NOTICE OF A REGULAR MEETING  
THE BRENHAM CITY COUNCIL  
THURSDAY, JULY 16, 2015 AT 1:00 P.M.  
SECOND FLOOR CITY HALL  
COUNCIL CHAMBERS  
200 W. VULCAN  
BRENHAM, TEXAS

1. Call Meeting to Order

2. Invocation and Pledges to the US and Texas Flags – Councilmember Ebel

3. Proclamation
   ➢ Buy Local, Be Local in July

4. Citizens Comments

CONSENT AGENDA

5. Statutory Consent Agenda
   The Statutory Consent Agenda includes non-controversial and routine items that Council may act on with one single vote. A councilmember may pull any item from the Consent Agenda in order that the Council discuss and act upon it individually as part of the Regular Agenda.

   5-a. Minutes from the June 25, 2015 Regular City Council Meeting Pages 2-10

WORK SESSION

6. Discussion and Presentation on the 2-1-1 Texas Information and Referral Network Pages 11-38

7. Discussion and Presentation of the Brenham Housing Authority’s Modernization Project Pages 39-44

8. Discussion and Presentation Regarding Several Parcels of Land Located Along Old Mill Creek Pages 45-47
EXECUTIVE SESSION


RE-OPEN REGULAR AGENDA

10. Discuss and Possibly Act Upon an Agreement with Roy Burger (dba RB Film Productions) for the Lease of Approximately 108.9 Acres of the Old Landfill Property and Authorize the Mayor to Execute Any Necessary Documentation Page 49

11. Administrative/Elected Officials Report

Administrative/Elected Officials Reports: Reports from City Officials or City staff regarding items of community interest, including expression of thanks, congratulations or condolences; information regarding holiday schedules; honorary or salutary recognitions of public officials, public employees or other citizens; reminders about upcoming events organized or sponsored by the City; information regarding social, ceremonial, or community events organized or sponsored by a non-City entity that is scheduled to be attended by City officials or employees; and announcements involving imminent threats to the public health and safety of people in the City that have arisen after the posting of the agenda.

Adjourn

Executive Sessions: The City Council for the City of Brenham reserves the right to convene into executive session at any time during the course of this meeting to discuss any of the matters listed, as authorized by Texas Government Code, Chapter 551, including but not limited to §551.071 – Consultation with Attorney, §551.072 – Real Property, §551.073 – Prospective Gifts, §551.074 - Personnel Matters, §551.076 – Security Devices, §551.086 - Utility Competitive Matters, and §551.087 – Economic Development Negotiation

CERTIFICATION

I certify that a copy of the July 16, 2015 agenda of items to be considered by the City of Brenham City Council was posted to the City Hall bulletin board at 200 W. Vulcan, Brenham, Texas on July 13, 2015 at 12:10 PM.

Jeana Bellinger, TRMC
City Secretary
Disability Access Statement: This meeting is wheelchair accessible. The accessible entrance is located at the Vulcan Street entrance to the City Administration Building. Accessible parking spaces are located adjoining the entrance. Auxiliary aids and services are available upon request (interpreters for the deaf must be requested twenty-four (24) hours before the meeting) by calling (979) 337-7567 for assistance.

I certify that the attached notice and agenda of items to be considered by the City Council was removed by me from the City Hall bulletin board on the ______ day of ____________________, 2015 at ______ AM PM.

___________________________________ ___________________________________

Signature                                      Title
PROCLAMATION

WHEREAS, Local businesses produce income, jobs and tax receipts for our community and are more likely to utilize local goods and services; and

WHEREAS, Local businesses are more accountable to their customers; taxable purchases made in Brenham result in dollars that stay here and help fund city operations; and

WHEREAS, Local businesses donate generously to the nonprofit agencies that serve those segments of our population most in need of assistance; and

WHEREAS, Supporting local businesses preserve the economic diversity of our community; we have many distinctive businesses that, along with our architecture and history, make Brenham and Washington County unique; and

WHEREAS, It is right and just for the City Council and the residents of Brenham to join together to support local businesses by patronizing their stores and services;

Now, THEREFORE I, Milton Y. Tate Jr., Mayor of the City of Brenham, Texas do Hereby Proclaim the month of July 2015 as

BUY LOCAL, BE LOCAL MONTH

Milton Y. Tate Jr.
Mayor
Brenham City Council Minutes

A regular meeting of the Brenham City Council was held on June 25, 2015 beginning at 1:00 p.m. in the Brenham City Hall, City Council Chambers, at 200 W. Vulcan Street, Brenham, Texas.

Members present:

Mayor Milton Y. Tate, Jr.
Mayor Pro Tem Gloria Nix
Councilmember Andrew Ebel
Councilmember Danny Goss
Councilmember Keith Herring
Councilmember Mary E. Barnes-Tilley
Councilmember Weldon Williams, Jr.

Members absent:

None

Others present:

Tami Redshaw, Wilma Finley, Marcus Finley, Clint Kolby and Craig Borchardt

Citizens present:

City Manager Terry Roberts, Assistant City Manager Kyle Dannhaus, Assistant City Manager of General Government Rex Phelps, City Engineer Grant Lischka, Deputy City Secretary Kacey Weiss, Assistant City Manager-Chief Financial Officer Carolyn Miller, Stacy Hardy, Susan Nienstedt, Sara Parker, Kaci Konieczny, Cynthia Longhofer, Director of Community Services Wende Ragonis, Fire Chief Ricky Boeker, Interim Police Chief Dant Lange, Public Works Director Dane Rau, Assistant City Manager of Public Utilities Lowell Ogle, Kim Hodde, and Angela Hahn

Media Present:

Arthur Hahn, Brenham Banner Press; Caitlin Hahn, Brenham Banner Press; and Mary-Janet Reyes, KWHI

1. Call Meeting to Order

2. Invocation and Pledges to the US and Texas Flags – Councilmember Goss
3. **Proclamation**
   - Kyle Dean Dannhaus Day

4. **Citizens Comments**
   
   Craig Borchardt, President and CEO of Hospice Brazos Valley, thanked the Council for the financial support of their organization.

**CONSENT AGENDA**

5. **Statutory Consent Agenda**

   5-a. Minutes from the May 21, 2015 and June 4, 2015 Regular City Council Meetings


   A motion was made by Councilmember Barnes-Tilley and seconded by Councilmember Herring to approve the Statutory Consent Agenda Item 5-a., with the spelling correction to the June 4, 2015 council minutes as presented, and Statutory Consent Agenda Item 5-b.

   Mayor Tate called for a vote. The motion passed with Council voting as follows:

   - Mayor Milton Y. Tate, Jr. Yes
   - Mayor Pro Tem Gloria Nix Yes
   - Councilmember Andrew Ebel Yes
   - Councilmember Danny Goss Yes
   - Councilmember Keith Herring Yes
   - Councilmember Mary E. Barnes-Tilley Yes
   - Councilmember Weldon Williams Yes

**WORK SESSION**


   Assistant City Manager-Chief Financial Officer Carolyn Miller presented this item. Miller advised the status of the General Fund and the five major utility funds in the report. Miller reported that the City experienced favorable performance in the General Fund and all utility funds posted positive net revenues over expenditures. Miller stated the fund performance was favorable to budget except for the Electric Fund.
Miller explained at the end of the second quarter: the General Fund posted net revenues of $739,111; the Electric Fund had favorable net revenues of $237,072; the Gas Fund posted net revenues of $168,324; the Water Fund experienced net revenues of $54,465; the Wastewater Fund posted net revenues of $186,851; and the Sanitation Fund posted favorable net revenues of $246,435.

REGULAR AGENDA

7. Discuss and Possibly Act Upon an Audit Engagement Letter from Seidel Schroeder to Perform an Audit for the Fiscal Year Ending September 30, 2015 and Authorize the Mayor to Execute Any Necessary Documentation

Assistant City Manager-Chief Financial Officer Carolyn Miller presented the proposed audit engagement letter from Seidel Schroeder for the fiscal year ending September 30, 2015. Miller stated that the audit fee estimate increased from last year due to increased procedures related to the City’s adoption of GASB 68 for pensions. Miller advised that with the implementation of this new statement, the auditor must expand procedures pertaining to the amounts now recorded in the financial statements. Miller stated that the annual audit fee includes an annual increase of $1,000.00.

A motion was made by Councilmember Herring and seconded by Councilmember Ebel to approve the audit engagement letter from Seidel Schroeder to perform an audit for the fiscal year ending September 30, 2015 and authorize the Mayor to execute any necessary documentation.

Mayor Tate called for a vote. The motion passed with Council voting as follows:

Mayor Milton Y. Tate, Jr.                  Yes
Mayor Pro Tem Gloria Nix                  Yes
Councilmember Andrew Ebel                 Yes
Councilmember Danny Goss                  Abstain
Councilmember Keith Herring                Yes
Councilmember Mary E. Barnes-Tilley        Yes
Councilmember Weldon Williams              Yes

8. Discuss and Possibly Act Upon Bid No. 15-007 for Bulk Water Treatment Chemicals and Authorize the Mayor to Execute Any Necessary Documentation

Assistant City Manager of Public Utilities Lowell Ogle presented this item. Ogle stated that the City solicited bids for a one (1) year supply of caustic soda; however the contract would allow for two (2) one-year renewals.
Ogle explained that on May 27, 2015 his department received and opened 6 bids for caustic soda and he is recommending the Council award the bid based on the follow:

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Price/ton</th>
<th>2014 Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Univar</td>
<td>$190.00/lq. ton</td>
<td>$261.80/dry ton</td>
</tr>
</tbody>
</table>

Ogle explained to Council that Univar is a new vendor to the city but that the purchasing department performed its due diligence and determined that the company offered a good product at a low cost to the city, provided excellent customer support, and was financially stable.

A motion was made by Councilmember Herring and seconded by Councilmember Ebel to approve Bid No. 15-007 for bulk water treatment chemicals and award an annual contract to Univar in the amount of $190.00 per liquid ton and authorize the Mayor to execute any necessary documentation.

Mayor Tate called for a vote. The motion passed with Council voting as follows:

- Mayor Milton Y. Tate, Jr. — Yes
- Mayor Pro Tem Gloria Nix — Yes
- Councilmember Andrew Ebel — Yes
- Councilmember Danny Goss — Yes
- Councilmember Keith Herring — Yes
- Councilmember Mary E. Barnes-Tilley — Yes
- Councilmember Weldon Williams — Yes

9. Discuss and Possibly Act Upon the Final One Year Extension of Two (2) Contracts, in Accordance with Bid No. 13-007, for Bulk Water and Wastewater Treatment Chemicals and Authorize the Mayor to Execute Any Necessary Documentation

Assistant City Manager of Public Utilities Lowell Ogle presented this item. Ogle explained that in 2013 the City of Brenham solicited bids for a one (1) year supply of bulk water and wastewater treatment chemicals. Ogle stated the contracts were awarded to Brenntag Southwest for the purchase of liquid alum sulfate and to DXI Industries for the purchase of chlorine. Ogle noted the original contracts allowed for two (2) one-year renewals. Ogle advised that the service provided by the vendors has been very good and each has agreed to extend their contract for the final renewal of one year at the current prices. Ogle explained that the operations staff and purchasing department agree that the extension of these contracts would be a good value for the City and recommend approval of the extensions.

A motion was made by Councilmember Goss and seconded by Councilmember Williams to approve the final one-year extension of two (2) contracts, in accordance with Bid No. 13-007, to Brenntag Southwest for liquid aluminum sulfate in the amount of $194.45/dry ton, and DXI Inc. for chlorine in the amount of $0.26525 per pound and authorize the Mayor to execute any necessary documentation.
Mayor Tate called for a vote. The motion passed with Council voting as follows:

- Mayor Milton Y. Tate, Jr.  Yes
- Mayor Pro Tem Gloria Nix  Yes
- Councilmember Andrew Ebel  Yes
- Councilmember Danny Goss  Yes
- Councilmember Keith Herring  Yes
- Councilmember Mary E. Barnes-Tilley  Yes
- Councilmember Weldon Williams  Yes

10. **Discuss and Possibly Act Upon a Contract for Fixed Base Operator at the Brenham Municipal Airport and Authorize the Mayor to Execute Any Necessary Documentation**

Planning Technician/Airport Coordinator Kim Hodde presented this item. Hodde stated the Fixed Base Operator (FBO) contract will expire on September 1, 2015. Hodde explained that the original contract with Southern Flyer, Inc. was for a term of five (5) years beginning in 2000 with an option for up to a ten (10) year extension. Hodde noted that in 2005, the contract was extended for an additional ten (ten) years. Hodde advised that Jack Hess, President of Southern Flyer, Inc. has indicated that he would be willing to extend the contract for an additional ten (10) years. Hodde explained that Jack and Janet Hess have been and continue to be an asset to the Brenham Municipal Airport. Hodde advised that over the last fifteen (15) years, the airport has grown to become an important asset and economic development tool for the City and staff believes that Mr. and Mrs. Hess are a major reason for that growth. Hodde noted that the only modification to the contract is the fuel flowage fee for Jet-A Fuel will increase from four (4) cents per gallon to eight (8) cents per gallon. Hodde stated that this increase was recommended by Mr. Hess.

A motion was made by Councilmember Goss and seconded by Councilmember Ebel to approve a contract with Southern Flyer, Inc. as the Fixed Base Operator at the Brenham Municipal Airport commencing on the 1st day of September, 2015 and ending on the 31st day of August 2025 and authorize the Mayor to execute any necessary documentation.

Mayor Tate called for a vote. The motion passed with Council voting as follows:

- Mayor Milton Y. Tate, Jr.  Yes
- Mayor Pro Tem Gloria Nix  Yes
- Councilmember Andrew Ebel  Yes
- Councilmember Danny Goss  Yes
- Councilmember Keith Herring  Yes
- Councilmember Mary E. Barnes-Tilley  Yes
- Councilmember Weldon Williams  Yes
11. **Discuss and Possibly Act Upon Bid No. 15-008 for Gasoline and Diesel Fuel for the City of Brenham’s Vehicle and Equipment Fleet and Authorize the Mayor to Execute Any Necessary Documentation**

Public Works Director Dane Rau presented this item. Rau explained that on June 9, 2015 the City opened bids regarding bulk fuel and fleet fueling services. Rau stated that there were two bid packets sent out and only one packet returned. Rau noted the bid packet received was from Alexander Oil in Brenham.

Rau explained that Alexander Oil provides the City a location to fuel up fleet vehicles along with supplying numerous departments’ bulk fuel at their desired location for items such as generators, bulk storage tanks and the tub grinder. Rau advised that they also provide a secondary location for times when the main location is being worked on or temporarily out of service. Rau stated that his departments would like to recommend the Council award the bid to Alexander Oil.

A motion was made by Councilmember Barnes-Tilley and seconded by Councilmember Ebel to award Bid No. 15-008 for gasoline and diesel fuel for the City’s vehicle and equipment fleet to Alexander Oil and authorize the Mayor to execute any necessary documentation.

Mayor Tate called for a vote. The motion passed with Council voting as follows:

- Mayor Milton Y. Tate, Jr.     Yes
- Mayor Pro Tem Gloria Nix     Yes
- Councilmember Andrew Ebel    Yes
- Councilmember Danny Goss     Yes
- Councilmember Keith Herring   Yes
- Councilmember Mary E. Barnes-Tilley ` Yes
- Councilmember Weldon Williams Yes

12. **Discuss and Possibly Act Upon Modifications to the Temporary License Agreement with Texas Ninety Six West, LLC for the Construction of a Parklet on Baylor Street in Downtown Brenham and Authorize the Mayor to Execute Any Necessary Documentation**

Director of Community Services Wende Ragonis presented this item. Ragonis explained that staff presented the temporary license to encroach for Ninety-Six West at the May 21, 2015 Council meeting. Ragonis advised that during that meeting, Council approved the temporary license as presented.

Ragonis explained that Ninety-Six West is now requesting modifications to that agreement. Ragonis noted that these modifications have been reviewed by the City Attorney and the attorney of Ninety-Six West.
Ragonis stated that most of the modifications are minor, but there are some key changes to note:

1) The agreement is automatically renewed annually for up to four (4) renew terms (total of 5 years including initial term of license). The Licensee must comply with any new parklet regulations on the later of either with 60 days after the expiration of the initial term of the license or within 60 days after the date of the City’s adoption of the new parklet regulations. Either party may terminate the license with 120 days’ notice.

2) Licensee shall have no responsibility for City’s subsurface property or improvements unless the Licensee causes damage to the City’s subsurface property or improvements.

3) The use of temporary heaters with liquefied petroleum gas cylinders (max. 20 lbs. capacity) would be allowed on the parklet.

4) If the City needed to inspect or enter the parklet for any reason, the City would proceed in a manner that causes the least interference or interruption to the Licensee’s operations, except in cases of emergency.

5) The requirement for automobile liability insurance was removed.

6) The termination of the agreement by either party would require 120 days instead of 30 days written notice.

Councilmember Barnes-Tilley questioned the termination of the agreement by either party changing to 120 days instead of the 30 days written notice. Barnes-Tilley was concerned that it is too much of a change. Ragonis stated that she had spoken to the City Attorney Cary Bovey about it and with Texas Ninety-Six West investing so much into the project, it is fair to give them additional time to recoup the initial costs in the event that it would need to close.

Councilmember Goss asked if there was anything low surface on the streets that would possibly create an issue. Ogle stated there is not anything where the parking spaces are; only the driving lanes. Ragonis explained that the City would have access to any areas that would need to be repaired and would do minimal damage to their structure.

Councilmember Herring questioned if there is any financial responsibility on the City if something were damaged and Texas Ninety-Six West would need to move or re-do their area. Ragonis stated that according to the City Attorney, the City would not be held responsible.

A motion was made by Councilmember Herring and seconded by Councilmember Ebel to approve modifications to the temporary License Agreement with Texas Ninety-Six West, LLC for the construction of a parklet on S. Baylor Street in downtown Brenham and authorize the Mayor to execute any necessary documentation.
Mayor Tate called for a vote. The motion passed with Council voting as follows:

Mayor Milton Y. Tate, Jr.     Yes
Mayor Pro Tem Gloria Nix     Yes
Councilmember Andrew Ebel    Yes
Councilmember Danny Goss     Yes
Councilmember Keith Herring  Yes
Councilmember Mary E. Barnes-Tilley     Yes
Councilmember Weldon Williams Yes

15. Administrative/Elected Officials Report

City Manager Terry Roberts reported on the following:

➢ Progress is slow on the two capital projects. The library’s roof decking needs to be rehabilitated before expansion can begin. The silt barrier is in place and earth work is being done for the animal shelter.
➢ Movies in the Park will be showing “Annie” tonight at Hohlt Park.
➢ Tomorrow is Kyle Dannhaus’ retirement luncheon from 11:00 a.m. to 2:00 p.m. in Council Chambers.

City Engineer Grant Lischka reported on the following:

➢ The new signal light at Chappell Hill Street and Market Street was activated on June 24th and the signal light at Becker Drive and Market Street has been removed. Crews are working on striping the lanes and signal timing.

Director of Public Works Dane Rau reported on the following:

➢ There was a 12 and under softball state tournament held at the parks June 19th-21st. There were 52 teams in attendance. The parks department did a great job of getting the fields ready and it was good for the local businesses.
➢ Mosquito spraying has begun.

Council adjourned into Executive Session at 1:50 p.m.

EXECUTIVE SESSION


Executive Session adjourned at 2:01 p.m.
14. Discuss and Possibly Act Upon the Potential Sale of Several City Owned Parcels of Land, Consisting of Approximately 4.9972 Acres, in Brenham, Texas and Authorize the Mayor to Execute Any Necessary Documentation

A motion was made by Councilmember Barnes-Tilley and seconded by Councilmember Herring to approve the potential sale of several city owned parcels of land consisting of approximately 4.9972 acres in Brenham, Texas, and authorize the Mayor to negotiate as needed and execute any necessary documentation.

Mayor Tate called for a vote. The motion passed with Council voting as follows:

- Mayor Milton Y. Tate, Jr. - Yes
- Mayor Pro Tem Gloria Nix - Yes
- Councilmember Andrew Ebel - Yes
- Councilmember Danny Goss - Yes
- Councilmember Keith Herring - Yes
- Councilmember Mary E. Barnes-Tilley - Yes
- Councilmember Weldon Williams - Yes

The meeting was adjourned.

_________________________________
Milton Y. Tate, Jr.
Mayor

_________________________________
Kacey Weiss
Deputy City Secretary
AGENDA ITEM 6

DATE OF MEETING: July 16, 2015  DATE SUBMITTED: July 11, 2015
DEPT. OF ORIGIN: Community Services  SUBMITTED BY: Wende Ragonis

MEETING TYPE:  CLASSIFICATION:  ORDINANCE:
☑ REGULAR  ☐ PUBLIC HEARING  ☐ 1ST READING
☐ SPECIAL  ☐ CONSENT  ☐ 2ND READING
☐ EXECUTIVE SESSION  ☐ REGULAR  ☐ RESOLUTION
☑ WORK SESSION

AGENDA ITEM DESCRIPTION:  Presentation and Discussion on the 2-1-1 Texas Information and Referral Network

SUMMARY STATEMENT: The 2-1-1 Texas Information and Referral Network is a program of the Texas Health and Human Services Commission. The Texas Legislature passed House Bill 2695 in 1997 establishing this program as the single point of coordination for state wide information and referrals pertaining to health and human services. Since that time there have been additional legislative actions to the program to keep it responsive to the needs of Texans. The 2-1-1 Texas program is serviced through contractors with regional boundaries. The City of Brenham is in the Bryan/College Station Region which is serviced by the United Way of the Brazos Valley. Misssee Mora the 2-1-1 Manger representing that agency will present the 2-1-1 Texas program and the call intake data for City of Brenham.

STAFF ANALYSIS (For Ordinances or Regular Agenda Items):
A. PROS:
B. CONS:

ALTERNATIVES (In Suggested Order of Staff Preference):

ATTACHMENTS: (1) 2-1-1- Texas Washington County Communicator for the First and Second Quarter of 2015 and (2) 2-1-1 Texas Information and Referral Network Action Summary.

FUNDING SOURCE (Where Applicable):

RECOMMENDED ACTION: None

APPROVALS: Terry K. Roberts
211 Texas is a partnership between United Way of the Brazos Valley and the Texas Information and Referral Network, a program of the Health and Human Services Commission.

# County Communicator
## Washington County

**1st Quarter of 2015: January—March**

**Total Calls: 576**

### Top 10 Need Requests

1. **Food Pantries** 15%
2. **Electric Service Payment Assistance** 9%
3. **Prescription Expense Assistance** 5%
4. **Housing Authorities** 3%
5. **Homeless Shelters** 2%
6. **Local Bus Transit Services** 2%
7. **Medical Appointment Transportation** 2%
8. **Rent Payment Assistance** 2%
9. **Specialized Information & Referral** 2%
10. **Adult Protective Intervention/Investigation** 2%

### Unmet Needs

1. **VITA Program Sites** 20%
2. **Rent Payment Assistance** 13%
3. **AARP Tax Aide Program Sites** 7%
4. **Air Conditioners** 7%
5. **Child Care Expense Assistance** 7%
6. **General Dentistry** 7%
7. **Heaters** 7%
8. **Natural Gas Service Connection/Repair** 5%

### Caller City

- **Battieville**: 2
- **Brenham**: 450
- **Burton**: 45
- **Carmine**: 1
- **Chappell Hill**: 36
- **Fayetteville**: 1
- **Greenville**: 1
- **Sunflower**: 1
- **Tualatin**: 1
- **Vernon**: 1
- **Washington**: 36
- **Wellman**: 1

### Call Information *

#### Caller Age

- **1-20 (4%)**: 21
- **21-40 (41%)**: 234
- **41-60 (34%)**: 197
- **61-80 (15%)**: 86
- **81 and up (4%)**: 23

#### Call Type

- **Advocacy (<1%)**: 2
- **Follow-up (2%)**: 11
- **Hang-up (0%)**: 0
- **Information (13%)**: 73
- **Phantom (<1%)**: 1
- **Referral (27%)**: 153
- **Transfer to HHSC (57%)**: 328

#### Caller Military Status

- **Veteran (1%)**: 8
- **Not Applicable (49%)**: 283
- **Did Not Ask (49%)**: 284
- **Active Duty (<1%)**: 1

*Graphs do not reflect data not captured or client's right to refusal.

This data is 211 proprietary information. Please do not publish this information without citing or attributing this data to 211 Texas Bryan/College Station.
**Total Calls: 503**

**Top 10 Need Requests**

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<thead>
<tr>
<th>Need Request</th>
<th>%</th>
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<tr>
<td>Electric Service Payment Assistance</td>
<td>12%</td>
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<tr>
<td>Food Pantries</td>
<td>11%</td>
</tr>
<tr>
<td>Prescription Expense Assistance</td>
<td>4%</td>
</tr>
<tr>
<td>Home Rehabilitation Services</td>
<td>4%</td>
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<tr>
<td>Area Agencies on Aging</td>
<td>4%</td>
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<tr>
<td>Child Care Expense Assistance</td>
<td>4%</td>
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<tr>
<td>Specialized Information and Referral</td>
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<tr>
<td>Rent Payment Assistance</td>
<td>3%</td>
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<tr>
<td>Homeless Shelters</td>
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<tr>
<td>Long Term Care/Care Management</td>
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**Unmet Needs**

<table>
<thead>
<tr>
<th>Need Request</th>
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<tbody>
<tr>
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<td>Air Conditioners</td>
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<td>Food Pantries</td>
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<td>Section 8 Housing Choice Vouchers</td>
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<td>Water Service Payment Assistance</td>
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**Caller City**

- Bartlesville: 1
- Beaverton: 1
- Bogalusa: 1
- Brenham: 415
- Burton: 22
- Chappell Hill: 22
- Fayetteville: 3
- Forest Grove: 2
- Greenville: 1
- Johnson City: 1
- Portland: 1
- Prairie Grove: 1
- Springdale: 1
- Washington: 30
- Winslow: 1

**Call Information**

**Caller Age**

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Calls</th>
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<tbody>
<tr>
<td>1-20</td>
<td>29</td>
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<td>21-40</td>
<td>252</td>
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<td>41-60</td>
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<td>61-80</td>
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<tr>
<td>81 and up</td>
<td>21</td>
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**Call Type**

<table>
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<tr>
<th>Type</th>
<th>Calls</th>
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<tbody>
<tr>
<td>Advocacy</td>
<td>6</td>
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<tr>
<td>Follow-up</td>
<td>4</td>
</tr>
<tr>
<td>Hang-up</td>
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<td>Information</td>
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<tr>
<td>Referral</td>
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**Caller Military Status**

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<th>Status</th>
<th>Calls</th>
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<td>Veteran</td>
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<td>Not Applicable</td>
<td>248</td>
</tr>
<tr>
<td>Did Not Ask</td>
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</tr>
</tbody>
</table>

*Graphs do not reflect data not captured or client's right to refusal.

This data is 2-1-1 proprietary information. Please do not publish this information without citing or attributing this data to 2-1-1 Texas Bryan-College Station.
2-1-1 Texas Information and Referral Network

Action Summary
January – December 2011

2-1-1 Texas Information and Referral Network: Partners and Trends

2-1-1 Texas is a program of the Texas Health and Human Services Commission
Executive Summary

In 1997, a collection of forward-thinking Texas leaders assigned the Texas Health and Human Services Commission (HHSC) responsibility for assembling a Task Force that would lead the creation of the 2-1-1 Texas Information & Referral Network (2-1-1 TIRN).

In 2007, 2-1-1 TIRN issued its first formal solicitation, the invitation for applications (IFA). The IFAs specified that each Area Information Center must be accredited by the Alliance of Information & Referral Systems (AIRS) to be considered for selection. By establishing this and similar quality indicators as basic requirements for organizations that wish to provide information & referral in Texas, 2-1-1 TIRN ensured a solid foundation, built on a proven business model.

Today, Texas’ 25 regional Area Information Centers continue to work collaboratively, with coordination from HHSC, to deliver state-of-the-art information and referral services to the people of Texas. A collaboration including 14 regions served by United Way agencies or other non-profit entities, 10 other regions served by Councils of Government and Workforce Development Boards and, in the Rio Grande region of West Texas, the El Paso City Health Department make up the 2-1-1 Texas Information & Referral Network.

The 2-1-1 Texas Information & Referral Network began officially tracking statewide call data Jan. 1, 2006. By Dec. 31, 2011, 2-1-1 TIRN handled 13,801,617 calls. Each year has shown a steady growth in the number of 2-1-1 TIRN calls. Additionally, other state agencies and statewide organizations continue to reach out to 2-1-1 in partnership. Collaborative projects find that using 2-1-1 TIRN call data is a valuable planning tool. In 2011, 2-1-1 TIRN had active partnerships with Texas Workforce Commission (TWC), Texas Veterans Commission, Texas Department of Housing and Community Affairs, Texas Department of Agriculture (TDA), Texas Department of Public Safety, and all of the HHS enterprise sister agencies.

In 2011 alone, 2-1-1 TIRN call specialists handled more than 3.4 million calls and reached an additional 3.2 million visitors who viewed the website at www.211texas.org.

2-1-1 Texas Information & Referral Network also began working with social media by unveiling a Facebook page, www.facebook.com/211texas

Every year, 2-1-1 Texas Information & Referral Network continues to reach out to find new and improved ways of helping Texans find the help they need.

This document has been produced by the 2-1-1 Texas Information & Referral Network to reflect the program activities and services for 2011. Charts and graphs illustrate trends in growth and in types of caller needs. Individual focus on each of the many 2-1-1 partnerships helps to illustrate the ways that information and referral benefit Texans.
Enabling Legislation

• In 1997, the 75th Texas Legislature passed House Bill 2596, establishing the Texas Information and Referral Network as the single point of coordination for statewide health and human services information and referral in Texas. This legislation charged the Texas Information and Referral network with the development, coordination and implementation of a statewide health and human services information and referral system. That system is the 2-1-1 Texas Information and Referral Network.

• Since the passage of initial legislation in 1997, several additional legislative actions have expanded and refined the 2-1-1 Texas Information & Referral Network scope of work.

• Senate Bill 397 (76th Session, 1999) required agencies receiving state funding to provide resource information to 2-1-1.

• House Bill 2641 (76th Session, 1999) required transportation information to be included in the 2-1-1 Texas Information & Referral Network database.

• House Resolution (77th Session, 2001) affirmed the importance of 2-1-1 TIRN the 2-1-1 Texas Information & Referral Network.

• House Bill 2048 (79th Session, 2005) was passed, instructing HHSC to expand the www.211texas.org site to include information about early childhood programs overseen by the Texas Education Agency. The legislation also required the development of a process that would enable parents and guardians to send an email directly to request application assistance for early childhood-related programs.

• RP 57 (Directive issued by Gov. Rick Perry, 2006) relating to implementing recommendations from the Governor’s Task Force on Evacuation, Transportation, and logistics. This document created the system now known as the Transportation Assistance Registry (TAR). 2-1-1 Texas Information & Referral Network is assigned the role of data entry for the TAR. TAR is a database that allows vulnerable populations to notify their local emergency management offices that they may need assistance evacuating during an emergency.

• Senate Bill 1058 (80th Session, 2007) required 2-1-1 to provide referrals for reintegration services to military service members and their families.

• House Bill 2558 (81st Session, 2009) required home and community support health care providers to educate clients and their families about TAR.

• House Bill 1831 (81st Session, 2009) required assisted living centers and nursing homes to explain the TAR registration process to their residents and guardians.
The Many Doors of 2-1-1

Early in 2006, HHSC recognized the ease of access provided by the 2-1-1 phone system and expanded the options available to Texans. All callers are invited to select a language.

The options include:

**Option 1:** for information and referral on all health and human services available to the caller. HHSC’s 2-1-1 Texas Information and Referral Network coordinates the work of the 25 regional Area Information Centers whose call specialists handle calls 24 hours a day.

**Option 2:** for state benefit programs such as SNAP (food stamps), Medicaid and the Children’s Health Insurance Program (CHIP). The HHSC Office of Eligibility Services coordinates the work of a private vendor whose call centers handle the state benefit calls. The service is known as Your Texas Benefits.

**Option 3:** to report suspected waste, fraud or abuse of state resources. The calls are handled by HHSC’s Office of the Inspector General.

In 2007, The Governor’s Division of Emergency Management (now the Texas Division of Emergency Management) assigned 2-1-1 TIRN to be the entry point for people to register with the TAR.

Thus, **Option 4** offers a route for registrants to provide their emergency transportation information to their local emergency management offices.
Area Information Centers Regional Boundary Map
2-1-1 Sites, Including contractors (Through SFY 2012)
The History of 2-1-1 Texas Information and Referral Network

Before the creation of 2-1-1 TIRN, there was no coordinated way to provide Texans with information about health and human services. The groundbreaking legislation that established 2-1-1 TIRN in 1997 is still recognized as a national model. Other states have a variety of 2-1-1 coverage and collaboration models, but the Texas model is recognized for its flexibility, efficiency and accuracy.

AIRS has played a central role in the development of 2-1-1 TIRN. The strength of today’s collaborative model is in part a product of the AIRS Standards for Professional Information and Referral and Quality Indicators, Version 6.0, Revised January 2009, (the Standards) without which the individual Area Information Centers would not have achieved international accreditation through AIRS. The Standards define every aspect of best practices found in health and human services information and referral work.

On Oct. 2, 2002, the first 2-1-1 information and referral call for Texas was received and handled at a 2-1-1 Area Information Center in Austin, 2-1-1 TIRN was officially born. Today, a review of the past nine years reflects a statewide program that has experienced exponential growth while maintaining a solid foundation based on internationally recognized standards.

Credit for the strength of 2-1-1 TIRN begins with the elected officials who instructed HHSC to create a task force of information and referral experts to guide the creation of the program.

Task force recommendations included the establishment of a network of regions, with each region serving a multi-county area. Texas’ diverse population and geography requires local representation and local service. The 25 Area Information Centers of 2-1-1 TIRN ensure that each community receives continual high-quality service.
Milestones

2000  The Federal Communication Commission assigns the 2-1-1 dialing code to be used for access to health and human services information.

2001  The Public Utility Commission adopts a rule for the implementation of the 2-1-1 dialing code in Texas.
       25 Area Information Center regions are identified.

2002  Eighty percent of the Texas population can dial 2-1-1.

2004  2-1-1 TIRN 24-hour, seven days a week, information and referral services are expanded statewide.

2005  The redesigned www.211texas.org website rolls-out.

       The 79th legislature passes House Bill 2048, expanding the www.211texas.org website to include all public school programs child care and early childhood education programs and a method to contact the programs online.

       2-1-1 TIRN is added to the Governor’s Division of Emergency Management State Operations Center Council and becomes an integral member in providing emergency information and referral as Texas responds to hurricanes Emily, Katrina and Rita. In response to exponential call volume growth, 2-1-1 TIRN establishes a temporary call center and relocates 2-1-1 TIRN staff to manage the call center known as the “26th AIC.”

2006  Designation of the Area Information Centers is accomplished through a formal solicitation, the invitation for applications.

       The HHSC Executive Commissioner instructs 2-1-1 to establish the enterprise standing committee to enhance communication about health and human services enterprise agencies’ programs to ensure that www.211texas.org represents the programs and services offered by the five HHS agencies.

2007  2-1-1 responds to hurricanes Dean and Humberto. TIRN database staff, with the help of HHSC Information Technology, develop the Disaster Data Knowledgebase (KB).

2008  TIRN and the AICs respond to four major hurricanes (Dolly, Edouard, Gustav and Ike) all within approximately eight weeks.
2009  TIRN database and emergency management staff, with help of information technology, expand the knowledgebase to its present level. TIRN AICs handle more than 2.4 million information and referral calls. The www.211texas.org site is upgraded.

2010  TIRN Area Information Centers handle more than 2.6 information and referral calls. The 2-1-1 TIRN website has more than 760,000 visits.

2011  2-1-1 TIRN AICs handle more than 3.4 million information and referral calls. The 2-1-1 TIRN website logs almost 3.2 million page views. 2-1-1 TIRN begins migrating data from multiple software programs to one statewide software program, expanding the program’s ability to monitor resource quality and to capture and analyze program statistics. 2-1-1 TIRN begins new collaborative relationships with state partners, the Texas Department of Housing and Community Affairs (TDHCA) and the Texas Interagency Council on Homelessness.
Quality Assurance

The variety of organizations within the 2-1-1 TIRN helps ensure that the work of 2-1-1 represents all the health and human services available to people in Texas.

In 2004, 2-1-1 TIRN completed development to become a statewide network. The participating organizations worked collaboratively with 2-1-1 TIRN/HHSC staff to arrive at an agreed-upon level of service. That service level agreement states that the goal of all 2-1-1 AICs is to answer at least 80 percent of calls within 60 seconds.

The international AIRS standards, while specific in many areas of information and referral, do not specify a service level, so the service level agreement developed by 2-1-1 TIRN help to define national and international work in this area.

2-1-1 TIRN AIC directors, database managers and disaster leadership participate in regular training to ensure continual quality improvement. TIRN training, combined with participation in the state and national level conferences affiliated with AIRS, provides state-of-the-art information for 2-1-1 TIRN.

2-1-1 TIRN boasts not only internationally certified staff, but many staff members hold undergraduate and graduate degrees. Some AIC database managers have backgrounds in library science. Call center leadership includes people with business, social work and nursing credentials. These special skill groups bring unique quality to the call center experience. This cumulative workforce skill set results in exemplary customer service for Texas.
Caller Data

2-1-1 TIRN is a free, confidential, information and referral line, answered by trained experts 24 hours a day, seven days a week. When callers dial 2-1-1 and select Option 1, they are connected to the Area Information Center in their region.

Callers to 2-1-1 find information on services such as utility bill assistance, food, shelter, rent assistance, counseling, clothing, child care, disaster relief and more. During disasters such as hurricanes, floods, wild fires and ice storms, many Texans know to dial 2-1-1 for general disaster information. Dialing 2-1-1 during a disaster connects callers with critical safety information such as evacuation routes and shelter information.

The volume of calls handled by 2-1-1 TIRN continues to grow as more people, organizations and agencies discover the convenient and accurate information available through 2-1-1 TIRN.

2-1-1 Texas Information and Referral Network Annual Call Volume

<table>
<thead>
<tr>
<th>Year</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>1.9 million</td>
</tr>
<tr>
<td>2006</td>
<td>1.3 million</td>
</tr>
<tr>
<td>2007</td>
<td>2 million</td>
</tr>
<tr>
<td>2008</td>
<td>2.1 million</td>
</tr>
<tr>
<td>2009</td>
<td>2.4 million</td>
</tr>
<tr>
<td>2010</td>
<td>2.6 million</td>
</tr>
<tr>
<td>2011</td>
<td>3.4 million</td>
</tr>
</tbody>
</table>
AIRS collects annual information on the types of needs that callers have reported to 2-1-1 organizations across the country. The many hundreds of types of caller needs are aggregated into overarching categories and reported in a combined report called the Big Count.

The Texas report for the 2011 Big Count included a total of 3.5 million needs represented in the graph to the right.

2011 Texas Big Count

- Arts (0.2%)
- Clothing (1.7%)
- Disaster assistance (1%)
- Education (1%)
- Employment (0.9%)
- Food (20.2%)
- Government offices (0.5%)
- Health (5.8%)
- Housing (15.7%)
- Income assistance (14.4%)
- Individual assistance (3.4%)
- Information (23.5%)
- Legal services (8.4%)
- Mental health services (1.4%)
- Transportation (1.6%)
- Volunteer opportunities (0.2%)
The Alliance of Information and Referral Systems “Big Count”

AIRS is the professional organization for information and referral. AIRS is an international organization recognized for establishing AIRS Standards for Professional Information and Referral and Quality Indicators, version 6.0, revised January 2009 (The Standards).

AIRS training materials and services include processes for call center accreditation and for staff certification that help to guide quality assurance in service delivery. All 2-1-1 TIRN Area Information Centers are accredited and more than 75 percent of all 2-1-1 Area Information Center staff hold one or more certifications.

In addition to the Standards, AIRS has developed a taxonomy of health and human services terminology that helps information and referral services to ensure that resources are defined and coded in a consistent manner. AIRS requests annual data indicating caller needs that are compiled within defined categories. Those categories and information related to this annual data collection can be found at the AIRS website, www.airs.org/files/public/AIRS_ProblemNeeds_Final.doc. In 2011, the Big Count reported that Texas received 21% of the total 211 calls nationwide.
National Information and Referral Challenges and Debates

The field of information and referral benefits from leadership that is well-versed in public policy, state-of-the-art telecommunications technology and the provision of human services. That expertise allows national I & R leaders to recognize trends and to plan proactively. For two years in a row, 2-1-1 TIRN has collaborated with 2-1-1 and information and referral leaders nationwide and in Canada to conduct mystery call projects in which 2-1-1 leaders conduct mystery calls to determine the quality of service in one another’s states or provinces. Texas continues to receive praise from colleagues across the United States and Canada for the consistently high quality of service provided.

The growing public awareness of information and referral brings attention from many community, state, and national leaders. Routine debates compare information and referral services to regular case management, screening and assess for program services and even brokering services of for-profit professional organizations. There are arguments to be made on both sides and 2-1-1 continues to grow and change.
Top 10 Caller Needs

2-1-1 Texas Information and Referral Network call specialists report caller needs and other call center statistics each month. The chart to the right represents the top 10 caller needs statewide. **Utilities** needs led the list of caller needs every month in 2011. Utilities includes payment assistance and deposit payment assistance for electric, gas and water service. **Food** includes food pantries, food stamps, food vouchers and emergency food. **Rent** refers to any assistance with rent payments. **Housing** includes homeless shelters and housing authorities.

Most trends in caller need categories are easily recognizable. For example, during the winter holiday season, callers seeking help to provide holiday gifts and food for their families make up one of the top 10 caller needs groups.

Top 10 Caller Needs in 2011

- **Food (35.22%)**
- **Utility Payment Assistance (25.95%)**
- **Rent Payment Assistance (12.64%)**
- **Medicaid (9.53%)**
- **Housing & Homeless Services (4.35%)**
- **VITA Tax Assistance (3.73%)**
- **3-1-1 City Services (2.47%)**
- **Holiday Gifts and Toys (2.29%)**
- **Transportation Assistance Registry (2.09%)**
- **Benefits Assistance (1.74%)**

211 Texas
Connecting People and Services
Top 10 Unmet Caller Needs

2-1-1 TIRN call specialists report caller needs and other call center statistics each month.

The chart to the right represents the top 10 unmet caller needs statewide. A need is considered unmet when the call specialist can’t locate a resource to meet the caller’s needs, or when circumstances such as lack of transportation, cost of services, etc., prevent the caller from accessing the resource.

Just as with the caller needs, the unmet needs categories provide a straightforward picture of growing needs in each region. This information is valuable for planning.

Unmet Utility Payment Assistance and Rent Payment Assistance led the list for 2011.

Top 10 Unmet Caller Needs in 2011

<table>
<thead>
<tr>
<th>Need</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utility Payment Assistance</td>
<td>35.98%</td>
</tr>
<tr>
<td>Rent Payment Assistance</td>
<td>28.62%</td>
</tr>
<tr>
<td>Holiday Gifts/Toys</td>
<td>13.37%</td>
</tr>
<tr>
<td>Food Pantries</td>
<td>4.69%</td>
</tr>
<tr>
<td>Tax Preparation Assistance</td>
<td>4.38%</td>
</tr>
<tr>
<td>Housing/Homeless Services</td>
<td>4.33%</td>
</tr>
<tr>
<td>Dental Care</td>
<td>3.20%</td>
</tr>
<tr>
<td>Bus Fare</td>
<td>2.08%</td>
</tr>
<tr>
<td>Prescription Payment Assistance</td>
<td>1.66%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>0.95%</td>
</tr>
</tbody>
</table>

211 T S E X A S
Connecting People and Services
2-1-1 Texas Information and Referral Network on the Web

The 2-1-1 TIRN website combines the databases of local AICs and allows online searches for information on health and human services.

Total website page views in 2011: more than 3.1 million.

Features of the 211texas.org website:

- Search for health and human services programs based on the service needed or the program name by ZIP Code, city or county.
- Search for child-care services based on the different kinds of child care. Web visitors can also have emails sent directly to pre-Kindergarten, Head Start and other early childhood education programs to indicate interest in the programs.
- Search for disability services. All state agencies and non-profit organizations that offer disability services or programs in Texas are included.
- Search for veterans’ services. The veterans’ page on the website lists state and national programs and web links, as well as hotline and crisis numbers.

The Texas Information and Referral Network database inclusion criteria is based on the AIRS Standards for Professional Information and Referral. Accordingly, the information maintained by 2-1-1 TIRN and its community partners should include any governmental, nonprofit or critical for-profit agency that provides a health or human service required to address the needs of all groups in that service area/region.

Visitors to the 2-1-1 TIRN search for a wide range of services. The website keeps a log of the top 10 most-frequent search topics. That list is dynamic and reflects the searches with the previous 24 hours. Some search terms include, but are not limited to:

- Air conditioners
- American Red Cross
- Animal control
- Assisted living facilities
- Assistive living technology
- Baby clothing
- Boarding houses
- Burial services
- Bus fare
- Car repair
- Child custody
- Child support
- Diapers
- Disease screening
• Education
• English as a Second Language
• Flu shots
• Furniture
• GED instruction
• Hearing aids
• Job training
• Legal aid
• Money management
• Respite care
• School supplies
• Shopping assistance

Top 10 Searches on www.211texas.org in 2011

- Financial assistance (4%)
- Housing / homeless (5%)
- Medicaid (7%)
- Flu shots (7%)
- Utilities (17%)
- Rent (22%)
- Food (32%)
- Other (3%)
- Transportation (1%)
- TANF (1%)
- Medical assistance (1%)
Partnering State Agencies

2-1-1 TIRN has a finger on the pulse of human services in the state. Data on caller needs (both met and unmet), demographic information and web search information combine to create a unique collection of data that can help many state agencies and other organizations improve services.

Texas Workforce Commission (TWC) was the first state agency to recognize the value of 2-1-1 TIRN. Since 2004, TWC has contracted with 2-1-1 TIRN to provide child care information and referral services. The primary purpose of the contract is to ensure that all Texans have access to child care information by phone and/or online any time of the day or night. A secondary purpose is to track unmet child care needs to plan for possible development of additional resources. The most frequent unmet need is the cost of child care.

Since the initial partnership with TWC, Texas Department of Agriculture (TDA), Texas Department of State Health Services (DSHS), Texas Veteran’s Commission, Texas Department of Housing and Community Affairs (TDHCA) and the Texas Division of Emergency Management have all requested the partnership of 2-1-1 Texas Information and Referral Network with positive results. The following pages illustrate some of the projects that 2-1-1 TIRN shares with other agencies.

Helping Texas Children and Families

Since 2004, the TWC has contracted with 2-1-1 TIRN to provide child care information and referral services. Parents can speak with call specialists to get help finding child care 24 hours a day, 365 days a year. In 2004, 2-1-1 handled 7,314 child care information and referral calls. In 2011, 2-1-1 TIRN handled more than 33,000 child care calls.

### 2-1-1 Texas Information and Referral

#### Child Care Calls

<table>
<thead>
<tr>
<th>Year</th>
<th>1st quarter</th>
<th>2nd quarter</th>
<th>3rd quarter</th>
<th>4th quarter</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>3,473</td>
<td>4,677</td>
<td>4,575</td>
<td>6,541</td>
</tr>
<tr>
<td>2006</td>
<td>5,117</td>
<td>5,930</td>
<td>6,520</td>
<td>7,032</td>
</tr>
<tr>
<td>2007</td>
<td>4,681</td>
<td>6,172</td>
<td>6,708</td>
<td>7,492</td>
</tr>
<tr>
<td>2008</td>
<td>5,701</td>
<td>6,998</td>
<td>7,108</td>
<td>9,210</td>
</tr>
<tr>
<td>2009</td>
<td>6,998</td>
<td>7,532</td>
<td>9,318</td>
<td>10,718</td>
</tr>
<tr>
<td>2010</td>
<td>6,907</td>
<td>8,253</td>
<td>9,966</td>
<td>11,467</td>
</tr>
<tr>
<td>2011</td>
<td>7,312</td>
<td>8,315</td>
<td>10,717</td>
<td>11,777</td>
</tr>
</tbody>
</table>
Early Childhood Education

In 2005, the Texas Legislature passed House Bill 2048, which expanded the function of the www.211texas.org website to include a comprehensive list of all public pre-kindergarten programs and all locations providing child care subsidies.

Families searching for pre-kindergarten programs or assistance with child care costs can submit application requests online at www.211texas.org.

More than 28,500 website visitors sought child care and pre-kindergarten information in 2011.

<table>
<thead>
<tr>
<th>2011 Resource Referral type</th>
<th>Email</th>
<th>Searches</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early head start</td>
<td>964</td>
<td>7,704</td>
</tr>
<tr>
<td>Head start</td>
<td>473</td>
<td>2,619</td>
</tr>
<tr>
<td>Pre-kindergarten</td>
<td>275</td>
<td>2,834</td>
</tr>
<tr>
<td>21st Century Community Learning Centers</td>
<td>44</td>
<td>679</td>
</tr>
<tr>
<td>Communities in Schools</td>
<td>44</td>
<td>857</td>
</tr>
<tr>
<td>Preschool programs for children with disabilities</td>
<td>59</td>
<td>703</td>
</tr>
<tr>
<td>Texas Workforce Centers</td>
<td>2,292</td>
<td>13,126</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4,151</strong></td>
<td><strong>28,522</strong></td>
</tr>
</tbody>
</table>

Texas Department of Housing and Community Affairs

TDHCA has become a partner of 2-1-1 TIRN. The partnership began with coordinated work to establish a centralized database.

The partnership has continued and expanded as TDHCA and the Texas Department of Aging and Disability Services (DADS) work with 2-1-1 TIRN to develop a one-stop housing clearinghouse within the www.211texas.org site. When the project is completed, people with disabilities will be able to choose a tab on 211texas.org and go directly to lists of housing and related resources in their communities.

2-1- Texas Information and Referral Callers for Housing Assistance

<table>
<thead>
<tr>
<th>Year</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008</td>
<td>437,971</td>
</tr>
<tr>
<td>2009</td>
<td>433,224</td>
</tr>
<tr>
<td>2010</td>
<td>533,162</td>
</tr>
<tr>
<td>2011</td>
<td>550,568</td>
</tr>
</tbody>
</table>
Working to End Homelessness in Texas

In 2011, the 2-1-1 TIRN partnered with the Texas Interagency Council on Homelessness (TICH).

The 2-1-1 caller needs data can be mapped by region, county and ZIP Code to help HHSC planners work with TICH to study patterns in homelessness. Services to vulnerable populations can be directed to areas where caller needs for such things as housing, food pantries, community clinics and emergency dental care are particularly concentrated.

HHSC Enterprise Agencies Partnering in Response to Emergencies

Texas Department of State Health Services (DSHS) piloted an innovative program with HHSC, employing the 2-1-1 TIRN in 2009. The novel H1N1 flu pandemic brought a need for specialized medical information to be made available to the public.

The program partnered 2-1-1 Texas Information and Referral Network with DSHS to provide Texans with easy access to H1N1 flu information. A temporary call center, staffed by medical professionals from DSHS, joined the 2-1-1 TIRN to provide guidance and referrals in response to callers' flu needs.

Today, that call center has been updated with additional 2-1-1 call technology and stands ready for activation in the event of a statewide emergency. Enterprise staff who are been trained and experienced in interacting with people in crisis can quickly be re-assigned to operate the call center.

Caller Needs Related to Homelessness in 2011

- Clothing (60,457)
- Health (204,499)
- Mental health (49,617)
- Employment (30,223)
- Housing (550,568)
- Transportation (54,710)
- Food (708,497)
- Individual assistance (118,035)
Feeding Texas Children

TDA contracts with the 2-1-1 TIRN to provide referrals to summer feeding sites as part of the Summer Nutrition Program. Just as with other special programs, the 2-1-1 call specialists track unmet needs for the Summer Nutrition Program so that new feeding sites can be developed in the areas that report unmet needs. The data from the program helps to assure that the maximum number of Texas children have access to nutritious meals year-round. 2-1-1 has provided this service to the TDA since that agency assumed responsibility for the program in 2007. During the summer of 2011, 2-1-1 TIRN call specialists handled 6,180 calls for summer feeding programs and provided more than 8,200 referrals to feeding sites.

Comparison of Feeding Site Referrals

Maternal and Child Health

2-1-1 TIRN continues to provide Maternal and Child Health Services call data to DSHS. The data helps DSHS meet the reporting requirements of the Title V Block Grant. The data is also used in development of the Title V Grant Five Year Needs Assessment. During 2011, 2-1-1 TIRN made 273,198 referrals to DSHS Maternal and Child Health Services programs.

Title V Referrals in 2011

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st quarter</td>
<td>92,532</td>
</tr>
<tr>
<td>2nd quarter</td>
<td>59,548</td>
</tr>
<tr>
<td>3rd quarter</td>
<td>62,902</td>
</tr>
<tr>
<td>4th quarter</td>
<td>58,216</td>
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</table>
Services to Military Service Members and their Families

Since 2008, 2-1-1 TIRN has participated in the Partners Across Texas initiative to enhance support for Texas Army National Guard and Texas Air National Guard members and their families.

Several 2-1-1 Area Information Centers have received grant funding from the Texas Veterans Commission. The additional funding helps them focus on outreach and services to veterans. This is especially important in rural Texas, where returning veterans can have trouble finding services.

Today, 2-1-1 TIRN call specialists ask every caller if the caller is a member of the military or a family member of someone in the military service. 2-1-1 TIRN call specialist training has been enhanced through a course developed by the HHSC Office of Acquired Brain Injury that helps call center agents identify callers who may have trouble communicating due to brain injuries.

2-1-1 TIRN staff participate in a variety of initiatives to ensure that service members and their families have full access to resources.

Assisting Texans Before, During, and After Emergency Events

2-1-1 TIRN participates in the State Operations Center during events that require statewide emergency response. The 25 regional 2-1-1 Area Information Centers provide safety information to callers and report trends and local community observations as calls are logged by 2-1-1.

Since 2007, 2-1-1 TIRN has also registered callers who fear they may be unable to evacuate their homes during a disaster. The Transportation Assistance Registry information is made available to local emergency management officials on a real-time basis to help them locate and help vulnerable citizens.

2011 Transportation Assistance Registry Requests Received

<table>
<thead>
<tr>
<th>Month</th>
<th>Requests</th>
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</thead>
<tbody>
<tr>
<td>January</td>
<td>814</td>
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<tr>
<td>February</td>
<td>610</td>
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<td>March</td>
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<td>November</td>
<td>2,334</td>
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<tr>
<td>December</td>
<td>2,512</td>
</tr>
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</table>
Looking Forward

2-1-1 Texas Information & Referral Network continues to grow in call volume and in flexibility. The 2-1-1 call data is a snapshot of the state of Texans’ day to day challenges. State agencies use 2-1-1 data to plan allocation of their program resources. Elected officials use 2-1-1 data to track trends in community needs. Local programs use 2-1-1 data to show the effectiveness of their programs and to plan enhancements to existing programs. 2-1-1 Texas Information & Referral Network staff know that as each agency or organization begins to feel ownership of their role within the 2-1-1 program, another step is taken toward complete, statewide community awareness of this valuable service.

Today, 2-1-1 Texas Information & Referral Network continues to provide comprehensive round-the-clock information and referral services with a goal of responding to 80 percent of callers within 60 seconds. It is anticipated that the total call volume in 2012 will exceed 4,000,000 calls.

The staff of 2-1-1 Texas Information & Referral Network and the 25 regional Area Information Centers welcome the chance to assist more Texans to find the help they need.
Area Information Center Directors
(as of 12-31-2011)

- Alamo – Jeff Vance
- Bryan/College Station – Alison Prince
- Central Texas – Wanda Williams
- Coastal Bend – David Jobe
- Concho Valley – Toni P. Gutierrez
- Deep East Texas – Holly Anderson
- East Texas – Karen Boehm
- Golden Crescent – Cindy Cornish
- Gulf Coast – David Jobe
- Heart of Texas – Gary Luft
- Middle Rio Grande – John Ruiz Jr.
- North Central Dallas – Jacqueline West
- North Central Fort Worth – Vicki Mize
- North East Texas – Adam Teer
- North Texas – Matt Yell
- Panhandle – Melanie Smoot
- Permian Basin – Juanita Castilleja
- Rio Grande – Angela Mora
- South Central – Kay Euresti-Garza
- South Plains – Aida Martinez
- South Texas – Peggy Duncan
- Southeast Texas – Colleen Halliburton
- Texoma – Judy Fullylove
- Tip of Texas – Jose Luis Gonzalez
- West Central – Mary Cooksey
HHSC Executive Management

- Tom Suehs – Executive Commissioner
- Stephanie Muth – Deputy Executive Commissioner, Office of Social Services
- Liz Garbutt – Director – Office of Community Access

2-1-1 Texas Information and Referral Network

- Beth Wick – Program Manager
- Jennifer Mathys – Program Initiatives Manager
- Deborah Ballard – Program Liaison for External Stakeholders
- Wendy Clark – Information Specialist
- Holly Gordon – Resource Manager
- Allen Irby – Service Manager
- Neva Price – Fiscal Coordinator
- Debi Smith – Program Liaison for Area Information Centers
- Henry Thomas – Contract Manager
- Veronica Villanueva – Contract Manager, Unit Lead

For more information about 2-1-1 Texas Information & Referral Network, please contact Beth Wick, Program Manager, at 512-483-5110 or beth.wick@hhsc.state.tx.us
AGENDA ITEM 7

<table>
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<th>July 16, 2015</th>
<th>DATE SUBMITTED:</th>
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**MEETING TYPE:**
- [X] REGULAR
- [ ] SPECIAL
- [ ] EXECUTIVE SESSION

**CLASSIFICATION:**
- [ ] PUBLIC HEARING
- [ ] CONSENT
- [ ] REGULAR
- [X] WORK SESSION

**ORDINANCE:**
- [ ] 1ST READING
- [ ] 2ND READING
- [ ] RESOLUTION

**AGENDA ITEM DESCRIPTION:** Discussion and Presentation of the Brenham Housing Authority’s Modernization Project

**SUMMARY STATEMENT:** Housing Authority Executive Director Vince Michel wants to brief you on their plans to modernize their housing units with a different ownership structure that is now permitted by the US Housing and Urban Development (HUD).

**STAFF ANALYSIS (For Ordinances or Regular Agenda Items):**

A. PROS:
B. CONS:

**ALTERNATIVES (In Suggested Order of Staff Preference):**

**ATTACHMENTS:** (1) Memo from City Manager Terry Roberts and (2) PowerPoint Presentation from Brenham Housing Authority Director Vince Michele

**FUNDING SOURCE (Where Applicable):**

**RECOMMENDED ACTION:** None

**APPROVALS:** Mayor Tate
To: Mayor and City Council  
From: Terry K. Roberts, City Manager  
Subject: Housing Authority Modernization  
Date: July 10, 2015

Housing Authority Executive Director Vince Michel wants to brief you on their plans to modernize their housing units with a different ownership structure that is now permitted by the US Housing and Urban Development (HUD).

The modernization project involves upgrading their facilities but under a new structure changing from traditional public housing to a public-private partnership. It does not require Council action; however, Mr. Michel wanted you to hear about it.

HUD has already approved the Brenham Housing Authority’s request to enter into what is called the Rental Assistance Demonstration (RAD) Program. You have actually met the Housing Authority’s selected partner in the venture. The Housing Authority Board selected Marvalette Hunter and Huntjon LLC to serve as the private side of the public-private partnership for this venture. Ms. Hunter’s group is currently developing the senior multifamily project on North Market.

Mr. Michel has included a power point presentation in the agenda packet and will provide the Council an explanation of how this partnership will work. He will clarify how the role of the Housing Authority will change in this new partnership since you appoint the Housing Authority Board members.

The Housing Authority also plans to make a related request to you for the City to take ownership of their utility systems beyond the master metering point. That part of the request will ultimately require Council action; however, more details need to be reviewed by staff before we can discuss it. This type of request falls in Lowell Ogle’s area. He and I plan to engage our Council Utilities Committee about the Housing Authority’s request before bringing it to the full Council for consideration.
BRENHAM HOUSING AUTHORITY

MODERNIZATION PROJECT

and

The HUD Rental Assistance Demonstration Program
(RAD)

BHA Programs

Public Housing Program
300 HUD subsidized units owned and operated by BHA.

Section 8 Program
101 Rental Vouchers available for use in local rental market.

Northside Terrace Apartments
50 Unit Elderly Property under the HUD Multi-family Program. BHA acts as managing agent and has oversight control through the BHA Board of Commissioners.

Washington County Housing Corporation – Community Development Housing Organization created to develop and promote additional affordable housing for the community. BHA has oversight control through the BHA Board of Commissioners.
Current Status of Brenham’s Public Housing

The primary mission of the Brenham Housing Authority is to provide decent, safe, and sanitary housing for persons of low income. The majority of BHA’s public housing stock is now over forty years old. Key components of the units are nearing the end of their useful life and need to be renovated or replaced in order to ensure that these housing units are available for the foreseeable future.

Public Housing - 300 low income units in 4 projects
Sunnyside - 100 family units  Fairview - 60 family units
Crestview - 70 family units  Northview - 70 family units

The historically inadequate funding from HUD for capital improvements is beginning to impact BHA’s ability to meet its mission. Without a change in the status quo:

* Units will continue to deteriorate.
* Units will be taken off-line.
* Revenues will decrease placing a risk on on-going operations.

New HUD Revitalization Program

The Rental Assistance Demonstration Program (RAD) was created in 2012 by HUD in order to give public housing authorities a powerful tool to preserve and improve their public housing properties and address the $90 billion dollar nationwide backlog of deferred maintenance.

* RAD allows public housing agencies to leverage public and private debt and equity in order to reinvest in their public housing stock.

* Under RAD, public housing units move to a Section 8 platform with a long-term contract that, by law, must be renewed.

* RAD maintains the public stewardship of the converted property through clear rules on ongoing ownership and use.

* Residents continue to pay 30% of their income towards the rent.

* Residents maintain the same basic rights as they possess in the public housing program.

* Conversion under RAD takes one year with an additional year of construction activities.

Brenham Housing Authority applied for and has received contingent approval from HUD to convert assistance under RAD. Over the next 360 days, BHA will be completing all HUD mandated components required for conversion.
BHA's Development Plan

Proposed Plan:
* Utilize a strategy to modernize existing units or rebuild units where cost effective.
* Perform a Need Assessment to determine actual scope of revitalization and funds needed.
* Use a mix of 4% tax credits, FHA backed multi-family loan, and BHA reserves to finance the project.
* BHA to form a partnership with a multi-family development company to create a new ownership entity.
* New entity shall be controlled by BHA acting as general partner with oversight from BHA Board of Commissioners.
* Assets to transfer to new entity with initial 15 year contract term and subsequent mandatory renewal requirement.
* Ownership of assets to convert to BHA after tax credit period expires.

Project Timeline (beginning July 15, 2015)
* 0 - 90 Days – Development partner chosen and financing due diligence completed.
* 60 – 150 Days – All financing applications submitted to include Brenham City Council Resolution of Support for Tax Credit Application.
* 150 – 180 Days – Financing plan completed and submitted to HUD.
* 180 – 320 Days – Firm commitments received from all financing sources.
* 320 – 350 Days – Closing to include financing, ownership transfer, and new contract with HUD.
* 390 – 420 Days – Finalize construction plans and acquire all permits and approvals.
* 420 – 740 Days – Completion of all construction activities.

Local Government Assistance

Brenham Housing Authority is requesting assistance from the City of Brenham in two areas to help move BHA's modernization project to development:

1. BHA will be requesting City Council's approval of the project. This approval is a requirement of BHA's tax credit financing application. This is approval only. There is no financial obligation to the City. The target date for obtaining a resolution of support is October 1, 2015.

2. BHA will be requesting that the City of Brenham assume responsibility to maintain BHA's electrical, gas, and water delivery systems. The target date for finalizing a Cooperative Agreement is October 1, 2015. To help facilitate this transfer BHA will:
   * Pay for all costs to upgrade the electrical system to City standards. (BHA assumes the gas and water systems remaining useful life are sufficient to defer replacement.)
   * Bear the legal costs to establish all necessary utility easements.
   * Maintain the metering systems for greater billing efficiency.
   * Remain financially responsible for all utility usage.
   * Pay for all engineering studies to assess current condition and remaining useful life.

BHA believes this arrangement will be advantageous to both parties first by allowing BHA to focus its modernization funding toward enhancing the appearance and usefulness of its housing units, and second by providing the City with the assurance that BHA's utility operations are safe and efficient for years to come.
Current Responsibilities

The City of Brenham and BHA have the following responsibilities related to BHA infrastructure:

1. The City of Brenham is responsible for maintaining roads, sidewalks, storm drains, and sewer mains in all four project areas.
2. The City of Brenham is responsible for maintaining electrical, and gas distribution systems up to each unit meter in the TX1 project area.
3. BHA is responsible for maintaining all water distribution systems from the master meter in all four project areas.
4. BHA is responsible for maintaining the electrical, and gas distribution systems from the master meter in TX2, TX3, and TX4 project areas.

Statutory Consideration

Texas Local Government Code Chapter 393 - HOUSING COOPERATION AMONG MUNICIPALITIES, COUNTIES, AND CERTAIN OTHER LOCAL GOVERNMENTS

393.002 (b) The legislature finds and declares that: (1) the assistance provided under this chapter to remedy the conditions described in the Housing Authorities Law constitutes a public purpose and an essential governmental function for which public money may be spent and other aid given; (2) it is a proper public purpose for a public body to aid a housing authority that operates within the boundaries or jurisdiction of the public body or to aid a housing project within its boundaries or jurisdiction because the public body derives immediate benefits and advantages from the authority or project;

393.004 POWERS OF PUBLIC BODY RELATING TO HOUSING PROJECTS. To aid and cooperate in the planning, undertaking, construction, or operation of a housing project located within its jurisdiction, a public body may, on terms established by the public body: (1) provide that parks, playgrounds, other recreational facilities, community facilities, educational facilities, water facilities, sewer facilities, or drainage facilities, or other works that it has the power to undertake, be furnished adjacent to or in connection with a housing project; (6) provide for the furnishing of services to a housing authority of the type the public body has power to furnish; or (11) take other action necessary or convenient to aid and cooperate in the planning, undertaking, construction, or operation of a housing project.
AGENDA ITEM 8

DATE OF MEETING: July 16, 2015
DATE SUBMITTED: July 13, 2015
DEPT. OF ORIGIN: Development Services
SUBMITTED BY: Grant Lischka

MEETING TYPE:                              CLASSIFICATION:                              ORDINANCE:
☐ REGULAR                                  ☐ PUBLIC HEARING                              ☐ 1ST READING
☐ SPECIAL                                  ☐ CONSENT                                    ☐ 2ND READING
☐ EXECUTIVE SESSION                        ☐ REGULAR                                    ☐ RESOLUTION
☒ WORK SESSION

AGENDA ITEM DESCRIPTION: Discussion and Presentation Regarding Several Parcels of Land Located Along Old Mill Creek.

SUMMARY STATEMENT: As staff has discussed in previous work session, the City intends to sell the former railroad right-of-way along Old Mill Creek Road. The majority of the property will be subdivided into single-family residential lots. Two commercial lots are also included, one at the intersection of Old Mill Creek Road and the U.S. Hwy 290 frontage road and the other at the intersection of Old Mill Creek Road and Saeger Street. The development of the lots will require the extension of Dixie Street, Cornish Street and Hampshire Drive. These streets will be extended and as cul-de-sacs and will not connect to Old Mill Creek Road. The costs of the extensions are estimated at approximately $100,000-$150,000, with City personnel performing the construction. The expected revenue from the sale of the lots is approximately $300,000-$350,000 and this revenue will be used to offset the costs of the street construction. Staff has begun earthwork on the property and plans to begin work on the streets later this summer.

STAFF ANALYSIS (For Ordinances or Regular Agenda Items):

A. PROS: 

B. CONS: 

ALTERNATIVES (In Suggested Order of Staff Preference): N/A

ATTACHMENTS: (1) Layout of Lots

FUNDING SOURCE (Where Applicable): N/A

RECOMMENDED ACTION: Discussion only

APPROVALS: Terry K. Roberts
### AGENDA ITEM 9

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<td>Jennifer Eckermann</td>
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**MEETING TYPE:**
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- [ ] REGULAR
- [ ] SPECIAL
- [ ] WORK SESSION

**CLASSIFICATION:**
- [x] REGULAR
- [ ] PUBLIC HEARING
- [ ] CONSENT
- [ ] 1ST READING
- [ ] 2ND READING
- [ ] RESOLUTION

**AGENDA ITEM DESCRIPTION:** Section 551.072 – Texas Government Code – Deliberation Regarding Real Property – Discussion Regarding an Agreement with Roy Burger (dba RB Film Productions) for the Lease of Approximately 108.9 Acres of the Old Landfill Property

**SUMMARY STATEMENT:** To be discussed in Executive Session.

**STAFF ANALYSIS (For Ordinances or Regular Agenda Items):**

A. **PROS:**

B. **CONS:**

**ALTERNATIVES (In Suggested Order of Staff Preference):**

**ATTACHMENTS:** None

**FUNDING SOURCE (Where Applicable):**

**RECOMMENDED ACTION:**

**APPROVALS:** Terry K. Roberts
AGENDA ITEM 10

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**MEETING TYPE:**
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- [ ] EXECUTIVE SESSION

**CLASSIFICATION:**
- [ ] PUBLIC HEARING
- [ ] CONSENT
- [x] REGULAR
- [ ] WORK SESSION

**ORDINANCE:**
- [ ] 1ST READING
- [ ] 2ND READING
- [ ] RESOLUTION

**AGENDA ITEM DESCRIPTION:** Discuss and Possibly Act Upon an Agreement with Roy Burger (dba RB Film Productions) for the Lease of Approximately 108.9 Acres of the Old Landfill Property and Authorize the Mayor to Execute Any Necessary Documentation

**SUMMARY STATEMENT:** To be discussed in Executive Session.

**STAFF ANALYSIS (For Ordinances or Regular Agenda Items):**

A. PROS:
B. CONS:

**ALTERNATIVES (In Suggested Order of Staff Preference):**

**ATTACHMENTS:** None

**FUNDING SOURCE (Where Applicable):**

**RECOMMENDED ACTION:** As discussed in Executive Session.

**APPROVALS:** Terry K. Roberts