



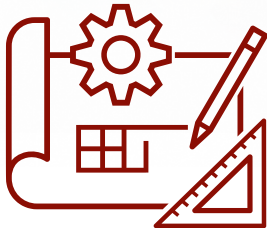
DEVELOPMENT
SERVICES

CODE ENFORCEMENT STRATEGIC PLAN

SUMMARY REPORT



CONNECTING COMMUNITY
TO CODE ENFORCEMENT



CODE ENFORCEMENT STRATEGIC PLAN OVERVIEW

The strategic plan is built around five key focus areas, which serve as the guiding priorities for Code Enforcement in the years ahead. Each focus area outlines broad short-, mid-, and long-term goals across, supported by clear objectives, targeted tactics, and measurable indicators of success.

FOCUS AREAS

COMMUNICATION SYSTEMS
EDUCATIONAL MATERIALS
PROACTIVE VS REACTIVE
VACANT LOTS
HARDSHIP REFERRALS



COMMUNICATION SYSTEMS

Strengthen communication for clear and consistent information.

Enhance and increase communication to ensure timely, accurate, and transparent information sharing between staff, stakeholders, and the community.

GOAL 1: STAFF COMMUNICATION

Strengthen communication systems to ensure clear and consistent information sharing across the department.

- **Objective 1:** Augment communication channels to ensure consistent information.
- **Objective 2:** Enhance information delivery to improve timeliness, accuracy, and accessibility.

GOAL 2: CONNECTING STAFF AND COMMUNITY

Expand communication tools to connect staff, stakeholders, and the community with transparency and efficiency.

- **Objective 1:** Develop stronger partnerships with neighborhood associations and community organizations to connect staff, stakeholders, and the community with transparency and efficiency.
- **Objective 2:** Boost accessibility of information for all community members.

GOAL 3: DELIVERING INFORMATION

Enhance information delivery to improve timeliness, accuracy, and accessibility.

- **Objective 1:** Enhance BuildSA to send automated notifications to residents for case updates.
- **Objective 2:** Amplify social media communication strategies.
- **Objective 3:** Expand training for staff on effective and proactive communication.





EDUCATIONAL MATERIALS

Deliver effective educational materials to inform and empower the community.

Provide clear, accessible, and engaging materials that promote awareness, understanding, and community engagement.

GOAL 1: EXPANDING EDUCATIONAL RESOURCES

Create and distribute more materials to meet community needs.

- **Objective 1:** Develop new educational content on code enforcement.
- **Objective 2:** Enhance educational tools to be clear, practical, and engaging.

GOAL 2: CONNECTING WITH THE COMMUNITY

Increase visibility and engagement through communication efforts.

- **Objective 1:** Increase use of social media to share educational content.
- **Objective 2:** Distribute print materials to libraries, senior centers, and through council offices.
- **Objective 3:** Increase face-to-face interaction with residents to improve the quality of our services.

GOAL 3: ACCESSIBLE RESOURCES

Enhance the ways stakeholders, staff, and the community find and use educational materials.

- **Objective 1:** Improve the BuildSA customer portal for easier navigation to case updates.
- **Objective 2:** Ensure resources are accessible across multiple platforms and formats.





PROACTIVE VS REACTIVE

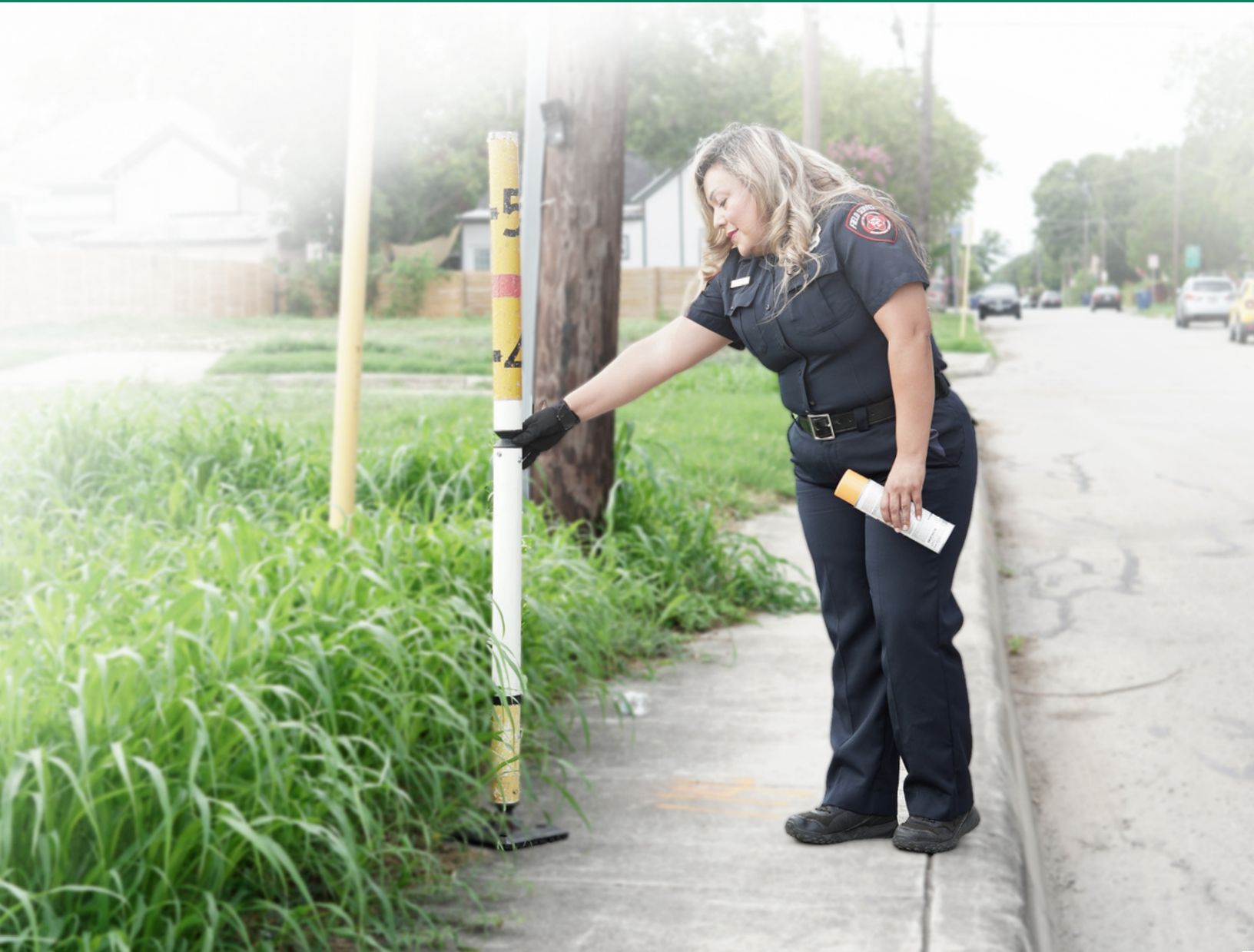
Balanced enforcement for our community.

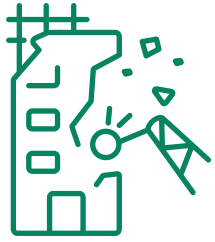
Deliver enforcement that adapts to community needs through a balance of proactive and reactive cases.

GOAL 1: STRATEGIC ENFORCEMENT

Deliver enforcement that is fair, consistent, and responsive to community needs.

- **Objective 1:** Review and monitor staff workload to ensure capacity for both reactive and proactive enforcement.
- **Objective 2:** Balance proactive outreach with timely enforcement to improve compliance.
- **Objective 3:** Adjust enforcement boundaries and strategies accordingly as needed.





VACANT LOTS

Prioritize the clean-up for vacant lots.

Prioritize abatement and enhance community awareness to ensure timely, safe, and compliant property maintenance.

GOAL 1: ABATEMENT PROCESS

Continue to expedite abatement for vacant lots where notices of violation are not required.

- **Objective 1:** Expedite abatements for annual notices.
- **Objective 2:** Accelerate clean-ups for vacant lots within 1,000 feet from schools and daycares.
- **Objective 3:** Expedite clearing lots with grass higher than 48 inches tall.

GOAL 2: SERVICE CONTRACTS

Expanded capacity to meet community needs.

- **Objective 1:** Increase the number of contracted abatement providers (completed).
- **Objective 2:** Monitor contractor performance for timely and effective service delivery.

GOAL 3: COMMUNITY AWARENESS

Enhance community awareness and compliance.

- **Objective 1:** Develop and distribute educational materials to inform property owners about abatement requirements and responsibilities.
- **Objective 2:** Promote proactive compliance through outreach campaigns.
- **Objective 3:** Hold community meetings led by code officers to encourage proactive compliance, focused on educating property owners, offering guidance, and strengthening community connections.





HARDSHIP REFERRALS

Expand Awareness of Hardship Referrals.

Promote existing hardship referral programs through education and outreach so residents are informed of available assistance and can access resources without barriers.

GOAL 1: EDUCATION AND OUTREACH

Increase resident awareness of hardship referral programs.

- **Objective 1:** Create clear, accessible marketing materials.
- **Objective 2:** Incorporate hardship program info into community events and presentations.
- **Objective 3:** Highlight hardship referral resources and partnerships with other departments.

GOAL 2: ACCESS AND VISIBILITY

Ensure hardship programs are easily recognizable and accessible to the community.

- **Objective 1:** Standardize how hardship referral information is shared across all programs.
- **Objective 2:** Promote hardship programs through multiple channels.

GOAL 3: CONTINUOUS IMPROVEMENT

Enhance community awareness and compliance.

- **Objective 1:** Review and streamline referral steps for clarity and efficiency.
- **Objective 2:** Expand training for staff to confidently guide residents through available resources.
- **Objective 3:** Partner with residents to continuously improve hardship referral communication.



ENGAGEMENT STRATEGY



COMMUNITY

Listening Sessions: 11 meetings

- Facilitated meetings at each council district.
- Approximately 266 total participants.

Additional Outreach

- Suggestion boxes distributed to libraries & community centers.
- Digital comments received through codestrategicplan@sanantonio.gov.



STAFF

Listening Sessions: 12 meetings

- 4 sessions for supervisors
 - 16 participants
- 8 sessions for staff
 - 45 participants

Survey Results

- 81 responses (55%)

BEST PRACTICE RESEARCH

Explore trends among peer cities and other cities with different demographics and population size.

CONNECTING COMMUNITY TO CODE ENFORCEMENT

OUR MISSION

Partnering with our community to build and maintain a safer San Antonio.

OUR VISION

Caring for our vibrant city as the leader in development, safety and service.



**SCAN FOR MORE
INFORMATION ON
CODE ENFORCEMENT**

SA.Gov/CES

CODE ENFORCEMENT ACCREDITATION



**INTERNATIONAL
ACCREDITATION
SERVICE**

2020



CODE ENFORCEMENT
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