

CITY MANAGER'S OFFICE
Wednesday, September 25, 2002

1. WHAT ARE THE STRENGTHS OF THE COMMUNITY OF FORT WORTH?

Diversity; includes cultural diversity

Well grounded

"Can do" spirit

Hard working city

- Personally
- Community by the residents

Welcoming

Partnerships in the community are strong

Business-friendly

Civic-minded people

Inclusive

Growing sensitivity on the part of business

- They are willing to make an investment to neighborhoods
- There is concern - not investment

Vibrant downtown

Renowned cultural amenities

Outstanding transportation – except mass transit

Diverse economy

Optimistic

Outstanding municipal management

Stability in leadership

Education is okay, but have high dropout rate - need to bridge gap

2. WHAT ARE THE AREAS FOR IMPROVEMENT IN FORT WORTH?

Appreciation for diversity

Stronger mass transit

Do more to incorporate aviation into economic development

Central city redevelopment issues

Greater emphases on retail/ commerce needs in older neighborhoods, particularly for those of lower economic strength

Need to find a way to decrease the gap between haves and have-nots

Need to manage growth effectively

Education is OK

- The drop-out rate is too high
- We need to bridge that gap

3. WHAT NEW OR ENHANCED SERVICES NEED TO BE PROVIDED IN THE NEXT FIVE YEARS?

Housing rehabilitation - significant needs

- In-fill housing
- Code compliance and enhancement

All public safety services will need to grow to meet geographic and population growth.

Long-range planning for the water supply

Enhancement of technology

- Within the city
- City to citizens

Change approach to services and types of services as population changes

- Multilingual service delivery needs

Structural realignment of city services

- Evaluate current alignment for efficiency and effectiveness.

Improved and expanded communications

We need to develop a capital improvement process to give us facilities requirement over next six to ten years

4. WHERE DO YOU GET YOUR INFORMATION?

Internet (all participants use it heavily)

All media - print and electronic

Personal contacts

Books

Half of the participants use the library

5. WHAT ARE THE STRENGTHS OF THE LIBRARY?

Books - wide variety

Specialized services are good

- General services
- Reference

Programs for children and youth

Children's collection

Exhibits and educational programs

Literacy and GED programs

Decent geographical distribution of facilities

Provides appropriate community institution with a sense of dignity

Clean and welcoming environment

- Feel good when you go in
- A sanctuary of sorts, a retreat from the real world

Provides Internet access for those who don't have it

Knowledge = power

- Library is great equalizer.

6. AREAS OF IMPROVEMENT FOR THE LIBRARY

Stronger electronic access

- More information
- Better marketing
- Off site access

Old computer inventory

Stronger targeting of outreach programs

- Reach out to specific communities
- Add materials in languages from community

Immediate collection availability

Equalize collections at branch and central libraries

Strategic location of branches as city expands and grows

Need to work to meet the competitive customer service and environment

- Barnes & Noble
- Coffee shops like Starbucks

More strategic partnerships

- With schools
- Programs in neighborhoods
- With Starbucks

Expand nonprint media - tapes, DVDs

More targeted libraries, pinpointed to certain markets, such as business resource library

More emphasis on preservation of historic documents that reflect our community.

No formal archives for city

7. DO YOU HAVE ANY OTHER COMMENTS?

Weakness - We are part of a metropolitan area, need better cooperative agreements

- Need better reciprocal borrowing through inter-cooperation among local cities
- Need region-wide use

The library needs to expand outside the walls

Attendees:

Gary Jackson, City Manager
Mark Ott, Assistant City Manager
Joe Paniagua, Assistant City Manager
Gleniece Robinson, Library Director
Anthony Snipes, Assistant to City Manager
Marisol Trevizo, Assistant to the City Manager
Libby Watson, Assistant City Manager