CITY COUNCIL CALLED SPECIAL SESSION
COMMUNITY LEADER RETREAT
MINUTES
DECEMBER 5, 2020

PRESENT:

Dr. Larry Wallace Jr., Mayor

COUNCIL MEMBERS:

Emily Hill, Place 1 (Absent)
Anne Weir, Place 2
Dr. Christopher Harvey, Place 3 (Arrived at 9:45 a.m.)
Sonia Wallace, Place 4
Deja Hill, Mayor Pro Tem, Place 5
Gene Kruppa, Place 6 (Absent)

CITY STAFF:

Thomas Bolt, City Manager
Lluvia T. Almaraz, City Secretary
Ryan Phipps, Chief of Police
Lydia Collins, Director of Finance
Tracey Vasquez, HR Manager
Debbie Charbonneau, Heritage and Tourism Manager
Scott Dunlop, Assistant Development Services Director
Michael Tuley, Director of Public Works
Heath Ferguson, IT Manager

FACILITATOR:

Alysia A. Cook, PCED, IOM
Opportunity Strategies LLC

Draft Minutes

SPECIAL SESSION – 9:00 A.M.

With a quorum of the Council Members present, the special session of the Manor City Council was called to order by Mayor Wallace Jr. at 9:00 a.m. on Saturday, December 5, 2020, at 410 W. 7th Street, The Gym (Room 106), Taylor, TX 76574.

PLEDGE OF ALLEGIANCE

Mayor Wallace Jr. led the Pledge of Allegiance.

City Manager Bolt welcomed everyone and introduced Alysia A. Cook, Facilitator for Opportunity Strategies LLC.

Ms. Cook introduced herself and discussed the attached Power Point Presentation regarding Ethics in Public Service.

At the request of City Manager Bolt, Department Introductions and the attached PowerPoint Presentations were made for the following departments.

- *City Manager's Office - Thomas Bolt, City Manager*
- *Office of the City Secretary - Lluvia T. Almaraz, TRMC City Secretary*
- *Police - Ryan Phipps, Chief of Police*
- *Finance / Court - Lydia Collins, Director of Finance*
- *Human Resources - Tracey Vasquez, HR Manager*
- *Community Development Services - Debbie Charbonneau, Heritage and Tourism Manager*
- *Development Services - Scott Dunlop, Asst. Development Services Director*
- *Public Works - Michael Tuley, Director of Public Works*
- *IT - Heath Ferguson, IT Manager*

Mayor Wallace Jr. requested for City Council to email him their top one priority for the City & how they can work together to serve the citizens of Manor.

There was no action taken.

ADJOURNMENT

The Special Session of the Manor City Council Adjourned at 3:00 p.m. on Saturday, December 5, 2020.

These minutes approved by the Manor City Council on the 16th day of December 2020.

Draft Minutes

APPROVED:

_____
Dr. Larry Wallace Jr.
Mayor

ATTEST:

_____
Lluvia T. Almaraz, TRMC
City Secretary

Draft Minutes

Ethics & Integrity Workshop

City of Manor – Community Leaders Retreat
December 5, 2020

Opportunity Strategies

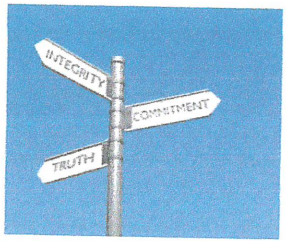
What exactly is Ethics?

- Laws?
- Morals?
- Discipline?
- Judgment?
- Honesty?
- Social Norms?
- Beliefs?
- Goodness?
- Manners?
- Integrity?
- Honor?

"Ethics is knowing the difference between what you have a right to do and what is right to do." ~Potter Stewart

Opportunity Strategies

Can Ethics Be Taught?



Opportunity Strategies

Your Ethics

- Conduct above reproach
- Are there differences in your "personal" ethics and your "professional" ethics?
- Which Core Values or Guiding Principles guide your behavior?
- Doing the right thing, regardless of personal loss/cost/pain
- Doing the right thing, even when no one is there

Opportunity Strategies

Core Values/Guiding Principles

- Honesty
- Transparency
- Fair pricing/Fairness
- Stewardship
- Customer Service
- Diversity/Inclusion
- Respect
- Golden Rule
- Fun
- Confidentiality
- Quality
- Commitment
- Consistency
- Safety

Opportunity Strategies

The 6 C's of Ethical Public Service

- Confidentiality
- Communicating Truthfully
- Conflicts of Interest
- Conduct
- Commitment
- Coalitions

Opportunity Strategies

Confidentiality

- City Confidentiality Expectations Unique
- Specific steps to uphold confidentiality?
- Are you 100% compliant?

- With whom can you share confidential City information?
- Loose lips really do sink ships
- Good relationship building = More trust

Opportunity Strategies

Communicating Truthfully

- Meaning?
- How do you detect communications lacking truth?
- Transparency
- Omissions
- Implying without specific details
- Purposefully vague
- Townhall Meetings/Public Hearings

Opportunity Strategies

Communicating Truthfully

- Ever exaggerated just a tiny bit on a resume?
- Ever overstated the value of something you sold?
- Ever understated the drawbacks?
- Ever called in sick when you really took a personal day?
- Ever took a tax deduction you didn't earn?
- Ever implied anything false about your job?

Even these "little white lies" reveal a willingness to be deceptive or dishonest...a slippery slope.

Opportunity Strategies

Communicating Truthfully

- How do you ensure truthful communications?
- How does Transparency play into truthful communications?
  - Sharing with others what you know
  - Not withholding information
  - Making all information available

"The overriding principle is that all marketing communication should be legal, decent, honest, and truthful." ~International Code of Advertising & Marketing Practice

Opportunity Strategies

Conflicts of Interest

- What is a conflict of interest?
- Perceived conflict of interest?
- How do you recognize a conflict of interest?
- Recusing yourself
- You do the right thing, regardless of personal loss/cost/pain
- Avoid discussions of boycotts, blacklisting, or any restraint of trade

Opportunity Strategies

Conduct

- Your reputation and the City of Manor's reputation are inextricably linked
- Everything you do & say should be becoming of an official representative of the City of Manor
- Above reproach at all times
- If you pause to ask "is this okay to say or do?" the answer is NO
- Headline Test

Opportunity Strategies

Commitment

- Commit to the doing your best
- Participate in the Strategic Planning Process
- Don't overcommit
- Publish your goals
- Use Strategic Plan regularly/living document
- Commitment to the citizens of Manor
- Honorable steward of taxpayer dollars

Opportunity Strategies

Coalitions

- Local Partners
- Regional Partners
- State Partners
- Federal Partners
- Education Partners
- Workforce Partners
- Nonprofit Partners

Opportunity Strategies

The Four Agreements by Don Miguel Ruiz

1. Be Impeccable with Your Word
2. Don't Take Anything Personally
3. Don't Make Assumptions
4. Always Do Your Best

Opportunity Strategies

1. Be Impeccable With Your Word

- Speak with integrity
- Say only what you mean
- Avoid using words to speak against yourself and avoid putting yourself down
- Don't use excuses or blame others
- Avoid using words to speak against others and engaging in gossip
- Use the power of your word for encouragement

Opportunity Strategies

2. Don't Take Anything Personally

- When people are critical, it is about them, not you
- You make it about you when you get offended
- Negative results: conflict, distract from purpose
- Refusing to take it personally takes away their power over you

Opportunity Strategies

3. Don't Make Assumptions

- Find the courage to ask questions
- Express what you really mean/want/intend
- Speak with clarity to avoid misunderstandings and drama
- Our brains are wired to fill in gaps – active listening

Opportunity Strategies

4. Always Do Your Best

- Your best changes depending on state
- You'll never regret doing your best
- Pushing too hard is not your best
- How do you know when you've done your best?

Opportunity Strategies

Integrity

- Is arriving prepared and on time at council/committee meetings & other events a reflection of your integrity?
- Do others notice when you don't attend or arrive late/leave early?
- Do you notice when others in your life don't fulfill commitments?

Opportunity Strategies

5 Ways to Think Ethically

- Does my behavior promote the greatest good?
- Is this a legitimate/legal right or human right?
- Are all the parties being treated fairly?
- Are these recognized virtues?
- Does this action serve the common good?

Source: IEDC

Opportunity Strategies

5 Ethical Tests for City Leaders

- Is this legal?
- Is it within the spirit of the law?
- Does it fit within the City's rules and regulations?
- Does it match our Core Values?
- Would the most ethical person I know do this?

Source: IEDC

Opportunity Strategies

Ethics

- Who is the most ethical person you know?
- Why do you identify them as such?

Opportunity Strategies

Why Unethical Behaviors?

- Pressure to perform/unrealistic goals
- Not knowing/Not understanding
- Peer pressure
- Personal/financial gain
- Conflicting loyalties
- Unable to "see around corners" (think: teenagers)
- Not knowing the ABCs:

  Attitude + Behavior = Consequences

Opportunity Strategies

Discussion

- Is there justification for "situational" ethics?
- When and under what circumstances?

Opportunity Strategies

What is Your Highest Aspiration?

- Honesty
- Wealth
- Fame
- Knowledge
- Re-election
- Recognition
- Integrity
- Power
- Philanthropy
- Popularity

Opportunity Strategies

Integrity

Integrity makes people trust you
Lack of integrity makes people not trust you

Long time to earn
Split second to destroy

Opportunity Strategies

Integrity

"In looking for people to hire, look for three qualities: integrity, intelligence, and energy. And if they don't have the first one, the other two will kill you."

~ Warren Buffett

Opportunity Strategies

What do they "look" like?

Ethical Behaviors	Unethical Behaviors
• Someone widely trusted	• Untrustworthy reputation
• Consistent	• Inconsistent
• Follows through	• Drops the ball
• Treats everyone fairly	• Treats people differently
• Keeps promises	• Breaks promises
• Admits mistakes	• Excuses/Blames others
• Tight lips	• Loose lips
• Refuses to gossip	• Will gossip

Opportunity Strategies

What do they "look" like?

Ethical Behaviors	Unethical Behaviors
• Tells the truth	• Stretches/Omits the truth
• Admits when doesn't know	• Makes up/wings it
• Genuine appreciation	• Buys support
• Consistent during emergencies	• Compromises during emergencies
• Avoids dishonesty	• Avoids embarrassment
• Makes people comfortable	• Makes people uncomfortable

Opportunity Strategies

7 Steps to Ethical Decision Making

1. Recognize and clarify the predicament
2. Gather all the facts
3. List all the options
4. Is it legal? Right? Beneficial?
5. Draw your conclusions
6. How would I feel if Mom knew or the media made this decision public?
7. Take action

Source: IEDC

Opportunity Strategies

Reputation of Integrity

"Advice for those striving for a reputation of integrity: avoid those who are not trustworthy. Do not do business with them. Do not associate with them. Do not make excuses for them. Do not allow yourself to get enticed into believing that 'while they may be dishonest with others, they would never be dishonest with me.' If someone is dishonest in any aspects of his life, you can be guaranteed that he will be dishonest in many aspects of his life.

You cannot dismiss even those little acts of dishonesty, such as the person who takes two newspapers from the stand when they paid for only one. After all, if a person cannot be trusted in the simplest matters of honesty, then how can they possibly be trusted to uphold lengthy and complex business contracts?"

~Amy Anderson

Opportunity Strategies

Thank You

Alysia A. Cook, PCED, IOM

Opportunity Strategies
www.opportunitystrategies.com
alysia@opportunitystrategies.com
512-963-2263

Opportunity Strategies

Cobb Chamber Corporate Culture Values

Last Updated: September 10, 2013

1. Demonstrate Integrity	
Trust & Honesty	Always tell the whole truth knowing that trust and honesty are the foundation of our relationships
Accountable	Own up to mistakes; take responsibility and don't blame others
Give Credit	Give credit where credit is due (don't take credit for others' work)
Responsible	Speak up & have difficult conversations when needed in a timely manner
2. Show Respect	
Support	Support/praise/stick up for each other publicly; discuss disagreements privately (avoid emotionally charged emails)
Courteous	Respect of others time with meetings, events & deadlines
Considerate	Clean up after yourself; if you drink the last cup of coffee, make another pot, etc.
Appreciate	Set culture where volunteers and employees feel respected, valued and appreciated
Wise Stewards	Respect of members' money investment by being wise stewards of resources
Professionalism	Show professionalism in all communications, dress and countenance
No Surprises	Live by a "no surprises" standard when working with your supervisor, your team mates and volunteer leadership.
3. Be a Servant Leader	Servant Leadership: Set environment of humility & compassion; listen intently & be receptive
Embrace mistakes	Embrace mistakes as an opportunity to grow and learn
Positive Attitude	Set tone of positive attitude and always SMILE :); Overcome obstacles with energy and enthusiasm
Motivate	Celebrate talents & successes for volunteers and staff
Consensus-builder	Set culture of growth & development to help staff reach their fullest potential
Lead by example	Don't ask someone to do something you are not willing to do yourself; set example for others to follow
Simplicity	Keep things simple: A simple plan doesn't make you a simple leader
Community	Invest in our community through volunteering our time and talent to make a difference for others
Fun	Set FUN environment for members and staff
4. Work as a Team	
Collaborate	Foster partnerships and consensus building; build cooperation among teams & groups
Cooperate	TEAM environment of cooperation where all help each other
Challenge	Challenge each other to reach the best decision for the team
Inclusion	Value diversity and embrace differences; set an environment of inclusion that values different opinions
Communicate	Communicate openly with team members and support team decisions
Embrace differences	Be flexible and open to others' viewpoints
5. Deliver World-Class Service	
Extra Mile	Go the extra mile (under promise and over deliver); consistently do more than asked
Embrace complaints	Embrace member complaints as a gift for improvement
Appreciate	Consistently thank members & staff; recognize successes
Solution Focused	Solution Focused (instead of saying no or "I don't handle that," redirect for solutions)
Innovative	Initiate creative and innovative ways of serving our members and partners to achieve more
Dedicated Passion	Serve with PASSION; dedicated to our mission with strong work ethic
Proactive	Proactive approach instead of reactive; plan ahead to best meet needs
Listen	Listen to our members' and volunteers' needs and ACT on feedback
Commitment to Quality	Commitment to highest quality, continuous enhancements and innovation
Positive Attitude	Positive attitude and always SMILE :); Overcome obstacles with energy and enthusiasm
Timely	Timely response to members (within 1 business day or redirect if not possible)

MISSION

Improve the quality of life
and the local economy
in Little Rock
by bringing visitors, meetings,
conventions and events to the city

Responsibly manage
public funds in its charge

Efficiently operate
the facilities it manages

Serve customers, visitors and delegates
with courtesy, knowledge and skill

BRAND PROMISE

Discover the
pleasant surprise of Little Rock.

Enjoy our charming hospitality,
sincere service, genuine people
and engaging experiences.

Welcome to our brand of
new southern style as you
experience our history and culture.

CORE VALUES

Be the pleasant surprise – a mix of both personality
and remarkable customer service.

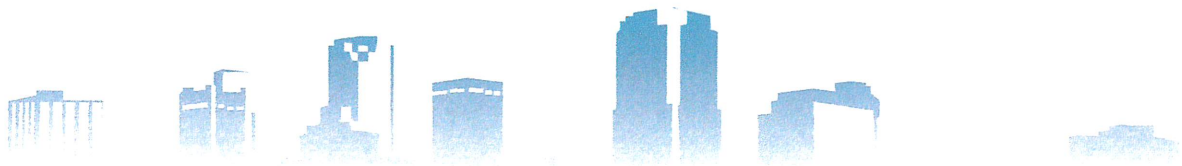
Make a positive difference every day –
be present in every moment and aware that
even the smallest actions can make the biggest impact.

Always engage – sincerely engage in the guest experience.

Put people first – treat others "better" than they
expect to be treated.

Be extraordinary – anticipate customer needs and deliver
personalized service that exceeds expectations.

Take ownership – produce a result that
you can be proud of and take pride
in the outcome.

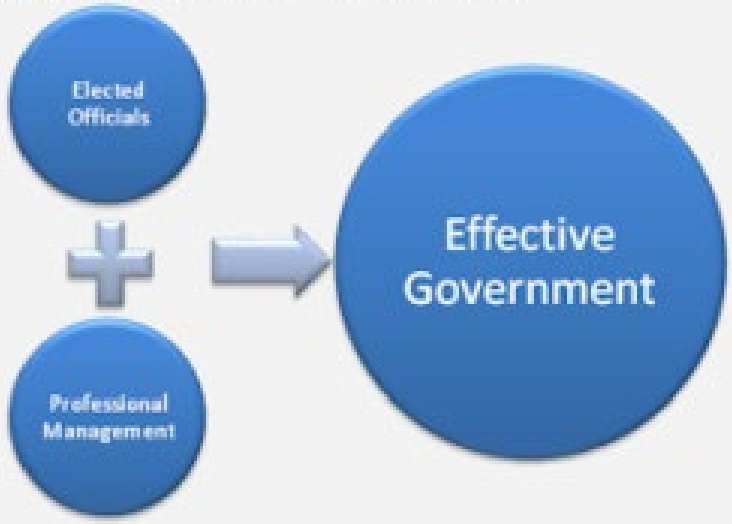


Council / Manager Form of Government

Council – Manager Form of Government

- Most successful and popular form of local government for communities of 5,000 or more.
- Introduced in Staunton, VA. in 1908, one of the few original American forms of political theory.
- Adopted & roles defined by Manor's City Charter, November 2007.
- Primary success of this form of government due to it's major strengths:

- All Council Members have equal rights, obligations, & responsibilities.
- Representative system where all power is concentrated in elected Council, as a whole.
- Manager is selected by Council and has professional expertise in organizational management and the delivery of public services.



What is the Council-Manager form of Government?

- Combines the strong political leadership of elected officials in the form of a council or other governing body, with the professional managerial experience of an appointed local government manager.
- Establishes a representative system where all power is concentrated in the elected council and where the council hires a professionally trained manager to manage the delivery of public services.

What is the Council's function?

City Council sets policy

City staff implements the policy

What is the Council's function?

- Council is the legislative body; its members are the community's decision makers.
- Power is centralized in the elected council, which approves the budget and determines the tax rate, for example.
- The council also focuses on the community's goals, major projects, and such long-term considerations as community growth, land use, capital improvement plans and capital financing.

What is the City Manager's function?

- The City Manager is hired to bring to the local government the benefits of professional training and experience in administering local government projects and programs on behalf of the governing body.
- The City Manager is the Chief Executive and Administrative Officer of the city and is responsible to the council for the proper administration of all the affairs and business of the city.
- Council members rely on the City Manager to provide complete and objective information, pros, cons and consequences of alternatives.

Does the City Manager participate in policy determination?

- The City Manager makes policy recommendations to the council, but the council may or may not adopt them and may modify the recommendations.
- The City Manager is bound by, and implements, whatever action the council takes.

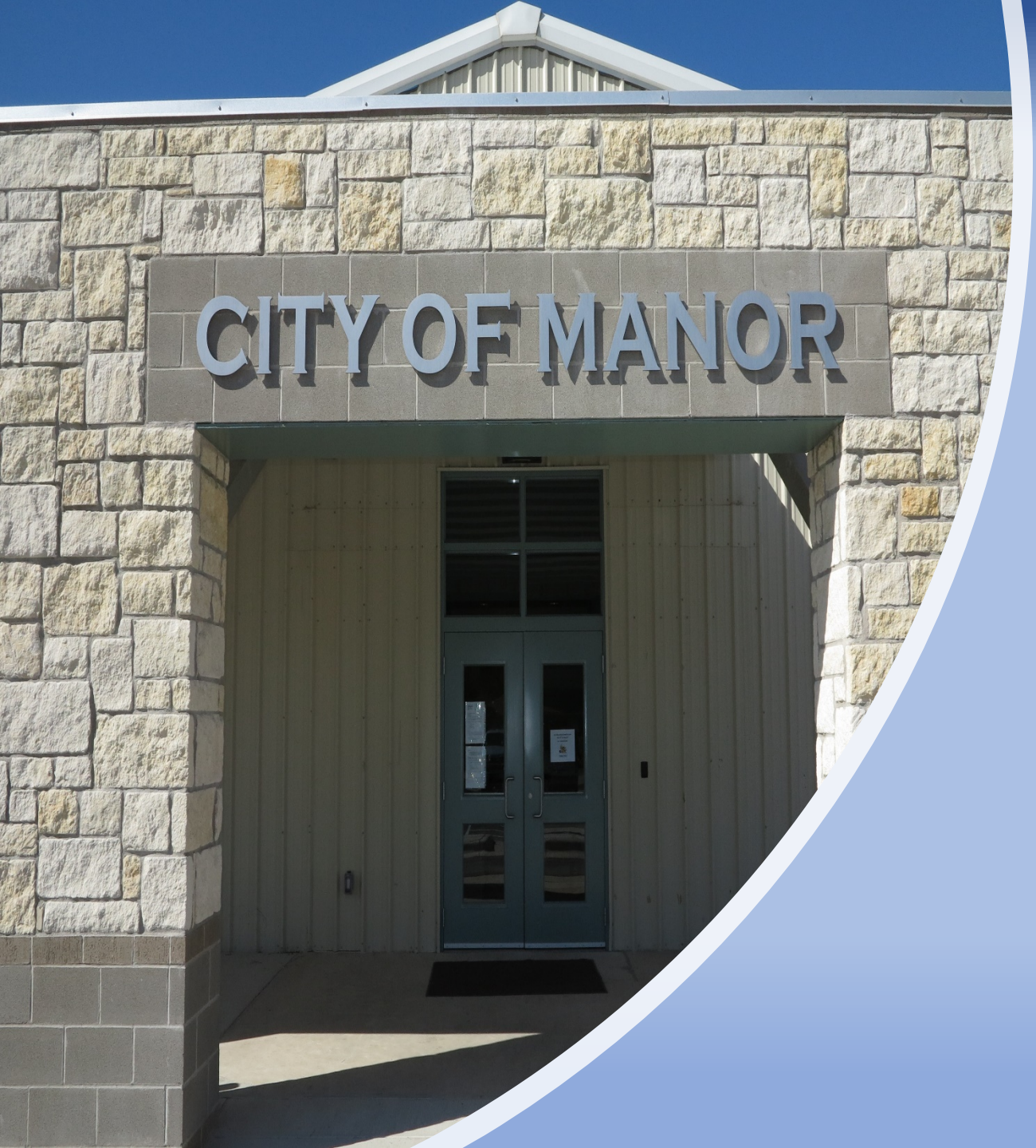
Communication

- The City Manager is the primary information liaison between the Council and City staff.
- Please direct questions of City staff to the City Manager.
- All Councilmembers should have the same information with which to make decisions: When one Councilmember has an information request, the response will be shared with all members of the Council.

Communication to City Manager and City Secretary

- Scheduling meetings with other members of the Council
- Attending gathering where there may be a quorum
- Meetings with staff
- Scheduling appointments in City facilities
- Requesting staff to attend meetings

Welcome Aboard!

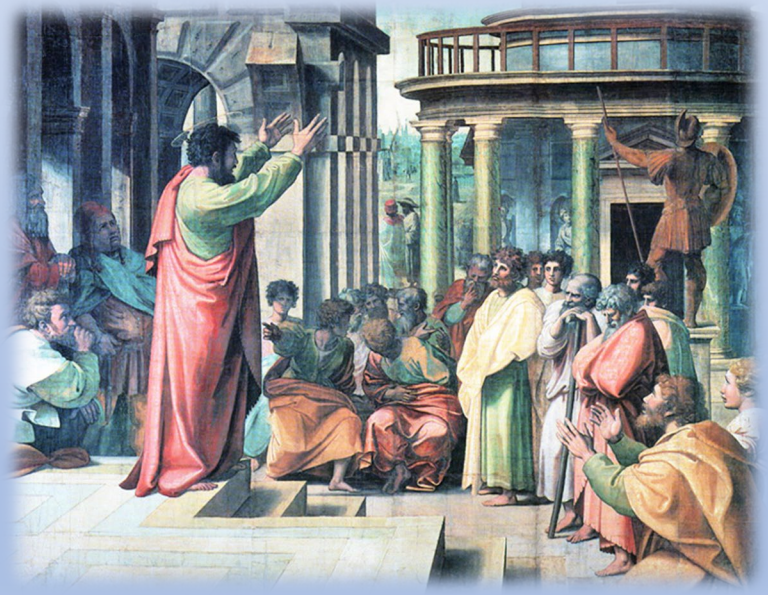


Role of the City Secretary

Lluvia T. Almaraz
City Secretary

History of the Position

The City Secretary, along with the tax collector, is the oldest public servant role in local government.



- *The role, which has had many different titles, existed in ancient times as the "Keeper of the Archives", and, before writing came in to use, as "Remembrancer," because their memory served as the public record.*

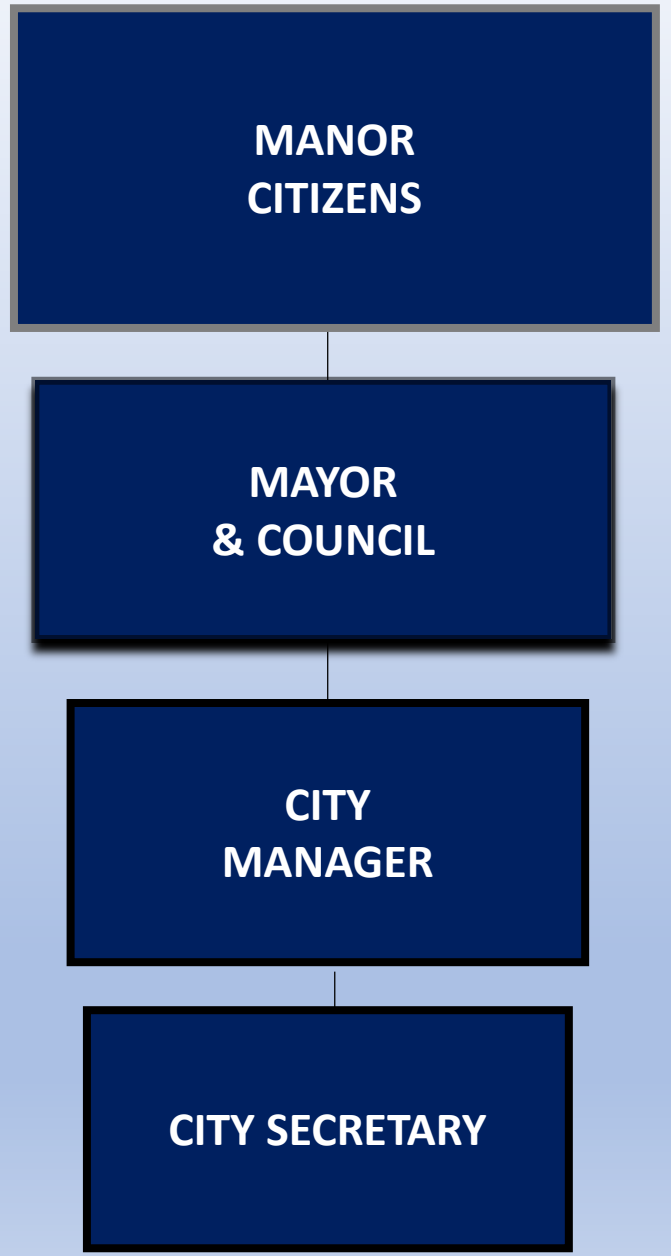
- *In ancient Greece, each meeting of the governing body began with the recorder reading aloud the documents to be considered, and pronouncing a curse on any who would seek to deceive the people.*

Office of the City Secretary

- *The office of the City Secretary is one of the most interesting and rewarding positions in city government.*
- *The position of City Secretary is a statutory required position set out in State Law and City Charter.*
- *The City Secretary is an officer of the City.*

City of Manor Organization

The City Secretary reports to the City Manager and works closely with the City Manager's Office to provide information and support to the City Council



Mission of the City Secretary

The City Secretary's Office is committed to support the legislative process, promotes transparency to serve the public, elected officials and city departments. The office strives to provide high quality services and deliver excellent customer service.

But What Do You Do?

Functioning much like the Secretary of State, the City Secretary is the local official responsible for:

- *Maintaining the integrity of the election process*
- *Ensuring transparency and access to city records in compliance with the Texas Open Meetings Act and Texas Public Information Act*
- *Recording and preserving local government history and safeguarding the City's records*
- *Serving as the compliance officer for federal, state, and local statutes*
- *Serving as the filing authority for campaign finance reports and financial disclosure statements.*

City Secretary Responsibilities

- *Elections Administrator*
- *Records Management*
- *Public Information Act*
- *Open Meetings Act*
- *Boards/Commissions/Committees*
- *Administrative Duties*
- *Alcohol Beverage City Permits (TABC)*
- *Official Duties*
- *Mayor and City Council Support*

Elections Administration

- *Municipal Elections*
  - *Serve as Elections Administrator for all City General and Special Elections*
  - *Requires being well versed about Election Laws and knowledgably about Ethics*
  - *Prepare Election Calendars*
  - *Prepare Candidate Packets*
  - *Prepare Election Order & Notices*
  - *Campaign Finance Reports*
  - *Prepare Canvass Documents*
  - *Works closely with Travis County Election Administrators.*
  - *Assists voters both during early voting and on Election Day with their correct polling location information, voting status, etc.*

Records Management

A record is defined as "any information that you create regardless of media"

The City Secretary is designated as the Records Management Officer for the City.

- *Responsible for ensuring compliance with State Retention Schedules and destruction of City records. (Texas State Library & Archives Commission)*
- *Preserve the City's history and legislative action.*
- *Oversee the Records Management Committee – Staff Training*
- *Oversee Records Storage, Destruction, & Inventory*

IRON MOUNTAIN®

DATA ARMOR

Public Information Act

(Open Records)

Violation of the Public Information Act can result in investigation by the Attorney General and fines.

- *Receive & Log Records Request*
- *Distribute to Departments for Responsive Information*
- *Track Requests*
- *Prepare Responsive Information & Invoice as Needed*
- *Process Requests through the City Attorney and Attorney General*
- *Ensure Compliance with Texas Public Information Act*
- *Currently implementing new software with JustFOIA*

Boards / Commissions / Committees

- *Administer and Coordinate the appointment process for Boards & Commissions.*
- *Receive applications year-round and maintain Board Applications for one year.*

Charter City Boards

Planning and Zoning Commission
Board of Adjustment
Ethics Commission
Charter Review Committee

Ad Hoc Committees & Boards

Budget Committee
PID Committee
Park Committee
Public Tree Care Advisory Board
Tax Increment Reinvestment Zone, Number One Board (TIRZ)

New Community Committees

Community Collaborative Committee

Economic Development Committee

Public Safety Committee and Community Advisory Committee (PSC established August 19th)

Emergency Management Committee (established May 4th)

Administrative Duties

- *Certify and Issue Alcohol Permits*
- *Administer Alcohol Permit Fees*
- *Maintain the City's Code of Ordinances (Municode)*
- *Official Documents Filings*
- *Publication of Legal Notices and Ordinances*
- *Post Meeting Notices & Ensure Compliance with the Texas Open Meetings Act*
- *Attend all City Council meetings and take minutes, writing the minutes in a final form, having the council approve the minutes.*
- *Other Duties as assigned by City Manager*

Official Duties

- *Maintain the City Seal*
- *Attest to official city documents such as ordinances, resolutions, and contracts.*
- *Administer Oaths*
- *Maintain Conflict of Interest Forms*
- *Maintain Campaign Finance Reports*
- *Receive Proposed and Final City Budget*
- *Ensure Records are Authenticated, Archived, and Codified as Appropriate*
- *Notary Public*

Mayor and City Council Support

- *Compliance with Open Meeting Act – post public notices of all City Council and Board/Commission/Committee Meetings.*
  - *Agenda Packet Preparation & Distribution*
  - *Council Meeting Preparation*
  - *Agenda Packet for City Council Meetings are on City's website – not a legal requirement; however, this is a benefit to our residents and relays Governmental Transparency for the City.*
- *Serves as a liaison between the public and Mayor & City Council.*
  - *Field resident concerns, requests for meetings/attendance at events, proclamations or letters of welcome/thanks.*

Texas Municipal Clerks Association, Inc.

Municipal Clerk's Office

Achievement of Excellence Award

2020-2022

- *The Municipal Clerk's Office Achievement of Excellence Award was designed to recognize excellence in the effective and efficient management of resources in a municipal clerk's office.*
- *Recognizes the statutory requirements and demands for the effective management of resources for proper governance by the City Secretary's Office. The award itself recognizes municipal clerk offices throughout the state for compliance with federal, state and local statutes that govern standards necessary to fulfill the duties and responsibilities of the office.*
- *12 Standards: Records Management; Professional Development/Certifications; Government Transparency; Elections; Awards, Recognitions; Public Information Act; Open Meetings Act; Boards/Commission; Municipal Clerk Office Policies and Procedures; other areas of responsibilities; Innovation/streamline projects; establish department training*
- *Out of 595 member cities, The Office of the City Secretary in the City of Manor was one of 18 to receive the inaugural Texas Municipal Clerk's Achievement of Excellence Award in 2020*

Thank You!

Questions

MANOR POLICE STATISTICAL DATA

2020 – To Date October 31, 2020

Manor Police Department

Ryan S. Phipps – Chief of Police

402 W. Parsons St.
Manor, Texas 78653

512.272.8177
police@cityofmanor.org
www.cityofmanor.org/police

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Manor Police Department

Departmental Introductions

The purpose of this document is to provide an annual accounting of the Manor Police Department organization, activity, statistical data, and topics of importance. It is hoped that this document provides greater insight into the activities of the Manor Police Department providing for transparency and good governance.

Department Mission & Values

Mission Statement:

The mission of the Manor Police Department is to maintain order, preserve and protect the life, peace and property of the citizens of the City of Manor, and to enforce the laws within the frame of the United States constitution. The Manor Police Department and its individual members will, without favor or prejudice, work cooperatively with the public to provide a safe community and strive to enhance the quality of life for all citizens.

Values:

The Manor Police Department is dedicated to maintaining the highest moral and ethical standards, through the principles of pride, honesty, trust and courage. The Manor Police Department is dedicated to treating our employees and citizens with dignity, respect and equality. The Manor Police Department is committed to developing well-trained, highly motivated and courteous employees to serve our community and organization with pride and professionalism.

MUSTANGS

ORGANIZATION

Administration and Staffing

The Manor Police Department is made up of 37 employees, led by Chief Ryan Phipps. There are 30 sworn peace officers and 7 civilian employees.

Administrative Division
Chief Ryan Phipps
Captain Denver Collins
Lieutenant James Allen

Investigations
Sergeant Craig Struble
Detective Anne Lopez
Detective David Milton
Detective Kailey Krumpfer

Patrol Division
Patrol Sergeants
Sergeant Zon Lout
Sergeant Brandon Handy
Sergeant Lawrence Rideau
Sergeant Adam Crews

Patrol Officers
Officer Marshall Surovik
Officer Trevor Tate
Officer Andrew Cehand
Officer Aaron Howe
Officer Shawn Pettersen
Officer Shaun Harr
Officer Zachary Burdorf
Officer - Open x2
Officer Gloria Rock
Officer Nathaniel Deely
Officer Daniel Sanchez
Officer Adrianne Stone
Officer Dylan Harr
Officer Nelson Francis
Officer Bryan Estrada

Traffic Division
Traffic Sergeant – Open
Officer Andrew Cruise
Officer Colton Haupt

Victim Services
Coordinator - Open
Hunter Hartman - Specialist
Marycarmen Ramirez – Specialist

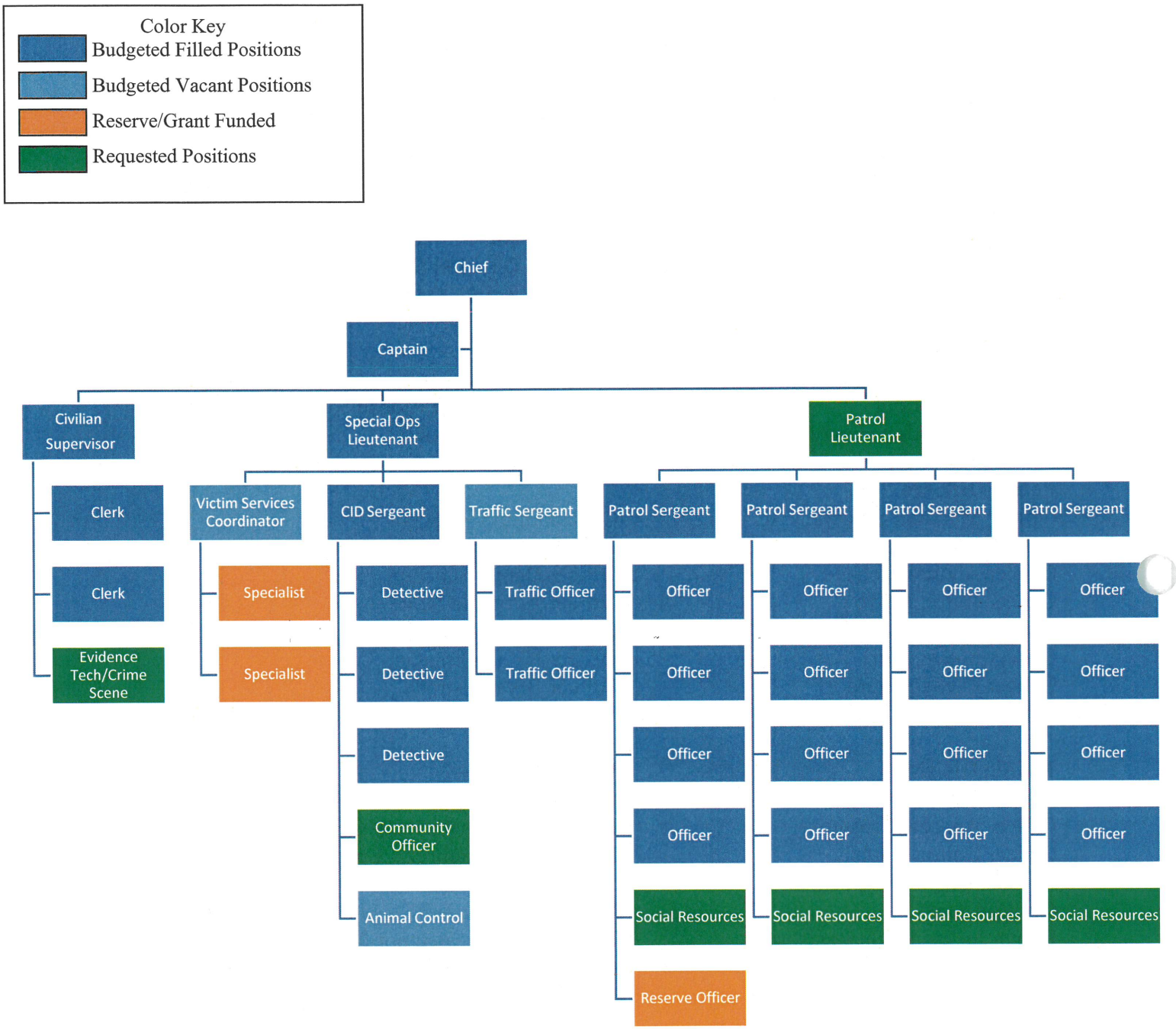
Civilian Staff
Robyn Jackson – Supervisor
Cynthia Turner – Clerk
Sandra Bocksnick – Clerk
Animal Control – Open

Reserve Officers
Officer Ryan Smith

Requested[1]
Lieutenant – Created not funded
Community Officer – Created not funded
Evidence Tech/Crime Scene – Created not funded
Social Resource Specialist – Created not funded
Social Resource Specialist – Created not funded
Social Resource Specialist – Created not funded
Social Resource Specialist – Created not funded

[1] Requested positions as of 10/1/2020

Organizational Chart



Sick Time and Overtime

2019 Sick hours taken

1,670.50 hours of sick time was taken for a value of $44,748.79 for calendar year 2019

2020 Sick hours taken to date[2]

997.5 hours of sick time was taken for a value of $26,227.74 to date

2019 Overtime and Compensation Hours

1,650.75 hours of Overtime hours were accumulated for a value of $64,578.13 in 2019

397.38 hours of Compensation hours were accumulated, and 383.13 hours were taken for a value of $10,674.79 in 2019.

2020 Overtime and Compensation Hours[3]

1,816 hours of Overtime hours were accumulated for a value of $72,880.45 to date

90 hours of Compensation hours were accumulated, and 952.75 hours were taken for a value of $25,663.85 to date.

[2] To date 10/31/2020
[3] To date 10/31/2020

Grants

2020 Grants

Victims of Crime Act Grant
Awarded $199,698.01 2019/2020
Awarded $81,513.00 2020/2021

The funding from this grant was used to start a collaborative victim services program that filled service gaps for the Cities of Manor and Lago Vista. This has allowed the department to continue to provide direct victim services to victims of crime filling immediate needs and providing services throughout the criminal justice process. This funding is for the 2019/2020 and 2020/2021 budget years.

Coronavirus Emergency Supplemental Finding (CESF) Program
Awarded $40,404.12

The Manor Police Department received grant funds to aid in the response to the Coronavirus. These funds have been utilized to pay overtime costs for officers and other essential employees dating back to February 1, 2020 and continuing until January 31, 2021. These funds have also been used to aid in expenses related to the protection of Manor Police Department employees to include cleaning and decontamination services and personal protective equipment. Funds will also be used in the prevention of the spread Coronavirus to include the purchase of hand sanitizer and sanitizing sprays and wipes.

Office of Justice Programs
Bulletproof Vest Partnership
Awarded $6,596.00

The funding from this grant helped to minimize the cost of purchasing ballistic vests for officers. This funding will allow for the replacement of 9 worn or expired ballistic vests.

Department of Justice
Office for Victims of Crime
Awarded $174,399

The funding from this grant has allowed the Manor Police Department to create another Victim Services Specialist position. This was a very competitive process, with Manor Police Department being 1 of 16 agencies in the nation to receive this award, and the only one in Texas. This is a three-year grant on a step-out process with the department offering match funds until it is fully funded by the city. This position ensures the availability of a full-time Specialist at Manor Police Department and supported the creation of an internal on-call rotation which began October 1, 2019. Victims in Manor, Lago Vista, and Jonestown will be provided greater access to services to address the critical needs of individuals affected by crime and crisis circumstances.

Texas Department of Public Safety
Strategic Traffic Enforcement Program – 2020 – 2021[4]
Awarded $11,999.28
The Strategic Traffic Enforcement Program or STEP grant provides funding to agencies to reimburse wages paid to officers who conduct traffic enforcement at certain times and locations throughout the year. This is done to help reduce the number traffic fatalities that occur on our Texas roadways.

Texas Law Enforcement Support Office Program

The Texas Law Enforcement Support Office or LESO program (formerly the 1033 program) allows law enforcement agencies to obtain Department of Defense property or equipment. The Manor Police Department has taken advantage of this program to obtain equipment it may not have otherwise been able to acquire.

2020[5]

ELECTRICAL FEEDER- MEDIUM	3	5799.00
10KW TRAILER MOUNTED GENERATOR	1	27575.00
CARGO TRAILER	2	8954.00
MULTIMETER	1	289.92
ELECTRICAL TOOL KIT	2	844.00
AMMO CAN	50	3.88
20KW TRAILER MOUNTED GENERATOR	1	50294.00
EXTENSION CABLE	6	110.50
SMALL ARMS TOOL KIT	1	1711.00
REEL, CABLE	2	3287.34
MULTIMETER	1	572.28
FIELD DESK	3	2052.4
CHASSIS TRAILER	1	4336.00
ENCLOSED CARGO TRAILER	1	26050.00
2006 FORD F150	1	4169.00
20 FT CONEX	1	1324.00
PRESSURE WASHER	2	576.00
SMOKE MACHINE	4	9439.86
TIE DOWN CHAIN KIT	2	7750.98
STORAGE BOX	3	627.24
STORAGE BOX	2	1378.00
HORSE TRAILER	1	17413.00
SMALL GENERATOR	1	5262.00
ELECTRICAL FEEDER- MEDIUM	7	5799.00

APROXIMATE TOTAL COST OF ITEMS RECEIVED WHEN NEW $287,404.00

[4] This program went into effect Oct 1, 2020. MPD opted out of the STEP program for the 19/20 budget year
[5] No changes from the 2019 list

OPERATIONS

2020 Fleet Information

Unit	Year	Make	Model	Mileage	Miles Driven	Use
9900	2005	FORD	F150	92224	6328	ANIMAL CONTROL.
1201	2013	CHEVY	TAHOE	92399	9002	PATROL SGT
1202	2013	CHEVY	TAHOE	107384	10543	POOL
1203	2013	CHEVY	TAHOE	113770	7029	POOL
1204	2013	CHEVY	TAHOE	124752	18372	POOL
1305	2014	CHEVY	TAHOE	101856	1914	POOL
1306	2014	CHEVY	TAHOE	91544	1455	POOL
1307	2014	CHEVY	TAHOE	97149	1657	PATROL
1408	2015	CHEVY	TAHOE	74606	13160	PATROL
1409	2015	CHEVY	TAHOE	86671	8745	PATROL
1411	2015	CHEVY	TAHOE	82231	9835	PATROL SGT.
1413	2015	CHEVY	TAHOE	100294	12970	PATROL
1414	2015	CHEVY	TAHOE	85944	11692	PATROL
1415	2015	CHEVY	TAHOE	84395	12949	PATROL
1616	2017	FORD	TAURUS	39511	10214	CID
1617	2017	FORD	TAURUS	29282	4317	ADMINISTRATION
1618	2017	FORD	TAURUS	46025	11310	ADMINISTRATION
1619	2017	FORD	TAURUS	62793	116011	CID SERGEANT
1620	2017	FORD	TAURUS	44269	12769	CID
1621	2017	FORD	TAURUS	41067	10641	CID
1722	2018	FORD	EXPL.	36277	16492	PATROL
1723	2018	FORD	EXPL.	28802	14086	PATROL
1724	2018	FORD	EXPL.	56699	21717	PATROL
1725	2018	FORD	FOCUS	29231	10111	VS SUPERVISOR
1726	2012	HONDA	ODDY	53914	10279	VS
1810	2019	CHEVY	TAHOE	22014	19159	PATROL
1828	2019	FORD	F250	16500	7198	TRAFFIC TRUCK
1829	2019	FORD	EXPL.	17556	9632	PATROL SGT.
1830	2019	FORD	EXPL.	28657	25034	PATROL
1831	2019	FORD	EXPL.	21735	14547	PATROL SGT.
1832	2019	FORD	EXPL.	13878	11849	PATROL
1833	2019	FORD	EXPL.	11900	9251	PATROL
1834	2019	FORD	EXPL.	19606	12143	TRAFFIC UNIT
1835	2019	FORD	MUST.	19848	14043	TRAFFIC UNIT
1836	2019	FORD	MUST.	9576	3266	TRAFFIC SGT.
1837	2019	FORD	ESCAPE	17797	12877	VA
1912	2020	CHEVY	TAHOE	21309	21309	PATROL
1940	2020	FORD	EXPL.	9765	9765	CHIEF
CS104	2018	FORD	VAN	3293	497	CRIME SCENE VAN

Vehicle Maintenance Expenditures
Parts/Supplies
Labor

Total **$60,0078.06**

Manor Police Department
2020 Training Report

Total Employees	35
Peace Officers	29
Chief	1
Captain	1
Lieutenant	1
CID Sergeant	1
Detectives	3
Patrol Sergeants	4
Patrol Officers	14
Traffic Officer	2
Reserve	1
Telecommunicators	5
Administrative	3
Victim Services	2
Master Peace Officers	5
Advanced Peace Officers	11
Intermediate Peace Officers	5
Basic Peace Officers	7
Master Telecommunicator	1
Advanced Telecommunicator	2
Intermediate Telecommunicator	0
Basic Telecommunicator	2
Officers with College Degrees	11
Masters	1
Bachelors	10
Mental Health Officers	10
MHO Course work Completed	10
Not Certified	
TCOLE Instructors	9
Field Training Officers	19
Intoxilyzer Operators	7
Leadership Command College	1
Officers with Veteran Status	7
United States Marine Corps	4
United States Navy	2
United States Army	1

The Texas Commission on Law Enforcement has two 24-month training periods in a cycle beginning on September 1st of year and ending August 31st of a year. The first cycle began on 9/1/2017 and ended on 8/31/2019. The current cycle began on 9/1/2019 and will end on 8/31/2021. Texas Peace Officers are legislatively mandated to obtain 40 hrs of continuing education for each period with a total of 80 hrs in the cycle. This includes a legislative update every legislative cycle.

Basic Peace Officers are required to attend a TCOLE recognized academy with a minimum of 696 hours of training and have one year of service with a Texas Police Department.

To earn the Intermediate Peace Officer Certification the officer must complete the following courses in addition to meeting certain time in service and training hour requirements;

Child Abuse Prevention and Investigation	24 hrs
Crime Scene Investigation	32 hrs
Use of Force	12 hrs
Arrest Search and Seizure	15 hrs
Spanish for Law Enforcement	20 hrs
Identity Theft	4 hrs
Asset Forfeiture	4 hrs
Racial Profiling	7 hrs
Human Trafficking	4 hrs
Crisis Intervention	40 hrs
Interacting with Deaf Drivers/Hard of Hearing	4 hrs
De-escalation Techniques	8 hrs
Missing and exploited Children	4 hrs
Child Safety Check Alert	4 hrs
Canine Encounters	4 hrs
Cultural Diversity	8 hrs
Special Investigative Topics	24 hrs

To earn the Advanced Peace Officer Certification the officer must have completed all the preceding courses in addition to the following course, and meet certain time in service and training hour requirements;

Advanced Human Trafficking	4 hrs

To earn the Master Peace Officer Certification the officer must have completed all the preceding courses and meet certain time in service and training hour requirements.

In addition to the TCOLE mandates the Manor Police Department has training requirements specified in department policy. Each newly hired officer will complete 672 hours of field training before being released to full field duty. Officers with at least two years may complete an abbreviated field training program of at least 336 hrs. The officer must be endorsed by at least two field training officers and take a written exam covering directives, operations, geography, and other patrol functions.

The department also requires officers to complete certain in-service training. Every two years Manor Officers must complete training in;

Sexual Harassment
Less Lethal Weapons
Defensive Tactics
Self-aid/Buddy aid
Taser re-certification

Every year Manor Officers must complete training in;

Firearms Qualification
Response to Resistance Policy
Use of Deadly Force Policy

Whenever possible the department attempts to complete training in house, host training, or partnering with other agencies to aid in deferring the cost of training. We partnered with two local agencies conducting basic peace officer academies to put three officers through the academy. We provided in-house training to our officers to meet the Crisis Intervention Training 40-hour course for all our officers. We have also hosted classes that provided free training for our officers and an opportunity for other agencies to come to Manor to train.

Hosted Trainings
First Responder Medical Train the Trainer

In 2020 to date, our officers attended 3080 hours of TCOLE training. In response to incidents that occurred nationally, which brought the law enforcement profession under greater scrutiny, the Manor Police Department proactively conducted mandated trainings to reinforce the high ethical standards under which we operate, and that we serve all citizens of the City of Manor and the State of Texas. These classes included;

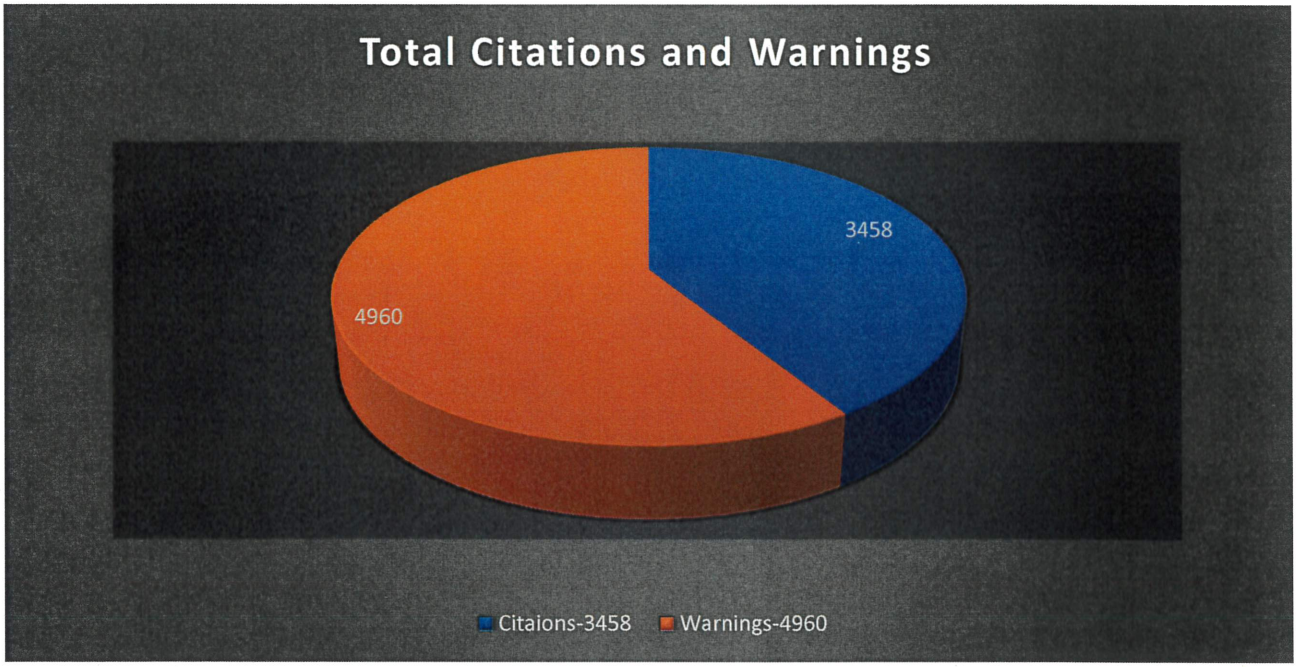
Law Enforcement Ethics #3920
Cultural Diversity #3939
Cultural Challenges for Law Enforcement
Mentally Ill Response
Racial & Bias Profiling
Racial Profiling #3256
Civilian Interaction #30418
Hate & Bias Crimes
Positional Asphyxia, ExD, & Restraints
Use of Force & Deadly Force

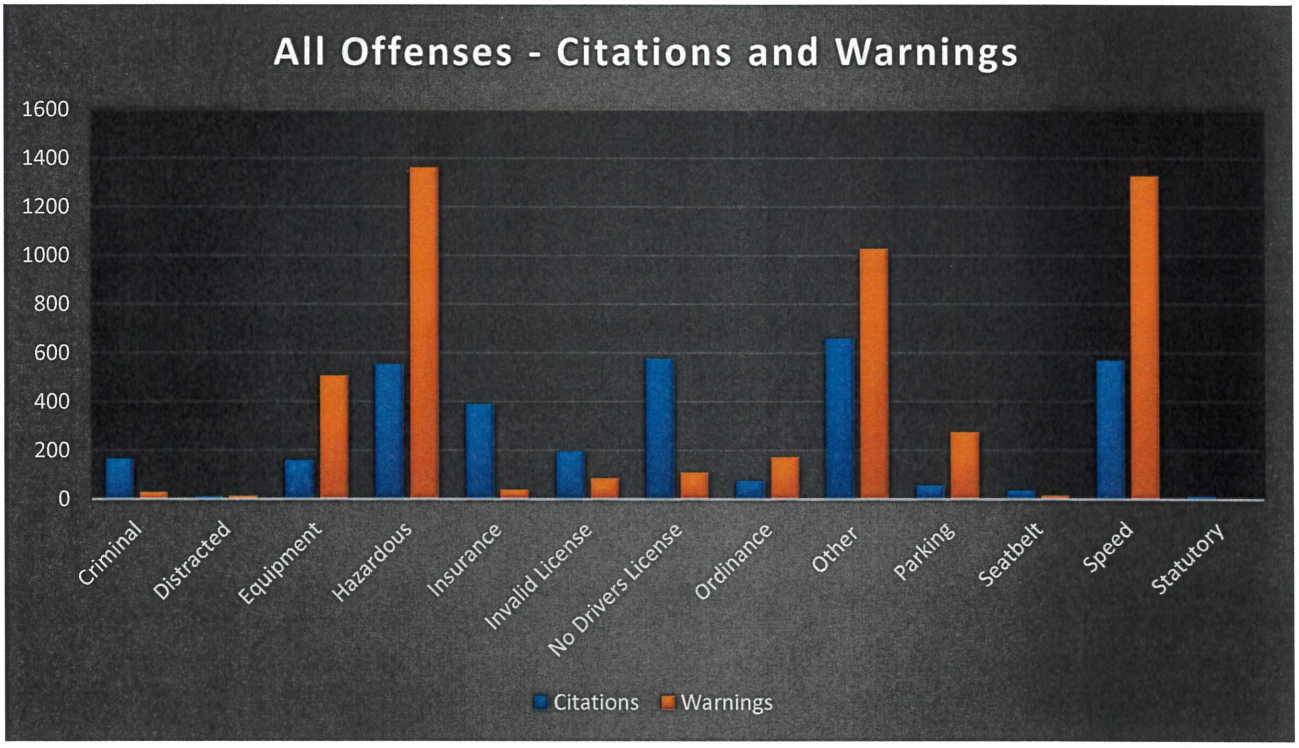
Traffic Enforcement
2020 Traffic Violations

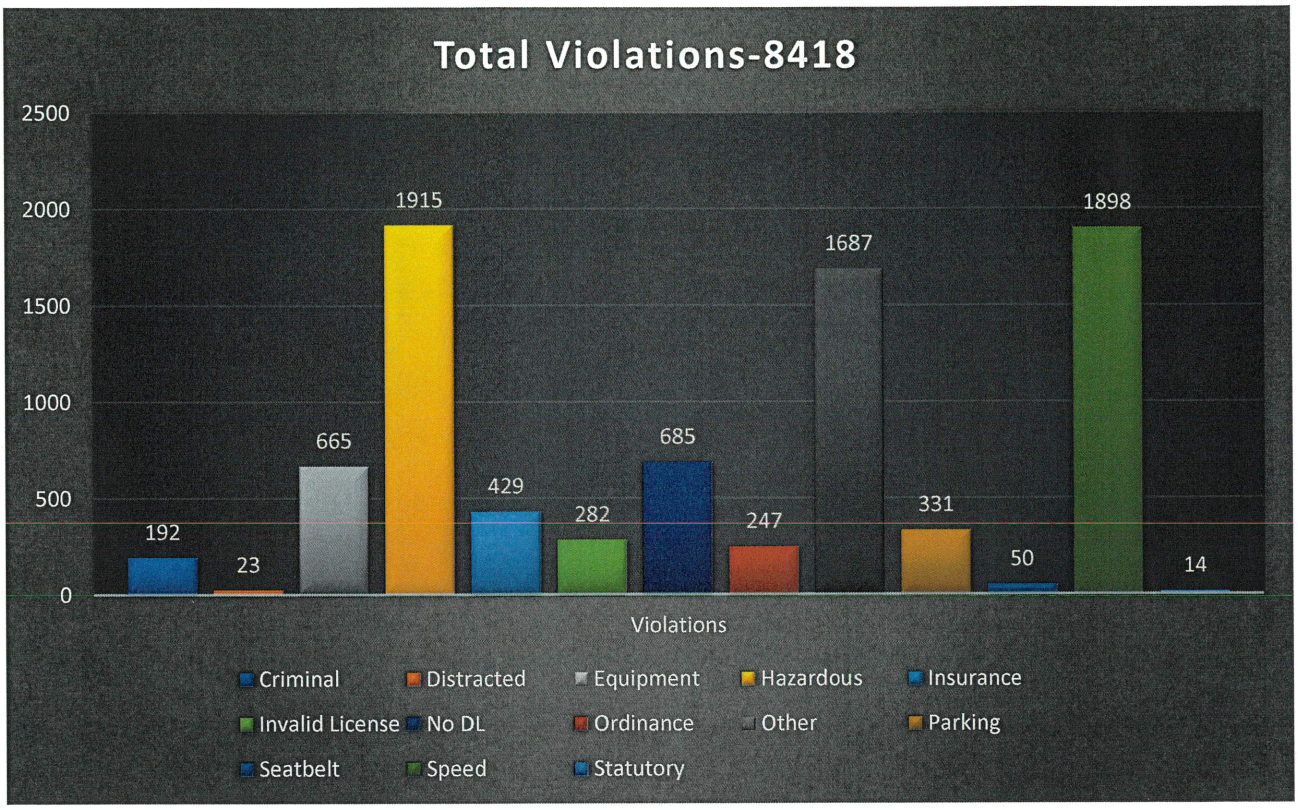
Offense Type	Citation	Warning	Total
Criminal	165	27	192
Distracted	10	13	23
Equipment	159	506	665
Hazardous	553	1362	1915
Insurance	390	39	429
Invalid License	196	86	282
No Drivers License	576	109	685
Ordinance	75	172	247
Other[6]	659	1028	1687
Parking	56	275	331
Seatbelt	36	14	50
Speed	570	1328	1898
Statutory	13	1	14
Total	3458	4960	8418[7]

By comparison in October of 2019 Manor Officers issued 6719 citations and 5798 warnings totaling 12,517 violations cited from 7428 contacts. While in 2020 there have only been 5595 contacts resulting in 3458 citations and 4960 warnings total 8418 violations. The COVID effect has demonstrated a 25% decrease in contacts, and a 32% decrease in violations addressed.

[6] Includes non-moving violations – registration violations, driver's license restriction violations, unsecured load, etc
[7] Total Violations to date 10/31/2020


Total Citations and Warnings
3458
4960
Citaions-3458
Warnings-4960


All Offenses - Citations and Warnings
1600
1400
1200
1000
800
600
400
200
0
Criminal
Distracted
Equipment
Hazardous
Insurance
Invalid License
No Drivers License
Ordinance
Other
Parking
Seatbelt
Speed
Statutory
Citations
Warnings



2020 Crash Data

In 2020 Manor Officers responded to 450 crashes and completed 249 crash reports versus 2019 with 578 crash responses and 338 reports. There were 240 Blue Forms distributed showing no change from 2019. A Blue Form is a report the involved drivers of collisions estimated by the investigating officer to be less than $1000 in damages. It is estimated there were 51 leaving the scene collision, where one party involved in the accident did not remain on scene until police arrived. There were approximately 17 accidents that occurred on private property such as a parking lot at a business. Nine collisions occurred that involved a vehicle sticking an object on the roadway such as a roadway sign and failed to report the damage. It is estimated that 61 collisions resulted in some form of injury. This number is down by one from 2019. There was alcohol involved in 15 of the collisions. This number is doubled from 2019 where only 7 involved alcohol. There were 20 collisions that involved a commercial motor vehicle. This number also doubled from 2019 where there were 11. Manor officers responded to 1 traffic collisions that resulted in a fatality. This number did not change.

2020 Calls for Service

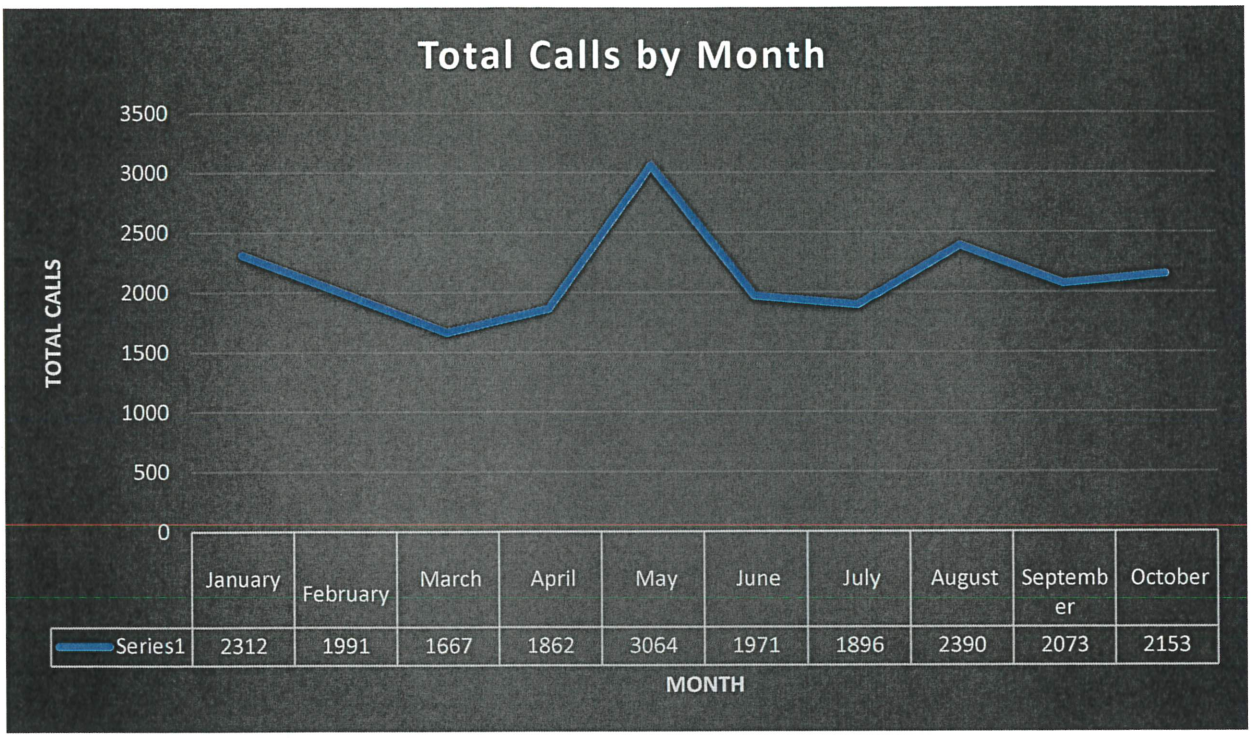
Type of Calls	# of Calls
Animal Control	369
Assault	53
Assist Other Agency	310
Burglary	77
Collisions	413
DWI	104
Family Violence/Dist	176
Theft/Fraud/Robbery	224
Drugs/Alcohol	153
Mental Health	47
Sex Offense	10
Property Offense	100
Traffic	5595
Other[8]	13748
Total	21379

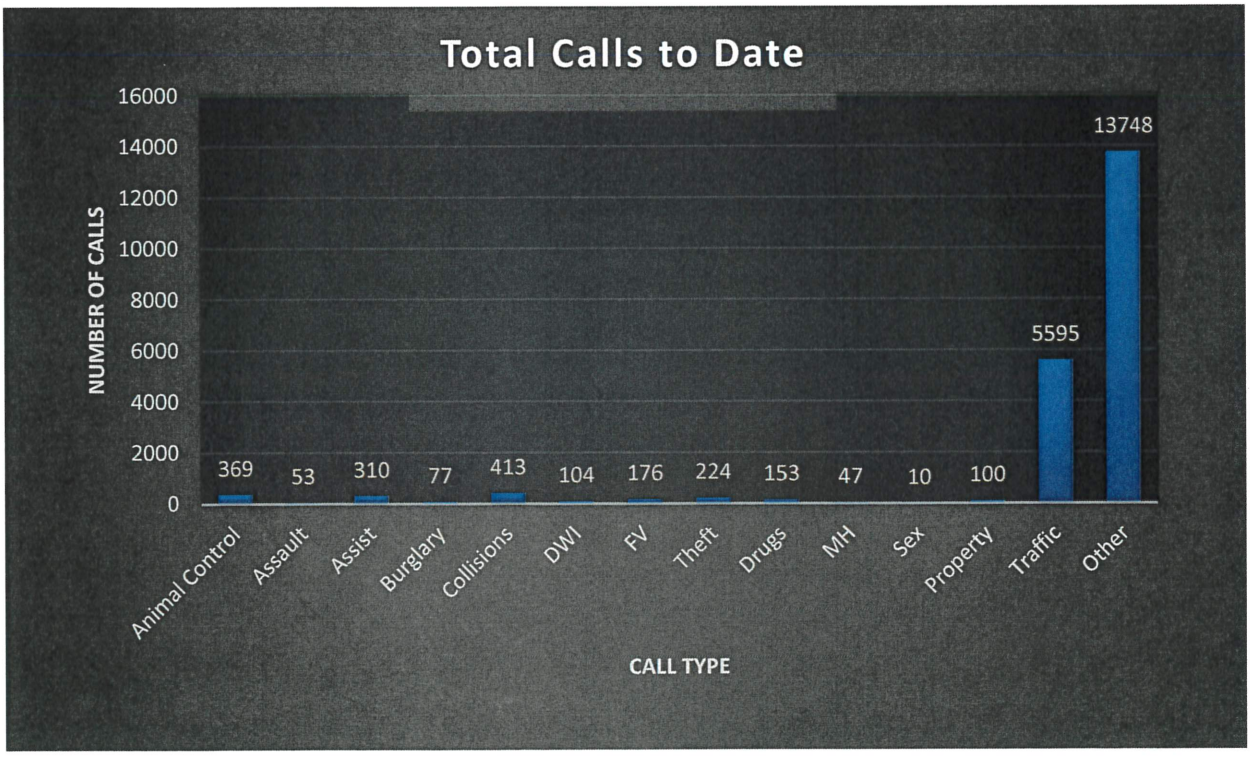
Priority Type	# of Calls
0	5020
1	306
2	2685
3	2675
4	10688
5	5
Total	21379

The Manor Officer's average response time to calls for service was a 3 minutes 12 seconds. By comparison Travis County Sheriff's Deputies' average response time was 12 minutes 36 seconds.[9]

[8] Includes community contacts, directed patrols, check welfares, assist complainants, false alarms, suspicious activity calls, impounded vehicles, follow ups, disturbance other, and other miscellaneous call types

[9] Calculated from data provided by TCSO Planning Division based responses by priority level.


Total Calls by Month
TOTAL CALLS
3500
3000
2500
2000
1500
1000
500
0
January
February
March
April
May
June
July
August
September
October
Series1
2312
1991
1667
1862
3064
1971
1896
2390
2073
2153
MONTH


Total Calls to Date
NUMBER OF CALLS
16000
14000
12000
10000
8000
6000
4000
2000
0
369
53
310
77
413
104
176
224
153
47
10
100
5595
13748
Animal Control
Assault
Assist
Burglary
Collisions
DWI
FV
Theft
Drugs
MH
Sex
Property
Traffic
Other
CALL TYPE

INVESTIGATIONS

Criminal Investigations Case Management

Disposition	2020
Arrest	68
Inactive	321
Referred to Other Agency	15
Exceptionally Cleared	6
Information	47
Active	51
Unfounded	6
Total Cases	514

2019/2020 Local Crime Data

Manor Total Reported Crime[10]

Offenses	2020
Homicide	0
Rape	15
Robbery	9
Aggravated Assault	37
Burglary	70
Larceny-Theft	115
Motor Vehicle Theft	28
Total	274

Manor 2019 NIBRS Report

Offenses	2019
Homicide	0
Rape	11
Robbery	3
Aggravated Assault	34
Burglary	28
Larceny-Theft	203
Motor Vehicle Theft	18
Total	297

Federal and State Crime Data[11]

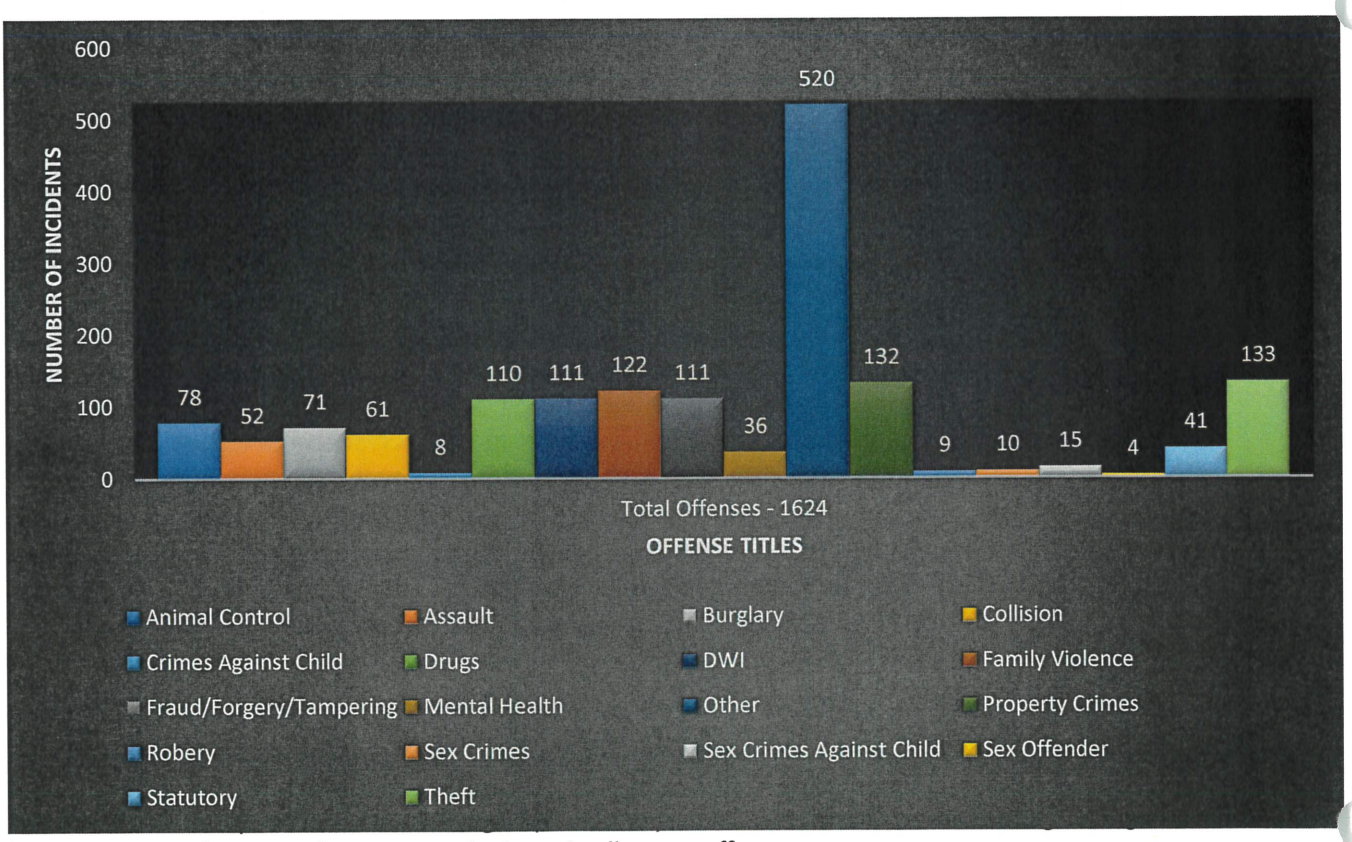
The 2020 crime reports are not complete. The reporting system, Uniform Crime Reporting program, for reporting crime in the United States is changing to a more comprehensive program. This is in an effort to improve the quality and the amount of information collected and tabulated. The new system is called the National Incident-Based Reporting System or NIBRS. NIBRS expands the offense categories and provides data on victims, suspects, relationships between suspects and victims, arrestees, and property. It will provide a clearer picture of crime in the US and provide context in certain circumstances as opposed to just accumulating data. The mandate that all agencies go to NIBRS is January 1, 2021. The State of Texas set a deadline of 2019, and the Manor Police Department has been NIBRS compliant since November of 2018.

[10] These offenses are the specific offenses reported to the State of Texas as part of the Uniformed Crime Reporting. 2020 statistics for state and federal reports have not been tabulated.

[11] FBI. 2019. Criminal Justice Information Service. https://www.fbi.gov/services/cjis/ucr.

2020 Incidents Reports

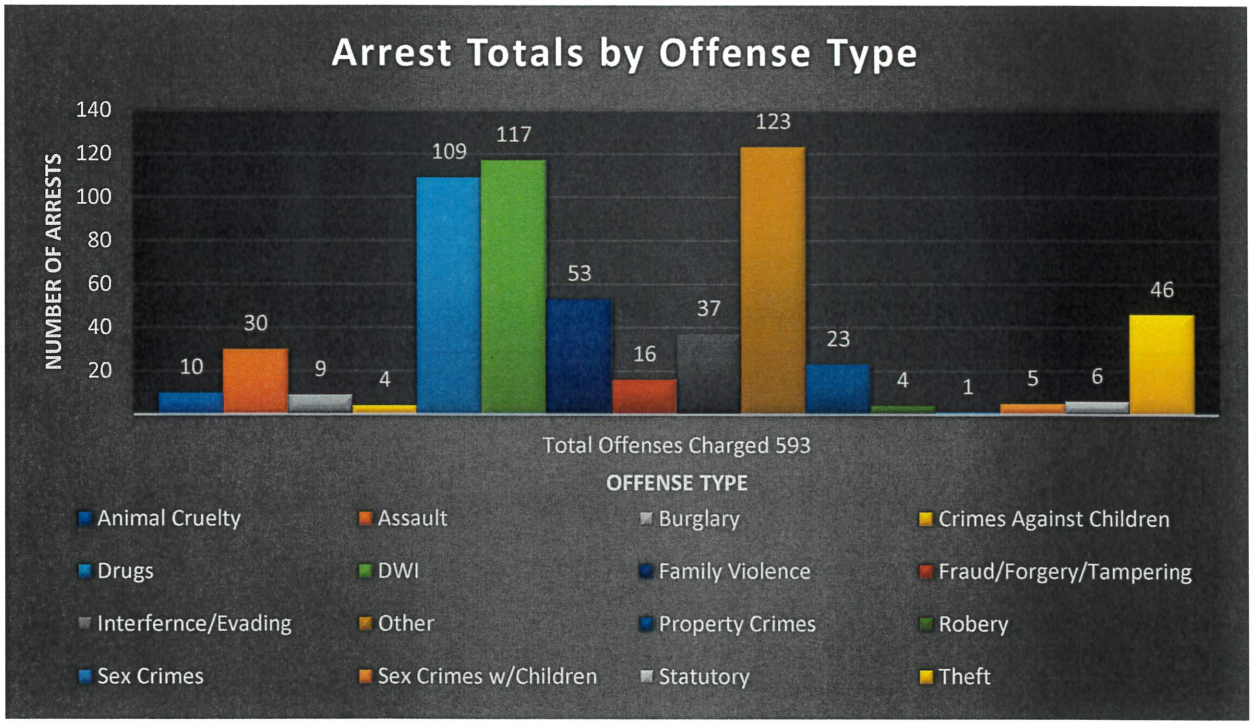
Type	#
Animal Control	78
Assault	52
Burglary	71
Collison	61
Crimes Against Child	8
Drugs	110
DWI	111
Family Violence	122
Fraud/Forgery/Tampering	111
Mental Health	36
Other[12]	520
Property Crimes	132
Robbery	9
Sex Crimes	10
Sex Crimes Against Child	15
Sex Offender	4
Statutory	41
Theft	133
Total Incident Reports	1624



harassment, interference, information, and other miscellaneous offenses

2020 Arrests

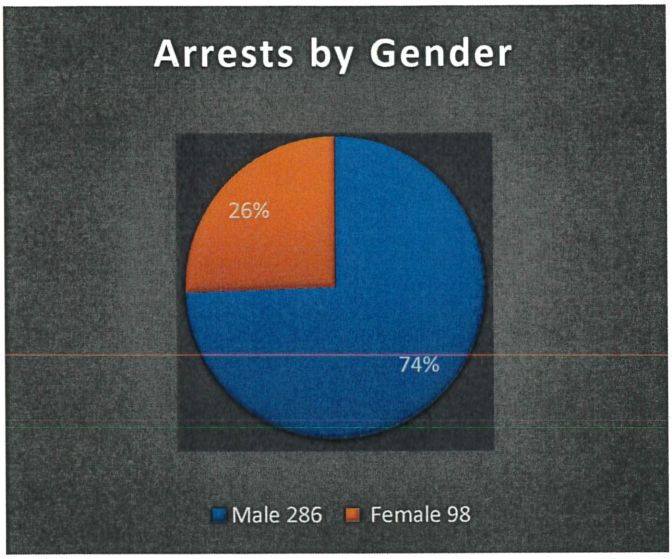
Offense Type	# of Arrests
Animal Cruelty/Other animal offenses	10
Assault	30
Burglary	9
Crimes against Children	4
Drugs	109
DWI	117
Family Violence	53
Fraud/Forgery/Tampering	16
Interference/Evading	37
Other[13]	123
Property Crimes	23
Robbery	4
Sex Crimes	1
Sex Crimes against Children	5
Statutory	6
Theft	46
Total	593

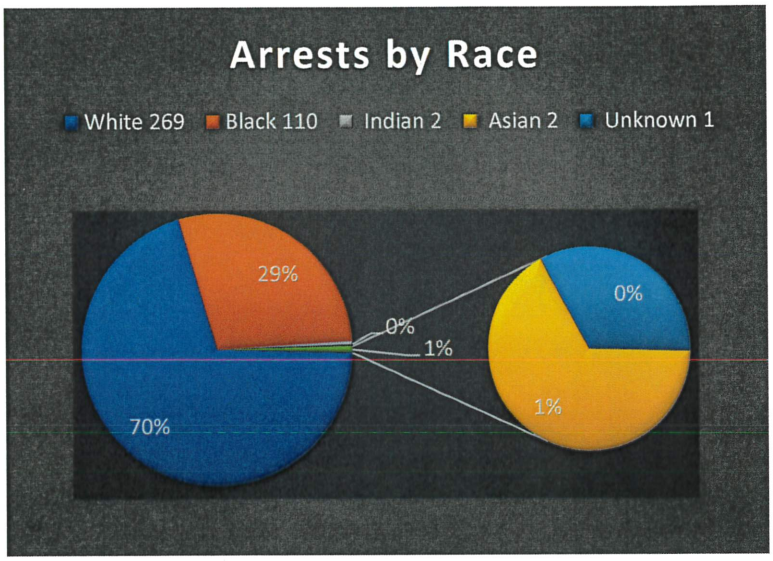


[13] Numerous Class C violations, Leaving the scene of a collision, harassment, Warrant arrests, UCW, and other vehicle operator violations

2020 Sex and Race Data[14]

Arrests	Male	Female	White	Black	Indian	Asian	Unknown
384	286	98	269	110	2	2	1



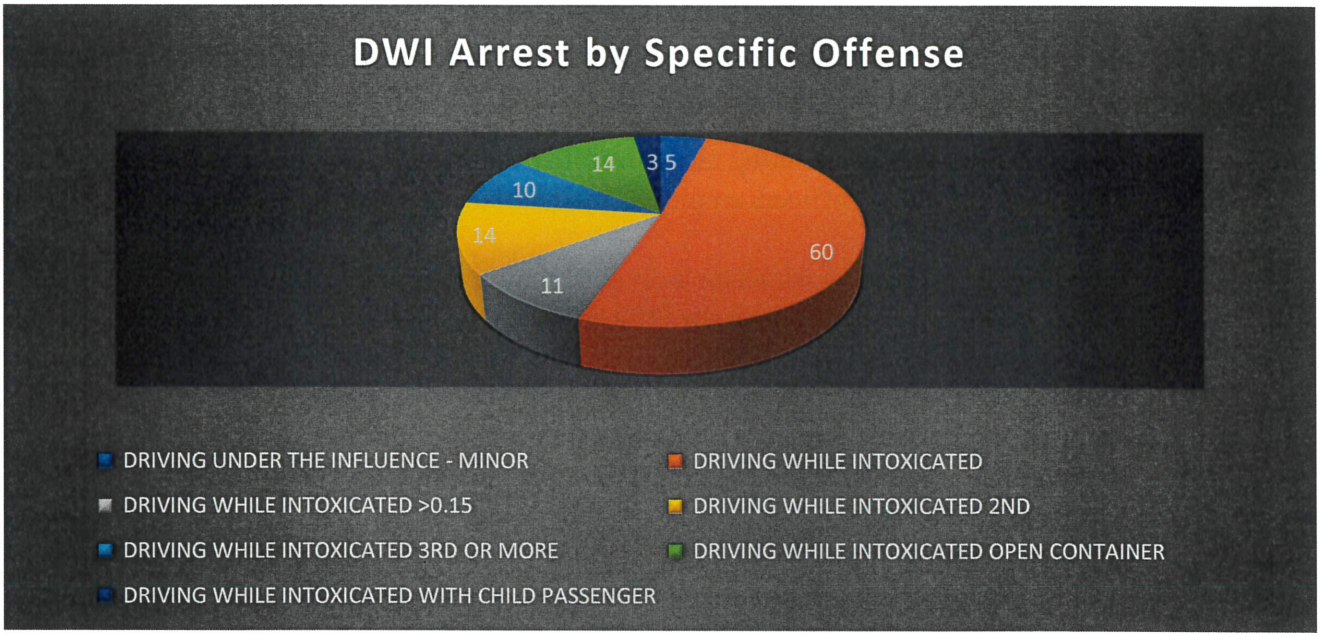


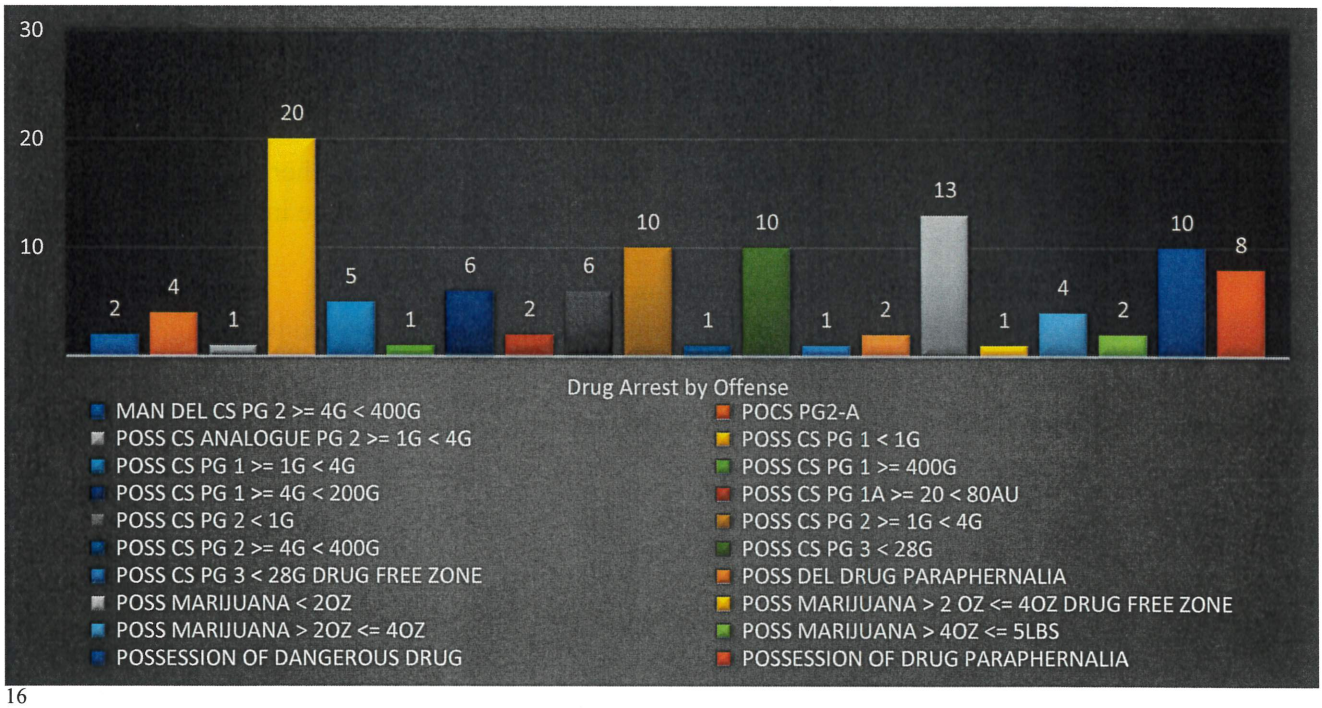
2020 Drug and Alcohol Arrests

Type of Offense	Number of Offenses	Number of Arrests
Drug Offenses	109	69
DWI[15]	118	117

[14] Race and gender data are collected and reported per FBI reporting codes

[15] DWI arrests includes Driving under the influence-Minor which is classified as a statutory offense under incidents.





16

[16] Texas Health and Safety Code divides narcotic offenses into penalty groups 1 though 4. PG 1 – Opiates (heroin), Cocaine, methamphetamine; PG 1-A – LSD; PG 2 – Mescaline, Psilocybin (mushrooms); PG 3 – Alprazolam and Lorazapam (Anxiety and depression medication); Dangerous drug – any medication requiring a prescription

Racial Profiling[17]

The Manor Police Department has adopted and maintains a policy on racial profiling as required by Texas Code of Criminal Procedures Art. 2.132 – 2.138. Our policy;

1. Clearly defines acts constituting racial profiling;
2. Strictly prohibit peace officers employed by the Manor Police Department from engaging in racial profiling;
3. Implements a process by which an individual may file a complaint with the Department if the individual believes that a Manor Officer has engaged in racial profiling with respect to the individual;
4. Provides public education relating to the agency's complaint process;
5. Requires appropriate corrective action be taken against an officer, who, after investigation, is shown to have engaged in racial profiling in violation of the Department's policy.
6. Require collection of information relating to motor vehicle stops in which a citation is issued and to arrests made as a result of those stops, including information relating to;
    a. The race or ethnicity of the individual detained
    b. Whether a search was conducted and, if so, whether the individual detained consented to the search; and
    c. Whether the peace officer knew the race or ethnicity of the individual detained before detaining that individual; and
7. Require the chief administrator of the agency, regardless of whether the administrator is elected, employed, or appointed, to submit an annual report of the information collected under Subdivision (6) to:
    a. The Commission on Law Enforcement; and
    b. The governing body pf each county or municipality served by the agency, if the agency is an agency of a county, municipality, or other political subdivision of the state.

[17] The 2020 Racial Profiling Report has not been completed.

Racial Profiling Report for 2019

Total Stops: 8907

Gender

Female	3204
Male	5703

Race / Ethnicity

Black	2185
Asian / Pacific Islander	180
Hispanic / Latino	2917
White	3566
Alaska Native / American	59

Was race or ethnicity known prior to stop?

Yes	31
No	8876

Reason for stop?

Violation of law	238
Preexisting knowledge	213
Moving traffic violation	6273
Vehicle traffic violation	2183

Street address or approximate location of the stop

City street	3953
US highway	4477
County road	273
State Highway	76
Private property or other	128

Was a search conducted?

Yes	353
No	8554

Reason for search?

Consent	18
Contraband	12
Probable cause	225
Inventory	64
Incident to arrest	34

Was contraband discovered?

Yes	216
No	137

Description of contraband

Drugs	136
Currency	3
Weapons	1
Alcohol	22
Stolen property	7
Other	64

Result of the stop

verbal warning[18]	0
written warning	5270
citation	3602
written warning and arrest	17
citation and arrest	18
arrest	0

Arrest based on

Violation of penal code	25
Violation of traffic law	0
Violation of city ordinance	0
Outstanding warrant	10

Was physical force, resulting in bodily injury, used?

Yes	0
No	8907

[18] It is the policy of the Manor Police Department that no verbal warnings be issued

VICTIM SERVICES TO SOCIAL RESOURCES

- In 2018 the Victim Services Network (VSN) was created by the Manor Police Department (MPD) to address service gaps for Manor and partner agencies. Manor formally established an Interlocal Agreement with the Lago Vista Police Department and the Jonestown Police Department in response to their cities' continued growth, and their determination to increase the range and availability of services to their community to address this need, two positions were created with the assistance of VOCA grant funding (Coordinator and Specialist). In 2019 the MPD was awarded a secondary grant through the Department of Justice, Office for Victims of Crime (OVC), to create another Specialist position to increase accessibility of services.

- Through the VSN, individuals received services inclusive of crisis intervention, criminal justice support, referrals to community agencies, assistance with establishing personal safety, assistance with exercising constitutional/statutory rights, assistance with crime victim compensation applications, education and emotional support throughout the criminal justice process, and ensuring continuity of services between departments and agencies.

- Originally, the VSN was comprised of a Coordinator and two Specialists, employees of MPD. The Coordinator was responsible for creating policy and standard operating procedures, developing and implementing both internal (sworn personnel) and external (community partners) training and outreach, overseeing research partnerships, grant writing, project management, strategic planning, on-going supervision, completion of monthly statistical reports, and served as back-up to the Specialists. The Coordinator reported MPD Lieutenant was responsible for overseeing the VSN program.

- By January 2021, VSN at MPD will transition to the Social Resource Team (SRT) consisting of 4 Social Resource Specialists (SRS). These are positions that have been created but not yet funded. Initially, the SRT will consist of 2 SRS assigned to a patrol shift for on-scene response and prompt service provision. The SRS staff will also be on-call for assistance as needed until the SRT is fully staffed. In order to fully staff the SRT at 4 SRS employees, 2 more SRS staff will be hired in 2021 to be part of the team and cover the remaining patrol shifts. The SRT will continue providing same services as the VSN to establish and conduct relationships with community members to promote respect and public confidence. This role will ensure prompt responsiveness and consistent availability to the needs of crime victims, persons in crisis, and other criminal and noncriminal needs.

VICTIM SERVICES STATISTICS 2020

MANOR, LAGO, JONESTOWN CASES 2020 (JAN-OCT)	
MANOR	246
LAGO	52
JONESTOWN	15
TRAVIS CO SO (REGIONAL ON-CALL)	4
TOTAL	**317**

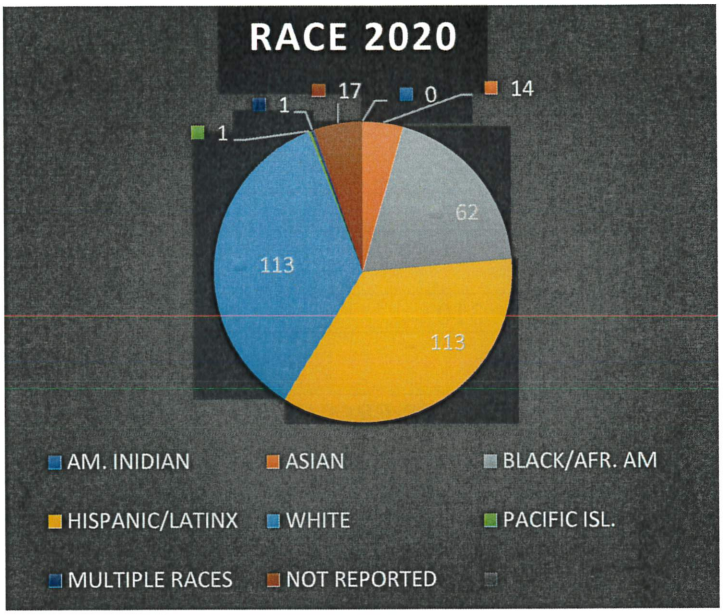
TOTAL VICTIMS SERVED 2020 (JAN-OCT)	310 ⬆

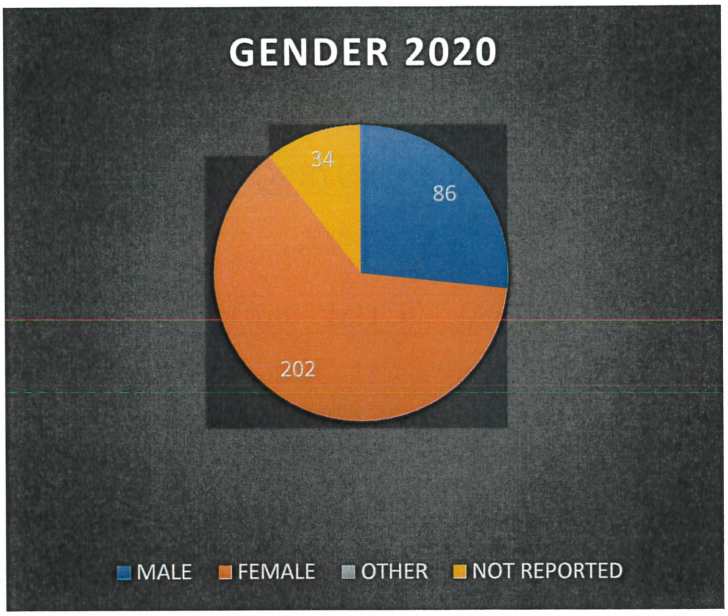
TYPES OF SERVICE 2020 (JAN-OCT)	NUMBER OF TIMES PROVIDED
INFORMATION AND REFERRAL	239
PERSONAL ADVOCACY/ACCOMPANIMENT	254
EMOTIONAL SUPPORT OR SAFETY SERV.	208
SHELTER/HOUSING SERVICES	4
CRIMINAL/CIVIL JUSTICE ASSISTANCE	22
CRIME VICTIM COMPENSATION APP.	301
TOTAL NUMBER OF SERVICES PROVIDED	3,163

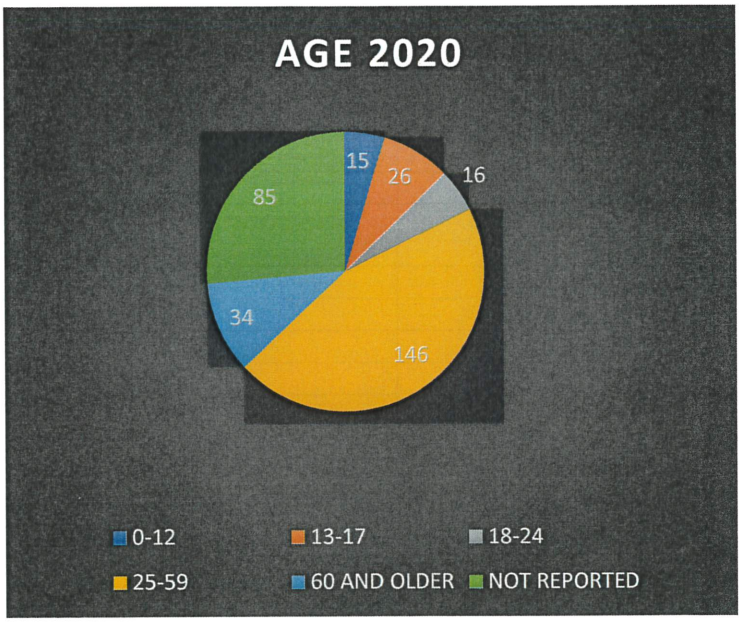
TYPES OF CRIME/CRISIS & NUMBER OF VICTIMIZATIONS 2020 (JAN-OCT)[19]			
ADULT PHYSICAL ASLT	59	VIOL. OF EPO	0
ADULT SEXUAL ASLT	8	CRIM. TRESPASS	9
ARSON	0	SUICIDE	3
BURGLARY	4	DECEASED PERSON	54
CHILD PHYSICAL ABUSE/NEGLECT	17	ASLT AGAINST PUB SERVANT	2
CHILD SEXUAL ABUSE	25	CHECK WELFARE	6
FAMILY VIOLENCE	47	CRIM. MISCHIEF	8
DUI/DWI INCIDENTS	0	TERR. THREAT	3
ELDER ABUSE/ NEGLECT	3	DEADLY CONDUCT	3
IDENTITY THEFT/FRAUD	10	ASSIT COMP.	41
OTHER VEHICULAR VIC	10	POED	4
ROBBERY	6	ASLT BY CONTACT	12
STALKING/HARASSMENT	7	STRANGULATION	6
VIOL. OF COURT ORDER	1	FAMILY DISTURBANCE	3
DEATH NOTIFICATION	1		

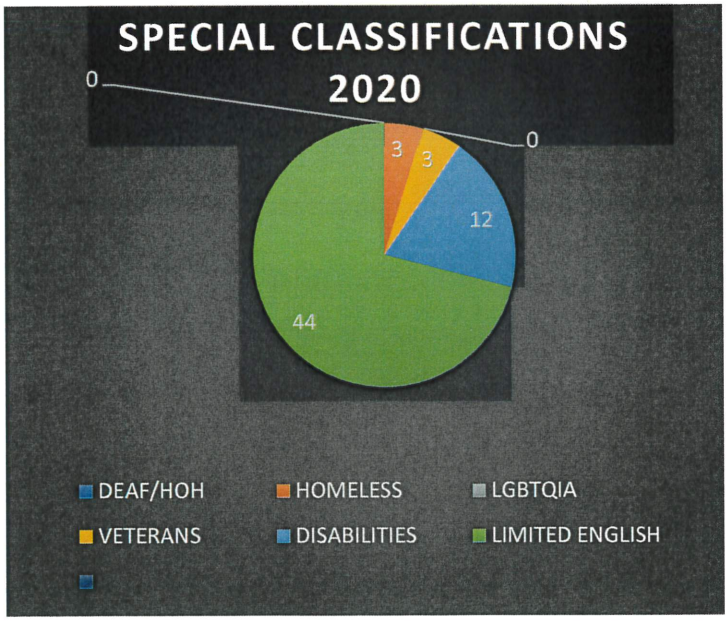
[19] These statistics capture the number of cases where a victim received (did not decline or unable to reach) services by crime type, not total number of crime types during the year.

VICTIM SERVICES DEMOGRAPHICS 2020









MANOR POLICE DEPARTMENT COMMUNITY EVENTS

Despite the impact of the COVID effect on 2020, the Manor Police Department made every effort to maintain the strong connection to the community. Typical events that would have taken place under normal circumstances such as National Night Out, Manorpalooza, and the Citizen Police Academy were hinder by COVID restrictions. This did not stop Manor Officers from safely engaging with people on a personal level.

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CITY OF MANOR HUMAN RESOURCES

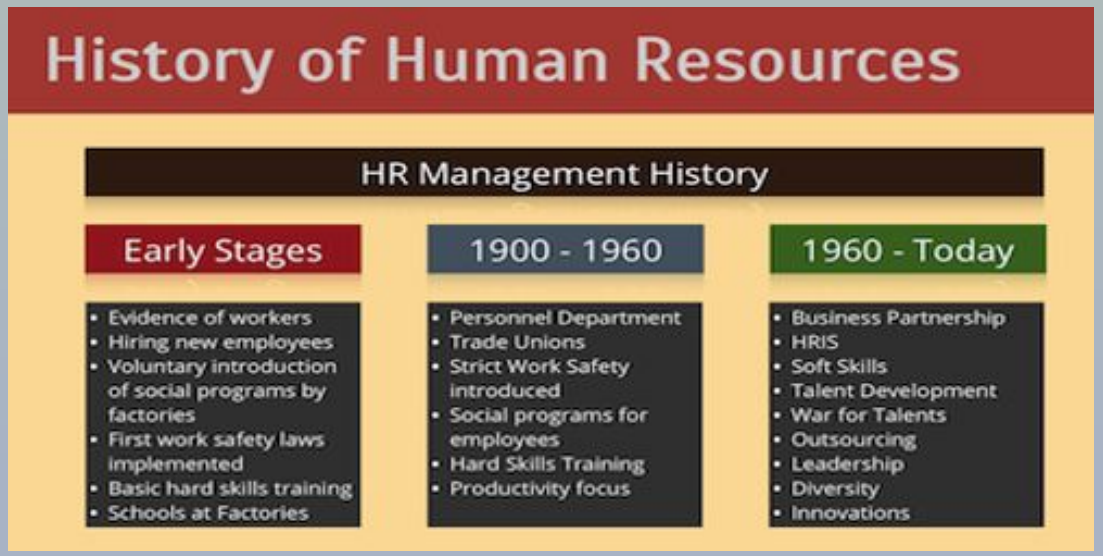
TRACEY VASQUEZ
HUMAN RESOURCES MANAGER

HISTORY OF HUMAN RESOURCES

- The Human Resources field began to take shape in 18th century Europe. It was built on a simple idea by Robert Owen and Charles Babbage during the industrial revolution. They concluded that people were crucial to the success of an organization.

- Most believe that the first human resources department was established by The National Cash Register Company in 1901 following several strikes and employee lockouts.

- The term " Human Resources" was coined by management guru Peter F. Drucker in 1954 in The Practice of Management. In this fundamental work, Drucker presents three broad managerial functions: managing the business, managing other managers, and managing workers and work.



Vision Statement

The City of Manor Human Resources Department strives to attract and retain the most qualified individuals for our team. By managing all aspects of recruitment, compensation, benefits administration, worker's compensation program, records management and oversees the employee safety, risk management, and wellness programs; in addition to coordinating team-building opportunities in support of the City of Manor's Mission by meeting our goals through our most valuable asset, its PEOPLE.

What are the essential functions of the Human Resources Department?

Human Resources (HR) professionals conduct a wide variety of tasks within an organizational structure, following core functions:

- Staffing- identifying and fulfilling talent needs through recruitment.
- Development- in conjunction with department heads and supervisors, onboarding new employees and providing resources for continued development is a crucial investment for organizations, and HR is in charge of maintaining a developmental approach to existing human resources.
- Safety and Health- ensuring compliance with requirements based on job function for safety measures, counseling, and appropriate safety equipment; implement new safety measures when circumstances or laws require change.
- Compensation and Benefits- identifying appropriate compensation based on role, classification, and legal requirements and guidelines. HR manages all aspects of employee benefits, including health, dental, vision, and retirement, as well as employee assistance and wellness programs.
- Legal- responsible for interpreting and enforcing employment and labor laws such as equal employment opportunity, fair labor standards, benefits and wages, work hour requirements, as well as medical leave.

Human Resources the Ins & Outs

* Recruitment:

a) post position
b)review applicants
c)interview
d)background and driver license
e) employment offer and drug screen

* Development:

a) new hire training
b) continued onsite, virtual, and travel education regarding employee's position with the City
c) required HR training
d) coaching and re-educating as part of discipline and personal improvement

* Safety and Health

a) safety equipment and PPE
b) mental health resources and programs
c) training and education on protocols, procedures, and policies

* Compensation and Benefits

a) assist department heads regarding employee compensation, job descriptions, and job classification
b) new hire, qualifying event, and open enrollment (health, dental, vision)
c) assist employees with filing supplemental claims
d) worker's compensation
e) FMLA, FFCRA, EPSL, EFMLAEA
f) vehicle, liability, and property coverage for the City

*Legal

a) ADA, ADAA, HIPAA, CHRI, I-9
b) labor law status, posters, and compliance
c) job descriptions, policies and procedures, employment and termination, and HR directives
d) contracts

City of Manor Training 2021 ** Tentative regarding COVID**

January- HIPAA for Directors and Managers
February- CPR/AED
March- New Supervisor Training
April- Active Shooter
May- Mental Health Awareness
June- MS4

July- Hospitality
August- Wellness Fare
September-Ethical Behavior for Local Government
-Shaping an Ethical Workplace Culture
October-Retirement w/TMRS & Nationwide
November- EEOC Compliance and Training
December-Word Doc and Excel 101

What does team mean to you?

Team – Together Everyone Achieves More

Culture- shared values, belief systems, attitudes and the set of assumptions that people in a workplace share. Most importantly encompassing the same mission, leadership style, values, ethics, and expectations.

Diversity- having a range of people with various racial, ethnic, socioeconomic, religious, and cultural backgrounds and various lifestyles, experiences, and interests.

Teamwork- a united sense of purpose to achieve a clear, specific goal that all members believe is important to attain.

Team Building-the process of turning a group of individual contributing employees into a cohesive team.

QUESTIONS?

COMMUNITY DEVELOPMENT DEPARTMENT

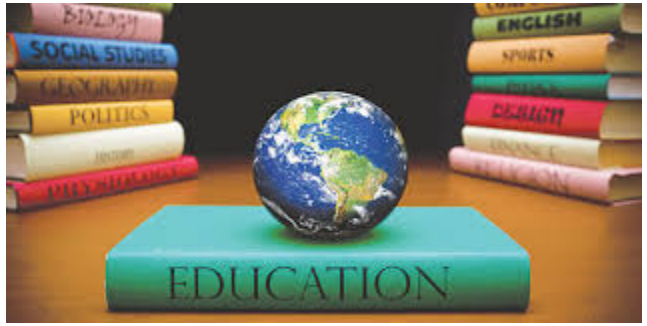
Debbie Charbonneau

Heritage & Tourism Manager

LEADERSHIP MANOR

- **Leadership Manor is a program which identifies and develops talented and committed citizens who aspire to provide leadership in Manor's business and community activities. Leadership Manor develops leaders by providing quality, relevant leadership skills training to match the dynamic needs of the community.**

It explains the essential roles of Manor's governmental, education, economic, and cultural organizations and encourages participants to explore options for personal involvement and relationship building.



FUTURE LEADERS

It creates opportunities for participants to form effective relationships with current, past and future leaders in the community.

Finally, it facilitates the appointment of graduates to leadership roles within the City of Manor and other community organizations.

APPLICATION

- The applicants were required to fill out the application, send a resume and provide any additional comments.
- As you can see from the last council meeting in November, the class is very engaged, care about the community and worked very hard on their project. They want to make sure the project continues on after they graduate.
- So, I am proud to present Leadership Manor Class #1

“SHOP SMALL” “SHOP LOCAL” CAMPAIGN

- I started the campaign that would run from November 1, 2020 and run through November 30, 2020.
- Every time you spend $20.00 in a participating business in Manor, you get the chance to enter a ticket into a drawing to win $1,000.00 in gift cards.
- So, the more you spend, the more chances you get to enter into the contest.

Remember, for every $100.00 spent at local small businesses, $68.00 is returned to the local community!

You may ask yourself, why should I shop small?

Why should I shop in my community instead of shopping at a big box or a national chain?

Well, here's why!

- As a consumer, you are a key part in helping small businesses thrive.
- By shopping or dining at small businesses in our community, we are showing support for the businesses in our neighborhoods and the community you call your own.

Small businesses create a sense of community. You are much more likely to get to know a small business owner in your neighborhood.

They can provide more personable, hands-on, and memorable customer service which encourages you to shop and to dine with them more as you become friends and family in your community.

That TACO STAND

CAFE 290

SHOP
- LOCAL -

LEAL'S TIRE
TAKE-OFFS, HIGH TREAD USED & NEW
GUARANTEED!
USED TIRES HAVE 30 DAY LIMITED WARRANTY

BRAIN FREEZE OF TEXAS
Get Your Freeze On!

MANORPALOOZA – MAY 7 & 8, 2021

- **ManorPalooza is well on it's way! The team has been working hard and we already have a lot confirmed for our event.**
- **This is my first one and I am so excited.**

CARNIVAL & SAUSAGE EATING CONTEST

FIREWORKS

HELICOPTER RIDES AND THE TRAIN!!

SO, WHAT ELSE IS PLANNED FOR 2021?

- Martin Luther King, Jr. Day
- Easter
- Juneteenth
- Fourth of July
- Leadership Manor Class #2
- Veteran’s Day
- Holiday Extravangza

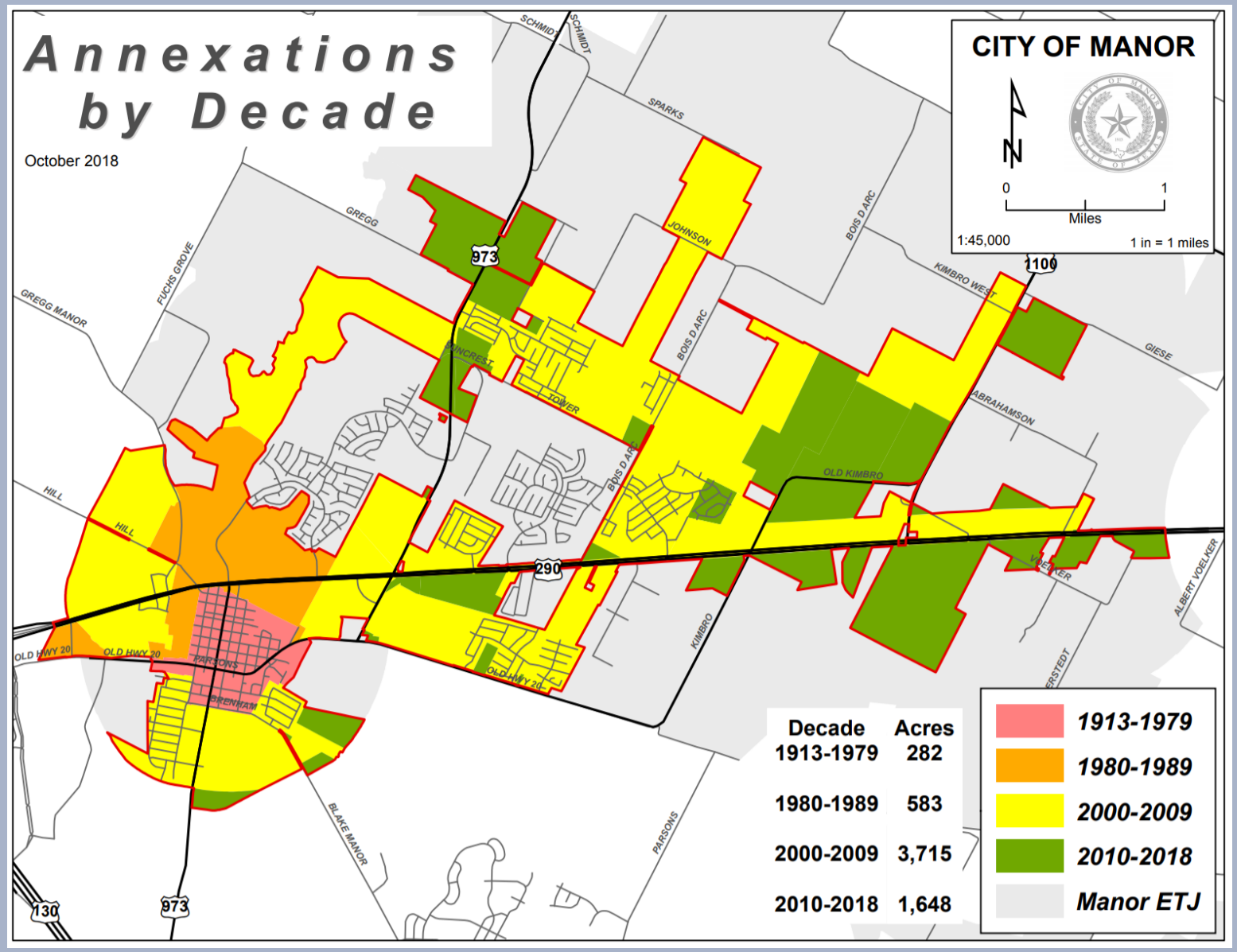
Development Services

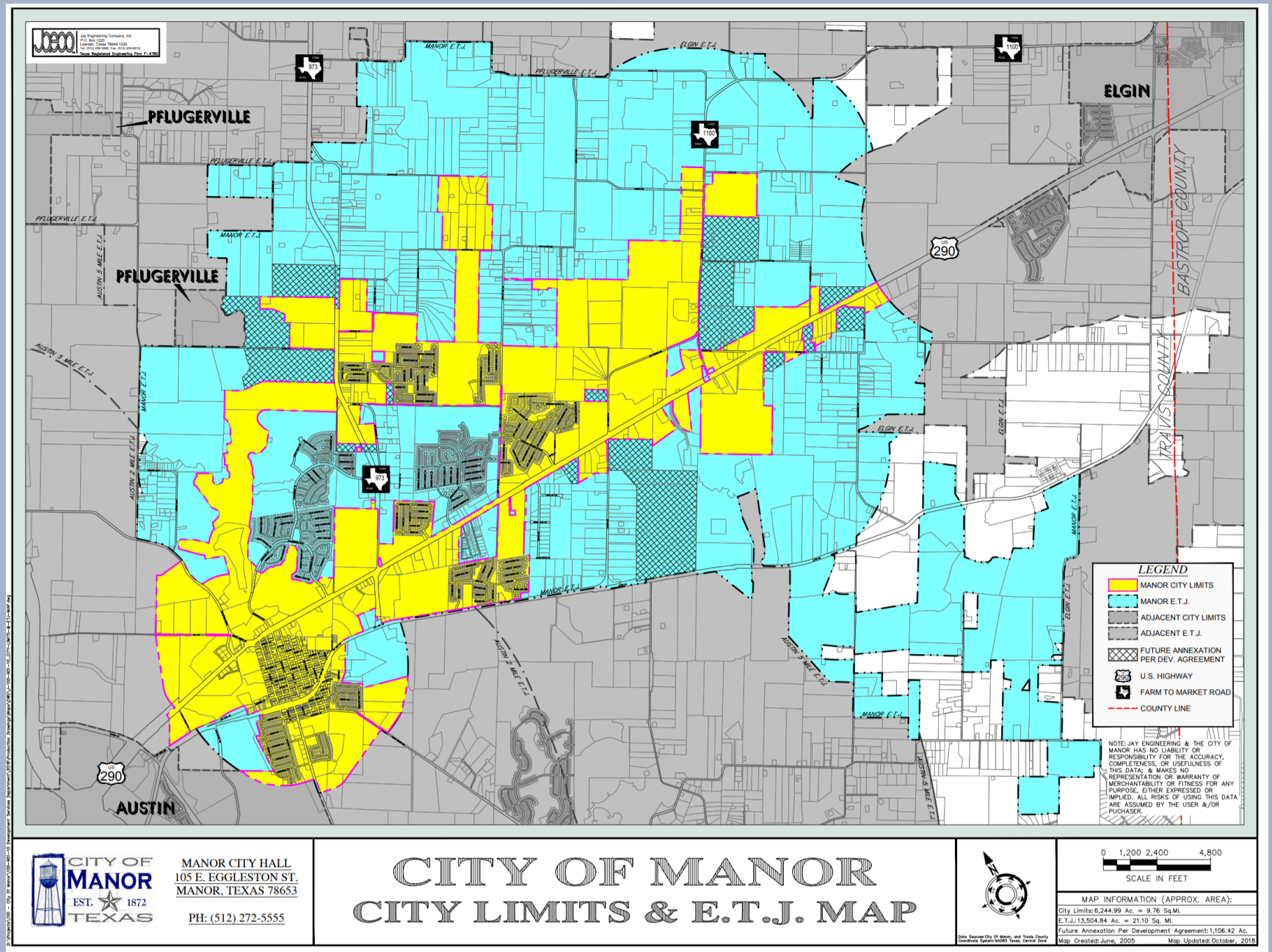
Scott Dunlop, AICP
Assistant Director

Development Process

- Annexation
- Zoning
- Subdivision
  - Concept Plan, Preliminary Plat, Construction Plan, Final Plat
  - Short Form Final Plat
  - Amended Plat
- Site Plans
  - Drainage, Utilities, Parking, Landscaping, Lighting – everything from the building walls to the property line
- Building Permits
  - Architectural, Mechanical, Plumbing, Electrical – everything inside the building walls
- Sign Permits

Annexation


Annexations by Decade
October 2018
CITY OF MANOR
N
0
1
Miles
1:45,000
1 in = 1 miles
Decade
Acres
1913-1979
282
1980-1989
583
2000-2009
3,715
2010-2018
1,648
1913-1979
1980-1989
2000-2009
2010-2018
Manor ETJ
973
290
1100
130
SCHMIDT
SPARKS
GREGG
FUCHS GROVE
GREGG MANOR
JOHNSON
BOIS D ARC
KIMBRO WEST
GIESE
ABRAHAMSON
TOWER
HILL
OLD KIMBRO
KIMBRO
OLD HWY 20
PARSONS
BRENHAM
BLAKE MANOR
ALBERT VOELKER



CITY OF MANOR
EST. 1872
TEXAS

MANOR CITY HALL
105 E. EGGLESTON ST.
MANOR, TEXAS 78653

PH: (512) 272-5555

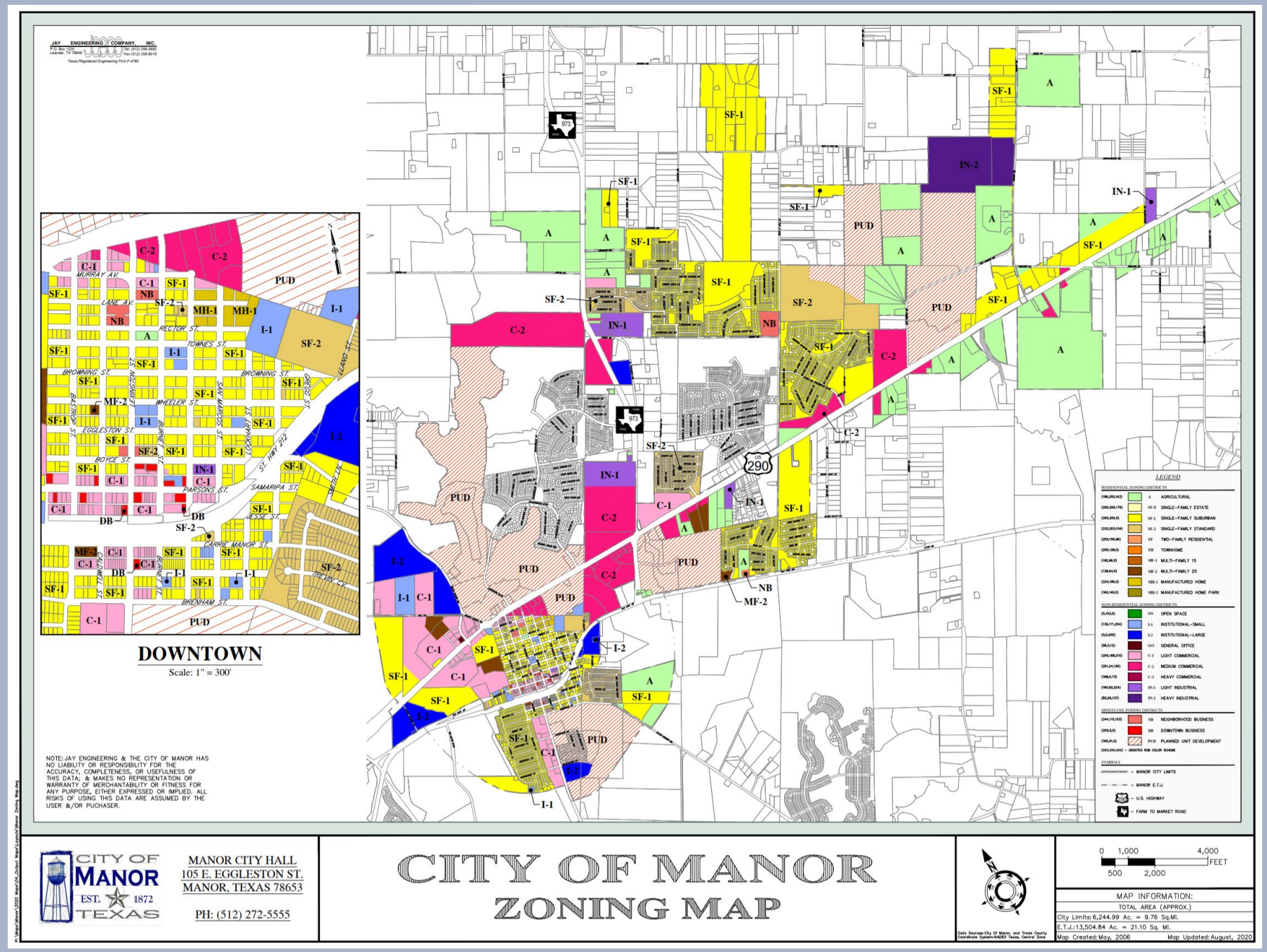
CITY OF MANOR
CITY LIMITS & E.T.J. MAP

0 1,200 2,400 4,800
SCALE IN FEET

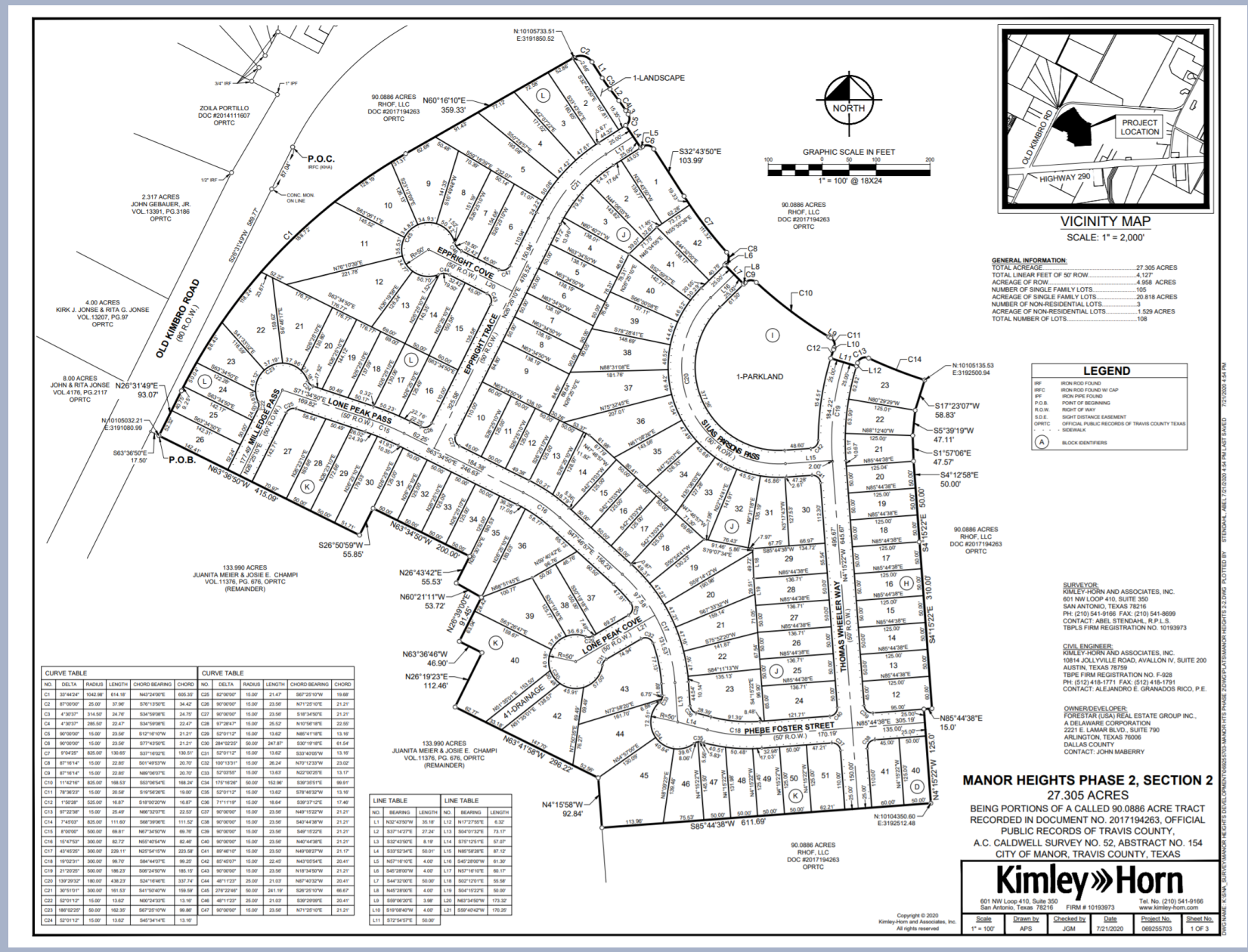
MAP INFORMATION (APPROX. AREA):
City Limits: 6,244.99 Ac. = 9.76 Sq.Mi.
E.T.J.: 13,504.84 Ac. = 21.10 Sq. Mi.
Future Annexation Per Development Agreement: 1,106.42 Ac.
Map Created: June, 2005 Map Updated: October, 2018

Data Sources: City Of Manor, and Travis County
Coordinate System: NAD83 Texas, Central Zone

Zoning


JAY ENGINEERING COMPANY, INC.
DOWNTOWN
Scale: 1" = 300'
NOTE: JAY ENGINEERING & THE CITY OF MANOR HAS NO LIABILITY OR RESPONSIBILITY FOR THE ACCURACY, COMPLETENESS, OR USEFULNESS OF THIS DATA; & MAKES NO REPRESENTATION OR WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE, EITHER EXPRESSED OR IMPLIED. ALL RISKS OF USING THIS DATA ARE ASSUMED BY THE USER &/OR PUCHASER.
LEGEND
CITY OF MANOR
EST. 1872
TEXAS
MANOR CITY HALL
105 E. EGGLESTON ST.
MANOR, TEXAS 78653
PH: (512) 272-5555
CITY OF MANOR
ZONING MAP
MAP INFORMATION:
TOTAL AREA (APPROX.)
City Limits: 6,244.99 Ac. = 9.76 Sq.Mi.
E.T.J.: 13,504.84 Ac. = 21.10 Sq. Mi.
Map Created: May, 2006
Map Updated: August, 2020

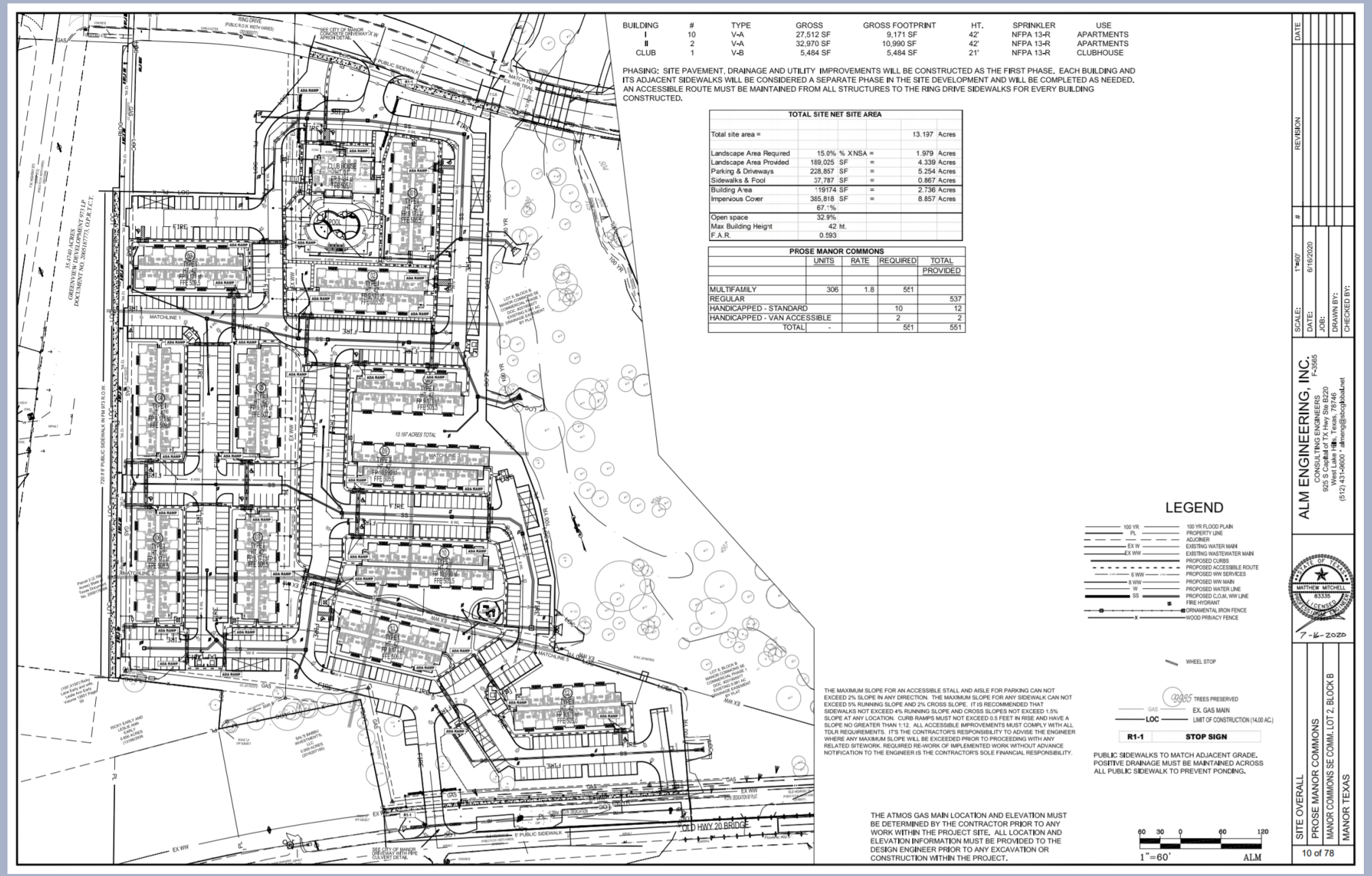
Subdivision



CURVE TABLE					CURVE TABLE				
NO.	DELTA	RADIUS	LENGTH	CHORD BEARING	CHORD	NO.	DELTA	RADIUS	LENGTH	CHORD BEARING	CHORD
C1	33°44'24"	1042.98'	614.18'	N43°24'00"E	605.35'	C25	82°00'00"	15.00'	21.47'	S67°25'10"W	19.68'
C2	67°00'00"	25.00'	37.96'	S76°13'50"E	34.42'	C26	90°00'00"	15.00'	23.56'	N71°25'10"E	21.21'
C3	4°30'37"	314.50'	24.76'	S34°59'08"E	24.75'	C27	90°00'00"	15.00'	23.56'	S18°34'50"E	21.21'
C4	4°30'37"	285.50'	22.47'	S34°59'08"E	22.47'	C28	97°28'47"	15.00'	25.52'	N10°56'18"E	22.55'
C5	90°00'00"	15.00'	23.56'	S12°18'10"W	21.21'	C29	52°01'12"	15.00'	13.62'	N85°41'18"E	13.16'
C6	90°00'00"	15.00'	23.56'	S77°43'50"E	21.21'	C30	284°02'25"	50.00'	247.87'	S30°19'18"E	61.54'
C7	9°54'25"	825.00'	130.65'	S33°16'02"E	130.51'	C31	52°01'12"	15.00'	13.62'	S33°40'26"W	13.16'
C8	87°16'14"	15.00'	22.85'	S01°49'53"W	20.70'	C32	100°13'31"	15.00'	26.24'	N70°12'33"W	23.02'
C9	87°16'14"	15.00'	22.85'	N89°06'07"E	20.70'	C33	52°03'55"	15.00'	13.63'	N22°00'25"E	13.17'
C10	11°42'16"	825.00'	168.53'	S53°06'54"E	168.24'	C34	175°16'26"	50.00'	152.96'	S39°35'51"E	99.91'
C11	78°36'23"	15.00'	20.58'	S19°56'26"E	19.00'	C35	52°01'12"	15.00'	13.62'	S78°46'32"W	13.16'
C12	1°50'28"	525.00'	16.87'	S18°00'20"W	16.87'	C36	71°11'19"	15.00'	18.64'	S39°37'12"E	17.46'
C13	97°22'38"	15.00'	25.49'	N66°32'07"E	22.53'	C37	90°00'00"	15.00'	23.56'	N49°15'22"W	21.21'
C14	7°45'03"	825.00'	111.60'	S68°39'06"E	111.52'	C38	90°00'00"	15.00'	23.56'	S40°44'38"W	21.21'
C15	8°00'00"	500.00'	69.81'	N67°34'50"W	69.76'	C39	90°00'00"	15.00'	23.56'	S49°15'22"E	21.21'
C16	15°47'53"	300.00'	82.72'	N55°40'54"W	82.46'	C40	90°00'00"	15.00'	23.56'	N40°44'38"E	21.21'
C17	43°45'25"	300.00'	229.11'	N25°54'15"W	223.58'	C41	89°46'10"	15.00'	23.50'	N49°08'27"W	21.17'
C18	19°02'31"	300.00'	99.70'	S84°44'07"E	99.25'	C42	85°40'07"	15.00'	22.43'	N43°06'54"E	20.41'
C19	21°20'25"	500.00'	186.23'	S06°24'50"W	185.15'	C43	90°00'00"	15.00'	23.56'	N18°34'50"W	21.21'
C20	139°29'32"	180.00'	438.23'	S24°16'46"E	337.74'	C44	48°11'23"	25.00'	21.03'	N87°40'32"W	20.41'
C21	30°51'01"	300.00'	161.53'	S41°50'40"W	159.59'	C45	276°22'46"	50.00'	241.19'	S26°25'10"W	66.67'
C22	52°01'12"	15.00'	13.62'	N00°34'33"E	13.16'	C46	48°11'23"	25.00'	21.03'	S39°29'09"E	20.41'
C23	186°02'25"	50.00'	162.35'	S67°25'10"W	99.86'	C47	90°00'00"	15.00'	23.56'	N71°25'10"E	21.21'
C24	52°01'12"	15.00'	13.62'	S45°34'14"E	13.16'						

LINE TABLE			LINE TABLE		
NO.	BEARING	LENGTH	NO.	BEARING	LENGTH
L1	N32°43'50"W	35.18'	L12	N17°27'55"E	6.32'
L2	S37°14'27"E	27.24'	L13	S04°01'32"E	73.17'
L3	S32°43'50"E	8.19'	L14	S75°12'51"E	57.07'
L4	S33°52'34"E	50.01'	L15	N85°58'28"E	87.12'
L5	N57°16'10"E	4.00'	L16	S45°28'00"W	61.30'
L6	S45°28'00"W	4.00'	L17	N57°16'10"E	60.17'
L7	S44°32'00"E	50.00'	L18	S02°12'01"E	55.58'
L8	N45°28'00"E	4.00'	L19	S04°15'22"E	50.00'
L9	S59°06'20"E	3.98'	L20	N63°34'50"W	173.32'
L10	S16°08'40"W	4.00'	L21	S59°40'42"W	170.20'
L11	S72°54'57"E	50.00'			

Site Plans



BUILDING	#	TYPE	GROSS	GROSS FOOTPRINT	HT.	SPRINKLER	USE
I	10	V-A	27,512 SF	9,171 SF	42'	NFPA 13-R	APARTMENTS
II	2	V-A	32,970 SF	10,990 SF	42'	NFPA 13-R	APARTMENTS
CLUB	1	V-B	5,484 SF	5,484 SF	21'	NFPA 13-R	CLUBHOUSE

PHASING: SITE PAVEMENT, DRAINAGE AND UTILITY IMPROVEMENTS WILL BE CONSTRUCTED AS THE FIRST PHASE. EACH BUILDING AND ITS ADJACENT SIDEWALKS WILL BE CONSIDERED A SEPARATE PHASE IN THE SITE DEVELOPMENT AND WILL BE COMPLETED AS NEEDED. AN ACCESSIBLE ROUTE MUST BE MAINTAINED FROM ALL STRUCTURES TO THE RING DRIVE SIDEWALKS FOR EVERY BUILDING CONSTRUCTED.

TOTAL SITE NET SITE AREA

Total site area =			13.197	Acres
Landscape Area Required	15.0%	% XNSA =	1.979	Acres
Landscape Area Provided	189,025	SF =	4.339	Acres
Parking & Driveways	228,857	SF =	5.254	Acres
Sidewalks & Pool	37,787	SF =	0.867	Acres
Building Area	119174	SF =	2.736	Acres
Impervious Cover	385,818	SF =	8.857	Acres
	67.1%			
Open space	32.9%			
Max Building Height	42	ht.		
F.A.R.	0.593			

PROSE MANOR COMMONS

	UNITS	RATE	REQUIRED	TOTAL PROVIDED
MULTIFAMILY	306	1.8	551	
REGULAR				537
HANDICAPPED - STANDARD			10	12
HANDICAPPED - VAN ACCESSIBLE			2	2
TOTAL	-		551	551

THE MAXIMUM SLOPE FOR AN ACCESSIBLE STALL AND AISLE FOR PARKING CAN NOT EXCEED 2% SLOPE IN ANY DIRECTION. THE MAXIMUM SLOPE FOR ANY SIDEWALK CAN NOT EXCEED 5% RUNNING SLOPE AND 2% CROSS SLOPE. IT IS RECOMMENDED THAT SIDEWALKS NOT EXCEED 4% RUNNING SLOPE AND CROSS SLOPES NOT EXCEED 1.5% SLOPE AT ANY LOCATION. CURB RAMPS MUST NOT EXCEED 0.5 FEET IN RISE AND HAVE A SLOPE NO GREATER THAN 1:12. ALL ACCESSIBLE IMPROVEMENTS MUST COMPLY WITH ALL TDLR REQUIREMENTS. IT'S THE CONTRACTOR'S RESPONSIBILITY TO ADVISE THE ENGINEER WHERE ANY MAXIMUM SLOPE WILL BE EXCEEDED PRIOR TO PROCEEDING WITH ANY RELATED SITEWORK. REQUIRED RE-WORK OF IMPLEMENTED WORK WITHOUT ADVANCE NOTIFICATION TO THE ENGINEER IS THE CONTRACTOR'S SOLE FINANCIAL RESPONSIBILITY.

THE ATMOS GAS MAIN LOCATION AND ELEVATION MUST BE DETERMINED BY THE CONTRACTOR PRIOR TO ANY WORK WITHIN THE PROJECT SITE. ALL LOCATION AND ELEVATION INFORMATION MUST BE PROVIDED TO THE DESIGN ENGINEER PRIOR TO ANY EXCAVATION OR CONSTRUCTION WITHIN THE PROJECT.

LEGEND

100 YR 100 YR FLOOD PLAIN
PL PROPERTY LINE
ADJOINER
EX W EXISTING WATER MAIN
EX WW EXISTING WASTEWATER MAIN
PROPOSED CURBS
PROPOSED ACCESSIBLE ROUTE
6 WW PROPOSED WW SERVICES
8 WW PROPOSED WW MAIN
W PROPOSED WATER LINE
SS PROPOSED C.O.M. WW LINE
FIRE HYDRANT
ORNAMENTAL IRON FENCE
WOOD PRIVACY FENCE
WHEEL STOP
TREES PRESERVED
GAS EX. GAS MAIN
LOC LIMIT OF CONSTRUCTION (14.00 AC.)
R1-1 STOP SIGN

PUBLIC SIDEWALKS TO MATCH ADJACENT GRADE. POSITIVE DRAINAGE MUST BE MAINTAINED ACROSS ALL PUBLIC SIDEWALK TO PREVENT PONDING.

60 30 0 60 120
1"=60'

ALM

DATE | # | REVISION

SCALE: 1"=60'
DATE: 6/16/2020
JOB:
DRAWN BY:
CHECKED BY:

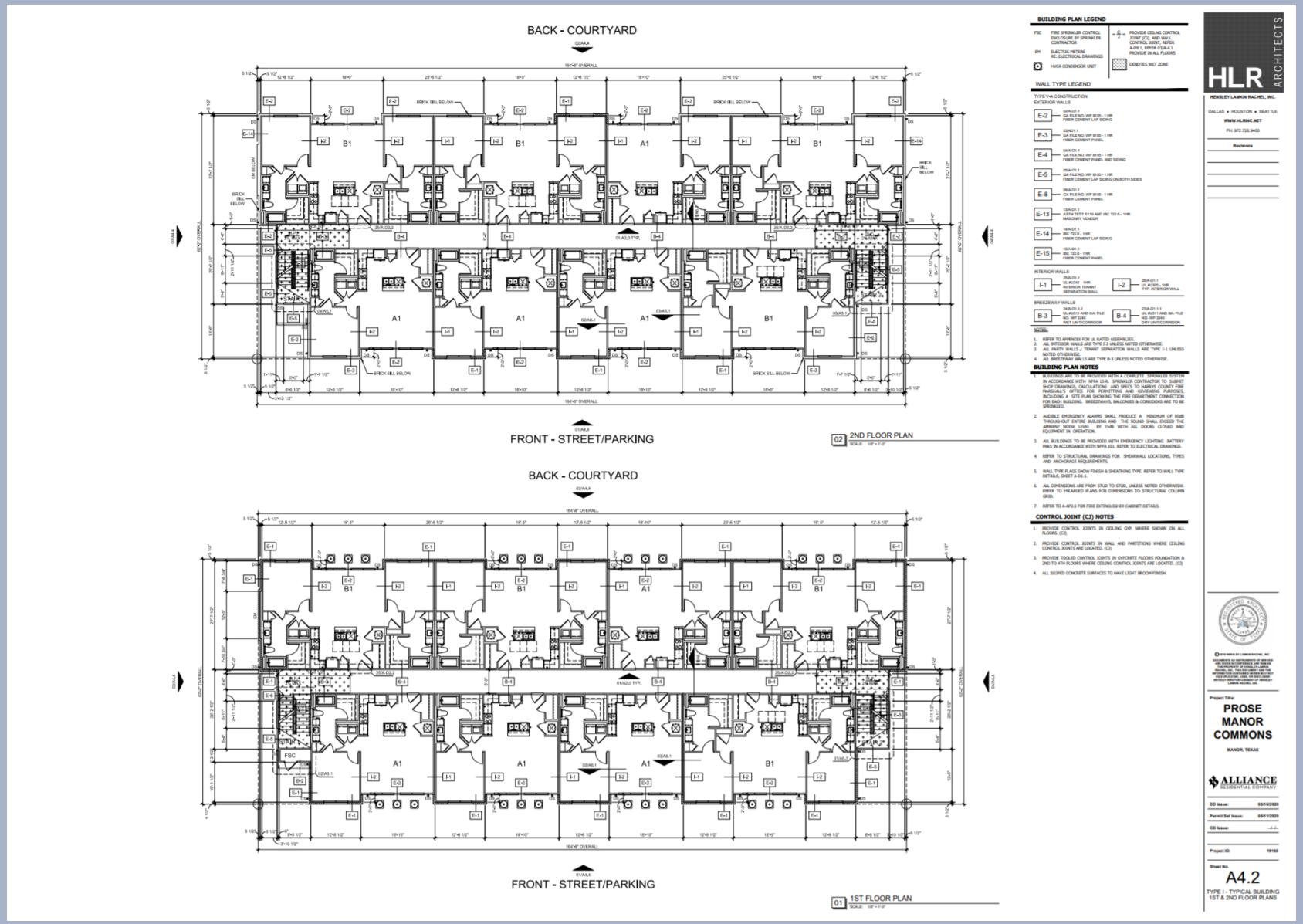
ALM ENGINEERING, INC.
F-3565
CONSULTING ENGINEERS
925 S. Capital of Texas Hwy, Suite 220
West Lake Hills, Texas, 78746
(512) 431-9600 * almeng@sbcglobal.net

STATE OF TEXAS
MATTHEW MITCHELL
83336
LICENSED
PROFESSIONAL ENGINEER
7-6-2020

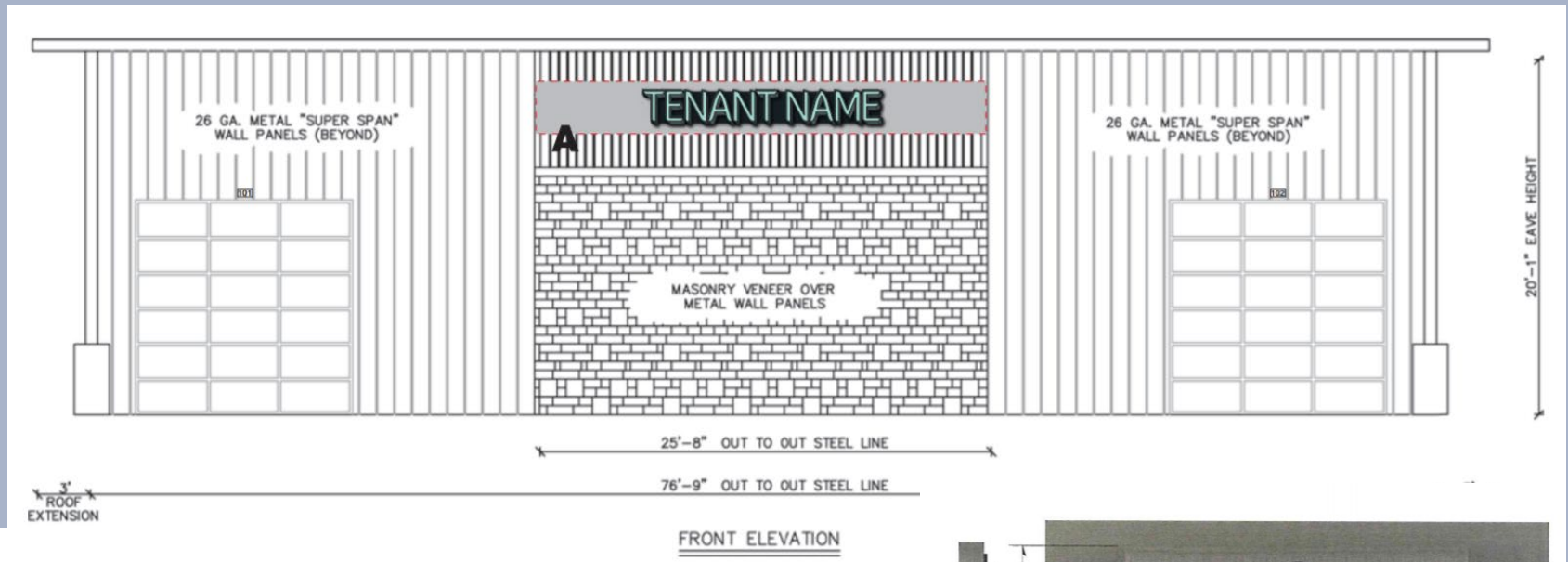
SITE OVERALL
PROSE MANOR COMMONS
MANOR COMMONS SE COMM. LOT 2, BLOCK B
MANOR TEXAS

10 of 78

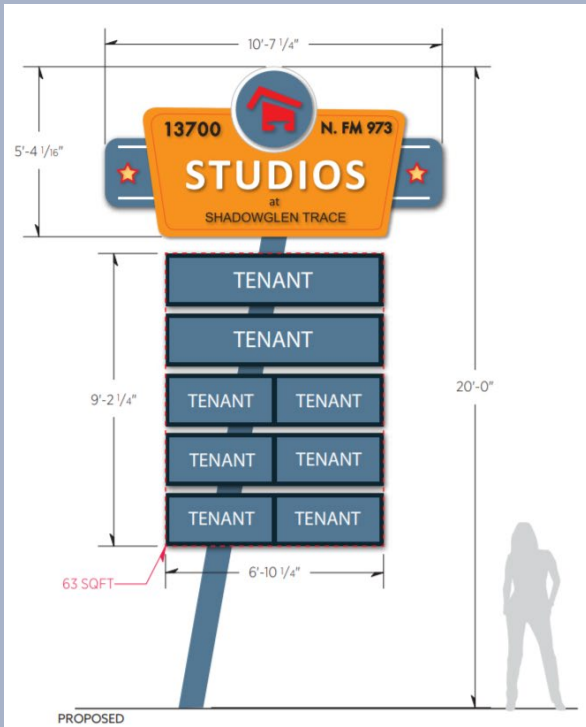
Building Permits



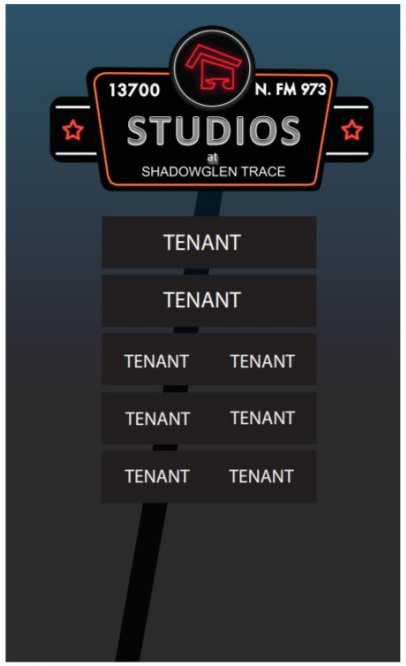
Sign Permits



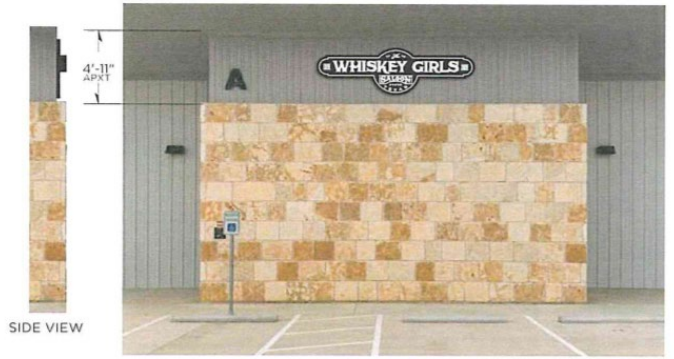
FRONT ELEVATION



PROPOSED

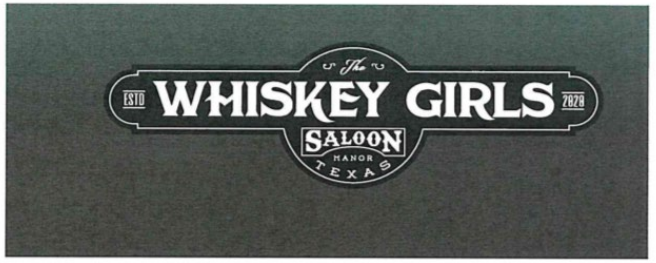


NIGHT VIEW

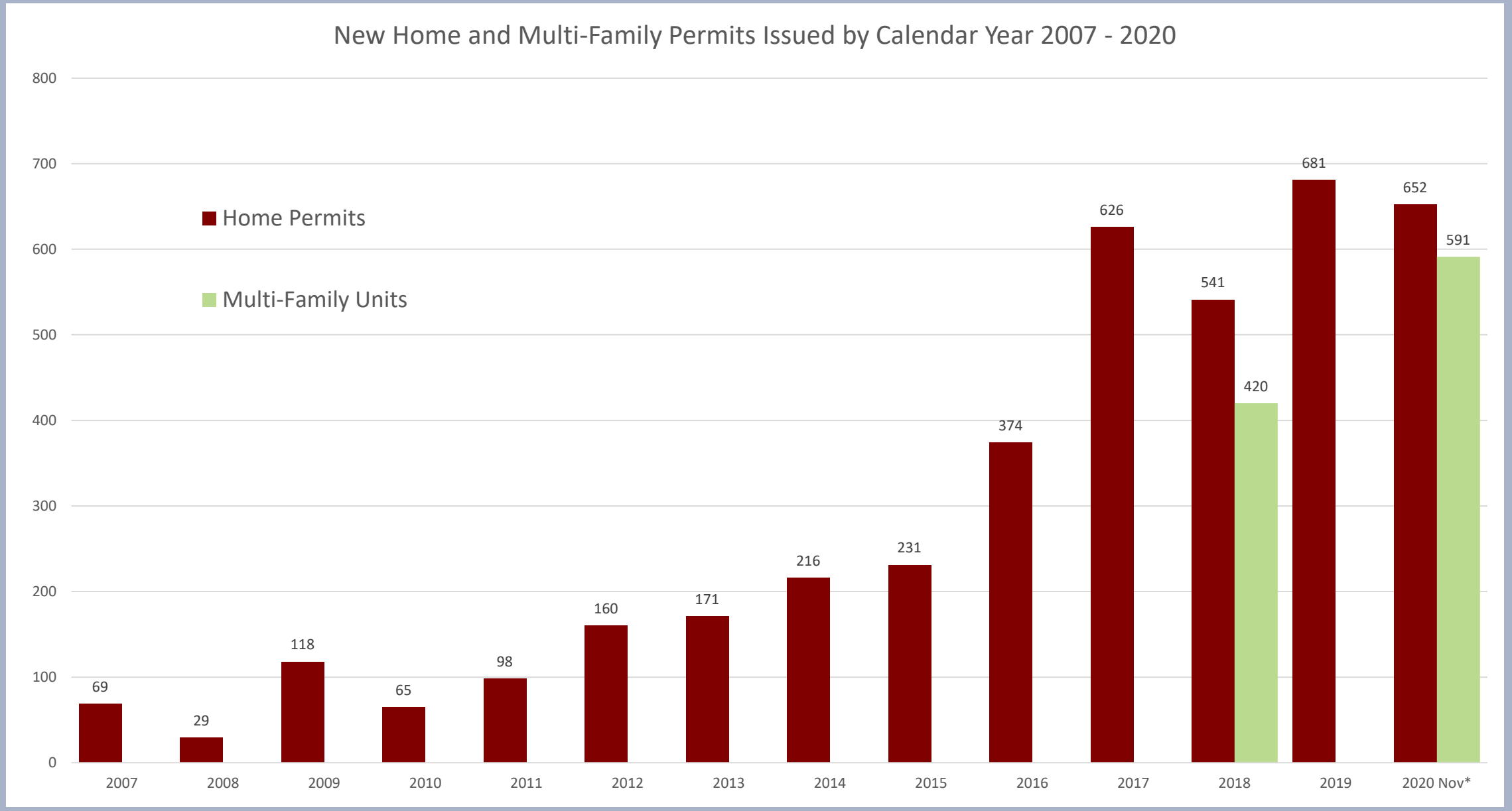


SIDE VIEW

PROPOSED



NIGHT VIEW


New Home and Multi-Family Permits Issued by Calendar Year 2007 - 2020
800
700
600
500
400
300
200
100
0
Home Permits
Multi-Family Units
69
29
118
65
98
160
171
216
231
374
626
541
420
681
652
591
2007
2008
2009
2010
2011
2012
2013
2014
2015
2016
2017
2018
2019
2020 Nov*

	City of Manor			Shadowglen			Presidential Meadows		TOTAL		
Year	**Households**	**MF Units**	**Population**	**Households**	**MF Units**	**Population**	**Households**	**Population**	**Households**	**Population**	**Yearly Change**
2006	1,548	33	3,946	385		970	261	658	2,227	5,573	
2007	1,625	33	4,140	500		1,260	310	781	2,468	6,181	607
2008	1,630	33	4,152	599		1,509	360	907	2,622	6,569	388
2009	1,651	33	4,205	618		1,557	384	968	2,686	6,730	161
2010	1,735	33	**5,037**	641		1,615	384	968	2,793	7,620	890
2011	1,803	33	5,562	669		2,047	384	1,175	2,889	8,784	1,164
2012	1,878	33	5,791	724		2,215	384	1,175	3,019	9,182	398
2013	2,137	33	6,584	757		2,316	496	1,518	3,423	10,418	1,236
2014	2,306	33	7,246	760		2,373	496	1,549	3,595	11,169	751
2015	2,572	33	8,077	766		2,392	581	1,814	3,952	12,284	1,115
2016	2,794	33	8,770	787		2,458	776	2,423	4,390	13,651	1,368
2017	3,194	33	10,019	981		3,064	1,041	3,251	5,249	16,334	2,683
2018	3,583	33	11,234	1,122		3,504	1,041	3,251	5,779	17,989	1,655
2019	3,948	33	12,359	1,372	124	4,508	1,041	3,251	6,394	20,118	2,129
Nov-20	**4,392**	**33**	**13,746**	**1,534**	**248**	**5,237**	**1,416**	**4,422**	**7,342**	**23,405**	**FIVE YR AVG 2015 - 2019 = 1,790**

CITY LIMITS CHANGES	2000 pop.	1,204	2000/2010 diff.	3,833	2000 - 2010 % change	318%
	2010 pop.	5,037	2010/2019 diff.	7,322	2010 - 2019 % change	145%
	2030 pop. est.	**21,309**	2010/2030 diff. est.	16,272	2010 - 2030 % change est.	323%

CITY LIMITS, SHADOWGLEN, PRESIDENTIAL MEADOWS CHANGES	2000 pop.	1,204	2000/2010 diff.	6,416	2000 - 2010 % change	533%
	2010 pop.	7,620	2010/2019 diff.	12,498	2010 - 2019 % change	164%
	2030 pop. est.	**35,394**	2010/2030 diff. est.	27,774	2010 - 2030 % change est.	364%

CITY LIMITS AVERAGES	2010-2019	7,322
	year avg.	814
	month avg.	68
	day avg.	2.2

CITY LIMITS, SHADOWGLEN, PRES. MEADOWS AVERAGES	2010-2019	12,498
	year avg.	1,389
	month avg.	116
	day avg.	3.8

Notes: Shadowglen & Presidential Meadows are in the Manor ETJ. Certificates of Occupancy are issued in Shadowglen but not in Presidential Meadows so residential totals in Presidential Meadows are based on platted lots. Prior to 2010 the residential multiplier was 2.80, 2010-2013 the multiplier is 3.40, 2014 on is 3.47. Occupancy rate for all years is 90%. 2030 projections are based on simple linear equations with growth rates based on 2010-2019 estimates. Multi-family is averaged at 2 residents per unit. 33 of the total units are senior multi-family averaged at 1 resident per unit.

- Aiding residents and developers on development regulations and processes
- Code enforcement
- Review and amend city land development codes
- Development agreements
- Website updates / Social Media

Comprehensive Plan

Scope of Work

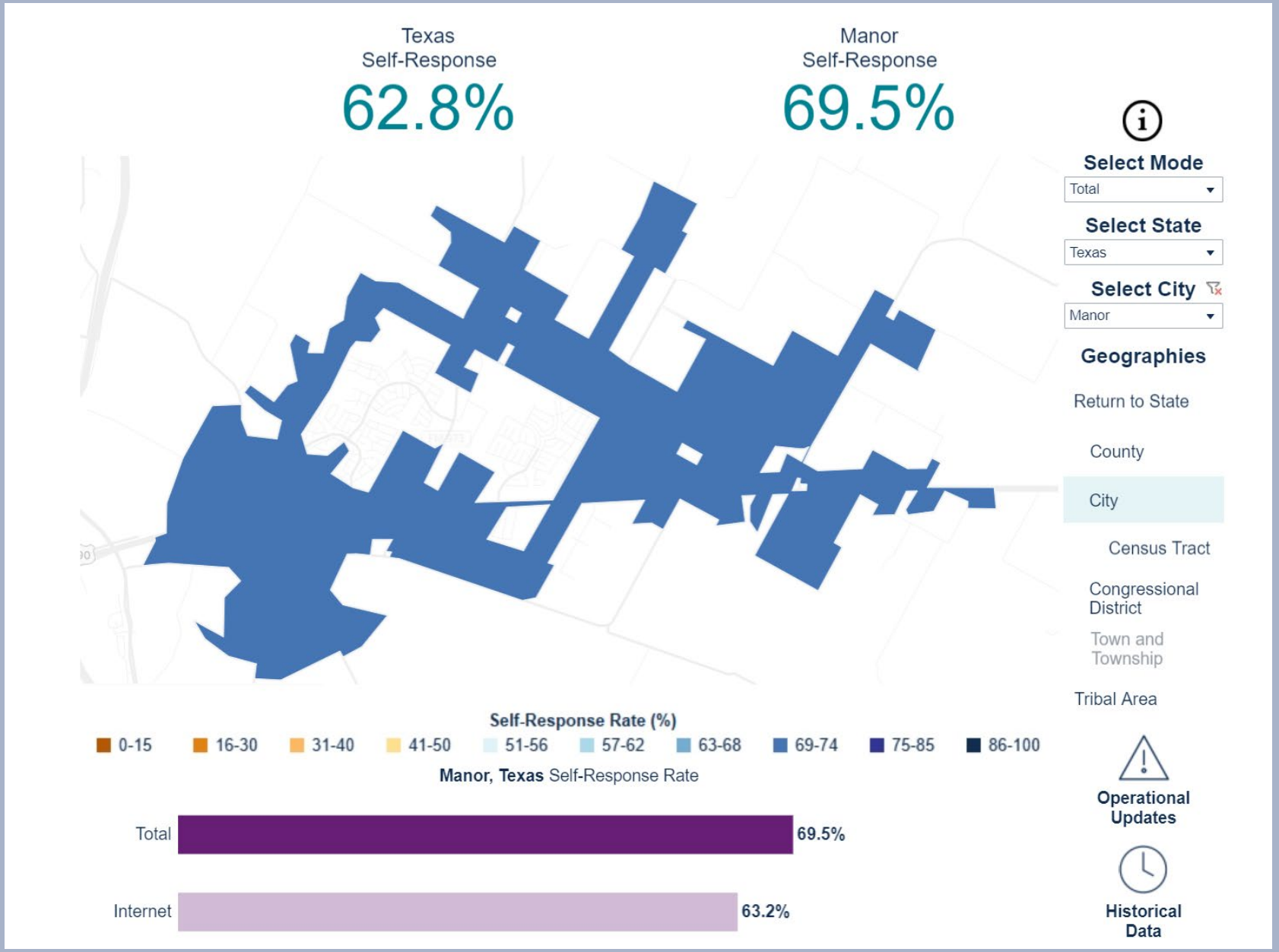
1. Infrastructure
2. Traffic/Transportation
3. Current and Future Land Use
4. 290 Corridor Plan, TOD Overlay District, Historic District Overlay
5. Facilities
6. Parks, Trails, Open Space
7. Economic Development and Downtown Revitalization Plan
8. Sustainability
9. Branding

Census

2010 Rate = 43.7%

25.8% Increase

Most Central Texas cities had a lower response rate compared to 2010. The handful of cities that did have increases in response rates over 2010 in Central TX, Manor was #1 and Hutto was #2 with an 8.50% increase.

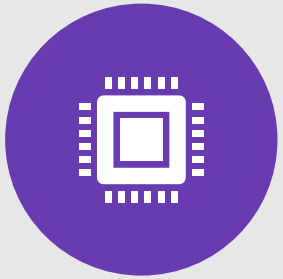


Thank You!
Questions

I.T. DEPARTMENT

A summation of duties, responsibilities and current goals.

What we do



The IT (Information Technology) department oversees the installation and maintenance of computer network systems, communication technology and digital storage within a company. Its primary function is to ensure that the network runs smoothly and securely.

We evaluate, install and trouble-shoot the proper hardware and software necessary to keep the network functioning properly.

Installation and maintenance of all communication systems including, cell phones, VOIP and email.

Maintenance of all desktop, laptop, tablets and other City owned electrical equipment. This includes, security systems, specialized police equipment and camera systems.

- The installation and maintenance of the City's Incode server/software. Incode is responsible for all the City's Court billing and records, Utility billing and records as well as City payroll.
- Tyler Technology RMS server/software which is used by our police department to document reports of all incidents, including traffic stops, domestic disputes and all other police calls. Because of the critical nature of the data stored by RMS, stringent security measures must be met by state and federal guidelines.
- WatchGuard camera systems and data storage. All police vehicles and officers are equipped with video surveillance equipment that records all incidents and then stores locally to be used for evidence.

A glimpse into some of our biggest responsibilities

Servers

Incode

RMS

Watchguard

City Communications

- Internet and phone service to all building locations.
- Wireless internet, cellphones and VOIP
- Fiber connection between buildings to allow for smooth and fast transfer of data.
- Network file sharing between departments and locations.
- Satellite connections with Federal government agencies for access to secure information system used by the Police.

- Purchasing of computer hardware and lifeline rotation of equipment throughout the city.
- Deployment of equipment including software installations, printer connections, troubleshooting and in case of hardware failure the replacement of said part or entire system.
- Scheduled Preventative Maintenance.
- Ensuring that each user has the equipment needed to make their job as easy to accomplish as possible and provide the greatest speed and efficiency to all tasks.

Computer purchasing, maintenance and troubleshooting.

A Wide scope view of the City through I.T.

- Over 50 desktop phones
- 35 MDC's (Police Mobile Laptop)
- 90 Monitors
- 65 Desktop Computers
- 20 Laptop Computers
- 25 WatchGuard In-Car camera systems
- 28 WatchGuard Body cameras
- Over 200 Verizon Wireless devices
- Over 30 fleet management devices
- 9 Servers
- 12 Virtual Machines
- 8 Network Switches
- 2 Modems and routers
- Firewall systems at each location
- 7 Wireless AP's
- 11 Unique programs used throughout the City and departments
- City Wide Scada program and equipment

- With the success of the Fleet Management system for the police department we are starting the process of including all City vehicles into the program
- Implemented numerous new programs in response to Covid-19
- Moving WatchGuard to Cloud Storage in combination with 0365
- Recently upgraded Incode to include TCM and TOPs
- Upgraded City phone system away from Samsung to the new One Talk system
- Finalized move of City Internet to Spectrum E-lan fiber connectivity
- Started a cloud backup program with Commvault
- Bring the new water treatment building online and network for City growth
- Look to the future and plan accordingly for the growth of the City and it's needs.

Current/Future goals and projects

The I.T. Department strives to be pro-active instead of reactive to help make sure the City stays ahead of current demands. We also have built our service model on being more readily available than past and commonly know I.T. Departments so we can build trust with users to better facilitate working relationships among city staff.