

2019

Universal City Accomplishment Report



FINANCE



DEVELOPMENT SVCS.



LIBRARY



FIRE DEPT.



MUNICIPAL COURT



POLICE DEPT.



EDC



OLYMPIA HILLS



PUBLIC WORKS



ADMINISTRATION



Administration

CHANGING OF THE GUARD

On April 30, 2019, City Manager Ken Taylor retired after 16 years as City Manager for the City of Universal City. He had over 40 years in the profession and served other Texas cities like Burnet, Taylor, and Rockport. As City Manager for Universal City, he carried out a \$20 million Capital Improvement Project for street improvement, constructed a new public works service center, a new library, a new animal shelter, as well as expanded the police and fire station. Ken substantially increased park land and developed amenities including a dog park, splash pad, a new concession facility, and nature trails along Cibolo Creek. He implemented a comprehensive planning process and a comprehensive personnel management system including policies, job classifications and a pay plan. Furthermore, he diversified and secured the City's water supply with the purchase of new water rights from the Carrizo-Wilcox Aquifer and Edwards Aquifer as well as carried out a capital improvement projects including a new 1-million-gallon elevated storage tank, renovation of several well sites, and installing new and replacement water and sewer mains. He greatly improved the financial condition of the City of Universal City during his tenure. The Mayor, City Council, and Staff congratulate Mr. Taylor on his retirement.



Effective May 1, 2019, Kim Turner was appointed as City Manager for the City of Universal City. She has served the City of Universal City for 20 years in the capacity of Economic Development Director, Development Services Director, and Asst. City Manager. She has played a vital role in improving Pat Booker Rd and creating Northlake Business Park, attracted Wal-Mart and a three-story hotel on IH-35, and created the Store Front Improvement Program. She always focused on bridging the communication between residents and Staff by encouraging the City to transition to an automated phone system, build its first website, be active on social media, and by modernizing the City's codes and ordinances. The Mayor, City Council, and Staff welcome Kim Turner as City Manager.



Development Services

PLANNING

East Aviation District Revitalization study initiated with AECOM consulting services

Orchard Park Subdivision finalization including Development Agreement execution

Townplace Suites by Marriott hotel plan finalization

BUILDING

Instituted flat building permit fee schedule with only 8 permit fees based on actual cost to the City

78 new homes with a valuation of \$21,925,971

19 commercial projects including new buildings and tenant finish outs with a valuation of \$5,932,626

CODE COMPLIANCE

1,497 cases

118 cases currently active

1,243 cases resolved with voluntary compliance; 136 court summons issued

BOARD OF APPEALS

24 cases resulting in 2 structures being demolished

8 residential cases with completed remodels and 10 cases still undergoing reconstruction

Valuation of the 18 remodels of \$877,000



HEALTH

119 fixed and mobile food establishment licenses

19 pool licenses (apartments and splashpad)

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

26 Notices of Violation issued





Economic Development Corporation

In 2019, the EDC focused on improving the storefronts of local businesses as well as demolishing sub-standard structures to make way for new development. Additionally, after many years of negotiations, the EDC sold the IH-35 frontage property to a hotel developer.



EDC INCENTIVES:

Rapid Fired Pizza
Triangle Shopping Center Phase II
1717 Universal City Blvd, Building 3
WingIt, LLC
Carrera Optical
2019 T-CAL State Volleyball Tournament

SipIt, LLC
302 Pat Booker Rd.
315 Pat Booker Rd.
317 E. Aviation
408 Bowie



EVENTS

In 2019, two new events were added to the calendar. The Mother-Son Dance and Luau were a hit with sold out crowds held at the Olympia Hills Event Center. Annual events such as the Egg Hunt, Splashfest, Tree Lighting and Snowfest continue to grow bringing thousands of visitors to Universal City. More local businesses are taking advantage of the sponsorship opportunities available for marketing and community outreach.



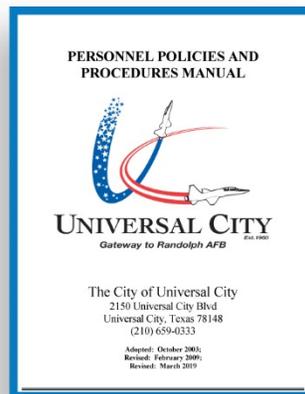


Finance

REVISION OF PERSONNEL MANUAL

During the year, the Finance Department worked on and completed a revision of the Personnel Policies and Procedures Manual. The last revision was completed on February 2009. With the assistance of the department heads, the revised manual was completed in March of 2019.

Each employee receives a copy of the Policy Manual at the time of their employment and a new revised version once it is completed.



CHANGE OF BANK DEPOSITORY AND COLLATERAL AGREEMENT

It is recommended for the City to select a banking service depository through a competitive request for proposal at least every five years in accordance with the Texas Government Code.

The Finance Department issued a request for proposals for banking services in February 2019. Proposals were accepted in July and the selection was made in the fall of 2019. The choice was a difficult decision, but the proposal from TexStar Bank was selected. The Finance department is working with TexStar Bank as well as Bank of America to complete the transition.





Municipal Court

PUBLIC SAFETY AWARENESS

In an effort to increase public awareness of various traffic safety issues and distracted driving, the Municipal Court staff participated in multiple community events. At National Night Out, the staff encouraged children to pledge to always wear a seat belt and drivers of all ages were encouraged to sign a pledge to not drive while distracted. Staff also visited Miss Annie's Daycare and gave a well-received presentation to the children on buckling up, as well as, walking and playing near traffic areas. During Municipal Court Week in early November, the lobby was decorated with movie themed posters addressing traffic safety issues. The staff chatted with visitors and handed out goodies in the lobby throughout the week.



RETIREMENT

After 11 years with the Universal City Municipal Court, associate Judge Frankie Boyd retired. Judge Claire Matecko was added as an associate judge, bringing extensive knowledge and experience to the court.

CERTIFICATIONS

Senior Clerk Brenda Watkins achieved her Level III state certification, earning the title of Certified Municipal Court Clerk (CMMC). She is one of only 113 to have achieved this level since the program's inception in 1996.

Matthew Schwartz joined the Municipal Court staff in May, transferring over from Public Works. In less than 4 months, he achieved Level I Certification status. Most Level I clerks are employed in a court for a year or more before being able to achieve Level I.



Olympia Hills Event Center



COUPLES' CHOICE
AWARDS[®]



2019

COUPLES CHOICE AWARD

In June of 2019, Olympia Hills was rewarded with the "Couples Choice Award" from Wedding Wire Magazine. This award recognizes the commitment to quality services and professionalism.

HOLIDAY HOT SPOT

Olympia Hills continues to be a top choice for holiday parties. The 2019 season totaled more revenue than the past four holiday seasons.

RENOVATED OUTDOOR CEREMONY SITE

The popular outdoor Ceremony site was updated. By removing the rustic arch and adding a pergola, the area appears larger and appeals to the modern bride.

SPECIAL EVENTS

Olympia Hills hosted two new Universal City events with sold out crowds. The Mother-Son dance featured a Fortnite dance theme open to mothers and sons of all ages.

The Luau was held in the back patio which sold out all VIP tables. A catered Hawaiian dinner and fire dancers were the highlight of the evening.





Olympia Hills Golf Course

GOLFNOW

In September, Olympia Hills joined GolfNOW, the leading booking platform in the golf industry. GolfNOW offers golfers the ability to reserve tee times 24/7 with a multitude of booking options. This partnership has increased Olympia Hills presence among golfers and increased bookings.



TREE TRIMMING

Olympia Hills has proudly made improvements to increase customer satisfaction. In January, a major tree-trimming project took place that greatly increased aesthetics and playability around the golf course and clubhouse.



FLEET IMPROVEMENTS

The course continues to utilize the latest equipment to maintain a beautiful facility for members and customers. In keeping with this initiative, in 2019 we implemented the use of all new state of the art maintenance vehicles to keep the maintenance crews safe and the course as pristine as possible.

NEW WASH PAD

A new wash pad was constructed with the purpose of keeping the course maintenance equipment in the best condition.





Public Works

Animal Care & Control

COMMUNITY OUTREACH

Animal Control Officers visited local Elementary schools to educate students about responsible pet ownership and distributed 600 Staying Safe from Dog Bites and Learning About Rabies activity books. The goal is to teach children what to do when confronted by a dog and teach them to stay away from wild and domestic animals they do not know.

The annual Pet Blessing was held in conjunction with Homes for the Homeless. Blessing provided by Rev. Mike Widner with Christ the King Lutheran Church.

The ACC hosted two low-cost rabies vaccination and microchip clinics held in cooperation with Universal City Animal Hospital.



- Responded to 1,300 Wildlife and Domestic Animal Complaints
- Adopted 184 Dogs and Cats to New Families
- Reunited 228 Pet with Their Owners
- Licensed 1,056 Dogs and 240 Cats



FACILITY UPGRADES

The entire exterior of the ACC building was power washed, and the fascia and gutters were repainted.

The marque message sign was replaced with a full color electronic message board. Homes for the Homeless donated half the total cost for the sign.

The exterior metal poles in all dog outdoor kennels were sanded and primed to remove all rust then repainted, giving the dog kennels a fresh new look.

Upgraded two play yards with a 10' x 10' covered patio, sidewalk and bench. These play yards are used for providing exercise for the dogs and for a place for potential adopters to meet and visit with adoptable dogs.



Public Works

Parks & Recreation



NORTHVIEW PARK IMPROVEMENTS

The Northview Splashpad opened in March 2020 and attracted families from all over the San Antonio area.

The new 3 story play structure was also installed adding appeal to the park.

New pavilions were constructed at the Northview Splashpad and Veterans Park. Guests will be able to reserve the pavilions for private functions such as birthday parties.

RED HORSE PARK

The unisex restroom at Red Horse Park was remodeled with new counter top, sink, recess lighting, new paint and roof, as well as, doors with an automatic door locking system. This feature will allow the city to program the doors to lock at a selected time.



CIMARRON CLUB HOUSE

The men and women restrooms at the Cimarron Club House were remodeled as well. The upgrades included new flooring and plumbing fixtures being installed in addition to baby changing stations being added.



Public Works

Streets

STREET IMPROVEMENTS

Street bond improvements included milling and overlay, as well as some street reconstruction completed in 2019.

In addition, Gibbs Sprawl between Loop 1604 and Universal City Blvd. reconstructed this included landscaping and installation of irrigation in center islands.

STORM DRAIN

Completion of Phase 13 of the Parkview Storm Drain project funded with City and Community Development Grant funds. The work included the installation of 174 linear feet of concrete channel and relocation of a natural gas pipeline.

COMMUNITY IMPROVEMENTS

To comply with State law, the street name signs were replaced in the Meadowland, Cimarron and Olympia Subdivisions.

CITY WIDE CLEAN-UPS

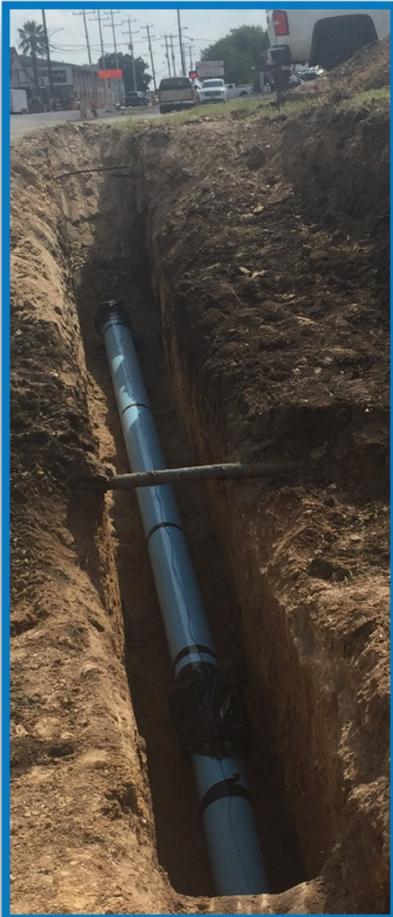
Spring and fall clean-ups collected 1,540 gallons of paint, over 300 scrap tires, 568 gallons of used motor oil and antifreeze and 7.6 tons of e-waste. All of which was diverted from the waste stream and properly recycled or disposed of.





Public Works

Utilities



The Universal City Utilities Division continues to provide award winning water to its customers in 2019. In addition to the daily operations of the water and sanitary sewer system Utilities personnel accomplished the following.

Replacement of the 8-inch water main on East Aviation as part of the E. Aviation Street Improvement Project.

Installation of a new 8-inch water main that will provide water to the property next to Olympia Hills Golf Course on IH-35 frontage road.

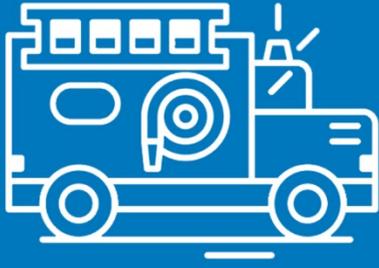
Re-routed and replaced a section of sanitary sewer outfall line in the Springwood Subdivision area.

Connecting water and sewer connection to the wash rack at the Olympia Hills Golf Course.



SIMPLY THE BEST

The Universal City Utilities Division continued its tradition of excellence by being recognized by receiving the 2019 Texas Water Utilities Association's best tasting ground water award as well earning 3rd place in the 2019 American Water Works Association's best tasting water contest.



Universal City Fire Department



COMMUNITY OUTREACH

Sparky joined the public relations efforts visiting schools and taking pictures at UCFD events.

2019 Pancake Breakfasts were the biggest and most successful to date.

Fire Station Open House was the highlight of the year featuring a Fire Prevention trailer, truck tours, station tours, hands on CPR demonstrations for all, rappelling demonstrations, vehicle extrication demonstrations, etc.

Created a Juvenile Youth Firesetter Program.



TRAINING

UCFD logged over 2,200 hours of fire department training.

Four firefighters are currently enrolled in Fire Inspector training to build upon our strong prevention efforts.

Created a regional Fire/Arson Investigation Team.

Two firefighters are currently enrolled in Peace Officer school to assist the Arson Team.

Created a Juvenile Youth Firesetter Program.

CERTIFICATIONS

Captain Jeff Vaughn and Firefighter Marla Jendrusch received the Car Seat Technician certification.

Lieutenant Edui Tijerina achieved an Advanced EMT certification from the Texas Department of State Health Services and National Registry of EMTs.

Assistant Chief/Fire Marshal Perna graduated from the Law Enforcement Management Institute of Texas (LEMIT) Executive Fire Marshal Development Program.

Chief Casarez graduated from the Certified Public Manager Program at Texas State University.



LIFESAVING

Incorporated a LUCAS device for automated chest compressions for CPR enhancement. This innovative device will increase operational efficiency as well as to improve patient outcomes.



Universal City Police Department

CPA GRADUATES



2019 Citizens Police Academy graduated 18 citizens. The 13 week class included many facets of the UCPD such as patrol tactics, traffic enforcement, SWAT demo, Crime Scene demo, CID overview, Municipal Court procedures, police dispatch overview and many other topics. Each graduating member of this year's class signed up to be active Alumni Assoc. members.



NATIONAL NIGHT OUT

The 2019 NNO event marked the 24th year of participation by the UCPD. Residents were treated to live demonstrations including a K9 demo, DWI education and a SWAT Hostage Negotiation scenario. Emergency vehicles were on display and safety information was handed out, as well as games, food and prizes. Everyone had a great time!



BLUE SANTA

UCPD kicked off the 13th year annual Blue Santa campaign in December. Officers and volunteers of the UC Alumni Association escorted Blue Santa through the City delivering toys and food items to families. Approximately 18 families celebrated Christmas thanks to all the wonderful donations of generous UC citizens and many local businesses who donated toys, money and gift cards.

LIFE SAVER

Officer Jonathan Collier received recognition for his quick response in saving the life of a choking 2 year old. Collier was presented the Lifesaving Award by the UC Police Department and City Council.



COMMUNITY OUTREACH

At the opening of the Splashpad, Officers handed out over 80 coupons for free Slushies at local 7-11 stores.

Operation Grinch, a joint safety operation for holiday shoppers at the Forum shopping center, kicked off in November. UCPD worked in collaboration with Live Oak PD and Selma PD to deter criminal activity during the busy holiday shopping.





Universal City Public Library

The Universal City Public Library is a community-inspired and community-driven organization supported by more than 30 volunteers and a very active Friends of the Library group.

Volunteers provided more than 3,450 hours of service in the library in 2019, cataloging and processing new materials, planning and assisting with programs, helping at the circulation desk, and shelving materials.

LIBRARY SERVICES

At the conclusion of 2019, 12,522 adults and 3,284 children had signed-up for a Universal City library card. 1,436 new library accounts were added during the 2019 year.

Library cards offer access to more than 24,500 books and DVDs, and a rich collection of electronic resources, including the Ancestry.com genealogy database, and Overdrive e-books through the Lone Star Digital Library.

34,898 physical items – books, audio books, and DVDs— were checked out in the past year.

Library users logged on to the public computers 8,285 times.



PROGRAMS

Program attendance topped 5,000. Attendance at Summer Reading Program events increased by almost 50%.

1600 people participated in the library's adult program offerings.

FRIENDS OF THE LIBRARY

The Friends of the UC Library provided \$7,000 in direct funding for the Library in 2019. Funds are raised through the library bookstore, special book sales, participation in Wreaths Across America, and other activities.

Donations from the Friends of the UC Library funded the purchase of blinds for the meeting room, large print materials, summer reading program activities, and refreshments at most library-sponsored programs.