

# 2023 Survey Results

***RHOME***



Our company



Business items



SAMANTHA BLACK

HOBBIES

PROFESSIONAL STATEMENT

REFERENCES

ELIOT BROWN

ELIOT BROWN

ELIOT BROWN

EDUCATION

WEB ADVERTISING SEMINAR

GRAPHIC DESIGN CREW

HIGH SCHOOL UNIVERSITY

SCHOOL TITLE LOREM

SKILLS

PHOTOGRAPHY

PHOTOSHOP

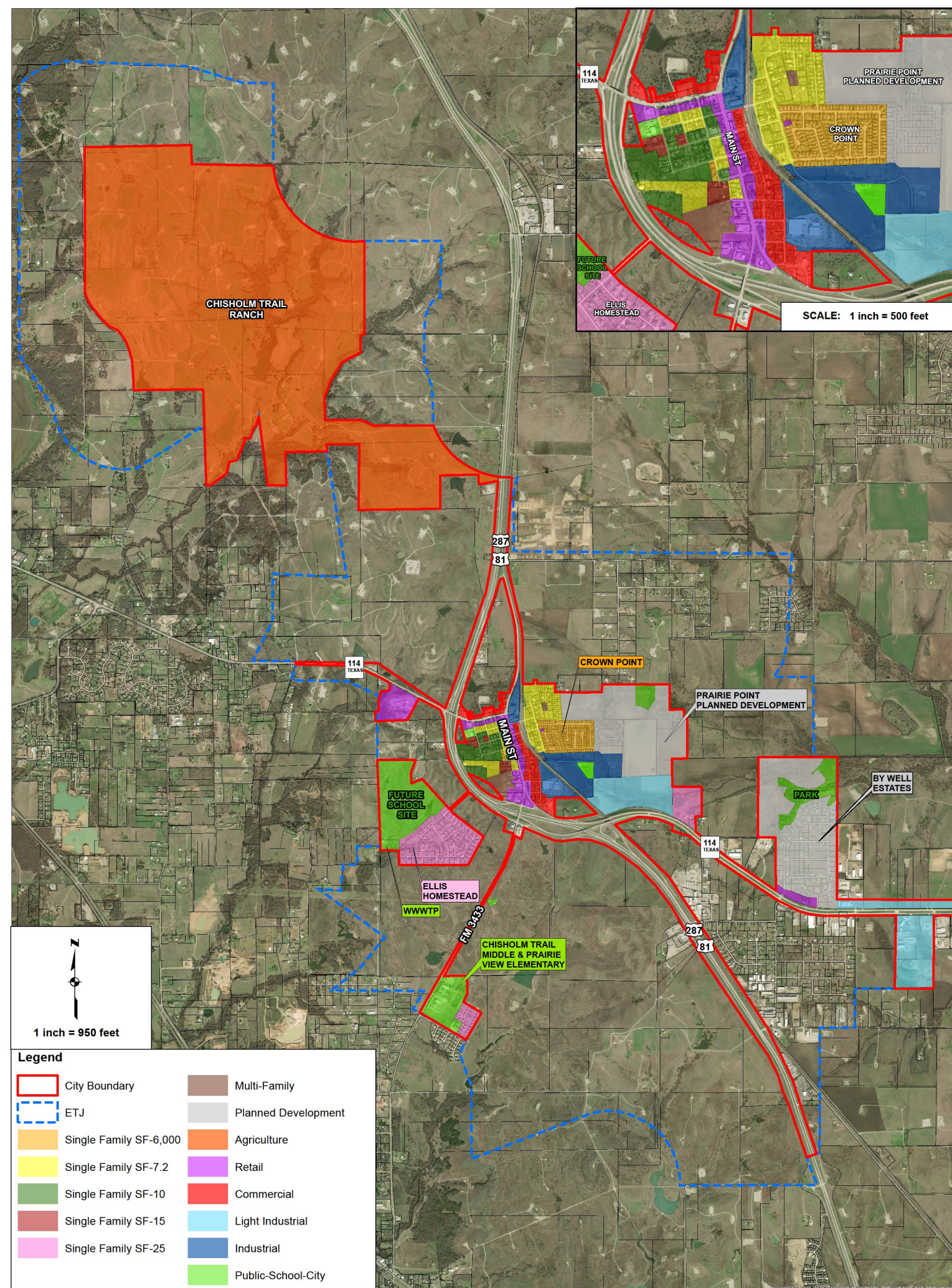
INDESIGN

WORDPRESS

TIME KEEPING

ORGANISATION





- Rhome is approximately five (5) square miles in both city limits and Extra Territorial Jurisdiction (ETJ)
- Current population is approximately 1,900 people
- Survey's administered:
  - 2020 open-ended comment format (online)
  - 2023 satisfaction ranking format (printed)
  - Should be routinely performed for on-going feedback to Council
- Survey's often used as basis for strategic planning, vision and mission building for City and in creating goals and objectives for Staff Teams
- Strategic plans, survey results, budgets, and elements in Comprehensive Plan are all tools elected officials may use to plan for the future or Rhome.





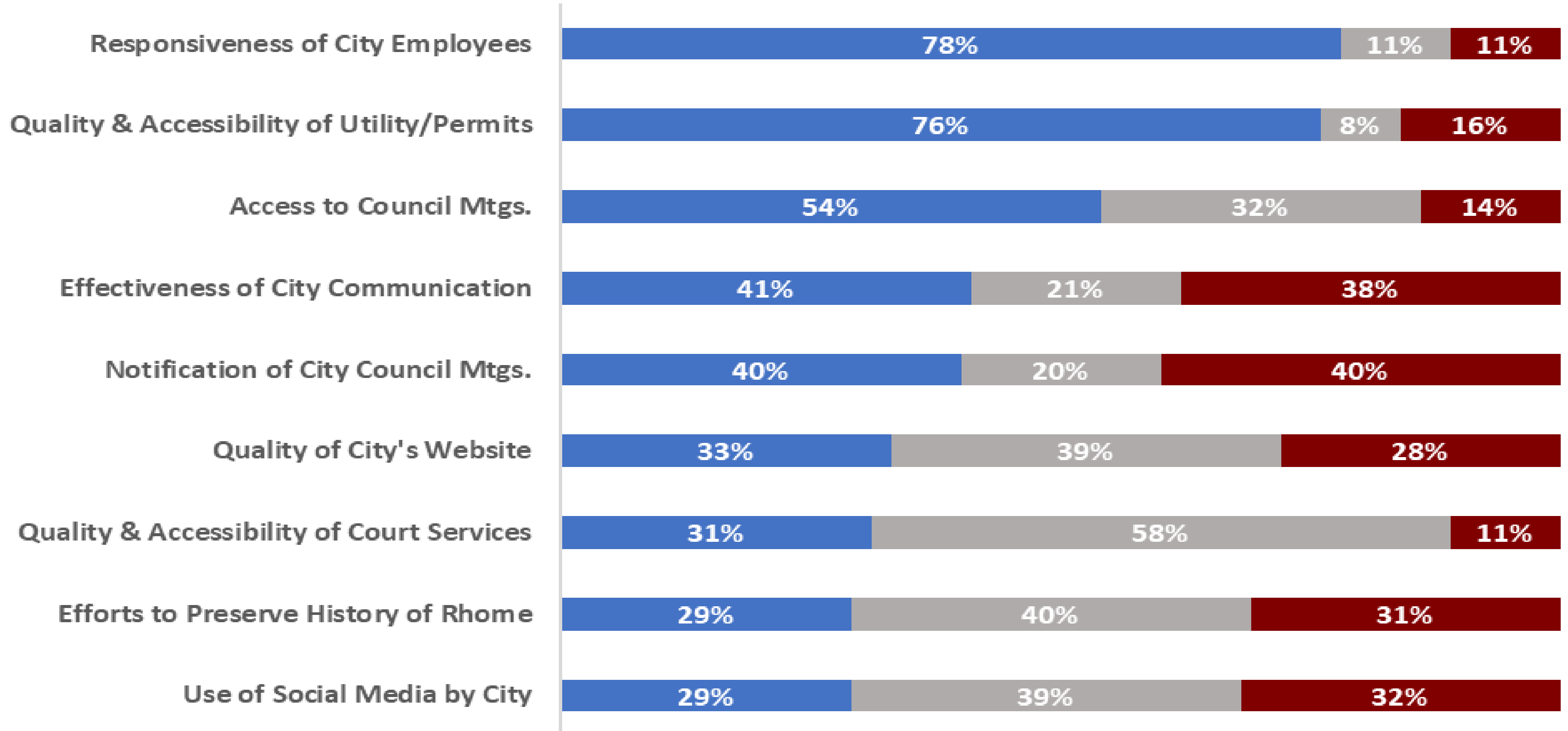
## 2023 Instrument and Processes

- Questions drafted from surrounding cities and then customized
- Survey's printed and mailed by staff
- Mailed to each residence & business
- Accepted responses through early June
- Advertised on social media

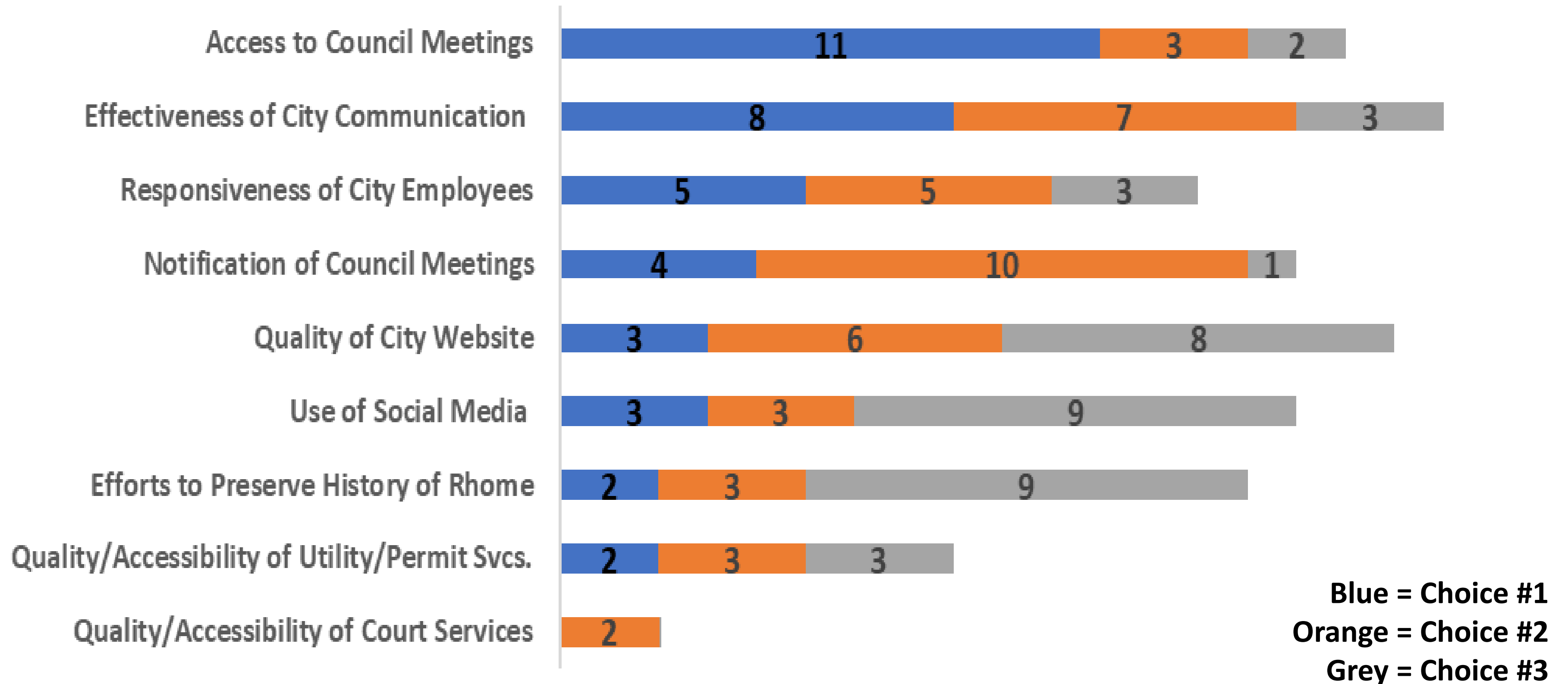
## Next Iteration

- Add more special interest questions
- Pre-publicize on water billing notices
- Expand notice of the survey on website and in local retailers
- Leave open for longer period of time

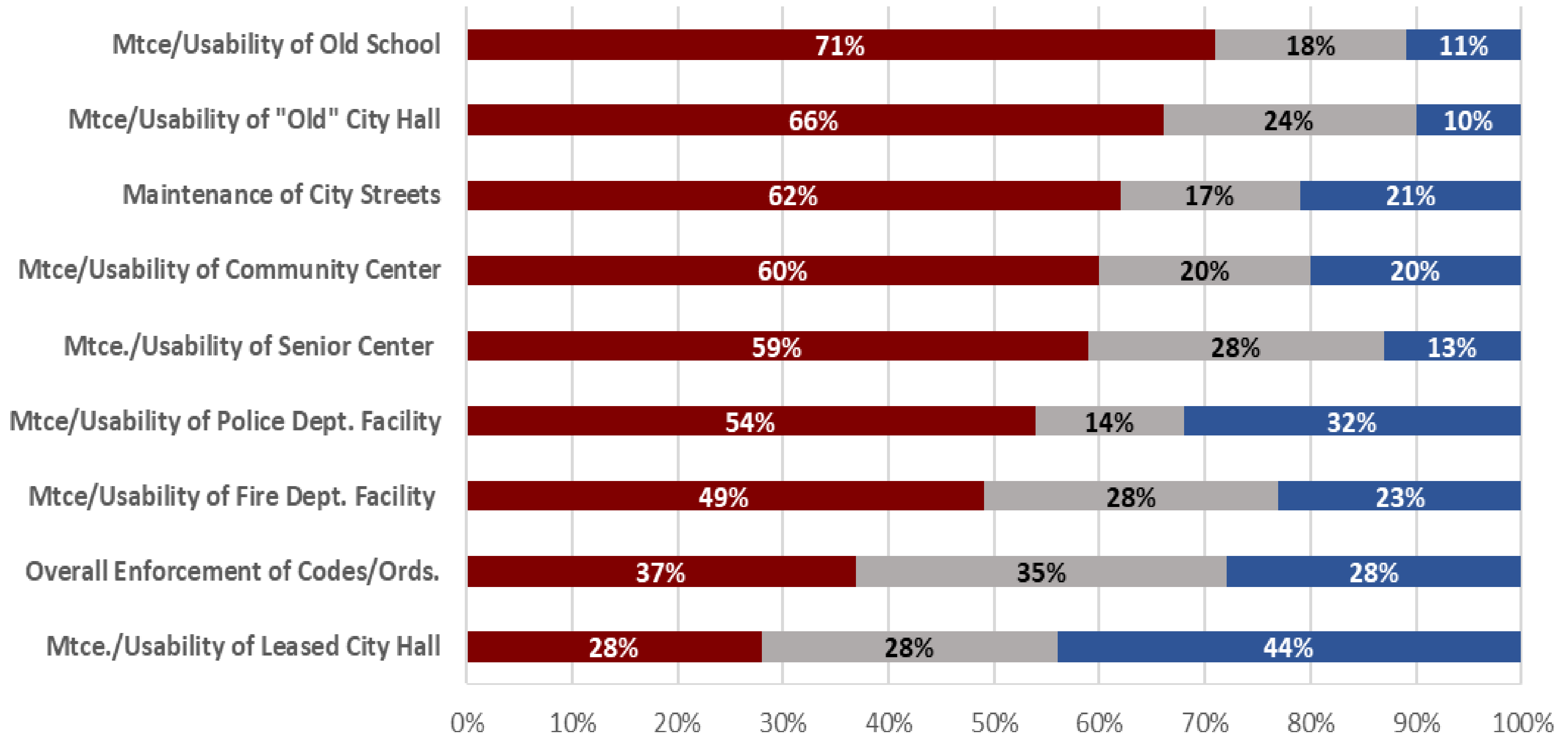
# Satisfaction with City Services



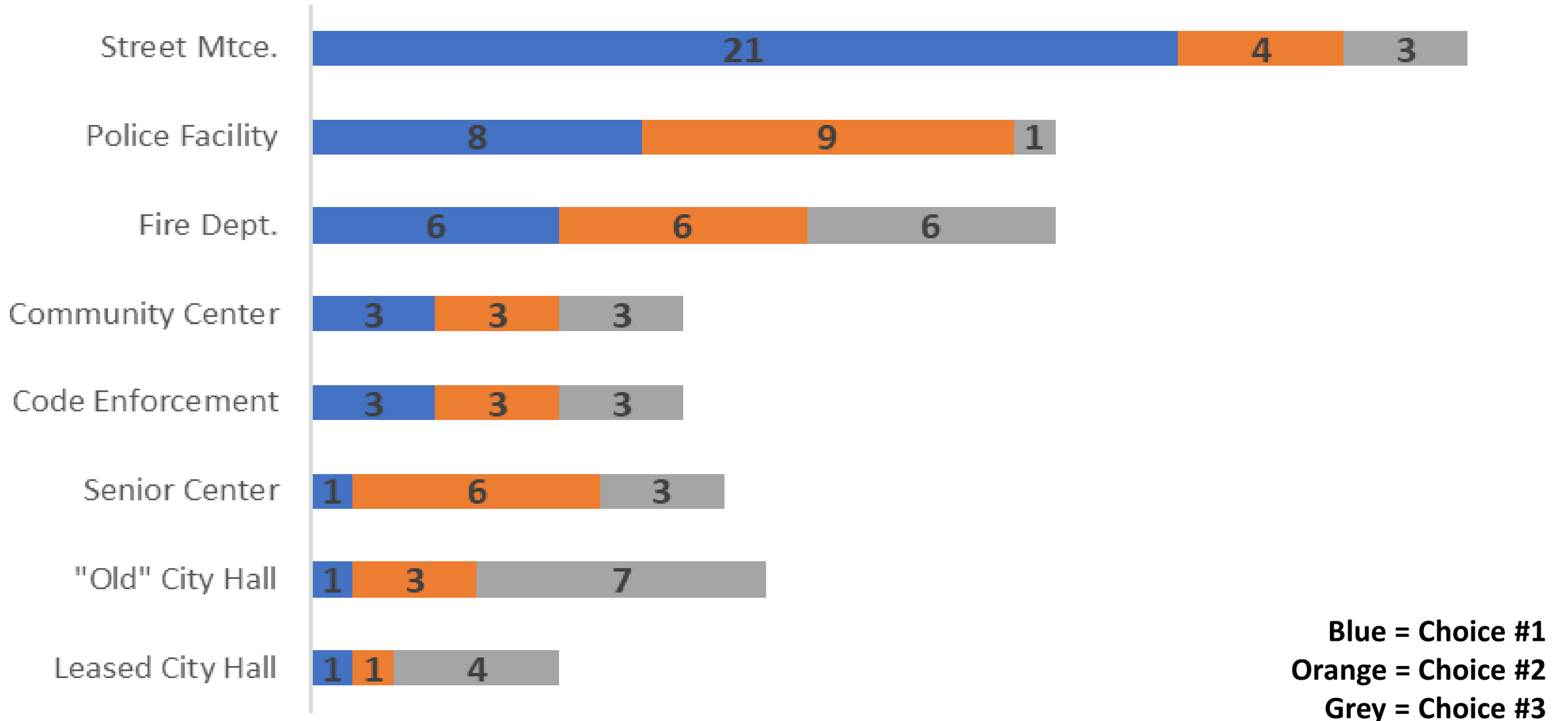
## Focus Areas - Rankings of City Services



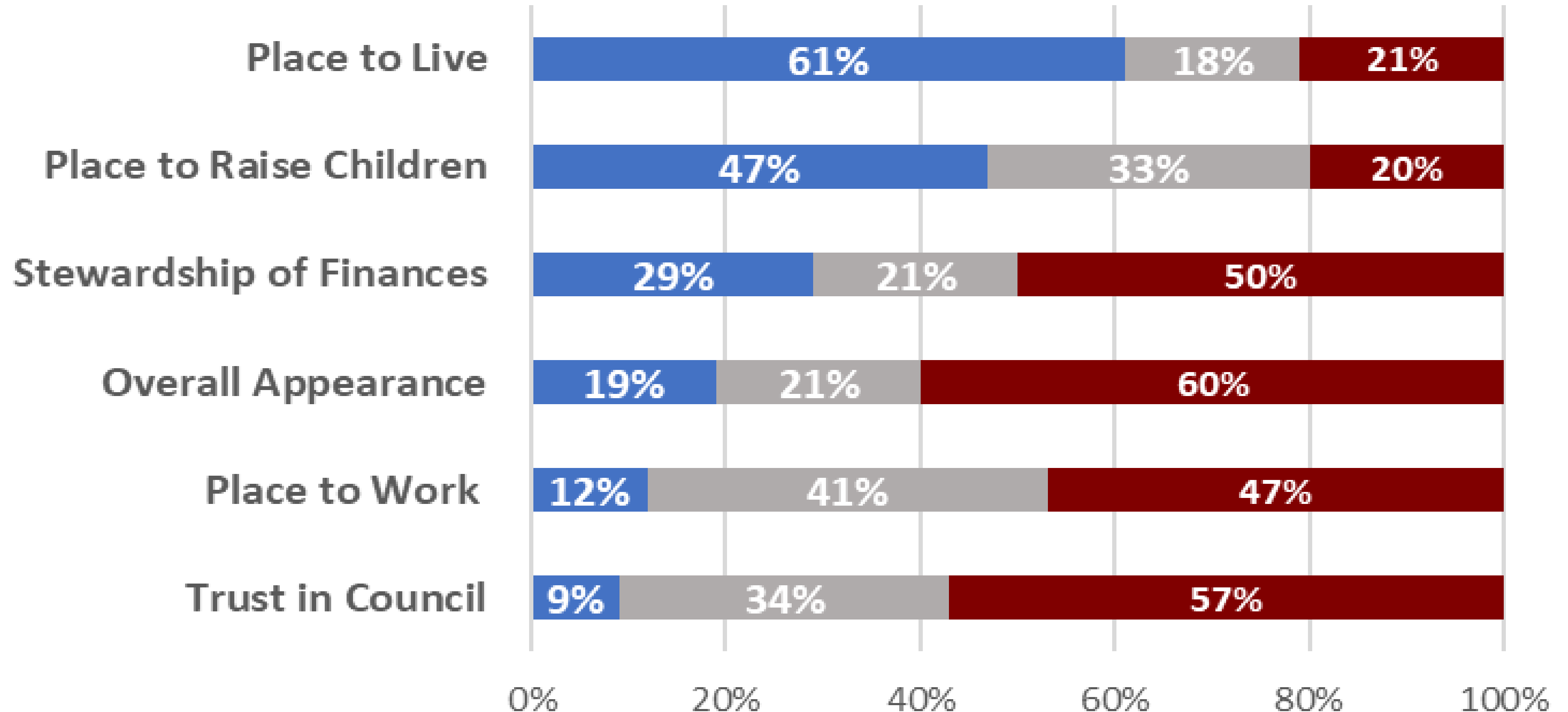
## Satisfaction with Maintenance of City & City Facilities



# Ranking of Maintenance & City Facilities

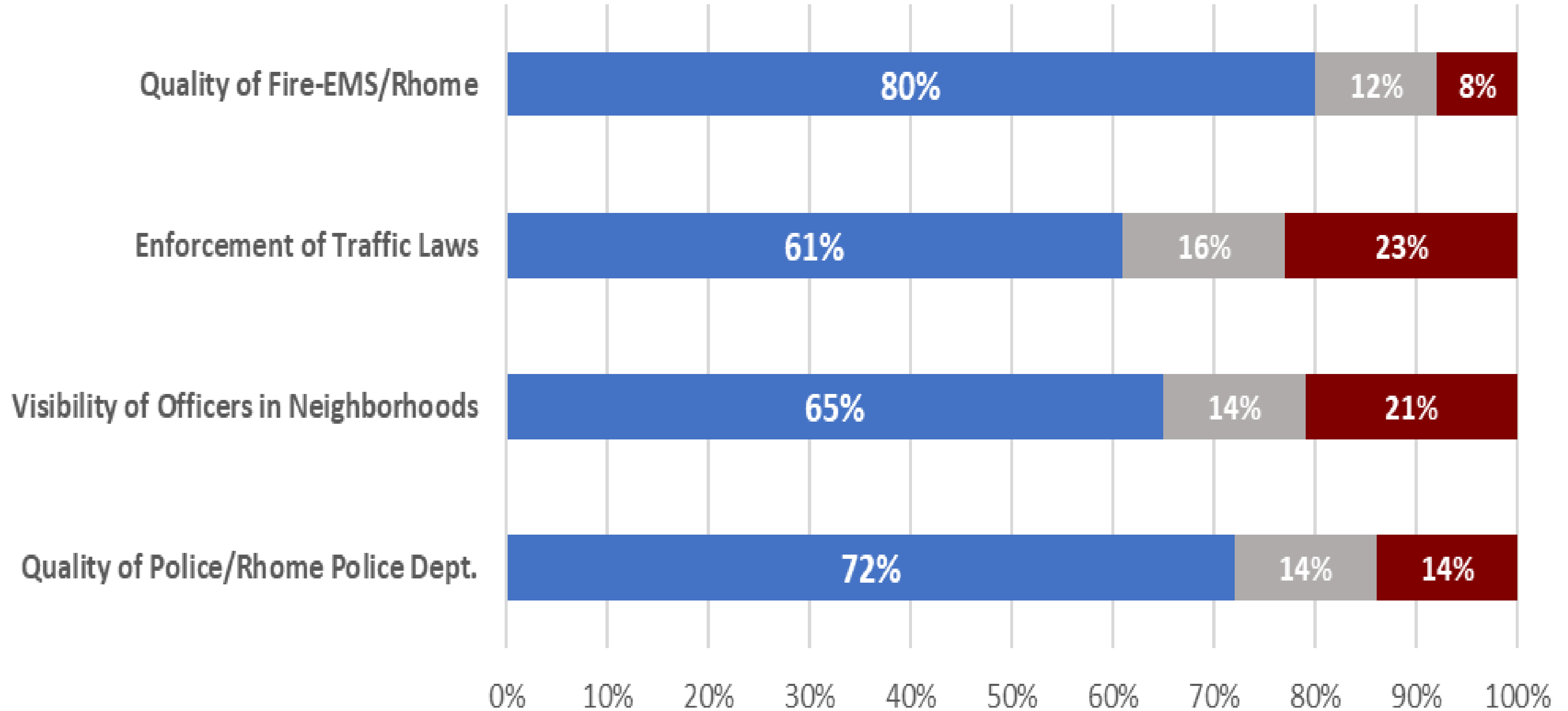


## Rhome as a ...

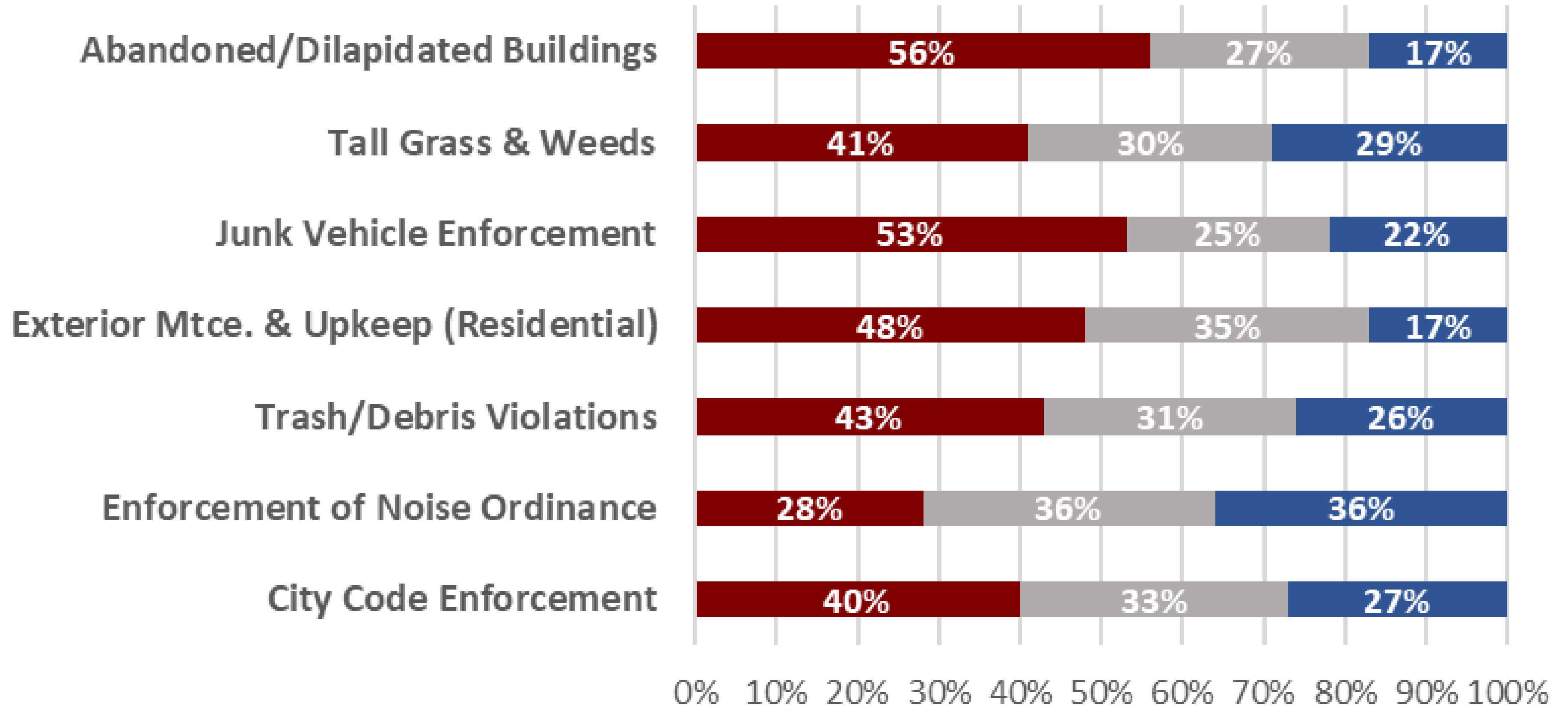




## Police & Fire

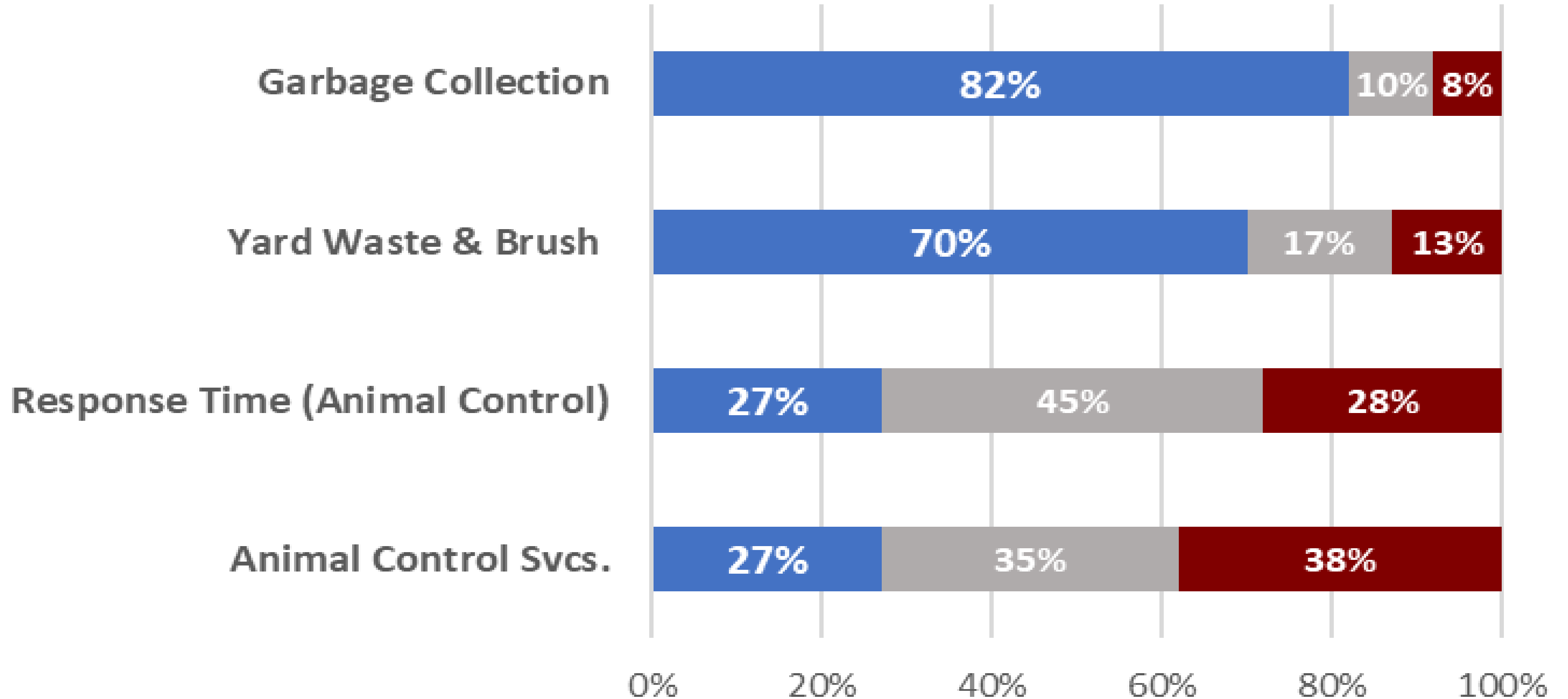


# Code & Ordinance Enforcement

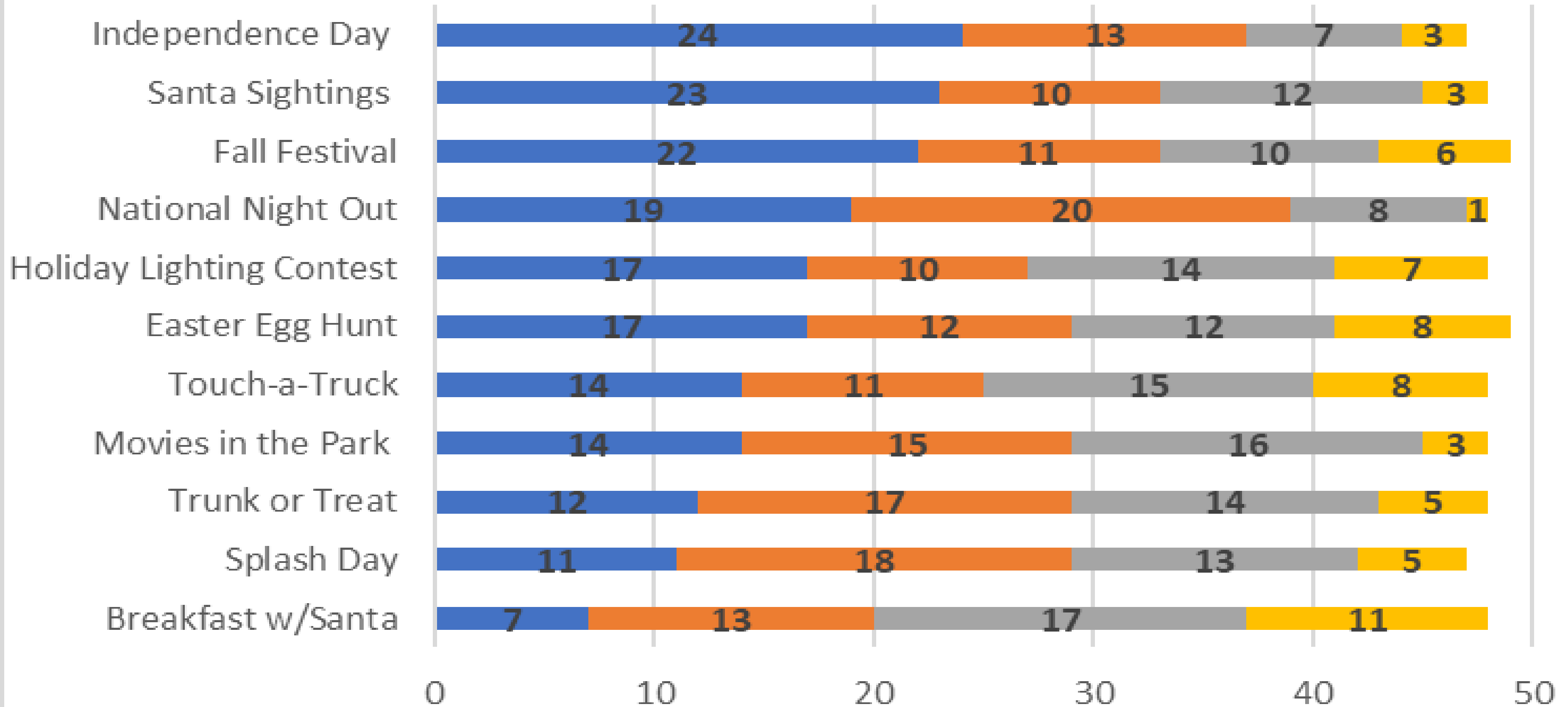




# Solid Waste & Animal Control Services

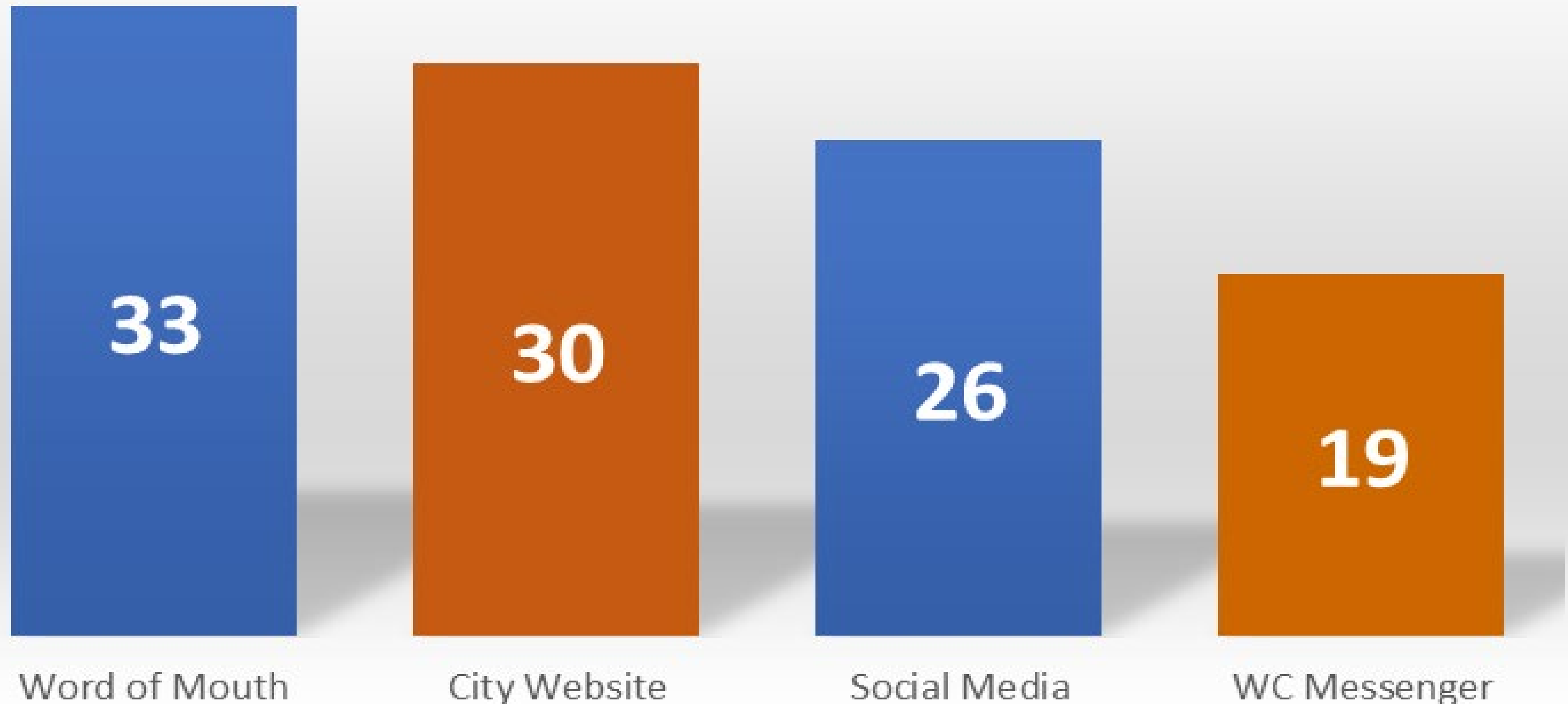


# City Sponsored Events

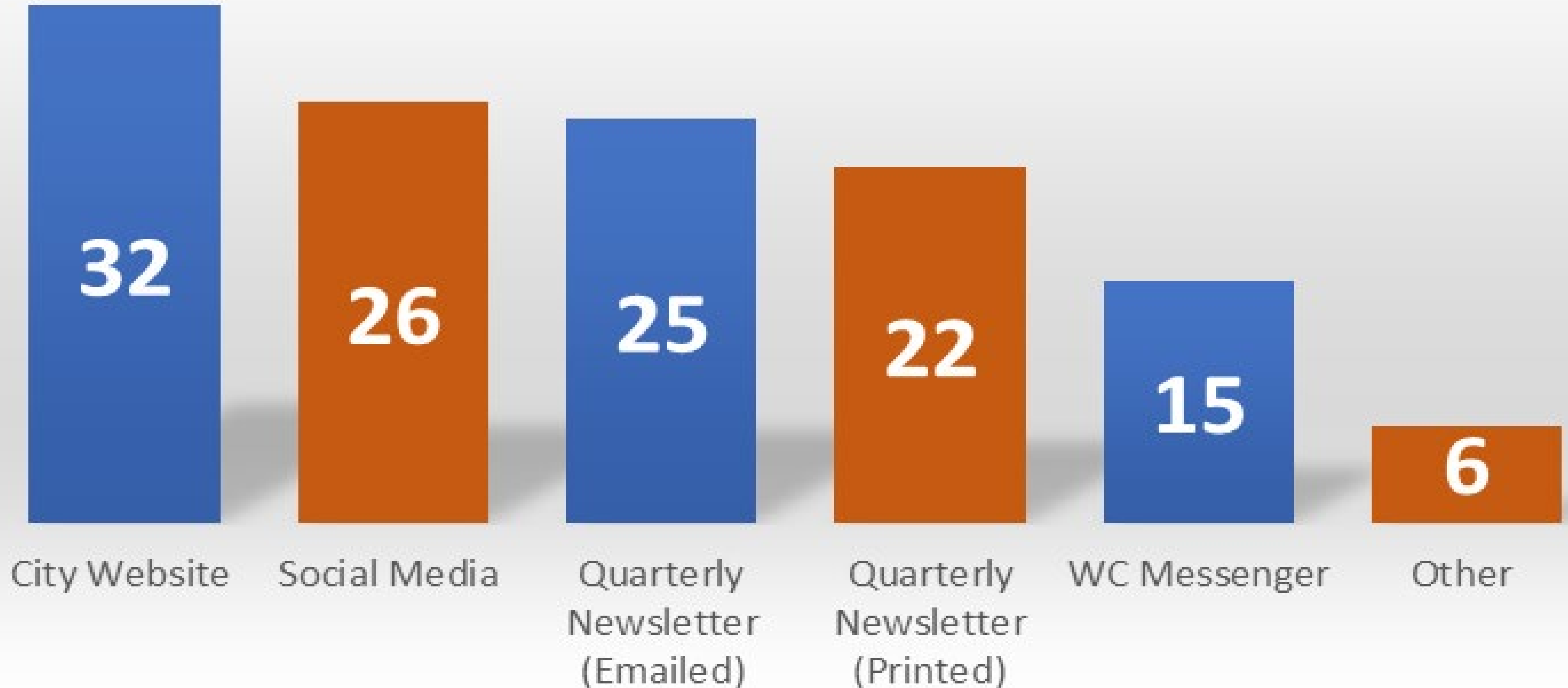




# Primary Sources of Information



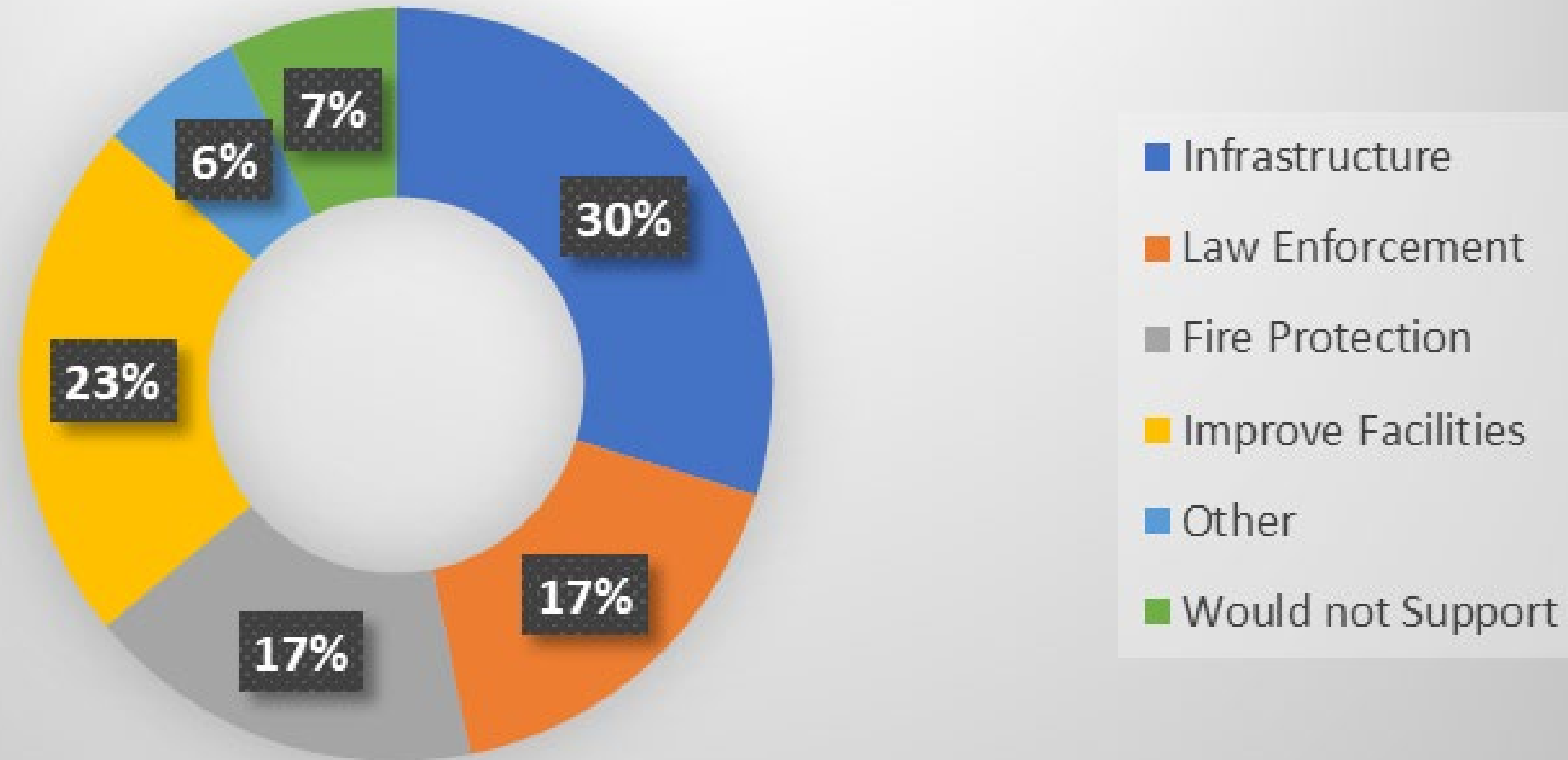
# Preferred Methods of Communication





# Projects Supported by Potential Tax Increase

## Tax Supported Projects



# Open Ended Responses - Most Mentioned Responses

## ✓ Development/Redevelopment

**18 Mentions**

- Rebuild/redevelop old downtown (such as Roanoke Main St.)
- Clean up the town/city
- Update businesses/curb appeal
- Bring in quality businesses/grocery store/housing developments

## ✓ City Facilities

**16 Mentions**

- Sell old city hall/renovate facilities/renovate old city hall
- Safe welcoming facilities/create safe environment for police/fire
- Stop renting city hall the money could be spent elsewhere
- Build new FD/PD/facility upgrades are years overdue!

## ✓ Water / Wastewater

**15 mentions**

- Water quality issues/TCEQ violations
- Westside upgrades/USDA grants
- New water resources w/piping and funding



# Open Ended Responses - Most Mentioned Responses

## ✓ Roads/Traffic

**15 Mentions**

- Fix roads in Crown Point/Roads/Streets & bridges need improvement
- Address the traffic on FM 3433/Signal light at By Well
- Dangerous traffic exiting 114/Funding street repair more than chip seal
- Bridge into Rhome is constantly backed-up; need more lanes

## ✓ Events

**10 mentions**

- Farmers market/city craft fair/city indoor garage sale
- Pioneer Days/city events
- Toys for Tots/Community involvement – cleanup neighborhoods

## ✓ Communication/Transparency

**9 Mentions**

- Newsletter with water bill; like it was before
- Email blast to update citizens timely/effective communication
- Be open about what is voted on/transparent
- Educate residents on roles of elected officials and staff

# Open Ended Responses - Most Mentioned Responses

## ✓ Council Relationships

**6 Mentions**

- Work together as a city
- Stop bickering/gossiping/fighting
- Looking forward to new Council – new ideas
- Community unity/be accountable to citizens and business owners

## ✓ Financial Stewardship

**10 mentions**

- Farmers market/city craft fair/city indoor garage sale
- Pioneer Days/city events
- Toys for Tots/Community involvement – cleanup neighborhoods

# Open Ended Responses - #1 Suggestions to Council

- ✓ Rebuild and restore downtown
- ✓ Sponsored Events
- ✓ Bring in a grocery store
- ✓ Proper Main St. development such as Oak Street in Roanoke
- ✓ Clean up this town
- ✓ Sell old city hall
- ✓ Wastewater/water
- ✓ Roads/fix roads in Crown Point
- ✓ Address traffic infrastructure due to new development
- ✓ Community fundraising events to generate income for city & bring community closer
- ✓ Payoff debts
- ✓ Fix the building facilities
- ✓ Update when roads will be repaired
- ✓ Newsletter with the water bill, like it was before.
- ✓ Water quality issues not up to TCEQ standards constantly



# Open Ended Responses - #1 Suggestions to Council, cont.

- ✓ Ball fields and sport leagues
- ✓ City craft fair
- ✓ Email blast list to alert citizens timely regarding important issues/reminders
- ✓ Please address the traffic on 3433 during morning back-up
- ✓ Streets, bridges need to be improved to help traffic congestion
- ✓ Resolve dispatch funding with Wise County
- ✓ Get 2 or 3 of the city of Rhome to make the Chamber of Commerce to attend there meetings
- ✓ Pioneer Days
- ✓ Small businesses; including small grocery store, restaurant, etc. would help with taxes but would be close to residents
- ✓ New police station
- ✓ Better (more constant) police presence in subdivisions (all)
- ✓ Update businesses/curb appeal
- ✓ Focus on needs prior to expansion

# Open Ended Responses - #1 Suggestions to Council, cont.

- ✓ Recycling
- ✓ Be more open about what is voted on
- ✓ Finally address the poor water quality (Pay for the fix!)
- ✓ Sewer
- ✓ New water resources w/piping funding budgets; grant funding; [twbd.Texas.gov](http://twbd.Texas.gov)
- ✓ Signal light at By Well entrance
- ✓ Water
- ✓ Identify and secure a long term water supply source
- ✓ Safe welcoming facilities
- ✓ To city council – stop bickering and gossiping especially on Facebook, shame on u!
- ✓ Stop the fighting
- ✓ Set hours to allow dirt bikes to ride in By Well Estates – Example: M-F noon – 6 pm S-S 10 am – 4 pm
- ✓ Community involvement; clean up neighborhoods

# Open Ended Responses - #2 Suggestions to Council

- ✓ Bring in quality businesses & restaurants: i.e. Whole Foods; Kroger, etc.
- ✓ Good 4 corners development, not industrial like Saginaw
- ✓ Work together as a city. Stop the fussing in Council
- ✓ Turn old school into police/fire/city facility
- ✓ Water
- ✓ City events
- ✓ Dangerous traffic issues exiting highways into Rhome
- ✓ Water bill should not charge a flat rate for gallons not used, city should charge only for gallons used; last seven years I've been on the road away from home paying a flat fee on water not used. Or at a minimum credit when going over on standard gallons per month usage from month where no gallons used.
- ✓ Eliminate items that keep causing expenses – i.e. rentals
- ✓ Roads
- ✓ Facilities
- ✓ Create a safe environment for police/fire fighters
- ✓ A true Q&A form, that everyone can read the question and answer (not like it is now)



# Open Ended Responses - #2 Suggestions to Council, cont.

- ✓ Re-vitalization of downtown area (i.e. Roanoke food district)
- ✓ Downtown events and attractions
- ✓ City sponsored indoor garage sale
- ✓ Clean up or tear down vacant buildings (except for Old Mill)
- ✓ Continue to educate citizens on roles of elected officials and staff – they still don't understand we need qualified staff for continuity
- ✓ Traffic coming into Rhome is backing up further at all times of day off 114 & 287; design of 114 exit people drive too fast and dangerous
- ✓ Stop renting city hall. This money can be spent elsewhere.
- ✓ Funding street repair more than chip seal
- ✓ Find new business to come to Rhome
- ✓ Focus on bringing new residents, business'
- ✓ Community events – to bring folks together
- ✓ New city hall facility
- ✓ Better communications via mail (not everyone is online!)
- ✓ Farmers market

# Open Ended Responses - #2 Suggestions to Council, cont.

- ✓ Avoid wasteful spending
- ✓ Walking/nature/bike trail
- ✓ Read ordinance in meeting for public – start following ordinances
- ✓ Use city finances much wiser
- ✓ Water - Facilities
- ✓ Pass an ordinance to remove, and have the Texas Rangers investigate the 'donation' boxes in area businesses like the donut shop, etc. There are too many of these 'donation' boxes in town to support "Rhome" vets...
- ✓ Sewage westside upgrade w/funding by grants – USDA rural development in Texas Direct Loans & Grants
- ✓ Immediate solution solving about Rhome's water system
- ✓ Sewer
- ✓ Upgrade city facilities (meeting space, fire dept. & police dept.)
- ✓ Effective communication
- ✓ Transparency of financials with an outside audit.
- ✓ Transparency to stop some of the ORR

# Open Ended Responses - #3 Suggestions to Council

- ✓ Rhome is a great location. Don't squander it by letting Rhome remain unsightly
- ✓ Live, grow, eat, shop – industrial in the background
- ✓ The picture the town presents to the public will impact the growing of the town
- ✓ Demolish old senior center
- ✓ Facilities improvements
- ✓ Does Rhome actually have a public library?
- ✓ Encourage farms and ranches for local produce
- ✓ Water / wastewater
- ✓ Roads (we need a PW Director)
- ✓ City FB group page for info, services, and events
- ✓ More housing developments for future consideration
- ✓ Parks and hiking trails
- ✓ Toys for Tots
- ✓ Build new FD/PD station

# Open Ended Responses - #3 Suggestions to Council, cont.

- ✓ Facility upgrades are years overdue!!
- ✓ Bridge into Rhome is constantly backed up, we need more lanes.
- ✓ Sewer bill on water bill is way too high. We did not vote for this. Would like to see this fixed.
- ✓ Give us a run down on what our city tax pays for they are to high.
- ✓ Community unity
- ✓ New fire station
- ✓ Officers patrolling = mindful of subdivision conditions and reporting to the appropriate city departments (citizens need not be the ONLY reporting source (it takes all!))
- ✓ Bike lane
- ✓ Reign in excessive raises for city employees
- ✓ Speed bumps in neighborhood
- ✓ Facebook page that city FD/PD/PW depts heads all use the same account.



# Open Ended Responses - #3 Suggestions to Council, cont.

- ✓ What does the City Council (Mayor) proposed to do for the future homes to be built in city limits? Water usage? Finances?
- ✓ Streets
- ✓ City uniforms! City employees and reps need these free of charge. It's a blessing we have people like Michelle Pittman, Michelle Tye, and Elain Priest who have protected the city...
- ✓ Renovate old city hall – stop renting – grant funds historical
- ✓ Roads
- ✓ Focused effort to attract desired businesses to Rhome
- ✓ Infrastructure improvements
- ✓ Be accountable. To the citizens and business owners
- ✓ Looking forward to new Council w/ positive views – less hate – new ideas

## Open Ended Response (other category)

- ✓ Build community – highway(s) separates the sub-divisions
- ✓ Rhome beautiful = no reason we cannot be most desirable city in DFW
- ✓ Control traffic, speeding, cut-through traffic
- ✓ Clean-up the city – aesthetics
- ✓ Hopeful that lowering departments = lower taxes
- ✓ Roads in By Well are buckling – needs repair
- ✓ Government moves slowly, but keep moving forward
- ✓ Wish they could control negativity on FB
- ✓ Doesn't want to lose small town feel – don't need to be FW
- ✓ Why did we spend money on parks plan and not implement? Hopes to have access to parks in Reunion
- ✓ Infrastructure

## Open Ended Response (other category), cont.

- ✓ Would like to see more traffic enforcement and code enforcement
- ✓ Council unity is important – need to be able to recruit businesses
- ✓ Seems as if things have gotten worse since they moved here
- ✓ Thanked city staff for their work
- ✓ Thank you for asking citizens for input. Polarized political climate has delayed addressing issues... city staff are what hold this city together. Pay should be raised for all!!
- ✓ As a business owner in Rhome, the behavior of...council and mayor has been an embarrassment...businesses carry the financial weight... water & sewage are too high... need to get the master plan priorities back in place...