



# Alpine City Council Meeting

LHA, CITY MANAGER AND STAFF UPDATES

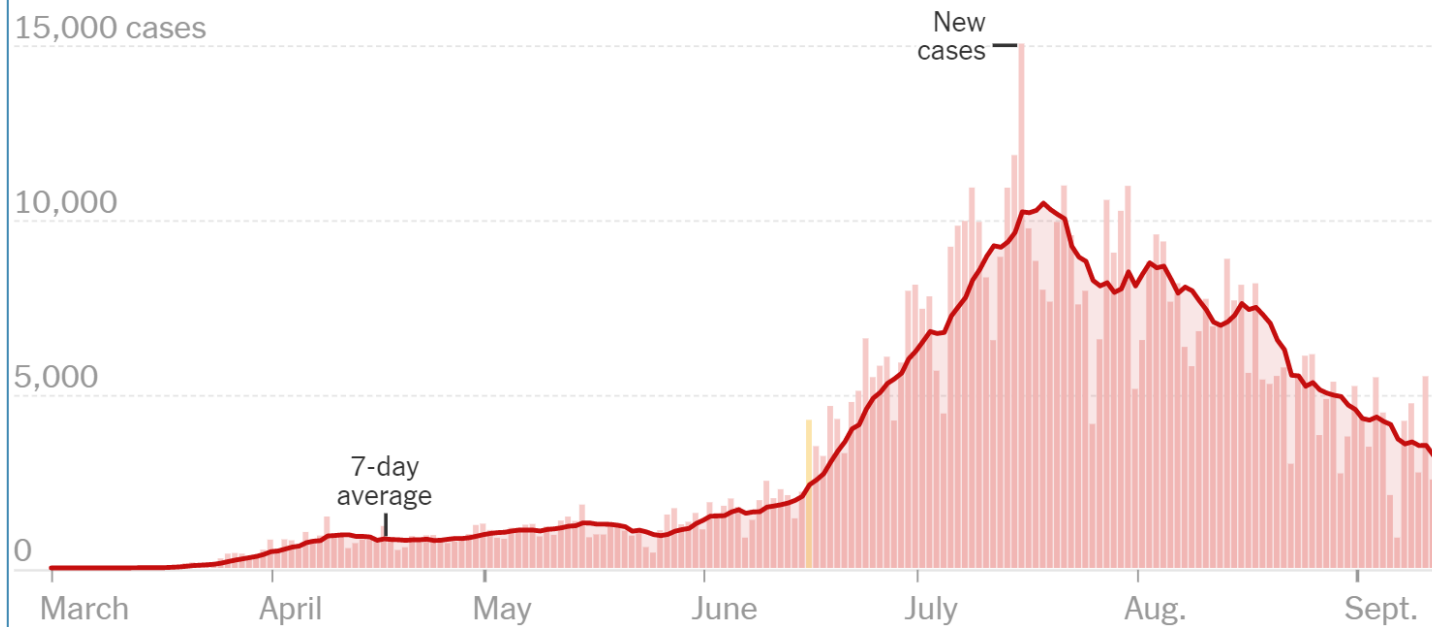
SEPTEMBER 15, 2020

# COVID-19 UPDATE

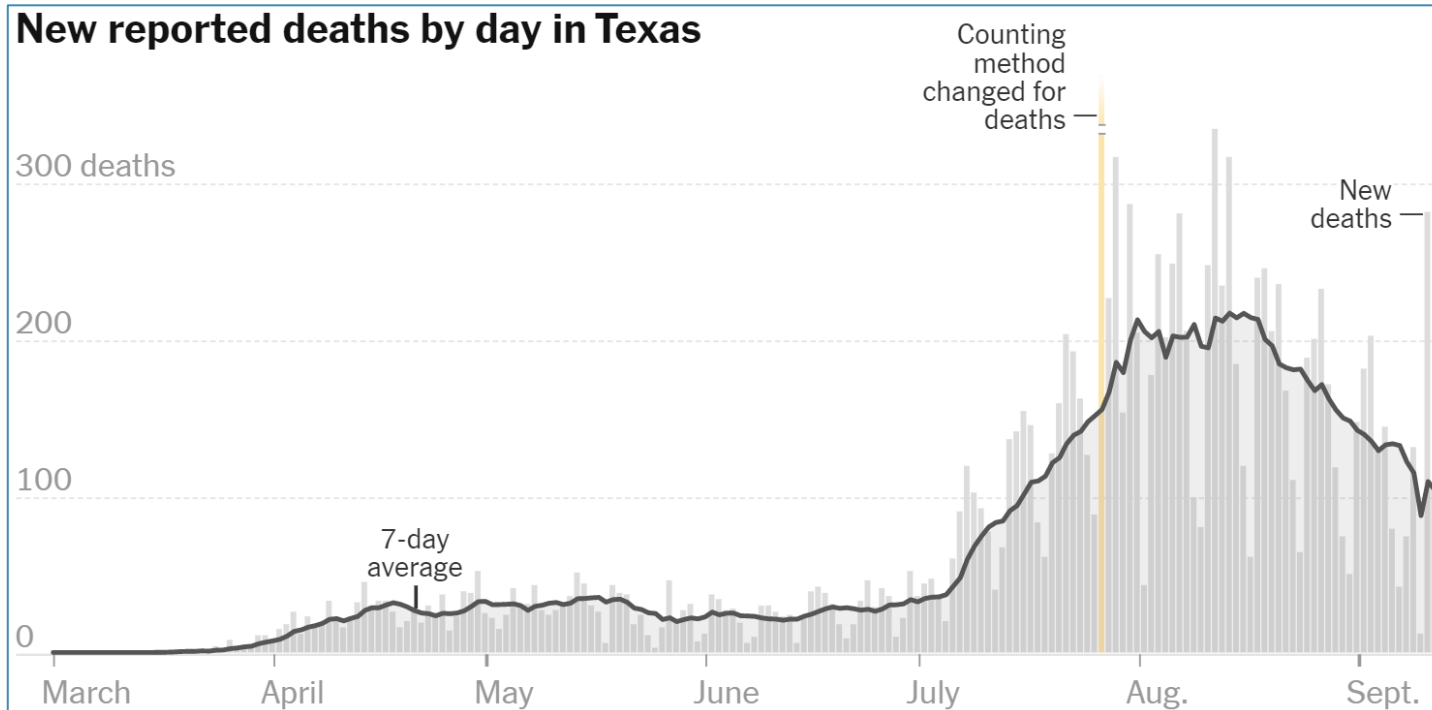
15 SEPTEMBER 2020

DR. EKTA ESCOVAR –  
BREWSTER COUNTY  
LHA

## New reported cases by day in Texas



## New reported deaths by day in Texas



<https://www.nytimes.com/interactive/2020/us/texas-coronavirus-cases.html>

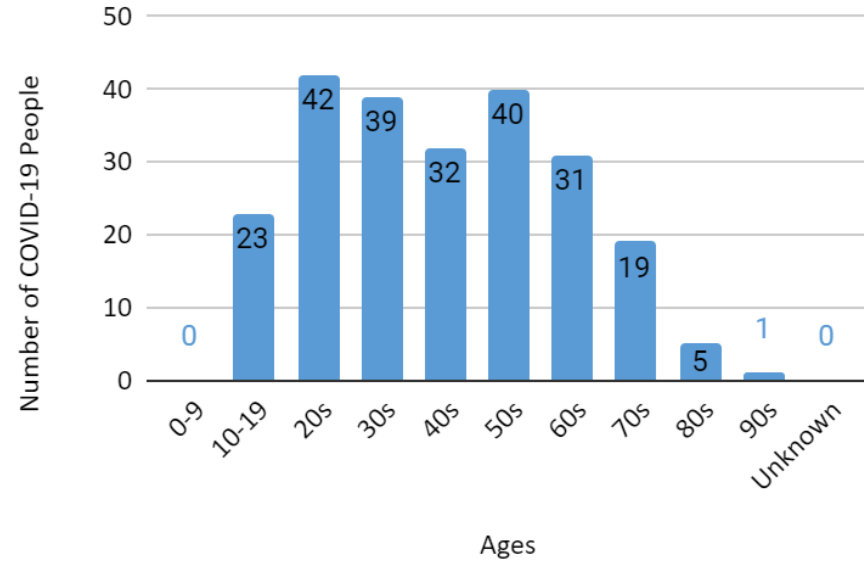
# Case Counts

## Total (Active)

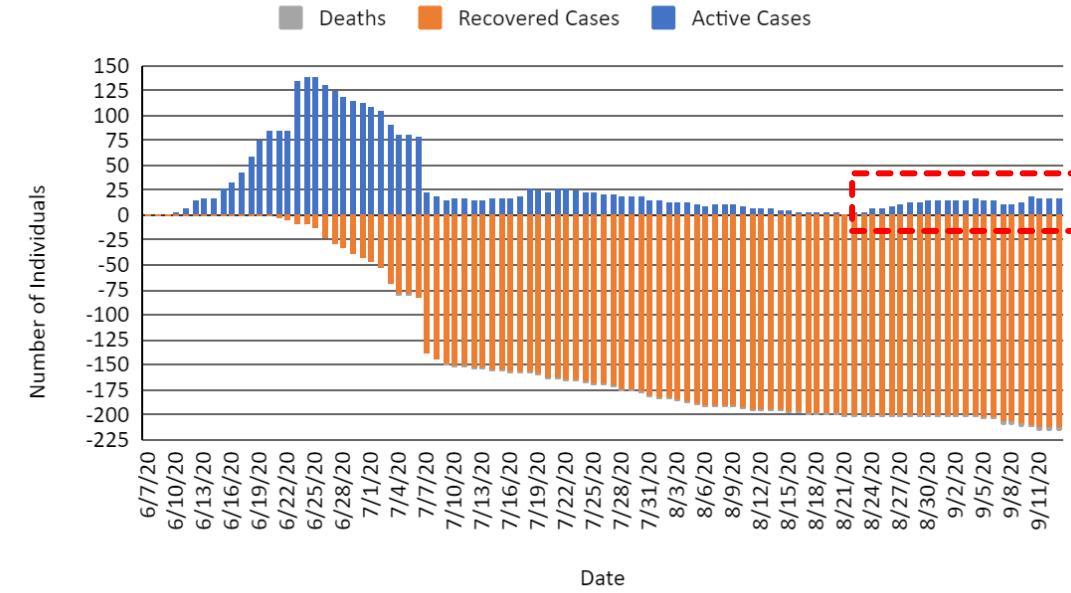
As of 9/13 1200	Population	Cases	Cases/1000	Tests	Tests/1000
<b>US</b>	327,200,000	6,694,486	<b>20.2</b>	92,058,691	<b>278.1</b>
<b>Texas</b>	28,700,000	689,048	<b>23.8</b>	5,989,638	<b>206.6 (9<sup>th</sup> lowest)</b>
<b>Tri-County</b>	18,773	347	<b>18.5</b>	5,733* <small>*best estimate, likely higher</small>	<b>305.4</b>
<b>Brewster Co</b>	9,267	232	<b>25.0</b>		

► **Brewster – 232 (16) + 3 deaths**

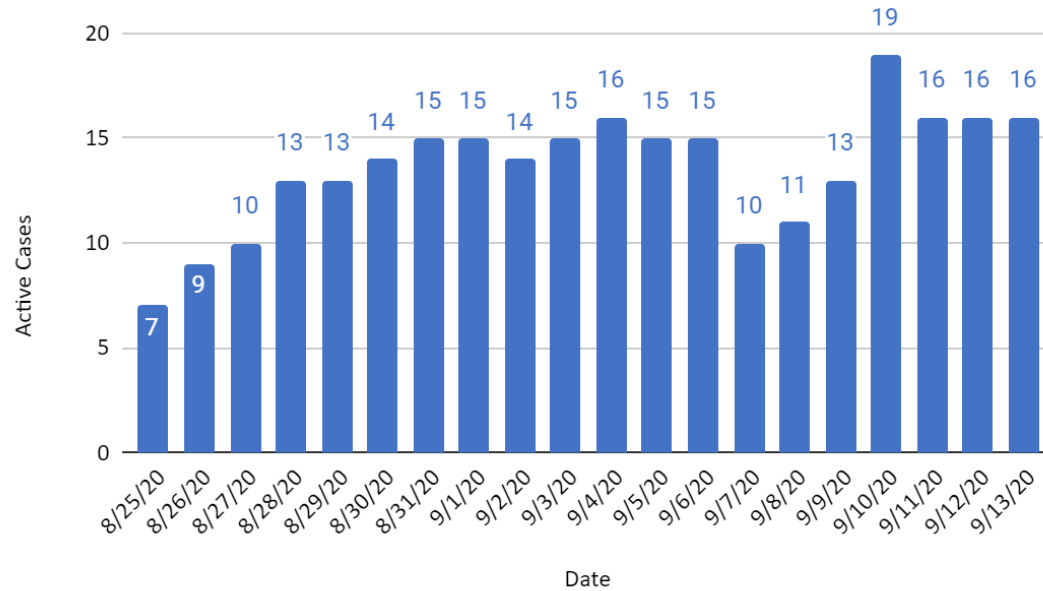
## Brewster County COVID-19 Ages



## Brewster County Dashboard



## 20-Day Active Case Count



# 5 Metrics to Follow

## ▶ **ICU hospital bed occupancy**

- ▶ This can change very quickly day to day. BBRMC would know this metric.
- ▶ Goal: less than 60% occupancy

## ▶ **New COVID-19 infections**(can be measured daily, weekly, or 14-day)

- ▶ 14-day goal: less than 50 new cases per 100,000 people
- ▶ Brewster County goal: less than new 4 cases over 14 days for the 9,267 population

## ▶ **Texas Infection Reproduction Rate** (<https://rt.live/us/TX>)

- ▶ Goal is to be less than 1.0
- ▶ For every 100 individuals infected, they infect X number of people
  - ▶ If each infection didn't lead to another person being infected, the number of cases would decrease over time

## ▶ **Testing positivity rates**

- ▶ Goal: less than 5% positivity rate

## ▶ **Average weekly testing**

- ▶ Goal: 150 tests per 100,000 population
- ▶ Tri-County goal: 198 tests weekly

<https://covidactnow.org/>

<https://globalepidemics.org/key-metrics-for-covid-suppression/>

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/global-covid-19/SARS-CoV-2-Transmission-Metrics.pdf>

# BREWSTER COUNTY METRICS

ICU bed occupancy (goal < 60%)	0%
14-day new/active infection (goal < 4)	16
Texas Rt0 (goal < 1.0) <i>(I wish we had the ability to see this on a local level)</i>	0.85
Testing positivity rate (goal < 5%) <i>(From 47 local non-mobile testing Sept 3-9th)</i>	17%
Average tri-county weekly testing (goal >198/week)	170





## Initiatives/Priorities and Challenges

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Rolled out 180 Day Plan September 2019

Updated the strategic priorities to this format in March 2020

Updating again in September 2020 to reflect current goals and objectives

- Will continue to update every 6 months

Work we are doing in our Leadership Training classes is important to the completion of these objectives and also how we deal with conflict and challenges



# Initiatives / Priorities and Challenges

Initiatives/Priorities	Challenges
<b>Administration</b>	
Employee Development	Spreading of employees from City Hall
Community Engagement	Lack of tenure in key positions
Leadership Training	
Covid-19 / Fall 2020	
<b>Finance</b>	
Establish and Implement a purchasing policy that follows State and Federal guidelines	Verbal Commitments Outweigh Revenues
Provide transparent financial records	Delinquent Account Billing Upkeep
Establish and implement cash handling policies and procedures	RFP coordination
<b>Grants</b>	
CDBG Sidewalk Grant	Matching City Dollars
Police Grants	P/T Employee can lead to F/T Work
Parks Grants	

Initiatives/Priorities	Challenges
<b>Police</b>	
Investigation Training	Dispatch Employee Turnover
Healthcare Program	Investigation and Case File Preparation
Patrol Officer Hiring	Coordination with County
Speeding and StopSign Adherence	Fall Covid Mandates
<b>Animal Control</b>	
Policies and procedures manual revision	Specific trainings cancelled due to pandemic
Hiring of New Officer	Not enough time/ staffing to train new hires efficiently
Continuing Education for Existing Team	Low Staffing requires higher dependency on volunteers

# Initiatives / Priorities and Challenges

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Initiatives/Priorities	Challenges
<b>Water</b>	
Water Infrastructure Mapping and CIP: Tie this to move-forward rate structure	Inventory Management
Well Site Improvements	Lack of experienced Sub-contractors
SCADA Implementation	Training & Testing Availability
<b>WasteWater</b>	
Capital Purchase Implementation	Training and Testing Availability
Site Clean-up	Effluent water return volumes to multiple entities
Licensing of Operators	Septic Haulers
<b>Sanitation / Recycling</b>	
Kokernot Lodge and Poets Grove Project	Open Market Rates on Recyclables
Keeping current on glass chipping and wood mulching	Illegal Dumping
Contract Expiration with TDS	Weight of trash trucks on streets
Bulky Trash Pickup	

# Initiatives / Priorities and Challenges

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Initiatives/Priorities	Challenges
<b>Gas</b>	
DIMP Work Completion (Distribution Integrity Management Plan)	Schedule of Fees
Leak Survey	Department Training
Damage Prevention / Public Awareness	Old Service Retirements
<b>Building Official - Code Enforcement</b>	
Master Plan for Zoning	SaaS
Ordinance Updates: STR, Food Trucks, Lighting, etc...	Work with City Prosecutor
Code Enforcement Program	

Initiatives/Priorities	Challenges
<b>Streets</b>	
Complete over 100 blocks with Seal-Coat	Tenure of staff - good training completed in 2020 which needs to continue
PM Jarrett Dirt Works Completion of awarded work	Older equipment needing more constant repairs
Improve Pothole Remediation Process	With increased production comes increased requests
<b>Parks</b>	
Implement Components from new Parks Master Plan to include in 2020:	Volume of assets and how to best distribute projects
Grant from TPWD for Improvements at Pueblo Nuevo Park	Capital Dollar Needs
Sprinkler system improvements to help manage water usage	

# Initiatives / Priorities and Challenges

Initiatives/Priorities	Challenges
<b>Airport</b>	
Airport Lighting Project in TxDOT Aviation Queue	Aging Infrastructure
Sealcoat of Runway project	How to best improve visibility to attract more out-of-town pilots and visitors
Replace AWOS	Aging AWOS
Taxiway paving around the hanger area	Supervision at Airport
Work with Tourism team on Fly-In	
<b>Tourism-Visitor Center</b>	
STR Adherence	Restaurant & Lodging Safety Pledges
Hancock Hill sign / trail markers	Enhanced walking tours
Prepare for Events in pandemic/non-pandemic context	Union Pacific Noise
<b>Municipal Court</b>	
Clear all old Case Files - 3/4 done	Availability of Judge & Prosecutor
Good back-up/supporting material in files to minimize amount of dismissals. This is improving	Case Dismissal
Continued growing professional relationship with PD, ACO & CE	Staffing with only P/T Clerk
Get the CCC Level II by June 2021	
Structured and Reputable Municipal Court	

# Initiatives / Priorities and Challenges



# Midweek Music and Mercantile

Wednesday Evenings

Mix of Mercantile and Food Truck  
Options

Close Third Street between the One-  
Ways

- 4p until 7p


Music option along the front porch of  
our Visitor Center

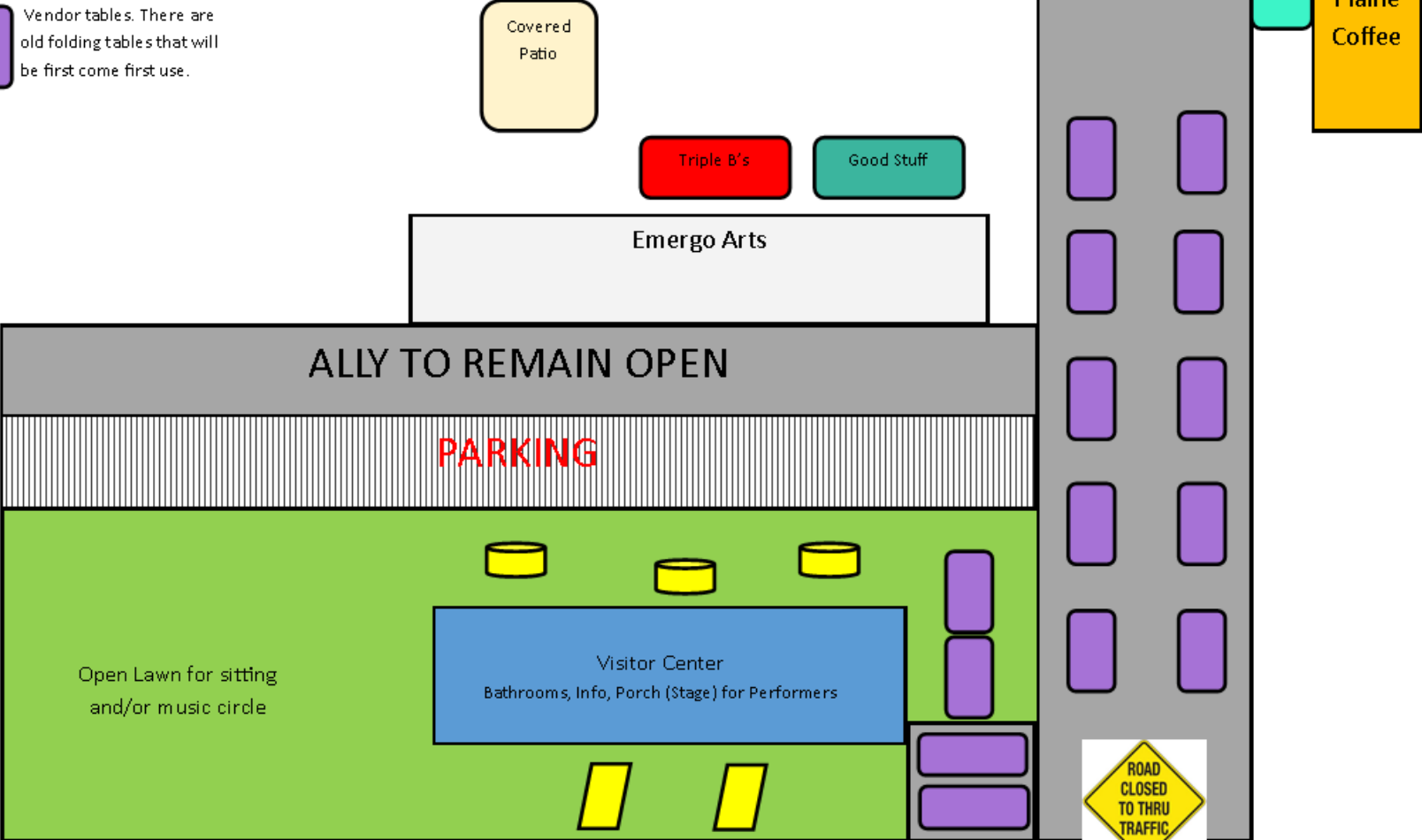
Opportunity for people to shop, eat  
and be outside – helps promote the  
social distancing as well



# Alpine Midweek Mercantile & Music

 Tables for guests to eat at

 Vendor tables. There are old folding tables that will be first come first use.





*Greetings  
From*

**UTILITY BILLING UPDATE**

*Texas*



# Utility Connections and Usage

## GAS CONSUMPTION

MONTH	METERS	MCF'S / USAGE
AUG-20	1925	3746
JULY-20	1934	4358
JUNE-20	1933	4630
MAY-20	1954	6393
Average	1937	4782

## WATER CONSUMPTION

MONTH	METERS	GAL / USAGE
AUG-20	2741	52,540,000
JULY-20	2750	52,380,000
JUNE-20	2727	37,144,000
MAY-20	2709	39,626,000
Average	2732	45,423,000

# CURRENT PROJECTS

## \*ACCOUNT AUDITS

-VERIFYING EACH ACCOUNT IS UP TO DATE  
ACCORDING TO ORDINANCE

**\*DISCONNECTIONS FOR NON PAYMENT**

- COMING BACK FROM COVID
- WE HAVE PAYMENT PLANS IN PLACE FOR THOSE AFFECTED BY COVID

## \*COLLECTIONS

-WORKING WITH PERDUE TO COLLECT  
ON DELINQUENT WATER AND GAS  
INACTIVE ACCOUNTS WITH BALANCES

COVID DISCONNECTION PLAN JUL - DEC 2020									
Jul-20					20-Oct				
WATER			GAS		WATER			GAS	
DUE DATE	7/10/2020		DUE DATE	7/15/2020	DUE DATE	10/10/2020		DUE DATE	10/15/2020
LATE NOTICE	7/13/2020		LATE NOTICE	7/16/2020	LATE NOTICE	10/12/2020		LATE NOTICE	10/16/2020
3 MONTH OR MORE DISCONNECTIONS 7/28/2020					2 MONTH DISCONNECTIONS 10/27/2020				
20-Aug					20-Nov				
WATER			GAS		WATER			GAS	
DUE DATE	8/10/2020		DUE DATE	8/15/2020	DUE DATE	11/10/2020		DUE DATE	11/15/2020
LATE NOTICE	8/11/2020		LATE NOTICE	8/17/2020	LATE NOTICE	11/11/2020		LATE NOTICE	11/16/2020
3 MONTH DISCONNECTIONS 8/26/2020					2 MONTH DISCONNECTIONS 11/30/2020				
20-Sep					20-Dec				
WATER			GAS		WATER			GAS	
DUE DATE	9/10/2020		DUE DATE	9/15/2020	DUE DATE	12/10/2020		DUE DATE	12/15/2020
LATE NOTICE	9/11/2020		LATE NOTICE	9/16/2020	LATE NOTICE	12/11/2020		LATE NOTICE	12/16/2020
3 MONTH					2 MONTH				

# **\*COLLECTIONS\***



**\*WHEN THE WATER DEPARTMENT ADOPTED THE ASYST SOFTWARE THE CONVERSION WAS NOT CLEAN AND LEFT FALSE “INACTIVE WITH BALANCE” ACCOUNTS**

**\*DURING OUR IN HOUSE ACCOUNT AUDITS WE ARE REVIEWING THESE INACTIVE ACCOUNTS INDIVIDUALLY TO VERIFY IF IN FACT THERE IS AN AMOUNT OWED BY THE INDIVIDUAL ACCOUNT HOLDER.**

**\*AFTER THE ACCOUNT HAS BEEN AUDITED WE CAN THEN RESET THE “CYCLE” IN THE ASYST SYSTEM FOR A MORE ACCURATE LIST OF “INACTIVE ACCOUNTS WITH BALANCES.”**

**\*AS WE ARE CLEANING UP THE ACTUAL “INACTIVE ACCOUNTS WITH BALANCES” WE CAN THEN TURN THAT LIST OVER TO PERDUE WHO WILL ATTEMPT TO COLLECT ON THESE DEBTS.**



# COMPLETED PROJECTS

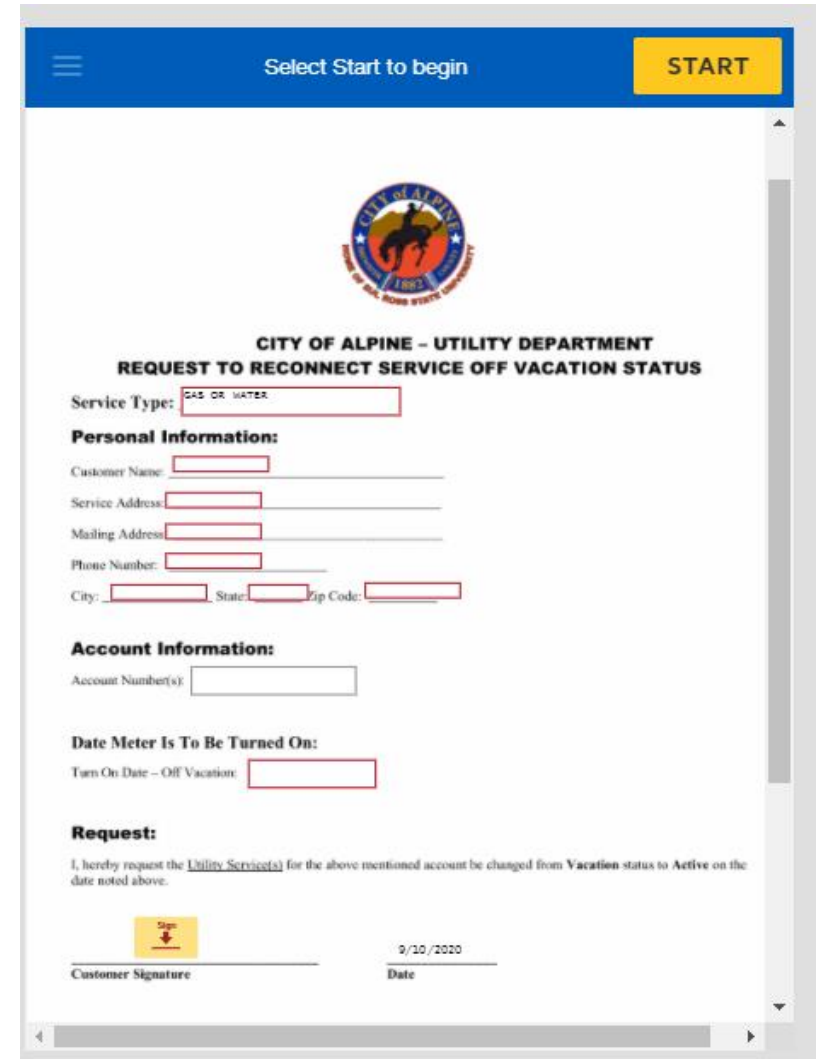
## \* DocuSign eSignature

-CUSTOMERS CAN NOW GO ON THE CITY WEB PAGE AND COMPLETE THE UTILITY FORMS USING DOCUSIGN

## \*CASH HANDLING TRAINING


-DIRECTOR OF FINANCE AND ACCOUNTS RECEIVABLE PROVIDED WRITTEN AND ORAL CASH HANDLING AND CASH VERIFICATION TRAINING FOR THE CUSTOMER SERVICE CLERKS.

GAS UTILITY BILL



The screenshot shows a web browser displaying the City of Alpine Utility Department's online form titled "REQUEST TO RECONNECT SERVICE OFF VACATION STATUS". The form is set against a white background with a blue header bar. The header bar contains a hamburger menu icon on the left, the text "Select Start to begin" in the center, and a yellow "START" button on the right. Below the header, the City of Alpine logo is centered. The form fields are organized into sections: "Service Type:" with a dropdown menu showing "GAS OR WATER"; "Personal Information:" with fields for Customer Name, Service Address, Mailing Address, Phone Number, City, State, and Zip Code; "Account Information:" with a field for Account Number(s); "Date Meter Is To Be Turned On:" with a field for Turn On Date - Off Vacation; and a "Request:" section with a paragraph of text and a "Sign" button. At the bottom, there are fields for "Customer Signature" and "Date".

Select Start to begin **START**



**CITY OF ALPINE – UTILITY DEPARTMENT**  
**REQUEST TO RECONNECT SERVICE OFF VACATION STATUS**

Service Type:

**Personal Information:**

Customer Name:

Service Address:

Mailing Address:

Phone Number:

City:  State:  Zip Code:

**Account Information:**


Account Number(s):

**Date Meter Is To Be Turned On:**

Turn On Date – Off Vacation:

**Request:**

I, hereby request the Utility Service(s) for the above mentioned account be changed from Vacation status to Active on the date noted above.



Customer Signature  Date

# DEPARTMENT GOALS



## **\*CROSS TRAINING**

- UPCOMING FY THE CUSTOMER SERVICE CLERKS WILL BE SWITCHING POSITIONS
- TRAINING THE CUSTOMER SERVICE CLERKS ADDITIONAL DUTIES AND DAILY TASKS TO ALLOW FOR ADVANCEMENT IN THEIR POSITIONS.

## **\*TEMPLATES/GUIDELINES FOR EACH DUTY/TASKS**

- CREATING INSTRUCTIONAL TEMPLATES IN DETAIL FOR CURRENT AND FUTURE CUSTOMER SERVICE CLERKS TO REFERENCE.

## **\*UPDATE UTILITY ORDINANCE**

- STARTING WITH THE PROPERTY OWNER'S RESPONSIBILITIES FOR THE RENTEE.



# Update: Alpine Fire Department

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Fire Calls From January 1, 2020 Through August 31, 2020

- 6 City, 13 County
- Primary types of calls: Brush, Service Calls, Electrical

Alpine Volunteer Fire Department meets every Wednesday from 6:30p to 9p at Brewster County EOC

- Actively Looking for More Volunteers

Once Asset list and Needs Assessment is completed, we will update the results within our 5-Year CIP

Once Lieutenant Fierro finished Fire Inspector training, we will begin thorough program of annual inspections for commercial properties – as per code



It's A Great Day  
To Be In Alpine

