



DSD AUGUST NEWSLETTER 2023

Summer is definitely here...!!! As much as we all love the beach, I think everyone is looking forward to cooler temperatures...

As you know, the current fiscal year is winding down and the City is preparing for FY 23/24, but before we turn the page on FY 22/23, lets take note of what we achieved and what remains to be accomplished:

June 1, 2023

Code Enforcement became a division of Development Services and our operation has shifted to a more holistic compliance approach focusing efforts from the outside (the bigger picture) to inside local communities. The primary focus is to improve the aesthetics, appearance, and perception of our City.

June 5, 2023

Development Services launched our updated INFOR permitting software; a new portal Rythm; and a new document review software DigEplan. DSD still has several phases to launch over the next year but this integrated system brings our operation into the 21st Century.

August 1, 2023

This was the effective date of the 2021 International Building Codes in the City of Corpus Christi

August 2023

The DSD Renovation & Addition Design Project is progressing and is currently @ 60% construction document review.

August 24, 2023

Capital Improvements Advisory Committee (CIAC) met to evaluate, review and recommend approval for the Stormwater & Transportation Master Plans and will meet in September to recommend approval for the Wastewater Master Plan and associated Capital Improvement

DSD PROMOTIONS & OPPORTUNITIES

Lauren Lerma -

(Sr. Permit Technician)

- Promoted to Senior Permit Technician

Bertha Guerrero -

(Sr. Permit Technician)

- Promoted to Senior Permit Technician

Elena Buentello-

(Planner III)

- Selected for the APATX Leadership Academy



WAY TO GO TEAM!!!

TOP NEWS



GINA TROTTER -
ADMINISTRATIVE SUPPORT III



MARGARET DAVILA -
SR. CUSTOMER SERVICE REP.



GRACE ELLDRIDGE -
SR. CODE COMPLIANCE OFFICER

EMPLOYEES OF THE QUARTER

Gina has been with Development Services 1 year and 5 months now. Gina's experience in Municipal Government has aided her with her role within our organization as she displays such meticulousness. Gina has taken on multiple roles and has executed all projects assigned to her and manages to go above and beyond in all aspects of her job. She accepts challenges and has an eagerness to learn new things. Gina takes on additional duties as assigned with no hesitation and shows exceptional work ethic. Gina's dedication has not gone unnoticed, her great work has resulted in tangible, beneficial results to our entire department and is an excellent part to our organization.



Margaret Davila comes to work each day not because she needs to work, but because she has a passion for helping others. Margaret has been a great asset to our department and has helped set the bar for customer service. In her time here, she has helped create FAQ's, trained other employees, and continues to learn every aspect of the department to better assist our customers. Margaret never lets the stresses of the job impact the customer service she provides. Right after our go live date, she assisted with unprecedented call volume for our department while exceeding expectations and providing delightful customer service despite the challenges the customers and the department were facing. Her optimistic and can-do attitude prevailed and was noticed by her peers and our customers.

Grace has worked for the City for 8 years and 4 of those years have been with Code Compliance. She is certified as Code Enforcement Officer I & II. Grace currently serves as an interim Senior Compliance Officer for District 3. She leads by example and goes above and beyond to be responsive to the concerns of our residents. Grace can be counted on as a "go-to" employee when a time-sensitive issue needs immediate attention. She is often the first to take on additional assignments and projects to expand her knowledge base and professional growth as a Compliance Officer.

DSD OPERATIONAL IMPROVEMENTS...!!!

DSD Designated a Department Ombudswoman:

Yvette Dodd-Wallace

- This individual will be responsible for assisting customers with their challenges
- DSD will post this individual on all social media outlets, as the go-to-person
- DSD would ask the 5th Floor ELT direct complaints to this individual

DSD Designated a Department Community Relations Coordinator:

Joann Salinas

- This individual will manage the Department “messaging”
- Establish a more robust social media presence (updated weekly)
- Update the Department’s Website (monthly)
- Commit to our Bi-Monthly Newsletter
- Host Town Hall Meetings and/or Community Outreach Events (quarterly)
- Create a bi-weekly “Did You Know” campaigns utilizing our most frequently received questions to better educate the residents and businesses.
- Post community engagement activities and tag hosting partners (AIA, CBHBA, AGC, etc.)

Process
Improvements

NEW STAFF CERTIFICATIONS

Matthew Barrera

(Compliance Inspector)

- Property Maintenance/Housing Inspector
- Zoning Inspector

Andrew Garcia

(Compliance Inspector)

- Zoning Inspector
- Permit Technician

Lauren Lerma

(Permit Technician)

- Permit Technician

Bryan Salazar

(Electrical Inspector)

- Residential Electrical Inspector

Kenny Cloutier

(Plumbing/Mechanical Inspector)

- Backflow Prevention (BPAT)

Jacob Gonzalez

(Sr. Permit Technician)

- Permit Technician

Belinda Mendoza

(Code Compliance Inspector)

Permit Technician

Mike Shelton

(Code Compliance Officer)

- Registered Code Enforcement Officer II
- Registered Building Inspector

Hazal Prado

(Code Compliance Officer)

- Registered Code Enforcement Officer II

Eddie Reyna

(Code Compliance Officer)

- Registered Code Enforcement Officer II

Thomas Chapa

(Code Compliance Officer)

- Registered Code Enforcement Officer II

Ruben Hernandez

(Code Compliance Officer)

Registered Code Enforcement Officer II

Josue Gomez

(Code Compliance Officer)

Registered Code Enforcement Officer II



DSD has 70% of Team Members that possess an ICC Certification, State Licensure and/or National Registration.

MEET OUR NEW STAFF MEMBERS

Welcome
To the Team!



William Bonawitz
Electrical Inspector



Melanie Barrera
Engineering Associate



Todd Shangraw
(Code Compliance Officer)



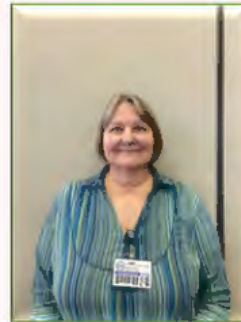
Andrea Fernandez
(Land Development - Planner I)



Martin Garcia
Electrical Inspector



Robert Kurtz
Historic Preservation Officer



Laura Harris
Land Development - Planner I



Elaine Dickson
Records Management Assistant

DSD Free Training



Training Schedule

- September 20th - Electrical Pt. 2
- October 4th - Plumbing Mechanical Review
- October 18th - Accessibility & Customer Service in the Field
- November 1st - GAF Timberline Solar (Rep from Texas State Roofing Company)

Sessions start @ 8am
Location: Development Services Building 2406 Leopard St. Corpus Christi, TX 78408





A Verisk Analytics Business

Awaiting their Determination on the Department's rating score....



Helping Building Departments Achieve Excellence:

Improving Services- Achieving Goals- Building Confidence

Building Department Accreditation

Service Goals

Emergency Response Plans

Quality Management System

Management Reviews

Document Records

Complaints & Appeals

Personnel: Permitting, Budget, Plan Review, & Inspections

This Accreditation is our Next Goal...

DSD 1ST FLOOR RENOVATION & ADDITION DESIGN PROJECT



*During the renovation, DSD will be temporarily relocated to the Value Bank located at 3649 Leopard St. Corpus Christi, TX 78408

MASTER PLANNING & IMPACT FEE STUDY

 **DEVELOPING
OUR FUTURE**
CORPUS CHRISTI

A project to help the City plan and pay for growth in a more intentional manner.



**DEVELOPING
OUR FUTURE**
CORPUS CHRISTI

Master Planning & Impact Fee Study

Meeting Schedule Update

- **Sept 19, 2023** / Council Approval of Setting Land Use and CIP Hearing
City Hall (1st Floor Council Chambers)
- **Sept 21, 2023** / Approval of Wastewater Master Plan, Roadway Impact Fee Review & Stormwater Impact Fee Review with Council Recommendations
City Hall (6th Floor Conference Room) - 11:30am - 3:30pm
- **Oct 4, 2023** / Planning Commission Public Hearing on Land Use and Master Plan CIP Projects
City Hall (6th Floor Conference Room)
- **Oct 19, 2023** / Wastewater Impact Fee Review with Council Recommendations
City Hall (6th Floor Conference Room) - 11:30am - 3:30pm
- **Oct 31, 2023** / City Council Public Hearing on Land Use and Master Plan CIP (1st Reading)
RTA Building (602 N. Staples St.)
- **Nov 7, 2023** / City Council Public Hearing on Land Use and Master Plan CIP (2nd Reading)
RTA Building (602 N. Staples St.)
- **Nov 7, 2023** / Council Approval of Setting Impact Fee Public Hearing
RTA Building (602 N. Staples St.)
- **Nov 09, 2023** / Water Impact Fee Review with Council Recommendations
City Hall (6th Floor Conference Room) - 11:30am - 3:30pm
- **Nov 15, 2023** / Planning Commission Public Hearing on the Proposed Impact Fees
City Hall (6th Floor Conference Room)
- **Dec 12, 2023** / City Council Public Hearing on the Proposed Impact Fees (1st Reading)
RTA Building (602 N. Staples St.)
- **Dec 19, 2023** / City Council Public Hearing on the Proposed Impact Fees (2nd Reading)
RTA Building (602 N. Staples St.)

www.developing-our-future-cc.com

CODE COMPLIANCE MONTHLY REPORT - JULY 2023

First Monthly Code Compliance Report Issued -
Code Compliance has shifted to a holistic compliance approach, focusing efforts from the outside (strategic, big picture) toward the inside, to improve the aesthetics, appearance, and perception of the City of Corpus Christi. In doing so, Code Compliance Officers are prioritizing highly visible and most traveled areas, within our city, starting with freeways, highways, and major arterials; then moving to our major collector streets throughout the city; and finally focusing on our local residential streets within our neighborhoods.

The Code Compliance Division of Development Services has shifted to a holistic compliance approach, focusing efforts from the outside (strategic, big picture) toward the inside, to improve the aesthetics, appearance, and perception of the City of Corpus Christi. In doing so, Code Compliance Officers are prioritizing the highly visible and most traveled areas, within our city, starting with the freeways, highways, and major arterials; moving to our major collector streets throughout the city; and finally focusing on our residential streets within our neighborhoods, all within each Council District.

The team has been restructured to be more responsive, efficient, and efficient.

- The team has been divided into five (5) groups of compliance officers; one group for each Council District.
- Each group is led by a Senior Code Compliance Officer and supported by a Code Compliance Supervisor.
- The Senior Code Compliance Officers and the Code Compliance Supervisor will engage the community and drive compliance within each district.

The following report illustrates the efforts of the district teams to bring commercial and residential properties into compliance through education and building relationships with our citizens. Preventing the deterioration of housing and commercial properties, through the enforcement and abatement of code violations will improve the quality of life for our residents and strengthen our neighborhoods, city-wide.

- Code compliance initiated 1,448 new cases in July and completed 1,940 total inspections.
 - 696 cases were proactively picked up by officers
 - 752 cases were complaint-driven, via the 311-call center.
- Officers proactively conduct weekly sweeps for illegal signs to remove blight and visual obstructions from our public right-of-way. On average, they remove 80 illegal signs each week.

Please 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@ctctexas.com / 361.826.3021 and Director, Al Raymond at AlRaymond@ctctexas.com / 361.826.3575 are also available to answer questions or concerns.

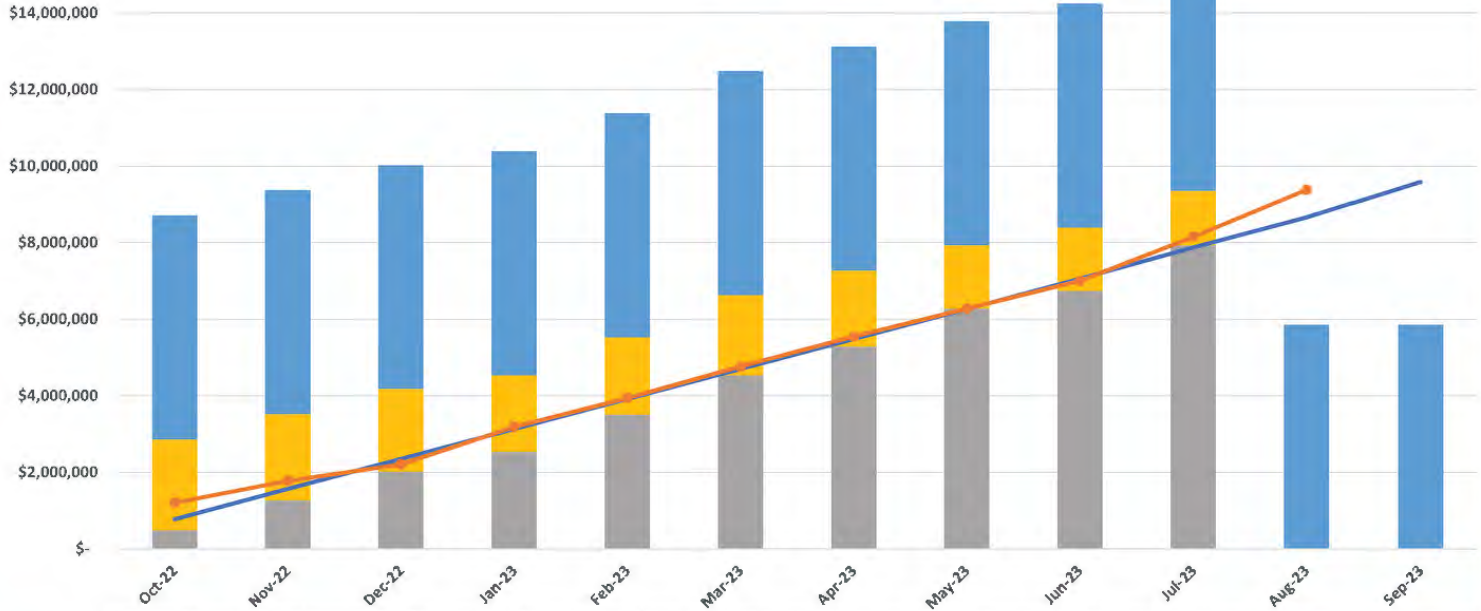


DSD Financials & Metrics

Vacancy Report				
Division	Quarter 1 Vacancy Rate	Quarter 2 Vacancy Rate	Quarter 3 Vacancy Rate	July Vacancy Rate
Land Development	26.67%	26.67%	26.67%	20.00%
Administration	12.50%	36.36%	27.27%	27.27%
Inspection Operations	6.67%	25.45%	25.86%	27.59%
Totals:	11.76%	28.40%	26.19%	26.19%

* Functional Vacancy Rate is 16.22%

**Development Services
Budget Vs. Actual Analysis
(As Of July 31, 2023)**



	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Transfer to CIP - Building	\$5,854,807	\$5,854,807	\$5,854,807	\$5,854,807	\$5,854,807	\$5,854,807	\$5,854,807	\$5,854,807	\$5,854,807	\$5,854,807	\$5,854,807	\$5,854,807
Outstanding PO's	\$2,378,933	\$2,250,000	\$2,160,401	\$1,997,600	\$2,017,345	\$2,097,140	\$1,984,340	\$1,661,646	\$1,648,441	\$1,419,627		
Actual Expenses	\$484,184	\$1,275,371	\$2,016,778	\$2,534,298	\$3,507,191	\$4,531,268	\$5,288,786	\$6,272,891	\$6,744,396	\$7,929,831		
Planned Revenue	\$780,016	\$1,570,843	\$2,351,569	\$3,137,635	\$3,920,266	\$4,703,934	\$5,489,187	\$6,272,429	\$7,058,438	\$7,875,558	\$8,661,782	\$9,581,948
Actual Revenue	\$1,210,396	\$1,781,556	\$2,211,709	\$3,193,133	\$3,941,536	\$4,764,299	\$5,546,336	\$6,280,169	\$7,004,547	\$8,156,932	\$9,380,725	

Fiscal Year 2022/2023 (October - July)

Metrics	#
1. Total number of residential plans reviewed	3,009
2. Total number of residential permits issued	1,855
3. Average review time for FY 22/23 - ??? (DSD Goal is 3 business days)	2.01
4. Total number of commercial plans reviewed	897
5. Total number of commercial permits issued	659
6. Average review time for FY 22/23 - ??? (DSD goal is 10 business days)	6.01
7. Total number of trade permits issued	8,993
8. Total number of inspections performed	39,609
9. Total percentage of inspections performed next day (DSD goal is 85%)	82.45%
10. Total number of zoning applications submitted in FY 22/23	67
11. Total number of zoning applications taken to Planning Commission and to City Council	70
12. Average time to get zoning cases to Planning Commission and City Council (DSD goal is 90 days or less)	62
13. Total number of plats submitted for FY 22/23	216
14. Total of plats taken to Planning Commission	169
15. Average time to get plats to Planning Commission (DSD goal is 45 days or less)	50
16. Total number of Public Improvements submitted in FY 22/23	122
17. Average time to complete to initial plan review (DSD goal is 25 days)	15
18. Total number of customers that visited DSD in FY 22/23	9,204
19. Average wait time for customers	7.01
20. Total of calls into DSD for FY 22/23	8,000
21. Total number of dropped calls in FY 22/23	88

