



City of San Antonio

Agenda Memorandum

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Agenda Item Number: 2

Agenda Date: August 22, 2024

In Control: Planning and Community Development Committee

DEPARTMENT: Development Services Department

DEPARTMENT HEAD: Amin Tohmaz, Interim Director

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Briefing on a City Council Consideration Request to initiate a community informed, multi-phase strategic plan for Code Compliance (Code Enforcement).

SUMMARY:

The Development Services Department (DSD) will present a briefing on City Council Consideration Request submitted by Councilwoman Adriana Rocha Garcia, District 4, charging the DSD to initiate a community informed, multi-phase strategic plan for Code Compliance (Code Enforcement). This briefing will allow an opportunity for input from Committee members. On January 22, 2024, DSD provided the Governance Committee a briefing on the CCR and recommended DSD move forward with developing a community informed, multiphase strategic plan for Code Enforcement.

BACKGROUND INFORMATION:

According to the CCR, in a recent Budget Priorities Survey, Code Compliance (Code Enforcement) was listed as a high priority area and about half of the respondents stated Code Compliance (Code Enforcement) needs were either partly met or not met. On May 25, 2023, 311 presented to the Planning and Community Development Committee (PCDC), that Code Compliance (Code Enforcement) consistently ranked in the top ten calls for 311 services year after year. It was also noted that in the first six months of FY 2023, DSD was the second most requested service by residents. The high unsatisfactory responses from the survey coupled with the high demand of services generalizes that Code Compliance (Code Enforcement) needs to be reevaluated.

It is important that the strategic plan includes all relevant stakeholders (council offices, neighborhood associations and groups) to determine what should be priorities for Code Compliance (Code Enforcement). Better outcomes, improved communications and higher satisfactory marks ought to be the product of updating the division's process and goals.

The following components should be considered in the strategic plan:

- Community input in the visioning process as well as outcome goals
- Reevaluation of all Standard Operating Procedures to align with new goals and newer technology
- A standardized process for hardship referrals
- Updated platform to compliment 311 system and automatic end of notice of violation notifications for properties
- Priority enforcement of vacant lots
- Formalize annual notice process with lists sent to respective City Council Offices
- Detail DART referral process and department participation in Good Neighbor Program
- Creation of educational videos and graphics explaining the most common code violations, tools available, and how the process works with timelines
- Review best practices from peer cities
- Review of emergency abatement processes to expediate certain cases
- Review of appropriate staffing levels for districts
- Balance of proactive and reactive cases
- Applying for relevant state and national accreditations for department and employees

ISSUE:

For briefing purposes only.

FISCAL IMPACT:

To effectively develop an informed, multi-phase strategic plan for Code Compliance (Code Enforcement), a one-time budget improvement of \$50,000 is included in the FY 2025 Proposed Budget for a consultant to assist with reviewing and updating existing processes, goals, and performance measures based on the feedback from all relevant stakeholders.

ALTERNATIVES:

For briefing purposes only.

RECOMMENDATION:

Staff recommends that DSD develop a community informed, multi-phase strategic plan for Code Compliance (Code Enforcement). DSD will provide regular updates to the Planning & Community Development Committee, and eventually present to City Council for approval.