

CITY COMMISSION
AGENDA
SPECIAL MEETING
JUNE 30, 2022
@6:00PM HARLINGEN
COMMUNITY CENTER
201 E. MADISON
HARLINGEN, TEXAS 78550

Notice is hereby given that the City Commission of the City of Harlingen, Texas will hold a Special Meeting on THURSDAY, JUNE 30, 2022 at 6:00P.M. at The Harlingen Community Center, 201 E. Madison, Harlingen, Texas

The public will be permitted to offer citizen communication or participate in items listed as public hearings telephonically as provided by the agenda and as permitted by the presiding officer during the meeting. Written comments may also be submitted for City staff to read aloud during the meeting.

To offer citizen communication or participate in scheduled public hearings telephonically, go to www.myharlingen.us and click on "PUBLIC HEARING AND CITIZEN COMMUNICATION FORM." Fill out the form and indicate the item you wish to address, and submit the form.

Please indicate (1) the agenda item on which you wish to speak, (2) whether you prefer to speak on the item during citizen communication or at the time the agenda item is brought for consideration before the City Commission, and (3) a working telephone number at which you may be reached to submit your comments. The City will then call you when the item you wish to address is being considered. You will then address the City Commission through speaker phone and your call will be made audible to the City Commission and to the public through the live stream. Please submit this request before 4 p.m. on the day of the meeting.

To submit written comments for City staff to read aloud during the meeting, go to www.myharlingen.us and click on "PUBLIC HEARING AND CITIZEN COMMUNICATION FORM" write your comments (limited to 400 words or less) and submit the form.

Please submit written comments before 4 p.m. the day of the meeting.

A recording of the meeting will be made and will be available to the public in accordance with the Texas Open Meetings Act.

City of Harlingen meetings are available to all persons regardless of disability. If you require special assistance, please contact the City Secretary's Office at (956) 216-5001 or write Post Office Box 2207, Harlingen, Texas 78550 at least 48 hours in advance of the meeting.

The Harlingen City Commission reserves the right, pursuant to the Texas Government Code Chapter 551, Subchapter D, to enter into closed executive session on any item posted on the agenda if a matter is raised that is appropriate for closed discussion.

Call Meeting to Order

- 1) Citizen Communication/Input
- 2) Introduction of City Staff.
- 3) Explanation by City Staff regarding City Website, City Meetings and Citizens Communications Forms.
- 4) Discussion with citizens regarding the 2022 Harlingen Resident Survey, a copy of the Survey has been attached as Exhibit "A".
- 5) Adjournment

I, the undersigned authority, do hereby certify that the above Notice of the Special Meeting of the Harlingen City Commission is a true and correct copy of said notice posted on the bulletin board at City Hall of said City of Harlingen, Texas in a place convenient and readily accessible to the general public at all times and on the City's Internet Website and said Notice was posted on Friday, June 24, 2022 at or **before** p.m. and remained so posted for at least 72 hours preceding the time of said meeting.

Dated this 24th of June, 2022



Amanda C. Elizondo, City Secretary

2022 Harlingen Resident Survey-ENGLISH

Instructions: Circle or checkmark your answers. If unable to rate or answer, leave blank.

1. CITY SERVICES. Please rate your overall satisfaction with major categories of services provided by the City of Harlingen on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied".

Major Categories of City Services					
A. Overall quality of police services	1	2	3	4	5
B. Overall quality of fire services	1	2	3	4	5
C. Overall quality of emergency medical services	1	2	3	4	5
D. Overall quality of city parks and facilities	1	2	3	4	5
E. Overall quality of recreation programs	1	2	3	4	5
F. Overall maintenance of city streets	1	2	3	4	5
G. Overall maintenance of city buildings and facilities	1	2	3	4	5
H. Overall quality of city water and sewer utilities	1	2	3	4	5
I. Overall enforcement of city codes and ordinances	1	2	3	4	5
J. Overall quality of customer service you receive from city employees	1	2	3	4	5
K. Overall effectiveness of city communication with the public	1	2	3	4	5
L. Overall quality of the city's storm water runoff/storm water management system	1	2	3	4	5
M. Overall flow of traffic and congestion management in the city	1	2	3	4	5
N. Overall quality of the city's solid waste system (trash, recycling, brush collection)	1	2	3	4	5
O. Overall quality of the city library	1	2	3	4	5
P. Overall quality of city cultural arts events	1	2	3	4	5

2. Which THREE of the Major Categories of City Services do you think should receive the most emphasis from city leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 1 above.]

1st: _____ 2nd: _____ 3rd: _____

3. PERCEPTIONS. Several items that may influence your perception of Harlingen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied".

Perceptions of the City					
A. Harlingen as a place to live	1	2	3	4	5
B. Harlingen as a place to raise children	1	2	3	4	5
C. Harlingen as a place to work	1	2	3	4	5
D. Harlingen as a place to retire	1	2	3	4	5
E. Overall image of Harlingen	1	2	3	4	5
F. Overall quality of life in Harlingen	1	2	3	4	5
G. Overall appearance of Harlingen	1	2	3	4	5
H. Harlingen as a welcoming community for people of diverse backgrounds	1	2	3	4	5
I. The overall quality of leadership provided by Harlingen's elected officials	1	2	3	4	5
J. The overall effectiveness of city management	1	2	3	4	5
K. Harlingen as a place to start a business	1	2	3	4	5

4. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following provided by the City:

City Maintenance					
A. Condition of major city streets	1	2	3	4	5
B. Condition of streets in your neighborhood	1	2	3	4	5
C. Condition of sidewalks in your neighborhood	1	2	3	4	5
D. Timing of traffic signals on city streets	1	2	3	4	5
E. Traffic flow on major city streets	1	2	3	4	5
F. Pedestrian accessibility (The City's sidewalk system/network; number/availability of sidewalks)	1	2	3	4	5

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G. Appearance and condition of city medians, right-of-ways and public areas	1			4	
H. Adequacy of city street lighting	1		3	4	
I. Condition of pavement markings on city streets	1		3	4	
N. Overall cleanliness of streets and public areas	1		3	4	
L. Condition of landscaping along public streets	1		3	4	

5. Which TWO of the City Maintenance services listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 4 above.]

1st: _____ 2nd: _____

6. POLICE, FIRE & EMERGENCY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following public safety services provided by the City of Harlingen:

Public Safety Services					
A. Quality of police protection	1	2	3	4	5
B. Visibility of police in neighborhoods	1	2	3	4	5
C. Visibility of police in retail areas	1	2	3	4	5
D. Police response time	1	2	3	4	5
E. Efforts to prevent crime	1	2	3	4	5
F. Police safety education programs	1	2	3	4	5
G. Enforcement of traffic laws	1	2	3	4	5
H. Quality of animal control services	1	2	3	4	5
I. Quality and accessibility of municipal court services (i.e. traffic, collection, fines)	1	2	3	4	5
J. Quality of fire protection	1	2	3	4	5
K. Fire personnel emergency response time	1	2	3	4	5
L. Quality of fire safety education programs	1	2	3	4	5
M. 9-1-1 service provided by operators	1	2	3	4	5
N. 9-1-1 response time from first responders - ambulance, fire, police	1	2	3	4	5
O. Disaster preparedness public education	1	2	3	4	5

7. Which TWO of the Public Safety Services items listed above do you think should receive the most emphasis from city leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 6 above.]

1st: _____ 2nd: _____

8. FEELING OF SAFETY. On a scale of 1 to 5, where 1 means "Very Unsafe", 2 means "Unsafe", 3 means "Neutral", 4 means "Safe", and 5 means "Very Safe". Please rate how safe you feel in the following situations:

Feeling of Safety					
A. In your neighborhood during the day	1	2	3	4	5
B. In your neighborhood at night	1	2	3	4	5
C. In the City's parks, trails, and recreational areas	1	2	3	4	5
D. In commercial and retail areas	1	2	3	4	5
E. Overall in the City	1	2	3	4	5
F. Downtown after dark	1	2	3	4	5
G. Traveling by bicycle in Harlingen	1	2	3	4	5

9. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following:

Enforcement of City					
A. Overall responsiveness of city code enforcement staff	1	2	3	4	5
B. City effort to enforce code violations	1	2	3	4	5
C. Clean-up of debris/litter	1	2	3	4	5

2022 Harlingen Resident Survey-ENGLISH

Instructions: Circle or checkmark your answers. If unable to rate or answer, leave blank

D. Efforts to enforce exterior maintenance and upkeep of residential property	1	2	3	4	5
E. Efforts to identify abandoned or unsafe properties	1	2	3	4	5
F. Efforts to remove dilapidated structures	1	2	3	4	5
G. Enforcement of weedy lots, abandoned vehicles, graffiti	1	2	3	4	5
- Cleanliness in your neighborhood	1	2	3	4	5
I. Enforcement of loud music	1	2	3	4	5
- Degree to which code violations are a problem	1	2	3	4	5

10. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following:

Residential Services					
A. Quality of residential garbage collection	1	2	3	4	5
B. Quality of residential brush collection	1	2	3	4	5
C. Importance of neighborhood associations (HOA)	1	2	3	4	5

11. UTILITIES SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following:

Utilities Services					
A. Quality of drinking water	1	2	3	4	5
B. Quality of wastewater services	1	2	3	4	5
C. Quality of drainage infrastructure	1	2	3	4	5

12. PARKS AND RECREATION. Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following:

Parks and Recreation					
A. Quality of city parks	1	2	3	4	5
B. Number and location of city parks	1	2	3	4	5
C. Number, quality, and condition of walking and biking trails	1	2	3	4	5
D. Number, quality, and condition of swimming pools and splash pads	1	2	3	4	5
E. Quality of city sponsored events and activities	1	2	3	4	5
F. Quality of youth sports programs	1	2	3	4	5
G. Quality of adult sports programs	1	2	3	4	5
H. Quality of outdoor athletic fields	1	2	3	4	5
I. Quality of picnic, pavilion areas, playgrounds at city parks	1	2	3	4	5
J. Recreational opportunities	1	2	3	4	5
K. Quality of city golf courses	1	2	3	4	5
L. Quality and availability of accessible routes to and from playgrounds	1	2	3	4	5

13. CUSTOMER SERVICE. Have you called or visited the City with a question, problem, or complaint during the past 12 months?

Yes [Answer Q13a-b.]

No [Go to Q14.]

13a. [If YES to Q13.] How did you contact the City? Select one. If you contacted the City in multiple ways, please select the method you were most likely to use.

Phone E-mail Social media Website 311 In person

13b. [If YES to Q13.] How easy or difficult was it to address your issue?

Very Easy Somewhat Easy Difficult Very Difficult

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14. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following:

Communication					
A. Quality of the City's website	1	2	3	4	5
B. Quality of the City's social media (Twitter, Facebook, Instagram, etc.)	1	2	3	4	5
C. Availability of information on City services and programs	1	2	3	4	5
D. City's efforts to keep you informed	1	2	3	4	5
E. Level of public involvement in local decision-making	1	2	3	4	5
F. Transparency of City government	1	2	3	4	5

15. Which of the following are your primary sources of information about City issues, services, and events?
(Check all that apply.)

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>____(01) City website</p> <p>____(02) Local newspaper</p> <p>____(03) Radio news programs</p> <p>____(04) Television news programs</p> | <p>____(05) Social networking site (Facebook, Twitter)</p> <p>____(06) Word of mouth (friends/neighbors)</p> <p>____(07) City emails/press releases</p> <p>____(08) Public meetings</p> <p>____(09) Other: — — — — —</p> |
|-------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

16. DEVELOPMENT SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following:

Development Services					
A. Building inspections	1	2	3	4	5
B. Obtaining a residential building permit	1	2	3	4	5
C. Obtaining a commercial building permit	1	2	3	4	5
D. Quality of communication during the development process	1	2	3	4	5

17. EDUCATION. Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following:

Education					
A. Overall quality of your local schools	1	2	3	4	5
B. Overall condition of your local schools	1	2	3	4	5

18. COMMUNITY NEEDS. Please rate the importance of the following services needed in our community, where 1 is "High Priority", 2 is "Medium Priority", 3 is "Low Priority", and 4 is "Not Sure".

Community Needs				
A. Senior services	1	2	3	4
B. Senior centers	1	2	3	4
C. Youth services	1	2	3	4
D. Youth centers	1	2	3	4
E. Public housing	1	2	3	4
F. Transitional or temporary housing	1	2	3	4
G. New home construction	1	2	3	4
H. Housing repairs or reconstruction assistance for homeowners	1	2	3	4
I. Down payment assistance	1	2	3	4
J. Rental assistance	1	2	3	4

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K. Housing for elderly	1		3	
L. New sidewalk construction in residential areas	_____		3	14
M. Street lighting in residential areas	1	2	3	
N. Homeless population services	1		3	14
O. Veterans services	1		3	4
P. Fair housing counseling	1		3	4
Q. Substance abuse services	1	2	3	4
R. Job training program\$	1		3	4
S. Child care programs	1		3	4
T. Education programs	1		3	4
U. Health services	1		3	4
V. Energy conservation	1		3	14
W. Recreational services	1		3	
X. Services to assist victims of domestic violence and abuse			3	
Y. Crime prevention and public safety	1	2	3	
Z. Welfare services	1	2	3	14
AA. Parking facilities, Parking Lots	1	2	3	
BB. Historic preservation(remodeling of buildings)	1	2	13	14

19. Which TWO of the items listed above do you think should receive the most emphasis from city leaders over the next TWO years? [Write in the letters below using the letters from the list in Question 18.]

1st: _____ 2nd: _____

20. Do you have access to a computer?

Yes No

21. Do you have access to internet at home?

Yes No

22. If yes, is your internet access wireless?

Yes No

23. Which of the following best describes where you reside?

Apartment Duplex Condo Mobile home Single family home

24. Which of the following best describes your housing situation?

Rent Own your home

25. How many years have you lived in Harlingen? _____ years

26. Please answer each of the following questions by circling "Yes" or "No" In the last 12 months, did you or anybody in your household:

A. Visit a city park?	Yes	No
B. Ride the bus?	Yes	No
C. Ride a bicycle on city streets or trails?	Yes	No

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D. Attend a city cultural arts event?	Yes	No
E. Attend a city commission or other public meeting?	Yes	No
F. Visit the city library?	Yes	No
G. Apply for a permit or inspection online through the city website?	Yes	No

27. What is your age group?

- 18-24
 25-34
 35-44
 45-54
 55-64
 65+

28. Please check the statement(s) that applies to members of your household. (Check all that apply.)

- (1) Attend public school within Harlingen CISD
 (4) Home school
 (2) Attend public school outside Harlingen CISD
 (5) Not applicable
 (3) Attend private school

29. What is your race/ethnicity?

- Hispanic/Latina
 White
 Asian
 African American/Black
 Other _____

30. What category does your TOTAL household income fall in?

- Less than \$15,000
 \$15,001-\$35,000
 \$35,001-\$75,000
 \$75,001-\$100,000
 \$100,001 to \$150,000
 More than \$150,000
 No Answer

31. Please indicate the highest level of education you have obtained.

- High School, no degree
 High School graduate or GED
 Some college
 Associate Degree
 Bachelor's Degree
 Master's Degree
 Professional Degree (JD, MD, DOC, etc.)
 Doctorate Degree (Phd, EdD, etc.)

32. What is your gender?

- Male
 Female

33. What District do you live in? _____

34. What else would you like city officials to know about your vision for Harlingen's future?

35. Please provide your contact information if you would like to be entered into a drawing for prizes the City is offering in exchange for completing this survey (optional).

Name _____ Phone _____ Email _____

All responses to this survey are confidential. Only aggregate results will be shared for the purpose of improving city operations and services to the community.

Please return your survey in the postage-paid envelope provided.

Thank you!