



City of League City, TX

300 West Walker
League City TX 77573

Meeting Minutes City Council

Tuesday, January 14, 2020

5:00 PM

Council Chambers
200 West Walker Street

Council Work Session

The City Council of the City of League City, Texas, met in a work session in Council Chambers at 200 West Walker Street on the above date at 5:00 p.m.

Mayor:

Pat Hallisey

City Council Members:

**Andy Mann
Hank Dugie
Larry Millican
Todd Kinsey
Greg Gripon
Chad Tressler
Nick Long**

City Manager:

John Baumgartner

Assistant City Manager

Bo Bass

Assistant City Manager

Michael Kramm

City Attorney:

Nghiem Doan

City Secretary:

Diana M. Stapp

Chief of Police:

Gary Ratliff

Executive Director of Development Services

David Hoover

Director of Budget/Project Management

Angie Steelman

Director of Engineering:

Christopher Sims

Director of Finance:

Kristine Polian

Director of Human Resources/Civil Service:

Janet Shirley

Director of Parks & Cultural Services:

Chien Wei

Director of Public Works:

Jody Hooks

1. CALL TO ORDER AND ROLL CALL OF MEMBERS

Mayor Hallisey called the meeting to order at 5:00 p.m. and called the roll. All members of Council were present. Hank Dugie arrived at 5:04 pm. Nick Long arrived at 5:09 pm

Present 8 - Mayor Pat Hallisey, Mr. Andy Mann, Mr. Hank Dugie, Mr. Larry Millican, Mr. Todd Kinsey, Mr. Greg Gripon, Mr. Chad Tressler and Mr. Nick Long

2. **PRESENTATION BY ETC INSTITUTE REGARDING RESULTS OF CITY OF LEAGUE CITY COMMUNITY SURVEY**

Dawn Davis with ETC Institute gave the presentation.

ETC Institute – A national leader in market research for Local Governmental Organizations...helping city and county governments gather and use survey data to enhance organizational performance for more than 35 years. More than 2,150,000 Persons Surveyed Since 2006 for more than 900 cities in 49 States.

AGENDA:

- ☐ Purpose and Methodology
- ☐ Bottom Line Upfront
- ☐ Major Findings
- ☐ Summary
- ☐ Questions

PURPOSE:

- ☐ To objectively assess resident satisfaction with the delivery of City services
- ☐ To compare the City's performance to other communities
- ☐ To help determine priorities for the community

METHODOLOGY:

Method of Administration

- ☐ 7-page survey
- ☐ Administered by mail and online
- ☐ Each survey took approximately 15-20 minutes to complete

Sample Size

- ☐ Goal: 400 surveys
- ☐ Actual: 426 surveys

Confidence level: 95%

Margin of error: +/- 4.7% overall

Location of Respondents (display)

BOTTOM LINE UP FRONT

Residents have a very positive perception of the city

- o League City received high ratings as a place to live and raise children
- o 91% are satisfied with the quality of life in the City; only 2% are dissatisfied

Satisfaction with City Services is much higher in League City than other communities

- o The city rated 23% above the US average and 225% above the Texas average in the overall quality of government services
- o The City rated at or above the US average in 70 of the 79 areas that were compared

Overall priority for improvement over the next 2 years

- o Overall flow of traffic and congestion management
- o Overall maintenance of city streets, sidewalks and utilities

MAJOR FINDINGS

Major Finding #1 – Residents have a very positive perception of the City

Overall perceptions of the city – most residents are satisfied with all areas related to perceptions of the city (graph)

Q2. Overall satisfaction with City Services by Major Category – with the exception of flow of traffic and congestion management, no more than 18% of residents were dissatisfied with any city services (graph)

Major Finding #2 – Residents in all areas are satisfied with the quality of City Government Services

Satisfaction with the quality of League City Government Services (display)

Satisfaction with the quality of life in League City (display)

Major Finding #3 – Satisfaction with City Services in League City are among the highest in the nation

- o Satisfaction with perceptions of the City, League City vs. the U.S. vs. Texas. The City's overall satisfaction with government services is 23% above the National Average and 25% above the Texas Average (graph)
- o Overall satisfaction with major categories of city service, League City vs. the U.S. vs. Texas. The City is setting the standard in most areas. (graph)
- o Customer Service from city employees – League City vs. the U.S. vs. Texas. The City rated significantly higher than the National and Texas Averages for the Courteousness of Staff, Accuracy of Information, and How well issues are handled.

Major Finding #4 – Priorities for Investment - 2019 Importance-Satisfaction Rating

Major Categories of City Services (display) - Highest Overall Priorities:

- Overall flow of traffic and congestion management on streets in League City
73% most important – 32% satisfaction
- Overall maintenance of city streets, sidewalks and utilities
56% most important – 59% satisfaction

Public Safety - Highest Priorities:

- **Visibility of police in neighborhoods**
38% most important – 68% satisfaction

Parks & Recreation, and Library Services - Highest Priorities:

- **Number of walking/biking trails in League City**
28% most important – 54% satisfaction

Public Works Services - Highest Priorities:

- **Management of traffic flow**
49% most important – 29% satisfaction
- **Condition of street drainage/water drainage**
46% most important – 66% satisfaction
- **Speed of road work repair**
30% most important – 31% satisfaction

Code Enforcement - Highest Priorities:

- **Enforcing clean-up of junk & debris on private property in your community**
40% most important – 59% satisfaction
- **Enforcing mowing & cutting of weeds & grass on private property**
30% most important – 56% satisfaction
- **City efforts to remove abandoned or inoperative vehicles**
24% most important – 57% satisfaction

Other Findings:

Q19. Sources from which respondents currently get information about the City (graph)

Q20. City Communication Channels respondents have visited in the past 12 months

Q22. Thinking about the services and facilities the City provides, do you feel that you are getting your money's worth for your tax dollars?

SUMMARY

- **Residents have a very positive perception of the City**
- **League City received high ratings as a place to live and raise children**
- **91% are satisfied with the quality of life in the City; only 2% are dissatisfied**

- **Satisfaction with City Services is much higher in League City than other communities**
- **The City rated 23% above the US average and 25% above the Texas average in the overall quality of government services**
- **The City rated at or above the US average in 70 of the 79 areas that were compared**

- **Overall priority for improvement over the next 2 years:**
Overall flow of traffic and congestions management
Overall maintenance of city streets, sidewalks and utilities

3. PUBLIC COMMENTS

4. **ADJOURNMENT**

At 5:15 p.m. Mayor Hallisey said, there being no further business this meeting is adjourned.

PAT HALLISEY
MAYOR

DIANA M. STAPP
CITY SECRETARY

(SEAL)

MINUTES APPROVED: March 10, 2020