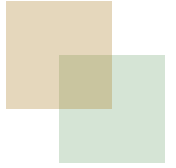




CITY OF UNIVERSITY PARK



Annual Report

2024 - 2025





Year in Review



Mayor Tommy Stewart

As we reflect on 2024's accomplishments, I am proud of the progress our community has made together. This report highlights how your resources have been used to maintain safe neighborhoods, exceptional emergency services, and beautiful parks. The dedication of City personnel and the volunteer service of residents on boards and committees ensure University Park remains a wonderful place to live, work, and raise families. On behalf of the City Council and staff, thank you for your support and for taking the time to review this report.

City Highlight: Centennial Celebration



Every department contributed to the monumental Celebration of the City's Centennial year.

Police

- Most reported crime: Burglary of motor vehicles, with 137 incidents
- Additional 2024 crime stats: 45 vehicle thefts, 3 robberies, 12 business burglaries and 17 residential burglaries
- Began work toward Texas Police Chief Association Accreditation in addition to CALEA Accreditation
- Added staff in Direct Alarm Monitoring to improve response times and support customer base



16,788

Calls for service



- New custom Spartan fire engine placed in service December 2024
- Over 100 Fire Marshal visits made to inspect and ensure the safety of SMU's new Weber End Zone Complex
- Established a special events team to equip UPFD for large capacity events on HPISD and SMU campuses

Fire

3,119

Total responses



1,055

EMS calls



2,064

Fire calls



501

MICU transports



1,170

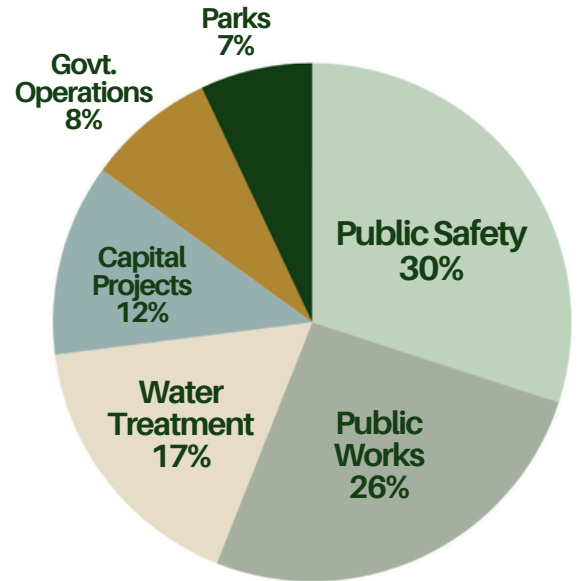
Code inspections



Finance

FY2025 Budget
\$69,621,957

- The FY2025 budget of \$69.6 million reflects a 5.8% increase over FY2024, introducing a new Aquatics Fund for transparency and maintaining self-balancing funds supported by rising property values and adjusted tax rates
- Key expenses: 5% rise in water and wastewater costs, TMRS and Firefighter Fund contributions, and continued "pay-as-you-go" funding for capital projects, with stormwater and water rate adjustments offsetting costs
- The Capital Improvement Program allocates \$27.5 million for FY25 to fund parks, public safety, and public works projects, with flexible amendments to address unspent funds and evolving project needs



Communications



52 Videos
produced



+29%
Followers



11 Press
releases

Information Services

- Successfully transitioned Police and Fire to a new dispatch and records management service
- Replaced the legacy application used for processing Direct Alarm requests
- Established an Information Technology Governance Committee

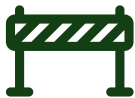


Public Works



Infrastructure Maintenance

- Maintained 74 miles of street pavement and 40 miles of alley pavement
- Installed 74 water and sewer taps and repaired 58 water main breaks



Traffic Division

- Managed 56 road closures
- Maintained 6K traffic signs, 33 intersections, and 120 traffic control devices



Sanitation

18K tons of material collected with 24% of materials recycled or composted

Engineering



Construction:

- Snider Plaza Improvements Project
- Mile Per Year utilities replacement
- Curb ramp and sidewalk replacements

Design:

- Additional stormwater improvements
- Miracle Mile Improvements
- Fondren police facility



\$35 million

in capital projects managed

Community Development

- Issued Certificate of Occupancy for SMU's new Weber End Zone Complex

67

New dwelling permits

78

Remodel & addition permits

171,346 sq ft

Commercial space remodeled

Parks & Recreation

38,900

Visitors to the Holmes Aquatic Center

2,959

Pool passes sold

24

Special events hosted including 13 events for the Centennial Celebration

10

New Park and Recreation events offered



Achieved prestigious CAPRA Accreditation from the NRPA



Parks, Recreation, Trails and Open Space Master Plan adopted

Library



47,681

Library visits

103,030

Items circulated

286

Programs

- Achieved Family Place Library designation with the addition of a play space, a parenting collection, and new training and programs
- Partnered with the Town of Highland Park and local organizations for expanded teen programming

Human Resources

- Offered 14 training and wellness opportunities for staff
- Implemented Deferred Comp Roth plans
- Partnered with SMU Life After Ball Internship Program



267

Full-time employees

Hired:

26

Full-time employees

88

Seasonal employees