

September / October 2024



# *The Castle Hills Reporter*

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





## CITY COUNCIL

JR Trevino ..... Mayor  
 Jason Smith ..... Place 1  
 Denise Haley ..... Place 2  
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 Jack Joyce..... Mayor Pro Tem,  
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 Beth Daines ..... Place 5

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 City Secretary, (210)293-9681

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

**Steven Zuniga**  
 Police Chief  
 (210) 342-2341

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

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 & 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, 7:00 p.m.  
 Upon Request

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

**Zoning Commission**  
 1st Tuesday, 6:30 p.m.  
 Upon Request

**Crime Control & Prevention  
 District**  
 3rd Monday, 5:30 p.m.  
 Quarterly or as needed

## MESSAGE FROM THE MAYOR



Neighbors, you should be receiving this Reporter as cooler weather is inbound! This month will not have an infrastructure update to save space, but rest assured we are still working. The next Reporter will certainly have some big updates!

### High-Water Alert Lifesaving Technology

It has been a while since we have received a good rain but you will remember that there are several areas in Castle Hills that are still a threat. In our many conversations with Bexar County we discussed the idea of the HALT System. The HALT System stands for High-Water Alert Lifesaving Technology. These are the flashing lights that you would typically see at low water crossings. Admittedly, the initial reaction was that these systems were a waste of money. It seemed rather commonsensical that if you saw water on the road, there is a problem. Well, it is never too late for us to learn. In conversations with Bexar County, we learned that part of the reason that these HALT Systems are so expensive is because they communicate with a network.

For our purposes, communicating with a network may appear to be relatively pointless. However, it can be very beneficial to our residents and guests, both short-term and long-term. The way that the systems work, there is a sensor that goes on the "upstream area" of the low water crossing. As soon as water is running over the road, it sends a signal to the flashing lights on each side of the low water crossing to catch a driver's attention that a hazard exists. This will be exceptionally useful in areas where it is dark and the low water crossing seems deceptively harmless.

But wait, there's more! The signs also communicate with the larger County network. You might ask why that is valuable. The status of the low water crossing is displayed on [www.BexarFlood.org](http://www.BexarFlood.org). Aside from showing the status to the entire County to keep people safe, it helps track historical data. Part of our challenge as a City is explaining just how little amounts of rain can cause hazards for people on Castle Hills streets. With the HALT System storing historical data we can better position ourselves for financial support from local, regional, and other partners to fix regional flooding.

The best part about the HALT System is that it is being done with ZERO upfront expense to the City of Castle Hills. The design and installation is being handled by Bexar County Public Works and the units are funded by a grant through the Texas Department of Emergency Management. The two areas that are scheduled to receive signs are at Krameria right before West Avenue and Castle Lane between Zornia and Manton. These areas flow with sizable amounts of water and are high risk. There are a couple of areas on the border but those are positioned so that we could potentially partner with the City of San Antonio. Thank you to our partners at Bexar County and TDEM for helping keep Castle Hills safe!

### The Real Castle Hills

If you have Googled "Castle Hills" and seen a City that doesn't look familiar, you are not mistaken. There is actually a very nice community just outside of Dallas, called Castle Hills. This Castle Hills isn't an actual City but rather a suburb of the City of Lewisville. Several weeks ago, a colleague helped make an introduction to the Mayor of Lewisville, TJ Gilmore. Making the best of an existing work trip, we coordinated schedules and sat down to learn



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about one another and our respective Cities. The Castle Hills community is very large and rather new. What was once the family ranch for the Bright Family (former owners of the Dallas Cowboys), has grown into a beautiful community with many great amenities. Mayor TJ Gilmore was very nice to spend an afternoon getting to know about our Castle Hills and sharing about the New Castle Hills.

The New Castle Hills has done a great job masterplanning all components of their development. Of particular interest was that they chose to really lean in to the medieval and castle theme. The community has many parks, all of which have adopted the medieval theme in one way shape or form.



### Advanced Policing Measures

As painful as it is for us to admit, our perfect little bubble of Castle Hills does have crime. While the City has done a great job of prioritizing advanced staff recruitment measures, we will never be able to hire enough Officers to stop all crime. In today's day and age, the question begs itself, how can we use technology to make our community safety. The answer MAY be a network of connected cameras. At our August Council meeting, Chief Zuniga brough forward an agenda item to discuss potential implementation of these cameras in or around Castle Hills.

Major kudos to your Council for taking an open-minded approach a relatively old style but new form of Policing. This is an old style in that, it is not a novel idea for cameras to be used in Policing. Police vehicles have been outfitted with cameras for more than the last 10 years, body cams have been in use in Castle Hills for almost 5 years, and for years Castle Hills had a Police Car outfitted with License Plate Reader cameras. What makes these cameras different you might be asking yourself. These cameras are what are referred to as LPR's or License Plate Readers. These cameras are on a nationwide network that is updated from the National Crime Information Center (NCIC). Under ideal circumstances, when a vehicle's license plate is scanned and it registers as a recognized plate, it will immediately notify Castle Hills Officers via their in car computer.

It is important to point out that this platform has a variety of public safety components. From recognizing stolen vehicles, to Amber Alerts, and even Silver Alerts; it will notify the Officers that a vehicle may be in the area. This system can also be useful in scenarios where your surveillance is unable

to capture the license plate of a porch pirate, mailbox thief, or any other type of burglar. This can give Castle Hills Police the info that they need to get a case going.

There is a lot to take in with new technology. Fortunately, your Council began to ask the hard questions with respect to privacy and safety to ensure if this something that we do, that it is being done right. For example, Council Member Alderman Smith was the one that asked about the time frame that data was stored. The Council seemed pleased to know that data is only stored for 30 days and is not sold. The implementation of the system will likely have a trial period before the City commits any dollars. As always, we welcome your feedback now and during the trial phase.

Our priority is making sure that we are giving you more and doing it in the best possible way. While it would appear that Castle Hills is ahead of the curve, the reality is that there are many Police Departments across the State that are exploring this technology; including the San Antonio Police Department.

We look forward to seeing you in the Commons soon!

Yours in service,

JR Treviño

JTrevino@CastleHills-TX.Gov

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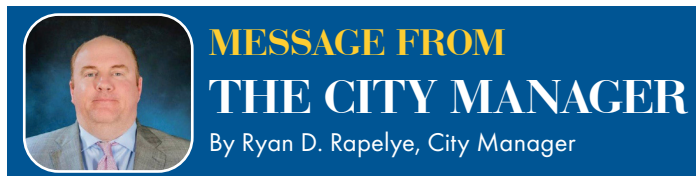


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## FY 2025 ADOPTED BUDGET

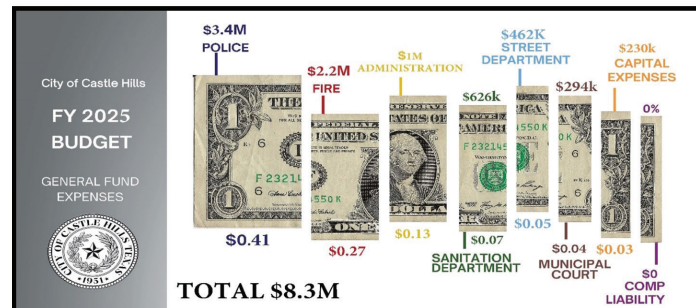
After two months and five meetings, the FY 2025 Adopted Budget has been adopted. The FY 25 Adopted Budget will now begin October 1, 2024, and end on September 30, 2025. As City Manager, it is my responsibility to provide a document which details expected expenses for the next fiscal year which includes anticipated revenue to meet these expenses.

As we have discussed, planned and have now executed, the 9-month FY 24 Adopted Budget will conclude on September 30, 2024. The goal to change our fiscal year has now come to fruition and this will aid the city in the future to better prepare, plan and monitor our city budgets moving forward. This is why the current FY 24 Budget is only a nine-month budget. A fiscal year that starts on October 1 would be aligned with property tax year collections. This is crucial due to property tax revenue being the largest revenue collected in the General Fund. An October 1 fiscal year would match the federal government. October 1 fiscal year runs in line with grant funding opportunities, including federal funding opportunities. Many cities around the surrounding area and the state have a fiscal year which starts on October 1.

As a result of the FY 2024 Adopted Budget, the City was able to address a number of areas related to services and operations including the modifications made to the City's retirement system. Similar to the budget process last year, we have identified future expenditures related to the use of the American Rescue Plan Act (ARPA) funding. We have also included the next steps to implement the FY 2025 major capital projects related to street and drainage as we continue our long-term improvements to the City's infrastructure. Over the last few years, we have taken necessary steps to improve our organization, its culture, its infrastructure, its communication process, and other internal improvements as a part of the annual budget. Last year, the City was able to complete another phase of street improvements (reconstruction) consisting of ten streets funded through the 2023 Certificate of Obligations (COs) series.

The FY 2025 Budget will address two more streets requiring reconstruction, this will be Phase IV. By the end of 2025, the City of Castle Hills will close out the \$10 Million category identified in the City's CIP for reconstruction of streets in under five years. We have also continued to address streets through our maintenance plan, which has addressed over thirty streets based on the maintenance plan established in 2019. The FY 2025 Budget includes further dollars from our Street Maintenance Fund to continue these efforts, including a mill/overlay project. The FY 25 Budget has \$300,000 from the Street Maintenance Fund programmed to address three streets (Amerson Lane, Castle Oaks Drive and Lemonwood

from Roletto to NW Military). Regarding drainage improvements, our next phase will involve a combination of drainage and street reconstruction projects, this will include North Manton and Carolwood Phase III to Lockhill-Selma. Both projects will be funded from the 2023 COs series. The FY25 Budget is fiscally conservative and balanced. The General Fund is the largest fund for the City and accounts for the general service and operations (police, fire, permitting/planning, public works, and administration). All City employee salaries are funded out of the General Fund. The General Fund revenue budget totals \$8,367,219 and the expenses in the proposed budget total \$8,367,219.



**The FY 2025 Adopted Budget maintains the core services such as Public Safety (Fire, Police and Dispatch), Public Works (sanitation/streets), Municipal Court and Administration. Above is a breakdown as it relates to \$1.00.**

The FY 25 Budget does not include any additional personnel. Includes a 3.5% cost-of-living adjustment for employees. A 5% increase to the current cost of Health Care for City employees. An increase from \$51,098 to \$54,243 for the entry level Firefighter position for the Fire Department Also, included is .50 cent increase to the monthly residential rate for Sanitation Services (Landfill fees will change from \$46.13 to \$48.25 per ton). Funds are programmed from the American Rescue Plan, to provide funding for the Commons and Fire Department. ARPA related expenditures in the FY 25 Budget involves the installation of two pavilions in the Commons, further facility improvements at the Fire station including the replacement of the bay doors and a generator for Public Works building.

Every budget is an attempt to balance current and future needs within the framework of limited resources, and this year's budget has been constructed within those guidelines. The proposed budget sustains City operations/services, includes operational expense changes from the FY 2024 Adopted Budget to the Proposed FY 2025 Budget, incorporates our debt model and includes capital needs towards the continuation to bolster our City's infrastructure.

I wish to extend my appreciation to the City Council for attending Special City Council/Budget Work Sessions to date, reviewing budget documents, your leadership and continual guidance from the development to the adoption of the FY 25

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Budget. I also want to express my appreciation to the entire City Staff, our leadership from the City's department heads for everyone's dedication and hard work in striving to maintain the highest level of service to the citizens and businesses of our community.

As City Manager, I will continue to recognize and applaud our employees. The City of Castle Hills is very fortunate to have such an outstanding team of employees who are knowledgeable, talented, and dedicated to their City. Please contact me at [rrapelye@castlehills-tx.gov](mailto: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.

## BRANDING CAMPAIGN UPDATE

We are excited to let you know that Phase I of the Castle Hills Branding Campaign is completed. A huge Thank You to the Castle Hills residents, business owners and city staff who provided their input and guidance in a series of Discovery Sessions/Town Hall Meetings conducted by Creative Civilization. Creative Civilization is an Advertising/Public Relations agency in Castle Hills and is the agency responsible for the "Go Spurs Go" campaign and rebranding of CPS Energy, VIA and Opportunity Home.

After talking with officials from other cities in Bexar County and around the State, it had become apparent that our City needed a unified logo, tagline, narrative and brand guidelines in order to be competitive when it comes to attracting residents, enhancement of economic development and when applying for grants or other financing.

Additionally, the comprehensive plan adopted in 2023 outlined a priority to develop branding for our City, to convey to the outside world the special qualities and desirability of Castle Hills. The strategy could include a new logo, treatment of city entrances and highway overpasses, signage, and as otherwise recommended by the consultant.

Branding a city is more than simply creating a logo/slogan. It involves shaping the perception of a place, fostering civic pride, and attracting residents, businesses, and visitors to the community. Creative Civilization recommended two primary phases of the planning and execution process to be guided with the creation of a Master Marketing Calendar.

During Phase I, insights and direction from the community were sought that included core values, current beliefs or perceptions and branding goals. The direct engagement and collaborative approach yielded strong ideas and enthusiasm with stakeholder participants, including their preferences and recommendation for the new branding, all based on the core values, current beliefs or perceptions and branding goals. Creative Civilization then produced a number of examples of narratives, logos, and taglines and provided some examples of touchpoint applications for the logos and taglines – signage, shirts, name tags, mugs, caps, etc. There were more conversations and feedback from the session participants that resulted in the following recommendations that were

presented and approved at the City Council meeting on August 13, 2024:

### NARRATIVE:

City of Castle Hills

The City of Castle Hills is a timeless community that evokes an engaging sense of quality, friendliness and creativity in a contemporary setting with homes and businesses nestled in nature's beauty, conveniently located in the heart of America's 7th largest city.

### LOGO:



### TAGLINE:

Love it...Here.

Phase II includes approvals and production, community partnerships and community participation, the branding launch and other communications. As part of the launch, digital billboards on Loop 410 will feature the new branding and some of the people in our community. Would you like to know more about being one of the "stars" of this campaign? Send your contact information to our City Secretary at (210-293-9681 or [nheinrich@castlehills-tx.gov](mailto:nheinrich@castlehills-tx.gov)) by Monday, September 30th.

This campaign is a major step forward for our city. Thank you again to all who participated in this process – residents, business owners, and city staff – for their many contributions to this campaign. Watch for details about the launch – there is much more to come!

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## COUNCIL COMMENTS



### JASON SMITH PLACE 1

Hello, neighbors. Just a few quick updates on some projects that I've written about in previous issues of the Reporter.

The City's traffic survey is still being conducted, but should be wrapped up in the next few months. A survey crew was recently monitoring S. Winston Lane, which has been a particular area of concern for the residents who live nearby. Once the report is in, I'll provide an update on the findings and how the city plans to respond.

The Carolwood/Lockhill Selma drainage project is moving forward after a slight delay with CPS, who is planning on improving utility lines in the area. Fortunately, that issue has been resolved and the bidding process should begin in October with construction commencing shortly thereafter.

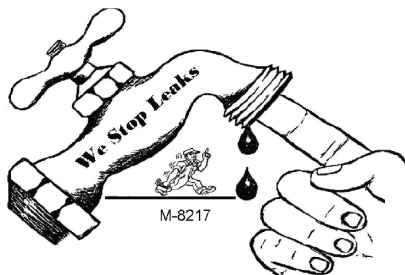
As always, we're interested in your thoughts and input on city affairs and how the council can better serve you. Please feel free to reach out with any questions or items you'd like to discuss.

Council Member Place 1  
jsmith@castlehills-tx.gov  
(210)643-9214



Have your say on what's happening in San Antonio! Go to [SASpeakUp.com](https://SASpeakUp.com) to answer surveys and provide your comments and ideas for city projects, initiatives and the City Budget.

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### DENISE HALEY PLACE 2

Hello Neighbors,

It's been a busy summer around the city, and it appears the fall will be even busier – in the best way. City Council met during the summer to work on the annual budget (see the City Manager's report for more information). The Castle Hills Branding Campaign began in late May and included a number of "discovery sessions" and then reviews of possible end-products involving residents, business owners and city staff who shared their ideas and thoughts about our city. Councilmember Jack Joyce and I worked on this project with City Manager Rapelye and the Creative Civilization team. Hearing everyone's perceptions and ideas and the lively discussions during those sessions was interesting and fun. As the campaign moves into Phase II and the launch of the campaign, we're continuing to help coordinate the details.

In July, I was part of project to distribute hand sanitizer to our area schools and city departments. Al Perales and his wife Karen moved to Castle Hills last year. Al had a long career in the technology industry and is now the Chief Commercial Officer for Austin Lighthouse, a non-profit organization that offers education, training, advocacy and community for blind and visually-impaired individuals in Travis County and surrounding areas. Al called and said "I'd like to do something for my city" and offered a pallet of surplus hand sanitizer the Austin Lighthouse had because their client no longer needed all that they had ordered. After talking with Mr. Rapelye, who suggested the hand sanitizers could be part of our school supply drive, I thought about people I knew who had a pickup truck and might be available to make a quick trip to Austin and asked Mike Flinn, another Castle Hills resident and friend, to help. Thanks, Mike! We went to the Austin Lighthouse, the pallet was loaded into Mike's pickup, and Al took us on a tour of the facility, which included a ride on a forklift in the warehouse. What a neat experience!

When we got back to City Hall, our Fire and Public Works staff unloaded the pickup and cases were delivered to schools that day and later in the week. Thank you to Jeanette Ulmer and Judy Crawford for their help delivering. All the schools were thrilled to have these much-needed supplies. Thank you again, Al, for thinking of our city.

A fun "bunco night" in August sponsored by the Castle Hills Community Organization (CHCO) included lots of laughter, friendly competition, fun party foods, and connections among new and long-time friends. Our Woman's Club and Garden Club have begun their September-May Club years; the CHCO continues to have fun events, including Movie Night on September 20th and Trunk or Treat/Concert in the Commons on October 26th; the Fiesta Castle Hills leadership team had their first meeting to get ready for FCH 2025 next April; and National Night Out 2024 is back on Tuesday, October 1st (see Chief Zuniga's article for details). So, the

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Fall really will be busy! Going to these events and being part of the community groups that offer fun and socializing helps bring us closer and make our community stronger.

One last thing. Do you have a U.S. flag that you would like to have retired? There is a Flag Box at the Loop 410 entrance to Covenant Presbyterian Church, 1761 N.W. Loop 410. The Flag Box was the Eagle Project of Angelica Tindall, the first Eagle Scout for BSA Troop 537-G (Scout Troop for Girls). Troop 537 will maintain the Flag Box and make sure that flags are retired properly.

As always, feel free to connect by phone, text, email, or around town. I'd love to visit with you! Also, regular City Council meetings are on the 2nd Tuesday at 6:30pm at City Hall. You're encouraged to attend any regular or special meeting and be informed about what's going on in our city. Because now more than ever, Community Matters.

Denise Haley  
Council Member Place 2  
(210) 596-9686  
d.haley@castlehills-tx.gov



# JACK JOYCE

PLACE 4, Mayor Pro Tem

Friends and Neighbors,

As summer winds down, I'm pleased to note that the first phase of our Brand Evolution initiative is complete. My thanks to Councilwoman Haley for her great effort on this project. You should begin to see the fruits of this work as fall gets underway. Please see info on the project elsewhere in this publication.

I'd like to update you all on one of the more important aspects of our Economic Development effort, the creation of an incentive policy. An incentive is a monetary benefit that a municipality can provide to an individual or entity, usually a developer, who would like to invest in a property within the municipality. The premise is that the investment would add to the City's revenue, and so would be worth providing a benefit to the investor. These are normally given as tax breaks, grants or loans, all intended to encourage the investor to make the investment. The tax breaks are usually provided based on an assumed future value, so there is no reduction in current tax revenues. Grants, donations, or a reallocation of the City's sales tax are among the other options to fund the incentives. Note that a reallocation of the sales tax can take place only in an election. Many of our sister cities make use of the sales tax to fund economic development efforts, including incentives. Last month (July) the Economic Development Committee presented to City Council a draft of the proposed incentive plan. It was received enthusiastically and so the Committee is hard at work developing the details. They've proposed is a four-tier policy as follows:

- Urban Renewal (Tier One). Create Tax Incentive Reinvestment Zones (TIRZ) to improve areas such as Jackson Keller between Blanco and West Avenue.

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- Retail and Restaurant Support (Tier Two). Incentives for businesses that add significant sales tax or jobs, most likely restaurants and retail stores.
- Job Training and Education (Tier Three). Incentives for entities that provide workforce development or education for those in our area. Consider programs in culinary, cyber security, AI and other popular studies that could generate increased expertise in our City and thus encourage business to expand or relocate here.
- Storefront Beautification (Tier Four). Incentives for businesses that provide improved landscape, signage, or facades. Consider instituting architectural design guidelines to assure a minimum level of quality.

This should give the City lots of options to improve our City, thus assuring increased revenue and ultimately a higher quality of life for us all.

Glad to discuss or answer your questions.

Jack Joyce  
jjoyce@castlehills-tx.gov  
210-827-7222



## BETH DAINES

### PLACE 5

Hello Neighbors!

As fall approaches, we have gotten glimpses of cooler weather that I hope will be back to stay soon. This is a great time to get involved in something that interests you. Castle Hills has some wonderful opportunities! Check out some of our local eateries that you have been meaning to try. From hot lunch spots, to intimate evening dining, to sweet treats, Castle Hills has it all. That's why we Love It...Here!

Consider planting a winter garden with broccoli, lettuce or peas. Or learn some new lawn care tips. The Castle Hills Garden Club is welcoming new members and meets monthly. Come out to a movie night or Concert in The Commons, hosted by the Castle Hills Community Organization. Become a member or volunteer to set up or sell concessions.

Do you have deep roots in Castle Hills? The Historical Society could use your input. They are looking for pictures, stories and interviews to put together a book for the upcoming 75th anniversary. They meet monthly in the council chambers at city hall.

Are you new to Castle Hills, or looking to meet more of your neighbors? Join the Castle Hills Woman's Club. They meet monthly for social events and volunteer service.

Election Day is coming up. Consider volunteering for your favorite candidate. We have many important local elections that will affect Castle Hills, San Antonio and Bexar County. Block walking, phone calls, or mailings, you could serve your community and your candidate. Even if you don't have time, make sure to plan to vote during early voting or on Election Day.

I hope you all have a chance to enjoy cooler weather soon, meet some new neighbors and participate in activities that bring you joy.

Beth Daines  
Bdaines@castlehills-tx.gov  
210-394-5752

# JUNIOR LEAGUE OF SAN ANTONIO

**October 17-20, 2024**

LET'S GO SKIING!

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The Junior League of San Antonio returns to the San Antonio Shrine Auditorium **October 17 – 20, 2024** for the 28th annual **Holiday Olé Market: Aprés Ski**. Holiday Olé Market is a four-day shopping fundraiser showcasing both regional and national merchants featuring the latest in fashion, beauty, home décor, unique gifts, and holiday merchandise. Holiday Olé Market is the Junior League of San Antonio's largest fundraiser each year, focusing on funding the mission and our nonprofit community partners. Ready to take on the slopes, celebrate in chic holiday style, or catch a signature cocktail we are here to have a fabulous time. Ticket prices start at \$15.

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**OCT 17, 2024**

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# CASTLE HILLS FIRE DEPARTMENT

By Chief Jim Ladewig



Cooking and heating are the leading causes of home fires and fire injuries, and winter months are the peak time for fire-related incidents.

## Minimize Your Risks

When cooking, make fire safety a priority by keeping these tips in mind:

- Stay in the kitchen while you are frying, grilling, boiling or broiling food
- When simmering, baking or roasting, check the food regularly, remain in the kitchen while cooking and use a timer
- Keep anything that can catch fire away from your stovetop
- Heating is the second leading cause of home fires. Follow these tips:
- Keep all flammables, like paper, clothing, bedding, drapes or rugs, at least 3 feet from a space heater, stove or fireplace
- Never leave portable heaters and fireplaces unattended; turn off heaters and make sure fireplace embers are extinguished before leaving the room
- If you must use a space heater, place it on a level, nonflammable surface, like ceramic tile, not on a rug or carpet
- Keep children and pets away from space heaters
- When buying a space heater, look for models that shut off automatically if the heater falls over

## Other precautions:

- Check all cords and replace any that are frayed or have bare wires
- Switch to flameless candles
- Keep matches and lighters high and out of children's reach in a locked cabinet

## Working Smoke Alarms Are a Must

- About three out of five fire deaths happen in homes without working smoke alarms. Smoke alarms are a key part of a home fire escape plan providing early warning to reduce your risk of dying in a fire. The National Fire Protection Association recommends you:
- Install smoke alarms on every level of your home, inside bedrooms and outside sleeping areas on the ceiling or high on the wall
- Keep smoke alarms away from the kitchen, at least 10 feet from the stove, to reduce false alarms
- Test smoke alarms monthly
- Replace batteries in your smoke alarm and carbon monoxide detector annually
- Replace smoke alarms that are 10 or more years old

## Make an Escape Plan

One home structure fire is reported every 88 seconds, according to Injury Facts. Once the smoke alarm sounds, a fire can spread quickly, leaving only a minute or two to escape. That's why it's so important to have a home escape plan. Start by drawing a map for your home and follow these guidelines:

- Plan two ways to escape from each room
- Make sure all doors and windows leading outside open easily
- Identify secondary routes: a window onto an adjacent roof or a collapsible ladder from a second floor window
- If you live in a multi-story building, plan to use the stairs – never the elevator
- Designate an outside meeting place a safe distance from the house

## Practice Your Plan

- Practice getting out with eyes closed, crawling low to the floor and keeping your mouth covered
- Practice closing doors behind you
- Practice how to “stop, drop and roll” if your clothes catch on fire
- Practice testing door handles to see if they are hot before opening them
- Teach children never to hide and how to escape on their own in case you can't help them

## When and How to Use Fire Extinguisher

Always put your safety first; if you are not confident in your ability to use a fire extinguisher, get out and call 9-1-1. The American Red Cross cautions you to evaluate the situation and ensure:

- Everyone has left or is leaving the home
- The fire department has been called
- The fire is small, not spreading, and there is not much smoke
- Your back is to an exit you can use quickly
- Remember the acronym PASS:
  - Pull the pin.
  - Aim low at the base of the fire.
  - Squeeze the handle slowly.
  - Sweep the nozzle side to side.

Stay Safe,  
Fire Chief Jim Ladewig



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The ARC is a nonprofit life plan continuing care retirement community (CCRC) in beautiful San Antonio, Texas. We welcome all officers, retired or honorably discharged from all branches of service, warrant officers, as well as senior level GS 14 and above federal employees who are at least 62 years old, including spouses and surviving spouses.





# THANK YOU, CHIEF



Castle Hills Police Chief Esteban Zuniga announced that he is leaving on September 25. Chief Zuniga has been employed by the City of Castle Hills for 14 years (2010 – 2024). He has served in the Castle Hills Police Department in different capacities. He was hired as a

Patrolman, and rose through the ranks to Corporal, Sergeant, Administrative Sergeant, Lieutenant, Captain, and Chief of Police, specifically the last three years. He is moving on to a position with Texas Alcoholic Beverage Commission to continue his law enforcement career.

Chief Zuniga's professionalism, knowledge, and enthusiasm have served as a valuable asset to the City of Castle Hills. We are excited for his new opportunity with the Texas Alcoholic Beverage Commission, and we appreciate his commitment and dedication over the years to the City of Castle Hills.

The City of Castle Hills wants to acknowledge Chief Zuniga's leadership, celebrate his career, and wish him well with his future endeavors in law enforcement. In the coming weeks, the city will share details regarding the search process for the next Police Chief.



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## C.H. POLICE DEPARTMENT POLICE CAR UPDATE

By Chief E. Zuniga

Hello Residents of Castle Hills. This year we will be approaching National Night Out - NNO a little differently. To kick off the event, we will have "Heroes' Day" on Saturday, September 28, 2024, from 10am - 2pm at the Commons of Castle Hills located at 209 Lemonwood Dr. Our goal is to have a better and longer event than what we had last year. The same rules apply as they have in the past. There is no charge to attend this event nor any fees to showcase your services or items. Everything is **FREE!** We will have food, drinks, chips, funnel cakes and a lot more. Creating a separate event and having it on a different day will allow for residents to have/host a neighborhood block party.

Then on Tuesday, October 1, 2024, the residents of Castle Hills can have their neighborhood block parties and invite their friends and neighbors to partake. The fire department and police department will attempt to visit the block parties individually as has been done in the past. The only requirement is that if you are planning on hosting a block party and you want the fire and police department to visit, you must register your block party so that we can add you to the list of addresses to visit. If you're not on the list, your block party does not exist for a visit. Please keep in mind that if we have many block parties, we may not be able to visit every one of them. We try to limit the visit to about 10 minutes, but that usually expands to 15 and 20 minutes, but we will try to visit as many as possible. The hours for NNO on Tuesday, October 1, 2024, are 5pm - 8pm.

If you plan to host a neighborhood block party and wish to get registered so that the police and fire departments can go by, please send an email to [vmedellin@castlehills-tx.gov](mailto:vmedellin@castlehills-tx.gov) Please provide the following information:  
Host Name / Address / Phone No.

Please plan to come out for Heroes' Day on Saturday, September 28, 2024. We are also looking forward to seeing you again at your block party. As always, please call 9-1-1 if you have an emergency and report suspicious activity directly to the Castle Hills Police Department at 210.342-2341.



## Breaking News! Download the new and improved 311SA Mobile App

FAQ: [www.sanantonio.gov/CustomerService/MobileApp](http://www.sanantonio.gov/CustomerService/MobileApp)

Residents can submit service requests reports for the following services:

- Aggressive Animal
- Damaged Garbage Cart
- Dead Animal Pick Up
- Garbage/Recycle No Pick Up
- Graffiti in Parks
- Graffiti Public Property
- Traffic Sign Missing/Down
- Graffiti Private Property
- Trapped/Confined Animal
- Junk Vehicle
- Injured Animal
- Overgrown Yard
- Animal Cruelty
- Pot Hole Repair



**Take a picture  
from your mobile  
phone and send it  
to: 311SA**





City of Castle Hills  
209 Lemonwood Drive  
San Antonio, TX 78213

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#### CITY OFFICES CLOSED FOR THE HOLIDAY 2024

##### Trash and Brush Pick-up Holiday Schedule:

Southside trash pick-up is Monday, December 23<sup>th</sup>  
Northside trash pick-up is Thursday, December 26<sup>th</sup>  
Southside Recycling pick-up is Friday, December 27<sup>th</sup>  
Northside Recycling pick-up is Friday, December 27<sup>th</sup>

**NO BRUSH OR LEAF BAG PICK-UP** the week of December 23<sup>th</sup> – December 27<sup>th</sup>

Brush and Leaf bag pick-up will resume the week of January 6<sup>th</sup>

NORTH OF LOOP 410	12/23 MON	12/24 TUE	12/25 WED	12/26 THU	12/27 FRI
SOUTH OF LOOP 410	MON	TUE	WED	THU	FRI



Published and distributed by:  
**Neighborhood News, Inc.**  
3740 Colony Drive Suite LL100  
San Antonio, TX 78230  
(210) 558-3160 \* (210) 558-3163 fax

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