



Policy Examination Timeline

1. Research – September 2014 - October 2015
2. Key Stakeholders Outreach – January 2016-March 2016
3. TTU Committee Presentation – Early April 2016
4. Draft Ordinance – Late April 2016
5. Final Approved Ordinance – May-June 2016
6. Public Education will begin – May-June 2016
7. Enforcement will begin – November 2016

Range of Public Participation:

Inform	Connect	Involve- Comment- Collaborate	Partner
<ul style="list-style-type: none"> • Informational fact sheet • Public comment 	<ul style="list-style-type: none"> • Sanantonio.gov/remembertheriver • Telephone Communications • Email Communications from the City of San Antonio 	<ul style="list-style-type: none"> • policy examination process • presentations • industry roundtables • one-to-one conversations 	<ul style="list-style-type: none"> • Water quality subject matter experts • Ad hoc subject matter expert committee meetings

- Inform – stakeholder engagement will begin with informing via informational fact sheet or open public comment. This information will help stakeholders provide feedback during the policy examination process. Stakeholder comments will be accepted in written form during the open comment period until the item is presented for City Council consideration. Comments are accepted in letters or e-mail directed to TCI or Office of Sustainability staff. The stakeholder is encouraged to submit written comments early so City staff can thoroughly evaluate, respond and incorporate comments as applicable. Written comments allow City staff to better understand stakeholder input and develop comprehensive and thorough responses. Comments can be accepted by phone. Stakeholders can leave a voice mail message for up to one minute. City staff will need to transcribe the message for it to be entered into record. City staff will respond to those individuals/entities whom have provided contact information.
- Connect - When City staff conducts outreach it provides the stakeholders with information about available coal tar research and findings. The “Remember the River” coal tar web page can help the stakeholders understand coal tar issues and potential solutions; it is also a more interactive source of information because it allows stakeholders to engage with City staff by leaving feedback and comments at any time. Additional tools include telephone and email communications to quickly provide stakeholder notification and intake feedback from stakeholders.



- **Involve, Comment and Collaborate** – When City staff collaborates with stakeholders, we gather input on coal tar issues and solutions to understand the perspectives of different stakeholder and industry groups. Examples of stakeholder participation activities that fall in this level include stakeholder/industry presentations, industry roundtables/focus groups or one-to-one conversations. These venues will be opportunities for stakeholders to provide their ideas, feedback, comments and alternative resolutions. The stakeholder will be invited to the process early before City Council consideration.
- **Partner** – City staff partners with industries/organizations that share a mutual mission to enhance quality of life in the community. Examples of stakeholder participation activities include ad hoc committee meetings with related subject matter experts – Parks and Recreation - Edward Aquifer Protection Program, Transportation & Capital Improvements - Stormwater Program, SAWS, SARA, Health Department and Edwards Aquifer Authority.

Language Services

The City of San Antonio maintains services for Spanish-speaking residents who wish to receive information. Printed materials can be translated upon request. The City of San Antonio website uses an independent third party tool to provide automated language translation. Additional assistance can be provided by city staff in-person or by phone.

Monitoring Stakeholder Participation Outcomes

City staff can regularly monitor and modify engagement and outreach activity to improve effectiveness. Post-event evaluation will also identify common themes that emerged from the stakeholder input process/activity.

- participant surveys or questionnaires following meetings/presentations
- individual or group interviews with stakeholders
- focus group meetings to gain insight after a stakeholder participation activity

Listing of Key Stakeholders

This list is intended to be modified as we learn from other stakeholders and subject matter experts additional individuals or entities we should engage to enable us to comprehensively examine the positive and negative impacts of a coal tar policy for the City of San Antonio.

1. Pavement Coatings Technology Council (pavement sealant service providers)
2. Greater San Antonio Chamber of Commerce (water committee)
3. Property Management Firms
 - Baxter Southeast Corporate Realty
 - Birnbaum Property Co.
 - Cambridge Professional
 - Cavender and Hill Properties
 - Cencor Realty Services
 - Cross & Co
 - D.B Harrell
 - Grubb & Ellis Management Services
 - Healthcare Realty Trust



- Koontz McCombs Realty Services
 - Magi Real Estate Services
 - USAA Real Estate Services
 - Orion Partners
 - Port San Antonio
 - ProLogis
 - Reata Property Management
 - REOC Partners
 - Rohde Realty
 - Tarantino Properties
 - Trammel Crow Co
 - Transwestern
 - Travis Commercial Real Estate
3. Associated General Contractors
 4. San Antonio Building Owners Management
 5. San Antonio Apartment Association
 6. DSD's Development/Property Management Task Force
 7. Region 20 (schools districts)

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Public Engagement Deliverables/Timeline

Deliverable	Timeline	Range of Public Participation
Approval of Public Engagement Plan Approach with Ad Hoc Subject Matter Experts	Week of January 4 th	Partner
Remember the River website “Coal tar policy examination/public input webpage and informational fact sheet	Week of January 18 th , 2016	Connect and Inform
E-mail, Telephone & One-to-One Conversations with Property Management Firms, San Antonio Apartment Association and Region 20, Associated General Contractors	February 1-Feb 29, 2016	Involve-Comment-Collaborate
Pavement Services Industry Roundtable	February 2016	Involve-Comment-Collaborate
Presentations for SA Greater Chamber of Commerce, Development Services Developers and Property Management Task Force, SA Building Owners Management	February-March 2016	Involve-Comment-Collaborate
Intake of feedback and comments via phone, email and mail. Evaluate and respond to comments.	January-March 2016	Inform, Involve-Comment-Collaborate

Principles of Stakeholder Outreach/Engagement

- Meaningful: support stakeholder participation to enhance decision-making and help the City improve policy development
- Inclusive: engage a broad range of industry stakeholders, with a broad range of interests and perspectives, in its stakeholder participation activities.
- Transparent: clearly communicate its decision-making processes and the role of the stakeholder in those processes.
- Respectful: stakeholder participation activities will be conducted with respect for all stakeholders and differing viewpoints.
- Flexible: Stakeholder participation activities will accommodate a variety of engagement methods and stakeholder groups and will be modified as needed



- Timely: stakeholder participation opportunities will be proactive and timely, occurring in advance of final decision-making by City Council.
- Clear, Focused and Understandable: Participation methods will have a clear purpose. City staff will communicate to the stakeholder what type of input it is seeking and how input will be used in language that is easy to understand.
- Informed: provide timely, accurate and clear information to allow stakeholders to stay informed, ask questions and provide constructive input.
- Responsive: carefully consider all stakeholder input received, strive to incorporate all stakeholder input when appropriate and communicate outcomes to the stakeholder - in particular to those stakeholders who took time to submit comments.
- Quality: Achievement of each of the above principles will ensure quality stakeholder participation processes.

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