



City of San Antonio

Agenda Memorandum

File Number:
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Agenda Item Number: 13

Agenda Date: April 16, 2025

In Control: Governance Committee Meeting

DEPARTMENT: Integrated Community Safety Office

DEPARTMENT HEAD: Maria Vargas

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Enhanced Response for Quality-of-Life Concerns

SUMMARY:

On February 05, 2025, Councilmember Dr. Sukh Kaur (District 1) submitted a Council Consideration Request (CCR) requesting to address Enhanced Response for Quality-of-Life concerns.

BACKGROUND INFORMATION:

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.

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 cities 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.

ISSUE:

The CCR asks the City Manager to 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.

FISCAL IMPACT:

Not applicable.

ALTERNATIVES:

Not applicable.

RECOMMENDATION:

Staff recommends referring this CCR to the Public Safety Committee.