

Council Minutes December 3, 2013

STATE OF TEXAS §

COUNTY OF TARRANT §

CITY OF BEDFORD §

The City Council of the City of Bedford, Texas, met in regular session at 4:45 p.m. in the Building A Conference Room of City Hall, 2000 Forest Ridge Drive, Bedford, Texas, on the 3rd day of December, 2013 with the following members present:

Jim Griffin	Mayor
Michael Boyter	Council Members
Chris Brown	
Jim Davisson	
Sherri Olsen	
Patricia Nolan	
Roy W. Turner	

constituting a quorum.

Staff present included:

David Miller	Deputy City Manager
Mirenda McQuagge-Walden	Managing Director
Meg Jakubik	Assistant to the City Manager
Amanda Jacobs	Assistant City Secretary

EXECUTIVE SESSION

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

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

Council convened into Executive Session pursuant to Texas Government Code Section 551.071, consultation with City Attorney regarding pending or contemplated litigation – Stonegate Pools, Bedford Road at 4:45 p.m.

Council reconvened from Executive Session at 5:10 p.m.

No action was taken as a result of the Executive Session.

REGULAR SESSION

The Regular Session began at 5:15 p.m.

CALL TO ORDER

Mayor Griffin called the meeting to order.

1. **Discussion on the development of the citizen survey instrument.**

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Dr. Paul Ruggiere discussed the finalization of the survey instrument and requested feedback from the Council to ensure the questions were what they had in mind.

Dr. Ruggiere stated that the survey will take about 15 minutes to conduct over the phone, based on a trial run between an interviewer and a supervisor.

Regarding survey question #2, it was agreed that respondents must reside in Bedford 12 months or longer.

In response to questions from the Council, Dr. Ruggiere stated that the sample selected is based on address, that the interviewer does not have that information at the time of the interview, that on the data side they are able to pinpoint where the house is, that asking for the zip code in question #1 is necessary in the event that they took their phone number with them in a move.

In response to questions from Council, Dr. Ruggiere stated that people are chosen for the survey based on the delivery sequence file of the post office, which is the most up-to-date file. Of all of the households in Bedford that are in that file, there is a random selection of 2,850, which is a scientifically randomly selected sample. Usually 40% of households will have a phone number that is listed. Those with listed numbers will be called, the remaining will receive a mailer inviting them to do the web survey, hard copies of the survey will be mailed to those who did not participate in the web survey. The hard copy is one sheet of paper, includes benchmarked questions, and is given to people who have already had the opportunity to respond and have chosen not to. Typical responses are 1/3 from phone, 1/3 from the web and 1/3 from the mail. 2/3 of those selected will receive the full-blown questionnaire.

Discussion was held regarding whether question 3 should be asked at the end of the survey and that questions 4 and 5 were similar and if one of them could be removed. The Council agreed to leave the questions as presented.

The Council agreed to remove questions; 6 regarding gas drilling; 8 remove "and other public places"; 9 banning smoking in businesses that are located within city limits; 11 regarding trap, neuter and release of stray animals. The Council also requested the following changes; 15 changing the question to "Investing city resources to revitalize existing commercial areas; and to amend the wording in the instruction paragraph to read "...the City may consider in the future."

Regarding questions 16 and 17, Council agreed to reword question 16 to read; "The city may consider replacing the recycling bin that you currently use with a larger recycling cart..." and to remove question 17 entirely.

Dr. Ruggiere stated that the remaining questions are benchmarked questions and have a comparison that can be used. He recommended that they stay the way they are. It was noted that question 18. I. should be "Code Compliance."

After discussion, it was determined that question 19 would remain on the questionnaire; that question 20 would be reworded to be answered as Excellent, Good, Fair or Poor.

There were no issues with questions 22 and 23.

It was the consensus of the Council to remove 24. e. and question 25.

Dr. Ruggiere stated that questions 26, 27 and 28 are benchmarked questions. It was the consensus of the Council that the City's web address could be removed from question 28;

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question 29 will be removed and question 30. a. will be changed to Bedford Connection Magazine.

After discussion, it was determined that if question 32B was answered as Not Satisfied the interviewer would need to ask a follow-up question to determine if it was due to not getting the response the caller liked or if the response was a lack of customer service.

32C. will be split into two separate questions; Were they courteous? Were they helpful?

Question 35 will be removed.

After discussion, Council was of the consensus to leave question 42A open ended.

2. Interviews for appointments to Bedford's Citizen Boards and Commissions.

Council conducted interviews with applicants for appointment to Bedford's Citizen Boards and Commissions.

3. Council discussion, if necessary, regarding appointments to Bedford's Citizen Boards and Commissions.

Council generally discussed the appointment of members to Bedford's Citizen Boards and Commissions. Appointments will be made at a future Council meeting.

ADJOURNMENT

Mayor Griffin adjourned the meeting at 8:50 p.m.

Jim Griffin, Mayor

ATTEST:

Michael Wells, City Secretary