



WEEKLY REPORT

JANUARY 28, 2022

TO: MAYOR FLETCHER AND COUNCIL MEMBERS
FROM: BRYAN LANGLEY, CITY MANAGER

THE CITY OF
BURLESON
TEXAS

Weekly Report | January 28, 2022

I. Council Schedule

Meetings

Friday, January 28: City Council Special Session, City Hall Council Chambers. 141 W. Renfro St., 9:00 a.m. The meeting will be conducted in the council chambers and is also available via live stream, <https://www.burlesontx.com/watchlive>

Monday, February 7: Regular City Council Meeting, City Hall Council Chambers. 141 W. Renfro St., 5:30 p.m. The meeting will be conducted in the council chambers and is also available via live stream, <https://www.burlesontx.com/watchlive>

Reports & Presentations

January 28

- Receive a report, hold a discussion, and give staff direction regarding the proposed bond program, bond proposition and voter ballot language. (Staff Presenter: Martin Avila, Director of Finance)
- Receive a report, hold a discussion, and provide staff direction on the May 7, 2022 elections order. (Staff Presenter: Amanda Campos, City Secretary)

February 7

- Receive a report, hold a discussion, and give staff direction regarding the equipment replacement funding program. (Staff Presenter: John Butkus, Assistant Finance Director)
- Receive a report, hold a discussion, and give staff direction regarding new skills features for the Chisenhall Fields hike and bike trails. (Staff Contact: Jen Basham, Director Parks of Recreation)
- Receive a report, hold a discussion, and provide staff direction regarding memberships for seniors at the Burleson Recreation Center. (Staff Presenter: Jen Basham, Director- Parks and Recreation)

II. General Information and Status Updates

A. Citizen Satisfaction Survey - Update

On January 18, 2022, the customer service department presented and received input from city council regarding a citizen satisfaction survey being developed for the Burleson community. During discussions, a question was raised as to whether it would be beneficial to add an “opt-out” option to the demographics section of the survey. Staff has contacted ETC Institute (the research firm conducting the survey) to inquire about

this option. ETC Institute has indicated that based on their previous survey data, adding an “opt-out” option may discourage respondents who would typically complete the demographics information from doing so. However, leaving the demographic data blank is perfectly acceptable, and while it limits certain areas of analysis, the basic survey data will still be utilized in the overall results.

Over the next several weeks, the citizen satisfaction survey will be finalized and information regarding its distribution will be promoted throughout the community. The survey will be made available to citizens in the February/March timeframe, with a final report and presentation on the results to council in the April/May timeframe.

B. Burleson Police Department to hold virtual public meeting

Burleson Police Department will host a virtual public meeting on Feb. 7 from 4 – 6 p.m. to gather general feedback on BPD performance, as part of their accreditation process. The public can also submit comment via telephone on Monday, February 7, 2022 between 1:15 p.m. - 3:15 p.m. by calling (817) 426-9921. Comments are limited to ten minutes and must address the agency’s ability to comply with CALEA standards. Written comments can be submitted to: Commission on Accreditation for Law Enforcement, Inc. (CALEA), 13575 Heathcote Boulevard, Suite 320 Gainesville, Virginia 20155. [More information.](#)

C. Outdoor Warning Siren Test

The monthly outdoor warning siren test is scheduled for noon Wednesday, Feb. 2 (tests are held the first Wednesday of every month, if weather permits).

D. Burleson Works program is back

The Burleson Works Program is now taking scholarship applications. This one-of-a-kind program helps job seekers get the training they need to find a new career. Applicants must be at least a graduating high school senior to apply, but there are no other restrictions. The job opportunities range from welder, firefighter, accounting intern, engineering drafter and more. Scholarship applications are due Feb. 28. A full list of participating businesses and the scholarship application can be viewed [here](#). [Learn more.](#)

E. Library News

Teen Craft Day

Teens are encouraged to join the library for a fun afternoon of making friendship pins on January 29. All the supplies will be provided. Ages 10-16 only.



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F. Feel Good Friday

The Burlleson Public Library dropped off police and fire department appreciation kits that the Kindness Club assembled last week. For more information about the Kindness Club or if you want to join: <https://www.burlesontx.com/2320/Kindness-Club>



III. Upcoming Road Construction/Closures

UPCOMING ROAD CONSTRUCTION / CLOSURES			
Projects & Limits	Current Status	Traffic Affected	Estimated Completion
Turkey Peak Ground Storage Tank Construction & Brushy Mound Tank Demolition at existing City Facilities	General Contractor is at both Turkey Peak and Brushy Mound Sites.	Intermittent construction traffic to and from both sites. Anticipated Routes include: NW Renfro, SW Brushy Mound Rd, SW Alsbury Blvd, NW Summercrest Blvd, Nicole Dr & NW Jayellen Ave.	Winter 2022
Irene/Gardens Safe Routes to School	Construction Underway	Outside lanes of Irene will be closed in areas of construction. Closures to move with construction progress.	November 2022
SW Hulen Street between Greenridge Drive and Potomac Drive	Construction Underway	Daily closure on SW Hulen St between Greenridge Dr and Potomac Dr with a detour through the neighborhood.	March 2022

IV. Events

- **Show Up & Show Out**
Date: Month of January; special event: Jan. 29
Location: BRiCk, 550 NW Summercrest Blvd
[More information](#)
- **The Great Giveback**
Date: January 29
Location: Library, 248 SW Johnson Ave
[More information](#)
- **Family Valentine Dance**
Date: February 5
Time: 4 or 6:30 p.m.
Location: BRiCk, 550 NW Summercrest Blvd
[More information](#)
- **Sweets for your Sweetie**
Date: February 12
Time: 10 – 11:30 a.m.
Location: Russell Farm Art Center, 405 W CR 714
[More information](#)

CityFest

Date: February 17

Time: 4:30 – 7 p.m.

Location: BRiCk, 550 NW Summercrest Blvd

[More information](#)

V. Attachments

- CARES Newsletter.....page 7

BURLESON C.A.R.E.S.

Citizens • Appreciate • Remarkable & Excellent • Service

In This Issue

**Employee of the
Third Quarter
Angel Strotman**

**Employee of the
Fourth Quarter
Kelly Clute**

**City Manager 2021
Recognitions**

**Employee of the Year
Roel Rodriguez Jr.**

**Welcome Aboard
New Employees**

Communications Department

DeAnna Phillips
Director

Collin Gregory
Communications Coordinator

Christina Brinkman
Communications Coordinator

Marcus Jackson
Video Production Assistant

A Message from the City Manager

As we head into 2022, I want to take a moment to share my tremendous thanks and appreciation for everyone's hard work and all of the team's achievements during 2021. This past year has been truly remarkable. We have worked through a number of challenges related to the pandemic, both personally and professionally. These issues have forced members of our team to reconsider the way that they work, interact with the public, and provide customer service. Staff from every department has risen to the challenge to provide exceptional services to the public.

Despite the many challenges, I am extremely proud of how the City of Burleson team has continued to move our community forward and, as such, I wanted to provide a short list of some of the more notable projects that have begun or have been completed this past year.



City Manager Bryan Langley

Key Accomplishments:

- Finalized plans for the new Chisholm Summit development, a 3,000 plus home development on the west side of the city.
- Created a new professional business park as part of the Chisholm Summit development.
- Began construction of a new development across from City Hall. This new project will create over 12,000 square feet of office space for city operations. It will also

Continued on next page

Message from the City Manager, cont'd.

include new restaurants such as Heim BBQ and Razzoo's Cajun Cafe.

- Completed construction of new Fire Station #16.
- Completed Clark Park renovation, SH 174 median improvements, began construction of a dog park, animal shelter addition, splash pad, and an expansion to the Burleson Memorial Cemetery.
- Updated compensation program, improved accrued leave policies, and updated health insurance offerings to better serve our team.
- Began discussions with a citizen-led bond committee to update police department facilities, build a new fire station, and complete a variety of street improvement projects across the city.
- Completed the repair of a variety of streets across the city, responded to thousands of calls for service around the city, and much, much, more.

In short, the City of Burleson keeps moving forward thanks to the efforts of everyone on our remarkable team. Again, I appreciate the exceptional service and am looking forward to all of the opportunities that 2022 will bring.



Employee of the Third Quarter **Angel Strotman**

Animal Shelter
Administrative
Assistant

GETTING TO KNOW ANGEL

What motivates you in your job?

Finding homes for approximately 700 animals per year.

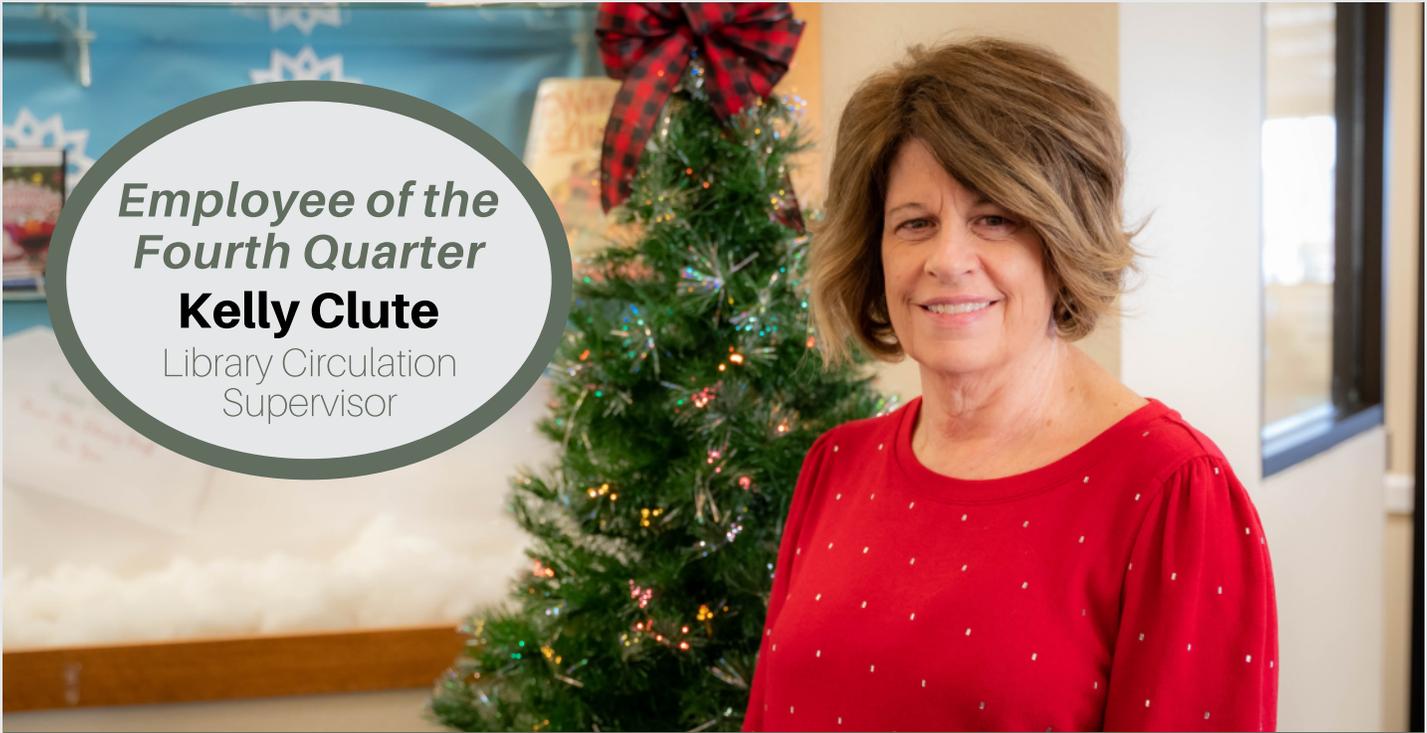
Tell us your favorite customer service story.

We had a resident that went into the hospital and his boxer ended up at our shelter. I was able to get him into a boxer rescue. A month and a half went by and

the owner called distraught, wondering where his dog was. I called the rescue that took him and they were able to meet up with him and give him his dog back. Happy ending!

What is your best customer service tip?

Smiling is always good and just listening to people.



Employee of the Fourth Quarter

Kelly Clute

Library Circulation Supervisor

GETTING TO KNOW KELLY

What motivates you in your job?

The people I work with and our patrons. The relationships I've developed with my coworkers makes them feel more like family than coworkers. Whether I'm helping a patron with genealogy research or a problem with a computer, each day brings a new challenge. My day is never boring!

Tell us your favorite customer service story.

On a recent outing to Mariposa, I was able to

show some senior citizens how to download our electronic resources and obtain or renew their library cards. I enjoy any time I get to work with our seniors, because they are part of an underserved population.

What is your best customer service tip?

When people are upset or angry about something, generally they just want someone to listen to them. Be empathic and listen. Most of the time that will de-escalate the situation.

KUDOS

City Manager Bryan Langley recognized the following employees in 2021 for going above and beyond in the level of customer service they provided.

- Officer Blake Dunham, *Police*
- Officer Joshua Lott, *Police*
- Officer Harold Chou, *Police*
- Steve Zieverink, *IT*
- Silvester del Bosque, *Facilities*
- Gene Geheb, *Fire*
- Officer Andrea Evans, *Police*
- Wylene Landrum, *PS Communications*
- Brandon Jacobs, *Fire*
- Officer Jonathan White, *Police*
- Public Works staff and Public Safety Communications staff following winter storm

If you feel one of your co-workers should be recognized for their exemplary customer service, please send their story to Wanda Bullard in Human Resources, wbullard@burllesontx.com.



Roel Rodriguez, Jr.
Utility Crew Leader

Employee of the YEAR

WELCOME ABOARD!

Join us in welcoming these employees to the team

- Eric Oscarson - Director of Public Works
- Monica Solko - Deputy City Secretary
- Emilio Sanchez - Assistant Director of Development Services
- Andres Gomez - Plans Examiner
- Marcus Jackson - Video Production Assistant
- Melissa Campbell - Utility Customer Service Clerk
- Devin Ray - Firefighter
- Ariana Leon - Firefighter
- Brandon Heard - Firefighter
- Matthew Fox - Firefighter
- Beau Rehonic - Firefighter
- Dakota Kirkwood - Firefighter
- Nicholas Ban - Firefighter
- Justin Barrington - Firefighter
- Clint Aylesworth - Firefighter
- Pedro Ramirez - Firefighter
- Aaron Barrow - COVID Registration Clerk
- Catherine Van Ryn - Juvenile Case Manager
- Claudia Van Zalingen - Customer Service Associate
- Nicole Hamilton - PS Communications Specialist
- Halie Nefiodow - PS Communications Specialist
- Jane Ostrander - Library Assistant I
- Madeleina Gorman - Library Assistant I
- Cherisa Black - Assistant Recreation Manager
- Zachariah James - Athletics Maintenance Worker I
- Leon Sims - Ball Field Attendant
- Isaiah Smith - Athletics Maintenance Worker I
- Stephanie Winchester - Recreation Instructor
- Ellie Kirkpatrick - Lifeguard

SHARE THE LOVE

Are one of your co-workers doing a great job and you think they should be recognized in the C.A.R.E.S. newsletter? Send us their story: cstaton@burllesontx.com