



SAFER 2018 PARTNERING COMMUNITY BUILD
TOWARD Maintain

ANNUAL REPORT & YEAR IN REVIEW 2017
CITY OF SAN ANTONIO
DEVELOPMENT SERVICES



WELCOME

LOOKING BACK ON THIS PAST YEAR, I TAKE GREAT PRIDE ON THE STRIDES WE MADE AS A DEPARTMENT TO DO WHAT WE DO BEST – BUILDING AND MAINTAINING A SAFER SAN ANTONIO FOR TOMORROW.

FY 2017 marked a great crossroads for our department. After 11 years as Director, Rod Sanchez was promoted to Assistant City Manager and I certainly want to thank him for his great leadership. Now, as Director, I will ensure our department continues to build on what he helped create.

The 2017 Annual Report & Year in Review is intended to highlight our accomplishments like the Southern Edwards Plateau - Habitat Conservation Plan (SEP-HCP), updating the City's Sign Code, achieving the first #1 rating from the Insurance Services Office, Inc. (ISO) in Texas and increasing the number of Code Enforcement inspections.

“Partnering with our community to build and maintain a safer San Antonio” is our mission statement. In FY 2018, we will continue listening to our stakeholders and residents to enhance our resources and services.

Lastly, but certainly not least, I want to thank all the groups that worked with us to make these achievements a reality: stakeholders, citizens, sister city departments, neighborhood organizations, agencies, non-profits, past and present members of our boards and commissions, and our staff.

Sincerely,



Michael Shannon, PE, CBO
Director of Development Services



OVERVIEW



OUR DEPARTMENT IS COMPRISED OF FOUR DIVISIONS: LAND DEVELOPMENT, PLAN REVIEW, FIELD SERVICES AND THE NEWLY ADDED SUPPORT SERVICES. WE FACILITATE THE CITY'S ECONOMIC GROWTH THROUGH EFFICIENT AND EFFECTIVE PROCESSES TO GRANT THE AUTHORITY TO DEVELOP LAND, AND ENFORCE PROPERTY MAINTENANCE AND BUILDING-RELATED CODES. IT'S ABOUT PROTECTING THE HEALTH, SAFETY AND QUALITY OF LIFE OF ALL SAN ANTONIANS.

LAND DEVELOPMENT reviews and approves all master development plans, plats, tree preservation, zoning and related construction inspections.

PLAN REVIEW ensures building permits comply with the City's requirements, particularly building codes and the Unified Development Code (UDC).

FIELD SERVICES handles all building and trade inspections to ensure the minimum standards set forth in the city's building-related codes are met. The division also manages the Code Enforcement Section

to administer the San Antonio Property Maintenance Code and Graffiti Abatement Program.

SUPPORT SERVICES manages the day-to-day operations of fiscal, public outreach, media communications, innovation, training, open records and the annual budget process.



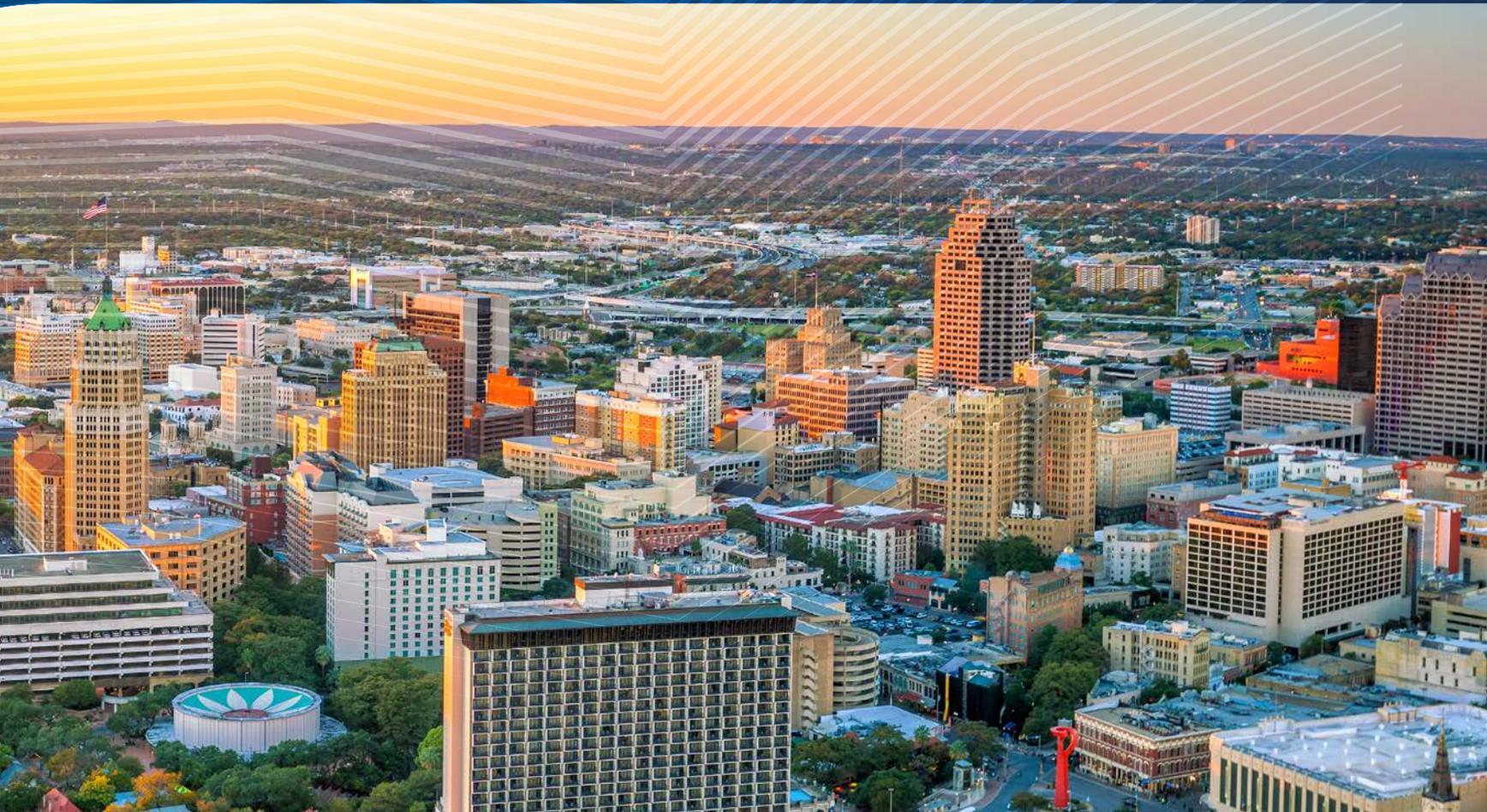
OUR BUDGET

DSD'S BUDGET IS COMPRISED OF THREE DIFFERENT FUNDS, THEY ARE:

DEVELOPMENT SERVICES FUND – is generated from fees for services like zoning, plan review and inspections

GENERAL FUND – provides our Code Enforcement Section and Graffiti Abatement Program

COMMUNITY DEVELOPMENT BLOCK GRANT – funds Code Enforcement Officers within eligible areas





FINANCIALS

DEVELOPMENT SERVICES FUND

REVENUES

	FY 2017 Budget	FY 2017 Actuals	FY 2018 Budget
Development Services	\$ 32,699,955	\$ 32,628,123	\$ 33,483,849

EXPENSES

	FY 2017 Budget	FY 2017 Actuals	FY 2018 Budget
Operating Expenses	\$ 31,706,151	\$ 31,656,600	\$ 33,064,708

GENERAL FUND—CODE ENFORCEMENT

REVENUES

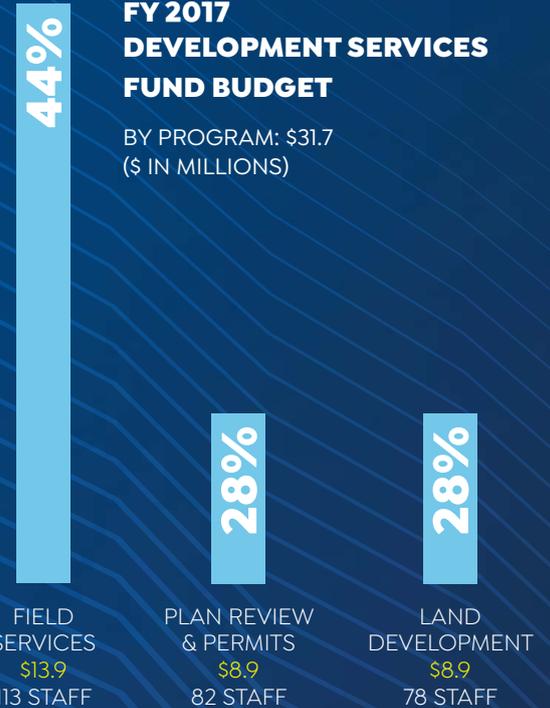
	FY 2017 Budget	FY 2017 Actuals	FY 2018 Budget
General Fund	\$ 1,625,556	\$ 1,633,701	\$ 1,538,179
General Fund - Supporter Revenues	13,181,686	12,775,187	13,759,833
Total	\$ 14,807,242	\$ 14,408,887	\$ 15,298,012

EXPENSES

	FY 2017 Budget	FY 2017 Actuals	FY 2018 Budget
Community Dev Block Grant	\$ 187,749	\$ 111,618	\$ 187,749
General Fund	14,807,242	14,408,887	15,298,012
Total	\$ 14,994,991	\$ 14,520,505	\$ 15,485,761

FY 2017 DEVELOPMENT SERVICES FUND BUDGET

BY PROGRAM: \$31.7
(\$ IN MILLIONS)



FY 2017 CODE ENFORCEMENT BUDGET

BY PROGRAM: \$41.8
(\$ IN MILLIONS)

- NEIGHBORHOOD ENHANCEMENT TEAM
- BOARDING HOMES TEAM
- ZONING TEAM



PARTNERING

AN ENGAGED COMMUNITY IS CRUCIAL IN BUILDING AND MAINTAINING A SAFER SAN ANTONIO. WE HAVE AN ACTIVE, ROBUST OUTREACH PROGRAM INCORPORATING REGULARLY SCHEDULED STAKEHOLDER AND NEIGHBORHOOD MEETINGS, NEWSLETTER PUBLICATIONS, AND AN ONGOING PRESENCE THROUGH OUR SOCIAL MEDIA OUTLETS.

These partnerships resulted in two formal Code Interpretations (CI), and five Rule Interpretation Decisions (RID) to streamline the development process and clarify code requirements for our inspectors, code officers and customers. In addition, 36 Information Bulletins (IB) were published, informing customers of the department's business-related operations. The publishing of IBs is noted as a best practice for our International Accreditation Service (IAS) re-accreditation.

Our Code Enforcement Officers attended 453 neighborhood association and community meetings reaching 8,110 residents. Supervisors initiated emails and phone calls to neighborhood leaders each month and attended 91 community events, reaching 5,170

residents. We also participated in 195 neighborhood and community cleanups.

Along with these regularly scheduled meetings, our subject matter experts engage face-to-face with professional, youth and neighborhood organizations. Recent forums include Mayor's Housing Summit, 2017 Youth Career Camp, and San Antonio Board of Realtors.

In an effort to reach our customers, we have translated 27 documents to Spanish including zoning, code enforcement, and land entitlements notices and applications. Interpretation services are also available at all DSD Board and Commission meetings.

“DSD DOES AN OUTSTANDING JOB OF FACILITATING AN OPEN LINE OF COMMUNICATION WITH ITS CUSTOMERS. IN ADDITION, THEIR APPROACH TO SOLVING CHALLENGES IS GREATLY APPRECIATED.”

– MARTHA MANGUM, EXECUTIVE DIRECTOR, REAL ESTATE COUNCIL OF SAN ANTONIO, DPTF CHAIR

OUR ACTIVE EXTERNAL PARTNERSHIPS WITH STAKEHOLDERS HAVE BECOME A KEY ELEMENT TO HOW WE DO BUSINESS TODAY. THESE MEETINGS PROVIDE A TWO-WAY COMMUNICATION BETWEEN DSD STAFF, PUBLIC AGENCIES SUCH AS CPS ENERGY, SAWS, AND BEXAR COUNTY, THE DEVELOPMENT COMMUNITY AND RESIDENTS TO DISCUSS KEY INITIATIVES. THIS PAST FISCAL YEAR, WE HELD 48 MEETINGS:

- Associated Builders and Contractors, Inc. (ABC) - 7
- Boarding Homes Task Force - 2
- Development Process Task Force (DPTF) - 12
- Greater San Antonio Builders Association (GSABA) - 6
- Neighborhood Code Enforcement Task Force (NCETF) - 4
- Professional, Engineers in Private Practice/American Institute of Architects (PEPP/AIA) - 10
- TerminATE Graffiti - 7

THE POSITIONS FOR ALL BOARDS AND COMMISSIONS ARE APPOINTED BY CITY COUNCIL. NEW IN FY 2017 IS OUR EXPANDED OUTREACH FOR ALL PRELIMINARY AGENDAS, AGENDA POSTING AND MEETINGS. THROUGH OUR WEBSITE, RESIDENTS CAN SIGN UP FOR EMAIL NOTIFICATIONS.

BOARD OF ADJUSTMENT The Board of Adjustment (BOA) hears and considers appeals and requests for exceptions and variances to City Ordinances every first and third Monday of the month. In FY 2017, this board considered 168 requests, averaging ten per meeting.

PLANNING COMMISSION & TECHNICAL ADVISORY COMMITTEE The Planning Commission is an advisory board to City Council on amendments to the Master Development Plan and the Unified Development Code (UDC) for the physical development of San Antonio. Meetings are held on the second and fourth Wednesdays. The Technical Advisory Committee (TAC) supports this Commission and meets as needed. During the 2017 fiscal year, 22 meetings were held ensuing in 81 public hearing notifications, 201 major and minor plat applications. Other items included 13 annexations, 93 plan amendments and 20 land transactions just to name a few.

ZONING COMMISSION The Zoning Commission meets every first and third Tuesday of the month to hear cases and make recommendations to City Council on plan amendments and

rezoning for residential and commercial developments. For FY 2017 the Zoning Commission held 23 meetings, addressing 93 plan amendments and 303 zoning applications. Of these, 309 moved on to City Council for consideration with 290 approved. This Commission continues to be a hub of activity, averaging four plan amendments and 15 zoning cases received each meeting.

BUILDING STANDARDS BOARD The Building Standards Board (BSB) hears and rules on violations of the San Antonio Property Maintenance Code (SAPMC) and Dangerous Structures. BSB is comprised of two panels, allowing for meetings most Thursdays. There were 29 meetings, handling 208 cases regarding demolitions, repairs, and abatements.

BUILDING-RELATED FIRE AND ADVISORY BOARD (CONSTRUCTION BOARD) The Building-Related and Fire Codes Appeals and Advisory Board (BRFCAAB) reviews and rules on decisions made by the Building Official or Fire Chief relating to specific articles of the City Codes. There were four meetings, and seven Electrical sub-committee meetings.

BOA

10 REQUESTS
PER MEETING



ZONING COMMISSION



290
ZONING
APPS
APPROVED

BSB



208
CASES



DEMOLITIONS, REPAIRS, ABATEMENTS

PC & TAC

22 MEETINGS



201 PLAT APPS

BRFCAAB

11
MEETINGS



IN ORDER TO BE THE BEST IN THE COUNTRY, WE MUST PROVIDE A WORK ENVIRONMENT THAT GIVES A HIGH LEVEL OF SATISFACTION AND OPPORTUNITY FOR PROFESSIONAL GROWTH. CONNECTING WITH EMPLOYEES AND OTHER CITY DEPARTMENTS IS VITAL TO OUR DAILY OPERATIONS. BEING IN THE FRONT LINES, THEY CAN IDENTIFY AREAS OF IMPROVEMENT, INCREASING OUR EFFICIENCY TO ENHANCE OVERALL CUSTOMER EXPERIENCE.

Employee engagement efforts have doubled. As of September 2017 almost half of our department, 183 employees, has met with DSD leadership at the *Lunch with the Director*, where 220 items for improvement were identified. To date 92% have been implemented or are in progress. Some of the items included the purchase of table top scanners for permit and front counter workstations reducing customer wait time, creation of a new contract for Dangerous Premises that establish four zones and

quarterly contractor rotations enhancing efficiency, and added new awareness training for power lines, dog bites and safety. We continue to support our employees' professional growth through our Employee Mentoring Program, with 25 new graduates this past September.

Working hand in hand with other city departments enables us to be efficient in our processes and create programs that benefit our residents. The Boarding Homes Program partners with the Departments of Human Services (DHS), Metropolitan Health (Metro Health), Fire, and Police to create a multi-departmental inspections team. Coordinated with San Antonio Police Department (SAPD), TerminAte Graffiti (TAG) meetings are open to community leaders who want combat graffiti vandalism through innovative solutions. Meetings are held regularly to promote graffiti hotspots, technology and brainstorming sessions.

Code Enforcement partners with DHS, Transportation & Capital Improvements (TCI), Solid Waste, and State agencies. Collaborating with these departments and entities enables faster compliance and provides assistance to residents when needed.

183 EMPLOYEES
LUNCH WITH THE DIRECTOR

IDENTIFIED 220 ITEMS

SCANNERS FOR WORKSTATIONS

92%
IMPLEMENTATION

REDUCES CUSTOMER WAIT TIME

NEW DANGEROUS PREMISES CONTRACT

SAFETY AWARENESS TRAINING

EMPLOYEE MENTORING PROGRAM

25 GRADS

WORKING HAND-IN-HAND

WITH OTHER CITY DEPARTMENTS

COMMUNITY

OUTREACH

WE PUBLISH TWO NEWSLETTERS TO HELP KEEP THE COMMUNITY INFORMED: DEVELOPMENT INSIGHT AND CODE CONNECTION. WITH A TOTAL OF 18 ISSUES PUBLISHED THIS FISCAL YEAR AND DISTRIBUTED TO 7,000 RESIDENTS, BOTH PUBLICATIONS ARE AVAILABLE ONLINE.

The department's website is a valuable resource, with access to online services such as permit status, licensed contractor search, training videos and real-time customer wait time status. Codes and ordinances, the latest news, and information on what is needed to build in San Antonio are also easily available. New this year, citizens can sign up for newsletters, board and commission agendas, and permit notifications.

There's no denying that social media has become an important ingredient in communication. We have increased our presence in social media to have a direct line to interact, communicate, share and collaborate with our customers. Continue to look for us on Facebook, Twitter, LinkedIn and Nextdoor.

THE COMPLIANCE ASSISTANCE FUND

The Compliance Assistance Fund (CAF), created in 2013, assists qualified homeowners without the financial means to bring their home up to par with the city's code. CAF is funded through our Administrative Hearing Officer Program by taking \$20 from each paid fine issued for property maintenance code violations. In FY 2017, the program generated more than \$22,000.

Three elderly and disabled residents qualified for and were assisted by CAF in FY 2017. Contractors painted the exterior of homes, replaced plumbing in bathrooms, repaired drainage systems and roofs.

AFTER THE STORM

FEBRUARY'S TORNADOES CAUSED EXTENSIVE DAMAGE TO TREES, HOMES AND UTILITY INFRASTRUCTURE. UNFORTUNATELY, THIS ALSO MADE SAN ANTONIO AN IDEAL ENVIRONMENT SUITABLE FOR SCAMS AND CRIMINAL BEHAVIOR. FRAUDULENT, UNQUALIFIED CONTRACTORS OR "STORMCHASERS," CAME FROM ALL OVER THE COUNTRY LOOKING FOR VULNERABLE CONSUMERS.

To help affected residents we created a reference guide, in both English and Spanish. *After the Storm* included information on how to check if contractors were registered with the City of San Antonio, tips on avoiding becoming a victim of fraud, obtaining permits, and properly caring for damaged trees. A contact list of key DSD staff members to assist and answer questions was also provided. This brochure became part of more than 800 packets distributed by the Code Enforcement Section with post disaster insurance tips and contacts to other city departments and agencies.

Protecting consumers from fraudulent contractors is imperative to us. When complaints came pouring in to DSD about *Durizon Roofing and Construction* not only did we revoke their license to operate, but also assisted SAPD in their investigation. The roofing company targeted many for hail-damaged roof repair, never completing their work. In September the co-owners were indicted on felony charges and if convicted, could serve time in prison.



DSD ACADEMY

Development Services created the DSD Academy to increase and enhance our partnership with the community. With this program, residents have the opportunity to understand the various aspects of development including zoning, platting, permits, inspections, code enforcement and graffiti.

DSD held its first Saturday session, Zoning 101, this September in our building. The training provided an overview of the zoning and plan amendment process. Be on the lookout for more courses throughout 2018.



SAN ANTONIO BUILDING CODES ACADEMY (SABCA)

As a department, we strongly encourage higher education to make the building and code enforcement teams better equipped to handle construction of code-compliant buildings. To support this effort, we created in 2007 the San Antonio Building Codes Academy (SABCA) held quarterly for city employees, other municipalities, and the

development community. SABCA brings national experts to train code officials, design professionals, builders, tradesmen, building owners, and building managers. We had 183 participants at the International Existing Building Code session, bringing the total to 693 attendees this year. Be on the lookout for new SABCA trainings coming in FY 2018.

JUNIOR ACHIEVEMENT JOB SHADOW

This year, our office participated in the city-wide Junior Achievement Job Shadow Day and hosted 30 Somerset High School students who were studying Architecture-Art and Engineering.

DSD played an important role in providing San Antonio youth meaningful experiential learning opportunities by connecting their school work to “real world” work. The goal of the site visit was to share skills, knowledge, and understanding to prepare students to become independent learners and excel in their chosen field.

Our leadership team led the event with a department tour, and provided an overview of the development process. Students asked questions, while our senior architect, engineer and city arborist staff presented real-time guidance on career path routes.



YOUTH SUMMER ANTI-GRAFFITI PROGRAM

In partnership with the Parks & Recreation Department, we created a unique anti-graffiti curriculum for youth between the ages of 6-14 as part of the Summer Youth Program. This past summer we reached close to 1,500 youth, with 942 participating in an art contest resulting in our annual Fiesta medal (coming in April 2018). The medal promotes *No Graffiti SA* as part of our graffiti education program.



BCEGS CLASS 1 RATING FROM ISO

“WE’RE THE FIRST IN THE STATE AND TWELFTH ACROSS THE NATION TO RECEIVE THE HIGHEST RATING A MUNICIPALITY CAN ACHIEVE FOR EXEMPLARY COMMITMENT TO BUILDING CODE ADOPTION AND ENFORCEMENT, DSD HAS COME A LONG WAY OVER THE PAST DECADE, AND I’M VERY PROUD OF THE DEPARTMENT FOR THEIR HARD WORK IN ACCOMPLISHING THIS.” – SHERYL SCULLEY, CITY MANAGER

The City of San Antonio was the first in Texas to earn a classification of 1 from the Insurance Services Office, Inc. (ISO) Community Hazard Mitigation’s Building Code Effectiveness Grading Schedule (BCEGS®). ISO is an independent statistical rating and advisory organization serving the property/casualty insurance industry. They evaluate building enforcement departments every five years and rate them on their effectiveness of enforcement of building codes. This review includes the department’s

building codes administration, plan review, inspections, training and education, and staff levels.

The concept behind ISO’s evaluation is municipalities with well-enforced, up-to-date codes demonstrate better loss experience, and their citizens’ insurance rates can reflect that. The table shows the DSD classification ratings from 1999 to present where improvement occurred after each evaluation:

HISTORY OF DEVELOPMENT SERVICES ISO RATINGS

YEAR	COMMERCIAL	RESIDENTIAL
1999	8	8
2005	3	5
2011	2	2
2016	1	2



IAS RE-ACCREDITATION



Earlier this year, we were re-certified for the second time by the International Accreditation Service (IAS) for Building Departments/Code Enforcement Agencies. A three day on-site re-evaluation confirmed the department’s enforcement of building codes and related business processes for permitting, construction codes, plan reviews, verification of professional licenses and certifications, inspections, complaints and appeals, and certificates of occupancy. Assessment of current processes included interview with several community leaders, stakeholders and city employees.

The IAS representatives were most impressed with the department’s culture of facilitation, making the building process easier for customers.

We are very proud of this achievement, and by upholding this accreditation, we demonstrate our commitment to building and maintaining a safer San Antonio while ensuring our customer’s needs are met. The IAS program is the first nationally recognized accreditation program for building departments guaranteeing its operations are at the highest level of ethical, legal and technical standards.

PLAN REVIEW

WE TAKE PRIDE IN CREATING A PLAN REVIEW PROCESS THAT IS STREAMLINED AND EFFECTIVE. TIMELY SERVICE IS A HIGH PRIORITY FOR US. LAST YEAR, THE DEPARTMENT REVIEWED 3,563 COMMERCIAL AND 2,575 RESIDENTIAL PLANS, A 3% AND 10% INCREASE OVER PREVIOUS YEAR RESPECTIVELY.

In order to help expedite your project, we offer the following special services: preliminary plan review, after-hours plan review, fast-track permits, phased permitting and, partial/conditional permits. These

programs are very successful. We granted 388 partial/conditional permits and conducted 292 preliminary plan review meetings. The following are some projects benefitting from the special services:

- Methodist Hospital, including the Children and Central Tower Expansion
- Frost Towers
- Idea Public Charter Schools (six schools)

- Consolidated Rental Car Facility (CONRAC)
- Various Apartment Complexes (a total of 14)

Plan Review also improved its consultation services by adding an additional consultant who can assist our Spanish speaking customers.

PERMITS

WE WELCOMED 44,254 CUSTOMERS THROUGH OUR DOORS THIS YEAR, 93% OF WHICH WERE ASSISTED WITHIN 20 MINUTES, AND ENHANCED OUR QUERYING SYSTEM TO ENSURE OUR SPANISH SPEAKING CUSTOMERS ARE MATCHED WITH A SPANISH SPEAKING PERMIT TECHNICIAN.

Overall permitting increased by 2,446, totaling 81,357 permits issued. Likewise, our Call Center was hardworking helping our

customers through the permitting process handling a total of 149,969 calls this fiscal year, with an abandonment rate of only 2%.



WELCOMED
44,254
CUSTOMERS



93%
ASSISTED
WITHIN
20 MINS



ENHANCED
QUERYING
SYSTEM

PERMITTING
+2,446
= **81,357**
PERMITS



FIELD SERVICES

SIGN CODE UPDATE

We reviewed and updated the existing Sign Ordinance (Chapter 28-Signs & Billboard Ordinance, Unified Development Code), earlier this year, which had not been fully revised since 1985. In need of a facelift to meet the demands of the community and industry, DSD staff worked in partnership with a group of stakeholders comprised of industry, neighborhoods, organizations, and non-profits.

Throughout the 21 meetings that began in February, 2016, multiple revisions to clarify and modify regulations for multiple types of signs were discussed. The result was a flexible sign code with added enforcement that was presented and approved by City Council on May 4, 2017, and became effective July 3.

INSPECTIONS

The Building Inspections Section is charged with making the inspection process seamless. Staff will work with you to make sure buildings, structures and building service equipment are constructed or installed according to the minimum standards set

in the building related codes adopted by San Antonio.

This fiscal year 173,357 inspections were completed, 96% performed as scheduled, surpassing our 95% goal.

PERFORMANCE MEASURES

GOAL = 95%

Inspections Performed—Plumbing*

Inspections Performed—Electrical

Inspections Performed—Mechanical

Inspections Performed—Building

Total Combined Inspections

FY 2017

TOTAL

SAME DAY INSPECTIONS

PERCENTAGE

64,921

60,314

93%

47,255

46,376

98%

23,748

23,444

99%

37,433

36,627

98%

173,357

166,762

96%

* FY 2017 we had 6 vacancies in Plumbing

PROJECT MANAGEMENT TEAM

The Project Management Team is a part of our Building Inspections Section and was created one year ago to focus solely on large, complex commercial projects. The goal is for projects to meet all milestones and be completed on time. DSD Staff helps the

construction team, and its subcontractors, to avoid issues and meet all the requirements. In FY 2017, the team managed 201 projects and conducted 112 meetings. The Project Management Team was identified as a “best practice” for the IAS re-accreditation.

“I WORK CONSTRUCTION AND TRAVEL ACROSS THE UNITED STATES. OF ALL THE TOWNS I HAVE VISITED, I HAVE NEVER IN MY LIFE EVER MET A TOTAL STAFF (PROJECT MANAGEMENT TEAM) THAT HAS BEEN SO HELPFUL, SO CARING AND SO KIND AS YOUR TOWN HAS BEEN TO ME. MY HATS OFF TO WHOEVER HIRED THESE PEOPLE. EVERY ONE OF THEM, FROM THE RECEPTIONIST TO THE INSPECTORS TO THE GALS JUST HELPING ME, HAVE BEEN AMAZING.”

—RALPH KIBLER

MAINTAIN

PART OF OUR FIELD SERVICES DIVISION, THE CODE ENFORCEMENT SECTION HAS 120 FIELD OFFICERS RESPONSIBLE FOR ENSURING COMPLIANCE OF PROPERTY USE (ZONING AND DEVELOPMENT CODE REQUIREMENTS), PROPERTY MAINTENANCE, DANGEROUS STRUCTURES AND INOPERABLE VEHICLES.

During FY 2017, and as a direct result of community input, we increased weekend enforcement throughout neighborhoods in San Antonio. We have done more inspections than ever before, reaching 330,185 this fiscal year. With a response time goal of two business days, 150,383 inspections have been for health and safety issues (Tier I) such as trash, unsecured

structures, high weeds and visual obstructions. Building maintenance and zoning inspections (Tier II), with a six business day response goal, totaled 133,837. The remaining 45,245 were for monthly and quarterly inspections done for donation containers, scrap tire facilities, bandit signs and other items.

AURORA APARTMENTS

In February of this year, Code Enforcement Officers became part of a task force led by the Metropolitan Health District to inspect the Aurora Apartments for what has become the worst case of bed bug infestation to date. With the assistance

of the City's Department of Human Services and multiple state agencies, the senior residents were relocated to other locations and cared for while treatment was rendered.

ASCENT RECYCLING

Ascent Recycling was a cardboard recycler with multiple zoning and metal salvaging violations. Located across from a residential neighborhood, concerns were raised due to the amount of trash and dust coming from this business. Code Enforcement revoked their Certificate of Occupancy in August of 2016. A year later, this property has finally come into compliance as a result of Code Enforcement's diligence in enacting the City's code.



GRAFFITI

Also housed under the Code Enforcement Section is our Graffiti Abatement Program (GAP), consisting of 19 employees of which 15 are in the field abating graffiti. GAP was successful in eliminating graffiti from 52,836 locations, surpassing the 44,000 performance goal, and equaling to 4,048,589 square feet of graffiti removed. While we have a three-day goal to remove reported graffiti, our team

completed the tasks with a one-day turnaround. held 131 mini-wipeouts with the help of 1,809 volunteers and participated in 109 educational and informational events across town. Noticing the success of our GAP team, the City of Austin sent leadership from multiple city departments to San Antonio to learn about our program and discuss opportunities for collaboration.

LAND DEVELOPMENT



Eric Pohl for SAWS Conservation

SOUTHERN EDWARDS PLATEAU – HABITAT CONSERVATION PLAN (SEP-HCP)

The City of San Antonio is home to several military installations including Fort Sam Houston and its training facility at Camp Bullis. The SEP-HCP is a joint effort by the City of San Antonio and Bexar County, in partnership with the U.S. Fish & Wildlife, to implement a program for local administration of the Endangered Species Act (ESA).

On January, 2017, an ordinance was passed by City Council authorizing an interlocal agreement (ILA) between the City and County for the implementation of the SEP-HCP, including the appointment of members for its coordinating committee. The ILA was signed by Bexar County and the City of San Antonio in April of this year and offers a more expedient, streamlined process to comply with the ESA.

DEVELOPMENT PLATS AND ZONING

A plat application has a 2-year timeline for approval. For Minor plats, comprised of four lots or less, our staff has three days in which to review the application to ensure it is complete. The technical review time goal is ten days. Major plats encompass five lots or more and may require public involvement. For these, our staff concludes the completeness review in five

days and has 20 days in which to finalize the technical review. During FY 2017, our staff reviewed a total of 494 plats, of which 167 were major and 327 were minor. We completed 456 zoning verification letters, had 330 cases placed on the Zoning Commission and 328 placed on City Council agendas.

NEIGHBORHOOD CONSERVATION DISTRICTS

Neighborhood Conservation Districts (NCD) are zoning overlay districts that require design standards to conserve certain architectural styles within neighborhoods.

Our staff worked closely with the Beacon Hill Neighborhood, located in Council District 1, to prepare an update to their set of guidelines. The updated NCD was presented and approved by City Council in June, 2017. During the upcoming fiscal year, we will be working with Alta Vista and Mahncke Park Neighborhoods to review and upgrade their standards so development is compatible with the unique characteristics of each neighborhood.

TREE PRESERVATION

The City's Arborist and Tree Preservation team lie under the umbrella of DSD's Land Development Division. For the second year in a row, San Antonio was recognized as Tree City USA by the Arbor Day Foundation, acknowledging the importance of having a healthy and well maintained tree canopy throughout the city. Reaching our community with important information regarding the prevention of Oak Wilt in our neighborhoods became a big focus this fiscal year. In collaboration with the departments of Solid Waste and Parks & Recreation, informational material was included in 175,000 brush collection flyers, CPS Energy and SAWS newsletters, and posts in our social media platforms. In the upcoming year, we will continue our efforts to reach out to residents and promote how to prevent the spread of Oak Wilt in our city.



PERFORMANCE MEASURES



PERFORMANCE AREA

GOAL

FY 2017

LAND DEVELOPMENT

Technical Review of Major Plan	20 calendar days	17
Technical Review of Minor Plats	10 business days	8

PLAN REVIEW & CUSTOMER SERVICE

Residential Plan Initial Review	3 business days	2
Complex Commercial Plan Review	18 calendar days	17
Telephone Abandonment Rate	5%	2%
Customers Served within 20 minutes	90% of customers	93%

FIELD SERVICES BUILDING INSPECTIONS

Inspections Performed as Scheduled	95%	96%
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CODE ENFORCEMENT

Tier I – Health and Safety Issues	2 day	1.4
Tier II – Building Maintenance Code	6 days	1.6
Tier I & II Proactive Rate	50%	80%
Tier I & Tier II Compliance Rate	90% in 45 days	97%
Graffiti Sites	44,000	52,836
Graffiti Turnaround Time	3 days	1 day

BUILD SA

This year brought on a new partner to successfully complete Phase 1 of BuildSA, by integrating multiple systems to support development and code enforcement processes. It is the next big thing in how we work with the community enhancing online services, increasing transparency, and streamlining business functions to improve consistency and reduce cycle times. BuildSA will become the single point of information for all permitting, inspections, licensing, and violation enforcement information for locations in San Antonio.

Challenges faced today with existing systems include insufficient mobile workforce technology capabilities, process inefficiencies due to paper-based practices, overall system limitations and a lack of robust reporting and business analytics. Our vision is to build a path to success, anchored by the Accela Software Solution and its competencies, to ensure our service delivery rises to the next level with faster access to information, online 24/7 services, real-time updates, and a permit wizard to make doing business easier, faster, and more accessible. The first phase is anticipated to be available October 2018.

2018 ICC CODE ADOPTIONS

The International Code Council (ICC) has released the new 2018 International Building Codes. In line with building and maintaining a safer San Antonio, it is our goal to update the City's building-related, fire and property maintenance codes

this year for implementation in summer 2018. Development Services is aiming for our city to be the first in Texas to review and propose to adopt and implement the following codes:

-2018 International Building Code, IBC

-2018 International Plumbing Code, IPC

-2018 International Existing Building Code, IEBC

-2018 International Fuel Gas Code, IFGC

-2018 International Residential Code, IRC

-2018 International Energy Conservation Code, IECC

-2018 International Fire Code, IFC

-2017 National Electrical Code, NEC

-2018 International Mechanical Code, IMC

-2018 International Property Maintenance Code, IPMC*

*This code is used as the foundation for the San Antonio Property Maintenance Code, to be adopted.

POLICY ADMINISTRATION

DURING FY 2018, DSD WILL ADDRESS SEVERAL COUNCIL CONSIDERATION REQUESTS (CCRS) SUBMITTED BY CITY COUNCIL REPRESENTATIVES PRIOR TO THE CURRENT FISCAL YEAR. CCRS PROVIDE DIRECTION FOR STAFF TO EVALUATE AND POSSIBLY IMPLEMENT CHANGES TO CURRENT PROCESSES OR PROGRAMS THAT MAY ENTAIL MAKING CHANGES TO THE CITY CODE. THESE INCLUDE:

-Review and update the Neighborhood Conservation District (NCD) guidelines for Alta Vista and Mahncke Park

-Review existing regulations and ordinances for proactive inspections of health conditions for predominantly seniors, including disabled, living in residential housing facilities

-Establish code enforcement sweeps in specified commercial corridors on an annual basis throughout the city

-Look at amending the composition of the Planning Commission

-Review the City's current ordinances and codes regarding potential hotel occupancy tax revenue collection, zoning and land use, and general administration regarding short-term rentals

-Review and update the UDC for possible changes to multi-family zoning that is not consistent with land-use designation, community plans or current use

-Look at the City's Unified Development Code's (UDC) current Infill Development Zone (IDZ) zoning designation to maintain compatibility with the communities



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