

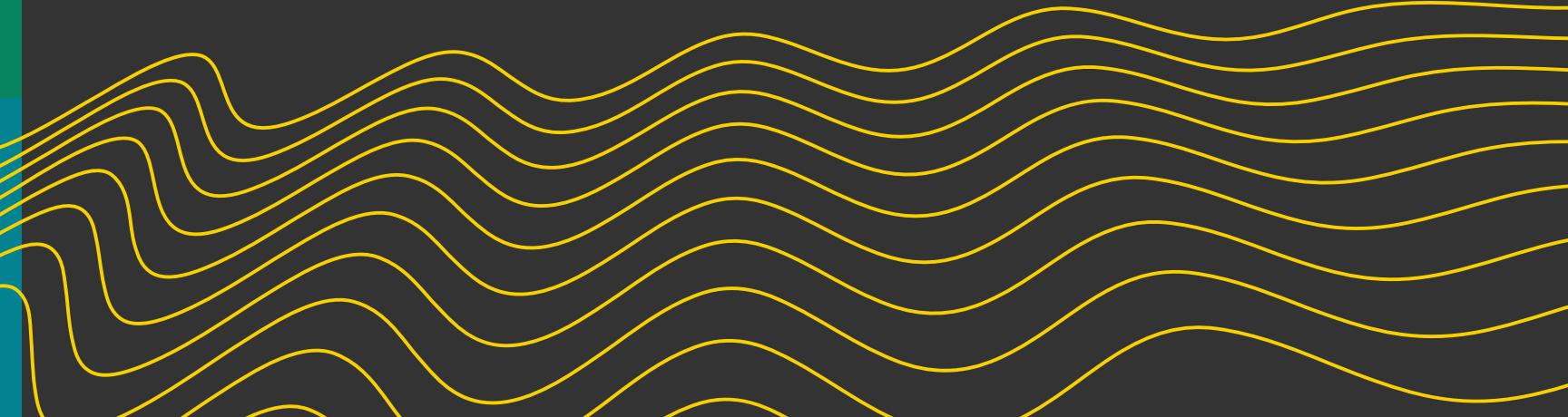


DEVELOPMENT  
SERVICES

**2024-2025**  
Annual Report  
& Year in Review

**2025**

**Embracing  
Change**



A photograph of a modern building with a glass facade and a steel frame. Several workers in safety gear are on a lift, working on the exterior of the building. The building has a grid pattern of windows and structural elements.

# Chapters of Change

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# 2024 RECAP

## Measuring the Movement

**22,231**

Customers helped from walk ins

**16 Days**

Commercial review cycle

**154,560**

Code inspections Performed

**132,320**

Permits issued

**1,332**

Quality control reviews performed

**36,030**

Online customers assisted

**89%**

Streetlights fixed within 7 days

**56,398**

Graffiti sites abated within 1 day

**1,944**

SABCA training hours performed

**3,653**

Open Record Requests Completed

**2 Days**

Residential review cycle

**9 Days**

Major plats review cycle

**128**

Streetlights installed

**4 Days**

Minor plats review cycle

**309,155**

Inspections performed by Field Services

## LEADING WITH EXCELLENCE

In Fiscal Year 2024, the Development Services Department (DSD) demonstrated its dedication to excellence, safety, and innovation amid San Antonio's rapid growth. We successfully achieved reaccreditation with the International Accreditation Service (IAS) and became the first Development department in the nation to earn ISO 45001 certification for Occupational Health and Safety—underscoring our commitment to the highest professional and safety standards.

To further advance staff development and service delivery, DSD launched the Preferred Provider Program with the International Code Council (ICC), expanding access to quality, code-related training for all. Our team also supported \$4.3 billion in commercial and residential development, helping shape the city's thriving landscape.

As we looked ahead to FY 2025, we remained focused on providing exceptional customer service, implementing the 2024 ICC Fire and Building-related Codes, and completing renovations in our building to foster a more efficient and welcoming environment for both staff and the community.

Thank you, San Antonio, for your continued trust and partnership.

# A Note on Progress & Possibility

## Message from Our Director

Stepping into the role of Director this year has been both an honor and a rewarding challenge. I am fortunate to lead an exceptional team of dedicated professionals who continuously demonstrate their commitment to serving San Antonio with integrity, innovation, and collaboration. Together, we've achieved important milestones that strengthen our community and improve the way we deliver services. Notably, we advanced updates to the Metal Recycling and Used Auto Parts codes, furthered the Streetlights Program to enhance neighborhood safety, and initiated the Digital Media and Arts Pilot Program to encourage creative economic development.

As we look ahead, we anticipate maintaining the same levels of permit activity and remain focused on facilitating growth efficiently and collaboratively with our customers. Excellent customer service continues to be our top core value and the foundation of everything we do.

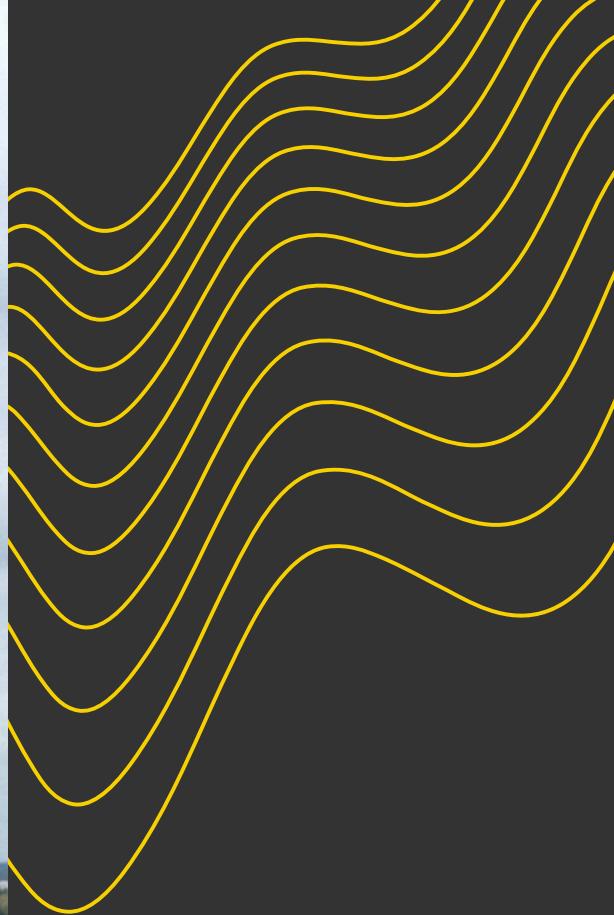
We are currently developing the Code Enforcement Strategic Plan, which will guide our future efforts to strengthen communication and engagement with the community, ensuring our work remains transparent, responsive, and community centered.

I am proud of what we have accomplished together and confident that, with the continued dedication of our team and the support of our residents, we will keep building a safer, stronger, and more vibrant San Antonio.

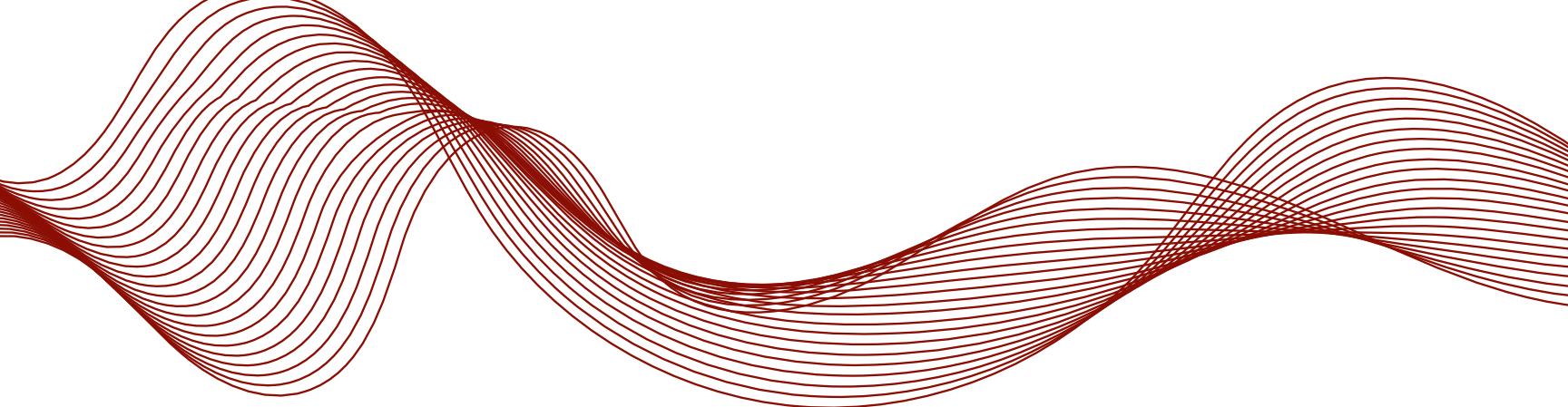
*Amin Tohmaz*

Amin Tohmaz, PE, CBO  
Director of Development Services





**Our Mission**  
**Partnering**  
**with our**  
**Community**  
**to Build &**  
**Maintain**  
**a Safer**  
**San Antonio.**



# Our Mission in Motion

We are a dedicated team committed to shaping a safe, vibrant, and thriving future for our city. Our mission is to support responsible growth, enhance quality of life, and ensure every project contributes to a safer and stronger San Antonio for all.

Together, our teams work across the full spectrum of development—from initial plans to final inspections—to support community progress with professionalism and care.

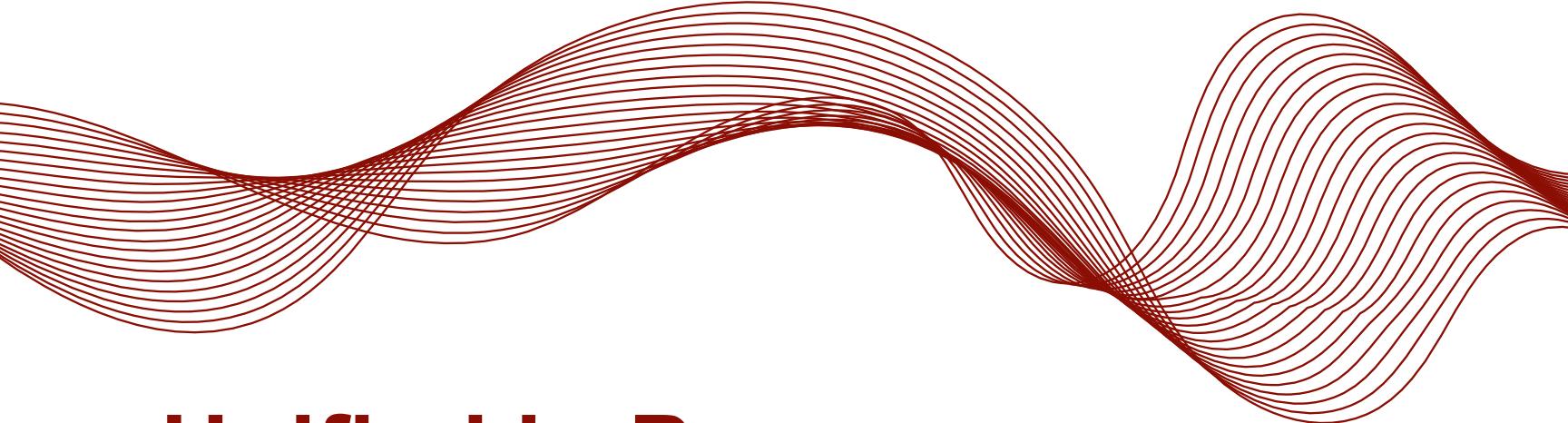
## Our Divisions

**Plan Review:** Reviews and approves building and construction plans to ensure they meet safety codes, building regulations, and design standards.

**Land Development:** Guides responsible, sustainable land use through smart planning that supports well-designed neighborhoods, commercial areas, and community spaces.

**Field Services:** Building inspectors conduct on-site inspections to ensure construction meets approved plans and building-related codes. Code Enforcement officers inspect properties to ensure compliance with the San Antonio Property Maintenance Code, thereby protecting community health and safety.

**Support Services:** Delivers excellent customer service by assisting residents, developers, and partners with information, guidance, and process support to keep projects moving smoothly.



# Unified in Purpose

At Development Services, we do more than issue permits or inspect buildings—we are partners in shaping a stronger, safer San Antonio. Our work touches every neighborhood, business district, and community in the city. By collaborating with homeowners, developers, and residents, we help ensure San Antonio continues to thrive.

We are the architects of a future that is resilient, welcoming, and grounded in safety. Through thoughtful planning, rigorous oversight, and dedicated customer support, we make sure that development today supports a better tomorrow.

## Our Core Services

**Permits and Inspections:** We help residents and businesses build and renovate safely. Every structure permitted and inspected by our team meets rigorous safety and code standards, ensuring lasting protection for those who live, work, and visit.

**Zoning and Land Use:** We guide land use decisions to foster well-organized, sustainable growth. By aligning zoning with safety and community needs, we help shape neighborhoods that support quality of life and economic vitality.

**Planning and Urban Design:** Looking ahead, we envision and plan for a San Antonio that's beautiful, functional, and safe. Our work ensures future development is thoughtfully designed to serve generations to come.

**Customer Service:** Every interaction matters. Our team is committed to providing knowledgeable, courteous, and efficient support—making the development process clear, accessible, and customer-focused.

# MOMENTUM THROUGH METRICS

Fiscal Year 2025 Performance Measures

**21,511**

Customers helped  
from walk ins

**41,726**

Online customers  
assisted

**2 Days**

Residential  
review cycle

**16 Days**

Commercial  
review cycle

**700**

Streetlights  
installed

**66%**

Streetlights fixed  
within 7 days

**10 Days**

Major plats  
review cycle

**4 Days**

Minor plats  
review cycle

**124,697**

Code inspections  
Performed

**70,054**

Graffiti sites abated  
with a 1 day turnaround

**118,225**

Permits  
issued

**286,939**

Inspections performed  
by Field Services

**2,125**

Quality control  
reviews performed

**2,388**

SABCA training  
hours performed

**2,880**

Open Records  
Requests Completed

**1,050**

Customer service  
survey responses



THE STORIES  
BEHIND THE STATS



# Advancing Code Enforcement

## Community Voice Drives Strategic Planning

In FY 2025, Development Services (DSD) launched a community-led Code Enforcement Strategic Plan aimed at enhancing service delivery, strengthening neighborhood quality of life, and ensuring a more responsive and modernized approach to community needs. This initiative was prompted by a City Council Consideration Request from District 4 and shaped by community feedback gathered through the City's 2023 annual budget survey.

Throughout the month on July, DSD engaged residents, staff, and stakeholders across San Antonio to build a strategy grounded in community input. Key priorities emerging from this process include modernizing procedures and technology, integrating Code Enforcement processes more effectively with the City's 311 system, and improving responsiveness, particularly on issues related to vacant lots and annual notice processes.

The plan will include strategies to emphasize greater transparency and accountability in Code Enforcement operations, stronger communication with residents and Council offices, and a focus on refining emergency abatement protocols. In addition, DSD will assess staffing needs, expand public education and outreach, and explore best practices and national accreditation to elevate service standards.

Funding to support the development and initial implementation of the strategic plan was included in the adopted FY 2025 budget, reinforcing DSD's commitment to continuous improvement and proactive service to the San Antonio community. The strategic plan will go to City Council in FY 2026 for recommended adoption.

Thank you to everyone who participated. Your voice is helping us build a stronger, more responsive code enforcement program that works for all San Antonians.



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Code Enforcement  
Officers on location.

# Foundations of the Future

## San Antonio's Code Evolution

In September 2024, DSD initiated a comprehensive review of the 2024 International Code Council (ICC) building-related and maintenance codes. This review focused on nine key codes related to building and fire safety, underscoring our commitment to integrating the latest advancements in construction practices and safety standards.

The ICC Codes are revised every three years and provide critical frameworks for new and existing construction. The recent updates reflect a responsive approach to the industry's evolving needs, ensuring that our regulations align with current best practices.

The codes under review included those for building safety, fire, existing buildings, residential construction, mechanical systems, plumbing, fuel and gas, swimming pools and spas, and the newly implemented 2023 National Electrical Code. The new codes became effective May 1, 2025.

The codes' review and adoption ensure that San Antonio remains at the forefront of safety, innovation, trends, and best practices in the construction industry.





Hemisfair Hotel  
nearing completion.

# Embracing Change in Policy and Practice

## Short-Term Rentals, Long-Term Impact

In 2024, the Development Services Department (DSD) responded to City Council's request to evaluate and enhance the regulation of short-term rentals (STRs) in San Antonio. Working closely with a task force composed of stakeholders and city staff, DSD led a comprehensive review of policies affecting permit fees, compliance, enforcement, tax obligations, and the broader impact of STR operations on neighborhoods.

### Fee Structure Updates

On June 14, 2024, City Council approved revised STR permit fees to better align with the administrative cost of oversight:

- Type 1 permits (owner-occupied) increased to \$300
- Type 2 permits (non-owner-occupied) increased to \$450

These changes support more sustainable regulation and accountability in the growing STR market.

### New HOT Remittance Requirements

All STR operators now must file a monthly tax report through the City's Avenu platform. Operators listing properties on platforms that remit HOT to the state—such as Airbnb and VRBO—must now also remit the City's portion of HOT directly on a monthly basis. Platforms that do not remit to the state will continue under current procedures, with operators responsible for timely tax payments to the City. This became effective February 1, 2025.

### Ongoing Collaboration

Ongoing stakeholder engagement remains critical. The department is committed to maintaining open lines of communication with STR operators, residents, and industry platforms to ensure the continued success of these enhancements.



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Short-term rentals must be registered and comply with City regulations.

# Lighting the Way Forward

## Our Streetlights Program

The Street Light Team was created in Fiscal Year 2022 to analyze residential streets for optimal streetlight spacing within the San Antonio city limits. With an initial budget of \$5.8 million, the team identified the need for 4,275 streetlights in the community. DSD then developed recommendations identifying priority focus areas such as crime hotspots, schools, parks, and VIA routes.

Currently, DSD is collaborating with CPS Energy to determine the locations for streetlight installations. Of the 4,275 warranted streetlights, 1,413 have been authorized for installation.

The FY 2025 Adopted Budget allocated an additional \$3 million for the installation of more streetlights. FY 2026 allocates \$5.08 million. With this funding, along with new capital dollars, a total of 1,050 streetlights were installed by the end of FY 2025.

Development Services continues working with CPS Energy to communicate locations for installing streetlights. With this funding, along with new capital dollars, an additional 500 lights will be installed. Another big win this year was the authorization to install solar lights in areas where an easement cannot be gained.

The Department will continue incorporating crime data and coordinating with property owners to prioritize the installation of the remaining lights throughout the city.



Torcha de Amistad  
(Torch of Friendship)  
at night.

# From Input to Impact

## Adopting the 2024 San Antonio Property Maintenance Code

As part of our commitment to ensuring our residents' and community's public health, safety, and welfare, we continue to uphold and enhance the standards encapsulated in the San Antonio Property Maintenance Code (SAPMC). This framework is vital for our city's existing residential and commercial buildings and structures.

The SAPMC is rooted in the International Property Maintenance Code (IPMC) principles. The SAPMC undergoes an amendment process to maintain relevance and effectiveness, with reviews performed every three years. A committee of industry representatives and community members met five times to review the current code.

This year, 101 amendments were proposed, of which the committee recommended 25 for approval. The Building Standards Board (BSB), a quasi-judicial board appointed by the City Council and crucial in this process, agreed with the committee's suggested changes. The Planning and Community Development Committee subsequently approved the amendments on December 13, moving them forward to the City Council for final consideration and adoption.

The input from our community and stakeholders has been invaluable in shaping these changes. We are grateful for the continued engagement from residents, partners, and board members who play an essential role in this collaborative process.



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A home with property  
maintenance  
code violations.

# Dollars Behind the Direction

## Trends in Development

The allocated budget for FY 2026 is \$ 41.6 million. The Development Services Fund was established in FY 2007 to account for revenues and expenditures generated from all development-related activities and to ensure that development fees are used to support the activities associated with supporting the development community.

Development trends are closely tied to economic conditions. Nationally and locally, the construction industry is experiencing a period of cooling following several years of rapid growth. Higher interest rates, increased material costs, and labor shortages have all contributed to a slowdown in residential and commercial building activity.

To proactively address the projected decline in permit activity and ensure long-term financial stability, the Development Services Department (DSD) has implemented a strategic hiring freeze. This measure is part of a broader effort to manage costs responsibly while reevaluating and restructuring operations.

By taking these steps now, DSD aims to maintain a high level of customer service and operational efficiency, ensuring that residents and stakeholders continue to receive timely and effective support despite shifting economic conditions.

### FUNDS IN MILLIONS

#### DEVELOPMENT SERVICES

	FY 2025 Actuals	FY 2026 Budget
Revenues	<b>44.1</b>	<b>41.6</b>
Expenses	<b>54.9</b>	<b>49.0</b>

#### CODE ENFORCEMENT (GENERAL)

	FY 2025 Actuals	FY 2026 Budget
Revenues	<b>18.7</b>	<b>19.1</b>
Expenses	<b>18.7</b>	<b>19.1</b>



N. St. Mary's Street  
looking towards  
Tower Life building.

# Foundation of Service

## Capital Improvements for the One Stop

The Development Services funds for capital projects will be used to continue the remodeling of the twenty-year-old One Stop building, started in Fiscal Year 2024. The budget of \$1.85 million is allocated to continue interior renovations. This includes architectural and general contractor construction services (e.g., demolition, MEP, data, walls, etc.), as well as new furniture for offices and cubicles.

This fiscal year, a total of \$2.1 million was used for IT/AV technology upgrades to meet and conference rooms used by department and COSA staff, security improvements resulting from the latest security study, and renovations.

Due to the City's projected budget shortfall in the coming years, no funding was allocated for capital improvement projects in FY 2026. As a result, planned infrastructure upgrades and facility renovations were deferred until future budget cycles.





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Land Development  
lobby newly remodeled.

# How New Laws Are Shaping Our Work

## A Look Into 2025 Legislative Changes

In response to state law changes enacted during the 89th Texas Legislative Session, we updated the City Code Chapter 35, the Unified Development Code (UDC), to ensure local regulations aligned with new state requirements effective as of September 1, 2025. These amendments focused solely on compliance and did not replace the City's regularly scheduled five-year UDC update, occurring in 2027.

The updates reflect several key legislative measures. House Bill 24 modifies when a supermajority vote of City Council may be triggered in zoning cases, increases the protest threshold for certain zoning changes, and updates local notice and signage requirements. Senate Bills 840 and 2477 authorize higher-density multi-family and mixed-use developments within commercial and industrial zones and allow the

conversion of existing office or warehouse buildings to residential use while waiving certain development standards such as parking and traffic analyses. Senate Bill 15 introduces provisions for small-lot single-family developments on larger unplatted tracts, allowing greater height and reduced setbacks. House Bill 2464 revises home-based business regulations to permit on-site employees while ensuring neighborhood compatibility, and House Bill 3234 exempts County-owned buildings from city permitting while maintaining compliance with building code standards.

Through these targeted amendments, DSD aims to maintain consistency with evolving state laws, provide clarity to the development community, and uphold the City's commitment to transparent and responsible land use regulation.



San Antonio  
City Hall.

# Powering the Future of Digital City Services

## BuildSA Goes to the Cloud

In the evolving landscape of municipal services, cities worldwide are turning to cloud technology to modernize operations and improve public services. We embraced this momentum by migrating BuildSA to a cloud-based platform—a major upgrade that supports a more sustainable, accessible, and resilient service infrastructure.

BuildSA is the City's integrated system for planning, permitting, and code enforcement. Moving it to the cloud has streamlined operations, enhanced data security, and delivered scalable, flexible solutions that meet community needs.

### Benefits of Our Move to the Cloud

**Operational Efficiency:** Cloud migration reduced physical constraints and maintenance costs, we were able to eliminate hardware investments, and ease IT demands.

**Scalability and Flexibility:** A cloud-based BuildSA adapts to changing workloads and growth without infrastructure limitations.

**Enhanced Security and Compliance:** Trusted cloud providers offer strong data protection and regulatory compliance. **Improved Service Delivery:** Faster, more transparent digital services for users.

**Innovation and Collaboration:** Cloud platforms support emerging technologies and cross-departmental collaboration. Staff and stakeholder trainings continue to provide a smooth transition for users.

This migration represented a major step in San Antonio's digital transformation, demonstrating a strong commitment to innovative, future-ready public service. The upcoming fiscal year will see even more improvements to make BuildSA friendlier and easier to use.



City of San Antonio  
Skyline at dusk.

# 2025 PARTNERING IN ACTION

## INDUSTRY TESTIMONIALS



"RECSA is proud to partner with the City of San Antonio's Development Services Department to advance policies and processes that strengthen our city's growth. Over the past year, this collaboration has resulted in meaningful progress — from recruiting industry representatives to serve on the Planning Commission Technical Advisory Committee (PCTAC), to participating in the ETJ Future Land Use Sector Plans, and helping interpret new state laws guiding updates to the Unified Development Code (UDC). Together, we're building a stronger, more efficient, and forward-looking San Antonio."

**Stephanie Reyes**  
RECSA President & CEO

"SABOR's partnership with the City of San Antonio's Development Services Department has been a powerful example of how collaboration can drive meaningful change. Over the past year, our quarterly roundtables have created a direct line of communication between REALTORS® and DSD leadership. Giving our members a voice in the permitting process while ensuring they stay informed about evolving policies and improvements. By embracing change together, we're helping build a more transparent, efficient and responsive development environment for our entire community."

**Martin Gutierrez**  
SABOR Government Affairs Director

## Thank You!

To our industry partners,  
Thank you for your support  
and guidance. We will  
continue to embrace the  
positive change that FY 2026  
will bring. We could not do  
what we do without you!

# COMMUNITY FOCUSED

## CUSTOMER SURVEY RESPONSES

20  
25

1,067  
TOTAL COMPLIMENTS

“I found the permit process welcoming to small business owners. Thank you!”

Thu, October 9, 2024

“It has been a wonderful working with the project team from COSA. The attention given to the Project Management team on our job on helping finding resolution to issues has been exceptional. I have no other words than saying thank you to everyone in the department.”

Fri, October 25, 2024

DSD Graffiti Abatement Team addresses concerns and issues in a very prompt manner. Awesome job.

Mon, March 24, 2025

“I work for Galen College of Nursing as a Construction Manager. We are completing a new campus and I wanted to say that the City Inspectors are some of the best across the country! They were very professional, responsive (on a week with the NCAA Men’s finals) and so supportive. We are building campuses in several other states but SA rules!!!”

Fri, April 4, 2025

“Our company will usually have upwards of 50+ permits in progress in many cities and counties across the state, and I have to say working with your team has been a pleasure over most others. Quick, polite responses, excellent support explaining difficult requirements, etc. We really appreciate the assistance, the professionalism, the patience and understanding of your team. Thank you so much.

Fri, April 25, 2025

“Garage sale permit was easy & fast. Thank you.”

Sat, Jun 8, 2025

# NAVIGATING OUR SERVICES

## Set Up & Pre Application

- Create or log in to your BuildSA portal account to begin. Ensure your property is platted or zoned.

## Submit Application via BuildSA

- Upload required documentation for your permits through BuildSA.

## Address Comments

- Respond to reviewer comments within BuildSA and add any additional required documentation.

## Inspections & Compliance

- Use BuildSA to schedule or track inspections 24/7. Verify that you have passed all inspections to ensure compliance.

## Start Your Business

- After successful inspections, receive a Certificate of Occupancy or proper licenses to start your business.

## The Code Process:

- Call 3-1-1 or visit 311.sanantonio.gov
- The code officer checks the property and takes notes & photos
- A notice is given if a violation is seen.
- Time is given to correct the problem.
  - Usually 7-30 days
- A follow-up inspection happens to see if it's fixed.
- If not fixed, a fine or repair may be issued by the City.



### READY TO GET STARTED?

Head to the BuildSA portal or visit the One Stop! BuildSA is your central hub for permits and inspections.

### HAVE A SUSPECTED CODE VIOLATION?

Call 3-1-1 or visit 311.sanantonio.gov





## DEVELOPMENT SERVICES

1901 S. Alamo St.,  
San Antonio, TX 78204

Open: Monday - Friday  
7:45 a.m. - 4:30 p.m.



# DEVELOPMENT SERVICES

1901 S. Alamo St.  
San Antonio, TX 78204

(210) 207-1111  
[SA.Gov/DSD](http://SA.Gov/DSD)