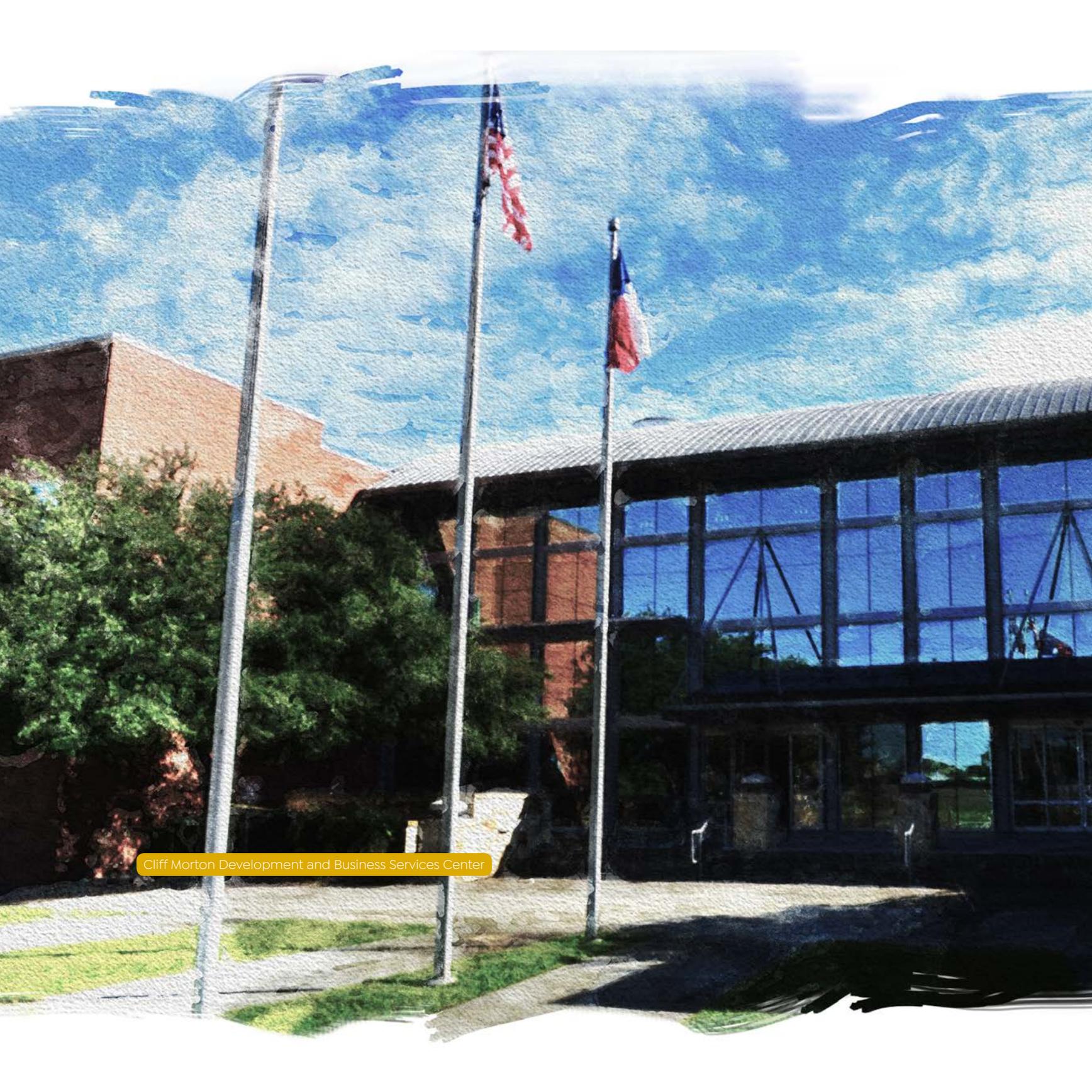


2018 ANNUAL REPORT & YEAR IN REVIEW  
CITY OF SAN ANTONIO DEVELOPMENT SERVICES





Cliff Morton Development and Business Services Center



## WELCOME

**FY 2018, FOR ME, TELLS THE STORY OF HOW SAN ANTONIO IS BOOMING. WE ARE DOING MORE THAN EVER IN TERMS OF DEVELOPMENT – PERMITS, ZONING CASES, PLATS, INSPECTIONS. IT IS ALSO THE YEAR OF CONTINUED PARTNERSHIPS AND INCREASED COMMUNITY ENGAGEMENT, A THEME YOU WILL FIND THROUGHOUT THIS YEAR'S ANNUAL REPORT.**

We sought the involvement of residents, industry representatives, stakeholders, military, and neighborhoods through multiple task forces to create and update existing codes and policies at the request of residents and City Council. Some that come to mind are our efforts in updating the City's Mobile Living Parks ordinance, Alta Vista Neighborhood Conservation District guidelines, and the adoption of the 2018 I-Codes of the International Code Council.

This year, we have seen a significant increase in residential development across San Antonio. Here at DSD, we want to do all we can to ensure the safety of our residents, from plan review to construction and to property maintenance. I'm proud to say we have met all of our performance measures this year. This of course couldn't have been done without the effort of all DSD team members, who strive to be the best in what we do.

Thank you to everyone who helped us with these accomplishments: other city departments, stakeholders, military, neighborhood organizations, agencies, non-profits, past and present board and commission members, and the residents of San Antonio.

*Mike*

Michael Shannon, PE, CBO  
Director of Development Services



# DEPARTMENT OVERVIEW

**WE SUPPORT THE CITY'S ECONOMIC DEVELOPMENT THROUGH AN EFFICIENT AND EFFECTIVE DEVELOPMENT PROCESS TO REVIEW PROPOSED PROJECTS AND GRANT THE AUTHORITY TO DEVELOP LAND, BUILD AND OCCUPY BUILDINGS, AND ENFORCE PROPERTY MAINTENANCE AND BUILDING-RELATED CODES. IT'S ABOUT PROTECTING THE HEALTH, SAFETY AND QUALITY OF LIFE OF ALL SAN ANTONIANS. DSD ENCOMPASSES THESE FOUR DIVISIONS:**

**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.

**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, performance measures and the annual budget process.

**MISSION STATEMENT** Partnering with our community to build and maintain a safer San Antonio

## ACCREDITATIONS

Last year, we were the first in Texas to earn the highest classification of 1 from the Insurance Services Office, Inc. (ISO) Community Hazard Mitigation's Building Code Effectiveness Grading Schedule. ISO is an independent statistical rating and advisory organization serving the property casualty insurance industry. Municipalities with well-enforced, up-to-date codes have shown to have less property losses, and their citizens' insurance rates can reflect that.

Evaluated every five years, ISO rates the effectiveness of building codes enforcement: building codes administration, plan review, inspections, training and education, and staff levels. The recent adoption of the 2018 International Code Council building-related and property maintenance codes continues to reflect our commitment to the safety of our residents.



Development Services maintains its endorsement of International Accreditation Service (IAS) for Building Departments and Code Enforcement Agencies. In August, a remote surveillance was conducted to verify continued compliance with IAS requirements. DSD continues to enforce current 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.

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.



(L-R) Terry Kannawin – Assistant Director, Plan Review, Amin Tohmaz – Assistant Director, Field Services, Melissa Ramirez – Assistant Director, Land Development



Top Left: Wazhin Jasim, Ling Yin Liu, Crystal Gonzalez, PE, CBO, Top right: Ann Garcia  
Bottom: Recognizing our DSD Veterans

# OUR BUDGET

DSD's budget is comprised of three funds:

## DEVELOPMENT SERVICES FUND

generated from fees and pays for services such as zoning, plan review, permitting and building inspections

## GENERAL FUND

funds our Code Enforcement Section, graffiti abatement, Mobile Living Parks and Boarding Homes Programs

## COMMUNITY DEVELOPMENT BLOCK GRANT

provides code enforcement within eligible areas



DSD FISCAL TEAM (L-R) David Linares, Josie Bampi, Teresa Garza, Rosa Lara, Nathalie Bullock, María Bocanegra, Cindy Rivera, Veronica Castro, Rita Basta, Clyde Harmon

**DEVELOPMENT SERVICES FUND**

**REVENUES**

Development Services

**33**  
483,849

**35**  
315,272

**34**  
396,455

**EXPENSES**

Operating Expenses

**33**  
064,708

**32**  
243,115

**34**  
218,179

**FY 2018 BUDGET**  
(IN MILLIONS)

**FY 2018 ACTUALS**  
(IN MILLIONS)

**FY 2019 BUDGET**  
(IN MILLIONS)

**FY 2018 DEVELOPMENT SERVICES FUND BUDGET**

BY PROGRAM: \$33  
(\$ IN MILLIONS)

30%

PLAN REVIEW & PERMITS  
\$10.0  
93 STAFF

42%

FIELD SERVICES  
\$13.7  
102 STAFF

28%

LAND DEVELOPMENT  
\$9.3  
80 STAFF

**GENERAL FUND--CODE ENFORCEMENT**

**REVENUES**

General Fund

**1**  
582,330

**1**  
782,911

**1**  
598,848

Community Dev Block Grant

187,749

152,786

187,749

General Fund - Supported Revenues

**13**  
699,746

**13**  
114,294

**13**  
971,439

Total

**15**  
469,825

**15**  
049,991

**15**  
758,036

**EXPENSES**

Community Dev Block Grant

187,749

152,786

187,749

General Fund

**15**  
282,076

**14**  
897,205

**15**  
570,287

Total

**15**  
469,825

**15**  
049,991

**15**  
758,036

**FY 2018 CODE ENFORCEMENT BUDGET**

BY PROGRAM: \$15  
(\$ IN MILLIONS)



7%

BOARDING HOMES

**\$1.1**

7 STAFF



13%

GRAFFITI ABATEMENT

**\$2.1**

19 STAFF



15%

SPECIAL UNITS

**\$2.2**

27 STAFF



65%

FIELD OPERATIONS

**\$9.9**

93 STAFF



Executive Team with a few of our stakeholders



## PARTNERING

**EXTERNAL PARTNERS** We all have to be involved in building and maintaining a safer San Antonio.

**That is why DSD goes to great lengths in engaging stakeholders, communities, residents, and neighborhoods.**

We incorporate stakeholder and neighborhood meetings, push notifications to registered subscribers, write publications and push online presence to have a vigorous outreach program that helps in keeping San Antonians informed.

**Meeting with our partners throughout the fiscal year** resulted in three formal Code Interpretations, and four Rule Interpretation Decisions to streamline the development process and clarify code requirements for our inspectors, code officers, and customers. In addition, 28 Information Bulletins (IB) were published, informing customers of the department's business-related operations. IBs continue to be a best practice for our IAS accreditation.

Our subject matter experts engage face-to-face with professional, youth and neighborhood organizations. This year alone, Code Enforcement Officers attended 573 neighborhood association and community meetings reaching 7,034 residents. The supervisors initiated 348 emails and phone calls to neighborhood leaders every month, or 4,176 this year alone, while staff attended community events, reaching 7,034 neighbors. We also participated in 273 neighborhood and community cleanups.

Having these partnerships are vital to how we do business today. Regularly scheduled stakeholder meetings are a venue for two-way communication, discussing key initiatives with our staff and other agencies involved in the development process. This past fiscal year, we held 47 meetings:

**7 ASSOCIATED BUILDERS AND CONTRACTORS, INC. (ABC)**

**11 DEVELOPMENT PROCESS TASK FORCE (DPTF)**

**6 GREATER SAN ANTONIO BUILDERS ASSOCIATION (GSABA)**

**4 NEIGHBORHOOD CODE ENFORCEMENT TASK FORCE (NCETF)**

**11 PROFESSIONAL ENGINEERS IN PRIVATE PRACTICE/AMERICAN INSTITUTE OF ARCHITECTS (PEPP/AIA)**

**8 TERMINATE GRAFFITI (TAG)**



## BOARDS AND COMMISSIONS

The positions for all Boards and Commissions are appointed by City Council. In FY 2018, we had new and alternate members appointed as terms were completed. We expanded our

notification process to include all preliminary agendas, agenda postings and public meetings. Citizens are encouraged to register through our website to stay informed.

### BOARD OF ADJUSTMENT



162  
REQUESTS

CONSIDERS APPEALS  
AND REQUESTS FOR  
EXCEPTIONS AND  
VARIANCES TO CITY  
ORDINANCES

21  
MEETINGS

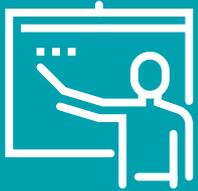
8  
REQUESTS  
PER MEETING

### SEP-HCP COORDINATING COMMITTEE

8  
MEETINGS

2  
PUBLIC MEETINGS

### PLANNING COMMISSION & TECHNICAL ADVISORY COMMITTEE



ADDRESSES AMENDMENTS TO THE  
MASTER DEVELOPMENT PLAN AND THE  
UNIFIED DEVELOPMENT CODE (UDC)

21 MEETINGS

LAND TRANSACTIONS 35

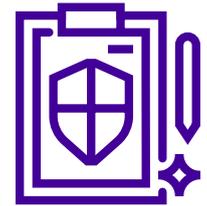
6 ANNEXATIONS

INCREASE OF 180%

563  
MAJOR/MINOR  
PLAT APPS

### ZONING COMMISSION

RECOMMENDS ON PLAN  
AMENDMENTS AND REZONING  
FOR RESIDENTIAL AND  
COMMERCIAL DEVELOPMENTS



MEETINGS 26

107 PLAN  
AMENDMENTS

INCREASE OF 18%

358  
ZONING APPS

### BUILDING STANDARDS BOARD

RULES ON VIOLATIONS OF  
THE SAN ANTONIO PROPERTY  
MAINTENANCE CODE (SAPMC) AND  
DANGEROUS STRUCTURES



28 MEETINGS  
266 CASES

INCREASE OF 58%

### BUILDING-RELATED AND FIRE CODES APPEALS AND ADVISORY BOARD

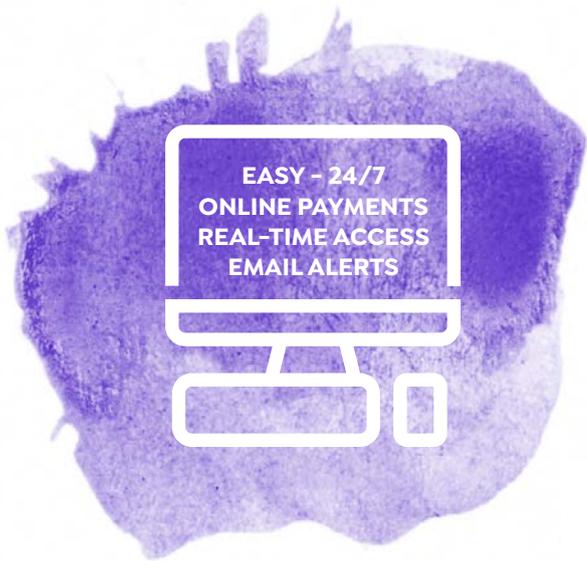
REVIEWS AND RULES ON DECISIONS MADE  
BY THE BUILDING OFFICIAL OR FIRE CHIEF



3 MEETINGS

SUB COMM MEETINGS 32

**BUILDSA** A major project this year was Phase 1 of BuildSA. Our new online portal allows customers to process land development records such as plats, zoning, variances, and rights determinations. This new platform is designed for the effective tracking and management of land development records, while maximizing communication of business transactions, and improving overall business processes. Within its first month of operation, 711 registered account owners successfully used the new portal.



To ease this transition, the BuildSA Team created an online training resource center offering 'how-to' step-by-step videos and training guides, along with tips for an easy processing experience. We also opened a dedicated call center to assist with any BuildSA needs including account set-up, claiming legacy records, and clarifying the difference between contacts and delegates. Through emails, social media and newsletter publications, we kept the community up-to-date with our progress.

Throughout the summer months, the 15 BuildSA Team members conducted online portal user acceptance testing with internal staff, **partnering agencies and the BuildSA Development Community Committee.** In addition, City of San Antonio staff members, external agencies like Bexar County, SAWS and CPS, and the development community worked together to ensure the system could support the required tasks in real-world scenarios.

Staff will begin working on Phase 2 in the coming months, with a focus on plan review, permits and inspections, code enforcement, and contractor licenses and registration.



BuildSA Team and Development Community Committee system testing



*DSD DOES A GREAT JOB OF WORKING WITH ITS CUSTOMERS, WHILE ALSO KEEPING ALL COMMUNITY STAKEHOLDERS ENGAGED IN THE DEVELOPMENT OF THE CITY. DSD'S STAFF IS DEDICATED TO RESOLVING PROBLEMS, NOT PUTTING UP ARTIFICIAL ROADBLOCKS. THEY ARE AT THE FOREFRONT OF MAKING SURE SAN ANTONIO GROWS IN A RESPONSIBLE WAY. IN FACT, DSD IS PROACTIVE ABOUT REACHING OUT TO STAKEHOLDERS WHEN KEY PROJECTS ARE UNDERWAY. DSD REALLY GETS IT!*

– BRAD CARSON | KRUGER CARSON PLLC

## Working hand-in-hand with our stakeholders results in a transparent process.

**MILITARY NOTIFICATION** In 2008, City Council adopted an ordinance identifying several initiatives to preserve and protect the military's mission. One of these was the creation of a Military Notification Area around military bases, requiring alerts when a proposed development project is submitted to DSD. **We worked with Joint Base San Antonio (JBSA)** to execute a Memorandum of Understanding (MOU) in December 2008 for Camp Bullis and a second MOU in May 2012 for Lackland Air Force Base.

Last year, it was determined the existing MOU needed to be updated to include additional military installations and revised boundaries. To help in this effort, we spearheaded the newly improved notification process with JBSA, Office of Military Affairs and the City Attorney's Office. This past April, the City and Military mutually agreed to a global MOU resulting in the expansion of the notification boundaries for Camp Bullis and Lackland, while creating boundaries for both Randolph Air Force Base and Fort Sam Houston. The improved notification process continues to be an integral tool the military uses for awareness of future developments.

**MILITARY LIGHTING OVERLAY DISTRICT** The Military Lighting Overlay District (MLOD), also known as Dark Skies, was established around Camp Bullis in 2008. It reduces light pollution by requiring downward facing light fixtures, and placing limitations on the intensity of light within five miles to support nighttime training.

This June, a revised MLOD ordinance went into effect for Lackland Air Force Base and the Lackland Medina Annex, creating two

Military Lighting Regions (MLR) around the bases. MLR 1 is most restrictive, applying to areas within 3 miles of the installation and MLR 2, less restrictive, applies to areas between 3 and 5 miles. These regions are regulated by backlight, uplight, and glare ratings, lumens, and correlated color temperature. Two public meetings were held, totaling 101,824 notices mailed to property owners.

With these new standards in place, our zoning and policy administration staff will continue to work on the transition to the 2018 MLOD standards for Camp Bullis. To date, 47,758 notices have been mailed to property owners.

We also initiated the rezoning overlay process, through stakeholder and community engagement, to implement these standards and a Military Sound Attenuation Overlay District around the Martindale Army Airfield. This is a 200-acre facility located in eastern San Antonio for helicopter training 24/7, supporting JBSA's mission. Once approved by City Council, it will have the same protections as the other active military bases in San Antonio.

**SHORT TERM RENTALS** Short Term Rentals (STRs) were, and will continue this coming year, to be a big focus area for our department. We have been working with other city departments and **formed a task force comprised of industry, neighborhood leaders, and citizen representatives** to develop regulations for STRs. Our staff will continue to work in developing a well-balanced ordinance to protect neighborhoods and allow this new business model to operate in our city.

“

AS A DEPARTMENT, WE BELIEVE CERTIFICATIONS STRENGTHEN OUR EMPLOYEES BOTH PROFESSIONALLY AND PERSONALLY.

– MICHAEL SHANNON, PE, CBO | DSD DIRECTOR

**INTERNAL PARTNERSHIPS** Fostering a positive working environment where employees are engaged and can grow professionally is essential in becoming the best in the country. Our **team members** are our most important assets, and fundamental in enhancing overall customer experience.

We want our building and code enforcement teams fully equipped to address construction, inspection, and maintenance of code-compliant structures. We do this by requiring staff to get International Code Council (ICC) certifications in various areas.

New this year was the increase of positions and the addition of more certifications eligible for certification pay. Nearly 40% of DSD’s plan review, permitting, and inspection staff now hold

one or more ICC certifications, an increase of 180 certifications in this year alone.

A big factor in this achievement is the availability of the Proctored Remote Online Testing Option offered by ICC for the first time earlier this year, giving us the opportunity to be one of the first in the nation to house an onsite venue for testing.

We continue to support our employees’ professional growth through the Employee Mentoring Program and the new Cross Training Program. These programs develop multi-skilled employees through training and development opportunities, making sure they have the understanding and skills necessary to perform various job functions within DSD.



Gustavo Silva, Sr. Combination Inspector



Hurricane Harvey response team



## COMMUNITY

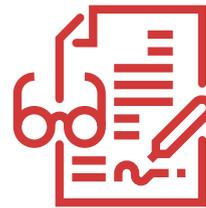
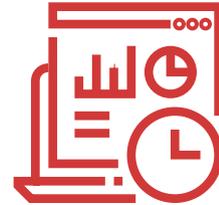
**HURRICANE HARVEY** Aransas Pass, Texas, felt Hurricane Harvey's full fury on Aug. 25, 2017, when the category 4 storm made landfall. Today this coastal community, less than 30 miles northeast of Corpus Christi, continues its recovery from the damage left behind.

Throughout fall of 2017, a total of 11 inspectors were dispatched to assist this community with their rebuilding efforts.



MORE THAN  
**500**  
INSPECTIONS

MORE THAN  
**1,000**  
HOURS



MORE THAN  
**1,000**  
PERMITS  
ISSUED

“

THE IMPORTANCE OF HAVING THE DEVELOPMENT SERVICES GROUP FROM SAN ANTONIO HERE, EVEN THOUGH IT WAS A SHORT TIME, WAS A VITAL STEP IN OUR LONG ROAD TO RECOVERY. THEY HELPED THE CITY OF ARANSAS PASS WITH INSPECTIONS, PLAN REVIEWS AND CODE QUESTIONS. STAFF WAS VERY PROFESSIONAL AND LEARNED THE AREA QUICKLY, ALLOWING ME TO COMPLETE THE DAMAGE ASSESSMENT REPORTS NEEDED FOR FEMA. THIS ALONE HELPED TO GET RESIDENTS THE REQUIRED FUNDING FOR THEIR HOME AND BUSINESS REPAIRS. THE CITY OF ARANSAS PASS IS AND WILL ALWAYS REMAIN THANKFUL TO THE DEVELOPMENT SERVICES DEPARTMENT OF SAN ANTONIO.

– MELINDA COOK | BUILDING DEPARTMENT, ARANSAS PASS

**COMPLIANCE ASSISTANCE FUND** The Compliance Assistance Fund (CAF) was created in 2013 and is funded through our Administrative Hearing Officer Program by taking \$20 from each paid fine from citations issued for property maintenance code violations. Qualified homeowners receive up to \$5,000 toward projects that will bring their home up to par with the city's code. This fiscal year, we helped two homeowners correct significant plumbing issues and one in painting the exterior to weather proof their home. CAF provides another avenue of assistance for those in need and is another way in which we **partner with the community.**

In line with the 2018 ICC Code adoption, we had a total 991 attendees that came to SABCA this year, an increase of 298 from the previous year.

**FINAL FOUR** San Antonio hosted the NCAA Final Four earlier this year and DSD was fully immersed in safeguarding this event for all. In preparation for the tournament, DSD's Project Management Team met onsite with contractors to review the permits needed, their timeline, expectations, and required inspections. Inspections were conducted with a flexible timeframe to accommodate tight timelines.



**DSD UNIVERSITY** It's NEW this year! DSD University brings all training under one roof, comprised of three pillars: internal, community, and specialized/technical.

Under DSD University is our Academy, geared to increase and enhance our **partnership with residents**, providing a platform to acquire information and better understand the multiple aspects of development such as zoning, platting, permits, inspections, code enforcement, tree maintenance and ordinance, graffiti and BuildSA. This fiscal year, 338 participants joined us in the 11 sessions held the third Saturday of each month. Be on the lookout for more courses throughout 2019.

**SAN ANTONIO BUILDING CODES ACADEMY** The San Antonio Building Codes Academy, also known as SABCA, is another component of DSD University and falls in line with the specialized/technical training. Established in 2008, SABCA brings national experts quarterly to offer building-related codes training to city employees, other municipalities, and the development community.

Our team successfully completed all inspections as needed and requested. Out of state and NCAA contractors were quick to congratulate our staff noting the smooth transitions, high level of customer service, and timely commitment. We will be ready for 2021.

**GIVING BACK** Giving back to residents is a way to strengthen, make a difference, and positively impact our community. Our **partnership with Habitat for Humanity** led to three events throughout this year. In August, we joined forces with Big Brothers Big Sisters organization, matching employees with sixth graders from Harris Middle School for mentoring during the 2018-19 school year. In addition, we contributed \$30,624 toward our annual Charitable Campaign, superseding our department goal and benefiting multiple organizations through United Way.



“

THE REVIEW TEAM HAS BEEN FAST AND PRECISE, AS WELL AS THE PLANNING AND ZONING DIVISIONS. I HAVE BEEN WORKING AS AN ENGINEER IN SOUTH AMERICA AND SPAIN, AND NEVER HAD AS GOOD AN EXPERIENCE AS I HAVE HAD WITH COSA DSD. I AM REALLY IMPRESSED AND PROUD TO BE DEALING WITH SUCH A PROFESSIONAL TEAM. I ENCOURAGE ALL DSD STAFF TO KEEP GOING IN THIS DIRECTION. THIS IS THE WAY TO BUILD A CITY! PLEASE ON BEHALF OF OUR COMPANY, CONGRATULATIONS TO DSD TEAM!

– EDUARDO DI LORETO CANO | DEPUTY PROJECT MANAGER, PARRA & CO.

## PLAN REVIEW

We take pride in creating a streamlined and effective plan review process to keep projects on schedule. This year, San Antonio experienced vast activity in residential growth issuing 3,234 permits, increasing 34% from previous year. Timely service is a high priority for our department and, in order to continue to meet our internal performance goals, this upcoming fiscal year will add two plan reviewers and an inspector position to help us expedite and keep up with new residential development.

For commercial buildings 3,254 permits were issued, a decrease of 4% from FY 2017.

**ELECTRONIC PLAN REVIEW** DSD re-introduced Electronic Plan Review (EPR) in April as an end-to-end electronic submission and retrieval system. The soft launch allows for the electronic submission of plans for residential buildings, electric, and solar applications.

EPR allows customers to submit plan sets, associated documents, and re-submittals electronically. Once reviewed by our plan examiners, customers receive stamped and approved plans back, all through an easy-to-use portal. EPR benefits customers by increasing the speed and ease of submission and review, potentially reducing the number of submissions and shortening cycle times. Next step will be the expansion of EPR to fire alarm and sprinkler systems.

**PERMITS** We welcomed close to 43,000 customers through our doors this year and issued 86,629 permits.

Likewise, our Call Center helped customers through the various DSD processes, handling 146,089 calls this fiscal year, with an abandonment rate of only 2%.

**QUEUING SYSTEM** In June we introduced Nemo-Q, a new and enhanced customer queue management solution. The new system is better equipped to handle the expanded number of services available to customers, with the addition of land development, tree consultation, and code enforcement. Monitors throughout the lobbies display ticket numbers and assigned counters, and have the ability to display relevant department information. Spanish-speaking customers are routed to our bilingual staff to handle their requests, and queue announcements are done in both English and Spanish.

The system also includes a self-service kiosk to fast-track customers requesting trade license permits, contractor registrations and renewals. Altogether, the system affords the department with a robust solution to enhance the customer experience while also providing key data, critical for performance management and workload balancing.



86,629  
PERMITS ISSUED

INCREASE OF 6%



HANDLED  
146,089  
CALLS

## FIELD SERVICES

**2018 ICC CODES** The International Code Council (ICC) develops model codes and standards used in design, build and compliance to construct structures that are safe. The I-Codes are comprehensive building safety, fire prevention, and property maintenance codes updated every three years.

In anticipation of the 2018 ICC Codes, staff coordinated Code Review Committees starting in February 2017, to review multiple codes. After 32 meetings totaling more than 1,000 hours, San Antonio's City Council approved the adoption of the following 10 I-Codes in June of this year:

- 2018 International Building Code (IBC)
- 2018 International Existing Building Code (IEBC)
- 2018 International Residential Code (IRC)
- 2018 International Fire Code (IFC)
- 2018 International Mechanical Code (IMC)
- 2018 International Plumbing Code (IPC)
- 2018 International Fuel Gas Code (IFGC)
- 2018 International Energy Conservation Code (IECC)
- 2017 National Electric Code (NEC)
- 2018 San Antonio Property Maintenance Code (SAPMC), based on the 2018 International Property Maintenance Code

Effective as of October 1, San Antonio is once again the first in Texas to adopt these new codes showing our commitment to ensuring structures are built using the most current national codes and latest construction methods.

“

*THE DEVELOPMENT SERVICES DEPARTMENT FOR THE CITY OF SAN ANTONIO IS TO BE COMMENDED FOR THEIR DEDICATION TO CUSTOMER SERVICE AND THEIR WILLINGNESS TO WORK WITH THE REAL ESTATE AND BUILDING INDUSTRY IN A CONSTRUCTIVE MANNER. DURING THE RECENT BUILDING CODE REVISIONS, THE DEPARTMENT WORKED VERY CLOSELY WITH THE LOCAL REAL ESTATE INDUSTRY TO REVIEW AND ADOPT CODES THAT WERE SUBSTANTIVE, FAIR, AND WORKABLE.*

- MICHAEL MOORE | PRESIDENT, IRONSTONE DEVELOPMENT LLC



Sub-committee meeting for 2018 ICC Codes

**NATIONAL BACKGROUND CHECK** Our department launched a new consumer protection initiative to acquire or renew contractor licenses with the City of San Antonio. As of April 1, residential home builder and home improvement contractors must now pass a national background check through the Federal Bureau of Investigation to check criminal history at the local, state, and federal levels.

DSD requires all home builder and home improvement contractors to be registered with the City of San Antonio in order to get needed permits for their projects. Registered contractors are notified 90 days prior to their license expiration of this new requirement.

**PROJECT MANAGEMENT TEAM** Highlighted as one of the best practices for IAS accreditation, DSD’s Project Management Team focuses solely on large complex commercial projects. This team assists contractors and subcontractors navigate the permits and inspections processes to meet all milestones, keeping their projects on time. Some of the major projects included:

- Frost Tower
- Consolidated Rental Car Facility at San Antonio International Airport
- Air traffic control tower at Stinson Airport
- CPS Energy Headquarters
- NCAA Final Four
- Hemisfair Acequia Lofts
- Microsoft
- VIA Park and Ride

The team managed more than 250 projects and conducted 95 meetings to safeguard contractors meet all the city’s codes and requirements.

**INSPECTIONS** The Building Inspections Section is charged with making the inspection process seamless. Our goal is to ensure buildings, structures, and building service equipment are built or installed according to the minimum standards set in the building-related codes adopted by San Antonio.

This fiscal year 189,307 inspections were completed, 99% performed as scheduled, surpassing our 95% goal.

(L-R) Tyrone Farias, Leslie Ruiz, Roland Resendez, Jerome Truss, Project Management Team, at the new Frost Bank Tower



PERFORMANCE MEASURES (GOAL = 95%)	FY 2017 TOTAL	FY 2018 TOTAL	SAME DAY INSPECTIONS	PERCENTAGE
Inspections Performed—Plumbing	64,921	70,392	69,492	99%
Inspections Performed—Electrical	47,255	49,759	49,134	99%
Inspections Performed—Mechanical	23,748	27,094	26,779	99%
Inspections Performed—Building	37,433	42,062	41,256	98%
<b>Total Combined Inspections</b>	<b>173,357</b>	<b>189,307</b>	<b>186,661</b>	<b>99%</b>



*THE DEVELOPMENT SERVICES STAFF WAS VERY HELPFUL IN WALKING US THROUGH THE PROCESS OF UPDATING OUR NCD GUIDELINES. THEY SHOWED US WHAT OTHER NEIGHBORHOODS HAD PRODUCED AND SHOWED US DIFFERENT ILLUSTRATIONS AND EXAMPLES; IT FELT LIKE THEY WANTED US TO CHOOSE WHAT WAS BEST FOR US.*

– TERESA NIÑO | ALTA VISTA NEIGHBORHOOD ASSOCIATION MEMBER

## LAND DEVELOPMENT

### SOUTHERN EDWARDS PLATEAU – HABITAT CONSERVATION PLAN

The Southern Edwards Plateau – Habitat Conservation Plan (SEP-HCP) is a joint effort by the City of San Antonio and Bexar County, in partnership with the U.S. Fish & Wildlife Service, to implement a program for local administration of the Endangered Species Act (ESA).

This year, staff worked hard to bring to fruition the first natural preserve, Panther Springs Karst Fauna Area Preserve. Panther Springs Park is owned by the City and sits on karst features known to be occupied by protected species. **Partnering with the Parks and Recreation Department, and with the help of a consultant, we worked with the U.S. Fish and Wildlife Service and neighborhood stakeholders to establish this preserve.**

The Panther Springs preserve will add another layer of protection to 90 acres of the existing 291-acre park, and generate ESA credits that will be used to protect this preserve and help in creating others. This will in no way impact access to the park, well known to our community for its bike trails.

**UPDATING VALIDITY OF MASTER DEVELOPMENT PLANS** A Master Development Plan (MDP) is an essential process taking place when developers, or property owners, request subdivision plat approval for an entire property that will be subdivided through development phases. Set criteria in the Unified Development Code necessitates each accepted MDP be confirmed at specific times to ensure it remains valid.

In preparation of BuildSA's Land Development Phase 1, Land Entitlement staff methodically conducted validation process checks and found more than 330 MDPs needed validation. In April, each MDP had an appropriate letter sent to the engineer of record confirming validity or invalidity of the project at no cost to our customers. In the case of invalidity, the engineer of record was afforded 30 days to submit a rebuttal to staff findings.

**NEIGHBORHOOD CONSERVATION DISTRICTS** Neighborhood Conservation Districts (NCD) are an optional zoning overlay neighborhoods use to protect and strengthen desirable and unique physical features, design characteristics, recognized identity and charm of a neighborhood. San Antonio currently has nine NCDs.

Approved in the FY 2017 budget cycle, the addition of a Planning Coordinator has resulted in the review of 1,772 permit applications, attendance of 100 neighborhood meetings, and completion of 335 inspections for the NCDs, Corridor Overlay Districts, approved conditional uses, and specific use authorizations for all of San Antonio.

Our staff held 17 meetings with neighborhood residents of Alta Vista to review and upgrade their standards, so development is compatible with the unique characteristics of their neighborhood. Two key changes addressed were building size and building height. We continue to meet with Mahncke Park residents to evaluate their NCD guidelines.



Site visit for SEP-HCP

**TREE PRESERVATION AND MAINTENANCE LICENSES** This year, San Antonio maintains its designation as Tree City USA by the Arbor Day Foundation, recognizing the importance of having a healthy and well nurtured tree canopy throughout the city. **Informing residents of Oak Wilt prevention continued to be a focus this year in collaboration with other city departments and agencies.**

Staff held multiple seminars for residents and business owners for protection equipment and job site safety, tree maintenance licensure, and how to identify local trees. An Oak Wilt prevention and tree maintenance session was also presented at DSD Academy. We will continue our outreach efforts to inform our community of the perils of Oak Wilt and the many facets of tree care and maintenance.

*Mark C Bird, City Arborist, was recognized as the 2018 Arborist of the Year by the Texas Chapter of the International Society of Arboriculture.* This is an extraordinary and well deserved award acknowledging his efforts and commitment to planting, preserving, and maintaining San Antonio's tree canopy, enhancing the quality of life for all residents.

## FIELD SERVICES

**CODE ENFORCEMENT HIGHLIGHTS** Part of our Field Services Division, the Code Enforcement Section has 127 positions responsible for ensuring compliance of property use (zoning and development code requirements), property maintenance, dangerous structures, and inoperable vehicles.

We have completed 314,498 inspections this fiscal year. With a response time goal of two business days, 142,535 inspections have been for health and safety issues (Tier 1) such as trash, unsecured structures, high weeds and visual obstructions. Building maintenance and zoning inspections (Tier 2), with a two-business day response time, totaled 126,821. The remaining 42,759 were for monthly and quarterly inspections done for donation containers, scrap tire facilities, bandit signs and other items.

As San Antonio continues its rapid growth pace, Code Enforcement strives to maintain the level of services expected by our residents. With the addition of three new positions for the upcoming fiscal year, we will continue to address code compliance issues efficiently and effectively.



(L-R) – Micah Pace | Past President, ISA Texas Chapter  
– Mark Bird | City Arborist  
– Hughes Simpson | Texas A&M Forest Service

Photo by Texas A&M Forest Service



**314,498**  
TOTAL INSPECTIONS



**142,535**  
TIER I INSPECTIONS

**MOBILE LIVING PARKS** For the first time since the San Antonio City Council approved an ordinance strengthening the health and safety of mobile living parks last December, these properties will complete their annual license registration with DSD's Code Enforcement beginning FY 2019. Annual licenses are required to operate a mobile living park in San Antonio. With the addition of two new Code Officer positions for the upcoming fiscal year, each one will be proactively inspected for health and safety on a monthly or quarterly basis.

Applicants are now required to provide a zoning verification letter, stating the use of the property complies with its current zoning; a letter from Bexar County's Development Services affirming the septic system in use is in sound condition; and a national background check for owners and operators. No changes were made to the fee. This update seeks to prohibit significant code violations and health hazards in the future and keep these neighborhoods safe for residents.

This year, initial inspections identified more than 100 mobile living park properties. Half of the properties were affirmed to be free of health and safety hazards. For these successful properties, the conditions improved with repeated visits.

**FOUR PARKS POSED A SERIOUS THREAT TO ITS 41 RESIDENTS AND WERE CLOSED. ALL OCCUPANTS WERE MOVED TO SAFER LOCATIONS.**

**CODE SWEEPS** San Antonio is a big place and Code Enforcement Officers do a great job of patrolling different areas of town addressing code violations, but sometimes, a little extra attention is needed. That's where the Neighborhood Enhancement Team's (NET) Code Sweeps Program comes in. NET is comprised of Code Officers dedicated to coordinating projects with special emphasis on highly traveled areas throughout the City's main district corridors, reinvestment areas and city neighborhoods.

The Code Sweeps program proactively reaches out to residents with common code violations and ensures they're addressed quickly. With directed, door-to-door inspections to identify all code violations in specific pre-designated areas, our goals are to create citizen awareness; restore, build and foster a sense of pride in the neighborhoods, community and city; and help neighborhoods get to a compliance rate that empowers its residents. This year, we conducted 26 sweeps across all council districts. These sweeps identified over 5,500 code violations, of which 98% have been resolved.

A proactive program, it focuses on identifying the following common violations:



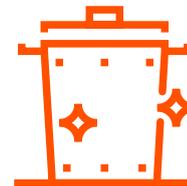
**YARD  
MAINTENANCE**



**REMOVAL OF  
INOPERABLE, OR  
JUNKED, VEHICLES**



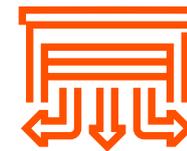
**FENCE  
MAINTENANCE**



**ALLEY  
CLEAN-UP**



**CERTIFICATE  
OF OCCUPANCY**



**RIGHT-OF-WAY  
OBSTRUCTION**

Other common violations include: discarded items in yards, front yard parking, overgrown vacant lots, overgrown yards in vacant or abandoned homes, and graffiti.

As part of the Code Sweeps, the NET team schedules a Dial-A-Trailer to a nearby park for residents to dispose of tree limbs, old furniture, appliances, tires, and other bulky items for free.

**GRAFFITI CLEAN-UP** In partnership with the San Antonio Police Department, Union Pacific, Texas Department of Transportation, and Transportation & Capital Improvements, staff from the Graffiti Abatement Program painted over graffiti along two local railroad trestles. Easily viewed

by drivers entering and leaving downtown, it was an area often mentioned by residents. This multi-agency effort resulted in a successful clean-up, which included the closure of a major highway through downtown. Our 19 staff members are responsible for removing graffiti throughout the city.



Before and after pictures of clean up by City staff volunteers

## PERFORMANCE MEASURES

DEPARTMENT AREA	GOAL	FY 2018
<b>LAND DEVELOPMENT</b>		
Technical Review of Major Plats	20 calendar days	15
Technical Review of Minor Plats	10 business days	8
<b>PLAN REVIEW &amp; CUSTOMER SERVICE</b>		
Residential Plan Initial Review	3 business days	3
Complex Commercial Plan Review	18 calendar days	16
Telephone Abandonment Rate	5%	2%
<b>FIELD SERVICES BUILDING INSPECTIONS</b>		
Inspections Performed as Scheduled	95%	99%
<b>CODE ENFORCEMENT</b>		
Tier 1 – Health and Safety Issues	2 days	1.3
Tier 2 – Building Maintenance Code	6 days	1.9
Tier 1 & Tier 2 Proactive Rate	50%	79%
Tier 1 & Tier 2 Compliance Rate	90% in 45 days	97%
Graffiti Sites Abated	50,000	52,804
Graffiti Turnaround Time	3 days	1

# TOWARD A SAFER 2019

**BUILDSA** This year brought on a new partner to successfully complete the Land Development release of BuildSA, by integrating multiple systems to support development 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.

FY 2019 will begin with the selection of a vendor for Phase 2, which will encompass building and fire plan reviews, permits, inspections, code enforcement, and contractor licenses and registration. This phase could take up to three years to complete.

**POLICY ADMINISTRATION** During the upcoming fiscal year, **DSD will continue to fortify our relationships with the community** addressing Council Consideration Requests (CCRs), submitted by Council representatives, and continued implementation of ongoing initiatives. CCRs provide direction for staff to evaluate and possibly implement changes to current processes or programs that may entail modifications to the City's code. These include:

- Complete the stakeholder process for Mahncke Park Neighborhood Conservation District
- Implement the updated Military Lighting Overlay District around Camp Bullis and Martindale Army Airfield
- Sustain implementation of the SEP-HCP program
- Develop a formalized program to address proactive inspections of senior housing facilities
- Look at the current Unified Development Code's (UDC) Infill Development Zoning designation to maintain compatibility with the communities
- Begin the process for the 2020 UDC amendments
- Collaborate with the City's Government Public Affairs department on the upcoming legislative session





# 2018 ANNUAL REPORT & YEAR IN REVIEW

CITY OF SAN ANTONIO DEVELOPMENT SERVICES

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

