



# City of San Antonio

## Agenda Memorandum

**File Number:**  
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**Agenda Item Number:** 5

**Agenda Date:** January 22, 2024

**In Control:** Governance Committee Meeting

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**DEPARTMENT:** Development Services Department

**DEPARTMENT HEAD:** Michael Shannon

**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 (CCR) submitted by Councilwoman Adriana Rocha Garcia, District 4, charging the Development Services Department 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.

**BACKGROUND INFORMATION:**

As noted in the July 27th, 2023, CCR, 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. Furthermore, on May 25, 2023, it was noted in a presentation 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. The same 311 Services presentation noted that in the first six (6) months of FY2023, Development Services was the second most requested service by residents. In FY 2012, Code Enforcement Services was merged with the Development Services Department. Based on City Council priorities at the time and with community input, the Development Service Department created a Code Enforcement Improvement Plan with the goal of quicker response to complaints, more proactive enforcement, and quicker compliance. The Code Enforcement Improvement Plan helped develop the current performance measures still in place today.

The strategic plan must include all relevant stakeholders (council offices, neighborhood associations, and groups) to determine the priorities for Code Compliance (Code Enforcement). The submitted CCR suggests that 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 expedite 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:**

This item is for briefing purposes only.

**FISCAL IMPACT:**

**This item is for briefing purposes only.**

**ALTERNATIVES:**

This item is for briefing purposes only.

**RECOMMENDATION:**

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