



**CITY OF SAN ANTONIO  
OFFICE OF THE CITY COUNCIL  
COUNCIL CONSIDERATION REQUEST**

TO:	Mayor and City Council
FROM:	Councilwoman Dr. Adriana Rocha Garcia, District 4
COPIES TO:	Erik Walsh, City Manager; Debbie Racca-Sittre, City Clerk; Andrew Segovia, City Attorney; John Peterek, Assistant to the City Manager; Emily McGinn, Assistant to City Council
SUBJECT:	Code Compliance Strategic Plan
DATE:	July 27, 2023

Issue Proposed for Consideration

I ask for your support for the inclusion of the following item on the agenda of the earliest available meeting of the Governance Committee:

Direct Development Services Department to initiate a community informed, multi-phase strategic plan for Code Compliance.

Brief Background

In the recent Budget Priorities Survey, Code Compliance was listed as a high priority area. In the same presentation it was also noted that about 50% of respondents stated that Code Compliance needs were partly or not met.

At the May 25, 2023, meeting of the Planning and Community Development Committee, a presentation was made on 311 services. It was noted in the presentation that in the first 6 months of FY 2023, Development Services was the second most requested service by residents. Code Compliance consistently ranks in the top ten calls for service year after year. A high demand of services coupled with a high unsatisfactory sentiment concludes that this division of Development Services needs to be reevaluated.

A strategic plan that includes all relevant stakeholders is important in reassessing what should be priorities for Code Compliance. Council Offices, neighborhood associations and groups all work with these teams on a regular basis. Updating this division's process and goals will help ensure better outcomes, revamp communications, and ensure higher satisfactory marks.

The strategic plan should consider the following components:

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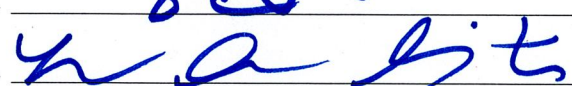

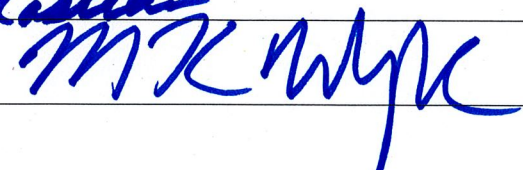
- Community input in the visioning process as well as outcome goals
- Reevaluation of all Standard Operating Procedures to align with new goals and newer technology
- A standardized process for hardship referrals
- Updated platform to compliment 311 system and automatic end of notice of violation notifications 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

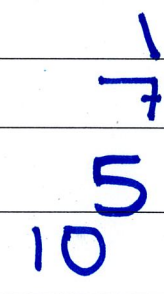
Submitted for Council consideration by:

  
Councilwoman Adriana Rocha Garcia, District 4

Supporting Councilmembers' Signatures (4 only)

District

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