

CITY OF SAN ANTONIO • 2010 YEAR IN REVIEW

A City of
Opportunities.
A Future of
Possibilities.



San Antonio has emerged as a city flourishing with opportunities - opportunities to raise a family; opportunities to invest, start or expand a business; and opportunities to immerse oneself in a diverse mix of artistic experiences. In 2010, the City embarked on a variety of community development ventures creating an exciting buzz of possibilities to transform San Antonio into a dynamic and modern city with a vibrant economic future.

LEADERSHIP

- Mayor
- City Council
- City Manager
- Executive Leadership Team
- Executive Team - Directors

ACHIEVEMENTS

- Accolades
- Green Initiatives
- Infrastructure
- Entrepreneurship
- Public Safety
- Innovation
- Quality of Life
- Arts & Culture

FINANCIALS

- Financial Statements

IN FOCUS

- 75 Years of Dance

2010 COMMUNITY SURVEY

- Community Survey Overview
- Executive Summary, Charts & Graphs
- Resume Ejecutivo, tablas, y graficas

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Julián Castro

Mayor

Dear Friends:

While most American cities struggled through another tough financial year in 2010, San Antonio continued to be regarded as one of the most resilient cities in the country.

Thanks to prudent fiscal discipline and our diverse local economy, we went another year without raising property taxes, closed a budget deficit that had been projected to be as high as \$67 million and still added a total of 25 new police officers and firefighters.

Job creation continued to be a bright spot for San Antonio, where the unemployment rate finished the fiscal year about two percentage points below the national average. At the end of fiscal 2010, the San Antonio Metropolitan Statistical Area experienced a net gain of 19,900 new jobs involving major employers like Nationwide, Kohl's, Allstate and InCube Labs, which chose San Antonio as its next location for a bioscience incubator that is expected to create about 400 jobs and infuse about \$100 million into the local economy over the next 10 years.

Overall, the City of San Antonio had an impressive year in fiscal 2010 for retaining and creating jobs, and leveraging significant private capital investment. The city's International and Economic Development Department worked on 18 projects creating 4,353 new jobs and helping to retain 6,053 jobs. Using incentives totaling about \$24 million, we were able to attract \$519 million in private investment.

[MORE ▼](#)

As Mayor, I've also committed myself to taking on the fundamental, but often tough, issues that must be dealt with to put us on a path to attracting the jobs of the 21st century and to keeping our best and brightest home. We transformed a little-used city warehouse into cafécollege, an innovative one-stop counseling and advising center that is open to any San Antonian, no matter how old they are, what school district they attend or what neighborhood they live in.

Given the student-to-counselor ratio of 420 to 1 in our public schools, cafécollege is a shining example of how the city can supplement and help our schools in a tough budgetary environment. We also expanded the Mentoring Matters to the Mayor initiative to include more local businesses and their professionals to mentor more youths than ever with a goal of keeping them in school and decreasing the dropout rate.

Acknowledging that our human capital is our greatest asset, we also are striving to maximize the impact of a \$15.6 million federal grant to the San Antonio Metro Health District to combat childhood obesity. In 2010, I named a Mayor's Fitness Council, which includes business leaders, corporate wellness officials, health professionals and fitness experts, to work on a parallel track to promote healthier living among all residents to reduce the city's high incidence of diabetes, obesity and other maladies.

We also are revamping the city's urban core by encouraging new development to avoid the doughnut hole that exists in many major American cities when residents and jobs flee downtown for outlying areas. After completing a series of East Side reinvestment summits earlier this year, City staff implemented a package of incentives to end neglect of the East Side by making it more livable and more attractive for developers to invest in.

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In the meantime, we are attracting more amenities and residents to downtown by making a commitment to create a more vibrant, 24/7 experience for locals as well as visitors. San Antonio now has approximately 3071 housing units downtown, and an additional 547 units are proposed and scheduled to start construction in 2011.

We also dramatically increased the number of bicycle lanes in downtown and around the city, and announced a first-ever bike-share program. Those efforts led to San Antonio being named as a Bicycle Friendly Community by the League of American Bicyclists. San Antonio was one of only 18 communities across the nation to receive the bronze level designation and the only community in Texas to achieve the distinction.

Continuing our commitment to greater public accountability and transparency at our municipal-owned electric utility, CPS Energy, we recruited a top-flight CEO from private industry, Doyle Beneby, and created a one-of-a-kind partnership with our flagship public university to jumpstart local green energy and conservation technology research.

The 10-year, \$50 million agreement to create the Texas Sustainable Energy Research Institute (SERI) at UTSA is designed to develop strategies to prudently invest ratepayer money to enhance local energy efficiency and stimulate San Antonio-based research and development jobs.

Looking forward to 2011, I am anxious to see the results of our [SA 2020](#) community-wide visioning effort, which got off the ground this year. Our first two meetings attracted about 2,000 San Antonians, and thousands more online, as we forge a vision for what kind of city we want to be by the end of this decade.

In 2010, San Antonio logged much progress. By continuing to engage our citizenry and by working together intelligently and passionately, we are well on our way to becoming one of the great cities in America.

Sincerely,

Mayor Julián Castro

[Visit Mayor Julián Castro's website](#)

[Visit the SA2020 website](#)

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CITY COUNCIL

City of San Antonio

The City of San Antonio is governed by a council-manager form of government. Under this form of administration, San Antonio voters elect 11 representatives (10 district representatives and a mayor) to pass laws and establish policies for the city. All members of the City Council are elected to serve four, two-year terms in office.

The Mayor and City Council are the community's key decision makers. They focus on the provision and efficiency of basic services; their district's growth; capital improvement projects; land use and development; the city's financial growth and economic development; in addition to other important issues. Council members focus on how City policies not only meet the needs of their constituents, but also how they meet the goals of the entire community.

The Mayor and Council hire a City Manager to serve as the City's chief administrator. The City Manager works closely with City staff to translate City Council policies and priorities into action. Council members also rely on the city manager to provide them with professional advice before they take action on a specific issue.

Mayor Julián Castro	(210) 207-7060	e-mail the Mayor
District 1 Mary Alice P. Cisneros	(210) 207-7279	e-mail District 1
District 2 Ivy R. Taylor	(210) 207-7278	e-mail District 2
District 3 Jennifer V. Ramos	(210) 207-7064	e-mail District 3
District 4 Philip A. Cortez	(210) 207-7281	e-mail District 4
District 5 David Medina, Jr.	(210) 207-7043	e-mail District 5
District 6 Ray Lopez	(210) 207-7065	e-mail District 6
District 7 Justin Rodriguez	(210) 207-7044	e-mail District 7
District 8 W. Reed Williams	(210) 207-7086	e-mail District 8
District 9 Elisa Chan	(210) 207-7325	e-mail District 9
District 10 John G. Clamp	(210) 207-7276	e-mail District 10

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Sheryl Sculley

City Manager

Dear Friends:

On my five year anniversary as City Manager, I want to share with you some accomplishments and why I believe the future is bright with opportunity for our city. With the support of Mayor Phil Hardberger, Mayor Julián Castro, and three city councils, it has been five years of positive change to improve the business of City government.

In 2005, I began my tenure by engaging with residents, neighborhood associations, business representatives, special interest organizations, and numerous individuals who gave me their perspectives on city services and programs. The community input and policy guidance from the city council provided a framework for our transformational mission.

We have recruited excellent talent, strengthened the City's financial management, improved city business practices, increased much needed police and fire services, and in 2007 approved the largest bond program in city history.

Today, more than 100 of the 150 streets, drainage and parks bond projects are completed or under construction. The balance will be substantially finished by May of 2012 as promised.

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We have balanced five City budgets while reducing city property tax rates, increasing general fund financial reserves from 3% to 9%, and reducing waste through efficiencies, technology and some good old-fashioned house cleaning.

In 2008, the city's general obligation bond rating was upgraded to 'AAA', the highest possible rating and a first for the City of San Antonio. Our 'AAA' rating was re-affirmed in 2010, this time by the three major financial rating services. Of the largest cities in the United States, San Antonio is the only one to have three 'AAA' ratings.

Without a single layoff in five years, we eliminated 1,000 City positions and added 450 new police officers, firefighters and emergency medical services personnel. We have also increased spending for streets and sidewalks.

We have recruited local and national executive talent to lead our City departments. These 34 diverse individuals with exceptional experience and education are committed to serve the San Antonio community.

Today, City government is more transparent, more professional and focused on results. City council agendas are available to the public on the City's web site in advance of meetings. Budget hearings are conducted annually in all 10 council districts to explain staff recommendations and obtain community input. The annually adopted infrastructure maintenance program provides residents with a five year schedule of street, drainage, sidewalk, and alley improvements.

We successfully automated single family residential garbage collection for 340,000 homes resulting in less cost, fewer injuries, and better wages for the automated truck drivers. We have tripled the amount of recycling from 6% to 18%.

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Through our Pathways to Zero Waste strategic plan, our city council approved goal is to recycle 60% of our waste stream by 2020.

In partnership with the business community, we reorganized our economic development efforts by reducing costs and focusing on targeted industries and attracting higher wage jobs to San Antonio. Our new economic development model focuses on investment with a return rather than cash subsidies.

With council support of the newly created Centro Partnership, we are centered on redeveloping downtown San Antonio and our inner city neighborhoods. With partner organizations plans are underway for a streetcar system, more housing, Hemisfair Park redevelopment, a downtown grocery, and an expanded UTSA campus.

With the support of our Tourism industry, we reorganized our Convention and Visitors Bureau, designed and launched our "Deep. In the Heart" brand, and have increased the number of tourists and business visitors despite the recession.

We are fully engaged in Mayor Castro's [SA 2020](#) community visioning process, the outcomes of which will prioritize public policy issues and future projects.

And, our customer service ratings are up! We completed city-wide community surveys in 2008 and 2010 asking residents to evaluate City services. We are using the data to further city improvements.

My continued thanks to our City employees and the San Antonio community for supporting me over the past five years. May the next five years be even more productive and exciting!

Sincerely,



Sheryl Sculley
City Manager

[Visit Manager Sheryl Sculley's website](#)

[Visit Manager Sheryl Sculley's Blog](#)

[Visit the SA2020 website](#)

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Executive Leadership Team

City of San Antonio



Pat DiGiovanni,
Deputy City Manager



A.J. Rodriguez,
Deputy City Manager



T.C. Broadnax,
Assistant City Manager



Sharon De La Garza,
Assistant City Manager



Erik J. Walsh,
Assistant City Manager



Peter Zaroni,
Assistant City Manager



Edward Benavides,
Chief of Staff



Michael Bernard,
City Attorney



Chris Callanen,
Assistant to the City
Council



Di Galvan,
Director of
Communications and
Public Affairs



Ben Gorzell,
Chief Financial Officer

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The Executive Leadership Team operates under the Office of the City Manager. The Executive Leadership Team assists the City Manager with implementing the policies and directives of the City Council throughout the various City departments and offices.

The City Manager's office is also charged with recommending, implementing, and monitoring policies and procedures that maintain the financial well-being of City government.

The Office of the City Manager serves as the focal point for the executive leadership and direction of the city organization. The office works closely with the Mayor and City Council to ensure that City programs and operations reflect policy goals and objectives established by the City Council.

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**CITY OF SAN ANTONIO
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Pat DiGiovanni

Deputy City Manager

Pat DiGiovanni was appointed Deputy City Manager in March 2006. Prior to his appointment, he served as Director of Economic and Community Development for Kalamazoo Valley Community College.

Mr. DiGiovanni's career spans 27 years in local government. He started in municipal management in 1982 in McKeesport, Pennsylvania as the city's Finance Director. He and his family then moved to South Carolina in 1984 where he served as the City of North Myrtle Beach Revenue Director before accepting his first chief administrative officer position in Surfside Beach, South Carolina, in 1986. His major accomplishments in Surfside Beach include a successful recovery from Hurricane Hugo in 1989 and the establishment of the town's first road and drainage infrastructure program.

Mr. DiGiovanni began a 14-year tenure with the City of Kalamazoo, Michigan, when he was appointed Assistant City Manager of operations in 1991 and then promoted to Deputy City Manager in 1993. He became City Manager in 1997. His accomplishments include: the development of a business, technology and research park in conjunction with Western Michigan University; the development of a life science incubator; and various neighborhood redevelopment projects. He is credited with the revitalization of downtown Kalamazoo and creating Partners Building Community, a comprehensive community development model. Under difficult economic and fiscal challenges, Mr. DiGiovanni was able to meet the core service demands and capital needs as well as maintain the city's financial credit rating.

[MORE ▾](#)

Education

B.A. in Political Science, Northeastern University, 1980
 M.P.A. in Public Administration, University of Pittsburgh, 1982
 Credentialed Manager, ICMA, 2005

Professional Memberships & Community Involvement

International City Managers Association; Michigan Local Government Managers Association; Rotary Club of Kalamazoo

Community Involvement

Member of Board of Directors of Kalamazoo Area United Way; Member of Board of Directors of Kalamazoo Communities in Schools Foundation; Member of Northside Planning Committee for the Park Street redevelopment

Honors

2004 Kalamazoo Regional Chamber of Commerce Leadership Trustee Award

Personal

Mr. DiGiovanni, a New Jersey native, is single. He has three children, Anne, David and Paul.

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A.J. Rodriguez

Deputy City Manager

A.J. Rodriguez was appointed Deputy City Manager for the City of San Antonio in May 2008, reporting to City Manager Sheryl Sculley. AJ's duties include the direct supervision over the areas of and International and Economic Development, Intergovernmental Relations, Convention and Visitor's Bureau, Human Resources, Downtown Operations and International Relations.

Before joining the City, Rodriguez served as president & CEO of the San Antonio Hispanic Chamber of Commerce. During his four-year tenure, A.J. oversaw the day-to day operations of the organization, and was principally responsible for outcomes and results as outlined in the Hispanic Chamber's strategic plan, under the direction of a 35-member Board of Directors. During A.J.'s leadership, the Hispanic Chamber more than doubled its membership base to 1,000+ members, and grew its total revenue by 64 percent, representing an unprecedented record for the organization.

He has served as vice president at the Greater San Antonio Chamber of Commerce and managed the Public Affairs Council, which focused on government affairs, public policy and education related issues.

A.J. worked two years in the Public Affairs Department of Zachry Construction Corporation, where he performed analysis, strategy, management, and issues advocacy (lobbying) regarding the company's legislative issues at the local, state, and federal level.

Prior to his work at Zachry, A.J. had previously worked at the Greater San Antonio Chamber for three and a half years, as vice president of Small Business, assistant vice president of Communications and Governmental Affairs, and editor of the company newsletter. He began his work there as an intern in the Executive Department.

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Education

Master of Business Administration, University of Texas at San Antonio - 2000

Bachelor of Business Administration specializing in International Business, University of Texas at San Antonio - 1998

Texas at San Antonio - 1998

Associate in Arts, San Antonio College - 1995

Central Catholic High School - 1990

Professional Memberships & Community Involvement

A.J. currently serves on the Texas Lyceum, a group of 96 Directors from across the state, who focus on public policy issues. He also serves as a member of Mayor Julián Castro's Green Jobs Leadership Council, Senator Carlos Uresti's San Antonio Blue Ribbon Task Force on Child Abuse, San Antonio Sports Foundation Executive Committee, and the Sports for Life Advisory Board. He is a former member of the Central Catholic High School Board of Directors, the Texas Association of Mexican American Chambers of Commerce Executive Committee and Board, JOVEN's Advisory Committee, and the City of San Antonio River Commission.

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Honors

He was awarded the 2010 Latino Leaders "Thought Leader Award", 2008 La Prensa's "Leadership Award", UTSA 2008 Alumnus of the Year award, the UTSA College of Business "Young Alumnus of the Year" award in early 2007 and the San Antonio Business Journal's "40 Under 40" award in 2003.

Personal

A.J. and his wife, Estelle, will celebrate their eighteenth-year wedding anniversary in December and they have three children, Alexandra Jasmin, 13, Arthur John, 9, and Isabella Carolina, 5.

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T.C. Broadnax

Assistant City Manager

T.C. Broadnax joined the City of San Antonio in November 2006. As an Assistant City Manager, he oversees housing and community development issues and planning and neighborhood services.

Mr. Broadnax has more than 17 years of municipal government experience. Previously, he served as Assistant City Manager for the City of Pompano Beach, Florida. In this position, his duties included supervision of the city's annual operating budget and oversight of the departments of housing and urban development, finance, and information technology and the local community development agency.

He also served as Deputy City Manager, Assistant to the City Manager and other positions for the City of Pompano Beach.

MORE ▼

Education

Master of Public Administration, University of North Texas
 Bachelor of Political Science, Washburn University
 Bachelor of Organizational Communication, Washburn University

Professional Memberships & Community Involvement

International City/County Management Association; National Forum for Black Public Administrators

Personal

Mr. Broadnax, a Kansas native, is married to Kimberli. The couple has four children.

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Sharon De La Garza

Assistant City Manager

Ms. De La Garza was promoted to Assistant City Manager in March 2008. In this position, she provides oversight of the Human Resources, Fleet Operations, Purchasing and Public Works Departments

Prior to her current appointment, Ms. De La Garza served as Assistant to the City Manager and the City's Human Resources Director for two years. As director, she was responsible all aspects of human resources including employee benefits, classification & compensation, employee relations, recruitment, affirmative action, equal employment opportunities, employee development & training, testing, and risk management.

Before returning to the City of San Antonio, Ms. De La Garza served as the Director of Human Resources for the City of Dallas, Texas from 1999 to 2004 where she managed approximately 80 staff members including fiscal accountability for an annual operating budget of approximately \$6 million and non-operating budgets for Employee Health Benefits and Workers' Compensation Funds totaling in excess of \$100 million. During her tenure with the City of Dallas, Ms. De La Garza consolidated city-wide personnel administrative staff, streamlined the Human Resources Department to improve direct service to client departments and updated \$80+ million employee health benefits plan covering 30,000+ lives to maximize plan effectiveness and cost efficiency.

Prior to joining the City of Dallas, Ms. De La Garza served as the Interim Classification and Compensation Administrator for the City of San Antonio, Human Resources Department from 1997 - 1999. In this capacity, she directed staff activities to systematically review, maintain, and revise the City's classification and compensation plans through data analysis, job evaluations, interviews and surveys, and developed alternative compensation options and initiatives.

Ms. De La Garza also has more than 10 years of private sector experience including a strong emphasis on personnel administration, marketing, and retail operations.

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Education

Bachelor of Arts, Harvard-Radcliffe College, Cambridge, Massachusetts

Professional Memberships & Community Involvement

Member, Society for Human Resources Management; Member, World at Work (formerly American Compensation Association).

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Erik J. Walsh

Assistant City Manager

Mr. Walsh was promoted to Assistant City Manager in February 2006. He oversees the San Antonio Fire Department, the San Antonio Police Department and the Office of Emergency Management. Mr. Walsh is also responsible for negotiating the collective bargaining agreements with the San Antonio Police Officers Association and the San Antonio Professional Firefighters Association.

Mr. Walsh has almost 15 years of municipal government experience with the City of San Antonio. He has overseen the Solid Waste Management Department, the Office of Management and Budget, the Intergovernmental Relations Office, Asset Management, Purchasing and General Services and the City Council agenda process. Mr. Walsh also has held the positions of Assistant to the City Manager and Special Projects Manager in the City Manager's Office and several positions in the Office of Management and Budget.

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Education

M.S. Urban Administration, Trinity University, 1994
B.A. Political Science, Trinity University, 1991 Texas at San Antonio - 1998

Professional Memberships & Community Involvement

International City/County Management Association; Texas City Management Association

Personal

Mr. Walsh, a native of San Antonio, is married to Sandra. The couple has two children.

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Peter Zanoni

Assistant City Manager

In October 2009, Peter was appointed Interim Assistant City Manager overseeing the Department of Community Initiatives, the Office of Management and Budget, the Solid Waste Management Services Department and Fleet Services Department. Prior to that Peter served as the Budget Director from October 2004 to October 2009. Peter spent 12 years in the Budget office serving in various leadership roles.

Prior to joining the City of San Antonio, he worked for Leon County, Florida, as a Management and Budget Analyst and as a Government Data Analyst for the Office of the Governor in Florida.

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Education

Master of Public Administration, Florida State University
Bachelor of Arts, Political Science, Jacksonville University

Professional Memberships & Community Involvement

Government Finance Officers Association, member; Urban Management Assistants of South Texas, member.

Honors

San Antonio Star Award recipient, 2000; City of San Antonio Leadership Development Program, 1997-98; Government Finance Officers Association Distinguished Budget Award, FY 2001 through FY 2009, Leon County Exceptional Employee, 1996.

Personal

Mr. Zanoni is married to LaJuana and has three sons, Tanner, Anello and Nicoli. He is a native of Mexico, Maine.

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Edward Benavides

Chief of Staff

Mr. Benavides was appointed Chief of Staff in August 2010. In this position, he has oversight of the Communications and Public Affairs Department, Office of Environmental Policy, Office of the City Council, and provides executive level support to the Office of the City Manager.

Prior to his appointment, Mr. Benavides worked in the Parks and Recreation Department as Assistant Director. In his capacity, he had oversight of maintenance and operations, park projects and planning, tree mitigation, volunteer services and City cemeteries within the Parks department. Before his appointment as Assistant Director, Mr. Benavides served as Executive Assistant to the City Manager where he provided

professional support to the City Manager, for four years. He also supervised the Council Action Team, the City Council Agenda process and the administrative activities of the Office of City Council.

In 2004, Mr. Benavides was a participant in the Management Assistant program within the City Manager's Office. As Management Assistant, he was responsible for monitoring budgets, performance measurements, City Council and citizen inquiries. Prior to coming to the City Manager's Office, Mr. Benavides worked in the Department of Community Initiatives as a Management Analyst. Mr. Benavides has been employed with the City of San Antonio since 2002.

He is a native of San Antonio, Texas.

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Education

Master of Arts - Our Lady of the Lake University
Bachelor of Arts - University of the Incarnate Word

Professional Memberships & Community Involvement

International Hispanic Network – Board Member – 2007 – 2010; Member
International City/County Management Association (ICMA); Member
- International City/County Management Association; 2008 Conference Planning Committee
- International City/County Management Association; 2008 Subcommittee on Next Generation Activities
- 2006 San Antonio Host Committee
Texas City Management Association – Board of Directors (2005) Urban Management Assistants of South Texas – President (2006), Vice-President (2005), Member University of the Incarnate Word – Dreeben School of Education, Advisory Board Member

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Michael Bernard

City Attorney

Mr. Bernard became San Antonio's City Attorney in October 2005. As provided by the City Charter, the City attorney is the chief legal advisor to the City Council, City management, and all City departments.

As the City's lead lawyer, Mr. Bernard oversees a budget of \$5.8 million and directs a team of 58 attorneys and 35 support staff that provide legal services to the city, including the prosecution of misdemeanors in Municipal Court, handling civil litigation on behalf of the city in state and federal courts, drafting and reviewing ordinances and contracts, and, in general, ensuring that City officials receive sound advice and counsel on legal issues. The City Attorney's Office also coordinates legal services provided by outside counsel engaged to provide legal services to the City on specific matters.

Before joining the City, Mr. Bernard served as the First Assistant District Attorney for Bexar County for six years, assisting in the day-to-day management of 356 employees, including roughly 160 attorneys, with a \$18.5 million annual operating budget. Mr. Bernard began his legal career by establishing his own law firm where he worked for 11 years.

Mr. Bernard is a frequent speaker for the State Bar of Texas' continuing legal education courses. He also serves as an adjunct professor of law at St. Mary's Law School, teaching trial advocacy.

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Education

B.A., University of Texas at San Antonio
 M.A., School of Government and Public Affairs, American University
 J.D., St. Mary's University School of Law

Personal

Mr. Bernard and his wife, Theresa, have two children, Sam and Sophia. He is an instrument rated pilot and enjoys flying in his spare time.

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Christopher D. Callanen

Assistant to City Council

Mr. Callanen was appointed Assistant to City Council in March 2007. In this position, he provides management support to Council Members. He is responsible for the departmental budget as well as the oversight of City Council Offices and the supervision of 12 support staff. He also serves as the liaison to the City Manager's Office and City Staff in meeting the goals of the Council.

Prior to his appointment, Mr. Callanen served as Executive Assistant in the Public Works Department for four years. In that role, he was responsible for supervising, coordinating, and overseeing administrative support operations of Public Works including the daily operations of the Director's

Office and managing the public relations and customer service aspects of the department. He also served as the Acting Construction Inspections Manager overseeing the daily inspections of capital projects and street maintenance projects. In this interim role, he supervised the work of four construction inspections supervisors and the work of their respective teams and made recommendations and enacted improvements for the operation of this division. Previously, Mr. Callanen served as a member of the Council Action Team where he served as staff liaison for two City Council Members and City staff to effectively and efficiently provide complete service delivery resolution.

Mr. Callanen, a City employee since 1994, has also served in various positions in the City Manager's Office.

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Education

B.A. Political Science, St. Mary's University, 1991

City of San Antonio Leadership Development Program Executive Leadership Program, 2009

Professional Memberships & Community Involvement

Urban Management Assistants of South Texas (UMAST); Texas City Management Association (TCMA)

Personal

Christopher and his wife, Leticia, have two daughters, Lindsey Olivia and Cristiana Violet.

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Di Galvan

Director of Communications and Public Affairs

As Communications and Public Affairs Director, Di Galvan is responsible for developing awareness campaigns on City programs and services and disseminating information to citizens through use of various media. She also oversees the management and operation of the PEG (Public, Education and Government) access channels, the creation of content on the City's Internet website, the City's Open Records Request process, the production of weekly City Council meetings, the publishing of the City's Community and Employee newsletters, the City's Employee and Community surveys, and oversees the City's Communications Team. Ms. Galvan has been with the City since October 2001.

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Education

Masters of Arts, Communications, University of the Incarnate Word
 Bachelor of Arts, Political Science, University of Texas at San Antonio
 Associates of Arts, San Antonio College
 Associates in Radio Television and Film, San Antonio College

Professional Memberships & Community Involvement

Panelist, Women in Communications, 1998-99; Media Relations Panel, San Antonio Greater Chamber of Commerce Convention, 2000; Lecturer, Trinity University, 1999; Member, Public Affairs chairperson, San Antonio Women's Chamber of Commerce, 1992-97; Mission City Business and Professional Women's Club of San Antonio, 1995; Volunteer, San Antonio Family Assistance Crisis Team; Committee Member, San Antonio Education Partnership Fund, 1990-95; Board member, Riverside Neighborhood Association; Volunteer, San Antonio Fiesta Commission; Volunteer, Southwest Voter Research Project; Member, Mexican-American Business and Professional Women's Clubs of San Antonio.

Honors

Newsroom Employee of the Month, January 2001 and December 1997, News Four San Antonio; Star Supporter Recognition Award, San Antonio Women's Chamber of Commerce, 1999; Most Outstanding Graduate Student, Communication Arts Department; University of the Incarnate Word, 1997; Shining Star Award, San Antonio Women's Chamber of Commerce, 1996; Young Career Woman, Mission City Business and Professional Women's Clubs of San Antonio, 1994; Young Career Woman, Mexican-American Business and Professional Women's Clubs of San Antonio, 1992.

Personal

Ms. Galvan is married to Roy Galvan. She is a native of San Antonio.



Ben Gorzell

Chief Financial Officer

Mr. Gorzell was named Chief Financial Officer in August 2010. As part of the Executive Leadership Team, he oversees the Departments of Finance, Information and Technology Services, Purchasing, and the Office of Customer Service/311.

In his current position, Mr. Gorzell also serves as the City's Supervisor of Public Utilities, a position required by the City Charter. As Supervisor of Public Utilities, he is responsible for advising the City Manager and City Council on matters pertaining to the regulatory oversight over the City's municipally-owned utilities, City Public Service Energy and the San Antonio Water System as well as other matters related to

telecommunications, cable, and certain other utilities which utilize the City's right-of-way.

After graduating from college, Mr. Gorzell began his career with the City of San Antonio as an entry level staff accountant. Over the course of his career with the City, he has held a variety of positions and has almost 20 years of experience with the City. Mr. Gorzell left the City briefly in 1993 to serve as the Controller for a local non-profit organization, Project Quest, Inc.

MORE ▼

Education

B.B.A. Accounting, University of Texas at San Antonio, 1989
Certified Public Accountant (CPA)

Professional Memberships & Community Involvement

Mr. Gorzell is a member of the Government Finance Officers Association (GFOA) and the National Association of Telecommunications Officers & Advisors (NATOA)

Personal

Mr. Gorzell is married. He and his wife have two daughters, Emily and Samantha.

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- City Council
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EXECUTIVE TEAM

City of San Antonio

The City of San Antonio's Executive Team is comprised of Department Directors responsible for ensuring City services are delivered in an effective and efficient manner to our residents and general public.

Department	Director	Telephone Number (210)
Animal Care Services	Gary Hendel	207-3338
Aviation	Frank R. Miller	207-3450
Capital Improvements Management Services	Michael S. Frisbie	207-8140
Center City Development Office	Pat DiGiovanni (Interim)	207-8080
City Attorney	Michael Bernard, City Attorney	207-8940
City Auditor	Park E. Pearson, CPA - City Auditor	207-2853
City Clerk	Leticia Vacek, City Clerk	207-7253
City Council Offices	Christopher D. Callanen	207-7040
Code Enforcement Services	David Garza	207-7881
Communications and Public Affairs	Di Galvan	207-7234
Community Initiatives	Cindy Schoenmakers (Interim)	207-8198
Convention & Visitors Bureau	Scott White	207-6700
Convention Sports and Entertainment Facilities	Michael Sawaya	207-8500
Cultural Affairs	Felix Padron	207-8483
Customer Service/311	Antonio A. Bosmans	207-3312
Development Services	Roderick Sanchez	207-8259
Downtown Operations	Paula X. Stallcup	207-3677
Environmental Policy	W. Laurence Doxey	207-6103
Finance	Ben Gorzell	207-5734
Fire/EMS	Chief Charles N. Hood	207-8400
Grants Monitoring & Administration	Nina Nixon-Méndez	207-6600
Health	Dr. Fernando Guerra	207-8731
Historic Preservation	Shanon Peterson Wasielewski	207-8316
Human Resources	Elizabeth Braune	207-6506

Information Technology Services	Hugh Miller	207-8301
Intergovernmental Relations	Carlos Contreras	207-8109
International and Economic Development	Rene Dominguez	207-8080
International Relations Office	Elizabeth Costello	
Library	Ramiro Salazar	207-2644
Management & Budget	Maria D. Villagomez	207-8360
Mayor's Office	Robbie Greenblum, Chief of Staff to the Mayor	207-7060
Military Affairs	Robert Murdock	207-2712
Municipal Court	Frederick Garcia, Jr.	207-8970
Parks & Recreation	Xavier Urrutia	207-8480
Planning and Community Development	Patrick Howard	207-7833
Police	Chief William McManus	207-7360
Public Works	Majed Al-Ghafry	207-8025
Purchasing and General Services	Janie Cantu	207-7260
Solid Waste Management Department	David W. McCary	207-6470

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ACCOLADES...

City Department Awards & Recognitions

The City of San Antonio's outward-thinking and innovative programs resulted in our organization being the recipient of many awards and recognitions in 2010. We're proud of our services, initiatives, and our creative, dedicated employees who are continuing to make strides in various areas of the City organization.

City-wide Honors

- *RelocateAmerica.com* named San Antonio one of the "Top 100 Places to Live for 2010." Also as part of this national recognition, San Antonio was recognized as the fifth city in the "Top 10 Overall Cities" category and the fifth in the "Top 10 Recovery Cities in America" category. *RelocateAmerica.com* cited San Antonio as a city with one of the strongest economies in the country that is "poised for swift economic recovery."
- *TripAdvisor* included San Antonio among its Travelers' Choice Destinations for 2010. Winners were based on reviews and opinions from travelers on *TripAdvisor.com*™.
- In 2010, *Travel + Leisure* named San Antonio one of America's favorite cities for the fourth year in a row.
- *U.S. News and World Report's* new travel website section highlighted San Antonio as a top travel destination with several top rankings: number two for best family vacation destination in U.S., 16th most affordable travel hotspot and 18th best destination in the U.S.
- San Antonio was ranked the strongest U.S. metropolitan economy by *BusinessWeek*. Rankings were based on job growth, employment, economic growth and the local housing market.

Convention and Visitors Bureau (CVB):

- The CVB became an accredited destination marketing organization, receiving certification from the Destination Marketing Association International.
- The CVB's Film Division received two awards for marketing and logo design from the Association of Film Commissioners International.

Downtown Operations Department (DTOPS):

- The HemisFair Water Fountain Conservation Project received a SAWS Refreshing Ideas Award for Commercial Water Conservation.
- The HemisFair Water Fountain Conservation Project also received an International Downtown Association Merit Award for Sustainability.
- *Movies by Moonlight* was recognized with a 2010 Downtown's "BestEvent" award as part of the Downtown Alliance BEST Awards series.
- DTOPS and Beaty Palmer Architects were awarded the "Best Public/Private Partnership" for the River Walk Capital Improvements Project, as part of the Downtown Alliance's "Downtown BEST" Awards.

Office of Environmental Policy:

- San Antonio Bikes was named the 2010 Downtown Alliance "Best Public Program Work in Progress". The Alliance noted the program "is intended to enhance San Antonio's livability by promoting active lifestyles and bicycling as a viable form of clean, alternative transportation for both residents and visitors. Downtown has been identified as a critical focal point for the mission to increase the level of daily use of bicycle ridership and to improve cycling safety."

Human Resources Department:

- As a result of having trained more than 1,300 employees on defensive driving techniques, the City received the National Safety Council Defensive Driving Course Best Performance Award for the first time since 2006.

Information Technology Services Department (ITSD):

- The City of San Antonio and ITSD was recognized by Oracle, an American multinational computer technology corporation, for its server consolidation and virtualization efforts. As a result of these efforts and because the City is using fewer and more energy efficient systems, ITSD was able to reduce the datacenter energy consumption by more

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than 15%.

- The City of San Antonio and ITSD was featured in the *SAP Business Transformation Study* as an organization who "is gaining new visibility across departments and greater efficiency in city operations" by implementing the SAP® ERP system."
- The City of San Antonio was named among the Top 10 Digital Cities by *e.Republic's Center for Digital Government and Digital Communities* magazine as being one of the most advanced digital cities in America. The cities were chosen from the results of the ninth annual Digital Cities Survey, which examines how municipalities incorporate information technology into operations which better serve citizens engaging with local government.

Office of the Mayor

- Mayor Julián Castro was named the 2010 "Downtown of the Year" by the Downtown Alliance as part of the "Downtown BEST" Awards.

Office of Management and Budget:

- The Office of Management and Budget received the Government Finance Officers Association (GFOA)Distinguished Budget Presentation Award for the Fiscal Year 2010 Budget. This award recognizes budget documents of the very highest quality that reflect both the guidelines of the National Advisory Council and GFOA's recommended practices. The City of San Antonio has received this award for 27 years.

Parks and Recreation:

- The Texas Recreation and Park Society (TRAPS) honored the department with three awards in March 2010: the Commercial Award shared with H-E-B for the hot lunch program at Commander's House; the Media Excellence Award to the Botanical Garden for the David Rogers' Big Bugs Exhibit; and the Maintenance Award to Park Operations staff for the design and fabrication in-house of drinking fountains.
- The Department also brought home a national award from the Amateur Softball Association (ASA) in March. The James Farrell Award of Excellence went to the Athletics Division for the highest rated national tournament in 2009.
- 'KaBOOM!, a national nonprofit organization that advocates for play, recognized the City of San Antonio as a Playful City for the second year in a row.
- The Texas Parks and Wildlife Commission approved a \$112,600 grant for Friedrich Wilderness Park that will be used to improve the entry to the park. The grant will be matched by the City of San Antonio and \$60,000 from Friends of Friedrich Wilderness Park.
- The Texas Forest Service and the Texas Chapter of the International Society of Arboriculture presented the City of San Antonio with the 2010 Community Forestry Award of Merit for the 2010 Texas Statewide Arbor Day celebration coordinated by the Parks and Recreation Department.

Purchasing and General Services:

- The Department received the Excellence in Procurement award for the 13th consecutive year.

San Antonio Police Department:

- The SWAT Team competed in the Texas Tactical Police Officers Association Competition and placed first for the seventh time in the past nine years. The team was second at the U.S. National SWAT Championships in Tulsa, OK and was the top team from the United States resulting in a National title win. This honor garnered the team a spot in an invitation-only counter terrorism competition put on by the German GSG9 in 2011.

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In spring 2010, 340,000 solid waste ratepayers were able to bag in brown and recycle in blue as the City completed a three and a half year conversion to a two-cart automated collection system. The new system helped increase the recycling rate from 5% to 18% and resulted in a 93% satisfaction rating for recycling opportunities and 90% satisfaction rating for garbage collection.



GREEN WITH ENVI...

Building a Sustainable City

In Fiscal Year 2010, the City adopted new sustainable policies that will have long-range results on reducing the carbon footprint of our daily operations while encouraging the growth of green economic sectors. We strengthened our sustainability efforts through instituting new projects and programs to allow for us to be better environmental stewards. As the City of San Antonio prepares to move into 2011 and beyond, we are committed to discovering new ways to "green" our facilities and enhance our operations.

- In Fiscal Year 2010, the City adopted a 10 Year Recycling Plan with the goals of ensuring all residents have opportunities to recycle; increasing single-family recycling to 60%; and identifying new recycling initiatives to include yard waste and multi-family recycling.
- In 2010, City Council adopted the Green Events Ordinance to target the reduction of waste, energy and materials consumption at medium and large-scale events. The ordinance requires local events with a certain criteria to complete a "Green Events Scorecard."
- In 2010, the Obama Administration announced San Antonio as one of 25 cities selected to receive a \$10 million grant as part of the Department of Energy American Recovery and Reinvestment Act "Retrofit Ramp-Up" Awards. The grant will fund a new program called the San Antonio Green Retrofit Initiative which will implement green building retrofits that can result in major cost-savings in energy upgrades for residential, commercial, and industrial buildings.
- The Office of Environmental Policy in partnership with the Aviation Department and the Capital Improvements Management Services Department initiated design and build of the City's first 245-kilowatt solar array at the San Antonio International Airport's Long Term Parking Garage. These new panels will reduce energy use to airport facilities and allow for the installation of several electric car charging stations.

MORE ▾

- The City's Solid Waste Management Department expanded recycling opportunities at the Bitters Brush Recycling Center. Brush recycling doubled from 15,000 tons in 2009 to 32,000 tons in 2010.
- The City opened seasonal a household hazardous waste collection site. In 2010, more than 1,200 residents used this new site.
- The City reduced energy use in City Hall and the Municipal Plaza by 1% and 11% respectively through lighting and HVAC retrofits.
- Through its Green Initiatives-Sustainability Program, Convention, Sports and Entertainment Facilities installed new touchless faucets with automatic shut-off and dual flush valves for all Convention Center restrooms. The enhanced recycling program diverted more than 135 tons of waste from landfills.
- The City's Parks and Recreation Department initiated a pilot recycling program at Woodlawn Lake Park in November 2009 in collaboration with the Solid Waste Department. The City plans to expand the program to other parks in Fiscal

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Year 2011.

- In December 2009, the Office of Environmental Policy launched the City's first Employee Bike Share Program with plans to launch a public Bike Share Program in 2011. Other bike related initiatives launched during 2010 included a three-year Bicycle Safety Media Campaign; an update to the Bike Master Plan; Bike Parking at City facilities; and increased Bike related Signage.
- In January 2010, the City in partnership with San Antonio Independent School District, CPS Energy, San Antonio Water System, Alamo Colleges, Texas Engineering Experiment Station, and San Antonio Youth Centers opened the Mission Verde Center - a green jobs training and education facility as well as a nexus for demonstration and testing of sustainable energy and water technologies.
- In 2010, the City developed the Green Shade Program in partnership with CPS Energy to provide rebates to residents, businesses and public institutions for the planting of trees.
- In Fiscal Year 2010, Fleet Services completed a Fleet Environmental Acquisitions plan to provide public policy direction for the purchase of environmentally-friendly vehicles and equipment. The City of San Antonio's fleet inventory became greener by purchasing 91 hybrids, 47 propane vehicles and through the conversion of 14 existing unleaded fuel tanks to E-10 (Ethanol) tanks.
- In 2010, the Information Technology Services Department conducted server consolidation and virtualization efforts resulting in the use of more energy efficient systems. Through these efforts the City was able to reduce the datacenter energy consumption by more than 15%.

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The historic Hays Street Bridge received a complete makeover in 2010. The bridge was rehabilitated into a pedestrian and bicycle structure through a \$3.7 million construction contract. The structure's bridge trusses were totally rehabilitated and new approaches were constructed in the makeover that started in 2009.



SOLID FOUNDATION...

Paving the Way for Growth

Buildings, roadways and sidewalks are among the foundations that make San Antonio a growing, thriving city. The City continues to invest vital resources for infrastructure improvements to create a platform for future development.

- 2010 saw enhancements to several downtown landmarks including our world famous River Walk. Construction was completed for Phase I of the River Walk Capital Improvement Project totaling \$3.2 million. The completion of Phase I makes the outer loop of the River Walk fully ADA accessible from the King William Historic District neighborhood to the newly completed Museum Reach at the Pearl Brewery. Improvements include reconstructed sidewalks, stairs, retaining walls and flagstone repairs; lighting and electrical upgrades; landscape and irrigation upgrades; and additional "craft style" furniture for visitors. Phase II is currently under design with construction to begin in 2011.
- In January 2010, groundbreaking ceremonies were held for new branch libraries in previously underserved areas of the city - the Parman Branch Library at Stone Oak in City Council District 9 and the Mission Branch Library on the site of the old Mission Drive-In Theatre in City Council District 3. Opening of the two new branches is projected to take place in spring 2011.
- San Antonio's first Americans with Disabilities Act (ADA) Sidewalk Transition Plan was created in Fiscal Year 2010. The plan's mission is to provide a walkable community environment of sidewalks and crosswalks that are ADA compliant and available to all citizens.
- The City completed and opened a new helipad site at Stinson Municipal Airport making it a more attractive site to better serve various types of helicopters.

MORE ▼

- More than \$1.8M in capital improvements were made to the Alamodome, including the renovation of the Sports Club that has reopened as the Skyline Room. In Fiscal Year 2010, the Alamodome hosted more than 1.5 million visitors over 148 events.
- Public Works crews completed 180 Infrastructure Management Program (IMP) projects on local streets while contract forces completed 134 IMP projects on collector and arterial roads. This resulted in the rehabilitation of more than 275 lane miles of the city's roadway network. In addition, the City's Pavement Preservation Program, an initiative that was fully implemented in 2010, helped to minimize the deterioration of approximately 160 miles of pavement through the use of sealant applications.
- Over 55 miles of creekways and their tributaries were maintained throughout the city to assist with flood prevention during inclement weather.
- More than 7.5 miles of sidewalks were completed throughout the city, helping to make San Antonio a more walkable community.
- In Fiscal Year 2010, approximately 370 school crosswalks were completed, over 10 centerline miles of bicycle facilities



- were installed and 259 traffic lights were timed as part of Phase III of the Traffic Signal System Modernization program.
- In 2010, the City completed west side plaza and exterior improvements at the Henry B. Gonzalez Convention Center at a cost of \$3.8 million and constructed the all new Lonesome Dove Room on the grotto level of the facility totaling \$2 million.

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In 2010, InCube Labs announced plans to launch five life science companies in San Antonio over the next five years. The arrival of InCube will be a catalyst to San Antonio's biotech industry and continue ongoing efforts to develop local entrepreneurs and startup companies through collaboration with local universities and research institutions.



AN ENTREPRENEURIAL SPIRIT...

Inspiring Investment Ventures

San Antonio has positioned itself to become a leader in the nation for dynamic, high-tech start-up companies and global corporations to do business. As a gateway city for innovation and entrepreneurship, the City of San Antonio continues to stimulate investment in the community by creating opportunities for business growth, new jobs, and affordable living.

- The City was honored to be a part of the 2010 Shanghai World Expo. The International Relations Office (IRO) organized and facilitated a delegation of 70 local leaders for *San Antonio Days* at the Expo and established Friendship Cities with Wuxi and Suzhou. The private sector raised \$536,000 to sponsor *San Antonio Days* and associated costs, and the public sector invested \$64,000 toward the effort. The IRO worked with the International and Economic Development Department and the Convention and Visitors Bureau to develop an economic development video which served as a significant business and promotional tool at the Expo and garnered over \$554,290.00 in media value worldwide. As a result of the Shanghai Expo participation, the City will welcome delegations from the Chinese cities of Wuxi, Lianyungang, Yiwu and has accepted an invitation to present at Wuxi's 5th Annual Sister Cities Forum.
- The City's International and Economic Development Department executed a partnership agreement with the Economic Development Foundation to target high-wage jobs and enhance the City's partnership with the private sector. This partnership will also pursue business recruitment opportunities in green industries and international opportunities.
- In Fiscal Year 2010, the International and Economic Development Department assisted 18 projects offering nearly \$24 million in financial incentives that will realize 4,353 new jobs and retain 5,483 jobs and leverage \$519 million in private capital investment. Seven of the 18 projects are expansions of existing operations of local companies.
- The Office of the City Attorney assisted in the development of a new small business program that will launch in January 2011. The program aims to increase contracting with small, minority, and woman-owned businesses.

MORE ▾

- In Fiscal Year 2010, Mayor Julián Castro spearheaded the development of a Cultural District Pilot Program to connect the Central Business District to outlying neighborhoods by focusing on cultural assets. In June, the Office of Cultural Affairs hosted a facilitated meeting of arts and cultural organization leaders and City staff as part of the planning process. Stakeholders discussed various models and opportunities to develop cultural districts in the context of an economic development strategy. Going forward, a planning committee and general cultural district guidelines will be established.
- In 2010, the City led the 10th Annual San Antonio Export Leaders Program in partnership with the University of Texas at San Antonio International Trade Center, the U.S. Foreign Commercial Service, the San Antonio Hispanic Chamber of Commerce, and other business development stakeholders. The annual program empowered 10 local companies to sell their products and services to foreign markets. In addition, the first "Expand your Business to San Antonio" seminar was conducted to promote foreign direct investment to San Antonio. More than 150 investors attended the event held



in Mexico City.

- The Office of Military Affairs received a grant for \$36,000 from the U.S. Department of Defense's Office of Economic Adjustment for the Walters Street Charrette. The charrette was designed to work with the community and the military to formulate ideas and recommendations for commercial and residential revitalization along the Walters Street corridor.
- In 2010, the City also received a \$1.3 million grant from the U.S. Department of Commerce's Economic Development Administration to provide infrastructure support for the Walters Street corridor commercial and residential development.
- The City of San Antonio continued its work to revitalize the inner city. In 2010, City Council approved an incentive package valued at \$945,962 to renovate the 96-year old historic Steel House Lofts. This mixed-use, renovation project consisted of 69 units of market-rate rental apartments and commercial space.
- In Fiscal Year 2010, Casa San Antonio began the ground work for the official signing of agreements of cooperation between San Antonio and the Federal Ministry of Economy and the Industrial Chamber of Mexico Canacintra as the third party; an agreement with Mujeres Empresarias de México; and an agreement with the U.S. Mexico Chamber of Commerce Gulf Chapter.
- The Intergovernmental Relations (IGR) Department coordinated and facilitated three Washington, D.C. visits for the Mayor and the IGR Council Committee in support of Federal Legislative Program priority issues. These visits enhanced the City's relationship with key members of Congress and the Administration. Visits contributed positively to City's selection of numerous American Recovery and Reinvestment Act and traditional grants. Furthermore, several visits to San Antonio by members of the Administration have positioned the City to be an example of successful implementation of obesity prevention programs.
- In Fiscal Year 2010, San Antonio increased air service to several cities. Delta Airlines became the first domestic airline to offer service from San Antonio to Cancun, Mexico.
- Office of Cultural Affairs invested \$6.25 million dollars in the arts environment to support agencies' operations, programs, artist professional development, art education initiatives, Sister Cities Cultural programs and special events. Cultural Affairs also maintained 100% fiscal and programmatic compliance of all awards to 53 agencies.

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The San Antonio Police Department activated the D-Shift/Power Shift in August 2010. The new shift increased the number of police personnel on patrol during peak hours between 5:00 p.m. and 3:00 a.m. when the department receives the highest number of calls for service.



WHAT MATTERS MOST...

Safeguarding our Community

The City of San Antonio continues to employ multi-faceted public safety initiatives to provide for the protection of our residents through prevention, preparedness, response, recovery, education, and enforcement.

- In September 2010, San Antonio Police Department (SAPD) went "live" with its portion of the Computer Aided Dispatch/Records Management System (CAD/RMS). This multi-agency collaboration involving SAPD, San Antonio Fire Department, Bexar County, and the City of Schertz will allow for the sharing of real-time public safety information across multi-jurisdictions. The Fire Department went "live" in July 2010.
- In 2010, the San Antonio Fire Department implemented a new Fire Station Alerting system that utilizes a computer generated voice dispatch, message boards and ramped lighting to initiate emergency response from each of the City's fire stations.
- In Fiscal Year 2010, the City took action to propose a new City Ordinance to restricts the use of a hand-held mobile device to send, read, or write text messages or email while operating a motor vehicle on a public roadway. The ordinance was set to go before City Council at the start of Fiscal Year 2011.
- The City's Dangerous Assessment Response Team (DART) enforcement efforts against 77 nuisance properties resulted in 71 successful abatements helping to make San Antonio neighborhoods safer places for our residents.

MORE ▼

- The Office of Emergency Management was awarded more than \$5.5 million in Homeland Security Grants for continued emergency response enhancements.
- In an effort to improve the quality of life in neighborhoods through the promotion of strategic community involvement, the City implemented the Code Rangers Pilot Program in 2010. The Program involved classroom training on relevant City Codes, public safety, and enforcement methods. In addition, the program included four hours of hands-on training through ride alongs with Code Enforcement Officers. Six residents were a part of the inaugural Code Ranger Program, which will be expanded across the city in the future.
- San Antonio City Council adopted two ordinances in 2010 to improved bicycle safety. The Safe Passing Ordinance was adopted in February 2010 to require drivers to change lanes to avoid vulnerable road users (pedestrians; bicyclists; joggers) when possible, or provide them three feet of clearance when passing. The Bike Light Ordinance was passed to require the proper use of bicycle lighting equipment when operating a bicycle at night. The passage of these ordinances furthers the City's goals of putting the safety of all citizens first and promoting San Antonio as a bicycle-friendly community.
- In summer 2010, the City's Office of Environmental Policy launched "Get Cyched," a comprehensive bilingual advertising campaign to promote bicycling and educate the San Antonio community about the new rules of the road for both drivers and cyclists. The campaign was funded through the American Recovery and Reinvestment Act with Energy Efficiency Block Grant funds through the Department of Energy.



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In June 2010, Customer Service/311 and Municipal Court launched the Video Court program allowing customers receiving City issued traffic citations the opportunity to speak to a judge via teleconferencing. Teleconferencing relieves the customer from having to travel downtown, pay for parking and wait to have their case heard. In the first months of implementation, over 200 customers took advantage of Video Court and the expanded court service.

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BRIGHT IDEAS AT WORK...

Enhancing Our Business Practices

2010 saw the City taking proactive approaches to implement state-of-the-art business practices and modern technologies to streamline service operations and allow for more convenient access to City services.

- In Fiscal Year 2010, the City of San Antonio became an innovative leader in the development of an e-warrant application, which is a creative combination of technology applied to the traditional judicial process. Through the use of the TANDBERG Movi technology, detectives can communicate from a laptop in their squad car or anywhere they have Internet access. In addition, municipal judges have the capability to address warrants in real-time.
- The Office of the City Clerk with the assistance from the Information Technology Services Department created the City's first Digital Archive Collection. The archival website serves as a tool not only for external customers but also for the Mayor, Council, and City Employees to be able to search ordinances, minutes, and maps. Since its inception, more than 2,927 active searches have been conducted. This new system allows for electronic accessibility to users regardless of location and efficiencies within the department lessening staff time in searching and providing documents.
- In 2010, the City's Purchasing and General Services Department initiated and completed three phases of the SAeps (Electronic Procurement System) Project. SAeps will provide new and more advanced technology to improve the procurement process. Specific improvements the City will experience are the creation of "web-based shopping;" the use of internal and external catalogs; the introduction of workflow approvals to streamline approvals for entire procurement process; on-line creation of purchase orders; facilitation of services procurement; and the use of a system portal that allows vendors to update contact information, provide catalogs and submit bids on line. By reducing errors and improving processes, this system should provide an increase in efficiencies for City of San Antonio. The SAeps project is scheduled to "go live" in Fiscal Year 2011.
- International and Economic Development partnered with the community to establish the first solar farm in the city and largest in the state of Texas. The project is creating green construction jobs in San Antonio.

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Cafécollege was officially opened in September 2010. The new 5,500 square-foot college access center offers guidance counseling services, classroom facilities for informational workshops, computer labs/wireless internet access, and a coffee bar/lounge area for student visitors.

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BRINGING IT HOME...

Enriching Everyday Life

Neighborhoods are the cornerstone of our community. In Fiscal Year 2010, the City of San Antonio implemented programs and projects to enhance the character of our neighborhoods by making them more accessible, lively and appealing places to live, work and play. Attention was also given to improving quality services that enrich our residents' everyday lives such as libraries, parks and recreation centers, and programs for children and seniors.

- As part of the American Recovery & Reinvestment Act Stimulus Program, San Antonio Metropolitan Health District was selected as one of 44 health departments across the nation to participate in the Communities Putting Prevention to Work program. The prevention and wellness initiative supports public health efforts to reduce obesity, increase physical activity, and improve nutrition—critical actions for combating chronic diseases and promoting health. This major award of \$15.6 million over two years will boost San Antonio's efforts to become a healthier city and will include community-wide physical activity events, improving the outdoor environment, expanding access to healthy food choices in schools, and increasing opportunities for the public to utilize recreational and fitness facilities at no cost.
- Under the leadership and direction of Mayor Castro and the City Council, Metro Health worked with local partners and the City Attorney's Office to propose revisions to the San Antonio Smoking Ordinance. With the changes approved by City Council in August 2010, San Antonio will meet the criteria to be designated as a "Smoke Free City" effective August 19, 2011.
- Haven for Hope celebrated the campus' grand opening in April 2010. Over 78 partner agencies provide campus services including medical, vision, dental, education, mental and substance abuse treatment, childcare center and housing and legal services.
- In August 2010, City employees were encouraged to get physically active in a variety of ways, including joining a gym through the Focus on Fitness Campaign. The campaign was part of the City's ongoing Employee Wellness Program to increase employee awareness about healthy lifestyles.

MORE ▾

- Phil Hardberger Park opened in 2010 featuring 1.5 miles of hike and bike trail, access to the Salado Creek Greenway and the Blanco to Huebner segment, a dog park, picnic amenities, and a three-acre savanna restoration pilot project.
- The Volunteer Income Tax Assistance (VITA) program operated 26 sites located throughout the city and deployed one mobile team. The program processed 37,340 returns bringing more than \$73.5 million in refunds to San Antonio residents, including \$26.8 million in Earned Income Tax Credit and \$12 million in Child Tax Credit. VITA saved low-income taxpayers over \$9.4 million in tax preparation fees.
- The Good Neighbor Initiative was held in June 2010 and involved more than 200 volunteers who worked on projects in the Government Hill neighborhood. With the support of a number of local businesses and community groups, the City sponsored the event that included landscaping, painting, minor home repair, and brush cleanup.



- Office of Historic Preservation created a Owner-Occupied Rehabilitation Loan Program, in partnership with Housing and Neighborhood Services, to provide low to moderate-income historic property owners assistance with their restoration and rehabilitation projects through a combination of loans and grants.
- In 2010, Historic Preservation secured Historic District Designations for four historic areas and several individual landmarks including River Road, Knob Hill, Olmos Park Terrace Phase III, and Monticello Park Phase V.
- Working to promote healthy food choices in restaurants and good nutrition within the community, the Healthy Restaurants Coalition launched ¡Por Vida! - San Antonio's Healthy Menu Initiative. ¡Por Vida! is a restaurant recognition program designed to help adults and children make healthier food choices when eating out. Currently, there are seven partner restaurants (122 locations) participating in the program. The program is funded through the Communities Putting Prevention to Work federal grant and the Robert Wood Johnson Foundation's Healthy Kids Healthy Communities grant.
- Parks and Recreation had more than 6,600 children participate in the Summer Youth Program offered at community centers and school sites. Participants enjoyed a variety of structured, supervised activities including art, science, and wellness enrichment activities.
- More than 13,000 youth stepped up to recreation in 2010 by participating in such athletic programs as organized team sports, tournaments, special events and Inner City Games.
- Fiscal Year 2010 saw the opening of the new District 5 Senior Multi-Service Center. The 10,800 square-foot center offers noon meals to senior patrons through the City's Comprehensive Nutrition Program as well as houses an accessible array of services and activities for seniors, including basic medical/dental screenings, fitness activities, computer classes, case management staff for emergency assistance and referral, and employment resource services. The City operates four multi-service senior centers and 76 senior nutrition centers.
- In 2010, City Council approved \$1.8 million for a new, dedicated adoption center in the heavily traveled Brackenridge Park area. Expected to open in late Fiscal Year 2012, the center will be located on the former Animal Care Services facility site across from the San Antonio Zoo.
- More than 2900 animals were placed in nurturing environments through the City's Animal Care Services adoption service and more than 1500 dogs and cats were returned to their owners.
- Animal Care Services continues to increase opportunities for low-cost spay and neuter services. In Fiscal Year 2010, 7084 surgeries were accomplished using in house resources.

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A City of Opportunities. A Future of Possibilities.

CITY OF SAN ANTONIO 2010 YEAR IN REVIEW



In March 2010, San Antonio held its third one-night celebration of our local art community in downtown San Antonio. More than 200,000 art enthusiasts attended the Luminaria – Arts Night in San Antonio festival featuring over 1,000 artists showcasing various art mediums from dance, glass blowing, painting, spoken word and theatrical performances.



ART AND SOUL...

Setting the Stage for Expression

San Antonio is a city bursting with creative energy. It embodies two very distinct features – a rich and varied culture and a history which marries harmoniously with the growing, vibrant rhythm of contemporary life. San Antonio offers a colorful palette of unique cultural experiences, world-class attractions and opportunities to delight locals and visitors alike.

- As a local manifestation of our diverse cultures, International Relations Office organized the inaugural *Diwali: Festival of Lights* celebration attracting more than 5,000 regional participants to historic HemisFair Park. The colorful, lively event featured Indian dance, food and a special lighting ceremony at the Arneson River Theater and ended with a spectacular fireworks display.
- The Dallas Cowboys Training Camp returned to the Alamodome for the fifth time since 2002. Attendance for the 2010 Dallas Cowboys Training Camp surpassed 200,000 fans, including a Cowboys camp single-practice record of 19,437 on the camp's opening day.
- The 2010 Valero Alamo Bowl featured Michigan State vs. Texas Tech with more than 64,000 fans in attendance. The popular college football event generated a direct economic impact of \$27.5 million for the City of San Antonio.
- Grammy Award-winning country singer George Strait's concert at the Alamodome set an all-time high attendance record with more than 55,000 fans attending the event.
- PASA Studio's popular summer program entitled *Que PASA?* held in 2010 focused on six themes: Roll, Reflect, Ride, Read, Recycle, and Renew. Over 20 activities were organized to encourage public participation and engagement with San Antonio's public art installations, including a series of seven artist-led bicycle rides which toured public art throughout the city.
- Also, 2010 saw the installation of new public art projects throughout the city including the San Antonio International Airport's new Terminal B; an integrated mosaic art for Joe Ward Park by Dale Jenssen; illuminated works for the Lila Cockrell Theatre renovations by Ansen Seale; galvanized train cars along the rails of Hays Street Bridge by Riley Robinson; a pedestrian shelter for Woodlawn Ave by Bill FitzGibbons; artfully designed Tot-Turf for Arnold Park by Katie Pell; and design enhancements for the Marney Plaza neighborhood by Oscar Alvarado.

MORE ▾

- The Convention Center and Alamodome hosted the 75th International Convention of Alcoholics Anonymous in July 2010. More than 58,000 people from around the world attended the three-day meeting, making this convention the largest in San Antonio history. As a result, San Antonio's hotels averaged a 98.2% occupancy on July 3, 2010.
- Downtown Operations, in partnership with the Downtown Alliance and the San Antonio Livestock and Rodeo, coordinated the Houston Street Two Step in January 2010 to kick off Rodeo Season. The western-themed event featured cowboys on horseback guiding an impressive herd of 30 Texas Longhorns down Houston Street, the Houston-Street Stroll, entertainment stages, children's activities, and authentic campfire cuisine.



- The Convention Sports and Entertainment Facilities hosted more than 14,000 visitors during the 2010 NCAA Women's Final Four Basketball Championship. The total economic impact generated from the Final Four and related activities was approximately \$20 million.
- To promote the new cultural tours website, Office of Cultural Affairs sponsored a Neighborhood Film Competition with awards for professional and student filmmakers. Thirty-eight films were submitted for consideration and winners were screened and announced at a reception at the San Antonio Museum of Art. The media attention resulted in increased visitors to the website, with over 4,200 visitors and over 35,000 page views during the first six months.
- Office of Cultural Affairs (OCA) continues to increase its involvement with San Antonio's Sister City program by supporting arts and cultural activities. In 2010, San Antonio celebrated the Bicentennial of Mexico's 1810 Independence and the Centennial of Mexico's 1910 Revolution through a range of artistic and cultural events throughout the year. OCA is in the process of finalizing a similar event for 2011 with the Taiwanese government and our Sister City of Kaohsiung.
- In 2010, Office of Cultural Affairs successfully completed the first year of a two-year partnership with Say Si, a non-profit youth arts agency, to implement, operate and promote a city-wide arts education plan and arts education scholarship program.
- The Convention and Visitors Bureau led extensive strategy, planning, organization and execution for the San Antonio Good Morning America holiday window, which netted \$6.2 million in positive national exposure for our city.
- Downtown Operations successfully launched the monthly Primer Sabado programming events in historic Market Square drawing an average of 4,000 visitors each month. Primer Sabado is a monthly one-day event featuring local entertainment, arts and crafts, children's activities and food.
- The Convention and Visitors Bureau hosted the inaugural Las Americas Golf Tournament featuring top-ranked female golfer Lorena Ochoa. Promoting San Antonio as the preferred golf destination for Mexican travelers and business people, more than 160 golfers participated in the tournament with more than 400 attending the awards gala.
- San Antonio was selected to host the 2012 Americans for the Arts Conference. The conference is the largest gathering in the nation of arts leaders and their partners in creative business, education, and government.

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A City of Opportunities. A Future of Possibilities.

CITY OF SAN ANTONIO 2010 YEAR IN REVIEW



- [City Budget Information](#)

SOUND FINANCIAL PLANNING...

Practicing Fiduciary Stewardship

Prudent budgeting practices coupled with conservative spending enabled the City of San Antonio to maintain its positive performance in 2010.

City of San Antonio Budget Overview

The Annual Operating Budget, which begins October 1, is the City's financial blueprint for delivering high quality services to our residents. The City of San Antonio continues to move forward with sound fiscal planning by redirecting resources toward essential services. The Fiscal Year 2010 Budget focuses on the City's core mission and basic City Services such as Police, Fire, Streets and Sidewalks, Homelessness and Community Services.

- The City passed an operating and capital budget of \$2.3 billion that continues the City's commitment to streets, public safety and neighborhoods.
- The FY 2010 General Fund Budget reduced expenditures by five percent when compared to the FY 2009 Budget and included \$19 million in recurring cuts, with a majority achieved through efficiencies and reduced overhead.
- Approximately 330 positions were eliminated in the FY 2010 Budget. No employee was laid off from the City as a result of these reductions.
- Service enhancements in the Budget included 50 new police officer positions, funded primarily through Federal Stimulus Funding. Twenty-nine new Fire uniform positions and funding for enhanced City's streets through pavement preservation were also included in the FY 2010 Budget.
- For the third year in a row, the City reduced its current property tax rate. The FY 2010 tax rate of 56.569 cents per \$100 of valuation is over 1 cent lower than the FY 2007 rate.
- The City maintained its financial reserves of 9% of General Fund Expenditures to be utilized to meet unforeseen operational or capital needs and to assist the City in managing fluctuations in available General Fund resources from year to year.

[MORE ▼](#)

Economic Impact to Fiscal Year 2010 Budget

The San Antonio economy in Fiscal Year 2010 was impacted by the national recession but fared better than the national economy and other metropolitan economies throughout the country. The City's major revenue sources like Property Taxes, Sales Tax and CPS revenues, which comprised over 75% of the total General Fund revenues, were impacted by the local economic environment. Sales Tax revenues in FY 2010 were budgeted 6.5% less than in FY 2009. The City's taxable base property value declined for the first time in 16 years impacting the City's property tax revenues. Finally, natural gas prices as well as consumption fell from the highest seen in FY 2008 resulting in a reduction to the City's payment from CPS Energy in FY 2010.

Despite the recession, the FY 2010 Budget demonstrated the City's continued commitment to

delivering quality services to the residents of San Antonio. The City places great emphasis in being fiscally responsible.

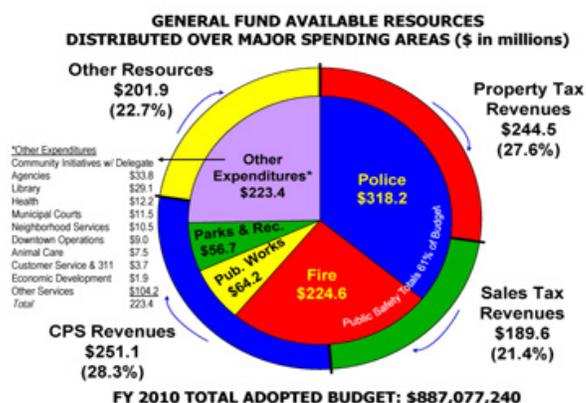
City's 'AAA' General Obligation Bond Rating and Financial Reserves

In June 2010, San Antonio's general obligation bond was given an 'AAA' rating by all three rating agencies. The 'AAA' bond rating is the highest rating that a City can receive. Of the top ten largest cities in the United States, San Antonio is one of only two cities that have a 'AAA' rating and the only city to have a 'AAA' rating from all three major rating agencies.

In reaffirming the 'AAA' bond rating, the rating agencies cited San Antonio's diverse economy, strong financial management policies, strong and healthy financial position, sound financial reserves, long-term debt planning, and overall debt management.

This high credit rating allows the City to lower our cost of borrowing for capital projects, enhances our ability to access the financial markets in difficult market conditions, and helps us build future financial capacity for the many needed capital improvements for our community.

Financial Overview (Fiscal Year 2010 Adopted Operating Budget)



Tax Rate by Jurisdiction

The following sample statement of property taxes due demonstrates the portion of local taxes that are due to the City of San Antonio. This sample statement compares current tax rates for a home located in the San Antonio Independent School District and valued at \$129,625, which is the FY 2010 average residence homestead value within the City of San Antonio. City taxes represent \$733.28 or 23.43% of the total taxes due.

San Antonio ISD:	45.77%
City of San Antonio:	23.43%
Bexar County:	12.27%
University Health System:	11.03%
Alamo Community College District:	5.62%
San Antonio River Authority:	0.64%
County Road and Flood:	1.24%



- [Budget Home](#)
- [FY 2011 Budget Development](#)
- [FY 2010 Budget Information](#)
- [Federal Economic Stimulus](#)
- [Budget & Finance Reports](#)
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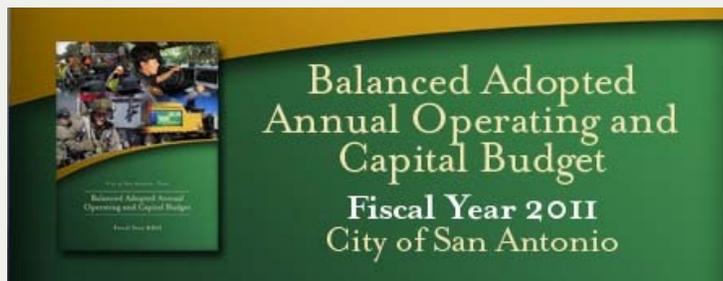
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Office of Management & Budget

FY 2011 Adopted Budget



- [Budget Highlights](#)
- [Puntos Clave del Presupuesto](#)
- [Proposed Budget Document](#)
 - [Amendments to the Proposed Budget](#)
- [Budget Video](#)

Frequently Asked Questions

When does the City of San Antonio's fiscal year start and end?

The City's fiscal year begins on October 1st and ends on September 30th.

What is the total budget for the City of San Antonio?

The FY 2011 Adopted Budget totals \$2.37 billion with operating expenditures totaling \$1.66 billion and the FY 2011 capital program totaling \$711 million. Within operating expenditures for FY 2011, General Fund expenditures total \$926 million.

What is the General Fund?

The General Fund is the largest operating fund within the City's Budget. It supports a majority of basic city services. The City's four most important and basic services comprise 75% of the entire General Fund Budget. These services are Police, Fire, Public Works and Parks. Public Safety alone presents 61% of the General Fund Budget. Other important high priority City services include Library, Health, Animal Care and Housing & Neighborhood Services.

What is the City's property tax rate?

The FY 2011 Budget adopted a property tax rate of 56.569 cents per \$100 valuation. There was no increase to the property tax rate in the FY 2011 Adopted Budget.

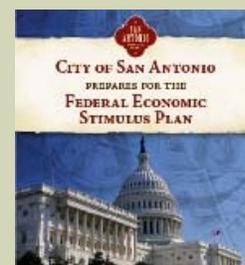
How many employees does the City of San Antonio have?

The City of San Antonio has close to 12,000 employees. Included in this number are 2,374 Police Officers and 1,656 Fire and EMS Personnel.

In the Spotlight...



[City of San Antonio's Budget & Financial Information Website](#)



[Learn more about the City of San Antonio's participation in the Federal Economic Stimulus](#)



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Our Mission

The Office of Management & Budget will provide City departments with fiscal planning, analysis and management services that contribute toward the development and delivery of City service plans enabling the effective and efficient delivery of City Services.

Our Service Plan

The Office of Management & Budget is responsible for providing City departments with fiscal planning and analysis and management services to enable the City organization to provide City services and infrastructure improvements to the public in accordance with the policies, goals and objectives established by the City Manager and the City Council. The department coordinates and prepares the Five-Year Financial Forecast, City Revenue Manual, and Annual Operating and Capital Budgets. The department provides assistance for the development of the Three-Year Annexation Plan and the City's annual cost allocation plan. The Department's commitment is to provide professional and quality services to the City.



ARTISTRY IN MOTION...

Celebrating 75 Years of Dance

The Parks and Recreation Department, which has the longest running municipal dance program in the country, celebrated that 75-year tradition with a year-long series of events highlighting the contributions of its first teacher, Berta Almaguer, and all the teachers and students who follow in her footsteps. Miss Almaguer began the program in 1934 and taught dance to thousands of San Antonio children by the time she retired in 1970. The Parks and Recreation Department's dance program, which initially focused on Mexican folklorico and flamenco, continues to evolve, with the addition of contemporary and modern dance in recent years.

The celebration of this tradition began with a series of dance performances at the Arneson River Theatre in September in honor of Hispanic Heritage Month and continued throughout the year with a variety of dance events ranging from a National Night Out Celebration in collaboration with San Antonio Dance Umbrella to a Día de Los Muertos event, "Vida Nuestra: Altar and Exhibit Show," at the Guadalupe Cultural Arts Center.

Photos taken by City Photographer Fred Gonzales. The music featured on this gallery page is taken from the cd *Echoes & Light* by local musician Adam Zuniga.

A City of Opportunities. A Future of Possibilities.

CITY OF SAN ANTONIO 2010 YEAR IN REVIEW



- Executive Summary, Charts & Graphs 
- Resume Ejecutivo, tablas, y graficas 

PURSUIT OF EXCELLENCE...

2010 Community Survey

Residents' opinions are a valuable part of the City of San Antonio's decision-making processes. The Community Survey serves as a vehicle of communication and reinforces the relationship between the City and our residents.

In April 2010, the City conducted its second city-wide survey to identify residents' satisfaction with the delivery of major City services and to help determine priorities for the community. The results from the survey revealed areas where we are excelling in services and those where we will look to improve. The Executive Summary outlines the major findings of the survey, of those respondents that provided an opinion.

[MORE](#) ▼

The major services that residents felt were most important for the City to provide were police safety services, streets and infrastructure maintenance, and fire and emergency medical services.

The major City services that scored the highest overall levels of satisfaction were: fire and emergency medical services (87 percent satisfied or very satisfied), public library services (85 percent satisfied or very satisfied), solid waste services (78 percent satisfied or very satisfied) and 3-1-1 customer service (78 percent satisfied or very satisfied).

City services that most improved since 2008 included, the percentage of residents who felt the City's 311 Service was "very easy" to use (16 percent increase), resident satisfaction with code enforcement (15 percent increase), satisfaction with street repair (11 percent increase) and satisfaction with the responsiveness of City employees (10 percent increase).

According to the survey results, compared to other large cities, San Antonio ranks above average in almost every City service category surveyed, and satisfaction with the overall quality of City services rated 18 percent above the national average (San Antonio was compared to results of a survey conducted by ETC Institute in April 2010 of U.S. cities with populations of 250,000 or more). The overall survey results for San Antonio increased significantly while the results for most other communities decreased significantly.