

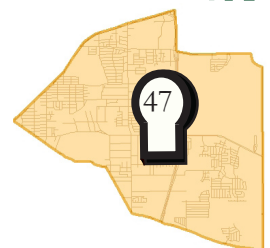
# CRIME AND PUBLIC SAFETY



The Crime and Public Safety Chapter addresses the communities' concern for their sense of security to raise a family, operate or patronize a business, and socialize with others. This chapter focuses on police protection, code compliance, property maintenance, and animal control. The goals and objectives within this chapter are based on community input received at the plan writing workshops and public meetings.

Some goals that will indirectly improve the crime and public safety within the Eastern Triangle are addressed in other chapters of this plan such as goals related to economic development, housing, transportation and infrastructure, youth programs, community facilities and public health. Community members at the Crime and Public Safety Workshop identified a need for more economic opportunities and youth programs to keep youth from participating in gangs or other types of misconduct. Community members identified the desire for stronger family units and better parenting skills to mentor and guide young people to do what is right for their community. Youth programs and education are addressed in the Parks, Linear Greenways, and Community Facilities Chapter.

The greatest challenge to the planning area is the public perception of high crime rates. Through communication amongst community members, the perception of crime in the area and solutions to curb crime can be addressed in order to make the Eastern Triangle a crime free area.





## **GOALS AND OBJECTIVES AT A GLANCE**

**OVERALL GOAL: A community that is a safe and clean place in which to live in free of crime, stray animals, and trash**

**Goal 1: Improve the sense of security through education and Police presence and cooperation**

Objective 1.1: Increase community policing presence and participation

Objective 1.2: Improve the public perception of high crime rates by educating community members on where and what type of crime is occurring in the Eastern Triangle

Objective 1.3: Increase the presence and quality of Police protection through shorter response times and improved customer service

Objective 1.4: Improve the relationship and communication between SAPD and citizens so that SAPD will have more interest in the community and will be able to address concerns and/or requests more comprehensively

**Goal 2: Safer streets through law enforcement**

Objective 2.1: Reduce speeding on residential streets

**Goal 3: Community free of gang activity**

Objective 3.1: Eliminate all gang activity to create a community free of drug trafficking and gun fire.

**Goal 4: Reduce the number of stray animals**

Objective 4.1: Increase the dissemination of information to residents about laws and ordinances concerning animal care and encourage enforcement

**Goal 5: Keep commercial and residential properties well maintained in the Eastern Triangle**

Objective 5.1: Improve property maintenance

Objective 5.2: Wipe out graffiti

Objective 5.3: Eliminate illegal dumping of refuse materials

Objective 5.4: Improve relationship with Code Compliance to address neighborhood concerns

Objective 5.5: Improve zoning compliance

**Goal 6: Be prepared to act in the case of a neighborhood or community emergency**

Objective 6.1: Develop an emergency alert system and evacuation plan

- \* Call 911 only for emergencies in which someone is injured or a crime is in progress.
- \* For non-emergencies, call the police at (210) 207-SAPD (207-7273). If needed, ask that an officer be dispatched to your location.
- \* If you would like to make an anonymous call to report a crime or suspicious activity, call 311 or (210) 207-SAPD (207-7273).
- \* Crimes may also be reported at the Police Substation.
- \* Some crimes may be reported through using an online form at <http://www.sanantonio.gov/SAPD/>.

## LAW ENFORCEMENT

### Goal 1: Improve the sense of security through education and Police presence and cooperation

#### Objective 1.1: Increase community policing presence and participation

##### Action Steps:

##### 1.1.1. Report crimes to the Police Department and the East San Antonio Crime Coalition

*Timeline: Short and Ongoing*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: San Antonio Police Department (SAPD), East San Antonio Crime Coalition, Neighborhood associations, Eastern Triangle Business Associations*

*Proposed Funding Sources: Minimal/ Volunteer*

##### 1.1.2. Greater community policing by neighborhood associations participation in promoting and informing residents about Cellular on Patrol (COPs) classes, Neighborhood Watch program, and the Citizen Police Academy

- Publish newsletters
- Coordinate with churches and businesses to distribute flyers or post at churches, neighborhood associations, and businesses or in church bulletins
- Designate block captains to distribute flyers and newsletters and be point person for any issues that may arise on his/her assigned block

*Timeline: Short and Ongoing*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: Neighborhoods associations, SAPD, East San Antonio Crime Coalition, churches, businesses,*

*Proposed Funding Sources: Minimal/ Volunteer*

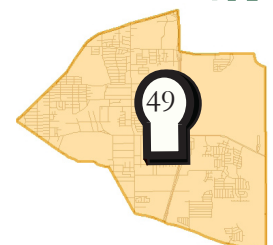


**Cellular on Patrol (COP)**– The COP Program is sponsored by SAPD, and gives residents an opportunity to work closely with the police to

make their neighborhoods safer places to live. The COP Program includes members of neighborhood groups who receive training at a SAPD substation. Graduates patrol their own neighborhoods, using donated cellular phones pre-programmed with additional free-dial emergency numbers. Funds to support the program are donated by local businesses.

#### **Citizen Police Academy (CPA)**

– The goal of the CPA is to educate San Antonio citizens about the structure and activities of their police department. The CPA class is not a *training* class, but is an exciting *information* class which includes a behind-the-scenes look as the SAPD. Admission to CPA is open to any San Antonio resident 18 years old or over, and all applicants are required to pass a thorough background check. The 11-week CPA course meets one night each week for 3 hours. Topics covered in the CPA class include: overviews of the SAPD organization and structure; information on cadet recruiting and training; introductions to the various divisions of SAPD and their responsibilities; plus hands-on workshops in areas such as Tactics, Fingerprinting and Firearms Safety. Instructors are drawn from the Police Academy staff, SAPD divisions, and from non-SAPD agencies. CPA class members are also given an opportunity to observe police patrol work through a Ride-Along experience for one 8-hour shift with a district patrol officer.



- 1.1.3. Request that public safety stations, a police storefront, or a mobile police station be located within densely populated areas

*Timeline: Mid to Long*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: SAPD, City Council, and Local businesses*

*Proposed Funding Sources: Grant, Bond, or General Fund*

- 1.1.4. Post crime and public safety related information on an Eastern Triangle website

*Timeline: Short and Ongoing*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: East San Antonio Crime Coalition, Neighborhood associations, Churches, and Local businesses*

*Proposed Funding Sources: Minimal/ Volunteer*

- 1.1.5. Install more signs to warn criminals and violators regarding Cellulars on Patrol, Neighborhood Watch Program, that crimes will be prosecuted, or that the area is under camera surveillance

*Timeline: Short and Ongoing as needed*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: Neighborhood Associations, churches, and businesses*

*Proposed Funding Sources: Minimal/ Volunteer*



Signs such as these can be used to deter crime in a neighborhood.

- 1.1.6. Start neighborhood associations for areas not currently incorporated in a neighborhood association to work together and get to know your neighbor (See also Housing and Neighborhoods, Objective 14.2)

*Timeline: Short and Ongoing as needed*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: Planning and Development Services Department Neighborhood Planning and Urban Design Section*

*Proposed Funding Sources: Minimal/ Volunteer*

**Objective 1.2:** Improve the public perception of high crime rates by educating community members on where and what type of crime is occurring in the Eastern Triangle

Action Steps:

- 1.2.1. Start a public relations campaign to address the perception of a high rate of gang activity
- 1.2.2. Monitor crime statistics to measure the rate of crime in the area in relation to other parts of the city to gauge success of crime fighting efforts
- 1.2.3. Address residents' hesitation to report a crime due to fear of retaliation
- 1.2.4. View SAPD website to track crimes by neighborhood association area
- 1.2.5. Attend bimonthly East Substation crime briefing
- 1.2.6. Coordinate with and request SAFFE officers address public perceptions of neighborhood crime at neighborhood association meetings
- 1.2.7. Work with the East San Antonio Crime Coalition to increase awareness about crime prevention options in the community

*Timeline: Short and Ongoing*  
*Lead Partner: Crime and Public Safety Committee*  
*Proposed Partnerships: SAPD, SAFFE Officer, East San Antonio Crime Coalition, neighborhood associations*  
*Proposed Funding Sources: Minimal/ Volunteer*

**Objective 1.3:** Increase the presence and quality of Police protection through shorter response times and improved customer service

*Action Steps:*

1.3.1. Increase Police street patrols



Residents would like to see more SAPD street patrol units in the Eastern Triangle.

*Timeline: Mid*  
*Lead Partner: Crime and Public Safety Committee*  
*Proposed Partnerships: SAPD*  
*Proposed Funding Sources: General Fund*

**Objective 1.4:** Improve the relationship and communication between SAPD and citizens so that SAPD will have more interest in the community and will be able to address concerns and/or requests more comprehensively

*Action Steps:*

- 1.4.1. Meet with SAPD officers regularly to discuss community concerns regarding police officer customer service
- 1.4.2. Ensure that Police are aware of and able to provide the level of customer service the community is requesting
- 1.4.3. When Police are called to a residence, it is recommended that the officer get out of the car and ensure that the area is secured by doing a visual inspection of the perimeter of the residence

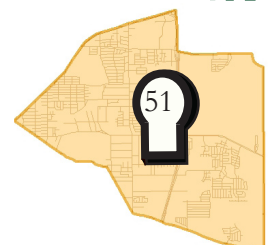
*Timeline: Short and Ongoing*  
*Lead Partner: Crime and Public Safety Committee*  
*Proposed Partnerships: SAPD, SAFFE Officer, Neighborhood Associations*  
*Proposed Funding Sources: Minimal/ Volunteer*



**San Antonio Fear Free Environment (SAFFE) Officer**  
– The San Antonio Fear Free Environment (SAFFE) Unit

is part of the San Antonio Police Department Community Policing Initiative. The SAFFE Unit consists of officers who focus on identifying, evaluating and resolving community crime problems with the cooperation and participation of community residents. SAFFE officers are assigned to specific areas or neighborhoods within the city, and work closely with both residents and the district patrol officers also assigned to those areas. SAFFE officers establish and maintain day-to-day interaction with residents and businesses within their assigned beats, in order to prevent crimes before they happen. SAFFE officers also act as liaisons with other city agencies, work closely with schools and youth programs, coordinate graffiti-removal activities, and serve as resources to residents who wish to take back their neighborhoods from crime and decay.

**East San Antonio Crime Coalition** – The East San Antonio Crime Coalition was formed and organized in June of 2006. The coalition is a collaboration of businesses, homeowners, churches, schools, neighborhood associations, community groups, and law enforcement agencies. The coalition provides valuable information/intelligence as tools in dealing with criminal activity in the public interest within our communities. The coalition acts as a go-between in receiving and passing on information to the law enforcement authorities. For more information, visit [www.eastsacrimcoalition.com](http://www.eastsacrimcoalition.com).





## Goal 2: Safer streets through law enforcement

### Objective 2.1: Reduce speeding on residential streets

Note: Traffic calming tools to reduce speeding are addressed in the Transportation, Infrastructure, and Drainage, Goal 30.

#### Action Steps:

- 2.1.1. Notify SAPD of locations where speed limits are not being obeyed

*Timeline: Mid to Ongoing*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: SAPD, neighborhood associations, East Crime Coalition*

*Proposed Funding Sources: Minimal/Volunteer*

## Goal 3: Community free of gang activity

### Objective 3.1: Eliminate all gang activity to create a community free of drug trafficking and gun fire

#### Action Steps:

- 3.1.1. Collaborate with the Police on “fast tracking” gang violence cases
- 3.1.2. Communicate and report all gang activity to the specialized police gang units
- 3.1.3. Provide educational opportunities to inform community about gangs in the area and how to recognize a gang member
- 3.1.4. For anonymity, call 311 or (210) 207-SAPD (207-7273) to report gang activity or suspicious behavior

*Timeline: Short and Ongoing*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: SAPD, East San Antonio Crime Coalition, Neighborhood associations, Guardian Angels, and Other community organizations*

*Proposed Funding Sources: Minimal/Volunteer*

## ANIMAL CARE

- \* Call 311 to report any animal care issue such as animal abuse, a stray animal, a kitten litter without proper permit, etc.
- \* Call (210) 207-4PET or (210) 207-4738 for information regarding spay and neuter programs or other Animal Care Services programs and facilities.
- \* Outside the city limits, contact the Bexar County Sheriff’s Office at (210) 559-5445 to report stray animals or (210) 335-6000 to request non-emergency dispatch.

## Goal 4: Reduce the number of stray animals

**Objective 4.1:** Increase the dissemination of information to residents about laws and ordinances concerning animal care and encourage enforcement

### Action Steps:

4.1.1. Create a subcommittee to address animal care concerns with the following duties or responsibilities:

- Promote appropriate treatment of animals through a community education program
- Inform the public of proper animal care through television, newspaper, and billboards
- Educate and send monthly notices regarding new and emerging applicable codes
- Petition political entities to make changes to animal care services to reduce the number of dogs a house or owner can have at any given time and implement a mandatory spay and neuter program
- Create a liaison for each neighborhood that can meet regularly and keep a running list of animal care violations
- Serve as a liaison between neighborhood associations and Animal Care Services
- Invite AAPAW and or other similar responsible pet programs to present to neighborhood associations
- Invite mobile spay and neuter units to provide free or low cost services such as SNAP

*Timeline: Short and Ongoing*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: COSA Animal Care Services, Animal Defense League, Humane Society, Own Up San Antonio, SNAP, AAPAW, and neighborhood associations*

*Proposed Funding Sources: Minimal/Volunteer*

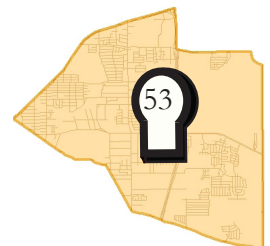
**Own Up San Antonio** – Own Up San Antonio is a nonprofit organization with the goals of encouraging everyone to take responsibility for companion pets by pledging to spay or neuter, provide a safe and healthy home, and adopt, foster or help homeless animals. Additionally, the Own Up San Antonio Consortium of Partners oversees implementation of the San Antonio Animal Care Services Strategic Plan with the central goal of achieving No Kill by 2012. For more information, visit [www.ownupsa.com](http://www.ownupsa.com).

### **Spay-Neuter Assistance Program (SNAP)**

– SNAP provides a mobile unit for spay and neuter surgeries, rabies vaccinations, reduced-cost vaccinations, flea preventative, heartworm testing and heartworm preventative, and microchip identifications to the general public. SNAP believes that all animals should receive the highest quality veterinary care possible, regardless of whether the services rendered are for free or at reduced-cost. All SNAP facilities use state of the art instruments and equipment. Free services are available only to qualified clients. Clients who do not meet these requirements must pay applicable sterilization fees. In addition to the mobile unit, SNAP has a Spay-Neuter and Animal Wellness Clinic at the Ingram Square shopping center. For more information, visit [www.snapus.org](http://www.snapus.org).

### **Alamo Area Partners for Animal Welfare (AAPAW)**

– AAPAW is a coalition of animal welfare organizations in the San Antonio area who have joined together to eliminate pet overpopulation and promote spaying and neutering of pets. AAPAW provides educational and informational materials and implements community education programs. AAPAW is an advocate for responsible pet adoption programs and best practices among animal care and protection organizations. For more information, visit [www.aapaw.org](http://www.aapaw.org).





**Bexar Area Agency on Aging (Bexar AAA)** – The Bexar Area Agency on Aging, an Alamo Area Council of Governments (AACOG) program, is one of 28 area agencies on aging in the State of Texas. Bexar AAA plans, coordinates, and administers comprehensive services for Bexar County residents who are over 60 years of age, caregivers of individuals age 60 and over, or Medicare beneficiaries of any age. Bexar AAA services for seniors, including:

- Benefits Counseling
- Care Coordination
- Caregiver Support
- Information, Referral & Assistance
- Legal Assistance
- Nutrition
- Ombudsman
- Transportation

Information & Assistance Line: (210) 362-5254 or 1-800-960-5201. For more information, visit [www.bexaraging.org](http://www.bexaraging.org).

**Neighborhood Blue Card Program** – The Neighborhood Blue Card Program enables neighborhood associations to patrol their areas for code violations and inform residents of those violations without reporting them to the Code Compliance Division. The resident then has 10 days to correct the violation before it is reported to the Code Compliance Division.

**Community Tool Shed** –The City of San Antonio’s Housing & Neighborhood Services Department was awarded a grant from the Annie E. Casey Foundation to support special beautification and clean-up projects in distressed neighborhoods. The grant was utilized to acquire equipment, tools and supplies necessary to establish a community tool shed. The tool shed includes push mowers, weed eaters, riding mowers, chain saws, and other equipment. The items are available to recognized community and neighborhood-based groups and individual residents interested in completing beautification and clean-up projects in distressed communities. Use of equipment must be coordinated with staff of the Extreme Target Sweep Program. Tools will be assigned on a first come first serve basis.

## CODE COMPLIANCE



### Goal 5: Keep commercial and residential properties well maintained in the Eastern Triangle

#### Objective 5.1: Improve property maintenance

For additional property maintenance action steps, see also Housing and Neighborhoods, Goal 13.

#### *Action Steps:*

- 5.1.1. Provide assistance for elderly neighbors to maintain their property

*Timeline: Short and ongoing*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: COSA Community Initiatives, COSA Housing and Neighborhood Services, Bexar Area Agency on Aging, neighborhood associations, youth organizations, and churches*

*Proposed Funding Sources: Minimal/Volunteer*

- 5.1.2. Request blue cards from Code Compliance
- 5.1.3. Notify landowner when property has become unsightly by contacting him or her directly or notify by using an anonymous Code Compliance blue card
- 5.1.4. For anonymity and follow-up by community members, report Code Compliance complaints to the East San Antonio Crime Coalition

*Timeline: Short and Ongoing*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: COSA Code Compliance, East San Antonio Crime Coalition, Neighborhood Associations*

*Proposed Funding Sources: Minimal/Volunteer*

- 5.1.5. Utilize the Community Tool Shed to borrow equipment to assist in clean up efforts

*Timeline: Short and Ongoing*  
*Lead Partner: Crime and Public Safety Committee*  
*Proposed Partnerships: COSA Housing and Neighborhood Services Department, churches, and youth organizations*  
*Proposed Funding Sources: Minimal/ Volunteer*

5.1.6. Apply for Neighborhood Sweeps program

*Timeline: Annually*  
*Lead Partner: Crime and Public Safety Committee*  
*Proposed Partnerships: COSA Housing and Neighborhood Services Department, neighborhood associations*  
*Proposed Funding Sources: Minimal/ Volunteer*

**Objective 5.2: Wipe out graffiti**

Free paint is available at the City's paint bank located at the Household Hazardous Waste Facility, 7030 Culebra Road. Also, local paint companies may donate paint and brushes for graffiti cleanup projects. Call Environmental Services at 207-6440 for more information.

*Action Steps:*

- 5.2.1. Participate and promote anti-graffiti programs such as (See program description on page 50):
- Community Graffiti Volunteer Program
  - Annual Graffiti Wipeout
  - Mini-graffiti Wipeout
  - Adopt-a-Spot
- 5.2.2. Learn about graffiti, how it impacts your community, and who is responsible for graffiti prevention and clean up in San Antonio by calling 311 or Housing and Neighborhood Services, 207-5430.

*Timeline: Short and ongoing*  
*Lead Partner: Crime and Public Safety Committee*  
*Proposed Partnerships: COSA Housing and Neighborhood Services, neighborhood associations, community organization, and businesses*  
*Proposed Funding Sources: Minimal/ Volunteer*

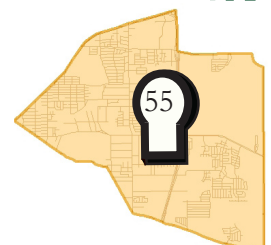
- 5.2.3. Report graffiti to the appropriate authorities by calling 911 if a graffiti act is currently in progress or 311 if the graffiti act has already been committed

- 5.2.5. Plan a mural or public art display to cover a wall plagued by graffiti

*Timeline: Short and ongoing*  
*Lead Partner: Crime and Public Safety Committee*  
*Proposed Partnerships: COSA Office of Cultural Affairs, neighborhood associations, community organization, and businesses*  
*Proposed Funding Sources: Minimal/ Volunteer*

**Targeted Neighborhood Sweeps**

– The creation of the Housing and Neighborhood Services Department included the implementation program known as the “Targeted Neighborhood Sweep Program.” This program was conceptualized to coordinate a comprehensive package of city services to enhance the appearance of the target neighborhoods and encourage long-term property maintenance. The program provides a month long comprehensive bundle of city services to be conducted in one selected neighborhood in each council district in addition to year long follow up services. The Extreme Target Sweep program strives to restore pride in communities throughout San Antonio. Recognizing the limits of what the City can do alone, the program has worked to build partnerships with non-profit agencies and private companies to assist in addressing community needs. The Extreme Target Sweep program establishes a satellite City hall through the use of a mobile unit where residents can communicate with a designated Special Projects Coordinator. Through community meetings residents are empowered to make requests for services and report concerns in efforts to customize services to each individual neighborhood’s needs and ensure efficiency in their delivery.





### Community Graffiti Volunteer

**Program** - Individuals or community groups interested in joining the fight to eradicate graffiti in your community may pick up a “Wipe It Out SA” Community Graffiti Volunteer Kit. Each kit contains one gallon of recycled paint, a tray, a roller, a brush, goggles, a safety vest and safe wipes that will allow individuals to remove graffiti from signs and other public property such as retaining walls, drainage channels, etc. Individuals interested in picking up a kit must fill out an application and liability release form which is available at the district council field office or online at [www.sanantonio.gov/graffiti](http://www.sanantonio.gov/graffiti).

**Annual Graffiti Wipeout** - An annual event that allows residents to join City leaders and staff to paint over graffiti across San Antonio. In the spirit of National Public Lands Day, volunteers can also help to pick up litter, remove overgrown vegetation and trim trees if painting is not your cup of tea. Areas to be painted may be privately or publicly owned.

**Mini-Graffiti Wipeout** - A one-time clean-up project for groups of less than 50 volunteers. No minimum number of volunteers is required. City staff will assist your group and provide the necessary paint and supplies along with the designated location. Areas to be painted may be privately or publicly owned.

**Adopt-A-Spot** - This is a Keep San Antonio Beautiful Project that provides an opportunity for citizens to adopt a public right of way median or drainage channel and keep it litter and graffiti free.

For more information, visit [www.sanantonio.gov/graffiti](http://www.sanantonio.gov/graffiti)



A vacant property owner removes graffiti on his property.

- 5.2.6. Coordinate a graffiti awareness campaign at local schools or in the community

*Timeline: Short and ongoing*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: COSA Housing and Neighborhood Services, school districts, neighborhood associations, community organization, and businesses*

*Proposed Funding Sources: Minimal/ Volunteer*

- 5.2.7. Plant trees or other greenery near a graffiti-plagued wall

*Timeline: Short and ongoing*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: COSA Housing and Neighborhood Services, Alamo Forest Partnership, COSA Parks and Recreation, City Arborist, neighborhood associations, community organization, and businesses*

*Proposed Funding Sources: Minimal/ Volunteer*

- 5.2.8. Request more street lights to deter graffiti at night

*Timeline: Short to Mid*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: Transportation and Infrastructure Committee, COSA Planning and Development Services, CPS Energy*

*Proposed Funding Sources: Minimal/ Volunteer*

- 5.2.9. Encourage more community policing to prevent graffiti

- 5.2.10. Ensure that spray-paint is kept locked at stores according to City ordinance so that taggers are unable to steal them off of the shelf. Report any stores that do not comply with locking up spray-paint by calling 311 or (210) 207-SAPD (207-7273)

*Timeline: Short and Ongoing*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: Neighborhood associations, busi-*

*nesses, East Crime Coalition, SAPD, Guardian Angels*  
*Proposed Funding Sources: Minimal/ Volunteer*

- 5.2.11. Change ordinance by contacting the District 2 Councilperson to allow Code Compliance to address graffiti of owner occupied residential and owner occupied business properties

*Timeline: Short*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: COSA Housing and Neighborhood Services, Council District 2 Office*

*Proposed Funding Sources: Minimal/ Volunteer*

**Objective 5.3:** Eliminate illegal dumping of refuse materials

In the City of San Antonio, it is against the law for any person to throw, drop, place, or deposit, or allow to accumulate any solid wastes, rubbish, weeds, brush cuttings, refuse or other offensive substances harmful to public health, in or upon any street, sidewalk, park or other public place, vacant lot, yard space of private property, waterway, drain, sewer, or any building within the city. (See City of San Antonio Code, Chapter 14, Solid Waste, Article II)

*Action Steps:*

- 5.3.1. Promote city services to address illegal dumping

*Timeline: Short and Ongoing*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: COSA Housing and Neighborhood Services, neighborhood associations*

*Proposed Funding Sources: Minimal/ Volunteer*

- 5.3.2. Use 311 to participate in the “Dial a Trailer” program

*Timeline: Short and Ongoing*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: Neighborhood Associations, COSA Housing and Neighborhood Services*

*Proposed Funding Sources: Minimal/ Volunteer*

- 5.3.3. Utilize mitigation techniques to prevent access to dumping sites. (Example of big white blocks on Pecan Valley to block access for dumping)

*Timeline: Mid*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: COSA Housing and Neighborhood Services – Code Compliance, COSA Public Works*

*Proposed Funding Sources: Minimal*

- 5.3.4. Report dumping as it is occurring by calling 311 or SAPD at (210) 207-SAPD (207-7273). Try to get a license number or photo for evidence. If the dumped materials present a health hazard, also contact Bexar Metro Health.

*Timeline: Short and Ongoing*

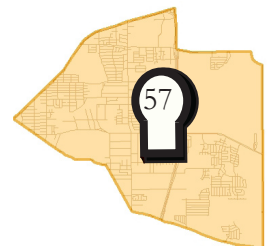
*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: SAPD, COSA Housing and Neighborhood Services – Code Compliance*

*Proposed Funding Sources: Minimal/ Volunteer*



No Dumping signs are often used by dumpers to locate sites that are optimum for dumping.



5.3.5. Increase solid waste (bulk item) pick up (special pick up) and hazardous materials drop off

Household hazardous wastes may be dropped off at the Household Hazardous Waste Drop-Off Center at 7030 Culebra. This disposal service is free to City of San Antonio garbage fee ratepayers. A copy of their recent CPS Energy bill is necessary to support proof of residency.

*Timeline: Short to Mid*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: COSA Solid Waste Management Department or Bexar County Environmental Services Division*

*Proposed Funding Sources: General fund, service fee*

**Objective 5.4:** Improve relationship with Code Compliance to address neighborhood concerns

Action Steps:

5.4.1. Educate residents and business owners of existing Code Compliance ordinances

5.4.2. Monitor and evaluate Code Compliance response

5.4.3. Survey neighborhood regarding Code Compliance response

5.4.4. Follow up to complaint to see what action was taken

5.4.5. Report problems directly to Code Compliance Enforcement Supervisor

5.4.6. Provide a searchable database to document offenses and responses by Code Compliance

5.4.7. Make an open records request to COSA to track and monitor Code Compliance response and problem sites

5.4.8. Petition City Council to hire more Code Compliance Officers in the upcoming budget cycle

*Timeline: Short and Ongoing*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: Neighborhood associations, COSA Housing and Neighborhood Services*

*Proposed Funding Sources: Minimal/ Volunteer*

**Objective 5.5:** Improve zoning compliance

Utilize the City of San Antonio Planning and Development Services Department mapping application to view the current zoning map at <http://maps.sanantonio.gov/imf/sites/DevServices/jsp/launch.jsp>

Action Steps:

5.5.1. Document violations and report violations to Code Compliance

5.5.2. Request zoning information to educate neighborhood associations about the zoning categories in the neighborhood

*Timeline: Short and Ongoing*

*Lead Partner: Crime and Public Safety Committee*

*Proposed Partnerships: COSA Housing and Neighborhood Services – Code Compliance*

*Proposed Funding Sources: Minimal/ Volunteer*

## EMERGENCY PREPAREDNESS

### Goal 6: Be prepared to act in the case of a neighborhood or community emergency

**Objective 6.1:** Develop an emergency alert system and evacuation plan.

*Action Steps:*

- 6.1.1. Create a committee to draft an emergency action plan
- 6.1.2. Educate community and neighborhood associations about the emergency action plan
- 6.1.3. Coordinate with local and state emergency preparedness agencies
- 6.1.4. Invite COSA Office of Emergency Management (OEM) to provide All Hazards Evacuation and Response Plan training
- 6.1.5. Invite the American Red Cross to present all Disaster Services Classes which includes training on disaster action teams, disaster mental health, and mass care
- 6.1.6. Educate the community about local warning systems that are used in emergency situations to notify the public
- 6.1.7. Be aware of local response locations such as the SAFD and SAPD stations. COSA OEM may also provide citizens with public presentations regarding the EOC response capabilities as needed.
- 6.1.8. Attend volunteer training and assist with evacuation efforts at the Emergency Operations Center
- 6.1.9. Utilize an NOAA Weather Radio to be aware of emergency situations or dangerous weather conditions directly from the National Weather Service provided twenty-four hours a day, seven days a week

*Timeline: Immediate and Ongoing*

*Lead Partner: Plan Implementation Team*

*Proposed Partnerships: COSA OEM, COSA Police and Fire Departments, neighborhood associations, schools, SAISD, East Central ISD, Ready South Texas, Metro Health, American Red Cross, San Antonio Flood Emergency System*

*Proposed Funding Sources: Minimal/Volunteer*

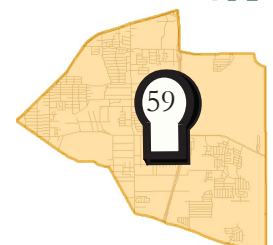
#### **Emergency Operations Center**

– The Emergency Operations Center (EOC) opened in December 2007. The 36,000 square-foot center brings together City of San Antonio and Bexar County Emergency Management Offices. This joint-use facility allows for the seamless integration and operation of City, County, State and Federal emergency management personnel for the purpose of gathering, evaluating and distributing critical information, and implementing responsive actions during an emergency or in the event of a natural or man-made disaster. The EOC is located at 8130 Inner Circle at Brooks City Base. Visit [http://www.sanantonio.gov/emergency/em\\_main.asp](http://www.sanantonio.gov/emergency/em_main.asp) or call (210) 206-8580 for more information.

**Ready South Texas** – Ready South Texas provides useful, practical tips for emergency preparedness regardless of whether the emergency is natural or man-made. While there is no way to predict what will happen in an emergency situation there are simple things you can do now to prepare yourself and your loved ones. Ready South Texas has brochures, emergency planning guides, supplies lists, and educational videos. For more information, visit [www.readysouthtexas.gov](http://www.readysouthtexas.gov).

#### **San Antonio Flood Emergency (SAFE)**

– The San Antonio Flood Emergency (SAFE) System was developed because of the potential for serious flooding in San Antonio. The mission of SAFE is to provide early flood notification during heavy rain events and educate the public on actions necessary to protect life and property. For more information, visit [www.saflood-safe.com](http://www.saflood-safe.com) or call (210) 207-SAFE.





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