



# AGENDA

## PANTEGO ECONOMIC DEVELOPMENT CORPORATION

January 14, 2015

TOWN COUNCIL CHAMBER  
1614 S. BOWEN ROAD  
REGULAR SESSION 6:30 P.M.

### REGULAR SESSION 6:30 P.M.

#### CALL TO ORDER AND GENERAL COMMENTS

INVOCATION: Danny Lakey, Vice President

#### PLEDGE OF ALLEGIANCE

#### PRESIDENT'S WELCOMING COMMENTS

#### PEDC MEMBER REPORTS/COMMENTS OF COMMUNITY INTEREST

#### REGULAR BUSINESS

1. Executive Director Report
2. Approval of PEDC Minutes
  - December 10, 2014
3. Summary of Revenues and Expenditures
  - January 14, 2015

#### CITIZENS OPEN FORUM

This is a time for the public to address the PEDC on any subject not on this agenda. However, in accordance with the Open Meetings Act Section 551.042, the PEDC cannot discuss issues raised or make any decisions on that subject at this time. The PEDC or an appropriate Town official may make a statement of factual information or policy on the subject in response to an inquiry by a member of the public. Issues raised may be referred to Town Staff for research and possible future action.

#### DISCUSSION, REVIEW AND CONSIDER ANY ACTION AND/OR DIRECT STAFF ON THE FOLLOWING ITEMS OF BUSINESS:

4. Presentation of the Business Christmas Light Contest Winners
  - 1<sup>st</sup> Place Pantego Bakery and Bistro, 2304-21 W. Park Row
  - 2<sup>nd</sup> Place Camp Thurman, 3001 Sarah
  - 3<sup>rd</sup> Place All Paw's Grooming & Pet Sitting, 2224 W. Park Row #F
5. Discuss, direct, and consider action on an update regarding a Focus Group conducted by the Arlington Chamber of Commerce for the Pantego Business Council.
6. Discuss, direct, and consider action on an update regarding the Pantego Town Survey.
7. Discuss, direct, and consider action on an update regarding PEDC loan repayments.

#### PEDC MEMBER INQUIRY

If a member of the PEDC makes a spontaneous inquiry about a subject not on this agenda, then the PEDC or an appropriate Town official may make a statement of factual information or policy in response to such an inquiry. However, in accordance with Open Meetings Act Section 551.042, the PEDC cannot discuss issues raised or make any decisions on that subject at this time. Issues raised may be referred to Town Staff for research and possible future action.

#### ADJOURNMENT

#### CERTIFICATION

Prepared and posted in accordance with Chapter 551 of the Texas Government Code. I, the undersigned authority, do hereby certify that this Notice of Meeting was posted on the outside window of a display cabinet at the Town Hall of the Town of Pantego, Texas, a place of convenience and readily accessible to the general public at all times, and said Notice was posted by the following date and time: Sunday, January 9, 2015 at 5:00 p.m., and remained so posted at least 72 hours before said meeting convened.

  
Julie Arrington, City Secretary

*Auxiliary aids and services are available to a person when necessary to afford an equal opportunity to participate in Town functions and activities. Auxiliary aids and services or accommodations should be requested forty-eight (48) hours prior to the scheduled starting time by calling the City Secretary's Office at (817) 548-5852*  
Complete PEDC Agenda and background information are available for review at the City Secretary's Office and on the Town's website: [www.townofpantego.com](http://www.townofpantego.com)

## **NOTICE of POTENTIAL QUORUM**

**NOTICE IS HEREBY GIVEN THAT A POTENTIAL QUORUM OF THE TOWN COUNCIL OF THE TOWN OF PANTEGO MAY BE PRESENT DURING THE REGULAR MEETING OF THE PANTEGO ECONOMIC DEVELOPMENT CORPORATION.**

**January 14, 2015**

**TOWN COUNCIL CHAMBER  
1614 SOUTH BOWEN ROAD  
PANTEGO, TEXAS**

**BEGINNING AT 6:30 P.M.**

Prepared and posted in accordance with Chapter 551 of the Texas Government Code. I, the undersigned authority, do hereby certify that this Notice of Meeting was posted on the outside window of a display cabinet at the Town Hall of the Town of Pantego, Texas, a place of convenience and readily accessible to the general public at all times, and said Notice was posted by the following date and time: Sunday, January 9, 2015 and remained so posted at least 72 hours before said meeting convened.

  
Julie Arrington, City Secretary





# Executive Director's Report

**To:** PEDC Board of Directors  
**From:** Matt Fielder, Executive Director  
**Date:** January 14, 2015

## **New Businesses**

A pre-construction meeting has been scheduled with the prospective user of the former Del Taco building. In addition, plans have been submitted for a 10,000 s.f. retail building on the Westbury Square site. Also, an application for a certificate of occupancy has been submitted to reopen the Chop House restaurant.

## **Chamber events**

I attended the Chamber Foundation Board of Director's meeting on Wednesday, January 7<sup>th</sup>. The topic was a report on the Christkindl Market event.



## **PANTEGO ECONOMIC DEVELOPMENT CORPORATION**

To: President Bill Brown and PEDC Board Members  
From: Julie Arrington, City Secretary  
Date: 01/14/15  
Re: PEDC Minutes January 14, 2015

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**Attachments: 121014 PEDC Minutes.**

**Pantego Economic Development Corporation  
December 10, 2014**

**STATE OF TEXAS                    §**

**COUNTY OF TARRANT           §**

**TOWN OF PANTEGO               §**

**The Pantego Economic Development Corporation of the Town of Pantego, Texas, met in special regular session at 6:30 p.m. in the Council Chamber, 1614 South Bowen Road, Pantego, on the 10<sup>th</sup> day of December 2014 with the following members present:**

<b>Danny Lakey</b>	<b>Vice-President</b>
<b>Fred Adair</b>	<b>Secretary</b>
<b>Arsalan Gittiban</b>	<b>Treasurer</b>
<b>Don Surratt</b>	<b>Director</b>
<b>Gloria Van Zandt</b>	

**Absent:**

<b>Bill Brown</b>	<b>President</b>
<b>Stephanie Springer</b>	<b>Director</b>

**Constituting a quorum. Staff present was:**

<b>Matt Fielder</b>	<b>City Manager</b>
<b>Julie Arrington</b>	<b>City Secretary</b>
<b>Ariel Carmona</b>	<b>Finance Director</b>
<b>Chad Joyce</b>	<b>Community Development Director</b>
<b>Scott Williams</b>	<b>Public Works Director</b>

**Also in attendance:**

<b>Pam Mundo</b>	<b>Consultant</b>
<b>Henry Lewczyk</b>	<b>Arlington Chamber of Commerce</b>

**REGULAR SESSION 7:00 P.M.**  
**CALL TO ORDER AND GENERAL COMMENTS**

Vice President Lakey called the meeting to order at 6:31 p.m.

**INVOCATION**

Secretary Adair led the invocation which was followed by the Pledge of Allegiance.

**PRESIDENT'S COMMENTS**

Vice President Lakey informed the Board that President Brown and Director Springer both have excused absences. He reminded the Board the second meeting in December was cancelled and there will be a meeting at Angelo's Steak and Pasta on December 13<sup>th</sup> after the Christmas light judging to tally the winning votes. The winners will be announced at the January 12<sup>th</sup> Council meeting and the prizes will be handed out to the winners at the January 14<sup>th</sup> PEDC Meeting.

**PEDC MEMBER REPORTS/COMMENTS OF COMMUNITY INTEREST**

Director Van Zandt informed the Board she attended the Arlington Chamber of Commerce Commercial Real Estate meeting in which they discussed the Arlington Fire Marshall's Office. She inquired about the

maintenance on the various cul-de-sacs within the Town and who is responsible for the care of these areas. She noted some are more maintained than others.

## **REGULAR BUSINESS**

### **1. Executive Director Report**

Mr. Fielder informed the Board he was contacted by the owner of the building across the street regarding a standalone emergency facility that is interested in renting the building. The facility would be staffed 24 hours a day seven days a week.

### **2. Approval of PEDC Minutes**

- **November 12, 2014**

No comments.

Director Surratt made a motion to approve the PEDC minutes dated November 12, 2014 as presented. Secretary Adair seconded the motion.

The vote was as follows:

Ayes: Surratt, Adair, Lakey, Van Zandt, and Gittiban.

Nays: None

Abstention: None

Vice President Lakey declared the motion passed unanimously.

### **3. Summary of Revenues and Expenditures**

- **December 10, 2014**

There was clarification of the Allan Plummer Associate invoice closing out the contract and showing 100% complete on the water line project for engineering services.

Secretary Adair made a motion to approve the Vendors Payment Listing for December 10<sup>th</sup> as presented. Director Surratt seconded the motion.

The vote was as follows:

Ayes: Surratt, Adair, Lakey, Van Zandt, and Gittiban.

Nays: None

Abstention: None

Vice President Lakey declared the motion passed unanimously.

## **CITIZEN'S OPEN FORUM**

None.

## **DISCUSS, REVIEW AND CONSIDER ANY ACTION AND/OR DIRECT STAFF ON THE FOLLOWING ITEMS OF BUSINESS**

### **4. Discuss, direct, and consider action on the times of all future PEDC meetings.**

Mr. Fielder reminded the Board the request for this discussion was made at the last meeting. Vice President Lakey clarified the Board would like to change the start time of the meeting to 6:30 p.m. through the time change then revert back to 7:00 p.m. Ms. Arrington verified Daylight Savings begins March 8, 2015.

Director Surratt made a motion to change the start time of all PEDC meetings from 7:00 p.m. to 6:30 p.m. beginning with the next meeting and ending the first meeting in March. Director Van Zandt seconded the motion.

The vote was as follows:

Ayes: Surratt, Lakey, Van Zandt, and Gittiban.

Nays: Adair.

Abstentions: None.

Vice President Lakey declared the motion passed 4-1.

**5. Discussion on a presentation of the Arlington Chamber of Commerce Activities.**

Henry Lewczyk, Vice President of Marketing and Member Business Development for the Arlington Chamber of Commerce (ACC), presented a power point presentation on the accomplishments of the ACC in the first quarter of our membership and introduced expectations and goals for the next quarter. There was a discussion on the scheduling and planning of a focus group created of Pantego Businesses. This would be a group of Chamber member businesses and non-Chamber member businesses to discuss what they would expect from the Pantego Business Council. There was discussion on the implementation of a GIS system, the information a GIS system can provide, and presenting the findings to the Town.

**6. Discuss, direct, and consider action on an update regarding PantegoFest 2015.**

Mr. Fielder gave an update on PantegoFest 2015 informing the Board that Council has hired Flair Events as the event coordinator, set the date for September 25-27, and will discuss a wrap-up of the 2014 PantegoFest providing for improvements, guidance, and planning for the 2015 PantegoFest at the December 8<sup>th</sup> Council meeting. The type of programming is not expected to change. There was discussion on how to obtain more participation from Pantego Businesses. The majority of the Pantego Businesses are not set up for a three day festival booth. There was discussion on the difficulty of the Pantego Businesses to have a booth and the largest issue for them is staffing the booth without shutting down the business. The Board would like to have a standard format from a printer with a simple layout for the Pantego businesses to create marketing material for the PEDC Board to have on hand at their booth to give out to the festival attendees. This gives representation to the Pantego businesses that cannot support a booth. The Board will explore ways throughout the year to promote and support this effort. They would like to continue with the Shopping Bag idea they utilized at the 2014 PantegoFest.

**7. Discuss, direct, and consider action on an update regarding the Park Row Project.**

Mr. Fielder informed the Board this is a number of projects put together and will start with the replacement of the water line that starts at Bowen Rd. and runs east to Waggoner. The original pipe will be replaced with a larger 10 inch water line. This will require tearing up the road and replacing it. The second part of the project is the streetscape project where we will be replacing the sidewalks with 10 foot sidewalks, decorative lighting and landscaping making the area more visually appealing and more walkable to encourage shopping in the area. The third part of the project involves an Interlocal agreement with Tarrant County for re-paving the road, re-striping the road, and installation of crosswalks. There will be a crosswalks added, one from PCA to Braum's and one at Milby. They will be very similar to the one on Border St. in Arlington near UTA. We expect these projects to go to bid in mid-January, go to contract and start construction in early March and hopefully complete in mid to late summer. This will be a significant impediment to the businesses in this area while the construction is in progress, especially with the expected lane closures. There is a plan for communication to the businesses throughout the process in hopes to mitigate the inconveniences.

**8. Discuss, direct, and consider action on an update regarding the International Council of Shopping Centers Tradeshow.**

Ms. Mundo showed the Board some photos that were taken at the Tradeshow demonstrating the new tradeshow panels. She informed the purpose of the tradeshow is to generate some visibility of Pantego. Today she received the Dallas Fort Worth Relocation Guide for the Economic Development Professionals. She noticed for the first time Pantego and Dalworthington Gardens was mentioned within the Arlington/Grand Prairie Section of the Relocation Guide. Ms. Mundo and President Brown were there for three days and on day one a representative from Dollar Tree informed them that Dollar Tree has signed the papers on the property held with Trinity Partners located by Mercantile Bank. She also spoke to representatives from Dunkin' Donuts, Schlotzsky's, and Dairy Queen who are all looking at the Del Taco location. She informed the Board the franchisee's of Del Taco, Bull Chicks, and Papa Murphy's caused the closings of the businesses. She spoke with a manager of Shipley's and was informed the restaurant is remodeling all stores to an entirely new building format. There was discussion on obtaining more diversity in the businesses located within Pantego. Ms. Mundo informed the Board at this time the Town has limited shopping space left for retail but there was some potential interest in the property behind the Village Park Shopping Center. This is a difficult site but there is some interest in possible re-development of this site. She also received another lead for LED lighting and spoke to a broker from Henry S Miller that holds the brokerage for the Arlington Gold & Silver property that has an end cap with a drive thru and has potential leases.

**PEDC MEMBER INQUIRY**

None.

**ADJOURNMENT**

Vice President Lakey adjourned the regular session at 8:10 p.m.

**APPROVED:**

\_\_\_\_\_  
**Danny Lakey, Vice President**

**ATTEST:**

\_\_\_\_\_  
**Fred Adair, Secretary**



# **Memo**

To: President Bill Brown and PEDC Board Members

From: Ariel Carmona, Finance Director

Date: 01/14/2015

Re: PEDC Expenditure Approval

- 
- Summary of Expenditures and Purchase Requisitions over \$1,000 for board approval
  - Statement of Revenues and Expenditures for Fiscal Year 2014/2015



# MUNDO & ASSOCIATES

*Economic Development, Planning and Civil Engineering*  
www.mundoandassociates.com

MUNDO & ASSOCIATES, INC. 5542 CANADA CREEK 214-771-0066  
ROCKWALL, TX 75032 214-942-5352  
972-415-4596  
fax 972-771-0935

January 5, 2015

Bill Brown, President

[Wm.brown@sbcglobal.net](mailto:Wm.brown@sbcglobal.net)

Arsalan Gittiban, Treasurer

[dragittiban@yahoo.com](mailto:dragittiban@yahoo.com)

Cherie Charboneau

[ccharboneau@townofpantego.com](mailto:ccharboneau@townofpantego.com)

Ariel Carmona

[acarmona@townofpantego.com](mailto:acarmona@townofpantego.com)

Town of Pantego  
1614 S. Bowen Road  
Pantego, TX 76013

Invoice for Services from Mundo and Associates, Inc. for the Pantego EDC.

December Services (see description attached)	\$3,000.00
ISCS Tx Deal Making Trade Show Booth Services (electricity)	125.00*
<b>Total</b>	<b>\$ 3,125.00</b>

\*Note in Nov Billing the \$335.00 was for carpet rental only

Description of Work Attached

Thank you for the opportunity to serve the Pantego EDC  
Pamela J. Mundo, President  
Mundo and Associates, Inc.



# MUNDO & ASSOCIATES

*Economic Development, Planning and Civil Engineering*  
[www.mundoandassociates.com](http://www.mundoandassociates.com)

MUNDO & ASSOCIATES, INC. 5542 CANADA CIRCLE 214.773.0900  
 ROCKWALL, TX 75087 214.942.5352  
 972.415.4599  
 972.773.0915

## Description of Work

### Pantego EDC

December 2014

December 1, 2014 Reviewed prospects from Trade Show and developed actions, contacted Matt F and Bill B on meeting for agenda	2 hrs
December 3, 2014 Met with Matt Fielder and Bill B regarding plan for next weeks PEDC Meeting, discussed need to send you announcement on decorating, visited with Mr. B's, Dr. Gittaban's Office, All Paws, Shirt Werxs. Stopped to visit with VIP Grooming and checked on New businesses Vintage and More and Nana's Granola, prepared announcement for Christmas decorating and sent out to 200 email addresses.	6 hrs
December 8, 2014 Worked on plans for the Christmas Decoration contest, researched Signage of past and worked on estimates for new signage. Prepared documents for the PEDC meeting and report on ICSC trade show.	4 hrs
December 10, 2014 Continued coordinating the decorating contest signage, prepared for And attended meeting of PEDC presenting report of the trade show.	4 hrs
December 11, 2014 Reported to Bill on results of the meeting and worked on plans for the December newsletter in regard to coupons for the shopping bag for PantegoFest and Christmas lighting contest and trade show events. Contacted Dollar Tree and Rosco Van Zandt Of Woodmont in regard to his plans from the trade show.	4 hrs
December 13, 2014 Prepared for and assisted in the judging of the Christmas Lighting Contest.	3 hrs
December 15, 2014 Sent out email notices to the winners of the Christmas Lighting Contests and organized the photos for future PR work	3 hrs
December 30, 2014 Worked on plans for the January newsletter and reviewed the list Of businesses started in 2014 for field review and worked on the economic Market Segmentation from The Nielsen Company for review with the Board of Directors in January	5 hrs
December 31, 2014 Prepared the January news letter suggestions for review by Matt and Bill Brown	4 hrs
<b>Total Hours</b>	<b>35 hrs</b>

Contract requirements Is for 30 hours

KAY BAILEY HUTCHISON CONVENTION CENTER DALLAS

Event to: KBHCCD  
 ATTN: CONVENTION SERVICES  
 880 S. GRIFFIN ST  
 DALLAS, TX 75202

ICSC Texas Conference  
 November 12-14, 2014  
 KBHCCD

ELECTRICAL ORDER



Phono: (214) 939-2726 Fax: (214) 939-2740

October 13, 2014

To receive discount rates, this order with payment must arrive in our offices prior to the above date, otherwise standard rates apply

Please type or print all exhibitor information

Exhibiting Firm Name <b>PANTEGO ECONOMIC DEVELOPMENT CORPORATION</b>	Booth No <b>#138</b>	Tel No <b>972-415-4596</b>
Address <b>30 Mundo and Associates, Inc. 5542 Canada Court</b>	City <b>Rockwall</b>	State Zip <b>TX 75032</b>
Contact at Show <b>Joe Mundo</b>	Authorized Signature <i>J.C. Mundo</i>	Date <b>11/3/14</b>

A CREDIT CARD NUMBER IS REQUIRED AS A DEPOSIT AGAINST LABOR AND/OR SERVICE. A CREDIT CARD NUMBER IS REQUIRED AS A DEPOSIT AGAINST LABOR AND/OR SERVICE. A CREDIT CARD NUMBER IS REQUIRED AS A DEPOSIT AGAINST LABOR AND/OR SERVICE.

AMEX  VISA  M/C  DISCOVER  DINERS

Authorized Signature: *J.C. Mundo* Print Name: **J.C. Mundo**

THIRD PARTY BILLING - The exhibiting firm is primarily responsible for payment of all charges. We will bill a third party/display house provided there is a credit card on file and they have a satisfactory credit history with the DCC.

Display House/Third Party	Contact at Show
Address	City State Zip
Name (Print)	Authorized Signature

ELECTRICAL POWER

Rates listed will bring power to any one designated point within the booth space.

Additional labor and material charges will be incurred for heavy lifting, equipment installation and removal of units, hazardous disconnection of special power, overhead lift locations outside the exhibit floor, as well as any address of special wiring which is requested or needed.

QTY	Discount Price	Standard Price	TOTAL
15 AMP 120 VOLT 1P	\$100.00	\$125.00	\$125.00
20 AMP 120 VOLT 1P	\$145.00	\$175.00	
20 AMP 208 VOLT 1P	\$225.00	\$259.00	
30 AMP 120 VOLT 1P	\$173.00	\$190.00	
30 AMP 208 VOLT 1P	\$345.00	\$397.00	
40 AMP 208 VOLT 1P	\$450.00	\$518.00	
50 AMP 208 VOLT 1P	\$489.00	\$564.00	
60 AMP 208 VOLT 1P	\$525.00	\$604.00	
___ AMP 208 VOLT 1P (for higher amperage, call for price)			
20 AMP 208 VOLT 3P	\$315.00	\$382.00	
30 AMP 208 VOLT 3P	\$420.00	\$483.00	
40 AMP 208 VOLT 3P	\$564.00	\$649.00	
50 AMP 208 VOLT 3P	\$620.00	\$713.00	
60 AMP 208 VOLT 3P	\$895.00	\$789.00	
70 AMP 208 VOLT 3P	\$789.00	\$884.00	
100 AMP 208 VOLT 3P	\$1,076.00	\$1,237.00	
___ AMP ___ VOLT 3P (for higher amps/volts, call for price)			

480 VOLT POWER IS AVAILABLE CALL FOR QUOTES \$

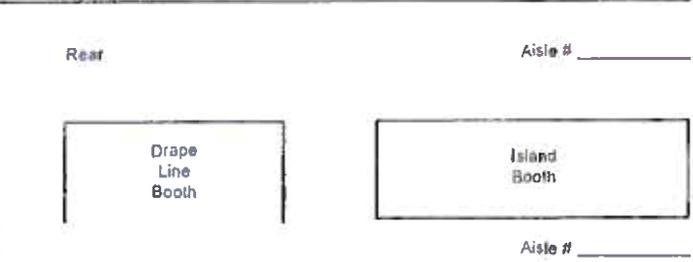
NOTE: FOR 24 HR. POWER/DEDICATED LINE ADD 25% \$

TOTAL OUTLET CHARGES \$ **125.00**

Labor inside the booth to attach lights and/or provide power extension on top of the carpet may be performed by the exhibitor only. All other electrical installation work must be performed by DCC electricians. DCC electricians must make all electrical connections to the power source, regardless of wattage used.

PAR CAN LIGHTS 1000W	QTY	DISCOUNT	STANDARD
		\$400.00	\$500.00

LIGHTSTANDS-250W	QTY	DISCOUNT	STANDARD
		\$75.00	\$90.00



ENTER AISLE(S) AND INDICATE SPECIFIC LOCATIONS WITH "X". DUPLEX OUTLETS WILL BE PLACED TO REAR OF ALL DRAPE-LINE BOOTHS AT RATES LISTED. A SEPARATE OUTLET MUST BE ORDERED FOR EACH PIECE OF EQUIPMENT TO BE CONNECTED. SEE BACK OF FORM FOR LABOR RATES, APPROVED WIRING CODES, INSTALLATION POLICIES (INCLUDING LIGHT FIXTURES) AND OTHER IMPORTANT INFORMATION. A LABOR DISCONNECT FEE WILL BE APPLIED TO SPECIAL POWER (208 AND 480 VOLT).

**Pantego Economic Development Corporation**  
**Construction/ Operating Fund Budget for Fiscal Year 2014/2015**  
**As of January 14, 2015**

	Budget FY 2014/2015	Actual FY 2014/2015
<b>ESTIMATED BEGINNING FUND BALANCE</b>	\$ 94,006	\$ 276,182
<b>REVENUES</b>		
Sales Tax Revenue	318,104	-
Interest Revenue	500	275
Gas Royalty Revenue	750	331
Other Revenue	-	-
<b>TOTAL REVENUE</b>	<b>\$ 319,354</b>	<b>\$ 606</b>
<b>EXPENDITURES</b>		
<b>Professional Fees</b>		
Contract Services (Engineering & Legal)	\$ 2,500	\$ -
Professional Services (EDC Consultant)	36,000	9,000
<b>TOTAL PROFESSIONAL FEES</b>	<b>38,500</b>	<b>9,000</b>
<b>Marketing and Advertising</b>		
Arlington Chamber of Commerce	10,000	-
Miscellaneous Marketing and Advertising	15,000	1,702
<b>TOTAL MARKETING &amp; ADVERTISING</b>	<b>25,000</b>	<b>1,702</b>
<b>Activities</b>		
Seasonal Decorations(Tree Lighting)	8,500	2,383
<b>TOTAL ACTIVITIES</b>	<b>8,500</b>	<b>2,383</b>
<b>Maintenance</b>		
Landscaping and Improvements	20,000	1,579
Sprinkler System Maintenance	500	5
General Maintenance and Repair (Bldg & Park)	12,000	679
Statue Maintenance Agreement	4,050	-
<b>TOTAL MAINTENANCE</b>	<b>36,550</b>	<b>2,263</b>
<b>Training/Travel</b>		
Miscellaneous	3,500	1,632
<b>TOTAL OTHER</b>	<b>1,000</b>	<b>63</b>
<b>TOTAL OTHER</b>	<b>4,500</b>	<b>1,694</b>
<b>Projects</b>		
Unidentified Grants 2014	130,000	-
Pantego Arch Lighting	20,000	-
Park Row Redevelopment Project	-	787
Engineering - Park Row	-	1,768
<b>TOTAL PROJECTS / INCENTIVES</b>	<b>150,000</b>	<b>2,555</b>
<b>TOTAL EXPENDITURES</b>	<b>\$ 263,050</b>	<b>\$ 19,597</b>
Transfer to General Fund (Adm. Fees)	\$ (49,637)	\$ (49,637)
Transfer to General Fund (Park Maint)	(48,252)	(48,252)
Transfer to General Fund (CRB & PantegoFest)	(17,500)	(17,500)
<b>Net Change in Fund Balance</b>	<b>\$ (59,085)</b>	<b>\$ (134,381)</b>
<b>Estimated Ending Fund Balance</b>	<b>\$ 34,921</b>	<b>\$ 141,801</b>



## **PANTEGO ECONOMIC DEVELOPMENT CORPORATION**

To: President Bill Brown and PEDC Board Members

From: Matt Fielder, Executive Director

Date: 1/14/2015

Re: Presentation of the Business Christmas Decoration Contest Winners.

President Brown will present the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> place winners to the PEDC Business Christmas Decoration Contest with a Certificate and cash prizes.

**Business Holiday Decoration Contest  
December 2014**

**First Place**

**Presented to**

**Pantego Bakery & Bistro**

**For their outstanding display of holiday decorations.**



**Business Holiday Decoration Contest  
December 2014**

**Second Place**

**Presented to**

**Camp Thurman**

**For their outstanding display of holiday decorations.**



**Business Holiday Decoration Contest  
December 2014**

**Third Place**

**Presented to**

**All Paw's Grooming & Pet Sitting**

**For their outstanding display of holiday decorations.**





## **PANTEGO ECONOMIC DEVELOPMENT CORPORATION**

To: President Bill Brown and PEDC Board Members

From: Matt Fielder, Executive Director

Date: 01/14/15

Re: Discuss, direct, and consider action on an update regarding a Focus Group conducted by the Arlington Chamber of Commerce for the Pantego Business Council.

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Henry Lewzcyk, with the Arlington Chamber of Commerce, held a focus group for selected Pantego Businesses on Thursday, January 8<sup>th</sup>. The purpose was to obtain insight into how best to create and maintain a Pantego Business Council. Some of the observations included:

- It is a challenge to engage businesses;
- Businesses need to drive marketing efforts;
- There are challenges to identifying as a Pantego business from a marketing perspective.

Henry is preparing a report on the discussions that will be distributed when complete.

**Attachments:**

None



## **PANTEGO ECONOMIC DEVELOPMENT CORPORATION**

To: President Bill Brown and PEDC Board Members

From: Matt Fielder, Executive Director

Date: 01/14/15

Re: Discuss, direct, and consider action on an update regarding the Pantego Town Survey

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**A group of graduate students at the University of Texas at Arlington School of Urban and Public Affairs performed a business and resident survey as a class project. The survey was done electronically in September and October, and the results presented to Council just before Thanksgiving. Survey participants were obtained through notices in the Town newsletter, website, and facebook. They also had a booth at Pantego Fest.**

**The survey results are presented as an update for the Board.**

**Attachments:**

Survey Results



*Small Town Charm...Big City Opportunities*

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## **TOWN OF PANTEGO BUSINESS AND RESIDENT SURVEY REPORT**

**December 2014**

# Purpose



- **Evaluate Citizen Satisfaction**
  - Residents
  - Business Owners

# Methodology



- **Developed Survey**
- **Determine Satisfaction**
  - Resident – 40 Questions
    - ✦ Quality of Life
    - ✦ Public Safety
    - ✦ Quality of Services
  - Business Owner – 25 Questions
    - ✦ Establish a Business Profile
    - ✦ Quality of Services
    - ✦ Future Development

# Limitations



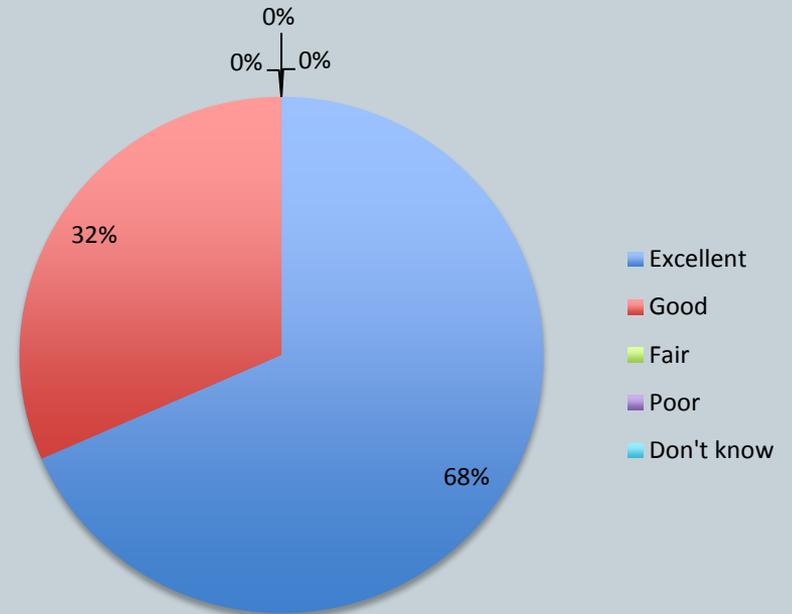
- **Simplicity**
- **Response Rate**
- **Statistical Analysis**
- **Lack of National Data**
- **Investigational Only**

# Quality of Life



- Unanimously Positive Response
- Positive View of Pantego

How is Pantego as a place to live?

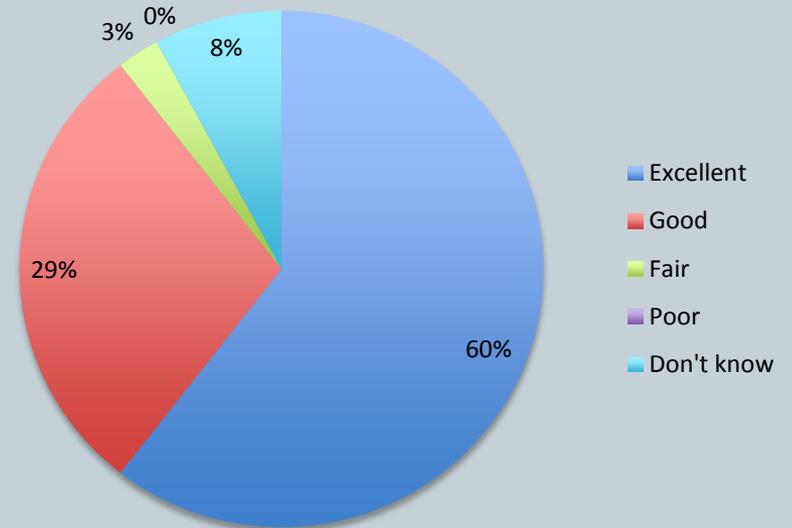


# Quality of Life



- **Generally Positive**
- **Parentless Households**

**How is Pantego as a place to raise children?**

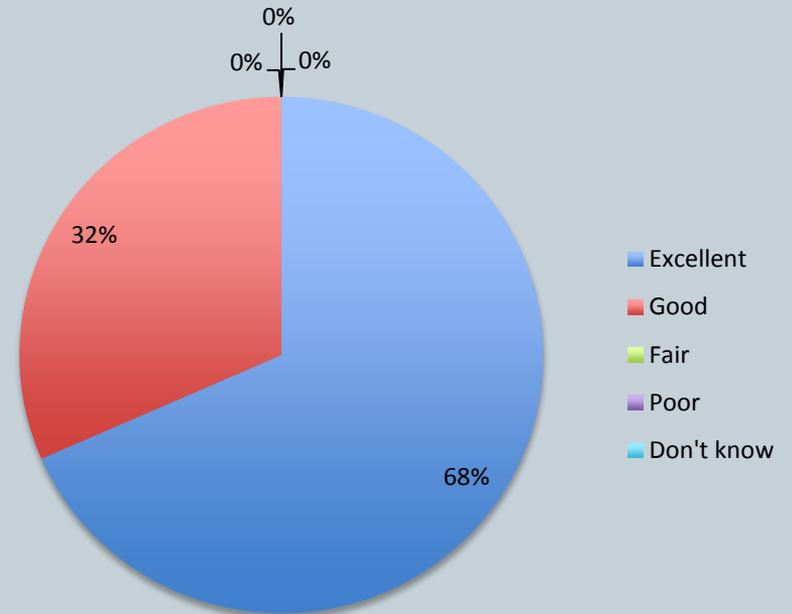


# Quality of Life



- Nearly 1/3 of Pantego's Residents
- Younger Generations

How is Pantego as a place to retire?

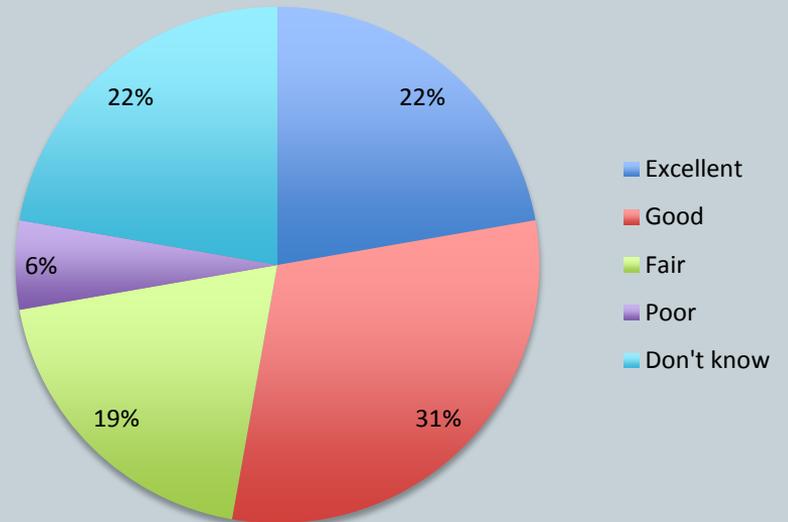


# Quality of Life



- Majority Positive
- Entertainment Hub
- Develop Identity

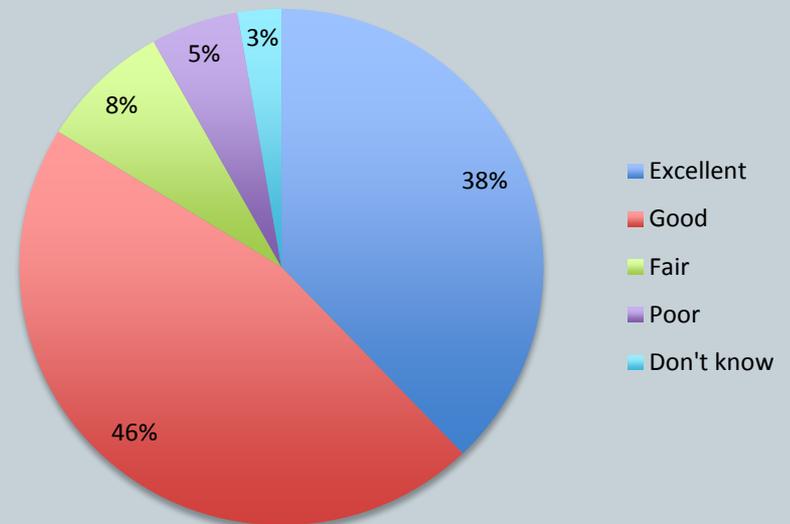
**How is Pantego as a place to visit?**



# Quality of Life

- Majority Positive
- Ambiguity
- Possible Improvements

Rate the overall direction that Pantego is taking.

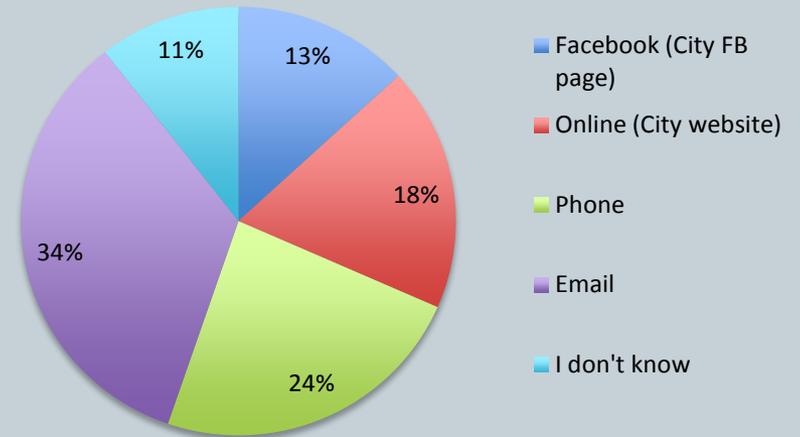


# Quality of Life



- Technology
- Email Registry

**How would you prefer to communicate with Pantego's town government?**



# Public safety



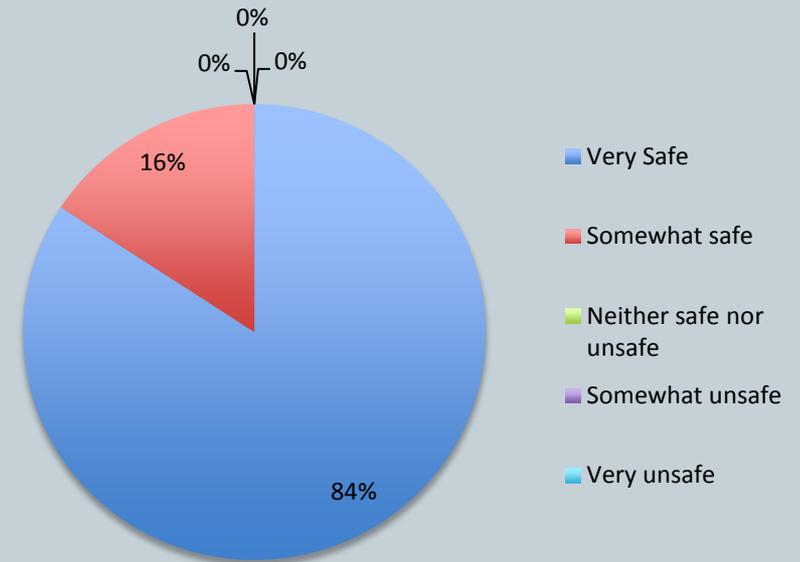
## RESIDENT SURVEY REPORT

# Public Safety



- **Unanimously Positive**

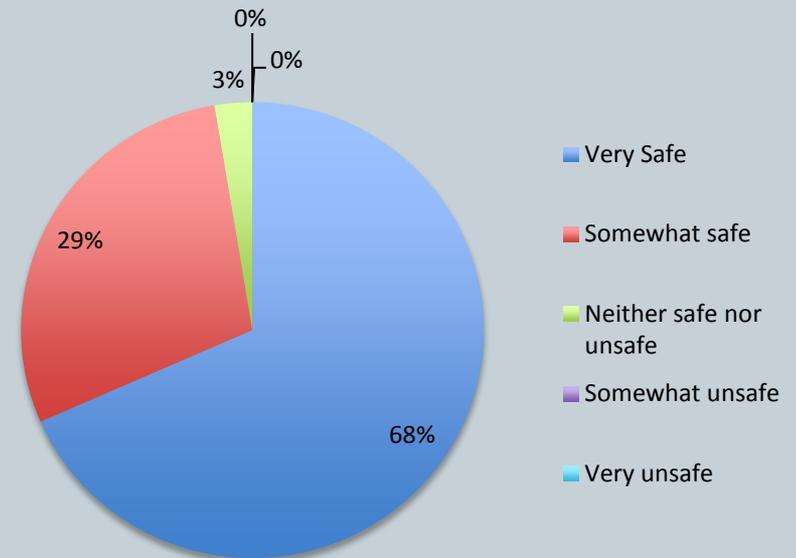
**How safe do you feel in your neighborhood during the day?**



# Public Safety

- Positive
- Increased Traffic

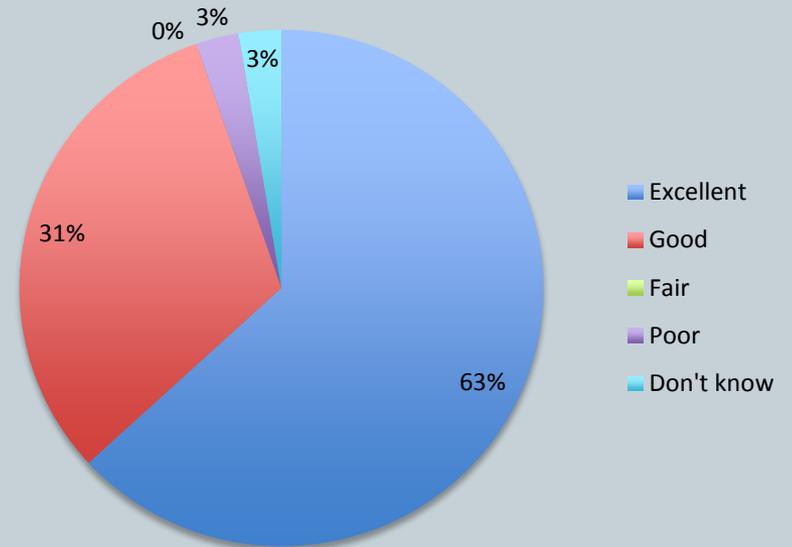
How safe do you feel in Pantego's commercial area during the day?



# Public Safety

- Positive
- Crime Statistics

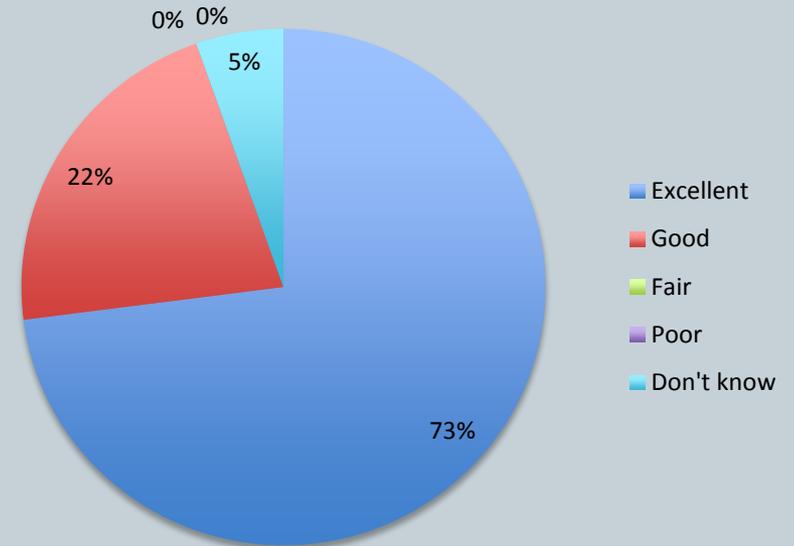
Rate the quality of Pantego's Police/Sheriff services.



# Public Safety

- Highly Positive
- Ignorance is bliss

Rate the quality of Pantego's Fire services.

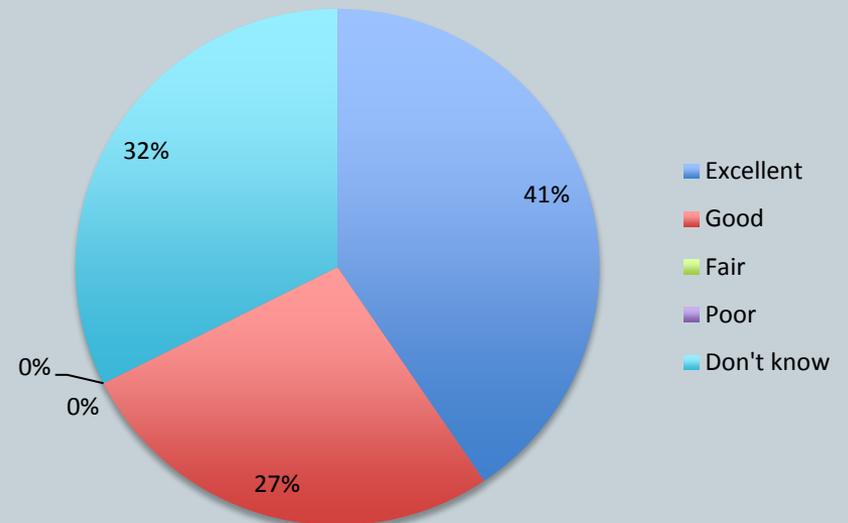


# Public Safety



- Positive
- Possible lack of interaction

Rate the quality of Pantego's fire prevention and education.

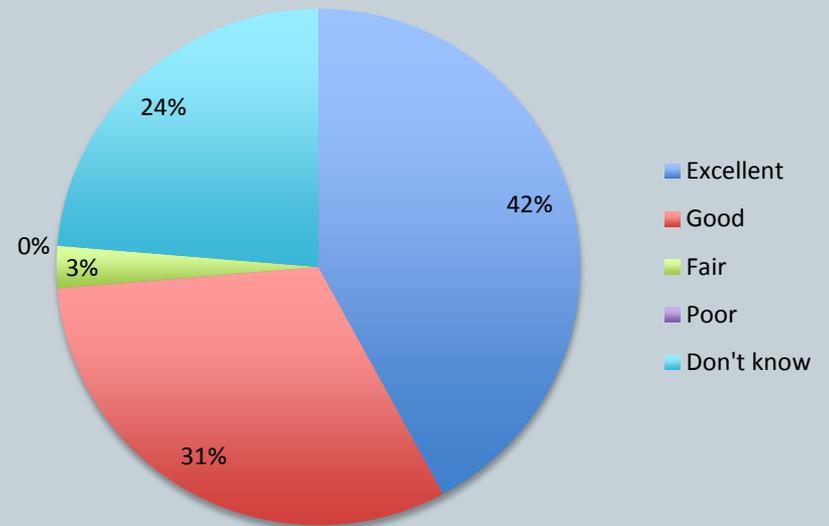


# Public Safety



- High Rating
- “When you do things right, people won’t be sure you’ve done anything at all.” – Cosmic Entity, *Futurama*

Rate the quality of Pantego's crime prevention.



# Quality of Services

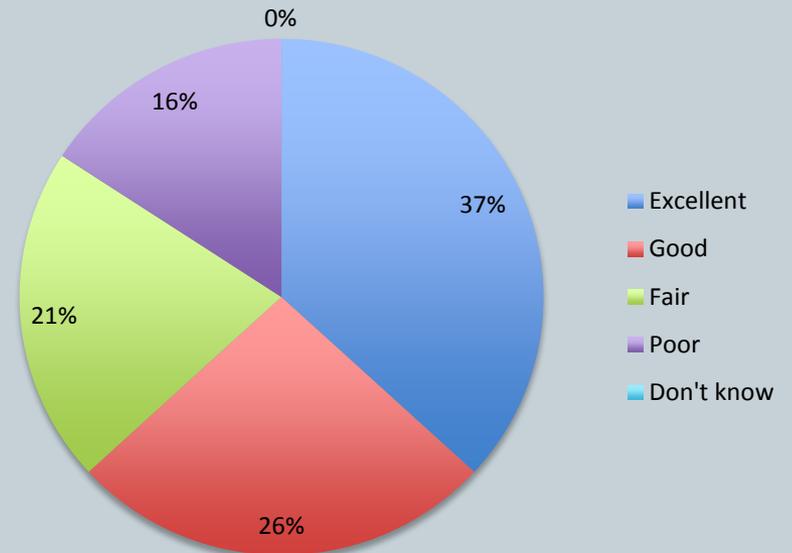


## RESIDENT SURVEY REPORT

# Quality of Services

- Mixed Reviews
- Housing Location
- Commute Route

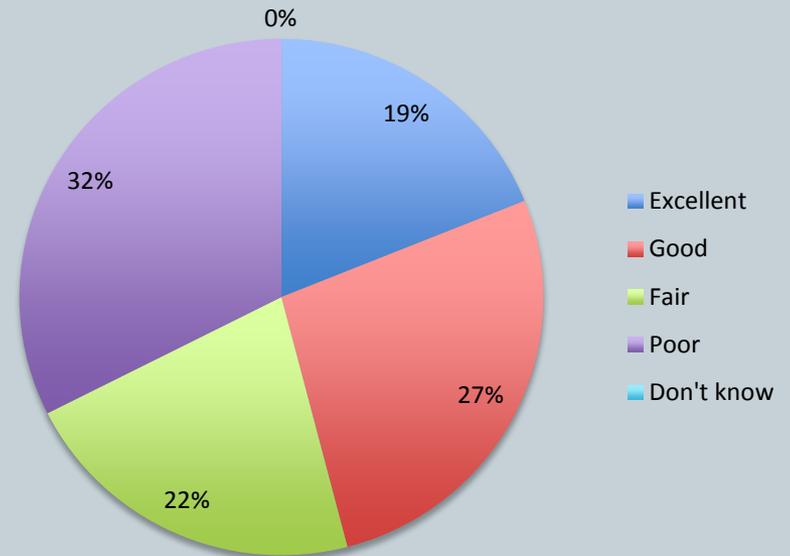
Rate the quality of Pantego's street repair.



# Quality of Services

- Majority Unfavorable
- Soft or Hard Water
- More Research

Rate the quality of Pantego's drinking water.

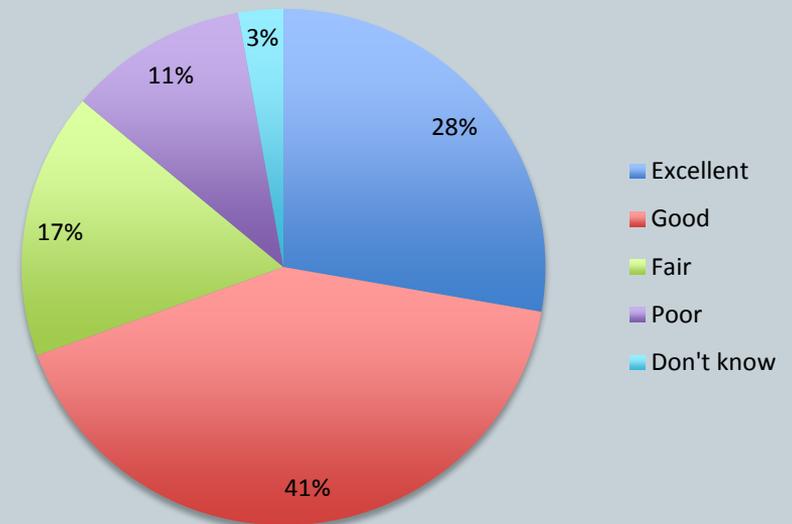


# Quality of Services



- Majority Positive
- Location Issues
- Impervious Surfaces

Rate the quality of Pantego's storm drainage.

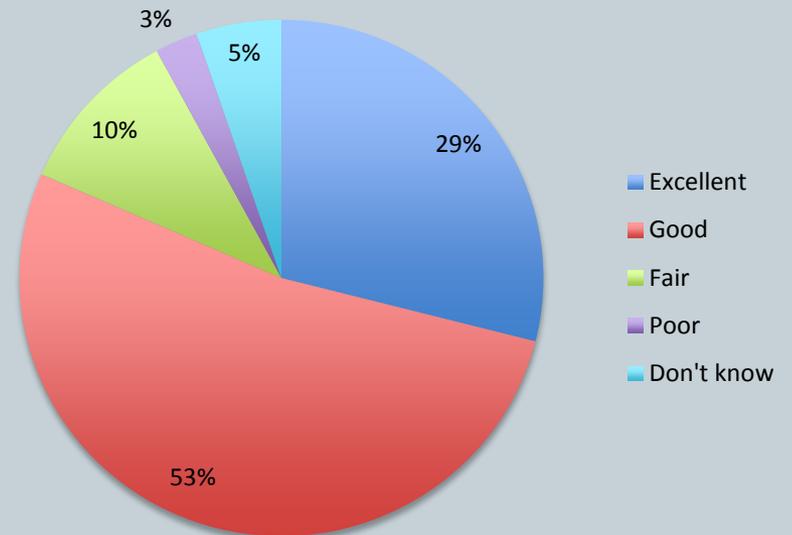


# Quality of Services



- **Very Positive**
- **Location**

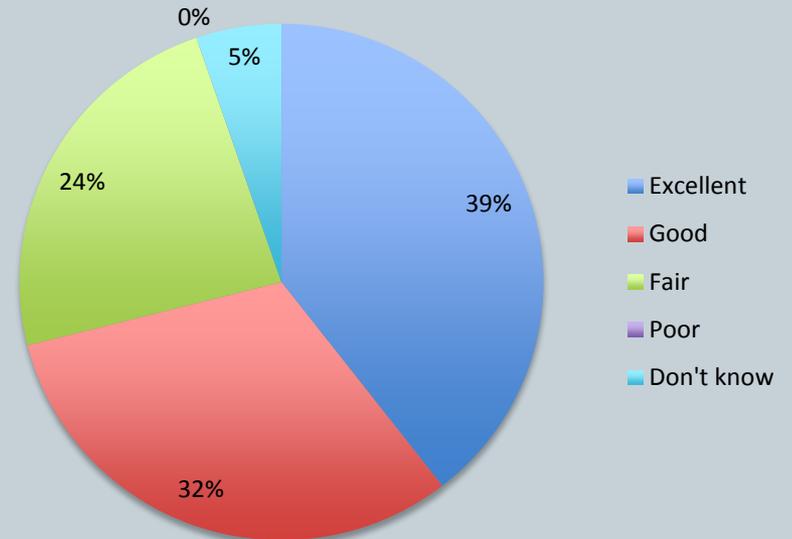
**Rate the quality of Pantego's sewer services.**



# Quality of Services

- Overall Favorable
- Alternative Options

Rate the quality of Pantego's utility billing?

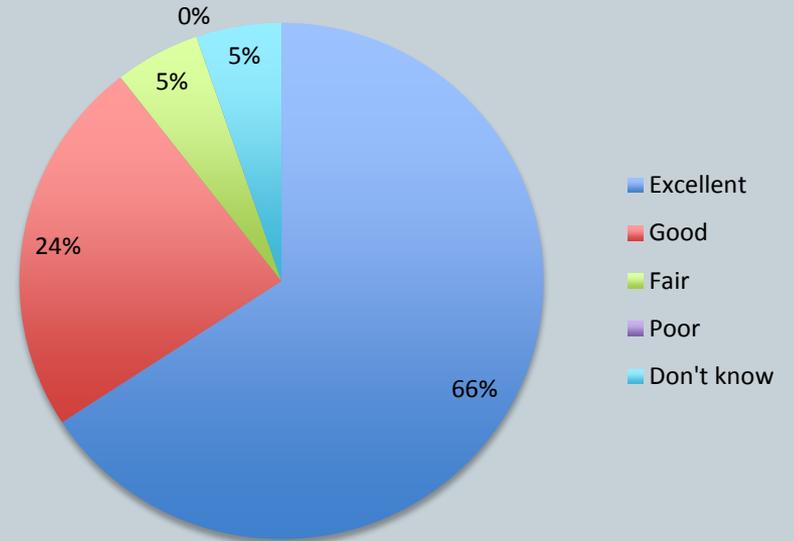


# Quality of Services



- **Very Positive**
- **Increasing Utility**

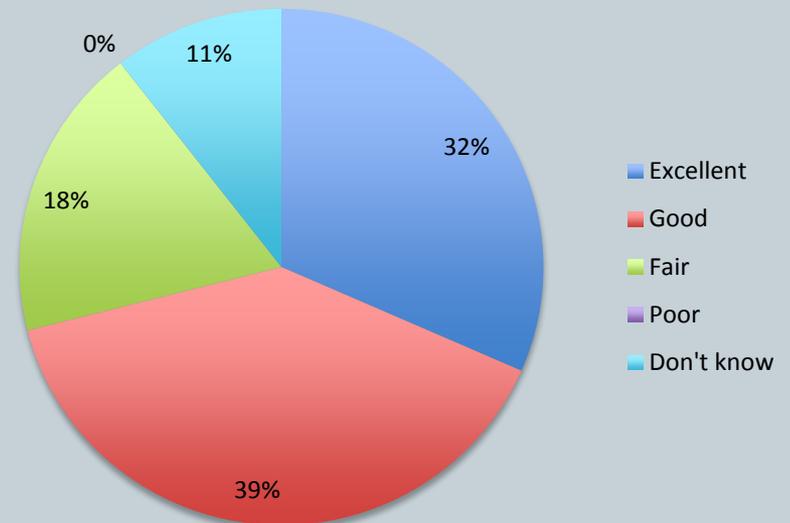
**Rate the quality of Pantego's Town Park?**



# Quality of Services

- Majority Positive
- Lack of Involvement
- Opportunity to Investigate

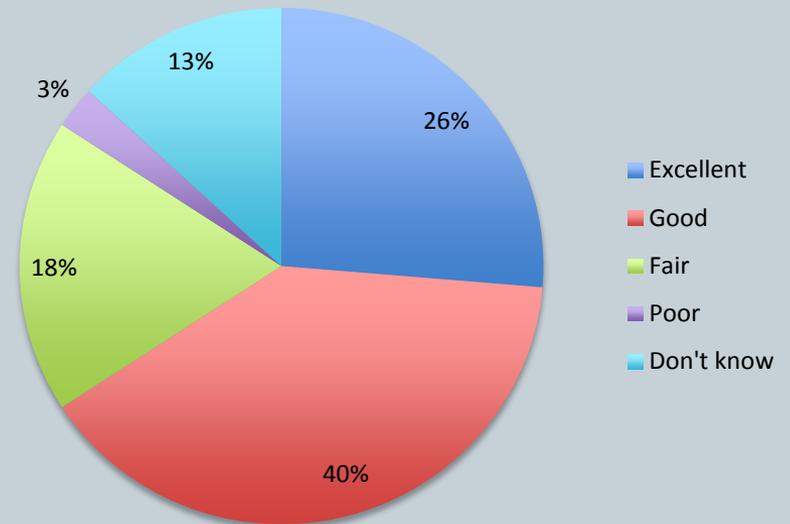
Rate the quality of land use, planning and zoning?



# Quality of Services

- Majority Positive
- Customer Service System

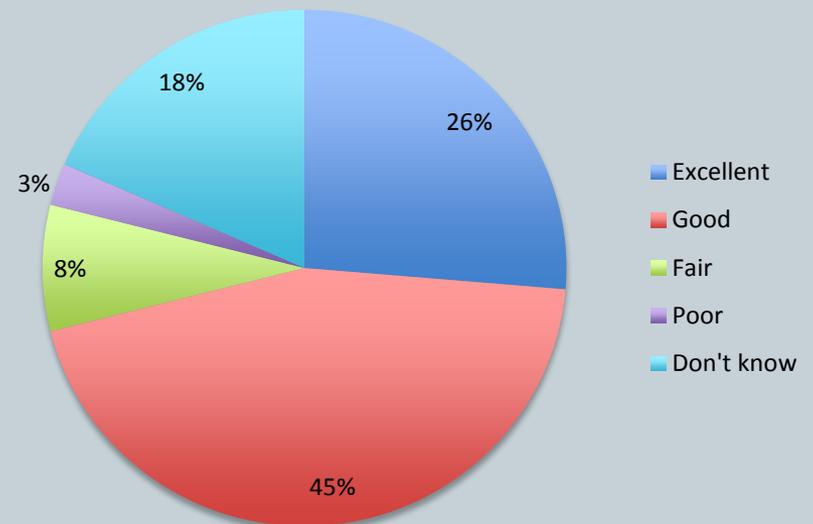
Please rate the quality of code enforcement (weeds, abandoned buildings, etc.)



# Quality of Services

- Majority Positive
- Similar to planning and zoning
- No investigation recommended

Rate the quality of economic development?

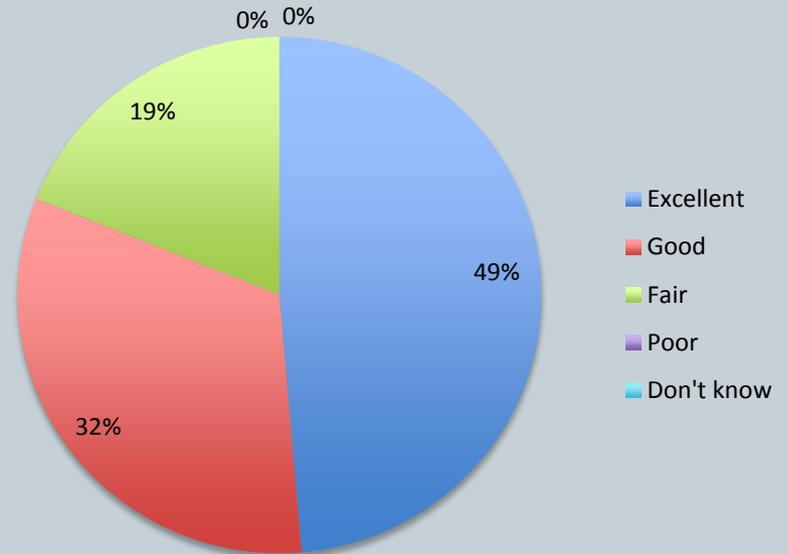


# Quality of Services



- Highly Favorable
- PantegoFest
- Additional Events

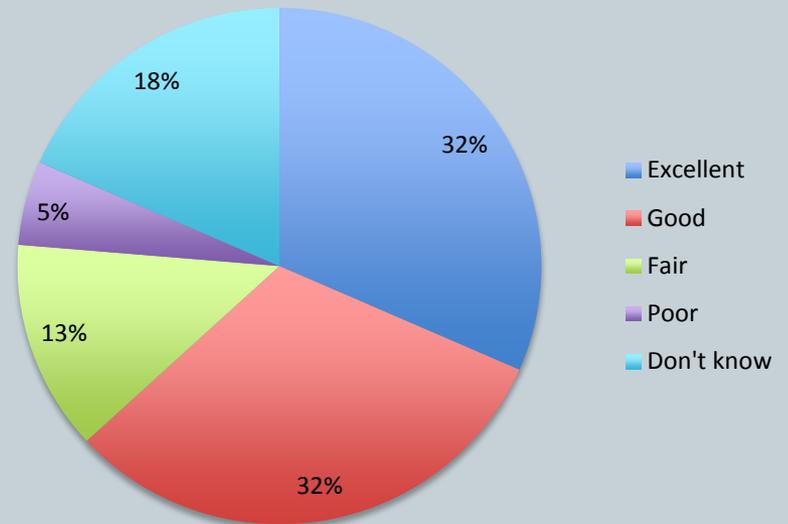
Rate the quality of Town sponsored special events?



# Quality of Services

- Mixed Reviews
- Community Outreach

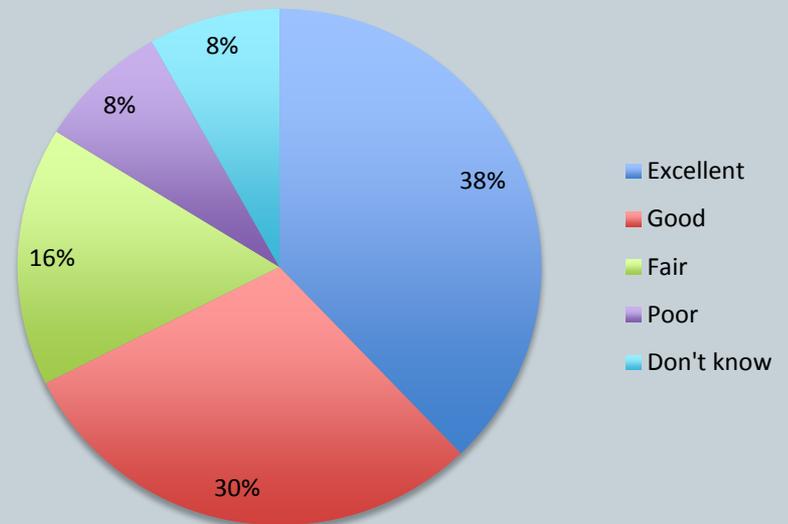
Rate how well Pantego government welcomes resident involvement.



# Quality of Services

- Majority Positive
- Ambiguous
- Opportunity for Improvement

Rate the overall confidence in Pantego government.



# Business Owners' Survey Results



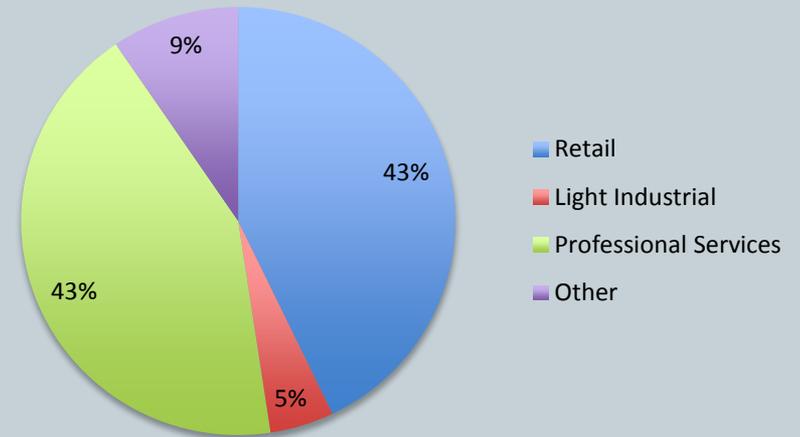
**RESIDENT SURVEY REPORT**

# Business Profile



- **Retail**
- **Professional Services**
- **Drawing in new/more clients**

**What type of business do you own?**

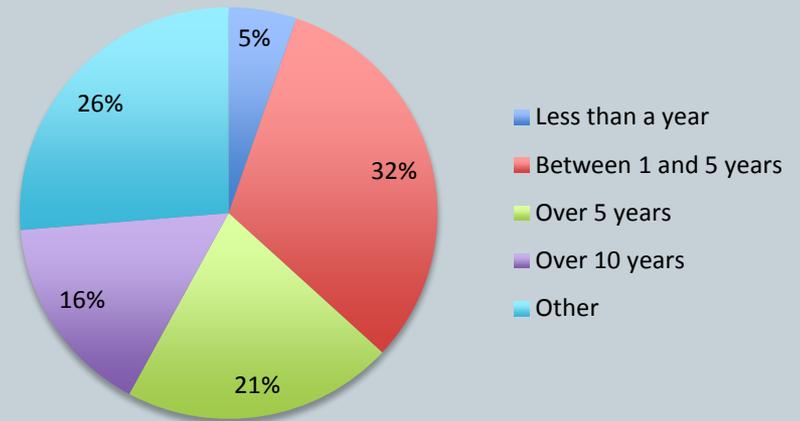


# Business Profile



- Diversity
- Stability
- Longevity

**How long has your business been located within the Town of Pantego?**

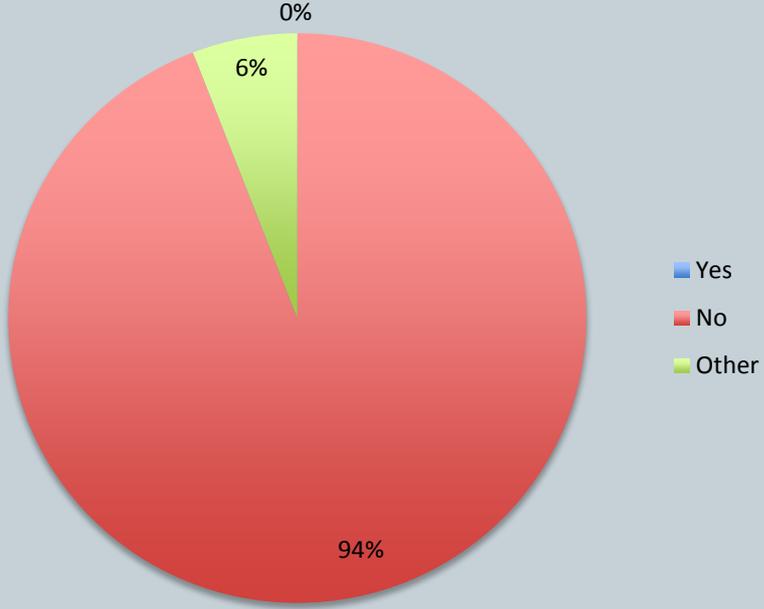


# Business Profile



- **Stability**
- **Longevity**

**Do you plan to relocate your business from Pantego within the next 5 years?**



# Business Profile



**What factors are most important to you for keeping your business within the Town of Pantego?**



# Satisfaction with services

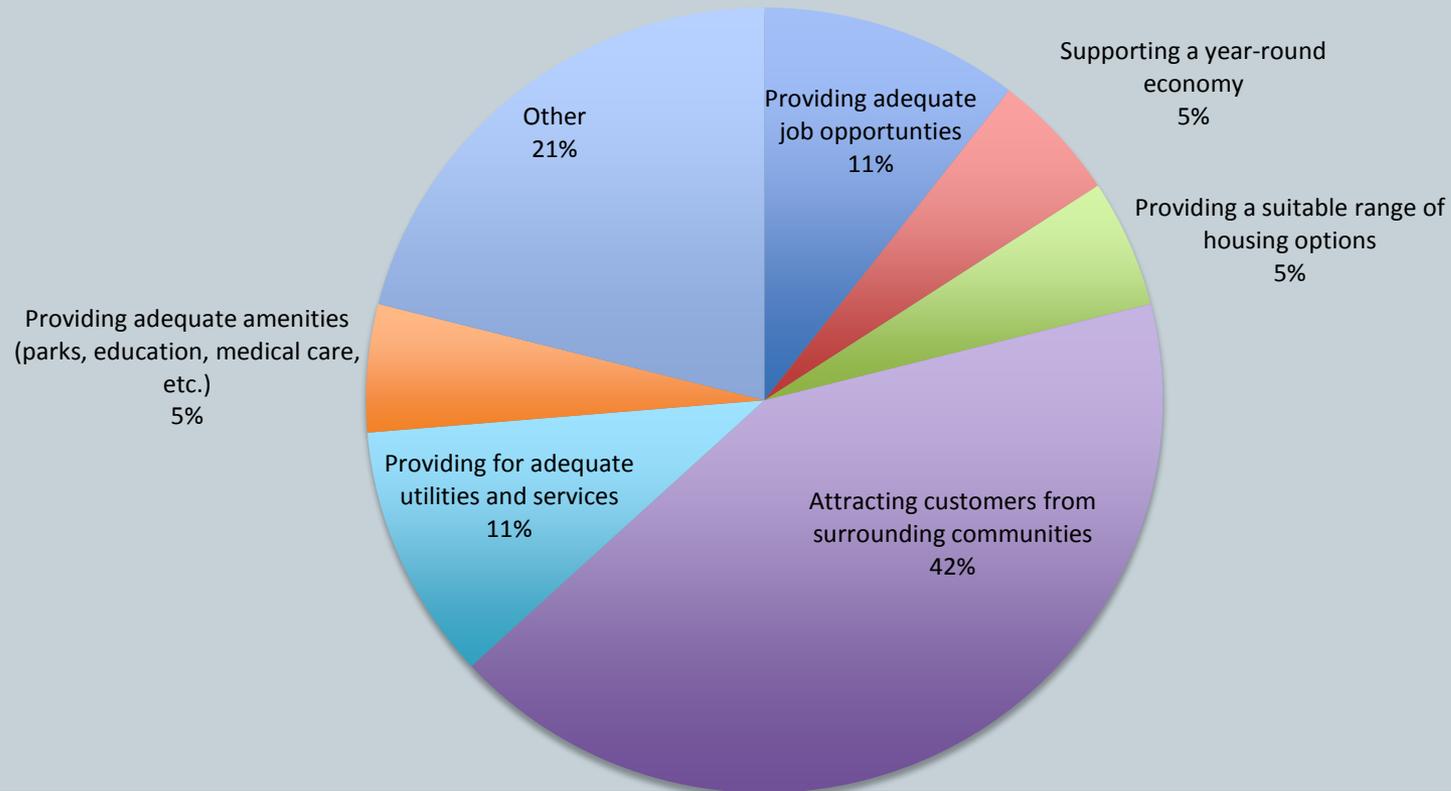


**BUSINESS OWNER SURVEY REPORT**

# Satisfaction with Town Services



**When it comes to growth of economic development, what is the Town of Pantego's greatest challenge?**

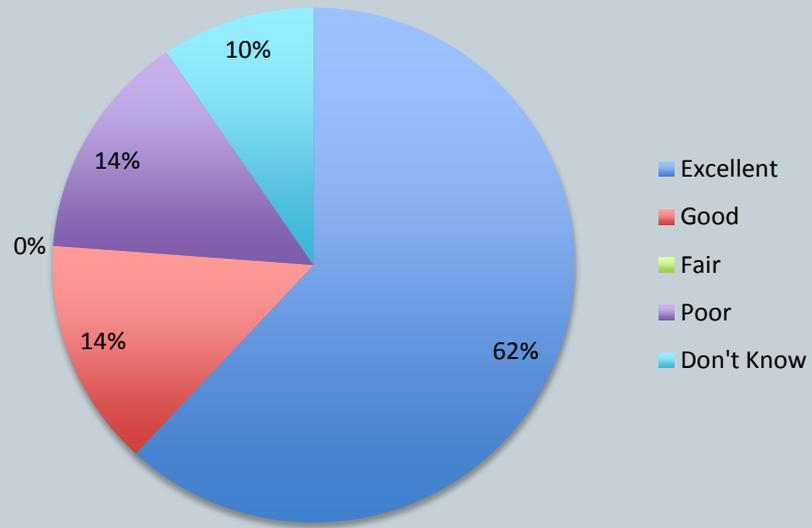


# Satisfaction with Town Services



- **Generally Favorable**
- **Customer Service System**

**Promptness in responding to calls or service request**

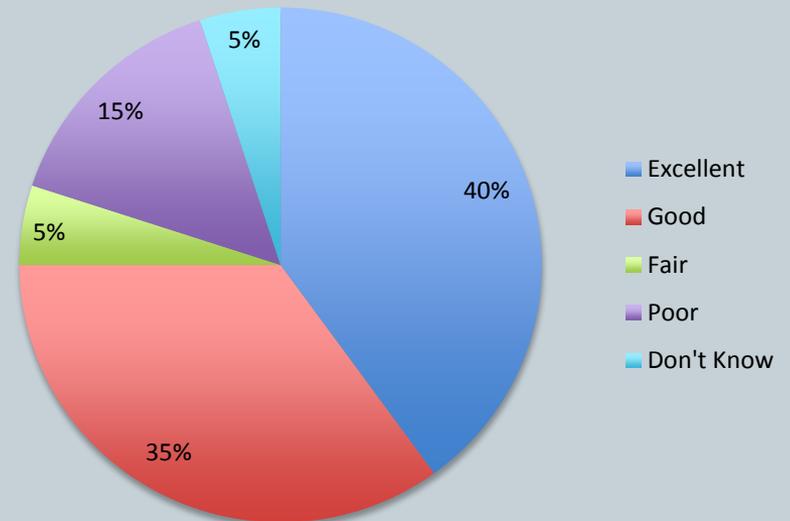


# Satisfaction with Town Services



- **Generally Favorable**
- **Customer Service**
- **Outreach**

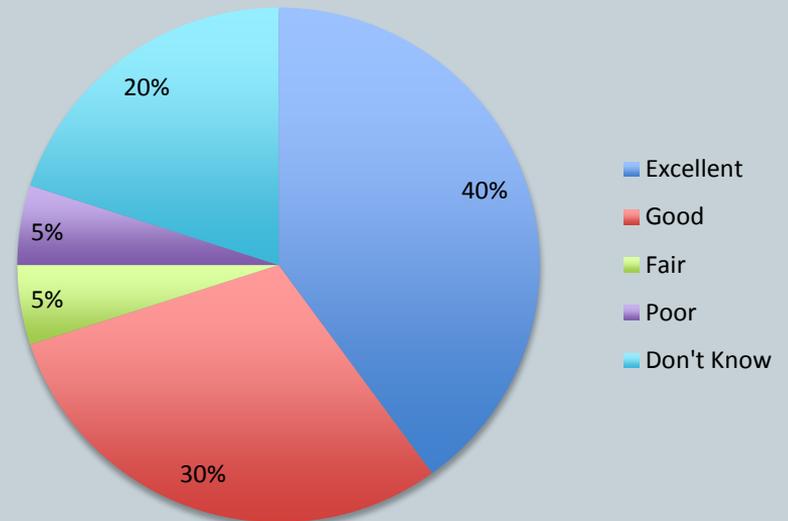
## Making citizens or customers feel valued



# Satisfaction with Town Services

- **Extremely Favorable**
- **Lack of Interaction**
- **Customer Service**

**Follow through of Pantego employees**

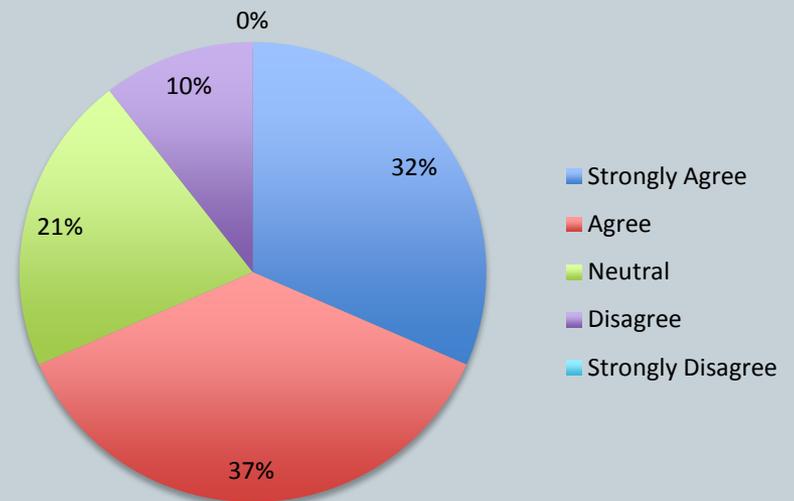


# Satisfaction with Town Services



- Mixed Feelings
- Competitive
- Identify Opportunities

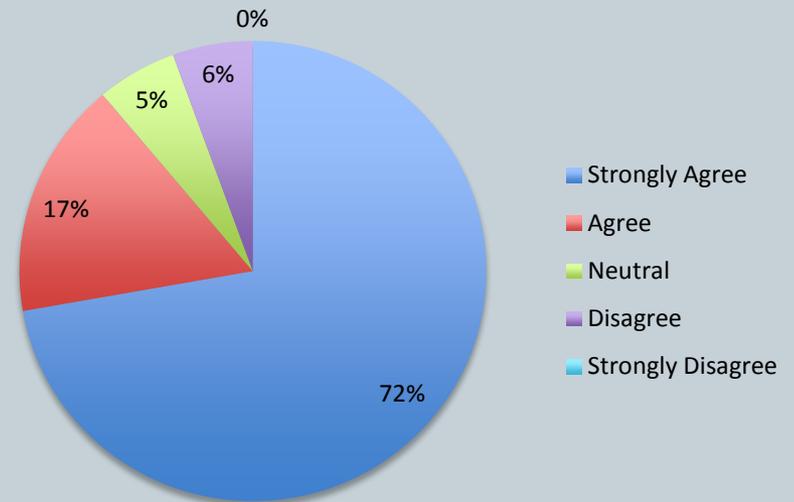
**Pantego's government is business friendly compared to other local governments I have worked with.**



# Satisfaction with Town Services

- **Extremely Favorable**

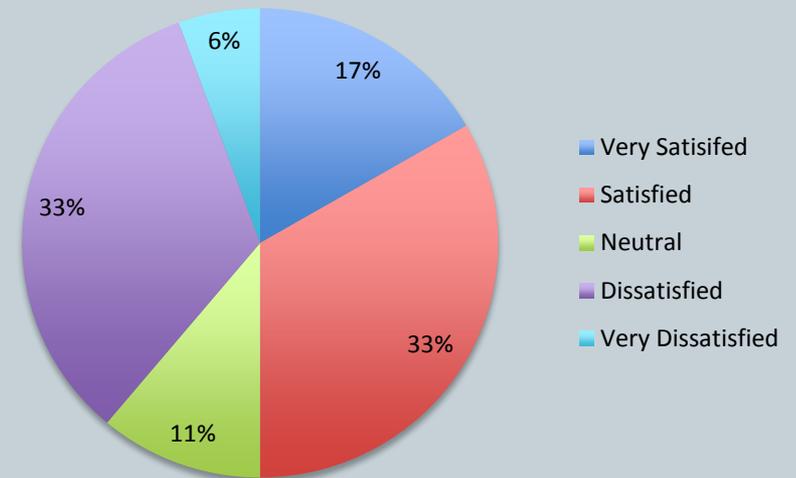
**The Town of Pantego provides adequate fire and police protection.**



# Satisfaction with Town Services

- Mixed Feelings
- Nature of Dissatisfaction

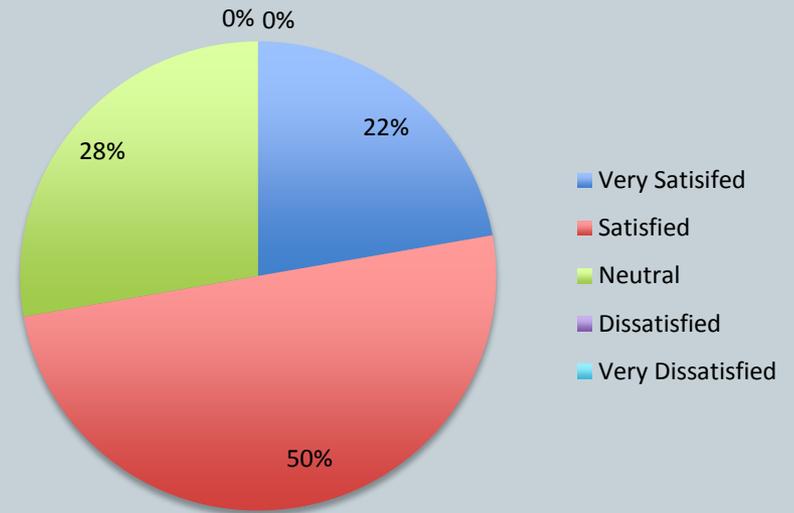
## Water



# Satisfaction with Town Services

- Overall Positive

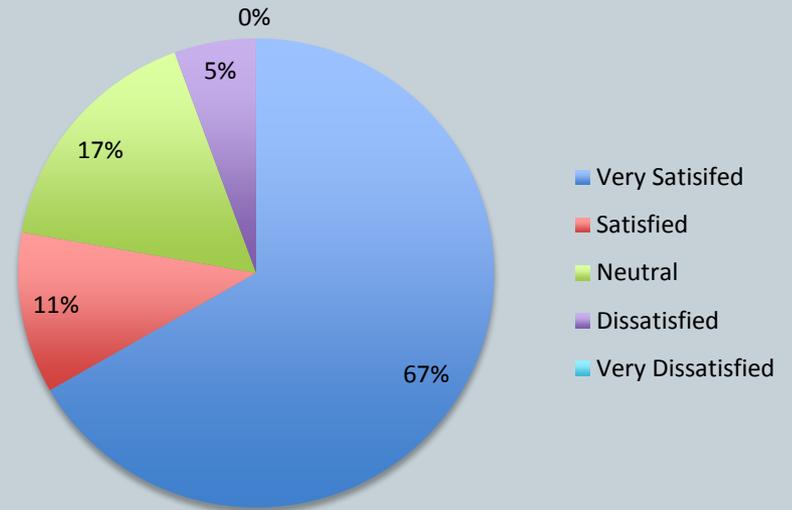
## Telecommunications



# Satisfaction with Town Services

- **Very Satisfied**

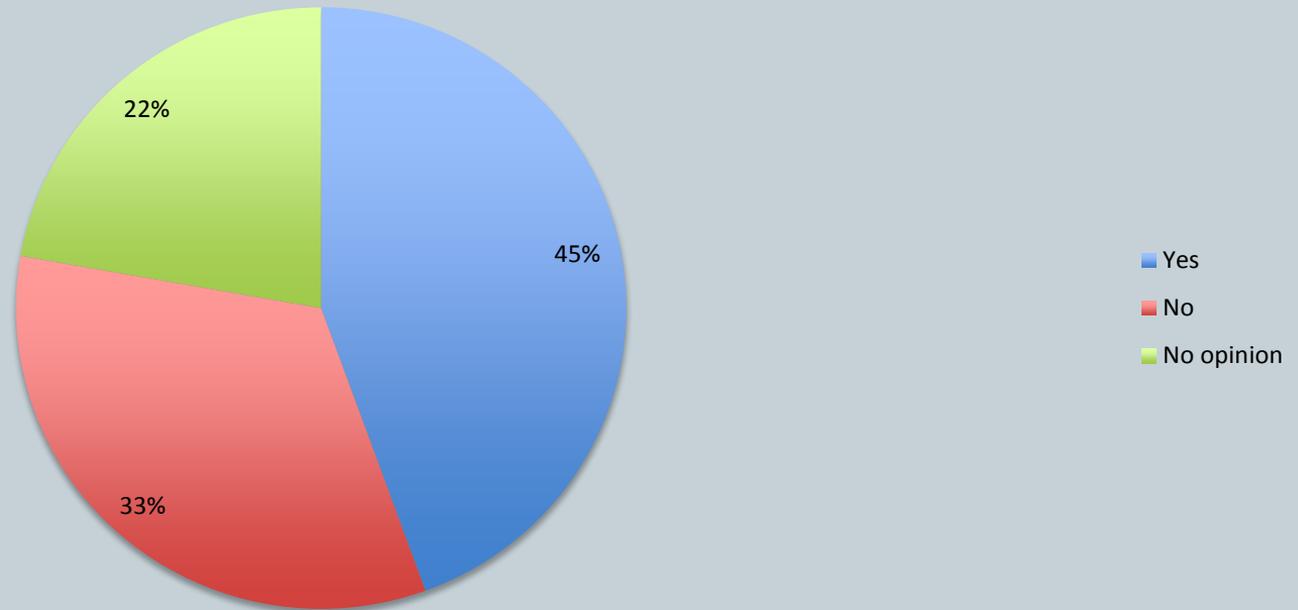
## Police/Fire Department



# Future Development



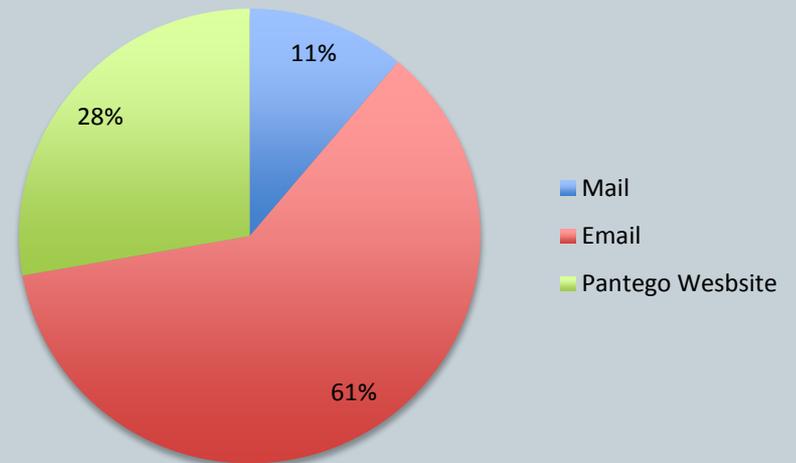
**Would you be in favor of Pantego developing aesthetic parameters that guide entering business regarding the appearance of their storefronts, signage, and over presence?**



# Future Development

- Technology
- Email Register

**How do you prefer to stay in touch and informed by the Town of Pantego?**



# Conclusions



- **Citizens are Very Satisfied**
  - Overall Direction
  - Neighborhoods
  - Place to Raise Children
  - Place to Retire
- **Citizens are Dissatisfied**
  - Drinking Water
- **Residents Recommend Pantego**



*Small Town Charm...Big City Opportunities*

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## **TOWN OF PANTEGO BUSINESS AND RESIDENT SURVEY REPORT**

**December 2014**

Developed by:

Justin Fisher, Fabrice Kabona, Justin McLaughlin, Justin Murphy, Dana Stewart, Jacob Zuniga

The School of Urban and Public Affairs

University of Texas at Arlington

# Table of Contents

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- I. Executive Summary ..... 4
  - A. Purpose..... 4
  - B. Introduction..... 4
  - C. Methodology ..... 4
  - D. Challenge ..... 5
- II. Community Profile ..... 6
  - A. History..... 6
  - B. Town of Pantego Census Demographics ..... 6
  - C. Map of Pantego ..... 7
  - D. 2014 Pantego Survey Demographics..... 7
    - 1. Resident Survey Demographics ..... 7
    - 2. Business Survey Demographics..... 7
  - E. Analysis of Demographics ..... 7
- III. 2014 Town of Pantego Survey Results ..... 7
  - A. Resident Survey ..... 7
    - 1. Future of Pantego..... 7
    - 2. Rating of Public Safety ..... 11
    - 3. Rating of Emergency Services ..... 12
    - 4. Quality of Services ..... 14
  - B. Business Survey ..... 23
    - 1. Business Profile ..... 23
    - 2. Business Satisfaction with Town of Pantego Services ..... 26
    - 3. Business Owner Demographics ..... 34
- IV. Conclusions/Recommendations ..... 36
- V. Appendices ..... 37

A. Appendix A ..... 38

B. Appendix B ..... 39

## **I. Executive Summary**

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### **A. Purpose**

The purpose of this report is to evaluate the level of satisfaction that residents in the Town of Pantego have towards a variety of facets within the community. In addition, the report also includes the level of satisfaction that business owners have with the Town of Pantego and its services.

### **B. Introduction**

The Town of Pantego is a Type A General Law Municipality incorporated in Tarrant County, Texas in the Cross Timbers, some ten miles southeast of the Tarrant County Court House in Fort Worth. It is approximately one square mile in area and has a population of 2,394 (US Census, 2010). It is surrounded on three sides by the City of Arlington and on one side – south side – by the City of Dalworthington Gardens. West Park Row and Pioneer Parkway (TX Spur 303) are the two major east-west traffic corridors while South Bowen Road is the major north-south traffic corridor.

To ensure positive growth in the future, the city is actively pursuing enhancements and improvements to residential, commercial, and light industrial areas. The city is also pursuing development opportunities to assist businesses in choosing a desirable location for a retail store, restaurant, distribution facility, or professional office space. Site information and economic data are available from the Town of Pantego.

The Town of Pantego has partnered with MPA graduate students from the University of Texas at Arlington to develop and administer a survey assessing the attitude of residents towards the current state of the city and future development in both the residential and commercial sectors. With the data gathered from the survey, the Town of Pantego will be able to tailor its development plans and city services to meet the needs of the community. The research and data analysis conducted by the team will be presented to the Pantego City Council for evaluation and implementation in future projects.

### **C. Methodology**

The students of the University of Texas at Arlington Masters of Public Administration Program were tasked to create a survey for the Town of Pantego. The survey was developed to help determine the overall level of satisfaction for both residents and business owners on various aspects related to the Town. The survey measured the satisfaction of services that are provided by the Town and assessed the resident's perceptions with the direction the town is moving towards in terms of growth and economic development. Due to the broad spectrum of information that was to be gathered; two surveys were created for both residents and businesses.

The residents and businesses of Pantego were each given a different survey which was tailored to gather different viewpoints on the Town and what potential changes could be considered in order to improve the quality of life within its borders.

The survey created for Town residents comprised of 40 questions. These questions consisted of all multiple choice questions that provided residents the opportunity to choose the option that best represents them. The residents were asked to rate their satisfaction on such topics as the future of Pantego, safety of the town, emergency services that are provided, and the quality of public works department. The survey created for Town businesses survey consisted of 25 questions. The questions included multiple choice, scale and open ended. Questions from the business survey focused on business demographics, satisfaction with Town provided services, quality of life, communication between Town and economic development, and business owner demographics.

The surveys themselves were developed, administered, and evaluated through the use of Google Forms. The Town and MPA group members identified a wide range of the Town's population that was to be surveyed. This required notification of the survey beforehand in order to prepare for the survey once offered. Residents and business owners of the survey were notified of the survey's availability in an article that was printed in the Pantego newsletter which was sent out on September 18. Once created, the survey was disseminated through three methods. The first method utilized the Town of Pantego's online website where all residents and business owners had access to complete the survey from September 18, 2014 through October 28, 2014. The second method of survey distribution was via in person interaction at the annual Pantegofest festival on September 26-28, 2014. A table was set up for residents and business owners to come by and fill out a survey by hand. Data collected from this method was then entered by hand into digital form. The third method, which focused solely on business owners, was distributed through an email mailing list which was available through the Town of Pantego's Economic Development website. Business owners were given the opportunity to respond from September 18, 2014 through October 18, 2014.

#### **D. Challenge**

It is believed that the results of this survey will convey valuable information as well as some of the underlying issues that the Town is currently facing. The potential lack of citizen feedback also posed a threat in that it barred the team from obtaining an accurate representation of the town. The study focused on providing simplicity to all question asked in order to provide clear and concise language so that all subjects were able to interpret the questions with ease. Certain citizens who do not have internet or computer access will also not be able to complete the survey online. In order to minimize this concern, it was decided that distribution of the surveys would include in person efforts at the Pantegofest festival. This allowed the group to reach residents and businesses who may have not potentially participated due to lack of access or miscommunication.

## **II. Community Profile**

---

### **A. History**

The village of Pantego was incorporated in 1952 and 15 years later became a Type A General Law city in 1967 due to its lower population below 5,000 people. Pantego had its origins in the area bounded on the west by present day Handley, on the south by Arkansas Lane, on the east by Jones Drive and Fielder Road, formerly Henry Road, and on the north by the Texas and Pacific Railroad. Two creeks run from south to north through the area, viz. Rush Creek and Village Creek, formerly Caddo Creek, the latter believed to be named for Indian villages in the area.

The earliest historical reference to the area was the year 1542 when the ill-fated DeSoto Expedition under Luis de Moscoso is believed to have camped in what is now the Village Creek area. Almost three hundred years went by with little history being recorded about the Pantego area.

After the war with Mexico, 1846 – 1848, many veterans were granted land in Tarrant County, notably Colonel Middleton Tate Johnson from South Carolina who founded Johnson's Station, southeast of the Pantego area. His holdings were vast and may have included the Pantego area.

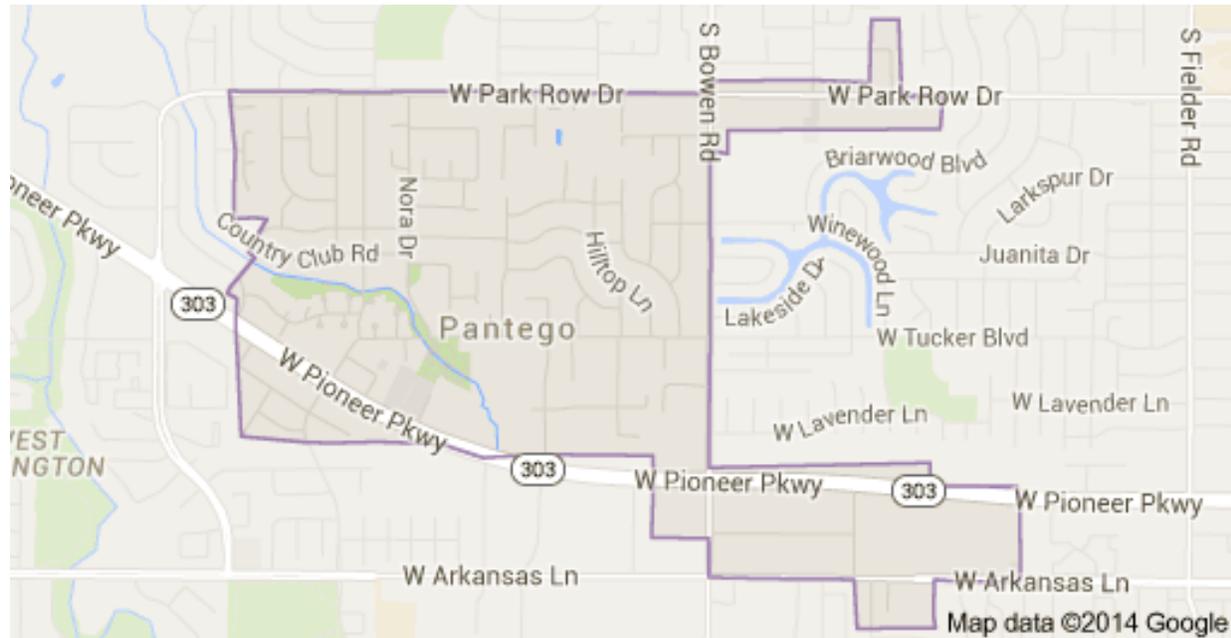
Another prominent early settler was Frederick Forney Foscue, a native of North Carolina, who was a state representative (1849 – 1851), a lawyer in Alabama, and colonel in the confederate army. In 1853, Foscue settled in Smith County, Texas. Colonel Foscue began acquiring land in the Pantego area after the Civil War – perhaps from Colonel Middleton Tate Johnson. (All records of Tarrant County were destroyed in a fire in March 1876.) Colonel Foscue bought land and reportedly accumulated 3,360 acres. He also sold land and rented some on shares. He was a dominant figure in the settlement of the Pantego area and should be regarded as the first Pantego land developer.

In 1980 the Town adopted the Council-Manager form of government. This type of government allows voters to elect city council members who then hire a city manager to run the city's day to day operations. The Town of Pantego is approximately one square mile in area and has a population of 2,394 (US Census, 2010). This town's mission is to strive to be a premier community in which to live, work, and retire, while maintaining our small-town atmosphere.

### **B. Town of Pantego Census Demographics**

According to the 2010 Census; The Town of Pantego has a population of 2,394. The median age range for the population is 49.9 with 20.9% being 19 years or younger, 36.5 % being ages 20 years to 54 years old, and 42.5% of the population being 55 years or older. The Town of Pantego population is made of a majority 53.4% female versus 46.6% male. There are a total of 1,033 households who live within the Town's boundaries.

## C. Map of Pantego



## D. 2014 Pantego Survey Demographics

### 1. Resident Survey Demographics

The following responses represent demographics of the 37 responses collected from the Resident Survey.

### 2. Business Survey Demographics

The following responses represent demographics of the 21 responses collected from the Business Survey.

## E. Analysis of Demographics

## III. 2014 Town of Pantego Survey Results

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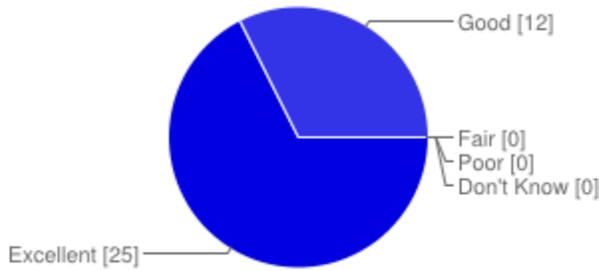
### A. Resident Survey

The following section contains both the questions and responses that were received during the data collection of the Resident Survey. In addition, each sub-section contains information to why the certain questions were asked during the data collection process.

#### 1. Future of Pantego

The following questions concentrate on the future of Pantego; specifically, would current residents have a positive outlook on the city to inform others about. The answers from these questions also reveal how current residents view their city and if that view will remain constant for the near future.

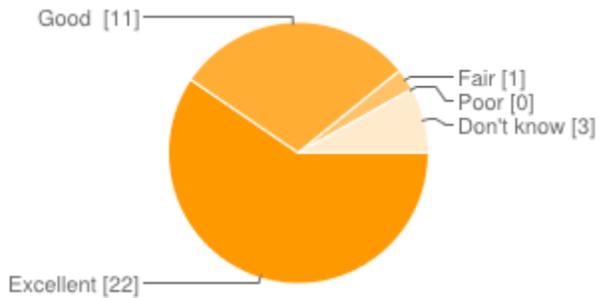
**How is Pantego as a place to live?**



Excellent	<b>25</b>	68%
Good	<b>12</b>	32%
Fair	<b>0</b>	0%
Poor	<b>0</b>	0%
Don't Know	<b>0</b>	0%

The results for this question were overwhelmingly positive with a 100% of the residents stating that Pantego was either an excellent or good place to live. 68% of residents stating that Pantego is Excellent place to live and 32% stating Pantego as a Good place to live. By having such a high rating across the board this just sets the tone and states how residents view their town.

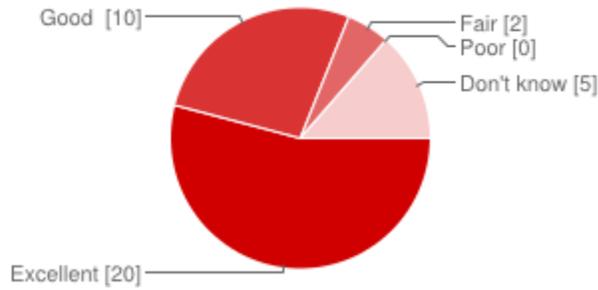
**Is Pantego a place to raise children?**



Excellent	<b>22</b>	59%
Good	<b>11</b>	30%
Fair	<b>1</b>	3%
Poor	<b>0</b>	0%
Don't know	<b>3</b>	8%

This question rated highly with a rating of 59% in the excellent percentile rating Pantego as a great place to raise children. 30% of the residents rated Pantego as a good place to raise children which was followed by 3% rating Pantego as a pair place to race children. The remaining 1% rated Pantego with the option of “I don’t know”. The option “I don’t know” could have been chose for numerous reasons, such as certain residents not having children or already raised children elsewhere before moving to Pantego.

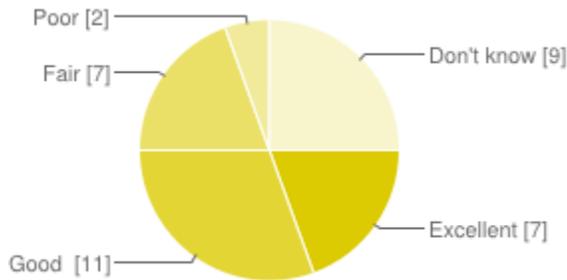
### Is Pantego a place to retire?



Excellent	<b>20</b>	54%
Good	<b>10</b>	27%
Fair	<b>2</b>	5%
Poor	<b>0</b>	0%
Don't know	<b>5</b>	14%

The statistics from the 2010 Census stated that nearly a third of the residents of Pantego are at the age of 65 and older (US Census, 2010). With such a high rate of residents being over the age of 65, it makes sense that this question had more than half of those surveyed rating it as an excellent place to retire with 54%. 27% of the remaining surveyors stated Pantego as a “good” place to retire, 5% stated Fair, 0% stated Poor”, and 14% responded Don’t know”.

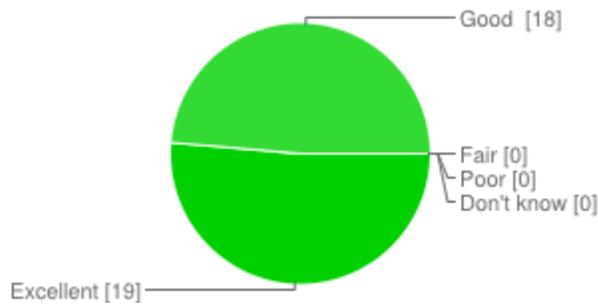
### Is Pantego a place to visit?



Excellent	<b>7</b>	19%
Good	<b>11</b>	30%
Fair	<b>7</b>	19%
Poor	<b>2</b>	5%
Don't know	<b>9</b>	24%

When Pantego residents rated the city as a preferable place to visit for others the views were mixed with results in all 5 categories. The majority rated Pantego positively in terms of non-residents visiting with 19% rating “excellent”, 30% with “good”, 19% with a fair rating. 5% of the residents rated the town negatively as a “poor” city to visit and the remaining 24% surveyed selected “Don’t know”.

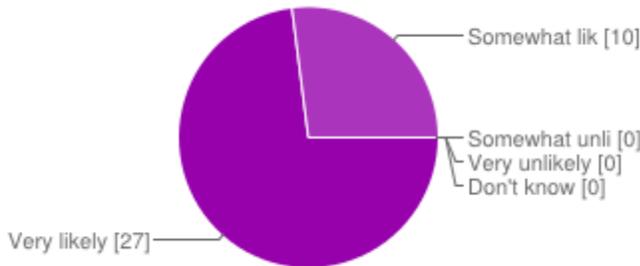
**The overall quality of life in Pantego is?**



Excellent	<b>19</b>	51%
Good	<b>18</b>	49%
Fair	<b>0</b>	0%
Poor	<b>0</b>	0%
Don't know	<b>0</b>	0%

Residents of Pantego are extremely satisfied with the quality of life the town presents to its residents. 51% of those who answered this question stated that their overall quality of life was “excellent” and the remaining 49% rated their quality of life was “good”.

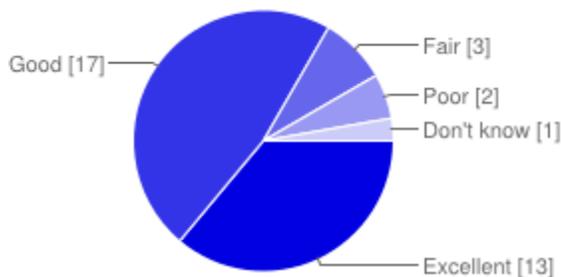
**Would you recommend living in Pantego to someone who asks?**



Very likely	<b>27</b>	73%
Somewhat likely	<b>10</b>	27%
Somewhat unlikely	<b>0</b>	0%
Very unlikely	<b>0</b>	0%
Don't know	<b>0</b>	0%

The results of question 7 reflect a very positive outlook on the city of Pantego in the views of its residents while looking towards the future of the town. The question had one of the highest percent ratings out of the survey with 73% stating that they would “Very Likely” recommend living in Pantego if asked. The remaining residents surveyed, 27% to be exact stated that they would “somewhat likely” recommend living in Pantego.

**Please rate the overall direction that Pantego is taking.**



Excellent	<b>13</b>	35%
Good	<b>17</b>	46%
Fair	<b>3</b>	8%
Poor	<b>2</b>	5%
Don't know	<b>1</b>	3%

The residents had mixed reviews on the overall direction the Town of Pantego is taking. Even though over 80% of the responses were positive, being either “Excellent” or “Good”, nearly 20%

rating the city with “Fair”, “Poor” or “I don’t know” which shows that there is a good amount for improvement that can be made.

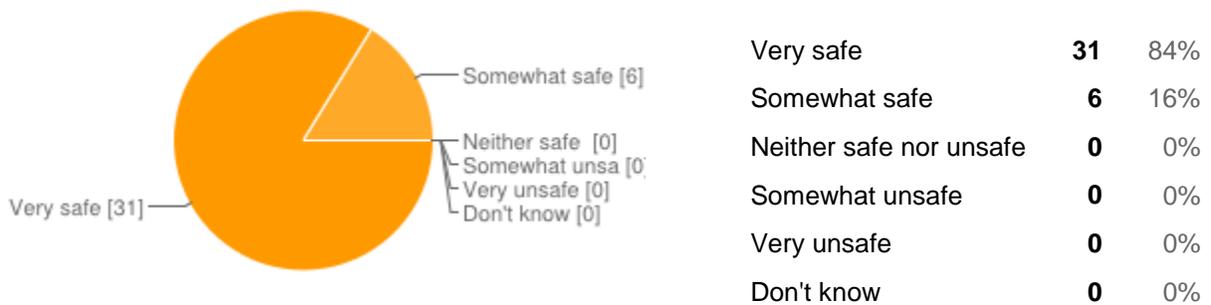
**How would you prefer to communicate with Pantego's town government?**



The Town of Pantego’s residents prefer to be contacted in some form electronically than any other way. More than a third of residents preferred to be contacted by email suggesting that the residents are or can benefit from the automated email link called Notify Me once signing up on the homepage keeping them informed on all updates and news concerning the city. Nearly a quarter of residents preferred being contacted by phone. Phone calls can easily be placed by an automated voicemail which would save the city time, money and personnel from having to call each household personally. The cities homepage was the third most preferred option with 20% of residents. The remaining residents chose the city’s Facebook Page and “I Don’t Know” as their preferred method of communication both with 11%.

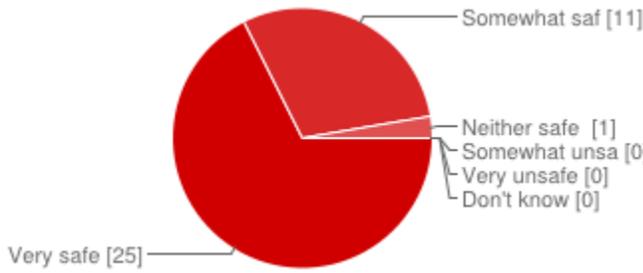
**2. Rating of Public Safety**

**How safe do you feel in your neighborhood during the day?**



This question was meant to identify how safe residents felt at home with all other factors remaining normal. The results from this question received the highest rating out of all other questions polled. 84% of the residents of Pantego stated that they feel “Very Safe” in their neighborhood. The second most popular answer surveyed with the remaining 16% residents answered that they feel Somewhat Safe in their neighborhood during the day.

**How safe do you feel in Pantego's commercial area during the day?**

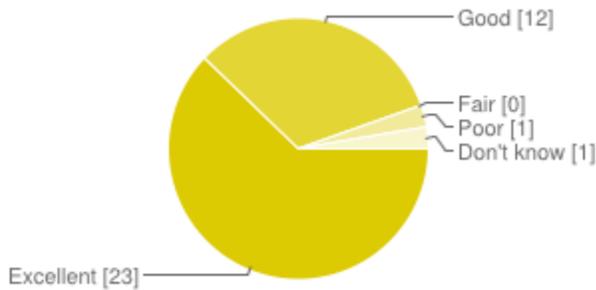


Very safe	<b>25</b>	68%
Somewhat safe	<b>11</b>	30%
Neither safe nor unsafe	<b>1</b>	3%
Somewhat unsafe	<b>0</b>	0%
Very unsafe	<b>0</b>	0%
Don't know	<b>0</b>	0%

The results for this question showed that residents do not feel the same level of safety in commercial areas during the day as they do in their own neighborhood. Even though the results were not as overwhelming as the last question 68% of residents responded with feeling “very safe” when in a commercial area during the day. The remaining 30% of residents responded with feeling “somewhat safe” leaving 3% with a neutral feeling answering Neither “Safe” Nor “Unsafe”.

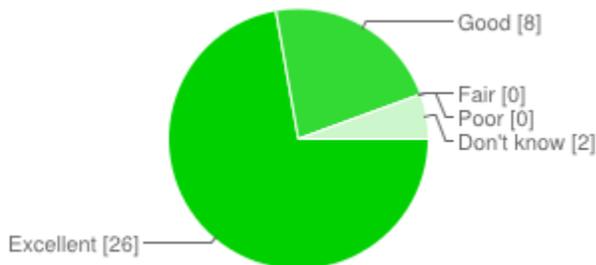
**3. Rating of Emergency Services**

**Please rate the quality of Pantego's Police/Sheriff services.**



Excellent	<b>23</b>	62%
Good	<b>12</b>	32%
Fair	<b>0</b>	0%
Poor	<b>1</b>	3%
Don't know	<b>1</b>	3%

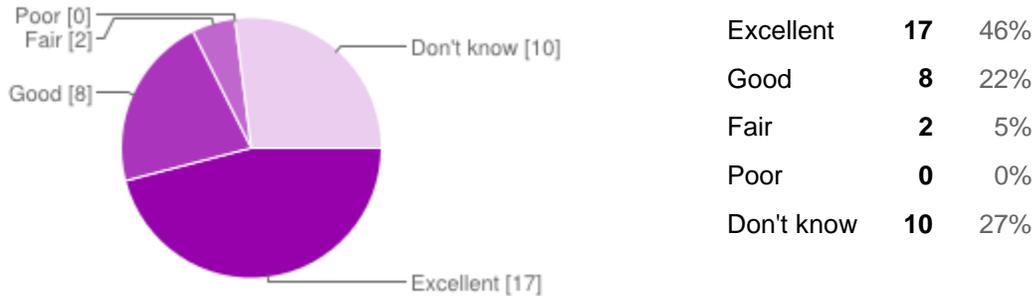
**Please rate the quality of Pantego's Fire services.**



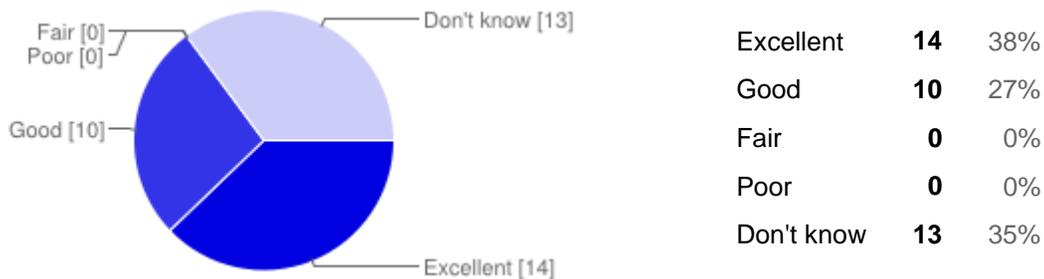
Excellent	<b>26</b>	70%
Good	<b>8</b>	22%
Fair	<b>0</b>	0%
Poor	<b>0</b>	0%
Don't know	<b>2</b>	5%

The results from the previous two questions are quite similar. Pantego residents rate police services and fire services with nearly a 95% rating in either excellent or good. This shows that residents are extremely happy overall with both fire and police departments.

**Please rate the quality of Pantego's Ambulance/Emergency medical services.**



**Please rate the quality of Pantego's fire prevention and education.**



Question 12&13 rated very similarly with both having two thirds of the residents rating either excellent or good. Both questions also have a very high rating of the third most chosen answer “Don’t Know” -- question 12 with 27% and question 13 with 35%. On explanation for the third option being the second most popular answer is because most residents do not have any interaction with these services. These types of services are usually only needed during emergencies.

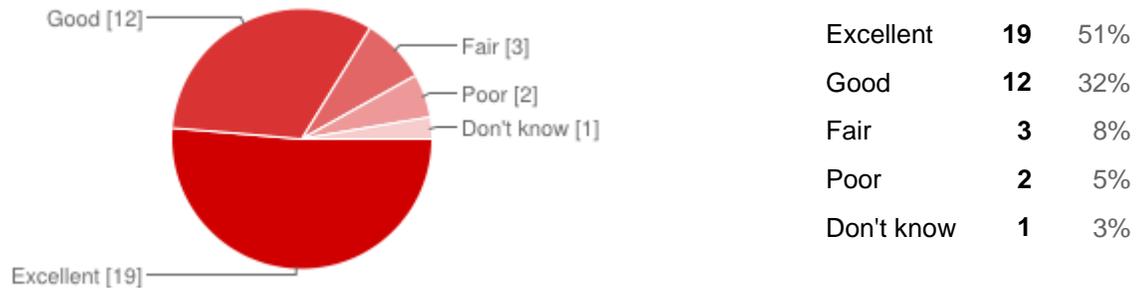
**Please rate the quality of Pantego's crime prevention.**



Most of the residents of Pantego have high ratings for the quality of its crime prevention with 41% of residents choosing Excellent and 32% choosing Good. The third highest rated chosen option was “Don’t Know” with 24%.

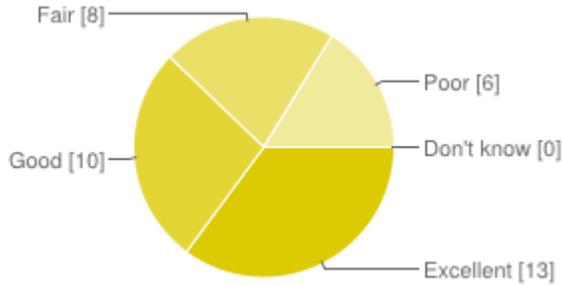
**4. Quality of Services**

**Please rate the quality of Pantego's traffic?**



This question brought out mixed reviews among residents with a percentage of votes for each category. Half of the residents rated the quality of traffic as excellent with 51%. The following residents were more split with 32% rating the traffic as good, 8% rated traffic as Fair, 5% rated as Poor, and lastly 3% rated as Don’t Know. A cause for such a mixed view on traffic could be due to no one person having the same schedule which allows each person to experience traffic differently.

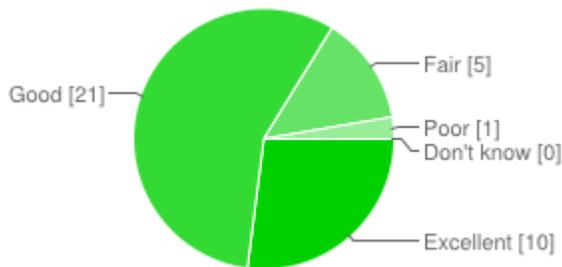
**Please rate the quality of Pantego's street repair.**



Excellent	<b>13</b>	35%
Good	<b>10</b>	27%
Fair	<b>8</b>	22%
Poor	<b>6</b>	16%
Don't know	<b>0</b>	0%

The results to this question were very alarming when compared to the other questions. This question had one of the largest percentages of those surveyed who chose options Fair and Poor. 38 % of residents rated the quality of the town street repair as either Fair or Poor. The remaining residents rated the service as Excellent or Good.

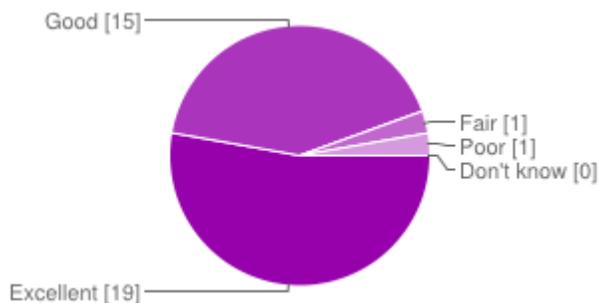
**Please rate the quality of Pantego's street lighting.**



Excellent	<b>10</b>	27%
Good	<b>21</b>	57%
Fair	<b>5</b>	14%
Poor	<b>1</b>	3%
Don't know	<b>0</b>	0%

Most of the residents rated the quality of the town’s street lighting as “Good” with 57%. “Good” was the most chosen option and had the highest percentage of residents when compared to any other question.

**Please rate the quality of Pantego's garbage collection.**



Excellent	<b>19</b>	51%
Good	<b>15</b>	41%
Fair	<b>1</b>	3%
Poor	<b>1</b>	3%
Don't know	<b>0</b>	0%

**Please rate the quality of Pantego's drinking water.**



The results for the quality of Pantego drinking water were considered to be an important issue by both Town staff and residents. The results varied significantly with excellent receiving the least amount of votes. The most chosen answer was a tie between Good and Poor both with 30%. The second most chosen option was Fair with 22% of residents. Only 19% of residents rated the drinking water as “Excellent”. This is definitely a topic that Pantego might want to evaluate in order to resolve whatever the issue may be.

**Please rate the quality of Pantego's storm drainage.**

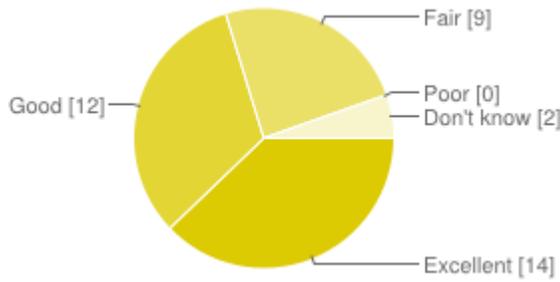


The quality of Pantego’s storm drainage has a mixed rating among residents. Excellent, Good, Fair and Poor all have double digits in terms of percentages residents. The high number of percentages could mean many things such as certain residents live in better conditions than others. Areas that have better drainage will present differentiating viewpoints from the less fortunate areas.

**Please rate the quality of Pantego's sewer services.**

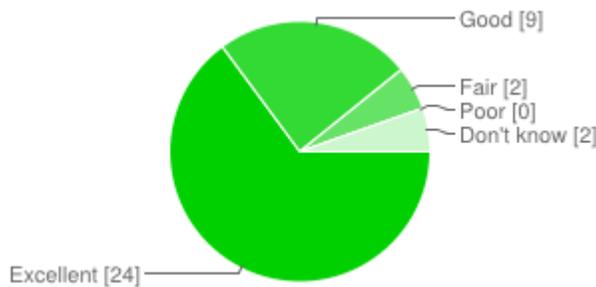


**Please rate the quality of Pantego's utility billing?**



Excellent	<b>14</b>	38%
Good	<b>12</b>	32%
Fair	<b>9</b>	24%
Poor	<b>0</b>	0%
Don't know	<b>2</b>	5%

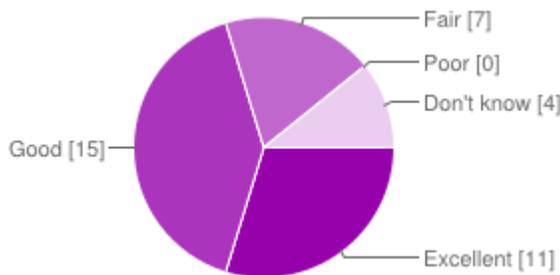
**Please rate the quality of Pantego's Town Park?**



Excellent	<b>24</b>	65%
Good	<b>9</b>	24%
Fair	<b>2</b>	5%
Poor	<b>0</b>	0%
Don't know	<b>2</b>	5%

The results for quality of Pantego’s Town Park residents are very satisfying with nearly 90% of the residents rating the park as Excellent or Good. With 5% rating the quality Fair but what is truly encouraging is that no residents rated the park Poor.

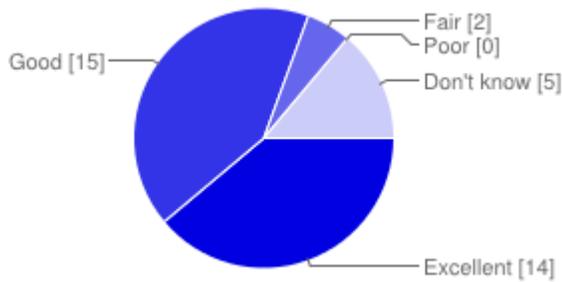
**Please rate the quality of land use, planning and zoning?**



Excellent	<b>11</b>	30%
Good	<b>15</b>	41%
Fair	<b>7</b>	19%
Poor	<b>0</b>	0%
Don't know	<b>4</b>	11%

Effective Land use, planning, and zoning are crucial elements in a prospering town. The majority of residents who rated the quality of land use, planning and zoning are pleased with what has taken place. But nearly 20% rate it as just being average with the remaining 11% indicating “Don’t Know”.

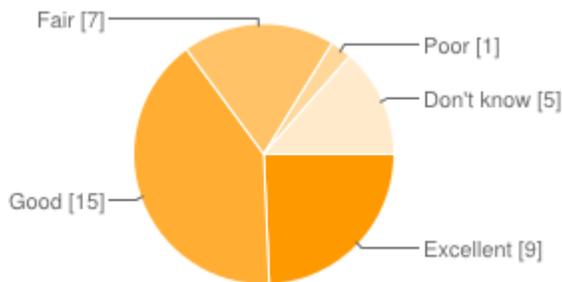
**Please rate the quality of animal control.**



Excellent	<b>14</b>	38%
Good	<b>15</b>	41%
Fair	<b>2</b>	5%
Poor	<b>0</b>	0%
Don't know	<b>5</b>	14%

The quality of animal control is rated high among Pantego residents with a rating nearly of 80% between Excellent and Good. By maintaining such a high rating with animal control this also benefits other areas such as the cleanliness as well as the attractiveness of the city.

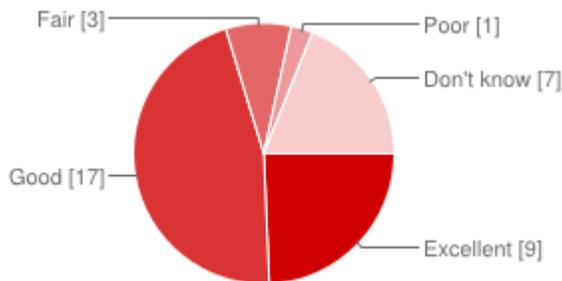
**Please rate the quality of code enforcement (weeds, abandoned buildings, etc.)**



Excellent	<b>9</b>	24%
Good	<b>15</b>	41%
Fair	<b>7</b>	19%
Poor	<b>1</b>	3%
Don't know	<b>5</b>	14%

The rating of quality of code enforcement is overall positive with 65% of the residents rating Excellent or Good. Even though the majority is positive there is a good amount of residents that are not as satisfied with 20% rating only Fair and 3% rating Poor. The remaining 14% of residents rated quality of code enforcement Don't Know.

**Please rate the quality of economic development?**



Excellent	<b>9</b>	24%
Good	<b>17</b>	46%
Fair	<b>3</b>	8%
Poor	<b>1</b>	3%
Don't know	<b>7</b>	19%

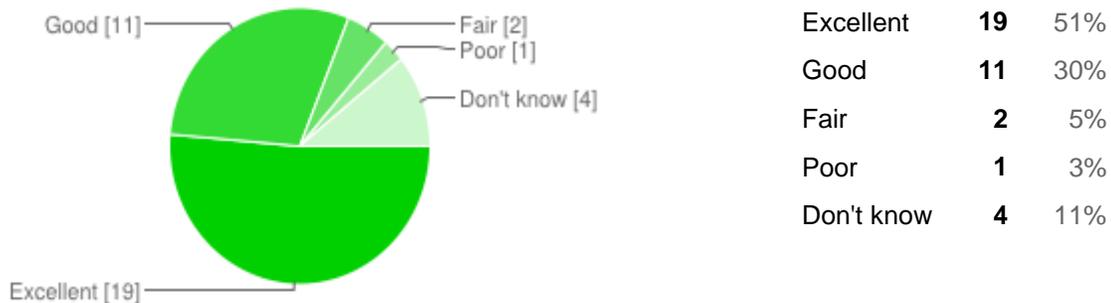
Economic Development has to be planned correctly in order for Pantego to achieve its goal which is to be a premier community for its residents. Most residents rated Good about the economic development that has taken place. But nearly 20% rated Don't Know possibly because they are unaware of the changes that have taken place and others soon to come. It is very critical

to inform future and current residents of all things taking place. By informing all this can provide a sense of growth and optimism for Pantego.

**Please rate the quality of Town sponsored special events?**



**Please rate the quality of overall customer service by Pantego's employees (police, receptionists, planners, etc.)**



Nearly all of Pantego residents think positively of the overall quality of customer service provided by employees. Over 80% of residents rated it Excellent or Good. The third highest percentage was residents who rated Don't Know.

**Please rate the value of services for the taxes paid to Pantego.**



The results from the graph are very encouraging in respect to the city officials making the decisions on how to spend tax payer's money for Pantego. 75% of the residents are selected

Excellent or Good when it comes to the value of services received. The following residents say the services are “Fair” with 14%, Poor with 3% and 8%, “Don’t Know”.

**Please rate the job Pantego government does at welcoming resident involvement.**



**Please rate the overall confidence Pantego government.**



Having the confidence of the residents of Pantego is a very important aspect in having a thriving and successful community. The confidence in the results of those surveyed show that there are mixed views. 65% of residents have a overall positive confidence in the towns government because they chose either Excellent or Good. But the remaining 32% chose Fair, Poor or Don’t Know

**Please rate the performance of all of Pantego's residents being treated fairly.**



All residents of a community want to feel as if they are equal to all other residents of that community being treated fairly and without bias not matter social status. The Town of Pantego has a high percentage of residents with 81% who believe they and other are being treated fairly. Only 5% of residents chose Fair and the same for option Poor with 5% and the remaining 5%, Don't Know.

**Please rate the Town's employees on courtesy.**

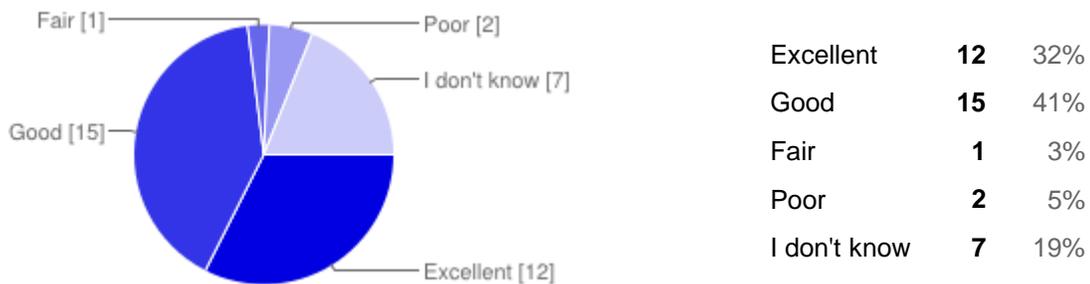


**Please rate the Town's employees regarding promptness in responding to calls and/or service requests.**



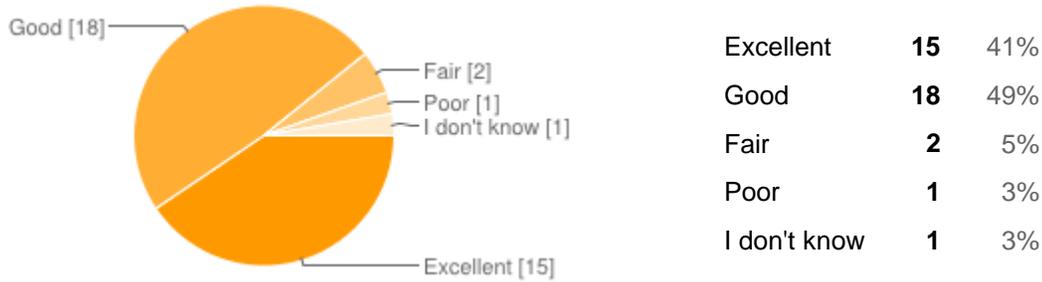
The results show that the Town of Pantego is very prompt in responding to calls to residents. This is a very important service whether the calls are for emergency services such as police or down power lines or anything else. It is very encouraging for the town to see that more than 80% of residents rated this service either Excellent or Good.

**Please rate the Town's employees regarding knowledge.**



Rating an employee’s knowledge can be difficult to judge since there is no official test that is taken for employees. If a resident were to only pose an employee one question and the employee not have an answer, then that cannot be the only basis determining if a person is knowledgeable on a certain matter. This could be one of the many reasons why almost 20% of residents chose the rating “Don’t Know” on this question.

**Please rate the Town's employees in making residents or customers feeling valued.**

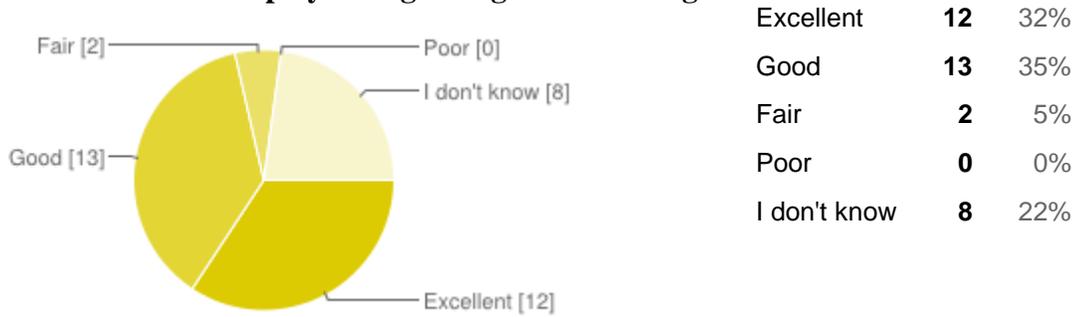


**Please rate the Town's employees in making residents or customers feeling respected**



The previous questions both have a very high percentage of positive ratings with only 3% of residents rated negatively. This shows that employees of Pantego are making residents feel valued as well as respected amongst each other. This can be attributed of the good character of people that have been hired to work for the town.

**Please rate the Town's employees regarding follow through.**



The results from question 40 show that the residents of Pantego are fairly pleased with employee commitment to fulfill their obligations. By residents having a positive outlook shows that there is a certain level of trust towards the city employees. With 32% of those surveyed ratings that follow through is excellent, 35% rating that service was good the lowest rating was 5% with a rating of fair. The remaining 22% of the residents chose the option I Don't Know.

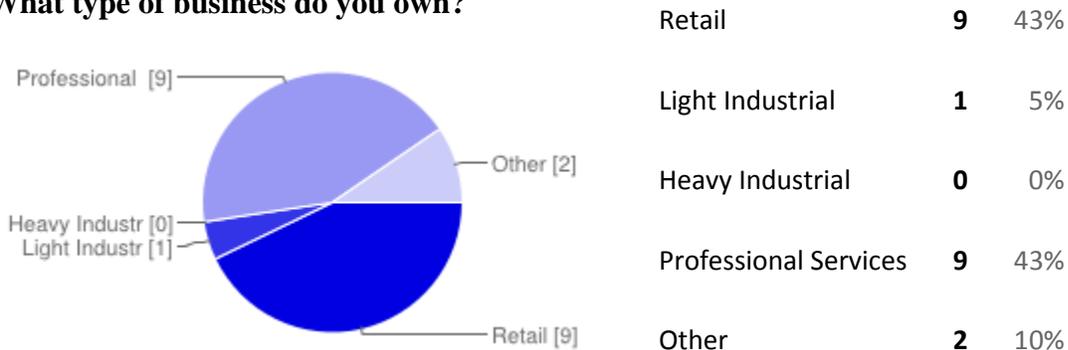
**B. Business Survey**

The following section contains both the questions and responses that were received during the data collection of the Resident Survey. In addition, each sub-section contains information to why the certain questions were asked during the data collection process.

**1. Business Profile**

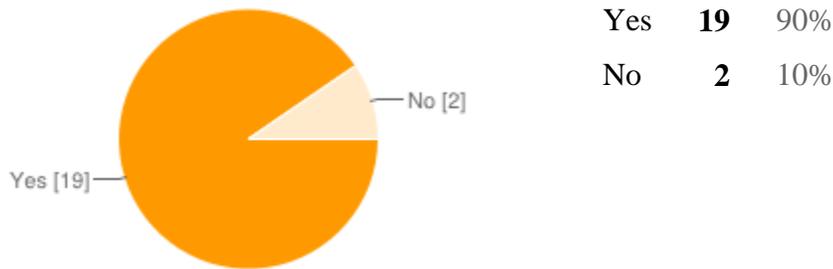
The following questions were developed to gather information on the types of businesses located in the Town of Pantego. In addition, the questions attempted to determine business longevity and new business development within the Town boundaries.

**What type of business do you own?**



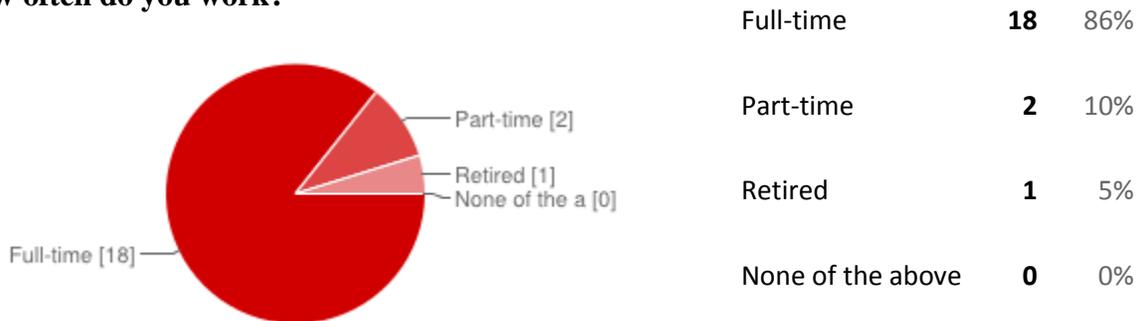
The results from the above question showed a unique profile of the Town's economic make up. Based on the responses, a majority of the Town's business are either Retail or Professional Services. Each of the two types of business accounted for 43% of the survey responses for a total of 86%. It is believed that this demographic of businesses is due in large part to the Town's size.

### Would you recommend Pantego as a location for other businesses?



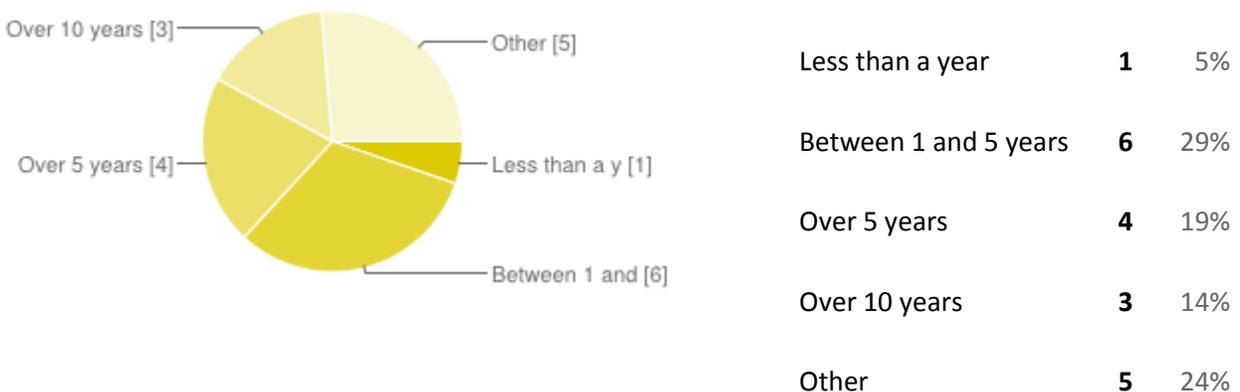
Based on the responses received, an overwhelming majority of business owners stated that they would recommend the Town of Pantego to other businesses looking to expand in the area. 90% of the responses received were “Yes” and this can be considered a positive point for the Town’s future economic development.

### How often do you work?



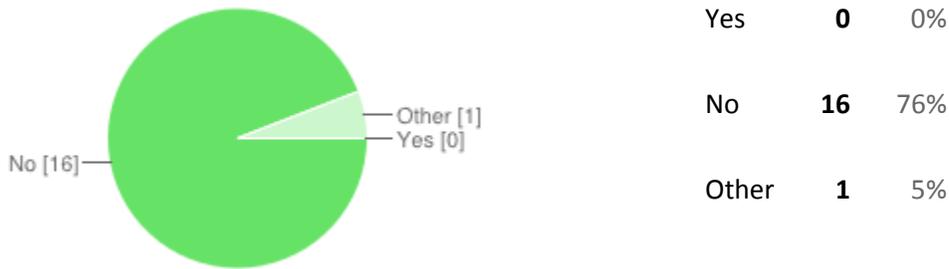
Responses for this question showed a majority of business owners ran their businesses on a full time basis. The results show that 86% of the businesses were open for what is considered full time of 8 hours or more. It may be beneficial in future studies to exam the hours of operations and the days of operation.

### How long has your business been located within the Town of Pantego?



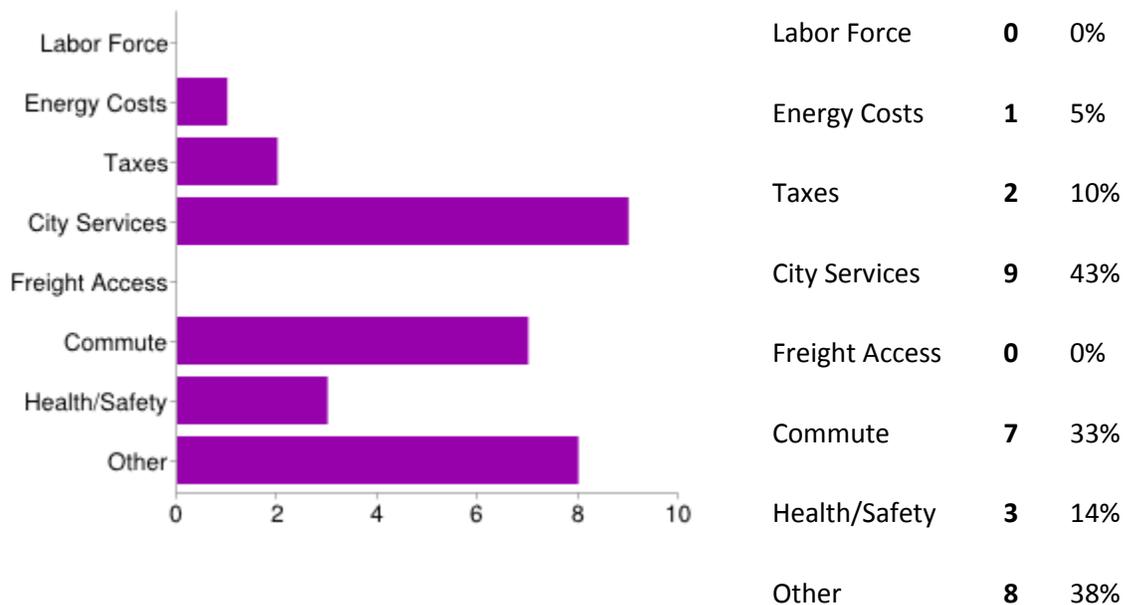
Mixed results were received based on the responses received for the question on business longevity. The majority of responses, 29%, stated that their businesses had been established and operating for 1 to 5 years. However, 24% of the responses stated that their businesses have been there for an “Other” Length of time. The results suggest that the Town of Pantego has a diverse mix of established businesses in addition to new businesses.

**Do you plan to relocate your business from Pantego within the 5 years?**



Based on the results provided for this question, a majority of business owners stated they had no plans to relocate their businesses outside of the Town. It should be noted that 19% of business owners did not answer this question.

**What factors are most important to you for keeping your business within the Town of Pantego?**

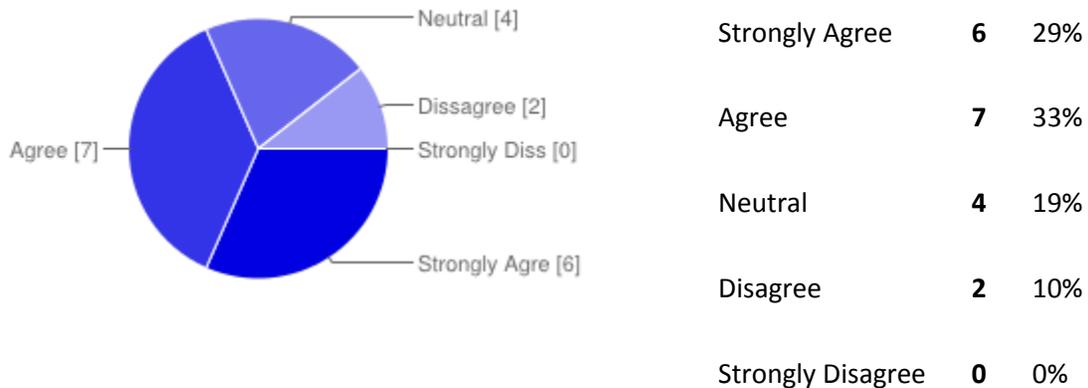


The results showed a wide range of factors which were considered to be important to business owners in keeping their business within the Town’s boundaries. 43% of the responses considered “City Services” to be the most important factor. The second largest result being “Other” with 38%. It is believed that this response can be attributed to whether or not the business is profitable enough to continue operations.

**2. Business Satisfaction with Town of Pantego Services**

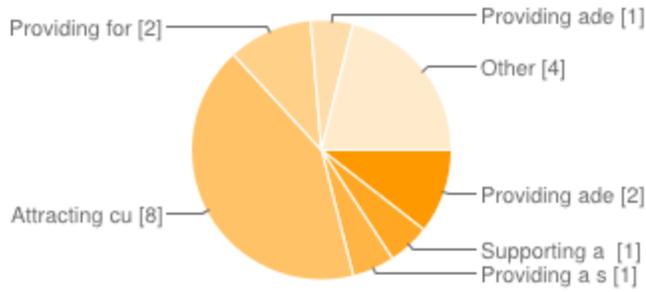
The following questions were utilized to better understand the interaction between the Town of Pantego and the local businesses. Questions also aimed to gather the business owners perception of Town of Pantego responsiveness to issues and efforts towards economic development.

**The Town of Pantego's local government is business friendly compared to other local governments I have worked with?**



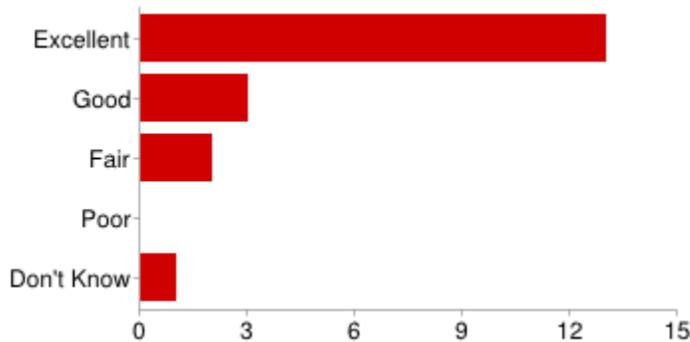
Business owners who provided responses for this question felt their experience with the Town of Pantego’s staff was overall positive. 62% of the combined responses rated their experience as “Agree” or “Strongly Agree”. It is recommended that the Town of Pantego consider taking steps in customer service to improve that combined percentage of satisfaction.

**When it comes to growth of economic development, what is the Town of Pantego's greatest challenge?**



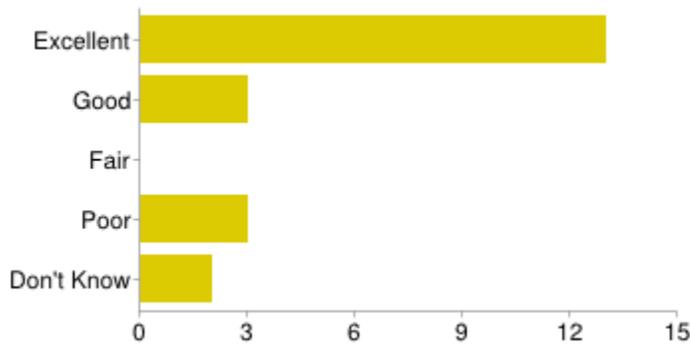
Providing adequate job opportunities	2	10%
Supporting a year-round economy	1	5%
Providing a suitable range of housing options	1	5%
Attracting customers from surrounding communities	8	38%
Providing for adequate utilities and services	2	10%
Providing adequate amenities (parks, education, medical care, etc.)	1	5%
Other	4	19%

**Courtesy [Thinking about your most recent contact with the Town of Pantego, please rate Pantego's employee(s) on each of the items]**



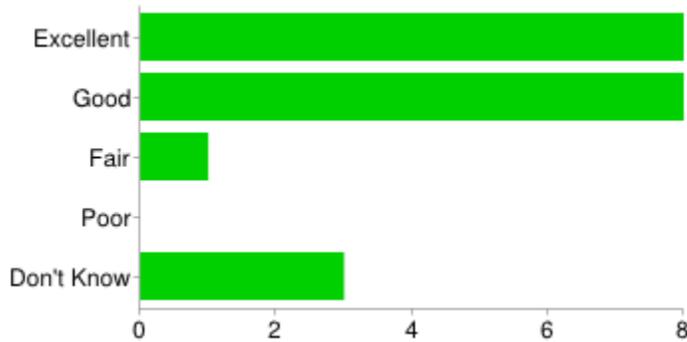
Excellent	13	62%
Good	3	14%
Fair	2	10%
Poor	0	0%
Don't Know	1	5%

**Promptness in responding to calls or service request [Thinking about your most recent contact with the Town of Pantego, please rate Pantego's employee(s) on each of the items]**



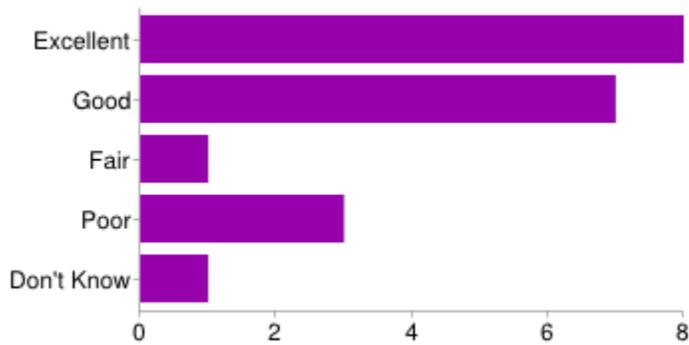
Excellent	<b>13</b>	62%
Good	<b>3</b>	14%
Fair	<b>0</b>	0%
Poor	<b>3</b>	14%
Don't Know	<b>2</b>	10%

**Knowledge [Thinking about your most recent contact with the Town of Pantego, please rate Pantego's employee(s) on each of the items]**



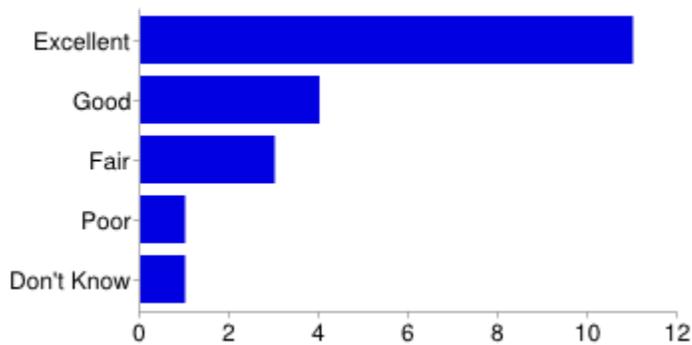
Excellent	<b>8</b>	38%
Good	<b>8</b>	38%
Fair	<b>1</b>	5%
Poor	<b>0</b>	0%
Don't Know	<b>3</b>	14%

**Making Citizens or customers feel valued [Thinking about your most recent contact with the Town of Pantego, please rate Pantego's employee(s) on each of the items]**



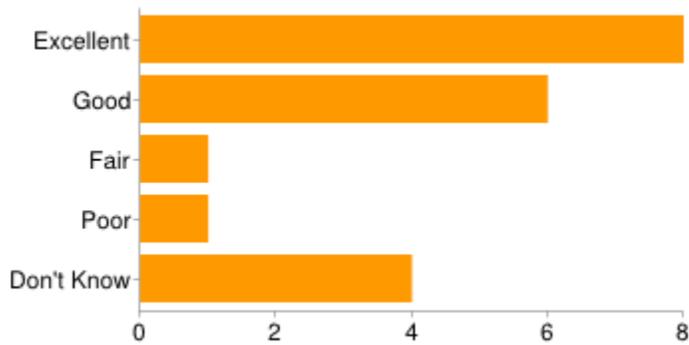
Excellent	<b>8</b>	38%
Good	<b>7</b>	33%
Fair	<b>1</b>	5%
Poor	<b>3</b>	14%
Don't Know	<b>1</b>	5%

**Respect [Thinking about your most recent contact with the Town of Pantego, please rate Pantego's employee(s) on each of the items]**



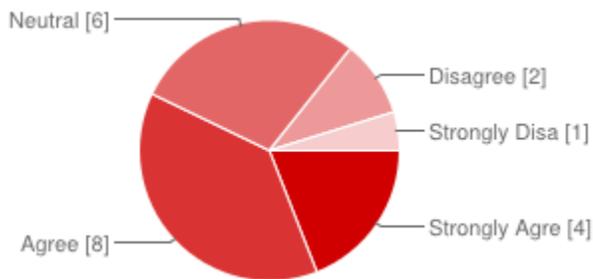
Excellent	<b>11</b>	52%
Good	<b>4</b>	19%
Fair	<b>3</b>	14%
Poor	<b>1</b>	5%
Don't Know	<b>1</b>	5%

**Follow Through [Thinking about your most recent contact with the Town of Pantego, please rate Pantego's employee(s) on each of the items]**



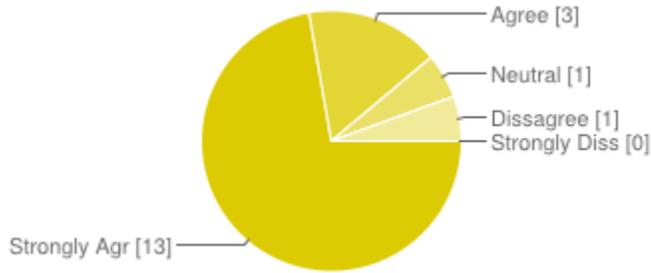
Excellent	<b>8</b>	38%
Good	<b>6</b>	29%
Fair	<b>1</b>	5%
Poor	<b>1</b>	5%
Don't Know	<b>4</b>	19%

**The Town of Pantego's local government is business-friendly compared to other local governments I have worked with.**



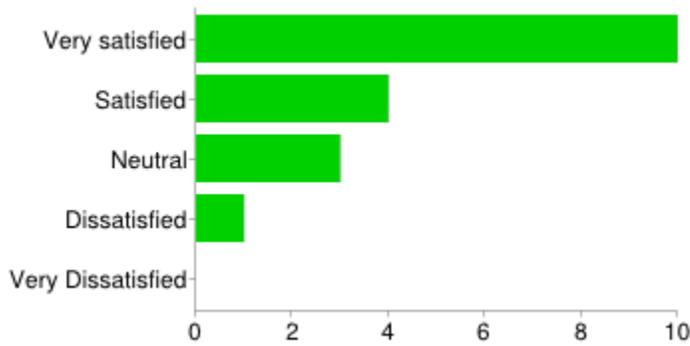
Strongly Agree	<b>4</b>	19%
Agree	<b>8</b>	38%
Neutral	<b>6</b>	29%
Disagree	<b>2</b>	10%
Strongly Disagree	<b>1</b>	5%

**The Town of Pantego provides adequate fire and police protection?**



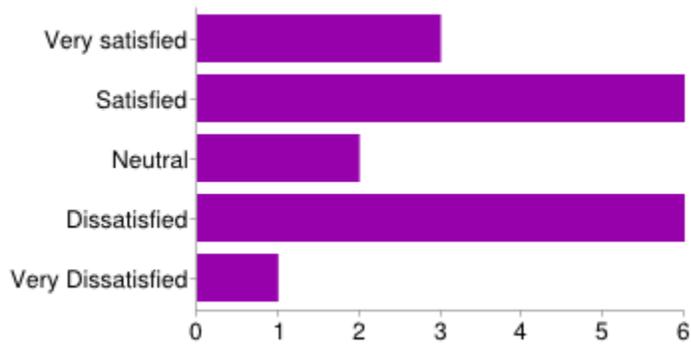
Strongly Agree	<b>13</b>	62%
Agree	<b>3</b>	14%
Neutral	<b>1</b>	5%
Dissagree	<b>1</b>	5%
Strongly Dissagree	<b>0</b>	0%

**Roads [How Satisfied are you with the following servies?]**



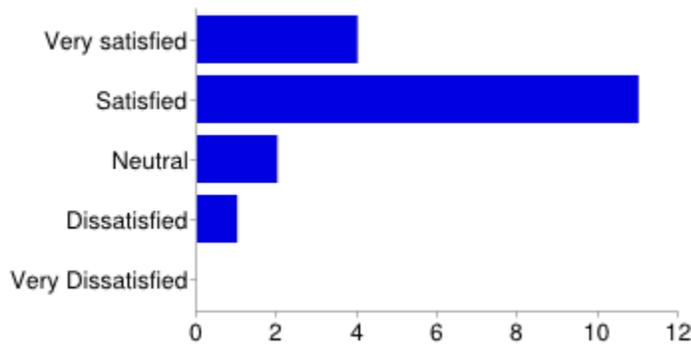
Very satisfied	<b>10</b>	48%
Satisfied	<b>4</b>	19%
Neutral	<b>3</b>	14%
Dissatisfied	<b>1</b>	5%
Very Dissatisfied	<b>0</b>	0%

**Water [How Satisfied are you with the following servies?]**



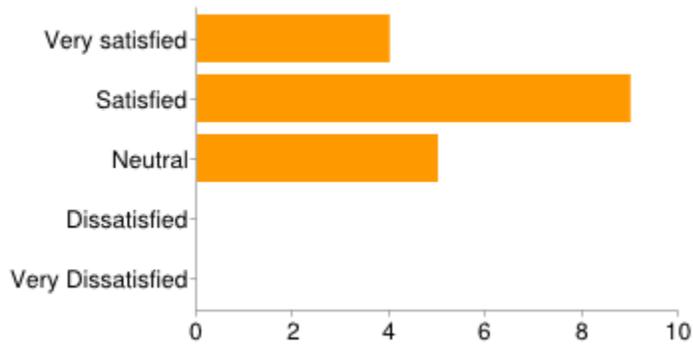
Very satisfied	<b>3</b>	14%
Satisfied	<b>6</b>	29%
Neutral	<b>2</b>	10%
Dissatisfied	<b>6</b>	29%
Very Dissatisfied	<b>1</b>	5%

**Sewer [How Satisfied are you with the following servies?]**



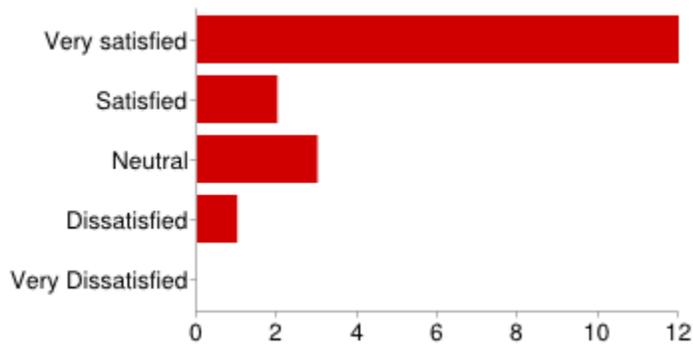
Very satisfied	<b>4</b>	19%
Satisfied	<b>11</b>	52%
Neutral	<b>2</b>	10%
Dissatisfied	<b>1</b>	5%
Very Dissatisfied	<b>0</b>	0%

**Telecommunications [How Satisfied are you with the following servies?]**



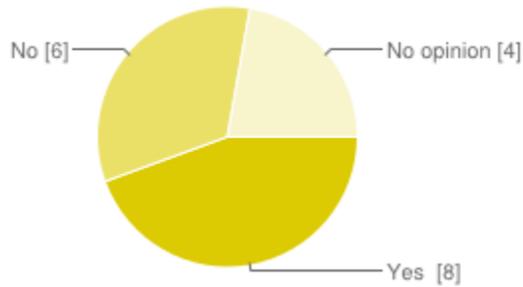
Very satisfied	<b>4</b>	19%
Satisfied	<b>9</b>	43%
Neutral	<b>5</b>	24%
Dissatisfied	<b>0</b>	0%
Very Dissatisfied	<b>0</b>	0%

**Police/Fire Department [How Satisfied are you with the following servies?]**



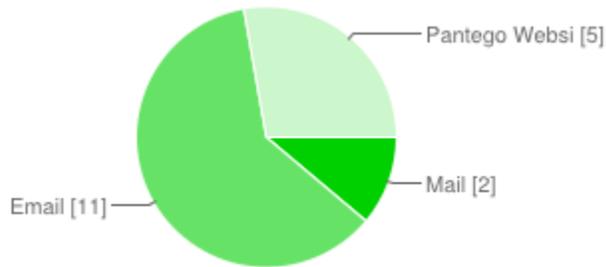
Very satisfied	<b>12</b>	57%
Satisfied	<b>2</b>	10%
Neutral	<b>3</b>	14%
Dissatisfied	<b>1</b>	5%
Very Dissatisfied	<b>0</b>	0%

**Would you be in favor of Pantego developing aesthetic parameters that guide entering businesses regarding the appearance of their storefronts, signage, and over presence?**



Yes	<b>8</b>	38%
No	<b>6</b>	29%
No opinion	<b>4</b>	19%

**How do you prefer to stay connected and informed by the Town of Pantego?**



Mail	<b>2</b>	10%
Email	<b>11</b>	52%
Pantego Website	<b>5</b>	24%

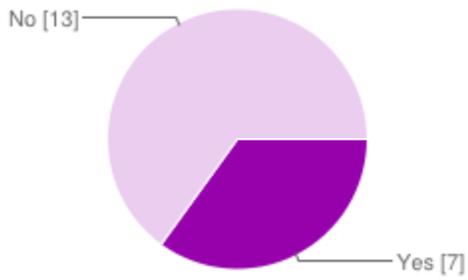
All of the above mentioned ways of communication.

No responses yet for this question.

**3. Business Owner Demographics**

The following questions were asked to business owners in order to gain a greater understanding of the business owners themselves as opposed to their businesses.

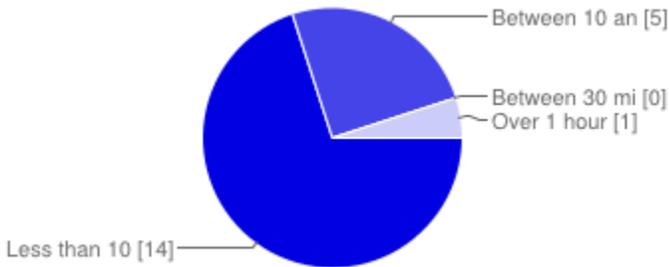
**Do you live within the Pantego town limits?**



Yes **7** 33%

No **13** 62%

**How long is your daily commute to your business?**



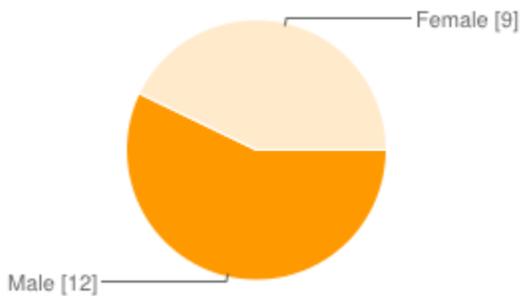
Less than 10 minutes **14** 67%

Between 10 and 30 minutes **5** 24%

Between 30 minutes to a hour **0** 0%

Over 1 hour **1** 5%

**What is your gender?**



Male **12** 57%

Female **9** 43

## **IV. Conclusions/Recommendations**

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Between the Resident and the Commercial surveys, the trends point to the fact that citizens are very satisfied with the overall direction the city is pursuing. They also valued the quality of life in their neighborhoods, the city as a place to raise children and as a place to retire; ratings in each of these areas were similar to other communities in the U.S. While residents of the community appreciated life in the Town of Pantego, the overall quality of Pantego's drinking water was not perceived as positively as other aspects in the city. Overall, most residents would recommend living in the Town of Pantego and planned on staying.

## V. Appendices

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# **A. Appendix A**

## **Surveys**

# **B. Appendix B**

## **Additional Comments**

**Why did you choose to locate your business to Pantego?**

- I live in Pantego and I chose to work in Pantego. I live 1 block from my aromatherapy shop.
- On the boards in Pantego
- Cost
- small community with access to large metro amenities
- City Hall was more responsive and helpful
- Pre- existing business
- Existed when purchased.
- the location in general not the city
- The Arlington lease did not keep their promises.
- Affordable commercial real estate. Central location in DFW.
- A sense of community.
- My husband had an office here. I rent space from him.
- The rent was affordable and the town of Pantego is clean and safe.
- I am unable to put an n/a or maybe on the above question. The building we purchased, just happened to be in Pantego. We moved from a building that was one mile away.
- Because it is quaint and safe
- I live here
- Central location
- A family oriented place with a tight knit community.
- Pricing - rent

**Please provide any additional information you feel would be beneficial to this economic development survey.**

- N/A
- Proper drainage in the Town of Pantego has needed attention for many years...and is still needed. Our buildings, plus several around us, are flooded to some degree nearly every year. We keep sandbags around our building and extras sandbags stored in our shop. The Town is unconcerned about this situation. They are more inclined to care about cosmetics of the Town, such as parks and an archway.
- I found everyone at the city eager to deal with, however, could not be given the courtesy of a return phone call or email when dealing with the development department. This bothers me as when I have city problems with that department, it takes weeks to receive

responses. That should be this way, I have dealt with many cities in North Texas on building and Development, never had this type of behavior.

- None
- attract small businesses with job opportunities
- There should be several types of "Pantego Fests" offered throughout the year to attract people as customers. Prices for the booths should be about \$75.00 to \$150.00 instead of the higher prices. More booths are needed and the Fests need to cover a larger area. I didn't work the Pantego Fest because of cost which is way too high and I had no place to be out of the sun for my products that are for sale.
- Not bad, I'm president of the EDC
- Local government needs better communication.



## PANTEGO ECONOMIC DEVELOPMENT CORPORATION

To: President Bill Brown and PEDC Board Members  
From: Matt Fielder, Executive Director  
Date: 01/14/15  
Re: Discuss, direct, and consider action on an update regarding PEDC loan repayments.

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An updated loan repayment report has been provided in Drop Box for the Board's review.

**Attachments:**

None