



Date: October 19, 2022

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 September 2022:

- As of September 30, 2022, 100% of the Fiscal Year has passed.
- Property taxes collected were about the same as the amount collected in the same period in FY 20-21.
- Sales taxes collected were up 35% from the amount collected in the same period in FY 20-21.
- The Water Fund balance is currently at \$518,403. The General Fund balance is at \$1,859,317.

The Police Department will be hosting their annual Trunk or Treat event on Halloween, Monday, October 31 from 4:00 PM to 6:00 PM in the upper park parking lot. We will have representatives from various city departments as well as Westlake Fire Department in attendance. Please come by for candy, music and to show off your costumes!

The November General Election is coming up. Election day is Tuesday, November 8, 2022. The polls will be open from 7:00 AM to 7:00 PM that day, and Rollingwood City Hall will be an election day polling place. Early voting begins Monday, October 24 and ends on Friday, November 4. For the complete list of early voting and election day voting locations, as well as other information regarding the November General Election, please visit the [City of Rollingwood Election web page](#).

As I discussed in my Report last month, there will be two Rollingwood bond propositions on the ballot in November. Proposition A is \$5.3 MM for improvements to the city's water system as identified in the city's Water Capital Improvements Plan (CIP) approved in May 2022. Proposition B is \$2.5 MM for improvements and additions to our combined city hall and public safety building. This proposition encompasses the inclusion of emergency services and improvements to the building, including bringing the building up to code. The City has created informational documents regarding these two propositions. These documents can be found on our web page titled "Information on Rollingwood Propositions A and B" which can be accessed [HERE](#).

On this month's agenda, there is an item to amend the ordinance regarding late fees from charging them 30 days after a bill is due, to 3 business days after a bill is due. The reason for this change is that our billing system requires that late fees be assessed to a bill before a subsequent bill for that account is generated. Because bills are due the 23rd of the month, or the following business day if it is a weekend, and we generate the next bill the first week of the following month, we are proposing 3 business days to make sure there is never any conflict with charging late fees and generating new bills.

There will be plenty of notice given to residents and commercial account-holders before we implement the first month of utility bill late fee charges in January 2023. We plan to inform residents of the return to late fees via bill messages, a letter included in the bill, and Swift 911, social media and website messaging. We are also reaching out personally to customers with past due balances to try and get any

issues resolved before we begin charging late fees. We are sharing bill delivery and payment options with them so that they can arrange for bill payment in the way that is most convenient for them.

In other Utility Billing news, we are excited to announce that, as of this month, we have a new Utility Billing Manager, Veronica Hernandez. Veronica comes to us from the City of Universal City where she has over 10 years' experience in all aspects of Utility Billing. We are so happy to welcome her to the team! This is also a milestone for us because this is the first time in over a year that we are fully staffed in City Hall! If you're in the area, feel free to stop by and meet the newest addition to our team.

I also want to extend a huge thank you to Assistant to the City Administrator Makayla Rodriguez for taking over the Utility Billing role since the vacancy in this department earlier this year. If you have had any dealings with this department in the last 6 months, you were greeted by Makayla's smiling face and can-do attitude. Makayla learned our billing system inside and out and did a fantastic job with this department. Thank you, Makayla!

We have put together a fantastic team here at City Hall and I couldn't be prouder to work with them!

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



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