



City of San Antonio

Agenda Memorandum

File Number:
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Agenda Item Number: 6

Agenda Date: April 15, 2025

In Control: Public Safety Committee

DEPARTMENT: Integrated Community Safety Office

DEPARTMENT HEAD: Maria Vargas

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Good Neighbor Program Update

SUMMARY:

The Integrated Community Safety Office (ICSO) will provide a briefing to the Public Safety Committee on the status of the Good Neighbor Program.

BACKGROUND INFORMATION:

The Good Neighbor Program was created to abate developing chronic nuisance residential properties that exert high demand on City first responder resources and cross boundaries of City's Departments' responsibility (Police, Fire, Animal Care Services, Code Enforcement, Metro Health, Human Services). Calls and violations for these properties may be low priority for one City department, yet the combined impact of these calls on several City departments suggests a higher priority.

The Good Neighbor Program was introduced in April 2023 by the City Manager's Office to coordinate efforts between City Departments to address problems at single family nuisance properties. The group discovered over 700 residential properties who called for city services 12 or more times within a 3-month time period with almost 16,000 total calls combined. When the top 100 addresses were examined, the majority were mental health consumers, suggesting the need for more robust staffing and analytics to review calls data.

As part of the FY 2024 Budget, four positions were added and later that fiscal year, the Integrated Community Safety Office (ICSO) was created and charged with implementing the Good Neighbor Program. ICSO refined and tested data processes to improve candidate property selection and reporting. In January 2025, with new processes in place the next phase of the Good Neighbor program was launched.

ISSUE:

Briefing on the status of the Good Neighbor Program by the ICSO. The presentation will provide program background, an overview of the program process and progress made.

FISCAL IMPACT:

Not applicable.

ALTERNATIVES:

Not applicable.

RECOMMENDATION:

Not applicable.