



**CITY COUNCIL  
REGULAR SESSION MINUTES  
MARCH 20, 2024**

**This meeting was live-streamed on Manor's YouTube Channel  
<https://www.youtube.com/@cityofmanorsocial/streams>**

**PRESENT:**

Dr. Christopher Harvey, Mayor

**COUNCIL MEMBERS:**

Emily Hill, Mayor Pro Tem, Place 1 (Absent)  
Anne Weir, Place 2  
Maria Amezcua, Place 3  
Sonia Wallace, Place 4  
Aaron Moreno, Place 5  
Deja Hill, Place 6

**CITY STAFF:**

Scott Moore, City Manager  
Lluvia T. Almaraz, City Secretary  
Ryan Phipps, Chief of Police  
Denver Collins, Assistant Chief of Police  
Robbie Barrera, Emergency Management Coordinator  
Scott Dunlop, Development Services Director  
Scott Jones, Economic Development Director  
Matthew Woodard, Public Works Director  
Tracey Vasquez, HR Director  
Sofi Duran, Court Administrator  
Yalondra Valderrama Santana, Heritage & Tourism Manager  
Veronica Rivera, Assistant City Attorney  
Gregory Miller, Bond Counsel

**REGULAR SESSION – 7:00 P.M.**

With a quorum of the Council Members present, the regular session of the Manor City Council was called to order by Mayor Harvey at 7:01 p.m. on Wednesday, March 20, 2024, in the Council Chambers of the Manor City Hall, 105 E. Eggleston St., Manor, Texas.

## INVOCATION

Mayor Harvey gave the invocation.

## PLEDGE OF ALLEGIANCE

Mayor Harvey led the Pledge of Allegiance.

## EVENTS/ANNOUNCEMENTS

### A. Easter Egg-Heli-Drop Event, March 30, 2024, at 15317 US Hwy 290 E.

Yalondra V. Santana Heritage & Tourism Manager invited the community to attend the Easter Egg-Heli Drop Event.

## PUBLIC COMMENTS

HR Director Vasquez introduced the new Court Administrator Sofi Duran.

No one else appeared at this time.

## REPORTS

*Reports about items of community interest on which no action will be taken.*

### A. FY2024 Community Project Funding Award – Gregg Manor Water Pump Station Expansion.

City Manager Moore discussed the FY2024 Community Project Funding Award for the Gregg Manor Water Pump Station. He stated that on April 2<sup>nd</sup> Congressman Greg Casar would be presenting the grant award to the city for an amount of \$850,000.

## PUBLIC HEARINGS

- 1. Conduct a public hearing on an ordinance disannexing a 5.45 acre tract, located within Travis County, Texas; making findings of fact; disannexing certain property; providing a repealing clause; providing a severability clause; providing an open meetings clause and establishing an effective date.**

The city staff recommended that the City Council conduct the public hearing.

Mayor Harvey opened the Public Hearing.

Robert Battaile, 502 E. Eggleston St., Manor, Texas, submitted a speaker card and expressed his concerns regarding the proposed disannexation request.

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Patsy Graham, 1296 Johnson Road, Manor, Texas, submitted a speaker card and spoke in regard to her request. She would like to be disannexed from the city to be able to complete her structure without city regulations.

Development Services Director Dunlop discussed the city code building regulations and the proposed diannexation request.

A discussion was held regarding future development in the area.

A discussion was held regarding the process through the Board of Adjustment.

**MOTION:** Upon a motion made by Council Member Amezcua and seconded by Council Member Moreno to close the public hearing.

There was no further discussion.

**Motion to close carried 6-0**

**2. Conduct a public hearing on a Specific Use Permit for Medical Offices in Manor Crossing allowing 15,000 sq. ft. of medical office and/or medical clinic tenant space, one (1) lot on 18.1 acres, more or less, and being located at the intersection of Shadowglen Blvd and US Hwy 290, Manor, Texas. Applicant: Retail Connections; Owner: Retail Connections**

The city staff recommended that the City Council conduct the public hearing.

Mayor Harvey opened the Public Hearing.

Robert Battaile, 502 E. Eggleston St., Manor, Texas, submitted a speaker card and expressed his concerns regarding the proposed request. He suggested a plaza to be included in the development.

Development Services Director Dunlop discussed the Special Use Permit for Medical Offices in Manor Crossing.

A discussion was held regarding the request for 15,000 sq.ft. use for Medical offices.

**MOTION:** Upon a motion made by Council Member Wallace and seconded by Council Member Weir to close the public hearing.

There was no further discussion.

**Motion to close carried 6-0**



3. **Conduct a public hearing on an ordinance amending Ordinance 698 to modify the Planned Unit Development (PUD) Site Plan for the New Haven Final Planned Unit Development rezoning from Planned Unit Development to Planned Unit Development, and being located near the corner of Gregg Ln and FM 973, Manor, Texas.  
*Applicant: Quiddity Engineering; Owner: Gregg Lane Dev., LLC***

The city staff recommended that the City Council conduct the public hearing.

Mayor Harvey opened the Public Hearing.

Robert Battaile, 502 E. Eggleston St., Manor, Texas, submitted a speaker card and expressed his concerns regarding the proposed site plan request.

Development Services Director Dunlop discussed the PUD site plan request.

**MOTION:** Upon a motion made by Council Member Moreno and seconded by Council Member Wallace to close the public hearing.

There was no further discussion.

**Motion to close carried 6-0**

#### **CONSENT AGENDA**

4. **Consideration, discussion, and possible action to approve the City Council Minutes of March 4, 2024, City Council Special Session.**
5. **Consideration, discussion, and possible action on accepting the February 2024 Departmental Reports.**
  - **Finance – Scott Moore, City Manager**
  - **Police – Ryan Phipps, Chief of Police**
  - **Travis County ESD No. 12 – Ryan Smith, Fire Chief**
  - **Economic Development – Scott Jones, Economic Development Director**
  - **Development Services – Scott Dunlop, Development Services Director**
  - **Community Development – Yalondra Valderrama Santana, Heritage & Tourism Manager**
  - **Municipal Court – Sarah Friberg, Court Administrator**
  - **Public Works – Matt Woodard, Director of Public Works**
  - **Manor Cemetery – Nora Sanchez, MC Manager**
  - **Human Resources – Tracey Vasquez, HR Manager**
  - **IT – Phil Green, IT Director**
  - **Administration – Lluvia T. Almaraz, City Secretary**



6. **Consideration, discussion, and possible action on accepting the February 2024 City Council Monthly Reports.**
7. **Consideration, discussion, and possible action on a Purchase Contract with Manor Plaza, LLC for a waterline easement and temporary construction easement for Parcel No. 6.**

**MOTION:** Upon a motion made by Council Member Amezcua and seconded by Council Member Weir to accept and approve the Consent Agenda.

There was no further discussion.

**Motion to approve carried 6-0**

### **REGULAR AGENDA**

8. **First Reading: Consideration, discussion, and possible action on an ordinance disannexing a 5.45 acre tract, located within Travis County, Texas; making findings of fact; disannexing certain property; providing a repealing clause; providing a severability clause; providing an open meetings clause and establishing an effective date.**

The city staff recommended that the City Council consider the first of an ordinance disannexing a 5.45 acre tract, located within Travis County, Texas.

Development Services Director Dunlop discussed the proposed request.

Mayor Harvey adjourned the regular session of the Manor City Council into Executive Session at 7:46 p.m. on Wednesday, March 20, 2024, in accordance with the requirements of the Open Meetings Law.

### **EXECUTIVE SESSION**

The Manor City Council convened into executive session pursuant to the provisions of Chapter 551 Texas Government Code, in accordance with the authority contained in *Sections 551.071 and 551.072, Texas Government Code, and Section 1.05, Texas Disciplinary Rules of Professional Conduct to consult with legal counsel on Item No. 8 at 7:46 p.m. on Wednesday, March 20, 2024.*

The Executive Session was adjourned at 8:26 p.m. on Wednesday, March 20, 2024.

### **OPEN SESSION**

The City Council reconvened into Open Session pursuant to the provisions of Chapter 551 Texas Government Code and took action on item(s) discussed during the Closed Executive Session at 8:26 p.m. on Wednesday, March 20, 2024.

8. **First Reading: Consideration, discussion, and possible action on an ordinance disannexing a 5.45 acre tract, located within Travis County, Texas; making findings of fact; disannexing certain property; providing a repealing clause; providing a severability clause; providing an open meetings clause and establishing an effective date.**

A discussion was held regarding the process the applicant would need to take if the request was denied.

**MOTION:** Upon a motion made by Council Member Wallace and seconded by Council Member Amezcua to deny an ordinance disannexing a 5.45 acre tract, located within Travis County, Texas.

There was no further discussion.

**Motion to approve denial carried 6-0**

9. **First Reading: Consideration, discussion, and possible action on a Specific Use Permit for Medical Offices in Manor Crossing allowing 15,000 sq. ft. of medical office and/or medical clinic tenant space, one (1) lot on 18.1 acres, more or less, and being located at the intersection of Shadowglen Blvd and US Hwy 290, Manor, Texas.  
*Applicant: Retail Connections; Owner: Retail Connections***

The city staff recommended that the City Council approve the first reading of a Specific Use Permit for Medical Offices in Manor Crossing allowing 15,000 sq. ft. of medical office and/or medical clinic tenant space, one (1) lot on 18.1 acres, more or less, and being located at the intersection of Shadowglen Blvd and US Hwy 290, Manor, Texas.

Development Services Director Dunlop discussed the proposed request and the P&Z Commission recommendation.

A discussion was held regarding the clarification that the P&Z Commission only discusses zoning cases and not Economic Development agreements.

A discussion was held regarding the clarification that the request is from the property owner, Retail Connections, and not the developer.

**MOTION:** Upon a motion made by Council Member Weir and seconded by Council Member Wallace to postpone the item to the April 3, 2024, Regular Council Meeting to gather additional information.

There was no further discussion.

**Motion to postpone carried 5-1 (Council Member Amezcua voted against)**



**10. First Reading: Consideration, discussion, and possible action on an ordinance amending Ordinance 698 to modify the Planned Unit Development (PUD) Site Plan for the New Haven Final Planned Unit Development rezoning from Planned Unit Development to Planned Unit Development, and being located near the corner of Gregg Ln and FM 973, Manor, Texas. Applicant: Quiddity Engineering; Owner: Gregg Lane Dev., LLC**

The city staff recommended that the City Council approve the first reading of an ordinance amending Ordinance 698 to modify the Planned Unit Development (PUD) Site Plan for the New Haven Final Planned Unit Development rezoning from Planned Unit Development to Planned Unit Development and being located near the corner of Gregg Ln and FM 973, Manor, Texas with P&Z Commission conditions.

Development Services Director Dunlop discussed the proposed PUD site plan and the recommendation for approval by the P&Z Commission with conditions.

Brad Carabajal with Quiddity Engineering submitted a speaker card; however, he did not wish to speak but was available to address any questions posed by the City Council.

Ordinance: An Ordinance of the City of Manor, Texas, Amending Ordinance 698 to Modify the Planned Unit Development Site Plan for the New Haven Final Planned Unit Development; Rezoning From Planned Unit Development (PUD) to Planned Unit Development (PUD); Making Findings of Fact; and Providing for Related Matters.

**MOTION:** Upon a motion made by Council Member Wallace and seconded by Council Member Amezcua to approve the first reading of an ordinance amending Ordinance 698 to modify the Planned Unit Development (PUD) Site Plan for the New Haven Final Planned Unit Development rezoning from Planned Unit Development to Planned Unit Development, and being located near the corner of Gregg Ln. and FM 973, Manor, Texas with the P&Z Commission conditions.

There was no further discussion.

**Motion to approve carried 6-0**

**11. Consideration, discussion, and possible action on a resolution of the City of Manor, Texas directing the City's Municipal Advisor to initiate the negotiated sale of the City of Manor General Obligation Bonds, Series 2024.**

The city staff recommended that the City Council approve Resolution No. 2024-06 of the City of Manor, Texas directing the City's Municipal Advisor to initiate the negotiated sale of the City of Manor General Obligation Bonds, Series 2024.

Gregory Miller, Bond Counsel discussed the proposed resolution.



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Resolution No., 2024-06: Resolution of the City of Manor, Texas Directing the City's Municipal Advisor to Initiate the Negotiated Sale of the City of Manor General Obligation Bonds Series 2024.

**MOTION:** Upon a motion made by Council Member Moreno and seconded by Council Member Weir to approve Resolution No. 2024-06 of the City of Manor, Texas directing the City's Municipal Advisor to initiate the negotiated sale of the City of Manor General Obligation Bonds, Series 2024.

There was no further discussion.

**Motion to approve carried 6-0**

**12. Consideration, discussion, and possible action on an ordinance continuing a Disaster Declaration Declared on March 14, 2024, for the April 8, 2024, Solar Eclipse.**

The city staff recommended that the City Council approve Ordinance No. 735 continuing a Disaster Declaration Declared on March 14, 2024, for the April 8, 2024, Solar Eclipse.

Emergency Management Coordinator Barrera discussed the proposed ordinance.

The attached Solar Eclipse handout was given to the City Council.

Ordinance No. 735: An Ordinance of the City of Manor, Texas, Continuing a Disaster Declaration Declared on March 14, 2024, for the April 8, 2024, Solar Eclipse Providing for an Effective Date, and Providing for Related Matters.

**MOTION:** Upon a motion made by Council Member Moreno and seconded by Council Member Amezcua to approve Ordinance No. 735 continuing a Disaster Declaration Declared on March 14, 2024, for the April 8, 2024, Solar Eclipse.

There was no further discussion.

**Motion to approve carried 6-0**

**13. Consideration, discussion, and possible action on an agreement between the City of Manor and HUB International for Benefits Consulting Services.**

The city staff recommended that the City Council approve the agreement between the City of Manor and HUB International for Benefits Consulting Services and authorize the City Manager to execute the agreement.

HR Director Vasquez discussed the proposed agreement for benefit consulting services.

Brett Bowers, MBA – Public Sector Employee Benefits Specialist with HUB introduced himself and presented the attached PowerPoint Presentation.

**MOTION:** Upon a motion made by Council Member Moreno and seconded by Council Member Amezcua to approve the agreement between the City of Manor and HUB International for Benefits Consulting Services and authorize the City Manager to execute the agreement.

There was no further discussion.

**Motion to approve carried 6-0**

**14. Consideration, discussion, and possible action on the Swagit Services Agreement between the City of Manor and Granicus.**

The city staff recommended that the City Council approve the Swagit Services Agreement between the City of Manor and Granicus.

IT Director Green discussed the proposed agreement.

A discussion was held regarding the online services Granicus would provide.

A discussion was held regarding the streaming of special meetings.

A discussion was held regarding other municipalities that use swagit services.

A discussion was held regarding the process Granicus will take when the council goes into unexpected executive sessions.

A discussion was held regarding the concern of not having full control of monitors.

A discussion was held regarding Granicus attending a meeting to present the product.

**MOTION:** Upon a motion made by Council Member Wallace and seconded by Council Member Amezcua to postpone the item until April 3, 2024, Regular Council meeting to have all council's questions answered.

Mayor Harvey asked if all council questions could be answered before the April 3rd meeting and if the agreement could be signed and approved.

Assistant City Attorney Rivera suggested that a substitute motion could be made with the condition that if all questions were answered before the next meeting, the Mayor or City Manager could sign the agreement. She recommended sending an email with all the questions addressed to either the mayor or city manager.

**MOTION:** Upon an amended motion by motion made by Council Member Wallace and seconded by Council Member Amezcua to approve the Swagit Services Agreement between the City of Manor and Granicus with the condition that if all questions were answered before the next meeting, the Mayor or City Manager could sign the agreement. She recommended sending an email with all the questions addressed to either the mayor or city manager.

There was no further discussion.

**Motion to approve carried 5-1 (Council Member Deja Hill voted against)**

**15. Consideration, discussion, and possible action on the camera system upgrade for the City of Manor from Technik.**

The city staff recommended that the City Council approve the camera system upgrade for the City of Manor from Technik Enterprise LLC in an amount not to exceed \$44,400.

IT Director Green discussed the camera system upgrade.

A discussion was held regarding the replacement of all security cameras.

**MOTION:** Upon a motion made by Council Member Moreno and seconded by Council Member Amezcua to approve the camera system upgrade for the City of Manor from Technik Enterprise LLC in an amount not to exceed \$44,400.

There was no further discussion.

**Motion to approve carried 6-0**

**16. Consideration, discussion, and possible action on an ordinance amending Chapter 1 General Provisions, Article 1.02 Administration, of the Manor Code of Ordinances, to Include Section 1.02.004 Official City Logo, Repealing Prior Municipal Logos, adopting a new Municipal Logo.**

The city staff recommended that the City Council approve Ordinance No. 736 amending Chapter 1 General Provisions, Article 1.02 Administration, of the Manor Code of Ordinances, to Include Section 1.02.004 Official City Logo, Repealing Prior Municipal Logos, adopting a new Municipal Logo.

Assistant City Attorney Rivera discussed the proposed ordinance adopting the new city logo with guidelines.



A discussion was held regarding the assurance that the city's logo copyright process is completed.

Ordinance No. 736: An Ordinance of the City of Manor, Texas, Amending Chapter 1 General Provisions, Article 1.02 Administration, of the Manor Code of Ordinances, to Include Section 1.02.004 Official City Logo, Repealing Prior Municipal Logos, Adopting a New Municipal Logo, Providing for Approved and Prohibited Uses, Providing for an Effective Date, and Providing for Related Matters.

**MOTION:** Upon a motion made by Council Member Wallace and seconded by Council Member Weir to approve Ordinance No. 736 amending Chapter 1 General Provisions, Article 1.02 Administration, of the Manor Code of Ordinances, to Include Section 1.02.004 Official City Logo, Repealing Prior Municipal Logos, adopting a new Municipal Logo.

There was no further discussion.

**Motion to approve carried 6-0**

**17. Consideration, discussion, and possible action on establishing regulations for naming city-owned properties and facilities.**

The city staff recommended that the City Council give direction to establish a process and procedures for the naming of city-owned properties and facilities.

Development Services Director Dunlop discussed the regulations for naming street names.

A discussion was held regarding other cities' regulations.

**MOTION:** Upon a motion made by Council Member Wallace and seconded by Council Member Moreno to give staff direction to establish a process and procedures for the naming of city-owned properties and facilities.

A discussion was held regarding the clarification of the process and procedures that would be presented to the council for approval.

**MOTION:** Upon an amended motion made by Council Member Wallace and seconded by Council Member Moreno to give staff direction to establish a process and procedures for the naming of city-owned properties and facilities and provide a draft to the council on April 17<sup>th</sup>.

There was no further discussion.

**Motion to approve carried 6-0**

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Mayor Harvey adjourned the regular session of the Manor City Council into Executive Session at 10.03 p.m. on Wednesday, March 20, 2024, in accordance with the requirements of the Open Meetings Law.

**EXECUTIVE SESSION**

The Manor City Council convened into executive session pursuant to the provisions of Chapter 551 Texas Government Code, in accordance with the authority contained in *Sections 551.071 and 551.072, Texas Government Code, and Section 1.05, Texas Disciplinary Rules of Professional Conduct to consult with legal counsel and to deliberate the purchase of real property; Sections 551.071, and 551.087, Texas Government Code, and Section 1.05, Texas Disciplinary Rules of Professional Conduct to consult with legal counsel regarding ShadowGlen development; Sections 551.071, and 551.087, Texas Government Code, and Section 1.05, Texas Disciplinary Rules of Professional Conduct to consult with legal counsel regarding EntradaGlen PID; Sections 551.071, and 551.087, Texas Government Code, and Section 1.05, Texas Disciplinary Rules of Professional Conduct to consult with legal counsel regarding legislation related to daycares; and Section 551.074 Personnel Matters to discuss duties of the City Manager at 10.:03 p.m. on Wednesday, March 20, 2024.*

The Executive Session was adjourned at 12:07 a.m. on Thursday, March 21, 2024.

**OPEN SESSION**

The City Council reconvened into Open Session pursuant to the provisions of Chapter 551 Texas Government Code and took action on item(s) discussed during the Closed Executive Session at 12:07 a.m. on Thursday, March 20, 2024.

**18. Consideration, discussion, and possible action on a resolution of the City of Manor, Texas approving and authorizing the execution of the EntradaGlen Public Improvement District-IA#1 Reimbursement Agreement.**

**MOTION:** Upon a motion made by Council Member Moreno and seconded by Council Member Deja Hill to postpone the item to the April 3, 2024 or April 17, 2024 Regular Council meeting.

There was no further discussion.

**Motion to postpone carried 6-0**

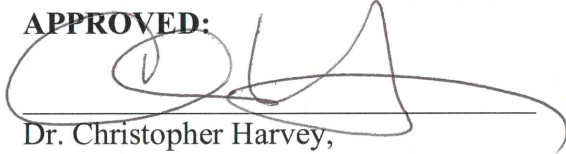
**ADJOURNMENT**

The Regular Session of the Manor City Council was Adjourned at 12:09 a.m. on Thursday, March 21, 2024.

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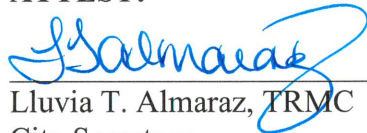
These minutes were approved by the Manor City Council on April 3, 2024.

**APPROVED:**



Dr. Christopher Harvey,  
Mayor

**ATTEST:**



Lluvia T. Almaraz, TRMC  
City Secretary





# ECLIPSE

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## TOTAL ECLIPSE OF THE SUN

MONDAY, APRIL 8, 2024

*Anticipated Community Impact Times:*

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START PARTIAL ECLIPSE

**12:17**  
PM

MAXIMUM ECLIPSE

**1:36**  
PM

END PARTIAL ECLIPSE

**2:58**  
PM

# ECLIPSE VISIBILITY PATH

MANOR - red area indicates  
Path of Totality



**Duration:**

2 HOURS, 40 MINUTES

**Duration of Totality:**

1 MINUTES, 53 SECONDS

**Begins:**

12:17PM

**Maximum:**

1:36PM

**Ends:**

2:58 PM

Be Ready, Be Patient, Be Safe...

# ENJOY!!!



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**FOR ADDITIONAL INFORMATION OR QUESTIONS, CONTACT THE NEAREST CITY CONTACT OR**

### Manor Emergency Management

Robbie Barrera  
(512)215-8419 (Phone)  
(737)339-6717 (Cell)  
RBarrera@manortx.gov

### The City of Manor

512-272-5555  
[www.cityofmanor.org](http://www.cityofmanor.org)

### The Manor Police Department

512-272-8177  
[www.cityofmanor.org/  
page/pd-main](http://www.cityofmanor.org/page/pd-main)

### Travis County Sheriff's Office

512-974-0845  
option 3  
[www.tcsheriff.org](http://www.tcsheriff.org)



## **A. MESSAGE FROM THE CHIEF OF POLICE**

Dear Residents and Visitors of Manor, Texas,

The information in this guide regarding the upcoming total eclipse occurring on April 8, 2024 is to help you be better prepared and informed about this event. This celestial event promises to be an extraordinary experience for all who witness it, but it also presents unique challenges that require our collective attention and preparation.

First and foremost, I want to emphasize the opportunity that this total eclipse brings to our community. It is a rare and awe-inspiring event that offers us the chance to witness the beauty and wonder of the universe right here in our own backyard. This is a moment that many people travel great distances to see, and we are fortunate to have the privilege of experiencing it together here in Central Texas.

However, with this opportunity also comes certain challenges that we must be prepared to address. We encourage everyone to take a few minutes to review the various topics to better prepare yourselves. It is essential that we plan ahead and exercise patience as we navigate the inevitable crowds, traffic delays, and other challenges this event may bring.

Additionally, it is important to remember the importance of safety during this event, be mindful of your surroundings and respectful of others during this time. As we welcome visitors to our community, let us embody the spirit of hospitality and extend kindness and courtesy to all who join us for this remarkable event.

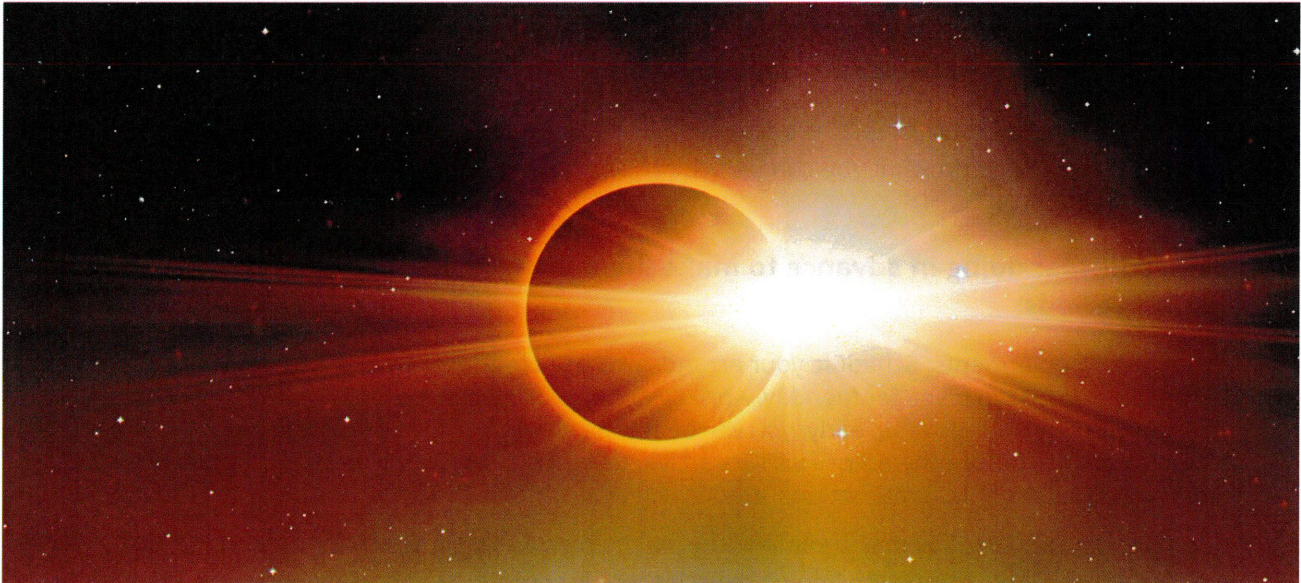
In conclusion, I encourage each of you to embrace this opportunity to witness the total eclipse on April 8, 2024. Let us come together as a community to celebrate, and let us do so with preparedness, patience, and above all, safety. By working together, we can ensure that this experience is enjoyable and memorable for all.

Thank you for your attention to this important matter and may you all have a wonderful and unforgettable eclipse viewing experience.

Respectfully submitted,

Ryan Phipps  
Manor Police Department

## B. ECLIPSE FACTS



On Monday, April 8, 2024, North America will be treated to an eclipse of the sun. Anyone within the path of totality can see one of nature's most awe-inspiring sights - a total solar eclipse. This path, where the moon will completely cover the sun and the sun's tenuous atmosphere - the corona - can be seen, will stretch from Mexico to Canada. Observers outside this path will still see a partial solar eclipse where the moon covers part of the sun's disk.

### **Who Can See It?**

Lots of people! Everyone in the contiguous United States, everyone in North America, plus parts of South America, Africa, and Europe, will see at least a partial solar eclipse, while the thin path of totality will pass through portions of 15 states.

### **What Is It?**

This celestial event is a solar eclipse in which the moon passes between the sun and Earth and blocks all or part of the sun for up to about three hours, from beginning to end, as viewed from a given location. For this eclipse, the longest period when the moon completely blocks the sun from any given location along the path will be about four minutes and 24 seconds. The last time the contiguous U.S. saw a total eclipse was in 1979.

### **How Can You See It?**

You never want to look directly at the sun without appropriate protection except during totality. That could severely hurt your eyes. However, there are many ways to safely view an eclipse of the sun, including direct viewing - which requires some type of filtering device, and indirect viewing, where you project an image of the sun onto a screen. Both methods should produce clear images of the partial phase of an eclipse.

[Click here for eclipse viewing techniques and safety.](#)

Source: [NASA Overview | 2024 Total Eclipse - NASA Solar System Exploration](#)

## C. TIPS FOR RESIDENTS

**Eclipse Begins Monday, April 8, 2024, at 12:17 PM**

**Anticipated Community Impact Days: Thursday, April 4, 2024 – Tuesday, April 9, 2024**

Traffic will be heavy, and lines for local services such as restaurants, gas stations, grocery, and retail stores may be longer than usual; do what you can before the anticipated impact days and allow for extra time to get where you need to go.

### **Things to consider doing in advance to make life a little easier during the heaviest congestion periods:**

- **Errands & Appointments:** Schedule your errands and appointments before Thursday, April 4. Check ahead if you have plans for Monday, April 8; some services may be closed or have limited hours. By scheduling your errands early, you will beat the crowds and give our local stores and businesses time to restock before the eclipse visitors arrive; this includes grocery shopping, doctor, dentist, veterinary appointments, prescriptions, etc.
- **Supplies:** Overall, supplies may be limited due to the high demand, which may mean the items you want are not available during the impact days. If there is something important you want, get it early.
- **Gas:** If you normally fill up your gas tank Friday – Monday, do that task early, before Thursday, April 4.
- **Cash:** If you regularly use cash or want some on hand, consider visiting your local bank or ATM before Thursday, April 4.
- **911:** Know when it is appropriate to call 911 (true emergencies) and have the non-emergency phone number for your local Dispatch Center programmed into your phone ahead of time.
- **Cellular Service:** With the increased number of visitors, local public safety officials anticipate cellular service may become overwhelmed (primarily on Monday, April 8) or have limited access during the impact days. Consider these ideas to assist with communications during this time:
  - Develop a communication plan with family and friends if you lose or have limited service.
  - If you only have a mobile phone at home, find out which of your neighbors have a landline number in case you need to call 911 for an emergency.
- **Public Water Systems:** Consider postponing watering your lawn or using “extra” water during the anticipated impact days to take a little pressure off the public water systems.
- **Individual/Family Emergency Plans:** Consider the eclipse event a drill to check your emergency kits and plans. If you do not have a kit or have not talked about your emergency plans, now is a great time to do so. The Llano County Office of Emergency Management website has information to help your planning efforts; make sure family members and friends know your plans.
- **Basic Emergency Kits:** Go Bag – Cash, Water, Food/Snacks, Flashlight, First Aid Kit, Blanket, Gloves, Safety Vest, Change of Clothes



## D. TIPS FOR VISITORS

**Eclipse Begins Monday, April 8, 2024, at 12:17 PM**

**Anticipated Community Impact Days: Thursday, April 4, 2024 – Tuesday, April 9, 2024**

The City of Manor's population is approximately 20,249 and it is frequented by an average of 56,000 daily commuters. Manor and surrounding areas are expected to see an increase of 4 million people during the impact period. Given the situation, it is best to arrive early, come prepared, and have reasonable expectations. Once the eclipse begins, you will forget about the crowds and any small inconveniences it took to experience this event.

The City of Manor is beautiful, but keep local hazards in mind and always know your surroundings.

### While Visiting During the Eclipse Impact Days:

- Do not think, "We'll just pick up what we need when we get there." Supplies, cash, fuel, and restaurant meals may be limited or have long lines due to high demand.
- Think about your personal safety and security:
  - Have a good communication plan with your family members. Cell service may be limited due to the increased volume. Have an out-of-area friend or family member you can check in with if you get separated. Pick a landmark where you can reunite if separated in a crowd.
  - Do not leave valuables in your vehicles. Think through your security plan and how to keep important items secure, i.e., cell phones, telescopes, binoculars, wallets, etc.
- Make sure your vehicle/RV has been serviced and you are all fueled up and ready to go (gas, propane, etc...).
- Help us keep our communities and public areas clean and safe; follow the rule "Pack it in, Pack it out!"

### WHAT TO BRING WITH YOU:

- Eclipse Viewing Glasses
- Water (plenty of it)
- First Aid Kit
- Necessary medications for you and your pets
- Cash (ATMs may be limited during this time)
- Sunscreen
- Sunglasses
- Hat/visor
- Comfortable walking shoes
- Folding chair
- Jacket or sweatshirt (for the evening hours)
- Snacks/food for the hours/days you plan to be with us
- Prepaid phone card – if you need to call long distance and cellular service is not available
- Maps of the area if you need directions (print your directions and bring them with you); your cellular service may be limited during heaviest impact

## **E. TIPS FOR BUSINESSES**

**Eclipse Begins Monday, Monday, April 8, 2024, at 12:17 PM**

**Anticipated Community Impact Days: Thursday, April 4, 2024 – Tuesday, April 9, 2024**

The City of Manor expects up to a 25% increase in visitors over a normal summer holiday weekend. This could be a terrific business opportunity, but you must be prepared. Grocery stores, gas stations, hotels, restaurants, transportation services, coffee shops, retail stores, urgent care/walk-in clinics, and many other establishments will experience an increase in business.

### **What You Can Do to Prepare Your Business:**

Back-up Plans: Prepare for an increase in customers; have needed supplies on hand and early; consider extending hours of operation to meet customer needs; and have back-up plans if staff is delayed due to traffic.

### **Employee Preparedness:**

Encourage employees to have a full tank of gas, have their resources ready at home, have daycare needs met, etc., on Thursday, April 4th. Gas stations may be very busy or may be waiting on resupply. Ensure your staff can get to work, so remind them to plan and share the "Tips for Residents" in this guide.

### **Cash/Financial Transactions:**

- Be prepared for more cash transactions; consider having extra tills to accommodate more cash transactions. You may have larger than normal deposits over the weekend. Communicate with your banking institutions to see if they will be open Monday April 8th.
- How does your credit/debit card machine access the internet? If you use cell service/cell wireless service for your transactions, be prepared with a backup plan. We anticipate a high demand for cellular service during the impact period, especially Monday, the 8th. You may find you cannot make transactions; have a backup plan to meet your customer's needs.

### **Communications:**

Anticipate possible cellular service disruptions due to the increased demand. Visitors may have urgent requests to use your landline business phone if cell service is limited; decide how you want to handle these requests and make sure employees know what to do. If it is a 911 emergency and you have a landline...be ready to help!! Consider Texting 911, Travis County Dispatch does monitor the screen for texting the call center.

### **Regularly Scheduled Deliveries:**

Evaluate when you receive your regular deliveries; deliveries scheduled for Monday, April 8th, may be significantly delayed due to the overwhelming number of vehicles trying to enter and leave The City of Manor. Consider rescheduling for Tuesday or ordering extra the week before. Restaurants should consider a simplified menu for items easily available to sell to the public looking for a quick meal

### **Restrooms:**

Be aware many visitors will be camping in authorized and potentially unauthorized locations; expect customers who may be primarily interested in using business restrooms. Public restrooms will be in short supply, and port-a-potties in limited locations may be at capacity until service providers can empty them.

### **Weather and Your Business:**

If conditions are foggy, visitors with hotel reservations will most likely not change their plans, but the "day trippers" may move further along the path; there is no way to predict this but monitoring the weather the week to 10 days before 04/08/24 could be particularly useful for your business.

# F. SAFETY - 911, WHEN AND HOW TO CALL FOR EMERGENCY RESPONSE

Call 911 when life or property is in danger, or you could become endangered if the situation continues.

## KNOW WHEN TO DIAL

# 911



EMERGENCY CALL 911 (DISPATCH)	NON-EMERGENCY CALL NON-EMERGENCY #	OTHER AGENCY RESOURCES
Any immediate danger to life, limb or property	Non-Emergency Events	No Crimes or Emergency Involved
<ul style="list-style-type: none"> <li>• House or building fires</li> <li>• Medical emergencies, . i.e., chest pains, trauma injuries</li> <li>• Someone is threatening or attacking you</li> <li>• Crime in progress</li> <li>• Aggressive dog attack</li> <li>• Vehicle accidents</li> <li>• Impaired/unsafe driver</li> </ul>	<ul style="list-style-type: none"> <li>• Concerns or to report</li> <li>• Unpermitted neighborhood burning - yard debris, etc.</li> <li>• Lost or loose animals in your neighborhood</li> <li>• Noise disturbances</li> <li>• Vehicle break ins</li> </ul>	<ul style="list-style-type: none"> <li>• Non-emergency ambulance transfers</li> <li>• Copies of police/fire reports</li> <li>• Power outages</li> <li>• Driving directions or road</li> <li>• Check for Road Closures (DriveTexas.org)</li> </ul>



## **F. SAFETY - 911, WHEN AND HOW TO CALL FOR EMERGENCY RESPONSE**

*(Continued)*

### **When calling... from landline or cell phone:**

- Speak clearly, be calm – when a caller is upset, it is hard to understand what they are saying or to get vital information quickly
- State which emergency service is needed and why (e.g. Fire, Police, Ambulance)  
State your exact physical address (where you are at the time of the emergency)
- Mobile (cell) Phone Calls: If you do not know the exact address look for landmarks, i.e., mile markers, addresses on mailboxes, street signs, highway signs, nearby parks, businesses, etc.
- Stay on the line until your Call Taker tells you to disconnect
- If calling from mobile (cell) phone and you are driving, pull to the side of the road and stop before calling

### **If you can't speak or hear when calling 911**

- After dialing, leave the phone off the hook and make noise to let the Call Taker (Dispatcher) know you have an emergency
- Calling from a landline (hard wired phone): Your address will appear on the call taker's screen  
Calling from a mobile (cell) phone: The Call Taker may get latitude/longitude close to your location
- Text-to- 911: Give clear identifiers to where you are located and what your emergency is

### **Public Safety Tips...**

- Make sure your address is:
  - Visible on the outside of your house or at roadway, especially at night
  - Posted in your home for guests or babysitters to use if they are calling from a mobile phone
- Teach children when to call 911, when not to and their home address; be sure a phone is within reach and they know where to find it
- Keep mobile phones secure so they don't accidentally call 911; but if that happens do not hang up, stay on the line and explain the situation to the Call Taker

### **Other Information:**

Disclaimer: This list is not all inclusive and should be seen as only a representation of call types/circumstances.

Non-Emergency Dispatch Center Phone Number (Travis County) / City Office Numbers

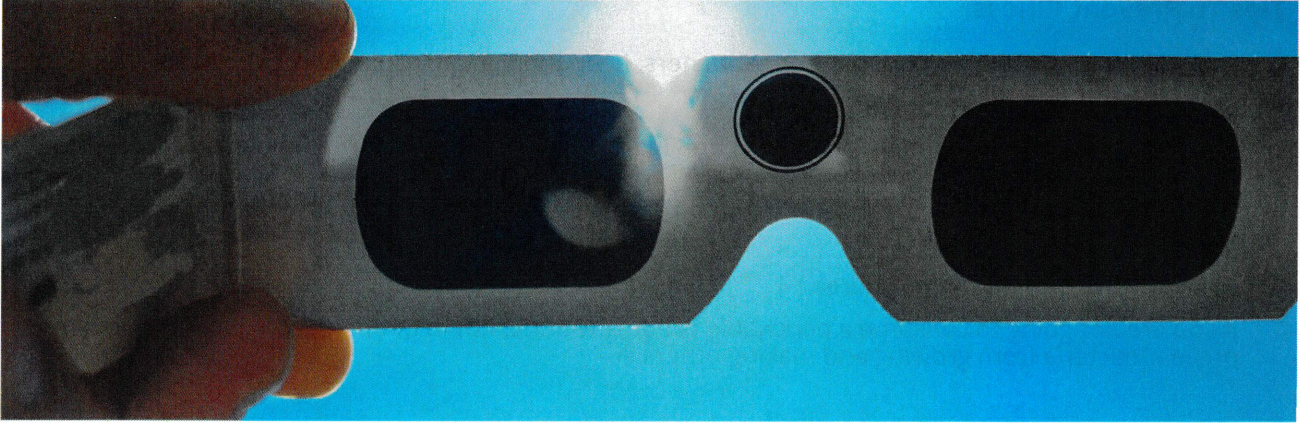
- Travis County SO (Sheriff's Office) Dispatch (512)974-0845 option 3
- Manor Police Department – (512)272-8177
- City of Manor (512)272-5555

**State Highway Information current road conditions - TxDOT: [www.drivetexas.org](http://www.drivetexas.org)**

**AN EMERGENCY IS ANY SITUATION THAT REQUIRES IMMEDIATE ASSISTANCE FROM POLICE, FIRE, OR AMBULANCE.**

## G. SAFETY – EYE PROTECTION (ECLIPSE VIEWING)

Looking directly at the Sun is unsafe except during the brief total phase of a solar eclipse (“totality”) when the Moon entirely blocks the Sun’s bright face, which will happen only within the narrow path of totality.



### What You Can Do:

The only safe way to look directly at the un-eclipsed or partially eclipsed Sun is through special-purpose solar filters, such as “eclipse glasses” or hand-held solar viewers. Homemade filters or ordinary sunglasses, even very dark ones, are unsafe for looking at the Sun. To date, two manufacturers have certified that their eclipse glasses and handheld solar viewers meet the ISO 12312-2 international standard for such products.

- American Paper Optics
- Thousand Oaks Optical

Pinhole projection is an alternative method for safely viewing the partially eclipsed Sun. For example, cross one hand’s outstretched, slightly open fingers over the other’s outstretched, slightly open fingers. With your back to the Sun, look at your hands’ shadow on the ground. The little spaces between your fingers will project a grid of small images on the ground, showing the Sun as a crescent during the eclipse’s partial phases. (More details: [NASA/Safety, Overview | 2024 Total Eclipse – NASA Solar System Exploration](#) )

### DO NOT:

- Look at the un-eclipsed or partially eclipsed Sun through an unfiltered camera, telescope, binoculars, or other optical device.
- Look at the Sun through a camera, a telescope, binoculars, or any other optical device while using your eclipse glasses or hand-held solar viewer — the concentrated solar rays will damage the filter and enter your eye(s), causing serious injury.
- If you are within the path of totality, remove your solar filter only when the Moon completely covers the Sun’s bright face and suddenly gets quite dark. Experience totality, then, as soon as the bright Sun begins to reappear, replace your solar viewer to glance at the remaining partial phases.



## H. SAFETY - FOOD

According to the Centers for Disease Control (CDC), 15 pathogens account for over 95 percent of the illnesses and deaths from food-borne illnesses acquired in the United States.

### Tips To Prevent Illness:

- Pack foods in tight, waterproof bags or containers. Keep them in an insulated cooler.
- Separate raw foods from cooked foods.
- Always wash your hands before and after handling food, and don't use the same platter and utensils for raw and cooked meat and poultry.
- Have thermometers in your refrigerator and freezer. Freezers need to be at or below 0 °F, and the refrigerator is at or below 40 °F.
- Cook foods to proper temperatures.
- If you are not going to consume a perishable product within 2 hours of opening, put it in the cooler to prevent bacteria from growing and making others ill

Source: [Centers for Disease and Prevention Food Safety](http://www.cdc.gov/foodsafety)

**Get Ready to Grill Safely**

**Chill**  
Keep meat, poultry, and seafood refrigerated until ready to grill.  
When transporting, keep below **40°F** in an insulated cooler.


 [www.cdc.gov/foodsafety](http://www.cdc.gov/foodsafety)

The graphic features a red background with various food items like mushrooms, peppers, and corn. A yellow banner with the title is in the center. Below it, a blue cooler is shown with a snowflake icon and '40°F' written on it. The CDC logo and website are at the bottom left.

**GEAR UP**  
*for food safety!*

**Thermometer**

- Use a food thermometer to make sure food cooked in the oven, stove or on the grill reaches a temperature hot enough to kill germs.
  - All poultry, including ground: **165°F**
  - Ground beef, pork, lamb, and veal: **160°F**
  - Beef, pork, lamb, and veal chops, roasts and steaks: **145°F**
  - Fish: **145°F**

 U.S. Department of Health and Human Services  
Centers for Disease Control and Prevention

[www.cdc.gov/foodsafety](http://www.cdc.gov/foodsafety)

The graphic shows a man with a beard and a grey jacket standing next to a red grill. He is holding a thermometer. A burger is on a plate in front of him. The background is a light grey with a subtle pattern.



## I. SAFETY – HEAT, EXTREME

Heat is the number one weather-related killer in the United States, resulting in hundreds of fatalities each year and claiming more lives each year than floods, lightning, tornadoes, and hurricanes combined. The most vulnerable individuals are those who work or exercise outdoors, adults over 65, infants and children under 4, the homeless or poor, and people with chronic medical conditions.

### Reducing Heat-Related Illnesses During Extreme Heat:

- Stay cool, stay hydrated, and stay informed. •

Extremely high temperatures can affect your health, and heat-related illness is preventable.

- Those most at risk for heat-related illness include adults over 65, people who work outdoors, children under 4, and those with chronic illness.
- Drink plenty of fluids regardless of your level of activity, even if you are not thirsty. Drink between 2-4 cups per hour while working outside. Avoid sugary, caffeinated, and alcoholic drinks.
- Limit sun exposure from 11 a.m.-5 p.m., and try to schedule outdoor activities in the early morning or later evening.
- Dress yourself and your children in loose, light-weight, light-colored clothing that covers the skin. Wear sunglasses and a wide-brimmed hat.
- Apply sunscreen with SPF 15 or more 10 minutes before going out; re-apply every two hours.
- Never leave infants, children, or pets in a parked car.
- Check at least once a day on neighbors, family, and friends over 65 or living with chronic illness.
- Learn the symptoms of heat-related illness, and call 911 when there are signs of heat stroke

Source: [Center for Disease Control](http://www.cdc.gov)

# BEAT THE HEAT: Extreme Heat

Heat-related deaths are preventable

**WHAT:** Extreme heat or heat waves occur when the temperature reaches extremely high levels or when the combination of heat and humidity causes the air to become oppressive.

**WHO:** Children, Older adults, More males than females are affected, Outside workers, People with disabilities

**WHERE:** Houses with little to no AC, Construction worksites, Cars

**HOW to AVOID:** Stay hydrated with water, avoid sugary beverages, Stay cool in an air conditioned area, Wear lightweight, light-colored, loose-fitting clothes

**HEAT ALERTS:** Know the difference.

HEAT OUTLOOK	HEAT WATCHES	HEAT WARNING/ADVISORY
Minor Excessive heat event in 3 to 7 days	Excessive heat event in 12 to 48 hours	Excessive heat event in next 36 hours Major

**DID YOU KNOW?**

- Those living in **urban areas** may be at a greater risk from the effects of a prolonged heat wave than those living in rural areas.
- Most **heat-related illnesses** occur because of overexposure to heat or over-exercising.
- Sunburn** can significantly slow the skin's ability to release excess heat.
- During 1999-2009, an average of **658** people died each year from heat in the United States.

**\$30 BILLION** estimated total cost of the 2012 US drought and heatwave.

For more information on ways to beat the heat please visit: <http://www.cdc.gov/disasters/extremeheat>

280609-8

Centers for Disease Control and Prevention  
Office of Public Health Preparedness and Response



## J. SAFETY – TRANSPORTATION, TRAVEL, AND PARKING

The total eclipse event will take place during the height of the county's bluebonnet season. While the number of eclipse visitors is hard to approximate, residents and visitors should expect increased activity on roadways, neighborhoods, public facilities, restaurant parks, lakes, and rivers. Hotels, vacation rental dwellings, campgrounds, and group facilities will all be at peak capacity.

The Texas Department of Transportation (TxDot) is planning ahead to keep Texas moving, and we encourage you to do the same. An estimated 1 million visitors are coming to Texas to view this event. That many people will have an enormous impact on highways, gasoline supplies, and other basic needs. What you do to plan ahead will make or break your eclipse-viewing experience.



### What You Can Do:

- Expect delays. Traffic backups are inevitable. Preparation ensures a good time for visitors and residents alike.
- Expect traffic changes. Normal travel paths may be disrupted. Communities may close streets to go through traffic or ban left or right turns to keep traffic moving, especially around venues with many visitors.
- Be prepared. If traveling, plan for your basic needs, such as food, water, gas for the car, and bathroom breaks in case you are stuck in traffic. If friends or family are coming to visit, warn them to arrive early, stay put during the eclipse, and leave late afterward, in case everyone else jumps on the highways all at once. Remember, all travelers have a shared responsibility to stay safe.
- Do what you can to help. Can you work from home or flex your schedule when your local roads are full?
- Avoid roads being used to get people in or out of a local event. Ride your bicycle when possible to avoid congestion!
- Look out for each other. This is a rare opportunity, but it brings potential hazards. We all must do our part to be prepared. You may see travelers unfamiliar with the area. Be friendly, helpful, and patient! Be mindful of Texas's "move over" law. Texas drivers are required to move to the next lane if approaching an emergency vehicle from the rear. If there is no other lane to go to or it is unsafe to change lanes, motorists must slow down to 5 miles per hour below the speed limit.
- Motor Vehicle Accidents: If you have a fender bender, don't call 911 unless there are injuries, dangers, or leaking fluid. Then, move your vehicles safely to the side of the road and exchange insurance information.



TxDOT Highway Conditions

[www.drivetexas.org](http://www.drivetexas.org)



## K. INFO – GARBAGE, SOLID WASTE, AND SANITATION

The community comes together to enjoy events, but in the process, a tremendous amount of waste is generated, much of it recyclable. Planning is the most effective tool in reducing waste at special events.

- **Leave No Trace:** When traveling around Texas, it is important to practice “Leave No Trace” ethics, which includes leaving sites as you found them, disposing of waste responsibly, respecting wildlife, and being considerate of other visitors.
- **Avoid Excessive Waste:** Consider packing large water containers and refilling them with tap water.
- **Be Prepared:** Due to the increased number of visitors and anticipated traffic congestion; it is a good idea to keep public restroom locations in mind, identify where port-a-potties are stationed, how long it will take you to reach them, and/or bring an emergency sanitation kit with you.

**Leave No Trace™**  
Center for Outdoor Ethics | LNT.org

### THE LEAVE NO TRACE SEVEN PRINCIPLES

- 1 PLAN AHEAD AND PREPARE**  
Know the regulations and special concerns for the area you'll visit. Prepare for extreme weather, hazards, and emergencies. Schedule your trip to avoid times of high use. Visit in small groups when possible. Consider splitting larger groups into smaller groups. Repackage food to minimize waste. Use a map and compass to eliminate the use of marking paint, rock cairns or flagging.
- 2 TRAVEL AND CAMP ON DURABLE SURFACES**  
Durable surfaces include established trails and campsites, rock, gravel, dry grasses or snow. Protect riparian areas by camping at least 200 feet from lakes and streams. Good campsites are found, not made. Altering a site is not necessary. In popular areas: Concentrate use on existing trails and campsites. Walk single file in the middle of the trail, even when wet or muddy. Keep campsites small. Focus activity in areas where vegetation is absent. In pristine areas: Disperse use to prevent the creation of campsites and trails. Avoid places where impacts are just beginning.
- 3 DISPOSE OF WASTE PROPERLY**  
Pack it in, pack it out. Inspect your campsite and rest areas for trash or spilled foods. Pack out all trash, leftover food and litter. Deposit solid human waste in catholes dug 6 to 8 inches deep, at least 200 feet from water, camp and trails. Cover and disguise the cathole when finished. Pack out toilet paper and hygiene products. To wash yourself or your dishes, carry water 200 feet away from streams or lakes and use small amounts of biodegradable soap. Scatter strained dishwater.
- 4 LEAVE WHAT YOU FIND**  
Preserve the past: examine, but do not touch cultural or historic structures and artifacts. Leave rocks, plants and other natural objects as you find them. Avoid introducing or transporting non-native species. Do not build structures, furniture, or dig trenches.
- 5 MINIMIZE CAMPFIRE IMPACTS**  
Campfires can cause lasting impacts to the backcountry. Use a lightweight stove for cooking and enjoy a candle lantern for light. Where fires are permitted, use established fire rings, fire pans, or mound fires. Keep fires small. Only use sticks from the ground that can be broken by hand. Burn all wood and coals to ash, put out campfires completely, then scatter cool ashes.
- 6 RESPECT WILDLIFE**  
Observe wildlife from a distance. Do not follow or approach them. Never feed animals. Feeding wildlife damages their health, alters natural behaviors, and exposes them to predators and other dangers. Protect wildlife and your food by storing rations and trash securely. Control pets at all times, or leave them at home. Avoid wildlife during sensitive times: mating, nesting, raising young, or winter.
- 7 BE CONSIDERATE OF OTHER VISITORS**  
Respect other visitors and protect the quality of their experience. Be courteous. Yield to other users on the trail. Step to the downhill side of the trail when encountering pack stock. Take breaks and camp away from trails and other visitors. Let nature's sounds prevail. Avoid loud voices and noises.

Infographic by Earth River SUP, a proud partner of the Leave No Trace Center For Outdoor Ethics  
Leave No Trace Seven Principles © 1999 by the Leave No Trace Center For Outdoor Ethics: [www.LNT.org](http://www.LNT.org)



## N. INFO – MEDICAL SERVICES AND FIRST AID



### First Aid:

Knowing how to treat minor injuries can make a difference in an emergency or helping yourself, family, or friends. You may consider taking a first aid class, but the following things can help you stop bleeding, prevent infection, and assist in decontaminating. A basic first aid kit that includes some of the following items will better prepare you to help yourself or others if they are hurt.

- At least two pairs of patient care gloves (latex or sterile gloves)
- Sterile dressings to stop bleeding
- Cleansing agent/soap
- Antibiotic towelettes
- Antibiotic ointment
- Burn ointment
- Adhesive bandages in a variety of sizes
- Thermometer
- Scissors
- Tweezers
- Eye wash solution to flush the eyes or as a general decontaminate
- Tube of petroleum jelly or other lubricant
- You take prescription medications daily, such as insulin, heart medicine, and asthma inhalers.
- Prescribed medical supplies such as glucose and blood pressure monitoring equipment and supplies
- Non-prescription drugs - aspirin or non-aspirin pain reliever, anti-diarrhea medication, antacid, and/or laxatives

Source: [www.ready.gov](http://www.ready.gov)

### Medical Services in The City of Manor and Travis County:

#### Hospitals:

#### **Baylor Scott & White Hospital** (Pflugerville)

2600 E Pflugerville Pkwy, Pflugerville, TX  
.....(512)509-9100

#### **Ascension Seton Medical Center Austin**

1201 W 38th St, Austin, TX .....(512)324-1000

#### **St. David's Medical Center**

919 E 23rd St, Austin, TX .....(512)544-7111

#### URGENT CARE/WALK-IN CARE CLINICS:

#### **CareNow Urgent Care - Manor**

14008 Shadowglen Blvd, Manor, TX ....(512)514-1020

#### **Texas MedClinic Urgent Care**

1501 FM 685, Pflugerville, TX.....(737)279-7984

#### PRIMARY CARE CLINICS (CALL FOR APPOINTMENTS):

#### **Baylor Scott & White Health**

12436 Gregg Manor Rd, Manor, TX.....(512)654-4400

#### **Austin Regional Clinic**

11300 E HWY 290 Ste 230, Manor, TX...(512)582-6075

## O. INFO - RULES AND ETIQUETTE

With so many people gathering to witness this event, here are some tips to make sure the eclipse event is fun and safe for everyone.

### **Trespassing:**

- Do not trespass on private land.
- Do not trespass on public lands that are closed to the event. Sensitive habitat areas and other public locations that visitors could damage will be closed.

### **Alcohol, Tobacco, and Marijuana Use:**

- Do not drive under the influence of alcohol or marijuana. Recreational Marijuana use is not legal in Texas. Citizens and visitors are encouraged to research local ordinances pertaining to open alcohol container laws where they are visiting.

### **Parking and Transportation:**

- Parking will be limited; public transportation does not exist, so be ready for long walks to where you are headed.
- When parking, do so legally. Do not block driveways or roadways. Doing so could hamper public safety from reaching those who need help.

### **Other:**

- Do not litter. This includes leaving trash or debris on either public or private property as well as throwing any garbage from a vehicle. Offensive littering is a Class C misdemeanor.
- Do not leave an animal locked in a car. In most cases, dogs will need to be restrained with a leash. Report any animal bite immediately!
- Do not ask to look through someone's telescope. If you want to look through a specially-equipped telescope, consider arranging this in advance; those who have set up their telescopes will be very focused and may not wish to share their telescopes with others.
- Avoid external lighting, flashlights, camera flashes, sparklers, or other fireworks; any light that would detract from the eclipse event.

# RESOURCES

## AREA COUNTY WEBSITES:

Travis County .....	<a href="http://www.tcsheriff.org">www.tcsheriff.org</a>
Bastrop County .....	<a href="http://www.co.bastrop.tx.us">www.co.bastrop.tx.us</a>
Williamson County .....	<a href="http://www.wilcotx.org">www.wilcotx.org</a>
Burnet County.....	<a href="http://www.burnetcountytexas.org">www.burnetcountytexas.org</a>
Blanco County .....	<a href="http://www.co.blanco.tx.us">www.co.blanco.tx.us</a>
Hays County .....	<a href="http://www.hayscountytexas.com">www.hayscountytexas.com</a>
Caldwell County .....	<a href="http://www.co.caldwell.tx.us">www.co.caldwell.tx.us</a>

## PHARMACIES:

Manor Pharamcy.....	(512)642-8000
Walmart Pharamcy.....	(512)651-9128

## HOTELS:

### **Holiday Inn Express & Suites (Manor)**

11918 Ring Drive, Manor, TX.....(512)614-6201

### **Red Roof Inn & Suites Austin East (Manor)**

11301 US-290, Manor, TX.....(512)272-9373

### **Relax Inn of Manor**

160 E Parsons, Manor, TX .....(512)291-7083

### **Courtyard by Marriott Austin-Pflugerville**

16100 Impact Way, Pflugerville, TX .....(512)220-2525

### **Best Western Plus Pflugerville Inn & Suites**

16101 Impact Way, Pflugerville, TX .....(512)600-3300

### **Candlewood Suites Austin North 290 & I-35**

8000 Cross Park Drive, Austin, TX .....(512)436-8099

## MOBILE PHONE QUICK DIAL ##'S/MOBILE APPS

### **911 – Emergency Help**

**NWS Mobile – [mobile.weather.gov](http://mobile.weather.gov)**

**TxDot – [www.drivetexas.org](http://www.drivetexas.org)**

### **Eclipse Data:**

- <https://www.greatamericaneclipse.com/>
- <https://www.timeanddate.com/eclipse/map/2024-april-8>





Advocacy. Tailored Insurance Solutions. Peace of Mind

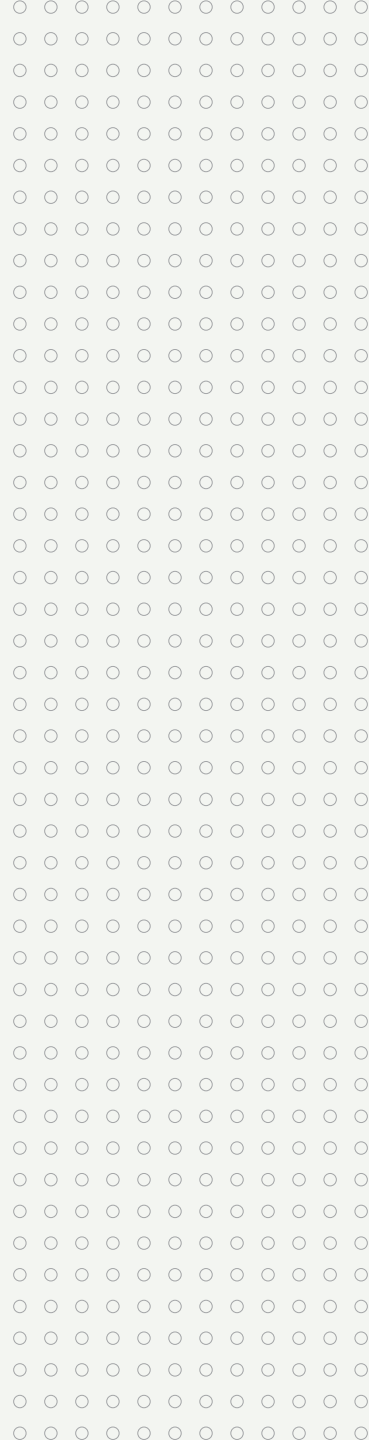
March 3, 2024



# City of Manor

## 2024 Informal Plan Review

Brett Bowers, MBA – Public Sector Employee Benefits Specialist



# HUB International



HUB International is pleased to provide analysis and recommendations for the City of Manor's health and welfare benefits plans. The primary purpose of this undertaking is to review current coverages compared to public sector benchmarks with a focus on lowering the City's cost/risk, reducing employees' costs, and promoting consumerism and engagement by offering diversity in the coverages offered.

Our approach to employee benefits is different than the insurance purchasing pattern used by most brokers as HUB does not merely operate year to year but rather develops a 2–3-year strategy.

Our knowledge and understanding will help the City of Manor to maximize quality and manage costs effectively and will help drive value as we assist to create the best protection for your city, help to provide the best employee experience when it comes to your benefit plans and support growth into the future.

We serve over 500 public-sector clients across the state, including municipalities, school districts, counties, water authorities, health districts and state government agencies. Our client retention rate is 98%. Regarding employee benefit plans, there are a unique set of rules and culture that apply to public entities. With that in mind, it's important to partner with a consulting team who has significant experience working with public sector employers and employees, and there are few, if any, consultants nationally who can match the experience of HUB International.



11,000+ Employees



95% Client Retention



1 Million+ Clients



450+ Locations  
In North America



TOP 5 Global Broker  
Based on Revenue



\$12 Billion+  
In Premium

# Public Sector Experience



Small Clients < 50			
Client Name	# of Employees	Client Name	# of Employees
City of Heath	47	City of Eldorado	19
City of Van Alstyne	45	Town of Northlake	18
City of White Oak	44	City of Blue Mound	15
City of Haslet	25	City of Big Sandy	11
City of Parker	25	Town of Zwolle	10
City of Glen Rose	25	Town of Ponder	8
City of Sansom Park	21	City of Alvord	7
Village of Columbus	20	Town of Providence Village	6
City of Pelican Bay	20	City of Valley View	5
Denton County Fresh Water Supply District #10	20	Town of Bartonville	4



Medium Clients 50-500			
Client Name	# of Employees	Client Name	# of Employees
Greg County	500	City of Celina	154
City of Laporte	480	City of Sanger	144
City of The Colony	380	City of Belton	141
City of Missouri City	370	City of Saginaw	140
City of Hurst	370	City of West University Place	139
City of Wylie	350	City of Bastrop	135
City of Euless	349	City of Nederland	134
City of Pflugerville	330	Universal City	126
City of Cleburne	325	Upper Trinity Regional Water District	125
City of Burleson	310	City of Lake Worth	123
City of Bedford	300	City of Red Oak	120
City of Lancaster	275	City of Angleton	120
City of Duncanville	260	Northeast Texas Public Health District	103
City of Denison	255	City of Seabrook	102
City of Kyle	255	City of Dickinson	102
Brazos River Authority	219	City of Live Oak	101
City of Harker Heights	200	City of Lago Vista	92
City of Mineral Wells	180	City of Belmead	89
City of Plainview	180	City of Hewitt	84
City of Colleyville	180	Lavaca-Navidad River Authority	78
City of Hutto	178	Town of Trophy Club	70
City of Forney	175	City of Santa Fe	68
City of Corinth	161	City of Fair Oaks Ranch	65
City of Richmond	160	Capital Area Council of Governments	61
City of Stephenville	160	City of Socorro Texas	58
City of Burnet	157	Texoma Council of Governments	51



Large Clients > 500			
Client Name	# of Employees	Client Name	# of Employees
CyFair ISD	12,000	Cameron County	1,000
El Paso ISD	7,500	City of Coral Springs	936
Ysleta ISD	6,200	City of Longview	913
Abilene ISD	3,000	City of Carrollton	800
City of Corpus Christi	2,800	City of Georgetown	775
City of Amarillo	2,300	City of Lewisville	759
City of Gainesville	2,200	City of Galveston	750
City of Garland	2,100	City of Allen	700
Brazoria County	1,400	City of Pearland	680
Webb County	1,300	City of Conroe	632
City of Wichita Falls	1,241	City of Texarkana	570
City of Richardson	1,039	City of League City	538



# Medical Plan



MEDICAL BENEFITS		Texas Health PPO Copay 750-4k ER
<b>Deductible</b> In-Network Non-Network		\$750 Ind./ \$1,500 Fam. \$1,500 Ind. /\$3,000 Fam.
<b>Out Of Pocket Max</b> In-Network Non-Network		Includes Ded. / Copays / Coinsurance \$4,000 Ind./ \$8,000 Fam. Unlimited
<b>Coinsurance</b> In-Network		20%
<b>Telemedicine</b>		\$0
<b>Physician Office Visit</b> In-Network		\$35
<b>Specialist Office Visit</b> In-Network		\$60
<b>Outpatient Lab, X-ray</b> In-Network		included in OV
<b>Major Imaging</b> In-Network		Ded./ 20%
<b>RehabTherapy PT / OT / ST</b> In-Network Non-Network		\$60 Ded./ 50%
<b>Emergency Room</b> In-Network		\$500/ 20%
<b>Urgent Care</b> In-Network		\$75
<b>Prescriptions</b> Network Retail Pharmacy Network Mail Order Preventive Generic Mac A/ST/QL/PA		\$10/\$20/\$70/\$120/\$150/\$250 3 \$0 Copay Included

❑ Network: BCBS of Texas



# City of Manor Medical Plans compared to Benchmark

	Public Sector Traditional (PPO / EPO)	Public Sector HDHP (HSA or HRA)	City of Manor	
Number of Enrolled Employees	24,201		109	
Carrier			Texas Health	
Average Plans Offered #	2.4		1	
Plan Type	Traditional	HDHP	Traditional	HDHP
Subscriber Enrollment	17,514	6,687	109	0
% of Total Enrollment	72%	28%	100%	0%
HSA or HRA Contribution		\$941 EE \$1,409 Fam		
Individual Deductible	\$1,700	\$3,300	\$750	
Family Deductible	\$3,900	\$6,500	\$1,500	
Individual Out of Pocket	\$4,400	\$5,200	\$4,000	
Family Out of Pocket	\$9,400	\$9,800	\$8,000	
Coinsurance	20%	20%	20%	
Office Visits/Dr. Services	\$25 PCP copay	20% after deductible	\$35 PCP Copay	
Specialist Visits/Dr. Services	\$50 specialist copay	20% after deductible	\$60 Copay	
Urgent Care	\$65 Copay	20% after deductible	\$75	
Onsite / Nearsite Clinic	15% of groups have On-Site / Nearsite Health Clinics		N/A	
Emergency Room	\$350 Copay	20% after deductible	\$500 + 20%	
Inpatient Surgery	20% after deductible	20% after deductible	20% after deductible	
Outpatient Surgery	20% after deductible	20% after deductible	20% after deductible	
Advanced Imaging (MRI / CT / CAT)	20% after deductible	20% after deductible	20% after deductible	
Pharmacy - Retail Only	Traditional	HDHP	Traditional	HDHP
Tier 1 - Generic	\$10	\$10	\$10	
Tier 2 - Preferred Brand	\$35	\$30	\$20	
Tier 3 - Non Preferred Brand	\$75	\$80	\$70	
Specialty Medication	\$150	\$150	\$250	

95% of mid-sized cities offer a HDHP

The average participation in the HDHP plan is 28%

Compared to the Public Benchmark, the City's deductible and OOP Max is better.

Recommend the City offer another Medical Plan. A "Buy-down" HDHP plan with a Health Savings Account.

- Employees electing to "buy-down" into the HDHP would receive money into their H.S.A. to help offset out of pocket costs. \*An HDHP is typically attractive to healthier people who don't expect to need health care except in the event of an unforeseen health emergency.

# City of Manor rates/contributions compared to Benchmark

Employee Contributions Plan	Public Sector Traditional (PPO / EPO)	Public Sector HDHP (HSA or HRA)	City of Manor	
	Traditional	HDHP	Traditional	HDHP
Employee	\$44	\$9	\$0	
EE + Spouse	\$420	\$295	\$796	
EE + Child	\$313	\$220	\$587	
EE + Family	\$671	\$481	\$1,507	
<b>Per Capita Cost</b>				
	*Average of Public Sector		City of Manor	
Total Per Capita Cost	\$13,692		\$10,068	
Employer Per Capita Cost	\$11,605		\$9,275	
Employee Per Capita Cost	\$2,086		\$794	

- ❑ The City of Manor’s cost for employees to enroll their dependents is much higher than the Public Sector Benchmark.
- ❑ On average, Texas cities cover 54%of the dependent costs whereas the City of Manor pays 0%.
- ❑ Offering a “buy-down” HDHP plan will help employees reduce the costs of enrolling their dependents. A direct correlation exists between the overall cost of the plans and the cost of enrolling dependents.
- ❑ Typically, the contribution strategy will be set up to incentivize employees into the lowest cost plan which is designed to transform the way health care is delivered and purchased. The goal is to make employees engaged consumers of their health care.
- ❑ Many municipalities offer rate differentials to employees who get their annual physical or are tobacco-free.

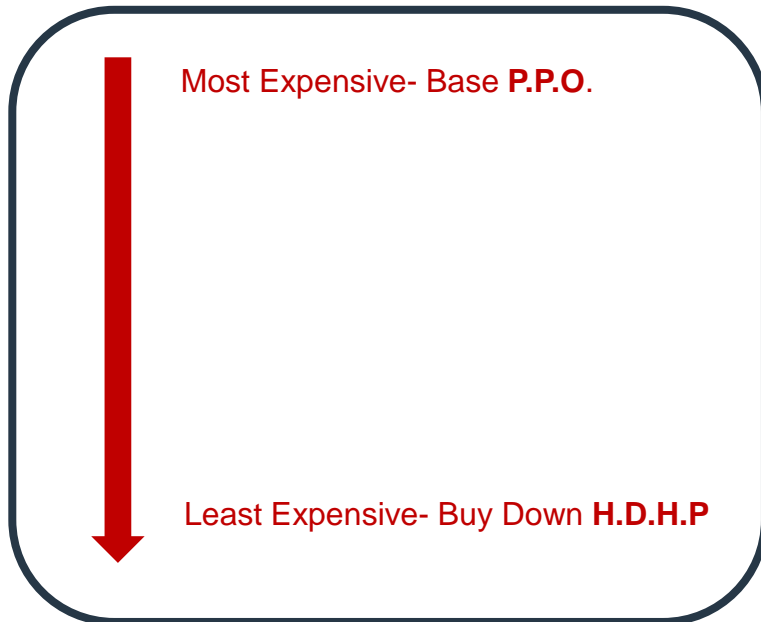




# Medical Premium – Texas Health

MEDICAL BENEFITS	PPO	Texas Health PPO
<b>FINANCIALS</b>	<b>EE's</b>	<b>CURRENT</b>
Employee Only	99	\$772.92
Employee & Spouse	2	\$1,569.04
Employee & Child(ren)	7	\$1,360.34
Employee & Family	1	\$2,280.06
	<b>109</b>	
Monthly Premium		\$91,459.60
Annual Months		\$1,097,515.20

- ❑ Should the City move forward to issue an RFP for 6/1/24 benefits, HUB recommends the City establish a benefit trust to eliminate the premium tax / reduce rates by 1.75% (in the event another medical carrier is selected).
  - Approximately \$19,000 annual savings



Depending on an employee's financial situation and healthcare needs, they will enroll in the plan that best meets their needs with consideration to **the monthly premiums, the plan's provider network and expected out-of-pocket costs.** These will all factor into determining which plan will best fit an individual's needs and budget.

# Dental Plan



DENTAL BENEFITS		Texas Health Dental III CURRENT
Annual Deductible		\$50 individual / \$150 family
<b>Type A – Preventive Care</b>		No Waiting Period
Deductible		None
(2) Oral Exams per calendar year		No Cost
(2) Fluoride treatments-children under 18 per calendar year		No Cost
(2) Cleanings per calendar year		No Cost
Sealants for children under 13 not to exceed \$300 per calendar year		No Cost
Full mouth X-ray 1 series in a (60) consecutive month period		No Cost
Periapical and Intraoral X-rays		No Cost
Bitewings X-rays once per calendar year		No Cost
<b>Type B – Basic Restorative</b>		No Waiting Period
Coinsurance		20%
Emergency Exams		20%
Non-preventive X-rays		20%
Amalgam and resin-based composite fillings		20%
Extractions		20%
Anesthesia		20%
Periodontics		20%
Oral Surgery		20%
<b>Type C – Major Restorative</b>		No Waiting Period
Coinsurance		50%
Stainless Steel Crowns		50%
Replacement of Crowns		50%
Dental Implants		50%
Removable / fixed bridge-work		50%
Partial or complete dentures		50%
Orthodontic Lifetime Maximum		<b>\$3,000</b> Child (up to 19)
Dental Annual Maximum		<b>\$2,000</b>
Usual Reasonable & Customary		90th Percentile

❑ Recommend adding a 2<sup>nd</sup> dental plan: a DHMO or a Low Plan that does not cover Orthodontia



# Vision Plan



VISION BENEFITS		Avesis
Eye Exam	Network	\$10
	Non-Network	\$45 Allowance
Frames/ Lenses, and/or Contacts		CURRENT
Single Vision	Network	\$25
	Non-Network	\$30 Allowance
Bifocal Lenses	Network	\$25
	Non-Network	\$50 Allowance
Trifocal Lenses	Network	\$25
	Non-Network	\$65 Allowance
Frames	Network	\$130 Max + 20%
	Non-Network	\$70 Allowance
Medically Necessary Contacts- 1 year supply	Network	50 per set
	Non-Network	\$130 Allowance
Elective Contacts-1 year supply	Network	\$130 Max
	Non-Network	\$105 Allowance
Exam Frequency		12 Months
Lens Frequency		12 Months
Frames Frequency		12 Months
Network		VSP: MyRenProviders.com
Participation Requirements		100%

❑ HUB did not have the SBC for the vision plan and needs to get this from the City.

❑ Network is VSP

RATES	EE's	
Employee Only		\$6.51
Employee + 1		\$12.63
Employee & Family		\$18.90
FINANCIALS		

❑ Recommendation is move from a 3-tier rate to a 4-tier rate. Doing so will lower the cost for employees choosing to enroll their children. A bonus is standardized deductions.

# Basic Life & AD&D



BASIC LIFE BENEFITS		The Standard / Texas Health
		CURRENT
Class Description	All Active Full time Employees	
Definition of Earnings	Base Annual Earnings	
Basic Life Schedule	\$10,000	
Guarantee Issue Amount	\$10,000	
Age Reduction Schedule	70-74, 60% 75-79, 40% 80+, 30% Rounded to hnext higher \$1,000	
Terminates at Retirement	Yes	
Waiver of Premium	Disabled prior to age 60, 9 month waiting period, to age 65	
Accelerated Death Benefit	75%	
Conversion	Included	
Portability	Included	

- ❑ The Basic Life benefits are below public sector benchmarks.
- ❑ Recommend increasing the basic life amount to \$25,000.
- ❑ Recommend removing age reduction schedule on Basic Life Benefit. Typically, carriers can do this with minimum rate impact.

# Voluntary Life & AD&D

VOLUNTARY LIFE & AD&D		The Standard / Texas Health
		CURRENT
Class Description	All Active Full time Employees	
Definition of Earnings	Base Annual Earnings	
Employee Life Schedule	Increments of \$10,000	
Employee Maximum Benefit	\$300,000 or 3 times Base Annual Earnings	
Employee Guarantee Issue Amount	\$150,000 or 3 times Base Annual Earnings	
Spouse Maximum Benefit	\$150,000 in increments of \$5,000. Not to exceed 50% of employee	
Spouse Guarantee Issue Amount	\$25,000	
Child Maximum Benefit	\$10,000	
Age Reduction Schedule	70-74, 60% 75-79, 40% 80+, 30%	
Rounded to the next higher multiple of \$1,000	Rounded to next higher \$1,000	
Waiver of Premium	Included	
Accelerated Death Benefit	75%	
Conversion	Included	
Portability	Included	

❑ HUB did not have the details of the voluntary life benefits for the employees and needs to get this from the City.

Dep. Per Unit	\$2,760
Employer Contribution	0%
Spouse	\$10,000
Children	\$2,000

❑ Recommendation to discontinue the Dependent Life benefit. This is an outdated benefit and the \$10k / \$2k amounts are inadequate.

❑ Recommend offering Voluntary Life coverage for dependents. The voluntary life benefit is ideal for employees; however, additional coverage options should be available for Spouse and Children.



# A process-driven, consultative service model



To begin, we formulate a customized multi-year plan to address your specific benefits and financial budgetary requirements. Next, we leverage our integrated platform of best-in-breed products and services, including decision support resources, HR administration and compliance tools, and employee communications. We then repeat the planning process annually to help ensure success.



What you can expect: Knowledgeable specialists, executive-level attention, and proven results.

Benefits Broker	Benefits Consultant
<p>Reach out to you ahead of your plan renewal with the new rates of your carriers and will likely come into the office to provide a one-hour presentation to staff covering the highlights of the plan and allowing for a question-and-answer session.</p>	<p>Meet quarterly to discuss emerging market trends, review utilization, strategize on ways to improve the employee's appreciation, understanding and engagement in the benefit plan.</p> <p>Negotiate new rates with your existing carriers and will proactively shop your plan with alternative plan designs giving you the confidence that you are moving forward with the most cost-effective but impactful plan available to your employees.</p>
<p>Provide limited means to control underlying costs. Advocate cost shifting in the form of increased deductibles and copays to control costs.</p>	<p>Return control over costs to the City. Provide detailed data driven analysis and actionable insight to help control costs.</p>
<p>Believe costs are dependent on the best offer of the insurance carrier.</p>	<p>Understand <i>improving</i> benefits is the only way to lower costs.</p>
<p>Do not consider the needs and wants of the employee population when creating a benefits plan.</p>	<p>Make benefits a real attraction and retention tool. Most importantly, help you show the investment you make in your employees by delivering the value of the plan to your employees.</p>
<p>Give limited information on where the money is going. Do not talk about their compensation and hidden commission. This means more income for them if the rates go up.</p>	<p>Bring transparency to where money is going. Are paid on a fixed fee basis and are willing to tie compensation to performance. No hidden compensation is accepted from the insurance carriers. All coverages are offered net of commission and savings go straight to the bottom line.</p>
<p>Offer basic benefit guides and minimal education and support at open enrollment (and throughout the year).</p>	<p>Help employees recognize that their total compensation is far greater than their annual salary. Offer custom benefit guides, focus on education versus benefits, utilize cell phone technology, promote wellness, facilitate all carrier interaction and handle all service issues on an ongoing basis.</p>



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# Thank You!

