City of San Antonio
Development Services Department

Training Opportunities
About DSD

The Development Services Department (DSD) is responsible for protecting the health, safety, and quality of life of the citizens of San Antonio through regulation of land and building development and through enforcement of property maintenance and quality of life related codes. The department seeks to facilitate an efficient and effective development process that supports economic development. The development process includes granting authority to develop land, construct, and occupy buildings. More specifically, the department is responsible for rights determination, subdivision mapping(parcel addressing), zoning and subdivision administration, building code enforcement, contractor licensing and registration, landscaping, tree preservation, and sign regulation.

The department also provides administrative and technical support to boards and commissions that direct and review issues on land development, construction regulations, and property maintenance. These boards include the Building-Related and Fire Code Board of Appeals and Advisory Board, Board of Adjustment, Zoning Commission, Planning Commission, and Building Standards Board.

Development Services Department Training Opportunities

The training function within any organization is key to providing employees with appropriate skills to accomplish their jobs. DSD is dedicated to providing training for a competent and productive workforce. A major goal of this department is to determine what the true "needs" are for Development Services based on the Director’s and his leadership team recommendations, input from the Director’s Monthly Luncheons/Breakfasts, DSD 2015 Employee Training Survey (Training Needs Assessment), and the City of San Antonio’s 2013 Employee Survey.

The annual DSD Training Needs Assessment is used to build, coordinate, and initiate a comprehensive training plan to better align the Development Services Department’s (DSD)
training/ organizational learning function with established goals and objectives. The DSD goal of providing employees with appropriate skills to accomplish their jobs is broken down into the following top two objectives.

**Objective #1**
- Align the Department’s training/organizational learning functions with the established mission, goals and objectives

**Objective #2**
- Determine what courses need to be created, updated, revised, or deleted

Any training provided by DSD to employees or customers will support the department’s goals to improve cycle time, ensure consistency and quality of services, and promote the customer service philosophy of facilitation.

**Point of Contact:**
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Development Services Department, Land Development Division
Training/Special Projects Section
(210) 207-8219
Charlotte.barrett@sanantonio.gov
Summary of Major Training Opportunities
San Antonio Building Codes Academy (SABCA)
(City Staff and Customers)

The San Antonio Building Codes Academy (SABCA) is a South/Central Texas regional training academy, sponsored by the City of San Antonio Development Services Department. SABCA was established with the goal of bringing high-quality educators and necessary building-related codes training to code officials, design professionals, builders, tradesmen and building owners and managers.

The SABCA hosts three training sessions per year usually in February, May and October. The courses are taught by International Code Council (ICC) instructors and subject matter experts.

Each session is held at a City facility from 8:00 a.m.-4:30 p.m. each day. The registration fee is $150 per course, and an on-line registration system is used to track all external attendees.

Training Opportunities are posted on the DSD website under the “SABCA” link at: http://www.sanantonio.gov/DSD/Resources/Training.aspx.

Lunchtime Learning
(City Staff and Customers)

The Development Services Department (DSD) hosts Lunchtime Learning opportunities once or twice per month to provide training and Continuing Education Units (CEUs) for DSD employees and external customers. A wide variety of topics are offered for staff development and to inform customers of new or revised development processes. Subject Matter Experts are asked to provide this training and are scheduled throughout the year.

The sessions are usually offered from 11:30 a.m.-12:30 p.m. so participants can learn during their lunchtime. Examples of training DSD has offered in the past follow:

- DSD Addressing Process
- Acid-Etched Glass and Mirror
- Fire Rated Polyurethane
- Professional Practice Update: Ethics (Texas Board of Professional Engineers)
- Fire Retardant Treated Lumber & Plywood

Training Opportunities are posted on the DSD website under the “Lunchtime Training” link at:

Professional Development
(Internal DSD Staff)

1. Mentoring Program

The first DSD Employee Mentoring Program (EMP) began in January 2014 and concluded with a Graduation Ceremony at the end of the introductory class. Ten mentors and 10 mentees participated in this program. The purpose of the EMP is to provide a professional and educational program for employees by providing information on how mentors share their knowledge and experience with other employees and to develop future leaders for the Development Services Department and the City of San Antonio. A second class began in August 2014, followed by the third class which began in April 2015.

Each group of DSD employees is provided three initial training courses and additional training or workshops which include Coaching, Time Management, Generational Differences and many other leadership training opportunities.

Activities of the participants included regular monthly meetings, job shadowing opportunities and the opportunity to read a leadership book provided by the department. Each Employee Mentoring Program (EMP) class concludes with a Graduation Ceremony.

The success of the program is measured after each class with an evaluation survey sent to all participants. The survey provides an opportunity for the participants to rate components of the program and offer suggestions for improvement. The results provide an improved program for others to participate in for the next program.

Please contact Charlotte Barrett at 207-8219 or charlotte.barrett@sanantonio.gov if you have questions regarding this program.

2. Annual Managers/Supervisors’ Retreat

A departmental retreat occurs as often as possible for DSD managers and supervisors to remind staff of the Director’s department goals and to reemphasize the City’s Core Values. The common theme throughout the June 2014 retreat was Core Values which included a video defining what the core values are and how we can reflect them in our work and finally in the DSD management’s Star Wars skit called “A New Hope.” Approximately 80 staff attended.

“Our biggest challenge is facilitating the process to assist customers in creative ways to comply with all our many rules and regulation.”

Roderick J. Sanchez, Director
3. In-House Training

An in-house training program is provided to leverage the knowledge and specialized experience of staff to broaden the knowledge base of the department. Subject Matter Experts are brought in for specialized training that meets special requirements for certain trades as illustrated below. These trainings can also be safety, wellness, and code enforcement related.

New Employee Orientation

On March 23, 2015 DSD offered its first New Employee Orientation (NEO). This training provided new employees with the tools, resources and knowledge to become successful and productive members of the DSD team. This on-boarding process will improve employee performance, increase employee engagement, increase employee retention and accelerate time-to-productivity.

New employees learn about the DSD organizational structure and culture, policies and procedures, the Employee Performance Evaluation (EPE) process, training opportunities, building and parking guidelines, Code Enforcement activities, employee recognition, fun activities, and administrative information.

Each new employee is required to attend this NEO training session which will be offered, at a minimum, once per month (depending on the number of new hires).
Development Process 101

The Development Services Department (DSD) offers a series of courses for employees entitled “Development Process 101.” These training courses are offered during working hours to any DSD employees who are interested. The training served as a refresher course to many existing employees and provided a great learning opportunity for new employees.

Over twenty (20) topics are covered during a three month time period every two years. The training included information that ranged from an overview of the revised DSD website to the Code Enforcement Section and Building Standards Board processes.

Several other department staff participated as Subject Matter Experts (i.e. Transportation and Capital Improvements and the Office of Historic Preservation). Employees are also able to hear a presentation on the Extraterritorial Jurisdiction (ETJ) from a Bexar County representative and others.

<table>
<thead>
<tr>
<th>Topics</th>
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<tbody>
<tr>
<td><strong>Traffic Overview, Traffic/Sidewalks, Street Construction</strong></td>
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<td><strong>Land Entitlement Process MDP/PUD/Platting/Planning Commission/Addressing and Rights Determination</strong></td>
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<td><strong>Policy Administration &amp; Tree Preservation</strong></td>
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<td><strong>School Team, Inspections (Residential &amp; Commercial) &amp; Code Enforcement</strong></td>
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<td><strong>Plan Review Division-Bldg/Fire/MEP</strong></td>
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<td><strong>Tree Preservation/Traffic</strong></td>
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<td><strong>Website Overview</strong></td>
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<td><strong>Permitting, Licenses, Certificates of Occupancy, Dynamic Portal</strong></td>
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<td><strong>Historic Preservation</strong></td>
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<td><strong>Extraterritorial Jurisdiction (ETJ)</strong></td>
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<td><strong>Stormwater</strong></td>
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Lunch/Breakfast with the Director

The Development Services Director and the appropriate Assistant Director meet monthly with different department sections to share successes and concerns that are addressed after each meeting. Training topics are always discussed plus many other topics that concern the employee. They are free to provide feedback to the Director and Assistant Director as part of their desire for open communication. A meal is provided for each meeting.
**DSD Training SharePoint Site**

A DSD Training SharePoint site ([http://wsps03/sites/DS/default.aspx](http://wsps03/sites/DS/default.aspx)) is provided for all employees to review what training is available for them during upcoming months. E-mail notifications are sent one to two weeks prior to the scheduled training for employees to register. Any changes to the training offered will also be provided through e-mail to the entire department.

**DSD Training Calendar**

A yearly DSD training calendar is published on the department’s intranet site ([http://cosaweb/pdsd/documents/FYTrainingSchedule.pdf](http://cosaweb/pdsd/documents/FYTrainingSchedule.pdf)) to show all training activities planned for the entire fiscal year. Special events such as Department Meetings, employee holidays, and employee celebrations are included on the calendar to provide a comprehensive look at what is occurring in the department. A sample calendar is provided from February-June 2015:

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<td>Director’s Breakfast-Apr 28: 8:15-9:30 am Fld Services-Plumbing</td>
<td>SABCA (TBD)</td>
<td>Director’s Breakfast June 3: 8:15-9:30 am Fld Services-Combination</td>
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<td>Interviewing Skills (Joel Jenks) Feb 5: 8-9 OR 9:30-10:30 am</td>
<td>Occidental Life Insurance Presentation March 18 (Marty Solombrino)</td>
<td>DSD Retreat (TBD) Mgrs &amp; Supervisors</td>
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<td>Weight Watchers at Work (Jamie Reinish) Feb 3, 10, 17: 11:30 am-12:15 pm</td>
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**Sample Calendar from February-June 2015:**

- **February 2015**
  - SABCA (Feb 2-6)
  - Interviewing Skills (Joel Jenks) Feb 5: 8-9 OR 9:30-10:30 am
  - Weight Watchers at Work (Jamie Reinish) Feb 3, 10, 17: 11:30 am-12:15 pm
  - Life Safety Seminar for Inspectors (Feb 11: 8-9 or 9:30-10:30 am)
  - Dev Process Task Force (DPTF) Mtg Feb 3 (Kathy Quinones)

- **March 2015**
  - Revised DSD Website Training (Mar 16-20) Patricia Cavazos & Sharon Trudeau
  - Employee Appreciation Breakfast/Luncheon – Breakfast, Mar. 17 Lunch, Mar. 18
  - Employee Mentoring Program Graduation Luncheon Mar 20: 11 am – 1 pm (Mentoring Program Participants)
  - DSD New Employee Orientation (Mar 23:8 am-2 pm) Various Presenters

- **April 2015**
  - Director’s Breakfast-Apr 28: 8:15-9:30 am Fld Services-Plumbing
  - Occidental Life Insurance Presentation April 10 (Marty Solombrino)
  - April 16-26 Fiesta (Employees off April 24)
  - Weight Watchers at Work (Jamie Reinish) Apr 7, 17, 21, 28: 11:30 am-12:15 pm

- **May 2015**
  - SABCA (TBD)
  - DSD Retreat (TBD) Mgrs & Supervisors
  - Memorial Day (May 25) Employees Off
  - Weight Watchers at Work (Jamie Reinish) May 5, 12: 11:30 am-12:15 pm

- **June 2015**
  - Director’s Breakfast June 3: 8:15-9:30 am Fld Services-Combination
  - Director’s Breakfast June 3: 8:15-9:30 am Fld Services-Electrical
  - Department Meeting June 3 (Kathy Quinones)
  - Service Anniversary Breakfast June 16
Code Enforcement Section

The Code Enforcement function for the City of San Antonio resides within the City's Development Services Department and works closely with the development process. Code Enforcement is charged with the following regulations:

- Property use (zoning and other development requirements)
- Buildings and premises maintenance (City Code Chapter 6 Article IV)
- Dangerous structures including emergency demolitions (City Code Chapter 6 Article VIII)
- Inoperable vehicles (City Code Chapter 6 Article X)
- Other quality of life-related codes.

Residents, tenants, property owners and concerned citizens can register a complaint online or via the 311 system - dial 311 from a local telephone to be connected to a customer service representative. Team members are automatically assigned calls based on geographic location and call type.

Code Enforcement Training

Albert Mora, Code Enforcement Training Officer, provides on-boarding orientation for all new Code Officers/Investigators, as outlined in the First Day Checklist of the City’s on-boarding process. He also provides a welcome aboard package with fifteen (15) Administrative Directives (ADs), seven DSD Standard Operating Procedures (SOPs) and other documents pertinent to their duties and position.

New Code Officers / Investigators are assigned to a Code Supervisor and a peer to be a Field Training Officer (FTO). They will be scheduled to attend a Department Basic Code Course which provides reference materials, and extensive orientation training. This training includes eight weeks of On-the-job-training (OJT) with a FTO.

The Code Enforcement Training Officer also ensures the required Code Officer Training is provided to each new hire. They are required to attend the TEEX Basic Code Enforcement Course and required Code Enforcement Officer State Exam. Each officer has eighteen (18) months to pass a State License Exam.

Point of Contact:
Albert Mora, Code Enforcement Trainer
Development Services Department, Field Services Division
Training Section
(210) 207-4453
albert.mora@sanantonio.gov
Customer Advocate Section

The Customer Advocate team is committed to providing legendary customer service to the citizens of the community through consistency and reduced permitting cycle times. The team is made up of three sections that include the Meet and Greet, Permitting/Licenses/Certificate of Occupancy, and our DSD Call Center.

The Meet and Greet Team acts as our official welcoming committee! They assist our visitors by answering questions and directing them to the appropriate staff member or division. They provide appropriate information, resource applications, and clear directions. Further, they ensure that our lobby is clean, safe, and comfortable so that our visitor’s permitting experience is pleasant and memorable.

The Permitting/Licenses/Certificate of Occupancy Section helps homeowners, business owners, and licensed contractors receive the correct permits for their proposed projects. Permits are required for small room additions, foundation repairs, swimming pools, and trade work. Our licensing staff assists contractors with registration and issuance of building, remodel, home moving, and demolition licenses. This helps ensure that the work permitted is done in a safe and compliant manner. In addition, our Certificate of Occupancy Section promotes a streamline process for new business start up by partnering with new and existing applicants. They help by scheduling inspections, processing certificates, and expediting Business Name Change requests.

The DSD Call Center staff answers the department’s main customer service lines and directs callers to the appropriate staff personnel. Callers are quickly assisted with all of their concerns and questions in regards to their development projects.

Customer Advocate Section Training

The trainer for the Customer Advocate Section develops specific training guides and programs for individual positions and customer service-related processes. The training officer is currently developing and deploying step-by-step training manuals for all areas of the Customer Advocate Section to reduce the training time for new employees and create a first class Call Center.

Point of Contact:
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Customer Advocate Section
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