



MESSAGE FROM THE CITY MANAGER

In 2008, our city continued to make great strides! Our successes can be attributed directly to the leadership of the Mayor and City Council and the commitment to excellence by City employees. Our organization has many accomplishments to be proud of and our annual report theme, “San Antonio, In the Heart of it all,” says it all. Our accomplishments reflect our organization’s commitment to deliver quality services throughout our community.

Three years ago we set out on a course to increase the level of organizational professionalism, improve the City’s financial stability and improve the delivery of City services and capital construction.

The City of San Antonio will continue to improve its quality of services to residents, as we strengthen our organization’s financial management. In the three years, we have cut expenses by \$12.6 million and have increased the City’s financial reserves from 3% in 2005 to 9% in 2008.

Proactive financial initiatives such as increasing our financial reserves was a determining factor for the ‘AAA’ bond rating the City received from the Standard & Poor rating service, another example of our impressive year. San Antonio is one of only two cities with a population of one million or more to be rated ‘AAA’ by Standard & Poor. The upgrade from the previous ‘AA+’ rating marks the first time San Antonio has achieved such a rating and is a reflection of our diverse local economy and our commitment to strong financial management, allowing the City to be well positioned in these changing economic times.

In May 2007, city residents approved the largest bond program in San Antonio’s history, a \$550 million capital improvements program. In 2008, the City improved the business process for all bond projects for engineering, architectural and landscape architectural services, to expedite project delivery. The 2007 – 2012 Bond Program of 151 projects is “on schedule and on budget.”

Public safety continues to be a priority for the City and it is reflected in the number of police officers added to patrol by 234 officers in three years. More police officers have been added in 2007, 2008 and 2009 than in the past decade. Additionally, since 2006, 132 additional personnel have been added in the Fire and EMS department.

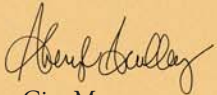
In 2008 the City moved forward with the implementation of year three of a five-year rolling infrastructure management program to address streets, drainage, sidewalks, traffic signals and alley maintenance.

Our Solid Waste Department continues its three-and-a-half year conversion of customers to automated garbage and recycling collection, completing the conversion of an additional 100,000 in FY 2008, for a total of 175,000 new homes converted to the automated program at the end of FY 2008. As a result, the San Antonio community is now approximately 50% automated and by the end of FY 2009, approximately 80% of the community will be automated. Recycling efforts have already increased by 100% in two years!

In 2008, the City conducted its first city-wide community survey in order to identify and benchmark residents’ satisfaction with City services. The information obtained will be used as a means of identifying specific City services that need improvement and will be conducted on a bi-annual basis.

Finally, San Antonio's inaugural 2008 Rock 'N Roll Marathon was a tremendous success with more than 25,000 individuals participating as runners or walkers from San Antonio, 18 countries, and all 50 United States and the District of Columbia. The Rock 'N Roll Marathon was a positive community event showcasing San Antonio's beauty and charm.

We have achieved much success in 2008 through teamwork, integrity and a focus on results. We continue to strive for excellence in the delivery of service to our residents, as San Antonio remains "In the Heart of it all!"



City Manager
Sheryl Sculley



City of San Antonio Executive Leadership Team

Front: Deputy City Manager Pat DiGiovanni; City Manager Sheryl Sculley; Deputy City Manager A.J. Rodriguez

Middle Row: Assistant City Manager Frances A. Gonzales; Executive Assistant to the City Manager Edward Benavides; Assistant City Manager Sharon De La Garza; Communications and Public Affairs Director Di Galvan

Back Row: Assistant to the City Council Chris Callanen; Assistant City Manager Penny Postoak Ferguson; City Attorney Michael Bernard; Assistant City Manager Erik Walsh; Chief Information Officer Richard Varn; Assistant City Manager T.C. Broadnax

