

NOVEMBER 5, 2026

Questions and Answers Report

Austin

Mayor Kirk Watson
Mayor Pro Tem Josè "Chito" Vela, District 4
Council Member Natasha Harper-Madison, District 1
Council Member Vanessa Fuentes, District 2
Council Member José Velásquez, District 3
Council Member Ryan Alter, District 5
Council Member Krista Laine, District 6
Council Member Mike Siegel, District 7
Council Member Paige Ellis, District 8
Council Member Zohaib "Zo" Qadri, District 9
Council Member Marc Duchen, District 10

The City Council Questions and Answers Report was derived from a need to provide City Council Members an opportunity to solicit clarifying information from City Departments as it relates to requests for council action. After a City Council Regular Meeting agenda has been published, Council Members will have the opportunity to ask questions of departments via the City Manager's Agenda Office. This process continues until 5:00 p.m. the Tuesday before the Council meeting. The final report is distributed at noon to City Council the Wednesday before the council meeting.

QUESTIONS FROM COUNCIL

Item 10

Authorize a contract for medical billing and coding services, to manage the medical billing revenue cycle and collect eligible revenue, for Austin Public Health with Transworld Systems Inc., for an initial term of one year with up to four one-year extension options for a total estimated revenue of $5,000,000. Funding: This item is projected to result in annual revenue of $1,000,000 in the Operating Budget of Austin Public Health. The contractor will be compensated at a rate of 5.10% of the total annual claims collected. Compensation will be deducted directly from the collected proceeds rather than issued as a separate payment.

COUNCIL MEMBER DUCHEN'S OFFICE

1) Is the projected $1 million in annual revenue before or after TSI's compensation?

The $1 million revenue projection is based on the estimated total revenue collected before TSI's compensation

2) How will APH verify TSI's fee calculations, including adjustments for refunds and recovery by insurers?

APH staff will conduct monthly reviews of claims and reimbursement data to verify TSI's fee calculations. This includes monitoring refunds and insurer recoveries, which may be processed electronically as payment reversals or offsets to other claims rather than as separate refund checks. APH will reconcile these adjustments to ensure fees are based on accurate net collections.

Staff Contact: FSDCentralProcurementRCAs@austintexas.gov

Item 20

Approve the phase plan for Pease District Park under the existing Park Operations and Maintenance Agreement with the Pease Park Conservancy, expanding the Conservancy's responsibilities for operations, maintenance, land management, programming, event coordination, and volunteer management beyond Kingsbury Commons to additional areas of Pease District Park to help offset City costs. Funding: This action has a positive fiscal impact by offsetting the City's costs to maintain Pease District Park and will result in improved access for the general public.

COUNCIL MEMBER DUCHEN'S OFFICE

1) What annual savings does APR project by phase; please distinguish reduced expenditures from the value of staff and resources directed to other parks.

The Phase Plan is not anticipated to generate significant direct budget savings for APR. Rather, the primary benefit is PPC's expanded level of service and the ability to redirect existing APR staff time and resources to other park needs.

APR has not projected annual dollar savings by phase. Much of PPC's expanded work represents services APR does not currently have dedicated resources to provide, rather than a reduction in existing City expenditures. The Phase Plan will provide an enhanced level of service without additional City operating costs.

2) How many APR FTE staff currently support the areas and functions covered by the phase plan, and where would that staff be reassigned?

APR currently provides maintenance and operational support throughout Pease Park through staff assigned to broader geographic service areas. APR does not have FTE positions dedicated exclusively to Pease Park.

As noted in the Phase Plan information sheet included in the backup, APR will continue to provide baseline trail maintenance, tree care, and mowing throughout the park, while PPC will assume primary responsibility for land management, ecological stewardship, trash and recycling services, graffiti mitigation, and volleyball court maintenance. PPC's expanded responsibilities will provide a higher level of care, particularly in land management and ecological stewardship, for which APR does not currently have dedicated staff resources.

The Phase Plan is not anticipated to result in the elimination or formal reassignment of FTE positions. Rather, as PPC assumes these responsibilities, APR staff capacity may be redirected to other park maintenance needs within existing service areas, while PPC provides enhanced services beyond APR's current level of care.

3) What performance metrics will PPC report to APR, at what frequency, and how will APR verify performance?

PPC will continue to report performance through the existing Park Operations and Maintenance Agreement (POMA) requirements and approved Operations and Maintenance (O&M) Plan.
PPC is required to complete two annual reporting documents:

- APR Partnership A | Annual Impact Report: An APR-developed report collecting quantitative metrics consistently across Partnership A organizations, including acres of habitat managed, plants installed, amenity improvements, SITES Gold stewardship activities, volunteer hours, contractor activities, and maintenance dollars invested.
- Annual Impact Report: A broader report providing qualitative information on accomplishments, land management, programming, community engagement, and overall partnership impact.

APR collects, tracks, and evaluates performance metrics across key areas, including:

Performance Area	Examples of Metrics
Maintenance	Activities, inspections, work completed
Ecological Management	Acres managed, invasive removal, restoration
Programming	Free programs and participation
Volunteers	Volunteer numbers and service hours
Financial Investment	Maintenance expenditures and in-kind contributions
Incident Reporting & Corrective	Reported incidents, response actions, and resolution of identified

Actions issues

APR reviews these metrics against the approved O&M Plan and contractual deliverables to monitor performance and verify compliance.

The POMA Management Committee meets quarterly to review O&M requirements, reporting, and performance.

APR will continue to inspect active amenities, as it does at Kingsbury Commons. Under the Phase Plan, this includes the volleyball court to verify compliance with the O&M Plan's standards of care, which exceed APR's current level of service at the site.

Additionally, APR's Contracts Division conducts annual desk reviews to verify agreement compliance and provide an additional layer of accountability.

Staff Contact: Erica Saenz, Assistant Director, 512-974-6717; Christine Chute Canul, Program Manager III, 512-579-1013, Austin Parks and Recreation