



**DEVELOPMENT
SERVICES**

2023

**Annual Report
& Year in Review**







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WELCOME

There is no doubt safety is the backbone of all we do as a department, but Fiscal Year 2023 has been about safer housing: our affordable housing team focusing on the city's major initiative for bond projects, implementing all the 2021 International Code Council building-related and maintenance codes, adopting the 2021 Sign Code, applying the 2021 Unified Development Code, and the new Proactive Apartment Inspections Program.

I'd like to take a moment to appreciate and acknowledge the exceptional performance of our Code Enforcement Proactive Apartment Inspection Program staff since April. Thanks to them, the ordinance is working, and we've noticed that a majority of property owners and managers are willing to comply with the program's requirements.

As we head into the new year, our focus will be to continue to be leaders in customer service and ensure compliance with the apartment inspections ordinance. Alongside this, we have a few other projects in the pipeline, such as improving the Short Term Rental Ordinance, migrating to a cloud-based environment for BuildSA to facilitate timely upgrades and enhancements, continuing our efforts to enhance our buildings, and drafting a strategic plan for Code Enforcement.

San Antonio experienced rapid growth in FY 2023, with almost \$3.8 billion in commercial and residential development facilitated by DSD. Nothing, however, could have been accomplished without our staff, and internal and external partners.

Thank you to our customers - the large and small-scale contractors, owners of large-scale developers and homeowners rehabbing their homes, neighborhood groups, and community leaders.

Sincerely,



Michael Shannon, PE, CBO
Director of Development Services





WHY WE ARE HERE

**Partnering with our
community to build
and maintain
A SAFER SAN ANTONIO**

WHO WE ARE

Welcome to Development Services for the City of San Antonio. We are a dedicated team working tirelessly to shape the future of our beautiful city while keeping safety at the forefront. Our mission is to ensure that San Antonio thrives, grows, and evolves into a better, safer place for everyone who calls it home.

Our Team: Plan Review, Land Development, Field Services and Support Services

Plan Review: Ensures the safety and compliance of building and construction plans, making certain that all structures meet standards and regulations.

Land Development: Focuses on the smart and responsible use of land, guiding development decisions to create well-planned neighborhoods, communities, and businesses.

Field Services: Oversees on-site inspections and quality control, ensuring that construction and development work aligns with approved plans and adheres to policy standards.

Support Services: Provides friendly and efficient assistance to facilitate and communicate projects, addressing inquiries and streamlining processes.





WHAT WE DO

Development Services is more than just a team; we are your partners in building a safer San Antonio. We work with businesses, homeowners, and communities to ensure that our city thrives. Our work positively impacts every corner of San Antonio.

We are the architects of a future that is inviting, resilient, and most importantly safe.

Permits and Inspections: We help people build and renovate their homes and businesses safely, ensuring that all structures in our city meet the highest safety standards.

Zoning and Land Use: We guide the development of different areas in San Antonio, making sure that land use decisions prioritize safety and contribute to the city's overall well-being.

Planning and Urban Design: We plan for the future of San Antonio, creating spaces that are both aesthetically pleasing and designed with safety in mind.

Customer Service: We're here to provide friendly and knowledgeable support, prioritizing your safety while making your experience with us as smooth as possible.

DSD BY THE NUMBERS



23,702

CUSTOMERS HELPED
FROM WALK INS

34,349

ONLINE CUSTOMERS
ASSISTED

2 DAYS

RESIDENTIAL
REVIEW CYCLE
GOAL: 3 DAYS

17 DAYS

COMMERCIAL
REVIEW CYCLE
GOAL: 18 DAYS

187

STREETLIGHTS
INSTALLED

94%

STREETLIGHTS
FIXED WITHIN 7 DAYS
GOAL: 95%

11 DAYS

MAJOR PLATS
REVIEW CYCLE
GOAL: 20 DAYS

5 DAYS

MINOR PLATS
REVIEW CYCLE
GOAL: 10 DAYS

164,910

CODE INSPECTIONS
PERFORMED

65,948

GRAFFITI SITES
ABATED WITH 1 DAY
TURNAROUND
GOAL: 50,000 AT 3 DAYS

123,031

PERMITS
ISSUED

314,022

FIELD SERVICES
INSPECTIONS
PERFORMED

1,103

QUALITY CONTROL
REVIEWS PERFORMED
97% PASSING SCORE

5,724

SABCA TRAINING
HOURS PERFORMED
954 ATTENDEES

1,143

MEDIA CALLS
RESPONDED TO
29 INTERVIEWS

949

CUSTOMER SERVICE
SURVEYS COMPLETED
SCORE: 4.5/5



DIVISIONS

**PLAN
REVIEW**

**LAND
DEVELOPMENT**

**FIELD
SERVICES**

**SUPPORT
SERVICES**

AFFORDABLE HOUSING

San Antonio, a city rich in culture and history, is also grappling with the challenge of providing affordable housing for its residents. As the city continues to grow and thrive, the need for accessible and affordable housing becomes increasingly evident.

Recognizing the urgency of the affordable housing crisis, the City of San Antonio has implemented various initiatives to address the issue. These include partnerships with nonprofit organizations, financial incentives for developers to build affordable housing units, and the allocation of public funds to support housing projects for low-income families. The City's commitment to collaboration between government agencies, private developers, and community organizations is a crucial step in creating a comprehensive strategy for affordable housing.

In FY 2022, our department added the Affordable Housing Team to coordinate, monitor, and conduct plan reviews and inspections for building permits receiving bond or grant funding from national, state, and local affordable housing initiatives.

Our team of inspectors has undergone extensive training in plan review and has acquired certifications such as National Incident Management System and Disaster Response.

The team is responsible for conducting meetings for preliminary plan reviews, pre-construction, and temporary certificates of occupancy. They inspect affordable housing projects, review plans, assist with Dangerous Assessment Response Team cases, and help the inspections division with daily inspections.

HIGHLIGHTS

293

HOUSING PROJECTS WITH 277 CLOSED

60

APARTMENT PROJECTS 19 OUT OF 2,544 PERMITS

1,342

HOUSING REVIEWS

8

PPR MEETINGS PERFORMED

25

PRECON MEETINGS PERFORMED

11

TCO MEETINGS PERFORMED

837

INSPECTIONS AND PLAN REVIEWS FOR OTHER TEAMS

Our collaboration with the Neighborhood & Housing Services Department, Opportunity Home (formerly San Antonio Housing Authority), Habitat for Humanity, Development Services' Code Enforcement, and several other organizations ensures the entire process from pre-plan review meetings through the issuance of the Certificate of Occupancy is seamless. Our goal is to meet with contractors, introduce ourselves, and communicate our level of coordination and expectations to ensure customer service and project completion.

The City of San Antonio launched the affordable housing initiative in August 2017 to provide quality affordable housing to all citizens, regardless of income level.

AIRPORT TEAM

Airports serve as the lifelines of global connectivity, facilitating the seamless movement of people and goods across borders. In an era of unprecedented globalization, the need for efficient and modern airport infrastructure has become more critical than ever. Airport expansion is a multifaceted and complex project requiring meticulous planning, coordination, and execution.

Establishing a plan review team for this project is a crucial step in ensuring all aspects are thoroughly examined, reviewed, and approved before construction. The Airport Team will play a pivotal role in identifying potential issues and ensuring compliance with all current building-related and maintenance codes.

Currently participating in pre-plan review, the team will have a goal of establishing a robust communication strategy to keep all stakeholders engaged, ensure all adopted codes are met, and address concerns promptly.

As the airport expansion project gains momentum this upcoming year, the team will be key in assisting contractors throughout the process and keeping the project on time.

CODE IMPLEMENTATION

Last year we worked on updating and adopting the Unified Development Code and all the 2021 International Code Council (ICC) building-related and maintenance codes. This year it was all about training and implementation of these new codes.

Building and land development codes play a pivotal role in shaping the built environment, safety, sustainability, and efficiency of structures. As our city grows, regulations too must evolve to meet contemporary challenges. Applying new building codes is a proactive step toward ensuring the safety and well-being of residents by incorporating the latest safety standards in design. Being proactive and having the latest codes protects lives and property, fostering a more resilient and secure built environment.

To implement new land development and building codes, it is crucial to establish effective communication and collaboration with various stakeholders, including architects, builders, developers, and the public. Our staff members received thorough training on all code updates and provided training to external groups such as the San Antonio Board of Realtors and the Greater San Antonio Builders Association.

As communities strive for resilience in the face of challenges, embracing and enforcing modern codes becomes a cornerstone for building a safer, greener, and smarter future.

LEGISLATIVE SESSION

The 88th Legislative Session was concluded on May 29th, and during this period, the DSD kept track of 167 bills. Only 21 of these bills were passed by the House and Senate and sent to the Governor for approval. Most of the tracked bills had little or no effect on our department; however, there were some notable bills signed into law by the Governor.

SB 929, requiring additional notices to be sent for city-initiated rezoning became effective Sept. 1, 2023. This bill also clarifies hearings on rezoning may be held only for city-initiated rezoning resulting in non-conforming uses and that could result in the loss of the right to operate property for the current use.

Another bill is HB 3699, related to when a city may require dedication for a future street or alley. DSD is working with the Development Process Task Force (DPTF) and Transportation Department to finalize a Rule Interpretation Document (RID).

Relating to parkland dedication for multifamily, hotel, and motel property development by certain municipalities and authorizing a fee is HB 1526. DSD, along with the Planning Department and the Parks and Recreation Department opposed this bill. Upon being signed by the Governor, DSD coordinated a plan to implement this mandate.

Lastly, SB 2038 allows property owners to release themselves from the Extraterritorial Jurisdiction. The City was able to add language to bracket out the City of San Antonio by virtue of our proximity to military installations.

SHORT-TERM RENTALS

We are excited to share some important updates regarding the short-term rental program in San Antonio. Over the past summer, we have made significant enhancements to our software and services to better serve our community and ensure compliance with STR regulations. These improvements are aimed at making it easier for both property owners and the community to report issues and seek assistance when needed. Here are the major features now available:

- 24-hour hotline to report violations
- Hotel Occupancy Tax (HOT) collections services
- Monitoring of dozens of listing websites
- HOT Compliance assistance

HIGHLIGHTS

\$14,366,388	• IN HOT COLLECTED
\$770,428	• IN PERMIT FEES COLLECTED
5,074	• PERMITS ISSUED
3,240	• ACTIVE STR PERMITS
1,366	• PERMITS REVOKED

Since November 2018, the Short Term Rentals (STR) ordinance has been effective for properties located within the San Antonio city limits. STRs are defined as dwelling units, condominiums, or accessory dwellings that provide sleeping areas for rent overnight for more than 12 hours but less than 30 days.

STREETLIGHT TEAM

Ensuring proper lighting on residential streets and properties is crucial for the safety of both pedestrians and drivers, as well as for the quality of life and well-being of our community.

Our dedicated Streetlight Team, consisting of engineers and engineering technicians, is committed to providing exceptional customer service. When we receive a request for a residential streetlight, our staff evaluates the situation to determine if streetlights are required. We also partner with our customers and CPS Energy in monitoring the design and construction process for streetlights.

New street lights can be installed on existing poles or new ones. In cases where new poles are required, an easement may be necessary. The installation of the light can only be done with the acknowledgment of the property owner for the easement.

Looking ahead, the Street Light Team has partnered with CPS Energy in FY 2022 to identify residential areas within the city that lack sufficient street lighting. A comprehensive city-wide analysis conducted by DSD determined that an additional 4,300 street lights were needed in the community. To improve safety in areas such as crime hot spots, schools, parks, and VIA routes, we have already installed 182 new lights. In the upcoming year, our goal is to continue prioritizing the installation of the remaining lights in these focus areas and to install between 200 and 400 lights annually over the next five years.



HEAT ILLNESS PREVENTION PROGRAM

San Antonio is prioritizing safety by taking proactive measures to prevent heat illness in the workplace. In April 2023, Council Districts 4 and 7 submitted a Council Consideration Request to establish a task force responsible for evaluating and recommending measures to prevent heat illness at work. After several stakeholder meetings, an educational program was launched in May in collaboration with Metro Health District and construction industry stakeholders. The program aimed to educate employers and construction workers on heat illness prevention and ran throughout the summer months. Despite the record-breaking heatwave in San Antonio, the program was successful in raising awareness. It included several informative segments on various media platforms, social media posts, media releases, and billboards.

The City Council approved an ordinance at the end of August 2023 affecting city-funded projects. Contractors are now required to provide a 15-minute break every four hours, a heat relief station with shade and water, train supervisors and workers to recognize heat hazards and take appropriate actions, and display a sign in English and Spanish at the work site with this information when heat indexes are at or above 95 degrees Fahrenheit. These safety measures will help ensure the well-being of workers in San Antonio's construction industry.



ICC ALAMO CHAPTER

In December 2022, the Board of Directors of the International Code Council (ICC) approved DSD's application to establish the Alamo ICC Chapter. This chapter will provide opportunities for networking, training, and Continuing Education Units (CEUs) for DSD staff, other cities, and the development community. Director Michael Shannon emphasized the importance of the chapter in allowing DSD to continue to serve as a leading force in the community and create partnerships with surrounding areas.

The Alamo ICC Chapter is led by a board of six individuals, with Amin Tohmaz, DSD Deputy Director, serving as the chapter's first president. His goal is to promote uniformity in building-related codes in the area by facilitating networking opportunities and providing adequate education to all AHJs and professionals. The other members of the board include Rebecca Vera as Vice President, Sharon Trudeau as Secretary/Treasurer, Michael Gallardo, BJ Bealor, and Nathan Lester as At-Large members.

During the first year of the Chapter's establishment, we have had an excellent learning experience. The training has been informative, and the networking opportunities have been valuable. This upcoming fiscal year, we will be forming several committees and recruiting team members.

ICC is the primary global source of model codes and standards and provides building safety solutions like product evaluation, accreditation, technology, training, and certification. The Code Council's codes, standards, and solutions are utilized worldwide to ensure the construction of safe, affordable, and sustainable communities and buildings.

AIRPORT INSPECTIONS TEAM

San Antonio Airport's five-year expansion project, which is set to conclude in 2028 and involves adding a new terminal, now has a dedicated inspection team in place. This team consists of a project manager and four senior inspectors and was created with the approval of the FY 2023 budget. Their sole focus will be on ensuring the success of this important project.

The team has already participated in high-level meetings with airport staff to establish a working relationship. They have also gained knowledge of the FAA's building code requirements and completed all clearance forms to have full access to the facility. The first phase of the project is set to begin in FY 2024 with the construction of the Terminal A extension. This extension will allow for gate and space reconfiguration, which is ultimately needed for the addition of Terminal C.



NEW PROACTIVE APARTMENT INSPECTIONS PROGRAM ENHANCES LIVING STANDARDS FOR SAN ANTONIO RENTERS

San Antonio has recently introduced a pioneering Proactive Apartment Inspections Program, aimed at ensuring the safety and well-being of local renters. The initiative, spearheaded by the City of San Antonio's Development Services Department (DSD), commenced on April 2, 2023, and seeks to provide safer housing conditions by proactively inspecting apartment complexes that have previously received multiple code citations. The program is designed to not only enforce compliance but also encourage property owners to improve their overall adherence to housing safety standards.

This program was developed with the input of a task force comprised of members from the Renter's Solutions (Housing Commission Subcommittee), Texas Housers, San Antonio Apartment Association, San Antonio Board of Realtors, Institute of Real Estate Management and San Antonio Building-related and Fire Codes Appeals and Advisory Board. All meetings were open to the public, and DSD staff held several meetings for the community to gather comments and input.

City Manager Erik Walsh, a vocal advocate for this program, emphasized its significance.

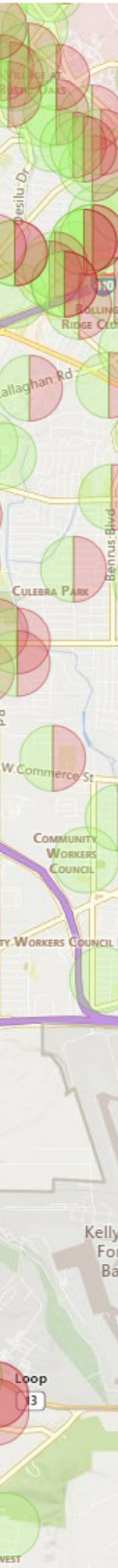
"This program helps ensure safer living conditions for San Antonio renters. The ability to proactively inspect apartments also gives the City the tools needed to hold property owners responsible for maintenance."

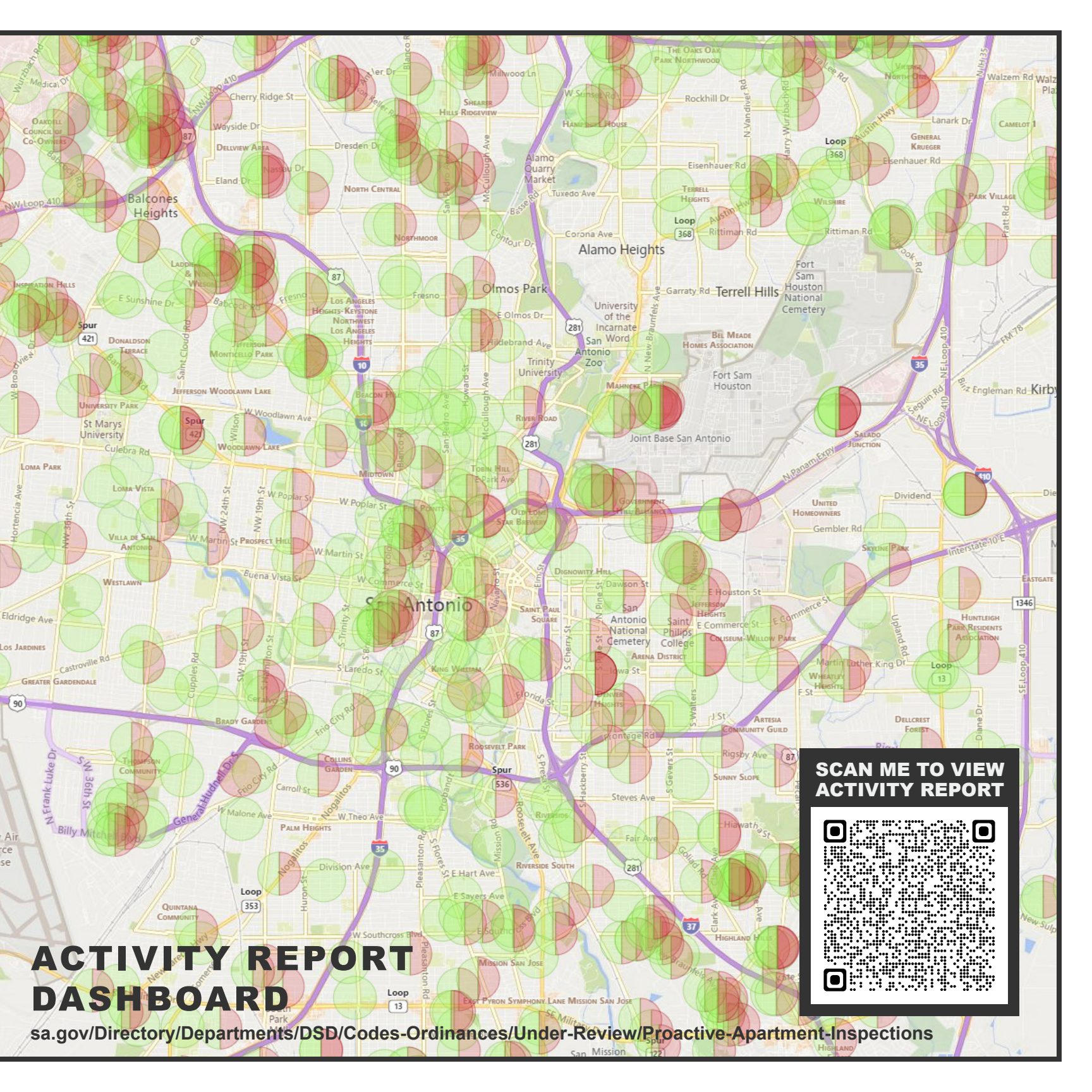
The innovative program centers around a registry of apartment complexes that have faced code violations, which will be created and maintained. Property owners must pay a registration fee of \$100 per unit per year to be eligible for this program. Apartment complexes with five or more units in San Antonio will be required to be listed on the registry if they meet the following conditions:

- They have received three designated citations within a six-month period.
- They are not maintaining their property to the minimum code standards.
- Their property has developed issues that jeopardize health, safety, life, and welfare.

Michael Shannon, Director of the Development Services Department, stressed the importance of this initiative, noting, "Apartment complexes present unique challenges, affecting many tenants and families at once. The key is to incentivize good property management and ensure the health, safety, and welfare of our residents."

This program is a significant step forward in ensuring renters enjoy a higher standard of living in their apartment complexes. By promoting compliance, accountability, and improved property management, this initiative promises to create a safer and healthier living environment for all residents. San Antonio's Code Enforcement stands ready to lead the way in enhancing living conditions for its renters and setting an example for communities nationwide.





ACTIVITY REPORT DASHBOARD

sa.gov/Directory/Departments/DSD/Codes-Ordinances/Under-Review/Proactive-Apartment-Inspections

SCAN ME TO VIEW ACTIVITY REPORT

A square QR code with a black and white pixelated pattern, used for quick access to the activity report dashboard.

UPGRADING COMMUNICATIONS

Our goal is to leverage technology to improve communication and services for our residents. Our Innovation Team has developed program-specific dashboards for the Proactive Apartments Inspections Program and Short Term Rentals permits, which display key data at a glance. In 2024, we plan to introduce additional dashboards to track, analyze, and display data for other DSD programs and initiatives.

To better serve the department's needs and San Antonio residents, the Communications Team underwent restructuring this year. We recognize that effective communication is crucial for building and maintaining strong partnerships with our community.

In the upcoming year, we plan to move the BuildSA system to a cloud-based environment for easier maintenance and upgrades. We will also continue to oversee the capital projects in our building for remodeling. These are just some of the enhancements that we are currently working on.



DSD BUDGET

The Development Service Department's budget for the fiscal year 2024 stands at \$69.4 million. Out of this, \$50.4 million is allocated to the Development Services Fund, \$17.5 million will come from the General Fund to support Code Enforcement, and \$1.5 million will be used for capital projects that aim to enhance our building in the upcoming year.

Development trends are closely linked with economic conditions. In FY 2021, the number of residential permits issued increased significantly due to lower interest rates resulting from the pandemic. This made property development more affordable for investors. However, in FY 2023, permit activity for projects decreased as interest rates began to rise again. We anticipate that in FY 2024, residential and commercial permits will stabilize to pre-pandemic levels due to the continued adaptation of the economy to current global economic conditions.



DEVELOPMENT SERVICES FUND IN MILLIONS

	FY 2023 ACTUALS	FY 2024 BUDGET
REVENUES	45.3	49.8
EXPENSES	46.8	52.0

GENERAL FUND CODE ENFORCEMENT IN MILLIONS

	FY 2023 ACTUALS	FY 2024 BUDGET
REVENUES	16.6	17.8
EXPENSES	16.6	17.8

STAFF SPOTLIGHT



Our team members have achieved a significant milestone in their professional journey with the City. Congratulations to them for their hard work, dedication, and contributions to DSD and the City. We look forward to continuing to work together and achieve even greater success in the future.

Here's to many more years of success and collaboration!

25 YEARS

Rene Campos
Alice Guajardo
Hector Guereca
Jenny Ramirez

26 YEARS

Jesse Solis
John Garza
Norma Silva Cantu

28 YEARS

Valerie Gleason
Mark Gonzalez
Roger Lopez
Melissa Ramirez
Nicole Castaneda
Jennifer Garza
Michelle Kleiss
Andrew Smart

29 YEARS

Jennifer Smith
Melissa Quiroz
Gloria Gutierrez
Maria Mora

30 YEARS

Fernando Munoz

31 YEARS

Jesse Ruiz

32 YEARS

Reuben Duron

33 YEARS

Manuel Rodríguez
Yolanda Alvarez

46 YEARS

Denise Hastings

47 YEARS

Guadalupe Guerrero





2023 RETIREMENTS

Congratulations to:

Mary Cappernino
5 Years

Toribio Samaniego
15 years

Roger Cortez
29 Years

Marion Mosley
6 Years

John Sanchez
19 Years

Sandra Garza
29 Years

Marvin Lee
11 Years

David Simpson
19 Years

Richard Zertuche
29 Years

COMING IN

In addition to our regular business operations, we have a few key priorities for FY 2024.

We will be moving BuildSA (Accele) to a cloud-based storage system. This migration will allow for faster maintenance, timely upgrades, and the ability to expand its usage to other departments within the city.

Our Code Enforcement staff will continue to enforce the proactive inspections for apartment complexes within the City of San Antonio to ensure safety, health and quality of life of renters. Listed as a high priority in recent budget surveys, this team will be working on a strategic plan, along with stakeholders and neighborhood leaders, to update processes and goals. Our officers will also begin offering a new Senior Assistance Program to help those 65+ or disabled with financial hardship resolve code violations such as overgrown lawns and hazardous trees.

DSD staff will collaborate with a task force to revise the short-term rental ordinance. They will consider various aspects, including the cost of permit and renewal fees, enforcing the ordinance, and ensuring compliance with the Hotel Occupancy Tax (HOT). The process of tweaking the ordinance will take approximately 6 to 9 months.

Last but not least, we will continue making physical improvements to our building to make it more efficient and better serve our customers. Our next big project will involve reconfiguring the first floor's lobby and plan review areas.



The local business and real estate community continues to appreciate our partnership with the City of San Antonio Development Services leadership and staff. We look forward to working together through another strong year, supporting our local economy in job growth and financial investments in our community. RECSA is excited to share our technical expertise to City staff on major projects coming in 2024.

AARON PARENICA
RECSA Member



2024

RECSA values the strong partnership we have with Development Services. We appreciate the opportunity to leverage our technical expertise to help inform policy that supports responsible, affordable, and sustainable development. Looking forward to 2024, that coordination will be more critical than ever.”



STEPHANIE REYES
RECSA Chief Executive Officer

AIA San Antonio



THANK YOU!

We wanted to extend a thank you to all of our stakeholders. With your support, we accomplished so much in 2023. Thank you for all that you do for the City of San Antonio. We can't wait to see what 2024 will bring.





DEVELOPMENT SERVICES

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SA.gov/DSD