

NEIGHBORHOOD ENHANCEMENT

PEOPLE.



PETS.



PROPERTY.



The mission of Neighborhood Enhancement is to emphasize education, problem-solving, and targeted assistance to support people, pets and property.

A N N U A L R E P O R T

Fiscal Year 2019



With its inception in early 2018, the Neighborhood Enhancement department was tasked with creating and maintaining a better quality day to day life for the citizens of San Marcos.

Neighborhood Enhancement now serves as an umbrella department with oversight responsibility for several divisions, including Code Compliance, Environmental Health, Animal Services, Resource Recovery, WIC, and Neighborhood Vitality.

This annual report serves to highlight the creativity and positive approaches by staff to achieve this goal in Fiscal Year 2019.

A N N U A L R E P O R T

Fiscal Year 2019

PEOPLE

6

Neighborhood
engagement
events

7,293

W.I.C. clients
served monthly

12,244

Volunteer hours
committed by
residents for
department
initiatives

150

Neighborhood
engagement
event
attendees



P E T S

84.6%

Live outcome rate

Adoption, returned to owner,
and rescue/transfer

277

Spay/neuter
vouchers provided
to community

1,190

Microchips
implanted

4,751

Total intake

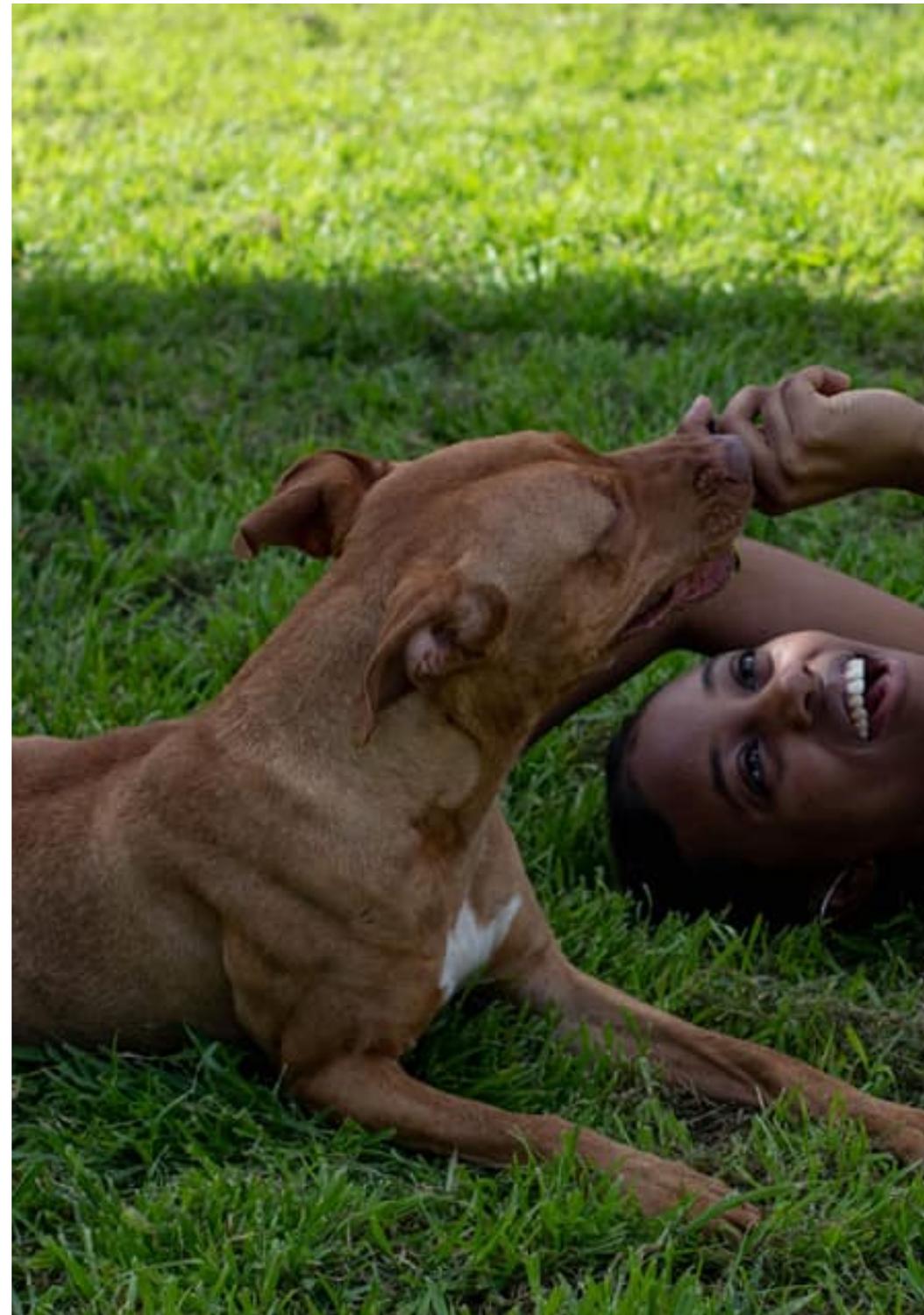
3,840 cats/dogs
911 other/wildlife

1,286

Adopted

212

Fostered



PROPERTY

2,959

Bulk
trash pickups

2,675

Service
requests closed
by department

4,106

Service requests
submitted through
SMTX Connect

33.5%

Landfill diversion
from curbside
residential services

401

Brick and mortar
food permits
issued





DIVISION HIGHLIGHTS

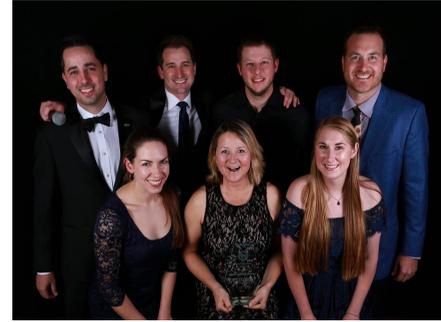
DIVISION	HIGHLIGHTS
Animal Shelter	Received 176 animals in large-scale, high profile animal seizure case.
Code Compliance	Fully staffed with 5 officers assigned to specific districts to assist in building relationships in neighborhoods.
Environmental Health	Revised and updated the COSM Food Ordinance to meet minimum State of Texas standards while providing local permitting flexibility.
Neighborhood Vitality Team	Hosted first-ever Texas Town and Gown Symposium and dinner in San Marcos.
Resource Recovery	Hosted Bobcats Give Back program focused on alleviating trash issues during the summer move-out turn.
Women, Infants, Children	Relocated San Marcos WIC Clinic and Administration offices to The Village where multiple services are co-located.

TEAM MEMBERS AND RECOGNITION



DerryAnn Krupinsky

Recipient of Art Fuston award by Texas Association of Local WIC Directors



Amy Kirwin

Resource Recovery received 2 awards for Sights and Sounds waste management.

**Coming Soon:
Animal Services Manager
Environmental Health Manager**



Department Team Huddle



First ever Texas Town and Gown Symposium



PROGRAMS AND PROJECTS

I N N O V A T I O N

- Launch of Neighborhood Vitality Grant program.
- Install docking stations (MDTs) in all of the Code vehicles to allow for reporting from the field.
- Update software and process (with guidance of IT) used to complete customer-driven service requests.

T E A M W O R K

- Continue working with Development Services to extend the online application and payment process to include mobile food permits.
- Coordinate with other City departments to revise inspection and approval practices across the organization to guarantee compliance with local/state health and safety laws and regulations.

C U S T O M E R E X P E R I E N C E

- Provide education and outreach on new requirements for mobile food units.
- Receive second conversion van, courtesy of Texas WIC, for enhanced mobile clinic/outreach use.
- Continue hosting Neighborhood Conversation events in the community, coordinating efforts with other City departments.
- Facebook page coming soon!

GOALS



1

Communication



2

Collaboration



3

Relationship building with staff, other departments and community members



4

Exposure of the good work



5

Consistent and quality customer service



"Neighborhoods that are connected, cared for and cherished by those who live there"

-Neighborhood Commission Vision Statement adopted in 2019



THANK YOU

Neighborhood Enhancement

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Neighborhood Enhancement

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