



2016: Forward, March!

March on. Do not tarry. To go forward is to move toward perfection. March on, and fear not the thorns, or the sharp stones on life's path.

--Khalil Gibran

Significant strides were made toward perfection through the implementation of capital improvement projects and new development during 2016. The funding of a new library, street and utility projects, and an influx of new businesses has done much to move the City forward. As always, the staff was tasked with executing more projects with less funding. True to form, they stepped up to the challenge and were able to achieve many outstanding accomplishments. Not only were they able to carry out several major projects and initiatives, they were also able to continue with the effective delivery of day-to-day services within the restraints of a tighter budget.

In order to gain a proper perspective, and to better perceive the City's progress, it is useful to look back over the past year at what has been achieved. That is the purpose of this report.

Finance/HR Department/Utility Administration

The Finance Department is comprised of the functions related to the financial operations as well as the human resource division and the utility administration. The objective of the Financial Operations is to create and sustain an environment that maintains the resources of the City by developing and implementing financial policies and procedures related to revenues, expenditures and internal control. These procedures take into consideration the legal requirements established at the local level and including those required by the State and Federal government.

The Human Resource Division is responsible for maintaining the employee policies and processing payroll, benefits and other tasks related to the employees of the City. The policies established also must take into consideration the local, State and Federal legal requirements.

Utility Administration controls the processing of the individual utility bills for the citizens of the City. It monitors the water usage, process the statements which contain the billing for water, sewer, solid waste, and record the individual payments.

For fiscal year ending September 30, 2015, the City again received the best financial position for governmental activities, business-type activities, and other fund information. This means that the City's financial position has been reported fairly in accordance with the accounting principles established for government organizations. Because the City received federal funds in excess of \$500,000, a single audit was required to determine compliance with the laws, regulation, contracts and applications of each grant or federal program. Based upon the findings, the audit firm determined that in all material respects, the City was in compliance.

The City issued bonds in August for \$5,000,000 at a premium for street repairs within the City. This is the extension of the \$19,000,000 bonds approved by voters in 2010. Financing was approved by Schertz Bank for the purchase of a \$130,567 John Deere tractor mower for public works as well the construction and purchase of a new fire pumper engine for \$546,702. Financing for the purchase of new golf carts, as well as the purchase of a new beverage cart, was also negotiated.

The City has maintained a bond rating of AA+ and a stable outlook assigned by the Standard & Poor's Rating Services.

Utility Administration continues to assist citizens of the City with water, sewer and trash services. This year, adjustments were made to the new bulk waste collection schedule.

Fire Department

The Universal City Fire Department is committed to providing superior service to the members of the community and those who travel through it. This commitment is demonstrated on a daily basis through round the clock Fire and EMS first response, Advanced Life Support, fire prevention education, and special operations.

Training is the key component to maintaining the highest level of service. In 2016, members of the Fire Department attended many different conferences and training sessions. A variety of training with JBSA fire departments included command level courses, engine company operations, as well as truck company operations. Some of the State certifications that were obtained this year were Fire Officer III & IV by our senior firefighters Victor Gonzales and Stephen Darnell; Fire Officer I by firefighter Nathan Rangcapan, Driver/Operator and Wildland Firefighter by Edui Tijerina, and Firefighter Master and Head of Suppression and Prevention by Fire Chief Manuel Casarez. The Department also had hard earned EMT upgrades with Firefighter Christian Zambrano earning an EMT-Intermediate patch and Firefighter Marla Jendrusch earning a Paramedic patch. The staff looks forward to another great year of training.

In the beginning of 2016 the UCFD experienced the end of an era and the beginning of a new one. Fire Chief Ross Wallace hung up his helmet after a long successful career. Lt. Manuel Casarez was named the new Fire Chief. Because of the road that had been paved by Chief Wallace, the Department did not skip a beat and hit the road running.

In February, the UCFD took ownership of the new and improved Rescue-5. This vehicle had been designed the prior year by the apparatus committee and has already responded to over 1,000 medical emergencies thus far.



For firefighter health and wellness, a new exhaust system was added to the fire station apparatus bay. A new cancer prevention policy caused the staff to look at its current practices and implement some changes to limit the exposure to carcinogens. A huge step forward was taken to integrate technology into the Self Contained Breathing Apparatus (SCBA). With the technological upgrade, the Department is able to track the firefighters on scene along with their air supply and an alarm that tells the Incident Commander when something has gone wrong inside of the hazardous atmosphere. The great part of this upgrade is that it is compatible with the City's mutual aid partners as well.



This year's fire prevention theme was "Don't wait, check the date", urging people to check the date of their smoke detectors. The UCFD teamed up with the American Red Cross and started a campaign to walk the streets educating the public on the topic and providing, free of charge, smoke detector installations and safety inspections. This campaign is in the incipient stage but staff has already installed a number of detectors in homes. Progress is being tracked and more

information will be provided as it is collected. The UCFD also carried out the fire prevention message to area elementary schools and day cares while using the brand new 50 foot fully inflatable fire prevention prop. Unfortunately, the stars of the show were not welcome to participate due to the clown scares happening at the time. However, the show went on and the crews adapted and overcame the obstacle. Nozzle the Clown (Retired Captain Kent Howard) still drove into town and found a way to educate the kids. The firefighters also organized the first-ever Open House where they invited the community in to meet the fire crews, tour the station and trucks, practice CPR, watch the helicopter land and tour it, and watch a sneak peak of the fire prevention show.



The Universal City Professional Firefighters Association, Local 4073, dedicates a lot of time and effort to be actively engaged in the community. This year, members of the association worked hard to raise funds with two pancake breakfast events, one of which was the most attended and most successful one to date. The Association has also provided assistance to families this year that were left with next to nothing following a fire in their homes. They will also be taking to the streets during their "Fill the Stocking" event to raise money for the families that are being sponsored for the holidays.



After a City Public Works employee, Collin Valadez, saved the life of a volunteer at the golf course, the UCFD decided that it would be beneficial to install Automated External Defibrillators (AEDs) in City facilities. The Fire Department members have also started to train City employees in CPR. For some, this is a refresher course; for others, a first. Nonetheless, it is a very valuable training for all employees.



The Fire Department has a culture of trying to improve in everything that it does. It accomplishes many different things throughout the year in addition to the almost 2,000 emergencies calls each year. The Department's mission is to provide the highest quality of services and that is what it strives to do for the community day in and day out. The Fire staff looks forward to another successful and productive year.

Development Services

The office of Development Services includes the daily operation of the Building Department, Code Compliance, Stormwater, Floodplain Management, Geographic Information Systems, Economic Development, and Events. Additionally, the office works with four boards or commissions: the Universal City Industrial Development Corporation (UCIDC), the Planning & Zoning Commission, the Board of Appeals, and the Board of Adjustments.

Building Department

The Building and Inspections division of the Department is responsible for issuance of building permits, construction plan review and inspections, to include occupancy inspections of new commercial buildings, as well as existing commercial structures.

This division also enforces the requirement for contractor's licenses relative to all phases of construction, including general contractor's licenses, home improvement licenses, electrical contractor's licenses and sign contractor's licenses. Registration of plumbers, irrigators, mechanical contractors, fire alarm, fire sprinkler and fire suppression installers is also overseen by the Building Department. The Department's significant activities are outlined below.



<u>TOTAL INSPECTIONS:</u>	<u>13,771</u>
New commercial construction projects:	7
Total valuation:	\$4,260,715
New residential construction projects:	41
Total valuation:	\$8,675,902
Commercial addition/remodel projects:	27
Total valuation:	\$1,150,999
Residential addition/remodel projects:	17
Total valuation:	\$336,619
Fences:	148
Total valuation:	\$451,813
Spa/Deck/Patios/misc:	93
Total valuation:	\$664,780

Pools: 8
 Total valuation: \$462,509

Roofs: 195
 Total valuation: 1,594,387

The Future Land Use Map and the Zoning Ordinance are tools used to develop a balance between the types of business that are necessary to create a dynamic business environment. Too much of one type of business can have a negative effect on other types of business uses. The Certificates of Occupancy are used to track the ebb and flow of business activity. Certificates of Occupancy are issued for new businesses, businesses that expand their current foot print, relocations, name changes, and changes of ownership. New business include Mega Furniture, Bubba's 33, Wal-Mart, Navy Federal Credit Union, Heritage Dental, Olympia Surgery Center, White Frisbee Media, WM Metals & More, Murphy Oil USA, Once Upon A Child, Smart Style, and Four Kings Bakery. Heroes and Fantasies, Texas Star National Bank, Roxy's Sports Bar and Pho 4 Star Noodle House all expanded their current foot print in Universal City's business sector. Seventy-six Certificates of Occupancy were issued to businesses in 2016. Generally, most of the businesses fell into the following zoning uses:

Business Type	Amount
Professional Offices	13
Retail Shops	13
Restaurants	6
Personal Services	10
Personal Improvement	3
Auto-Related	1
Indoor Entertainment	1
Multi-Family Residence	2
Financial	2
Church Facilities	3
Healthcare Office	3
Storage Facility	2
Office/Warehouse	3



[Health](#)

The new Texas Food Establishment Rules (TFER) went into effect during the fiscal year and was adopted by the City of Universal City shortly thereafter. To date, Universal City is the only city in Bexar County outside of San Antonio limits that has implemented the new TFER and Inspection report. The latter part of 2015 and most of 2016 was spent on training the food establishments on the changes in the Food Code and bringing them up to standard with the more comprehensive inspection report. In the beginning months of 2016, all of Universal City food establishments were inspected and brought into compliance with the new TFER.



Universal City continues to be the leader in enforcing all food employees to be ANSI accredited Food Handlers. In fact, the Food Handler requirement has been in place in the City even prior to its incorporation into the new TFER. Not only is Universal City the first in the area to implement the new TFER, Universal

City is also the first of the smaller cities to veer away from handwritten routine inspection reports. The City's Health Inspector has the capability to print out reports on location of the inspection and provide electronic copies to the appropriate food managers.

In 2016, Universal City has also established State compliant regulations for Temporary and Mobile units to ensure that all types of food service within the City are safe for public consumption.

The online Fixit Form has been a very useful tool for residents to submit complaints on food establishment and environmental concerns. The Department has been successful in meeting the response time of 24-48 hours for all complaints.

Also in 2016, the Health Inspector successfully completed the Certified Pool Operator license which allows for better understanding and enforcement of the State's Pool Rules and Regulations on all public pools in the City.

It has been a successful year! Moving forward, the Health Department will not only continue to enforce the rules, but, as always, assist in bringing businesses into compliance by providing the necessary tools to keep them informed and educated. The goal of providing a safe environment for business patrons prevails. The following is an overview of some of the inspections conducted by the Health Inspector in 2016.

219 Routine Food Establishment Inspections
136 Follow ups/Reinspections on Routine visits
47 Food Complaint Inspections and Notice of Violations
24 Temporary Events and Mobile Inspections
23 Certificate of Occupancy Inspections

6 Foster Care Inspections

103 Food Manager and Food Handler cards processed

28 Routine Pool Inspections

48 Pool Follow ups/Reinspections on Routines and Complaints
--

22 Residential/Business Related Health/Environmental Complaints
--

[Planning & Zoning/Board of Adjustments](#)

The members of the Planning & Zoning Commission are appointed and charged with recommending to City Council the boundaries of the various zoning districts and appropriate regulations to be enforced therein, as well as considering requests for zone changes, conditional use permits, and subdivision plats. As the City continues toward build out, the role and responsibility of the Commission to ensure quality development and the appropriate business mix becomes even more important. No zone changes were requested and only conditional use permit was approved. One commercial tract was platted. Review of Phase II and Phase III plats for the KB Kitty Hawk master development plan continued during 2016.



The members of Board of Adjustments are appointed by the City Council as well. The Board hears and rules on appeals from enforcement of and special exceptions to the Zoning Ordinance, and authorizes variances from that Zoning Ordinance when not contrary to the public interest. In 2016, eight variance requests were heard; five were approved and three were denied by the Board.

The members of the Board of Adjustments also serve on the Board of Appeals. The Board of Appeals renders decisions on properties that are in violation of the uniform property construction and maintenance codes. In 2016, The Board of Appeals rendered decisions on six property maintenance cases within the City.

[Storm Water](#)

The Universal City Storm Water Program remains one of the most mature and active programs for small MS4 cities in Texas, and has made great strides in the past year. All of the program's goals and workflows are focused on compliance with Environmental Protection Agency (EPA) and Texas Commission on Environmental Quality (TCEQ) regulations. Working with a consultant, the City recently completed the preparation of a new Storm Water Management Plan for the current permit term (2013-2018).

The Storm Water staff regularly inspects construction sites for potential storm water pollution and tracks pollution management activities such as street sweeping and the City's annual stream clean up event. To educate the community, articles regarding storm water pollution have been published in the City newsletter, and on

the City's website. In addition, household hazardous waste/cleanup events are held twice annually, and a hotline is maintained to receive citizen complaints regarding illicit discharges within the City. City employees are also trained on environmental good housekeeping practices and the inspection of City facilities is performed to ensure compliance with these policies.

[Floodplain Administration](#)

Federal regulations created by FEMA place the burden for floodplain management on local communities. The local floodplain administrator works as FEMA's representative to ensure that the community complies with the law, and helps citizens and businesses navigate FEMA regulations.

In 2016, the City performed several tasks relating to floodplain management. Proposed projects in the floodplain were reviewed to insure that all development in the flood zones in Universal City met FEMA regulations. Once it was determined that the project met all FEMA requirements, floodplain development permits were issued. When the development included structures the City obtained elevation certificates for projects.

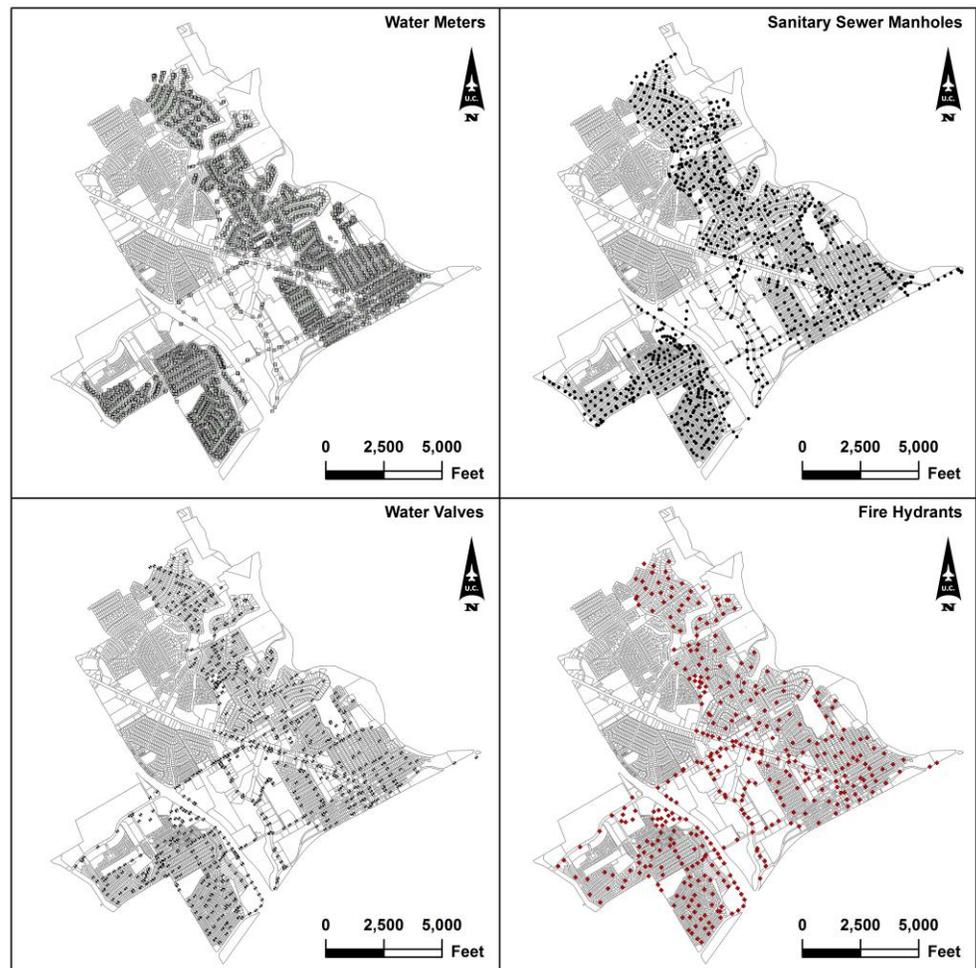


Geographic Information Systems

A geographic information system (GIS) is a system designed to capture, store, manipulate, analyze, manage, and present all types of geographically referenced information. In the simplest terms, GIS is the merging of cartography, statistical analysis, and database technology. In Universal City, GIS is routinely used in zoning, granting variances and issuing conditional use permits, as well as identifying the location of water and sewer lines, fire hydrants, manholes, and the like. The information is used to create maps or other cartographic products for day-to-day activities and is paramount to working with new businesses and developers interested in the City. Universal City now has the capability of producing maps and exhibits internally without going to a consultant, resulting in thousands of dollars in savings for the City.

In 2016, several projects related to improving the City's GIS capabilities were implemented. A parcel based mapping application was also developed for the Utilities Department. This is for internal use only and is not published. The City is in the midst of a five year project to map all sanitary sewer manholes, water meters, water valves, and hydrants with survey grade RTK GPS units. This will give the City centimeter resolution for surface-observable water and sewer features. So far, the City's consultant has surveyed 4,038 meters, 1,054 water valves, 932 manholes, and 382

hydrants. Other data being collected for this project include sewer invert elevations and hydrant tag numbers. The following diagrams are a pictorial of the work accomplished to date.



Code Compliance/Property Maintenance

Code Compliance works closely with residents and business owners to ensure that property within the City is properly maintained, and that it does not detract from the aesthetics of the neighborhoods or commercial districts. Since safety within the City is paramount, the Codes Officer works closely with numerous Universal City Departments to ensure that each structure and property meets minimum safety requirements. The desired result is to provide a safe environment and inspire pride in the community.

Addressing code compliance and property maintenance issues with the public requires tact and diplomacy. Citizens or business owners are notified of the violation through courtesy phone calls, face-to-face conversations, letters to

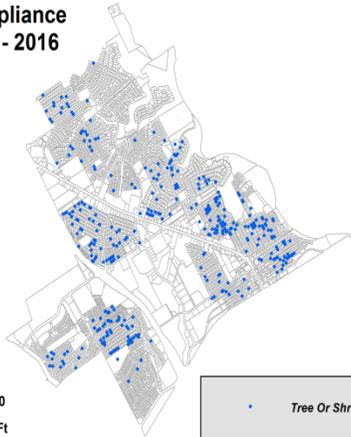


property owners, and code enforcement door hangers. Fortunately, most citizens are appreciative of the gentle reminder or notification process and take corrective action in the time allotted. However, in some cases, a firm written warning is necessary. If repeated written warnings are issued with little or no effort by the property owner, a court citation is issued. In 2016, one hundred and five (105) citations to appear in Municipal Court were issued.

The code issues that the City deals with are not unlike most communities-- alleyways, easements, garbage/ debris issues, No Permit violations, overhanging trees, high weeds/grass, junk vehicles and parking on front lawns. Trees, shrubs, and high weeds and grass were predominant issues during 2016, making up fifty percent of the code cases. Additionally, staff was able to remove 482 bandit signs during the year. The map on the following page is a pictorial of the top eight code compliance efforts and the areas where the tasks were completed throughout the year.

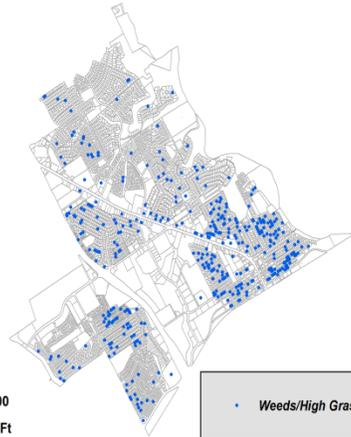


**Code Compliance
Summary - 2016**



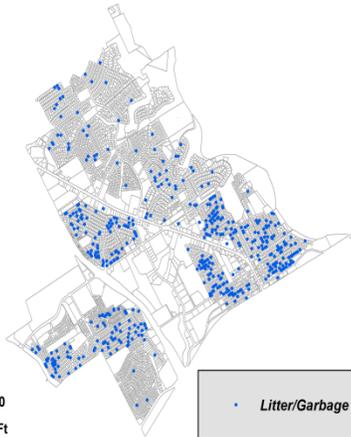
0 5,000
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• *Tree Or Shrub Violations - 388*



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• *Weeds/High Grass Violations - 550*



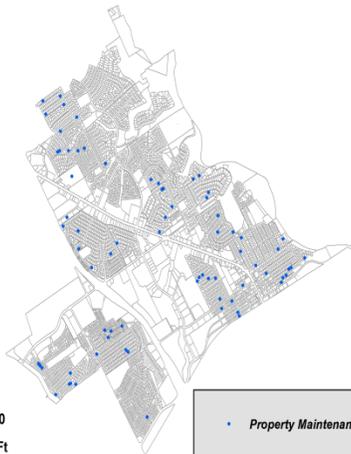
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• *Litter/Garbage Violations - 313*



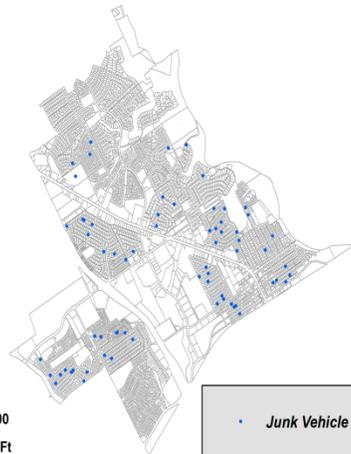
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• *Illegal Parking Violations - 123*



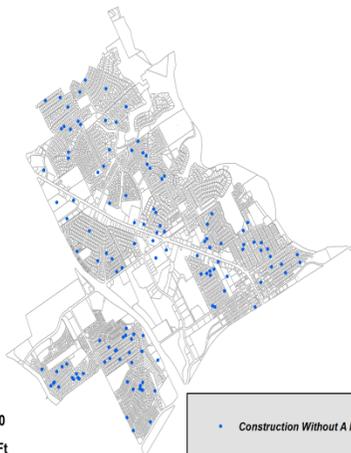
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• *Property Maintenance Violations - 87*



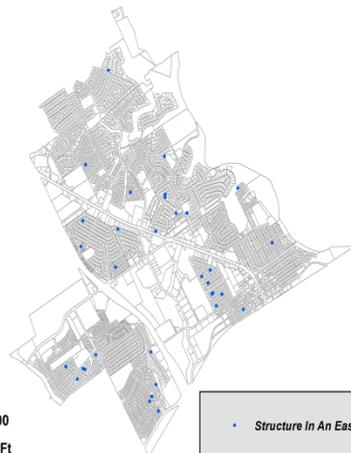
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• *Junk Vehicle Violations - 86*



0 5,000
Ft

• *Construction Without A Permit Violations - 148*



0 5,000
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• *Structure In An Easement Or ROW - 40*

Economic Development

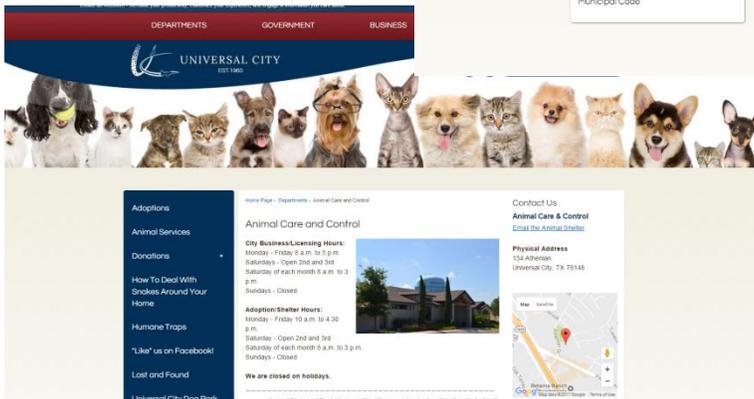
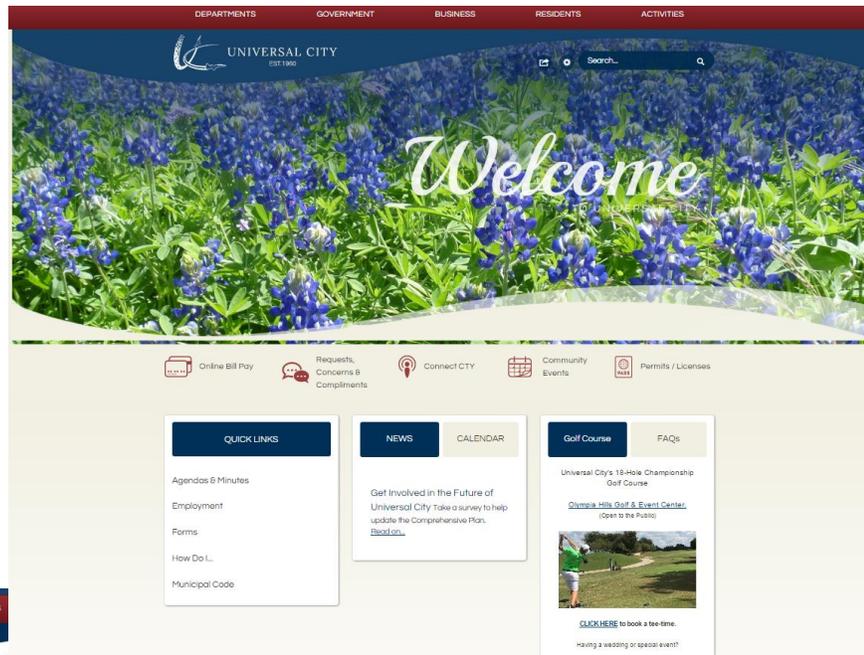
The Universal City Industrial Development Corporation (UCIDC) Board continues to carry out sustained and concerted actions that promote the standard of living and economic health of Universal City.

For 2016, the Board continued its economic development incentive program to capitalize on the post-recession development activity. The UCIDC invested \$119,688 which netted approximately \$474,214 of capital improvements in the Universal City business environ. The following table provides an insight to the private and public investment, and the types of retail businesses that have been established or improved in Universal City.

Address	Retail Establishment	Scope of Work	Private Investment	UCIDC Investment
932 Coronado Blvd	We Rock Spectrum	Install Back-lit Signage for Business	\$5,300.00	\$3,000.00
976 Coronado	Noy's Bistro	Install Back-lit Signage for Business	\$9,311.59	\$4,685.00
1805 Pat Booker	Billy D's	Construct 10'x25' covered patio	\$28,290.00	\$9,430.00
2935 Pat Booker Rd #102	Over The Top Cake Supplies	Install Signage for Business	\$11,248.00	\$6,000.00
1645 Pat Booker #117	WM Metals & More	Install Signage for Business	\$5,258.38	\$3,000.00
225 E. Aviation	Thai Caribbean Restaurant	Demolition of outdated buildings	\$87,108.00	\$2,866.23
2053 UC Blvd	Four Kings Bakery	Interior Finish Out	\$100,000.00	\$30,000.00
512 Bowie	Pronto Printing Building	Complete interior remodel of five suites	\$200,000.00	\$45,000.00
1718 Pat Booker	Texas Trophies	Exterior Façade	\$19,898	\$9,107.00
295 Kitty Hawk	Space Savers	Wrought Iron Fence	\$13,200.00	\$6,600.00



Other significant projects conducted by the IDC included the expenditure of funds for surveys, archeological studies and golf hole design at Olympia Hills Golf Course. This preparatory work is in anticipation of construction of a hotel on IH 35 at some point in the future. The UCIDC also issued \$1,700,000 in bonds for the reconstruction of Gibbs Sprawl Road, patch and repair of Universal City Blvd in the Northlake Business Park, and traffic signal upgrades on Kitty Hawk Road. The Board continues to fund landscape maintenance of Pat Booker Road and is contracted to update the City website which includes a mobile application.



Rounding out the year, Mr. Tom Weaver, a 34 year member of the IDC moved out of the City and therefore vacated his position. Mr. Roland Hinojosa took his place.

Events

City-sponsored events are held to provide family-oriented entertainment and recreation and promote community pride, as well as showcase the values of Universal City to area residents and businesses. To that end, the event staff worked diligently to market and produce quality events in 2016.

Annual America's Armed Forces River Parade



The City gained exposure throughout San Antonio and the military community as a Silver sponsor of the 5th Annual America's Armed Forces River Parade held on the Riverwalk. The parade was televised in the San Antonio area as well as several markets throughout the country.

Fall Fiesta



The Fall Fiesta was created in response to a demand for a local family fall event. Held at the Olympia Hills Golf course, over 400 people enjoyed a homemade Pie Baking Contest, petting zoo, inflatables, hay maze, pie eating contest, mini golf, and more. The UC City Council even participated as the targets for "Cream the Council". Overall, the event brought a small town feeling to the Universal City community and helped raise nearly \$2,000 for the Parks Partners campaign to improve the Northview Park.

Movie in the Moonlight

With the Movie in the Park gaining popularity, it was only a matter of time that the community would want a movie night for adults to enjoy. Movie in the Moonlight was held in April at the Olympia Hills Golf Course featuring *The Intern*. Movies shown at this event are targeted for the more mature audience and only guests 18 and over are encouraged to attend. Attendees enjoyed the cool weather and food and drink selections from Olympia Hills Bar and Grill.

Movies In The Park



Movies in the Park continues to entertain over 5,000 people throughout the summer. Each showing featured a family friendly activity before the show which drew in crowds ranging from 800-1500 at each showing. Local businesses, Cricket Wireless, Bahama Bucks, HEB

and, Wal-mart, took advantage of the crowds and sponsored Movies in the Park.

Pokemon Party



With the popularity of Pokemon in 2016 came the creation of the Pokemon Party Event held at the Olympia Hills Golf Course. The Golf course was a perfect venue attractive to Pokemon players and local families. Attendees could either walk the course for free or rent a golf course for a nominal fee. Prizes were given out at end of the night. Over 200 attended the first party and there was a

demand for a second. A month later, the second party was just as successful selling out all the golf carts with a crowd over 200.

Roamin' the Hills of Olympia 5K Toga Run



This was the second year for the Toga Run held at the Olympia Hills Golf Course in the evening. 200 participants ran through the neon lit golf course in toga themed costumes and enjoyed Greek themed refreshments after the race. Special Olympics Texas was the beneficiary of a generous donation raised with the registration fees.

Snowfest



Snowfest saw its greatest attendance in 2016 bringing in over 8,000 adults and children. Additions to Snowfest included several talented acts on the entertainment stage including a magician and the Coronado Marimba performing group and additional rides and activities. Both were very popular and will return in 2017.

UC Fit Health & Fitness Fair



As a part of a Universal City health initiative to get physically fit, UC hosted its first health fair at Universal City Park featuring a Walk with the Mayor as well as classes, demonstrations and health screenings sponsored by Hand N Harmony and HEB.

Veterans Day Parade



The Veterans Day Parade continues to run with one of the largest lineups in the past few years. Over 50 parade registrants walked down Pat Booker to participate in the oldest running parade in the area.

Tree Lighting Ceremony



Rounding out the calendar year was the new Tree Lighting Ceremony. Even though weather caused the event to be rescheduled from its original date, hundreds filled the field next to City Hall to partake in the Christmas tree light up, play in the snow, climb the snow mountain, and take a picture with Santa. A new attraction, Winter Wonderland, was added this year and featured falling snow and marshmallow roasting for s'mores. Local businesses, A&A Plumbing, Airesmith, Angela Hayden Realtor, Herod Dental Care, Bahama Bucks, Four Kings, HEB, Randolph MailCenter, SpaceSavers, and Green Grooming showed their support and sponsored the tree lighting. The Olympia

Elementary choir filled the event with festive holiday music. Light refreshments were also served. In coordination with the UCIDC, Christmas decorations were revived and displayed throughout the City which generated numerous compliments from residents and businesses

Marketing and Promotions

The Event Coordinator works diligently throughout the year to provide advertisements and marketing material that reflect not only quality projects and programs, but the proficient efforts of the City on behalf of the residents and businesses.

Universal City's
SNOWFEST
& CARNIVAL

Presented by **HER** Helping Here. **WM**

Sat., February 13
3:00 PM - 9:00 PM

Universal City Park
305 North Blvd.

ADMISSION Admission includes entertainment and UNLIMITED RIDES on all rides & attractions

\$7 Kids (21 & under)
Free- Ages 2 & under

\$3 Adults

featuring... **JOHN O'BRYAN** *THE* Award-winning Comedian, Magic & Illusionist!

snow play area snow slides carnival rides
obstacle course gaga ball laser tag
human hamster balls bungee jump
climbing walls bounce house & more!

Free shuttle service from Randolph Plaza.

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FREE ADMISSION, PARKING & ACTIVITIES

Movies in the Park

UNIVERSAL CITY PARK - 305 NORTH BLVD, 78148
Activities begin at 7:00PM. Movie begins at sunset. Approx. 8:30PM

Bring your chairs, blankets, and snacks. Concessions will be available for purchase. No glass containers allowed in the park. Door prizes before every show!

www.UCTX.gov (210) 619-0721 City of Universal City

Sponsored by: Walmart, cricket, BUCKS, UNIVERSAL CITY

ROAMIN' THE HILLS OF OLYMPIA TOGA RUN

Friday, August 12 8:30 PM Start
Olympia Hills Golf Course

\$35- 5K Toza Run/Walk \$5 Discount for Military & First Responders
\$45- 8K Olympia Run

T-shirt Finisher Medal Timing Chip Glow Necklace
Costume Contest Finger Foods Beer Drinks DJ Music

www.UCTX.gov (210) 619-0721 Olympia 5K/8K Toza Run

beneficiary Special Olympics Texas

Thank you to the wonderful sponsors!

Olympia Hills UNIVERSAL CITY City of Universal City

HER Helping Here BUNDO BUNDO PARKS P&S orange leaf

Olympia Hills Golf Course & Event Center

Golf Operations



Going into 2016, the main goal of Olympia Hills was to protect the current reputation of the course and apply new ideas to surpass the expectations of all of its patrons. Starting in January, the golf course maintenance added two new John Deere fairway units to its fleet. Maintenance added a second mechanic to its staff. In doing so, Olympia Hills has been able to improve the safety of the golf cart fleet and raised the cutting quality of all of the mowing equipment, allowing the focus on making aesthetic upgrades such as constructing a new restroom on hole 13, creating new mulch beds and rock walk paths to #5 and #6 tee boxes, and the enhancing the Clubhouse



appearance by adding rock borders to all

flower bed areas. The most noticeable and biggest change was the resurfacing of the front and back of the Clubhouse patio surface.



Due to the constant improvement to the course conditions, Olympia Hills has been able to continue relationships with corporate events like 7up/Snapple, Discount Tire, IEC National, USAA, and HEB. Some of the most important events that Olympia Hills was

fortunate to host had nothing to do with golfing, but these events have greatly expanded the bond that the golf course has with the Universal City community. Events like the Pokémon Go party, Toga 5k/8k run, and the Fall Festival have made the course home to most of the residents in the area. The Pro Shop also made strides to keep up with the current golf trends by partnering with some major golf companies like Under Armor, Puma, Cobra, and Yeti to provide the latest in golf apparel and accessories, thus, proving that all the hard work by the staff is paying off keeps them looking forward to the banner years ahead.



Food & Beverage Operations

The Food and Beverage Department at Olympia Hills Golf Course & Event Center was very excited to have hosted nearly 200 events in 2016! Of these events, thirty were weddings, with multiple anniversary and birthday parties, and many different corporate events. Sales were increased with added events such as the City's Toga Run, Pokemon Parties, and Fall Festival. Easter and Mother's Day brunches sold out for a third consecutive year.



Social media was enhanced with the opening of two additional social media accounts; twitter and Instagram. These avenues were utilized to attract the younger generation to the Event Center. Interest in the Event Center was increased through the use of Google Tour to provide a virtual tour for weddings and special events, prompting more people to schedule on-site tours with the staff. As the staff continues to grow the social media presence in 2017, it should expand the online booking process as well.

Marketing included appearances at both the winter and summer Bridal Extravaganzas. This year, the shows brought in more than 1,200 contacts as well as numerous tours and one on-the-spot booking. As a follow up to the shows, staff was able to close on additional contracts at the Open Houses in February and November. The Open Houses brought in about 150 potential clients. For the 4th year in a row, the Food and Beverage staff was awarded "A Bride Favorite" in *San Antonio Weddings Magazine* and maintained a 5 star vendor rating on Weddingwire.com. Looking forward, the staff has already booked a booth at the January Bridal Extravaganza and started planning for an Open House in February of 2017.

The food and beverage staff works closely with the Golf Department by making bundled golf and lunch packages to support a steady increase in food and beverage sales on a daily basis. Depending on the times that golfers are scheduled for tee times, the lounge area offers a continental breakfast bundle as well. These ideas, along with a continuing social media presence, will allow for another year of increased profitability for Olympia Hills.



Public Works Department

The office of the Director of Public Works directs the daily operation of the General Services, Parks, Utilities Water/Wastewater, Animal Care and Control and Vehicle Maintenance Divisions.

The Department secured \$200,000 in grant funds from the Community Development Block Grant (CDBG) for Phase Eleven of the Parkview Estates Storm Drainage Project. The Department also acquired 30 acre-feet of water rights from the Edwards Aquifer and converted the former Public Works Office into an offsite file retention facility.

Two hazardous household waste collections were held which resulted in the collection of 217 tires, 1,265 gallons of latex paint, 330 gallons of oil based paint, 73 car batteries, 172 televisions, 34 computers, 417 gallons of motor oil, 52 gallons of antifreeze and 226 fluorescent light tubes.

General Services & Parks Divisions

The General Services and Parks Division of Public Works oversees the day-to-day activities of street maintenance and roadwork, and ongoing improvement in the City's various parks.

Streets

An 80'x20' section of concrete storm drain was replaced behind Tumblebrook which had been washed away. Additionally, the sign maintenance program continued with the replacement of all street name and regulatory signage in the Cimarron and Meadowland Subdivisions.

The General Services Division purchased a John Deere Model 6105D tractor equipped with a "Machete" boom mounted mower. This apparatus will allow City personnel to safely maintain areas that are too hazardous for conventional mowers. A Kubota Model ZD1211 zero turn mower was purchased to replace worn out equipment.

Parks

The 2016 Snow Fest was a great success with an estimated attendance of 7,500. Three carnival rides were added to the usual lineup and there were a wide variety of food and merchandise vendors.

Work on Northview Park continued with the relocation of park playground equipment to make room for the new library. Phase I of the Northview Park walking trail rehabilitation project was started mid-



year. This work included the removal of current red cinder material on the trail and replacing it with concrete. Other work included the installation of new and refurbished playground equipment on artificial playground turf, along with the installment of a new restroom and a new parking lot with security lights. New sod and the first phase of irrigation was also completed.

A Kubota ZD1211 zero turn mower and a Jacobsen Truckster with dump bed and spraying rig were purchased for the Parks Department. Lastly, construction of the Cibolo Creek Nature Trail was started with approximately 1,551 linear feet of concrete pathways added at Veteran's Park.

[Vehicle Maintenance](#)

In 2016, the Vehicle Maintenance Division continued its ongoing mission of effectively and expeditiously maintaining over 200 pieces of equipment and vehicles from various City departments. The Vehicle Maintenance Division purchased a Hofman Geodyne 9300 tire balancer to replace the old tire balancer.

[Animal Care & Control](#)

The Universal City Animal Care & Control staff continued to enforce the City's animal control ordinances and promote licensing of pets.

During 2016, staff impounded 512 dogs and 400 cats. Pet owners surrendered 15 dogs and 8 cats. A significant number of animals were returned to their owners; 264 dogs and 21 cats. Adoptions included 147 dogs and 104 cats, while transfers to other shelters



included 18 dogs and 12 cats. Licensing of pets within the City included 1,411 dogs and 284 cats.

Animal Control Officers also performed community outreach at local schools educating students about responsible pet ownership, as well as speaking with pet owners about City animal control ordinances. The staff, along with Universal City Animal Hospital, organized and hosted low cost rabies vaccination, microchip and licensing clinics.

Utilities Division

The Utilities Division is responsible for storage, distribution, treatment and testing of the City's water supply. In 2016, the Division continued making improvements to the City's water system focusing on the importance of water system functions to enhance fire protection and protect the supply of public drinking water.

In 2016, the City was awarded the Best Tasting Water Award by the Texas Water Utilities Association for the third consecutive year.

The Utilities Division completed Phase 3 and 4 of the Meadowland Outfall Sewer Line Project and the sewer line between defunct Jack's Auto Salvage property and the Heritage Subdivision. Extension of the reuse water line to Cimarron Park and the Copano Ridge Park in the Kitty Hawk Subdivision were completed in 2016. Phases 3 and 5 of the Universal City GIS Utility Survey were completed, and lastly, a new Wacker LTN8 mobile light tower was purchased

Library

The Universal City Public Library is a dynamic civic resource that provides free access to information, materials and services to all members of the community in order to stimulate ideas, advance knowledge and enhance the quality of life. The library provides programs, information, reference materials, collections, databases and electronic resources to the community at large. The library is operated through the work of library staff, community volunteers, and Friends of the UC Library.

The most exciting event of the past fiscal year was breaking ground for the new library. The City and library staff worked with Marmon Mok Architects and the Sabinal Group to advance the construction project.

Throughout the year library staff provided a full range of programming and services in temporary space at 401 W. Byrd.

Story time for young children was offered weekly. Library director Toni Davenport and her dog Skylar also offered a weekly program, Paws for Pages during the early part of the year. The summer reading program ran from June 4 through July 30, concurrently with six *Library at Redhorse Park* programs. These programs, organized by library clerk Cindy Patterson and volunteer Fatima Ward, included story time, games and other activities, and crafts. Seven *Concerts at the Library* were staged in June and July with the assistance of local musician Luke Leverett.

Toni Davenport left her position on July 1. A youth librarian position was added.

Jessica Pollock started as the City's first Youth Librarian on July 26. Programming offered in August and September included the *Famous Artists Craft Program* and *Mad Science with Jessica*. Susan Ennis joined the staff as Library Director in August.

At the temporary location, library staffing and hours were limited for much of the year. The staff continued to provide assistance in



research, computers, and various projects. Library staff and volunteers were able to offer full use of library materials as well as computer use, printing, faxing and wi-fi.

Community Support

As in the past, the library enjoyed strong support from the Universal City Community throughout the year. Two Thousand seven hundred and sixty-one hours (2,761) of volunteer time were logged. Particularly noteworthy was a radio-frequency identification (RFID) project completed by Pam and Jim Woody. More than 23,000 items, including books, CDs, and DVDs, were prepared for self-checkout in the new library.

The Friends of the Universal City Public Library held used book sales in June and August. In 2016, the Friends group donated \$38,000 to support the construction of the new library building.

Quick Stats

Items owned: 22,841 Circulation: 12,041 Gate Count: 8,802

Attendance at programs, children: 555 Attendance at programs, adults: 275

Books borrowed from other libraries through ILL: 265

Books loaned to other libraries: 5

Municipal Court

Court staff effectively and efficiently processed nearly 12,000 citations in 2016. The number of citations received in 2016 remained static, although the number of citations increased significantly as new officers began writing and the trainers were freed up to return to patrol. There were over 3,700 outstanding warrants closed out in 2016; an increase of over 200 more cases than 2015.



Utilizing court security funds, the Municipal Court purchased an X-ray machine for use in the lobby on court days. The use of the X-ray machine, along with other safety measures already in place, has increased safety and security for court attendees as well as the judge, officers and court staff. As an added bonus, the use of the X-ray machine has expedited the check in process. The assistance of Universal City Citizens Police Academy Alumni members has also contributed greatly to the ease of entry to and from the court.

Furthering the Municipal Court's efforts to maximize security, Bailiff Jeremy Bellamy achieved state certification as a Court Security Specialist. Only 85 peace officers in Texas have achieved the certification, a 2 year process consisting of seven classes and 40 hours of training.

In March, Universal City Municipal Court was recognized at the statewide Municipal Traffic Safety Initiatives Conference in Dallas. Our court was selected for its outstanding efforts to raise awareness about traffic safety issues, activities related to preventing impaired and distracted driving, child safety issues, and other safety concerns.

Using court technology funds, the court purchased a large screen TV which was mounted above the court lobby window. A slide presentation provides information on court processes such as defensive driving, court appearances, time payments and other possible citation outcomes. Interspersed with the court information are informative safety reminders on subjects such as Texting While Driving, requirements for a stopped school bus, Halloween safety, illegal use of fireworks, the dangers of leaving children in hot cars and other



seasonal reminders.

The Municipal Court Judge and Court Administrator gave a presentation to the newest class of the Universal City Citizen's Police Academy and provided them an overview of how municipal courts operate. The members were taken on a tour of the courtroom, passing through the security system and into the courtroom for a discussion on actual court proceedings. An extensive question and answer session helped to convey the purpose of a municipal court and how it contributes to the overall safety of the citizenry. Court staff particularly emphasized the many forms of distracted driving and the hazards of electronic use while driving.

Court staff celebrated Municipal Court Week November 7-11 with the reading of a proclamation at the City Council meeting. The Universal City Citizens Police Academy Alumni members in attendance were acknowledged for their volunteer services in assisting the court with various duties throughout the year. Each member of the Alumni received a gift bag in appreciation for all they do on behalf of the municipal court.

Police Department

The Universal City Police Department is committed to excellence in law enforcement and is dedicated to the people, traditions and diversity of Universal City in order to protect life and property, prevent crime and reduce the fear of crime.

2016 marked the 21st anniversary of National Night Out in Universal City. The campaign to promote safety was revised from using caravans for block party visits to holding a City-wide National Night Out Kick Off Event at the city park. The centralized location gave citizens more opportunity to meet with Police Department personnel to discuss issues and initiatives to keep their neighborhoods safe. The Blue Santa program celebrated its 10th consecutive year of serving families in need in the Universal City community.



The Universal City Police Department is blessed to have business and residents that are supportive of its ongoing efforts to keep Universal City safe. During National Police Week, local businesses and organization honored members of the police force with cards, pictures and notes of appreciation. The Universal City Police Academy Alumni Association (UCPAAA) donated \$6,500 to the Police Department. Funds from the

organization were used to purchase non-budgeted police equipment.

Protecting and serving the public is a round-the-clock vocation. During the year, Universal City Police handled over 39,000 calls for service and the dispatchers answered approximately 13,000 Fire and EMS emergency calls. The Police Detectives were proactive and effective in clearing nearly seventy percent (70%) of all criminal offenses investigated. The Police Administrative Staff processed 1,591 Business and Residential alarm permits and assisted in processing approximately 3,061 warrants.

Police staffing changed with the retirements of 2 officers. Lieutenant Mark Mason who retired from Law Enforcement after 39 years of service, spending 36 years of honorable service with the Universal City Police Department and Sergeant George Williamson after 20 years of service, spending 9 years with the Universal City Police Department. The Department's annual Citizens Police Academy recognized 18 graduates in 2016.

Conclusion

While 2016 was a year of great momentum for the City, and a progressive one in many ways, the work of building upon past accomplishments will continue in to the New Year and well beyond in an effort to provide citizens with the highest level of municipal services and quality of community life within the means available. The task for Council and staff is to keep cost of services affordable while managing the future growth and sustainability of the City.

