

# ONLINE PORTAL MANAGEMENT

**DSD ACADEMY**  
**September 15, 2018**

**Presented by:**  
**Patricia Cavazos, BuildSA Team**  
**Patricia Rosas, BuildSA Team**



# DSD Team

Michael Shannon, PE, CBO  
Director

## LAND DEVELOPMENT

Melissa Ramirez  
Assistant Director

Tony Felts  
Interim Policy Administrator

Catherine Hernandez  
Administrator

Kevin Collins, PE  
Engineering & Environmental

## PLAN REVIEW

Terry Kannawin  
Assistant Director

Richard Chamberlin, PE  
DSD Engineer

Andrew Espinoza, MCP,CBO  
Customer Svc & Permitting  
Manager

Patricia Cavazos  
BuildSA Sr. Special Projects  
Manager

## FIELD SERVICES

Amin Tohmaz, PE, CBO  
Assistant Director

Jeremy McDonald, PE  
Sr. Engineer – Project Management

Michael Constantino  
Administrator

Phil Laney  
Sr. Projects Manager  
Code Enforcement

Martin Ruiz  
Manager  
Code Enforcement

Danny Liguez  
Manager  
Code Enforcement

## SUPPORT SERVICES

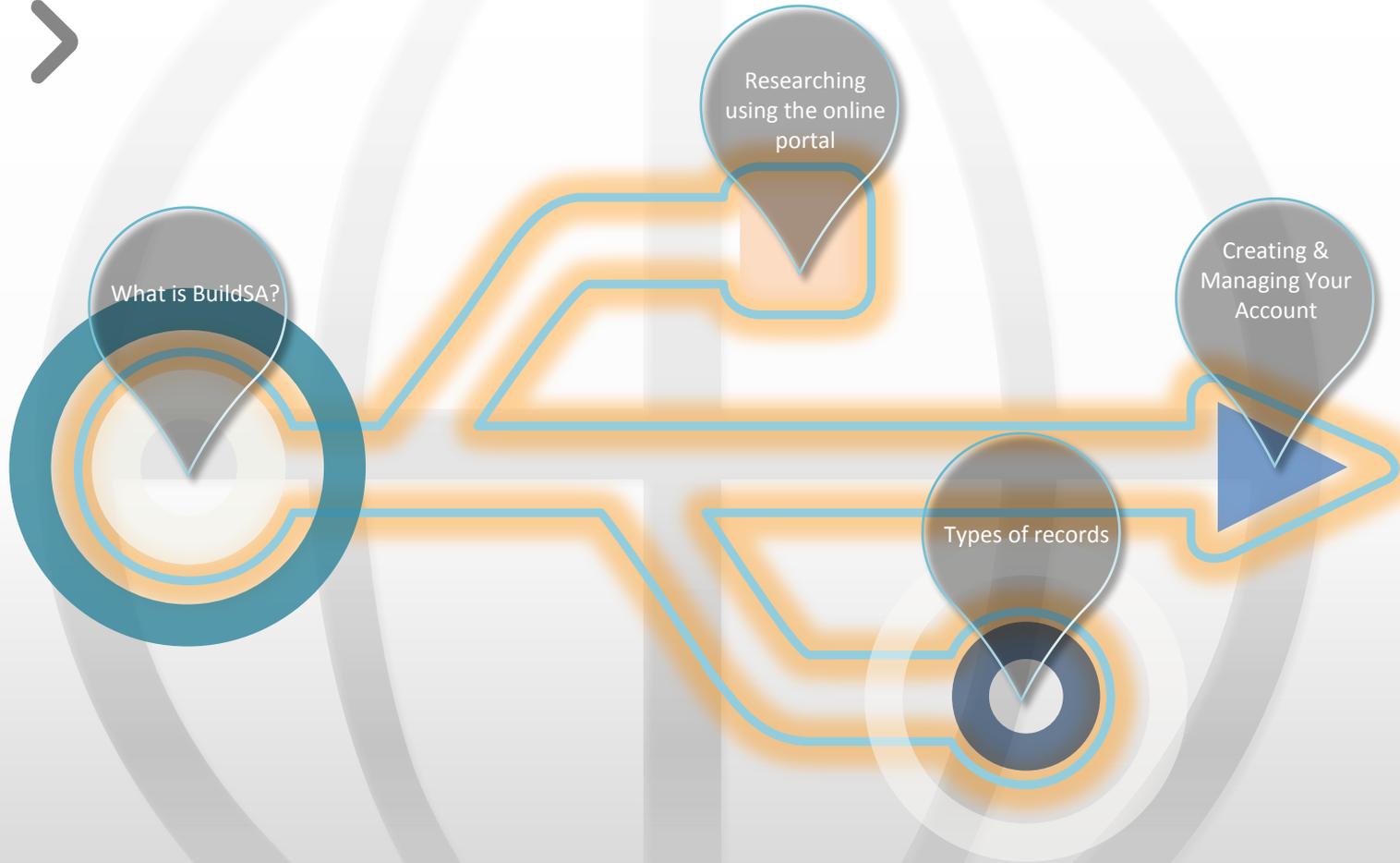
Alma Martinez-Jimenez  
Assistant to the Director

Veronica Castro  
Fiscal Administrator

Ximena Copa-Wiggins  
Public Relations Manager

Jorge Manzano  
Administrator  
Training/Special Projects

# Agenda



# What's BuildSA?

The quick brown fox jumped over the lazy dog.

The quick brown fox jumped over the lazy dog. The quick brown fox jumped over the lazy dog.

Technology that will transform how we engage with our customers

A *new* online portal

Will make doing business easier, faster and more efficient



✓ 1 EASY ACCESS

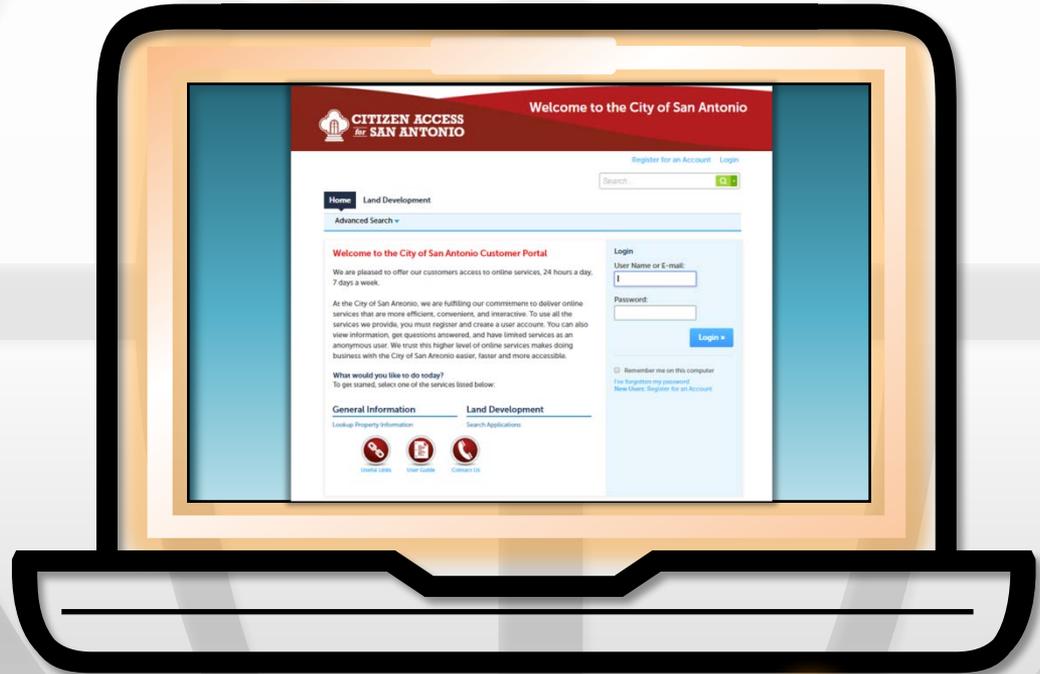
✓ 2 24/7

✓ 3 ONLINE PAYMENTS

✓ 4 ELECTRONIC DOCUMENT SUBMITTALS

✓ 5 REAL-TIME APPLICATION STATUS

✓ 6 EMAIL ALERTS



# Project Timeline



# Next

## OPEN HOUSE

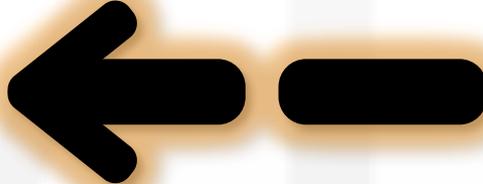
- Week of Oct. 1
- Assist customers in submitting applications online

- Located on our website
- [sanantonio.gov/DSD/BuildSA](http://sanantonio.gov/DSD/BuildSA)

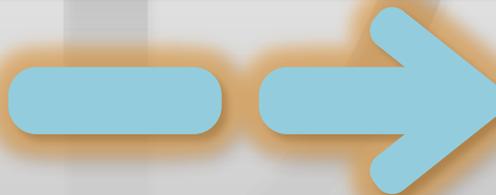
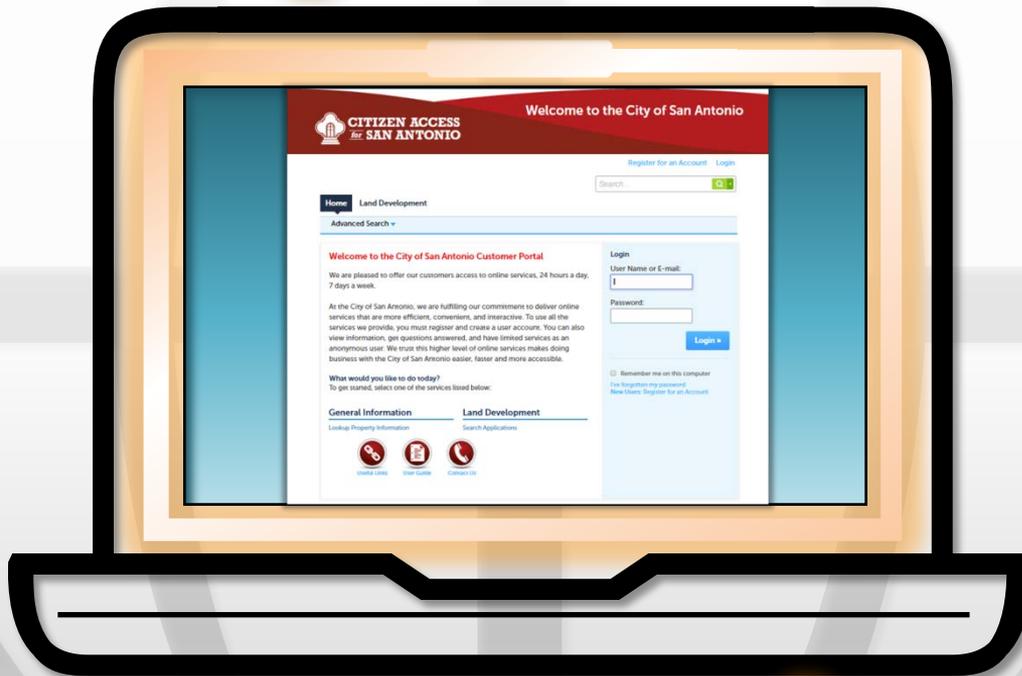
## CALL CENTER

- Mon. – Fri.
- 7:45 a.m. to 4:30 p.m.
- 210-207-1111
  - (Option #5)

## TRAINING MATERIALS



# It's this Easy!



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