

CITY OF SAN ANTONIO
DEVELOPMENT SERVICES

ANNUAL REPORT
& YEAR IN REVIEW

2019

Unique places to stay
and things to do.

WHERE
San Antonio

CHECK-IN 10/01/18 CHECK-OUT 09/30/19

GUESTS
2

BOOK

Book your short term
rental today.



Downtown
2019

WELCOME

FOR THE SECOND YEAR IN A ROW, THE U.S. CENSUS BUREAU CITED SAN ANTONIO AS ONE OF THE FASTEST GROWING CITIES IN THE COUNTRY. THIS MEANS WE WILL LIKELY CONTINUE TO SEE HEALTHY EXPANSION IN THE YEARS TO COME AND SPEAKS TO HOW BUSY WE WERE IN FY2019.

We saw an increase in development activity across the city, especially in residential permits and inspections, leading to the addition of more plan reviewers and inspectors to tackle the demand. The first phase of BuildSA was implemented – land development. Once we incorporate the last two legs, permitting and code enforcement, the system will be amazing in that it will modernize complex processes to improve efficiency and allow a proactive approach with increased accessibility for our residents.

A big accomplishment was the short term rentals ordinance, discussed as a model at the state and national level, as an example of how to balance property rights and protect neighborhoods. It took two years of discussing, writing, editing with residents, industry representatives, and other city departments to create what would become the ordinance. The creation of Military Protection Areas in the extraterritorial jurisdiction was another win and a three-year undertaking. New lighting and sound zoning districts geared to protect the military's mission came into effect, after many meetings with the military and other stakeholders.

I would be remiss in not recognizing the amazing staff we have here at Development Services Department, whom without none of this would be possible to achieve. Their dedication and hard work contributes to the success of our department.

We are excited for FY2020, it will be a busy one. New Council Consideration Requests, 2020 Unified Development Code Amendments, review of the Sign Code, IAS re-accreditation, and the beginning of 2021 International Code Council building-related and maintenance code adoption process are only a few of the upcoming projects. We know the workload will be incredible but we can't do it without you. Thank you to everybody – stakeholders, neighborhood organizations, military, other City departments, agencies, non-profits, past and present board and commission members, the residents of San Antonio, and our DSD team members.

Sincerely,



Michael Shannon, PE, CBO
Director of Development Services



DEPARTMENT OVERVIEW

OUR MISSION

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

DSD IS CHARGED WITH PROTECTING THE HEALTH, SAFETY AND QUALITY OF LIFE FOR ALL SAN ANTONIANS. WE DO THIS BY REVIEWING ALL OF THE PROPOSED PROJECTS FOR OUR CITY AND GIVING THE AUTHORITY FOR LAND DEVELOPMENT, BUILDING AND OCCUPYING BUILDINGS, AND ENFORCING BOTH THE PROPERTY MAINTENANCE AND BUILDING-RELATED CODES. DSD IS 454 EMPLOYEES STRONG, DIVIDED INTO THESE DIVISIONS:

LAND DEVELOPMENT

Reviews and approves all master development plans, plats, tree preservation, zoning and related construction inspections.

PLAN REVIEW

Ensures building permits comply with the City's requirements, particularly building codes and the Unified Development Code.

FIELD SERVICES

Handles all building and trade inspections to ensure the minimum standards set forth in the city's building-related codes are met. This division also manages the Graffiti Abatement and the Code Enforcement Teams to administer the San Antonio Property Maintenance Code.

SUPPORT SERVICES

Manages the day-to-day operations of fiscal, public relations, media, communications, outreach, employee engagement and recognition, innovation, training, open records, performance measures, and the annual budget process.

ACCREDITATIONS AND RECOGNITIONS

DSD was again recognized by the International Code Council (ICC) for Best Practices including the code adoption process and related activities, and employee certification program. DSD's use of regularly

scheduled stakeholder and task force meetings (like the Development Process Task Force, Professional Engineers in Private Practice and American Institute of Architects, and Greater San Antonio of Builders Association) when the City either updates, creates an ordinance, or adopts the latest building codes is cited as a model to other municipalities.

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It is a great accomplishment to be recognized for processes and practices our department follows regularly. Partnering with our stakeholders, employees, and citizens of San Antonio is key to ensuring success in keeping our city safe and involved.

- Michael Shannon, PE, CBO - Director

The certification program highlights the department's certification pay policy and the creation of an on-site testing room. These recognitions support our continued effort to be a national leader and the best in the country. DSD has shared these best practices with representatives from other municipalities in FY 2019, including Dallas, Austin, McAllen and Washington D.C.

INTERNATIONAL ACCREDITATION SERVICE

DSD maintained its endorsement with International Accreditation Service (IAS) for Building Departments/Code Enforcement Agencies, confirming our enforcement of: building codes and related business processes for permitting, construction codes, plan reviews,

Our staff welcomes you to DSD

verification of professional licenses and certifications, inspections, complaints and appeals, and certificates of occupancy. The IAS program is the first nationally recognized accreditation program for building departments guaranteeing its operations are at the highest level of ethical, legal and technical standards.



INSURANCE SERVICES OFFICE, INC.

We were the first in Texas and twelfth nationally in 2016 to earn the highest classification of 1 from the Insurance Services Office, Inc. (ISO) Community Hazard Mitigation's Building Code Effectiveness Grading Schedule in 2017. Evaluated every five years, ISO rates the effectiveness of building codes enforcement, focusing on its administration, plan review, inspections, training and education, as well as staff levels.



(L-R) Terry Kannawin – Assistant Director, Plan Review,
Amin Tohmaz, PE, CBO – Deputy Director, Field Services,
Melissa Ramirez – Assistant Director, Land Development

OUR BUDGET

DSD's budget is comprised of three Funds:

DEVELOPMENT SERVICES FUND

Generated from fees and pays for services such as zoning, plan review, permitting and building inspections

GENERAL FUND

Funds our Code Enforcement Section, Graffiti Abatement Program, Mobile Living Parks and Boarding Homes Programs

COMMUNITY DEVELOPMENT FUND GRANT

Provides code enforcement within eligible areas



DSD FISCAL TEAM

(L-R) top = Mark Ramirez,
Clyde Harmon, Cindy Rivera,
Josie Bampi

(L-R) bottom = Veronica Castro,
Rita Bosta, Teresa Garza,
Rosa Lara

DEVELOPMENT SERVICES FUND



REVENUES

Development Services

EXPENSES

Operating Expenses

FY 2019 BUDGET
(IN MILLIONS)

34

396,455

FY 2019 ACTUALS
(IN MILLIONS)

38

768,019

FY 2020 BUDGET
(IN MILLIONS)

37

802,784

34

218,179

33

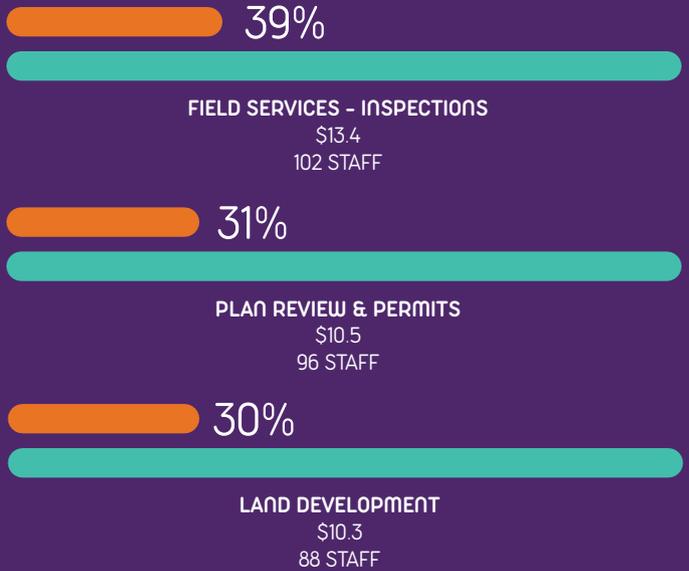
819,155

37

604,416

FY 2019 DEVELOPMENT SERVICES FUND BUDGET

BY PROGRAM: \$34.2 (\$ IN MILLIONS)



GENERAL FUND-CODE ENFORCEMENT

REVENUES

General Fund

Community Dev Block Grant

General Fund - Supported Revenues

Total

1

797,524

2

014,985

1

812,467

13

835,375

13

407,553

13

052,166

15

820,648

15

546,033

15

052,382

EXPENSES

Community Dev Block Grant

General Fund

Total

187,749

123,495

187,749

15

632,899

15

422,538

14

864,633

15

820,648

15

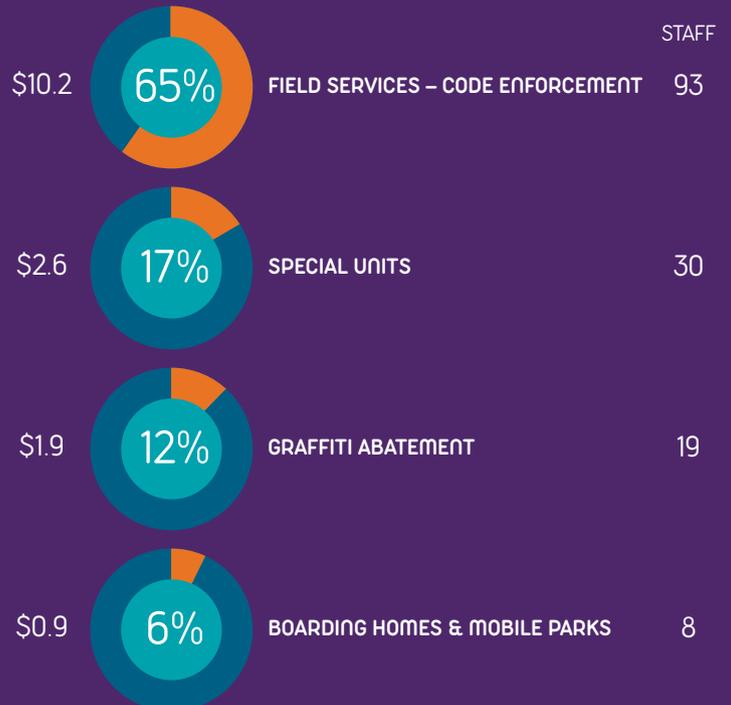
546,033

15

052,382

FY 2019 CODE ENFORCEMENT BUDGET

BY PROGRAM: \$15 (\$ IN MILLIONS)



Executive Team with a few of our stakeholders



PARTNERING

EXTERNAL PARTNERSHIPS

We all have to be involved in building and maintaining a safer San Antonio.

THAT IS WHY DSD GOES TO GREAT LENGTHS IN ENGAGING STAKEHOLDERS, COMMUNITIES, RESIDENTS, AND NEIGHBORHOODS.

We host stakeholder and neighborhood meetings, push notifications to registered subscribers, write publications and provide an ongoing online presence for a vigorous outreach program keeping San Antonians informed.

These partnerships resulted in four formal Code Interpretations (CI), and seven Rule Interpretation Decisions (RID) to streamline the development process and clarify code requirements for our inspectors, code officers and customers. In addition, 48 Information Bulletins (IB) were published, informing customers of the department's business-related operations. The publishing of IBs is noted as a best practice for our IAS re-accreditation.

Our Code Enforcement Officers attended 523 neighborhood association and community meetings reaching 9,815 residents. Supervisors initiated emails and phone calls to neighborhood leaders each month and attended 104 community events, reaching 5,999 residents. We also participated in 195 neighborhood and community cleanups. Along with these regularly scheduled meetings, our subject matter experts engage face-to-face with professional, youth and neighborhood organizations.



Meetings

7

Associated Builders and Contractors, Inc. (ABC)

12

Development Process Task Force (DPTF)

6

Greater San Antonio Builders Association (GSABA)

4

Neighborhood Code Enforcement Task Force (NCETF)

10

Professional Engineers in Private Practice/
American Institute of Architects (PEPP/AIA)

9

TerminAte Graffiti (TAG)

BOARDS AND COMMISSIONS



APPROVED ORDINANCES

It is standard for us to incorporate extensive discussions with neighborhoods, other city departments, external agencies, and the development community. Folded into our multi-pronged stakeholder process is the newly adopted SASpeakUp, a city initiative adopted by City Council in Jan. 2019, to encourage meaningful civic engagement from San Antonians on the development of city policies and services, and program implementation. Usually initiated through Council Consideration Requests (CCR), updates to the City's code are intended to streamline processes, reduce costs, increase community involvement, and clarify current practices.

THE LATEST ON MILITARY PROTECTION AREAS

In 2005, Defense Base Realignment and Closure Commission (BRAC) transformed Fort Sam Houston into a leading military medical education training facility making the military training missions at Camp Bullis vital to national security. City Council approved in 2008 a strategy to address, support and protect the military's mission for Camp Bullis. Several initiatives have been implemented since then, the newest being the Extraterritorial Jurisdiction Military Protection Areas (ETJMPA) regulations, maps, overlays (Military Lighting Overlay District, Military Sound Attenuation Overlay District, Airport Hazard Overlay District and Edwards Recharge Zone District), and Bexar County Interlocal Agreement approved by City Council on Sept. 19, 2019. This initiative ensures compatible development near military bases where active training occurs. We partnered with the City's Planning Department, Office of Military & Veteran Affairs, Attorney's Office, Bexar County and the military, for the past three years to develop the regulations and land-use plan. The new ordinance protects the military mission through limited permitting requirements, inspections and enforcement imposing related fees, fines, and other charges in accordance with the Joint Land Use Study (JLUS).

MARTINDALE ARMY AIRFIELD

Continuing its commitment to support and maintain the military's mission the City passed an ordinance on Dec. 6, 2018, to protect and preserve Martindale Army Airfield, a helicopter training facility located on the City's east side. This ordinance creates the same zoning overlay districts as those for Camp Bullis, Lackland AFB, and Ft. Sam Houston.

HABITAT COMPLIANCE FORM

Created in 2009 the Habitat Compliance Form (HCF) is a communication tool to notify U.S Fish and Wildlife Service (USFW), Texas Parks and Wildlife, and the military of new development within San Antonio's city limits. This year, DSD brought back representatives from the original task force entities, along with residents, to update the form to improve the clarity and ensure notification of development activity is effective. Because the City is pre-empted by state law from enforcing the Endangered Species Act, the form



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As the commander of the 502d Air Base Wing and Joint Base San Antonio (JBSA), I would like to personally thank the City of San Antonio for all of the outstanding support it provides to JBSA, and the men and women who wear the uniform.

provides information to USFW so they can implement it according to their policies and procedures. The new Form was adopted by City Council on Apr. 11 of this year.

MAHNCKE PARK NEIGHBORHOOD CONSERVATION DISTRICT

San Antonio is currently home to nine NCDs, a zoning overlay addressing the appropriateness of new construction and renovations through enforceable design standards. In Mar. 2017, former District 2 Councilman Alan Warrick submitted a CCR to amend the



Mahncke Park NCD language to ensure guidelines protect the integrity of the design standards of the neighborhood.

Our Zoning Team worked closely for the past two years with Mahncke Park NCD residents to safeguard the consistency of

In particular, I would like to thank the City for its ongoing efforts to promote compatible land use around our installation and to that end, working in collaboration with JBSA to strengthen protections in the Extra Territorial Jurisdiction Military Protection Areas. These kinds of efforts are a vital component of sustaining our many critical missions and just one example of the continuous support Military City USA provides to JBSA.

- Brigadier General Laura L. Lenderman



their district. The updated design guidelines were adopted by City Council on Apr. 11, 2019, with major revisions that included lot size coverage, building size, garages and carports.

INFILL DEVELOPMENT ZONE

In 2017, DSD received a CCR jointly submitted by Councilman Robert Trevino (District 1) and former Councilman Cris Medina (District 7), requesting staff to examine potential updates to the Infill Development Zone (IDZ). Assisted by a task force with neighborhood associations and members from the development community, represented by engineers, architects and attorneys. DSD held multiple meetings that resulted in updates adopted by City Council in Nov. 2018.

The new regulations allow infill development projects to be more compatible in existing neighborhoods through the creation of tiered regulations based upon the intensity and density of the proposed use, as well as the size of the project, rather than a 'one size fits all' approach. In addition, the task force recommended updates to the Mixed Use District closely mirroring the Master Planned Community District. More flexibility with mixed-use projects and the creation of two new single-family zoning districts (R-1 and R-2) to provide alternatives to owners of small, residential lots zoned IDZ were also included.

DIGITAL BILLBOARDS

The City was approached by Clear Channel Outdoor with a proposal requesting to make the 13 existing digital billboards, within city limits, double-sided. In exchange 265 junior (less than 100 sq. ft.) billboards would be permanently removed. In addition, four billboards would be taken down for each new digital face, one of them in a scenic, urban or historic corridor.

A task force comprised of sign companies, billboard companies, San Antonio Board of Realtors, home builders, American Institute of Architects, San Antonio Apartment Association, Habitat for Humanity, Scenic San Antonio, and various community representatives was formed to discuss proposed changes.

After holding community meetings and two surveys, City Council approved this ordinance on Sept. 19, 2019. No additional digital billboard structures were allowed with the passage of this ordinance.

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Airbnb and our San Antonio host community are proud of the work done in partnership with Mayor Nirenberg, the City Council and its staff to create a fair regulatory environment that recognizes and empowers short-term rentals in the City.

- Laura Spanjian, Senior Policy Director for Airbnb.

“As we developed the draft ordinance, it was essential to have STR platforms involved in the process so we would have a well-rounded end product. The group tackled important components such as how there could be some parameters for STRs in neighborhoods – thus the density aspect for Type 2 was discussed, adding a 12.5% threshold. In other words, only after the threshold is met would cases go to the Board of Adjustment (BOA). It was a compromise between neighborhoods and STR platforms. Throughout this process, we researched and presented what other cities had done: did they require a certain amount of insurance for the operators to have? Did they have inspection fees? Did they require inspections in order to register as an STR? What did they do as enforcement? Did they define what a STR was? What did the platforms want included in the ordinance?”

“Our goal was simple. We wanted to safeguard the occupants through a balanced ordinance that would work with the industry and, at the same time, protect neighborhoods. As discussions were taking place with the task force, we were also meeting with several neighborhoods and associations (hospitality and lodging, housing, apartment) to show them what we had and listen to their feedback.

“In the end, I believe the City’s ordinance has struck the right balance. The regulations came with the support of short-term rental platforms, Airbnb and Austin-based HomeAway. But they also aim to address the concerns of neighborhoods. Today we have 1,800 permitted STRs operating in San Antonio.”

SHORT TERM RENTALS

Part of the ever growing sharing economy, short term rentals presented a regulatory challenge for San Antonio. Led by our Policy Administration team, we started in December 2017 by identifying stakeholders to establish a 24 member task force with the goal of creating a balanced ordinance that would protect the industry, neighborhoods, and renters. Composed of representatives from neighborhood groups, short term rental business, apartment association and development community, they held more than 20 stakeholder meetings. San Antonio's City Council approved this ordinance on Nov. 1, 2018 affecting only properties within San Antonio city limits, with permits required by Feb. 11, 2019.

“Short Term Rentals (STRs) was a yearlong adventure,” noted Tony Felts, DSD Policy Administrator. “When my team took over from my predecessor, the task force was already formed. We finished the process – presented what we had, incorporated feedback, and made sure everyone was heard.



(L-R) Lauren Chavez, Monique Mercado,
Tony Felts - Policy Administrator

INTERNAL PARTNERSHIPS

Employees are our biggest asset and the DSD leadership team recognizes that. We want to be known as a best place to work not just within the City of San Antonio, but amongst all public and private firms. In support, our employees enjoy a work environment that gives a high level of job satisfaction to include employee engagement, professional growth opportunities, and work life balance.

Keeping our employees engaged is essential to the success of the department. To capture feedback on how the department is doing, and where we can do better, DSD hosts regularly scheduled Breakfast with the Director meetings. These bi-monthly meetings provide a venue for leadership and employees to share firsthand concerns, process improvements, and creative innovations. Throughout FY 2019, 67 items for improvement were identified, and are being looked at for resolution.

Professional growth is encouraged through our Employee Mentoring Program (EMP). Class #7 of the DSD EMP began training in February 2019. Thirty-six staff, 17 mentors and 19 mentees, participated in the professional and educational program to develop future leaders for DSD. Aside from EMP, employees are encouraged to attend 26 hours of training each year, and to either obtain or maintain their professional accreditations, certifications, and licenses. As such, nearly 40% of DSD's plan review, permitting, and inspections staff now hold one or more ICC. A big factor in this achievement is the availability of the Proctored Remote Online Testing.

Work life balance is important to us. We recognize juggling family and personal interests with work can be demanding. To assist with this, DSD offers flexible working schedules, and promotes health and fitness at the workplace throughout the year. Highlights include the annual health and wellness fair, and the 2nd annual Biggest Loser Contest, which took place before Thanksgiving break. In addition, we renovated the Wellness Room to include a refrigerator, sink, a few more comfortable seating options, and lockers. Use of the Wellness Room is prioritized for recent moms, although anyone can use the room for wellness-related activities.

Our 3rd Annual Family Picnic was held in September at Rosedale Park. The picnic was a true success, and it could not have been done without the Goal 1 DSD Employee Committee. The picnic is free for all our employees and their families, and is provided through department fundraisers held all year long. Between the delicious barbecue, snacks, moon bounce, bean bag toss, petting zoo, face painting, piñata, and super competitive mad game of Chicago Ball, we all had a great time and built lasting team and family bonding experiences.

The DSD family also carries each other through tough times. Earlier this summer, the One Stop Pantry opened with donations provided by employees to assist coworkers. Open to all, the pantry is a small food bank of non-perishables available to staff.



Largest EMP class



DSD Family Picnic

COMMUNITY

BIG BROTHERS BIG SISTERS

We continue the mentoring program with Big Brothers Big Sisters (BBBS) of South Texas. The final luncheon for the 2018-2019 school year was held on May 21, 2019. This volunteer opportunity was a great learning experience for the 13 Harris Middle School students and the DSD employees who participated. This program will continue in the fall when the new school year starts.

BBBS is a one-to-one, face-to-face, developmental mentoring program designed to provide students with workplace exposure and career awareness.

HABITAT FOR HUMANITY

This spring, 21 DSD employees and family members participated in the fourth Habitat for Humanity of San Antonio volunteer opportunity. Team members worked on the new home in the Lenwood Heights subdivision, for a single mother with four daughters. The mom worked side-by-side with DSD volunteers to complete the many tasks involved in the construction of her new home. She expressed her deepest thanks to the DSD volunteers, and added that these volunteers were "people I will never forget."

NATIONAL SHADOW DAY

On Feb. 5, DSD hosted 27 architecture students from Sidney Lanier High School as part of the citywide National Job Shadow Day. The half-day event started with an introduction to DSD from our Director, Mike Shannon, who shared his career path and engineering experiences from his early days in college to where he is today.

Architect Javier Castro, Plan Review, arranged a tour of the new Frost Tower Building. The project manager, James Bush, P.E., from Clark Construction Group provided the protection



Lanier HS students tour the Frost Bank Tower

gear and led the students on the tour. Mr. Bush also talked about his studies and pointed out various features of the building.

This was DSD's third year in participating with the Junior Achievement National Shadow Day. The students were great and we wish them much luck in their future endeavors.

UNITED WAY

DSD celebrated another successful campaign, surpassing our department goal of \$26,750. The department was once again recognized with the Spirit of San Antonio Travis Award. This award is given to departments for outstanding achievement and participation. A note of appreciation goes to Juanita Romero, Loan Officer, and co-captains Alice Guajardo and Mercedes Rivas, and the DSD Charitable Committee for their support and dedication throughout the campaign.

LIVE STREAMING

Available for the first time this year, DSD is streaming coverage of all development-related boards and commissions meetings held in our board room, to include the: Zoning Commission, Planning Commission and its Technical Advisory Committee, Historic and Design Review Commission, Board of Adjustment, Building Standards Board, and the Building-Related and Fire Codes Appeals and Advisory Board. To accommodate this effort, both DSD and the Government and Public Affairs Department renovated the Board Room in our building. With the renovations, residents can now take advantage of full video coverage of the meetings by visiting our webpage. Archives of previous meetings and Spanish coverage are also online.

DSD UNIVERSITY

DSD University brings all training under one roof, comprised of three pillars: internal, community, and specialized/technical. Training on several topics such as professional growth, safety, and new initiatives were given all year long to 3,041 attendees.

Under DSD University is our Academy, geared to increase and enhance our partnership with residents, providing a platform to acquire information and better understand the multiple aspects of development such as zoning, platting, permits, inspections, code enforcement, tree maintenance and ordinance, graffiti and BuildSA. This fiscal year, 240 participants joined us in the 11 sessions held the third Saturday of each month. Be on the lookout for more courses in 2020.

Throughout this past year, the BuildSA team held multiple training sessions showing 878 customers and staff how to use the new system.

The San Antonio Building Codes Academy (SABCA) is a South and Central Texas regional training academy, sponsored by DSD. SABCA's goal is to bring high-quality educators and necessary building-related codes training to code officials, design professionals, builders, tradesmen and building owners and managers. The training provides continuing education units and is provided by ICC professional instructors.

NUMBER OF
ATTENDEES AT
DSD UNIVERSITY
TRAININGS



3,041



240



878



709

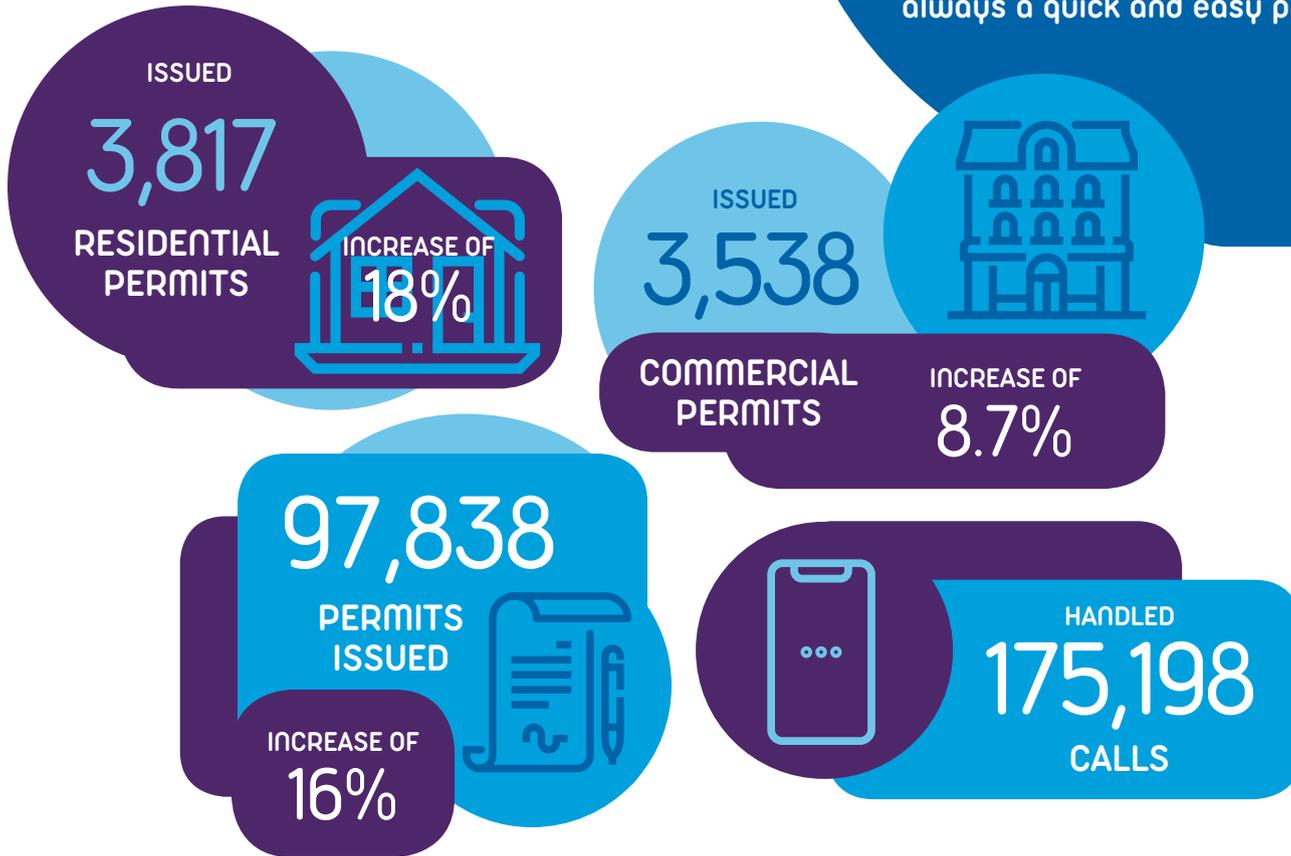
BUILD

PLAN REVIEW

We take pride in creating a streamlined and effective plan review process to keep projects on schedule. This year, San Antonio experienced vast activity in residential growth issuing 3,817 permits, increasing 18% from previous year. Timely service is a high priority for our department and, in order to continue to meet our internal performance goals, mid-year we added four positions and this upcoming fiscal year we will add two positions to help us expedite and keep up with the growth in San Antonio.

“
Melinda Brown-Helton recommends Development Services Department City of San Antonio: As the office manager of a company located here in San Antonio I have dealings with development services pulling permits. I feel as though it is always a quick and easy process.

- Facebook post



For commercial buildings 3,538 permits were issued, an increase of 8.7% from FY 2018. We welcomed close to 43,000 customers through our doors this year and issued 16% more permits than

last year, totaling 97,838. Likewise, our Call Center helped customers through the various DSD processes, handling 175,198 calls this fiscal year, with an abandonment rate of only 2%.

FIELD SERVICES - INSPECTIONS

CONTRACTOR CONNECT AND STRIKE TEAM

Launched in May 2019, Contractor Connect is a new registration program offered to home builders and home improvement contractors. A customer initiative, it provides an enhanced search tool allowing residents to select from a list of registered contractors based on the type of work (roofing, fences, foundations, etc.) needed for their project, along with the category-level of Registered, Registered Plus, or Premier. Requirements for each category are:

Registered Contractor - The contractor needs to provide the minimum requirements for registration, which includes the application and registration fee; Code of Ethics acknowledgement form; general liability insurance; and approved FBI background check. All registered contractors are initially enrolled in this category as of May 1, 2019.

Contractor Plus - To qualify, contractors must be registered with the city, in addition to making sure all permitting fees are current; not having building related contractor infractions/complaints; and attended at least two DSD training events within the past year.

Premier Contractor - The contractor is required to meet the criteria of Contractor Plus; and have maintained a minimum five-year registration with DSD. In addition, one agent affiliated with the contractor must obtain a Residential ICC Certification or other certifications approved by the Building Official.



At the end of the fiscal year, DSD has home improvement/home builder contractors categorized as:

REGISTERED
1,639

REGISTERED PLUS
60

PREMIER
5

As part of this program, we offer registered contractors monthly training classes to help them meet the requirements of Contractor Plus or Premier.

SPECIAL TACTICAL RESPONSE FOR INVESTIGATING KEY ELEMENTS (STRIKE)

The STRIKE Team began this year, as a customer initiative, after receiving multiple complaints from residents about work without permits and unregistered contractors. It became evident we needed to take a proactive step to enforce these requirements, especially in homes being remodeled and resold quickly. Since its inception in March, the team has:

NUMBER OF LOCATIONS VISITED 672

259 NUMBER OF LOCATIONS IN VIOLATION

NUMBER OF CONTRACTOR CONSULTATIONS 1,437

929 ADMINISTRATIVE HEARING OFFICER CITATIONS

ELECTRICAL DISCONNECTS 232

173 ELECTRICAL VIOLATIONS

PLUMBING VIOLATIONS 178

128 MECHANICAL VIOLATIONS

BUILDING VIOLATIONS 462

With so much success, by looking for violations primarily on Saturdays, we will add six new team members in the upcoming fiscal year.

PROJECT MANAGEMENT TEAM

Highlighted as one of the best practices for IAS accreditation, DSD's Project Management Team focuses solely on large complex commercial projects. This team helps contractors and subcontractors navigate the permits and inspections processes to meet all milestones, to complete their projects on time. Some of the major projects included: - Frost Tower - CPS Energy Headquarters - City of San Antonio City Hall - Microsoft - Credit Human Building - HEB Downtown Campus Garage, Footbridge, and Distribution Center - Cavender Office Building - Hilton Canopy and Thompson Riverwalk Hotels - Hemisfair Civic Park. The team managed more than 275 projects and conducted 105 meetings to ensure contractors meet all city codes and requirements.

BUILDING INSPECTIONS

The Building Inspections Section is charged with making the inspection process seamless. Staff will work to make sure buildings, structures and building service equipment are constructed or installed according to the minimum standards set in the building related codes adopted by San Antonio. This fiscal year, 253,407 inspections were completed, an increase of 80,050 from last year; 99% performed as scheduled, surpassing our 95% goal. To keep up with the demand, additional resources were added at mid-year and again in FY 2020.

PERFORMANCE MEASURES Inspections Performed (GOAL = 95%)		FY 2018 TOTAL	FY 2019 TOTAL	NEXT DAY SERVICE	PERCENTAGE MET
	Plumbing	70,392	81,705	81,370	100%
	Electrical	49,759	60,356	58,544	97%
	Mechanical	27,094	29,550	29,332	99%
	Building	42,062	51,747	51,085	99%
Total Combined Inspections		189,307	223,358	220,331	99%

MAINTAIN

FIELD SERVICES - CODE ENFORCEMENT

STORMS

No Hurricane Harvey this year, but San Antonio still suffered from a series of spring storms that left areas devastated with broken trees limbs, fallen trees, tumbled scaffolds and flooded streets. Health and safety was the number one priority during these events, as we coordinated cleanup efforts with Transportation and Capital Improvements and Solid Waste departments.

DSD's Damage Assessment Team (DAT) is comprised of 36 Code Enforcement officers and 34 Building Inspectors (building, electrical and plumbing), specially trained to assist when the City's Emergency Operation Center becomes active due to inclement weather or a natural disaster. All members are certified under the National Incident Management System 5-year training program and the Texas Division of Emergency Management.

DAT conducted over 3,500 assessments citywide and provided additional resources to 135 homes. Assistance included removing large limbs from resident's homes and yards. City contractors

were able to coordinate with owners to remove these safety issues so that residents could concentrate on making repairs to their homes preventing further damage in most instances. DAT members also worked with elderly residents to assist with moving limbs to the curb for storm damage assistance.

135 locations received assistance – 30 had large trees on/near structures & 97 had limbs needing to be removed from yards, alleys. Of the 135 locations assisted – contractors cleared 85 (and incurred expenses of \$107,706) & internal City staff cleared 50 locations.

BITE STICKS

DSD and Government Affairs lobbied the Legislature for an amendment to State Law that would allow our code enforcement officers to be equipped with "bite sticks" to be used as protection from dog bites in the course of the code officers' duties. This legislation was signed into law after several sessions where DSD provided support for this change.



OVER
3,500
ASSESSMENTS

ADDITIONAL
RESOURCES

TO
135
HOMES

135 RECEIVED
ASSISTANCE

CLEARED
LOCATIONS
85
CONTRACTORS

50
CITY STAFF



Tumbled scaffold downtown



137
PRESENTATIONS

1,081
YOUTH ENTERING
ART CONTEST

TALKED TO **1,454** YOUTH

GRAFFITI

FY 2019, the graffiti team completed 137 presentations and talked to 1,454 youth and summer staff about graffiti during the Parks & Recreation’s Summer Youth Program. This year’s annual art contest had 1,081 youth participants.

MOBILE LIVING PARKS

Since the San Antonio City Council approved the ordinance strengthening the health and safety of mobile living parks a year ago, annual licenses are now required by DSD to operate a mobile living park in our City. With two Code Officers dedicated solely to Mobile Living Parks, each is proactively inspected for health and safety on a monthly or quarterly basis to prohibit significant code violations and health hazards in the future and keep these neighborhoods safe for residents.

8,257 INSPECTIONS

1,337 VIOLATIONS

95 REGISTERED

CODE ENFORCEMENT HIGHLIGHTS

Part of our Field Services Division, the Code Enforcement Section has 131 positions responsible for ensuring compliance of property use (zoning and development code requirements), property maintenance, dangerous structures, mobile living parks, and inoperable vehicles. We have completed 321,457 inspections this fiscal year. With a response time goal of two business days, 152,126 inspections have been for health and safety issues (Tier 1) such as trash, unsecured structures, high weeds and visual obstructions. Building maintenance and zoning inspections (Tier 2), with a three-business day response time, totaled 128,577. The remaining 39,046 were for monthly and quarterly inspections

done for donation containers, scrap tire facilities, bandit signs and other items. As San Antonio continues its rapid growth pace, Code Enforcement strives to maintain the level of services expected by our residents. For the upcoming fiscal year, we will continue to address code compliance issues efficiently and effectively.

LAND DEVELOPMENT

BUILDSA

The first year of BuildSA in Land Development has been a success. To date, we have 2,934 customers using the system, 2,601 more than last year.

6,029 RECORDS SUBMITTED

2,934 USERS

64% ONLINE SUBMISSION

CUSTOMER TRAININGS **9**

The BuildSA team hosted 6 meetings to capture feedback and comments ensuring we deliver a system that works best for our customers. In August, we launched the online escrow accounts feature for our Land Development customers. This new service is available for organizations and individuals, not only saving them time but offering the availability to deposit funds and pay fees online 24/7.

“

It is a convenient system allowing for easy communication, online submittals, and having all the information in one location. DSD does a great job in tailoring the training to what we need, and is quick to address issues as they arise. BuildSA raises the bar in how DSD does business to become more efficient, connected, and responsive to the citizens they serve.

– Cara Tackett, Senior VP – Pape Dawson

BuildSA integrates many of the systems we use today. As we continue to develop BuildSA, we remain focused on our goals: meet our cycle times, deliver quality service and, most importantly, partner with our valued customers.

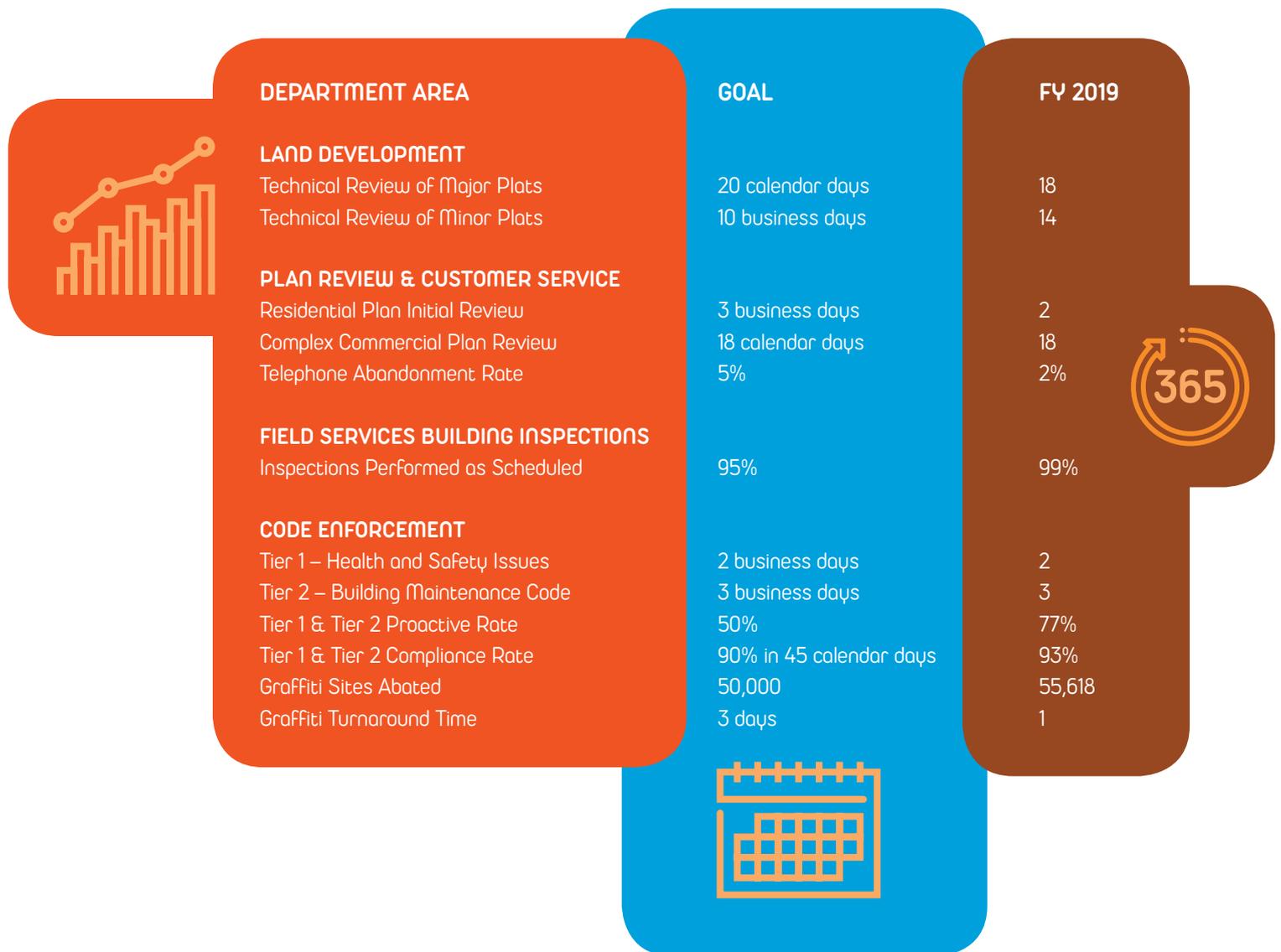
NEW GIS MAP ZONING MAP

We launched a new One-Stop Zoning map in February 2019. This newly updated version is easy to use and has a much improved

Functionality, including: intuitive navigation, mobile device friendly, faster load times, and customizable print features.

The future land use map will be updated using these new categories and will be displayed on the City of San Antonio One Stop map. We continue to partner with the Transportation & Capital Improvements, and Planning Departments to maximize information on the GIS map for the ease of our customers.

PERFORMANCE MEASURES



TOWARD A SAFER 2020

86TH TEXAS LEGISLATIVE SESSION

Adjourned in May, DSD worked with Government & Public Affairs to monitor and review multiple bills with potential impacts to our operations.

NEW LAWS

House Bill (HB) 852 impacted fee assessments. Revisions to the City's Code were approved by City Council in June, updating permit fees for residential additions, remodels, foundation repairs, and swimming pools.

Residential re-plats not including variances and exceptions can now be administratively approved (HB 3314), as long as property owners within 200 ft. are notified after the approval.

HB 2497 changed the time frame to 20 days from the decision date and who can file an appeal to the Board of Adjustment. Appeals for a specific application, address, or project and can only be filed by the property owner, his contractor or his representative, or by someone owning a property within 200 ft.

HB 2439 restricts the ability of a municipality to regulate the use, installation, or method of using building materials. DSD worked closely with the City Attorney's Office, Planning Department, and Office of Historic Preservation to determine the applicability of these exemptions.

In the upcoming fiscal year, we will continue addressing several CCRs submitted by city council, These include:

- Goodnight, Goodnight Construction Site - asking to prohibit night construction within 300 ft. of residential neighborhoods between 7 p.m. and 7 a.m. from Monday through Friday; 7 p.m. and 9 a.m. on Saturday and Sunday.
- Baby changing stations - requesting for installation of baby changing stations in new buildings with public restrooms, and all existing buildings whenever restrooms are added or remodeled.
- Proactive Code Enforcement inspections for apartment complexes.

- MF-33 and RM-4 zoning designations in relation to: height, setback, and street orientation when next to single family homes.
- Cost Impact Analysis for proposed UDC amendments.
- Request for two new New Neighborhood Conservation Districts
- Large Area Rezoning

**OTHER
PROJECTS
IN THE
WORKS**



IAS RE-ACCREDITATION



**GPS FOR DSD
VEHICLES**

2021 ICC

**BUILDING
RELATED CODES
COMMITTEE
MEETINGS**



2020

**UNIFIED DEVELOPMENT
CODE UPDATE**



BUILD SA

By winter of 2020, building and fire plan reviews, permits, inspections, code enforcement, and contractor licenses and registration will be added. This will streamline our application process, making it more efficient with easy access available 24 hours a day.

RETIREMENTS

YEARS

37

Pete Gomez
Land Development Division,
Zoning Section

30

Luz Gonzales
Land Development Division,
Platting Section

30

Linda Rendón
Field Services Division,
Code Enforcement Section

22

Jesse Vasquez
Field Services Division,
Building Inspections Section

20

Ruben San Miguel
Plan Review Division, Plan Review
and Customer Services Sections

20

Abelino Torres
Land Development Division,
Land Entitlements Section

20

Stephen Voight
Land Development Division,
Code Enforcement Section

18

Kevin Carr
Plan Review Division,
Fire Protection Section

17

Richard Carrizales
Land Development Division,
Platting Section

12

DENNIS ATTARD
Field Services Division,
Building Inspections Section

12

Joe Jones
Field Services Division,
Building Inspections Section

238

TOTAL
YEARS

OF TEAM
DEDICATION

As we thank all those that were with us for years of service, we remember those who left us unexpectedly.

Sandra Gonzalez spent 18 1/2 years with us, sharing her smiles, her friendship, and her positive attitude with all those she touched throughout the years. We will always remember her as a devoted mother, attentive professional, and friend.



“

Some come into our lives, leave footprints on our hearts, and we are never the same.

– Unknown

2019 ANNUAL REPORT & YEAR IN REVIEW

CITY OF SAN ANTONIO DEVELOPMENT SERVICES

Partnering with our community to build
and maintain a safer San Antonio

