



Date: May 15, 2025
To: Mayor and Council Members of the City of Rollingwood
From: Alun Thomas, City Administrator
Subject: City Administrator's Report

City Financials

Highlights of the financials through the month of April 2025:

- As of April 30, 2025, 58% of the Fiscal Year has passed.
- Property taxes collected were up 13% from the amount collected in April 2024.
- Sales taxes collected were up 4% from the amount collected in April 2024.
- The Water Fund balance is currently at \$1,094,307. The General Fund balance is \$4,561,193.

Utilities

As warmer weather has very much arrived in the city and Stage 2 water restrictions remain in effect, we continue to strongly encourage residents to set up their [EyeOnWater](#) customer portal and to set up leak alerts. This valuable tool allows our utility customers to efficiently manage and monitor their water usage, providing alerts to potential leaks so that they can take immediate action and prevent costly repairs—particularly useful if they will be away from their homes for an extended period. Residents who need assistance with setting up their accounts are encouraged to contact Veronica Hernandez at (512) 327-1838 (Opt. 4), via email at vhernandez@rollingwoodtx.gov, or in person during business hours.

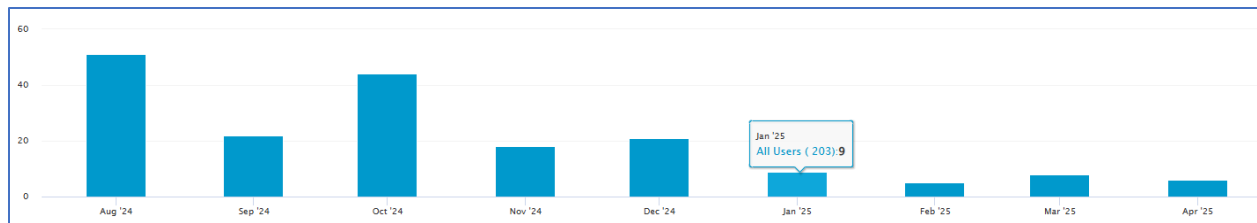
For more information and frequently asked questions about EyeOnWater:

<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 how to configure an EyeOnWater account and set up leak alerts: <https://www.youtube.com/watch?v=RSW5FcB1nMQ>

As of May 14, 2025, the EyeOnWater customer portal has a total of **203** accounts (an increase of 16 since my last report) that are registered within the system, representing 36% of the community. Of those accounts, **115** (an increase of 5 since my last report) have signed up for leak alerts. As shown below, the enrollment rate in the EyeOnWater system is declining. The Utility Commission is actively working with staff on ways to increase enrollment, and included an information flyer about the EyeOnWater system in last month's water bills.



Monthly Enrollment in EyeOnWater, August 2024-April 2025

The City's Consumer Confidence Report (CCR), which provides water quality information to our utility customers, has been completed. The report will be sent to TCEQ, has been posted to the City's website (<https://bit.ly/45an5bo>), and a link to the posting will be included in the next water bill.

Water CIP and Drainage Projects

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 their 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>

FEMA Project 743839 (Winter Storm Mara, Event 4705DR-TX)

In April, I received official notification that FEMA had determined this project for the reimbursement of management expenses was compliant with the approved scope of work for the project. Therefore, the closeout request that was submitted to FEMA by Texas Division of Emergency Management on behalf of the City of Rollingwood has been deemed to be compliant with all project conditions, and the project has been successfully closed out.

Of course, all project worksheets are still subject to federal audit. In accordance with Title 2 of the Code of Federal Regulations (§200.333, 2 CFR §200.333), the City Secretary will maintain copies of all records pertinent to this project worksheet for a minimum of three years from the date of submission of the final expenditure report.

Emergency Management

Chief Muñoz and I have performed an initial review of the staff's preparedness for an emergency event. Through the review process, we identified additional training opportunities for several members of staff. The free training classes that will close the training gap are largely provided online by FEMA, although a few members of staff will need to attend local in-person training to round out their skills. Once completed, the additional emergency management training and enhanced familiarity with FEMA's emergency management protocols and best practices will help the City perform even better during the next critical event.

Google Fiber

Google Fiber began work on construction activities for its fiber optic network in early April. Work is still ongoing, but is expected to be completed by the end of May. The micro-trenching along the edges of city streets has caused several water leaks due to water lines being in slightly different locations than were

shown in the City's records. Corrections are being made to the City's records so that the locations are more accurate.

City staff continues to be in frequent communication with Google Fiber, and is working with the company to ensure that any trenching activities along segments of streets that are about to be replaced will take place before the new pavement is poured.

We have received some concerns from residents about Google Fiber's contractor performing work on the weekend. At the beginning of the project, the contractor was granted permission to work on Saturdays as a way to shorten the project's timeframe and thereby reduce the overall impact to the city and its residents. I understand that any work in the rights-of-way can be inconvenient at best, and disruptive at worst, and I appreciate the understanding that our residents have shown during this project.

Beautification Project at the Corner of Rollingwood Drive and Wallis Drive

The Park Commission met on March 25, 2025, and the Rollingwood Community Development Corporation met on April 21, 2025, each to discuss the proposed beautification project. Both boards were supportive of the proposal, and staff is continuing work on moving forward.

Personnel

City Secretary Makayla Rodriguez and I are in the process of reviewing applicants who have applied to fill the vacant Assistant to the City Administrator position. Several qualified applicants have expressed their interest, so, in coordination with Mayor Massingill, we hope to find someone who can complement the team and help us further improve our service to the community.

As a reminder, Monday, May 26 is a City holiday. As such, non-emergency staff will not be present at work on that day.

Wildfire Awareness Month

May is designated as Wildfire Awareness Month in the United States, focusing on promoting preparedness and prevention efforts for wildfires. This month aims to educate the public about the risks associated with wildfires and how to mitigate them, especially during the warmer months when the risk of wildfires increases.

Travis County has some excellent suggestions online (<https://www.traviscountytexas.gov/wam2025#top>) on how residents can mitigate wildfire risks and possible wildfire damage, such as:

- **Clear gutters and roofs:** Remove dry leaves, sticks, and debris from around your home.
- **Move grills away from your house:** Place grills at least **10 feet** away from buildings or decks.
- **Trim plants and shrubs:** Especially near windows, decks, and siding.
- **Store gasoline and tools safely:** Keep lawnmowers, gas cans, and firewood away from your home.
- **Install ember-resistant vent covers:** Help block dangerous embers from entering your attic or walls.

We encourage all Rollingwood residents to enroll in the City's community alerts system, Rave, so that they will receive timely emergency alerts from the City as such notices are necessary. More information about the alert system and how to register to receive notifications from the City can be found on the City's website at <https://www.rollingwoodtx.gov/administration/page/community-alerts>.

Contact Me if Needed

I can be reached by email at athomas@rollingwoodtx.gov and by cell phone at (737) 218-8326. Please let us know if you have any questions or concerns.

Sincerely,

Alun Thomas

City Administrator