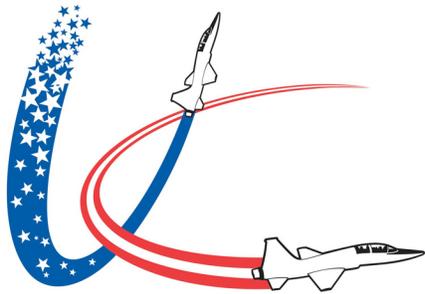


UNIVERSAL CITY  
EST. 1960

# 2021 City of Universal City Accomplishment Report

ADMINISTRATION  
DEVELOPMENT SERVICES  
ECONOMIC DEVELOPMENT  
EVENTS  
FINANCE/HR  
FIRE DEPARTMENT  
LIBRARY  
MUNICIPAL COURT  
OLYMPIA HILLS GOLF COURSE & EVENT CENTER  
POLICE DEPARTMENT  
PUBLIC WORKS



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*Gateway to Randolph AFB*  
 Est. 1960

2021

# ADMINISTRATION



## LOBBY BATHROOM RENOVATION

The restrooms in the lobby received a much-needed upgrade. The bathrooms had not been renovated since they were built in the 1980s. The renovation included repairing the sewer line, new floors, partitions, toilets, counter tops, paint, and mirrors.



## PEG CHANNEL EXPANSION

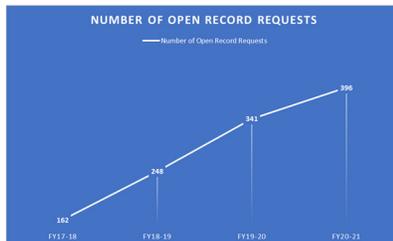
Using Public-Education-Government (PEG) Funds, a 632 sqft expansion was added to City Hall between the Police Department and the Administrative offices. The City Clerk/Economic Development Director, Community Relations Specialist office out of the new space.

Additionally, the expansion will host the government access channel equipment and the studio space to create channel content.

## OPEN RECORD REQUESTS

Number of requests have increased 141% since FY17-18.

In FY20-21, staff spent approximately 1,186 Hours, 148 8-hr workdays, fulfilling open records requests.



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Kristin Mueller  
 City Clerk  
 Director of Economic Development

# DEVELOPMENT SERVICES



## PLANNING

- Aviation District Mobile Food Unit Park plans approved
- Planned Unit Development ordinance adopted
- 40-acre City & EDC property masterplan initiated
- Architectural Design Standards ordinance adopted

## BUILDING

- 83 new homes with a valuation of \$22,327,640
- 47 commercial projects including new buildings and tenant finish outs with a valuation of \$2,250,018
- Orchard Park Subdivision continued construction with 44 new homes
- Townplace Suites by Marriott hotel construction completed
- Cibolo Crossing Subdivision infrastructure improvements launched
- LaVonne Villa Subdivision infrastructure improvements launched
- Dutch Bros Coffee and Racer Classic Car Wash development

## CODE COMPLIANCE

- 701 cases
- 71 cases currently active
- 621 cases resolved with voluntary compliance
- 4 court summons issued
- Zero Demolitions

## HEALTH

- 136 fixed and mobile food establishment licenses
- 20 pool licenses (apartments and splashpad)
- 16 complaints – food establishments and apartments pertaining to foods, pools & public health
- 12 Notices of Violation issued



2021

# ECONOMIC DEVELOPMENT



## GATHER BREWING CO.

The Gather Brewing Company had its grand opening on December 12, 2021. With over \$1M invested, the owners are excited to bring their bold flavored craft beer to Universal City and to give a place for local families to gather together and enjoy great food, beer and company.

## RIBBON CUTTINGS

Holy Crab  
Wayback Burger  
Meadowland Park



## CITIBOT

Staff has been working with Citi-bot to launch AskJet, an AI-powered chatbot solution for Universal City. AskJet will provide smart text messaging, web chat, and interactive text alerts to Universal City residents. It will launch March 2022 on the City's website, Facebook, and will have a its own phone number so that residents can ask it questions 24 hours a day, 7 days a week.

## AVIATION DISTRICT

The EDC has been working to acquire properties in the Aviation District as well as working with an engineer to design road and lighting improvements for Pat Booker Rd in the Aviation District.



2021

## EVENTS



### THE NUTCRACKER SHORT AND SUITE

In coordination with Mary Lou's School of Dance and the Olympia Hills Golf Course, Universal City hosted an event centered around a short performance of The Nutcracker. Attendees raved on the performance, treats and decor. Many were excited to make this event a family tradition.



### PUMPKIN PATCH

The 2020 Pumpkin Patch was awarded first place in the PumpkinsUSA Appeal contest. The Universal City Pumpkin Patch continued to delight visitors with creative layouts and decorations.

The Patch was open for 5 weeks in October 2021 making it the longest running to date and attracted thousands to the Universal City area. It remains a major fundraiser for several local non-profit organizations and a family favorite for the community.

### COMMUNITY EVENTS

In 2021, Universal City was able to safely resume many of the regular yearly events.

- Easter Egg Drop
- Movies in the Park
- Toga Run
- 6 Themed Happy Hours
- Pumpkin Patch
- Trunk or Treat
- Wine on the Vine
- 50th Veterans Parade
- Tree Lighting
- The Nutcracker Short and Suite
- Flashlight Nights



2021

# FINANCE HUMAN RESOURCES

## RETIREMENTS

Between October 2020 to September 2021, 11 employees retired from the City of Universal City.



## REDUCE THE WASTE

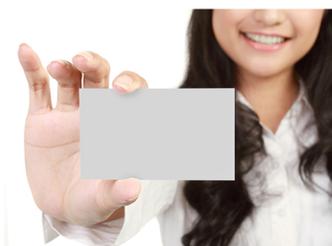
Several processes were streamlined and made the transition from paper to digital. By digitalizing the purchase order process, invoices, and deposits, the Finance deposit reduced its paper use by 85% as well as increased employee productivity.

## EMPLOYEE INSURANCE

A request for proposal for employee medical, dental and vision insurance coverage was done to ensure the City was providing employee medical benefits at an affordable rate. Ultimately, the City remained with the existing coverages but was able to add an alternative HMO and DHMO plan option. Life insurance coverage carrier changed from Lincoln Financial to United Health Care.

## CUSTOMER PROTECTION

To protect customer's utility accounts, new procedures were implemented to require customers to provide an ID to sign up for service, terminate service, or make changes to account.





2021

# FIRE DEPARTMENT

## TRAINING

Universal City Firefighters completed 3,835 hours of department training.

The crews received multiple state certifications including Fire Instructor, Fire Officer, Driver Operator, Wild Land Firefighting, and Rapid Intervention Team.

All shift supervisors are now Blue Card Command certified, an accreditation for Fire Incident Commanders. Three supervisors have also been certified as Fire and Life Safety Educators.



## WINTER STORM

The Winter Storm of 2021 tested all emergency response crews. The Universal City Fire Department rose to the occasion responding to a record number of emergency calls with no injuries or accidents to personnel.



## COMMUNITY OUTREACH

UCFD held 2 very successful Pancake Breakfasts in 2021. The department also partnered with UCPD for a Public Safety Open House to celebrate National Night Out.



Ace the Fire Dog debuted in his first Fire Prevention Show.

## NEW COMMUNICATIONS

The Fire Department transitioned their Public Safety Radio equipment from Harris to Motorola.





2021

# UC PUBLIC LIBRARY

**"Pizza and a Book" Book Club Event  
This Saturday!**



Saturday June 19 at noon  
3rd—6th graders

Registration required! Inquire at the front desk to register and get a copy of the book.

## POP-UP BOOK CLUBS

In Spring of 2021, the library launched Pop-Up Patio Book Clubs, as a way of encouraging small outdoor gatherings. Book club sets were purchased, and sixteen book club events were offered over the course of the Spring and Summer, attended by almost 90 individuals.

## OPEN FOR THE SUMMER

Universal City Public Library was one of few in Bexar County to open the summer of 2021 and offer an in-person summer reading program. Youth summer reading programs and some events for adults were held on the library patio or a pavilion near the Northview Park Splash-pad.

## VOLUNTEERS ARE ESSENTIAL

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. In 2021, the Friends of the Library reopened the bookstore and resumed their Book Sales on the weekends.



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Susan Ennis  
Library Director

2021

# MUNICIPAL COURT

## COURT & COMMUNITY

A main point of focus for the court department was to improve the relationship between the court and the community.

First step was to provide a higher level customer service. Day to day procedures have been updated and improved upon with the needs of our customers in mind.

The court is currently transitioning to paperless to offer more services online such as registering for defensive driving and deferred disposition, making partial payments, and paying citations in full.

Along with moving to paperless, the court will have the capability to text/call defendants to remind them of their upcoming court date and of their payments.

## NEW DEPARTMENT

The Municipal Court department hit the ground running from the beginning of 2021 with the restructuring of the court positions.

Brenda Watkins,  
Court Administrator

Matthew Schwartz,  
Juvenile Case Manager/  
Senior Clerk position

Shelby Haver,  
Deputy Court Clerk

## SAFETY

New cameras were installed in the front and side of the building to improve court security.



Since they began their new positions Matthew Schwartz achieved his Level 2 Certification and has begun to work towards his Level 3 C.C.M. Shelby Haver has attained her Level 1 C.C.M. certification.



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Brenda Watkins  
Court Administrator

2021

# OLYMPIA HILLS EVENT CENTER



## THEMED HAPPY HOURS

In addition to the regular Thursday Happy Hours, Olympia Hills added a themed Happy Hours once a month from April through October.

Some of the most popular themes included Fiesta, Luau, Casino, Roaring 20s, and a Murder Mystery. Weekly Happy Hours are open to the public and will resume in March 2022.



## CERTIFICATIONS

The Director and Manager of Food and Beverage represented Olympia Hills at the world's largest wedding convention in November 2021 where both earned the designation of Certified Venue Professional.



## WEDDINGS

Olympia Hills hosted 55 weddings and large events in 2021 breaking their previous record of 38 in a single year. The Intimate Wedding package remains very popular during the Covid period and Olympia Hills will continue to offer the package as an option for smaller weddings.



2021

# OLYMPIA HILLS GOLF COURSE



## ROUNDS OF GOLF

Despite many challenges such as an unprecedented labor shortage, Olympia Hills staff and volunteers served a record number of guests in 2021.

The golf course set a new record of over 41,000 rounds of golf. With the surge of new golfers, the staff worked diligently to retain a large percentage of the market.

## NEW GPS UNITS

Each golf cart received a new GPS unit that will improve the overall experience for golfers as well as maintenance benefits.

- Digital Video of each hole
- Distance to greens
- Order food from grill
- Bluetooth speaker
- Provide staff with cart data to reduce "down time"
- Geo-fencing to protect carts away from hazards

## JUNIOR CAMPS

Olympia Hills Junior Camps returned in 2021 with great success. All 4 weeks of camps were sold out.

Thanks to a partnership with the Les Kiel Memorial Fund, Olympia Hills was able to provide a student with the first ever scholarship to participate in the camp. The Memorial Fund also provided new instructional equipment to help enrich the camp experience for the kids.





2021

# POLICE DEPARTMENT



## TRAINING

The UCPD sent several officers to various trainings in 2021.

- Crisis Negotiator Training
- Breath Test Operator Training
- LEMIT LIFE Conference
- PIO Officer Training
- Virtual Tactical Training
- Crime Scene Training
- Emergency Rescue Training
- Taser Training



## WELCOME TO THE TEAM

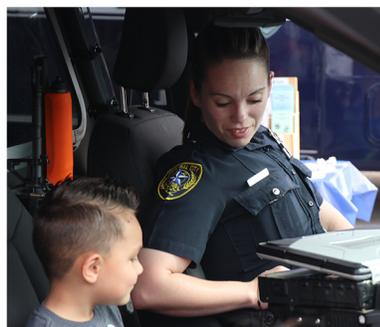
2021 was a transformation year for the Universal City Police Department. Police Chief Johnny Siemens joined the team replacing Retired Police Chief Gary Speer.

Through the year, the department also hired 5 officers and 2 dispatchers.



## COMMUNITY OUTREACH

The department partnered with UCFD for a Public Safety Open House to celebrate National Night Out. The community viewed patrol and SWAT vehicles and met several officers.



## NEW EQUIPMENT

UCPD made several upgrades to essential equipment such as radios and tasers as well as implemented a new report management system.





2021

# PUBLIC WORKS ANIMAL SERVICES

## GRANTS AWARDED

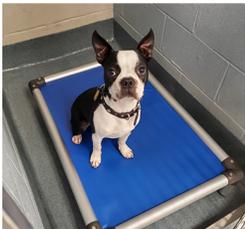
### BISSELL FOUNDATION GRANT

The Bissell Foundation Grant paid \$100 for each dog adoption and \$50 for each cat adoption reducing adoption fees to \$25. The Shelter held 2 Empty the Shelter adoption events resulting in 21 cat and 11 dog adoptions.



### ORVIS ANIMAL CARE GRANT

This grant made it possible to purchase 12 large Kuranda dog beds which provides a comfortable bed that is elevated to keep the dogs off the concrete floor.



### PETFINDER FOUNDATION 2021 DOGS PLAYING FOR LIFE MENTORSHIP GRANT

The Grant funds covered the \$1,000 tuition cost for one ACO to attend the Dogs Playing for Life (DPFL) Mentorship hosted by Austin Pets Alive! This course focuses on learning the fundamentals of working with a variety of canine behaviors in playgroups and learning the DPFL Fancy Footwork which includes kennel routines, door routines, loose leash walking, and basic obedience.

## PENNY PAWS

Penny Paws holds two low cost shot clinics per month at the UC Animal Care and Control Center. Penny Paws provides the low-cost vaccines and other pet services all at a reduced rate. These services include nail trims, de-worming, heart-worm testing and medication for dogs and cats.



## JUST THE FACTS

- Responded to 1,676 wildlife and domestic animal concerns
- Adopted 240 dogs and cats to new families
- Reunited 169 pets with their owners
- Licensed 956 dogs and cats



# PUBLIC WORKS

## STREETS

### Orchard Park Subdivision

The Universal Street Department constructed street name signs for all streets in Orchard Park phase 1. This included the street name as adding the Universal City logo.

### Yield Signs Change Out

Yield signs were changed out to stop signs in the southern end of the City.

### Street Crack Sealing

18 neighborhood streets were treated with hot-applied crack sealant.



## GENERAL SERVICES

### Olympia Hills Golf Course Hole #7 Drainage Improvements:

This project was completed in February 2021. The work included 500 linear feet of gabion wall bank stabilization as well as 500 linear feet of split rail cedar fencing. In addition to the drain improvements, a 52-foot prefabricated steel and concrete bridge was installed between holes #6 & 7.

### Orchard Park Unit 2 (ETJ Residential Development):

Orchard Park subdivision unit 2 streets and infrastructure was completed in November 2021. There are 84 single family home lots in unit 2.



## EQUIPMENT ACQUISITION

The General Services division during 2021 purchased the following pieces of equipment:

- Kubota ZD1211 zero turn mower
- Land Pride Model RCS2772 shredder deck
- Sealmaster Model TR 750 Oiler
- Echo Backpack Blower x 2, Echo Trimmers x 3



2021

## PUBLIC WORKS PARKS



### UNIVERSAL CITY PARK

Universal City Park was improved by adding a 177-foot x 12-foot concrete driveway leading to the concession stand area was completed as well as a concrete walk way to the dugout on field number three.



### RED HORSE PARK

Updates to Red Horse Park trails and play areas began in 2021 with completion anticipated in 2022.

### EQUIPMENT ACQUISITION

The following were purchased for the City's Parks Department in 2021:

- 2021 GMC 3500 Crew Cab Truck
- Enclosed 7-ft. x 20- ft. Trailer
- Kubota ZD1211 Zero Turn Mower
- Echo Backpack Blower x 2
- Echo Trimmers x 3

### MEADOWLAND PARK

Meadow Oaks Park improvements were completed which included a new playground, pavilion with BBQ pit and basketball court. In addition, new landscaping and grass were planted with new irrigation system.

A grand opening and ribbon cutting event was held for the community in March 2021.



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Randy Luensmann  
Director of Public Works



2021

## PUBLIC WORKS UTILITIES & STORM WATER



### WATER TANK PAINTING

The Pat Booker Road 500,000 gallon elevated tank, Centerbrook 1,000,000 gallon elevated tank and Pat Booker Road 500,000 gallon standpipe were sand blasted down to bare metal, primed and repainted.

### TECQ WATER SYSTEM INSPECTION

The Texas Commission on Environmental Quality performed their triennial inspection of the City's water system. The inspection included the review of all records relating to the operation of the water system and field inspection of all the water production and storage sites. The City was found to be in compliance and maintains its Superior Water System status.

### CDBG Parkview Storm Drain Phase 15

Completion of 15th phase of the Parkview Storm Drain project was completed in March 2021. The work included the installation of 3,000 linear feet of storm drain culvert boxes and 2,000 linear feet of concrete channel.

### WINTER STORM

During the winter storm in February 2021, Universal City residents never lost water service to their homes. This was due to measures taken in prior years to provide critical elements of the water production and storage sites with diesel generators.



### PARKVIEW WATER MAIN PROJECT

In conjunction with the Parkview Storm Drain Project, the UC Utilities Department installed 1,432 linear feet of new 8-inch water main on Parkview Drive and installed new water services to each address along the length of the new water main.