



# WELCOME HOME Cibolo, Texas

## What's Inside

- City Services Locations
- Staff Contact Information
- Calendar of City Events
- City Services Overview



Nestled between San Antonio and Austin, the 2020 Census estimates our population at 35,000 residents. Cibolo still has the small town feel with big city amenities.

We are happy you decided to call us home!



## HOW TO CONTACT US

City Hall  
200 South Main Street  
Cibolo, TX 78108  
210-658-9900

Visit our website  
[www.Cibolotx.gov](http://www.Cibolotx.gov)



# Welcome to the City of Cibolo!

We are happy you've decided to call Cibolo home.

As the first face welcoming you to the city, The Utility Billing Office is happy to help you with getting settled, we provide you the knowledge for services, utility rates, and additional information.

## Contact Us

Monday thru Friday  
8:00 am – 5:00 pm

210-619-0090

Utility Billing Office  
UBO@cibolotx.gov  
Option 1

## City Holidays

- New Year's Day
- Martin Luther King Jr. Day
- Presidents Day
- Good Friday
- Memorial Day
- Juneteenth
- 4th of July
- Labor Day
- Veteran's Day
- Thanksgiving
- Friday following Thanksgiving
- Christmas Day

**Cibolo**  
Utility Billing Office



Water | Sewer | Garbage

The Utility Billing Departments mission is to address community needs, while providing professionalism with experience and sustainable continuity"



# Get Involved

## HAVE YOUR VOICE HEARD!

Cibolo has an array of boards and commissions to ensure responsible growth with the guidance of our residents.

These public meetings allow residents to come and share issues of interest or concerns at the start, during "Citizens to be Heard".

Meetings are held at City Hall, 200 South Main Street, unless other wise posted.

The date and time for these public meetings are listed online at [Cibolotx.gov](http://Cibolotx.gov).

- City Council
- Planning and Zoning Commission
- Economic Development Corporation
- Parks and Recreation Commission
- Board of Adjustment
- Master Plan Advisory Committee
- Historical Committee
- Animal Advisory Board

There is no power for change greater than a community discovering what it cares about.

**MARGARET J. WHEATLEY**

Cibolo Council is made up of the Mayor and 7 Council Members, In 2022 the city voted to update our districts from single member districts, to four (4) single member districts and three (3) at large positions. Our City Website has a district map where you can enter your address and see where you fall.

### **COMMUNITY CALENDAR**

- Document Shredding takes place every spring and fall.
- Through out the year Cibolo Market Days take place in Downtown every fourth Saturday.
- A Springtime Egg hunt takes place around the end of March.
- Cibolo Summer Nights! Every second Friday from May through August join your neighbors for fun and a movie on the soccer field.
- Cibolofest takes place every Fall. Enjoy a Texas Fall day with food, craft vendors, and live music.
- Events for Flag Day, Memorial Day, and Veterans Day honor the people and symbol we hold dear to our hearts.
- December brings our annual Holiday Parade.

Keep an eye on your Cibolo Utility Bill or visit [Cibolotx.gov](http://Cibolotx.gov) for full information as the events get closer.

# Utility Services.....

City Utility Services are billed monthly to all residents. The City has two billing cycles based upon the subdivision you reside in.

- Cibolo Water Customers who reside off Main Street and Cibolo Valley Drive, and Cibolo Sewer and Garbage Customers off FM 1103, Cibolo Valley Drive and south of FM 78 are part of Cycle 1 Billing.
- Cibolo Water Customers who reside off FM 1103 are Cycle 2 Billing.

	<u>Bill Date</u>	<u>Due Date, ACH, Meter Read*</u> <small>*Cibolo Water</small>	<u>Penalty Date*</u> <small>*Penalty added at close of business</small>	<u>Disconnect Date*</u> <small>*Penalty and File generated at noon</small>
Cycle 1	30th of the Month	15th of the Month	18th of the Month	25th of the Month
Cycle 2	16th of the Month	1st of the Month	4th of the Month	11th of the Month

The City of Cibolo  
Utility Billing Office accepts:

- Cash
- Check
- Credit/Debit card (3% fee)
- Online Payments (3% fee)
- Autopay (ACH) through a bank account.

- If the penalty dates fall on a weekend or a holiday, penalties will be added the following business day at noon.
- If the ACH date falls on a weekend or a holiday, the file is processed for payment the business day before.
- Accounts are permitted four (4) extensions a calendar year.
- Deposits paid at the time of account set up, are applied back to the account after 2 years of good payment history, or at account closure, which ever comes first.

We also have a drop box in  
the City Hall parking lot,  
checked daily at 8:00 am.



# Utility Services

Cibolo Services are billed on a monthly basis.

Below is a breakdown of charges you will see on your bill.

Rates are approved annually during the the budget process.

## Water & Water Acquisition

Homes in the Cibolo Water District are charged monthly, based off consumption from the meter.

## Sewer

Residents connected to City sewer, will pay a monthly fee, based off winter averaging.

## Garbage, Recycle, Tax

Solid waste service charges are based on the contract amount from the garbage provider.

## Drainage

The drainage fee is based on the homes impervious coverage.

## Chipper

Monthly chipper charge for branch removal.

## GARBAGE SERVICE

- Every Home in Cibolo is provided one 95 gallon garbage cart and one 95 gallon recycle cart.
- Carts must be at the curb for pickup on the scheduled day by 7:00 am.
- Twice a week Garbage Service begins in June and goes through September.
- You can have 6 bags in addition to your cart.
- If your cart is missing or broken, call Utility Billing for a replacement.

## WHAT TO RECYCLE?

- Cardboard
- Plastic
- Paper
- Aluminum
- Metal
- Glass



## BULK PICKUP

- Large item pick up is provided for residents every 60 days.
- Requests scheduled online by end of business on Wednesday will be fulfilled the following week on the homes garbage day.

## CHIPPER SERVICE

- Chipper service runs monthly based on the locations of your subdivision.
- Branches should be out by 7:00 am on the Tuesday of your service week.
- See online for the Chipper Map.

## CLEAN-UP DAYS

Republic Services offers a Spring and Fall cleanup every year. The 6 day event has dumpsters onsite and each includes a day for hazardous item drop off.

For many of us, clean water is so plentiful and readily available that we rarely, if ever, pause to consider what life would be like without it.

## Good to Know

*Marcus Samuelsson*

### Year Round Water Conservation Plan

April 1 : October 31

Irrigation systems are  
prohibited  
between 10:00 am & 8:00 pm.

November 1 : March 31

Irrigation systems are  
prohibited  
between 10:00 am & 2:00 pm.

No sprinkler usage on Sundays.

### Winter Sewer Averaging

Every time you run water in your home, that water heads to the sewer system. During the winter months we use the households consumption to create the Sewer charge for the following year.

- Sewer Averaging takes place each year from November until February.
- Sewer rates update on April bills.
- If you suffer a water leak during this time, you can apply for a sewer adjustment. Adjustment requests are due within 60 days of the new charge.
- Green Valley SUD provides shared customer consumption data.
- If you fill your pool during this time, please provide written notice of the approximate gallons used.

### Be Sprinkler Smart

- A broken head may cause more water to run through the system.
- Verify system settings - make sure it's running like you think it is.
- Walk your system while it's running.
- Be mindful while mowing, a mower can damage a sprinkler head!
- Every 3 years, a sprinkler system is required to have a back-flow test done. The City will reach out to you when it's time.

### Leak Adjustment

If you suffer a water leak, you can apply for a leak adjustment, which may discount the water charge on the bill.

The form can be found online, or in the office. Bring a copy of the invoice/receipts of repair within 60 days of the high bill for a discount on your water bill.





# My Water Advisor

My Water Advisor is NOW available for City of Cibolo water residents. Monitor your daily water consumption, set alerts and keep track of your sprinkler system online or on the app.

We recommend creating your account on the website prior to accessing your account on the app.

In order to access your account, you will need:

- All 13 digits of the account number, with no spaces or hyphens
- Primary account holder name, how it is listed on your bill.

[www.mywateradvisor2.com](http://www.mywateradvisor2.com)



Available on the  
**App Store**



Get it on  
**Google play**



# PUBLIC SAFETY

## CIBOLO POLICE DEPARTMENT

162 Loop 539



Contact Us

Open 8:00 am - 5:00 pm

210-659-1999

Non-Emergency 210-619-1274

In the event of an Emergency call 911

Alarm Systems, regardless of monitoring status, are required to be registered. Visit online [cibolotx.gov](http://cibolotx.gov) or the PD lobby to obtain your permit.

The Mission of the Cibolo Police Department is to provide professional police services, while enforcing the law and fostering positive community partnerships.

## CIBOLO FIRE DEPARTMENT

three locations to best serve Cibolo and surrounding areas

210-858-3299



Fire Station #1  
204 Loop 539



Fire Station #2  
3864 Cibolo Valley Dr



Fire Station #3  
1842 Weidner Rd

The Mission of the Cibolo Fire Department is to respond with Courage and Compassion, while serving our Community with Honor



# Cibolo Public Works

108 Cibolo Drive  
210-619-0059



Public works help keep communities strong by providing an infrastructure of services in transportation, water, wastewater and storm water treatment, public buildings and spaces, parks and grounds, emergency management and first response, solid waste, and right-of-way management. They are what make our communities great places to live and work.

-American Public Works Association

## Drainage Department

Providing clean drainage ways, our Drainage crews work tirelessly to keep creeks, ditches, and streets clear of debris. The Street sweeper moves through residential areas monthly, see the map of the schedule online.



## Utilities Department

Providing safe water and sewer service to residents, the Utilities crews work to repair leaks, test water, and keep the city hydrated.

Concerned there may be a leak at your home? Report it by calling City Hall or on the city website.



## Streets Department

Our Streets crews keep city streets, curbs, and sidewalks safe for moving around Cibolo. If you see a pot hole or a sidewalk issue, report it using the website.



# Cibolo Parks Department



Cibolo is Home to Four Parks with an array of outdoor activities to keep you in the sunshine all day.

- Niemietz Park the city's oldest park has a spacious accessible for all park with swings and climbers for adventures of all ages to enjoy!
- Veteran's Memorial Park honors Cibolo and the surrounding areas Veteran's, and provides covered pavilions with tables, a playground, and basketball court.
- Schlather Park is a beautiful green space, with a walking trail and large play area for residents to come and play. Play a rousing game of disc golf and cool off while enjoying a picnic at one of the many tables around the front of the park.
- Al Rich Park the city's smallest park, nestled between an elementary school and neighborhood, is a real hidden gem. A baseball diamond, a gazebo, and grant awarded music making playground, make it a great place to spend an evening, before the sun goes down.

With every residential development coming in to the city, we are growing our green spaces! Subdivisions are helping to create a linear park system with walking trails and bike paths. In the future, you will be able to get from one part of Cibolo to the other, while enjoying the warm Texas sunshine, big blue sky, and mature trees.

*In all things of nature, there is something of the marvelous.*  
- Aristotle





# SeeClickFix

Successful communication builds stronger communities.

SeeClickFix provides a user-friendly platform through our website or the mobile app, and allows residents to report non-emergency concerns easily. Whether it's a pothole, graffiti, a malfunctioning streetlight, or any other community issue, citizens can quickly submit their reports with specific details and location information. This streamlined process makes it convenient for residents to engage with local authorities and report concerns promptly.

## HOW IT WORKS

After submitting your full report via the app or online web form, which should include the location, photographs, and description of the issue, it will be sent to the appropriate City department for resolution. You then have the choice of receiving email alerts or checking the status of your report on the website.

## LEARN MORE



## FULL LIST OF CATEGORIES

### TRASH, RECYCLING, & JUNK

- Abandoned/Junk Vehicle
- Illegal Dumping
- Property/Yard Maintenance
- Trash or Recycling

### WATER & UTILITIES

- Drainage Maintenance
- Sewer Issues
- Water Utilities Issues
- Utility Billing Issues

### STREETS

- Potholes
- Right of Way Blocked or Obstructed
- Traffic Issue
- Traffic Management
- Traffic or Street Sign Issue
- Malfunctioning Traffic Light/Signal

### GROUNDS/FACILITIES

- City Parks by Location

### PUBLIC SPACES

- Grffiti/Defacement of Property
- Sidewalk Issue
- Sign Violation
- Code & Permit Concerns
- Code Violations
- Noise Code Violations
- Permits
- Property/Yard Maintenance
- Sign Violation

### ANIMALS

- Animal Control Concerns
- Roadkill/Animal Carcass
- Stray Animal

### POLICE

- Police Concerns
- Suspicious Activity or Person
- Theft or Scam Concern

[www.cibolotx.gov/SeeClickFix](http://www.cibolotx.gov/SeeClickFix)

Planning &  
Zoning

Permit &  
Inspections

Code  
Enforcement

Communications

People &  
Performance

Economic  
Development

# City Hall Annex

201 Loop 539 Cibolo, TX 78108



Economic Development 210-659-1471

At the helm of effective commercial and industrial growth, Economic Development ensures the wants and needs of business are met and recruiting new businesses to meet our citizens wants and needs. Working alongside the Planning and Permit Departments, they welcome businesses and manufacturers to City and along the main corridors of IH-35, I-10, and FM 78 and our Downtown Area.

## Communications

Tasked with telling our story, the Communications Team serves as the conduit of information to our external customers as well as manages many of our community events. The team does through using a variety of communications tools to include social media, updates to our website, messages on city marquees, and through public notices and press releases to local media.

## People & Performance

Responsible for attracting, developing, and retaining a world-class workforce to provide exceptional customer service to our constituents, the People & Performance Department manages all aspects of recruiting, training & development, employee engagement, and compensation & benefits for City employees. The department also leads our performance program to ensure employees and departments are effectively and efficiently managing resources to provide the greatest impact to the citizens of the City of Choice.

Open in 2022, the Annex was a welcome relief of additional space needed for the continued growth of Cibolo not only in population but in staffing. The City and Historic Committee worked tirelessly to bring modern conveniences while ensuring the historic charm was honored and preserved.

Planning &  
Zoning

Permit &  
Inspections

Code  
Enforcement

Communications

People &  
Performance

Economic  
Development

## City Hall Annex

The city throughout the history of mankind has been the meeting place for people. Much of the culture of mankind has happened in the public space. Public space is a very important aspect of a good and well functioning city.

-Jen Gehl

### Planning & Zoning 210-619-0050

Responsible for guiding smart development, Planning and Zoning ensures the growth of the City is best for industrial and commercial development while keeping in mind the heart of Cibola are the neighborhoods that we call home. City planning is ever evolving, returning to update and improve the master plans for the progression of Cibola.

### Code Enforcement 210-619-0050

If you see a code violation, such as high grass and weeds, contact the annex and ask for Code Enforcement, or visit our website to file a concern.

### Permits & Inspections 210-658-4175

Should you plan to construct, enlarge, alter, demolish, move, repair, or change the occupancy of your building, structure or property (including electrical, plumbing and/or mechanical), please keep in mind that inspections and permits may be required. In addition, some home owners' associations also need to approve your changes. Before any work is started, contact the permits and inspections division.

For work done by the homeowner, the homeowner should contact the permits department for applicable permits. If the work is completed by a contractor, the contractor must contact the City for the permits.

Whatever we *Accomplish* belongs to our entire group.

A *Tribute* to our combined efforts.

-Walt Disney



It's not necessary to go far and wide.  
I mean, you can really find exciting and inspiring things  
within your hometown.

*Daryl Hannah*

### Caught Speeding?

Cibolo Municipal Court is open daily at City Hall. You can come in and request a court date, or pay your ticket.

Court takes place twice a month on the second and fourth Wednesday unless otherwise noted.



Please be aware,  
Municipal Court staff  
cannot provide you legal  
help.

### Want to add a fur baby to your family?

Regardless of being a Dog Person or a Cat Person, Cibolo Animal Services always has four-legged friends looking for a forever home.



Visit online for more information!



### Help Wanted

The City of Cibolo is always on the look out for dedicated and hardworking individuals. Open Positions, including the qualifications and a requirements, can be found online at [Cibolotx.gov](http://Cibolotx.gov)

Come be part of the P.A.R.T.I.

### Want to know where your tax dollars go?

Our Finance Department posts all current and past budgets online. where you can see a breakdown of City expenses per department.

The Annual Council Approved Fee Schedule is also available online, showing charges you pay for City Services.

Fiscal Responsibility is our Obligation

The City Secretary's Office houses 50+ years of ordinances and resolutions guiding the way the City operates.

Need a copy of a police report? Want to investigate how many complaints an overgrown lot has had or any other local government document? File an Open Records Request online.

Visit the Cibolo Municode library at [www.municode.com](http://www.municode.com)

**municode**  
★  
CONNECTING YOU & YOUR COMMUNITY

# Final Thoughts and Helpful Hints







CCMA Sewer Message:



Flushable Wipes aren't flushable,  
toss them in the trash!

Green Valley  
Special Utility District  
830-914-2330  
605 FM 465  
Marion TX, 78124

## Where to Register

<p>SCUCISD</p>  <p>SCUC.TXED.NET 210-945-6200</p>	<p>Electric Services</p>  <p>GVEC: 800-233-4832</p>	<p>Natural Gas</p>  <p>CenterPoint 800-427-7142</p>
<p>Vehicle Registration</p>  <p>Guadalupe County 210-945-9708</p>	<p>Elections Office</p>  <p>Guadalupe County 830-303-6363</p>	<p>Homestead Exemption</p>  <p>Guadalupe County 210-945-9708</p>

# Cibolo is a P.A.R.T.I.

In 2021, the employees the City of Cibolo attended workshops facilitated by our peers to discuss and begin constructing a Values Driven culture.

Honoring the past and looking towards the future,  
employees created the 'P.A.R.T.I.' Values.

- P • Professional Development
- A • Accountability
- R • Responsibility
- I • Teamwork
- I • Integrity

As a staff, we work to hold each other to these values as we work through our day to serve our residents and businesses. We hope you see this in the way we operate and provide for you everyday.

Our hard work paid off, in 2023 the City of Cibolo was named by the San Antonio Express News as a "Top Work Place" and the only Municipality to make the list!



There are  
many

Roads

in which to

Roam

but the very best  
one brings you

Home