

DSD NEWSLETTER



February 2024

INTRODUCTION

Winter Season in Corpus Christi

I finally have a chance to wish you all a very Happy and Prosperous 2024 ...!!! 2024 has gotten off to a great start for Development Services but before we look ahead, I would like to comment on the year 2023.

To start, the integration of Code Enforcement into DSD is working well, of course there are still minor growing pains but overall the transition has proven to be successful. We launched the new INFOR with Rhythm (the portal) and DigEPlan (the Document Review module) and what this ultimately means is that the email inboxes will be discontinued starting on June 1st, 2024. Please engage staff if assistance is needed on operating the portal or any of our new systems... remember we are slowly moving into the 21st Century ... 😊 DSD will be looking to relaunch the STAR Program which will include a more robust community engagement effort ...! On August 1st, 2023, DSD and the Fire Department start enforcing the 2021 International Codes and please be advised, DSD offers training classes on the new codes as well as other vocational occupations on every Wednesday. Please reach to the department to obtain our 2024 Training Schedule. Finally, the City of Corpus Christi hired a Historic Preservation Officer, Robert Kurtz and he will be working to identify, highlight and maintain the historic fabric of this beautiful city. As always, thank you for your continued support.

WHAT'S NEW?

DSD is still elbows deep into the Master Plan and Impact Fee Study project. Council approved the Future Land Use Assumptions; the Comprehensive Master Plans for Water, Wastewater, Stormwater and Roadways; and their associated Capital Improvement Projects which all represents the City's 10 year growth plan. Currently, we are in the middle of discussing proposed/possible impact fees for the planned infrastructure expansion over the next 10 years. DSD will be conducting a robust public engagement to include community meetings in each district, meetings with CBHBA, AGC, the Development Community, Real Estate Council, CC Infrastructure Committee, and Planning Commission. This item is scheduled for City Council consideration in June 2024. As you are aware, Nina Nixon-Mendez retired in late December of last year and now, both the Building Division and Land Development has been moved under Michael Dice, which I feel will enable the entire process to work much smoother. As Michael Dice and I move toward to our 5th year in these roles, I would hope the general consensus is that we work to find a way to make progress happen and get projects across the finish line...Facilitation, 5 years and counting ... 😊

Employees of the Quarter!



- Brandon Rain's unselfishness and customer service should be modeled after. His willingness to help teammates is beneficial to the group and recently obtained his Electrical Plan Review Certification.
- Jessica Martinez exemplifies professionalism in assisting customers. Jessica keeps staff on task and on time to meet mandated deadlines. Jessica's "can do" attitude and drive for work excellence elevate her as a respected and valued member of the team.
- Laura Harris joined DSD 2nd Quarter of 2023, bringing with her decades of experience. Her friendly, professional, and careful handling of customers is the epitome of what we strive for, and her influence within our team has undeniably improved everyone's performance.

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CONGRATULATIONS
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We are thrilled to announce two significant employees--Diana Garza (Left) has been here 43 years and Tracey Cantu (Right) has been here 20 years! Recognizing both for reaching a significant milestone in their career with us!



New Staff Certifications!

Alex Hoehne-Gonzales

- Code Compliance II

Blasa Rodriguez

- Residential Plans Examiner Certification

- **Mike Shelton**

- ICC Code Specialist
- Housing and Zoning Code Specialist
- Permit Specialist
- Legal Aspects Module

Jessica Chupoco

- Certified Customer Service Professional

Jacob Gonzalez

- Certified Customer Service Professional

Etta Blake

- Certified Customer Service Professional



Veronica Vasquez

- Certified Customer Service Professional

Margaret Davila

- Certified Customer Service Professional

Estella Padron

- Property Maintenance and Housing Inspector

Brandon Rains

- Electrical Plans Examiner Certification

Tirso Sison

- Code Inspector II

Bill Wittliff

- Residential Plans Examiner

Did You Know?

67% of DSD's Team Members Possess a License, ICC Certification, % State Registrations!

NEW HIRES!

Lisa Davis
Permit Tech II

Sarah Encinia
Permit Tech
II

Hillary Bueno
Administrative
Support III

Edward Giarrusso
Inspector II



Rene Morales
Code Officer I



Jacqueline E.
Martinez- Code
Officer I



Grant Zander-
Code Officer I



Heaven Rodriguez-
Code Officer I



Benjamin Lee -
Code Inspector I



George Chatman-
Code Officer I

INFOR, Rhythm and DigEPlan

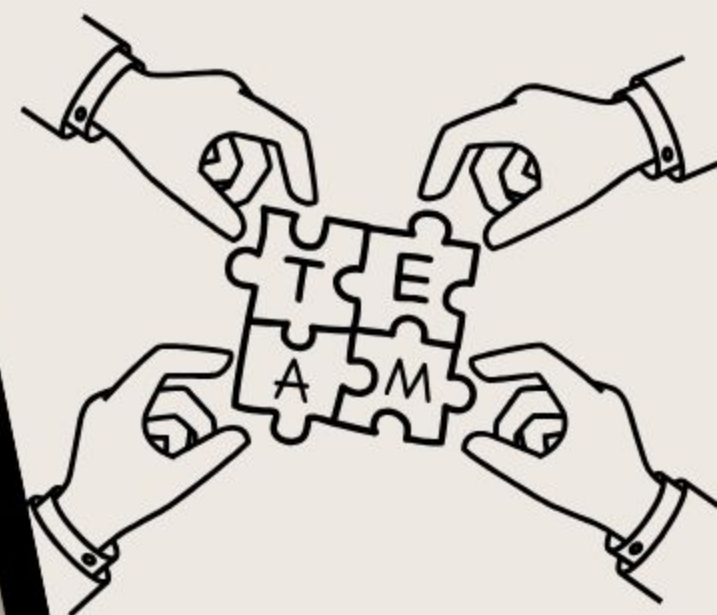
- Inspector Mobile App coming soon
- Code Compliance coming on board soon
- Sunsetting the email boxes on May 31, 2024

DSD Training Schedule

The 1st Quarter of 2024 Development Services will be focusing on internal process training and will not have any public training available until April. We will forward the training schedule once available.

TEAM BUILDING!

Development Services held it's 2nd Team Building Outing November 2023 and had an EXCELLENT turnout with employees and thier loved ones enjoying a night out together!!!





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, &

Insurance Services Office (ISO)

This organization has established a Building Code Effectiveness Grading Schedule (BCEGS). This program evaluates a community's building code enforcement, focusing on mitigation of natural hazards. The intent is to encourage code compliant construction thus ultimately reducing catastrophe-related damage and thus lowering insurance costs. This program also includes advisory premium discounts for property insurance written in jurisdictions with effective codes that are well enforced.

In 2016, the City's BCEGS ranking was 8 for Commercial and 8 for Residential. In 2019, the City's BCEGS ranking was 4 for Commercial and 4 for Residential, our overall score was elevated by four points. In 2023, the City's BCEGS ranking was 3 for Commercial and 4 for Residential, slight improvement BUT there is still room to grow. Overall, this show that your Development Services Department is becoming a high performing, professional organization. Our next goal is to achieve department accreditation with International Accreditation Services (IAS).

Master Planning & Impact Fee Study

Meeting Schedule

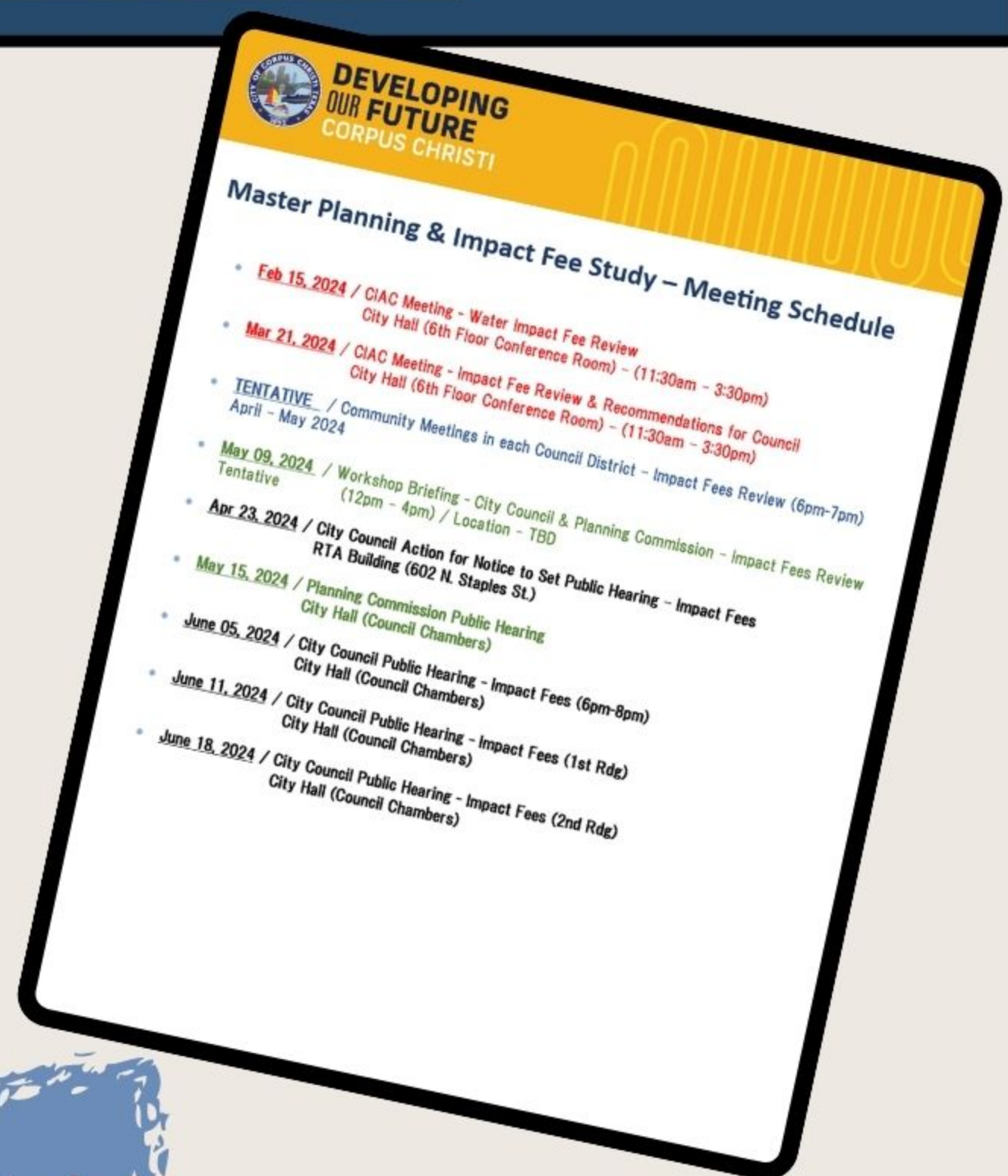


**DEVELOPING
OUR FUTURE**
CORPUS CHRISTI

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



www.developing-our-future-cc.com

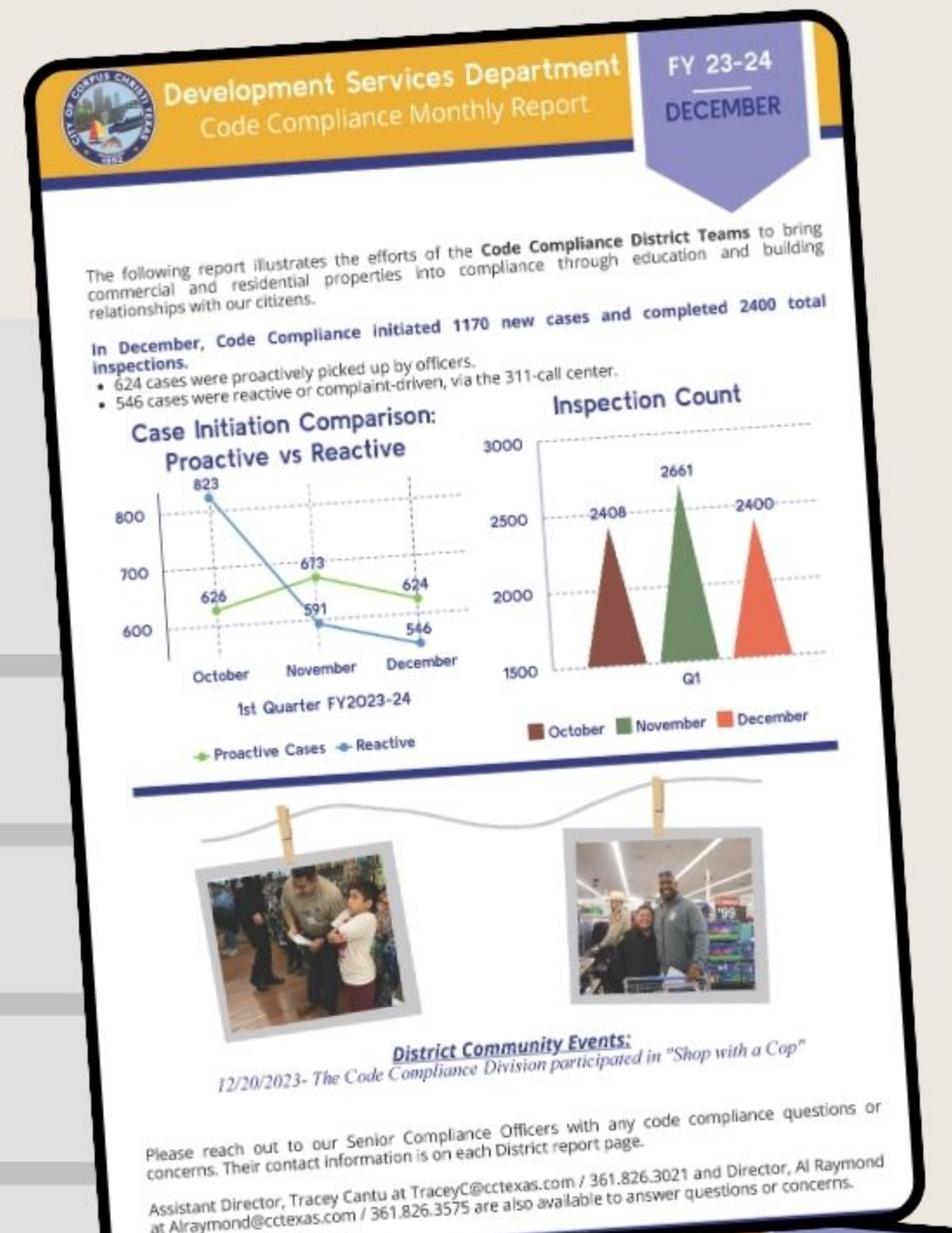


Future Land Use Assumptions; Master Plans and their supporting Capital Improvement Projects
ON January 30th, 2024, the Corpus Christi City Council approved all of the above making way to initiate the second half of this effort which is conducting an Impact Fee Study. Over the next several months there will be a robust community engagement; a number of workshop and public hearings. Once this effort is completed, the goal is to bring this effort for City Council consideration in the month of June 2024.



Code Compliance Division

Code has shifted to a holistic compliance approach, focusing to improve the aesthetics, appearance, and perception of the City of Corpus Christi. They have also began working the first (1st) Saturday of each month (Saturday Sweep report). Monthly reports may be located here: www.cctexas.com/detail/code-compliance-monthly-reports



District 1
Senior Lead Compliance Officer: Mike Shelton Sr.
361.945.0275 | mshelton@ctexas.com

District 2
Senior Lead Compliance Officer: Thomas Chapa III
361.367.1166 | tchapa@ctexas.com

District 3
Senior Lead Compliance Officer: Grace Elledge
361.945.0272 | gelledge@ctexas.com

District 4
Senior Lead Compliance Officer: Estella Padron
361.945.0797 | epadron@ctexas.com

District 5
Senior Lead Compliance Officer: Michael Gutierrez
361.945.0262 | mgutierrez@ctexas.com



But wait... there's more!

Code Compliance participated in 5 community outreach events, to include the Coastal Bend Contracting Summit, District 1 & District 4 Community Input Sessions, and assisted with the Shop with a Cop holiday events.

An Emergency Demolition was executed that comprised of the long-term blighted La Siesta Motel at 4300 Leopard Street.



UDC UPDATE

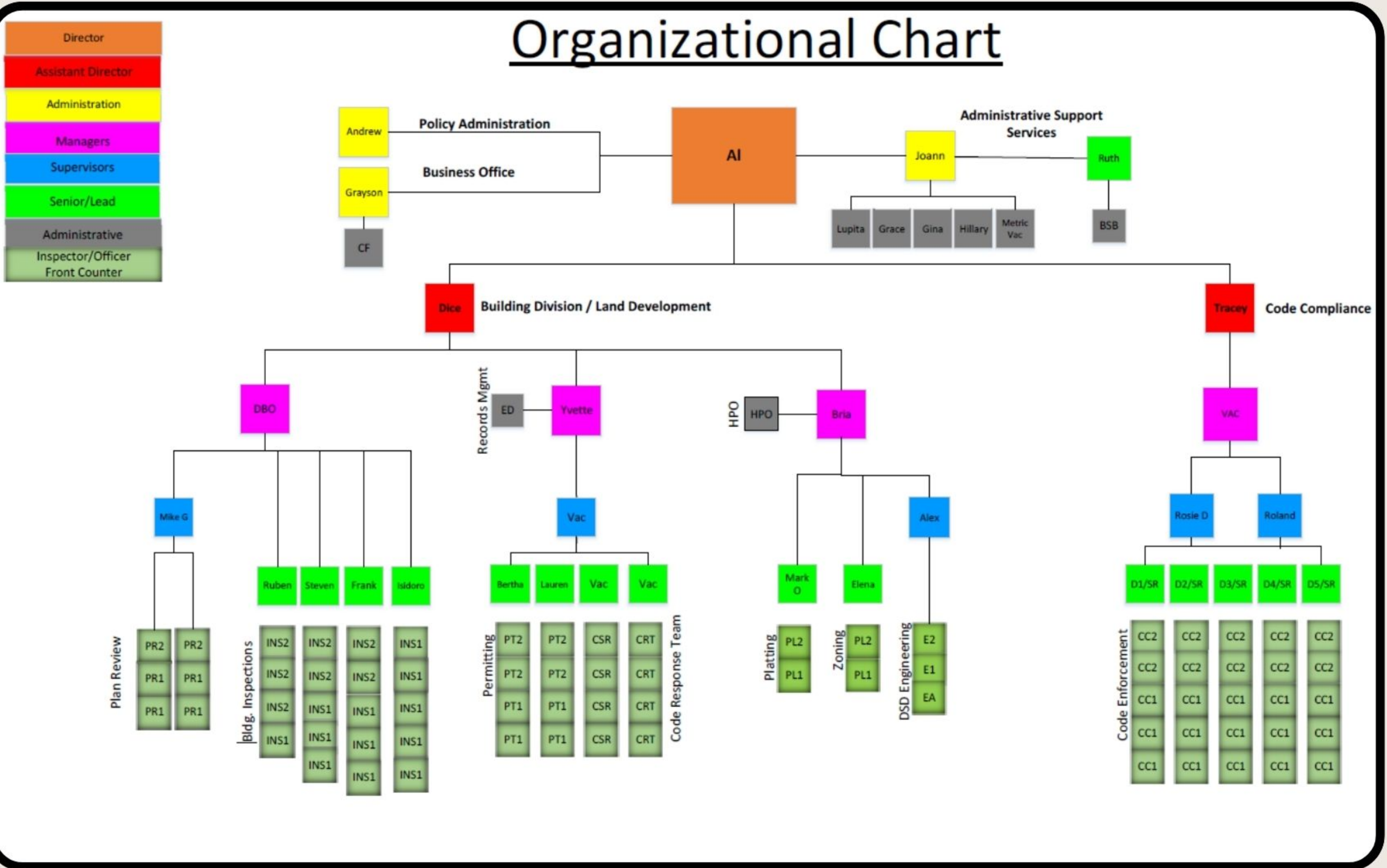
The UDC Update - This process will commence in the month of February 2024. If you are interested in participating in this effort as part of the Development Services Technical Advisory Group (DSTAG), please contact Andrew Dimas AndrewD2@cctexas.com



- **DSTAG ROSTER**
- **LINE-BY-LINE REVIEW**
- **CAMIROS RECOMMENDATIONS**

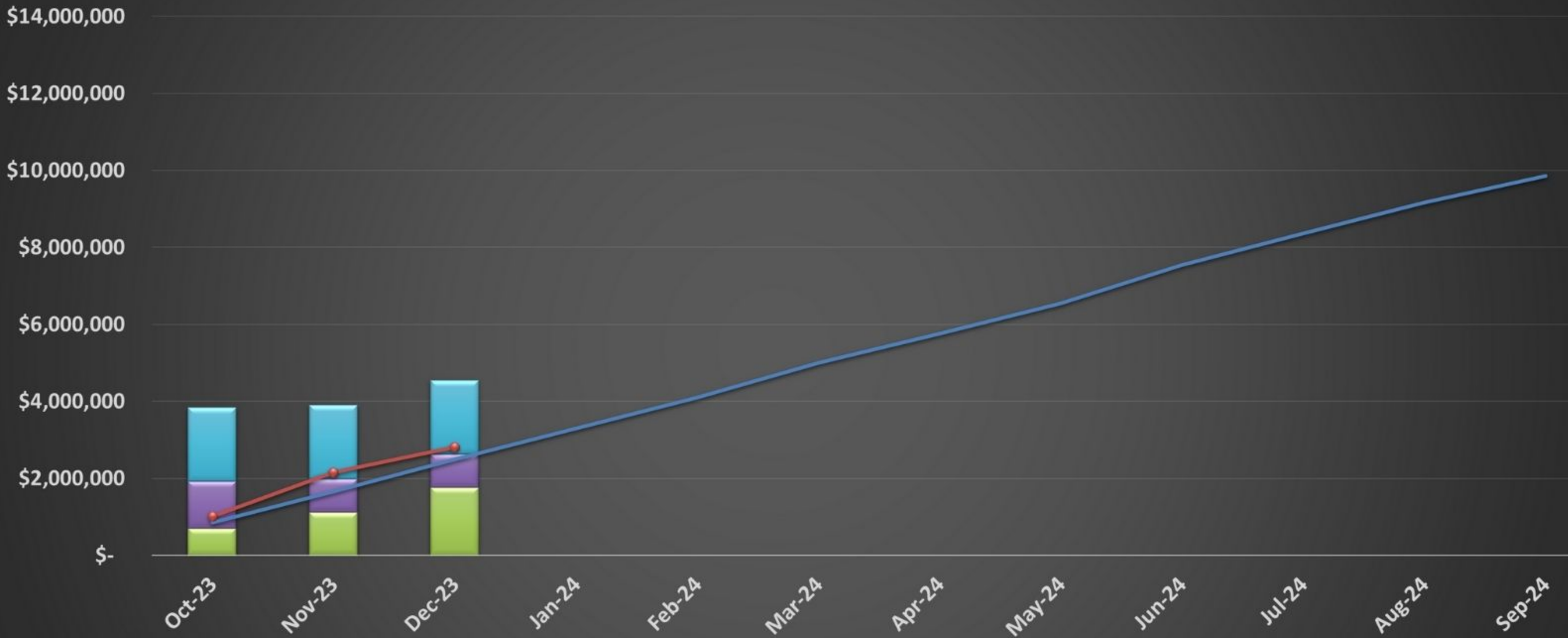
DSD ORGANIZATIONAL CHART

We have updated our organization chart to show the most recent changes that have been made in Development Services. This can be viewed on our website: <https://cctexas.com/ds>



DSD Financials & Metrics

Development Services
Budget Vs. Actual Analysis
(As Of December 30, 2023)



	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
Transfer to CIP - Building	\$1,915,193	\$1,915,193	\$1,915,193									
Outstanding PO's	\$1,211,050	\$866,388	\$866,666									
Actual Expenses	\$702,599	\$1,111,721	\$1,767,660									
Planned Revenue	\$858,038	\$1,652,859	\$2,490,502	\$3,298,557	\$4,101,367	\$4,994,169	\$5,757,109	\$6,548,508	\$7,548,328	\$8,354,119	\$9,169,107	\$9,856,856
Actual Revenue	\$1,006,188	\$2,154,388	\$2,812,676									

Vacancy Report

Division	Quarter 1 Vacancy Rate
Land Development	7.14%
Administration	27.27%
Inspection Operations	25.86%
Code Enforcement	21.42%
Totals:	20.42%

1st Quarter Metrics

FISCAL YEAR 23/24 - 1st Quarter

METRICS	#
1. Total number of residential plans reviewed	952
2. Total number of residential permits issued	529
3. Average review time for FY 23/24 (DSD Goal is 3 business days)	1.75
4. Total number or commercial plans reviewed	372
5. Total number of commercial permits issued	164
6. Average review time for FY 23/24 (DSD goal is 10 business days)	5.81
7. Total number of trade permits issued	2,204
8. Total number of inspections conducted	11,710
9. Total percentage of inspections conducted next day (DSD goal is 85%) * INFOR issue in Dec.	69.28%
10. Total number of zoning applications submitted for FY 23/24	14
11. Total number of zoning applications taken to Planning Commission and to City Council	14
12. Average time to get zoning cases to Planning Commission and City Council (DSD goal is 76 days or less)	82
13. Total number of plats submitted for FY 23/24	31
14. Total of plats taken to Planning Commission	25
15. Average time to get plats to Planning Commission (DSD goal is 45 days or less)	35
16. Total number of Public Improvements submitted in FY 23/24	12
17. Average time to complete to initial plan review (DSD goal is 25 days)	5
18. Total number of customers that visited DSD in FY 23/24	2477
19. Average wait time for customers	8.18
20. Total of calls into DSD for FY 23/24	10,815
21. Total number of dropped calls in FY 23/24	11