

AGENDA
NOTICE OF MEETING OF THE CITY COUNCIL OF
SHAVANO PARK, TEXAS

This notice is posted pursuant to the Texas Open Meetings Act. Notice hereby given that the City Council of the CoSP, Texas will conduct a Special Meeting on Wednesday, June 12, 2019 immediately following the Workshop Meeting scheduled at 5:00 p.m. at 900 Saddletree Court, Shavano Park City Council Chambers for the purpose of considering the following agenda:

1. CALL MEETING TO ORDER

2. PLEDGE OF ALLEGIANCE AND INVOCATION

3. CITIZENS TO BE HEARD

The City Council welcomes “Citizens to be Heard.” If you wish to speak, you must follow these guidelines. **As a courtesy to your fellow citizens and out of respect to our fellow citizens, we request that if you wish to speak that you follow these guidelines.**

- Pursuant to Resolution No. 04-11 citizens are given three minutes (3:00) to speak during “Citizens to be Heard.”
- Only citizens may speak.
- Each citizen may only speak once, and no citizen may pass his/her time allotment to another person.
- Direct your comments to the entire Council, not to an individual member.
- Show the Council members the same respect and courtesy that you expect to be shown to you.

The Mayor will rule any disruptive behavior, including shouting or derogatory statements or comments, out of order. Continuation of this type of behavior could result in a request by the Mayor that the individual leave the meeting, and if refused, an order of removal. In compliance with the Texas Open Meetings Act, no member of City Council may deliberate on citizen comments. (Attorney General Opinion – JC 0169)

4. CITY COUNCIL COMMENTS

Pursuant to TEX. GOV'T CODE §551.0415(b), the Mayor and each City Council member may announce city events/community interests and request that items be placed on future City Council agendas. “Items of Community Interest” include:

- expressions of thanks, congratulations, or condolences;
- information regarding holiday schedules;
- an honorary or salutary recognition of a public official, public employee, or other citizen, except that a discussion regarding a change in status of a person’s public office or public employment is not honorary or salutary recognition for purposes of this subdivision;
- a reminder about an upcoming event organized or sponsored by the governing body;
- information regarding a social, ceremonial, or community event organized or sponsored by an entity other than the governing body that was attended or is scheduled to be attended by a member of the governing body or an official or employee of the municipality or county; and

- announcements involving an imminent threat to the public health and safety of people in the municipality or county that has arisen after posting of the agenda.

5. REGULAR AGENDA ITEMS

5.1. Discussion / action - Annual review / salary of the City Manager - Possible Executive Session pursuant to Texas Government Code §551.074, Personnel Matters

6. ADJOURNMENT

Executive Sessions Authorized: This agenda has been reviewed and approved by the City's legal counsel and the presence of any subject in any Executive Session portion of the agenda constitutes a written interpretation of TEX. GOV'T CODE CHAPTER 551 by legal counsel for the governmental body and constitutes an opinion by the attorney that the items discussed therein may be legally discussed in the closed portion of the meeting considering available opinions of a court of record and opinions of the Texas Attorney General known to the attorney. This provision has been added to this agenda with the intent to meet all elements necessary to satisfy TEX. GOV'T CODE §551.144(c) and the meeting is conducted by all participants in reliance on this opinion.

Attendance by Other Elected or Appointed Officials:

It is anticipated that members of City Council or other city board, commissions and/or committees may attend the meeting in numbers that may constitute a quorum of the other city boards, commissions and/or committees. Notice is hereby given that the meeting, to the extent required by law, is also noticed as a meeting of the other boards, commissions and/or committees of the City, whose members may be in attendance. The members of the boards, commissions and/or committees may participate in discussions on the same items listed on the agenda, which occur at the meeting, but no action will be taken by such in attendance unless such item and action is specifically provided for on an agenda for that board, commission or committee subject to the Texas Open Meetings Act.

The facility is wheelchair accessible and accessible parking spaces are also available in the front and sides of the building. The entry ramp is located in the front of the building. Sign interpretative services for meetings must be made 48 hours in advance of the meeting. Call the City Secretary at 210-493-3478 x240 or TDD 1-800-735-2989.

CERTIFICATE:

I hereby certify that the above Notice of Meeting was posted on the City Hall bulletin board on the 6th day of June 2019 at 9:45 a.m. at a place convenient and readily accessible to the general public at all times, and to the City's website, www.shavanopark.org, in compliance with Chapter 551, Texas Government Code

Zina Tedford
City Secretary

CITY COUNCIL STAFF SUMMARY

Meeting Date: June 12, 2019

Agenda item: 5.1

Prepared by: Mayor Werner

Reviewed by: Bill Hill

AGENDA ITEM DESCRIPTION:

Discussion / action - Annual review / salary of the City Manager - Possible Executive Session pursuant to Texas Government Code §551.074, Personnel Matters

Attachments for Reference:

- 1) City Manager Performance Accomplishments

BACKGROUND / HISTORY: The periodic assessment of the City Manager is a key element to effective and efficient municipal government operations. A fair and balanced evaluation process is important for objectively assessing performance and providing guidance to improve performance as necessary.

City Council conducts an annual assessment of the City Manager each spring (traditionally in April).

DISCUSSION:

Review Schedule:

- Mar 25th - City Council reviews format and timeline; agrees on review date
- April 24th - City Manager passes to Council annual Performance Accomplishments
- May 6th - Mayor / Alderman complete the review and pass to Mayor
- May 7th - Mayor begins assembly of reviews for presentation
- May 10th - Mayor distributes assembly of reviews to Alderman
- May 13th - Council / City Manager Review

This format accounts for the City Manager duties and responsibilities as outlined in the Texas Local Government Code and the City of Shavano Park, Texas Code of Ordinances.

Additionally, the City Manager has listed out performance accomplishments both in format of the review form as well as a status of City Council approved objectives for both FY 2018 and 2019.

NOTE: This agenda item was postponed at the May 13, 2019 City Council Meeting.

COURSES OF ACTION: Council will provide CM their annual review

FINANCIAL IMPACT: N/A; Compensation recommendations possible

MOTION REQUESTED: N/A

PERFORMANCE ACCOMPLISHMENTS (2017-18 ASSESSMENT)

HILL, WILLIAM (Bill)

Duty Title. CITY MANAGER

April 1, 2018 – March 31, 2019

Sec. 2-63. City Manager (Powers and Duties). The City Manager shall be the administrative officer of the City who shall serve under the direction and supervision of the City Council and shall be responsible to the City Council for the proper administration for the affairs of the City in accordance with Tex. Local Government Code § 25.021.

1. EFFICIENT ADMINISTRATION OF CITY AFFAIRS § 2-63(e)(1)

- a. Effectively supports the established City Goals and Objectives
 1. Successfully supported the accomplishment of or have initiated most all designated City Council Objectives both from FY 2017-18 and FY 2018-19.
 2. See attachments for the applicable summary status of each objectives within the two budget documents. The justification details are located within this document below.
- b. Engages in and promotes strategic planning
 1. Fully participated in and contributed to the completion of the 2018 Town Plan, approved October 22, 2018 as the City's Comprehensive Plan.
 2. As the City Budget Officer, personally led the FY2018-19 Budget development process. The budget as a strategic document includes long term goals supported by yearly objectives.
 3. Effectively led the effort to initiate implementation of Phase I Drainage Plan with a more detailed evaluation of future requirements.
- c. Sets a professional example by handling affairs of the public office in a fair and impartial manner
 1. I set a positive and professional example in my day to day activities.
 2. I treat everybody with dignity and respect.
 3. I treat each issue objectively and supported outcomes.
 4. Established and maintained a positive working climate focused on high standards, mission accomplishment and accountability while ensuring for the care and welfare of all personnel and citizens.
- d. Supports City Commissions, Boards and Committees in their efficient operations § 2-85 & 112
 1. Attended nearly 100% of Planning and Zoning Commission, Water Advisory Committee, Tree Committee, Investment Committee, and Board of Adjustment Meetings.
 2. Supported each meeting. Personally prepared or supervised the preparation of supporting materials to ensure members were provided the information required to make informed decisions. Ensured Committee / Board packets were provided in a timely manner.
 3. Coordinated each agenda with the Board or Committee Chairman as appropriate.
 4. Well educated on all topics of discussions and facilitated many of those discussions as appropriate.
 5. Followed up questions and answers with the Committees as appropriate
 6. Reviewed for accuracy the Boards and Committees minutes.

- e. Ensures effective records management and information continuity § 2-63(e)(3)
 - 1. In accordance with our records management policy, Staff completed twice a year a review of all current and historic documents and in some cases scheduled them for destruction or organized for storage in permanent or semi-permanent off-site location.
 - 2. Continued a program that scans and archives our historic documents, Ordinances, Plats, PUDS, etc.
 - 3. Assists in the effective maintenance of the City of Shavano Park Codes of Ordinances
 - 4. I have personally driven effort and gathered much of the historic information that has enabled us to record a comprehensive history of Shavano Park and to build a digital based archives of that history.
- f. Supervises advertisement and submission of contracts § 2-63(e)(7) & (14)
 - 1. Effectively completed the RFQ and renewing of our Banking Contract.
 - 2. Transitioned to new IT Managed Services Provider with little disruption of City operations.
 - 3. Implementation of a new cloud-based backup system.
 - 4. Staff continues to maintain an accurate City Contract Listing in Excel spreadsheet with links to current contract documents and status.

2. ENFORCES ALL APPLICABLE LAWS AND ORDINANCES § 2-63(e)(2)

- a. Implements governing body actions in accordance with the intent of Council
 - 1. To my knowledge, all governing body actions have been fully implemented within the intent of Council.
 - 2. Have not made any exceptions to ordinances that I'm aware of.
 - 3. Reinforced discipline (doing the right thing) by all staff
- b. Understands, supports, and enforces local government's laws, policies, and ordinances
 - 1. I work very closely with the Fire Chief, Public Works Director, Police Chief, the Code Enforcement Officer, and the Building Inspector to address numerous questions regarding ordinance compliance and citizen complaints.
 - 2. I am fully familiar with all City Policies and Ordinances.
 - 3. To my knowledge, all policies and ordinances have been fully implemented.
 - 4. Have not made any exceptions to ordinances that I'm aware of.
- c. Reviews ordinances and policy procedures periodically to suggest improvements to their effectiveness
 - 1. Initiated a number of corrections to inconsistent ordinances and gained Council approval
 - 2. Updated the City's Small Cell Node Ordinance which is now used as a CPS model.

3. EXERCISES EFFICIENT SUPERVISION AND CONTROL OVER DEPARTMENT HEADS § 2-63(e)(9)

- a. Builds teamwork; develops leaders; drives excellence in performance
 - 1. **Teamwork.** Achieved cohesion and effectiveness through Communication, Coordination, Cooperation, and Collaboration (4x C's). Developed and fostered the necessary interface with Citizens, business owners, developers, Mayor, Council, Committees, Work Groups, CoSA, SAWS, VIA, CPS Energy, Republic Services, TXDOT, AACOG, other agencies, and appropriate stakeholders to facilitate the CoSP planning and support tasks and missions.
 - Facilitate the staff working well as a team!!!
 - Work hard to avoid a zero defect environment, while at the same time maintaining high performance standards.

2. **Leadership.** Led and developed staff to anticipate potential requirements that proactively plans and prepares to respond to all mission requirements. Mentored and developed Directors and staff employees to improve effectiveness and efficiency as well as accept increased responsibilities. Emphasized values and high standards in ethics. Maintain a sense of trust within the citizens of CoSP, Staff, and with City Council and Committees.

3. Drove **excellence** in performance by focusing on:

- ✓ **Security and Safety Readiness.** Reinforced discipline (doing the right thing) and safe operations from start to finish
- ✓ **Mission-focused Resourcing.** Led the CoSP Staff to be disciplined and responsive stewards of resources while accomplishing prioritized mission requirements.
- ✓ **Staff Customer Support and Responsiveness.** Emphasized and demanded that CoSP Staff be responsive, respectful, and flexible to the needs of our Citizens, Council, and to business partners.
 - Was effectively responsive and accountable to the citizens for our actions
 - Personally answered directly back to citizen concerns.
- ✓ **Partnering. Created and maintained effective partnerships**
 - Successfully partnered with TxDOT in collaboration for NW Military Hwy improvement
 - Participated in Bexar County Suburban Cities Council
 - Participated in Greater Bexar Council Coalition of Cities
 - Attended AACOG as required; built relationships and understanding context of contemporary municipal issues.
 - Worked effectively with Bitterblue Inc. / Denton Communities.
 - Worked effectively with SAWS.
 - Collaborated effectively with VIA and CPS Energy when required

b. Appoints and removes department heads with Council advice and consent. Appoints and removes City employees timely, fairly and with cause§ 2-63(e)(8)

1. Effectively transitioned our new Finance Director, effectively transitioning Lara Feagins out and Brenda Morey and realized an increased quality of service provided.
2. Effectively hired our new Fire Chief, effectively transitioning Mike Naughton out and Darrell Dover in with no reduction in quality of service.
3. Supported the Police Chief, Fire Chief, and Public Works Director with the transition out and hiring of several new employees.

c. Provides effective guidance and supervises department heads

1. Updated the Employee Handbook twice to maintain relevant and applicable policy and guidance across the staff.
2. Annually during the budget process, directed an effort with department heads to draft Directorate level goals and objectives for the upcoming year.
3. Coordinated, integrated, synchronized, directed, and supervised the City of Shavano Park (CoSP) Directors to focus in execution of the mission in order to provide citizens a high quality of service and the City Council maximum flexibility to govern. The results can be specifically seen in the many accomplishments of Police, Fire, and Public Works below and accomplished objectives.

d. Provides excellent public safety and emergency services

Police

1. Police Department continues to maintain the Texas Police Chiefs Best Practices recognition and continues to keep up training requirements. On Feb 22nd 2018, they were the #146th of 2,667 agencies in Texas that have achieved that status.
2. Efforts by Police Department contributed to an 2018 overall crime reduction of 39%, 60.6% reduction since 2016
3. Maintained a Police “Transparency” hub on website – Built in with SPPD to provide one stop shop for a variety of police reports, commendations and complaint forms and links on how to request public information.
4. Police placed into patrol use and upgraded 4 MDTs; a RADAR; new Handguns; an additional hand held night vision unit.
5. Police increased proactive patrol time in the residential areas by all on duty staff
6. Police continued cooperative event with the U.S. Drug Enforcement Administration for their Drug Take Back program, conducted 2 times a year. The drugs were transported to DEA for disposal at no cost to the city
7. Police Department completed 2,282 training hours during the 01 Jan 17 to 31 Dec 17 time period.
8. Police Department continues to conduct Coffee with a Cop, community wide events three times a year, National Night Out, and participates in numerous talks with local residents, businesses and schools
9. Applied and received grants for rifle protective armor, interview room recording system. Two additional grants request filed and awaiting possible approval for enhanced IT network security and enhancement

Fire

1. Fire Department maintained the ISO rating of two (2); placing Shavano Park among the best in Texas
2. Fire Department completed and submitted a draft to the Texas Fire Chief’s Texas Best Practice requirements. Revisions were required and that process is ongoing. Note: The Fire Chief’s Best Practice Program is not as mature or efficient as the Police Program
3. Purchased and deployed a two new EMS units, on time and within budget
4. Fire Re-Certified the cities FireWise Program
5. Fire Department received a perfect score on their bi-annual Texas Commission on Fire Protection (TCFP) inspection
6. Fire Department received a perfect score on their bi-annual Texas Department of State Health Services (DSHS) inspection for EMS services
7. Successfully renewed the cities license to provide Emergency Medical Services for the next two years
8. Fire Department invested significant time and resources to educate and train our fire officers to operate more effectively on and off the fire ground through their officer development program. The department completed a total of 5,389 hours of fire and EMS training over the last year
9. Fire Department provided community fire education opportunities to the public at all city sponsored events, the elementary school, assisted living facilities and daycares (over 1,000 contact hours)
10. Fire Department contributed to the safety and welfare of the community by responding to 1,013 fire and EMS calls over the past year. Successfully fought one fire within the City in the past year.

e. Provides excellent infrastructure and water services

Infrastructure:

1. Met monthly with TxDOT and NW Mil Hwy expansion Project Manager / Public Awareness / Drainage Engineers representing Shavano Park's interests regarding the expansion project now slated for 2020.
2. PW completed crack sealing of Shavano Creek and majority of DeZavala Rd.
3. Executed with Fire lead the Texas A & M with Fire Wise grant to create a shaded fuel break through the Municipal Tract
4. CM and PW continued coordination of pole replacements with CPS
5. PW passed TCEQ storm water compliance and inspections audit
6. PW completed 12 major patches around the City
7. PW purchased and employed a new mini-excavator
8. PW implemented a tree maintenance program for FD/PW area
9. Provided landscaping and ground maintenance for City Hall
10. Completed repair and installation of requirements at City Hall in order to meet fire codes
11. PW trimmed and cleared 50' setback off of De Zavala Rd to improve fire wise of the municipal tract
12. Developed and installed additional power source around the exterior of City Hall for City sponsored events.
13. PW initiated an energy saving program to reduce City Hall power consumption. All outdoor light poles in parking lot were re-wired with LED lights; CPS rebate for energy efficiency was received in excess of \$3,000
14. PW completed inspections and cleaning of all storm drains in Shavano Creek

Water:

1. PW/W passed the 3 year TCEQ inspection for the Water system
2. PW/W removed 2"/4" water mains along Cliffside and Bent Oak and relocated 8 residents to the 6" main for better water quality; replaced 33 water meters; a number of fire hydrants; repaired Well's 5 and 6
3. Planned for, coordinated, supported and attended Water Advisory Committee meetings
4. Continued the plan to eliminate temporary water leases and to purchase additional water rights over a 10 year period
5. PW/W improved the vehicular path to well #6 for maintenance requirements to allow for all weather access.
6. PW/W continued building GIS data base and contracted out all scanning of historical data (water system, streets, building facilities).
7. PW/W set up the City of Shavano Park water system to participate in Texas 811 locate program.

4. PLAN AND EXECUTE CITY BUDGET AND MANAGE CITY FINANCIAL AFFAIRS § 2-63(e)(12)

a. Prepare and submit the City Manager's Proposed Budget in a transparent, timely manner that is balanced and provides services at a level directed by council

1. The City maintained its excellent AAA Bond rating.
2. Coordinated and developed with staff and Council an accurate and quality FY 2018-19 budget that reflects actual expenses programmed based upon mission requirements and council objectives.
3. Focused on methods to improve quality, costs, and effectiveness
4. Effectively executed the FY2017-18 and the FY 2018-19 Budgets
5. Earned the 2018 GFOA Distinguished Budget Award with 2019 pending.

6. Continued to implement the necessary steps that will enable us to earn the Texas Comptroller Budget Transparency Award in the future.
7. Continued to update the Capital Replacement Fund.
8. Updated the Investment Policy in February 2019 as required on an annual basis.
9. Completed a major INCODE upgrade from v9.00 to v9.01.

b. Ensure all franchise agreements are in favor of the City are faithfully kept and timely reports violations to Council § 2-63(e)(11)

1. Monitored and tracked all franchise agreements
2. There were no violations of franchise agreements and report to council was not required.

c. Submits timely, accurate, clear and transparent financial reports to Council § 2-63(e)(13)

1. I ensured that detailed monthly financial reports were submitted and delivered to Council as part of the City Council meetings. No monthly report was required to be briefed during a council meeting.
2. I reviewed and edited every financial report and staff summary.

d. Efficiently manages revenues and disbursements of the City, to include payroll § 2-63(e)(4), (5), (6), & (15)

1. I efficiently managed revenues and disbursements of the City, to include payroll by personally providing oversight into the daily operations and payroll.
2. Personally reviewed and signed every check, check requests over \$1000, and all department payroll submissions.
3. Zero reported issues with revenues, disbursements or payroll.
4. Earned an unqualified audit report with no material findings.

5. KEEPS COUNCIL INFORMED OF PERTINENT CITY BUSINESS § 2-63(e)(10)

a. Provides Council with timely information about occurrences, events and plans for the City

1. Routinely and frequently provided updates to City Council on a wide range of actions and situations affecting the City of Shavano Park.
2. Provided a weekly update to Council that summarized key activities and accomplishments.
3. Transparency. Continue transparency in operations to continue building confidence and trust.

b. Timely responds to Council and Aldermen requests for information

1. I believe I have responded almost immediately to every Aldermen's request for information or support.
2. I believe my responses were effective and accurate.
3. In many cases, I tried to provide proactive information.
4. I shared responses with the entire Council

c. Effectively prepares for and attends Council meetings § 2-63(e)(10)

1. Attended 100% of Council meetings (during this rating period – April 2019 outside rating period).
2. I planned in advance how to support each meeting. Personally prepared or supervised the preparation of supporting materials to ensure Aldermen were provided the information required to make an informed decision. Ensured Council packets were provided in a timely manner.
3. Coordinated each agenda with the Mayor.
4. Was personally well educated on all topics of discussions and facilitated many of those discussions as appropriate.
5. Followed up questions and answers with the Council as appropriate.
6. Assisted in the effective completion of Council minutes.

d. Demonstrates a dedication to service to the community and its citizens and strives to understand their interests and concerns

1. I exhibit a high level of dedication and commitment to the service of the community and its citizens.
2. I make a concerted effort to understand both sides of an ongoing challenge or concern.
3. I initiated surveys of citizens for feedback for Business Satisfaction and the City Official Slogan.
4. I understood the City's strategic objectives and ongoing priorities and effectively assisted in effective communications – be it good or bad news.
5. I have strived to positively tell the Shavano Park story in a positive light.
6. Proactively informed all stakeholders on relevant actions in order to maintain confidence and trust.
7. Maintained and continued improvements on City website (Code Enforcement and Animal Control pages updated as an example).
8. Effectively used i-INFO, YouTube, Nextdoor, Twitter, and Facebook to communicate key City messages.
9. 328 citizens have now signed up for i-INFO notices (415 for Trash/Brush/Recycling and 382 for Water Outages). Between 3/28/2018 and 3/27/2019, Shavano Park sent a total of 395 i-INFO messages, to a total of 46,158 address recipients.
10. Updated and Maintain the CoSP Business Directory (2019).

Personal Goals – Not on Review Form

6. PERSONAL GROWTH. I continued to develop and prepare myself professionally to meet the changing needs of the City of Shavano Park. I learn and improve in some aspect every day!

7. FITNESS. I maintain a high level of fitness (physical / mental / spiritual) and moral / ethical conduct while performing all duties in a highly professional manner. I live up to my core values.

2017-18 Strategic Goals and Objectives

Council:

In October 2017, Council directed me to propose City Council objectives developed during the budget cycle for my annual review. Since the rating period is April 1 to March 31 each year, objectives ranged over two budget (objectives cycle) spanning six months each. Highlighted in green below are the objectives selected for this rating period. Blue was reviewed last year and purple are not City Manager evaluated.

Blue Highlight –City Manager Objective for last rating period (though March 31, 2018)

Green Highlight –City Manager Objectives for this rating period (after April 1, 2018)

Purple Highlight – Council Action required / Objective

FOCUS ON THE GREEN; BLUE WAS LAST YEAR AND SOME WILL BE ADDRESSED IN THE NEXT DOCUMENT

Objectives

1. Provide excellent municipal services while anticipating future requirements

- Provide exceptional customer service to citizens and visitors (Yes / Completed, but is a continuous requirement)
- Enforce ordinances / policies consistently (Yes / Completed, but is a continuous requirement)
- Engage residents to participate in municipal planning (Yes / Completed in numerous actions but highlighted in the completion of the Town Plan)
- Review Contracts / Professional Services and request RFQs as appropriate (Yes / Completed with several renewed)
- Fully fund Capital Replacement requirements as scheduled (Council Decision, but Yes this was achieved in the last two budgets)

2. Protect and provide a city-wide safe and secure environment

- Effectively conduct “Community Policing” to keep Shavano Park citizens safe (Yes / Successfully Completed, but is a continuous requirement)
- Actively respond to citizen concerns (Yes / Completed, but is a continuous requirement)
- Proactively enforce city ordinances, criminal statutes and Texas Transportation Code provisions (Yes / Completed, but is a continuous requirement)
- Proactively pursue reduction of neighborhood crime across the city (Yes / 39% decrease in 2018, but is a continuous requirement)
- Consistently maintain average police and fire response times to 3-4 minutes (Yes / Completed)
- Routinely emphasize friendly “customer service” and image of City while patrolling (Yes / Completed, but is a continuous requirement)
- Effectively communicate to citizens police security efforts in crime control measures and trends

(Yes / Completed numerous times, but is a continuous requirement)

- Review staffing and resources to produce effective police protection (Yes / Completed)
- Purchase replacement ambulance (Completed during this rating period)
- Improve fire safety by reducing the risk of a forest fire on the Municipal Tract through implementing a Shaded Fuel Break with the Texas A&M Forest Service. (Yes / Completed final shredding and mulching during this rating period)

3. Preserve City property values, protect fiscal resources and maintain financial discipline

- Investigate revenue enhancement options (Council)
- Continue growth of the Oak Wilt Fund (Council, but yes the fund continues to grow)
- Strive to earn the Texas Comptroller Transparency Star Award (Actions taken in March 2018 for the first time that will enable us to meet the requirements in the future).
- Earn Government Finance Officers Association Budget Award (Successfully Awarded in 2018)
- Maintain Reserves IAW our Fund Balance Policy (Council, but Yes accomplished)

4. Maintain excellent infrastructure (buildings, streets and utilities)

- Complete a city-wide street assessment, maintenance, and replacement schedule (Ongoing)
- Continue to implement asphalt preservation applications from east side of NW Military from Loop 1604 to De Zavala and Shavano Creek; applications include crack seal and seal coat to assist in maintaining pavement conditions (Yes / Completed to DeZavala and crack sealed Shavano Creek)
- Implement environmentally friendly parking options (City Hall South) (Cedar/Rope and Temporary Paint; set up successfully numerous times)
- Maintain essential public water infrastructure to include a capital replacement program (Yes / Completed)
 - Continue to take corrective action on dead end main issues to lessen flushing and reduce loss ratio rate. (Cliffside Completed early)
- Assess existing street lights for cost savings and down lighting (PW initiated an energy saving program to reduce City Hall power consumption. All outdoor light poles in parking lot were re-wired with LED lights; CPS rebate for energy efficiency was received in excess of \$3,000; CPS continues replacement on streets as they burn out)
- Complete assessment of city requirements for NW Military MPO project scheduled for 2020 (Ongoing)
- Initiate planning with TxDOT for relocation portions of the water mains on NW Military prior/ job bid for MPO project (Initiated, requirements are still being determined)
- Complete an engineer study of Elm Springs to provide drainage solution to go along with TxDOT MPO improvements to NW Mil (Yes / Completed as part of the overall KFW Engineer Drainage Study)
- Consider increase to the Shavano Ground Storage Tank capacity (Considered and determined it was not required at this time)

5. Enhance and support commercial business activities and opportunities

- Survey Shavano Park businesses concerning city support (Yes / Completed in 2018 with little feedback, which indicates that the City is doing a good job supporting businesses)
- Continue to maintain an updated business directory supplement and include in the Shavano Park resident directory (Yes / Completed and included in the 2019 Community Directory)

6. Enhance the City Image while maintaining a rural atmosphere

- Emphasize friendly customer service and make opportunities to engage with public (Yes / Completed, but this is a continuous requirement)
- Coordinate with Bitterblue for completion of sidewalk trail north from Lockhill Selma to Salado Creek (City Manager / Council) (Extension from Lockhill Selma to Pond Hill completed; remaining area TBD'ed by Bitterblue)
- Consider solicitation of donation of a pavilion to the City (Council)
- Maintain Tree City USA recognition (Yes / Completed)
- Consider permanent green space on the municipal tract (Council)
- Maintain Firewise recognition (Yes / Completed)
- Support securing National Wildlife Conservation Society recognition (City Manager / Council, but Yes this was achieved last year)

7. Promote effective communications and outreach with citizens

- Implement a City Communications Plan (Yes / Completed)
- Investigate options for an electronic marquee for City Hall (Yes / Completed)
- Develop a City Publications Policy (Drafted but on hold pending further guidance)
- Conduct four City sponsored events (**Arbor Day, Independence Day, National Night Out, Holiday Celebration**) (Yes / Completed)
- Support Rey Feo 2018 and the San Antonio Tri-Centennial celebration (Council)
- Maintain City website and evaluate additional website applications (Yes / Completed)
- Conduct written engagements with Citizens (Town Plan, RR Stickers, Key Numbers, i-INFO) (Yes / Completed several engagements regarding water lines and drainage)
- Continue to conduct website surveys (Yes / Completed seven)
- Adopt a comprehensive Town Plan for 2017 and future years (City Manager / P&Z / Council) (Successfully completed in October 2018)

8. Mitigate storm water runoff

- Approve a prioritized plan to address City drainage issues (City Manager / Council) (Yes / Completed and ongoing)
- Begin drainage improvements (Yes / Initiated and ongoing)
- Provide maintenance of our storm water to include inlets and channels, ensuring proper drainage into our watersheds to include brush clearing projects (Yes / Initiated)

2018-19 Strategic Goals and Objectives

Council:

In September **2018**, Council approved City Council objectives developed during the budget cycle. Since the rating period is April 1 to March 31 each year, objectives ranged over two budget (objectives cycle) spanning six months each. Highlighted in blue below are the objectives completed for this rating period. Green are ongoing will be reviewed next year and purple are Council

Blue Highlight – Proposed City Manager Objective for last rating period (through March 31, 2018)

Green Highlight – Proposed City Manager Objectives for rating period (after April 1, 2018)

Purple Highlight – Council Action required / Objective

1. Provide excellent municipal services while anticipating future requirements

- Provide exceptional customer service to citizens and visitors (Yes / I believe we do an exception job serving our citizens and visitors, but is a continuous requirement)
- Enforce ordinances / policies consistently (Yes / Completed, but is a continuous requirement)
- Engage residents to participate in municipal planning (Yes / Successfully completed with the highlight of the 2018 Town Plan)
- Review Contracts / Professional Services and request RFQs as appropriate (Yes / Ongoing)
- Fully fund Capital Replacement requirements as scheduled (Council Decision, but Yes this was achieved the last two years)

2. Protect and provide a city-wide safe and secure environment

- Effectively conduct “Community Policing” to keep Shavano Park citizens safe (Yes / Successfully completed, but is a continuous requirement)
- Actively respond to citizen concerns (Yes / Completed, but is a continuous requirement)
- Proactively enforce city ordinances, criminal statutes and Texas Transportation Code provisions (Yes / Completed, but is a continuous requirement)
- Proactively pursue reduction of neighborhood crime across the city (Yes / Completed, but is a continuous requirement)
- Consistently maintain average police and fire response times to 3-4 minutes (Yes / Completed)
- Routinely emphasize friendly “customer service” and image of City while patrolling (Yes / Completed, but is a continuous requirement)
- Effectively communicate to citizens police security efforts in crime control measures and trends (Yes / Completed, but is a continuous requirement)

- Begin the planning for the replacement of Engine 139B (Fire) (Yes / Completed and scheduled for delivery next month or so)
- Continue fire safety measures / improvements by reducing the risk of a forest fire for all municipal areas in coordination with the Texas A&M Forest Service (Yes / Completed clearing 50 feet buffer from DeZavala)
- Consider becoming a Court of Record (Council Decision)

3. Preserve City property values, protect fiscal resources and maintain financial discipline

- Investigate revenue enhancement options (Council as opportunities arise)
- Continue growth of the Oak Wilt Fund (Yes / Fund continues to build)
- Strive to earn the Texas Comptroller Transparency Star Award (Working / Ongoing and making progress)
- Earn Government Finance Officers Association Budget Award (Yes FY 2018 / FY 2019 Budget Pending)
- Maintain Reserves IAW our Fund Balance Policy (Council , but Yes / Completed with Budget Amendment)

4. Maintain excellent infrastructure (buildings, streets and utilities)

- Complete a city-wide street assessment, maintenance, and replacement schedule (PW Director has Initiated)
- Continue to implement asphalt preservation applications east side of NW Military from Loop 1604 to De Zavala (including DeZavala); applications include crack seal and seal coat to assist in maintaining pavement conditions (DeZavala 90% Completed)
- Implement environmentally friendly parking options (City Hall South) (Yes, Concept Executed and Ongoing at each requirement)
- Maintain essential public water infrastructure to include a capital replacement program (Yes, Ongoing)
 - Continue to take corrective action on dead end main issues to lessen flushing and reduce loss ratio rate. (Yes, Ongoing)
- Complete assessment of city requirements for NW Military MPO project scheduled for 2020 (Ongoing and assessment should be finished approximately August)
- Complete planning with TxDOT for relocation and improvements to portions of the water mains on NW Military prior/ job bid for MPO project (Ongoing and should be finished in the Fall 2019)
- Assess City requirements for relocation and improvements to portions of the water mains on NW Military and to determine funding sources (ongoing in coordination with TxDOT and assessment should be finished approximately August)
- Investigate alternatives to increase productivity and life expectancy of the Trinity Well pump, motor, and ground storage tank (Monitoring, but have not started)

- Develop and implement a plan to remodel the City Hall public bathrooms (Initial assessment made; to be completed 2nd half)

5. Enhance and support commercial business activities and opportunities

- Continue to survey Shavano Park businesses concerning city support (Business Survey ongoing)
- Continue to maintain an updated business directory supplement and include in the Shavano Park resident directory (Yes / Completed)

6. Enhance the City Image while maintaining a rural atmosphere

- Emphasize friendly customer service and make opportunities to engage with public (Yes, Ongoing continuously; November TxDOT meetings with individual NW Mil Hwy Property owners; December NW Military Public meeting)
- Continue to coordinate with Bitterblue for completion of sidewalk trail north from Lockhill Selma to Salado Creek (Coordination continues; this may take several years to complete)
- Secure the donation of a pavilion to the City (Council Committee formed)
- Solicit the donation of a play scape to the City (Council Committee formed)
- Consider security options to include a controlled access gate along the trail from Cliffside to the San Antonio Linear Park and trail system (Tasked to P&Z; staff in support and coordination ongoing)
- Enter into an agreement with the Willow Wood HOA for the maintenance of the pedestrian easement between the Willow Wood and the Pond Hill Villas neighborhoods (To be completed in the second half of year)
- Maintain Tree City USA recognition (Yes, Completed)
- Consider permanent green space on the municipal tract (Council Action Required)
- Maintain Firewise recognition (Yes, Completed)
- Explore options for second rain garden (Tentative location ID'ed between PW Director and City Manager)
- Develop and implement a landscaping plan for the City Monument at City Hall (Council and Citizen's Committee formed; action ongoing)

7. Promote effective communications and outreach with citizens

- Maintain and continue to improve the City Communications Plan (Yes, Ongoing)
- Conduct four City sponsored events (Arbor Day, Independence Day, National Night Out, December Celebration) (Yes 3 of 4 Completed, Planning ongoing for Independence Day)
- Support the City of Shavano Park celebration of Fiesta in coordination with Arbor Day with Fiesta Metals (Yes, Completed and currently ongoing)
- Maintain City website and evaluate additional website applications (Yes, Ongoing)
- Conduct written engagements with Citizens (Town Plan, RR Stickers, Key Numbers, i-

- INFO) (Yes, Ongoing and Several specific letters mailed regarding drainage)
- Continue to conduct website surveys (Yes, Ongoing with plans to survey Cliffside Trailhead; Several specific surveys conducted regarding drainage)
- Decide and consider options for comprehensive Town Plan for 2018 (Town Plan approved by City Council on October 22, 2018 and several potential initiatives being considered by City Council)

8. Mitigate storm water runoff

- Assess and complete Drainage plan culverts at Fawn Drive and Chimney Rock. (Fawn Drive deferred; Engineer Planning Chimney Rock at 95%; awaiting completion of Bent Oak to let contract)
- Assess Phase II Drainage plan culverts and complete improvements based upon assessment for Windmill and Bent Oak (Windmill at 95% Engineering; Finalizing Bent Oak with property owner before letting contract)
- Initiate a Preliminary Engineering Report to determine the options and a more refined cost estimate for remaining drainage areas as presented in the KFW Engineering Drainage Study (Yes, initiated by KFW Engineering)
- Assess the implementation of the previously approved prioritized plan to address City drainage issues; revise the plan and implement as it is feasible (Ongoing; working right of entry agreements with 52 residents)
- Continue drainage improvements (Ongoing)
- Provide maintenance of our storm water to include inlets and channels, ensuring proper drainage into our watersheds to include brush clearing projects (Yes / Completed Bent Oak and Storm Water Drains in Shavano Creek)
- Examine Lockhill Selma pooling of water and street cleaning practices in coordination with the Bentley Manor HOA. (Assessing)