

City of San Antonio, Texas

# FY 2014 Proposed Budget Worksession

## Code Enforcement Services

Presented by

Roderick J. Sanchez, AICP, CBO, Director

August 14, 2013



- Department Overview
- FY 2013 Accomplishments
- FY 2014 Programs & Initiatives
- FY 2014 Proposed Budget
- Conclusion

FY 2014 Proposed Budget

# Code Enforcement Department Overview

City of San Antonio, Texas

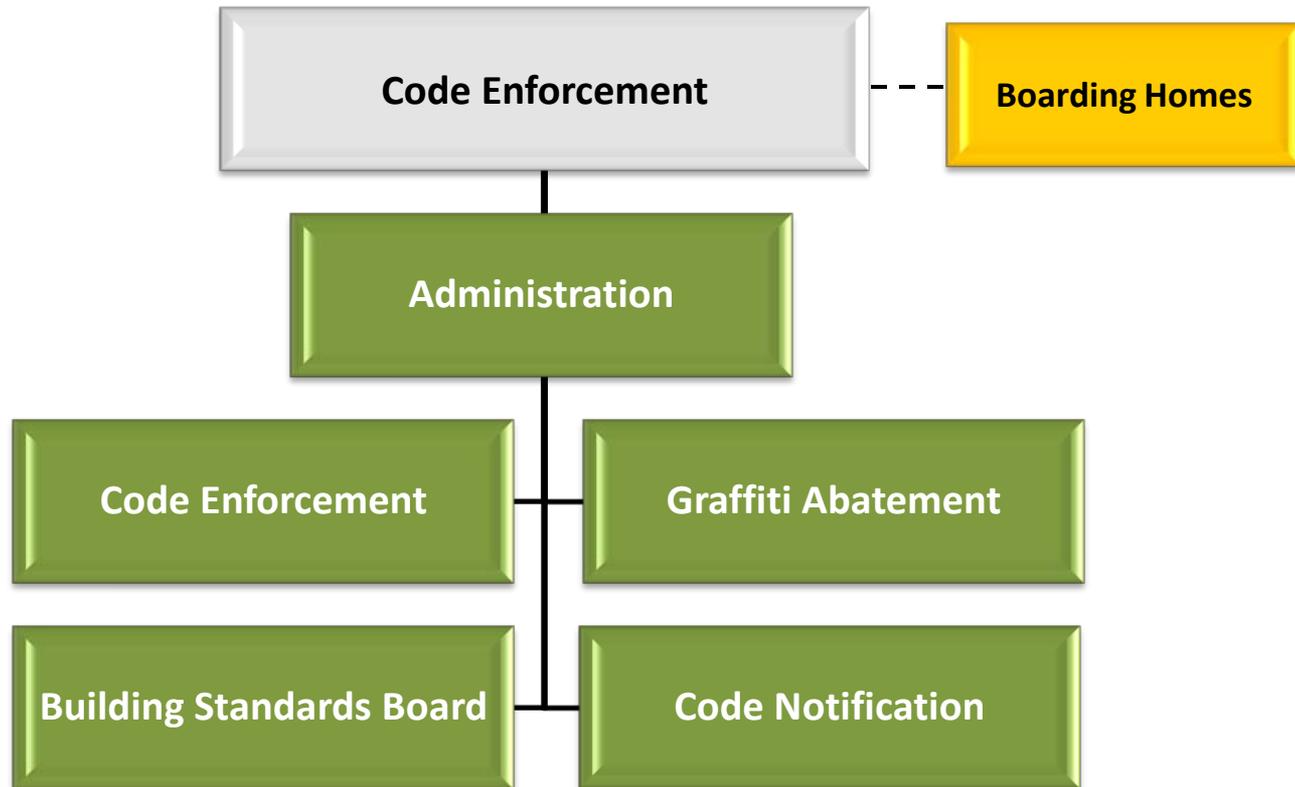


# Development Services Department Organizational Chart



# Department Overview

*Mission Statement: Partnering with our Community to Build and Maintain a Safer San Antonio.*



# Department Overview

## CODE ENFORCEMENT

- Minimum Building & Property Maintenance
- Dangerous Structures
- Zoning/Unified Development Code (UDC) Requirements
- Working without a Building Permit
- No Certificate of Occupancy
- Graffiti Abatement
- Building Standards Board



FY 2014 Proposed Budget

# FY 2013 Accomplishments

City of San Antonio, Texas



# FY 2013 Accomplishments

## Code Improvement Plan

- Achieve Quicker Compliance
- Increase Staff Accountability
- Increase Pro-Active Efforts
- Improve Customer Service
- Targeted Enforcement

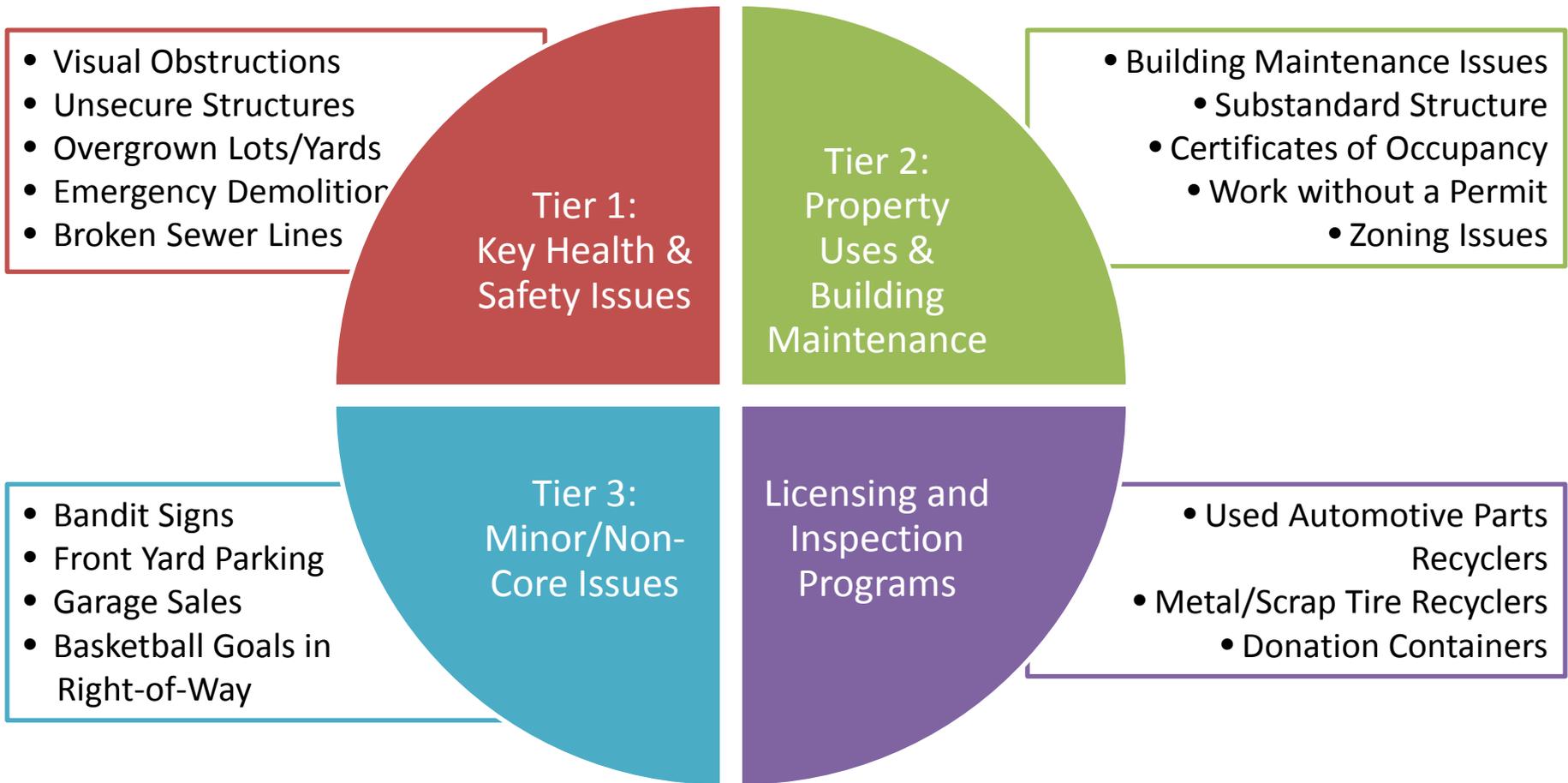


# FY 2013 Accomplishments

## Achieve Quicker Compliance

- Transitioned from Closure Rate to Compliance Rate Performance Measure
  - 90% of Tier 1 and Tier 2 cases compliant within 45 days
- Created Tiered Approach to Prioritize Cases
  - 2 day response time for Tier 1 cases
  - 6 day response time for Tier 2 cases
- Created Administrative Hearing Officer Process
  - 2 Weeks to Hearing
  - 358 citations; 310 achieved compliance (87%); \$55,080 fines to date
- Streamlined Notification Requirements for Unsecure, Vacant Structures
- Modified Procedures to Focus on Chronic Violators
- Developed Absentee Property Owner Registration Ordinance (in progress)

# FY 2013 Accomplishments



# FY 2013 Accomplishments

## Increase Accountability

- Created Monthly Report Cards for All Code Officers
  - October – 19% of Code Officers met new metrics
  - March – 71% of Code Officers met new metrics
  - July – 42% of Code Officers met new metrics
- Created Quality Control Program for All Code Officers



## Increase Proactive Enforcement

- Created New 50% Proactive Goal
  - Increased Pro-Activity of Code Officers from 18% to 63%
- Increased Bandit Sign Removal by 90%
  - 90,000 bandit signs removed in FY 2013 (YTD)

# FY 2013 Accomplishments

## Improve Customer Service

- Created Neighborhood Code Enforcement Task Force
- Require Monthly Contact to Neighborhood Leaders to Monitor Performance



## Targeted Enforcement

- Implement Data-Driven Deployment Model for Code Officers (in progress)

# FY 2013 Accomplishments Summary

Measure	FY 2012 Goal	FY 2012 Actual	FY 2013 Goal	FY 2013 Estimate
% Proactivity (Proactive vs. Reactive Inspections)	N/A	18%	50%	50%
Tier 1 Response Rate (# of Days)	3	2.74	2	2
Tier 2 Response Rate (# of Days)	3	2.88	6	3
Tier 1 and Tier 2 Compliance Rate (YTD)	N/A	80%	90%	89%

FY 2014 Proposed Budget

# FY 2014 Programs and Initiatives

City of San Antonio, Texas



# 2013 Boarding Homes Ordinance

- In 2013, created boarding homes registration and permitting program
- Establishes standards for construction, maintenance, reporting, record-keeping, education and training
- Ensures health and safety of boarding home residents

# 2013 Boarding Homes Ordinance

- Collaborative Process
  - Five community outreach meetings
  - Two B-Session City Council meetings
  - Meetings with key stakeholders
  - Neighborhood Association presentations
- City Council approved Boarding Homes Ordinance December 13, 2012
- Ordinance effective March 1, 2013

# Boarding Homes

- Inspected boarding home properties are safer
- 4 Unsafe Properties Closed - 57 elderly/disabled persons relocated from unsafe living conditions
- 39 Applications Received
  - 1 Permit issued
  - 27 Permits pending
  - 11 Properties withdrawn
- 640 Properties Investigated
- 27 Other Boarding Homes Identified



# 2013 Boarding Homes Ordinance

- 1 Combination Inspector Position eliminated due to less activity than anticipated - \$50,311
- Reduced Resident Relocation Budget by \$100,000

# Graffiti Abatement

- 19 positions dedicated to Graffiti Abatement
  - Added 16 Graffiti Abatement positions since 2007
  - Includes 2 positions funded by Public Works
- Over 4 million square feet abated in FY 2013
- Increased focus on utilizing volunteers and restitutioners
  - Over 2,500 participants estimated for FY 2013



# Graffiti Improvement Plan

- Standardize graffiti abatement service level agreement for all City departments (3 days)
- Proactively abate graffiti on CPS infrastructure (poles, towers and padmounts)
- Redirect existing graffiti camera monitoring staff to graffiti abatement
- Develop Citywide Anti-graffiti Education/Communication plan
- Investigate and utilize sealants and other prevention technologies in chronically tagged areas
- Coordinate monthly with SAPD on chronically tagged areas

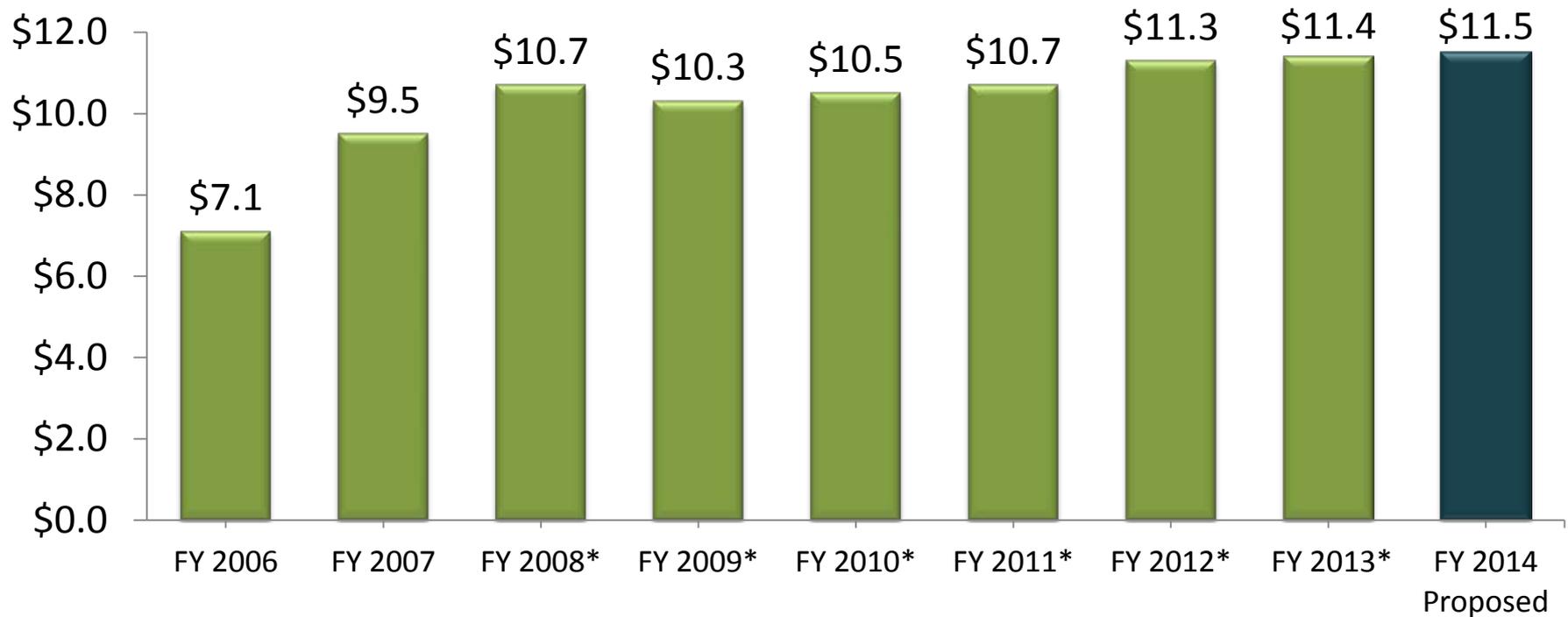


# FY 2014 Proposed Budget

City of San Antonio, Texas

# Code Enforcement Services Budget History General Fund (\$ in Millions)

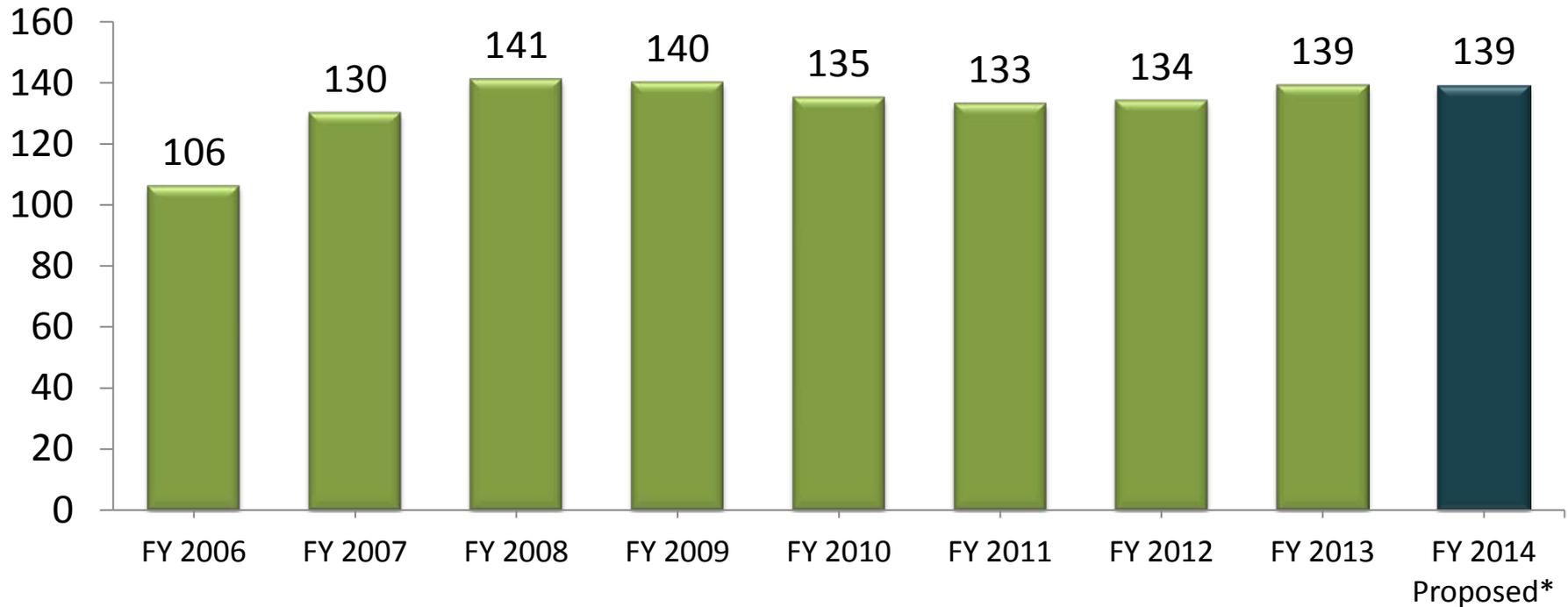
- 20% increase in Budget from FY 2007 to Proposed FY 2014



\* Revised Adopted

# Code Enforcement Services Personnel History General Fund

- 33 Positions have been added since FY 2006



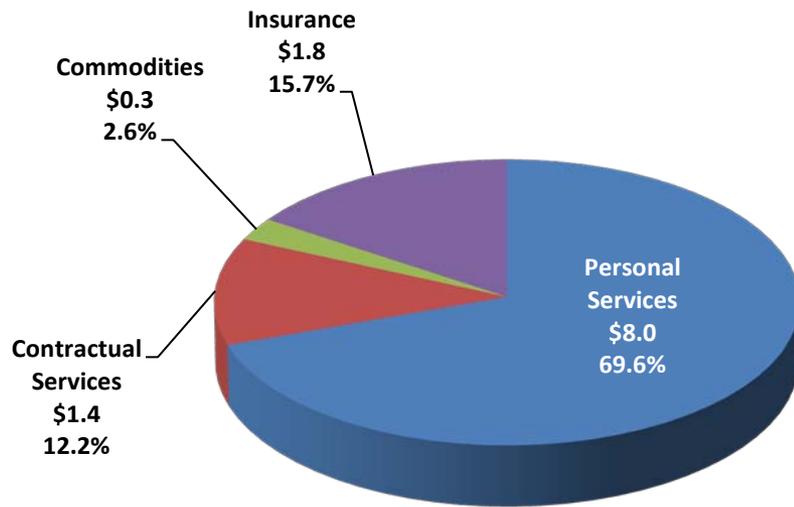
\* 3 additional positions funded through CDBG

‡ 31 Code Enforcement Officers have been added since FY 2006

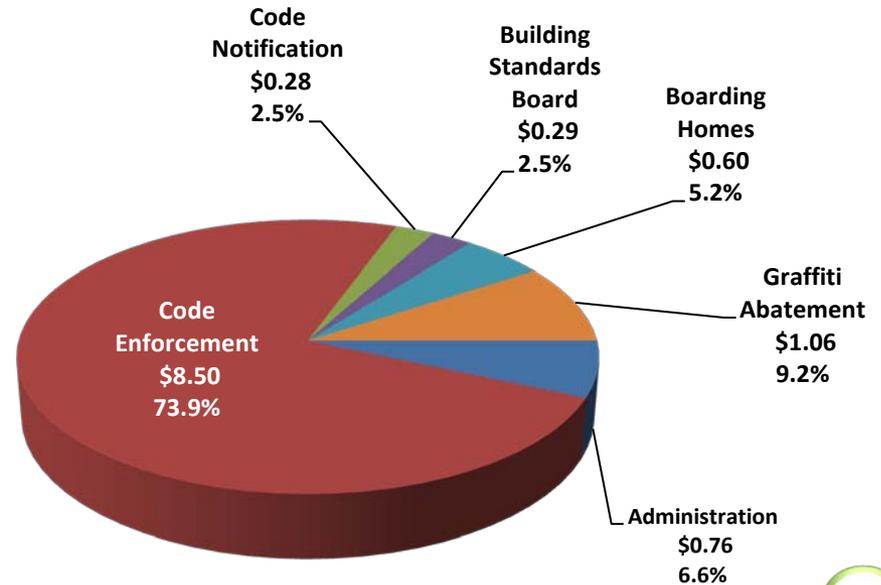
# FY 2014 Proposed Budget

Code Enforcement	FY 2013 Adopted Budget	FY 2014 Proposed Budget	\$ Change	% Change
Budget (General Fund)	\$11.4M	\$11.5M	\$0.1M	<1%
Personnel (General Fund)	139	139	0	0%

**FY 2014 Proposed Budget by Category**  
(\$ in Millions)



**FY 2014 Proposed Budget by Program**  
(\$ in Millions)



# FY 2014 Efficiencies

- No Service Reductions proposed in FY 2014
- Right-size budget to reflect actual expenditures
  - Reduced various line item budgets - \$114,000
    - Fees to Professionals
    - Mail & Postage
    - Temporary Services



# FY 2014 Focus Areas

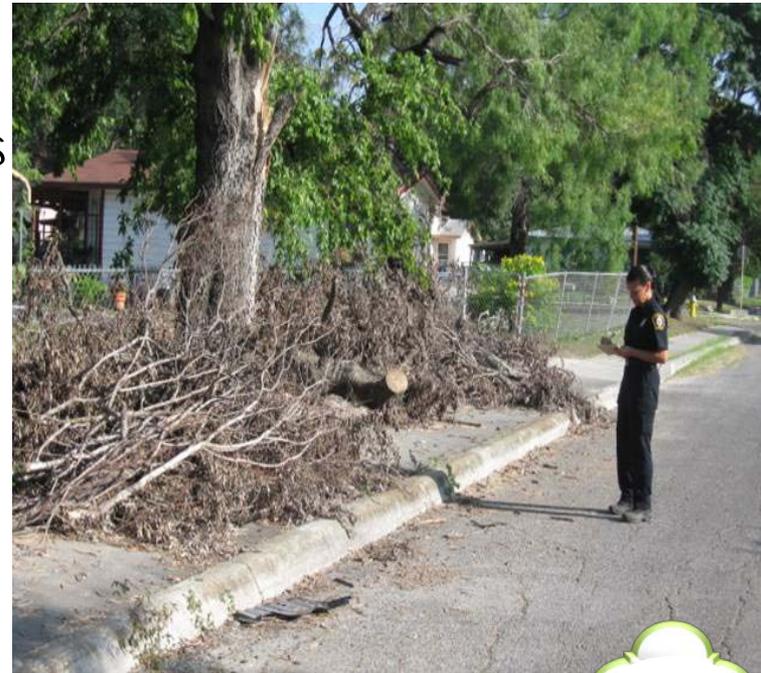
- Achieve Quicker Compliance
  - Maximize the use of the Administrative Hearing Officer program with Municipal Courts
- Increase Staff Accountability
  - Expand monthly report cards and quality control program to include all administrative, graffiti abatement, and Building Standards Board support staff



# FY 2014 Focus Areas

- Increase Pro-Active Efforts

- Begin process of software replacement for Hansen/ECCO to be completed by 2016
- Review possible local legislative changes to improve effectiveness
  - Require more material for gravel parking areas at residences
  - Address numbering in alley ways
  - Limit sidewalk obstructions



# FY 2014 Focus Areas

- Improve Customer Service
  - Continue partnership with the Neighborhood Code Enforcement Task Force to develop solutions to key code enforcement issues
- Targeted Enforcement
  - Routinely monitor workload and resources deployment to ensure proper data driven deployment throughout the City





# Absentee Property Owner Registration Proposed Ordinance

## Absentee Property Owner

- Defined as person or entity who owns property in San Antonio and resides outside of Bexar County, Texas
  - Post Office Boxes do not count as residency in Bexar County

Absentee property owners were ~**30%** more likely to have a code violation and ~**70%** more likely to have a lien placed on their property due to City abatement and then non-payment





# Absentee Property Owner Registration Proposed Ordinance

## Absentee Problems

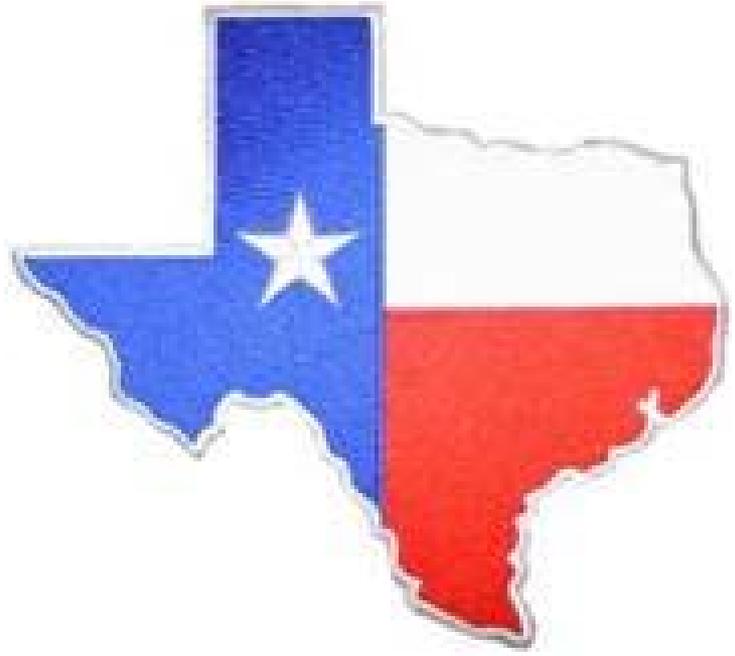
- Absentee Property Owners are often hard to track down and send proper legal notice due to inaccuracies in county land records
  - Delays legal notification process for required Building Standards Board hearings and/or municipal courts
  - Delays obtaining code compliance as Code Enforcement spends additional time researching and finding proper owner(s)



# Absentee Property Owner Registration Proposed Ordinance

- Other cities have a form of Absentee or Rental Property Owner Registration Ordinance to assist Code Enforcement and help maintain safety and quality of life of neighborhoods:

- Dallas
- Fort Worth
- Frisco
- Richardson
- Carrollton
- College Station
- Phoenix, AZ





# Absentee Property Owner Registration Proposed Ordinance

City	Inspections	Fees
Dallas	Required if Complaints Received	\$25/unit initial registration, free renewal \$50/unit for structural code issues
Fort Worth	Required for Rentals with Code Violations	\$200 for each unit with violations
Frisco	None	Free
Richardson	Inspection of Every Rental when a change of occupancy occurs	\$75 annual if property fails inspection
Carrollton	Annual Inspections	\$50
College Station	None	\$15
Phoenix, AZ	None	\$10

# Absentee Property Owner Registration Proposed Ordinance

- Applicable to One- and Two-Family Dwellings only
- Absentee property owners who receive multiple code violations within a 12-month period will have to register with the City
  - Only “bad actors” required to register
  - Owners who properly maintain code compliance are not required to register

# Absentee Property Owner Registration Proposed Ordinance

- Once owner has the 2<sup>nd</sup> code violation, they must:
  - Provide and maintain accurate contact information to the City to ensure quick notification of code issues
  - Designate a local person/manager, who resides in Bexar county, and include the relevant contact information for the designated manager

# Absentee Property Owner Registration Proposed Ordinance

- Annual registration fee of \$50 upon registering property
  - Fee will pay for registration and additional Code Enforcement inspections to further monitor these properties
- Continued registration of property by absentee property owner is required for period of two years after the latest code violation
- Violation of this ordinance is a Class C misdemeanor with maximum \$500 fine



# Conclusion

City of San Antonio, Texas

- FY 2014 Proposed Budget for Code Enforcement Services:
  - Continue Code Improvement Plan
  - Aligns with City Council Strategic Goals for proactive code enforcement and an aggressive strategy to prevent building abandonment and reclaim vacant lots
  - Encourages civic engagement and volunteerism to address neighborhood code issues in line with SA 2020

City of San Antonio, Texas

# FY 2014 Proposed Budget Worksession

## Code Enforcement Services

Presented by

Roderick J. Sanchez, AICP, CBO, Director

August 14, 2013

