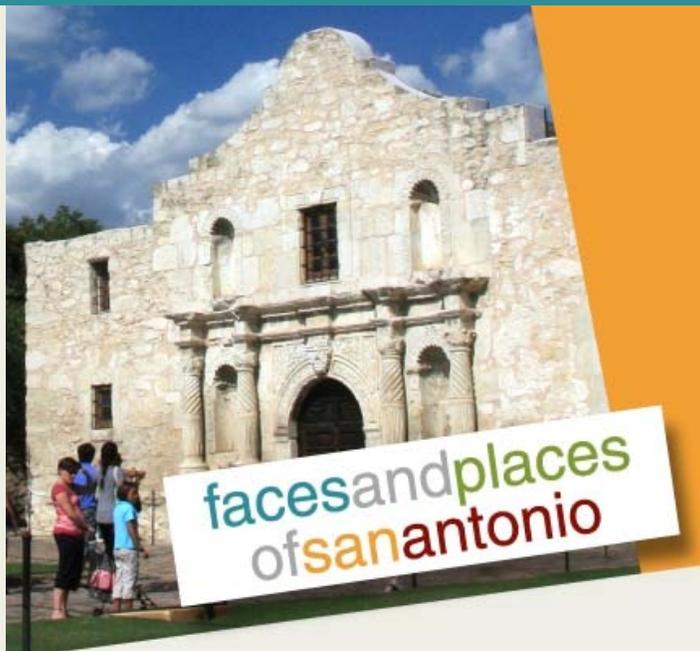


# 2009 Annual Report



## Mayor Julián Castro [message](#)

While 2009 was a trying year across this great country, San Antonio defied the odds and continued on its trajectory as an emerging Sunbelt city.

[read more . . .](#)

## City Council

The City of San Antonio is run under the auspice of a Council-Manager form of government.

[List of City Council Members . . .](#)



## City Manager Sheryl Sculley [message](#)

There are many faces and places that make up the diverse composition of our City organization and community.

[read more . . .](#)

### Leadership

[Mayor](#)  
[City Council](#)  
[City Manager](#)  
[Executive Leadership Team](#)  
[Executive Team - Directors](#)

The council-manager form of government is the most popular structure of government

[read more...](#)

### City

[History and Heritage](#)  
[Our Demographics](#)  
[City Government](#)

As the seventh largest city in the United States and the second largest in Texas

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### Achievements

[A Committed Workforce](#)  
 - 2009 City Department Accolades  
[People First](#)  
[Experiences to Remember](#)  
[Growth and Development](#)  
[SA Green](#)  
[A Safe Place to Live](#)

The City organization embodies a strong, customer service attitude

[read more...](#)

### Financials

[Financial Statements](#)  
 In the midst of a prolonged economic recession, the City has been able to develop a solid budget through prudent financial planning

[read more...](#)

### In Focus

[River Museum Reach](#)  
[Haven For Hope](#)  
[Faces of San Antonio](#)

[read more...](#)

# 2009 Annual Report



## Our Leadership

The council-manager form of government is the most popular structure of government organization in the United States. Utilizing this form of administration, San Antonio voters elect 11 representatives (10 district representatives and a mayor) to pass laws and establish policies for the city.

The Mayor and City Council are the community's key decision makers. They focus on the provision and efficiency of basic services; their district's growth; capital improvement projects; land use and development; the city's financial growth and economic development; in addition to other important issues. Council members focus on how City policies not only meet the needs of their constituents, but also how they meet the goals of the entire community.

The Mayor and Council hire a City Manager to serve as the City's chief administrator. The City Manager is responsible for carrying out the actions and policies of the council by overseeing the day-to-day operation of the organization. Council members also rely on the City Manager to provide them with professional advice before they take action on a specific issue.

Today, San Antonio's City Manager oversees more than 12,000 employees in 38 departments who provide a wide range of municipal services such as police and fire services, solid waste, street maintenance and a host of other important services. The City Manager relies on department directors to ensure that these services are provided in an effective and efficient manner. The Manager also is charged with developing and overseeing an annual budget that pays for all of services the City provides to its customers. The budget is approved by City Council each year.

- [Mayor](#)
- [City Council](#)
- [City Manager](#)
- [Executive Leadership Team](#)
- [Executive Team \(Department Directors\)](#)

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# 2009 Annual Report

## A message from Julián Castro, Mayor of San Antonio



Dear Friends:

While 2009 was a trying year across this great country, San Antonio defied the odds and continued on its trajectory as an emerging Sunbelt city. Thanks to the fine work of City Manager Sheryl Sculley and her staff, we eliminated an \$11 million budget shortfall in fiscal year 2010.

Those efforts were greatly assisted by our successful pursuit of federal stimulus dollars which helped us add 50 new police officers who will be dedicated to making our community safer.

Our effective management coupled with our ability to attract more than 4,000 new jobs garnered San Antonio national attention. In mid 2009, the Brookings Institution named San Antonio the most recession-proof city in America.

Following that recognition, we received even better news when Toyota Motor Corp. and Nationwide Mutual Insurance Co. both announced plans to dramatically increase their presence in the Alamo City.

The budget was just one of the many difficult, but important, issues we took on directly. Our first major act as a new City Council was to strengthen the city's Ethics Code to help maintain the public trust we all take so seriously.

As a Council, we also moved proactively and aggressively to protect our longstanding tradition as Military City, U.S.A.

We are on schedule with a series of reforms to preserve the mission of Camp Bullis and to better protect environmentally sensitive land over the Edwards Aquifer recharge zone.

Meanwhile, we are also moving swiftly to facilitate the tremendous federal investment – \$3.1 billion – in our local military bases under the BRAC program. Fort Sam Houston, in particular, is undergoing a \$2.1 billion transformation to accommodate 12,500 additional military and civilian workers and students.

Plans are already underway for a major summit on the city's East Side to leverage those federal investments at Fort Sam Houston into a major economic generator that could jumpstart an important area of our city.

This year, we also started the process to bring greater public accountability and transparency to our municipally owned electric utility, CPS Energy. We have made key changes in the board of trustees, and have begun an aggressive search for a new CEO who can lead the organization into the 21st Century.

At the end of the day, we pledge to continue the utility's long tradition of providing low rates and favorable business climate by ensuring wise investments in conservation, new technologies and renewable energy sources.

We also planted the flag on a number of education initiatives that will be the hallmark of my administration.

In addition to retooling and continuing successful programs like the Reach Out to Dropouts initiative, we are boosting the City's investment in early childhood education, creating a college access center to promote higher education for all San Antonians, and enhancing green jobs training.

I'm proud to note that 2009 was a positive year for San Antonio, during otherwise bleak economic times. If our citizenry, business community and City Hall continue to work as partners, San Antonio will not only be a big city, it will be a great city.

Sincerely,

Mayor Julián Castro

[Visit Mayor Julián Castro's website](#) 

# 2009 Annual Report

## San Antonio City Council



*The City of San Antonio is run under the auspice of a Council-Manager form of government. The city is divided into 10 council districts designed to ensure equal population distribution between all districts. Constituents in each district elects one person to sit on the City Council. The city's mayor; however, is elected on a city-wide basis. All members of the City Council, which includes the mayor, are elected to serve four, two-year terms in office.*

Mayor Julián Castro	(210) 207-7060	<a href="#">e-mail the Mayor</a>
District 1 Mary Alice P. Cisneros	(210) 207-7279	<a href="#">e-mail District 1</a>
District 2 Ivy R. Taylor	(210) 207-7278	<a href="#">e-mail District 2</a>
District 3 Jennifer V. Ramos	(210) 207-7064	<a href="#">e-mail District 3</a>
District 4 Philip A. Cortez	(210) 207-7281	<a href="#">e-mail District 4</a>
District 5 David Medina, Jr.	(210) 207-7043	<a href="#">e-mail District 5</a>
District 6 Ray Lopez	(210) 207-7065	<a href="#">e-mail District 6</a>
District 7 Justin Rodriguez	(210) 207-7044	<a href="#">e-mail District 7</a>
District 8 W. Reed Williams	(210) 207-7086	<a href="#">e-mail District 8</a>
District 9 Elisa Chan	(210) 207-7325	<a href="#">e-mail District 9</a>
District 10 John G. Clamp	(210) 207-7276	<a href="#">e-mail District 10</a>

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# 2009 Annual Report

[Annual Report Home](#) [Our Leadership](#) [Our City](#) [Our Achievements](#) [Our Financials](#) [In Focus](#)
[Feedback](#) | [Download Report](#)

## A message from Sheryl Sculley, San Antonio City Manager



There are many faces and places that make up the diverse composition of our City organization and community. Our organization's strengths are secure in the hands and abilities of our approximately 12,000 employees dedicated to serving the San Antonio community with pride and efficiency. We continue, daily, to focus on our core business of providing public safety, maintaining city infrastructure, and improving the quality of life for our residents.

I am pleased to present our Annual Report for Fiscal Year 2009 in a new, interactive website format. The Annual Report highlights key initiatives the City undertook during the fiscal year. The report's website focuses on significant service enhancements made in Fiscal Year 2009 to address top City Council priorities such as streets and infrastructure, public safety, economic development, neighborhood revitalization, and environmental sustainability efforts. The Annual Report website also includes links to information on our history and heritage and special features on our River Museum Reach and Haven for Hope projects.

In 2009, we began the year with a challenge to prioritize our needs and develop a strategy to apply for Federal Stimulus Funding as part of the American Recovery and Reinvestment Act. With direction from the Mayor and City Council, the City applied for \$380 million in stimulus funds in the areas of infrastructure, public safety, parks, education and training, and energy conservation. By the end of 2009, the City was awarded \$161 million to include funding to hire 50 new police officers.

Public Safety continues to be a priority service for our community. For FY 2010, \$3.4 million was added in the budget to enhance our Police and Fire Services, including the city's contribution for the hiring of 50 new police officers, the addition of 29 new firefighter positions, improvement of services north of the international airport, and an additional EMS unit to improve emergency medical response times throughout the community.

The City also took steps to implement our first Strategic Historic Preservation Plan. With the input of a citizen Steering Committee, three community workshops, and the establishment of both an internal and external taskforce, the City adopted a Strategic Plan that focused on areas of Planning, Historic Resources, Economic Development, Education and Advocacy. The Strategic Historic Preservation Plan provides concrete strategies to enhance the City's historic preservation program and capitalize on San Antonio's unique historic resources that have a proven positive impact on economic development, heritage tourism, and quality of life.

The City has made great strides in our efforts to be "green". In 2009, the City formed a Green Events Task Force (GETF) to coordinate pilot recycling projects on events such as the Rock and Roll Marathon and Fiesta. During the Rock and Roll Marathon, our Solid Waste and Alamodome department staff and volunteers collected 6.6 tons of recyclables—2.2 tons of plastic and 4.4 tons of cardboard. We look forward to increasing our efforts to "green" events including Fiesta events in 2010.

In 2009, San Antonio continued to build strong corporate relationships and welcomed several Fortune 500 businesses to our community such as, Medtronic, Nationwide Insurance, Whataburger and Toyota's expansion to manufacture the Tacoma truck. These four companies represent over 3,390 new jobs for our community. As we welcome new corporations to San Antonio, we are also fortunate to have local businesses continuing to invest in our city, such as Rackspace, AT&T, H-E-B, Valero Energy Corporation and USAA.

The city's sparkling gem, our Riverwalk, was extended by 1.33 miles through the Museum Reach project and includes approximately 3.4 miles of walkways for our community and visitors to enjoy. Our downtown with its numerous shops, restaurants and historic landmarks continues to attract local residents and visitors to the heart of our city.

The City of San Antonio looks forward to another year of progress and providing high quality core City services to the community.

We are a dynamic organization and city comprised of extraordinary faces and special places.

Sincerely,

Sheryl Sculley  
City Manager

[Visit Manager Sheryl Sculley's website](#) 

# 2009 Annual Report

## Executive Leadership Team



**First Row:** Deputy City Manager Pat **DiGiovanni**; City Manager Sheryl **Sculley**; Deputy City Manager A.J. **Rodriguez**

**Second Row:** Christopher **Callanen**, Assistant to the City Council; Assistant City Manager Sharon **De La Garza**;  
Assistant City Manager Penny **Postoak Ferguson**; Assistant City Manager T.C. **Broadnax**;  
Catherine J. **Hernandez**, Interim Executive Assistant to the City Manager; Di **Galvan**, Director of Communications and Public Affairs

**Third Row:** Chief Information Officer Richard **Varn**; City Attorney Michael **Bernard**;  
Assistant City Manager Erik **Walsh**; and Interim Assistant City Manager Peter **Zanoni**

Executive Leadership Team	Title	Telephone (210)
Sheryl Sculley	City Manager	207-7080
Pat DiGiovanni	Deputy City Manager	207-7080
A.J. Rodriguez	Deputy City Manager	207-7080
T.C. Broadnax	Assistant City Manager	207-7080
Sharon De La Garza	Assistant City Manager	207-7080
Penny Postoak-Ferguson	Assistant City Manager	207-7080
Erik Walsh	Assistant City Manager	207-7080
Peter Zanoni	Interim Assistant City Manager	207-7080
Richard Varn	Chief Information Officer	207-8373
Michael Bernard	City Attorney	207-8940
Catherine J. Hernandez	Interim Executive Assistant to the City Manager	207-5085
Di Galvan	Director of Communications and Public Affairs	207-7234
Christopher Callanen	Assistant to the City Council	207-7040

# 2009 Annual Report

## Department Directors

Department	Director	Telephone Number (210)
Animal Care Services	Gary Hendel	207-3338
Aviation	Frank R. Miller	207-3450
Capital Improvements Management Services	Michael S. Frisbie	207-8140
Center City Development Office	Pat DiGiovanni (Interim)	207-8080
City Attorney	Michael Bernard, City Attorney	207-8940
City Auditor	Park E. Pearson, CPA - City Auditor	207-2853
City Clerk	Leticia Vacek, City Clerk	207-7253
City Council Offices	Christopher D. Callanen	207-7040
Communications and Public Affairs	Di Galvan	207-7234
Community Initiatives	Cindy Schoenmakers (Interim)	207-8198
Convention & Visitors Bureau	Scott White	207-6700
Convention Sports and Entertainment Facilities	Michael Sawaya	207-8500
Cultural Affairs	Felix Padron	207-8483
Customer Service/311	Antonio A. Bosmans	207-3312
Downtown Operations	Paula X. Stallcup	207-3677
Environmental Policy	W. Laurence Doxsey	207-6103
Finance	Ben Gorzell	207-5734
Fire/EMS	Chief Charles N. Hood	207-8400
Fleet Maintenance and Operations	Florencio Pena	207-8380
Grants Monitoring & Administration	Nina Nixon-Mendez (Interim)	207-6600
Health	Dr. Fernando Guerra	207-8731
Historic Preservation	Shanon Peterson Wasielewski	207-8316
Housing and Neighborhood Services (Code Compliance)	David Garza	207-7881
Human Resources	Elizabeth Braune	207-6506
Information Technology Services	Hugh Miller	207-8301
Intergovernmental Relations	Carlos Contreras	207-8109
International and Economic Development	A.J. Rodriguez (Interim)	207-8080
- International Affairs	Elizabeth Costello	
Library	Ramiro Salazar	207-2644
Management & Budget	Maria D. Villagomez (Interim)	207-8360
Mayor's Office	Robbie Greenblum, Chief of Staff to the Mayor	207-7060
Military Affairs	Robert Murdock	207-2712
Municipal Court	Frederick Garcia, Jr.	207-8970
Parks & Recreation	Xavier Urrutia	207-8480
Planning and Development Services	Roderick Sanchez	207-8259
Police	Chief William McManus	207-7360
Public Works	Majed Al-Ghafry	207-8025
Purchasing and General Services	Janie Cantu	207-7260
Solid Waste Management Department	David W. McCary	207-6470

# 2009 Annual Report



## Our City

*As the seventh largest city in the United States and the second largest in Texas, San Antonio boasts a charming blend of rich history mixed with a diverse culture. Founded in 1718 by Spanish missionaries, San Antonio has positioned itself as a city that captures the true Texas spirit with its hometown atmosphere and passion for creating a vibrant place to live, work and play. Nicknamed the Alamo City, more than 1.3 million residents call San Antonio home today.*

- [History and Heritage](#)
- [Our Demographics](#) 
- [City Government](#) 

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# 2009 Annual Report



## History and Heritage

- In Fiscal Year 2009, the City's Office of Historic Preservation began the implementation of a Strategic Historic Preservation Plan by establishing both an internal and external Implementation Task Force. The plan will analyze and make recommendations regarding the preservation planning program including resource survey, identification and designation; available incentives for historic preservation; and public education and advocacy. In addition, the plan will include recommendations regarding collaboration among departments on issues impacting preservation, economic development and sustainability.
  - In May 2009, the City observed National Historic Preservation Month with the promotion of the National Trust competition for "This Place Matters". During the observance the Office of Historic Preservation helped to promote the Humble Oil Building entry which won first place gaining national recognition for San Antonio preservation.
  - The City established the San Antonio Historic Preservation Academy to provide education and training opportunities related to historic preservation.
  - The Office of Historic Preservation secured historic designation of one historic district and 11 landmarks in fiscal year 2009.
- In Fiscal Year 2009, the City hosted the first Historic Homeowner Fair for over 300 citizens with multiple educational sessions and 41 resource booths.
  - The City hosted a Community Symposium on the value of retaining historic windows and the preservation trades. In addition, two Window Restoration Workshops were held providing hands-on training in window rehabilitation.

[Learn more about San Antonio Historic Districts and Landmarks](#) 

[Learn more about San Antonio's Rich History and Heritage](#) 

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## Planning and Development Services Department

### Geographic Information Systems Division - Demographic Documents

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Demographics, the "statistical study of human populations," provides comprehensive information to help better understand current customers and prospects. Staff utilizes demographics effectively for more precise site selection, marketing, advertising, development, forecasting and more.

[Overview \(PDF\)](#)

[Demographic Map Catalog](#)

[Demographic Information](#)

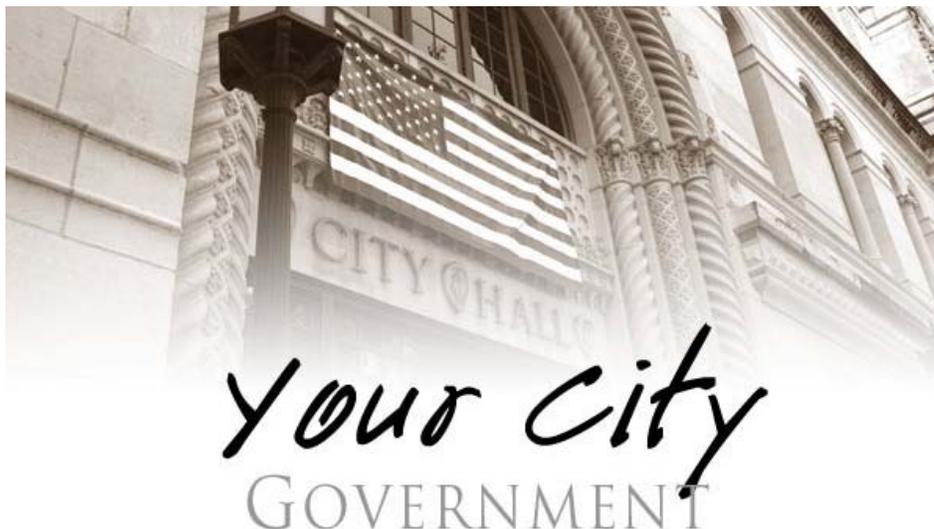
Note: The links below are to Portable Document Format (PDF) files. To view and print these documents, you must obtain and install the PDF Acrobat Reader, available at no charge from Adobe Systems, Inc.



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[Online Payments](#)[City Job Vacancies](#)[City Council Agenda](#)[City Bidding & Contracting Opportunities](#)[Office of Emergency Management](#)[City News Releases](#)[Events](#)[Traffic](#)[Local Stats](#)[ADA](#)[Contact Us](#)

### *A Summary of the City of San Antonio's Municipal Government*

Your municipal government is a sophisticated organization. Important decisions are made and tax dollars are spent every day on services that touch you. This guide summarizes the history of San Antonio's municipal government, how it is organized today, how basic services are supported, and how you can play an active role in your government.

This is Your City Government.

#### CITY GOVERNMENT

[\*Local Government:  
Its Past and Present\*](#)

[\*The City Organization:  
How It Works\*](#)

[\*The Budget\*](#)

[\*City Council Meetings:  
How a Meeting  
is Conducted\*](#)

[\*Appearing Before Council\*](#)

[\*The Agenda\*](#)

[\*Getting Involved\*](#)

[\*City Seal\*](#) | [\*City Flag\*](#)

#### CITY OFFICIALS

[\*Mayor's Office\*](#)

[\*District 1 Council Office\*](#)

[\*District 2 Council Office\*](#)

[\*District 3 Council Office\*](#)

[\*District 4 Council Office\*](#)

[\*District 5 Council Office\*](#)

[\*District 6 Council Office\*](#)

[\*District 7 Council Office\*](#)

[\*District 8 Council Office\*](#)

[\*District 9 Council Office\*](#)

[\*District 10 Council Office\*](#)

[\*City Manager's Office\*](#)

#### USEFUL LINKS

[\*Current Council Agenda\*](#)

[\*City Departments\*](#)

[\*Office of the City Clerk\*](#)

[\*Boards and  
Commissions\*](#)

[\*Ceremonial Items\*](#)

[\*City Charter\*](#)

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# 2009 Annual Report



## Our Achievements

*The City organization embodies a strong, customer service attitude and works everyday to make San Antonio a lively community that celebrates its heritage and embraces modern change. As this annual report shows, we accomplished a great deal in 2009. Despite unprecedented economic challenges, the City of San Antonio pressed forward on existing projects while maintaining a high delivery of service. As we embark on 2010, we are looking to continue our commitment to service excellence and implementing positive initiatives that make San Antonio a great city.*

- [A Committed Workforce](#)
- [People First](#)
- [Experiences to Remember](#)
- [Growth and Development](#)
- [SA Green](#)
- [A Safe Place to Live](#)

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# 2009 Annual Report



## A Committed Workforce

*Providing excellent and efficient service is the key to the success of any organization. Ensuring that its employees have the necessary skill-sets to deliver the highest quality service to the community is a top priority of the City of San Antonio. The City of San Antonio is committed to providing a healthy and safe work environment and engaging employees in the advancement of our organization.*

- The City of San Antonio conducts an employee survey on a biennial basis, in order to gather input from employees to improve the quality of the City's work environment and to improve communication with City employees organization-wide. Overall results of the 2009 employee survey, with an impressive 60% return rate, indicated the City has a committed workforce and overall job satisfaction continues to increase. In order to benchmark the progress made in all areas of the organization, the employee survey will be conducted again in 2011.
- In Fiscal Year 2009, a new Human Resources Department web site was developed and offers employees tools and resources to find information on job opportunities, benefits, training and much more. In the first six months, the site had nearly 500,000 hits.
- In order to improve customer satisfaction, Human Resources staff developed an additional channel of feedback through the Customer Service e-mail address, [hrcustomerservice@sanantonio.gov](mailto:hrcustomerservice@sanantonio.gov). The e-mail address receives, on average, 60 e-mails per month. The majority of customers are job applicants. In addition, an online Customer Satisfaction Survey was created for customers to rate their customer service experiences with the Human Resources Department.
- In the Workers' Compensation Fund this year, the City experienced a decrease of 7.2% in the frequency of employee injuries and a 20.7% reduction in lost-time injury claims. Claim costs were controlled by the initiation and facilitation of strengthened modified-duty and return to work programs, with the coordination of the HR Specialists, cost savings through provider networks, and pharmacy discounts for medicines and durable equipment. Claim costs were also reduced with a more aggressive training and education program for City employees who were taught injury prevention and how to obtain the most effective treatment program for workplace injuries.
- In Fiscal Year 2009, the City's Employee Wellness Program installed new Health Stations in various locations throughout the City for employees to measure and track weight, blood pressure and body mass index. In addition, a new Wellness Rewards incentive program was implemented to encourage employees to participate in a variety of initiatives to improve or maintain a healthy lifestyle.

[List of 2009 City of San Antonio Department Accolades](#)

# 2009 Annual Report

## 2009 City of San Antonio Department Accolades

### Aviation:

- Stinson Municipal Airport Named "2009 Reliever Airport of the Year" by TXDOT.
- Airport Revenue News 2009 "Best Airport Concessions Awards" - San Antonio International Airport with the Best Concessions Management Team-Medium-Sized Airport Division.

### Office of the City Clerk

- San Antonio City Clerk, Leticia M. Vacek was awarded the 2009 Texas Municipal Clerk of the Year by the Texas Municipal Clerks Association.

### Office of the City Manager

- In 2009, City Manager Sheryl Sculley was honored by the International City/County Management Association (ICMA) with the Award for Career Excellence given annually in Honor of Mark E. Keane. The Association's Award for Career Excellence recognizes an outstanding chief local government administrator who has "fostered representative democracy by enhancing the effectiveness of local elected officials and by consistently initiating creative and successful programs."

### Communications and Public Affairs

- The Communications and Public Affairs Department received the La Plata 2009 Award of Merit "City-Toyota Green Clean-Up Project", presented by the San Antonio chapter of the Public Relations Society of America.

### Downtown Operations

- In 2009, the Downtown Operations Department received the International Downtown Association Award of Distinction for the Main Plaza Redevelopment Project in the Public Spaces category.
- Downtown Operations also received the International Downtown Association Pinnacle Award for Luminaria in the Marketing, Communications and Events category.
- The Downtown Operations Department received the Downtown Alliance Best of Downtown Award in the category of Best Programmed Park Award for HemisFair Park.

### Office of Environmental Policy

- The San Antonio Water System awarded the Office of Environmental Policy with the 2009 Watersaver Partner of the Year Award.

### Health Department

- The Health Department received the Educational Partner of the Year Award, San Antonio Restaurant Association.
- Texas Environmental Health Association awarded the Health Department with the Large Department Community Outreach Award.
- The Health Department received the 2009 Certificate of Merit Award from the Texas Dental Association.
- The Health Department's Erica Haller-Stevenson was presented the 2009 Partner Award from the South Central Area Health Education Center.

- The Texas Department of State Health Services awarded the Health Department the 2009 Five Star Award for Local Registrars in the Exemplary Category.
- The Health Department received the Most Improved CDC Urban Immunization Grantee award from the Centers for Disease Control and Prevention.
- The International City/County Management Association awarded the Health Department with the 2009 Program Excellence Award (for Community Health & Safety).

#### Library

- San Antonio Public Library Board of Trustees Chair Jean Brady received the Urban Libraries Council Urban Player Award.
- The Landa Gardens Conservancy at the Landa Branch Library was awarded the Texas Library Association Benefactor Award.

#### Management and Budget

- The Office of Management and Budget received the Government Finance Officers Association (GFOA )Distinguished Budget Presentation Award recognizes budget documents of the very highest quality that reflect both the guidelines of the National Advisory Council and GFOA's recommended practices. The City of San Antonio has received this award for 26 years.

#### Parks and Recreation

- The Parks and Recreation Department's "Step Up to Recreation" promotional campaign was selected among 10 finalists to receive the Texas Park and Recreation Society (TRAPS) Media Excellence Award.
- The department received a \$1 million grant from the Texas Parks & Wildlife Department (TPWD) for Voelcker Park. This grant will assist with the initial development of the Urban Ecology Center. This is the second grant awarded by the Texas Parks and Wildlife Commission for Voelcker Park. Partnerships with TPWD and the newly formed Voelcker Park Conservancy will assist in continuing the implementation of the Voelcker Park Master Plan.
- The City's Voelcker Park Master Plan received a Project Planning Award from the San Antonio Section of the Texas Chapter of the American Planning Association. Criteria for this award included innovation, transferability, quality and comprehensiveness.
- The National Recreation and Park Association (NRPA) chose the Parks and Recreation Department's innovative arts and humanities Special Programs for its Dorothy Mullen award in recognition of Contemporary Art Month.
- The "Playful City" designation was awarded by KaBOOM! to the Parks & Recreation Department. Playful City USA is a national recognition program honoring cities and towns across the nation committed to taking action for play.
- The Parks and Recreation Department's Special Programs division won the Texas Recreation and Park Society (TRAPS) 2009 state Arts & Humanities award and then went on to receive the Southwest Region of NRPA Arts & Humanities award.
- The United Way of Bexar County awarded the Parks and Recreation Department's Special Programs division the 2009 Volunteer of the Year Award for Arts and Culture Groups.
- The Botanical Garden was awarded the 2009 TSA (Texas Society of Architects) Citation of Honor for the collaborative exhibit, "Terrific Treehouse".
- The Linear Creekway Parks Development Program received the 2008 Current Planning Award by the San Antonio Section of the American Planning Association - award received in February 2009.

#### Police

- Officer Pete Garcia with the department's Tactical Response Unit received the International Association of Chiefs of Police Officer of the Year Award.
- The San Antonio Police Department was awarded the The International Association of Chiefs of Police Volunteer Program Award.

- The San Antonio Police Department was awarded Community Builder Award presented by Valley-Hi Masonic Lodge.
- Communities in School presented the Police Department with the Advocate for Mentoring Award.
- Police Department's S.W.A.T. Team finished first in Texas Tactical Police Officer's Association S.W.A.T. competition.
- San Antonio Police Explorers took first place in the 2009 Plano X (extreme) Explorer Competition in Plano, Texas.
- San Antonio Police Explorers competed in the 2009 Alamo Area Law Enforcement Explorer Competition. They took 1st place overall team, 5 first place medals, 3 second place medals and 6 third place medals.
- Police Chief William McManus received the Communicator of the Year Award from the San Antonio chapter of the International Association of Business Communicators.
- Police Chief William McManus received the Equity Award from Human Rights Campaign of San Antonio.
- The San Antonio Police Department received second place in the category I of the National Night Out (NNO) 2009 awards competition.
- The City and the Police Department were recognized as a National Award Winner for outstanding participation in the 26th Annual National Night Out Program.

#### Public Works

- Public Works Department employee Marc Jacobson received the Young Engineer of the Year from the Institute of Transportation Engineer.
- Public Works Department employees Al Siam Ferdous and Richard Mendoza received the Public Works Project of the Year from Dudley Pedestrian Bridge Replacement Texas Chapter of the American Public Works Association.
- Public Works Department employee Eloy Rosales was awarded the Professional Manager of the Year Award - Public Right-of-Way from the American Public Works Association.

#### Purchasing and General Services

- The Purchasing and General Services Department received the Achievement of Excellence in Procurement Award for the 12th consecutive year from the National Purchasing Institute.

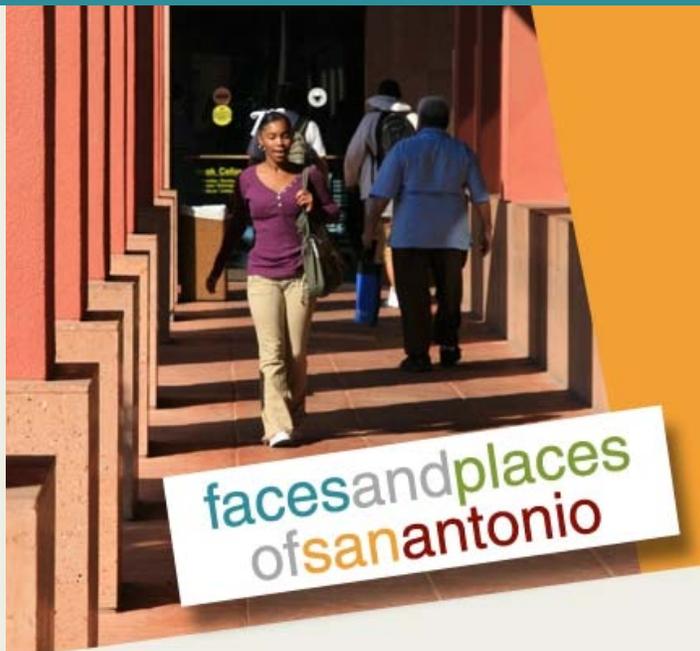
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# 2009 Annual Report



## People First

*The City of San Antonio continues to invest its resources in services and facilities that add to a better quality of life for our residents. From libraries to parks, to arts and culture, to revitalizing neighborhoods and creating avenues for personal growth, the City is dedicated to providing opportunities for residents to flourish and thrive.*

- In Fiscal Year 2009, the City of San Antonio launched the new look of its website [sanantonio.gov](#). The enhanced website serves as the central portal of information for all City programs and services.
  - The San Antonio Public Library launched its redesigned web page in March 2009. The new website functions as a virtual library branch, with free 24/7 access to downloadable media like audio books and movies, easier-to-use Library catalog search and personal account features, librarian-crafted information guides, an interactive Library location map, an up-to-the-minute searchable Library event calendar, and more ways than ever to connect to the public library.
  - In Fiscal Year 2009, more than five million individuals visited the San Antonio Public Libraries. In addition, more than 800,000 new library cards were issued and more than six million items were checked out.
- Fiscal Year 2009 saw the opening of two senior centers. The Northeast Senior Center located at 4355 Center Gate opened in April and the Willie M. Cortez Health & Wellness Center at 5512 SW Military Dr. was launched in September. Both centers offer seniors health screenings, wellness programs, nutritious meals, and educational, social and cultural activities.
  - The Department of Community Initiatives Comprehensive Nutrition Project served more than 930,000 meals to 8,760 seniors at their homes or at one of the 78 nutrition sites operating throughout San Antonio.
  - In Fiscal Year 2009, the San Antonio and Bexar County Head Start program provided comprehensive educational services to more than 7,800 children ages three to five years old.
  - The 2009 After School Challenge provided extended school day activities to more than 14,000 youth at 135 locations.

[People First...page 2](#)

# 2009 Annual Report



## People First, *cont. from page 1*

- In Fiscal Year 2009, the Lead-Based Paint Hazard Control Program (LBPHCP) conducted Risk Assessments/Comprehensive Lead Inspections for 13 homes participating in the Owner-Occupied Rehabilitation Program. Of these 13, seven homes were made lead safe.
- During Fiscal Year 2009, a total of 22 homes were rehabilitated and 26 homes were reconstructed as part of the Owner-Occupied Rehabilitation/Reconstruction Program.
- The Housing and Neighborhood Services Department Citizen Academy was initiated. This Academy is an educational seminar covering specific City department operations, services, and programs. A total of 144 citizens throughout the City participated in this unique opportunity. The Academy is held in two sessions each lasting three hours, with each session provided on Wednesday and Saturday. The Citizen Academy is held monthly and will be located in a different City Council Districts.
- Downtown Operations completed historic façade improvements for three homes in HemisFair Park totaling nearly \$100,000.
- The City's 3-1-1 call center received more than 1.2 million customer calls and achieved a 91.6% answer rate and a 98% customer satisfaction rate.

- The Volunteer Income Tax Assistance (VITA) program operated 30 sites located throughout the city, processed 38,772 returns bringing more than \$70.5 million in refunds to clients, including \$27,243,168 in Earned Income Tax Credit. This filing season, VITA saved San Antonio taxpayers an estimated \$6.3 million in tax preparation fees.
- In Fiscal Year 2009, the Center for Working Families (CWF) provided utility assistance to 28,126 households through the City Public Service Affordability Discount Program and Solid Waste Credit for a total expenditure of more than \$1.4 million in assistance. Project WARM and REAP provided another \$1.76 million in utility assistance to 11,773 households.

[People First...page 3](#)

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# 2009 Annual Report



## People First, *cont. from page 2*

- The San Antonio Metropolitan Health District, as the lead agency for public health emergency response, coordinated with the Centers for Disease Control and Prevention and the Department of State Health Services as well as a variety of local entities as it responded to the initial outbreak of the H1N1 influenza (formerly known as "swine flu") in the spring of 2009 and again, later in the fall. Metro Health worked with local health care providers, schools, child care providers, higher education institutions, businesses, and others as it guided these entities and residents on how to prevent and limit the spread of the H1N1 flu virus. The department garnered the support of school districts to hold vaccination clinics on school campuses to reach one of the target population groups for the H1N1 flu vaccine. Metro Health's leadership and guidance limited the need for large school closures or event cancellations and sustained community education and awareness among various audiences.
- Through operation of its three public health dental clinics and leverage of community resources, Metro Health provided more than \$500,000 of in-kind services for disadvantaged residents and visitors of Bexar County. Metro Health also has expanded its school-linked assessment/dental sealant program to reach approximately 3,000 disadvantaged elementary school-aged children. This accomplishment was possible through successful collaborations with key community oral health leaders.
- Metro Health partnered with the San Antonio Restaurant Association to develop the Healthy Restaurants Coalition (HRC). The coalition also includes local organizations and individuals interested in promoting healthy food and good nutrition on the local front. Two pilot projects have resulted thus far from the coalition's efforts. They include the development of a new, healthier children's menu at Pico de Gallo Restaurant and the Healthy Menu Initiative, which is a recognition program for local restaurants that develop healthy menu items.

[People First...page 4](#)

# 2009 Annual Report



## People First, *cont. from page 3*

- Food and other inspection reports are easily accessible to the public following the implementation of the Digital Health Department system by Metro Health. Using laptop computers, sanitarians file their reports electronically in the field after inspections of food establishments, convenience stores, and other locations. The paperless system diminishes administrative time and provides online access of inspection reports.
  - The Enrique Barrera Community Fitness Center's in March 2009. Since its opening, the center has 1,188 registered members. The average daily usage of the facility is 60 plus, and over 15,000 participants have utilized the center in the 10 months since its opening.
  - In March 2009, the City opened the javaNook Café coffeehouse at the Central Library.
  - San Antonio youth participating in Parks and Recreation Department's Summer Food Service Program enjoyed 225,380 lunches and 213,568 snacks in the summer of 2009.
  - The Parks & Recreation Department's Adaptive Sports Program offered special events to 3,134 individuals with disabilities in the San Antonio community. In addition, the Adaptive Sports Program also provided 10 adapted and wheelchair sports programs throughout the year, which served 2,137 users.
- Project Cool provides box fans and heat relief information to elderly residents of the San Antonio area to help them endure the severe summer heat. The Project Cool initiative distributed 10,013 new box fans to seniors in 2009.
  - San Antonio's adult and senior community participated 61,106 times in activities offered at the Parks and Recreation Department's adult and senior centers, Lion's Field and Commander's House. Over 2,000 individuals signed up for annual memberships in 2008/2009.

[People First...page 5](#)

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# 2009 Annual Report



## People First, *cont. from page 4*

- Animal Care Services (ACS) continues to make strides in increasing the community's access to low-cost spay/neuter resources. During Fiscal Year 2009, more than 11,500 surgeries will be performed both in house at the ACS veterinary clinic as well as through partnerships with other organizations and community clinics held on the new ACS Spay mobile. Included in these clinics have been a variety of "specialized" spay/neuter opportunities that have focused on areas of need as well as specific types of pets.
- In partnership with ACS, SpaySA performed more than 2600 spay/neuter surgeries and S.N.A.P realized more than 1000. Clinics held through these partnerships often targeted specific types of animals including pit bulls, house cats and ferals.
- In Fiscal Year 2009, Animal Care Services placed 5,910 animals in nurturing environments including more than 2,800 animals adopted and 2,260 sent to local rescue groups or transferred to other shelters.
- The City returned more than 1,100 dogs and cats to their owners through the use of lost pet postings in the shelter, collar tag and microchip checks as well as partnerships with lost pet websites like petfinder.com and sapets.com.

- Leveraging the department's prior relationship with the River City Cluster of Dog Shows, ACS was approached to work with the group yet again—this time to organize a week of activities that highlighted the importance of responsible pet ownership and the community's No Kill efforts. The resultant event, "Dog Awareness Week 2009," was the first of its kind in the country and featured a visit and lecture by famed "Dog Whisperer", Cesar Millan. More than 150 dogs and puppies were sterilized as a result of the event and the department garnered nationwide media coverage for the activities.
- Productive partnerships with local and state wide rescue organizations are imperative for Animal Care Services to increase humane placement of the shelter's pets. In Fiscal Year 2009, Animal Care worked with more than 40 groups and shelters throughout San Antonio and Texas to transfer 2244 animals including livestock and exotics. The department's Rescue Policy was streamlined to encourage collaborative efforts and a Rescue Summit was held at ACS with more than 50 area pet rescuers in attendance.

[Back to Annual Report Homepage](#)

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# 2009 Annual Report



## Experiences to Remember

*With events such as Luminaria and Fiesta, and popular city gems like the River Walk and the Missions, San Antonio will take you on a journey that is filled with experiences to remember. It's events like these, coupled with the unique cultural offerings, that continually attract local residents and visitors from all over the country, thus cementing San Antonio's reputation as a city with a treasured past infused with an eclectic mix of modern culture.*

- The Alamodome hosted the inaugural San Antonio Rock 'N' Roll Marathon and Half Marathon. Downtown Operations coordinated City efforts for the event which included 30,000 registered participants.
  - The City hosted Luminaria 2009 with more than 175,000 people attending the downtown event. In all, an estimated 250,000 people experienced the overall Luminaria event at city-wide and downtown celebrations. The event footprint doubled in 2009 to include 10 performance stages, 1,500 artists and more than 40 non-profit organizations representing every major discipline in the arts and a spectacular fireworks finale.
  - The Dallas Cowboys Training Camp returned to the Alamodome for the fourth time since 2002. Attendance for the 2009 Dallas Cowboys Training Camp was the largest ever, surpassing 205,000 fans.
- The Downtown Operations Department produced the weekly Movies by Moonlight series in HemisFair park featuring 17 weeks of movies from June through October. The City partnered with Time Warner Cable and SlabCinema, and received sponsorships from RiverCenter Mall and Nikita Productions. The grass-roots event brought more than 10,000 attendees to enjoy local entertainment prior to the movie and enjoy a relaxing featured film in HemisFair Park.
  - More than two million consumers visited the Convention and Visitor Bureau's website in 2009, an 18% increase over the previous year. The top planning tool for visitors, VisitSanAntonio.com, continued to be enhanced this year with additional content and state-of-the-art functionality.

[Experiences to Remember...page 2](#)

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# 2009 Annual Report



## Experiences to Remember, *cont. from page 1*

- In Fiscal Year 2009, the Convention and Visitor Bureau's Visitor Center assisted more than 339,000 residents and tourists.
  - Nearly 285,000 people received a copy of the Convention and Visitor Bureau's Travel & Leisure Guide, the primary fulfillment piece for inquiries about the destination.
  - More than 580,000 visitors attended 307 events held at the Henry B. Gonzalez Convention Center and Municipal Auditorium
  - The Alamodome hosted more than 895,617 visitors over 144 event days
  - The Office of Cultural Affairs city-wide arts marketing campaign (SAHEARTS/Part of You) continues to be a success and increasing community awareness of the arts in San Antonio. The campaign also promotes the richness of San Antonio's culture and heritage through the newly launched Neighborhood Discovery Tours.
  - In 2009 OCA developed two new shows to help promote arts and culture in San Antonio. SA ArtsBeat is a half hour, monthly TVSA television program featuring interviews with members of the art community, artists and their work, and the latest in San Antonio art news and events. OCA's second show, fOCAs, is a webisode series reporting from arts events across San Antonio. The show is promoted through various social media outlets including OCA's newly developed Facebook and Twitter pages.
- The 2008 Valero Alamo Bowl featured Northwestern vs. Missouri. More than 55,000 fans attended, generating a direct economic impact of \$26.1 million for the City of San Antonio.
  - More than 101,000 residents and visitors enjoyed the 33-acre San Antonio Botanical Garden.
  - Approximately 10,929 youth participated in youth recreation athletic programs including league play, tournaments, specials events and Inner City Games.

[Back to Annual Report Homepage](#)

# 2009 Annual Report



## Growth and Development

*A healthy economy is the life-blood of a thriving community like San Antonio. The City attributes its diverse economy to its business-friendly climate strengthened by small businesses and international corporations. As the seventh largest city in the nation, San Antonio merges innovative, public and private partnerships to nurture a progressive economy that creates an environment for prosperous local businesses, entrepreneurial initiatives, and connections to the global market.*

- In early 2009, the City began working with Nationwide, a Fortune 500 company, on a potential expansion in San Antonio. Working closely with our Economic Development Department, partners at Bexar County and the State, the community offered a very competitive incentive package that resulted in Nationwide selecting San Antonio in October as one of three locations where the company will have core business operations and where they are investing for long-term growth. This financial services Industry project will result in the retention of 932 existing jobs and the creation of 838 new jobs by 2012. The project will also include the construction of a new corporate campus in Westover Hills by 2012, with a proposed investment of \$90 million. Nationwide plans to initiate construction in late summer 2010 and complete their new corporate facility by December 2011.
- In May 2009, Medtronic announced that their subsidiary, MiniMed Distribution Corporation, would create 1,300 new jobs and invest more than \$23 million in San Antonio. Medtronic, Inc, is a global leader in medical technology headquartered in Minneapolis, MN, and a Fortune 500 company. Medtronic serves physicians, clinicians and patients in over 120 countries with more than 38,000 employees worldwide. MiniMed is a world leader in integrated diabetes management systems, insulin pump therapy, continuous glucose monitoring systems and therapy management. The City partnered with the State, Bexar County and CPS Energy in successfully competing with Kansas City, KS, and the City of Austin for this project.
- In August 2009, Toyota officially announced it will relocate production of the Tacoma pickup truck from its plant in Fremont, California to its state-of-the-art manufacturing facility in San Antonio by the summer of 2010. The Tacoma production line will bring 1,000 new jobs and approximately \$100 million in new investment. This expansion will result in an annual economic impact estimated at \$1.7 billion and another 4,320 indirect jobs.

[Growth and Development...page 2](#)

# 2009 Annual Report



## Growth and Development, *cont. from page 1*

- In August of Fiscal Year 2009, AT&T announced the creation of 200 new jobs at their U-Verse Technical Support Center. The City helped facilitate a partnership between AT&T and the Alamo Community College District. A new, customized training program was created to provide a pipeline of locally trained, skilled workers to help fill these 200 jobs and other similar jobs in the community. The first students will enroll in this six-week curriculum in November 2009 and begin graduating in January 2010.
- The Economic and Cultural Alliance signed with the City of Dresden, Germany in February 2009 represents the most significant effort to expand San Antonio's ties with Europe since the creation of the sister city relationship with Tenerife, Spain in 1983. Dresden is the hub of Europe's solar energy industry, and also home to many cutting-edge research institutes. It is in this framework that the Alliance has made it possible for the University Health Science Center at San Antonio, the Brook Army Medical Center and the Technical University of Dresden to enter a dialogue for collaboration in research and education in regenerative medicine. San Antonio's artistic community is also working on an official gift to the City of Dresden that will cement this promising relationship, and give San Antonio exposure in this important tourist destination.

- A Memorandum of Understanding was signed between the Physicians Association of India Chennai Chapter and the Bexar County Medical Society to facilitate communication, ideas, education, and camaraderie between the two cities. The signing marks another exciting milestone in the history of San Antonio's sister city relationship with Chennai, India.
- The \$4.8 million Terminal Expansion Program at Stinson Municipal Airport was completed during the past fiscal year. The addition of two, two-story wings added onto the historic structure will provide an additional 24,000-square feet of customer service and tenant rental space at the facility.
- On September 2009, City Council accepted a federal stimulus grant offered by the Transportation Security Administration through the American Recovery & Reinvestment Act. The grant of \$14,385,466 is a reimbursable agreement for the design, engineering and construction of the Terminal 1 (to be renamed Terminal A) and Terminal B Consolidated Baggage Handling Project at San Antonio International Airport.

[Growth and Development...page 3](#)

# 2009 Annual Report



## Growth and Development, *cont. from page 2*

- The City, in partnership with the U.S. Department of Transportation's Federal Aviation Administration (FAA), is developing an extension of Runway 3/21 by 1,000 feet to a total of 8,500 feet. When the runway and parallel taxiway extensions are completed in October 2011, it will accommodate larger commercial aircraft, increase airfield capacity and provide an alternate to the existing capabilities of Runway 12R-30L, which is currently at 8,500 feet.
- The Capital Improvements Management Services Department created an Internet-based 2007 Bond Program Status Dashboard to offer project status to the public, and provide staff and consultants detailed project schedules. All 151 projects of the 2007-2012 Bond Program are updated and posted by the 20th of each month. One feature is the *Bond Program Percent on Time* pie chart. This metric measures how each project compares with the original timeline for every step of the process. Master schedules for all 151 projects were created. Progress of the Bond Program is monitored monthly through the schedule updates used to populate the Dashboard. This is a state-of-the-art public reporting mechanism that is electronically linked with the SAP financial system and Primavera scheduling software.

- In Fiscal Year 2009, a total of 153 street maintenance projects were completed by in-house forces and 238 street maintenance projects were completed by contract crews. This resulted in a total of 453 lane miles of rehabilitated pavement on streets throughout the City. In conjunction with projects that received a structural rehabilitation, the installation of ADA (Americans with Disabilities Act) curb ramps was a high priority. A total of 640 new curb ramps were constructed as part of these street maintenance projects.
- The Low Water Crossing Remediation Plan began in Fiscal Year 2009. It is a five-year plan to install improvements at 31 identified low water crossings located throughout the city. Improvements to the crossings may include automated gates, signs, remote cameras, flashing lights and automated water level sensing devices. Six low water crossings received improvements in FY 2009. A SAFE (San Antonio Flood Emergency) Route was designed and installed for each location to provide motorists with an alternate route around each low water crossing when flooding occurs.

[Growth and Development...page 4](#)

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# 2009 Annual Report



## Growth and Development, *cont. from page 3*

- The Public Works Department completed a total of 13.47 miles of sidewalks throughout the city, helping to make San Antonio a more walkable community.
- San Antonio's first Americans with Disabilities Act (ADA) Sidewalk Transition Plan was created. The plan's mission is to provide a walkable community environment of sidewalks and crosswalks that are ADA compliant and available to all citizens.
- In Fiscal Year 2009, the City implemented the Traffic Signal System Modernization (TSSM) program to update and improve traffic signals and associated communication equipment. Upon completion of the TSSM program, the upgraded Traffic Signal System will provide optimum traffic flow operation through the coordination and efficient timing of all signals throughout the city. To date, 506 of the 1,260 locations have been timed and coordinated.
- As part of the City's Drainage Maintenance Program, a total of 51 miles of creekways were maintained throughout the city to assist with flood prevention during inclement weather.
- In Fiscal Year 2009, the Office of Military Affairs led the City's efforts to bring the new US Air Force Cyber mission to San Antonio. The new mission will bring over 400 new personnel to Lackland Air Force Base, potentially provide an annual economic impact of over \$1 billion, and establish San Antonio as a world leader in Cyber security and infrastructure.
- The Office of Military Affairs received a 21-month grant from the U.S. Department of Defense Office of Economic Adjustment totaling over \$1.5 million to implement the recommendations from the Fort Sam Houston Growth Management Plan. The grant provides funding for five full-time positions to implement these recommendations. Since 2007, the City has received over \$3.1 million in grants to support the community and the military.

[Growth and Development...page 5](#)

# 2009 Annual Report



## Growth and Development, *cont. from page 4*

- The Office of Military Affairs worked with Center City Development Office on a BRAC (Base Realignment and Closure) Public Relations Campaign entitled *Embrace BRAC San Antonio*. The purpose of the campaign is to inform the local community on the opportunities from BRAC growth and to provide information to personnel of the incoming missions about living in San Antonio.
- The Intergovernmental Relations Department provided advocacy, support and representation to City departments in grants management and development. IGR collaborated with City departments to successfully attain traditional and American Recovery & Reinvestment Act (federal economic stimulus program) grants totaling more than \$20 million.
- In Fiscal Year 2009, the City received \$12 million in Federal Appropriated funds for San Antonio International Airport Airfield Improvements (\$1,187,500), San Antonio River Improvements (\$10,000,000), Rittiman/Harry Wurzbach Corridor Improvements (\$950,000) and Fort Sam Houston Access (\$427,500).
- The Edwards Aquifer Protection Program, under the Capital Improvements Management Services' Real Estate Division, placed an additional 16 properties totaling 34,228 acres under protection. Since the inception of the program to the end of Fiscal Year 2009, the City has protected 89,355 acres. This translates to more than 11% of the entire aquifer recharge zone or more than 17% of the recharge zone that directly affects San Antonio citizens.

- In Fiscal Year 2009, the Office of Cultural Affairs invested 6.3 million in direct grants to support the creative community in San Antonio. This investment helped produce arts and cultural events across San Antonio, ranging from major artistic performances to community and in-school arts education workshops that educated and entertained millions of people, residents and tourists alike.
- The Cultural Collaborative implemented the third Supplemental Artists Grant Program, funding local non-profits to provide grants to local artists, with 104 local artists supported to create new works. The Cultural Collaborative also awarded the second year of Arts Education Scholarships to provide arts instruction by local artists and arts organizations to 1023 students.

[Back to Annual Report Homepage](#)

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# 2009 Annual Report



## SA Green

*The City of San Antonio is committed to preserving and revitalizing our communities by taking steps to implement 'green' initiatives that conserve energy, protect our natural resources and address global change. These concerted efforts will help in planning for anticipated population growth and development opportunities for years to come.*

- In January 2009, the City of San Antonio released the Mission Verde Sustainability Plan. The comprehensive Mission Verde approach addresses the sustainability of the entire city and seeks to integrate and reinforce contributions from various elements of the City and community toward greater overall economic development, efficient use of resources, and public and environmental health. Additionally in 2009, the Office of Environmental Policy released a report on a green jobs program for San Antonio, as well as plans for Air Quality and Drought Operations.
- The Office of Environmental Policy oversaw lighting audits on over 100 City facilities, totaling 2.4 million-square feet and representing over 60% of energy consumption. These audits identified the potential to save up to five million kilowatt hours of energy each year, the equivalent of \$450,000 in utility bills. Lighting upgrades have already been performed at major facilities such as City Hall and Municipal Plaza, and will be performed at the remaining facilities over the next 24 months.
- The Office of Environmental Policy was awarded \$12.9 million in stimulus funding through the Energy Efficiency and Conservation Block Grant. These will be used to support small business energy efficiency upgrades, install solar power at City facilities, build out bicycle and sustainable transportation infrastructure, develop sustainability demonstration projects that will benefit the community, and create green jobs.
- in Fiscal Year 2009, the Mayor's Task Force on Sustainable Building provided recommendations to update the City's energy and water code. New construction now must be 15% more efficient compared to existing codes, 30% more efficient by 2012, with a goal of making all new construction carbon neutral by 2030.

[SA Green...page 2](#)

# 2009 Annual Report



## SA Green, *cont. from page 1*

- A priority for the City Manager in Fiscal Year 2009 was the goal of acquiring and replacing a 10 year old fuel management system in need of updated auditing and security controls. The E.J. Ward, Inc. Automated Fuel Management System (AFMS) has proven to be cost-effective through the elimination of fuel cards, automation of fuel transactions, interface capability with the City's current fleet database management system; and ultimately, a reduction in fuel consumption through improved reporting capabilities.
- The Office of the City Clerk obtained a grant in the amount of \$83,590 through the Alamo Area Council of Government (AACOG) to purchase an industrial compactor and a second industrial shredder. By partnering with the Solid Waste Management Services Department, the City has been able to recycle 100% of the paper records that have met retention and unusable boxes brought in for destruction. This new green process saves approximately eight to nine tons of paper per month from going into the landfill.
- In Fiscal Year 2009, the Convention, Sports and Entertainment Facilities Green Initiatives/Sustainability program received \$118,725 in grant funds to enhance the department's existing recycling program. A "Green Team" consisting of employees and Convention Center partners, was established to continually review and improve the department's green practices.

- In Fiscal Year 2009, the Solid Waste Department hosted four quarterly Household Hazardous Waste Mobile Events resulting in a 41% increase in tonnage collected and 14% increase in participation.
- The Purchasing and General Services Facility Services Division completed renovations to City Hall and Municipal Plaza by retrofitting and upgrading all interior lighting, including installing new sensor lighting switches for energy efficiency; performing re-lamping of all exterior lighting (grounds and trees); replacing all exit and emergency lighting in stairwells. In addition, HVAC equipment (AHU, chillers, pumps and motors, cooling tower fill) at Municipal Plaza were replaced resulting in more energy efficiency.

[Back to Annual Report Homepage](#)

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# 2009 Annual Report



## A Safe Place To Live

*Maintaining a safe and secure community is of the utmost importance to the City of San Antonio. Through allocating resources for more police officers, expanding fire service operations and addressing neighborhood nuisances such as graffiti and code violations, the City continues its mission to make our neighborhoods a safer place to live.*

- In FY 2009, the San Antonio Police Department added 100 new uniformed police officer positions to the Department and responded to 980,626 calls for service.
- In Fiscal Year 2009, the Police Department implemented the Strategic Management for Accelerated Response Times (SMART) Initiative to improve efficiency, enabling better response to calls for service. The SMART program also increased Police Expeditors taking reports over the phone and provides for web-based reporting of some criminal offenses.
- The Police Department opened two new Storefront Police Stations in District 3 and District 5. Both facilities are staffed with SAFFE Officers, with a goal of increasing visibility and accessibility to the Police Department in the areas.

- A pilot project began in May 2009, with eight cameras positioned downtown in locations identified by crime data and private sector partners. The cameras are monitored 24 hours a day and have resulted in numerous arrests. The program has expanded to include cameras to monitor graffiti-prone areas and areas with problems of illegal dumping. This is a collaborative effort between the San Antonio Police Department, Information Technology Services Department, Park Police, and Housing and Neighborhood Services, as well as the private sector.
- The City was awarded a Community Oriented Policing Services (COPS) grant totaling more than \$10 million through the American Recovery and Reinvestment Act of 2009 (federal economic stimulus program.) The funds will be utilized to hire 50 new police officers, the maximum number of officers that could be awarded by the stimulus funds. San Antonio was one of two cities in Texas awarded funds for 50 officers.

[A Safe Place to Live...page 2](#)

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# 2009 Annual Report



## A Safe Place to Live, *cont. from page 1*

- The San Antonio Police Department (SAPD) responded to a call for assistance, for the 2009 Presidential Inauguration, in January 2009. SAPD sent a team of 60 SAPD officers to participate in this historic event ensuring the safety of the President during inauguration activities.
- In Fiscal Year 2009, the Fire Department added nine firefighters to complete the final phase of the four person engine staffing program.
- The Fire Department improved fire services with the addition of one EMS Unit that included 12 new positions.
- Recognizing the need to raise awareness about flooding hazards, the City funded the expansion of the San Antonio Flood Emergency (SAFE) System to include marketing initiatives, development of school education programs, and emergency notification tools.
- The Fire Medical Only Response Program completed its first year resulting in the dispatching of fire units without an EMS Unit on a total of 3965 emergency medical calls, with a 9-1-1 call taker accuracy rate of 95%.
- During Fiscal Year 2009, the Fire Department enhanced the current 9-1-1 District funded system that calls residents to notify them of emergency events by expanding the coverage area and the methods of communication that can be used for notification.

- The City of San Antonio was awarded \$5 million in Homeland Security grant funding for training, planning, and equipment geared toward the prevention of terrorism and designed for response, recover and mitigation of emergencies and disasters.
- In Fiscal Year 2009, the City of San Antonio became StormReady certified through the National Weather Service. The StormReady certification is a declaration that a community has an action plan to respond to the threat of all types of severe weather.

[A Safe Place to Live...page 3](#)

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# 2009 Annual Report



## A Safe Place to Live, *cont. from page 2*

- The Emergency Operations Center hosted 30 separate training courses to a multi-discipline/ multi-jurisdictional group of first responders (821 students resulting in 427,741 classroom hours). Topics range from introductory and awareness courses to advance incident command system training.
- In its second year, the Dangerous Assessment Response Team (DART) directed enforcement efforts against 59 nuisance properties, 53 have been successfully abated through legal efforts or negotiated compliance and collected \$55,046.16 in delinquent code compliance liens.
- Municipal Court implemented a new Trial Court Docketing System to allow for the efficient use of the Court's, Police Department's and general public's use of time; allowing for police officers to make appearances in court without interference in their daily patrol duties and more.
- In Fiscal Year 2009, Municipal Court completed Phase I of the Tyler Technology- INCODE criminal case management operating system. All new Juvenile and Quality of Life cases are created and adjudicated in a new, paperless based case management system. The new system is decreasing the cost of supplies and increasing staff efficiencies in both time and in process changes. The Court will phase-in all court cases into this paperless system in Fiscal Years 2010 and 2011. Municipal Court files approximately 350,000 new cases every year.

- In Fiscal Year 2009, the City's Code Compliance Division identified and strategically worked on bringing the top 20 city-wide code violations and the top 10 code violations by City Council District into compliance by using available enforcement authorities ranging from City abatement to case filing in Municipal Court and in District Court.
- In addition, the Housing and Neighborhood Services Department Citizen Academy was initiated in Fiscal Year 2009. This Academy is an educational seminar covering specific City department operations, services, and programs. A total of 144 citizens participated in this unique opportunity.

[Back to Annual Report Homepage](#)

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# 2009 Annual Report



## Our Financials

*In the midst of a prolonged economic recession, the City has been able to develop a solid budget through prudent financial planning, to meet community needs and address existing and new service demands.*

### A Fiscally Responsible Municipality

The Annual Operating Budget, which began October 1, focused on the City's continuous commitment to improve City services. The budget increased funding for the City's street maintenance programs, added resources for more sidewalks, and continued to improve the City's traffic signal system. The budget also added 100 new Police Officer positions and 47 new Firefighter positions.

- The City passed an operating and capital budget of more than \$2 billion.
- The City reduced its property tax rate in 2009 by a little more than one-half cent to reflect the consolidation of clinical health services with the County University Health System. When combined with the property tax rate included in the Fiscal Year 2008 Budget, the City reduced its property tax rate by more than one cent over a two year period.
- The City increased its financial reserves to 9% of General Fund Expenditures.

### Economic Impact to Fiscal Year 2009 Budget

The City of San Antonio, like many other municipalities across the country, experienced the effects of the nation's economic crisis in Fiscal Year 2009. With the slowdown in economic activity, the City's major General Fund revenue sources of Sales Tax, Property Taxes, and CPS Energy (which comprise of nearly 75% of General Fund Resources revenues) were impacted.

On April 30 and May 14, City Council approved the Fiscal Year 2009 Mid-Year Budget adjustment to reduce the General Fund spending to offset the \$49 million projected decline in budgeted revenues for the fiscal year. As a result, the Budget remained balanced for Fiscal Year 2009.

### AAA Rating

On October 14, 2008, Standard & Poor's Ratings Service upgraded the City's general obligation bond rating from 'AA+' to 'AAA', the highest level of bond rating. This is the first time that San Antonio has been rated 'AAA'. Standard & Poor's based the upgrade on the City's "maintenance of strong financial reserves and continued diversification of the local economy."

This rating upgrade means it will cost less to borrow money to fund many of the City's capital projects. For the community, it also means that there is strong financial management and long-range capital planning – we are planning for San Antonio's future. Today, the City continues to maintain its AAA rating.

[Back to Annual Report Homepage](#)

# 2009 Annual Report



## Financial Statements

City of San Antonio Financial Overview (Revised FY 2009 Operating Budget\*)

\* Fiscal Yera 2009 adopted appropriations of \$929 million were adjusted to \$883 million as a result of a Mid-Year Budget Adjustment approved by City Council

General Fund Expenditures \$883.4 million (Fiscal Year 2009)

Police	\$307.3 million	34.8%
Fire	\$214.4 million	24.3%
Public Works	\$ 62.5 million	7.1%
Parks and Recreation	\$ 55.9 million	6.3%
Library	\$ 28.6 million	3.2%
Community Initiatives with Delegate Agencies	\$ 28.9 million	3.3%
Other Expenditures	\$ 185.8 million	21.0%

General Fund Revenues \$967.9 million (Fiscal Year 2009)

CPS Energy	\$293.8 million	30.4%
Property Tax	\$229.7 million	23.7%
City Sales Tax	\$196.3 million	20.3%
Fines, licenses and permits, other resources	\$248.1 million	25.6%

### Tax Rate by Jurisdiction

The following sample statement of property taxes due demonstrates the portion of local taxes that are due to the City of San Antonio. This sample statement compares current tax rates for a home located in the San Antonio Independent School District and valued at \$132,750, which is the Fiscal Year 2009 average residence homestead value within the City of San Antonio. City taxes represent \$752.88 or 23.49% of the total taxes due.

San Antonio ISD:	45.92%
City of San Antonio:	23.49%
Bexar County:	11.99%
University Health System:	10.81%
Alamo Community College District:	5.63%
San Antonio River Authority:	0.64%
County Road and Flood:	1.52%

[Back to Annual Report Homepage](#)

# 2009 Annual Report



## In Focus

*While San Antonio celebrated the opening of new places and treasures in 2009, it also celebrated the people of the city. In Focus features the unveiling of the newly- revitalized area of the San Antonio River, the first phase opening of a 37-acre facility for homeless individuals and families, and captures candid images of the many faces of the Alamo City.*

- [River Museum Reach](#)
- [Haven for Hope](#)
- [Faces of San Antonio](#)

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# 2009 Annual Report



## Museum Reach Urban Segment

The Museum Reach Urban Segment opened on May 30, 2009, marking the completion of the first phase of the multi-million dollar San Antonio River Improvements Project to create a 13-mile long linear park along the banks of the river.

This \$72 million enhancement spans 1.33 miles and includes new walkways, landscaping, pocket parks, scenic overlooks, water features and public art. The Museum Reach Urban Segment was funded by City, Bexar County and private donations raised by the San Antonio River Foundation.

The Museum Reach Urban Segment runs from Lexington Avenue to Josephine Street linking the northern stretch of the River Walk to an array of downtown historic, commercial and cultural institutions including the San Antonio Museum of Art and the Pearl Brewery (a restored former brewery and stables). It features 25 river access points including 13 ADA accessible points.

The overall San Antonio River Improvements Project is a \$384.5 million investment supported by the City, Bexar County, the U.S. Army Corps of Engineers, the San Antonio River Authority and the San Antonio River Foundation. The project is the nation's largest ecosystem restoration in an urban area and is slated for completion in 2014.

Museum Reach Urban Segment's Unique Features include:

- The Museum Reach includes a lock and dam, the first of its kind in Texas, that raises and lowers barges to the river level on which they will travel. The Lock and Dam has the ability to raise river taxis nine feet to allow continued travel upriver to a turning basin located at the Pearl Brewery.
- The urban segment features the largest array of solar panels in Texas and will be the future home of a riverside amphitheater that is expected to begin construction in 2010.
- The Museum Reach features a vast variety of plants, including more than 100 different species of shrubs, trees, and aquatic plants. The landscaping is irrigated with recycled water.
- One of the most captivating features of the River Walk Museum Reach are the 12 public art installations that line the banks of the river. Each is unique and many are linked to a bridge or overpass along the Museum Reach segment. The installations incorporate sound, waterfalls, architecture, light and movement, and were designed by renowned local, national and international artists.
- One unique art project of the Museum Reach is the faux bois (fake wood) 180-foot grotto complete with a towering waterfall, a large sea-shell bench and a sculpture of *Father Nature*, with hundreds of seashells creating his facial features. This artificial cave-like structure serves as a pocket park and natural art gallery. Designed by local artist Carlos Cortes, the grotto also gives pedestrians access to walk behind the waterfall.
- Another public art installation that stands out is *F.I.S.H.* designed by Philadelphia artist Donald Lipski. Located just south of the grotto, this structure is a whimsical school of 25 glowing native long-eared sunfish suspended beneath the underpass at Interstate 35.

*Photos featured on this page were taken by Fred Gonzales, City Photographer and Rick Garcia, Graphic Artist - Department of Communications and Public Affairs*

[Back to Annual Report Homepage](#)

# 2009 Annual Report



## Haven For Hope

*Haven for Hope is dedicated to improving the lives of homeless men, women and children in the San Antonio-Bexar County area by providing a wide array of critical social services on a centralized campus.*

*Haven for Hope's purpose is to provide homeless individuals and families with the training, skills and assistance needed to help them become self-sufficient, and to do so in cost-effective and sustainable manner.*

- Once complete, the 37-acre campus will include approximately 440,000 square feet of space under one roof, with 998 beds and a courtyard area with the capacity to sleep more than 500 additional individuals.
- In the past year, a several buildings have opened, providing veteran, medical, dental, vision and mental health services. Haven for Hope is expected to be fully completed in the Second Quarter of 2010.
- In January 2009, Haven for Hope received a \$7.1 million gift from Methodist Healthcare Ministries.
- In March 2009, the Methodist Healthcare Ministries Healthcare Services building at Haven for Hope opened its doors to provide services to the homeless population and the community at large.

- In June 2009, Haven for Hope received a \$5 million gift from AT&T — a donation that nearly completes fundraising for construction of the men's and women's and families' residential buildings on the homeless campus.
- During Fiscal Year 2009 CentroMed provided services to 3,689 patients, with a total value of \$741,395.
- The Haven for Hope Vision Center provided services to 574 patients, with a total value of \$151,775 and the Dental Clinic provided services to 3,075 patients, with a total value of \$663,334.
- The Campus has already helped transform and save lives in Bexar County. The centralized and integrated Campus has created a much more effective and efficient way to help homeless families and individuals.
- The Haven for Hope project has also served as a revitalization effort to the surrounding neighborhood through the addition of high quality new buildings and the renovation of several abandoned buildings.

*Some of the photos featured on this page were taken by Erik Gomez - Department of Community Initiatives*

[Back to Annual Report Homepage](#)

# 2009 Annual Report

## Faces of San Antonio

Confetti Delight - Fiesta Flambeau 2008



### Faces of San Antonio

by Fred Gonzales, City Photographer

FOTOSEPTIEMBRE USA - September 2009

Fred Gonzales has worked as the City Photographer in the Department of Communications and Public Affairs since 2007, documenting San Antonio's many well known events such as Fiesta and Luminaria. Gonzales' work reflects a keen interest in the broad range of human experience and activity that is captured at moments of action, reflection and immersion. He believes that the camera reveals in the faces of individuals, their joys and aspirations as well as their sorrows and defeats. The photos in this exhibition, taken during Gonzales' field assignments, represent a multitude of citywide activities and capture the moment in which participants are most fully engaged.



The music featured on this gallery page is taken from *Echoes & Light* by Adam Zuniga, Department of Communications and Public Affairs

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