



# Weekly Report

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May 4, 2024

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**City of Lago Vista**  
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# City Manager's Office

Last week, the City Manager engaged in several important meetings to further the city's objectives. Firstly, she met with the City Administrator of Jonestown to explore potential collaboration opportunities in the future, aiming to foster mutually beneficial initiatives between the two municipalities. Additionally, a meeting was convened with representatives from Austin Community College (ACC) to discuss potential partnerships. It became evident that the City is keen on leveraging ACC for opportunities such as internships and continuing education programs for city staff. Furthermore, the City Manager lent support to the Development Services Director by participating in interviews for the Building Official position. Lastly, she convened a meeting with the Building and Standards Chair, Liaison, and City Attorney to discuss proposed revisions to the Sign Ordinance, underscoring the commitment to enhancing city regulations and standards.

## Library

The Director participated in a Friends of the Library (FOL) Board meeting on Monday, engaging in discussions regarding the upcoming FOL Book Sale. Scheduled to occur as a special "pop-up" event in the Library Meeting Room on Friday and Saturday, May 17 and 18, preparations were made for the sale, including the recruitment of volunteers to assist during the event. Additionally, the Board explored the potential collaboration with members of Keep Lago Vista Beautiful to establish an appealing greenspace area adjacent to the Library. This envisioned space aims to provide a comfortable outdoor environment for patrons of all ages to enjoy.

## Golf Course

As the condition of the golf course steadily improves, there has been a corresponding increase in the number of golfers taking advantage of the improved conditions. Last Saturday, we welcomed 150 golfers enjoying the warm weather. Despite less favorable conditions on Sunday, with Mother Nature providing an inch of much-needed rain, fifty golfers still braved the weather akin to the typical conditions of the British Open. Additionally, the MGA Match Play Championship finals recently concluded, with both the champion and the runner-up earning a spot in The Travis Cup against Point Venture, to be hosted here at Lago in September.

# Parks and Recreation

In parks maintenance, efforts are underway to swiftly fill a recently vacated position to ensure seamless upkeep. Repairs have been successfully completed on mowers, and ongoing routine maintenance tasks are being conducted to preserve both the appearance and functionality of the properties. Regarding aquatics, collaboration persists with the contractor to address necessary repairs for the pool, a crucial step before the plastering phase can proceed. Progress is closely monitored to expedite resolution. In golf course maintenance, alongside regular upkeep, significant tasks such as top dressing and fertilizing greens are underway to optimize turf health and playing conditions. Additionally, leaking irrigation heads have been promptly repaired to maintain efficient watering practices, while the process of edging bunkers has commenced to enhance visual appeal and playability.

# Economic Development

The Economic Development Director was actively engaged in project feedback sessions with consultants, the Public Works Director, and engineers, aiming to contribute valuable insights. Additionally, discussions were held with key stakeholders including a Councilmember, City Manager, and representatives from Austin Community College (ACC) to explore programs beneficial to Lago Vista within ACC's service area. Meanwhile, the Marketing and Communications Coordinator undertook various tasks to enhance communication and engagement, including social media updates, website maintenance, and digital signage management. They also facilitated an Employee Assistance Program (EAP) meeting to finalize arrangements for an upcoming event and coordinated promotional activities for the Spring Fling and Employee Appreciation Program, including flyer creation and distribution. Most of their efforts were dedicated to preparations for the Spring Fling Party held on Monday.

# Public Works

The Public Works Director had a busy week, starting with a walkthrough alongside the Hines Development Team in Phase 2A of Tessera. Following the inspection, a punch-list of items requiring attention before formal infrastructure acceptance was provided to the team, along with a conditional acceptance letter. Subsequently, meetings were held with

Eric Zeno and the Laverne Developer to address development issues on Boggy Ford Road, clarifying City expectations from the Staff level. Additionally, discussions took place with Montechino's design team regarding City requirements for potential acceptance of Austin Blvd and necessary utility adjustments within the development for City acceptance.

The Director also attended the LCRA Firm Water Customer Meeting, where topics included forthcoming drought conditions, water demands, and long-range weather forecasts. An extension was granted by LCRA to Lago to provide additional documentation aimed at reducing the curtailment to around 10% instead of the default 20%, based on growth and past watering restrictions. Other engagements included a meeting with the Mayor, City Manager, and Chief of Police to address dumping issues in the Coyote area.

The recent activities in utilities, streets, and plants maintenance highlight a comprehensive approach to infrastructure upkeep and service provision. In utilities, ongoing efforts include addressing water leaks, service installations, and fire hydrant replacements across various locations. Street maintenance involves a diverse range of tasks, from participating in community cleanup initiatives to installing signage and addressing wildlife hazards. Plant operations encompass daily testing and sample submissions, alongside maintenance tasks to ensure optimal functioning. These efforts extend to wastewater treatment and lift stations, where routine maintenance and troubleshooting are prioritized. Effluent disposal management involves monitoring golf course watering schedules and exploring solutions for infrastructure repairs. Together, these initiatives reflect a proactive approach to infrastructure management and community service delivery.

## Information Technology

Throughout the week, various tasks were undertaken to enhance the organization's operational efficiency and security. This included updating all servers with the latest security patches from Microsoft and ensuring that the Incode software was up to date. Additionally, a purchase order was initiated for cybersecurity training, and preparations were made to set up the training dashboard. Compliance requirements were met through the completion of three Open Records Requests (ORR). Addressing minor technical issues, troubleshooting support was provided to employees experiencing difficulties with timecard approvals. Procurement activities encountered challenges when acquiring a new laptop for remote magistration, with complications arising from changes in account management at

Dell. As a solution, a refurbished laptop was sourced from an alternative vendor at a more affordable price. Furthermore, SIM cards were ordered for patrol cars to facilitate the integration of new laptops with the Police Department's RMS software. The implementation of a new ticket system saw a successful launch, with fifteen new tickets generated in just three and a half days, streamlining request management, and facilitating departmental metric reporting. Other activities included onboarding a new employee for Development Services, discussions with Spectrum regarding a new circuit for the Police Department's CAD/RMS system, and the renewal of licenses for server backup software.

## Municipal Court

This week, clerks processed new citations received from the PD, ensuring timely and accurate handling of legal documents. Additionally, they scanned several complaints into cases for further review and action. Our team also processed weekly reports for the State and courts collection agency, as well as monthly reports for the courts collection agency and City Council, maintaining compliance and transparency in our operations. Furthermore, our clerks provided valuable assistance to customers via phone, at the courts window, and through email, addressing inquiries and facilitating smooth interactions with the public.

## Police Department

End of Week Report for 04/22/2024 – 04/28/2024

Calls for Service		370
Traffic Stops		117
Citations		41
Warnings		60
Arrests		5
Average Response Time (ART)		2 minutes
Code Enf. Calls for Service		25
Animal Control Calls for Service		10

Last week, the administrative team remained focused on configuring the new Computer Aided Dispatch (CAD) and Records Management System (RMS) in collaboration with the software vendor. The configuration process is nearing completion and is poised to commence end-user training on the system starting the week of May 6th, 2024.

Meanwhile, the Code Enforcement Division has been actively addressing issues related to overgrown lots, particularly as the warmer weather months approach. Additionally, they conducted interviews for vacant patrol and dispatch positions, and are enthusiastic about some of the candidates. Furthermore, a productive and beneficial staff meeting was held with the Dispatch Division, fostering open communication and collaboration within the team.

## Development Services

Development Services is pleased to welcome Angela Easley to the team at the start of this week. She faces the challenge of learning new tasks without the benefit of firsthand training from the retired staff member who previously oversaw those responsibilities. While adapting to new software applications may present its own challenges, they are optimistic that Angela will quickly overcome any learning curves.

Additionally, they held a formal meeting with the Travis County ESD-1 staff this week, as they have taken over the Fire Marshal services previously provided by a third-party vendor. They are initiating discussions about transition coordination and anticipate a smooth process over time. In the short-term, this arrangement proves less cumbersome than dealing with an external vendor. Moreover, staff are hopeful that the Travis County ESD-1 staff will offer valuable assistance and expertise to the LVPD Code Enforcement team, especially regarding construction projects.