

To: Honorable Mayor and Members of the City Council
From: Paul A. Hofmann, City Manager
Date: January 8, 2020
Subject: Weekly Memo, January 4 - 8, 2021



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Personnel Update

As previously reported, Bonnie Pierson has been promoted to Library Director.

Victoria Psencik is now the Deputy City Secretary.

Building Custodian Kelli Ellis starts on January 21.

Marco Martinez resigned from the Fire Department as a full-time employee effective 01/13/2021. He will stay on as a part-time Firefighter as needed.

Our recent Firefighter selection process resulted in an eligibility list of qualified Firefighters and from that list, Joshua Kingston, will start on January 13.

Onboarding for part-time recreation staff, hired to monitor the newly opened wellness center/open gym, has been completed this week.

Implementation of Reorganization

While employees are still transitioning between roles, the reorganization plan described to Council in November is in effect. Key elements of the plan are:

The creation of a City Engineer Position. We will be interviewing candidates later this month.

Reclassifying Colin Guerra to Public Information Manager. Colin will retain many of his previous duties and will now be responsible for overseeing all the ways the city sends messages to the community.

Traci Chavez will serve as Customer Service Specialist. Traci will also retain some previous duties and will also be responsible for ensuring that citizens who engage with City Hall get the attention they need, and their questions answered. Traci will ensure that citizen issues are logged and tracked with our MyGov system.

Applications are being received for the Community Impact Manager. That position will be responsible for developing our networks to better push city communications, processing events-related permits, and the planning/execution of public engagement opportunities.

Kathy Danielson is now serving as Events Manager and her office is now located at City Hall. Kathy is planning a series of conversations with Community Assets and other stakeholders so as to facilitate community events planning. Kathy will also be coordinating Main Street events and working to improve the marketing of the Convention Center.

Rebecca Gleason is serving as Assistant City Manager and Main Street District Director.

Trey Job interviewed by “Freethink”

Freethink is a media company that bills itself as a “platform for the people and ideas that are changing our world”. We were recently contacted by Freethink about a series they are developing on innovation in the mobility space. They learned of our street grid requirements for new development and are interested in profiling Bastrop as a case study. Trey’s interview is this afternoon, and we will see what happens next. We are always happy to promote the City’s B3 Code requirements.

Election Packets

The first day a candidate for the May 1, 2021, City of Bastrop Council Election may apply for a place on the ballot will be Wednesday, January 13, 2021. Candidate information packets will become available on January 13. The packet will include information on how we will respond to questions from candidates. Candidates are being asked to direct all questions in writing to either the City Secretary or the City Manager and answers to all questions will be provided to all candidates at the same time. This will ensure everyone has access to the same information.

Weekend Weather and Preparations

Winter weather is possible this weekend but significant issues for this weekend are not forecast for Bastrop. The National Weather Service advised no ice accumulation is expected with this event. If we should see any snow it would be on Sunday evening.

Public Works has additional crews on call and has prepared equipment should we have issues with ice. BP&L has crews ready and will call in additional if needed.

Certificate of Occupancy

The City of Bastrop has begun a review of the Certificate of Occupancy (CO) Code requirements and city policy. City policy requires all commercial buildings to have a CO, and changes in occupancy, occupant, or use require a new CO. The process requires inspection and fees. We are considering a CO “validation” for businesses that are a change in occupant only, with no major changes to the building or use. We will keep Council informed, and this may result in recommended changes to the fee structure.

Status of Personnel Handbook

Council Member Rogers inquired about the status of the updating of the Personnel Handbook. Human Resource Director Tanya Cantrell and department directors have reviewed the document for necessary updates. I am working my way through the document and should be done by the beginning of March.

We are also working to develop a safety manual, to guide us on how to respond to and prevent workplace accidents.

Juniper Street Complaint

The Bastrop Police Department has obtained sufficient evidence to file a complaint in Municipal Court for violation of our Code requirements that prohibit operating a business in a low-density area. This concern was brought to Council’s attention during the December 8 City Council meeting. We have informed some of the neighbors but have not been able to reach the gentleman who spoke at the December 8 meeting.

Comments about the Bastrop Police Department

Chief Nagy let me know of life – saving work of Sergeant Wes Hamrick: *“On Saturday, January 2nd, Patrol Sergeant Wes Hamrick was dispatched to an adult male that was threatening suicide by jumping from the new Highway 71 bridge over the Colorado River. Sergeant Hamrick located the male on the bridge, met with him, and used his excellent verbal skills to deescalate the incident. Ultimately, the male was safe and received mental health resources.”*

A citizen recently thanked an officer for his detective skills and for not giving up on finding her wallet.

“As a resident of the Tahitian Village, I am always concerned with speeders, and I appreciate your patrol. As an 80-year-old man hooked to oxygen and living only on needs, I am extremely appreciative of your warning. Like many others, it has been a tough year. Thank you again.”

Communications Update

Our first week of offering city-run recreation to our community members went swimmingly (recreation joke). As of Wednesday, we had 51 community members attend the classes we offered this week with 70% being prior YMCA members. We also had 3-4 community members per day take advantage of our open gym.

Members of the Communications and Special Events Team: Messaging have been assigned pages on the City of Bastrop website to evaluate for inconsistencies, out-of-date information, broken links, or any other errors. In addition to “auditing” the website for these types of corrections, members were asked to take a step back and look at their department pages thoughtfully and determine if there are better ways to connect our citizens to the information that they want and need. We have already had some submitted changes from the group, ranging from quick fixes to some bigger suggestions of information that we could begin to offer citizens on the city website.

Emergency Management Performance Grant Program Application

We are submitting an application for the Emergency Management Performance Grant. The City has been participating in this grant program since 2011. The EMPG is a cost match program, meaning participating jurisdictions are required to provide at least 50 percent in matching funds for expenses covered through this program. The funding request for the Fire Chief / Emergency Management Coordinator is for 25 percent of salary and the Police Chief / Assistant Emergency Management Coordinator is for 25 percent of salary. The City budgets the full salary for each position each budget year. The EMPG funding is revenue to the general fund that helps offset these two positions. The FY2021 budget has Thirty-two Thousand Dollars (\$32,000) budgeted from this funding source.

The Emergency Management Performance Grant (EMPG) program plays an important role in the implementation of the National Preparedness System. The program supports the building, sustainment, and delivery of core capabilities essential to achieving the National Preparedness Goal of a secure and resilient nation. The EMPG program’s allowable costs support efforts to build and sustain core capabilities across the Prevention, Protection, Mitigation, Response, and Recovery mission areas. Emergency preparedness is a shared responsibility between the Federal government and state, local, tribal, and territorial governments nationwide. Through the EMPG program, the Federal government provides coordination, guidance, and assistance to support a comprehensive emergency preparedness system to address all hazards.

A New Look to Utility Bills

Considering some continual billing issues from the now previous third-party bill printing vendor, we have changed our service provider to DataProse. As a result, we are advancing to a higher level of customer service and quality. DataProse is providing several layers of assurances to help prevent errors in billing that our previous provider could not provide. We have also taken the opportunity to upgrade the design of the bill and streamline all components of billing that we can through DataProse while resulting in cost savings from previous years.

The new design of the bill allows customers to view historical consumption against their current month's usage which is similarly formatted on our Customer Utility Portal.

City of Bastrop – Utility Department

****PAST DUE****

Account Number: -----
Service Address: -----

Bill Date: 11/29/2020
Due Date: 12/15/2020

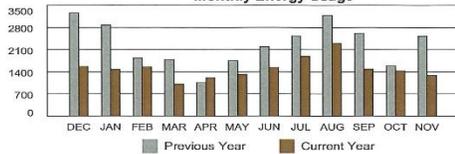


Pay and view your bill online at www.cityofbastrop.org.
Questions, comments, or mailing address corrections call (512) 332-8830

CURRENT METERED ENERGY USAGE FROM 10/29 - 11/29

Previous Reading	Current Reading	Days	Usage	Multiplier
153540	154818	31	1278	1

Monthly Energy Usage

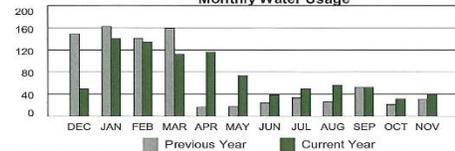


CURRENT METERED WATER USAGE FROM 10/29 - 11/29

Multiply the usage by 100 to equal the value of gallons of water used during the month.

Previous Reading	Current Reading	Days	Usage
5588	5628	31	40

Monthly Water Usage



Important News and Information:

NEW: NOW YOU CAN PAY BY CHECK ON-LINE
ACCESS THE UTILITY BILL PORTAL: MY78602.COM
SEE AND PAY YOUR ACCOUNT 24/7
TO PAY BY PHONE CALL: 512-332-8868
IF YOU NEED ASSISTANCE, CALL: 512-332-8830

This is a special message that has been entered via the DataProse Automated Messaging System (DP_Auto). This is a test message. Have a great day!

SERVICE CHARGES

Electric	\$125.28
Water	\$39.31
Sewer	\$51.53
Garbage	\$16.85
Sales Tax	\$3.27

CURRENT CHARGES

\$236.24

SUMMARY OF CHARGES

Previous Balance	\$245.91
Payments Received	-\$245.91
Past Due Amount	\$24.25
Current Charges	\$236.24
Total Amount Due	\$260.49
Total Due If Paid After 12/15/2020	\$283.79

A late payment charge of 10% will be charged on the delinquent balance per month if not paid by due date.

KEEP ABOVE PORTION FOR YOUR RECORDS

Detach along perforation and return this portion with payment. Please include your account # on the check. When making online payments through your financial institution, please allow a minimum of 5 days for arrival.



CITY OF BASTROP
UTILITY DEPARTMENT
PO DRAWER S
BASTROP TX 78602



T: 91A123020-Y-1
2420 Y SP 0-439000



BASTROP TX 78602

Name:

Service Address:

Account Number	Due Date	Total Amount Due
-----	12/15/2020	\$260.49
Amount Enclosed		\$
Total Due If Paid After 12/15/2020		\$283.79

Make check payable to:



CITY OF BASTROP
PO DRAWER S
BASTROP TX 78602-1992



Customers who have elected to receive an eBill will receive an email with links to the PDF of their bill, payment web page and bill inserts (Payment Web page and Bill Inserts are also available through the Utilities page on the City web site). Below is an image of what the eBill looks like.

City of Bastrop Utility Statement

 DoNotReply@cityofbastrop.org
To Tracey Moffett

[Reply](#) [Reply All](#) [Forward](#) [More](#)
Wed 12/30/2020 10:00 PM

 You forwarded this message on 12/31/2020 1:51 PM.



Dear Customer,
A new City of Bastrop Utility Statement is available for viewing and payment.

ACCOUNT SUMMARY

Account Number	04-8100-01
Due Date	12/15/2020
Total Amount Due	\$661.48



[Pay Bill Online](#)



[View Statement](#)



[Monthly Insert](#)

How To Reach Us

(512) 332-8830

[Utility Services Online](#)



Paperless statements are the environmentally friendly way to not only improve our environment, but also view your bill.

Please do not respond to this email. For additional information, visit us online at <https://www.cityofbastrop.org>

You may email us at: utilities@cityofbastrop.org

City Hall
1311 Chestnut Street
Bastrop, TX 78602

Future Agenda Items

January 26, 2021

- Resolution recommended by Cultural Arts Master Plan Working Group on creation of Cultural Arts Commission
- Resolution to apply for Justice Assistance Grant
- Resolution to award Earthwork Contract for Wheeled Plaza Skate Park, Phase I
- Quarterly presentations from the Bastrop Opera House, Bastrop County Museum & Visitor Center, Visit Bastrop
- Receive monthly Financial Report for period ending December 31, 2020

January 28 Joint Workshop with Planning and Zoning Commission

February 9, 2021

- Present Required Racial Profiling Report
- Proclamation recognizing the Month of February as Black History Month
- The Colony MUD Roadway Agreement

Attachments

- TML Legislative Update Number 1
- January Employee Memo
- Letter from Kazem Khonsari