

LEWISVILLE CITY COUNCIL

REGULAR SESSION

NOVEMBER 21, 2016

Present:

Rudy Durham, Mayor

Council Members:

TJ Gilmore, Mayor Pro Tem
Leroy Vaughn, Deputy Mayor Pro Tem
R Neil Ferguson
Brent Daniels
Brandon Jones

City Staff:

Donna Barron, City Manager
Eric Ferris, Assistant City Manager
Claire Swann, Assistant City Manager
Melinda Galler, Assistant City Manager
Julie Heinze, City Secretary
Lizbeth Plaster, City Attorney

WORKSHOP SESSION – 6:00 P.M.

With a quorum of the Council Members present, the workshop session of the Lewisville City Council was called to order by Mayor Durham at 6:00 p.m. on Monday, November 21, 2016, in the City Council Conference Room of the Lewisville City Hall, 151 West Church Street, Lewisville, Texas. All City Department Heads were in attendance.

**Presentation of Planned Changes to Arts
Support Grant Requirements**

(Agenda Item A)

At the request of City Manager Donna Barron, Director of Communications and Tourism James Kunke conducted the attached PowerPoint Presentation regarding Planned Changes to Arts Support Grant Requirements.

Discussion was held regarding how the grant point system worked in regard to entities that perform at the MCL Grand Theatre. Further discussion was held that part of the arts groups' feelings that when they were successful with their fundraising efforts and ability to sustain funds, those were seen as negatives as far as the amount of grant funding they may receive. Mr. Kunke indicated that it was not the intent to limit grant funding when a group was successful in their funding raising efforts and ability to sustain funding; however, those concern would be addressed with the groups to provide assurance that they would not negatively impact the amount of funding they may be considered to receive.

WORKSHOP SESSION – 6:00 P.M.

**Presentation of Results From the 2016
Resident Satisfaction Survey**

(Agenda Item B)

At the request of City Manager Donna Barron, Director of Communications and Tourism James Kunke conducted the attached PowerPoint Presentation regarding Results From the 2016 Resident Satisfaction Survey.

**Discussion of Regular Agenda Items and
Consent Agenda Items**

(Agenda Item C)

Mayor Durham reviewed Agenda Item A, Invocation. There was no discussion on this item.

Mayor Durham reviewed Agenda Item B, Pledge to the American and Texas Flags. There was no discussion on this item.

Mayor Durham reviewed Agenda Item C, Public Hearing: Consideration of an Ordinance Granting a Zone Change Request From Single Family Residential District (R-7.5) to Old Town Mixed Use One District (OTMU1), on Approximately 0.206 Acres Legally Described as Lot 11, Block B, Degan Addition; Located on the West Side of Milton Street Approximately 90 Feet South of Edwards Street, at 503 and 505 Milton Street; as Request by Gabriella Martinez, Roberto Martinez and Lidia Martinez, the Property Owners (Case No. PZ-2016-11-30). There was no discussion on this item.

Mayor Durham reviewed Agenda Item D, Visitors/Citizens Forum. There was no discussion on this item.

Mayor Durham reviewed Agenda Item E-1, Approval of City Council Minutes of the November 7, 2016, Workshop Session and Regular Session. There was no discussion on this item.

Mayor Durham reviewed Agenda Item E-2, Approval of an Interlocal Cooperation Agreement for Library Services With Denton County; Designation of the Library Services Director as the Official Liaison for the City of Lewisville; and Authorization for the City Manager to Execute the Agreement. At the questioning of Mayor Pro Tem Gilmore, City Manager Donna Barron advised that this amount had decreased from last year; however, it was simply because Denton County had determined that approximately 2,500 of Lewisville residents resided in Dallas County and not Denton County, otherwise it would have stayed flat. There was no further discussion on this item.

WORKSHOP SESSION – 6:00 P.M.

**Discussion of Regular Agenda Items and
Consent Agenda Items (cont'd)**

(Agenda Item C)

Mayor Durham reviewed Agenda Item E-3, Approval of a Resolution Authorizing Agreements Between the City of Lewisville and Homeless Services Grant Recipients; and Authorization for the City Manager to Execute the Agreements. There was no discussion on this item.

Mayor Durham reviewed Agenda Item E-4, Acceptance of Property Located on a Portion of 867 Harbor Drive; Further Identified as a Portion of Lot 12, Block E, Lakeland Terrace Addition, Being Conveyed to the City of Lewisville, Texas by Donation Deed From Gregg Douglas Parsons and Sharon Elaine Parsons. There was no discussion on this item.

Mayor Durham reviewed Agenda Item F-5, Third and Final Reading: Consideration of an Ordinance Granting a Zone Change Request From Agricultural Open-Space District (AO), Light Industrial District (LI) and Specific Use – Landfill Operations District (SU – Landfill Operations) to Specific Use – Landfill Operations and Accessory Uses District (SU – Landfill Operations and Accessory Uses); With Seven Associated Variances, on Approximately 470 Acres Situated in the P.O. Leary Survey, Abstract No. 974; A.J. Chowning Survey, Abstract No. 1638; P. Higgins Survey, Abstract No. 525; H. Harper Survey, Abstract No. 605; and the S. M. Hayden Survey, Abstract No. 537; Generally Located at the Southern Terminus of Huffines Boulevard and South of the Future Extension of East Corporate Drive, at 580 Huffines Boulevard; as Requested by Jason Edwards of Weaver Consultants Group, LLC on Behalf of the City of Farmers Branch and Camelot Landfill TC, LP, the Property Owners (Case No. PZ-2016-09-27). Councilman Jones advised that he would be abstaining from discussion on this item as his spouse is employed by Farmers Branch. There was no further discussion on this item.

Mayor Durham reviewed Agenda Item F-6, Consideration of a Variance to the Lewisville City Code Section 6-54 (When an Engineering Site Plan is Required) Regarding a Waiver of Engineering Site Plan Requirements Relative to the Addition of a New Sanitary Sewer Service and a Variance to the Lewisville City Code, Section 2-201 (Fees) Regarding a Waiver of Variance Fees Related to the Sunbelt Rental Facility Located at 1750 Business 121 East, as Requested by Mark Ball, Director of Real Estate & Construction, Sunbelt Rentals, on Behalf of the Owner. There was no discussion on this item.

Mayor Durham reviewed Agenda Item G, Reports. Third Quarter 2016 Boards/Commissions/Committees Attendance Reports. Quarterly Investment Report From July 1, 2016 – September 30, 2016. There was no discussion on this item.

Mayor Durham reviewed Agenda Item H-Closed Session. There was no discussion on this item.

With no further discussion, the workshop session of the Lewisville City Council was adjourned at 6:55 p.m. on Monday, November 21, 2016.

REGULAR SESSION – 7:00 P.M.

With a quorum of the Council Members present, the regular session of the Lewisville City Council was called to order by Mayor Durham at 7:00 p.m. on Monday, November 21, 2016, in the Council Chambers of the Lewisville City Hall, 151 West Church Street, Lewisville, Texas.

Invocation

(Agenda Item A)

At the request of Mayor Durham, Deputy Mayor Pro Tem Vaughn gave the invocation.

Pledge to the American and Texas Flags

(Agenda Item B)

At the request of Mayor Durham, Councilman Jones gave the pledge to the American and Texas flags.

(Mayor Pro Tem Gilmore conducted the following portion of the City Council agenda.)

**Public Hearing: Consideration of Ordinance
No. 4335-11-2016 (Z) Granting a Zone
Change Request From Single Family
Residential District (R-7.5) to Old Town
Mixed Use One District (OTMU1), on
Approximately 0.206 Acres Legally
Described as Lot 11, Block B, Degan
Addition; Located on the West Side of Milton
Street Approximately 90 Feet South of
Edwards Street, at 503 and 505 Milton
Street; as Request by Gabriella Martinez,
Roberto Martinez and Lidia Martinez, the
Property Owners (Case No. PZ-2016-11-30)**

(Agenda Item C)

The property is currently occupied by a duplex on a single lot. Denton Central Appraisal District (DCAD) records indicate the dwelling unit was originally constructed in 1954. The applicant would like to add onto the existing house. The proposed Old Town Mixed Use One (OTMU1) zoning is consistent with the zoning recommended by the Old Town Master Plan and allows a duplex. The Planning and Zoning Commission recommended unanimous approval (7-0) of the zone change request at their meeting on November 1, 2016.

The City staff's recommendation was that the City Council approve the proposed ordinance as set forth in the caption above.

Public Hearing: Consideration of Ordinance No. 4335-11-2016 (Z) Granting a Zone Change Request From Single Family Residential District (R-7.5) to Old Town Mixed Use One District (OTMU1), on Approximately 0.206 Acres Legally Described as Lot 11, Block B, Degan Addition; Located on the West Side of Milton Street Approximately 90 Feet South of Edwards Street, at 503 and 505 Milton Street; as Request by Gabriella Martinez, Roberto Martinez and Lidia Martinez, the Property Owners (Case No. PZ-2016-11-30) (cont'd)

(Agenda Item C)

Mayor Pro Tem Gilmore opened the public hearing.

Richard Luedke, Planning Manager, was available to address any questions posed by the City Council.

MOTION: Upon a motion made by Councilman Ferguson and seconded by Councilman Jones, the Council voted five (5) “ayes” and no (0) “nays” to close the public hearing. The motion carried.

City Attorney Lizbeth Plaster read the ordinance caption into the record as follows:

“An Ordinance of the Lewisville City Council, Amending the Zoning Ordinance by Rezoning Approximately 0.206 Acres Legally Described as Lot 11, Block B, Degan Addition, Located on the West Side of Milton Street Approximately 90 Feet South of Edwards Street, at 503 and 505 Milton Street; From Single Family Residential (R-7.5) Zoning to Old Town Mixed Use 1 District (OTMU1) Zoning; Correcting the Official Zoning Map; Preserving all Other Portions of the Zoning Ordinance; Determining That the Public Interests and General Welfare Demand This Zoning Change and Amendment Therein Made; Providing for a Repealer, Severability, and a Penalty; and Declaring an Emergency.”

MOTION: Upon a motion made by Councilman Ferguson and seconded by Councilman Jones, the Council voted five (5) “ayes” and no (0) “nays” to approve and adopt **Ordinance No. 4335-11-2016 (Z)**, as previously captioned. The motion carried.

(Deputy Mayor Pro Tem Vaughn conducted the following portion of the City Council agenda.)

Visitors/Citizens Forum

(Agenda Item D)

No one appeared to speak at this time.

(Mayor Pro Tem Gilmore conducted the following portion of the City Council agenda.)

CONSENT AGENDA

(Agenda Item E)

MOTION: Upon a motion made by Mayor Pro Tem Gilmore and seconded by Councilman Ferguson, the Council voted five (5) “ayes” and no (0) “nays” to approve and adopt all remaining items on the Consent Agenda, as recommended and as follows:

1. APPROVAL OF MINUTES: City Council Minutes of the November 7, 2016, Workshop Session and Regular Session.
1. Approval of an Interlocal Cooperation Agreement for Library Services With Denton County; Designation of the Library Services Director as the Official Liaison for the City of Lewisville; and Authorization for the City Manager to Execute the Agreement.
2. Approval of Resolution No. 4336-11-2016 (R) Authorizing Agreements Between the City of Lewisville and Homeless Services Grant Recipients; and Authorization for the City Manager to Execute the Agreements.
3. Acceptance of Property Located on a Portion of 867 Harbor Drive; Further Identified as a Portion of Lot 12, Block E, Lakeland Terrace Addition, Being Conveyed to the City of Lewisville, Texas by Donation Deed From Gregg Douglas Parsons and Sharon Elaine Parsons.

The motion carried.

END OF CONSENT AGENDA

Councilman Jones advised that he would be abstaining from discussion and consideration of the following item as his wife is employed by Farmers Branch. The appropriate Conflict of Interest Affidavit had been filled out and filed with the City Secretary. Councilman Jones stepped away from the dais.

Third and Final Reading: Consideration of Ordinance No. 4337-11-2016 (Z) Granting a Zone Change Request From Agricultural Open-Space District (AO), Light Industrial District (LI) and Specific Use – Landfill Operations District (SU – Landfill Operations) to Specific Use – Landfill Operations and Accessory Uses District (SU – Landfill Operations and Accessory Uses); With Seven Associated Variances, on Approximately 470 Acres Situated in the P.O. Leary Survey, Abstract No. 974; A.J. Chowning Survey, Abstract No. 1638; P. Higgins Survey, Abstract No. 525; H. Harper Survey, Abstract No. 605; and the S. M. Hayden Survey, Abstract No. 537; Generally Located at the Southern Terminus of Huffines Boulevard and South of the Future Extension of East Corporate Drive, at 580 Huffines Boulevard; as Requested by Jason Edwards of Weaver Consultants Group, LLC on Behalf of the City of Farmers Branch and Camelot Landfill TC, LP, the Property Owners (Case No. PZ-2016-09-27)

(Agenda Item F-5)

At the October 17, 2016, City Council meeting, the Council approved the subject ordinance. However, due to the lack of a 4/5's vote by the Council to adopt the ordinance on an emergency basis, the ordinance has to be read on three separate days to meet the City Charter requirements. This will be the third and final reading.

The City staff's recommendation was that the City Attorney provide the third and final reading of the ordinance.

Third and Final Reading: Consideration of Ordinance No. 4337-11-2016 (Z) Granting a Zone Change Request From Agricultural Open-Space District (AO), Light Industrial District (LI) and Specific Use – Landfill Operations District (SU – Landfill Operations) to Specific Use – Landfill Operations and Accessory Uses District (SU – Landfill Operations and Accessory Uses); With Seven Associated Variances, on Approximately 470 Acres Situated in the P.O. Leary Survey, Abstract No. 974; A.J. Chowning Survey, Abstract No. 1638; P. Higgins Survey, Abstract No. 525; H. Harper Survey, Abstract No. 605; and the S. M. Hayden Survey, Abstract No. 537; Generally Located at the Southern Terminus of Huffines Boulevard and South of the Future Extension of East Corporate Drive, at 580 Huffines Boulevard; as Requested by Jason Edwards of Weaver Consultants Group, LLC on Behalf of the City of Farmers Branch and Camelot Landfill TC, LP, the Property Owners (Case No. PZ-2016-09-27) (cont'd)

(Agenda Item F-5)

City Attorney Lizbeth Plaster read the ordinance caption into the record as follows:

“An Ordinance of the Lewisville City Council, Amending the Zoning Ordinance by Rezoning Approximately 470 Acres Situated in the P.O. Leary Survey, Abstract No. 974; A.J. Chowning Survey, Abstract No. 1638; P. Higgins Survey, Abstract No. 525; H. Harper Survey, Abstract No. 605; and the S. M. Hayden Survey, Abstract No. 537, Generally Located at the Southern Terminus of Huffines Boulevard and South of the Future Extension of East Corporate Drive, at 580 Huffines Boulevard; From Agricultural Open Space District (AO) Zoning, Light Industrial District (LI) Zoning and Specific Use – Landfill Operations District (SU – Landfill Operations) Zoning to Specific Use – Landfill Operations and Accessory Uses District (SU – Landfill Operations and Accessory Uses) Zoning; Correcting the Official Zoning Map; Preserving all Other Portions of the Zoning Ordinance; Determining That the Public Interests and General Welfare Demand This Zoning Change and Amendment Therein Made; Providing for a Repealer, Severability, and a Penalty; and Declaring an Emergency.”

(Councilman Jones returned to the dais.)

Consideration of a Variance to the Lewisville City Code Section 6-54 (When an Engineering Site Plan is Required) Regarding a Waiver of Engineering Site Plan Requirements Relative to the Addition of a New Sanitary Sewer Service and a Variance to the Lewisville City Code, Section 2-201 (Fees) Regarding a Waiver of Variance Fees Related to the Sunbelt Rental Facility Located at 1750 Business 121 East, as Requested by Mark Ball, Director of Real Estate & Construction, Sunbelt Rentals, on Behalf of the Owner

(Agenda Item F-6)

The subject site is a 4.725-acre lot zoned Light Industrial (LI) platted as Lot 1, Block A Nations Rent Addition. The business owner leasing the property, Sunbelt Rentals is proposing to connect to the City sanitary sewer and abandon the on-site septic system. Staff has reviewed the proposal and recommends to the City Council approval of the two variances: a) to waive the engineering site plan requirement relative to the utility change and b) to waive the \$350 variance fee. The Lessor, Sunbelt Rentals proposes to pay for all construction relative to the connection to City sanitary sewer and abandonment of the septic system including associated City tap fees and the Capital Recovery fee.

The City staff's recommendation was that the City Council approve the variances as set forth in the caption above with the following two conditions: 1) connection to the sanitary sewer must be permitted and completed before a construction contract for Midway Road is approved; and, 2) missing hedge segments adjacent to Business 121 must be replanted before a permit is issued to connect to the City sanitary sewer.

David Salmon, P.E., City Engineer, was present to respond to any questions posed by the City Council.

Consideration of a Variance to the Lewisville City Code Section 6-54 (When an Engineering Site Plan is Required) Regarding a Waiver of Engineering Site Plan Requirements Relative to the Addition of a New Sanitary Sewer Service and a Variance to the Lewisville City Code, Section 2-201 (Fees) Regarding a Waiver of Variance Fees Related to the Sunbelt Rental Facility Located at 1750 Business 121 East, as Requested by Mark Ball, Director of Real Estate & Construction, Sunbelt Rentals, on Behalf of the Owner (cont'd)

(Agenda Item F-6)

MOTION: Upon a motion made by Councilman Daniels and seconded by Deputy Mayor Pro Tem Vaughn, the Council voted five (5) “ayes” and no (0) “nays” to approve the following variance to the Lewisville City Code Section 6-54 (When an Engineering Site Plan is Required) Regarding a Waiver of Engineering Site Plan Requirements Relative to the Addition of a New Sanitary Sewer Service and a approve a variance to the Lewisville City Code, Section 2-201 (Fees) Regarding a Waiver of Variance Fees related to the Sunbelt Rental Facility located at 1750 Business 121 East, with the following two conditions: 1) connection to the sanitary sewer must be permitted and completed before a construction contract for Midway Road is approved; and, 2) missing hedge segments adjacent to Business 121 must be replanted before a permit is issued to connect to the City sanitary sewer, as requested by Mark Ball, Director of Real Estate & Construction, Sunbelt Rentals, on behalf of the owner. The motion carried.

Reports

(Agenda Item G)

- Third Quarter 2016 Boards/Commissions/Committees Attendance Reports
- Quarterly Investment Report From July 1, 2016 – September 30, 2016
- Fire Chief Tim Tittle advised that Santa had the City on his calendar to ride through the neighborhoods and would be here starting December 5th for a few weeks.
- Director of Public Services Keith Marvin advised the lake was currently hovering at the conservation level. He further advised of the 2016 Grease Round Up being done to keep grease and oils out of the sewer system beginning November 28 – December 2, 2016 at the Steve L. Bacchus Public Services Center.
- Assistant City Manager Claire Swann advised that Neighborhood Services would be holding a Cookies and Coffee Holiday Reception from 6 p.m. – 7 p.m. on Thursday, December 1, 2016 at the MCL Grand Theatre to recognize all the volunteer efforts for the Thriving Neighborhoods Big Moves. She encouraged anyone interested in attending to RSVP with her office.
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Reports (cont'd)

(Agenda Item G)

- Councilman Daniels advised of the successfully held Annual Trinity Trash Bash on Saturday November 12, 2016. He advised that 464 volunteers had picked up approximately 6.9 tons of trash. He thanked all the volunteers and the City for the assistance they had provided.
- Councilman Jones congratulated the Animal Services staff for their hard work on the successful fundraising done by the recently held Furr Ball.
- Mayor Pro Tem Gilmore advised that the Lewisville Public Library had celebrated International Harry Potter Day. He encouraged anyone interested in providing input on the Makers Space to stop by the Library and take part in the ongoing information gathering or to post their recommendations on the Library's Facebook page.
- Councilman Ferguson advised of attending the National League of Cities Annual Conference along with Mayor Pro Tem Gilmore and Assistant City Manager Melinda Galler. He stated they had all come back with some new ideas. Councilman Ferguson gave an update on upcoming events at the MCL Grand Theatre.
- Mayor Durham thanked City Secretary Julie Heinze for her recent work on the November election. He also thanked the Police Officers present for their service.

There were no additional reports at this time.

Mayor Durham adjourned the regular session of the Lewisville City Council into Closed Session at 7:16 p.m. Monday, November 21, 2016, in accordance with the requirements of the Open Meetings Law.

Closed Session

(Agenda Item H)

In accordance with Texas Government Code, Subchapter D, Section 551.072 (Real Estate), the Lewisville City Council convened into Closed Session at 7:16 p.m. on Monday, November 21, 2016, City Council Conference Room of the Lewisville City Hall, 151 West Church Street, Lewisville, Texas, in order to discuss matters pertaining to the following:

Section 551.071 (Consultation with Attorney)

1. Legal issues related to special use permits

Section 551.072 (Real Estate)

2. Property Acquisition

Section 551.087 (Economic Development):

3. Deliberation Regarding Economic Development for Potential Company Relocation.

The Closed Session was adjourned at 7:24 p.m. on Monday, November 21, 2016.

**Reconvene into Regular Session and
Consider Action, if any, on Items Discussed
in Closed Session**

(Agenda Item I)

Mayor Durham reconvened the Regular Session of the Lewisville City Council at 7:24 p.m. on Monday, November 21, 2016, in the Council Chambers of the Lewisville City Hall.

Mayor Durham opened the floor for action to be taken on the items discussed in the Closed Session. There was no action taken on the items discussed during the Closed Session.

Adjournment

(Agenda Item J)

MOTION: Upon a motion made by Mayor Pro Tem Gilmore and seconded by Councilman Ferguson, the Council voted five (5) “ayes” and no (0) “nays” to adjourn the Regular Session of the Lewisville City Council at 7:24 p.m. on Monday, November 21, 2016. The motion carried.

These minutes approved by the Lewisville City Council on the 5th day of December, 2016.

APPROVED

Rudy Durham
MAYOR

ATTEST:

Julie Heinze
CITY SECRETARY

ARTS SUPPORT GRANTS

PROPOSED PROGRAM CHANGES

September 12, 2016



LEWISVILLE

Deep Roots. Broad Wings. Bright Future.

Lewisville Convention & Visitors Bureau

Arts Support Grants – History

- ▶ Arts Support Grant program began in 1996
- ▶ Funded with Hotel Tax money under the “arts support” provision of Texas law, which is limited to 15 percent of annual Hotel Tax revenue
- ▶ Since its inception, the program has awarded more than \$2.9 million in grants (including FY 16–17)
- ▶ Grant applications are reviewed by the Arts Advisory Board, which makes funding recommendations to Council (per ordinance)
- ▶ Previously administered by Greater Lewisville Arts Council

Arts Support Grants – History

YEAR	The Actors Conservatory Theatre	Greater Lewisville Community Theatre	LakeCities Ballet Theatre	Lakeside Arts Foundation	Lewisville Civic Chorale (nee Musical Feast Chorale Society of Texas)	Lewisville Lake Symphony	Our Productions Theatre Company (nee Flower Mound Performing Arts Theatre)	Visual Arts League of Lewisville	TOTAL
1996									\$53,500.00
1997									\$83,250.00
1998									\$99,615.00
1999									\$113,500.00
2000									\$139,831.00
2001									\$139,831.00
2002									\$139,831.00
2003									\$139,831.00
2004									\$139,831.00
2005		\$38,452.25	\$33,634.25		\$9,536.25	\$30,135.00		\$28,073.25	\$139,831.00
2006	\$0.00	\$38,452.25	\$33,634.25		\$9,536.25	\$30,135.00		\$28,073.25	\$139,831.00
2007	\$6,000.00	\$37,712.00	\$32,894.00		\$6,497.00	\$29,395.00		\$27,333.00	\$139,831.00
2008	\$14,000.00	\$40,000.00	\$37,000.00		\$4,331.00	\$30,500.00		\$29,000.00	\$154,831.00
2009	\$14,331.00	\$40,000.00	\$37,000.00		\$4,500.00	\$30,000.00		\$29,000.00	\$154,831.00
2010	\$16,331.00	\$38,000.00	\$38,000.00		\$4,500.00	\$31,000.00		\$27,000.00	\$154,831.00
2011	\$30,000.00	\$36,000.00	\$38,000.00		\$5,831.00	\$35,000.00		\$10,000.00	\$154,831.00
2012	\$31,000.00	\$37,000.00	\$39,000.00		\$6,500.00	\$36,331.00		\$5,000.00	\$154,831.00
2013	\$31,000.00	\$37,000.00	\$39,000.00	\$10,000.00	\$3,000.00	\$36,400.00	\$7,000.00	\$5,000.00	\$168,400.00
2014	\$32,000.00	\$36,000.00	\$40,000.00	\$11,000.00	\$3,000.00	\$37,400.00	\$5,000.00	\$4,000.00	\$168,400.00
2015	\$35,245.00	\$36,000.00	\$40,000.00	\$0.00	\$4,617.00	\$40,000.00	\$5,000.00	\$7,500.00	\$168,362.00
2016	\$33,297.00	\$34,000.00	\$42,000.00		\$3,603.00	\$42,000.00	\$6,000.00	\$7,500.00	\$168,400.00
TOTAL:	\$243,204.00	\$448,616.50	\$450,162.50	\$21,000.00	\$65,451.50	\$408,296.00	\$23,000.00	\$207,479.50	\$2,916,230.00



Arts Support Grants – History

- ▶ State law governs the use of Hotel Occupancy Tax
- ▶ Expenditures “may be used only to promote tourism and the convention and hotel industry”
- ▶ Among the list of permitted uses is “the encouragement, promotion, improvement, and application of the arts”
- ▶ Use of Hotel Tax for arts support purposes is capped at 15 percent of yearly revenue
- ▶ Lewisville uses arts support money for the grant program, public art fund, and certain operational costs at MCL Grand

Arts Support Grants – Purpose

- ▶ The grant program was started with the purpose of helping establish an arts presence in Lewisville that would provide cultural opportunities to residents
- ▶ This addresses a Council-adopted Priority: “Provide Opportunities for Cultural/Recreational Activities for Residents and Visitors”
- ▶ Once there were well-established groups operating, the purpose became focused on growing the arts community and creating additional opportunities
- ▶ Language to that effect was inadvertently dropped from the grant documentation during the transition from the Arts Council to the Arts Advisory Board

Arts Support Grants – Status

- ▶ The number of grant recipients remained steady at five arts groups through 2006
- ▶ When oversight of the program was brought in-house through the Tourism office (2006), added emphasis was placed on expanding the applicant pool
- ▶ The program peaked at eight recipients in the 2013 and 2014 granting cycles; there are seven recipients recommended for funding in FY 16–17
- ▶ Individual grant awards for FY 16–17 range from a low of \$3,603 up to \$42,000

Arts Support Grants – Status

- ▶ Arts Advisory Board uses a standard evaluation form to assess grant applications
- ▶ The form includes 25 evaluation criteria divided into seven categories
 - Benefit to the Community (5 criteria)
 - Involvement of Citizenry (3 criteria)
 - Fiscal Capability and Programming Support (5 criteria)
 - Quality Programming (4 criteria)
 - Organizational Governance (3 criteria)
 - Support of Other Arts Organizations (2 criteria)
 - Compliance (3 criteria)
- ▶ A copy of the form is included in Council packet

Arts Support Grants – Issues

- ▶ Staff reviews the grant program every few years to ensure that the intended purpose is being met
- ▶ Staff recently identified areas of potential concern that were shared with the Arts Advisory Board
 - There have been no new applicants since 2013
 - Many of the current grant recipients are proposing programs in FY 16–17 that are very similar to those of five years ago
 - 50 percent of the grant fund is recommended for award to two groups; if that trend continues, it could limit the availability of grant money for other existing or new applicants
 - Some recipients have shown very little fund–raising growth
 - The connection of the grant program to measurable Tourism impact is very limited

Arts Support Grants – Changes

- ▶ Based on the identified concerns, staff presented the Arts Advisory Board with five potential changes to the application process and grant requirements
- ▶ Arts Advisory Board meet on June 14, 2016, to discuss the issues and the potential changes
- ▶ After discussion, the board voted in favor of five changes to the Arts Support Grant program
- ▶ The changes would take effect with spring 2017 applications for FY 17–18 funding, giving current recipients most of a year to prepare for the new requirements

Arts Support Grants – Changes

- ▶ Require ZIP code tracking for grant-funded programs
 - Grant recipients have been strongly encouraged to track attendee ZIP codes for the past several years; this change would require ZIP code tracking and reporting
 - Tracking ZIP codes for attendees could strengthen the tie to Tourism impact by showing an out-of-town audience
 - Grant recipients could devise their own method for collecting ZIP codes, with input available from staff if desired
 - Quarterly reports already required from grant recipients would have an additional sub-section to list ZIP code counts for grant-funded programs held during the preceding quarter
 - This requirement is fairly common among public granting bodies

Arts Support Grants – Changes

- ▶ Tie grant awards to specific events or shows
 - Three years ago, grant applications were shifted toward event-based awards as a way to encourage public activities and reduce the level of sustainability funding that had been provided in the past; this change would complete that process
 - Currently, an applicant can request funding for an entire season as a single package. The proposed change would require the applicant to list each performance individually with an associated grant amount request (the entire season would still be on a single application)
 - This also will make it easier for staff and the board to react if a grant recipient cancels a single performance or moves it outside Lewisville – the amount of grant money to be forfeited would be detailed in the application

Arts Support Grants – Changes

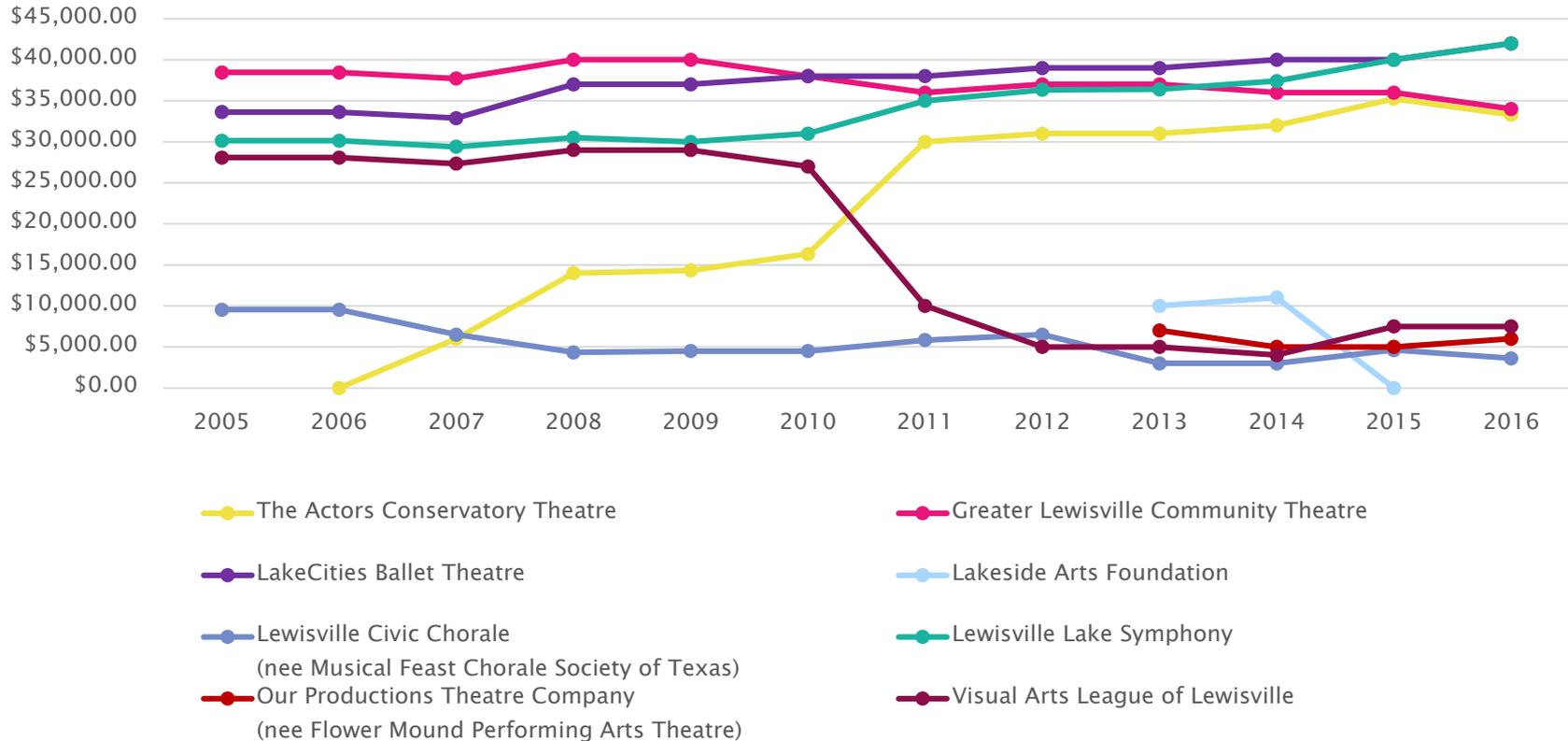
- ▶ Cap grant awards as a percentage of event budget
 - Currently, a grant recipient cannot receive an award that is greater than 50 percent of the group's annual operating budget
 - With the change (described above) to event-based granting, the 50 percent cap would need to be applied to individual events rather than to an overall agency or season budget
 - This limitation should encourage grant recipients to increase their outside fund-raising efforts as a way to increase overall event budgets
 - This also reduces the possibility that grant money might be used for sustainability expenses rather than programming

Arts Support Grants – Changes

- ▶ Cap grant award given to a single applicant
 - There is no limit currently to how much of the city's grant money can be given to a single grantee, other than the percentage of total agency budget
 - Many public granting bodies do set a limit, most often a hard dollar-figure cap, as a way to spread limited grant money among as many groups as possible without diluting the return
 - Staff recommended a percentage cap that would automatically reflect any future change to the overall pool of grant money
 - The board voted to adopt a 25 percent cap, meaning no single entity could receive grant awards totaling more than 25 percent of the total available pool
 - If applied to the FY 16–17 grant awards, no group would exceed that 25 percent cap (\$42,100)

Arts Support Grants – Changes

Art Support Grants – yearly allocations (2005–2016)



Arts Support Grants – Changes

- ▶ Require grant awards to include regional advertising
 - The board voted to require that 3 percent of each grant award be used for marketing or advertising expenses reaching outside Lewisville and adjacent cities
 - This change is intended to create a stronger tourism connection for grant-funded events
 - The largest recommended grant award for the FY 16–17 cycle is \$42,000; this measure would require that \$1,260 of that be spent on out-of-market advertising or marketing
 - A grantee could pool its regional advertising money for an entire season, or multiple grantees could pool their regional advertising money to make larger collective buys
 - Staff would be available to advise on advertising options, and will schedule a marketing workshop for grantees

Arts Support Grants – Changes

- ▶ The Arts Advisory Board also directed staff to research a possible Artist Micro-Grant program for local individual artists
- ▶ Denton has a similar program that offers up to \$1,000 for individual artists meeting certain criteria
- ▶ Intent of this program would be to encourage local artists in various media to practice their craft within Lewisville, including opportunities for public engagement
- ▶ Program would not require new funding at this time
- ▶ Target is to launch this program in Spring 2017

Arts Support Grants – Changes

- ▶ To clarify Council's intended purpose for the Arts Support Grant program, staff proposes adding language to the ordinance that assigns oversight of the program to the Arts Advisory Board:

"The primary intent of the Arts Support Grant program is to grow the Lewisville arts community and provide new and innovative ways for residents and visitors to experience the arts in Lewisville. Because the program is funded through Hotel Occupancy Tax, potential tourism impact must be a consideration in the grant review and award process."

- ▶ A revised ordinance can be presented for Council consideration at a future meeting

QUESTIONS?



LEWISVILLE

Deep Roots. Broad Wings. Bright Future.

Lewisville Convention & Visitors Bureau

2016 Resident Satisfaction Survey

Survey Methodology

- ❖ Attitudinal surveys are a snapshot of perceptions at a particular moment in time; attitudes can change quickly
- ❖ Random-sample telephone surveys give the highest degree of accuracy and remain the industry standard (\$15,000+)
- ❖ Opt-in online surveys can draw higher levels of participation but sacrifice scientific validity (SurveyMonkey is \$300/year)
- ❖ Opt-in surveys can provide useful data with a high response rate to partially overcome lack of a representative sample
- ❖ Online surveys tend to produce positive ratings 5 to 8 points lower than ratings from a random-sample telephone survey
- ❖ This survey was conducted online only from July 15 through August 5, 2016, and received 1,257 responses

Survey Uses

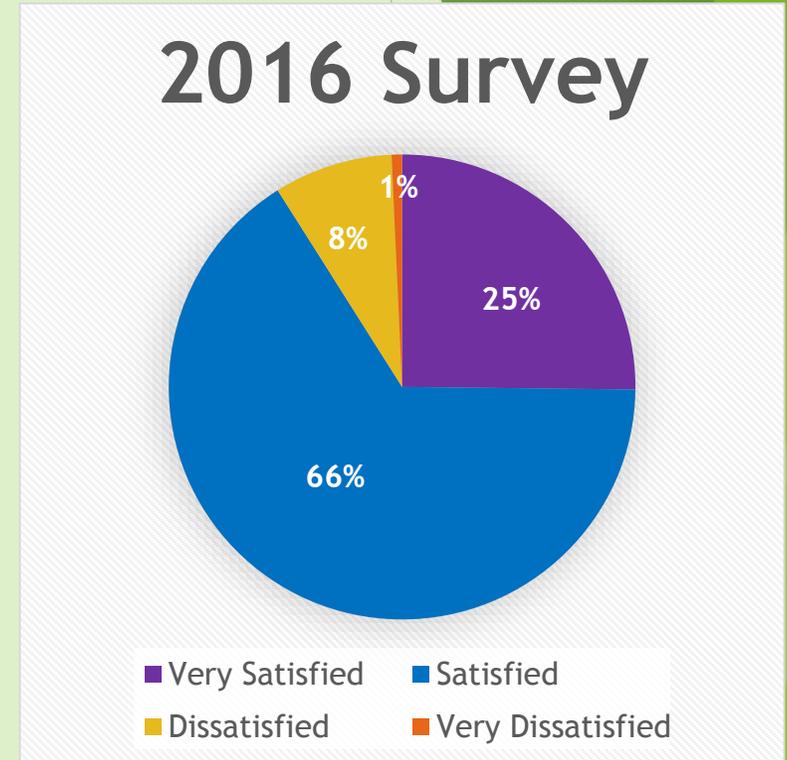
- ❖ The annual Resident Satisfaction Survey is used to find problem areas within services provided to the public, to watch for emerging issues, and to identify public demand that might exist for new or expanded services
- ❖ Survey results are used during budget planning (example: the 2016 City Appearance and Property Maintenance Survey showed high public demand for increased sidewalk maintenance, so funding was increased in FY 2016-17)
- ❖ Data marks that can trigger a staff response include ratings that are below acceptable marks, ratings that show a sudden decrease from the previous year, or ratings that show a steady decline over time

Survey Respondents

- ❖ Comparable to Census data, but not a true sampling
- ❖ Strongly skewed toward female participants (62 percent)
- ❖ Majority are age 45 or older (68 percent)
- ❖ Two-thirds have no children in the home (68 percent)
- ❖ Most have lived in Lewisville at least 10 years (61 percent)
- ❖ Most own their residence (89 percent) - actual rate of home ownership citywide is closer to 50 percent
- ❖ ZIP codes:
 - 75057 = 10 percent
 - 75067 = 59 percent
 - 75077 = 30 percent
 - 75056 = 2 percent

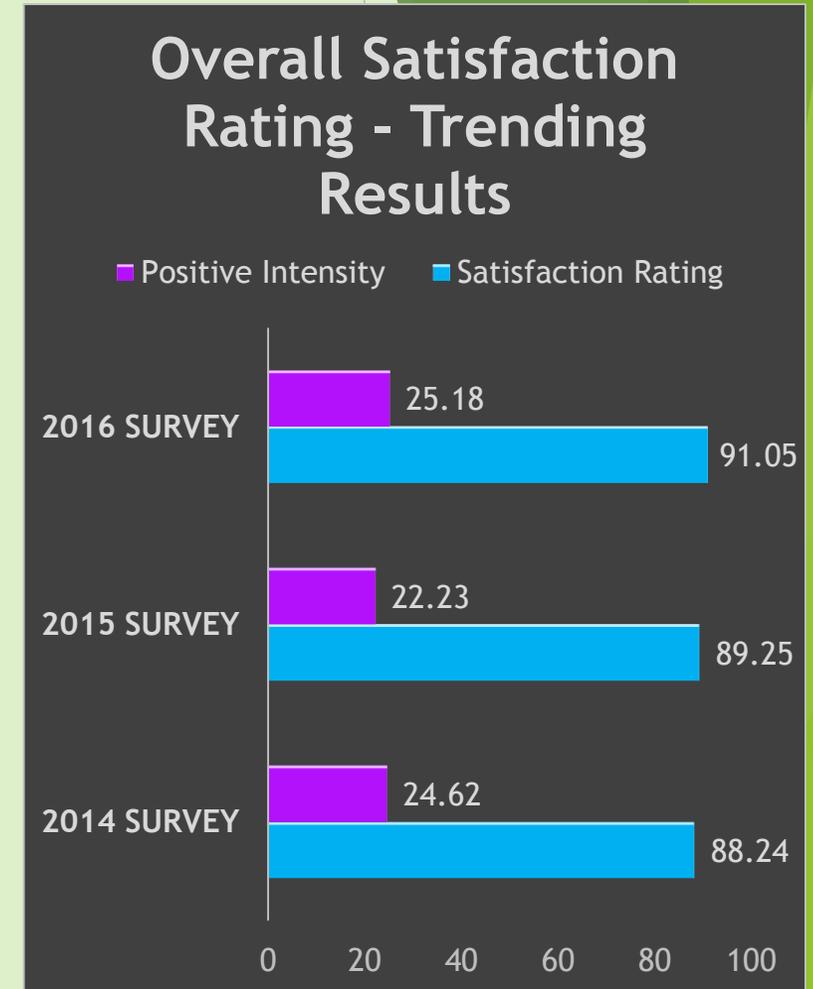
Overall Resident Satisfaction

- ❖ Question: *“In general, how satisfied or dissatisfied are you with the quality of life in the community?”*
- ❖ Results in 2016 survey:
 - Very Satisfied = 25.18% (315 people)
 - Satisfied = 65.87% (824 people)
 - Dissatisfied = 8.23% (103 people)
 - Very Dissatisfied = 0.72% (9 people)
- ❖ Overall Satisfaction Rating of 91.05%
- ❖ Satisfaction Ratio of 10.2 (there were 10.2 positive responses for each negative response)



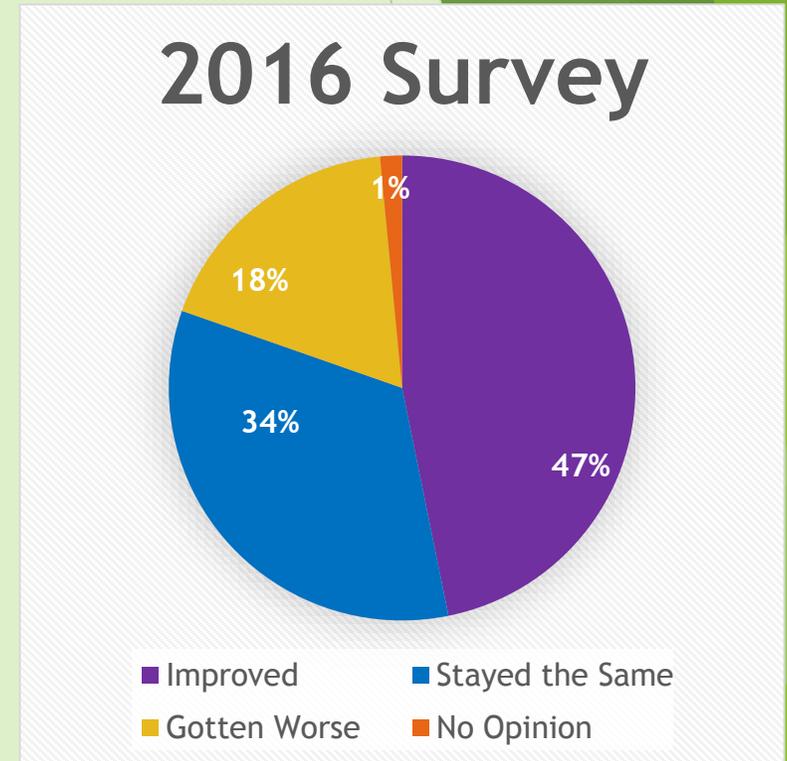
Overall Resident Satisfaction

- ❖ Question: *“In general, how satisfied or dissatisfied are you with the quality of life in the community?”*
- ❖ Same question has been asked in all previous Resident Satisfaction Surveys.
- ❖ Three-year results for Overall Satisfaction:
 - 2016 = 91.05 percent
 - 2015 = 89.25 percent
 - 2014 = 88.24 percent
- ❖ Three-year results for “Very Satisfied”:
 - 2016 = 25.18 percent
 - 2015 = 22.23 percent
 - 2014 = 24.62 percent



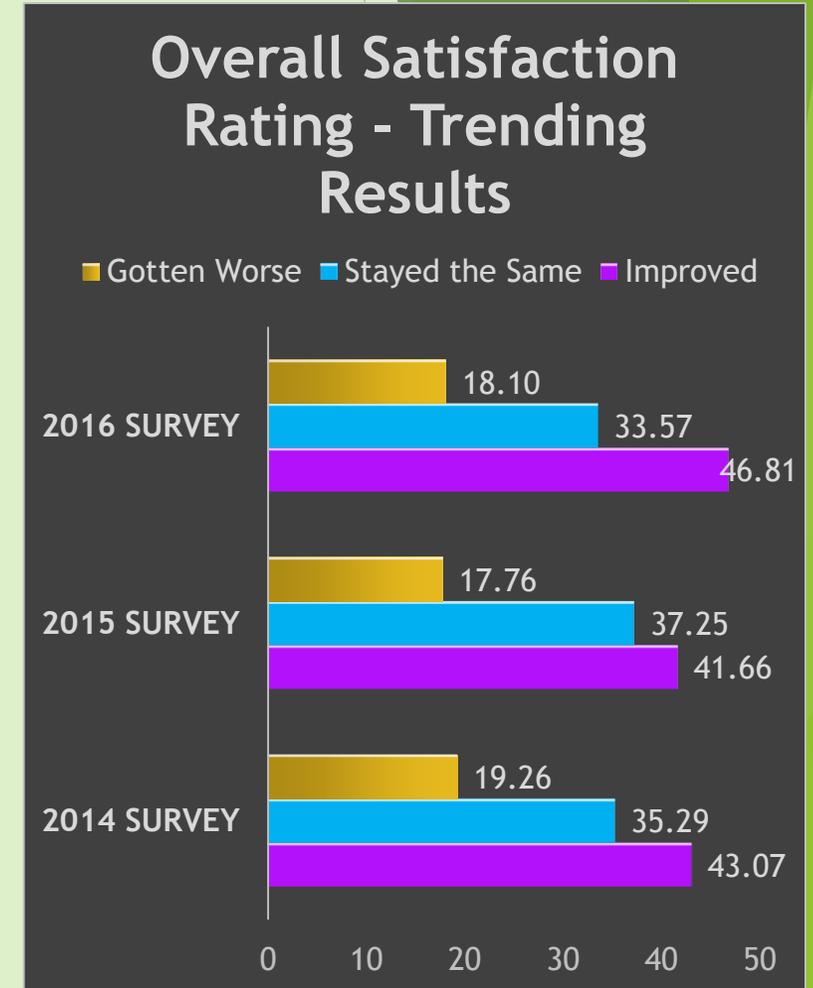
Perception of Community Change

- ❖ Question: *“During the time you have lived here, do you think that as a community Lewisville has improved, stayed the same or gotten worse?”*
- ❖ Results in 2016 survey:
 - Improved = 46.81% (587 people)
 - Stayed the Same = 33.57% (421 people)
 - Gotten Worse = 18.10% (227 people)
 - No Opinion = 1.52% (19 people)
- ❖ Satisfaction Ratio of 2.6 (there were 2.6 positive responses for each negative response)



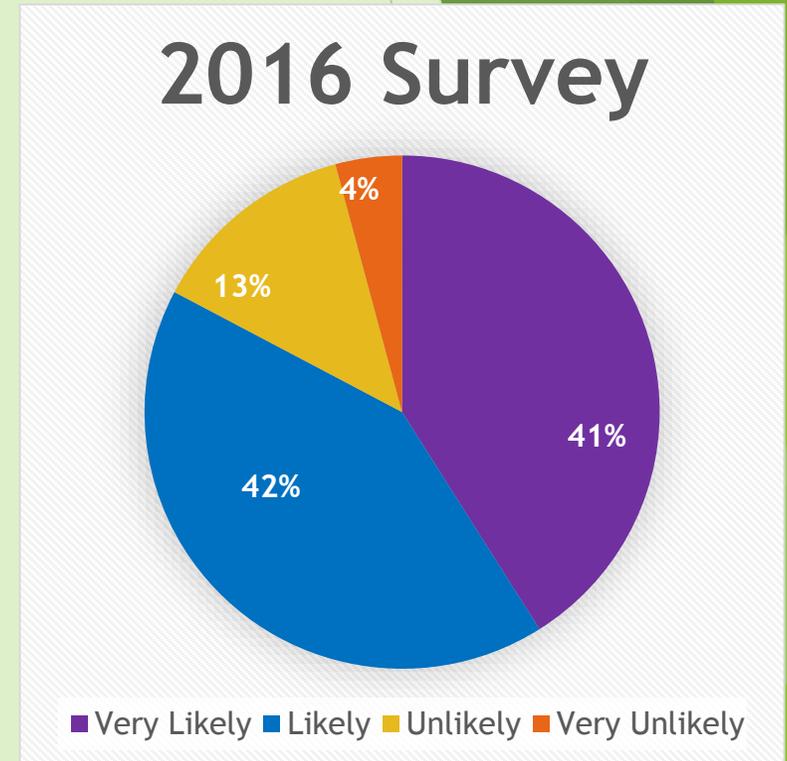
Perception of Community Change

- ❖ Question: *“During the time you have lived here, do you think that as a community Lewisville has improved, stayed the same or gotten worse?”*
- ❖ Same question has been asked in the three most recent Resident Satisfaction Surveys
- ❖ Three-year results for “Improved”:
 - 2016 = 46.81 percent
 - 2015 = 41.66 percent
 - 2014 = 43.07 percent
- ❖ Three-year results for Satisfaction Ratio:
 - 2016 = 2.6
 - 2015 = 2.3
 - 2014 = 2.2



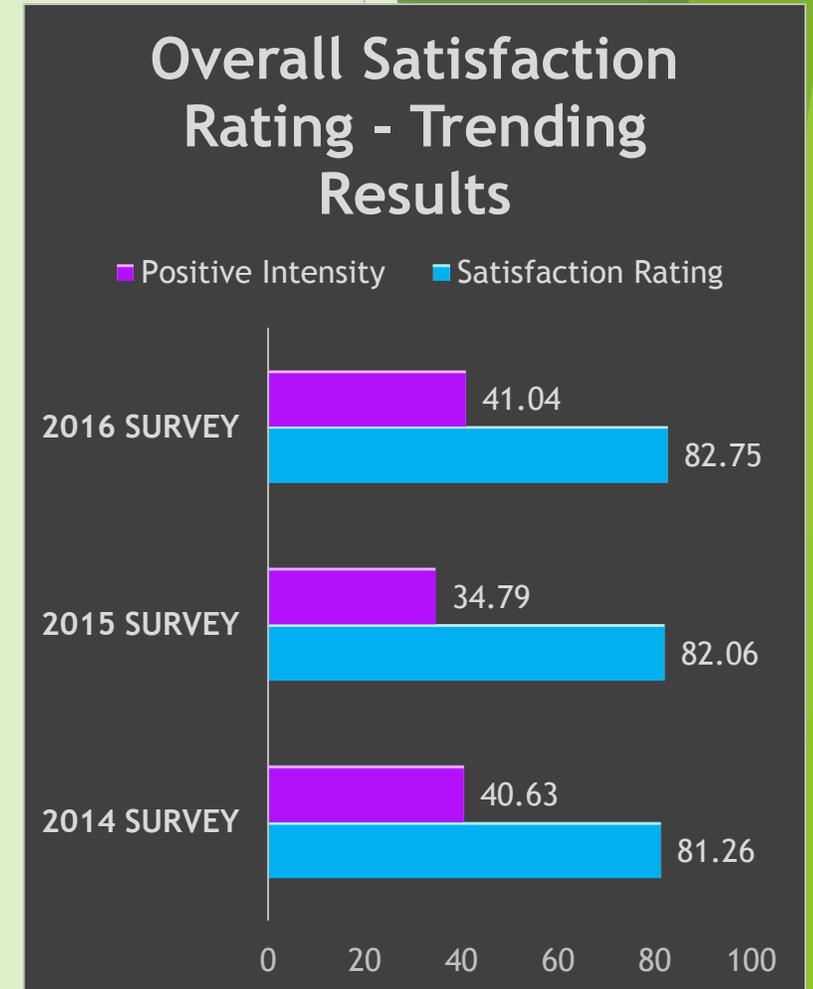
Community Endorsement

- ❖ Question: *“If a friend or relative were considering a move to the North Texas area, how likely would you be to encourage them to consider Lewisville?”*
- ❖ Results in 2016 survey:
 - Very Likely = 41.04% (433 people)
 - Likely = 41.71% (440 people)
 - Unlikely = 13.08% (138 people)
 - Very Unlikely = 4.17% (44 people)
- ❖ Satisfaction Rating of 82.75%
- ❖ Satisfaction Ratio of 4.8 (there were 4.8 positive responses for each negative response)



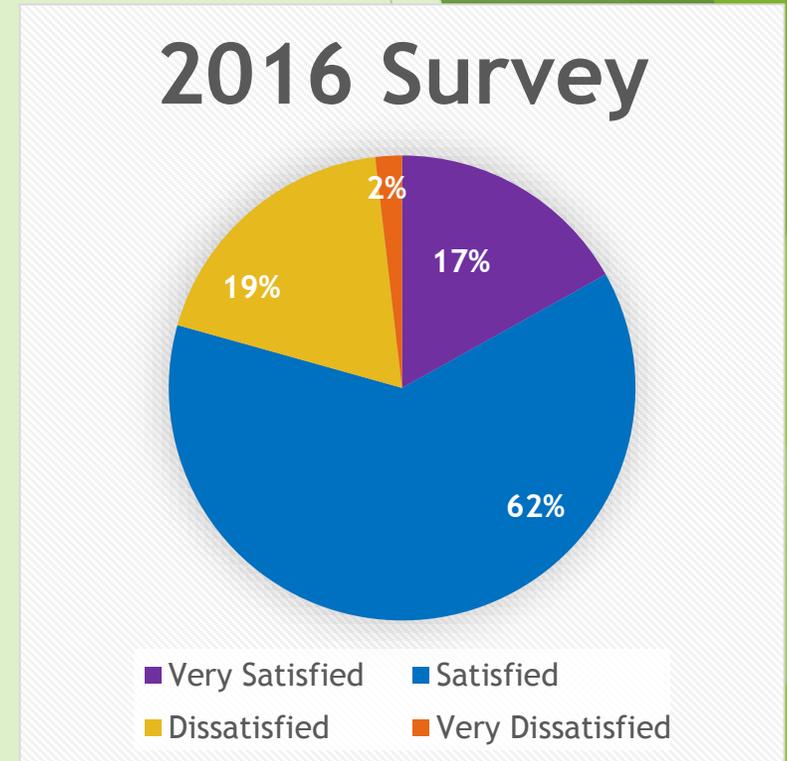
Community Endorsement

- ❖ Question: *“If a friend or relative were considering a move to the North Texas area, how likely would you be to encourage them to consider Lewisville?”*
- ❖ Same question has been asked in the three most recent Resident Satisfaction Surveys
- ❖ Three-year results for “Very Likely”:
 - 2016 = 41.04 percent
 - 2015 = 34.79 percent
 - 2014 = 40.63 percent
- ❖ Three-year results for Satisfaction Rating:
 - 2016 = 82.75 percent
 - 2015 = 82.06 percent
 - 2014 = 81.26 percent



Perceived Value of Services

- ❖ Question: *“How satisfied or dissatisfied are you with the level of City Services you receive in return for the City property taxes you pay?”*
- ❖ Results in 2016 survey:
 - Very Satisfied = 16.88% (211 people)
 - Satisfied = 62.48% (781 people)
 - Dissatisfied = 18.80% (235 people)
 - Very Dissatisfied = 1.84% (23 people)
- ❖ Three-year results for Satisfaction Rating :
 - 2016 = 79.36 percent
 - 2015 = 75.38 percent
 - 2014 = 62.90 percent



Satisfaction with Specific Services

- ❖ Respondents were asked to rate each of 16 listed service as excellent, good, fair or poor. The adjusted Satisfaction Rating is determined by removing the “no opinion” responses and adding the two positive responses.
- ❖ Ratings for all listed services:
 - Fire Services = 99.24
 - Ambulance Services = 94.93
 - Library Services = 93.23
 - Police Services = 89.82
 - Water Service = 88.26
 - Curbside Recycling = 85.66
 - Sewer Service = 83.90
 - Trash Collection = 81.52
 - Special Events = 80.20
 - Park Facilities = 80.02
 - Recreation Programs = 75.99
 - Storm Water Drainage = 74.95
 - Sidewalks = 56.63
 - Code Enforcement = 54.26
 - Street Maintenance = 52.91
 - Street Lighting = 45.11

Satisfaction with Specific Services

❖ Question: *“In the past 12 months, what contacts have you had with the Animal Shelter and Adoption Center or an Animal Services employee?”*

- Reporting a stray animal/encroaching wildlife 12.70%
- Looking to adopt a new pet 6.18%
- Donating to the Animal Adoption Center 5.00%
- Reporting a dead animal in a public roadway 4.49%
- Looking for a lost or missing pet 3.30%
- Volunteering at the Animal Adoption Center 1.52%
- No contact 75.61%

Satisfaction with Specific Services

❖ Question: *“Regarding the Lewisville Animal Shelter and Adoption Center and Animal Services staff, how satisfied or dissatisfied are you with the following?”*

○ Physical appearance of the Animal Shelter	94.82%
○ Facilities at the Animal Shelter	94.54%
○ Friendliness of staff at the Animal Shelter	94.20%
○ Ease of adopting a new pet	92.78%
○ Professionalism of staff at the Animal Shelter	92.31%
○ Volunteer programs at the Animal Shelter	88.89%
○ Assistance with finding a lost or missing pet	88.76%
○ Response to reports of stray animals	88.14%
○ Response to reports of dead animals in roadways	86.21%
○ Cost of adopting a new pet	82.73%
○ Response to reports of wildlife	82.26%

Satisfaction with Specific Services

❖ Question: “*Regarding the Library, how satisfied or dissatisfied are you with the following?*”

○ Courtesy of Library staff	96.10%
○ Classes & Events for Children	94.75%
○ Hours of Operation	92.82%
○ Public-use computers	91.59%
○ Selection of books and materials	91.32%
○ Classes & Events for Teens	87.36%
○ Classes & Events for Adults	84.08%
○ Technology classes and services	82.83%

Satisfaction with Specific Services

- ❖ Question: *“Regarding the Library, how satisfied or dissatisfied are you with the following?”*
- ❖ Three-year data trend:

	2014	2015	2016
Classes and events for children	95.42%	94.00%	94.75%
Classes and events for teens	89.95%	86.13%	87.36%
Classes and events for adults	88.05%	85.00%	84.08%
Courtesy of library staff	95.18%	94.90%	96.10%
Hours of operation	92.26%	91.70%	92.82%
Public-use computers	91.94%	90.48%	91.59%
Selection of books and materials	92.11%	90.30%	91.32%
Technology classes and services	89.23%	84.84%	82.93%

Satisfaction with Specific Services

❖ Question: “*Regarding Parks and Recreation in Lewisville, how satisfied or dissatisfied are you with the following?*”

○ Classes & Events for Children	94.75%
○ Athletic fields	91.65%
○ The location of city parks	90.79%
○ Availability of open space	89.62%
○ The appearance of city parks	88.62%
○ Playgrounds	88.17%
○ Senior Activity Center	85.05%
○ City aquatic parks	83.47%
○ Hike and bike trails	80.43%
○ Recreation centers	79.43%
○ Recreation programs and classes	77.01%

Satisfaction with Specific Services

❖ Question: *“Regarding the Parks and Leisure Services Department special events, how important are the following factors in your attendance and enjoyment?”*

○ Day/Time of Event	96.19%
○ Location of Event	91.53%
○ Cost of Event Activities	88.25%
○ Cost of Event Admission	87.91%
○ Food/Beverage for Sale	87.71%
○ Vendor Booths	82.14%
○ Information Booths	75.68%
○ Games for Children	66.62%
○ Crafts for Children	63.52%
○ Pet-Friendly Events	55.87%
○ Door Prizes/Giveaways	45.55%

Satisfaction with Communication

❖ Question: *“In regard to specific communications, please tell me”*

- Have you read the Horizon e-newsletter? 75.02%
- Do you have Spectrum or Frontier television service at home? 70.65%
- Have you accessed the City's website in the past 12 months? 87.82%
- Have you signed up to receive the electronic Horizon e-newsletter? 62.00%
- Have you interacted with the City on Facebook during the past 6 months? 25.13%
- Have you downloaded the city's free mobile app? 12.98%
- Do you remember receiving the printed Horizon newsletter in the mail within the past 3 months? 42.59%

Satisfaction with Communication

- ❖ Question: *“In regard to specific communications, please tell me”*
- ❖ Three-year data trend:

	2014	2015	2016
Have you read the Horizon e-newsletter?	84.08%	78.17%	75.02%
Do you have Spectrum (Time Warner) or Frontier (Verizon Fios) television service?	75.11%	75.33%	70.65%
Have you accessed the City's website (www.cityoflewisville.com) in the past 12 months?	89.38%	90.23%	87.82%
Have you signed up to receive the electronic Horizon e-newsletter delivered to your email every other week?	66.30%	66.82%	62.00%
Have you interacted with the City of Lewisville on Facebook during the past 6 months?	25.39%	26.48%	25.13%
Have you downloaded the city's free mobile app to your phone or mobile device?			12.98%
Do you remember receiving the printed Horizon newsletter in the mail within the past three months?			42.59%

Satisfaction with Communication

- ❖ Question: “How familiar are you with the Lewisville 2025 vision plan?”
- ❖ Overall awareness in 2016 survey = 61.95%
- ❖ Overall awareness in 2015 survey = 50.24%
- ❖ Two-year results:

	2015	2016
I do not know anything about the Lewisville 2025 vision plan	49.76%	38.05%
I have heard about the Lewisville 2025 plan but do not know what it contains	28.25%	28.39%
I have heard about the nine "Big Moves" in the plan but do not know any specific action steps	6.66%	7.74%
I am familiar with the contents of the Lewisville 2025 plan but do not know what progress has been made on action steps	9.39%	17.97%
I am keeping up with website postings and other information about progress and accomplishments related to the Lewisville 2025 vision plan	5.94%	7.84%

Satisfaction with Specific Services

❖ Question: “Which of the following tools have you used to give feedback or input to the city during the past 12 months?”

○ Online Survey	42.46%
○ Telephone	27.56%
○ Social Media	15.08%
○ Email to city staff	14.00%
○ In-person visit	12.75%
○ Website comments	9.16%
○ Email to City Council	3.50%
○ Mailed a letter	1.35%
○ None	35.19%

Satisfaction with Communication

- ❖ Question: “Which of the following tools have you used to give feedback or input to the city during the past 12 months?”
- ❖ Three-year data trend:

	2014	2015	2016
In-person visit	9.30%	12.60%	12.75%
Telephone	23.40%	24.32%	27.56%
Mailed a letter	1.50%	1.47%	1.35%
Email to City Council	5.50%	5.64%	3.50%
Email to city staff	12.20%	14.51%	14.00%
Website comments	11.90%	14.07%	9.16%
Social media	12.60%	16.70%	15.08%
Online Survey	-	-	42.46%
None	53.60%	50.11%	35.19%

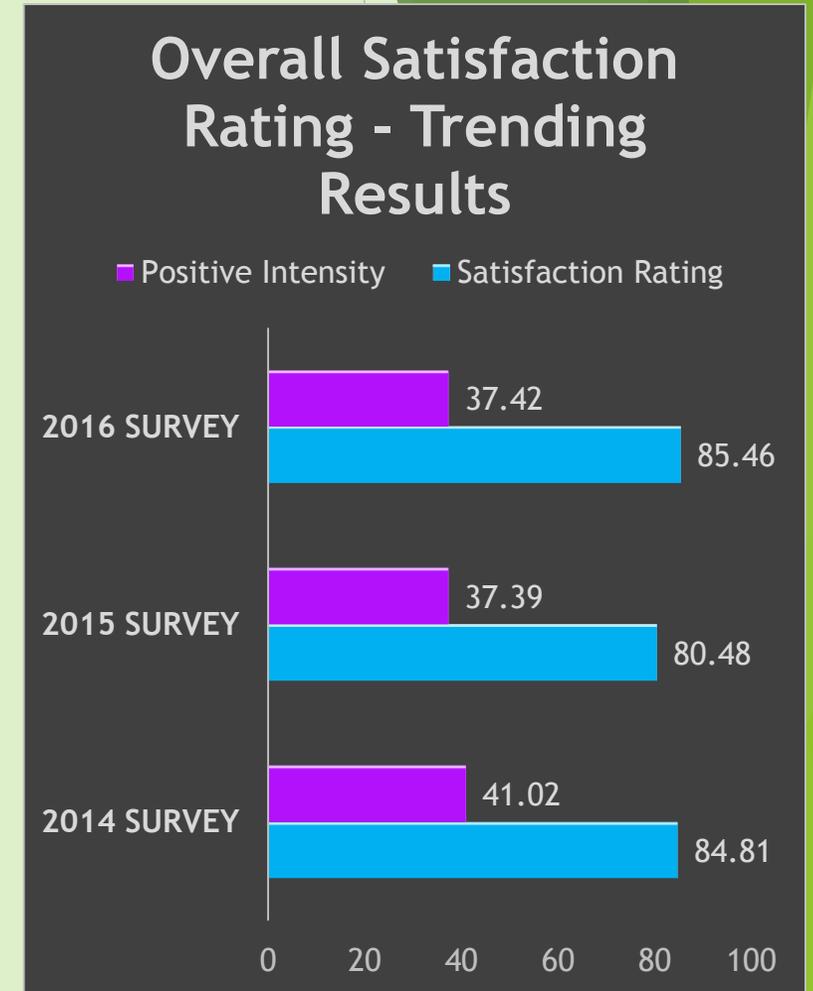
Satisfaction with Communication

- ❖ Question: “*How easy is it for you to give feedback or input to the City?*”
- ❖ Results in 2016 survey:
 - Very easy = 26.62% (296 people)
 - Somewhat easy = 34.17% (380 people)
 - Somewhat difficult = 6.92% (77 people)
 - Very difficult = 3.42% (38 people)
 - No opinion = 28.87% (321 people)
- ❖ Satisfaction Rating of 85.46%
- ❖ Satisfaction Ratio of 5.9 (there were 5.9 positive responses for each negative response)



Satisfaction with Communication

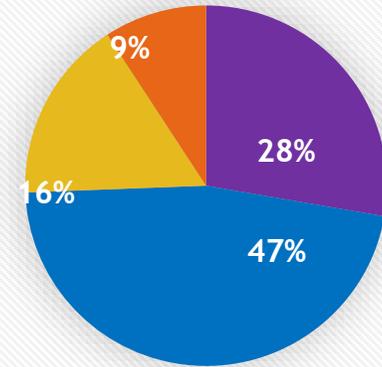
- ❖ Question: *“How easy is it for you to give feedback or input to the City?”*
- ❖ Same question has been asked in three previous Resident Satisfaction Surveys.
- ❖ Three-year results for Overall Satisfaction:
 - 2016 = 85.46 percent
 - 2015 = 80.48 percent
 - 2014 = 84.81 percent
- ❖ Three-year results for “Very Easy”:
 - 2016 = 37.42 percent
 - 2015 = 37.39 percent
 - 2014 = 41.02 percent



Satisfaction with Communication

- ❖ Question: *“How responsive do you think the City is to public feedback or input?”*
- ❖ Results in 2016 survey:
 - Very responsive = 17.61% (196 people)
 - Somewhat responsive = 29.65% (330 people)
 - Somewhat unresponsive = 10.42% (116 people)
 - Very unresponsive = 5.84% (65 people)
 - No opinion = 36.48% (406 people)
- ❖ Satisfaction Rating of 74.40%
- ❖ Satisfaction Ratio of 2.9 (there were 2.9 positive responses for each negative response)

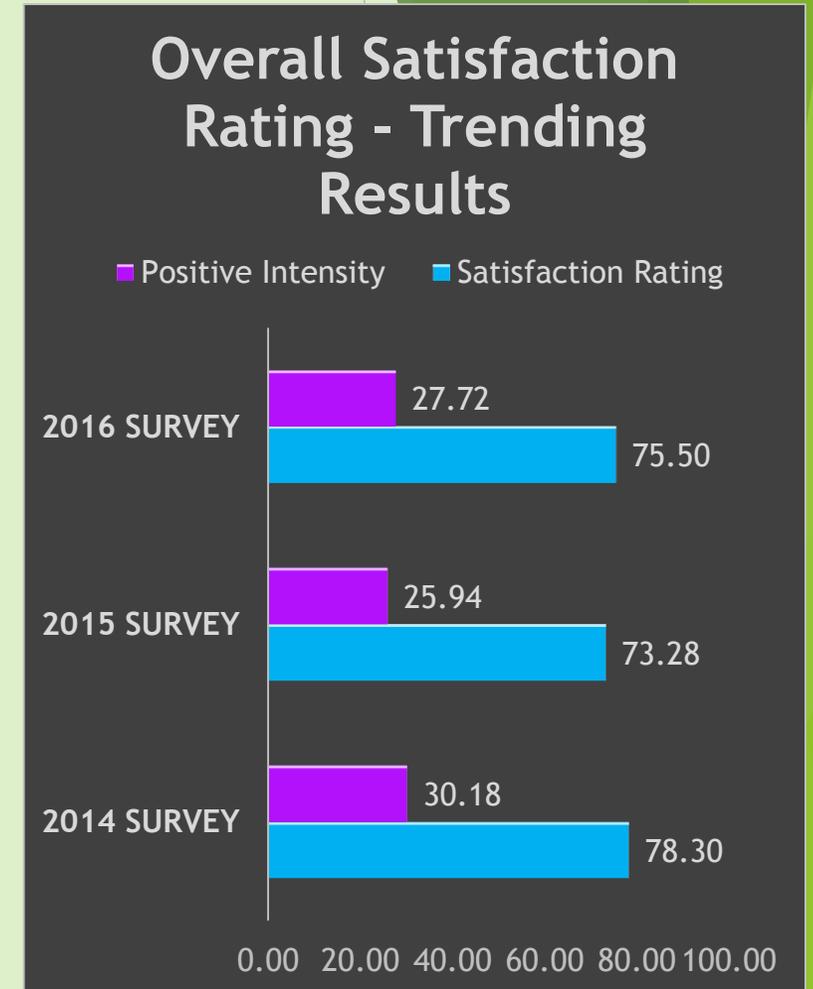
2016 Survey



- Very Responsive
- Somewhat Responsive
- Somewhat Unresponsive
- Very Unresponsive

Satisfaction with Communication

- ❖ Question: *“How responsive do you think the City is to public feedback or input?”*
- ❖ Same question has been asked in three previous Resident Satisfaction Surveys.
- ❖ Three-year results for Overall Satisfaction:
 - 2016 = 75.50 percent
 - 2015 = 73.28 percent
 - 2014 = 78.30 percent
- ❖ Three-year results for “Very Responsive”:
 - 2016 = 27.72 percent
 - 2015 = 25.94 percent
 - 2014 = 30.18 percent



Satisfaction with Communication

❖ Question: *“When you or any member of your household contacted the City of Lewisville by telephone, how satisfied or dissatisfied were you with the following customer service activities?”*

○ Courtesy of the Person Answering	92.25%
○ Was Asked Adequate Questions	85.60%
○ Directed to the Correct Department	85.58%
○ Represented City in a Positive Manner	83.70%
○ Employee Seemed Concerned	83.33%
○ Showed Pride and Concern for Quality	78.12%
○ Call Returned in a Reasonable Time	77.97%
○ Problem Adequately Dealt With	76.82%
○ Follow-up from the City	56.64%

Satisfaction with Communication

- ❖ Question: *“When you or any member of your household contacted the City of Lewisville by telephone, how satisfied or dissatisfied were you with the following customer service activities?”*
- ❖ Three-year data trend:

	2014	2015	2016
The courtesy of the person answering the telephone	89.92%	92.46%	92.25%
Directed to the correct department	87.84%	91.02%	85.58%
Employee seemed concerned about my problem	75.68%	80.35%	83.33%
Asked adequate questions to determine the nature of the problem	80.16%	80.47%	85.60%
If not available, the correct employee returned my call in a reasonable time	70.14%	75.95%	77.97%
The problem was adequately dealt with by the employee responding	67.49%	70.00%	76.82%
Follow up from City to ensure my concerns were addressed	46.59%	52.26%	56.64%
The people I worked with showed pride and concern for quality of the work	70.13%	74.72%	78.12%
Through his/her actions, the primary employee I worked with represented the City in a positive manner	76.64%	78.54%	83.70%

2016 Resident Satisfaction Survey

- ❖ The survey also included questions about road conditions, awareness of LLELA, and awareness of social media, website use, and the online service request system that are not detailed here
- ❖ Detailed analysis and executive summary (with recommendations) has been provided to City Council
- ❖ While overall results are positive, there always is room for improvement in service delivery and public perception

Questions?