



Date: April 11, 2025
To: Mayor and Council Members of the City of Rollingwood
From: Alun Thomas, City Administrator
Subject: City Administrator's Report

Administration

I am beyond pleased and touched at the warm welcome that I have received from everyone here in Rollingwood, from City Council, to boards, commissions, staff, and even residents, I cannot imagine anyone receiving a warmer welcome to their new position. Thank you for such a great first month!

City Financials

Highlights of the financials through the month of March 2025:

- As of March 31, 2025, 49% of the Fiscal Year has passed.
- Property taxes collected were up 14% from the amount collected in March 2024.
- Sales taxes collected were up 4% from the amount collected in March 2024.
- The Water Fund balance is currently at \$1,131,680. The General Fund balance is \$4,566,071.

Utilities

As warmer weather approaches and Stage 2 water restrictions remain in effect, we 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.

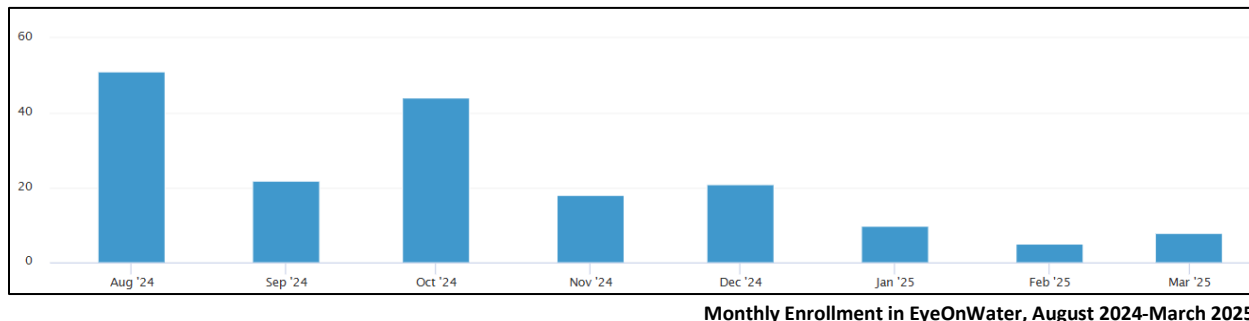
For more information and frequently asked questions about EyeOnWater:

<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=RSW5FcB1nM0>

As of March 31, 2025, the EyeOnWater customer portal has a total of **187** accounts that are registered within the system, representing 32% of the community. Of those accounts, **110** 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.



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>

Google Fiber

Google Fiber began work on construction activities for its fiber optic network this week. Work has begun by potholing streets to locate utilities. Installation of the cabling for Google Fiber will be done by micro-trenching along the edges of city streets, which is a technique aimed at minimizing the damage that will be caused to the streets. City staff is 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.

Playhouse Regulations

During the Council meeting on October 16, 2024, Council directed staffed to abate enforcement of any applicable code to children’s playhouses, pending further action from Council, for a period of six months. That six-month period will expire on April 16, 2025. The Planning and Zoning Commission is still working on the preparation of a recommendation for an ordinance to address residents’ concerns with playhouses. Once such a recommendation has been made, the ordinance will be brought to Council, possibly in May, for the setting of a public hearing date.

Park

We have heard some concerns about the presence of pet waste on the baseball fields during practice and games. To mitigate this issue moving forward, Public Works will have the staff member who stays until 5:00 p.m. sweep Fields 3, 4, and 5 between 3:30 and 4:00 p.m., Monday through Friday, during baseball season.

Personnel

Francisco Zamudio has joined the City of Rollingwood staff as our newest police officer. Officer Zamudio was officially sworn into office on Tuesday, April 8 by Interim City Secretary Makayla Rodriguez.

Annual employee self-evaluations were conducted in March, with supervisors' evaluations of their staff are taking place this month.

Special Events

The City of Rollingwood hosted its annual Spring Clean Up event on the morning of Saturday, March 15. Although there were, anecdotally, fewer participants this year than last, staff still helped a significant number of people with unloading trash and unwanted items from their vehicles. Two roll-off containers were filled with trash, various types of scrap metal were separated from the trash and sent for recycling, and a whole trailer's worth of green waste (tree limbs and bushes) was collected for mulching.

The Rollingwood 5k was held on Saturday, March 30, and appears to have been a big success. The run involved the successful coordination of efforts between the event organizers, the City of Rollingwood, and the City of West Lake Hills.

Rollingwood Women's Club will host its Easter Extravaganza on Saturday, April 19 at the pavilion in the lower park. The event will begin at 9:00 a.m. sharp.

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