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DSD ANNUAL REPORT

City of Corpus Christi Development Services





The mission of Development Services is to implement and enforce sustainable development regulations to build a strong community, enhance economic opportunity, and ensure a dynamic framework for quality growth and development. As we work to achieve this mission, we will provide first-rate customer service, continuous process improvement and ensure our staff is knowledgeable and experienced.

WELCOME FROM THE DIRECTOR

Happy New Year Corpus Christi!!!

2021 is finally over and as we look back to survey our accomplishments, we can definitely state that Development Services had an outstanding year!!! You may ask, "What did Development Services achieve over the last year?"

Here's a Brief Recap:

MARCH 2021



1.) City Council approved the Master Planning and Impact Fee Study contract. In 24 months, the consultant, Pape-Dawson, will provide the City with a set of comprehensive master plans for our water system; waste water system; storm water system; and our roadway network. Once completed, the master plans will be used to develop impact fees, which, if adopted could facilitate development and growth for many years to come.

JUNE 2021



2.) Development Services removed the "Frost Bank" signage from the building and installed a "City of Corpus Christi" sign. The City became the new building owner on July 1st, 2021, and as the new owners, we will be renovating the first floor in the coming years.

SEPTEMBER 2021

3.) City Council adopted the FY21/22 Budget, which included Development Services fee increases; in most cases, our fees have not been raised in over a decade. With the increase, DSD can update our operating software; purchase new computers and equipment; and primarily focus on improving performance.



SEPTEMBER 2021

4.) City Council adopted our first Tree Planting Ordinance. This will definitely have a lasting, positive impact on the City's appeal, feel and overall well-being.





Development Services continues to effectively engage the community, as much as reasonably possible, with our standing Development Services Taskforce Meetings; attending monthly Coastal Bend Home Builders Association Meetings; and publication of our bi-monthly newsletter. We are always looking for ways to improve our out reach with customers and our community. The customer service industry is ever-changing, and we are doing great at keeping pace and often setting the example for other City departments looking to improve their customer service experience.

As we head into this New Year...

Development Services is not slowing down. We have developed a strong leadership team to assist with facilitating development in this community. I am excited about the things on our plate in 2022:

- Council adoption of the Historic Preservation Plan;
- Council adoption of our UDC Text Amendments and Updates; and Council adoption of the 2021 International Codes with Local Amendments;
- Council adoption of the STAR Program (this is a contractor Safety, Training, Accountability and Registration program);
- DSD will be transitioning to a new software for reviewing plans online (DigEPlan) and we will be launching a new Dynamic Portal called Rhythm.
- 2022 Goal is to get 50% of our Development Services team members ICC Certified, in their chosen field. Additionally, Development Services will be focused on improving our service delivery methods and providing exceptional customer service.



I am excited about the great things we will accomplish in 2022, we are looking forward to engaging with you all and, as always, thank you for your continued support.

Al Raymond III
Director Development Services

Let's have a great New Year!!!

Contractor Requirements	Bronze STAR	Silver STAR	Gold STAR
Application	✓	✓	✓
Code of Ethics Acknowledgement	✓	✓	✓
General Proof of Insurance	✓	✓	✓
Completed and Approved Background Check	✓	✓	✓
No Construction Related Contractor Infractions/Complaints		✓	✓
DSD Approved Trainings (2 events per year)		✓	✓
Current on all DSD Permitting Fees		✓	✓
Minimum 5 Year Registration with DSD Corpus Christi			✓
At Least One Agent of the Contractor maintains any International Code Council (ICC) Certification or Other Certifications Approved by the Building Official			✓
Membership to a Local Professional Organization			✓

EXECUTIVE TEAM



Al Raymond - I am Director of Development Services and over the last 2 years, my primary goal has been to ensure competency and professionalism throughout this organization and to improve our overall performance. To that end, we have staff training on the 1st and 3rd Wednesdays of each month and we encourage staff development and growth. I have surrounded myself with very capable individuals and that makes it a joy to come to work everyday. Hobbies: I love to relax at home reading novels and technical manuals, and I also love to fish, catching or not, the joy is simply the time on the water, yeah ... 😊

Joann Salinas - As Senior Management Analyst at Development Services, my role is to provide support to the overall operation. However, primarily, providing administrative support to the Director by assisting with special projects, managing calendars, interacting and coordinating with internal staff and external stakeholders, and supporting any departmental needs. I try to ensure that we are “facilitating” as much as reasonably possible.

Hobbies: I enjoy having weekend cookouts with my family, working out, and love being involved with a non-profit youth basketball organization here, in our local Corpus Christi community.

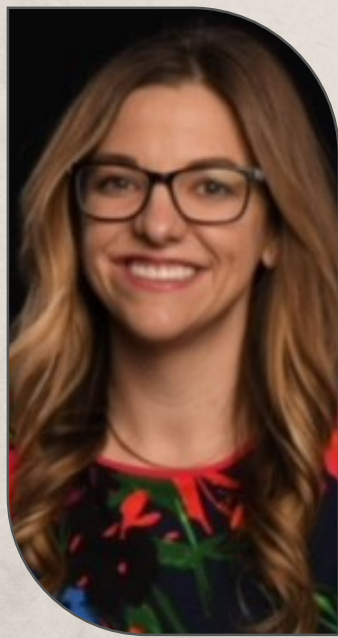


Nina Nixon - Mendez - I have been engaged in planning and development for 28 years in Texas, including almost 4 years at the City of Corpus Christi. As Assistant Director of Land Development, I oversee zoning, platting, public improvements, contracts, and historic preservation. I serve as the City’s Historic Preservation Officer and am liaison to the Planning Commission and Landmark Commission. In 2016, I was inducted into the College of Fellows of the American Institute of Certified Planners, the highest honor bestowed on Certified Planners in the United States. Hobbies: In my free time, I teach Sunday School, volunteer for United Way of the Coastal Bend, am a board member of the Old Spanish Trail Centennial Celebration Association, and serve as president of the Nixon Family Reunion.

Michael Dice - Prior to my appointment as the Assistant Director of Development Services, I worked in San Antonio’s Development Services Department as a Policy Administrator, Planning Manager, Development Services Manager, Development Services Specialist Supervisor, and Plans Coordinator as well as an Assistant Parks and Recreation Manager with the Parks and Recreation Department. I am married and enjoy spending time with my kids and family, fishing, scuba diving, golfing, hunting, and live music.



Andrew Dimas - I am the Development Services Administrator for the Land Development Division and oversees Platting, Zoning, and the administration of the Unified Development Code (UDC). I have worked for the City of Corpus Christi for the past 13 years and served in various roles in Development Services. Hobbies: I am an amateur photographer, movie buff, and an avid fan of all things Marvel and Star Wars.



Yvette Dodd-Wallace - I have been in the Development world for over ten years now. I started my career with the City as a legal intern and have been involved with every aspect of Development Services since. During my time with Development Services, I have grown into the position of Floodplain Manager, Policy Administrator, and more recently DS Administrator, overseeing the Front Counter and call center, or as I would like to call it, Customer Advocacy! My goal is to continuously promote professionalism and competency within our department to ensure all employees develop professionally and move into their goal positions.

Hobbies: Cooking, fishing, working out, and most importantly, making the best memories with my children before flying the coop.

Luke Fry - I manage the day-to-day operations of plan review, inspections, and investigations. I have a commitment to continuous improvement therefore we are always training, asking questions, and evaluating staff. Through this continuous improvement we bring value to the community ensuring that buildings are built safe for the end user.

Hobbies: Outside of work I spend a lot of time with my family which includes going to the beach and weekend trips to see the great State of Texas. My primary hobby is collecting and propagating fruiting plants. Of particular interest are avocado, apples, and bananas.



Brett Flint - As the Development Services Engineer I provide technical and administrative oversight and support for Plat reviews as part of the Technical Review committee; resolution of plat comments; review and release of public improvement plans, including management and coordination of outside third party consultants; resolution of Public Improvement comments and concerns; Hobbies: I am an Adjunct Professor at Del Mar College teaching Construction and Project Management, Construction Materials and Methods, Contract Management, Project Controls, Construction Estimating, and Construction Drawings, Specification, and Codes.

Hobbies: I volunteer with a local organization that provides addiction recovery services, employment support, self-reliance classes, community service, and disaster recovery."

Grayson Meyer - I started working for the City of Corpus Christi six years ago after a move from Houston, TX. I started in the Office of Management and Budget then moved to the City Auditors Office before making the move to Development Services as the current Business Manager. My role in Development Service entails working to ensure all financial needs are met, Human Resource needs are completed; including setting up all interviews and compiling interview packets, and working to collect, input, and analyze the performance of the department. Performance and process improvements are key goals for both the department and I, as improvements in these areas will move the department forward into the future.

Hobbies: I enjoy kayak fishing, when time permits, and spending time with my wife and children. Life with three children does not provide much opportunity for hobbies but I also enjoy watching and following the Houston Astros!



LAND DEVELOPMENT

Land Development oversees platting, zoning, and subdivision public improvements. This division also manages agreements for water, trust funds, and city participation projects. We welcomed several new staff members and promotions this year. Brett Flint- Engineer V, Elena Buentello- Sr. City Planner, Catherine Montalvo- Contract/Funds Administrator, Neel Vyas- City Planner, Saradja Registre- Planning Technician, and Sergio Luna- Engineer II. Mark Orozco was promoted to Sr. City Planner, and Catherine Garza was promoted to Department Agenda Coordinator.

What's on Deck:

- Reducing performance time for rezoning and platting submittals.
- Camiros Ltd. was contracted to draft UDC updates, focusing on zoning, subdivision, traffic impact, parking, and landscaping/buffer provisions.
- A draft Historic Preservation Plan has been presented to City Council, and staff continues to conduct outreach on the plan and to work with City Council to refine this document.

We look forward to a great 2022!

BUILDING DIVISION

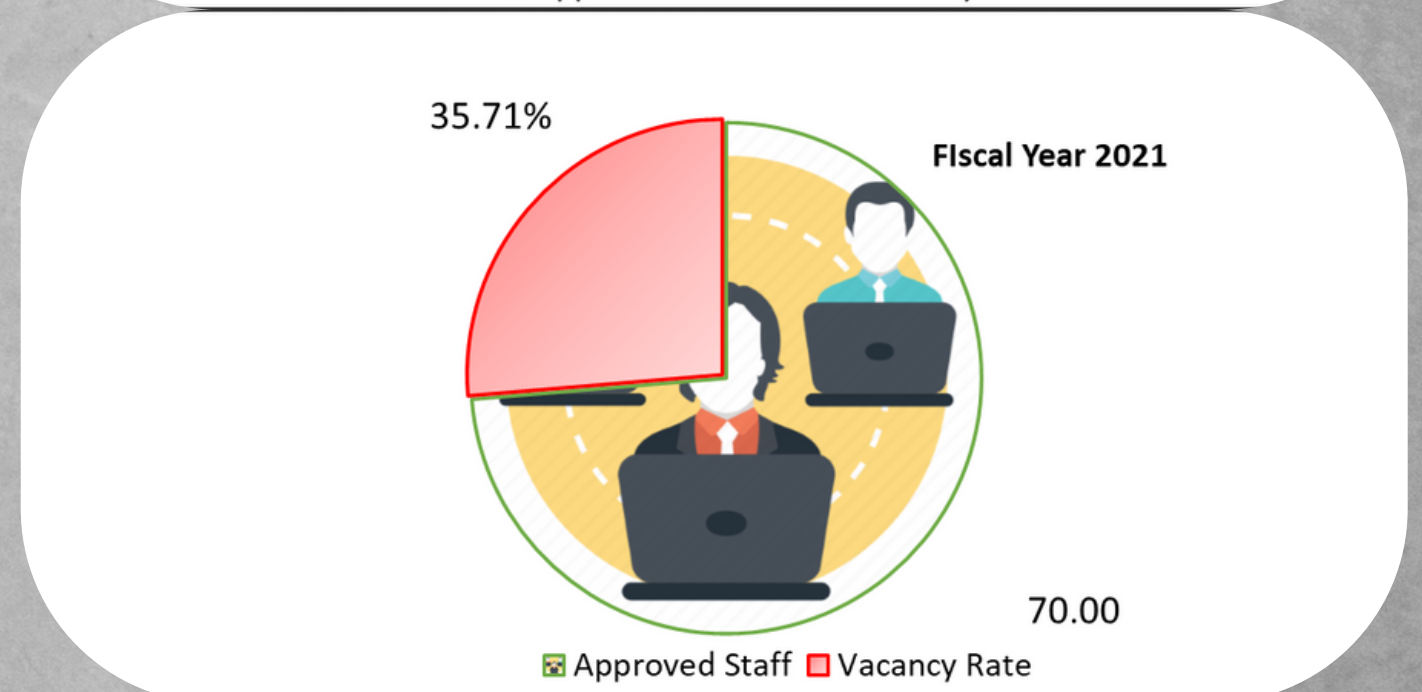
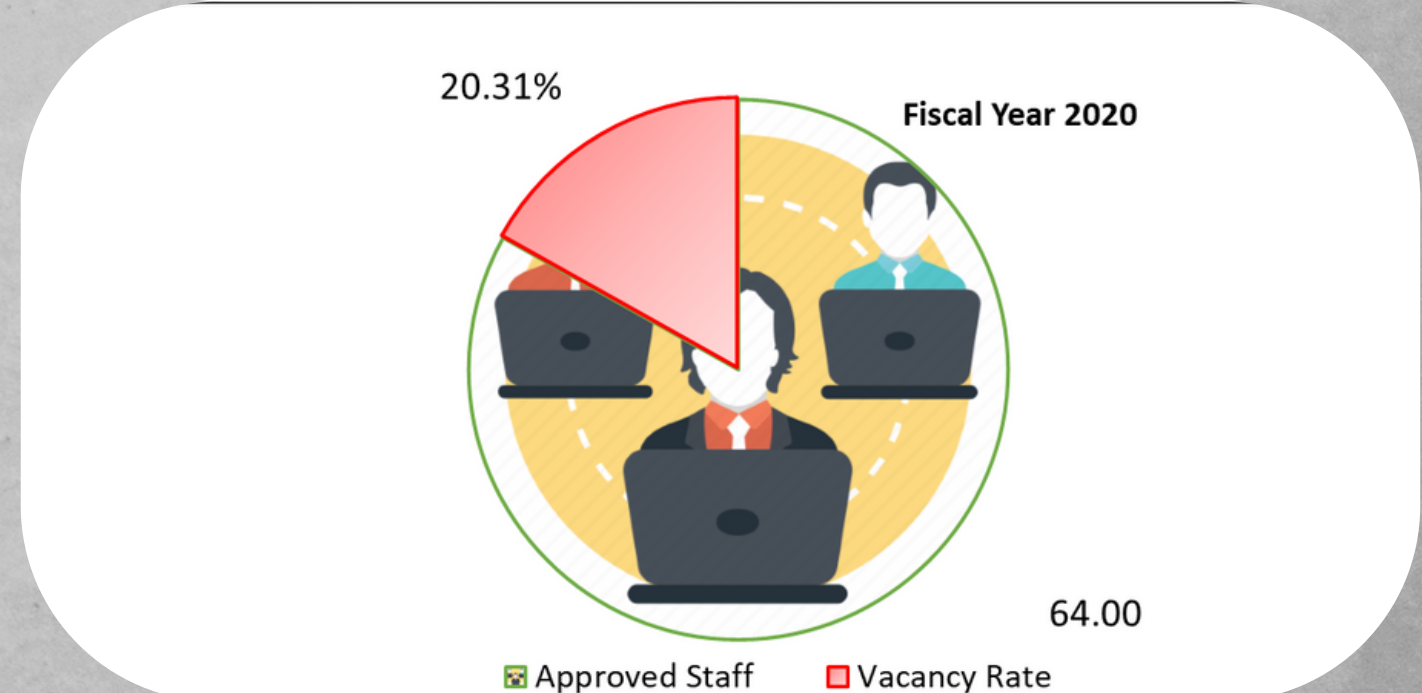
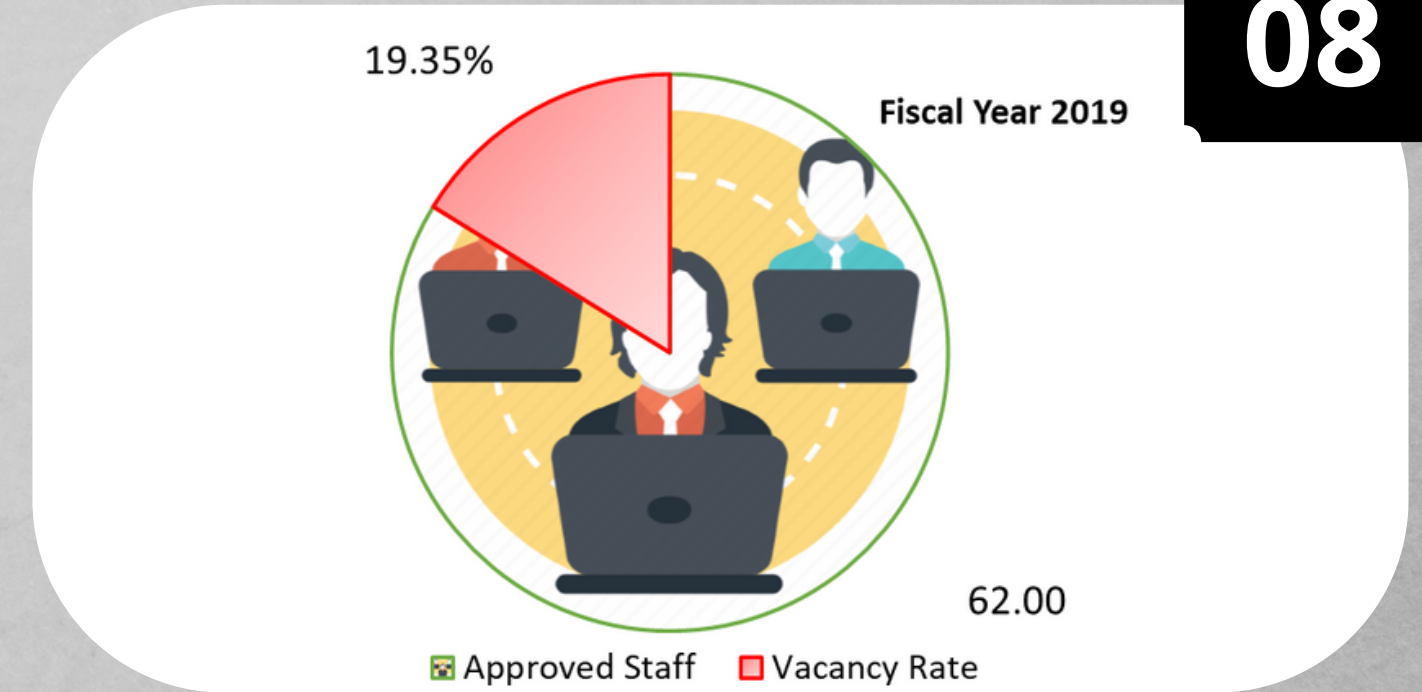
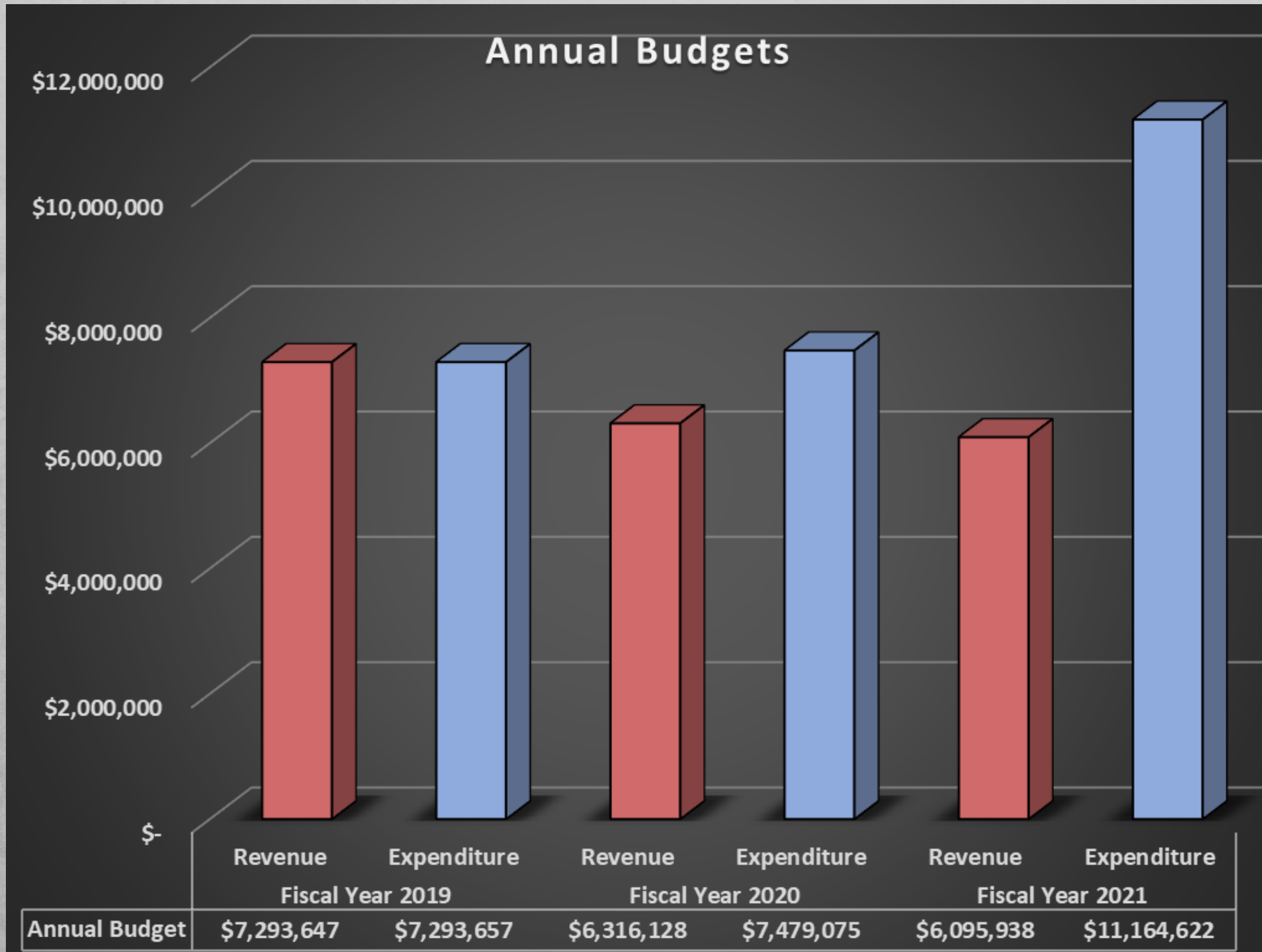
The building division consists of Front Counter, Plan Review, Inspectors and Investigators. We process, review, and inspect all new construction and alterations to existing buildings, and once inspections are completed, a Certificate of Occupancy is issued. This year we will be focusing on becoming a high performing division by encouraging staff to pursue training opportunities and ICC Certifications. Our goal is to safeguard the public health, safety, and general welfare by ensuring compliance with the adopted codes and development ordinances.

BUSINESS SUPPORT SERVICES

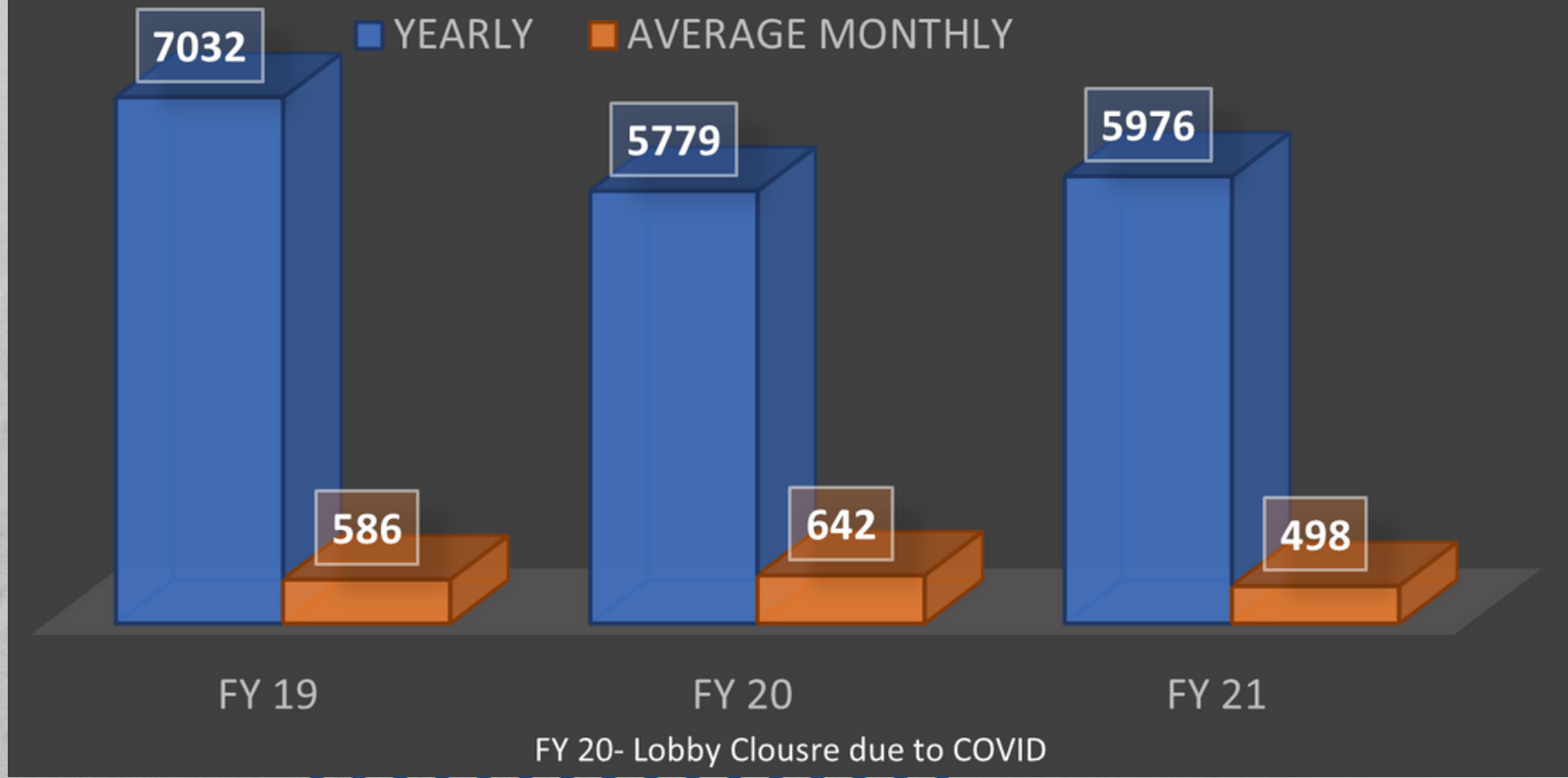
Business Support Services oversees the department's operations, budget, and performance. We are focused on improving facilitation of the development process and to ensure our overall operation is effective and efficient. Additionally, we are focusing on elevating the department's competency, consistency and professionalism which includes continuous staff testing, training and development.



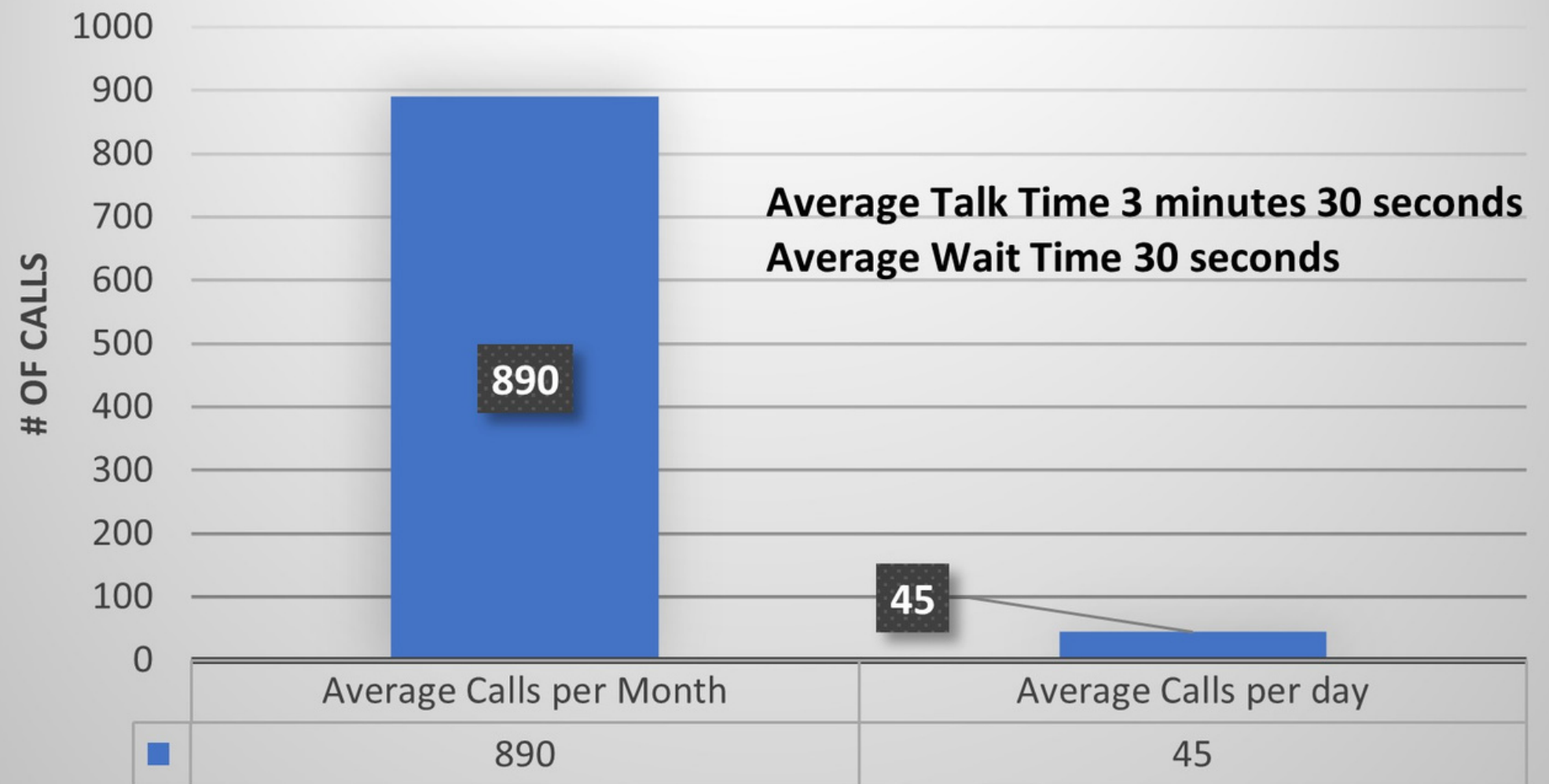
BUDGET OVER THE YEARS



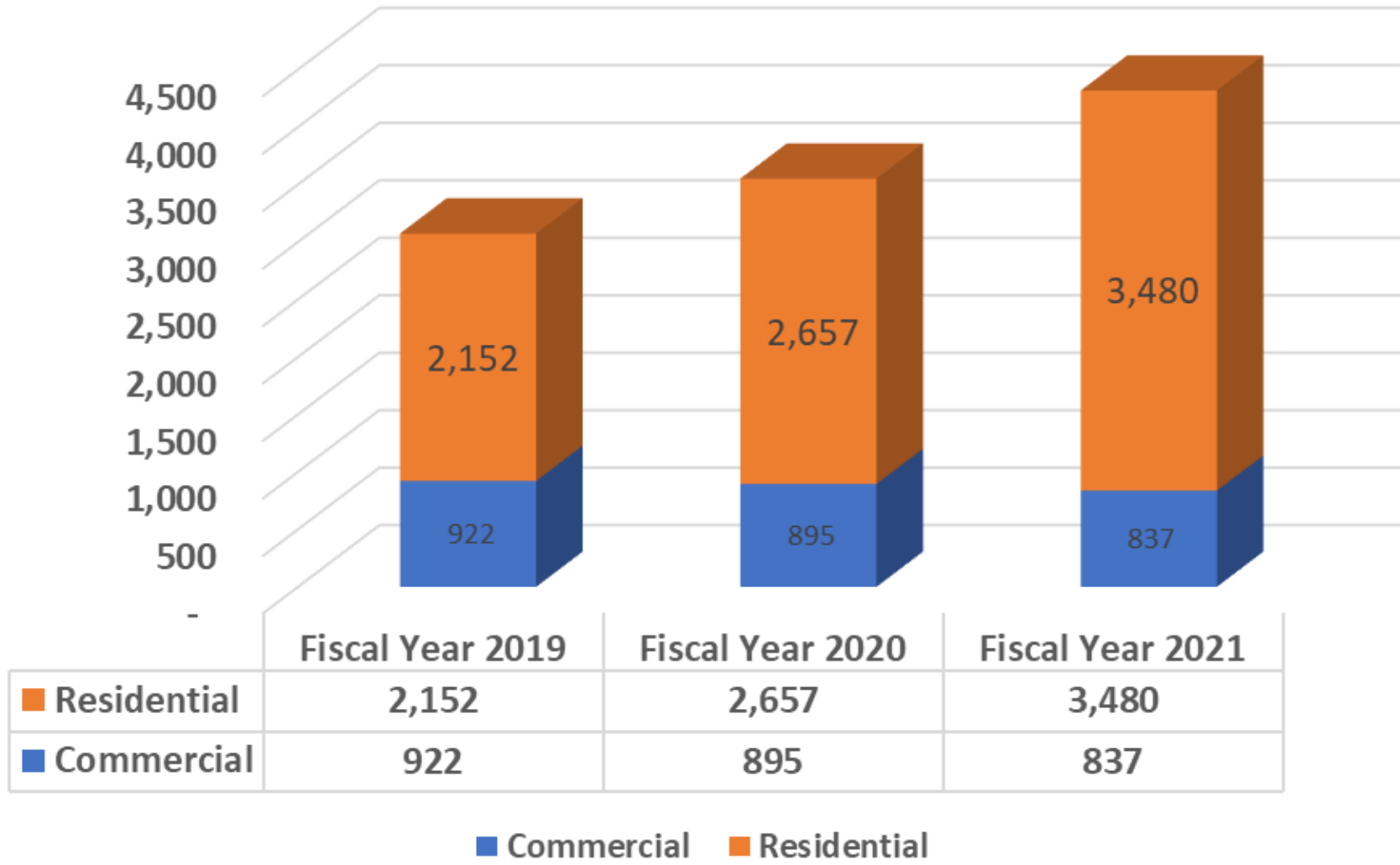
LOBBY CUSTOMERS



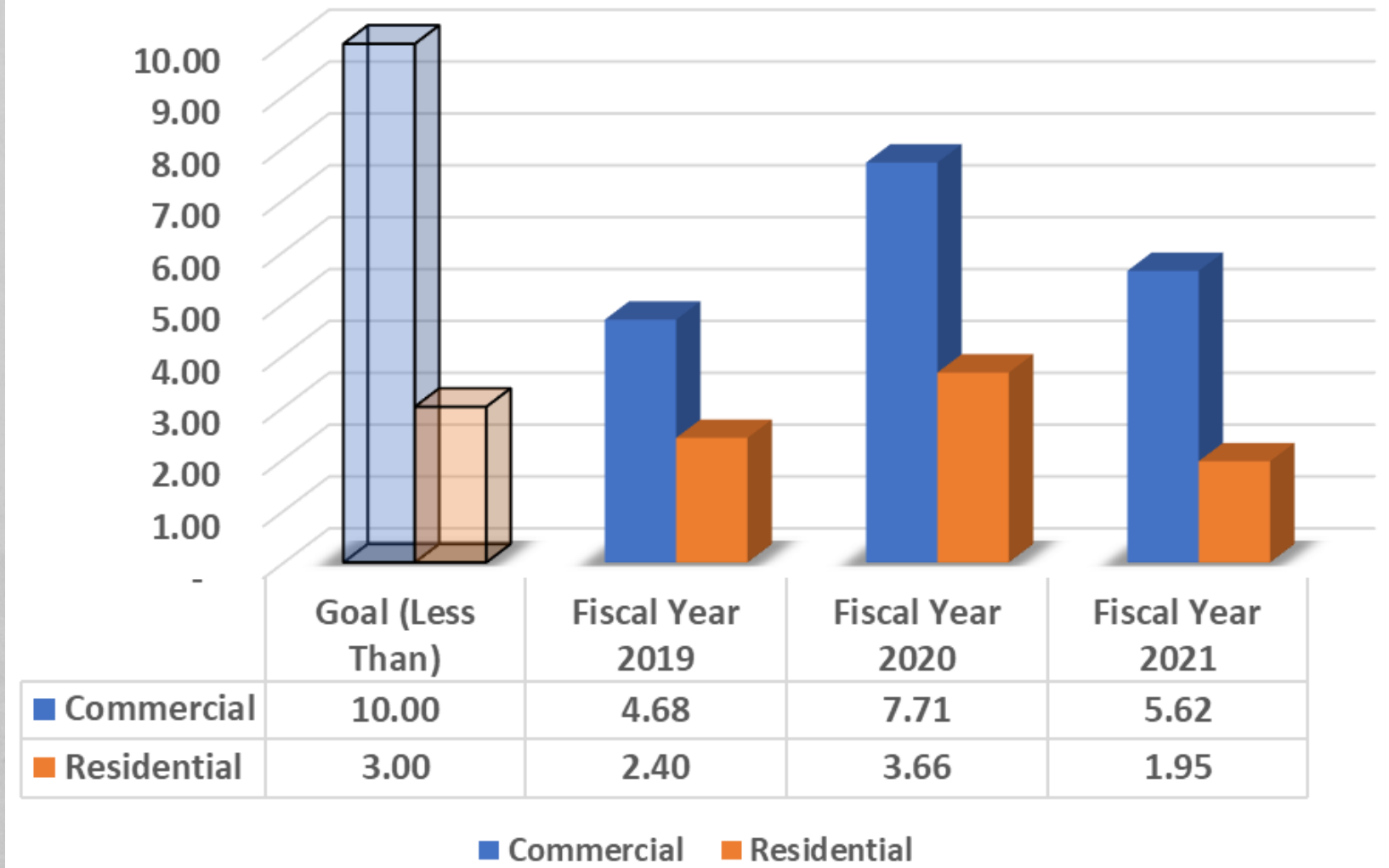
DSD Call Center



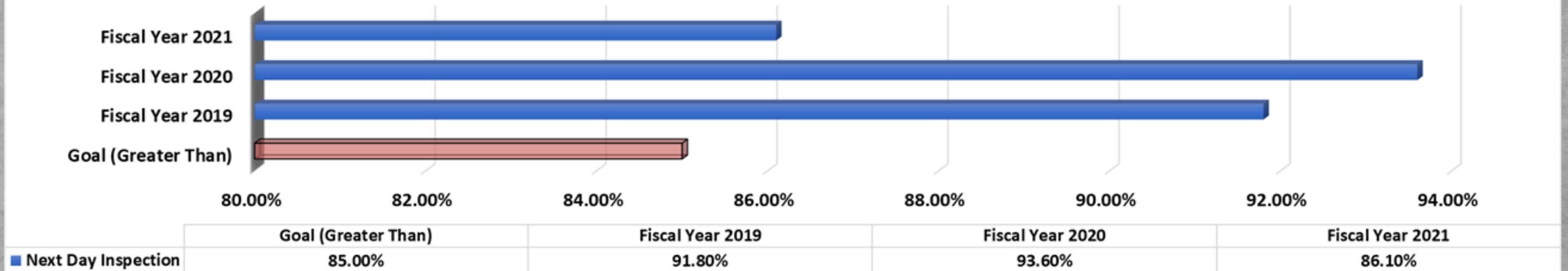
Permits Issued



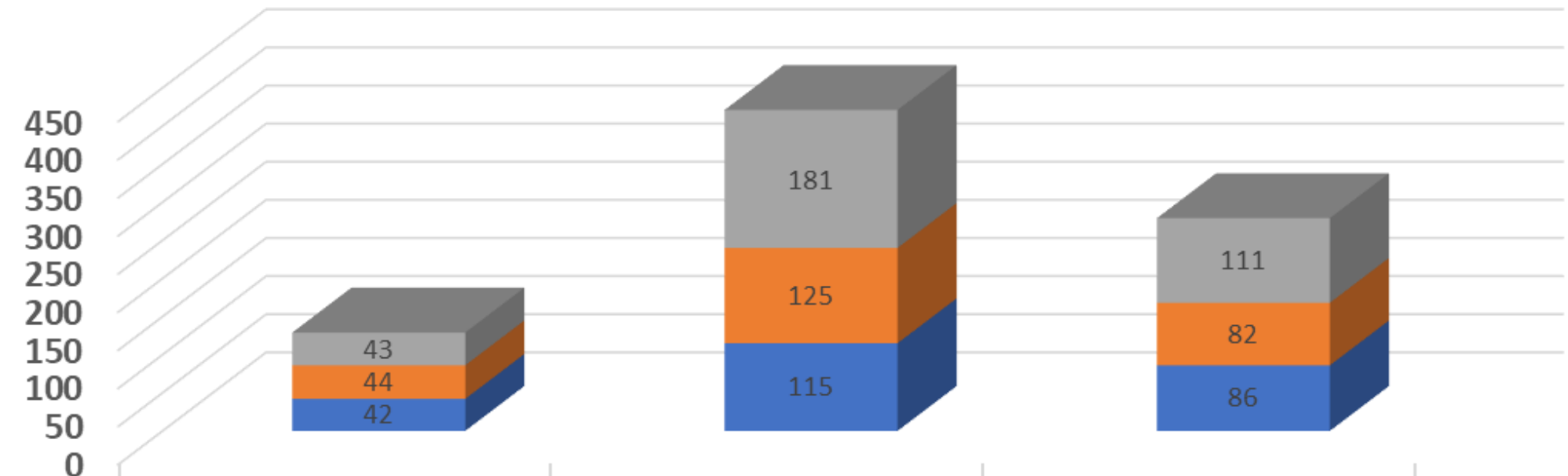
Plan Review Days



Next Day Inspection Performance



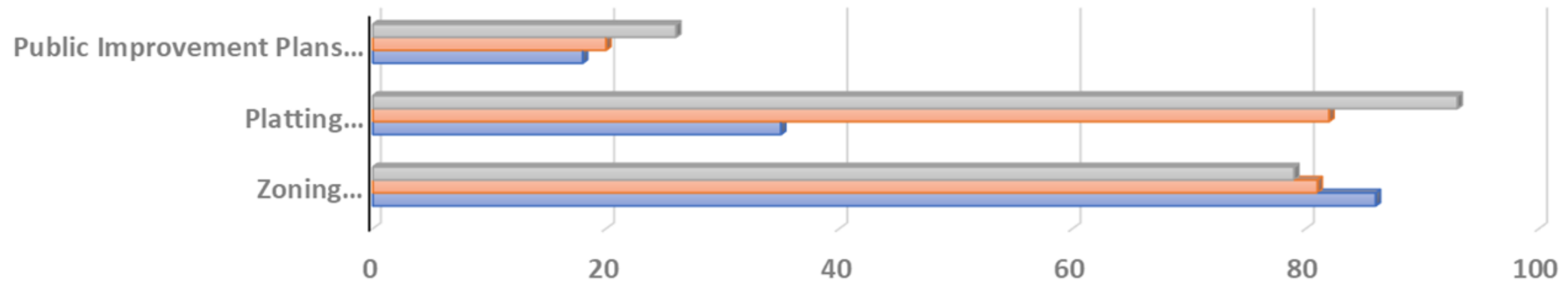
Application Submittals



	Zoning	Platting	Public Improvement Plans
Fiscal Year 2021	43	181	111
Fiscal Year 2020	44	125	82
Fiscal Year 2019	42	115	86

Fiscal Year 2019 Fiscal Year 2020 Fiscal Year 2021

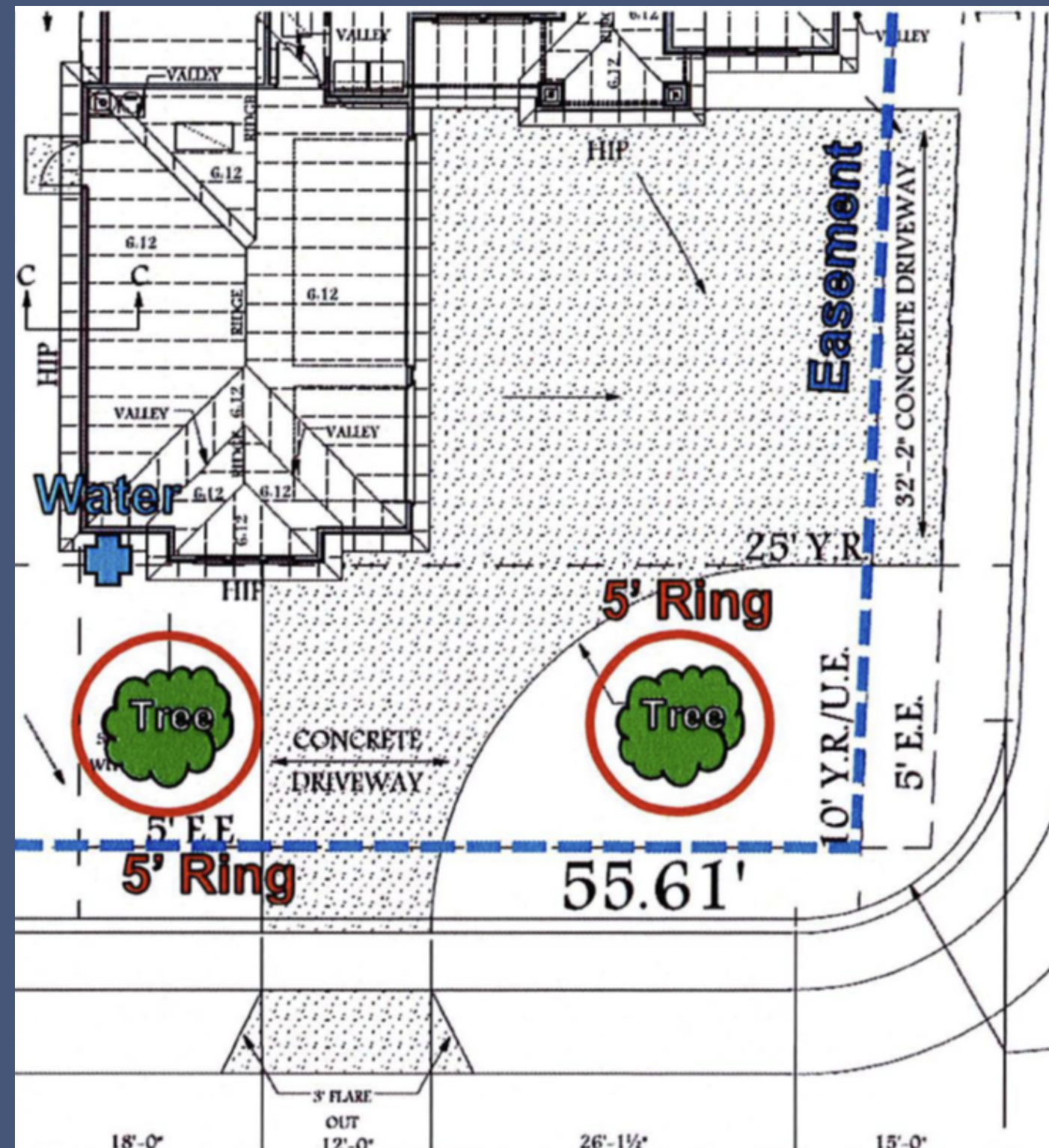
Application Submittal Performance



	Zoning (Average To City Council)	Platting (To Planning Commission)	Public Improvement Plans (Complete Initial Review)
Fiscal Year 2019	79	93	26
Fiscal Year 2020	81	82	20
Fiscal Year 2021	86	35	18
Goal (Less Than)	90	45	25



Zoning District	Tree Planting Requirement
“RS-4.5” Single-Family 4.5 District	2 canopy trees or 1 canopy tree and 1 understory tree
“RS-6” Single-Family 6 District	
“RS-TH” Townhouse District	
“RS-10” Single-Family 10 District	2 canopy trees
“RS-15” Single-Family 15 District	
“RS-TF” Two-Family District	
“RS-22” Single-Family 22 District	3 canopy trees
“RE” Residential Estate District	4 canopy trees
“FR” Farm Rural District	5 canopy trees
Extra Territorial Jurisdiction (ETJ)	
0.50-acre to 1 acre in size	3 canopy trees
Greater than 1 acre in size	4 canopy trees



For Questions Please Contact Andrew Dimas 361-826-3584

Code Adoption Process

Building Code, Existing Building Code, Residential Code, Plumbing Code, Mechanical Code, Fuel Gas Code, National Electrical Code, Energy Conservation Code, Fire Code, Swimming Pool Spa Code

Proposed Timeline

- **Beginning February 1st through March 31st, 2022**, open public comment period for the 2021 Codes and the proposed Local Amendments.
- Draft of the 2021 Codes with Local Amendments due out for public comment **February 1, 2022**.
- Draft of the 2021 Codes with Local Amendments posted for 60-days ending **March 31st, 2022**.
- **May 2022**, present 2021 Codes with Local Amendments to the Planning Commission.
- **July 2022**, present 2021 Codes with Local Amendments to City Council for adoption.

For Questions Please Contact Luke Fry 361-826-3025

Development Services Fee Increases

DSD FEE INCREASES

Many DSD fees have not been raised since:

Beachfront Construction	2002 (19 years)
Zoning Ordinance Fees	2007 (14 years)
Technical Construction Fees	2010 (11 years)
Unified Development Code Fees	2011 (10 years)

DSD will elevate the fees over the next four years:

Year 1- FY21-22	<ul style="list-style-type: none"> • Adjust 46 existing fees • Add 36 new fees • Eliminate 12 existing fees • Increase non-adjusted fees by 10%
Year 2- FY22-23	<ul style="list-style-type: none"> • Increase all fees by 10%
Year 3 FY23-24	<ul style="list-style-type: none"> • Increase all fees by 10%
Year 4- FY24-25	<ul style="list-style-type: none"> • Increase all fees by 10%

[FY-2022-Development-Fee-Schedule.pdf \(cctexas.com\)](#)

Last year's training centered around ensuring all staff possessed a general knowledge base of the development process from rezoning to issuance of Certificate of Occupancies. This year we will continue to train and develop staff in becoming industry experts, improving our consistency, competence and professionalism.

A Total of 26 Development Services Team Members possess ICC Certifications, State Licensure and/or National Registrations. (37% of the DSD Staff possess Professional Credentials)

ICC Certifications obtained over the years:

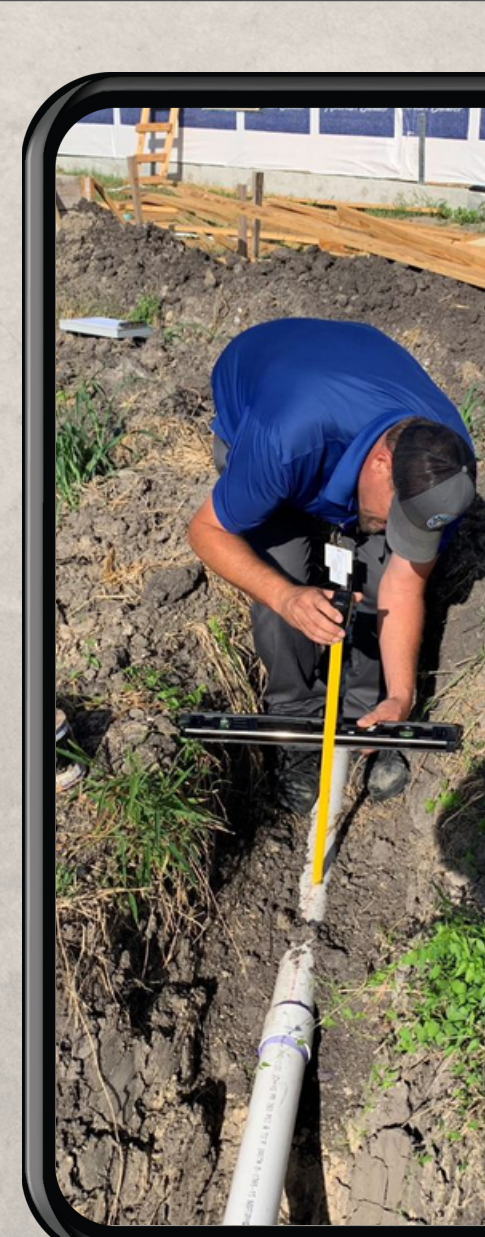
- Certifications FY 19/20 9
- Certifications FY 20/21 13
- Certifications FY 21/22 8 (and counting)



Across the country, high performing Building Safety Departments (Development Services) monitor three (3) primary areas of performance:

1. Knowledge and Interpretation of the Code:
 - a. The Building Official and the team's basic understanding of the codes
 - b. An excellent grasp of the development process
 - c. Knowledge that the built environment is not flawless and practical difficulties do exist
2. Customer Services:
 - a. The department provides an excellent customer experience and facilitates the very processes that it regulates
3. Fiscal Responsibility:
 - a. Department is solvent each month
 - b. Spends resources on state-of-the-art software and equipment
 - c. Spends resources on staff, training, and development

Upon arriving at Development Services, nearly 2 ½ years ago, I was tasked with elevating the department's competency; improving overall performance; and developing professionalism among the ranks. As of today, our financial position and performance reflect movement in the right direction. Our vacancy rate is falling and the forecast goal is to bring this below 10% by close of calendar year. Development Services, will focus on hiring the right people with experience in the development field; that understand development processes; and are experts in their service area. The business of design and construction changes rapidly and our industry is always on the cutting edge of trying new products, new technologies, new approaches, and new processes. For Development Services to remain relevant, we must learn, grow, and adapt as well.



What Has Been Accomplished:

- Reorganization of the department to put the right people in the right position to serve customers more efficiently and effectively
- Established new layer of high-level management focused on improving performance and responsiveness
- Implemented ongoing training
- Established more aggressive outreach program (Taskforce Meetings, CBHBA Meetings, and a Bi-Monthly Newsletter)
- Received approval for remodel of the first floor of our building
- With approval from City Council , successfully launched Master Planning and Impact Fee Study (24-month performance period)
- Lead effort for adoption of a Tree Planting Ordinance
- Established Certification Incentive Program for Development Services staff

What Will Be Achieved:

In the next few years, Development Services will move operations into an electronic platform. Development Services will roll out a new Dynamic Portal called “Rhythm” and will launch new document review software called DigEPlan. This new software will make it easier for customers to interface and connect with staff, leading to improved service delivery methods. Development Services will continuously encourage staff to obtain certifications in their field and by 2023, 50% of Development Services staff will obtain certifications, licenses, and/or national registrations. Development Services will lead the effort, in the adoption of 2021 ICC International Codes, as well as adoption of the Updated Historic Preservation Plan.

In 2019, the Insurance Services Office (ISO) visited our building department and analyzed the adopted codes, along with the department’s efforts in properly enforcing these codes using a process called the “Building Code Effectiveness Grading Classification”. Scores range from 1 to 10, 1 being exemplary and 10 being extremely poor. The City of Corpus Christi Development Services Department received a 4, up from a previous score of 7, showing improvement. However, there is always more to be accomplished and room for improvement, and in the coming years, Development Services will raise our ISO score to exemplary status. Finally, in the very near future, Development Services will pursue and obtain a department wide accreditation from International Accreditation Services (IAS) which will speak to the department’s performance on code interpretation and application, consistency in performance of daily duties, customer service and the customer experience, and the fiscal health of the operation. Achieving accreditation will mean Development Services is a first-class, high performing organization, and we will obtain this crown ...!!!