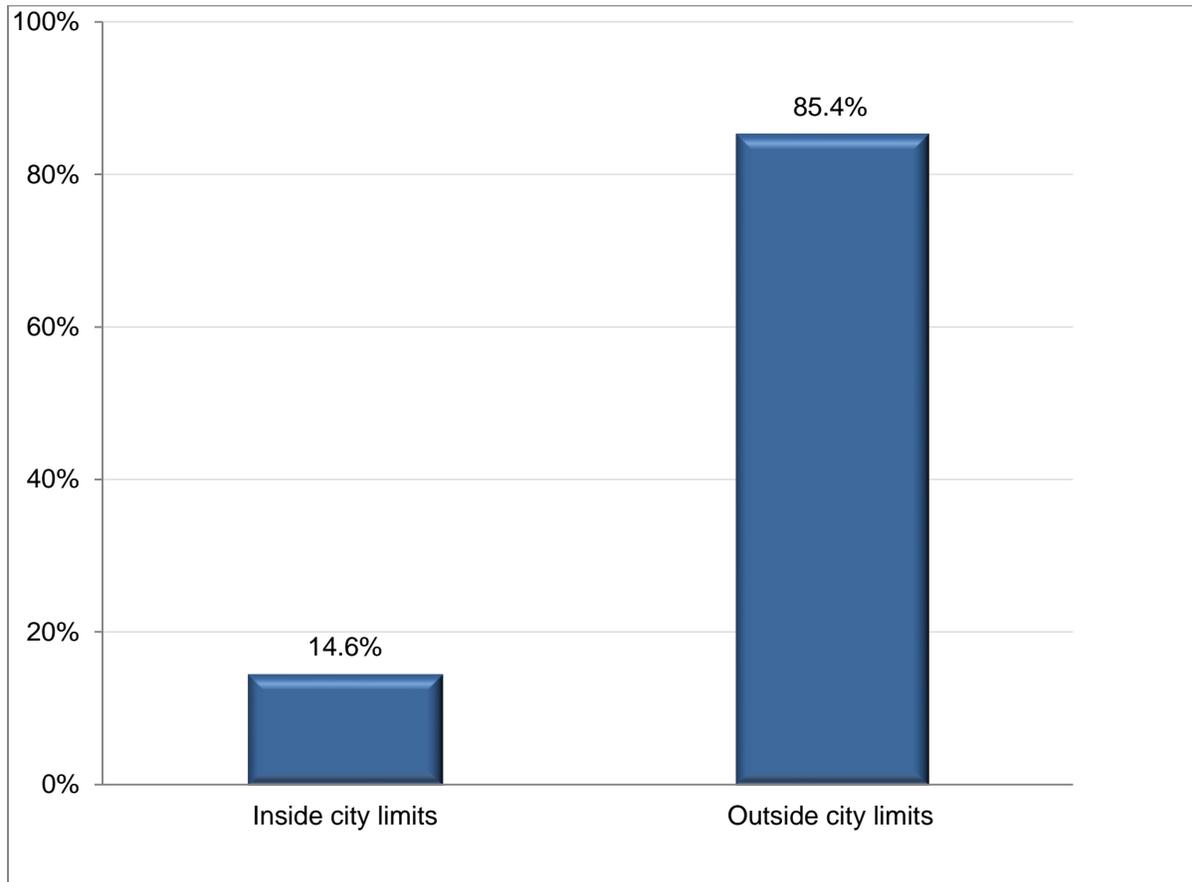
Commuter Information

Figure 15
Work from Home
(n=366)



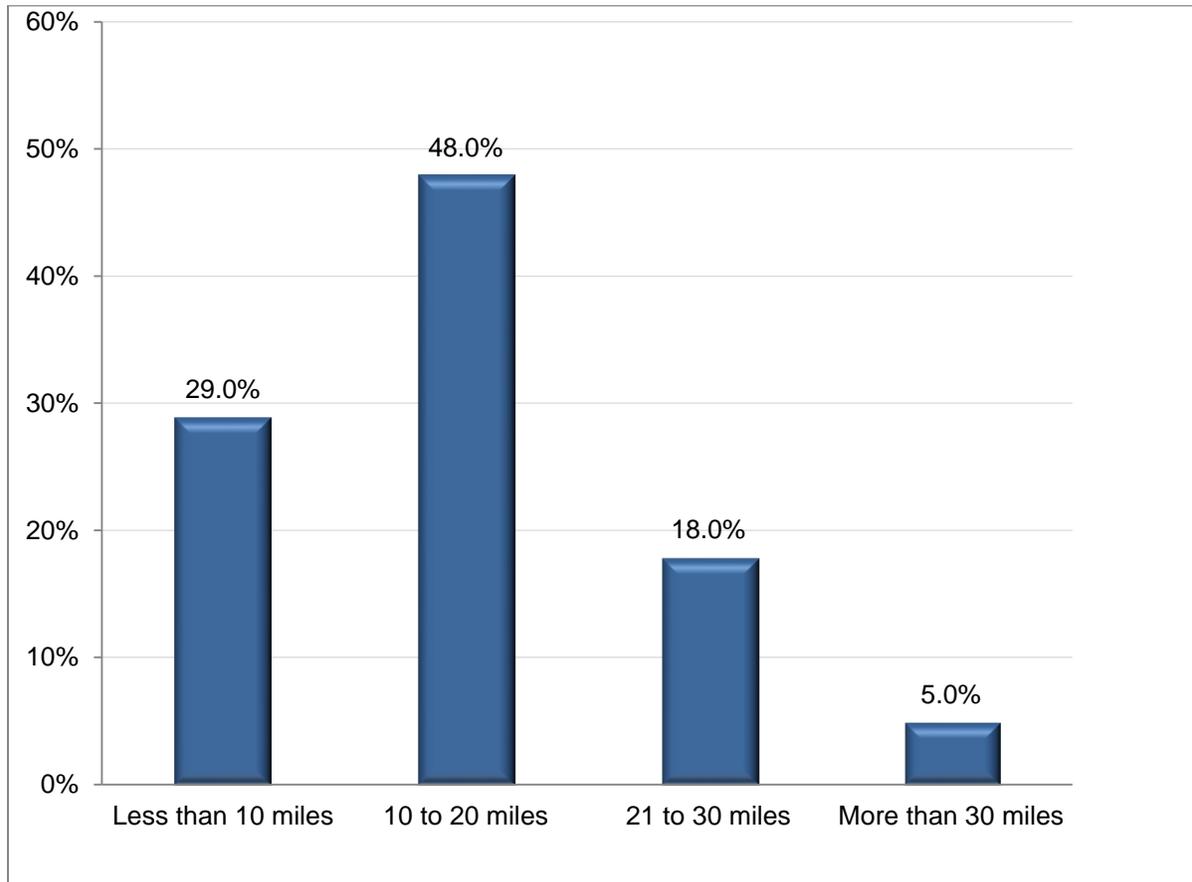
- Respondents who stated they were employed were asked if they work from their home. As shown in Figure 15, 19.4 percent of respondents stated they work from home.

Figure 16
Work Inside or Outside Bedford City Limits
(n=144)



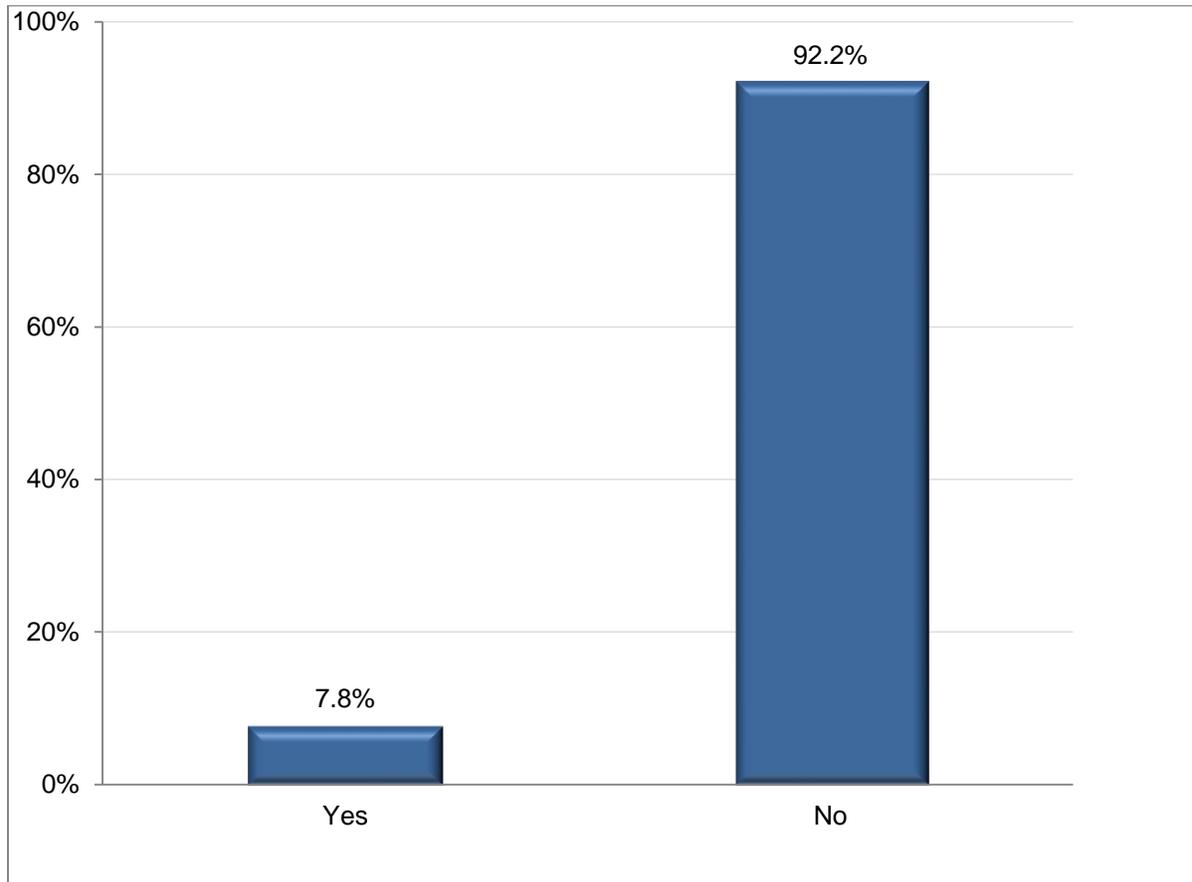
- Respondents who stated they do not work from home were asked if they work inside Bedford city limits or outside Bedford city limits. Eight-five percent of respondents stated they work outside Bedford city limits (see Figure 16).

Figure 17
Miles Traveled to Work
(n=119)



- Respondents who work outside Bedford city limits were asked how many miles they travel to get to work. As shown in Figure 17, 77.0 percent of respondents indicated they travel 20 miles or less to get to work.

Figure 18
Smoke Tobacco or use other Tobacco Products
(n=348)



- Respondents were asked if they smoke cigarettes or use other tobacco products. As shown in Figure 18, 7.8 percent of respondents reported they smoke cigarettes or use other tobacco products.

VIII. CONCLUSIONS

The 2014 Bedford Citizen Survey reveals that residents have a very favorable view of the quality of life in the city. The majority of respondents (93.2 percent) rated the quality of life in Bedford as excellent (33.7 percent) or good (59.5 percent). Ninety-two percent planned to remain in Bedford in the next several years. Ninety-five percent indicated they would recommend Bedford to a friend or family member as a good place to live. Fifty percent of respondents stated they stay somewhat informed about their community in Bedford.

Sixteen percent of respondents stated that the greatest challenge facing Bedford in the future was economic growth and city finances. When asked what change respondents would like to see from the City government to make Bedford a better place to live now and in the future, 14.5 percent of respondents stated they would like to see improvements to city parks and recreational facilities/programs.

Respondent support of policy matters the City may consider in the future was high. A majority of respondents (93.7 percent) supported investing city resources to develop new businesses. Support was also high for banning texting while driving (92.5 percent) and investing city resources to revitalize existing commercial areas (91.9 percent).

Many City services and facilities are well utilized by residents. Respondents were most likely to report using the library (76.2 percent), other city parks (56.1 percent) and the Boys Ranch Activity Center (43.9 percent). Parks (80.5 percent), recreational programs (79.0 percent) and recreational facilities (75.0 percent) all received favorable (excellent or good) ratings. A large majority of respondents (97.1 percent) rated the public library services as excellent or good.

Several City services received favorable ratings (excellent or good) from 87 percent or more of respondents: trash collection services (93.3 percent), sewer services (91.7 percent), animal control (89.3 percent) and recycling collection services (88.4 percent). Ratings for code compliance (77.0 percent), water quality (76.7 percent) and street maintenance (66.8 percent) were less favorable.

The City's control or prevention of code violations were highly rated by most respondents. The City's control of dead animals in roadways was rated as excellent (30.4 percent) or good (59.8 percent) by 90.2 percent of respondents. Control or prevention of stray animals (88.5 percent) and drainage and flooding problems (86.7 percent) also received high ratings. Less favorable ratings were reported for the City's control or prevention of properties with junk/debris in yards or driveways (65.1 percent) and fences in disrepair (59.8 percent).

Nearly all respondents feel either very safe or somewhat safe living in Bedford (98.9 percent). A small percentage of respondents (25.0 percent) stated they called for police services in the past year. Eighty-nine percent of respondents rated police visibility as excellent or good. Bedford police services received excellent or good ratings from 92.4 percent of respondents. Ninety-nine percent of respondents rated fire services as excellent or good and 10.8 percent called for fire department services in the past year.

More than half of respondents were aware of several City programs. Sixty-two percent of respondents were aware that residents can donate 50 cents on their water bill that is dedicated to improving Bedford parks. Few respondents (14.9 percent) stated they were aware of the "Better it" smart phone application.

Seventy-three percent indicated that they get enough information about City programs and services. The two most common sources of news about Bedford were Bedford Connection Magazine (44.4 percent) and water bill inserts (19.1 percent).

Forty-one percent of respondents reported contacting the City about a complaint, request for service, or for information in the past 12 months. Departments contacted most often were public works (22.0 percent), water/utility billing (16.3 percent) and animal control (11.4 percent). A large percentage of respondents indicated that city officials were courteous (97.6 percent) and helpful (94.4 percent). Eighty-four percent were satisfied with the results of their contact with the City.

Eighty-one percent of respondents indicated they do not work from home. Of those respondents, 85.4 percent stated they work outside Bedford city limits. Twenty-three percent of respondents who work outside of Bedford city limits travel 21 miles or more to get to work.

APPENDIX A: SURVEY INSTRUMENT

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. Your participation is completely voluntary and all your answers will remain confidential. Your decision to participate or withdraw will not affect you in any way. This project has been reviewed by the UNT Institutional Review Board. If you have any questions, please call 1-800-687-7055.

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. NO LONGER LIVE IN BEDFORD **(TERMINATE INTERVIEW)**
2. LESS THAN 12 MONTHS **(TERMINATE INTERVIEW)**
3. 1-5 YEARS
4. 6-10 YEARS
5. 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?

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?

Policy Guidance

There are a number of policy matters within city limits that the City may 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 or if you have no opinion. The first is _____. Do you support, support, oppose, or strongly oppose _____.

| | ROTATE | Strongly Support | Support | No Opinion | Oppose | Strongly Oppose |
|-----|--|------------------|---------|------------|--------|-----------------|
| 6. | Banning smoking in restaurants | | | | | |
| 7. | Banning smoking in parks | | | | | |
| 8. | Banning texting while driving | | | | | |
| 9. | Investing city resources to pursue mass transit options | | | | | |
| 10. | Investing city resources to bury utility wires on major streets | | | | | |
| 11. | Investing city resources to develop new businesses | | | | | |
| 12. | Investing city resources to revitalize existing commercial areas | | | | | |
| 13. | Replacing the recycling bin that you currently use with a larger recycling cart that has a lid and wheels. | | | | | |

City Service Ratings

14. 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?"

| Rotate order of services | Excellent | Good | Fair | Poor (SPECIFY WHY) | NR/DK |
|----------------------------------|-----------|------|------|--------------------|-------|
| 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. Recreational facilities | 1 | 2 | 3 | 4 | 9 |
| f. Storm water drainage | 1 | 2 | 3 | 4 | 9 |
| g. Water quality | 1 | 2 | 3 | 4 | 9 |
| h. Water pressure | 1 | 2 | 3 | 4 | 9 |
| i. Trash collection services | 1 | 2 | 3 | 4 | 9 |
| j. Recycling collection services | 1 | 2 | 3 | 4 | 9 |
| k. Animal control | 1 | 2 | 3 | 4 | 9 |
| l. Sewer services | 1 | 2 | 3 | 4 | 9 |
| m. Code compliance | 1 | 2 | 3 | 4 | 9 |
| n. Police department | 1 | 2 | 3 | 4 | 9 |
| o. Fire Department | 1 | 2 | 3 | 4 | 9 |

| Rotate order of services | Excellent | Good | Fair | Poor (SPECIFY WHY) | NR/DK |
|---------------------------------|-----------|------|------|-----------------------|-------|
| p. Ambulance services | 1 | 2 | 3 | 4 | 9 |

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

| | Yes | No | NR/DK |
|--|-----|----|-------|
| 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

16. How would you rate Bedford's control or prevention of _____. Would you rate the city's control or prevention of _____ as excellent, good, fair, or poor?

| | Excellent | Good | Fair | Poor (Specify, Why) | NR/DK |
|---|-----------|------|------|------------------------|-------|
| 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

17. 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. Where do you get most of your news about Bedford?

| |
|--|
| a. Bedford Connection Magazine |
| b. Time Warner or U-verse Cable Channels |
| c. E-newsletters / E-mails |
| d. Water bill inserts |
| e. Fort Worth Star-Telegram or other newspaper |
| f. Local television news |
| g. Calling the city |
| h. Through word of mouth |
| i. City Web Site |
| j. Other Web Sites |
| k. Facebook |
| l. Twitter |
| m. Other [specify] |
| 99. DK/NR |

Contact with City Staff

24. 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 Q24A-24D**) 2. NO (**SKIP TO 25**) 9. NR/DK

24A. 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 |

24B. Were the people you contacted courteous or not courteous when you called?

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

24C. Were the people you contacted helpful or not helpful when you called?

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

24D. Were you generally satisfied with the results you got?

1. SATISFIED 2. NOT SATISFIED (Why not? _____) 9. NR/DK

Profile

25. 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 | |

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

- | | |
|------------------------------------|---------------------------|
| 1. FULLTIME (incl. self-employed) | 5. STUDENT (SKIP TO 29) |
| 2. PART-TIME (incl. self-employed) | 6. HOMEMAKER (SKIP TO 29) |
| 3. UNEMPLOYED (SKIP TO 29) | 9. NR/DK (SKIP TO 29) |
| 4. RETIRED (SKIP TO 29) | |

27. Do you work from your home?

- | | | |
|---------------------|-------|----------|
| 1. YES (SKIP TO 29) | 2. NO | 9. NR/DK |
|---------------------|-------|----------|

28. Do you work inside Bedford City limits or outside Bedford City limits?

1. INSIDE CITY LIMITS (SKIP TO 29)
2. OUTSIDE CITY LIMITS (ASK 28a)

28a. How many miles do you travel to get to work? _____

29. How many years of education have you completed?

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

30. 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 | 5. \$75,001-100,000 |
| 2. \$10,001-25,000 | 6. \$100,001-125,000 |
| 3. \$25,001-50,000 | 7. \$125,001 – 150,000 |
| 4. \$50,001-75,000 | 8. OVER \$150,000 |
| | 9. DK/NR |

31. 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 |

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

- | | | | |
|--------|---------|------------------------|----------|
| 1. OWN | 2. RENT | 3. RENT FREE SITUATION | 9. NR/DK |
|--------|---------|------------------------|----------|

33. Do you smoke cigarettes or other tobacco products?

1. YES
2. NO

34. Does anyone in your household have a cell phone?

1. YES
2. NO

35. Would you describe your race or ethnicity as. . .

1. White
2. African American
3. Hispanic
4. Asian, or
5. Other (SPECIFY _____)

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

1. Yes (**SKIP TO Q36**)
2. No (**ASK Q36**)
9. NR/DK

36A. What is the primary reason causing you to consider leaving Bedford?

37. Which of the following statements 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

38. 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. |
|---|

39. INTERVIEWER: RECORD GENDER OF RESPONDENT

1. FEMALE
2. MALE
9. NR/DK

CITY OF BEDFORD 2014 CITIZEN SURVEY

Please answer the following questions by checking the box that best represents your answer. 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 approved by the UNT Institutional Review Board. If you have any questions, please call 1-800-687-7055.

You can access this survey online at www.UNTSurvey.com Login ID (2691) Password (11910)

1. Generally, would you rate the quality of life in Bedford as . . .

| | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| Excellent | Good | Fair | Poor |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

There are a number of policy matters within city limits that the City may consider in the future. Rate your level of support or opposition to each of the matters listed below.

| | Strongly Support | Support | No Opinion | Oppose | Strongly Oppose |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 2. Banning smoking in restaurants | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 3. Banning smoking in parks | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 4. Banning texting while driving | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 5. Investing city resources to pursue mass transit options | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 6. Investing city resources to bury utility wires on major streets | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 7. Investing city resources to develop new businesses | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 8. Investing city resources to revitalize existing commercial areas | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 9. Replacing the recycling bin that you currently use with a larger recycling cart that has a lid and wheels. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

Rate the following aspects on the scale provided. If you are unfamiliar with an aspect, you can leave it blank.

| Overall Ratings | Excellent | Good | Fair | Poor |
|-----------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 10. The Library | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 11. Police department | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 12. Police visibility | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 13. Fire department | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 14. Storm water drainage | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 15. Street maintenance | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 16. Water quality | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 17. Water pressure | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 18. Sewer services | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 19. Ambulance | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 20. Recreation facilities | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 21. Recreational programs | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 22. Parks | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 23. Animal control | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 24. Trash collection services | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 25. Recycling collection services | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 26. Code compliance | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

27. If you assigned a "poor" rating to any of the items above, please explain why: _____

| | | |
|---|--------------------------------|-------------------------------|
| 28. Do you think you get enough information about City programs and services? | <input type="checkbox"/> 1 Yes | <input type="checkbox"/> 2 No |
| 29. Have you or a member of your household visited Bedford's web site? | <input type="checkbox"/> 1 Yes | <input type="checkbox"/> 2 No |
| 30. Would you recommend Bedford as a good place to live to a friend or family member? | <input type="checkbox"/> 1 Yes | <input type="checkbox"/> 2 No |

| | | | | |
|---|---|--|--|---------------------------------------|
| 31. Indicate if you or a family member has used any of the following facilities or services in the past 12 months: | | | | |
| | Used | Did not Use | | |
| a. The library | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | | |
| b. Boys Ranch Activity Center | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | | |
| c. Meadow Park Athletic Complex | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | | |
| d. Bedford Splash | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | | |
| e. Other City parks | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | | |
| f. Recreational programs | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | | |
| g. Called for Police services | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | | |
| h. Called for Fire Department services | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | | |
| i. Called for Ambulance services | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | | |
| j. Contacted the City staff about a complaint, request for service, or information | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | | |
| 32. Do you feel very safe, somewhat safe, or not very safe living in your neighborhood? | | | | |
| | <input type="checkbox"/> ₁ Very Safe | <input type="checkbox"/> ₂ Somewhat Safe | <input type="checkbox"/> ₃ Not Very Safe | |
| 33. How would you rate Bedford's control or prevention of the code compliance issues listed below. | | | | |
| | Excellent | Good | Fair | Poor |
| a. Litter | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ |
| b. High grass and weeds | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ |
| c. Junk vehicles | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ |
| d. Stray animals | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ |
| e. Drainage or flooding problems | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ |
| f. Substandard or deteriorating housing | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ |
| g. Fences in disrepair | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ |
| h. Properties with junk or debris in yard or driveway | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ |
| i. Vehicles parked in yards or on the grass | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ |
| j. A lack of sidewalks or sidewalks in disrepair | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ |
| k. Potholes | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ |
| l. Dead animals in roadway | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ |
| 34. Are you aware of or have you heard of the following City programs: | | | | |
| | Aware | Not Aware | | |
| a. Bedford alert—a system that will call you or text you with automated messages during an emergency. | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | | |
| 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 | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | | |
| c. Are you aware you can donate 50 cents on your utility bill to be dedicated to improving Bedford parks? | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | | |
| d. Are you aware that pets in Bedford must be registered with the city? | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | | |
| Please answer the following questions to help us better understand your responses. All your information will be kept confidential | | | | |
| Your age: | <input type="checkbox"/> ₁ 18-25 <input type="checkbox"/> ₂ 26-35 | <input type="checkbox"/> ₃ 36-45 <input type="checkbox"/> ₄ 46-60 | <input type="checkbox"/> ₆ 71 and over <input type="checkbox"/> ₅ 61-70 | |
| Employment status: | <input type="checkbox"/> ₁ Fulltime <input type="checkbox"/> ₂ Part-Time <input type="checkbox"/> ₃ Unemployed | <input type="checkbox"/> ₄ Retired <input type="checkbox"/> ₅ Student <input type="checkbox"/> ₆ Homemaker | | |
| How many years of education have you completed? | <input type="checkbox"/> ₁ 8 th grade or less <input type="checkbox"/> ₃ High School Grad. | <input type="checkbox"/> ₄ Some College <input type="checkbox"/> ₅ College Graduate <input type="checkbox"/> ₆ Grad School/Grad. Degree | | |
| Total household income: | <input type="checkbox"/> ₁ Under \$10,000 <input type="checkbox"/> ₂ \$10,001-25,000 <input type="checkbox"/> ₃ \$25,001-50,000 <input type="checkbox"/> ₄ \$50,001-75,000 | <input type="checkbox"/> ₅ \$75,001-100,000 <input type="checkbox"/> ₆ \$100,001-125,000 <input type="checkbox"/> ₇ \$125,001-150,000 <input type="checkbox"/> ₈ Over \$150,000 | | |
| If you have children living in the household, check the box of the ages of your children (check all that apply). | <input type="checkbox"/> ₁ Less than 6 yrs. old | <input type="checkbox"/> ₂ 6-12 | <input type="checkbox"/> ₃ 13-18 | |
| Housing status: | <input type="checkbox"/> ₁ Own | <input type="checkbox"/> ₂ Rent | | |
| Gender: | <input type="checkbox"/> ₁ Female | <input type="checkbox"/> ₂ Male | | |
| Length of residence in Bedford | Years _____ (If under 1 yr., indicate months _____) | | | |

APPENDIX B: BENCHMARK FINDINGS

Overview

The University of North Texas Survey Research Center (SRC) performed a survey of Metroplex residents between November 2 and December 15, 2011. The “Metroplex Survey” is a survey of 1,200 residents of Collin, Tarrant, Denton, and Tarrant Counties. Interviews were conducted using cellphone and landline sampling frames. In all, 486 interviews were conducted with cellphone users. Approximately 300 respondents were interviewed in each of the four counties. Among the questions asked in the survey, a total of 16 questions regarding City services were included. These questions provide a benchmark for 16 questions in the City of Bedford Citizen Survey.

The Metroplex consists of many cities in various stages of development and population levels. Therefore, it can prove difficult to provide an exact match of community characteristics when constructing a benchmark comparison. In this section, three benchmark measures are presented for comparison to Bedford’s findings.

- Metroplex benchmark: This measure consists of all 1,200 respondents included in the four-county Metroplex Survey. Tarrant County benchmark: This measure consists of 300 respondents from the Metroplex survey living in Tarrant County.
- Metroplex Suburb benchmark: This measure was created by selecting all respondents from the Metroplex survey who lived in cities with populations of less than 100,000 people.

Findings

When examining the Bedford findings compared to benchmarks, it is often helpful to consider the “excellent” and “good” ratings combined. Other findings can be better understood when comparing the excellent or good findings only. Findings are presented in Table B-1 through B-6.

Sampling error is inherent in survey samples of large populations. When one observes a difference in percentage distributions between Bedford and a benchmark comparison, they must ask the question, “Does this difference represent a difference in the population or could this difference be attributed to sampling error?” A test of statistical significance indicates when the differences observed between a Bedford finding and a comparison finding have a low probability of being attributed to sampling error. The probability is expressed with asterisks where “*” indicates a probability of less than .05, “**” a probability of less than .01, and “***” a probability of less than .001. If there are no asterisks, then the probability of this type of error is too high to conclude that the differences observed in the findings represent actual differences in the populations. Any time a finding is denoted with one or more asterisks, we state that it is a “statistically significant difference.”

Ratings of the quality of life in Bedford are higher than ratings from residents living in the Metroplex as a whole, those living in Tarrant County, and those in other Metroplex Suburbs. Other findings show high points for the City of Bedford as well. Ratings of the police department and police visibility were higher than the Metroplex and police department was also rated higher than Tarrant County. Excellent ratings of the fire department were higher in Bedford than Tarrant County. Ambulance services received higher ratings in Bedford compared to the Metroplex and Tarrant County.

Parks and recreation programs were rated higher in the all of the other area benchmarks than Bedford. Nearly all respondents (97.1 percent) in Bedford rated library services as excellent or good compared to all other area benchmarks (90.7 percent or less).

Code compliance in Bedford received similar ratings to all of the other area benchmarks. Bedford residents reported similar ratings of trash collection services as the Metroplex Suburbs and higher ratings than the Metroplex and Tarrant County. Recycling collection services, storm water drainage, and sewer services were all rated higher in Bedford than the Metroplex and Metroplex Suburb benchmarks. All other area benchmark ratings of water pressure were higher than those in Bedford, while ratings for street maintenance and animal control where higher in Bedford.

When asked to rate their level of feeling safe in their neighborhood, ratings of “very safe” were higher in Bedford than in the Metroplex and Tarrant County benchmarks. The Metroplex Suburb benchmark had a higher percentage reporting “very safe” than in Bedford.

The percentage of respondents in Bedford who stated they get enough information about City programs and services was lower than all other area benchmarks. Internet access and visiting the City’s web site resulted in higher percentages compared to all other area benchmarks.

**Table B-1
City Services Benchmark Comparisons**

| Area | Percentage responding | | | |
|------------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Quality of Life | | | | |
| Bedford | 33.7 | 59.5 | 6.6 | 0.2 |
| Metroplex*** | 34.8 | 51.0 | 12.2 | 2.0 |
| Tarrant County*** | 31.8 | 53.8 | 11.5 | 3.0 |
| Metroplex Suburb** | 39.8 | 49.7 | 9.1 | 1.5 |
| Police Visibility | | | | |
| Bedford | 43.9 | 44.6 | 9.4 | 2.1 |
| Metroplex** | 40.6 | 42.6 | 12.1 | 4.7 |
| Tarrant County | 40.6 | 41.6 | 13.5 | 4.3 |
| Metroplex Suburb | 46.5 | 40.0 | 9.5 | 4.0 |
| Police Department | | | | |
| Bedford | 45.5 | 46.9 | 5.7 | 1.9 |
| Metroplex*** | 36.8 | 48.6 | 9.8 | 4.8 |
| Tarrant County** | 34.8 | 52.8 | 8.0 | 4.0 |
| Metroplex Suburb | 42.9 | 45.5 | 8.1 | 3.6 |
| Fire Department | | | | |
| Bedford | 58.9 | 39.6 | 0.8 | 0.8 |
| Metroplex | 55.7 | 41.3 | 2.4 | 0.6 |
| Tarrant County* | 51.2 | 45.5 | 3.0 | 0.3 |
| Metroplex Suburb | 59.9 | 37.4 | 1.9 | 0.8 |
| Ambulance Services | | | | |
| Bedford | 43.3 | 54.3 | 2.0 | 0.4 |
| Metroplex** | 42.5 | 50.5 | 6.0 | 0.9 |
| Tarrant County** | 36.7 | 55.7 | 6.8 | 0.8 |
| Metroplex Suburb | 45.3 | 49.3 | 4.3 | 1.1 |
| Library Services | | | | |
| Bedford | 67.5 | 29.6 | 2.3 | 0.6 |
| Metroplex*** | 47.2 | 42.4 | 7.9 | 2.6 |
| Tarrant County** | 43.6 | 45.9 | 7.9 | 2.6 |
| Metroplex Suburb*** | 50.7 | 40.0 | 7.1 | 2.1 |
| Parks | | | | |
| Bedford | 21.5 | 59.0 | 17.6 | 1.9 |
| Metroplex*** | 37.0 | 46.9 | 12.6 | 3.5 |
| Tarrant County*** | 36.7 | 46.4 | 13.8 | 3.1 |
| Metroplex Suburb*** | 42.9 | 44.6 | 10.1 | 2.5 |
| Recreational Programs | | | | |
| Bedford | 20.0 | 59.0 | 19.0 | 2.0 |
| Metroplex*** | 32.1 | 44.8 | 16.4 | 6.7 |
| Tarrant County*** | 30.9 | 45.4 | 14.9 | 8.9 |
| Metroplex Suburb*** | 37.7 | 44.2 | 13.2 | 4.9 |

**Table B-2
City Services Benchmark Comparisons (Continued)**

| Area | Percentage responding | | | |
|--------------------------------------|-----------------------|------|------|------|
| | Excellent | Good | Fair | Poor |
| Code Compliance | | | | |
| Bedford | 19.1 | 57.9 | 16.9 | 6.2 |
| Metroplex | 18.9 | 55.5 | 18.9 | 6.7 |
| Tarrant County | 17.9 | 58.0 | 17.9 | 6.1 |
| Metroplex Suburb | 21.7 | 56.8 | 16.0 | 5.5 |
| Trash Collection Services | | | | |
| Bedford | 44.3 | 49.0 | 5.6 | 1.1 |
| Metroplex** | 40.9 | 46.7 | 9.4 | 2.9 |
| Tarrant County** | 34.4 | 52.3 | 9.6 | 3.6 |
| Metroplex Suburb | 45.8 | 45.2 | 7.5 | 1.6 |
| Recycling Collection Services | | | | |
| Bedford | 35.8 | 52.6 | 8.8 | 2.9 |
| Metroplex*** | 40.2 | 42.3 | 11.8 | 5.7 |
| Tarrant County | 35.2 | 47.9 | 10.7 | 6.2 |
| Metroplex Suburb*** | 44.9 | 39.4 | 10.8 | 4.9 |
| Storm Water Drainage | | | | |
| Bedford | 19.9 | 63.3 | 13.7 | 3.1 |
| Metroplex** | 23.9 | 53.1 | 17.8 | 5.2 |
| Tarrant County | 19.9 | 56.8 | 16.8 | 6.5 |
| Metroplex Suburb* | 26.4 | 54.6 | 15.7 | 3.4 |
| Sewer Services | | | | |
| Bedford | 23.1 | 68.6 | 13.7 | 3.1 |
| Metroplex*** | 30.0 | 57.0 | 9.7 | 3.2 |
| Tarrant County** | 25.3 | 61.2 | 10.0 | 3.5 |
| Metroplex Suburb*** | 34.0 | 56.9 | 6.7 | 2.4 |
| Water Pressure | | | | |
| Bedford | 24.6 | 57.3 | 14.4 | 3.7 |
| Metroplex*** | 34.6 | 51.5 | 9.7 | 4.1 |
| Tarrant County** | 34.1 | 52.2 | 9.0 | 4.7 |
| Metroplex Suburb*** | 38.0 | 50.3 | 8.0 | 3.6 |
| Street Maintenance | | | | |
| Bedford | 11.9 | 54.9 | 26.6 | 6.5 |
| Metroplex*** | 17.4 | 44.2 | 25.8 | 12.5 |
| Tarrant County** | 13.2 | 49.0 | 23.8 | 13.9 |
| Metroplex Suburb*** | 21.1 | 45.5 | 24.9 | 8.5 |
| Animal Control | | | | |
| Bedford | 26.4 | 62.9 | 8.0 | 2.7 |
| Metroplex*** | 26.8 | 50.9 | 14.5 | 7.8 |
| Tarrant County*** | 24.7 | 50.5 | 15.5 | 9.2 |
| Metroplex Suburb** | 30.0 | 53.0 | 11.7 | 5.2 |

**Table B-3
Neighborhood Safety Benchmark Comparisons**

| Area | Percentage responding | | |
|----------------------------------|-----------------------|---------------|---------------|
| | Very safe | Somewhat safe | Not very safe |
| Feel Safe in Neighborhood | | | |
| Bedford | 70.6 | 28.3 | 1.1 |
| Metroplex** | 66.9 | 29.6 | 3.5 |
| Tarrant County | 64.8 | 32.9 | 2.3 |
| Metroplex Suburb | 73.8 | 24.4 | 1.8 |

**Table B-4
Information about City Programs & Services Benchmark Comparisons**

| Area | Percentage responding | |
|-------------------------------|-----------------------|------|
| | Yes | No |
| Get Enough Information | | |
| Bedford | 73.3 | 26.7 |
| Metroplex | 74.5 | 25.5 |
| Tarrant County | 75.3 | 24.7 |
| Metroplex Suburb** | 79.5 | 20.5 |

**Table B-5
Have access to a Computer with Internet Access Comparisons**

| Area | Percentage responding | | | |
|------------------------|-----------------------|------|------|-----------|
| | Home | Work | Both | No Access |
| Internet Access | | | | |
| Bedford | 40.7 | 0.6 | 53.6 | 5.2 |
| Metroplex*** | 31.0 | 2.4 | 53.2 | 13.4 |
| Tarrant County*** | 33.2 | 3.3 | 46.1 | 17.4 |
| Metroplex Suburb** | 30.8 | 1.6 | 57.5 | 10.2 |

**Table B-6
Visited City's Website Benchmark Comparisons**

| Area | Percentage responding | |
|-------------------------------|-----------------------|------|
| | Yes | No |
| Visited city's website | | |
| Bedford | 77.0 | 23.0 |
| Metroplex* | 70.9 | 29.1 |
| Tarrant County* | 69.8 | 30.2 |
| Metroplex Suburb | 74.4 | 25.6 |

APPENDIX C: OPEN-ENDED RESPONSES

Specified poor ratings regarding quality of life in Bedford

Lack of interest in managing problem people. There are sadly 7 million 'potential victims' in the metro area. Why should persons in neighboring communities, towns, cities and counties be at risk for becoming victimized by the very people who should have been, or could have been stopped before they fanned out to find more victims?

Specified responses for greatest challenge facing Bedford in the future

Economic growth/city finances

Any vibrant income-base.

Basic expenses keeping up city properties and services.

Budget.

Budget and use of funds. I don't have a lot of knowledge in this area, but it seems like property taxes are higher here than surrounding areas.

Continue discovering ways to fund the city budget without further increases to the property taxes.

Demographics of the income. The 121 side is becoming more of a lower income area and it is changing the dynamics of the other side.

Economic development (5).

Economic growth (4).

Economy crunch.

Expanding and developing new facilities.

Expanding and improving parks.

Finances.

For them to put more money in the parks and to be more progressive.

Funding. Bedford is trying to grow and in order to grow you have to have money and the bulk of the residents in Bedford don't favor debt. So that's what they're faced with.

Growth (6).

Housing growth. Expansion of 121.

How to grow the city when our boundaries are already set. We have to find a way to grow within our boundaries.

I guess growth. Also, tax space so that we may have better stores, shops, outlets and services.

I would say its economic development.

I would say, having the funds for population as its aging.

Issues involving growth and property taxes.

Keep a moderate City Council that can balance taxes/funds. Continue to maintain roads and public facilities.

Lack of ability to expand commerce and residential. The City Council is very conservative.

Lack of area for expansion and older homes.

Making sure Bedford grows as a quality place to live. No more apartments or cheap hotels.

Managing the city budget; better utilization of tax dollars, less waste.

No retail growth.

No room for growth/expansion.
Not wasting money on the resident's rate.
Overcrowding, there is not enough land to build more houses or apartment complexes to accommodate the growing population.
Paying firemen and police officers enough money to protect us.
Population growth and getting more business into the city.
Probably keeping up the services considering there's not that much room to grow.
Replacing revenue lost because of the 183 business that left.
Revenue sources since there is not a big driver like a mall or the airport.
Revitalizing and refurbishing older sections of town to bring new citizen growth to our town.
Slow economic growth and I don't like the businesses they are bringing in Bedford.
Spending too much money on things such as park beautification when our city has bad roads, too few policemen and not enough employees to properly staff the city offices. Properties that are not maintained properly and yet the city ignores them. High grass, yards full of junk and debris. Continually raising property taxes for ridiculous things such as an indoor practice field at the high school.
The ability to keep up with area cities, no room for progress, need to be innovative and look outside the box for ways to promote the city, use the location to bring opportunity to people here to shop.
The city doesn't have much money.
The greatest challenge has to be to make sure that the City of Bedford has a strong basis for its economy.
To keep growing and I think people are moving to Southlake and other city we just need to keep growing to compete.
Trying to keep up with the growth of water systems, electricity, etc.

Businesses/Developments

Attracting and retaining new businesses. We have too many old strip malls with too many vacancies. I also worry about our failure to keep up to date such as the failure of our officials to even discuss the T.N.R. program, which is not only more humane but would save the city money in the future.

Attracting business (3)

Attracting business, there's a lot of empty retail space.

Attracting businesses and developing a city center core.

Attracting businesses to the area and growing our tax base.

Attracting more businesses and diversifying the types of businesses attracted.

Attracting more businesses to possibly move into the already vacant buildings especially along Pipeline Rd.

Attracting new businesses and keeping the neighborhoods in good condition.

Attracting stable, small business.

Bedford should make use of old buildings and business not being occupied being stagnate. Bringing more market to these businesses so they are alive with market and use.

Bringing in more businesses.

Bringing in revenue. It's like a bed-room community. Doesn't have a mall, airport, or any other business to bring in revenue.

Business. More business retail services.
Business development, tax increases, city appeal, city pride.
Commercial development.
Continued growth. I realize there is no way to expand but I'm talking about business being able to stay here and expanding.
Creating new jobs and businesses.
Development. Bedford has done nothing to improve its services for its citizens. The surrounding cities have, however.
Drawing big business to the city and keeping them (i.e., ensuring that leased space costs don't rise so high they leave the city). The second challenge is ensuring the undeveloped land in the city doesn't become another church or organization that doesn't pay property taxes (i.e., Daystar).
Finding a nice market food chain store to be located in the South East corner of Hwy 183/Hwy 121 (Boomer Jacks/Jason Deli are located in this area) where Sack N Save was located. We need a high end chain market store here.
Finding industry to locate in the City.
Finding more businesses to open in Bedford to increase our tax base.
Getting businesses into the city to provide taxes in it.
Getting rid of cheap apartments and building more businesses. Too many government subsidized apartments.
Having a major business or other way to produce taxes.
I think lack of central city area. Civic center or mall or something like that. We don't have anything.
I would like to see more businesses.
I would say probably business that pay taxes.
It doesn't have enough draws to bring people in to do business, so people will come do business. Compared to Southlake and Grapevine.
It would be getting business into the city.
It's all built out and there aren't any small businesses. Hurst is making more income because of the small businesses. It's limited in its commerce.
Keeping businesses in the area for revenue.
Maintaining infrastructure and getting businesses in Bedford.
Maintaining current businesses and bringing in new companies.
Maintaining small businesses.
More business and fewer taxes.
More businesses and a bigger tax base.
New businesses, because there's not very much space left for new businesses.
New businesses.
Not a lot of industry, but a lot of restaurants. A lot of apartments, across Euless. It's not very cohesive.
Obtaining quality businesses and restaurants to help increase taxes.
Probably business. Hurst is so strong and we are so close to Hurst.
Revenue, bringing in businesses to increase the tax base.
Revitalizing retail, updating old structures.

Shopping area comparable to Grapevine or Hurst.

Small businesses, they have a lot of empty store spaces at this time.

The lack of Bedford business.

They need more business and fewer taxes.

We are pretty well keeping up with everything. I was going to say more eating places. Personal

Complaint: I would love to stay here, but the neighbors wake me up all during the night.

They live in 2713; [name of person] is the oldest teenager of household/neighbor next door.

Old Phone number [number provided]. I don't know what's going on often in Bedford, but if they would inform me more often I would participate and help all the time.

We need to bring businesses to Bedford.

Well, probably maintaining city services encourage more business along the freeway.

Taxes

Bedford has become built out and it's going to be difficult to get tax revenue. For instance, we lost the library to a suburb.

Budgetary, making the most of the tax base.

Controlling taxes.

Don't have a good tax base as far as businesses go.

For tax purposes, you need more businesses. We wouldn't have to pay as much taxes if Bedford had more businesses.

I haven't really given it much thought. I know we're not happy with the property taxes that keep climbing, every year.

I think tax revenue.

I would say to small of a tax base. There are not enough businesses to bring down the property tax of the residents.

Keeping our taxes low.

Lack of property taxes.

Maintaining a good tax base for education.

Might be tax rate. I think the taxes are too high for people. I think we can use a mall here in Bedford. The street might use some attention like repair.

Probably tax money to get services.

Probably the lack of ability to grow its tax base.

Tax revenue. Residential tax revenue.

That taxes with continue to increase.

The economy challenges Bedford; the city needs more money through taxes.

The situation has to do with the growth and with the taxes being too high. Also, there are not a lot of businesses that choose to come to Bedford and to me it's sad because our surrounding areas have more attractive business than we do and if you shop outside of Bedford, you're giving your money to that particular city.

The tax level and the city government.

Updating some of the areas that are getting kind of old. They don't have enough tax based business for sales tax. The sale tax revenue is low because of the lack of businesses.

Reasonable taxes. Reasonable income for the city. Good intake. Be careful with debt.

Building a larger tax base by attracting viable business with proven track records.

Building the tax base by attracting small to medium size businesses and hopefully find ways to attract businesses that encourage residents to shop Bedford instead of having to go outside the city for so much of their shopping. Pursuing the long term plan to develop more of a centralized shopping, restaurant, entertaining district, etc.

High taxes that discourage investment, coupled with declining home values due to poor zoning and wasteful city government.

Keeping taxes low (2).

Maintaining services while keeping tax rate in check since city is close to being "built out."

Needs more tax revenue from retail. The city has not been business friendly in the past, but it is improving somewhat. It needs to attract interesting shops and restaurants, not just chain establishments. In my opinion, the city has no personality or identity. It is certainly not a destination. I often shop in other local cities to find what I need and want because I can't find the items in Bedford.

Property taxes being too high.

Tax base.

Tax base with a landlocked city.

Tax income. Not enough large business.

Tax revenue and new business.

Taxes. We have not kept up with Hurst and Grapevine with industry and shopping to help with the taxes.

Keeping the citizens utility rates (and other taxes) down is a challenge. The water bill is already too high. Also, the city bureaucracy and elected officials have attempted to pass unpopular bonds, which many of the citizens are against, and/or raise taxes to better their own pockets. This seems to be an ongoing issue. I don't know how the new highway toll system will affect the city.

Lowering homeowner's real estate taxes while not reducing services and at least making an attempt at drawing retail and business into Bedford.

Road Construction/Transportation

A mass transit.

Any business loss from construction.

Completing highway construction.

Completion of the freeway.

Construction on the roads.

Construction on the streets and stop lights.

Finish fixing up the parks in the Bedford area and finish construction.

Finishing construction on the highway here.

Freeway issues due to expansion.

Getting 183 finished up. They've been at it over a year and a half now and it's still not finished.

Getting on to the expressway and getting off because of all the construction.

Highway construction.

Highways are making it difficult.

I go to the senior center and T.C.J.C to take classes. I hope it gets better. If they finish the construction, it might be better. Instead of hiring local people, they hired Hispanics and went with a company overseas instead of an American company.

I would say rapid transit.

Keeping the streets clean is crucial because I see a lot of leaves in the gutters and I got tagged for having an overhanging tree. They're not consistent with their enforcement of overgrown shrubbery.

Keeping up the construction in the city and the sewer.

Lack of public transportation.

Not sure. Possibly infrastructure/roads. Seems like everything is under construction right now, which makes going anywhere a royal pain. I'm sick of it and would rather live outside the city because of it. However, the roads that are not directly under construction right now need to be. There are a ton of pot holes everywhere.

One of them is this toll road that's coming in.

Over development of apartments, no public transportation, lack of revenue due to increased older population for fixed taxes

Probably keeping up with the road systems.

Probably maintaining roads.

Right now, it's the highway construction. I don't know, there's much more room for Bedford to expand because we're a landmark.

Road construction.

Roads. There is an intersection on Central that is terrible.

The construction and updating to keep up with Euless/Hurst.

The construction.

The highway construction. There's too much of it and completely takes too much of the city, leaving it inhabitable.

The road construction of 183.

The streets. I would like to see more than just potholes being filled. There's a lot of construction going on. There are quite a few potholes.

They don't do a real good job by keeping up their streets.

Well, with the new construction on the highway, I would really like to see some more businesses brought into town to help our taxes.

Working on the roads in Bedford and some are being neglected.

Traffic

High volume traffic and resulting road wear.

Housing and traffic congestion.

Less traffic on the freeway. Adding more highway lines will be more traffic. More pollution.

Lowering the tax rate. The dynamic is that because there is very little commercial real estate in the City of Bedford. They get all of their taxes from housing taxes, so they get all their money from the citizens of Bedford simply because they have the money to spend. The City of Bedford either has to reduce the housing taxes or build more commercial buildings. The people that run this government don't know how to conserve the resources that they have at their disposal.

Managing traffic both on the highways and the city streets.

Maybe, traffic flow.

Probably traffic. There needs to be a better way to get around.

The traffic due to construction.

The traffic due to the construction. But once it's finished, it will be a busy city and have many people driving through it.

The work on the freeway getting straightened out and things will look nice and traffic will be better.

There is too much traffic; if population increases it would be a very big problem. Inside roads; how to control traffic after 4 pm, traffic going towards the west.

Too many people and too much traffic.

Traffic (5).

Traffic and infrastructures.

Traffic congestion (2).

Traffic congestion from the new freeway.

Traffic, a lot of construction going on right now that is causing the traffic.

City aging/upkeep

Aging and depreciating neighborhoods.

Cleaning up run down parts of town, making the whole city look attractive and safe. Providing more of a downtown experience (more similar to Grapevine's Main Street) with walkable attractions and bigger/better parks.

Cleaning up the city. In the last few years it has changed into a second rate city.

Continuing the quality of our city with an aging population. Developing a city to attract a population base that will continue the quality of life we have grown to enjoy, while controlling our tax rate.

Dealing with an aging neighborhood in aging and business.

Dealing with the aging demographics.

Deteriorating homes.

Homeowners who can't afford to keep up their property.

I guess the upkeep.

In no particular order: 1. Better maintenance of parks, street medians and public areas. 2. Better control of number of vehicles parked per house. 3. Better sign control for businesses. 4. Better street maintenance. 5. Update senior citizen center. 6. Either enforce city codes or get rid of them. 7. Better city participation in regional projects like the 183/121 highway widening.

Keeping homes/neighborhoods from dilapidation and diminishing appeal.

Maintaining property values in an aging, built-out community.

Maintaining quality and home values.

Maintaining quality neighborhoods as homes and residents age.

Redevelopment; urban design; aging population.

Remaining a vibrant city as it ages and is completely build out.

The city looks old...examples include Central/Harwood intersection, Norwood/Harwood intersection, etc. The city needs a facelift to attract new business and residents.

The infrastructure in some parts of the city is aging and will require investment to keep the city strong.

To keep the city looking nice and updated (landscaping, building facades, parks, roads etc.) and to try and cut down on empty strip centers. The Twisted Root was a great addition to that

corner and we were hoping it would bring some more businesses to that area. Independent and unique restaurants are great!

Upkeep of Bedford Boys Ranch.

Upkeep of facilities and general appearance.

Lack of land/land locked

Getting people here, because of the freeway, and there's no place for new housing.

Its land locked and there's no place to go it is difficult to get industry in.

Lack of land. Running out of land.

Lack of space to expand and maybe the dead strip malls.

Landlocked. Shortage of water because of drought.

Landlocked, cleanliness.

Our size. Cannot expand the land area.

The fact that we're land locked and there is not much space left for parks and recreations.

The land is taken up. There is no room for growth. Also, they need enticing new businesses.

There's a very limited amount of land.

There's no room to expand for big business. There's no room for businesses to move in.

They don't have any room to grow like Keller or Southlake does with businesses. Since I moved here, it seems like it has gone downhill. There was a point that city went bankrupt, it was very embarrassing.

They don't have land to build any new houses. Roads will have to be redone because of all of the construction.

We don't have that much land.

We have a set amount of acreage, and we are in the middle of the high way. I believe that a huge challenge would be that we would lose the amount of parks in the Bedford area.

Well, we were landlocked, not much expansion at all.

Schools

All of the outsiders, section 8, coming in. The schools are going downhill and crime in the city in going up.

Bond elections for schools.

Education.

I feel we need another high school to accommodate and better serve our students.

Improving education system, preserving property values.

Marinating a high quality educational system for the City of Bedford. I just think that our school system needs a good educational system for the future of those kids.

Probably the school situation and that I think the schools are overcrowded with more people moving into Bedford.

Provide school systems which have a greater emphasis on education than on sports.

Providing a good school system.

Quality of school system.

School district, getting lower ratings on national average.

School system.

Schools. They should probably have more.

The children and the school district. Education.
The deteriorating schools.

City services

Aging infrastructure.

Bringing city services to a higher standard.

Electric and water utility bills are increasing faster than my pay is increasing.

Infrastructure as the population increases and changes demographically.

John Peter Smith is not providing the services the people need.

Maintaining a good infrastructure.

Maintaining services as they are right now. The services are good now, so they need to maintain them.

Providing high-quality service without proper resources. Taxes are kept too low for infrastructure upgrades that are sorely needed. City buildings need to be rebuilt or remodeled to show that we are a progressive city and care how we appear to other surrounding communities.

Providing quality services.

Recycling, they don't recycle and they should.

The highway system.

The thing that bothers me is the trash pick-up. They started adding a \$10 trash pick-up, this summer. We have a dumpster, but I don't understand what this trash fee is for if they aren't picking it up.

They don't have a good rec center. I want them to have an inside walking center. They have a Bedford Boys Ranch and it's a nice place, but they don't have what I really would like. The traffic would be a bigger problem because of the construction going on. There are also not much businesses here. There's some restaurants but not very nice ones.

Housing

Affordable housing.

Changing demographics and city code violations of residences and apartments.

Construction of apartments and stores and perhaps getting here if you don't want to pay the upcoming toll ways.

Developing more single family housing instead of apartments.

Ensuring there is no new construction for apartment housing and that the apartments we have are kept up to high standards.

Keeping the apartment areas clean and crime free.

Not any new housing developments. No new housing projects.

Too many rent homes and lease homes and homes for assisted living etc. (also apts. and multifamily dwellings). When the actual owner does not live in the property, it is not kept up as well and contributes to neighborhoods and property values going down.

Too much multi-family housing and the strain that it puts on all city resources.

Way too many apartments.

City government/politics

Cronyism in city government.

Finding qualified people to serve who will have the best interest of Bedford in mind instead of being "politicians".

Getting the right political people because the people now don't know what they are doing.

It doesn't seem to be a progressive city, like it's stuck in development. My impression of this city is that it has been run by a bunch of old men. It is too old fashion, very big on church and the way things used to be, but they just don't seem to have any desire to keep up with the times.

Lack of leadership, commitment by upper management to understand the city's role both locally and regionally. Management acts as if Bedford is an island in the Metroplex. This factor alone will begin to become clearer if this built out city continues to fall behind its neighbors in development and re-development and having a voice in addressing regional issues with other leaders. And not only elected leaders. There is also a sense of local officials that things in the city will work themselves out without planning and holding management accountable.

Political apathy. I believe four people voted in a political election.

The inability for the upper part of management to communicate properly to the people. Many of us in this retirement community have tried to communicate with the city by calling the main office, but we always get a recording.

Their liberal approach of providing a stronger local government. This includes city government employees that are being compensated on a feel good basis rather than performance. The council acts as a philanthropy organization using the citizen's taxes as a source to bring up the many city employees well-being regardless of their ability or accomplishments.

Crime

A lot of older houses and older apartments, all of which can/will go downhill in value and up in crime. No one seems to have any concept of rejuvenating the area. Also, not much retail tax base to pay for city amenities. No money for infrastructure is a huge problem.

Bedford does not have much crime, I cannot really think of anything that could challenge Bedford in the future but less crime can sustain our current way of living.

Crime.

Drugs.

The amount of break in's. There's more crime than when I first moved in.

The diversity moving in is bringing in more crime. I have a rental house down the street and the quality of the applicants has gone downhill. The credit has been worse and the tenants have taken care of the property less than tenants have in the past. The city needs to work on code enforcement. I shouldn't have to call the city to tell them lawns are not mowed or cars are parked on the lawn. I see City of Bedford trucks all the time and yet no citations or warnings are issued unless me or my neighbors make a call. They need to be more proactive. I want our property values to stay up, not go down.

Park/recreation facilities

Family related activities.

Lack of parks and nature areas.

Maintaining the quality of our parks.

More park space and greenbelts and improving the Boys Ranch "kiddy pool".

Need to get Bedford Boys Ranch master plan complete. Losing a lot of people to other community parks and we need to try to get town center built to bring in money for city growth
You go to Frisco or Southlake and look at the updated parks. They take more action.

I don't know/I have no idea

I don't know (10).

I have no idea. (5)

I haven't been long enough to know about that.

I haven't really thought about it. I haven't seen much to be concerned about.

I really couldn't answer that, I don't know.

I really don't know.

I really don't know. I haven't paid that much attention. I think it would be attracting more businesses to the city.

I really don't know. We haven't been here long enough it has only been a year and 4 months. I'm still getting used to it. Seems like everything is fine; they get the trash fine. They check on the people, and I like that. We are taking care of each other and it is quiet. We are older so we stay home more anyway. We are just getting accustomed to the area but we are enjoying it so far.

I think I have I think about that.

No opinion.

Other

Any challenge that most big cities face.

Awareness that any city's reputation relies upon the way citizens are treated, how safe they feel, and what people are allowed to do to them, just out of hate.

Declining property values.

Depreciating property values and deteriorating neighborhoods.

Future will be better.

Gee, I don't know. New people moving in. Low turnover. Lots of new people moving in.

I do know the city is not responsible for ONCOR, but do wish we didn't have so many power outages in my area (between Norwood and Brown Trail).

I don't think there is anything good about Bedford. Everything is in Euless. The people in Bedford aren't in "my category."

I would say that it's the younger generation. They don't want to work.

Identity. The city doesn't know what it wants to be.

Illegal immigration.

Low SES residents.

Maintaining the quality of life that we have here now.

Pollution from the highway and road noise.

Quiet little city and it's a nice place to live.

Taking of its citizens. Specifically the ones living on the south side of the freeway.

The change of people that are moving in.

To break out of the bedroom community.

Unknown challenges for Bedford.

Water.

Specified responses for one thing the City government could change to make Bedford a better place to live now and in the future

Parks/Recreation

A splash pad for young children.

Bedford Boys Ranch master plan.

Better animal control at Boys Ranch. Water improvement so less ducks are dying. More activities involving City involvement.

Continued investments/improvements in the parks.

Develop Bedford Boy's Ranch to be a premier park in the mid-cities. I know this is planned but will require bond money.

Develop more children and youth programs.

Encourage the youth of our city to participate in a wide range of community sponsored activities. People tend to want to live near where they play. As you can see, my response is going to be targeted toward keeping our young people in our town after they have completed their education.

I do not want any cut backs on Bedford Splash and the Library and nice parks. Take care of the sides of the road. Especially the south part of the city. Continue the fireworks.

I like the way they are improving. I'd like to see more parks.

I wish that Bedford had more facilities for Senior Citizens.

I wish there were more community services, especially for seniors.

I would like to see a high quality retirement home, more parks and rec centers.

I would like to see more improvements in the area of parks and recreation similar to what Euless has accomplished.

I would like to see more parks for my kids to be able to play in.

I would like to see probably, better maintenance of the Boys Ranch.

I would like to see some hiking trails.

I'd like to see our parks updated and better things for our citizens.

Improve city parks and trails.

Improve community recreational facilities.

Improve the city parks.

Improve the parks (2).

Improvement of the park. More family oriented activities to include the park.

Improvements to the Bedford Boys Ranch regarding the buildings, especially to the main facility with gyms and workout rooms.

Improvements to the Bedford Boys Ranch.

Lights at the dog park.

Lower price at the swimming pool.

Lower the prices for the public pool. They are too high compared to the surrounding cities.

Maintain parks.

More affordable opportunities for senior citizens, such as classes, etc. at The Bedford Boys Ranch.

More Boys Ranch activities.

More park acreage and an indoor pool.

More park recreation updates to walking trail.

More recreational facilities.

More walking trails.

NRH and Hurst have wonderful centers for seniors to work out. I have not shopped in Bedford for years. It has nothing to offer in either department.

One of the things that they spend money on is the improvement to Boys Ranch park. I haven't used it, but I don't think that I'm getting my money's worth with regards to the improvement to the park. I don't see the point of increasing my taxes for it.

Park improvements...tree's!

Parks maintenance.

Personally, a racket ball court.

Preserving the park.

Programs for senior adults.

The city pool to have longer hours during the summer.

The recreation center; the fees to be lowered for the residents.

Updating the Boys Ranch or city park.

Upgrade the baseball fields, bathrooms, etc. at Bedford Boys Ranch.

Well, I really can't think of anything right now. The parks are pretty clean as far as I know.

Work towards building a new senior center.

Businesses

Actually more signs, we have a lot of little stores and that sort of thing that I would like to see them advertise a little more to let people know that Bedford has lots of little stores. We have some very great restaurants too.

Adding some larger companies to the city.

Again, rejuvenate the business community and bring a higher quality of businesses to Bedford. No reason for our spending dollars to go to Colleyville and Southlake.

Attract more businesses (to assist with taxes).

Attract more businesses, especially restaurants.

Attract more businesses.

Attract quality development.

Bedford needs a Town Center where people can gather, shop, eat, and be entertained.

Better control of the number of bars to our population. We have reached an over saturation of bars for our population.

Bring in more businesses.

Consider convention business and I would like Bedford to add bicycle lanes to the roads.

Create a Town Center similar to Southlake, Keller and Colleyville.

Creating a Town Center might be nice. Restaurants and stores that would bring other people into the city.

Develop a "downtown-type" area to attract visitors.

Develop a shopping/entertainment/cultural district to draw visitors and business.

Economic development to be classy. I strongly dislike the bars.

Encourage more business to come into town.

Encourage retail.

I don't like seeing so many run-down businesses or vacant buildings. This makes the town look old and uncared for.

I think that growth, just like new business, restaurant, and places to go.

I think they need to do more to bring in new businesses. They should give incentives so businesses can move into the city. It just seems like it's not going anywhere.

I would like to see a better business base in the City of Bedford.

I would like to see some businesses brought to Bedford. Seems like we have to go to Hurst, Colleyville, and Grapevine for all the good stuff. I would also like to see our parks updated.

I would say draw more retail business. Cause we don't have a mall in Bedford. Retail development.

I would say that the City of Bedford should try to bring in more businesses.

I'd like to see them attract small businesses.

If not for the lack of land issue, further promoting of businesses and restaurants in the city.

Again, it would provide assistance with the budget and offer closer services to the residents.

Improved communication between city and residents.

Improvement of eyesore buildings and shopping centers to make the city look classier.

Just more business needs to come in. There are too many empty stores.

More business.

More business establishments.

More conducive to a more business/commercial atmosphere.

More quality businesses in empty shopping centers, such as smaller independent businesses and restaurants. We would also love to have a Central Market...wishful thinking.

More small businesses to create more tax revenue.

Right now, I know that they are working on a lot of streets, so I would like to see more improvements on the road. Also there are a lot of empty stores, so I would like to see more business filling those stores.

The development of more shopping and dining within the city limits.

They need to bring more revenue into town.

They need to have more commercial businesses and restaurants.

To see HWY 10 utilized a little bit better with businesses and restaurants.

Upgrade businesses in strip malls to look better, be better.

Well, some improvements done to the older section of Bedford, maybe some new business.

City Services

A better response to utilities, water, and garbage would be great. They don't want any trash cans, they want bags, yet they give us cans for recycling. That makes no sense. If they don't want trash cans, why can't we put the recycling in trash bags, also?

A mass transit.

Access to mass transit

Better safety ordinance.

Change in waste collection.

Continue to improve public services.

Cut some of the ridiculous rules. Meaning the trash pick and the certain time you are supposed to have it out.

For citizens, if the city was serious about recycling, they would make more convenient bins for senior citizens.

Have mass transportation, like a bus service.

I hope they can continue to prevent any gas drilling in the city or close to it because I think that's what's going to destroy more cities than anything else. The side effects are all these little earthquakes. I think we're going to lose all the water supplies because of that.

I would like to see Bedford actually do something that would make it more of a town. You don't have a town in Bedford, we're just kind of all strung out.

I would like to see them cleaning up the people that aren't fit in the community and clean up crime.

I would like to see them implement a plan for energy independence throughout the city, especially for individual homeowners.

I'd like to see the removal of above ground electrical wiring.

Improve the city website, specifically water department bill pay.

It's the trash pick-up. Also, there are about 200 apartments where I live, and I would like to see a smaller amount of people in these 1 bedroom apartments. The city or the health department should come check on that.

Let's see. More services. When the trees would overgrow in the streets, they used to do that for you. They don't do that anymore. We have to do it ourselves now.

More convenient ways to recycle Hazardous waste and yard waste (Tree limbs, leaves, etc.).

Public transportation.

Recycle more, conserve more, and water cisterns.

Recycling location available for apartment residents.

Spray or some form of spray of controlling mosquitoes in the Bedford area.

The City government has over stepped its boundaries. Bedford has people driving around checking on the trash pick up to make sure it is in the correct place. I received a citation for it not being in the right place. I think the city council should, "get a real job."

The smell of the water, sometimes it is very strong. It has a lot of chlorine and the gasses from the sewers sometimes backup.

The utilities are good and the fire dept. is good.

Taxes

Do things to make Bedford an appealing place to live for reasons other than low taxes. Beautify the public areas and require business to maintain their property.

Ideally, of course, I'd like to see lower city taxes. But I understand that in order to keep up the high standard of living property taxes probably need to remain relatively high.

Keep cost of living affordable, low taxes, reasonable water/sewer costs, etc. Invest heavily in good schools.

Less people that don't pay taxes.

Lower property tax.

Lower property taxes

Lower regulations and lower taxes.

Lower Taxes (7).

Lower taxes, more commerce and more businesses.

Lowering taxes. Otherwise, we will move to Colleyville where the taxes are lower and the services are better.

Make the economic tax base more prevalent.

Property taxes low.

Reduce taxes.

Stable taxes.

The city needs less churches since churches don't have to pay taxes.

They have to be more concerned with people of age relative to their taxes.

City government/communication

City Manager takes a stronger role in having a presence in the Metroplex. This is an embarrassment. Also our Mayor should get his head out of the sand and see what the issues are and develop a plan to keep Bedford economically viable. I do not want to see my home value begin to decline and our infrastructure beginning to fail.

Continue to look for timely ways to upgrade communications between the city and its citizens.

Don't see anything city government can do as the demographics of Irving and Euless continue to move toward Bedford.

Give the choice to the people.

I would like to see a decrease in the Tea Party.

I would like to see them communicate when people call the city. I came from a city much larger than Bedford, and when I called the City Hall, I got an actual person who would transfer us to whoever we were trying to talk to.

Less government and less intrusion.

Less liberals.

Listening to people other than the standard people who always have a idea on what's best.

Maybe more communication from the city regarding the positive things that are going on.

Maybe more information to the citizens. We are not getting a whole lot of feedback and I would like to hear a little more.

More communication.

More minority decision-making. More minorities having government positions.

More open government.

More participation in the city elections.

More responsive to citizen input.

Nicer government offices and making the offices easier to find.

Separate religion from government.

You grow or die and our council is too locked in to keeping Bedford a bedroom community.

Construction

Airport freeway needs to be finished. Having access to roadways that aren't being blocked off. All this construction, once they finish they will be better. I like where I live because I'm by the doctors, and hospitals.

Finish the highway construction!

Finish the highway work.

Finish the road construction.

Finish up the airport freeway.

Hiring local people, if they ever get through the construction. Make sure the community is taken care of.

I would like to see the Highway completed.

It's awful to get around with the streets because there is so much construction. Harwood and Central lights are very slow and cause many traffic issues.

Less road construction.

Less traffic and less construction in areas.

Road construction is taking pain stacking long time to complete. It would be great if the traffic can be managed better organized way.

Some restraint on building so that the traffic does not worsen.

The highway construction is a huge problem in the city.

They should do something with the streets; they have a lot of potholes. Get rid of this construction.

Use and allocation of City funds

Be more responsible with the spending.

Better financial stewardship. Personnel trained in city management.

Don't waste tens of thousands of dollars to change the city logo and slogan and all the money that it takes to convert from the old ones. Don't use "micro glaze" pavement. Repave roads correctly and spend a little more if necessary.

I'd like to see better use of funds.

More emphasis and money needs to be put into letting minorities have a say in city government. We have a growing population of minority citizens, but so far that is not reflected in elected positions.

More invested in quality of life. We have very few amenities that are well kept. Running/walking trails are not well kept and not readily available. Roadways and sidewalks are not well maintained and trash is quite an eyesore in most areas. How do you encourage people to move to an area that is declining not revamping?

Not to go into any further debt, if that's possible.

Our city government likes to waste money. They just recently put park benches for no reason. They don't know how to save money.

Pay off the debt, and eliminate the debt.

Place more revenue towards roads and their repairs.

Probably more money for the school teachers. Better education for kids.

Review the co called needs of the cities requirements to function as a small city. Example:

There are 5 separate city libraries within a 5 mile radius of the city of Bedford. Yet Bedford spent millions on a new library. They spent millions on a new police department. They have

the most expensive police training program where our policemen are trained and then go to other cities for employment. Over a million dollars were spent on my street for drainage improvements to prevent flooding. Their solution was inappropriate and will not solve the problem for the long run. After speaking to the Mayor I was ignored. Typical of small city elected bureaucracy.

Stop spending money and increasing taxes.

Stop spending money on frivolous things when the basics are not properly taken care of.

Stop wasting money on junk and put it to use in code compliance and encouraging the best use of the remaining available land.

Roads/Streets

Better maintenance of roads. Make it easier for businesses to start up in the city. It is very hard for small businesses to start up in the city. Forms and application are more troublesome, costs are more, expenses to register and start a business in Bedford than surrounding cities like Hurst.

Better roads and sidewalk. They do the minimums.

Better roads and more improvements south of 183.

Continue to keep the roads in good repair. Don't increase the water rates too much. Keep the garbage and recycling as it is now and not go to the roll out containers.

I would like to change the major streets to add a "right turn lane only" on a 3 lane road. It would save so much gas for people wanting to turn right, rather than waiting for someone trying to go straight. I wish there were more community services, especially for seniors.

I would like to see more activity engaged in what streets are closed or not closed while we're living in the city.

I would suggest surfacing the road that are supposed to be smooth and quiet are the noisiest roads ever. They are very noisy.

I'd like to see better kept streets, and more of an up-keep on different things.

Improve streetscapes and create a sense of place.

Planning when streets are closed for construction to keep areas from being blocked off. Keeping up public walk ways, and park facilities (i.e. waste for water fountains that never worked).

Roads being kept up and cared for, especially with the new freeway updates and better flow of all roads leading to the freeway.

Police

A secure community, good police protection, fire protection.

Better patrol of police in high crime rate areas!

Combine all the police/fire departments in Hurst, Euless and Bedford, and also city manager, and management staff.

Get rid of the cops.

I would like to see this city become friendlier. For example, I have not gotten any speeding tickets in this city or the entire state. However, the Bedford police department goes above and beyond in their attempts to write as many tickets as possible. If you don't believe me, drive down Central or Forest Ridge on any day at any time, or pick another major street?

Increase in police presence other than traffic violations.

Make the police better. Make better education.

My husband and I were students of the Citizen's Police Academy.

Not have speed traps. Instead, focus on where the police are really needed. I've seen speed traps with 2 officers, waste of time and money

Police patrolling on motorcycles when the weather is nice, police patrolling in cars or SUVs when needed or the weather is bad. A bigger police presence to make residents feel the Bedford police are "around". If necessary, convert the vehicles to run on moonshine, then setup a still to make the city's own moonshine to run in their vehicles (cheaper gas). Yeah, I'm not kidding.

Code Compliance

Code enforcement improved.

Continue enforcing laws as well as rules and regulations (don't put garbage out before 7 p.m. the night before, don't park on the street indefinitely, etc.). Reduce the costs for water usage! (Maybe increase the rate, the more water you use. That would be an incentive to conserve water!)

I have a neighbor that plays loud music, parties, and talks loud and has people over a lot on the weekends.

Keep up code compliance efforts. Keep up city buildings. Keep bringing in upscale businesses.

More code enforcement and a possible change in building permit requirements. The building codes seem to be outdated.

More home, street and yard code enforcement or additional codes added to keep the neighborhood values up. Also, not sure why city provided trash cans are not provided now. Trash bags strewn in front yards are very unappealing.

Revise laws that now allow people to park anything they want in their driveway as long as it is on pavement. such as large travel vans that go from the garage to the sidewalk or boats of equal size.

Stricter code enforcement.

Stricter enforcement on RV's.

Tighten code enforcement.

Upkeep

A cleaner façade.

Clean up resident's homes/yards and require older shopping centers to bring updated buildings and landscape to make our town look nicer.

Demolish the empty buildings that are not being used for over 10 years. Like the old Houlihan's restaurant by Spring Creek BBQ. They are eye sores.

For people to keep their property up.

I would like to see more attention paid to the beauty and restoration of our older communities.

Many of the neighborhoods, especially south of 183, are run down and negatively affecting property values. Also, it is a waste of resources for the Bedford Police to watch the neighbor side roads for people who roll through stop signs when there is no traffic around.

More revitalization south of the freeway.

Removal or renovation of the buildings along 183 that have been empty for years. Better or more stringent code enforcement of commercial and personal properties.

Update some areas and make it more inviting and pretty.

Work with home owners and apartment facilities to clean up their property or make repairs on structures that are in disarray.

Housing

A moratorium on apartments being build. There is no room for them.

Eliminate low-income apartment complexes.

Have fewer apartments.

In the future less zero lot line and small homes and also apartments.

Less apartment complexes.

More single family homes, less apartments.

The amount of cheap rent homes in the south part of town; attracts too much low life.

Schools

Better school (2).

Have colleges.

I would like to improve the quality of our schools improve, in regards to facilities.

Maybe school. High school to be exact.

Though my children are not in school, I would like to see better schools.

No Changes

Everything seems fine right now.

Everything seems to be in order and he likes the way everything is.

I am very pleased with the city, and the cleanliness of it, the many places to visit, and shop. I really wouldn't change anything.

I cannot think of anything. Content with things as they are or would not remain.

I don't think that there should be any changes.

I like Bedford and can't think of a change I would make.

I like it like it is, I don't like the traffic. But I am okay with everything.

I like that Bedford is a small town and I do not think I would change anything about it.

I think it's alright as it is right now.

I'm happy where I am.

I've lived in Bedford for 37 years and don't see a problem.

Just keep things the way they are. Not too into in growing the city.

None needed (3).

Nothing comes to mind.

Nothing, the city government is doing a great job.

So far I think they are doing a good job.

Things are running fairly smoothly now, so I'm not sure "change" is necessary.

Don't know/Can't think of any

Cannot think of anything at this time.

Can't think of a thing I would do differently.

Can't think of anything.

I am not sure.

I cannot think of anything today.

I can't really make any suggestions.
I can't think of any, I'm content.
I can't think of anything right now (3)
I couldn't think of anything at this second.
I do not have an answer for this.
I do not know (10).
I don't have an answer.
I don't have an opinion.
I don't have any one thing that I would point out. I am pretty content.
I don't think I have an answer on that one. Only to expand on what was previously said.
I have no idea (2).
I have no idea. I'm just a foreigner. There is a lot of construction.
I haven't been here long enough to know.
I really don't have any ideas on that.
I really don't know.
No answer (6).
No comment. Doing great job!
None that I can think of.
Not sure (3).
Nothing I can think of
Well, I don't know really what they could do.
Well, I really can think of anything right now. I can imagine that they could use improvement; there is always room for improvement. But I can't think of anything off the top of my head.

Other

A little more open-minded. The opportunity to try new things.
A proper attitude. Our best survival would be a strong community approach; not each individual armed and fighting each other for resources.
Being allowed to have a normal life.
Build on older infrastructure; give attention to older areas instead of building a lot of new stuff. I would like them to add a trap/neuter/release program for feral cats.
Coordinate with nearby cities such as Euless and Colleyville. My house happens to be at Colleyville and Euless borderline. The Euless Highway 121 should be developed. This will make Bedford and Colleyville a better place to live.
Embrace technology.
Finding an equitable solution to living with those companies who wish to drill on Bedford land in search of oil and gas deposits, both of which are necessary for sustaining our current and future standard of living.
Getting out with the community and making themselves known. I don't know very much about Bedford and more PR work.
I think since they put the new freeway here it is too noisy. I want them to hold down the noise of the dogs and the ambulances and fire department and noisy neighbors. If they can put out a bulletin every now in then to mention the noise level in Bedford especially here by the freeway.

I wish that they would actually look to the future. They are not progressive.

I'd like to see smoking outlawed in all public places.

Improve its image to outsiders to make people want to be in Bedford to live, to eat, to shop, etc.

Buy nicer brick "City of Bedford" signs and landscaping on major roads that come into Bedford, better maintenance of public areas and landscaping, and better Recreation Center (very slim offerings to work out: no track, very small work out area, short supply of machines and equipment).

Keep green spaces to a maximum and zone to increase property values.

Less crime.

Limit parking in certain areas.

More job creation. Bedford is a bedroom community, so everyone gets in their cars and drives to Dallas or Fort Worth or even some other mid-city location.

No red light cameras begin public transportation; get better water (taste).

Reduce crime and traffic.

Remove red light cameras and actually use officers to police traffic.

Remove those red light cameras that constantly flash at night.

Safety, old buildings and maintaining the standards to older homes and apartment complexes.

Lower standards bring lower income, which brings crime.

Smoking banned in places that serve food. Truthfully, ban smoking in buildings and within a certain number of feet from the buildings, as they do in California. It's a health issue for everyone. I don't go to a lot of places that I might want to go because I can't handle the smoke.

Synchronize the many lights on Harwood so that traffic flows during rush hour. With the construction on Airport Freeway, many people utilize Harwood for east/west travel and the many lights (there are too many) lights on Harwood that are not synchronized make travel too slow during rush hour.

The people are good, rather than bad. I don't consider Bedford any better or worse in other cities.

They need to stress being more culturally diverse. Not just meaning race, but gender.

Think before you react.

To mind their own business and go about doing their job.

To treat its residents with respect.

Try to bring in more families.

Specified reasons for leaving Bedford

Move to a better/nicer community

Desire better parks and a more updated city.

I will purchase a home a bit north in a safer and nicer community.

I would like to live in a more upscale, nicer area.

It used to be a really nice and pretty town but it's been going downhill for a long time now. Even the new businesses that have come to town aren't making our city prettier and we don't seem to be bringing better quality people and businesses to our town.

The culture of the city, economic growth, and aging city. And all the bars in the city.

There are other cities in this area that seem more progressive to me. This seems like an old person's town. There's nothing to do here. The city has done some things like discounts to use workout facilities but it's not as nice as some of the other cities in this area.

Upgrade to nicer area/city. We do most of our shopping, dining, etc. outside of Bedford. Better schools outside of Bedford, particularly middle and high schools.

Retirement

Age. We're going to move into a retirement community/home.

I need more of a retirement atmosphere.

Retirement and grown children.

Retirement.

Retirement. Also, the City has done little to improve itself. I moved here in 1982 and have seen it deteriorate. It is a perfect location for access to both Fort Worth and Dallas. It is a shame that the city does little to capitalize on its location.

When I retire, I'm moving.

Mover closer to family

I would move to be closer to relatives.

Moving closer to family.

My kids, and I watched the Bedford community grow, and I have closer connections to Grapevine and that I work 15 miles away.

To move closer to a family member.

Move to better school district

Deteriorating neighborhoods and schools.

I do not like the surroundings of the junior high school.

School districts.

Taxes are too high

City appeal, taxes, schooling and property values.

Poor services, bad roads, speeding police and property taxes that are outrageously high for what you get for them.

The taxes are too high. The over 65 exemptions are nothing.

Want bigger/newer house

Looking for a larger home in a more up and coming neighborhood.

Relocating for new job opportunities, moving closer to current job, larger house.

Wanting to downsize to a condo or apartment/leaving Bedford for lack of choices.

Congestion

Eventually, I would like to have a little more space around me and be out of traffic and masses of people.

I plan on staying for now but if the construction continues to be bad, I plan on leaving.

Too many people living here, 70 million people living here. We want to move to the country.

Crime

Crime and environment.

I am worried about crime and the type of people moving into Bedford. I will keep my rental properties because I believe location wise, it's a great place.

Other

It's personal.

Moving with partner in a different city

The highway.

To move closer to my other house by the lake.

Specified reasons for not recommending Bedford as a good place to live

At one point in time, Bedford was a very nice city that people were proud to claim as their home. Unfortunately, it has begun to crumble at the edges. We transferred our children to Bedford Heights elementary because our home school is unacceptable and though our neighborhood is still nice, the adjacent neighborhoods are poor and run down.

Better quality of life in surrounding cities.

Due to the decline in maintenance of the city, I would probably encourage them to move to a neighboring city. Most cities around us seem to investing in their citizen's quality of life for positive. I am not seeing or hearing information that encourages me to believe Bedford is doing that. I will remain here more than likely only because my home is free and clear.

For the reasons that I mentioned before. It is a nice community and I like being close to a grocery store, gasoline station, dry cleaner, and pharmacy. Crime is low and the people are generally friendly. I really can't complain about Bedford, but I have to go elsewhere for entertainment, good restaurants, and shopping for unique items. It is a good central location to live and an easy commute to Dallas or Fort Worth for work and play. Bedford is home, but not a destination that someone would travel to if he/she did not live here.

I think it was a good place but I think crime is on the rise and don't want to be around that.

Insiders club established.

It just kind of ghetto.

It seems to me like Hurst, Grapevine or North Richland Hills, TX is doing a better job of taking care of their towns and making it nicer to live in and shop in. I would tell my friends/family to consider those areas first or if they can afford it to move to Colleyville because they also seem to be making better improvements in their older shopping centers lately.

It's a declining city. It's not an up and rising city.

It's not a progressive place. I get the feeling that it's always going to be the same people running it and not looking to think outside the box and do something different. They drive away new business.

It's personal.

Limited tax base.

Property values not increasing as much as taxes. The downward spiral is growing in speed. The point of no return is close at hand.

So many of the surrounding towns have more to offer. Better streets, better shopping, better restaurants, better city owned work-out centers, much better housing, better landscaping, etc. Also: I don't know why we have metal park benches at a lot of the intersections near me and I have never seen one person sitting on them--what a waste of money.

The property taxes are pretty high compared to places that have more businesses than Bedford does. It's run-down, they haven't invested in the city at all.

The taxes are too high.

Too congested. A lot of road construction going on all over the place.

Too many shady residents.

Too much city government control who are these people.

Specified poor ratings regarding city services

Trash Collection Services

Many times they have left trash in the streets and don't bother to pick it up.

No particular schedule on trash day collection times.

Only because we have no large trash pick-up days, even once a month would be nice. If people can't get rid of their debris, then it usually makes for junk in people's back yards.

Trash cans should be provided.

Trash put out sometimes days ahead (not counting when). Lawn services have multiple leaf bags in the fall.

You can't depend on when they'll be here and during the holidays or bad weather, they don't come or when they will they are always late.

Police Department

Bedford misuses police resources. The police department should never be considered a source of revenue for the city.

I think it could be better because they treat everyone differently. When they find out that your Hispanic they think they can treat you anyway.

Petty traffic tickets.

Police and fire have very poor benefits. We should be able to put trash cans out on trash day. Parks seem very dated.

Police dept. appears to be understaffed. Many roads in the area need ongoing maintenance/repair.

Seems they can give lots of citations but you never hear of them solving vandalism.

They always speed.

They're the most arrogant people I've met. They don't speak to anyone. They're terrible.

Trust issues, lost files, deleted files; they have to check to see if you are someone important enough to merit their involvement. Then you find 'they can't, or won't help you'.

We just have too many police officers for the size of our city.

Sewer Services

Depending on the politics, some are good and some are poor.

I get all my water from QT gas station.

Sewer back up at our commercial building.

We don't have good water flow and we are not in the budget for them to clean up our blocks gutters.

Animal Control

I called animal control about a litter of stray cats. They said they would not come to pick them up for fear of being scratched. But they would bring me a cage so I could catch and deliver them.

It bothers me that they have such a high rate for killing animals.

Need new policy on animals. Too many are needlessly destroyed. Need more street sweepers and better mowing and trim at parks.

No dog catcher on weekends.

Not really, I have no experience other than calling for foxes and they told us that it doesn't concern it.

Stray problem.

The mosquito problem.

There is a leash law for both cats and dogs, yet one seldom sees dogs running loose but cats are all over the place.

We are in favor of trap, neuter, and replace stray animals.

We have a kill shelter.

When having to trap a unwanted cat you have to pay for it. I do not think it is right.

Recycling Collection Services

Because I've watched them throw the recycling into the garbage truck.

Because of the bins. They are not made for senior citizens.

Bedford doesn't have a recycling program.

I don't have any service.

I oppose recycling.

My apartment complex does not have recycling. I'm not aware of a recycling program in Bedford.

None in apartments.

Not available for apartments.

Our apartment doesn't offer recycling. I believe all apartments should.

Sometimes, the collections are not regular.

We can't recycle at our apartment complex and we want to.

We do not have recycling.

We live in an apartment and don't see any dedicated recycling services.

We would like bigger bins and to be able to recycle pizza boxes.

Storm Water Drainage

Attracting infected mosquitos (West Nile virus) is a concern because of standing water in front of my house due to no storm drain for water runoff. Street and curbing are flat which creates pools of water. Elderly population heavy in my neighborhood and young children.

Brown Trail has major water build in some parts such as Brown Trail and Bedford-Eules.

Central drive does not have enough sewers between Cummings and Harwood.

I have a small backyard so the water from surroundings floods my yard.

I live on Shumack and every time there's a heavy rain, they have to barricade the street.

Incompetent.

It's okay except for in front of my street. There is a low spot and the water collects there and it is nasty and stinks.

It's poor on the street that I live on.

Many streets flood in southern Bedford have bad drainage.

Neighborhood floods. Water tastes terrible, water pressure is not consistent, and code compliance is useless (too many inspections that failed to disclose noncompliance).

The city has rearranged it to where there are more mosquitos. They open up the fire hydrants to let the water run. They opened a retention pond.

The curb in front of my own house doesn't drain, just puddles up in front of my house and neighbor. I have called for 5 years to get it repaired and nothing has been done.

The runoff is not good.

They're spending too much money on charging us for flood control.

Water Pressure

Always been low in our home.

Because it's very low pressure and doesn't adequately provide pressure.

I don't have any water pressure in my home.

I have poor water pressure.

My clothes in my washer don't come out clean and shower pressure is not strong.

My water pressure is terrible. I can't have two things running at the same time.

Not much that comes out of faucet.

Our house is on a hill in Bedford and we have hardly any water pressure.

Pressure inadequate for sprinkler system.

Serious problem in our neighborhood (Camelot).

Some days using the water at the same.

The water hardly comes out.

Very low water pressure in Camelot Estates, need for improvement.

We hardly have any pressure in our house at all. Flush the toilet and there's little pressure in the sink, etc. and only one person can take a shower at a time.

When I shower, the pressure is low and I have to stand almost completely under the shower head.

Parks

Bedford Boys Ranch needs a serious upgrade.

Insufficient acreage and no indoor pool.

Need Boys Ranch redone. Tennis courts are horrible.

Need to be reconstructed. Other cities have really nice parks. Ours is simple but the kids would enjoy more.

Neglected.

Our parks here are old and need to be updated.

Recreational Programs

Do not compete with other cities.

Limited.

Neglected.
Poor facility.
There aren't enough activities for adults.
To go to any recreational program, you have to pay for it.

Code compliance

Lack of enforcement

Code compliance seems to be under utilized

I don't think anything is enforced unless someone calls it in. I want to see the guys riding around to be proactive and give warnings or citations without us calling it in.

Inappropriate code enforcement.

Inconsistent. Some are allowed to do whatever they want (extended a variance); others are not allowed to do anything at all.

Large RV's and boats should be removed from driveways.

Many visible violations are not enforced.

Never happens,

Never see them and problems are never correct and are allowed to continue to exist.

Parking on residential streets, general appearance of many properties residential and commercial.

Rules/laws not being enforced.

Run down properties with continual high grass and junk in yards.

Take a look around at all the trashy unkempt areas!

The house at Meandering Way and Willow Bend still needs to be taken care of.

The only time high grass/weeds addresses is after a phone call about the same house 2 times a month during mowing season. No follow up/checkup is done. I have to call again and again on same property.

The people across the street have barbecue pits in the yard and broken toys and a car that doesn't run and barking dogs.

They don't enforce enough code compliance. Not enough people on the job.

They don't go after the offenders.

They don't seem to get people to take care of their property or landscape in a speedy manner (if at all).

Where I live, every backyard has old cars and junk that should be going to a junkyard. It's really bad.

Too tight on regulations

I don't agree with the city's code that homeowners cannot turn off their own water at the street.

It is very inconvenient that a homeowner cannot turn it off at the street or have a plumber turn it off. My house flooded with water heater on a Sunday and how was I supposed to prevent flooding if I can't turn it off? The city did not respond for over an hour. I had to have a plumber come replace the water heater and he said City of Bedford is the only city that has this ordinance.

The trash police are horrible.

They are too intrusive; some things that they get on to you about are silly.

They gave me such a hassle when I took a rundown home and tried to make it better. When I tried to improve the property here, they gave me such a hassle.

They should change it because it doesn't apply to everything. They spend too much time on little things like fences but forget about everything else.

They will come by and give you a thing saying you got to cut your trees, but the city doesn't cut its trees. They're not consistent.

Too tight on code regulations.

Other

Don't know.

Lack of information.

Raise residential and public trees over trees to 14 feet off the ground.

Some areas not cared for as they should be.

They will not spray for mosquitos.

Water Quality

Water tastes bad

Bad taste.

Bad tasting, rusty.

Does not taste good.

Does not taste good. I have to buy store water.

Have to use double water filters on refrigerator due to high contaminates. There's lots of stray cats on my street, neighborhood has deteriorated and too many habitually parking cars in front of other houses.

I prefer ground water. I don't like the taste.

I tested my water and it didn't pass the test.

It tastes horrible. I have to use a Britta pitcher and the water in Bedford kills fish and it has never changed in 25 years. Bedford residents use to have a rate at the gym for \$60 a year and now it's \$60 a month.

Skunky water each summer worries me.

Tap water tastes terrible.

Taste and pressure.

Taste is horrible.

Taste/shale.

Tastes bad.

Tastes terrible. I've lived here 20-something years and it tastes just horrible.

The taste of the water.

The water has a bad taste and a lot of buildup in the pipes.

The water is horrible; you have to filter it to drink. If you have an aquarium it would kill the fish/plants.

Water always has a bad taste. We really dislike Bedford water.

Water has bad taste. There's a drainage problem from main flooding my back yard and damaging house foundation. Animal control does nothing about 25 feral cats at Barons Ct.

Water quality is bad! Smells bad and taste bad.

Water straight out of tap used to taste good but now it's horrible. Street maintenance-construction is taking its toll on the side roads, seems unorganized, and it's taking a long time.

Water taste dirty. Scared to drink it. Smells bad too.

Well it just has a taste that doesn't taste good to me. We use water bottles. I like the water better in Fort Worth. We buy our water for drinking.

Chemicals/residue in water

Fight with shower and residue from water. Can't get deposit from water out of the shower.

Na₃PO₄ high!

There is always so much chlorine in it.

Too many chemicals in our water.

Used to be soft, not hard and lower water pressure.

Other

I recently had a plumber out and my water meter was so dirty he wanted to know how the city had been reading my meter.

There's no water pressure, the water is horrible, and a lot can't afford to buy bottle water, and it stinks.

Water is bad!

Recreational Facilities

Bathrooms at Bedford Boys Ranch are nasty.

Boys Ranch Activity Center really needs a large expansion--work out area is too small and very little in it.

Boys Ranch needs some work on playground equip and utter control. Mowing of medians needs to be kept up with more in spring/fall.

Boys Ranch Park and area looks not cared for and neglected.

Compared to the surrounding cities.

Develop Boys Ranch for more night time use. Volleyball courts expanded with better lighting.

Overall parks are low quality compared to Hurst and Eules.

Insufficient acreage and no indoor pool.

Lack of upkeep, needs to be more inviting and clean.

Other cities have more to offer.

The exercise facility is poor in Bedford. Hurst is way better than poor.

The recreation facility needs to be replaced to match the neighbor cities such as Hurst and Eules.

Water park is small and expensive.

Street Maintenance

Area near me has had roads repeatedly torn up and repaved.

Better in Hurst.

Central is always crowded.

Construction is very difficult to deal with.

Do we have street maintenance?

Fixing potholes.

Garbage everywhere.

I think there spending too much on construction and have taken a toll on highways and roadways like Central and Forrest Ridge.

It needs work.

Lane marking is not only faded, but nearly invisible on many streets and intersections. Once incident of malicious mischief in yard.

McClain road always has pot holes.

More options for larger debris. Such as cherry picker trucks like Mesquite, TX does.

Need street sweeping weekly.

Need yellow stripes painted so old folks can see.

No one street sweeps.

Noisy streets. They've done a terrible job at repairing the streets. It's like driving on gravel.

Not very effective.

Poor condition everywhere.

Poorly marked and too many potholes.

Resurface Bedford water.

Right now, with all of the construction, they're bad. Potholes everywhere.

Some of the streets are a horror and it's not due to construction.

Streets are cracked and need repair; filling in with tar is just a Band-Aid and looks awful.

Streets are rough and deteriorating rapidly. Water is undrinkable.

The roads are filthy.

The streets are full of pot holes and so rough. I realize that bunch of it is due to the construction going on.

There have been 8 cones surrounding a section of bad pavement for two months. No one seems to care to fix it.

There's too much.

They are not clean.

Too many potholes.

Specified poor ratings for control or prevention of code violations

Dead animals in roadway

Everywhere you go you see a dead animal. Nobody really moves them. It's like they are just there until they are no longer there.

I've had to call someone to get rid of some.

There are dead animals all over the place and they stay there until they're just flat.

Stray animals

I don't think we should spay and release cats. I think they should be euthanized.

Need to enact the T.N.R. program.

They run rampant all over the place.

We believe in trap, neuter and replace and Bedford doesn't do that.

Drainage or flooding problems

Every time it rains, they have to barricade my street.

I have to use sump pumps to drain my property, then neighbors drain into mine.

If it rains a lot, I have to put sand bags in front of my porch so it won't go into my house. Once, I did have the water all the way in my den.

The debris that collects in the gutters causes backups.

The water drainage across my house actually runs through my yard and that's been an issue.

I'm in between uphill and downhill and when it drain it goes through my house instead of going to drainage.

Junk vehicles

I drive a junker, who are they to say what's junk? What is an antique? Who gave you the power to call them junk?

My neighbor has two junk cars.

My neighbors park their junk cars in front of my house and they've got four more junk cars in their backyard.

One is right directly next to me and right across from me. And I don't live in a junky area.

People keep junk vehicles in their backyard.

See them and boats all over the city.

Seen six in two blocks.

Self-explanatory.

Some people have old vehicles in the side of the streets and backyards and it is a mess.

That and trailers sitting on the street for weeks in front of houses. If I don't call it in it doesn't get taken care of.

The neighbor next to me has a car with broken windows and tape a bag all over the car, and it's still setting there as we speak.

There are a lot of junky cars in people's driveways that don't move.

There are many junk vehicles in the area. It's horrible.

They don't do anything unless you call them.

We have a neighbor who has a lot of junk, including an old pickup loaded up with old tires that has been in his driveway for years, along with other junk. He recently got rid of a boat that had been there since before we moved in 10 years ago.

We have a neighborhood situation that seems no one will clear up. No one seems to be doing anything about the situation. It's reported all the time, and they come out, but nothing is ever done.

We have some in the neighborhood that we sent in, and they have not done anything.

Litter

I don't think they put any effort.

I have called about cleanup needed on the walking path but nothing was done.

I see trash all over.

I walk almost every day in my neighborhood and at the Boys Ranch. I am constantly picking up trash by the bagfuls on my walks.

I would like to see garbage cans along major streets for dog walkers and joggers.

It is everywhere. I'm disgusted by the amount of trash in Central Park.

Litter all along the streets.

Need a public education campaign; businesses need to do a better job of keeping their parking lots clean; too many cigarette butts on the sidewalks and in parks.

No trash receptacles around the city.

Obvious on most streets.

Trash in all areas of town littering streets and sidewalks.

Vast majority of litter at intersections.

Why are leaves on the ground called litter by code enforcement?

Vehicles parked on yards

Because the neighbors try to park 3-4 and park 4 on the drive way and park on my property.

They need to do something about that, I complained once 4 years ago. Those neighbors are not keeping up.

Because they're cars parked in the lawn.

I have a neighbor who left a camping vehicle in his yard for 7 or 8 months and no one said anything about it.

I've seen cars parked all around the town on grass. It happens when families grow up and the families have 2 or 3 cars, they park on the street, on the driveway, or on the grass.

I've seen them multiple.

Next door neighbor has cars in yard.

On my street there all over.

People keep vehicles in the backyard.

Rather not get into that. but I've seen it.

See lot of things in the south part of Bedford.

Too many neighborhoods have cars parked in streets and in open driveways. Should eliminate street parking completely!

Vehicles in backyards. Neighbors have vehicles that have not moved in twenty years.

When I drive around, I see too many cars wasting away in people's backyard.

Who is Bedford too control do, we live in the U.S.

High grass and weeds

Because of the lack of water and rain, I can't mow or water, too much, plus I don't have the resources for mowing. Weeds grow in the spring, I don't mow and it looks ragged around here.

Down Bedford road, a lot of side streets empty into the yards and the yards aren't kept well.

I see too many awful lawns.

Never done.

Parks not mowed often and no enforcement of homeowners mowing.

People don't mow their front yard until its knee-high and they don't mow their back yard because of the junk and it causes mosquitos. The city doesn't spray where I live because we're the poor part.

People need to keep the lawns mowed and shrubs trimmed.

Residents get warnings if grass is too high, yet on city property, it grows 3 feet tall.

Tall weeds in medians.

The height of my grass is none of their business. 2.5 acres and it's not a golf course for you to look at.

They don't enforce it.

We see too much of it.

Substandard or deteriorating housing

Again, the city is definitely declining. No longer pristine image.

Cars parked in front lawns.

Deteriorating housing seems to be increasing lately.

I am 60 and the house is older than me. We both have deteriorating and it is not their business.

Lot of homes need to be torn down.

Poor code enforcement.

Self-explanatory, some buildings and residences that need repairs. They are in a state of disrepair.

Several houses in my neighborhood are bringing the value of our neighborhood down.

The blue house on Belle.

There are several substandard houses that look like they are about to fall down on some back roads.

There are too many structures around that are not being taken care of.

Very bad in older areas.

Potholes

Appear in my area after rain.

Don't maintain as they should.

I think their speed bumps that are low in the neighborhood and they ruin the rims on my car.

You almost have to come to a complete stop to prevent damage to the underside of your car.

I'm always having to dodge potholes. (In all fairness, it's in the same areas. As for Bedford as a whole, I don't know. I don't drive the whole city, esp. residential areas.)

It seems like that we're always running into potholes it seems like it's never taken care of.

Pothole everywhere (2).

There are a lot of potholes in my area on the side roads on Murphy Street.

There just seems to be a lot of them in the last six months to a year.

There was one big pothole and it took eight months to get it fixed.

They don't take care of them in time.

Lack of sidewalks/sidewalks in disrepair

A large number of areas in neighborhood have uneven sidewalks with hazardous joints.

Because they were supposed to put blocks on my street but they didn't.

Control where do we live.

Got a lot of trees that are breaking up sidewalks.

I don't have a sidewalk. My house goes back down the elementary school. I think they should have sidewalks all over so people can walk and that the children have sidewalks.

I don't have sidewalk in my neighborhood.

I don't think that there are enough sidewalks.

I live one block from the Boys Ranch and there are no sidewalks. Why not? Kids walk to and from school and it is very unsafe.

I've seen the ones on Central Drive. They need some repair because kids are walking back and forth to school.

Lots of drainage issues on the west side of Hospital Parkway and no sidewalk down towards Pipeline. Also, no sidewalk on the Bedford side of Pipeline. Euless has a very nice sidewalk on their side. Why don't we have one??? We also have Bedford Snowball which has lots of people that walk to it with no sidewalk on our side of the street.

Major streets in Bedford do not have sidewalks. Sidewalks are not handicap accessible. Brown Trail and Bedford road.

Many sidewalks in disrepair and sidewalks just all of a sudden stop for no reason in heavy foot traffic areas.

Many uneven/broken areas in neighborhood.

My neighborhood could use some repairs on our sidewalks. I've seen people trip and fall on several occasions in front of my home.

Not enough sidewalks.

Sidewalks and curbs need to be fixed.

The sidewalks are not good.

The sidewalks in front of our houses on this cul-de-sac are in a pretty sad state of disrepair. Over the summer, a house guest tripped on one of them and broke his collar bone resulting in a 3 month recovery process before he could return home in Missouri. Pretty bad situation.

There are a lot of streets that do not have a lot of sidewalks. We live near a school and we never heard anything about it.

There are areas around where I live where literally there is no sidewalk to walk on. Little kids have to walk across grass and I feel like they need proper sidewalks.

We have sidewalks in my street that are in bad condition.

When they put the sidewalks down the entire Shady Brook Drive, our block was left out. The 2000 Blk. of Shady Brook Drive is very busy, being a major thoroughfare to Hwy 183. We have many children walking to and from school on our street. Super dangerous.

Properties with junk/debris in yard or driveway

Across the street the people have a grill on their front porch and broken toys and a car that does not run and newspapers in the yard. Kids play pit in front yard.

Debris and junk are in backyards and driveways.

I have several homes in my neighborhood with lots of junk in their yards.

I've driven by places where I thought wow; don't they have laws to prevent this? Seems like there's too much of that in this city. The grass is tall and I don't think the city is doing a good job.

I've seen lots of people with junk in their driveway for years and no one does anything about it. One per block is too much.

Same answer as before with junk cars. Neighbor with junk at end of driveway for at least 10 years - logs, truck, old tires, etc. Good place for wildlife to make a home, which they do - possums, raccoons, rats, etc.

Self-explanatory. Junk in yards, "trashy" people.

The area I live in is bad. Bedford road is just a junk yard.

The blue house on Belle.

The front yards and driveways aren't too bad, it's just the backyard.

There is a lot of trash in people's yards and driveways.

They aren't working on it.

They don't seem to do anything about properties that are in really bad shape with junk or trash or things falling down.

This is a serious problem in some areas of Bedford.

What in my yard is not their business? What they call junk is not always junk.

Fences in disrepair

As you drive around, you see a lot of fences missing parts and on the ground.

Broken, missing and falling down fences are clearly visible along our major corridors such as Harwood.

Driving around one can find many fences in disrepair and they have been for a long period of time.

Fences falling in many areas.

I see too many falling or leaning fences.

I see too many fences in bad shape.

I've just seen fences about to fall down in my neighborhood.

Just drive down our major streets!

Lots of fences along Hospital Parkway that need repair. It's an eyesore.

Many are falling apart.

Many examples of non-compliant fences in city.

Many fences along Harwood Rd are in serious disrepair; this makes the city look bad. There are also dead trees along these fences that have been there for years.

My fence is not their business.

Requiring masonry fences is too expensive.

There are many fences in disrepair though out the city. A lot of fences in the city are dilapidated.

There are several fences around town that have been in disrepair for years.

Specified poor ratings regarding police visibility

Focus may be on stop-sign runners and those traveling over the speed limit, which is, no doubt, important. That's only a part of the job if one is employed as a police officer in a labeled 'bedroom community' within a huge metro area.

I never see them.

I rarely see police presence anywhere unless called.

Never see the police in my neighborhood unless they're working traffic in the school zone. My street is a cut through street from Cheeksparger to avoid Central/Cheeksparger intersection. No traffic enforcement is seen.

The only time that we see the police is when they are speeding (way over the speed limit) down Bedford Road and Forest Ridge Road. Huge problem. We see it several times a week.

Very seldom do we see police car out in neighborhood.

We only see one car our street maybe once a month.

Specified ratings for not satisfied with results of city contact

Because nothing has been done.

Continual problem.

Did not respond to left message on voicemail.

Didn't get a reply.

Don't know if they came out.

I didn't get any results from the public works department.

I didn't have anybody come by to take care of the street that is in right in front of my drive way.

They said they did not have any trucks at that time but I would like them to fix it.

I don't know what the end result was.

I entered request through the B service that we had and no one ever contacted me and when I got back online, it never showed what was being done to take care of the problem or if they were working on it.

I had to do it all by myself.

I live right next to a snow cone place and there is a lot of noise from kids and the results the code complaints place gave me was a problem because I still experiences a lot of noise.

My neighbor has chickens and I can't believe that the City of Bedford would allow anyone to have chickens or other "farm animals" in the city limits.

My question that I asked wasn't addressed.

Never saw anyone follow up.

Only temporary enforcement to resolve issue. Same problem returned with no ongoing monitoring by city staff.

Reported a street light out and it is still not repaired or on.

The first time I called to get information on the disposal of oil, I got an answering machine and I was very displeased that I could not talk to a person.

The problem keeps happening again. Sewage backup keeps occurring.

They didn't fix the problem.

They were asking me to take down the fence and I didn't understand why that was requested.

Miscellaneous comments

City landscaping is poor.

Fences facing or backing up to a public street should at least have the "good side" showing. The city should have a minimum standard wood fence.

It might be nice to have a written opinion block on the next survey.

It would be wonderful if someone could please adjust the timing of the signal lights especially on Harwood and Murphy. It is very frustrating sitting and waiting for the light to change when no one is coming in the other direction.

It's a great place to live because of the surrounding cities.

It's freaking impossible to get a Texas driver's license anywhere near here. Lines and staff are ridiculous.

Neighbor parks in fire zone and the police have never given him a citation in the three to four calls I made! Good ole boy system sucks!

They do not do anything.

We feel that certain things are "over looked" while areas of less concern are enforced.

Would like to see better enforcement of control of barking dogs! Not satisfactory.



Council Agenda Background

PRESENTER:

Jill McAdams, *SPHR*
Human Resources Director
Ryan Keating, Client Services Rep.
Benefit SeminarsPlus

DATE: 05/13/14

Work Session

ITEM:

Presentation regarding the timeline, status and impact of claims on the premium and various insurance options for the FY 2014/2015 employee health insurance renewal process.

City Manager Review: _____

DISCUSSION:

At the July 9, 2013 City Council meeting, Council directed staff to bring the employee health insurance renewal to the City Council for consideration at an earlier date. Also during that meeting, Council indicated that they would like staff to look at more options as it relates to employee health insurance.

This presentation will discuss the timeline for the employee health insurance renewal process for FY 2014/2015 and the various insurance options that staff will consider during the renewal process. The presentation also addresses the status of health claims and the impact of claims and other considerations on the health insurance premium.

ATTACHMENTS:

PowerPoint presentation

Employee Health Insurance Overview/Process

2014-2015



CITY OF
BEDFORD
TEXAS



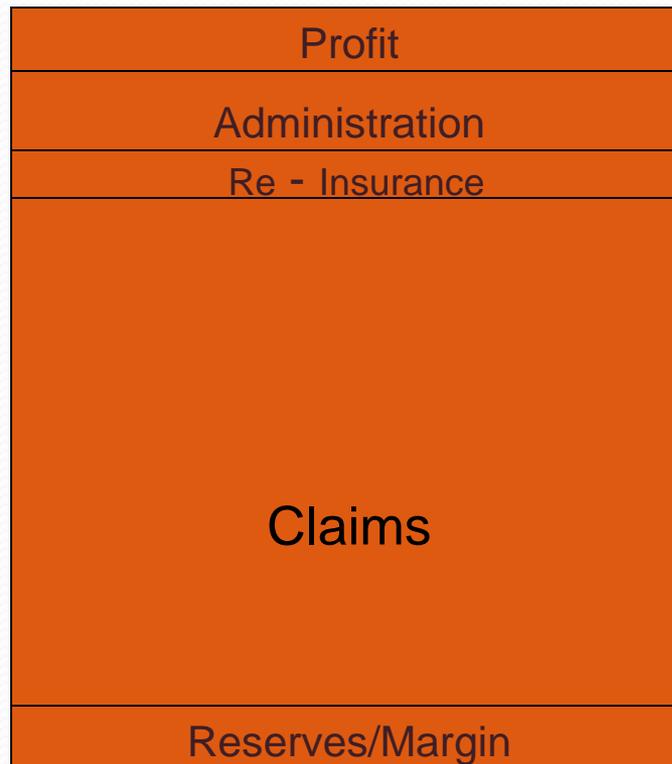
Agenda/Introduction

- The City's Investment in Employees
- The Quoting Process
- How Premiums are Developed
- Our Timeline
- Options to be Considered

The Quoting Process

- Census
- Plan design
- Claims history
- Carrier history
- Premium history
- Marketing
- Creating competition

How Premiums are Developed



Reserve

| | | | |
|--|--|---|---|
| | | | |
| | | | |
| | | | |
| | | ★ | ★ |

★ Incurred Claims

😊 Paid Claims

| | | | |
|---|---|--|--|
| 😊 | 😊 | | |
| | | | |
| | | | |
| | | | |

Mature vs. Immature



 **Immature Year**

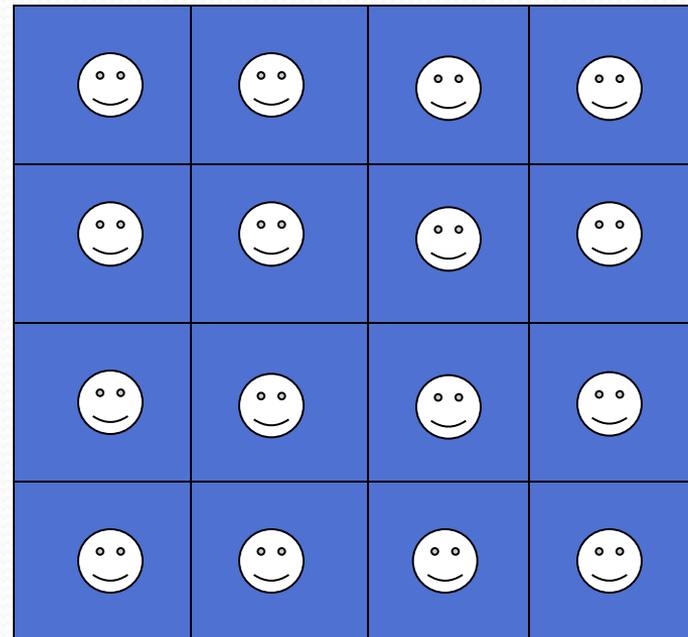
Immature = 10.5 months

Mature = 12 months

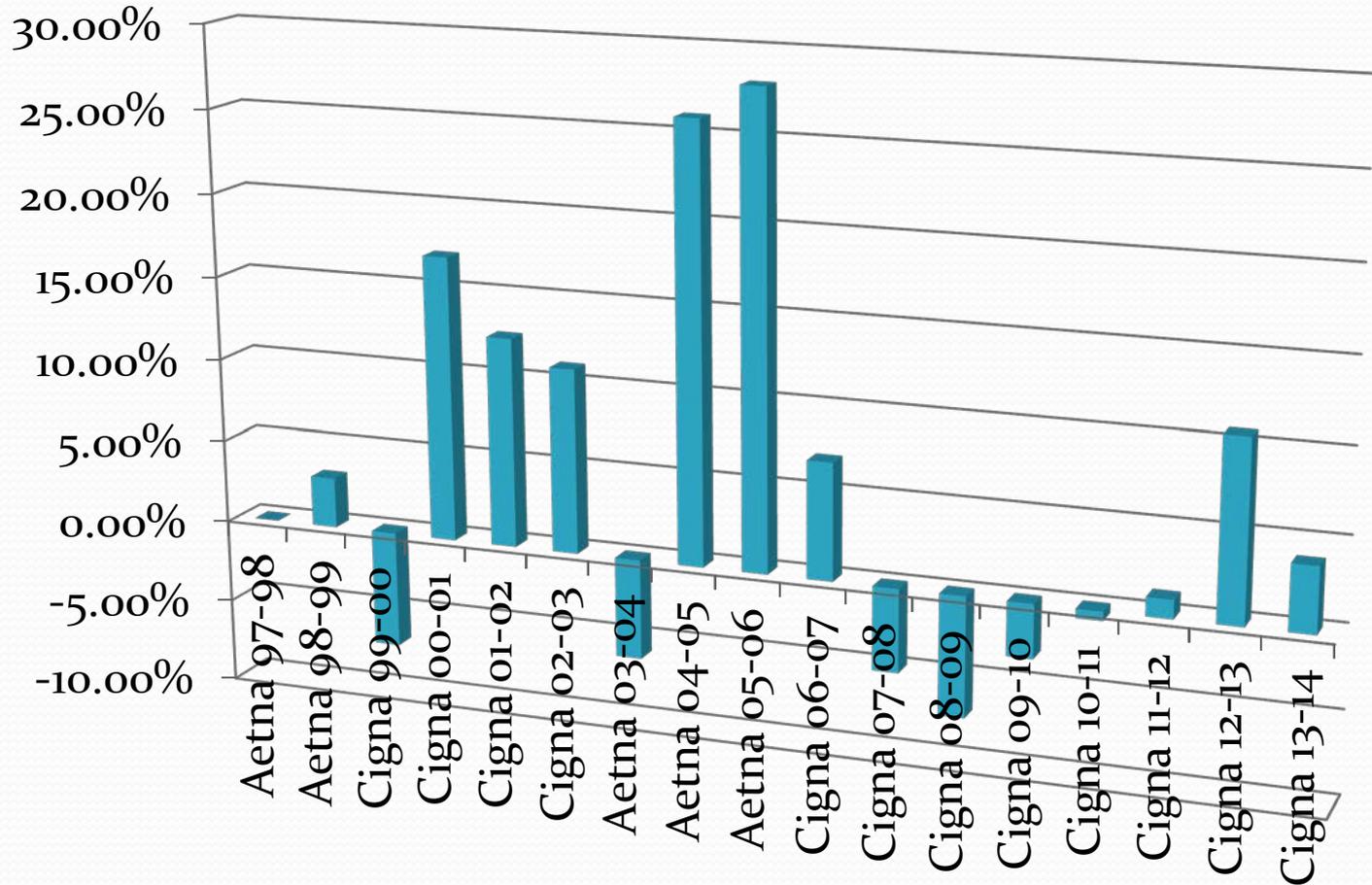
Value = 8%



Mature Year

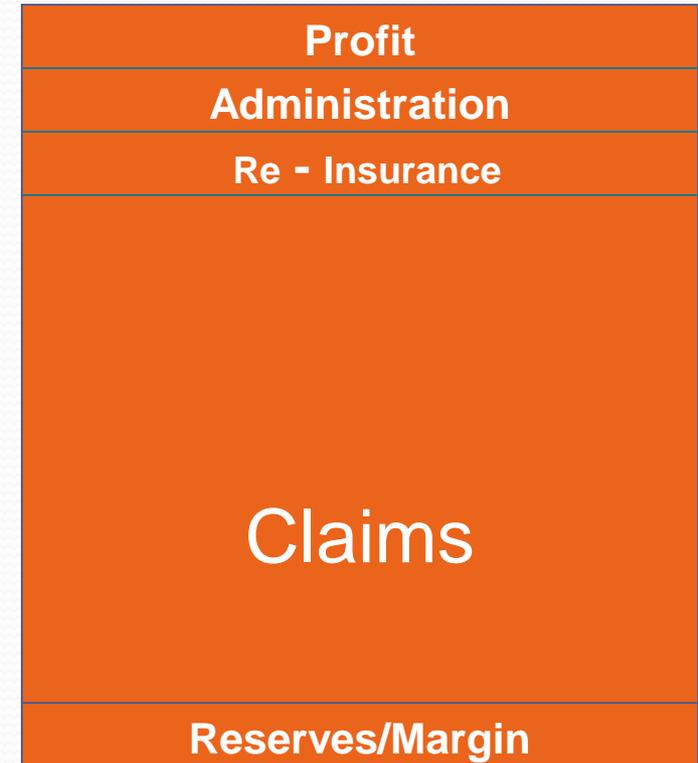


The Effect of Changing Carriers



The Premium

- ◆ Run off Claims
- ◆ Trend



Trend

- Medical inflation
 - Aging Population
 - Designer Drugs
 - New Technology
 - State Mandates
 - Federal Mandates

The last 12 months of Claims

| | | Total Claims | Total Premium | |
|--------------|--------|---------------------|----------------------|--------------|
| 1 | Apr-13 | \$109,543 | \$178,071 | 61.5% |
| 2 | May-13 | \$229,848 | \$178,379 | 128.9% |
| 3 | Jun-13 | \$176,400 | \$179,834 | 98.1% |
| 4 | Jul-13 | \$180,079 | \$178,399 | 100.9% |
| 5 | Aug-13 | \$152,685 | \$177,321 | 86.1% |
| 6 | Sep-13 | \$183,565 | \$177,738 | 103.3% |
| 7 | Oct-13 | \$238,313 | \$181,876 | 131.0% |
| 8 | Nov-13 | \$141,557 | \$181,382 | 78.0% |
| 9 | Dec-13 | \$184,409 | \$179,579 | 102.7% |
| 10 | Jan-14 | \$141,929 | \$182,636 | 77.7% |
| 11 | Feb-14 | \$102,106 | \$183,871 | 55.5% |
| 12 | Mar-14 | \$181,959 | \$183,515 | 99.2% |
| Total | | \$2,022,393 | \$2,162,602 | 93.5% |

Underwriting the Premium- An Example

| | | |
|---------------------------------|-----------|--------------------|
| Last 12 Months of Claims | | \$2,022,393 |
| X Trend at 7.9% effective 10.5% | | \$2,234,744 |
| + Admin/Profit/Reserves 15% | | \$ 335,212 |
| + Reinsurance (around) 10% | | \$ 223,474 |
| - Large Claims over \$100,000 | | -\$ 135,474 |
| = New Premium | | \$ 2,657,956 |
| Current Premium | | \$ 2,162,602 |
| Difference | \$ | 495,354 |
| Increase | | 22.91% |



Benefit SeminarsPLUS +

Collaboration with HR = Proven Results in FY13/14



Initial Increase of **15.1%**
REDUCED to **4%**

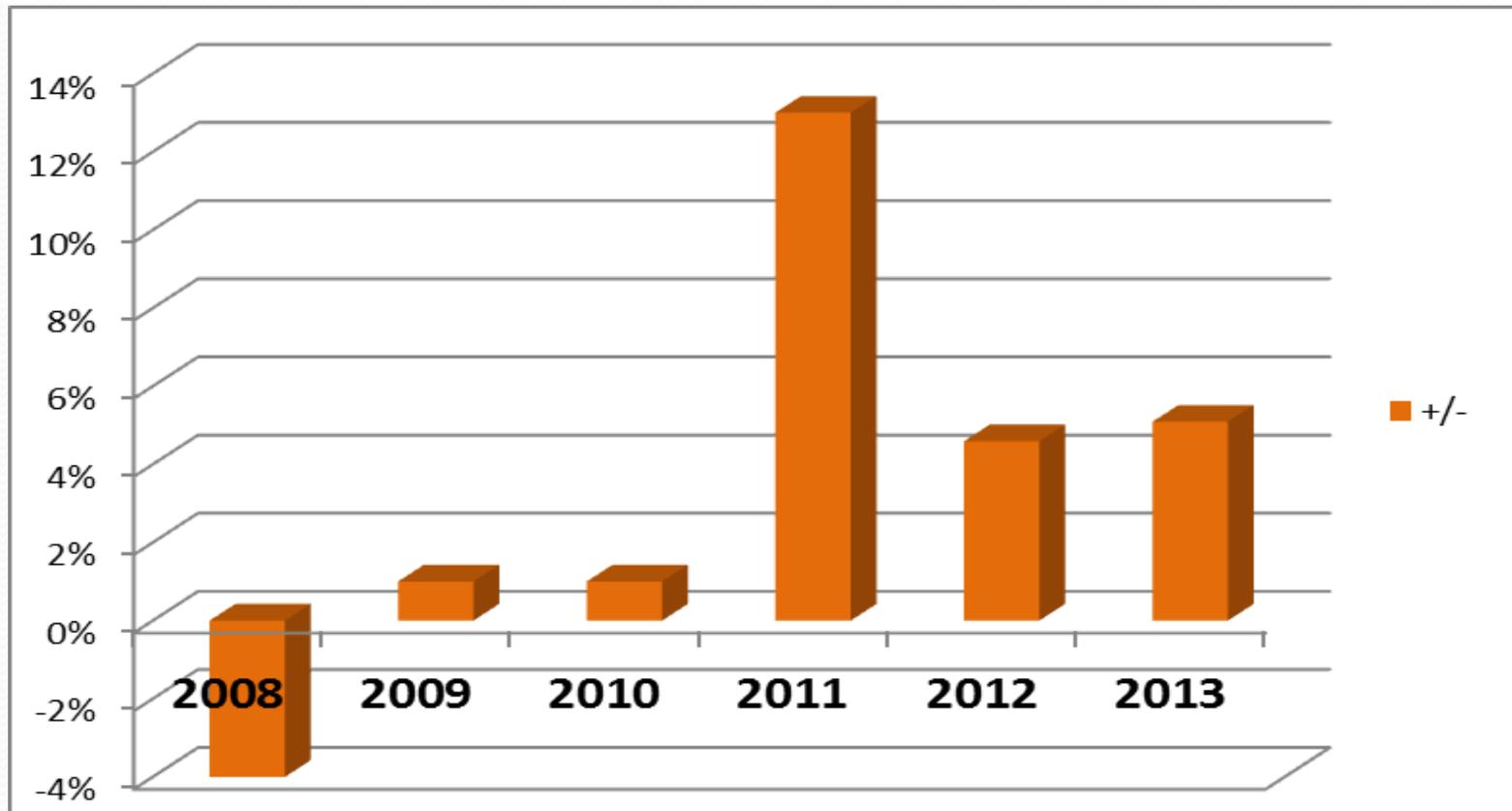
The Timeline

- RFP was Released - April 16, 2014
- All Preliminary Bids were Due - May 7, 2014
- First Meeting to Review Preliminary Bids - May 22, 2014
- Final Meeting after BSP Negotiations - May 29, 2014
- Recommendations made to the City Manager's Office - Early June
- Presentation to the City Council - June 24, 2014

The Last 12 months of Claims

| | | Total Claims | Total Premium | |
|--------------|--------|---------------------|----------------------|----------------|
| 1 | Apr-13 | \$109,543 | \$178,071 | 61.5% |
| 2 | May-13 | \$229,848 | \$178,379 | 128.9% |
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| 12 | Mar-14 | \$181,959 | \$183,515 | 99.2% |
| Total | | \$2,022,393 | \$2,162,602 | 93.5% ↑ |

Increase/Decrease to City 2008-2013



The Bedford Medical Plan

- One of lowest employee contribution plans in the area
- Others offer lower deductibles/deductible incentives
- 15% of Plan participants drive 80% of claims
- Employee Wellness Clinic
- Incent Physicals
- New Weight-loss Program
- Wellness Program

Plan Designs

- PPOs with Co-pays
- Higher Deductible Plans
- Multi – Layered Deductible Co-Ins. Plans
- Accountable Care Organizations (ACO)
- Patient Centered Medical Homes (PCMH)
- EPOs with No Out of Network Benefits

Other Considerations

- High Performance Networks
- Multiple Plan Designs - “adding a third plan”
- Advocacy Programs
- Self - Insurance
- Pharmacy Discount Program - “The Clinic”

End Result

Obtain the BEST COVERAGE

For Our Insurance \$\$\$\$\$\$\$



Council Agenda Background

PRESENTER: Jim Griffin, Mayor

DATE: 05/13/14

Council Recognition

ITEM:

Proclamation recognizing the Sketch-A-School Art Contest Winners.

City Manager Review: _____

DISCUSSION:

Each year, every third grader in the Hurst-Euless-Bedford Independent School District (HEB ISD) participates in the Heritage Education program at the Old Bedford School. One component of the program is the Sketch-A-School Art Contest, which provides the students an opportunity to reflect upon their visit and draw a picture of their most memorable moment from visiting the Old Bedford School. This is the 18th year of the contest and more than 300 poster entries were judged by the Heritage Education Docents, with assistance from the staff at the Old Bedford School. From the entries, 1st, 2nd, 3rd Places, Most Creative, Most Original and Honorable Mention were awarded by the docents. This year, a People's Choice contest was added at the Twilight Taste & Tunes event on April 3, which gave patrons a chance to vote on their favorite poster.

The award recipients will be at the meeting to be recognized.

ATTACHMENTS:

Proclamation



CITY OF
BEDFORD

Proclamation

WHEREAS, school children visit the Old Bedford School and are introduced to the Heritage Education Program in conjunction with their Social Studies curriculum to highlight the local community's history; and

WHEREAS, this event marks the 18th year of the Sketch-A-School Contest and more than 300 posters were entered by Hurst, Eules, and Bedford ISD third grade students; and

WHEREAS, each poster illustrated the students most memorable recollection of the visit to the Old Bedford School and the thirteen posters were chosen from the following third graders.

NOW, THEREFORE, let it be known that I, Jim Griffin, Mayor of the City of Bedford, and the City Council ask the citizens of Bedford to join us in recognizing the following Sketch-A-School Contest Winners:

| | | |
|----------------------------------|--------------------------|----------------------|
| 1st Place: | Journey Nguyen | South Eules |
| 2nd Place: | Kadrian Stines | Meadow Creek |
| 3rd Place: | Milan Sanders | South Eules |
| Most Creative: | Daniel Baez | Hurst Hills |
| Most Original: | Kendall Coleman | River Trails |
| Honorable Mention: | Gabriel Wittmayer | Harrison Lane |
| People's Choice: | | |
| 1st Place Tie: | Makenna Folks | Hurst Hills |
| 1st Place Tie: | Alanise Izquierda | Hurst Hills |
| 2nd Place: | Kasen Shiflet | Harrison Lane |
| 3rd Place: | Jenna Lacey | River Trails |
| 4th Place: | Journey Nguyen | South Eules |
| Honorable Mention: | Milan Sanders | South Eules |
| Honorable Mention: | Benicea Galvez | Hurst Hills |

In witness whereof, I have hereunto set my hand and caused the seal of the City of Bedford to be affixed this 13th day of May, 2014.

JIM GRIFFIN, MAYOR



Council Agenda Background

PRESENTER: Jim Griffin, Mayor

DATE: 05/13/14

Council Recognition

ITEM:

Proclamation declaring May 14, 2014 as Emerging Leaders Day in the City of Bedford.

City Manager Review: _____

DISCUSSION:

Participants in Class I of the Emerging Leaders Program graduated on May 1, 2014. The participants went through a year-long program that focused on gaining an understanding of City operations and budget and overall leadership developmental skills. The class completed a capstone project prior to graduation consisting of redesigning the employee recognition program. Class members are:

Chris Clark, Facilities Maintenance Tech II
Gary Clopton, Information Services Tech II
Jeff Gibson, Police Sergeant
Meg Jakubik, Assistant to the City Manager
Paula McPartlin, Accounting Manager
Kenny Overstreet, Public Works Field Operations Manager
Kyle Petrick, Fleet Mechanic I
Noel Scott, Police Sergeant
Eric Valdez, Recreation Manager

ATTACHMENTS:

Proclamation



CITY OF
BEDFORD

Proclamation

WHEREAS, the City of Bedford completed the inaugural class of the Emerging Leaders Program this month; and

WHEREAS, the following City of Bedford employees participated in the program and met all of the requirements for graduation:

*Chris Clark, Facilities Tech II
Gary Clopton, Information Services Tech II
Jeff Gibson, Police Sergeant
Meg Jakubik, Assistant to the City Manager
Paula McPartlin, Accounting Manager
Kenny Overstreet, Public Works Field Operations Manager
Kyle Petrick, Fleet Mechanic I
Noel Scott, Police Sergeant
Eric Valdez, Recreation Manager*

WHEREAS, the City Council desires to recognize and honor all Emerging Leaders Class I graduates for their dedication and commitment to the City and the Emerging Leaders Program; and

WHEREAS, the City Council wishes to honor and recognize the accomplishments and commitment made by the participants in the Emerging Leaders Program Class I.

NOW, THEREFORE, let it be known that I, Jim Griffin, Mayor of the City of Bedford, and the City Council do hereby proclaim May 14, 2014 as:

The City of Bedford Emerging Leaders Day

in the City of Bedford in honor and in recognition of the outstanding achievements of the employees in the Emerging Leaders Program Class I.

*In witness whereof, I have hereunto set my hand and
caused the seal of the City of Bedford to be affixed this
13th day of May, 2014.*

JIM GRIFFIN, MAYOR




Council Agenda Background

PRESENTER: Jim Griffin, Mayor

DATE: 05/13/14

Council Recognition

ITEM:

Proclamation recognizing the week of May 11-17, 2014 as Police Week and May 15, 2014 as Peace Officers Memorial Day.

City Manager Review: _____

DISCUSSION:

In 1962, President John F. Kennedy signed a proclamation to designate May 15 as Peace Officers Memorial Day and the week in which that date falls as Police Week.

Currently, tens of thousands of law enforcement officers from around the world converge in Washington, D.C., to participate in a number of planned events to honor those that have paid the ultimate sacrifice.

The Memorial Service began in 1982 as a gathering in Senate Park of approximately 120 survivors and supporters of law enforcement. Decades later, the event, more commonly known as “National Police Week,” has grown to a series of events, which attracts thousands of survivors and law enforcement officers to our nation’s capital each year.

Police Chief Roger Gibson will be accepting the proclamation.

ATTACHMENTS:

Proclamation



CITY OF
BEDFORD

Proclamation

WHEREAS, the Congress and President of the United States have designated May 15th as Peace Officers' Memorial Day, and the week in which May 15th falls as National Police Week; and

WHEREAS, the members of the Bedford Police Department play an essential role in safeguarding the rights and freedoms of Bedford and provide a vital public service; and

WHEREAS, it is important that all citizens know and understand the duties, responsibilities, hazards, and sacrifices of law enforcement personnel, and that members of the Bedford Police Department recognize their duty to serve the people by safeguarding life and property, by protecting them against violence and disorder, and by protecting the innocent against deception and the weak against oppression.

NOW, THEREFORE, let it be known that I, Jim Griffin, Mayor of the City of Bedford, and the City Council call upon all of our citizens and all civic and educational organizations to observe the week of May 11–17, 2014 as:

Police Week

with appropriate ceremonies and observances in which all of our people may join in commemorating law enforcement officers, past and present, who, by their faithful and loyal devotion to their responsibilities, have rendered a dedicated service to their communities, and in so doing, have established for themselves an enviable and enduring reputation for preserving the rights and security of all citizens. I further call upon all citizens of Bedford to observe Thursday, May 15, 2014 as:

Peace Officers' Memorial Day

in honor of those law enforcement officers who, through their courageous deeds, have made the ultimate sacrifice in service to their community or have become disabled in the performance of duty, and let us recognize and pay respect to the survivors of our fallen heroes.

*In witness whereof, I have hereunto set my hand and caused the seal of the City of Bedford to be affixed this
13th day of May, 2014.*

JIM GRIFFIN, MAYOR





Council Agenda Background

PRESENTER: Jim Griffin, Mayor

DATE: 05/13/14

Council Recognition

ITEM:

Proclamation recognizing the week of May 18 – 24, 2014 as Emergency Medical Services Week.

City Manager Review: _____

DISCUSSION:

Deputy Chief Bobby Sewell and Dr. Roy Yamada will be present to accept the proclamation.

ATTACHMENTS:

Proclamation



CITY OF
BEDFORD

Proclamation

WHEREAS, Emergency Medical Services is a vital public service in the City of Bedford; and

WHEREAS, firefighter-paramedics of the Bedford Fire Department are ready to provide life saving care to those in need 24 hours a day, seven days a week; and

WHEREAS, access to quality emergency care dramatically improves the survival and recovery rate of those who experience sudden illness or injury; and

WHEREAS, our emergency medical services system consists of firefighter-paramedics, physician medical director, EMS educators, EMS field training officers, administrators, 911 operators and first responders; and

WHEREAS, Bedford emergency personnel also care for the community by teaching citizens life saving skills and the actions to take before emergency response personnel arrive at the scene; and

WHEREAS, under the direction of medical director, Dr. Roy Yamada, the men and women of the Bedford Fire Department are highly dedicated and strive to provide the highest quality in lifesaving care for the citizens of Bedford.

NOW, THEREFORE, let it be known that I, Jim Griffin, Mayor of the City of Bedford, and the City Council do hereby proclaim the week of May 18-24, 2014, as:

Emergency Medical Services Week

With the theme, "EMS: Dedicated. For Life." I encourage the community to observe this week with appropriate programs, ceremonies and activities.

In witness whereof, I have hereunto set my hand and caused the seal of the City of Bedford to be affixed this 13th day of May, 2014.

JIM GRIFFIN, MAYOR





Council Agenda Background

PRESENTER: Jim Griffin, Mayor

DATE: 05/13/14

Council Recognition

ITEM:

Proclamation recognizing the week of May 18 - 24, 2014 as National Public Works Week.

City Manager Review: _____

DISCUSSION:

Kenny Overstreet, Field Operations Manager, will be present to accept the proclamation.

ATTACHMENTS:

Proclamation



CITY OF
BEDFORD

Proclamation

WHEREAS, public works services provided in our communities are an integral part of citizens' everyday lives; and

WHEREAS, the support of an understanding and informed citizenry is vital to the efficient operation of public works systems and programs such as water, sewer, streets, storm water, environmental, fleet maintenance, engineering and administration; and

WHEREAS, the quality and effectiveness of these facilities, as well as their planning, design and construction, are vitally dependent upon the efforts and skill of public works officials; and

WHEREAS, the efficiency of the qualified and dedicated personnel who staff public works departments is materially influenced by the people's attitude and understanding of the importance of the work they perform.

NOW, THEREFORE, let it be known that I, Jim Griffin, Mayor of the City of Bedford, and the City Council do hereby proclaim May 18–24, 2014, as:

National Public Works Week

in the City of Bedford and I call upon all citizens and civic organizations to acquaint themselves with the issues involved in providing our public works and to recognize the contributions which public works officials make every day to our health, safety, comfort and quality of life.

*In witness whereof, I have hereunto set my hand and caused the seal of the City of Bedford to be affixed this
13th day of May, 2014.*

JIM GRIFFIN, MAYOR





Council Agenda Background

PRESENTER: Jim Griffin, Mayor

DATE: 05/13/14

Council Recognition

ITEM:

Proclamation declaring May 24, 2014 as Poppy Day in the City of Bedford.

City Manager Review: _____

DISCUSSION:

Judy Davidson, Executive Board Member on the American Legion Auxiliary, will be present to accept the proclamation.

ATTACHMENTS:

Proclamation



CITY OF
BEDFORD

Proclamation

WHEREAS, America is the land of freedom, preserved and protected willingly and freely by citizen soldiers; and

WHEREAS, millions who have answered the call to arms have died on the field of battle; and

WHEREAS, a nation at peace must be reminded of the price of war and the debt owed to those who have died in war; and

WHEREAS, the red poppy has been designated as a symbol of sacrifice of lives in all wars; and

WHEREAS, the American Legion Auxiliary has pledged to remind America annually of this debt through the distribution of the memorial flower.

NOW, THEREFORE, let it be known that I, Jim Griffin, Mayor of the City of Bedford, and the City Council do hereby proclaim May 24, 2014, as:

Poppy Day

in the City of Bedford and we ask that all citizens pay tribute to those who have made the ultimate sacrifice in the name of freedom by wearing the Memorial Poppy on this day.

*In witness whereof, I have hereunto set my hand and caused the seal of the City of Bedford to be affixed this
13th day of May, 2014.*

JIM GRIFFIN, MAYOR





Council Agenda Background

PRESENTER: Michael Wells, City Secretary

DATE: 05/13/14

Minutes

ITEM:

Consider approval of the following City Council minutes:

- a) April 22, 2014 regular meeting

City Manager Review: _____

DISCUSSION:

N/A

ATTACHMENTS:

April 22, 2014 regular meeting

STATE OF TEXAS §

COUNTY OF TARRANT §

CITY OF BEDFORD §

The City Council of the City of Bedford, Texas, met in Work Session at 5:30 p.m. and Regular Session at 6:30 p.m. in the Council Chambers of City Hall, 2000 Forest Ridge Drive, on the 22nd day of April, 2014 with the following members present:

| | |
|----------------|-----------------|
| Jim Griffin | Mayor |
| Michael Boyter | Council Members |
| Chris Brown | |
| Ray Champney | |
| Jim Davisson | |
| Patricia Nolan | |
| Roy W. Turner | |

constituting a quorum.

Staff present included:

| | |
|-------------------------|----------------------------------|
| David Miller | Deputy City Manager |
| Cathy Cunningham | City Attorney |
| Michael Wells | City Secretary |
| Cliff Blackwell | Administrative Services Director |
| Roger Gibson | Police Chief |
| Tom Hoover | Public Works Director |
| Jill McAdams | Human Resources Director |
| Mirenda McQuagge-Walden | Managing Director |
| Jacquelyn Reyff | Planning Manager |
| James Tindell | Fire Chief |

WORK SESSION

Mayor Griffin called the Work Session to order at 5:30 p.m.

- **Review and discuss items on the regular agenda and consider placing items for approval by consent.**

Council discussed placing the following items on consent: 5, 8, 9, 10, 11, 12, 13, 14 and 15.

Human Resources Director Jill McAdams presented information on Item #9, which is for an employee training day and was first introduced during the 2013 budget supplemental process. The proposal is to close the City to the public on a day that is a recognized holiday and the proposed date is Veteran's Day. Employees would still come to work and there would be an in-service training day. The training would be City-wide and give employees an opportunity to attend a seminar, conference-style event. The training would kick-off with a keynote speaker to talk about wellness and the importance of stress relief. Employees would be divided into three groups, two for general employees and one for supervisors. The training would be conducted by Strategic Government Resources (SGR), which specializes in training, evaluating and developing municipal employees. She discussed the learning tracts for the employees. Of the approved funds of \$12,500, \$8,500 would go to SGR, \$1,500 to the key-note speaker, \$500 for refreshments, and \$2,000 for training supplies and materials. In answer to questions from Council, Ms. McAdams stated that her long-term vision for this training is succession planning, developing career paths, and an employee engagement survey; that she will be seeking feedback from employees; that she would like it to be a reoccurring event every Veteran's Day; and that money for the training has been put as a recurring item in HR's base budget.

Fire Chief James Tindell presented information on Item #10, which is for a new pumper truck. He stated that pumpers have a life expectancy of 15 years to be first out and then are put into reserve for five years. They have a 1998 engine currently in reserve which will be put up for auction, and the current front-line engine will be put into reserved status. It will take about a year for the new engine to be delivered. The unit that is being replaced is wearing down and they spent \$15,000 in maintenance on it the past year. The unit that is being auctioned had \$12,000 in maintenance. In answer to questions from Council, Chief Tindell stated that some cities are moving towards not taking a fire truck on every ambulance call but that the cities that do so hire additional personnel and purchase another vehicle; and that he has studied that issue and can bring it to Council for consideration.

Managing Director Mirenda McQuagge-Walden presented information on Items #14 and 15, which relate to agreements that will pave the way to begin construction of the trail expansion from Meadow Park to Forest Ridge Drive, which was voter approved. There is a license agreement and an encroachment on easement agreement. In order to formalize the agreements, a formal trail design, including engineering drawings, had to be done, which was performed by Public Works Director Tom Hoover. Bids for the construction are currently being accepted with a bid opening scheduled for April 29. Once approved, the construction would take about eight months. In answer to questions from Council, Ms. McQuagge-Walden stated that the agreements last until one party wants to end them; and that the current trails were formalized with Oncor as part of the dog park project.

- **Receive a presentation on the Mosquito Surveillance and Response Program for the 2014 mosquito season.**

Public Works Director Tom Hoover stated that the City entered into a cooperative agreement with Tarrant County to be part of this Program. West Nile Virus (WNV) infections represent a very serious public health threat. The program selects five locations within the City and last season, they sampled for 47 weeks with no positive tests for WNV or St. Louis Encephalitis. The City also has volunteered for off-season trapping.

Environmental Specialist Jerry Laverty stated that the City is very proactive and has been told by the County that the City does a good job and is used as an example for other cities. The Public Works Department prioritizes the City, its citizens and its employees, and they work in cooperation with Tarrant County Public Health. Trapping began on April 3 and they use four static traps at Stormie Jones Park, Cheek Sparger Road and Central Drive, Harwood Drive at Norwood Drive, Brookhollow Park, and one roving trap for citizen complaints. He displayed a map showing where the traps are located. The City participates in off-season trapping at Harwood Drive and Brookhollow Park to get data to the Centers for Disease Control (CDC). All testing is completed by Tarrant County Public Health. Trapping is done on Thursdays and samples are delivered to the County by Friday, with results usually being received the following Wednesday. Samples are gathered weekly during the season and bi-weekly during the off-season. Samples are tested for WNV and Encephalitis, and will tell if there is a breeding site around the trapping area. The information is compiled by the County and sent to the CDC. Prior to 2013, the numbers were skewed because the traps were moved every week. Staff takes a proactive approach by walking the creeks and finding standing pools of water. They utilize both a granular product and oil for treatment. Costs for larvicide were cut and the resulting funds were used to purchase items to treat storm drains and stagnant pools. Staff provides home inspections for residents and does presentations for groups such as HOAs, nursing homes, community groups and schools. They also distribute educational material and treat event sites such as FourthFest and BluesFest. He displayed examples of the larvicide and oils that they utilize. In answer to questions from Council, Mr. Laverty stated that the County wanted them to try and hit all four corners in the outskirts of the City; that they pick sites that have had a lot of activity in the past; that the County determines the number of traps and that if the City had more, they would be used as roving traps; that spraying only kills the mosquitoes that are in the front yard but not the back, and that the only 100 percent kill rate is with aerial spraying; and that eliminating mosquitoes at the source is more effective.

- **Report from the Beautification Commission on Clean Up Bedford/Chunk Your Junk Event.**

Faye Murphy, Chairperson of the Beautification Commission, recognized Commission members Richard Dobrovolny, Connie LeClair, Bucky Geer, Marty Geer, Jennifer Bumgardner, and Patty Sinclair. She

stated that Clean Up Bedford Day is one of the most complex activities that they have. The goal for the event is for citizens to recognize that they want a city that is clean and to work together to make the City beautiful and clean. Vice Chairperson Patty Sinclair stated that Clean Up Bedford Day started in 2007 with an idea by Deborah Chaney, the chairperson at that time, and has grown since then. It started with small groups of Commission members, Boy Scouts, and other civic-minded people. The only road they could do at that time was Harwood. The event has grown to include local businesses, Girl Scouts, the American Legion, nursing groups, teen court, high school IB programs, honor society members, and the Council. It was joined with Chunk Your Junk to get residents to clean out their houses and yards. This year, they enlisted the help of the Commission, 125 volunteers and nine City Parks Department employees. Volunteers checked in and were given one of 26 routes around the City. Every major street was included, as well as parks. They made a point to include the south side of Highway 183. They hope to eventually clean up Highways 183 and 121 when construction is complete. For Chunk Your Junk, Parks Superintendent Don Henderson and his crews unloaded tons of junk brought by residents, which filled 11 industrial-sized dumpsters. Volunteers were treated to food, drinks, as well as gift bags with coupons. Everything, including food, drinks and supplies, was donated by over 30 businesses. The Council recognized all of the members of the Commission with certificates of appreciation.

Mayor Griffin adjourned the Work Session at 6:27 p.m.

EXECUTIVE SESSION

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

- a) Pursuant to Section 551.071, consultation with City Attorney regarding pending or contemplated litigation regarding 533 Bedford Road.**

Council convened into Executive Session pursuant to Texas Government Code Section 551.071, consultation with City Attorney regarding pending or contemplated litigation regarding 533 Bedford Road at 6:28 p.m.

Council reconvened from Executive Session at approximately 6:37 p.m.

Any necessary action to be taken as a result of the Executive Session will occur during the Regular Session of the Bedford City Council Meeting.

REGULAR SESSION 6:30 P.M.

The Regular Session began at 6:43 p.m.

CALL TO ORDER/GENERAL COMMENTS

Mayor Griffin called the meeting to order. He stated that City Manager Beverly Griffith was not in attendance due to the death of her husband. He stated that code enforcement is a priority and that the legal case is proceeding.

INVOCATION

Elder Bill Cadenhead of The Mission gave the invocation.

PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was given.

OPEN FORUM

Nobody chose to speak during Open Forum.

CONSIDER APPROVAL OF ITEMS BY CONSENT

Motioned by Councilmember Champney, seconded by Councilmember Davisson, to approve the following items by consent: 5, 8,9, 10, 11, 12, 13, 14 and 15.

Motion approved 7-0-0. Mayor Griffin declared the motion carried.

COUNCIL RECOGNITION

1. Employee Service

The following employee received recognition for dedicated service and commitment to the City of Bedford:

Toni Lovejoy, Police Department - 5 years of service

2. Recognition of Firefighter/Paramedic Jack Ventrca for a Bedford Employee Commitment Award (BECA).

Firefighter/Paramedic Jack Ventrca was recognized for the Bedford Employee Commitment Award because of his help in extinguishing a fire at a neighbor's house.

3. Proclamation recognizing the month of April as National Safe Digging Month.

Mayor Griffin read a proclamation recognizing the month of April as National Safe Digging Month. Public Works Director Tom Hoover and Environmental Specialist Jerry Lavery were present to accept the proclamation.

4. Proclamation recognizing May 2014 as Motorcycle Safety and Awareness Month.

Mayor Griffin read a Proclamation recognizing May 2014 as Motorcycle Safety and Awareness Month. Members of the Patriots Motorcycle Club were present to accept the proclamation.

APPROVAL OF THE MINUTES

5. Consider approval of the following City Council minutes:

- a) April 1, 2014 joint work session
- b) April 8, 2014 regular meeting

This item was approved by consent.

PERSONS TO BE HEARD

6. The following individuals have requested to speak to the Council tonight under Persons to be Heard:

- a) **Amy Sabol, 2209 Pine Thicket Lane, Bedford, Texas 76021 – Requested to speak to the Council regarding Stonegate Pools, 533 Bedford Road.**

Amy Sabol, 2209 Pine Thicket Lane, Bedford, Texas – Ms. Sabol spoke to Council regarding Stonegate Pools at 533 Bedford Road. She stated that five speakers are scheduled to speak about this property and she is here to discuss the timeline and history since she first reported the property to Code Enforcement in late May/early June of 2013. Council and staff are well aware of this property as it has been an eyesore for many years. In May of 2013, she was told by Council that they wanted to focus on general code enforcement. Since 2012, there have been three owners in communication with the City regarding the property but only two are listed on the Tarrant Appraisal District website. In the records she received, there was no confirmation of anybody with the City making contact with the owners and reporting was minimal and not thorough. She displayed pictures of the property from April 2012. From

April of 2012 to May of 2013, there were only two code violations issued: in March of 2012 for the owner to mow weeds and grass as well as remove junk, limbs and a falling down sign; and in September of 2012 with a 24-hour notice to remove water and debris from the pools, and that the property needed to be inspected. There were no follow-ups to these issues from the records she received. She discussed an unspoken culture established by the City to be aware of this problem and make it ok to ignore it or pretend it does not exist. She was told that there was no barrier to the property, and stated that there are children going to school at Stonegate Elementary and apartments directly behind the property. She displayed pictures from May of 2013 from the exterior of the building. Based on open records, the third owner was advised to mow grass and weeds as well as to discuss unsanitary water, but that there was no follow-up. On July 30, the Fire Department condemned the property. In October, there was a report of grass being too high and in November, the City mowed the grass as well as cleaned out and drained the pool. In December, staff and the City Attorney called the third owner for a meeting, who was told that the entire property must be cleaned. The property was condemned on July 30, the owner was told that it was unsafe and impossible to repair to bring up to code, and was given 60 days to clear the property. She stated that the City should have used its own code and cited Section 22-374(b) regarding the demolition of a building that is 50 percent deteriorated. After the condemnation, the property was left unattended for six months with no fencing to protect the school or the apartments. The property burned on December 26, and City officials believe it was arson. She displayed pictures of the burned structure and the arson notice. She emailed Council on February 4 regarding the events that lead up to the burning of the property, which is the same information she has presented. She stated that the Council should have known that there was a dangerous situation and illegalities at the property. She was told by the Mayor that staff would look into this and report back to Council, and asked what the Mayor had found out. She stated that the problem with deteriorating cities always starts at the top. Councilmember Nolan took an interest in code enforcement, knew it was a huge problem, and made significant inquiries including why no fence was put around the property, to which she was told that vacations and time-off prevented the property from being secured. She asked what would have happened if there was a person inside that property and if the apartments had caught on fire. The property was fenced and bulldozed on December 28 at a cost to the City. The property owners have not paid property taxes for five years, the City has spent over \$5,200 for fencing and demolition, and that there is no report on the cleaning of the pools, mowing of weeds, or tending the fire. She stated that the City hires professionals that must have reported on the dismal conditions of the property over the years. She stated that this is an example of the frustration the employees must feel. She started to look at the south side of Bedford and urged Council to drive it. She stated that the City already owns the asbestos-laden pile and that the City let it get out of control due to a lack of interest, a culture of ignoring the issue, or that it is too much of a legal issue. She stated funds need to be set aside to clean up the property and that it needs to be done yesterday.

b) Leslye Green, 917 Circle Lane, Bedford, Texas 76022 – Requested to speak to the Council regarding the Stonegate Pool Property at 533 Bedford Road.

Leslye Green, 917 Circle Lane, Bedford, Texas – Ms. Green discussed with Council that there is a south-side of Bedford. She stated that codes and ordinances allow the municipality to operate and if they are not enforced, the community loses part of its identity, struggles and flounders, and neighborhoods sometimes cease to exist. The issue did not occur overnight and that any Police Department, public health, and Code Enforcement staff knows the original owner very well. She stated that what was in the pictures presented by Ms. Sabol had been there for years and has been seen by City employees. The issue serves as a metaphorical example of what is happening to properties on the south side. She discussed the City not having a strategic or master plan, and having no direction. She discussed the vision for the Central Bedford Development Zone and asked where the attention is to revitalize the south side. There is a weak link in management and the Council, and citizens are frustrated and want something to revitalize the south side. She discussed communication and that only the Mayor and Councilmember Nolan responded to a resident regarding his concerns with a City code problem. She stated that Ms. Sabol did not receive any communication except from Councilmember Nolan. She discussed communication with citizens especially on the south side about this issue including a town hall meeting, the water bill, or a community email to tell residents that the City is not ignoring this issue and is working on cleaning it up. She stated that she did not know if Council reviewed and studied details of what is brought before them and hopes that everybody gets due diligence on what they speak and ask about. There is some kind of problem with the City management office and a weak

link between it and Council because of what Code Enforcement had been doing over the past ten years with the property. They did not get good communication from staff and Council except from Councilmember Nolan. She stated that she spoke with the current owner of the property and understands his perspective on his responsibilities. She stated that there was not one thing in the Code Compliance update given at the Council meeting on March 25 that they did not already know and all the properties cited were ones they turned in. She stated that the present system of code is not working and that the property should not have gotten to that point. She asked that when the property was condemned and a fence was to be installed, why that did not happen.

c) June Gravley, 916 Circle Lane, Bedford, Texas 76022 – Requested to speak to the Council regarding Stonegate Pool, located on Bedford Road.

June Gravley, 916 Circle Lane, Bedford, Texas – Ms. Gravley stated that she has lived in her current home for over 40 years and has watched a lot of changes in the City, a lot of which have been for the better. She stated that there are always challenges and opportunities to be dealt with. Stonegate Pool was a fun place to go at one time, but several years ago the area began to decline. This downward spiral was simply ignored and put at the bottom of priorities. She discussed how quickly the serious health problems can be resolved. The health of the children at Stonegate Elementary and families living in the apartments should be at the top of the City's concerns. She stated that the future planning of the City has been a priority, including attracting businesses, entrepreneurs and tax dollars. She stated that her parents developed properties to sell, but that they would never invest in Bedford at this time. Areas of concern have been pushed to the side and priorities have become skewed. The City needs to focus on how soon to make the area safe for the children and she did not want the City to be known as one that procrastinated and found excuses for not addressing the asbestos problem immediately. She discussed losing her 14 year old granddaughter to brain cancer recently and that she did not want any of the parents of children that live and play in that area to go through what can be prevented. She is aware of the slow workings of government but if one wants something bad enough and the cause is just, mountains can be moved. The City could look to the County or State for help or advice, and that it can find people that are willing to help and make the place safe to live, raise a family and attract businesses. She was taken aback by the amount of money asked for to update equipment to the City and stated that the health and safety of children is a far bigger priority than outdated equipment. She is not sure that the City government has the confidence of the majority of residents. Making this hazardous eyesore a major project can and will bring back Bedford pride.

d) Salvatore Caruso, 148 Ravenswood Drive, Bedford, Texas 76022 – Requested to speak to the Council regarding the cleanup of Stonegate Pools.

Salvatore Caruso, 148 Ravenswood Drive, Bedford, Texas – Mr. Caruso stated that the common theme is the difference between north and south. He commended the Beautification Commission and discussed how in the past they have not done the south, but that this year they did. He asked where the priority is, the north or south, or is it Bedford. He has lived in Bedford almost 25 years and has to look at this debris when he leaves his house. It is piled high, is ripe for arson, and is now being used as a dumpster. The City can say it is a legal matter and cannot talk or do anything about it and he asked how long this legal matter could go on. He discussed that summer is coming and it being ripe for rodents and mosquitoes, and that there are children right next door. He asked who is in charge and who is looking out for the benefit, the health and safety of the residents. The City has been talking about a cultural center and central business development and he asked where the will and urgency were to put a fence around that area so there would not have been an arson fire, and demolition the building. He stated that the Council is in charge. He discussed certificates of obligation being used for the demolition of dangerous structures or the restoration of historic structures. He stated that the history of the building, mess, arson, debris, and rats and mice that will come lies with the Council. He stated that something has to be done now and the only thing that has to go to the court system is the bill for reimbursement of the cleanup. He discussed the City spending \$74,000 on the CBDZ and the cultural center and asked how much it would have cost to demolish the building. He asked if Council were there and saw the property, what would motivate them not to do anything. He discussed a voting bloc in the north to put people on Council and that maybe it should change as nothing is being done and nobody is in charge. He stated that this is a health and safety issue and a dangerous situation that nothing is being done

about. He asked that if the location of this issue were at Harwood and Central, how long it would take to get cleaned up.

e) Hank Henning, 2604 Morningside Drive, Bedford, Texas 76021 – Requested to speak to the Council regarding lack of code enforcement standards.

Hank Henning, 2604 Morningside Drive, Bedford, Texas – Mr. Henning discussed that many citizens have complained to staff and Council regarding code enforcement, including why it cannot be stronger and why violations cannot be cleaned up. Several citizens spoke about a business that was in flagrant violation of ordinances for years and the only thing that was accomplished was that it was burned down due to arson. There are seven pages of code violations on the property, of which none except for the first two have been closed. For 13 years, the owners were cited for high weeds, trash and signs not in repair and pictures shown previously show that the violations were never corrected. The building is now in piles and nothing has been done to clean the property. He discussed that the Fire Marshal is still investigating the fire, that there are three different types of asbestos that encompass approximately 1,000 cubic feet, and that with warm weather approaching, vermin will find a welcome home to breed. He asked what the City is doing to protect children and their parents from the unsafe and unsightly mess. He asked that when the initial building status was marked as vacant and unsecure, why it was not fenced off. The City has met with the current owners and should know that he has no intention of clearing the property. He asked where the fault was and should not the violations have been moving up the organizational chart. He discussed a house on Cheek Sparger, which after two years of complaints by himself, the house was torn down, the fence replaced and the yard mowed. He asked where the City failed in this enforcement issue and stated that the Building Official was reluctant to act on that eyesore. He discussed the property at 3737 Cummings, it being brought to the attention of Code Enforcement by a citizen complaint, and an agreement signed with the property owner in 2008 regarding the number of RVs and boats and to clean up the trash on the property. He stated that there are too many RVs and boats, and that the barn with the trash is falling in. The property is now owned by Daystar and they were notified to correct the violations on March 21 and given 14 days to comply but the property is still not compliant. He asked why City staff is allowing this eyesore and allowing non-compliant residents to take as long as they want. He asked the Mayor if one RV being moved from the property was permanent or temporary. He stated that the City must take a hard look at Code Enforcement and the Building Official not doing their jobs. He stated that the Police Department is showing signs of forcing compliance in many areas and the Fire Chief is cleaning up other issues. He discussed the inability of the Building Official and those under him to enforce codes. This has been brought to the attention of the Council and City management. He stated that neat, clean homes and businesses are the lifeblood of this City and that to attract businesses and homebuyers, the City needs to be pleasant to look at and shop in. He asked Council if it is their intention to confine visitors to the CBDZ while the rest of the City crumbles. He stated that the voters and citizens must insist that Council ensure that all of the management staff is performing their jobs particularly in reviewing their subordinates work. He stated that the Building Official, those under him, and Code Compliance officers have been given a free pass for too long and asked where the fault with that lies and how it can be corrected.

NEW BUSINESS

- 7. Public hearing and consider an ordinance to amend City of Bedford Zoning Ordinance Number 2275, Specific to Section 3.1.f. Retail Sales/Trade Schedule of Permitted Uses, and Section 3.2, Explanation of Uses and Specific Use Permit Requirements, C. Permitted Uses, for a new Section 3.2.C(7)x, Tobacco Products Store; declaring that this ordinance be cumulative of all other ordinances; providing for a severability clause; providing for a penalty clause; and declaring an effective date. (A-037)**

Planning Manager Jacquelyn Reyff presented information regarding this item, which is a request to amend the Zoning Ordinance to require businesses that derive their primary sales of 50 percent or more from tobacco products or tobacco-like products to have a specific use permit (SUP). Currently, the Ordinance allows for tobacco shops by right in the heavy commercial, light commercial, and service zoning districts. The requested amendment would remove tobacco from the land use designation and create a new definition for a "Tobacco Product Store," which includes tobacco products, vapor, e-cigarettes and hookahs. The final component of the amendment is to require a tobacco product store to

obtain a SUP. Current tobacco stores with a valid certificate of occupancy would remain but be considered legal non-conforming. By allowing for the definition and the SUP, the Planning and Zoning Commission and the Council could place conditions on the SUP. The Commission approved this item at their April 10 meeting by a vote of 6-1.

Mayor Griffin opened the public hearing at 7:47 p.m.

Nobody chose to speak during the public hearing.

Mayor Griffin closed the public hearing at 7:47 p.m.

Motioned by Councilmember Champney, seconded by Councilmember Turner, to approve an ordinance to amend City of Bedford Zoning Ordinance Number 2275, Specific to Section 3.1.f. Retail Sales/Trade Schedule of Permitted Uses, and Section 3.2, Explanation of Uses and Specific Use Permit Requirements, C. Permitted Uses, for a new Section 3.2.C(7)x, Tobacco Products Store; declaring that this ordinance be cumulative of all other ordinances; providing for a severability clause; providing for a penalty clause; and declaring an effective date. (A-037)

Motion approved 7-0-0. Mayor Griffin declared the motion carried.

- 8. Consider a resolution authorizing the City Manager to close City offices to the public each Veteran's Day in order to provide all City of Bedford employees an In-Service Day of training and development.**

This item was approved by consent.

- 9. Consider a resolution authorizing the City Manager to enter into a contract with Metro Fire Apparatus Specialists, Inc. through the Houston Galveston Area Conglomerate (HGAC), a cooperative purchasing network as per Texas Local Government Code 44-013, Interlocal Cooperative Purchasing Act, for the purchase of one 2014 Crimson Pumper with Spartan 4-door full tilt aluminum cab, aluminum body, single axle and 1500-GPM mid-mounted pump in the amount of \$625,258.**

This item was approved by consent.

- 10. Consider a resolution authorizing the City Manager to purchase replacement public safety laptop computers and related accessories in the amount of \$172,020 through PCS Mobile, a cooperative contract vendor with the Texas Department of Information Resources (DIR).**

This item was approved by consent.

- 11. Consider a resolution authorizing the City Manager to purchase replacement desktop computers in the amount of \$120,700 through Insight, a cooperative contract vendor with the Texas Department of Information Resources (DIR).**

This item was approved by consent.

- 12. Consider a resolution authorizing the City Manager to purchase a 2015 Ford F-550 Crew Cab Bucket Truck in the amount of \$85,212.69 through Sam Pack's Five Star Ford's BuyBoard Cooperative Purchasing Contract.**

This item was approved by consent.

- 13. Consider a resolution authorizing the City Manager to enter into a lease agreement for one year with the DFW Tejanos Organization for the purpose of conducting practices and games at the Stormie Jones soccer fields.**

This item was approved by consent.

14. Consider a resolution approving a License Agreement with Oncor Electric Delivery Company LLC for the Meadow Park Trail Extension.

This item was approved by consent.

15. Consider a resolution approving an Encroachment on Easement Agreement with Oncor Electric Delivery Company LLC for the Meadow Park Trail Extension.

This item was approved by consent.

16. Report on most recent meeting of the following Boards and Commissions:

✓ **Animal Shelter Advisory Board - Councilmember Boyter**

No report was given.

✓ **Beautification Commission - Councilmember Turner**

Councilmember Turner stated that earlier in the meeting, Council honored members of the Commission with special certificates for their work on beautifying the City. He stated that the Crud Cruiser event will be on April 26.

✓ **Community Affairs Commission - Councilmember Boyter**

Councilmember Boyter reported that the City will hold a roundtable on May 14 at 7:00 p.m. at the Library. The main topic will be HOA insurance considerations with a presentation by a local insurance agent. Other topics will be reviewed and an open discussion will take place on topics of interest to attendees. RSVPs and questions should be directed to Commission Member Gary Morlock. He acknowledged Commission Members in attendance including Mr. Morlock, David Franklin, Amy Sabol, Roy Savage and Sal Caruso.

✓ **Cultural Commission - Councilmember Nolan**

Councilmember Nolan reported that the Commission is in the process of developing and putting together an Arts Talk for May 12, which will be an opportunity for arts groups to share ideas about their activities.

✓ **Library Board - Councilmember Davisson**

No report was given.

✓ **Parks & Recreation Board - Councilmember Davisson**

Councilmember Davisson reported that the Board is working on its priorities for the coming year, including Phase 2 of the dog park. The Board has money that is donated to them to be used for what they want as opposed to using City funds. The Recreation Department was donated a vehicle by the Fire Department and they want some kind of wrap for the vehicle that will build up interest in recreation programs.

✓ **Senior Citizen Advisory Board - Councilmember Turner**

Councilmember Turner reported that the Board had a meeting the previous afternoon and there were a number of things in the Manager's Report. There are some classes that are being offered that would appeal to senior citizens including a class on fall prevention and one on healthy food choices, communicating with health providers and other self-management skills. Other classes include sewing, art and portrait painting. In 2013, the Center had 2,086 participants at different activities.

✓ **Teen Court Advisory Board - Councilmember Champney**

No report was given.

17. Council member reports

No other reports were given.

18. City Manager/Staff Reports

Deputy City Manager David Miller stated that the Police Department Drug Take Back Day is Saturday from 10:00 a.m. to 2:00 p.m. Twilight Thursday on April 24 will feature Johnny D & The Doo Wopps starting at 7:00 p.m. Twilight Thursday on May 1 will feature Matt Ingram. Both events will have food trucks with Mad Grill on April 24 and Taco Bueno on May 1. He stated that early voting will run from April 28 through May 6 at the Library.

19. Take any action necessary as a result of the Executive Session.

No action was necessary as a result of the Executive Session.

ADJOURNMENT

Mayor Griffin adjourned the meeting at 7:57 p.m.

Jim Griffin, Mayor

ATTEST:

Michael Wells, City Secretary



Council Agenda Background

PRESENTER: See below

DATE: 05/13/14

Persons to be Heard

ITEM:

- a) Salvatore Caruso, 148 Ravenswood Drive, Bedford, Texas 76022 – Requested to speak to the Council regarding a proposal to change the Charter to have 3 Council Members elected from the South, and 3 from the North, with the Mayor voted at large.

City Manager Review: _____

DISCUSSION:

N/A

ATTACHMENTS:

Letter of Request

-----Original Message-----

From: Salvatore Caruso [REDACTED]
Sent: Friday, May 02, 2014 1:22 PM
To: Wells, Michael
Subject: Persons To Be Heard

Good Afternoon Michael, I would like to speak at the upcoming City Council meeting on May 13, 2014.. Regarding a proposal to change the Charter to have 3 Council Members elected from the South, and 3 from the North, with the Mayor voted at Large.. Thank You, have a Great Weekend... Sal..

Sent from my iPhone



Council Agenda Background

PRESENTER: Clifford Blackwell, CGFO
Director of Administrative Services

DATE: 05/13/14

Council Mission Area: Be responsive to the needs of the community.

ITEM:

Consider a resolution authorizing the City Manager to purchase hardware and system software, as recommended by New World Systems, in the amount of \$59,881 from cooperative contract vendors with the Texas Department of Information Resources (DIR) for the implementation of the new Logos.NET software application.

City Attorney Review: N/A

City Manager Review: _____

DISCUSSION:

On January 24, 2014, staff met with the City Council to discuss the purchase of several capital items, including the new public administration software by New World Systems (NWS). The total cost of the software is \$679,140, which includes the software package of \$572,240, travel cost of \$45,000 and hardware cost of \$61,900 based on New World specifications.

On February 25, 2014, the City Council authorized the City Manager to enter into an additional license agreement with NWS for the cost of the software package plus travel, totaling \$617,240. The hardware will not be purchased from NWS but rather from an approved list of vendors who are partners with the Texas Department of Information Resources (DIR) through its cooperative purchasing contracts. Texas DIR contracts have already been through the bid process. Therefore, the City, as a member of the Texas cooperative purchasing program, benefits from the discount pricing.

The following is a list of Texas DIR approved vendors and the total amounts quoted for the specifications outlined by NWS:

| | | |
|------------------------------|-----------------|--|
| - Insight Public Sector | \$45,286 | Host servers, storage, backup hardware |
| - SHI Governmental Solutions | \$14,355 | Server licenses and backup software |
| - Rack Solutions | \$ 240 | Rack bracket kit |
| | <u>\$59,881</u> | Total purchase |

NWS will configure the hardware in order to prepare it for the new software application that was approved during the February Council meeting. The hardware will be purchased using the proceeds from the Public Property Finance Contractual Obligations (PPFCO) previously approved at the March 25, 2014 Council meeting.

RECOMMENDATION:

Staff recommends the following motion:

Approval of a resolution authorizing the City Manager to purchase hardware and system software, as recommended by New World Systems, in the amount of \$59,881 from cooperative contract vendors with the Texas Department of Information Resources (DIR) for the implementation of the new Logos.NET software application.

FISCAL IMPACT:

Public Property Finance Contractual Obligation:
Actual Amount: \$59,881

ATTACHMENTS:

Resolution
Hardware Specifications per TX DIR vendors
New World Hardware Specifications

RESOLUTION NO. 14-

A RESOLUTION AUTHORIZING THE CITY MANAGER TO PURCHASE HARDWARE AND SYSTEM SOFTWARE, AS RECOMMENDED BY NEW WORLD SYSTEMS, IN THE AMOUNT OF \$59,881 FROM COOPERATIVE CONTRACT VENDORS WITH THE TEXAS DEPARTMENT OF INFORMATION RESOURCES (DIR) FOR THE IMPLEMENTATION OF THE NEW LOGOS.NET SOFTWARE APPLICATION.

WHEREAS, the City Council of Bedford, Texas has deemed it to be in the best interest of the City to upgrade the current public administration software and technology from an IBM AS/400 platform to a Microsoft platform; and,

WHEREAS, the City Council of Bedford, Texas has deemed it to be in the best interest of the City to upgrade the current technology by purchasing new hardware and system software; and,

WHEREAS, the City Council of Bedford, Texas acknowledges that in order to obtain the best pricing, as well as be in compliance with the City's purchasing policy, the server hardware should be purchased from Insight Public Sector, the system software should be purchased from SHI Government Solutions, and the rack bracket kit should be purchased from Rack Solutions, all cooperative contract vendors with the Texas Department of Information Resources (DIR).

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF BEDFORD, TEXAS:

- SECTION 1. That the findings above are found to be true and correct, and are incorporated herein.
- SECTION 2. That the City Council authorizes the City Manager to purchase hardware and system software in the amount of \$59,881 through several cooperative contract vendors with the Texas Department of Information Resources (DIR).
- SECTION 3. That funding will come from the proceeds of the Public Property Finance Contractual Obligations previously issued on March 25, 2014.

PRESENTED AND PASSED this 13th day of May 2014, by a vote of ___ ayes, ___ nays and ___ abstentions, at a regular meeting of the City Council of the City of Bedford, Texas.

Jim Griffin, Mayor

ATTEST:

Michael Wells, City Secretary

APPROVED AS TO FORM:

Stan Lowry, City Attorney

City of Bedford
LOGOS .net Hardware/Software Configuration

| Part Number | Description | Qty | Unit | Extended | Vendor |
|--|---|-----|--------------|---------------|----------------|
| 791562U | IBM System x3650 M4 7915 - Xeon E5-2665 2.4 GHz | 2 | \$ 4,604.73 | \$ 9,209.46 | IPS |
| 94Y6687 | Intel Xeon E5-2665 2.4GHz 8 Core 16 Threads 20 MB cache 1600MHz 115W | 2 | \$ 2,024.77 | \$ 4,049.54 | IPS |
| 90Y3109 | IBM memory - 8 GB - DIMM 240-pin - DDR3 | 10 | \$ 155.55 | \$ 1,555.50 | IPS |
| 69Y5319 | IBM x3650 M4 Plus 8x 2.5" HS HDD Assembly Kit with Expander - storage drive cage | 2 | \$ 467.78 | \$ 935.56 | IPS |
| 90Y8877 | IBM Hard Drive - 300GB 10K 6Gbps SAS 2.5" SFF G2HS HDD | 8 | \$ 255.93 | \$ 2,047.44 | IPS |
| 46M0907 | IBM 6 Gb SAS Host Bus Adapter for System x - storage controller - SAS 2 - PCIe 2.0 x8 | 5 | \$ 186.45 | \$ 932.25 | IPS |
| 69Y5321 | IBM x3650 M4 PCIe Riser Card - 3x8 PCIe slots | 2 | \$ 56.03 | \$ 112.06 | IPS |
| 94Y6669 | IBM High Efficiency - power supply - hot-plug / redundant - 750 Watt | 2 | \$ 329.59 | \$ 659.18 | IPS |
| 46M0901 | IBM UltraSlim Enhanced SATA DVD-ROM - DVD-ROM drive - Serial ATA | 2 | \$ 87.42 | \$ 174.84 | IPS |
| 95-Server-HW | Hardware Build plus Firmware & BIOS Updates | 2 | \$ 75.00 | \$ 150.00 | IPS |
| 00A4405 | IBM ServicePac On-Site Repair - extended service agreement - 3 years - on-site - 24x7 | 2 | \$ 732.68 | \$ 1,465.36 | IPS |
| Host Servers (Redundant) | | | | \$ 21,291.19 | |
| Part Number | Description | Qty | Unit | Extended | Vendor |
| 207252C | IBM Storwize V3700 - Hard Drive Array | 1 | \$ 5,845.39 | \$ 5,845.39 | IPS |
| 02Y2503 | IBM Hard Drive - 600 GB - 10000 rpm - SAS-2 | 12 | \$ 390.88 | \$ 4,690.56 | IPS |
| 00Y2461 | IBM Serial Attached SCSI (SAS) external cable | 4 | \$ 167.27 | \$ 669.08 | IPS |
| 95-Server-HW | Hardware Build plus Firmware & BIOS Updates | 2 | \$ 75.00 | \$ 150.00 | IPS |
| 46Y1979 | IBM ServicePac On-Site Repair - extended service agreement (24 x 7) - 3 years | 1 | \$ 1,569.26 | \$ 1,569.26 | IPS |
| Storage Array (SAN) | | | | \$ 12,924.29 | |
| Part Number | Description | Qty | Unit | Extended | Vendor |
| 357255R | IBM System Storage TS2900 Tape Autoloader Model 55R - tape autoloader - LTO Ultrium - SAS-2 | 1 | \$ 4,863.67 | \$ 4,863.67 | IPS |
| 95P4713 | IBM Serial Attached SCSI (SAS) external cable - 6.6 ft | 1 | \$ 119.26 | \$ 119.26 | IPS |
| 91Y6413 | IBM ServicePac On-Site Exchange - extended service agreement - 3 years - on-site | 1 | \$ 2,666.43 | \$ 2,666.43 | IPS |
| 46C2084 | IBM - LTO Ultrium x 5 - 1.5 TB (5 pack) | 7 | \$ 479.58 | \$ 3,357.06 | IPS |
| 23R7008 | IBM - LTO Ultrium x 1 - cleaning cartridge | 1 | \$ 64.33 | \$ 64.33 | IPS |
| Backup Hardware | | | | \$ 11,070.75 | |
| Total Hardware Price | | | | \$ 45,286.23 | |
| Part Number | Description | Qty | Unit | Extended | Vendor |
| P73-06309 | Microsoft Windows Server 2012 Standard Edition - 2 processors (Supports 10 VMs) | 5 | \$ 570.00 | \$ 2,850.00 | SHI |
| R18-04302 | Microsoft Windows Server 2012 - User/Device CAL (Estimated) | 100 | \$ 22.30 | \$ 2,230.00 | SHI |
| 7NQ-00278 | Microsoft SQL Server 2012 Standard Core Edition - License - 2 Cores (4 vCPUs Total) | 2 | \$ 2,315.40 | \$ 4,630.80 | SHI |
| | Media - Microsoft Windows Server 2012 Standard Edition (Media already downloaded) | 1 | \$ - | \$ - | MS Website |
| | Media - Microsoft Windows Server 2012 - User/Device CAL (Media already downloaded) | 1 | \$ - | \$ - | MS Website |
| | Media - Microsoft SQL Server 2012 Standard Core Edition (Media already downloaded) | 1 | \$ - | \$ - | MS Website |
| P73-04819 | Media - Microsoft Windows Server 2008 R2 Standard Edition (Media already downloaded) | 1 | \$ - | \$ - | MS Website |
| 228-09166 | Media - Microsoft SQL Server 2012 Standard Edition (Media already downloaded) | 1 | \$ - | \$ - | MS Website |
| LQXWZF0-EI1GS | Symantec Backup Exec 2012 - License + 1yr Support - 1 Server | 2 | \$ 595.00 | \$ 1,190.00 | SHI |
| 3DENWZF0-EI1GS | Symantec Backup Exec 2012 Agent for Applications and Databases - License + 1yr Support - 1 Server | 1 | \$ 595.00 | \$ 595.00 | SHI |
| CPDIWZF0-EI1GS | Symantec Backup Exec 2012 Enterprise Server Option - License + 1yr Support - 1 managed server | 1 | \$ 1,791.00 | \$ 1,791.00 | SHI |
| MLXWZF0-EI1GS | Symantec Backup Exec 2012 Agent for Windows - License + 1yr Support - 1 Server | 3 | \$ 356.00 | \$ 1,068.00 | SHI |
| Software Total | | | | \$ 14,354.80 | |
| Part Number | Description | Qty | Unit | Extended | Vendor |
| 2POST-7UKIT | 7U, 2Post Conversion Kit | 1 | \$ 239.99 | \$ 239.99 | Rack Solutions |
| Miscellaneous Hardware | | | | \$ 239.99 | |
| Hardware Total | | | | \$ 45,286.23 | |
| Software Total | | | | \$ 14,354.80 | |
| Miscellaneous Hardware Total | | | | \$ 239.99 | |
| Project Total | | | | \$ 59,881.02 | |
| New World Systems Quote (Logos.net - Medium Configuration - Spring 2013) | | | | | |
| | Servers (Dell PowerEdge R720 2U Rack Servers (or similar) | 2 | \$ 9,000.00 | \$ 18,000.00 | |
| | Storage Array (Dell EqualLogic PS4100XV 2U iSCSI SAN (or similar) | 1 | \$ 25,000.00 | \$ 25,000.00 | |
| | Software (as listed above, plus 4-Vmware vSphere 5, 1-Vmware vCenter Server 5) | | | \$ 18,900.00 | |
| | Backup Solution - NOT Included | | | \$ - | |
| New World System Quote Total | | | | \$ 61,900.00 | |
| Difference between NWS quote (hardware ONLY) and using CoB hardware (beefed up), including software | | | | \$ (2,018.98) | |
| Vendor Legend | | | | | |
| IPS | Insight Public Sector (DIR approved vendor) | | | | |
| SHI | SHI Government Solutions (DIR approved vendor) | | | | |
| MS Website | Microsoft Volume Licensing website | | | | |
| Rack Solutions | Rack Solutions (www.racksolutions.com) | | | | |



CITY OF BEDFORD, TX
Logos.NET Budgetary Hardware Proposal
01/02/14

| RECOMMENDED SYSTEM HARDWARE | |
|-----------------------------|------------|
| SERVERS | INVESTMENT |

Host Servers

| | |
|---|----------|
| (2) Dell PowerEdge R720 2U Rack Servers (Or Similar) | \$18,000 |
| <ul style="list-style-type: none"> - (2) Intel Xeon E5-2665 2.40GHz, 1600MHz, 8-Core Processors - 48GB 1600MHz RDIMMs (Memory) - Internal Dual SD Module with 1GB SD Card - Embedded SATA Controller - (1) Broadcom 5720 Quad Port 1GB NIC (Integrated) - (1) Broadcom 5719 Quad Port 1GB NIC (PCIe) - Redundant Hot Swappable Power Supplies - DVD/ROM, SATA, Internal - 3 Year ProSupport 24X7X4 Hour Onsite | |

Storage Array (SAN)

| | |
|--|--------|
| (1) Dell EqualLogic PS4100XV 2U iSCSI SAN (Or Similar) | 25,000 |
| <ul style="list-style-type: none"> - (12) 600GB 15K-RPM 3.5" SAS Hot Swap Disk Drives (7.2TB RAW) - Dual Controllers with 4GB Battery Backed Cache Memory - Supports RAID 5, RAID 6, RAID 10, RAID 50 - 2 GB Ethernet Network Interfaces Per Controller (4 Total) - Redundant Hot Swappable Controllers, Power Supplies, Cooling Fans - Includes EqualLogic Array, Host, and Management Software - 3 Year ProSupport for IT and Mission Critical 24X7X4 Hour Onsite | |

| | |
|------------------------------|-----------------|
| Total System Hardware | \$43,000 |
|------------------------------|-----------------|

| SYSTEM SOFTWARE | INVESTMENT |
|-----------------|------------|
|-----------------|------------|

Host Servers

| | |
|---|---------|
| (3) Windows Server 2012 - Standard Edition (Supports 6 VMs) | \$2,100 |
| (100) Microsoft Windows Server 2012 - User/Device CAL (Estimated) | 2,400 |
| (2) SQL Server 2012 - Standard Core Edition, 2 Cores (4 vCPUs Total) | 5,700 |
| (4) VMware vSphere 5 - Standard Edition, Processor License, 3 Yr. SNS | 5,300 |
| (1) VMware vCenter Server 5 - Foundation, 3 Yr. SNS | 3,400 |

| | |
|------------------------------|-----------------|
| Total System Software | \$18,900 |
|------------------------------|-----------------|

| | |
|-------------------------|------------------------|
| TOTAL INVESTMENT | <u>\$61,900</u> |
|-------------------------|------------------------|

VIRTUAL MACHINE SPECIFICATIONS

SPECIFICATIONS

Application/Intranet Web Server

- 4 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- 250GB Virtual Disk (File Storage)
- Microsoft Windows Server 2012 - Standard Edition, 64-Bit

Database/Reporting Server

- 4 vCPUs
- 12GB Memory
- 100GB Virtual Disk (OS)
- 250GB Virtual Disk (SQL)
- Microsoft Windows Server 2012 - Standard Edition, 64-Bit
- Microsoft SQL Server 2012 - Standard Edition, 64-Bit

eSuite Web Server

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- Microsoft Windows Server 2012 - Standard Edition, 64-Bit

Test Server

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- 100GB Virtual Disk (File Storage)
- Microsoft Windows Server 2012 - Standard Edition, 64-Bit

Training Server

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- 100GB Virtual Disk (File Storage)
- Microsoft Windows Server 2012 - Standard Edition, 64-Bit

VMware vCenter Management Server

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- Microsoft Windows Server 2012 - Standard Edition, 64-Bit

RECOMMENDED CLIENT SPECIFICATIONS

SPECIFICATIONS

FM/HR Workstation

- Intel Core i3/i5/i7 Processor
- 3GB System Memory
- 250GB Hard Drive
- Gigabit Ethernet Adapter
- DVD/ROM Drive
- Integrated Graphics
- 19" Color Monitor (1280 X 1024 Resolution)
- Windows 7 / Windows 8 Professional w/Internet Explorer 10



Council Agenda Background

PRESENTER: Mirenda McQuagge-Walden, Managing Director

DATE: 05/13/14

Council Mission Area: Be responsive to the needs of the community.

ITEM:

Consider a resolution authorizing the City Manager to enter into a project agreement with the Texas Parks & Wildlife Department for the \$100,000 Local Outdoor Park Grant to assist with construction of the Boys Ranch Master Plan.

City Attorney Review: Yes

City Manager Review: _____

DISCUSSION:

On July, 24, 2012, the City Council authorized the City of Bedford to apply for a Local Outdoor Park Grant with the Texas Parks and Wildlife Department (TPWD). The \$100,000 matching grant is to assist with constructing Phase I of the Boys Ranch, including fishing pier/dock, trails, 9-hole disc golf course, overlook/interpretive area, picnic tables with grills, shaded playscape, amphitheater renovation, lake improvements, natural area plantings with irrigation, erosion control/creek stabilization planting with irrigation, interpretive/historic signs, information kiosk, and program signs.

The purpose of this resolution is to authorize the City Manager to enter into a project agreement with the TPWD for the grant. Once the grant acceptance is executed, it authorizes TPWD staff to review the City's engineering plans for the project. After approval by TPWD, the City is free to go out to bid on the project with the goal of starting construction as soon after 4thFest as possible. TPWD does require the City to obtain United States Army Corps of Engineers (USACE) permits within six months of accepting the grant. The USACE permit application was submitted in January and the City has been assured by USACE that the permit will be granted before that period expires.

RECOMMENDATION:

Staff recommends the following motion:

Approval of a resolution authorizing the City Manager to enter into a project agreement with the Texas Parks & Wildlife Department for the \$100,000 Local Outdoor Park Grant to assist with construction of the Boys Ranch Master Plan.

FISCAL IMPACT:

\$100,000 grant with the \$100,000 match included in the \$3,200,000 General Obligation Bond

ATTACHMENTS:

Resolution
Grant Agreement

RESOLUTION NO. 14-

A RESOLUTION AUTHORIZING THE CITY MANAGER TO ENTER INTO A PROJECT AGREEMENT WITH THE TEXAS PARKS & WILDLIFE DEPARTMENT FOR THE \$100,000 LOCAL OUTDOOR PARK GRANT TO ASSIST WITH CONSTRUCTION OF THE BOYS RANCH MASTER PLAN.

WHEREAS, the City Council of Bedford, Texas finds it in the best interest of the citizens of Bedford to accept the \$100,000 Local Outdoor Park Grant; and,

WHEREAS, the City Council of Bedford, Texas authorizes and directs the City Manager to execute the project agreement.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF BEDFORD, TEXAS:

SECTION 1. That the findings above are found to be true and correct, and are incorporated herein.

SECTION 2. That the \$100,000 Local Outdoor Park Grant will be used to assist in the funding of a fishing pier/dock, trails, 9-hole disc golf course, overlook/interpretive area, picnic tables with grills, shaded playscape, amphitheater renovation, lake improvements, natural area plantings with irrigation, erosion control/creek stabilization plantings with irrigation, interpretive/historic signs, information kiosk, and program signs.

SECTION 3. The \$100,000 match is included in the \$3,200,000 General Obligation Bond dedicated to the Boys Ranch Phase I improvements.

PRESENTED AND PASSED this 13th day of May 2014, by a vote of __ayes, __nays and __abstentions, at a regular meeting of the City Council of the City of Bedford, Texas.

Jim Griffin, Mayor

ATTEST:

Michael Wells, City Secretary

APPROVED AS TO FORM:

Stan Lowry, City Attorney

TEXAS PARKS AND WILDLIFE DEPARTMENT

LOCAL LAND AND WATER CONSERVATION FUND – PROJECT AGREEMENT

Project Sponsor and Name: **BEDFORD Boys Ranch Park II**

Project Number: **48-001125**

Project Period: **TPWD Approval Date to July 15, 2016**

Total Project Cost: **\$ 200,000.00**

Approved State Funds: **\$ 100,000.00**

* * *

PROJECT DESCRIPTION (SCOPE):

The City of Bedford will further develop 66.767 acre Boys Ranch Park to include fishing pier/dock, trails, 9-hole disc golf, overlook/interpretive area, picnic tables, with grills, shaded playscape, amphitheater renovation, lake improvements, natural area plantings with irrigation, erosion control/creek stabilization plantings with irrigation, interpretive/historic signs, information kiosk, and program signs.

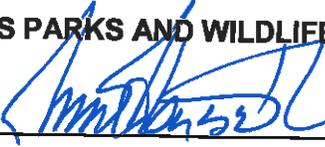
Bedford Boys Ranch Park II is located at 2801 Forest Ridge, Tarrant County, Texas.

For and in consideration of the mutual covenants and benefits hereof, the Texas Parks and Wildlife Department (“Department”) and the “Sponsor” hereby contract with respect to the above described project as follows:

1. The Sponsor is obligated to adhere to all requirements established for the Local Park Grant Program including program guidelines set out at 31 TAC Sec. 61.132-61.137.
2. No work on the project by the Sponsor shall commence until written notice to proceed has been received from the Department.
3. The Sponsor shall furnish the Department an annual report every August 1st for a period of five years following the project completion, providing to the satisfaction of the Department information regarding present and anticipated use and development of the project site.
4. The Sponsor shall install and maintain at the project site a permanent fund acknowledgment sign as prescribed by the Department.
5. All utilities at the project site shall be underground and approved by the Department.
6. The General Provisions dated February 2008 attached hereto are hereby made part of this agreement.
7. The Summary of Guidelines for Administration of Local Park Grant Program or LWCF Acquisition and Development Projects dated January 2008 attached hereto is hereby made part of this agreement.
8. The original application and supplemental documentation submitted by the sponsor are hereby made part of this agreement.
9. The Agreement is effective upon execution by the Department.

* * *

TEXAS PARKS AND WILDLIFE DEPARTMENT

by 

Tim Hogsett, Director, Recreation Grants Branch
Name and Title

8-29-13
TPWD Approval Date

CITY OF BEDFORD

Political Subdivision (Sponsor)

by _____

Beverly Queen Griffith, City Manager
Name and Title

N/A or SAM, Date/Initials: 08/28/2013-re

TEXAS PARKS AND WILDLIFE DEPARTMENT
CERTIFICATE OF LAND DEDICATION FOR PARK USE

LAND AND WATER CONSERVATION FUND PROGRAM

This is to certify that a permanent record shall be kept in the **CITY OF BEDFORD** public property records and be made available for public inspection to the effect that the property described in the scope of the Project Agreement for **BEDFORD Boys Ranch Park II, Project Number 48-001125**, and the dated project boundary map made part of that Agreement, has been acquired or developed with Land and Water Conservation Fund assistance and that it cannot be converted to other than public recreation use without the written approval of the Texas Parks and Wildlife Department.

CITY OF BEDFORD

Political Subdivision

By _____

Beverly Queen Griffith, City Manager

Name and Title

Date

LOCAL PARK GRANT PROGRAM
LAND AND WATER CONSERVATION FUND
GENERAL PROVISIONS

Revised February 2008

I. Definitions

- A. The term "Department" as used herein means the Texas Parks & Wildlife Department or any representative delegated authority to act on behalf of the Department.
- B. The term "Project" as used herein means a single project which is the subject of this project agreement.
- C. The term "Sponsor" as used herein means the political subdivision which is party to the project agreement.
- D. The term "LPGP" as used herein means the Local Park Grant Program.
- E. The term "LWCF" as used herein means the Land and Water Conservation Fund.
- F. The term "Manual" as used herein means the Local Park Grant Programs Manual.

II. Continuing Assurances

- A. The parties to the project agreement specifically recognize that receipt of program assistance creates an obligation to maintain the property described in the project agreement consistent with the Manual, and the following requirements:
- B. The sponsor agrees that the property described in the project agreement and in the dated project boundary map made part of that agreement is being acquired or developed with program assistance, and that it shall not be converted to other than public recreation use but shall be maintained in public recreation in perpetuity, or for the term of the lease in the case of leased property.
- C. The sponsor agrees that the benefit to be derived by the State of Texas from the full compliance by the sponsor with the terms of this agreement is the preservation, protection, and the net increase in the quality of public recreation facilities and resources which are available to the people of the State, and such benefit exceeds to an immeasurable and unascertainable extent the amount of money furnished by the State by way of assistance under the terms of this agreement.
- D. The sponsor agrees that the property and facilities described in the project agreement shall be operated and maintained as prescribed by the Retention, Operation & Maintenance Responsibilities guidelines of the Manual.
- E. The sponsor agrees that a permanent record shall be kept and available for public inspection to the effect that the property described in the scope of the project agreement, and the dated project boundary map made part of that agreement, has been acquired or developed with program assistance and that it cannot be converted to other than public recreation use.
- F. **Nondiscrimination**
The sponsor shall comply with Title VI of the Civil Rights Act of 1964, which in part,
 - 1. prohibits discriminatory employment practices resulting in unequal treatment of persons who are or should be benefiting from the grant-aided facility.
 - 2. prohibits discriminating against any person on the basis of residence.

III. Project Assurances

A. **Applicable Circulars**

The Sponsor shall comply with applicable regulations, policies, guidelines and requirements including State Uniform Grant and Contract Management Act, Federal Office of Management and Budget Circulars A-102 (Uniform administration requirements for grants-in-aid to State and Local governments), OMB A-87 (Cost principles applicable to grants and contracts with State and Local governments), and TRACS (Texas Review and Comment System) as they relate to the application, acceptance and use of State funds for grant assisted projects.

It is the responsibility of the grant sponsor to have a Single Audit done annually according to the Texas Single Audit Circular for state funded projects and according to OMB Circular A-133 for federally funded projects. A copy of this audit must be furnished to the Department when completed.

TEXAS RECREATION & PARKS ACCOUNT
LAND AND WATER CONSERVATION FUND - GENERAL PROVISIONS-Continued

B. Project Application

1. The application for state assistance bearing the same project name as the agreement and associated documents is by this reference made a part of the agreement.
2. The sponsor possesses legal authority to apply for the grant and to finance and construct the proposed facilities. A resolution or similar action has been duly adopted or passed authorizing the filing of the application, including all understandings and assurances contained therein, and directing and authorizing the person identified as the official representative of the sponsor to act in connection with the application and to provide such additional information as may be required.
3. The sponsor has the ability and intention to finance the non-State share of the costs for the project. Sufficient funds will be available to assure effective operation and maintenance of the facilities acquired or developed by the project.

C. Project Execution

1. The project period shall begin with the date of approval by the Parks and Wildlife Commission and shall terminate at the end of the stated or amended project period unless the project is completed or terminated sooner, in which event the project period shall end on the date of completion or termination.
2. The sponsor will cause work on the project to be commenced within a reasonable time after receipt of notification that funds have been approved and assure that the project will be prosecuted to completion with reasonable diligence.
3. The sponsor will require the facility to be designed to comply with the minimum requirements for accessibility for the handicapped in conformance with the Texas Architectural Barriers Act (Article 9102 - Texas Civil Statutes), and the Americans with Disabilities Act of 1990 (PL 101-336). The sponsor will be responsible for conducting inspections to ensure compliance with these specifications by the contractor.
4. The sponsor shall secure completion of the work in accordance with approved construction plans and specifications, and shall secure compliance with all Federal, State, and local laws and regulations.
5. In the event the project covered by the project agreement cannot be completed in accordance with the plans and specifications for the project, the sponsor shall bring the project to the point of recreational usefulness agreed upon by the sponsor and the Department.
6. The sponsor will provide for and maintain competent and adequate architectural and engineering supervision and inspection at the construction site to ensure that the completed work conforms with the approved plans and specifications.
7. The sponsor shall furnish quarterly progress status reports to the Department beginning with the date of Parks & Wildlife Commission approval.
8. The sponsor will comply with the provisions of: Executive order 11988, relating to evaluation of flood hazards; Executive Order 11288, relating to the prevention, control, and abatement of water pollution; Executive Order 11990, relating to the protection of wetlands; and the Flood Disaster Protection Act of 1973 (P.L. 93-234) 87 Stat. 975.
9. The sponsor will assist the Department in its compliance with the Texas Antiquities Code (Revised 9/1/87) by
 - (a) consulting with the Texas Antiquities Committee on the conduct of investigations, as necessary, to identify properties listed or eligible for listing as State Archeological Landmarks, and to notify the Department of the existence of any such properties, and by
 - (b) complying with all requirements established by the Department to avoid or mitigate adverse effects upon such properties.

D. Construction

Construction by the sponsor shall meet the following requirements:

1. Contracts for construction must be in compliance with the Local Government Code (<http://tlo2.tlc.state.tx.us/statutes/lq.toc.htm>) Chapter 252 (for municipalities), Chapter 262 (for counties), and Chapter 375 (for municipal utility districts). Copies of all advertisements, bids and a copy of the contract shall be provided to the Department.
2. The sponsor shall inform all bidders on contracts for construction that program funds are being used to assist in construction.
3. Written change orders shall be issued for all necessary changes in the facility being constructed. Such change orders shall be submitted to the Department for review and, if approved, shall be made a part of the project file and should be kept available for audit.
4. The sponsor shall incorporate, or cause to be incorporated, into all construction contracts the following provisions:

TEXAS RECREATION & PARKS ACCOUNT
LAND AND WATER CONSERVATION FUND - GENERAL PROVISIONS-Continued

During the performance of this contract, the contractor agrees as follows:

- (a) The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, gender, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, religion, color, gender or national origin.
- (b) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, religion, color, sex, or national origin.
- (c) The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer, advising the labor union or worker's representative of the contractor's commitments under Section 202 of Executive Order No. 11246, as amended (3 CFR 169 (1974), and shall post copies of notices in conspicuous places available to employees and applicants for employment.
- (d) The contractor will comply with all provisions of Executive Order No. 11246, as amended, and the rules, regulations, and relevant orders of the Secretary of Labor.
- (e) The contractor will furnish all information and reports required by Executive Order No. 11246, as amended, and by the rules, regulations, and order of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.
- (f) In the event of the contractor's noncompliance with the non-discrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be cancelled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further government contracts in accordance with procedures authorized in Executive Order No. 11246, as amended, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246, as amended, or by rule, regulations, or order of the Secretary of Labor, or as otherwise provided by law.
- (g) The contractor will include the provisions of Paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to Section 204 of Executive Order No. 11246, as amended, so that such provisions will be binding upon each subcontractor or vendor. The contract will take such action with respect to any subcontract or purchase order as the contracting agency may direct as means of enforcing such provisions, including sanctions for noncompliance: provided, however, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the contracting agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

E. Conflict of Interests

1. No official or employee of the State or local government who is authorized in his official capacity to negotiate, make, accept, or approve, or to take part in such decisions regarding a contract or subcontract in connection with this project shall have any financial or other personal interest in any such contract.
2. No person performing services for the State or local government in connection with this project shall have a financial or other personal interest other than his employment or retention by the State or local government, in any contract or subcontract in connection with this project. No officer or employee of such interest is openly disclosed upon the public records of the State, and such officer, employee or person has not participated in the acquisition for or on behalf of the Participant.

F. Project Costs

Project costs eligible for assistance shall be determined upon the basis of the criteria set forth by the Manual.

G. Project Administration

The sponsor shall promptly submit such reports and documentation as the Department may request.

H. Retention and Custodial Requirements for Records

1. Financial records, supporting documents, statistical records, and all other records pertinent to this grant shall be retained for a period of three years after final payment; except the records shall be retained beyond the three-year period if audit findings have not been resolved.
2. The retention period starts from the date of the final expenditures report for the project.
3. Microfilm copies are authorized in lieu of original records.

TEXAS RECREATION & PARKS ACCOUNT
LAND AND WATER CONSERVATION FUND - GENERAL PROVISIONS-Continued

4. The Department, State Comptroller of Public Accounts, State Auditors Office, or any of their duly authorized representatives, shall have access to any books, documents, papers, and records of the sponsor which are pertinent to a specific project for the purpose of making audits, examinations, excerpts and transcripts.

I. Project Termination

1. The Department may temporarily suspend program assistance under the project pending corrective action by the sponsor or pending a decision to terminate the grant by the Department.
2. The sponsor may unilaterally terminate the project at any time prior to the first payment on the project. After the initial payment, the project may be terminated, modified, or amended by the sponsor only by mutual agreement with the Department.
3. The Department may terminate the project in whole, or in part, at any time before the date of completion, whenever it is determined that the sponsor has failed to comply with the conditions of the grant. The Department will promptly notify the sponsor in writing of the determination and the reasons for termination, together with the effective date. Payments made to the sponsor or recoveries by the Department under projects terminated for cause shall be in accord with the legal rights and liabilities of the parties.
4. The Department or sponsor may terminate grants in whole, or in part, at any time before the date of completion, when both parties agree that the continuation of the project would not produce beneficial results commensurate with the further expenditure of funds. The two parties shall agree upon the termination conditions, including the effective date and, in the case of partial termination, the portions to be terminated. The sponsor shall not incur new obligations for the terminated portion after the effective date, and shall cancel as many outstanding obligations as possible. The Department may allow full credit to the sponsor for the State share of the non-cancelable obligations, property incurred by the sponsor, pending written receipt of the determination and the reasons for termination, together with the effective date. Payments made to the sponsor or recoveries by the Department under projects terminated for cause shall be in accord with the legal rights and liabilities of the parties.
5. Termination either for cause or for convenience requires that the project in question be brought to a state of recreational usefulness agreed upon by the sponsor and the Department, or that all funds provided by the Department be returned.

J. Noncompliance

In the event that the sponsor does not comply with provisions as set forth in the grant project agreement and the Manual regarding both active project compliance and compliance at previously assisted grant sites, the following actions may be taken:

1. The Department may withhold payment to the sponsor;
2. The Department may withhold action on pending projects proposed by the sponsor;
3. If the above actions do not achieve program compliance, the Department may involve the State Attorney General's Office, pursuant to Section 24 of the Parks & Wildlife Code.

* * * * *

I have read the General Provisions and understand that the project sponsor which I represent will be responsible for compliance with the above conditions as a result of the receipt of grant assistance from the Texas Recreation & Parks Account Program or the Land and Water Conservation Fund. It is also understood that the General Provisions are part of the grant project agreement.

Project Name and Number: **BEDFORD Boys Ranch Park II, Project Number 48-001125**

Signature of Official Authorized in Resolution

Beverly Queen Griffith, City Manager

Name and Title

Date

SUMMARY OF GUIDELINES
FOR ADMINISTRATION OF LOCAL PARK GRANT PROGRAM PROJECTS
(Revised January 2008)

The Texas Parks & Wildlife Commission, by authority of Chapters 13 and 24 of the Parks & Wildlife Code, has adopted Guidelines for Administration of Grant Acquisition and Development Projects, to read as follows:

It is the Commission's policy that the Department shall administer local projects in accord with the following guidelines, with interpretation of intent to be made to provide the greatest number of public recreational opportunities for citizens of Texas.

Approved projects shall be pursued in a timely manner by the sponsor, unless delays result from extraordinary circumstances beyond the sponsor's control. Failure to meet the following time frames may be grounds for the Department to initiate cancellation of the affected project in order to recommend reallocation of available funds to other projects, or to deny requests for additional grant funds for new projects:

| ACTIVITY | TIME FRAME |
|---|--|
| Commission Approval | Begin 3-year project period (4-year max) |
| Grant Agreement Execution (Department & Sponsor) | As soon as possible after Commission approval |
| Pending Documentation such as: <ul style="list-style-type: none"> • U.S. Army Corps of Engineers 404 • TCEQ Permits • Environmental Resources Survey • THC Cultural Resources Survey and Clearance • TPWD Biological Consultations • ROW Abandonment • Lease/Joint-Use Agreement Execution, etc. | Within 6 months of grant agreement date |
| Quarterly Status Reports (beginning with Commission approval) | On or before January 15 th , April 15 th , July 15 th and October 15 th |
| Appraisal Submission | As soon as possible after grant agreement date |
| Appraisal Approval | Within 6 months of appraisal submission |
| Land Acquisition | As soon as possible after appraisal approval |
| Construction Plan Submission | Within 6 months of land acquisition for projects involving acquisition, or Within 6 months of grant agreement date for development only projects. |
| Periodic Reimbursement Billings | Every 90 days <u>if possible</u> (minimum \$10,000 request) |
| Project Completion and Grant Close-Out | Within 3 years after Commission approval (but in no case after the 4 th fiscal year) |

SUMMARY OF GUIDELINES (Continued)

The following criteria will be used to determine sponsor eligibility for additional funding:

- Funding history and previous performance
- All previously completed Department sponsored grant projects must be in compliance with all the terms of the Project Agreement under which they received assistance and all program guidelines; and
- For active grants, all required project documentation (such as appraisals, construction plans, quarterly status reports, and reimbursement requests) must be complete and have been received on schedule, if due; and
- All active projects which are at least two years old must be reimbursed for a minimum fifty percent of the approved grant amount; and
- The total of approved grant funds which have not been reimbursed may not exceed \$2 million for all active grant projects.

A grantee may also be considered to be "high risk" based on financial stability or non conforming management standards, requiring additional special conditions and restrictions as determined by grant management standards.

FAILURE TO MEET ANY ONE OF THE ABOVE CRITERIA MAY BE GROUNDS FOR DENYING NEW GRANT FUNDS. ASSESSMENT OF THE ABOVE CRITERIA IN CONJUNCTION WITH REQUESTS FOR NEW GRANTS WILL BE MADE PRIOR TO SUBMISSION OF FUNDING RECOMMENDATIONS TO THE PARKS AND WILDLIFE COMMISSION.

* * * * *

I have read the "Summary of Guidelines for Administration of Local Park Grant Program Projects" and understand that the project sponsor, which I represent, will be responsible for compliance with the above conditions as a result of the receipt of grant assistance from the Local Park Grants Program. It is also understood that the "Summary of Guidelines for Administration of Local Park Grant Projects" is part of the grant Project Agreement.

Signature of Official Authorized in Resolution

Date

Beverly Queen Griffith, City Manager

Name and Title

BEDFORD Boys Ranch Park II, 48-001125

Project Name and Number

U.S. Department of the Interior

Certifications Regarding Debarment, Suspension and Other Responsibility Matters, Drug-Free Workplace Requirements and Lobbying

Persons signing this form should refer to the regulations referenced below for complete instructions:

Certification Regarding Debarment, Suspension, and Other Responsibility Matters - Primary Covered Transactions - **The prospective primary participant further agrees by submitting this proposal that it will include the clause titled, "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.** See below for language to be used or use this form certification and sign. (See Appendix A of Subpart D of 43 CFR Part 12.)

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions - (See Appendix B of Subpart D of 43 CFR Part 12.)

Certification Regarding Drug-Free Workplace Requirements - Alternate I. (Grantees Other Than Individuals) and Alternate II. (Grantees Who are Individuals) - (See Appendix C of Subpart D of 43 CFR Part 12)

Signature on this form provides for compliance with certification requirements under 43 CFR Parts 12 and 18. The certifications shall be treated as a material representation of fact upon which reliance will be placed when the Department of the Interior determines to award the covered transaction, grant, cooperative agreement or loan.

PART A: Certification Regarding Debarment, Suspension, and Other Responsibility Matters- Primary Covered Transactions

CHECK IF THIS CERTIFICATION IS FOR A PRIMARY COVERED TRANSACTION AND IS APPLICABLE.

- (1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
 - (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;
 - (b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - (c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
 - (d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- (2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

PART B: Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions

CHECK IF THIS CERTIFICATION IS FOR A LOWER TIER COVERED TRANSACTION AND IS APPLICABLE.

- (1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

PART C: Certification Regarding Drug-Free Workplace Requirements

CHECK IF THIS CERTIFICATION IS FOR AN APPLICANT WHO IS NOT AN INDIVIDUAL.

Alternate I. (Grantees Other Than Individuals)

A. The grantee certifies that it will or continue to provide a drug-free workplace by:

- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
- (b) Establishing an ongoing drug-free awareness program to inform employees about--
 - (1) The dangers of drug abuse in the workplace;
 - (2) The grantee's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
- (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
- (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --
 - (1) Abide by the terms of the statement; and
 - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
- (e) Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- (f) Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (d)(2), with respect to any employee who is so convicted --
 - (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- (g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a) (b), (c), (d), (e) and (f).

B. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, zip code)

Check ___ if there are workplaces on files that are not identified here.

PART D: Certification Regarding Drug-Free Workplace Requirements

CHECK ___ IF THIS CERTIFICATION IS FOR AN APPLICANT WHO IS AN INDIVIDUAL.

Alternate II. (Grantees Who Are Individuals)

- (a) The grantee certifies that, as a condition of the grant, he or she will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant;
- (b) If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, he or she will report the conviction, in writing, within 10 calendar days of the conviction, to the grant officer or other designee, unless the Federal agency designates a central point for the receipt of such notices. When notice is made to such a central point, it shall include the identification number(s) of each affected grant.

**PART E: Certification Regarding Lobbying
Certification for Contracts, Grants, Loans, and Cooperative Agreements**

CHECK IF CERTIFICATION IS FOR THE AWARD OF ANY OF THE FOLLOWING AND THE AMOUNT EXCEEDS \$100,000: A FEDERAL GRANT OR COOPERATIVE AGREEMENT; SUBCONTRACT, OR SUBGRANT UNDER THE GRANT OR COOPERATIVE AGREEMENT.

CHECK IF CERTIFICATION FOR THE AWARD OF A FEDERAL LOAN EXCEEDING THE AMOUNT OF \$150,000, OR A SUBGRANT OR SUBCONTRACT EXCEEDING \$100,000, UNDER THE LOAN.

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, and officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

As the authorized certifying official, I hereby certify that the above specified certifications are true.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL

Beverly Queen Griffith, City Manager

TYPED NAME AND TITLE

DATE



Council Agenda Background

| | | |
|---|-----------|-----------------------|
| PRESENTER: Mirenda McQuagge-Walden, Managing Director Thomas Hoover, Baird, Hampton & Brown, Inc | | DATE: 05/13/14 |
| Council Mission Area: Be responsive to the needs of the community. | | |
| ITEM: Consider a resolution authorizing the City Manager to enter into a contract with 2L Construction LLC for the Meadow Park Trail Extension Project in the amount of \$153,522. City Attorney Review: Yes City Manager Review: _____ | | |
| DISCUSSION: This project is a voter approved trail extension from Meadow Park to Forest Ridge Drive, which includes the construction of seven ADA ramps and a sidewalk linking the trail to the Boys Ranch Park. The project specifications also include approximately 2,300 linear feet of eight foot wide trail. On April, 12, 13, 19 and 20, bid notices were advertised in the Star-Telegram. On April 29, 2014, the three submitted bids were opened. The three bids are: <ul style="list-style-type: none"> • 2L Construction - \$153,522.00 • AUI Construction - \$299,89.18 • HQS Construction - \$276,401.00 Staff, along with Thomas Hoover with Baird, Hampton & Brown, Inc, reviewed the bids. Mr. Hoover's analysis included a review of each bid for correct addition and extension of values. His conclusion was that there were no errors in the bids and that 2L Construction is the apparent low responsible bidder. 2L Construction has not performed work with the City, but staff did speak with the cities of Arlington, Fort Worth and North Richland Hills where 2L has performed work recently on similar projects ranging in scope from \$268,000 to \$2,690,000. All parties were satisfied with their performance. Staff is also comfortable with the low bid as it more closely matches the original engineer's estimate of cost developed by Mr. Hoover. | | |
| RECOMMENDATION: Staff recommends the following motion: Approval of a resolution authorizing the City Manager to enter into a contract with 2L Construction LLC for the Meadow Park Trail Extension Project in the amount of \$153,522. | | |
| FISCAL IMPACT: | | ATTACHMENTS: |
| Budget Amount | \$295,000 | Resolution |
| Bid Amount: | \$153,522 | Award Recommendation |
| Funding from 2013 GOs: | \$295,000 | Bid Tab |
| Difference: | \$141,478 | |

RESOLUTION NO. 14-

A RESOLUTION AUTHORIZING THE CITY MANAGER TO ENTER INTO A CONTRACT WITH 2L CONSTRUCTION LLC FOR THE MEADOW PARK TRAIL EXTENSION PROJECT IN THE AMOUNT OF \$153,522.

WHEREAS, the City Council of Bedford, Texas has determined that the Meadow Park Trail Extension Project will improve the quality of life of its citizens; and,

WHEREAS, the voters approved this project in the Bedford 2005 Election.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF BEDFORD, TEXAS:

SECTION 1. That the findings above are found to be true and correct, and are incorporated herein.

SECTION 2. That the City Council does hereby authorize the City Manager to enter into a contract with 2L Construction LLC for the Meadow Park Trail Extension Project in the amount of \$153,522.

SECTION 3. That funding in the amount of \$153,522 will come from the 2013 General Obligation Bonds.

PRESENTED AND PASSED this 13th day of May, 2014, by a vote of ___ ayes, ___ nays, and ___ abstentions, at a regular meeting of the City Council of the City of Bedford, Texas.

Jim Griffin, Mayor

ATTEST:

Michael Wells, City Secretary

APPROVED AS TO FORM:

Stan Lowry City Attorney

May 1, 2014

Mr. Don Henderson
City of Bedford
2000 Forest Ridge
Bedford, TX 76021

Re: Meadow Park Trail Extension
Bedford

Dear Mr. Henderson:

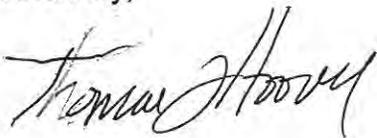
On April 29, 2014, three (3) bids were received for the Meadow Park Trail Extension. The bids ranged from a low of \$153,522.00 from 2L Construction of Rhome, Texas to a high of \$299,899.18 submitted by AUI Special Projects Group, LLC of Ft. Worth, Texas.

This office reviewed each bid for correct addition and extension of values. There were no errors found in the bids submitted that adversely affected the order of the bids received. The apparent low responsible bid is from 2L Construction.

The contractor will provide the necessary bonding and insurance as required in the contract documents. Based upon the references, bonding, and insurance, this office did not find a reason to not award the construction contract for the Meadow Park Trail Extension to 2L Construction for the amount of \$153,522.00.

We have included a tabulation of all bids received on the project for your files. If you have any questions on the above, please contact this office.

Sincerely;



Thomas L. Hoover

Enc: Bid Tabulation

BID TABULATION
Meadow Park Trail Expansion
 City of Bedford, Texas
 29-Apr-14

| | | | | Bedford Engineer's Estimate | | 2L Construction, LLC | |
|----------------------------|---|----------|------|-----------------------------|----------------------|----------------------|----------------------|
| | | | | Provided Bid Bond | | Yes | |
| Item no. | Item Description | Quantity | Unit | Unit Cost | Amount | Unit Cost | Amount |
| 1 | Remove Existing 4" Thick Sidewalk | 1,266 | SF | \$ 2.00 | \$ 2,532.00 | \$ 2.00 | \$ 2,532.00 |
| 2 | Construct 4" Reinforced Concrete Sidewalk | 1,101 | SF | \$ 6.00 | \$ 6,606.00 | \$ 5.00 | \$ 5,505.00 |
| 3 | Construct Handicap Ramp | 7 | EA | \$ 1,000.00 | \$ 7,000.00 | \$ 1,200.00 | \$ 8,400.00 |
| 4 | Construct 6" Reinforced Concrete Trail | 2,330 | SY | \$ 50.00 | \$ 116,500.00 | \$ 36.00 | \$ 83,880.00 |
| 5 | Turf Restoration | 8,470 | SY | \$ 3.00 | \$ 25,410.00 | \$ 1.50 | \$ 12,705.00 |
| 6 | Construct Landscape Wall System | 100 | LF | \$ 50.00 | \$ 5,000.00 | \$ 115.00 | \$ 11,500.00 |
| 7 | Earthwork/Grading | 1 | LS | \$ 15,000.00 | \$ 15,000.00 | \$ 12,000.00 | \$ 12,000.00 |
| 8 | Mobilization | 1 | LS | \$ 6,000.00 | \$ 6,000.00 | \$ 13,000.00 | \$ 13,000.00 |
| 9 | Barricades, Signs, and Traffic | 1.00 | LS | \$ 3,500.00 | \$ 3,500.00 | \$ 4,000.00 | \$ 4,000.00 |
| | | | | | | | |
| | | | | | | | |
| Construction Total: | | | | | \$ 187,548.00 | | \$ 153,522.00 |

| SUMMARY | | | | | | |
|----------------------|-------------------|----------|------|--------------|--|--|
| COMPANY | Executed Proposal | ADDENDUM | Bond | BID | | |
| ZL CONSTRUCTION, LLC | | N/A | ✓ | \$153,522.00 | | |
| AWI | | N/A | ✓ | \$299,899.18 | | |
| HQS CONSTRUCTION LLC | | N/A | ✓ | \$276,401.00 | | |
| | | N/A | | | | |
| | | N/A | | | | |
| | | N/A | | | | |
| | | N/A | | | | |
| | | N/A | | | | |
| | | N/A | | | | |
| | | N/A | | | | |
| | | N/A | | | | |

Signature Don Heck

Date 4-29-14

Signature Jim Heibel

Date 4/29/14



Council Agenda Background

PRESENTER: Mirenda McQuagge-Walden, Managing Director

DATE: 05/13/14

Council Mission Area: Be responsive to the needs of the community.

ITEM:

Consider a resolution of the City of Bedford, Texas, denying the rate increase requested by Atmos Energy Corp., Mid-Tex Division under the Company's 2014 annual rate review mechanism filing in all cities exercising original jurisdiction.

City Attorney Review: N/A

City Manager Review: _____

DISCUSSION:

On or about February 28, 2014, Atmos Mid-Tex filed with the City an application to increase natural gas rates pursuant to the Rate Review Mechanism ("RRM") tariff renewed by the City in 2013 as a continuation and refinement of the previous RRM rate review process. This is the second annual RRM filing under the renewed RRM tariff.

The Atmos Mid-Tex RRM filing sought a \$45.7 million rate increase system-wide based on an alleged test-year cost of service revenue deficiency of \$49 million. Of the total amount requested, almost \$37 million is attributable to the affected cities. The City worked with the Atmos Cities Steering Committee (ACSC) to analyze the schedules and evidence offered by Atmos Mid-Tex to support its request to increase rates. The consultants, who reviewed the filing, determined the Company is only entitled to a \$19 million increase, approximately 42% of the Company's request under the 2014 RRM filing. Although a good faith attempt was made by ACSC to reach a compromise with Atmos Mid-Tex, an agreement was not reached. In the absence of an agreement, the ACSC Executive Committee and ACSC's legal counsel have recommended that ACSC members adopt the attached Resolution denying the rate increase request.

The RRM tariff was adopted by the City as an alternative to the Gas Reliability Infrastructure Program ("GRIP"), the statutory provision that allows Atmos to bypass the City's rate regulatory authority to increase its rates annually to recover capital investments. In past years, cities have been able to reach a compromise with Atmos to reduce the rate impact from the requested RRM increases, and these compromises have also been lower than the rates that Atmos would have been entitled to under the GRIP filing. In this case, the Company would have been entitled to an increase from GRIP of no more than \$31.5 million. The magnitude of the requested increase under the 2014 RRM filing, and the wide differences between it and the ACSC consultants' recommendations made a compromise much more difficult and ultimately impossible. The Company demanded more than it would be entitled to if it had filed a GRIP case. For this reason, the ACSC Executive Committee and ACSC legal counsel recommend that all ACSC Cities adopt the resolution denying the requested rate change.

RECOMMENDATION:

Staff recommends the following motion:

Approval of a resolution of the City of Bedford, Texas denying the rate increase requested by Atmos Energy Corp., Mid-Tex Division under the Company's 2014 annual rate review mechanism filing in all cities exercising original jurisdiction.

FISCAL IMPACT:

N/A

ATTACHMENTS:

Resolution

RESOLUTION 14-

A RESOLUTION OF THE CITY OF BEDFORD, TEXAS, DENYING THE RATE INCREASE REQUESTED BY ATMOS ENERGY CORP., MID-TEX DIVISION UNDER THE COMPANY'S 2014 ANNUAL RATE REVIEW MECHANISM FILING IN ALL CITIES EXERCISING ORIGINAL JURISDICTION.

WHEREAS, the City of Bedford, Texas ("City") is a gas utility customer of Atmos Energy Corp., Mid-Tex Division ("Atmos Mid-Tex" or "Company"), and a regulatory authority with an interest in the rates and charges of Atmos Mid-Tex; and,

WHEREAS, the City is a member of the Atmos Cities Steering Committee ("ACSC"), a coalition of approximately 164 similarly situated cities served by Atmos Mid-Tex that have joined together to facilitate the review of and response to natural gas issues affecting rates charged in the Atmos Mid-Tex service area; and,

WHEREAS, pursuant to the terms of the agreement settling the Company's 2007 Statement of Intent to increase rates, ACSC Cities and the Company worked collaboratively to develop a Rate Review Mechanism ("RRM") tariff that allows for an expedited rate review process controlled in a three-year experiment by ACSC Cities as a substitute to the current Gas Reliability Infrastructure Program ("GRIP") process instituted by the Legislature; and,

WHEREAS, the City took action in 2008 to approve a Settlement Agreement with Atmos Mid-Tex resolving the Company's 2007 rate case and authorizing the RRM tariff; and,

WHEREAS, in 2013, ACSC and the Company negotiated a renewal of the RRM tariff process for an additional five years; and,

WHEREAS, the City passed an ordinance renewing the RRM tariff process for the City for an additional five years; and,

WHEREAS, the RRM renewal tariff contemplates reimbursement of ACSC Cities' reasonable expenses associated with RRM applications; and,

WHEREAS, on or about February 28, 2014, the Company filed with the City its second annual RRM filing under the renewed RRM tariff, requesting to increase natural gas base rates by \$45.7 million; and,

WHEREAS, ACSC coordinated its review of Atmos Mid-Tex's RRM filing through its Executive Committee, assisted by ACSC attorneys and consultants, to investigate issues identified by ACSC in the Company's RRM filing; and,

WHEREAS, ACSC attorneys and consultants have concluded that the Company is unable to justify a rate increase of the magnitude requested in the RRM filing; and,

WHEREAS, ACSC's consultants determined the Company is only entitled to a \$19 million increase, approximately 42% of the Company's request under the 2014 RRM filing; and,

WHEREAS, the Company would only be entitled to approximately \$31 million if it had a GRIP case; and,

WHEREAS, the Company's levels of operating and maintenance expense have dramatically risen without sufficient justification; and,

WHEREAS, the Company has awarded its executives and upper management increasing and unreasonable levels of incentives and bonuses, expenses which should be borne by shareholders who received a 23% total return on investment in 2013; and,

WHEREAS, the Company requested a drastically high level of medical expense that is unreasonable and speculatively based upon estimates; and,

WHEREAS, ACSC and the Company were unable to reach a compromise on the amount of additional revenues that the Company should recover under the 2014 RRM filing; and,

WHEREAS, the ACSC Executive Committee, as well as ACSC's counsel and consultants, recommend that ACSC Cities deny the requested rate increase; and,

RESOLUTION 14-

WHEREAS, the Company's current rates are determined to be just, reasonable, and in the public interest.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF BEDFORD, TEXAS:

- SECTION 1. That the recitals above are found to be true and correct, and are incorporated herein.
- SECTION 2. That the findings set forth in this Resolution are hereby in all things approved.
- SECTION 3. That the City Council finds that Atmos Mid-Tex was unable to justify the appropriateness or the need for the increased revenues requested in the 2014 RRM filing, and that existing rates for natural gas service provided by Atmos Mid-Tex are just and reasonable.
- SECTION 4. That Atmos Mid-Tex shall reimburse the reasonable ratemaking expenses of the ACSC Cities in processing the Company's RRM application.
- SECTION 5. That in the event the Company files an appeal of this denial of rate increase to the Railroad Commission of Texas, the City is hereby authorized to intervene in such appeal, and shall participate in such appeal in conjunction with the ACSC membership. Further, in such event Atmos Mid-Tex shall reimburse the reasonable expenses of the ACSC Cities in participating in the appeal of this and other ACSC City rate actions resulting from the 2014 RRM filing.
- SECTION 6. That the meeting at which this Resolution was approved was in all things conducted in strict compliance with the Texas Open Meetings Act, Texas Government Code, Chapter 551.
- SECTION 7. That if any one or more sections or clauses of this Resolution is adjudged to be unconstitutional or invalid, such judgment shall not affect, impair, or invalidate the remaining provisions of this Resolution and the remaining provisions of the Resolution shall be interpreted as if the offending section or clause never existed.
- SECTION 8. That a copy of this Resolution shall be sent to Atmos Mid-Tex, care of Chris Felan, Manager of Rates and Regulatory Affairs, at Atmos Energy Corporation, 5420 LBJ Freeway, Suite 1862, Dallas, Texas 75240, and to Geoffrey Gay, General Counsel to ACSC, at Lloyd Gosselink Rochelle & Townsend, P.C., P.O. Box 1725, Austin, Texas 78767-1725.

PRESENTED AND PASSED this 13th day of May 2014, by a vote of ___ ayes, ___ nays, and ___ abstentions, at a regular meeting of the City Council of the City of Bedford, Texas.

Jim Griffin, Mayor

ATTEST:

Michael Wells, City Secretary

RESOLUTION 14-

APPROVED AS TO FORM:

Stan Lowry, City Attorney



Council Agenda Background

PRESENTER: Maria Redburn, Library Director

DATE: 05/13/14

Council Mission Area: Demonstrate excellent customer service in an efficient manner.

ITEM:

Consider a resolution authorizing the City Manager to enter into agreements with Tech Logic for a Self Checkout Software License Renewal and Extended Hardware Warranty Agreement in the amount of \$9,228.

City Attorney Review: Yes

City Manager Review: _____

DISCUSSION:

On November 10, 2009, the City Council approved a contract with Tech Logic to design, construct and install a state of the art, staff-efficient, RFID-based self-checkout, automated materials handling sorter and conveyance system for the Bedford Public Library. The initial warranty expired after one year. On September 10, 2013, City Council approved the City Budget, which included \$10,000 for the Self Checkout Software License Renewal and Extended Hardware Agreement.

A renewal of the Tech Logic software licenses is required in order to continue to receive software support, technical support, and upgrades. Tech Logic guarantees a two hour response time on all issues during normal business hours. Tech Logic will install all software upgrades and will also provide support for remote installation assistance, usage, product compatibility, interoperability, diagnostic information and defect inquiries for eligible software products. The Library has ten licenses which need to be renewed for a total of \$4,000.

The Library also needs to renew the extended hardware warranty for the ten RFID antennas and three security gate pedestals. Five of the antennas are connected to the self-checkout stations. The additional five antennas are used by staff to program RFID security tags, process holds and check in materials. Failure of the antennas would reduce customer service levels for the public since 100% of the checkout is done at the self-checkout stations. There are no antennas located at the public service desks. The security gate pedestals sound an alarm when a patron does not check out an item. Telephone support is included during business hours. Under the Extended Warranty Agreement, Tech Logic will repair or replace any defective hardware or part. A guaranteed 24-hour service response from the time of the report is also included. The Extended Hardware Warranty Agreement is \$5,228.

The total cost for the Software License Renewal and Extended Hardware Warranty is \$9,228.

RECOMMENDATION:

Staff recommends the following motion:

Approval of a resolution authorizing the City Manager to enter into agreements with Tech Logic for the Self Checkout Software License Renewal and Extended Hardware Warranty Agreement in the amount of \$9,228.

FISCAL IMPACT:

Budget FY 13/14: \$10,000
Actual Amount: \$9,228
Variance: \$772

ATTACHMENTS:

Resolution
Software License Renewal Agreement
Extended Warranty Agreement

RESOLUTION NO. 14-

A RESOLUTION AUTHORIZING THE CITY MANAGER TO ENTER INTO AGREEMENTS WITH TECH LOGIC FOR A SELF CHECKOUT SOFTWARE LICENSE RENEWAL AND EXTENDED HARDWARE WARRANTY IN THE AMOUNT OF \$9,228.

WHEREAS, the City Council of Bedford, Texas approved the purchase of an RFID-based self-checkout, system; and,

WHEREAS, the self-checkout system is critical to the operation of the Bedford Public Library; and,

WHEREAS, the software required to operate the self-checkout requires an annual renewal; and,

WHEREAS, the RFID antennas provide the ability for patrons to check out; and,

WHEREAS, the security gates prevent theft of Library materials; and,

WHEREAS, the City of Bedford staff recommends that the City Council approve a Software License Agreement and an Extended Hardware Warranty Agreement with Tech Logic.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF BEDFORD, TEXAS:

SECTION 1. That the findings above are found to be true and correct, and are incorporated herein.

SECTION 2. That the City Council does hereby authorize the City Manager to enter into a contract in the amount of \$4,000 with Tech Logic for the Self Checkout Software License Agreement.

SECTION 3. That the City Council does hereby authorize the City Manager to enter into a contract in the amount of \$5,228 with Tech Logic for the Extended Hardware Warranty Agreement.

SECTION 4. That this resolution shall take effect from and after the date of passage.

PRESENTED AND PASSED this 13th day of May 2014, by a vote of ___ ayes, ___ nays and ___ abstentions, at a regular meeting of the City Council of the City of Bedford, Texas.

Jim Griffin, Mayor

ATTEST:

Michael Wells, City Secretary

APPROVED AS TO FORM:

Stan Lowry, City Attorney

Automated Material Handling Software Support Program Terms and Conditions

Access to Online Self-Help Support Services: All Tech Logic customers who subscribe to a software support program will have access to the online self-help services available at www.Tech-Logic.com. The services available on this Web site include basic assistance for software fixes, marketing information, training information, software documentation, the ability to submit and view online help tickets, and access to the software support manual.

Remote Technical Support: Contact Tech Logic for specific, task-oriented questions regarding the operation of currently supported software products. This also entitles you to telephone and/or electronic access to Tech Logic's technical support knowledgebase and technical product specialists. Types of support available include usage, product compatibility, interoperability, diagnostic information, and defect inquiries about eligible products.

Software Maintenance: Software maintenance includes remote problem analysis and assistance during normal business hours, voice access support for code-related problems, and support for routine installation and usage questions. Support for mission critical emergencies during off-shift hours. This is available only on the licenses covered and the software version(s) that are currently supported by Tech Logic.

Software Support Program Coverage: All copies/licenses of the software, regardless of how the copies were obtained, must be renewed under a software support program annually. You are entitled to software support only on the licenses covered.

Response Time: Response time objective of two hours during prime shift for voice and electronic problem submissions. Response time for critical/emergency problems during off-shift hours is two hours.

2. PRICING

A one year program subscription for automated material handling software is \$3,700.

The Software Support License(s) are required for the duration that the equipment is in use and is billed annually. The Software Support License will automatically increase 4% per year after the initial first year of paid annual support.

3. TERMS AND CONDITIONS

The following terms and conditions shall be applicable to this Software Support Agreement:

Telephone Support: Service includes telephone support 8AM-5PM Central Standard Time Monday through Friday. Telephone support is available through a toll free 800 number.

Licensing: You are entitled to software support only on the licenses covered by this software support program subscription.

Renewal: All copies of the Tech Logic software, including those on servers, workstations, and terminals must be licensed in order to receive software support on those copies. Tech Logic reserves the right to refuse software support on unlicensed or unsupported copies of the Tech Logic software.

Exclusions: Any damage to the automated sorter or its components caused by the misuse, neglect, or unauthorized repair and maintenance of the equipment, is specifically not covered. Software support under the aforementioned conditions is billable and a quote for services will be provided. Changes to ILS provider and any reconfiguration and/or testing specific to an ILS upgrade and/or conversion will be a billable service to the Library for software support. A quote for services will be provided and a scope of work determined for the project. Library network issues are not covered under the support parameters of this program and are billable if support is required.

Finance Charge: Payment for the program must be received prior to the Effective Date. Delinquent payments shall incur a finance charge of 1.5% per month, with service being suspended until the account is cleared.

Liability: Tech Logic shall not be liable for special, indirect, incidental or consequential damages, whether arising from contract or negligence.

Assignment: This Software Service Agreement and all rights and obligations hereunder shall not be assignable by Library except with the prior written consent of Tech Logic. A change in control shall be deemed an assignment subject to this subsection. This Software Service Agreement shall be binding upon each party's permitted successors and assigns.

Modification: Any modification or alteration of this Software Service Agreement shall be effective only upon written agreement of the parties thereupon.

Complete Agreement: This Software Service Agreement constitutes the entire agreement between the parties with regard to the subject matter hereof. No other representations, understandings, or agreements have been made or relied upon in the making of this Software Service Agreement other than those specifically set forth herein. The parties herein acknowledge that they have read this Software Service Agreement, understand it and agree to be bound by its terms, and further agree that it is the complete and exclusive statement of the agreement between the parties.

Force Majeure. Neither party shall be liable to the other party for any failure to perform any of its obligations (except payment obligations) under this Agreement during any period in which such performance is delayed by circumstances beyond its reasonable control including, but not limited to, fire, flood, war, embargo, strike, riot or the intervention of any governmental authority (a "Force Majeure"). In such event, however, the delayed party must promptly provide the other party with written notice of the Force Majeure. The delayed party's time for performance will be excused for the duration of the Force Majeure, but if the Force Majeure events lasts longer than thirty (30) days, the other party may immediately terminate the applicable Agreement by giving written notice to the delayed party.

CircIT Software Support License Terms and Conditions

**Bedford Public Library
Effective 05/01/2014-04/30/2015
Licensed Seats: 10
Pricing: \$4,000**

Program Description:

Access to Online Self-Help Support Services: All Tech Logic customers who purchase a CircIT software license will have access to the online self-help services available at www.Tech-Logic.com. The services available within our customer portal include basic assistance, marketing information, training information, software documentation, and the ability to submit and view online help tickets, and access to the software support manual.

Remote Technical Support: Contact Tech Logic for specific, task-oriented questions regarding the operation of currently supported software products. The support license includes telephone support from 8:00 AM-5:00 PM Central time, Mon.-Fri. excluding company holidays defined as New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the Friday after Thanksgiving and Christmas Day. Holidays falling on Saturday will be observed on the Friday before. Holidays falling on Sunday will be observed the Monday. Library will notify Tech Logic of any hardware issue via telephone (1-866-880-9981 or 651-389-4990), email to customercare@tech-logic.com or via support request through the customer secure portal. Tech Logic will attempt to correct the issue via telephone support and remote proxy. Types of support available include usage, product compatibility, diagnostic information, and defect inquiries about eligible software products.

Software Maintenance: Software maintenance includes remote problem analysis and assistance during normal business hours and support for routine installation and usage questions. Access to our web-based customer portal for enhanced electronic support features. This is available only on the licenses covered and the software versions that are currently supported by Tech Logic.

Enhancements: Library requested software enhancements are not included in the software support license. Software enhancements may be submitted to Tech Logic's Product Line division for consideration.

Upgrades: Upgrades to our software will be announced by Tech Logic. Software version upgrades are included and will be scheduled with the customer at a mutually agreed upon date and time during operating hours of Tech Logic. Should special circumstances require scheduling outside of operating hours, services will be quoted and approved by customer prior to scheduling. Upgrades are done via remote session with the customer. Should the customer request onsite upgrade assistance, Tech Logic will provide a quote for this service to be approved by the customer prior to execution. Upgrades to new software products/ platforms are not included in this license.

Software License Coverage: All copies/licenses of the software, regardless of how the copies were obtained, must be renewed annually. You are entitled to software support only on the licenses covered.

Fees are due and shall be paid by Library at time of purchase of the software and upon any subsequent purchase date anniversaries. *Prices are subject to change for subsequent annual periods.

3. TERMS AND CONDITIONS

The following terms and conditions shall be applicable to this Software Support Agreement:

Support: Support is available from 8:00 AM-5:00 PM Central time, Mon.-Fri. excluding company holidays defined as New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the Friday after Thanksgiving and Christmas Day. Holidays falling on Saturday will be observed on the Friday before. Holidays falling on Sunday will be observed the Monday after.

Response Time: Response time objective of two hours during prime shift for voice and electronic problem submissions. Response time for critical/emergency problems during off-shift hours is based on support availability.

Licensing: You are entitled to software support only on the licenses covered by this software support agreement.

Renewal: All copies of the Tech Logic software, including those on servers, workstations, and terminals must be licensed in order to receive support on those copies. Tech Logic reserves the right to refuse software support on unlicensed or unsupported copies of the Tech Logic software.

Exclusions: Any damage to the software or its components caused by misuse, a malicious virus, unauthorized changes in the software, or unsupported operating systems, is specifically not covered under the Software Support Agreement. Requests to implement software to a new server or reinstallation of terminal software will be a quoted activity. Changes to ILS provider and any reconfiguration and/or testing specific to this change will incur additional costs and will be quoted on a per project basis. Onsite requests are billable and quoted at time of request.

Finance Charge: Payment for the program must be received prior to the Effective Date. Delinquent payments shall incur a finance charge of 1.5% per month, with service being suspended until the account is cleared.

Liability: Tech Logic shall not be liable for special, indirect, incidental or consequential damages, whether arising from contract or negligence.

Assignment: This CircIT Software License Agreement and all rights and obligations hereunder shall not be assignable by Library except with the prior written consent of Tech Logic. A change in control shall be deemed an assignment subject to this subsection.

Modification: Any modification or alteration of this CircIT Software License Agreement shall be effective only upon written agreement of the parties thereupon.

Complete Agreement: This CircIT Software License Agreement constitutes the entire agreement between the parties with regard to the subject matter hereof. No other representations, understandings, or agreements have been made or relied upon in the making of this Software Service Agreement other than those specifically set forth herein. The parties herein acknowledge that they have read this Software Service Agreement, understand it and agree to be bound by its terms, and further agree that it is the complete and exclusive statement of the agreement between the parties.

Signatures

Tech Logic Corporation

By: 

Title: Vice President of Customer Experience

Date: 4/4/14

Library

By: _____

Title: _____

Date: _____

TECH LOGIC CORPORATION
Self Checkout Hardware Extended Limited Warranty Program
Bedford Public Library
Effective 05/01/2014-04/30/2015
10 RFID Antennas/ \$3,000
1 Dual Aisle Gate/ \$2,227.50

Pricing: \$5,227.50

Program Definition, Terms and Conditions

TERMS AND CONDITIONS

The following terms and conditions shall be applicable herein:

Parts: Parts will be repaired or replaced with those of like-kind and quality, and may be new, non-original manufacturer or remanufactured. Expendable and/or consumable items or parts included with the equipment are not covered under this program. If parts are not available due to the age of the equipment, end of product life or discontinuation by the manufacturer, then the equipment owner will be given notification by Tech Logic and we will advise of new purchase options. Discontinued parts and/or products will then be removed from the warranty program.

Service Support: Library will notify Tech Logic of any hardware issue via telephone (1-866-880-9981 or 651-389-4990), email to customercare@tech-logic.com or via support request through the customer secure portal. Service support hours are from 8:00 AM-5:00 PM Central time, Mon.-Fri. excluding company holidays defined as New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the Friday after Thanksgiving and Christmas Day. Holidays falling on Saturday will be observed on the Friday before. Holidays falling on Sunday will be observed the Monday. Tech Logic will attempt to correct the issue via telephone support and remote proxy. Should Library and Tech Logic agree that an onsite service visit is required, Tech Logic shall provide the Library with an action plan including the anticipated travel and on-site time expected to correct the issue as well as a quote for the technician service call. Upon receiving authorization from the Library, Tech Logic will proceed with the service site visit.

Product Service Procedures: If a defect should appear during the extended warranty period, Library should promptly contact Tech Logic Customer Service. Customer Service will advise Library to return the equipment or propose a schedule for repair. If applicable, a return merchandise authorization (RMA) will be assigned and the Library shall return the defective equipment, freight and insurance prepaid, in the original shipping container to, Tech Logic, 1818 Buerkle

Road, White Bear Lake, MN 55110 or to other designated service location. All returned merchandise must include the RMA number. Tech Logic shall not be responsible for any loss or damage incurred in shipping. If a defect is covered by this limited warranty program, the repaired or replaced equipment will be returned to the library at Tech Logic's cost. Requests for expedited return will be considered and difference between normal delivery charge and expedited return pricing will be the responsibility of the Library.

Access: Tech Logic will inform the Library of any access to the system via remote proxy prior to the access. Tech Logic will inform the Library of the reason for accessing the system.

Shipping: Shipping charges will be incurred by Library when ordering replacement items under this program.

Exclusions/Limitations: Any damage to the System or its components caused by the misuse, neglect, or unauthorized repair and maintenance of the equipment, is specifically not covered under this Extended Warranty program. For security gates; should the gate(s) be removed for any reason and then reinstated by the Library, additional charges may be incurred for reconfiguration and system optimization. Tech Logic accepts no responsibility for functionality after re-installation unless the gate(s) are reinstated by Tech Logic personnel or our third party maintenance organization. Extended warranty may be voided.

Routine Weekly Maintenance not included: Routine weekly maintenance as described in the original maintenance documentation provided at the time of sale shall continue to be the responsibility of the Equipment Owner.

Finance Charge: Payment for the program must be received prior to the Effective Date. Delinquent payments shall incur a finance charge of 1.5% per month, with service being suspended until the account is cleared.

Compliance with Laws, Codes, Licensing, and Other Standards: The Equipment Owner shall timely advise Tech Logic of any State and/or Local statutes, rules, codes, licensing, regulations, and other standards which may affect this program and work performed hereunder; and Equipment Owner shall pay for, and solely bear, all costs of compliance associated therewith.

Liability: Tech Logic shall not be liable for special, indirect, incidental or consequential damages, whether arising from contract or negligence.

Assignment: This Extended Warranty Program and all rights and obligations hereunder shall not be assignable by Library except with the prior written consent of Tech Logic. A change in control shall be deemed an assignment subject to this subsection. This Extended Warranty Program shall be binding upon each party's permitted successors and assigns.

Modification: Any modification or alteration of this Extended Warranty Program shall be effective only upon written agreement of the parties thereupon.

Notices: To give notice under this Agreement, the Notice must be in writing and sent by postage prepaid first-class mail, receipted courier service, or electronic mail to the address which appears below each party's signature below or to such other address as any party shall specify.

Term: The Extended Warranty Program commences on the Effective Date and, subject to this Warranty Program, continues from year to year in automatic renewal to be invoiced yearly at anniversary date. Either Party may give written Notice to the other not less than thirty (30) business days before the annual anniversary of the Effective Date of this Warranty Program for renewal to be declined.

Complete Agreement: This Extended Warranty Program constitutes the entire agreement between the parties with regard to the subject matter hereof. No other representations, understandings or agreements have been made or relied upon in the making of this Extended Warranty Program other than those specifically set forth herein. The parties herein acknowledge that they have read this Extended Warranty Program, understand it and agree to be bound by its terms, and further agree that it is the complete and exclusive statement of the agreement between the parties.

Force Majeure. Neither party shall be liable to the other party for any failure to perform any of its obligations (except payment obligations) under this Program during any period in which such performance is delayed by circumstances beyond its reasonable control including, but not limited to, fire, flood, war, embargo, strike, riot or the intervention of any governmental authority (a "Force Majeure"). In such event, however, the delayed party must promptly provide the other party with written notice of the Force Majeure. The delayed party's time for performance will be excused for the duration of the Force Majeure, but if the Force Majeure events lasts longer than thirty (30) days, the other party may immediately terminate the applicable Program by giving written notice to the delayed party.

Signatures

Tech Logic Corporation

By: _____

Title: Vice President of Customer Experience

Date: _____

4/4/14

Library

By: _____

Title: _____

Date: _____



Council Agenda Background

PRESENTER: Maria Redburn, Library Director

DATE: 05/13/14

Council Mission Area: Demonstrate excellent customer service in an efficient manner.

ITEM:

Consider a resolution authorizing the City Manager to enter into an agreement with Tech Logic for a Full Service Program Agreement in the amount of \$18,950.

City Attorney Review: Yes

City Manager Review: _____

DISCUSSION:

On November 10, 2009, the City Council approved a contract with Tech Logic to design, construct and install a state of the art, staff-efficient, RFID-based self-checkout, automated materials handling sorter and conveyance system for the Bedford Public Library. The initial warranty expired after one year. On September 10, 2013, City Council approved the City Budget which included \$27,985 for a Full Service Agreement.

It is the responsibility of the City of Bedford to maintain the automated materials handling sorter and conveyance system. Tech Logic's Full Service Maintenance Program includes:

- Two preventative maintenance visits
- Labor associated with service calls
- Guaranteed onsite service call within 24 hours, should one be required
- Coverage for failure of major system components
- All software updates, patches, and routine troubleshooting
- Licensing for the AST software
- 10% discount on all parts
- Shipping and handling on normal wear parts

The Full Service Agreement does not cover:

- Normal wear parts such as bearings, belts, chains, sprockets, batteries etc.
- Weekly maintenance of the automated materials handling sorter such as photo eyes
- Monthly washing of belts
- Monthly check and greasing of bearings

Library staff perform all required care not covered by the Full Service Agreement. Staff has a schedule and log of required maintenance, including cleaning of belts, photo eyes and battery charging.

Staff recommends changing from the Full Service FSP4 plan that the City was on last year to the Full Service FSP2 plan. The Full Service Agreement SP2 is \$18,950, which includes two preventative maintenance visits instead of four. It also represents a savings of \$9,035, which would absorb the costs for replacement of equipment, software customization and parts not covered by the Full Service Agreement.

Tech Logic has contracted with BankTec Hardware Services to respond to all service calls in the Dallas/Fort Worth Area. During the contract period, Tech Logic had BankTec on site 19 times to perform maintenance and resolve issues with belts and bearings. Total cost of services without the Full Service Agreement would have been \$23,872 for 2013-2014 and \$27,610 for 2012-2013.

Tech Logic has an exclusivity clause in the BankTec contract which prevents them from working on the system should the City decide not to do the Full Service Agreement. At this time, there are no other companies in North Texas certified to work on the Tech Logic Machinery. Any work not performed by Tech Logic certified technicians invalidates the warranty on the automated materials handling system. If the City of Bedford elects to discontinue the Full Service Agreement, the City will be responsible for all materials and labor costs, which are \$200/hour with a three hour minimum. All service calls would be scheduled; however, there would be no 24-hour minimum guaranteed response time.

The City has the option of not subscribing to the Full Service Agreement. However, it would still be required to renew the AST software license for \$3,700, which is now part of the Full Service Agreement. The AST software would give the Library telephone support and updates as they are made to the software. Staff also recommends contracting with Tech Logic for bi-annual preventative maintenance visits. The preventative maintenance visits have been critical in identifying parts that needed to be replaced before the system failed.

| Program Options | PM-1U | PM-2U | PM-3U |
|---------------------|-------------|-------------|--------------|
| Price | \$4,250 | \$7,175 | \$13,700 |
| Preventative Visits | Annually | Bi-annually | Quarterly |
| Normal Parts | 5% discount | 5% discount | 10% discount |

The total cost for the Full Service Agreement is \$18,950.

RECOMMENDATION:

Staff recommends the following motion:

Approval of a resolution authorizing the City Manager to enter into an agreement with Tech Logic for the Full Service Program Agreement in the amount of \$18,950.

FISCAL IMPACT:

| | |
|------------------|----------|
| Budget FY 13/14: | \$27,985 |
| Actual Amount: | \$18,950 |
| Variance: | \$9,035 |

ATTACHMENTS:

Resolution
Full Service Agreement
Service Checklist

RESOLUTION NO. 14-

A RESOLUTION AUTHORIZING THE CITY MANAGER TO ENTER INTO AN AGREEMENT WITH TECH LOGIC FOR A FULL SERVICE PROGRAM AGREEMENT IN THE AMOUNT OF \$18,950.

WHEREAS, the City Council of Bedford, Texas approved the purchase of an RFID-based self-checkout, automated materials handling sorter and conveyance system; and,

WHEREAS, the automated materials handling sorter and conveyance system is critical to the operation of the Bedford Public Library; and,

WHEREAS, the software required to operate automated materials handling sorter requires an annual renewal; and,

WHEREAS, the City of Bedford staff recommends that the City Council approve a Full Service Maintenance Agreement, Software License Agreement and an Extended Warranty Agreement with Tech Logic.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF BEDFORD, TEXAS:

SECTION 1. That the findings above are found to be true and correct, and are incorporated herein.

SECTION 2. That the City Council does hereby authorize the City Manager to enter into a contract in the amount of \$18,950 with Tech Logic for the Full Service Maintenance Agreement

SECTION 5. That this resolution shall take effect from and after the date of passage.

PRESENTED AND PASSED this 13th day of May 2014, by a vote of ___ ayes, ___ nays and ___ abstentions, at a regular meeting of the City Council of the City of Bedford, Texas.

Jim Griffin, Mayor

ATTEST:

Michael Wells, City Secretary

APPROVED AS TO FORM:

Stan Lowry, City Attorney

TECH LOGIC FULL SERVICE MAINTENANCE PROGRAM
Exhibit "J"

TERMS AND CONDITIONS

Library: Bedford Public Library Effective Date: 05/11/2014- 05/10/2015

Tech Logic offers an annual (12 month) renewable full service program for new Tech Logic AMH systems. The cost of this program is \$28,840.00 annually. The annual renewal of the program will be invoiced to the library no later than 30 days prior to renewal date and payment must be made prior to the beginning of the next term for the program to be effective.

This program is defined as:

- All mechanical labor and software support¹.
- Normal wear "consumable" parts are not included². These parts are offered at a ten (10) percent discount from the current Tech Logic price list.

- 4 Preventative maintenance visits are included based on system size.
- Each preventative maintenance visit allows for up to eight (8) hours onsite for the scheduled visit date based on system size and configuration.
- Additional labor hours are billable at \$200 per hour over the eight (8) included in the preventative maintenance visit.
- The price of this service program is subject to change for subsequent annual service periods.³

TERMS AND CONDITIONS

The following terms and conditions shall be applicable:

- Telephone Support: Service includes unlimited telephone support with a response from the right expert within two hours excluding company holidays defined as New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the Friday after Thanksgiving and Christmas Day. Holidays falling on Saturday will be observed on the Friday before. Holidays falling on Sunday will be observed the Monday after.
- Service Support: Includes response within 24 hours. Library will notify Tech Logic of any Mechanical or Software issue via telephone. Tech Logic will attempt to correct the issue via telephone support and remote proxy. Should Library and Tech Logic agree that an onsite visit is required, Tech Logic shall provide the Library with an action plan including the anticipated on-site time for the technician. Upon receiving authorization from the Library, Tech Logic or its partnered national service provider will proceed with the site visit. Preventative maintenance visits are provided by our partnered service provider.
- Software Support: Contact Tech Logic for specific, task-oriented questions regarding the operation of currently supported AST software. Types of support available include usage, product compatibility, diagnostic information, and defect inquiries about eligible software products. Software maintenance includes remote problem analysis and

assistance during normal stated business hours and support for mission critical emergencies during off-shift hours. This is available only on the license(s) covered and the software versions that are currently supported by Tech Logic. All copies/licenses of the software, regardless of how the copies were obtained, must be renewed under a software support program annually. You are entitled to software support only on the licenses covered. Initial contact response time objective of two hours during prime shift for voice and electronic problem submissions. Response time for critical/emergency problems during off-shift hours is three hours. Changes to ILS provider and any reconfiguration and/or testing specific to an ILS upgrade and/or conversion will be a billable service to the Library for software support. A quote for services will be provided and a scope of work determined for the project. Library network issues/troubleshooting are not covered under the support parameters of this program and are billable to the Library if support actions by Tech Logic are deemed necessary to make corrective action. (Please refer to your AST Support and Software License Program Terms and Conditions for further coverage explanation)

- **Parts:** At our discretion, new, non-original manufacturer or remanufactured parts may be used to perform any repairs. Tech Logic may elect to discontinue certain products for a variety of reasons, including but not limited to; the product is obsoleted at the end of its life cycle, key product components are no longer being manufactured, vendor obsolescence or technology obsolescence.
- **Shipping:** Shipping charges shall only be incurred when ordering replacement wear items or if an expedited method of shipping is requested. Tech Logic standard shipping is ground service.
- **Exclusions:** Any damage to the automated sorter or its components caused by the misuse, neglect, or unauthorized repair and maintenance of the equipment, is specifically not covered. Software support under the aforementioned conditions is billable and a quote for services will be provided. Changes to ILS provider and any reconfiguration and/or testing specific to an ILS upgrade and/or conversion will be a billable service to the Library for software support. A quote for services will be provided and a scope of work determined for the project. Library network issues are not covered under the support parameters of this program. Fire suppression systems/components are not covered under this program. Customer is responsible for coverage of extended maintenance for fire suppression after the one (1) year included warranty.
- **Routine Weekly/Monthly Maintenance not included:** Routine weekly/monthly maintenance as described in the original maintenance documentation provided at the time of sale shall continue to be the responsibility of Library. Issues arising from lack of this maintenance may incur additional charges outside of this program or may render the end of this program.
- **Finance Charge:** Delinquent payments shall incur a finance charge of 1.5% per month, with service being suspended until the account is cleared.
- **Notices:** The notice must be in writing and sent by postage prepaid first-class mail, receipted courier service, or electronic mail to the address which appears below each party's signature below or to such other address as any party shall specify by notice in writing to the other party and
- **Term:** This service program commences on the Effective Date and, subject to this program, continues from year to year in automatic renewal to be invoiced yearly at anniversary date. Either Party may give written notice to the other not less than thirty (30)

business days before the annual anniversary of the Effective Date of this service program should renewal be declined. Libraries engaging in either a three (3) or five (5) year program will be responsible for full payment of any remaining renewal years should the program be discontinued before that term has been fulfilled.

- Compliance with Laws, Codes, Licensing, and Other Standards: Library shall timely advise Tech Logic of any State and/or Local statutes, rules, codes, licensing, regulations, and other standards which may affect this service program and work performed hereunder; and Library shall pay for, and solely bear, all costs of compliance associated therewith.
- Liability: Tech Logic shall not be liable for special, indirect, incidental or consequential damages, whether arising from contract or negligence.
- Assignment: This service program and all rights and obligations hereunder shall not be assignable by Library except with the prior written consent of Tech Logic. A change in control shall be deemed an assignment subject to this subsection. This service program shall be binding upon each party's permitted successors and assigns.
- Modification: Any modification or alteration of this service program shall be effective only upon written agreement of the parties thereupon.
- Complete Terms and Conditions: This service program subscription constitutes the entire agreement between the parties with regard to the subject matter hereof. No other representations, understandings or agreements have been made or relied upon in the making of this Service Agreement other than those specifically set forth herein. The parties herein acknowledge that they have read the terms and conditions, understand it and agree to be bound by its terms, and further agree that it is the complete and exclusive statement of the agreement between the parties.
- Force Majeure. Neither party shall be liable to the other party for any failure to perform any of its obligations (except payment obligations) under this program during any period in which such performance is delayed by circumstances beyond its reasonable control including, but not limited to, fire, flood, war, embargo, strike, riot or the intervention of any governmental authority (a "Force Majeure"). In such event, however, the delayed party must promptly provide the other party with written notice of the Force Majeure. The delayed party's time for performance will be excused for the duration of the Force Majeure, but if the Force Majeure events lasts longer than thirty (30) days, the other party may immediately terminate the applicable program by giving written notice to the delayed party.

¹ All mechanical labor is included except for routine maintenance. All software updates, patches, routine trouble shooting are included unless otherwise specified in the terms and conditions above.

² Normal wear parts include the following:

AST Systems

- Bearings
- Belts
- Chains
- Elastic Drive Bands
- Fuses
- Air hoses

- Rollers
- Sprockets
- Valves

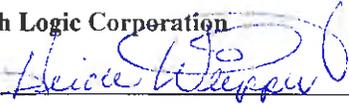
I.A Bins

- Batteries
- Brakes
- Brake Cables
- Cables
- Chains
- Sprockets

³ Price of the service program in subsequent years may increase. The increase will not exceed 10% per annum.

Signatures

Tech Logic Corporation

By: 

Title: VP of Customer Experience

Date: 03/04/2014

Library

By: _____

Title: _____

Date: _____



PREVENTATIVE MAINTENANCE SERVICE CHECKLIST

—AST SYSTEM—

Name of Technician: _____

Date: _____

Library Name: _____

EFFECTIVE DATE: 27 APRIL 2012

REVISION LEVEL: A



INSTRUCTIONS

Use this Service Checklist for all preventive maintenance (PM) that is done on Tech Logic AST systems. Each AST system is different and may not have all components listed in this document. While going through the checklist, please make a note of any parts that need to be replaced, any issues that may need to be looked at later, or any issues that the library brings to your attention.

Tools

It is recommended for the technician to have 3-in-1 oil and lithium grease for chains and moving parts. Q-Tips and Windex are recommended for cleaning photo eyes.



Before You Begin

Before beginning PM, make sure that the library is aware that the system will be down for an extended amount of time, so they can make arrangements for their patrons to deposit their items in other book drops or book bins.

Also before beginning, put the AST machine in Pause using the AST software. When the system is paused, use the troubleshooting screens to check inputs and outputs or to turn different parts of the machine on or off. If a component needs to be replaced or the machine needs adjustment, turn the power off to the entire system before servicing.

Photographs

Photographs appear in this document to clarify the text. It is important for you to remember that these are examples only and do not necessarily represent the actual system.

Questions?

Contact Tech Logic Customer Care by calling **1-866-880-9981**.

EXTERIOR BOOK DROPS

- There are no exterior book drops on this system (skip to next section).
- Book Drop Door**
 - Using the AST software, manually move the door up and down.
 - Verify that the door moves up and down smoothly.
 - Verify that the door opens and closes all the way.
 - Check for grinding noises or abnormal noises.
 - If pneumatic, oil the door slides.
 - If electric, oil the motor screw.
- Photo Eyes**
 - Clean each photo eye with a Q-Tip and Windex.
 - Verify each photo eye reads properly.
 - Adjust alignment or sensitivity as needed.
- Courtesy Lights** (lights that illuminate the faceplate)
 - Verify all of the bulbs are on.
 - Replace as necessary.
- Seal**
 - Verify that the book drop has a good seal around the edges.
- Speaker** (if applicable, some book drops have speakers to play messages and directions)
 - Check volume.
 - Check clarity.

Notes

INTERIOR BOOK DROPS

- There are no interior book drops on this system (skip to next section).
- Photo Eye**
 - Verify that the beginning photo eye located inside of the book drop opening is clean, aligned, and adjusted.
- Message Display** (if applicable)
 - Check that the message display works and displays the correct messages.

Notes

CONVEYOR BELTS

- There are no conveyor belts on this system (skip to next section).
- Belts**
 - Check for any tears in the conveyor belts.
 - Check the V-Guide on the bottom of the belt; make sure it is not worn or coming apart.
-  **Note:** The belt size information is on the plates mounted on the side of the conveyor if a replacement needs to be ordered.
- Lacing**
 - Check that the lacing is tight and in good condition.
- Pulleys**
 - Verify that the pulleys are not making unusual noises.
- Drum Motors**
 - Check for any leaking seals at the elbow and wire from the motorized pulley.
 - Scan the surrounding area for any oil spots or leaks.
- Top Mount Motors**
 - Check the chain tension.
 - Inspect the motor and sprockets.
- Incline Conveyors** (if applicable)
 - Clean the brush on the underside of the conveyor.
- Tracking**
 - Verify that the belts are tracking properly and not wandering.
 - If the belts are wandering, adjust tension to straighten belts.
- Guards** (all gears and chains should have yellow guards in place)
 - Verify that all guarding is in place and in good condition.
- Rollers**
 - Make sure rollers are not making any unusual sounds.
- Curved Conveyors** (if applicable)
 - Look for broken bands; replace the bands if more than two broken in a row.
 - Verify that the clips are holding the rollers in place and that the rollers are centered (equidistant from each other).
- Merge Sections**
 - Look for wear on the belts.
 - Belts should be close together without any big gaps.
 - If there is minor wear, make note of it. If there is excessive wear, request a replacement belt.

Bearings

- Grease all bearings.
- Replace as required.

Notes

SANDWICH BELTS (VERTICAL INCLINE/DECLINE CONVEYORS)

- There are no sandwich belts on this system (skip to next section).
- Bogie Springs/Chains**
 - Check the tension.
 - Make sure that all springs are touching the belt.
 - Pass items of various sizes through the conveyor to verify proper operation.
- Belts**
 - Check the tracking of the belt.
 - Look for any wear or tearing.
 - Check the V-Guide on sandwich belt; make sure that it is not worn or coming apart.

Notes

FIRE SUPPRESSION

- There is no fire suppression on this system (skip to next section).
- Door Actuator**
 - Using the AST software, manually move door up and down to check for proper operation.

Notes

PNEUMATIC SYSTEM

- This system is entirely electric (skip to next section).
- Pressure Regulators**
 - Check for water.
 - Check for loose connections.
 - Check for pressure switch settings — there are two regulators: one for the book drops and one for the sorting sections.
-  **Note:** The bookdrop regulator should be around 90–95 psi.
The sorting regulator should be at least 120 psi.
- Check the system pressure.
-  **Note:** Incoming pressure to AST system (provided by customer) should be at least 120 psi.
- MAC Valves**
 - Check for leaks.
 - Check for loose connections.
- All Pneumatic Devices**
 - Verify that all pneumatic moving parts move quickly and properly; if they do not, the pressure is too low or there is a leak somewhere.

Notes

SORTING SECTION

- Line Shaft Conveyors**
 - Check the alignment of all of the photo eyes.
 - Clean and adjust the photo eyes as needed.
 - Verify that each photo eye is triggered when item passes through (use a book as a test).
 - Adjust the sensitivity if needed.
 - Check all roller bands for wear and tear; replace as needed.
 - Check line shaft bands for wear and tear; replace as needed.
- Transfer Sections (Popup Transfers)**
 - Check all transfer bands for wear; replace as needed.
 - Verify that the transfer moves up and down smoothly.
 - Lubricate the transfer as needed.
 - If pneumatic, check for leaks.
- Retractable Chutes (if applicable)**
 - Check for rips in the belting.
 - If pneumatic, lubricate the slide chutes and actuators with grease and oil cylinders as necessary.
 - If electric, lubricate the slide chutes.
 - Make sure that there is no grinding or unusual noise.
 - Make sure the chutes are fully extending.
- Loader/Unloaders (if applicable)**
 - Check all of the photo eyes.
 - Clean and adjust the photo eyes as necessary.
 - Check the belts for wear and tear.
 - Make sure that there is no grinding or unusual noise coming from the belts or actuators.
- Rotators (if applicable; used on AST systems with placers)**
 - Check the alignment.
 - Check all of the photo eyes.
 - Clean and adjust the photo eyes as necessary.
 - Check the proximity switches.
 - Oil the cylinders as necessary.
- Smart Bins (if applicable)**
 - Verify that all of the outlets on AST system are live, and replace any fuses or reset circuit breakers as necessary.
 - Check for any worn or broken parts; make note of any part that needs to be replaced.

- Check the bin functionality.
 - Manual mode – up/down.
 - Auto mode – up/down.
 - Photo eyes work properly (clean and adjust as needed).
 - Top and bottom limit switches work properly.
 - AST software registers when bin is full.
- Lubricate the gears if bin is making noises.
- Check the floor speed.



Note: The average time it takes for the floor to move its full range of motion is 35–45 seconds.

- Disconnect the bins from AC outlet, and verify that the bins work properly on battery power.
- Sizer/Squarer** (if applicable; usually used with AST systems that have placers or barcode scanning)
 - If pneumatic, lubricate the cylinder.
 - Check the photo eyes; clean and adjust as necessary.
 - Check the fiber optic photo eyes that size the book.
- Placers** (if applicable)
 - Using the AST software, move the placers in/out and up/down.
 - Make sure the x- and z- axis have smooth motion.
 - Verify that the placer paddle moves back and forth smoothly.
 - Verify that the placer head moves up and down smoothly.
 - Check for any worn parts.
 - Verify that the cart tilters and placers are at 15 degrees.
 - Clean and adjust the photo eyes as necessary.
 - Verify that the books are being placed properly.

Notes

GENERAL

Leveling Foot Adjustments



Note: The AST system or building may have settled.

- Verify that the system is level.
- Adjust the feet as needed.

System Area

- Check under the system for any oil on the floor.
- When PM is complete, make sure that all tools are picked up and area is clean.

Paperwork

- Check with the library for any concerns that they have with the system, and make note of them.
- If there are parts that need to be ordered/ replaced, make note of them and contact Tech Logic.

Additional Comments

SIGNATURES

Technician

Date Completed

Employee of library

Date



1818 Buerkle Road
White Bear Lake, MN 55110
USA

Phone: 651.747.0492
Toll free: 800.494.9330
Fax: 651.747.0493
Email: contact@tech-logic.com
Web: www.tech-logic.com



Council Agenda Background

PRESENTER: See below

DATE: 05/13/14

Councilmember Reports

ITEM:

- **Councilman Brown – Farewell Remarks**

City Manager Review: _____

DISCUSSION:

Councilman Brown requested this item be placed on the agenda.

ATTACHMENTS:

Letter of Request

-----Original Message-----

From: Brown, Chris

Sent: Tuesday, May 06, 2014 2:09 PM

To: Wells, Michael

Subject: Agenda Item

Michael:

Will you please add an item "Farewell Remarks" to the next Council meeting?

Thank you,
Chris

Chris Brown
Mayor Pro Tem
817 689 7074
www.bedfordtx.gov