

Code Connection

Message from our Assistant Director

Technology is a huge part of what we do nowadays. In the last issue, I wrote about our efforts on expanding onto social media and briefly mentioned **Code Chat Live**. This generated a few questions and I would like to expand on the purpose and concept of this new communication tool available to the public.

Code Chat Live is a monthly chat we hold on our Development Services Department Facebook page every second Tuesday of the month, from 1 - 2 p.m. We have Code Officers available to answer any question you may have regarding an ordinance, a section of the code, or to help you navigate through our processes. It's interactive and a great opportunity for a one-on-one. Help us spread the word - tell your neighbors and friends. We hope to hear from you on **Code Chat Live**.

Half of 2016 is nearly over. As temperatures become warmer, we begin to see kids, families, and neighbors engaged in outdoor activities. For this issue, we invited the San Antonio Metro Health Department (SAMHD) to write an article about what you can do to make your home a mosquito-free zone. It's a topic we've been hearing quite a bit about lately. We hope you find this information helpful.

Code Enforcement is essential in maintaining the quality of life we all enjoy in San Antonio. This is specially true in times of inclement weather and natural

disasters, when our Damage Assessment Team (DAT) is deployed to work closely with the City's Office of Emergency Management in evaluating the damage to homes and businesses, a key step in rebuilding our community after being impacted by weather or natural catastrophes.

Finally, growing and fostering our partnership with the community is key to an effective and efficient Code Enforcement. To that, your anonymity is respected every time you make a call, and our Officers are trained and required to keep this so. If you have any compliance issues, there are a few ways you can let us know:

- Call 311
- Download the free "311" app onto your smart phone
- Visit our website at www.sanantonio.gov/ces and click on the "Report a Violation" icon on the right

Please continue to send your comments, ideas and suggestions to us at:

CodeConnection@sanantonio.gov

Best Regards,



Michael Shannon, PE, CBO
Assistant Director-Field Services
Code Enforcement & Building
Inspections

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Contact Us:

Cliff Morton Development & Business Services Center
1901 S. Alamo
San Antonio, Texas 78204

Hours: Monday - Friday
7:45 a.m. - 4:30 p.m.

To report Code Compliance issues call 311 or download City's "311" Phone App.

"Partnering with our Community to build and maintain a safer San Antonio."

Alley Invasion - Gerald Roebuck

Many locations in San Antonio have an alley abutting the rear or side yard. Alleys are public right-of-ways and can be used by the public as a secondary point of access to private property. Most are unpaved (paving would require a permit) and not intended to be used for through traffic. In some areas of the city, the alley may also serve as the collection point for garbage and recyclables. For these reasons, it's important that alleys be maintained in compliance with city ordinances.



ALLEYWAYS NEED TO BE WELL MAINTAINED

accessible to the public at all times, clear of obstructions by intruding and overhanging brush or tree limbs. All grass or weeds must be no greater than 12 in., and the surface must be free of debris and passable to vehicles. Structures, fences, gates (even if unlocked), gardens, vehicles and other obstructions are not permitted. The San Antonio Property Maintenance Code (SAPMC) requires the abutting property owners and tenants to clean and mow the alley, from the property line to the center of the alleyway.

recyclables need to be wide enough for the collection vehicles, with a clearance of at least 15 ft. wide by 14 ft. high, to avoid injuries to collection workers and damage to the vehicles. Where permitted, alley collection is limited to garbage and recyclables in containers approved by the City. No other collections are permitted in the alley including brush collection, bulky item collection, or special collections.

We are available to assist you in determining if your alley is properly maintained by calling 311.

Gerald Roebuck is a Supervisor with more than 33 years of experience in the field of municipal code enforcement.

- Alleys must be maintained open and

Alleys used for garbage collection and

• The Buzz on Preventing Mosquitoes - Carol Schliesinger

- With spring weather and mosquito season coming soon, the Zika virus – and the mosquitoes that carry the virus – may be a major concern. Zika is currently affecting more than 30 countries and territories in the Americas and Pacific Islands and is primarily spread through the bite of an infected *Aedes aegypti* mosquito. There are a few steps you can take to reduce the number of mosquitoes in your home and protect yourselves from Zika.

How Does Water Help Mosquitoes Breed?

Aedes aegypti is known as a *container-breeding mosquito* because it likes to lay eggs in and around standing water. Studies show that female mosquitoes prefer to lay eggs in water that collects or is stored in manmade containers, specifically on the walls of water-filled containers. Eggs stick to containers like glue and remain attached until they're scrubbed off. The eggs can survive when

they dry out—up to 8 months. When it rains or water covers the eggs, they hatch and become adults in about a week.

Reduce Mosquitoes At Home

Here are a couple of steps you can take to prevent mosquitoes from living and breeding around your home:

Remove standing water

Keep mosquitoes from laying eggs inside and outside of your home. Once a week, empty and scrub, turn over, cover, or throw out containers that hold water, such as: vases, pet water bowls, flowerpot saucers, discarded tires, buckets, pool covers, bird-baths, trash cans and rain barrels. Doing this can help reduce the number of mosquitoes around areas where people live.

Follow safe water storage tips

If water must be stored, tightly cover storage containers to prevent mosquitoes from getting inside and laying eggs.

Improve sanitation

When water is contaminated with organic matter (for example, animal waste, grasses, and leaves), the chances that mosquito larvae will survive may increase because contaminated matter



provides food for larvae to eat. Sanitation departments and wastewater treatment plants remove organic wastes and treat water with chlorine or other disinfectants. These activities may decrease mosquito populations and, simultaneously, prevent diarrheal diseases.

For more information on the Zika virus, and for the latest updates, visit www.cdc.gov/zika.

Carol Schliesinger is the PR Manager for the San Antonio Metro Health Department (SAMHD).

and maintain a safer San Antonio”

What’s DAT? - Richard Zertuche

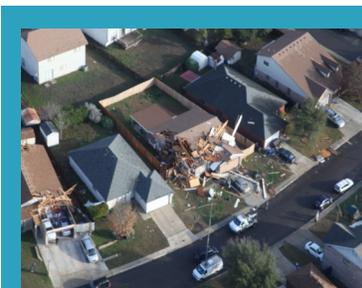
We wear many hats here at Code Enforcement, one being the oversight of the Damage Assessment Team, or DAT for short, activated during inclement weather and natural catastrophes. It’s comprised of 19 Code Enforcement Officers and 14 trade Inspectors (building, electrical and plumbing), all certified under the National Incident Management System (NIMS) 5-year training program and the Texas Division of Emergency Management (TDEM).

In coordination with the San Antonio Office of Emergency Management (SAOEM), DAT was created in 2008 with the mission of doing expedited, onsite evaluations and assessments to determine possible life safety damages on residential structures, commercial properties and infrastructure impacted by a natural event. Our focus is on response and recovery needs to verify the disas-

ter’s impact and the community’s ability to recover. We also assist in prioritizing recovery efforts by coordinating with other agencies such as the American Red Cross.

DAT creates a seamless response for our division to be prepared to help and set consistent standards for evaluating damage within our community. Our appraisals are in accordance with the Federal Emergency Management Administration (FEMA) and the Texas Division of Emergency Management (TDEM) guidelines for the purpose of providing accurate information efficiently to local, state and federal government agencies. This coordinated

response provides for expedited services in times of a needed recovery effort.



2012 TORNADO DAMAGE OFF SH 151

Be prepared. Create a family emergency plan, a supply kit and know the natural hazards where you live and work. The City has an alert system to notify homes and businesses at potential risk with information on the event, along with actions (such as evacuations) that City and local Public Safety Officials are asking for. To sign up for ALERTSA, go to:

saoemprepare.com/AlertSA

Richard Zertuche is the Code Supervisor for the Southeast Field Unit. He has been with the City of San Antonio since 1993 and is a U.S. Army Veteran.

Play It safe - Yolanda Alvarez

It’s getting hotter, a sure sign that summer vacation is just around the corner. There’s more outdoor activities in our neighborhoods, including playing basketball. Many times basketball goal posts are placed on streets or sidewalks, both areas not allowed because of potential hazard to both vehicles and pedestrians. A car may not see the basketball goal post at night and pedestrians may be forced to walk on the street,

exposing themselves to getting hit by a car. Where can they be placed? Basketball goal posts should be in the driveway, about 10 ft. behind the curb. If a

Code Enforcement Officer notices a basketball goal post on the street or sidewalk, or its reported by a citizen, a notice

will be mailed to the property owner, giving them 10 days to correct the violation.

Our goal as Code Enforcement Officers is to make sure that the city’s codes and ordinances are followed to safeguard the health and safety of you and your family.

Yolanda Alvarez is a Code Enforcement

Officer with the Neighborhood Enhancement Team (NET). She recently became the 2nd Sr. Code Enforcement Officer in San Antonio.



BASKETBALL POSTS SHOULDN’T BE A HAZARD



Code Connect Chat Live!

- Happens every second Tuesday of the month, 1-2 p.m.
- It’s another way to connect with Code Enforcement Officers and get the information you need about the City’s codes, ordinances and processes.
- Easy to join, easy to participate. Spread the word!
- “Like” the Development Services Department Facebook page.
- Log on and join the conversation



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DEVELOPMENT SERVICES
DEPARTMENT**

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Did You Know...



According to the SAPMC, a *lot* is not only the land that is within its boundaries, but also includes the land that's adjacent to, and extends beyond, the property line to the curb of adjacent streets. If there isn't a curb, the property line goes to the existing street. In addition, it also incorporates the land that is between the property line up to

the middle of an adjacent alley (SAPMC, Sec. 202). This is important to know as the property owner is required to maintain the entire lot.

To see San Antonio's Property Maintenance Code (SAPMC), visit: sanantonio.gov/dsd/codes

For all of San Antonio's Codes, go to: www.municode.com/library/TX/San_Antonio

What You're Saying

"Lisa McKenzie (Neighborhood Services Coordinator/Graffiti) went above and beyond to help us with tree graffiti program, *Grow Over Graffiti*. Thanks ever so much!" - *M. A. Sepulveda, Stablewood HOA*

"Excellent job (in cleaning up the graffiti). Very nice young man. What a wonderful job. Jason was the right person for the job!" - *The Oaks Shopping Center*

"Mr. Martin Ruiz (Code Enforcement Manager) responded quickly to an issue for the Solid Waste Department regarding an irate customer who was in violation of code." - *Resident*

"Mr. (Anthony) Flores (from the Graffiti Abatement Team) contacted me directly to make sure he knew where the graffiti was in our neighborhood. Left extra door hangers for me so that I could get all the neighbors who have fences that back to the main road sign them to have work done. They painted over the graffiti within a week of first making contact. We appreciate the hard work and the help keeping our neighborhood looking good. The last person that graffitied the fences was caught and we didn't have any tagging for just about a year." - *Resident*

Performance Measures - Mar./Apr. 2016

	MAR.	APR.	TOTAL	FY 2016 (FY = Oct. 2015 - Sept. 2016)
Cases initiated by Code Officers (Proactive)	7,552	4,597	13,320	38,313
Cases initiated through complaints/calls (Reactive)	1,834	1,450	2,875	8,202
Pro-activity Rate (Goal of 50%)	81%	76%	83%	82%
Response Time—Tier I (Goal of 2 business days)	1.3	1.3	1.3	1.4
Response Time—Tier II (Goal of 6 business days)	1.6	1.8	1.6	1.8
Compliance Rate (Goal of 90%)	96%	97%	95%	95%
Graffiti locations abated	5,449	5,131	10,580	33,780
Square footage of Graffiti Abated (Goal of 3.6 million)	356,741	395,051	751,792	2,425,182

Graffiti Corner

We recently partnered with the San Antonio Police Department (SAPD) on a new initiative to address Graffiti in our community. As of Mar. 2, you will see all SAPD and DSD vehicles with a bumper sticker calling to action all San Antonio residents to report graffiti in progress, giving SAPD officers a head-start in catching offenders in the act. When you see someone in the act of committing Graffiti, please show your support by calling 207-SAPD, and let's get our officers out to catch these offenders in the act.



In 2015, the Development Services Department's (DSD) Graffiti Abatement Program covered up more than 3.7 million sq. ft. of graffiti, at over 36,000 locations, at a cost of more than \$1 million dollars. "Graffiti is Everyone's Business" and we want to join forces with our community in eradicating the damage done by these offenders.