



City of Saginaw

Meeting and/or Executive Session Agenda

Tuesday, November 7, 2023, 6:00 PM
Council Chamber
333 West McLeroy Boulevard
Saginaw, Texas 76179

In accordance with Section 551.043 of the Texas Government Code, this agenda has been posted at Saginaw City Hall, and distributed to the appropriate news media within the required time frame. All meetings of the Saginaw City Council are open to the public. Public participation and written comments are invited on all open session business items.

The Mayor and City Council request that all cell phones and pagers be turned off or set to vibrate. Members of the audience are requested to step outside to respond to a page or to conduct a phone conversation. The City Hall is wheelchair accessible and special parking is available on the east side of the building. If special accommodations are required please contact the City Secretary a minimum of 72 hours in advance at 817-232-4640.

1: Call To Order

- 1A. Call To Order -- Todd Flippo, Mayor
- 1B. Pledges--Pledge of Allegiance to the United States; Pledge of Allegiance to the State of Texas--"Honor the Texas Flag; I pledge allegiance to thee, Texas, one State under God, one and indivisible"
- 1C. Invocation--Pastor Joe Rangel, SOBA Church
- 1D. Audience Participation--Anyone wishing to speak during the discussion of an item listed on the agenda must complete an audience participation form. These forms are located by the Police Chief. After completing the form, give it to the City Secretary. She will give it to the Mayor. The Mayor will call on you when that item is discussed. You will have three (3) minutes to make your comments.

2: Consent Agenda

All items listed are part of the Consent Agenda. Public hearing and review are held collectively unless opposition is presented, in which case the contested item will be heard separately.

- 2A. Action regarding Minutes, October 17, 2023--Janice England, City Secretary
- 2B. Action regarding Renewal and Amendment of the 2021 Tarrant County Bond Program Agreement with Tarrant County--Lee Howell, Asst. City Manager
- 2C. Action regarding Individual Project Order (IPO) with Kimley-Horn and Associates for 2023 Lead Service Line Inventory--Trenton Tidwell, City Engineer
- 2D. Action regarding Individual Project Order (IPO) with Kimley-Horn and Associates for ADA Transition Plan Phase 5-Intersection and Sidewalk Evaluation--Trenton Tidwell, City Engineer
- 2E. Action regarding Resolution No. 2023-25 authorizing Communications Manager to act on behalf of the City regarding Apple Developer Program---Pedro Zambrano
- 2F. Action regarding Cancellation of November 21, 2023 City Council Meeting--Janice England, City Secretary

3: Proclamations-Presentations

- 3A. Presentation - City of Saginaw Employee Survey Results--Ron Gailey with Onpointe Insights
- 3B. Update on Highland Station Park Pedestrian Crossing/Channel--Trenton Tidwell, City Engineer
- 3C. Recognition of 2023 Train & Grain Festival Committee Members and Volunteers--Gabe Reaume, City Manager

3D. International Leadership of Texas-Saginaw Charter School Update--Bryn Meredith, City Attorney

3E. Update to Saginaw and Lake Worth Consolidated Dispatch Services--Russell Ragsdale, Chief of Police

4: Public Hearings

No Items

5: Business

5A. Consideration and Action Regarding Second Year Survey with OnPointe Insights--Pedro Zambrano, Communications Manager

5B. Consideration and Action Regarding Rate Increase Request from Waste Connections for Solid Waste and Recycling Services--Lee Howell, Asst. City Manager

5C. Consideration and Action regarding Ordinance No, 2023-30, Amending the Master Fee Schedule by amending the fee for Residential Trash and Recycle Services--Lee Howell, Asst. City Manager

5D. Consideration and Action regarding Resolution No. 2023-23, Election of Members to the Board of Directors of the Tarrant Appraisal District--Todd Flippo, Mayor

5E. Consideration and Action regarding Resolution 2023-24, Revisions to the City of Saginaw Personnel Policies--Melanie McManus, HR Director

6: Executive Session

The City Council may take action on any Executive Session item posted.

6A. 551.071. Texas Government Code. Consultation with Attorney. The City Council may convene in executive session to conduct a private consultation with its attorney on any legally posted agenda item, when the City Council seeks the advice of its attorney about pending or contemplated litigation, a settlement offer, or on a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the provisions of Chapter 551, including the following items:

6B. Any Posted Item

7: Adjournment

7A. Adjournment--Todd Flippo, Mayor

Date Posted: November 3, 2023



City of Saginaw
City Council Memorandum

Prepared By: Janice England

Action regarding Minutes, October 17, 2023--Janice England, City Secretary

Meeting	Agenda Group
Tuesday, November 7, 2023, 6:00 PM	Consent Agenda Item:
Reference File	

BACKGROUND/DISCUSSION:

The minutes of the City Council Meeting held on October 17, 2023 are presented for consideration.

FINANCIAL IMPACT:

N/A

RECOMMENDATION:

Staff recommends approval.

Attachments

Draft Minutes--10-17-2023.pdf

****The Following Document is a draft of the minutes and not the official approved minutes****

Minutes for the City Council meeting

333 West McLeroy Boulevard, Saginaw, Texas, 76179.

October 17, 2023, 6:00 PM - October 17, 2023, 7:22 PM

Roll Call: (The following members were in attendance)

Todd Flippo, Mayor

Cindy Bighorse, Place 5

Valerie Junkersfeld, Mayor Pro Tem

Mary Copeland, Place 6

Nick Lawson, Place 2

Absent:

Paul Felegy, Place 1

Randy Edwards, Place 4

1. Call To Order

1A. Call To Order -- Todd Flippo, Mayor - 6:00 PM

Mayor Flippo called the meeting to order at 6:00 p.m.

Present:

City Attorney Bryn Meredith

City Engineer Trenton Tidwell, P.E.

City Manager Gabe Reaume

Asst. City Manager Lee Howell

Finance Director Kim Quin

City Secretary Janice England

Police Chief Russell Ragsdale

Asst. Police Chief Brandon Badovinac

Fire Chief Doug Spears

Director of Public Works Randy Newsom

Director of Community & Economic Development Keith Rinehart

Library Director Ellen Ritchie

Communications Manager Pedro Zambrano

Environmental/Drainage Manager Matt Regan

Absent:

Councilmember Paul Felegy

Councilmember Randy Edwards

Director of Human Resources Melanie McManus

Visitors:

Brack St. Clair

Glenn Reeves

Michael Harris

Michael Harris Jr.

Kelly Stewart

Ronnie Horton

Mark Towns

John Reynolds

Jason Moore

Ryan Balliett

**1B. Pledges--Pledge of Allegiance to the United States; Pledge of Allegiance to the State of Texas--
"Honor the Texas Flag; I pledge allegiance to thee, Texas, one State under God, one and indivisible" -**

6:00 PM

1C. Invocation--Dr. Mark Towns, First Baptist Church - 6:01 PM

Dr. Mark Towns of the First Baptist Church gave the invocation.

1D. Audience Participation--Anyone wishing to speak during the discussion of an item listed on the agenda must complete an audience participation form. These forms are located by the Police Chief. After completing the form, give it to the City Secretary. She will give it to the Mayor. The Mayor will call on you when that item is discussed. You will have three (3) minutes to make your comments. -

6:02 PM

2. Consent Agenda

All items listed are part of the Consent Agenda. Public hearing and review are held collectively unless opposition is presented, in which case the contested item will be heard separately.

Valerie Junkersfeld made a motion to Approve that was seconded by Cindy Bighorse with a result of 5-0-0-0

2A. Action regarding Minutes, October 3, 2023--Janice England, City Secretary - 6:02 PM

The minutes of the City Council Meeting held on October 3, 2023 were presented for consideration.

2B. Action regarding entering into Contract with Flock Group Inc. for Implementation of Flock Safety ALPR (Automatic License Plate Reader) System--Russell Ragsdale, Chief of Police - 6:02 PM

Flock Safety provides an infrastructure-free automatic license plate reading (ALPR) camera system for cities who want to reduce crime within a principled framework. Unlike traditional ALPR, Flock uses Vehicle Fingerprint technology to transform hours of footage into a searchable database to find the single piece of evidence needed, even when a license plate isn't available. It is important to clarify that the Flock ALPR system does not include facial recognition capabilities and does not capture personally identifiable information. The data capture by Flock is owned by each individual agency and Flock will never share or sell the data. The proposed contract is a two-year contract. The first year includes lease, setup and installation fees for a total of \$85,500. The second year lease fees total \$67,500, for a total two-year contract of \$153,000. Funds are included in the Crime Control and Prevention District Fund Budget (Account 11-5245-00, License Plate Reader Service) for the first year fees.

2C. Action regarding Resolution No. 2023-22, Requesting Authorization for the Installation of Automated License Plate Reader Cameras in Various Locations within Texas Department of Transportation Rights-of-Way within the City--Russell Ragsdale, Chief of Police - 6:02 PM

This item is related to Item 2B. Resolution No. 2023-22 requests authorization for the installation of automated license plate reader cameras in various locations within Texas Department of Transportation (TXDOT) Rights-of-Way. This item is simply to request authorization so there is no financial impact.

2D. Action regarding Emergency Rooftop HVAC Repairs to Police Department--Russell Ragsdale, Chief of Police - 6:07 PM

A pre-season inspection on all Police Department HVAC units revealed emergency replacement needs to be completed on six (6) heat exchangers before they can be activated. The total cost of the emergency repairs will be \$24,109 through BuyBoard Contract #631-20 with TD Industries.

**** Item was Removed from Consent**

Cindy Bighorse made a motion to Approve that was seconded by Valerie Junkersfeld with a result of 5-0-0-0

2E. Action regarding Professional Services Agreement with LJA Engineering, Inc. for Planning Services--Randy Newsom, Director of Public Works - 6:08 PM

The proposed Professional Services Agreement with LJA Engineering, Inc. is for planning services to be provided by Abra Nusser. The agreement covers planning services as needed and replaces the prior agreement with Peleton Land Solutions. Since the agreement is on an as needed basis, the financial impact will be dependent on the actual services rendered.

**** Item was Removed from Consent**

Mary Copeland made a motion to Approve that was seconded by Nick Lawson with a result of 5-0-0-0

2F. Action regarding Ordinance No. 2023-29, Amending Chapter 98, "Utilities", Article V, "Cross Connection Control" of the Saginaw City Code; Amending Regulations governing the Cross Connection Control Program--Matt Regan, Environmental/Drainage Manager - 6:13 PM

Ordinance No. 1997-14, Cross Connection Ordinance, is being updated to include changes brought forth from the City of Fort Worth, our water supplier. As a result, we are amending the ordinance to allow only lead free backflow assemblies to be installed within the City. We are also adjusting the testing frequency to annual for all assemblies. Ordinance No. 2023-29 addresses these amendments.

**** Item was Removed from Consent**

Valerie Junkersfeld made a motion to Approve that was seconded by Cindy Bighorse with a result of 5-0-0-0

3. Proclamations-Presentations

No Items

4. Public Hearings

No Items

5. Business

5A. Consideration and Action Regarding a Guaranteed Maximum Price presented by Byrne Construction Services for the new Library and Senior Center Project--Lee Howell, Asst. City Manager - 6:16 PM

Asst. City Manager Howell stated that under CMAR contract, Byrne Construction has presented a Guaranteed Maximum Price (GMP) of \$24,446,792 for the construction of the new library and senior center. Byrne Construction has worked closely with the City and architectural teams to find the best value in design and construction materials. Every effort has been made to minimize cost increases. Upon approval of the GMP, Byrne Construction will execute contracts with material and construction subcontractors. The proposed timeline

sets a site mobilization date of December 4, 2023. Funds for the library and senior center project are budgeted from the 2020 voter authorized bond funds and remaining ARPA (American Rescue Plan Act) funds. Mr. Jason Moore, Byrne Construction Manager, and Mr. Ryan Balliett, Byrne Construction Senior Cost Estimator, were present. Mr. Moore stated that construction is anticipated to take fourteen to sixteen months following groundbreaking in December.

Valerie Junkersfeld made a motion to Approve that was seconded by Mary Copeland with a result of 5-0-0-0

5B. Projects Update--Trenton Tidwell, P.E., City Engineer & Randy Newsom, Director of Public Works - 6:52 PM

City Engineer Tidwell and Director of Public Works Newsom gave a brief update on several projects including: Knowles Drive; Highland Station Berm; Highland Station Park Restroom; and Highland Station Pedestrian Bridge, maintenance issues, and erosion concerns. Also briefly discussed was the possibility of expanding Sherwood Trail.

6. Executive Session

The City Council may take action on any Executive Session item posted.

6A. 551.071. Texas Government Code. Consultation with Attorney. The City Council may convene in executive session to conduct a private consultation with its attorney on any legally posted agenda item, when the City Council seeks the advice of its attorney about pending or contemplated litigation, a settlement offer, or on a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the provisions of Chapter 551, including the following items: -

6B. Any Posted Item -

7. Adjournment

7A. Adjournment--Todd Flippo, Mayor - 7:22 PM

Mayor Flippo declared the meeting adjourned at 7:22 p.m.

Valerie Junkersfeld made a motion to Approve that was seconded by Cindy Bighorse with a result of 5-0-0-0



City of Saginaw

City Council Memorandum

Prepared By: Janice England

Action regarding Renewal and Amendment of the 2021 Tarrant County Bond Program Agreement with Tarrant County--Lee Howell, Asst. City Manager

Meeting	Agenda Group	
Tuesday, November 7, 2023, 6:00 PM	Consent Agenda	Item: A
Reference File		

BACKGROUND/DISCUSSION:

Council previously approved an interlocal agreement with Tarrant County for reimbursement of eligible expenses on the Knowles Phase 1 reconstruction. The Knowles Phase 1 Project is nearing completion. Because the project is carrying over to a new fiscal year, Tarrant County requires a renewal of the original agreement. The reimbursement schedule is being amended to extend into FY 24. The reimbursement maximum remains the same at \$3,550,000.

Requested reimbursements total approximately \$2.3 million to date, with at least one more reimbursement to file, which will include final payment to the construction company and retainage.

FINANCIAL IMPACT:

Approximately 50% of eligible Knowles Phase 1 construction costs not to exceed \$3,550,000. *Cost such as irrigation and landscaping are not eligible for reimbursement, therefore, the total we receive will be less than the \$3,550,000 allowed.

RECOMMENDATION:

Staff recommends approval.

Attachments

TBP-2021-Saginaw-Knowles-Dr-Reconstruction-Funding-ILA-FY24-Proposed.pdf

STATE OF TEXAS §
 § **Renewal and Amendment No. 1 of Interlocal Agreement**
 § **for Knowles Drive Phase I Reconstruction**
COUNTY OF TARRANT §

BACKGROUND

1. Tarrant County (“COUNTY”) and the City of Saginaw (“CITY”) entered into an Interlocal Agreement approved by Tarrant County Commissioners Court Order No. 139865, for financial support of up to \$3,550,000.00, for the cooperative funding of improvements to the reconstruction of Knowles Drive Phase 1 from south of Wood Crest Drive to Edwards Drive (“Project”) as described in the 2021 Tarrant County Bond Program.
2. The COUNTY and CITY agree to the revised payment schedules attached to this First Renewal.
3. The Project is incomplete, and the parties desire to renew the Interlocal Agreement for the 2024 Fiscal Year.

Therefore, the COUNTY and CITY agree to the following:

1. The COUNTY and the CITY renew the Interlocal Agreement for the COUNTY’s 2024 Fiscal Year, with the Interlocal Agreement expiring September 30, 2024, or upon completion of the Project as determined by the COUNTY, whichever occurs sooner.
2. The COUNTY and CITY agree to the revised Payment Schedule in Attachment A.
3. All terms and conditions of the original Interlocal Agreement and subsequent amendments remain in effect except to the extent modified by this First Renewal.

APPROVED on this day the _____ day of _____, 2023, by Tarrant County.

Commissioners Court Order No. _____.

TARRANT COUNTY
STATE OF TEXAS

CITY OF SAGINAW

Tim O’Hare, County Judge

Todd Flippo, Mayor

APPROVED AS TO FORM:

**APPROVED AS TO FORM AND
CONTENT:**

Criminal District Attorney's Office*

City Attorney

*By law, the Criminal District Attorney's Office may only approve contracts for its clients. We reviewed this document as to form from our client's legal perspective. Other parties may not rely on this approval. Instead those parties should seek contract review from independent counsel.

CERTIFICATION OF AVAILABLE FUNDS IN THE AMOUNT OF
\$ _____:

Certification of Funds Available as follows:

Fiscal year ending September 30, 2023	\$1,898,907.04
Fiscal year ending September 30, 2024	\$1,651,092.96
Fiscal year ending September 30, 2025	\$0.00

	\$3,550,000.00

Auditor's Office

ATTACHMENT A

Project Information

Jurisdiction: City of Saginaw
Project Name: Knowles Drive Phase 1 Reconstruction

Project Schedule (by month/year)

	<u>Start Date</u>	<u>Duration (mo.)</u>	<u>End Date</u>
Design:	-	-	-
ROW Acquisition:	-	-	-
Construction:	Jun 22	17	Oct 23

County Payment by Phase*

Design:	\$0.00
ROW Acquisition:	\$0.00
Construction:	<u>\$3,550,000.00</u>
TOTAL:	\$3,550,000.00

TBP Funding Category: 2021 - Call for Projects Category Pct 4

**Invoice Schedule*

Design = Completion of Design Phase

ROW Acquisition = Completion of Property Acquisition and/or utility relocation

Construction = Monthly or quarterly throughout the construction period.

Reimbursement payments will be issued by the COUNTY for eligible expenses incurred during the Fiscal Year for which bond funds are certified by the Tarrant County Auditor.

Reimbursement Schedule by Fiscal Year Quarter (SUBJECT TO CHANGE)

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total
FY23	\$0.00	\$0.00	\$1,898,907.04	\$0.00	\$1,898,907.04
FY24	\$412,773.24	\$412,773.24	\$412,773.24	\$412,773.24	\$1,651,092.96
FY25	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FY26	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00



City of Saginaw
City Council Memorandum

Prepared By: Janice England

Action regarding Individual Project Order (IPO) with Kimley-Horn and Associates for 2023 Lead Service Line Inventory--Trenton Tidwell, City Engineer

Meeting	Agenda Group	
Tuesday, November 7, 2023, 6:00 PM	Consent Agenda	Item: B
Reference File		

BACKGROUND/DISCUSSION:

This project is in response to the revisions to the Lead and Copper Rule by the Environmental Protection Agency (EPA) mandating all water systems develop and submit an inventory of service line material within their system by October 16, 2024. This program is being managed by the Texas Commission for Environmental Quality (TCEQ) on behalf of the EPA.

It is the understanding of the Consultant that this inventory is not intended to have every service line material identified by 10/16/2024 but that areas of unknown service line material are identified and that further verification efforts by the City will be made after the initial submittal based on pending legislation from the EPA. The work associated with this project will establish the preliminary inventory of the service line materials within the system. The Verification and Replacement Plan is required if the City identifies areas of unknown line material or lines requiring replacement.

FINANCIAL IMPACT:

The financial impact will be \$60,000. Funds in the amount of \$100,000 are budgeted in the Water & Wastewater Budget, Account 05-7000-50-00, Capital Outlay/Special Request, Lead/Copper Service Line Identification.

RECOMMENDATION:

It is recommended that the Individual Project Order with Kimley-Horn be authorized.

Attachments

Saginaw_Lead Service Line Inventory IPO-kha-signed.pdf

Individual Project Order Number 2023 Lead Service Line Inventory

Describing a specific agreement between Kimley-Horn and Associates, Inc. (the Consultant), and the City of Saginaw, Texas (the Client or the City) in accordance with the terms of the Master Agreement for Continuing Professional Services dated April 17, 2012 which is incorporated herein by reference.

Identification of Project: 2023 Lead Service Line Inventory

Project Understanding: The City has requested the Consultant to provide data analysis, regulatory compliance, and consulting services for the generation of a lead service line inventory (LSLI) for water service lines within the system. This project is in response to the revisions to the Lead and Copper Rule by the Environmental Protection Agency (EPA) mandating all water systems develop and submit an inventory of service line material within their system by October 16, 2024. This program is being managed by the Texas Commission for Environmental Quality (TCEQ) on behalf of the EPA.

The Consultant will use Subconsultant 120Water’s online platform to develop a service line inventory categorized by customer address and prepare a submittal in the required format for TCEQ.

It is the understanding of the Consultant that this inventory is not intended to have every service line material identified by 10/16/2024 but that areas of unknown service line material are identified and that further verification efforts by the City will be made after the initial submittal based on pending legislation from the EPA. The work associated with this project will establish the preliminary inventory of the service line materials within the system. The Verification and Replacement plan is required if the City identifies areas of unknown line material or lines requiring replacement.

Specific scope of basic Services: See Below

Task 1 – Lead Service Line Inventory

Consultant will provide the following services:

- The Consultant will conduct a kickoff meeting with the City to determine data sets that are available for use in developing the inventory system. Non-digitized records are not included as a part of this work and can be added as an additional service.
- The Consultant will coordinate with the subconsultant to develop a preliminary inventory of the service lines within the water system.
- The Consultant will conduct progress meetings at which point additional data may be identified to supplement the preliminary inventory.
- The Subconsultant will conduct a training with City staff on how to use the 120Water platform and provide accounts to City staff.
- The Subconsultant will conduct a Prioritization and Verification workshop with the City to review inventory findings, prioritization metrics, geographic considerations, neighborhood information, and other details to define the method for organizing ongoing inventory efforts.
- The Consultant will assist the City in developing a Verification and Replacement plan based on the findings of the initial inventory if required.
- The Consultant will prepare and submit the Lead Service Line Inventory to TCEQ prior to the 10/16/2024 deadline.

Meetings:

- A. One (1) kick-off virtual meeting with City Staff and Consultant
- B. Up to five (5) virtual progress meetings with City Staff and Consultant

Individual Project Order Number 2023 Lead Service Line Inventory

- C. One (1) preliminary virtual review meeting with City Staff and Consultant
- D. One (1) virtual prioritization and verification workshop

Deliverables:

- A. 120Water Platform and Accounts for City Staff
- B. 120Water Platform Training
- C. Lead Service Line Inventory Submittal to TCEQ
- D. Data export of 120Water database in ArcGIS shapefile format.

Services/Deliverables provided by the City:

- A. Provide available City service line data
- B. Attend all meetings
- C. Participate in Prioritization and Verification Workshop
- D. Supplement the preliminary service line inventory this is anticipated to include:
 - a. Operator interviews
 - b. Physical service line verification
 - c. Records review
- E. Submit Verification and Replacement plan to TCEQ if required.

Additional Services if required: See Below

Any services not specifically provided for in the above scope, as well as any changes in the scope requested by the City, will be considered additional services. Additional Services will be compensated on a reimbursable basis at the then current hourly rates. Consultant will not perform any Additional Services without City's prior approval. Additional services include, but are not limited to, the following:

- Lead Check Swab Kits
- Water Sampling and Laboratory Testing Fees
- Physical Field Validation Checks
- Filter Pitcher Kits or Replacement Filters.
- Digitization of paper records and data entry
- Software subscription and support beyond the 12-month subscription initiated upon the execution of this task order
- Distribute customer LSLI postcards with return postage and input returned data points into the inventory.
- Additional steps required by TCEQ per pending legislation with this rule.

Services provided by City: See items listed above under Scope of Services.

Schedule: Consultant will begin services upon receipt of Notice to Proceed.

Deliverables: See items listed above under Scope of Services.

Individual Project Order Number 2023 Lead Service Line Inventory

Compensation: See below.

Task 1 – Lead Service Line Inventory (Reimbursable) \$ 60,000

Consultant will perform the services and additional services on a labor fee plus expense basis with the total maximum labor fee not to exceed \$60,000 without authorization from the Client. We recommend that the Client budget \$60,000 for this work.

Other special terms of Individual Project Order: None.

ACCEPTED:

CITY OF SAGINAW, TEXAS

KIMLEY-HORN AND ASSOCIATES, INC.

BY: _____
Gabe Reaume

BY:  _____
John Atkins P.E.

TITLE: City Manager

TITLE: Vice President

DATE: _____

DATE: 10/6/2023



City of Saginaw
City Council Memorandum

Prepared By: Janice England

Action regarding Individual Project Order (IPO) with Kimley-Horn and Associates for ADA Transition Plan Phase 5-Intersection and Sidewalk Evaluation--Trenton Tidwell, City Engineer

Meeting	Agenda Group	
Tuesday, November 7, 2023, 6:00 PM	Consent Agenda	Item: C
Reference File		

BACKGROUND/DISCUSSION:

This IPO is for the ADA Transition Plan Phase 5 - Intersection and Sidewalk Evaluation. The total lump sum fee for this IPO is \$80,000. This will be the final phase for the transition plan.

After completion, the recommended next step is to utilize the gathered information to develop an implementation plan.

FINANCIAL IMPACT:

\$80,000 is budgeted in the Public Services Budget, Capital Outlay/Special Request Account 01-7000-06-00 for this phase.

RECOMMENDATION:

Staff recommends approval.

Attachments

Saginaw_ADA_Transition_Plan_Phase_5_Intersections_and_Sidewalk_20231006.pdf



October 9, 2023

Mr. Gabe Reaume
City of Saginaw
333 West McLeroy Blvd.
Saginaw, TX 76179

RE: *City of Saginaw ADA Transition Plan Phase 5 – Intersection and Sidewalk Evaluation*

Dear Gabe:

Thank you for this opportunity to serve the City of Saginaw.

Please see the Individual Project Order (IPO) on the following pages regarding the ADA Transition Plan Phase 5 project (referencing the master agreement dated April 17, 2012).

Please contact Trent Tidwell at (817) 339-2281 or trenton.tidwell@kimley-horn.com, or me at (817) 339-2251 or matt.pool@kimley-horn.com should you have any questions.

Sincerely,

KIMLEY-HORN AND ASSOCIATES, INC.

TBPE No. F-928

A handwritten signature in blue ink that reads "C. Matt Pool".

Matt Pool, P.E.

INDIVIDUAL PROJECT ORDER – ADA Transition Plan Phase 5

Describing a specific agreement between Kimley-Horn and Associates, Inc. (the Consultant), and the City of Saginaw, Texas (the Client) in accordance with the terms of the Master Agreement for Continuing Professional Services dated April 17, 2012, which is incorporated herein by reference.

Identification of Project: ADA Transition Plan Phase 5 – Intersection and Sidewalk Evaluation

Project Understanding:

The Consultant will provide professional services based on our project understanding as follows:

- The Client wishes to develop their Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan in multiple phases.
- This assignment will constitute Phase 5 of the ADA Self-Evaluation and Transition Plan and will include an ADA compliance review including public rights-of-way sidewalks and associated curb ramps. Recommendations to bring any non-compliant elements into compliance will be provided, and the Transition Plan will be updated to document all findings from the facility evaluations.
- The previously completed Phase 1 of this project consisted of:
 - Establishment of ADA Liaison Committee
 - Self-Evaluation comprised of:
 - Review of Client programs, procedures, and policies, including:
 - Boards and commissions
 - Departments and associated services
 - Review of Client employment practices
 - Review of Client ordinances
 - Review of Client emergency management plan
 - Development of Transition Plan, including:
 - Defining the role of ADA Coordinator
 - Development of Grievance Policy and Procedure
 - Self-Evaluation findings and solutions for all items reviewed
- The previously completed Phase 2A of this project consisted of:
 - Self-Evaluation comprised of evaluations of Client parks
 - Update Transition Plan with:
 - Self-Evaluation findings and solutions
- The previously completed Phase 2B of this project consisted of:
 - Self-Evaluation comprised of evaluations of Client buildings
 - Update Transition Plan with:
 - Self-Evaluation findings and solutions
- The previously completed Phase 3A of this project consisted of:
 - Self-Evaluation comprised of evaluations of Client buildings, signalized intersections, and public rights-of-way sidewalks and associated curb ramps
- The previously completed Phase 3B, Phase 4A, and Phase 4B of this project consisted of:

- Self-Evaluation comprised of evaluations of Client public rights-of-way sidewalks and associated curb ramps

Specific Scope of Services:

Task 1 – Project Management

- 1.1 The Consultant will maintain project records, budgets, and communications for the duration of the project. The project duration is assumed to be 8 months.
- 1.2 The Consultant will prepare monthly progress reports.

Task 2 – Self-Evaluation

- 2.1 Facilities Review – The Consultant will conduct field evaluations using forms developed by the Consultant in consultation with the Client. The evaluation forms will be based on the 2011 Proposed Accessibility Guidelines for Pedestrian Facilities in the Public Right-of-Way (PROWAG) and applicable access-related state and local standards. All field data collected will be compatible with the Client’s existing Geographic Information System (GIS).

2.1.1 Facilities Listing

2.1.1.1 Sidewalk Corridors – Up to 22 linear miles of sidewalks will be evaluated.

2.1.1.2 Unsignalized Intersections and Driveways – Unsignalized intersections and driveways along the sidewalk in Task 2.2.1.1 will be evaluated. The Consultant estimates this task will consist of the evaluation of up to 115 intersections and up to 404 curb ramps. Evaluation of additional curb ramps or intersections will be considered Additional Services.

Facility Reports. The Consultant will create a separate report for each facility type. Each facility report will identify compliance status of each facility and will consist of the following:

- Listing of facilities that are in compliance with ADA requirements.
- Listing of facilities that are not in compliance with ADA requirements.
- Possible solutions to resolve non-compliance issues for each facility.
- Prioritized list of improvements using criteria developed by the Consultant.
- “Cost report” that assigns conceptual budget estimates to each possible solution. Because the Consultant does not control the cost of labor, materials, equipment or services furnished by others, methods of determining prices, or competitive bidding or market conditions, any opinions rendered as to costs, including but not limited to opinions as to the costs of construction and materials, shall be made on the basis of its experience and represent its judgment as an experienced and qualified professional, familiar with the industry. The Consultant cannot and does not guarantee that proposals, bids or actual costs will not vary from its opinions of cost. If the Client wishes greater assurance as to the amount of any cost, it shall employ an independent cost estimator. Consultant’s services required to bring costs within any limitation established by the Client will be paid for as Additional Services.
- Pay item descriptions, units, and unit prices will be based on the 2023/2024 TxDOT Average Bid Unit Prices.

- Photolog summary for each facility (photos for sidewalks can be hyperlinked in GIS, but will not be provided on each facility report).
- Catalog of all field data compatible with the Client’s existing GIS databases.
- The compliance status and possible solutions for facilities listed in Tasks 2.1.1.1 – 2.1.1.2 will be based on the will be based on the 2011 Proposed Accessibility Guidelines for Pedestrian Facilities in the Public Right-of-Way (PROWAG) and applicable access-related state and local standards.

Task 3 – Transition Plan Update

- 3.1 Draft Self-Evaluation and Transition Plan Update. Based on the Self-Evaluation described in Task 2, the Consultant will prepare a draft Self-Evaluation and Transition Plan Update for the Client. The plan will consist of:
- Updated executive summary which will describe the project background and purpose, process, and most significant findings;
 - Summary, detailed findings, and listing of solutions for all facilities listed in Task 2.1; and
 - Detailed facility reports for all facilities listed in Task 2.1.
- 3.2 Final Self-Evaluation and Transition Plan Update. The Consultant will address two (2) rounds of comments from Client staff to prepare a Final ADA Self-Evaluation and Transition Plan Update for the Client. The Consultant will provide the following deliverables to the Client:
- Electronic copies of the Final Transition Plan Update in Microsoft Word and Adobe PDF formats
- 3.3 Transition Plan ArcGIS Dashboard Update. The Consultant will update the previously developed ArcGIS Online Dashboard to include the project database and statistical summary information for all facilities listed in Task 2.1.

Task 4 – Meetings

- 4.1 Progress Meetings. The Consultant will prepare for and attend up to one (1) progress meeting with Client staff and the ADA Liaison Committee via conference call. The Consultant will produce meeting materials and handouts and prepare a summary of action items resulting from the meeting.

Schedule: Work will begin on Notice to Proceed from Client. The Consultant will aim to provide its services within eight (8) months following the receipt of Notice to Proceed from the Client.

Deliverables: The Consultant will deliver the following materials to the Client:

- Electronic copies of the Draft Transition Plan Update with Appendices in Microsoft Word and Adobe PDF formats; and
- Electronic copies of the Final Transition Plan Update with Appendices in Microsoft Word and Adobe PDF formats.

Terms of compensation:

The Consultant will perform the services in Tasks 1-4 for the total lump sum fee of \$80,000. Lump sum fees will be invoiced monthly based upon the overall percentage of services performed.


Payment will be due within 25 days of your receipt of the invoice.

ACCEPTED:

CITY OF SAGINAW, TEXAS

KIMLEY-HORN AND ASSOCIATES, INC.

BY: _____
Gabe Reaume
City Manager

BY:  _____
Scott R. Arnold, P.E.
Vice President

DATE: _____

DATE: October 9, 2023



City of Saginaw

City Council Memorandum

Prepared By: Janice England

Action regarding Resolution No. 2023-25 authorizing Communications Manager to act on behalf of the City regarding Apple Developer Program---Pedro Zambrano

Meeting	Agenda Group
Tuesday, November 7, 2023, 6:00 PM	Consent Agenda Item: D
Reference File	

BACKGROUND/DISCUSSION:

The 2023 Work Plan Project adopted by the City Council includes the implementation of a new Customer Service Request Platform. The primary goal is to enhance the experience for our residents, making it easier for them to report concerns and track the status of their work orders. The new software will feature a mobile app to provide residents with a user-friendly and convenient way to report concerns without the need for a desktop computer. The app will be available for download on both the Google Play Store (for Android users) and the Apple App Store (for iOS users).

To ensure that the app is accessible to Apple users, we need to meet Apple Inc.'s requirements, which include the establishment of an Apple Developer Account in the city's name. This is necessary for the app to be listed on the Apple App Store. The Communications Manager will serve as the point of contact to represent the city and manage the Apple Developer Account on behalf of the city. Therefore, the Communications Manager will need authorization to act on behalf of the city to participate in the Apple Developer Program. This authorization will enable us to proceed with the app's availability on the Apple App Store.

The anticipated go-live date for the new Customer Service Request Platform and mobile app is in early December 2023.

FINANCIAL IMPACT:

N/A

Attachments

Apple Email.pdf

Apple Development Plan Resolution.001.pdf

Pedro Zambrano

From: Apple Support <devprograms@apple.com>
Sent: Thursday, October 26, 2023 3:33 PM
To: Pedro Zambrano
Subject: [102131611131] Apple Developer Program Support



Hello Pedro,

This is Chris with Apple Developer Program Support, and I'm reaching out to you regarding your pending enrollment, ID: 6GM4AMQB2S.

To proceed with your enrollment, you must provide a letter on your organization's letterhead or a letter that shows your organization's official seal to Apple. In the letter, make sure to:

1. State that you (Pedro Zambrano) have the legal authority to bind your organization to all legal agreements presented on behalf of the Apple Developer Program.
2. State that your organization (City of Saginaw) has the intent to participate in the Apple Developer Program.
3. Include your enrollment ID 6GM4AMQB2S.
4. Provide your printed name, title, signature, and contact information.

Note: If you need the authority delegated to you, have the delegating party state on the same letter that they're delegating authority for you to sign current and subsequent versions of program license. The delegating party must include their name, title, signature, and contact information.

You can securely upload this documentation to us at the following link:

<https://developer.apple.com/contact/file-upload/>

Thank you for your time. Your case number, for reference, is 102131611131.

Best regards,

Chris
Apple Inc.

**CITY OF SAGINAW
RESOLUTION NO. 2023-25**

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SAGINAW, TEXAS, GRANTING LEGAL AUTHORITY TO CITY STAFF TO BIND THE CITY OF SAGINAW TO ALL LEGAL AGREEMENTS PRESENTED ON BEHALF OF THE APPLE DEVELOPER PROGRAM AND THAT THE CITY OF SAGINAW INTENDS TO PARTICIPATE IN THE APPLE DEVELOPER PROGRAM; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the City of Saginaw (the “City”) is a Texas home-rule municipal corporation acting under its charter adopted by the electorate pursuant to Article XI, Section 5, of the Texas Constitution and Chapter 9 of the Local Government Code; and

WHEREAS, the City Council desires to grant city staff the ability to work with Apple Inc. (“Apple”) to create an application (“app”) for download in the Apple App Store that allows City residents to report needed city services; and

WHEREAS, the City Council intends the City to participate in the Apple Developer Program and to abide by all terms and conditions set forth by Apple; and

WHEREAS, the City Council grants the City Communications Manager, or their designee, the legal authority to bind the City to all legal agreements presented on behalf of the Apple Developer Program.

NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF SAGINAW, TEXAS, THAT:

SECTION 1. PURPOSE

The City Council fully supports city staff participating in the Apple Developer Program to create an app for residents to be able to report needed city services, such as fixing potholes. The City Council grants the City Communications Manager, or their designee, the legal authority to bind the City to all legal agreements presented on behalf of the Apple Developer Program and the City intends to participate in the Apple Developer Program. This app will be available for download in the Apple App Store.

SECTION 2. EFFECTIVE DATE

This Resolution shall take effect from and after its date of its passage.

PASSED, ADOPTED, AND APPROVED this ____ day of November, 2023.

APPROVED:

Todd Flippo, MAYOR

ATTEST:

Janice England, CITY SECRETARY

APPROVED AS TO FORM AND LEGALITY:

Bryn Meredith, CITY ATTORNEY



City of Saginaw

City Council Memorandum

Prepared By: Janice England

Action regarding Cancellation of November 21, 2023 City Council Meeting--Janice England, City Secretary

Meeting	Agenda Group
Tuesday, November 7, 2023, 6:00 PM	Consent Agenda Item: E
Reference File	

BACKGROUND/DISCUSSION:

Due to the upcoming Thanksgiving Holidays, and the fact that there are no pending items for November 21, 2023 City Council Meeting, it is suggested that the meeting be cancelled.

FINANCIAL IMPACT:

N/A

RECOMMENDATION:

N/A



City of Saginaw

City Council Memorandum

Prepared By: Janice England

Presentation - City of Saginaw Employee Survey Results--Ron Gailey with Onpointe Insights

Meeting	Agenda Group	
Tuesday, November 7, 2023, 6:00 PM	Proclamations-Presentations	Item: A
Reference File		

BACKGROUND/DISCUSSION:

The employee survey is part of the 2023 Work Plan Project list adopted by the City Council at the February 21, 2023 council meeting. During the September 6, 2023 council meeting council approved the survey questions. On September 20, 2023 surveys were sent out to all employees. The survey closed on Wednesday, October 25, 2023.

IMPACT:

N/A

RECOMMENDATION:

N/A



City of Saginaw

City Council Memorandum

Prepared By: Janice England

Update to Saginaw and Lake Worth Consolidated Dispatch Services--Russell Ragsdale, Chief of Police

Meeting	Agenda Group	
Tuesday, November 7, 2023, 6:00 PM	Proclamations-Presentations	Item: E
Reference File		

BACKGROUND/DISCUSSION:

The Police department sought direction of the possibility for consolidating its emergency dispatch services with the City of Lake Worth. Council approved the department to move forward with feasibility and financial impact studies. We have made a great deal of progress towards this endeavor and wish to provide an update towards the goal of a consolidated emergency dispatch center.

FINANCIAL IMPACT:

The initial impact is greatest the first year of operation, due to several one time costs that will take place. However, second year and beyond, the financial impact will lesson, and as other departments join the center, the cost will decrease since the total operational cost will be shared by additional agencies. Current estimates indicate the following operational costs for Saginaw

FY24 (12/5/23-9/30/24) \$480,412 to \$499,628. These costs do not include startup cost (one-time expenses)

FY24 cost annualized \$576,494-\$600,515

FY25 Estimated cost \$605,319-\$. This includes a 5% pay raise for employees

RECOMMENDATION:

N/A

Attachments

Stakeholder Mtg Agenda 11.01.23.pdf

**NORTHWEST EMERGENCY COMMUNICATIONS CENTER (NWECC)
STAKEHOLDER MEETING**

**3805 ADAM GRUBB
LAKE WORTH, TEXAS 76135
WEDNESDAY, NOVEMBER 1st, 2023**

REGULAR MEETING: 9:30 AM

Held in the City of Lake Worth City Council Chambers

1. Welcome

- a. Introductions/Roll Call

2. Consider Approval of Minutes from 10.18.2023 Stakeholder Meeting

3. Discuss and review go-live punch list.

- a. Tarrant County 911/ AT&T
- b. Information/ Technology
 - Joint ORI update – Whitney Moore
 - Network Connection(s) & Security Update - iWerk
 - Phone System Update – iWerk
- c. Radio & Logistics
 - Radio Channel Development/ Reprogramming – LT Ferguson
 - Relocation of Radio Equipment (Consoles, Racks, etc.) – LT Ferguson
- d. Finance
 - Operating Budget Proposal – Stacey Almond & Debbie Whitley
- e. Human Resources
 - Job Descriptions & Pay Scale Update – Chief Manoushagian
- f. Legal
 - ILA Status Update – Chief Manoushagian
- g. Public Education & Communication
 - ROXO Update – Chief Manoushagian
- h. Vendor Update

4. Adjournment



**CITY OF LAKE WORTH
NWECC COST ALLOCATION FOR ESTIMATED
PERSONNEL COSTS**

<u>Category</u>	<u>Weight Assigned</u>
Population	33.5
# of Sworn Officers	54
Geographic Area	12.5

FY24 Cost 12/5/23-9/30/24	\$795,384	(1)
FY24 Cost Annualized	\$954,461	(2)
FY25 Estimated Cost (FY24+5%)	\$1,002,184	(3)

Cost Allocation %		(1)	(2)	(3)
Lake Worth	27.54%	\$219,049	\$262,859	\$276,001
Saginaw	55.82%	\$443,983	\$532,780	\$559,419
Blue Mound	8.00%	\$63,631	\$76,357	\$80,175
Lakeside	8.64%	\$68,721	\$82,465	\$86,589

CORE FOUR

Lake Worth	22.46%	\$178,643	\$214,372	\$225,091
Saginaw	45.59%	\$362,616	\$435,139	\$456,896
Blue Mound	6.50%	\$51,700	\$62,040	\$65,142
Lakeside	7.00%	\$55,677	\$66,812	\$70,153
River Oaks	18.45%	\$146,748	\$176,098	\$184,903

CORE FOUR, PLUS RIVER OAKS

Lake Worth	30.20%	\$240,206	\$288,247	\$302,660
Saginaw	60.40%	\$480,412	\$576,494	\$605,319
Lakeside	9.40%	\$74,766	\$89,719	\$94,205

CORE FOUR, MINUS BLUE MOUND

**Costs in the above calculations include ONLY estimated costs
for personnel. Actual costs may vary by 2% - 4%.
No start up or other operational costs are included, but may be
allocated to participants using the same percentages listed above.**

City of Lake Worth

Northwest Emergency Communications Center

Job Description

Job Title: ECC Call-Taker

Department: Police

FLSA Status: Non-Exempt

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

The purpose of this position is to serve as the first level of public contact for the Northwest Emergency Communications Center (NWECC), answer and classify calls for emergency & non-emergency assistance involving police, fire, or medical and other public service requests.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an ECC Supervisor in the Communications Center and Patrol Supervisors, to include the On-Duty Commander.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- Provides excellent service to all members of the NWECC Communities, including City staff, the general public, and all other work contacts.
- Afford all citizens highly efficient and professional services.
- Promote an attitude of friendliness, helpfulness, tact, understanding and caring in the performance of assigned duties.
- Communicate cooperatively and openly with the community.
- Communicate openly within the organization; be a team player and offer mutual support to facilitate the accomplishment of higher goals of community protection and service over individual accomplishments. This same spirit of inter-organizational cooperation is carried further to cooperate with other law enforcement agencies and other governmental units.
- Use the 911 telephone and computer-aided-dispatch systems to answer and process emergency and non-emergency requests for service from the public, and other sources, classifying requests by following department procedures and policies.
- Provide on-going updates to responding field personnel in real time.
- Alert appropriate supervisory personnel when necessary.
- Initiate emergency phone tracing using special procedures for landlines and cell phones.
- Monitor messages from the State computer system and disseminate information appropriately according to policy and procedure. Send teletype messages to other agencies.
- During storms, collect information on power outages, downed trees, and blocked streets and follow emergency storm protocols outlined in department policy. Contact other emergency service organizations, public works crews, utility companies, and others as necessary.
- Host and explain operations to visitors and observers. Attend community meetings and represent the 911 Center as a member of internal and external committees and on special projects as required.
- Analyze data from the Texas and National Crime Information Center for completeness and accuracy to ensure adherence to local, state, and federal telecommunications regulations and promote awareness of civil liability.
- Employees in this classification function in an entry level capacity while participating in in-house training programs to acquire specialized knowledge of the Communications Center. Upon acquiring essential

knowledge, incumbents perform progressively more responsible duties and function under general supervision.

- Supports the NWECC culture by assisting co-workers as needed with guidance and training. Maintains a high level of confidential and sensitive information in a discrete and professional manner.
- Able to work in a 24/7 work environment (weekends, holidays, inclement weather) and any shift (day or night). Must be available to respond to critical issues during non-business hours.
- Other duties as assigned.

MINIMUM JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

- High school diploma or GED
- One year of customer service/public service experience in a fast-paced environment or the equivalent combination of education, training, and experience which provides the requisite knowledge, skills and abilities for the job.

LICENSES AND CERTIFICATES

- Must possess a valid Class C Texas driver license
- Must be able to obtain a valid TCOLE Basic Telecommunicator License within 6 months of appointment. (Basic preferred)

PHYSICAL ABILITIES

Ability to see, hear, and smell; read, write and comprehend the English language; demonstrate effective communication of ideas both verbally and in written form using the English language; communicate in the English language under strained circumstances; stand and walk for extended periods of time; rise and kneel unaided; coordinate two or more physical operations simultaneously; control emotions under stressful conditions; interact with coworkers to accomplish work; show independence and autonomy; satisfactorily perform duties under time constraints; make quick and sound decisions in stressful situations; understand and follow City/Departmental policies, rules and regulations; identify and distinguish between primary colors; pass a background investigation by the Lake Worth Police Department; pass a medical examination, polygraph and/or drug screen, and fingerprint check if required by the City of Lake Worth and/or the State of Texas; demonstrate basic mathematical ability in addition, subtraction, multiplication and division; lift objects of varying weights above head; and work around electrical hazards in instances of storms.

The City of Lake Worth is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (ADA), the City of Lake Worth will provide reasonable accommodations to qualified individuals with disabilities.

By my signature, I hereby certify that I have reviewed the description of my position and agree to perform the duties described therein. I understand that City of Lake Worth may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

Employee's Signature

Date

Supervisor's Signature

Date

DRAFT

City of Lake Worth

Northwest Emergency Communications Center

Job Description

Job Title: ECC Operator I

Department: Police

FLSA Status: Non-Exempt

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

The purpose of this position is to perform a variety of complex duties in direct support of public safety personnel including receiving and prioritizing all emergency and non-emergency requests for service and for notifying appropriate personnel and equipment in a manner consistent with the mission and goals of the Northwest Emergency Communications Center (NWECC).

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an ECC Supervisor in the Communications Center and Patrol Supervisors, to include the On-Duty Commander.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- Provides excellent service to all members of the NWECC Communities, including City staff, the general public, and all other work contacts.
- Afford all citizens highly efficient and professional services
- Promote an attitude of friendliness, helpfulness, tact, understanding and caring in the performance of assigned duties
- Communicate cooperatively and openly with the community.
- Communicate openly within the organization; be a team player and offer mutual support to facilitate the accomplishment of higher goals of community protection and service over individual accomplishments. This same spirit of inter-organizational cooperation is carried further to cooperate with other law enforcement agencies and other governmental units.
- Receive information from the public, Law Enforcement Officers, various law enforcement agencies and other agencies in both emergency and non-emergency situations. Performs tasks simultaneously, such as listening to the radio, entering information into the Computer Aided Dispatch System (CAD), state and National systems and answering regular and/or 911 phone lines.
- Assigns calls to police units for necessary action, determining the appropriate units required for response. Coordinates when necessary, with patrol supervisors regarding deployment of personnel. Visually monitors video display terminals and actively listens to police radio frequencies to ensure correct status of officers and emergency personnel. Maintains contact with all units on assignment; maintains daily log of all field calls and units dispatched.
- Provides information to officers and field personnel expeditiously, including but not limited to, warrants, vehicles, drivers licenses, parole, and criminal history information. Interprets or clarifies coded responses from various systems for law enforcement, public safety, or other relevant parties. Confirms warrants with responsible agencies, receives and files warrants and updates status of warrants.
- Perform all other necessary job functions in the role of Call Taker, NCIC/INFO Channel and Police Dispatch.
- Prioritize emergency and non-emergency requests from citizens and departmental members; using established procedures and guidelines.

- Make quick decisions in emergency situations in the interest of citizens and department members. Coordinate Police, Fire & other city department resources to emergency and Non-emergency requests for assistance.
- Perform general clerical and support duties relative to Emergency Communications. Provide customer service to the public by providing information regarding departmental contact numbers, directing callers to the proper department and/or agency and providing general procedural guidance.
- Analyze data from the Texas and National Crime Information Center for completeness and accuracy to ensure adherence to local, state, and federal telecommunications regulations and promote awareness of civil liability.
- Supports the NWECC culture by assisting co-workers as needed with guidance and training. Maintains a high level of confidential and sensitive information in a discrete and professional manner.
- Able to work in a 24/7 work environment (weekends, holidays, inclement weather) and any shift (day or night). Must be available to respond to critical issues during non-business hours.
- Other duties as assigned.

MINIMUM JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

- High school diploma or GED
- One year of customer service/public service experience in a fast-paced environment or the equivalent combination of education, training, and experience which provides the requisite knowledge, skills and abilities for the job.

LICENSES AND CERTIFICATES

- Must possess a valid Class C Texas driver license
- Must possess a valid TCOLE Basic Telecommunicator License

PHYSICAL ABILITIES

Ability to see, hear, and smell; read, write and comprehend the English language; demonstrate effective communication of ideas both verbally and in written form using the English language; communicate in the English language under strained circumstances; stand and walk for extended periods of time; rise and kneel unaided; coordinate two or more physical operations simultaneously; control emotions under stressful conditions; interact with coworkers to accomplish work; show independence and autonomy; satisfactorily perform duties under time constraints; make quick and sound decisions in stressful situations; understand and follow City/Departmental policies, rules and regulations; identify and distinguish between primary colors; pass a background investigation by the Lake Worth Police Department; pass a medical examination, polygraph and/or drug screen, and fingerprint check if required by the City of Lake Worth and/or the State of Texas; demonstrate basic mathematical ability in addition, subtraction, multiplication and division; lift objects of varying weights above head; and work around electrical hazards in instances of storms.

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By my signature, I hereby certify that I have reviewed the description of my position and agree to perform the duties described therein. I understand that City of Lake Worth may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

Employee's Signature

Date

Supervisor's Signature

Date

DRAFT

City of Lake Worth

Northwest Emergency Communications Center

Job Description

Job Title: ECC Operator II

Department: Police

FLSA Status: Non-Exempt

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

The purpose of this position is to perform a variety of complex duties in direct support of public safety personnel including receiving and prioritizing all emergency and non-emergency requests for service and for notifying appropriate personnel and equipment in a manner consistent with the mission and goals of the Northwest Emergency Communications Center (NWECC).

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a Communications Supervisor in the Communications Center and Patrol Supervisors, to include the On-Duty Commander.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- Provides excellent service to all members of the NWECC Communities, including City staff, the public, and all other work contacts.
- Afford all citizens highly efficient and professional services
- Promote an attitude of friendliness, helpfulness, tact, understanding and caring in the performance of assigned duties
- Communicate cooperatively and openly with the community.
- Communicate openly within the organization; be a team player and offer mutual support to facilitate the accomplishment of higher goals of community protection and service over individual accomplishments. This same spirit of inter-organizational cooperation is carried further to cooperate with other law enforcement agencies and other governmental units.
- Receives, interprets, classifies, prioritizes and responds to non-emergency and emergency calls, including those calls involving life-threatening situations. Enters relevant information by computer keyboard and accurately transmits messages for dispatching as necessary and in accordance with established procedures operating a computer aided dispatch system.
- Assigns calls to police units for necessary action, determining the appropriate units required for response. Coordinates, when necessary, with patrol supervisors regarding deployment of personnel. Visually monitors video display terminals and actively listens to police radio frequencies to ensure correct status of officers and emergency personnel. Maintains contact with all units on assignment; maintains daily log of all field calls and units dispatched.
- Dispatches law enforcement or other emergency personnel and equipment. Operates a variety of communications equipment, including computer-aided dispatch terminals, radio transmitters and receivers, dispatch consoles, and telephone. Monitors multiple computer screens simultaneously. Enters, updates, and retrieves information from computerized databases relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.
- Provides information to officers and field personnel expeditiously, including but not limited to, warrants, vehicles, drivers licenses, parole, and criminal history information. Interprets or clarifies coded responses

from various systems for law enforcement, public safety, or other relevant parties. Confirms warrants with responsible agencies, receives and files warrants and updates status of warrants.

- When appropriate, monitors other public safety and emergency preparedness radio traffic; security monitors; and takes necessary action.
- Maintains a variety of automated and manual logs, records and files related to communications center activities.
- Make court appearances as required related to assigned activities. Perform a variety of record keeping, filing, indexing and other general clerical work; maintain a variety of logs relating to public safety activities.
- Respond to public inquiries in a courteous manner; provide information; resolve complaints in an efficient and timely manner.
- Analyze data from the Texas and National Crime Information Center for completeness and accuracy to ensure adherence to local, state, and federal telecommunications regulations and promote awareness of civil liability.
- Assists with the Communications Division's administrative responsibilities to include gathering data for statistical analysis; creating and reviewing policies and procedures; and assists with the completion of strategic management plan goals and compliance that align with APCO, NENA or NFPA.
- Supports the NWECC culture by assisting co-workers as needed with guidance and training. Maintains a high level of confidential and sensitive information in a discrete and professional manner.
- Able to work in a 24/7 work environment (weekends, holidays, inclement weather) and any shift (day or night). Must be available to respond to critical issues during non-business hours.
- Other duties as assigned

MINIMUM JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

- High school diploma or GED
- Three year of experience in public safety or emergency communications or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills and abilities for the job.

LICENSES AND CERTIFICATES

- Must possess a valid Class C Texas driver license
- Must possess a valid TCOLE Basic Telecommunicator License (Intermediate preferred)

PHYSICAL ABILITIES

Ability to see, hear, and smell; read, write and comprehend the English language; demonstrate effective communication of ideas both verbally and in written form using the English language; communicate in the English language under strained circumstances; stand and walk for extended periods of time; rise and kneel unaided; coordinate two or more physical operations simultaneously; control emotions under stressful conditions; interact with coworkers to accomplish work; show independence and autonomy; satisfactorily perform duties under time constraints; make quick and sound decisions in stressful situations; understand and follow City/Departmental policies, rules and regulations; identify and distinguish between primary colors; pass a background investigation by the Lake Worth Police Department; pass a medical examination, polygraph and/or drug screen, and fingerprint check if required by the City of Lake Worth and/or the State of Texas; demonstrate basic mathematical ability in addition, subtraction, multiplication and division; lift objects of varying weights above head; and work around electrical hazards in instances of storms.

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By my signature, I hereby certify that I have reviewed the description of my position and agree to perform the duties described therein. I understand that City of Lake Worth may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

Employee's Signature

Date

Supervisor's Signature

Date

DRAFT

City of Lake Worth

Northwest Emergency Communications Center

Job Description

Job Title: ECC Supervisor

Department: Police

FLSA Status: Non-Exempt

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

The purpose of this position is to be responsible for the day-to-day operations of the Northwest Emergency Communications Center (NWECC) for the Police Departments and other City Departments who utilize the NWECC's communication system.

The Supervisor is responsible for the efficient and economical operations of the Communications Department. This is attained by monitoring day-to-day work activities for quality and accuracy, interpreting CJIS and TCIC/NCIC policy and procedures, as well as performing dispatch functions. The Supervisor will evaluate the performance of subordinate personnel, recommending operational strategies, developing specifications, polices and/or procedures to ensure the efficient use of time and resources. Other duties include management, liaison with other departments, City leaders and citizens. This position is a member of the Supervisory Staff for the Police Department and will be expected to be a leader, contributing to the improvement and development of the organization and City.

SUPERVISION RECEIVED AND EXERCISED

This position receives supervision from the ECC Managing Director. This position supervises all call taker, Operator I, and Operator II positions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- Provides excellent service to all members of the NWECC Communities, including City staff, the general public, and all other work contacts.
- Afford all citizens highly efficient and professional services
- Promote an attitude of friendliness, helpfulness, tact, understanding and caring in the performance of assigned duties
- Communicate cooperatively and openly with the community
- Communicate openly within the organization; be a team player and offer mutual support to facilitate the accomplishment of higher goals of community protection and service over individual accomplishments. This same spirit of inter-organizational cooperation is carried further to cooperate with other law enforcement agencies and other governmental units.
- Directs, coordinates, assesses, and monitors operations and staffing levels to ensure quality services are provided in an efficient, cost effective, and timely manner. Assists staff in resolving operational issues and research new methods to improve service.
- Oversees the day-to-day operations, activities, and personnel on an assigned shift to ensure compliance of established guidelines, procedures, and policies; ensures appropriate staffing levels are maintained.
- Responsible for the effective supervision to include staff development and training, goals, performance management, employee relations, prioritizing and assigning work and related activities and scheduling.
- Maintain current knowledge of all department policies, procedures, rules and regulations, codes, etc. Ensure compliance and implement initiatives and actions to correct deviations.

- Assists dispatchers with difficult and complex calls and dispatches; serves as the technical expert over complaint-taking and dispatching operations; conducts quality assurance reviews of calls and dispatches; and operates a telephone and radio console to respond to a variety of emergency and non-emergency services and complaints when needed.
- Analyze data from the Texas and National Crime Information Center for completeness and accuracy to ensure adherence to local, state, and federal telecommunications regulations and promote awareness of civil liability.
- Join and participate with professional organizations in the promotion, development, and operation of 911 and public safety communications systems. Work with Information Technology personnel on technology related hardware and software support, and with other department heads for support, strategic, and tactical planning to provide continuous improvements within the Communications Division.
- Assists with the Communications Division's administrative responsibilities to include gathering data for statistical analysis; creating and reviewing policies and procedures; and assists with the completion of strategic management plan goals and compliance that align with APCO, NENA or NFPA.
- Supports the NWECC culture by assisting co-workers as needed with guidance and training. Maintains a high level of confidential and sensitive information in a discrete and professional manner.
- Able to work in a 24/7 work environment (weekends, holidays, inclement weather) and any shift (day or night). Must be available to respond to critical issues during non-business hours.
- Other duties as assigned

MINIMUM JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

- High school diploma or GED
- Three years of progressively responsible experience in public safety or emergency communications or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills and abilities for the job.
- Associate's degree in Emergency Management, Public Administration, Criminal Justice, Public Safety or a related field (preferred).

LICENSES AND CERTIFICATES

- Must possess a valid Class C Texas driver license
- Must possess a valid TCOLE Intermediate Telecommunicator License (Advanced preferred)
- Association of Public-Safety Communications Officials International (APCO) Certified Communications Supervisor or any equivalent or the ability to obtain within 12 months of appointment.

PHYSICAL ABILITIES

Ability to see, hear, and smell; read, write and comprehend the English language; demonstrate effective communication of ideas both verbally and in written form using the English language; communicate in the English language under strained circumstances; stand and walk for extended periods of time; rise and kneel unaided; coordinate two or more physical operations simultaneously; control emotions under stressful conditions; interact with coworkers to accomplish work; show independence and autonomy; satisfactorily perform duties under time constraints; make quick and sound decisions in stressful situations; understand and follow City/Departmental policies, rules and regulations; identify and distinguish between primary colors; pass a background investigation by the Lake Worth Police Department; pass a medical examination, polygraph and/or drug screen, and fingerprint check if required by the City of Lake Worth and/or the State of Texas; demonstrate basic mathematical ability in addition, subtraction, multiplication and division; lift objects of varying weights above head; and work around electrical hazards in instances of storms.

The City of Lake Worth is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (ADA), the City of Lake Worth will provide reasonable accommodations to qualified individuals with disabilities.

By my signature, I hereby certify that I have reviewed the description of my position and agree to perform the duties described therein. I understand that City of Lake Worth may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

Employee's Signature

Date

Supervisor's Signature

Date

DRAFT

City of Lake Worth

Northwest Emergency Communications Center

Job Description

Job Title: ECC Managing Director

Department: Police

FLSA Status: Exempt

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

The purpose of this position is to organize and direct the Northwest Emergency Communication Center (NWECC)'s activities. This is accomplished by making recommendations for budgetary preparation, policies, and procedures for the communications center and ensuring adequate staffing and equipment are available to perform duties. Other duties include performing research, providing training to supervisors and staff members and interacting with other City employees and the general public.

SUPERVISION RECEIVED AND EXERCISED

This position receives supervision from the Chief of Police and Executive Director of the NWECC. This position supervises all NWECC personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- Provides excellent service to all members of the NWECC Communities, including City staff, the public, and all other work contacts.
- Afford all citizens highly efficient and professional services
- Promote an attitude of friendliness, helpfulness, tact, understanding and caring in the performance of assigned duties
- Communicate cooperatively and openly with the community
- Communicate openly within the organization; be a team player and offer mutual support to facilitate the accomplishment of higher goals of community protection and service over individual accomplishments. This same spirit of inter-organizational cooperation is carried further to cooperate with other law enforcement agencies and other governmental units.
- Supervises personnel by observing and monitoring work tasks; providing feedback to employees; evaluating work performance; assisting employees to correct deficiencies; interviewing qualified applicants and selecting and hiring new employees.
- Provides supervision by scheduling Quality Assurance Reports, maintaining overtime and training records; overseeing dispatch operations; preparing evaluations for supervisors and staff members and filling in for shift supervisors when necessary.
- Oversees the training process by reviewing training manuals, training programs and training records; researching and approving training methods; training new employees, supervisors, and staff on new software and conducting a basic telecommunications course.
- Maintains supplies by researching and ordering supplies for communications such as (headsets, chairs, software, etc); meeting with vendors to review new products for emergency communications; making recommendations on product purchases and ensuring all equipment functions properly.
- Performs research by analyzing call load reports to recommend staffing adjustments; reviewing performance reports and monitoring questions to ensure efficiency levels.
- Hires personnel by interviewing and testing qualified applicants; issuing and following up on background packets and forwarding information to police personnel for processing.
- Participates in project definition, scoping, and budget development process for assigned projects.

- Assists in the negotiation, preparation, and coordination of contracts for planning, design, engineering, and construction of various projects.
- Supervises assigned employees; prioritizes and assigns work; conducts performance evaluations to ensure staff are sufficiently trained; makes promotion, termination, and disciplinary decisions.
- Supervises and facilitates employee relations, to include mediating workplace conflicts, advising and assisting in the resolution of grievances. Preparing management responses, participating, and advising in employee performance management processes, participates in conducting internal investigations.
- Participates in the development and review of policies, procedures, and guidelines for the NWECC. Coordinates cross organizational communications and ensures proper management is involved or briefed on decisions.
- Works with the Commander of Support Services and Chief of Police to develop long and short-range plans and strategies to ensure reliable emergency communications for multiple customer agencies. Serves as the primary liaison between the NWECC and external partners on operational matters.
- Represents the Center at local, regional, and national organizations relating to public safety communications.
- Maintains the integrity, professionalism, values, and goals of the NWECC by assuring that all rules and regulations are followed, and that accountability and public trust is preserved.
- Join and participate with professional organizations in the promotion, development, and operation of 911 and public safety communications systems. Work with Information Technology personnel on technology related hardware and software support, and with other department heads for support, strategic, and tactical planning to provide continuous improvements within the Communications Division.
- Assists with the Communications Division's administrative responsibilities to include gathering data for statistical analysis; creating and reviewing policies and procedures; and assists with the completion of strategic management plan goals and compliance that align with APCO, NENA or NFPA.
- Supports the NWECC culture by assisting co-workers as needed with guidance and training. Maintains a high level of confidential and sensitive information in a discrete and professional manner.
- Able to work in a 24/7 work environment (weekends, holidays, inclement weather) and any shift (day or night). Must be available to respond to critical issues during non-business hours.
- Other duties as assigned

MINIMUM JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

- High school diploma or GED
- Five years of progressively responsible experience in emergency communications, with three years of senior supervisory experience for a comparably sized organization or as a director for a smaller organization, or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Bachelor's degree in Emergency Management, Public Administration, Criminal Justice, Public Safety or a related field preferred.

LICENSES AND CERTIFICATES

- Must possess a valid Class C Texas driver license
- Must possess a valid TCOLE Advanced Telecommunicator License (Master preferred)
- Association of Public-Safety Communications Officials International (APCO) Certified Communications Supervisor or any equivalent (RPL preferred).

PHYSICAL ABILITIES

Ability to see, hear, and smell; read, write and comprehend the English language; demonstrate effective communication of ideas both verbally and in written form using the English language; communicate in the English language under strained circumstances; stand and walk for extended periods of time; rise and kneel unaided; coordinate two or more physical operations simultaneously; control emotions under stressful conditions; interact

with coworkers to accomplish work; show independence and autonomy; satisfactorily perform duties under time constraints; make quick and sound decisions in stressful situations; understand and follow City/Departmental policies, rules and regulations; identify and distinguish between primary colors; pass a background investigation by the Lake Worth Police Department; pass a medical examination, polygraph and/or drug screen, and fingerprint check if required by the City of Lake Worth and/or the State of Texas; demonstrate basic mathematical ability in addition, subtraction, multiplication and division; lift objects of varying weights above head; and work around electrical hazards in instances of storms.

DRAFT

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Employee's Signature

Date

Supervisor's Signature

Date

DRAFT

SOCIAL MEDIA STRATEGY

The Launch of Northwest
Emergency Communication
Center on Social Media

Design References

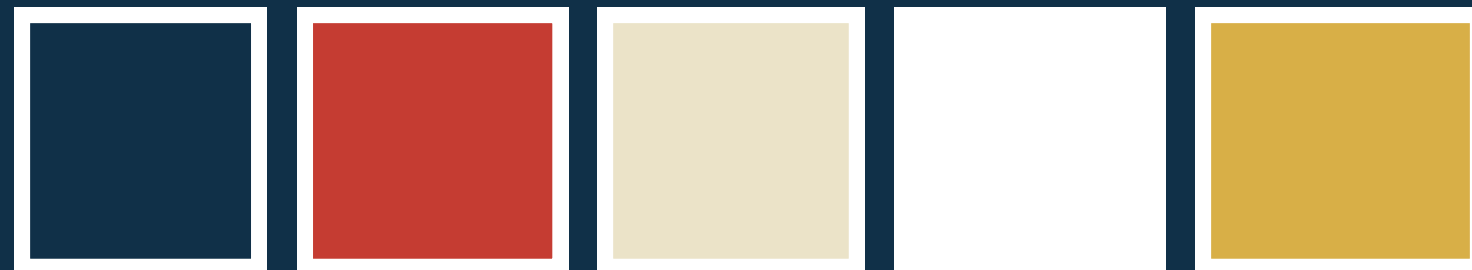
Mood Board:

- Speed
- Connection
- Fire, Police, EMS
- Texas

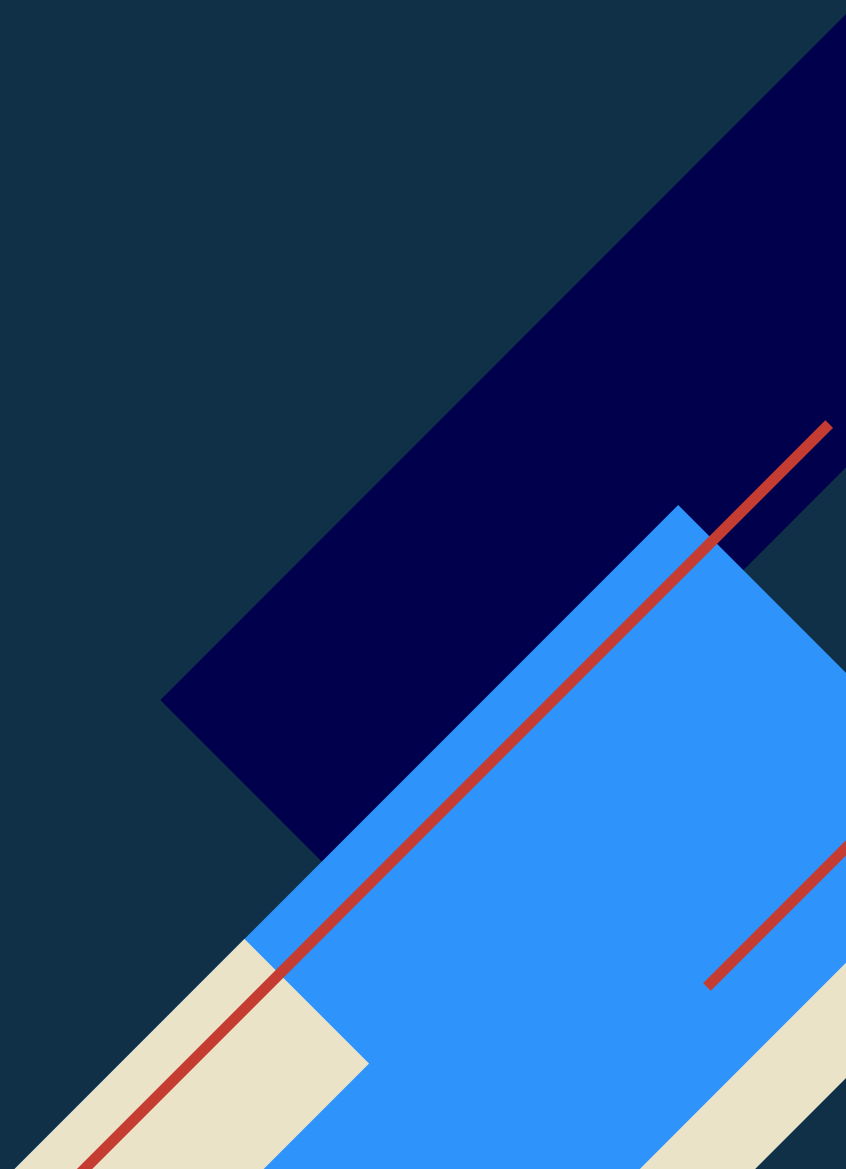


Posting Style:

- Professional
- Modern
- Educational
- Collaborative



Social Media Objectives

- Clearly separate the NWECC from the competition
 - Explain the benefits and efficiency of the NWECC
 - Promote safety and awareness
 - Convey a collaborative effort
 - Encourage participation and involvement
- 


Social Media Message

Inform the community of the NWECC while promoting safety and collaboration to gain trust and support.

Social Media Bios

- Mission Statement
- Tagline
- Link to website
- Profile Picture of logo
- Instagram Story Highlights
 - Information
 - Safety Tips
 - Community Events
 - Spotlights (personable)





← northwestecc ⋮

 276 Posts 4,300 Followers 1,076 Following

Northwest Emergency Communication Center
Official IG account of the NWECC
Community Care with One Call
At NWECC, our mission is to connect you with the safety and service you need efficiently and effectively.

[link of lw police to learn more, future link to website](#)

Follow Message +

 Safety  Info  Events  Spotlights

Social Media Posts

Type of Posts

- Employee Spotlights
- Photography
- Graphics
- Short Videos

Number of Posts

When launching, there should be at least three Facebook and Instagram posts a week to create awareness of NWECC. Posts should be reshared on @LWPD accounts.

Employee Spotlights

- Headshot
- Name
- Position
- Honors
- Achievements
- Officer Quote
- Feedback Quote



**NWECC
FEEDBACK**
★★★★★

She was awesome. She responded quickly and provided the information needed to get both parties back on the road. Also, loved the pink handcuffs.

Police Officer
JANE DOE



NWECC

**JANE
KOLTER**
DEC. 16, 2023

Vestibulum sed leo justo. Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos himenaeos. Proin in augue justo.

NWECC SPOTLIGHT

**POLICE OFFICER
DAVE LOWE**
DECEMBER 23, 2023

Description of officer's honors, feedback, or achievements. Information about the officer's work and duties. Gratitude for a job well done.



Northwest
Emergency
Communication
Center

Photography

- **The NWECC**
 - Inside the building
 - Showcase the advanced tech
- **NWECC/ PD Events**
 - School lectures
 - Volunteering
- **People and Community**
 - Individual and group shots
 - Put faces to the name
- **Photos with Overlaying Graphics**

NORTHWEST EMERGENCY COMMUNICATION CENTER

- **More Effective**
- **Tech- Advanced**
- **Faster**



Safety 101

Install smoke alarms on every level of your home, inside bedrooms and outside sleeping areas.

Test smoke alarms every month. If they're not working, change the batteries.

Talk with all family members about a fire escape plan and practice the plan twice a year.

If a fire occurs in your home, GET OUT, STAY OUT and CALL FOR HELP. Never go back inside for anything or anyone.

NWECC



Graphics

- NWECC FAQ
- Feedback Quotes
- Information about NWECC
 - Key facts
- General Safety Tips
 - 911 tips
 - Fire safety
 - Non-emergency info
- Weather Warning Templates
 - Storm, tornado, flash flood, etc.
- Quick News Updates
 - Emergency news

SAFETY 101

Install smoke alarms on every level of your home, inside bedrooms and outside sleeping areas.

Test smoke alarms every month. If they're not working, change the batteries.

Talk with all family members about a fire escape plan and practice the plan twice a year.

If a fire occurs in your home, **GET OUT, STAY OUT** and **CALL FOR HELP**. Never go back inside for anything or anyone.

STORM WARNING

From 10 PM to 2 AM there will be severe weather in the following areas:

- Lake Worth
- Saganow

Please stay indoors during this time.

International Volunteer day

05 DECEMBER, 2023

Thank you to the volunteers who have made a very big contribution to the community.



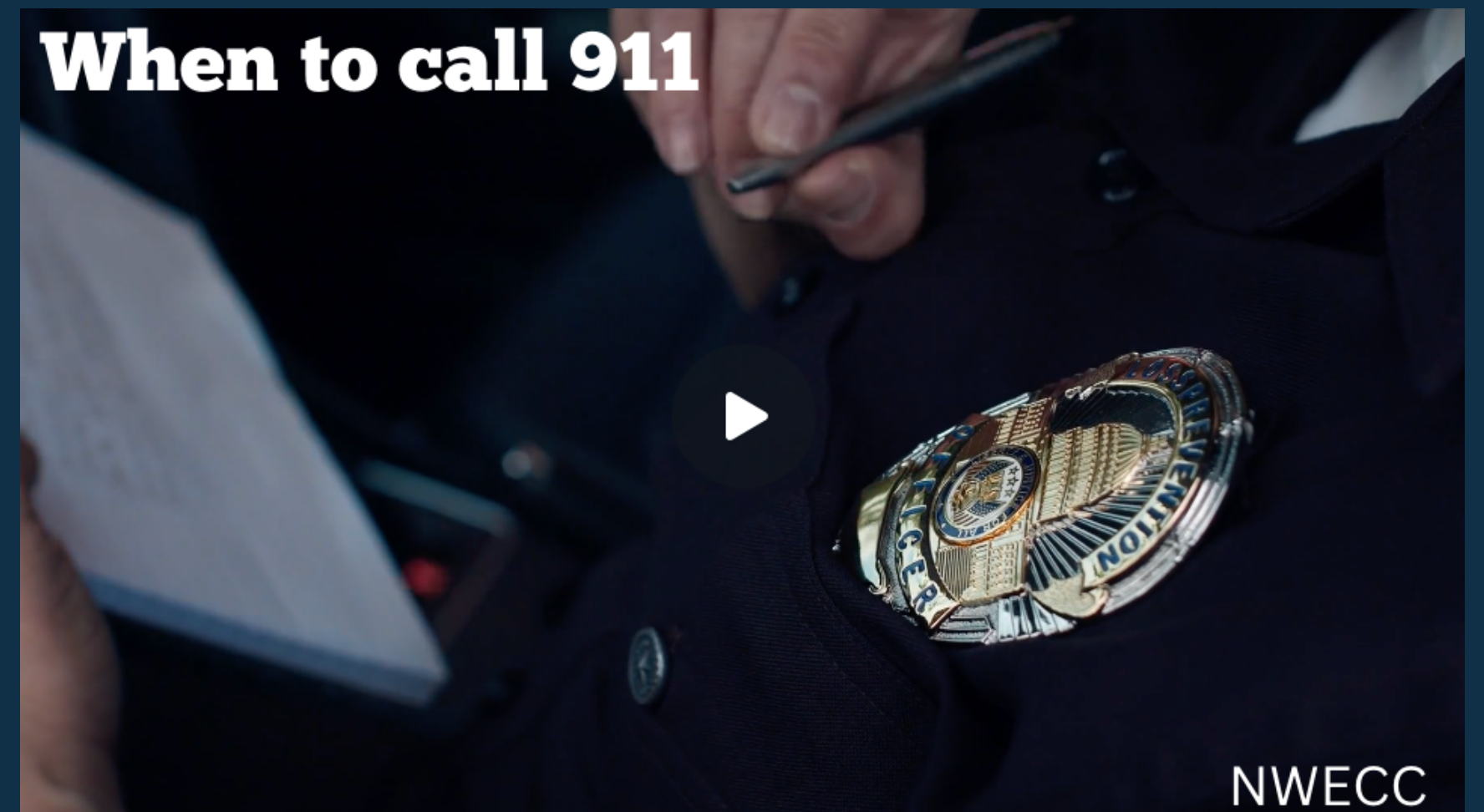
QUESTION & ANSWER

Q What is a regional emergency communications center?

A The NWECC works with local and state officials to plan and coordinate emergency 9-1-1 communications throughout the Northwest region of Texas, including Lake Worth and Saganaw. The regional support makes the response time and support more efficient.

Short Videos

- **Graphics with Animations**
 - Transitions, moving templates
- **Educational Videos about NWECC**
 - Officers waving and shots of the building with text and a voiceover
- **Safety Information**
 - How-tos





Social Media

Questions, Concerns, or Ideas?

10/19 Meeting Notes: Values, Tagline, + Social Media

- Values
 - Protection and Safety - more assumed/implied
 - Community, Connection, and Efficiency - favorites (ECC acronym ??)
- Tagline
 - Final: When Moments Matter ... (open-ended)
 - Seconds Save Lives, No Second to Spare - the emphasis of a second
 - Incorporate all of them!
- Social Media
 - Objectives: Separate NWECC from competition, promotion, encourage participation and involvement, public education
 - Message: Inform the community of the NWECC while promoting safety and collaboration to gain trust and support
 - Bio: tagline, mission statement, link to website, logo profile picture
 - Highlights: safety, info, events, spotlights
 - Post 3x a week at least
 - Posts
 - Employee spotlights: headshot, name, position, honors, achievements, quotes,
 - Photography: showcase advanced technology, events, individual and group shots
 - Graphics: general information, quotes, updates, weather warning, FAQ

- Short Videos: how-tos, transitions/animations
- Questions
 - When will the NWECC start acquiring employees?
 - Planning for December, but delays are always possible
 - Ribbon cutting event?
 - Dictated on when there's a signed agreement in place, but still want it to happen
 - Phone Number for Facebook: 817-372-4495
- Next steps
 - Mission Statement
 - Preview Press Release
 - FAQ- look at community guide next time
- Team action items
 - Create pre-set of questions for employees to answer for social
 - Email questions about press release
- Next meeting: Thursday, November 2nd at 1:00 pm



City of Saginaw
City Council Memorandum

Prepared By: Pedro Zambrano

**Consideration and Action Regarding Second Year Survey with OnPointe Insights--Pedro Zambrano,
Communications Manager**

Meeting	Agenda Group	
Tuesday, November 7, 2023, 6:00 PM	Business	Item: A
Reference File		

BACKGROUND/DISCUSSION:

In FY23, the city conducted a Citizen Satisfaction Survey where feedback was received by residents. The City Council approved a 3-year contract with OnPointe Insights and we are coming up to the 2nd year survey.

There are two survey options that the city can take:

1. Conduct another Citizen Satisfaction Survey
2. Conduct a Business Satisfaction Survey

Attached are the following information:

- Early Draft Business Satisfaction Survey
- FY23's Citizen Satisfaction Survey
- OnPointe Insights' pros for each survey type

FINANCIAL IMPACT:

\$10,950 has been budgeted for this survey.

ACTION TO BE TAKEN:

Advise Staff on which direction to take for the 2nd year survey and at the December City Council Meeting, council will be presented with the final survey draft.

Attachments

BizPOV Survey - Saginaw 2024 (Draft 1).pdf

CityPOV Survey - Saginaw 2022.pdf

Why CityPOV and BizPOV.pdf

BizPOV Survey Inputs

Saginaw, TX

Nov 2023

Distribution Methods: (Review how to share the survey)

City Business List

Chamber of Commerce

Facebook

Website

Posters @ Library, City Hall

SCREENING - CITY

ASK ALL

CITY Where is your business located? (randomized) **NEED 3-4 TO BLIND LIST**

SINGLE RESPONSE - RANDOMIZE

Saginaw
Blue Mound
Lake Worth
Eagle Mountain
Fort Worth
Other (please specify)

**IF S 1<> 1 (If business is not located in City of Payson)
Screened Out on back end**

SCREENING - ZIP

ASK ALL

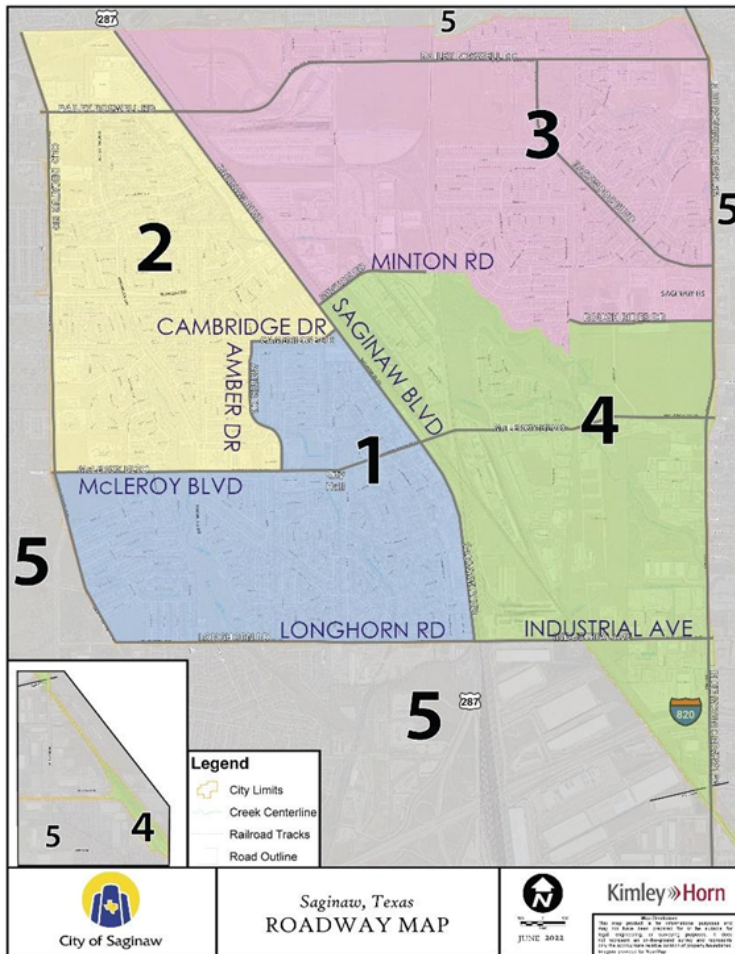
What zip code is your business in? _ _ _ _ _ **CONFIRM ZIP CODE BELOW**

**Saginaw Zip Codes (76131, 76179)
Not Screened Out, removed on back end**



WHERE LOCATED ON MAP

MAP Look at the map below. Which area is your business in?



SINGLE RESPONSE

Area 1	
Area 2	
Area 3	
Area 4	
Area 5 (Outside of Saginaw City)	

**IF MAP != 1 through 4, (If not in one of the 4 areas)
Not Screen Out – removed on back end**

DEMOGRAPHICS

Tell us a little about yourself and your business

ASK ALL

TITLE Which of the following best describes your position in your business?

SINGLE RESPONSE

Owner/Partner
Senior Manager
Manager
Employee / Staff
Independent Contractor/Temporary Employee
Other (please specify)

ASK ALL

SIZE How many employees does your business have?

SINGLE RESPONSE

1
2-9
10-49
50-99
100-499
500+

ASK ALL

CAT What category best describes your business? **CONSIDER DROPPING IF TOO LONG**

SINGLE RESPONSE

Construction
Wholesale Trade / B2B sales
Business Support Services (Janitorial, Admin, Travel, Waste, etc.)
Manufacturing, Transportation and Warehousing
Retail Trade
Food and Lodging Services
Finance, Insurance, and Real Estate
Professional, Scientific, and Technical Services
Health Care and Social Assistance
Communications and Information Technology
Arts, Entertainment, and Recreation
Other Services

ASK ALL

CAT2 Where do most of your business's employees work? (select up to 2)
CONSIDER DROPPING IF TOO LONG

MULTIPLE RESPONSE (MAXIMUM 2)

Office
Home
Storefront
In-field (job site, vehicle, etc.)
Warehouse or Factory
Other (please specify)

ASK ALL

CAT3 Does your business fall under any of these special categories? [select all that apply]

MULTIPLE RESPONSE

Women owned
Minority owned
Veteran owned
Other (please specify)
None of the above

ASK ALL

TENURE How long has your business operated in the city?

SINGLE RESPONSE

Less than 1 year
1 -4 years
5-9 years
10-14 years
15-19 years
20+ years or more

ASK ALL

OWN Does your business own or lease physical space?
CONSIDER DROPPING IF TOO LONG

SINGLE RESPONSE

Own
Lease
Company has no property space

HAPPINESS INDICATORS

ASK ALL

HAP1 If asked, how likely would you be to recommend the city as a place to operate a business?

SINGLE RESPONSE

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Not at all likely Extremely Likely

HAP2 As a place to do business, do you believe the city has improved, stayed the same, or declined during the past 5 years?

SINGLE RESPONSE

Improved
Stayed the same
Declined

HAP3 As a place to do business, would you say that the city is headed in the right direction or wrong direction?

SINGLE RESPONSE

Right direction
Wrong direction

HAP4 As a place to operate a business, how does Payson compare to other cities nearby?

SINGLE RESPONSE

It is much better
It is somewhat better
It is about the same
It is somewhat worse
It is much worse

BUSINESS CLIMATE

NOTE: These questions seek to understand the quantitative performance and growth of the individual business responding. The first part is about the past three years, and there are another symmetrical set of questions about the business' outlook for the coming three years. All the responses together can give us an accurate picture of the business climate overall in the city.

ASK ALL

CLIM1 Thinking of your business, how would you describe the following for the past three years?

SINGLE RESPONSE MATRIX

Business growth Past 3 years	Negative				Positive		
	-25%	24-10%	9-4%	+/-3%	4-9%	10-24%	25%+
Total sales growth							
Net income growth							
Staff growth							

ASK ALL

CLIM2 How would you describe your outlook for the coming three years?

SINGLE RESPONSE MATRIX

Business growth estimate Next 3 years	Negative				Positive		
	-25%	24-10%	9-4%	+/-3%	4-9%	10-24%	25%+
Total sales growth							
Net income growth							
Staff growth							

OE "What are the key factors that are impacting the growth of your business?"

OPEN END

CITY ATTRIBUTES - BUSINESS IMPACT

NOTE: This question needs to be customized to your city. What attributes in your city have an outstanding positive or negative impact on the success of businesses?

ASK ALL

IMP Look over the City attributes below. Which 3 have the largest impact (positive or negative) on your business? (Select up to 3)

NOTE: WE MAY CHOOSE TO SPLIT THIS QUESTION INTO 2 SIMILAR QUESTIONS, ONE FOCUSED ON CITY ATTRIBUTES DIRECTLY RELATED TO BUSINESSES AND ONE FOCUSED ON THINGS THAT MAKE A MORE LIVABLE CITY.

ENTER 7-12 DESIRED ITEMS IN SECOND COLUMN

MULTIPLE RESPONSE – RANDOMIZE – SELECT 3

EXAMPLES	ITEMS FOR SURVEY
Available public parking	Property taxes
Image of the city	Utility costs
Overall quality of life	Transportation Infrastructure/traffic
Ability to attract educated/qualified workers	Public transportation
City safety and security	Proximity to secondary education
Arts and cultural amenities	Availability of educated/qualified workers
Parks and open spaces	Affordable housing
Public transportation options	
Community events (list the ones you want to highlight)	
Cost of living	
Quality of neighborhoods	
Reputation of local school district	
Reliable High Speed Internet	
Healthy Downtown	
Vibrant Walking Areas	
Property taxes	
Utility costs	Other _____

ASK ALL

IMP_OE Regarding [SELECTION 1], [SELECTION 2] or [SELECTION 3], do you have anything additional to share with city leaders? *Optional*

OPEN END



FUTURE FOCUS

NOTE: This question needs to be customized to your city. What possible initiatives or changes would your city consider to improve the business climate in your city? This could be efforts to attract more qualified workers, efforts to attract new quality businesses, efforts to help businesses upgrade and grow, or even improvements to overall quality of life to bring more high quality customers into the city either for tourism or just as residents.

ASK ALL

FOCUS Look over the potential areas of focus below. Which 2 should the city devote more time and resources to improve? (Select 2)

CONSIDER REPLACING or DROP TO KEEP SHORT

Potentially change this to "Which of these things would help the city attract qualified employees for you?"

OR Which of these things is most directly beneficial to your business?

OR what can the city do to help your business expand?

ENTER 7-10 DESIRED ITEMS IN SECOND COLUMN

MULTIPLE RESPONSE - RANDOMIZE - SELECT 2

EXAMPLES	ITEMS FOR SURVEY (Max 10)
Business improvement grants (property improvements to existing businesses)	
Business Information classes / Entrepreneurship classes	
Business Networking Events (Quarterly)	
Chamber of Commerce Support	
Expanded public parking	
Improve streets and roads	
Improved internet and telecommunications	
Incentives for business to move in	
Incentives to retain quality businesses	
Increased foot traffic	
More apartments and multi-family housing	
Recycled water projects	
Sustainability projects	
Other (Please Specify)	

ASK ALL

FUT_OE Regarding areas of potential focus for the city, is there anything else you would like to share with city leaders? *OPTIONAL* **CONSIDER REPLACING or DROP TO KEEP SHORT**

OPEN END

NOTE: This is the end of the core business survey. All else is optional. These are ideas from another city we're collaborating with. You can have 2 to 3 minutes of questions on any topic of interest. Below are examples from other cities. Each question will be about 1 minute, so maximum of 3.

NETWORKING EVENT

ASK ALL

EVENT *The city is considering creating quarterly business networking events. Would you be interested in participating?*

At this stage, we're just exploring interest. If there is sufficient interest, we will explore ways to meet the need.

SINGLE RESPONSE

Yes
No

BUSINESS IMPROVEMENT GRANTS

ASK ALL

GRANT1

The City sets aside \$60,000 per year to help businesses improve their property. (New signage, parking, landscaping, facade, interior improvements for business growth, etc.) Qualified businesses can apply to receive a 50% matching reimbursement grant. For example, if your business was awarded a grant, it would have to invest \$10,000 into an approved project in order to receive \$5,000 in reimbursements.

Were you previously aware of these grants offered by the city?

SINGLE RESPONSE

Yes
No

ASK ALL

GRANT2 *How interested are you in seeking a business improvement grant?*

SINGLE RESPONSE

Very interested
Somewhat interested
Unsure
Somewhat disinterested
Very interested

GRANT3

Here is the contact information to learn more about business improvement grants.

888-888-8888 ~~~~~

www.website.gov

Please click **NEXT** to finalize your survey responses.

Taxes and utility rates How do they feel about that

Dealings with the city, how is it going?

What can the city do to make businesses more successful?

Promote chamber of commerce (are you a member of chamber of commerce?)

Classes where entrepreneurs can come to learn about starting a business

Promoting "shop local" mindsets in the community

**Are you involved in the Chamber of commerce? Why or why not?SHOW IF GRANT2 = VERY INTERESTED,
SOMEWHAT INTERESTED, OR UNSURE**

CityPOV Survey City of Saginaw

Client	Saginaw
Project Name	CityPOV Survey
Date	October-November 2022

Project Overview:

The purpose of this study is to help your city have a thorough view of resident satisfaction with the services offered. It also includes explorational questions of value to the city.

Sample: Saginaw Residents

Invitation Method: Emails, Other city efforts

Sample size: Minimum of 600 recommended. 800+ is ideal

Proposed Launch Date: TBD

EMAIL INVITES: The following email and text messages are proposed for your review:

Email Initial Invite

FROM: CITYPOV@Onpointe-Insights.com
EMAIL Subject: City of Saginaw Feedback Survey

The City of Saginaw is working with OnPointe Insights to better understand the needs, priorities, and concerns of the community. And we want to hear from you!

The survey will take 7-10 minutes and will work on your phone, tablet, or computer. Your response will be kept anonymous.

Help the City of Saginaw now and click the link below.

Pedro Zambrano, Saginaw Communications Manager
Ron Gailey, OnPointe Insights

For technical issues with the survey contact: support@onpointe-insights.com

Email Reminder 1

EMAIL Subject: REMINDER: City of Saginaw Feedback Survey

To the Saginaw residents who have completed the feedback survey, thank you! If you were waiting for a better time, we could use your help now. As we said before, the survey takes just 7-10 minutes, but it will provide city leaders invaluable information about your needs, priorities and concerns.

Help the City of Saginaw now and click the link below.

[SIGNATURE]

For technical issues with the survey contact: support@onpointe-insights.com

1 – Screener and Intro Questions

CityName Saginaw (Populate hidden field with Saginaw)
Mail_Type The type of mailing (Test, Email, SMS, Social Media, etc.) [Allows us to separate them on the back end]

Intro: Thank you for agreeing to participate in our survey. Your input is very valuable to the City of Saginaw. It will likely take approximately 7-10 minutes to complete this survey.

ASK ALL

CITY Where do you live?

SINGLE RESPONSE - ROTATE

Saginaw		1
Blue Mound		
Lake Worth		
Eagle Mountain		
Fort Worth		
Other		

**IF S 1<> 2 (If does not live in City of Saginaw)
Screened Out on back end**

ZIP What is your zip code? _____

**Saginaw Zip Codes (76131, 76179)
Not Screened Out, removed on back end**

ASK ALL

AGE What is your age

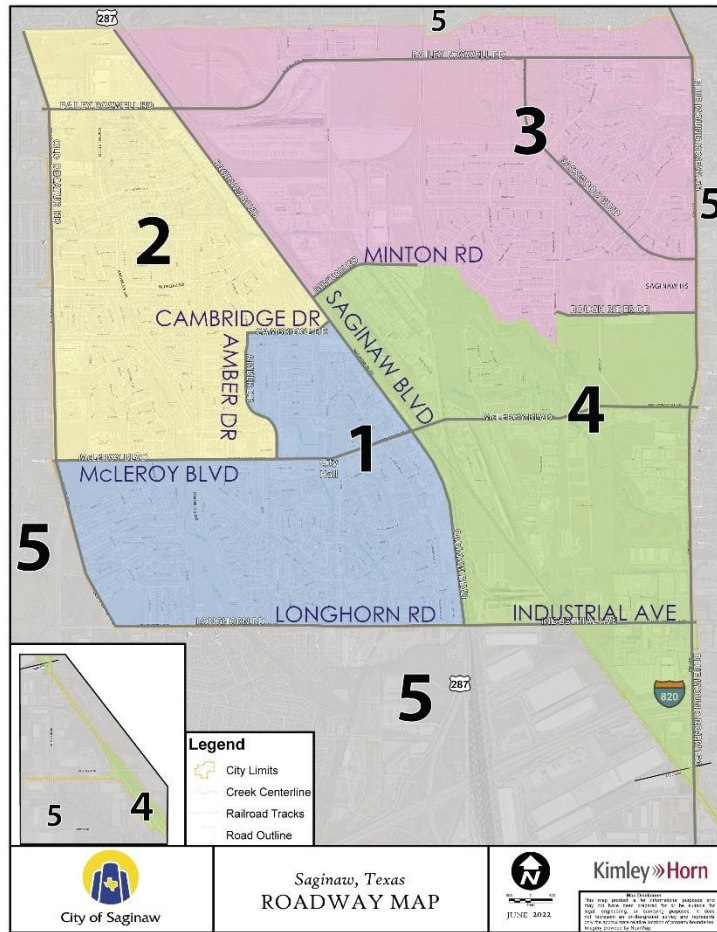
SINGLE RESPONSE

17 or younger	Screen out	
18-24		
25-39		
40-54		
55-74		
75 or older		
Prefer not to answer		

**IF AGE = 1 (under age 17)
Skip to Screen Out**

ASK ALL (New Page)

MAP Look at the map below. What zone or area do you live in?



SINGLE RESPONSE

Area 1	
Area 2	
Area 3	
Area 4	
Area 5 (outside of areas 1, 2, 3, and 4)	

**IF MAP != 1, 2, 3, or 4, (If not in one of the 4 areas)
Not Screen Out – removed on back end**

Overall Affinity

ASK ALL

CityNPS On a scale from 0 to 10, how likely are you to recommend (Insert CITY) to a friend or family member as a good place to live?

SINGLE RESPONSE

0 1 2 3 4 5 6 7 8 9 10
Not likely at all Extremely Likely

NPS_OE Why did you give that rating for (Insert CITY)?

OPEN END

City_IMP In your opinion, has (Insert CITY) improved, stayed the same, or declined during the past 3 years?

SINGLE RESPONSE

Improved		1
Stayed the same		2
Declined		3

ASK ALL

City_DIR Overall, as a community in which to live, would you say that (Insert CITY) is headed in the right direction or wrong direction?

SINGLE RESPONSE

Right direction		1
Wrong direction		2

ASK ALL

City_VS Compared with other cities in your area, or region, which statement below best captures your feelings about (Insert CITY)?

SINGLE RESPONSE

It is much better		1
It is somewhat better		2
It is about the same		3
It is somewhat worse		4
It is much worse		5

Importance /Performances of City Services

FACIL+ Look over the CITY AMENITIES below. Which 2 are MOST important to you for the city to provide? (Select 2)
[Note: Amenities are the tangible offerings or services provided by the city. They are places, events and offerings provided by the city to make it a better place to live.]

MULTIPLE RESPONSE – RANDOMIZE – SELECT 2

	The Switchyard Food Truck Park	1
	City Events	2
	City parks (incl. pavilions, tables, benches, playground equipment)	3
	Library	4
	Services provided by the Senior Center	5
	Dog Parks	6
	Services provided by the Aquatic Center	7
	Services provided at the Recreation Center	8
	Saginaw Farmers Market	9
	Walking trails	10
	Community Center	

BEN+ Look over the CITY BENEFITS below. Which 2 are MOST important to you for the city to support and encourage? (Select 2)
[Definition: City Benefits are things the city encourages or maintains or supports, but does not specifically offer as a service to promote a better quality of life in the city. It may be a county offering or a natural feature of the area.]

MULTIPLE RESPONSE – RANDOMIZE – SELECT 2

	A great place to raise children	1
	A great place to work	2
	A great place to retire	3
	Small town feel	4
	Teen/youth services	5
	Adult services	7
	Diverse housing options	8
	Sports Programming	9
	City Green Spaces	10

GROW+ Look over the DEVELOPMENT/GROWTH issues below. Which 2 are MOST important to you for the city to provide? (Select 2)

MULTIPLE RESPONSE – RANDOMIZE – SELECT 2

	Attract new restaurant business	1
	Attract new retail business	2
	Attract/retain unique businesses	3
	Engage community on city development issues	4
	Ensure maintenance of public infrastructure (streets, drainage, water mains, etc.)	5
	Ensure infrastructure can support growth (streets, drainage, water mains, etc.)	6
	Manage the growth and density of the city	7
	Sufficient sidewalks in good repair	8
		9
		10

SAFE+ Look over the SAFETY AND SECURITY issues below. Which 2 are MOST important to you for the city to provide? (Select 2)

MULTIPLE RESPONSE – RANDOMIZE – SELECT 2

	City preparation for/response to emergencies	1
	Vandalism prevention/correction	2
	Traffic enforcement – speeding	3
	Vacation watch and neighborhood patrolling	4
	Vehicle and pedestrian traffic safety	5
	Crime /theft prevention initiatives	6
	Fire / Emergency Medical Services	7
	Fire prevention/risk reduction initiatives	8
	Police services – 911 Services	9
	Solicitor/panhandler control	10

OPS+ Look over the OPERATIONAL issues below. Which 2 are MOST important to you for the city to provide? (Select 2)

MULTIPLE RESPONSE – RANDOMIZE – SELECT 2

	City communications (sharing news and information)	1
	Maintain/expand parks, and trails	2
	Maintain/repair streets	3
	Manage city code inquiries and violations	4
	Manage the city budget	5
	Minimize property taxes for city services	6
	Maintain/Expand city infrastructure	7
	Reduce the size of government even if it means reduction in city services or programming	8
		9
		10

Rate_ALL This list now combines all of the issues you selected as being MOST important for the city to provide. How is **(Insert CITY)** doing on these important issues? Evaluate each of them from “Very good” to “Very poor”.

MATRIX QUESTION: RANDOMIZE

(PIPE IN CHOICES FROM FACIL+, BEN+, GROW+, SAFE+, OPS+)

	Very good	Good	OK	Poor	Very poor
Top choice 1 Amenities					
Top choice 2 Amenities					
Top choice 1 City Benefits					
Top choice 2 City Benefits					
Top choice 1 Development & Growth					
Top choice 2 Development & Growth					
Top choice 1 Safety and Security					
Top choice 2 Safety and Security					
Top choice 1 Budget and Operations					
Top choice 2 Budget and Operations					

Top2-ALL From the same list of your MOST important issues, which 2 are MOST important to you?
(Select 2)

**MULT RESPONSE – RANDOMIZE SAME ORDER AS PRIOR QUESTION – SELECT 2
(PIPE IN CHOICES FROM FACIL+, BEN+, GROW+, SAFE+, OPS+)**

	Top choice 1 Amenities	1
	Top choice 2 Amenities	2
	Top choice 1 City Benefits	3
	Top choice 2 City Benefits	4
	Top choice 1 Development & Growth	5
	Top choice 2 Development & Growth	6
	Top choice 1 Safety and Security	7
	Top choice 2 Safety and Security	8
	Top choice 1 Budget and Operations	9
	Top choice 2 Budget and Operations	10

ASK ALL

BASIC Finally, some BASIC SERVICES are necessary for most cities. How is **(Insert CITY)** doing on these issues? Evaluate each of them from “Very good” to “Very poor”.

Definition: Basic issues are those that are required of all cities. They are not optional. Other items can be added, if required, but generally not.

- Very good
- Good
- OK
- Poor
- Very Poor
- Not Applicable

CALL-OUT: This question is long, because each one must be evaluated. It is slower than prior questions where they just pick 2. It will be important to select no more than 10 basic areas.

MATRIX QUESTION: RANDOMIZE

		Very good	Good	OK	Poor	Very poor	Not Applic.
1	High grass and weeds trimmed						
2	Community outreach/information						
3	Garbage / recycling collection						
4	Sidewalk maintenance						
5	City Website content						
6	Stormwater management						
7	City Website ease of use						
8	Water/sewer service						
9	Tree and shrubbery trimming for visibility						
10							
11							

Staff / Police Contact and Ratings

ASK ALL

StaffYN In the past 6 months, have you had CONTACT with city employees or employees of city-run services?

SINGLE RESPONSE

Yes	1
No	2

ASK IF STAFFYN = YES

Staff# Which city departments or services have you contacted in the past 6 months?

MULTIPLE RESPONSE (Alphabetize)

Administration (City Manager, Finance etc.)	1
Animal Services	3
Building Inspections & Permits	4
Code Compliance	5
Community Services (Recreation Center, Senior Center)	6
Fire Department	8
Library	9
Mayor or City Council	10
Municipal Court	11
Parks	12
Planning and Zoning	13
Police Department	14
Public Works	15
Water/Utility Billing	16
	17

ASK IF STAFFYN = YES

StaffRATE For each of the departments you interacted with, how would you rate them for being courteous and professional?

SINGLE RESPONSE MATRIX (Alphabetize) – Show/evaluate only those indicated in STAFF#

	Very good	Good	OK	Poor	Very poor	Not Applic.
Administration (City Manager, Finance etc.)						
Animal Services						
Building Inspections & Permits						
Code Compliance						
Community Services (Recreation Center, Senior Center)						
Fire Department						
Library						
Mayor or City Council						
Municipal Court						
Parks						
Planning and Zoning						
Police Department						
Public Works						
Water/Utility Billing						

ASK IF STAFFYN = YES

StaffFIX How well did they **address your need or concern?**

SINGLE RESPONSE MATRIX (Alphabetize) – Show/evaluate only those indicated in STAFF#

	Very good	Good	OK	Poor	Very poor	Not Applic.
Administration (City Manager, Finance etc.)						
Animal Services						
Building Inspections & Permits						
Code Compliance						
Community Services (Recreation Center, Senior Center)						
Fire Department						
Library						
Mayor or City Council						
Municipal Court						
Parks						
Planning and Zoning						
Police Department						
Public Works						
Water/Utility Billing						

FINAL_OE If there is anything more you would like to say to the leaders of **(Insert CITY)** to help us improve the services we provide, please do so below.

OPEN END

Additional City Questions

NEW_INV Consider the ideas below. Which ones do you feel would be worth using tax dollars to develop and maintain for **(Insert CITY)**? (select all that apply)

MULTIPLE RESPONSE (RANDOMIZE)

NONE OF THESE	
Additional indoor community space	1
Additional indoor gym space	2
Bike lanes	3
Outdoor performing arts space	4
Trail expansion	5
Pickleball courts	6
Sports facility	7
Streetscape enhancements	8
Playground improvements	9
	10

EVENTS **(Insert CITY)** has a variety of special events. Of the events below, which ones are “very important” to your family? (Select all that apply)

MULTIPLE RESPONSE: RANDOMIZE

Train & Grain Festival	1
Easter Egg Hunt	2
Trunk or Treat	3
Concerts in the Park	4
Christmas Parade	5

Veterans Day Celebration	6
Independence Day Fireworks Show	7
Run the Rails 5k	8
City Clean Ups	9
Garage Gabs	10
	11
NONE OF THESE	

CITY_REPAIR Think about your neighborhood. Which of the following are problems that the city should help address? (Select all that apply)

MULTIPLE RESPONSE: RANDOMIZE -

Litter	1
Junk vehicles	2
Stray animals	3
Dilapidated or deteriorating buildings	4
Fences in disrepair	5
Property with junk or debris in yard/driveway	6
Vehicles parked in yards or grass	7
Dead animals in roadway	8
	9
	10
	11

DEMOGRAPHICS

ASK ALL

GENDER What is your gender?

SINGLE RESPONSE

Female	1
Male	2
Non-Binary	3

TENURE How long have you lived in **(Insert CITY)?**

SINGLE RESPONSE

Less than 1 year	1
1 -4 years	2
5-9 years	3
10-14 years	4
15-19 years	5
20+ years or more	6

ASK ALL

KIDS Tell us about children in your household.

SINGLE RESPONSE

No children in household		
Children ages 0-12 living in household		
Children ages 13-17 living in household		
Children ages 18-25 living in household		

Residents How many people live in your household?

SINGLE RESPONSE

1		
2		
3		
4		
5		
6 or more		

ASK ALL

RESIDE Please describe your residence.

SINGLE RESPONSE

Own or buying a home	1
Rent/lease home or apartment	2
Other	3

ASK ALL (not required, but we won't say so)

RACE Which option best describes your race? (Select one, or multiple if appropriate)

MULTIPLE RESPONSE

Asian	
Black/African American	
Hispanic or Latino	
Native American	
Native Hawaiian or another Pacific Islander	
White	
Other (please specify)	

COMPLETES

Thank you for taking the time to share your experience and opinions about **(Insert CITY)**.

SCREEN OUT

Thank you for your desire to take the survey. Unfortunately, based on your responses you are unable to continue. We do hope you participate in future Saginaw surveys.

Pedro, as requested here are my thoughts about doing CityPOV again the second year and about doing the BizPOV Business survey.

Why CityPOV in Year 2?

- Most cities have a hard time digesting and using CityPOV during the first year. Doing it the second year shows similar results, and allows you to dig into new things you wish you had asked in the first year, and it seems that the City Leaders actually embrace it better the second year. That has been true for several cities.
- Also, it creates a cadence with your residents. They know you do this every year, and they begin to hold you accountable (not a bad problem)
- Plus, each year you can make refinements to improve your survey, giving you new insights and more clarity. In my city, we added information about trails, which we neglected to do in the first year. In fact, not knowing what trails citizens might like, we asked it three ways. Interestingly, all three trail variations topped the list of what citizens valued most. And we got the overall priority. That's all our planning commission is focusing on now, and it's been a huge value in supporting those efforts.

Why BizPOV

- It never hurts to bring new information to your council, and BizPOV will bring you a lot of rich information.
- Businesses are the backbone of a successful and vibrant city. When your businesses die, so does the health of your city. So, this survey keeps businesses at the forefront of your city leader thoughts, and it allows you to test, refine, improve, and augment your approach to helping them.
- This survey is useful to help you communicate with businesses too. You can let them know of city efforts in the business arena. You can let them know about grants, about business councils, about Chamber of Commerce efforts and more. In fact, your introduction letter can clearly speak of those things, which may strengthen participation.
- Many of the questions on the Business survey are aligned with the questions on the citizen survey, which allows you to compare them and get a holistic view of your city, yet the business survey is directly focused on business.

I hope this helps. Thanks Pedro. Ron



City of Saginaw
City Council Memorandum

Prepared By: Janice England

Consideration and Action Regarding Rate Increase Request from Waste Connections for Solid Waste and Recycling Services--Lee Howell, Asst. City Manager

Meeting	Agenda Group	
Tuesday, November 7, 2023, 6:00 PM	Business	Item: B
Reference File		

BACKGROUND/DISCUSSION:

Waste Connections has requested a 5% increase for City residential and commercial trash service to be effective December 2023 for one year. Per our contract, rates can be adjusted annually to reflect changes in the Consumer Price Index (CPI) category for "All Urban Customers, Garbage and trash collection in the U.S."

Overall CPI for all goods and services rose 6.9% from September 2022 to September 2023. For the same period, CPI for urban cities garbage and trash collection rose 7.2%. The contract limits any annual increase to a maximum of 5%, irrespective of CPI.

Recent past rate changes are:

- 2017 1.85% increase for all accounts
- 2018 3% increase for all accounts with a contract extension of 1 year
- 2019 New contract thru 10/31/24, optional 2 year extensions
- 2020 2% rate increase on all accounts
- 2021 2.97% rate increase for residential and commercial trash service
- 2022 5% rate increase for residential and commercial trash service

FINANCIAL IMPACT:

A 5% rate increase would bring the residential customer monthly cost to \$11.46 plus \$2.81 recycle bin rental, for a total of \$14.27 per month (pre-tax). Current rates for each category of commercial dumpster and roll-off services would also increase by 5%.

RECOMMENDATION:

City Council discretion.

Attachments

- Saginaw.CPI letter.2023.signed.pdf
- WC Rate Proposed Dec 2023.pdf
- 2023.SeriesReport-20231013174123_fb2a34.pdf



WASTE CONNECTIONS INC.
Connect with the Future[®]

October 13, 2023
City of Saginaw
Attn: Honorable Mayor and Members of Council
505 W McLeroy Blvd
Saginaw, TX 76179

RE: Annual Rate Adjustment

Dear Honorable Mayor and Members of Council,

Waste Connections would like to sincerely thank you for the great opportunity we have had to serve the citizens and community of Saginaw. We thoroughly enjoy and appreciate the relationship between Waste Connections and the City of Saginaw.

Each year we evaluate the cost per our contract with the city. This year the CPI-U (All urban consumer price index) not seasonally adjusted is 6.9% increase year over year. This is specifically tied to the Garbage and trash collection in U.S. City Average. Contractually we are capped at 5%. I have enclosed further details of these adjustments with this letter.

We respect that the council must approve this adjustment. With City Councils approval we would like to adjust these rates on the December billing cycle.

Should you have any questions or concerns regarding this adjustment or anything else, please feel free to contact me on my cell at 817-223-8186

Best Regards,

Abel Moreno
District Manager
Waste Connections of TX
Abel.moreno@wasteconnections.com



WASTE CONNECTIONS LONE STAR, INC

4001 Old Denton Rd, Haltom City, Texas 76117

Contact: Abel Moreno; District Manager

Phone: (817) 222-2221

City of Saginaw RATE SHEET

Effective: December 2023 BILLING

RESIDENTIAL CURBSIDE COLLECTION:	\$11.46	per month, per residential unit
Additional Cart:	N/A	per month, per residential unit per each additional Cart
Recycling Container:	\$2.81	per month, per residential unit per each additional Recycling Container
Additional Recycling Container:	N/A	per month, per residential unit per each additional Recycling Container
Senior Citizen Rate:	N/A	per month, per residential unit

COMMERCIAL RATE SCHEDULE

CONTAINER SIZE	Lifts Per Week						
	1	2	3	4	5	6	Extra-Lifts
95 gallon Cart		25.38					31.51
2 Cubic Yd	65.43	137.19	215.41	298.79	396.25	500.08	44.54
3 Cubic Yd	91.06	191.05	301.35	421.86	552.67	696.30	51.30
4 Cubic Yd	109.10	229.53	361.61	505.24	662.96	836.05	60.73
6 Cubic Yd	142.32	298.79	470.60	659.11	865.55	1,089.96	67.49
8 Cubic Yd	159.00	334.68	526.79	738.61	969.38	1,220.73	74.25

FRONT LOAD COMPACTOR RATES

6 Cubic Yd						
8 Cubic Yd						

FRONT LOAD RECYCLE RATES

6 Cubic Yd						
8 Cubic Yd						

other commercial front load fees

Containers w/Casters	\$12.91 per month	*Delivery and/or Removal Fee	
Containers w/locks or Gates	\$5.26 per lift	Exchange Fee	\$39.73

*Delivery or Removal fees are not charged during the initial start-up or termination of the agreement

Temporary Front Load Rates

per lift	DELIVERY	DAILY RENT	DISPOSAL			
6 Cubic Yd	154.56	66.01	1.27	n/a		

ROLL OFF RATE SCHEDULE

CONTAINER SIZE	HAUL	DELIVERY	DAILY RENT	DISPOSAL		DRY RUNS
20 Cubic Yd	330.48	147.67	5.15	\$35.18 per ton		105.87
30 Cubic Yd	330.48	147.67	5.15	\$35.18 per ton		105.87
40 Cubic Yd	330.48	147.67	5.15	\$35.18 per ton		105.87

ROLL OFF COMPACTOR RATE SCHEDULE

CONTAINER SIZE	HAUL	DELIVERY	DAILY RENT	DISPOSAL	WASH OUT	DRY RUNS
20 Cubic Yd	351.53	N/A	Negotiable	\$35.18 per ton	\$210.93	105.87
28 Cubic Yd	351.53	N/A	Negotiable	\$35.18 per ton	\$210.93	105.87
30 Cubic Yd	351.53	N/A	Negotiable	\$35.18 per ton	\$210.93	105.87
35 Cubic Yd	351.53	N/A	Negotiable	\$35.18 per ton	\$210.93	105.87
40 Cubic Yd	351.53	N/A	Negotiable	\$35.18 per ton	\$210.93	105.87
42 Cubic Yd	351.53	N/A	Negotiable	\$35.18 per ton	\$210.93	105.87

Franchise and Billing Fees:

Residential:	10.0%
Commercial:	8.0%

* All rates are inclusive of all franchise and billing fees

* Rates do not include any Sales Tax

* Rates do not include any Fuel Surcharges

**CPI for All Urban Consumers (CPI-U)
12-Month Percent Change**

Series Id: CUUR0000SEHG02,CUUS0000SEHG02
Not Seasonally Adjusted
Series Title: Garbage and trash collection in U.S. city average, all
Area: U.S. city average
Item: Garbage and trash collection
Base Period: DECEMBER 1983=100
Years: 2022 to 2023

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2022	4.0	4.1	4.3	4.6	5.4	5.9	5.2	4.6	5.3	5.8	6.6
2023	7.0	6.9	6.7	6.9	7.9	7.7	8.8	8.9	6.9		

Dec	HALF1	HALF2
6.1	4.7	5.6
	7.2	



City of Saginaw
City Council Memorandum

Prepared By: Janice England

Consideration and Action regarding Ordinance No, 2023-30, Amending the Master Fee Schedule by amending the fee for Residential Trash and Recycle Services--Lee Howell, Asst. City Manager

Meeting	Agenda Group
Tuesday, November 7, 2023, 6:00 PM	Business Item: C
Reference File	

BACKGROUND/DISCUSSION:

This item is in conjunction with the previous item. The residential trash and recycle rate is included on the Master Fee Schedule. It will need to be amended to reflect the new rate if approved in the previous item. Ordinance No. 2023-30 addresses that amendment.

FINANCIAL IMPACT:

N/A

RECOMMENDATION:

N/A

Attachments

Ord 2023-30 Amend Master Fee Schedule--Amending Residential Trach & Recycle Rate.pdf

Master Fee Schedule Amendment--Residential Trash & Recycle Rate.pdf

ORDINANCE NO. 2023-30

AN ORDINANCE OF THE CITY OF SAGINAW, TEXAS AMENDING THE MASTER SCHEDULE OF FEES ESTABLISHED BY ORDINANCE NO. 2010-14, AS AMENDED, AMENDING THE FEE FOR RESIDENTIAL TRASH AND RECYCLE SERVICES; PROVIDING THAT THIS ORDINANCE SHALL BE CUMULATIVE OF ALL ORDINANCES; PROVIDING A SEVERABILITY CLAUSE; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the City of Saginaw, Texas (the “City”) is a home rule city acting under its charter adopted by the electorate pursuant to Article XI, Section 5, of the Texas Constitution and Chapter 9 of the Local Government Code; and

WHEREAS, the City has heretofore adopted a Master Schedule of Fees for City services and permit applications; and

WHEREAS, the City desires to amend the Master Schedule of Fees to amend the fee for residential trash and recycle services in order to reflect the administrative costs incurred by the City to perform the function associated with these applications.

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

SECTION 1.

That the Master Schedule of Fees established pursuant to Ordinance No. 2010-14, as amended, is hereby amended by amending the fee for residential trash and recycle services in order to reflect the administrative costs incurred by the City to perform the function associated with this application. The new fees are set forth in the attached and incorporated Exhibit “A”, hereto.

SECTION 2.

The City Secretary is hereby directed to revise the Master Schedule of Fees in accordance with the above-referenced revision. A revised Master Schedule of Fees shall be kept on file with the office of the City Secretary.

SECTION 3.

This Ordinance shall be cumulative of all provisions of the Code of Ordinances of the City and other applicable City ordinances, except where the provisions of this Ordinance are in direct conflict with the provisions of such ordinances, in which event the applicability of the conflicting provisions of such ordinances are hereby repealed.

SECTION 4.

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

SECTION 5.

This Ordinance shall be in full force and effect from and after its passage and it is so ordained.

PASSED AND APPROVED THIS 7TH DAY OF NOVEMBER, 2023.

Todd Flippo, Mayor

ATTEST:

Janice England, City Secretary

CITY OF SAGINAW FEE SCHEDULE

ADMINISTRATIVE		
Copies	\$	0.20 per copy
Garage Sale Permit	\$	10.00 per sale, includes 3 signs
Garage Sale Replacement Signs	\$	1.00 each for re-scheduled sale
Solicitor's Permit	\$	100.00 per year, plus \$10 for each agent/employee
Public Record Requests		
Standard Paper Copy	\$	0.10 per page (8-1/2 x 14 or smaller)
Non-standard Paper Copy	\$	0.50 per page (larger than 8-1/2 x 14)
		Paper printed on both sides counts as 2 copies
Diskette 3-1/2 x 5-1/2	\$	1.00 each
Tape cartridge (1.2 GB)	\$	43.00 each
Audio Cassette	\$	1.00 each
Other formats		Actual Cost
Programming personnel	\$	32.50 per hour
Other personnel	\$	15.00 per hour
Overhead charge		20% of personnel charge
Computer Resource Charge-Midsize	\$	1.50 per minute
Computer Resource Charge-PCorLAN	\$	1.00 per hour
Miscellaneous Supplies		Actual Cost
Postage & Shipping Charge		Actual Cost
Other costs		Actual Cost
Outsourced or Contracted Services		Actual Cost
Alcoholic Beverages		
Wine & Beer Retailers Off-Premise Permit	\$	30.00 per year
Mixed Beverage Permit	\$	375.00 per year after 3 yr period following initial issuance
Alcohol Sales Setback Variance Application	\$	100.00
Trash		
Residential Trash & Recycle Rate	\$	14.27 plus tax, per month per residence



City of Saginaw
City Council Memorandum

Prepared By: Janice England

Consideration and Action regarding Resolution No. 2023-23, Election of Members to the Board of Directors of the Tarrant Appraisal District--Todd Flippo, Mayor

Meeting	Agenda Group
Tuesday, November 7, 2023, 6:00 PM	Business Item: D
Reference File	

BACKGROUND/DISCUSSION

There are five (5) elected positions on the Board of Directors of the Tarrant Appraisal District. The terms of office for the current five members expire on December 31, 2023. There are seven (7) nominees for the five (5) positions. The City is entitled to cast a total of thirteen (13) votes. The votes can be cast for one nominee or spread among several nominees. The five (5) nominees receiving the most votes will be declared elected for two-year terms beginning January 1, 2024. Resolution No. 2023-23 addresses the casting of the City's votes.

FINANCIAL IMPACT:

N/A

RECOMMENDATION:

N/A

Attachments

TAD Bd of Diectors Election Resolution 2023.pdf

TAD--Ballot for 2023.pdf

TAD 2024-2025 term BOD Vote Allocation.pdf

Resolution No. 2023-23

A resolution authorizing the casting of the City of Saginaw’s allocated votes for appointment on the Tarrant Appraisal District Board of Directors

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF SAGINAW:

- I. That the Mayor of the City of Saginaw, is hereby authorized, on behalf of the City Council of the City of Saginaw, to cast the City of Saginaw’s allocated thirteen (13) votes on the official ballot for the election of members to the Tarrant Appraisal District’s Board of Directors.

- II. A substantial copy of the official ballot is attached hereto and incorporated herein for all intents and purposes.

- III. Further, the City Secretary is hereby directed to forward a certified copy of this resolution to Mr. William Durham, Interim Chief Appraiser, Tarrant Appraisal District, P.O. Box 185579, Fort Worth, Texas 76181-0579.

PRESENTED AND PASSED on this the 7th day of November, 2023, by a vote of _____ ayes and _____ nays at a regular meeting of the City Council of the City of Saginaw.

Todd Flippo, Mayor

ATTEST:

Janice England, City Secretary



OFFICIAL BALLOT

**ELECTION OF MEMBERS TO THE BOARD OF DIRECTORS
TARRANT APPRAISAL DISTRICT**

Following are the candidates for appointment to the five (5) voting positions on the Board, listed alphabetically with the taxing unit(s) that timely submitted the nominations for each.

Please indicate your taxing unit's vote(s) by **entering the number of votes to the left of your candidate(s)** of choice.

VOTES FOR	Nominees
	Mr. Alan Blaylock
	Mr. Rich DeOtte
	Mr. Gary Losada
	Mr. Jerald Miller
	Ms. Gloria Pena
	Mr. Vince Puente, Sr.
	Mr. Jacob Wurman

IMPORTANT: This ballot must be returned **before December 15, 2023** to William Durham, Interim Chief Appraiser, Tarrant Appraisal District, **P. O. Box 185579, Fort Worth, Texas, 76181-0579**, by mail or by email to jwooddell@tad.org.

Please *attach this ballot to the resolution* passed by your taxing unit authorizing this vote.

TARRANT APPRAISAL DISTRICT
 Calculation of Taxing Entity Votes in 2023 for Appointment to
 Board of Directors
 Per Section 6.03(d) of Texas Property Tax Code

	Votes
School Districts:	
Aledo ISD	5
Arlington ISD	453
Azle ISD	25
Birdville ISD	162
Burleson ISD	29
Carroll ISD	125
Castleberry ISD	16
Crowley ISD	134
Eagle Mountain/Saginaw ISD	189
Everman ISD	25
Fort Worth ISD	597
Godley ISD	1
Grapevine/Colleyville ISD	194
Hurst/Euless/Bedford ISD	196
Keller ISD	280
Kennedale ISD	22
Lake Worth ISD	18
Lewisville ISD	5
Mansfield ISD	221
Northwest ISD	155
White Settlement ISD	40
	2,895
Total Schools Cities:	
City of Arlington	194
City of Azle	6
City of Bedford	25
City of Benbrook	15
City of Blue Mound	1
City of Burleson	6
City of Colleyville	17
City of Crowley	9
City of Dalworthington Gardens	2
Edgecliff Village	1

City of Euless	25
City of Everman	3
City of Flower Mound	2
City of Forest Hill	7
City of Fort Worth	623
City of Grand Prairie	59
City of Grapevine	28
City of Haltom City	19
City of Haslet	4
City of Hurst	21
City of Keller	23
City of Kennedale	7
Town of Lakeside	1
City of Lake Worth	3
City of Mansfield	53
City of N. Richland Hills	37
Town of Pantego	2
City of Pelican Bay	1
City of Reno	0
City of Richland Hills	4
City of River Oaks	3
City of Roanoke	0
City of Saginaw	13
City of Sansom Park	2
City of Southlake	32
Town of Trophy Club	1
City of Watauga	10
Town of Westlake	3
City of Westover Hills	3
Westworth Village	2
City of White Settlement	9
 	<hr/>
Total Cities Other:	1,272
Tarrant County	526
Tarrant County College	307
 	<hr/>
Total Other	833
Total All	5,000



City of Saginaw
City Council Memorandum

Prepared By: Melanie McManus

**Consideration and Action regarding Resolution 2023-24, Revisions to the City of Saginaw Personnel Policies--
Melanie McManus, HR Director**

Meeting	Agenda Group	
Tuesday, November 7, 2023, 6:00 PM	Business	Item: E
Reference File		

BACKGROUND/DISCUSSION:

Resolution No. 2023-24 - requesting revisions to the City of Saginaw Personnel Policy Manual.

Chapter 10 Employee Benefits, Section 10.10 Longevity Pay - Increase the dollar amount from \$6.00 for each completed month of service with the city to \$7.00.

The last time the dollar amount per month was increased from \$5.00 to \$6.00 was May 1996 with an effective date of October 1996. (27 years)

Chapter 11 Employee Incentive Program, Section 11.1 Attendance - Remove the attendance policy.

Encouraging employees to take time off when necessary is not only good for their health but also a great way to promote a healthy work environment.

FINANCIAL IMPACT:

\$5,087.00

RECOMMENDATION:

Staff recommends approval.

Attachments

Resolution No. 2023-24 - Revisions to the City of Saginaw Personnel Policy Chapter 10, Section 10.10 and Remove Chapter 11, Section 11.1.pdf

CITY OF SAGINAW RESOLUTION NO. 2023-24

**A RESOLUTION OF THE CITY OF SAGINAW, TEXAS TO APPROVE
REVISIONS TO THE CITY OF SAGINAW PERSONNEL POLICIES,
AND APPROVING THE SAID CITY OF SAGINAW PERSONNEL
POLICIES MANUAL AS SO REVISED**

WHEREAS, the City Staff has prepared revisions to the City of Saginaw, Texas Personnel Policies Manual, as originally adopted on November 17, 1988, and as heretofore revised on June 7, 1988; February 20, 1990; June 16, 1992; and December 6, 1994; April 6, 1999, May 19, 2009; August 18, 2009; December 1, 2009; April 20, 2010; September 7, 2010; August 16, 2011; June 19, 2012; August 20, 2013; September 6, 2014; September 1, 2015; January 5, 2016; December 6, 2016; January 21, 2020; February 2, 2021; May 3, 2022 and

WHEREAS, the City Council has heretofore reviewed the proposed revisions as set forth in the attached exhibit;

NOW, THEREFORE: BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF SAGINAW, TEXAS:

1. That the City Council of the City of Saginaw, Texas does hereby formally approve the proposed revisions of the City of Saginaw Personnel Policies Manual, as presented to the City Council at the regular meeting of said City Council on the 7th day of November, 2023 and set forth in the attached exhibit and reflected by the minutes of said meeting.
2. That henceforth the Personnel Policies Manual incorporating the said revisions, and bearing the date of November 7, 2023, be and is hereby adopted and approved as the City of Saginaw Personnel Policies Manual effective with the adoption of this resolution on November 7, 2023.

ADOPTED AND APPROVED this 7th day of November, 2023.

APPROVED:

Todd Flippo, Mayor

ATTEST:

Janice England, City Secretary

APPROVED AS TO FORM AND LEGALITY:

Bryn Meredith, City Attorney

**Proposed – Amend – Chapter 10, Section 10.10 Longevity
Remove – Chapter 11, Section 11.1 Attendance**

CHAPTER 10 EMPLOYEE BENEFITS

10.1 EMPLOYEE BENEFITS - OVERVIEW

Benefit eligibility is dependent upon a variety of factors, including employee classification and length of service. Generally, however, regular full-time employees are eligible for most benefits, and regular part-time employees are eligible for certain benefits on a pro-rata basis. Temporary/Seasonal employees are generally not eligible for City benefits. Employees should contact the Human Resource Manager to obtain information regarding the benefits for which employees may be eligible.

Benefits available to eligible employees include, but are not limited to:

- Holidays
- Civic Duty Leave
- Sick Leave
- Disability Leave
- Vacation Leave
- Funeral Leave
- Military Leave
- Group Health, Dental and Life/Accident Insurance
- TMRS Contributions
- Professional Development Leave
- Workers' Compensation Benefits
- Family and Medical Leave Act

While the City pays the full cost of most of these benefits, some of the benefit programs require contributions from participating employees.

10.2 BENEVOLENT FUND

The City provides a benevolent fund which is a supplement to the life insurance benefits. This fund applies to all regular City employees and part time City employees while on or off duty. This applies to reserve police officers and school crossing guards who die while on duty for the City. A total of \$1,500.00 will be paid directly to the family of the employee in the event of an employee death. The family will receive these funds within 24 hours of the death.

10.3 PROFESSIONAL MEMBERSHIPS AND SUBSCRIPTIONS

The City will participate in the cost of professional memberships and subscriptions for employees applicable to their positions; provided the necessary funds are available.

Requests for memberships and subscriptions must be submitted on forms provided by the City and approved by the Department Head prior to participation.

10.4 LUNCH PERIODS

The scheduling of employee lunch periods will be determined by the Department Head to facilitate serving the public and permitting efficient department operations. Lunch periods shall be no more than one (1) hour in length and may be less when required for efficient service to the public.

10.5 FIRE, POLICE, PUBLIC WORKS AND RECREATION DEPARTMENT UNIFORMS

The City will supply all fire, police, public works and recreation department personnel with appropriate uniforms. Replacement cost of uniforms will be provided by the City as required. All uniforms must be returned upon termination.

10.6 WORKERS' COMPENSATION INSURANCE AND INJURY WAGE CONTINUATION BENEFITS

The City has workers' compensation insurance coverage to protect all employees. Upon employment, a notice shall be given to the employee informing him/her about the insurance. This notice will be signed by the employee and placed in his/her permanent personnel file.

In most cases, a City employee injured as a result of duties performed in the course of his or her job shall be eligible to receive workers' compensation benefits from the City's insurance carrier at no expense to the employee. In addition, the City will supplement the employee's worker's compensation pay in an amount, necessary, to make up the difference between such payments and the employee's full regular pay. No pay is to exceed one hundred percent (100%) of the employee's regular salary. Employees pay is based on a forty (40) hour work week while on disability.

An employee with a worker's compensation injury who is able as determined by the treating physician, to perform light duty may be required by the Department Head to do so for his or her original department or another department.

An employee who is physically able and who fails to report an on-the-job injury within twenty-four (24) hours after it occurred to his or her supervisor and take such first aid treatment as may be necessary may not receive or be eligible for injury benefits. When an employee is injured on the job, the Department Head will immediately submit a written accident report to the Human Resource Manager. In addition, an Accident Investigation Form must be completed by the employee and their supervisor and submitted to the Human Resource Manager for every accident regardless of the severity or nature.

The Department Head will be responsible for any subsequent reports that are to be filed, including "Employer's First Report of Injury." All reports required by Section 5.7 must be

submitted to the Human Resource Manager within three (3) days after knowledge of the accident.

10.7 SOCIAL SECURITY

All employees of the City are covered under the Federal Insurance Contributions Act (FICA). This type of government insurance, known as "Federal Old Age and Survivor's Insurance" (OASDI), provides for benefits for retirement and disability. This insurance is financed by social security taxes which are paid through payroll deductions by the employee. The City contributes a matching amount toward financing this insurance.

10.8 UNEMPLOYMENT INSURANCE

All employees of the City are covered under the Texas Unemployment Compensation Insurance program and the City pays this tax. This program provides payments for unemployed workers in certain circumstances as provided by law.

10.9 RETIREMENT

The City is a participant of the Texas Municipal Retirement System. The City establishes the percentage to be deducted from each employee's earnings and the City doubles the contribution for each employee. A participant may retire with a combination of a minimum total of five (5) years of service and age sixty, or twenty years of service at any age.

The Texas Municipal Retirement System was established in 1948 as a retirement and disability pension system for municipal employees in the State of Texas. It is administered in accordance with the Texas Municipal Retirement System Act (Texas Government Code, Title 8, and Subtitle G). As such, TMRS is a public trust fund which has the responsibility of administering the system in accordance with the TMRS Act and bears a fiduciary obligation to the State of Texas, the TMRS member cities and the public employees who are its beneficiaries.

Any employee (regular and part time employees who work at least twenty (20) hours per week) is automatically a member of this system regardless of your age at the time of employment. A percentage of employee earnings will be deducted from each paycheck and set aside, along with money contributed by the City, to guarantee a retirement income for life. Participation begins on the date of employment.

The City has a five year vesting plan. Under this plan, if an employee has credit for five years of service, and later terminates employment with the City (without withdrawing their deposits), the employee becomes eligible for service retirement at age 60 (that would include the City's funds on deposits and accumulated interest).

Please refer to the TMRS Benefits Guide which is published by the Texas Municipal Retirement System and given to each employee. Copies of these handbooks are available in the human resource office. Information is also available at the TMRS website.

10.9.1 RETIREE MEDICAL COVERAGE BENEFIT THROUGH COBRA

The definition of a retired employee would be any employee of the City of Saginaw with insurance benefits that has worked for the City of a total of 10 years and is at least 60 years old or an employee that has worked for the City for 25 years and is any age.

If the retired employee chooses to continue medical coverage through Cobra they will be allowed an amount of \$100.00 per month to be applied toward medical coverage for 18 months or whenever the retiree turns 65, whichever may occur first. The maximum premium the City would contribute would be \$100.00 per month for a maximum of 18 months or \$1,800.00.

10.10 LONGEVITY PAY

GOALS:

To increase employee morale and develop a special pay period to reward employees with continued length of service with the City.

QUALIFICATIONS

Qualifications are as follows

- (a) regular full time employees;
- (b) part time employees who work continuously at least twenty (20) hours per week year round;
- (c) employees with twelve (12) or more completed months of service on December 1 of each year shall be eligible to receive longevity pay.

GUIDELINES:

The guidelines are as follows

Increase to \$7.00

- (a) eligible employees will be paid **\$6.00** of longevity for each completed month of service with the City;
- (b) employees with less than twelve (12) months of service on December 1 shall not be eligible to receive longevity pay for that year;

- (c) longevity will be paid to all eligible employees on the first Friday of December each year;
- (d) longevity pay will be considered a special payroll for the longevity pay only, less taxes;
- (e) eligible employees will be paid a pro rata amount based on completed years of service and number of completed months since their last longevity check plus \$6.00 per month for each complete month which was not calculated in their first longevity check upon their separation from the City's employ.

10.11 MANDATORY DIRECT DEPOSIT

Effective October 15, 2011, direct deposit of pay is mandatory for all current, hired (or rehired) employees. Direct deposit allows you to receive payments in a safe, secure and efficient manner by having your funds deposited directly into the bank account of your choice.

10.12 TRAVEL EXPENSE

The Department Head, with the approval of the City Manager, may authorize official travel by employees, if such travel is essential to the conduct or planning of activities of the City. Travel costs should be submitted to the Department Head after they have occurred. The cost for travel shall be reimbursed at the current IRS rate if a personal or private vehicle is used. Other travel expenses will be reimbursed on an actual cost basis upon the furnishing of a voucher for the cost. The Mayor, Council and Department Heads shall receive \$50.00 per day as per diem. If an employee who receives a car allowance travels more than 75 miles (one-way) from the employee's regularly assigned work location, the employee may be eligible for mileage reimbursement when traveling for business related purposes.

10.13 CERTIFICATION PAY

In order to receive compensation, the license or certificate must be deemed beneficial to the City as a part of the employee's required work responsibilities. To qualify for certification pay, licenses and certificates must be obtained from the appropriate State certification or licensing agencies and/or recognized professional associations performing similar certification or licensing functions. Licenses and certificates must be directly related to the employee's present position, and current job duties and/or job requirements. The licenses and certificates must be maintained in an active status in order to receive compensation. It is the sole responsibility of the employee to provide current copies of licenses or certifications in order for compensation to be considered. If a license or certification has expired, the related compensation will stop. In no event will retroactive certification pay be awarded for changes in policy or an employee's failure to provide or maintain proof of current licenses and certifications in his/her personnel file.

All requests for license or certification pay must be done through a payroll status change form. The Human Resources Department will not initiate an employee's certification pay

until the first pay period of the month following the date of the certificate. Certification pay will be paid on the first pay check of each month (12 times per year).

10.14 Bad Weather

If weather conditions are such as to make travel conditions hazardous, the City Manager will make a determination whether City offices shall open late or be closed. The City Manager shall advise the dispatch office of this determination. This determination affects only nonessential personnel. For purposes of this section, all fire and police personnel are deemed essential personnel. Essential Personnel shall also include all employees designated as "essential" by the Director of Public Works. In lieu of such emergency declaration, any staff member not reporting or reporting late to work may be charged with vacation leave, sick leave, or if such is not available, leave without pay.

10.15 Tuition Reimbursement Policy

The Tuition Reimbursement Program provides an opportunity and an incentive to encourage employees in pursue higher education and expertise in their related job duties and/or to provide avenues for career development. The City believe this investment will result in higher performance, better service and efficiency throughout the organization, and the expectation that the employee is committed to continue employment with the City.

This program is subject to availability of funds in the City budget. The Tuition Reimbursement Program may be suspended at any time with or without notice by the City Manager or the City Council.

Participation in the Tuition Reimbursement Program is a privilege of employment, not a right. Therefore, participation in the program is subject to approval and is not guaranteed for any employee.

Eligibility to Participate

In order to be eligible to participate in the Tuition Reimbursement Program, an Employee:

- Must be a regular, full-time employee.
- Must have a least one-year full-time employment with the City.
- Must be meeting the performance expectations of the Employee's current position.
- Must not have any formal disciplinary actions within the previous 24 months. Formal disciplinary actions include verbal reprimand, written reprimand, demotions, or suspensions.
- Must not currently be on a Performance Improvement Plan.
- Must be proposing coursework or a degree program that has been approved by the Department Head and City Manager as being beneficial to the city and applicable to the employee's related job duties and/or to provide avenue for career development.
- Must attend a "fully-accredited" college, community college, or university.
- Must earn a passing grade of "C" or higher in any approved coursework to be eligible for reimbursement.

Application Process

Employees requesting tuition reimbursement must be enrolled in a fully-accredited college or university. Employee must complete coursework that is related to their current City employment or to a position that the employee could reasonably progress to or transfer to within the City. Prior to participating in the program, employees must submit an application, degree plan, and a summary statement that explains how the degree/course will assist the employee in the employee's current role and/or how the degree/course could help prepare the employee for a position that the employee aspires to transfer to within the City. The Application for Tuition Reimbursement must be submitted to the Department Head no earlier than two months prior to the start of class, but no later than fifteen (15) days before the start of the class/program. The Department Head will review the employee's application materials and make a recommendation to the City Manager as to whether or not the degree/course is eligible for reimbursement. The City Manager will have final approval as to the eligibility of degree plan/course for reimbursement.

Limits on Tuition Reimbursement

- Expenses Excluded: Textbooks, course supplies, testing, parking, late fees, penalties, orientation fees, applications for graduation, installment fees, costs related to acquiring official transcripts or certificates, travel, student ID cards, costs for computers, internet connections required for on-line coursework and other miscellaneous expenses.
- It is expected that time needed for completing the educational requirements of the employee's coursework will be limited to the employee's personal time off, vacation or other paid leave. Occasional time allowances may be made between the supervisor and employee to participate in required activities such as examinations, registrations, etc.
- Employees will not be reimbursed for tuition already covered by other types of assistance or benefits, such as scholarships, tuition waivers, grants, financial aid, or other programs.

Reimbursement

- All reimbursement request must be received within 45 calendar days of the course end date.
- All request for reimbursement must include proper documentation as listed on the Tuition Reimbursement Form.
- Reimbursement will be issued through Payroll.
- Please allow a minimum of 30 business days for reimbursement processing.
- If the employee fails to submit a Tuition Reimbursement Form within 45 calendar days of the course end date, the employee forfeits the tuition reimbursement benefit.
- Reimbursement is subject to the availability of funds in the City budget. The Tuition Reimbursement Program may be suspended at any time with or without notice by the City Manager or the City Council.

Maximum Benefit

The maximum amount available through tuition reimbursement to any employee is \$5,000 per calendar year. The City of Saginaw has chosen to cap the annual amount an employee may receive in tuition reimbursement under this plan at this dollar amount. The city will only reimburse actual tuition and fee expenses. At no time shall the city be required to reimburse more than what the student actually paid for tuition and fees.

Service Requirement

As a condition of participation in the Tuition Reimbursement Program, employees must agree to remain employed with the City for two years for every one year of tuition reimbursement. If the employee fails to remain employed by the City for this time period, for any reason, the City will deduct the dollar amount of any tuition reimbursement provided the employee during the twenty-four (24) month period before the employee's termination/resignation date from the employee's accrued, unused leave balances normally payable upon separation. In the even the employee's accrued, unused leave balances are insufficient to pay the amount owed, the employee agrees that the balance must be repaid to the City of Saginaw. NOTHING HEREIN WILL ALTER THE EMPLOYEE'S AT-WILL EMPLOYMENT STATUS.

Approval Requirement

An Employee Tuition Reimbursement Application Form must be completed and approved prior to registration for courses.

The Department Head will recommend approval or disapproval for the tuition reimbursement. If the Department head approves course(s) for possible reimbursement, he/she must indicate the reason the course is directly related to the duties of the employee's position. Similarly, if the Department Head recommends disapproval for the tuition reimbursement, the reason for such disapproval should be indicated. The Department Head will then forward the application with his/her recommendation to the City Manager for final review and/or approval.

CHAPTER 11 EMPLOYEE INCENTIVE PROGRAM

11.1 ATTENDANCE

GOALS:

The goals of the Employee Incentive Program are

- (a) to provide economic savings for the City and to improve the effectiveness and efficiency of employees by increasing employee attendance and decreasing unplanned time off;
- (b) to increase employee morale and develop a spirit of unity by implementing quarterly meetings, awards and other ways to recognize employees;

- (c) to reward employees who have perfect attendance records and do not utilize the sick plan.

QUALIFICATIONS:

The qualifications for the Incentive Program are

- (a) employee must be full time with benefits, and have completed six months (two full quarters). New employees will qualify beginning the first day of the next complete quarter following the quarter in which employment with the City begins;
- (b) employee must not miss work due to illness or time off without pay. **An exception will be made for anyone injured while working their regular job. Those employees will not be eligible for the quarterly rewards, but will be included in the annual drawing;**
- (c) vacation time and earned comp time is considered allowed time off and does not disqualify an employee for incentive awards.

RECOGNITION AND AWARDS

The recognition and awards are:

- (a) employees who complete twelve (12) months employment without time off will be eligible for a **\$500** cash drawing. Employee names will be added for the number of consecutive years for which they have not been off. (If an employee has not been off for three years, their name will be entered three times, etc.). Only one employee will receive the \$500 each year;
- (b) employees who have completed three (3) months without time off will receive a **\$60** cash bonus (less taxes) or four hours of comp time once each quarter. They will also be eligible for the door prize drawing;
- (c) the City will host a quarterly party at 2:00 p.m. on the third Tuesday of the month following the end of each quarter. Employees who have had birthdays in the previous quarter will be recognized. Length of service will also be recognized.

MISCELLANEOUS:

- (a) Employee Incentive Attendance Program became effective July 1, 1991.
- (b) Quarters are as follows
July - September
October - December
January - March
April - June

- (c) Annual drawing for \$500 cash prize will be held following the fourth quarter (April - June) and will be awarded at the following incentive meeting in July.

11.2 SERVICE AWARD PROGRAM

GOAL:

The goal of the Service Award Program is to increase employee morale and develop a spirit of unity by recognizing employees for the completion of years of service with the City.

QUALIFICATIONS:

Those who qualify are:

- (a) full time employees;
- (b) part time employees who work continuously at least 20 hours per week for the entire year;
- (c) Elected Officials (Mayor and Council).

RECOGNITION AND AWARDS:

Service pins will be given to employees for the completion of five years employment with the City. A diamond will be added for every five years employment thereafter.

5 years	14 kt. gold emblem with one 2 point diamond
10 years	one, 2 point diamond to be added
15 years	one, 2 point diamond to be added
20 years	one, 2 point diamond to be added
25 years	one, 2 point diamond to be added and a keepsake gift (approximately \$300)
30 years	one, 2 point diamond to be added
35 years	one, 2 point diamond to be added
40 years	one, 2 point diamond to be added

MISCELLANEOUS:

- (a) Service pins were awarded for the first time on July 18, 1992;
- (b) Employees reaching years of service set forth in the "Recognition and Awards" are awarded service pins at the quarterly incentive party. Quarterly parties are held the third Tuesday of each month (January, April, July, and October);

- (c) employees completing additional years of service after the pin has been awarded will need to return the pin to the Human Resource Manager the month prior to their anniversary date so a diamond can be added. The employee will be recognized and their pin, with an additional stone, will be awarded to them at the next quarterly party;
- (d) if an employee loses their pin, it can be replaced at the employee's expense.