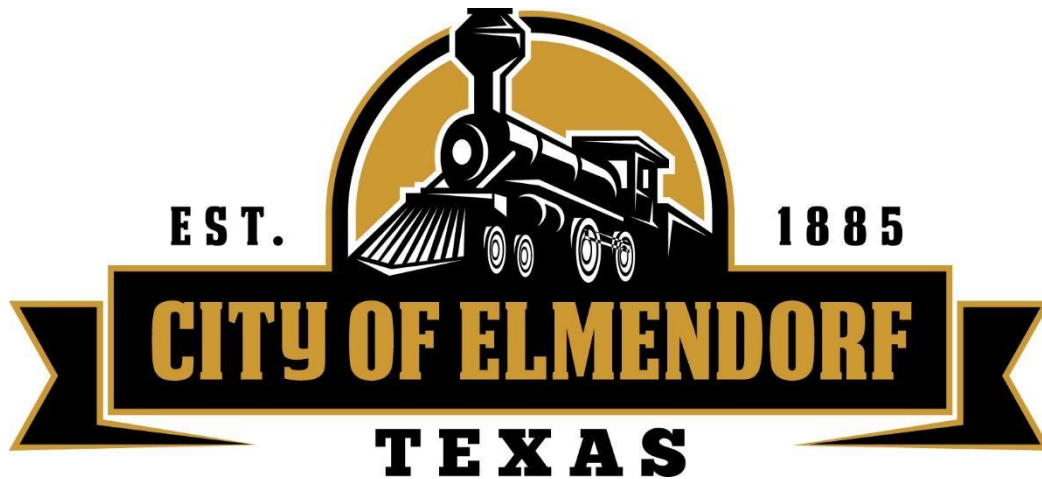


Welcome

to the



New Resident Information

City of Elmendorf · 8304 FM 327 · Elmendorf, Tx · 78112

Greetings from the Mayor

Dear New Resident:

On behalf of the City of Elmendorf, I welcome you to the community. I sincerely believe that you have selected an exceptional place to live, work, learn, and raise a family. The City prides itself on providing high quality services to its residents.

As you settle into your new home, I encourage you to take a few minutes to review our New Resident Information Guide. Located on the City's website, it details City history, services, and policies. This free resource is easily accessed by going to www.elmendorf-tx.com.

Answers to questions about the City are also just a phone call away. Residents may call the City Hall at 210-635-8210 Monday through Friday 8:00 AM to 4:30 PM. Also, follow our Facebook page for updates, events, and notification on road closures.

It is my pleasure to serve as your Mayor and I look forward to the opportunity to meet you. Again, welcome to the City of Elmendorf.

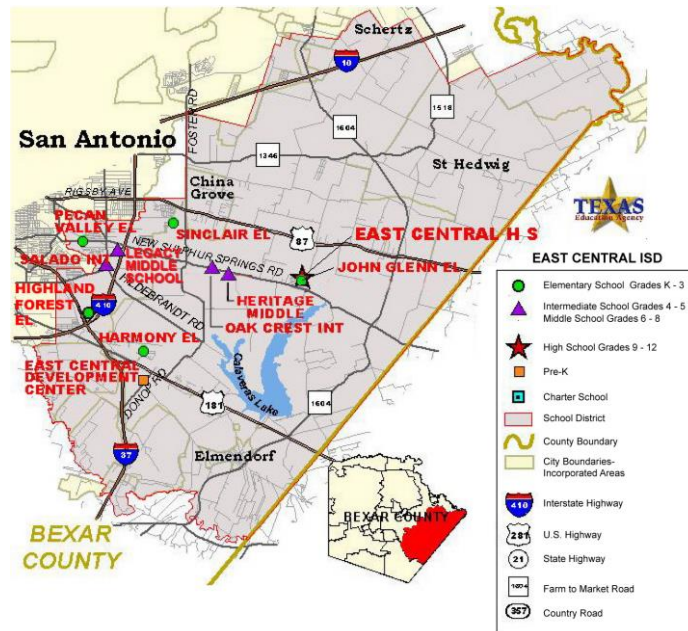
Sincerely,

Michael Gonzales
Mayor

Schools



The City of Elmendorf is served by East Central Independent School District for grades K through 12. For more information on enrollment, contact the East Central Independent School District.



6634 New Sulphur Springs Road, San Antonio, TX 78263
Phone: (210) 648-7861 or (210) 635-6100 Fax: (210) 648-0931
Email: marcom@ecisd.net
www.ecisd.net

Services

BRUSH DROP-OFF

Elmendorf City Hall · 8304 FM 327 · Elmendorf, TX

The City maintains a conveniently-located brush site where residents may drop off yard waste. City residents will be asked to show proof of residency (driver's license, water bill, etc.) when paying drop-off fee at the Elmendorf City Hall.

Owners of property within Elmendorf city limits only

\$5.00 per residential load

\$10.00 additional for each residential load exceeding 12' in length

Copies

\$0.25	Per page (black & white)
\$1.00	Per page (color)
\$0.10	Per page for official city documents
\$6.00	Each for Crash Report
\$1.00	Each DVD used for copies of videos

Fax

\$0.25	Local
\$1.00	Long Distance
\$0.25	Receiving
International faxes not provided	

Notary Services

\$6.00	Per notarized document (1 signer)
\$1.00	Each additional signature to a document.

Services

CITY EVENTS

Felix B. Guerra City Park · 16555 Old Corpus Christi Road · Elmendorf, TX

Movie in the Park – A free public event.

National Night Out – A free public event held annually on the 1st Tuesday of October.

Christmas in the Park Parade – A free public event held annually on the 1st Saturday of December.

ELMENDORF COMMUNITY LIBRARY

203 Bexar Avenue · Elmendorf, TX · 78112 · (210) 465-7580

elmendorfccommunitylibrary@gmail.com

The Elmendorf Community Library serves residents of the City of Elmendorf. Every resident is entitled to receive a library card at no cost. Information about library hours, services, and library programs may be found on the library's Facebook page.

U.S. POSTAL SERVICE

8302 FM 327 · Elmendorf, TX 78112 · (800) 275-8777

The Elmendorf Post Office offers application review for a New Passport, Minor Passport, or Replacement Passports. Contact their office to schedule an appointment.

Park Pavilion

16555 Old Corpus Christi Road · Elmendorf, TX 78112 · (210) 635-8210

\$55.00	Resident Rental – 6:00 AM to 2:00 PM
\$55.00	Resident Rental – 3:00 PM to 10:00 PM
\$85.00	Resident Rental – 6:00 AM to 10:00 PM
\$150.00	Deposit Fee

ELECTRIC
CPS Energy
Customer Service: (800) 773-3077
Emergency: (800) 870-1006

GARBAGE & RECYCLING
Tiger Sanitation · 6315 US Hwy 181 E · San Antonio, TX 78222 · (210) 333-4287

Each resident shall utilize the waste service provided by Tiger Sanitation. For the monthly rate, each residence receives a 95-gallon garbage and recycling cart. A resident may have no more than three additional 30-gallon personally-owned trash bins or bags. All waste and recyclables must be placed at the curb prior to 7:00 AM every Friday. Collection will be delayed to Saturday during the weeks of Thanksgiving, Christmas, and New Year's.

Large bulky items like appliances and furniture are collected during the Spring and the Fall by curbside pick-up. These items should be placed in the curbside area of your residence the morning of the scheduled collection.

WATER & SEWER
The primary goal of the Water Department is to protect the health and general welfare of the citizens we serve by proper treatment, storage, and distribution of drinking water. The City not only services within the corporate city limits of Elmendorf but a large portion of the surrounding area. If you have an after-hour water related emergency, please call the after-hour line at 210-669-1270. Please visit www.elmendorf-tx.com to pay your water bill.

Understanding Rates for Water Service

For most residential customers your monthly water bill consists of a "Service Availability Charge" of \$64.43 and a "Water Acquisition Fee" of \$1.00. The Service Availability Charge is the amount that is charged to all customers for having access to the City's water system in an "on-demand" capacity whenever you want it, whether you choose to use it or not. The Water Acquisition Fee is intended to defray additional charges by one of the city's water suppliers (San Antonio Water System) as outlined in their take or pay contract with the City of Elmhendorf. These two fees will be charged every month once a meter is installed. The Service Availability Charge includes the first 3000 gallons of water used at no additional cost to help defray the impact of this monthly fee. Any water usage above 3,000 gallons will be billed in excess of these two fees per the charts below. For those users requiring larger meters, the Service Availability Charge changes depending on meter size, location and type.

Service Availability Charges per meter size, type and location.

METER SIZE	BILLING EQUIVALENTS	MONTHLY SERVICE AVAILABILITY CHARGE INSIDE CITY LIMITS	MONTHLY SERVICE AVAILABILITY CHARGE OUTSIDE CITY LIMITS	GALLONS ALLOWED PER MONTH
5/8"	N/A	\$64.43	\$72.61	3,000
1"	2.5	\$161.08	\$177.43	8,000
1 1/2" *	5	\$322.14	\$363.02	12,000
2" *	8	\$515.43	\$580.82	0
3" DISP *	9	\$579.86	\$653.43	0
3" CMPD *	16	\$1,030.85	\$1,161.64	0
3" TURB *	17.50	\$1,127.50	\$1,270.55	0
4" CMPD *	25	\$1,610.70	\$1,815.06	0
4" TURB *	30	\$1,932.84	\$2,178.08	0
6" CMPD *	50	\$3,221.40	\$3,630.12	0
6" TURB *	62.50	\$4,026.76	\$4,537.66	0
8" CMPD *	80	\$5,154.24	\$5,808.20	0
10" CMPD *	115	\$7,409.22	\$8,349.28	0

Monthly volume charges in excess of 3000 gallons

	INSIDE CITY LIMITS	OUTSIDE CITY LIMITS
1 gallon to 3,000 gallons	\$6.90 per 1,000 gallons	\$7.04 per 1,000 gallons****
4,000 to 8,000 gallons	\$7.22 per 1,000 gallons	\$7.58 per 1,000 gallons
9,000 to 12,000 gallons	\$7.78 per 1,000 gallons	\$8.38 per 1,000 gallons
13,000 to 16,000 gallons	\$8.25 per 1,000 gallons	\$8.94 per 1,000 gallons
17,000 to 20,000 gallons	\$9.26 per 1,000 gallons	\$10.10 per 1,000 gallons
21,000 to 30,000 gallons	\$10.32 per 1,000 gallons	\$11.32 per 1,000 gallons
31,000 to 40,000 gallons	\$11.39 per 1,000 gallons	\$12.54 per 1,000 gallons
41,000 and greater	\$12.44 per 1,000 gallons	\$13.75 per 1,000 gallons

****NOTE: First row of charge applies ONLY to those customers with a 2" or larger meter. This does not affect standard residential service.

Other charges may apply, including fees for Garbage and/or Sewer service. Please see our Master Fee Schedule on our website at www.elmhendorf-tx.com for a full list of potential city fees.

Water bills are due on the 15th of every month and after the 15th of the month a late penalty will be charged on the account. The late penalty is 10% of the balance due on your bill/account. You will then have through the 25th of the month to pay your water bill. If payment is not received on the 25th of the month, your water service will be disrupted/shutoff the following day. A \$50 administrative reset fee will be added to the account and in order to get services turned back on the full balance owed and \$50 administrative reset fee will need to be paid.

Public Safety

ANIMAL CONTROL

Dogs and cats must be licensed annually. Proof of rabies vaccination and a small fee payable at the Elmendorf City Hall are required to obtain the license. A maximum of four dogs/cats are allowed per household. Pets must be restrained at all times. To report violations or claim impounded animals, call the Elmendorf City Hall at 210-635-8210. A fee and proof of rabies vaccination is required to claim impounded animals.

FIRE PROTECTION

Fire Chief: Robert Hogan

rhogan@bcesd10.org

The City of Elmendorf is served by Bexar County Emergency Services District #10. The district is governed by a board of 5 commissioners. They must be residents or own property in their district. The commissioners gather once a month at a public meeting. Visit their website www.bcesd10.org for times and location of meeting. The fire station opened its doors in the summer of 2020, off Highway 181 and Loop 1604.



POLICE DEPARTMENT

8304 FM 327 · Elmendorf, TX · 78112 · Office: 210-635-8221

Chief of Police: Marco Pena

mpena@elmendorf-tx.com

The Elmendorf Police Department is a regulated law enforcement agency. This means the Department meets stringent state standards set by the Texas Commission on Law Enforcement (TCOLE) in the areas affecting services to the community, training, and methods of management.

The City's elected officials believe "hometown" service is both needed and desired; therefore, the Department is very responsive to the needs of its citizens. The Department is dispatched by Bexar County Public Safety Dispatch. If you need a police officer at your residence or need to make a report and a crime is not in progress, you may reach the dispatch center by dialing 210-335-6000 or dial 911 for emergencies.



The City of Elmendorf is served by the City Council composed of a mayor and five councilmembers. Officials are elected to two-year terms. Visit the City's website for a complete list of officials, their term expiration dates, contact information, and for a complete text of the city's Municipal Code.

MEETINGS

The regular meetings of the City Council are held on the third Thursday of each month at 7:00 PM at the Elmendorf City Hall. All meetings are open to the public. Meeting minutes are available on the City's website.

ELMENDORF CITY HALL

8304 FM 327 Elmendorf, TX 78112 (210) 635-8210

City Hall is open 8:00 AM to 4:30 PM Monday through Friday and is closed on major holidays. The City Hall provides a variety of services for residents, including water and trash collection, billing management, applications for permits, faxes and copies, notary, and municipal court.

Building Permit	A permit for the construction or alteration of any building or other structure and for the placing of any manufactured home or fully fabricated structure is required.
Burn Ban	No person may cause, suffer, allow, or permit any outdoor burning within the city during a period in which a burn ban is established by the Mayor.
City Cemetery	Only residents of the city may purchase plots in the city cemetery. Resident must provide a valid form of ID and current water bill as proof of residency.
Junk Vehicle (Nuisance)	A motor vehicle that displays an expired license or does not display a license plate; is wrecked, dismantled or inoperable and remains on property more than 30 consecutive days is declared a public nuisance.
Trash, Rubbish, etc. (Nuisance)	It shall be unlawful for any person to permit trash, rubbish, discarded furniture, household appliances, or any other objectionable, unsightly, or unsanitary matter to accumulate on property.
Weeds, Brush, & Grass (Nuisance)	It shall be unlawful for any person to allow weeds, brush, or grass to grow a height greater than 18 inches on property, including the front or side parkway between the property line or sidewalk, and rear or side walk and curb or rear or side parkway between the property line and alley, easement or traveled way, if any.

KNOW MORE

This packet is designed to help new residents become acquainted the City. Additional information, including other important regulations in the municipal code, services and updates, can be found at the City's website, www.elmendorf-tx.com or by calling or visiting the Elmendorf City Hall. You can also follow the City's Facebook page to get all the latest news and announcements.