

**State of Texas
County of Bexar
City of San Antonio**



**Meeting Minutes
City Council B Session**
City Hall Complex
San Antonio, Texas 78205

2021 – 2023 Council Members

Mayor Ron Nirenberg

Mario Bravo, Dist. 1 | Jalen McKee-Rodriguez, Dist. 2
Phyllis Viagran, Dist. 3 | Dr. Adriana Rocha Garcia, Dist. 4
Teri Castillo, Dist. 5 | Melissa Cabello Havrda, Dist. 6
Ana Sandoval, Dist. 7 | Manny Pelaez, Dist. 8
John Courage, Dist. 9 | Clayton Perry, Dist. 10

Wednesday, November 2, 2022

2:00 PM

Municipal Plaza Building

The City Council convened a regular meeting in the Norma S. Rodriguez Council Chamber in the Municipal Plaza Building beginning at 2:10 PM. City Clerk Debbie Racca-Sittre took the Roll Call noting a quorum with the following Council Members present:

PRESENT: 10 – Nirenberg, Bravo, McKee-Rodriguez, Viagran, Rocha Garcia, Castillo, Cabello Havrda, Sandoval, Courage, Perry

ABSENT: 1 - Pelaez

ITEMS

1. Briefing on the 2022 Community Survey Results [Jeff Coyle, Assistant City Manager; Alanna Reed, Director, Communications & Engagement]

City Manager Erik Walsh introduced the Item and stated that the survey was scheduled for 2020 but was not performed due to the COVID-19 Pandemic. City Manager Walsh stated that he was proud because community satisfaction was the highest it had ever been. City Manager Walsh stated the data would be utilized to help improve services.

Alanna Reed, Director of Communications & Engagement, introduced consultant Chris Tatham, ETC Institute, Inc., who presented the results of the 2022 Community Survey. Tatham stated that the purpose of the survey was to objectively assess resident satisfaction with City Services, gather input to help set priorities, and track the City's performance against itself and other municipalities. Tatham described the survey methodology noting that it was objective and used a statistically significant sample and provided the survey online and through paper to capture those without internet access. Tatham listed demographics of the survey participants which mirrored the 2020 census. He added that the margin of error was +/- 10%.

Tatham compared the City of San Antonio's surveys with surveys of Austin, Dallas, El Paso and Fort Worth and noted that San Antonio was rated first in almost all areas. He reported an overall satisfaction increase over the 2018 survey by 10% from 64% to 74% with improvement in all major City service categories. Tatham noted declining satisfaction within the category of "perceptions of the community" followed national trends post-pandemic. Tatham stated that overall quality of customer service by City Employees was at 80% which was a 47% increase from 2018.

Tatham mentioned that the top priorities were Public Safety, Public Works, and Public Health as well as a recommendation to assist the homeless. Tatham reported that a web based dashboard was planned to be provided to the City Council in the next few weeks that could be broken down by council district and completely disaggregated.

Mayor Nirenberg thanked all 13,000 City Employees for their commitment to customer excellence. He acknowledged that some of the areas that were lower were areas that the City Council had been focused on relative to equity. Mayor Nirenberg commented that while the Airport satisfaction numbers decreased, it was important to note the recent effort to develop a Strategic Plan for improvement and Terminal Development.

Mayor Nirenberg stated that he was not surprised to see that "Perceptions of the Community" were following the national trends considering the current state of our political climate and asked the consultant if he had any suggestions for the City related to the State Legislative Agenda. Tatham stated that one of the largest areas of concern nationwide was homelessness and other communities were doing analysis which might help provide a road map for improvement. Mayor Nirenberg suggested that public school and business climate might weigh into those perceptions which were at a level other than Municipal Government.

Councilmember McKee-Rodriguez suggested that there was more room for innovation when a survey had positive results and recommended an employee survey to gauge their perspective regarding engagement with the community. Councilmember McKee-Rodriguez suggested that more spay/neuter services could improve the satisfaction with Animal Care Services. Councilmember McKee-Rodriguez requested more breakdown on streets satisfaction since the Pothole Repair Program had a two-day turnaround and suggested more qualitative review of infrastructure satisfaction. He also expressed concern with the Public Safety results and requested more detail and breakdown for the San Antonio Police Department (SAPD), a full breakdown of

every department and the relative questions, and demographics of those who answered “Don’t Know” as well as whether respondents had experiences with calling 3-1-1 Customer Service.

Councilmember Rocha Garcia requested that attitudes and outcomes be measured. Tatham stated that there was a limitation on the number of questions to keep respondents interested, but attitudes and outcomes could be measured with a more in-depth survey of a specific department which was performed for SAPD. Councilmember Rocha-Garcia commented that while she was proud that the City rated high as a “Place to Live,” but expressed concern about the low number for a “Place to Work,” “Start a Business,” or a “Safe Place.” Tatham clarified that even though San Antonio’s “Perceptions of the Community” scores went down, the City was still 22% higher than the national average for “Place to Live” and 17% above the national average for a “Place to Work” and stated that these numbers could be promoted to help bring new companies to San Antonio. Councilmember Rocha Garcia requested a breakdown of the number of responses received online, by mail and by phone.

Mayor Nirenberg requested the comparative information on those benchmarked Cities related to “Perceptions of the Community.”

Councilmember Cabello Havrda commented that she was having difficulty engaging residents and noted that the consultant stated that people came to events where they were receiving an award. She thanked all City Employees for their excellent customer services and for the diverse methods of outreach and requested a breakdown of the number of responses received online, by mail and by phone. Councilmember Cabello Havrda recommended focusing on improving our ratings as a “Place to Start a Business” and a “Safe Place” and suggested trying to entice remote workers to move to San Antonio as a great “Place to Live.”

Councilmember Perry commented on the comparison with other Cities and asked if the questions were all the same. Tatham stated that the questions were not worded exactly the same but were comparable and the number of responses per Council District varied but the samples were statistically significant. Councilmember Perry asked how the rating on “Customer Satisfaction” could be so high when the “Perceptions of the Community” went down. Tatham replied that it made sense because people were generally more negative nationally which made the improved customer satisfaction scores even more remarkable and stated that the dashboard would clarify the comparison.

Councilmember Viagran recommended focusing on opportunities related to the “Overall Satisfaction with City Services and Customer Service Provided by City Employees.” She stressed that Points of Personal Privilege at the City Council A Session were important because people came to the meetings for recognition, thus participating more. She requested access to the dashboard for Boards and Commission Members particularly for the Library Board and Animal Care Services Board. City Manager Walsh clarified that the dashboard would be posted on the City’s website for the public to see.

Councilmember Courage asked how to reconcile Race and Ethnicity for the Hispanic category of demographics. Tatham stated that Hispanic was an Ethnicity that was captured within all the Races.

Councilmember Courage requested clarification on the rankings related to priorities and how the scale was developed. Tatham stated that high priorities reflected more opportunities and could go from being concerns to being more significant problems. He added that surveys typically used a Likert Scale rating from 1 to 5. Councilmember Courage requested more information about the “Don’t Know” responses. Councilmember Courage recommended improving the public’s perception about the Public Works Department.

Councilmember Castillo suggested that funding Public Works sufficiently to improve our infrastructure would improve the ratings. She was impressed that the 18-24 age demographic was well represented and asked about the selection process for the sampling. Tatham stated that the sample was representative and the survey was sent to selected addresses City-wide. Councilmember Castillo asked how the prioritization was performed because homelessness was a concern and services from DHS and NHSD were not surveyed. City Manager Walsh stated that the questions were not department specific, but service-related, so results could be compared across cities. Councilmember Castillo recognized that Public Safety could include the presence of unhoused persons. City Manager Walsh replied that an additional, more specific, survey could be done to focus on the issue of homelessness. Councilmember Castillo credited the City Manager with the results.

Councilmember Bravo commended the City Manager and all the City Employees for the excellent report. He suggested a larger sample size in targeted areas could produce very different results and better information for targeted service improvement. Councilmember Bravo noted that the City’s Budget went up by \$700 million in the last 4 years because of increased property tax revenues and suggested that certain factors could impact the “Perceptions” measures.

Councilmember Bravo agreed with Councilmember Castillo’s assertion that including questions about specific departments might provide a different result, and suggested that rather than the service based approach, more in-depth follow-up surveys might be warranted. Councilmember Bravo asked about the structure of the questions such as “affordable housing” that could be interpreted very differently by people at different income levels. Tatham stated that the dashboard would show differences based on income and location.

Councilmember Perry cited some news articles stating that the City of Austin was a better place to for Veterans and other cities were a better place to live and asked how we could change the narrative. Tatham stated that military and Veteran status was a demographic question on the survey and the Dashboard could provide insight relative to specific populations. City Manager Walsh stated that the City should package the positive results to help promote the City and also use the information to provide better services. Councilmember Perry suggested that more funding be invested in infrastructure to improve the score for Public Works.

Mayor Nirenberg closed the discussion with a round of applause for all City employees.

2. Briefing on the Terminal Development and Capital Program for the San Antonio Airport System and post-solicitation briefing on the Project Management/Construction Management Services (PM/CM). [Jeff Coyle, Assistant City Manager; Jesus Saenz, Director, Aviation]

City Manager Erik Walsh introduced the Item and Jesus Saenz, Director of the Aviation Department. Saenz provided a high-level overview of the Terminal Development Program (TDP) including a report on the results since the City Council B Session on May 18, 2022. He stated that the Advanced Terminal Planning Services (ATPS) had been awarded and begun. Saenz stated that the costs of the TDP and a Bipartisan Infrastructure Law (BIL) grant update would be brought to City Council in the first quarter of 2023.

Saenz addressed the Parking Optimization solicitation including a breakdown of the evaluation criteria. Saenz provided an update on the Capital Program including the expansion of gates at Terminal A & B which included adding two more gates to Terminal B so that American Airlines could completely operate out of Terminal B instead of being split between the two Terminals and Spirit Airlines would also begin operating out of Terminal A. He noted that an additional security screening checkpoint lane had been added to Terminal B and seating for new hold rooms would be completed in time for the Thanksgiving travel this year.

Saenz reported that training and data collection was underway with a new Smart-Restrooms Program to ensure the restroom was cleaned to the satisfaction of passengers on-demand. Saenz provided an update on a new program to reserve a parking spot through the “Fly Away Valet” during the holiday season as well as 1,000 additional parking spaces. Saenz reported that taxiway airfield improvements, renovation to the maintenance office and upgrades to the baggage handling system had been completed.

Saenz mentioned that there were improvements being made to Stinson Municipal Airport including the construction of Taxiway E, sidewalks on Mission Road, and an update on the Airport Layout Plan.

Saenz stated that the Aviation Department was competing for funding under the BIL for a grant to add a ground loading gate at Terminal A and a roof and Heating Ventilation / Air Conditioning (HVAC) replacement at Stinson Terminal.

Councilmember Rocha Garcia supported the Smart Technology focus at the airport especially for restroom cleanliness and recommended touchless faucets. She supported a focus on the needs of small businesses. Saenz stated that the City was hosting a National Airport Minority Advisory Council Conference and was planning to invite local small businesses to participate in the conference.

Councilmember Viagran commented that San Antonio had two wonderful airports and recommended that the community kept Stinson in mind. Councilmember Viagran stated that the new TDP provided excellent opportunities for our local, small, minority and women-owned businesses and suggested it could be a national model. She suggested more use of taxis and ride-share services to help alleviate the parking problem.

Councilmember Courage commended Saenz and his team for their work and supported the TDP but asked how long immigrants passing through San Antonio were made to wait at the San Antonio International Airport (SAIA). Saenz stated that wait times had improved, language

translation services were being provided, and there were staff ambassadors as well as volunteers who were assisting those migrants get to their destination quickly and comfortably. City Manager Walsh stated that the migrants were serviced out of the San Pedro Facility and received their tickets before being transported to the airport approximately 12 hours in advance of their flight to ensure they made their flights and not overcrowd the San Pedro facility.

Councilmember Cabello Havrda supported the effort to make SAIA more desirable but asked when the Parking Optimization Request for Proposals (RFP) would be advertised, and the options staff was seeking. Saenz stated that the RFP was planned to be released in early 2023 and any operational options could be proposed and would be evaluated. Councilmember Cabello Havrda asked if the Parking Optimization would impact the Consolidated Rental Car Agency Center (CONRAC). Saenz stated that level zero and level one of the CONRAC garage would be used under the Parking Optimization Program.

Councilmember Viagran recommended that the Aviation Department collaborate with the Economic Development Department to create more opportunities for small businesses and suggested capitalizing on the national conference as an opportunity for our local small businesses. City Manager Walsh stated that the two departments were aligned but clarified that the Airport Projects were not eligible to participate in the City's Small Business Economic Develop Advocacy (SBEDA) Program as they were required to comply with the Federal Disadvantaged Business Enterprise Program.

Councilmember Castillo asked if there was an opportunity to integrate Low Impact Development (LID) within the new parking lot and other infrastructure at the Airport suggesting that SAIA could be a leader in sustainability and market those efforts for conferences and visitors. Saenz confirmed that LID could be included in new parking facilities and SAIA had been recognized for electrifying its fleet.

Councilmember Perry requested information on how the TDP would be funded and a timeline for construction start. Councilmember Perry noted that the recommended Project Management / Construction Management Firm was not local and asked if Local Preference Points (LPP) were applied. Troy stated that the LPP could not be applied because the project was partially Federally Funded.

Councilmember Perry requested clarification on the scores from the original evaluation and the interview. Saenz stated that the two finalists were re-evaluated at the interview stage. Councilmember Perry requested a breakdown on the grant applications for the BIL. Saenz stated that the grant request for Stinson Municipal Airport was \$3 million and \$25 million for SAIA. Councilmember Perry noted that the price of airline tickets was rising and asked Saenz for an analysis. Saenz explained it was a supply and demand issue noting that most airlines had already sold all their tickets for this holiday season. Councilmember Perry requested a total cost for the Smart Restrooms Program.

EXECUTIVE SESSION

Mayor Nirenberg recessed the meeting into Executive Session at 4:16 PM to address the following items:

- A. Economic development negotiations pursuant to Texas Government Code Section 551.087 (economic development).
- B. The purchase, exchange, lease or value of real property pursuant to Texas Government Code Section 551.072 (real property).
- C. Legal issues related to litigation involving the City pursuant to Texas Government Code Section 551.071 (consultation with attorney).
- D. Legal issues relating to COVID-19 preparedness pursuant to Texas Government Code Section 551.071 (consultation with attorney).

Mayor Nirenberg reconvened the meeting in Open Session at 4:16 PM and announced that no action was taken in Executive Session.

ADJOURNMENT

There being no further discussion, the meeting was adjourned at 4:16 PM.

Approved

Ron Nirenberg
Mayor

Debbie Racca-Sittre
City Clerk