



City of Alamo Heights Strategic Action Plan Accomplishments 2006-2009

Governance and Communication Committee

- Improved agenda captions, packet and PowerPoint presentations
- Developed of a new selection process for Boards & Commission Members
- Developed monthly newsletter inserted with water bills
- Developed Code of Ethics and Conduct and Rules of Procedure for Council Meetings
- City Charter update and change of form of government from Strong Mayor/Council to City Manager/Council
- Revised out-dated and ineffective city codes
- Implemented City-wide Records Management Program
- Redesigned website and implemented residential notification system
- Developed the Suspicious Activity Information Neighborhood Team (S.A.I.N.T.) Program
- Replaced Mobile Data Terminals (MDTs) in Police Vehicles
- Purchased Brazos Ticket Writer Software and Equipment, which will increase police patrol availability
- Designed and Implemented Community Water Conservation Communication Program
 - Toilet Replacement Voucher
 - Water Conservation Audit

Infrastructure and Services Committee

- Enhanced water conservation and reduced water loss
 - Replaced aged water meters
 - Adopted drought water restrictions
 - Installed City-wide leak detection equipment
 - Adopted requirement to repair water leaks in timely manner
 - Installed new InCode utility billing module
 - Implemented toilet replacement voucher program
- Enhanced City's ISO rating which will result in significant insurance premium savings for residents and businesses
 - Purchased new quint fire apparatus
 - Constructing new 600K gallon elevated water tank
 - Reorganized fire department to improve service delivery
- Improved maintenance of City streets
 - Purchased new pothole patch truck to address the backlog of potholes and other street surface failures

- Managing capital improvement program which will improve portions of Broadway, N. New Braunfels, E. Castano and Viesca
- Implemented 20-year Street Maintenance Program supported by a voters approved a ¼ cent street maintenance sales tax
- Adopted new Right of Way Management Ordinance
- Developed and fully-executed EMS and Dispatch Contracts with Terrell Hills and Olmos Park
- Implemented Trap, Neuter and Return (TNR) Program for stray cats
- Implemented commercial recycling program
- Installed new street signs
- Developed a Water Conservation Plan, Storm Water Management Plan and Drought Contingency Plan
- Adopted Tree Preservation and Right of Way Safety Ordinance
- Developed and implemented a Patrol Rifle Program for Patrol Officers responding to high risk calls
- Adopted new policies and rates for telecommunications providers on City elevated water tanks

Neighborhood Character and Commercial Revitalization

- Amended Demolition Permit Ordinance to address compatibility of replacement structures
- Adopted Residential Development Standards
- Developed Tree Preservation and Safety Ordinance
- Installed new street signs and new school flashers with speed detection equipment
- Revised Chapter 15 – Sign Regulations of the Code of Ordinances
- Oversaw the development and adoption of the City's first Comprehensive Plan
- Established and Implemented a Tree Canopy Preservation Program

Accountability and Management Committee

- Established clear guidelines and training for staff, boards and commission members as well as participants involved in the development process
- Updated Employee Manual and implemented Employee Profession Development Plan
- Updated Police and Fire/EMS Procedures Manuals
- Implemented new databases and software systems
 - Contract a Management System (CMS)
 - In-house EMS billing software
- Enhanced budget process and document
 - Established performance measure
 - Received Distinguished Government Finance Officers Association Distinguished Budget Presentation Award for FY 2009 Annual Operating Budget Document