



Date: December 17, 2024
To: Mayor and Council Members of the City of Rollingwood
From: Ashley Wayman, City Administrator
Subject: City Administrator's Report

Financials – Highlights of the financials through the month of November 2024:

- As of November 30, 2024, 16% of the Fiscal Year has passed.
- Property taxes collected were about half of the amount collected in November 2024.
- Sales taxes collected were up 13% from the amount collected November 2024.
- The Water Fund balance is currently \$1,092,385. The General Fund balance is \$2,785,313.

Police Department

The Rollingwood Police Department has launched a public service announcement (PSA) series titled *Know Before You Go*. This initiative aims to raise awareness and provide important safety guidelines for residents regarding the use of golf carts, pocket bikes, dirt bikes, mini motorbikes, and e-bikes. Thank you to the Rollingwood Police Department for their commitment to ensuring the safety of our community. The series can be viewed on the city website at the following link:

<https://www.rollingwoodtx.gov/police/page/public-service-announcements>

We are excited to announce that a new Police Officer, Aaron Bruns, joined the Rollingwood Police Department in early December. We extend a warm welcome to Officer Bruns and look forward to his service to the community.

Public Works

The Public Works Department partnered with All Seasons Lawn Care to conduct tree trimming as needed in City rights-of-way across the community during the week of December 9, 2024. This initiative ensures the right-of-way remains clear in compliance with our Code of Ordinances. Thank you to our Public Works crew for all of their efforts!

Utilities

As colder weather approaches, we want to bring awareness to the importance of being alerted to and addressing potential leaks in homes, Cold temperatures can cause pipes to freeze and burst, leading to significant water damage and increased water bills. To help our residents manage and monitor their water usage, we highly recommend all account holders create an [EyeOnWater](#) customer portal account. This portal provides valuable tools to detect and alert residents to leaks, allowing them to take immediate action and avoid costly repairs, especially if they have holiday vacations planned and will be

away from their homes for an extended period. To register, residents will need their water account number, which can be found on the water bills or by contacting Veronica Hernandez at (512) 327-1838 (Option 4) or vhernandez@rollingwoodtx.gov. For more information and FAQs about EyeOnWater: <https://www.rollingwoodtx.gov/administration/page/eyeonwater-customer-portal>

Additional Resources:

YouTube video on how to set up an account: <https://www.youtube.com/watch?v=TuHRNSKvkdY>

PDF instructions to set up an account: <https://bit.ly/EOW-Instructions>

YouTube video on configuring account and setting up leak alerts: <https://www.youtube.com/watch?v=RSW5FcB1nM0>

As of December 11, 2024, the EyeOnWater customer portal has a total of **144** accounts registered within the system.

Water CIP, Drainage Projects and Google Fiber

Construction activities are ongoing for Water CIP Bond Program Packages 1-4 and the Hubbard/Hatley/Pickwick and Nixon/Pleasant Drainage Projects. Updates on these projects and impacts on residents can be found on our city website, under the public notices section on the front page. This page “Updates – 2023/2024 Water System Improvements” will be kept up to date with project progress and milestones. A full schedule of all projects can also be found on this page and will be updated as the projects progress. Link: <https://bit.ly/RW-ProjectUpdates>

City Holiday

City Hall will be closed Monday, December 23, 2024, through Wednesday, December 25, 2024, in observance of the Christmas Holiday. We will re-open on Thursday, December 26, 2024. Happy holidays to all of our wonderful residents!

I am available by email at awayman@rollingwoodtx.gov and cell phone at 737-218-8326. Please let me know if you have any questions or concerns.

Best,

Ashley Wayman

City Administrator