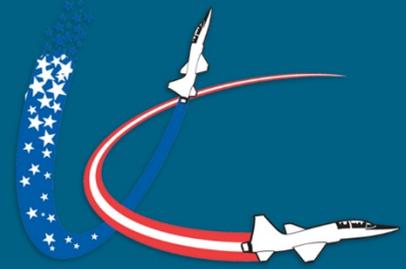


# 2020



# City of Universal City Accomplishment Report

Administration

Development Services

Economic Development Corp.

Events

Finance

Fire Department

Library

Municipal Court

Olympia Hills Golf Course & Event Center

Police Department

Public Works





# Administration

Kristin Mueller, City Clerk

## City Council Zooms

In compliance with an order issued by the Office of the Governor, the City Council of Universal City held its first virtual City Council Meeting in March 2020. Zoom, the virtual meeting platform used to host the meeting, allowed for council members, staff, petitioners, and residents to attend the entire meeting from the comfort and safety of their own home. In order to advance the public health goal of limiting face-to-face meetings to slow the spread of COVID-19, City Council met virtually intermittently throughout 2020 and continues to do so in 2021.



## 2020 Special Election

Universal City residents voted in the November 3rd Special Election to authorize the City of Universal City to sell approximately 32-acres of park land for economic development purposes. Regulatory laws require that the proceeds from the sale of the park land be used to purchase or improve park land elsewhere in the City. The 32-acre tract provides an opportunity to expand the growth of commercial services along Kitty Hawk Road, Universal City Blvd, and Loop 1604.

## Household Stabilization Grants

Both Greater Randolph Area Service Programs (GRASP) and Randolph Area Christian Assistance Program (RACAP), completed the Household Stabilization Program on behalf of the City of Universal City. The program issued a total of \$150,000 to Universal City residents, affected by COVID-19. It provided 89 local families with rent assistance, 58 families with utility assistance, and 72 families with food/gas assistance.

## Intergovernmental Support Agreement

Mayor Williams and City Council executed the first ever Intergovernmental Support Agreement with the Alamo Area Council of Governments (AACOG) and Joint Base San Antonio (JBSA). The first project under the agreement, The Lindbergh Demolition Project, was completed in 2020 as well. The project consisted of the demolition of derelict housing properties within the clear zone of Joint Base San Antonio – Randolph Air Force Base. The project improved flying safety for the Air Force and promotes public safety for the residents of Universal City.





# Development Services

Michael Cassata, Director of Development Services



## Code Compliance

778 cases

130 cases currently active

609 cases resolved with voluntary compliance

39 court summons issued

Demolition of 9 dilapidated homes in cooperation with JBSA



## Planning

Aviation District Revitalization study completed

Specific Use Permit process adopted and initiated

LaVonne Villa Subdivision finalization - 10 duplexes

Cibolo Crossing Subdivision finalization - 163 single-family homes



## Health

126 fixed and mobile food establishment licenses

19 pool licenses (apartments and splashpad)

34 Notices of Violation issued

36 complaints – food establishments and apartments pertaining to foods, pools & public health

## Building

KB Homes Copano Ridge sells out

Orchard Park Subdivision launched with 34 homes started

Townplace Suites by Marriott hotel construction started

89 new homes - valuation of \$22,420,395

27 commercial projects including new buildings and tenant finish outs - valuation of \$7,286,445



# Economic Development

Kristin Mueller, Director of Economic Development

## PPE to Local Businesses

The City partnered with Bexar County to distribute a "COVID-19 Essential Items Bag" to assist small businesses in complying with COVID-19 protocols. The program provided a free, one-week supply of personal protective equipment (PPE) to sole proprietors and businesses with less than 25 employees.

## Small Business Stimulus Program

The Economic Development Corporation and the City of Universal City authorized the issuance of \$250,000 each for a total of \$500,000 in grant money to help local small businesses that were negatively affected by COVID-19. The grant assisted 62 local businesses in paying their rent or mortgage and utility bills from April-July 2020.

## Store Front Improvement Program Gather Brewing Company

A brand new craft brewery and kitchen is coming to Universal City! The Economic Development Corporation allocated funding for the Gather Brewing Company to participate in the Storefront Improvement Program. The Gather Brewing Company, set to open mid-2021, is located at 210 E. Aviation. With over \$1M invested, the owners are excited to bring their bold flavored craft beer to Universal City and to be a place for local families to gather and enjoy good food, beer and great conversation.

## Bond Authorization

In November 2020, the Universal City Economic Development Corporation authorized the issuance of a \$3.5M Sales Tax Revenue Bond to undertake various projects that have been found to promote new or expand business development including: (1) demolition of dilapidated or abandoned structures, rehabilitation of existing structures, and acquisition of real property for future sale or lease to new or expanding businesses, and for a town plaza; (2) construction and improvement of public infrastructure and utilities related to the promotion of new or expanding business development; (3) construct, improve and/or repair streets and traffic signal systems, medians, trails, sidewalks and related water, electric, gas, drainage and conservation easement improvements at various locations in the City related to new or expanded business development; (4) undertake various beautification projects throughout the City, including landscaping, architectural nodes, signage and way-finding signs.





# Events

Regina Carmona, Community Relations Specialist



## Grand Openings

Even with Covid restrictions, Universal City celebrated several new businesses with small and socially distant Grand Opening events.

Los Tapatios, Red Feather Healing, Lux 21,

## Egg Drop

The first event to be effected by quarantine was the Easter Egg Hunt. Because families were urged to stay home for the holiday, we changed the Egg Hunt to an Egg Drop. Staff delivered candy boxes to families who signed up online for a delivery. The Easter Bunny was also able to visit a few families.



## Pumpkin Patch

With a socially distant layout, reduced hours, and contactless payment, the pumpkin patch opened in October. Even without the regular weekend activities, the 2020 pumpkin patch made record sales benefiting 13 non-profit organizations.

## Sweets with Santa

Sweets with Santa was created to give families the opportunity to safely visit with Santa. Guests reserved a table for their family which included candy and icing to decorate their own gingerbread house while waiting for their private session with Santa. For many, this was their only opportunity to see Santa during the holidays.



## Fiesta Food Drive-thru

After San Antonio canceled the annual Fiesta events, UC created a Fiesta Food drive-thru at the Olympia Hills Golf course featuring favorites such as chicken on a stick, brisket nachos, corn in a cup, and margaritas to go. Residents drove up and purchased their favorite fiesta foods without having to leave their car. The event was extremely popular hosting a full line of cars for the entire two hours.

## Universal City Turns 60

Universal City celebrated it's 60th anniversary in the shadow of a pandemic. To celebrate, residents were invited to stop by City Hall and pick up an anniversary gift of Universal City branded items including a face mask, coffee mug, pens, hand sanitizer, and jet stress toy.



# Finance

Pat Collins, Director of Finance

A background image featuring a white piggy bank, a stethoscope, and several US dollar bills (including \$100 and \$500 bills) and coins scattered around. The piggy bank is in the foreground, and the stethoscope is draped over it. The money is scattered in the background, creating a financial theme.

## Savings

Refinanced Water and sewer bonds for a cost savings of \$634,000.

## Banking Services

Completed a request for proposal for new banking services and transitioned all accounts to the new bank.

## Remote Deposit

Streamlined daily deposits of utility check payments through remote deposit.

## Employee Insurance

Revised employee insurance from a PPO to an EPO plan at a cost savings of \$614,302.



# Fire Department

Manuel Casarez, Fire Chief

## Covid Relief

Throughout the year, Chief Casarez worked hard to secure and distribute the much needed PPE for the Fire Department personnel and other City staff.

## Paint-A-Hydrant Program

The UCFD implemented the Paint-A-Hydrant program. With the community's assistance, numerous fire hydrants received a fresh coat of paint. Special thanks to all the citizens who have participated.

## Fire Prevention Education

### Zooming Presentation

COVID restrictions have forced UCFD to get creative in promoting fire prevention. They created a Fire Prevention program for Zoom.

### Ace the Fire Dog

The retirement of Nozzle the Fire Clown left an opening in the Fire Prevention Show. After tremendous research, the UCFD adopted Ace from the Lackland AFB K-9 Program. Ace has been working hard with his handler, Firefighter Jesse Fowler, to get ready for Fire Prevention Week in October of 2021. Keep up with Ace through his Facebook page, Ace the UCFD Fire Dog.

## Training

The Fire Department has been continually training through the year. Even with an increase of service calls, the UCFD made time for training. Several firefighters have obtained additional certifications to include Driver Operator, Aerial Operator, Fire Inspector, Fire Officer, and Fire Investigator. Captain Jesse Hubbard and Firefighter Jake Vierra completed the Police Academy. They are now trained to assist the Fire Marshal with arson investigations. Jesse and Jake are currently working on completing their field training with the police department.

## Grant Funding for Equipment

A grant was awarded to the Universal City Fire Department for a mobile generator and Light Trailer. This equipment comes at no cost to the Department and is much needed equipment.





# UC Public Library

Susan Ennis, Librarian

## WiFi Accessibility

To assist families with internet access, Free WiFi services were extended to the parking lot and bench seating was added outside the library. The library also acquired several hotspots for patrons to checkout and use at home.

## Friends of the UC Library

Donations from the Friends of the UC Library supported projects that included purchase of room-darkening blinds for the activity room, financial support for the summer reading program, and funds to purchase large print materials.

## Volunteers

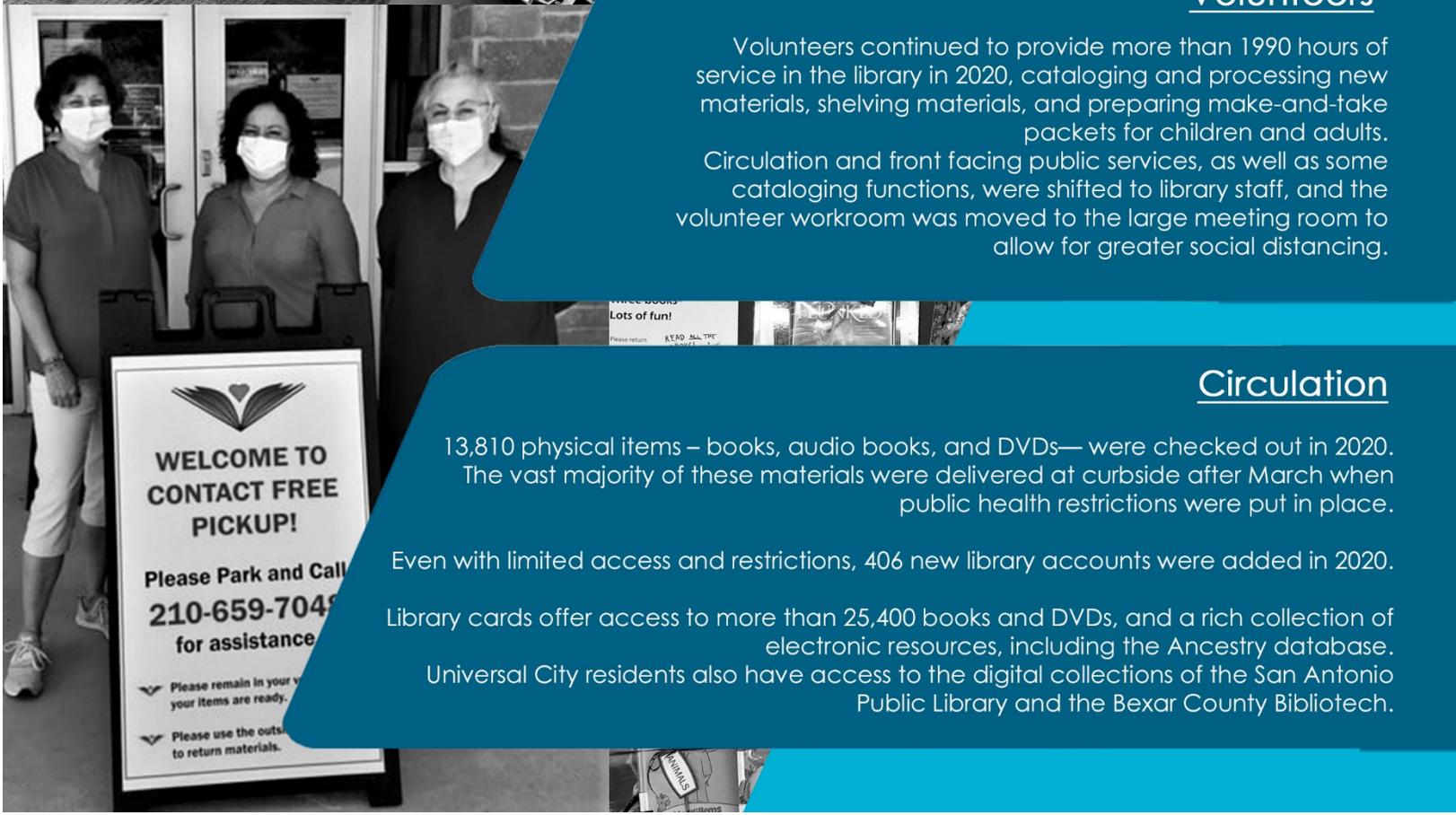
Volunteers continued to provide more than 1990 hours of service in the library in 2020, cataloging and processing new materials, shelving materials, and preparing make-and-take packets for children and adults. Circulation and front facing public services, as well as some cataloging functions, were shifted to library staff, and the volunteer workroom was moved to the large meeting room to allow for greater social distancing.

## Circulation

13,810 physical items – books, audio books, and DVDs— were checked out in 2020. The vast majority of these materials were delivered at curbside after March when public health restrictions were put in place.

Even with limited access and restrictions, 406 new library accounts were added in 2020.

Library cards offer access to more than 25,400 books and DVDs, and a rich collection of electronic resources, including the Ancestry database. Universal City residents also have access to the digital collections of the San Antonio Public Library and the Bexar County Bibliotech.





# Municipal Court

Linda Rose, Court Administrator



## Enhancements

The court undertook several security and technological improvements to enhance safety and customer service. Using court security funding, the courtroom/city council chambers underwent a major transformation with both enhanced security and aesthetic features, as well as an upgraded sound system.

## Payment Kiosk

Court technology funds were used to purchase a payment kiosk which is located in the City Hall lobby as a 24/7 online payment option. Using the fast and easy kiosk, court customers may pay a citation prior to their court date or an outstanding warrant payment using a credit card. As an added convenience, water department customers may also pay their water bill through the kiosk.



## Improved Processing

The court contracted a collection agency to improve the collection of outstanding warrants. Using the advanced tools available to them, the agency made numerous mailings and phone calls advising defendants of their outstanding responsibilities. These contacts resulted in an uptick in defendants coming in or going online to take care of their warrants. Noncollectable cases were also purged thus reducing storage area.

## Traffic Safety Award

Universal City Municipal Court was announced as a 2020 Municipal Traffic Safety Award winner; one of 11 courts statewide to receive the award. Throughout the year, court staff reached out to children, teens, and adults through events such as National Night Out and a visit to a local daycare. For Municipal Court Week, the City Hall lobby was decorated with movie themed posters presenting traffic safety messages in an entertaining but thought-provoking manner.



# Olympia Hills Golf Course

Sal Garcia, Director of Golf Operations



## Software Update

The implementation of G1 software, a strategic partnership with GolfNow, and a significant increase in popularity in golf resulted in an increase of over 11,000 rounds played at Olympia Hills in 2020 compared to 2019.



## Course Adjustments

Olympia Hills underwent a few projects to help appeal to golfers of various skill levels. New tee boxes were created to provide more options for differently skilled players, as well as removed a number of unnecessary obstacles which previously plagued golfers.



## Course Improvements

To prevent flooding on the course through holes 6 and 7, a new state of the art bridge was built which allows golfers to play after high levels of precipitation without any inconvenience.



# Olympia Hills Event Center

Katie Rein, Director of Food & Beverage

## Clubhouse Remodel

At the start of 2020, Olympia Hills updated the entire interior of the clubhouse to a distinguished and modern feel with a pallet of grays and whites.

Two beautiful feature walls were designed in the reception area. The changes have been extremely popular among clients, especially wedding clientele!

In the lounge, the patio doors were relocated and replaced with automatic doors to assist with covid restrictions and opened the room for social distancing.

## Featured Weddings

Due to COVID-19, Olympia Hills had to prohibit large gatherings including weddings at the beginning of March 2020. Once able to reopen, the look of weddings had changed to a small intimate gathering referred to as a Mirco-wedding.

Olympia Hills developed an all-inclusive Intimate Wedding Package for 30 guests resulting in a full calendar of bookings for the later half of 2020.

Two of the first weddings Olympia Hills hosted during the pandemic were featured on San Antonio Weddings!

## Family Style Meals to Go

Like many restaurants throughout the country, Olympia Hills' Bar and Grill had to close its doors to in-dining seating due to COVID-19 restrictions. However, with regulations put in place Olympia Hills was able to offer curbside orders to-go. Family style meals to-go such as Beef Tips, Street Tacos, etc. were available for \$29. The hope was to provide fresh affordable meals to anyone heavily impacted from the pandemic. Olympia Hills also teamed up with a local pharmacist, who created the fundraiser Pharm 2 Table. Through donations with Pharm 2 Table, Olympia Hills provided 121 family style meals to first responders, health care professionals, families in need, etc.



# Police Department

Gary Speer, Chief of Police



## Operation Grinch

Officers and McGruff participated in Operation Grinch to help prevent thefts and burglaries during holiday shopping.



## Equipment Upgrade

Patrol cars were equipped with new state-of-the-art equipment. Specifically, new LED light bars to help make officers more visible when on calls or at traffic accidents.

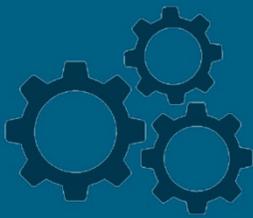


## Remote Deposit

UCPD completed over 4,800 hours of training; 302 hours for Dispatchers and 4,551 hours for Officers. A big focus of training in 2020 included Civilian Interaction, De-escalation and Crisis Intervention. Officers are well trained on how to deal with people in crisis, including folks with Intellectual and development disabilities.

## New Officers

In 2020 the Universal City Police Department hired six new Police Officers and one new Dispatcher. Two of these new Officers were already employed as Firefighters for the Universal City Fire Department. These two Officers/Firefighters are now Arson Investigators and work closely with the PD for these investigations and as needed for special events.



# Public Works

Randy Luensmann, Director of Public Works



## General Services: Streets

### 302 Wagon Crossing

Located at the eastern end of Wagon Crossing a 52-foot x 40-foot section of street was reconstructed to complete the street at the dead end. The work included installation of curbing and metal bollards.



## General Services: Parks

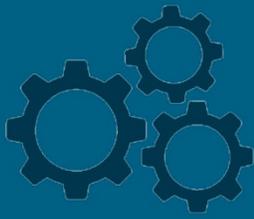
### Cimarron Park and Clubhouse

The 6300-square foot asphalt parking area was reconstructed which included new pavement and striping. This reconstruction allowed for the accommodation of 18 parking spots with two of them being dedicated handicapped parking spots. New reuse water irrigation system was added along with front yard sod and landscaping.



### Northview Park – New Large Pavilion and Additional Parking

Construction of a new 1,400-square foot pavilion was constructed along with a 1700-square yard parking area. This new parking area will provide 40 additional spaces which are much needed at this location.



# Public Works

Randy Luensmann, Director of Public Works

## Utilities

### Sanitary Sewer Pipe Bursting Project

Over 800-linear feet of sanitary sewer lines were replaced throughout the City through pipe bursting method in April 2020. Pipe bursting is the process of installing a new sewer line by bursting through an existing pipe by winch and hydraulics.

### Kitty Hawk/Cibolo Creek Waterline Project

A total of 4,500-linear feet of new water main was installed to supply the new Orchard Park subdivision. The new sections of water main began at Kitty Hawk Road/Sunrise Canyon and runs across Cibolo Creek and FM 1518. Both water mains were installed via directional bore.



## Storm Water

### Street Sweeper

Purchased 2020 Tymco Model 600 regenerative air sweeper. The purchase of the sweeper was partially funded through a grant in the amount of \$112,462 provided by the Texas Volkswagen Environmental Mitigation Program (TxVEMP) which is administered by the Texas Commission on Environmental Quality.

### CDBG Parkview Storm Drain Phase 14

Completion of Phase 14 of the Parkview Storm Drain project funded with City and Community Development Grant funds.



## Animal Care and Control Services

The shelter signed up for the ShelterBed Kuranda Donation Program in October 2020. These durable, easy to clean beds give our shelter pets a comfy place to sleep and lay. The shelter has received 16 beds and a cat tower through this program.

In coordination with SNAP, Animal Care and Control hosted a low-cost spay and neuter clinic. 23 cats and dogs were spayed or neutered during the one day clinic.