



Community & Intergovernmental Relations Committee Agenda

Wednesday, January 21, 2026
9:00 AM

City Hall - 141 W. Renfro
Burleson, TX 76028

1. CALL TO ORDER

2. CITIZENS APPERANCES

Each person in attendance who desires to speak to the Committee on an item NOT posted on the agenda, shall speak during this section. A speaker card must be filled out and turned in to the City Secretary prior to addressing the Committee. Each speaker will be allowed three minutes to speak.

Each person in attendance who desires to speak on an item posted on the agenda shall speak when the item is called forward for consideration.

3. GENERAL

A. Consider and take possible action on the minutes from the August 13, 2025 Community & Intergovernmental Relations committee meeting. (*Staff Contact: Monica Solko, Deputy City Secretary*)

4. REPORTS AND PRESENTATIONS

A. Receive a report, hold a discussion and provide recommendations to the city council on the appointments to fill mid-year vacancies on various City of Burleson Boards, Commissions, and Committees for FY2025-Y2026. (*Staff Contact: Lisandra Leal, Assistant City Secretary*)

B. Receive a report, hold a discussion and provide recommendations to the city council on a five-year contract with CivicPlus to purchase their SeeClickFix software through a cooperative purchase agreement with TIPS in the amount of \$163,333.34. (*Staff Contact: Hugo Rodriguez, Deputy Chief Technology Officer*)

5. REQUESTS FOR FUTURE AGENDA ITEMS AND REPORTS

6. RECESS INTO EXECUTIVE SESSION

In accordance with Chapter 551 of the Texas Government Code, the Committee may convene in Executive Session in the City Council Workroom in City Hall to conduct a closed meeting to discuss any item listed on this Agenda.

Pending or contemplated litigation or to seek the advice of the City Attorney pursuant to Section 551.071, Texas Government Code

7. ADJOURN

Staff Contact
Tony McIlwain

Director of Development Services
817-426-9684

CERTIFICATE

I hereby certify that the above agenda was posted on this the 8th of January 2026, by 5:00 p.m., on the official bulletin board at the Burleson City Hall, 141 W. Renfro, Burleson, Texas.



Amanda Campos

City Secretary

BUDGET STATEMENT

Pursuant to Section 551.043, Government Code, the following taxpayer impact statement must be on the City Council meeting agenda at which the City Council will discuss or adopt a budget for the City of Burleson: For a median-valued homestead property (\$306,724), the City's portion of the property tax bill in dollars for the current fiscal year (FY24-25) is \$2,032.66, the City's portion of the property tax bill for the upcoming fiscal year (FY25-26) for the same property if the proposed budget is adopted is estimated to be \$2,213.93, and the City's portion of the property tax bill in dollars for the upcoming fiscal year (FY25-26) for the same property if a budget funded at the no-new-revenue rate under Chapter 26, Tax Code, is adopted is estimated to be \$2,021.62.

ACCESSIBILITY STATEMENT

The Burleson City Hall is wheelchair accessible. The entry ramp is located in the front of the building, accessible from Warren St. Accessible parking spaces are also available in the Warren St. parking lot. Sign interpretative services for meetings must be made 48 hours in advance of the meeting. Call the A.D.A. Coordinator at 817-426-9600, or TDD 1-800-735-2989.

Community & Intergovernmental Relations

DEPARTMENT: City Secretary's Office

FROM: Monica Solko, Deputy City Secretary

MEETING: January 21, 2026

SUBJECT:

Consider and take possible action on the minutes from the August 13, 2025 Community & Intergovernmental Relations committee meeting. (Staff Contact: Monica Solko, Deputy City Secretary)

STRATEGIC PRIORITY AND GOAL(S):

Strategic Priority	Strategic Goal
 High Performing City Organization Providing Exceptional, People Focused Services	Goal #3: Deliver high-quality service and communications to external and internal customers by providing outstanding customer experience, communication and community engagement; regularly seeking feedback from citizens and employees through surveys, public forums and other outreach methods; and offering convenient methods for conducting business and communicating with the city.

SUMMARY:

The Community & Intergovernmental Relations committee duly and legally met on August 13, 2025 for a regular meeting.

RECOMMENDATION:

Committee may approve the minutes as presented or approve with amendments.

PRIOR ACTION/INPUT (Council, Boards, Citizens):

N/A

REFERENCE:

N/A

FISCAL IMPACT:

N/A

STAFF CONTACT:

Monica Solko, TRMC
Deputy City Secretary
msolko@burlesontx.com
817-426-9682

Item A.

COUNCIL COMMITTEE
COMMUNITY & INTERGOVERNMENTAL RELATIONS
AUGUST 13, 2025
DRAFT MINUTES

Council present:

Victoria Johnson, Chair
Chris Fletcher
Phil Anderson

Council Absent:

Staff

Harlan Jefferson, Deputy City Manager
Amanda Campos, City Secretary
Monica Solko, Deputy City Secretary
Lisandra Leal, Assistant City Secretary
Matt Ribitzki, Deputy City Attorney

1. CALL TO ORDER – Time: 9:00 A.M.

Chair Victoria Johnson called the meeting to order. **Time: 9:03 a.m.**

2. CITIZEN APPEARANCES

- None.

3. GENERAL

A. Consider and take possible action on minutes from April 22, 2025, Community & Intergovernmental Relations Committee meeting. (Staff Presenter: Monica Solko, Deputy City Secretary)

Motion made by Chris Fletcher and seconded by Phil Anderson to approve.

Motion passed 3-0.

B. Consider and take possible action to recommend appointments to various City of Burleson Boards/Commission/Committee for full term and vacancies (Staff Contact: Lisandra Leal, Assistant City Secretary)

Lisandra Leal, Assistant City Secretary, presented appointments of various boards and commissions to the committee.

The committee reviewed and discussed the appointments and reappointments for each board and commission.

Advisory Committee on People with Disabilities			
Place	Members	Appt.	Term
1 (Ord. Sec 2-36c)	Tina Michael	Appoint	
3 (Ord. Sec. 2-36c)	Jason Hollins	Reappoint	2025-2028

4 (Ord. Sec. 2-36c)	Peggy Corino	Partial	2025-2026
5	Queyanna K. Smith	Appoint	2025-2028
7	Melissa Addyman	Appoint	2025-2028
9 (Youth – non student voting member)	Steven McAnnally	Appoint	2025-2026

Item A.

Animal Shelter Advisory Committee			
Place	Members	Appt.	Term
Place 1 Licensed Veterinarian	Dr. Ryan Kamp	Reappoint	2025-2028
3	Brianna Wilson	Appoint	2025-2028
4 (Youth – non student voting member)	Heathor Barker	Appoint	2025-2026
7 (Daily Duties, Non-voting Member)	Kim Peckler	Reappoint	2025-2028
9	Lisa Chick	Reappoint	2025-2025
11	Dena Hooley	Reappoint	2025-2028

Capital Improvement Program Advisory Committee			
Place	Members	Appt.	Term
1	Hope Baker	Appoint	2025-2028
3	Martin Scott	Reappoint	2025-2028
5	Michael Humphries	Reappoint	2025-2028
7 – Real Estate	Roxanne Ancy	Reappoint	2025-2028
9 (ETJ/Real Estate)	Trent Baker	Reappoint	2025-2028

Library Board			
Place	Members	Appt.	Term
1	Beverly Gatlin	Appoint	2025-2028
2 (Youth)	Madison Kahan	Reappoint	2025-2026
3	David N. Davison	Reappoint	2025-2028
5	Claire Coggin	Reappoint	2025-2028
7	Christian Valdez	Appoint	2025-2028
9	Charlottee Vandervroot	Reappoint	2025-2028

Old Town Design Standards Review Committee			
Place	Members	Appt.	Term
1 – Heritage President	Neal Jones	Reappoint	2025-2028
2 (Youth)	Jessica Shrauner	Reappoint	2025-2026
3	Mary Slaney	Reappoint	2025-2028
5	Justin Cannon	Appoint	2025-2028
7	Tim Spears	Reappoint	2025-2028
9	Marsha Bloxom	Reappoint	2025-2028

Park and Recreation Board			
Place	Members	Appt.	Term
1	Shannon Sutter	Reappoint	2025-2028
2 (Youth)	Addison Oscarson	Reappoint	2025-2026

3	Miguel Angel Sanchez	Reappoint	2025-2028
5	Lindsey Cobb	Reappoint	2025-2028
7	Matthew Quinn	Reappoint	2025-2028
9	Ashli Logan	Reappoint	2025-2028

Planning and Zoning Commission

Place	Members	Appt.	Term
1	David Hadley	Reappoint	2025-2028
3	Cynthia Plonien	Appoint	2025-2028
5	Sarah Elizabeth Lythner	Appoint	2025-2028
7	Clint Faram	Reappoint	2025-2028
8 (Youth ex-officio)	Bobby Reading	Reappoint	2025-2026
9	Brandon Crisp	Reappoint	2025-2028

Public Spaces and Cultural Heritage Board

Place	Members	Appt.	Term
1	Jennifer Kleiber	Appoint	2025-2028
2	John Weeks	Partial	2024-2027
3	Jamie Ibarra	Appoint	2025-2028
4 – Youth (non student voting member)	Joy Larabell	Appoint	2025-2026
5	Robert Slaney	Appoint	2025-2028
6	Vanessa Shimek	Partial	2024-2027
7	Laurene Davison	Appoint	2025-2028
8	Steve Ann Richie	Partial	2024-2027
9	Brooke Clifton	Appoint	2025-2028

Zoning Board of Adjustment

Place	Members	Appt.	Term
1	Lindsay French	Appoint	2025-2028
3	Jessica Lowe	Appoint	2025-2028
4	Shenee Simon	Partial	2024-2027
5	James Chandler	Reappoint	2025-2028
7	Chris Valteria	Appoint	2025-2028
9	Jennifer Kleiber	Appoint	2025-2028

Burleson Type A Community Economic Development Corporation

Place	Members	Appt.	Term
1	Larry Scott	Reappoint	2025-2028
2	Phil Anderson	Reappoint	2025-2028
3	Dan McClendon	Reappoint	2025-2028

Burleson Type B Community Service Corporation

Place	Members	Appt.	Term
1	Phil Anderson	Reappoint	2025-2027
2	Chris Fletcher	Reappoint	2025-2027
3	Victoria Johnson	Reappoint	2025-2027
5	Anthony Cognasi	Partial	2024-2026
6 – At Large	Joy Larabell	Reappoint	2025-2027
7 – At Large	James Luckie	Reappoint	2025-2027

The committee requested staff to bring an item forward for the consideration of the full council.

Item A.

4. BOARD REQUESTS FOR FUTURE ITEMS OR REPORTS

- Create a guideline for Public Spaces (mural, funding sources (hot mot).

5. RECESS INTO EXECUTIVE SESSION

In accordance with Chapter 551 of the Texas Government Code, the Committee may convene in Executive Session in the City Council Workroom at City Hall to conduct a closed meeting to discuss any item listed on this agenda.

A. Pending or Contemplated Litigation or to Seek the Advice of the City Attorney Pursuant to Section 551.071

- No executive session needed.

6. ADJOURN

There being no further business, Chair Victoria Johnson adjourned the meeting.

Time: 10:16 a.m.

Monica Solko
Deputy City Secretary

Community & Intergovernmental Relations

DEPARTMENT: City Secretary's Office

FROM: Lisandra Leal, Assistant City Secretary

MEETING: January 21, 2026

SUBJECT:

Receive a report, hold a discussion and provide recommendations to the city council on the appointments to fill mid-year vacancies on various City of Burleson Boards, Commissions, and Committees for FY2025-Y2026. (Staff Contact: Lisandra Leal, Assistant City Secretary)

STRATEGIC PRIORITY AND GOAL(S):

Strategic Priority
 Great Place to Live through Expanded Quality of Life Amenities

SUMMARY:

On September 15, 2025, the City Council approved a minute order for the appointment and reappointment of members to various boards, commissions, and committees for the October 1, 2025 – September 30, 2028 term. Since then, some members have submitted resignations, creating mid-year vacancies.

RECOMMENDATION:

Recommend new appointments to City Council to fill the current vacancies.

PRIOR ACTION/INPUT (Council, Boards, Citizens):

On August 13, 2025, the Community & Intergovernmental Relations committee met to review vacancies and recommend appointments for City Council to consider at the September 15, 2025, meeting.

REFERENCE:

Insert CSO# 5901-09-2025

FISCAL IMPACT:

N/A

STAFF CONTACT:

Lisandra Leal
Assistant City Secretary
lleal@burlesontx.com
817-426-9687



Boards & Commissions

Mid-Year Vacancies

PRESENTED TO THE COMMUNITY & INTERGOVERNMENTAL RELATIONS COMMITTEE – JANUARY 21, 2026

LISANDRA LEAL, ASSISTANT CITY SECRETARY

Purpose

- Review mid-year vacancies on City boards, commissions, and committees
- Review applications received
- Provide recommendations to City Council for approval



Why Mid-Year Appointments?



Item A.

- Vacancies occurred due to board member resignations
- As of January 1, 2026, there are eight vacancies across various boards, commissions, and committees
- Vacant positions were advertised on social media December 3, 2025



Vacant Positions

Board	Place	Term
Advisory Committee on People with Disabilities	Place 2 - ord. sec 2-36c	2024 – 2027
Capital Improvement Program Advisory Committee	Place 5	2025 – 2028
Park and Recreation Board	Place 5	2025 – 2028
Public Spaces & Cultural Heritage Board	Place 5	2025 – 2028
Public Spaces & Cultural Heritage Board	Place 7	2025 – 2028
Public Spaces & Cultural Heritage Board	Place 9	2025 – 2028
Zoning Board of Adjustment	Place 5	2025 – 2028
Zoning Board of Adjustment	Place 9	2025 – 2028

Questions / Comments

Community & Intergovernmental Relations

DEPARTMENT: Information Technology

FROM: Hugo Rodriguez, Deputy Chief Technology Officer

MEETING: January 21, 2026

SUBJECT:

Receive a report, hold a discussion and provide recommendations to the city council on a five-year contract with CivicPlus to purchase their SeeClickFix software through a cooperative purchase agreement with TIPS in the amount of \$163,333.34. (*Staff Contact: Hugo Rodriguez, Deputy Chief Technology Officer*)

STRATEGIC PRIORITY AND GOAL(S):

Strategic Focus Area 1	Strategic Goal
 <p>High Performing City Organization Providing Exceptional, People Focused Services</p>	1.2 Continue to improve the efficiency and productivity of operations

SUMMARY:

The transition from Salesforce/Incapsulate to CivicPlus SeeClickFix is recommended due to substantial financial, operational, and service-delivery benefits. The City's current Salesforce contract totals \$766,491.60 over five years and carries a remaining cost obligation of \$306,596.64 for the final two years. SeeClickFix, by comparison, provides the same service-request and customer-engagement capabilities at a total five-year cost of \$163,333.34, resulting in significant long-term savings.

In addition to the financial advantage, SeeClickFix is a purpose-built municipal service request platform widely adopted by cities across the country. The system offers simplified workflows, improved routing of service tickets, mobile-friendly reporting tools, real-time map visualizations, and automated communication updates for residents, improving operational efficiency and enhancing customer satisfaction.

SeeClickFix also includes native interfaces into the City's existing work order and permitting systems, reducing development time and enabling seamless integration across departments.

The platform includes unlimited user licensing, allowing for true citywide adoption without additional per-user costs.

Operationally, SeeClickFix provides a streamlined configuration process and a significantly faster implementation timeline compared to the complexities of customizing Salesforce. This reduces staff burden, eliminates reliance on extensive consulting work, and accelerates adoption across all departments.

The transition will include the termination of the current Salesforce contract as part of the project plan, along with public outreach efforts to ensure residents are aware of the new platform, its features, and how to report issues or request services.

Procurement through the TIPS cooperative contract provides compliant, competitive pricing and expedites the acquisition process, aligning with the City's purchasing guidelines. The cost of the SeeClickFix implementation will be fully covered under the current budget amount allocated for Salesforce and will remain under budget.

PROCUREMENT METHOD:

This purchase is being made through the Interlocal Purchasing System (TIPS), contract number #220105, in accordance with Texas Local Government Code Chapter 271, Subchapter F. Cooperative contracts are competitively solicited on behalf of multiple governmental entities, and the City may utilize these contracts to achieve cost savings and efficiency. Staff has confirmed that the cooperative contract was procured in compliance with applicable requirements. In addition, staff compared against available DIR contracts for CRM solutions (DIR-CPO-5687) and existing rates charged by the current vendor, and concluded that the recommended vendor offers the most competitive pricing available to the City.

RECOMMENDATION:

Staff recommends approval as presented.

PRIOR ACTION/INPUT (Council, Boards, Citizens):

N/A

FISCAL IMPACT:

Proposed Expenditure/Revenue: \$163,333.34

Fund: Support Services Fund

Account Number(s): 6108001-63506

Account Description: Computer Software M & R

STAFF CONTACT:

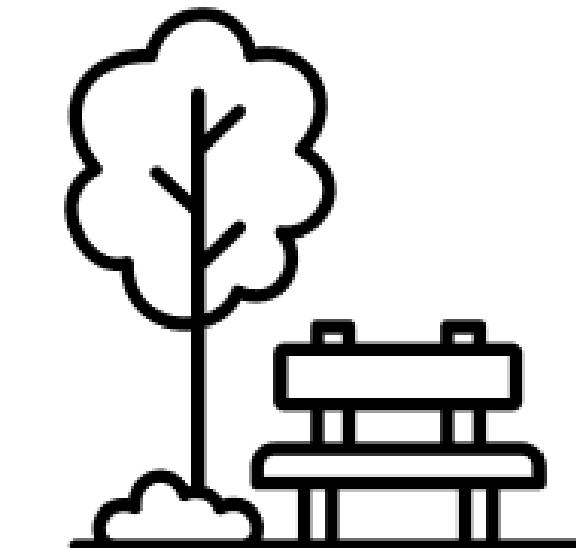
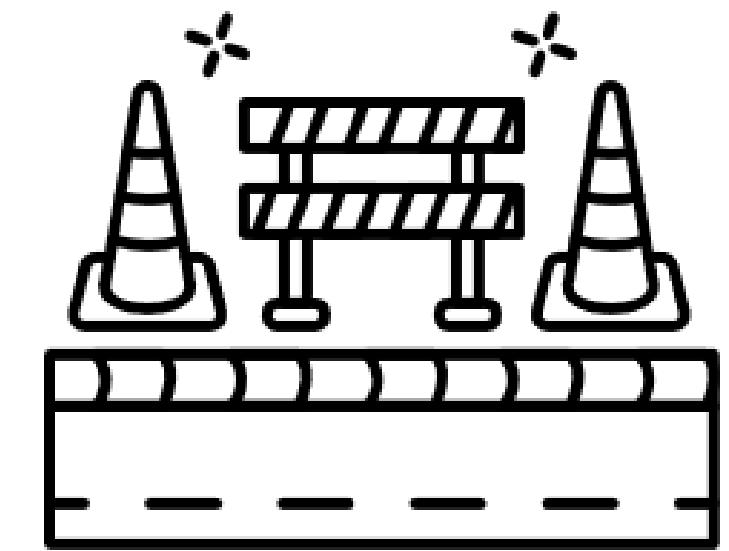
Hugo Rodriguez

Deputy Chief Technology Officer

hrodriguez@burlesontx.com

682-312-2766

CIVICPLUS SEECLICKFIX



Background

- In 2022, the City entered into a five-year contract with Salesforce and Accenture to implement and support the City's 311 service request platform.
- The system was intended to centralize resident service requests, improve transparency, and streamline departmental workflows.
- Over time, the implementation challenges, high customization requirements, and ongoing consulting costs have impacted efficiency and increased overall cost of ownership.
- System modifications and improvements have been significantly impacted due to the level of customization required.

Background Cont.

- As part of BTX-IT's continuous improvement efforts, staff evaluated alternative solutions to strengthen the City's 311 operations.
- SeeClickFix was identified as a stronger platform due to its purpose-built municipal design and ease of use.
- Offers native integrations with the City's work order and permitting systems, improving internal workflows.
- Provides unlimited user licensing, allowing true citywide adoption without added cost.
- Delivers faster implementation, reduced reliance on consultants, and minimal customization needs.

Category	Salesforce / Accenture	SeeClickFix (CivicPlus)
Total 5-Year Cost	\$766,491.60	\$163,333.34
Annual Cost	\$153,298.32	Year 1: \$23,333.34 Years 2–5: \$35,000.00
Remaining Contract Cost (2 Years)	\$306,596.64	N/A
Licensing Model	20 Licenses	Unlimited users citywide
Integration Requirements	Heavy customization; costly	Native interfaces with work order + permitting systems

- Purpose-Built for Municipal 311
 - Designed specifically for cities, reducing complexity and improving usability for staff and residents.
- Native System Integrations
 - Connects directly to the City's existing work order and permitting systems, improving workflow efficiency and reducing manual steps.
- Unlimited User Licensing
 - Enables full citywide adoption without additional per-user fees.
- Significantly Lower Cost
 - Five-year total cost of \$163,333.34, compared to \$766,491.60 for Salesforce/Accenture.
- Faster Implementation & Reduced Complexity
 - Minimal customization required—allowing for quicker deployment and simplified long-term maintenance.

- Contract Termination
 - Remaining Salesforce/Accenture contract will be formally closed out as part of the transition strategy.
- Implementation & Configuration
 - BTX-IT will configure SeeClickFix using native integrations with the City's work order and permitting systems for a seamless rollout.
- Department Onboarding
 - All departments will receive training and onboarding under the unlimited user model, enabling full citywide adoption.
- Public Outreach & Resident Education
 - A communication campaign will introduce residents to the new platform, including how to report issues and track requests.

Transition Plan

JANUARY FEBRUARY MARCH APRIL MAY JUNE JULY AUGUST SEPTEMBER

COMMITTEE & COUNCIL
PRESENTATION

*CONTRACT SIGN OFF

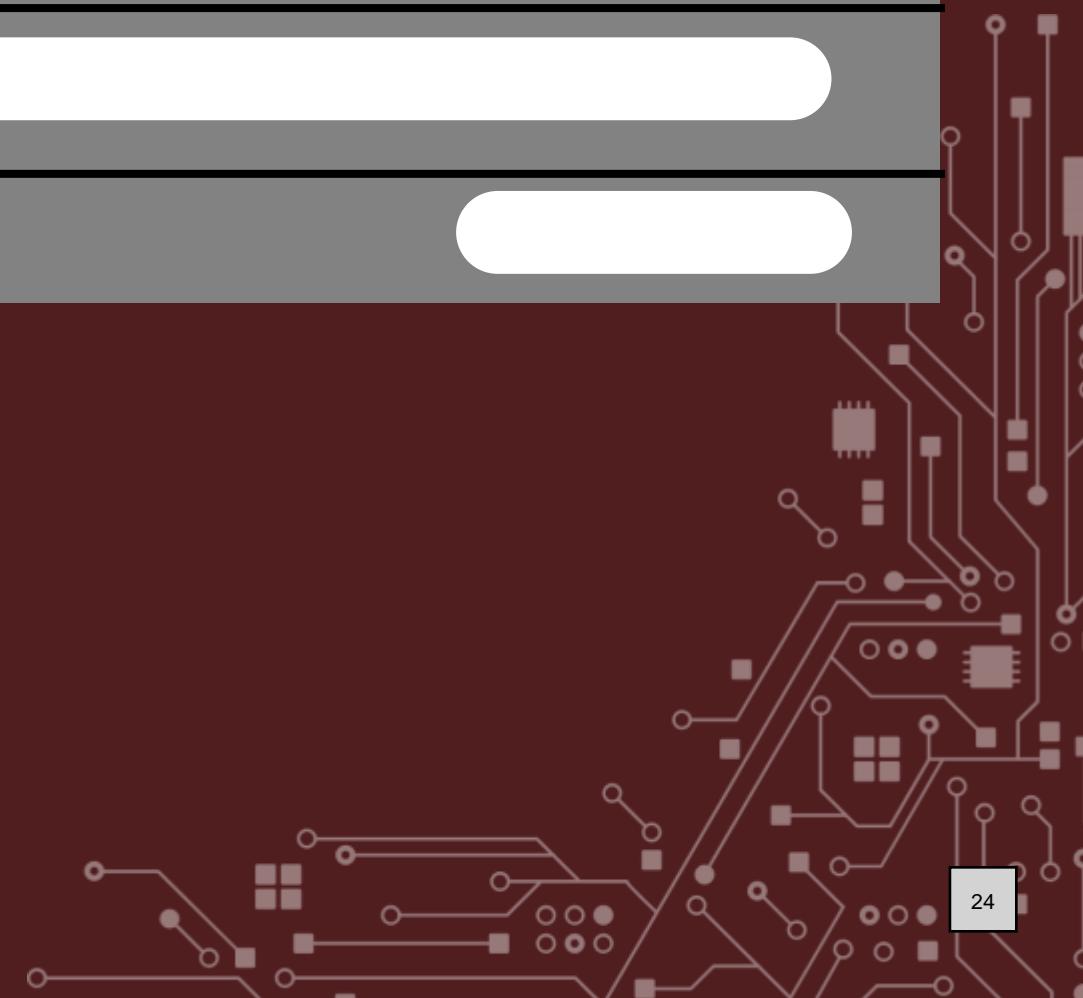
*TERMINATION NOTICE &
CANCELLATION OF
CONTRACT

SEECLICKFIX
IMPLEMENTATION

PUBLIC OUTREACH

GO-LIVE

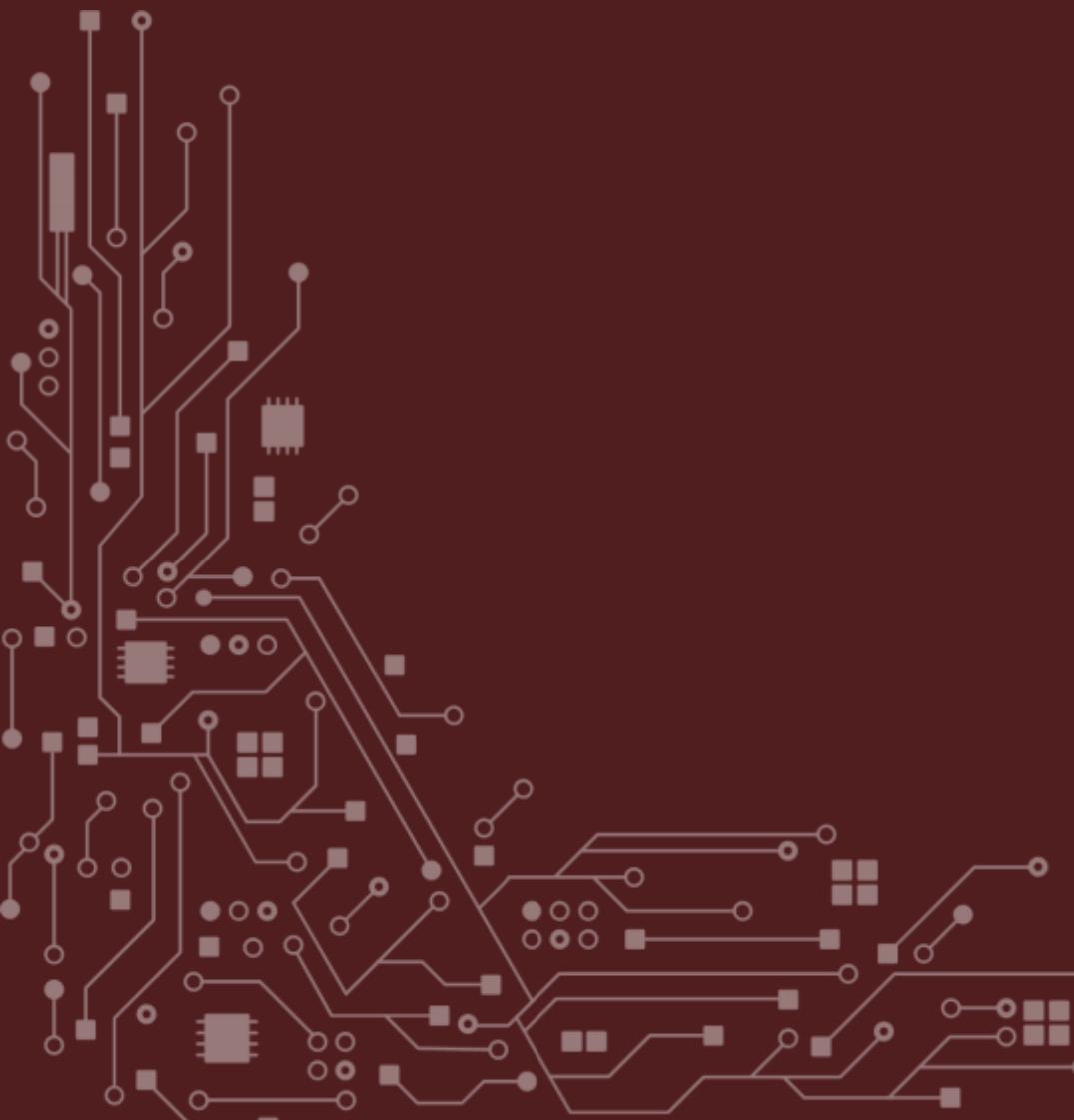
*SUBJECT TO COUNCIL APPROVAL

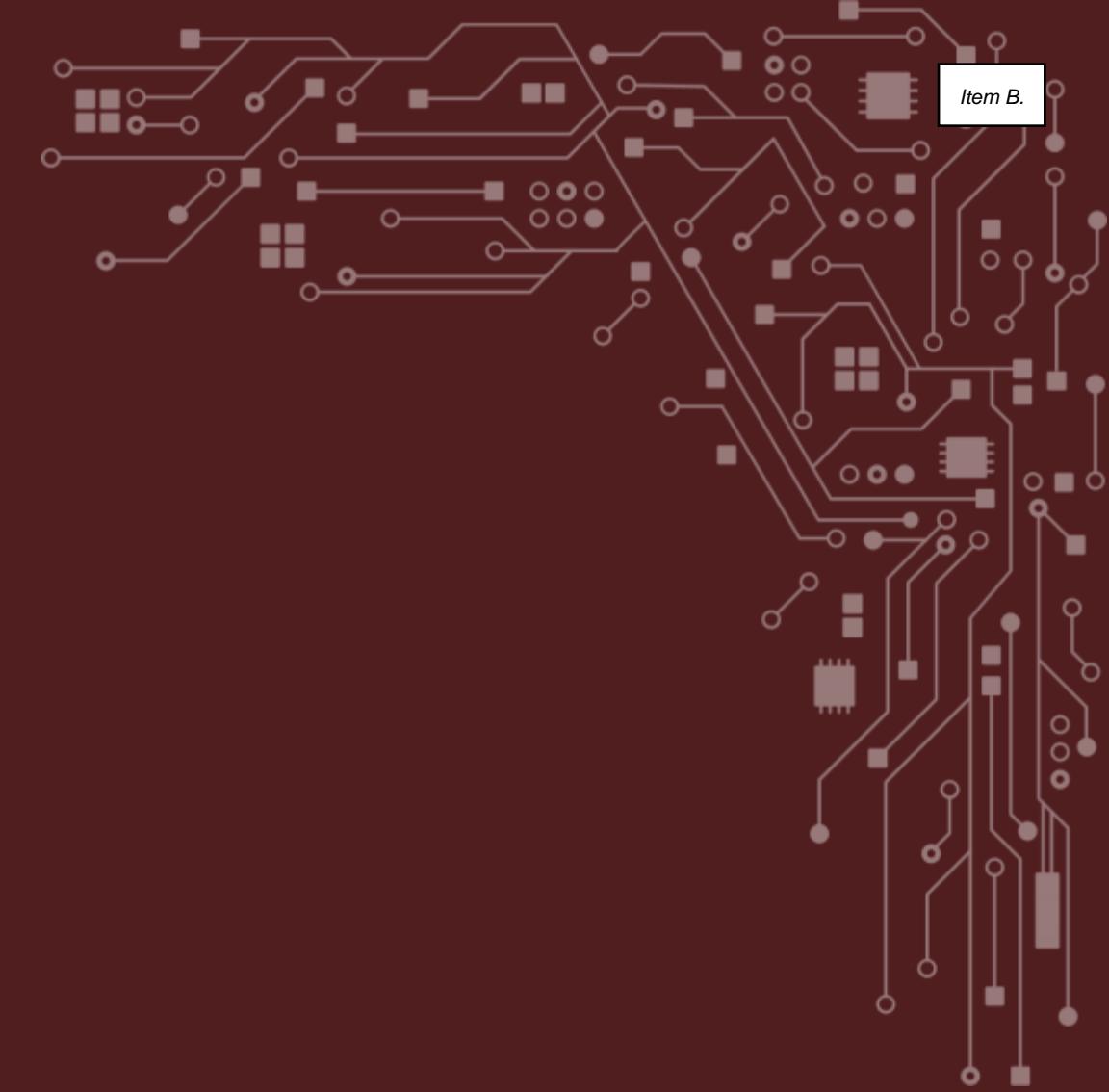


- Cooperative Purchasing Compliance
 - SeeClickFix will be procured through the TIPS cooperative contract, ensuring competitive pricing and compliance with City purchasing requirements.
- Cost Coverage
 - All implementation and subscription costs will be fully covered under the current budget allocation for Salesforce, requiring no additional funding.



Approval of a five-year contract with CivicPlus to purchase their SeeClickFix software through a cooperative purchase agreement with TIPS in the amount of \$163,333.34.






CivicPlus

302 South 4th St. Suite 500
Manhattan, KS 66502
US

Statement of Work

Q-110416-1

10/24/2025 4:21 PM

1/30/2026

Quote #:**Date:****Expires On:**
Client:

City of Burleson, TX

Bill To:

BURLESON CITY, TEXAS

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Amanda Parr	7853231544	amanda.parr@civicplus.com		Net 30

311 CRM SeeClickFix

QTY	PRODUCT NAME	DESCRIPTION
1.00	SeeClickFix 311 CRM Request	Unlimited gov user licenses for service request and constituent management tool to intake resident submission. Assign requests internally, resolve issues and measure request performance.
1.00	SeeClickFix 311 CRM Marketplace App	Branded marketplace mobile app to expand SeeClickFix 311 CRM Request or Pro modules. Requires customer to stay up to date with Google and Apple requirements.
1.00	SeeClickFix 311 CRM Connector for OpenGov Asset Management	SeeClickFix 311 CRM hosted integration with OpenGov Asset Management (Cartograph OMS). Requires access to Cartograph API.
1.00	SeeClickFix 311 CRM Organization API	License for access to the private SeeClickFix 311 CRM Organizational API. This does not include custom development or consultation services.
1.00	SeeClickFix 311 CRM Connector for CentralSquare Community Development	SeeClickFix 311 CRM hosted integration with CentralSquare Community Development (TRAKiT) CRM module. Requires iTRAKiT API.
1.00	SeeClickFix 311 CRM Connector for ArcGIS (1-way)	One-way integration to a Feature Service within ArcGIS to display your SeeClickFix 311 CRM service request data in internal reports, public maps and Open Data Portals
1.00	Request Import	Import of up to 25,000 requests, includes one batch import to resolve errors, a second import on test environment, and a final import in production. Data must adhere to SCF specifications. Additional batch imports after these 3 will incur additional cost.

Initial Term	2/15/2026 - 10/14/2030, Renewal Term 10/15 each calendar year
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Initial Term Invoice Schedule		Year One Annual Total invoiced on 2/15/2026. Year Two Annual Total invoiced on 10/15/2026. Year Three Annual total invoiced on 10/15/2027. Year Four Annual total invoiced on 10/15/2028. Year Five Annual total invoiced on 10/15/2029.	
	Annual Subscription	One Time Fees	Annual Total
Year One	USD 23,333.34	USD 0.00	USD 23,333.34
Year Two	USD 35,000.00		USD 35,000.00
Year Three	USD 35,000.00		USD 35,000.00
Year Four	USD 35,000.00		USD 35,000.00
Year Five	USD 35,000.00		USD 35,000.00
Subtotal		USD 163,333.34	
Annual Recurring Services Starting Year 6		USD 36,750.00	
Renewal Procedure		Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date	
Annual Uplift		5% to be applied in year 6	

This Statement of Work ("SOW") and the Interlocal Purchasing System Contract # 220105 ("TIPS Contract # 220105") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement and the applicable Solution and Services terms and conditions located at <https://www.civicplus.help/hc/en-us/p/legal-stuff> (collectively, the "Binding Terms"). By signing this SOW, Client expressly agrees to the terms and conditions of the Binding Terms throughout the term of this SOW.

Please note that this document is a SOW and not an invoice. Upon signing and submitting this SOW, Client will receive the applicable invoice according to the terms of the invoicing schedule outlined herein.

Client may issue purchase orders for its internal, administrative use only, and not to impose any contractual terms. Any terms contained in any such purchase orders issued by the Client are considered null and will not alter the Binding Terms, the Agreement or this SOW.

Acceptance of Quote # Q-110416-1

The undersigned acknowledges having read, understood, and agreed to be bound by the binding terms and conditions incorporated into this SOW. This SOW shall become effective as of the date of the last signature below ("Effective Date").

For CivicPlus Billing Information, please visit <https://www.civicplus.com/verify/>

Authorized Client Signature

By (please sign):

Printed Name:

Title:

Date:

Organization Legal Name:

Billing Contact:

Title:

Billing Phone Number:

Billing Email:

Billing Address:

Mailing Address: (If different from above)

PO Number: (Info needed on Invoice (PO or Job#) if required)

CivicPlus

By (please sign):



Printed Name:

Amy Vikander

Title:

Senior VP of Customer Success

Date:

11/10/2025