

2023

CITY OF UNIVERSAL CITY ACCOMPLISHMENT REPORT

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ADMINISTRATION

Kristin Mueller, City Clerk



VIDEO STREAMING OF COUNCIL MEETINGS

- Offering real-time transparency and bringing local government proceedings into residents' living rooms, the City Council meetings are now streamed live from the City's website and Facebook page.

RESTRUCTURING OF CITY COUNCIL AGENDA

- The new agenda format regroups certain sections and frontloads citizen-feedback to both quicken the pace of meetings and increase accessibility for citizens to comment. Processes were expedited further through the creation of coversheet templates to give Council maximum information prior to meetings.

CLOUD FAXING

- Updating the City's technology to keep up with the progress of our peers. Cloud faxing allows ease of access to all email users within our network as well as minimizing the City's paper usage. It also facilitates more efficient document management.

CITIBOT ANNUAL REPORT

- 2,350 Total Residents Engaged
- 2,342 Total Communications
- 99% of communications done via web
- 82.6% of interactions were resident questions

CERTIFICATIONS

Kristin Mueller completed the Texas Municipal Clerk Certification Program through the University of North Texas.

COMMUNITY RELATIONS

Kristin Mueller, Director
Regina Carmona, Community Relations

PEG CONTENT

The PEG channel project continues to progress with Spectrum. Community Relations is already in the process of creating content for the channel so that it can play as soon as it is available. They currently have 12 videos which include information and tours of the local parks, How-to's, and event information.

COUNCIL BROADCAST

- Worked with the City Clerk to create a platform to stream live City Council meetings
- Assisted with the conversion to the Swagitt platform
- Monitors sound, picture, and feed during meetings

BUILDING CONNECTIONS

Community Relations attends all the ribbon cuttings as part of the EDC to support the local businesses with photos, videos and live tour of their location.

- Loc'd In Fades & Braids, 427 E. Aviation Blvd
- Whole Pet Essentials & Greener Grooming, 1645 Pat Booker Rd Suite 107
- Gromes, 2040 Universal City Blvd
- Screaming Chameleon, 122 W. Lindbergh
- 7 Brew, 2901 Pat Booker Rd
- Bella Sera, 2921 Pat Booker Rd Suite 100
- McCoy's, 1025 Kitty Hawk Rd
- Chipotle, 540 Kitty Hawk Rd
- Hallmark, 934 Pat Booker Rd
- UC Healthy Spot, 1922 Pat Booker Rd
- Grace Community Church addition, 701 Kitty Hawk Rd
- Hole in the Wall, 11503 E. Loop 1604 N. Suite 104
- Thrifty Hippie, 118 E. Wright
- Hillside Primary Care, 2009 Pat Booker Rd



2023 EVENTS

In 2023, the City hosted 21 community events including:

- Snowfest
- Olympia Hills Happy Hours Themed Events (7)
- Egg Hunt
- Movies in the Park (3)
- Armed Forces River Parade
- Casino Night
- Pumpkin Patch Events
 - Heroes Weekend
 - Fall Fair
 - Trunk or Treat
 - Kids Day
- Tree Lighting

SOCIAL MEDIA

Universal City's presence on Facebook:
Followers: 8,299
Men 19.80%, Woman 80.20%

DEVELOPMENT SERVICES

Michael Cassata, Director



PLANNING

- 14-acre Apartment Complex PUD on Pat Booker Road approved – 2902 Pat Booker Road
- 12-acre Mixed-Use PUD approved – Apartment Complex & Storage Facility – 2280 Pat Booker Road
- 30-acre Mixed-Use PUD approved – Apartment Complex, Storage Facility, Retail & Warehousing – 1604 & Byrd (southeast corner)
- 2.5-acre Commercial PUD approved – FM 1518 fronting Orchard Park Subdivision
- 3-acre 27-Unit Single-Family PUD approved – Athenian & Centerbrook
- 5-acre PUD approved – Calvary Chapel at Universal Square Shopping Center
- 40-acre City & EDC property masterplan – continued progress on development agreement
- Specific Use Permit approved for TintWorld on Pat Booker Road

BUILDING

- SmartGov online permitting portal active
- 38 new homes with a construction valuation of \$9,985,483
- 27 commercial projects including new buildings and tenant finish outs with a construction valuation of \$5,760,000
- Orchard Park Subdivision continued construction with 38 new homes completed
- Cibolo Crossing Subdivision continued construction with 16 new homes completed
- LaVonne Villa Subdivision continued construction with 5 new duplexes started
- Chipotle & 7 Brew Coffee open for business
- HTeaO & Human Bean construction underway
- Construction underway on 186,000 square feet of commercial warehousing in Northlake Subdivision

CODE COMPLIANCE & BOARD OF APPEALS

- 759 cases
- 58 cases currently active
- 701 cases resolved with voluntary compliance
- 42 court summons issued
- Zero Demolitions

HEALTH

- 181 fixed and mobile food establishment licenses (new and renewed)
- 20 pool licenses (apartments and splashpad)
- 26 complaints – food establishments and apartments pertaining to foods, pools & public health
- 14 Notices of Violation issued

ECONOMIC DEVELOPMENT

Kristin Mueller, Director



RIBBON CUTTINGS

The EDC's goal was to increase awareness of new businesses in Universal City. They celebrated 14 new business opening in 2023. Ribbons cuttings were announced via social media and included photos and live video from the location.

- Loc'd In Fades & Braids, 427 E. Aviation Blvd
- Whole Pet Essentials & Greener Grooming, 1645 Pat Booker Rd Suite 107
- Gromes, 2040 Universal City Blvd
- Screaming Chameleon, 122 W. Lindbergh
- 7 Brew, 2901 Pat Booker Rd
- Bella Sera, 2921 Pat Booker Rd Suite 100
- McCoy's, 1025 Kitty Hawk Rd
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- Hillside Primary Care, 2009 Pat Booker Rd

AUTHORIZED PROJECTS

The Economic Development Corporation authorized the following projects in 2023:

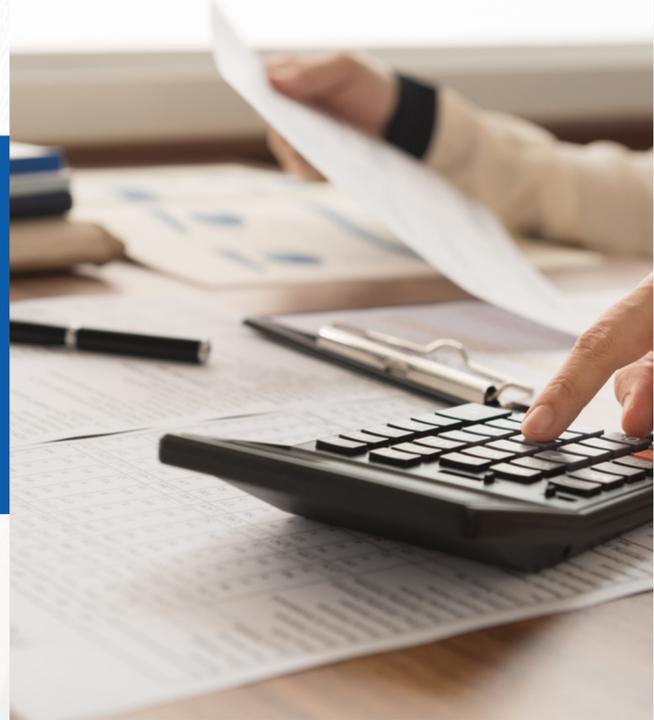
- the purchase of 520 Pat Booker Rd and 122 E Byrd
- the design of the first public parking lot in the Aviation District (Bowie Parking Lot Project)
- added project scope for the Kitty Hawk Thoroughfare Project
- converting the PT Marketing & Administrative position to a FT position
- Storefront improvement programs for the following businesses;
 - Whole Pet Essentials & Greener Grooming, 1645 PBR, Ste 105/107
 - Bella Sera, 2921 Pat Booker Rd #100
 - Daylily Beauty Bar, 12000 E. Loop 1604N, Suite 122
 - Hillside Primary Care, 2009 Pat Booker Rd

FT MARKETING & ADMINISTRATIVE ASSISTANT

The EDC hired Robert Sam, a Full-Time Marketing and Administrative Assistant. Mr. Sam assists the Economic Development Director and the Community Relations Specialist with events, social media, and marketing. He comes with 6+ years of experience in Media Relations as a videographer, editor, colorist, and business administrator. In his free time, he enjoys many hobbies such as salsa dancing, making music, and creating motion graphical animations for his 2-year-old son.

FINANCE HUMAN RESOURCES

Christine Green, Director
Leigh Tollison, Director



BANK MERGER

American and TexStar banks merged in October 2022. The merger required banking information to be updated within the City's software systems, with state and federal agencies, as well as with the City's credit card payment system.

The transition was successfully completed in March 2023.

INCODE

- To use the City's Incode software system more efficiently and to improve record keeping. The Finance department is now scanning invoices to vendor profiles for paperless record retention. This will also ensure the City has historical records to meet state record retention requirements. The department has also began the process to add capital items to the Incode.
- The HR department is now scanning human resource documents to Incode. This will ensure the City has historical records to meet state record retention requirements.

POLICY

The City's new fund balance policy was adopted in June 2023.

STAFF

- Hired Natasha Williams, new HR/Finance Specialist

INSURANCE

A request for proposal for employee medical, dental, and vision insurance coverage was done to ensure the City was providing employee insurances at an affordable rate. It was determined that changing carriers from UHC to BCBS would reduce the employee portions. The new coverages will be effective January 1, 2024.

FIRE DEPARTMENT

Todd Perna, Chief



DEPARTMENT BUSINESS

- 700 Fire Inspections Conducted
- Development- 76 Plans Reviewed, 45 Plats Reviewed
- Adopted 2021 International Fire Code
- Hired three additional firefighters to be at full staff
- \$47 mil worth of property saved

NEW EQUIPMENT

- Implementation of CAD System
- Station Alerting System added to Fire Station
- Total Eclipse Emergency Management Preparedness
- Thermal Imaging Camera replacement
- Two new fire trucks ordered, Engine and Ladder Truck
- New Fire Chief vehicle

COMMUNITY OUTREACH

- 2022 Open House - Community Heroes Weekend
- May and December Pancake Breakfast
- Fire Prevention Shows at 5 schools
- Senior Adult Fire Safety Course - "Remembering When"

1ST ANNUAL HERO'S FIRE ACADEMY

Kids ages 12-14 registered for a week long academy. Participants were certified in CPR and Stop the Bleed Courses and were able to practiced putting out a fire, holding a fire hose, and several other first responder duties.

CALLS FOR SERVICE

Good Intent Call	124
Fire	46
False Alarm/False Call	204
severe Weather & Natural Disaster	4
Service Call	352
Rescue & Emergency Medical Service	2009
Overpressure Rupture/Explosion	1
Hazardous Condition (No Fire)	77

PROFESSIONAL DEVELOPMENT

- 40-hour Leadership Symposium
- Training Conferences
- One Bachelor's Degree
- One Associates Degree
- Various trainings

LIBRARY

Christina Blumenthal, Director



LIBRARY UPGRADES

- Self-service printing, scanning, and faxing station was added in June
- Computer software upgrades to the public computers
- Cashless payment kiosks for prints, faxes, and payment of damaged or lost library materials.
- The Friends of the Library provided \$25,199.10 in funds to help replace technologies, add books to the library collection, updated shelving and furniture, and support library programs.
- Environmentally conservative, new xeriscape landscaping was added in November to the library grounds.

PROGRAMS

- The Summer Reading Program “All Together Now” saw a total of 1,628 participants of all ages attend one of 24 specific summer programs offered to children, adults, and families. Programs included various performers from the Texas Commission on the Arts, local businesses such as Big Time Bubbles and Painting with a Twist, to those created and implemented by library staff.
- Library Programming and sponsored events conducted provided various opportunities for all ages to learn something new and enjoy a fun activity at the same time, all for free! The popular and always well attended Taste Table, in which attendees select and cook a recipe from the month’s selected cookbook, celebrated its 1-year anniversary and had over 220 participants for the year. Youth programs, from Storytimes to after-school activities, all planned, prepped, and conducted by Mrs. Jen, had over 3,914 participants.

OVERVIEW

- Total number of programs offered (children to adults): 345.
- Total number of Library visits: 48,522
- Total number of items circulated (checked out): 32,434.
- Total number of New Library Card Members: 1030
- Total number of Library Card Renewals: 757
- Total number of Active Library Card Holders: 7, 651
- Total number of Library Volunteer hours: 2,475.

MUNICIPAL COURT

Brenda Haro, Court Administrator



WARRANT REDUCTION PROGRAM

This is the first year to implement the Warrant Reduction Program. This program offers those with warrants an opportunity to address them without going to jail such as:

- the opportunity to get a discount on their warrants
- the ability to have holds on their license lifted
- the opportunity to make payments on their warrants at a lower amount per month.

In the month of October, we had 178 people come in and take care of their warrants with this program. Several people expressed their thanks for having this program because now they will be able to get their license after not being able to have a license for many years. We are excited to implement this program for many years to come.

DEPARTMENT UPGRADES

- With the funds from the State, Municipal Court purchased a new warrant car for the warrant officer and new computers throughout the office.
- The department is making the effort to go paperless. They are in the process of getting Incode to update and reactivate our documents that will be used online.

STAFF

- New Deputy Clerk, Jasmine Simon. Jasmine has proven to be a real asset to the department with her great customer service skills and excellent work ethic. She has a friendly demeanor that customers appreciate. Jasmine is currently working on attaining her Level 1 certification.
- Shelby Haver has been in the office as a Deputy Clerk for two years. She was recently promoted to Juvenile Case Mgr/Senior Clerk. She has come to understand the laws and policies of a Municipal Court. Her bubbly personality and her eagerness to help puts our customers at ease when having to deal with their tickets. Shelby is incredibly detailed oriented, dependable, and reliable. She is currently working on attaining her Level 2 certification.

POLICE DEPARTMENT

Johnny Siemmens, Chief



TRAINING

- UCPD partnered with FBI and DPS to conduct a large-scale terrorism response exercise at the old Rose Garden Elementary School. Over 200 officers and agents participated in the local event, which was also conducted simultaneously in 5 different cities across the State.
- UCPD also partnered with DPS to use old Rose Garden Elementary as a training location for ALERRT (Advanced Law Enforcement Rapid Response Training) which conducted numerous training classes to certify officers from the region and across the State.

UPGRADES & STAFF

- The UCPD Dispatch Center was remodeled and upgraded, with a 3rd dispatch console added.
- Added new firearms with red dot optics and new patrol rifles.
- Replaced outdated body worn and in car cameras with new Axon equipment.
- Added 2 new Ford Explorer patrol units and a new video surveillance camera trailer.
- Purchased a CID vehicle
- UCPD added several new members to their team, Joshua Michalec, Tony Crawford, Phylcia McKenna, Weston Wilcox, Kabir Bhakta, Danielle Hohle, Ryan McCullough, Andrew Vazquez, and Javier Godinez

COMMUNITY OUTREACH

- Blue Santa provided toys to children of 27 local families
- Heroes Weekend at the Pumpkin Patch
- Hero's Fire Academy
- Coffee with Cops at 7Brew
- Special Olympics events at Olympia Hills, Orange Theory, and Bubba's

PROFESSIONAL DEVELOPMENT

This year Universal City PD Officers received 4527 hours of in service training.

- Officer Fanara- Intermediate PO License
- Officer Beltran- Advance PO License Lt. Rios
- Chief Siemens- Advance Instructor License
- Officer Jaramillo- Instructor License and Firearms Instructor License
- Corporal Fawcett- Instructor License
- Lt. Rios received- Firearms Instructor License

PUBLIC WORKS ANIMAL SHELTER

Randy Luensmann, Director
Sheila Perez, Manager



MOBILE SHOT CLINIC

The UC Animal Care and Control partners with Penny Paws to hold two low cost shot clinics per month. Penny Paws provides low-cost vaccines, and other pet services all at a reduced rate. These services include nail trims, de-worming, heartworm testing and medication for dogs and cats in our community.

FACILITY UPGRADES

- Replace Air Handler Unit #5. Daikin Applied replaced the air handler unit that serves the breakroom at the shelter.
- The shelter received a 150 Kw Generator to serve the shelter as backup power in the event the shelter ever loses power. This new Generator would allow us to keep the lights and heaters running in the shelter during winter frigid conditions should CPS lose power.

COMMUNITY PARTNERS

- Olympia Elementary honor students, teachers and parents participated in a donation drive and tour of the animal shelter.
- Woofies Mobile Pet Spa spent 2 days grooming our homeless pets and providing them with a spa day.
- The Grooming Coop provided our dogs and cats with much needed nail trims and lots of love for our homeless pets.
- Homes for the Homeless provided the shelter with several new Gamma2 Vittles Vault food storage containers.
- Bubba's 33 held Dine and Donate events to benefit the homeless animals of the shelter. Bubba's 33 donated 10% of each participant's bill.
- Whole Pet Essentials & Greener Grooming and Homes for the Homeless hosted Pet Pictures with Santa at the shelter for \$5. Funds benefit the shelter.

OVERVIEW

- Responded to 1,200 Wildlife and Domestic Animal Complaints Adopted 232 Dogs and Cats to New Families
- Reunited 140 Pet's with Their Owners
- Licensed 809 Dogs and Cats

ADOPTION EVENTS

Participated in four Empty the Shelter reduced fee adoption events in 2023. During each adoption event the adoption fees were reduced to \$25. The Bissell Foundation reimburses from \$20 up to \$50 per animal adopted during the event. Bissell has provided the shelter with a total of \$2,090 to be used towards the cost of the spay and neuter fees of our homeless animals. Total adoptions during the Empty the Shelter event totaled 33 dogs and 22 cats.

PUBLIC WORKS PARKS

Randy Luensmann, Director

VETERANS PARK

- The playground was installed. Ribbon cutting ceremony was held in August.
- Swings were added to the playground area.
- Phase 1 of the Sprinkler system was added to the area around the playground.
- Security cameras were added.

RED HORSE PARK

- Red Horse Park Road from Meadow Way to Cibolo Trail has been reconstructed with a parking area which serves for Pavilion and walking trail.
- The large pavilion received major upgrades – the walls were expanded to accommodate more space under the pavilion. Columns and walls are all now rock masonry, the short wall was converted to a seating area around the perimeter, ceiling was enclosed to eliminate birds from creating nests, and new lighting was installed.
- A hot box for coal was installed at the large pavilion by the BBQ pit.

DISC GOLF

- Disc Golf pads and signs which identify holes and fairways, were constructed to accommodate the avid Disc Golf players.
- Rock gabion walls were built under the existing bridge to help prevent erosion.

PRIMITIVE NATURE TRAIL

- Nature Trail path was cleared from UC Park north to Selma City Limits for future native trails, to be funded with grant money from Texas Parks and Wildlife.



NORTHVIEW PARK

- A hot box for coal was installed at pavilion "C" by the Splash Pad.

CIMMARON PARK

- A new playground was constructed for the kids to enjoy their time when Club House is reserved for parties.
- The interior of the clubhouse received a fresh coat of paint.

UC PARK

- Rebuild and relocate volleyball court.

MEADOW OAKS PARK

- Shade structures were added over the bleachers.
- Security cameras were added.

PUBLIC WORKS STREETS

Randy Luensmann, Director



EQUIPMENT ACQUISITIONS

- Kubota F2690 Mower
- Skag push mower
- Kubota Stand behind 30" mower
- 2 – F250 Service Trucks
- 2 – Echo 21" Chainsaws

CITY-WIDE CLEAN-UPS

The City conducted two successful household waste collection events in 2023. The collections resulted in the removal of approximately 1,920 cubic yards of debris as well as 31 tons of scrap metal recycled.

Other materials collected include:

- 339 car and truck tires
- 1,100 gallons of paint
- 95 car batteries
- 340 gallons of used motor oil
- 53 gallons of antifreeze

MECHANICS

Bobby Subia – Emergency Vehicle Technician level 1 certification

RETIREMENTS

The Public Works Department is celebrating the retirement of four long-term employees including Ray Perez (Parks & Streets Superintendent), Blake Partridge (Utility Superintendent), Avery Lunsford (Utility Analyst), and Tracy Woody (Streets Maintenance). We appreciate everything these employees have done for the city in their time with us!

ADMINISTRATIVE

- Public Works had its first year using Workorder Software to streamline the workflow process for parks, streets, and utility crews.
- The Public Works Department secured a \$100,000 Federal Grant from the Bureau of Reclamation to fund the Neptune meter replacement program throughout the city. Implementation begins March 2024 and will be completed by September 2024 for a small section of the city.
- Since transitioning the park rental process online, Public Works has seen more facility reservations than ever before.
 - In 2023, 2,433 reservations totaling more than \$85,000 in revenue from facility fees.

PUBLIC WORKS UTILITIES

Randy Luensmann, Director

SERVICES

Water Services for Ivy Lane

- Lowered all water services crossing Ivy Lane in preparation for street reconstruction.

Start State Mandated Lead Inventory

- Utility crews located 4170 water services to inventory types of material for water services

Well Sites

- Upgraded Well 10 & 11 chlorine pumps and treatment room
- Rebuilt the roofs and painted siding for fluoride rooms at Well 2, 6, 8.
- Installed security cameras at Well Sites

Water Main

- Replaced approximately 200 feet of water main in front of 401 W. Byrd to connect to new water main on either side. Upsized from 6" to 8" main.

Carrizo Aquifer

- Rebuilt cla-valve for carrizo water to be used as a supplemental water source, due.

Cibolo Crossing Subdivision

- Cibolo Crossing Lift Station was brought online.
- Phase 2 construction inspections of water and sewer line.

ELEVATED AND GROUND STORAGE TANKS

- US Underwater inspected all elevated and ground storage tanks per state requirements.
- US Underwater cleaned inside of Centerbrook Elevated.
- Completed tear down and started reconstruction of ground storage tank at Well 10 & 11.



STORMWATER

Public Works Yard Expansion project

- 1.830 linear feet of storm drainpipe was installed to convey storm water from the site of the future Public Works yard expansion to a storm drain outfall at Red Horse Park.
- AT&T overhead lines were relocated in the back easement rather through the middle of the yard.

EQUIPMENT

- Set generators at Well 2, 5, 9, Cibolo Crossing Lift Station, and Silver Terrace Lift Station for emergency power.
- New Ditch Witch Vactron was purchased to aide in completing lead inventory.
- New Ford F-350 was purchased to replace Utility crew truck.

OLYMPIA HILLS FOOD & BEVERAGE

Katie Rein, Director



COMMUNITY EVENTS

Olympia Hills' Happy Hours

Olympia Hills continued to host their weekly happy hour every Thursday evening from March to November. The Olympia Hills Happy Hours are free to attend, and there is never a cover charge. Each week boasts live music as well as great food and drink specials. The family atmosphere makes for an inviting and casual time for everyone!

This year, Olympia Hills teamed up with the city's event department, and together they hosted special themed happy hours once a month. They brought back some of the most popular themed happy hours such as:

- Luau
- Motown Night
- St. Patrick's Day Piano Bar
- a Beatles Tribute Night
- Jingle and Mingle Christmas themed Happy Hour.

Family Glow Dance

Olympia Hills teamed up with Universal City's Event Department to host Olympia Hills' First Family Glow Dance! This event was fun for all ages. Memories were made as parents and children danced the night away in their glow attire, and a dancing LED robot made an grand appearance.

WEDDINGS & SPECIAL EVENTS

Olympia Hills continues to be a prime location to host weddings and special events, and the services rendered are top notch.

In 2023, Olympia Hills hosted over 150 weddings and special events. Time and time again, Olympia Hills is recognized for the outstanding level of service and professionalism they provide for all events.

Olympia Hills is excited to announce for the second year in a row they have received- The Knot Best of Weddings Award and 2023 WeddingWire Couple's Choice Awards! This is an accolade representing the top wedding professionals across the country in quality, service, responsiveness, and professionalism.

OLYMPIA HILLS GOLF

Sal Garcia, Director



ATTRACTING ELITE LEVEL JUNIOR GOLF EVENT

Olympia Hills proudly hosted this year's Legends Junior Tour "Alamo Shootout" golf tournament.

The Legends Junior Tour, in association with the Texas Golf Association, is one of the most prestigious junior golf organizations in the country.

Top-tier players from around the state traveled to Universal City for the two day event, further cementing our legacy as a must-play course in the San Antonio area.

COURSE CONDITION RECOVERY

At the beginning of the year, like many courses in the area, Olympia Hills was fighting a Poa Annua infestation on the greens which lead to a turf loss on a large portion of them.

Jeremy and his staff quickly developed a comprehensive plan. It took time, patience, and perseverance to recover from the level of damage we received but the course recovered.

GOLF SALES

The golf course saw another record setting year with over 45,000 rounds of golf. With the slight decrease in popularity of golf, the course staff was able to maintain and even increase its market share.

Pro Shop merchandise sales saw an increase over 28% .