

LEWISVILLE CITY COUNCIL

REGULAR SESSION

DECEMBER 19, 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, December 19, 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.

**Update on Work Completed for the
Communications Plan, Communications
Audit, and Related Parts of the Lewisville
2025 Vision Plan**

(Agenda Item A)

Judge Brian Holman reviewed the attached results of the Lewisville Municipal Court Public Satisfaction Survey that was recently done with the City Council.

Director of Communications and Tourism James Kunke conducted the attached PowerPoint Presentation for City Council consideration.

Discussion was held that due to a delivery issue between the City and the printer the most recent Horizon that had been sent out was received a few days late by some areas of the community; however, this had been addressed and would not occur in the future.

WORKSHOP SESSION – 6:00 P.M.

**Update on Work Completed for the
Communications Plan, Communications
Audit, and Related Parts of the Lewisville
2025 Vision Plan (cont'd)**

(Agenda Item A)

Discussion was held that the programming for the City's cable channel was being revised and changed focusing on content, length, and other parameters and that new segments of information would be appearing in the future. Mr. Kunke advised of future changes being done to Facebook to allow videos to be subtitled as well.

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

(Agenda Item B)

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-1, Continued Public Hearing: Consideration of Deeming Substandard a Single Family Dwelling Located at 729 Red Wing Drive, Timberbrook 4 Subdivision, Block A, Lot 2, Lewisville, Texas. Discussion was held that the while the insurance company had issued the check, it was still not endorsed by the bank. City Manager Donna Barron reminded the City Council that there would still be a 30 day period before any demolition of the home could occur should they decide to proceed with deeming the structure substandard. There was no further discussion on this item.

Mayor Durham reviewed Agenda Item C-2, Public Hearing: Consideration of an Ordinance Granting an Amended Special Use Permit for an Auction Yard (Vehicle) on a 41.059-Acre Lot, Legally Described as Lot 1R, Block A, Metro Auto Auction Dallas Addition, Located on the Southeast Corner of Midway Road and Barfknecht Lane, at 1836 Midway Road, Zoned Light Industrial (LI), as Requested by G&A Consultants, LLC. on Behalf of BHA Real Estate Holdings LLC., the Property Owner (Case No. SUP-2016-12-12). There was no discussion on this item.

Mayor Durham reviewed Agenda Item C-3, Public Hearing: Consideration of a Resolution Authorizing the City Manager to Submit the 2017 Assessment of Fair Housing to the U.S. Department of Housing and Urban Development. There was no discussion on this item.

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

WORKSHOP SESSION – 6:00 P.M.

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

(Agenda Item B)

Mayor Durham reviewed Agenda Item E-4, Approval of City Council Minutes of the December 5, 2016, Workshop Session and Regular Session. There was no discussion on this item.

Mayor Durham reviewed Agenda Item E-5, Approval of an Agreement for Architectural Services With Brown Reynolds Watford Architects, Dallas, Texas to Serve as Architects for the Design of Fire Stations No. 3 and No. 8 in the Amount of \$770,800; and Authorization for the City Manager to Execute the Agreement. City Manager Donna Barron advised that this item need to be pulled until the following meeting. Based on concerns expressed by Deputy Mayor Pro Tem Vaughn that the same architecture firm was being used that had been selected for previous fire stations, City staff advised that to select another firm at this time would delay the project and cost the City additional money. No further discussion was held on this item.

Mayor Durham reviewed Agenda Item E-6, Approval of a Bid Award for an Annual Requirements Contract for Household Hazardous Waste Paint Disposal to Progressive Environmental Services dba SWS Environmental Services, Fort Worth, Texas, for an Estimated Amount of \$59,550. There was no discussion on this item.

Mayor Durham reviewed Agenda Item E-8, Approval of a Toyota Tundra Pickup Truck Donation From Lone Star Toyota of Lewisville Valued in the Amount of \$45,000; and Approval of Lone Star Toyota of Lewisville Railroad Park as the New Name for the Park. There was no discussion on this item.

Mayor Durham reviewed Agenda Item F-9, Consideration of a Nomination to the North Central Texas Council of Governments Regional Emergency Preparedness Planning Council (EPPC); and Consideration of Appointing an Alternate Representative to the North Central Texas Council of Governments Regional Emergency Preparedness Planning Council (EPPC). Clarification was given by City staff that this was a nomination, not an actual appointment. There was no further discussion on this item.

Mayor Durham reviewed Agenda Item F-10, Consideration of the Dates and Location for the 2017 City Council Retreat, and Dates for Upcoming Workshops. City Manager Donna Barron reviewed the dates for consideration with the City Council. There was no further discussion on this item.

Mayor Durham reviewed Agenda Item G, Reports. 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 6:59 p.m. on Monday, December 19, 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, December 19, 2016, in the Council Chambers of the Lewisville City Hall, 151 West Church Street, Lewisville, Texas.

Invocation

(Agenda Item A)

Mayor Durham gave the invocation.

Pledge to the American and Texas Flags

(Agenda Item B)

At the request of Mayor Durham, Mayor Pro Tem Gilmore gave the pledge to the American and Texas flags.

Councilman Daniels conducted the following portion of the City Council Agenda.

**Continued Public Hearing: Consideration of
Deeming Substandard a Single Family
Dwelling Located at 729 Red Wing Drive,
Timberbrook 4 Subdivision, Block A, Lot 2,
Lewisville, Texas**

(Agenda Item C-1)

On October 17, 2016 the public hearing for this item was continued until December 19, 2016 at the request of the property owner to resolve issues with their lien holder. The Building Official has determined that the structure is substandard. The Lewisville City Code requires that a public hearing be held in order for the City Council to deem the structure substandard. The owner of record is Melva J. McFerren, who is deceased. Current owners are Patricia and Patrick Malone. All required notifications have been given and procedures have been followed by the City.

The City staff's recommendation was that the City Council deem the single family structure substandard as set forth in the caption above.

Councilman Daniels opened the public hearing.

Cleve Joiner, Director of Neighborhood Services, was present to respond to any questions posed by the City Council.

Continued Public Hearing: Consideration of Deeming Substandard a Single Family Dwelling Located at 729 Red Wing Drive, Timberbrook 4 Subdivision, Block A, Lot 2, Lewisville, Texas (cont'd)

(Agenda Item C-1)

Jennifer Chacko, 4004 Belt Line Drive #100, Addison, Texas, spoke before the City Council, representing Deutsche Bank, in opposition of the City Council deeming this structure substandard. She indicated that the check has now been issued and it has been determined who would need to endorse the check; however, additional time was needed due to the holidays to ensure this was accomplished and she did not feel the 30 day window would be adequate.

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

MOTION: Upon a motion made by Mayor Pro Tem Gilmore and seconded by maybe Councilman Jones, the Council voted five (5) “ayes” and no (0) “nays” to deeming substandard a single family dwelling located at 729 Red Wing Drive, Timberbrook 4 Subdivision, Block A, Lot 2, Lewisville, Texas. The motion carried.

Public Hearing: Consideration of Ordinance No. 4342-12-2016 (Z) Granting an Amended Special Use Permit for an Auction Yard (Vehicle) on a 41.059-Acre Lot, Legally Described as Lot 1R, Block A, Metro Auto Auction Dallas Addition, Located on the Southeast Corner of Midway Road and Barfknecht Lane, at 1836 Midway Road, Zoned Light Industrial (LI), as Requested by G&A Consultants, LLC. on Behalf of BHA Real Estate Holdings LLC., the Property Owner (Case No. SUP-2016-12-12)

(Agenda Item C-2)

Metro Auto Action originally constructed this site in 2012. The proposal includes the addition of 3,552 square feet onto an existing 33,398 square foot building. Two service bays will be included in the proposed addition. The exterior of the addition will match the existing building facade. The plans also call for additional trees to be added to the interior of the site. On December 6, 2016, the Planning and Zoning Commission recommended unanimous approval (6-0) of the Amended SUP.

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. 4342-12-2016 (Z) Granting an Amended Special Use Permit for an Auction Yard (Vehicle) on a 41.059-Acre Lot, Legally Described as Lot 1R, Block A, Metro Auto Auction Dallas Addition, Located on the Southeast Corner of Midway Road and Barfknecht Lane, at 1836 Midway Road, Zoned Light Industrial (LI), as Requested by G&A Consultants, LLC. on Behalf of BHA Real Estate Holdings LLC., the Property Owner (Case No. SUP-2016-12-12) (cont'd)

(Agenda Item C-2)

Councilman Daniels opened the public hearing.

Richard E. Luedke, Planning Manager, was present to respond to any questions posed by the City Council.

Aaron Davis, 8333 Royal Ridge Parkway, Irving, Texas, representing BHA, Inc., and Carlos Fernandez, 380 Decker Drive, Irving, Texas, representing CFA Architects, were both present to respond to any questions posed by the City Council.

MOTION: Upon a motion made by Deputy Mayor Pro Tem Vaughn 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 Granting an Amended Special Use Permit for an Auction Yard (Vehicle) on Approximately 41.059 Acres Legally Described as Lot 1R, Block A, Metro Auto Auction Dallas Addition, Located on the Southeast Corner of Midway Road and Barfknecht Lane at 1836 Midway Road and Zoned Light Industrial District (LI); Providing for a Repealer, Severability, and a Penalty; and Declaring an Emergency.”

MOTION: Upon a motion made by Councilman Ferguson and seconded by Mayor Pro Tem Gilmore, the Council voted five (5) “ayes” and no (0) “nays” to approve and adopt **Ordinance No. 4342-12-2016 (Z)**, as previously captioned. The motion carried.

**Public Hearing: Consideration of Resolution
No. 4343-12-2016 (R) Authorizing the City
Manager to Submit the 2017 Assessment of
Fair Housing to the U.S. Department of
Housing and Urban Development**

(Agenda Item C-3)

An Assessment of Fair Housing (AFH) must be submitted to the U.S. Dept. of Housing and Urban Development by January 4, 2017 (and every five years thereafter) as a requirement to continue receiving Community Development Block Grant (CDBG) funds. The AFH analyzes how demographic trends and development patterns affect populations protected by the Fair Housing Act. The CDBG Advisory Committee held two public forum meetings to accept public input prior to the assessment. The assessment is available for a 30 day public comment period from December 2, 2016 to January 3, 2017. The draft AFH was presented to City Council at the December 5, 2016 City Council workshop.

The City staff's recommendation was that the City Council approve the resolution and authorize the City Manager to submit the assessment as set forth in the caption above.

Councilman Daniels opened the public hearing.

MOTION: Upon a motion made by Deputy Mayor Pro Tem Vaughn and seconded by Councilman Jones, the Council voted five (5) "ayes" and no (0) "nays" to close the public hearing. The motion carried.

MOTION: Upon a motion made by Councilman Ferguson and seconded by Mayor Pro Tem Gilmore, the Council voted five (5) "ayes" and no (0) "nays" to approve and adopt **Resolution No. 4343-12-2016 (R)**, a Resolution of the City Council of the City of Lewisville, Texas, Providing for the Submission of the 2017 Assessment of Fair Housing as Required by the U.S. Department of Housing and Urban Development (HUD). The motion carried.

Visitors/Citizens Forum

(Agenda Item D)

Andrew and Karla Ard, 1617 Alpine Pass, Lewisville, Texas, spoke before the City Council regarding concerns of signage and speed/safety on their residential street.

No one else appeared to speak at this time.

CONSENT AGENDA

(Agenda Item E)

Councilman Daniels advised that at the request of the City Manager, the following items would be removed from the Consent Agenda:

1. Consent Agenda Item No. 5 – Approval of an Agreement for Architectural Services With Brown Reynolds Watford Architects, Dallas, Texas to Serve as Architects for the Design of Fire Stations No. 3 and No. 8 in the Amount of \$770,800; and Authorization for the City Manager to Execute the Agreement.

MOTION: Upon a motion made by Councilman Ferguson and seconded by Mayor Pro Tem Gilmore, 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:

4. APPROVAL OF MINUTES: City Council Minutes of the December 5, 2016, Workshop Session and Regular Session.
6. Approval of a Bid Award for an Annual Requirements Contract for Household Hazardous Waste Paint Disposal to Progressive Environmental Services dba SWS Environmental Services, Fort Worth, Texas, for an Estimated Amount of \$59,550.
7. Approval of Change Order No. 4 to the Valley Ridge Boulevard (Mill Street to College Street) Project in the Amount of \$609,783.76; and Authorization for the City Manager to Execute the Change Order.
8. Approval of a Toyota Tundra Pickup Truck Donation From Lone Star Toyota of Lewisville Valued in the Amount of \$45,000; and Approval of Lone Star Toyota of Lewisville Railroad Park as the New Name for the Park.

The motion carried.

END OF CONSENT AGENDA

**Consideration of a Nomination to the North
Central Texas Council of Governments
Regional Emergency Preparedness Planning
Council (EPPC); and Consideration of
Appointing an Alternate Representative to the
North Central Texas Council of Governments
Regional Emergency Preparedness Planning
Council (EPPC)**

(Agenda Item F-9)

Deputy Mayor Pro Tem Leroy Vaughn was nominated by City Council on November 5, 2012 and subsequently appointed as a member to the North Central Texas Council of Governments (NCTCOG) Regional Emergency Preparedness Planning Council (EPPC). His current term expires on January 26, 2017. The EPPC is composed of elected officials from participating cities and counties. Cities are grouped into population brackets in accordance with current population estimates. The nomination form needs to be returned to the NCTCOG Executive Board no later than January 9, 2017. Mayor Pro Tem Gilmore currently serves as the Alternate Representative for this committee. City Council will also need to consider an Alternate Representative to fill in for the representative if needed.

The City staff's recommendation was that the City Council consider the nomination to EPPC and alternate appointments as set forth in the caption above.

Mayor Pro Tem Gilmore advised that there had been four meetings of this committee held in 2016; however, two of those meetings had been missed by Deputy Mayor Pro Tem Vaughn. He stated that he had not been made aware of these scheduled meetings and had he been he would have been in attendance when the representative had not been able to attend. He stated he felt this put the City in a bad position and moving forward those meetings need to be covered by whomever is nominated, or the alternate. He further indicated that he was willing to be the Representative and should he be nominated and selected to serve, he would be in attendance.

Councilman Jones made a motion to again nominate Deputy Mayor Pro Tem Vaughn as the Representative and Mayor Pro Tem Gilmore as the Alternate Representative. No second was made. The motion failed.

City staff clarified that this was only a nomination, the North Central Texas Council of Governments (NCTCOG) Regional Emergency Preparedness Planning Council (EPPC) would be in charge of selecting who was appointed to this committee.

Consideration of a Nomination to the North Central Texas Council of Governments Regional Emergency Preparedness Planning Council (EPPC); and Consideration of Appointing an Alternate Representative to the North Central Texas Council of Governments Regional Emergency Preparedness Planning Council (EPPC) (cont'd)

(Agenda Item F-9)

MOTION: Upon a motion made by Councilman Daniels and seconded by Mayor Pro Tem Gilmore, a majority of the five City Council Members voted in favor* of nominating Mayor Pro Tem TJ Gilmore for the North Central Texas Council of Governments Regional Emergency Preparedness Planning Council (EPPC) Representative; and subsequently appoint Councilman Brandon Jones as the Alternate Representative to the North Central Texas Council of Governments Regional Emergency Preparedness Planning Council (EPPC). The motion carried.

*Following the adjournment of the City Council meeting, Councilman R Neil Ferguson sent an e-mail to City Secretary Julie Heinze advising that he had not voted, nor abstained, on the vote for this item.

Consideration of the Dates and Location for the 2017 City Council Retreat, and Dates for Upcoming Workshops

(Agenda Item F-10)

Council previously approved February 2 and 3 for as the dates for the 2017 City Council Retreat. Staff recommendation is to hold the retreat in Allen, Texas in order to tour mixed use, retail, and event center developments in that City. Currently the Courtyard by Marriott is holding space for February 2, 3, and 4 (in case Council would prefer February 3rd and 4th rather than the 2nd and 3rd currently scheduled). In addition, staff is recommending that April 10 be added to list of workshop dates and May 29 be removed.

The City staff's recommendation was that the City Council finalize the dates and location for the City Council Retreat, remove May 29 as a workshop date, and add April 10 as a workshop date.

Gina Thompson, Director of Strategic Services, was present to respond to any questions posed by the City Council.

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 set the dates for the City Council Retreat to be held on February 3 and 4, 2017 at the Courtyard by Marriott in Allen, Texas; and to remove May 29, 2017 as a Workshop date and add April 10, 2017 as a workshop date. The motion carried.

Reports

(Agenda Item G)

- Director of Public Services Keith Marvin advised that the lake continues to hover at the conservation level.
- At the request of Councilman Daniels, Director of Parks and Leisure Services Robert Monaghan advised the Christmas tree recycling would be done from December 12th – January 16th at the Lewisville Lake Park soccer fields.
- Councilman Jones thanked Lonestar Toyota of Lewisville for their first annual event held at Railroad Park on December 15th. He also thanked them for their donation of the Tundra that had been given to the Parks Department.
- Mayor Pro Tem Gilmore advised that the student competition was being held to select the official logo for ColorPalooza 2017. He referred anyone interested in participating to the City's website for more information.
- City Manager Donna Barron wished everyone a very Merry Christmas.
- Councilman Ferguson advised of upcoming events being held at the MCL Grand Theatre. Councilman Ferguson also acknowledged this year's newest City's Directors: Library Director Carolyn Booker, Assistant City Manager Claire Swann, and Public Services Director Keith Marvin, for their hard work and thanked them for accepting the opportunity to work for the City of Lewisville. Councilman Ferguson extended his thanks to all City staff.
- Deputy Mayor Pro Tem Vaughn wished everyone a Merry Christmas and Happy Holidays.
- Mayor Durham thanked the Police Officers present for their service to the community.

There were no additional reports at this time.

Mayor Durham adjourned the regular session of the Lewisville City Council into Closed Session at 7:29 p.m. Monday, December 19, 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 7:29 p.m. on Monday, December 19, 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:

1. Property Acquisition

Section 551.087 (Economic Development):

2. Deliberation Regarding Economic Development Negotiations

The Closed Session was adjourned at 7:40 p.m. on Monday, December 19, 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 7:40 p.m. on Monday, December 19, 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 Councilman Ferguson and seconded by Councilman Jones, the Council voted five (5) “ayes” and no (0) “nays” to adjourn the Regular Session of the Lewisville City Council at 7:40 p.m. on Monday, December 19, 2016. The motion carried.

These minutes approved by the Lewisville City Council on the 9th day of January, 2017.

APPROVED

Rudy Durham
MAYOR

ATTEST:

Julie Heinze
CITY SECRETARY

Judge the Court

Lewisville Municipal Court Public Satisfaction Survey



LEWISVILLE

Deep Roots. Broad Wings. Bright Future.

Lewisville Municipal Court Public Satisfaction Survey



Section 1: Access to the Court

1 = Strongly Disagree 2 = Disagree 3 = Neither Agree or Disagree 4 = Agree 5 = Strongly Agree n/a = not applicable

Circle the number

- | | | | | | | |
|--|---|---|---|---|---|-----|
| 1. Finding the Courthouse was easy..... | 1 | 2 | 3 | 4 | 5 | n/a |
| 2. The forms I needed were clear and easy to understand..... | 1 | 2 | 3 | 4 | 5 | n/a |
| 3. I felt safe in the courthouse..... | 1 | 2 | 3 | 4 | 5 | n/a |
| 4. The court makes reasonable efforts to remove physical and language barriers to service... | 1 | 2 | 3 | 4 | 5 | n/a |
| 5. I was able to get my court business done in a reasonable amount of time..... | 1 | 2 | 3 | 4 | 5 | n/a |
| 6. Court staff paid attention to my needs..... | 1 | 2 | 3 | 4 | 5 | n/a |
| 7. I was treated with courtesy and respect..... | 1 | 2 | 3 | 4 | 5 | n/a |
| 8. I found the courtroom or office I needed..... | 1 | 2 | 3 | 4 | 5 | n/a |
| 9. The court's website was useful..... | 1 | 2 | 3 | 4 | 5 | n/a |
| 10. The court's hours of operation made it easy for me to do my business..... | 1 | 2 | 3 | 4 | 5 | n/a |

If you are a party to a legal matter and appeared before a judge today, complete questions 11-15.

Section 2: Fairness

1 = Strongly Disagree 2 = Disagree 3 = Neither Agree or Disagree 4 = Agree 5 = Strongly Agree n/a = not applicable

Circle the number

- | | | | | | | |
|---|---|---|---|---|---|-----|
| 11. The way my case was handled was fair..... | 1 | 2 | 3 | 4 | 5 | n/a |
| 12. The judge listened to my side of the story before he/she made a decision..... | 1 | 2 | 3 | 4 | 5 | n/a |
| 13. The judge had the information necessary to make good decisions about my case..... | 1 | 2 | 3 | 4 | 5 | n/a |
| 14. I was treated the same as everyone else..... | 1 | 2 | 3 | 4 | 5 | n/a |
| 15. As I leave the court, I know what to do next about my case..... | 1 | 2 | 3 | 4 | 5 | n/a |

Section 3: Background

(Check all that apply)

What type of case brought you to the courthouse today?

- Traffic
- Criminal
- Juvenile matter
- City Ordinance

What did you do at the court today?

- Attend a hearing or trial
- Attorney representing a client
- Make a payment
- Get Information
- Appear as a witness

- Jury Duty
- Party to a legal matter
- Search court records
- Other: _____

How often are you typically in the courthouse?

(Choose the closest estimate)

- First time in the courthouse
- Once a year or less
- Several times a year
- Monthly

What is your gender?

- Male
- Female

How do you identify yourself?

- American Indian
- Asian
- Black or African American
- Hispanic or Latino
- Mixed race
- Pacific Islander
- White

Additional Comments:

Executive Summary

Average Scores Per Question

Section 1: Access

Question	Average response
Finding courthouse was easy	4.4
Forms were clear and easy to understand	4.4
I felt safe in the courthouse	4.6
Court makes reasonable efforts to remove barriers	4.5
Able to get court business done in a reasonable amount of time	4.4
Court staff paid attention to my needs	4.5
I was treated with courtesy and respect	4.6
I found the courtroom or office I needed	4.6
Court's website was useful	4.0
Hours of operation made it easy for me to do my business	4.2

Access Score (out of 100): 88.7

Section 2: Fairness

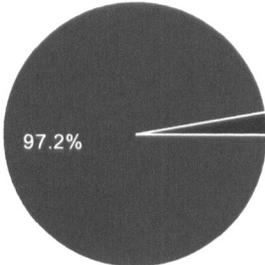
Question	Average response
The way my case was handled was fair	4.4
Judge listened to my side of story before making decision	4.4
Judge had information necessary to make good decisions	4.4
I was treated the same as everyone else	4.5
As I leave the court, I know what to do next about my case	4.6

Fairness Score (out of 100): 89.5

145 responses

Summary

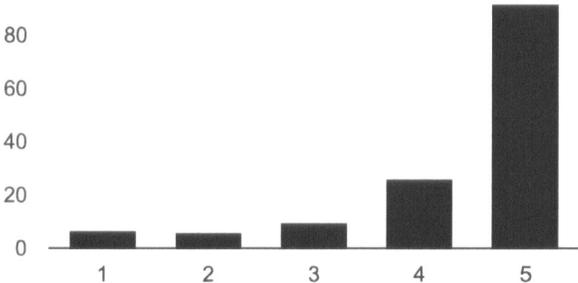
Language? ¿Idioma?



English	141	97.2%
Español	4	2.8%

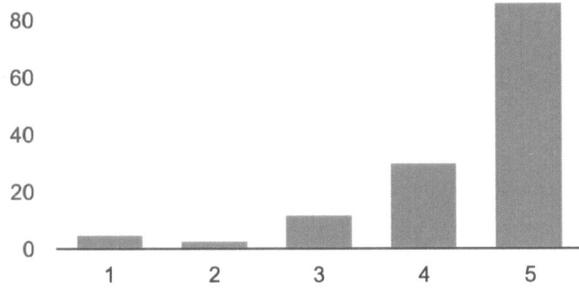
Section 1: Access to the Court

Finding the courthouse was easy



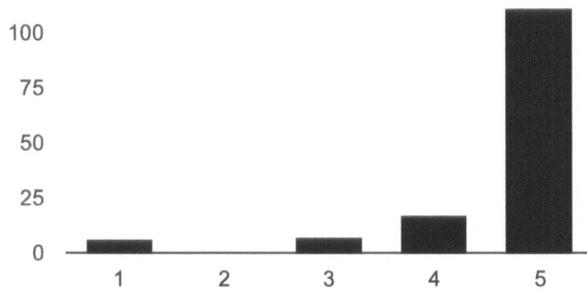
Strongly Disagree: 1	7	5%
2	6	4.3%
3	10	7.1%
4	26	18.4%
Strongly Agree: 5	92	65.2%

The forms I needed were clear and easy to understand



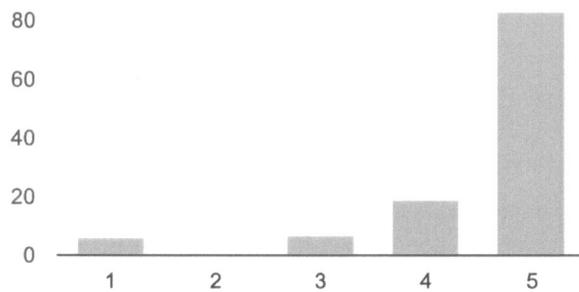
3 **12** 8.8%
 4 **30** 22.1%
 Strongly Agree: 5 **86** 63.2%

I felt safe in the courthouse



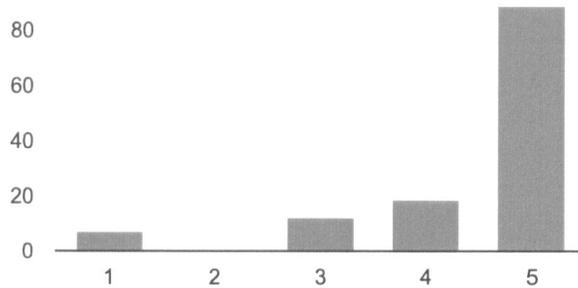
Strongly Disagree: 1 **6** 4.3%
 2 **0** 0%
 3 **7** 5%
 4 **17** 12.1%
 Strongly Agree: 5 **111** 78.7%

The court makes reasonable efforts to remove physical and language barriers to service



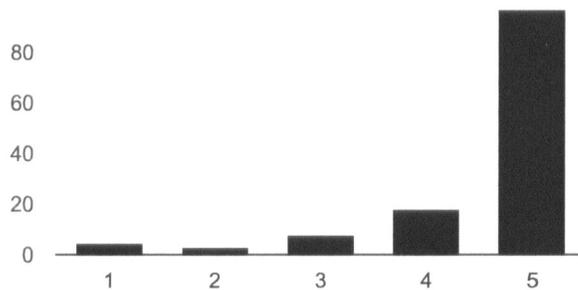
Strongly Disagree: 1	6	5.2%
2	0	0%
3	7	6.1%
4	19	16.5%
Strongly Agree: 5	83	72.2%

I was able to get my court business done in a reasonable amount of time



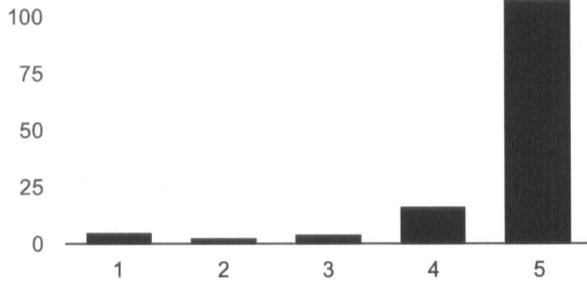
Strongly Disagree: 1	7	5.5%
2	0	0%
3	12	9.4%
4	19	15%
Strongly Agree: 5	89	70.1%

Court staff paid attention to my needs



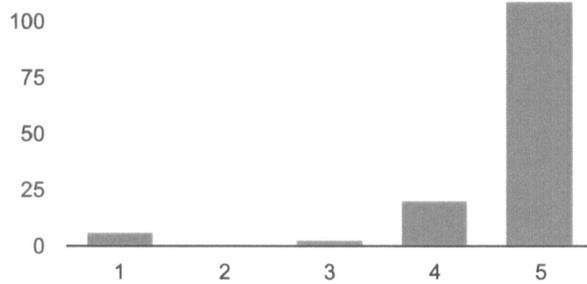
Strongly Disagree: 1	5	3.8%
2	3	2.3%
3	8	6.1%
4	18	13.7%
Strongly Agree: 5	97	74%

I was treated with courtesy and respect



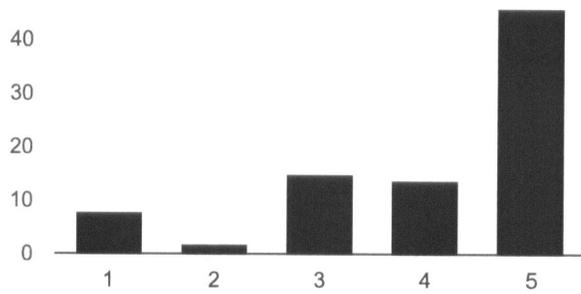
Strongly Disagree: 1	5	3.6%
2	3	2.2%
3	4	2.9%
4	17	12.4%
Strongly Agree: 5	108	78.8%

I found the courtroom or office I needed



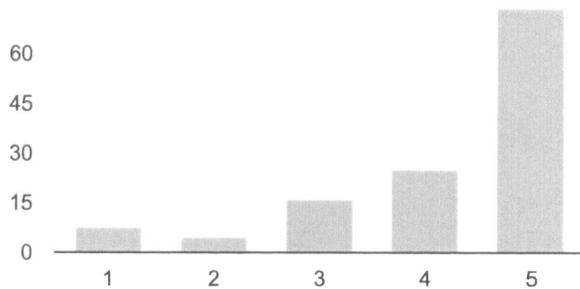
Strongly Disagree: 1	6	4.3%
2	0	0%
3	3	2.2%
4	20	14.5%
Strongly Agree: 5	109	79%

The court's website was useful



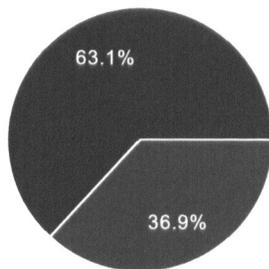
Strongly Agree: 5 **46** 54.1%

The court's hours of operation made it easy for me to do my business



Strongly Disagree: 1 **8** 6.3%
 2 **5** 3.9%
 3 **16** 12.5%
 4 **25** 19.5%
 Strongly Agree: 5 **74** 57.8%

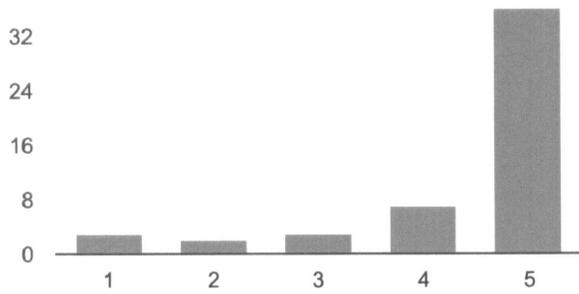
Are you a party to a legal matter and appeared before a judge today?



Yes **52** 36.9%
 No **89** 63.1%

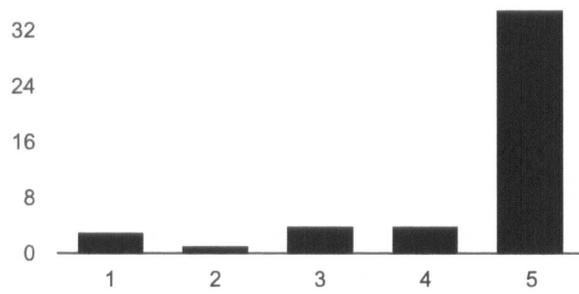
Section 2: Fairness

The way my case was handled was fair



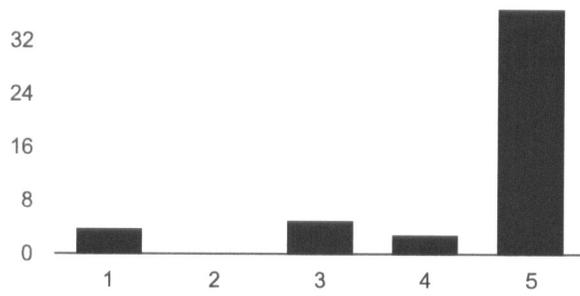
Strongly Disagree: 1	3	5.9%
2	2	3.9%
3	3	5.9%
4	7	13.7%
Strongly Agree: 5	36	70.6%

The judge listened to my side of the story before he or she made a decision



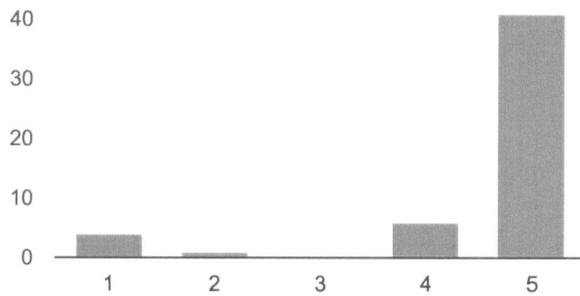
Strongly Disagree: 1	3	6.4%
2	1	2.1%
3	4	8.5%
4	4	8.5%
Strongly Agree: 5	35	74.5%

The judge had the information necessary to make good decisions about my case.



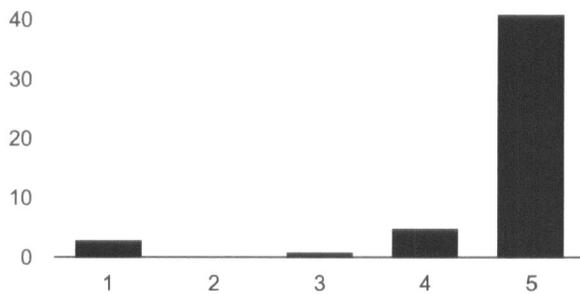
Strongly Agree: 5 **37** 75.5%

I was treated the same as everyone else.



Strongly Disagree: 1 **4** 7.7%
 2 **1** 1.9%
 3 **0** 0%
 4 **6** 11.5%
 Strongly Agree: 5 **41** 78.8%

As I leave the court, I know what to do next about my case.

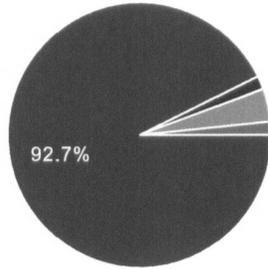


Strongly Disagree: 1 **3** 6%

2	0	0%
3	1	2%
4	5	10%
Strongly Agree: 5	41	82%

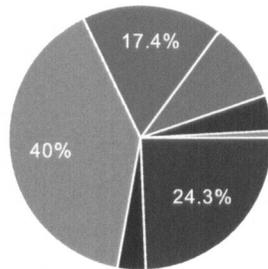
Section 3: Background

What type of case brought you to the courthouse today?



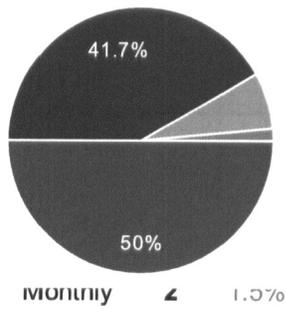
Traffic	115	92.7%
Criminal	2	1.6%
Juvenile Matter	5	4%
City Ordinance	2	1.6%

What did you do at the court today?



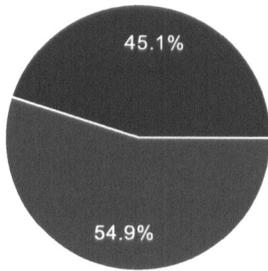
Attend a hearing or trial	28	24.3%
Attorney representing a client	4	3.5%
Make a payment	46	40%
Get information	20	17.4%
Appear as a witness	0	0%
Jury Duty	11	9.6%
Party to a legal matter	5	4.3%
Search court records	1	0.9%

How often are you typically in the courthouse?

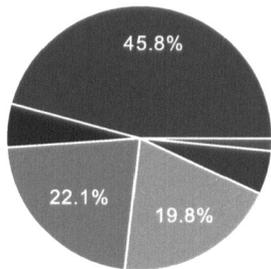


What is your gender?

Male	73	54.9%
Female	60	45.1%



How do you identify yourself?



American Indian	2	1.5%
Asian	7	5.3%
Black or African-American	26	19.8%
Hispanic or Latino	29	22.1%
Mixed race	7	5.3%
Pacific Islander	0	0%
White	60	45.8%

Section 4: Additional Comments

Do you have any additional comments or information you'd like to share?

11.28

IH 11.29

My experience here was short and nice. Thank you!

no

thank you for the payment plan option since i could not have it dismissed. my visit was quick and easy and even though i made a \$500 mistake. it will NEVER happen again but the Judge and the clerks were all very nice and helpful.

I believe the fine amounts could be a bit more reasonable. Also, I feel giving the prosecutor a bit more freedom would speed up the courts dockets. Having to go open for a second deferred does ultimately slow the docket down, but Judge Holoman is always fair on his overall decisions for case resolution.

Courtney was fantastic. Very polite and extremely efficient. A good experience.

I wish there was a way to make payments online for traffic tickets that are being made on multiple payments. I work mostly nights and have to sleep during the day because of it so it can get difficult to make myself get up and get here before the court house closes

Very neat building

I work full time, and getting here during hours is not always easy or do-able. Work and family and volunteering take a lot of my time and so getting her during your operations hours is not always easy. I missed a deadline and there was little care or concern for this. It's not your problem i understand.

IH 11.29 Better to handle all cases at one time then have to come back; live far

IH 11.29 The judge has been very helpful with me every time I have come to court

IH 11.29 Judge Holman is fair; gives you a chance to make it right

Courtney was very friendly; smiled the entire time; very helpful

Judge Holman was very fair and explained procedure clearly

The Judge was very helpful/understanding. Understood my situation; very helpful

prosecutor not nice; said open til 5pm Friday

The court clerk should smile and look them in the eye when she first sees the customer.

Otherwise she did eventually warm up and become more personal.

The staff is always polite and very attentive when I come in. The ladies are always courtesy and prompt with me. Ive never had a problem getting the help I needed.

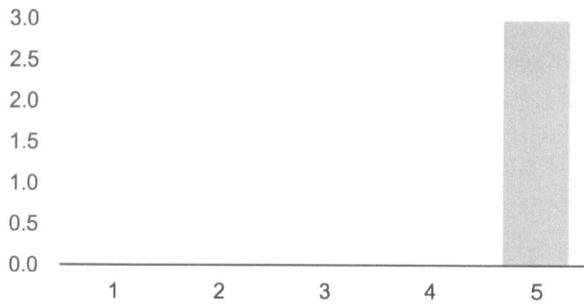
Need outside signs for municipal court house

They were wonderful and totally helpful!

More information as to whats happening while we wait for jury duty would have been appreciated

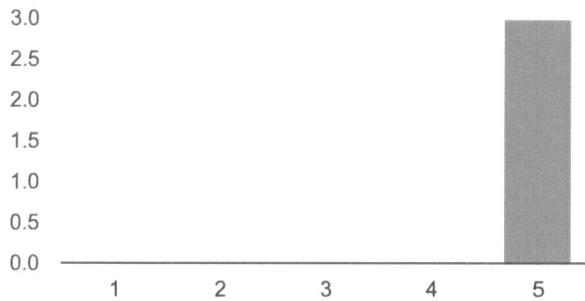
Sección 1: Acceso al Tribunal

Encontrar el tribunal fue fácil



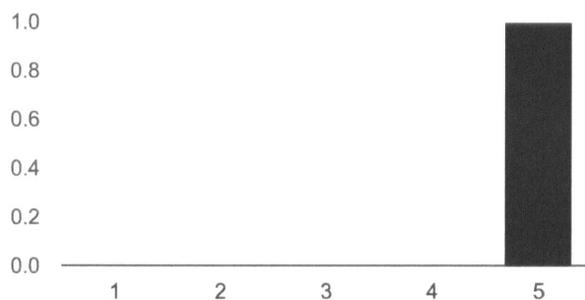
3 0 0%
 4 0 0%
 Muy en Acuerdo: 5 3 100%

Me sentí seguro en el tribunal.



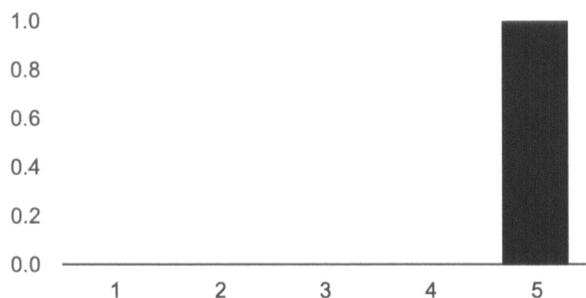
Muy en Desacuerdo: 1 0 0%
 2 0 0%
 3 0 0%
 4 0 0%
 Muy en Acuerdo: 5 3 100%

El tribunal realiza esfuerzos razonables para eliminar las barreras físicas y de idioma al brindar servicios.



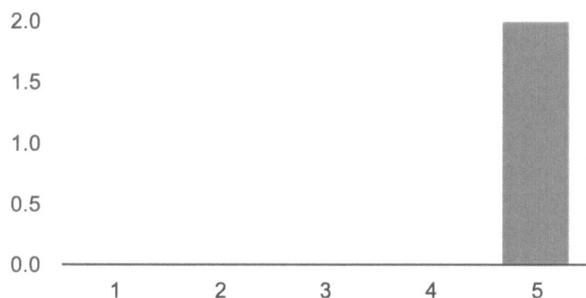
Muy en Desacuerdo: 1	0	0%
2	0	0%
3	0	0%
4	0	0%
Muy en Acuerdo: 5	1	100%

Logré cumplir con mis asuntos en el tribunal en un tiempo razonable.



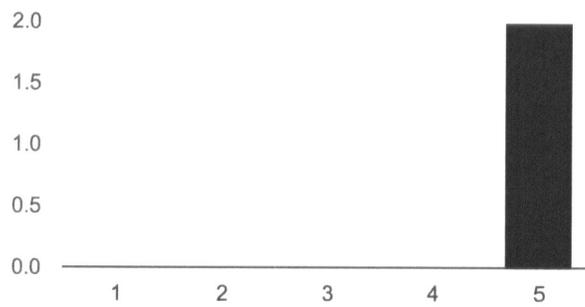
Muy en Desacuerdo: 1	0	0%
2	0	0%
3	0	0%
4	0	0%
Muy en Acuerdo: 5	1	100%

El personal del tribunal respondió atentamente a mis necesidades



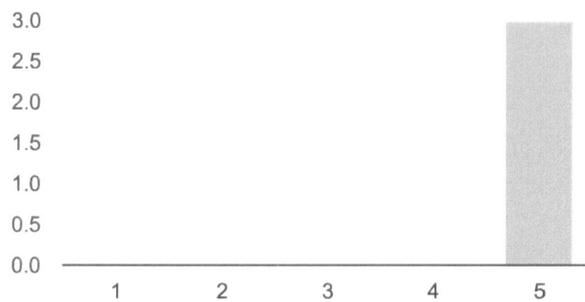
Muy en Desacuerdo: 1	0	0%
2	0	0%
3	0	0%
4	0	0%
Muy en Acuerdo: 5	2	100%

Se me trató con cortesía y respeto.



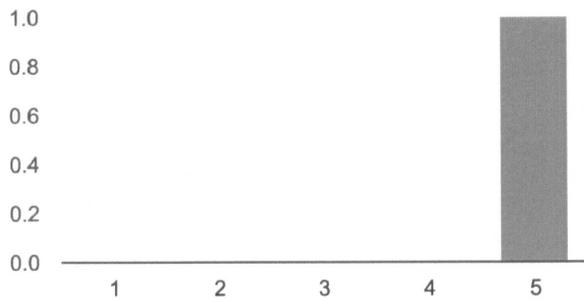
Muy en Desacuerdo:	1	0	0%
	2	0	0%
	3	0	0%
	4	0	0%
Muy en Acuerdo:	5	2	100%

Encontré fácilmente la sala del tribunal u oficina que necesitaba



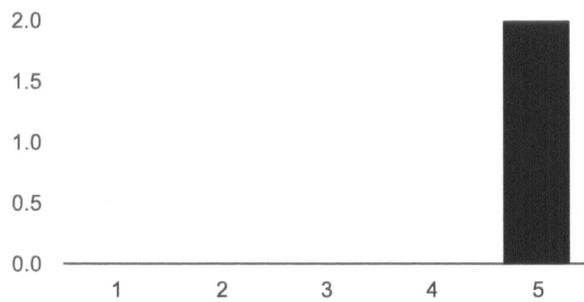
Muy en Desacuerdo:	1	0	0%
	2	0	0%
	3	0	0%
	4	0	0%
Muy en Acuerdo:	5	3	100%

Fue útil la página de Internet del tribunal.



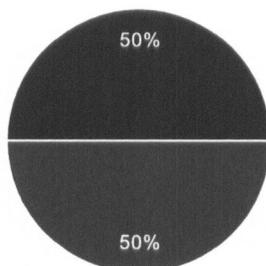
4 0 0%
 Muy en Acuerdo: 5 1 100%

El horario del tribunal facilitó el cumplimiento de mis asuntos



Muy en Desacuerdo: 1 0 0%
 2 0 0%
 3 0 0%
 4 0 0%
 Muy en Acuerdo: 5 2 100%

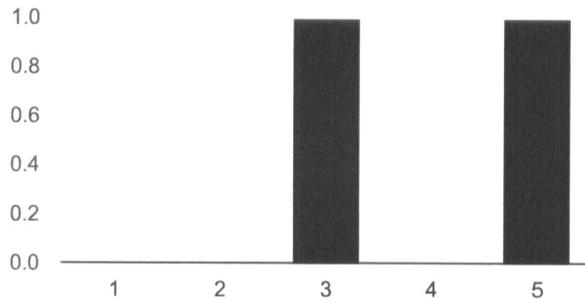
¿Es usted parte de un asunto legal y compareció ante un juez hoy?



Sí 2 50%
 No 2 50%

Sección 2: Igualdad

Mi caso fue tramitado de forma justa



Muy en Desacuerdo:	1	0	0%
	2	0	0%
	3	1	50%
	4	0	0%
Muy en Acuerdo:	5	1	50%

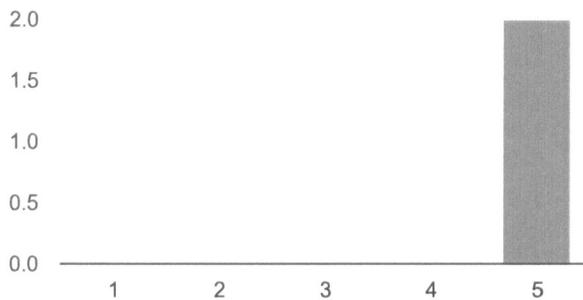
El juez escuchó mi versión de los hechos antes de tomar una decisión.

No responses yet for this question.

El juez tenía toda la información necesaria para tomar buenas decisiones con respecto a mi caso.

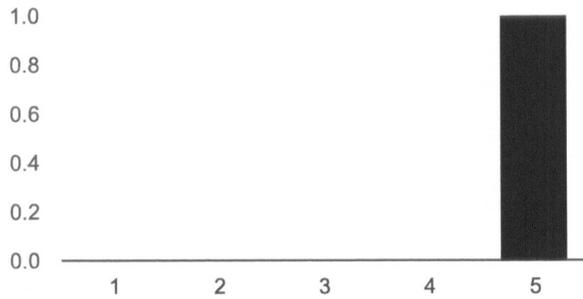
No responses yet for this question.

Se me trató igual que a los demás.



Muy en Desacuerdo:	1	0	0%
	2	0	0%
	3	0	0%
	4	0	0%
Muy en Acuerdo:	5	2	100%

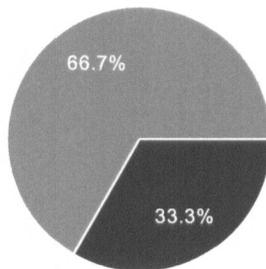
Al irme del tribunal, sé lo próximo que debo hacer con respecto a mi caso.



Muy en Desacuerdo:	1	0	0%
	2	0	0%
	3	0	0%
	4	0	0%
Muy en Acuerdo:	5	1	100%

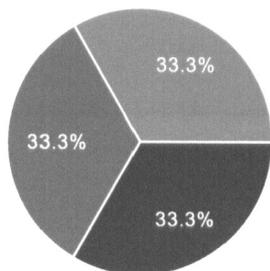
Sección 3: Datos Generales

¿Que tipo de caso lo trajo al tribunal hoy?



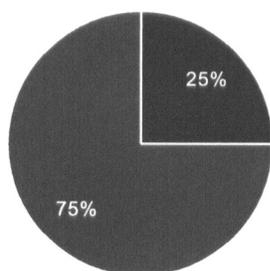
Tráfico	1	33.3%
Criminal	0	0%
Asunto Juvenil	2	66.7%
Ordenanza Municipal	0	0%

¿Que hizo hoy en el Tribunal?



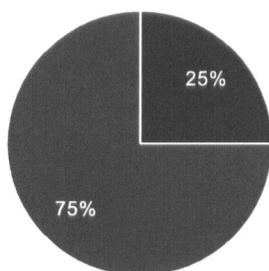
Respuesta	Cantidad	Porcentaje
Buscar expedientes judiciales	1	33.3%
Parte en un asunto legal	0	0%
Obligacion de jurado	0	0%
Comparecer como testigo	0	0%
Obtener informacion	1	33.3%

¿Con que frecuencia esta Ud. en el tribunal?



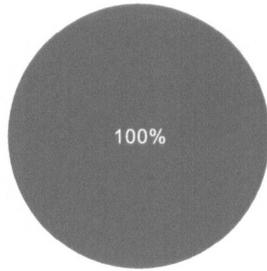
Frecuencia	Cantidad	Porcentaje
Primera vez en este tribunal	3	75%
Una vez al año o menos	1	25%
Varias veces al año	0	0%
Mensual	0	0%

Indique su sexo



Sexo	Cantidad	Porcentaje
Masculino	3	75%
Femenino	1	25%

¿Como se identifique Ud?



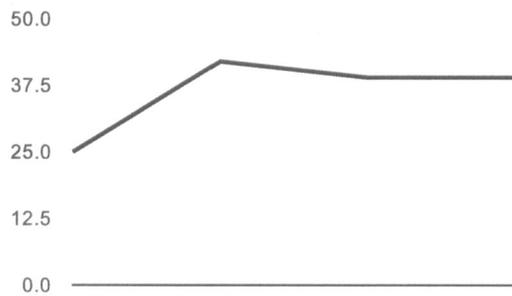
Hispano o Latino	4	100%
Raza mixta	0	0%
Nativo isla del Pacífico	0	0%
Blanco	0	0%

Sección 4: Comentarios adicionales

¿Tienes algún comentario o información adicional que quieras compartir?

11.28 You make me feel good the opportunity to do my payments

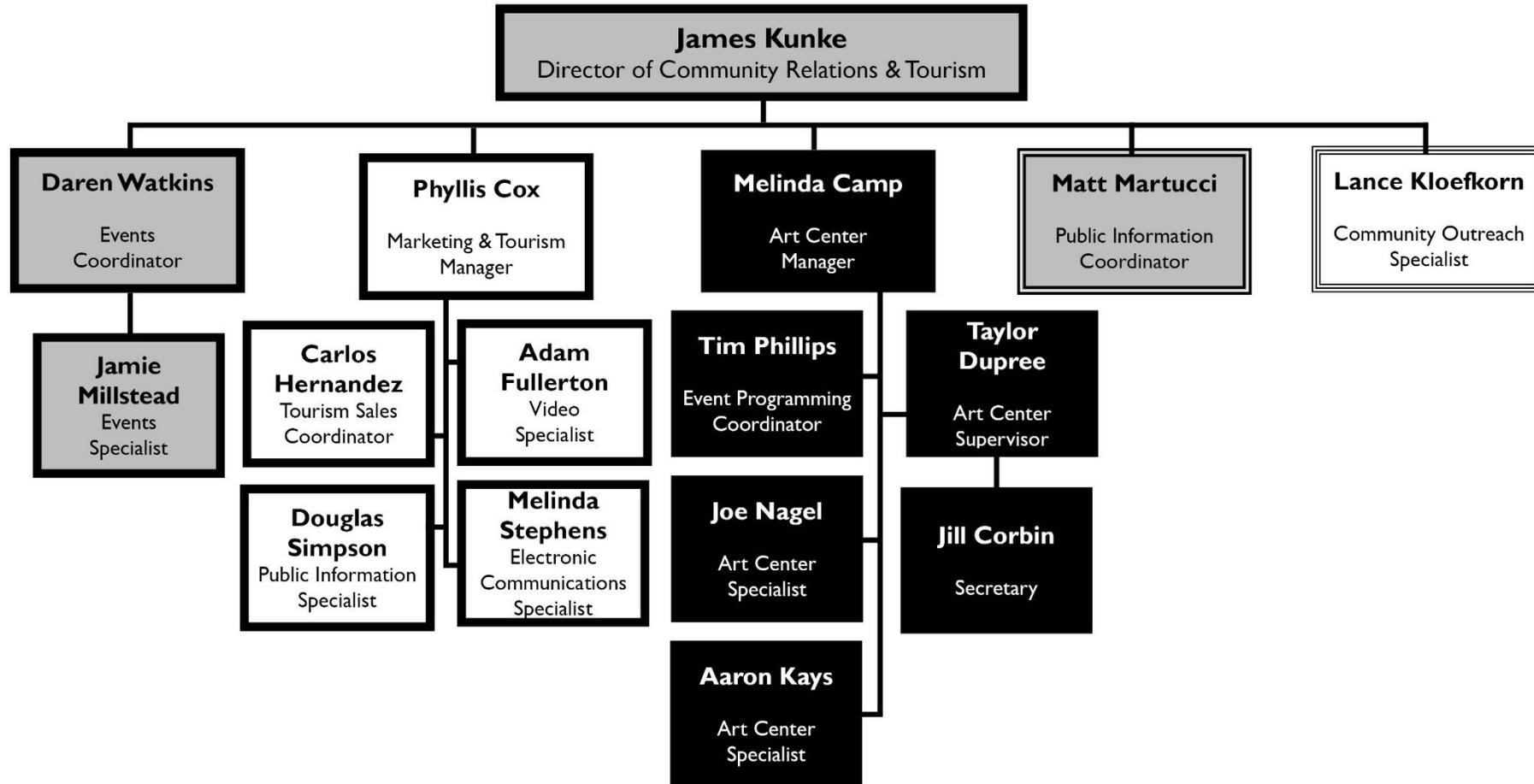
Number of daily responses



Communications Update

- *Lewisville 2025 vision plan*
- *2014 Communications Plan*
- *2015 Communications Audit*
- *Major Initiatives*

Communications Staff



Status of Recommendations

STATUS	MEANS...
DONE	This is a one-time project or task that has been completed
ONGOING	This is a project or task that has been completed but continues to be a regular part of the communication program
IN PROGRESS	This is a project or task that has been started but is not yet completed
PENDING	This is a project or task that has not yet been started but remains in the plan
REMOVED	This is a project or task that has been removed from the plan and will not be completed



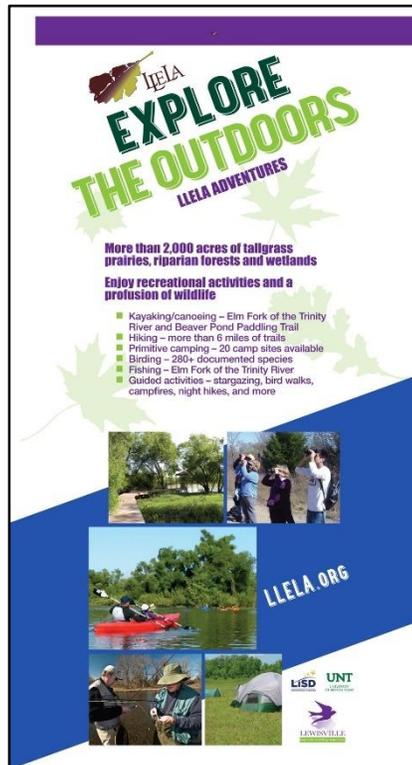
Lewisville 2025 vision plan

- Developed in 2014 by a 50-member volunteer committee with assistance from an outside consultant and city staff
- Adopted by City Council in June 2014
- Created nine Big Moves for Lewisville, including one called “Communications & Marketing” – however, there are action steps related to communications addressed in multiple Big Moves



Lewisville 2025 vision plan

RECOMMENDATION	STATUS
<p>Use communications, marketing and social media tools to engage Lewisville residents in everyday interaction with the Green Centerpiece and its assets</p>	<p>ONGOING. Advertising money was diverted to LLELA in the 14-15 and 15-16 budgets; a dedicated budget line was added in 16-17 to develop and launch a marketing plan</p>



LLELA EXPLORE THE OUTDOORS
LLELA ADVENTURES

More than 2,000 acres of tallgrass prairies, riparian forests and wetlands

Enjoy recreational activities and a profusion of wildlife

- Kayaking/canoeing – Elm Fork of the Trinity River and Beaver Pond Paddling Trail
- Hiking – more than 6 miles of trails
- Primitive camping – 20 camp sites available
- Birding – 280+ documented species
- Fishing – Elm Fork of the Trinity River
- Guided activities – stargazing, bird walks, campfires, night hikes, and more

LLELA.ORG

LISD UNT

LEWISVILLE



STEP THROUGH NATURE

LEWISVILLE, TEXAS



LLELA Urban Wilderness

- Hiking on five trails through natural woods and wetlands
- Canoeing or kayaking on the Elm Fork and Beaver Pond
- Camping and fishing along the Elm Fork of the Trinity River
- Visiting the 1869 Minor-Porter Log Home
- Birding opportunities with 280 migratory and resident species
- Kids' fishing days, night hikes and a variety of other events

I stepped through nature and drifted under willows while floating past reeds and cattails on a Beaver Pond Kayak Tour. The wetlands and woods provided an amazing ecosystem and natural habitat for all kinds of birds and wildlife at LLELA. It's a must see!

★★★★★




Open Daily ■ 972.219.3550 ■ LLELA.org

LEWISVILLE
Deep Roots. Broad Wings. Bright Future.
Convention & Visitors Bureau

LLELA



Lewisville 2025 vision plan

RECOMMENDATION	STATUS
Expand and enhance Old Town events to create a unique identity (Western Week, Summer Music Series, Texas Tunes Series, Pet Parade, Chalk this Way/Arts Festival)	ONGOING. Chalk This Way was expanded into ColorPalooza arts and environmental festival in April 2016; additional events have been funded for WFP in the 16-17 budget



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Lewisville 2025 vision plan

RECOMMENDATION	STATUS
<p>Partner with existing non-profit organizations, such as Main/Mill Association, KLB, and Cloud 9 Charities, etc., to create a number of quality events that create a unique identity for the core (Brewfest)</p>	<p>ONGOING. BrewFest continues to grow each June; the Chamber is planning a Latin festival for April 2017; staff has met with Four Seasons Markets about possibilities for a farmers market or similar activity</p>



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Lewisville 2025 vision plan

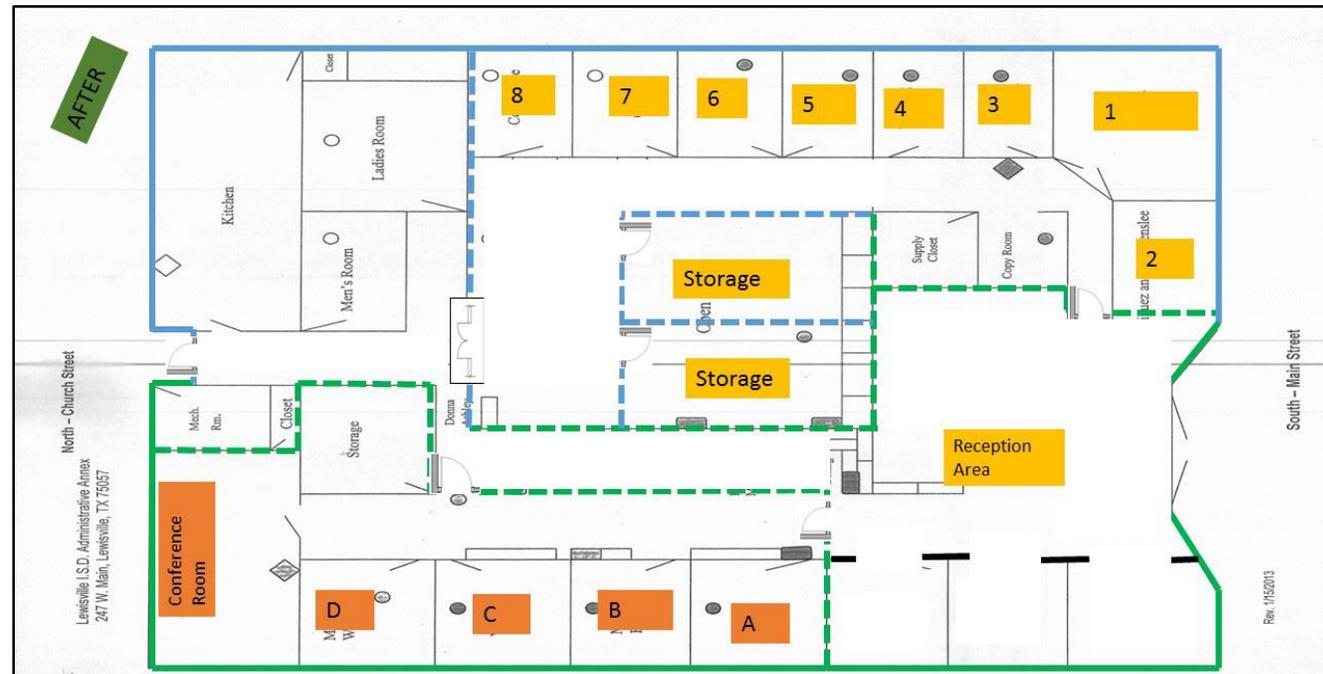
RECOMMENDATION	STATUS
<p>Other projects helping achieve the Old Town Big Move but not specifically listed as a Priority Action or Action Step in the Lewisville 2025 vision plan</p>	<p>ONGOING. An outside firm has been retained to develop an Old Town Visitor Marketing Plan, expected to roll out in late spring 2017</p>



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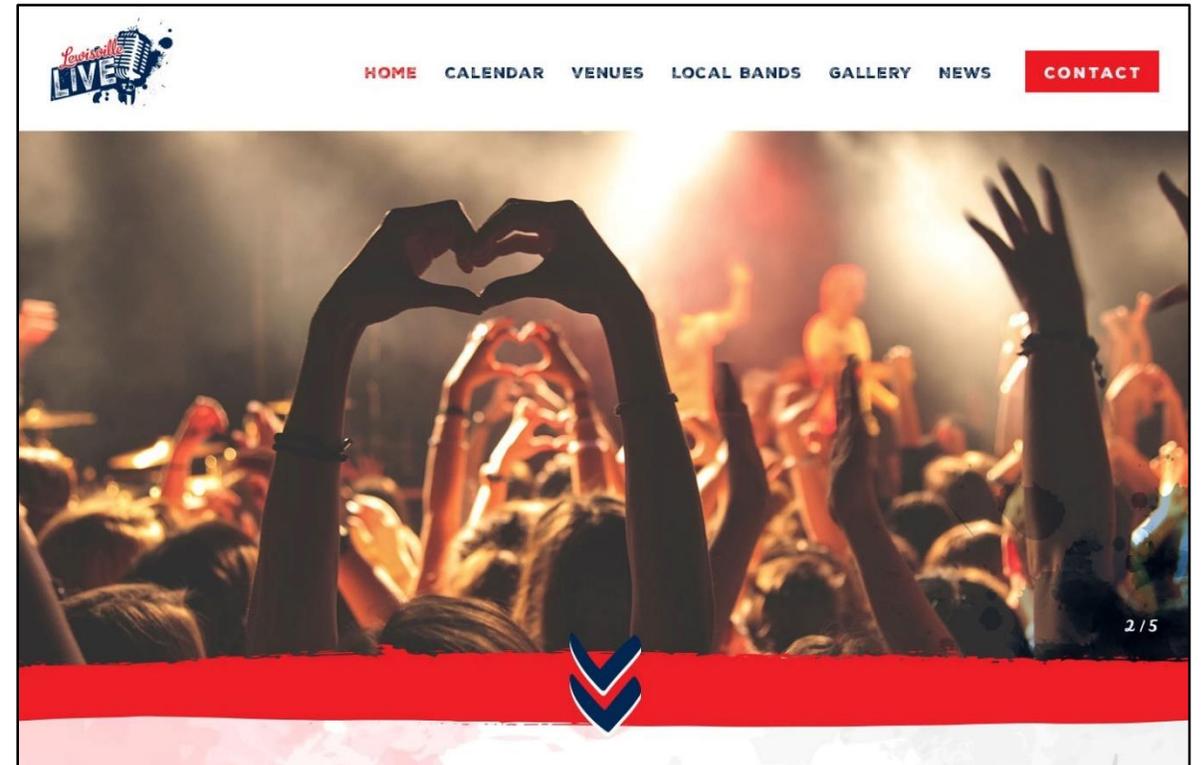
Lewisville 2025 vision plan

RECOMMENDATION	STATUS
<p>Other projects helping achieve the Old Town Big Move but not specifically listed as a Priority Action or Action Step in the Lewisville 2025 vision plan</p>	<p>IN PROGRESS. City has purchased the LISD Annex building behind MCL Grand for a new Visitor Information Center; will include a monument sign on Main Street; estimated opening in April 2017</p>



Lewisville 2025 vision plan

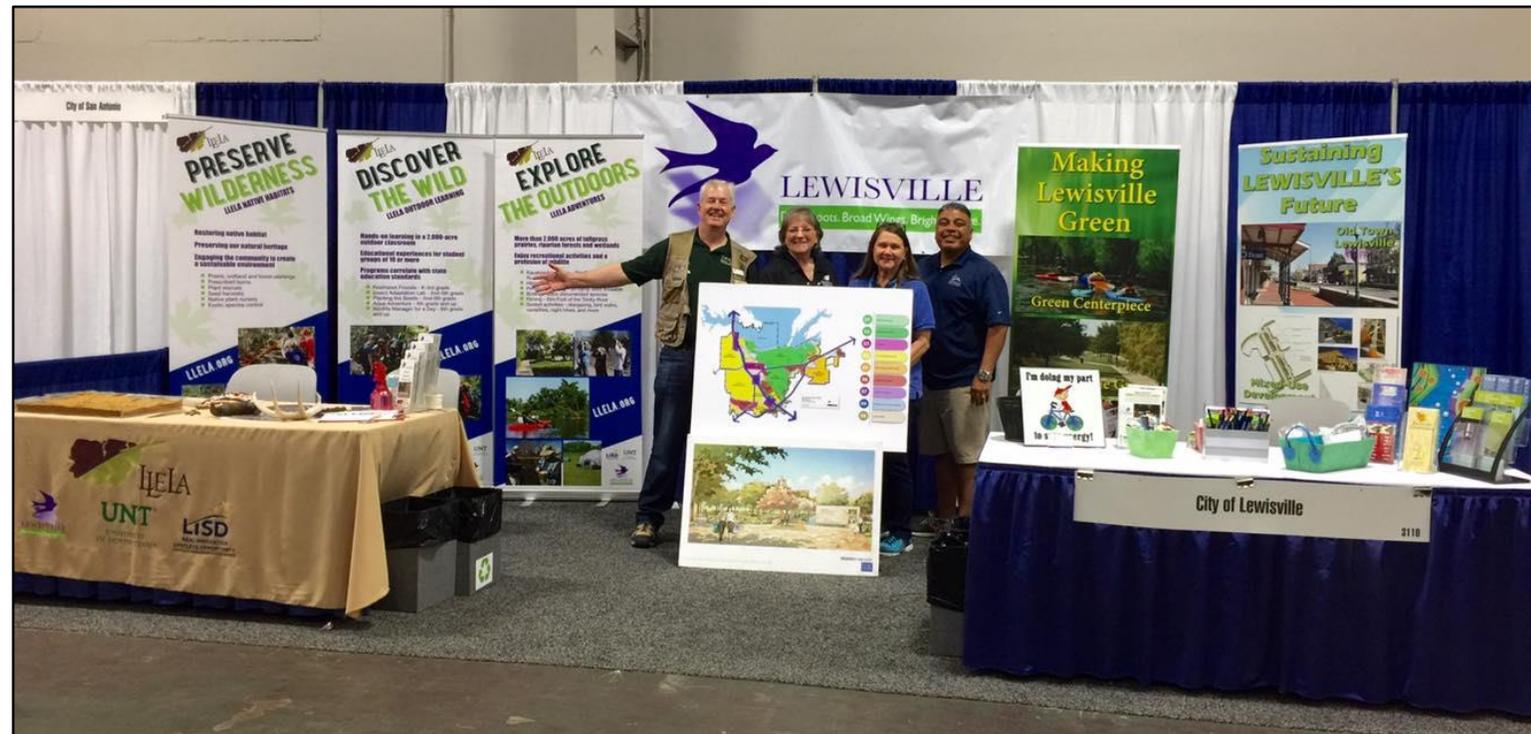
RECOMMENDATION	STATUS
<p>Other projects helping achieve the Old Town Big Move but not specifically listed as a Priority Action or Action Step in the Lewisville 2025 vision plan</p>	<p>ONGOING. Development has begun on a micro website (Lewisville Live) dedicated to live music venues and events in Lewisville</p>



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Lewisville 2025 vision plan

RECOMMENDATION	STATUS
<p>Find creative ways to engage the community, particularly children and young adults, to take advantage of their ideas and interest in sustainability</p>	<p>ONGOING. ColorPalooza festival in April 2015 included Eco-Alley with demonstrations and displays by sustainability partners; had a booth presence at Earth Day Dallas</p>



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Lewisville 2025 vision plan

RECOMMENDATION	STATUS
Adopt and implement a three-year Communication Plan	DONE. Plan was finalized in July 2014
Conduct a Communications Audit	DONE. Final report was received in July 2015
Conduct a Brand Assessment	DONE. Final report was received in July 2015
Communicate with the management of employment center companies about Lewisville 2025 vision and engage them in achieving this vision	ONGOING. Lewisville 2025 annual report was mailed to all commercial addresses in the city in February 2016, with second report planned for distribution in January 2017
Develop a citywide Marketing Plan	IN PROGRESS. Component plans are in place or under development; editorial calendar prepared for 2017
Develop and expand city's image as an "arts community" for residents and visitors	ONGOING. Currently negotiating contract with an outside firm to create a Public Arts Master Plan; also accepting submission for public art component at new recreation center



2014 Communications Plan

- Developed 2013-14 as part of the Certified Public Communicator program at Texas Christian University
- Finalized in July 2014
- Developed internally by the department director with guidance from faculty advisors at TCU and input from CPC class members and department staff
- Declares the purpose of Lewisville's public communications, references existing policies, establishes general procedures, and sets a three-year plan for the communications program
- Includes four goals and 13 tactics (recommendations); tactics were divided by each plan year



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2014 Communications Plan

RECOMMENDATION (YEAR ONE)	STATUS
Conduct a communications audit including internal and external focus groups	DONE. Audit was completed in 2015
Conduct a brand assessment to include effectiveness, timeliness, and implementation	DONE. Assessment was completed in 2015
Resume internal communication committee with a first charge to assess and recommend public feedback processes	PENDING. Assigned to the Public Information Coordinator position added in November 2015 as part of Lewisville 2025 vision plan
Resume annual Resident Satisfaction Survey in electronic format	ONGOING. Surveys conducted annually since August 2014
Develop a regular reporting process on communication efforts for City Council, management, and department directors	PENDING. Assigned to the Public Information Coordinator position added in November 2015 as part of Lewisville 2025 vision plan
Work with internal communications committee to maximize public engagement opportunities	PENDING. Assigned to the Public Information Coordinator position added in November 2015 as part of Lewisville 2025 vision plan



2014 Communications Plan

RECOMMENDATION (YEAR TWO)	STATUS
Develop and implementation plan for key recommendations of the Communications Audit	IN PROGRESS. Of the 16 highest priorities recommendations, nine are complete, four are in progress, and two are pending
Develop a citywide marketing plan for general activities, coordinated with special events, MCL Grand, and tourism marketing plans	IN PROGRESS. Component plans are in place or under development; editorial calendar prepared for 2017
Structure a one-semester internship for CVB, event, and marketing projects	REMOVED. A new fulltime position was added in November 2015 in response to the Lewisville 2025 vision plan
Consider hiring an outside firm to conduct MCL Grand marketing design efforts	DONE. Outside firms were hired to design marketing pieces and some advertising; some advertising design remains in house

2014 Communications Plan

RECOMMENDATION (YEAR THREE)	STATUS
Continue implementation of key recommendations from the Communications Audit	IN PROGRESS. Of the 16 highest priorities recommendations, nine are complete, four are in progress, and two are pending
Establish a Lewisville Ambassador program to create advocates in the community	PENDING. Success of the Citizens University program has addressed the perceived need, but staff continues to monitor
Consider hiring an outside firm to conduct Special Events marketing design efforts	DONE. Outside firms were hired to design marketing pieces and some advertising; some advertising design remains in house



2015 Communications Audit

- Conducted in 2014-15 by Cooksey Communications
- Development included interviews with about 40 people including council members, board members, city staff from all departments, business representatives, neighborhood representatives, social service agencies, and special event partners
- Included a Brand Assessment study
- Final report (July 2015) included four Key Objectives with a total of more than 50 specific recommendations
- Nineteen recommendations were prioritized ahead of the rest (some items were combined for this status update, for a total of 16 recommendations)



2015 Communications Update

RECOMMENDATION

Reintroduce printed version of Horizon newsletter

STATUS

DONE. Quarterly publication started in June 2016, mailed to all residential addresses in Lewisville and Castle Hills

LEWISVILLE
Horizon
 City of Lewisville's Official Publication • Deep Roots. Broad Wings. Bright Future. • June 2014

The Mayor's Corner
 By Mayor Rudy Durham

Restaurant boom in Old Town

Western Days Sept. 23-24

Inside the Horizon
 Page 2 News from the Municipal Affairs
 Page 3 Black Box Songwriter Series continues Sunday July 13

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The Mayor's Corner
 By Mayor Rudy Durham

Western Days Sept. 23-24

Music Headlines

Inside the Horizon
 Page 2 Lewisville Fire Open House
 Page 4 Black Box Songwriter Series begins Sunday July 13

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The Mayor's Corner
 By Mayor Rudy Durham

Holiday Stroll festivities Dec. 3

Candidate filing ends Feb. 17

Inside the Horizon
 Page 2 Colorful Saturday
 Page 3 Christmas at the Coker

2015 Communications Audit

RECOMMENDATION	STATUS
Revamp and launch city website with new content management system offering easier navigation and bill payment processing	IN PROGRESS. Five redesigned websites launched in November/December 2016. Online payment system still under review

- [City](#)
- [CVB](#)
- [LLELA](#)
- [MCL Grand](#)
- [EcoDev](#)



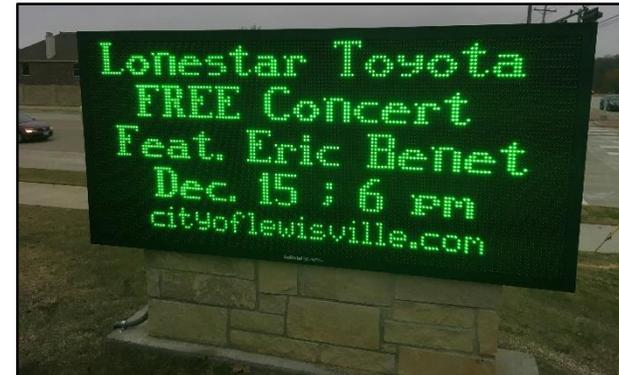
2015 Communications Audit

RECOMMENDATION	STATUS
Add communications coordinator to staff to assist with core communications tasks, public relations, and strategic communication duties	DONE. Public Information Coordinator added in 2015-16 budget; position was filled with Matt Martucci in November 2015
Dallas Business Journal special supplemental insert to showcase the Lewisville 2025 plan and things happening or that will happen	IN PROGRESS. Discussing special section with Dallas Morning News for 2017 publication
Coffee With Council sessions to help the community get to know elected officials and learn about city government	PENDING. Councilman Gilmore held one on his own, and Police Chief Kerbow has been holding “Coffee With Cops” events; a formal program involving Council is not yet in place
Keep the City website current at all times and make the Customer Support Center easier to navigate and use	ONGOING. Website content is maintained daily by department representatives; the recent re-design included upgrades to the CSC presentation and interface



2015 Communications Audit

RECOMMENDATION	STATUS
Develop and distribute a Lewisville 2025 vision plan “key messages” document	DONE. Lewisville 2025 annual report was mailed to all Lewisville and Castle Hills addresses in February 2016
Get Library and PALS engaged in social media updates	DONE. PALS page on Facebook launched in January 2016; Library page on Facebook already existed, with Instagram and Twitter added in late 2016
Ensure electronic signage in front of City building is easier to read, used consistently, and ties to key city messages	ONGOING. Use guidelines have been put in place for all four electronic signs and content is reviewed regularly



2015 Communications Audit

RECOMMENDATION	STATUS
Ensure communications updates are prominently featured in City Manger’s reports to Council	REMOVED. The previous CM Report has been discontinued; all media releases are copied to Council members concurrent to or prior to public distribution
Ensure the process for updating Council on breaking news is working well; improve process for sharing media coverage with Council members and City staff	IN PROGRESS. Staff has met with counterparts in Richardson to examine that city’s success with a daily press report
Conduct proactive outreach to target media; proactively pitch stories to DFW-area media	IN PROGRESS. Public Information Coordinator has successfully pitched expanded coverage of ColorPalooza, USA Water Polo, Keeping Tradition Alive, Western Days, and LLELA; two media fam tours are planned for 2017

<http://www.fox4news.com/news/223072028-story>



2015 Communications Audit

RECOMMENDATION	STATUS
Cultivate media relationships proactively through in-person meetings; regularly distribute news releases through social media feeds and emails to target media	ONGOING. Public Information Coordinator has assumed basic media relations tasks
Conduct media training for all City spokespersons	PENDING. This was done several years ago, but another class will be planned for sometime in 2017
Review and enhance the city’s target media list, expanding targets more broadly	ONGOING. Public Information Coordinator updated and expanded the list in early 2016, and continues to maintain the list
Create and tweet newsworthy content for Twitter and link it to Facebook and the website; ensure the same messaging is used for multiple channels	ONGOING. Electronic Communications Specialist has revised and expanded use of Twitter



Status of Recommendations

STATUS	LEWISVILLE 2025	2014 COMM. PLAN	2015 COMM. AUDIT
DONE	Three recommendations	Four recommendations	Four recommendations
ONGOING	Eight recommendations	One recommendation	Five recommendations
IN PROGRESS	One recommendation	Three recommendations	Four recommendations
PENDING	No recommendations	Four recommendations	Two recommendations
REMOVED	No recommendations	One recommendation	One recommendation



Major Initiatives

- Horizon
- Websites
- [MARTY](#)
- LV2025 report
- Gateway monument signs
- Surveys
- LLELA marketing
- Old Town marketing
- Social media
- News media



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Questions?



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