

Agenda Item Attachment

November 19, 2019 City Council Meeting



Agenda Item: 10

Submitted by: City Manager Report

Reviewed by:

Budgeted Item: N/A

For Action: No

Attachments: Fire Calls Sept 20 to Date; Call Center Call and Summary

Discussion:

1. Budget Update – May have an update sheet by meeting time. Audit taking precedence.
2. FEMA Road Repairs – Repairs began on Wed the 13th at Milam. Golden Way next. Then Bierhalter & Park Street.
3. Main Street Capital Fund Sidewalk Grant – No remaining action by City. Plans are being finalized, and THC holds approval until plans are complete.
4. Texas CDBG Grant – No change. We are number 14 in the rankings. Agency is funding 10 this year and 10 next year, so all things being equal we will get funded in program year 2.
5. USDA Preliminary Engineering Report – KSA is working with USDA on next steps. City Management is following up on the funds to pay for the Study.
6. New cell tower on Harrison is up, and awaiting the providers to hoist their equipment.
7. TAMUFS Fuel Reduction – TAMU Forest Service is waiting for some dry conditions to push up and burn the debris. Stumps are being ground.
8. Streets – The excavator was out clearing ditches again last week; however, the boom mower is back out of action due to mechanical failure. The Parts for the John Deere, basically the straight mower, has been down due to a cable strike, but should be back up this week or as soon as we can spare the labor. Street Department has been spending the majority of time repairing roadways dug up for distribution repairs
9. Parks – City is having the concrete at both the ball field and the tennis courts pressure washed so we can repaint the courts. We have solicited prices for repainting, and once complete we will put up new nets. The Street Department has new hardware to restore the playground equipment at the ball park. Also in a recent development the City has met with SAISD to discuss a partnership on mutually beneficial parks. Time did not allow for any real planning, but there will be another meeting with the District Grant Writer soon.

10. Bluestem Energy is between DETEC and Bluestem right now. They have signed NDA with the Co-op, and are just working on information exchange
11. City Hall – Just pressure washed.
12. IT Issues – As feared the cosatx.com address will have to be retired since the former operator of DETCOM has been completely unresponsive to our requests to buy the domain. Effective immediately anyone with a cosatx.com address will be migrated over to a cityofsanaugustinetx.gov email. This co-brands email with our City domain and website which is actually better although the transfer process has been time and labor intensive. Individual addresses will maintain the current format of first.last@cityofsanaugustinetx.gov.

On the hardware/security side we are nearly finished with upgrades to the system. Soon City Hall, Public Works Barn and the Water Plant will be connected via a secure data link so that all files are backed up in City Hall on our Network Attached Server. The upgrades include a technologically current and licensed firewall for security. The final step will be to secure an inexpensive off-site backup for data in the event of a disaster that causes data loss here in SA. This will be the first time ever the City has been truly data secure for day to day operations. The primary concern is documents pertaining to regulating agencies (such as the TCEQ), legal issues and employment files. To the greatest extent possible we are digitizing files rather than storing paper unless specifically required to do so by law.

The above security comment does not apply to any customer data such as credit card or other personal information which has been secured between the City and our utility billing provider, Aptean (or Asyst) for many years. We will of course always be subject to unforeseen bad actors and systemic failures of any security system as caused by the same, but we will not be breached due to inattention or disregard of City Hall.

The PD and Library are excluded since they have their own systems (NIC email) which must remain independent for various reasons.

City Management appreciates the efforts of our new Water Operator/IT & Process Improvement Specialist, Jeremy Lynch. His position is dual purpose by design, and we have been able to start managing IT as an enterprise from within.

13. Other personnel matters – The second position in the Street Department seems to have finally stabilized. Turnover there has been very challenging for months. Also, we have finally been able to replace a position created two years ago by a retirement from the Electrical Department. We have a new very qualified lineman starting Monday, yesterday.
14. Call Center/Outages/Fire Calls – The City Call Center by AnswerConnect has been working as expected. It does take more time and availability from City Management, but as we get the system dialed in and train the City and the customers calls will be shorter and reduced in number. The system plays very well with the work order product to keep O/T to a minimum. See handout.
15. Audit – Should see the Audit in December.
16. Any Legal Update from City Attorney