

JULY 2012

The Castle Hills

Reporter



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CITY COUNCIL

Bruce Smiley-Kaliff
Mayor

Michael Catalani
Place 1

Douglas Gregory
Place 2

Steve McGuire
Place 3, Treasurer

Tim Howell
Place 4

Tom Davis
Place 5, Mayor Pro Tem

CITY STAFF

(210) 342-2341

Michael T. Steele
City Manager, ext. 214
msteele@cityofcastlehills.com

Rita Hoyl
Assistant City Manager, ext. 215

Linda Gill
City Secretary, ext. 216

Chief Jerry Riedel
Fire Department Chief, ext. 217

Chief Donald Davis
Police Department Chief, ext. 210

Rick Harada
Public Works & Animal Control
Department Director, ext. 206

Rita Hoyl
Code Compliance/Permits, ext. 215
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MONTHLY MEETINGS

All meetings are held at City Hall
unless otherwise posted.

City Council
2nd Tuesday, 6:30pm

Architectural Review Committee
3rd Monday, 7:00pm
Upon Request

Board of Adjustment
3rd Wednesday, 7:00pm
Upon Request

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

Crime Control & Prevention District
3rd Monday, 6:30pm
As Needed

**Message From the Mayor**

Bruce Smiley-Kaliff



Information for you, requested by the Mayor.

In response to the many citizen requests that I have received this month requesting that your newsletter tell the citizens real news, I have requested SAWS to update our citizens on the SAWS/Bexar Met transition. I hope you find their information informative. Have a wonderful summer and always contact me if I, or your City Council, can help you in any way.

Your Mayor,

Bruce Smiley-Kaliff Mayor@cityofcastlehills.com 210-342-5954

Dissolution of BexarMet Water District

The final step in dissolving BexarMet Water District was recently approved by the state's Texas Commission on Environmental Quality.

Last year's elections cleared the path to BexarMet's end. With TCEQ's action, the former BexarMet district is completely dissolved, with SAWS managing all assets and liabilities.

Many improvements and efficiencies have already begun, including establishing a 2012 budget without any customer rate increases in 2012.

While many improvements have already been made, SAWS is continuing to make progress towards completely merging the two water systems. You should be able to see

a single billing system for both water and sewer service by August 2012.

Additionally, a BexarMet Integration Advisory Committee was created to provide input on the way services and infrastructure would be merged. Sixteen members were appointed to two-year terms to help guide the integration.

The committee includes at least one representative from each county served and all committee members reside in or own/operate a business located in the former BexarMet Water District. Representing the City of Castle of Hills are Mayor Bruce A. Smiley-Kaliff and Betty Sutherland, who was appointed chairwoman.

Continued on Page 3>>



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SAWS is no stranger to Castle Hills, we have provided sewer service for several years and we are completely committed to improving service to customers here.

If you have questions on the BexarMet Integration Committee, or would like to know more about billing statements, you can reach SAWS Community Relations Manager Allison Greer at 233-2966.



Castle Hills Police Department

City Borders: What does that mean anyway?

One of the largest cities in the country surrounds us; we actually contribute to that in one way or another. We have over 200,000 vehicles traveling through our city daily with a population of over 300,000 within a five-mile radius. Every day vehicles are traveling in and through our city; vehicles occupied by citizens who need protection and service. You see, we are bound "to serve and protect" EVERY person who travels, shops, dines, visits, resides and operates businesses in our city. Our city limits, to us as public servants, simply means that who will handle an accident or take a police report. It might also mean who will fight a fire, or look for your lost pet. There is a definite difference between big city public service and small city public service, but is all relevant given the environment and situation.

One of the most interesting and fascinating part of our job as police officers and investigators is interviewing people, especially interviewing those who commit crimes or suspected of committing crimes. Over the last 17 years I have heard many stories, been told a few lies, and even been misled a time or two. However, I have heard time after time from criminals and suspects two phrases. They are, "don't go to Castle Hills" and "if I knew this was Castle Hills I wouldn't have done it." What does that mean to the law-abiding citizens and residents of Castle Hills? You let us know, but I think that is a good reputation to have. It should give you, the resident, peace of mind and comfort. Now we are not saying things do not happen or crime does not take place in our city, because it does. Nevertheless, your police department does its best to protect and serve all people within our boundaries, all the time.

Well its summer and things will start heating up and school is out which means more activity within our boundaries and beyond. Please keep an eye out for suspicious activity. If you see something or someone suspicious, please give us a call so we can check it out. We do a lot better of a job keeping our city safe with all the eyes of the community helping.

Wayne Davis
Captain, Castle Hills Police Dept.



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COUNCIL MEETING HIGHLIGHTS



APRIL 10, 2012

Consider:

- The Financial Audit for 2011 – passed
- Direct the Castle Hills police chief (or his designee) to determine (1) what cities in Bexar County do not have their own dispatch service, and: (2) determine the annual costs to outsource this service by these cities. The findings will be reported back to City Council at the May 2012 Castle Hills City Council meeting – passed unanimously.
- Placing a 3-way stop sign at the Trillium @ Gladiola, Bluet @ Gladiola, and Dandelion @ Gladiola intersections – tabled until June w/results of current traffic survey.
- Proposal using funds donated by the late Mayor and Mrs. Perry Burnham for the purpose of purchasing and placement of an appropriate “street clock” similar to those as seen in the February 2011 City Council handout.

MAY 8, 2012

Consider:

- Resolution adopting an Investment Policy – tabled.
- Resolution recognizing Dispatch Staff – passed unanimously.
- An appeal from Linda Robinson to prevent the City from removing junk vehicles from the property at 204 Tamworth – public hearing closed with intention of reopening at the June City Council meeting.
- Request by Ann Marie Edgerton for a Special Use Permit to utilize the ancillary building at 1900 NW Military Highway. After the Public hearing and consideration by City Council of the recommendations of the Zoning Commission, the City Council may deny or approve an SUP for the ancillary building – removed from agenda for consideration at the June City Council meeting.
- Ordinance that the city seal of the City of Castle Hills, Texas shall be used only for official city business and/or business cards and the practice of using “look alike” or modified city seals is prohibited from use by any past, present, or future employee, official or group – City manager and staff to design an official city logo and bring back to City Council for adoption as the “Official City Logo”.

MAY 22, 2012

Consider:

- Resolution canvassing the returns and declaring the results of the General Election held on May 12, 2012, for the purpose of electing three (3) council members – passed unanimously.

Council Comments



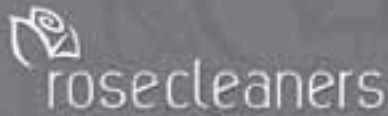
Michael Catalani
Place 1

It is both an honor and privilege to serve as your Place 1 Alderman on the Castle Hills City Council. During the next two years, I want to work with you--residents, city staff, council members and business owners – to find positive and fiscally sound solutions to the challenges facing our community.

Over the past year, I had the opportunity to meet and talk with many of you. The commonalities among you were your fondness for Castle Hills, and your desire to make our city an ideal place for individuals and families to live and work.

You repeatedly told me you wanted a representative who was accessible, approachable and willing to listen to your concerns. Tired of bickering and negativism, you wanted an alderman who will offer constructive ideas and be a team player while urging

Continued on Page 6>>



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the council to operate as a team. You support city fire, police and public works services, and you wanted a representative who mirrors your support. Business owners wanted better relationships with Castle Hills.

As citizens, you wanted your tax dollars used wisely; however, you understood just as your costs of living increase so do the costs of running the city. To keep our taxes low, the city must increase its tax base. As citizens, you were acutely aware that funds are badly needed for street repairs and infrastructure improvements, which have been neglected for years.

Moving Castle Hills forward for the betterment of all our residents, businesses and employees is of great importance to me.

Maintaining a positive attitude and working cooperatively with all concerned parties will be my goal.

Always know that you can contact me with your comments or concerns. I can be reached at 342-2087 or at michael.catalani@yahoo.com



Douglas Gregory, Place 2

The 2013 Budget

This summer, the Council tackles another budget. Experts on the economy have expressed "near certainty of server deflation", "raging inflation" or that the economy will "fall off the cliff", in 2013. Whatever happens, here in Castle Hills we must continue to be vigilant that we have a balanced budget with no tax increases for the next fiscal year. Many thanks go to our City Treasurer, Dr. Stephen McGuire and Alderman Tim Howell, who have expressed a strong desire for this goal. Our City remains fiscally strong and secure. Low taxes and common sense spending is a must for the new fiscal year. Please attend our budget workshops and provide your much needed impute.

Gratitude and Recognition

I want to recognize those who work for our city. The Police have turned in a remarkable performance of increased visible patrols, low crime rates and an increase their overall professionalism. The Fire Department continues to provide rapid response to dangers in our City; along with swift EMT response time, the Castle Hills Fire Department continues to

be second to none. The Public Works Department continues to do everything in it's power to keep Castle Hills efficient, clean and beautiful. The City Administration has and is taking on a huge load of responsibilities from many different sources and without a doubt does an excellent job. All these Departments and the people in them are to be congratulated for a job well done.

The Betterment of the City

2012-2013 will be a critical time for our City. One thing is certain, if your leaders work for the betterment of the City and not for their own personal, petty, power gratification, the City of Castle Hills will continue to thrive. I wish one and all a great Summer.



Steve McGuire,
PLACE 3, City Treasurer

We are fortunate to live in Castle Hills where we know our neighbors and we are engaged in management of our City.

And we are very fortunate to have wonderful City employees who work very hard for our City. While we believe we are managing our City in the best possible manner, are we really? The way to know is to use three fundamental business practices – (1) tooth-to-tail ratio; (2) metrics; and (3) bench marking. Tooth-to-tail refers to that part of an organization that actually does the business of the organization versus the support part of the organization. For instance in Castle Hills the "tooth" part would be our officers making rounds on our streets or our firemen responding to an emergency. We absolutely need to maintain every bit of "tooth" that we currently have – and perhaps even considering expanding it. The "tail" would be the management overhead, the policies that take the officer off patrol or the fireman away from being able to respond. All bureaucracies, both private and public, tend to grow with time. Good managers identify new needs and implement appropriate policies and responses to deal with those needs – and we have certainly done this. But over time some of these processes tend to become less significant, to become less relevant, or to become costly with very little gain – in short to become "crazy makers" – and yet they have become "institutionalized". We, like all organizations, tend to keep in place processes that today no longer make sense.

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So how do we know if our "tail" costs are still appropriate? By bench marking. We compare our organization's costs to similar entities. For us this would perhaps be our sister cities Shavano Park and Balcones Heights, both similar in size, both providing similar 24-7 services. If our costs for a service or department are out of line with our bench marks (whether we're above or below our bench mark), we need to then assess why. Just because we are spending more or less is not necessarily wrong – we may be more efficient or conversely we may be delivering a service which they do not. We do however need to be able to explain any differences.

This is where metrics become relevant. We should be able to quantify the costs for our various activities and be able to explain why any cost is significantly different from our bench marks. We already do this for our employee's salaries. We can also do this for various other management activities. And where we discover our expenses are no longer cost effective, we can realign the activities of our employees into more cost efficient and productive activities – notice I said realign, not eliminate, employees. By realigning employee activities into more productive areas we can increase the services to our citizens while maintaining support and advancement of ALL of our employees. In short we will improve our "tooth-to-tail" ratio while still controlling costs.

This is where I hope we go during this budget session. By using objective facts and metrics, by employing bench marking, and by realigning our employee's duties we can ensure the future for ALL of our employees and for ALL of our citizens. And indeed we can then state unequivocally that we do indeed have a really GREAT CITY – and be able to provide an objective explanation why.



Tim Howell, PLACE 4

Hello everyone,

I hope that each of you is doing well and surviving the heat. With summer temperatures upon us, we all have the opportunities to stay cool and try at least to keep our yards alive one more year.

As usual we have been at work at city hall. It was reported to me that the police department is growing with another member coming on board this month. I'm sure you have noticed that our finest have stepped up the patrols in the neighborhoods to combat our usual increase in summer burglaries, etc. The chief and his crew are patrolling heavily in all areas of the city, and with high visibility this has made one of the lowest months of reported vandalism and crime that I have seen. Please say hello, or at least wave when they drive by. These ladies and gentlemen are the protectors of our property, and always put our safety first on a daily basis. The admin department has also welcomed a new member, Tina Zelenak, who has joined the ranks in the municipal area of our team. Go by and see her if you have a chance. Our employees are the frontline in the operation of our city, and as usual I am congratulating our admin staff as well as all the departments for the work they do.

In other news, I have been at work constructing a new sign ordinance that will bring our present one up to the standards needed to meet the growing needs of our businesses and non profits, but still maintain the atmosphere and appearance of a friendly, family-oriented community like ours. I have basically been studying cities our size and slightly larger coast to

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coast with all levels of sales tax bases, home values, and income levels to find out what our sister cities across the nation are doing to help their businesses grow, but still control the needs of older and stable communities. It has been very interesting to find and read about all types of ideas to incorporate into our ordinance, and quite frankly I am excited about the fact that our ordinance will be a culmination of what is happening in the fast-growing cities our size. I should have this ready for council consideration in the upcoming month, or at latest August for consideration. If you have any ideas you would like to incorporate, please email me, and I will be glad to visit with you and listen to your idea. We at city hall are always open for resident input, and I encourage your participation in our city government.

Please contact me either by email or phone if I can be of assistance to you. This is our city and I for one am proud to serve you as your city councilman Place 4.

Thanks and have a great summer.

Timothy Allan Howell
City Of Castle Hills
Councilman Place 4
Castle Hills, Texas 78213
210-535-9094 cell
210-979-0839 fax
timothyallanhowell@yahoo.com
timothyallanhowell@facebook.com
MrCastleHills@twitter.com



Tom Davis, PLACE 5,
Mayor Pro Tem

Do You Really Want Smaller Pieces of Pie?

Quality Assurance (QA), Quality Improvement (QI), Continuous Quality Improvement (CQI), Outcomes Assessment (OA), Outcomes Improvement (OI), Targets, Benchmarks, Best Practices, the list goes on and on. Next year it'll probably be new initials or new catch phrases and jargon. Manufacturing, education, business, health-care, hospitals, insurance companies, and public policy have all gone through these systems and paradigms that have at one time or another been in vogue. Best Practices and Benchmarks seem to be the favorite current buzz words. When used in the context of budgeting, you can erase all the hype and bravado. It simply boils down to determining the most desired result for the least amount of expenditure. Sounds like common sense to me. Most experts agree that

Best Practices is a productive, systematic, decision-making tool, but it is not the magic solution for all situations.

Best Practices suggests that sometimes the more expensive option may actually be the best choice. The desired result may cost more but it's essential and necessary; therefore, it's justified. Buying a new jaws of life for the fire department might be more expensive than expected, but the old one is simply not as effective for quick extrication. Best Practices budgeting does not require that another area must be cut or decreased to off-set this over-spending decision; however, if you refuse to increase the budget, that's what will happen. Example: Due to a staff shortage in a department, it is noticed that the work load might be a little stretched but the tasks are getting done. Maybe we don't need that position. Best Practices would eliminate the position. More importantly, Best Practices would suggest that if another agency or service can provide an acceptable level of service for less expense than the current city department, then eliminate the city department and contract out the service. This could be a good option and might save significant amounts of money. But, did you catch the phrase "acceptable level of service" and notice that this could be considered the Best Practice? There's a big difference between acceptable and desired level of service.

The only function of the City of Castle Hills is to provide the residents with necessary city services. After years of budget workshops, I can assure you that there's very little, if any, wasteful spending. Quite the reverse is happening. The demands on City services are increasing while expenses are escalating. Best Practices is very successful at limiting expenditures: however, it does not address the issue of a pie that has become too small. If you cut a bigger piece of pie for Aunt Helen, all the other relatives get a smaller piece of pie. Best Practices avoids asking the question of, when do you realize you need to get a bigger pie? Strict advocates of Best Practices frequently are also the first ones to shout, "No, you can't raise taxes. We'll just keep cutting other items in the current budget." As you add more relatives to your Thanksgiving dinner, you keep cutting the pieces of pie smaller and smaller. Finally, one year the family decides to all chip in a few cents and raise money for bigger pies. Everyone now receives what they wanted (and feel they deserve) and everyone is satisfied. For more information on Best Practices, google Mike Myatt, November 18, 2011, Forbes magazine and read his article, "Best practices – Aren't." As for me, I'll stick with good old common sense and prudent budgeting.

You can always contact me at jtdsa@grandecom.net. Have a wonderful and safe summer.

JULY EMPLOYEE HIGHLIGHTS

Anniversaries

1-YEAR

Celeste Maldonado – Police Dispatcher
Noel Rodriguez – Sanitation Collector
David Cain – Firefighter
Suzanne Riley – Finance

5-YEARS

Stephen Anderson – Police Officer

10-YEARS

Justin Garcia - Firefighter

35-YEARS

Richard Sill - Firefighter

New Employees

Christina Zelenak – Court Clerk
Brian DeHaro – Street Department
Ronald Singleton – Police Officer



Registration Required

Are your pets current on their vaccinations? All domestic pets in Castle Hills must be registered with the City. Registration is only \$10. Please bring proof of current rabies vaccination for each pet.

Leash Law

Please be reminded that a dog must be under proper restraints at all times if not on the owner's premises. Although cats shall be exempt from the leash requirement while on the premises of the owner, any cat straying on the property of anyone except its owner shall be deemed a nuisance animal and will be subject to impoundment.

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YOUR COMMUNITY



COUNCIL HIGHLIGHTS

At a Special City Council meeting held May 22, 2012, Judge Martha Tanner provides the Oath of Office to newly elected council member Michael Catalani; his wife Christina looks on.



COUNCIL HIGHLIGHTS

Judge Martha Tanner provides the Oath of Office to re-elected council members Tom Davis (left) and Tim Howell



EMPLOYEE HIGHLIGHTS

Glenda Olivier pictured with Police Chief Davis and Mayor Smiley-Kaliff hosted a luncheon for all employees in the Community Room on April 20th. We thank you!



EMPLOYEE HIGHLIGHTS

Dispatch Recognized

At the May City Council meeting, Mayor Smiley-Kaliff declared May 8, 2012 "Dispatcher Appreciation Day" in recognition of a perfect score received on their most recent audit/inspection. Chief Dispatcher Christina Randolph (second from right) and Celeste Maldonado (far left) accepted the proclamation.



EMPLOYEE HIGHLIGHTS

New Police Officer

Ronald Singleton is our newest police officer to join the force. Officer Singleton will go through 11 weeks of training. The first week will be with police administration, next nine weeks in the field, and last week evaluation by sergeant. Come meet Officer Singleton at the July 10th City Council meeting.



COMMUNITY HIGHLIGHTS

Karate Kids Proclamation

Proclamation presented to Eli Guerra, founder of "Karate Kids of America" at the May 8th City Council Meeting. "Karate Kids of America" students are pictured with sponsors, City Council members, Castle Hills Department Managers.



COMMUNITY HIGHLIGHTS

Karate Kids God Bless America

At the commencement of the Council Meeting on May 8th two "Karate Kids of America" students perform to God Bless America.



COMMUNITY HIGHLIGHTS

Sgt. Steve Hart conducted a child ID fingerprint program at the School of Excellence Spring Festival May 19th.

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CASTLE HILLS STORM WATER QUESTIONNAIRE- 2012

The City of Castle Hills is in the process of completing implementation of a Storm Water Management Plan which will help improve the quality of storm water, which eventually becomes drinking water, by reducing pollution levels in it. This will bring the City into compliance with the Clean Water Act of 1972 (as subsequently amended) and the Texas Pollutant Discharge Elimination System (TPDES) General Permit Number TXR040000 issued by the Texas Commission on Environmental Quality.

Have you seen:

- | | |
|--|--|
| 1. Sewage spills or leaks? | <input type="checkbox"/> No <input type="checkbox"/> Yes |
| 2. Significant amounts of animal manure? | <input type="checkbox"/> No <input type="checkbox"/> Yes |
| 3. Chemicals or oils that are exposed to rainfall? | <input type="checkbox"/> No <input type="checkbox"/> Yes |
| 4. Trash, rubbish and/or debris heaps? | <input type="checkbox"/> No <input type="checkbox"/> Yes |
| 5. Eroding soil such as dirt, clay, or mud? | <input type="checkbox"/> No <input type="checkbox"/> Yes |

If you have answered "Yes" to any of these questions, please provide below the location (be as specific as possible) where you observed any such condition.

Location(s): _____

Your input is important! Please take a moment to identify runoff pollution that you have observed in Castle Hills. When completed, mail or drop off at City Hall, 209 Lemonwood Drive, San Antonio, TX 78213. You may include any additional comments in the space provided below:

Thank you!

The City of Castle Hills, Texas



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STAFF COMMENTS



CITY MANAGER

Michael T. Steele
M.P.A.

Exciting news! The City Council has reviewed the engineering report on the proposed street and drainage projects and has approved going out to bid on these projects. You might remember that I wrote about these projects in my last editorial.

If the utilities affected by these projects determine the sites of their respective infrastructure in a timely manner, you will be able to see work on these projects starting in July. Just in case you did not see the list of areas to be repaired, here is the list: portions of Roundup Drive, Gardenview Drive, Northcrest Drive, and the drainage crossing Atwater Drive.

Thanks again to the Fiesta Castle Hills group for putting on another great event, the Firecracker 5K Run/Walk. It starts at 8 a.m. on the 4th of July at the Commons. It should be a fun time with refreshments and a t-shirt for each participant. Even if you are not going to participate, come to the Commons and visit with your neighbors and meet new friends.

After our recent rains, the Public Works crew has been working very hard keeping up with the mowing on the Commons as well as the City and TxDOT easements all around the City. They also have been very diligent about cleaning the drainages around the City. Next time you see them at work, give them a big "thank you."

The Fire Department crews collected over \$9,000 for the MDA's Fill the Boot program. This amount nearly tripled the amount collected last year.

The City has recently contracted with a new recycling company. This is the company that accepts and separates all of the items to be recycled that you place out for the City crew to pick up. This company will co-host with the City a day when you can bring in old electronic equipment to be recycled free of charge. They will also co-host a day for free shredding of documents for City residents. Watch for the announcements of these events at the City's Website at www.cityofcastlehills.com.

In closing, I hope that you have had an enjoyable spring and have a lot of fun things planned for summer.

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Fire Department News

Castle Hills Firefighters were out in full force this year for the annual "Fill the Boot" drive for the Muscular Dystrophy Association. Firefighters spent several hours pounding the streets at busy intersections in Castle Hills on May 16, 17 & 18. The final amount collected for MDA on these 3 days was \$9,117.88. Our original goal was \$3500 after collecting around \$3300 last year. A sincere thank you to all that donated and a special thanks to all the firefighters that went above & beyond to exceed our goal this year.

HOLIDAY GARBAGE COLLECTION SCHEDULE



JULY 4TH - INDEPENDENCE DAY
SEPTEMBER 3RD - LABOR DAY



July 2012	2 Monday	3 Tuesday	4 Wednesday	5 Thursday	6 Friday
North of Loop 410		Garbage Collection	Holiday		Garbage Collection
South of Loop 410	Garbage Collection		Holiday	Garbage Collection	
Recycle			Holiday	North & South of Loop	
Brush	NO	BRUSH	COLLECTION	THIS	WEEK

September 2012	3 Monday	4 Tuesday	5 Wednesday	6 Thursday	7 Friday
North of Loop 410			Garbage Collection		Garbage Collection
South of Loop 410		Garbage Collection		Garbage Collection	
Recycle			South of the Loop	North of the Loop	
Brush	NO	BRUSH	COLLECTION	THIS	WEEK

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SHOP

CASTLE HILLS



New Businesses

CRICKET

(Cell phone and accessories retail store)

DUNGEON COMIX

(Retail comic books)

1st REVERSE MORTGATE

(Mortgage office)

LUCY'S CHINESE MASSAGE & REFLEXOLOGY

(Massage & reflexology services) (new ownership)

REP UP 365

(Sports specific training facility) (new location)

TOO GOOD TO BE THREW

(Home accessories/furniture consignment) (new location)

New Businesses "Coming Soon" To Castle Hills

DEBLIN HEALTH CONCEPTS AND ASSOCIATES

(Behavioral Health Services office)

QUIK FOOD MART

(formerly Sun Stop)(convenience store with gasoline sales) (new ownership)



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Time Dated

July 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4 Independence Day	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21 Ramadan Begins
22 Parents' Day	23	24	25	26	27	28
29	30	31				

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