



CITY MANAGER'S REPORT

Information and updates for the Mayor and City Council

July 8, 2022

UPCOMING EVENTS AND MEETINGS

MEETING/EVENT	DATE	TIME	LOCATION
Council Meeting	July 20	Tentative 4 p.m. Exec. Session 5 p.m. Work Session 7 p.m. Regular Meeting	Council Chambers / Virtual
Council Meeting	August 3	5 p.m. Work Session 7 p.m. Regular Meeting	Council Chambers / Virtual

[VIEW THE FULL COUNCIL SCHEDULE](#)

DEPARTMENT UPDATES

Monthly Social Media & Media Report

For the month of June, the top community topics and themes observed in media and social media by Communications Department staff included:

- Transportation
- City Council Vacancies
- Fireworks

For more information, including media coverage of the City and social media engagement, see the [Monthly Social Media and Media Monitoring Report](#).

Water Service Shutoff Status Update

The Utility Department resumed water service shut-offs for delinquent accounts on July 6, 2022.

During the COVID-19 Pandemic, the City deferred shut-offs to ensure all customers had access to water and to promote public health. Since the City is no longer in a state of emergency, the City will resume water service shut-offs to recover past due utility payments.

On March 2, 2022, the City had more than 2,500 customers in delinquent status with an aggregated outstanding balance of approximately \$1 million. To address this situation, the Utility Billing Division began an outreach campaign to notify delinquent account holders that water shut-offs would resume in July. Customers were asked to contact the City to apply for utility assistance or transfer past due

balances to payment plans to reconcile their accounts ahead of the shut-off date. They received notices printed on utility bills and mailed directly to their addresses, as well as automated phone calls and in-person door tags. General public announcements were also issued via social media and the Bend Currents eNewsletter.

Outreach campaign efforts continue to be successful. As of July 1, 2022, there were 537 delinquent accounts with an aggregated outstanding balance of approximately \$450,600.

The City processed \$7.3 million in payments in June, signed 521 customers up for payment plans, and processed \$45,700 in assistance from NeighborImpact for 93 households. In the final week of June, the Utility Billing Division received more than 1400 phone calls, accepted 334 new payment plan applications, and reduced the number of delinquent accounts by 410. Due to these unprecedented call volumes, customers will experience longer than normal hold times.

Customers can find more information and continuous updates on the [Utility Billing website](#).

PROJECT AND PROGRAM UPDATES

Extreme Weather Preparation for Individuals Experiencing Houselessness

Please see the update linked below regarding efforts by City staff to ensure individuals experiencing houselessness have resources and information in preparation for the summer heat and fire risk.

[Extreme Weather Preparation for Individuals Experiencing Houselessness Memo Update](#)

PUBLIC AGENCY AND COMMUNITY PARTNER UPDATES

Bend Vision Project Launch Week

Envision Bend will be officially “going live” the week of July 11th with the launch of the Bend Vision Project’s public phase. The Bend Vision Project’s Launch Week will include a public survey, a press conference, a ‘Listen & Envision’ public virtual workshop, and participation with pop-up tents at several community events.

Please see the [Envision Bend Press Release](#) and the [Bend Vision Project Snapshot Report](#) for more information.



Navigation Center Opening Week

Evan Hendrix, The Lighthouse Associate Director at Shepherd’s House Ministries, advised the opening week at the Navigation Center was very successful. Upwards of 60 participants were enrolled in the day program which includes case management. The Navigation Center is averaging between 20-30 individuals per day in the day use area and serves breakfast and lunch each day. A daily meeting is held at 10am, which includes resource provider introductions/presentations along with classes centered on emotional and physical well-being.

Additionally, the Navigation Center partners with several resource providers including Mosaic Medical, Deschutes County Behavioral Health, Thrive, REACH, St. Charles, St. Vincent De Paul, Family Kitchen, Bethlehem Inn, The Peaceful Presence Project, and others, to support specific individuals in pursuing health and stability.

For the month of June, 15 individuals successfully transitioned into a more stable and supportive living situation.

Grand Opening of Alpenglow Park July 15th

The Bend Park and Recreation District is proud to announce the opening of a new park in Bend. Please join the grand opening celebration of Alpenglow Park on July 15, 4pm-8pm. The park is located in SE Bend at 61049 SE 15th Street, near Caldera High School.

Please see the [Alpenglow Park Grand Opening Announcement Flyer](#) for more information.

[VIEW PREVIOUS CITY MANAGER'S REPORTS](#)



Accommodation Information for People with Disabilities

To obtain this information in an alternate format such as Braille, large print, electronic formats, etc. please contact Joshua Romero at jromero@bendoregon.gov or (541) 693-2185.

