

City of San Antonio



Minutes Planning and Community Development Committee

2021 – 2023 Council Members

Dr. Adriana Rocha Garcia, Dist. 4
Phyllis Viagran, Dist. 3 | Teri Castillo, Dist. 5
Rosie Castro, Dist. 7 | John Courage, Dist. 9

Thursday, May 25, 2023

10:00 AM

Council Briefing Room

The Planning and Community Development Council Committee convened a regular meeting in the City Hall Council Briefing Room beginning at 10:00 AM. Deputy City Clerk Aurora Perkins took the Roll Call noting a quorum with the following Committee Members present:

Members Present: Dr. Adriana Rocha Garcia, *Chair*
Phyllis Viagran, *Member*
Teri Castillo, *Member*
Rosie Castro, *Member*
John Courage *Member*

Members Absent: None

Approval of Minutes

1. Approval of minutes from April 27, 2023 Planning and Community Development Committee

Councilmember Castillo moved to Approve. Councilmember Courage seconded the motion. The motion carried by the following vote:

Aye: Rocha Garcia, Castillo, Courage
Absent: Viagran, Castro

Councilmembers Viagran and Castro entered the meeting after the Minute vote.

Consent Agenda

Briefing and Possible Action on

2. Briefing and possible action on the submitted Council Consideration Request related to the

3. Heat Illness Prevention for Construction Workers. [Roderick Sanchez, Assistant City Manager; Michael Shannon, Director, Development Services]

Chair Rocha Garcia stated that it was important to immediately address heat illness concerns and wanted to address them prior to this summer.

Development Services Department (DSD) Director Michael Shannon provided an overview of the Heat Illness Council Consideration Request (CCR) which requested attention to issues associated with heat illness awareness. Shannon stated that a task force was created to address heat illness issues and the task force had five meetings to address the issue. He added that the task force was comprised of representatives of community construction industry companies, union representatives and staff. He noted that the task force reviewed the City of Austin and City of Dallas Heat Illness Ordinances and had representatives from the cities meet with the task force to discuss their Ordinance development.

Shannon provided an overview of the City of Austin and City of Dallas Ordinances and stated that they were very similar. He stated that the Ordinances addressed required worker breaks, signage, investigations and fines.

Shannon stated that based on the task force work and discussions, the task force recommended an educational campaign to address the risks of heat illnesses. He noted that based on research, a need for education for construction job sites were needed. He reviewed educational campaign materials to include decals, posters/postcards and OSHA Mobile App education on resources and added that the materials would be provided in English and Spanish. He stated that the educational campaign would be performed in partnership with the Metro Health Department and community partners.

Shannon spoke to House Bill (HB) 2127 and its impact to City Ordinances and that it would limit the City's ability to address unique issues within the City.

Shannon stated that staff's recommendation would be to move forward with the Heat Illness Education Program and campaign and partnering with construction industry partners, City departments and stakeholders.

Chair Rocha Garcia asked if HB 2127 passed the Legislative Session, would this impact this Item and other city programs. City Attorney Jameene Williams stated that the bill's passing would not impact any Ordinances that were currently in place but would impact any possible Ordinances in the future. Williams stated that the bill was still very vague and would require further interpretation and discussions from the City Attorney's Office.

Chair Rocha Garcia thanked staff and the task force for their work on the issue and asked what further discussions were needed to address heat illness concerns. Shannon stated that discussions would always continue due to increased activity. He noted that some task force members wanted an Ordinance to address heat illness concerns but the task force did not feel it was needed at this time and recommended the educational campaign.

Chair Rocha Garcia asked for clarification on the investigative process for heat illness related cases. Shannon stated that the investigative process currently in place would address investigations but an increase in incidents could have budget implications with an increase in staff and monitoring of violations.

Chair Rocha Garcia asked if the task force was provided health data from Metro Health. Shannon confirmed that Metro Health did provide data and reviewed it with the task force. He added that OSHA data was also reviewed by the task force.

Chair Rocha Garcia asked what the process was for reporting heat illness incidents at private construction company sites. Lauren Mandel with the San Antonio Construction Association provided an overview of the process. Clayton Henson provided additional comment on the reporting process for small construction companies.

Chair Rocha Garcia asked for clarification on the timeline for the education campaign start. Shannon stated that it would be immediately released.

Councilmember Courage commended the work of the task force and staff on the issue. He expressed concern on what incidents were not reported to OSHA or actually received medical attention due to being small contractors since they were not members of construction or industry associations. He asked what could be done to address those companies who did not meet OSHA standards or listen to this educational campaign. He stressed that it was important to expand educational outreach to all level of contractors and felt that an Ordinance may still be needed or at least considered to address these gaps. He agreed with concerns on impacts of HB 2127 if passed.

Councilmember Castro expressed her support of the Item and the need for an educational campaign. She additionally supported an Ordinance to address heat illness issues such as was done with the other cities. She felt that it was important to communicate the seriousness of heat illness issues. Councilmember Castro moved to forward the education campaign and an Ordinance to address Heat Illness Standards. Councilmember Castillo seconded the motion.

Councilmember Castillo asked of the support from the task force to bring forward an Ordinance on heat illnesses rather than just an educational campaign. She felt that an educational campaign was not enough without an Ordinance. She stressed her concern of the impact if HB 2127 passed and undermined municipalities to address issues within the City. City Attorney Williams clarified that HB 2127 was still vague as presented and that the City Attorney's Office was still evaluating what legal position would be taken on the application of the bill to the City's current and future Ordinances. Councilmember Castillo offered a friendly amendment to move the education campaign forward and have discussions on the Ordinance to be brought back to the Committee for further discussion.

Councilmember Viagran asked for clarification on the process for development of an Ordinance to address heat illness issues. Assistant City Manager Rod Sanchez stated that if the Committee recommendation was to develop an Ordinance in coordination with the City Attorney's Office staff would come back to the Committee with recommended ordinance language. Councilmember Viagran stated that she supported that the educational campaign begin immediately and then work on

an Ordinance to further build on broader issues with heat illness concerns/health. Councilmember Viagran asked what a possible timeline would be to bring an Ordinance forward. Shannon stated that they would have to work with the City Attorneys' Office but he did not feel that it was possible to do by June 2023. Williams stated that the process would begin immediately with the City Attorney's Office but then further action would need to be presented to the Committee before it was brought to the full City Council.

Councilmember Courage asked if DSD had already fully developed the educational campaign. Shannon confirmed materials had been developed and would be expanded as needed. Councilmember Courage recommended that these materials be provided at the permitting stage to all contractors. Councilmember Courage asked if building on to a current Ordinance to include heat illness issues would be possible. Shannon clarified that both the Cities of Austin and Dallas recommended that current Ordinances be considered for expansion to include heat illness issues which is what each city had done for their Ordinances.

Councilmember Castro stated that she was not opposed to immediate release of the educational campaign but expressed concern over the time it would take to build an Ordinance and asked why the City could not copy the Ordinances from the City of Austin or Dallas and put them into place immediately. She expressed her concern of the need to immediately address this issue with an Ordinance.

Councilmember Castillo expressed the need for potable water and shade requirements to be included in the educational campaign. She stressed that it was important to not reinvent the wheel and already communicate what was in place with OSHA and available communications.

Councilmember Viagran was not opposed to immediate release of educational components and asked that staff to include Metro Health in discussions in building Ordinance recommendations.

Chair Rocha Garcia agreed with the Committee addressing Ordinance recommendations at the June 2023 Planning and Community Development Committee (PCDC) meeting. She asked how the educational campaign would begin and asked of the disbursement plan. Shannon stated that materials would be released in partnership with City departments such as Metro Health, the Solid Waste Management and community partners.

Councilmember Courage expressed concern that there was not enough information provided to move forward with the development of an Ordinance and that he would not support the motion brought forward.

Councilmember Castro moved to approve to move forward with the Heat Illness Educational Campaign and staff return to the PCDC with recommendations for an Ordinance to address Heat Illness Standards. Councilmember Castillo seconded the motion. The motion carried by the following vote:

Aye: Rocha Garcia, Viagran, Castillo, Castro
No: Courage

2. Briefing on Top 311 Service Request Types [Jeff Coyle, Assistant City Manager; Paula

Stallcup, Director, 311 Customer Service]

Paula Stallcup, 3-1-1 Customer Service Department Director, provided an overview of the Top 3-1-1 Service Request Types and noted that the department was the third largest in the nation. Stallcup reviewed the call volume of the Call Center and noted that it received over 800,000 calls annually. She noted that the Call Center worked in partnership with all City departments and stated that those totaled over 200,000 calls.

Stallcup reviewed call data by city council districts in relation to service requests for City services. She provided an overview of types of calls with the highest number of calls being issues with no trash pick-up and overgrown yard/trash issues and dead animal reporting issues. She discussed the dashboard available by council district and status of the calls.

Stallcup reviewed 3-1-1 Customer Service Mobile Application enhancements to include implementation of interactive voice recognition and natural languages response system (July 2023); updating system generated emails with link to service request details and outcomes (summer 2023); and access to 3-1-1 service calls and outcomes including data available on the Open Data platform (Fall 2023).

Chair Rocha Garcia thanked Stallcup for the report and the work of her team. She requested the timeline for traffic signal issues. Stallcup stated that those issues were reported to the Traffic Division and coordination was needed for completion of service request items.

Chair Rocha Garcia requested a graph comparison of types of calls for each council district. Stallcup stated that the data would be provided.

Councilmember Castillo stated that she was a fan of the mobile application. She asked if there were opportunities for notification of reported items being identified as a duplicate case so that more information could be provided to constituents. Stallcup stated that staff was working with vendor/ITSD to address this matter.

Councilmember Castillo asked if there was a way to provide information on certain cases that had high volume issues. Stallcup stated that she would gladly work with her office to gain more information and build reports.

Councilmember Courage expressed his concern with voice activated call responses and lack of customer support and ease of system usage. Stallcup stated that approximately 40% of calls using the voice system and resulted in a service request. She confirmed that customers could at any time request a service agent to assist them with issues.

Councilmember Courage asked how many of service request calls were unique items. Stallcup stated that she could provide data for each council district on unique cases reported.

Councilmember Castro expressed her support of the 3-1-1 system and services provided.

Councilmember Castillo asked how often calls were transferred to other departments by council district. Stallcup stated that she could provide data to the Committee by council district as available.

Councilmember Castillo asked if there was an opportunity to expand on note taking by each department on case statuses in the 3-1-1 system. Stallcup stated that there were challenges in a universal system since various departments had different capabilities and limited note reporting. She added that guidance could be provided for “free note” sections in order to gain clearer statuses of cases.

No action was taken on this Item.

Adjournment

There being no further business, the meeting was adjourned at 11:33 a.m.

Approved

Adriana Rocha Garcia, Chair

Debbie Racca-Sittre, City Clerk