

January 2021



The Castle Hills *Reporter*

HAPPY NEW YEAR

2021

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A bi-monthly newsletter for the residents of the City of Castle Hills published by Neighborhood News, Inc.

MESSAGE FROM THE MAYOR



Friends,

We can all probably agree that we are glad that 2020 is over. Last year presented a unique set of challenges that we faced not only as a community but as world. It has been said before but there isn't any kind of playbook that exists on how to navigate through a pandemic as a City, business owner, or as an individual. Here at the City of Castle Hills, we have been completely inundated with information from countless resources.

Texas Municipal League

To give you a little perspective, the Texas Municipal League, our insurer and legislative supporter, has been working around the clock providing info. TML has been regularly sending out "Coronavirus Updates" since the Pandemic began. As of the end of year, the most current email subject line was labeled "Coronavirus Update #161" marking at least 161 emails about COVID-19. This welcomed and appreciated email is only 1 of the media that are updated on a regular basis, all the while we are working to ensure that YOU continue to seamlessly receive the extraordinary level of services that you are accustomed to in Castle Hills.

TML updates typically follow any declaration by the Governor providing greater insight for what it means for small cities like Castle Hills. The information can be details as to what facilities can be open, their occupancies, and in some cases national changes that have trickle down effects. We strongly rely on TML as a valued partner to help navigate regular City business, and in special circumstances like the pandemic.

Reflecting on 2020

Aside from the pandemic we faced as a human race, Castle Hills faced its own unique set of challenges that we overcame as a community. Most importantly, we overcame, and I believe that our community is stronger for having persevered. In the midst of everything, it amazes me how much we were able to get accomplished as a City of 4,500. Here are some of my personal favorites.

- Secured funding for the largest comprehensive capital improvement project in Castle Hills' history. This includes maintenance for 20 streets, repair/replacement of 10 streets, and addressing drainage issues in 3 critical areas.
- We completed the first phase of drainage repairs in arguably the most dangerous area for flooding in Castle Hills -- Banyan Street. The system was specifically designed to ensure that it could be added to and that tax dollars would not be wasted with unnecessary concrete when the next phase started.
- We utilized 99.9% of all funds allocated to Castle Hills for the CARES Act; recouping COVID-19 related expenses, building improvements to help mitigate the spread of the virus, and audio-visual improvements to allow residents to participate in city meetings virtually.

(Continued on page 3)

CITY COUNCIL

JR Trevino
Mayor

Joe Izbrand
Mayor Pro-Tem, Place 1

Frank Paul
Place 2

Kurt May
Place 3

Jack Joyce
Place 4

Douglas Gregory
Place 5

CITY STAFF

Ryan Rapelye
City Manager, (210) 293-9673

Brenda Craig
Interim City Secretary,
(210) 293-9681

Lara Feagins
Finance, (210) 293-9674

James "Jim" Ladewig
Fire Department Chief
(210) 342-2341, ext. 217

Johnny Siemens
Police Department Chief
(210) 342-2341

Rick Harada
Public Works & Animal Control
Department Director
(210) 293-9676

ALL EMERGENCIES, EMT, FIRE & POLICE CALL 911

Non-emergency (210) 342-2341

Monthly Meetings

All meetings are held at
City Hall unless otherwise posted.

City Council

2nd Tuesdays, 6:30 p.m.

Architectural Review Committee

1st Wednesday, 7:00pm
Upon Request

Board of Adjustment
4th Monday, 5:30 p.m.
Upon Request

Zoning Commission
1st Tuesday, 7:00pm
Upon Request

Crime Control & Prevention District

3rd Monday, 5:30pm
Quarterly or as needed

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(Continued from page 2)

- We allocated over \$50,000 to Castle Hills' small businesses through the Castle Hills Small Business Reinvestment Program using funds from the CARES Act
- We provided free drive-through COVID-19 testing to over 800 people, courtesy of countless local, State, and Federal partners. We are also grateful to our own Mission City Church for allowing us to use their facilities as the site.
- We secured several thousand facemasks that Councilmembers and I hand delivered to businesses in the City.
- Through our partnership with Bexar County, we were able to use Castle Hills City Hall as a central pickup for PPE Personal Protective Equipment for all of Bexar County's Precinct 3.
- Completed the installation of the water fountain and pet fountain at the Commons, courtesy of Castle Hills Women's Club and Castle Hills Public Works Department.
- Created and adopted Council Relations Policy as well as Castle Hills Code of Ethics. These essential documents outline how Council should work and provide a framework for ethics that your elected representatives should observe.

Aside from all of these monumental accomplishments throughout 2020, your City staff worked tirelessly to keep your City going without missing a beat. This included working from home, quarantining, covering shifts, working extra hours, and generally doing whatever it takes. I'd be remiss if I didn't thank all the department heads that have gone the extra mile to ensure that the tasks got done.

Looking Forward

This Council has done an excellent job of working cohesively for the betterment of Castle Hills and I believe that we are well poised for more successes in 2021. We have built a strong framework in 2020; 2021 will be the year that we finish building and take a step back to begin to fine tune. Last year we learned that many of the ordinances that we have in place require updating, which I understand is normal.

My goal is that we evaluate what Castle Hills does best and learn how we can do better. Every aspect is up for discussion and we welcome your input. One of my favorite things about Castle Hills is the wide diversity of subject matter experts that we have in our small City. Next year we are going to look to you to help us do what we do better!

I pray that 2021 is the year that we will be able to come back together as a community; till then if there is anything that we can do for you or your family, we are only a call or email away.

Yours in service,

JR Treviño

Mayor

JTrevino@CastleHills-TX.gov

210-559-5940

"The statements and facts contained in newsletter articles from the Mayor and City Council Members are their own personal views and should not be considered official city sponsored statements or facts and should not be relied upon as such."



MESSAGE FROM THE CITY MANAGER

By Ryan D. Rapelye, City Manager

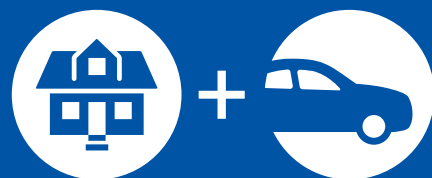
I hope everyone had a wonderful holiday season and a happy new year. As we close out 2020, we reflect on the challenges of this unapparelled time and take a moment to appreciate some of the high points of this difficult year. Like so many of you, we needed to make significant changes at the City to quickly adapt to this "new normal." As City Manager, I am appreciative of the City staff and City Council who have continued to work collaboratively, especially during these difficult times. We have continued to sustain a high level of customer service despite the need to close the doors of City Hall during most of the year.

As we begin the new year 2021, there is much to look forward to in our community as we continue to progress and build upon what has been done in 2020. We have completed major road and drainage projects, following the Capital Improvement Plan (CIP) and have taken the steps to fund necessary infrastructure needs throughout the community. As City Manager, I am excited about what has been achieved, planned, and yet to come in 2021 for the City of Castle Hills.

We have also taken the steps to improve our City website,

(Continued on page 4)

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social media presence, and overall information dissemination as it relates to the City for better transparency and to allow the community to become more informed on events, projects, and City related services. We will continue to enhance our communications platform and have earmarked funds to further our City's website in 2021. We have also recognized the need to educate our citizenry on code compliance issues (or "concerns") and the procedures behind enforcement. We are finalizing a residential guide for property maintenance.

Recently, my performance as City Manager was evaluated by the City Council. As part of the process, I elected to keep my evaluation in the public for transparency. This provided the City Council the opportunity to provide input and feedback on the job I was hired to do as the City Manager of Castle Hills. In the past, one of my mentors told me "integrity above all in this profession". This is why I kept my review in the open, so we can further advance the organization and the City of Castle Hills. I would like to thank the Mayor and Council for their leadership and guidance and taking the time to conduct my annual evaluation.

Three years ago, I accepted this position based on a council-manager form of government. I knew Castle Hills was an excellent place to live, and for me personally, it would be an opportunity for growth in my career as a City Manager, and most importantly, allowed me to come home to the San Antonio area

to be near my nine-year-old daughter. The City Manager position for me has been rewarding at times and frustrating at times. Frustrating due to the roadblocks, obstacles and unprecedented challenges created at times which did not afford me the latitude, judgment and flexibility to do my job. Rewarding, because we work collectively together to make the City and this community a better place to live, work and play. I say "we" because it takes council and staff working together as a team to achieve goals. We have developed long term plans, successfully acquired millions of dollars for infrastructure projects, taken steps to improve the quality of life for our citizens, and worked toward a sustainable governance system in Castle Hills.

This is a team effort so I can't say I did "this" or made "that" happen. I can say personally I am pleased with the direction that the City of Castle Hills has moved in just a short time. We have delivered balanced and transparent budgets and have created financial transparency through policies. We continually strive to improve the financial condition of the City, which was quite evident in the remarkable "AA" credit rating awarded to our city by Standard and Poor's. The excellent rating allowed the City to issue debt at a very low interest rate and fund the new street and drainage improvements currently in the works.

I believe the City Council, City Manager and City staff work collectively together in the best interest of the community. I have continued to evaluate areas of the organization and city services based on my experience from other cities and the feedback from our City staff because, again, "we" have to do this together. The City of Castle Hills has wonderful employees who do their jobs on a daily basis and work to assist our residents, with customer service being paramount.

In my office, I have my white board outlined with the identified projects, concerns and items to address within the City. Once complete, I strike through the items as a reminder "we," as staff, along with the City Council, have accomplished these things in the best interest of the community. I have always been a fan of the slogan "feedback is the breakfast of champions". Feedback helps us see if we are making progress, not making any progress, or going backwards as an organization. We appreciate any feedback you might have about the City of castle Hills.

In 2021, as City Manager I will continue to work with City Council on short and long-term goals for the City to address infrastructure needs, promote quality of life projects, and attract economic development opportunities, and ensure we retain and attract good employees for our organization. We have moved the organization in a positive direction, changed the culture, and improved the stability of the organization for City staff and the residents we serve.

Finally, thank you to all our employees. I appreciate all they do for the City of Castle Hills and our organization on a daily basis especially during the difficult times in 2020.

Please contact me at rrapelye@castlehills-tx.gov or at the office at 210.293.9673 if you have any questions on projects or need assistance with services from the City of Castle Hills.

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COUNCIL COMMENTS



JOE IZBRAND

PLACE 1
Mayor Pro-Tem

With the start of every new year there is a feeling of a fresh beginning, a sense of hope and optimism that the coming year will be better than the last. That has never been truer than in 2021, as we see the possibility of turning the corner on the coronavirus pandemic and moving, albeit slowly, toward a return to normalcy.

Despite the uncertainties of 2020, we made a great deal of progress in Castle Hills last year, bringing greater financial stability to the city, putting in place good governance policies, making comprehensive revisions to the city's zoning ordinance, securing new safety equipment and facilities improvements for our first responders, and addressing infrastructure needs including street repairs. Much more awaits us in 2021.

This year, one of our biggest areas of focus will be to accelerate the street and drainage improvements and maintenance. Now that we have secured low-interest certificates of obligation to support this long overdue work, we will begin addressing streets incrementally, starting with those in need of major reconstruction or repair. By using the funds from the certificates for those costly projects, we will be able to direct traditional city revenue resources toward routine maintenance to keep other streets in good condition.

While the needed work will extend well past this year, major progress is being made and the city's Capital Improvements Plan (CIP) serves as an excellent roadmap for these initiatives. I'd invite you to read the CIP and the list of street priorities in the Planning Documents section at www.cityofcastlehills.com.

At the same time, a comprehensive plan for the city will continue to be developed this year, mapping out the vision and priorities for Castle Hills for the next five-plus years. This plan will encourage and include public input to help address topics including zoning designations, infrastructure needs, small business development, and quality-of-life initiatives.

2021 is also the year in which we will be working strategically to promote Castle Hills and encourage businesses to bring more retail, professional services and restaurants closer to our residents. This effort will also help generate sales taxes. Already, there are talks underway with prospective companies who find Castle Hills attractive because of our excellent city services, loyalty from residents, and an overall welcoming environment.

We'll also be taking steps to continue improvements to our parks and green spaces, providing residents with more options for outdoor activities. At the top of the list is the addition of concrete, six-foot wide walking trails in The Commons, which will make the path much smoother for foot traffic, bicycles and children's toy cars.

While it is too early to say whether or when popular community events like Fiesta Castle Hills will take place, there is a determination to host events again just as soon as it is safe to do so. The dedicated members of the Castle Hills Community Organization, Castle Hills Woman's Club and Castle Hills Garden Club have been instrumental in supporting activities that foster a greater sense of community in our city.

We know, however, that the coronavirus won't suddenly just disappear. It is important for us to remain patient and cautious at a time when we feel impatient and want a return to normalcy.

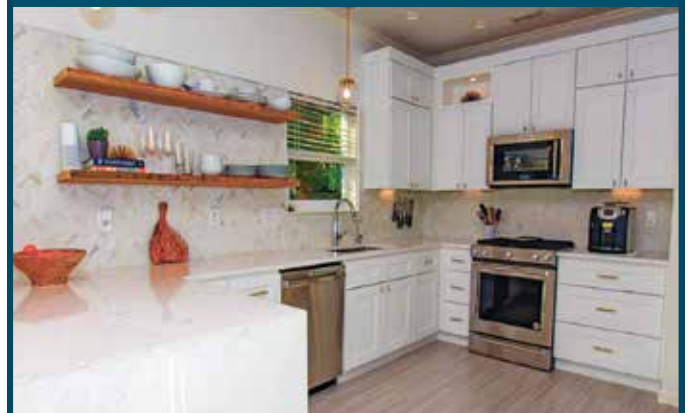
Yet the steps we take now, early in this new year, will determine the long-term health and well-being of our community. The city staff has done an incredible job to keeping our city services and operations going during the height of the pandemic and they deserve particular recognition for their exceptional efforts.

It is a tradition every New Year's Eve to ring out the old and welcome the new. We come into 2021 filled with hope, optimism and a sense of community spirit that promises to make this another very good year for Castle Hills.

I am tremendously honored to serve as your Place 1 Alderman. I invite you to stay in touch and keep up to date with city news by connecting with me at www.facebook.com/IzbrandPlace1. You can also share your thoughts, ideas and comments via email at IzbrandPlace1@gmail.com.

My warmest wishes for a New Year filled with happiness and good health.

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FRANK PAUL PLACE 2

The Castle Hills Community Organization has become an integral part of our community. I have asked Judy Crawford to write an article about the CHCO.

Did you know that our city turns 70 in 2021? Did you know that during the past 50 years Castle Hills has always been a city of residents and businesses who love, support and socialize with their neighbors? Did you know that our city has a Community Organization that strives to keep that history alive?

The Castle Hills Community Organization (CHCO) greatly appreciates Alderman Paul's offer to let us take this space to give you some information about our group.

Castle Hills has had a long history of getting together and having fun. In the 60's and 70's we celebrated Night in Old Castle Hills. In the 80's, there were Wine and Cheese nights as well as Halloween Carnivals.

In recent years, the Castle Hills Community Organization was formed. Our organization's mission is to help enrich the lives and culture of our city. In non-pandemic years, we host Fiesta

Castle Hills (an official San Antonio Fiesta Event), Trunk of Treat, Easter Egg Hunts, Concert in the Commons and Movie Nights. Our organization, thanks to our supportive members, have made donations to both the police and fire departments to help them purchase much needed equipment. We have also helped with the annual Lighting of the Lights and we most recently sponsored a clean-up day on NW Military.

While it has been a while since we have all been together, members of the CHCO are already planning for Fiesta Castle Hills in 2021. The tentative date is set for Saturday, April 17th. We hope you can all join us for food, fun, and friendship.

If you would like to learn more about the CHCO please visit our website at: <http://castlehillscmmunityorganization.org/> or visit our Facebook page.

Membership in the CHCO is open to residents and businesses of Castle Hills as well as surrounding communities. If you would like to join the CHCO the cost is \$25.00 a year. You may make a payment using PayPal on our website or email: jcrawford4@satx.rr.com to receive an application and address to mail in your payment.

We hope all of our friends and neighbors had a great holiday season and we hope to see you soon!

Sincerely,

J. Crawford – Secretary CHCO

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KURT MAY
PLACE 3

New Year, New Opportunity

The New Year brings new hope and opportunity. My aspiration is that we continue to bring improvements to our city—infrastructure projects, parks planning, creating a welcoming home for small businesses, and residents alike. I would like to thank our city workers, our police, first responders, fire department, review boards, and commission members who have worked so hard in this difficult year. You have kept Castle Hills safe and moving forward.

The threat from COVID-19 continues into the new year. Our community has not been spared. Citizens of Castle Hills have contracted the virus, and we have experienced losses. It is up to each of us to take precautions, limit our movements, wear our masks, and get the vaccination as soon as it becomes available. Check with your physician or METRO Health, who may be able to schedule you for a vaccination based on age, or health vulnerabilities.

In 2021, I look forward to resuming my evening events to Meet Our Citizens, to promote local businesses, and to listen to our residents. I look forward to meeting with Castle Hillians in person, so I can best understand what your priority goals are, and how we achieve them together. Our city is packed with vibrant, creative, caring and accomplished people, and it is my pleasure to represent your interests.

Until we can all be together, I can be reached by phone or email, and welcome the opportunity to hear from you.

I wish you all a Happy New Year in Castle Hills—our City's 70th Anniversary—2021!

Kurt May

Alderman, Place 3

210-273-8134

Kurtmay1961@gmail.com



JACK JOYCE
PLACE 4

Written December 19, 2020

Friends and Neighbors,

Most of us will be happy to see 2020 end, as it has been a tough year in many ways. Toughest of all of course is the virus, which causes great suffering for those who contract it. But it has also caused lots of suffering for those of us who have stayed virus-free; but have witnessed the suffering of loved ones who were sick, or who worried about contracting the virus; or who by significant disruption to normal life, suffered financially, physically, or emotionally. Our hearts go out to all these people, and we hope and pray that 2021 will bring a solution to the virus for all of us. As this note is written, the distribution of millions of doses of the vaccine has begun, and other vaccines are on the cusp of approval. So there is hope!

Our City has been impacted by reduced revenue in 2020, but not nearly as bad as some other cities. Our finance director has projected that our net loss for the year will be less than \$200K; but is hopeful that it will be considerably less than that. Staff has been amazing, somehow continuing most city business from home or via Zoom. They deserve tremendous credit.

And yet we have much to be thankful for. My last column recounted some of our many successes in 2020, including approving Certificates of Obligation for continued street and drainage repair and new initiatives such as the Comprehensive Plan Update (*Create Castle Hills – Determining Our Future Excellence*), and the creation of a historical society and business association, both of which will help enrich our city and help to secure a better future. But I am very pleased to report to you that at the December council meeting, City Manager Ryan Rapelye finally received the recognition he deserves. It was time for his annual review and the Mayor and council members, each in their individual remarks, all gave him glowing grades. He was complimented for his resilience, growth in the position, planning expertise, resourcefulness, and leadership of city staff, among many other qualities. But the most amazing thing was that when a salary increase was mentioned, Mr. Rapelye stated that since staff had not received an increase in 2021, not even COLA, he would prefer to defer any discussion of salary increase to a future time. Only an individual of great character would make such a statement and mean it. We can only imagine the level of loyalty that attitude will elicit from staff. I expect that 2021 will indeed be a great year. My best to you all for a happy and prosperous 2021!

I remain grateful for the opportunity to represent you all and welcome your input on these or any other topics, so please email me at jjoyce@castlehills-texas.gov.

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Code Compliance



Recently, the City Council amended the Oak Wilt Ordinance which provides enforcement measures and penalties if oak wilt is not addressed by a property owner in Castle Hills. These enforcement measures include potential fines upon conviction if a property has been identified as an oak wilt infestation and has not taken timely steps to remediate the situation.

There are four primary approaches used for oak wilt management in Texas. Successful control usually depends on an integrated program incorporating measures from all four approaches. The first approach attempts to prevent the formation of new oak wilt infection centers by eliminating diseased red oaks, handling firewood properly, proper timing of pruning, and painting wounds on healthy oaks. The second approach involves trenching or other measures to disrupt root connections responsible for root transmission of the

pathogen. The third approach is the injection of the fungicide propiconazole into individual, high-value trees to help reduce crown loss and extend the life of the tree. The fourth approach is to consider planting other tree species to create diversity in the landscape and to mitigate the impact of oak wilt. These measures will not cure oak wilt, but can significantly reduce tree losses.

As we approach Spring, oak trees have the highest chance of contracting oak wilt disease as pruning of young leaves them very vulnerable to this disease. The Texas Forest Service says that the riskiest time to prune oaks is from February 1st through June 30th and this why the City has adopted that time frame as a seasonal moratorium for trimming oak trees (Sec 48-78). Please note that oak wilt is present in Castle Hills and the surrounding areas. Once oak trimming is allowed (July 1st), please keep in mind the following information; A resident may trim their own trees at the residence they occupy without obtaining a permit but if a contractor is hired, the contractor or the property owner must purchase the appropriate permit.

The permit fee for oak trees is \$50 while non-oak tree permits are \$25. Please ensure that all cuts on oak trees are painted within 1 hour of the cut and with black paint to prevent contact with contaminated nitidulid beetles. Permits are valid for 30 days and are specific to the address for which the permit has been issued. You can obtain a permit at www.cityofcastlehills.com/how-to-obtain-a-permit. Thank you for doing your part in keeping Castle Hills and its wonderful tree canopy safe and beautiful for all to enjoy. Further information can be found on the City's website at www.cityofcastlehills.com/2245/Oak-Wilt-Prevention.



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The Castle Hills Woman's Club

The Castle Hills Woman's Club continues their year of service. Please join them for the following event:

January 23 – Hosting the San Antonio Blood Bank for blood donations at City Hall. Times to be announced.

If you are woman resident or business owner in Castle Hills, we would love to have you join our club. Please contact castlehillswomansclub@gmail.com.

Public Works

City of Castle Hills Garbage Collection Requirements

Residential garbage collection is provided twice per week. Household garbage must be **bagged and placed in a 32-gallon container with a lid**. Collection is limited to the equivalent of **THREE 32-gallon size garbage containers per household**. There are many styles of containers in 32-gallon size, including those with wheels.

32 GALLON CONTAINER STYLES



Plastic Container with
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Handles and Lid



Wheeled Plastic Container
with Handles and Lid



Each container may not be more than 32 gallons and 40 lbs in weight (including contents) due to the fact that garbage collection is done manually and overweight containers can result in injury to our Public Works employees. On collection day, containers must be set out in the alley, or on the street, so as to be easily accessible to the collector. After collection, garbage containers may be placed or stored in the alley abutting the property in an orderly manner so as to not block the alley or returned to an area of storage on private property not readily visible from the street.

Further information on collection services can be found on the City's website at:
www.cityofcastlehills.com/2162/Collection-Schedules

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Castle Hills Fire Department

By Chief Jim Ladewig

The previous Recorder article I had introduced you to the members of A-Shift for the department. I would now like to introduce you to the members of B – Shift. This shift also consists of 6 personnel with a Captain, a Lieutenant and 4 firefighter/ EMTs. They too respond to all fire and EMS calls and perform Fire Inspections of the commercial businesses within the city. They also perform numerous other duties for the department and city.

Captain Joe Hernandez is the Captain of B – Shift and is our longest tenured Officer with almost 19 years with the department and 11 years as Captain of B – Shift. Captain Hernandez is recently married and is originally from the San Antonio area. He manages his shift in day-to-day operations, incident commander at emergency incidents, along with other duties for the department including commercial fire inspections and is very proactive in training with his crew. Captain Hernandez holds several certifications with Texas Commission on Fire Protection including Master certifications in Fire Fighting, Inspector, Fire Investigator, Instructor and Fire Officer IV, along with numerous others. Captain Hernandez also holds a Masters Degree in Public

Administration/ Emergency Management from Weyland Baptist University, and serves as a lead instructor at the San Antonio Fire Academy on his days away from the station. Along with his many other skills Captain Hernandez is certified with Texas Department of State Health Services as an EMT – Basic.

Lieutenant Cory Stewart serves as the Lieutenant/ second in charge of B – Shift. Lt. Stewart has been with the department for almost 9 years and serving as Lieutenant of B – Shift for the past 2 years. He is married with a family and is originally from the San Antonio area. Lt. Stewart was a professional baseball player prior to turning his career toward firefighting and becoming a member of our department. Lt. Stewart assists Captain Hernandez in day-to-day operations of their crew and serves as the incident commander in the absence of Captain Hernandez. He holds certifications with The Texas Commission on Fire Protection including Advanced Firefighter, Fire Officer I, Instructor, and is continuing to pursue his certifications of Fire Officer II and Fire Inspector. He also is a certified EMT – Basic with the Texas Department of State Health Services.

Firefighter Kolin Jonas is a longtime member of the department with a total of 23 years with Castle Hills and prior experience with Boerne Fire Department. Firefighter Jonas is married with a family and has always lived on the outskirts of San Antonio. Firefighter Jonas holds certification with The Texas Commission on Fire Protection of Master Firefighter and is the only Texas Department of State Health Services EMT – Paramedic with the department. Firefighter Jonas assists with managing EMS inventory as well as responding to all Fire and EMS emergencies.

Firefighter Hector Hernandez is another longtime member of the department and the city with 16 years of service with the fire department. Firefighter Hernandez began as a Public Works employee with Castle Hills before becoming a firefighter for the department. He also spent a stint of 4 years with the Boerne Fire Department. Firefighter Hernandez is married, has a family and has always lived in the San Antonio area. His certifications with the Texas Commission on Fire Protection include Intermediate Firefighter and Wildland Firefighter. Firefighter Hernandez is also an EMT – Basic with the Texas Department of State Health Services. His duties are also to respond to all fire and EMS emergencies, and performing daily tasks around the department and city as assigned.

Firefighter Michael Kelly is a newer member of our department with a little more of 3 years of service with Castle Hills and is originally from Alaska. He is married and lives north of San Antonio. He is a Basic Firefighter and certified Pump Operator with the Texas Commission on Fire Protection as well as an EMT – Basic with the Texas Department of State Health Services. Firefighter Kelly's duties include responding to all fire and EMS emergencies and assisting in completing assigned tasks for the city and department. We look forward to Firefighter Kelly's continued development and service with the department.



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One of our newest members of B – Shift and the department is Firefighter Kevin Kerlin who started with Castle Hills in March of 2020. He is married and is originally from Ohio, but came to us from North Carolina by way of Houston where he had worked as a Cardiology Tech with the Houston Rockets organization. His time in North Carolina was spent serving our country in the United States Army and is still serving in the Army reserve. He is a Basic Firefighter and Pump Operator – Aerial with the Texas Commission on Fire Protection and also a EMT – Basic with the Texas Department of State Health services. His duties as with the other members of B – Shift include responding to all Fire and EMS emergencies and daily duties as assigned by his officers. We thank Firefighter Kerlin for his service time in the military and look forward to his continued service to the department and the residents of Castle Hills.

B – Shift has an experienced, mature group of firefighter/EMT professionals that are dedicated to providing assistance to the residents and other members of the community. We appreciate and look forward to their continued service to the department and the City of Castle Hills.



Please pick up after your pets. Take a plastic bag with you on your walks and dispose of it properly. Obey the leash law. All dogs and cats must be confined to their owner's property at all times except when on a leash.



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Happy 2021 to all! It is our sincere hope 2021 treats you all better than 2020 did. It is our goal to provide citizens, businesses, and visitors the highest quality of service consistent with our mission statement: **To provide unrivalled policing services to an engaged and diverse community.** As such, we place a premium on effective community partnerships and continually evaluate these partnerships. In doing so, we have come to recognize that many residents are still hesitant to contact us upon observing something suspicious. A common sentiment being “we did not want to bother you all”, or “we know you are too busy.” Although true, we are busy, we do not want anyone to feel as though this a good reason for not reporting something. Our officers embrace these calls and welcome the opportunity to serve our community.



It is no secret that residents are more familiar with their respective areas within our community and maintain a vested interest in the safety and well-being of those areas. This attribute alone allows for our residents to be the first to recognize when something is amiss. You all are the eyes and ears when we are not present and a key component in facilitating police awareness. As such, it has never been more important, encouraged, and easy for residents to report suspicious activity.

A simple phone call here greatly compliments our efforts in this arena. Through timely and accurate reporting, we increase the likelihood for police action whether it be a field contact, deterred criminal activity, or an arrest. Help us help you..... make the call. Thank you and stay safe.

Dispatch: 210-342-2341

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