

2025 - 0005



## OFFICE OF THE CITY COUNCIL

COSA - CITY CLERK  
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**TO:** Debbie Racca-Sittre, City Clerk  
**FROM:** Dr. Sukh Kaur, District 1 Councilmember  
**COPIES:** Erik Walsh, City Manager; Andy Segovia, City Attorney; Joe Frank Picazo, Interim Assistant to the City Manager; Emily McGinn, Assistant to the City Council  
**SUBJECT:** Enhanced Response for Quality-of-Life Concerns  
**DATE:** February 5, 2025

### **Issue for Proposed Consideration**

After coordinating this Council Consideration Request (CCR) with the City Manager, I respectfully request your support for the inclusion of the following item on the agenda of the earliest available meeting of the Governance Committee:

- Explore and evaluate for consideration the practicality of utilizing retired sworn officers or civilian COSA employees to address certain non-injury traffic accidents to enable patrol officers to prioritize higher-priority calls. Analysis/evaluation should consider operational efficiencies, cost, and community feedback.
- Prioritize addressing resident quality of life calls such as parking enforcement and noise enforcement afterhours.

### **Brief Background**

With over 1.7M calls dispatched by SAPD in 2024, and over 1.8M calls estimated to be dispatched in 2025, identifying ways to alleviate administrative burden and allow officers to focus on high-priority calls is a top priority.

Considering the efforts of other municipalities around the country, using civilian crash investigators or retired law enforcement officers to respond to non-injury accidents and other calls for service has saved countless hours of manpower and delivered a positive response in communities such as Wilmington, NC; Denver, CO; New Orleans, LA; and more.

A 2021 report by the Police Executive Research Forum (PERF) shared that 1 in 5 law enforcement agencies are facing staffing shortages and burnout, which further supports the need to review alternative measures of response to alleviate stress points on our local SAPD. Referencing a pilot program in Florida, retired officers were able to handle approximately 40-50% of non-urgent calls with no incidents escalating to higher levels of force and a study from the International Association of Chiefs of Police reported that a 10-15% reduction in full-time officer workload was achieved from implementation of these types of programs.

Additionally, residents of District 1 and across San Antonio have consistently shared concerns about quality-of-life issues such as parking enforcement and noise enforcement around their residences. With conversation surrounding 18-wheelers parking along neighborhood streets or neighbors being blocked



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into their driveways when someone incorrectly parks their vehicle - the need for solutions to support our residents is becoming ever more important.

Currently SAPD is the primary responder to concerns like afterhours parking and noise enforcement, however this is considered a low priority in comparison to other calls for service. Other City's have created reserve/retired officer corps or civilian (non-uniform) responders that are able to address issues where the primary focus is reporting or administrative such as non-injury crash reports, and more. Through the creation of a new City of San Antonio position to support our SAPD officers in prioritizing higher priority calls reducing administrative burden, and prioritizing quality of life issues that residents across the city, we believe this is a major step forward in creating better San Antonio.

### **Relevant Research and Documentation**

- [Denver: Civilian Report Technician Job Description](#)
- [Denver: Civilian Report Technician Lead Job Description](#)
- [Wilmington: Traffic Investigator Job Description](#)
- [City of Tacoma: Report on the Alternate Response Study](#)

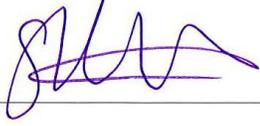
### **Request**

The City Manager should evaluate options taking into account the existing Collective Bargaining Agreement and other considerations to determine the feasibility of the following:

1. Creation of a Crash Investigator/Technician role that could be filled by preferably a retired SAPD officer or civilian employee within the City of San Antonio to support addressing and reporting for low priority calls including certain traffic accidents, found property, lost or stolen property, parking and noise enforcement.
2. Explore the use of technology to allow the community to report low level offenses that do not necessitate the presence of a police officer or civilian employee.

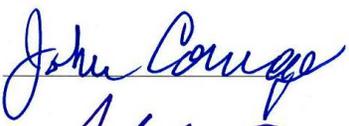


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Submitted for Council consideration by: 

Supporting Councilmembers' Signatures

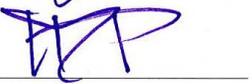
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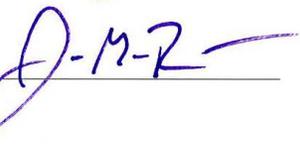
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