

SEPTEMBER 2024

DSD NEWSLETTER



THE LATEST IN DEVELOPMENT SERVICES:

It's September and the summer is winding down fast although the thermostat still shows "HOT" and however troublesome, this is life in South Texas ...!!! We've had a very productive summer and even though our volume reveals a slight downturn, we have been able to focus more on staff training, development, and professionalism. For instance, DSD Inspections and Code Compliance staff will soon be donning new uniforms; the Code Enforcement vehicle decals are being replaced with decals that simply state "Development Services"; and on the training Wednesdays, we are focusing more on the benefits of cross-training staff. The more versatile we are, the more efficiently and effectively we can provide services to the community. These calm periods allow us to reset and make improvements to the overall process to ensure we are firing on all cylinders ...!!! We have heard rumors that interest rates might be creeping down a bit next month; therefore, the quiet and calm times may not last...we'll see. Anyway, enjoy the last remaining days of summer and let's begin to prepare for cooler weather soon, I hope ... 😊

Director Al Raymond

Newsletter Highlights

A Message from our DSD Director

Employees of The Quarter!

New Certifications & New Hires!

Building Division

Historical Preservation Officer News!

Code Corner Updates!

DSD's Performance Metrics & Vacancy Rate

Employees of the Quarter!

These employees here at DSD have shown themselves approved through their hard work, dedication, and achievements! They truly make our department a better place! Join us in congratulating our amazing employees!

Sarah Encinia is an excellent addition to the DSD family and came to us with knowledge from the private side and her expertise and outstanding customer service is what sets her apart. Sarah receives accolades from her internal and external customers almost daily. She is a favorite for small business owners who come in to discuss their projects as she takes her time to dive deep into their property's current condition and explains in detail what will be required based on their occupancy type and scope of work. Her meticulous attention to detail has assisted with reducing customers' timeframes for gathering required documents, leading to successful completeness checks on the first round and a streamlined review. In addition to her customer service, she is very dependable and will adjust her schedule if we need additional assistance. Sarah is reliable, her attendance is impeccable and her punctuality is exemplary!



Andrea Fernandez has been with DSD for over a year now, after graduating from Texas A&M College Station with her degree in Urban and Regional Planning. Within her first year with DSD, she has dealt with several changes in team hierarchy, new software with ongoing updates, assisting in the documentation of work processes and identifying needed improvements, all while maintaining cheerful, helpful, and supportive professionalism. Andrea undoubtedly has a fantastic career ahead of her and DSD is proud to have her as part of the team.

Mike Shelton continually responds to all council requests in a professional and timely manner. He holds regular meetings with the compliance officers in his district to relay management concerns and ensure the district is productive. Mr. Shelton is dedicated to personal development and continues to pursue additional certifications. Overall, he has set the perfect example of how a senior officer should function within our division.



Edward Giarrusso has been an invaluable member of the mechanical/plumbing inspections group. Edward has been an essential part of the team, consistently stepping up during challenging times when the inspections group lost team members. In the short time he has been with us, Ed has achieved his Residential and Commercial Plumbing-ICC certifications and the TSBPE Plumbing Inspectors license. Edward has been instrumental in assisting with the vacant Senior Plumbing Inspector position and as well as assisting management with onboarding new hires. As he has been training the new team, his willingness to accept training and learning more about being a city employee has kept morale high. Along with setting schedules and routes, his excellence in customer service skills with tough inspections are appreciated.



New Hires



Laura Piazza
Business Manager



Genoveva Montoya
DS Representative



Mina Rodriguez
Planner I



David Haufler
Inspector II

We are delighted to announce the recent addition of new hires and certified employees to our dedicated team here in the Development Services Department! Welcome!

Jon Perez

Property Maintenance & Housing Inspector, Code Officer Safety Specialist, Zoning Inspector, ICC/AACE Code Enforcement Officer, & Envision Sustainability Professional

Bill Whittliff

Building Code Specialist & Accessibility Inspector/Plans Examiner

Andrea Fernandez
Zoning Inspector

Bertha Guerrero
Property Maintenance & Housing Inspector

Oscar Landa
Accessibility Inspector & Plans Examiner

Yvonne Scott
Permit Technician

DSD Certifications!

Michael Dice

Property Maintenance & Housing Inspector

Michael Gutierrez
Property Maintenance & Housing Inspector

Bria Whitmire
Management & Legal Module

William Bonawitz
Residential Mechanical Inspector

Alexandra Mangan
Residential Mechanical Inspector



BUILDING DIVISION

At the City of Corpus Christi partners with the Associated General Contractors AGC to further industry education and development. Our Deputy Building Official, Bill Whitliff, brings his expertise to the forefront by teaching plumbing classes to young men within the AGC. This collaboration not only highlights our commitment to enhancing the community's well-being but also showcases our dedication to supporting educational initiatives.



DSD recently came together for a fun and engaging team-building outing at the Hooks game and another at Bowlero! We are looking forward to more in the future!



LAND DEVELOPMENT

Ashley Gonzalez, a wonderful young local entrepreneur with a cleaning company, went to over 100 historical markers throughout our city to clean them in hopes that restoring the signs would get community members and citizens more engaged in our city. Take a look at the before and after photos!

BEFORE & AFTER ↴



all about CODE!

Development Services Department Code Compliance Monthly Report

The following report illustrates the efforts of the Code Compliance District Teams to bring residential properties into compliance through education and building relationships with citizens.

In June, Code Compliance initiated 1936 new cases and completed 4562 inspections. 868 cases proactively picked up by officers, 1058 cases were reactive, or complaint-driven.

45% Proactive - 868 new cases initiated by compliance officers

55% Reactive - 1058 complaint-driven cases (311, councilmembers, other sources) Inspection Count

Case Initiation Comparison: Proactive vs Reactive

Code Compliance Team assisted with the North Beach Damage Assessment after Tropical Storm Alberto

reach out to our Senior Compliance Officers with any code compliance questions or concerns. Their contact information is on each District report page.
 Assistant Director, Tracey Cantu at TraceyC@cctexas.com / 361.826.3021 and Director, Al Raymond at RaymondA@cctexas.com / 361.826.3575 are also available to answer questions or concerns.

Development Services Department Code Compliance Monthly Report FY2024 JUNE

Citation Activity

Total # Citations Issued	15	Total # Dispositioned Citations	172
Citations Filed in Municipal Court	9	Status of Dispositioned Citations	
Court Clerk Action Needed	1	Community Service	1
Pre-trial Hearing Scheduled	7	Deferred Disposition/Payment Plan	41
Pending Prosecutor Review	1	Dismissed by Prosecutor	43
		Docket Closed - Fine Paid	23
		Warrants Issued	64

Totaling: \$22,702.06

Offenses by District

Fail to Abate Dangerous Structures
 Fail to Comply w/ NOV
 Fail to Clean Sidewalk
 Fail to Secure Vacant Bldg
 Illegal Land Use Zoning
 Illegal Signs
 Litter & Solid Waste
 Stagnant Water Accumulation
 STR Ad w/o Permit
 Tall Weeds > 1'

For more information, please visit:
www.cctexas.com/detail/code-compliance-monthly-reports

Reaching our Community



Code Compliance offered school supplies and more at our Operations Safe Return event at The American Bank Center as children all over Corpus Christi were preparing to go back to school!



We extend our heartfelt gratitude to our exceptional damage assessment team for their unwavering dedication in addressing the north beach flooding.

DSD METRICS

2024 July Performance Metrics

- 1,003 Lobby Customers
- 7,255 Call Volume 6.07 Average Wait Time

Average Service Wait Time:

Permits / Licenses	3.56
Zoning/Historic	7.56
Plan Review	6.93
Platting/Public Impvmnts	4.72
Code Compliance	8.77

•1750 Permits Issued

- 3,844 Inspections conducted
- 95% Next Day Inspections (*Goal = 85%*)
- 201 Residential Plans Reviewed
- 2.38 Residential Average Review Time (*Goal = 3 Days*)
- 102 Commercial Plans Reviewed
- 7.47 Commercial Average Review Time (*Goal = 10 Days*)

•2 Zoning Applications Submitted

- 2 Applications taken to Planning Commission
- 6 Applications taken to City Council
- 81 Average days to City Council (*Goal = Less than 76 days*)

•7 Application Platting Applications Submitted

- 4 Plats taken to Technical Review Committee (TRC)
- 3 Plats taken to Planning Commission
- 55 Average days to Planning Commission (*Goal = Less than 45 days*)

•5 Public Improvement Plans (PIP) Submitted

- 8 Public Improvement Plans Reviewed
- 9.5 Average Review Time (*Goal = 15 Days*)*

DSD METRICS

August 2024 Performance Metrics

- 972 Lobby Customers
- 7,441 Call Volume 3.94 Average Wait Time

Average Service Wait Time:

Permits / Licenses	2.93
Zoning/Historic	5.2
Plan Review	7.76
Platting/Public Impvmts	4.22
Code Compliance	4.34

- 1855 Permits Issued
 - 4,197 Inspections conducted
 - 99.19 Next Day Inspections (*Goal = 85%*)
 - 269 Residential Plans Reviewed
 - 1.87 Residential Average Review Time (*Goal = 3 Days*)
 - 80 Commercial Plans Reviewed
 - 2.28 Commercial Average Review Time (*Goal = 10 Days*)

- 2 Zoning Applications Submitted
 - 3 Applications taken to Planning Commission
 - 1 Applications taken to City Council
 - 200 Average days to City Council (*Goal = Less than 76 days*)
 - *Application tabled at PC 3 times -Date approved 6/26/2024*

- 8 Application Platting Applications Submitted
 - 2 Plats taken to Technical Review Committee (TRC)
 - 4 Plats taken to Planning Commission
 - 72 Average days to Planning Commission (*Goal = Less than 45 days*)

- 1 Public Improvement Plans (PIP) Submitted
 - 2 Public Improvement Plans Reviewed
 - 10 Average Review Time (*Goal = 15 Days*)*

VACANCY RATES

Check out
DSD's
Vacancy
Rates!

JULY

Monthly Vacancy Report

Division	July
Land Development	14.29%
Administration	28.57%
Inspection Operations	29.31%
Code Enforcement	4.76%
Total	19.23%

DSD Vacancy Rates are improving every month!

VACANCY RATES

AUGUST

Monthly Vacancy Report

Division	August
Land Development	7.14%
Administration	9.09%
Inspection Operations	32.76%
Code Enforcement	4.76%
Total	13.44%

Please visit our website at <https://www.cctexas.com/ds>